

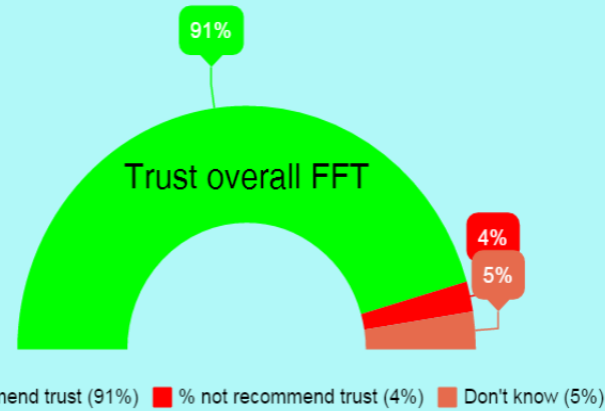
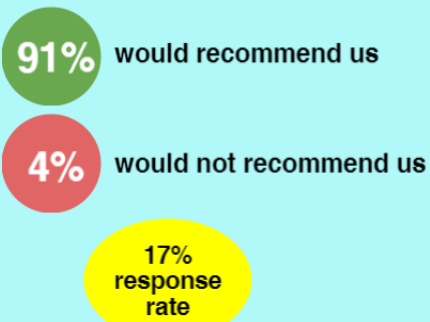
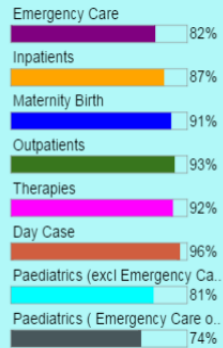
PATIENT EXPERIENCE REPORT

March 2017 (February 2017 data)

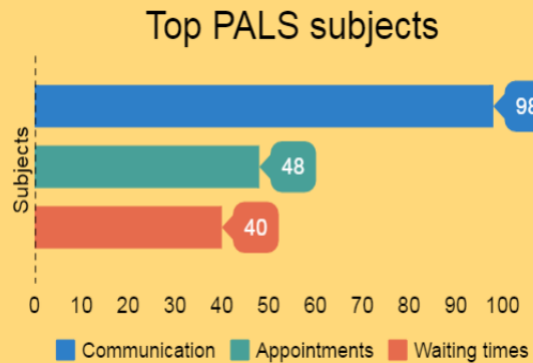
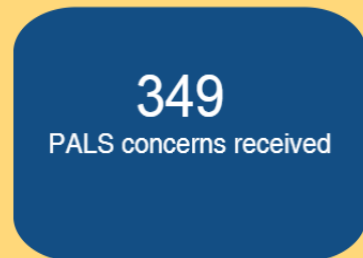
Trust level report

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

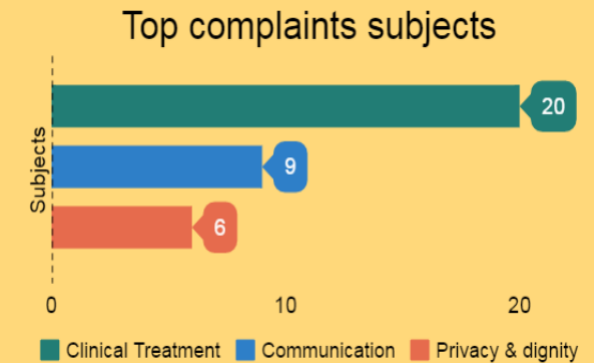
Friends & Family Test



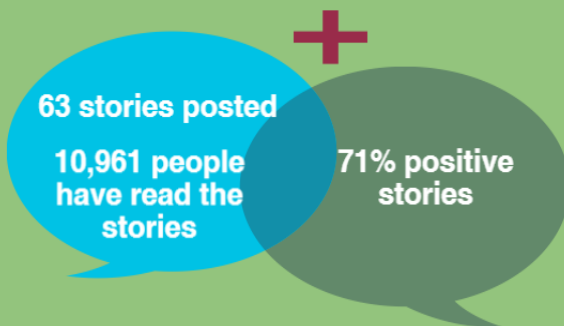
PALS



Complaints



Patient Opinion



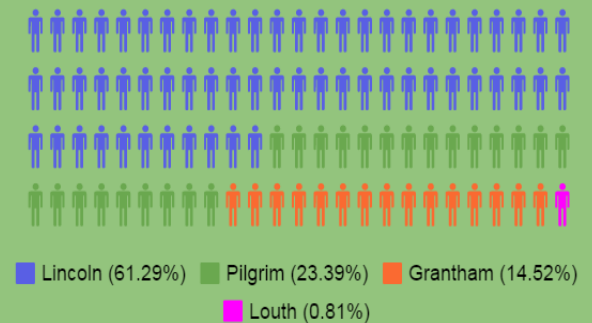
Compliments



1,136 counting compliments recorded
Compliments v Concerns
22:1*

*includes counting compliments and Patient Opinion

Volunteers



Patient Experience Report February 2017



Inpatient & DC FFT

93% Would recommend Inpatient/DC Services

3% Would not recommend Inpatient/DC Services

National score
96%

January 2017



Emergency Care FFT

82% Would recommend Emergency Care Services

10% Would not recommend Emergency Care Services

National score
87%

January 2017



Maternity Birth FFT

91% Would recommend Maternity Services

9% Would not recommend Maternity Services

National score
97%

January 2017



Outpatients FFT

92% Would recommend Outpatient Services

3% Would not recommend Outpatient Services

National score
93%

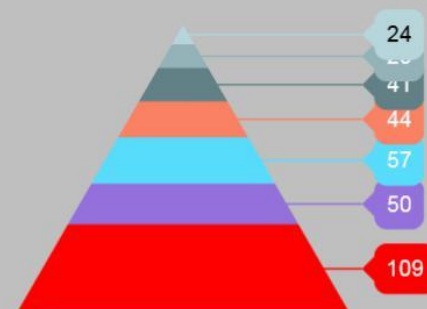
January 2017

11,361
ratings recieved

9,31
comments recieved

Core Themes

Top 6 themes across all PALS, Complaints and Patient Opinion



- Communication (30.79%)
- Appointments / cancella.. (14.12%)
- Medical care / clinical.. (16.10%)
- Waiting times (12.43%)
- Access to treatment / drugs (11.58%)
- Values & behaviour / attitude (8.19%)
- Admission & Discharges (6.78%)



