

## PATIENT EXPERIENCE REPORT

JULY 2016 (June 2016 data)

**This report is in two sections:**

**1. Trust level report**

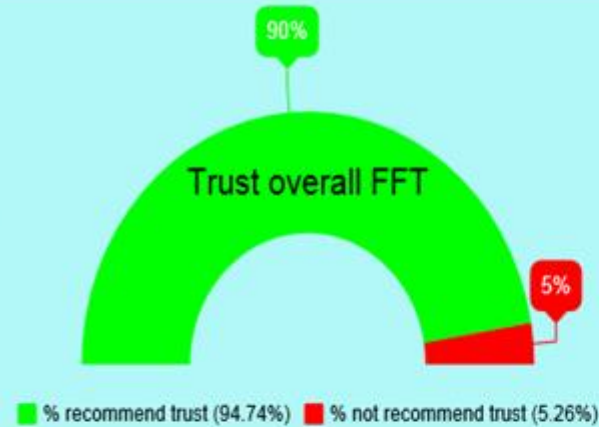
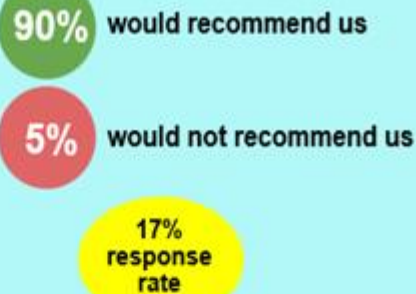
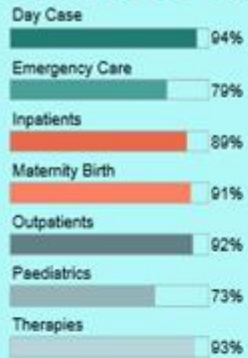
- Complaints
- PALS
- Friends & Family Test
- Patient Opinion
- Voluntary Services
- Patient Experience news and developments

**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.

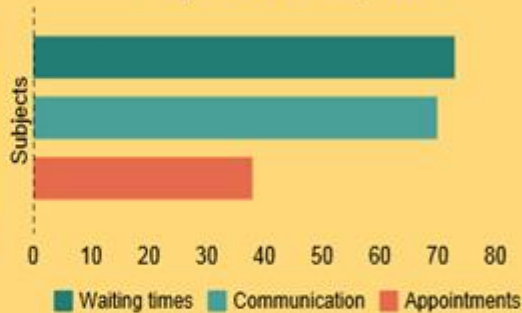
This month = Integrated Medicine at Pilgrim Hospital, Boston

## Friends & Family Test



## PALS

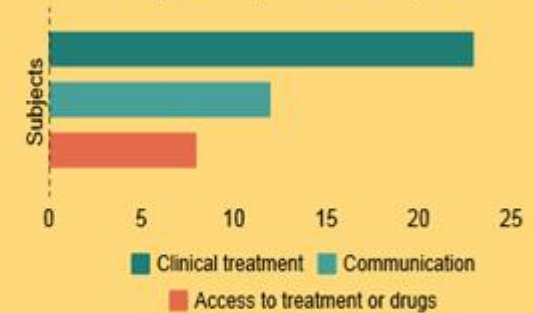
### Top PALS subjects



## Complaints



### Top complaints subjects



## Patient Opinion

57 stories posted

10,135 people have read the stories

65% positive stories

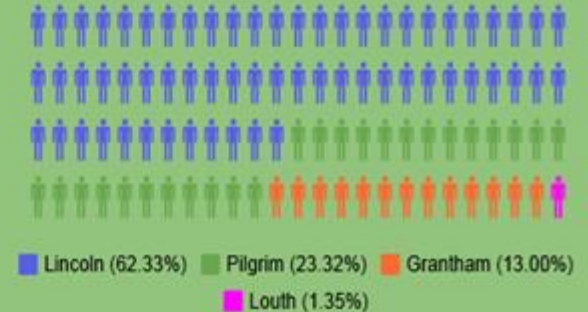
## Compliments



1,108  
Compliments registered

18:1 Compliments v Concerns

## Volunteers



# Patient Experience Report June 2016



## Inpatient & DC FFT

**92%** Would recommend Inpatient Services  
**4%** Would not recommend Inpatient Services

National score  
**96%**

(Mayr 2016)



## Emergency Care FFT

**79%** Would recommend Emergency Care Services  
**12%** Would not recommend Emergency Care Services

National score  
**85%**

(May 2016)



## Maternity Birth FFT

**91%** Would recommend Maternity Services  
**0%** Would not recommend Maternity Services

National score  
**97%**

(May 2016)



## Outpatients FFT

**92%** Would recommend Outpatient Services  
**3%** Would not recommend Outpatient Services

National score  
**93%**

(May 2016)

**14,316**  
ratings recieved

**12,228**  
comments received

**56%** positive stories  
**5%** neutral stories  
**38%** negative stories

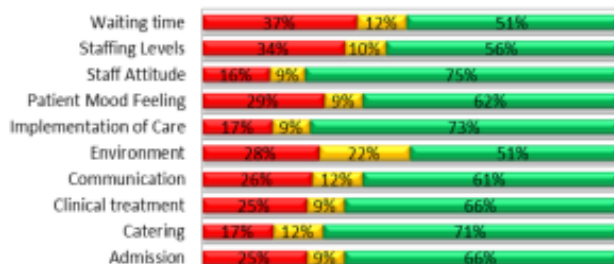
## FFT Themed Analysis

**65% positive**

### Trust Themes

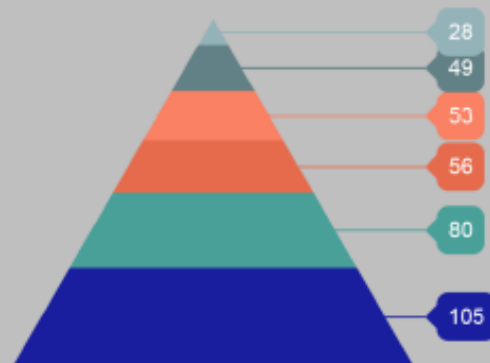
**23% negative**

■ Negative Percentage ■ Neutral Percentage ■ Positive Percentage



## Core Themes

Top 6 themes across all PALS, Complaints and Patient Opinion



Based on total of 1612

- Communication (28.30%) ■ Waiting times (21.56%)
- Medical care / clinical.. (15.09%)
- Appointments / cancella.. (14.29%)
- Values & behaviour / attitude (13.21%)
- Admission & Discharges (7.55%)

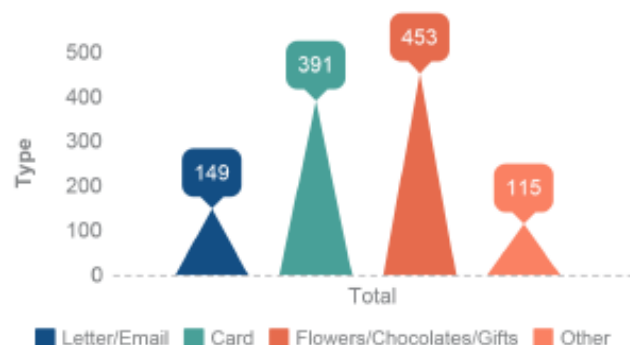


**57 stories posted**  
**10,135 reads**



**1,108** Compliments received this month

## Compliments by type - June 2016



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

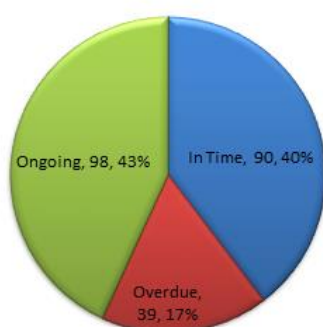
## SECTION 1 - TRUST LEVEL REPORT

### COMPLAINTS

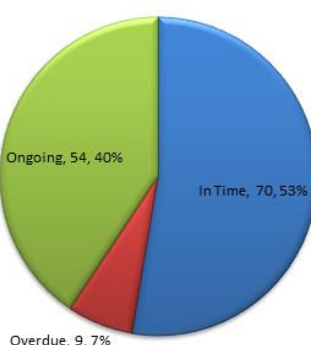
Complaints Received 2015/2016					
	March	April	May	June	Movement
Trust	52	72	63	63	↔
Pilgrim	21	26	26	22	↔
Lincoln	26	39	28	38	↑
Grantham	5	7	9	3	↓

