

**BOARD OF DIRECTORS
30th June 2016**

**INVOLVEMENT, EXPERIENCE AND VOLUNTEERING
PATIENT VOICES REPORT
HEALTH PARTNERSHIPS: COMMUNITY SPECIALIST SERVICES**

1. PURPOSE

This is the monthly Patient Voice report produced for the Board of Directors. The main purposes of this report are to:

- Inform the Board of Directors of our headline patient experience indicators for the Trust as a whole, for each division and for a specific service.
- To summarise the full breadth of feedback received from service users, carers and staff over the previous six months about the specific service featured and any plans to address the main issues raised.
- To update the Board of Directors on the action taken to address the main issues raised about the service featured in the Patient Voice report three months previously.

The report is part of our approach to Service User and Carer Experience which is a key part of the Involvement, Experience and Volunteering strategy (2015 – 2018). One of our three involvement aims is to change services by listening and responding to service user and carer views and aspirations.

Our approach is also based on the Trust's values and aligned to Department of Health priorities. As an NHS funded service we are required to carry out the Friends and Family Test. We must also meet the CQC Standard that requires us to seek and act on feedback so we can continually evaluate services and drive improvement.

As part of the Trust's development of its approach and the Francis Report we are continually looking at how we can improve both how we listen and respond to the patient voice. Our [feedback website](#) enables the public to leave and view feedback and also able see the changes we have made in response to feedback. The website also enables staff to view feedback about their team.

As part of our approach the Board of Directors receives a quarterly Involvement, Experience and Volunteering Report which looks at key achievements in the Involvement, Experience and Volunteering strategy and outlines our strategic direction and next steps. This Patient Voice Report is a monthly report and focuses on key patient stories and comments raised by service users, patients and carers.

2. EXECUTIVE SUMMARY

The Trust's Service Quality Rating for March 2016 – May 2016 is **94%**. Our Friends and Family Test Score is **96%** (this is the percentage of people who would be extremely likely or likely to recommend our services if their friends or family needed similar care or treatment).

This month's Patient Voice Report focuses on **Health Partnerships** with an in-depth look at **Community Specialist Services** and an **update on South Nottinghamshire Sub Economy** (featured in March's report). The report highlights all prominent and/or recurring feedback in the last six months from the full range of feedback mechanisms used by Community Specialist Services, including those targeted at carers and families. The report then summarises the main issues identified and action taken or proposed to address these issues.

The main issues identified are:

- Waiting times for children, for both their first 'package of care' and wait between packages of care, for Children's Speech and Language Team (SLT).
- Appointments/waiting time (across Community Services).
- Access to services.

It also updates on the issues presented in the previous paper focussing on Health Partnerships from March 2016, which related to **South Nottinghamshire Sub Economy**. These were:

- Patient/service user & Carer perception/expectation of services offered/delivered.
- Communication - Patients/service Users and carers are expressing concerns around survey fatigue.
- Appointments.

3. TRUSTWIDE HEADLINES

3.1 TRUSTWIDE HEADLINES

Data collected from the Service User Feedback survey:

	March - May 2016	December 2015 – February 2016
Service Quality Score	94%	96%
Friends and Family Test (FFT)	96%	97%
SUCE survey returns	7251	5740
Patient Opinion stories	241	193

3.2 PATIENT OPINION HEADLINES

Data collected from Patient Opinion website (patientopinion.org.uk):

March – May 2016	TRUSTWIDE	LOCAL SERVICES	FORENSIC SERVICES	HEALTH PARTNERSHIPS
Number of postings	241	45	12	180
Number of postings without a response	0	0	0	0
Number of postings rated as moderately critical or above	3	3	0	0
	<p>Of the three critical postings assigned to Local Services:</p> <ul style="list-style-type: none"> • one relates to an out of area placement (Adult Mental Health Services) • one relates to feeling let down by the County Crisis Team • one relates to waiting to be seen by the dementia service based at St Francis hospital <p>All postings have received appropriate responses from service managers.</p>			
Number of postings with change planned/completed	3	1	1	1

In the last month, the below changes or planned changes were reported on Patient Opinion:

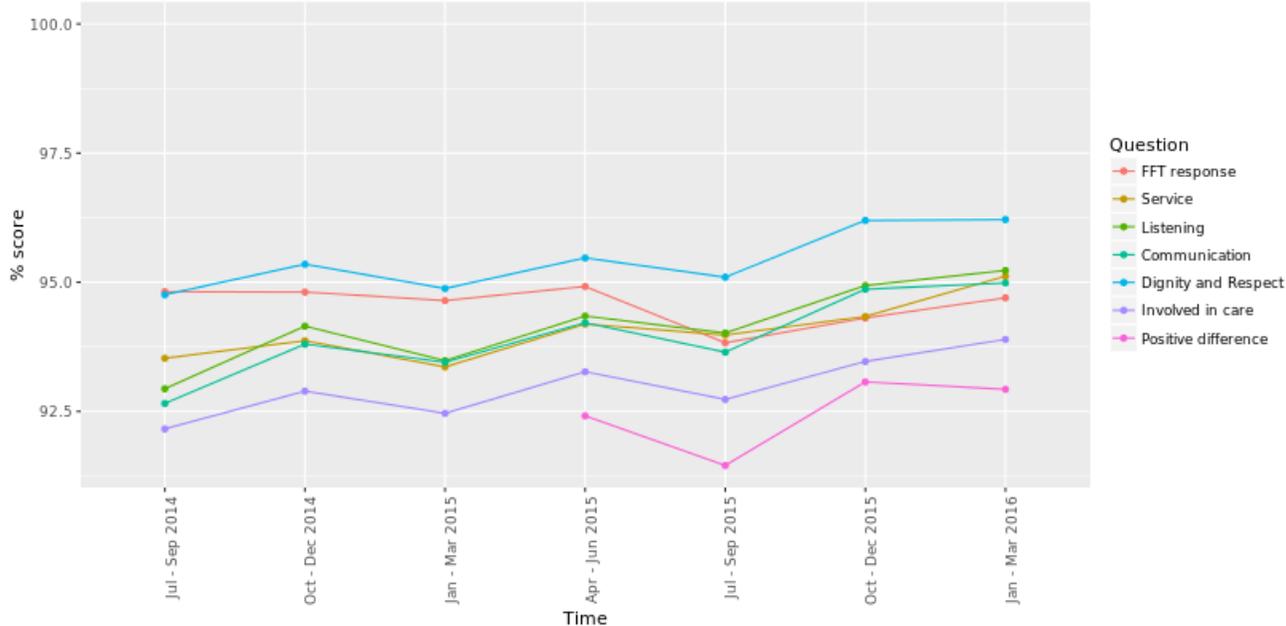
- A posting was published to explain that as a response to feedback from patients wanting to be equally valued and listened to, the Patient Involvement Group at The Peaks (Rampton Hospital) has recently relaunched, and staff are making a commitment to using Patient Opinion more as a channel to share what patients are saying and how the issues they raise are addressed. They have put in place important roles within the group such as a Patient Chair and Patient Vice Chair. This meeting is supported by Involvement volunteers and staff. <https://www.patientopinion.org.uk/opinions/295965>

3.3 TRUSTWIDE MAIN ISSUES AND 'BEST THING'

Data collected from the Service User Feedback survey:

	Current rolling year (June 2015 – May 2016)	Emerging issues (March – May 2016)
ISSUES (based on 9187 responses to the 'What could we do better' question)		
Availability of services (Category: Access to Services)	9%	No emerging issues
General communication (Category: Communication)	8%	
Waiting time (Category: Access to Services)	6%	
COMPLIMENTS (based on 15428 responses to 'What did we do well' question)		
Helpful/Caring/Friendly (Category: Staff/staff attitude)	20%	General (Category: Communication) 11%
General (Service Quality/Outcomes)	14%	
General (Category: Care/treatment)	9%	

3.4 TRUSTWIDE TREND IN SERVICE QUALITY, FRIENDS AND FAMILY TEST AND KEY QUESTION SCORES



4. LOCAL SERVICES HEADLINES

4.1 DIVISIONAL HEADLINES

Data collected from the Service User Feedback survey:

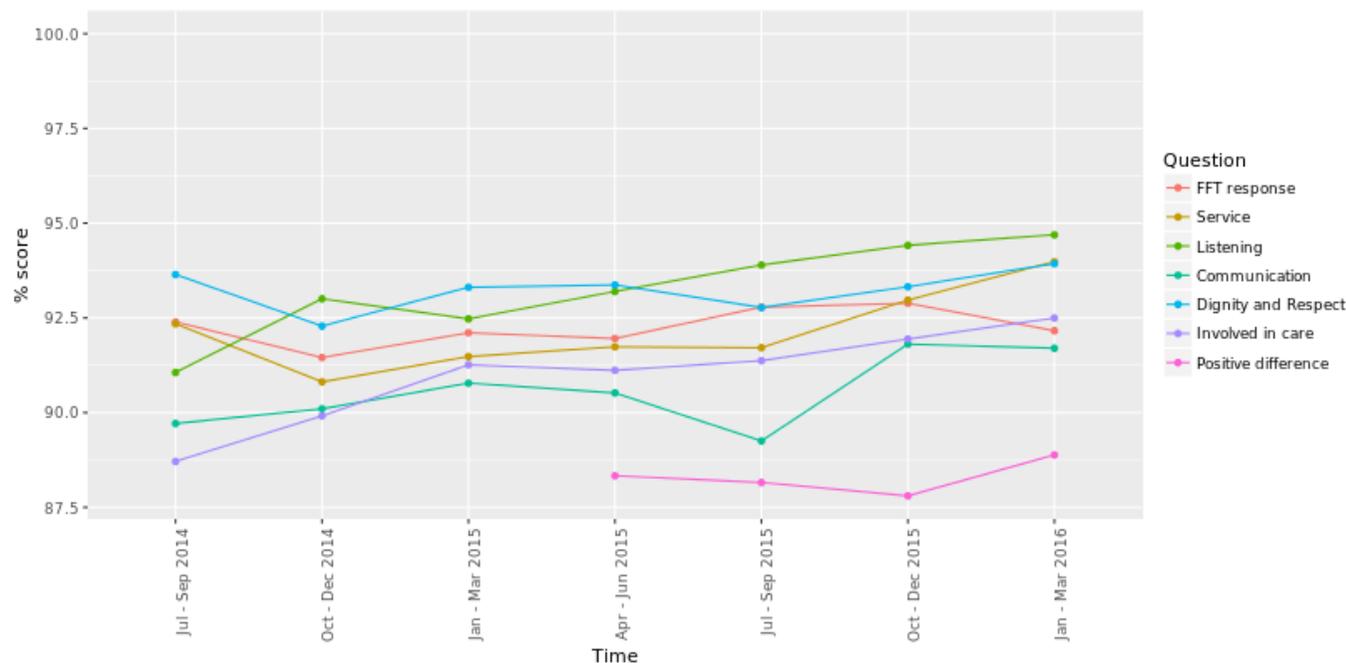
	March - May 2016	December 2015 – February 2016
Service Quality Score	94%	93%
Friends and Family Test (FFT)	94%	95%
SUCE survey returns	2201	1361
Patient Opinion stories	45	38

4.2 DIVISIONAL MAIN ISSUES AND 'BEST THING'

Data collected from the Service User Feedback survey:

	Current rolling year (June 2015 – May 2016)	Emerging issues (March – May 2016)
ISSUES (based on 1738 responses to the 'What could we do better' question)		
Availability of services (Category: Access to services)	10%	No emerging issues
Waiting time (Category: Access to services)	8%	
Staff/Service User communication (Category: Communication)	8%	
COMPLIMENTS (based on 3169 responses to 'What did we do well' question)		
Quality of Care/Service (Category: Service Quality/Outcomes)	15%	No emerging compliments
Helpful/Caring/Friendly (Category: Staff/staff attitude)	15%	
Improvements in Mental Health (Category: Service Quality/Outcomes)	7%	

4.3 DIVISIONAL TREND IN SERVICE QUALITY, FRIENDS AND FAMILY TEST AND KEY QUESTION SCORES



4.4 PATIENT OPINION

Patient Opinion postings published in the last month deemed moderately critical or above:

- “My friend waited 3 months on waiting list from St Francis dementia service. This was even after their GP said it was urgent. I am terribly frustrated for my friend. My friend found the staff there were surly with a poor attitude. My friend felt that there needed to be better trained and more professional full time staff.”*

Paul Carruthers, Day Hospital Manager at St Francis Day Hospital, responded to the posting encouraging the author to contact him to enable him to investigate and address the issue. As yet, the author has not made contact.