Patient Opinion 63 stories posted
10,961 reads

71% positive stories
2% neutral stories
27% negative stories

Compliments vs
Complaints ratio

22:1

FFT Themed Analysis

70% positive

TRUST THEMES

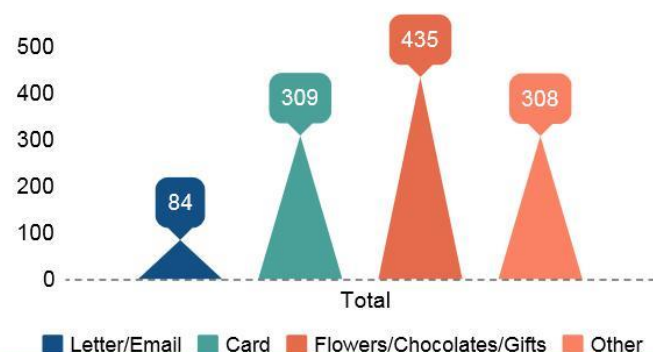
21% negative

■ Negative Percentage ■ Neutral Percentage ■ Positive Percentage



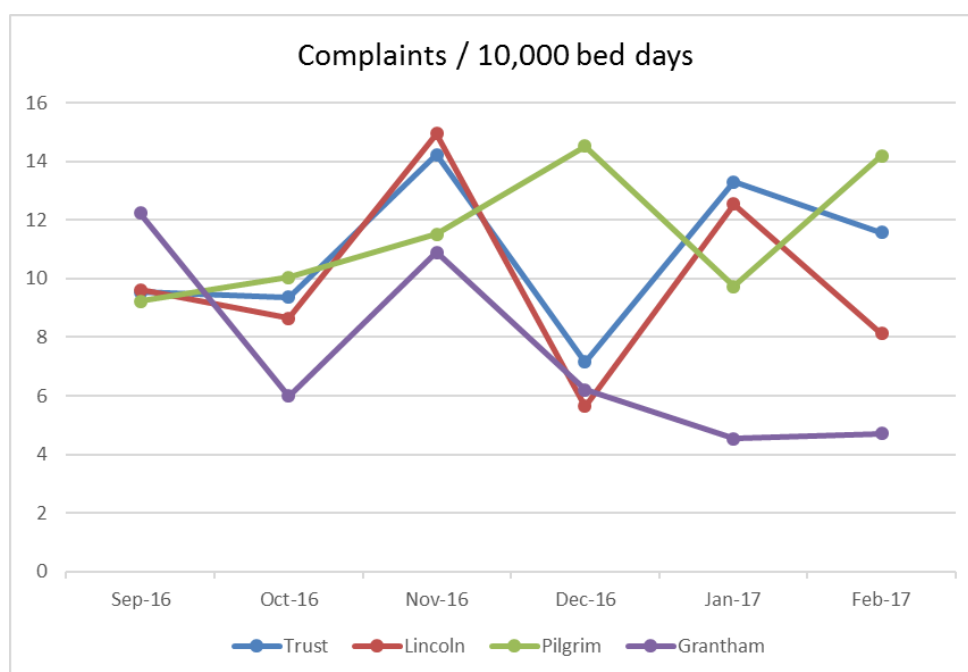
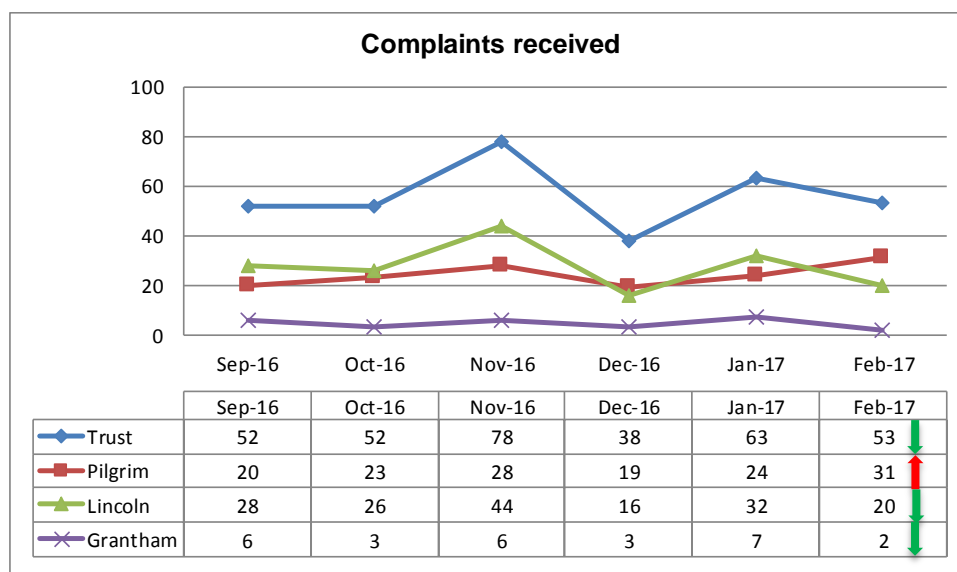
1,136 Counting Compliments received this month

Counting 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

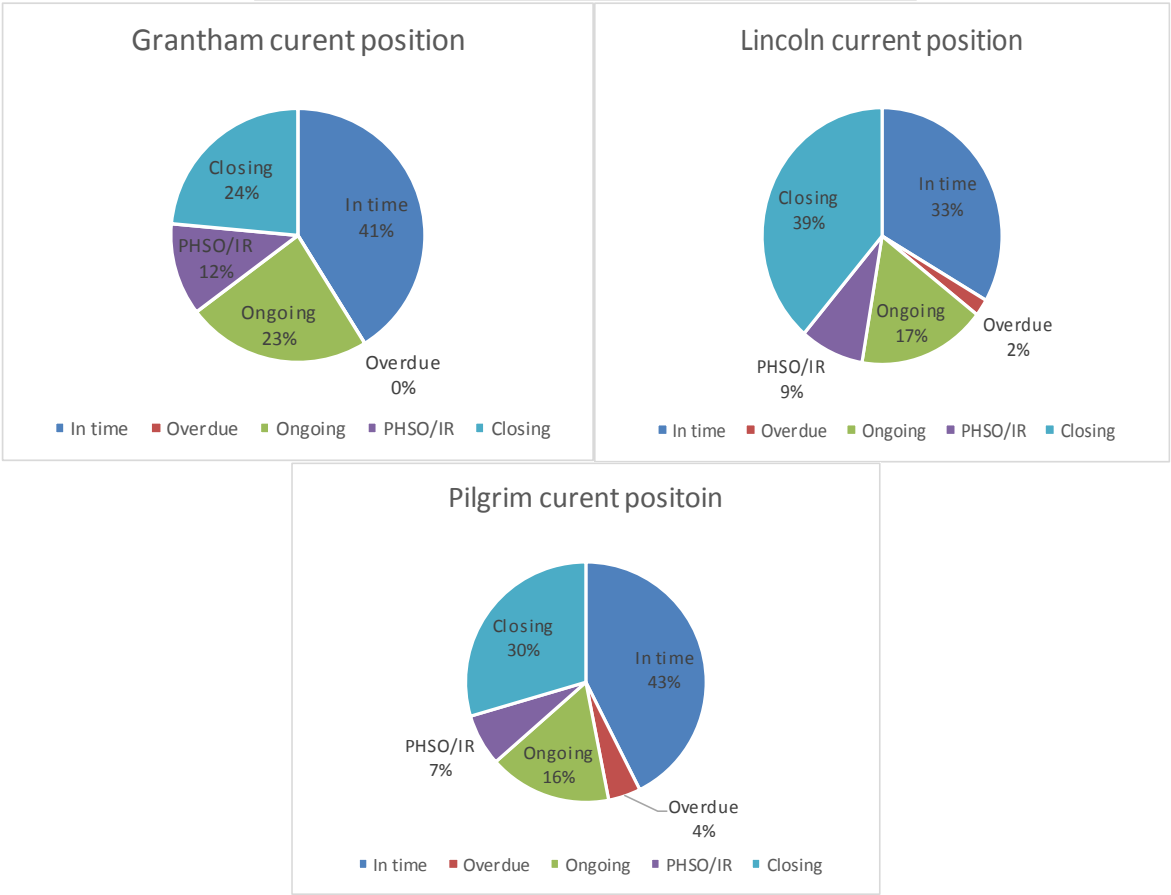
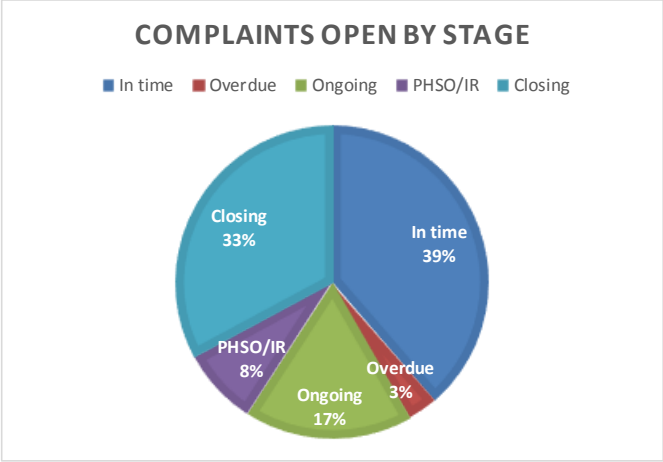


