

# **COMPLAINTS AND FEEDBACK REPORT**

April to June 2018

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# Summary

The summary section provides an overview of key areas of performance ('risks' and 'highlights') and identifies any actions being taken as a result.

	Risks	Highlights
<b>Complaints</b>	<ul style="list-style-type: none"> <li>Compared to last quarter, 10 out of 15 questions in the complainant satisfaction survey have seen the number of complainants who have selected the best possible response decrease between April and June 2018.</li> <li><b>ACTION:</b> Scores do fluctuate from quarter to quarter, however these will be monitored closely to ensure scores are not continuously deteriorating.</li> <li>Over the past 3 quarters, the percentage of complaints that were subsequently re-opened have increased (approximately 12%) compared to the previous 3 quarters (between 6% and 9%).</li> <li><b>ACTION:</b> A review of open complaints is to be undertaken by the Patient Complaints Manager, particularly looking in depth at complaints that have been upheld, to identify any themes. The outcome of this will be reported to the Patient Experience Committee.</li> </ul>	<ul style="list-style-type: none"> <li>There has been a decrease in the number of formal complaints with 408 received this quarter, compared with 419 between January and March 2018.</li> <li>The number of informal concerns received this quarter decreased from 419 between January and March 2018 to 395 between April and June 2018.</li> <li>By combining the number of formal complaints and informal concerns received, a total of 803 were raised between April and June 2018, a decrease from 838 received last quarter.</li> <li>Due to improved performance over the past two years, from the 1<sup>st</sup> April 2018 a new target of responding to 90% (from 85%) of complaints on time (or with an agreed extension) has been set. At the end of the first quarter for 2018/19, the year to date performance of responding to complaints within the agreed timescale is 90%, achieving the new target.</li> <li>At the end of June 2018, 4% (6) of all open complaints remain overdue, a decrease from 10% (20) at the end of March 2018.</li> <li>Following a review by the Parliamentary Health Service Ombudsman (PHSO) this quarter, the Trust was informed of one new decision which was 'not upheld'.</li> </ul>
<b>Friends and Family Test (FFT)</b>	<ul style="list-style-type: none"> <li>The FFT response rate for A&amp;E was 17%, below the 20% target.</li> <li>For April to June 2018, the A&amp;E FFT score (85%) is 1.3% lower than the 12 month national average, the community score (89%) is 6.4% lower.</li> <li><b>ACTION:</b> With a view to improving FFT response rates and scores in the Emergency Department, the Trust is working with our FFT provider to set up a postal FFT survey in A&amp;E. A meeting is scheduled with the Nurse Director for Acute and Emergency Medicine in September 2018 to agree appropriate action.</li> </ul>	<ul style="list-style-type: none"> <li>For April to June 2018, inpatients (31%), maternity (24%), outpatients (9%) and community (13%) achieved the internally set FFT response rate targets.</li> <li>For April to June 2018, the inpatient (96%), maternity (98%) and outpatient (94%) scores are all equal to, or higher than the 12 month national average.</li> </ul>

# Summary

	Risks
<p><b>Local patient satisfaction survey</b></p>	
<p><b>National Surveys</b></p>	

Highlights
<ul style="list-style-type: none"> <li>• We are currently reviewing the way we run local surveys with a new process starting in 2019. For the remainder of 2018/19, the timescales are changing and as a result the inpatient and community surveys will now be run every 6 months, being reported as follows:               <ul style="list-style-type: none"> <li>• April 2018 to September 2018 - being reported in the July to September 2018 quarterly report</li> <li>• October 2018 to March 2019 - being reported in the January to March 2019 quarterly report</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• In the 2017 National Inpatient Survey, compared to the 2016 survey the Trust scored significantly better on 13 questions.</li> <li>• Compared to other trusts, this Trust scored ‘about the same’ on all questions except 6, where we scored significantly better.</li> <li>• On the question relating to overall experience, this Trust scored the second highest score (8.5/10) when compared to other trusts in the Shelford Group, and significantly higher than the England average (8.1/10)</li> <li>• <b><u>ACTION:</u></b> Survey results and comments will be considered alongside other patient experience data, in order to agree an action plan to ensure improvements are made.</li> </ul>

# Feedback overview

This page presents an overview of the top 10 most commonly raised negative themes across all feedback sources. Only data from negative feedback are presented as some sources provide only negative feedback (complaints and concerns). In addition, the focus on negative feedback supports the identification of areas for improvement.

The table below presents the ranking each negative theme received through that feedback source. For example, 1 indicates that this was the most raised theme from that feedback source, 2 indicates it is the second most raised theme, and so on. The number in the bracket represents the ranking for that theme last quarter.

The colour coding applied to the table below is as follows:

Ranked 1-3 **RED** (most raised)    Ranked 4 to 7 **AMBER**    Ranked 8 to 10 **YELLOW**

Top 10 themes	Current quarter: April to June 2018			
	Formal complaints (521)	Informal concerns (392)	Friends & Family Test* (1018)	Website and comment cards (142)
Waiting times	5 (5)	2 (2)	1 (1)	5 (1)
Staff attitude	4 (4)	6 (4)	2 (2)	3 (3)
Communication	2 (2)	1 (1)	3 (3)	1 (2)
Environment	7 (9)	7 (6)	4 (6)	2 (4)
Clinical care and treatment	1 (1)	3 (3)	5 (4)	4 (5)
Food and nutrition	10 (10)	10 (10)	6 (9)	6 (8)
Discharge	6 (8)	8 (8)	7 (8)	10 (10)
Cancellations	9 (7)	5 (7)	8 (7)	8 (9)
Nursing care	3 (3)	4 (5)	9 (5)	7 (6)
Resources	8 (6)	9 (9)	10 (10)	9 (7)

The table above highlights that ‘clinical care and treatment’ is the most raised theme from formal complaints, whereas ‘Communication’ is the most raised theme from informal concerns as well as website feedback and comment cards. ‘Waiting times’ is the most raised negative theme from the Friends and Family Test. Each piece of feedback is received during different parts of the patient journey, this may explain why different issues are being raised from each feedback source.

\* data taken from free-text comments

This section of the report aims to provide a comprehensive review of complaints activity over the past quarter. An analysis against other comparable periods is presented to indicate any trends or variation in activity.

If a complainant is unhappy with the response received from the Trust, they have the right to contact the Parliamentary and Health Service Ombudsman (PHSO) to request an investigation. All PHSO requests and decisions are outlined in this section of the report.

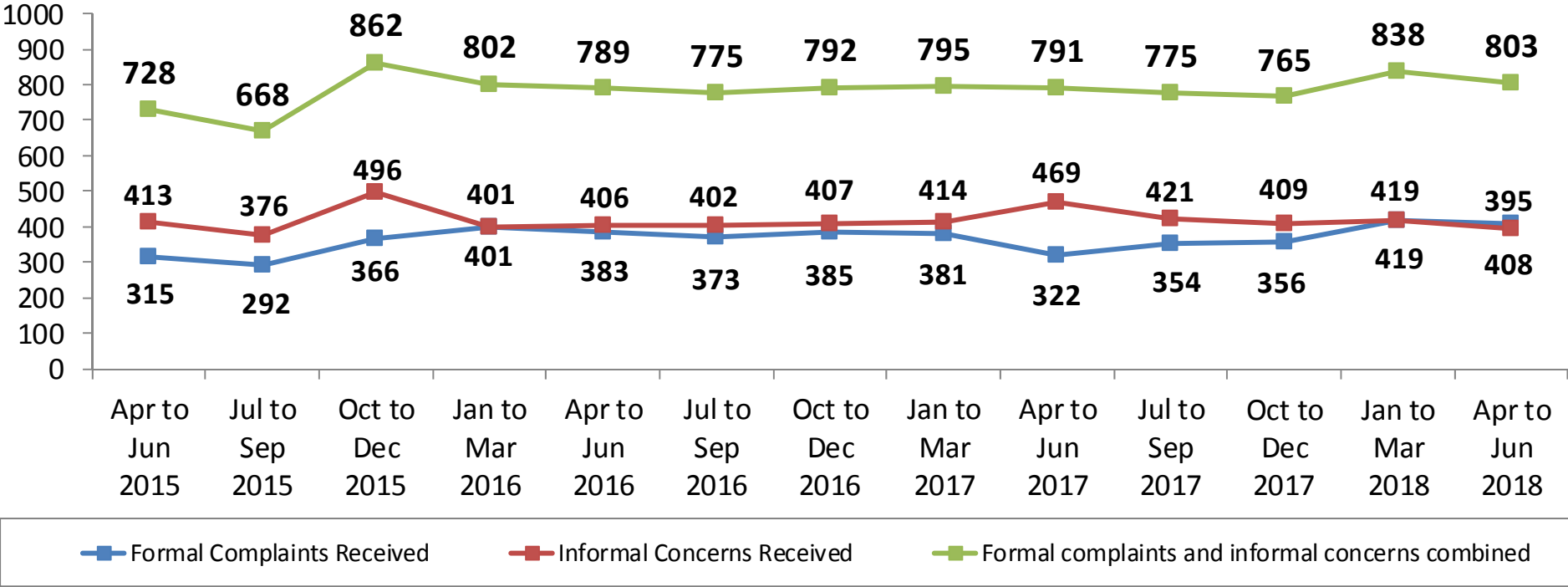
The Trust carries out a complainant satisfaction survey, which asks for feedback from complainants on how the Trust managed their concerns. Results of the survey are featured in each report along with any related actions.

