

“Hypno –birthing sessions - a very empowering experience. Thanks”.

**Our patient, Maternity-Led Unit
June 2014**

The Royal Wolverhampton 
NHS Trust

Patient Experience Report for Health Scrutiny Overview Committee

Quarter 1 2014

Carol Bott, Head of Patient Experience
and Public Involvement

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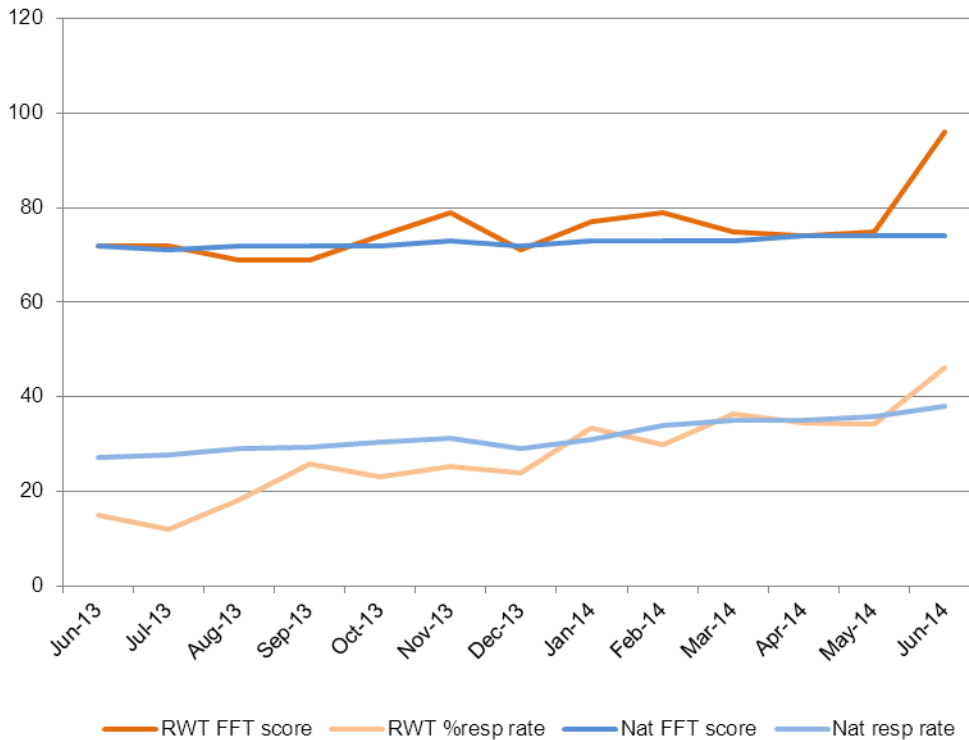
Appendix I FFT Report for June 2014

1. Friends and Family Test and Patient's Voice

a. Inpatient

Friends and Family Test April to June 2014

The graph below shows RWT performance against the national score. During this quarter the RWT score remained in line with the national score.



The table below shows that the inpatient 'patient's voice' scores, which are the questions we use in addition to and at the time of asking the FFT. There were marginal decreases in the months of April and May. A marked increase was recorded in June 2014.

Patient's Voice: April to June 2014

Question	RWT Nat inpt (n=415)	Apr 14 (n=av 944)	May 14 (n=av 867)	June 14 (n=av 746)
Did you feel cared for?	NA	95.0%	95.5%	96.3%
Pain control	79%	96.0%	95.4%	97.4%
Responses patient buzzers	60%	76.9%	77.2%	88.2%
Discussing worries/fears	54%	90.1%	89.8%	93.5%
Involvement discharge decisions	65%	89.3%	86.1%	92.0%
RWT Score	64.5%	89.5%	88.8%	93.5%

