



Children's Data Patient Experience Report February 2023



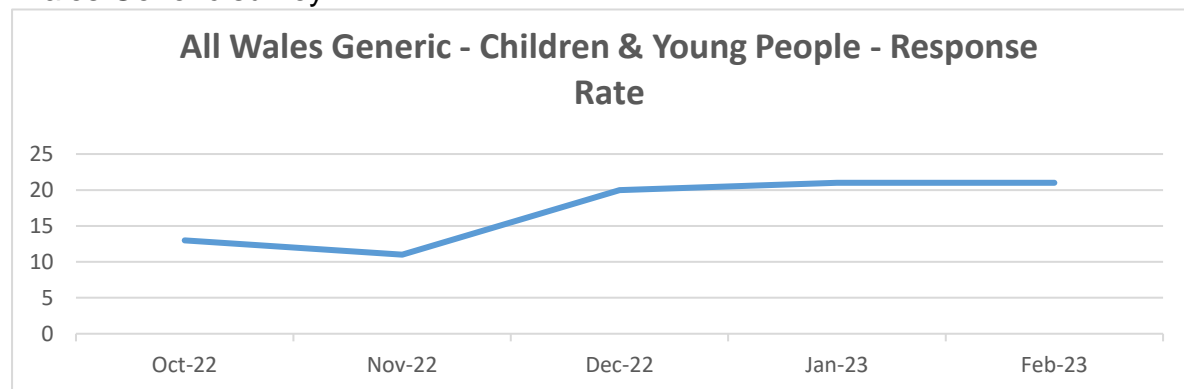
Produced by Isabel Thomas using the new Civica system

We have produced a Patient Experience Report for the month of February which includes data from all the Children's surveys we have on the Civica system.

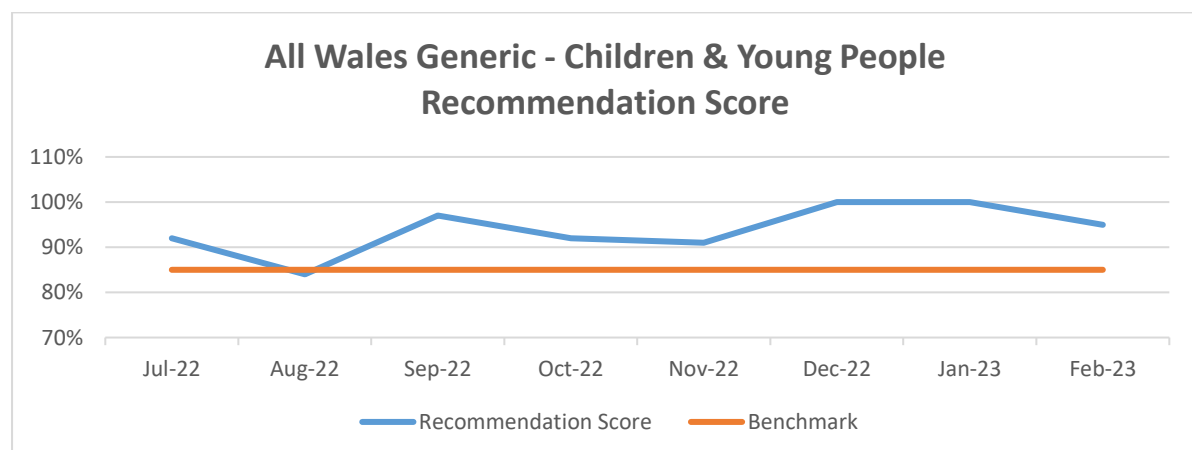
Below you will see that we have attached the survey response breakdown reports and comment reports for each survey. We have also analysed the data further by using the comment analysis section. As you will see, there are wordles and doughnuts for most surveys. If there is not any, there is not enough data for one to be produced.

All Wales Generic

There were a total of 21 responses during the month of February 2023 for the All Wales Generic survey.



Below is an All Wales trend graph. This shows the Children & Young Peoples data for the last 8 months. During the months of December and January, the scores peaked to 100%, however, the score has dropped to 95% in February.



