

Title	PATIENT EXPERIENCE The proactive approach to gathering patients' experiences within the Trust			
Meeting	Board of Directors			
Date	29 th September 2015			
Executive Summary				
<p>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 have revised their 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.</p>				
Recommendation				
That the following are noted :				
<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 results as the baseline measure of patient experience in South Tyneside NHS Foundation Trust • The additional use of Real Time Feedback reports as an additional methodology to supplement the patient experience • The implementation of the NHS adult patient survey 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 - August 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 (CPI) Team have revised their process in order to accommodate this whilst building on the good will and success of the previous process.

2 Standard 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.

Work has progressed on the publicity campaign to encourage patients and carers to give feedback using the processes on offer. This includes new branding of the questionnaires and posters which will be used from October. Clinical areas will also be provided with re-styled reports the front sheet of which can be used as an attractive display in public areas.

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.

The following table summarises the Friends and Family Test results for August 2015. In order to spread the pressure on community staff, pace the requirements for analysis and avoid survey overload with some patient groups, a rotation programme for community services has been implemented. In August, the community services are based in South Tyneside.

Clinical Service	no responses	% satisfaction	star
OP Diabetic	4	100	4.75
OP Ear Nose and Throat	22	100	4.86
OP Gastroenterology Medicine	4	100	4.5
OP Ophthalmology	5	100	4.8
OP Paediatrics	11	100	4.82
OP Pharmacy Anticoagulant	32	96.87	4.84
OP Respiratory	15	86.67	4.71
Community Matrons	21	95.23	4.8
Children's Therapies (Physio)	52	100	4.96
Wheelchair Services- STDH	66	96.97	4.94
Podiatry	113	97.34	4.92
Physiotherapy Doms	8	100	5
Diabetic Specialist Nurses	102	99.02	4.97
Tier 4 Diabetes Service	19	89.47	4.83
ARAS pulmonary Rehab	34	100	4.76
Cardiology Specialist Nurse	6	100	5
Discharge Team	13	100	4.85
Urgent Care Team	26	96.15	4.96
Family Nurse Partnership	7	100	4.86
Health Visitors	382	99.48	4.93
Children's Community Nurses	23	100	5
School Nurses	4	100	5
Sexual Health	143	81.82	4.86
Community Dental	200	98.5	4.9
Bowel and Bladder	38	100	4.89
District Nurses	31	96.77	4.9
Radiology MRI	62	98.39	4.84
Radiology CT	27	88.89	4.5
Radiology US	62	96.77	4.77
Radiology plain	6	100	4.83
LD Community Nurse	37	89.19	4.94
LD OT	17	100	5

LD SLT	20	90	4.68
LD Liaison Nurse	5	100	5
LD Physio	6	100	5
Elmville Short Break Unit	7	100	5
A&E	266	96.6	4.72
St Benedict's Lymph	12	100	5
Ward 4	4	100	5
Endoscopy Day Ward	14	92.9	4.64
OHDCU	12	91.67	5
EAU	17	100	4.65
Ward 1	28	92.9	4.48
Ward 5	21	100	4.86
Ward 6/ CCU	25	96	4.8
Ward 10	37	94.6	4.86
Ward 3	70	97.1	4.84
Ward 7	18	94.4	4.88
Ward 9	32	96.9	4.84
Ward 2	7	100	4.71
Ward 19	22	100	4.86
Primrose Hill (now ward 20)	3	100	5
Ward 8 - Stroke Unit	17	100	4.88
St Benedict's IPU	1	0	0
Ward 25	24	100	4.83
Ward 22	12	100	4.92
A/N Consultant 36wk	9	100	4.78
Community A/N 36 wk	13	92.3	4.69
Community P/N	9	100	4.89
Orthopaedic outreach	15	100	4.8
Children's Therapies (OT)	26	96.15	4.77
Children's Therapies (SaLT)	14	100	4.86
Adult SaLT	32	100	4.84
MSK-CATS	32	96.9	4.81
Physiotherapy OP	133	97.4	4.84
Physiotherapy Moorlands	8	87.5	4.86
Retinal Screening South Tyneside	402	98.76	4.95
Phlebotomy OP	48	87.5	4.85
Dietetics	4	75	5
Specialist palliative care nurses	18	100	5
OOH Primary care team	5	100	5
Specialist palliative care OT	11	100	4.82
Anticoagulant Flagg	8	100	5
Anticoagulant Boker	34	97	4.85
Anticoagulant Stanhope	36	97	4.85
Anticoagulant Marsden	8	100	5
Community Stroke Team	24	100	4.96
Talking Therapies	141	97	4.81

