

Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors Meeting

**Meeting Date:** 25 October 2017

**Title and Author of Paper:** Service User and Carer Experience Summary Report - Quarter 2 2017/18

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**Executive Lead:** Lisa Quinn, Executive Director of Commissioning & Quality Assurance

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

**Key Points to Note:**

- 1,717 service users and carers have provided feedback during Quarter 2 2017-18, which is a 6% decrease compared with the previous quarter.
- While the overall number of responses have reduced, the proportion received from carers and services has increased during the quarter with 34% of responses being received from carers (21% in Quarter 1 17/18).
- The overall Friends and Family Test average recommend score for Quarter 2 was 86%, a decrease on the previous quarter's score of 87%. The recommend score remains lower than the most recently published national average score for mental health providers which was 88% in quarter one.
- Analysis of the Points of You data showed that the Trust performed better 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 (8.1) is the time we spend with the service user or carer. Compared to the previous quarter, there is little change in scores.
- While the volume of comments received in response to the PoY remained broadly similar (2,070 in quarter two compared to 2,091 in quarter 1), the proportion of positive vs negative comments has changed from 81% positive : 19% negative in quarter one to 75% positive : 25% negative in quarter two.
- During the period there were 8 comments posted on NHS Choices, Care Opinion & Healthwatch.

**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 2 2017/18 Update**

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#### **1. Purpose**

To present a summary of the Quarter 2 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 2 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?**

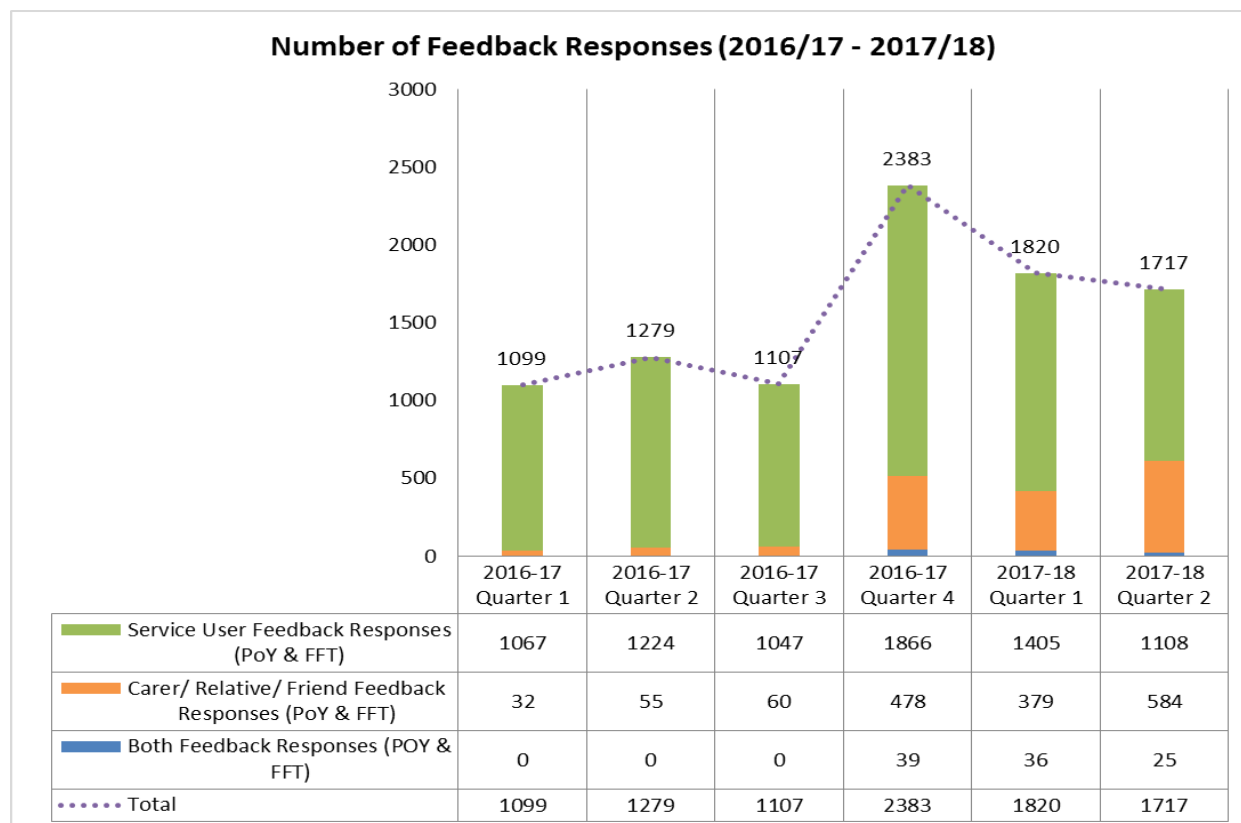
Overall, **1,717** service users and carers have taken the opportunity to provide feedback on their experience with the Trust during Quarter 2 2017/18.

