

Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors Meeting

Meeting Date: 27 July 2016

Title and Author of Paper: Service User and Carer Experience Summary Report (Quarter 1 2016/17).

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

Paper for Debate, Decision or Information: Information

Key Points to Note:

- This report summarises Quarter 1 2016/17 Service User and Carer Feedback received - overall, 1,059 patients and carers have taken the opportunity to provide feedback during Quarter 1 2016-17.
- Patient FFT response rates have declined in comparison to the previous quarter with 461 responses – however this is comparable with the average from the whole of last year. There has been a minor decrease in the “recommend” score from last quarter – from 85% to 83%.
- National FFT benchmarking data for Quarter 4 reports that the national average “recommend” score for mental health providers was 87%. The Trust was in the lowest quartile for recommendation (Trust results were 85% in that quarter).
- The Points of You measure remains the primary measure of patient experience, however there are a number of similar measures in operation within different services/ teams. During quarter one a total of 566 responses to various patient experience measures were received. (NB: a comparison to 2015-16 is not viable as the analysis now includes all measures of feedback including Gender, WGP Interviews & RCAS which were previously not included within this report).
- Carer’s feedback remains limited but largely positive – 47% of respondents identified nothing could be improved.
- During the period there was 1 comment posted on patient opinion.
- This report is a high level summary for assurance purposes. Detailed monthly reports are prepared for each Clinical Group for discussion, analysis and action within the Q & P Caring sub-groups.
- The Trust Service User & Carer Experience Group is currently 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.

Risks Highlighted to Board : None

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

Equal Opportunities, Legal and Other Implications: None

Outcome Required: For information only

Link to Policies and Strategies: N/a

Service User and Carer Experience

Quarter 1 2016-17 Update

1. Purpose

To present to the Board a summary of the Quarter 1 2016-17 service user and carer experience feedback received from across the Trust.

2. Background

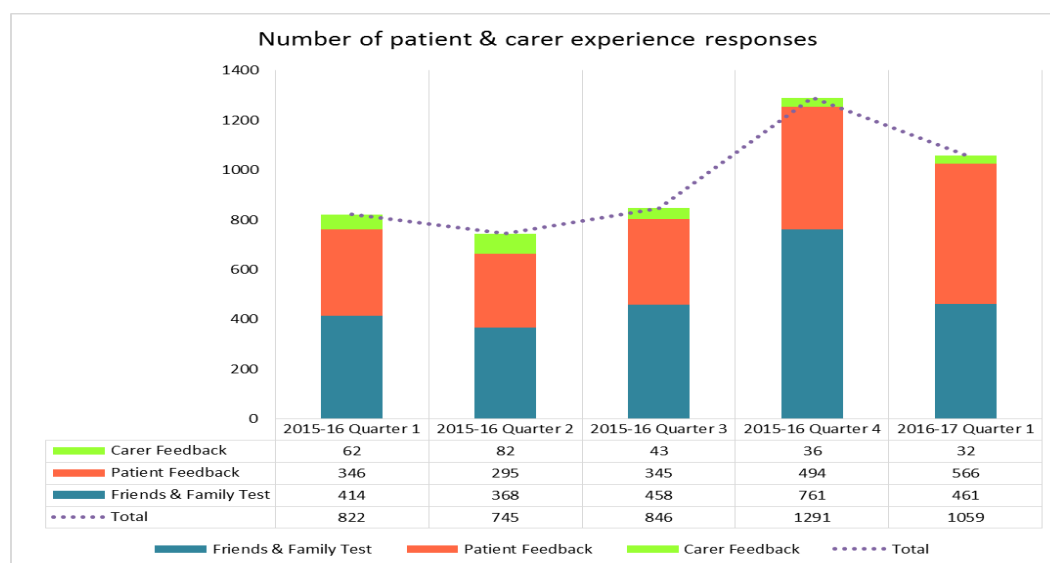
Patient experience is one of the three domains of quality. The Trust is committed to improve the quality of services by using experience feedback to understand what matters the most to our patients. In 2016-17 the Trust continues to capture feedback from a range of measures; the information included in this paper outlines the Quarter 1 position on the following:

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

3. What are our patients telling us?

Overall, 1,059 patients and carers have taken the opportunity to provide feedback during Quarter 1 2016-17. (NB: the figures don't include responses from ESQ, used in Community CYPS).