### Current position

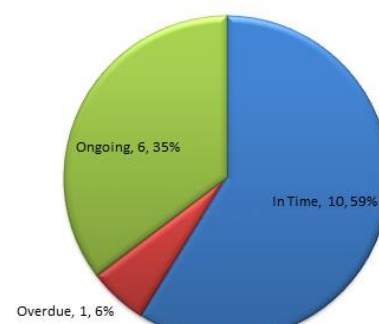
LCH - June 2016



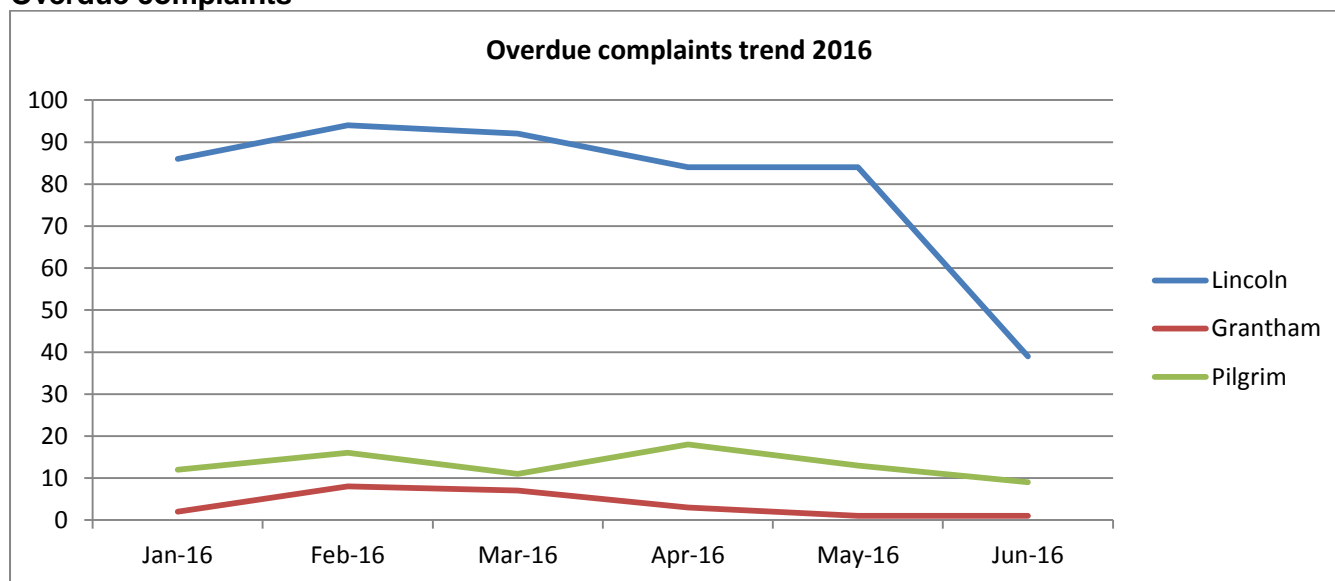
PHB - June 2016



GDH - June 2016



### Overdue complaints

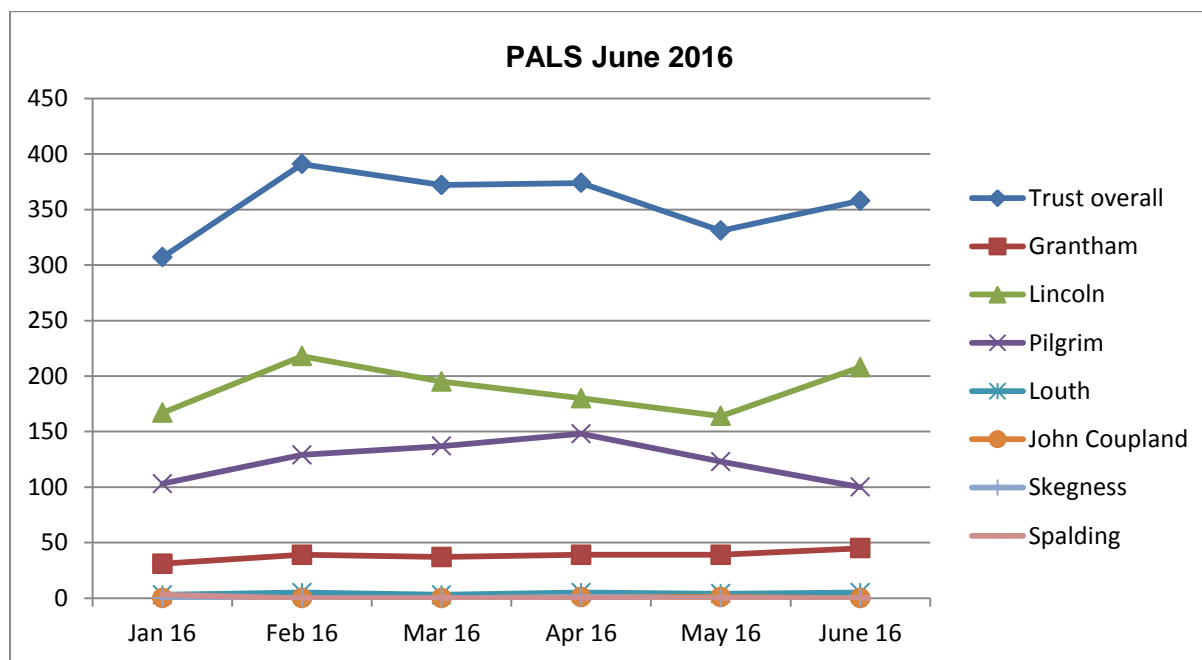


There has been a significant focus since May on reducing the number of overdue complaints and the graph above shows the progress and the impact of additional support to the operational teams on the Lincoln site. At the beginning of June the Lincoln number had reduced to 39 and there is an action plan in place to continue to clear these. New Case Manager training is being delivered across all sites. The training is designed to ensure that all relevant staff are familiar with the “see it my way” process and their responsibility should they become involved in investigating a complaint and goes into detail with response writing, sharing good and bad practice and delivering open and honest responses within the timescale agreed. New reports have also been developed which include performance at case manager level and the stage of any delays so that support can be directed accordingly.

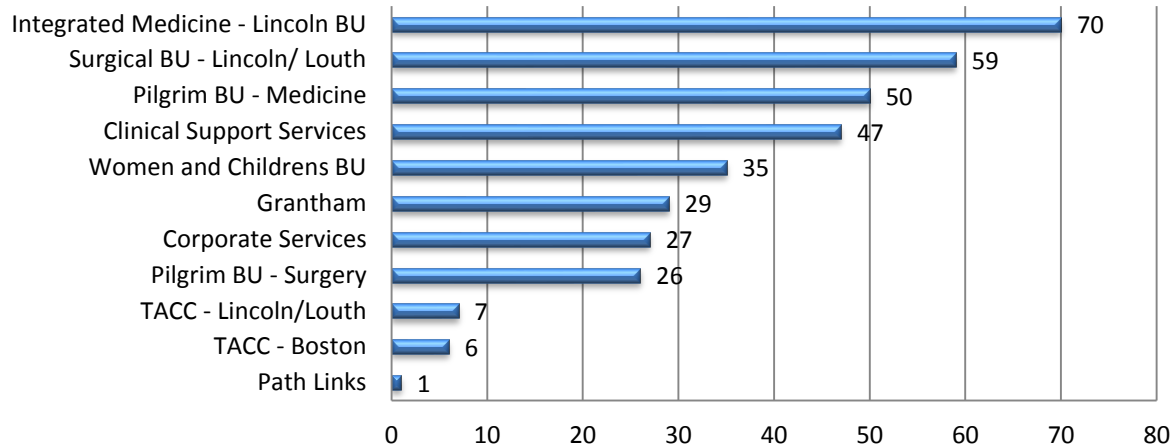
The TDA 'Patient Experience Headline Tool' benchmarks Trusts against a range of metrics and identifies those that are in the highest or lowest 20% in terms of performance. For complaints and PHSO data ULHT is not alerting as an outlier.