Across the Trust we take all complaints very seriously and wherever possible we use them to learn from and to make changes and improvements to our services. Example of actions that have been implemented over the past quarter are highlighted.

Where they are available, benchmarking data are provided to understand how the Trust performs against other similar sized NHS trusts to provide greater assurance regarding performance against key indicators.

# Complaints – Number of formal complaints and informal concerns received

Total number of concerns received by quarter



During this quarter 408 new formal complaints were received, a decrease from 419 received last quarter. 395 informal concerns were received this quarter, compared with 419 last quarter. By combining the number of formal complaints received and the number of informal concerns, a total of 803 were raised between April and June 2018, a decrease from the 838 received last quarter.

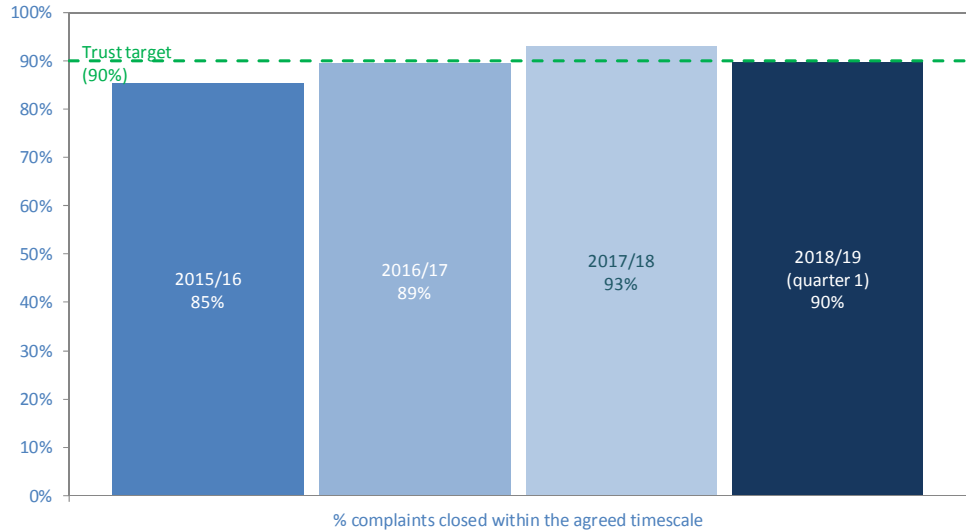
complaints and concerns received reduce to expected levels this quarter but this will continue to be monitored closely and should numbers increase again, a deeper analysis may be undertaken.

The graph above shows that when complaints data are presented as a quarterly breakdown rather than monthly, an increase in the number of combined complaints and concerns received took place in the quarter October to December 2015. There was a similar increase experienced last quarter (January to March 2018) which was predominantly as a result of winter operational pressures across the Trust. It is encouraging to see the number of

# Complaints – Response times

The Trust works to a locally set target of responding to complaints. Due to improved performance in responding to complaints over the past two years, from the 1<sup>st</sup> April 2018 a new target of responding to 90% (from 85%) of complaints on time (or with an extension agreed with the complainant) has been set. The chart below shows response time performance compared to previous years.

## Percentage of formal complaints closed on time



## Breakdown of ‘on time’ complaints

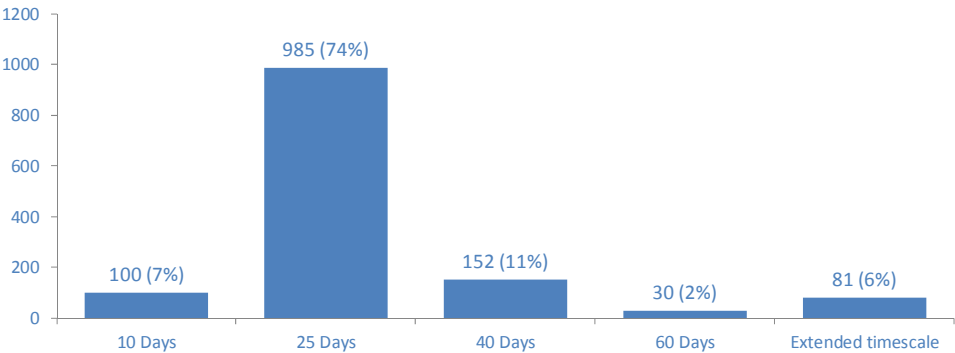
The Trust works to a tiered response times process. Complaints are graded by risk based on the complexity of the concerns raised. Each risk level determines the length of time allocated for responding to the complaint; which is then agreed with the complainant from the outset.

The following tiered response times have been set by the Trust:

- Level 1 - 10 day target for complaints which can be resolved more quickly
- Level 2 - 25 day target for complaints of medium complexity
- Level 3 - 40 day target for more complex complaints
- Level 4 - 60 day target for very complex complaints, or when an external investigation is required, such as an inquest

Of the 1348 formal complaints that have been closed ‘on time’ over the past 12 months (July 2017 to June 2018), the chart below presents the breakdown by the response timescales agreed through the tiered response times process:

## Allocation of tiered response timescales



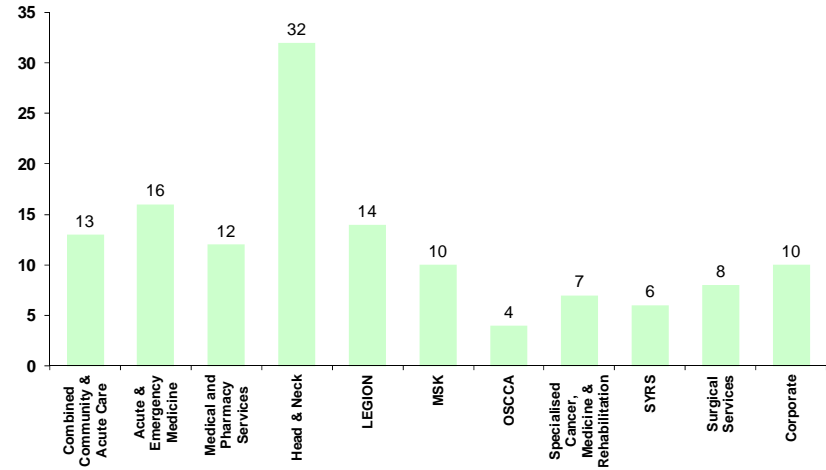
The chart above shows that over the past 12 months 6% of closed complaints have had their timescales extended, the same as was reported last quarter. It is understood that there will always be a proportion of complaints that will require an agreed extension. The reasons for requiring an extended complaint timescale can include:

- New information adding to the complexity of the complaint
- Complainant/clinician availability for meeting times

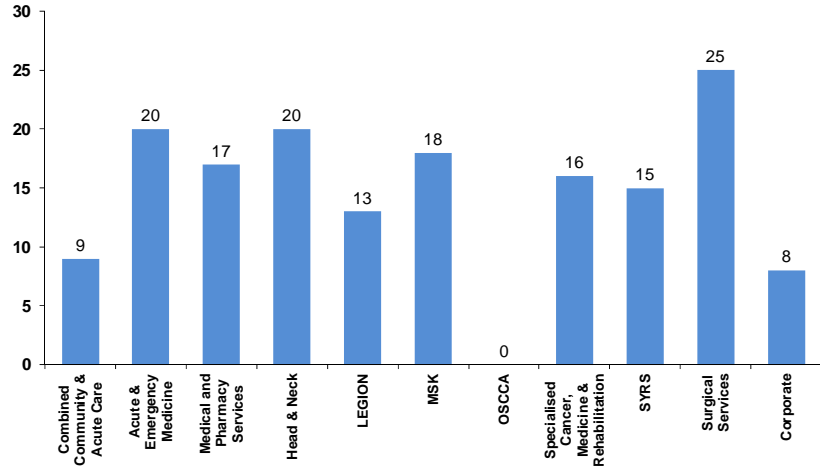


# Complaints – Status of closed and open complaints

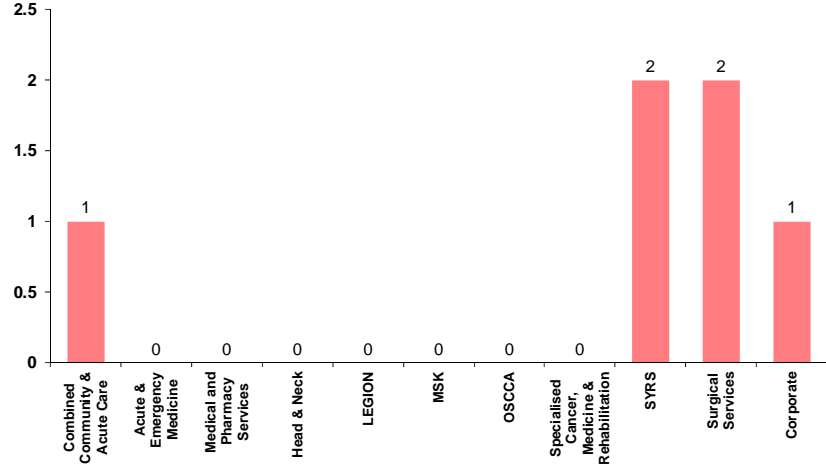
Number of formal complaints closed and in time (or extended) (in June 2018)



