

NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST
BOARD OF DIRECTORS

Meeting Date: 29 April 2015

Title and Author of Paper: Service User and Carer Experience Summary Report (Quarter 4 2014/15)

Lisa Quinn, Executive Director of Performance & Assurance

Paper for Debate, Decision or Information: Information

Key Points to Note:

- This report summarises the Quarter 4 2014/15 Service User and Carer Feedback
- Additional information has been included on other feedback mechanisms such as How's It Going, DREEM, ESQ, NHS Choices and Patient Opinion website comments and Friends and Family test results. A summary table of the thankyou's and compliments received and posted on the Trusts chatterbox is also included within the report.
- This report is a high level summary for assurance purposes. Detailed reports will be forwarded to each Group for action/information during Q4. Any actions taken in response to individual Group feedback will be highlighted in the next summary report.

Outcome required: for information only

PATIENT AND CARER EXPERIENCE

PURPOSE

To present to the Committee a summary of the Quarter 4 2014/15 Patient and Carer experience reports.

BACKGROUND

Getting service user and carer feedback is vital to improve our services. The Trust has developed and implemented a Points of You patient and carer feedback system which is well known and widely used across the Trust, particularly in Urgent Care. There are also other feedback mechanisms within the Trust for specific service user groups and we will start to incorporate this information within this report and during 2014/15. How's It Going, DREEM, ESQ, NHS Choices and Patient Opinion website comments and the results of the patient element of the Friends and Family test have also been included. Also included is a summary table showing compliments and thank you letters from the Trusts chatterbox.

Due to the realignment of inpatient beds from Planned Care Group to Urgent Care Group the results presented are for Urgent and Specialist Care Groups only.

IN-PATIENT POINTS OF YOU RESPONSES FOR Q4 2014/15

Summary of responses received:

In-Patient Responses:

	2013-14 Q1	2013-14 Q2	2013-14 Q3	2013-14 Q4	2014-15 Q1	2014-15 Q2	2014-15 Q3	2014-15 Q4
Urgent Care Group	278	306	266	307	345	243	266	246
Specialist Care Group	117*	15	68	75	106	73	59	216
Trust Total	426*	360	357	393	451	316	325	462

Carer Responses:

	2013-14 Q1	2013-14 Q2	2013-14 Q3	2013-14 Q4	2014-15 Q1	2014-15 Q2	2014-15 Q3	2014-15 Q4
Urgent Care Group	87	306	26	104	59	34	57	58
Specialist Care Group	7	15	2	2	7	3	9	14
Trust Total	96	360	28	106	66	37	66	71

*numbers adjusted following late returns which have now been included

For quarter 4 the number of returns for Urgent care group there has been a decrease in the number of service user responses whilst the number of carer returns has remained almost exactly as quarter 3. The number of returns for Specialist care group has increased significantly for service users; this is largely due to the introduction of a patient experience questionnaire for gender identity clinics. There has also been a slight increase in the number of carer returns.

For Urgent care feedback continues to be received from a range of wards - the highest number of responses being received from Sunderland/South Tyneside locality.

Adult In-Patient - the responses were overwhelming positive with very few of the responses showing any negative comments. 5 out of the 8 questions asked received over 85% positive comments and those questions with the greatest number of negative comments were:-

- Did staff consider all of your relevant, personal issues when planning your care and treatment?
- Are you as involved as you want to be about your care and treatment?
- Do staff focus on your achievements, your aspirations and your hopes?

The first two questions shown above were also those questions which raised most concern during quarter 3. There has been an improvement in the question “Do staff help you to access all the information you need?” with this question now achieving over 86% positive comments.

Initial Response Team – there were no responses received from the Initial Response Team for this quarter.

Crisis Team - overall feedback was very positive, there were no areas of concern to highlight. One of the questions included within the questionnaire is “if there is a child or young person living in your home, did staff spend time talking to them about the situation”, this questions is consistently not answered by service users out of 16 returns there were 9 which did not have an answer to this question. The same question is included on the CRHT Carers questionnaire with similar results out of 8 returns there were 5 that did not have an answer for this question.

