

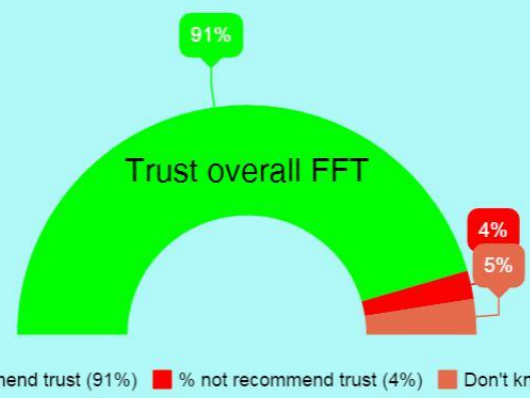
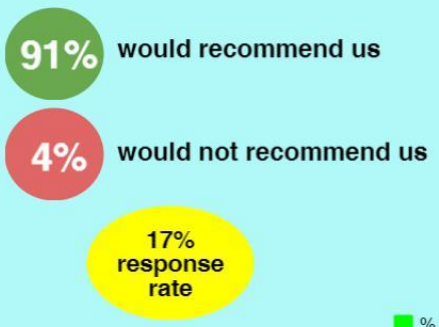
PATIENT EXPERIENCE REPORT

April 2017 (March 2017 data)

Trust level report

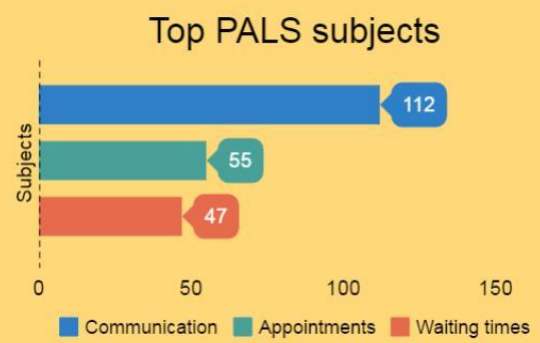
- Complaints
- PALS
- Friends & Family Test
- Patient Opinion
- Voluntary Services
- Patient Experience news and developments

Friends & Family Test



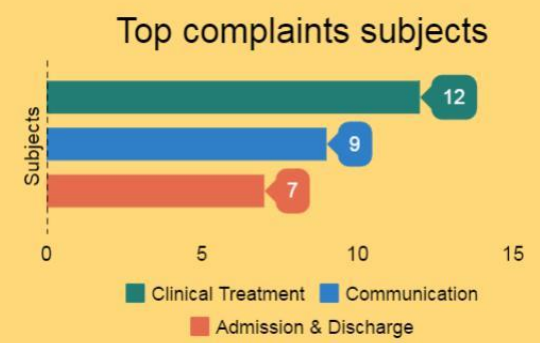
PALS

371
PALS concerns received

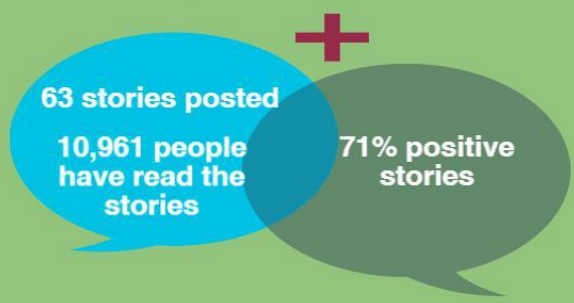


Complaints

54
Complaints received



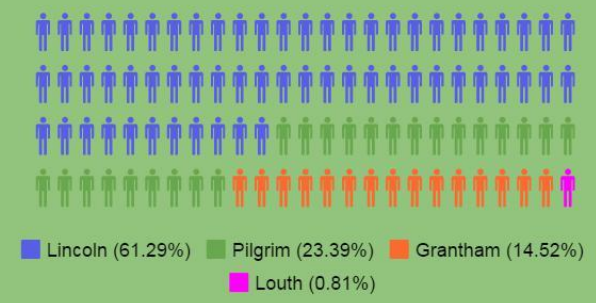
Patient Opinion



Compliments



Volunteers





Patient Experience Report March 2017

Inpatient & DC FFT

92% Would recommend Inpatient/DC Services

4% Would not recommend Inpatient/DC Services

National score 96%

February 2017

Emergency Care FFT

80% Would recommend Emergency Care Services

10% Would not recommend Emergency Care Services

National score 87%

February 2017

Maternity Birth FFT

88% Would recommend Maternity Services

6% Would not recommend Maternity Services

National score 97%

February 2017

Outpatients FFT

93% Would recommend Outpatient Services

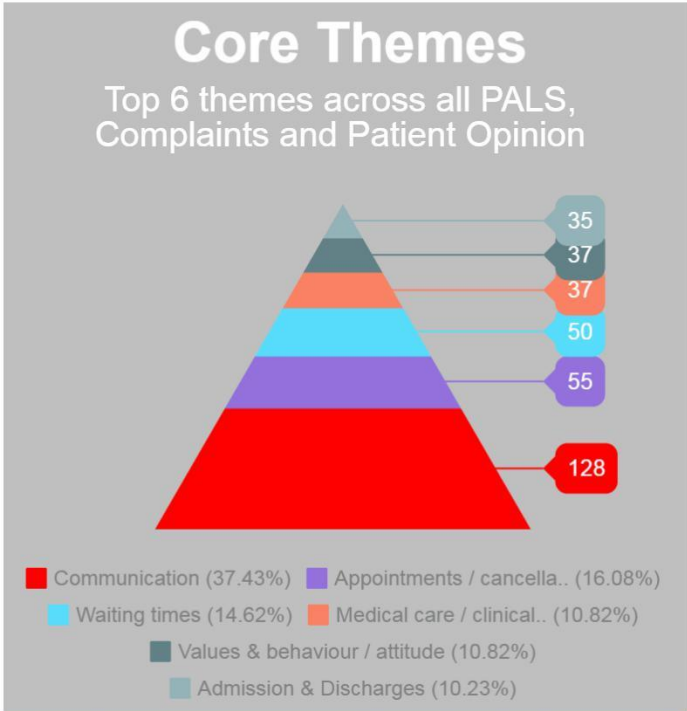
2% Would not recommend Outpatient Services

National score 93%

February 2017

14,168
ratings recieved

11,276
comments recieved

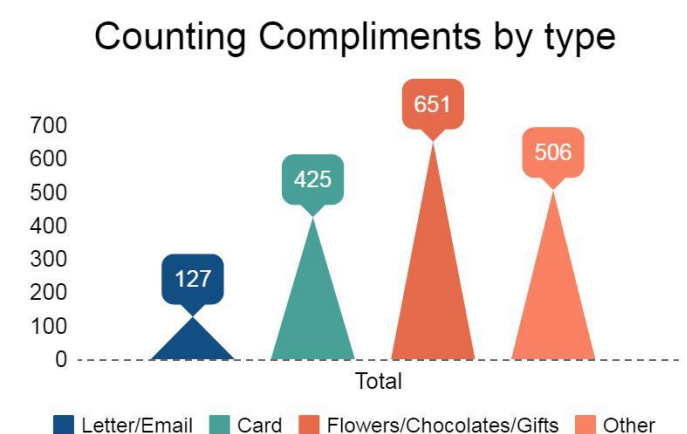
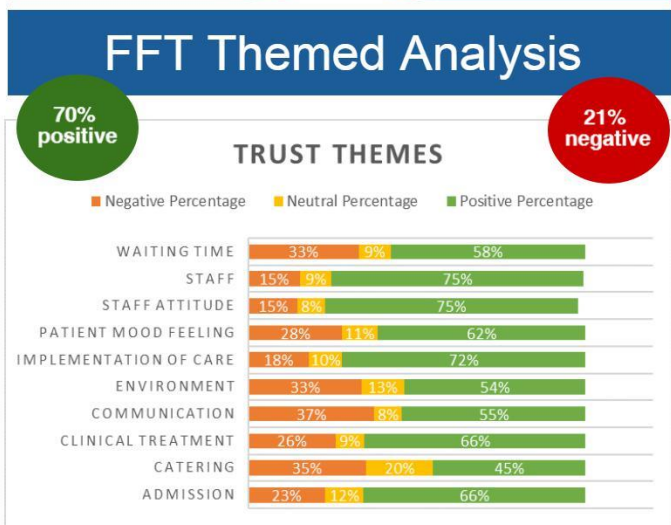


