

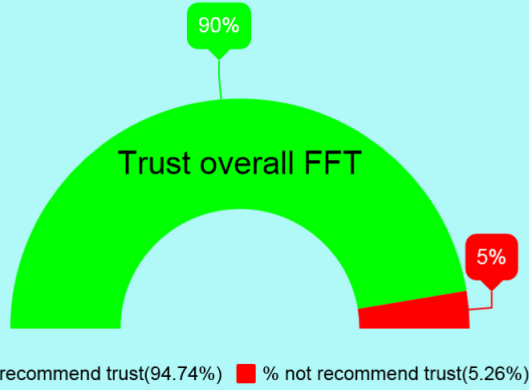
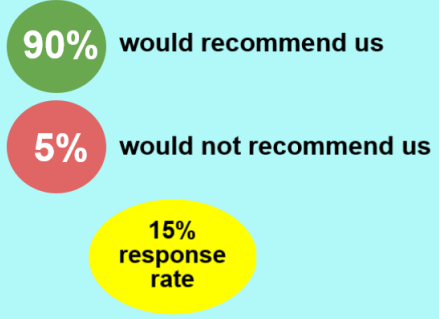
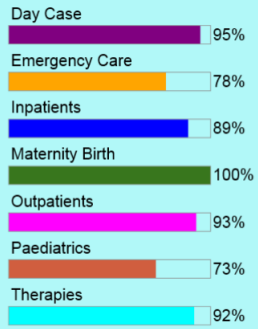
## **PATIENT EXPERIENCE REPORT**

**August 2016 (July 2016 data)**

### **Trust level report**

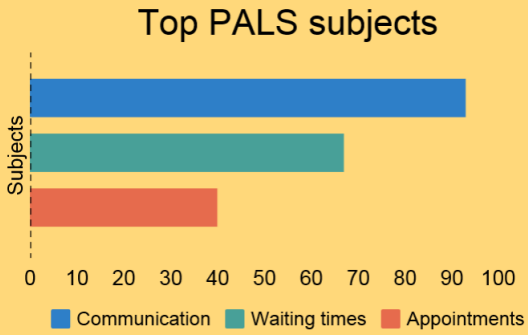
- Complaints
- PALS
- Friends & Family Test
- Patient Opinion
- Voluntary Services
- Patient Experience news and developments