There were two questions from the CRHT service user questionnaire which scored 69% and 75% respectively, these were:

- Were you able to access the service with ease?
- Do you feel that the length of waiting time before you saw someone was acceptable?

As in Quarter 3 the question from the CRHT Carers questionnaire which received the greatest number of negative comments was “were you given a copy of the carers charter” with 5 out of 8 responding “no” to this question.

For Specialist Care in Quarter 4 feedback was received from 5 areas:

Forensic Learning Disability Services – there were 12 responses received from service users. The overall feedback was very positive across the range of questions asked and the main concern raised (although this was only from 2 respondents) was in relation to feeling safe on the ward.

Children and Young Peoples Services – there were 20 responses received for Q4 from this service. Feedback from service users was overwhelmingly positive.

Neuro-Disability Services – 19 responses were received from this area and again as in quarter 3 feedback was all very positive.

Addictions Services – There were 73 returns received from across Addictions services for Q4, there was some concern raised particularly in relation to the following two areas:-

- Do you feel involved in deciding what care is best for you? 12% answered “no” to this question.
- Do staff try to understand what it is like to be you? 22% of those who responded stated “no” to this question.

Gender Identity Clinics – This introduction of this questionnaire was a CQUIN target for 2014-2015. Data has been being collected since October 2014. There were 97 responses for Q4 and these have been counted within this report. A detailed report is to be produced which the service will receive, however it should be noted that the responses received were overwhelming positive. The main theme arising from comments made were in relation to the length of waiting times to be seen by services.

Carers - overall feedback was very positive, however within Specialist services responses show that the main areas of concern are in relation to the following questions.

- 27% stated no to the question “Did staff provide you with a ‘Carer information pack’”
- 33% of respondents answered no to the question “Did staff spend time with you explaining its contents?”

Within Urgent Care services there were no areas of concern to highlight, responses were all very positive.

In reviewing the overall Quarter 4 Points of You feedback the results remain very positive – detailed reports will be sent to each Group (including comments from individual service users) for their own analysis and action.

HOWS IT GOING RESPONSES Q4 2014/15

The How's it going and how's it going now questionnaires are used within the urgent care LD services and autism services with the how's it going questionnaires being completed on entry into the service and how's it going now being completed after 3/6 months of being in services. These questionnaires are discussed with service users by PALS officers who visit the Trust

Ward	How's it Going	How's it going now
Rose Lodge	1	1
Ingram	0	0
Middlerigg	0	0

The two questionnaires used in this feedback process are made up of 'yes/no' answers. There have only been two returns received for this quarter and there were no areas of concern to note from these. To raise with the relevant group leads the low number of responses received to try and ensure that these are submitted appropriately.

DREEM RESPONSES Q4 2014/15

The use of the DREEM questionnaires was put on hold in January 2015, due to the number of patient experience measures which are currently being used within the Trust, therefore there is no information available for Q4.

EXPERIENCE OF SERVICES (ESQ) RESPONSES Q4 2014/15

No update on ESQ responses was available for the Q4.

ANNUAL COMMUNITY POINTS OF YOU SURVEY 2014

Action plans have been produced by each of the community teams to show how they are addressing the issues which were raised from the Annual Community Points of You Survey 2014. These action plans will be monitored by the relevant Group meetings and fed back to Trustwide Patient and Carer Experience Group.

NHS CHOICES & PATIENT OPINION COMMENTS Q4 2014/15

The two main websites for services users to leave feedback are NHS Choices and Patient Opinion. During Q4 of 2014/15 the Trust received 3 comments through these sites.

