

PATIENT EXPERIENCE REPORT

November 2016 (October 2016 data)

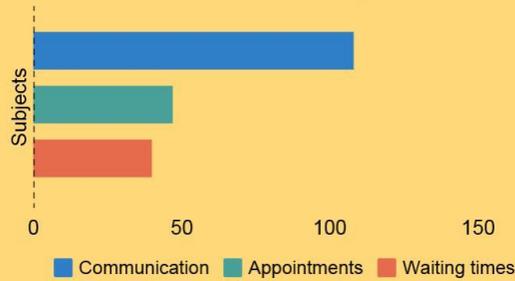
Trust level report

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

PALS

361
PALS concerns received

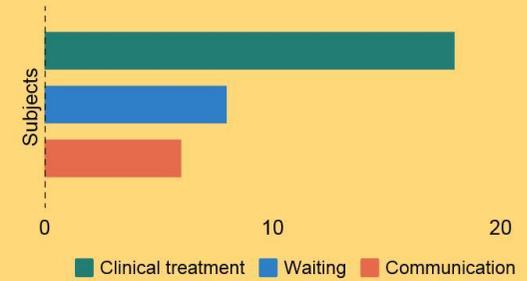
Top PALS subjects



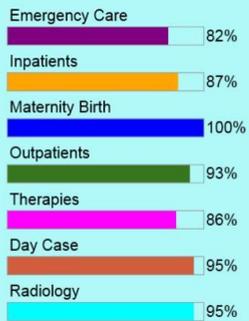
Complaints

52
Complaints received

Top complaints subjects



Friends & Family Test



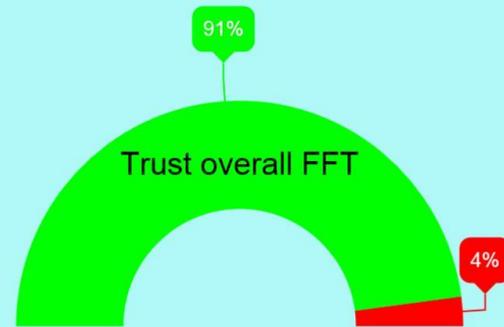
91%

would recommend us

4%

would not recommend us

13%
response rate



91%
4%

■ % recommend trust (95.79%) ■ % not recommend trust (4.21%)

11,006 ratings

9,466 comments

69% Positive

21% negative

Patient Opinion

54 stories posted

9,472 people have read the stories

74% positive stories

Compliments

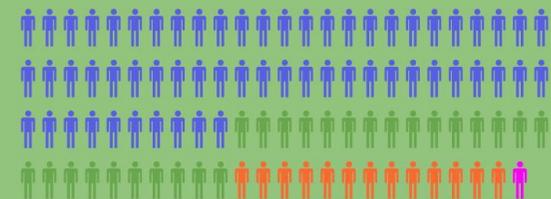


1,332

Compliments registered

26:1 Compliments v Concerns

Volunteers



Lincoln (60.09%) Pilgrim (25.32%) Grantham (13.30%) Louth (1.29%)

Patient Experience Report October 2016



Inpatient & DC FFT

92% Would recommend Inpatient/DC Services
4% Would not recommend Inpatient/DC Services

National score
96%

(September 2016)



Emergency Care FFT

82% Would recommend Emergency Care Services
9% Would not recommend Emergency Care Services

National score
86%

(September 2016)



Maternity Birth FFT

100% Would recommend Maternity Services
0% Would not recommend Maternity Services

National score
96%

(September 2016)



Outpatients FFT

93% Would recommend Outpatient Services
2% Would not recommend Outpatient Services

National score
93%

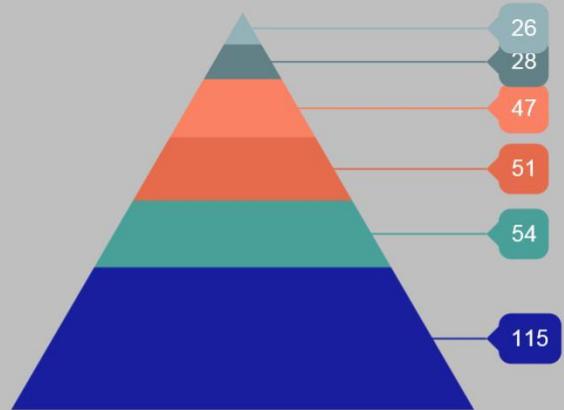
(September 2016)

11,006
ratings received

9,466
comments received

Core Themes

Top 6 themes across all PALS, Complaints and Patient Opinion



■ Communication (35.83%) ■ Medical care / clinical.. (16.82%)
■ Waiting times (15.89%) ■ Appointments / cancella.. (14.64%)
■ Values & behaviour / attitude (8.72%)
■ Admission & Discharges (8.10%)



