

Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors Meeting

Meeting Date: 24th May 2017

Title and Author of Paper:

Service User and Carer Experience Summary Report (Quarter 4 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:

- This report summarises Quarter 4 2016/17 Service User and Carer Feedback received - overall, 2,383 service users and carers have taken the opportunity to provide feedback during Quarter 4 2016-17. There has been a 115.0% increase in the total number of responses received during Quarter 4 compared with the previous quarter. This significant increase in responses evidences the success of the implementation of the new mailshot process. It is also important to highlight there have been a significant increase in the number of carer (relative/ friend) responses, increasing by 697% in Quarter 4.
- Service user FFT response rates have increased by 265.5% in comparison to the previous quarter with 2,270 responses. The Trust's overall average recommend score for Quarter 4 was 83.8%, and improvement on the previous quarters recommend score. The Quarter 4 recommend score, although below the national average recommend score, for March 2017 the recommend score has reached the national standard which resides around 88% (based on February-17 National data)
- National FFT benchmarking data for Quarter 3 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 76% in that quarter).
- The Points of You measure remains the primary measure of patient experience. In Quarter 4, a total number of 1,878 Points of You responses were received from all Trust services. Of this 1,789 were the 'refreshed' Points of You survey and 89 were the 'old' Points of You survey. 71% of returns were from service users, 27% from carers/ relatives/ friends and 2% from respondents who identified themselves as both, service user and carer/ relative / friend.

- Analysis of the 'refreshed Points of You' data showed that the Trust performed better (scoring higher) on questions regarding staff being kind and caring (question 1), been given the information needed (question 6) 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.
- This report also includes an update of experience ratings provided by the Sunderland IAPT (Improving Access to Psychological therapies Service).
- A summary is also provided of a recent report on mental health published by Sunderland Healthwatch.
- During the period there were 18 comments from service users and carers about the Trust posted on NHS Choices, Patient Opinion & Healthwatch websites.
- 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 4 2016-17 Update

1. Purpose

To present to the Board of Directors a summary of the Quarter 4 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 information included in this paper outlines the Quarter 4 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)
- IAPT Feedback
- Patient opinion/ NHS Choices
- Compliments
- Report on Mental Health Services (Sunderland Healthwatch)

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

During 2016/17 the Trust's service user and carer experience programme was reviewed with the aim of standardising and improving the capture of service user and carer feedback. The Trust refreshed the existing patient experience survey – 'Points of You' – with collaboration from staff, service users and carers and this was implemented in January 2017 and continues to embed across all Trust services. The Trust has increased the availability of the Points of You survey by introducing an electronic version of the survey and a centralised mailshot process both launched 9th January 2017 to coincide with the introduction of the refreshed forms in inpatient and other clinical areas.

A new 'staff, service user and carer experience' dashboard was launched in January 2017 which enabled clinical services to view all feedback received from the Points of You survey, increasing the visibility and accessibility of service user and carer feedback. A development of this dashboard is due to be introduced in May 2017, which displays a statistical and thematic analysis of the feedback and supports the completion of feedback cycle by ensuring clinical services report the actions taken in response to the feedback received.

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

Overall, **2,383** service users and carers have taken the opportunity to provide feedback on their experience with the Trust during Quarter 4 2016-17.