Trust	Complaints			
	Q3 201516	Q3 201516		
	Written Complaints - rate	Rate of enquires to PHSO	PHSO Enquiry per Activity(Rate by 100,000 clinical episodes)	Upheld & Partial Upheld
38 The Rotherham NHS FT	20.0	15.1	42.9	
39 The Royal Bournemouth and Christchurch Hospitals NHS	17.2	27.9	52.6	15.8%
40 The Royal Marsden NHS FT	7.1	14.8	56.3	25.0%
41 The Royal Orthopaedic Hospital NHS FT	36.7	6.3	34.3	
42 The Royal Wolverhampton NHS Trust	14.7	13.6	29.3	21.4%
43 The Walton Centre NHS FT	37.2	13.0	61.2	
44 The Whittington Hospital NHS Trust	20.1	49.4	208.4	
45 United Lincolnshire Hospitals NHS Trust	29.1	10.8	35.8	15.0%
46 University College London Hospitals NHS FT	26.6	12.2	40.8	4.0%
47 University Hospital Of North Midlands NHS Trust	24.1	11.8	43.6	19.2%
48 University Hospital Of South Manchester NHS FT	23.8	2.4	9.8	33.3%
49 University Hospital Southampton NHS FT	11.7	13.5	29.1	7.1%
50 University Hospitals Birmingham NHS FT	22.6	17.6	82.7	3.1%
51 University Hospitals Bristol NHS FT	23.1	7.3	29.1	7.7%
52 University Hospitals Coventry and Warwickshire NHS Tr	21.7	11.7	32.7	17.6%
53 University Hospitals Of Leicester NHS Trust	31.1	2.6	11.0	11.1%
54 University Hospitals Of Morecambe Bay NHS FT	22.6	16.5	53.8	17.6%
55 Walsall Healthcare NHS Trust	21.9	12.0	47.5	20.0%
56 Warrington and Halton Hospitals NHS FT	29.9	6.9	31.7	28.6%
57 West Hertfordshire Hospitals NHS Trust	47.6	10.3	60.7	5.3%
58 West Middlesex University Hospital NHS Trust				25.0%
59 West Suffolk NHS FT	15.2	14.9	29.4	

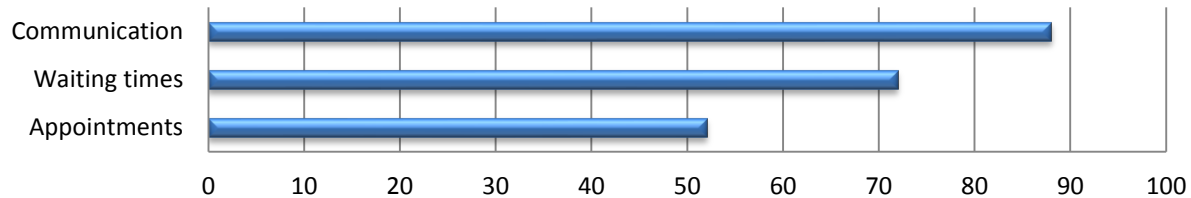
## PALS



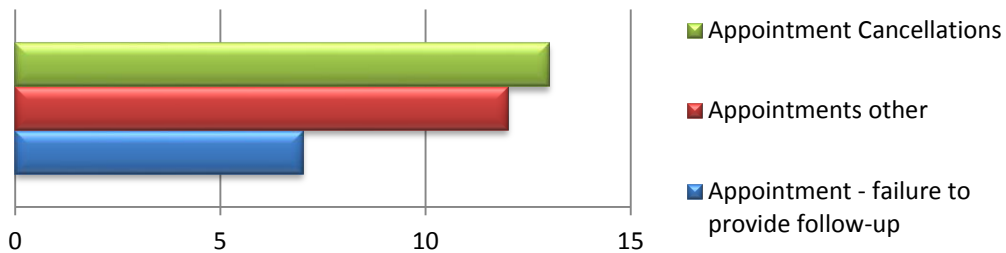
## PALS June 2016 Business Unit



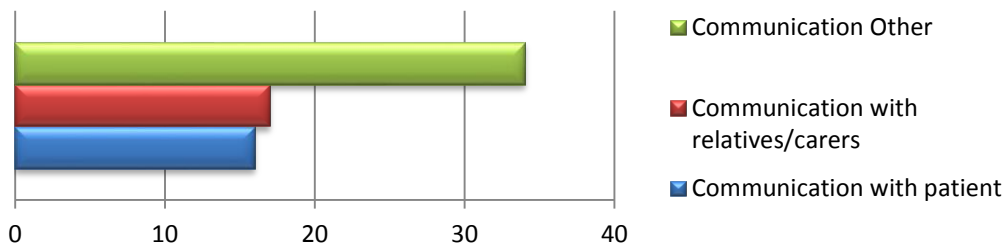
## PALS top 3 subjects



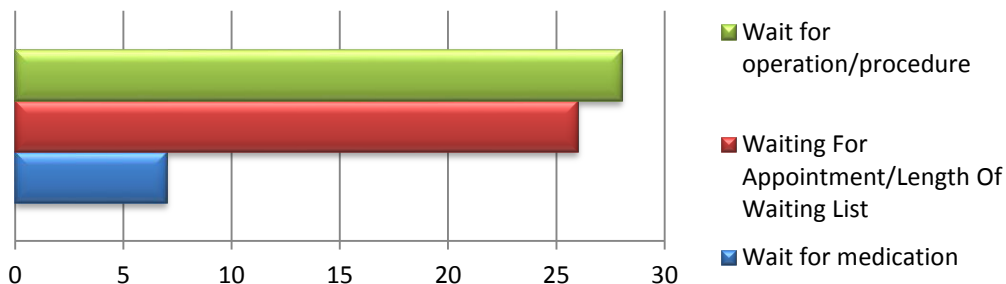
## Appointment sub subjects



## Communication sub subjects



## Waiting times sub subjects

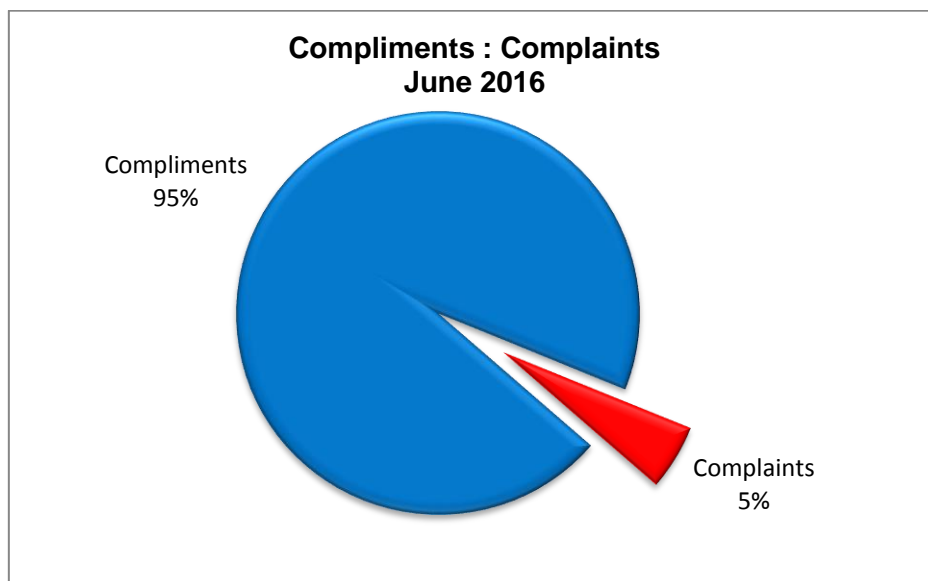




## COMPLIMENTS

The ratio on compliments vs complaints for June is **18:1**

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.