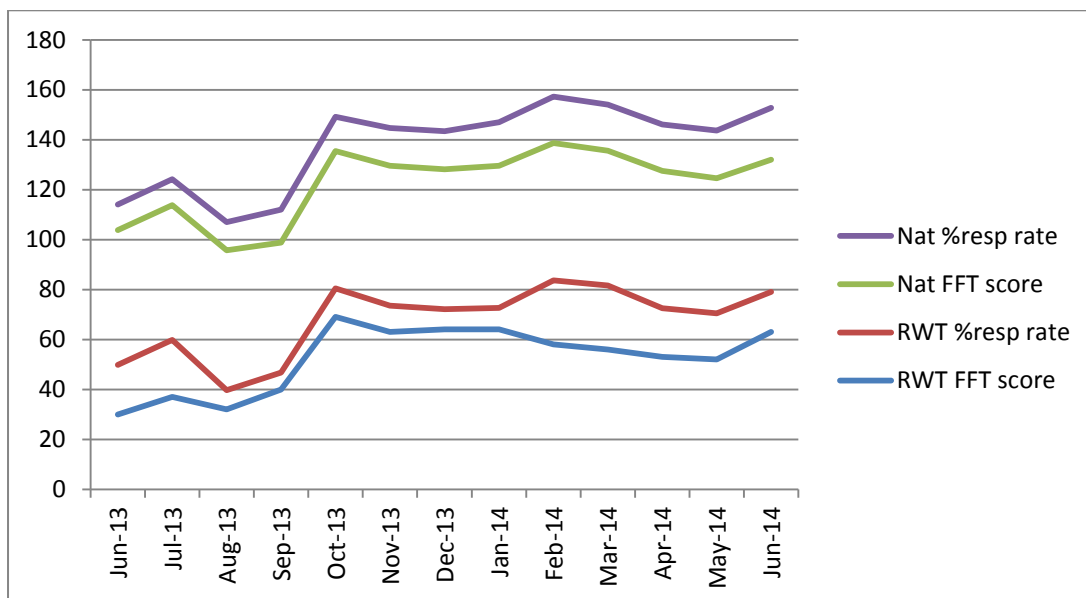


This data shows stability over Q1 with minimal month on month variation, the data is consistent across both divisions.

b. Emergency Department

Friends and Family Test April 2013 – March 2014

The graph below shows RWT ED performance against the national score for the last 12 months. The method of data collection will be accompanied by IVM as an added measure. The RWT' score consistently remains higher than the national ED score.



ED Patient's voice Q4

Since the introduction of the specific patient's voice questions, improvements above the baseline have been maintained at 90% or above, with a minimal decrease during Q 1.

Question	Sept 13 (n=av 213)	Oct 13 (n=av 765)	Nov 13 (n=av 579)	Dec 13 (n=av 414)	Jan 14 (n=av 476)	Feb 14 (n=av 545)	Mar 14 (n=av 311)	Apr 14 (n=av 439)	May 14 (n=av 279)	Jun 14 (n=av 323)
Cared for?	87.2%	92.3%	94.0%	91.5%	92.9%	93.4%	95.4%	92.0%	90.5%	93.4%
Pain	84.1%	92.0%	89.0%	91.3%	91.7%	93.6%	95.8%	90.3%	89.1%	92.4%
Worries/fears	79.6%	86.9%	86.8%	87.5%	89.2%	87.6%	85.9%	87.7%	85.8%	82.3%
ED Score	83.6%	90.4% ↑	90.0% ↓	90.1% ↑	91.3% ↑	91.5% ↑	92.4% ↑	90.0% ↓	88.5% ↓	89.3% ↑

>95%
≥85%<-95%
<85%

Patient Comments - Emergency Department

Below is an example of the type of comments received via patients who attended ED.

The Friends and Family Test Service Report

comments excellent staff

1

comments, right from the moment i walked in to the moment i left all the staff were friendly, kind and caring, especially the eye nurses, they constantly kept me in the loop and informed me of all that was going on.

1

comments...i thought the staff were very nice, looked after me all night, kept checkin on me askin was i ok they deserve a medal for what they do.

1

comments

i got seen within 40 minuets and taken strait into majors with less than a 15minyet wait for me to get a cubical and once id been by the dr she can back to me with in 10 for my results .. i was verry please i got seen so quickly :)

1

comments

the nurses ag your department were very helpful zympthetic and very knowlaged. exactly what i would expect when visiting the hospital

1

comments because of how quick and nice the staff sorted my problem

1

comments staff were amazing

1

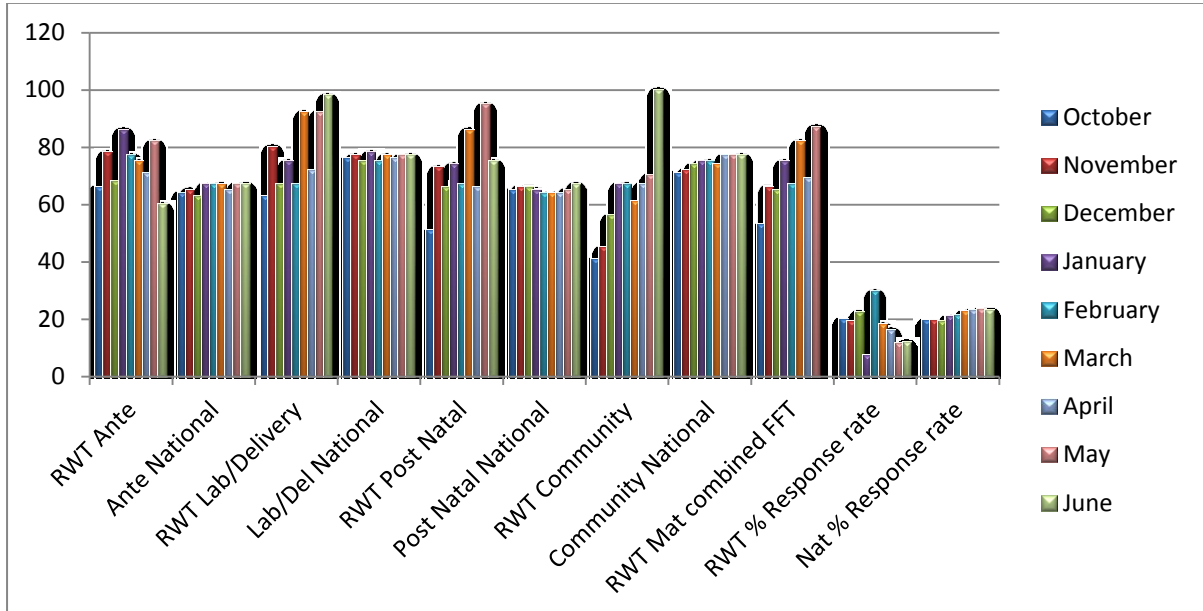
Qualitative comments are collected and analysed as part of the FFT process in the ED. Since September over 4000 reflections have been identified.

