

Northumberland, Tyne and Wear NHS Foundation Trust
Board of Directors

Meeting Date: 26 July 2017

Title and Author of Paper: Service User and Carer Experience Summary Report - Quarter 1 2017/18
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:

- This report summarises Quarter 1 2017/18 Service User and Carer Feedback received - overall, 1,820 service users and carers have taken the opportunity to provide feedback during Quarter 1 2016-17. There has been a 24% decrease in the total number of responses received during Quarter 1 compared with the previous quarter. A decrease was expected following the initial months of the Points of You mailshot, as no service user should receive more than one survey within 6 months of receiving the last. While the number of responses have reduced, the proportion received from carers and services remained comparable to the last quarter with 21% of responses being received from carers (20% in Quarter 4 16/17).
- Service user FFT response rates have decreased by 22% in comparison to the previous quarter with 1,781 responses. This can be attributed to the decrease in the Points of You response rate. The Trust's overall average recommend score for Quarter 1 was 87%, an improvement on the previous quarters recommend score which was 84%. The recommend score is moving closer to the national average recommend score which was 89% in May 17 (published 6th July 17).
- National FFT benchmarking data for Quarter 4 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 84% in that quarter).
- The Points of You measure remains the Trust's primary measure of service user and carer experience. In Quarter 1, a total number of 1,820 patient experience surveys were received from all Trust services. Of this 1,771 were the 'refreshed' Points of You survey (49 response were from the national Gender Dysphoria survey). 77% of returns were from service users, 21% from carers/ relatives/ friends and 2% from respondents who identified themselves as both, service user and carer/ relative / friend.
- Analysis of the Points of You data showed that the Trust performed better (scoring higher) on questions regarding staff being kind and caring (question 1) and being helped to feel safe (question 8) – all scoring 9 or above out of 10. The question which showed the lowest score (8.3), thus less satisfaction, is the time we spend with the service user or carer. Compared to the previous quarter, scores have reduced for questions 3, 6 and 7. Scores have improved for question 9, with more service users and carers satisfied with how much we helped.

- During the period there were 15 comments posted on NHS Choices, Care 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: n/a

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

Equal Opportunities, Legal and Other Implications: n/a

Outcome required: for information

Link to Policies and Strategies: n/a

Service User and Carer Experience

Quarter 1 2017/18 Update

1. Purpose

To present to the Board of Directors a summary of the Quarter 1 2017/18 service user and carer experience feedback received from across the Trust.

2. Background

Patient experience is one of the three domains of quality. The Trust is committed to improve the quality of services by using experience feedback to understand what matters the most to our service users and carers. The information included in this paper outlines the Quarter 1 position on the following, in addition to an update on the actions taken to improve the service user and carer experience programme:

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

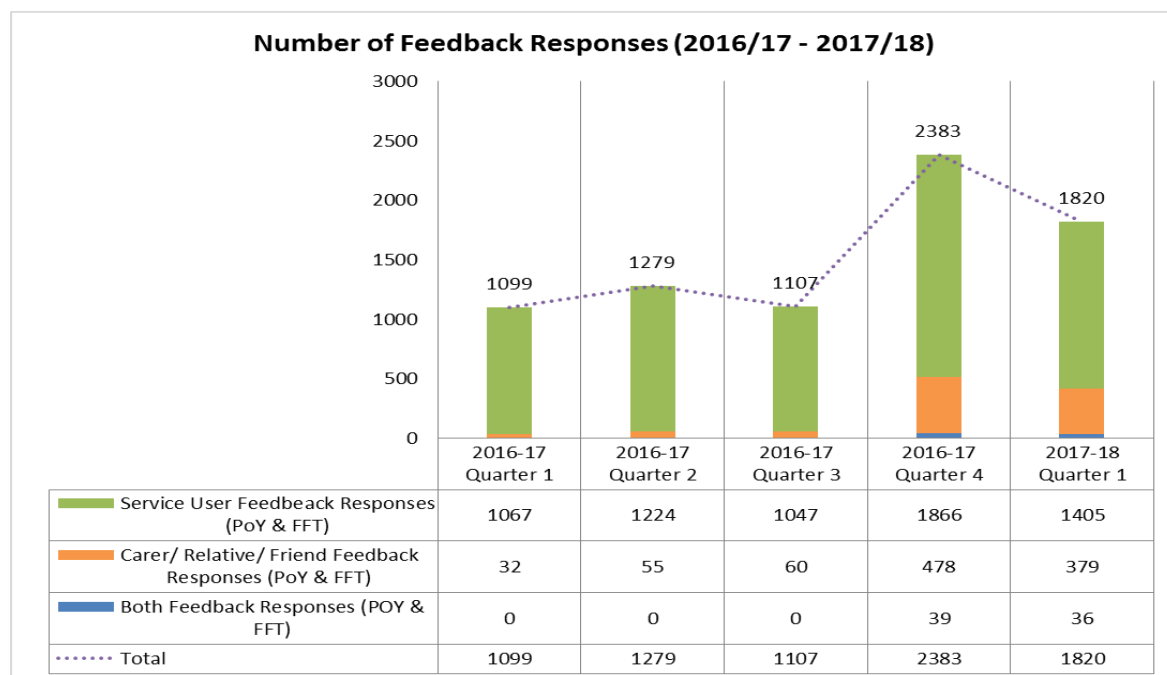
3. What are our Service Users and Carers telling us?