Website	Comment	Response provided?
Patient Opinion	Service user left comment to say thank you for the care and treatment received	Yes – say thank you for the comments and to note that they would be passed onto the relevant team.
Patient Opinion	Service user left comment to say thank you for the care and treatment received	Yes – say thank you for the comments and to note that they would be passed onto the relevant team.
NHS Choices	Relative of service user unhappy about the waiting time and communication	Yes – to ask for further information so the relevant Service Manager can action

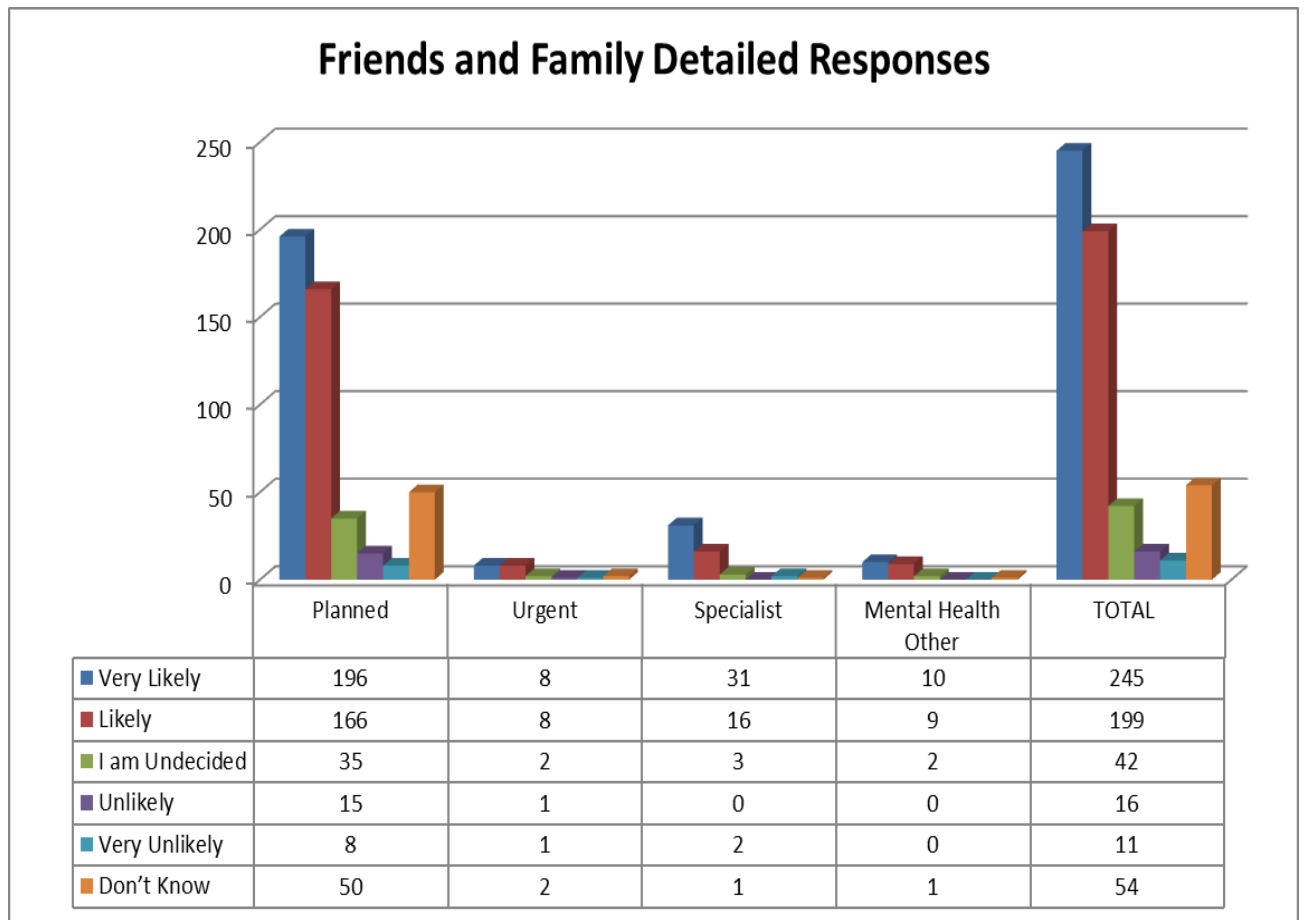
COMPLIMENTS AND THANK YOU'S FROM CHATTERBOX – Q3 2014/15

A summary table of the thank you's and compliments received and posted on the Trusts chatterbox is included within the report at appendix 1.