Many patients commented positively about the care and treatment provided.

Maternity

Friends and Family Test October 2013 – June 2014

FFT is operational in RWT Maternity across the four touch-points. Scores from October to June 2014 are provided in the graph below. A review of the questions being asked has recently taken place and from 1 June 2014 a more standardised approach has been implemented with just one question being asked with the opportunity for service users to provide more comments about service change or personal experiences.

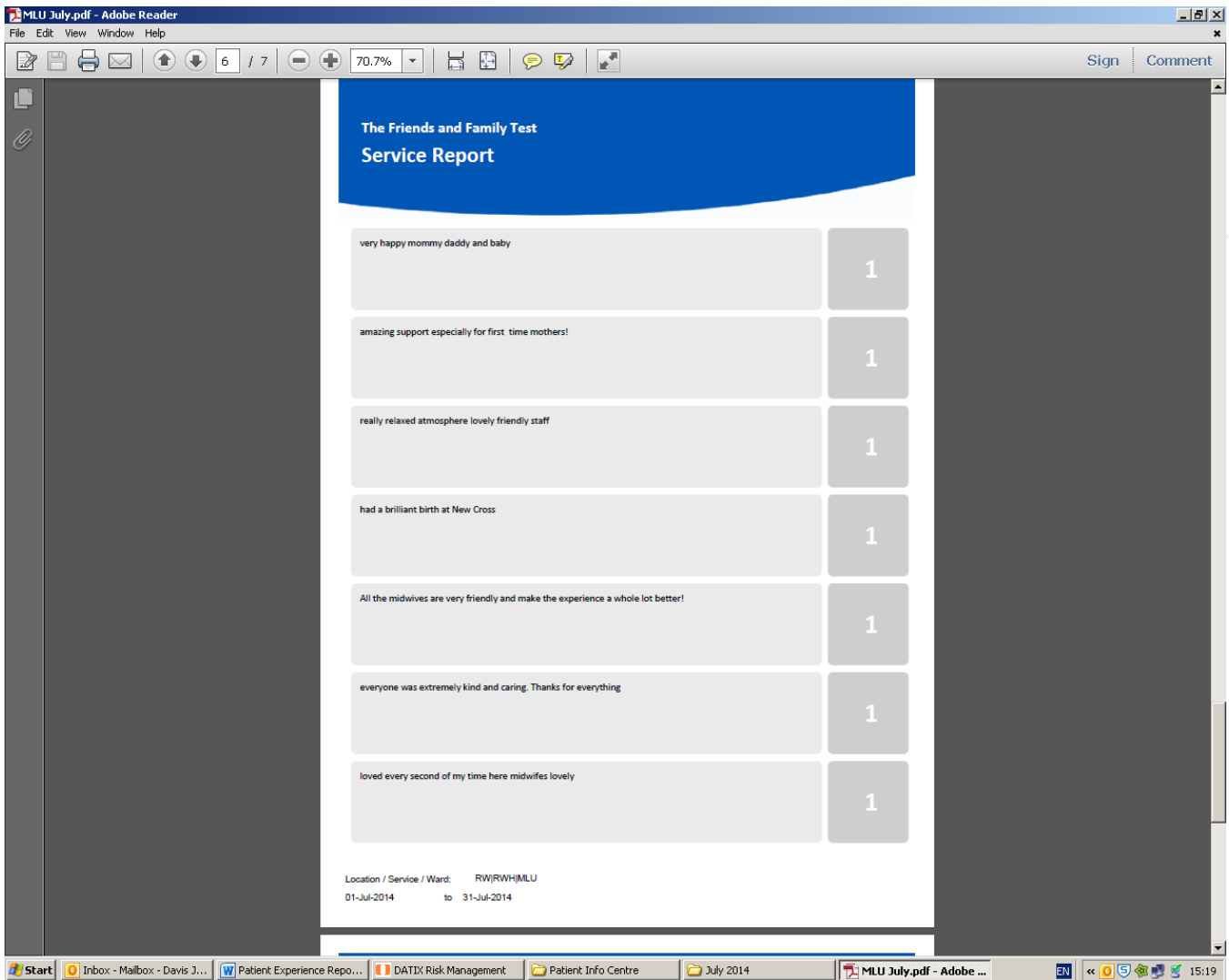


2.3.2 Maternity Patient's voice October to May 2014

The metrics below have been introduced in line with the FFT and responses.

