

Northumberland, Tyne and Wear NHS Foundation Trust**Board of Directors Meeting****Meeting Date:** 25 January 2017**Title and Author of Paper:**

Service User and Carer Experience Summary Report (Quarter 3 2016/17).
Lisa Quinn Executive Director of Commissioning & Quality Assurance

Executive Lead: Lisa Quinn Executive Director of Commissioning & Quality Assurance**Paper for Debate, Decision or Information:** Information**Key Points to Note:**

- A new format for the Points of You experience survey was recently agreed, incorporating the Friends and Family test into a universal survey suitable for use by both service users and carers. In January 2017 a centralised mailshot process has been implemented whereby service users will be posted PoY surveys. Replicating the mailshot process for carers is currently being explored. The mailshot coincides with the introduction of the refreshed forms in inpatient and other clinical areas. The PoY survey is also available online at www.ntw.nhs.uk/poy To support the feedback cycle a PoY dashboard is in development to enable clinical services to monitor the patient experience related to their service. Guidance for staff, service users and carers is now available on the NTW intranet.
- This report summarises Quarter 3 2016/17 Service User and Carer Feedback received - overall, 1,083 patients and carers have taken the opportunity to provide feedback during Quarter 3 2016-17.
- Patient FFT response rates have decreased by 15% in comparison to the previous quarter with 621 responses. There has been a small decrease in the “recommend” score from last quarter – from 78% to 76%.
- National FFT benchmarking data for Quarter 2 reports that the national average “recommend” score for mental health providers was 88%. The Trust was in the lowest quartile for recommendation (Trust results were 78% 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 three a total of 408 responses to various patient

experience measures were received.

- Carer's feedback remains limited (54 responses). Despite this, nearly half of the respondents (46%) felt that nothing could have been improved to enhance their experience.
- During the period there were 5 comment posted on NHS Choices, Patient Opinion & Healthwatch.
- 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.

Risks Highlighted to Board : none

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

Please state Yes or No

If Yes please outline

Equal Opportunities, Legal and Other Implications: none

Outcome Required: for information

Link to Policies and Strategies: n/a

Service User and Carer Experience

Quarter 3 2016-17 Update

1. Purpose

To present to the Board of Directors a summary of the Quarter 3 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 service users and carers. The Trust continues to capture feedback from a range of measures; the information included in this paper outlines the Quarter 3 position on the following, in addition to an update on the actions taken to improve the service user and carer experience programme:

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

3. Actions to Improve Service User and Carer Experience Programme

A new format for the Points of You experience survey was recently agreed, incorporating the Friends and Family test into a universal survey suitable for use by both service users and carers.

A centralised mailshot process has been developed for implementation early January 2017 to coincide with the introduction of the new forms in inpatient and other clinical areas. The mailshot is a combination of a random sample and treatment pathway triggers. The mailshot to service users encloses a PoY form and envelope for return and also signposts to the electronic PoY form on the NTW internet page. This process is subject to data quality checks, based upon the CQC Community Mental Health Survey, incorporating consent and death checks, ensuring that surveys are sent only to current or recently discharged community service users, and inpatients recently discharged to home.

A PoY dashboard is in development, to be implemented in the following phases:

- a. Surveys returned to the Trust will be entered into a PoY database centrally, with clinical services accessing feedback about their service via a PoY dashboard. This phase of the dashboard is ready to go live. A data entry protocol has been developed to protect anonymity of staff in comments reported and clinical services access to the dashboard will be controlled via the existing MOSAIC RIO hierarchy.
- b. Statistical analysis of response rates, themes identified, scored responses etc., is in development to provide meaningful information for use by clinical managers (for example: how many responses have I received this month? Are they better or worse than last month? Are there any new themes emerging from feedback received? How does my service compare with other, similar services? Can I compare responses for different groups e.g. service users/carers, by age, by gender etc.)
- c. Functionality for clinical services to report within the dashboard on actions taken in response to themes identified will be developed, to enhance the experience feedback cycle.
- d. The final planned functionality of the dashboard is a choice of prepopulated “infographic” style posters for use by clinical services, highlighting quantitative analysis of recent feedback received, for display in clinical areas, to be complemented by local initiatives and to complete the experience feedback cycle.