## Friends & Family Test



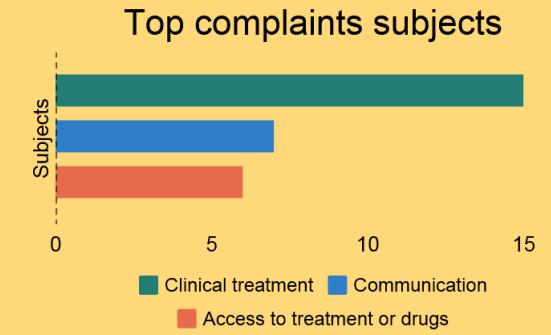
## PALS

**348**  
PALS concerns received

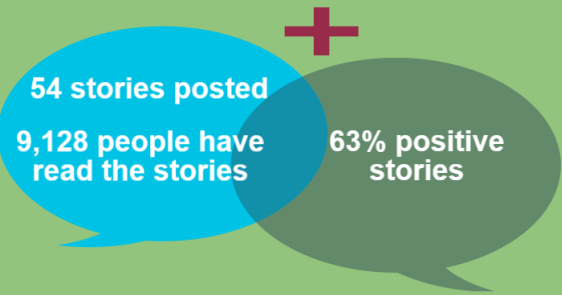


## Complaints

**48**  
Complaints received



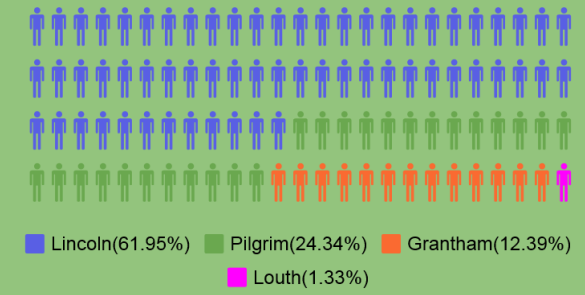
## Patient Opinion



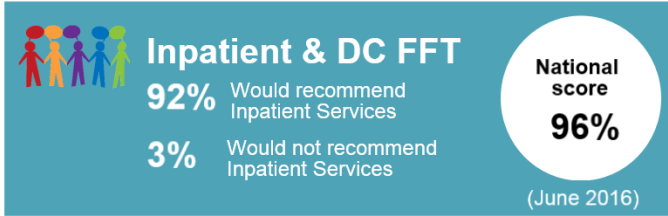
## Compliments



## Volunteers

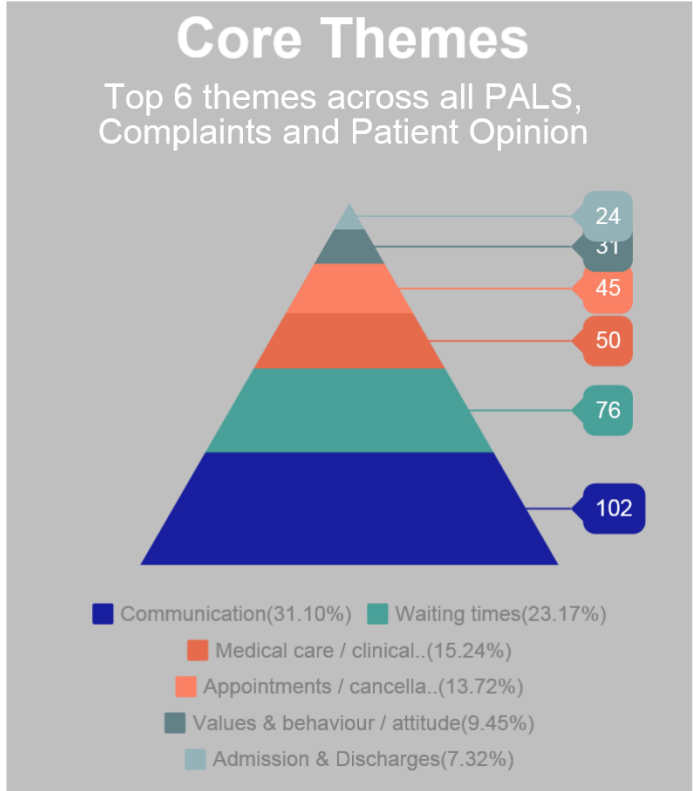


# Patient Experience Report July 2016



11,817 ratings received

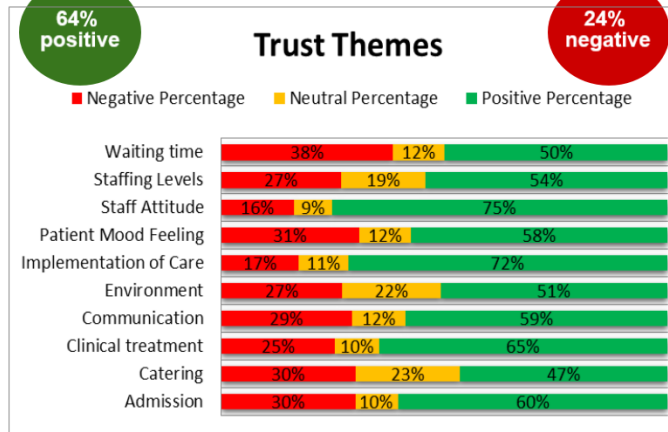
10,251 comments received



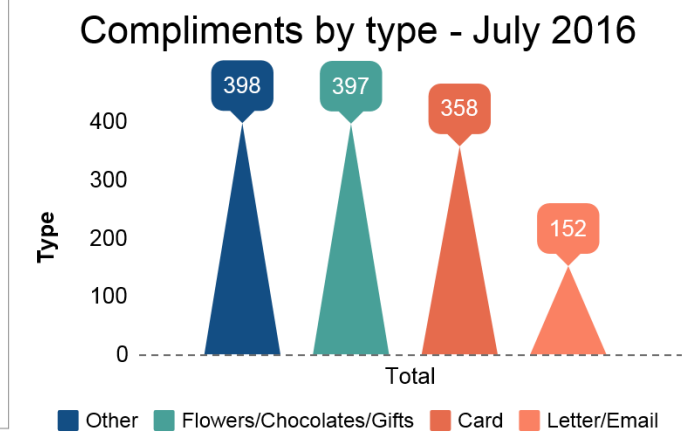
**Patient Opinion** 54 stories posted  
9,128 reads

63% positive stories  
6% neutral stories  
31% negative stories

## FFT Themed Analysis



**1,305** Compliments received this month



To find our more please visit <http://ulhintranet/patient-experience> or contact Sharon Kidd, Patient Experience Manager

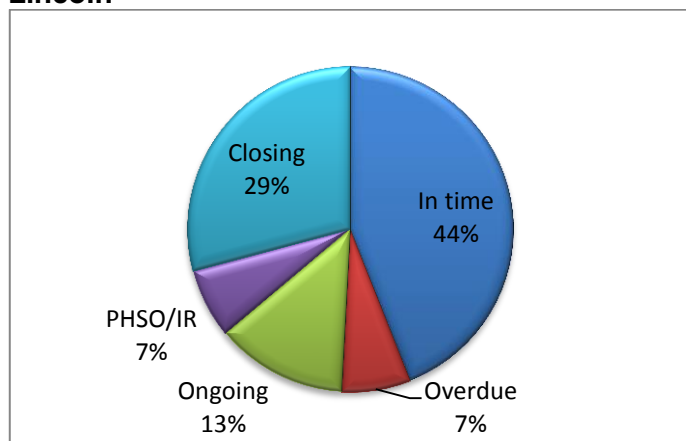
## SECTION 1 - TRUST LEVEL REPORT

### COMPLAINTS

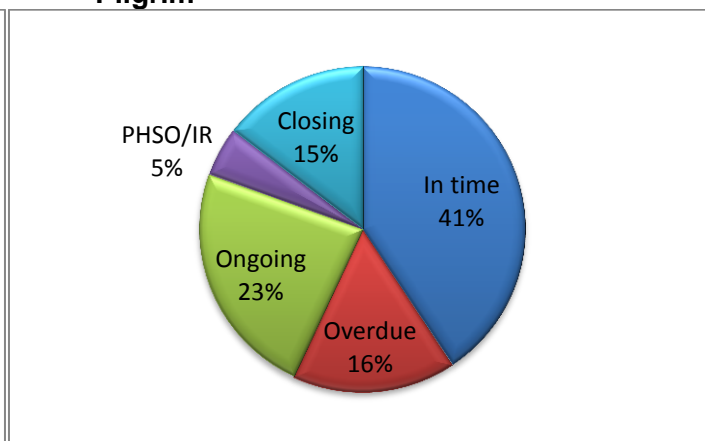
Complaints Received 2015/2016						
	March	April	May	June	July	Movement
Trust	52	72	63	63	48	↓
Pilgrim	21	26	26	22	25	↑
Lincoln	26	39	28	38	22	↓
Grantham	5	7	9	3	1	↓

