

## PATIENT EXPERIENCE REPORT

MAY 2016 (April 2016 data)

**This report is in two sections:**

### **1. Trust level report**

- Complaints
- PALS
- Friends & Family Test
- Patient Opinion
- Voluntary Services
- Patient Experience news and developments

### **2. Business unit report**

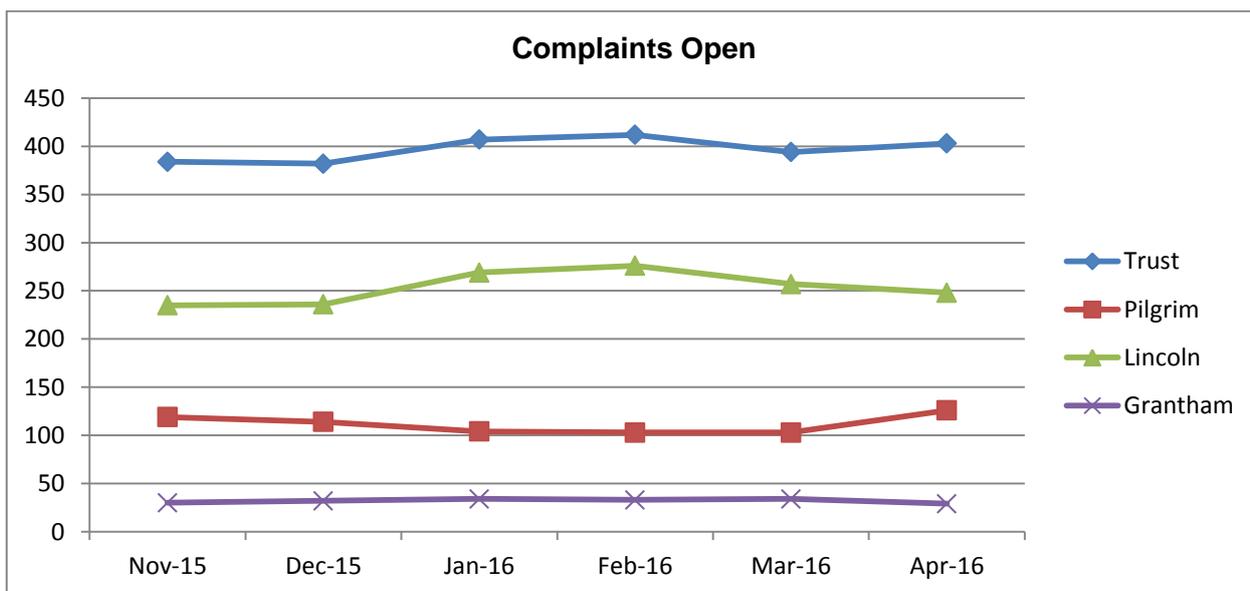
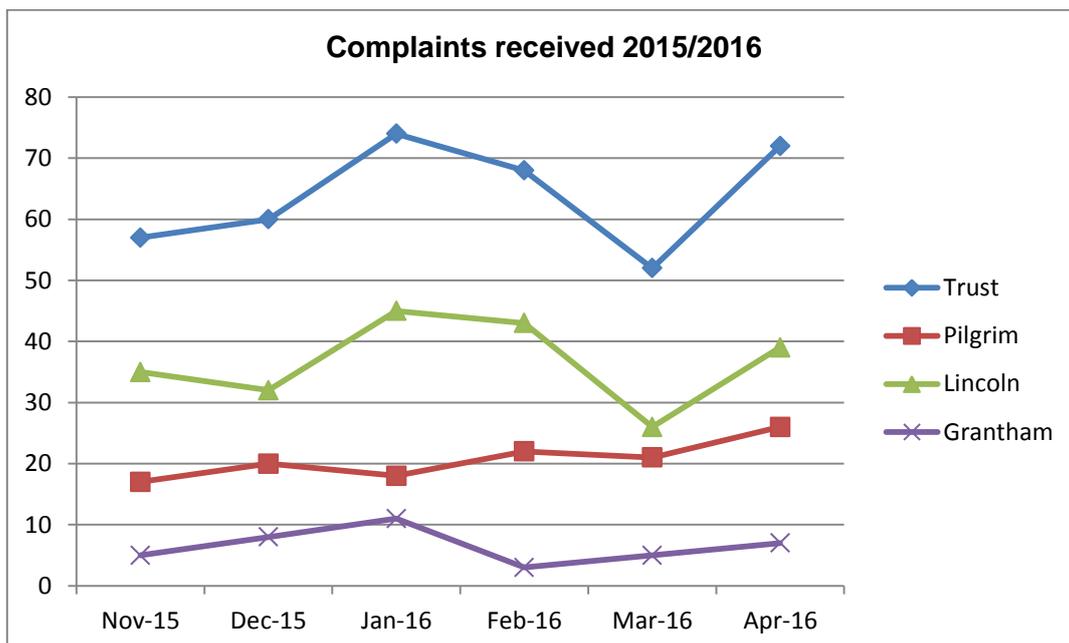
Each month a different business unit will present their patient experience data as a drill down of the Trust level report.

This month = Grantham Business Unit.

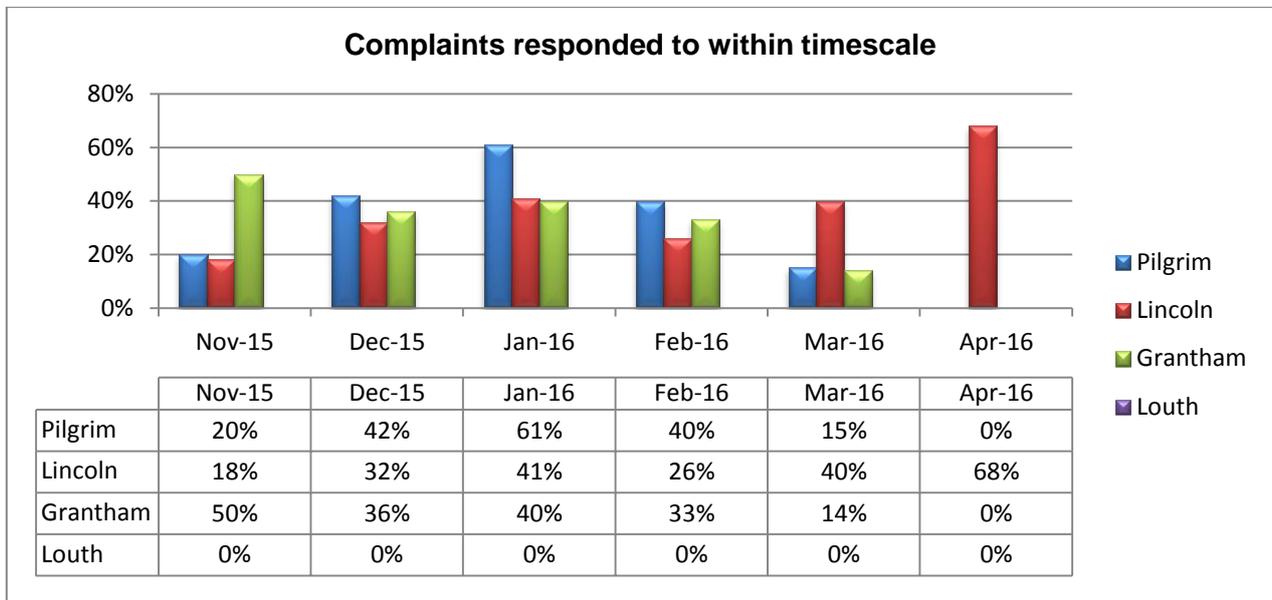
## SECTION 1 - TRUST LEVEL REPORT

### Complaints

Complaints received – trend last 6 months.

