

Report to the Trust Council of Governors: 4 November 2015

Title	Appendix 6.3 Patient and Public Involvement – Learning from Patient Experience
Author(s)	Joyce Purkis, Public Governor
Report Purpose	For information

This report summarises the items discussed at the last two meetings of the Learning from Patient Experience Group held on 9 September and 14 October 2015.

The purpose of the group is to understand, monitor, challenge and seek to improve the quality of the experience of users of services provided by HDFT, both in hospital and in the community, taking into account the values of the NHS Constitution and the Trust's Values and Behaviours.

Mrs Purkis will highlight for discussion the Patient Experience and Incident Report (Quarter 1, 2015-16)

Patient Experience and Incident Report (Quarter 1, 2015-16)

The new style report includes information from the 4C's (compliments, complaints, concerns and comments), FFT (Friends and Family Test) and comments from social media as well as incident data.

Andrea Leng gave an overview of the report:

- Website feedback and rating for HDFT could be improved. Work will be undertaken with the new Communications and Marketing Manager to manage this.
- Complaints in Quarter 1 are at a similar level to previous quarters.
- 57% of complaints have been upheld which is higher than last year.
- There are concerns regarding the number of complaints referred to the Ombudsman. The Risk Management team are reviewing the investigation process to provide earlier responses and offer complainants the opportunity to attend meetings.
- The number of complaints regarding Outpatients, Emergency Department, Surgical, Medical and Orthopaedic services remain high.
- Data analysis in the report includes a complaints, concerns and compliments section with quotes.
- Numbers and themes of all incidents reported via Datix.
- It is hoped HDFT will achieve a downward trend in incidents causing harm.

Report from Infection Control (Sept 2015)

The number of cases of C-Difficile reported so far in 2015-16 is 11. All cases will be investigated but of the six cases which have already undergone investigation and been reported, the Clinical Commissioning Group agree that there was no evidence of any lapse in HDFT delivered care having contributed to these cases.

Urgent, Community and Cancer Care Directorate Quality Report – Q2 2015/16

Following a review of all incidents reported it was identified that "Inadequate staff for workload" was a recurring theme especially in the Emergency Department. Patients presenting to the ED have increasingly complex needs. Skill mix in the department is being reviewed to try and improve patient flow and consequently patient experience. The number of complaints in Q2 has reduced compared to previous. Communication issues are still frequently cited. A message from the Directorate is "Please remember to treat people as individuals – be mindful of how a visit to hospital affects people in different ways – if you pick up on any distress we all have a duty to address it". The Quality Boards displayed on each ward would in future display "You said, We did" information so that patients realise their comments get listened to and when appropriate, actioned.

National Inpatient Survey 2014 and National Children's Survey 2014

HDFT performed reasonably well compared to other NHS Trusts but areas requiring improvement include reducing the noise on wards at night and better communication with patients/carers regarding the discharge process. Alison Mayfield advised that currently work was being undertaken by the "Good Discharge Group" including the review of patient discharge information leaflets. Following discussion of the Children's survey it was suggested that the equipment/facilities provided in

paediatric out-patient clinics and in the Emergency Department needed to be reviewed.

Update from Patient Voice Group : ED telephone survey

Unfortunately the PVG were only able to get feedback from ambulant patients in the waiting room. Patients arriving by ambulance were not included in the survey.

Survey conclusions:

- The vast majority of patients say that HDFT ED is an efficient, effective caring environment. There was much praise for the staff's commitment and kindness shown.
- The few negative comments received were about long waits especially for young children, the difference attending on a Sunday to other days, long waits for x-ray and test results particularly when all was normal and reassurance was needed.
- There was criticism of the environment being too hot with a lack of ventilation. There is no water dispenser in the waiting area. There is a lack of availability for food/drinks especially for those who are diabetic.
- The chairs were not suitable for different needs and the children's area lacked facilities.

The PVG will consider whether the telephone survey is the best way to capture a wide selection of patients experience even when consent /permission is given and a preferred time to telephone provided.

Several people we spoke to were not residents of Harrogate but were visitors, on holiday or were travellers.