54 stories posted
9,472 reads

74% positive stories
2% neutral stories
24% negative stories



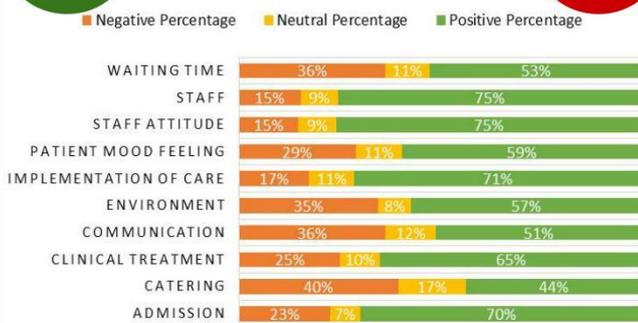
1,332 Compliments received this month

FFT Themed Analysis

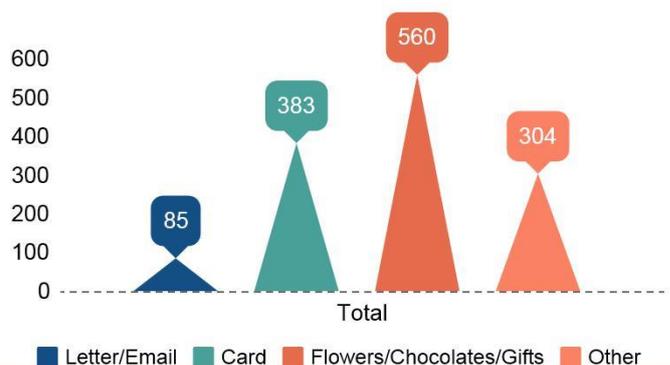
69%
positive

21%
negative

TRUST THEMES

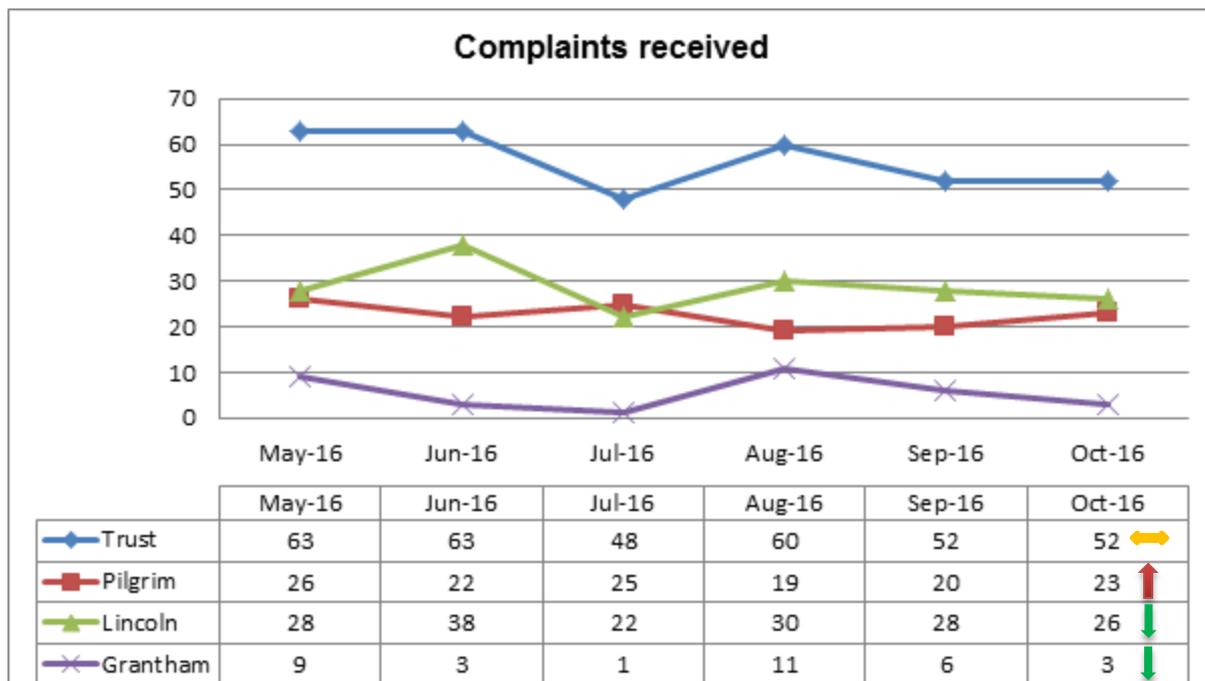


Compliments by type

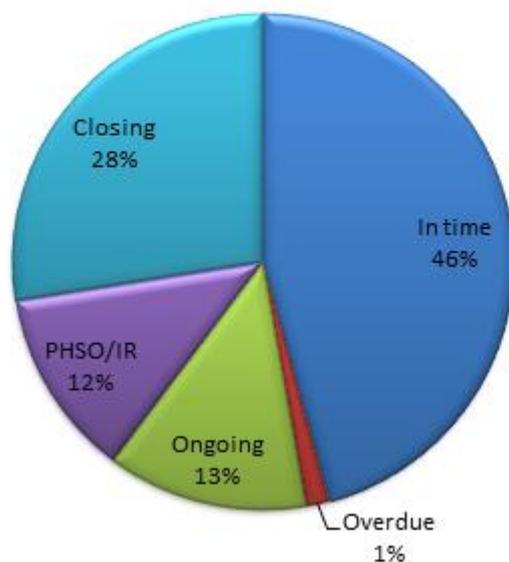


To find our more please visit our patient experience intranet pages <http://ulhintranet/patient-experience>
or contact Sharon Kidd, Patient Experience Manager - Sharon.kidd@ulh.nhs.uk or 01476 464560

COMPLAINTS



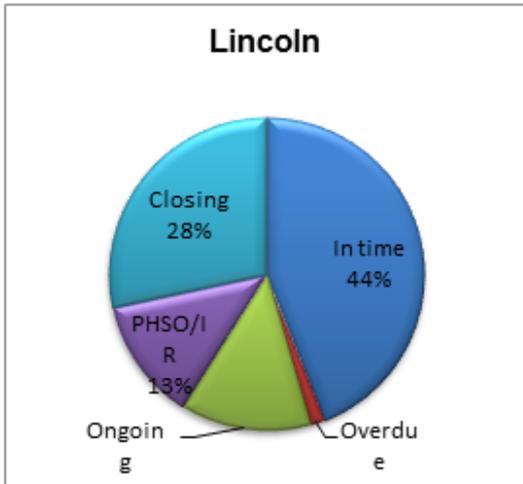
Complaints open by stage



- Closing = final response has been sent; waiting 30 days in case of further issues or feedback.
- PHSO / IR = with ombudsman or independent review.
- Ongoing = waiting meeting, further issues.
- In time = in progress and within timescales for response.