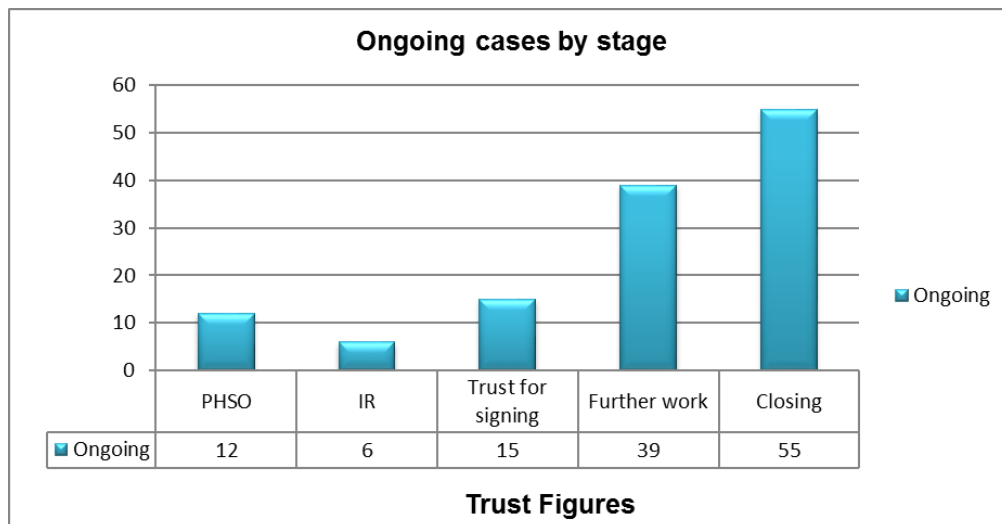
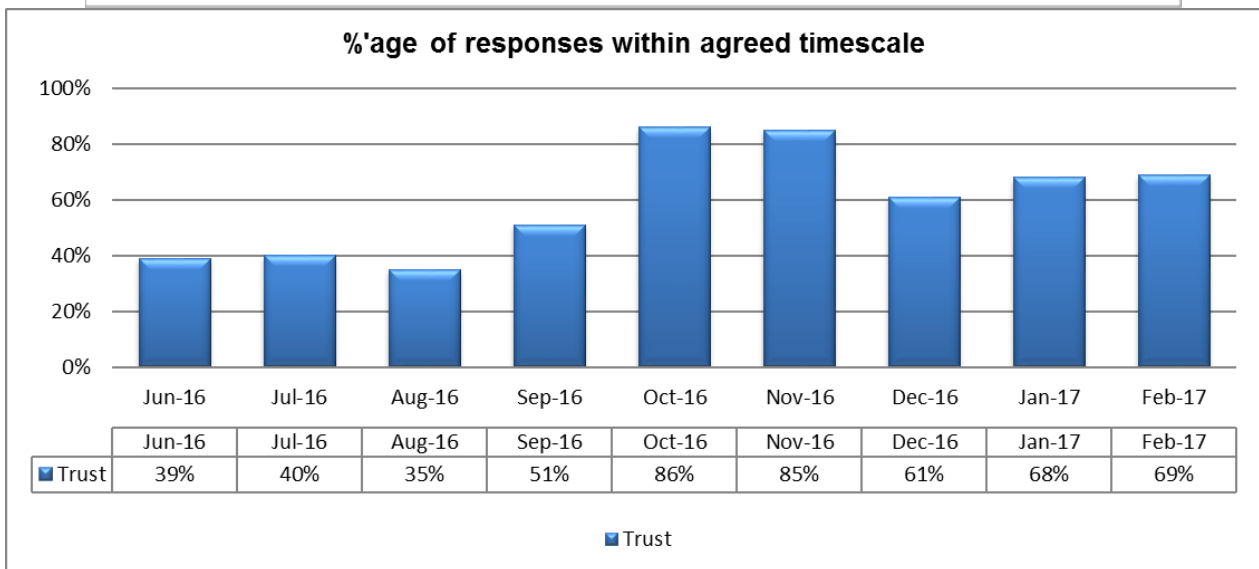
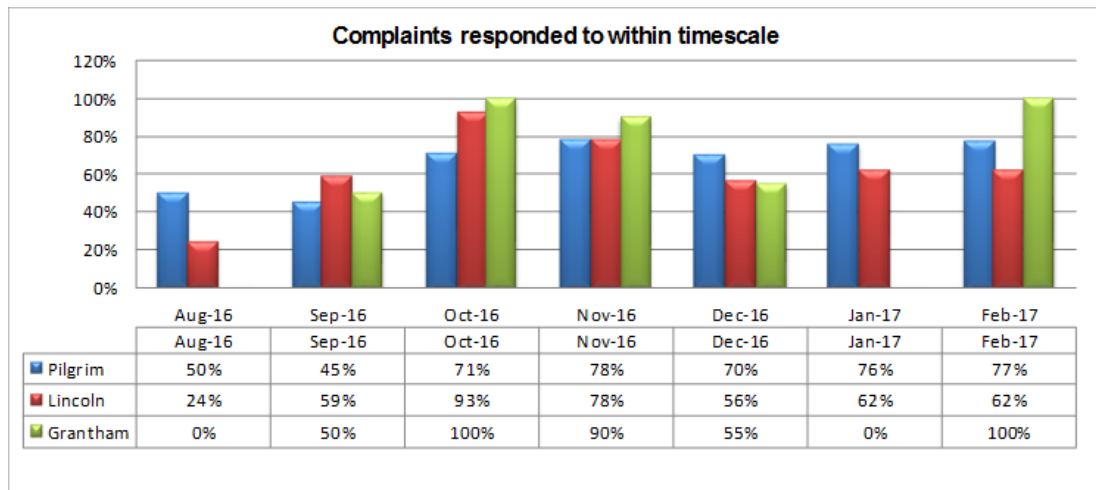
In response to a question from Trust Board in March the NHSI patient experience tool is still relatively new having been redeveloped and at the time of writing this report Q3 data is not yet available for complaints. Further information will be provided in future reports.