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

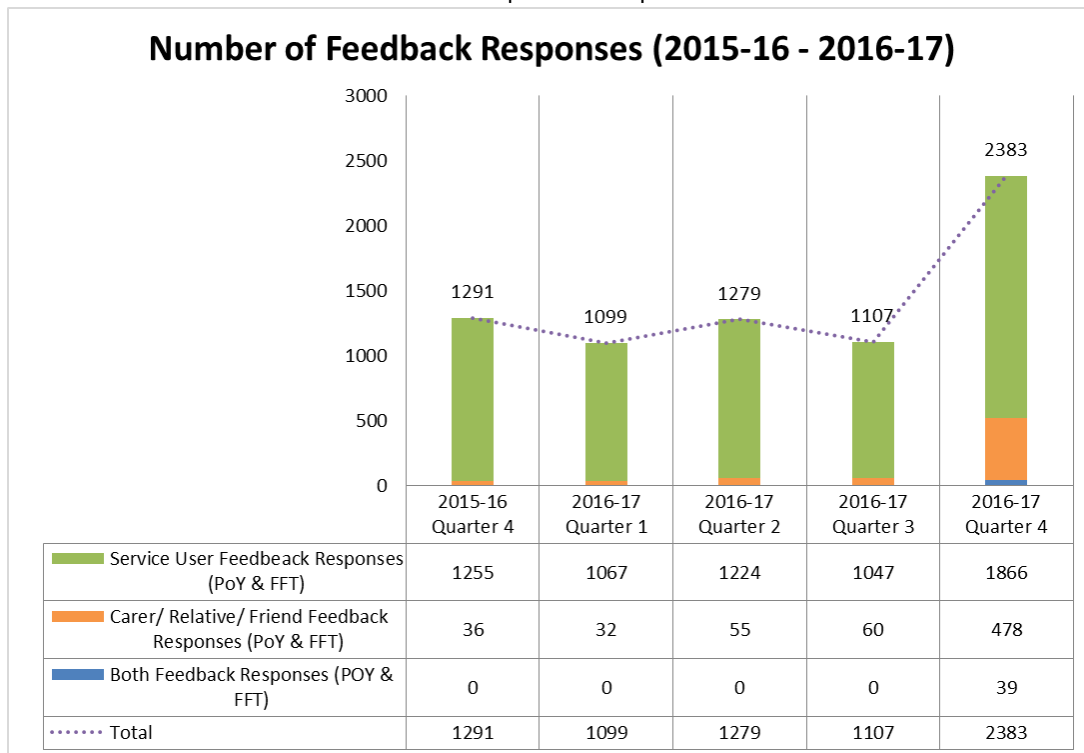
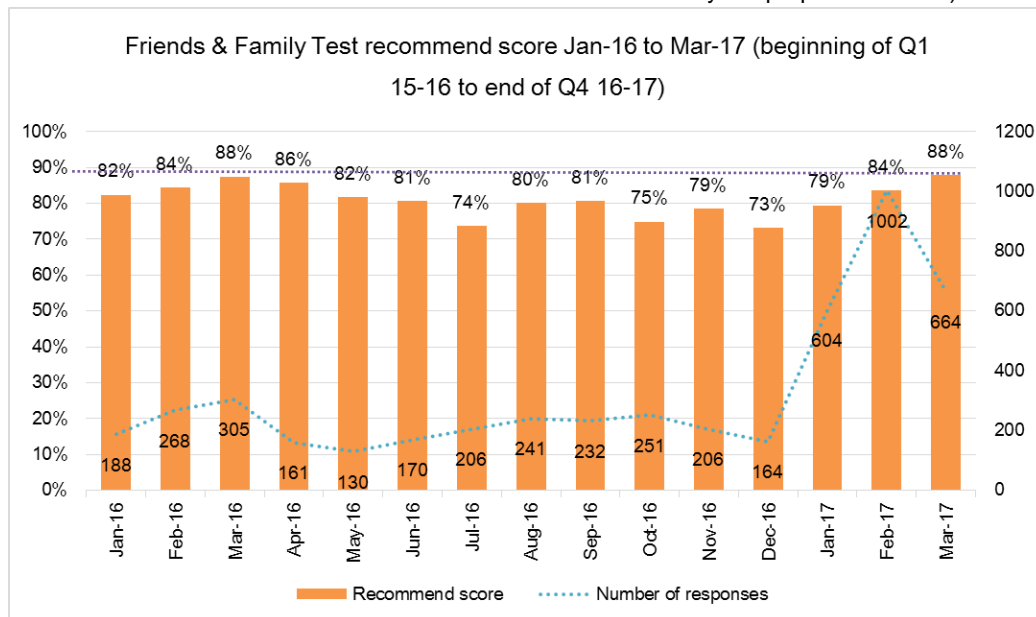


Figure 1 illustrates the quarterly trend from Quarter 4 2015-16 to year to date. There has been a 115.0% increase in the total number of responses received during Quarter 4 compared with the previous quarter. This significant increase in responses evidences the success of the implementation of the new mailshot process. It is also important to highlight there have been a significant increase in the number of carer (relative/ friend) responses, increasing by 697%. 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 Q4 2016/17

The NHS Service User Friends and Family Test (FFT) was operationalised in January 2015 as a standalone measure. The 'refreshed Points of You survey now includes the Friends and Family Test 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.