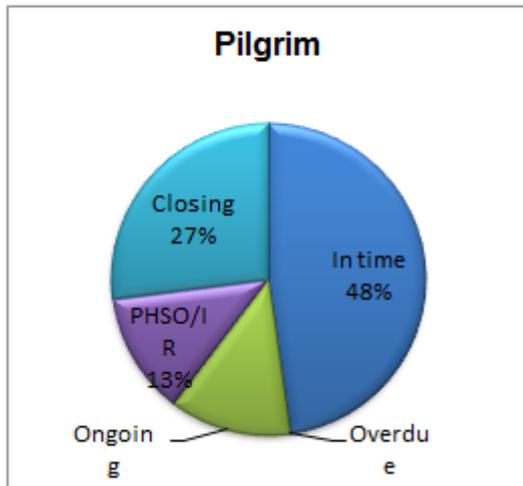
Current position – October 2016

Open complaints	134
In time	59
Overdue	2
Ongoing	18
PHSO/IR	17
Closing	38



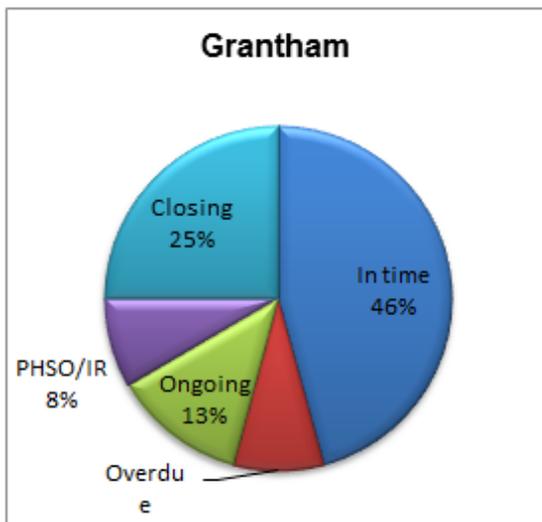
Current position October 2016

Open complaints	111
In time	51
Overdue	0
Ongoing	24
PHSO/IR	8
Closing	28

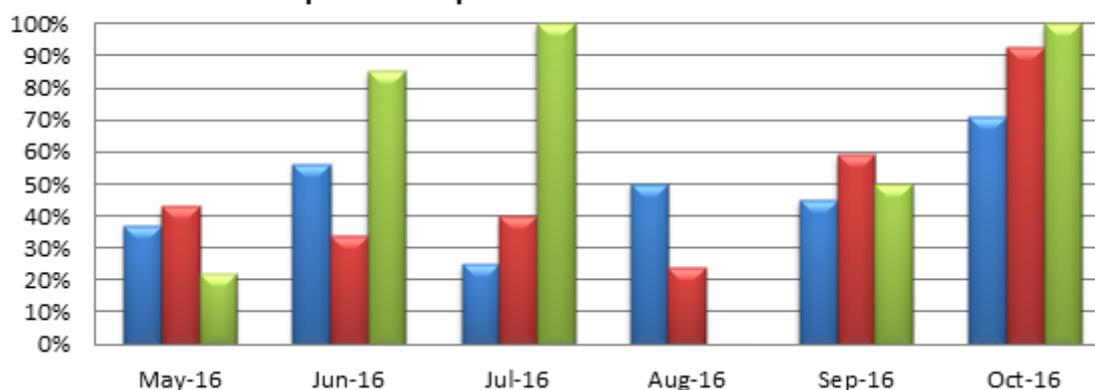


Current position October 2016

Open complaints	24
In time	11
Overdue	2
Ongoing	3
PHSO/IR	2
Closing	6

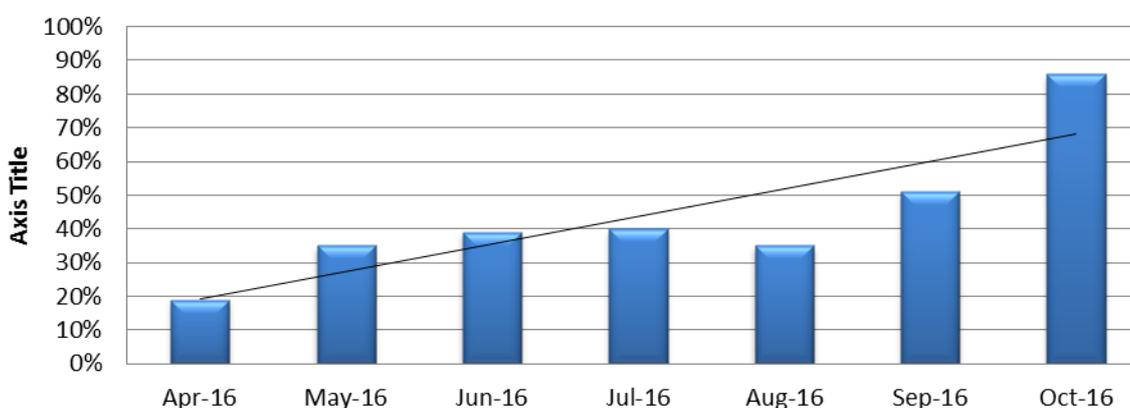


Complaints responded to within timescale



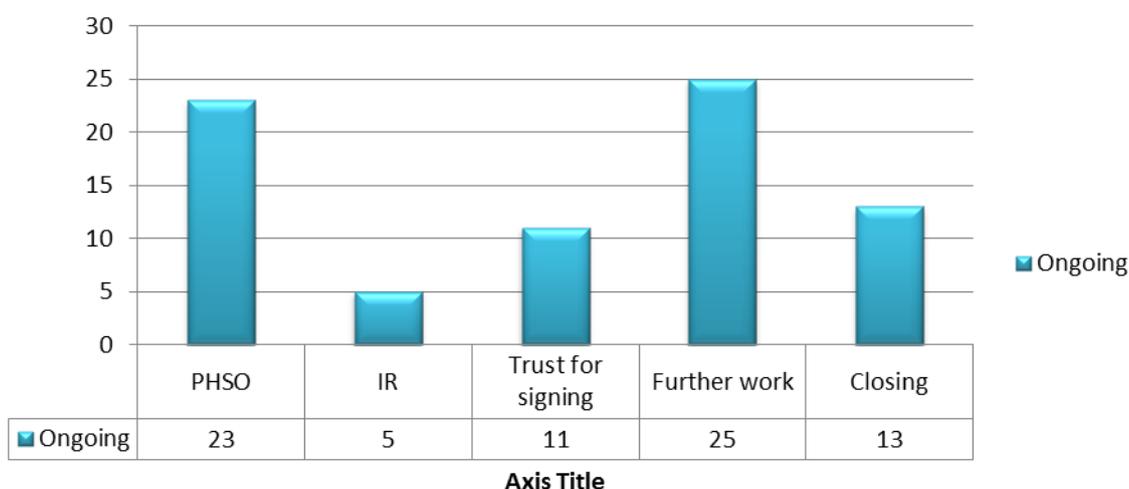
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Pilgrim	37%	56%	25%	50%	45%	71%
Lincoln	43%	34%	40%	24%	59%	93%
Grantham	22%	85%	100%	0%	50%	100%

%age of responses within agreed timescale



	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Trust	19%	35%	39%	40%	35%	51%	86%

Ongoing cases by stage



Overdue complaints

We currently have 4 overdue complaints across the trust. These are all in their final stages and are expected to be signed and sent within the next 10 working days.