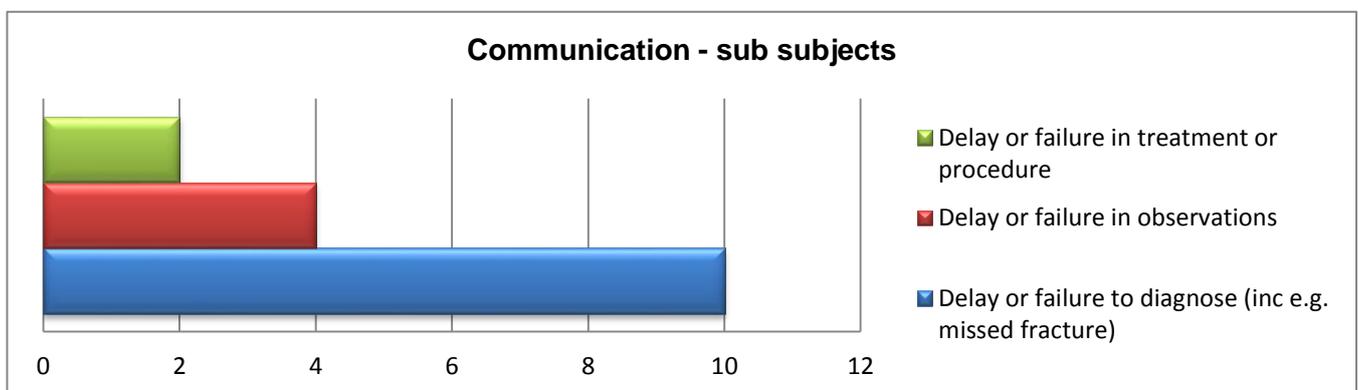
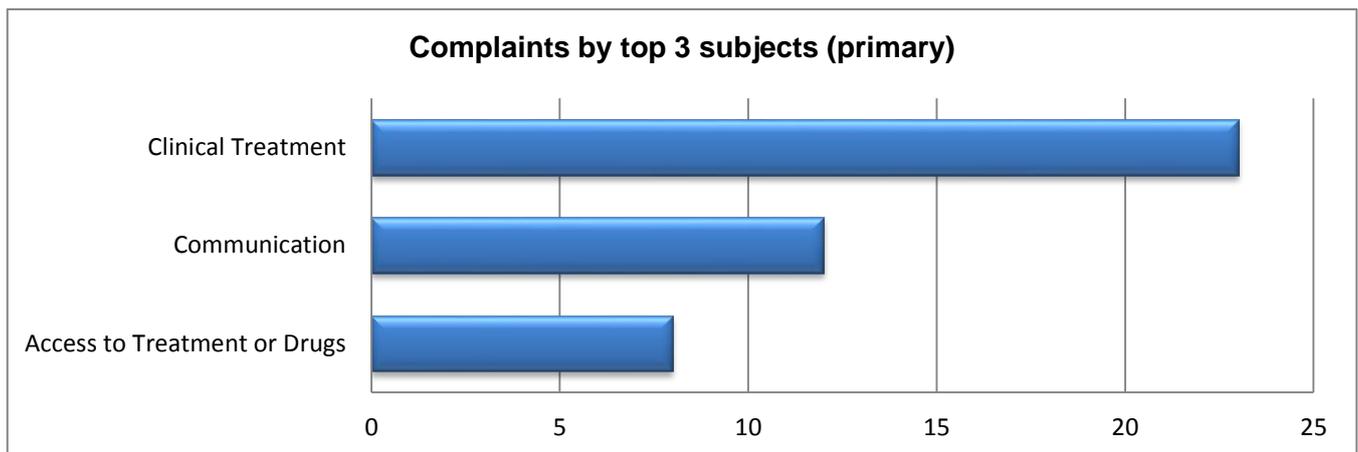


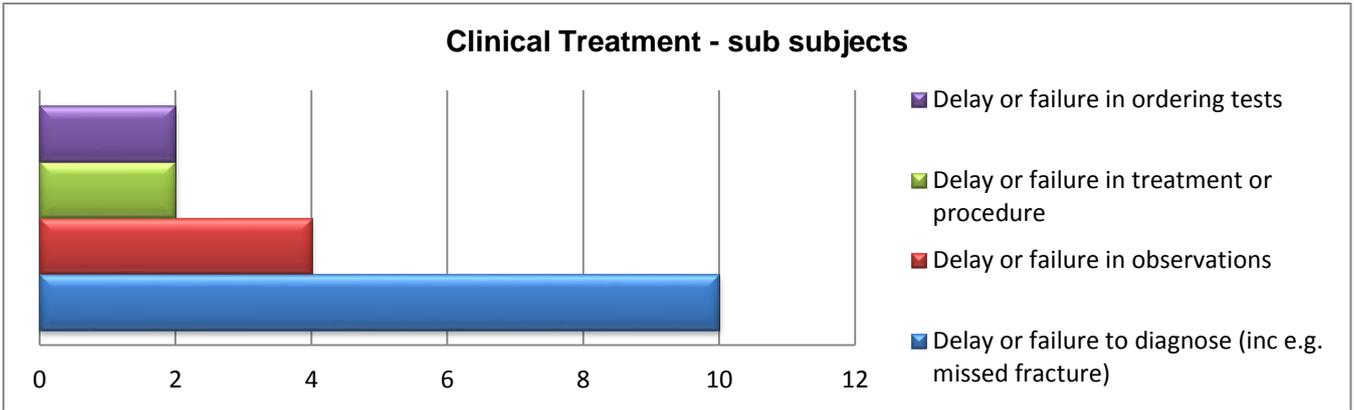
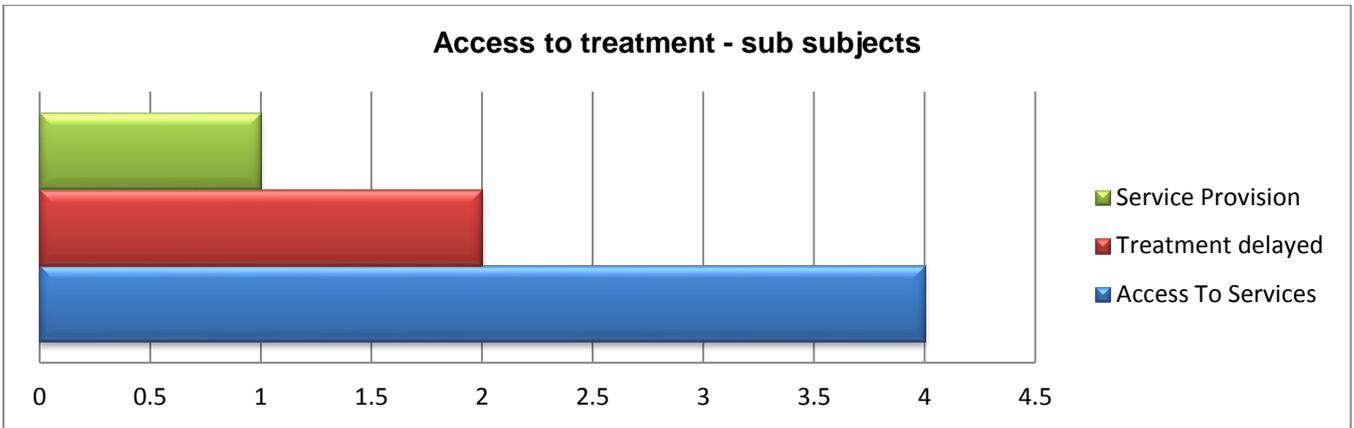
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Trust	384	382	407	412	394	403
Pilgrim	119	114	104	103	103	126
Lincoln	235	236	269	276	257	248
Grantham	30	32	34	33	34	29



Discussions and actions have been considered and are being taken forward to turn this performance around; this includes the development of monthly reports to clinical directors of where, and with who, delays are sitting and direct management and ownership of these delays and some additional support to clear the backlog and enable focus on turning new complaints around within the timescales.

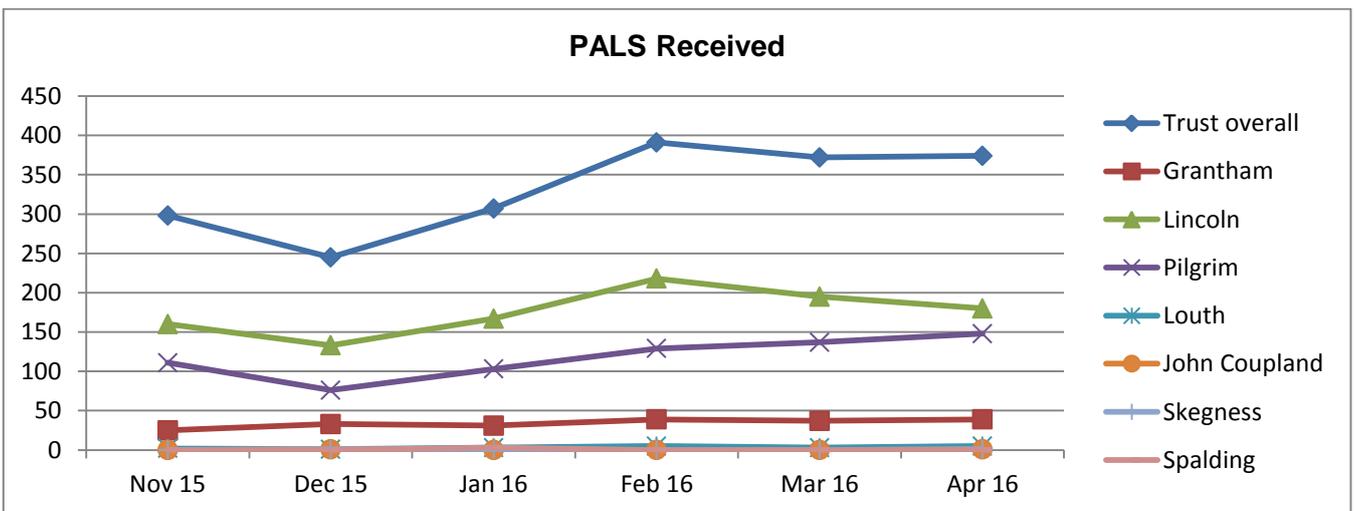
The top 3 trending issues for complaints are shown below followed by the further breakdown of each of these.