Question		Oct 13 (n= 228)	Nov 13 (n= 177)	Dec 13 (n= 120)	Jan 14 (n=114)	Feb 14 (n=163)	Mar 14 (n=)	Apr 14 (n=)	May 14 (n=)
Ante Natal	Enough info to decide where to have baby?	95.2%	93.6%	91.4%	96.9%	90.6%	96.7%	96.4%	92.6%
	Telephone number midwifery team that you could contact?	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Time to ask questions or discuss pregnancy?	96.8%	94.8%	94.8%	100.0%	97.1%	100.0%	100.0%	100.0%
	Information or explanations needed?	96.8%	97.9%	94.8%	100.0%	97.1%	93.3%	100.0%	98.2%
Delivery	Start of your labour - appropriate advice/support when contacted midwife (MLU)?	92.9%	94.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Left alone at a time when it worried you (MLU)?	86.7%	95.2%	86.7%	89.7%	94.7%	93.3%	96.0%	96.0%
	Start of your labour - appropriate advice/support when contacted midwife?	96.8%	100.0%	95.8%	82.4%	96.4%	100.0%	85.7%	90.0%
	Left alone at a time when it worried you?	84.2%	81.3%	69.0%	87.8%	72.3%	75.0%	79.1%	70.0%
Maternity Ward	Call Buzzer (MLU)	85.0%	92.3%	100.0%	96.2%	95.5%	100.0%	100.0%	95.5%
	Treated with kindness and understanding (MLU)?	90.6%	100.0%	100.0%	100.0%	100.0%	98.9%	98.9%	98.0%
	Call Buzzer	78.9%	86.7%	80.0%	83.8%	87.9%	92.4%	83.3%	94.7%
	Treated with kindness and understanding?	89.0%	90.6%	89.7%	97.1%	91.3%	96.0%	88.9%	95.0%
Discharge from Comm'y	Telephone number for a midwife or midwifery team that you could contact?	98.0%	100.0%	96.9%	100.0%	100.0%	100.0%	100.0%	96.4%
	If contacted a midwife - given the help that you needed?	70.3%	77.3%	75.0%	79.2%	96.4%	84.8%	100.0%	81.8%
Total		90.1%	93.2% ↑	91% ↓	93.8% ↑	94.2% ↑	95.3% ↑		

		>95%							
		≥85% - <95%							
		<85%							



The document above provides a snap shot of some of the comments received via FFT relating to Maternity.

Healthcare Communications is now the provider with responsibility for the further implementation and monitoring of the FFT. The use of an automated texting system in tandem with cards is proving to be successful and will maximise the Trust ability to achieve the 2014/15 CQUIN.

Healthcare Communications use a system known as Envoy which provides robust and instant feedback live via a website. **Appendix 1** illustrates the initial June FFT Report which comprises of ED, Inpatients and Maternity data has been well received by the Trust. As well as providing qualitative data the report is a useful tool as an indicator for where service change needs to take place in order to promote a more positive patient experience.