Figure 2: Friends & Family Test responses and recommend score Q1 15-6 to Q4 2016-17. (NB the national average recommend score resides around 88% each month – indicated by the purple dotted line)



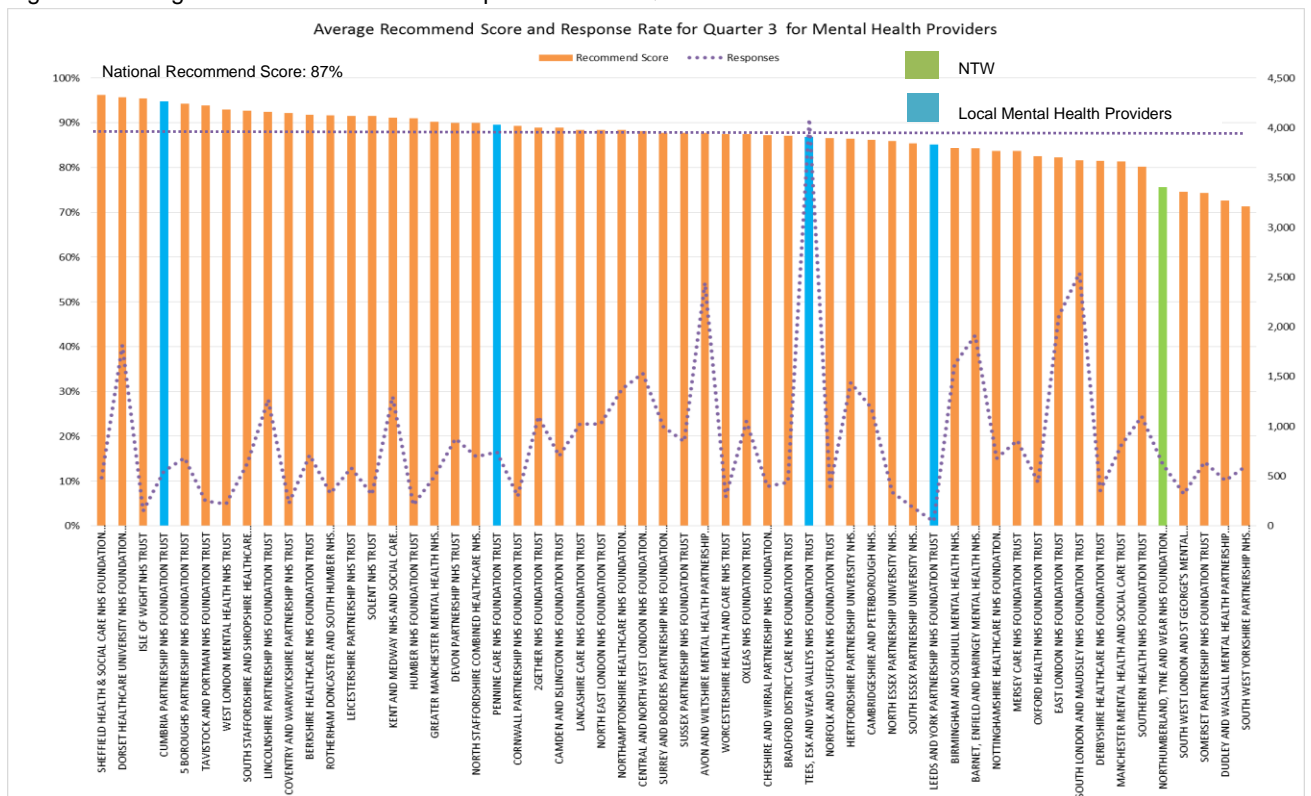
During Quarter 4, a total of 2,270 Friends and Family Test responses were received across all Trust services as a subset of the Points of You data received. There has been a 265.5% increase in responses compared to the previous quarter (Q3 = 621 responses).

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 4 was 83.8%, and improvement on the previous quarters recommend score. The Quarter 4 recommend score, although below the national average recommend score, for March 2017 the recommend score has reached the national standard which resides around 88% (based on February-17 data) (see Figure 2). The recommend score broken down by Clinical Groups are as follows:

- 77.2% of Inpatient Care patients responding would recommend the Trust
- 88.0% of Community Care patients responding would recommend the Trust
- 91.5% of Specialist Care patients responding would recommend the Trust

NHS England nationally report FFT data; the latest data for **Quarter 3 2016/17** has been published (NB: Quarter 4 national data due to be published 11 May 2017). Nationally 56 providers of Mental Health Services submitted a completed FFT data set for the months of October, November and December 2016. The number of responses ranged from 4,089 to 45. The recommend score ranged from 96% to 71%. Figure 3 highlights the Trust's position with regards to its recommend score and response rate in relation to other mental health providers. From Figure 3 it is evident that the Trust with the average recommend score of 76% in Quarter 3 is in the lower quartile of performers comparative to the other 56 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 3 was 870, NTW provide 621 responses.