The contractual target for number of complaints responded to in time is 80%; it is important to note that this can be difficult to accurately capture in month as it will depend on when a complaint was received; for these reports we count the number of complaints completed and sent out during the month – and of these how many were on time; they will not always fully correspond with the numbers received.

Lessons Learned Forum

This forum meets alternate months and is due to meet again on 8th December when counts of actions in progress, completed and core lessons shared will be presented.

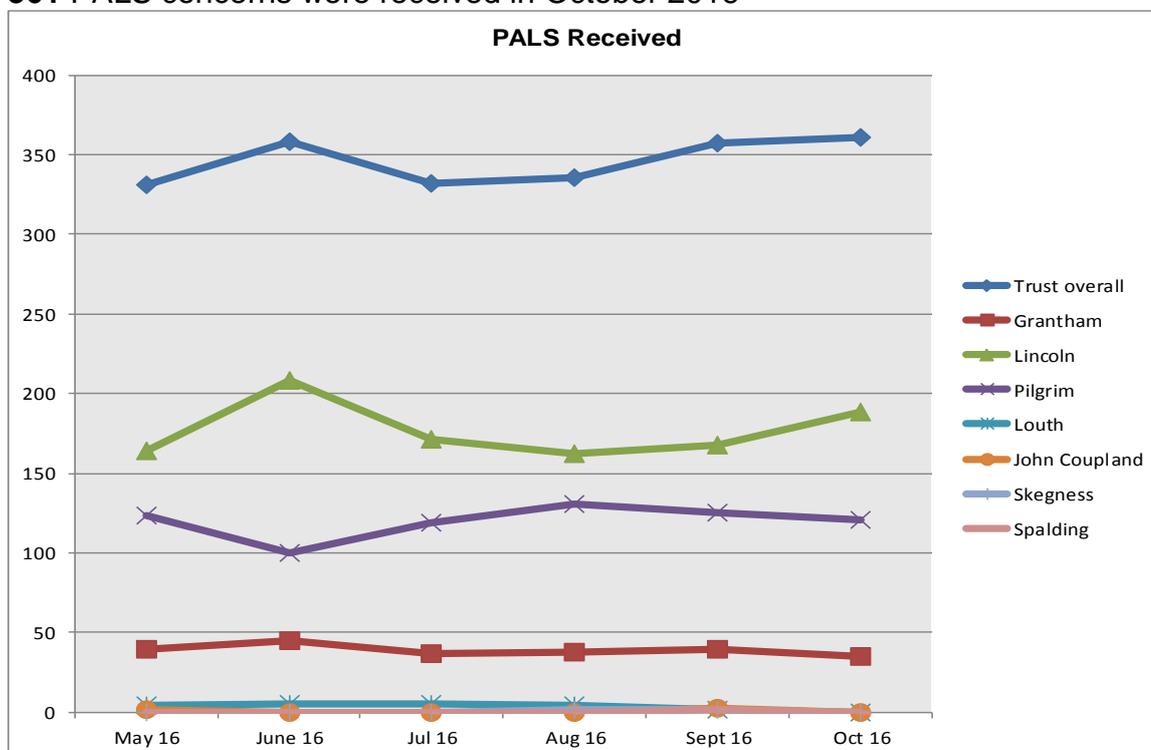
London School of Economics project;

The Behavioural Insights Team (BIT) who are working with the LSE researchers visited the Trust in early November to explore and understand how we would use the data and intelligence that complaints provide and how we learn at different levels from this data to subsequently effect change and improvements. This understanding can then feed into how we can pull reports, what those reports show and how we use the intelligence. On their visit in addition to meeting the complaints team they also met with a Consultant and Quality & Safety Officer to understand their roles within handling complaints and taken into our governance streams. They also had a real time view of our change register and have seen our current reports and once they have spoken to the Director of Nursing and Chief Executive will have had an opportunity to appraise across each step of our process.

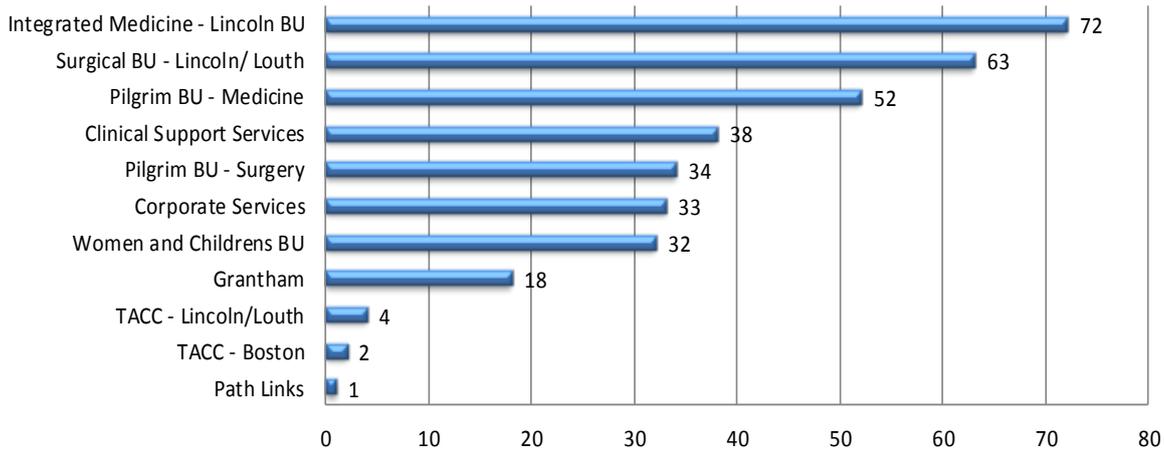
Next steps are that The Trust will receive a report which will include the analysis of 100 complaints using the new HCAT tool; it is expected that the report will show any variance from how the Trust initially analysed then alongside the behavioural science elements from the BIT team.