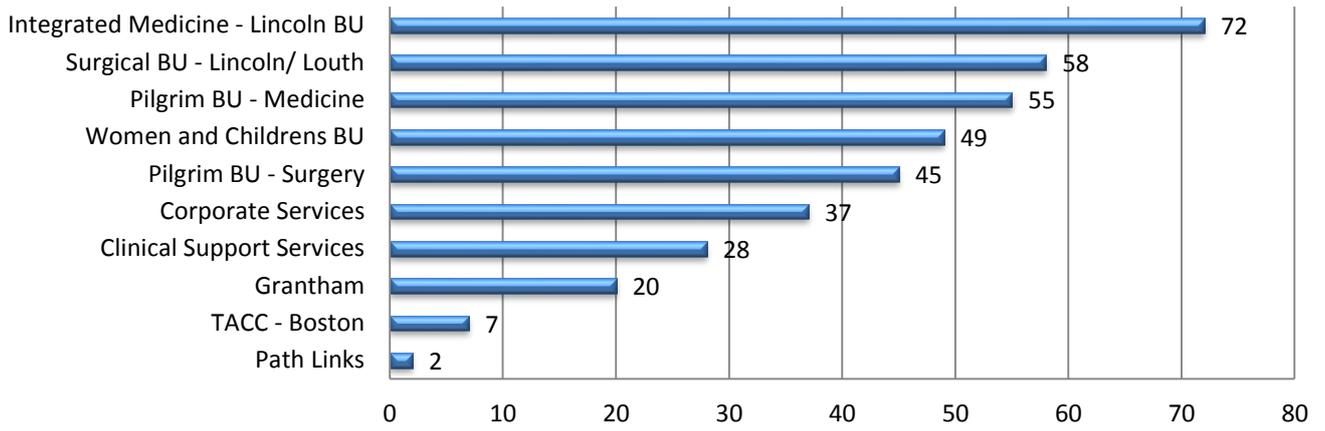


The complaints team continue to organise an increasing number of meetings to sit with staff and go through their complaints face to face, supporting them to complete them and cutting down on emails and phone calls. The case manager training is now finalised and the first session was held at Grantham with the Band 7 Maternity managers which was very positive. The complaints process has been further streamlined to eliminate unnecessary bottlenecks to give case managers more time to work on ensuring that they do a thorough investigation and responses are completed within the set timescales. Further training dates are being scheduled which will include small groups or 1-1 sessions as and when requested or indicated. With the additional training and support there is a drive to improve quality, productivity and responses going out on time.

