



# PATIENT EXPERIENCE REPORT

1st July 2013 – 30th September 2013



*proud to make a difference*



1<sup>st</sup> July 2013 to  
30<sup>th</sup> September 2013

# PATIENT EXPERIENCE HEADLINES

## **Website Feedback and Comment Cards**

Staff Attitude was the area that received the highest amount of feedback from website, comment cards and complaints over the past quarter. It is the top positive theme, as well as the most frequently mentioned negative theme.

The number of completed comment cards has reduced significantly since the 1<sup>st</sup> April, as volunteers no longer proactively approach patients to complete comment cards following the introduction of the Friends and Family Test.

## **Complaints**

The Trust has received 336 new complaints between July and September 2013, which reflects a 2% decrease in comparison with the number of complaints received in the same period last year.

However, the number of Patient Services Team (PST) contacts suggests a higher number of concerns are being resolved quickly at ward / department level and recorded as PST contacts. 304 PST contacts were received this quarter.

The Trust's performance for replying to complaints within 25 working days has fallen to 73% this quarter, below the target of 85%. A number of Care Groups are not managing to achieve the 85% target and initiatives in the Patient Partnership Department have been implemented to improve response times next quarter.

## **Friend and Family Test**

Between July and September 2013, 1367 A&E patients and over 3500 inpatients from this Trust completed the FFT survey, which achieved an overall Trust response rate of 14%.

An number of initiatives have been introduced to improve response rates, such as weekly response rate performance reports being sent to each ward and improved staff engagement in A&E.

## **Frequent Feedback Inpatient Survey**

Results suggest excellent performance for patients having confidence in nurses treating them; pain management; and treating patients with respect and dignity. The results indicate that there is variable performance in some areas such as: doctors talking in front of patients as if they are not there, and staff demonstrating an excellent attitude.

## **Patient Information**

To address the growing number of leaflets in need of review, from October 2013 leaflets will be archived and removed from the catalogue if they have not been reviewed within 6 months of their review date.

The Trust has set an objective to improve discharge information for patients during 2013/14. Patient Information Leads have been asked to review all their leaflets and ensure agreed discharge information is included.

## **Visits**

The Care Quality Commission inspection team visited the Trust during September 2013. Overall, the Trust received very positive feedback about the care witnessed by inspectors. A number of action points were identified which centred around appraisals and documentation/records.

# Contents

Click on an item to navigate to that section:

<b>1. Website Feedback and Comment Cards</b>	<b>4</b>
<b>2. Complaints</b>	<b>7</b>
<b>3. Friends and Family Test</b>	<b>10</b>
<b>4. Frequent Feedback Inpatients Survey</b>	<b>13</b>
<b>5. Patient Information</b>	<b>14</b>
<b>6. Visits</b>	<b>15</b>

Clicking on the page number at the top of each page will bring you back to this contents page.

## Website Feedback and Comment Cards

The graphs and tables on the following pages show all feedback received through website feedback and comment cards. Each piece of feedback received can cover a range of themes and the analysis below is based on the themes covered. During the period July to September 2013, 298 individual comments were received through website feedback and comment cards.

### Top 5 Positive Themes

	Jul-Sep 2013	Apr-Jun 2013	Jan-Mar 2013	Oct-Dec 2012
1 Staff Attitude	50%	35%	43%	45%
2 Communication	17%	13%	11%	12%
3 Nursing Care – General nursing care	9%	18%	10%	11%
4 Medical Care – Competence of staff	8%	16%	7%	5%
5 Medical Care - Appropriateness of Treatment	4%	2%	3%	2%

I have been visiting this hospital for eight months and could not fault the care and attention I am being given

The staff in each dept were friendly, efficient and professional

It was still a very traumatic experience but your staff were so supportive and caring

My consultant listened to what I had to say and was totally professional and excellent in every way

It was too hot on wards & rooms\*

Having paid a high fee to park in the multi story you then have to go on a march to get into the building\*

The occupational therapist was very rude, arrogant and just plain unpleasant\*

Not given any information, very poor interaction between staff and patients\*

### Top 5 Negative Themes

	Jul-Sep 2013	Apr-Jun 2013	Jan-Mar 2013	Oct-Dec 2012
1 Staff Attitude	18%	10%	6%	10%
2 Communication	15%	18%	11%	12%
3 Waiting Times	12%	11%	18%	21%
4 Environment – Facilities	6%	7%	10%	7%
5 Resources - Staff Shortages	5%	6%	8%	5%

\* All the negative comments were addressed when they were received by the Trust



## Website Feedback and Comment Cards

The tables below give a breakdown of themes raised through website feedback and comment cards over the past 12 months (Oct 12 to Sep 13).

### Top 5 themes from positive feedback

1	Staff Attitude	44%
2	Communication	13%
3	Nursing Care - General Nursing Care	11%
4	Environment - Cleanliness	7%
5	Medical Care - Competence of staff	7%

### Top 5 themes from negative feedback

1	Waiting Times	17%
2	Communication	14%
3	Staff Attitude	10%
4	Environment - Facilities	8%
5	Nutrition - Quality of Food	7%