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



6. Points of You Experience Feedback – Q4 2016-17

The Points of You survey is the Trust's standard service user and carer experience measure. The survey is comprised of a set of 8 closed questions (Questions 2 -9, plus the FFT (Question 1)), with the additional opportunity to make free comments (Question 10). 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)

Responses

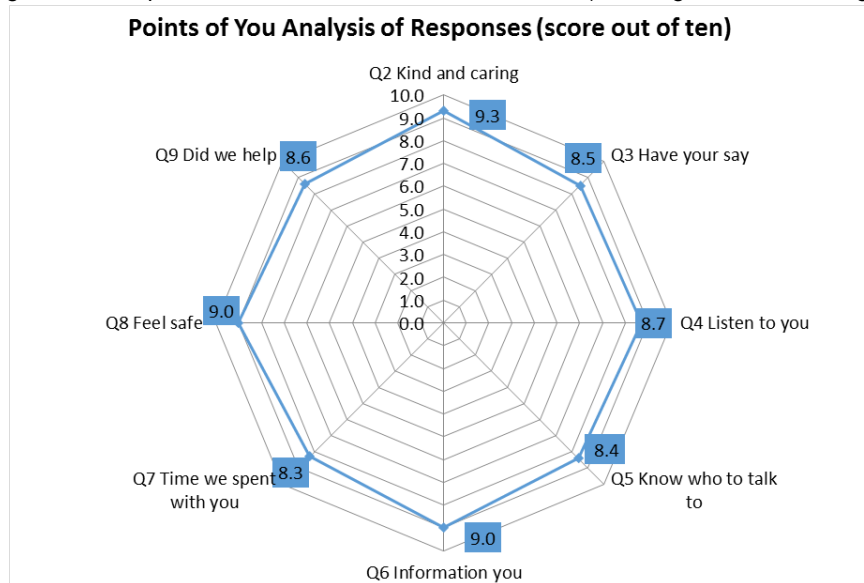
In Quarter 4, a total number of 1,878 Points of You responses were received from all Trust services. Of this 1,789 were the 'refreshed' Points of You survey, therefore included in the following statistical and thematic analysis and 89 were the 'old' Points of You survey (not included in the analysis). (NB during January and February 2017 the standalone FFT continued to run alongside the 'refreshed PoY' this accounts for the difference between the number of PoY responses here compared to the total reported in Figure 1 which is a combined PoY and FFT total). 71% of returns were from service users, 27% 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:

- 51% were female, 45% were male (3% did not answer).
- 92% were White, 1% were Asian/ Asian British, 1% were Black/ African/ Caribbean/ Black British, 1% were other ethnic groups (5% did not answer)
- The highest proportion of respondents were aged between 55-64 years (18%), followed by 65-74 years (16%). The smallest proportion of respondents were aged between 19-24 years (1%).

Analysis

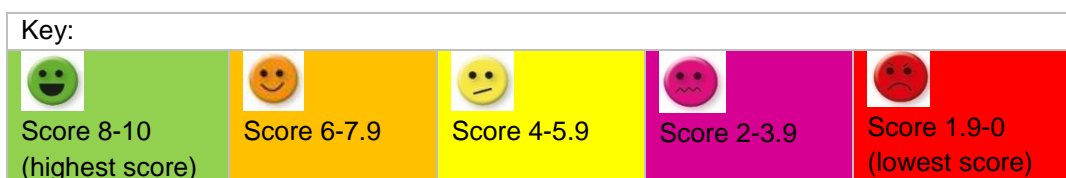
The analysis adopted for the 8 closed questions (Questions 2 – 9) is based on the methodology used in the CQC Community Mental Health Survey, whereby the answer options to each question is weighted, which enables the calculation of a score per question. The following graph (Figure 4) illustrates the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

Figure 4: Average score for questions 2-9 for all Trust services for Q4 (10 being the best, 0 being the worst)



From Figure 4 it is evident the Trust performed better (scoring higher) on questions regarding staff being kind and caring (question 1), been given the information needed (question 6) 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.

