

Title	PATIENT EXPERIENCE The proactive approach to gathering patients' experiences within the Trust			
Meeting	Board of Directors			
Date	28 July 2015			
Executive Summary From April 2015, the national CQUIN targets for the Friends and Family Test have been relaxed with a shift of emphasis from response rate targets and financial rewards to broader use of the question and expectations of service improvements as a result. The Trust's Carer and Patient Involvement (CAPI) Team has revised its process in order to accommodate this whilst building on the good will and success of the previous process. This paper reports on progress and outcomes.				
Recommendation The Board is requested to note:				
<ul style="list-style-type: none"> • The continued implementation of the Friends and Family Test according to national guidelines. • The Friends and Family Test Plus as the baseline measure of patient experience in South Tyneside NHS Foundation Trust. • The addition of Real Time Feedback reports as an additional methodology to supplement the patient experience. • The updates on the patient experience measures in June 2015. 				
Report Author	Maureen Dale, Service Lead, CAPI			
Executive Director/ Sponsor	Bob Brown, Executive Director of Nursing and Patient Safety			
Purpose of paper	Information	X	Discussion	X
	Decision		Assurance	X
	Specific action			
Implications	Staffing	Yes		
	Finance	None		
	Legal	None		
	Public engagement	Yes		
	Partnership	None		
	Communication	Yes		
	Equality & Diversity	Yes		
	Clinical	Yes		
	Patient Safety	Yes		
Risk assessment and mitigation (include risk register reference if appropriate) Financial risk re: implementation and response targets (CAPI 4)				
Link to STFT Business Plan	Patient Safety, Quality and Experience			
Link to CQC outcome	Outcomes 1, 2, 3, 4 and 5			
Link to Board Assurance Framework	Patient Safety, Quality and Experience Workforce			
Link to Strategic Risk Register	Patient Safety			

REPORT TO BOARD OF DIRECTORS

PATIENT EXPERIENCE - June 2015

1 Introduction

From April 2015, the national CQUIN targets for the Friends and Family Test have been relaxed with a shift of emphasis from response rate targets and financial rewards to broader use of the question and expectations of service improvements as a result. The Trust's Carer and Patient Involvement (CAPI) Team has revised its process in order to accommodate this whilst building on the good will and success of the previous process.

2 Revised Process

The Trust is required to follow national guidelines concerning the continued implementation of the Friends and Family Test but, within those guidelines, has been able to use the Test as a baseline to gather broader views in a systematic way. This builds on the national programme by providing information to clinical areas that enable them to make changes to improve patient care.

The percentage satisfaction of our respondents is calculated as the combination of people scoring both 'extremely likely' and 'likely' to the question about recommending the service as a percentage of the total responses.

Work has begun on the publicity campaign to encourage patients and carers to give feedback using the processes on offer. This includes updating the Trust app to reflect the original Friends and Family Test which will be publicised widely over the coming months.

3 Friends and Family Test

The Friends and Family Test will continue within A&E, inpatient, maternity and outpatient areas in South Tyneside District General Hospital until December 2015. This is to enable the conclusion of the contract with *iWantGreatCare* who provide analysis in A&E, inpatient and maternity services without cost. From January 2016, those clinical areas will adopt the Friends and Family Test Plus version outlined below.

4 Friends and Family Test Plus and Easy Read

As the Friends and Family Test was implemented across Trust outpatient and community services in accordance with the national timetable in 2014-15, additional questions were added to enable patients to comment on their experiences in specific areas. This Friends and Family Test Plus

questionnaire is now used in community services and will be introduced to outpatients over the coming months.

The Easy Read version of the questionnaire is available for all services to use if they have patients or clients who would benefit. However, it is predominately used in services providing care to children and people with learning disabilities, communication difficulties or cognitive problems. As the focus of each question is the same as the Friends and Family Test Plus, feedback can be combined into one report for the clinical area.

This word cloud is composed of comments made of patients via both versions across all services in June 2015.



The following table summarises the Friends and Family Test results for June 2015. Because of the rotation programme, community services are based in Sunderland.