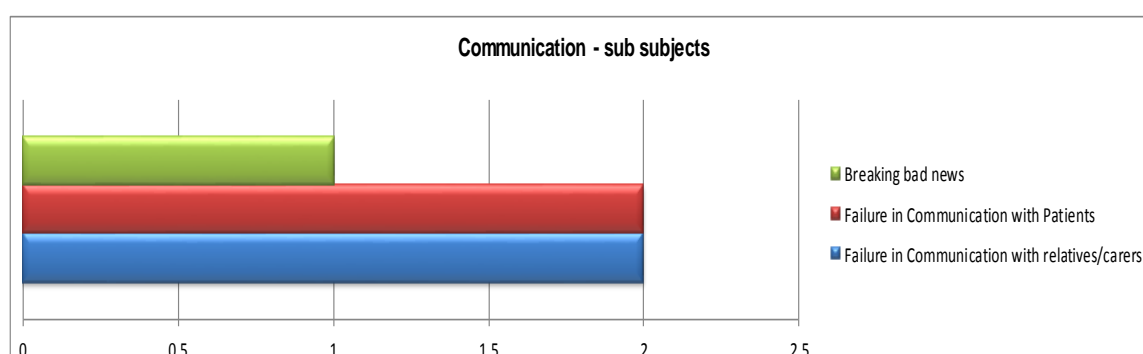
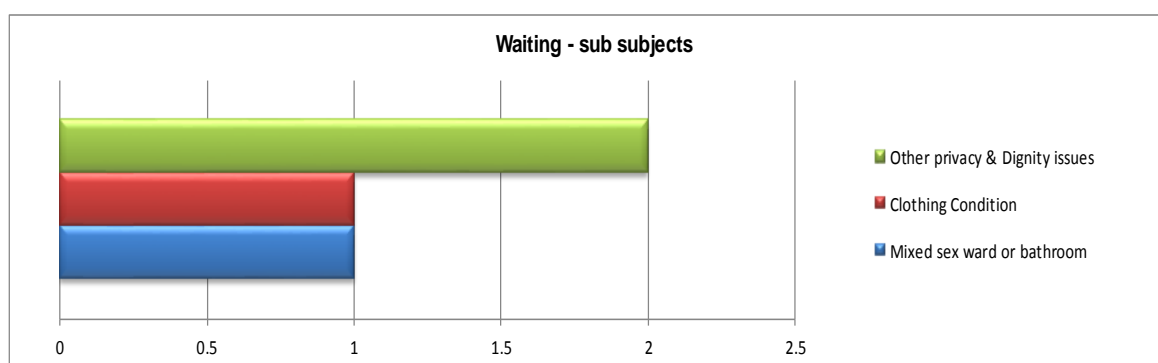
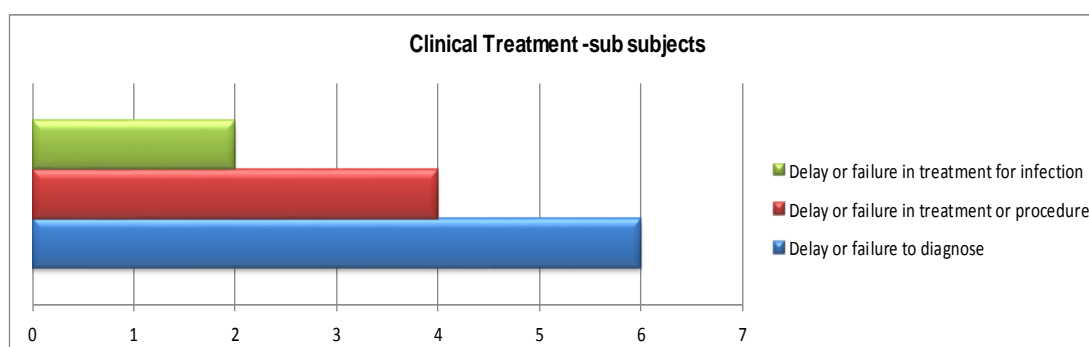
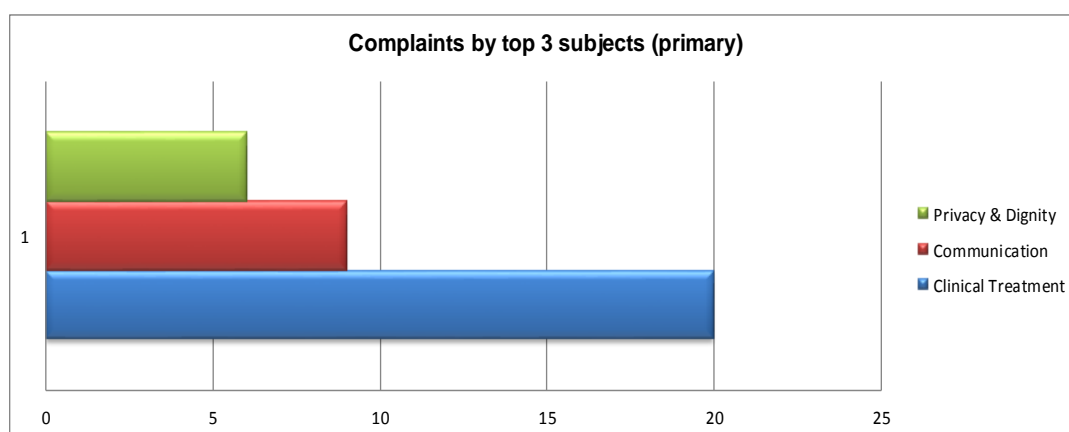
A further question from Trust Board asked for assurance that overdue complaints have been resolved; the contractual target for responding within agreed timescales is 80%. Whilst this report details February data the real time figures at time of writing are 6 overdue. It is not possible to accurately predict how this translates into percentage as month end has not yet been reached but against a rolling average this is about 13% which would see achievement against the contractual 80%. At the first indication of delays in the system the complaints liaise directly with the leads and if required will implement the performance report process.

Over recent months in order to manage the backlog of overdue complaints the Trust had implemented a general 50 day response time having explained to complainants the delays in the system. From April 1st this will be stopped as the backlog has been cleared and overdues should be able to be managed. The regulations state that at the time a complaint is acknowledged we must offer to discuss with the complainant the manner in which the complaint is to be handled; and the period ("the response period") within which the investigation of the complaint is likely to be completed; and the response is likely to be

sent to the complainant. Services have been informed that this change will be coming into effect and that the complaints team will have this discussion with the complainant. Some response times may still reasonably be 50 days but others could and should be responded to much sooner. The long-established timescales are 15, 25, 35 and 50 days and these will be used as a guide for discussions.







In terms of addressing the issues and themes raised within complaints – and with PALS as seen below:

- The new Communication First training continues to be well attended and well received. Attendees include clinical staff from consultants to staff nurses, support staff such as porters and administrative staff including public facing as well as those who would largely have telephone contact with patients and families.

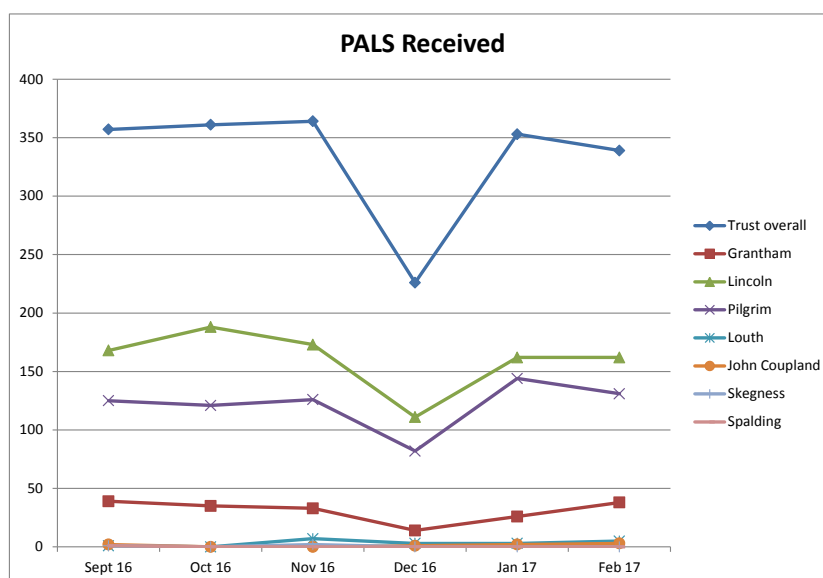
		Attended	Booked	Cancelled	Did not attend	Grand Total
Grantham	31/01/2017	14				14

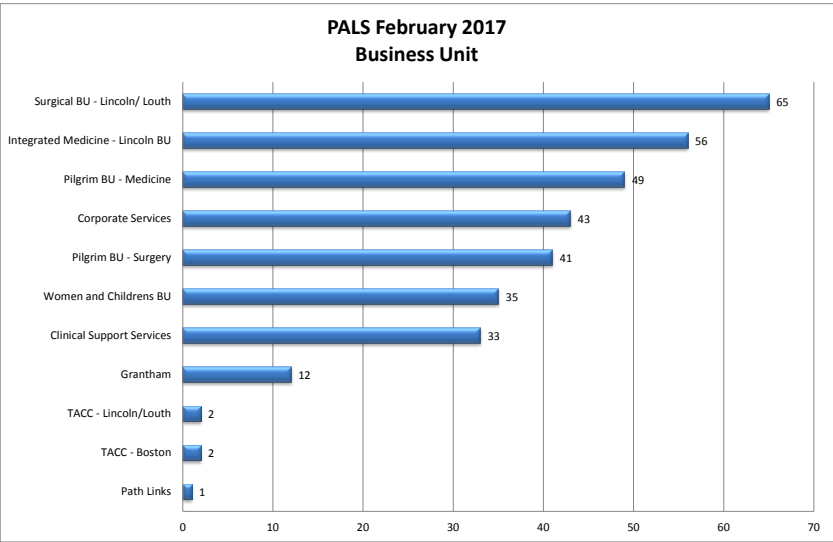
	25/04/2017		5		5
	31/07/2017		3		3
	31/10/2017		1		1
Grantham Total		14	9		23
Lincoln	27/02/2017	12		2	4
	30/05/2017		24		24
	29/08/2017		13		13
	28/11/2017		12		12
Lincoln Total		12	49	2	67
Pilgrim	07/02/2017	11			11
	27/03/2017		21		21
	30/06/2017		25		25
	28/09/2017		17		17
	19/12/2017		13		13
Pilgrim Total		11	76		87
Grand Total		37	134	2	177