Figure 1: Total number of patient experience responses per measure 2015-16 – 2016-17





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

4. NHS Friend & Family Test Q1 2016/17

The NHS Service User Friends and Family Test (FFT) (Appendix 1) was operationalised in January 2015 and remains an important part of our patient experience programme for 2016-17. 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: Friends & Family Test response and recommend score 2016/17.

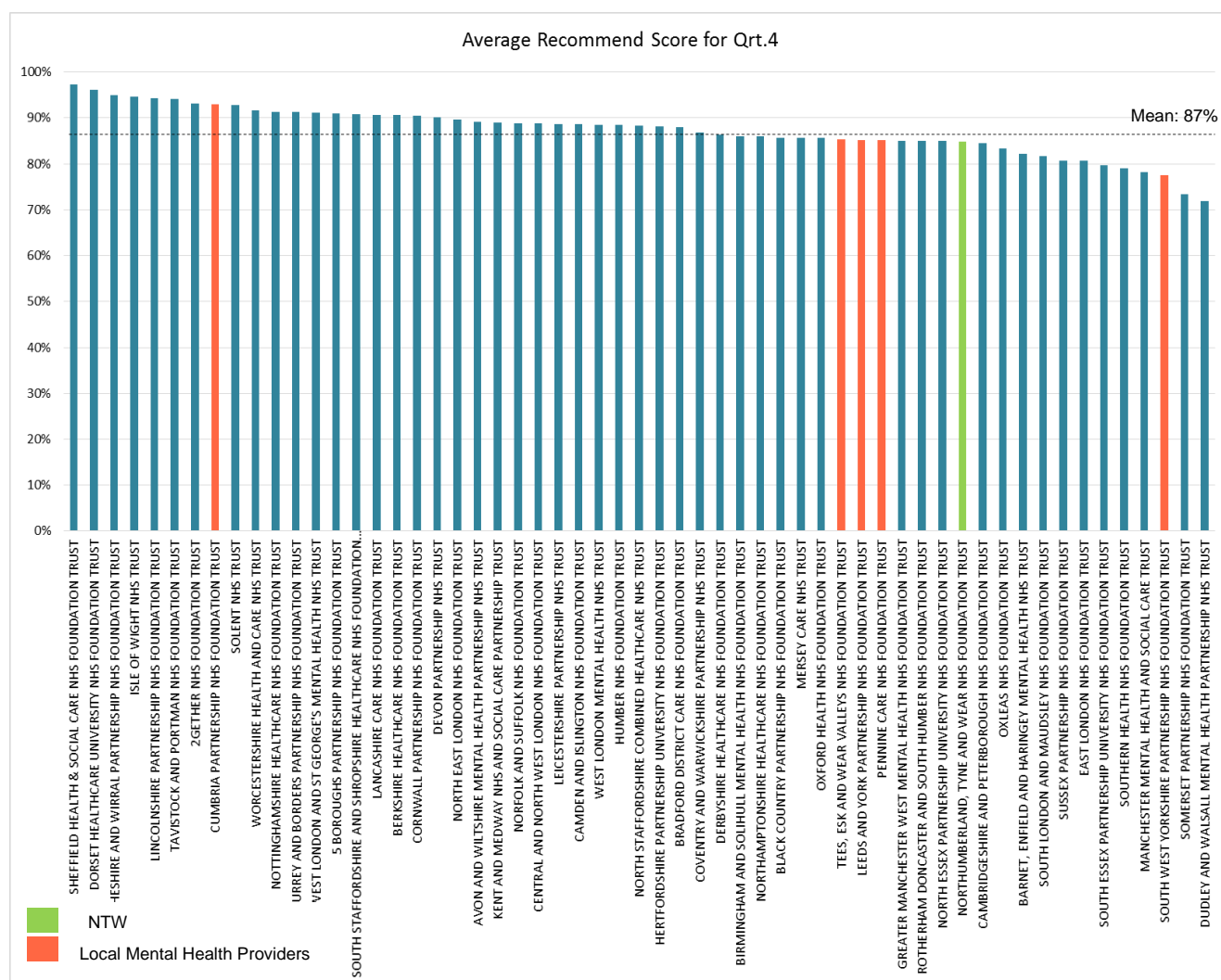
Key:		April 16	May 16	June 16	Qrt.1	Monthly Trend for Qrt.1
Equal/ Above National Average						
Below National Average						
Responses		161	130	170	461 (Total)	
Recommend Score	NTW	86%	82%	81%	83% (Average)	
	Monthly National Average	88%	88%	To be published 11/08/16		