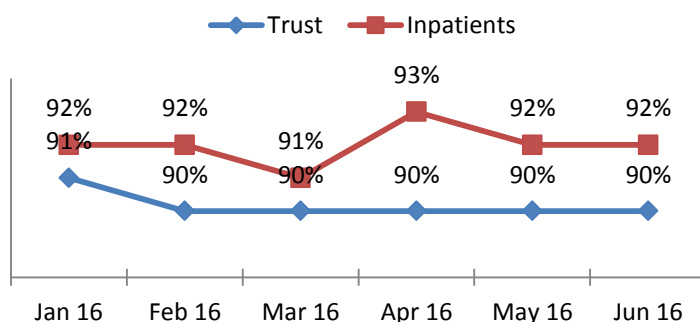
## FRIENDS & FAMILY TEST

During June the Trust received **14,316** FFT ratings and **12,228** 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

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

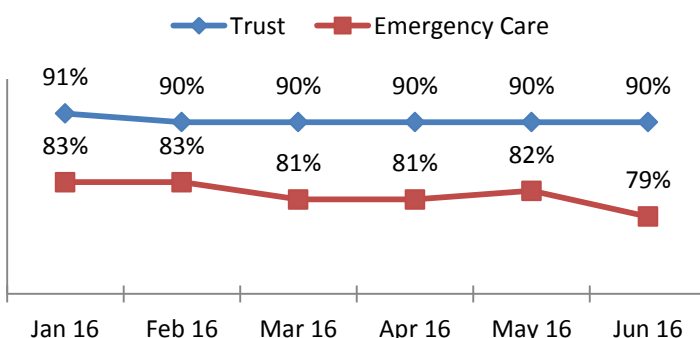
### FFT Inpatients (Inc. Day case)



### Emergency Care FFT

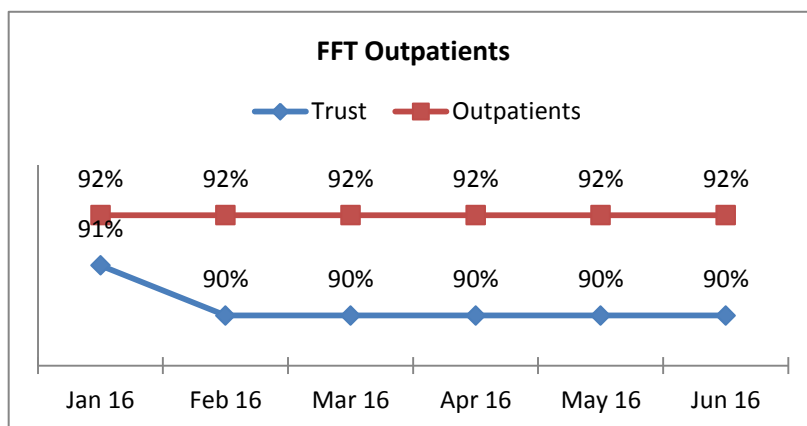
**79%** Would recommend our services  
**12%** Would not recommend our services

### FFT Emergency Care



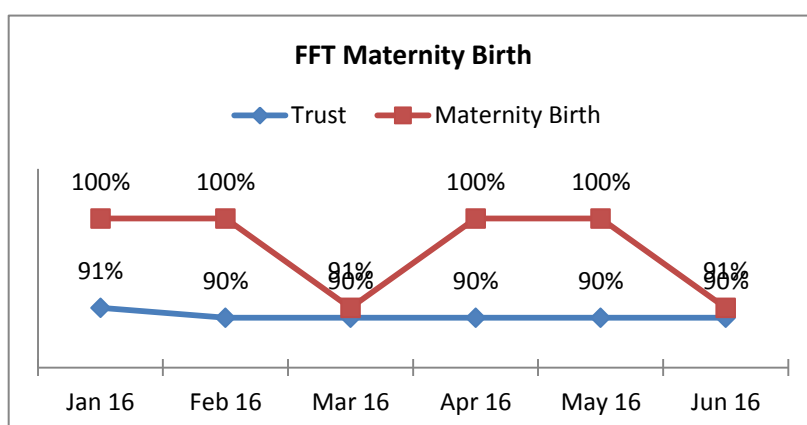
### Outpatients FFT

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



### Maternity Birth FFT

**91%** Would recommend our services  
**2%** Would not recommend our services

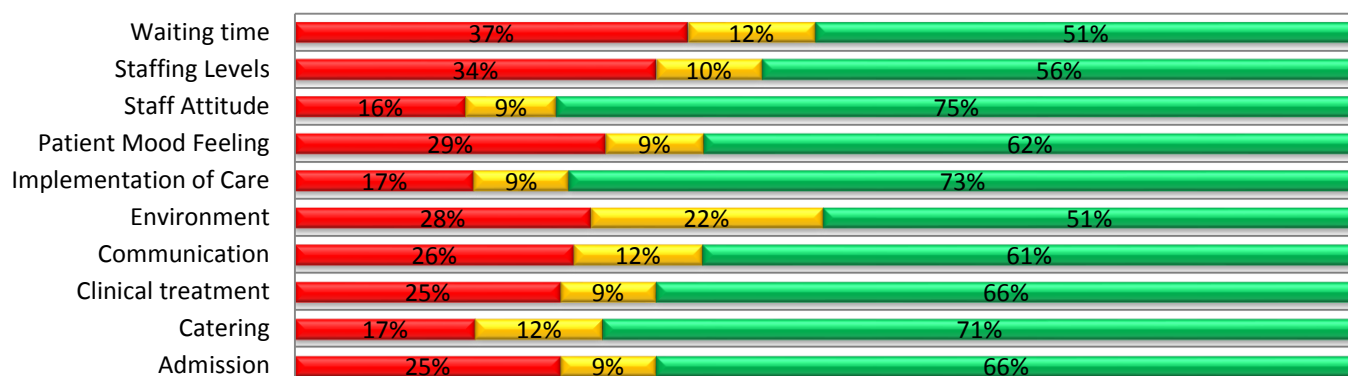


### FFT Sentiment Analysis

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.

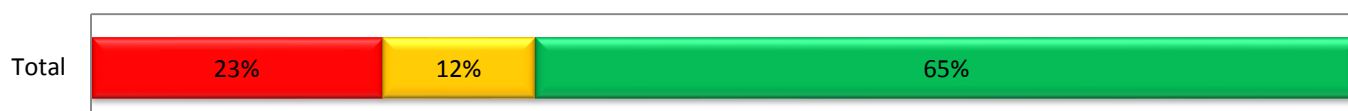
#### Trust Themes

■ Negative Percentage ■ Neutral Percentage ■ Positive Percentage



#### Trust overview

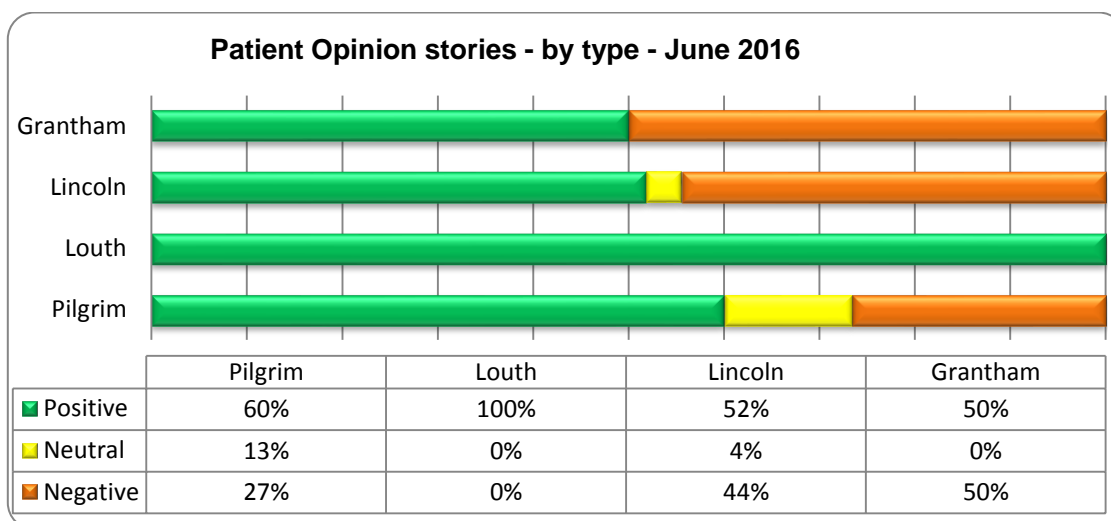
■ Negative Percentage ■ Neutral Percentage ■ Positive Percentage





## PATIENT OPINION

56 stories have been posted during April and have been read **12,241** times. This equates to each story being read **219** times. We know from twitter and Facebook that increasing numbers of staff are aware of and are engaging with Patient Opinion.