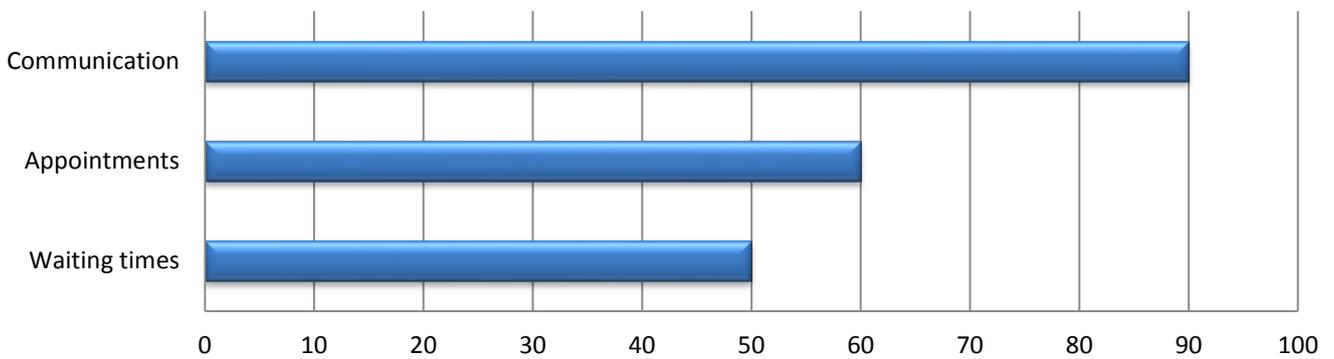
## PALS



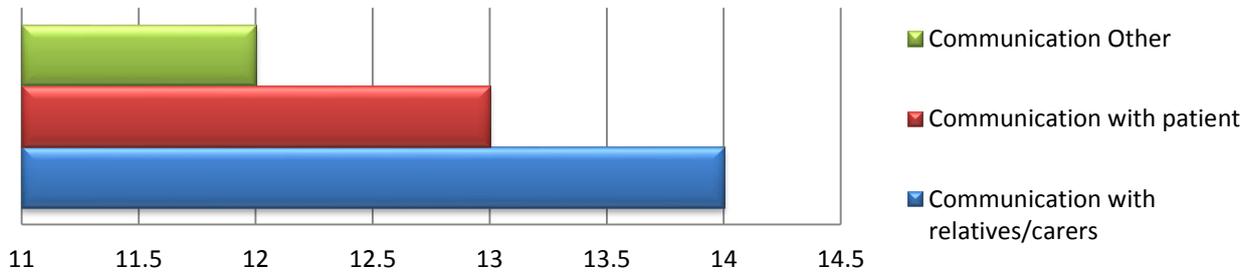
**PALS by business unit**



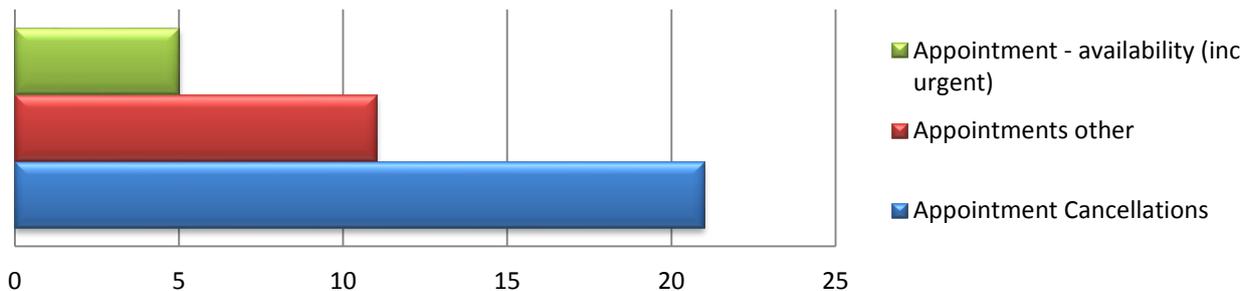
**PALS by top 3 subjects (primary)**

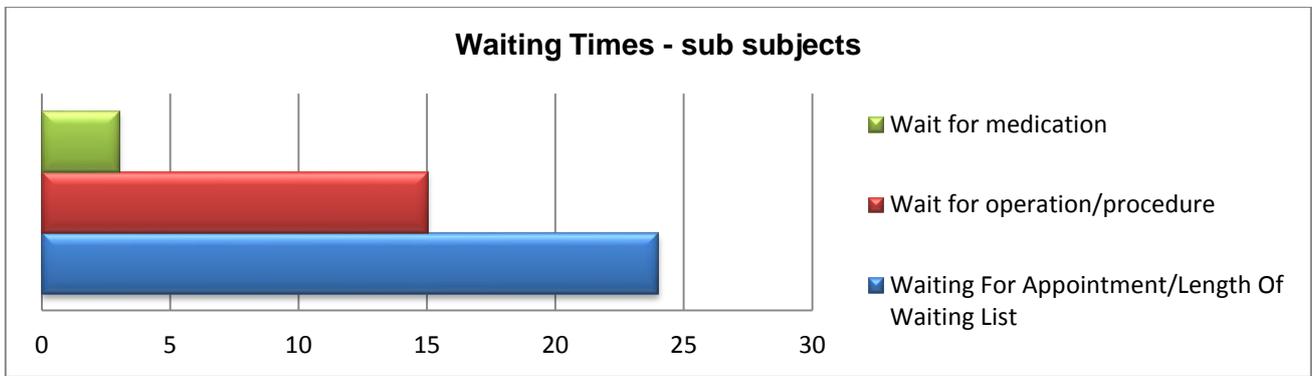


**Communication - sub subjects**



**Appointments - sub subjects**

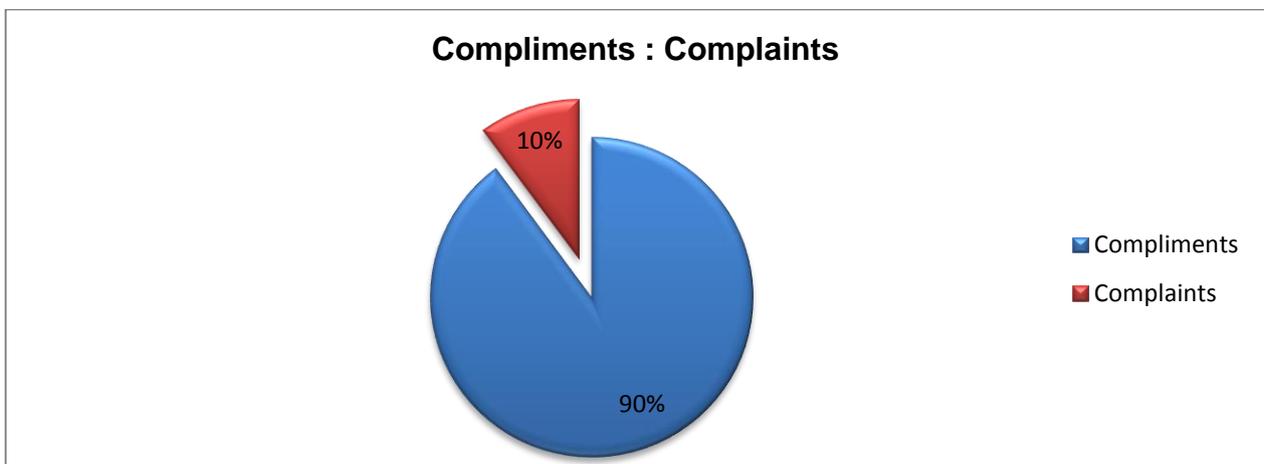




## Compliments

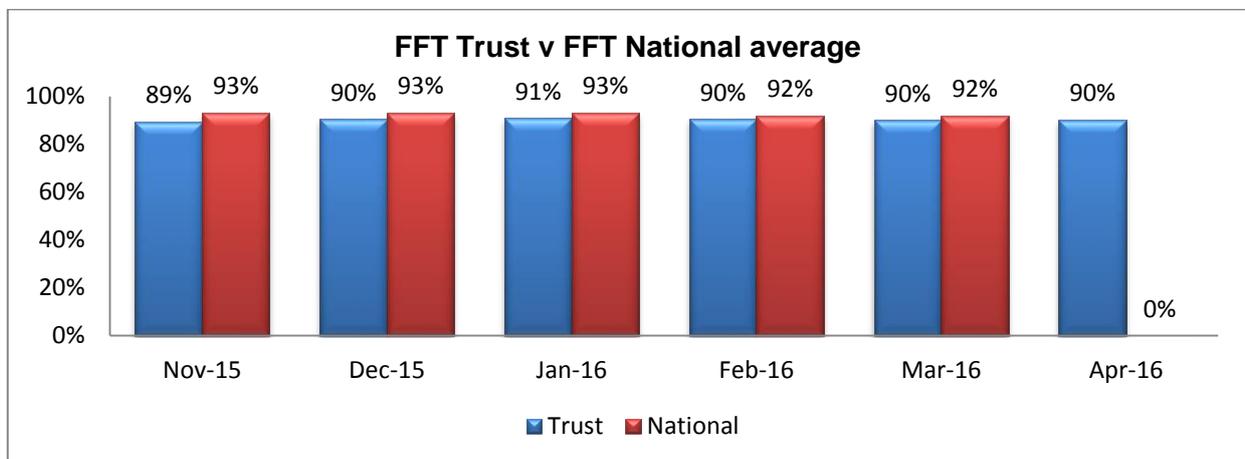
The ratio on compliments vs complaints for April is **9:1**

Compliments data is drawn from the patient experience 'counting compliments' project which is reliant on teams counting their thank you cards and gifts and completing a return; understandably this is not a scientific process however it is a good 'temperature' check. Patient Opinion compliments are also included.



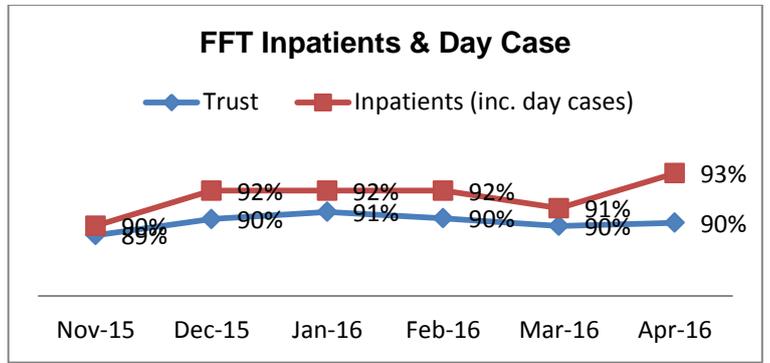
## Friends and Family Test

During April the Trust received **10,513** FFT ratings and **9,049** comments; response rates overall are good and within national averages; however the Trust remains within the 20% of lowest performing Trusts in terms of percentage recommends. Having business units involved with board level reporting will improve engagement and actions to improve.



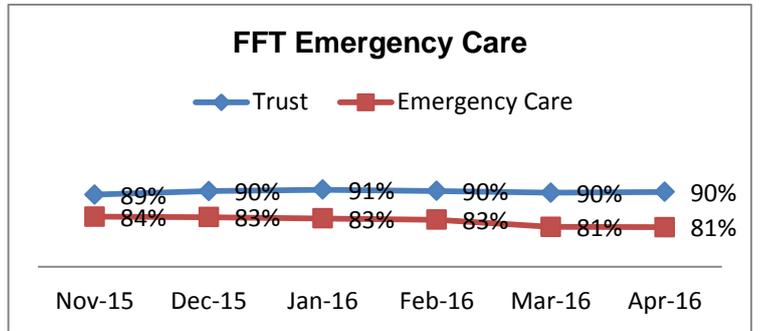
### Inpatient & DC FFT

**93%** Would recommend our services  
**4%** Would not recommend our services



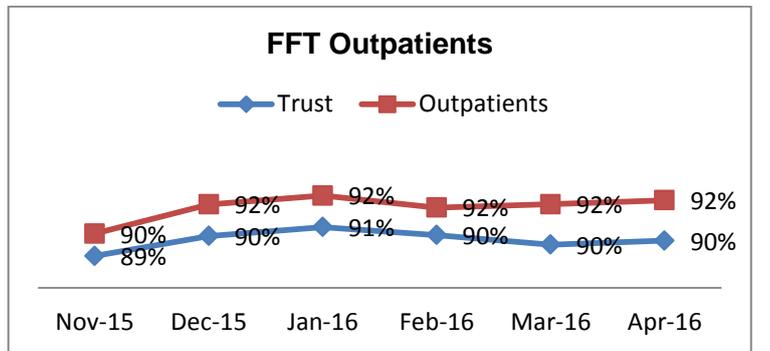
### Emergency Care FFT

**81%** Would recommend our services  
**11%** Would not recommend our services



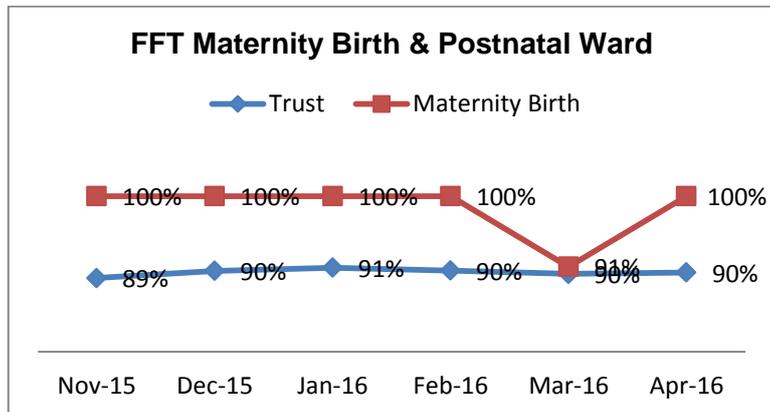
### Outpatients FFT

**81%** Would recommend our services  
**11%** Would not recommend our services



### Maternity Birth FFT

**100%** Would recommend our services  
**0%** Would not recommend our services

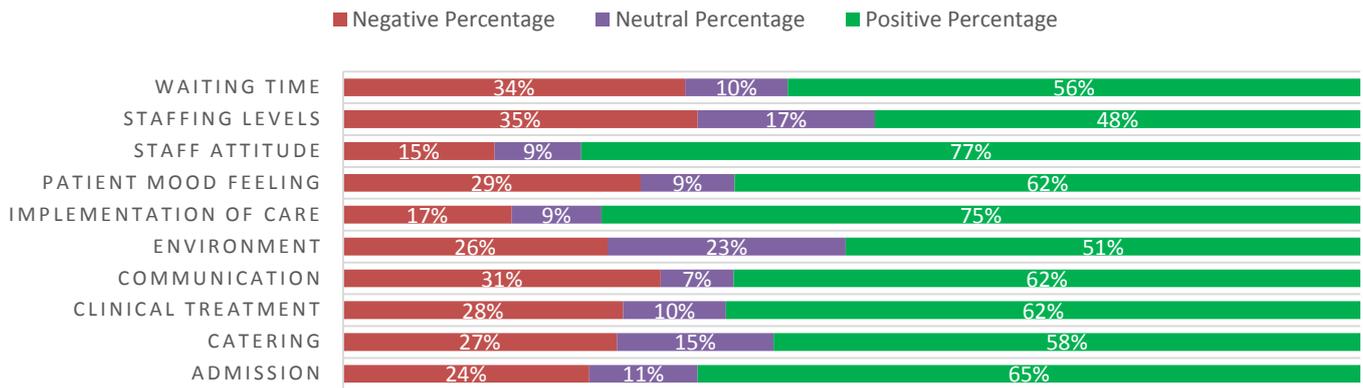


### FFT Sentiment Analysis

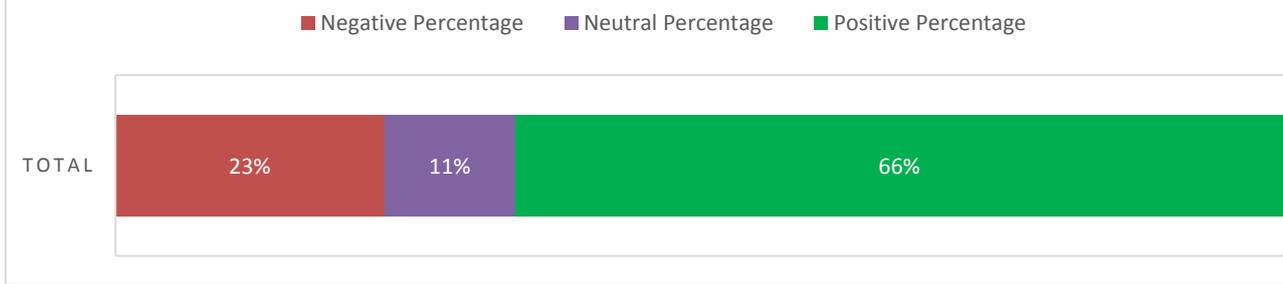
Sentiment analysis breaks down each comment received by from patient into phrases, using punctuation and scored according to the sentiment within in the phrase – positive or negative. A score is given to every phrase and then an average score is applied to the whole comment.