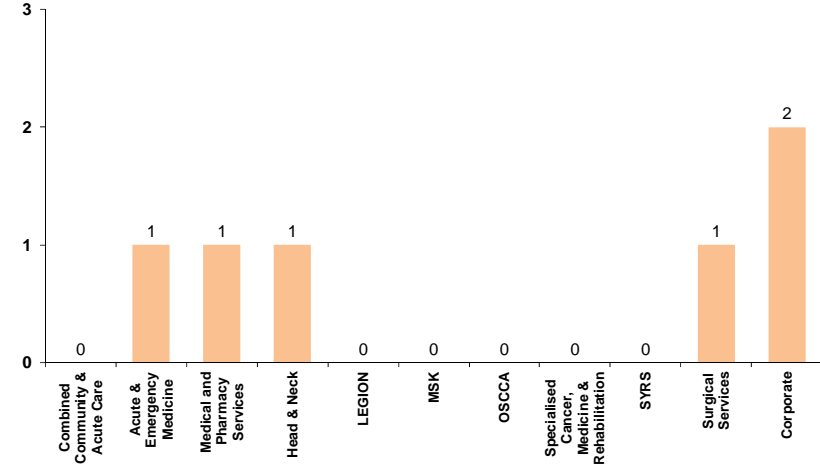
Number of formal complaints open and in time (or extended) (at end of June 2018)



Number of formal complaints closed and overdue (in June 2018)



Number of formal complaints open and overdue (at end of June 2018)



The series of graphs above and to the left show the number of complaints that have been responded to ‘in time’ or with an agreed extension and those that have been closed beyond the agreed response time (overdue). The graphs above and to the right show the current status of all ‘open’ complaints, which is a helpful predictor of complaint response time performance in the upcoming months and is useful as an early warning of potential problems which are

developing. The data above are based on figures at the end of June 2018, as the number of overdue complaints changes daily as does the number of complaints closed.

At the end of June 2018, 4% (6) of all open complaints remain overdue, a decrease from 10% (20) at the end of March 2018.

# Complaints – Re-opened complaints

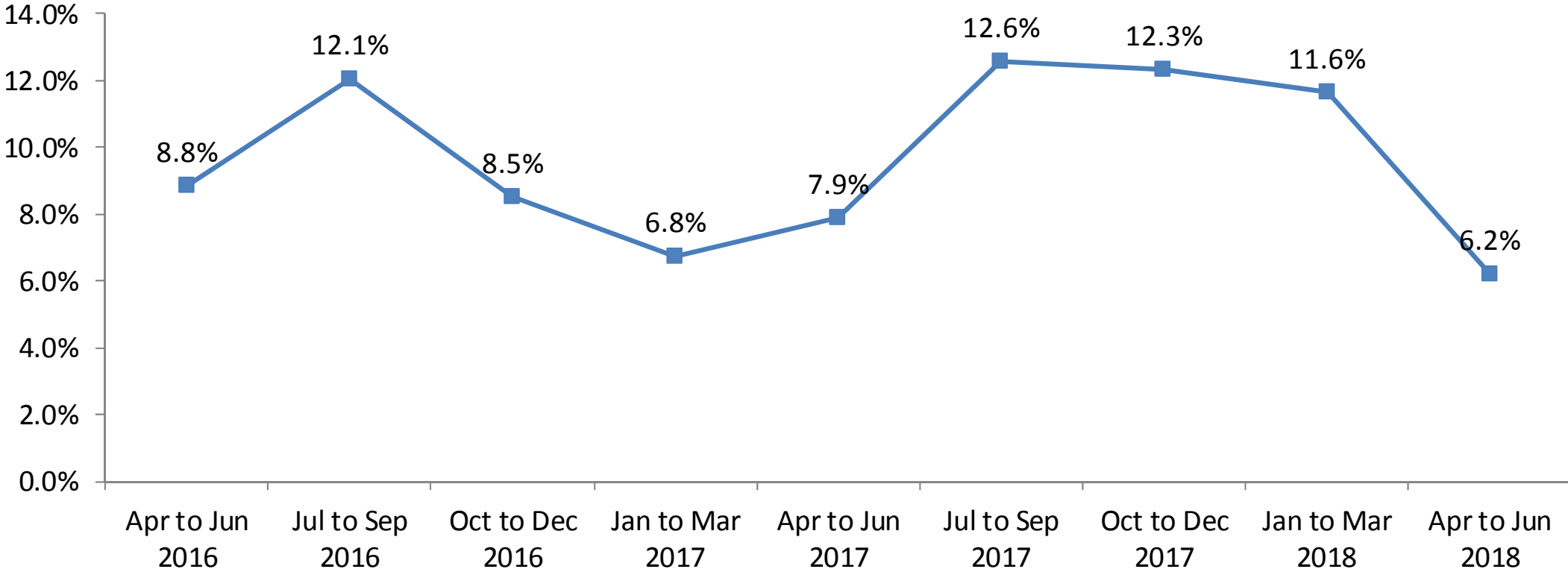
The proportion of complaints which are re-opened is a useful indicator of how satisfied complainants are with the response they received from the Trust to the concerns that they raised. It should be noted, that whilst response times are one quality indicator in complaints management, another important aspect is the quality of the response.

The graph below presents the percentage of complaints closed each month that were subsequently re-opened. This shows that over the past 3 quarters, an increasing number of complaints are being re-opened (approximately 12%) compared to the previous 3 quarters.

A review of open complaints is to be undertaken by the Patient Complaints Manager, particularly looking in depth at complaints that have been upheld, to identify any themes. The outcome of this will be reported to the Patient Experience Committee.

There is often a delay from when a final response letter is sent to when a complaint may be re-opened. Due to this, figures for January to March 2018 and particularly April to June 2018 are likely to increase as complaints closed in these quarters may be reopened in subsequent months.

Percentage of complaints closed that were subsequently re-opened (to date)



# Complaints - Subjects raised in formal complaints and informal concerns

## Top 10 subjects raised in formal complaints and informal concerns over the past quarter compared to the last 12 months

### Current quarter (April to June 2018)

### Last 12 months (July 2017 to June 2018)

#	Subject	Qty	% of all subjects raised
1	Communication with patient	205	22%
2	Communication with relative / carer	54	6%
3	General nursing care	52	6%
4	Appropriateness of medical treatment	47	5%
5	Attitude	40	4%
6	Unhappy with outcome of surgery	28	3%
7	Waiting time for follow-up appointment	25	3%
8	Access to information	22	2%
9	Delay in treatment	21	2%
10	Waiting for first outpatient appointment	20	2%

#	Subject	Qty	% of all subjects raised
1	Communication with patient	694	19%
2	Communication with relative / carer	228	6%
3	Attitude	217	6%
4	Appropriateness of medical treatment	166	5%
5	General nursing care	159	4%
6	Waiting time for follow-up appointment	101	3%
7	Unhappy with outcome of surgery	90	2%
8	Delay in treatment	80	2%
9	Waiting for first outpatient appointment	77	2%
10	Access to information	76	2%

Of the 205 subjects coded against 'communication with patient' between April to June 2018, 132 (64%) have been raised through informal concerns. This reflects the nature of informal concerns where the Patient Services Team can support patients and relatives in communicating with the relevant member of staff to resolve any concerns before they escalate into a formal complaint.

