

Patient and Carer Experience Report

Quarter 3
October to December 2018

Everyone
Working Matters
Together
Making a
Difference

Quarter 3 October – December 2018



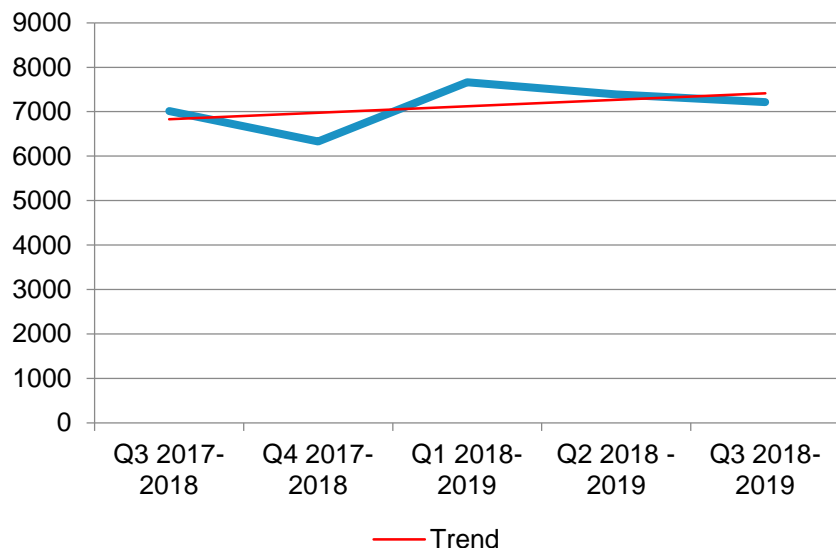
Section	Page
Trust overview	3 - 13
Medicine Division	14 - 22
Surgery Division	23 - 29
Women & Children's Division	30 - 36
Outpatient Departments	37 - 43

Response totals for all services

During Quarter 3, the Trust received **7216** Friends and Family Test (FFT) responses. This represents a **decrease of 2.3%** (175 responses) from Quarter 2 (18/19) where the total was 7391, and a 31.3% increase from the same quarter in 2017/18.

97% (7022) of patients that completed an FFT card in quarter 3 said that they would be **Extremely Likely/Likely** to recommend the Trust to Friends and Family if they needed similar care or treatment.

Trust Response Totals



Recommendation	Totals	%
Extremely Likely	6176	85.59%
Likely	846	11.72%
Neither likely nor unlikely	88	1.22%
Do Not Know	44	0.61%
Unlikely	28	0.39%
Extremely Unlikely	34	0.47%

Service	Quarter 3 Response Totals	Increase/Decrease in Responses from Quarter 2	Distribution of Quarter 3 Trust Response Total
Medicine Division	2192	261 ↓	30.4%
Surgery Division	1331	2 ↓	18.4%
Women & Children's Division	1421	98 ↓	19.7%
Outpatients	2272	182 ↑	31.5%

Outpatient data in this report has been presented separately from the Divisions.

Response Rates

The response rate targets for the Trust are:

- Inpatient wards **30%**
- Emergency Department (includes SAU and MAU) **15%**
- There is no Trust target for outpatients

Department	Oct		Nov		Dec		Q3 summary 18/19	
	No of Responses	Response Rate	No of Responses	Response Rate	No of Responses	Response Rate	No of Responses	Response Rate
Emergency Department	202	3.5%	180	3.3%	187	3.4%	569	3.4%
Inpatient Wards	1153	37.2%	1070	34.8%	1085	35.1%	3308	35.7%
Day Case Ward	92	3.3%	85	3.2%	54	2.4%	231	3.0%
Inpatient and Daycase Total	1245	21.2%	1155	20.2%	1139	21.3%	3539	20.9%
Outpatient	918	2.7%	820	2.4%	534	2.0%	2272	2.4%
FFT Maternity (Antenatal)	85	23.4%	109	33.7%	52	13.3%	246	22.8%
FFT Maternity (Labour)	119	30.0%	79	23.6%	44	12.1%	242	22.1%
FFT Maternity (Postnatal)	83	25.5%	41	14.4%	75	25.4%	199	22.0%
FFT Maternity (Postnatal Community Service)	74	13.9%	60	12.9%	15	2.3%	149	9.0%
Maternity Total	361	22.3%	289	20.5%	186	10.9%	836	17.7%

Department	Oct		Nov		Dec		Q3 Summary	
	No of Responses	Response Rate	No of Responses	Response Rate	No of Responses	Response Rate	No of Responses	Response Rate
A&E	115	2.7%	89	2.3%	91	2.3%	295	2.4%
Medical Assessment Unit	28	17.7%	19	8.9%	15	6.8%	62	10.5%
Surgical Admissions Unit	58	16.0%	53	16.9%	66	18.4%	177	17.1%
UTC	1	.1%	19	2.0%	15	1.5%	35	1.2%
Emergency Dept Total	202	3.5%	180	3.3%	187	3.4%	569	3.4%

Trust 'Free-text' Categories and Sentiments

Figures do not represent individual cards; a comment may be broken down into more than one category and / or sentiment, this applies to all 'free-text' reports.

Categories	Sentiment			
	Positive	Neutral	Negative	Grand Total
Attitudes and behaviour	3625	7	70	3702
Care and Treatment	351	1	18	370
Cleanliness	90	3	15	108
Communication	442	18	108	568
Facilities	153	36	212	401
Food	254	24	73	351
Resources	1310	36	47	1393
Timeliness	421	15	167	603
Overall Experience	743	1	11	755
Grand Total	7389	141	721	8251

Positive attitudes and behaviour – *'The care I received while on CCU was second to none. In addition, it came with compassion and friendliness'* (Coronary Care Unit)

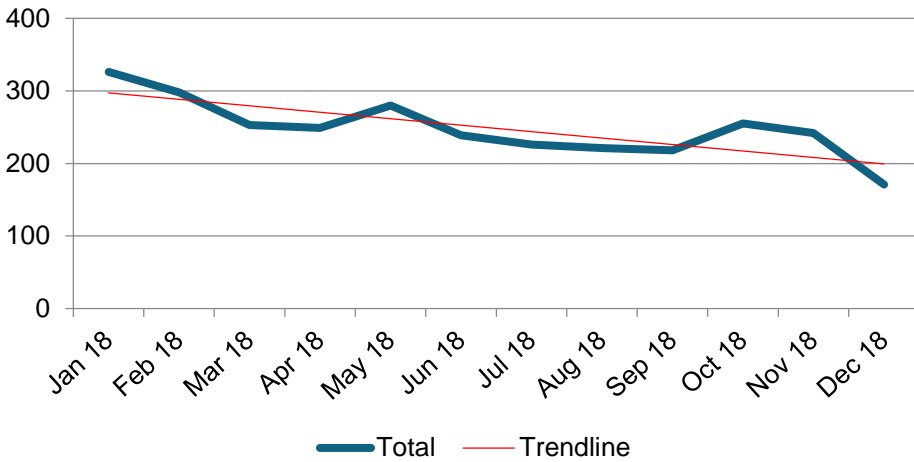
'Politeness, kindness, professionalism and caring. Cannot fault the care from brilliant staff. Thank you all' (Phillip Yeoman Ward)

'Always give advice and guidance. Everyone is so understanding and they have great attitudes. Reassure parents on all issues raised' (Trowbridge Postnatal Community Service)

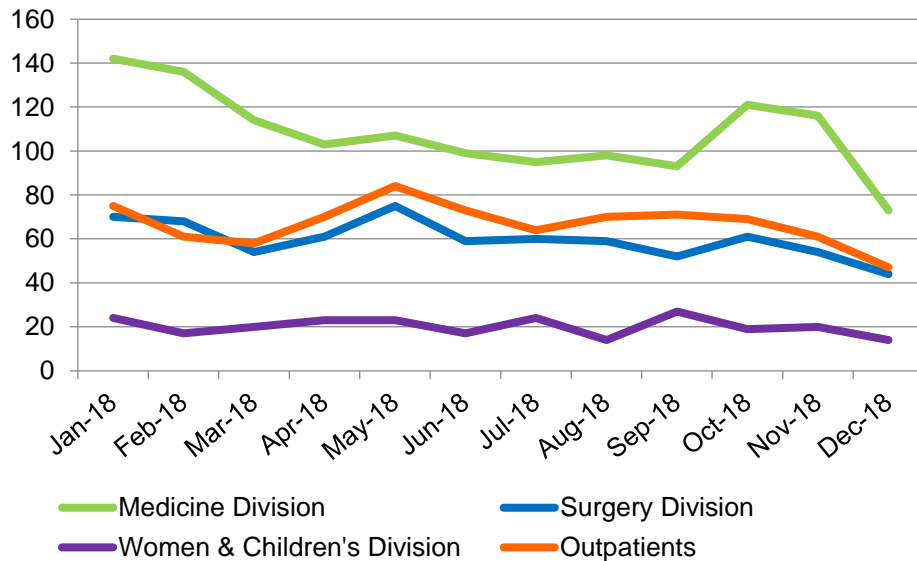
All staff kind, caring and professional. I felt care and treatment was thorough, safe and effective' (Respiratory Outpatients)

The number of 'free-text' comments overall and across the 3 sentiments has decreased from Q2. Negative facilities comments have increased by 20% **Facilities, timeliness** continue to have the highest number of negative comments this quarter; the top 3 most commented on **Facility areas** are – noise, parking and bathroom facilities. Top 3 most commented on **Timeliness areas** are: waiting to be seen, waiting for discharge/meds and waiting for assistance.

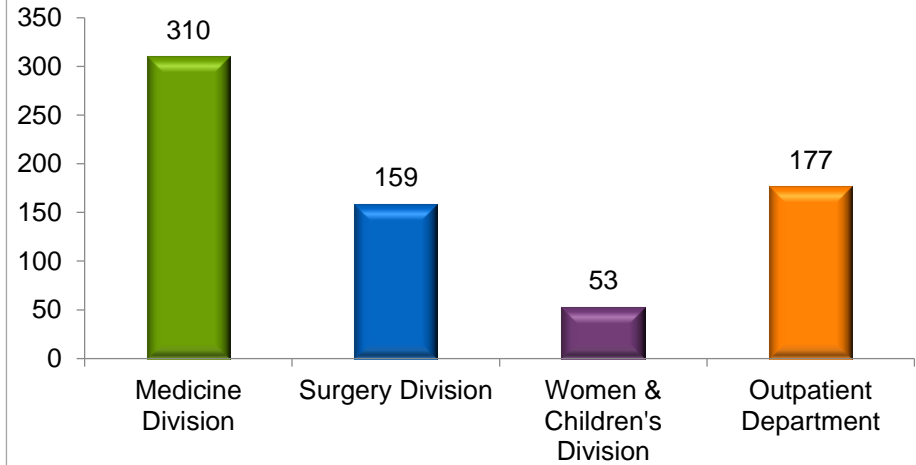
PALS Enquiries 2018



PALS Enquiries by Division 2018

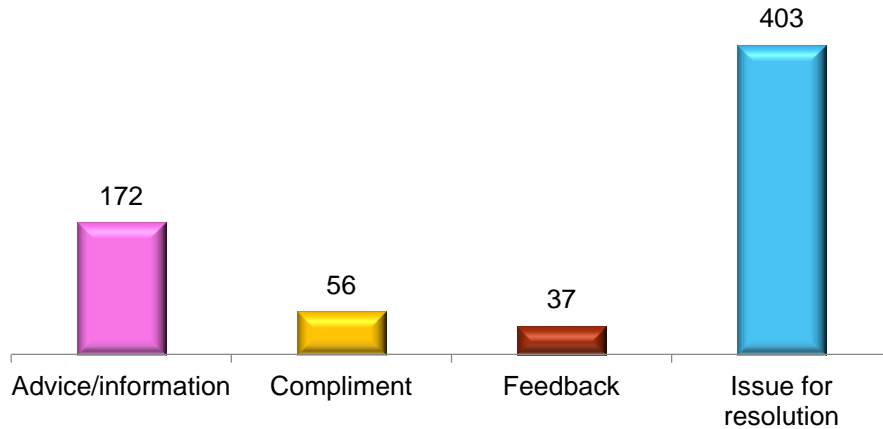


Q3 Total PALS Enquiries



The numbers of PALS contacts have remained steady since Q2 with only a slight increase from September to October. There is only a very slight increase in contacts overall for Q3 from Q2.