### Hard working staff

**About: Pilgrim Hospital. Read 565 times**

**Posted by Robert Hoyland 2 weeks ago**

I was an emergency admittance through a blood test and an out of hours dr. As soon as I arrived at A&E I was signed in and taken to assessment cubicle then on to a ward. I spent 8 days in hospital, the care I received was marvelous nothing was too much trouble, I was on ward 7 which was always busy, but all the staff where happy, smiling, and so willing to help. I am writing this because I am fed up of hearing people moan about Lincolnshire hospitals, in March this year I had 3 weeks in Lincoln hospital through a heart attack and having a stent fitted, then in June this year I had 8 days in pilgrim. I had a very low blood count and needed 5 blood transfusions. In my opinion both hospitals deserve 100% praise.

Each and every staff member I had contact with gets 100% praise from myself. This is my way of saying thank you, I would not be here today if it was not for skill & care of both hospitals.

### Trust responses

Dear Mr. Hoyland

Thank you so much Mr. Hoyland for your lovely comments. As a ward we strive to keep our patients happy and well looked after so it is very rewarding to know you were more than happy with your care.

Thanks again.

Regards

Sister Beatrice Hulley, Ward 7A

Dear Mr. Hoyland,

Thank you so much for taking the time to write and to tell us of your positive experience.

I work with the staff of 7a and I believe that they are a very dedicated and compassionate team. It is lovely to have this confirmed by patients who have been cared for on the ward.

I have passed your gratitude on to Sister Hulley and her staff and they are very grateful for your kind words of thanks.

With our very best wishes for you continued health

Marie Beck. Matron

## VOLUNTARY SERVICES



Monthly Report - June 2016

### New Volunteer Activity

	Lincoln	Pilgrim	Grantham	Louth	Total
New Applications	7	2	2	2	13
Started During Month	2	2	0	0	4
Applications in progress	27	14	10	1	52
<b>Total</b>	<b>36</b>	<b>18</b>	<b>12</b>	<b>3</b>	<b>69</b>

### Volunteer Placements

	Lincoln	Pilgrim	Grantham	Louth	Total
On Ward	21	8	3	0	32
Day Wards	22	8	2	1	33
OPD/Clinics	19	11	4	1	35
A&E/Assessment units	6	0	3	0	9
Pharmacy	3	0	6	0	9
Chaplaincy	15	17	2	1	35
Macmillan	6	6	4	0	16
Catering	34	0	0	0	34
Admin/Other	13	2	5	0	20
<b>Total Active Volunteers</b>	<b>139</b>	<b>52</b>	<b>29</b>	<b>3</b>	<b>223</b>
<b>Total Hours</b>	<b>1849</b>	<b>436</b>	<b>590</b>	<b>229</b>	<b>3104</b>
<b>WTE</b>	<b>49</b>	<b>12</b>	<b>16</b>	<b>6</b>	<b>83</b>

### Leavers

Reasons for leaving	Month	YTD	%
Unknown	11	19	33%
Deceased	0	2	3%
Moved	1	6	10%
Health	0	4	7%
Family	2	10	17%
Employment/Uni	0	4	7%
Other	1	12	21%
Unhappy @ULHT	0	1	2%

15	58
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### Applications - Marketing Sources

	Month	YTD	%
ULHT Website	4	19	33%
Volunteer Centre	0	1	2%
Hospital Posters	4	8	14%
Family/Friends	2	4	7%
Current Volunteers	2	3	5%
Local Media	1	25	43%
Other	0	2	3%

13	62
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The service received 13 new applications during June of whom 31% had heard about volunteering via the new corridor posters around the hospitals and a further 31% from the ULHT website. At the end of June 65 applications were currently being processed; of these 30 people were interviewed but have not yet started. Delays are due to a number of factors though mainly waiting for DBS checks and wards and services planning support and start dates. 28 roles are currently out to advert.

### Pat

#### Chemotherapy suite volunteer at Pilgrim.

I have been volunteering for 8 years and have thoroughly enjoyed it, providing refreshments for patients and staff. The patients choose from a variety of foodstuffs and we like to spoil them. I work with the best nurses and staff which adds to my enjoyment and I have made many friends. I would recommend volunteering to anyone it's very fulfilling.

### Mandy Logue

#### Sister Chemotherapy Suite at Pilgrim

What Pat means to my department.

Pat is part of the team and offers support to both patients and staff; she is always happy and caring, and so thoughtful. Pat is always positive around patients and she helps to lift their spirits.

## ULHT Patient Experience Strategy

The existing and now expired Trust strategy was reviewed at a stand-alone Patient Experience Committee in early June and is being refreshed and renewed in light of contemporary developments and drivers. Previously developed around NICE Guidance the new strategy uses the November 2015 National Quality Boards 'Improving Experiences of Care' as a framework and is on the agenda for July's Patient Experience Committee for approval before wider consultation. A launch date is planned for mid to end August.

## CQC's NHS Patient Survey Programme Consultation

The CQC are currently consulting on the current frequencies of all the national surveys with a vision to improve the survey programme so that it has maximum impact and value for those who use the results across the health and social care system. To achieve this, the CQC have proposed a number of changes to the coverage and timeliness of the surveys and are seeking feedback on how they can enhance the quality and presentation of survey results. The NHS patient surveys programme is a unique source of data that provides robust, comparable information to a variety of stakeholders. Collecting information in this way enables all who use the data to place the voice of patients and people who use services at the forefront of what they do, and gives people an opportunity to have their say about how the NHS is performing. The programme has been a running for over a decade and the general structure of the survey programme has changed little since it was first established by the Department of Health. The patient surveys give people a real opportunity to do this, as well as helping to drive improvement in the quality of services and is the only source of information that provides robust, comparable data about people's experiences of NHS care across England. The consultation closes at the end of July and the ULHT Patient Experience team have contributed.

## New CQC survey proposals

### Coverage of the surveys

#### Acute trusts

- Discontinue the outpatient survey as a separate survey and instead incorporate relevant questions into the adult inpatient survey.
- Review the A&E survey to include all relevant urgent care services.
- Run the children and young people's survey regularly.
- No change to the maternity survey.

#### Trusts providing community health services

- Pilot a new community health services survey.
- No change to the community mental health survey.

### Frequency

- Run the A&E, children and young people's, and maternity surveys on rotation every two years (rather than the outpatient, A&E and maternity surveys every three years).
- Continue with an annual adult inpatient survey for acute trusts and an annual community mental health survey for mental health trusts.

