

Report to the Trust Council of Governors: 6 February 2016

Title	Appendix 6.3 Patient and Public Involvement - Learning from Patient Experience
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Report Purpose	For information

This report summarises the items discussed at the last meeting of the Learning from Patient Experience Group, held on 14 January 2016.

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 National Inpatient Survey.

Patient Experience Study

A presentation was given by Laura Sheard, Senior Research Fellow, Bradford Teaching Hospitals Trust and Maggie Peat, Lead Research Nurse, HDFT. The study is led by Professor Rebecca Lawton and funded by the Health Services & Delivery Research funding stream of the National Institute for Health Research. Three NHS Trusts (Harrogate, Bradford and Leeds) will collaborate in this new research project planned to run over two and a half years. The research aims to understand and enhance how hospital staff learn from and act on the patient experience feedback they receive and ultimately to co-design (with staff and patients) a user-friendly "Patient Experience Improvement Toolkit". Two wards from each Trust will be recruited to take part in the study. A high level of commitment from band 6 and 7 staff on each ward will be needed and funds are available to backfill most of the staff time spent on the project.

Urgent, Community and Cancer Care Directorate Quality Report – Q3 2015/16

The Friends and Family Test feedback regarding the GP out of hours service was mainly positive but included negative feedback re: timeliness. An appointment system is now in place at times of peak use of the GP out of hours service.

Report from Equality Group

Action is being taken to strengthen and restructure the Equality and Diversity Group.

National Inpatient Survey 2014

This survey, commissioned by the Care Quality Commission, enables NHS acute Trusts to compare their performance with other acute Trusts. Adult inpatients are asked to respond to 70 questions regarding the care they received. After discussion it was agreed that the following five questions from the survey should be selected for review at Directorate level:

Q 16 : Were you ever bothered by noise at night from hospital staff ?

Q 30: In your opinion, were there enough nurses on duty to care for you in hospital?

Q 60: Did a member of staff tell you about any danger signals you should watch for after you went home?

Q 69: During your hospital stay, were you ever asked to give your views on the quality of your care?

Q 70: Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?

Following review Jill Foster will ask the Directors to create action plans and to provide regular updates on progress to the Learning from Patient Experience group.

Proposed Metrics to measure Patient Experience

To provide the Board with assurance (via the Learning from Patient Experience Group) that HDFT is handling complaints in an effective and responsive manner and learning from them it was proposed to develop metrics including a) Response times for complaints, b) Number of complaints, c) Number of re-opened complaints, d) Number of cases investigated by the PHSO, e) Number of cases upheld by the Parliamentary and Health Service Ombudsman following investigation, f) Number of actions developed as a result of complaints and how many completed within target date and g) Measurement of the satisfaction of complainants.

Nutrition and Hydration Report from Patient Voice Group

Four wards were selected – Acute Admissions Unit, Clinical Assessment and Triage Unit, Byland ward and Wensleydale ward. Patients in general were happy with the food provided and the service they received. Some problems were encountered in the Clinical Assessment and Triage unit. The report will be escalated to the Senior Management Team.

Learning from Patient Experience Terms of Reference

A few amendments were approved.