

**NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST**

**BOARD OF DIRECTORS' MEETING**

**Meeting Date:** 28 October 2015

**Title and Author of Paper:** Service User and Carer Experience 6 Month Summary Report (Quarter 1 & 2 2015/16)  
Lisa Quinn, Executive Director of Performance & Assurance

**Paper for Debate, Decision or Information:** Information

**Key Points to Note:**

- This report summarises the Quarter 1 & 2 2015/16 Service User and Carer Feedback received.
- Information has been reported on a range of feedback mechanisms including Friends and Family Test, Points of You, How's It Going, NHS Choices and Patient Opinion website comments. 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 monthly reports are forwarded to each Group for discussion/ action in the Q & P Caring sub-groups.
- A proposal has been developed and will be considered at the Trust Service User & Carer Experience Group which looks at ways of improving the whole patient experience feedback mechanism from, ways of increasing response rates 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 patient experience data that is received.
- Monthly data at service level is now being provided to Groups for their information and analysis.

**Outcome required:** for information only

## **SERVICE USER AND CARER EXPERIENCE**

### **PURPOSE**

To present to the Board a summary of the Quarter 1 & 2 2015/16 Service User and Carer experience feedback (data as of 06/10/2015).

### **BACKGROUND**

Getting service user and carer feedback is vital to improve our services. The Trust is committed to improving patient experience using forms of feedback to better understand what is working well and to identify areas of improvement. The information in this paper outlines the Quarter 1 & 2 position in the following areas:

1. Service User Friends and Family Test
2. Points of You / How's it going
3. CQC Community Mental Health Service User Survey 2015/16
4. Patient opinion/ NHS Choices
5. Compliments

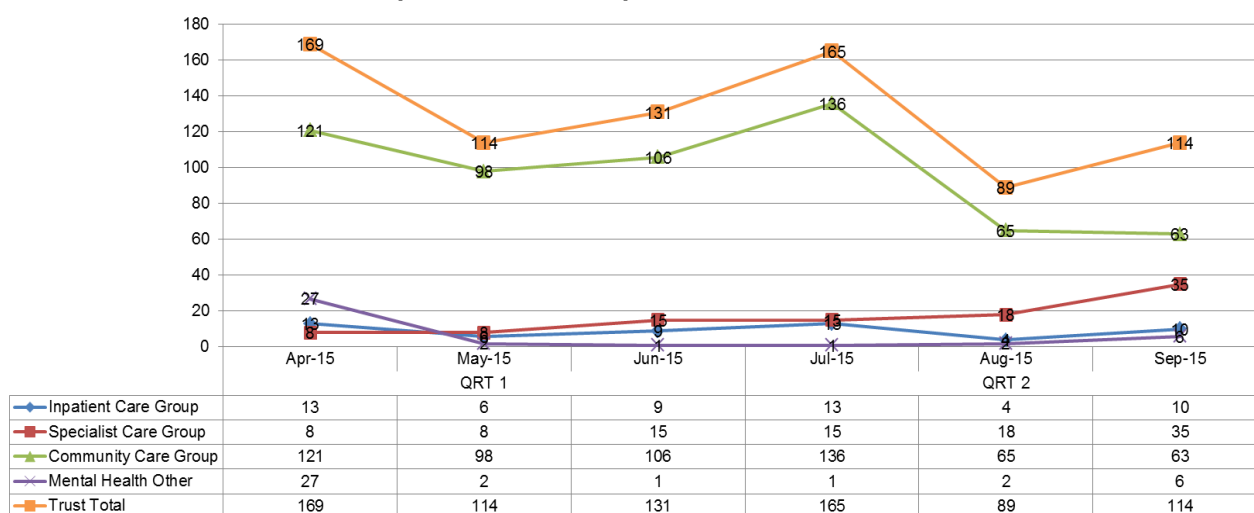
#### **1. NHS FRIENDS & FAMILY TEST RESPONSES Q1 & 2 2015/16**

The NHS Service User Friends and Family Test (FFT) (Appendix 1) has become an important part of our patient experience programme. Within the Trust, the FFT was put into operation trust-wide in January 2015.

To enable service users to have the opportunity to give feedback at any point in time the FFT is available on the Trust Internet. However there are recommended points in a patients pathway when the FFT should be offered (if appropriate), these include: a) For Inpatient Services – on the day of discharge or within 48 hours after discharge; and b) For Community Services – at key points such as care plan review appointments and on transfer or discharge. For services with frequent users, it may be appropriate to ask at regular intervals, such as monthly or three-monthly.

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.

## Number of Service User FFT Responses Received per Quarter.



A total of 782 responses were received from over Quarter 1 & 2 2015 (414 in Quarter 1 and 368 in Quarter 2 2015/16) across all Trust services. There was an 11% reduction in the total number of responses received from Quarter 1 to Quarter 2 2015/16. In an effort to counter declining response rates various strategies are being undertaken to raise awareness of the FFT for Service Users among staff, and their role in ensuring that patients have the opportunity to give feedback; in addition to increasing the availability and access of the survey to Service Users. To address the latter we have altered the NTW FFT Webpage advert to say 'Tell us how we did!' as general feedback indicated that service users viewed the FFT to be completed by friends and family only.

### Service User FFT Response Summary

	Recommend		Not Recommend		Quarter 2 Statistics						
	Qrt 1	Qrt 2	Qrt 1	Qrt 2	Total Responses	Extremely Likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't know
Inpatient Care Group	68%	74%	7%	15%	27	15	5	2	1	3	1
Specialist Care Group	94%	96%	0%	0%	68	50	15	3	0	0	0
Community Care Group	76%	77%	5%	4%	264	121	82	19	8	2	32
Mental Health Other	90%	78%	3%	22%	9	7	0	0	2	0	0
<b>Trust Total</b>	<b>78%</b>	<b>80%</b>	<b>5%</b>	<b>4%</b>	<b>368</b>	<b>193 (52%)</b>	<b>102 (28%)</b>	<b>24 (7%)</b>	<b>11 (3%)</b>	<b>5 (1%)</b>	<b>33 (9%)</b>

Out of the responses received in Quarter 1, 78% of respondents indicated they would recommend the service they received to their friends and family (rating of extremely likely or likely). This increased to 80% in Quarter 2. Five percent of respondents indicated that they would not recommend the service they received in Quarter 1 and 4% in Quarter 2 (ratings of extremely unlikely or unlikely). These statistics show a small improvement in Quarter 2 on Quarter 1, although performance seems consistent.

