

**Northumberland, Tyne and Wear NHS Foundation Trust
Board of Directors Meeting**

Meeting Date: 24th January 2018

Title and Author of Paper: Service User and Carer Experience Summary Report - Quarter 3 2017/18
Anna Foster, Deputy Director of Commissioning & Quality Assurance

Executive Lead: Lisa Quinn, Executive Director of Commissioning & Quality Assurance

Paper for Debate, Decision or Information: Information

Key Points to Note:

- The average Friends and Family Test recommend score across Quarter 3 was 86%, in line with the previous quarter. The recommend score for December 2017, at 88%, is higher than the most recently published national average score for mental health providers which was 86% in quarter two.
- 1,590 service users and carers have provided feedback during Quarter 3 2017-18, which is a 7% decrease compared with the previous quarter.
- The proportion of responses received from carers and services has remained at 34% of responses being received from carers (34% in Quarter 2 17/18).
- Analysis of the Points of You data showed that the Trust performed better on questions regarding staff being kind and caring (question 1) and being helped to feel safe (question 8) – with most core services scoring 9 or above out of 10. The question which showed the lowest score (8.1) is the time we spend with the service user or carer. Compared to the previous quarter, there is little change in scores.
- While the volume of comments received in response to the PoY have reduced (1,476 in quarter three compared to 2,070 in quarter two), the proportion of positive vs negative comments has changed from 75% positive : 25% negative in quarter two to 81% positive : 11% negative in quarter three.
- During the period there were 12 comments posted on NHS Choices, Care Opinion & Healthwatch.

Risks Highlighted: n/a

Does this affect any Board Assurance Framework/Corporate Risks: No

Equal Opportunities, Legal and Other Implications: n/a

Outcome required: for information

Link to Policies and Strategies: n/a

Service User and Carer Experience

Quarter 3 2017/18 Update

1. Purpose

To present a summary of the Quarter 3 2017/18 service user and carer experience feedback received from across the Trust.

2. Background

Patient experience is one of the three domains of quality. The Trust is committed to improve the quality of services by using experience feedback to understand what matters the most to our service users and carers. The information included in this paper outlines the Quarter 3 position on the following, in addition to an update on the actions taken to improve the service user and carer experience programme:

- Friends and Family Test
- Points of You (Service User & Carer) (& Gender Dysphoria Survey)
- NHS Choices/ Care Opinion / Healthwatch
- Compliments

3. What are our Service Users and Carers telling us?

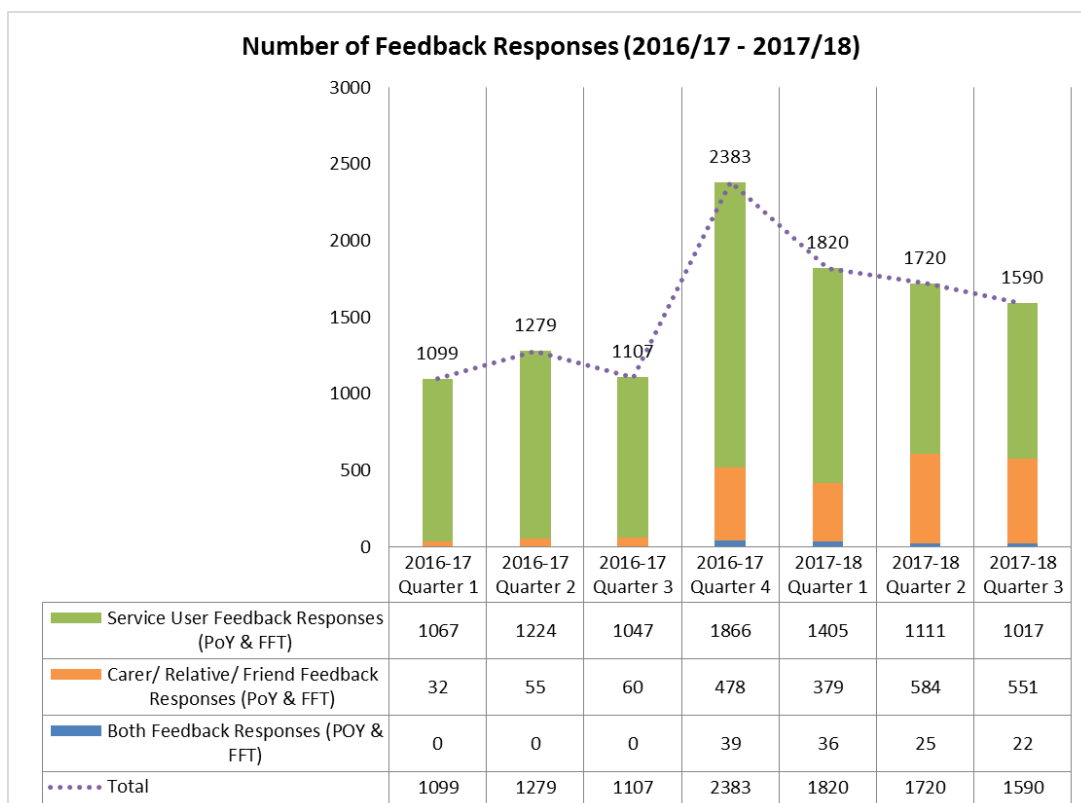
Overall, **1,590** service users and carers have taken the opportunity to provide feedback on their experience with the Trust during Quarter 3 2017/18.