### Top 5 themes from combined feedback

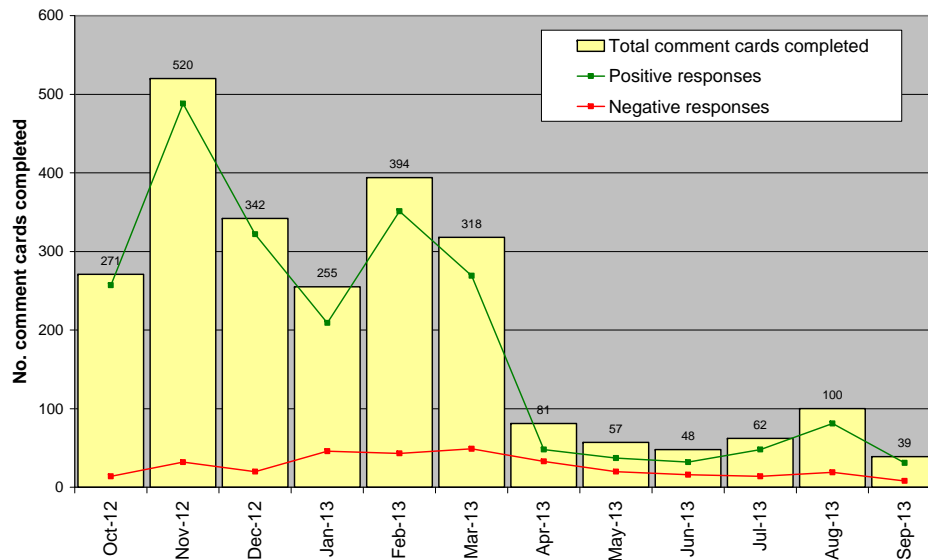
1	Staff Attitude	38%
2	Communication	13%
3	Nursing Care - General Nursing Care	10%
4	Waiting Times	9%
5	Environment - Cleanliness	6%

The tables above show that over the past 12 months, staff attitude, nursing care, communication, and waiting times are issues that patients and visitors to the Trust comment on most, accounting for more than half of all subjects raised.

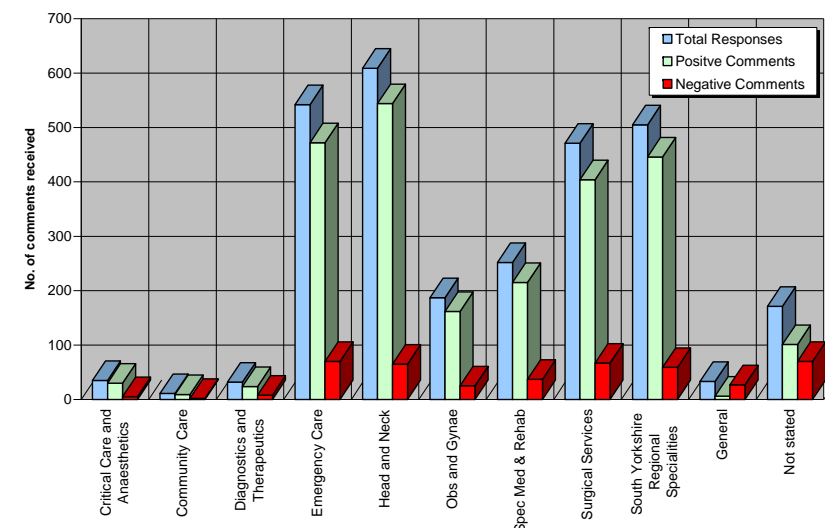
A number of current work streams aiming to make improvements in relation to attitude and communication issues are in place. Customer care workshops have taken place in Therapy Services and Hotel Services and training is due to commence in Surgical Services in October 2013.

Comments raised regarding waiting times relate mostly to outpatient appointments not starting on time. In the majority of cases, the comments relate to not being kept informed. The customer care workshops highlighted above emphasise the importance of keeping patients informed while waiting. In addition to this, the Trust is looking at the options available to provide electronic information screens in outpatient areas.

Tell Us What You Think Comment Cards



Website and Patient Comment Card Responses: Breakdown by Clinical Group  
1st October 2012 to 30th September 2013





## Complaints

### Complaints activity – July to September 2013

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 Patient Services Team (PST) contacts suggests a higher number of concerns are being resolved quickly at ward / department level and recorded as PST contacts. 304 PST contacts were received this quarter.

If telephone calls, emails or face to face enquiries are received by the PST which staff feel can be dealt with quickly by direct action or by putting the enquirer in touch with an appropriate member of staff such as a matron or service manager, contacts are made and the enquiry is recorded on the complaints database as a 'PST contact'. If the concern or issue is not dealt with within 2 days, or if the enquirer remains concerned, the issue is re categorised as a complaint and processed accordingly.

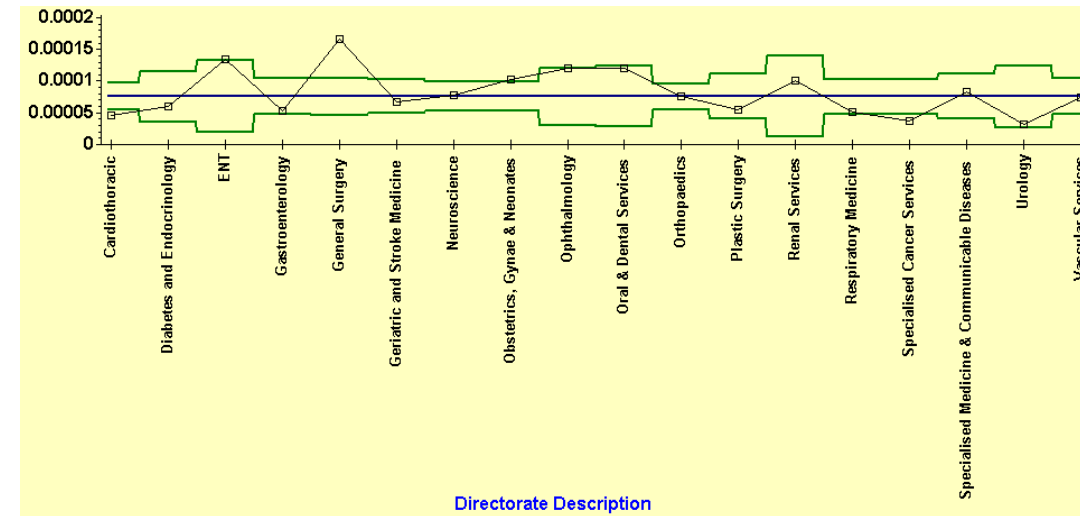
Clinical Groups which received overall higher numbers of complaints in this quarter included Surgical Services and Emergency Care.

