

NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST

BOARD OF DIRECTORS MEETING

Meeting Date: 27 April 2016

Title and Author of Paper: Service User and Carer Experience Summary Report (Quarter 4 2015/16). Lisa Quinn, Executive Director of Commissioning & Quality Assurance

Paper for Debate, Decision or Information: Information

Key Points to Note:

- This report summarises the Quarter 4 2015/16 Service User and Carer Feedback received.
- Information has been reported on a range of feedback mechanisms used across the organisation. Patient FFT response rates and results have both improved significantly in the quarter, with 760 responses (66% increase from last quarter) and an increase in the proportion of respondents answering positively, from 79% in quarter 3 to 85% in quarter 4 (page 2/3).
- The FFT improvement in response rate and results are largely due to the launch during the quarter of the Community Group annual POY Survey 2015/16, which includes the FFT question.
- National FFT benchmarking data for quarter three reports that the national average positive responses for providers of mental health services was 87%. During that quarter, the Trust results were 79% positive results which was in the lowest quartile. The benchmarking also highlights volumes of responses received and we will be contacting those Trusts with the highest numbers of responses, to share good practice and learn from others' experience. (page 4).
- The Points of View cards remain in use and in this quarter nearly 500 responses were received, showing an increase in positive responses compared to the previous quarter (page 5). The increase in responses were bolstered by the commencement of the Annual Community POY Survey (running Feb-Apr).
- Carer's feedback – this remains positive where received however the response rates continue to deteriorate (page 6).
- Annual Community POY Survey 2015/16 – a total of 218 returns have been collated during February and March. The results highlight a major area for improvement being the communication and management of changes to care coordinator (page 7).
- During the period there were six comments posted on patient opinion websites (page 9).
- This report is a high level summary for assurance purposes. Detailed monthly reports are prepared for each Clinical Group for discussion, analysis and action in the Q & P Caring sub-groups.
- The Trust Service User & Carer Experience Group is developing a programme of work for 2016-17 to evaluate existing service user and carer experience feedback mechanisms, increase response rates and improve responsiveness to feedback received.

Outcome required: For information

SERVICE USER AND CARER EXPERIENCE QUARTER 4 UPDATE

1. PURPOSE

1.1 To present to the Board a summary of the Quarter 4 2015/16 Service User and Carer experience feedback (nb data is as at 07/04/2016).