The subsection summarises the demographic characteristics of the Service User FFT respondents. Of those who answered the demographic section: 63% of respondents were female and 37% male. The respondents were ethnically homogenous – 99% White and 1%

Asian / Asian British. The age of respondents ranges from 16 to 85+, with a median age group of 65-74 years. In terms of the geographical region, nearly three-quarters of respondents resided in Northumberland (76%) (8% resided in Sunderland, 6% in Gateshead, 6% in Newcastle and 5% Other).

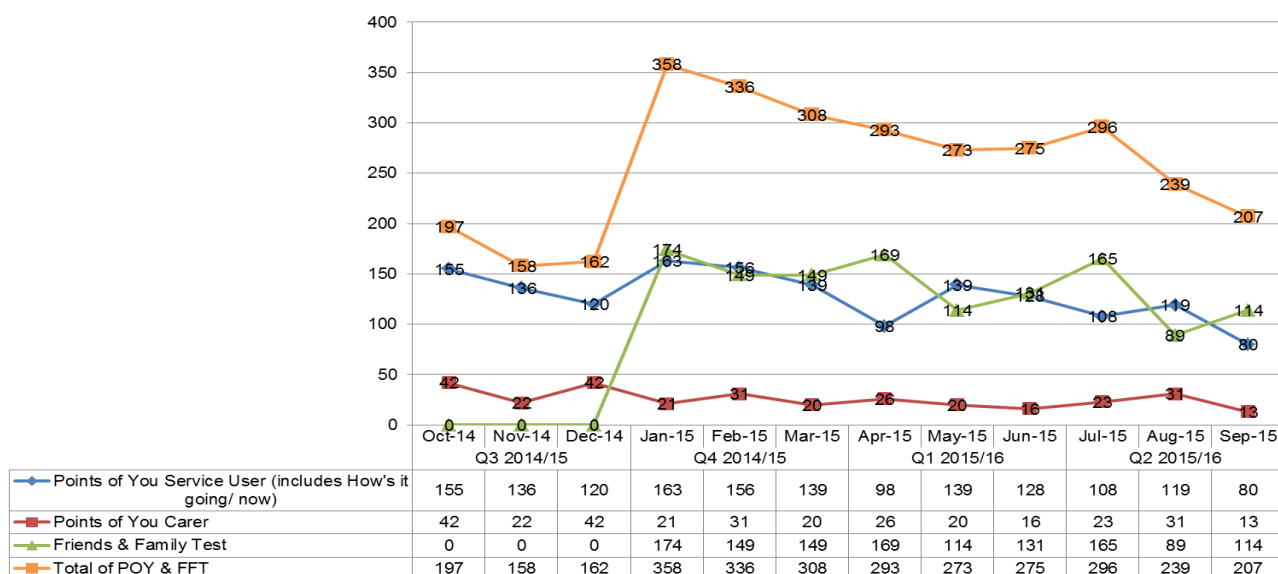
The trends emerging from the Service User FFT are congruent with those identified in Points of You returns. The key trends identified are:

- Require greater option/ variety of support activity including: indoor and outdoor; social and practical (sports, games, classes, outings, chores etc.)
- More engagement/ contact time with staff needed to feel supported.
- Improved communication – to be kept informed and updated of progress/ changes, review times etc.

Our patient experience feedback is shared with clinical and operational teams in the Q & P Caring sub-groups and this report describes some of the actions taken as a result of the patient feedback in Section 3.2 and 3.4.

## 2. OVERALL PATIENT EXPERIENCE LANDSCAPE

### Total Number of Patient Experience Responses per Tool per Month



The Trust, as of January 2015 received patient experience feedback from 3 main sources: 1) FFT 2) Service User POY (including How's it going/ now & Gender identity survey) and 3) Carer POY. Although there are declining response rates per feedback tool, the cumulative number of responses for Quarter 1 & 2 2015/16 exceeds that total number of responses received in Quarter 3 & 4 2014/15 (4% more responses).

## 3. POINTS OF YOU RESPONSES FOR Q1 & 2 2015/16

The Points of You (POY) Service User feedback tool was implemented within Inpatient and Specialist Care Groups in 2011. Community Care Group undertake an annual POY survey. However due to the recent service re-structuring, Crisis Resolution Home Treatment Teams

transferred from Inpatient to Community Care, therefore a number of monthly returns as of April 2015 are received within Community Care.

The POY feedback tool is a real time system that enables staff to respond effectively to any feedback received at that point in time. The survey enables service users and carers to report feedback on a number of 'yes'/ 'no' questions, along with the opportunity for open comments. The following sections report on the statistical data, the recurring themes elicited and the actions undertaken to address the issues – to provide assurance that the Trust prioritises and acts upon what patients and carers are telling us.

### 3.1. Trust Wide POY Responses

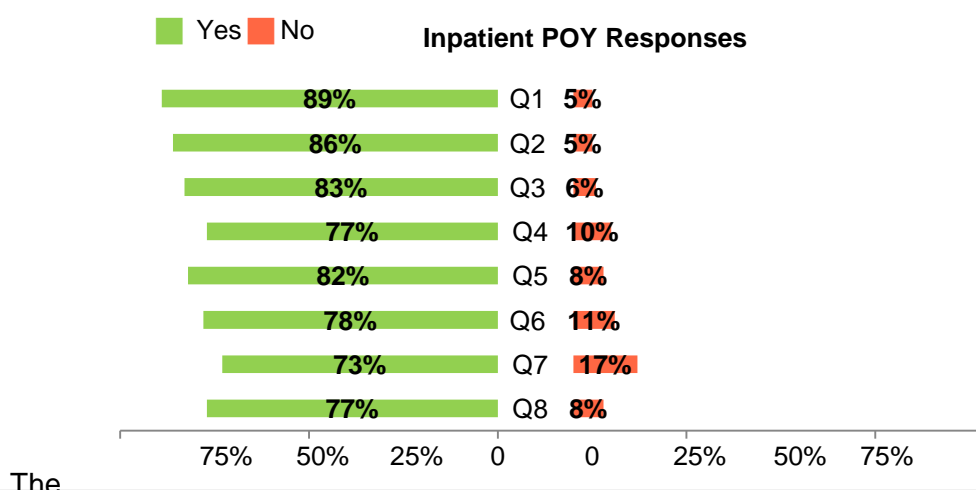
#### Service POY User Response Rates:

	2014-15 Q1	2014-15 Q2	2014-15 Q3	2014-15 Q4	2015-16 Q1	2015-16 Q2
Inpatient Care Group	345	243	266	246	128	133
Specialist Care Group	106	73	59	216	135	109
Community Care Group					14	8
Trust Total	451	316	325	462	270	250

Globally a decreasing trend in the number of POY responses received has emerged for Service Users. In total over Quarter 1 & 2, 520 responses were received; there was a 7% decrease in responses received in Quarter 2 compared to Quarter 1 2015/16. Work is being undertaken to understand the rationale for, and address the declining response rates from service users.