### Current Position

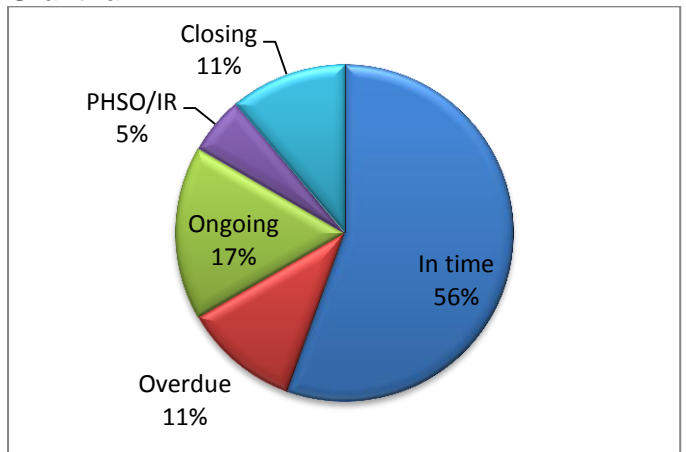
#### Lincoln



#### Pilgrim



#### Grantham



#### Key:

In time – timescale as agreed with complainant.

Overdue – timescale not achieved.

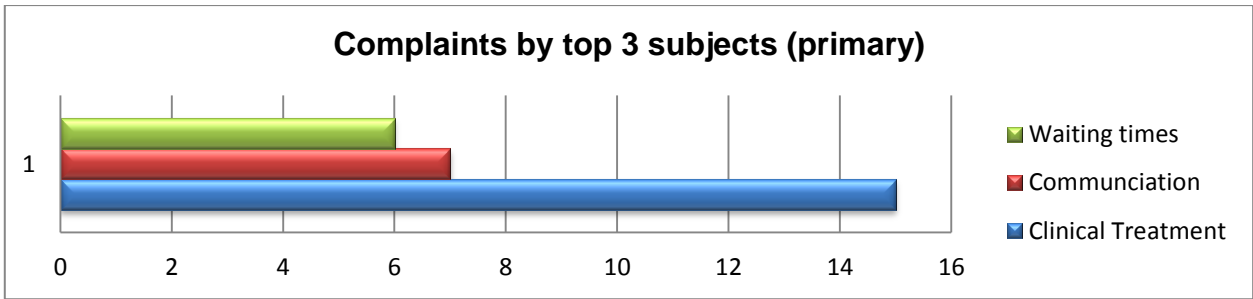
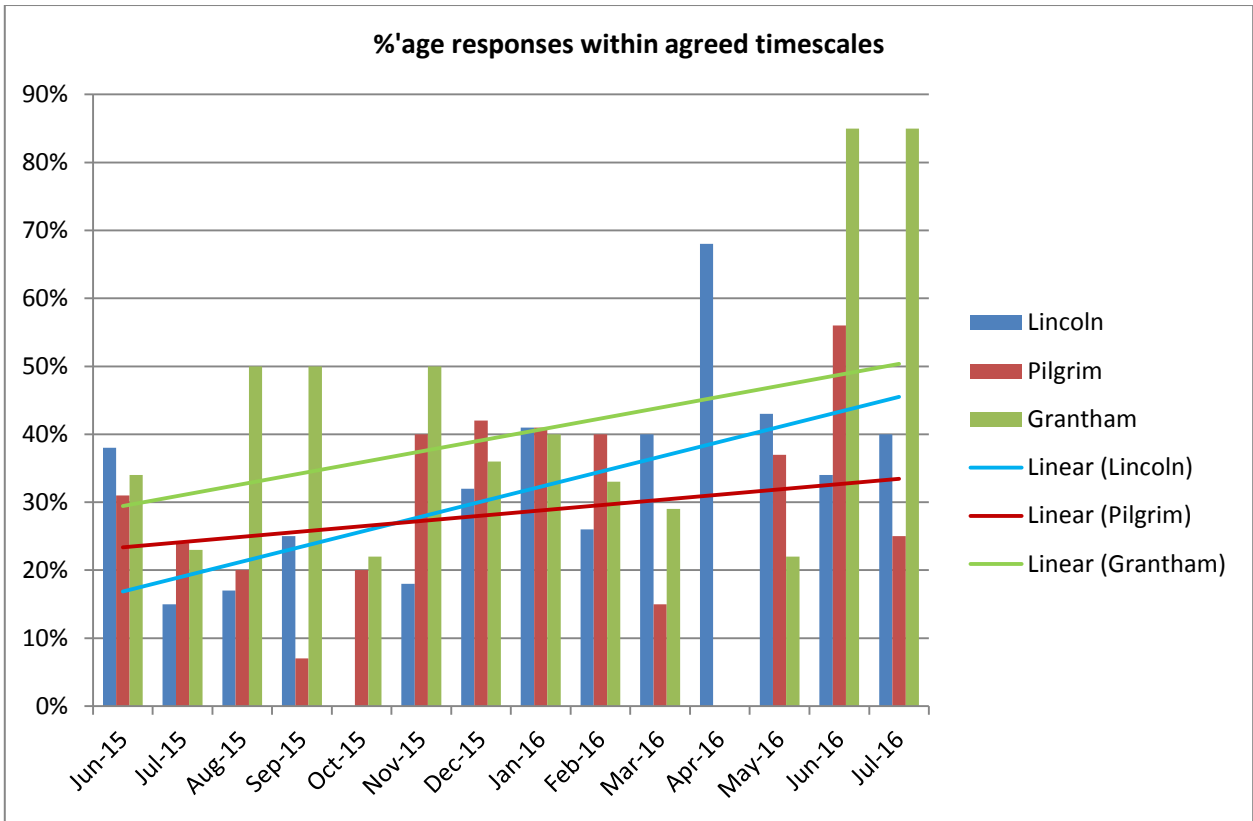
Ongoing – response sent but further questions or actions.