Figure 1 overleaf illustrates the quarterly response rate from Quarter 1 2016/17 to year to date. There has been a 7.5% decrease in the total number of responses received during Quarter 3 compared with the previous quarter.. A decrease was expected following the initial months of the Points of You mailshot, as no service user should receive more than one survey within 6 months of receiving the last. It is anticipated that it will take 12 months for a baseline position to be established.

While the number of responses have reduced in the quarter, the proportion received from carers and services have remained static during the quarter compared to the last quarter with 34% of responses being received from carers (34% in Quarter 2 17/18).

Our patient experience feedback is shared with clinical and operational teams in the Groups Q & P Caring sub-groups or an equivalent meeting.

Figure 1: Total number of service users and carer experience responses 2016/17 – 2017/18



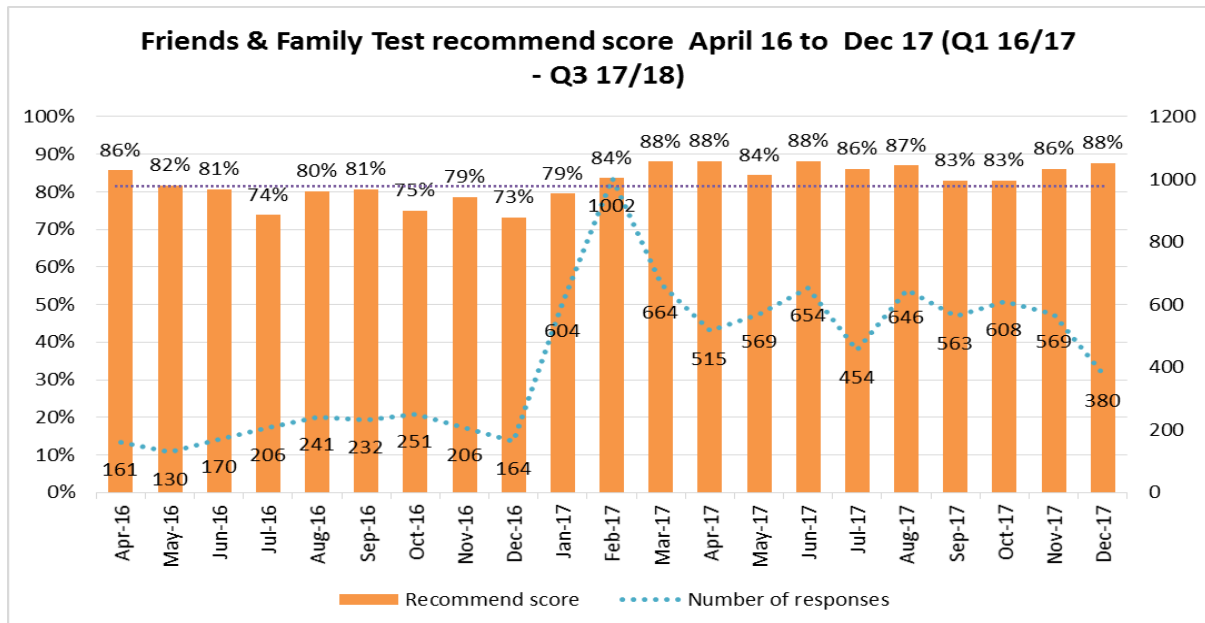
4. NHS Friend & Family Test Q3 2017/18

