

## **PATIENT EXPERIENCE REPORT**

**September 2017 (August 2017 data)**

### **Trust level report**

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

## Friends & Family Test



Local department overview only and may differ slightly from national reported streams

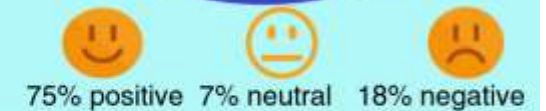
**91%** would recommend us

**4%** would not recommend us

**15%** response rate



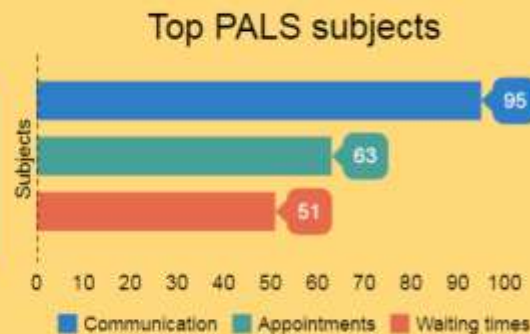
**11,298 ratings**  
**9,433 comments**



## PALS

**345**

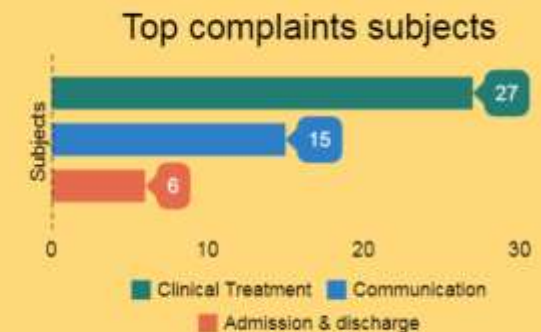
PALS concerns received



## Complaints

**68**

Complaints received



**62 stories posted**  
**3,089 people have read the stories**

**68%** positive stories

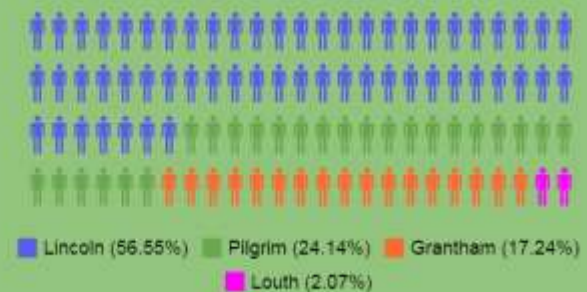
## Compliments



**1,516** counting compliments recorded  
**Compliments v Concerns**  
**23:1\***

\*includes counting compliments and Patient Opinion

## Volunteers



# Patient Experience Report August 2017



## Inpatient & DC FFT

**93%** Would recommend  
Inpatient/DC Services  
**4%** Would not recommend  
Inpatient/DC Services

National  
score  
**96%**

July 2017



## Emergency Care FFT

**81%** Would recommend  
Emergency Care Services  
**11%** Would not recommend  
Emergency Care Services

National  
score  
**86%**

July 2017



## Maternity Birth FFT

**96%** Would recommend  
Maternity Services  
**0%** Would not recommend  
Maternity Services

National  
score  
**96%**

July 2017



## Outpatients FFT

**93%** Would recommend  
Outpatient Services  
**3%** Would not recommend  
Outpatient Services

National  
score  
**94%**

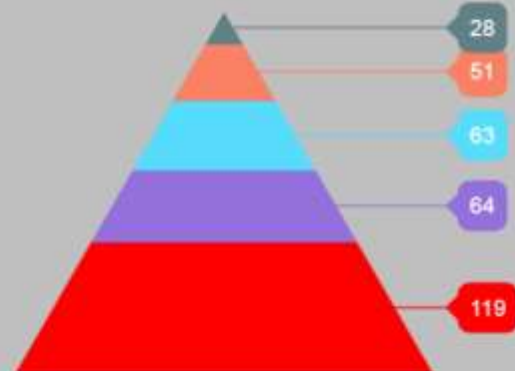
July 2017

**11,298**  
ratings received

**9,433**  
comments received

## Core Themes

Top 6 themes across all PALS,  
Complaints and Patient Opinion



■ Communication (36.62%) ■ Appointments / cancellations (19.69%)  
■ Waiting times (19.38%) ■ Medical care / clinical (15.69%)  
■ Admission & Discharges (8.62%)



**62 stories posted**  
**3,089 reads**

64% positive stories  
3% neutral stories  
33% negative stories

Compliments vs  
Complaints ratio

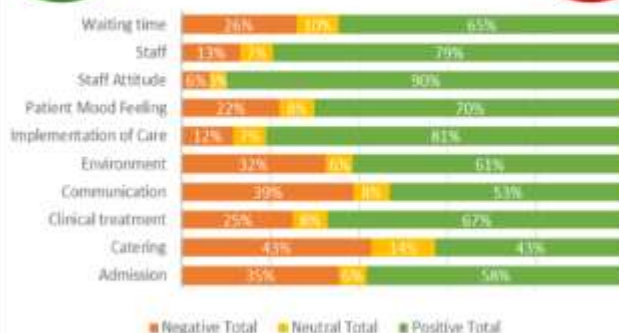
**23:1**

## FFT Themed Analysis

**75% positive**

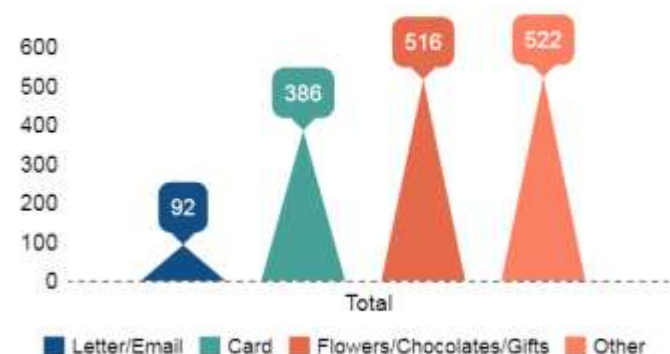
### TRUST THEMES

**18% negative**



**1,516** Counting Compliments received  
this month

## Counting Compliments by type

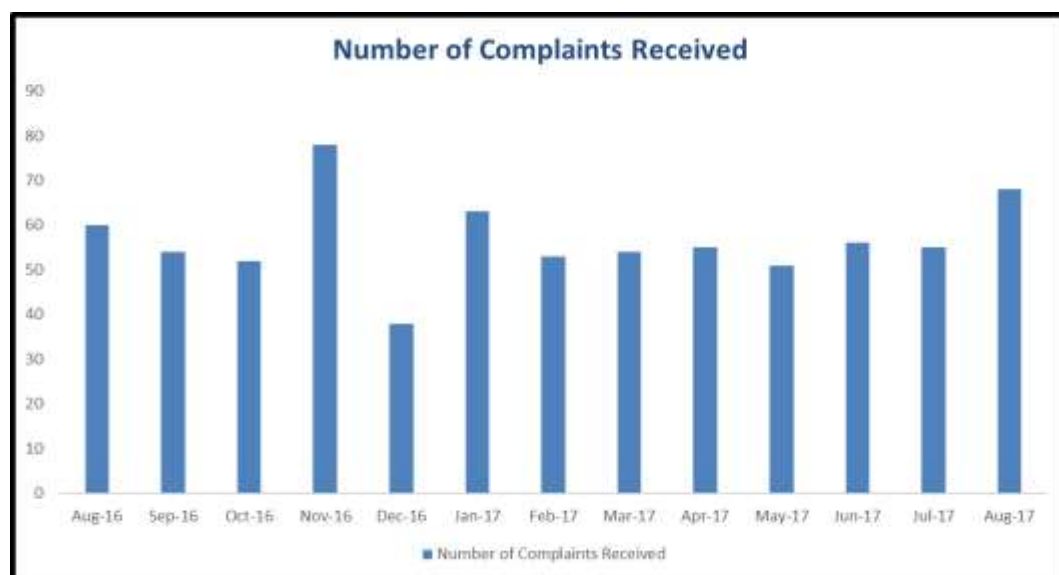


To find out more please visit our patient experience intranet pages <http://ulhintranet/patient-experience>  
or contact Sharon Kidd, Patient Experience Manager - [Sharon.kidd@ulh.nhs.uk](mailto:Sharon.kidd@ulh.nhs.uk) or 01476 464560