69 stories posted
12,157 reads

71% positive stories
27% negative stories

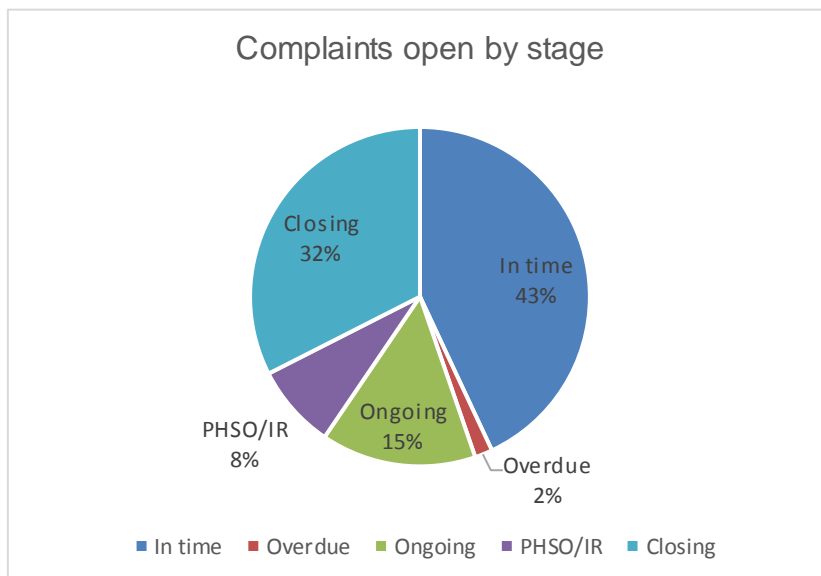
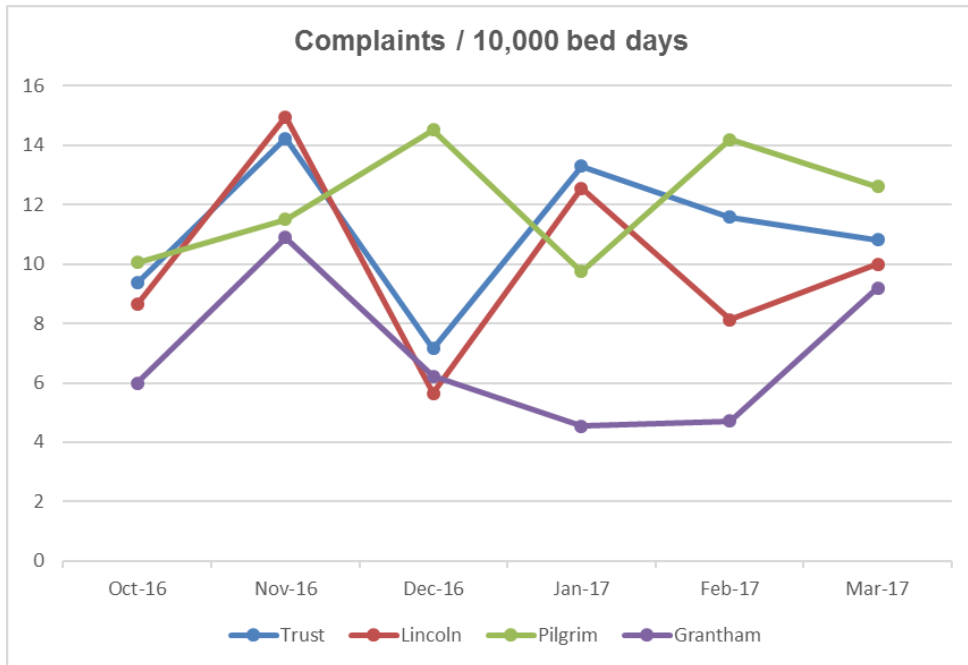
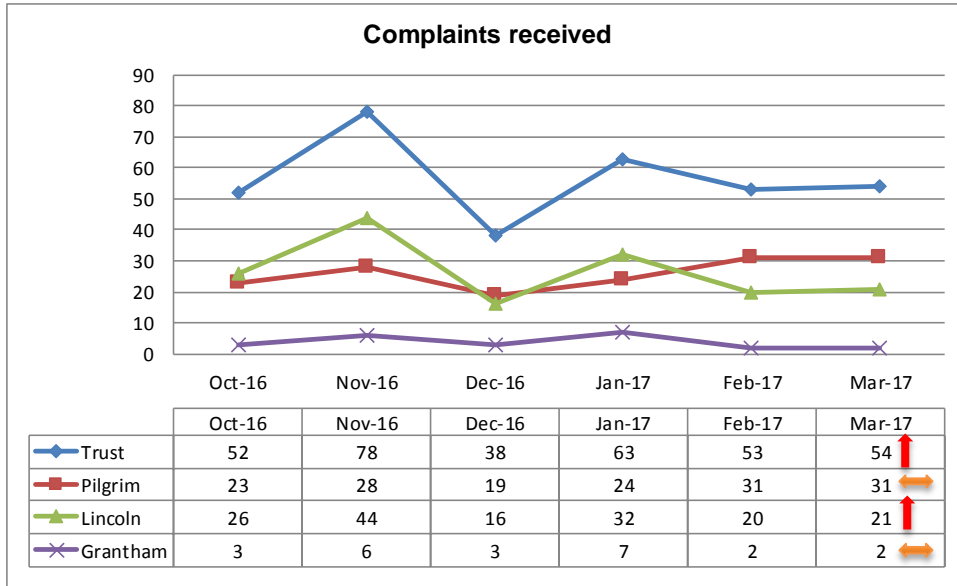
Compliments vs Complaints ratio 33:1

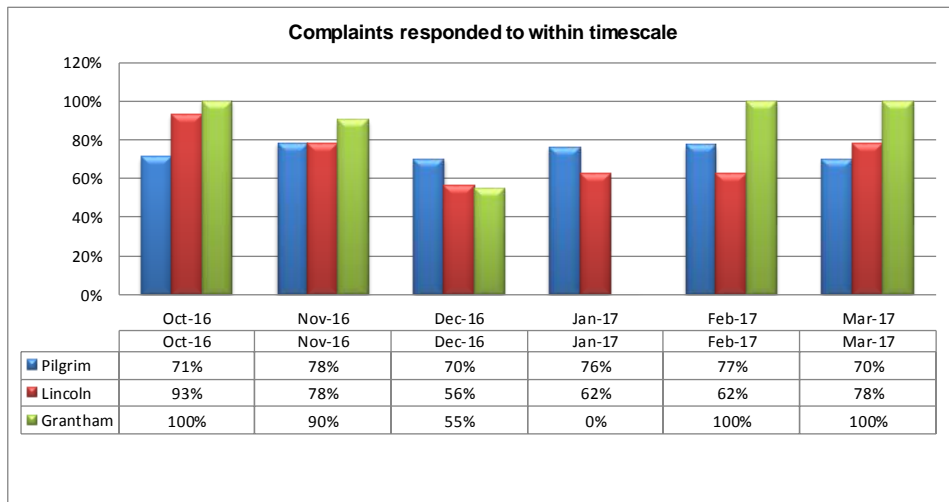
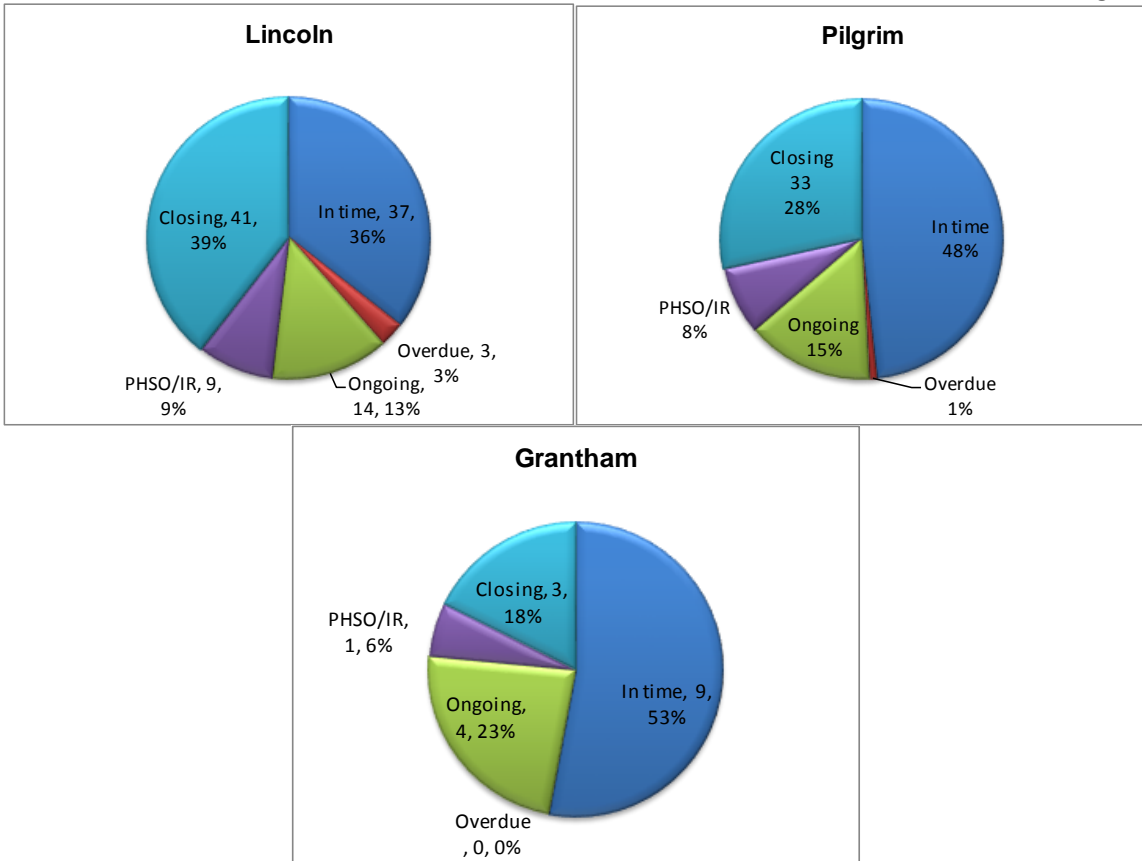
1,709 Counting Compliments received this month

