

NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST

BOARD OF DIRECTORS MEETING

Meeting Date: 28 January 2015

Title and Author of Paper: Service User and Carer Experience Summary Report (Quarter 3 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 3 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 thank you'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 Q3. 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 Board of Directors a summary of the Quarter 3 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 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 Q3 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
Urgent Care Group	278	306	266	307	345	243	266
Specialist Care Group	117*	15	68	75	106	73	59
Trust Total	426*	360	357	393	451	316	325

Carer Responses:

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

*numbers adjusted following late returns which have now been included

For quarter 3 there has been an increase in the number of returns for Urgent care group for both service user and carer responses. The number of returns for Specialist care group has increased for carers there has been a decrease in the number of responses from service users.

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 -feedback shows that seven out of the eleven questions asked have received 85% or above positive comments. The four questions receiving less than 85% positive comments were:-

- Do you think the staff have the knowledge and skills to help you?
- Do you know and understand what is in your care plan?
- Do you feel your care plan meets your needs?
- Do you feel that your care and treatment is recovery focussed?

General In-patient – the responses were overwhelming positive with very few of the responses showing any negative comments, those questions with the greatest number of negative comments were:-

- Do staff support you to access the information you need?
- 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?

It should be noted that the questions shown above only received 8 negative comments each from a total of 150 responses.

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 question is consistently not answered by service users out of 47 returns there were 32 which did not have an answer to this question. The same question is included on the CRHT Carers questionnaire with similar results out of 28 returns there were 20 that did not have an answer for this question. 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 13 out of 28 responding “no” to this question.

Appendix 1 includes responses from Urgent Care Group in relation to common themes arising from Points of You responses.

For Specialist Care in Quarter 3 feedback was received from 3 areas:

Forensic Learning Disability Services – there were 15 responses received from service users the overall feedback was very positive across the range of questions asked but again as in quarter 2 the main concern raised was in relation to staff listening and understanding.

Children and Young Peoples Services – there were no responses received for Q3.

Neuro-Disability Services - responses from this area were all very positive.

Addictions Services – feedback received from Newcastle Addictions services only for Q3 and the feedback from this service was overwhelmingly positive with no areas of concern to highlight.

Feedback has been received from the Addictions service to show what they are doing to address the themes which are arising from Points of You:-

The service has identified a manager who is tasked with the review of;

- use of Carers POY.
- involvement groups representation
- the terms of reference for the involvement groups.
- service user involvement in care planning incorporating information learned from the strategic review of care planning across the service

Carers - overall feedback was very positive, however within Specialist services responses show that the main area of concern appears to be in relation to whether the carer feels involved in decisions made about the person they care for with 43% stating “no” to this question. Within Urgent Care services the main issue as has been raised in previous reports is the carers being aware of the carer’s charter and feeling that the standards within the carer’s charter are being met.

In reviewing the overall Quarter 3 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 Q3 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	0	0
Ingram	0	2
Middlerigg	0	0

The two questionnaires used in this feedback process are made up of 'yes/no' answers. There was no "How's it Going" returns for Q3. For the 2 'How's it Going Now' responses to all of the answers were generally positive, one person answered no to the questions "do you have enough things to do in your timetable", "is your bedroom the way you like it" and "do you think the ward is clean and tidy" .

DREEM RESPONSES Q3 2014/15

Stepped Care has had a strong history of patient involvement especially in relation to the use of DREEM which was first introduced to services in 2008. The original DREEM tool has now been refined to meet local requirements. The latest version DREEM (13), is based on the five areas that our patients have said are most important to their recovery:-

- **Having control over their lives.**
- **Having a positive sense of identity (beyond their mental illness)**
- **Having hope of recovery**
- **Having their basic needs met (safety/physical health)**
- **Having positive relationships.**

The DREEM survey consists of a patient and staff survey.

The team are in the process of producing a report which will summarise the results from DREEM over the last 12 months, highlights from DREEM survey are shown below:-

From a patient response the two **most positive** scores were received for:

- Staff members encourage me to feel hopeful for the future
- This service/team makes me feel safe

From a patient response the three areas scored **least favourably** were:

- Staff support me to have control over decisions that are important to me
- Staff respect decisions that I make about my life (but may not agree with the decision)
- This team supports me in addressing my physical health needs.

From a staff response the **most positive** area was:

- The team treats patients as individuals rather than a diagnosis or a label

From a staff response the two areas rated **least favourable** were:

- The team supports patients to have control over decisions that are important to them
- The staff support patients to keep connected with the community (to maintain or develop relationships)

EXPERIENCE OF SERVICES (ESQ) RESPONSES Q3 2014/15

No update on ESQ responses was available for the Q3 report and this information will be included within the Q4 report.