PALS Enquiries by Type



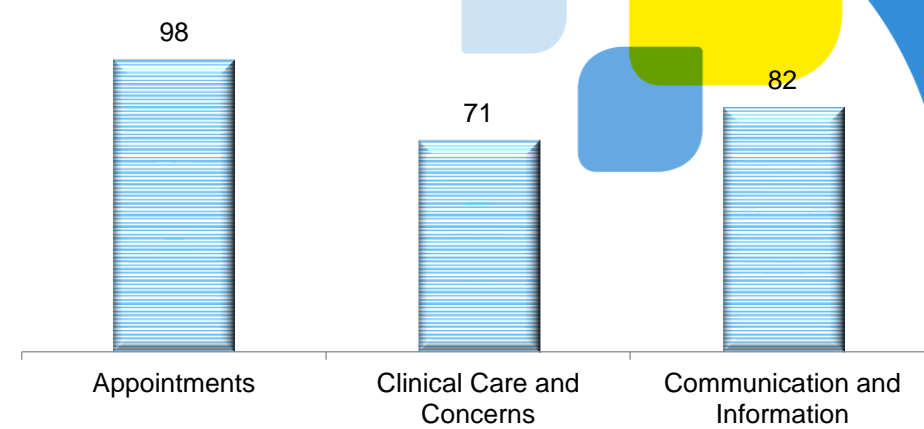
The PALS office received **668 enquiries in Q3**. This is an **increase** of (6) compared to 662 in Q2.

The number of **issues requiring resolution** has **increased** by 10%, from 365 in Q2 to **403 in Q3**.

There has been a 21% **decrease** in the number of contacts requiring **advice and information** this quarter, from 218 in Q2 to **172 in Q3**.

The number of **compliments** received by PALS in relation to the care that patients received in the hospital has **increased** by 60% from 35 in Q2 to **56 Q3**.

There has been a **decrease** of 16% in **feedback** from 44 in Q2 to **37 in Q3**.



Appointments

28 of the contacts related to length of time for new appointment; 21 – appointment changed by patient, 15 - length of time for follow up appointment, 14 – appointment information, 10 – cancelled appointment, 4 – telephone issues. The remaining 6 were split between different subject areas with no trends.

Clinical Care & Concerns

42 of the contacts related to general enquiry/clinical care; 9 – quality/concerns regarding medical care, 6 – medication wait/error/availability, 3 – quality of nursing care. The remaining 11 were split between different subject areas with no trends

Communication & Information

41 of the contacts related to general enquiries/communication; 11 – telephone issues (phone not answered), 7 – test results not acted upon, 3 – translation services, 3 – general enquiry/clinical care. The remaining 17 were split between different subject areas with no trends.

Formal Complaints received

In Q3 the Trust received **31 formal complaints**: Medicine Division **12**, Surgical Division **17**, Women and Children's Division **1** and Estates and Facilities **1**. This is the lowest number of complaint since at least 2014/15.

Trust Complaints by Quarter | Year

Year	Q1	Q2	Q3	Q4	Total
2014/15	86	81	75	68	310
2015/16	100	82	55	66	303
2016/17	56	46	50	62	214
2017/18	57	49	34	39	179
2018/19	66	68	31		165

There has been a significant decrease in the number of complaints in Q3 2018/19 compared to the previous quarter. The Medicine Division has seen the largest decrease from 45 complaints in Q2 to 12 complaints in Q3. The number of complaints in the Surgical Division has remained largely unchanged with 17 complaints received in Q3 compared to 18 complaints in Q2.

There were **4 complaints re-opened** in Q3, this compares to 8 re-opened complaints in Q2.

There were no complaints opened for investigation with the **Parliamentary Health Service Ombudsman (PHSO)**.

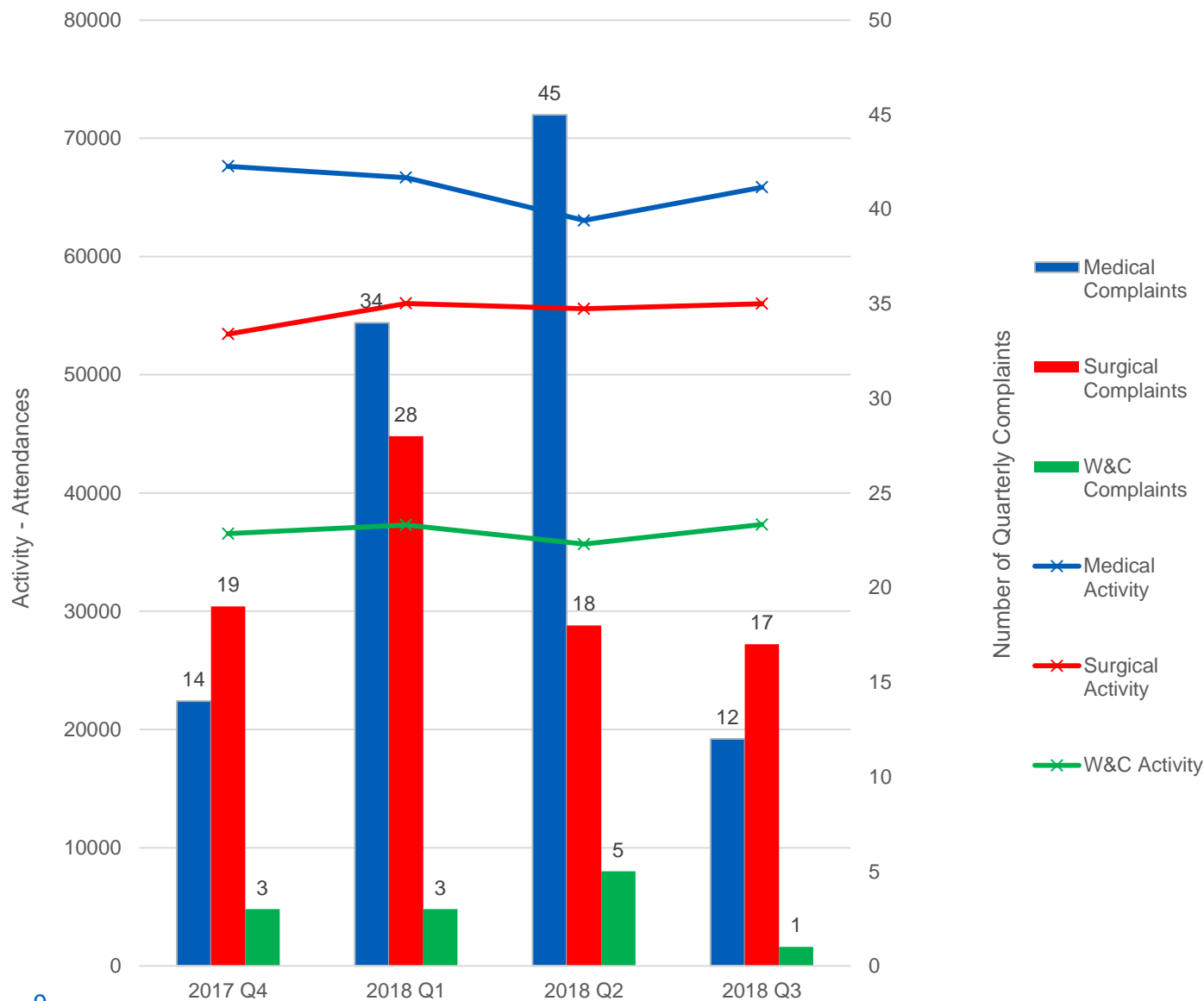
Complaints by Category

Category of complaint	Total
Clinical Care and Concerns	22
Parking	1
Admissions/transfers/discharge	1
Staff Attitude and Behaviour	2
Appointments	4
Discrimination and Safeguarding	1
Grand Total	31

'Clinical Care and Concerns' complaints by sub category

Sub Category of Clinical Care	Category Totals
Concerns regarding medical care	11
General Enquiry - clinical Care	1
Test results not acted upon	1
Wrong Diagnosis	1
Error in performing a procedure on patient	4
Co-ordination of medical treatment	1
Wait for Treatment/ Wait for scans	2
Inappropriate care and treatment/ Error in medication	1
Grand Total	22

Activity by Division in comparison to Complaints by Division

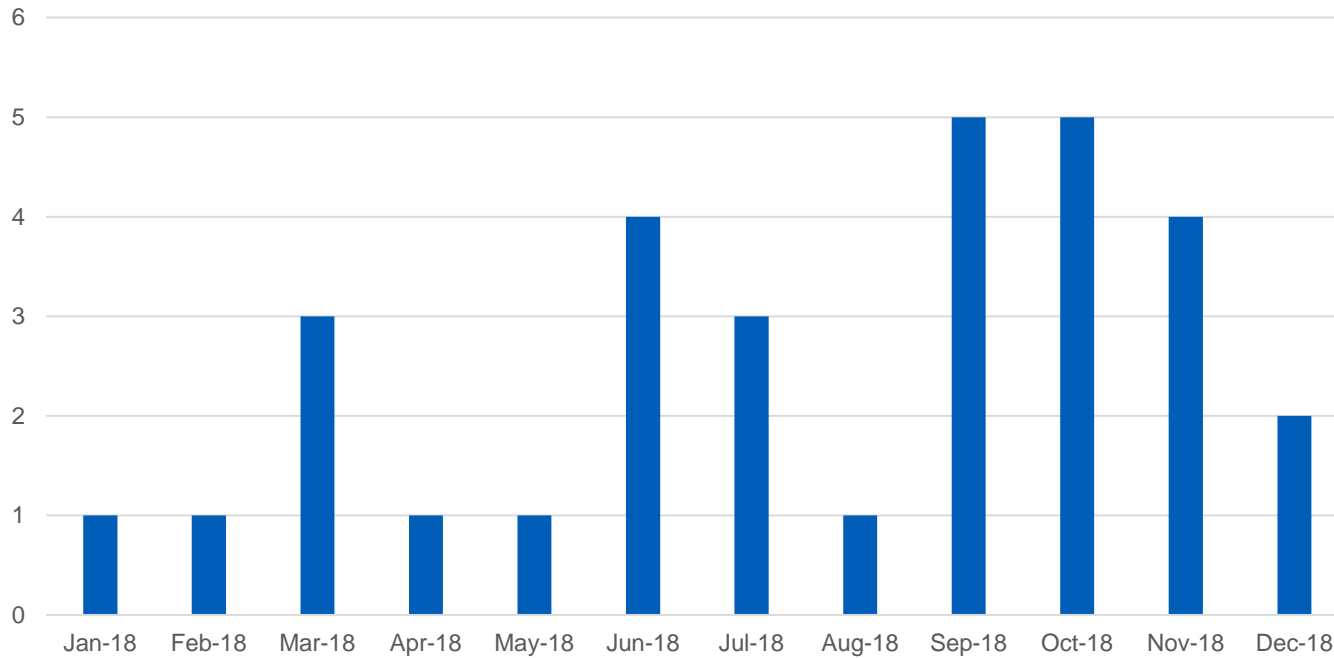


Activity in the Medical Division increased in Q3 however complaints decreased significantly from Q2.

Activity in the Surgical Division remained constant which correlates with the number of complaints.

Activity in the W&C Division increased in Q3 however only one complaint was received.

Incident occurring month of Q3 complaints

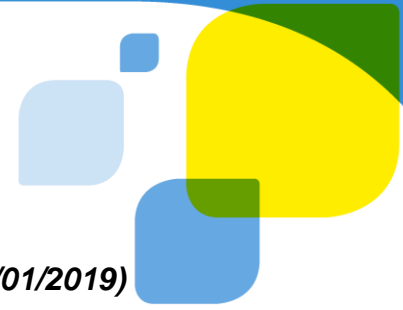


- Of the 31 complaints received in Q3 2018/19, 11 (34%) incidents occurred within that quarter (Oct- Dec).
- September and October saw the highest number of complaints with 5 in each month.

NHS Website reviews from patients and their carers

(Patient Opinion cover the same reviews as posted on NHS Website)

Please note: At the beginning of quarter 2, as part of a programme of work to improve their services, NHS Digital removed the 'NHS Choices' logo from the NHS website www.nhs.uk



Based on 172 ratings for this hospital (snapshot as of 22/01/2019)

Cleanliness
★★★★★
(173 ratings)

Staff co-operation
★★★★★
(173 ratings)

Dignity and respect
★★★★★
(173 ratings)

Involvement in decisions
★★★★★
(171 ratings)

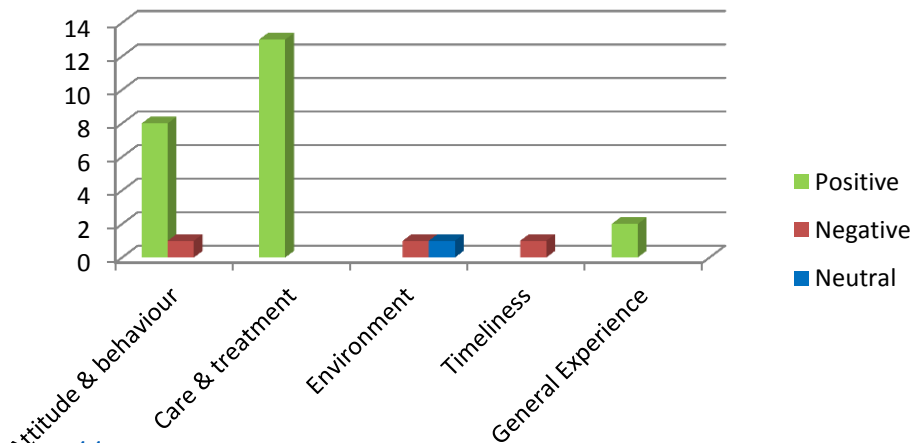
Same-sex accommodation
★★★★★
(141 ratings)

20 patients and their families posted feedback about their experiences of services provided by the RUH during quarter 3.