During Quarter 1, 461 responses were received across all Trust services. This is comparable to the numbers received in the previous Quarters during 2015-16 (excluding qrt.4, see Figure 1). The breakdown between Groups is: Community Care provided 55% of the responses, Inpatient Care 5% and Specialist Care 14% (the remaining proportion is from Mental Health Other).

The Trust's average recommend score for Quarter 1 was 83% (rating of extremely likely or likely). As illustrated in Figure 2, the Trust fell below the national average recommend score for April and May 2016.

NHS England nationally report FFT data; the latest data for **Quarter 4 2015/16** has been published. Nationally 57 providers of Mental Health Services submitted a completed FFT data set for the months of January, February and March 2016. The number of responses ranged from 4,732 to 22. The recommend score ranged from 97% to 72% (see Appendix 2 for the top 10 responding and performing Mental Health Trusts). Figure 3 highlights the Trust's position with regards to its recommend score in relation to other mental health providers.

Figure 3: Average recommend score for Quarter 4 for Mental Health Providers



In response national benchmarking results we have begun liaising with the top 3 Mental Health Trusts in terms of the highest response rates/ recommend score to better understand their methodologies of acquiring patient experience feedback. These Trusts are listed in Appendix 2. One of these Trusts is Tees, Esk and Wear Valley NHS Foundation Trust (TEWV) who continuously receive the highest number of FFT returns nationally. Recent contact with TEWV to explore good practice produced the following findings:

TEWV Service User Feedback Approach:

Infrastructure:

- Integrated experience measure combining Friends and Family Test (FFT) question with local standard core questions.
- There are adapted versions for specific services (i.e., children’s, dementia etc.), however all surveys include the standard core questions (FFT, overall care, compassion, safe, privacy & dignity).
- Surveys are not dated (i.e., April, May etc.), this is to avoid unnecessary exclusions if surveys aren’t return within a reporting timeframe.
- All Community based services use paper copies of the survey. Within

CAHMS Community bases there are electronic kiosks to respond to the high footfall of people attending services.

- Within inpatient services, hand held devices are used.
- Use external software support from CRT Health (<http://crtthealth.com/>). All feedback is processed and reports provided by CRT Health. Reports for each ward/ service are accessed by appropriate ward/ service staff via a shared drive.


Reporting & Accountability:

- Response rates are monitored using a proxy response rate indicator based on PARIS data. For inpatient services, any service under a 70% response rate is contacted and reasons for the dip in engagement is discussed. Within Community services response rates are monitoring but no target are set at current.
- If wards/ services are rated as ‘poor’ on one of the questions (only if there are 4 or more responses) an action plan is required. Wards/ services which require action plan/s are highlighted in a report. Action planning is monitored via a ‘you said, we did’ poster.

5. Local Feedback – Service Users Q1 2016-17

The Trust is continuing with the rolling programme of real time surveying via the Points of You (POY) patient feedback measure. POY enables service users (and carers see section 6) to give feedback on a number of closed questions (‘yes/ ‘no’), along with the opportunity for free comments. The process enables staff to respond effectively to any feedback received at that point in time, and offers the Trust the opportunity to look at the ‘results’. A small number of services use tailored feedback measures which have been included in the responses below.