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 Q3 2014/15

The two main websites for services users to leave feedback are NHS Choices and Patient Opinion. During Q3 of 2014/15 the Trust received 5 comments through these sites.

Website	Comment	Response provided?
NHS Choices	Service user unhappy about various items being confiscated during an in-patient stay	Yes – to request additional information to be able to respond appropriately
NHS Choices	Service user unhappy about the length of time it took for their assessment	Yes – to request additional information to be able to respond appropriately
NHS Choices	Family member of service user unhappy that service user was not admitted (husband)	Yes – to request additional information to be able to respond appropriately
NHS Choices	Family member of service user unhappy that service user was not admitted (mother)	Yes – to request additional information to be able to respond appropriately
Patient Opinion	Relative of service user not happy about lack of information	Yes – to request additional information to be able to respond appropriately

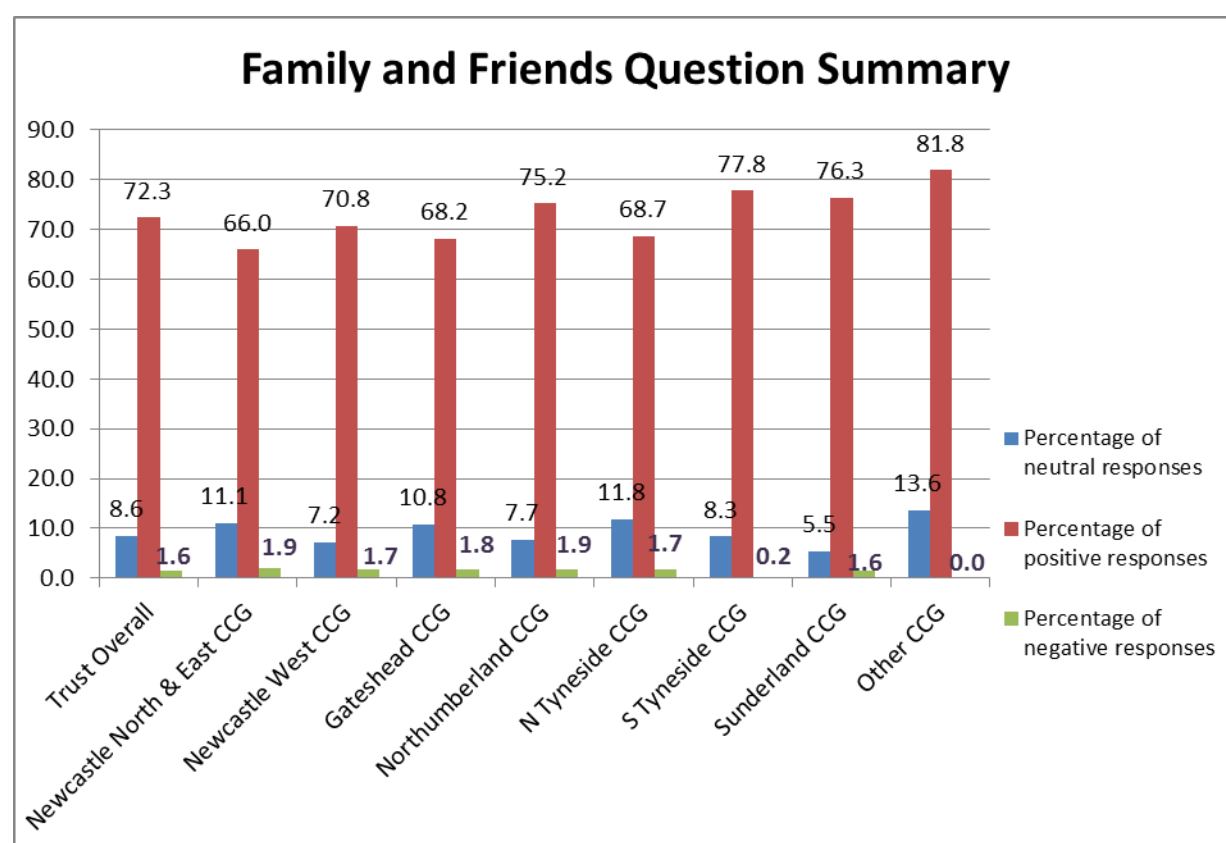
COMPLIMENTS AND THANK YOU'S FROM CHATTERBOX – Q3 2014/15

A summary table of the thank you's and compliments received and posted on the Trusts chatterbox is included within the report at appendix 2.