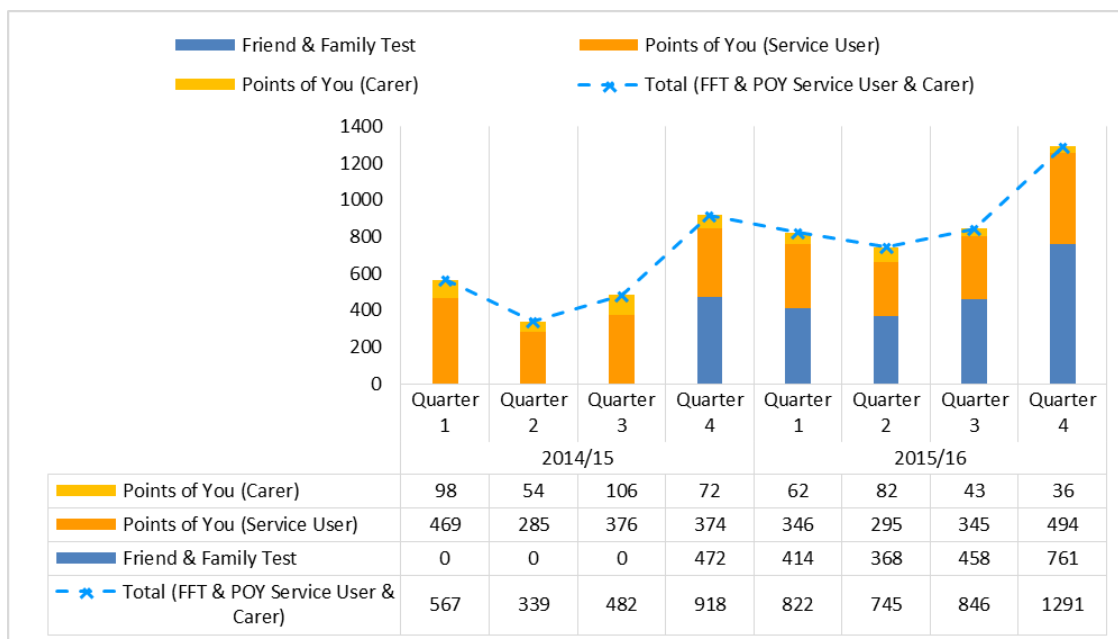
2. BACKGROUND

2.1 Receiving and reflecting upon service user and carer feedback is vital to improve our services. The Trust is committed to improving service user and carer experience by using feedback mechanisms to better understand what is working well and to identify areas of improvement. The information in this paper outlines the Quarter 4 position in the following areas:

- Service User Friends and Family Test
- Points of You (Service User & Carer)
- Annual Community Points of You 2015/16
- Patient opinion/ NHS Choices
- Compliments

3. SERVICE USER EXPERIENCE FEEDBACK Q4 - OVERALL

Figure 1: Total number of patient experience responses per tool (FFT & POY) 2014/15-2015/16

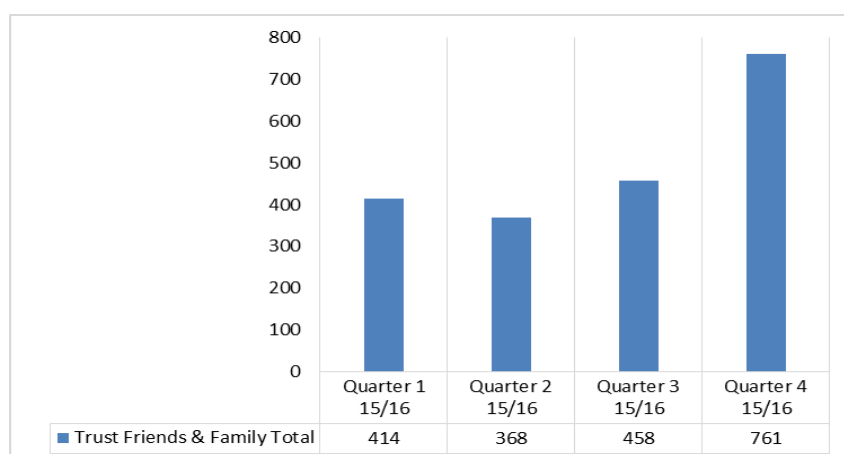


3.1. The Trust, as of January 2015 received patient experience feedback from 2 main sources: 1) Friends & Family Test 2) Points of You. As illustrated in Figure 1, the combination of both feedback tools have increased the occurrence for service user and carer feedback. The highest number of returns from all feedback tools were received during Quarter 4 2015/16.

4. NHS FRIENDS & FAMILY TEST RESPONSES Q4 2015/16

4.1. The NHS Service User Friends and Family Test (FFT) (Appendix 1) was operationalised in January 2015 and has become and 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.

Figure 2: Trust wide Service User FFT response rate per quarter 2015/16.



4.2. As illustrated in Figure 2, a total of 761 responses were received during Quarter 4 2015/16 across all Trust services. Encouragingly this is the highest number of responses received during a quarter period YTD. This significant increase has been bolstered by the initiation of the Annual Community POY survey, which has included the national patient FFT question.

4.3. Inpatient Care services provided 5% of the returns received in Quarter 4, Specialist Care provided 19%, Community Care provided 66% and Other Mental Health 10%. The table overleaf provides a comparison with previous quarters:

Figure 3: Service User FFT response summary per quarter 2015/16, per group.

	Quarter 1		Quarter 2		Quarter 3		Quarter 4	
	Recom mend	Not Recom mend	Recom mend	Not Recom mend	Recom mend	Not Recom mend	Recom mend	Not Recom mend
Inpatient Care Group	68%	7%	74%	15%	84%	5%	77%	9%
Specialist Care Group	94%	0%	96%	0%	91%	3%	97%	2%
Community Care Group	76%	5%	77%	4%	75%	5%	82%	2%
Mental Health Other	90%	3%	78%	22%	70%	3%	86%	1%
Trust Total	78%	5%	80%	4%	79%	4%	85%	2%

(NB: where percentage do not total 100%, the remaining proportion of responded answered with 'neither likely nor unlikely' or 'don't know').