The complaints received in this quarter were not focussed on any specific inpatient ward however Neurology and Ophthalmology did receive more complaints than other outpatient areas. All complaints in these areas have been analysed to identify any themes or trends:

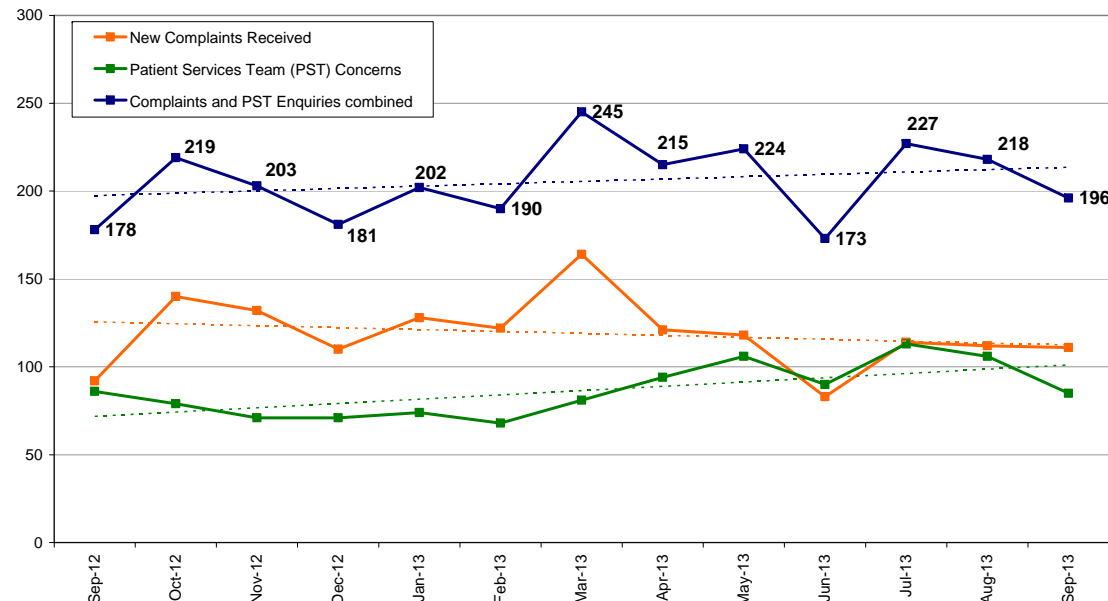
- **Neurology Outpatients:** The main subject raised during this quarter related to waiting times/delays, attitude of staff, and admin and clerical.
- **Ophthalmology Outpatients:** The main subject raised in complaints related to the attitude of staff, the clinical aspects of care given and communication.

The Deputy Nurse Director for the Head and Neck Group has undertaken a thorough review of both Neurology and Ophthalmology Departments. No trends or themes were identified from the complaints received. A new structure, supported by new standard operating procedures, has been introduced to the administration team in the Neurology Outpatients which aims to reduce waiting times and delays in the clinic. In addition the Group are raising the profile of complaints and other feedback received through discussions with staff at meetings, including a regular update at governance meetings.

### Complaints received by activity – Oct 2012 to Sep 2013



### Number of complaints received



# Complaints: Complaints by Outcome

The table below shows the number of complaints that were closed between July 2013 and September 2013 by outcome.

	Trust Total	Crit Care, Anaesthetics & Operating Services	Critical Care	Anaesthetics and Operating Services	Diagnostic & Therapeutic Services	Pharmacy	Medical Imaging & Physics	Laboratory Medicine	Professional Services	Emergency Care	Diabetes & Endocrinology	Gastroenterology	Geriatric & Stroke Medicine	Emergency Medicine	Respiratory Medicine	Head & Neck Services	Neuro-Sciences	ENT / Ophthalmology / Oromaxillofacial	Obs. Gynae, Neonatology	Obs / Gynae / Neonatal	Assisted Conception	South Yorkshire Regional Services	Renal	Cardiac	Vascular	Specialised Cancer, Med & Rehab	Specialised Medicine	Specialised Rehab	Specialised Cancer	Communicable Diseases	Surgical Services	General Surgery	Orthopaedics / Plastics	Urology	Community Services	Care Closer to Home	Health and Well Being	Interface Services	Rehabilitation Services
Upheld Complaints (%)	24%	33%	-	33%	43%	100%	50%	0%	0%	37%	83%	29%	29%	40%	13%	13%	10%	17%	21%	21%	-	24%	20%	25%	-	22%	23%	33%	14%	0%	10%	4%	15%	20%	47%	50%	0%	57%	-
Partially Upheld Complaints (%)	52%	50%	-	50%	29%	0%	25%	100%	0%	28%	0%	29%	43%	24%	38%	64%	67%	61%	59%	59%	-	52%	60%	50%	-	56%	46%	44%	86%	67%	76%	85%	70%	60%	13%	0%	0%	29%	-
Not Upheld Complaints (%)	24%	17%	-	17%	29%	0%	25%	0%	100%	35%	17%	43%	29%	36%	50%	23%	24%	22%	21%	21%	-	24%	20%	25%	-	22%	31%	22%	0%	33%	14%	11%	15%	20%	40%	50%	100%	14%	-
<b>TOTAL COMPLAINTS (QTY)</b>	<b>268</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>60</b>	<b>6</b>	<b>7</b>	<b>14</b>	<b>25</b>	<b>8</b>	<b>39</b>	<b>21</b>	<b>18</b>	<b>29</b>	<b>29</b>	<b>0</b>	<b>21</b>	<b>5</b>	<b>16</b>	<b>0</b>	<b>32</b>	<b>13</b>	<b>9</b>	<b>7</b>	<b>3</b>	<b>59</b>	<b>27</b>	<b>27</b>	<b>5</b>	<b>15</b>	<b>6</b>	<b>2</b>	<b>7</b>	<b>0</b>