The Points of You survey now includes the Friends and Family Test (FFT) question and it remains an important part of our patient experience programme. The FFT is a single question survey that asks patients to rate the likelihood they would recommend the service they have received to family or friends. Scoring ranges from extremely likely to extremely unlikely.

During Quarter 3, a total of 1,557 Friends and Family Test responses were received across all Trust services as a subset of the Points of You data received (1,663 in quarter 2).

The Friends and Family Test allows all Trusts to calculate a recommend score based on how many patients would recommend the service (those answering extremely likely or likely). The Trust's overall average recommend score for Quarter 3 has remained at 86%, (86% in quarter 2). The recommend score is the same as the national average for MH providers which was 86% in October 17 (published 7th December 17).

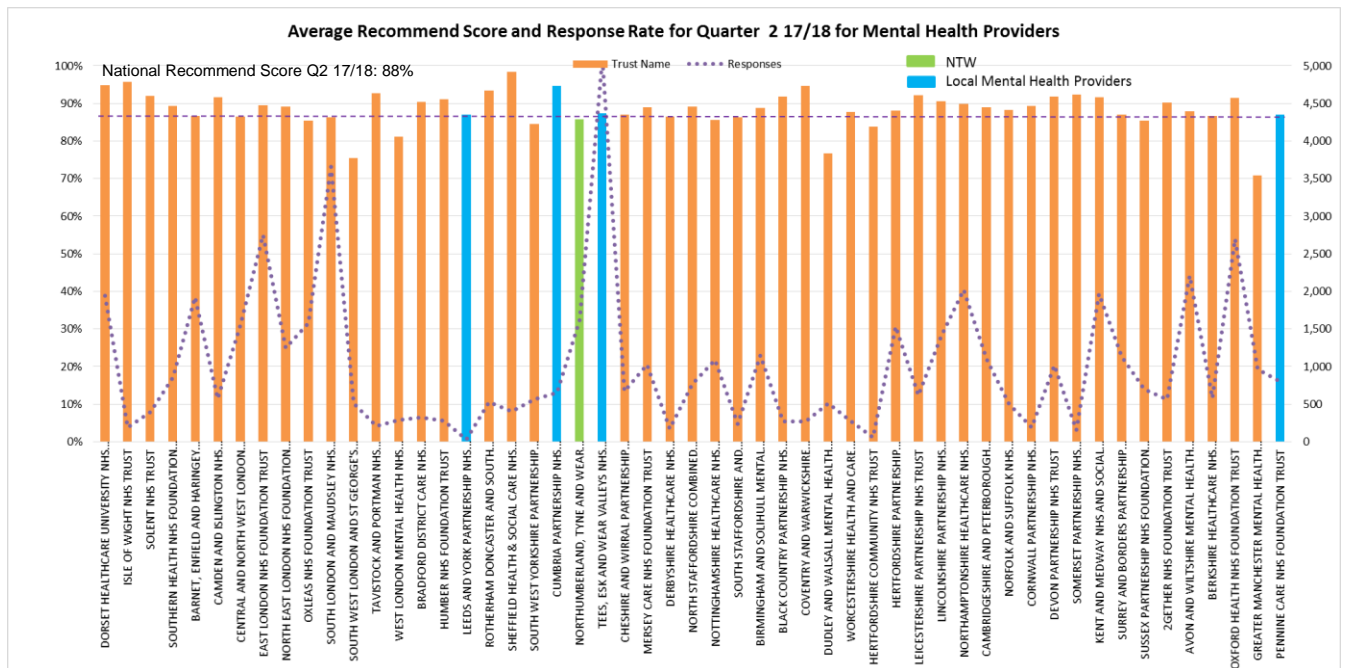
Figure 2: Friends & Family Test responses and recommend score Q1 16/17 to Q3 17/18. (NB the national average recommend score resides around 88% – indicated by the purple dotted line)