The charts below show the overall number of positive, neutral and negative based on all FFT comments by theme.

## TRUST THEMES



## TRUST OVERVIEW



### Patient Opinion

51 stories have been posted during April and have been read **10,193** times. This equates to each story being read **199** times. We know from twitter and Facebook that increasing numbers of staff are aware of and are engaging with Patient Opinion. Sharon Kidd, Patient Experience Manager spoke at a national conference in April about how the Trust uses Patient Opinion and now posts a blog on their website.

[Embracing Patient Opinion Wholeheartedly](#)

[Using social media to share Patient Opinion](#)

#### I'm still here!

About: [Lincoln County Hospital](#)

Read **487** times

I was diagnosed with Head and Neck cancer in 2012. I cannot thank the consultants and their respective teams for saving my life.

I was treated at all times with the greatest respect and nothing was too much trouble. I simply cannot praise them enough.

Importantly, they were of great support to my wife; she was able to phone the Macmillan Nurse at any time for help. It is so vital that our loved ones are supported as the whole cancer thing is a devastating and worrying time for them.

I have absolutely nothing but praise or all departments involved in my care, treatment and follow-up appointments over the last 3+ years.

X-ray, Radiotherapy, Chemotherapy, Pharmacy, Mr Eng, theatre staff, dieticians, speech and language therapists, Fresenius, outpatients and the medical secretaries.

Thanks to you all..... I'm still here!

Vivienne Ranick

#### Trust response

Dear Vivienne,  
Thank you so much for taking the time to write such a heartfelt and positive story on your experience, it is very much appreciated.

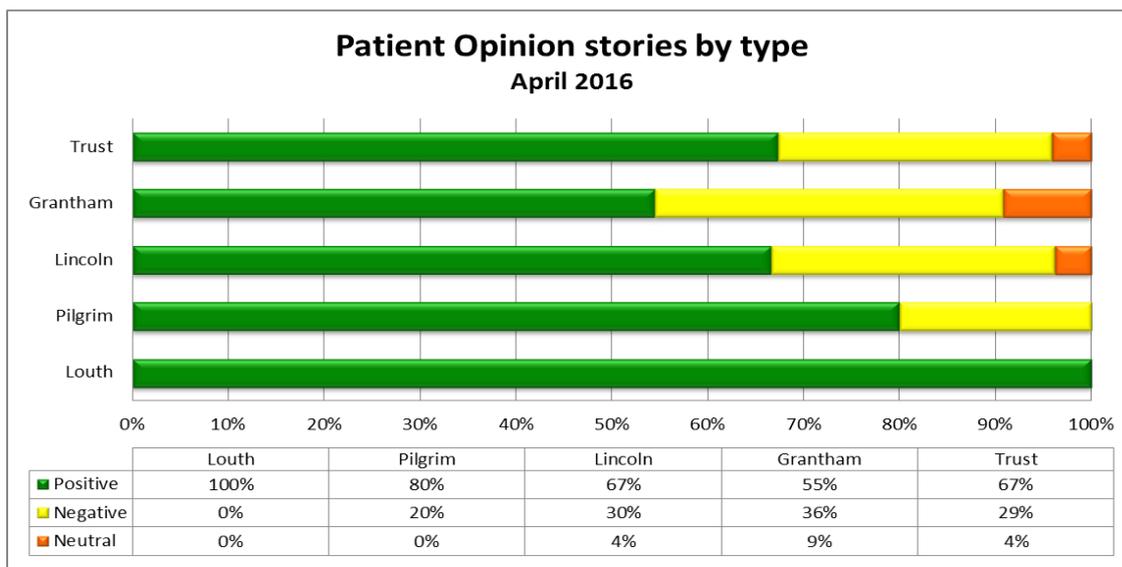
We pride ourselves on our team approach to holistic patient care and it is lovely to have such positive patient feedback.

You were a pleasure to look after whilst you were undergoing your treatment and indeed your follow up.

I wish you continued good health.  
Warmest wishes,

Marie Beck  
Matron for cancer services

## Patient Opinion Sentiment analysis



## Voluntary Services

The activity and key service indicators within voluntary services has now started to be collected and collated. This will evolve and develop with time but in the meantime is providing some very useful data. The hours tally is dependent on timesheet returns from volunteers; in March non-returns totalled 19% but in April improved significantly to 7% following direct encouragement.

	Active Volunteers					Volunteer Hours		
	Last Month	New	Left	Active	%	By Site	%	
Lincoln	159	1	-5	155	62%	1689	58%	
Pilgrim	61	1	-4	58	23%	613	21%	
Grantham	43	0	-9	34	14%	434	15%	
Louth	4	0	0	4	2%	200	7%	
<b>Total</b>	<b>267</b>	<b>2</b>	<b>-18</b>	<b>251</b>		<b>2936</b>		

	Lincoln	Pilgrim	Grantham	Louth
<b>On Ward</b>				
C/F	24	8	3	0
In	1	0	0	0
Left	-2	0	0	0
<b>Day Wards</b>				
C/F	23	10	6	1
In	0	0	0	0
Left	0	0	-2	0
<b>OPD/Clinics</b>				
C/F	21	14	5	2
In	0	0	0	0
Left	0	-1	0	0
<b>A&amp;E/Assessment units</b>				
C/F	7	0	3	0
In	0	0	0	0
Left	0	0	-1	0
<b>Pharmacy</b>				
C/F	4	0	6	0
In	0	0	0	0
Left	0	0	0	0

<b>Chaplaincy</b>					
	C/F	19	21	9	1
	In	0	1	0	0
	Left	-1	-3	-5	0
<b>Macmillan</b>					
	C/F	6	6	5	0
	In	0	0	0	0
	Left	-1	0	0	0
<b>Catering</b>					
	C/F	36	0	0	0
	In	0	0	0	0
	Left	0	0	0	0
<b>Admin/Other</b>					
	C/F	19	2	6	0
	In	0	0	0	0
	Left	-1	0	-1	0



A Voluntary Services Strategy is being finalised and in early June the new logo 'Valuing Volunteers' and 'uniforms' are to be launched at events on each site. Retaining existing and recruiting more volunteers is a key objective for the service and the Trust and data below provides a baseline for the future work. The recruitment drive was pushed via social media during April resulting in over 100 enquiries about volunteering for the Trust, a record high!

<b>Leavers</b>				<b>Applications - Marketing Sources</b>			
Reasons for leaving	Month	YTD	%		Month	YTD	%
Unknown	2	2	11%	ULHT Website	3	3	17%
Deceased	1	1	6%	Volunteer Centre	1	1	6%
Moved	1	1	6%	Hospital Posters	1	1	6%
Health	0	0	0%	Family/Friends	2	2	11%
Family	2	2	11%	Current Volunteers	0	0	0%
Employment/Uni	2	2	11%	Local Media	13	13	72%
Other	10	10	56%	Other	1	1	6%
Unhappy @ULHT	0	0	0%				

The Department received 21 new applications during the month, of these 72% heard about volunteering through Local Social Media activity. At the end of April 62 applications were being processed; of these 22 people had been interviewed but had not yet started, There are a number of delays between successful interview and commencement mainly due to DBS clearance but also due to wards and departments capacity to receive and settle new volunteers. 28 roles are being advertised during April on the ULHT Website and at the local Volunteer Centres across the County. 18 Volunteers 'left' during April though this was largely due to the database cleansing exercise.

## **Patient Experience news and developments**

### **Meeting the needs of patients with sensory impairment**

In partnership with the Boston Disability Forum awareness sessions have started on the Pilgrim site where staff are able to listen to patients who live with vision and hearing impairments and experience what this may feel like. The first session was well attended by clinical and support staff and finished with pledges from staff to go back to their roles considering the additional needs for our patients and how they can and will make a difference. This initiative will be rolled out across sites and services in the coming months.