FRIENDS & FAMILY TEST REPONSES Q4 2014/15

As from January 2015 the Trust is required to offer all service users the opportunity to complete a Friends and Family test Questionnaire, we are required to submit the results of this questionnaire which are published on NHS Choices.

The responses can range from 'extremely likely' (a positive response) to 'extremely unlikely' (a negative response). The proportions of positive, negative and neutral responses are shown below in the following graphs:



The graph above shows the responses to the Friends and Family Test by Group and overall total for the Trust. The information cannot be shown in the same format as previous quarterly reports due to the change in process which has taken place during this quarter.

THEMES ARISING FROM FEEDBACK

We will build themes from the feedback we receive to help us to prioritise our improvement activity. The following themes are emerging from the information:

- Engaging with the Service Users friends and family
- Agreeing times to visit/arrange appointments
- Referral processes and access to services
- Engaging with Service Users about their care plan
- Accessing information
- Promoting the Carers Charter
- Having enough time to talk to staff and being listened to

ACTIONS TO IMPROVE SERVICE USER AND CARER EXPERIENCE

The Trust values services user feedback and it is important we also involve them as well as staff in identifying the improvement activity. This report will be shared with service user forums, the Council of Governors Quality Scrutiny Group, our Transforming Services Programme, Senior Management Team and Ward/Team Managers.

ACTIONS TO IMPROVE REPORTING

Further work is in progress to look at how the different types of questionnaire add value and how analysis of the information can best support quality improvements.

This report has started to capture other feedback mechanisms which are available in the Trust. This work will be expanded upon as the year progresses and we improve our internal processes to allow some meaningful analysis of the information.

Monthly data at service level is now being provided to Groups for their information and analysis.

RECOMMENDATIONS

The Board is asked to note the information included within this report.