# Complaints - Subjects raised in formal complaints

## Top 10 subjects raised in formal complaints by Care Group

	Communication with patient	Appropriateness of medical treatment	General nursing care	Attitude	Unhappy with outcome of surgery	Communication with relative / carer	Choice of medical treatment	Inappropriately discharged	Missed diagnosis	Waiting time for follow-up appointment
Acute and Emergency Medicine	3	2	8	12	0	1	1	1	7	0
Combined Community & Acute Care	2	4	4	1	0	6	0	2	0	0
Head & Neck Services	17	8	3	5	14	1	1	2	2	5
Labs, Engineering, Gynaecology, Imaging, Obstetrics, Neonatology	8	2	1	1	5	0	0	0	0	2
Medicine and Pharmacy Services	7	3	5	5	0	5	1	1	0	0
Musculoskeletal	5	9	6	1	0	0	4	2	0	0
Operating Services, Critical Care & Anaesthesia	2	0	1	0	0	1	1	0	0	0
South Yorkshire Regional Services	11	5	3	0	1	1	3	0	0	1
Specialised Cancer, Medicine & Rehabilitation	8	5	1	0	0	1	2	1	0	0
Surgical Services	7	6	6	5	8	5	5	3	2	1
Trust Wide Departments	4	0	0	2	0	1	0	1	0	0
<b>TOTAL</b>	<b>74</b>	<b>44</b>	<b>38</b>	<b>32</b>	<b>28</b>	<b>22</b>	<b>18</b>	<b>13</b>	<b>11</b>	<b>9</b>

The table above shows the top 10 subjects raised in formal complaints over the past quarter by individual care group. The cells which have been highlighted indicate the subject that has been raised most frequently for each care group.

The two most frequently raised subjects in formal complaints between April and June 2018 are communication with patient' (74) and 'appropriateness of medical treatment' (44).

'Communication with patient' is the most frequently raised subject for 6 care groups and for Trust Wide Departments. 'Communication with patient' is also the subject that has been raised more than any other subject for a single care group, being raised 17 times in Head and Neck Services.

# Complaints – Parliamentary and Health Service Ombudsman (PHSO) cases

If a complainant is unhappy with the response received from the Trust, they have the right to contact the Parliamentary and Health Service Ombudsman (PHSO) to request an investigation into their complaint.

The PHSO is the final line in the NHS complaint process and offers an independent view on whether the NHS has reasonably responded to a complaint. The PHSO has increased the number of investigations it undertakes and consequently the Trust has seen an increase in the number of complaints investigated by the PHSO.

## The number of PHSO cases, decisions and outcome by quarter

	Apr to Jun 15	Jul to Sep 15	Oct to Dec 15	Jan to Mar 16	2015/16	Apr to Jun 16	Jul to Sep 16	Oct to Dec 16	Jan to Mar 17	2016/17	Apr to Jun 17	Jul to Sep 17	Oct to Dec 17	Jan to Mar 18	2017/18	Apr to Jun 18	2018/19
Number of new PHSO cases	6	3	7	4	20	4	5	6	7	22	5	1	3	0	9	2	2
Number of PHSO decisions	9	9	8	5	31	8	6	6	2	22	1	5	2	2	10	1	1
Number of PHSO cases fully or partly upheld	3	1	1	2	7	3	2	2	1	8	0	1	1	1	3	0	0

### New PHSO cases this quarter

This quarter, 2 new information requests have been received, these relate to the following directorates:

- **Surgical Services**
  - General Surgery (2)

### New PHSO decisions this quarter

There was one new decision received from the PHSO during this quarter, this complaint was not upheld.

# Complaints – Complainant satisfaction survey

The complainant satisfaction survey consists of 15 multiple choice questions, with the opportunity to add a free text response at the end of the survey.

All complainants are sent the survey 3 weeks after they receive the final response to their complaint, unless they choose to opt out. Details of how to opt out are included on a postcard which is sent along with the final response.

Between 1<sup>st</sup> April and the 30<sup>th</sup> June 2018, 51 complainants responded to the survey, giving a response rate of 27%. This is lower than the response rate of 30% (60 complainants) achieved last quarter.

## Key results

### Top 2 most positive results

- 81% (38) of complainants who responded stated that they 'Definitely agree' (51%) or 'Partially agree' (30%) that it was easy to make a complaint, compared with 91% last quarter.
- 77% (37) of complainants who responded stated that they 'Definitely agree' (50%) or 'Partially agree' (27%) that the response was easy to understand, compared with 75% last quarter.

### Bottom 2 most negative results

- 26% (12) of complainants who responded stated that they 'Definitely agree' (6%) or 'Partially agree' (20%) that they were confident improvements have been made as a result of their complaint, compared with 21% last quarter.
- 48% (23) of complainants who responded stated that they 'Definitely agree' (29%) or 'Partially agree' (19%) that they considered their complaint to be resolved, compared with 36% last quarter.

Compared to last quarter, 5 questions have seen their score improve this quarter and , 10 have seen deterioration. A breakdown of all positive responses by quarter are presented on the following page.

As reported previously, the complainant survey is more complex than other patient satisfaction surveys as, for example, if a complaint is 'not upheld', this may influence the overall experience of the process. Therefore it is acknowledged that overall scores are likely to be lower than we would expect from other surveys.

# Complaints – Complainant satisfaction survey

## Complainant satisfaction survey results

The table below presents the percentage of patients who gave a positive response to each question ('definitely agree' and 'partially agree'). Results are presented as either 'better' or 'worse' than the previous quarter using the following system:

- Green arrow indicates a 'better' score compared to the previous quarter
- Red arrow indicates a 'worse' score compared to the previous quarter

Question	Apr to Jun 2017	Jul to Sep 2017	Oct to Dec 2017	Jan to Mar 2018	Apr to Jun 2018	Past 12 months (Jul 17 to Jun 18)
Information on how to make a complaint was easy to find	50% ↓	69% ↑	72% ↑	73% ↑	71% ↓	72%
It was easy to make a complaint	64% ↓	78% ↑	78%	91% ↑	81% ↓	82%
I was told about help available to make a complaint, such as independent advocacy	39% ↓	45% ↑	53% ↑	62% ↑	60% ↓	55%
I was given a choice as to how my complaint would be responded to	64% ↑	64%	65% ↑	73% ↑	69% ↓	68%
I was told how long it would take to answer my complaint	67% ↓	66% ↓	78% ↑	81% ↑	67% ↓	74%
I was kept informed of any delays in responding to my complaint	59% ↑	50% ↓	69% ↑	70% ↑	58% ↓	63%
The response was easy to understand	84% ↑	85% ↑	78% ↓	75% ↓	77% ↑	78%
My concerns were addressed in an open and honest way	63% ↑	56% ↓	63% ↑	58% ↓	60% ↑	60%
I was told what action had been taken as a result of my concerns	76% ↑	57% ↓	57%	56% ↓	67% ↑	59%
I feel my complaint was taken seriously	61% ↑	48% ↓	66% ↑	61% ↓	60% ↓	60%
I was told what I could do if I was unhappy with my response	80% ↑	63% ↓	79% ↑	84% ↑	76% ↓	77%
I am satisfied with how the complaint was handled	52% ↑	50% ↓	49% ↓	56% ↑	54% ↓	52%
My complaint was dealt with quickly enough	63% ↑	70% ↑	68% ↓	71% ↑	58% ↓	67%
I am confident that improvements have been made as a result of my complaint	23% ↓	18% ↓	24% ↑	21% ↓	26% ↑	23%
I consider my complaint to be resolved	48% ↑	41% ↓	48% ↑	36% ↓	48% ↑	44%

A number of complainants chose to leave comments in the complaints survey. A selection of these comments is presented below:

I was very grateful to have a clear explanation and to receive such a kind letter in response to this difficult subject.

I do not feel that my complaint was properly addressed, you only altered the changes you have put in place to prevent this happening to everyone else and not why it happened to me.

My complaint was dealt with extremely well. It was put together in a very accurate and concise way which I could fully understand.

An overview of all positive responses by individual care group are presented on the following page.

# Complaints – Complainant satisfaction survey

The table below presents the percentage of patients who gave a positive response (Definitely agree, Partially agree) to each question over the past 12 months (July 2017 to June 2018) in the complainant satisfaction survey by individual care group.

Green cells indicate where care groups score higher than (or equal to) the overall Trust total for that question. Red cells indicate those care groups that scored lower than the Trust total.