- 4.4. Of the responses received in Quarter 4, 85% of respondents indicated they would recommend the service they received to their friends and family (rating of extremely likely or likely); whereas 2% indicated that they would not (ratings of extremely unlikely or unlikely). Nb there is a third category of "neither" or "don't know". These quarterly statistics are an improvement on all previous quarters during 2015/16.
- 4.6. Organisation-level FFT data is submitted and reported nationally by NHS England. The latest data for **Quarter 3 2015/16** has been published. Nationally 78 providers of mental health services submitted a completed FFT data set for the months of October, November and December 2015. The table below, shows the number of FFT responses received by NTW with comparable Trusts.

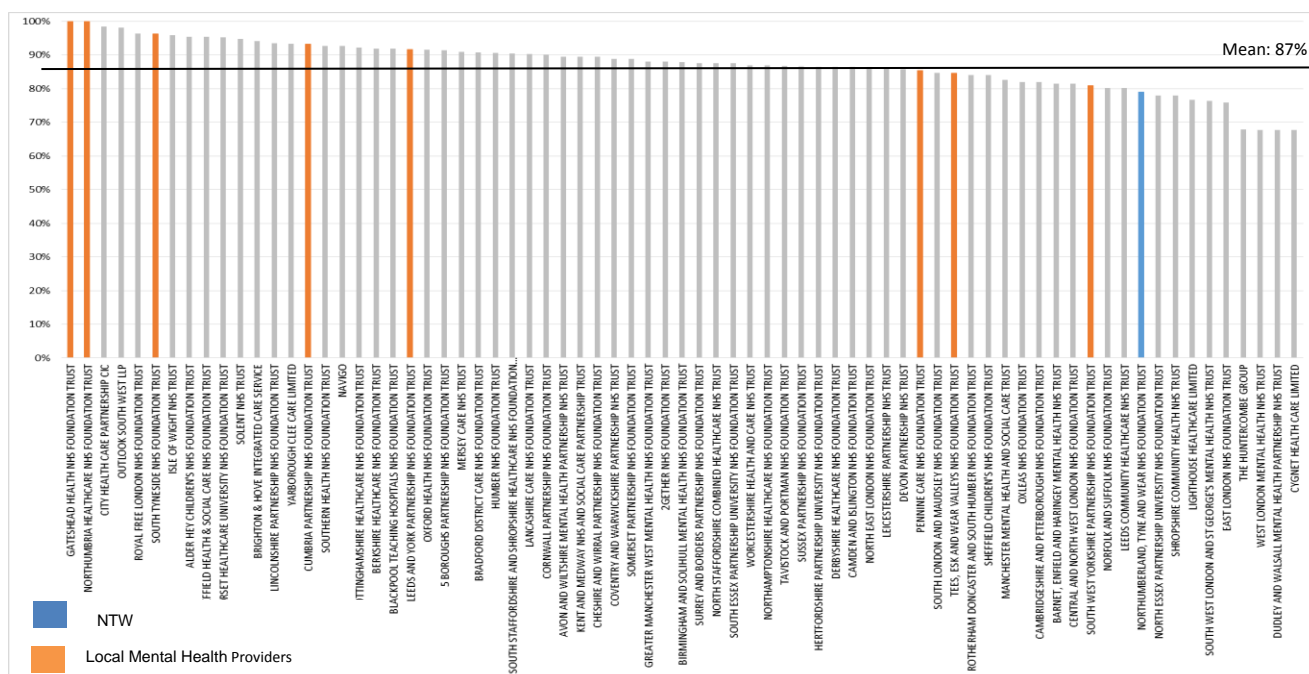
Response Analysis:

	Quarter 3 2015/16	
	Number of Responses for Q3	Position (out of 78 providers)
Tees, Esk and Wear Valley NHS FT	4,515	1 st
Birmingham and Solihull Mental Health NHS FT	1,673	4 th
South London and Maudsley NHS FT	1,333	7 th
Hertfordshire Partnership University NHS FT	1,256	8 th
Lancashire Care NHS FT	1,120	11 th
Sussex Partnership NHS FT	573	29 th
Sheffield Health and Social Care NHS FT	461	34 th
Northumberland, Tyne and Wear NHS FT	458	35th
Rotherham Doncaster and South Humber NHS FT	408	39 th
Central and North West London NHS FT	319	49 th

- 4.7. One of the planned actions the trust is taking to increase the number of FFT responses received, is to make contact with those top 3 Mental Health Trusts with the highest response rates to better understand their methods and means of acquiring responses.