<https://www.patientopinion.org.uk/opinions/294616>

5. FORENSIC SERVICES HEADLINES

5.1 DIVISIONAL HEADLINES

Data collected from the Service User Feedback survey:

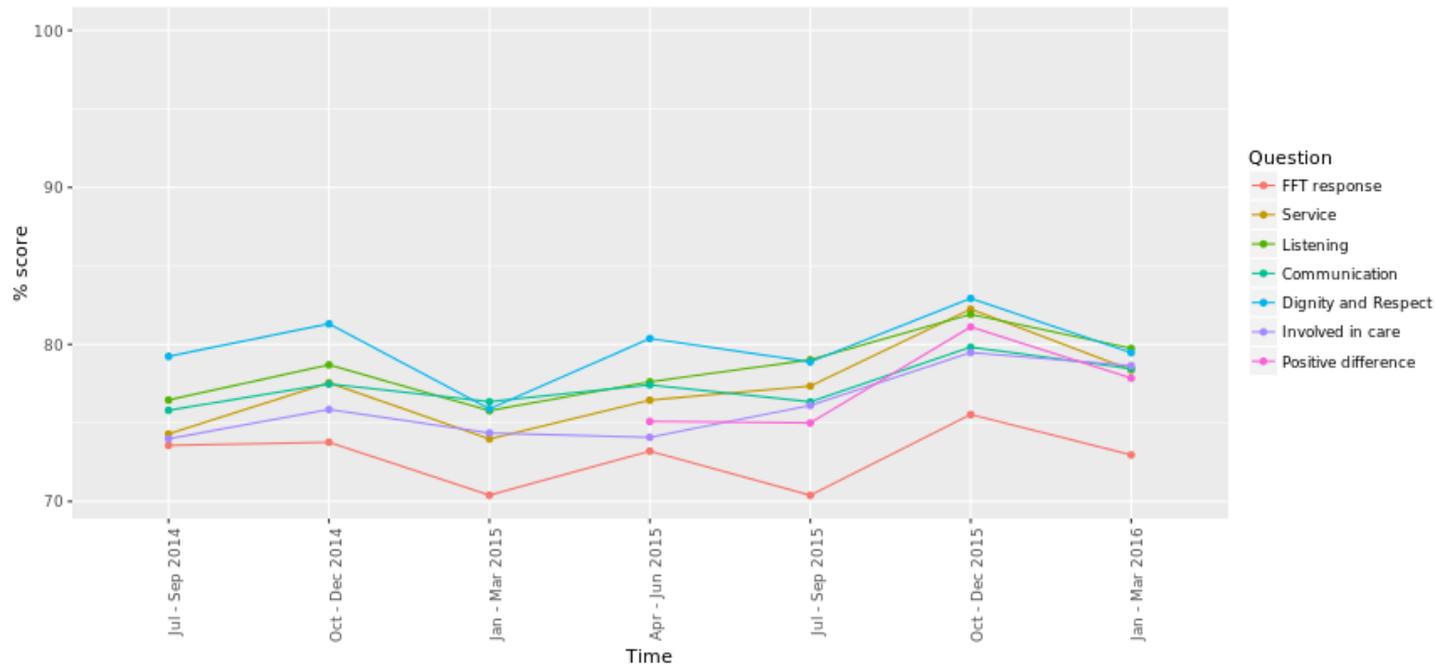
	March - May 2016	December 2015 – February 2016
Service Quality Score	78%	78%
Friends and Family Test (FFT)	72%	69%
SUCE survey returns	287	35
Patient Opinion stories	12	26

5.2 DIVISIONAL MAIN ISSUES AND 'BEST THING'

Data collected from the Service User Feedback survey:

	Current rolling year (June 2015 – May 2016)	Emerging issues (March – May 2016)
ISSUES (based on 638 responses to the 'What could we do better' question)		
Staffing levels (Category: Staff/Staff Attitude)	7%	Quality of Care/Service (Category: Service Quality/Outcomes) 7%
Activities (Category: Care/Treatment)	7%	
Being listened to (Category: Communication)	5%	
COMPLIMENTS (based on 648 responses to 'What did we do well' question)		
Quality of Care/Service (Category: Service Quality/Outcomes)	14%	No emerging compliments
Being listened to (Category: Communication)	12%	
Helpful/Caring/Friendly (Category: Staff/staff attitude)	10%	

5.3 DIVISIONAL TREND IN SERVICE QUALITY, FRIENDS AND FAMILY TEST AND KEY QUESTION SCORES



5.4 PATIENT OPINION

Patient Opinion postings published in the last month deemed moderately critical or above:

- No postings deemed moderately critical or above published in the last month

6. DIVISION IN FOCUS: HEALTH PARTNERSHIPS HEADLINES

This month the focus is on the Health Partnerships. We are taking an in-depth look at the views and experiences of patients accessing Community Specialist Services, and the views and experiences of their carers' and families. We also include an update on the issues presented at the February Board of Director's regarding South Nottinghamshire Sub Economy.