### 3.2. Inpatient Care Group

For Inpatient Care, POY feedback continues to be received from a range of wards (POY Generic Survey Appendix 1) – 55% of the 133 responses were received from Sunderland & South Tyneside Adult Mental Health Inpatient Services, 27% from Newcastle & Gateshead, 8% from Northumberland & North Tyneside, 8% from North of Tyne Older People Services, and 3% from South of Tyne Older People & Learning Disability Services.



The

**Q1)** Are staff kind and compassionate? **Q2)** Do you have confidence and trust in the staff? **Q3)** Do you think that the staff have the knowledge and skills to help you? **Q4)** Do you know who to go to with any problems about your care and treatment? **Q5)** Do staff support you to access the information you need? **Q6)** Did staff consider all of your relevant personal issues when planning your care and treatment? **Q7)** Are you as involved as you want to be in decisions made about your care and treatment? **Q8)** Do staff focus on your achievements, your aspirations and your hopes?

whereby 50% of the questions received over 80% positive response. The data is consistent with the compliments and comments received via several feedback mechanisms which praise staff's attitude and competence (see Section 5 for Compliments). The questions with the greatest number of negative ('no') responses were:

**Q4.** Do you know who to go to with any problems about your care and treatment? (No response % = 10%)

**Q6.** Did staff consider all of your relevant, personal issues when planning your care and treatment? (No response % = 11%)

**Q7.** Are you as involved as you want to be in decisions made about your care and treatment? (No response % = 17%)

The latter two questions (Q6 & Q7) have continuously received the greatest proportion of negative responses since Quarter 4 2014/15. Examples of efforts being undertaken by wards to address the concerns raised include:

For **Q6.** - Staff to discuss all issues raised by the service user and or carer within the daily review (& 72hr meeting) and revisit any concerns to ensure that all aspects of care and personal issues are considered throughout the in-patient care pathway (Shoredrift).

For **Q7.** - A meeting with the service user and carer will be arranged after the 72 meeting to ensure that the plan of care is further discussed, agreed with and understood (Shoredrift).

The POY process allows staff to proactively act upon service users and carer views. The key issues elicited from the Quarter 1 and 2 POY additional comments sections are reported below with area examples of actions undertaken:

<b>Prevalent Patient Feedback Themes 'You Said'....</b>	<b>Actions under taken by Trust Services 'We Did'....</b>
1. Negative experience with other service users, including: social, environmental.	All engagement with other/s to be care planned to alleviate any problematic behaviour.
2. Require greater option/ variety and opportunity to undertake activities including: indoor and outdoor; social and practical (sports, games, classes, outings, chores etc.)	A new activity timetable devised in collaboration with the patients and staff which incorporates ward base and outdoor activities (3 per day) (Newton).
3. Insufficient communication – not always kept informed of progress/ changes, review times etc.	Staff are working on a process of ensuring all patients receive timely feedback from the daily reviews each morning – the allocated nurse role is being revisited to ensure they are aware of the requirement (Alnmouth).
4. Adequacy of food provision – limited in quality and choice.	Monitor monthly feedback via food and nutrition sub group.

5. Not having enough engagement/contact time with staff to be supported.	Northumberland & North Tyneside	Plan to increase PET slot from twice weekly (Tues & Fri for 1hr) (Alnmouth).
6. Ward temperatures - too hot.	Sunderland & South Tyneside	Recognition that there are limitations in the fabrication of the building to alleviate problem in the interim fans were brought in.

### 3.3. Community Care Group

As of April 2015 the following teams were re-aligned to the Community Care Group.

For the **Initial Response Team** there were no responses for Quarter 1 or 2 2015/16.

The **Crisis Resolution Home Treatment Teams** received 37 responses over Quarter 1 & 2 2015/16 (Sunderland n = 5; South Tyneside n = 2, Newcastle n = 23, Gateshead n = 5).

### Plans for Annual Community Points of You Survey 2015/16

Discussions are on-going within the Community Care Group to develop the POY Community Survey Questionnaire for 2015/16 and establish the best method of implementation to augment response rates.

### 3.4. Specialist Care Group

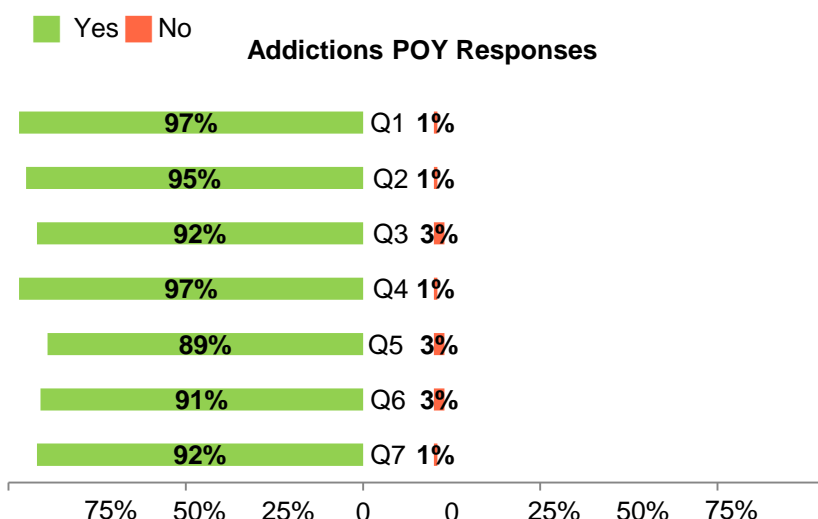
For Specialist Care, during Quarter 1 & 2 service user feedback was received from 5 areas:

From **Forensic Learning Disability Services** there were 29 responses received from service users.