Clinical Service	no responses	% satisfaction	star
A&E	339	94.7	4.69
Intermediate Care	37	94.6	4.88
Urgent Care Team	22	100	4.95
District Nurses	127	96.85	4.83
Orthopaedic Outreach	13	92.31	4.92
Bowel and Bladder	12	91.67	4.91
AHP - OT/Physio St Benedicts	12	100	5
Respiratory OT	9	100	5
HELP	11	72.73	5
Pulmonary Rehab	8	62.5	5
Diabetic Specialist Nurses	118	73.73	5
Retinal Screening Service	523	98.47	4.86
Respiratory Specialist Nurses	34	73.5	4.31
Cardiology Specialist Nurse	46	65.22	4.97
Falls - Galleries	87	56.32	4.98
Falls Specialist Exercise Practitioner	16	81.25	4.63
Specialist Palliative Care Nurses	21	100	4.9
OOH PCT	9	100	5
Specialist Nurses Cancer Services	28	96.42	4.96
Specialist Nurses Cancer Services	17	100	4.94
Specialist Nurses Cancer Services	20	100	4.8
Specialist Nurses Cancer Services	39	89.74	4.72
Radiology CT	41	92.7	4.65
Radiology US	82	95.12	4.78
Radiology plain	3	66.67	4
Radiology Palmer	47	93.62	4.7
Radiology MRI	42	95.24	4.71
Health Visitors	87	85.1	4.84
School Nurses	101	62.38	4.61
CAMHS	36	77.78	4.86
Ward 4	22	100	4.91
St Benedict's DC	17	100	5
OHDCU	21	100	5
Colposcopy	5	100	5
EAU	26	96.2	4.84
Ward 1	44	93.2	4.67
Ward 5	35	97.1	4.8
Ward 6/ CCU	26	100	5
Ward 10	43	88.4	4.68
Ward 3	66	90.9	4.63
Ward 7	19	94.7	4.89
Ward 9	50	98	4.84
Ward 2	4	100	4.5
Ward 19	25	100	4.8
Primrose Hill (now ward 20)	2	100	5
Ward 8 - Stroke Unit	27	100	4.84
St Benedict's IPU	7	42.86	5
Ward 25	21	100	4.85
Ward 22	223	100	4.91
A/N Consultant 36wk	12	100	4.58
Community A/N 36 wk	17	100	4.88
Community P/N	30	96.7	4.8
OP Diabetic	12	100	4.75
OP Endocrinology	6	83.33	4.33
OP Gastroenterology Medicine	31	93.55	4.58
OP General Surgery	48	95.83	4.74
OP Gynaecology	63	95.24	4.57
OP Ophthalmology	71	97.18	4.81
OP Ophthalmology (Nurse Led)	5	100	4.6
OP Orthopaedics	99	92.93	4.64
OP Orthopaedics- Fracture	86	97.67	4.66
OP Orthopaedics- Trauma	50	96	4.7
OP Plastic Surgery	5	100	5
OP Respiratory	6	100	4.67
OP Nurse Led ARAS (Respiratory)	2	100	4.5
OP Stroke/ TIA	17	100	4.59
OP Urology	18	83.33	4.59
St Benedict's Lymph	6	83.33	5
anticoagulant	22	100	4.77
misc	12	100	4.91

5 Real Time Feedback

The CAPI Team are using the Friends and Family Test Plus questionnaire as an interview schedule which is being used to provide 'Real Time Feedback' of patients' experiences to clinical areas.

By visiting inpatient areas and interviewing a small number of patients and relatives, there is the opportunity for the patient to elaborate on their experience, and also for the Facilitator to enquire about specific developments or issues implemented by the clinical area.

The report of these interviews is compiled and returned to the manager of the clinical area within eight working hours, but often on the same day. This enables the manager to raise the feedback at the next daily 'huddle' with the potential that care improvements are made within 24 hours of the interviews taking place.

The report is designed to be displayed in public areas to share key points with staff and the public.

The star rating is included to illustrate the achievement of 100% satisfaction. The stars are calculated as an average score when 'extremely likely' scores 5, 'likely' scores 4 and so on. This creates a difference between services, both scoring 100%, where one predominately achieves that score with 'extremely likely' rating and another achieves mainly 'likely'.

The following table demonstrates the activity and levels of satisfaction reported during June 2015.

Real Time Feedback – June 2015

Clinical Service	No of responses	% satisfaction	star rating
A&E	3	100	4.7
EAU	3	100	5
Ward 1	6	100	4.83
Ward 5	3	100	5
Ward 6/ CCU	3	100	5
Ward 10	4	80	4.5
Ward 3	3	100	4.67
Ward 7	6	100	4.67
Ward 2	5	80	4.5
Ward 19	3	100	4.67
Primrose Hill (now ward 20)	3	100	4.67
Ward 8 - Stroke Unit	7	100	4.85
Ward 4	6	100	5
OHDU	6	100	5
Ward 25	2	100	5

Whilst Real Time Feedback has predominately taken place within inpatient areas, the CAPI Facilitators are exploring the possibilities of rolling out to clinical areas in the community, at first in clinics.

6 Further Developments

There are a number of challenges facing ongoing implementation of the Friends and Family and Real Time Feedback processes. These include

- The CAPI Team continue to explore ways to motivate staff to gather meaningful feedback from the people they care for
- The CAPI Team are working with Communications to develop a publicity strategy to people using our services, their families and the public to encourage them to volunteer their feedback
- The CAPI Team are working with staff and patients to display results in an attractive and understandable way. Comments will be themed in order to identify trends.
- As the success of the feedback grows, so does the volume of data analysis and reporting necessary, often within short timescales to meet national reporting deadlines. Alternatives will be explored to manage the data input without reducing the opportunities for patients to have their say. They include kiosks, a dedicated phone line for comments and patient and carer involvement groups

7 Recommendation

The Board is requested to note:

- The continued implementation of the Friends and Family Test according to national guidelines
- The Friends and Family Test Plus as the baseline measure of patient experience in South Tyneside NHS Foundation Trust
- The addition of Real Time Feedback reports as an additional methodology to supplement the patient experience
- The updates on the patient experience measures in June

Maureen Dale
Service Lead, Carer and Patient Involvement