Overall, **1,820** service users and carers have taken the opportunity to provide feedback on their experience with the Trust during Quarter 1 2017/18.

Figure 1 overleaf illustrates the quarterly response rate from Quarter 1 2016/17 to year to date. There has been a 24% decrease in the total number of responses received during Quarter 1 compared with the previous quarter. A decrease was expected following the initial months of the Points of You mailshot, as no one service user should receive more than one survey within 6 months of receiving the last. While the number of responses have reduced, the proportion received from carers and services remained comparable to the last quarter with 21% of responses being received from carers (20% in Quarter 4 16/17).

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

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



4. NHS Friend & Family Test Q4 2016/17

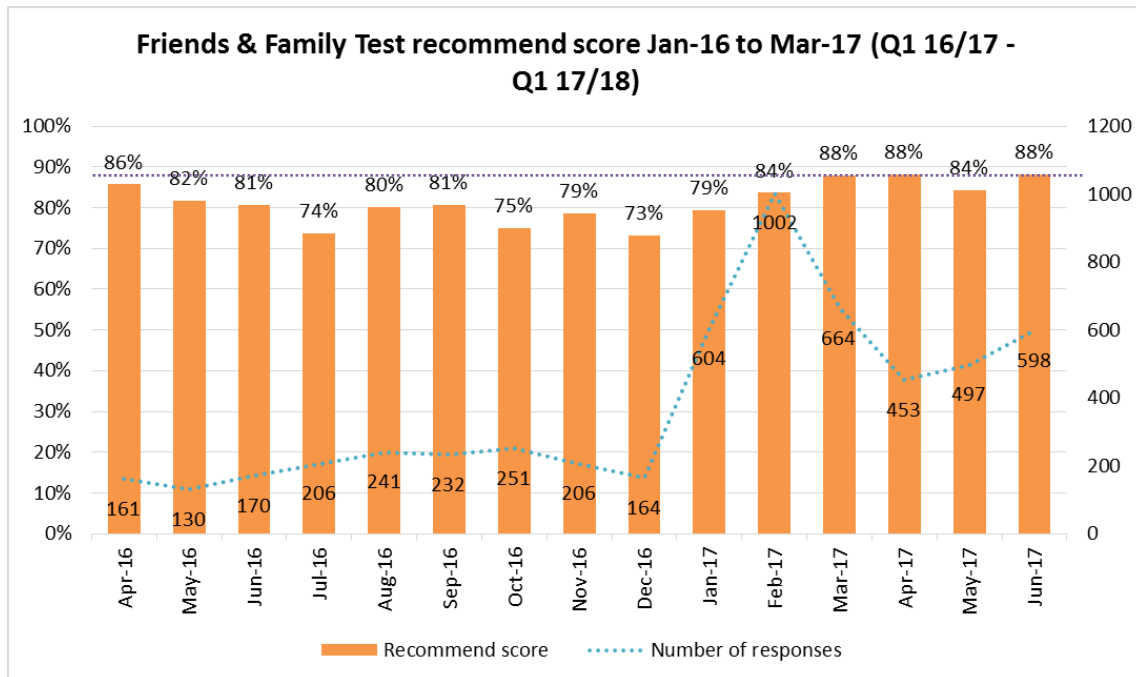
The Points of You survey now includes the Friends and Family Test (FFT) question and it remains an important part of our patient experience programme. The FFT is a single question survey that asks patients to rate the likelihood they would recommend the service they have received to family or friends.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

