

EXECUTIVE SUMMARY**REPORT TO THE HEALTHCARE GOVERNANCE COMMITTEE****HELD ON 16 DECEMBER 2013**

Subject	Quarterly Patient Experience Report
Supporting Director	Professor Hilary Chapman, Chief Nurse
Author	Patient Partnership Department
Status¹	N

PURPOSE OF THE REPORT

To bring together information from a variety of sources to provide an overview of patient experience between July and September 2013 and actions being taken to improve services.

KEY POINTS

- The report presents patient experience feedback from a wide range of sources, including surveys, frequent feedback, website feedback and complaints.
- Staff attitude was the subject that received the highest amount of website, comments cards and complaints feedback in this quarter. It is the top positive theme and the top negative theme.
- Results of the latest frequent feedback surveys suggest excellent performance for patients having confidence in the nurses treating them, pain management and feeling that they were treated with respect and dignity. In some areas there was variable performance, such as doctors talking in front of patients as if they are not there, and staff demonstrating an excellent attitude.
- 336 new complaints were received between July and September 2013. This reflects a 2% decrease in comparison with the number of complaints received in the same period last year. However the number of PST enquiries suggests a higher number of concerns are being resolved quickly at ward/department level and recorded as PST contacts.
- The Friends and Family Test response rate remains low for quarter 2 at 14%. A number of measures have been put in place, in order to improve response rates.
- The Care Quality Commission visited the Trust for a fortnight in September 2013. Overall the Trust received positive feedback from the inspectors regarding the care they witnessed and did not record any compliance concerns.

IMPLICATIONS²

	AIM OF THE STHFT CORPORATE STRATEGY 2012-2017	TICK AS APPROPRIATE
1	Deliver the Best Clinical Outcomes	
2	Provide Patient Centred Services	✓
3	Employ Caring and Cared for Staff	
4	Spend Public Money Wisely	
5	Deliver Excellent Research, Education & Innovation	

RECOMMENDATIONS

The Trust Executive Group is asked to discuss and note the contents of the report.

APPROVAL PROCESS

Meeting	Date	Approved Y/N
HCGC	16/12/13	