Performance: Percentage of service users who would recommend services

Figure 4: Percentage of service users who would recommend the service they received to the friends and family per Trust



Nb the table above shows the results received for mental health services provided by the provider, rather than their overall result.

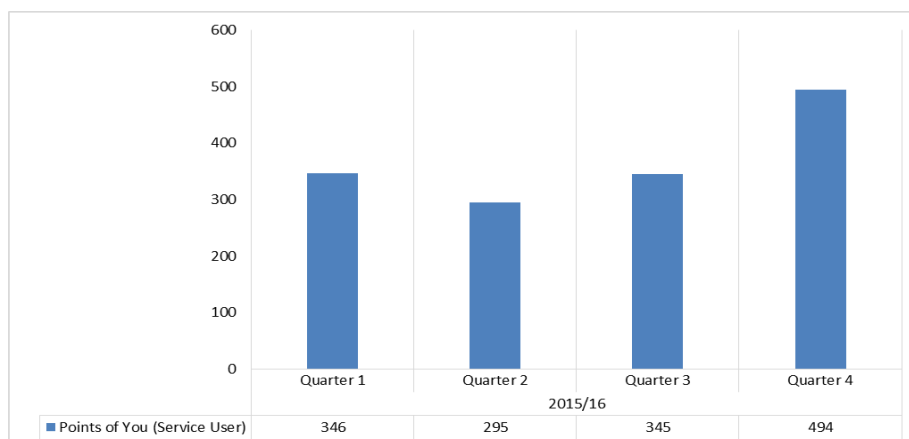
4.8. NTW received 458 FFT returns during Quarter 3. On average 79% of NTW respondents indicated they would recommend the service they received to their friends and family - 63 other mental health trust scored 80% or above for this indicator (out of 73 trusts, 5 excluded due to insufficient responses) (Figure 4).

4.9. Our patient experience feedback via the FFT is shared with clinical and operational teams in the Q & P Caring sub-groups.

5. POINTS OF YOU RESPONSES FOR SERVICE USERS Q4 2015/16 – TRUST WIDE

5.1. The Points of You (POY) Service User feedback tool was implemented within Inpatient and Specialist Care Groups in 2011. The Community Care Group are currently undertaking an annual POY survey, the results year to date are reported in section 7.

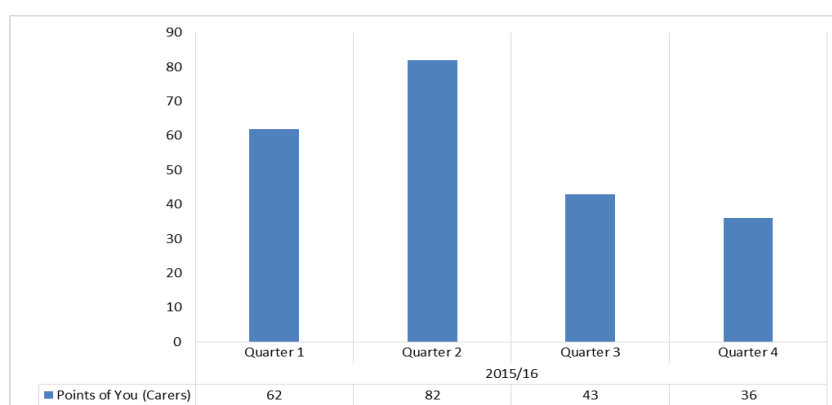
Figure 5: Trust wide Service User POY response rates.