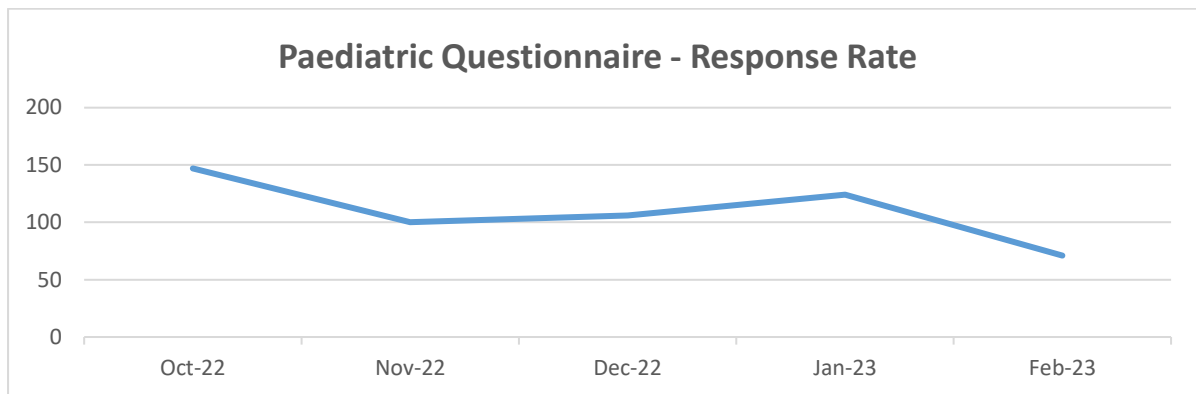
Attached is the Heat Map for February 2023. There is no wordle or doughnut available for this month.



C&Y people - All
Wales Generic Repo

Paediatric Questionnaire

There were a total of 71 responses during the month of February 2023 for the Paediatric Questionnaire.



Below is the survey response breakdown, comment report and a heat map.

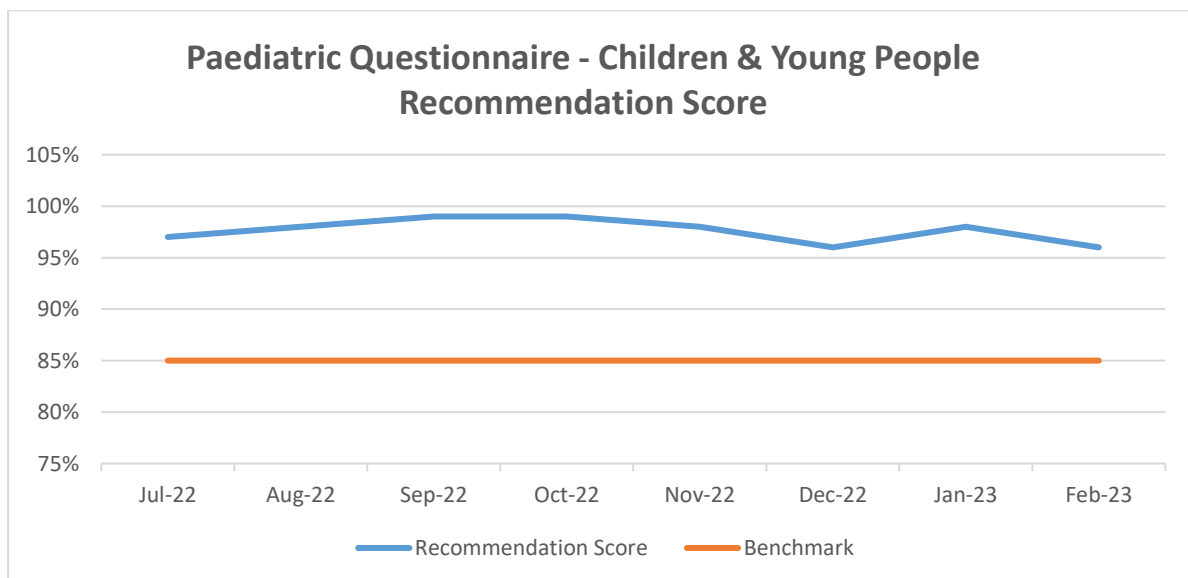


Paediatric
Questionnaire - Con



Paediatric
Questionnaire - Hea

Below is an All Wales trend graph. This shows the Children & Young Peoples data for the last 8 months.