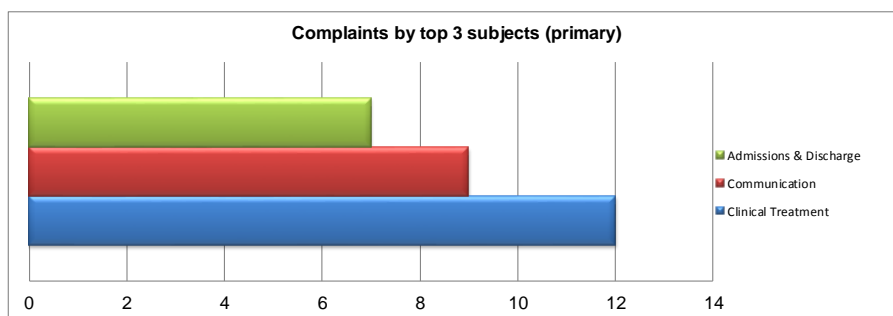
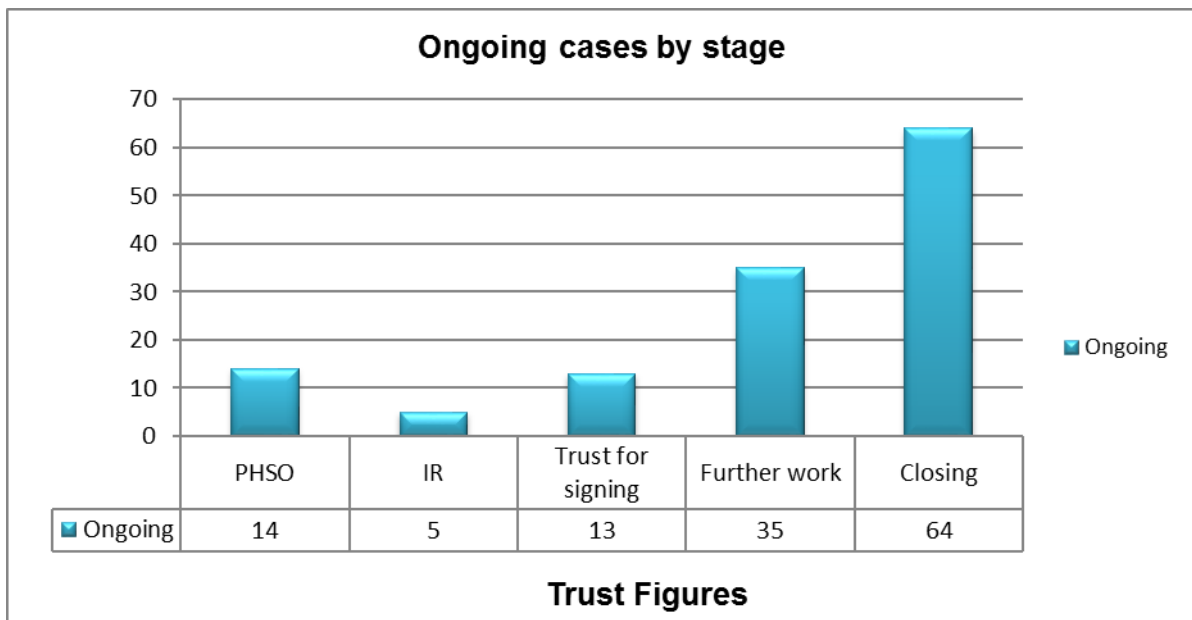
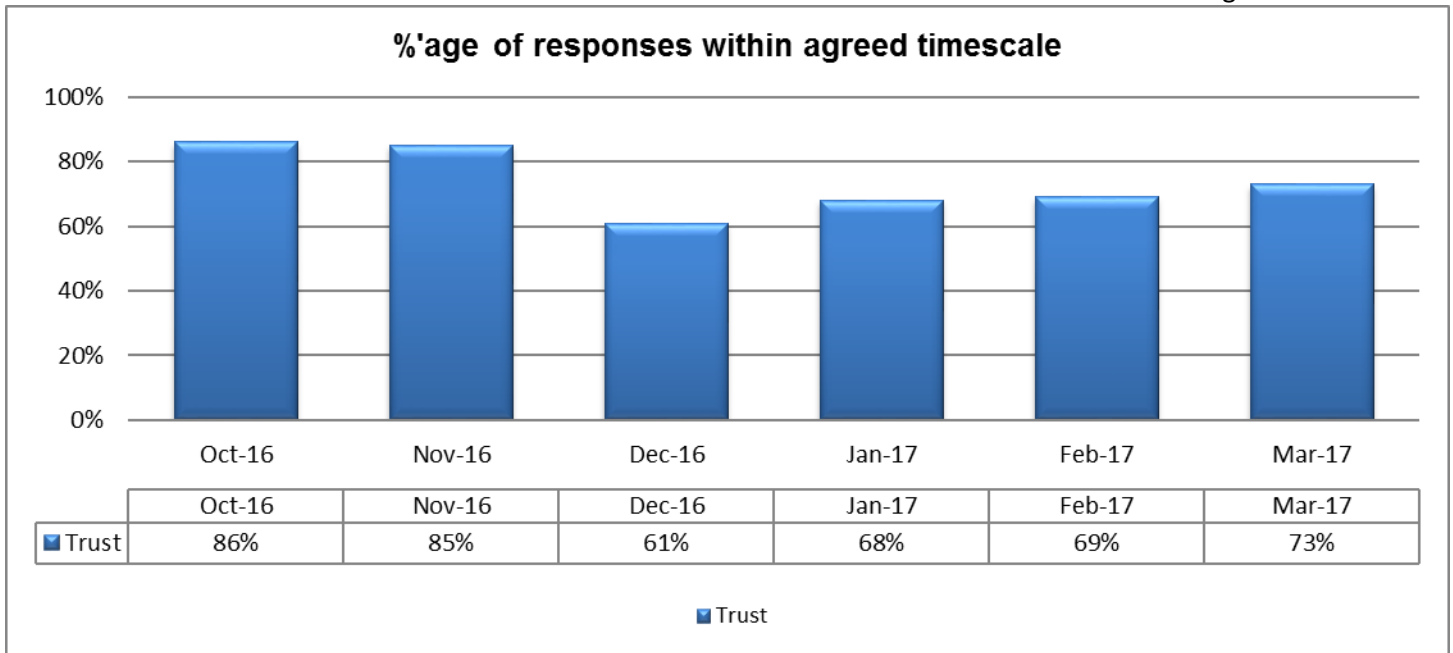