- 5.2. There are an increasing number of POY returns received from service users. In Quarter 4, 494 responses were received; positively this is the highest number of returns received in a quarter year to date.
- 5.3. Inpatient Care services provided 24% of the returns received in Quarter 4, Specialist Care provided 25% and Community Care provided 51%.
- 5.4. POY feedback during Quarter 4 has largely been positive, with many questions receiving over an 80% positive ('yes') response. The most prevalent issued raised, which has consistently received the highest proportion of negative ('no') responses is that service users did not feel they were involved as they wanted to be in decisions made about their care and treatment.

6. POINTS OF YOU RESPONSES FOR CARERS Q4 2015/16 – TRUST WIDE

Figure 6: Trust wide Carer POY response rates.



- 6.1. For Carers, there appears to be recurring fluctuations in the number of responses received. In Quarter 4, 36 responses were received. This is a decline from that of previous quarters.
- 6.2. Inpatient Care services provided 28% of the returns received in Quarter 4, Specialist Care provided 67% and Community Care provided 6%.

- 6.3. Overall feedback from carers during Quarter 4 was positive, with carers identifying that they felt listened to by staff and that staff show consideration for their needs as a carer and offered guidance and support. The issue which repeatedly is reported by carers as a concern, is staff spending the time explaining the contents of the carer information pack.

7. ANNUAL POINT OF YOU (POY) COMMUNITY SURVEY 2015/16

- 7.1. The Community Care Group through the Caring sub group of the group quality and performance meeting agreed that the response rate from the previous 2014/15 Annual Community POY survey was disappointing (undertaken Q1 2014/15). It agreed that a different approach needed to be taken to increase feedback so that involvement of patients in service development was evident. As a result of those discussions and in partnership Community services are piloting a new methodology to obtain feedback from patients, whereby a number of selected individuals are responsible for undertaking telephone or face to face interviews to capture the feedback of service users on a range of standard questions.

The questions were developed by small subset of the Community Caring Q&P sub-group in response to the CQC Community Mental Health Survey 2015/16 results. Areas which of concern or good practice highlighted in the Community Mental Health Survey were targeted to be further explored by the POY Community Survey 2015/16.

- 7.2. The number of returns year to date are reported below:

Locality	Number of Returns	
	February 2016	March 2016
Access and Treatment Services Social and Residential Services	6	18
Community Services – Gateshead	11	39
Community Services – Newcastle	0	14
Community Services - North Tyneside	0	0
Community Services – Northumberland	16	7
Community Services - South Tyneside	9	34
Community Services – Sunderland	0	50
Dementia Services	0	0
Liaison Services	0	0
Social and Residential Services	0	0
Unidentifiable	0	14
Total	42	176

7.3. The feedback from the current returns are shown below:






Question	% Would Recommend	% Would Not Recommend	% Neither or Don't Known
How likely are you to recommend our services to friends and family? (FFT Question)	85%	2%	13%
	% of Yes answers	% of No answers	% of N/A answers
Do you know how to contact the person who is in charge of organising your care and services?	89%	10%	1%
During your last contact with our service, did staff listen to you and treat your concerns seriously?	97%	2%	1%
Were you involved in planning your care and treatment during this discussion/visit?	87%	11%	2%
Has there been a change in the person you see for care and treatment during the last 12 months?	43%	55%	1%
Did you know who was in charge of organising your care while this change was taking place?	47%	16%	37%
Did you know who to contact out of office hours if you have a crisis?	82%	15%	2%
If you have had a need to speak to services out of office hours, did you find it easy to contact them?	57%	20%	24%
Have our services involved a member of your family or someone close to you as much as you would like?	70%	21%	9%
Overall, do you feel that you have been treated with care and compassion by our service?	97%	2%	1%

The returns illustrate areas of good practice, particularly that service users felt they were listened to and that they were treated with care and compassion. Equally it highlights area for improvement, most notably – the communication and management of changes to care coordinator, and access to out of hours services.

8. NHS CHOICES, PATIENT OPINION & HEALTHWATCH COMMENTS Q4 2015/16

8.1. The three main websites for service users to leave feedback are NHS Choices, Patient Opinion and Healthwatch (Newcastle/ Gateshead). Figure 7 illustrates the star rating allocated by service users/ carer 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		14
Hopewood Park		3
Monkwearmouth		3
St Nicholas Hospital		1
St Georges Park		15

8.2. During Quarter 4 2015/16 the Trust received 6 comments through these sites – 1 was broadly positive, and 5 negative. Some examples are shown below:

“I was admitted on a voluntary basis for treatment. I have to say that without exception all the staff were very professional and helpful. The medical help I received is helping me a great deal and I now feel much more confident about my future.”