Figure 4: Service user feedback response rates.

	April 16	May 16	June 16	Qrt.1 Total	Monthly Trend for Qrt.1/ Proxy Response Rate	
Total Number of Feedback Responses (from POY and ad hoc measures only, excludes CYPs ESQ data)	215	224	127	566		
Inpatient Care	36	28	46	110	0.8% (based on 13,702 OBD)	
Community Care	65	29	4	98	0.1% (based on 135,771 Contacts)	
Specialist Care	Inpatient	26	36	53	115	1.4% (based on 8,007 OBD)
	Community	88	131	24	243	0.5% (based on 51,726 Contacts)

(NB: Gender Services feedback not included for June as awaiting data).

In Quarter 1, a total number of 566 responses were received. Specialist Care services provided the greatest proportion of those returns, providing 63% during Quarter 1.

In terms of responses rate/ uptake, Community Care services provide the lowest rate at 0.1%. (NB: a comparison to 2015-16 is not viable as the current figures include all measures of feedback including, Gender, WGP Interviews, RCAS which were previous reported separately).

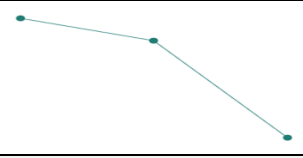
A Trust-wide thematic analysis has been undertaken and the most prevalent positive and negative themes to emerge are highlighted below, and actions identified if appropriate:

Positive Themes	
1) Staff/ Staff Attitude: Friendly/ Helpful & Caring (18%) Supportive (9%) 2) Care/ Treatment: Activities (8%)	Within Inpatient Care services, service user empowerment emerged as a prevalent commendation.
Negative Themes:	Examples of Actions taken in response (currently held at ward/team level)
The issues raised were very diverse, however the key themes across all groups include: 1) Care/ Treatment: Activities (6%) 2) Access to Services: Location (3%) Specific issues existed within groups, for Inpatient Care leave was a prevalent concern and social environment within Addictions services in Specialist Care.	E.g., We work in partnership with day services and occupational therapy and the service users to discuss, listen to ideas and what they would like on a regular basis. To ensure the services delivered are meaningful and wanted and ultimately changed on a regular basis (Wansbeck). E.g., Any client interested in volunteering would be introduced to Volunteering Matters (Acute Day Services).

6. Local Feedback – Carers Q1 2016-17

Family, friends and carers of our services users have the opportunity to provide feedback through the POY process.

Figure 5: Carers feedback response rates.

	April 16	May 16	June 16	Qrt.1 Total	Monthly Trend for Qrt.1/ Response Rate
Total Number of Feedback Responses (from POY and ad hoc measure; only excludes ESQ data)	17	14	1	32	
Inpatient Care	3	1	0	4	
Community Care	10	8	0	18	
Specialist Care	4	5	1	10	

In Quarter 1, a total number of 32 responses were received. Adversely the number of carer responses are continuing to decline from 2015-16 (see Figure 1). Community Care services provided the greatest proportion of returns, providing 56% during Quarter 1.

A Trust-wide thematic analysis has been undertaken in relation to feedback from carers on how we can improve the services we provided for their relatives. The most frequently reported themes to emerge are highlighted below, and actions if appropriate:

Improvements Themes	Examples of Actions
1) Nothing could be improved (47%) 2) Communication: Staff/ Carer (16%)	E.g., adopting principles of the Triangle of Care (Trust-wide).