- The proposal for developing a directorate / business unit *Patient Experience Ambassador* has now gathered pace and nominations received for all but one or two areas who are actively identifying people for the role. The ambassadors will be a key role for communication and support into and back from clinical services to ensure and facilitate improvement actions are identified and implemented.
- The Lessons Learned Forum continues to be well attended and a valuable meeting and at the February meeting it was decided to forbid the use of the word '*ongoing*' for actions identified and to instead report whether work is 'on track for completion' or whether any blockages have been encountered.

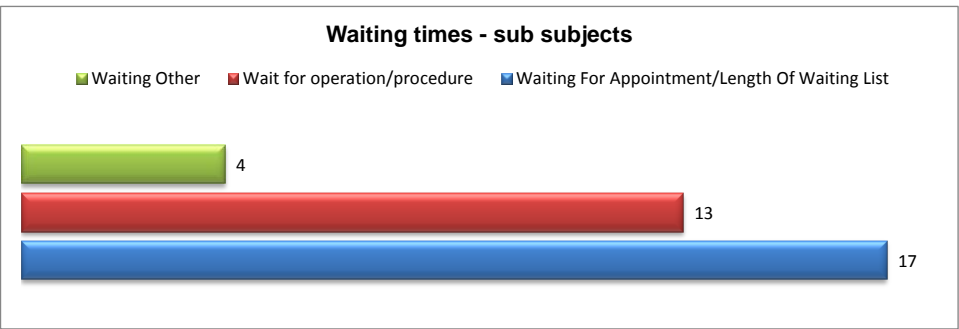
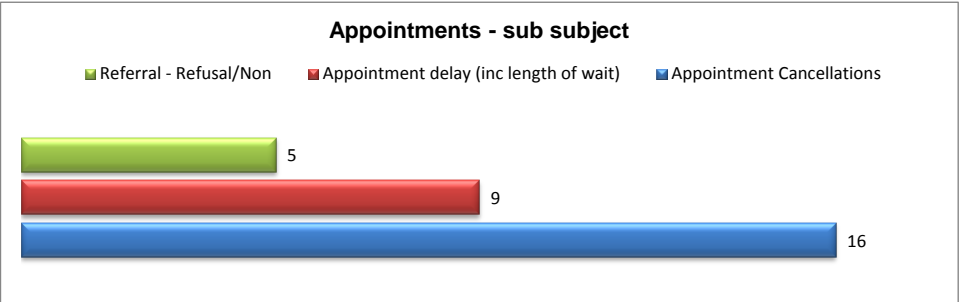
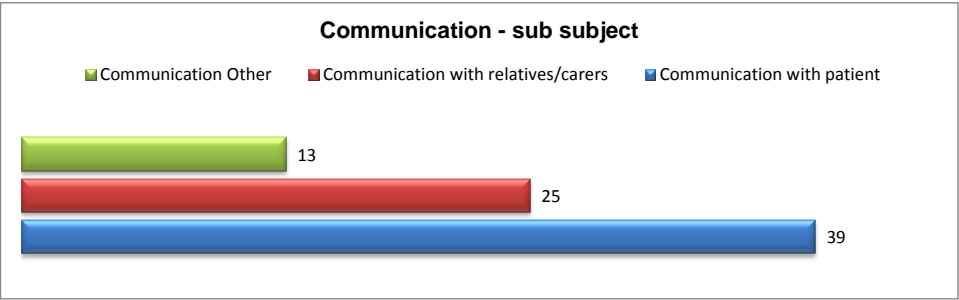
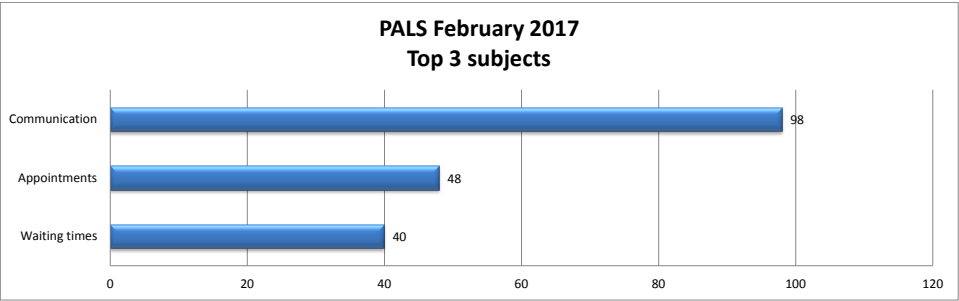
PALS

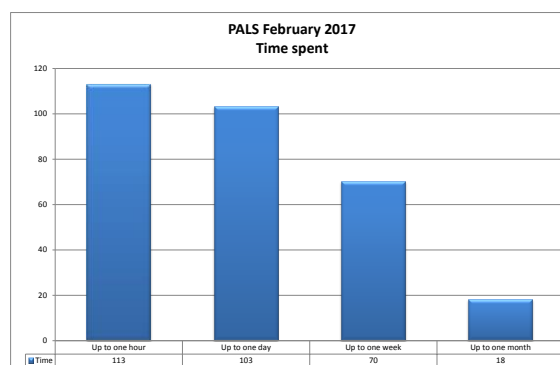
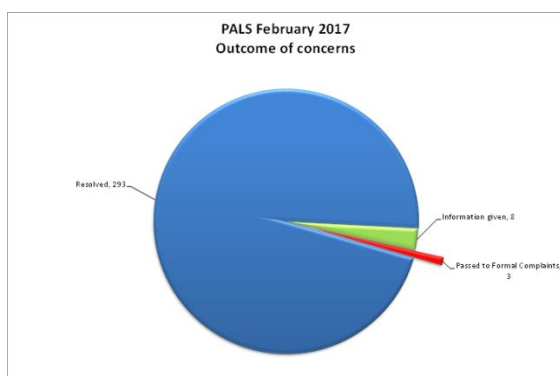
349 PALS concerns were received in February 2017.





Top 3 subjects

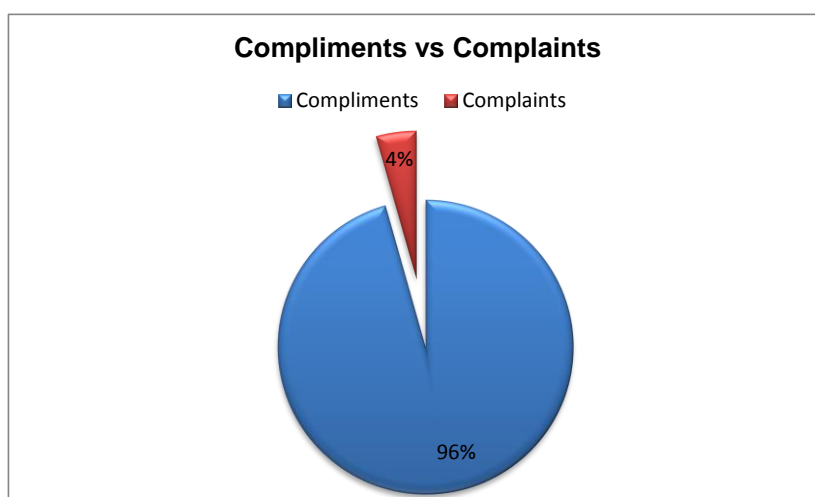




COMPLIMENTS

The ratio on compliments vs complaints for February is **22:1*** clearly the decrease in complaints for February and the increase of counting compliments received have seen an overall increase on the ratio.