PHSO/IR – ombudsman or independent review.

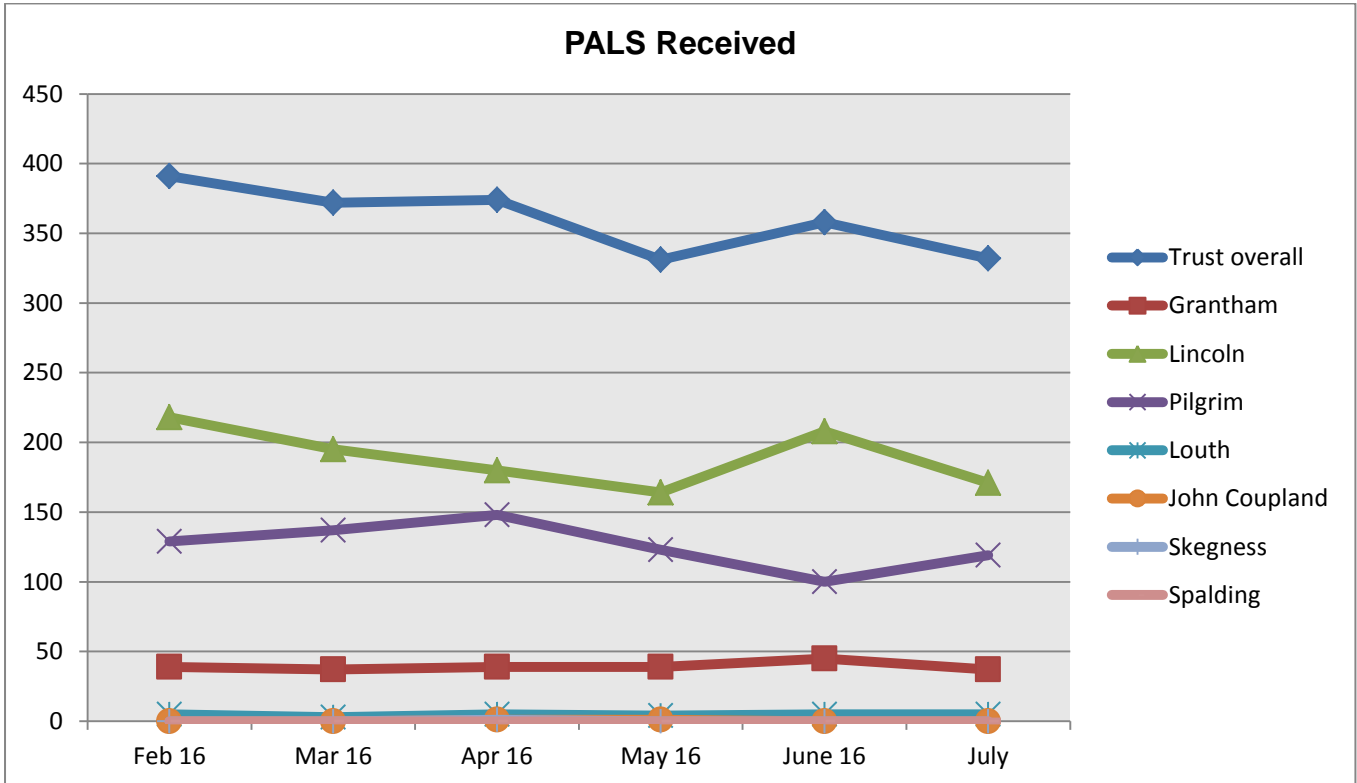
Closing – internal 30 day period before closing following final response.

Work has continued to clear overdue complaints and improve response times and the trend lines on the graph below demonstrate this. Pilgrim slipped in July due to staffing within the complaints team which has now been resolved with the new team member settling in well.