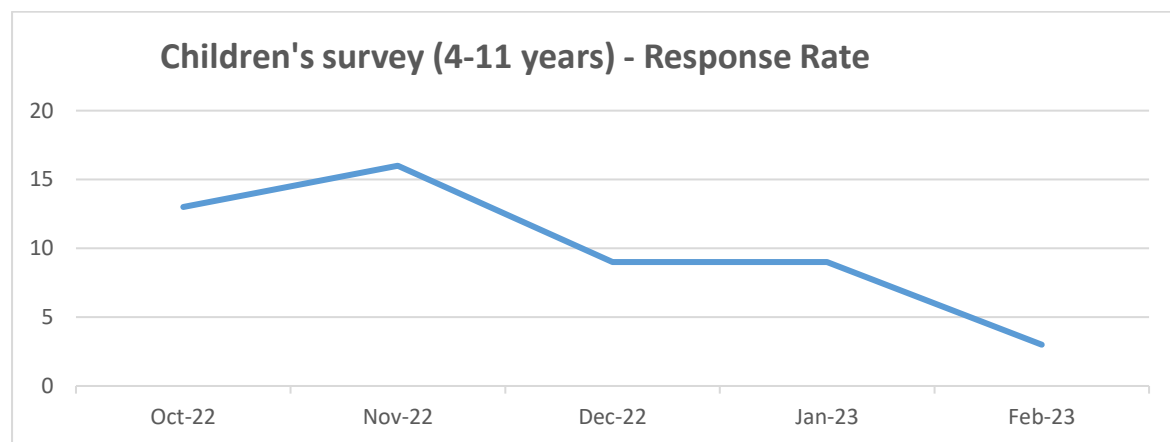


Emotional & Physical support (no doughnut available)





Children's survey (4-11 years)

There were a total of 3 responses during the month of February 2023 for the Children's survey (4-11 years) survey.



Below is the survey response breakdown and comment report.

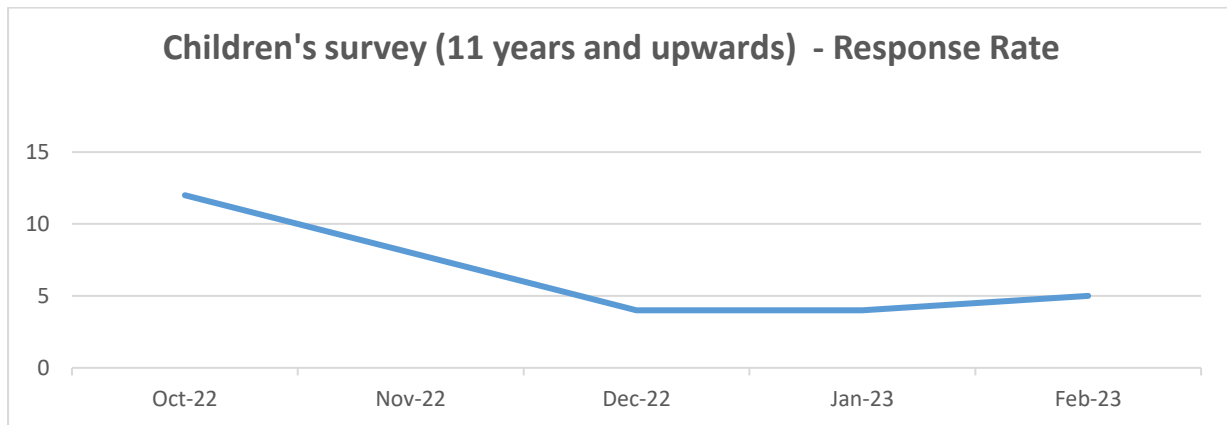

Children's survey
(4-11 years) - Comme


4-11 Survey - Heat
Map Feb23.xlsx

No comment analysis available.

Children's survey (11 years and upwards)

There were a total of 5 responses during the month of February 2023 for the Children's survey (11 years and upwards) survey.



Below is the survey response breakdown and comment report.



Children's survey
(11 years and upwar

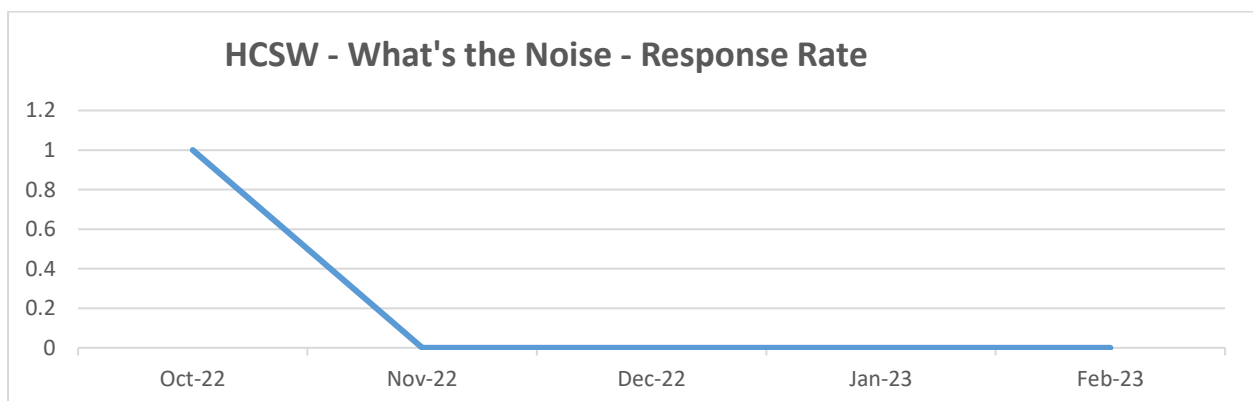


11+ Survey - Heat
Map Feb23.xlsx

No comment analysis available.