Guidance for staff, service users and carers is available on the NTW intranet, and was promoted with a communications campaign to raise awareness of the new form and associated processes.

It is recognised that paper versions of surveys traditionally receive low response rates and electronic methods will continue to be explored further.

4. What are our patients and carers telling us?

Overall, **1,083** patients and carers have taken the opportunity to provide feedback of their experience with the Trust during Quarter 3 2016-17.

(NB: always excluding ESQ used in Community CYPS due to disparity in reporting timetables).

Figure 1: Total number of service users and carer experience responses per measure 2015-16 – 2016-17

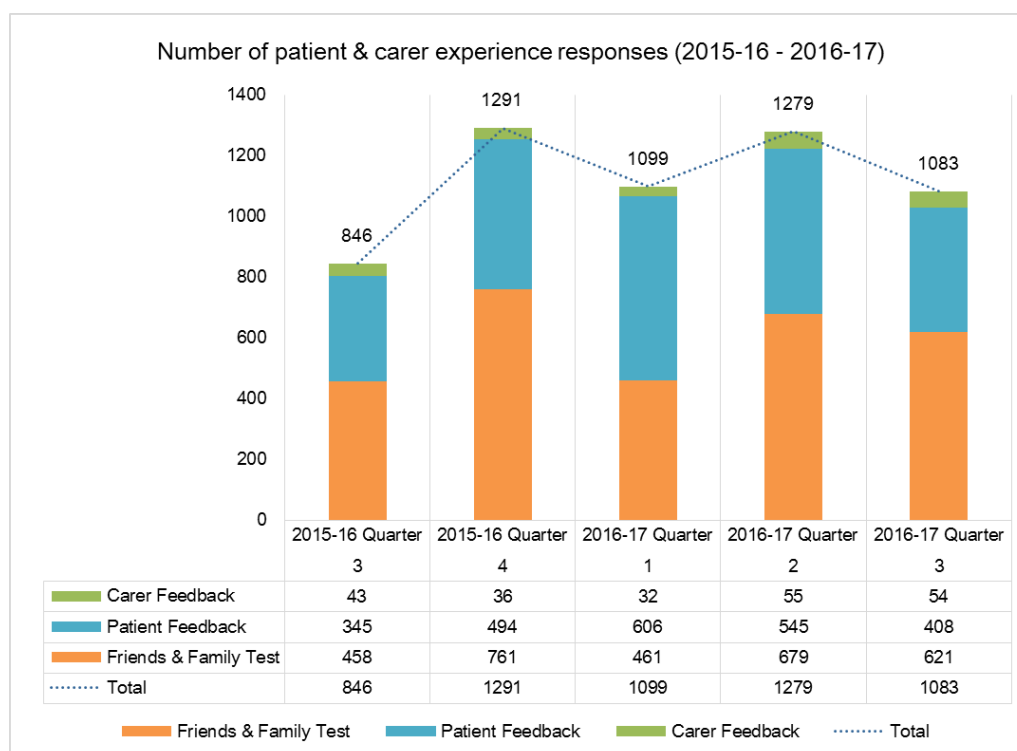


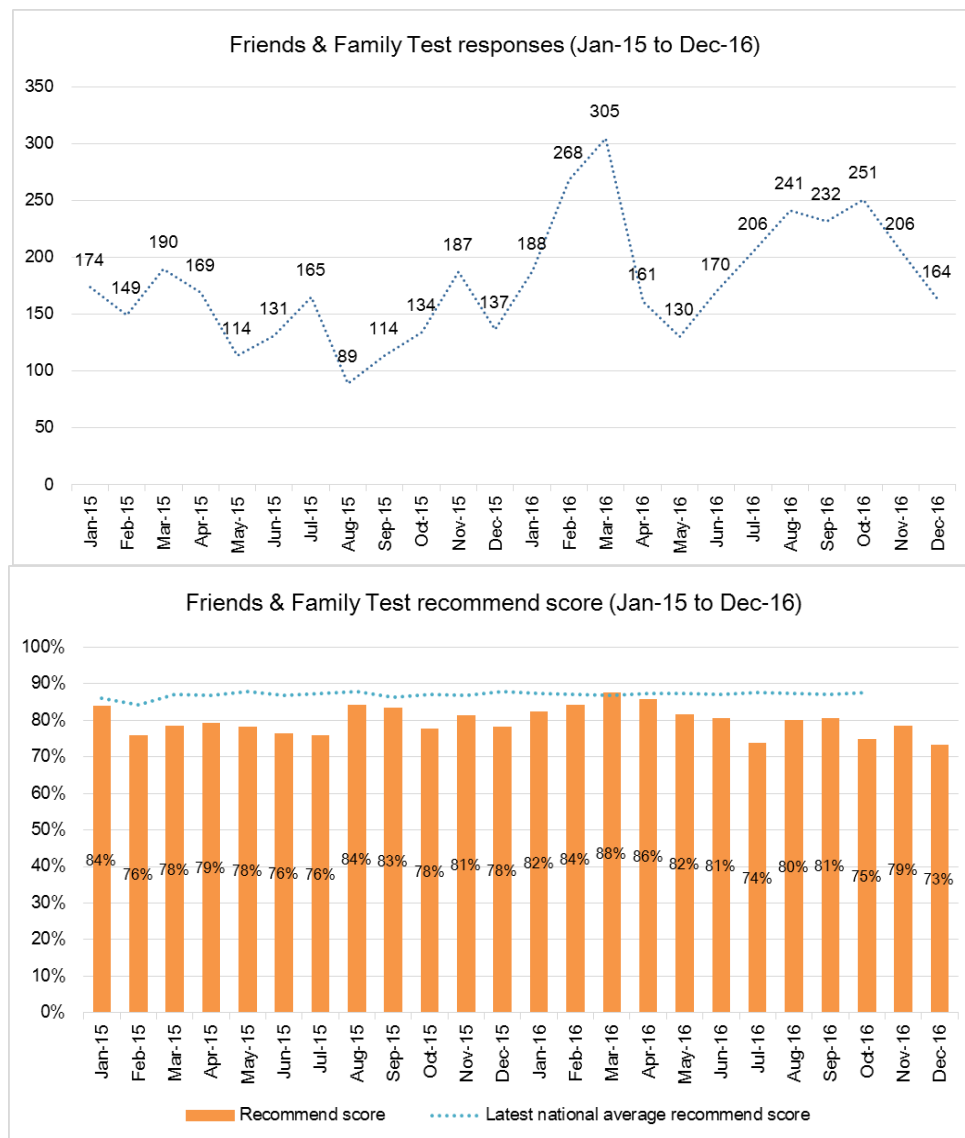
Figure 1 illustrates the quarterly trend from 2015-16 to year to date. There has been a 15.3% decrease in the number of responses during Quarter 3 compared with the previous quarter; however a reduction in Quarter 3 is consistent with a downturn in responses seen during Quarter 3 in 2015-16. This may be an early indicator of seasonal fluctuations.

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

5. NHS Friend & Family Test Q3 2016/17

The NHS Service User Friends and Family Test (FFT) 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 responses and recommend score 2014/15 to 2016/17.



During Quarter 3, a total of 621 responses were received across all Trust services (Oct = 251, Nov = 206, Dec = 164). There has been an 8.5% decrease in responses compared to the previous quarter (Q2 = 679 responses - for previous quarter figures see Figure 1). The Community Care group continues to provide the highest proportion of Friends and Family Test responses, providing 70.0% of the responses during the quarter, with Inpatient Care providing 4.7% and Specialist Care 18.0% (the remaining proportion is from Mental Health Other and Primary Care).