For **Children and Young Peoples Services** 1 response was received.

For **Neuro-Disability Services**, 17 responses were received.

**Addictions Services** – There were 88 responses received in Quarter 1 and 91 responses received from across Addictions services for Quarter 2 (Total n = 179).



**Q1)** Are staff kind and compassionate **Q2)** When attending appointments are you made to feel safe and welcome **Q3)** Do you feel involved in deciding what care is best for you? **Q4)** Are staff non-judgemental, respectful and considerate? **Q5)** Do staff understand what it's like being you? **Q6)** Do staff give you all the information to support your recovery? **Q7)** Do staff promote hope and the positive things about you?

The overall feedback was very positive, with all questions receiving over 80% positive ('yes') responses from service users. Areas of concern highlighted in the previous two quarters: **Q3**. Do you feel involved in deciding what care is best for you? and **Q5**. Do staff try to understand what it is like to be you? have been addressed – dissatisfaction ('no' responses) reducing from circa 20% to 3% currently.

Within the Specialist Care Group, Addictions Services are an exemplar area whereby capturing and acting upon patient experience is embedded into practice and has subsequently informed and driven service improvement. Addiction Services can be identified as an area of good practice, therefore discussions may need to take place around sharing processes to assist with improving patient experience feedback practice in other service areas of the Trust.

The key themes elicited from the Quarter 1 and 2 POY additional comments sections are reported below. These issues have been actioned at a ward level via the POY methodology, and will be reviewed at the Specialist Care Q & P Caring sub-group.

1. Restrictive operating times of supporting services including: gym, pharmacy, café.
2. Require greater variety and opportunity to undertake activities including: indoor and outdoor; social and practical (sports, games, classes, outings, chores etc.)
3. Lack of engagement/ contact time with staff to be supported.
4. Adequacy of food provision – limited in quality and choice.
5. Negative experience with other service users, including: social, environmental.

### 3.5. CARERS POY SURVEY RESPONSES - TRUSTWIDE



### Carer POY Response Rates:

	2014-15 Q1	2014-15 Q2	2014-15 Q3	2014-15 Q4	2015-16 Q1	2015-16 Q2
Inpatient Care Group	59	34	57	58	37	25
Specialist Care Group	7	3	9	14	12	31
Community Care Group					9	10
Trust Total	66	37	66	72	58	66

For Carer, there appears to be recurring fluctuations in the number of response received. In total 124 responses were received during Quarter 1 & 2.

Overall feedback from carers was positive, however areas of concern reported in Q1 2015/16 and Q4 2014/15 remains unchanged in Quarter 2 with the greatest proportion of negative responses - 34% of carers stated no to the following questions:

**Q3.** Did staff provide you with a 'Carer information pack'?

**Q4.** Did staff spend time with you explaining its contents?

Work continues within the groups to address these areas of concern.

### 3.6. GENDER SERVICE RESPONSES Q2 2015/16

**Gender Identity Clinics** – There were 53 returns received from the Gender Identity Clinics in Quarter 2 – this was a significant increase on Quarter 1's 18 returns (194% increase). As in Quarter 1 the responses were overwhelmingly positive, with 96%-100% of service users answering with 'strongly agree' or 'agree' for every question.

### 3.7. HOWS IT GOING RESPONSES Q2 2015/16

Over Quarter 1 & 2, a total of 9 returns were received from the 'How's it going' and 'How's it going now' questionnaires (Inpatient Care LD Services and Autism Services) (Rose Lodge n = 4, Ingram n = 4, Woodside n = 1).

## 4. CQC COMMUNITY MENTAL HEALTH SERVICE USER SURVEY 2015/16

The National Mental Health Community Service User Survey specialises in the measurement of service user experience of Community Mental Health Care Services. The 2015 Survey concluded in July 2015 and Local reports have been fed back to NHS Trusts, with the expectation that actions are taken based upon the finding. **It should be noted that these results are under embargo until the CQC publish the National Benchmark Reports on their website (due 21<sup>st</sup> October 2015), so must not be distributed outside of the organisation until after that date.**

Emerging themes from the CQC Community Mental Health Service User Survey 2015/16 include:

1. Limited contact/ clinical time, in terms of both, frequency of contact and length of contact, from Nursing and Medical staff.
2. Long waiting times to a) access services, and b) receive appointments.

3. Not being seen consistently by the same healthcare professional known to the service user.

These findings were recently discussed in the Community Q & P Caring sub-group and actions agreed will be aligned to Groups action plans.

## 5. NHS CHOICES & PATIENT OPINION COMMENTS Q1 & 2 2015/16

6. The two main websites for service users to leave feedback are NHS Choices and Patient Opinion. During Quarter 1 & 2 2015/16 the Trust received 8 comments through these sites (Q1 n = 2; Q2 n = 6).

Website	Comment	Trust Response Provided?
<b>Quarter 1 2015/16</b>		
NHS Choices	<p>I was admitted to Alnmouth ward, and found the experience very distressing. I had no experience with mental health services before, and was given very little information about what was happening. Even small things like ward routines weren't explained. I felt very lost for the first few days. I was placed on eyesight, but I didn't know why.</p> <p>The staff were extremely patronising, and took away everything that I had left, my trust, my dignity and the remains of my humanity. I thought I was going for observation, but it was nearly a week before I got my 72hour review.</p> <p>I am well educated, and found that I could understand what I was told, but I was told so little I didn't need to have the mental capacity to understand anything.</p> <p>I felt ignored for much of the time, left to do colouring in, or chat to other patients. The on-ward OT that was offered was also, I felt, degrading. Icing biscuits? Making cards? You have so much time on your hands that something a bit more stimulating, and something that takes time, something that you could continue doing later, would be beneficial.</p> <p>I received my welcome pack, after I asked for it, after I was able to read and digest the information on the notice boards. I didn't know who my Dr was until this point.</p> <p>Another piece of info was about medication, I didn't know that I could ask for painkillers, or that I had PRN medication. I kept asking for something for my anxiety, but I was asking for the wrong meds, and I wasn't until nearly a fortnight in that this was explained to me. I would have recovered more quickly if I had been allowed my medication.</p> <p>When someone is in crisis and ends up in hospital they need more help and support, they need to be told things more than once, and if they are told something is going to happen I need to happen.</p>	<p>We would like to thank you for your time taken to provide feedback through NHS choices, regarding your concerns arising from your stay on Alnmouth ward, St Georges Park Morpeth. I was sorry to learn of your experience and can appreciate your disappointment. I can assure you that this is not the level of service we would wish for our patients and this will help us learn where improvements to our services can be made. We take the issues raised very seriously and have taken time to reflect on the comments you have made.</p> <p>We have reviewed our protected engagement time sessions to include a range of groups that provide stimulating activities and sessions to meet with needs of all our patients. We now discuss the following weeks planned sessions at our weekly community meeting to ensure the patients are as close to decision making about this as possible. We have received some positive feedback from our patients in May via our Points of You feedback system.</p> <p>We are currently in the process of reviewing all of our notice board information for patients which will improve areas such as access to information regarding medication, occupational therapy groups and other general ward information.</p> <p>We have passed on the comments regarding food to the catering dept and also sent your kind words regarding our domestic staff to them and their manager.</p>