**Note:** Yellow headings represent a Care Group, Blue headings represent a Directorate.

The outcome of all complaints closed is recorded according to the extent to which the findings of the investigation uphold the issues raised by the complainant. When reviewing complaints trend or themes, we look at the subjects and issues of all concerns raised irrespective of the outcome being 'upheld', 'partially upheld' or 'not upheld'

## Complaints Outcome Definitions

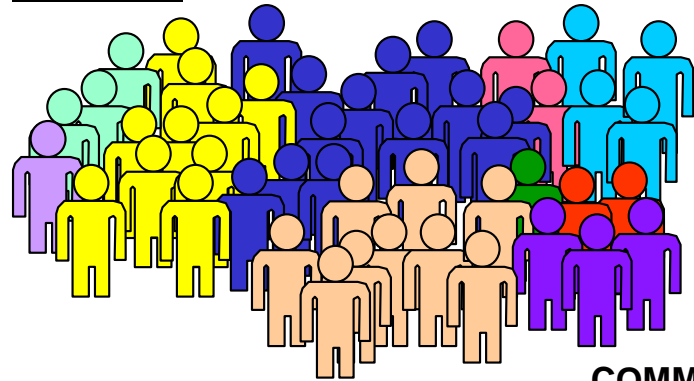
Upheld	Complaints in which the concerns were found to be correct on investigation.
Partially Upheld	Complaints in which, on investigation, the main concerns were not found to be correct, however some of the concerns or issues raised by the complainant were found to be correct.
Not upheld	Complaints in which the concerns were not found to be correct on investigation. If a complaint is not upheld, we still recognise the validity of the concern to that complainant and we acknowledge that we have failed to meet their expectations.



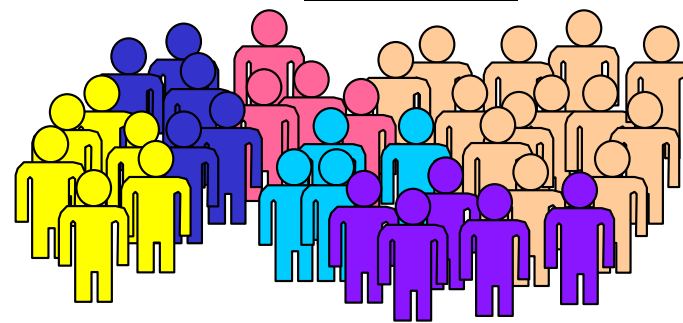
## Complaints: Sub-subjects by Clinical Group

The diagram below shows the top 5 sub-subjects raised in complaints between July and September 2013. The number of people represent the number of times a sub-subject has been recorded and the different colours indicate which clinical group the complaint was regarding.

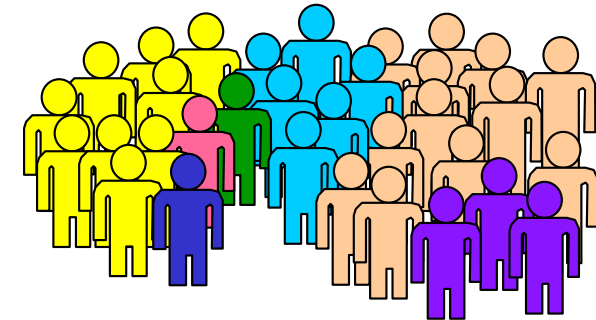
### ATTITUDE



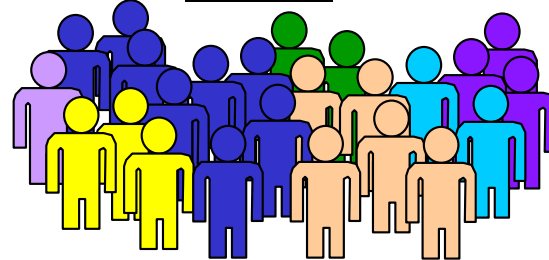
### APPROPRIATENESS OF MEDICAL TREATMENT