Figure 1 overleaf illustrates the quarterly response rate from Quarter 1 2016/17 to year to date. There has been a 6% decrease in the total number of responses received during Quarter 2 compared with the previous quarter. The decrease has been partly offset by a significant increase in responses received relating to community services for Children & Young People. 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. It is anticipated that it will take 12 months for a baseline position to be established.

While the number of responses have reduced in the quarter, the proportion received from carers and services have increased during the quarter compared to the last quarter with 34% of responses being received from carers (21% in Quarter 1 17/18).

Our patient experience feedback is shared with clinical and operational teams in the Groups Q & P Caring sub-groups or an equivalent meeting. This will be reviewed during Quarter 3 as a result of the new organisational restructure.

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



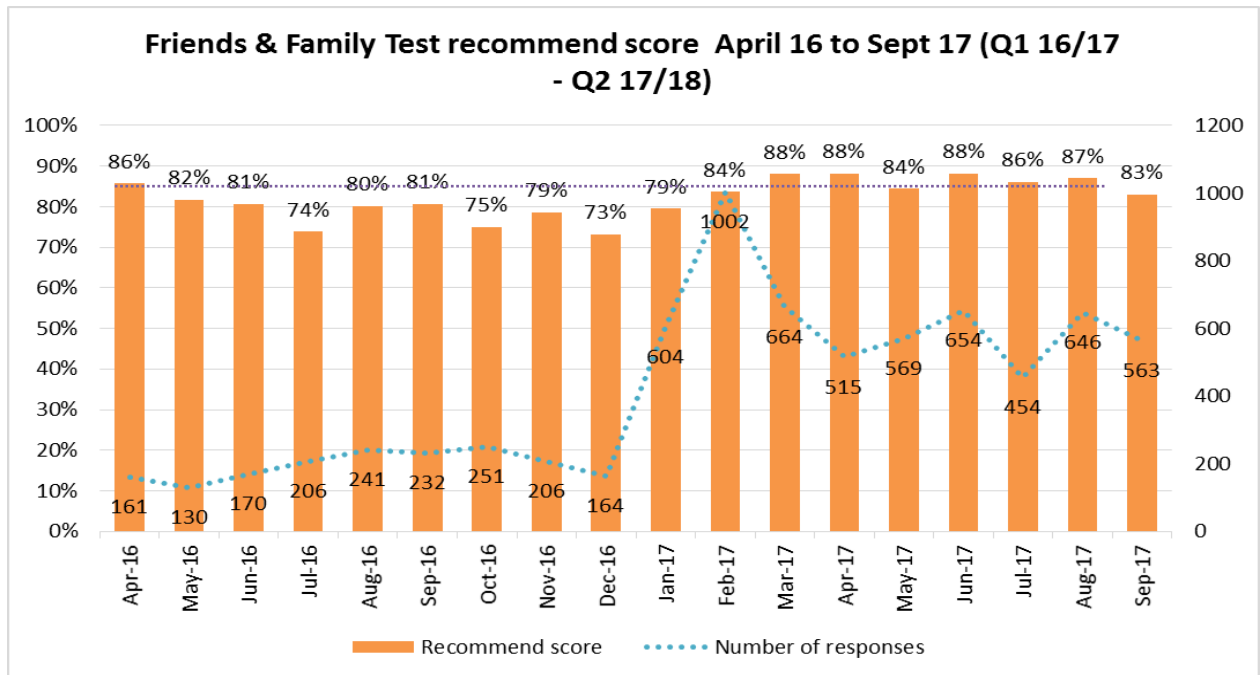
#### 4. NHS Friend & Family Test Q2 2017/18

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 2, a total of 1,663 Friends and Family Test responses were received across all Trust services as a subset of the Points of You data received (1781 in quarter 1).