## COMPLAINTS

### Trust level



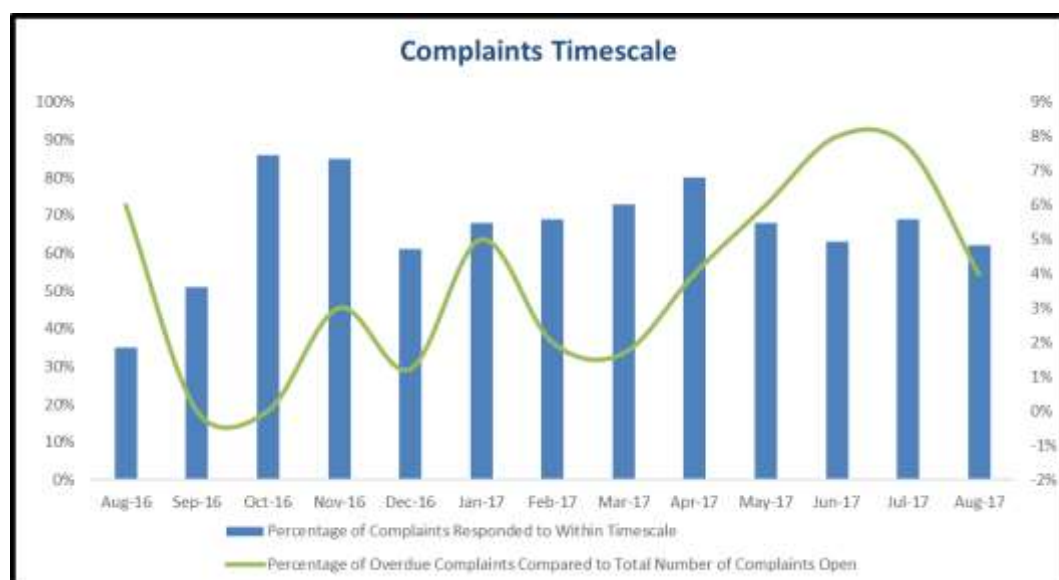
#### Notes:

August 2017: 68 complaints received

Subjects of complaints include:

78 clinical treatment  
17 Patient care  
71 communication  
14 admission and discharge  
16 values and behaviour  
10 waiting times  
2 safeguarding  
2 prescribing  
1 Privacy, Dignity & Wellbeing

2017 average monthly complaints received = 56

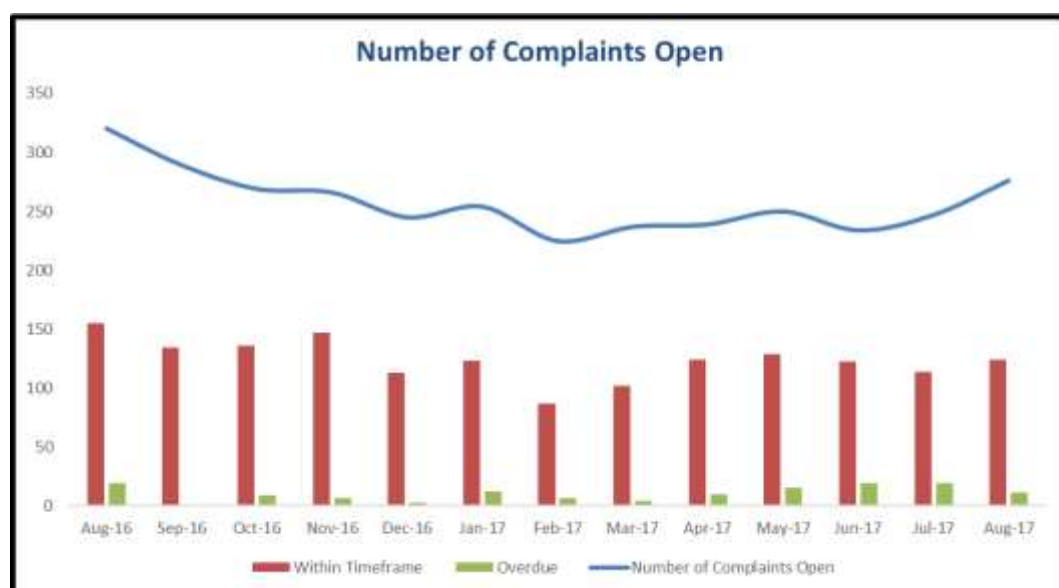


#### Notes:

August 2017:

33/53 complaints responded to within timescale 62%

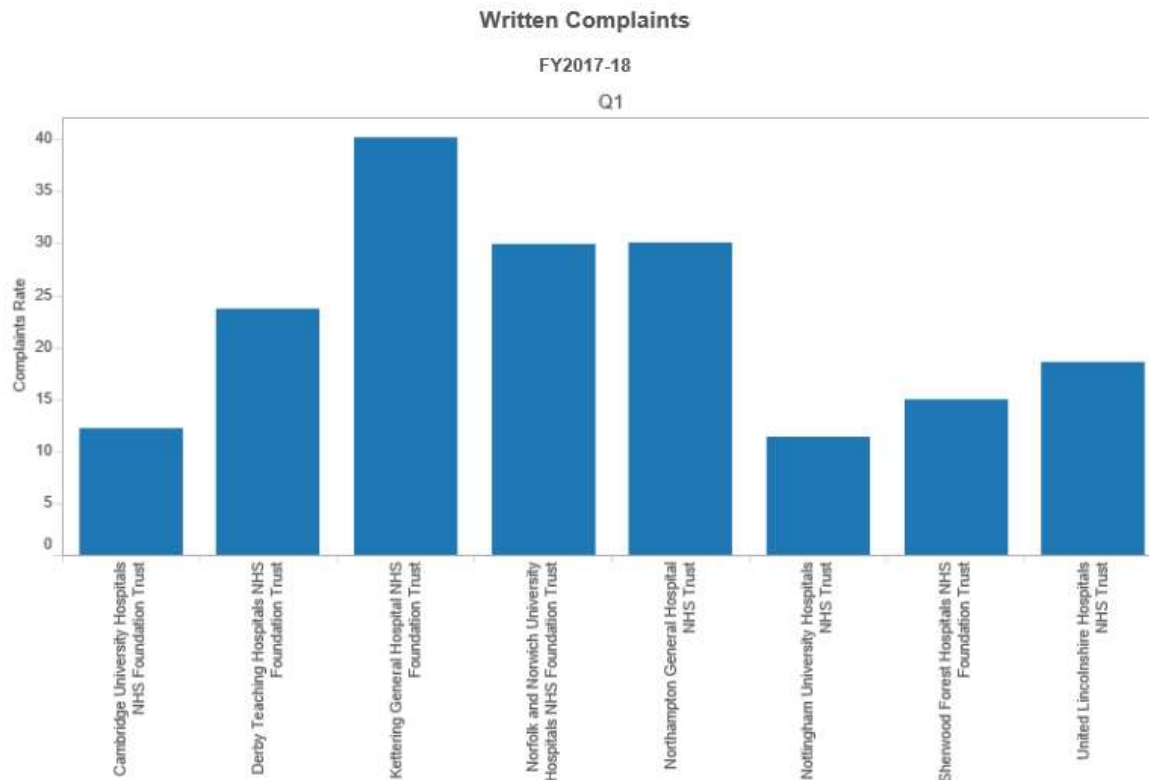
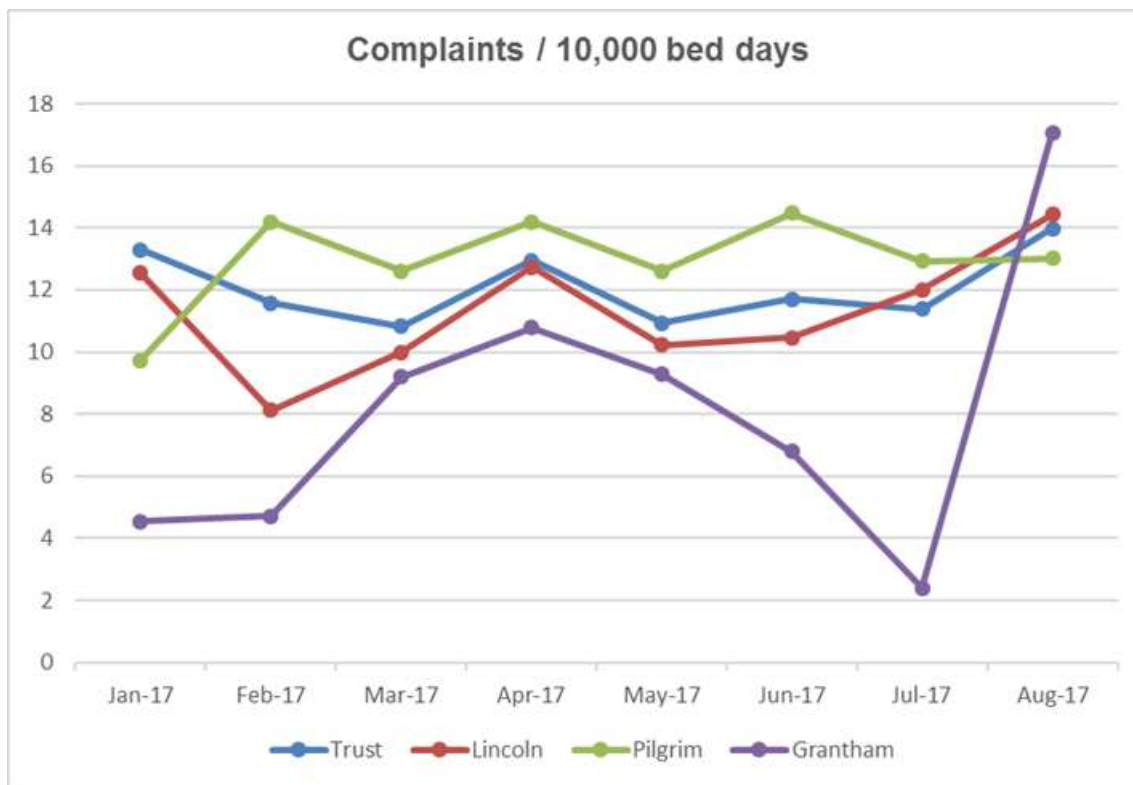
11/276 of overdue complaints against the total number of complaints open- 3.98%