6.1 DIVISIONAL HEADLINES

Data collected from the Service User Feedback survey:

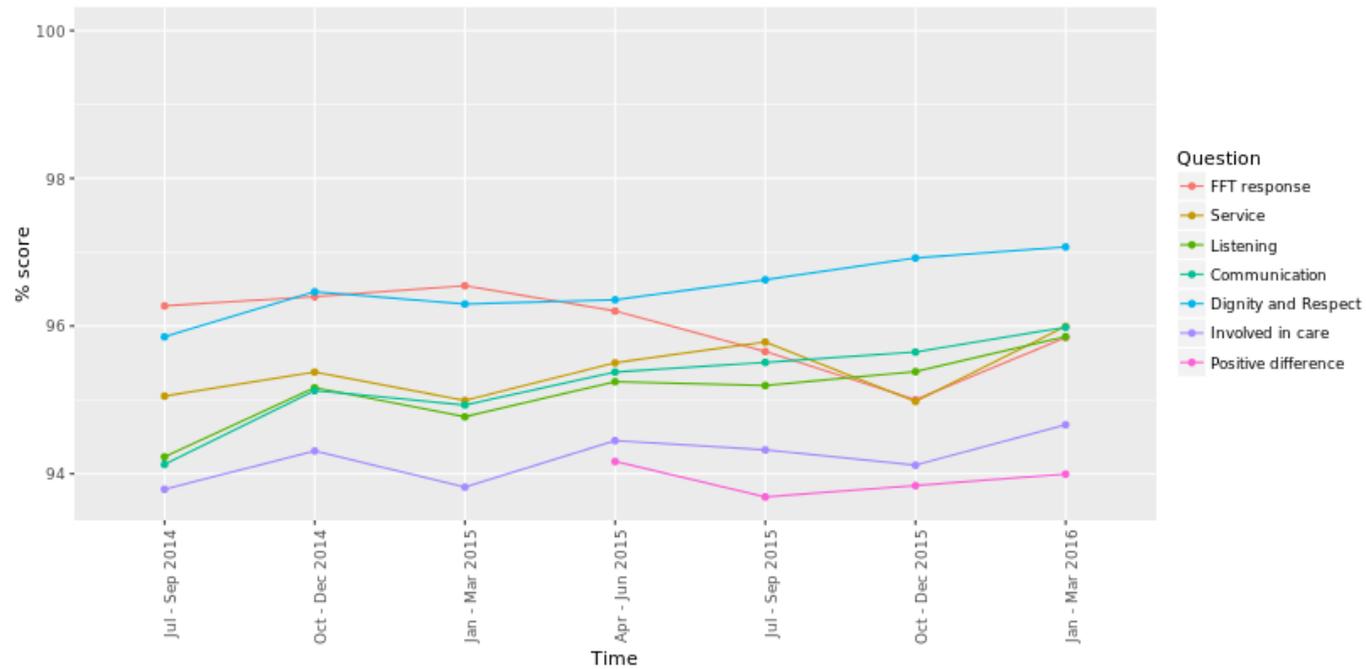
	March - May 2016	December 2015 – February 2016
Service Quality Score	96%	96%
Friends and Family Test (FFT)	98%	98%
SUCE survey returns	4763	4344
Patient Opinion stories	180	116

6.2 DIVISIONAL MAIN ISSUES AND 'BEST THING'

Data collected from the Service User Feedback survey:

	Current rolling year (June 2015 - May 2016)	Emerging issues (March - May 2016)
ISSUES (based on 6840 responses to the 'What could we do better' question)		
General communication (Category: Communication) Many of the comments relate to School Nursing and making children and young people aware of confidentiality	13%	No emerging issues
Availability of service (Category: Access to Services) Many comments relate to waiting times to access services	10%	
Appointments (Category: Care/Treatment) Comments relate to availability of appointments for podiatry	8%	
COMPLIMENTS (based on 11612 responses to 'What did we do well' question)		
Staff/Staff Attitude (Category: Helpful/caring/Friendly staff)	23%	General communication (Category: Communication) 16%
Service Quality/Outcomes (Category: General)	17%	
Care and Treatment (Category: General)	12%	