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 2 was 86%, a decrease on the previous quarters recommend score (87%). The recommend score is lower than the national standard which was 89% in July 17 (published 7<sup>th</sup> September 17).

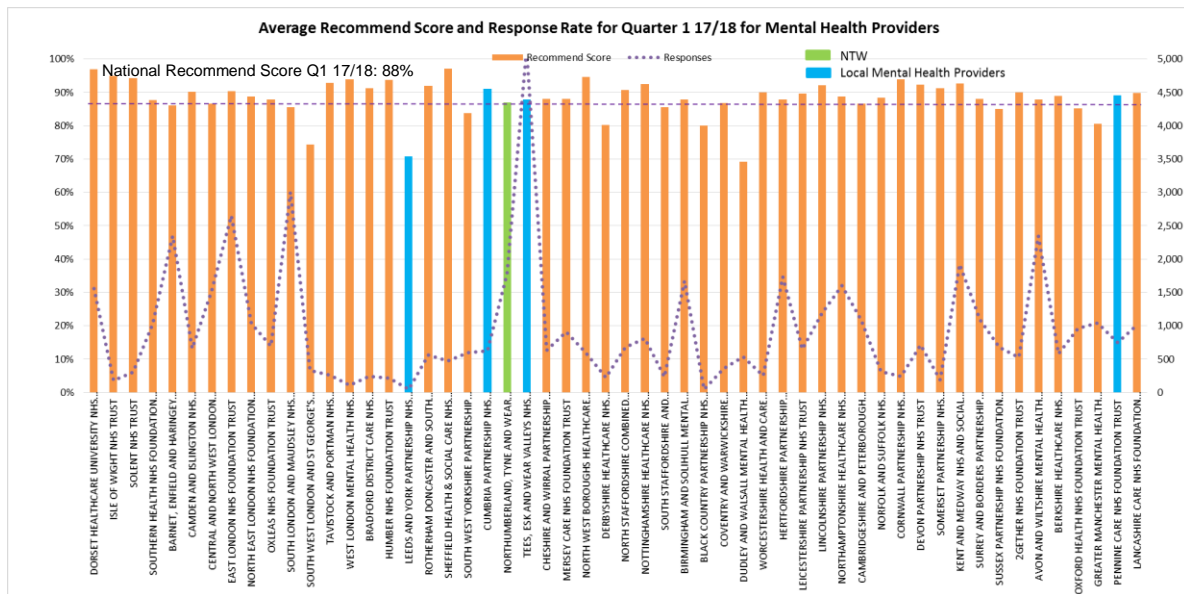
Figure 2: Friends & Family Test responses and recommend score Q1 16/17 to Q2 17/18. (NB the national average recommend score resides around 88% – indicated by the purple dotted line)



NHS England nationally report FFT data; the latest data for **Quarter 1 2017/18** has been published (NB: Quarter 2 2017/18 national data due to be published 23 November 2017). Nationally 55 providers of Mental Health Services submitted a completed FFT data set for the months of April, May and June 2017. The number of responses ranged from 5,151 to 47. The recommend score ranged from 97% to 69%. 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 87% in Quarter 1, 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 1 was 943, NTW provided 1,783 responses. We are the 7<sup>th</sup> highest submitter of FFT responses in Quarter 1.

Figure 3: Average recommend score and response rate for Quarter 1 17/18 for Mental Health Providers



## 5. Points of You Experience Feedback – Q2 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 2, a total number of 1,717 patient experience surveys were received from all Trust services. Of this 1,703 were the Points of You survey, therefore included in the following statistical and thematic analysis (14 responses are from the national Gender Dysphoria survey and reported separately in this report).

During Quarter 1, 65% of returns were from service users, 34% from carers/ relatives/ friends and 1% from respondents who identified themselves as both, service user and carer/ relative / friend. Of those who responded to the demographic questions:

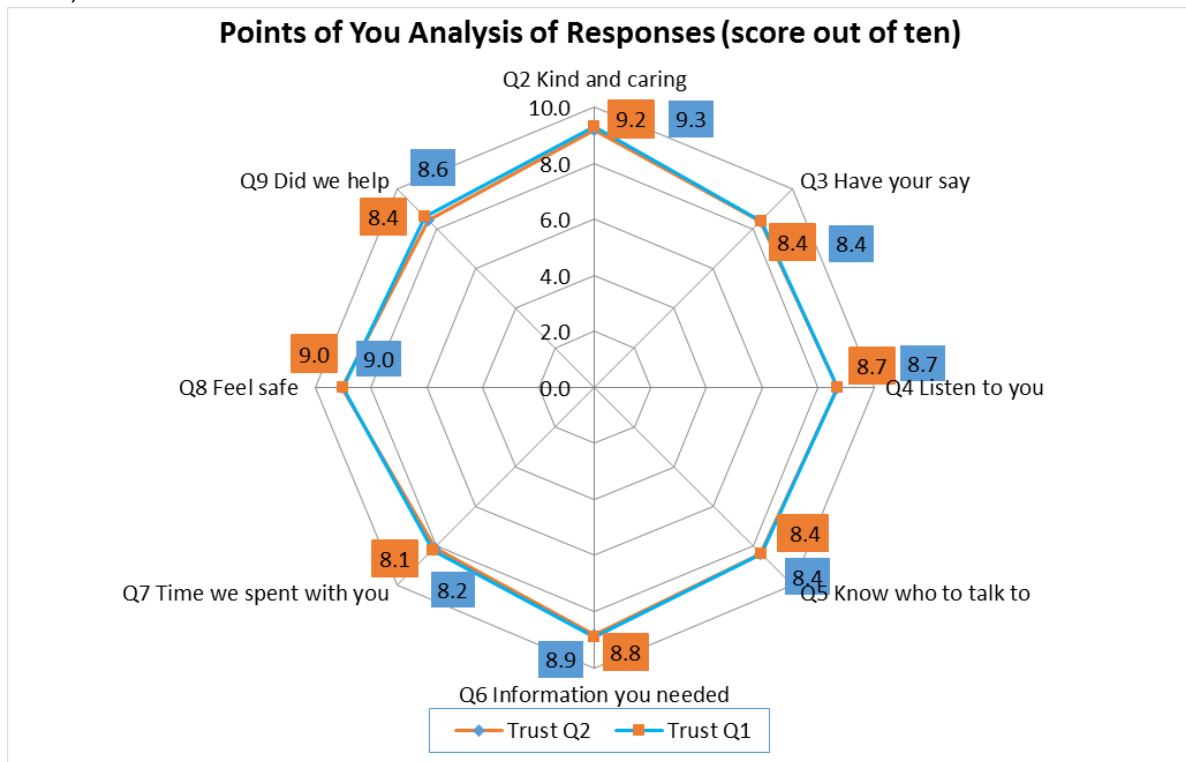
- 38% were male, 56% were female (6% did not answer).
- 90% were White, 2% were Asian/ Asian British, 1% were Black/ African/ Caribbean/ Black British, 1% were other ethnic groups, 1% were mixed/ multiple ethnic groups (5% did not answer)
- The highest proportion of respondents were aged between 55-64 years (16%), followed by 45-54 years (18%). 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 2.