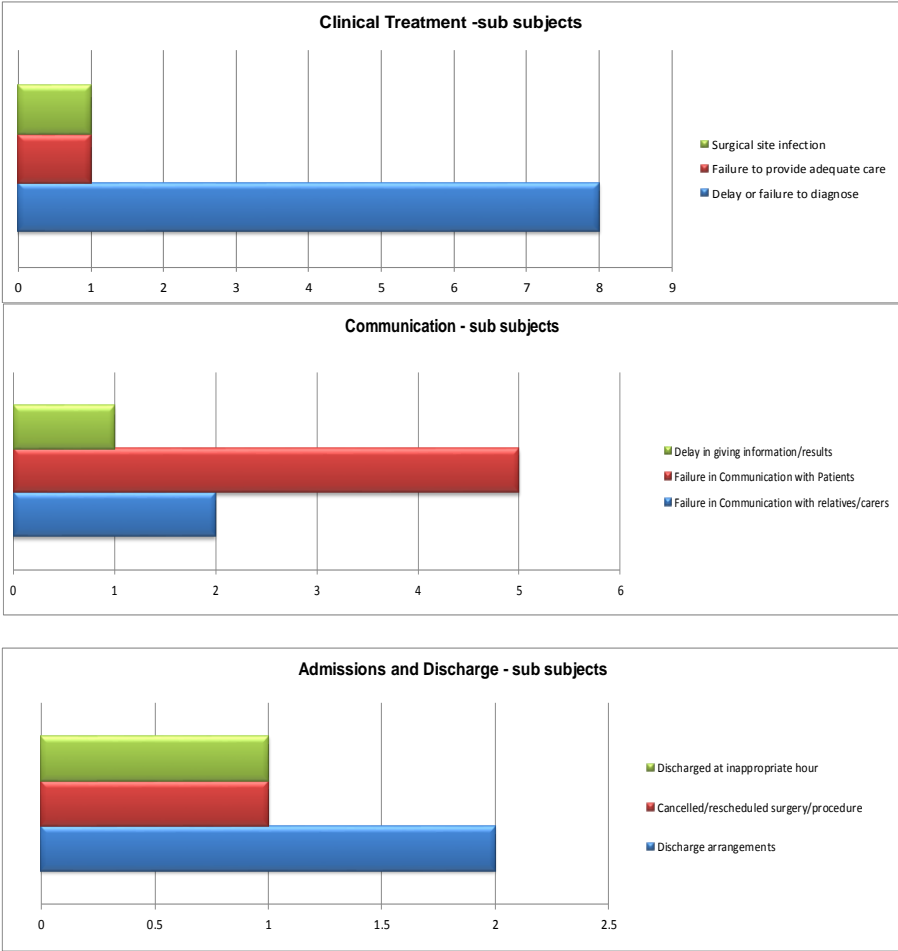
To find our more please visit our patient experience intranet pages <http://ulhintranet/patient-experience> or contact Sharon Kidd, Patient Experience Manager - Sharon.kidd@ulh.nhs.uk or 01476 464560