*Compliments data derived from counting compliments project and Patient Opinion stories



FRIENDS & FAMILY TEST

Current FFT performance against Trust internal target level January 2017 data

- Trust overall **1% decrease**
- IP **3% decrease**
- EC **2% decrease**
- Day case **1% increase**
- Therapies **2% decrease**
- Paediatrics **2% increase**
- Outpatients **static**

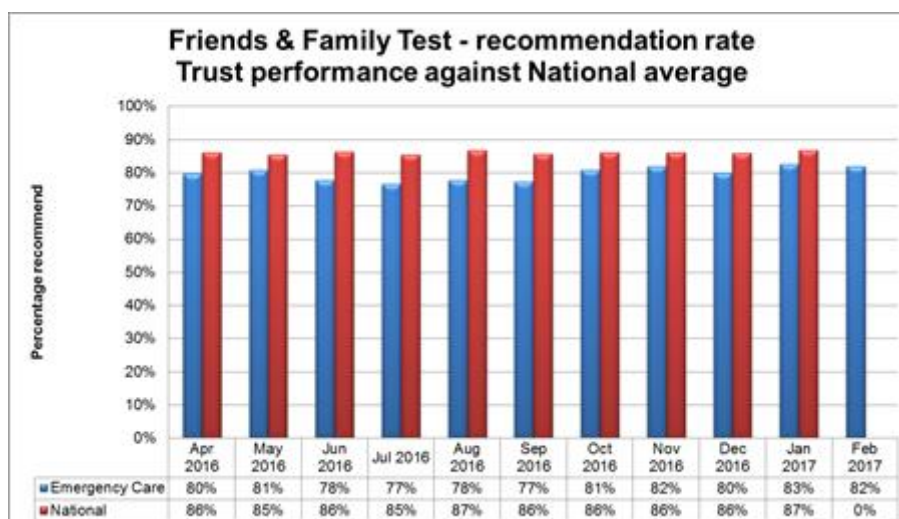
The 'target' is a ULHT internal target as we stretch to reach national averages.

Stream	Would recommend			Would not recommend		Response rate		
	Monthly performance	Against target	Change from last month	Monthly performance	Change from last month	Monthly performance	Against target	Change from last month
Trust overall	91%	n/a	-1%	4%	1%	17%	n/a	0%
Inpatients	87%	-9%	-3%	5%	0%	26%	0%	-2%
Emergency care	82%	-5%	-2%	9%	0%	21%	7%	1%
Day Case	96%	0%	1%	2%	0%	22%	-4%	-1%
Outpatients	93%	1%	0%	3%	1%	17%	11%	1%
Paediatrics	79%	n/a	2%	14%	-2%	3%	n/a	-1%
Therapies	92%	0%	-2%	2%	0%	32%	26%	5%

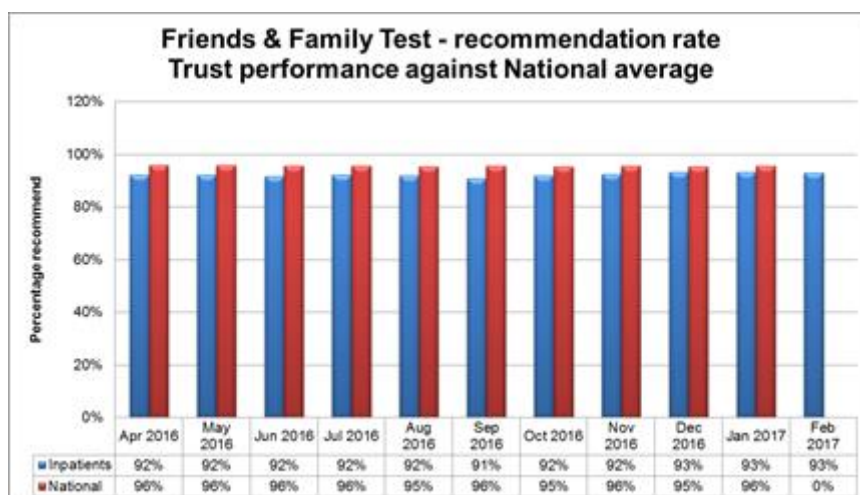
Antenatal community	90%	-5%	-10%	2%	2%			
Labour Wards	91%	-6%	-9%	9%	9%	3%	-20%	1%
Postnatal wards	86%	-8%	-6%	10%	8%			
Postnatal community	97%	-1%	-3%	0%	0%			

Benchmarking

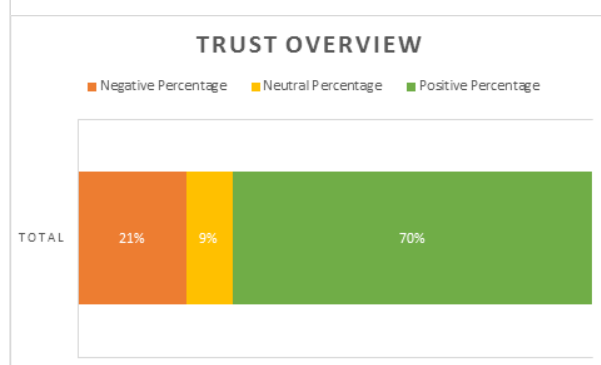
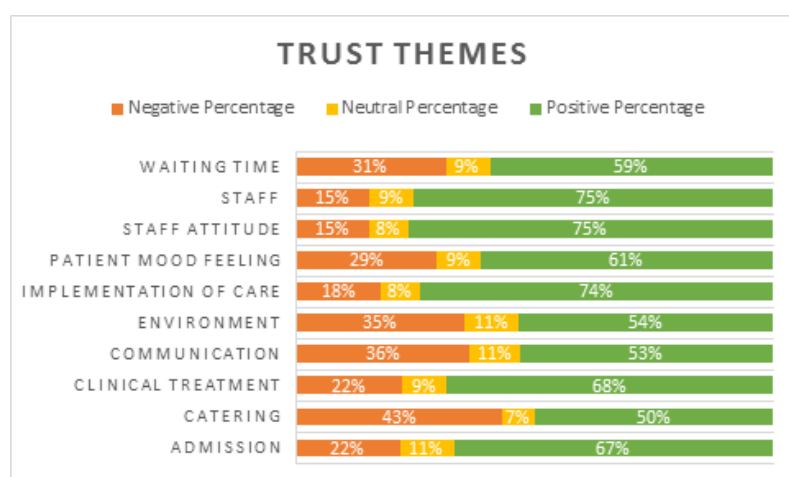
Emergency care – ULHT is still below national % recommends but has been improving gradually. Comparison with the published January national data shows a slight increase in the % recommends and has resulted in ULHT being ranked 108th against 141 Trusts compared to 119th for December 2016.



Inpatients including day case – ULHT is still below the national % recommends; scores dropped in September but lifted marginally in October & November. A comparison against the national January published data shows ULHT no increase % recommends. Benchmarked with 173 Trusts ULHT is ranked 147th.



The charts below show the overall number of positive, neutral and negative themes based on all FFT comments by theme. There has been no improvement within the positives over the last month and remains at 70%.



Again the role of Patient Experience Ambassador will be key in expediting and accelerating improvement actions. Also whilst the Trust response rates are average or at times above average there is to be a focus on encouraging patients to leave feedback as anecdotally there is still the belief that if all went well and someone had a good experience they may not be sharing this.

Ideas include a revival of the business cards in the take home medicines bags and a simple but genuine 'goodbye' that includes '*please don't forget to give us your feedback when you receive a text; it is really valuable to us*'.