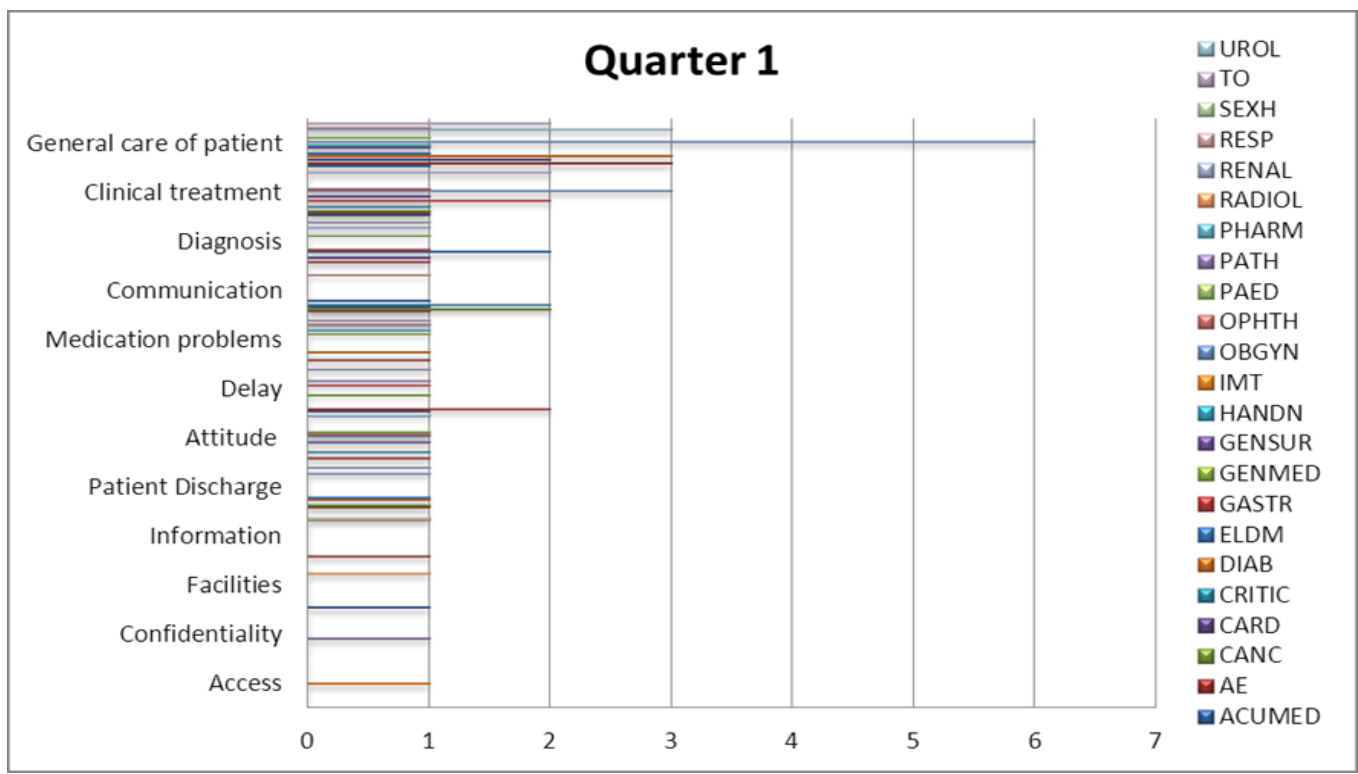
2 Complaints

Themes

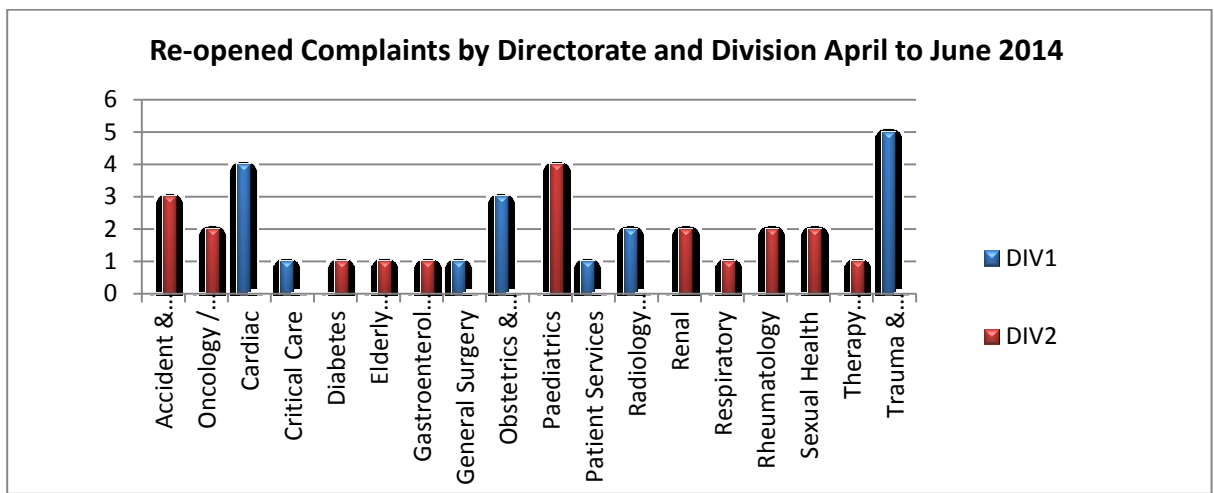
Graph 1 below shows the main themes raised in formal complaints in Quarter 1. 89 formal complaints were made during this period.

Complaints about general care and clinical treatment received the most complaints in this reporting period.

Graph 1 – Quarter 1 (April to June) 2014 Formal Complaints by Theme and Directorate