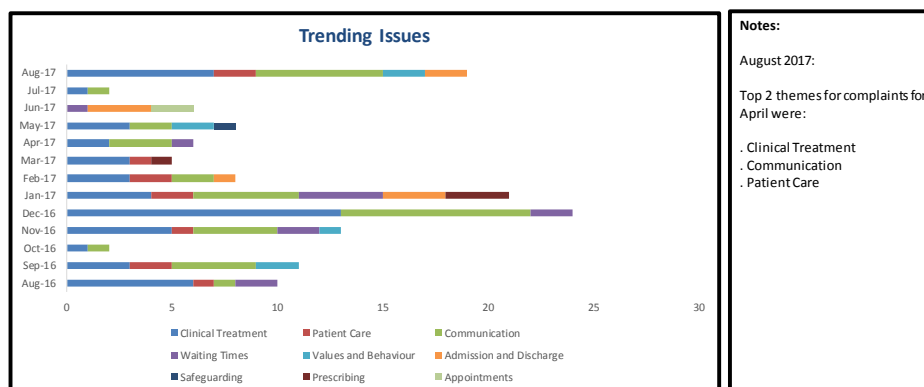
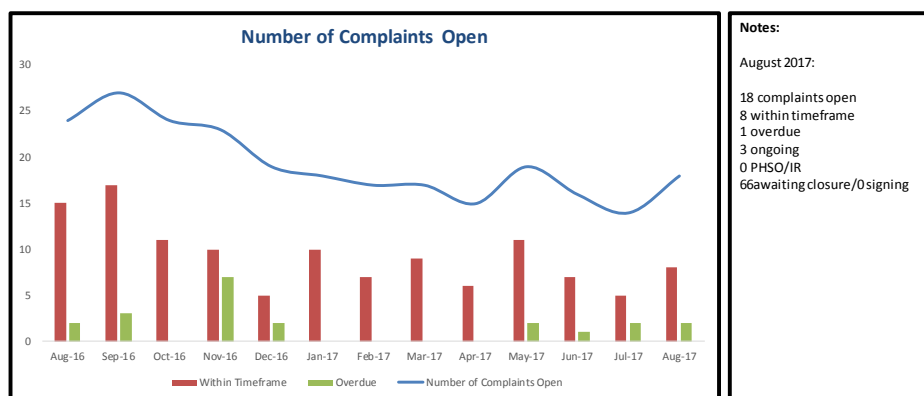
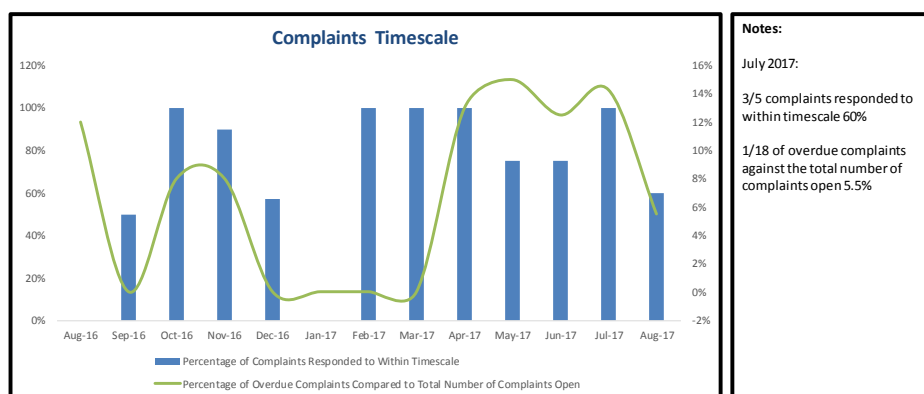
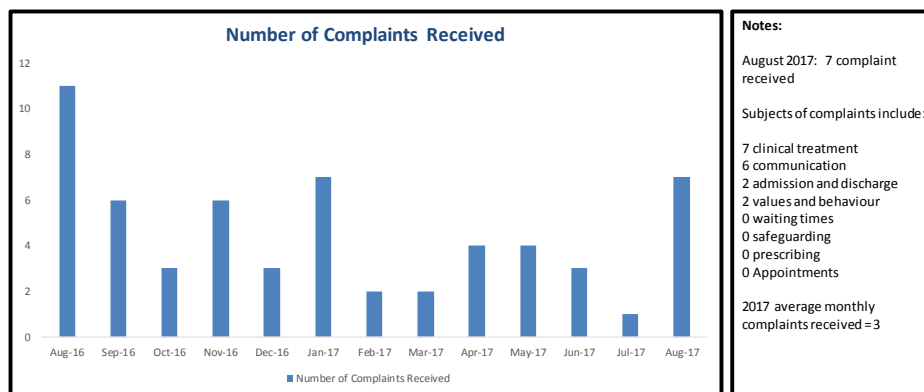
#### Notes:

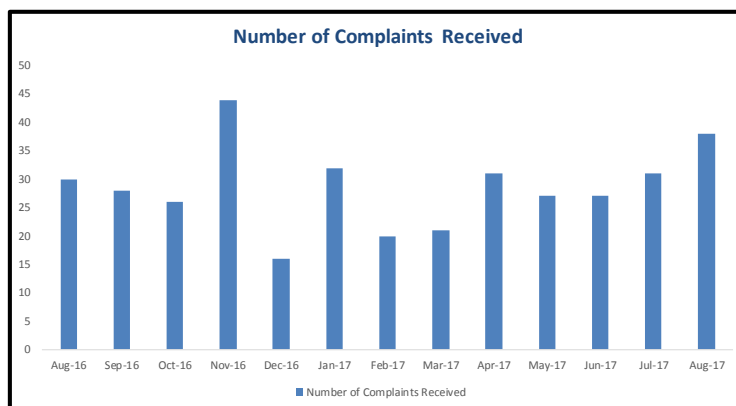
August 2017:

276 complaints open  
124 within timeframe  
11 overdue  
41 ongoing  
14 PHSO/ 3 IR  
71 awaiting closure/ 12 signing



Comparative extract from NHSI Patient Experience Tool; complaints rate per 1,000 members of staff in post for Q1 2017/18





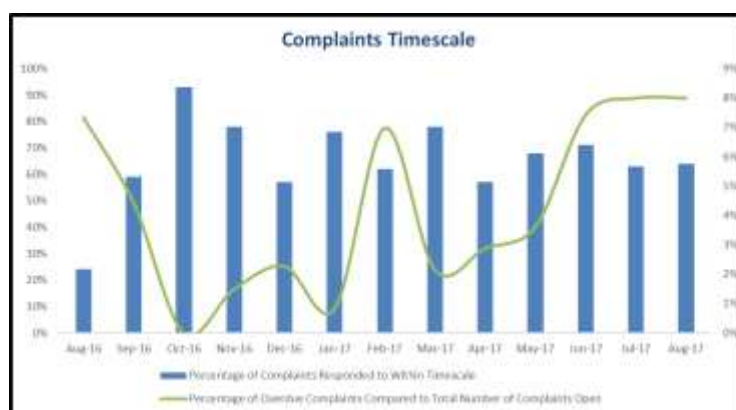
**Notes:**

August 2017: 38 complaints received

Subjects of complaints include:

- 30 clinical treatment
- 3 Patient Care
- 31 communication
- 8 admission and discharge
- 13 values and behaviour
- 6 waiting times
- 2 safeguarding
- 1 prescribing

2017 average monthly complaints received = 28

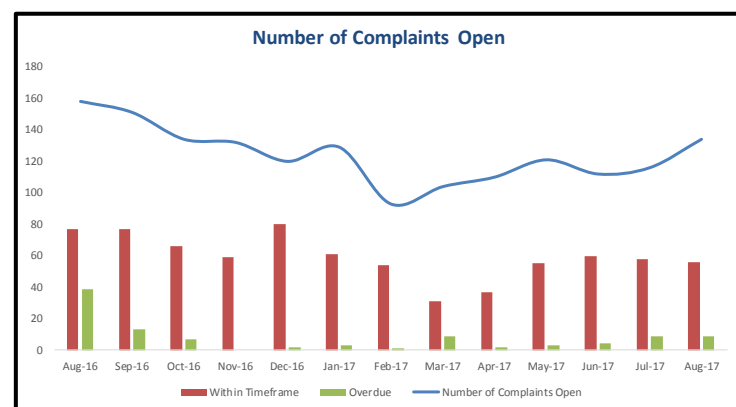


**Notes:**

August 2017:

16/25 complaints responded to within timescale 64%

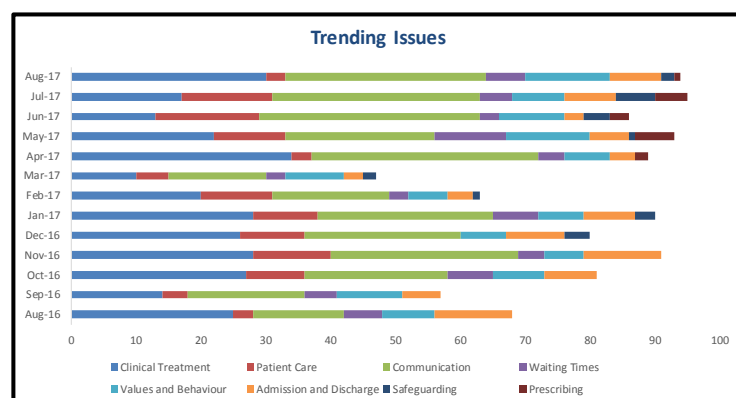
10/134 of overdue complaints against the total number of complaints open



**Notes:**

August 2017:

134 complaints open  
56 within timeframe  
10 overdue  
27 ongoing  
4 PHSO/3 IR  
28 awaiting closure/6 signing

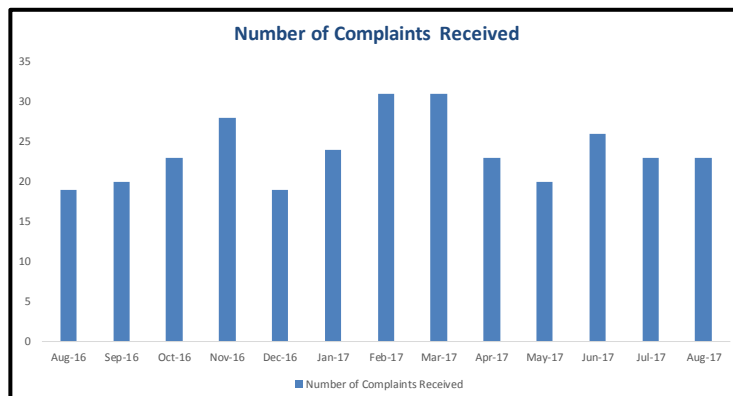


**Notes:**

August 2017:

Top 3 themes for complaints for April were:

- . Communication
- . Clinical Treatment
- . Values & behaviours



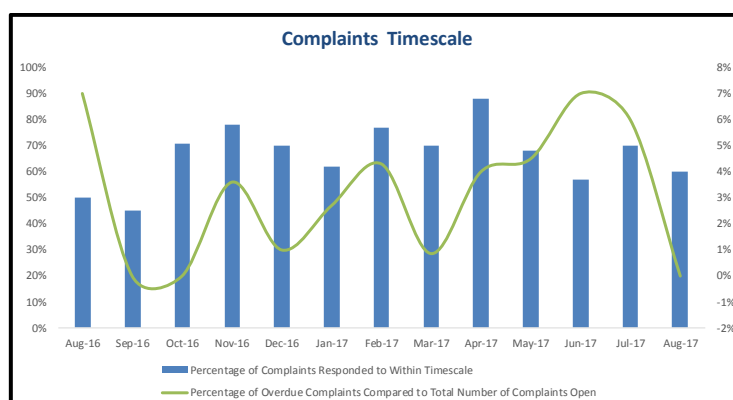
#### Notes:

August 2017: 23 complaints received

Subjects of complaints include:

41 clinical treatment  
34 communication  
4 admission and discharge  
1 values and behaviour  
4 waiting times  
0 safeguarding  
1 prescribing  
1 Privacy, Dignity & Wellbeing

2017 average monthly complaints received = 25

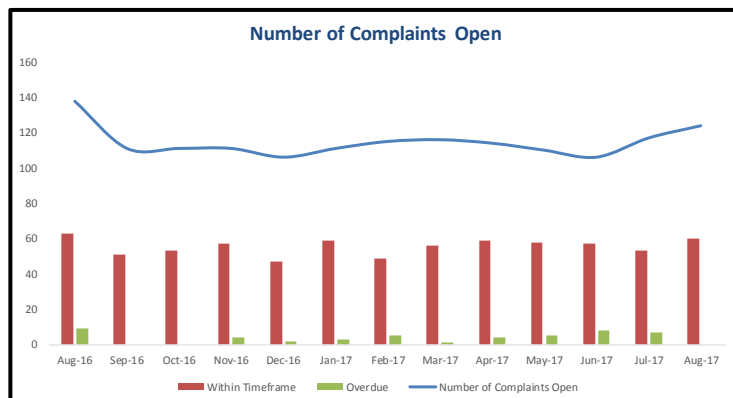


#### Notes:

August 2017:

14/23 complaints responded to within timescale 60%

0 overdue complaints

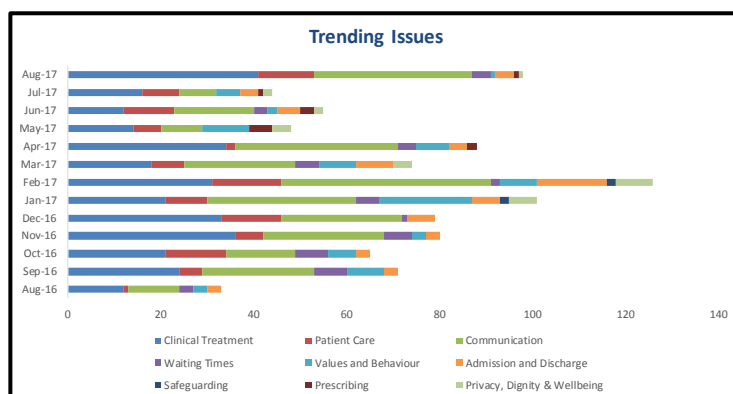


#### Notes:

August 2017:

124 complaints open  
60 within timeframe  
0 overdue

11 ongoing  
10 PHSO/IR  
37 awaiting closure/6 signing



#### Notes:

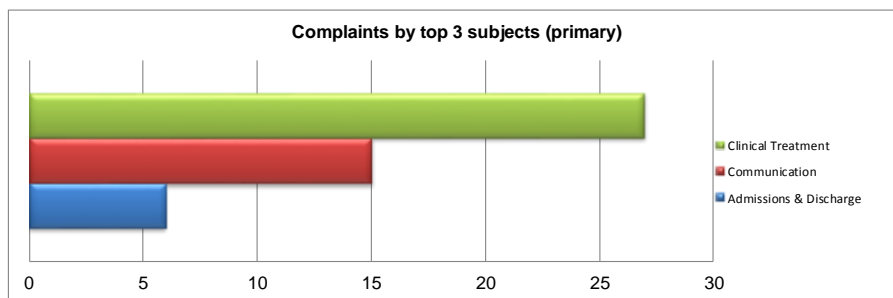
August 2017:

Top 3 themes for complaints for June were:

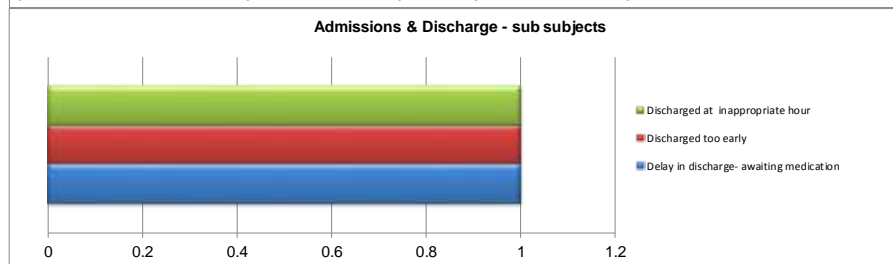
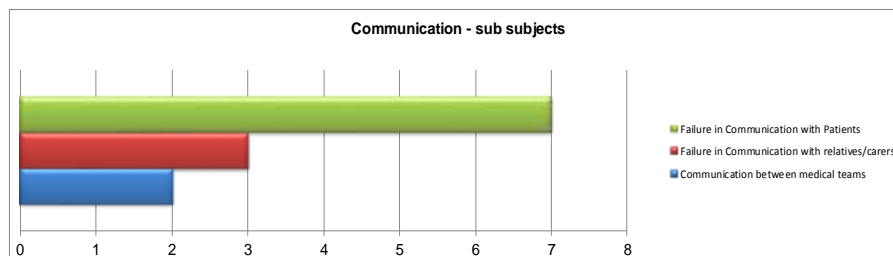
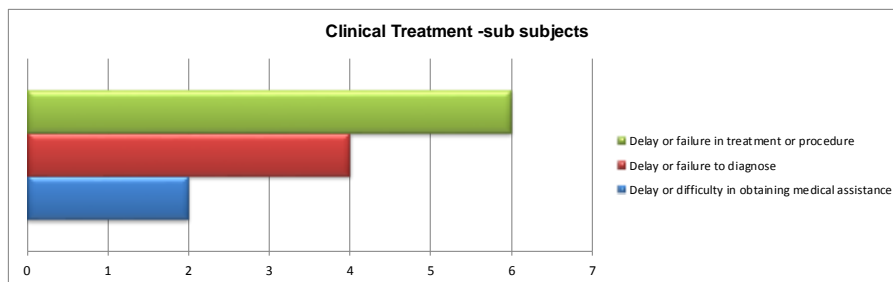
. Communication  
. Clinical Treatment  
. Patient care



## Top 3 Subjects



## Sub Subjects



## Overdue complaints

Of the 11 overdue complaints as stated above; the position at time of this report:

4 complaints have been signed and sent.