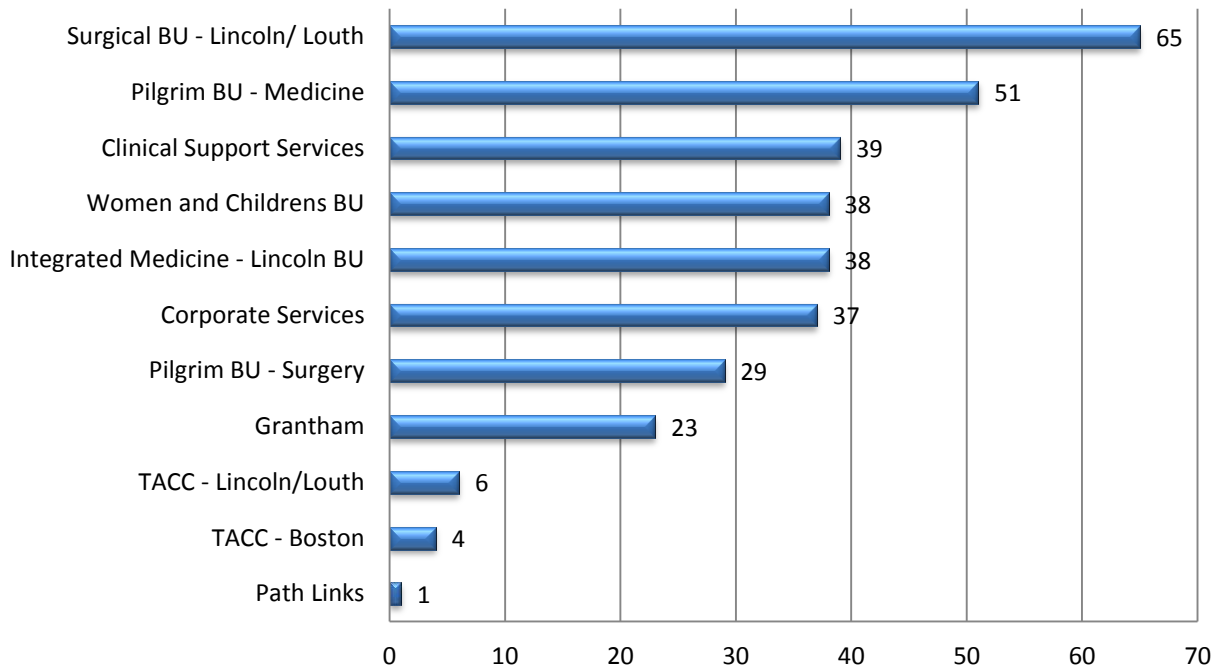
New reports have been well received within teams on the stage of their complaints delays to enable focused resource and assistance.