PALS

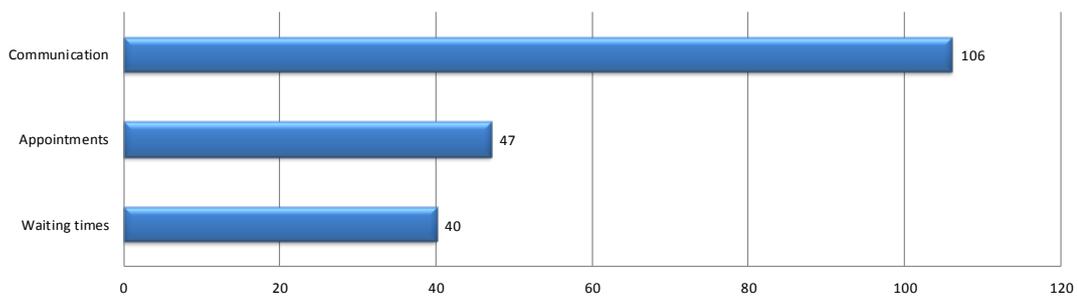
361 PALS concerns were received in October 2016



PALS October 2016 Business Unit

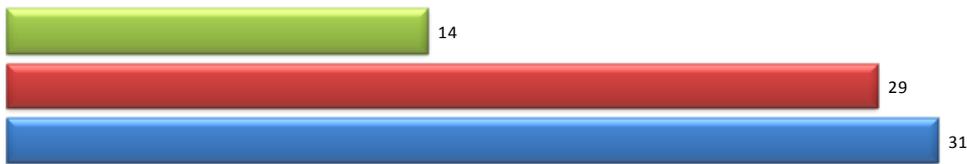


PALS October 2016 Subject



Communication - sub subject

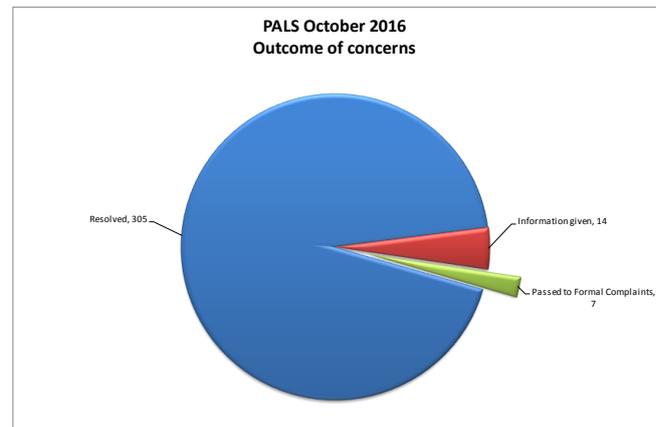
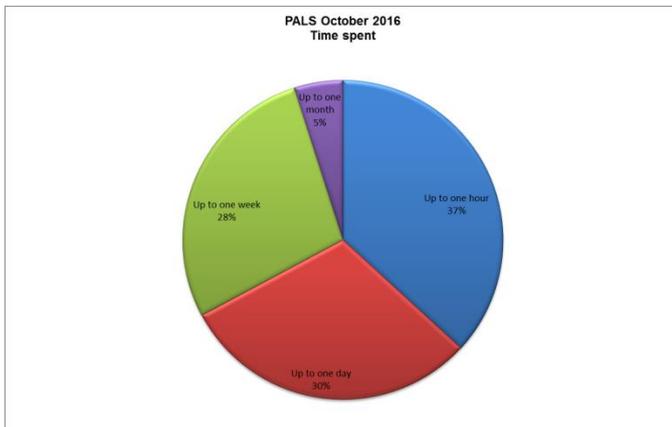
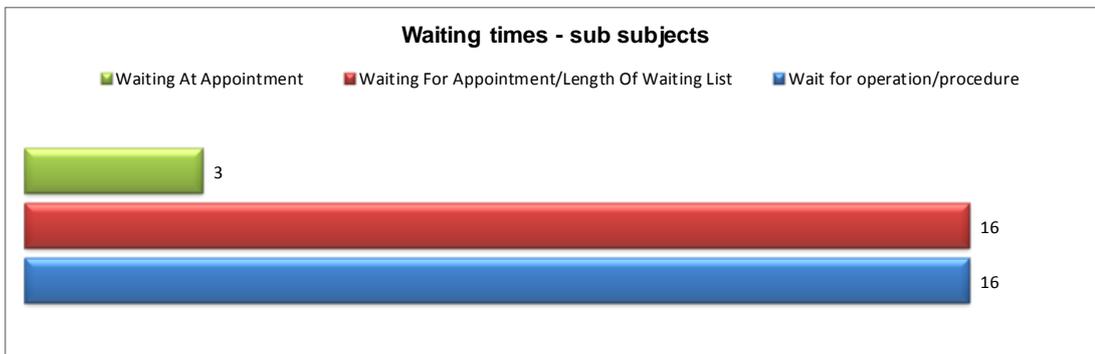
■ Communication Other
 ■ Communication with relatives/carers
 ■ Communication with patient



Appointment - sub subjects

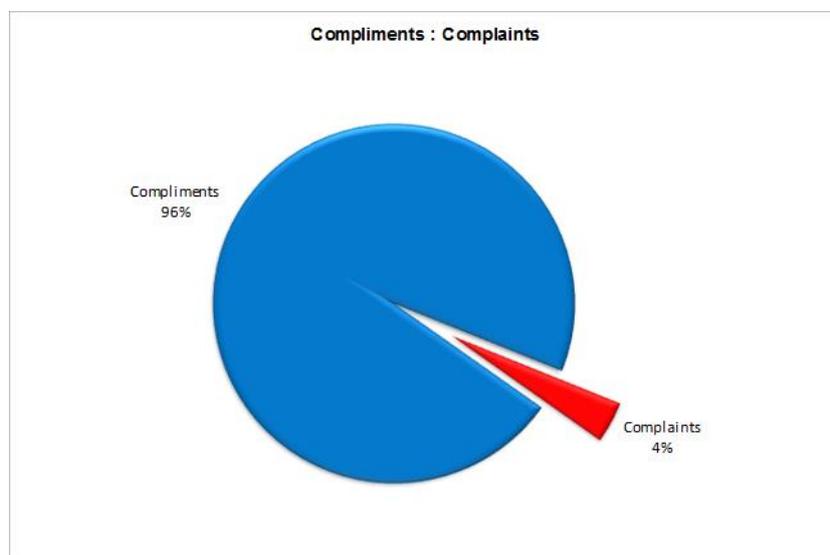
■ Appointment - letter not issued/not received
 ■ Appointment delay (inc length of wait)
 ■ Appointment Cancellations