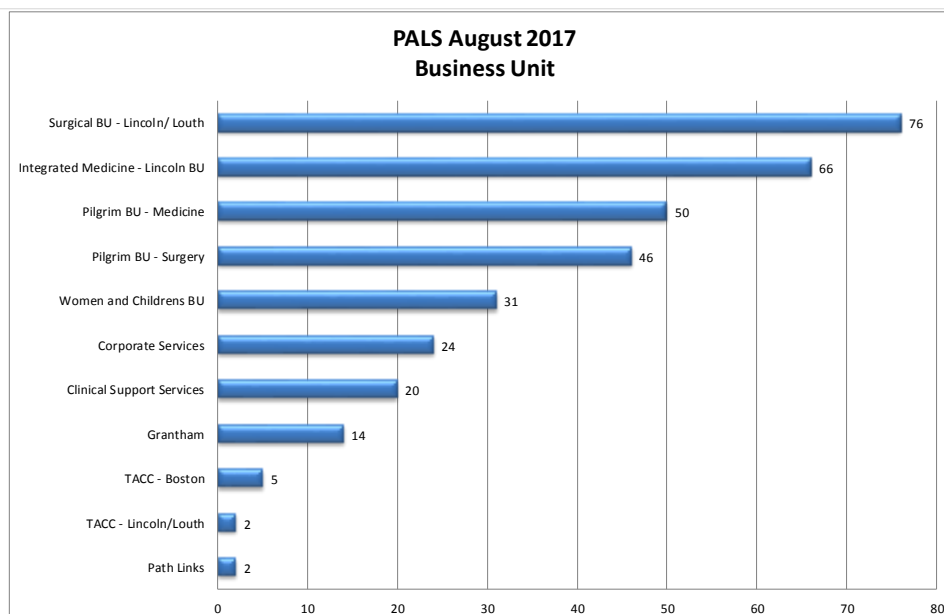
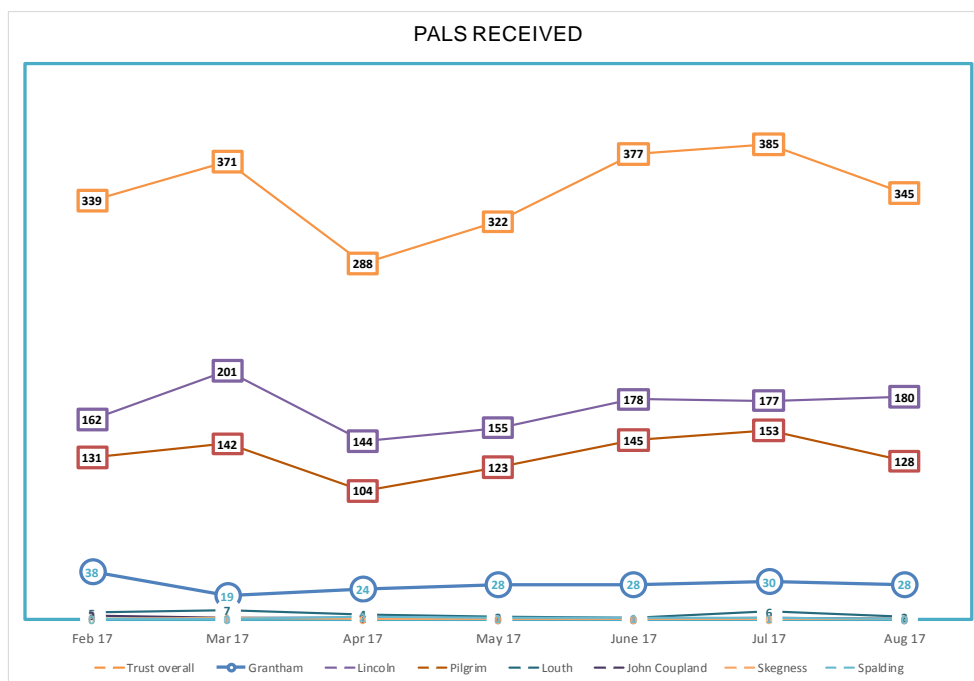
0 with executive team for signing

2 in final stages of formatting ready for approval and signing

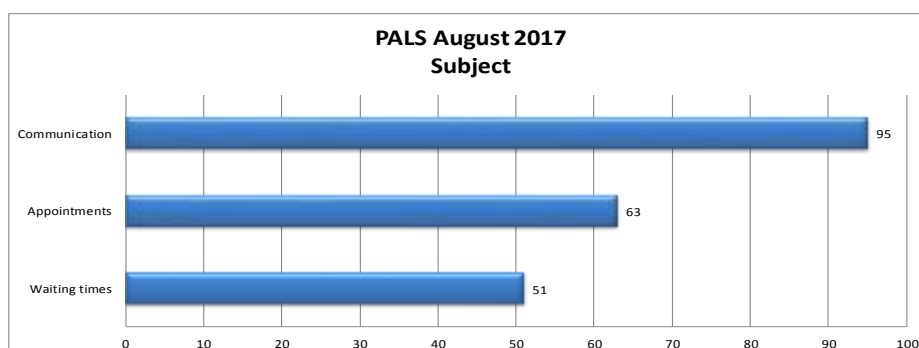
5 awaiting responses from case managers who have been chased and support offered.

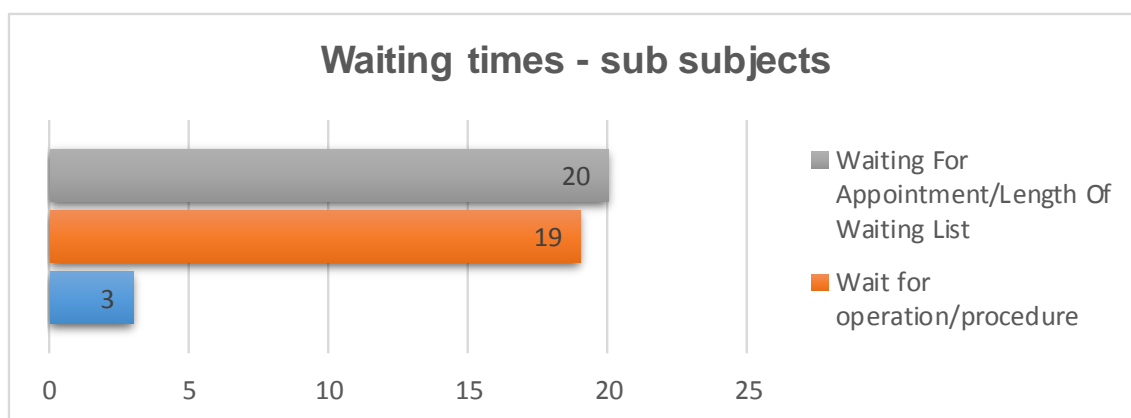
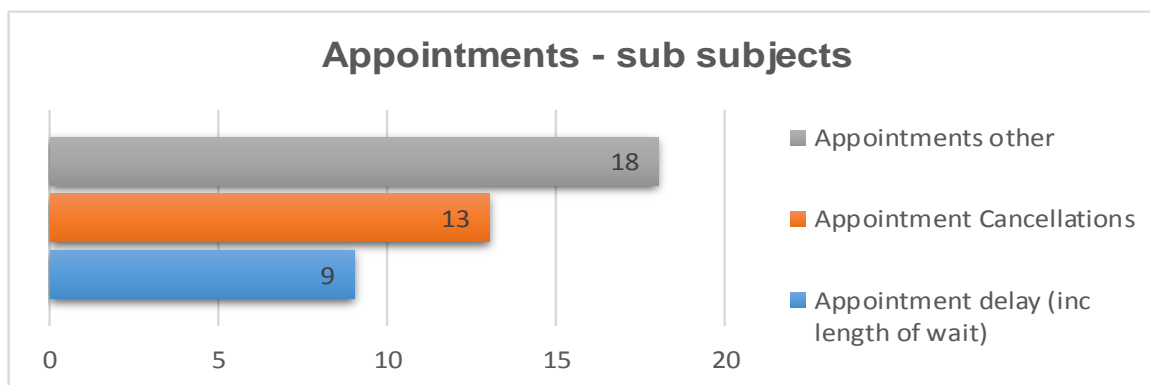
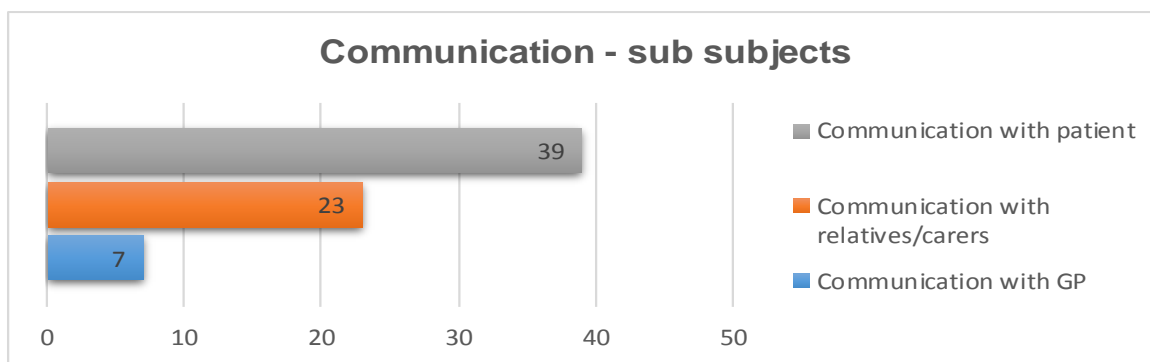
## PALS