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 Q2 (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 improved (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 (Q1)	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 (Q2 data to follow)
<b>Trust</b>	<b>1703</b> (1771)	<b>9.2</b> ↓	<b>8.4</b>	<b>8.7</b>	<b>8.4</b>	<b>8.8</b> ↓	<b>8.1</b> ↓	<b>9.0</b>	<b>8.4</b> ↓	
Neuro Rehab Inpatients (Acute Medicine)	38 (34)	9.6 ↓	7.8 ↓	8.1 ↓	8.6 ↓	8.6 ↓	8.2 ↓	8.8 ↓	9.3 ↓	19%
Neuro Rehab Outpatients (Acute Outpatients)	141 (147)	9.8 ↓	9.4 ↑	9.4 ↑	9.3 ↓	9.7 ↑	9.1	9.8	9.6	
Community mental health services for people with learning disabilities or autism	61 (78)	9.6	9.1 ↑	9.2 ↓	8.0 ↓	9.1 ↓	8.2 ↓	9.7 ↑	8.8 ↓	
Community-based mental health services for adults of working age	265 (373)	8.8 ↑	8.0	8.2 ↑	7.8 ↑	8.5 ↑	7.4 ↓	8.5	7.7 ↓	
Community-based mental health services for older people	270 (392)	9.6 ↓	8.7	9.1	8.7 ↑	9.3 ↑	8.6 ↑	9.4 ↑	9.2 ↑	
Mental health crisis services and health-based places of safety	158 (150)	8.7 ↓	8.0 ↓	8.4	7.9 ↓	8.4 ↓	7.9 ↓	8.5 ↓	8.0 ↓	
Mental health psychiatric liaison services	10 (46)	9.5 ↑	8.6 ↑	8.8 ↑	9.0 ↑	9.0 ↑	9.0 ↑	9.7 ↑	9.0 ↑	
Acute wards for adults of working age and psychiatric intensive care units	51 (64)	8.2 ↓	6.59 ↑	7.2 ↑	7.3 ↑	6.9 ↑	7.0 ↑	7.9 ↑	7.9 ↑	71%
Child and adolescent mental health wards	37 (43)	9.0 ↓	7.8 ↑	8.5 ↑	8.9	8.5 ↓	7.9 ↓	9.0 ↑	8.5 ↑	86%
Forensic inpatient/secure ward	4 (14)	10.0 ↑	5.6 ↓	6.9 ↓	7.5 ↓	10.0 ↑	6.9 ↓	9.4 ↑	10.0 ↑	94%
Long stay/rehabilitation mental health wards for working age adults	89 (123)	9.5 ↑	8.4 ↑	9.1 ↑	9.4 ↑	9.8 ↑	9.0 ↑	9.4 ↑	9.2 ↓	87%
Wards for older people with mental health problems	30 (53)	9.4 ↓	9.0 ↑	8.8 ↑	8.9 ↓	9.6 ↑	8.7 ↑	9.0 ↓	9.0 ↓	71%
Wards for people with learning disabilities or autism	22 (56)	9.3 ↓	9.4 ↑	8.9 ↓	9.5 ↓	9.1 ↓	8.8 ↑	9.0 ↓	9.1 ↓	100%
Children and Young Peoples Community Mental Health Services	314 (18)	9.1 ↓	8.1 ↓	8.5 ↓	8.1 ↓	8.3 ↓	7.5 ↓	9.1 ↓	7.5 ↓	
Substance Misuse	105 (90)	8.8 ↓	8.6 ↓	8.7 ↓	8.8 ↓	8.7 ↓	8.2 ↓	8.9 ↓	8.8 ↓	
Other	108 (90)	8.8 ↓	8.6 ↓	8.7 ↓	8.8 ↓	8.7 ↓	8.2 ↓	8.9 ↓	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 and forensic inpatient wards.



There has been a decrease in the number of responses received in the quarter in many core services, which has been offset by a large increase in the number of responses received relating to Children and Young Peoples Community Mental Health Services.

When comparing Quarter 2 question scores to the previous quarter, many core services have seen a deterioration in the majority of the question scores:

- Neuro Rehab Inpatients (Acute Medicine), Children's and Young Peoples Community Mental Health, Substance Misuse and Other (scores for all 8 questions have deteriorated though they are still reported within upper scores)
- Community mental health services for people with learning disability or autism (scores for 5 out of 8 questions have deteriorated)
- Mental health crisis services and health-based places of safety (scores for 7 of 8 have deteriorated)
- Child and adolescent mental health wards (scores for 5 out of 8 have deteriorated)

There were 3 core services where the majority of the question scores improved:

- Acute wards for adults of working age and psychiatric intensive care units (scores for 7 out of 8 questions improved).
- Long stay/rehabilitation mental health wards for working age adults (scores for all 8 questions improved).
- Mental health psychiatric liaison services (scores for all 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 where appropriate.

While the volume of comments received has remained broadly similar (2,070 in quarter two compared to 2,091 in quarter 1), the proportion of positive vs negative comments has changed from 81% positive : 19% negative in quarter one to 75% positive : 25% negative in quarter two.

Figure 6: Prevalent themes from comments (question 10) – Quarter 2 :

**Positive Themes** (2,070 comments were received during Quarter 2, nearly 75% of these were positive/ complimentary)

- 1) Staff / Staff Attitude (55%)
- 2) Service Quality / Outcomes (19%)
- 3) Care / Treatment (13%)

Examples of comments:

*“The staff had a caring approach.”*

*“Excellent, service, professional, friendly and helpful.”*

*“The staff work extremely hard.”*

#### **Negative Themes:**

In terms of the negative comments provided (n = 513) there was a much broader spectrum of feedback across a selection of themes. Several repeating themes emerged during quarter 2 and are identified below.