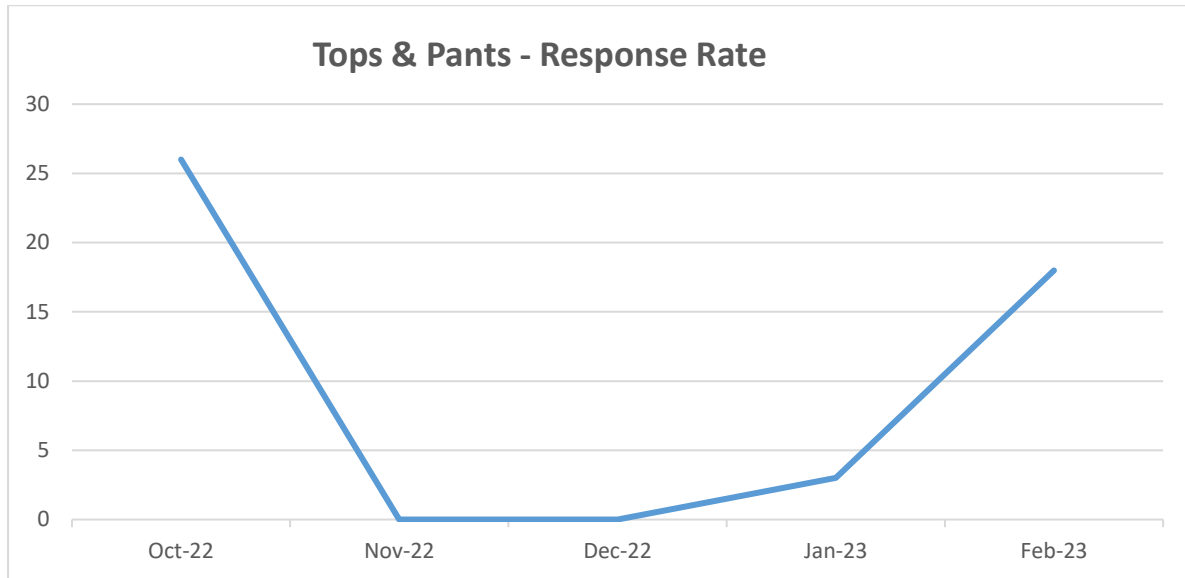
HCSW – What's the noise survey

There were a total of 0 responses during the month of February 2023.



Tops & Pants

There were 18 responses for the month of February 2023.

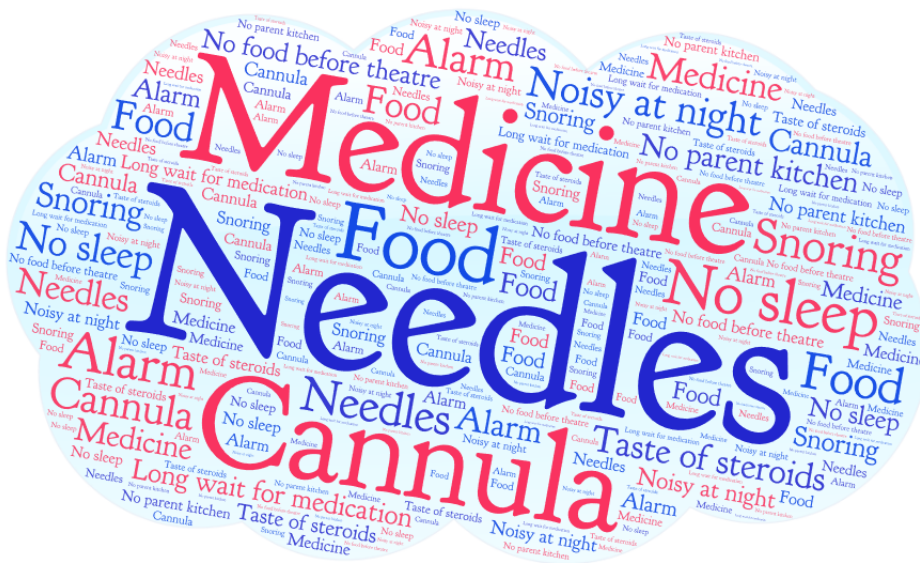


Tops & Pants
Comment Report - F

What was tops?