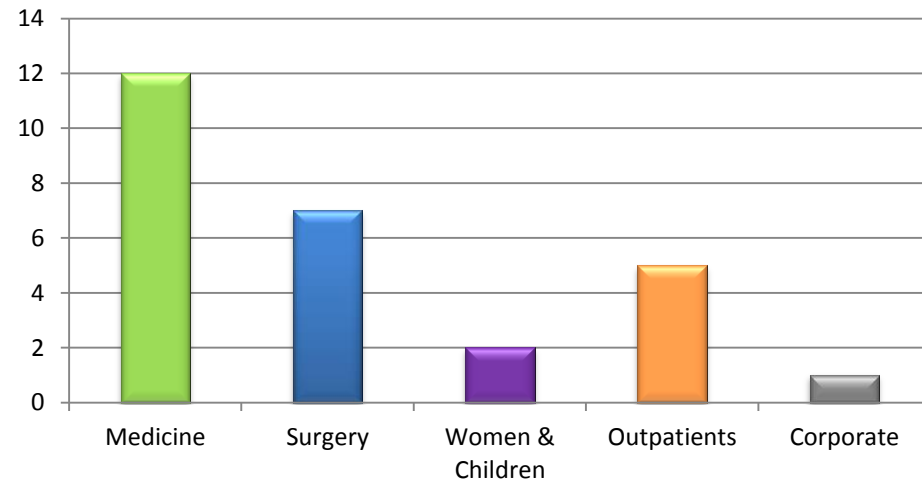
All posts included a star rating: of these 19 rated the RUH with five-stars, and 1 with a three-star rating.

The 20 posts have been categorised into 27 separate comments: 23 positive, 3 negative and 1 neutral. The comments have also been categorised by Division, in addition relevant comments are identified by Outpatient Department. The comment categorised as Corporate was related to the current car parking system.

Q3 Comments by Subject & Sentiment



Q3 Comments Total by Division/ Outpatients



Patient Stories

Each month a patient story is presented to the Board of Directors. The stories are available on the intranet for staff to listen to and use in training.

In **October**, Anthony shared his experience of being an inpatient at the hospital. Anthony was diagnosed with Lymphoma in January 2018 and due to complications he was admitted with a perforated bowel, sepsis, norovirus and E-coli. Anthony reflected on his care on the different wards, the challenges faced by nursing staff levels and the impact that this had on his care and treatment. The story highlighted to the Board the impact of nursing vacancies on William Budd ward and the work that the Trust is doing to improve this.

In **November**, the Board heard Martin's story about his stay on Robin Smith ward following bowel surgery. Martin said it would have helped if he had been better prepared for his surgery and how he would expect to feel afterwards. He also fed back that the use of the Friends and Family Test (FFT) as a means of getting meaningful patient feedback was limited. The ward have recently implemented the Enhanced Recovery programme and developed information cards that will be given to patients that clearly explains what to expect on the day of surgery and afterwards and how patients can play an active part in their recovery.

In **December**, Lorraine shared her experience of being deaf and a patient on Surgical Short Stay Unit. In particular how isolated and scared she felt not being able to communicate with staff. Her story has been shared with the ward staff and included in the 'See it my Way' film. The Audiology team are raising awareness of being deaf during induction and training; highlighting the use of the above the bed magnets; ensuring access to a call bell and the use of basic communication cards for deaf patients.



Patient Experience Activities

Presentation to Bradford on Avon Seniors Forum 3rd October

Members of the Patient Experience team attended the above Forum and shared with the group, the ways in which the Trust uses patient feedback to make improvements. The members highlighted concerns relating to parking, discharge, lack of communication between the hospital and GP's and waiting for appointments. This information will inform the ongoing work to improve patient experience.

Medical Students placements 8-26 October

In October, 3 Year 2 medical students undertook a 3 week placement with the patient experience team. The focus of the placement was to understand what makes a good patient experience. The students spent time in palliative care, surgery and Gynaecology/breast services and completed an assignment and poster presentation as part of their work. This will be used to inform ongoing work to improve patient experience.

Language Empire training to staff

The Trust has renewed its contract with Language Empire and Action on Hearing Loss for the provision of interpretation and translation services. Language Empire visited the Trust on 15th November to provide training to frontline staff. Over 70 staff attended the event.



See it My Way – Living with deafness

Over 70 staff attended the ‘See it my Way – Living with deafness’ event on 23rd October.

Comments regarding **increased understanding** were:

‘How important it is for all patients to leave curtains open as much as possible, to make sure buzzer is within reach’

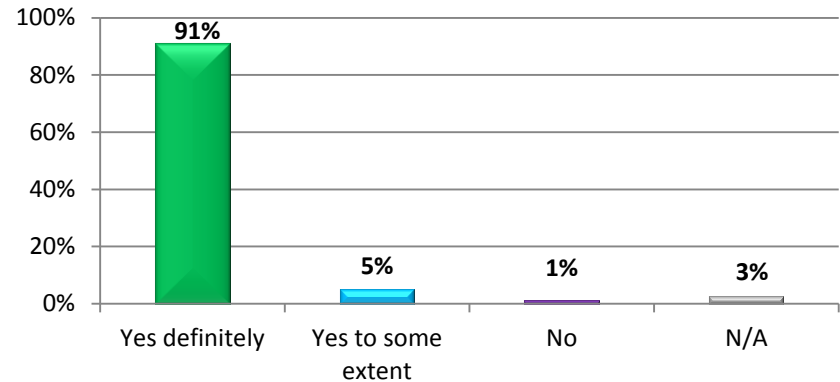
‘The difficulty of being deaf whilst an inpatient and how to make this a better experience. How isolating deafness is’.

Comments regarding **‘what will you do differently’**:

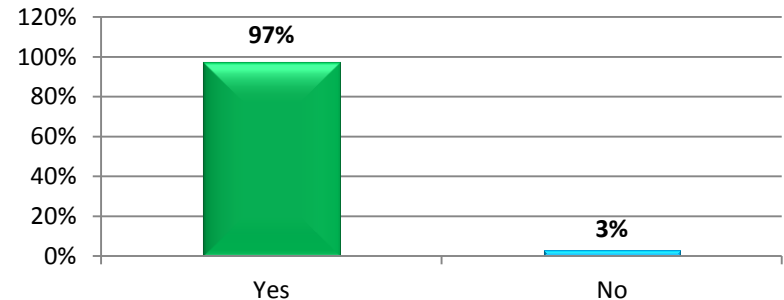
‘Try not to shout and to give eye contact fully when talking to a deaf person’

‘People have many hidden disabilities but deafness seems to be one we don’t always think a lot when we realise people are struggling in conversation and not reacting as a hearing person might’

Increased Knowledge and Understanding



Has the session caused you to think about changing the way you do things?



Patient and Carer Experience report

Medicine Division

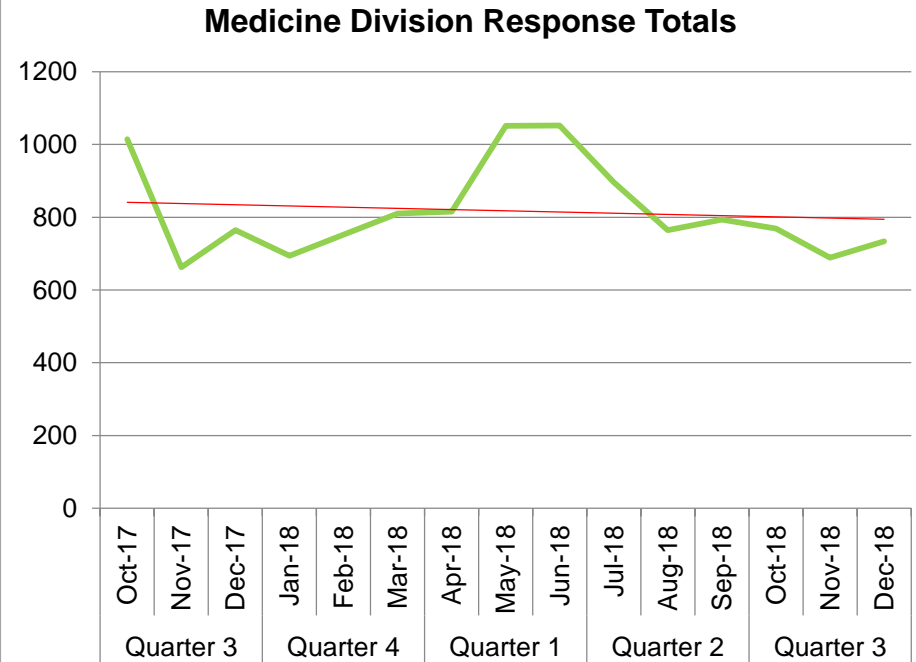
Quarter 3
October – December 2018

Medicine Division Response Totals

In Quarter 3 the Medicine Division received 2192 Friends and Family Test (FFT) **responses**. This represents a **decrease of 10.6%** (261 responses) on Q2 18/19, where the total was 2453.

97% (2126) of patients that completed an FFT card this quarter in Medicine Division said that they would be **Extremely Likely/Likely** to recommend the Trust to Friends and Family if they needed similar care or treatment.

Recommendation	Total	%
Extremely Likely	1832	83.58%
Likely	294	13.41%
Neither likely nor unlikely	30	1.37%
Unlikely	11	0.50%
Extremely Unlikely	5	0.23%
Do Not Know	20	0.91%



Medicine Division 'free-text' Categories and Sentiments

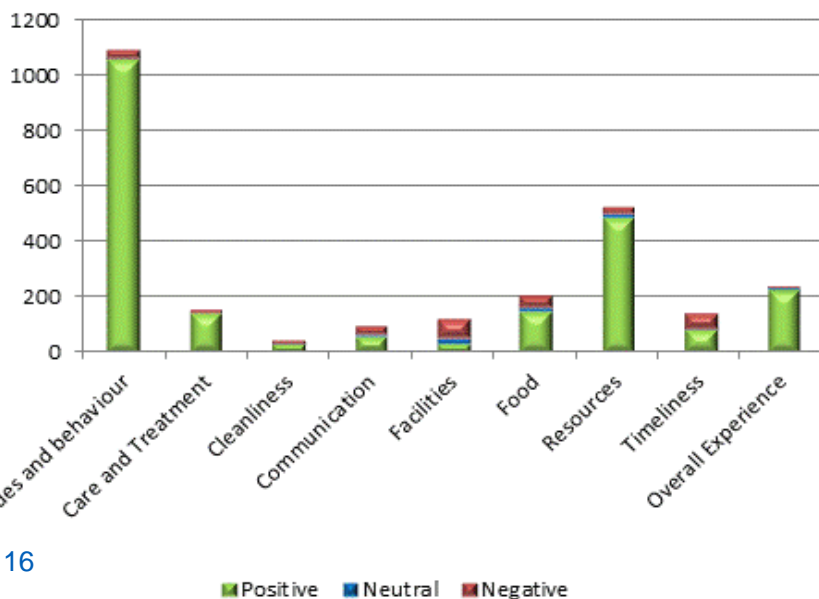
The majority of Medicine Division comments are **Compliments 88%** (2316) - 46% of these refer to the **Attitudes and behaviour** of ward and support staff e.g.

'Overall very good care - respectful, timely, gracious and all well communicated' (Cardiac Catheter Lab)

'Lovely friendly, helpful staff. Nothing is too much trouble, they do all they can to put you at ease and make you comfortable' (Helena Ward)

'The staff are amazing, always cheerful, helpful and treat us like adults' (Parry Ward)

Medicine Division Q3 Category Totals



10% (267) of the total number of comments (2643) for Medicine Division were **Negative** and 2% were (60) **Neutral**. Analysis shows the main **Areas to improve are Facilities and Timeliness this continues from Q2. 28%** (76) of the **negative** comments relate to **Facilities**, the majority refer to being disturbed by noise at night e.g.

'Ward very noisy, especially at night - staff shouting and busy by sink near my bed. Staff calling me 'lovey' and 'dear' instead of my first name or title'

'Staff help and care excellent. Loud patients at night, not able to sleep'

The remaining facilities comments refer to:- parking, bathroom facilities, temperature, comfort of beds.