COMPLIMENTS

The ratio on compliments vs complaints for October is **26:1**



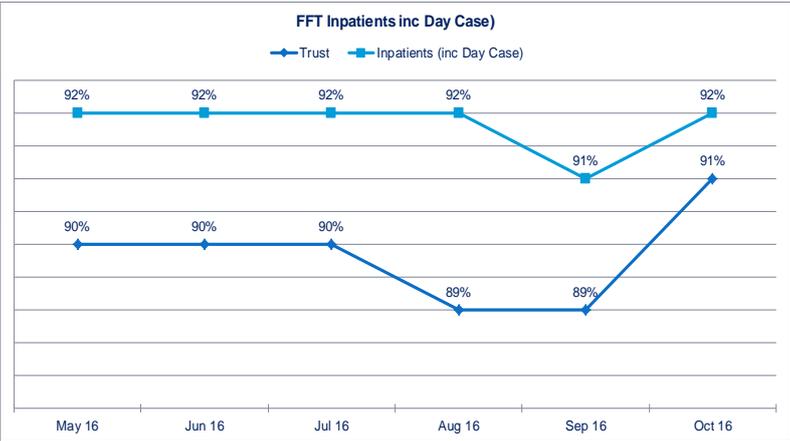
FRIENDS & FAMILY TEST

During October the Trust received **11,006** FFT ratings and **9,466** comments; response rates overall are good and within national averages; however the Trust is currently within the 10% of lowest performing Trusts in terms of percentage recommends. Actions include:

- A role of 'patient experience ambassador' is being developed which will work in a similar way to champions or link nurse roles and enable directed support to be provided.
- Work continues on the recovery plans.