NHS England nationally report FFT data; the latest data for **Quarter 2 2017/18** has been published (NB: Quarter 4 2017/18 national data due to be published 24 May 2018). Nationally 53 providers of Mental Health Services submitted a completed FFT data set for the months of July, August and September 2017. The number of responses ranged from 5,098 to 34. The recommend score ranged from 98% to 67%. Figure 3 overleaf highlights the Trust's position with regards to its recommend score and response rate in relation to other mental health providers.

It must be noted that several of the Trusts in the upper quartile for recommend score have a low proportion of responses. The average response rate for Quarter 2 was 1031, NTW provided 1,619 responses. We are the 9th highest submitter of FFT responses in Quarter 2.

Figure 3: Average recommend score and response rate for Quarter 2 17/18 for Mental Health Providers



5. Points of You Experience Feedback – Q3 2017/18

The Points of You survey is the Trust’s standard service user and carer experience measure. The survey is comprised of the FFT (question 1) and a succeeding set of 8 closed questions (questions 2 -9). Question 10 offers the opportunity to make further free comments. The questions are as follows:

1. How likely are you to recommend our team or ward to friends and family if they needed similar care or treatment?
2. How kind and caring were staff to you?
3. Were you encouraged to have your say in the treatment or service received and what was going to happen?
4. Did we listen to you?
5. If you had any questions about the service being provided did you know who to talk to?
6. Were you given the information you needed?
7. Were you happy with how much time we spent with you?
8. Did staff help you to feel safe when we were working with you?
9. Overall did we help?
10. Is there anything else you would like to tell us about the team or ward? (You can also use this space to tell us more about the questions on this survey)

Experience Responses

In Quarter 3, a total number of 1,590 patient experience surveys were received from all Trust services. Of this 1,583 were the Points of You survey, therefore included in the following statistical and thematic analysis (7 responses are from the national Gender Dysphoria survey and reported separately in this report).

During Quarter 3, 64% of returns were from service users, 35% from carers/ relatives/ friends and 1% from respondents who identified themselves as both, service user and carer/ relative / friend. Of those who responded to the demographic questions:

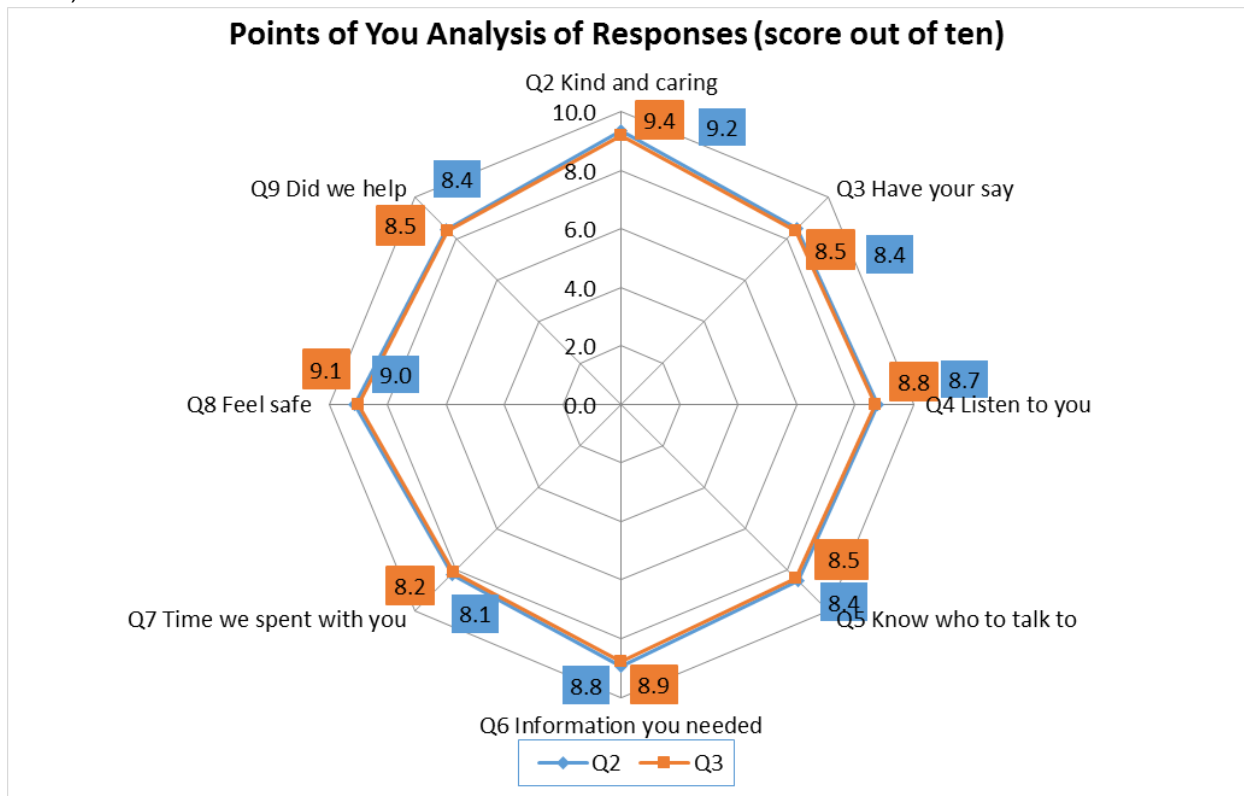
- 40% were male, 56% were female (4% did not answer).
- 91% were White, 1% were Asian/ Asian British, 0.6% were Black/ African/ Caribbean/ Black British, 0.25% were other ethnic groups, 0.7% were mixed/ multiple ethnic groups (6.5% did not answer)
- The highest proportion of respondents were aged between 55-64 years (16%), followed by 45-54 years (17%). The smallest proportion of respondents were aged between 19-24 years (1%).

Points of You Experience Analysis

The analysis adopted for the 8 closed questions (questions 2 – 9) is based on the methodology used in the CQC Community Mental Health Survey, whereby the answer options to each question is weighted, which enables the calculation of a score per question. Figure 4 illustrates the average score for each question for the Trust from the Points of You feedback received during Quarter 3.

From Figure 4 overleaf, it is evident the Trust performed better (scoring higher) on questions regarding staff being kind and caring (question 1) and being helped to feel safe (question 8) – scoring 9 or above out of 10. The question which showed the lowest score (8.2), thus less satisfaction, is the time we spend with the service user or carer. Compared to the previous quarter, scores have improved overall for all questions.

Figure 4: Average score for questions 2-9 for all Trust services for Q3 (10 being the best, 0 being the worst)



The following analysis in Figure 5 shows a breakdown of the average score per question by core service. The colour highlights which of the answer options the score would fall into (green being the best, red being the worst), and can be compared against the Trust to identify areas for service improvements.

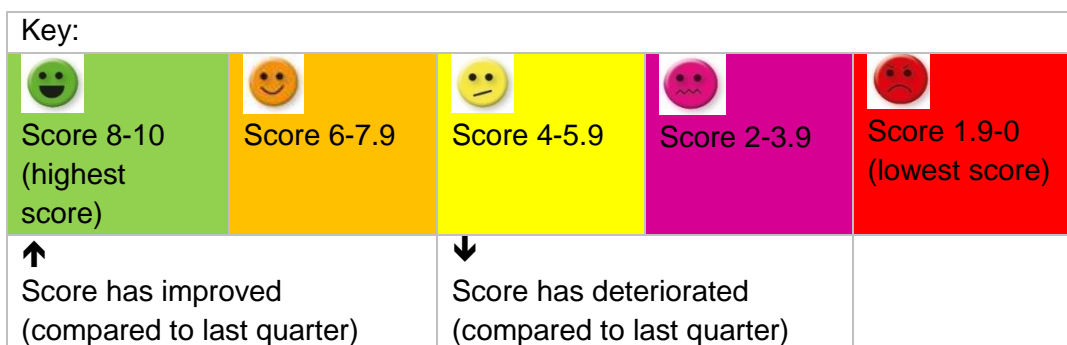


Figure 5: Average score per question by core service (and percentage of detained OBDs during Q1)