During Quarter 1, a total of 1,781 Friends and Family Test responses were received across all Trust services as a subset of the Points of You data received. There has been a 22% decrease in responses compared to the previous quarter (Q4 = 2,270 responses), which can be attributed to the decrease in the Points of You response rate (rationale noted in section 3).

The Friends and Family Test allows all Trusts to calculate a recommend score based on how many patients would recommend the service (those answering extremely likely or likely). The Trust's overall average recommend score for Quarter 1 was 87%, an improvement on the previous quarters recommend score (84%). The recommend score is moving closer to the national standard which was 89% in May 17 (published 6th July 17). The recommend score broken down by Clinical Groups are as follows:

- 85% of Inpatient Care patients responding would recommend the Trust
- 86% of Community Care patients responding would recommend the Trust
- 91% of Specialist Care patients responding would recommend the Trust

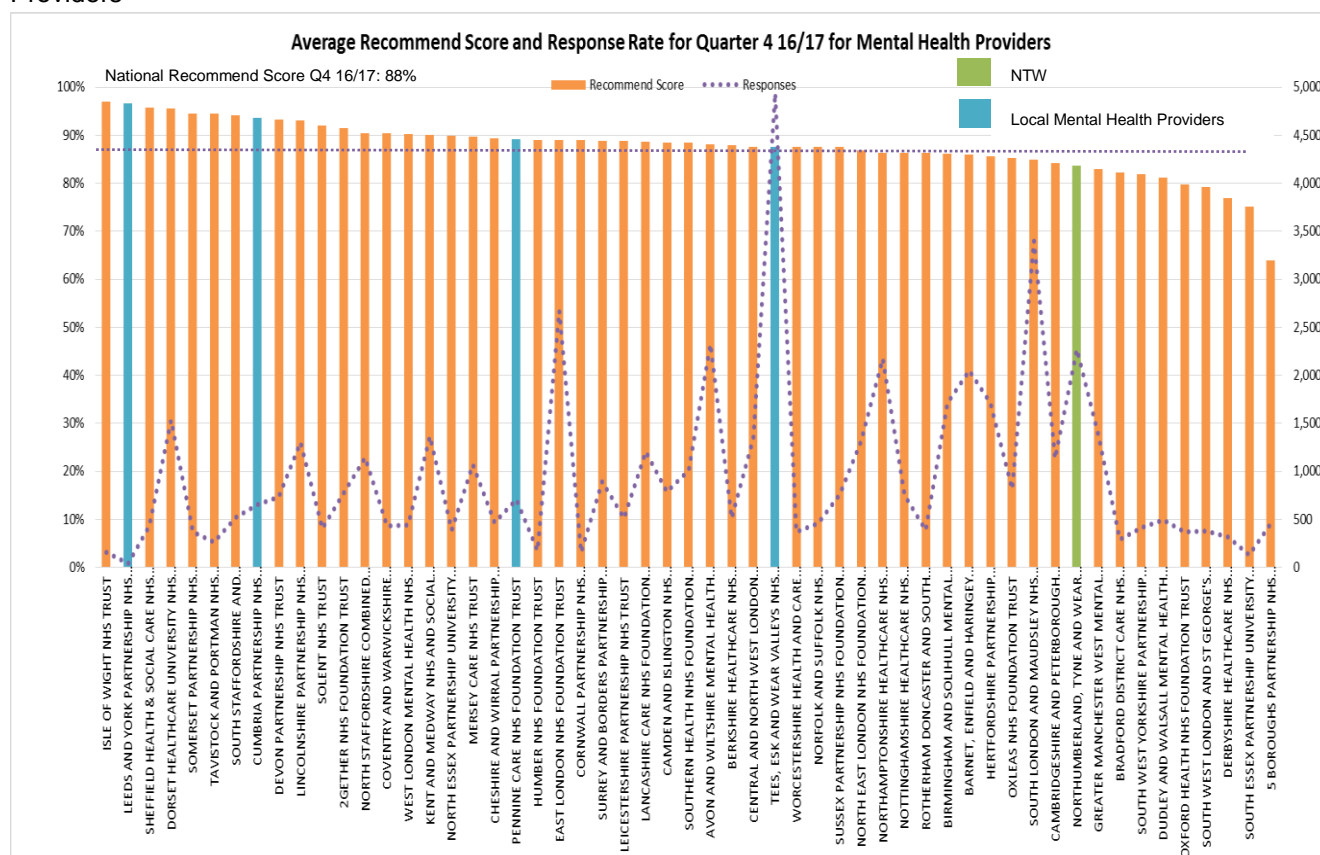
Figure 2: Friends & Family Test responses and recommend score Q1 16/17 to Q1 17/18. (NB the national average recommend score resides around 88% – indicated by the purple dotted line)