- 1) Staff / Staff Attitude (22%)
- 2) Waiting time (15%)

Examples of comments:

*“Times between appointments, frequent cancellation of appointment, or rearrangements.”*

*“Don't listen to patient needs.”*

*“Waiting times to be seen are too long.”*

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).

#### **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 2 16/17 the Northern Region Gender Dysphoria Service received 14 surveys. All responses were positive (rating extremely likely or likely) for 8 out of the 9 questions. There was one negative response for 1 of the 9 questions, which are listed below:

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

## 6. NHS Choices, Care Opinion & Healthwatch Comments Q2 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		10
Hopewood Park		9
Ferndene		2
Monkwearmouth		7
Northgate	Not Rated	0
St Nicholas Hospital	Not Rated	0
St Georges Park		4
Walkergate Park		3

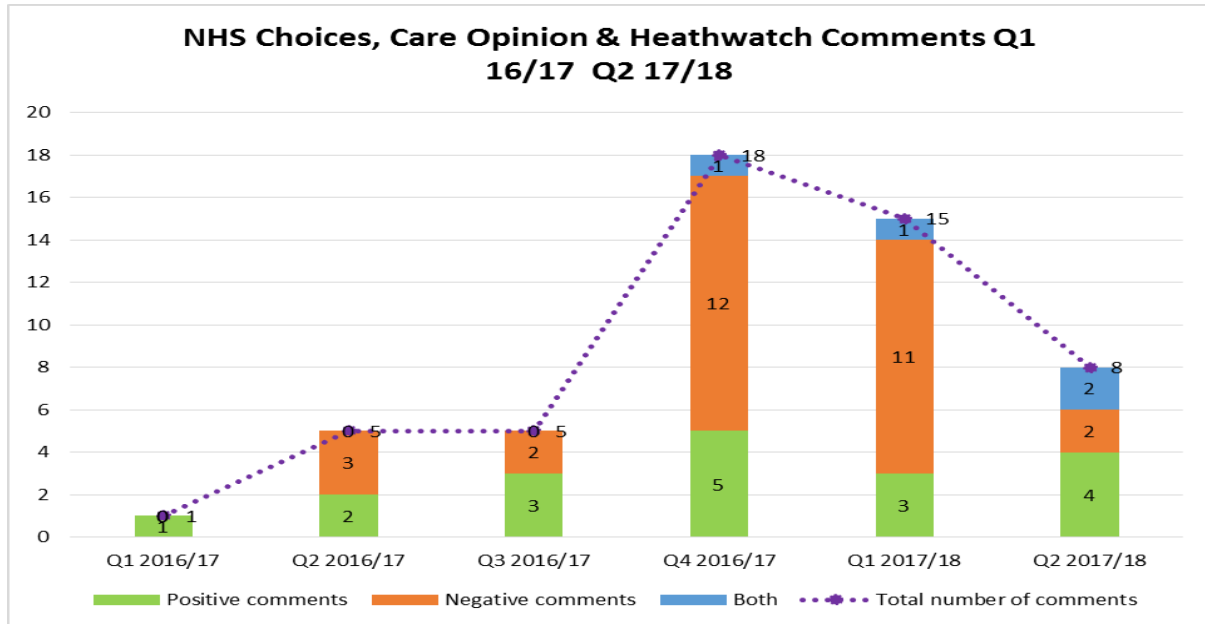
During Quarter 2 2017/18 the Trust received 8 comments through these sites – 2 were positive, 4 negative and 2 were both. Some examples are shown below

I've been going through a pretty hard time recently due to medication being ineffective I've been asking to see my consultant since March and still not been given the opportunity to have an appointment to discuss my concerns. It's made me not believe in the people that are supposed to be there to help  
(Northumberland Community Team)

They never judge and they are easily approachable which is why you need in a crisis team. Nothing is a bother. All staff are friendly and caring and NTW should be proud ! (Northumberland Crisis Team)

Figure 8 shows the number of comments posted on the sites from Quarter 1 2016/17 to Quarter 2017/18. The number of comments posted has decreased.

Figure 8 – Number of comments published on NHS Choices, Care Opinion & Healthwatch sites each quarter (Q1 2016/17 to Q2 2017/18)



## 7. Compliments and Thank You's – Q2 2017/18

During Quarter 2, 92 thank you's and compliments were received via Points of You and from other routes (including Chatterbox). This is a reduction from 112 received during quarter one.

## 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**  
**October 2017**