## Percentage of positive responses per question by Care Group (July 2017 to June 2018)

	Acute and Emergency Medicine	Combined Community and Acute Care	Head and Neck Services	LEGION	Medical and Pharmacy Services	Musculoskeletal	OSCCA	South Yorkshire Regional Services	Specialist Cancer, Medicine and Rehabilitation	Surgical Services	Trust Wide Departments	Trust total
<b>Total number of responses</b>	<b>23</b>	<b>13</b>	<b>37</b>	<b>24</b>	<b>21</b>	<b>27</b>	<b>2</b>	<b>15</b>	<b>22</b>	<b>36</b>	<b>11</b>	<b>231</b>
Information on how to make a complaint was easy to find	65%	80%	62%	74%	90%	60%	100%	79%	71%	72%	80%	72%
It was easy to make a complaint	77%	92%	77%	83%	90%	67%	100%	93%	95%	71%	100%	82%
I was told about help available to make a complaint, such as independent advocacy	67%	83%	45%	45%	53%	40%	50%	69%	63%	56%	50%	55%
I was given a choice as to how my complaint would be responded to	61%	75%	59%	74%	80%	59%	100%	64%	59%	74%	89%	68%
I was told how long it would take to answer my complaint	83%	50%	75%	83%	80%	64%	100%	80%	71%	81%	44%	74%
I was kept informed of any delays in responding to my complaint	60%	70%	59%	78%	88%	38%	100%	42%	63%	61%	86%	63%
The response was easy to understand	81%	69%	71%	91%	80%	70%	100%	87%	80%	74%	90%	78%
My concerns were addressed in an open and honest way	43%	77%	52%	70%	85%	48%	50%	47%	65%	61%	60%	60%
I was told what action had been taken as a result of my concerns	58%	77%	71%	65%	70%	43%	50%	53%	65%	46%	40%	59%
I feel my complaint was taken seriously	45%	77%	55%	65%	75%	43%	50%	53%	80%	58%	70%	60%
I was told what I could do if I was unhappy with my response	74%	77%	88%	57%	95%	68%	100%	71%	95%	69%	80%	77%
I am satisfied with how the complaint was handled	38%	46%	44%	48%	70%	45%	50%	57%	70%	53%	60%	52%
My complaint was dealt with quickly enough	52%	77%	73%	65%	80%	45%	50%	79%	65%	67%	90%	67%
I am confident that improvements have been made as a result of my complaint	30%	31%	24%	17%	26%	18%	0%	14%	45%	14%	10%	23%
I consider my complaint to be resolved	47%	62%	39%	48%	50%	24%	0%	43%	60%	43%	30%	44%

These results have been shared with each care group and will continue to be monitored.



The Trust provides a number of methods for patients to provide unsolicited feedback. The Tell Us What You Think comment cards are available across the Trust and can be completed by patients whenever they wish, whether the feedback is positive or negative.

Patients can also submit feedback about their experience of the Trust anonymously via the Trust website ([www.sth.nhs.uk](http://www.sth.nhs.uk)) or via independent websites such as NHS Choices and Care Opinion (formally called Patient Opinion).

All feedback received is recorded and actioned by the Trust. Other sources of unsolicited feedback that may be received by other organisations' websites, such as Healthwatch, are also recorded and actioned, so the Trust can build a clear picture of what patients and relatives feel about their experience within the Trust.

Each piece of feedback received can cover a range of themes, and each theme is individually coded so that a thorough analysis can be undertaken.

The Trust also participates in a number of surveys that aim to give patients the opportunity to provide feedback on a range of aspects related to their care. These include:

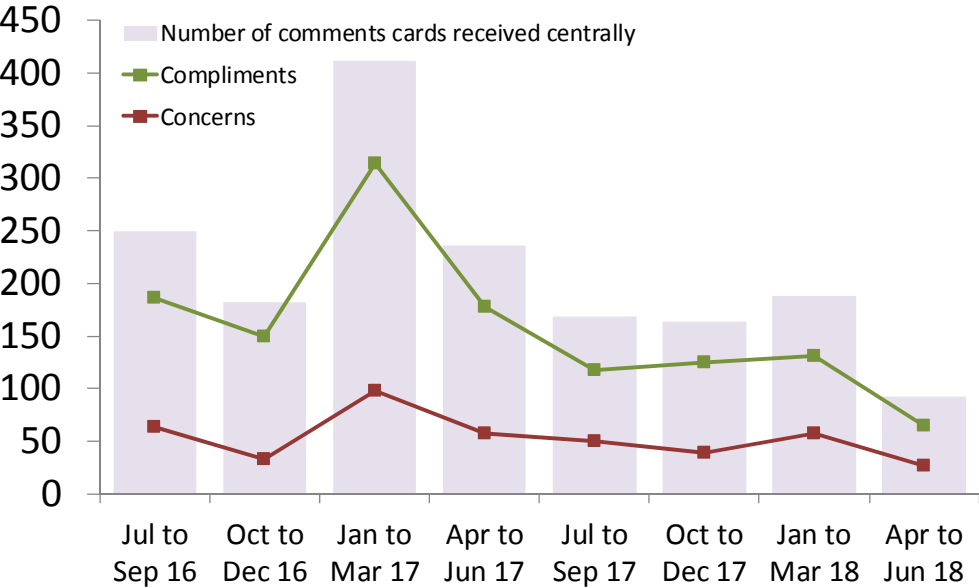
- The Friends and Family Test (FFT) which asks a simple, standardised question with response options on a 5-point scale, ranging from whether they are 'extremely likely' to 'extremely unlikely' to recommend our Trust to their family and friends. The FFT is carried out in inpatient, outpatient, A&E, maternity, and community services.

The Trust has also chosen to ask a follow-up question in order to understand why patients select a particular response.

- The Trust has developed a programme of local patient satisfaction surveys which were implemented from the 1st April 2016. These surveys are undertaken quarterly and aim to collect more detailed feedback on different aspects of care provided by the Trust.
- The Trust also participates in the CQC programme of national surveys. As and when results become available these will be featured in this report.

# Feedback - Comment cards

During the period April to June 2018, 92 comments cards were completed, of which 155 individual themes have been identified.

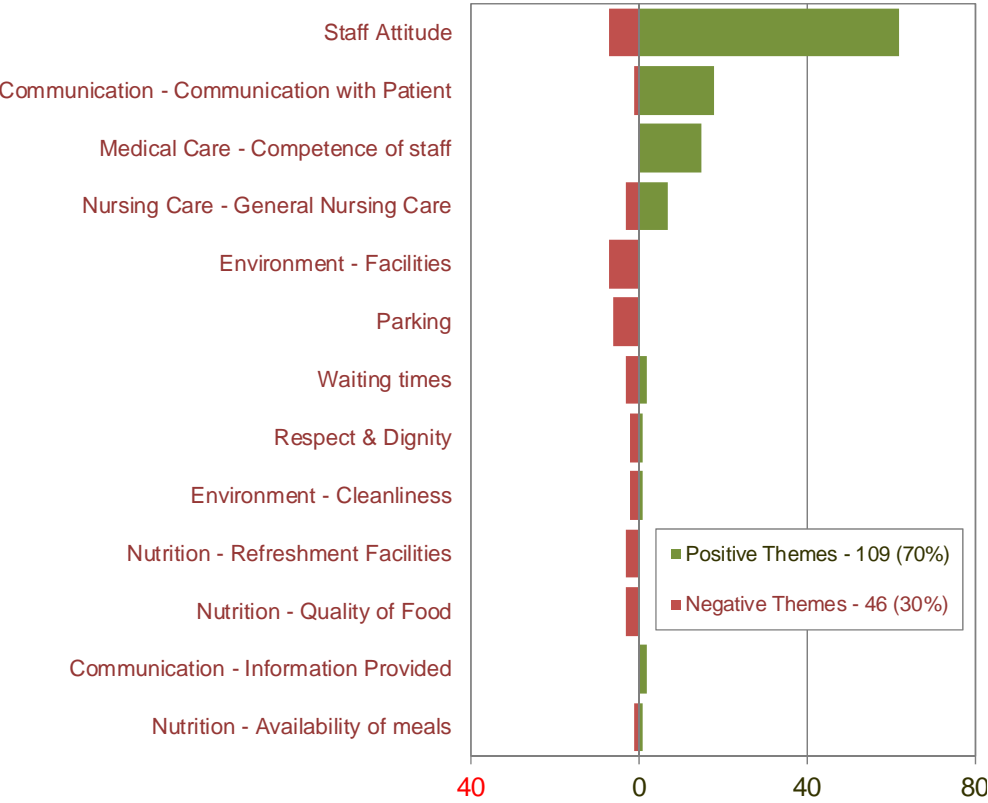


The chart above shows the comments cards received by quarter and the breakdown of these by compliments and concerns. Of all comment cards received this quarter 70% of the themes identified have been positive.

% of positive themes from all comments received centrally			
Current Quarter (Apr to Jun 18)		Last 12 months (Jul 17 to Jun 18)	
%	QTY	%	QTY
70%	109	76%	856

% of negative themes from all comments received centrally			
Current Quarter (Apr to Jun 18)		Last 12 months (Jul 17 to Jun 18)	
%	QTY	%	QTY
30%	46	24%	275

## Top 10 themes raised in comment cards between April to June 2018



Excellent, friendly and helpful staff. Surgeon explained everything so I understood what would happen.

I was kept fully informed of what was happening, when and why it was needed. A huge thank you to all concerned.