Graph 2 – Re-opened Complaints Quarter 1

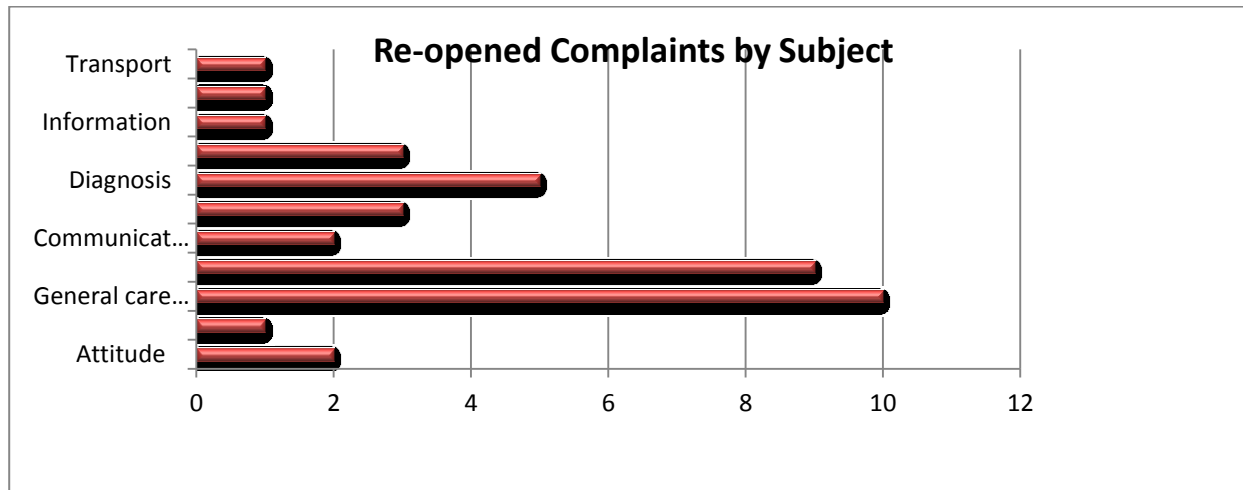


37 formal complaints were re-opened during Quarter 1. Of these complaints 17 were attributed to Division 1 and 20 to Division 2. There were no re-opened complaints for Corporate or Estates and Facilities. Graph 2 shows the overall

number of complaints which were re-opened by Directorate and Division during this quarter with Trauma and Orthopaedics having the most re-opened complaints (5).

Graph 3 – Re-opened Complaints by Subject Quarter 1

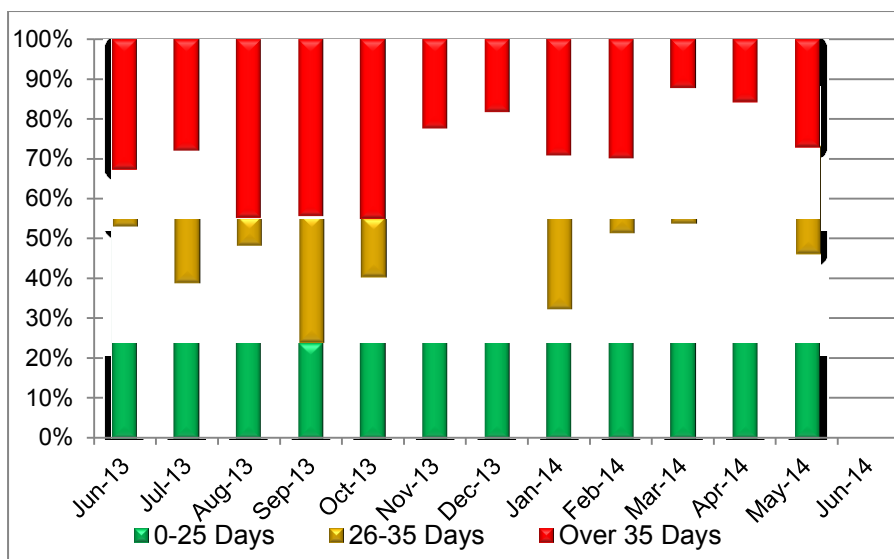
The bar chart below demonstrates topics for reopened complaints/ General care of patients received the most. Some of the sub-sets of these complaints included falls, appropriateness of treatment and lack of basic nursing skills.



In response to the previous suggestion by the Trust Development Agency (TDA) in relation to the management of complaints, the Surgical Directorate has commenced their pilot of the new complaints process. The agreed specialities which will be included in this pilot are General Surgery and Urology. The pilot will be audited and reviewed after a six month period.

Performance

The graph below shows RWT responsiveness to formal complaints from June 2013 to May 2014 and the number responded to within 25 working days. 33 complaints were closed in June 2014 of which 14 complaints were responded to within 25 days. 8 complaints took between 25 to 35 working days to investigate and respond with the remaining 11 complaints taking longer than 36 working days.



The table below shows the rate of complaints received in this quarter against inpatient activity. The previous Trust target of less than 0.5% has been met.

Month	Number of complaints received	% of activity
April	31	0.2%
May	30	0.2%
June	28	0.2%

Ombudsman (PHSO) Investigation Findings (upheld cases)

No formal complaints were referred to the Ombudsman during April to June 2014. 2 complaints which were referred to the PHSO in November and December 2013 (Emergency Services x 1 and Cardiology x 1) were partly upheld by the PHSO with a financial cost of £1,000 for the Trust. 1 complaint (Paediatrics) which was referred to the PHSO in January 2014 was declined for investigation by the PHSO in April. This information is shown in table 1 below.

