



## Patient Experience Report December 2019

This report provides information on Patient Feedback and Experience, what it means and how we are using it to improve the service. Included within this report is the current performance of the Health Board's Service Delivery Units and learning.

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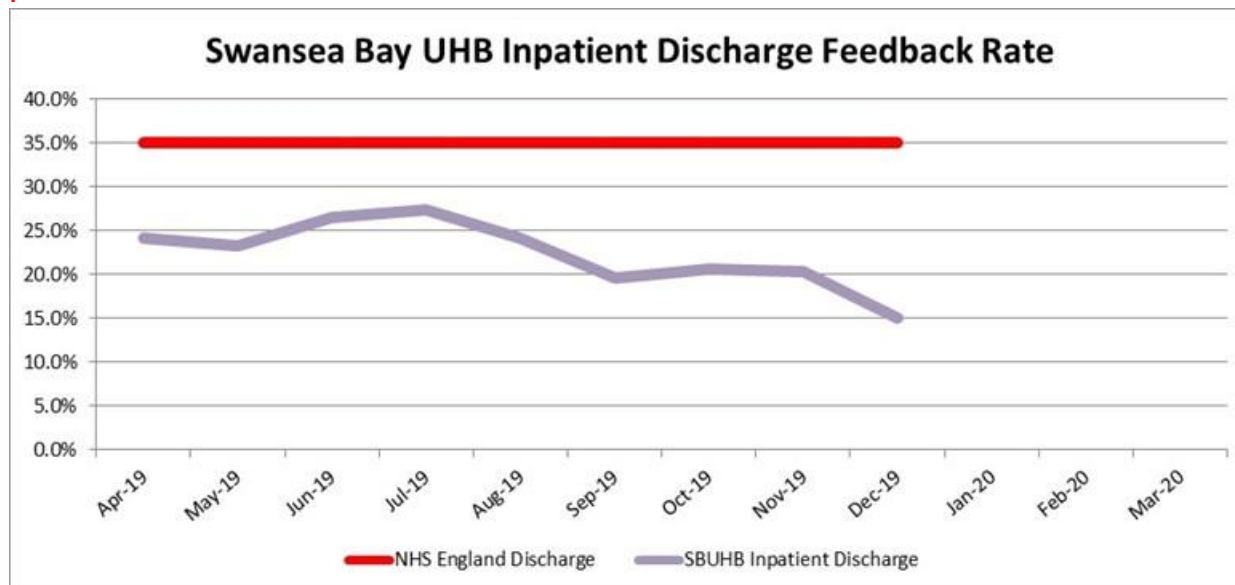
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## 1. PATIENT EXPERIENCE UPDATE

### 1.1 Inpatient Discharge Feedback Rates

The Patient Experience Team continues to provide support and guidance to the Service Delivery Units ("SDU") on increasing the number of surveys completed.

The graph below indicates the discharge feedback rate benchmarked against the best performing Trusts for patient feedback returns in NHS England (35%). The Health Board's aim is to increase the rate to 35%. The return rate increased to 20.4% in November 2019 and reduced to 15.0% in December 2019 (We have reviewed the previous year's data and historically the figure decreases for December, November 2018 was 25.61% and December 2018 was 20.25%).



	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
NHS England Discharge	35.0%	35.0%	35.0%	35.0%	35.0%	35.0%	35.0%	35.0%	35.0%			
SBUHB Inpatient Discharge	24.2%	23.3%	26.6%	27.5%	24.2%	19.5%	20.6%	20.4%	15.0%			

The Patient Experience Team have analysed the low reporting areas and 5 star patient experience training/awareness sessions will be held in these areas. In addition, a patient experience workshop will be held in Q4 2019/20 to review the target and actions/changes required in order to improve the return rate.

The Health Board is fully supporting the procurement of a new Patient Experience electronic system which will enable more ways of digitally capturing patient experience. This system may be able to be implemented from as early as May 2020.

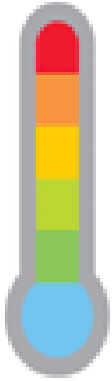
### 1.2 CURRENT POSITION

High response areas across the reporting period (all with 100% positive feedback) included:

- Clinic B1, Singleton Hospital (71 responses)
- Physiotherapy Outpatients Department, Neath Port Talbot Hospital (79 responses)
- Antenatal Clinic, Singleton Hospital (207 responses)
- Acute Clinical Team, Primary and Community (19 responses)
- Theatre Admissions Unit (100 responses)
- Plastic Surgery Treatment Centre (59 response)

## Appendix 2

The 10 lowest scoring areas for the reporting period (1<sup>st</sup> December to 31<sup>th</sup> December 2019) were:



- Cardiac Rehabilitation, Singleton Hospital (33%)
- Emergency Department, Morriston Hospital (62%)
- Corridor 4 & 5 OPD, Singleton Hospital (63%)
- Ward B (Trauma & Orthopaedics), Morriston Hospital (71%)
- Paediatric Assessment Unit (PAU), Morriston Hospital (73%)
- Ward 19 (Antenatal), Singleton Hospital (76%)
- Cardiac ITU, Morriston Hospital (83%)
- Intensive Therapy Unit (ITU), Morriston (83%)
- Birth Centre, Neath Port Talbot Hospital (84%)
- Singleton Assessment Unit, Singleton Hospital (84%)

The main themes identified in the low scoring areas above were:

- Waiting times for appointments.
- Car parking on all sites (ongoing issues).
- Better food.
- Communication issues between staff.