COMPLAINTS



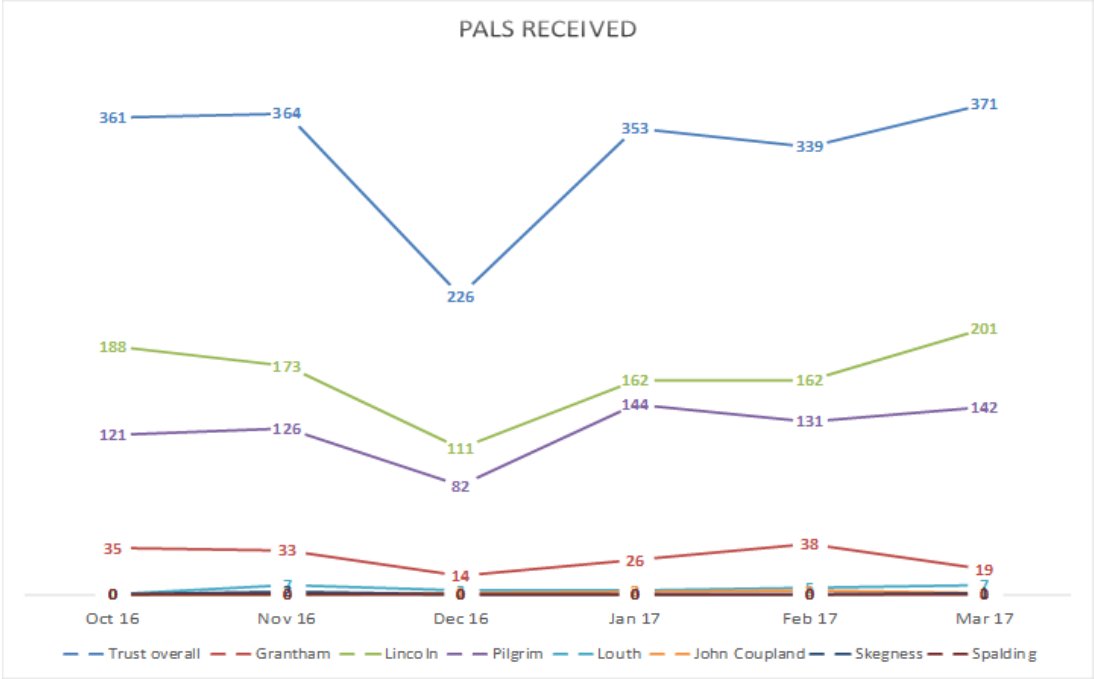


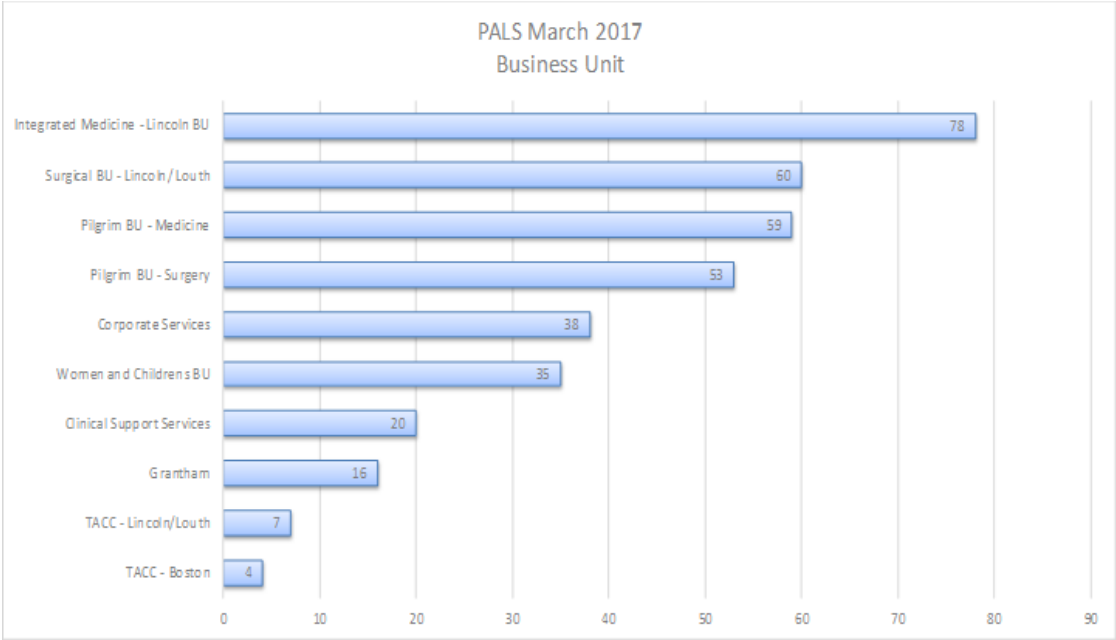




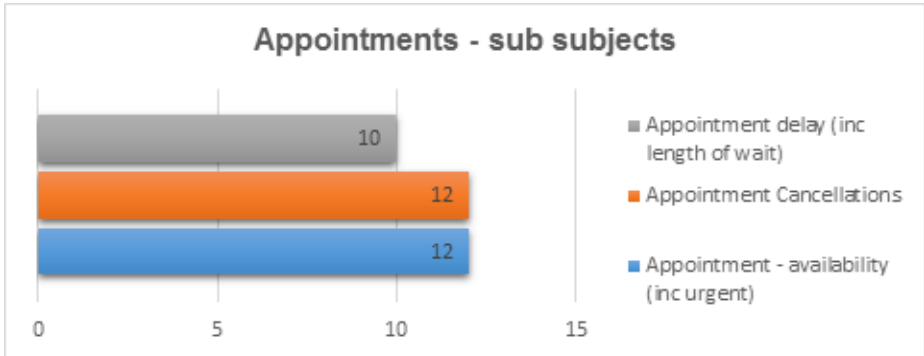
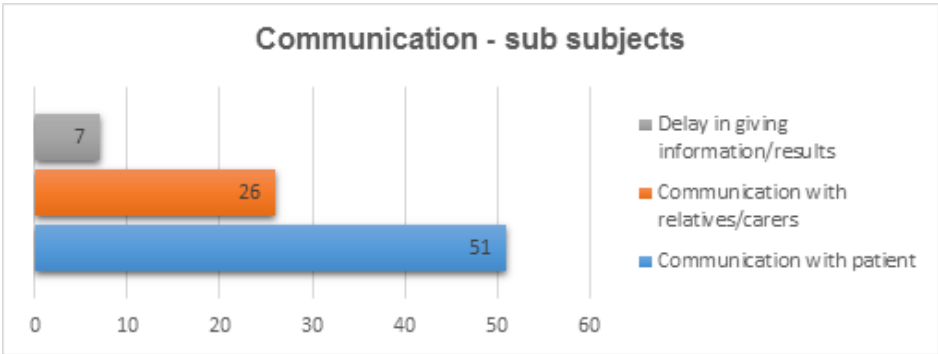
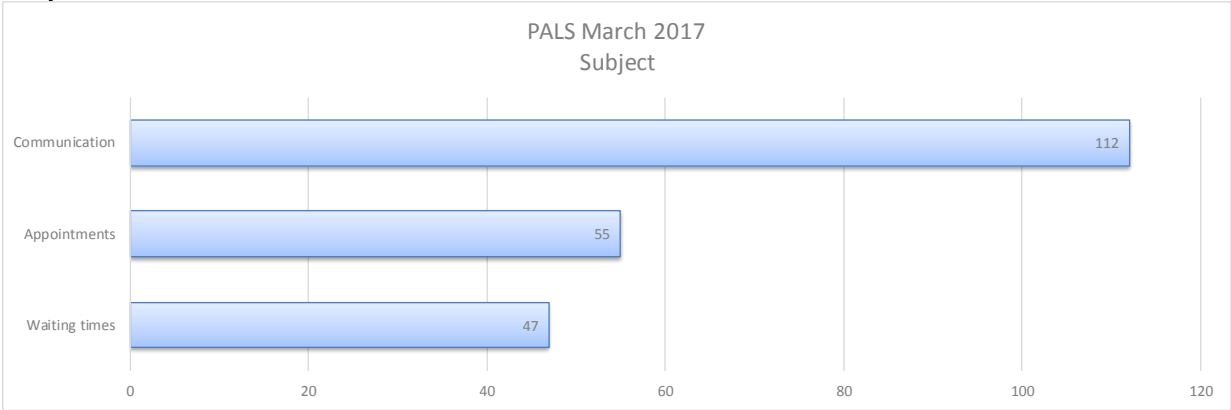
PALS

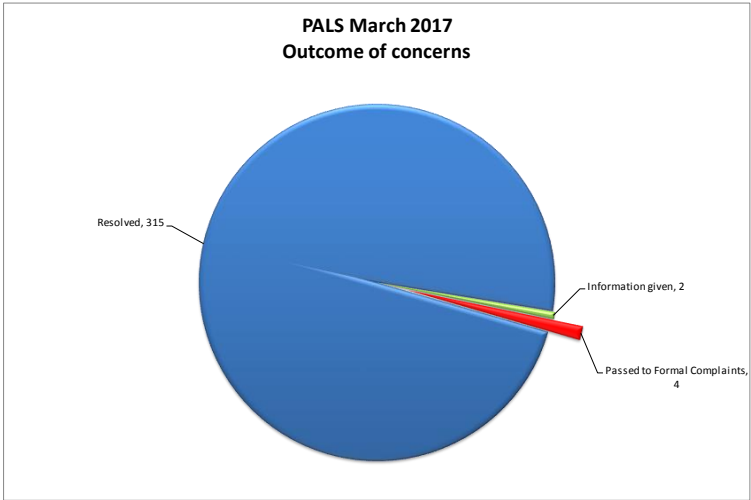
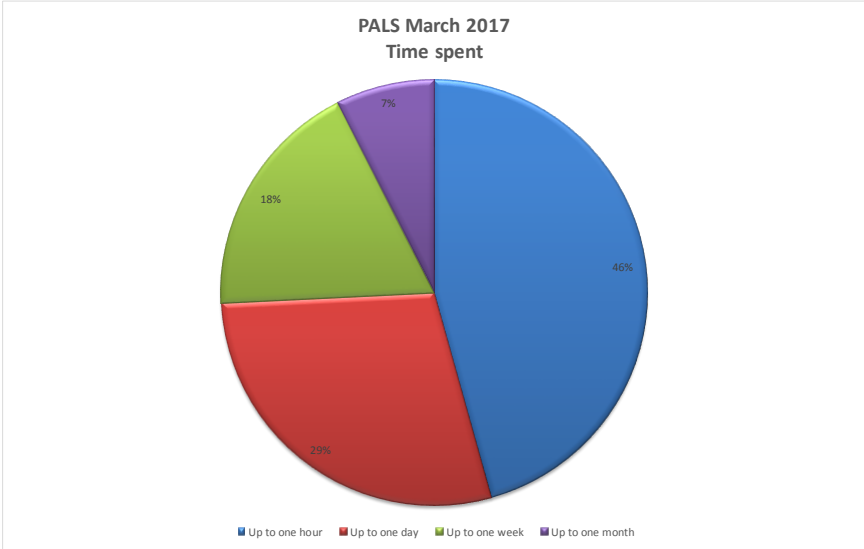
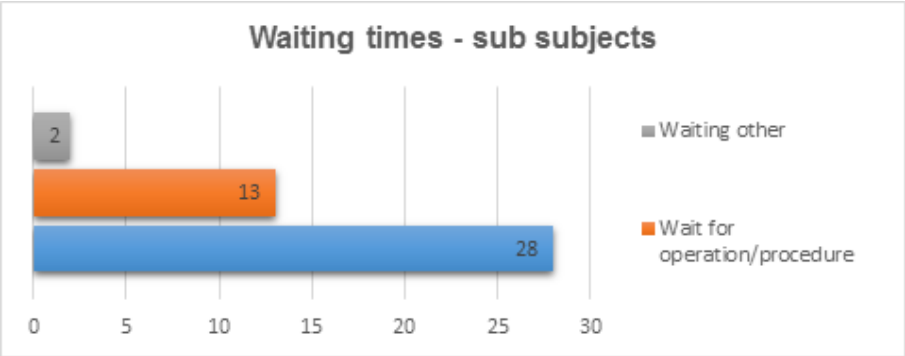
371 PALS concerns were received in March 2017.