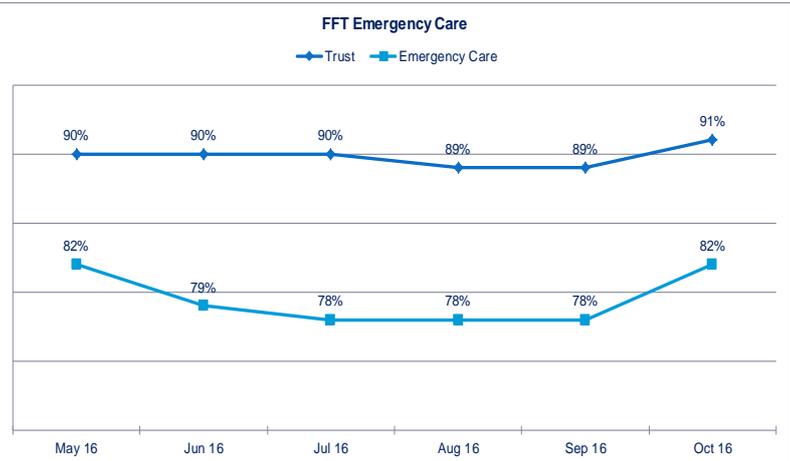
Inpatient & DC FFT

92% Would recommend our services
4% Would not recommend our services



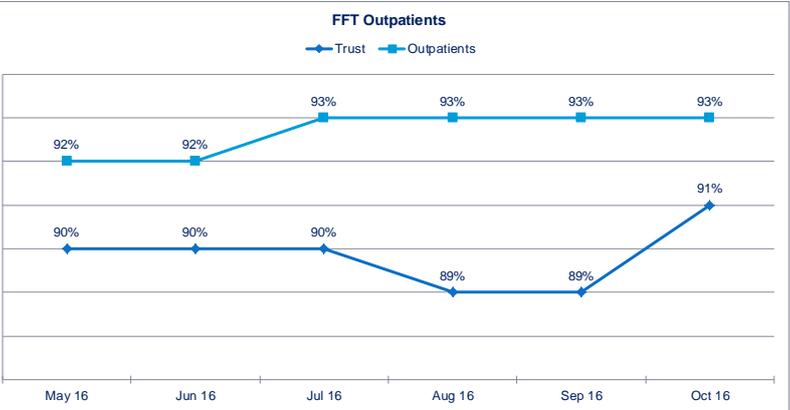
Emergency Care FFT

82% Would recommend our services
9% Would not recommend our services



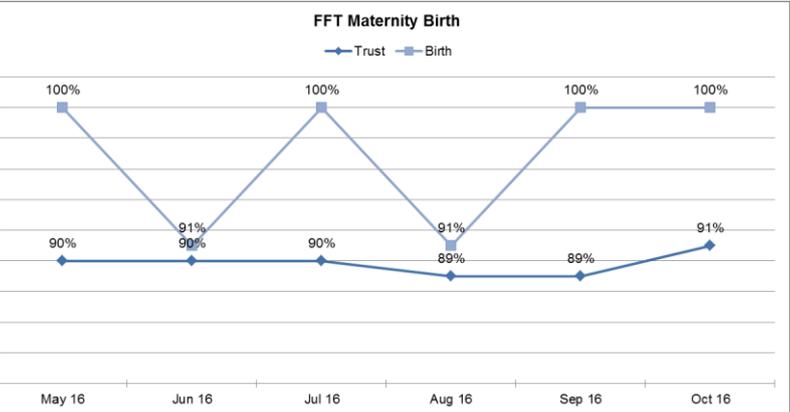
Outpatients FFT

93% Would recommend our services
2% Would not recommend our services



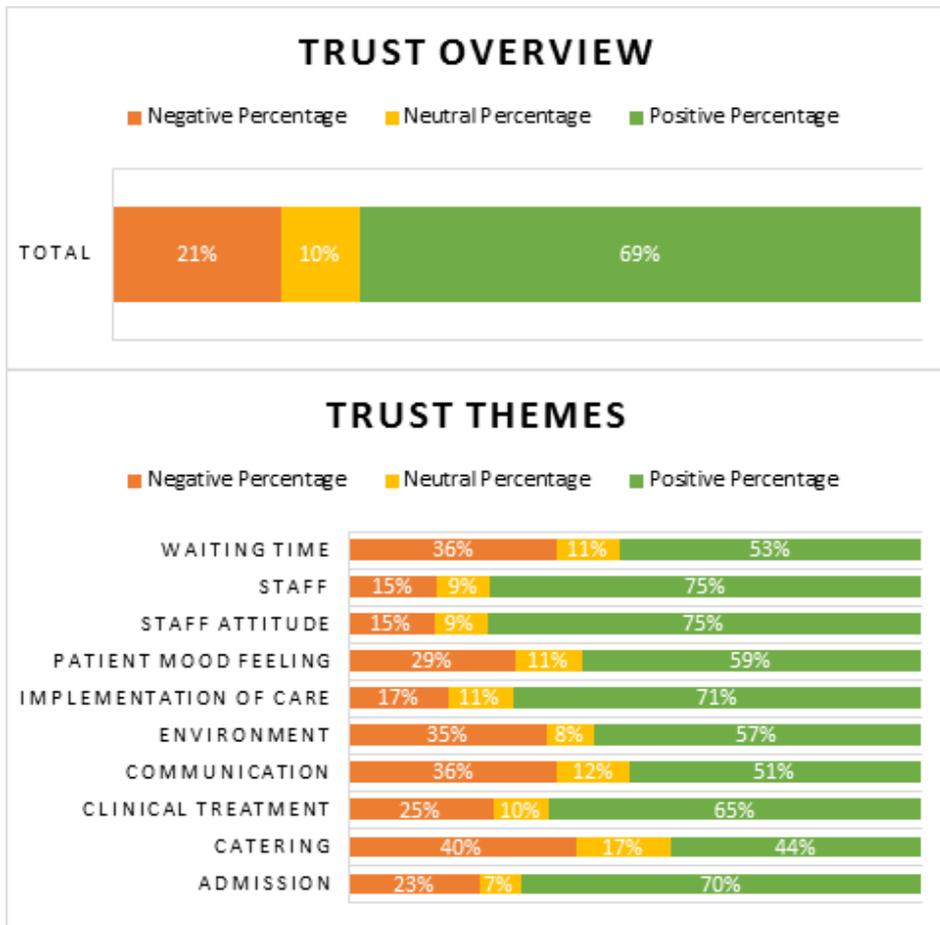
Maternity Birth FFT

93% Would recommend our services
0% Would not recommend our services



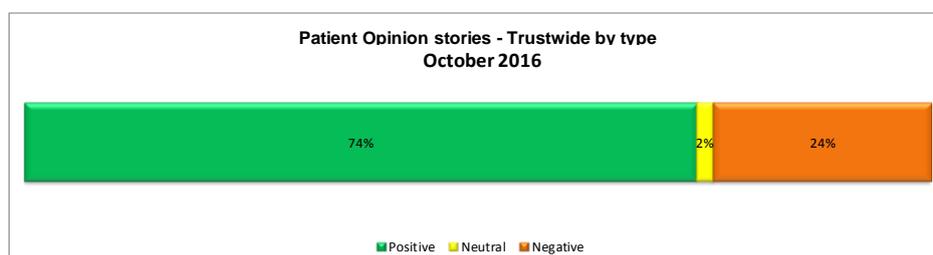
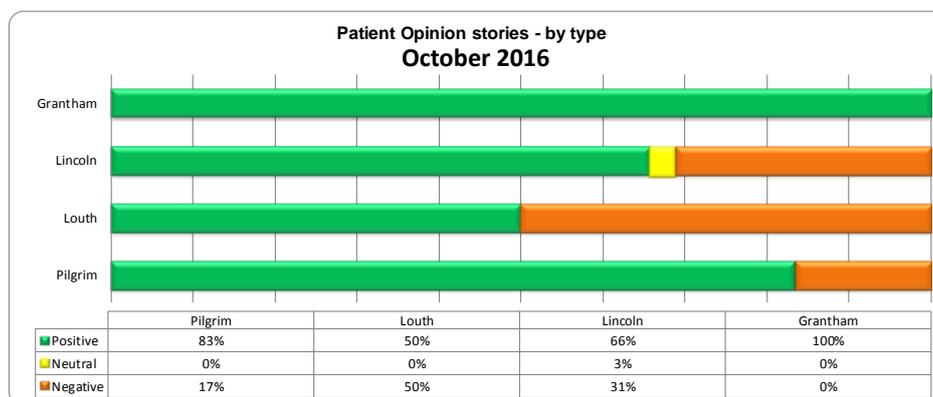
FFT Sentiment Analysis

The charts below show the overall number of positive, neutral and negative based on all FFT comments by theme. There has been a 6% improvement within the positives over the last month, seeing a 4% shift from negative and 2% from neutral.



PATIENT OPINION

54 stories have been posted during August and have been read **9,472** times. This equates to each story being read **175** times.



Thank you to the nurse who listened to me

About: Lincoln County Hospital/ Rheumatology
 Posted by Disneyfan16 (as the patient)
 Read 732 times

I am under Rheumatology and have been a couple of years now. However, after getting a chest infection and having to come off my medication I have had a bad flare up of my arthritis.

I attended an emergency appointment on Thursday with the nurse on the ward who I believe was named Charlie. I have to say she made me feel at ease as the last few weeks have been quite stressful and upsetting for me.

She assessed my medication, listened to my needs and was supportive when I got upset. She showed true empathy during the appointment.

I am extremely pleased with the appointment and I have follow up appointments and treatment to come. Thank you to all the staff on the unit, you are all brilliant.

Trust responses

Dear Disneyfan16,

Thank you very much for taking the time to post your comments, especially when you have not been feeling very well.

I am very pleased that your experience was a positive one and I have passed your comments on to Charlie and the Rheumatology team.