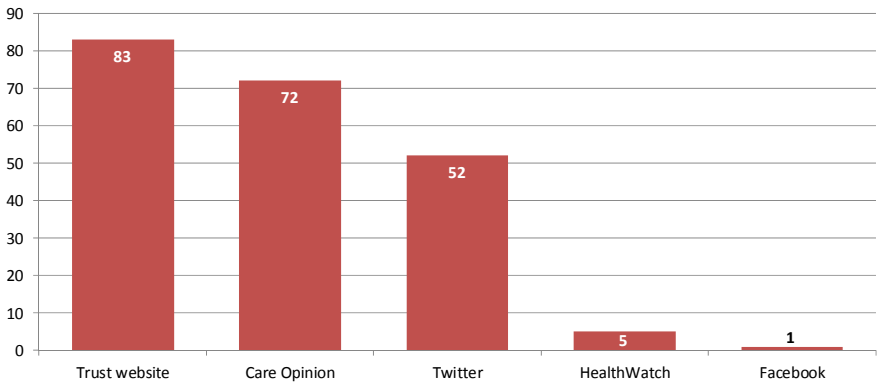
Care excellent BUT trying to park at this hospital is appalling.

Nurses in a morning - from 6.30am to shift start - noisy and laughing and trying to talk over each other.

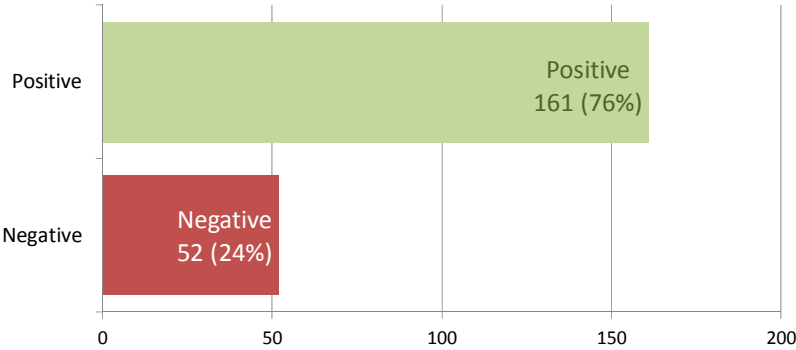
# Feedback – Website and social media feedback

As well as the formal feedback methods on offer, visitors to the Trust also comment about their experience using popular web and social media sites.

The graph below shows that during the past quarter, 213 patient feedback comments have been left via popular social media and other websites about this Trust. It is expected that the number of comments received via Facebook will always be low due to the privacy settings that the site provides, as opposed to sites such as Twitter where the comments made are predominantly public, however, only comments which relate to the patient experience at the Trust are included. The breakdown of comments is as follows:



Overall the Trust has received more positive than negative feedback this quarter with 161 positive comments and 52 negative.



The table below shows a breakdown of the themes raised via web and social media sites relating to this Trust.

	Positive	Negative	Positive and negative combined
Staff	45% (159)	11% (12)	37% (171)
General Care	26% (93)	13% (14)	23% (107)
Clinical Treatment	16% (58)	14% (15)	16% (73)
Communication	7% (24)	21% (22)	10% (46)
Environment	2% (7)	28% (29)	8% (36)
Waiting times	3% (12)	12% (13)	5% (25)

A selection of comments received from web and social media sites are presented below:

I had very good care here. The nurses were lovely and reassuring as was the doctor, and I was treated with respect and dignity. The procedure wasn't bad at all and everyone explained everything as they went along.

Patients are waiting patiently but there should be someone explaining how long the wait should be and what the delay is attributed to then people feel like they are respected as they would be in any other situation.

Amazing team work, despite all the drama and my fear you swept into action like a well oiled machine, and maintained some humour which I very much appreciated.

My treatment was very good however, the lack of information was frustrating.

# Feedback – Letters of thanks

As well as the formal methods of leaving feedback such as comment cards, website feedback, and the Friends and Family Test, the Trust also receives a high volume of unsolicited positive feedback in the form of ‘letters of thanks’.

In addition to the ‘letters of thanks’ received centrally, many more are received directly by wards and departments throughout the Trust. These are shared with relevant staff but currently it is not possible to systematically record them all.

The table below shows the number of ‘letter of thanks’ received centrally over the past 12 months by quarter:

Jul - Sep 2017	Oct-Dec 2017	Jan-Mar 2018	April - Jun 2018
135	125	165	185

This page presents a selection of thank you letters that have been received centrally. Each of the letters presented have been reproduced verbatim but with names and personal details removed.

### **Palliative Care Hospital Support Team**

I am writing to say thank you so very much for your care and help in getting my husband home to me. He passed away peacefully surrounded by his family. He was calm and comfortable and I’m sure it was exactly how he wanted. I will always be so very grateful for your wonderful help and speed in his coming home.

### **Integrated Community Care**

We just want to say a sincere thank you, to you all, for caring for my Mum in the expert way you did, through her long and debilitating illness. You kept her spirits up for many years and were always kind and compassionate. Everything was done to enable Mum to have her wish to stay in her own home and be near Dad and so thank you for everything.

### **Gastroenterology**

Thank you so much for looking after me so well this past week! I’ve been a long way from home and your kindness has meant a lot. I am hugely appreciative of how friendly, cheery and considerate you all are, even after long shifts! With all due respect – I hope I won’t be back! But thank you for everything whilst I’ve been here.

### **Orthopaedics**

My wife and I would like to bring to the management’s attention how good all staff are on the Robert Hadfield 6 orthopaedics unit are.

I was unexpectedly sent for an operation and the care I received was very good in what is a very anxious time, as none of us want to be in hospital.

Communication which is so important came from all staff. The food and environment added to and made my stay even more acceptable.

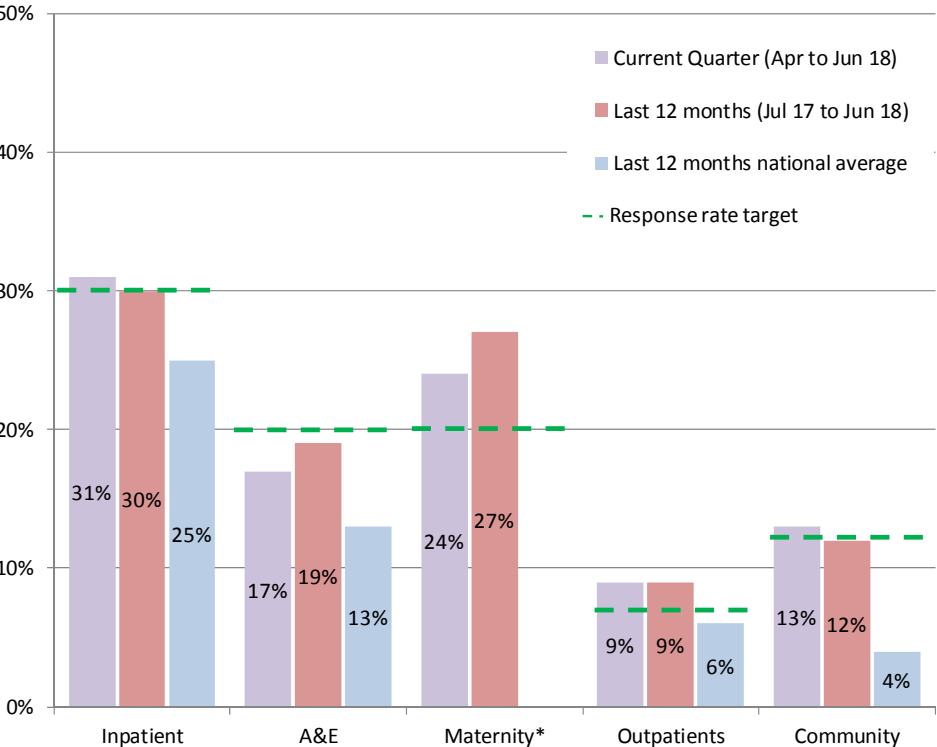
The consultant, doctors, nurses and housekeeping staff on the unit are an asset to your hospital.

Hands on staff are key to a good experience, on that unit they give you just that.

# Feedback - Friends & Family Test

The Friends and Family Test (FFT) is carried out across the Trust in inpatient, A&E, maternity services, outpatients and community services.