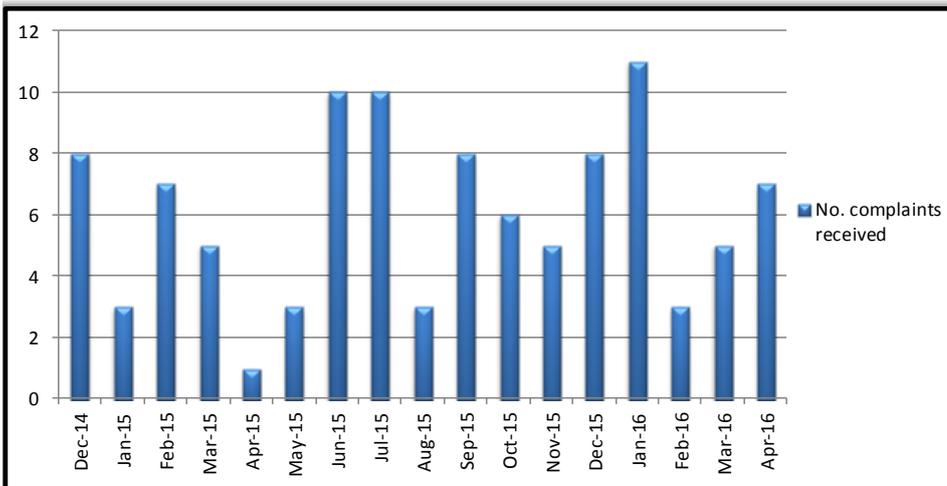
A second initiative under this banner is the introduction of sensory impairment wristbands; these brightly coloured bands have no writing on them but are a visible cue to staff on approaching a patient that they may need some additional help or assistance in their day to day needs. Initially being piloted again at Pilgrim this will be spread across the Trust once logistics and practicalities have been explored and agreed.

This work is a first step in recognising and meeting the needs of our patients with sensory impairments and will be a key contributor to the Trust actions in addressing requirements of the Accessible Information Standard.

## SECTION 2 - BUSINESS UNIT LEVEL REPORT – GRANTHAM BUSINESS UNIT

### Complaints

Number of complaints received



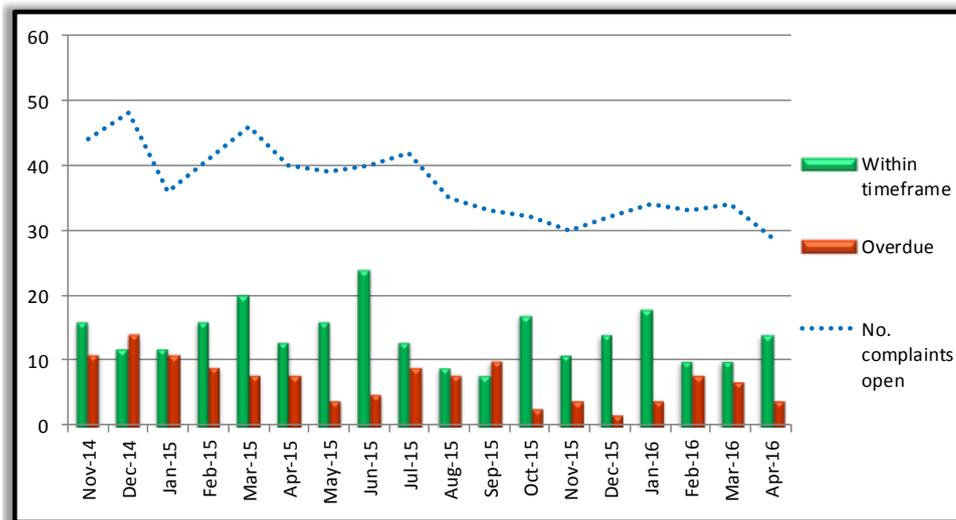
April 16: 7 Complaints received

Subjects of complaints include:

- 2 Clinical treatment
- 0 Waiting times
- 1 Prescribing
- 3 Communication
- 1 Admission and Discharge
- 1 Values and beliefs
- 0 Patient Care

2015/16 average number of complaints received: 6.15 a month

Number of complaints still open



April 16:

**29 Complaints open**

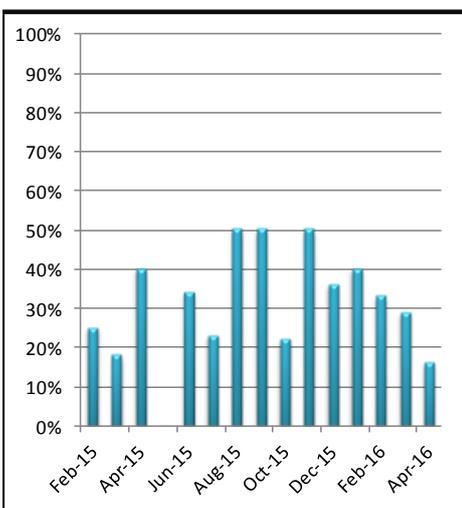
- 14 Within timeframe
- 4 Overdue
- 5 Ongoing
- 1 PHSO
- 5 Awaiting closure

Of the 4 Overdue, the following have exceeded the timeframe by the

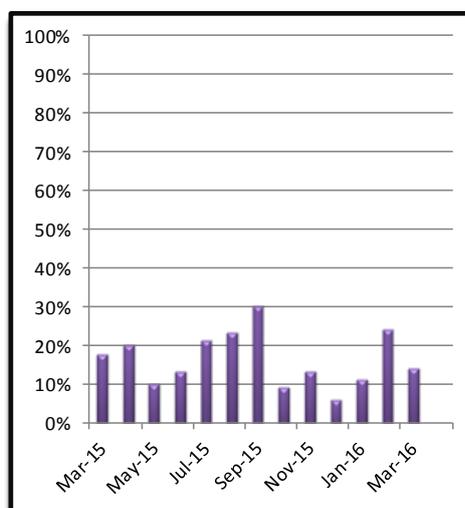
- 1 0 - 1 month
- 3 1 - 3 months
- 0 3 - 6 months
- 0 6 - 12 months
- 0 12+ months

Longest overdue complaint: 2 months

Percentage of complaints responded within timescale



Percentage of overdue complaints against the total number of complaints open



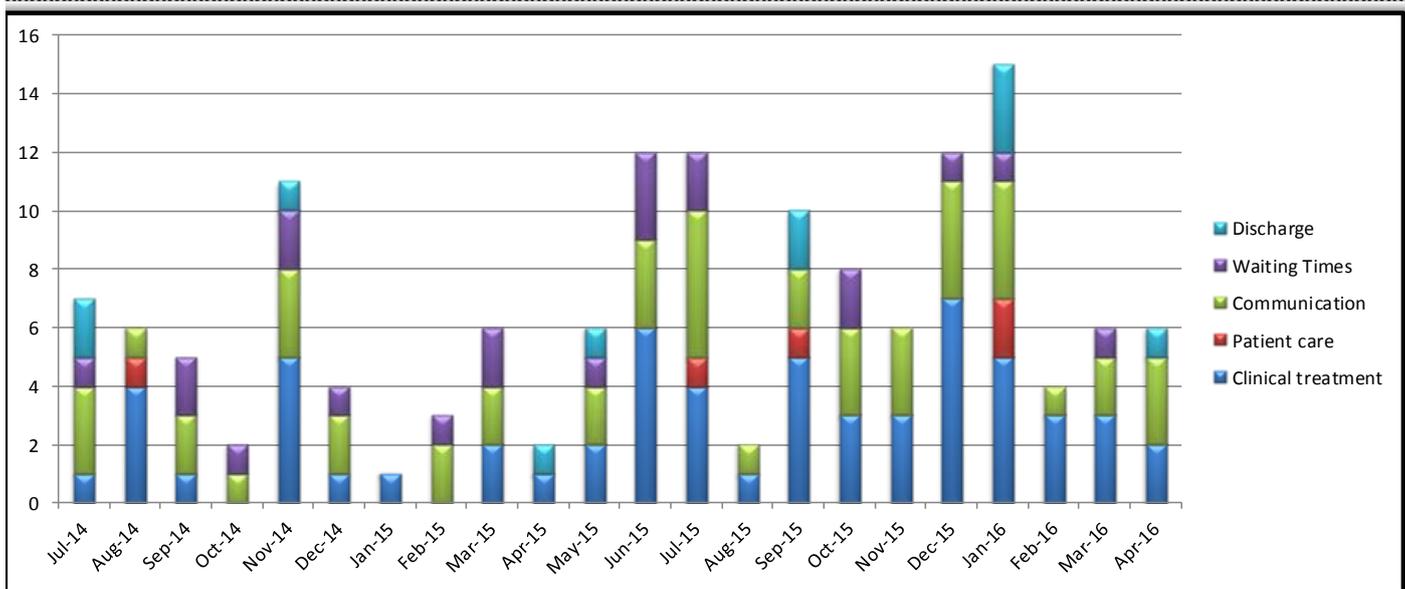
April 16:

0/3 Complaints responded within timescale

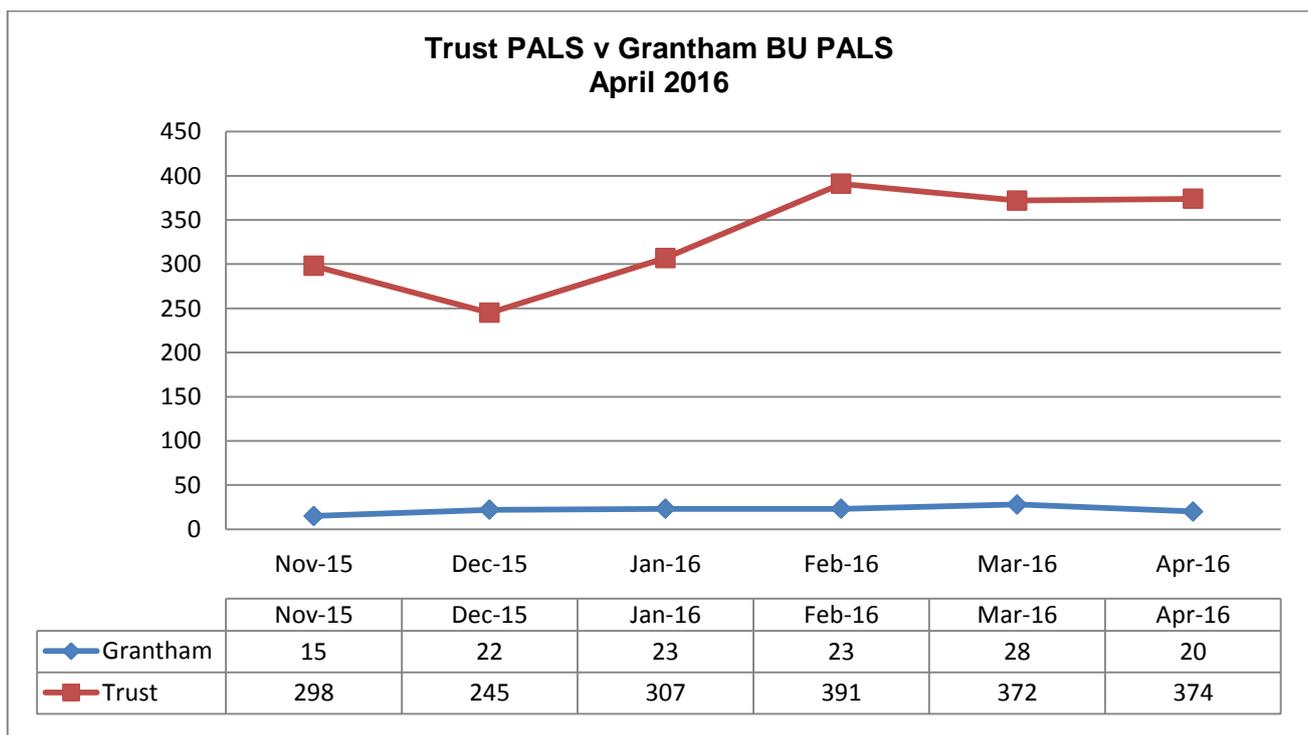
4/29 of overdue complaints against the total number of complaints open

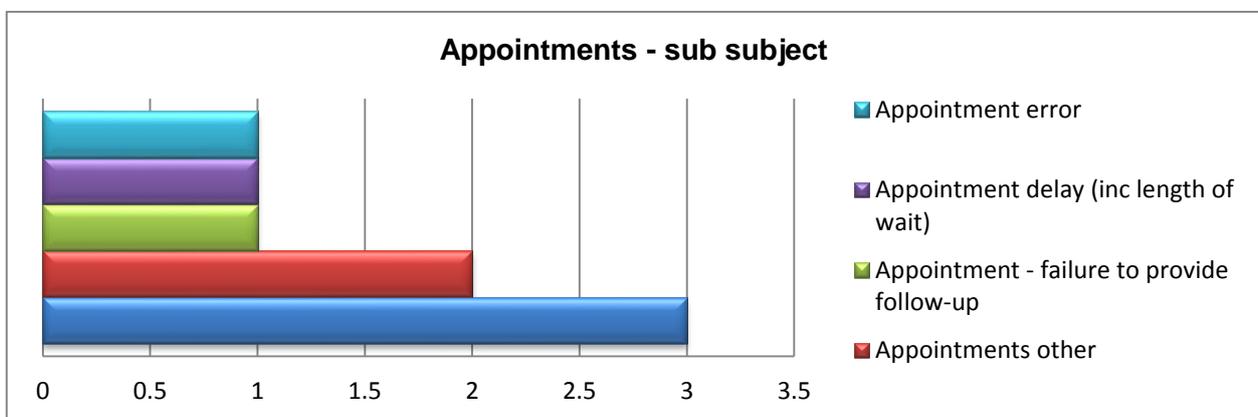
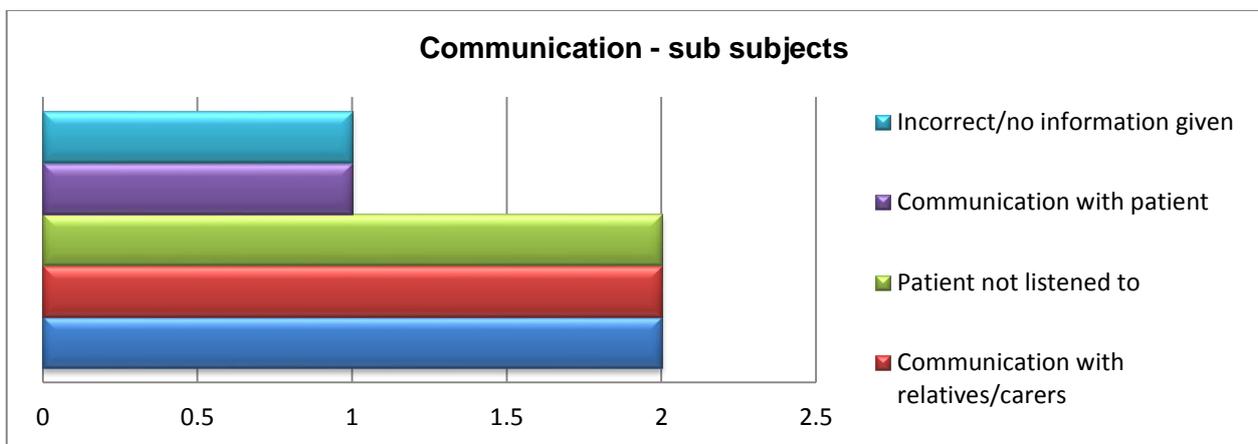
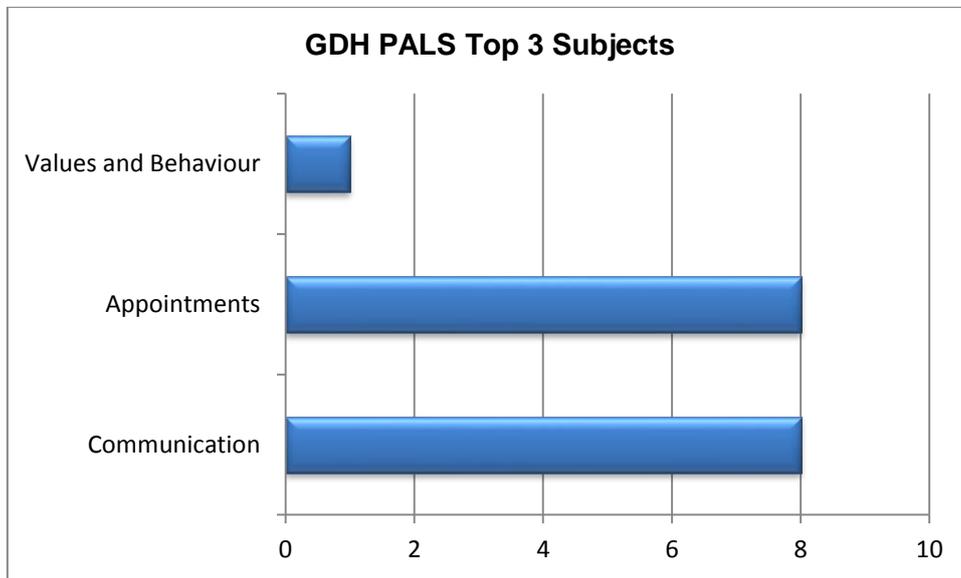
Overdue Complaints Grantham & District Hospital												
Business Unit	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Surgical	n/a											
Medicine	n/a											
Grantham	3	5	8	5	7	1	3	1	1	6	5	2
Women and Children's	1	0	1	3	3	2	1	1	1	1	1	1
Clinical Support Services	0	0	0	0	0	0	0	0	1	1	1	1
Corporate Services	0	0	0	0	0	0	0	0	0	0	0	0
Path Links	0	0	0	0	0	0	0	0	0	0	0	0
Totals	4	5	9	8	10	3	4	2	2	8	7	4

### Trending Issues



### PALS





**Example: PALS concern**

A father attended Grantham A&E with his poorly 18 month old son with some breathing difficulties. The son was given a dose of steroids and a nebuliser. The doctor before discharging them said to bring the son straight back in if his condition deteriorated again. The following week the father was shocked to receive a letter which had also been sent to the GP and to Child Health. This letter stated that they had failed to bring the son to A&E the day after for a follow-up dose of steroids. The father was very upset and concerned that the letter had been sent as if he had not been made aware he needed to bring my son back. The father called the PALS team to raise a concern and was then even more horrified when they said Child Health was social care and the letter was a referral to social services. The father became more upset and also angry.