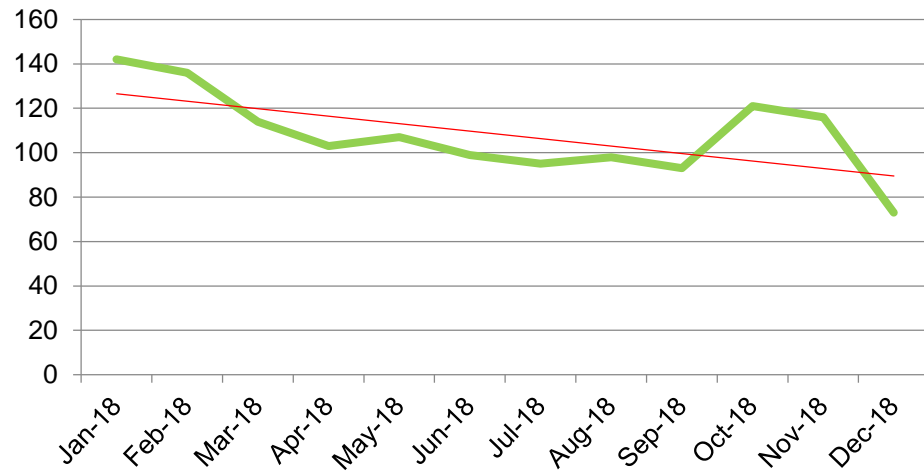
21% (57) of the **negative** comments relate to **Timeliness**, the majority relate to waiting to be seen, general waiting, waiting for discharge, waiting for assistance/call bell to be answered e.g.

'Waited for an hour. Staff were great'

'Excellent care but discharge took far too long - waited for hours for letter'

'There is a lack of staff on the ward meaning call bells are not answered and a long wait for personal care. The atmosphere is good and nurses kind'

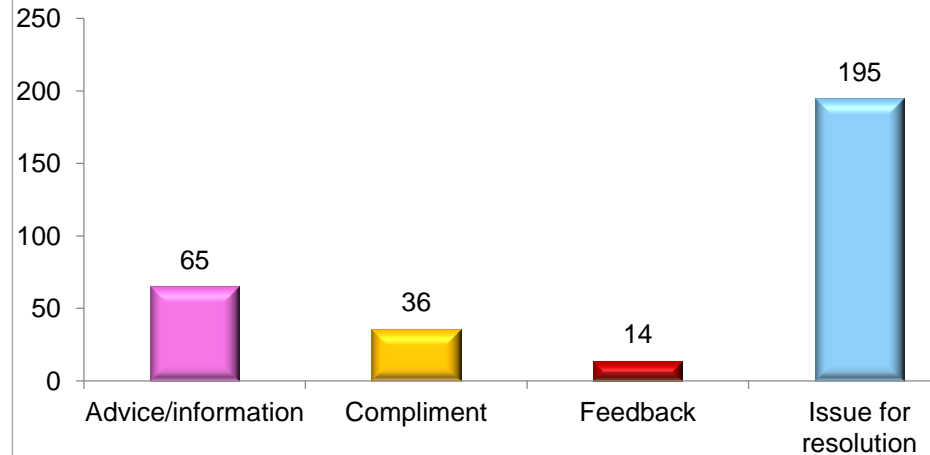
Total PALS Enquiries Medicine Division



The total number of enquiries for the Medicine Division in **Q3** was **310**. This is a decrease of 9% (25) enquiries from Q2.

Over Q1 and Q2 the amount of PALS contacts for the Medicine Division has remained stable with the exception of September, which saw a spike in the number of enquiries. The sudden spike is attributed to the recording of 23 compliments for William Budd ward. The Division has seen a significant decrease in contacts over December.

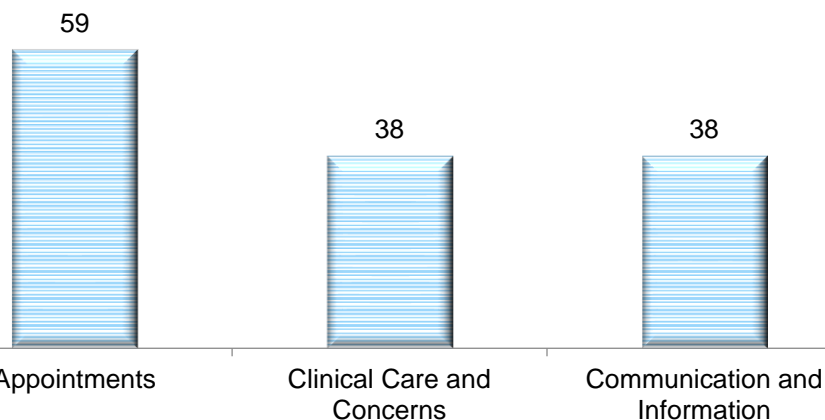
Q3 Enquiries by type – Medicine Division



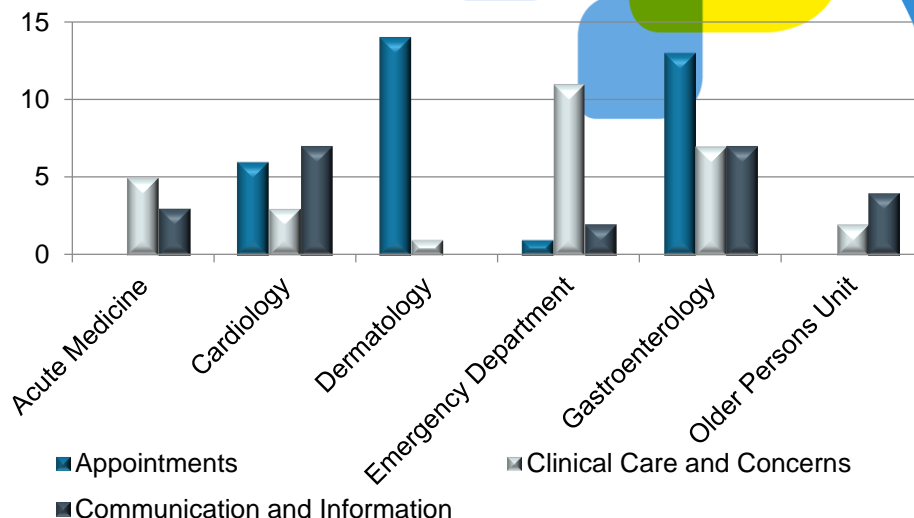
The number of **issues requiring resolution** increased by 7%, from 183 in Q2 to **195** in **Q3**. There has been a 13% **decrease** in the number of contacts requiring **advice and information** this quarter, from 75 in Q2 to **65** in **Q3**.

The number of **compliments** received for the Medicine Division in relation to the care that patients have received in the hospital **increased** by 64%, from 22 in Q2 to **36** in **Q3**. There has been a **decrease** of 30% in patient **feedback**, from 20 in Q2 to **14** in **Q3**.

Top Three Subjects Requiring Resolution – Medicine Division



Specialities with the highest number of issues for resolution



Trends

Appointments

10 contacts related to the Dermatology Department and the length of time waiting for a new appointment. The RUH is the only hospital in the area providing a Consultant-led clinic and as a result the referrals exceed the capacity. The specialty are working with the Clinical Commissioning Group (CCG) to resolve this issue. 4 related to the Gastroenterology department – telephones not being answered.

Communication & Information

4 contacts related to Cardiology – test results not acted upon.

Patient Property

9 contacts related to the Emergency Department – lost patient property/valuables. A Senior Sister in ED is reviewing the issues in relation to lost property with the aim to reduce the loss of property in this department. 4 related to OPU – lost property/valuables.

Clinical Care & Concerns

23 of the contacts related to general enquiries clinical/care; 3 – quality of nursing care, 3 – quality/concerns regarding medical care. The remaining 9 were spread across different subject areas with no trends.

Appointments

20 of the contacts related to the length of time for a new appointment; 10 – appointment information, 9 – appointment change by patient, 6 – cancelled appointments, 6 – length of time for follow up, 4 – phones not being answered. The remaining 4 were split across different subject areas with no trends.

Communication & Information

14 of the contacts related to general enquiries regarding communication, 7 - telephone issues (phone not answered); 6 – test results not acted upon. The remaining 11 were spread across different subject areas with no trends.

Medicine Division received 12 formal complaints in Q3

Year	Q1	Q2	Q3	Q4
2017/18	24	22	17	14
2018/19	34	45	12	

Complaints for the **Medicine Division** in Q3 **decreased** by **73%** (33) since the previous quarter. Medicine Division had **3 re-opened** complaints in Q3. The reason given were that further concerns were raised and requests made for a meeting.

Medicine Division Complaint response performance:

	No. of complaint
Closed within 35 day target	14 (50%)
Breached 35 Day target	14 (50%)
Total no. of responses due	28

Learning points:

- More training for Emergency Department reception staff to escalate warning signs of very ill patients booking into ED
- Keep relatives updated and involved in discharge arrangements.
- Clear communication with relatives to keep them informed.
- Additional staff being recruited to ensure that only experienced booking staff manage patients treatment appointments in oncology.
- Learning and teaching around missed fractures on X-ray.
- Greater focus on using the Hospital Passports for patients with Learning Disabilities
- Pain relief to be maintained for patients in the ED corridor.



Location and Category of Complaint	Total
Acute Medicine	2
Inappropriate care and treatment	1
Wrong diagnosis	1
Cardiology	1
Length of time for new appointment	1
Emergency Department	2
Co-ordination of medical treatment	1
Test results not acted upon	1
Gastroenterology	1
Length of time for follow up appointment	1
Oncology	3
Quality/concerns regarding Medical Care	3
Radiology	1
Length of time for new appointment	1
Respiratory Medicine	2
General Enquiry - Clinical Care	1
Quality/concerns regarding Medical Care	1
Grand Total	12



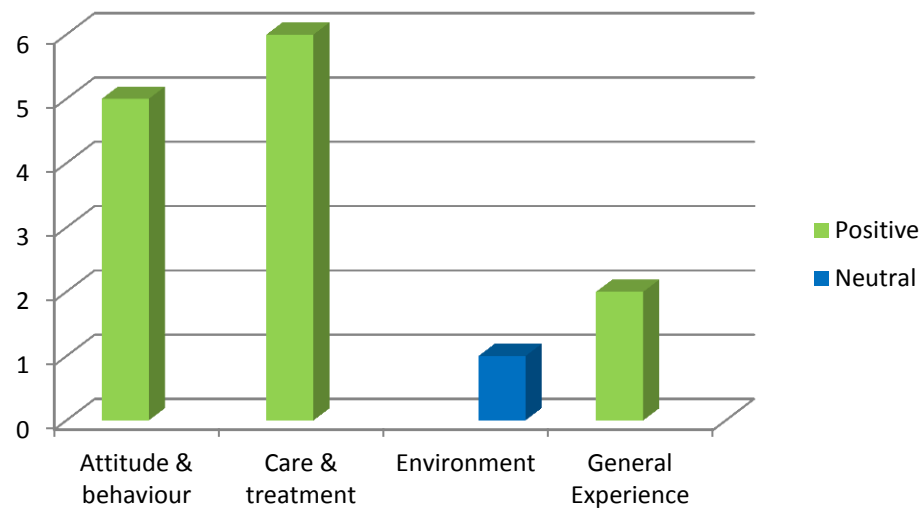
NHS Website reviews from patients and their carers

(Patient Opinion covers the same reviews as posted on NHS Website)

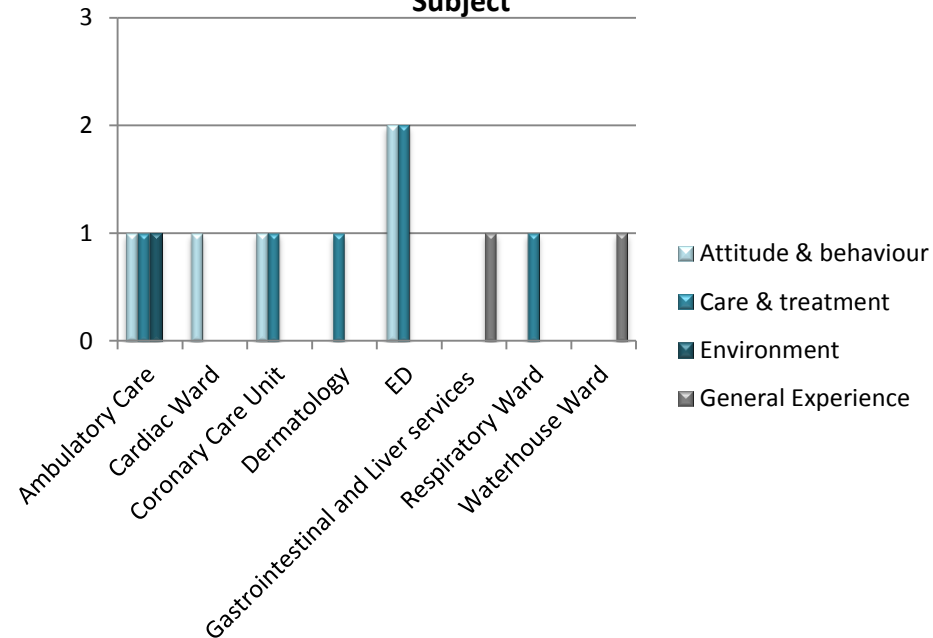
11 patients and their families commented on 8 services provided by Medicine Division:

These posts have been divided into 14 separate comments which are categorised by subject and sentiments and by department.