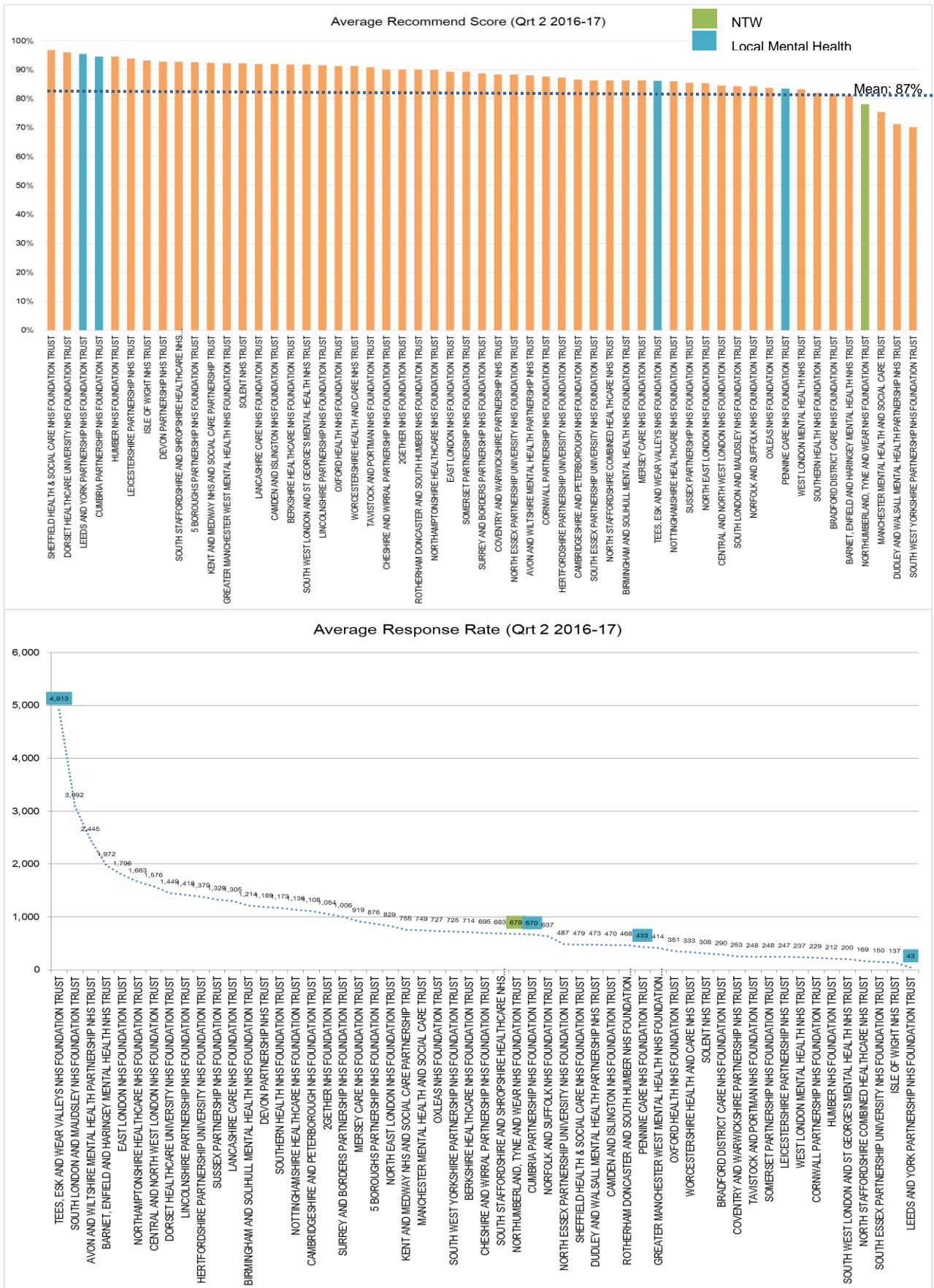
The Friends and Family Test allows all Trusts to calculate a recommend scores based on how many patients would recommend the service (those answering extremely likely or likely). The Trust’s overall average recommend score for Quarter 3 was **75.6%**. As illustrated in Figure 2, the Trust continually falls below the national average recommend score which resides around 87% (on average from Jan-15 to Oct-16. NB: Oct-16 is the latest published national figure). The recommend score broken down by Clinical Groups are as follows:

- 69.0% of Inpatient Care patients would recommend the Trust

- 68.8% of Community Care patients would recommend the Trust
- 95.5% of Specialist Care patients would recommend the Trust

NHS England nationally report FFT data; the latest data for **Quarter 2 2016/17** has been published (NB: Quarter 3 national data due to be published 9th February 2017). Nationally 55 providers of Mental Health Services submitted a completed FFT data set for the months of July, August and September 2016. The number of responses ranged from 4,913 to 43. The recommend score ranged from 97% to 70%. Figure 3 (over leaf) highlights the Trust's position with regards to its recommend score and response rate in relation to other mental health providers.