6.3 DIVISIONAL TREND IN SERVICE QUALITY, FRIENDS AND FAMILY TEST AND KEY QUESTION SCORES



6.4 PATIENT OPINION

Patient Opinion postings published in the last month deemed moderately critical or above:

- No postings deemed moderately critical or above published in the last month

6.5 UPDATE ON PREVIOUS BOARD PAPER WITH HEALTH PARTNERSHIPS FOCUS

SOUTH NOTTINGHAMSHIRE SUB ECONOMY (featured in Board of Directors paper, March 2016)

Below we update on any developments in relation to the main issues presented in the March report:

ISSUE	DETAIL	ACTION TAKEN/PROPOSED	UPDATE – June 2016
<p>Patient/service user & Carer perception/expectation of services offered/delivered</p>	<p>A rising theme within complaints is incorrect perceptions from patients and families about services, and unrealistic expectations.</p> <p>This perception is often due to the void of information provided to them from the service.</p>	<p>Bespoke customer care training is available for staff with an emphasis on managing patient expectation.</p> <p>A number of services have developed or are developing service specific information leaflets to describe what the patient can expect (and not expect) from our teams.</p> <p>We ensure/encourage each patient to have full engagement in their care planning so they understand what we will deliver and how that care will be structured.</p>	<p>Customer care training continues.</p> <p>We are currently working through a number of patient expectation focused Key Performance Indicators (KPIs) developed as part of the work developed with the Clinical Commissioning Groups (CCGs).</p> <p>As a result of the identified KPI's relating to patient engagement in their care and satisfaction with the service, we will be holding patient task groups in South Nottinghamshire during June to test the questions and also our methods of collecting the data/responses.</p>
<p>Communication: Patients/service Users and carers are expressing concerns around survey fatigue</p>	<p>Many patients decline to complete the SUCE questionnaire as they are repeatedly asked the same questions month on month</p>	<p>Services are currently looking at only surveying patients at the first and last appointment or if they are in the service for 12 months or more then annually.</p> <p>We are currently engaging with an external communications company looking at different modes of collating service user and carer feedback.</p> <p>We are also exploring the possibility of working with the voluntary sector to undertake a targeted telephone survey.</p>	<p>We have received an outline plan from Healthcare Communications to establish a trial using e-mail and mobile phone activated responses.</p> <p>At present the proposal is with the Information Technology team. A privacy impact assessment has been completed and we await their approval to move forward to the next stage.</p>
<p>Appointments</p>	<p>Patients would like to be given a time of appointment for Community Nurses to visit</p>	<p>Due to the need for diabetic patients to be a priority, Community Nurses are often unable to state at time of visit but where possible they are now offering a morning or afternoon appointment.</p>	<p>The confirmation of morning/afternoon appointments is working well.</p> <p>In addition to looking at other ways of managing the increasing number of diabetic patients, a pilot is being accessed within Nottingham North and East where non-complex patients can be seen by non-qualified staff. The pilot is in the early stages of evaluation.</p>

7. SERVICE IN FOCUS: COMMUNITY SPECIALIST SERVICES HEADLINES

Community Specialist Services incorporates the following services:

- Podiatry and Podiatric Surgery
- Adult Speech and Language Therapy
- Nutrition and Dietetic Services
- Dental Services
- Paediatric Speech and Language
- Physiotherapy and Occupational Therapy
- Specialist Community Children's Nursing

The services work across Nottinghamshire, including some services within Bassetlaw and Nottingham City. These services are developed and responsive to national and local guidance in accordance with the priorities of commissioners and Nottinghamshire Healthcare NHS Foundation Trust to meet the needs of the local population, including adults, children and young people with disabilities and complex healthcare needs. We work in partnership with other providers of services to ensure continuity of provision and joined-up care.

