

EXECUTIVE SUMMARY**REPORT TO THE HEALTHCARE GOVERNANCE COMMITTEE****HELD ON 21 OCTOBER 2013**

Subject	Quarterly Patient Experience Report
Supporting TEG Member	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 April and June 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 communication is the top negative theme.
- Results of the latest frequent feedback surveys suggest excellent performance for patients having confidence in the doctors and nurses treating them, pain management and feeling that they were treated with respect and dignity. In some areas there was variable performance in patients feeling that doctors talk in front of them and staff not introducing themselves.
- 322 new complaints were received between April and June 2013. This reflects a 0.6% increase in comparison with the number of complaints received in the same period last year.
- The Friends and Family Test response rate for quarter 1 is below the overall quarter CQUIN target of 15%. A number of measures have been put in place, or are planned, in order to improve response rates.
- A Governor visit was carried out at the Hearing Services Department during April 2013 where positive feedback was received.

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 Healthcare Governance Committee are asked to discuss and note the contents of the report.

APPROVAL PROCESS

Meeting	Date	Approved Y/N
TEG	02.09.13	Y
Healthcare Governance Committee	21.09.13	