FRIENDS & FAMILY TEST REPONSES Q3 2014/15

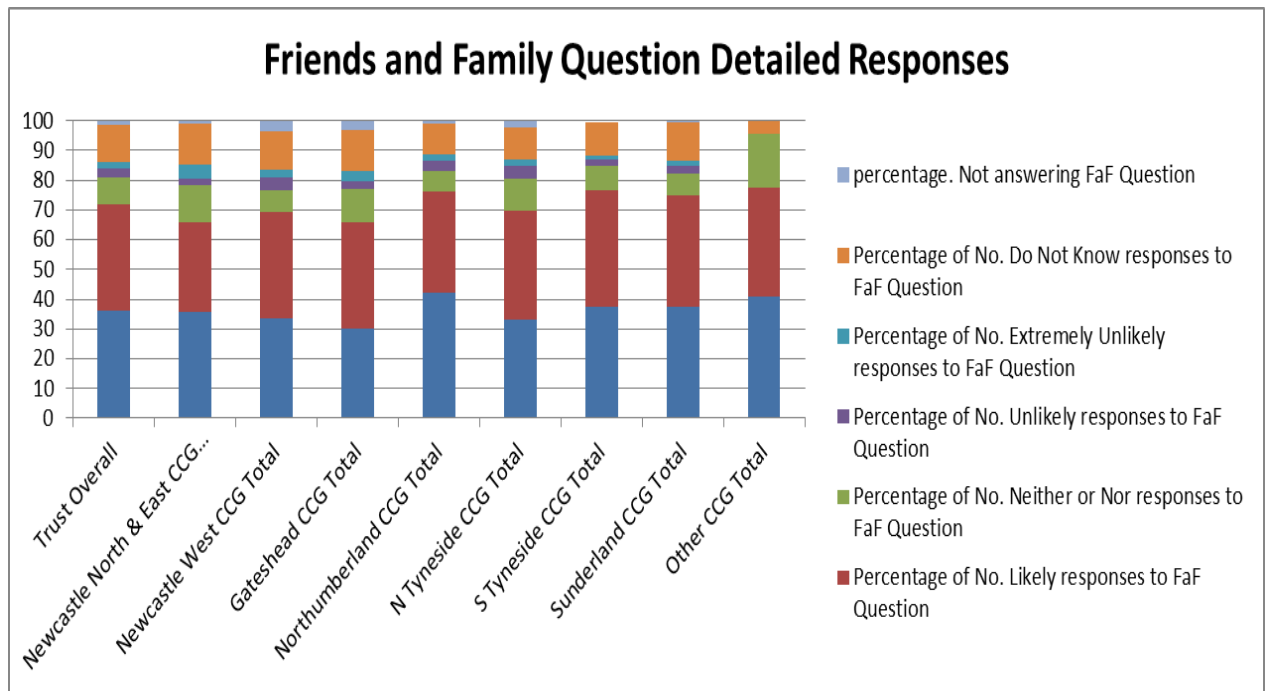
The Friends and Family question is sent out at the same time as the SWEMWBS questionnaire and therefore the response rates (30.6%) and suppression rates (68.8%).

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 by CCG in the following graphs:



The Q3 information above shows that the Trust overall position for percentage of positive responses has increased marginally from 71.1% to 72.3%, the percentage of negative responses has reduced from 1.7% to 1.6%.

A more detailed breakdown of CCG responses is shown in the following graph for further information:



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.

Appendix 1 includes some of the Group responses to actions taken in relation to common themes raised from our service user/carer feedback.

RECCOMENDATIONS

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

Lisa Quinn
Executive Director of Performance & Assurance
January 2015

Appendix 1 – Trust actions to address common themes arising from feedback

Points of You - Feedback on actions taken

St Georges Park

All wards utilise 'Points of you' cards and display on ward white boards actions taken as a result of the feedback received.

- **Staffing**

Comments re-shortage of nurses – action - minimum staffing levels are ensured at all times in line with 'safe staffing' national requirements. Work is actively on-going regarding recruiting more permanent staff

- **Access to gym facilities**

Comments re accessing gym facilities – action - Patients are provided with reasonable access to facilities however there is to be discussion regarding expanding the service North of Tyne to bring in line with South of Tyne which includes the excellent exercise therapy service. Service users will be kept updated as this work progresses.