Response rates

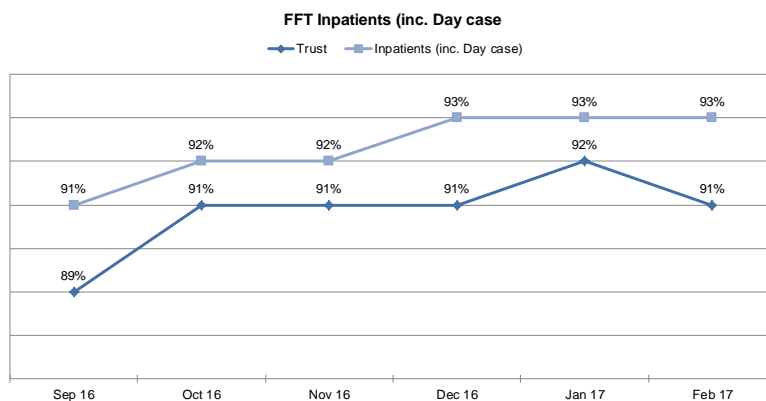
Area	% age recommend	% age non recommend
Day Case	96%	2%
Emergency Care	82%	9%
Inpatients	87%	5%
Maternity Birth	90%	2%
Outpatients	91%	9%
Paediatrics	97%	0%
Therapies	86%	10%
Radiology	0%	0%

Area	Response Rate
Day Case	22%
Emergency Care	21%
Inpatients	26%
Maternity Birth	3%
Outpatients	17%
Paediatrics	3%
Therapies	32%

Inpatient & DC FFT

93% Would recommend our services

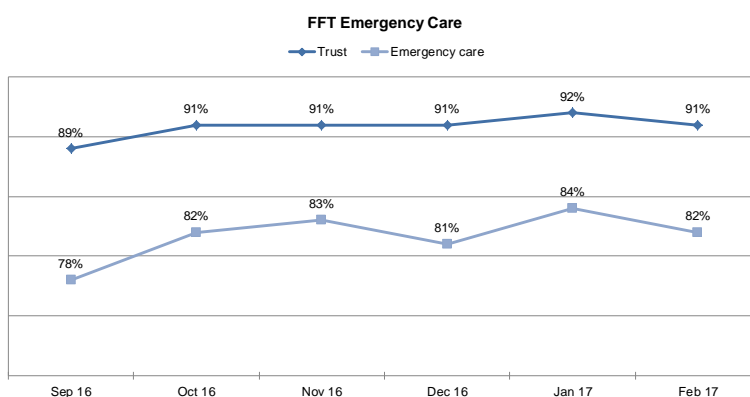
3% Would not recommend our services



Emergency Care FFT

82% Would recommend our services

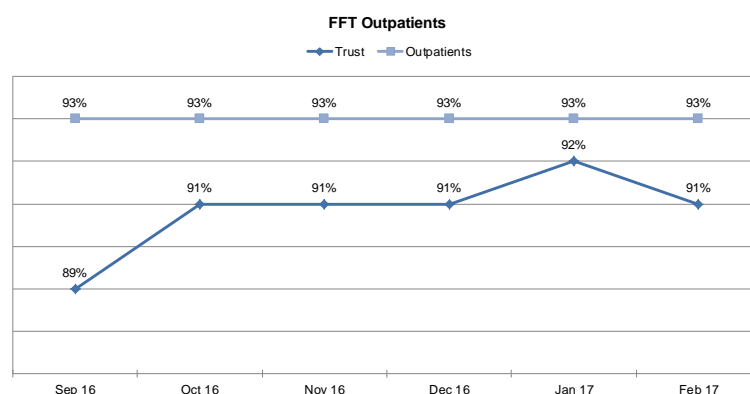
10% Would not recommend our services



Outpatients FFT

92% Would recommend our services

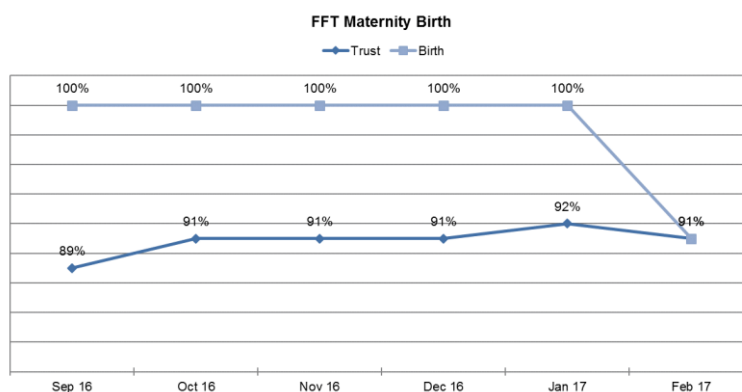
3% Would not recommend our services



Maternity Birth FFT

91% Would recommend our services

9% Would not recommend our services



ULHT ranking against national data

Recommendation rate											
Ranked out of*	Stream	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17
141	Emergency Care	123	119	131	127	130	130	115	114	119	108
173	Inpatients	157	156	157	158	153	161	152	158	143	147
233	Outpatients	176	181	179	161	167	151	162	163	155	167
135	Maternity Antenatal	1	1	103	1	116	46	1	83	81	1
135	Maternity Birth	1	1	121	1	118	1	1	1	1	1
135	Maternity Postnatal ward	123	108	40	115	90	110	78	99	111	96
135	Maternity Postnatal community	87	79	76	1	1	101	1	1	1	1

Response rate											
Ranked out of*	Stream	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17
141	Emergency Care	23	17	39	39	42	26	45	39	30	40
173	Inpatients	103	98	111	108	109	101	101	109	114	91
233	Outpatients	43	35	37	38	30	31	41	42	30	28
135	Maternity Birth	130	130	129	124	126	126	128	131	129	131
* 'Ranked out of' is an approximate figure, as the number of trusts can vary slightly month on month.											

During February - **11,361** FFT ratings for FFT and **9,391** individual comments were received.

Themes		
Positive		
Staff attitude	4676	50%
Staff	3839	41%
Clinical	2009	21%
Implementation	1312	14%
Waiting time	1083	12%

Negative		
Waiting time	291	3%
Staff attitude	236	3%
Staff	167	2%
Communication	158	2%
Clinical	116	1%

I was seen very quickly and everyone involved from reception to doctor was approachable and friendly. One of the nurses fetched some toys and one of the paramedics spent a couple minutes talking to my little boy to try and cheer him up.

I am always treated with upmost care and respect, the staff are approachable, informative and friendly. The services the pain clinic provide are totally life changing for me. The clinic is a much needed service. I applaud the staff for their excellent care and for the services they provide to people who live with chronic pain.

Staff on reception are miserable when you speak to them they look as if I am an inconvenience to their day

Waiting time after the time of my appointment was horrendous. Terribly over subscribed. Standing room only even for disabled patients with restricted mobility. No disabled parking available either & very few ordinary parking spots. Very poorly managed & rude receptionists.

Not enough staff to go around. Ask for medication or press buzzer and takes an age to get anywhere. Facilities such as shower, toilets are disgusting. Obviously priorities are for women in labour but felt no help for after care. The right things are said but no action

Nurses terrible! Terrible treatment except the one on my first night & one trainee otherwise, arguments amongst nurses and poor quality. Nurses refusing medication and oxygen just terrible. I'm more than happy to put my name to this - thank god my own mother was not being dealt with..

Trust Board asked why FFT recommendations had fallen within paediatrics during February; a sample of the negative comments (i.e. would not recommend) are shown below:

Lincoln A&E was so busy, they couldn't cope. The lady behind the A&E reception desk was beyond rude when I asked how long the wait would be for my 1 year old daughter that was struggling to breathe! She was very poorly but once into the children's ward it was better, but the wait for pharmacy items was ridiculous.