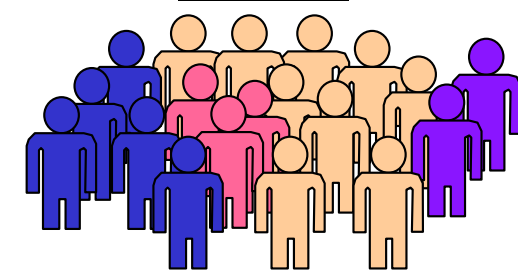
### GENERAL NURSING CARE



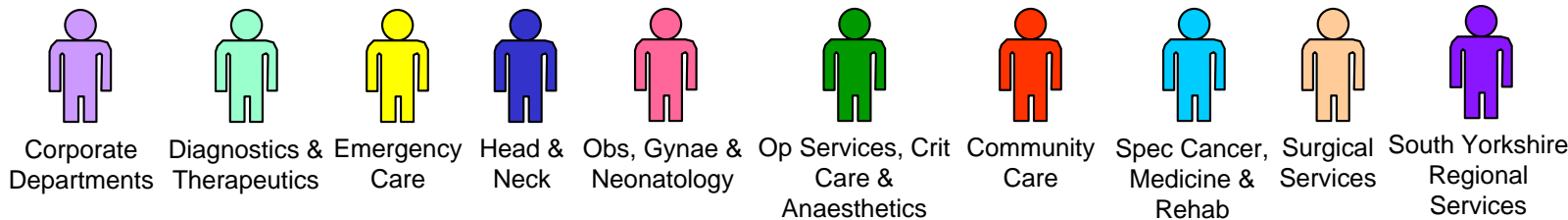
### COMMUNICATION WITH PATIENT



### UNHAPPY WITH OUTCOME OF SURGERY



### KEY





1<sup>st</sup> July 2013 to  
30<sup>th</sup> September 2013

## Friends and Family Test (FFT)

### Introduction and background

The Friends and Family Test (FFT) was introduced nationally across all provider NHS Trusts from 1st April 2013 for all adult acute in-patients and patients discharged from Accident and Emergency (A&E) departments.

A variety of methods are being used by Trusts to collect FFT data, including paper/postcard, online, texting and electronic tablet methods. The method currently used within this Trust is a postcard at the point of discharge, which is posted in a box on the ward/department. The cards also contain a smartcode which allows patients to complete their response online.

From 1<sup>st</sup> September 2013, FFT was implemented in maternity services, with a month-long trial period before the national implementation deadline of 1<sup>st</sup> October 2013. Roll out to Community Services is due for the end of December 2014 and outpatients and day cases following by the end of March 2015.

### Response rates

Between July and September 2013, 1367 A&E patients and over 3500 inpatients from this Trust completed the FFT survey.

Inpatient response rates for the Trust were 22.7% for the quarter, but the overall response rate was 14%, as a result of the low rates in A&E (6.7%). A CQUIN target has been set to achieve an average response rate of 20% over the three month period January to March 2014 which the Trust is now working towards.

Throughout the quarter, a number of actions were taken to improve response rates, including:

- Providing every ward, as well as Nurse Directors, with weekly/monthly reports of response rate performance against the 20% target, by ward/department.
- A review of FFT methodology in A&E, with a greater emphasis on staff engagement.

Further options are now being explored to continue to support improvements in response rates, including:

- An SMS texting option in A&E, with 3 month pilot to commence before quarter 4, replacing the current postcard feedback method.
- Indicative weekly response rates data is also being monitored and analysed. Nurse Directors and key staff can be alerted to areas that have particularly low response rates. The aim is to inform senior colleagues of any concerns quickly so action can be taken where necessary to influence the current month's results.

Whilst careful consideration is being given to other methods of data collection, there is also an immediate focus on ensuring staff engagement with FFT and the processes that the Trust currently has in place.

### Next steps

Further steps to improve how we use the results from FFT are now underway or planned. These include:

- Further investigation of all wards scoring below the national average with:
  - a review of all comments received through FFT over the previous 6 months, drawing out positive and negative themes.
  - an analysis of all patient experience feedback over the previous 12 months for each ward.
  - production of an action plan addressing those themes where patients have provided negative feedback.
- Scores and response rates are 'benchmarked' both nationally, and against other Trusts within the Shelford Group.
- A database of feedback and ward actions has been built and maintained to monitor changes and improvements following FFT feedback.

## Friends and Family Test (FFT)

‘How likely are you to recommend our ward/A&E Department to friends and family if they needed similar care or treatment?’

### Friends and Family Test Score

	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013
Trust Wide	77	74	75	75	77	74
A&E	73	71	69	71	72	68
In-patients	78	76	77	75	79	77

The different colours represent whether scores have improved. i.e. green indicates where scores have improved from the previous month, red indicates a worse score from the previous month, and amber shows where a score has stayed the same.

### Calculating FFT Scores

Scores are calculated using the following formula as defined by the Department of Health. This formula provides a score of between -100 and +100.