Hadrian Clinic/ Tranwell Unit / Willow View

- **Ward activities**

Comments re asking for different activities to be available – action - ward staff facilitated the following eg snooker/pool group off site, visit to cinema, Halloween Party, Fireworks display. Patients made their own Christmas lunch as per their request.

- **Environmental**

Comments requesting changes to the mixed lounge/hub - action - now set up following discussion with patients – i.e. having comfortable area to sit alongside access to shared activities such as pool table wii and sky television

Weekly theme night which is lead by patients and they make the suggestions for the theme each week

Patients not liking the locked doors – informal patients reminded about leave and that they just need to speak to staff to be let out, leaflets available on the ward for this, detained patients have their rights read at regular intervals, info placed on POY board.

Comment - Television does not work well- need a new remote – action A new TV remote has been purchased

Comment - "Left hand shower needs to be looked at – action this has been addressed by Estates.

- **Catering / Meals**

Comments about food not being good, is brought up in staff meetings, specifics are then fed back to Ian Stafford QE catering manager, info displayed on POY board.

Comment- Blender would be nice to make smoothies" – action, blender is available from OT and weekly smoothie sessions held on ward.

- **Lack of Activities**

Comments - More outdoor activities" "Pool, gym" "Gym, reading, going on leave, art, fishing, bingo" – actions - Plans to staff the unit Gym regularly during PTET, more activities will be available during PTET

The team has redesigned Protected Therapeutic Engagement Time (PTET) so that it is now more achievable on a regular daily basis. Previously this had not fit with the ward routine which has undergone changes in recent years. During this time staff will engage with patients in 1:1 sessions, therapy sessions, and 1:1 or group activity. Available activities will be listed and resources will be maintained. The O/T department have distributed new activity boxes on the ward. Staff to ensure patients are aware of the weekly O/T timetable of activities and encourage involvement

Compliments and Thank You's from Chatterbox – Quarter 3

Group	Ward/dept	Date Posted	Comment
Urgent Care	Lowry Ward	Oct-14	<p>Thank you to all the staff at Lowry Ward from a service user</p> <p>I would like to commend both you and your staff team. I have felt very comfortable and safe in your ward. From the minute I entered the ward I felt welcomed. All of the staff are caring, compassionate and recovery focussed from management to domestic staff. No body has judged me, they have fully listened to me and taken on board my choices and concerns. During my time here I not only see the dedication to my care but I also see it for all the other patients. The staff have made a huge impact on me and given me belief in my plan for discharge.</p> <p>I hope you share this letter higher so that other wards can see the shining example your ward is. Hospital is never an easy place to be but coming here always helps me back</p>
Planned Care		Oct-14	<p>"Thank you so much for all the support, advice and encouragement you have given me in the group over the past year-for sharing your own experiences and for making it relaxed, fun environment where it is safe to learn, share and be yourself"</p> <p>"every now and again someone touches your life and leaves an indelible mark, thank you for showing me there is light at the end of the tunnel"</p> <p>"just wanted to say thank you for everything. You've helped me through the hardest times and I'm so grateful"</p> <p>"you are just the right person to be put at the head of the table, sincere, thoughtful, sensitive and empathic. It has been a real pleasure walking by your side and to learn to always look for the sunshine in life, sincere gratitude"</p> <p>"This is the best and worst goodbye I have ever had to say to someone in my life. The past year has changed my life, made me a better person and really showed me how great the world can be. I couldn't have done it without you. I am proud of the changes I have made and I am proud to say you are the best therapist I have ever had. You will always be in the back of my head as my wise advisor. Never change who you are or your choice to help people, you are so fantastic at your job and as a person you are a joy to be around. I will miss you greatly but glad of the changes we have made. Your impact on my life will last forever"</p> <p>"I would just like to say a big thank you for all your help, support and understanding over the years we have worked together. You are a kind friendly, honest worker who gave, strength, hope and faith to me at my lowest-I will never forget that or you. Your encouraging delivery of the DBT skills is a breath of fresh air and made the therapy bearable and fun (where possible). You showed your own experiences openly and honestly and you can tell you believe truly in the skills-which once again gave me hope. I wish you every success in your new job-it seems like the job was made for you and you will go on to help loads of other patients in your understanding honest way. I will miss your input in my care but you leave me when I am at my strongest-a lot of that down to your insight and input (aswell as myself lol)."</p>
Specialist Care	Northumberland Head Injuries	Oct-14	<p>Thank you to the Physio Team at Northumberland Head Injuries Service from a client.</p> <p>Thank you for all your patience and hard work in helping with my recovery from the accident it is much appreciated. Can you also pass on my thanks to all of the team at Head Injuries, you are all a credit to your profession and organisation.</p> <p>Thank you from a client's mother.</p> <p>The physiotherapist is so good. The service is fantastic and I don't feel any improvements could be made to it.</p>