NHS England nationally report FFT data; the latest data for **Quarter 4 2016/17** has been published (NB: Quarter 1 2017/18 national data due to be published 10 August 2017). Nationally 55 providers of Mental Health Services submitted a completed FFT data set for the months of January, February and March 2017. The number of responses ranged from 4,938 to 43. The recommend score ranged from 97% to 64%. Figure 3 overleaf highlights the Trust’s position with regards to its recommend score and response rate in relation to other mental health providers.

The Trust, with the average recommend score of 84% in Quarter 4, remains in the lower quartile of performers comparative to the other 55 Mental Health Trusts who submitted a complete dataset. 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 4 was 968, NTW provided 2,270 responses. We are the 5th highest submitter of FFT responses in Quarter 4.

Figure 3: Average recommend score and response rate for Quarter 4 16/17 for Mental Health Providers



5. Points of You Experience Feedback – Q1 2017/18

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

1. How likely are you to recommend our team or ward to friends and family if they needed similar care or treatment?
2. How kind and caring were staff to you?
3. Were you encouraged to have your say in the treatment or service received and what was going to happen?
4. Did we listen to you?
5. If you had any questions about the service being provided did you know who to talk to?

6. Were you given the information you needed?
7. Were you happy with how much time we spent with you?
8. Did staff help you to feel safe when we were working with you?
9. Overall did we help?
10. Is there anything else you would like to tell us about the team or ward? (You can also use this space to tell us more about the questions on this survey)

Experience Responses

In Quarter 1, a total number of 1,820 patient experience surveys were received from all Trust services. Of this 1,771 were the Points of You survey, therefore included in the following statistical and thematic analysis (49 responses are from the national Gender Dysphoria survey and reported separately in this report).

During Quarter 1, 77% of returns were from service users, 21% from carers/ relatives/ friends and 2% from respondents who identified themselves as both, service user and carer/ relative / friend. Of those who responded to the demographic questions:

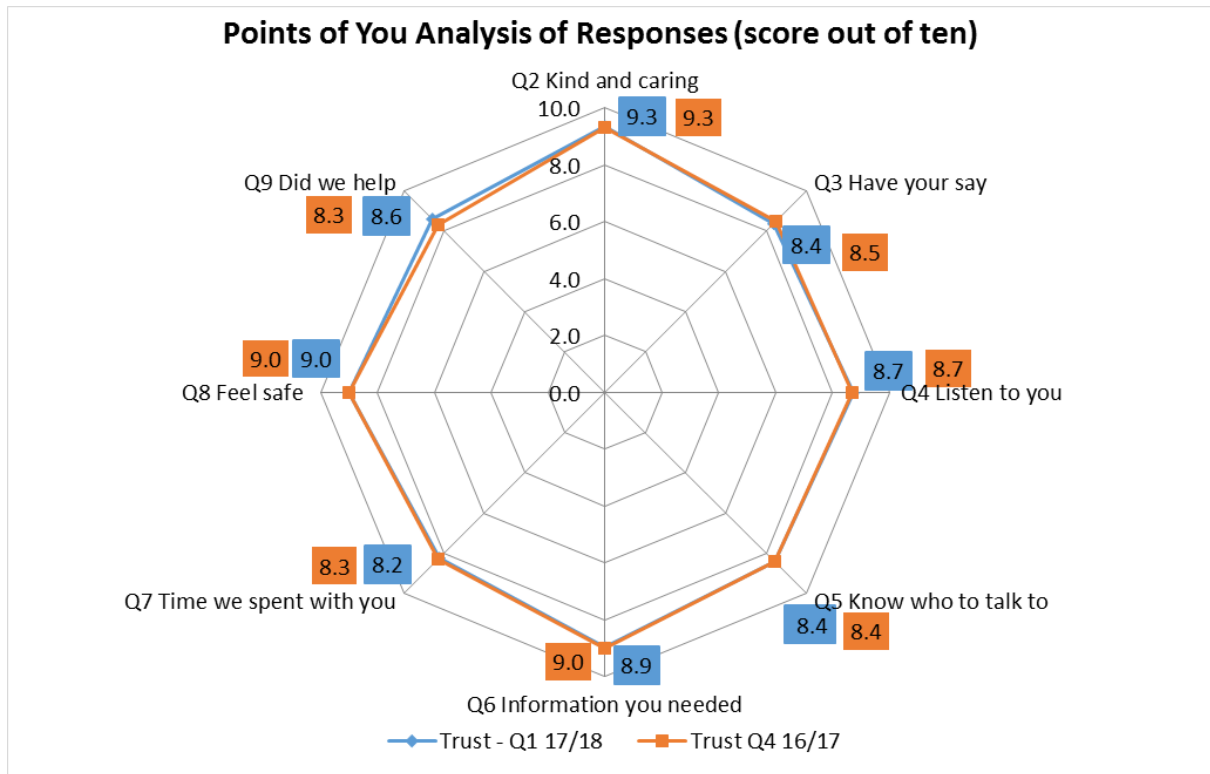
- 48% were male, 47% were female (5% did not answer).
- 89% were White, 2% were Asian/ Asian British, 1% were Black/ African/ Caribbean/ Black British, 1% were other ethnic groups, 1% were mixed/ multiple ethnic groups (6% did not answer)
- The highest proportion of respondents were aged between 55-64 years (16%), followed by 45-54 years (15%). The smallest proportion of respondents were aged between 19-24 years (2%).

Points of You Experience Analysis

The analysis adopted for the 8 closed questions (questions 2 – 9) is based on the methodology used in the CQC Community Mental Health Survey, whereby the answer options to each question is weighted, which enables the calculation of a score per question. Figure 4 illustrates the average score for each question for the Trust from the Points of You feedback received during Quarter 1.

From Figure 4 overleaf, it is evident the Trust performed better (scoring higher) on questions regarding staff being kind and caring (question 1) and being helped to feel safe (question 8) – scoring 9 or above out of 10. The question which showed the lowest score (8.2), thus less satisfaction, is the time we spend with the service user or carer. Compared to the previous quarter, scores have reduced for questions 3, 6 and 7. Scores have improved for question 9, with more service users and carers satisfied with how much we helped.

Figure 4: Average score for questions 2-9 for all Trust services for Q1 (10 being the best, 0 being the worst)



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






Key:				
				
Score 8-10 (highest score)	Score 6-7.9	Score 4-5.9	Score 2-3.9	Score 1.9-0 (lowest score)
↓ Score has deteriorated (compared to last quarter)		↑ Score has improved (compared to last quarter)		