Number of patients who would be extremely likely to recommend

Response category – extremely likely

÷ total number of responses

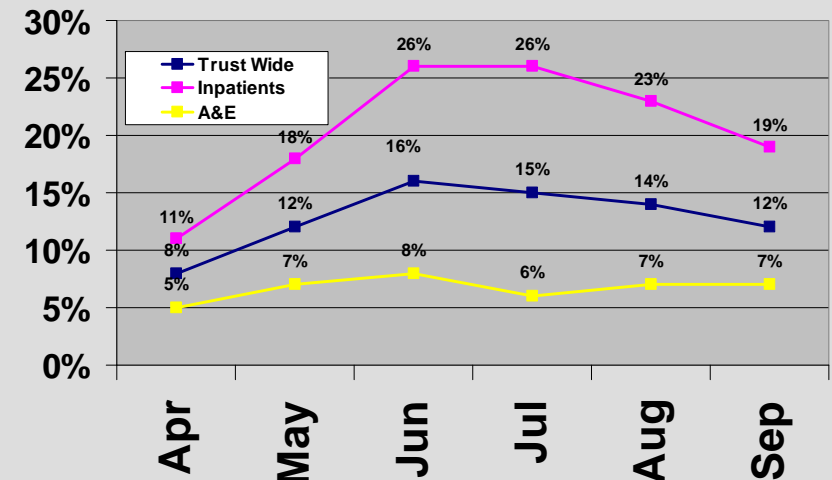
minus

Number of patients who would not be likely to recommend

Response categories – neither likely nor unlikely, Unlikely, extremely unlikely

÷ total number of responses

### Response Rate %



## Friends and Family Test (FFT)

### Friends and Family Test Shelford Group Comparison

The Shelford Group comprises of ten leading NHS healthcare organisations that are dedicated to excellence in clinical research, education and patient care. The group was formed in 2011 to benchmark and share best practice in key service areas and to engage with Government, Parliament and industry to represent the interests of the wider National Health Service.

The tables below show how our FFT performance compares against other members of the Shelford Group. Sheffield Teaching Hospitals NHS Foundation Trust is highlighted in yellow, and the England average in pink.

#### Response Rates:

Trust name	Apr	May	Jun	Jul	Aug	Sep
University College London Hospitals NHS Foundation Trust	6%	8%	17%	23%	20%	38%
Imperial College Healthcare NHS Trust	21%	21%	18%	21%	20%	25%
Cambridge University Hospitals NHS Foundation Trust	20%	22%	22%	22%	17%	17%
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	16%	17%	12%	12%	15%	16%
King's College Hospital NHS Foundation Trust	11%	16%	13%	10%	15%	15%
Guy's And St Thomas' NHS Foundation Trust	12%	11%	14%	13%	14%	14%
Oxford University Hospitals NHS Trust	18%	11%	19%	17%	16%	14%
<b>Sheffield Teaching Hospitals NHS Foundation Trust</b>	<b>8%</b>	<b>12%</b>	<b>16%</b>	<b>15%</b>	<b>14%</b>	<b>12%</b>
University Hospitals Birmingham NHS Foundation Trust	10%	11%	11%	12%	11%	11%
Central Manchester University Hospitals NHS Foundation Trust	10%	10%	9%	12%	9%	8%
England (including Independent Sector Providers)	11%	13%	16%	16%	17%	19%

#### Scores:

Trust name	Apr	May	Jun	Jul	Aug	Sep
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	74	77	76	75	80	79
Guy's And St Thomas' NHS Foundation Trust	66	69	68	68	71	75
<b>Sheffield Teaching Hospitals NHS Foundation Trust</b>	<b>77</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>77</b>	<b>74</b>
University Hospitals Birmingham NHS Foundation Trust	75	74	77	78	69	67
Central Manchester University Hospitals NHS Foundation Trust	62	62	61	62	65	66
Oxford University Hospitals NHS Trust	67	67	64	69	67	64
Imperial College Healthcare NHS Trust	53	55	60	58	60	54
University College London Hospitals NHS Foundation Trust	66	70	59	56	58	52
Cambridge University Hospitals NHS Foundation Trust	51	58	57	55	52	52
King's College Hospital NHS Foundation Trust	53	51	48	48	50	50
England (including Independent Sector Providers)	63	65	64	64	65	63



# Frequent Feedback Inpatient Survey: Results by Directorate

Results for directorates where a minimum of 20 patients have been surveyed are presented below. Scores show the percentage of patients that have given a positive response, such as 'Excellent', 'Very Good', and 'Good':

**Scoring**

- 85% or above is excellent
- 75%- 84% is good
- 65% -74% is average
- 64% or below is poor

Trust Wide	Diabetes & Endocrinology	Gastroenterology	Geriatric & Stroke Medicine	Emergency Medicine	Respiratory Medicine	Neuro-Sciences	ENT / Ophthalmology / Oromaxillofacial	Obstetrics	Gynaecology	Renal	Cardiac	Vascular	Specialised Medicine	Specialised Rehab	Specialised Cancer	Communicable Diseases	General Surgery	Orthopaedics / Plastics	Urology
------------	--------------------------	------------------	-----------------------------	--------------------	----------------------	----------------	--	------------	-------------	-------	---------	----------	----------------------	-------------------	--------------------	-----------------------	-----------------	-------------------------	---------