Each of the Service Delivery Units receives a monthly detailed report identifying the themes and develops an action plan for improvement at SDU level.

### **1.3 All Wales Patient Experience Questionnaire**

The results below are captured through the Patient Experience Framework questionnaire.

## Appendix 2

### Key Determinants of a Good Service User Experience

The key determinants of a good service user experience, based on national and local published evidence, include:

#### First and Lasting Impressions

For example:

- Being welcomed in an appropriate manner;
- Being able to access services in a timely way;
- Being treated with dignity and respect.



#### Receiving care in a Safe, Supportive, Healing Environment

For example:

- Receiving care in a clean, clutter free environment;
- Receiving good, nutritious, appropriate food;
- Having access to drinks;
- Having rigorous infection control practices in place.



#### Understanding of and Involvement in Care

For example:

- Receiving appropriate, timely information;
- Being communicated with in an appropriate, timely manner;
- Involvement of patients, carers and families in decisions about choice of treatment options and care plans, including discharge and transfer.



These three domains can be used to support the use and design of feedback methods and be used to classify feedback from all sources.

#### Percentage of patients that ticked 'Always' to the following questions:

##### Treated with Dignity?

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
99%	93%	96%	97%	97%	97%	94%	99%	97%	96%	98%	100%

##### You were given help with feeding and drinking

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
91%	81%	87%	79%	86%	84%	64%	79%	79%	67%	57%	100%

##### Were you given the support you needed to help with any communication needs?

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
95%	90%	92%	97%	97%	86%	89%	94%	93%	94%	82%	100%

##### Were things explained to you in a way that you could understand?

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
91%	85%	88%	92%	91%	85%	83%	88%	92%	88%	84%	89%

##### Did you feel we did enough to keep you as free as possible from pain?

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
88%	80%	91%	88%	90%	88%	83%	83%	91%	81%	93%	86%

##### People are kind and compassionate to you?

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
97%	88%	94%	96%	79%	92%	89%	96%	95%	89%	97%	91%

##### People are welcoming, friendly and helpful?

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
95%	95%	91%	96%	86%	92%	85%	97%	95%	89%	92%	91%

#### Percentage of patients that ticked 'Never' to the following question:

##### At any point in your stay did any of our actions make you feel unsafe?

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
91%	90%	93%	92%	90%	87%	90%	95%	91%	87%	83%	100%

## 1.4 Key performance Indicators for Patient Experience

The Health Board is now using key performance indicators (KPI's) to demonstrate the Health Board performance against the 4 domains of patient experience.

<b>Real Time – short surveys</b>	<p>Health Board Friends and Family recommendation score for December stayed at 95%. Below are the scores:  Morrison Hospital 94%, Neath Port Talbot 98% and Singleton Hospital 93%.  Gorseinon Hospital 29%,  Reviewing the results for Gorseinon Hospital, overall there were 14 responses and the breakdown consisted of:  4 patients selected Extremely Likely or Likely to recommend  2 patients selected Unlikely or Extremely Likely to recommend  8 patients selected Neither or Don't Know  There were no further comments received, so unable to identify reasons for the low score.</p>
<b>Retrospective – more in-depth surveys</b>	<p>During the month of December, the overall satisfaction score from feedback of the Patient Experience Framework All Wales questionnaire has decreased to 81%. This is based on the number of people scoring 9 and 10 from a scale of 0 to 10. (historically the volume and score reduces during December)</p>
<b>Balancing – Concerns, Patient Stories</b>	<p>Patient stories shown at the consultants development programme and during the corporate induction session. There was no stakeholder or Board meeting during December.</p>
<b>Proactive/Reactive – texts, social media</b>	<p>51 alerts were received into the Patient Experience inbox in December. An alert is generated when a contact field is completed or buzz word is written.</p> <p>ABMU Lets Talk: For the period, December there were 15 contacts. 2 were converted to complaints, 2 compliments, 0 transferred to Cwm Taf the remaining related to general queries..</p>

## 1.5 Patient Experience Team Improvement Work

An update on work being led by the Patient Experience Team to promote patient feedback is set out below:

- All Wales Service User Group:** WRP invited the Patient Experience Managers from across Wales to attend a Market supplier day in Cardiff. On the day staff were able to view a range of feedback systems and products, which capture patient feedback. WRP are setting out a tender for a feedback system across Wales. The aim is to have a feedback system/product rolled out across Wales starting from 1<sup>st</sup> April 2020.

- **Chaplaincy service:** Met with the new Head of Chaplaincy, for Swansea Bay Health board. Discussions on the possibility of triangulating the feedback we collect with the feedback the chaplaincy service receive.