345 PALS concerns were received in August 2017.



## Top 3 subjects & sub-subjects





## Outcome of PALS enquiries

Of the 345 enquiries received:

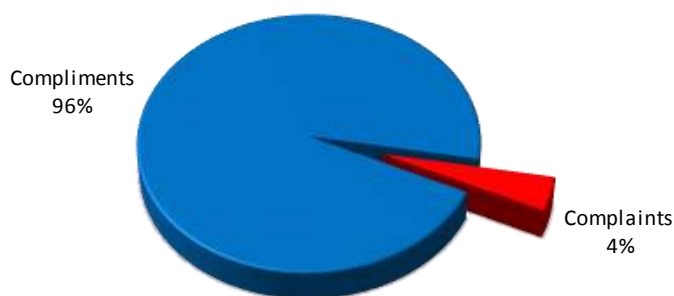
- 291 resolved
- 4 passed to formal complaints
- 2 just required information which was given.
- The remaining 48 at the time of report were still being addressed.

Time spent:

- 136 (46%) were resolved within an hour
- 82 (28%) were resolved within 24 hours
- 60 (20%) within one week
- 19 (6%) within a month

## COMPLIMENTS

### Compliments vs Complaints



The ratio on compliments vs complaints for August is **23:1**

## FRIENDS & FAMILY TEST

The table below shows June performance against ULHT internal target and the variance against July performance.

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%	0%	15%	n/a	-1%
Inpatients	90%	-7%	0%	6%	1%	29%	3%	-1%
Emergency care	82%	-5%	2%	11%	1%	20%	1%	0%
Day Case	95%	-2%	0%	2%	1%	20%	-6%	-1%
Outpatients	93%	-1%	0%	3%	1%	15%	1%	-1%
Paediatrics	76%	n/a	-3%	16%	2%	3%	n/a	0%
Therapies	100%	6%	7%	0%	-2%	33%	19%	1%

Antenatal community	93%	-5%	-5%	2%	2%	10%	-13%	2%
Labour Wards	96%	-1%	-4%	0%	0%			
Postnatal wards	94%	-1%	9%	3%	-2%			
Postnatal community	97%	-1%	0%	0%	0%			

### August variance headlines:

- Trust overall - 1% up
- IP - 0%
- EC - 2% up
- Day case – 0%
- Therapies – 7% up
- Paediatrics - 3% down
- Outpatients - 0%

## Benchmarking

### August 2017

Area	%age recommend	%age non recommend
Day Case	95%	2%
Emergency Care	82%	11%
Inpatients	90%	6%
Maternity Birth	96%	0%
Outpatients	93%	3%
Paediatrics	76%	16%
Therapies	100%	0%

Area	Response Rate
Day Case	20%
Emergency Care	20%
Inpatients	29%
Maternity Birth	10%
Outpatients	15%
Paediatrics	3%
Therapies	33%

The charts below show the Trust rankings for all nationally published FFT streams, both for recommendation and response rates (noting the caution in comparisons).

### ULHT ranking against national data

Recommendation rate													
Ranked out of*	Stream	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17
141	Emergency Care	130	130	115	114	119	108	119	124	117	116	124	119
173	Inpatients	153	161	152	158	143	147	147	127	142	152	142	150
233	Outpatients	167	151	162	163	155	167	189	174	177	173	198	191
135	Maternity Antenatal	116	46	1	83	81	1	102	80	1	78	83	45
135	Maternity Birth	118	1	1	1	1	1	121	127	1	81	126	1
135	Maternity Postnatal ward	90	110	78	99	111	96	120	122	122	74	91	116
135	Maternity Postnatal community	1	101	1	1	1	1	75	94	78	105	95	81

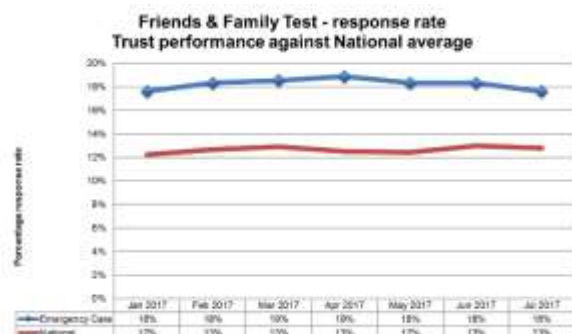
Response rate													
Ranked out of*	Stream	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17
141	Emergency Care	42	26	45	39	30	40	40	38	40	43	41	39
173	Inpatients	109	101	101	109	114	91	111	81	106	123	110	122
233	Outpatients	30	31	41	42	30	28	29	30	24	33	32	29
135	Maternity Birth	126	126	128	131	129	131	130	126	123	90	96	107

\* 'Ranked out of' is an approximate figure, as the number of trusts can vary slightly month on month.

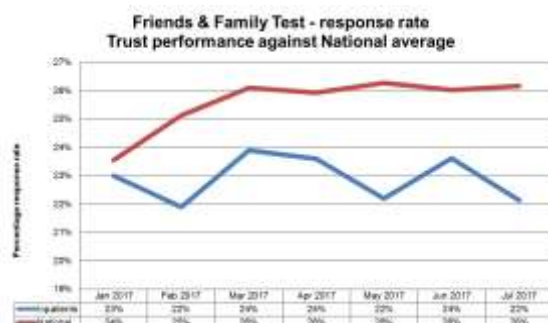
### Response rates

The graphs below demonstrate that the Trust is well above the national average for response rates across emergency care and outpatients and only slightly below for inpatients up to the published July data.