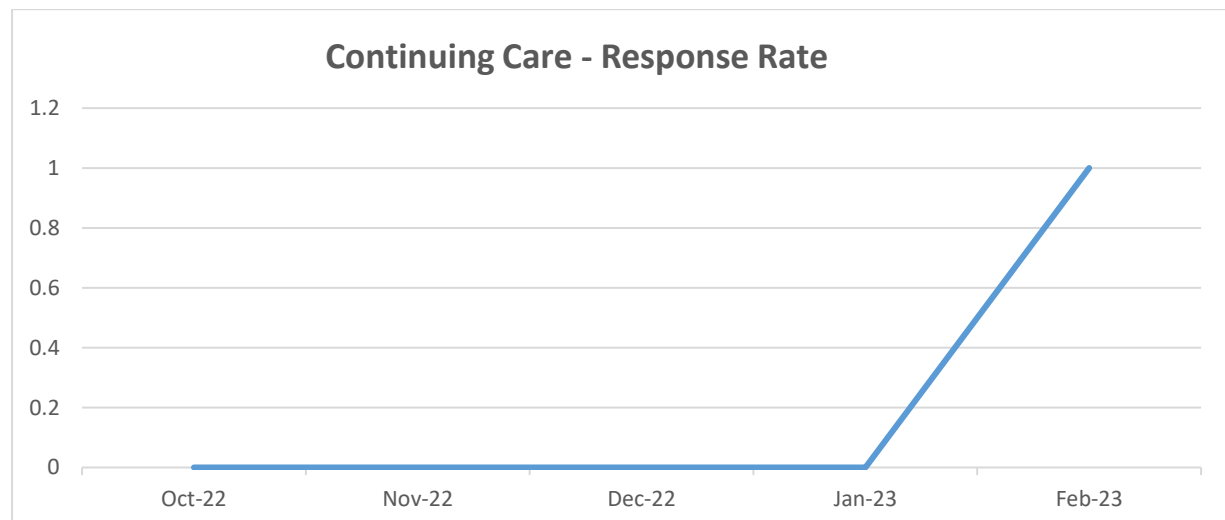


What was pants?



Continuing Care Survey

There was 1 response for the month of February 2023.



Below is the comment report.



Continuing Care -
Comment Report - F

Datix

Number of complaints: 2 (1 is a multi-concern)

Number of compliments: 0

Patient Stories**Patient Stories**

Title of the story: Parents story about neonatal care

Author: Susan Edwards – Advanced Nurse Practitioner

Area: Neonatal Intensive Care Unit

Lessons learnt: importance of communicating to parents of a very sick baby

Where has this been shared/played – neonatal risk meetings, CYP patient feedback forum, to be played at Children & Young people Strategic Board

Youth Board

Members continue to support with the revision of menu's on the Childrens wards

Feedback given on the 15 step challenge undertaken by members in the Minor Injury Unit in NPT

Further 15 steps planned for Ward M and Paediatric assessment unit on 20th February



FINAL BAYouth
Minutes 15.2.23.doc

Any ambulance issues (WAST)

No issues to report

Other comments

- The Matron in general paediatrics continues to work with catering to improve menu choices for inpatient children in Morriston
- There continues to be comments from parents about the lack of facilities for them when they are on the ward with their sick child or young person – which also includes access to food (particularly when they are single parent/carers). It was agreed a parent story should be taken to share their experience.
- Neonatal services will access support from PALS to ensure all the QR codes in neonatal unit are fully active

Recommendations

- Individual ward/areas to review themes and provide updates on actions taken – escalating for any senior divisional or service group support
- Share report with wider CYP team – acknowledging the excellent feedback and ensure any staff named by families are given the feedback.
- Encourage promotion of feedback across the division – the number of completed paediatric surveys in February (71 responses) was reduced from January (121 responses).
- Ensure any actions are completed and reported back to the CYP patient and family feedback task and finish group.
- Neonatal to provide updates on the quality improvement initiative they are commencing in January to improve parent feedback within the service.
- The wards and units will pilot using the Feedback Action report to provide updates (see attached)



Parent - Patient
Monthly Feedback A

- The Parent/patient feedback task and finish group have agreed to use a CYP service recognition award for staff mentioned positively in any feedback.