The teams provide a wide range of services to meet a variety of patient needs, including specialist Dental Care, Diabetes Group Education Sessions, Podiatric Surgery and specialist multi-disciplinary service for children with complex needs

7.1 DIRECTORATE HEADLINES

Data collected from the Service User Feedback survey:

	March - May 2016	December 2015 – February 2016
Service Quality Score	96%	96%
Friends and Family Test	99%	98%
SUCE returns	570	735
Patient Opinion stories	83	46

7.2 DIRECTORATE MAIN ISSUES AND ‘BEST THING’

Data collected from the Service User Feedback survey:

	Current rolling year (June 2015 - May 2016)	Emerging issues (March – May 2016)
ISSUES (based on 1286 responses to the ‘What could we do better’ question)		
Appointments (Category: Care and Treatment)	20%	No emerging issues
Waiting time (Category: Access to Services)	17%	
General (Category: Communication)	8%	
General (Category: Environment/Facilities)	5%	
Availability of Services (Category: Access to Service)	5%	
COMPLIMENTS (based on 2345 responses to ‘What did we do well’ question)		
Helpful/Caring/Friendly (Category: Staff/staff attitude)	15%	Supportive (Category: Staff/Staff attitude) 7%
Quality of Care/Services (Category: Service Quality/Outcomes)	13%	
Being listened to (Category: Communication)	6%	

7.3 COMMENTS AND STORIES WHICH ILLUSTRATE THE MAIN ISSUES RAISED

In the following section we present a summary of the feedback received through the major channels used across Health Partnerships over the last 12 months. This feedback serves to illustrate the main issues that have been raised by patients, their carers’ and families, and staff.

7.3.1 COMMENTS FROM THE SERVICE USER FEEDBACK SURVEY WHICH RELATE TO THE MAIN ISSUES RAISED:

Comments that illustrate what has been said about the **main issues** raised:

Appointments

- *Availability of appointments (Podiatry, Ashfield Health Village)*

Waiting times:

- *Long waiting time. (Dental Worksop)*
- *A shorter waiting list. it took nearly 6 months between referral & appointment (Paediatric Therapies: Speech & Language Therapy)*
- *Less waiting time (Podiatry (combined teams))*
- *Less waiting time for 1 to 1 sessions (Paediatric Therapies: Speech & Language Therapy)*

Communication:

- *Communication between the various sections - between GP referral and 1st appointment was poor. I had to chase up and end up with GP having to re-refer, so my 18 week wait only started from point of re-referral. (Podiatric Surgery)*

Environment/facilities:

- *Better parking facilities (Podiatric Surgery)*
- *Parking facilities to improve (Dental, Hucknall)*
- *Tell patients more about parking facilities, entrance from road (Podiatric Surgery)*

Access to Services

- *Better diagnosis & referral to specialist. More support for physio - funding! (Musculoskeletal Physio (MSK), Rushcliffe)*
- *Less waiting time for first appointments after referral from GP. (Musculoskeletal Physio (MSK), Stapleford)*
- *Just the time from referral but did get to see someone quite sooner (Musculoskeletal Physio (MSK), Mansfield & Ashfield)*

7.3.2 COMPLAINTS

In past 12 months, Community Specialist Services have received 16 complaints.

The below table shows the top five most frequently selected categories for these complaints, along with the percentage that were upheld or partially upheld.

Category	Total number of complaints in 2015/16 raising this issue	% of those which have been investigated and closed which were upheld or partially upheld
Medical Care – Adequacy of Treatment	6	66%
Service Availability/Length of time to be seen	4	25%
Appointment Arrangements	2	0%
Staff Attitude	1	0%
Confidentiality	1	0%
Access To Appointment	1	0%
Info To/Communication With Patients	1	6%

7.3.3 PATIENT OPINION

In the last year, 297 stories have been published on Patient Opinion commenting on Community Specialist Services.

- 281 postings were rated as entirely complimentary
- 14 postings were rated minimally critical
- 2 postings were rated mildly or moderately critical
- 0 postings was rated moderately critical

All stories have received a response, and two stories have resulted in a change to services.

Sample of quotes from the stories received in the last year:

- **"The staff at the Walk in Centre Dental Dept are on my Christmas Card List!"** - Specialist services / Integrated dental unit
"My experience was amazing, to say that I don't like the dentist and the pain I was in before coming was the worst I ever had is an understatement. All my fears and worries were seen to as I came with my children and they were looked after by Dawn. Sarah made sure that I was in no pain while taking out my tooth but not before giving me all the options. I can't thank the team enough and they will definitely be getting a Christmas card and thought from me. Great team, great job, great work"
www.patientopinion.org.uk/opinions/252419
- **"We are really happy with all the help"** - Specialist services / Paediatric speech and language therapy
"When we first started the sessions T. was really shy but then he came out his shell and enjoyed all the activities Chris brought for him to play with. She has really helped us both with T. s speech as he has come on with a lot of words and given us a lot of information to help carry on improving T. s speech. We are really happy with all the help Chris has given us to help T. I would recommend this service to other people."
www.patientopinion.org.uk/opinions/237780
- **"Excellent care by the Podiatry Service"** - Specialist services / Podiatry
*"I developed considerable pain under my great toenail and was referred to the Notts Healthcare Foundation Trust Podiatry Service. My intial referral was swift and the problem resolved. I was advised that this could reoccur so it was recommended that I had some nail surgery. the procedure was clearly explained and after I had agreed to go ahead the booking was made. When I had the procedure carried out I was made to feel that I was in very safe hands. At all stages I was kept informed and I felt that the podiatrists really cared about me. Everything was done very efficiently and professionally but also with compassion and care. The follow up was prompt and again I was given clear advice and felt that if I had any concerns I could call back.
All of the podiatrists and the receptionist at the Calverton clinic when I attended for my review were smiling, friendly and put me at my ease whilst displaying their professional manner and competence."*
www.patientopinion.org.uk/opinions/262992

8.0 MAIN ISSUES FOR THE SERVICE AND ACTION TAKEN OR PLANNED

In the table below, we highlight the most prominent issues (selected from the range of feedback presented) raised by patients and their carers' and families over the last 12 months, and the actions taken or proposed to address these issues.

ISSUE	SOURCE	DETAIL	ACTION TAKEN/PROPOSED
Waiting times for children, for both their first 'package of care' and wait between packages of care for Children's Speech and Language Team (SLT)	Complaints	Many additional comments made by parents about the long waiting times for their first 'package of care' and the wait between packages of care.	<p>There was a focus within the team on reducing waiting times in the early part of the year. Analysis of information included waiting times, rota capacity, times from referral to initial assessments, and delays in packages of care. Work on reducing waits between Packages of Care to continue.</p> <p>Waiting times for first appointments is now at an all-time low, with first appointment offered within two weeks (from an average of 11 weeks).</p> <p>Waiting time for follow on appointments has subsequently increased with all waiting longer than clinical due dates.</p>
Appointments/waiting time	SUCE	Comments relate to waiting time for appointments.	<p>The waiting times vary across the geographical location depending on demand; we offer appointments with the minimum wait if patients are willing to travel. Whilst patients perceive that they wait a long time services have not breached the 13 week wait and have to work to an 8 week wait for AQP (Any Qualified Provider) that hasn't been breached.</p> <p>Employment of three new podiatrists across the service to respond to waiting lists is expected to help.</p> <p>All posts have been recruited to, new staff now in post</p>
Access to services	SUCE	Many comments were received regarding Musculoskeletal Physiotherapy	This service is now de commissioned

9. MAIN COMPLIMENTS

Below are some of the comments from the SUCE survey that illustrate about the **main compliments** shared about the service:

- *My treatment at Park House has been nothing but short of excellent. All staff from receptionists upwards has been friendly and informative. Surgery was a good experience due to the care and attention of staff, completely stress free and a brilliant result for me. Thank you (Podiatric Surgery).*
- *Friendly, understanding supportive. Great knowledge. Easy to relate too. (Paediatric Therapies: Speech & Language Therapy).*
- *From the first appointment to my op and the overall service I got was excellent (Podiatric Surgery).*
- *Kept the patient informed of what was happening. Keeping her calm. (Dental, Park House).*

The below compliments are **sampled from the compliments log** for the directorate over the past 12 months:

- *Friendly staff, good communication, tells you the truth as far as possible. Helpful staff, always a pleasure to see them. (Heart Failure Team).*
- *Staff are very friendly, welcoming and approachable. (Sure Start Ollerton & Boughton, Trent North and Trent South Children's Centres).*
- *You cared when it mattered. (JEH Community SPC Team).*
- *The care I had was excellent. Lings Bar Hospital is just like a five star hotel. Staff were lovely (John Proctor Ward, Lings Bar Hospital).*
- *The care was expertly performed by all nurses, who were kind and reassuring. I always went away feeling better about my prospects of a good resolution. (Integrated care team (West)).*

10. RECOMMENDATION

The Trust Board are asked to note and comment on the paper.

Deborah Hall
Patient Experience Manager

Amy Gaskin-Williams
Involvement and Experience Manager

Paul Sanguinazzi
Head of Involvement and Experience

June 2016