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

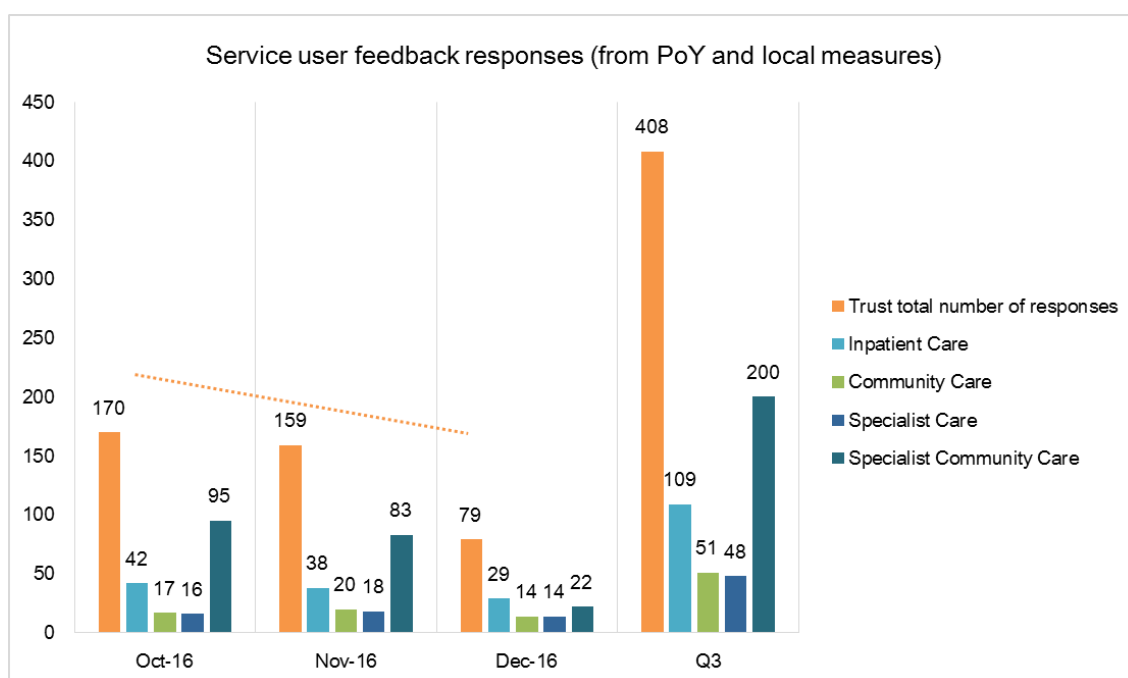


From Figure 3 it is evident that the Trust with the average recommend score of 78% in Quarter 2 is in the lower quartile of performers comparative to the other 54 Mental Health Trusts who submitted complete data. It must be noted that several of the Trusts in the upper quartile for recommend score have a low proportion of responses. The average response rate for Quarter 2 was 886, NTW provide 679 responses.

6. Local Feedback – Service Users Q3 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.



In Quarter 3, a total number of 408 responses were received. Specialist Care services provided the greatest proportion of those returns, providing 61% during Quarter 3. In terms of responses rate/ uptake, all Clinical Group provided a less than a 1% response rate, with the Community Care Group returning the lowest rate at 0.04%.