## Friends and Family Test Response rates



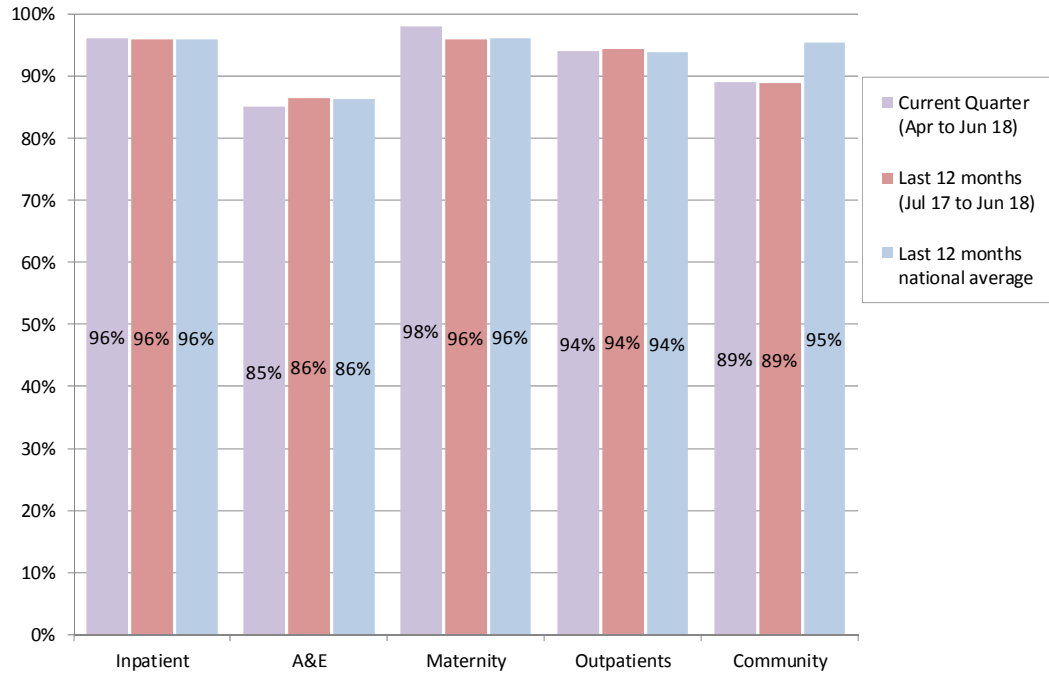
\* Eligible patient numbers for maternity are not published nationally, therefore it is not possible to provide a national average response rate.

Between April and June 2018, 9889 inpatients, 5991 A&E patients, 1042 maternity services patients, 18763 outpatients and 2352 community patients from the Trust completed the FFT survey, giving a total of 38037 responses this quarter.

The chart above shows that the Trust had higher response rates than the national average on all elements of the FFT during this quarter. To ensure there is an appropriate level of confidence in FFT scores, the Trust is working to internally set minimum response rate targets to ensure an appropriate sample size for each area is achieved.

For April to June 2018, inpatients, maternity, outpatients and community all achieved their internally set response rate targets. A&E achieved a response rate of 17%, below the 20% target.

## Friends and Family Test Scores



The overall percentage of patients who 'would recommend' our service to friends and family from all 5 elements of the FFT was 93% this quarter, the same as achieved last quarter. The FFT continues to demonstrate that the vast majority of patients would recommend the Trust as a place to receive care and treatment.

During this quarter inpatient (96%), maternity (98%), and outpatient (94%) scores are all equal to or higher than the 12 month national average, however the score between April and June 2018 for A&E is 1.3% lower than the 12 month national average, and community is 6.4% lower.

## Feedback - Friends & Family Test

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The low positive A&E score this quarter relates to the Emergency Department, which received a positive score of 81.6% and GP Collaborative, which received a negative score of 85.1%. Positive scores for the Emergency Eye Centre (97.7%) and Minor Injuries Unit (91.9%) are significantly higher than the national average.

With a view to improving FFT response rates and scores in the Emergency Department, the Trust is working with our FFT provider to set up a postal FFT survey in A&E. It needs to be agreed whether to trial this on all A&E patients, or just patients over a certain age. A meeting is scheduled with the Nurse Director for Acute and Emergency Medicine in September 2018 to agree appropriate action.

FFT scores for Community continue to be monitored and remain consistent. Community FFT scores will be escalated should performance deteriorate.

## Feedback – Local patient satisfaction survey results

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We are currently reviewing the way we run local patient satisfaction surveys with a new process starting in 2019.

### **Inpatient and Community Satisfaction Surveys**

During 2018/19, we will be running the local satisfaction surveys with the same questions but on slightly different timescales, the surveys for Inpatients and Community will run every 6 months with quarter 1 (April to June) and quarter 2 (July to September) questions merging to form a single survey, and quarter 3 (October to December) and quarter 4 (January to March) merging to run a second survey later in the year.

Therefore, there will be no results to publish for the Inpatient and Community local satisfaction surveys until quarter 2 (July to September 2018).

### **Outpatient Satisfaction Survey**

The Outpatient satisfaction survey will remain the same, however for July and August 2018 the survey was replaced by an Outpatients refreshment survey. The survey supports the current Quality Objective to provide better refreshments in outpatient areas across the Trust, looking to provide the Trust with a better understanding of patient views on the current refreshments available and if patients would like more refreshments available.

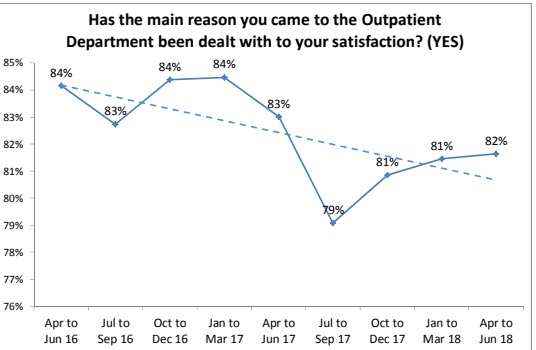
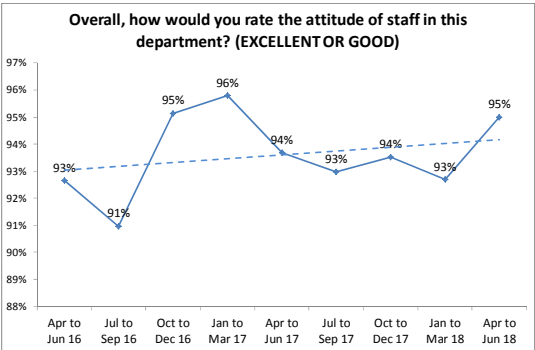
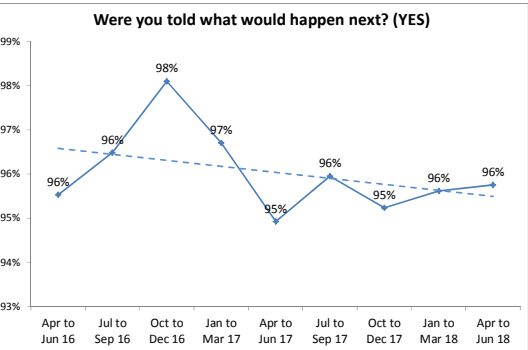
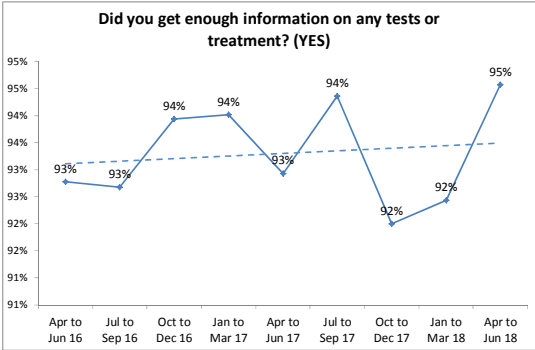
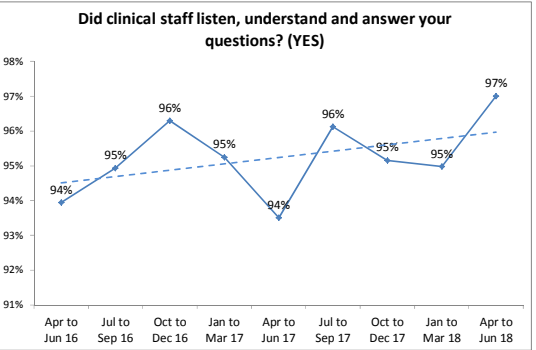
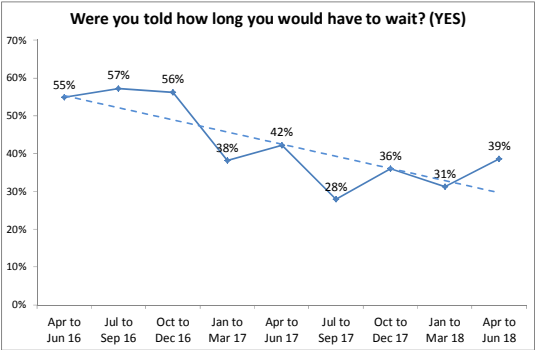
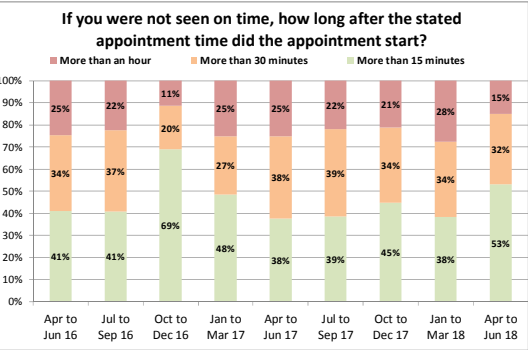
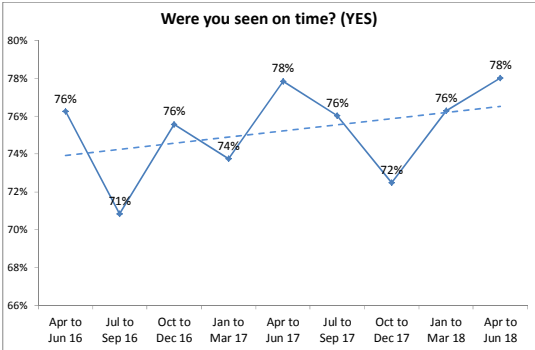
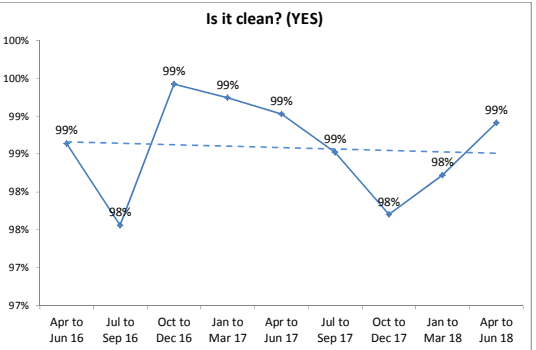
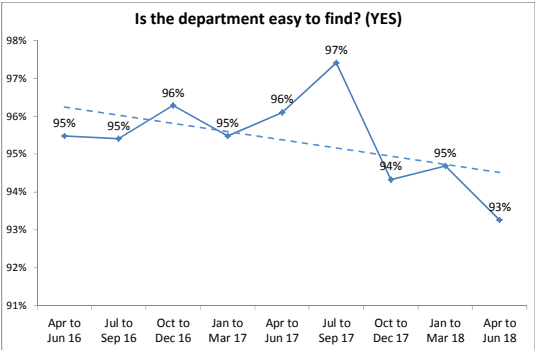
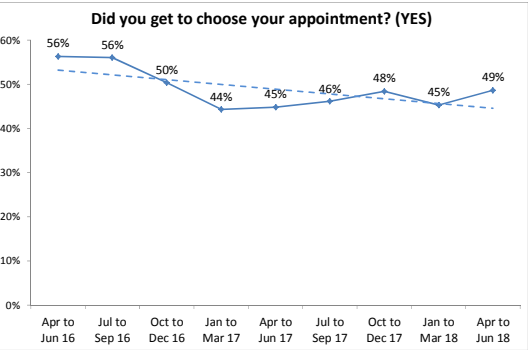
In addition, during September 2018 the Outpatient satisfaction survey will be replaced with a survey as part of the consultation for the Quality Objectives.