	<p>Some of the staff were fantastic, and deserve much praise, but others seems to resent time spent with the patients. I understand that workloads are huge, but more time spent with the patients, and more support given would help people recover more quickly, and allow them to leave hospital.</p> <p>The food was horrendous! I never ever want to eat creamed parsnips again!</p> <p>Also I'd there are allergies then the kitchen struggles to cope.</p> <p>The rooms were great, and as homely as possible, although being allowed to decorate with posters etc would be good.</p> <p>The cleaning staff and catering staff were all lovely, and nothing seems to phase them.</p> <p>I have never been in a hospital like this before, but overall my experience was OK. Not something I'd like to repeat, but not something truly appalling!</p>	<p>Thank you again for taking the time to bring your concerns to our attention. We welcome all patient feedback as this provides us with a valuable insight into our services from the patient's perspective and can inform service improvement, as it has done in this case on Alnmouth ward.</p>
NHS Choices	<p>Psychotic Depression sufferer told my psych at last appointment that medication wasnt working so chose to up my medication and that a letter would be with my GP within 10 days to advise them to up it, 6 weeks on multiple calls from myself, multiple calls from GP me in rapid decline and still no letter. This is the person who is in charge of my overall care for my issues, feel abandoned by the professionals that are supposed to be helping me. I don't know if there are other options out there in the north east but I'll be looking</p>	<p>Thank you for taking the time to comment on your experiences of our services and we are sorry to hear that they have not met your expectations. If you would like to contact us to discuss your case specifically we would be happy to review this for you. The person to contact is Group Nurse Director for Community Services on 0191 2456611.</p>
<b>Quarter 2 2015/16</b>		
NHS choices	<p>After being discharged from hospital too early, my GP referred myself to the crisis team. Within less than half an hour they were on the phone offering to come out and assess me.</p> <p>They were a great support to my family who were also at the end of their tether. They always came on time and I never felt judged by the team. They always came in very positive helping me as much as they could. I was always worried about utilising the crisis team in the past however now I would without a doubt. I will always be grateful for their help.</p>	<p>Thank you for taking the time to write such a positive review in relation to care and treatment you received from our Northumberland Crisis Home Resolution Treatment Team. We are always happy to read about the experiences people have had within our services and we will be sure to pass this feedback onto the team</p>

<p>NHS choices</p>	<p>After attempting to take my own life twice in one day, my GP made a call to Northumberland Crisis Team who promised to call me within the hour. 15 minutes later, true to their word, they were on the phone to me organising a visit for later in the day.</p> <p>Two members of the Crisis Team did indeed visit me in person that day to assess my mental state and talked me through their services and what would be happening next. They assured me that they are there 24/7 and made another appointment to see me today, where a nurse will assess me and a care plan will be drawn up.</p> <p>Whilst I still have a long, long way to go before I recover, I am feeling very much like I have done the right thing in talking to them. Excellent service so far.</p>	<p>Thank you for taking the time to comment and share your thoughts. It's wonderful to hear you have had such a positive experience within our services. We will ensure that your kind comments are shared with the team as they will be very happy to know they are making a difference.</p>
<p>Patient Opinion</p>	<p>I went into Hopewood park at a very dark time of my life, but during my 11 day stay I was kept both safe and helped to feel that there was still hope. Overall they were great and you can't really get a better accolade than someone saying "you saved my life". So thank you to all the staff on Springrise x</p>	<p>We are so pleased to hear that your time at Hopewood Park (Springrise) was such a positive experience for you. I am sure the staff on Springrise will appreciate your lovely comment and we will be sure that this feedback is passed onto them. We would like to thank you for taking the time to provide us with your feedback.</p>
<p>Patient Opinion</p>	<p>The nursing staff as well as the Doctors did not show any compassion toward any of the patients. I was treated like a child, my intelligence was highly insulted. Being watched 24/7 without me being aware was a massive invasion of my privacy. I missed supper and asked if I could have some toast. I was turned down and the duty night staff told me that there was no bread, yet they were taking a full loaf of bread to the kitchen. I was threatened by staff that if I didn't take my medication they would restrain me and force me to take medication. The whole of the mental health NHS needs to look at its practice and start again because it doesn't work. Highly disappointed at the treatment I received, feeling let down by the people who think they care.</p>	