#### Emergency Care

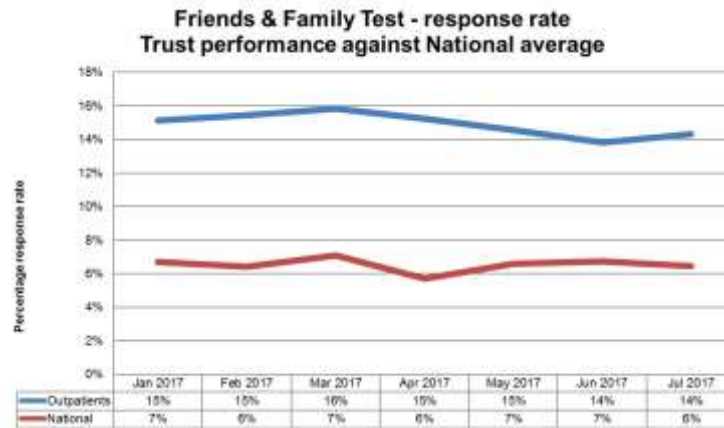


#### Inpatients



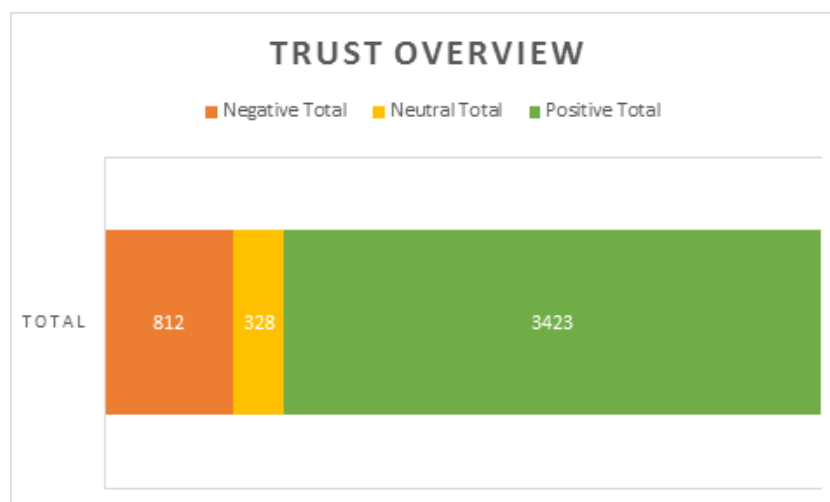
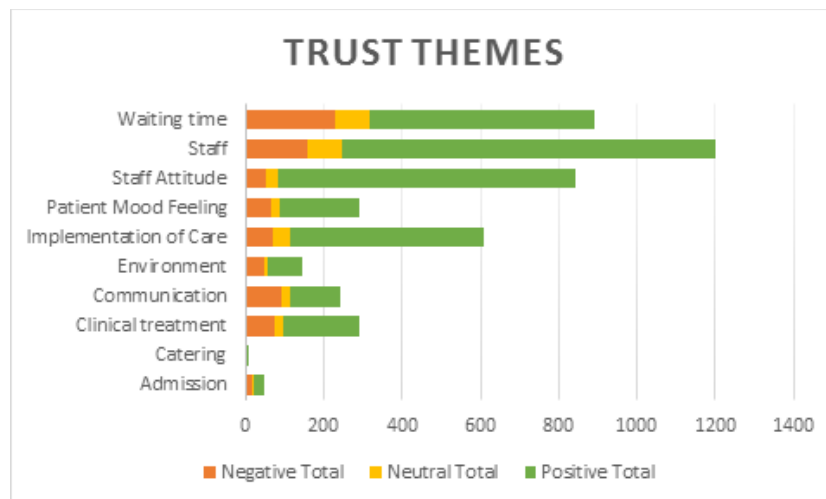
#### Outpatients





A 95% confidence level with a 5% variance is the industry expected standard and against all streams of FFT July data this was demonstrated showing the Trust can be 95% confident that the % recommend' accurately reflects the rest of the eligible patients within a variance of plus or minus five percent.

The charts below show the overall number of positive, neutral and negative themes based on all FFT comments by theme. There has been a slight decrease within the positives over the last month at 71% and there has been a reduction in the negatives down to 18%.



During August – 11,298 FFT ratings for FFT and 9,433 individual comments were received.

#### Themes

##### Positive themes

Staff	3777	40%
Staff attitude	3472	37%
Clinical Treatment	1993	21%
Waiting time	1178	12%
Implementation of care	1188	12%

##### Negative themes

Waiting time	285	3%
Communication	188	2%
Staff	165	2%
Clinical Treatment	101	1%
Implementation of care	75	1%

Skilled staff listened carefully to all I wanted to say before assessing me and then made an accurate diagnosis and dealt with it immediately and effectively

The staff introduced themselves, told me what to expect and kept me informed throughout my visit. I was given leaflets to read after the appointment to backup information given for on going health care.

Consultant was very cheerful & that time in the morning, very professional and offered me options. Triage nurse very helpful and considerate. Thankyou.

Very caring and professional staff in all departments, all questions answered no matter how silly they may of seemed, we are very lucky to have dedicated staff who care so much and keep you informed during every step of your treatment.

Nurses and Doctor's need to stop arguing between themselves and to listen to patients I got no pain relief at all so after 6 hours I decided enough was enough I have very little confidence in your staff

Total lack of communication between staff and lack of communication to patients and relatives

we couldn't get a diagnosis and the doctor just kept firing questions at my daughter until she cried. Moreover, she didn't check the questionnaires we had filled in by the school and ourselves. My 12 year old daughter found it "intimidating" and "upsetting". the doctor had no skills or understanding of dealing with children who have communication and social interaction issues. They did not know how to speak to my daughter in a reassuring or professional manner

Being left on a trolley with no communication from any one. And then hearing 2 different things from 2 different doctors.

#### Words

##### Positive words

Staff	3449	37%
Attitude	2533	27%
Treatment	1836	19%
Clinical treatment	1665	18%
Time	797	8%

##### Negative words

Waiting	207	2%
Time	195	2%
Staff	88	1%
Communication	88	1%
Doctors	55	1%

## You said we did (YSWD)

YSWD is a great tool to give patients and their family's confidence that we are listening and 'doing something' with their feedback. Even if a solution to an issue has not yet be found, it is important for our patients to know it is being addressed. Templates are sent out asking for 5 examples from each clinical directorate. We unfortunately received fewer templates than. We will review the methodology and collection of YSWD across the clinical directorates to ensure it is embedded and reported..

Clinical support services	None received
Lincoln Integrated Medicine	2 template from Ingham Ward and SEAU
Lincoln Surgical services	None received
Pilgrim	1 template covering surgical wards
Grantham	1 template covering all wards & Accident & Emergency
Women's & Children's	None received

The following are a selection from across the returns.

## You said.....

The ward was noisy at night – one example was a kitchen bin

There were issues with time taken for dosette boxes on discharge

The staff were caring and the ward was clean but I would have liked a more nutritious breakfast.

Weren't always sure what waiting for. Wait for beds

As the ward is a respiratory ward, I would have preferred it if the staff didn't wear perfume as I am allergic to it and it made my asthma worse, and took longer to get better

Nights were noisy

## We did.....

The kitchen bin has been changed to soft close.

We always try to keep noise to a minimum and we are investing in ear plugs for those affected by noise.

We now have a coloured label to use on the prescription chart at the start of admission so pharmacy are alerted at an early stage.

Thank you for your comments re breakfast which we will share with catering team

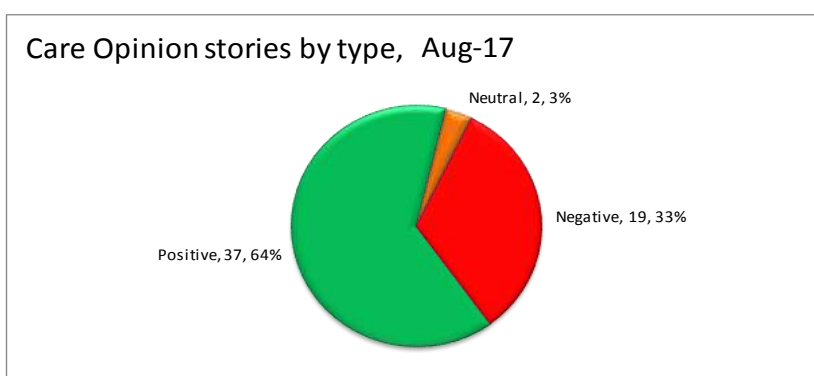
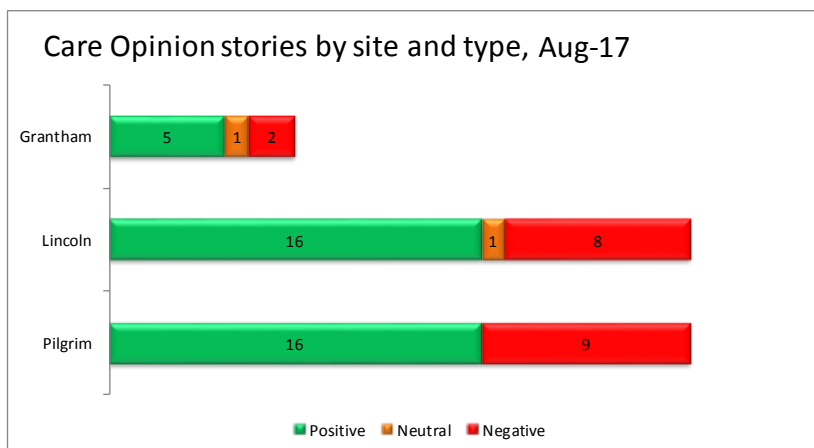
Poster now displayed in waiting areas so that patients and relatives are aware they can speak to the shift coordinator/ nurse looking after them at any time to get an update.

Your comments regarding staff wearing perfume are partially addressed through our updated uniform policy and the specific ward you mention has discussed this with their team

We have ordered soft closing bins to reduce noise at night

## CARE OPINION

62 stories have been posted during June and have been read 3,089 times. This equates to each story being read 50 times.



### Orthopaedics Lincoln

About: Lincoln County Hospital - Trauma & Orthopaedics.

My daughter broke her thumb last month and has been treated by the orthopaedic team at Lincoln county hospital. From start to finish her patient journey has been amazing. Today we went to fracture clinic were greeted by Nicola on reception, had plaster removed by Richard and were seen by Mr Rowsell and Lauren who were very polite and caring and discharged a very happy girl with a now healed thumb fracture. Thanks for all you're help to everyone involved.



### Trust response

Dear Brokenthumb,

Thank you for your kind feedback - I'm very pleased your daughter's thumb has healed, and hopefully she can now enjoy her summer holiday!

Regards

Mark Rowsell, Orthopaedic Consultant



## VOLUNTARY SERVICES

## Volunteers Story

I am a volunteer mainly because I have worked in a hospital environment and recognise the enormity of the workload of all NHS staff and know because of my experience that I have the ability to help. Like us all, I have experienced stays in hospital and the superb help that I have been given over the years has inspired me to offer my services as a Volunteer.

I am a Volunteer for the Chaplaincy department at Pilgrim and recognise the need for people to chat about various aspects of being in hospital and their own lives when for many reasons staff and families are unable to do this. Illness and treatment can cause a lack of identity in patients. I hope by giving them time, listening and in some cases praying with them my efforts will go some way to support them and make their stay in hospital easier.