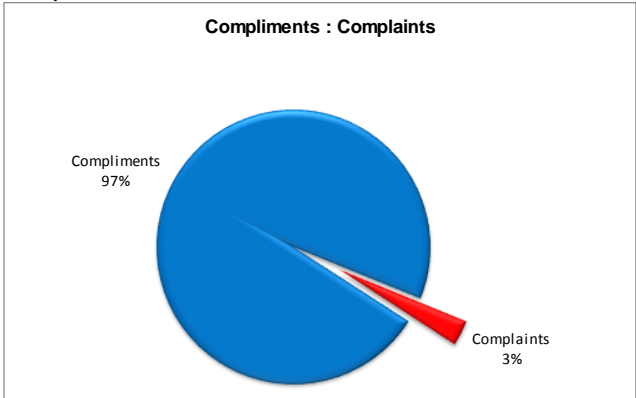
Top 3 subjects





COMPLIMENTS

The ratio on compliments vs complaints for March is **33:1***



FRIENDS & FAMILY TEST

Current FFT performance against Trust internal target level February 2017 data

- Trust overall **static**
- IP **2% increase**
- EC **2% decrease**
- Day case **2% decrease**
- Therapies **3% increase**
- Paediatrics **5% increase**
- Outpatients **static**

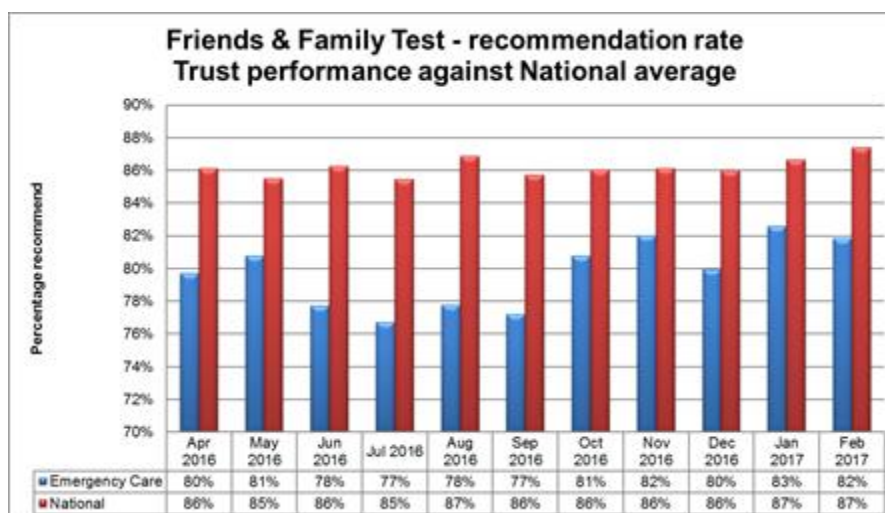
The 'target' is a ULHT internal target as we stretch to reach national averages.

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	0%	4%	0%	17%	n/a	0%
Inpatients	89%	-7%	2%	6%	1%	32%	6%	6%
Emergency care	80%	-7%	-2%	10%	1%	22%	8%	1%
Day Case	94%	-2%	-2%	2%	0%	23%	-3%	1%
Outpatients	93%	1%	0%	2%	-1%	17%	11%	0%
Paediatrics	84%	n/a	5%	11%	-3%	3%	n/a	0%
Therapies	95%	3%	3%	3%	1%	30%	24%	-2%

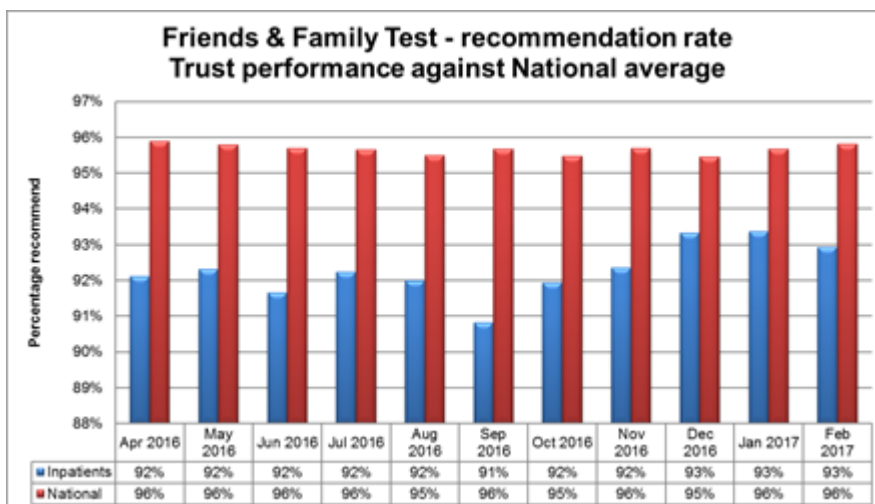
Antenatal community	95%	0%	5%	2%	0%			
Labour Wards	88%	-9%	-3%	6%	-3%	4%	-19%	
Postnatal wards	85%	-9%	-1%	8%	-2%			
Postnatal community	95%	-3%	-2%	0%	0%			

Benchmarking

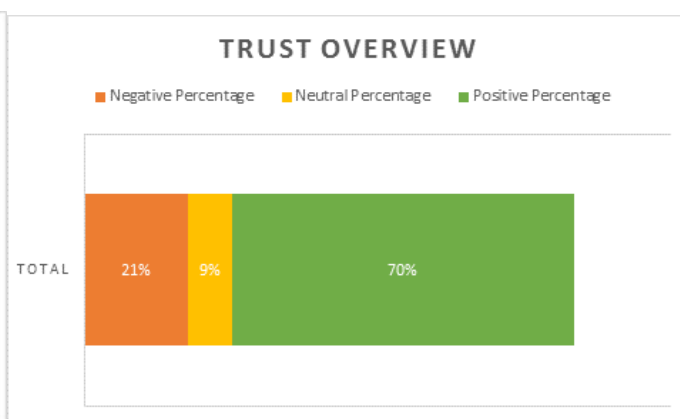
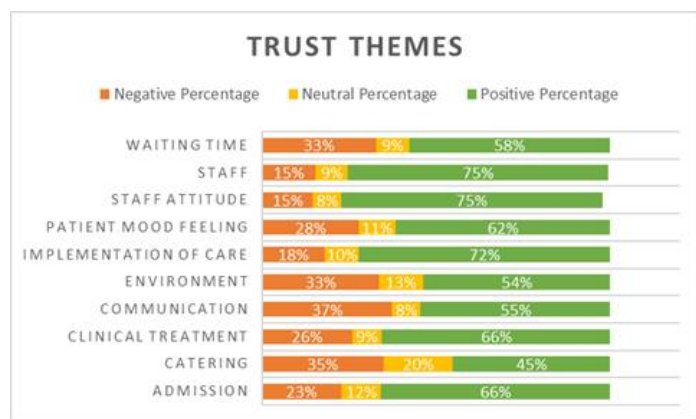
Emergency care – ULHT is still below national % recommends. Comparison with the published February national data shows a slight decrease in the % recommends and has resulted in ULHT being ranked 118th against 141 Trusts compared to 108th for February 2017.



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 February 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%.



Examples of actions on our You Said – We Did posters relating to FFT include:

- Chairs in physio department being too low so some were raised.
- Replacing waste bins to those with soft closing lids following feedback about noise at night.
- No TV's on Ward 6 at Grantham so new flat screen purchased and being installed in therapy room.
- New recliner chairs purchased so relatives can stay over at the bedside.

19 Patient Experience Ambassadors have been nominated and all have had initial meetings with the patient experience team. A key element of their roles is to energise and steer their business units to respond to FFT feedback and identify improvement actions. Areas still needed to identify their ambassadors are: Pilgrim TACC, Head & Neck and Orthopaedics; Grantham orthopaedics and A&E; Lincoln integrated medicine.

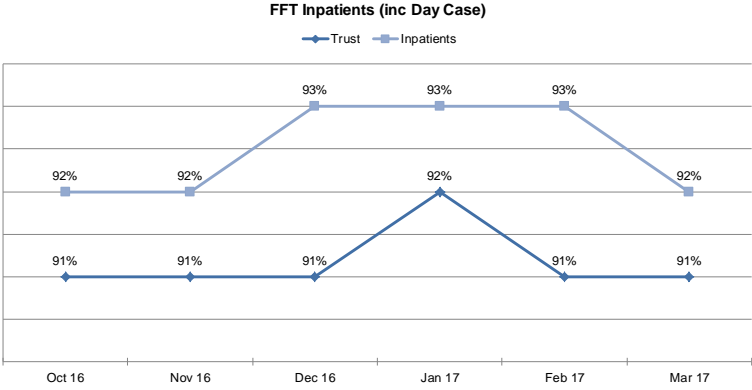
The plan going forward will be to include updated 'You Said – We Did' actions from each business unit.