St Benedict's DC	17	100	5
Community Falls Clinic	17	100	4.88
Orthotics	26	96.15	4.56

Satisfaction rates and star ratings are included in the table. From April 2015, NHS England has used the percentage satisfaction rates to replace the Net Promoter Score. This is calculated by reporting the number of people who rated 'extremely likely' and 'likely' expressed as a percentage of the total number of respondents, including those rating 'don't know'.

Star ratings have been included as they have been reported to the Trust Board and staff since Friends and Family Test started. These are calculated by allocating a score to each rating (5 for 'extremely likely', 4 for 'likely', etc), multiplying by the number of raters and dividing by the total number who rated. This gives a rating out of 5 stars and excludes the 'don't know's.

It is proposed to continue to use the star rating in order to differentiate clinical areas which score 100% with a mixture of 'extremely likely' and 'likely'.

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. Meanwhile every clinical area is provided with the patients' comments in full and illustrated as a word cloud. The word cloud for the Trust in August is



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 scoring using percentage satisfaction and star rating is the same as in Friends and Family Test.

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

Clinical Service	No of responses	% satisfaction	star rating
A&E	5	100.00%	4.6
EAU	5	100.00%	4.8
Ward 1	4	100.00%	4.5
Ward 5	3	100.00%	5
Ward 6/ CCU	5	100.00%	5
Ward 10	5	66.70%	4
Ward 3	5	100.00%	4.8
Ward 7	5	80.00%	5
Ward 2	5	80.00%	4.6
Ward 19	6	83.00%	4.8
Primrose Hill (now ward 20)	4	75.00%	5
Ward 8 - Stroke Unit	4	75.00%	5
Ward 4	4	100.00%	5
Ward 9	5	80.00%	5
OHDU	5	100.00%	4.8
Ward 25	1	100.00%	5
Ward 22	4	100.00%	5

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

6 National Inpatient Survey

The NHS adult inpatient survey is currently underway.

The survey is based on the responses of patients who have been inpatients during July. The sample of 1250 patients has been taken by the Trust's Information Dept. and sent to Picker which is the company that the Trust has commissioned to conduct the survey on its behalf. Picker will post the survey

out, analyse returns, provide a report to the Trust and forward required information to the Coordination Centre at the Care Quality Commission in accordance with the national guidance. The final report will be available with national comparisons in February 2016.

The questionnaire is used by all Trusts and consists of 82 questions prefixed by an explanation of the survey and instructions for completion. Reminders will be sent to non-respondents following a check by Picker with the Trust Information Dept. to de-select deceased patients.

Posters have been displayed in the inpatient areas of South Tyneside District Hospital during July, notifying patients of the survey and the opportunity to opt out. Patients may decline to take part in the survey at any point. Picker will provide a 'helpline' for patients who need help to complete it or have queries about the survey. Any calls concerning Trust services will be forwarded by Picker to the Trust Customer Services Team.

7 Recommendation

That the following are noted:

- 7.1** The continued implementation of the Friends and Family Test according to national guidelines
- 7.2** The Friends and Family Test Plus results as the baseline measure of patient experience in South Tyneside NHS Foundation Trust
- 7.3** The additional use of Real Time Feedback reports as an additional methodology to supplement the patient experience
- 7.4** The implementation of the NHS adult patient survey 2015

Maureen Dale
Service Lead
CAPI

24 September 2015