Q3 Medicine Division comments by Subject & Sentiment



Q3 Medicine Division Comments by Department & Subject



There was 1 neutral comment for Medicine Division regarding the environment in Ambulatory Care this related to décor:

“The department is small and cramped and the rooms are in need of a fresh coat of paint however, the kindness and friendliness of the staff more than compensated for this.”

ED received 4 positive comments; 3 of these in regard to the attitude and behaviour of staff in the department:

“The care he received from the receptionist in ED, the triage nurse, ED Doctor, through to the porters, ward nurses, HCAs and Paediatric Doctor was exemplary.”

Patient Experience Activities in Medicine Division

Project Title

Specialist Weight Management Service Patient Experience Questionnaire

Department / Specialty

Nutrition and Dietetics

Project lead/s

Cheryl Richards, Dietician

Activity

Developed a questionnaire to collect patient experience of this service to understand the views of patients and families so that the service is developed to meet the needs of this patient group.

Status

The questionnaire is currently being used and patient experience feedback is being collected.

Project Title

Inflammatory Bowel Disease patient experience questionnaire

Department / Specialty

Gastroenterology Outpatient Service

Project lead/s

Becca Bleakin, Specialist Gastroenterology Nurse

Activity

Developed a questionnaire to collect patient experience feedback of the service provided to patients with this long-term condition.

Status

Questionnaire developed.

Patient Experience Activities in Medicine Division

Project Title

Annual snapshot of the Acute Oncology Service

Department / Specialty

Acute Oncology Service

Project lead/s

Alessandra Barlett, Senior Sister and Emma Girling, Nurse.

Activity

Developed a questionnaire to collect patient experience feedback as an annual snapshot.

Status

Collecting patient experience feedback via feedback cards.

Project Title

Patient Experience of Gastroenterology / Endoscopy / Colonoscopy

Department / Specialty

Gastroenterology

Project lead/s

Dr Julia Maltby, Consultant

Activity

Patient Experience team shadowed patients from check-in to discharge (where possible) to understand the patient experience of this pathway.

Status

Findings have been fed back to the team who are working on developing the patient information booklet and making changes to the outpatient waiting area.

Patient and Carer Experience report

Surgery Division

Quarter 3
October – December 2018

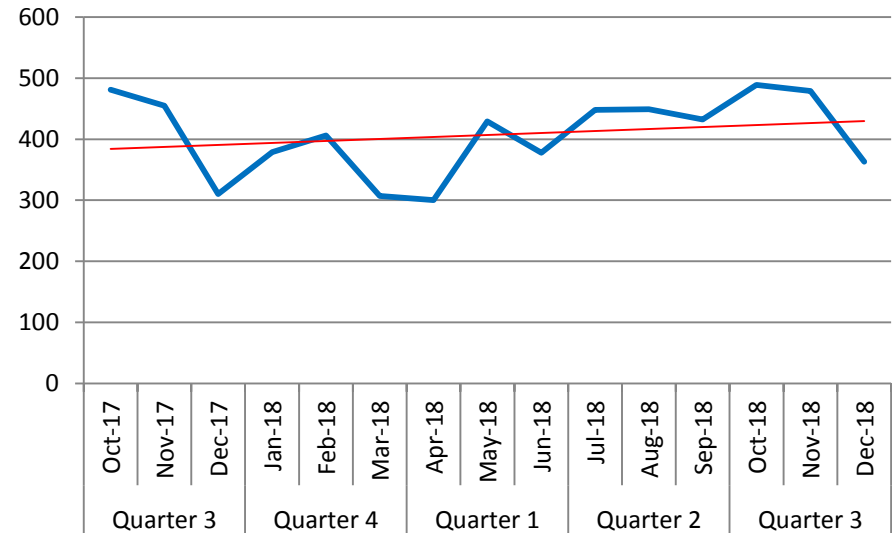
Surgery Division Response Totals

During Quarter 3 Surgery Division received **1331** Friends and Family Test (FFT) **responses**. This represents an **increase of 0.15%** (2 responses) on quarter 2 18/19, where the total was 1329.

97% (1293) of patients that completed an FFT card this quarter in Surgery Division said that they would be **Extremely Likely/Likely** to recommend the Trust to Friends and Family if they needed similar care or treatment.

Recommendation	Total	%
Extremely Likely	1112	83.55%
Likely	181	13.60%
Neither likely nor unlikely	17	1.28%
Unlikely	4	0.30%
Extremely Unlikely	10	0.75%
Do Not Know	7	0.53%

Surgery Division Response Totals



Surgery Division ‘free-text’ Categories and Sentiments

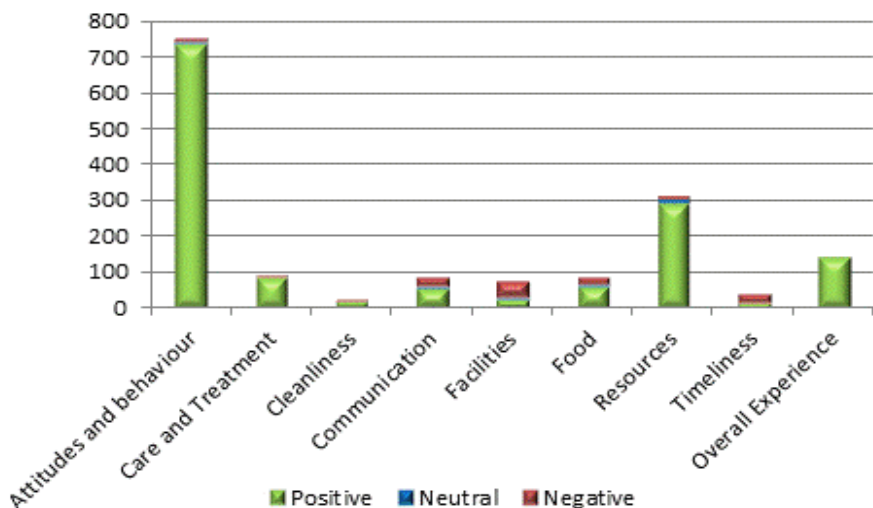
The majority of Surgery Division comments are **Compliments** **89%** (1461) 51% of these refer to the **Attitudes and behaviour of ward and support staff** e.g.

*‘Very, very attentive staff, all friendly and approachable’
(Pulteney Ward)*

‘Staff - friendly, kind and supportive’ (Surgical Short Stay)

‘I find the pain clinic team amazing, such a professional service. I am always treated with dignity and respect. Doctor has been so understanding and caring towards me. Fantastic service for the RUH. Thank you’ (Pain Clinic Day Case)

Surgery Division Q3 Category Totals



9% (148) of the total number of comments (1633) for Surgery Division were **Negative**, **1%** (24) were **Neutral**. Analysis shows the main **Areas for improvement** are **Facilities, Timeliness and communication 34%** (50) of the negative comments relate to **Facilities**; comments mainly referring to noise at night (other patients, staff) and lights at night, ward temperature and bathrooms e.g.

‘At the beginning of my stay, night staff were incredibly noisy. Lights were turned off very late as well’

‘The ward was very, very hot’

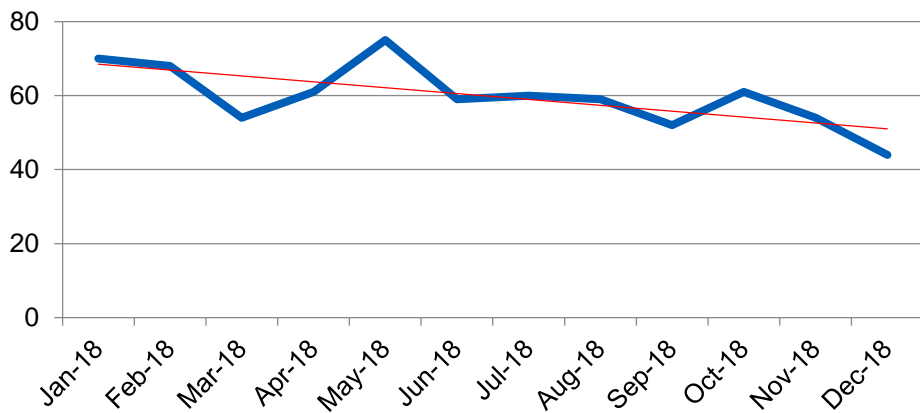
‘Male toilet floor wet most of the time due to poor shower "tray" system. Water force on basin taps shoots water out of basin’

17% (25) **Timeliness, negative** comments include waiting for assistance / answer to call bell, for discharge, waiting for surgery, general waiting e.g.

‘Staff overstretched at all times of day. Half hour wait for buzzer on one instance. Requests unable to be completed for lengthy periods’

16% (24) **Communication negative** comments relate to - not being updated about what is happening and when, communication between staff.

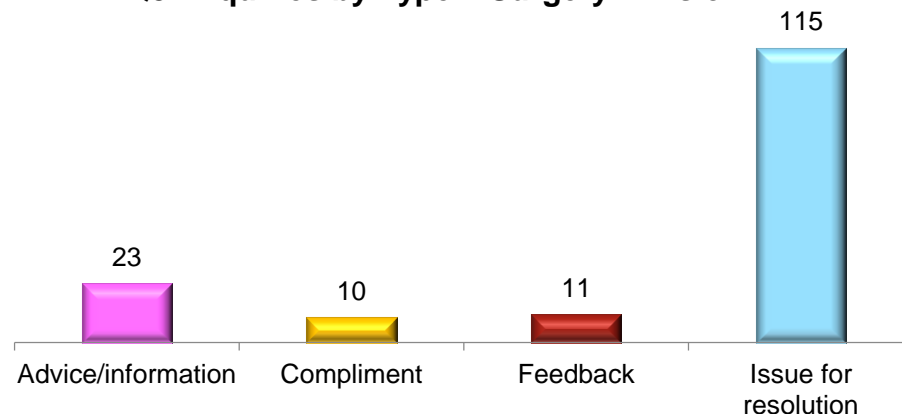
Total PALS Enquiries – Surgery Division



The total number of enquiries for the Surgery Division over **Q3** was **159**. This was a **decrease** of 7% (12) enquiries since Q2 which totalled 171 responses.

The amount of contacts in Q2 remained steady in the Surgery Division. **Q3** saw a slight increase in contacts in October. The division has seen a decline in enquiries from November to December.

Q3 Enquiries by Type – Surgery Division



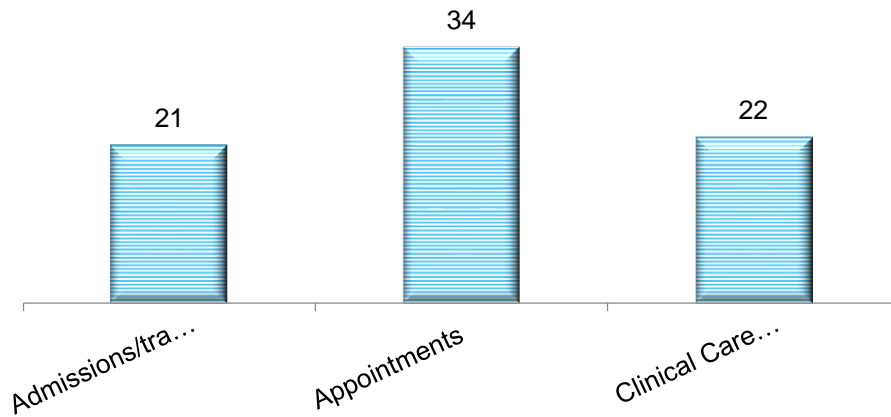
The number of **issues requiring resolution** has **increased** by 5%, from 110 in Q2 to **115** in **Q3**.

There has been a 49% **decrease** in the number of contacts requiring **advice and information** this quarter, from 45 in Q2 to **23** in **Q3**.

The number of **compliments** received for the Surgery Division in relation to the care that patients have received in the hospital has **increased** by 67%, from 6 in Q2 to **10** in **Q3**.

There has been a 10% **increase** in the contacts providing **feedback**, from 10 in Q2 to **11** in **Q3**.

Top Three Subjects Requiring Resolution – Surgery Division



Admissions/transfers/discharge procedure (In Patients/ED)

10 of the contacts regarded date of admission not given to patient; 4 – inappropriate/unsafe discharge. The remaining 7 were spread across different subject areas with no trends.