The following analysis 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.



	Q2 - Kind and caring	Q3 - Have your say	Q4 - Listen to you	Q5 - Know who to talk to	Q6 - Information you need	Q7 - Time we spent with you	Q8 - Feel safe	Q9 - Did we help
Trust	9.3	8.5	8.7	8.4	9.0	8.3	9.0	8.6
Neurological Inpatients (Acute Medicine)	9.6	8.4	9.1	8.4	9.2	8.2	9.5	9.4
Neurological Outpatients (Acute Outpatients)	9.5	9.0	9.1	8.7	9.4	8.7	9.5	9.0
Community mental health services for people with learning disabilities or autism	9.5	8.8	8.8	8.1	8.9	8.1	8.2	8.7
Community-based mental health services for adults of working age	9.0	8.0	8.2	7.9	8.4	7.8	8.5	8.0
Community-based mental health services for older people	9.7	9.0	9.3	8.7	9.5	8.8	9.5	9.2
Mental health crisis services and health-based places of safety	9.1	8.4	8.7	8.8	9.0	8.0	8.8	8.3
Mental health psychiatric liaison services	8.8	7.4	7.8	7.3	8.3	7.6	8.6	8.1
Acute wards for adults of working age and psychiatric intensive care units	8.3	6.8	7.6	8.1	8.0	6.9	8.2	7.4
Child and adolescent mental health wards	9.7	7.8	8.4	9.1	9.5	8.1	8.2	8.4
Long stay/rehabilitation mental health wards for working age adults	9.5	8.4	7.5	8.0	10.0	9.0	8.9	8.2
Wards for older people with mental health problems	9.0	7.8	8.4	8.8	9.0	8.4	8.6	8.8
Wards for people with learning disabilities or autism	9.0	7.5	7.1	8.3	8.3	7.5	7.9	5.8
Substance Misuse	9.3	8.6	9.0	8.6	9.1	8.7	9.1	8.8
Other	9.0	8.8	8.8	8.8	9.0	8.1	9.2	8.8

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, rehabilitation wards, older peoples wards and wards for people with learning disabilities or autism.

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

Positive Themes (Over 2,000 comments, nearly 80% of these are positive)

- 1) Staff / Staff Attitude
- 2) Service Quality / Outcomes
- 3) Care / Treatment

Negative Themes:

Examples of Actions taken in response

- 1) Staff / Staff Attitude

E.g., 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).

- 2) Communication with service users.

The staff continue to discuss all issues raised by the service user and or carer within the daily review and 72hr meeting and revisit any concerns to ensure that all aspects of care and personal issues are considered throughout the in-patient care pathway and recorded into RiO (Hopewood Park Locality).

NB as the process continues to embed and more data collected, detailed reporting of actions will be enabled.

Points of You Feedback Cycle

All surveys are processed within 72 hours of receipt and clinical service can view feedback using the ‘staff, service user and carer experience’ dashboard. This process enables staff to view and respond effectively to any feedback in a timely manner, and also track progression.

7. IAPT Patient Experience Feedback

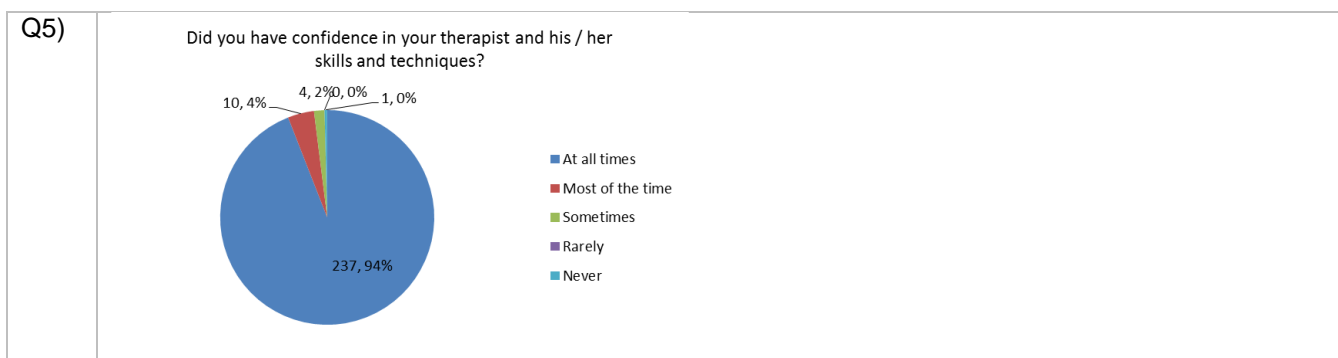
Improving Access to Psychological Therapies (IAPT) use a patient experience measure to evaluate choice, satisfaction and effectiveness. The Sunderland Psychological Wellbeing (IAPT) Service is delivered in partnership between Northumberland, Tyne and Wear NHS Foundation Trust, Sunderland Counselling Service and Washington MIND and evaluates patient experience at triage and after treatment.