I know I cannot help everyone but even if I only helped one person when I am visiting, I know that I have changed that person's world and helped their healing process. This obviously makes me feel purposeful and extremely happy that I have been able to comfort this person in their time of need.

I also know that I am helping the staff and visitors by supporting them. Working as a team with other Volunteers is also a very positive experience.

I have been asked to mention that I have just sung the Grand Finale at a well known Safari Park where they have a series of Safari Nights with well-known artists performing their music. Singing Nessun Dorma for the Grand Finale with 7000 people listening would have been impossible without the care that I have been given by the NHS.

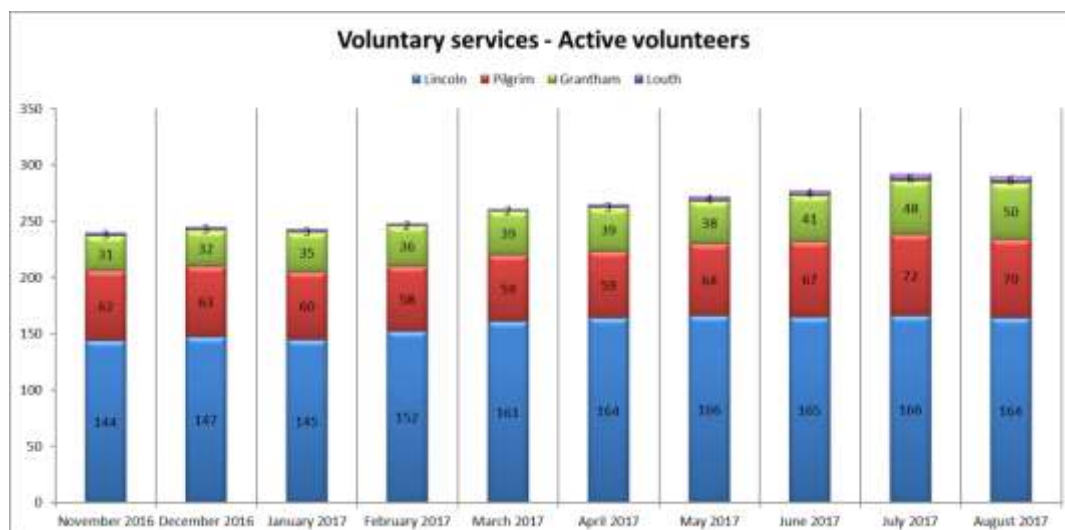
## Elaine, Volunteer in Chaplaincy at Pilgrim Hospital

Christine Bonneywell, Lead Chaplain, Pilgrim Hospital

Elaine is a fairly new member of the Chaplaincy team here at Pilgrim and she has already become a part of our family here. She visits one specific ward once a week and helps with the Sunday service once a month. Because she visits the ward regularly staff know her and feel able to recommend patients who may value a visit from someone a little outside the usual hospital staff, who has time to sit and listen.

She also supports family members and members of staff who are looking to have a quiet chat. Her singing gifts are greatly appreciated on Sundays and I don't think there are many hospital chapels who can boast of having a proper opera singer helping them with the hymns!





- 22 new applications began to be processed with 4 applications on hold.
- A total of 68 applications are currently being processed. This is up slightly on previous months 67.
- 4 new volunteers started with the Trust during August, down 15 on last month.
- The Training Department ELearning platform for volunteers continues to record excellent core training with 51 modules completed in August.
- Hilary started as the new coordinator during the month. She is a current NHS employee and came from ILPU.
- Our temporary secondment of an additional staff member finished during the month. This loss and training of new staff has had a negative impact on the administration service levels.

## Patient Experience news and developments

### Academy of FAB Stuff – national tour visit to Lincolnshire

**Roy Lilley and Dr. Terri Porrett  
visit to ULHT and LCHS  
4th October 2017**

With #FabChangeWeek fast approaching (November 13-17), we are pleased to announce a FAB visit from Roy and Terri to Lincoln County and John Coupland Hospitals.

Plans for the visit .....	
10.30	Roy and the Blonde session in the Restaurant, Lincoln County Hospital
11.30	Walk around <ul style="list-style-type: none"> <li>• Bereavement centre</li> <li>• Lincolnshire Heart Centre</li> <li>• Children's wards</li> </ul>
1.30	Roy and the Blonde session & Market Hospital, John Coupland Hospital, Gainsborough
2.45	Scotter ward for afternoon tea and cake

Roy and Terri pioneered the **Academy of Fabulous NHS Stuff** as a means of sharing and celebrating all the fabulous work that is happening across the NHS. This visit is not only a great opportunity to show off but also to meet and listen to Roy and Terri. Roy was named the top NHS speaker for two years running and Terri was voted one of the top 50 most influential nurses in the UK, as well as being a recognised leader in colorectal nursing and a champion for clinical nurse specialists.

Special appearance by Alfie, the FAB dog & FAB Ambassador

As part of the lead-up to the NHS FAB Change week (Monday 13 November to Friday 17 November), the ULHT and LCHS FAB Ambassadors have organised a visit to Lincoln County Hospital and John Coupland Hospital by Roy Lilley and Dr Terri Porrett who founded the Academy of FAB Stuff, and have been tasked with leading the national NHS FAB Change week campaign by Sir Simon Stevens, Chief Executive of NHS England. Both Roy and Terri are undertaking a national FAB Change Week tour across the NHS.

Their visit will be taking place on Wednesday 4 October and consist of an engaging talk by Roy and Terri about the Academy of FAB Stuff and showcasing the FAB Change Week concept to staff to encourage staff to make pledges around changes they are currently undertaking which can be showcased both across the trust and nationally during Change Week.

The tour will then visit key areas of Lincoln including the new bereavement centre, Lincolnshire Heart Centre and children's wards.

Roy and Terri will then continue their Lincolnshire tour by visiting John Coupland Hospital in Gainsborough.

This is an excellent opportunity for the Trust to show some off the amazing projects that we have recently undertaken and also for it to be shared nationally across the NHS.

## ULHT Patient Experience Conference

The Patient Experience team has worked in partnership with Bishop Grosseteste University and Lincoln City Football Club to host the first patient experience conference in Lincolnshire on 1<sup>st</sup> November 2017.

The theme is all about methods which can be used to listen to patients and the incredibly important voice they bring; our view is that if our patients have the **right to be heard** then as professionals we then have a corresponding **responsibility to listen**.

The conference will also focus on the national patient experience agenda and also locally with sessions which will highlight how feedback we have received has led to service improvements to improve our patients' experiences.



The poster is for the Patient Experience Conference 2017, held on Wednesday 1st November from 9am to 4.30pm at the Travis Perkins Suite, Lincoln City Football Club, Lincoln LN5 8LD. It features logos for 'CARING FOR YOU', 'BISHOP GROSSETESTE UNIVERSITY', and 'NHS United Lincolnshire Hospitals NHS Trust'. A central illustration shows a group of colorful figures holding a banner that says 'Listening to our Patients', with speech bubbles above them saying 'our voice' and 'we are listening'. The poster lists 12 guest speakers and 4 Lincolnshire's FAB Ambassadors. At the bottom, it provides booking information, including an email address, contact numbers for Sharon Kidd and Jennie Negus, a hashtag #ULHTlistening, and a note that spaces are limited and free for ULHT staff.

**Guest Speakers**

 <b>Roy Lilley</b> Health Writer, Commentator & Founder of the Academy of FAB stuff	 <b>Neil Churchill</b> National Director for Patient Experience, NHS England
 <b>Dr James Munro</b> Chief Executive, Care Opinion	 <b>Dr Terri Porrett</b> Colorectal Nurse & Co-Founder of the Academy of FAB staff
 <b>Sara Latham</b> , Staff Experience Lead, NHS England	 <b>Dr Alex Gillespie</b> Associate Professor, London School of Economics
 <b>Jan Sobieraj</b> Chief Executive	 <b>Michelle Rhodes</b> Chief Nurse
 <b>Martin Rayson</b> Director of HR	 <b>Chris Pointon</b> #HelloMyNameIs
 <b>Sarah Ward</b> Macmillan Lead Cancer Nurse	 <b>David Knight</b> Senior Chaplain

**Lincolnshire's FAB Ambassadors**

 <b>Sharon Kidd</b> , Patient Experience Manager ULHT	 <b>Donna Phillips</b> , Ward Sister, LCHS
 <b>Sam McCarthy-Phillips</b> Clinical Education Nurse, ULHT	 <b>Tracey Pemberton</b> Ward Sister, ULHT

**How to book**

Email your booking form to: [patient.experience@ulh.nhs.uk](mailto:patient.experience@ulh.nhs.uk)

For further information contact:  
Sharon Kidd, Patient Experience Manager - 07799 860206  
Jennie Negus, Deputy Chief Nurse - 07920 450527

**#ULHTlistening**

**Spaces are limited: free to ULHT staff and £75 for external organisations (non refundable)**