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

	Number of Responses	Q2 - Kind and caring	Q3 - Have your say	Q4 - Listen to you	Q5 - Know who to talk to	Q6 - Information you needed	Q7 - Time we spent with you	Q8 - Feel safe	Q9 - Did we help	% of detained OBDs during Q1
Trust	1771	9.3	8.4 ↓	8.7	8.4	8.9 ↓	8.2 ↓	9.0	8.6 ↑	
Neuro Rehab Inpatients (Acute Medicine)	34	10.0 ↑	9.0 ↑	9.2 ↑	9.1 ↑	10.0 ↑	8.9 ↑	9.8 ↑	9.4 ↑	19%
Neuro Rehab Outpatients (Acute Outpatients)	147	9.9 ↑	9.2 ↑	9.3 ↑	9.4 ↑	9.6 ↑	9.1 ↑	9.8 ↑	9.6 ↑	
Community mental health services for people with learning disabilities or autism	78	9.6 ↑	9.0 ↑	9.3 ↑	9.0 ↑	9.6 ↑	8.4 ↑	9.5 ↑	9.3 ↑	
Community-based mental health services for adults of working age	373	8.3 ↓	8.0	8.1 ↓	7.4 ↓	8.2 ↓	7.5 ↓	8.5	7.8 ↓	
Community-based mental health services for older people	392	9.7	8.7 ↓	9.1 ↓	8.5 ↓	9.2 ↓	8.5 ↓	9.3 ↓	8.8 ↓	
Mental health crisis services and health-based places of safety	150	9.3 ↑	8.2 ↓	8.4 ↓	8.6 ↓	9.0	8.1 ↑	8.8	8.4 ↑	
Mental health psychiatric liaison services	46	9.2 ↑	7.6 ↑	8.3 ↑	7.0 ↓	8.3	7.5 ↓	8.4 ↓	7.9 ↓	
Acute wards for adults of working age and psychiatric intensive care units	64	8.5 ↑	6.5 ↓	7.0 ↓	6.8 ↓	6.8 ↓	6.9	7.7 ↓	7.0 ↓	71%
Child and adolescent mental health wards	43	9.4 ↓	7.1 ↓	7.9 ↓	9.3 ↑	9.0 ↑	8.2 ↑	8.7 ↑	8.0 ↓	86%
Forensic inpatient/secure ward	14	6.8	7.0	7.0	8.6	9.3	8.1	7.0	7.5	94%
Long stay/rehabilitation mental health wards for working age adults	123	9.3 ↓	8.3 ↓	8.9 ↑	9.3 ↑	9.5 ↓	8.7 ↓	9.1 ↑	9.4 ↑	87%
Wards for older people with mental health problems	53	9.7 ↑	8.8 ↑	8.7 ↑	9.6 ↑	9.3 ↑	8.3 ↓	9.1 ↑	9.6 ↑	71%
Wards for people with learning disabilities or autism	56	9.8 ↑	8.9 ↑	9.0 ↑	9.6 ↑	9.8 ↑	8.6 ↑	9.2 ↑	9.5 ↑	100%
Children and Young Peoples Community mental Health Services	18	10.0	9.1	9.9	10.0	10.0	8.2	9.9	9.1	
Substance Misuse	90	9.5 ↑	8.7 ↑	9.0	8.6	8.9 ↓	8.6 ↓	9.2 ↑	9.0 ↑	
Other	90	9.4 ↑	8.7 ↓	9.2 ↑	8.6 ↑	8.9 ↓	8.4 ↑	9.2	8.4 ↓	

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

When comparing Quarter 1 question scores to the previous quarter, 3 core services have seen a deterioration in the majority of the question scores: Community-based mental health services for adults of working age (scores for 6 out of 8 questions have deteriorated), Acute wards for adults of working age and psychiatric intensive care units (scores for 6 out of 8 questions have deteriorated) and Community-based mental health services for older people (scores for 7 out of 8 questions have deteriorated). There were 5 core services where the majority of the question scores improved:

- Wards for people with learning disabilities or autism (scores for all 8 questions improved).
- Community mental health services for people with learning disabilities or autism (scores for all 8 questions improved).
- Neuro Rehab Outpatients (Acute Outpatients) (scores for all 8 questions improved).
- Wards for older people with mental health problems (scores for 7 out of 8 questions improved).
- Neuro Rehab Inpatients (Acute Medicine) (scores for 7 out of 8 questions improved).

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

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

Figure 6: Prevalent themes from comments (question 10) – Quarter 1

Positive Themes (2,091 comments were received during Quarter 1, nearly 80% of these were positive/ complimentary)

- 1) Staff / Staff Attitude (57%)
- 2) Service Quality / Outcomes (17%)
- 3) Care / Treatment (15%)

Examples of comments:

“All the staff were supportive and helpful.”