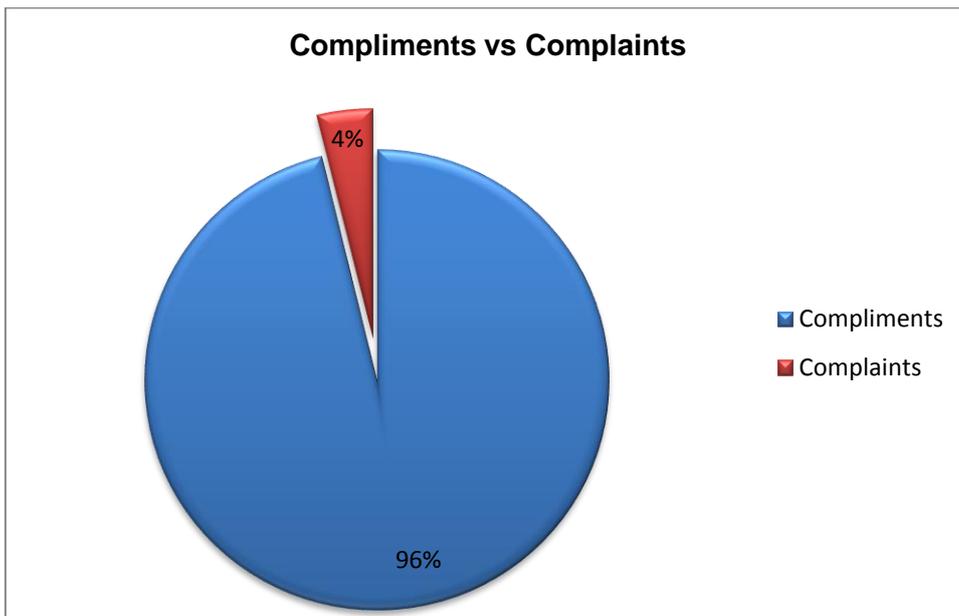
**Outcome**

PALS said they would ask the Children's safeguarding team to call the father to advise him on the referral to social services and would also ask the A&E department to look the concerns.

A nurse from the safeguarding team called the father and immediately reassured him by explaining that it would be very unusual for staff to make a safeguarding referral on one non-attendance and that no referral had in fact been made to social services. The error was a misunderstanding between the roles of Child Health and Social Services by the PALS team. She explained that all letters regarding A&E attendances are automatically copied to Child Health so it wasn't singling them out. A doctor from A&E also contacted the father and explained that the A&E card did in fact state 'return to A&E for another dose of dexamethasone'. The doctor apologised for the evident communication error and there would be a process change on the basis of this concern and in future an appointment card would now be given to patients. A further letter was written from A&E to the GP and Child Health which explained the situation and clarification was provided to PALS on the role of Child Health.

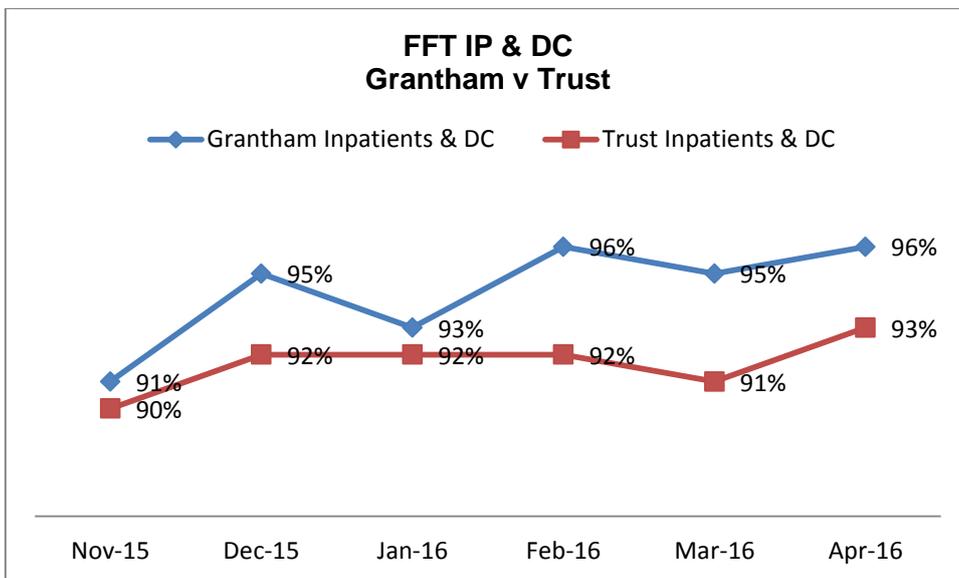
**Compliments**

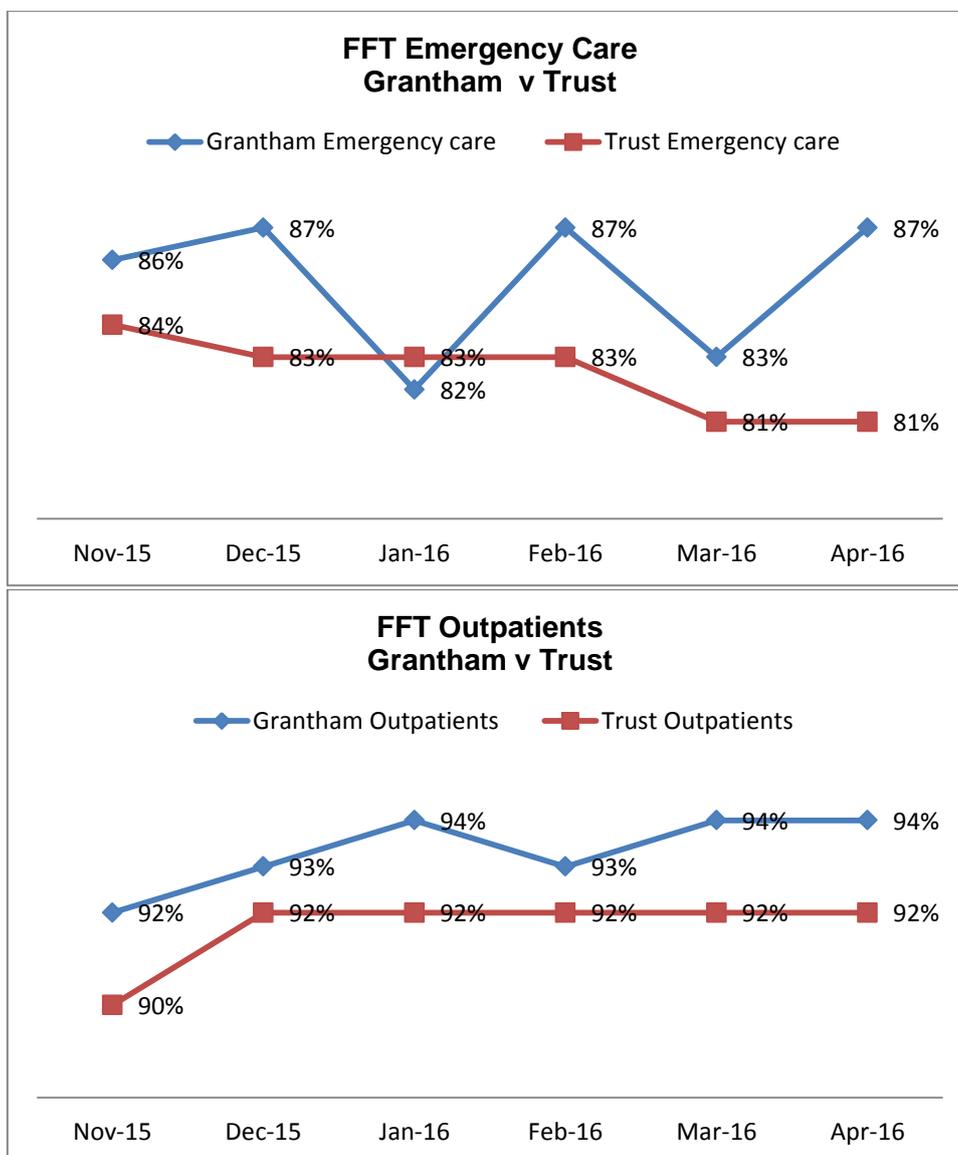
The ratio on compliments to complaints for the Grantham Business Unit is **25:1**



**Friends and Family Test**

Grantham demonstrably achieves a higher percentage recommends across all streams for FFT compared to the rest of the Trust.





### Patient Opinion

10 stories have been posted during April specifically for Grantham Business Unit and have been read **1,830** times. This equates to each story being read **183** times. The top story is as follows:

#### My congratulations to the staff at Grantham hospital

**About:** [Grantham & District Hospital / Trauma and orthopaedics](#) Posted by [Moon941](#) (as the patient), 3 weeks ago

During my stay in Grantham hospital orthopedic department under the care of Dr Raj I have been treated with the greatest care, kindness and respect. All my questions have been answered using terminology I could understand. In all departments the staff have been pleasant and cheerful. My congratulations to the staff at Grantham hospital for doing very difficult jobs under such strained circumstances, i. e shortage of staff.

#### Trust response

Thank you for your fabulous feedback. This really boosts staff morale on the ward when we get feedback like this. Thank you for taking the time to tell us about your experience on Ward 2. It's always good to hear that we are doing things right especially how we explained everything in a way you could understand without using the NHS jargon.

I hope you've made a speedy recovery

Best wishes  
Julie  
Julie Record, Ward 2 Sister