Inpatient Survey

Thinking just about your stay on THIS WARD, have you shared a sleeping area, for example a room or bay, with patients of the opposite sex?	98%	99%	99%	99%	100%	98%	99%	99%		100%	97%	94%	97%	99%	99%	99%	99%	99%	99%	99%
During your stay on THIS WARD, have you used the same bathroom or shower area as patients of the opposite sex?	89%	94%	88%	94%	94%	88%	86%	81%		99%	94%	70%	95%	87%	70%	88%	85%	91%	96%	97%
Whilst on this ward, have you been disturbed by noise from staff whilst resting / sleeping?	80%	83%	77%	79%	77%	80%	81%	84%	90%	80%	80%	79%	85%	76%	69%	82%	90%	79%	84%	80%
In your opinion, how clean is the hospital room or ward that you are in?	86%	91%	83%	91%	85%	87%	82%	81%	77%	81%	89%	89%	87%	90%	88%	84%	85%	83%	89%	79%
When you have important questions to ask the staff treating you, are you able to understand the answers you are given?	97%	95%	96%	96%	96%	97%	96%	96%	98%	96%	97%	97%	98%	97%	97%	98%	98%	97%	98%	98%
Do you have confidence and trust in the DOCTORS treating you?	90%	88%	87%	89%	88%	89%	89%	94%	95%	91%	91%	94%	91%	96%	88%	95%	93%	87%	95%	93%
Do DOCTORS talk in front of you as if you aren't there?	84%	84%	81%	81%	87%	83%	78%	82%	92%	94%	88%	82%	76%	90%	80%	91%	88%	84%	89%	79%
If you ever need to talk to a DOCTOR, do you get the opportunity to do so?	94%	93%	94%	94%	91%	96%	93%	95%	91%	94%	96%	94%	97%	99%	96%	96%	98%	93%	98%	94%
Do you have confidence and trust in the NURSES treating you?	93%	90%	91%	90%	94%	93%	95%	95%	96%	95%	96%	96%	95%	97%	87%	95%	97%	93%	95%	92%
Do NURSES talk in front of you as if you aren't there?	90%	89%	89%	85%	93%	90%	90%	90%	94%	94%	91%	93%	92%	90%	89%	90%	93%	93%	91%	85%
Overall, how would you rate the attitude of the staff on this ward?	98%	99%	98%	98%	99%	98%	99%	96%	100%	100%	100%	100%	99%	99%	98%	99%	100%	98%	98%	100%
Thinking about the staff you have seen on this ward, have any of them demonstrated an excellent attitude?	63%	63%	67%	52%	61%	58%	72%	68%	67%	77%	55%	65%	52%	78%	80%	70%	72%	58%	54%	69%
Thinking about the staff you have seen on this ward, have any of them demonstrated a poor attitude?	93%	87%	95%	93%	95%	93%	93%	94%	96%	97%	93%	95%	97%	96%	83%	97%	94%	90%	95%	92%
Whilst on this ward, have you been confused by staff giving different information or advice?	84%	82%	83%	85%	82%	85%	84%	85%	81%	88%	90%	84%	87%	81%	72%	88%	86%	81%	82%	83%
Do the staff treating you introduce themselves?	81%	81%	76%	81%	76%	84%	80%	71%	89%	76%	79%	87%	85%	84%	82%	83%	85%	76%	85%	78%
If you need help to eat or drink are you given the help you need?	90%	86%	93%	90%	89%	91%	89%	94%	96%	91%	91%	90%	89%	91%	91%	90%	86%	91%	92%	80%
If you need help to wash or dress are you given the help you need?	94%	91%	96%	93%	94%	92%	94%	92%	98%	98%	95%	97%	93%	92%	97%	94%	87%	91%	94%	91%
If you need help from staff getting to the bathroom or toilet, do you get it in time?	91%	91%	90%	89%	94%	91%	93%	85%	93%	92%	93%	96%	88%	92%	93%	90%	89%	91%	93%	91%
Do you think the hospital staff do everything they can to help control your pain?	98%	98%	97%	98%	98%	99%	98%	99%	97%	98%	100%	99%	99%	100%	96%	100%	97%	98%	99%	99%
When you use the call button do you get the help you need within an acceptable time?	97%	99%	95%	96%	97%	98%	94%	95%	98%	96%	99%	98%	97%	100%	94%	97%	99%	97%	95%	97%
Are you involved as much as you want to be in decisions about your care and treatment?	94%	93%	93%	91%	95%	95%	93%	95%	96%	96%	94%	93%	93%	99%	95%	97%	96%	92%	96%	94%
Are you given enough privacy when discussing your condition or treatment?	95%	96%	89%	95%	93%	96%	92%	96%	96%	97%	94%	96%	94%	99%	95%	96%	99%	93%	98%	91%
Overall, do you feel you have been treated with respect and dignity during your stay in hospital?	99%	99%	99%	99%	99%	99%	100%	99%	99%	98%	100%	99%	99%	99%	99%	100%	100%	99%	99%	100%
Overall, how would you rate the care you have received?	99%	99%	98%	98%	98%	99%	99%	99%	99%	99%	100%	99%	99%	99%	97%	99%	99%	98%	98%	99%
Would you recommend this hospital to your family and friends?	97%	95%	97%	95%	96%	97%	98%	98%	98%	98%	98%	98%	95%	100%	95%	99%	99%	95%	96%	98%



# Patient Information

## Leaflet review

Significant work has been undertaken in recent years to improve the currency of Trust leaflets, with the vast majority now reviewed every two years. Following a marked decline in standards at the beginning of 2013 there are now signs of recovery with a small reduction in those awaiting review (21.8% in Sept compared to 22.5% in June).

	Crit. Care, Anaesthetics & Operating Services	Critical Care	Anaesthetics and Operating Services	Diagnostic & Therapeutic Services	Pharmacy	Medical Imaging & Physics	Laboratory Medicine	Professional Services	Emergency Care	Diabetes & Endocrinology	Gastroenterology	Geriatric & Stroke Medicine	Emergency Medicine	Respiratory Medicine	Head & Neck Services	Neuro-Sciences	ENT / Ophthalmology / Oromaxillofacial	Obs, Gynae, Neonatology	Obs / Gynae / Neonatal	Assisted Conception	South Yorkshire Regional Services	Renal	Cardiac	Vascular	Specialised Cancer, Med & Rehab	Specialised Medicine	Specialised Rehab	Specialised Cancer	Communicable Diseases	Surgical Services	General Surgery	Orthopaedics / Plastics	Urology	Community Services
Total Information Resources	27	2	25	111	13	30	21	47	292	199	62	10	3	18	199	90	109	88	2	86	105	56	22	27	301	17	93	106	85	70	36	5	29	1
Information Leaflets within review date	85%	100%	84%	87%	75%	80%	95%	91%	82%	78%	92%	90%	67%	89%	94%	94%	94%	55%	50%	55%	85%	89%	82%	78%	70%	47%	77%	66%	73%	69%	81%	20%	62%	100%
Information Leaflets less than 12 months beyond review date	4%	0%	4%	13%	25%	20%	5%	9%	12%	13%	6%	10%	33%	11%	6%	6%	6%	39%	50%	38%	13%	7%	18%	22%	22%	41%	16%	20%	26%	21%	11%	20%	34%	0%
Information Leaflets more than 12 months beyond review date	11%	0%	12%	0%	0%	0%	0%	0%	6%	9%	2%	0%	0%	0%	0%	0%	0%	7%	0%	7%	2%	4%	0%	0%	8%	12%	7%	14%	1%	10%	8%	60%	3%	0%