	Number of Responses Q3 (Q2)	Q2 - Kind and caring	Q3 - Have your say	Q4 - Listen to you	Q5 - Know who to talk to	Q6 - Information you needed	Q7 - Time we spent with you	Q8 - Feel safe	Q9 - Did we help	% of detained OBDs during Q3
Trust	1583 (1703)	9.4 ↑	8.5 ↑	8.8 ↑	8.5 ↑	8.9 ↑	8.2 ↑	9.1 ↑	8.5 ↑	
Neuro Rehab Inpatients (Acute Medicine)	25 (38)	9.8 ↑	9.2 ↑	9.4 ↑	9.2 ↑	8.8 ↑	9.0 ↑	9.6 ↑	9.6 ↑	21%
Neuro Rehab Outpatients (Acute Outpatients)	151 (141)	9.8 ↑	9.4 ↑	9.6 ↑	9.4 ↑	9.8 ↑	9.1 ↑	9.7 ↓	9.4 ↓	
Community mental health services for people with learning disabilities or autism	61 (61)	9.3 ↓	8.7 ↓	9.1 ↓	9.5 ↑	9.3 ↑	8.5 ↑	9.2 ↓	9.0 ↑	
Community-based mental health services for adults of working age	285 (265)	9.1 ↑	8.1 ↑	8.4 ↑	8.0 ↑	8.6 ↑	7.7 ↑	8.7 ↑	7.9 ↑	
Community-based mental health services for older people	285 (270)	9.6 ↑	8.9 ↑	9.2 ↑	8.8 ↑	9.3 ↑	8.5 ↓	9.4 ↑	8.8 ↓	
Mental health crisis services and health-based places of safety	81 (158)	8.9 ↑	8.4 ↑	8.3 ↓	8.1 ↑	8.5 ↑	7.9 ↑	8.4 ↓	7.6 ↓	
Mental health psychiatric liaison services	2 (10)	7.5 ↓	6.3 ↓	7.5 ↓	5.0 ↓	5.0 ↓	7.5 ↓	8.8 ↓	5.0 ↓	
Acute wards for adults of working age and psychiatric intensive care units	71 (51)	7.5 ↓	7.3 ↑	7.2 ↓	8.0 ↑	7.7 ↑	7.1 ↓	7.9 ↑	7.5 ↓	72%
Child and adolescent mental health wards	18 (37)	9.7 ↑	8.3 ↑	8.5 ↑	9.4 ↑	10.0 ↑	8.6 ↑	8.7 ↓	8.8 ↑	86%
Forensic inpatient/secure ward	9 (4)	10.0 ↑	7.2 ↑	8.8 ↑	8.9 ↑	8.8 ↓	9.1 ↑	9.7 ↑	9.4 ↓	87%
Long stay/rehabilitation mental health wards for working age adults	59 (89)	9.2 ↓	8.2 ↓	8.8 ↓	9.6 ↑	9.3 ↓	8.4 ↓	9.0 ↓	9.0 ↓	81%
Wards for older people with mental health problems	34 (30)	9.5 ↑	8.2 ↓	9.0 ↑	8.5 ↓	9.7 ↑	8.8 ↑	9.3 ↑	9.2 ↑	57%
Wards for people with learning disabilities or autism	10 (22)	10.0 ↑	9.4 ↑	9.8 ↑	9.0 ↓	10.0 ↑	9.5 ↑	9.3 ↑	9.0 ↓	99%
Children and Young Peoples Community Mental Health Services	312 (314)	9.4 ↑	8.5 ↑	8.7 ↑	8.1 ↓	8.8 ↑	7.9 ↑	9.2 ↑	8.1 ↑	
Substance Misuse	124 (105)	9.5 ↑	8.7 ↑	8.9 ↑	8.7 ↓	9.2 ↑	8.5 ↑	9.4 ↑	9.2 ↑	
Other	67 (108)	8.9 ↑	7.9 ↓	8.1 ↓	8.6 ↓	8.0 ↓	7.7 ↓	9.2 ↑	7.6 ↓	