Lisa Quinn
Executive Director of Performance & Assurance
April 2015

Compliments and Thank You's from Chatterbox – Quarter 4

Urgent Care	Dave Hatley	Embleton Ward	Jan-15	<p>Compliment for a member of staff from a Detective Sergeant who covers the Yorkshire and Humber regions: I want to take the time to let you know what an excellent job that one of your staff members who is based St George's Park mental Health Hospital (Embleton Ward) did when assisting ourselves to deal with a patient who had been detained under S136 of the MHA for further assessment. As such I wish to express my thanks and gratitude in a formal manner.</p> <p>Despite the enhanced sensitivities and difficulties relating to the management of the patient, the member of staff achieved the following shown competencies in a professional and competent manner ensuring that her actions were proportionate, Legal, Necessary and Justified ensuring that all matters relating to ECHR and NHS policy and procedure were complied with.</p> <p>Owing to the assistance and support as delivered by the staff member, the continued safety and well-being of the patient was maintained in a professional and competent manner in conjunction with ourselves.</p> <p>Respectfully submitted for your information and attention.</p>
Specialist Care	John Padget	Redburn Ward	Jan-15	<p>To all redburn staff from a young person: I really appreciate everything that you have done for me. Thank you so much for all your help and support. It's been a bumpy journey but you all helped me get through it. I guess this is goodbye I promise I will try to chase after my dreams, I am so glad I had such brilliant, supportive staff team around me to help, you have all been so kind to me and I can't thank you enough for that. I am going to miss you all.</p>
Urgent Care	Susan Miller	Aldervale ward	Jan-15	<p>Student nurses would like to thank all staff, nurses and doctors on Aldervale ward, Hopewood Park.</p> <p>They said they had a fantastic experience and that the staff went above and beyond their duties to help them and that although they were only their placements for 2 weeks they learnt so much.</p> <p>They loved it so much they were really sad to leave and return to university.</p> <p>Thank you everyone</p>
Urgent Care	Deborah Shepherd	Willow Ward	Jan-15	<p>Thank you to the staff on Willow Ward, Newcastle and North Tyneside Recovery Unit from a Student Nurse.</p> <p>A huge thank you for welcoming me into the team and making my placement most enjoyable and enlightening.</p> <p>A special thank you to Ian and Vikki for all your support and training, it has helped immensely.</p>
Urgent Care	Dennis Davidson	OPCMHT Monkwearmouth	Jan-15	<p>Thank you to member of admin staff, OPCMHT Monkwearmouth from a service users family</p> <p>I just wanted to thank you for all the times you answered the phone to me, and helped me navigate a way through the system to contact who I needed to contact. You were a fantastic help at a time which was so difficult for our mum and us. Many thanks.</p>
Urgent Care	Denise Pickersgill	Northumberland CRHT	Feb-15	<p>Thank you to staff from Northumberland CRHT from a member of staff at Percy House</p> <p>Further to my telephone call to yourself this afternoon I felt it important to thank two of your staff, for their excellent work with our organisation on Saturday evening.</p> <p>Percy House as you know is an organisation that supports adults with enduring mental health problems in and around the Blyth area.</p> <p>On Saturday evening one of our resident's mental health relapsed to the point that we contacted your office, as we had very real concerns over both his mental health combined with the increase in potential risk both to himself and others. The staff had a very good understanding of the current situation, and spoke at length with him. The manner in which they conducted themselves in a calm, understanding, knowledgeable and professional manner was very impressive. Despite the very difficult situation we were experiencing, the intervention of both helped enormously and left our organisation feeling supported.</p> <p>Such was the level of skill and genuine support offered to myself and my team on that night, I felt I needed to acknowledge this sterling bit of work</p>

Urgent Care	Julie Green	Sunderland Crisis Team	Feb-15	<p>A thank you card to a member of staff from Sunderland Crisis Team</p> <p>"thank you so much for being understanding and a wonderful nurse - you have helped an anxious person to understand that I am not a 'freak'. I thank you - you are a true lady :) xxx"</p>
Urgent Care	Deborah Shepherd	Willow View	Feb-15	<p>Thank you to all the staff at Willow View from a service user.</p> <p>When I first came to Willow view I was relieved, the staff are very friendly and welcoming, they are honest, trust worthy and gave me a chance to build rapport with them. I felt I could trust the staff on the ward, they made me feel more confident, encouraged me to make my own decisions and go out on leave to get used to going places alone.</p> <p>The staff at Willow View have helped me get back on track, get a house and have provided me with a lot of support before discharge and preparing me for my discharge. It was like having small building blocks and everyone was there to support me in seeing my children and being a person again.</p> <p>The Doctor is smart, intelligent and caring. He listen's to my thoughts and helped support me on my road to recovery. When I was offered a job he believed in me and took me off my section to enable me to accept the job.</p> <p>A member of staff from CRS has also been brilliant over this past year, she is sweet, caring, and really understands. She has gaven me a lot of support with college and getting on courses.</p> <p>The Occupational Therapist' on the ward helped me to write a CV, assisted with cooking and healthy living classes.</p> <p>My Key Nurse has been really good, she is lovely, open, friendly and I felt like I could open up to her about anything.</p> <p>Thank you for the help with therapy sessions and building a relationship with my children again, she has provided me with a lot of support.</p> <p>On the ward the patients are lovely, they also help to support each other on getting well and going home, it has been a very positive experience.</p> <p>Thank you to all of the staff.</p>
Specialist Care		WGP	Mar-15	<p>Thank you to ALL admin staff at WGP with a special thanks to staff who work in the neuro rehab outpatients department. These wonderful ladies provide support to patients and staff alike and are constantly working above and beyond the call of duty. They are very much appreciated by medical, nursing and therapy staff working within the neuro rehab outpatients department.</p>