**Note:** Yellow headings represent a Care Group, Blue headings represent a Directorate.

In an attempt to address the growing number of leaflets needing review, the period of time available for reviewing leaflets is to be reduced to 6 months. From October 2013, leaflets will be archived and removed from the Xerox catalogue if they haven't been updated within 6 months of their review date. This is to encourage timely updating of leaflets within departments.

The review of leaflets is an on-going priority for Patient Information Leads. To make this process easier, plans are currently being made to introduce an automated email alert when leaflets are approaching their review date. This will form part of the new Interlagos System which is to be rolled out to Patient Information Leads in 2014. The new system will allow changes to be made to leaflets online and should reduce the turn-around time for publishing new versions.

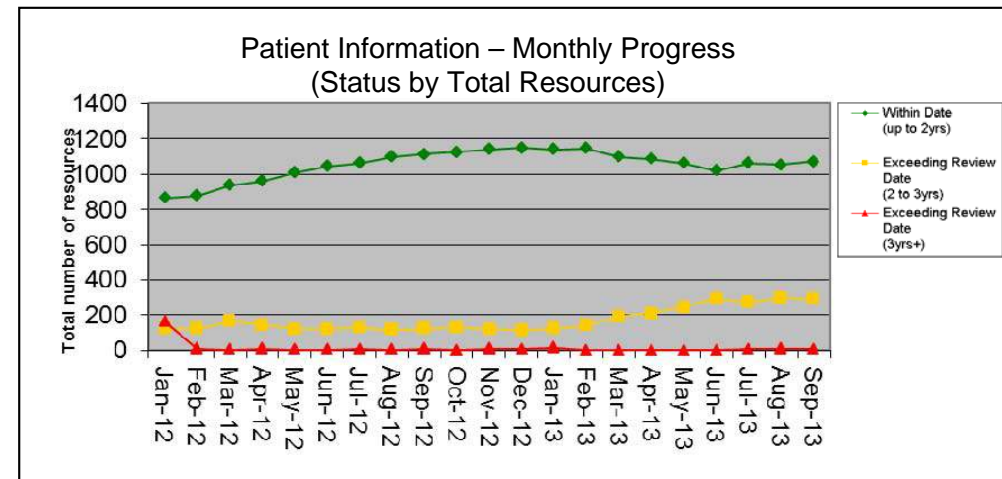
## Discharge Information

The Trust has set an objective to improve discharge information for patients during 2013/14. In particular ensuring patients have details of:

- what danger signs to look out for when they go home
- who they should contact if they have any concerns

Patient Information Leads have been asked to review all of their leaflets and to check that relevant leaflets are routinely given to patients on discharge; if existing leaflets include discharge information and if all procedures have a leaflet available.

Where deficiencies have been found, improvement work has now been started to address gaps in provision.





## Visits: Care Quality Commission

### Care Quality Commission (CQC) visit – September 2013

Inspectors from the Care Quality Commission visited the Trust for a fortnight in September 2013. The visit was carried out using features of the new hospital inspection regime, which will see inspectors visit every trust by 2015.

Overall the Trust received positive feedback from the inspectors regarding the care they witnessed and did not record any compliance concerns. Inspectors received very positive feedback from our patients and staff, and they praised many different aspects of treatment and working practices they saw throughout their visit.

A couple of action points for the Trust were identified, which related to appraisals and documentation/records. The Trust will be considering the next steps in relation to these issues in the near future.

The full report from the CQC will be published in November 2013, the results of which will be featured in the next Patient Experience Report.

### Intelligent Monitoring

The CQC has launched a new assessment system, 'Intelligent Monitoring', which examines 150 NHS-wide measures of quality and safety of care as well as patient and staff experiences. It draws data from a wide range of sources including partners such as HealthWatch and Clinical Commissioning Groups.

Every NHS trust has been assigned into one of six bands on the basis of performance against the criteria, examples of which are listed below, whereby 'One' is the most concerning and 'Six' the least. This Trust was placed in band 6 along with a small number of other high performing trusts, meaning we are ranked as one of the lowest risk trusts in the country.

Some examples of the criteria include:

- death rates
- waiting times for treatment including cancer and emergency care
- patient trust in the doctors and nurses
- rates of hospital-acquired infections such as C-diff and MRSA
- % of stroke patients scanned within an hour of arrival at hospital
- patient safety incidents and 'never' events
- management of patients' pain
- how much help was provided to someone to help them eat their meal.

This is the first time such comprehensive data has been pulled together in this way and will ultimately result in every trust being given a rating of either 'outstanding', 'good', 'requires improvement' or 'inadequate' and would be used to prioritise which trusts to inspect earlier in the process.

More information about the new Intelligent Monitoring system and trust scores are available from the CQC website: [www.cqc.org.uk](http://www.cqc.org.uk).