<p>NHS choices</p>	<p>I have private psychotherapy but no access to NHS services e.g. GP or dentist because I am too ill and no one in NHS or social services will help me access their care. This is illegal and I have tried EVERYTHING to get help but am still excluded.</p> <p>Frankly, my impression is that NHS and social services are expert in evading work. They certainly have NO idea about how to integrate mental, physical and social care. Nor do they have a clue about how to work alongside non-NHS service providers. You live in your own little world. And yet I am the one who is 'mad'.</p> <p>I came here looking for help because I am feeling suicidal and I wondered if the NHS offered anything to help me and I saw all the negative reviews and realised I really am on my own. Thanks for nothing.</p>	<p>We are sorry to hear that you have had difficulty accessing services when you need them. Our Initial Response Teams are available to contact 24 hours a day on 03031231145, this service can provide support to access the right help that you need.</p> <p>A link to information about this service which is on our Trust internet page is attached:-  <a href="http://www.ntw.nhs.uk/sd.php?l=2&amp;d=8&amp;sm=21&amp;id=301">http://www.ntw.nhs.uk/sd.php?l=2&amp;d=8&amp;sm=21&amp;id=301</a></p>
<p>NHS choices</p>	<p>If you are able to speak and have an opinion I strongly advise you not to go here. The communication between staff and other staff and you as a patient is atrocious. At time you are made to feel listened but this will be held against you, the staff are highly untrustworthy and anything you have said will be disregarded. It's unfortunate that we have such places like this. You will be judged, not listened to, they will contradict the things that they say, they'll make sure you leave feeling betrayed, you will not be allowed to show that you are upset emotionally as this is deemed inappropriate, you will feel un-helped and un-helpable, lied to, if you are lucky you may even leave in a worsened condition than when you arrived. And if you are very, very lucky you won't be believed.</p> <p>Facilities have been closed because of this multi- super psychiatric hospital, the NHS are always complaining about having no money, well they've spent most of it here, while it is good that money is being spent on the mental health sector it is not in the right way. They have big glass medication cabinets that are electronically managed with fingerprints which cost £8000 each, there's one on every ward and many are used in the pharmacy, this not only cost a hell of a lot of money which could be used in maybe training the staff there to be more compassionate and have a better understanding to everybody's circumstances instead of time wasting equipment that hasn't improved anything, anywhere.</p> <p>They do have money just don't have a clue how to spend it to make it make a difference.</p> <p>Apologies if you have had to witness this awful place. The future will be no better.</p>	<p>Seeking advice – a response will be published soon.</p>

## 7. COMPLIMENTS AND THANK YOU'S FROM CHATTERBOX – Q1 & 2 2015/16

A summary table of the thank you's and compliments received and posted on the Trusts chatterbox is included below (n = 26):

Planned Care	Castleside Day Unit	May-15	Huge thanks for making my placement a great learning experience. It's been a pleasure working with you all.
Planned Care	Castleside Day Unit	May-15	The card says it all, many thanks to one and all for all the care and attention you have shown me during my stay at the centre.
Planned Care	Castleside Day Unit	May-15	Thank you for all the time and trouble you and your team have gone to, to help. You have been a great help to me. I admire your patience, understanding, sensitivity and cheeky sense of humour. You are doing a grand job.
Planned Care	Castleside Day Unit	May-15	Thank you for caring for the last almost five years. Heaven forbid I'll be here for the next five years but if it should be then I don't know of anywhere better to be taken care off. Thank again.
Planned Care	Castleside Day Unit	May-15	Thank you all for your help and support during my time at CDU. I have really enjoyed working as part of such a welcoming and friendly team and I am going to miss working here a lot. All the best.
Planned Care	Castleside Day Unit	May-15	Thank you for a taste of Mental Health nursing. I have learnt a lot that will be useful throughout my nursing career. I have thoroughly enjoyed it and everyone has been lovely. Thanks.
Planned Care	Newcastle Gateshead Intensive Community Treatment Service	May-15	Thank you to Community Nurse Practitioner, Newcastle Gateshead Intensive Community Treatment Service from a service user  Just want to thank you for coming out every week, you have been a massive help
Planned Care	Community Support Worker WEST CMHT	May-15	Thank you very much Community support worker, West CMHT and CPN.  You are first class and deserve to be praised.

Inpatient Care	Acute Day Service	Jun-15	<p>Thank you to the Acute Day Service from a volunteer</p> <p>I have enjoyed volunteering alongside the client group and also with an excellent Technical Instructor who is very patient and engaging with the service users.</p>
Inpatient Care	Castleside Inpatient Unit	Jun-15	<p>I would like to thank each of you for everything you have done for my father over the last weeks and months, and particularly for making the transfer happen in such a short time period.</p> <p>Please pass on our thanks to all the staff for their support too.</p> <p>I should also mention that staff at Paternoster specifically commented on how impressed he had been with the professional way that everything was handled by NTW and Castleside over the transfer, and the communication between the two nursing teams. Thank you again.</p>
Specialist Care	Ward 1A	Jun-15	To all the staff on Ward 1A at Walkergate Park. Thank you from the bottom of my heart for your help with him. Hopefully he will progress more in his new place. Love patients family xxx
Specialist Care	Ward 1A	Jun-15	To all nursing staff on Ward 1A at Walkergate Park. Thanks very very much for all your help. Lots of love patient. xxx
Inpatient Care	Younger Person's Dementia Team	Jun-15	<p>Thank you to Newcastle Younger Person's Dementia Team from a service users family</p> <p>Thank you for all your help and kindness.</p>
Inpatient Care	Roker Ward	Jun-15	<p>Thank you to all the staff at the Roker Unit from a service user and family</p> <p>We have been asked to give you all a big THANK YOU for taking care of his every need, he truly appreciates everything that has been done for him. He would also like you to know his rates are very reasonable if you would like him to come back and set the tables!!!</p> <p>Thank you for all your support, care and understanding. You are all very special and we are so grateful for you taking care of him.</p>
Inpatient Care	Newcastle/NT CRHT	Jun-15	Thank you for everything your team has done in the past few months. What you all do is amazing! Without your team i wouldn't be where I am today. Thank You!!!



Inpatient Care	Newcastle/NT CRHT	Jun-15	<p>Thankyou from a patient.</p> <p>'I have been under the care of the crisis team since November 2014 and Colin has supported me throughout this time. As I'm due to be 'signed off' by the team and i am well on my way to recovery I was keen to thank Colin for his support. During my care I have met and discussed my situation with many different care workers. From the first meeting Colin stood out as someone I felt very comfortable with. He was able to remember previous conversations and talk to me about improvements that he'd noticed. Through conversation about his own experiences he encouraged me to again look forward to holidays and social outings as well as the importance of having friends and family close by. He's a true credit to the profession.</p>
Community Care	Psychological wellbeing service	Jul-15	<p>Thanks to the Brilliant service of the NHS and foremost to the Psychological Wellbeing Service, I realised thanks to your efforts, skill and belief that I wanted and could have my life back'. Your professionalism was superb but your empathy, trust and the faith you gave me was second to none. I am writing this to say thank you, from the bottom of my heart, the happiest I have been in years'.</p>
Specialist Care	Mother and Baby Unit	Jul-15	<p>I just want to say a massive thank you to the whole team on Beadnell Mother and Baby Unit. It is truly a unique team that is incredibly supportive to students and they have all aided me to achieve my competencies throughout my management placement. My mentor has been incredibly supportive whilst allowing me to develop my own nursing style. I have been made to feel like part of the team, rather than a student on placement and I find it hard to believe that my time with them has come to an end. The team provide an amazing service for women, babies and their partners/family during difficult times, enabling recovery in a caring and compassionate manner. I can honestly say each and every single member of staff goes above and beyond for every individual, and I found this to be inspiring.</p> <p>Furthermore, I wish to thank my mentors throughout my final year as without them my experience would not have been the same.</p>
Inpatient Care	Roker Ward	Aug-15	<p>Thank you HCA, Roker Ward from a service user's family.</p> <p>I just wanted to say a special thank you for the care and friendship you have shown my dad during his stay. He talks about you a lot, even copying your gestures and speech. I believe he considers you as a friend and for this I am truly thankful. Thank you, you're amazing.</p>
Inpatient Care	Roker Ward	Aug-15	<p>Thank you to Roker Ward from a service user's family</p> <p>Thank you to the wonderful, kind and caring staff on Roker Ward.</p>