“Excellent, supportive care with good results.”

“Very quick and efficient staff.”

Negative Themes:	Examples of Actions taken in response
<p>In terms of the negative comments provided (n = 389) there was a much broader spectrum of feedback across a selection of themes. Several repeating themes emerged during quarter 1 and are identified below.</p>	
<p>1) Staff / Staff Attitude (27%)</p> <p>2) Waiting time (10%)</p>	<p>The Trust has adopted a value based recruitment and selection process, which allows services to employ staff with the right values, attitudes and behaviour for the well-being of our service users (Trust-wide).</p> <p>Various initiatives are ongoing within the Community Care Group to help reduce the waiting times for service users including the use of agency staff where required, but also addressing the long term enablers and reviewing pathways. Service evaluation work in progress to, for example, assess capacity and improve flow, DNA reduction project in place, plans to evaluate guided self-help treatment, benchmarking to RCP national standards. Projects are monitored via CSIG. (Community Care Group)</p>
<p>Examples of comments:</p> <p><i>“Rang on a Saturday didn't get call back when I was told they'd ring within the hour. Still waiting for this call.”</i></p> <p><i>“Times between appointments, frequent cancellation of appointment, or rearrangements.”</i></p> <p><i>“Don't listen to patient needs.”</i></p>	
<p>NB as the process continues to embed and more data collected, detailed reporting of actions will be enabled (see Section 8 for more details about this process).</p>	

Gender Dysphoria Survey - Responses and Analysis

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

During Quarter 1 16/17 the Northern Region Gender Dysphoria Service received 47 surveys. All responses were positive (rating extremely likely or likely) for 6 out of the 9 questions. For the remaining 3 questions (question 5, 8 and 10) a small proportion of respondents answered with 'neither agree nor disagree'. There were no negative rates for any of the 9 questions. The 9 questions are listed in Appendix 1.

6. NHS Choices, Care Opinion & Healthwatch Comments Q1 2017/18

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

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

Hospital Site	Star Rating	Total number of reviews since inception of the website
NTW	★ ★	9
Hopewood Park	★ ★ ★	7
Ferndene	★ ★ ★ ★	1
Monkwearmouth	★ ★	6
Northgate	Not Rated	0
St Nicholas Hospital	Not Rated	0
St Georges Park	★ ★	6
Walkergate Park	★ ★ ★	3

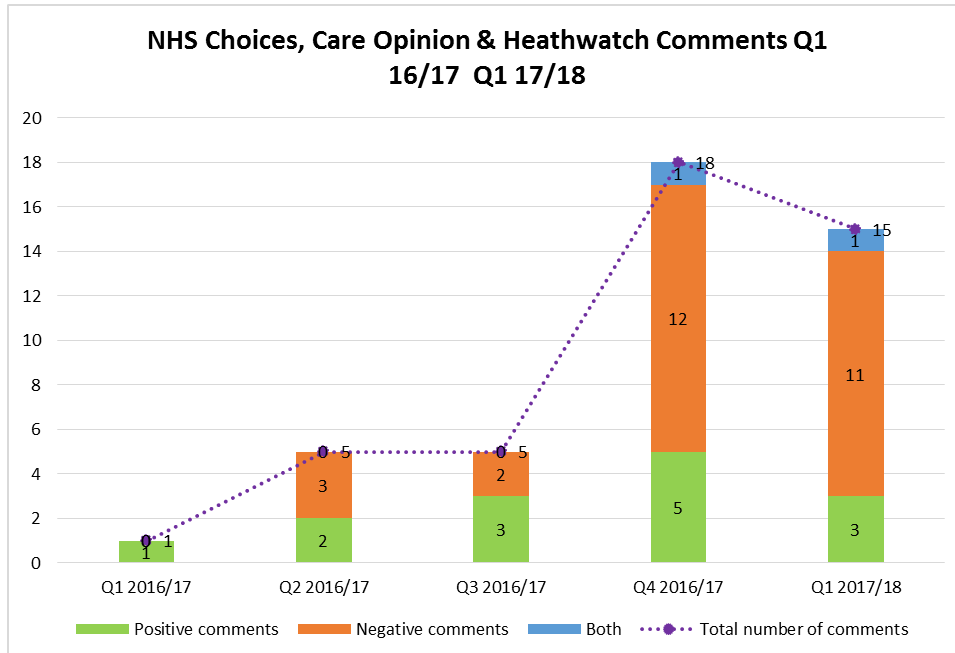
During Quarter 1 2017/18 the Trust received 15 comments through these sites – 3 were positive, 11 negative and 1 was both. Some examples are shown below