The results from the patient experience measure at the two time points are shown below:

At Triage (939 responses)																			
Q1) Were you given information about options for choosing a treatment that is appropriate for your problems?	Yes = 98% (n = 917) No = 2% (n = 22)																		
Q2) Do you prefer any of the treatments among the options available?	Yes = 90% (n = 848) No = 10% (n = 941)																		
Q3) Have you been offered your preference?	Yes = 90% (n = 837) No = 1% (n = 12) N/A = 9% (n = 82)																		
Q1) How satisfied were you with your assessment?	<p>How satisfied were you with your assessment</p> <table border="1"> <caption>Satisfaction with Assessment</caption> <thead> <tr> <th>Satisfaction Level</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Completely Satisfied</td> <td>854</td> <td>91%</td> </tr> <tr> <td>Mostly Satisfied</td> <td>41</td> <td>4.3%</td> </tr> <tr> <td>Neither Satisfied nor Dissatisfied</td> <td>2</td> <td>0.2%</td> </tr> <tr> <td>Not at All Satisfied</td> <td>1</td> <td>0.1%</td> </tr> <tr> <td>Not Satisfied</td> <td>0</td> <td>0%</td> </tr> </tbody> </table>	Satisfaction Level	Count	Percentage	Completely Satisfied	854	91%	Mostly Satisfied	41	4.3%	Neither Satisfied nor Dissatisfied	2	0.2%	Not at All Satisfied	1	0.1%	Not Satisfied	0	0%
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At triage there were positive results for both choice and satisfaction, with 98% of respondents answering that they were given information about options for choosing a treatment, and 91% being completely satisfied with the assessment.

After Treatment (252 responses)																																							
Q1)	<p>Did staff listen to you and treat your concerns seriously?</p> <table border="1"> <caption>Staff Listening</caption> <thead> <tr> <th>Frequency</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>At all times</td> <td>245</td> <td>97%</td> </tr> <tr> <td>Most of the time</td> <td>7</td> <td>3%</td> </tr> <tr> <td>Sometimes</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Rarely</td> <td>0</td> <td>0%</td> </tr> <tr> <td>Never</td> <td>0</td> <td>0%</td> </tr> </tbody> </table>	Frequency	Count	Percentage	At all times	245	97%	Most of the time	7	3%	Sometimes	0	0%	Rarely	0	0%	Never	0	0%	Q2)	<p>Do you feel that the service has helped you to better understand and address your difficulties?</p> <table border="1"> <caption>Service Help</caption> <thead> <tr> <th>Frequency</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>At all times</td> <td>199</td> <td>79%</td> </tr> <tr> <td>Most of the time</td> <td>44</td> <td>17%</td> </tr> <tr> <td>Sometimes</td> <td>5</td> <td>2%</td> </tr> <tr> <td>Rarely</td> <td>2</td> <td>1%</td> </tr> <tr> <td>Never</td> <td>2</td> <td>1%</td> </tr> </tbody> </table>	Frequency	Count	Percentage	At all times	199	79%	Most of the time	44	17%	Sometimes	5	2%	Rarely	2	1%	Never	2	1%
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Q3)	<p>Did you feel involved in making choices about your treatment and care?</p> <table border="1"> <caption>Involvement</caption> <thead> <tr> <th>Frequency</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>At all times</td> <td>217</td> <td>86%</td> </tr> <tr> <td>Most of the time</td> <td>30</td> <td>12%</td> </tr> <tr> <td>Sometimes</td> <td>2</td> <td>1%</td> </tr> <tr> <td>Rarely</td> <td>2</td> <td>1%</td> </tr> <tr> <td>Never</td> <td>1</td> <td>0%</td> </tr> </tbody> </table>	Frequency	Count	Percentage	At all times	217	86%	Most of the time	30	12%	Sometimes	2	1%	Rarely	2	1%	Never	1	0%	Q4)	<p>On reflection, did you get the help that mattered to you?</p> <table border="1"> <caption>Help that Mattered</caption> <thead> <tr> <th>Frequency</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>At all times</td> <td>201</td> <td>80%</td> </tr> <tr> <td>Most of the time</td> <td>38</td> <td>15%</td> </tr> <tr> <td>Sometimes</td> <td>10</td> <td>4%</td> </tr> <tr> <td>Rarely</td> <td>1</td> <td>0%</td> </tr> <tr> <td>Never</td> <td>2</td> <td>1%</td> </tr> </tbody> </table>	Frequency	Count	Percentage	At all times	201	80%	Most of the time	38	15%	Sometimes	10	4%	Rarely	1	0%	Never	2	1%
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At treatment the results were again positive, particular respondents feeling like they were listened to (Q1) and having confidence in their therapist and his/ her skills and techniques (Q5).