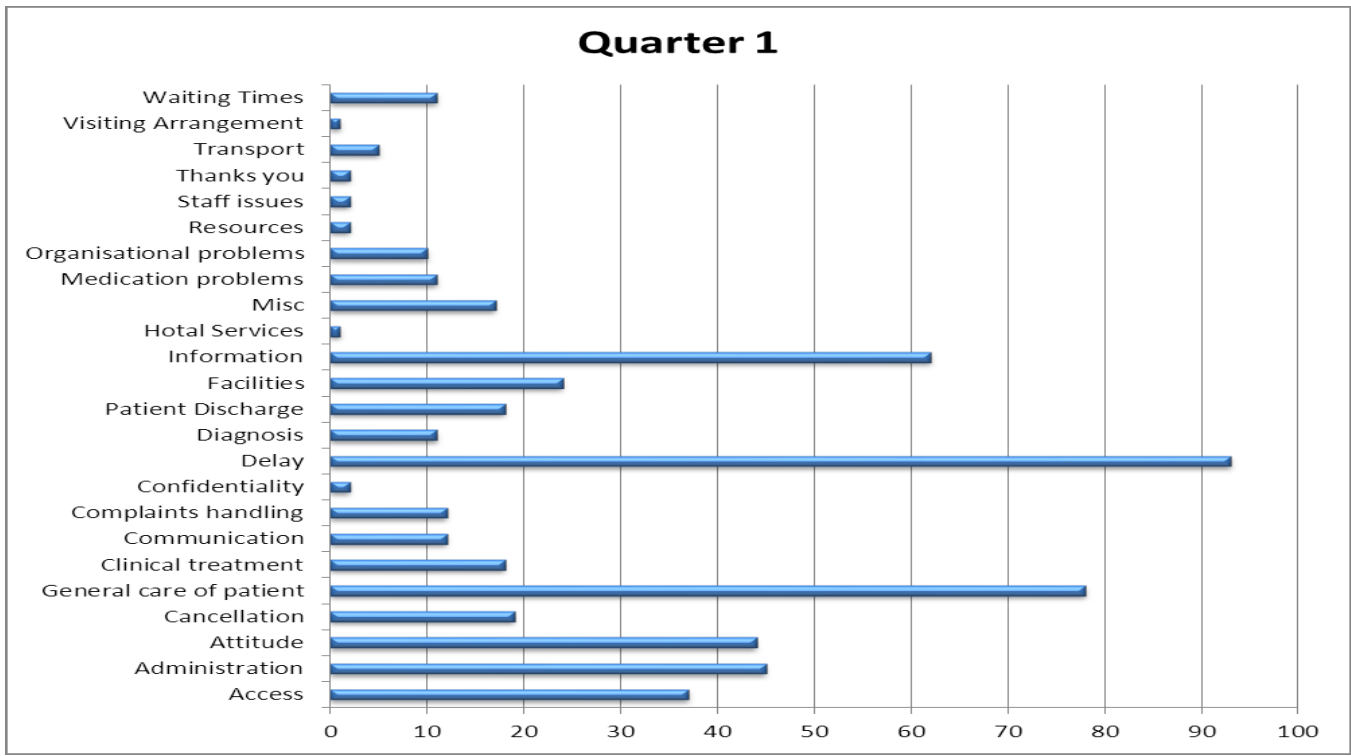
PHSO Complaints by Outcome	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Upheld Recommendations made	0	0	0	0	0	0	0	0	0	0	0	2	1	0	1
Issues turned down	0	1	1	2	0	0	2	0	0	1	1	1	1	0	0
TOTAL	0	1	1	2	0	0	2	0	0	1	1	3	2	0	1

Patient Advice and Liaison Service (PALS)

Themes

Graph 3 below shows the themes in PALS enquiries for this quarter. Themes relating to delay and general care of patient received the most contacts. The category of 'information' is in the main a range of low level requests. Typically, relatives and carers calling in or telephoning to find out where a patient is staying, how

to find a department, how to access social services or requests for reference material about specific medical conditions. A number of these items could be appropriately responded to by a presence at a front desk with access to PAS and a range of information to help signpost visitors and patients. Concerns relating to 'delays' are usually about the patient experiencing a delay in receiving an appointment or results of clinical tests.



2 Compliments/Appreciation

During this reporting period the Trust received the following;