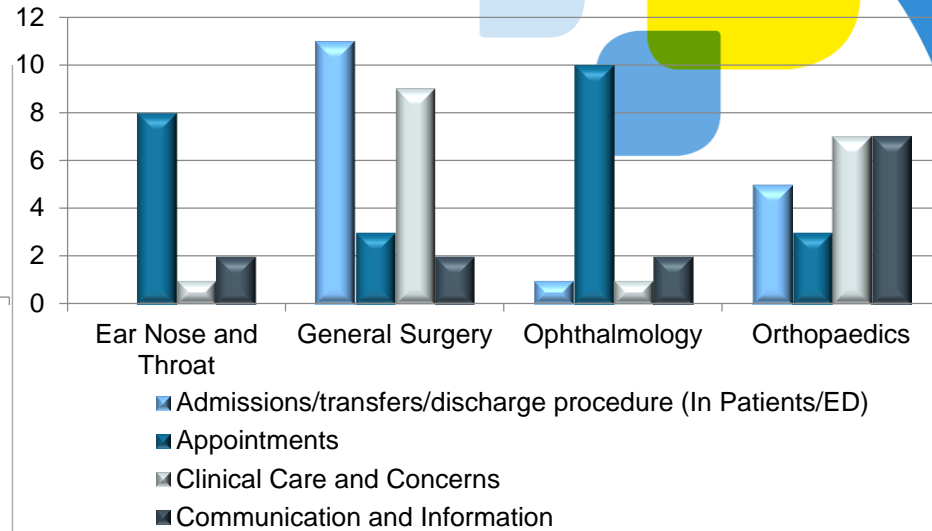
Appointment

12 of the contacts related to appointment changes by patient; 8 - length of time for follow up appointment, 6 – length of time for new appointment, 4 – appointment information. The remaining 4 were spread across different subject areas with no trends.

Clinical Care & Concerns

14 of the contacts were general enquiries/clinical care. 4 – quality/concerns regarding medical care. The remaining 4 were spread across different subject areas with no trend.

Specialities with the highest number of Issues for Resolution



Trends

Admissions/transfers/discharge procedure (In Patients/ED)

5 of the contacts related to General Surgery – date for admission unable to be given to patient due to high numbers of emergencies and cancer patients; and needing a specific surgeon to undertake the procedure. 3 related to inappropriate/unsafe discharge.

Appointments

5 of the contacts related to the Ophthalmology department – appointment change by patient. 4 related to ENT – appointment change by patient. PALS will be monitoring the reasons that patients are contacting them to understand if this is a communication issue, i.e. patients are unable to contact the department by telephone. 3 related to ENT – length of time for follow up.

In Q2 the Surgical Division received **17 formal complaints**.
Complaints in **comparison** to previous quarters:

Year	Q1	Q2	Q3	Q4
2017/18	24	21	13	19
2018/19	28	18	17	

Complaints received in Q3 2018/19 is similar to the number of complaints received in Q2.

The Surgical Division had **1 re-opened** complaint. The reason being that the complainant was unhappy with the written response.

Surgical Division Complaint response performance:

	No. of complaints
Closed within 35 day target	5 (42%)
Breached 35 Day target	7 (58%)
Total	12

Learning points:

- Matron investigating whether RUH ENT works differently to other centres regarding injections.
- Shared learning around the E-referral system.
- Continue to work with GP surgeries and consultants around the use of E-referral systems



Location and Category of Complaint	Total
Anaesthesia	1
Quality/concerns regarding Medical Care	1
Ear Nose and Throat	2
Error in performing a procedure on patient	1
Waiting for scans	1
General Surgery	9
Discharge Summary Incorrect/missing/delayed	1
Error in performing a procedure on patient	1
Length of time for new appointment	1
Quality/concerns regarding Medical Care	4
Staff attitude	1
Wait for Treatment	1
Orthopaedics	4
Confrontational	1
Disability discrimination	1
Error in performing a procedure on patient	1
Quality/concerns regarding Medical Care	1
Urology	1
Error in performing a procedure on patient	1
Grand Total	17

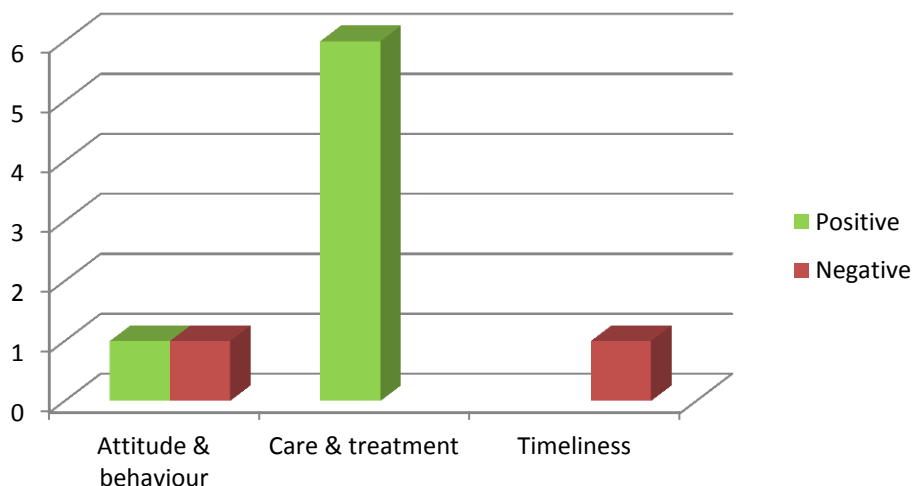
NHS Website reviews from patients and their carers

(Patient Opinion covers the same reviews as posted on NHS Choices)

7 patients and their families commented on 6 services provided by Surgery Division:

These posts have been divided in to 9 separate comments which are categorised by subject and sentiments and by department.

Q3 Surgery Division Comments by Subject & Sentiment



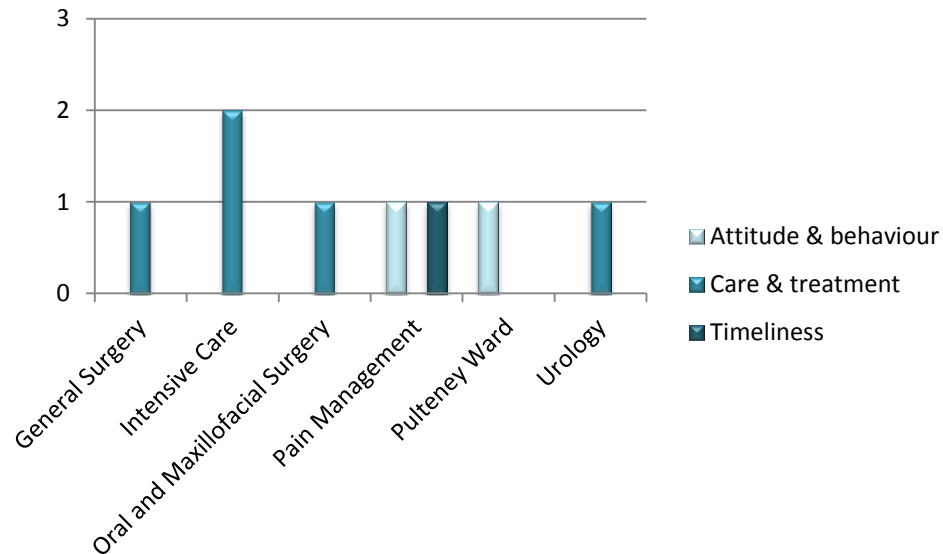
There were 6 positive comments about the care & treatment received from 4 services:

“Surgical team and all ancillary staff were all thoroughly professional yet extremely friendly.” Oral and Maxillofacial Surgery patient.

“At every step the consultants and the specialist nursing staff kept me informed of the next steps, sent appointment details, etc in a thoroughly professional and informative manner.”

²⁹ Urology patient

Q3 Surgery Division Comments by Department & Subject



There were 2 negative comments from the same patient relating to elective admissions: regarding the attitudes & behaviour of a member of staff and delays in arranging a date for an operation.

Patient and Carer Experience report

Women and Children's Division

Quarter 3
October - December 2018

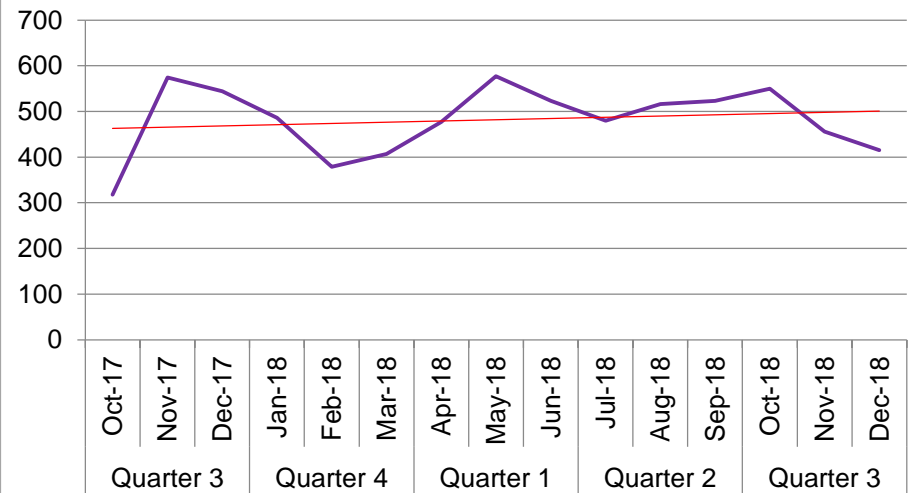
Women and Children’s Division Response Totals

During Quarter 3 Women and Children’s Division received 1421 **Friends** and Family Test (FFT) responses. This represents a **decrease of 6%** (98 responses) on quarter 2 18/19, where the total was 1519.

98% (1395) of patients that completed an FFT card this quarter in Women and Children’s Division said that they would be **Extremely Likely/Likely** to recommend the Trust to Friends and Family if they needed similar care or treatment.

Recommendation	Total	%
Extremely Likely	1268	89.23%
Likely	127	8.94%
Neither likely nor unlikely	10	0.70%
Unlikely	7	0.49%
Extremely Unlikely	6	0.42%
Do Not Know	3	0.21%

Women & Children's Division Response Totals



Women and Children’s Division ‘free-text’ Categories and Sentiments

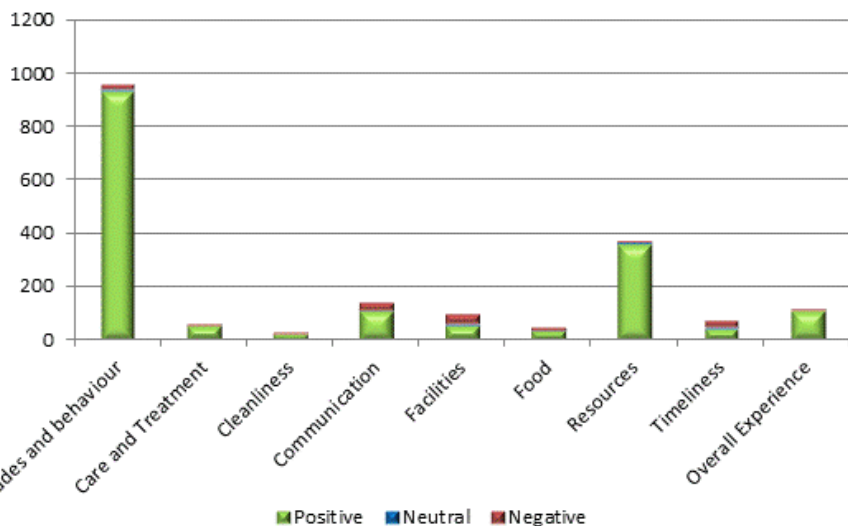
The majority of Women and Children’s Division comments are **Compliments 91%** (1732) **54%** of these refer to the Attitudes and behaviour of ward and support staff e.g.

‘Everyone here was extremely friendly and put my mind at ease. I feel a lot better now’ (Paulton – Antenatal Clinic)

‘All staff cheery and happy, which makes the stay more bearable. Friendly and kind’ (Charlotte Ward)

‘Friendly service, helpful staff. I felt safe and looked after as the staff were very reassuring and nice’ (Children’s PAU)

Women & Children’s Division Q3 Category Totals



7% (142) of the total number of comments (1900) for the Women and Children’s Division were **Negative**, **1%** (26) **Neutral** (neutral comments include suggestions for improvement) Analysis shows **Areas for improvement** are **Facilities**, **Communication** and **Timeliness**.

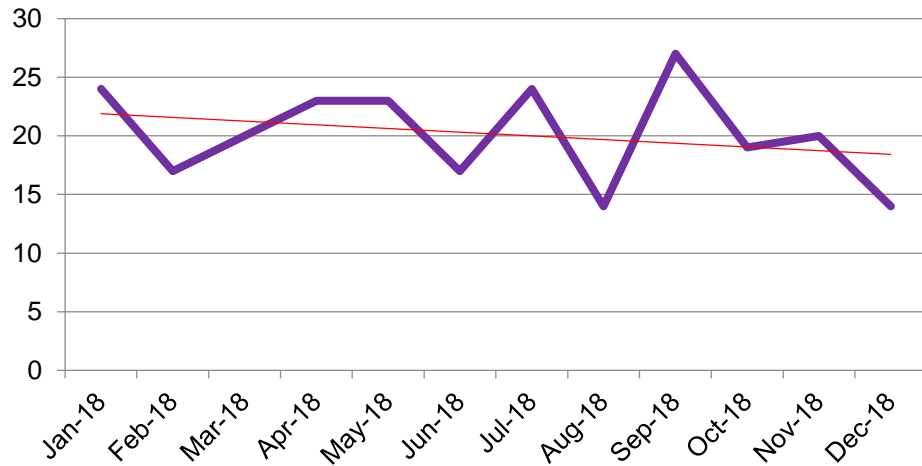
Facilities 24% (34) of negative comments mainly relate to chairs/ comfort for partners, ward/ room temperature, parking e.g.