7. NHS Choices, Patient Opinion & Healthwatch Comments Q1 2016/17

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

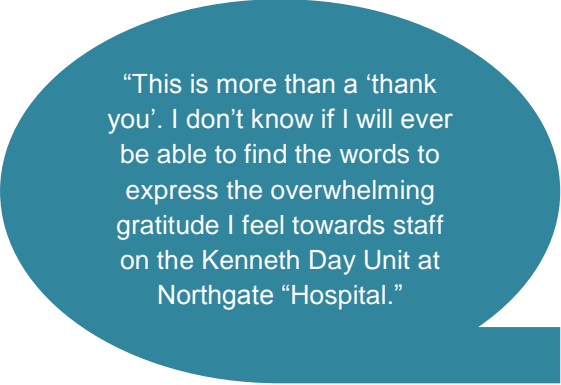
Hospital Site	Star Rating	Number of Reviews
NTW	★☆☆☆☆	14
Hopewood Park	★★★★☆	3
Monkwearmouth	★★★★☆	4
St Nicholas Hospital	★★★★★	1
St Georges Park	★★★★☆	15
Walkergate Park	★★★★★	1
Ferndene	Not rated	0
Northgate	Not rated	0

During Quarter 1 2016/17 the Trust received 1 comments through these sites – the comment was positive, see below:


“The staff here are absolutely brilliant, the physios in particular are outstanding. They will do their utmost to help each patient get the most out of their service. They have been extremely helpful for me in building my confidence and basically changing my life when it comes to my mobility, I will be forever grateful” (Walkergate Park).

8. Compliments and Thank You's from Chatterbox – Q1 2015/16

During Quarter 1, 39 thank you's and compliments were received and posted on the Trusts chatterbox, examples include:



"This is more than a 'thank you'. I don't know if I will ever be able to find the words to express the overwhelming gratitude I feel towards staff on the Kenneth Day Unit at Northgate "Hospital."



"Thank you so much for your care and support. You have all been amazing! From the first night in here I was made to feel very comfortable and safe and have continued to feel that way through my whole stay."

9. 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 improvements in activity. This report will be shared with service user forums, the Council of Governors Quality Scrutiny Group, the Corporate Decisions Team and the Clinical Groups.

10. Actions to Improve Reporting

The Trust Service User & Carer Experience Group is currently 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.

11. Recommendations







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

Anna Cummings
Patient Experience Officer, Commissioning & Quality Assurance
July 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

NB: Highlighted Trusts feature as both, a top performer and responder in Qrt4 2016. 

	Average Recommend Score for Qrt.4	Total Responses for QRT4
Top 10 Performers (Qrt4)		
SHEFFIELD HEALTH & SOCIAL CARE NHS FOUNDATION TRUST	97%	628
DORSET HEALTHCARE UNIVERSITY NHS FOUNDATION TRUST	96%	1358
CHESHIRE AND WIRRAL PARTNERSHIP NHS FOUNDATION TRUST	95%	480
ISLE OF WIGHT NHS TRUST	95%	62
LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST	94%	1244
TAVISTOCK AND PORTMAN NHS FOUNDATION TRUST	94%	240
2GETHER NHS FOUNDATION TRUST	93%	558
CUMBRIA PARTNERSHIP NHS FOUNDATION TRUST	93%	527
SOLENT NHS TRUST	93%	340
WORCESTERSHIRE HEALTH AND CARE NHS TRUST	92%	396

	Average Recommend Score for Qrt.4	Total Responses for QRT4
Top 10 Responders (Qrt4)		
TEES, ESK AND WEAR VALLEYS NHS FOUNDATION TRUST	85%	4732
AVON AND WILTSHIRE MENTAL HEALTH PARTNERSHIP NHS TRUST	89%	2753
BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST	82%	1714
NORTHAMPTONSHIRE HEALTHCARE NHS FOUNDATION TRUST	86%	1672
SOUTH LONDON AND MAUDSLEY NHS FOUNDATION TRUST	82%	1667
BIRMINGHAM AND SOLIHULL MENTAL HEALTH NHS FOUNDATION TRUST	86%	1574
HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST	88%	1441
DORSET HEALTHCARE UNIVERSITY NHS FOUNDATION TRUST	96%	1358
LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST	94%	1244
CAMBRIDGESHIRE AND PETERBOROUGH NHS FOUNDATION TRUST	84%	1227

Appendix 3

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