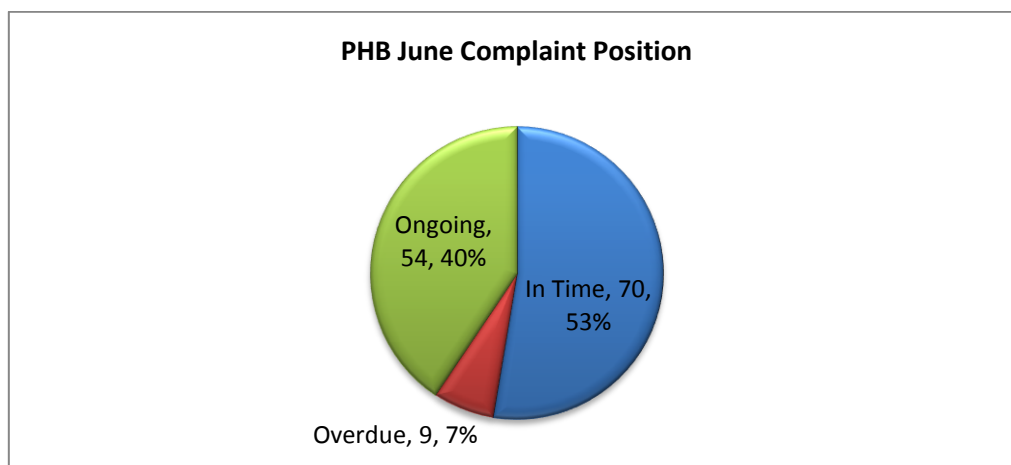
### Increasing the value

- Implement new approaches to improve response rates across all surveys.
- Review how we present survey information to improve its:
  - accessibility
  - ability to drive improvements to services.

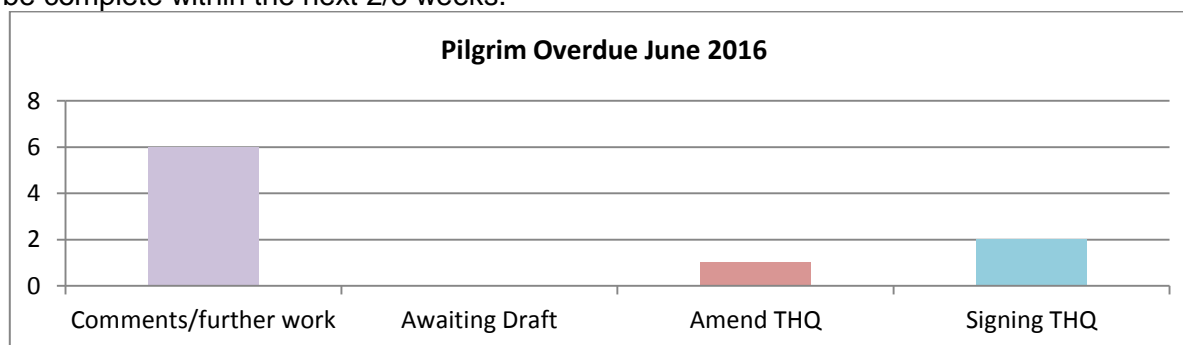
## SECTION 2 - BUSINESS UNIT LEVEL REPORT – INTEGRATED MEDICINE PILGRIM

### Complaints

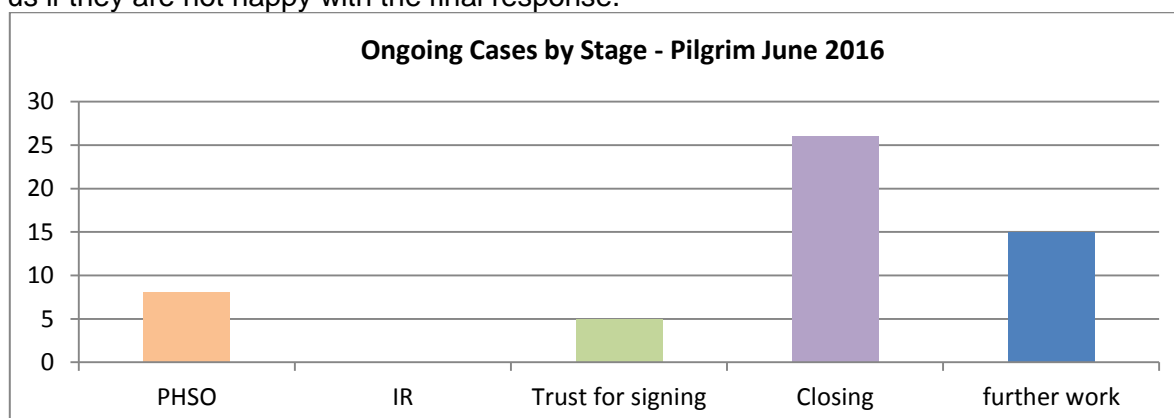
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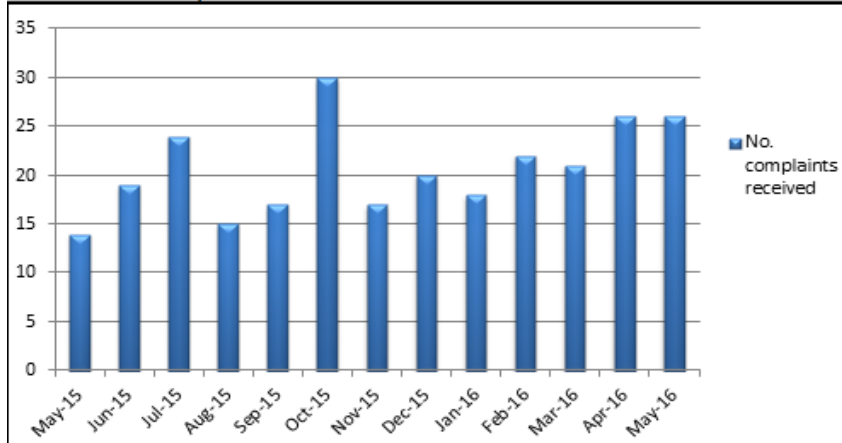
There were 15 overdue complaints for Pilgrim Hospital reported in May 2016. This was partly down to the lack of staffing within the department but there is now a New Band 5 Complaints Officer and Band 4 Complaints Adviser and the team has settled and making great progress. The chart below shows the overdue complaints are at various stages. 3 of the 9 complaints that are overdue are in the final stages and should be complete within the next 2/3 weeks.



Ongoing cases are those that have had their complaint investigated and have been provided with a written response. Following this response they are still unhappy and have come back to the trust and further work is being undertaken to resolve any outstanding issues/concerns. Those that are showing as closing have received a response and have a 30 day window before being closed which will allow the complainant to contact us if they are not happy with the final response.



## Number of complaints received



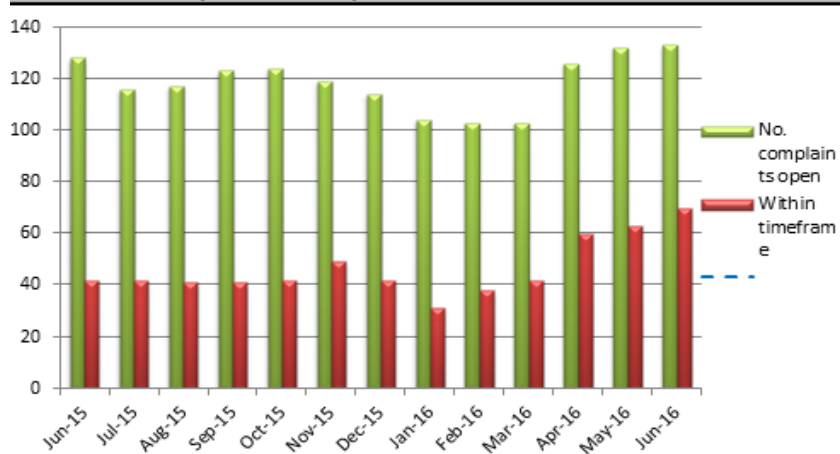
June 16 : 22 Complaints received

Subjects of complaints include:

- 14 Patient care
- 17 Clinical treatment
- 17 Communication
- 11 Admission and discharges
- 8 Values and behaviour
- 3 Waiting
- 0 Appointments
- 0 Discharge
- 0 Record management

2015/16 average number of complaints received: 20 a month

## Number of complaints still open



June 16:

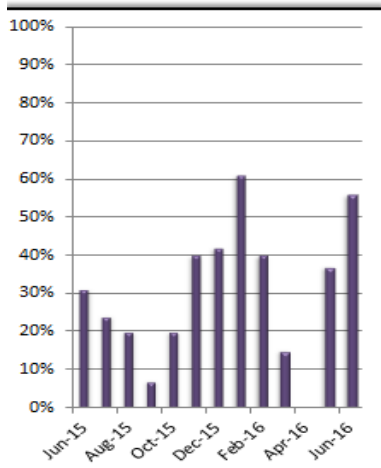
- 133 Complaints open
- 70 Within timeframe
- 9 Overdue
- 29 Ongoing
- 7 PHSO
- 18 Awaiting closure/sign off