4

Got my pain relief when needed

4

It was very busy and the doctors, although very nice, clearly overworked. Therefore I would not be recommending A&E to anyone unless they really needed it and advise to find alternatives	4
Waited 4hrs to see doctor who wasn't very helpful and ended up at GP in following morning	5
Nurse was nice and x ray lady nice waited 5hrs to see doctor and was in a lot of pain	5
The hospital floors were absolutely filthy with god knows what and extremely long waiting time for a child.	5

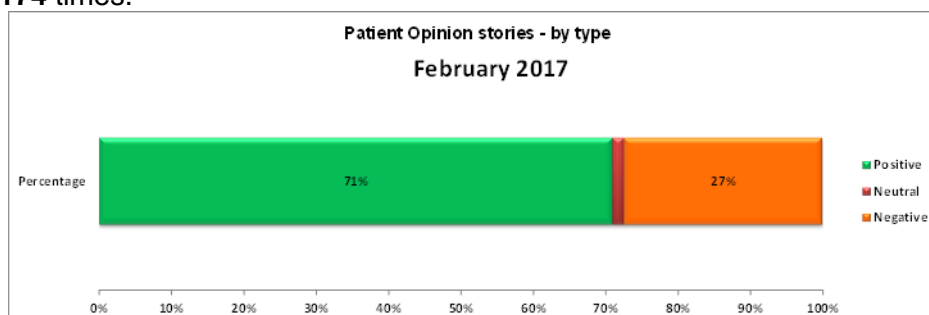
Also important to take into consideration is a low response rate within paediatrics with for example Ward 4A at Pilgrim having only 5 responses; Safari 13; Rainforest 21.

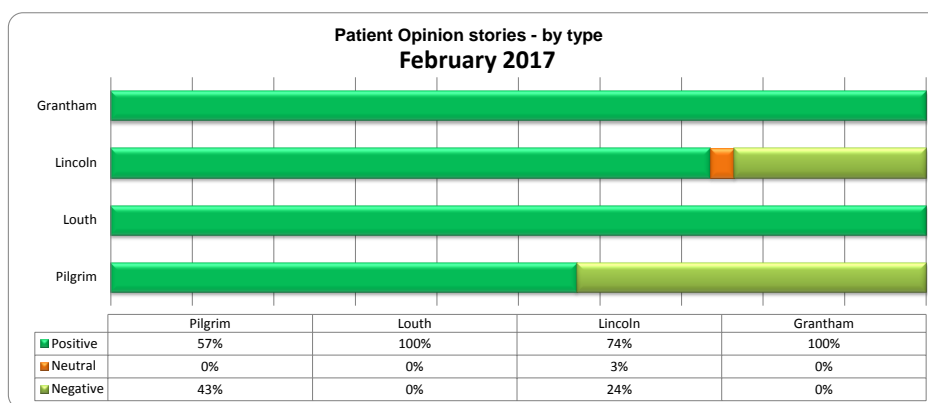
Core actions in progress across all areas:

1. Development and implementation of the Patient Experience Ambassador network. First meetings are scheduled.
2. Review and updating of current recovery plans and development of a 'heatmap' dictating level of scrutiny and intervention. Hotspot areas will be shared and escalated for action.
3. Implementation of escalation process based upon progress and engagement.
4. Implementation of reward process for high achievers.

PATIENT OPINION

63 stories have been posted during February and have been read **10,961** times. This equates to each story being read **174** times.





“A&E experience”

About: Lincoln County Hospital, Read 697 times. My 93 year old mother was taken to A&E at Lincoln County, I arrived a while later to find her care and treatment was in progress. My mother was in Treatment room 2. What struck me was the professionalism of all the staff, their dedication to duty and the unflappable manner that was observed. We are aware of the pressures, the stress and the demands put on the NHS so to have such a positive experience at the County was very reassuring. My mother was full of praise for the care given and was able to go home later in the day. My mother herself was a nurse throughout her working life and started her career before the NHS was founded.



Dear Anonymous

Thank you for your lovely comments on this post, I am delighted to be able to share it with all of the team in A&E. The team will be pleased to read that the care they gave to your mother was of a high standard and very appreciated by both of you. I hope your mother continues to make a good recovery.

Kind Regards

Karen Hansord – A&E Sister

VOLUNTARY SERVICES



	Grantham	Lincoln	Pilgrim	Louth	Grand Total
On Ward	4	30	8	0	42
Day Wards	1	24	8	1	34
OPD/Clinics	3	22	12	0	37
A&E/Assessment Units	6	5	0	0	11
Pharmacy	9	5	0	0	14
Chaplaincy	4	12	17	1	34
Macmillan	4	7	7	0	18
Catering	0	28	0	0	28
Admin/Other	5	19	6	0	30

	Grantham	Lincoln	Pilgrim	Louth	Grand Total
Active volunteers this n	36	152	58	2	248
Volunteer hours	523	1,969	729	69	3,290
WTE	14	53	19	2	88

	Grantham	Lincoln	Pilgrim	Louth	Grand Total
New applications	9	20	7	2	38
Applicant started	2	9	1	0	12
Applicant failed	2	8	7	0	17
Applications in progress	22	41	29	3	95

Leavers					Applications - Marketing Sources				
Reasons for leaving	Month	YTD	%			Month	YTD	%	
Unknown	0	22	23%		ULHT Website	4	44	46%	
Deceased	0	3	3%		Volunteer Centre	1	5	5%	
Moved	0	6	6%		Hospital Posters	4	20	21%	
Health	2	17	18%		Family/Friends	3	21	22%	
Family	2	15	16%		Current Volunteers	0	13	14%	
Employment/Uni	2	12	13%		Local Media	25	61	64%	
Other	1	19	20%		Recruitment Events	0	0	0%	
Unhappy @ULHT	0	1	1%		Other	8	28	29%	

Eion, Discharge lounge, Lincoln County Hospital	June Halsall, Staff Nurse, Discharge lounge Lincoln County Hospital
<p>I became a volunteer by 'accident'. I was in hospital following a broken ankle and was taken by a volunteer to the discharge lounge and this struck me as something I would like to do, so I could give something back to the hospital as I had received great care following a number of operations over the years. I started in 2010 and have been volunteering very happily ever since. I support the nursing staff in the Discharge Lounge with many different jobs, including collecting patients from the wards and prescriptions, offering refreshments and anything else patients need whilst they wait to leave the lounge. The day can be quiet to non-stop, doing up to 4 miles!!</p> <p>I like it because it gives me a chance to meet and give help to people</p>	<p>Eion is kind, considerate and always put patients at their ease.</p> <p>He will have a 'chat' with the patients when he collects them from the wards. Eion will offer patients drinks and snacks as desired. Eion will 'go the extra mile' he will get the patient a newspaper from W H Smiths or whatever they need. Eion will push the wheelchair to main reception and carry their belongings if needed. Eion is supportive of the staff on Discharge Lounge, he will collect medications from the pharmacy department and run errands as needed. Eion is a valued member of the Discharge Lounge team.</p>



Overview

- 38 new applications received during the month, continuing an excellent level of interest.
- 95 applications are currently being processed; an increase of 9 on last month and a record 12 new volunteers started with the Trust in February.
- Successful weekly recruitment stands continue at both Pilgrim and Lincoln; slightly less frequently at Grantham.
- 46 roles are currently being advertised on the Trust website and at Volunteer Centres across the county.
- The training department is on track with the volunteers e-learning platform due to launch April / May.

Patient Experience news and developments

- Sharon Kidd Patient Experience Manager, Tracey Pemberton, Sister on Ward 6 at Grantham and Sam McCarthy-Phull have been appointed as Fab NHS Ambassadors in recognition of all the work that they do and have done to develop and celebrate improvements and patient experience.
- The Women's Institute are supporting caring for carers and patients with dementia within our hospitals during 2017 and particularly supporting Johns Campaign. Following an initial meeting and then being invited to be speak at the South Lincs Annual Meeting the Deputy Chief Nurse came back to the Trust with hundreds of twiddle mitts and fidget quilts and over 400 overnight toiletry bags for carers that the ladies had made and donated and for which our patients are already benefitting and are grateful.