Recommendation-rates--March-2017

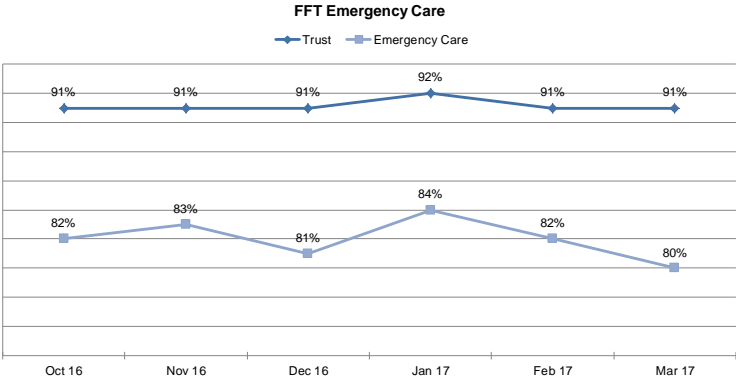
Area	%age recommend	%age non recommend
Day Case	94%	2%
Emergency Care	80%	10%
Inpatients	89%	6%
Maternity Birth	95%	2%
Outpatients	88%	6%
Paediatrics	95%	0%
Therapies	85%	8%

Area	Response Rate
Day Case	23%
Emergency Care	22%
Inpatients	32%
Maternity Birth	4%
Outpatients	17%
Paediatrics	3%
Therapies	30%

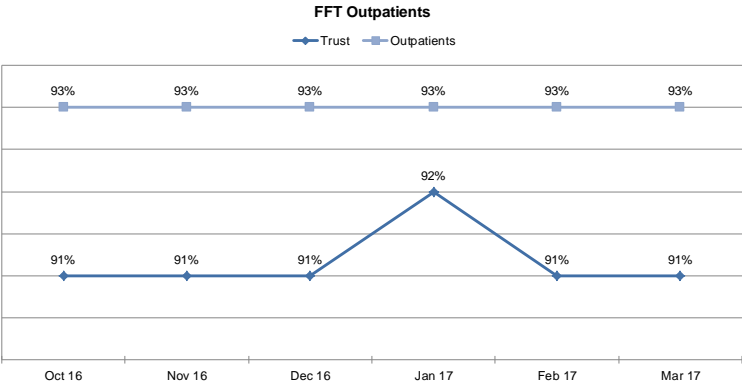
Inpatient & DC FFT
92% Would recommend our services
4% Would not recommend our services



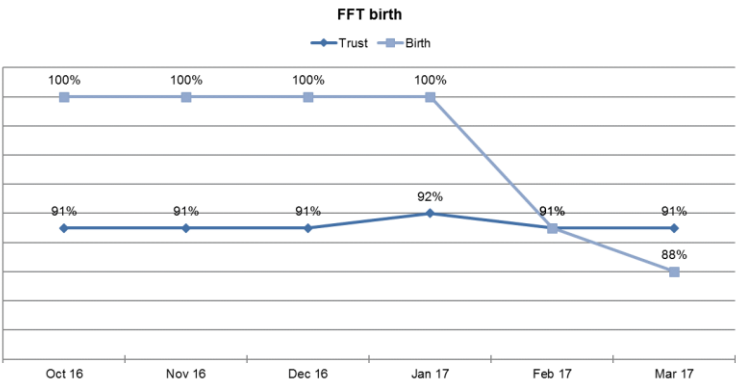
Emergency Care FFT
80% Would recommend our services
10% Would not recommend our services



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



Maternity Birth FFT
88% Would recommend our services
6% 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	Feb 17	Mar 17
141	Emergency Care	123	119	131	127	130	130	115	114	119	108	119	
173	Inpatients	157	156	157	158	153	161	152	158	143	147	147	
233	Outpatients	176	181	179	161	167	151	162	163	155	167	189	
135	Maternity Antenatal	1	1	103	1	116	46	1	83	81	1	102	
135	Maternity Birth	1	1	121	1	118	1	1	1	1	1	121	
135	Maternity Postnatal ward	123	108	40	115	90	110	78	99	111	96	120	
135	Maternity Postnatal community	87	79	76	1	1	101	1	1	1	1	75	

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	Feb 17	Mar 17
141	Emergency Care	23	17	39	39	42	26	45	39	30	40	40	
173	Inpatients	103	98	111	108	109	101	101	109	114	91	111	
233	Outpatients	43	35	37	38	30	31	41	42	30	28	29	
135	Maternity Birth	130	130	129	124	126	126	128	131	129	131	130	

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

During March, 14,186 FFT ratings for FFT and 11,276 individual comments were received.

Themes

Positive themes

Staff attitude	5582	50%
Staff	4594	41%
Clinical Treatment	2446	22%
Implementation of care	1626	14%
Waiting time	1249	11%

My son had a hernia repair and was on Childrens ward for the day. The care he received was amazing. All the staff were lovely. I would not hesitate to recommend this Childrens ward.

Negative themes

Waiting time	332	3%
Staff attitude	273	2%
Staff	197	2%
Communication	186	2%
Clinical Treatment	152	1%

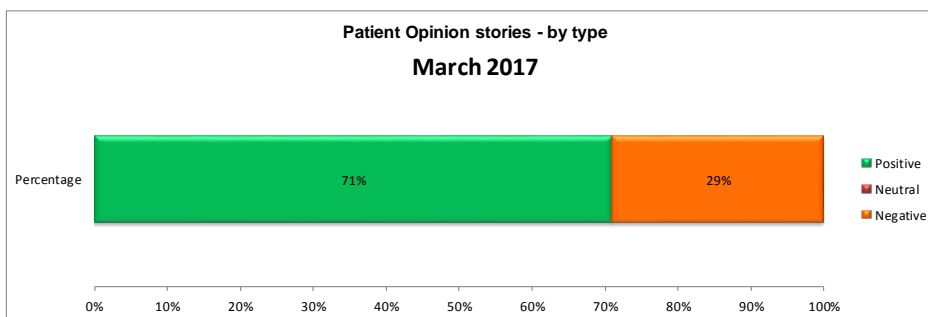
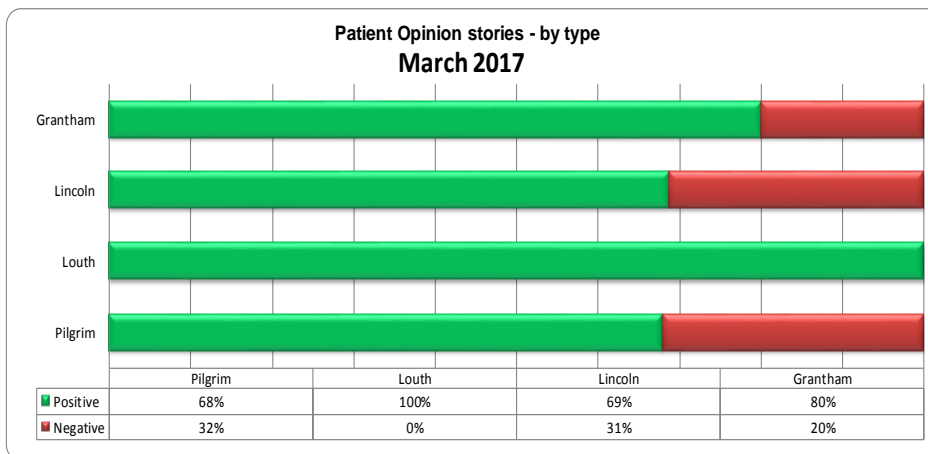
I gave this score because my wife and I were both extremely worried. On entering the department we were greeted by a staff member who made us feel relaxed and at ease. The medical team were first class in explaining my case with us and have lifted a huge burden off our minds.

I did not feel my concerns around pain and discomfort were either acknowledged or dealt with. Very frustrating and disappointing.

Staff was rude to me as I wanted to try to support the patients wishes to stay at home and when we got hospital this was passed between the staff and they all had a tone with me the main resus nurse was very sarcastic and made both myself and the service user feel uncomfortable.

PATIENT OPINION

69 stories have been posted during February and have been read 12,157 times. This equates to each story being read 176 times.



Amazing maternity team!!

Lincoln Maternity
Posted:23/03/2017
Read: 696 times

I gave birth to my daughter at Lincoln 4 weeks ago and I cannot praise the maternity staff enough. We were in hospital for a week before the birth being induced and the staff on Nettleham Ward were absolutely incredible - they were genuinely compassionate and made what was a stressful and emotional experience more than bearable, both before and after my labour.

On labour ward, I was mainly dealt with by two midwives. Both of them were absolutely incredible, they stuck to my birth plan as much as possible and kept my partner more than involved through the whole process. I felt like I was in the safest hands possible and I'm so grateful for them being a part of our birth experience.