Of the 9 Overdue, the following have exceeded the timeframe by the following:

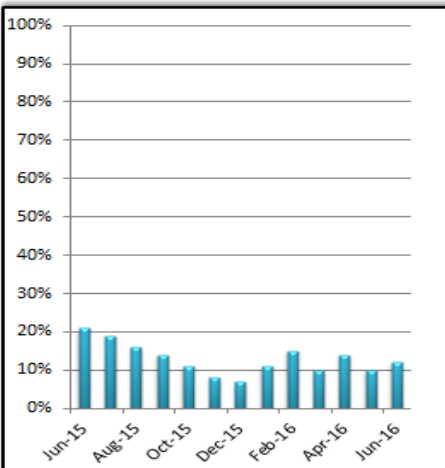
- 8 0 - 1 month
- 1 1 - 3 months
- 0 3 - 6 months
- 0 6 - 12 months
- 0 12 + months

Longest overdue complaint: 1 month

## Percentage of complaints responded within timescale



## Percentage of overdue complaints against the total number of complaints



June 16:

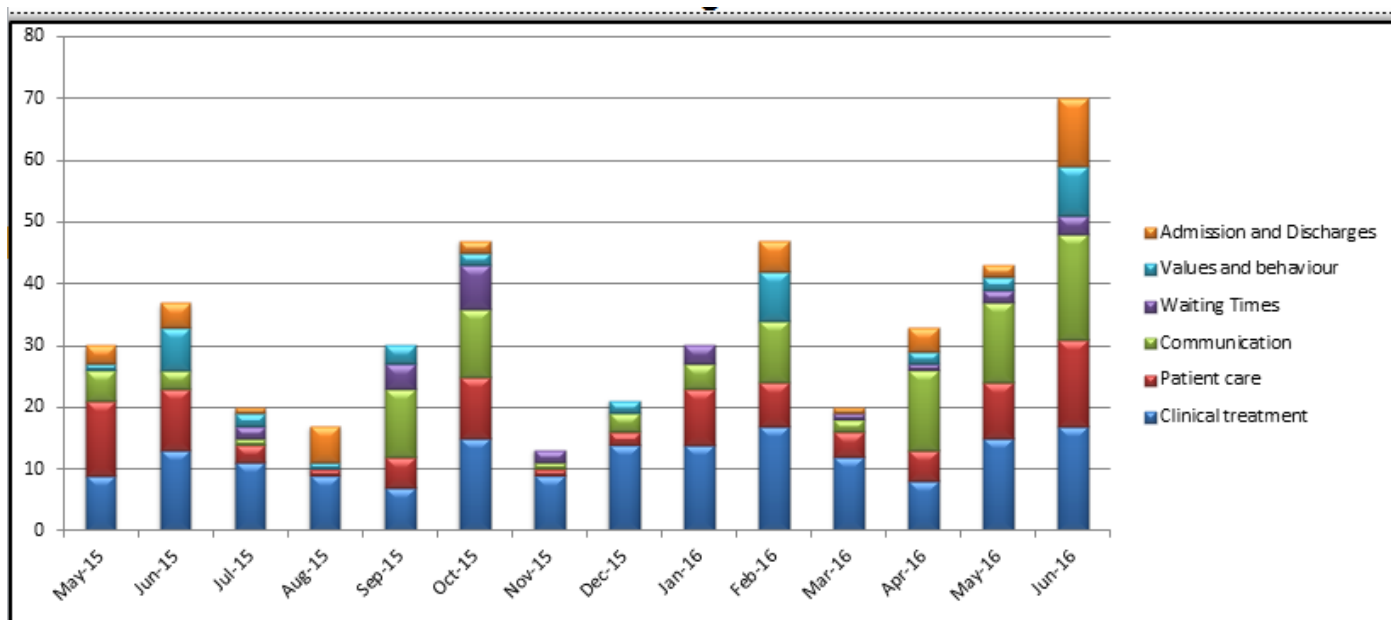
13/23 Complaints responded within timescale

13/132 of overdue complaints against the total number of complaints open

## Overdue Complaints

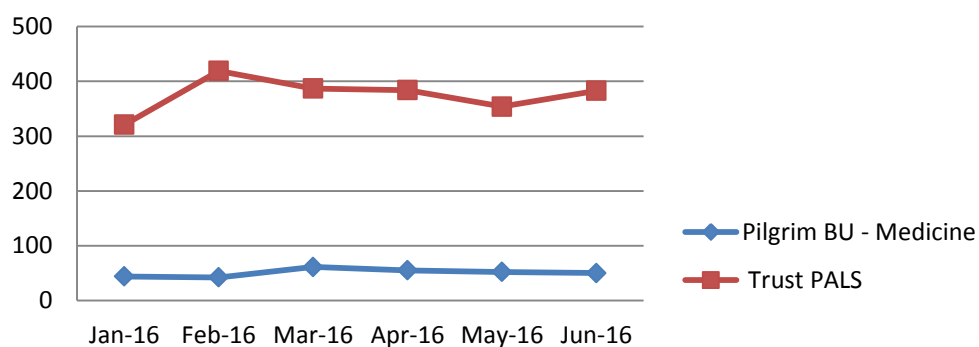
Pilgrim Hospital, Boston

Business Unit	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	Apr-16	Jun-16
Surgical	8	8	6	5	3	0	3	4	4	6	6	5
Medicine	10	6	8	8	6	7	8	9	6	8	7	3
Grantham	n/a	n/a	n/a	n/a	n/a	0	0	0	0	0	0	0
Women and Clinical Support	4	5	2	2	1	1	1	3	1	3	0	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	22	19	18	15	11	8	12	16	11	18	13	9