The above matrix highlights areas of difference in particular questions for community working aged adult services, psychiatric liaison services, acute ward for working aged adults, children and adolescent wards and forensic inpatient wards.

There has been an overall decrease in the number of responses received in the quarter but most core services have remained stable in the number of responses received.

When comparing Quarter 3 question scores to the previous quarter, many core services have seen an improvement in the majority of the question scores:

- Neuro Rehab Inpatients (Acute Medicine), Community based Mental Health services for adults of working age (scores for all 8 questions have improved)
- Substance Misuse and Child and adolescent mental health wards (scores for 7 out of 8 questions have improved)
- Mental health crisis services and health-based places of safety (scores for 7 of 8 have improved)
- Child and adolescent mental health wards (scores for 6 out of 8 have improved)

There has been 1 core service where the majority of the question scores deteriorated:

- Long stay/rehabilitation mental health wards for working age adults (scores for 7 out of 8 questions have deteriorated though they are still reported within upper scores).

For all other core services there has been a mix of improvements and deterioration across all 8 questions.

A Trust-wide thematic analysis has been undertaken and the most prevalent positive and negative themes to emerge are highlighted in Figure 6, and actions identified where appropriate.

While the volume of comments received has decreased (1,476 in quarter three compared to 2,070 in quarter 2), the proportion of positive vs negative comments has changed from 75% positive : 25% negative in quarter two to 81% positive : 11% negative in quarter three.

Figure 6: Prevalent themes from comments (question 10) – Quarter 3 :

Positive Themes (1,096 comments were received during Quarter 3, nearly 75% of these were positive/ complimentary)

- 1) Staff / Staff Attitude (60%)
- 2) Service Quality / Outcomes (16%)
- 3) Care / Treatment (13%)

Examples of comments:

“Wonderful caring people.”
“Excellent support and treatment.”
“Personal and caring service.”

Negative Themes:

In terms of the negative comments provided (n = 298) there was a much broader spectrum of feedback across a selection of themes. Several repeating themes emerged during quarter 3 and are identified below.

- 1) Staff / Staff Attitude (20%)
- 2) Communication (21%)
- 3) Care and treatment (22%)

Examples of comments:

“Not enough staff, no continuity.”
“Longer appointment times needed.”
“I didn’t receive a call back.”

NB as the process continues to embed and more data collected, detailed reporting of actions will be enabled.

Gender Dysphoria Survey - Responses and Analysis

The Northern Region Gender Dysphoria Service is the only exemption to the Trust-wide Points of You service users and carer experience programme. The service uses a survey developed nationally with all other Gender Dysphoria service in England.

During Quarter 3 17/18 the Northern Region Gender Dysphoria Service received 7 surveys. All responses were positive (rating extremely likely or likely) for 9 out of the 9 questions. There were no negative responses to any question, which are listed below:



1. Likely to recommend this clinic to friends and family
2. Admin Staff were pleasant and Respectful
3. Clinician was pleasant and respectful
4. I feel listened to
5. I feel involved in my treatment
6. I have confidence in the abilities of my clinician
7. Information was understandable
8. Questions were answered

9. Given opportunity to discuss treatment

6. NHS Choices, Care Opinion & Healthwatch Comments Q3 2017/18

The three main websites for service users to leave feedback are NHS Choices, Care Opinion and Healthwatch (Newcastle/ Gateshead/ North Tyneside). Figure 7 illustrates the star rating allocated by service users/ carers who commented on the care they received.