## 2. LEARNING FROM FEEDBACK

The Health Board uses feedback from incidents, complaints, Friends and Family questionnaires and systems such as “Lets Talk” and “Care Opinion” to learn following feedback from patients, relatives and staff. Highlights of the learning from feedback is set out in Section 2.3.



### **‘Let’s Talk’**

The Datix Risk Management system is used to log, store, and track the Swansea Bay Lets Talk data/information. This enables the Health Board to use this data when looking at themed reports. For the period December, there were 15 contacts. 2 were converted to complaints, 2 compliments and 0 transferred to Cwm Taf University Health Board as they related to Bridgend services. 1 text asking for information. The rest fell into different areas. Generic queries, PALS, referred back to GP practices, marketing emails and accidental pocket calls.



### **‘Social Media’**

For December, there were 8 contacts received via social media.

1 concern for Morriston A&E

4 compliments for Morriston, 3 of which were for A&E and 1 for Ward T

2 compliments for Singleton Hospital, 1 for SAU and 1 for Paediatrics.

1 compliment for the NHS in general



### **‘Care Opinion’**

The Health Board has subscribed to Care Opinion to be able to respond to feedback/comments made on their website. There was one comment posted for December, relating to Singleton Hospital, general medicine. HB replied to post same day, however no further posts have been received.

## You Said - We Did

**Cardiac Rehabilitation, Morriston Hospital: You said:** Place was unclean and untidy. Ensuring that areas were clear of clutter. Bins need to be emptied. Toilets need to have more regular checks as always dirty and no loo roll.

**We did:** Forwarded onto the Psychiatric team. We will be undertaking some spot checks over the next few months.

**Endoscopy, Morriston Hospital, You said:** Taking the medication – it should be tablets

**We did:** We are governed by how much sedation can safely be given. Everyone's pain threshold is different and we have to work from guidelines and the risks of giving more than is safe. Staff in the room would have worked with you and the doctor to keep you as comfortable as possible and to guide you through relaxation techniques to enable the procedure to be completed if able to be tolerated.

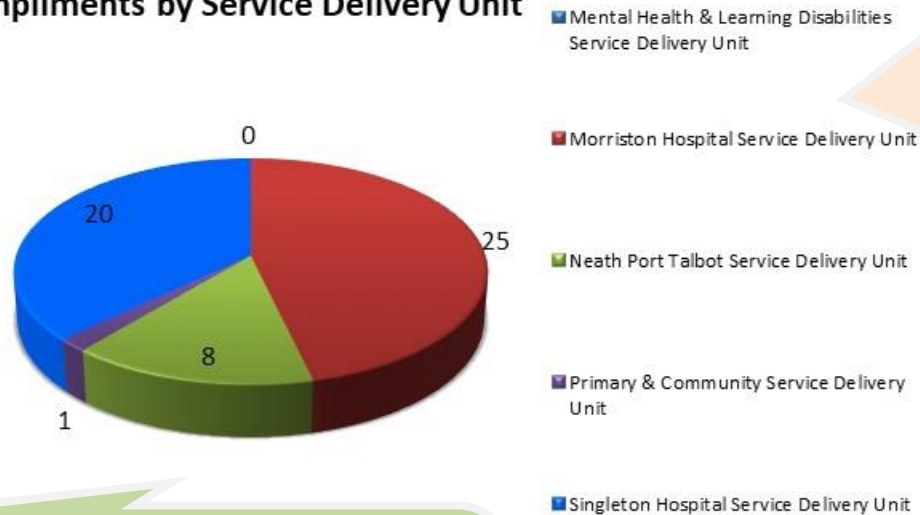
## 3. COMPLIMENTS

A total of 54 compliments were recorded on Datix between 1<sup>st</sup> December 2019 and 31<sup>st</sup> December 2019, a breakdown by Delivery Unit is provided on Page 8 and a selection of compliments that were received.



## 3.2 Written Compliments – December 2019

## Compliments by Service Delivery Unit



**Ty Olwen:** "Thank you for all the care, support, love and respect that you showed (patient), myself and all of the family during their stay with you in Ty Olwen. The family and I will always be grateful"

**General Surgery, Endoscopy Clinic,:**  
 "I had an colonoscopy this afternoon at Singleton.

The whole team were wonderful and their calm, friendly, caring and professional approach made a very unpleasant procedure so much easier".

**Orthopaedics Day Surgery, NPT Hospital:**

"I attended Neath/Port Talbot Hospital Baglan yesterday for a Foot Injection.  
 This was my second visit in two years  
 I was overwhelmed ...yet again by the treatment and care I received.

From the minute I entered the building at 7.30am I was encountered efficient helpful and pleasant Staff A worker man ...busy in Reception took time to direct me to the Day Centre and offered to get the lift fir me should I need it.Once in there The nurses did everything to help me and explain what would be happening."

**Ward 7, Singleton Hospital:** "The care (patient) received in Ward 7 was exemplary, and we, the family, marvelled at the attention to detail and the love and professionalism that was showered onto (patient) by all of the staff there. The efforts by the nurses and auxiliaries was unstinting to ensure (patient's) wellbeing was taken care of, and for that the whole family is in your debt"

## Appendix 2