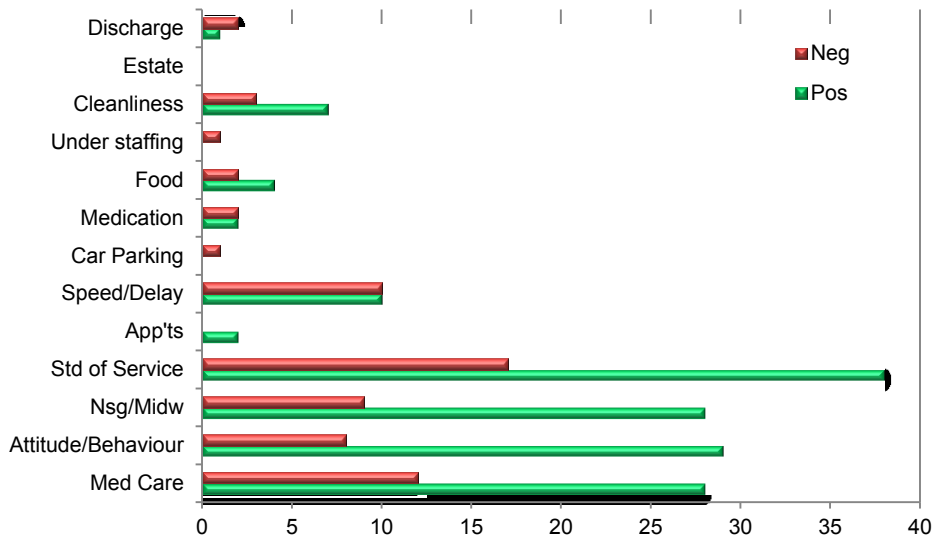
- 615 Thank you cards
- 43 Letters
- 644 Boxes of chocolates/gifts
- 82 boxes of biscuits
- £12,766.06 in monetary donations

Additionally, £1.000 was raised at the Dementia Ball.

3 Internet Feedback

Patients and Carers can leave details of their experiences or views about providers of healthcare on websites such as NHS Choices or Patient Opinion. Each comment is read, sent to the relevant department and an online response is provided, usually asking the author to make contact if they would like us to feedback specific information to them. This is undertaken by the Head of Patient Experience and Public Involvement.

Each experience left in this way is analysed and the themes are shown in the graph below from April to July 2014.



More specific information obtained from the Patient Opinion website is given below.



Patient Opinion users' overall rating based on 155 ratings.

What are people saying about this service?

What's good?

- consultant
- good care
- birthing pool
- excellent care
- helpful

What could be improved?

- explanation
- great care
- long wait
- nothing
- uncomfortable

How have people rated this service?

9 people would recommend this service
 4 people would not recommend this service

Cleanliness	Environment	Information	Involved	Listening
★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
(11 ratings)	(13 ratings)	(13 ratings)	(24 ratings)	(13 ratings)
Medical	Nursing	Parking	Respect	Timeliness
★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★☆
(11 ratings)	(11 ratings)	(11 ratings)	(24 ratings)	(24 ratings)

"I was admitted to New Cross on 17 March, 2014 for total bilateral knee replacements. I cannot praise the surgeon, Appleby suite staff and the A6 staff enough. After four nights in hospital, I was released to go home. Sixteen days following surgery, I am off the elbow crutches and using only one cane! I was treated with nothing but respect by all the staff. The only "downside" that I could see was that A6 is understaffed during the night time hours (there were only 4 staff on the nights I was in for the whole A6) but they did an excellent job of getting to everyone as quick as they could. Thank you all from the bottom of my heart, you have given me back my mobility and my life!"

I broke the top of my femur after I fell whilst mowing the lawn on 15 May 2014. I was attended by a paramedic followed by ambulance and had a full femur pin operation on 16 May. I would like to thank all the staff on ward A5. The staff were extremely busy but cared for everyone with care and efficiency. At 67 I was one of the youngest on the ward and made me appreciate how lucky I was. Special mention for the food and menu options. I was very pleasantly surprised.

"Had a procedure at eye infirmary today and I would like to thank the consultant and all the wonderful staff for the excellent care and treatment I received. 5 star".

The information given below relates to social media specifically relating to healthcare, which most individuals will not be familiar with. In terms of more populist social media RWT does not as yet have systems of engagement and monitoring in place. However more and more members of the public are using this as a forum for comment particularly Iwantgreatcare.com and Patient Opinion linked to NHS Choices. June will see even more data about staffing and services placed on the NHS Choices website which will potentially prompt more enquiries about our services and particularly staffing. A priority for the new Head of Patient Experience and Public Involvement is to work closely with the Head of Strategy and Redesign to identify systems and processes to identify external social media comments and manage them accordingly and this will include linking with IT to support an upgrade of the Trust's external facing website



4 Patient Experience Forum (PEF)

4.1 The PEF continues to meet bi monthly and from September 2014 onwards will be jointly chaired by Matron Coan and Carol Bott, Head of Patient Experience and Public Involvement. The membership will undergo review and be more outcomes focussed.

5 Quality Walkabouts

The PALS team participate in the Quality and Safety Walkabout and provide issues relating to patients' care and experience to them. Between April and June the following areas have been included in this process:

- Gynaecology
- Renal Unit – Pond Lane
- Outpatients Department 1
- Cannock Satellite Unit
- Rheumatology OPD
- Urology OPD
- Children's OPD

6 Further Developments

The new Head of Patient Experience and Public Involvement, Carol Bott, commenced in post on 4 August 2014 and is reviewing the processes and service delivery around Patient Experience and complaints. She looks forward with much enthusiasm in working alongside staff to improve the patient journey within the Royal Wolverhampton NHS Trust.

Carol is taking forward the recommendations emanating from the Clwyd Hart Review. This will involve the use of a Task and Finish group. The initial meeting shall take place on 23 September 2014.