# Feedback – Local patient satisfaction survey results

## Outpatient satisfaction survey

The outpatient survey is conducted alongside the FFT survey. When a patient replies to their FFT survey via text, they are sent a follow up message and a web link to the outpatient satisfaction survey.

During this quarter, 14,640 eligible patients were sent the outpatient satisfaction survey. 923 of these patients completed the survey, giving a response rate of 6%. This compares to a response rate of 8% (1124 patients) last quarter.



**Next steps**  
 As part of the Outstanding Outpatients Work stream of the Trust's Making it Better Programme, these results will be shared with the Trust's Service Improvement Team who will monitor survey results on an ongoing basis to note any changes over time as a result of this work stream.



# Feedback - 2017 National Inpatient Survey results

The National Inpatient Survey 2017 was carried out across 148 acute and specialised NHS trusts. All adult patients (aged 16 and over) who had spent at least one night in hospital and were not admitted to maternity or psychiatric units during July 2017 were eligible to be surveyed. 1199 eligible patients from this Trust were sent a survey, and 526 were returned, giving a response rate of 44%. This is compared to the national response rate of 41%.

## Performance compared to the previous surveys

Compared to last year, the Trust scored significantly better on 13 questions, and did not score significantly worse on any questions.

Questions where the Trust scored significantly better in 2017:

Question	2016	2017
Were you ever bothered by noise at night from other patients?	5.9 / 10	6.5 / 10
Were you ever bothered by noise at night from hospital staff?	7.7 / 10	8.4 / 10
How would you rate the hospital food?	5.2 / 10	5.8 / 10
When you had important questions to ask a doctor, did you get answers that you could understand?	8.2 / 10	8.6 / 10
When you had important questions to ask a nurse, did you get answers that you could understand?	8.2 / 10	8.9 / 10
Did you have confidence and trust in the nurses treating you?	8.9 / 10	9.2 / 10
In your opinion, were there enough nurses on duty to care for you in hospital?	7.2 / 10	7.9 / 10
In your opinion, did the members of staff caring for you work well together?	8.8 / 10	9.1 / 10
Were you involved as much as you wanted to be in decisions about your care and treatment?	7.2 / 10	7.7 / 10
Did you find someone on the hospital staff to talk to about your worries and fears?	5.5 / 10	6.3 / 10
Were you given enough privacy when discussing your condition or treatment?	8.3 / 10	8.7 / 10
Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	8.6 / 10	9.2 / 10
Overall, I had a very good experience	8.1 / 10	8.5 / 10

## Performance compared to other trusts

Compared to other trusts participating in the survey, this Trust scored 'about the same' as most other trusts on all questions except 6, where we scored significantly better:

Question	STH	All trusts
In your opinion, had the specialist you saw in hospital been given all of the necessary information about your condition or illness from the person who referred you?	9.4 / 10	8.9 / 10
When you had important questions to ask a nurse, did you get answers that you could understand?	8.9 / 10	8.2 / 10
How much information about your condition or treatment was given to you?	9.2 / 10	8.8 / 10
After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?	7.4 / 10	6.5 / 10
When you left hospital, did you know what would happen next with your care?	7.4 / 10	6.7 / 10
Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)	8.8 / 10	8.1 / 10

## Benchmarking

The table on the following page shows how this Trust performed against the 10 large acute NHS providers that form the Shelford Group on the question relating to the 'overall experience' of the patient as well as how each trust scored last year.

This Trust scored the second highest score (8.5/10) when compared to other trusts in the Shelford Group, and significantly higher than the England average (8.1/10)

# Feedback - 2017 National Inpatient Survey results

## Patients who felt they had a good experience

	Trust	2016	2017
1	The Newcastle Upon Tyne Hospitals	8.5	8.7
2	Sheffield Teaching Hospitals	8.1	8.5
3	University College London Hospitals	8.4	8.3
4	Cambridge University Hospitals	8.4	8.3
5	University Hospitals Birmingham	8.3	8.3
6	Guy's And St Thomas'	8.3	8.2
7	Oxford University Hospitals	8.3	8.2
8	Imperial College Healthcare	8.2	8.2
9	Central Manchester University Hospitals	8.0	8.2
England Average		8.1	8.1
10	King's College Hospital	8.0	8.0

### Improving the experience of patients

Overall, this Trust saw an improvement on 49 out of 56 questions in 2017 compared with 2016, the same score was achieved on 3 questions, and scores deteriorated on 4 questions. Overall, the Trust performance is higher than national average scores. Survey results and comments will be considered alongside other patient experience data, in order to agree an action plan to ensure improvements are made.

## A sample of patient comments about our Trust from the National Inpatient Survey 2017

### Positive Comments

I have been thoroughly humbled and amazed by the NHS provision. My first experience of surgery for illness has been dealt with very professionally

all staff that I have come into contact with have been brilliant, friendly, professional and informative. I cannot praise them enough. This is the first time I have ever been ill in my life and it was a total shock but the care I have received has been 1st class from start to finish

the whole experience from being diagnosed with cancer to leaving hospital to return home (2 weeks) was as pleasant as could be and all staff on Chesterman 3 should be proud

From myself and my family- sincere thanks for the caring way I was treated. All the staff I met were fantastic they have my deepest respect

{the consultant} contacted my wife after each operation to explain how the surgery had gone - this was very helpful and reassuring

### Negative Comments

Once again long wait for tablets - surely a prescription to take to local pharmacy could be arranged

I did not get much sleep/rest due to the noise of one particular patient in the ward she slept during the day but was disruptive during the night

Lack of car parking a major problem.

I had to be in for 10am on the ward I was told that the bed wasn't ready so I was put in a waiting room I was very annoyed that my bed was ready at 16:30 pm. very bad, poor and not professional very angry annoyed with the waiting

I think assessment could have been explained better about my procedure by nursing staff.