‘More comfortable chairs for partners’
‘Ward was too hot’
‘Nightmare car parking - never any spaces’

Communication 21% (30) comments refer to conflicting information/ lack of information, communication between staff /departments, appointments.

Timeliness 21% (30) comments refer to waiting to be seen in clinic, waiting for assistance / call bell, waiting for doctor, discharge, non-specific waiting.

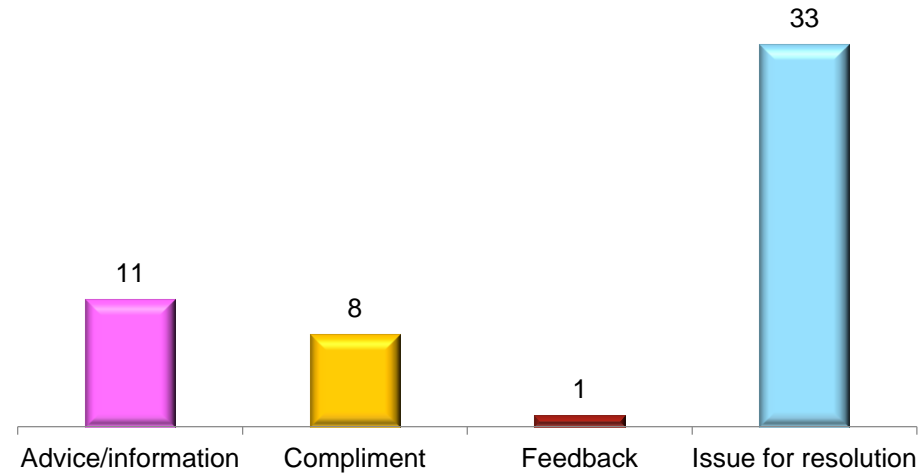
Total PALS Enquiries for Women & Children's Division



The total number of enquiries for the Women & Children's Division over **Q3** was **53**. This is a decrease of 16% (10) enquiries from Q2 which totalled 63 contacts.

Since the spike in September 2018, Q3 has seen a continuous decrease in the amount of contacts for the Women & Children's Division.

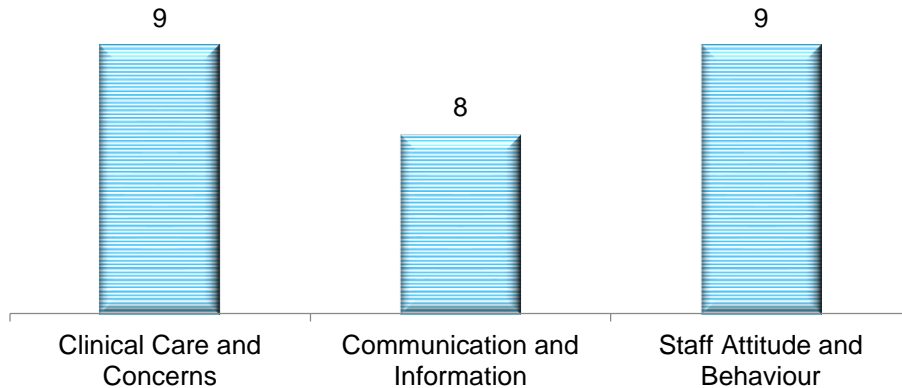
Q3 Enquiries by Type – Women & Children's Division



The number of **issues requiring resolution** has **increased** by 14%, from 29 in Q2 to **33** in **Q3**. There has been a 52% **decrease** in the number of contacts requiring **advice and information** this quarter, from 23 in Q2 to **11** in **Q3**.

The number of **compliments** received for the Women & Children's Division in relation to the care that patients have received in the hospital has **increased** by 14%, from 7 in Q2 to **8** in **Q3**. There has been a **decrease** of 80% in the contacts providing **feedback** from 5 in Q2 to **1** in **Q3**.

Top Three Subjects requiring resolution - Women & Children's Division



Staff Attitude and Behaviour

9 contacts related to inappropriate or insensitive communication, attitude or behaviour.

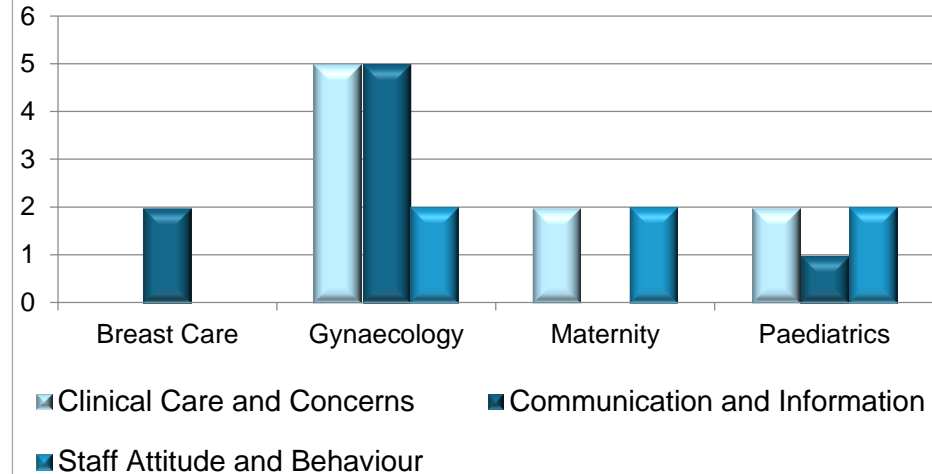
Communication & Information

3 of the contacts were general enquiries. The remaining 5 were spread across different subject areas with no trends.

Clinical Care & Concerns

3 of the contacts related to general enquiries about clinical care. The remaining 6 were spread across different subject areas with no trends.

Specialities with the highest number of issues for resolution



No Trends found across the Specialities.

Of the 12 cases in Gynaecology, 8 related to outpatients. The contacts said that they were not happy with their consultation and didn't feel listened to or able to ask any questions. This has been fed back to the Lead for Gynaecology.

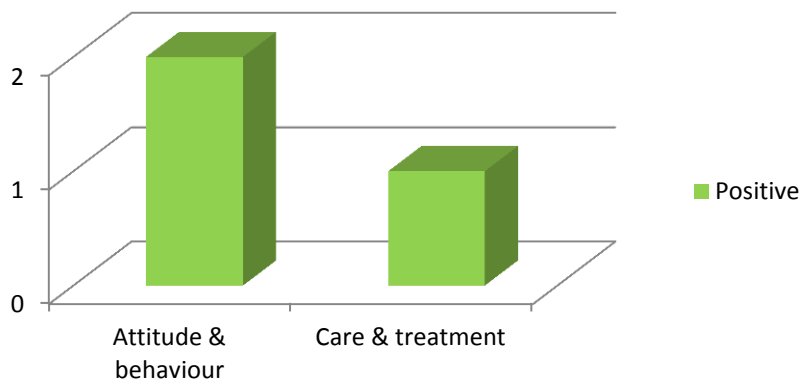
NHS Website reviews from patients and their carers

(Patient Opinion covers the same reviews as posted on NHS website)

3 patients and their families commented on 3 services provided by Women & Children's Division:

These posts have been categorised by subject and sentiments and by department.

Q3 W&C Division Comments by Subject & Sentiment



Q3 W&C Division Comments by Department & Subject



There were 3 positive comments about services provided by the Women & Children's Division and no negative comments. Below is an example of a woman's experience on the labour ward:

"Had to call to the labour ward whilst on holiday, as had a high temp and was concerned it wasn't dropping. From initial phone call to final discharge from hospital the experience was superb - attentive, helpful, knowledgeable staff who kept us informed and made myself and my family (husband and 2 year old who we'd had to get out of bed at 11.30pm) really welcome and looked after us brilliantly. We were in and out within 10 hours having had extensive testing and treatment to ensure I was fully better before I left. Special thanks goes to one particular midwife who provided 99% of our care and couldn't have been better - she is doing an amazing job and was really reassuring and informative throughout the night we stayed. Great follow up call with results from tests too - thank you all so much!"

In Q3 the Women and Children’s Division received **1 formal complaint**.

Total number of complaints for the quarter

Year	Q1	Q2	Q3	Q4
2017/18	9	6	4	3
2018/19	3	5	1	

The Women and Children’s Division did not have any **re-opened** complaints or complaints opened for investigation by the **PHSO** in Q3.

Women and Children’s Division Complaint response performance:

	No. of complaint
Closed within 35 day target	2 (66.6%)
Breached 35 Day target	1 (33.3%)
Total	3

Learning points:

- Communication with patients as to the reason certain specialist staff are required for a scan and may not be available at weekends.
- Education with GP Surgeries around the correct referral process.



Complaints by Specialty and Subject:

Location and Category of Complaint	Total
Gynaecology	1
Quality/concerns regarding Medical Care	1
Grand Total	1

Patient and Carer Experience report

Outpatients

Quarter 3
October- December 2018

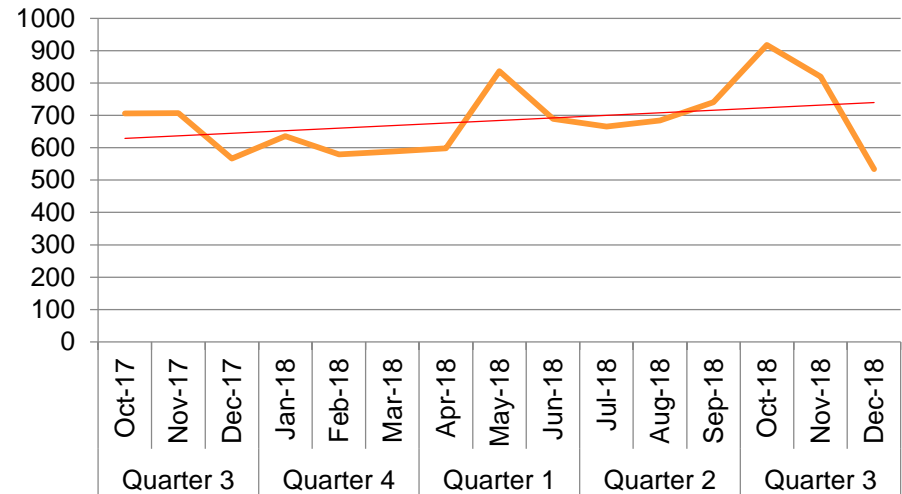
Outpatient Response Totals

During Quarter 3 Outpatient departments received **2090** Friends and Family Test (FFT) responses. This represents an **increase of 9%** (182 responses) on quarter 2 18/19, where the total was 2090.

97% (2208) of patients that completed an FFT card this quarter in Outpatients said that they would be **Extremely Likely/Likely** to recommend the Trust to Friends and Family if they needed similar care or treatment.

Recommendation	Total	%
Extremely Likely	1964	86.44%
Likely	244	10.74%
Neither likely nor unlikely	31	1.36%
Unlikely	6	0.26%
Extremely Unlikely	13	0.57%
Do Not Know	14	0.62%

Outpatient Response Totals



Outpatient ‘free-text’ Categories and Sentiments

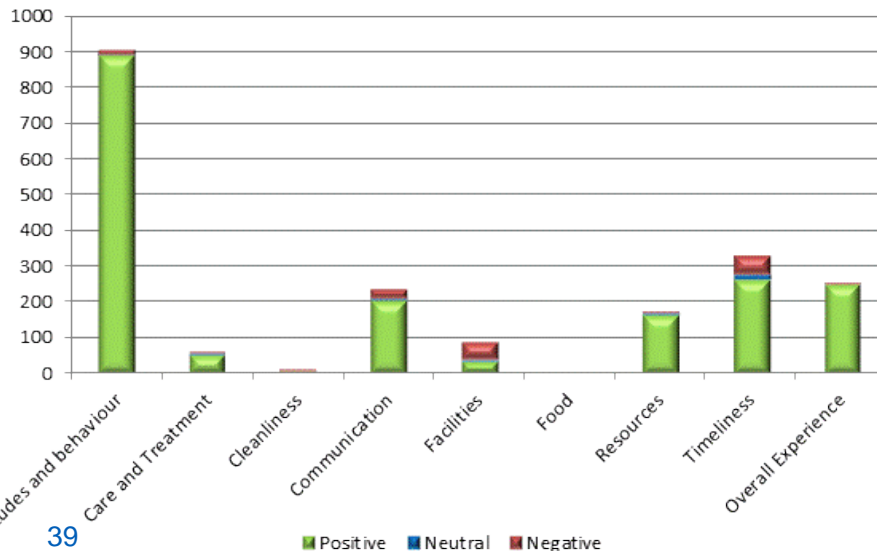
The majority of Q3 Outpatient comments are **Compliments** **91%** (1880) **47%** of these refer to the **Attitudes and behaviour of ward and support staff** e.g.