Urgent Care	Cresswell Ward	Oct-14	<p>Thank you to all the staff on Cresswell Ward from service users families</p> <p>'On behalf of my dad, I wish to thank all of the staff on Cresswell Ward. Their dedication, kindness and support helped us all as a family with a very difficult and stressful time. We do appreciate everything that you did for us even helping find a nursing home. The transfer went very well and dad has settled in without any problems'.</p> <p>'This is just a note to thank you all for your care on the ward. I have waited to see him settled a bit in his new home before writing to you and I was over there today where I found him a bit confused over his where abouts but it is nice and quiet (just now) and I feel sure that he will soon get used to his surroundings. I know that things are never easy for you but my family and I have appreciated very much the kindness he has received from the Cresswell staff and I should like to send you our best wishes'.</p> <p>'To all staff at Cresswell, thank you all for your kindness and care. Thanks again'.</p>
Specialist Care	Ward 2	Nov-14	<p>Hi,</p> <p>I just wanted to write and express my appreciation for the kindness of compassion shown to my Husband and Myself during his recent stay on Ward 2.</p> <p>He was very anxious about going into Hospital and the Staff changed his view into a positive thought by taking the time and effort to reassure him everyday. Even though the decision for him to go to -- for his continuing care has been utterly heart-breaking for us all.</p> <p>His time at Walkergate has helped smooth the way. Staff don't hear it enough so a Massive Big Thank You All. You are very special people.....</p> <p>All the very best with Loads of Love.....</p>
Specialist Services	Ward 1B	Nov-14	<p>To all the staff on Ward 1B at Walkergate Park. Words can't say the thanks that I want to say to you all while you have looked after our daughter. I feel you have all gone above and beyond your normal duties and you have become part of her family and you will all be missed so much. She has come a long way with all your help and I can only thank you all from the bottom of my heart and a great big THANK YOU especially from our daughter and the biggest THANK YOU of all from her mother and family</p>
Planned Care	MAMS Newcastle	Nov-14	<p>Thank you to everyone at the Newcastle Memory Assessment and Management Team from a service users family</p> <p>I just want to say a big thank you for all that you and your team have done for my mother on a Thursday afternoon. She thoroughly enjoys it and , most importantly, looks forward to it, so it has become a positive force in her life.</p> <p>I've noticed that because others are in similar positions with their memory, it gives Mam a chance to be herself again, i.e. even though I try to manage the situation as best as I can, I do often find I have to contradict her to keep her on the right track or save her from disappointment. This is very demoralising and counter-productive to making my Mam's life happy and very upsetting for me. I understand that at the group this is never the case.</p> <p>On a Thursday, she can return to fulfilling her former role as a caring, worthwhile human being because she is on an even playing field. Making new friends (my Mam is a very social person, even though she is losing her words) is an example, and being concerned for someone other than herself is such a positive emotion. Overall the group has improved her self-esteem, which in turn makes for a happier person for both of us.</p> <p>I dare not believe that her memory problems are improving, yet I do think she is more like my old Mam these days, so who knows? Thank you again for the support this group has given my Mam and myself,</p>