Dear Amy,

Thank you for the kind comments you have made about our service.

We strive to give all our ladies the birthing experience they would wish for and I am so happy that in your case we succeeded.

The safety of mother and baby are of our highest priority, thank you for taking the time to write.

Yvonne Cooke Ward Sister/Supervisor of Midwives Nettleham Ward

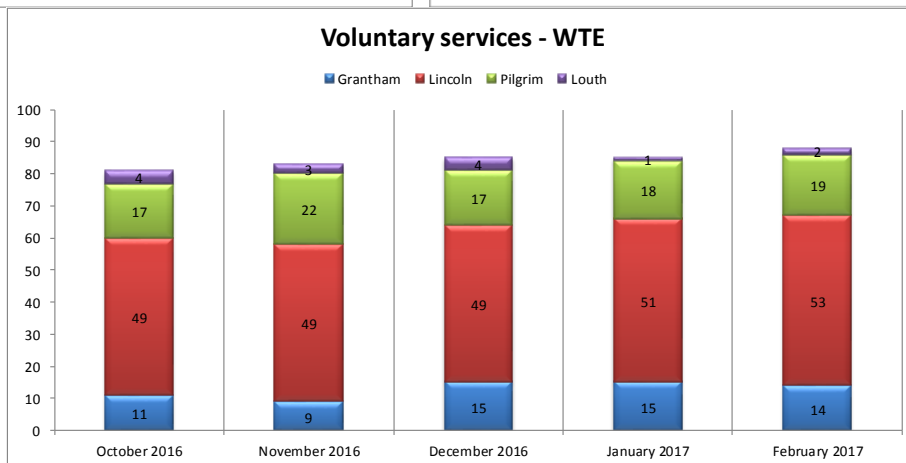
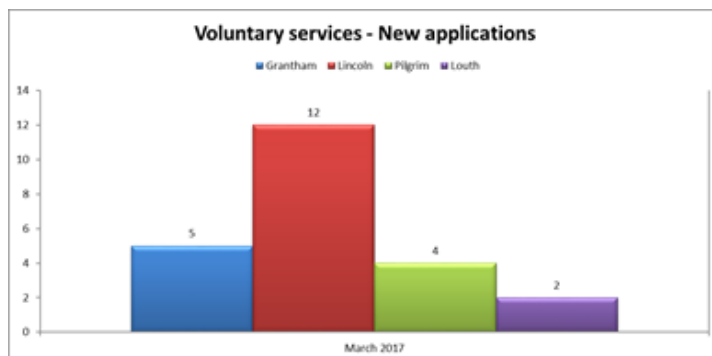
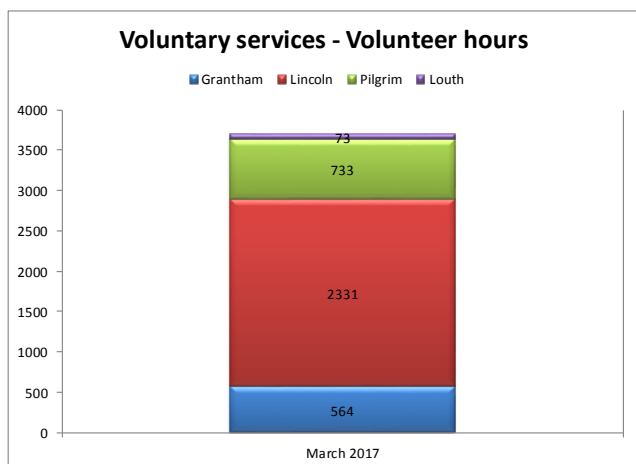
VOLUNTARY SERVICES



Overview

- 23 new applications were received during March, continuing an excellent level of interest.
- A total of 88 applications are currently being processed,
- A record 16 new volunteers started with the Trust during March.
- Weekly Volunteer Recruitment events continued successfully at both Pilgrim and Lincoln main receptions.
- A new Volunteer position was set up during the month in Pilgrim Outpatients department providing support within the unit.
- Interest has been received from large local businesses Siemens & The Co-op in recent weeks both keen to work with the Trust as part of their corporate volunteer schemes; early discussions are progressing well.
- The Training Department e-learning platform development for volunteers has completed final testing and is being launched during April. This will be a huge undertaking to bring almost 300 volunteers up to speed with core learning.
- A very well attended volunteer awareness session was held with the guest speaker presenting on Palliative care at the ULHT.
- Active volunteers at the month end numbered 261; a net increase of 13 for the month. 161 (62%) are based at Lincoln, 59 (23%) at Pilgrim, 39 (15%) at Grantham and 2 (1%) at Louth.
- The number of hours achieved was 3701 for the month, an increase of 411 hours on last month, and a new record month; this total equates to 99 WTE staff (@ 37.5 hours per week).
- With the continued successful recruitment there is a resultant increase in workload particularly relating to processing applications, supporting induction into placements and then ensuring ongoing support. Each new application takes approximately 7 hours to process from an administrative perspective so for example in March with 23 new applicants this equates to a total of 161 hours or 21 days for the voluntary services manager clearly leaving little capacity for developments, coordinating training, liaising with placement leads, volunteer meetings & feedback, corporate requirements such as performance and compliance reports. A business case for increased administrative support for the service is being prepared.

Leavers				Applications - Marketing Sources						
Reasons for leaving		Month	YTD	%			Month	YTD	%	
	Unknown	0	23	22%			ULHT Website	4	55	52%
	Deceased	0	3	3%			Volunteer Centre	2	11	10%
	Moved	0	7	7%			Hospital Posters	4	32	30%
	Health	2	20	19%			Family/Friends	1	24	23%
	Family	0	17	16%			Current Volunteers	0	14	13%
	Employment/Uni	0	13	12%			Local Media	4	74	70%
	Other	1	21	20%			Recruitment Events	0	0	0%
	Unhappy @ULHT	0	1	1%			Other	7	42	40%
		3	105					22	252	



Patient Experience news and developments

- The complaints team are introducing the PHSO complainant survey for closed complaints received from 1st April 2017. This survey considers the following fields:
 - Considering making a complaint
 - Making the complaint
 - Acknowledgement
 - Staying informed
 - Receiving the outcome
 - Reflecting on the experience
 - What worked well
 - What could have been better

The team are working to automate the survey through Survey Monkey to generate regular feedback and reports so that the complaints process can be appraised and lessons learned in addition to the learning framework within the concerns themselves.

- A literature review has been undertaken and a debate held at Patient Experience Committee into the introduction of open visiting across the Trust; currently practice varies between sites and wards and nationally there is a move towards greater flexibility.

Potential benefits

Communication:

Visitors are there when more staff are on shift (e.g. not restricted to evenings and weekends) which increases communication.
 Patients and families can feel more informed
 Conversations are not crammed into visiting time & staff are not bombarded with questions.

Care and Recovery:

Reduction in falls? Carers potentially are more involved and assist patients with tasks e.g. going to the bathroom.
 Time consuming tasks such as feeding are often supported by carers / visitors.

Fewer telephone calls for patient updates	
Person-Centred Care: Supports John's Campaign). Patients and carers involved in decision making.	Mental wellbeing: Decreases loneliness / anxiety of patient. Improves mental wellbeing.
Visitor convenience: Fits around work hours for visitors. Parking easier.	Reduction in complaints: Particularly related to communication Relatives feel more involved in the care and have greater understanding of care plans. Small issues can be resolved quickly.
Potential drawbacks	
Care and Recovery: Lack of rest time / patients tired. Infection control. Interruption to protected mealtimes. Providing adequate care with visitors present / intimidating visitors. Care refused by patient when visitors present Pressure on patient to get better.	Person-centred care: Loss of control for patient (unplanned visits). Visitors overstaying their welcome – patients may not be able to tell staff when visitors should leave Privacy and dignity Safety (security, confidentiality and communication) - safety of staff and patients (e.g. drunk and abusive visitors)
Visitors: Disruption to other patients / overcrowding / too many visitors / increased number of visitors - but it may be the case that same number of visits spread out more across the day. Lack of suitable physical space - to support opening visiting and for families to be together. Compromising carer's need for respite – carers may need that break.	Staff: Inability to complete tasks (e.g. cleaning) Tending to visitors needs

The committee largely supported the proposal but with the provision for discussion at matron and sister / charge nurse meetings before moving forward.