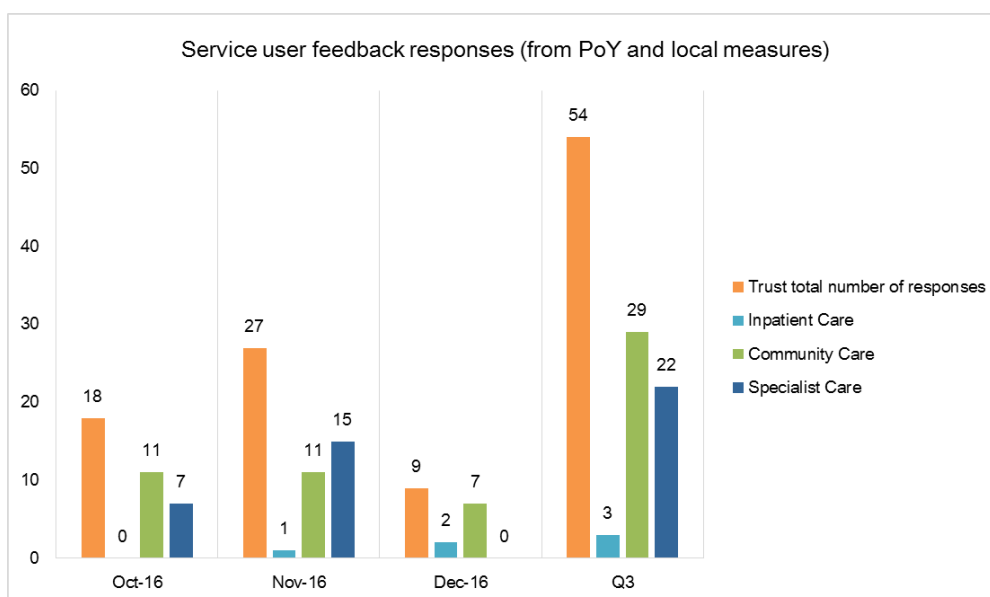
A Trust-wide thematic analysis has been undertaken and the most prevalent positive and negative themes to emerge are highlighted below, and actions identified if appropriate:

Positive Themes	
1) Care/ Treatment: Activities (12%) 2) Staff/ Staff Attitude: Friendly/ Helpful & Caring (10%)	
Negative Themes:	Examples of Actions taken in response (currently held at ward/team level)
<p>The issues raised were very diverse and specific for each Clinical Group.</p> <p>Within Specialist Care staffing levels remained a prevalent concern.</p> <p>For Community Care the continuity of staff emerged as a key theme.</p> <p>For Inpatient Care the inability to smoke re-emerged as a primary issue.</p>	<p>E.g., Neurological Services at Walkergate Park have a Job Fayre taking place in January 2017 to increase the awareness of job opportunity within their services.</p> <p>E.g., This issue is always taken into account when factoring in operational changes re transformation agenda.</p> <p>E.g., A Trust wide group is being established to look at the challenges and ways of supporting patients while implementing the new smoke free policy (i.e. ensured inpatient staff have received level 1 smoking cessation brief intervention and improved access to NRT products).</p>

7. Local Feedback – Carers Q3 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.



In Quarter 3, a total number of 54 responses were received. This is comparable to the number of carer responses received during Quarter 2 16-17 (n = 55). Community Care services provided the greatest proportion of returns, providing 54% during Quarter 3.

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 (46%) 2) Staff/ Staff Attitude: Staffing levels (7%)	E.g., continual running of advertisements to increase opportunity for applicants to apply for vacant posts (Specialist Care).

8. NHS Choices, Patient Opinion & Healthwatch Comments Q3 2016/17

The three main websites for service users to leave feedback are NHS Choices, Patient Opinion and Healthwatch (Newcastle/ Gateshead/ North Tyneside). Figure 6 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	Total number of reviews since inception of the website
NTW	★ ★	10
Hopewood Park	★ ★ ★ ★ ★	3
Monkwearmouth	★ ★	3
St Nicholas Hospital	★ ★ ★ ★ ★	1
St Georges Park	★ ★ ★	8
Walkergate Park	Not rated	0
Ferndene	Not rated	0
Northgate	Not rated	0

During Quarter 3 2016/17 the Trust received 5 comments through these sites – 3 were positive, and 2 negative. Some examples are shown below

“Overall it's a good clean hospital, with some good staff and some bad staff . I think more money needs to be invested in bed's and crisis teams and nurses” (Hopewood Park).

“I could not recommend this service enough, at no point was I judged, told what was right or wrong just listened to, reassured and coming back with recommendations for the right treatment. Thank you” (Northumberland Crisis Team).

9. Compliments and Thank You's from Chatterbox – Q3 2015/16

During Quarter 3, 23 thank you's and compliments were received and posted on the Trusts chatterbox, examples include:

“A very big thank you to you all for all your care and kindness looking after my brother. You have created a wonderfully warm and friendly unit for patients and visitors too. Many, many thanks.” (Akenside)

“Just a little note to say a really big thank you to you all for the help and support you have given us both over the past six months.” (CABIS Sunderland)

10. Recommendations

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

Lisa Quinn
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January 2017