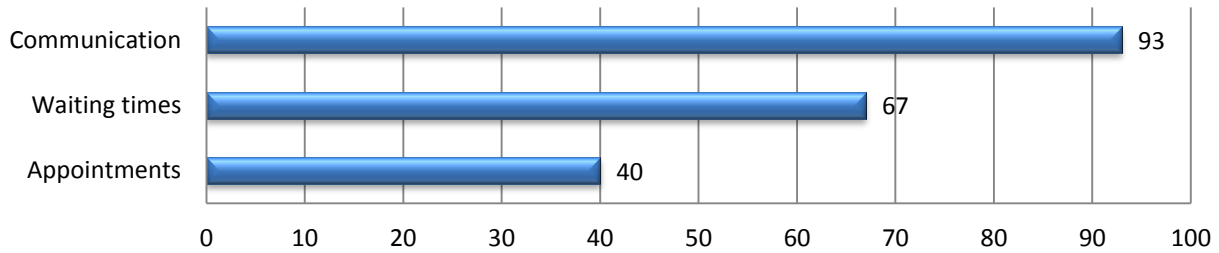
**PALS**



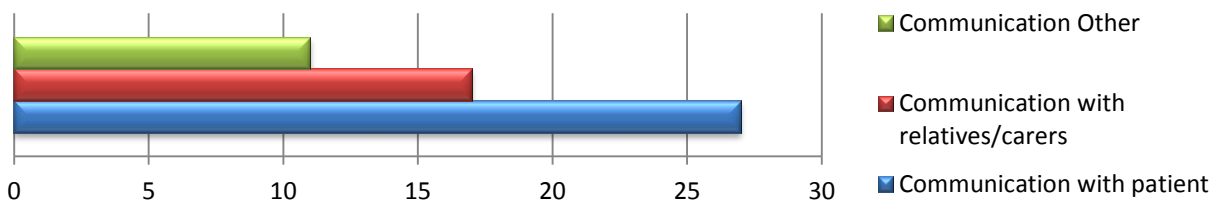
### PALS July 2016 Business Unit



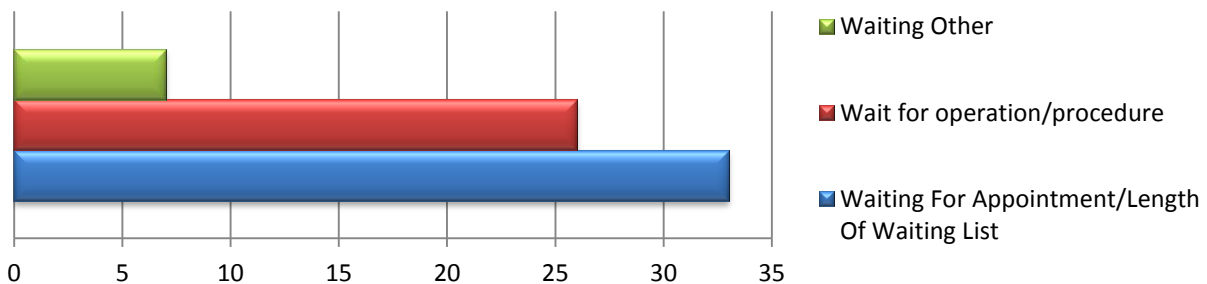
### PALS Top 3 Subjects

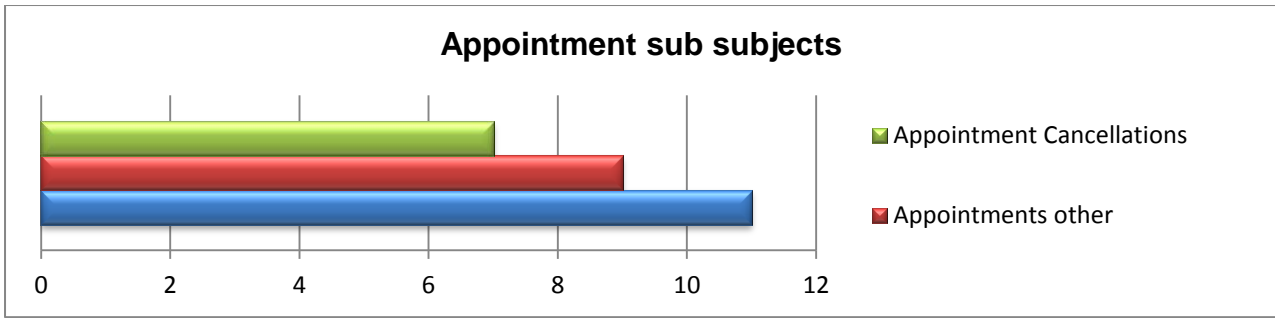


### Communication sub subjects



### Waiting times sub subjects





**Example: PALS concern**

I was due to bring my 16 year old son for a physio appointment and was very stressed about it as my son is Autistic and doesn't tolerate intensive white lights or white uniforms.

I called the PALS team and asked their advice as my son needed to have this appointment but I didn't want him to become agitated and disruptive and not be able to have his appointment due to his behaviour, through no fault of his own.

**Outcome**

Later that day the Physiotherapy team called me and we had a lengthy discussion about my son and how his autism affects him. She came up with a plan for my son to be seen in the gym with the lights out and that staff would cover up their white tunics for the appointment.

The day before our appointment we were contacted by the Physio receptionist who confirmed everything was in place for our appointment and checked I was ok.

We arrived for my son's appointment and it couldn't have gone smoother. A massive thankyou to the physio therapy team for going the extra mile for my son and myself.

**COMPLIMENTS**

The ratio on compliments vs complaints for July is **28:1**

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.



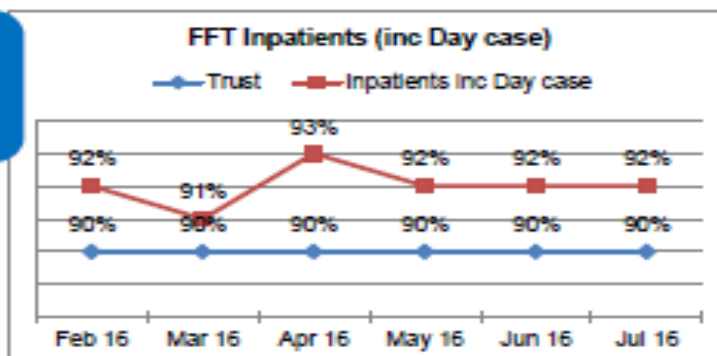
## FRIENDS & FAMILY TEST

During July the Trust received **11,817** FFT ratings and **10,251** 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. Actions include:

- Teams receive their reports and have been asked to consider local actions they can take to effect improvements.
- The patient experience team are preparing a 'Top 10 FFT 'fixes' that teams can consider using in their local action plans.
- An expectation that every area uses their You Said – We Did posters and to keep them up to date; patients can then see that we are listening and that their feedback is making a difference.