Urgent Care	Alnmouth Ward	Dec-14	<p>Thank you to the staff on Alnmouth Ward, SGP from a second year student nurse on placement</p> <p>I don't normally write thank you cards for placements but you have all been such a canny bunch I thought I would make the effort. I have thoroughly enjoyed my placement on Alnmouth and I have learned so much. You have all went out of your way to help me get the most out of my placement and I have had a right laugh along the way thanks again.</p>
Urgent Care	Alnmouth Ward	Dec-14	<p>Thank you to everyone on Alnmouth Ward from a member of staff</p> <p>Just wanted to say a big thank you for all the support over the last three and a half years. I'm going to miss you all so much, we got through some big challenges throughout this time which made us all stronger. Keep up the fab work.</p>
Urgent Care	Alnmouth Ward	Dec-14	<p>To all the staff on Alnmouth Ward from a service user</p> <p>Thank you for looking after me and helping me through the bad times.</p>
Urgent Care	Castleside Day Unit	Dec-14	<p>Thank you to all the staff at Castleside Day Unit from students on placement.</p> <p>Thank you so much for making my first year placement so wonderful. At all times I've felt like a member of the team thanks to such great staff. Most of all, thanks for putting up with me. I'll miss you all.</p> <p>I just want to say a massive thank you for making me feel welcome and part of the team. You lot truly are a fantastic team to be part of and I am so sad to leave. The hard work and dedication by every member of the team is an inspiration and I look forward to using the skills I have gained here on CDU in future placements and becoming an awesome nurse. Now I'm waffling but I really am grateful for everything, thank you.</p>
Urgent Care	Castleside Day Unit	Dec-14	<p>Thank you to all the staff at Castleside Day Unit from a service user</p> <p>Thank you for taking the time to speak to me today. I know how very busy you are. It was such a nice experience at the day hospital. It was lovely meeting such lovely dedicated staff who made me feel very welcome. It was a joy also meeting the other patients whom I enjoyed talking to. May I wish you and all the staff all the best for the future.</p>
Specialist Care	Ward 1B	Dec-14	<p>All staff Ward 1B, Walkergate Park</p> <p>My daughter has been well cared for by the NHS both in the RVI and at Walkergate Park. A most sincere thank you from her family and friends for the good care and support she has had from all at Ward 1B. It continues to be an Up Down Up Down picture for my daughter's recovery but we remain optimistic that in time she will be able to function well and begin to enjoy a lifestyle that we all aspire to.</p> <p>Fingers crossed!</p> <p>Sincere thanks to you lovely people!</p>
Urgent Care	Physical Treatment Centre, SGP	Dec-14	<p>Thank you to all the Treatment Centre Team, SGP from a service user</p> <p>Thank you so much for all your support and kindness. You have all been so professional, I felt safe every step of the way. Thank you all for being so friendly and making me feel at ease even when I may have felt otherwise. I cannot commend you sufficiently using words. Thank you for giving me back my life.</p>
Specialist care	REDS	Dec-14	<p>To the staff at REDS</p> <p>Thank you for the help in Skills Group and for giving me the support I need for a brighter future.</p>

Urgent Care	Mowbray	Dec-14	Want to thank all the staff at Mowbray for all the help and support during my time on the ward. You have helped me learn and achieve so much and made me feel part of the team. Hope you all have a great Christmas and all the best for 2015!
Planned Care	North East Older person CMHT	Dec-14	Thank you to the North East Older Person CMHT from a service users family We would like to express our thanks for the support and help received whilst the team were involved with mum.
Planned Care	Sunderland North Team	Dec-14	To the reception staff at the Sunderland North Team from a service user - they are very respectful towards the visitors and he feels really relaxed around them - they are lovely staff.
Specialist Care	Physiotherapy - WGP	Dec-14	Compliment to the Physiotherapists at Walkergate Hospital from a service user. The physiotherapists at Walkergate Hospital are what I have come to expect. All are enthusiastic, supportive and helpful. Consultants also come into this category. Nothing is a problem. There is always someone in the team who can help. Little things can destroy your confidence. Question your capabilities. Why is my F.E.S not working. Why do my electrodes separate. Why can I not get help when I run out of parts etc. These are all things that the team sorted out and I do not feel as if I am banging my head against a brick wall all the time.
Estates and Facilities	Café Tanni	Dec-14	Thank you to the staff at Café Tanni for an excellent Christmas Dinner and for their friendly service they provide not only today but all year through. Neuro-psychiatry staff at Walkergate Park use Café Tanni most days and have always received excellent service with a friendly smile from the staff.
Estates and Facilities	Café Nicholas	Dec-14	I just wanted to say thank you to the catering staff at Café Nicholas for Christmas lunch on Tuesday it was really nice and a lot of effort had gone into making the room festive.
Performance and Assurance	IT Department	Dec-14	I just want to say a bit Thank you to everyone in the IT Dept who had to sort out my mobile Kit when java was blocked and my e-learning wouldn't connect. I know there were lots of problems that needed to be sorted out. The amount of times I've spoken to you I feel that I know you all now, you'll be inviting me to your christmas party next year. One again thank you very much you are very clever in what you do.
Urgent Care	Gibside	Dec-14	Thank you to all the team in Old Age Psychiatry from a service user and family. To all the splendid staff in the team, for all their patience, enthusiasm and support which has been such a great help since you all took us under your multiple wings. Have a wonderful Christmas and our very best wishes to you all for a good 2015.
Planned Care	OPCMHT, Monkwearmouth	Dec-14	Thank you to OPCMHT Monkwearmouth from a service users family. 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.