“My Wife and I have waited over 11 months to have our Daughter assessed for Autism. Referred March 2015, no letter, phone call nothing. I eventually got to see a Doctor in August 2015, who was surprised to see me, as they only review children who are on medication. October, November, December and January rang and was promised a telephone call from Newcastle and Gateshead Children Services but no reply. No parent should have to go through this. Disgraceful from the start.”

9. COMPLIMENTS AND THANK YOU'S FROM CHATTERBOX – Q4 2015/16

9.1. During Quarter 4, 29 thank you's and compliments were received and posted on the Trusts chatterbox, examples include:

“My care and treatment was exemplary. I have never had cause to need the crisis team and I did not have positive overview of the crisis team due to professional experiences in the past. However at a time when I was at my lowest point having someone to talk to and visits on a regular basis saved my life. I am fully aware if I feel remotely that bad again the crisis team are there.”

South Tyneside CMHT

“I would just like to say thank you for helping me to get well. I feel really better now.”

Lamesley Ward

“You have made my stay here so much easier with your kindness and care. Your attention to my needs has been exceptional, and thank you for taking such good care of our relative.”

Ward 2 (WGP)

10. ACTIONS TO IMPROVE SERVICE USER AND CARER EXPERIENCE

The Trust values service user feedback and it is important we also involve them as well as our staff in identifying the improvement in activity. This report will be shared with service user forums, the Council of Governors Quality Scrutiny Group, the Board of Directors and the Clinical Groups.

11. ACTIONS TO IMPROVE REPORTING

The Trust Service User & Carer Experience Group is developing a workplan for 2016-17 to consider ways of improving the whole service user and carer experience feedback mechanisms from looking at ways to increase responses to the various surveys available to service users and carers, streamlining the range of surveys offered, to improving communication and feedback loops across the Trust for experience information and actions taken in response.

Monthly data at service level is provided to Clinical Groups for their information and analysis of trends/actions.

12. RECOMMENDATIONS







The Board is asked to note the information included within this report and provide comments on report refinements for future quarters.

Lisa Quinn
Executive Director of Commissioning & Quality Assurance
April 2016

The NHS Friends and Family Test

We would like you to think about your recent experience of our ward/service/team.

How likely are you to recommend our ward/service/team to friends and family if they needed similar care or treatment?

					
Very likely	Likely	I am undecided	Unlikely	Very unlikely	I don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



What was good about your experience?



What would have made your experience better?

Please tick this box if you do not want your comments to be made public

Was your recent experience of care within a: Community team Ward

Which ward/service/team do you access?.....

What is your sex? Male Female

What age are you?

0-15 16-24 25-34 35-44 45-54 55-64
65-74 75-84 85+

What is your ethnic group?

White Mixed/Multiple ethnic groups Asian/Asian British
Black/African/Caribbean/Black British Other ethnic group

What area do you live in?

Gateshead Newcastle North Tyneside
Northumberland South Tyneside Sunderland
Other Please state.....

You can complete these questions online at www.ntw.nhs.uk/fft

This information can be made available in other formats on request (eg large print, audio or other languages). Please contact the Patient Information Centre
Tel: 0191 223 2545



Appendix 2

Service Area/Ward:		For the Month/Year of:		Number of cards completed:	
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Questions for Service Users

	Yes	No	Don't Know	Not Answered
Are staff kind and compassionate?				
Do you have confidence and trust in the staff?				
Do you think that the staff have the knowledge and skills to help you?				
Do you know who to go to with any problems about your care and treatment?				
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 in decisions made about your care and treatment?				
Do staff focus on your achievements, your aspirations and your hopes? How do staff involve you?				

What was it about your care and treatment that you found most helpful?

What hasn't gone as well as you expected?

What activities would you find helpful?

Is there anything you feel we need to change?

Is there anything else that you'd like to tell us about the service?

Please send this Monthly Return electronically to patientexperience@ntw.nhs.uk, thank you