Sandra Rice
 Sister – Outpatients
 Lincoln County Hospital

VOLUNTARY SERVICES



New Volunteer Activity					
	Lincoln	Pilgrim	Grantham	Louth	Total
New Applications	13	3	5	0	21
Started During Month	3	0	2	0	5
Applications in progress	32	11	4	1	48
Total	48	14	11	1	74
Volunteer Placements					
	Lincoln	Pilgrim	Grantham	Louth	Total
On Ward	26	12	4	0	42
Day Wards	23	7	1	1	32
OPD/Clinics	18	12	2	1	33
A&E/Assessment units	6	0	6	0	12
Pharmacy	4	0	8	0	12
Chaplaincy	14	18	4	1	37
Macmillan	6	8	3	0	17
Catering	27	0	0	0	27
Admin/Other	16	2	3	0	21
Total Active Volunteers	140	59	31	3	233
Total Hours	1822	644	423	147	3036
WTE	49	17	11	4	81

Leavers				Applications - Marketing Sources			
Reasons for leaving	Month	YTD	%		Month	YTD	%
Unknown	0	22	27%	ULHT Website	5	38	46%
Deceased	0	2	2%	Volunteer Centre	0	2	2%
Moved	0	6	7%	Hospital Posters	2	16	19%
Health	0	12	14%	Family/Friends	1	11	13%
Family	0	13	16%	Current Volunteers	3	7	8%
Employment/Uni	1	9	11%	Local Media	5	33	40%
Other	2	18	22%	Other	5	15	18%
Unhappy @ULHT	0	1	1%				
	3	83			21	122	

**Jacob
PALS - Lincoln Hospital**

The main reason I initially became a volunteer at PALS was to support my application to medical school. After looking at all the positions available to volunteer, PALS was the one that interested me the most, due to the variety of patients I'd see and the opportunities I'd have to improve my communication skills.

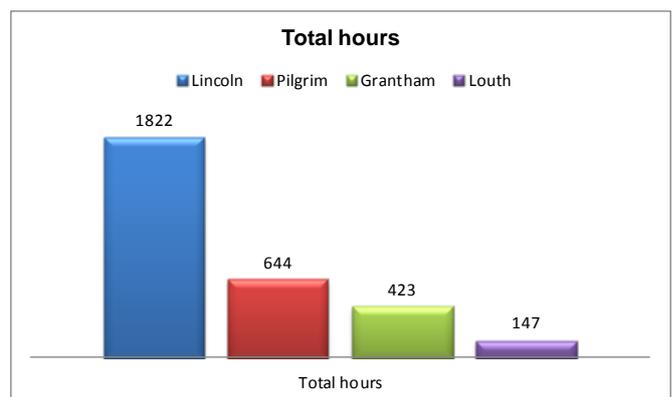
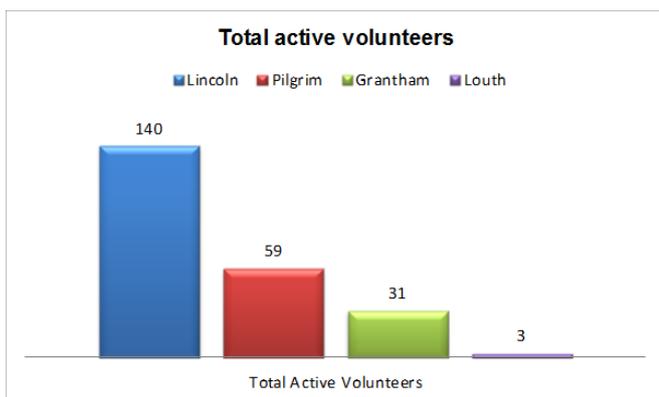
My role was to go to wards and ask carers/family members to fill out a satisfaction survey to see how they felt the person they cared for was treated both inside the hospital and during their discharge (if applicable). Was interesting seeing concerns from both the patient side and the side of their I really enjoyed my time working at PALS, not just as an opportunity to move onto medical school (the experience itself being super useful at interview) but also being able to talk to the patients and contributing to the work PALS do for the hospital

**Helen Metson
PALS Officer – Lincoln Hospital**

Jacob has been one of the best volunteers PALS has had at Lincoln.

He initially was quite shy but went enthusiastically to the wards to speak to total stranger's, which all of us can find quite daunting to start with, but at his young age was a credit to him. Jacob soon hit his stride and I feel enjoyed the experience. I feel volunteering in PALS helped Jacob to gain confidence that will help him in future life and his desire to become a doctor.

Jacob also fitted well in the team, joining in learning the importance of the patient's experience which would set him in good stead for his future in medicine. A complete asset, we miss him.



The Voluntary Services Strategy has been approved and a workplan is being prepared.

Patient Experience news and developments

Awards

The Trust have 5 projects that have been selected as finalists for the 2016 FabNHS Awards:

1. Caring for Carers – the development of the Carers Badge
2. Information tablemats for bedside tables.
3. Spiritual boxes – jointly with St. Barnabas.
4. Lincoln Care Home Project.
5. ULH staff engagement

The awards are at the O2 in London on 24th November.

Fab Change Day 2016

On 19th October the Trust was a hub of activity across all sites engaging in Change Day. The focus was on 'appreciation' from 4 perspectives:

- Appreciating the great work and contribution all our staff make – we gave out thank you cards to staff and also placed a card on as many cars as possible in the car parks!!
- Appreciating the impact that we can make as individuals – through taking part in our lucky dip 'Random Acts of Kindness' these included such acts as helping during a mealtime on a ward; chatting to patients while they wait in outpatients; seeing if patients needed anything from the shop; helping to find a parking slot!
- Appreciating the changes we can make as individuals through making a pledge to make a difference going forward.
- Appreciating each others roles – through participating in the Randomised Coffee Trial.

Feedback from all corners on the day, and since has been extremely positive.

Caring for Carers

There has been a keen focus on ULHT work over recent weeks and in addition to presenting at a session at the Beat-It Grantham Symposium there was also full day conference at the University of Lincoln for the new intake of student nurses. The patient experience team ran two workshops and were also invited to provide the closing keynote lecture.

Carers First who are the new county provider for carers support services are launching their new hospital based service across our 3 main sites. Carer Support Assessment Coordinators will be based within the discharge hubs and available to provide carers support, assessment, advice and guidance. This is a hugely welcomed service especially as we come into the winter period.