Figure 7: Star rating for the Trust/ Site/ Service according to NHS Choices

Hospital Site	Star Rating	Number of Reviews
NTW		8
Hopewood Park		12
Ferndene		3
Monkwearmouth		6
Northgate	Not Rated	0
St Nicholas Hospital	Not Rated	0
St Georges Park		4
Walkergate Park		3

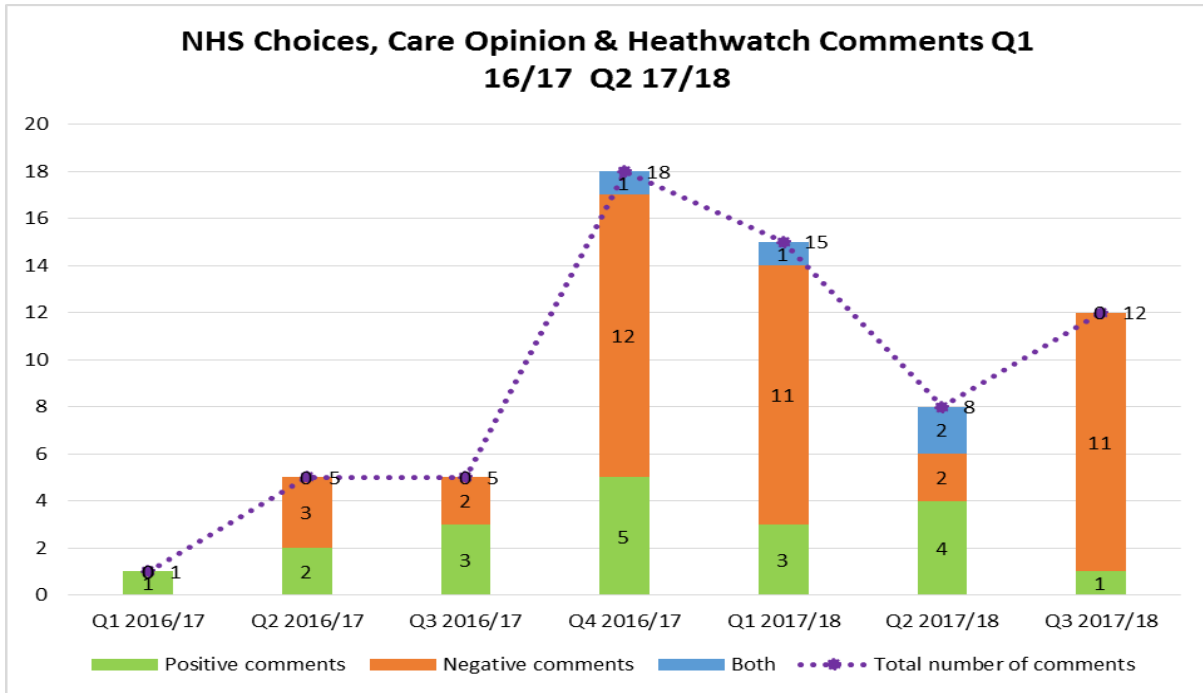
During Quarter 3 2017/18 the Trust received 12 comments through these sites – 1 was positive and 11 were negative. Some examples are shown below

But a would recommend it to people who need help, it's fair too say without them a wouldn't be who I am today and a couldn't thank them enough. Most of you can probably guess who wrote this so thank you so so much. A hope a can be like yous and give something back to people like me in the future cos yous are all just proper beltar like hew?? (Ferndene)

I've lived with autism and believe me my son and I suffer tremendously because of this and the one size fits all asd boxes there putting me and my son into is not helping and wasting mv time!

Figure 8 shows the number of comments posted on the sites from Quarter 1 2016/17 to Quarter 3 17/18. The number of comments posted has decreased.

Figure 8 – Number of comments published on NHS Choices, Care Opinion & Healthwatch sites each quarter (Q1 2016/17 to Q3 2017/18)



7. Compliments and Thank You's – Q3 2017/18

During Quarter 3, 73 thank you's and compliments were received via Points of You and from other routes (including Chatterbox). This is a reduction from 92 received during quarter two.

9. Recommendations

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

Lisa Quinn
Executive Director of Commissioning and Quality Assurance
January 2018