8. NHS Choices, Patient Opinion & Healthwatch Comments Q4 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/ carers 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	☆☆☆	6
Ferndene	☆☆☆☆	1
Monkwearmouth	☆☆☆	4
Northgate	Not Rated	0
St Nicholas Hospital	Not Rated	0
St Georges Park	☆☆☆	7
Walkergate Park	Not rated	0

During Quarter 4 2016/17 the Trust received 18 comments through these sites – 5 were positive, 12 negative and 1 was both. Some examples are shown below

“For over a year the care I have received has dwindled to almost non-existence. I am dealing with disturbing thoughts for 3 months now and I have tried to get help. But all I am told is we will have a team meeting to discuss how we can help you and we will get back to you.” (NTW).

“Just spoken to a very unhelpful person to try and re arrange appointment. Very awkward, and difficult throughout conversation.” (Dryden Road).

9. Compliments and Thank You's from Chatterbox – Q4 2016/17

During Quarter 4, 98 thank you's and compliments were received via Points of You and from other routes.

10. Report on Mental Health Services – from Sunderland Healthwatch

In July 2016 Healthwatch Sunderland held a consultation to understand the health and social care priorities for their local people and communities. The provision of mental health emerged as the number one priority in Sunderland and nationally with 77 out of 152 local Healthwatch identifying it as a priority.

Further engagement work was undertaken by Healthwatch Sunderland (in partnership with the Sunderland voluntary and community sector) to examine the views on service quality of NHS funded mental health provision, including GPs, Community Mental Health Teams, The Initial Response Team (Crisis Team) and Inpatient Services, as held by service users (adults aged 18+), carers and staff.

The work highlighted 'many areas of good practice and praise from Psychologists and CPN's, mental health support workers and the Initial Response Team'. However there were also findings which suggest areas where improvements need to be made including;

For Community Mental Health Services:

- Waiting / referral times (83% of service users / 75% of workers and carers)
- Consistency of services (63% of services / 38% of workers and carers)

For Initial Response Team / Crisis Team

- Response times (48% of service users / 71% of workers and carers)
- Staffing levels/ availability (43% of service user)
- Consistency of services (58% of workers and carers)

Inpatient Services:

- Bed numbers (50% of service users / 66% of workers and carers)
- Structured activities (54% of service users)
- Discharge procedure (41% of workers and carers)

Based on the findings, Healthwatch Sunderland made four recommendations, the last of which (recommendation four) relates to NTW:

Recommendation One - CCG, Washington Mind and Healthwatch Sunderland to further promote and raise awareness of the www.wellbeinginfo.org website by targeting available mechanisms such as Time in Time Out (TITO) CCG training which is available to GPs and practice staff.

Recommendation Two - CCG and Healthwatch Sunderland to further promote the available self-referral pathways into support services for mental health.

Recommendation Three –Sunderland Voluntary and Community Sector should have representation on strategic boards such as the Health & Wellbeing board.

Recommendation Four - NTW / NHS need to consider how to improve the delivery of a consistent service.

11. Recommendations

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

Lisa Quinn
Executive Director of Commissioning and Quality Assurance
May 2017