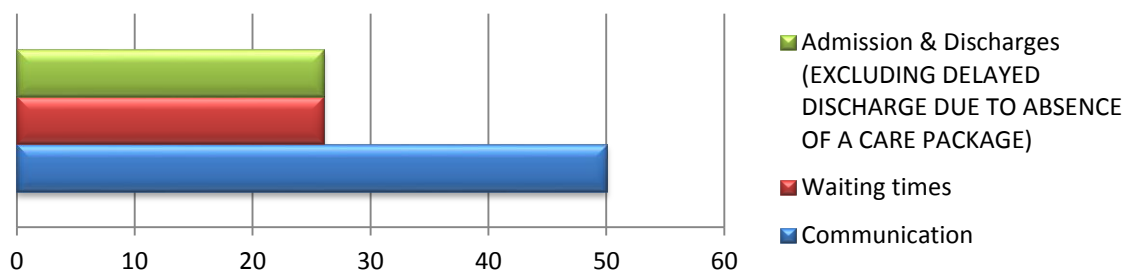
## PALS

**Pilgrim BU Medicine v Total PALS**

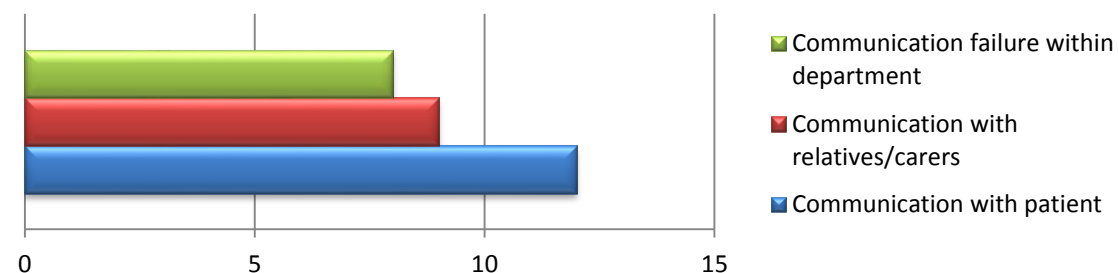


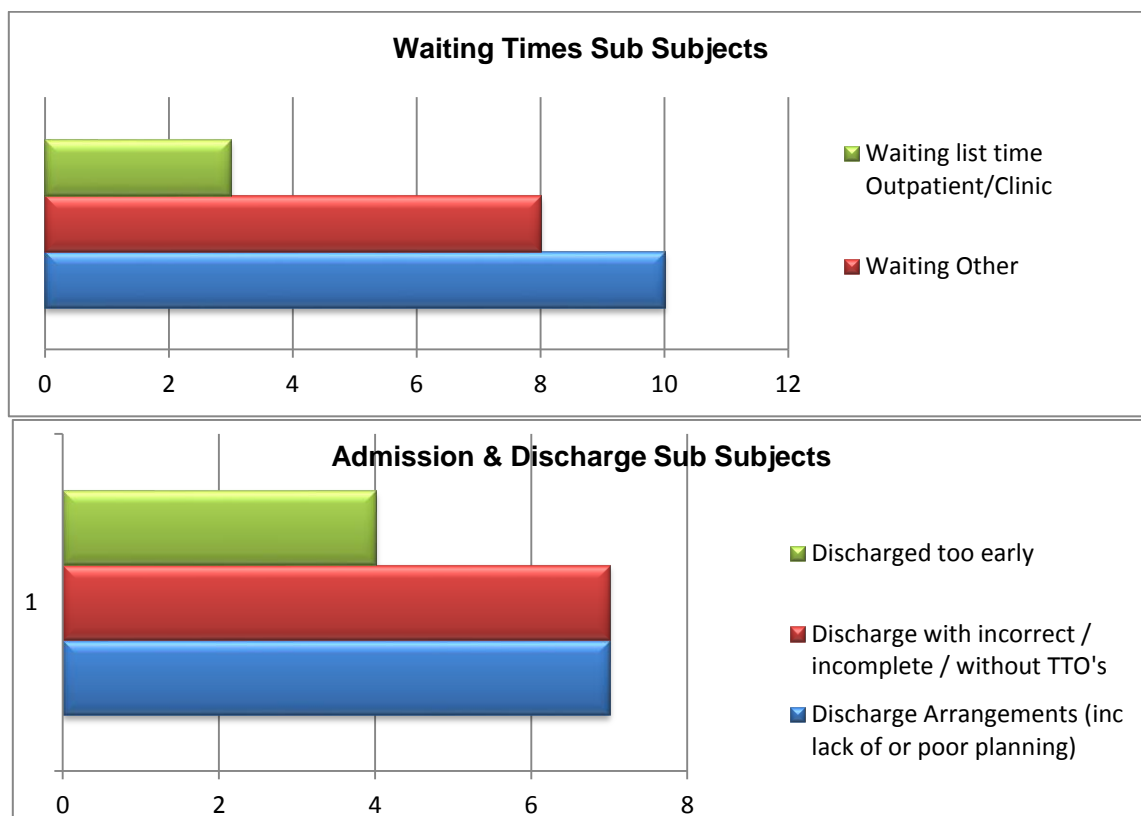
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Pilgrim BU - Medicine	44	42	61	55	52	50
Trust PALS	321	419	387	384	354	383

**Pilgrim BU Medicine - Top Themes - April to June 2016**



**Communication Sub Subjects**





### Example: PALS concern

I attended A&E following advice from 111. I was suffering from a cyst at the top of my leg which 111 believed had become septic. I was triaged and given pain relief within 20 minutes of arriving and was asked to wait which I found extremely uncomfortable to sit down due to the affected area. After approximately 1 hour my partner asked how much longer the wait to see a doctor would be as he could see that by now I was feeling much worse. He came back and told me that the receptionist had informed him that due to an 'incident' the department was extremely busy and I would be best coming back in the morning as there was a 9 hour wait. Although I wasn't happy with this I did think I may be more comfortable in my own bed. My neighbour came to take me home and although I was still in pain I managed to get into the back of her car, however within a few minutes I was sick and passed out and my cyst had burst. My partner again called the emergency services and a paramedic came out, squeezed the cyst and dressed it accordingly. The following day (Sunday) I had to attend the Johnson Hospital at Spalding where I was told I had Septicaemia. I saw my GP on the Monday and he admitted me into A&E where I was later admitted to the Bostonian. I contacted PALS to explain my concerns of being admitted for a second time and was assured that this would be sent to A&E for them to offer my a response following an investigation.

### Outcome

Following regular contact from the A&E sister by telephone and later confirmed to me in a letter it transpired that I had in fact been graded wrong. I was prioritised as a category 4 and following a review from the sister she found that due to my elevated pulse rate, which she suggested may have been down to my pain and anxiety, I should have been a category 3 which meant I should've have been seen within the hour. It was clearly explained to me that these times are given as standard which the department try to meet but on the day of my admission there was a waiting time of 4-5 hours due to the high demand of the A&E service. The sister has assured me that she has spoken to the staff member involved in a hope that she can learn from this and to encourage her staff to ask for a second opinion if they are unsure. She has also reassured me that the reception team leader has also been asked to speak to her staff regarding informing patients of the waiting time again without checking with a senior member of staff.

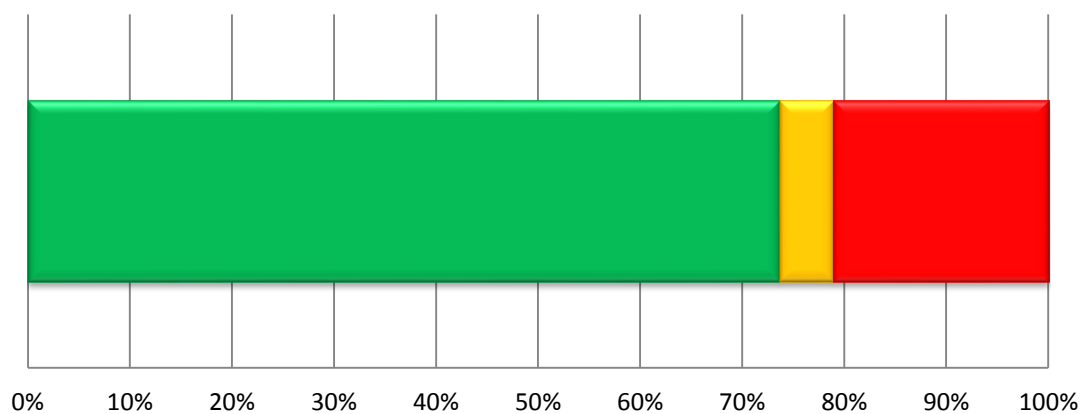


## Pilgrim Business Unit - Medicine FFT – June 2016

Service <b>9A STROKE UNIT</b>	Recommended <b>86%</b>	Not Recommended <b>14%</b>
Service <b>CORONARY CARE UNIT</b>	Recommended <b>80%</b>	Not Recommended <b>10%</b>
Service <b>6A</b>	Recommended <b>95%</b>	Not Recommended <b>0%</b>
Service <b>6B</b>	Recommended <b>97%</b>	Not Recommended <b>3%</b>
Service <b>7A</b>	Recommended <b>100%</b>	Not Recommended <b>0%</b>
Service <b>7B</b>	Recommended <b>88%</b>	Not Recommended <b>0%</b>
Service <b>8A</b>	Recommended <b>85%</b>	Not Recommended <b>8%</b>
Service <b>PILGRIM A+E DEPT</b>	Recommended <b>80%</b>	Not Recommended <b>11%</b>
Service <b>PH ACUTE MEDICAL UNIT</b>	Recommended <b>84%</b>	Not Recommended <b>3%</b>
Service <b>PH AMBULATORY EMERGENCY CARE</b>	Recommended <b>90%</b>	Not Recommended <b>4%</b>

## Patient Opinion

**Patient Opinion ratings - Pilgrim Medicine - April to June 2016**



	1
█ Positive	14
█ Neutral	1
█ Negative	4

## Counting Compliments

**Counting Compliments - by site  
Period: April to June 2016**