Inpatient Care	Roker Ward	Aug-15	<p>Thank you to the staff on Roker Ward from a service user's family</p> <p>Just to say thank you very much, can't thank you enough for your care and kindness to us all.</p>
Inpatient Care	Roker Ward	Aug-15	<p>Thank you to Community Nurse, LD Community Treatment Team from a service user</p> <p>I would like to say a big thank you, for all the hard work you did in the past week to make it less stressful for me when I moved home. Thank you very very much.</p>
Inpatient Care	Roker Ward	Aug-15	<p>Thank you to Community Nurse, LD Community Treatment Team</p> <p>Thank you for helping me move home.</p>
Inpatient Care	Roker Ward	Aug-15	<p>Thank you to the staff on Roker Ward from a service user's family</p> <p>On behalf of my dad, I would like to thank you all from the bottom of my heart, for the dedicated professional care you have shown towards both my father and our family.</p> <p>This is a stressful time not just for the patient but for all concerned. You have provided great help and support, and your professional care has been outstanding.</p> <p>The Roker facility is an asset to the Sunderland NHS.</p>
Specialist Care	Lindisfarne	Aug-15	<p>I would like to send a big thank you to all the staff at Lindisfarne for their support and encouragement during my 7 week placement. Even though staff numbers have not always been great they have taken time in their day to share their skills, knowledge and experience to support my development as a Student Nurse. Good luck everyone and keep up the great work you are doing.</p>
Inpatient Care	Roker Ward	Aug-15	<p>On behalf of my dad, I would like to thank you all from the bottom of my heart, for the dedicated professional care you have shown towards both my father and our family.</p> <p>This is a stressful time not just for the patient but for all concerned. You have provided great help and support, and your professional care has been outstanding.</p> <p>The Roker facility is an asset to the Sunderland NHS.</p>

## **8. 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 staff in identifying the improvement activity. This report is also circulated to service user forums, the Council of Governors Quality Scrutiny Group, the Corporate Decisions Team and Clinical Groups.

## **9. ACTIONS TO IMPROVE REPORTING**

A proposal has been developed and will be considered at the Trust Service User & Carer Experience Group which looks at ways of improving the whole patient experience feedback mechanism from looking at ways to increase response 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 patient experience data that is received.

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

## **10. RECOMMENDATIONS**

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

**Lisa Quinn**  
**Executive Director of Performance & Assurance**  
**October 2015**

## 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](http://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

<b>Service Area/Ward:</b>		<b>For the Month/Year of:</b>		<b>Number of cards completed:</b>	
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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?

<b>Comments:</b>	<b>Actions:</b>
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What was it about your care and treatment that you found most helpful?

<b>Comments:</b>	<b>Actions:</b>
------------------	-----------------

What hasn't gone as well as you expected?

<b>Comments:</b>	<b>Actions:</b>
------------------	-----------------

What activities would you find helpful?

<b>Comments:</b>	<b>Actions:</b>
------------------	-----------------

Is there anything you feel we need to change?

<b>Comments:</b>	<b>Actions:</b>
------------------	-----------------

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

<b>Comments:</b>	<b>Actions:</b>
------------------	-----------------

Please send this Monthly Return electronically to [patientexperience@ntw.nhs.uk](mailto:patientexperience@ntw.nhs.uk), thank you