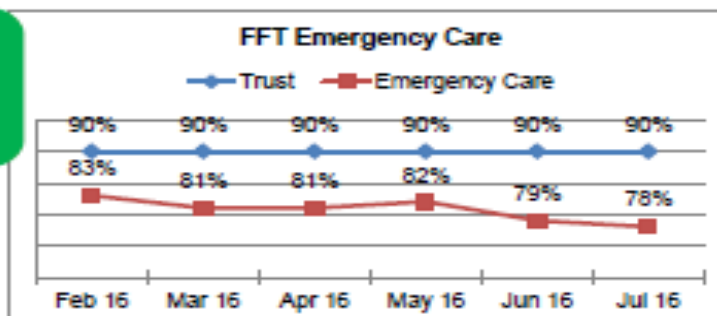
### Inpatient & DC FFT

**92%** Would recommend our services  
**3%** Would not recommend our services



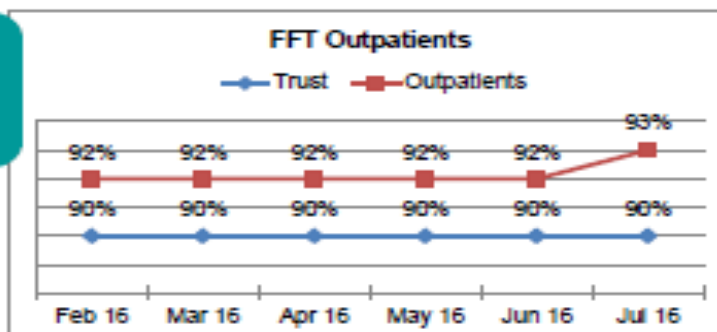
### Emergency Care FFT

**78%** Would recommend our services  
**13%** Would not recommend our services



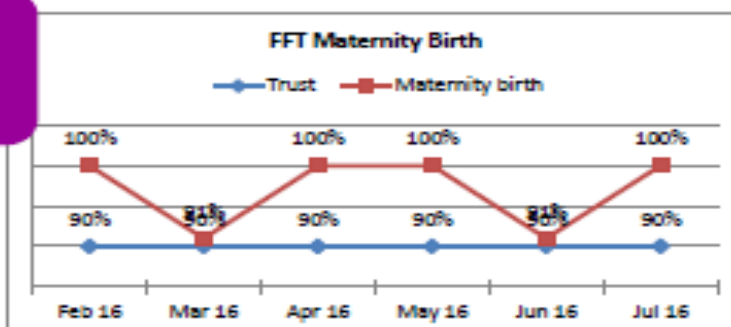
### Outpatients FFT

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



### Maternity Birth FFT

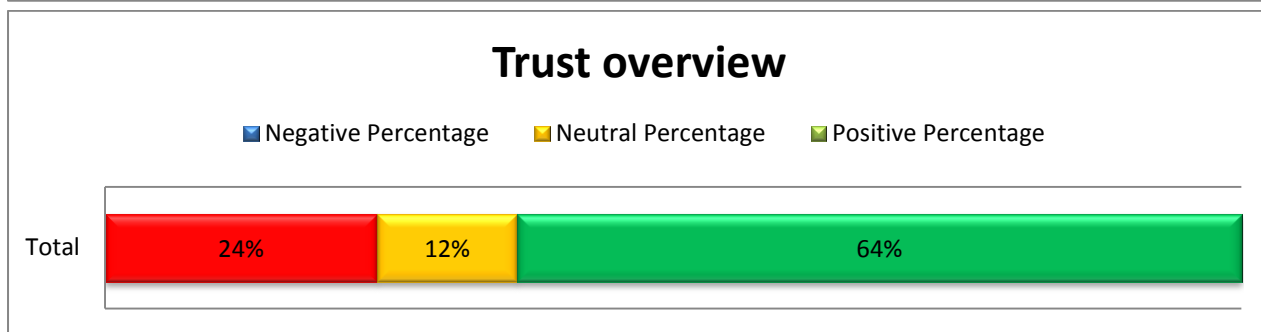
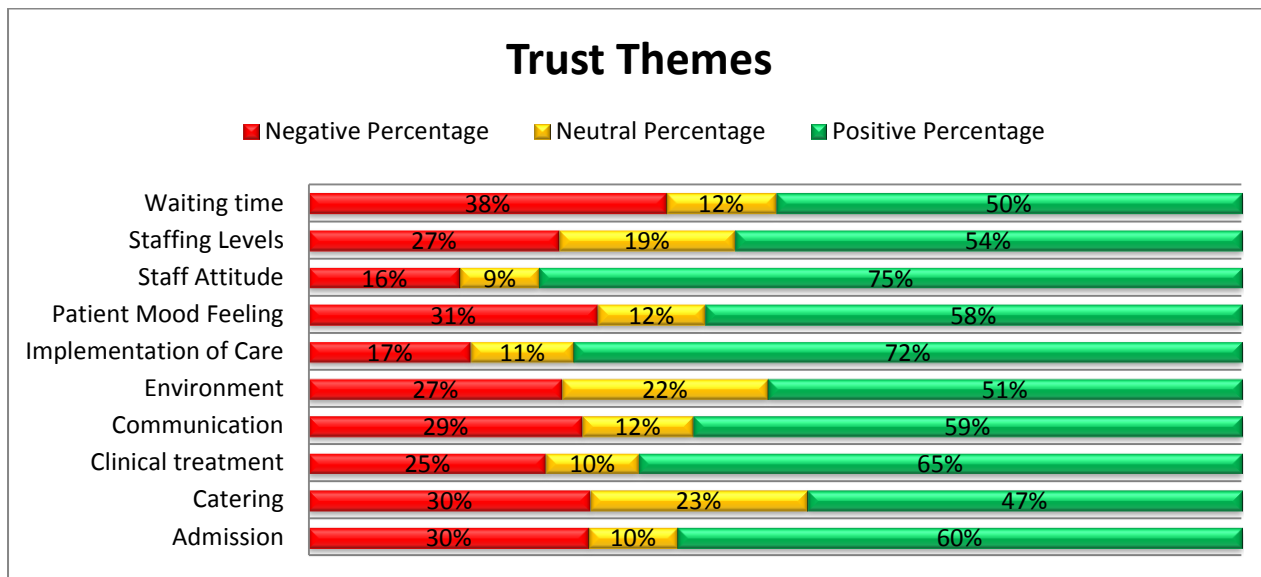
**100%** Would recommend our services  
**0%** Would not recommend our services