"I have always had great experiences at Walkergate, but in this case my physio restored my mobility and I can't really thank them enough. Great work." (Walkergate Park).

"Staff were very unpleasant and I felt unhelped by staff and I want my mam discharged from Longview as soon as possible she doesn't need to be in hospital." (Hopewood Park).

Figure 8 shows the number of comments posted on the sites from Quarter 1 2016/17 to Quarter 2017/18. It is evident that the number of comments posted has increased.

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



7. Compliments and Thank You's – Q1 2016/17

During Quarter 1, 112 thank you's and compliments were received via Points of You and from other routes (including Chatterbox).

8. Overview of the Actions taken to Improve Service User and Carer Experience Programme

In June 2016/17 the latest version of the Points of You dashboard was launched which enabled staff to view a statistical and thematic analysis of the feedback received at a ward and team level. Included below are some comments from staff regarding this new dashboard function and a screen shot of this dashboard is shown in Appendix 2:

“Really useful seeing the data, great to share on the ward with patients, carers and staff - having that visual is so effective.”

Developments are taking place to ensure that the feedback cycle is completed by clinical services reporting actions taken in response to the feedback received. The Informatics Systems Development Team are developing this function within the current Points of You ward and team level dashboard. The date of its launch will be confirmed soon.

9. Recommendations

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

Lisa Quinn
Executive Director of Commissioning and Quality Assurance
July 2017

Gender Dysphoria Survey

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

Answers: All questions are scored on the 5 point Likert scale below:

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
----------------	-------	----------------------------	----------	-------------------



Community Mental Health Team Newcastle North and East

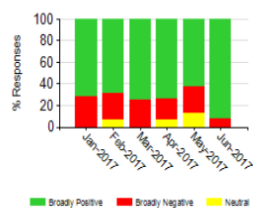
- [Curr](#)
- [Jun](#)
- [May](#)
- [Apr](#)
- [Mar](#)
- [Feb](#)
- [Jan](#)
- [Dec](#)
- [Nov](#)
- [Oct](#)
- [Sep](#)
- [Aug](#)

Responses June 2017

13

Increase of 62.50%
from previous month

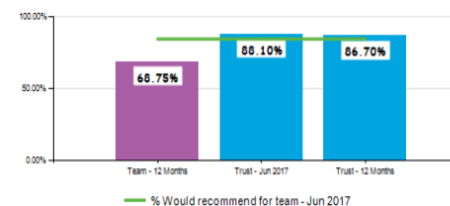
Broadly Positive/Negative by Month (Based on Questions 1-9)



84.62%

of respondents are extremely likely or likely to recommend our team or ward to friends and family if they needed similar care or treatment

Friends and Family Test



92.31%

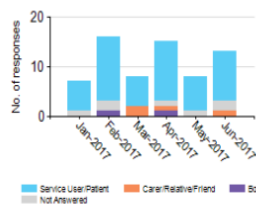


7.69%

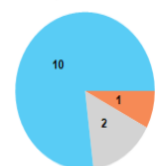


0.00%

Responses by Month



POY Respondents June 2017



Top 5 Positive Themes June 2017

Staff/Staff Attitude - Helpful/Caring/Friendly	7	35.00%
Care/Treatment - General	3	15.00%
Communications - Being listened to	2	10.00%
Service Quality/Outcomes - Impact in mental health	2	10.00%
Staff/Staff Attitude - Professionalism	1	5.00%

Top 5 Negative Themes June 2017

Care/Treatment - Medication	1	50.00%
Staff/Staff Attitude - Helpful/Caring/Friendly	1	50.00%

[Click here to view all themes](#)

Average Score Questions 2-9