### Appendix 3

Questions on Surveys	Addiction Services (SU) Summary Sheet	Addiction Services Carers	Adult In-Patient Summary (SU and Carer) New Generic	Adult In-Patient Summary (SU and Carer)	Adult In-Patient Summary	Carers PoY Summary Sheet - New	Carers Summary Sheet	CRHT Summary Sheet (SU and Carer)	CYPS Summary Sheet (SU)	Dementia Service Summary Sheet (SU and Carer)	Dementia Service Summary	Forensic Learning Disabilities Summary (SU)	Generic PoY Summary (SU)	IRT Summary Sheet (SU and Carer)	Learning Disabilities Summary Sheet (SU)	PTC Summary Sheet (SU)	Walkergate Park Summary (SU)	SU Totals	Carers Totals
	(02.06.201)	(02.06.201)	(13.10.201)	(02.06.201)	(23.05.14)	(16.10.201)	(01.07.201)	(02.06.14)	(01.07.201)	(02.06.201)	(01.07.201)	(01.07.201)	(02.09.201)	(02.06.201)	(23.10.201)	(02.06.201)	(01.07.201)		
<b>Service User POY</b>																			
Are staff kind and compassionate? / Do you feel that they showed kindness and compassion towards you?	✓	II	✓					II			✓		✓	✓			✓	6	2
Are staff kind and thoughtful to you?									✓	✓								1	0
Are staff kind and caring?								✓	✓			✓			✓			4	0
Do staff treat you with dignity and respect?																		1	0
Were they polite and considerate?														✓				1	0
When attending appointments are you made to feel safe and welcome?	✓																	1	0
Do you feel safe with the staff?									✓									1	0
Do you feel safe on the ward?										✓					✓			3	0
Do you feel involved in deciding what care is best for you?	✓																	1	0
Are you as involved as you want to be in decisions made about your care and treatment?			✓	✓	✓			✓			✓		✓				✓	7	0
Do staff ask you what you think about your care and treatment?										✓								1	0
Do you know and understand what is in your care plan?				✓	✓												✓	3	0
Do you feel that your care plan meets your needs? / Do you feel that your care plan meets your needs?				✓	✓												✓	3	0
Do staff include you in your care? / Do staff include you in your care plan?									✓									2	0
Are staff non-judgemental, respectful and considerate?	✓																	1	0
Do staff understand what it's like being you?	✓																	1	0
Was the person/people you spoke to able to empathize/appreciate your situation?														✓				1	0
Did staff consider all of your relevant, personal issues when planning your care and treatment?			✓	✓	✓						✓			✓				5	0
Do you feel that staff consider all relevant aspects of your health and care when you attend for treatment?																	✓	1	0
Do staff promote hope and the positive things about you?	✓																	1	0
Do staff help you to think about things you are good at?									✓									2	0
Do staff help you do things you are good at?																		2	0
Do staff focus on your achievements, your aspirations and your hopes?			✓								✓		✓					3	0
Do staff try hard to lift your spirits? / Do you feel that staff try hard to lift your spirits?				✓	✓													3	0
Do staff help you to think about what you would like to do in the future?									✓									4	0
Do you have confidence and trust in the staff? / Do you have confidence and trust in the staff to help you?	✓		✓	✓	✓			✓		✓	✓	✓	✓				✓	11	0
Do you think that staff have the knowledge and skills to help you? / Did you feel that person/people you spoke to had the skills and knowledge to help you?	✓		✓	✓	✓			✓		✓	✓	✓	✓				✓	9	0
Do you know who to go to with any problems about your care and treatment?			✓							✓	✓	✓	✓					3	0
Do you know who to go to with any problems?									✓									2	0
Do you know who to speak to if you are unhappy about something?												✓			✓			2	0
Do staff give you all the information to support your recovery?	✓																	1	0
Do staff support you to access the information you need?			✓								✓		✓					3	0
Do staff help you to get the information you need? / Do staff help you to find the information you need?										✓		✓		✓	✓			4	0
Do staff help you to find information that might help you?									✓								✓	2	0
Were you provided with the help or information you needed?														✓				1	0
Do you feel that you have enough time to talk to staff?			✓	✓						✓								3	0
Do staff encourage you to talk about your difficulties?			✓	✓														3	0
Do staff ask what is important to you?									✓			✓						4	0
Do you feel that you were given enough time to talk? / Do you feel that you get enough time to talk to staff?														✓				2	0
Do you feel staff listen to you?												✓						2	0
Do you feel listened to and that staff take your views seriously? / Did you feel listened to and that the person/people you spoke to took you seriously?								✓						✓				2	0
Do staff help you keep in touch with family and friends?			✓	✓						✓								3	0
Do you feel that your care and treatment is recovery focussed?			✓	✓												✓		3	0
Were you able to access the service with ease?								✓										1	0
If there is a child or young person living in your home, did staff spend time talking to them about the situation?								✓	II									0	0
Do you understand 'My shared pathway' and why it is useful?												✓						2	0
If somebody from the IR Team came to visit you, was a waiting time for this visit agreed?														✓	II			0	0
Did they arrive within this agreed waiting time?														✓	II			0	0
Do you feel that this waiting time was acceptable?														✓	II			0	0
Do you feel that the length of time before you saw someone was acceptable?								✓										1	0
If a friend were in need of similar help, would you recommend the service to him/her?														✓	II			0	0



	Addiction Services (SU) Summary Sheet	Adult In-Patient Summary (SU and Carer) Generic	Adult In-Patient Summary (SU and Carer)	Adult In-Patient Summary (SU and Carer)	Carers PoY Summary Sheet - New	Carers Summary Sheet	CRHT Summary Sheet (SU and Carer)	CYPs Summary Sheet (SU)	Dementia Service Summary Sheet (SU and Carer)	Dementia Service Summary Sheet (SU and Carer)	Forensic Learning Disabilities Summary Sheet (SU)	Forensic Learning Disabilities Summary Sheet (SU)	IRT Summary Sheet (SU and Carer)	Learning Disabilities Summary Sheet (SU)	PTC Summary Sheet (SU)	Walkergate Park Summary Sheet (SU)	SU Totals	Carer Totals	
Questions on Surveys	(02.06.201)	(02.06.201)	(13.10.201)	(02.06.201)	(23.05.14)	(16.10.201)	(01.07.201)	(02.06.14)	(01.07.201)	(02.06.201)	(01.07.201)	(01.07.201)	(02.09.201)	(02.06.201)	(23.10.201)	(02.06.201)	(01.07.201)		
Carer POY																			
Are staff kind and compassionate and listen to you? / Do you feel that they showed kindness and compassion?				II	II		II			II				II				0	5
Do you feel involved in decisions made about the person you care for?	II	II	II	II	II	II	II	II		II								0	8
Do staff show consideration for your needs as a carer, offering you guidance and support?	II		II	II			II			II								0	5
Did staff show consideration for your needs as a carer by "getting to know you" and by offering you guidance and support?		II				II												0	2
Do staff inform you of your rights as a carer and how to access a carer's assessment?	II		II	II			II			II								0	5
Do staff give you enough information to assist in your role as a carer e.g. who to contact in a crisis?	II		II	II			II			II								0	5
Are you aware of the standards outlined in the carers' charter?	II		II	II			II			II								0	5
Were you given a copy of the Carers Charter?								II										0	1
Do you feel the carer's charter standards are being met?	II		II	II			II			II								0	5
Did staff provide you with a 'Carer information pack'?		II				II												0	2
Did staff spend time with you explaining its contents?		II				II												0	2
If the person you care for is in hospital, Did staff maintain regular contact with you during their stay in hospital?		II				II												0	2
Did you experience any difficulties contacting the team?								II										0	1
Did your family experience any difficulties contacting the team?													II					0	1
Did staff listen to you and give serious consideration to what you said?								II					II					0	2
Did staff give you the help or information you needed?								II										0	1
Were you provided with the help or information you needed?													II					0	1
Did staff give you the information you needed to get support and advice?								II										0	1
Did staff give you information about help and support available from carers' organisations?								II										0	1
Did you feel that the person/people you spoke to had the skills and knowledge to help you?													II					0	1
Was the person/people you spoke to able to empathise/appreciate the situation you were in?													II					0	1
Were they polite and considerate?													II					0	1