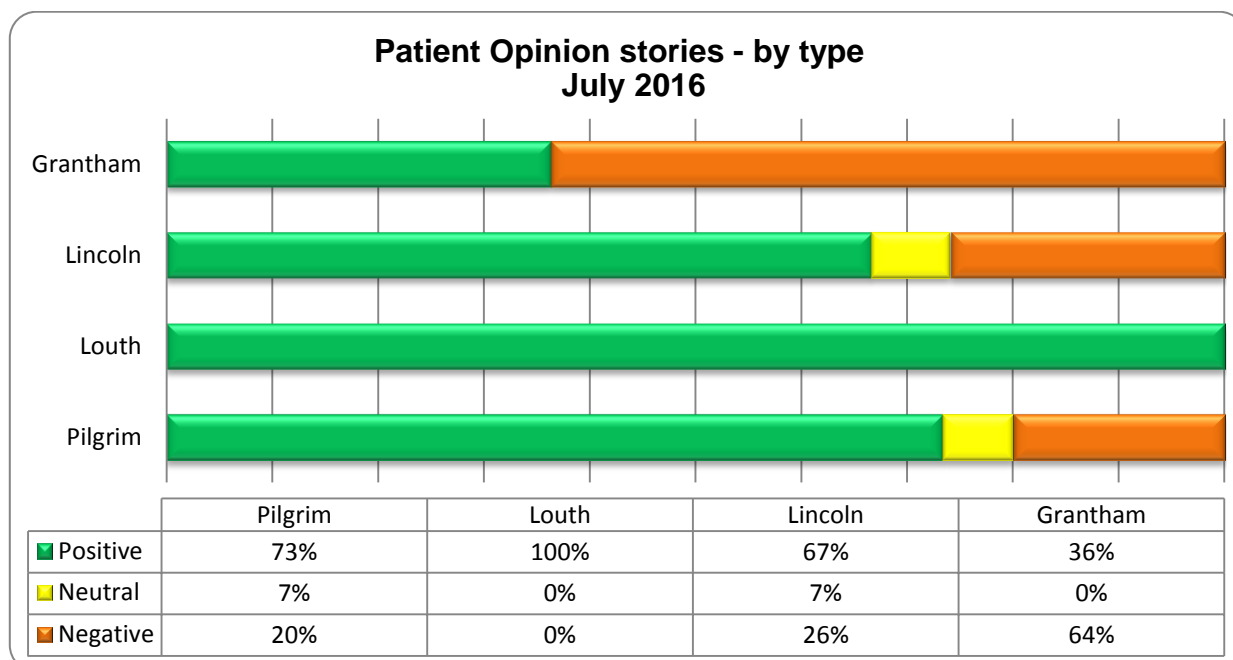
## FFT Sentiment Analysis

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.



## PATIENT OPINION

54 stories have been posted during April and have been read 9,128 times. This equates to each story being read 169 times. We know from twitter and Facebook that increasing numbers of staff are aware of and are engaging with Patient Opinion.



## Amazing Sister

**About:** [Lincoln County Hospital / Accident and emergency](#)

Read 724 times

Posted by [Tink1989](#) (as the patient), last month

I had a short stay in MEAU at Lincoln Hospital on Friday night and although I was extremely emotional, scared and tired one nurse in particular made sure she constantly checked on me - even though she was rushed off her feet. She really really made such a difference to the way I was feeling and I can't put in to words how much that means to me.

Thank you Michelle for everything you did for me, I can't thank you enough.

## Trust responses

Dear Tink1989,

Thank you for sharing such positive comments about your recent stay on MEAU.

It is reassuring to know that staff can make such a difference to a patient's stay.

I will certainly pass on these comments to Michelle and to the team as a whole.

Kindest regards

Wendy Rojas, Sister MEAU

## VOLUNTARY SERVICES

New Volunteer Activity					
	Lincoln	Pilgrim	Grantham	Louth	Total
New Applications	3	2	1	1	7
Started During Month	7	4	2	0	13
Applications in progress	23	14	11	0	48
<b>Total</b>	<b>33</b>	<b>20</b>	<b>14</b>	<b>1</b>	<b>68</b>
Volunteer Placements					
	Lincoln	Pilgrim	Grantham	Louth	Total
On Ward	24	9	3	0	36
Day Wards	23	8	1	1	33
OPD/Clinics	20	11	3	1	35
A&E/Assessment units	6	0	4	0	10
Pharmacy	3	0	6	0	9
Chaplaincy	15	18	3	1	37
Macmillan	6	6	3	0	15
Catering	29	0	0	0	29
Admin/Other	14	3	5	0	22
<b>Total Active Volunteers</b>	<b>140</b>	<b>55</b>	<b>28</b>	<b>3</b>	<b>226</b>
<b>Total Hours</b>	<b>1969</b>	<b>653</b>	<b>442</b>	<b>153</b>	<b>3217</b>
<b>WTE</b>	<b>53</b>	<b>17</b>	<b>12</b>	<b>4</b>	<b>86</b>