‘Always welcoming and pleasant, a feeling of being at ease’
(Oral and Maxillo-facial Surgery)

‘Very reassuring manner - made me feel comfortable’
(Riverside Sexual Health Clinic)

‘Speedy and efficient staff. Caring and compassionate towards patients’ (Clinical Measurement and X-ray)

Outpatient Q3 Category Totals



8% (164) of the total number of comments (2075) for Outpatients were **Negative**, **1%** (31) were **Neutral**. Analysis shows **Areas for improvement** are **Timeliness and Facilities**.

34% (55) of negative comments relate to **Timeliness** with the majority of comments referring to waiting in clinic past the appointment time, e.g.

‘Over 1 and a half hours late to be seen. therefore not staff fault but consultants’

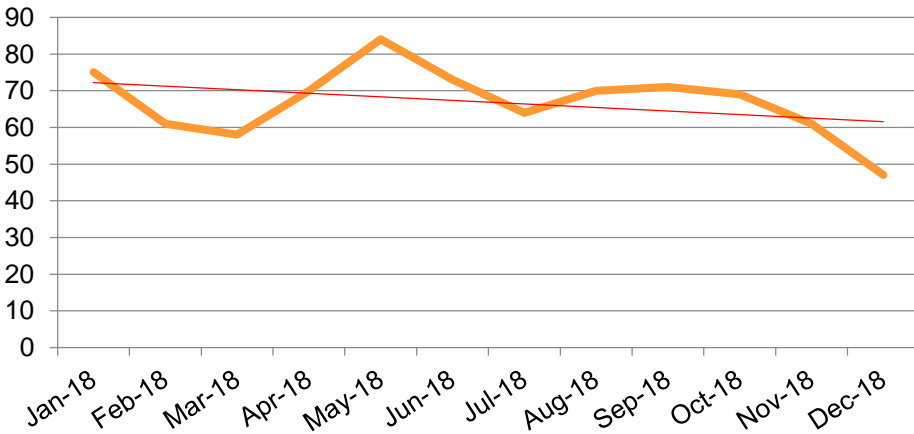
‘Keep to the appointment time that has been booked - waiting for almost an hour’

32% (52) of negative **Facilities** comments relate to parking at the RUH e.g.

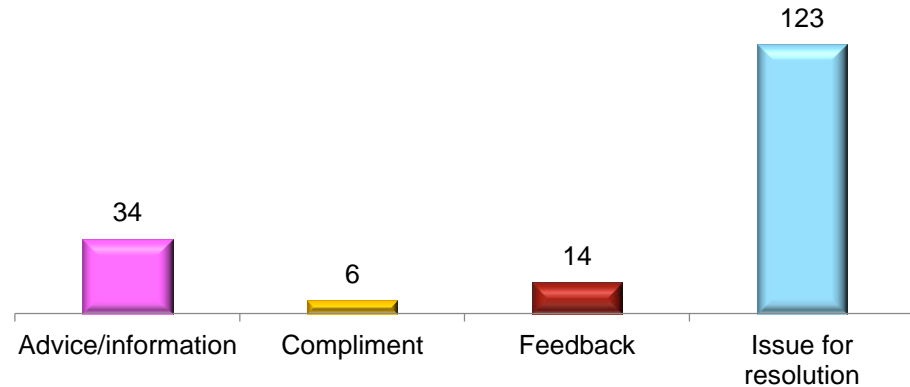
‘Parking very difficult and stressful - need more spaces’
‘Inadequate car parking – expensive’

These themes continue from Q1 & Q2 18/19

Total PALS Enquiries - Outpatients



Q3 Enquiries by Type - Outpatients



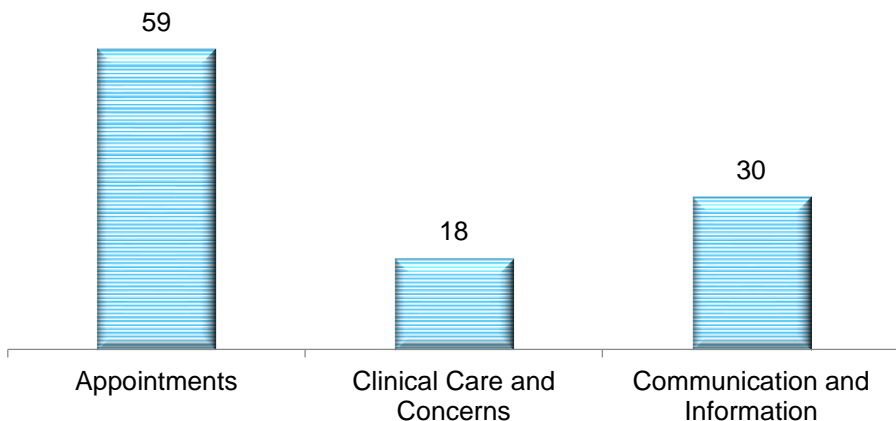
The total number of enquiries for Outpatients over **Q3** was **177**. This is a decrease of 14% (28) enquiries from Q2 which totalled 205 responses.

The amount of PALS enquiries has remained stable over Q2 and steadily decreased over Q3 with the lowest number of contacts in December.

The number of **issues requiring resolution** has **decreased by 2%**, from 125 in Q2 to **123** in **Q3**. There has been a **44% decrease** in the number of contacts requiring **advice and information** this quarter, from 61 in Q2 to **34** in **Q3**.

The number of **compliments** received for Outpatients in relation to the care that patients have received in the hospital has **decreased by 45%**, from 11 in Q2 to **6** in **Q3**. There has been an **increase of 75%** in feedback from 8 in Q2 to **14** in **Q3**.

Top three subjects requiring resolution - Outpatients



Appointments

15 of the contacts related to appointment changes by patient; 12 – length of time for follow up appointment, 11 – length of time for new appointment, 8 – cancellation of appointment, 6 – appointment information. The remaining 7 were spread across different subject areas with no trends.

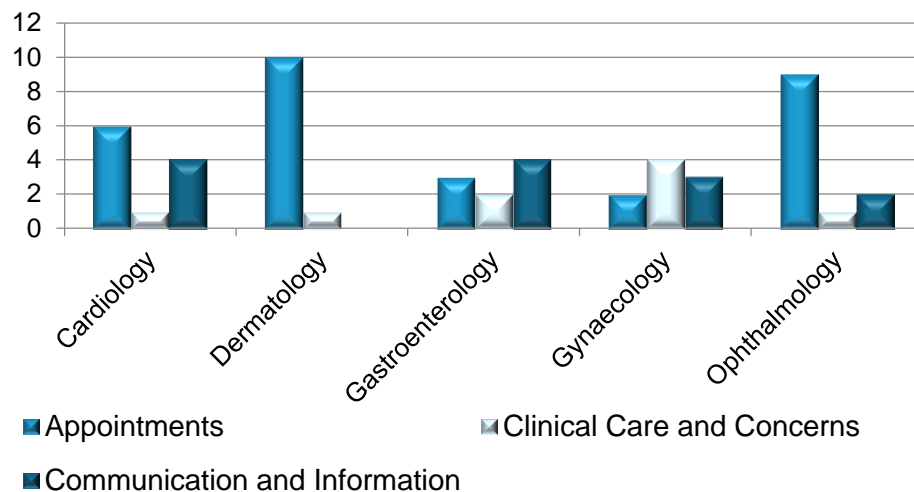
Clinical Care & Concerns

9 of the contacts related to general enquiries/clinical care; 4 – quality/concerns regarding medical care. The remaining 6 were spread across different subject areas with no trends.

Communication & Information

8 of the contacts related to general enquiries/communication; 6 – telephone issues (phone not answered), 4 – test results not acted on. The remaining 12 were spread across different subject areas with no trends.

Specialities with the highest number of Issues for Resolution



Trends

Appointments

7 of the contacts related to the Dermatology department – length of time for new appointment. The RUH is the only hospital in the area providing a Consultant-led clinic and as a result the referrals exceed the capacity. The specialty are working with the CCG to resolve this issue. 5 related to Ophthalmology – appointment change by patient.

Communication & Information

5 of the contacts related to the Gastroenterology department – telephone issues (phones not answered).

Complaints for outpatients are recorded within the separate divisions. Within the total number of complaints this quarter, 7 were related to outpatient departments and can be broken down into the following specialties:

Department	No. of complaints
Cardiology	1
Ear Nose and Throat	1
Gastroenterology	1
General Surgery	1
Oncology	2
Orthopaedics	1
Grand Total	7

Outpatients saw a reduction in the numbers of complaints this quarter from 18 in Q2 to 7 in Q3.



NHS Website reviews from patients and their carers

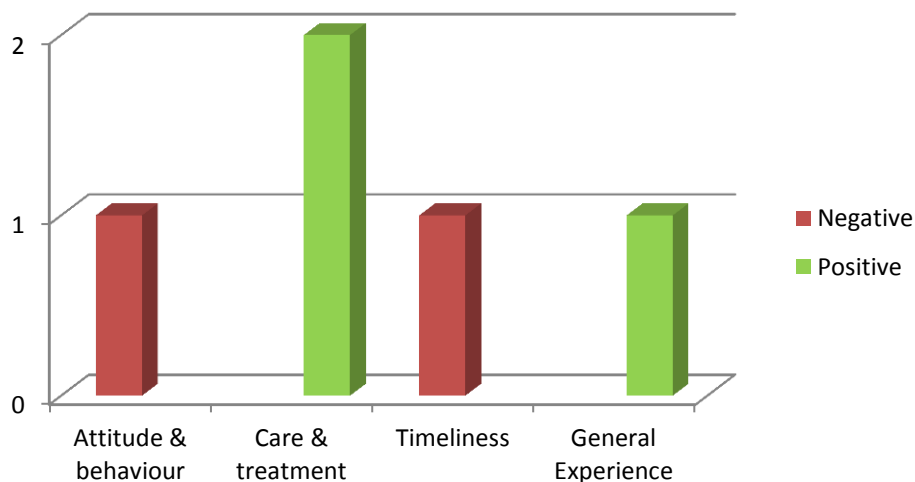
(Patient Opinion covers the same reviews as posted on NHS Website)

4 patients and their families commented on 4 services provided by Outpatients across all clinical Divisions:

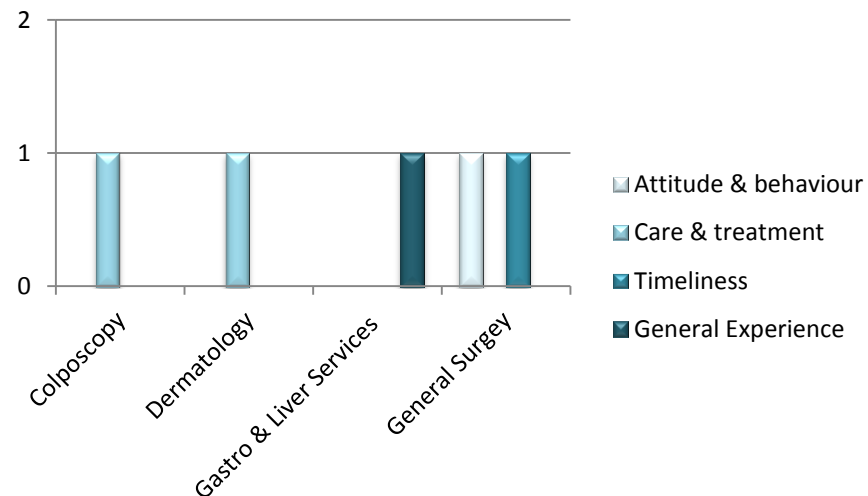
These posts have been divided in to 5 separate comments which are categorised by subject and sentiments and by department.



Q3 Outpatient Comments by Subject & Sentiment



Q3 Outpatient Comments by Department & Subject



The 2 negative comments are detailed on the Surgery Division NHS Website slide. An example of a positive comment:

Forever grateful! I am a very long term eczema patient (my entire life) and I see the lovely people in this department very frequently, to the point where they all know my name! Finished my latest UV treatment in June this year and I cannot thank them enough for the care and consideration they put into everything they do. Without them I think I'd be in such a state! Skin conditions can be so hard to cope with, not just with the physical effects but also the stares/comments from people, and this department really cares not only about treating the condition but also works so hard to improve my self-confidence about how I look- which as a 26 year old is a big hurdle for me when I get flares! Thank you from the bottom of my heart!