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# **Patient Experience Report: *what our patients are saying***

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## 1. Introduction

This report provides an overview of patient experience between August 2014 to September 2014 detailing the methods that are in place to obtain feedback from our patients about the care they receive and the services we provide.

## 2. 4 C's

The Trust actively encourages patient to provide their views under the '4 C's': comments, concerns, compliments or complaints. This is facilitated by the Patient Experience Manager supported by PALS volunteers with cover provided by the CGST Team in her absence.



### Comments:

<b>Some comments received about our services</b>
<i>You have signs regarding the non use of mobile phones, but everyone uses mobile phone- please take them down if they no longer are relevant.</i>

### Concerns:

<b>Some comments received about our services</b>
<i>Please stop people smoking outside the front entrance</i>
<i>The choice of radio station needs to be thought about in Delamere</i>

### Compliments:

<b>Some compliments received about our services</b>
<i>Staff in radiotherapy were both kind and professional</i>

## Complaints:

The Trust has a formal complaints policy which adheres to national NHS guidance. In addition to the policy the Trust has a system where the Council of Governor's Patient Experience Committee reviews all complaints received (with patient identifiable information removed) and responses sent which provides the COG with assurance that the Trust adheres to its complaints process and that they are appraised of any patient concerns.

2014/15

	Full 13/14year	April/May	June/July	August/Sept /Oct	
Formal complaints	19	2	3	5	
Informal complaints/PALS	266	45	31	42	
PHSO Upheld	pending				

No further update regarding PHSO

## Details of complaints received in last quarter

Complaint	Action taken
06/14 bereaved relative has raised concerns regarding treatment and care.	Previously met with complainant and now responded to outstanding concerns via Clwyd CHC
07/14 Complaint raised via MP, patient felt treatment was being delayed	Patient has started a different treatment as original treatment not available when required ( company from USA)
08/14 Bereaved relative wanted clarification of diagnosis procedures	Responded to complainant
09/14 relative on behalf of patient had joint complaint with a number of providers- issues relating to CCC re communication and untreated infection	We were able to evidence good communication with other providers and treatment of infections.
10/14 Patient has questions relating to ongoing side effects after treatment	Offered apologies and reassurance

## 3. Patient surveys



All Departments  
Summary.snp



All Departments  
Summary2.snp

#### 4. Quality account indicators

The following indicators are reported as part of the Trust's Quality Accounts. These indicators are reported as an annual figure. For this report these are broken down for the last 4 quarters.

#### Patient Experience Indicators

	April/May	June/July	Aug/Sep/Oct
At least 80% of patients rate as 'always' in the local patient survey programme when asked 'I was treated with courtesy and respect'	98%	98%	98%
At least 80% of patients rate as 'always' in the local patient survey programme when asked 'Was the ward / department clean'	96%	96%	97%
At least 70% of patients rate as 'never' in the local patient survey programme when asked 'If they had to wait'	34%	29%	36%
At least 80% of patients rate as 'always' in the local patient survey programme when asked if 'I was included in discussions about my care'	91%	92%	93%
At least 80% of patients rate as 'always' in the local patient survey programme when asked if 'the staff washed their hands'	95%	95%	96%

Patient survey:

- Data source: data collected from in-house survey
- Survey questions based on annual Care Quality Commission In-patient survey
- Target for compliance agreed by the Trust Board as part of our Quality Strategy

## **5. Friends and Family Test**

The goal of The Friends and Family Test is to improve the experience of patients. It aims to provide timely feedback from patients about their experience. All NHS Trusts have a requirement to ask every inpatient the following question:

How likely are you to recommend our ward to friends and family if they needed similar care or treatment?

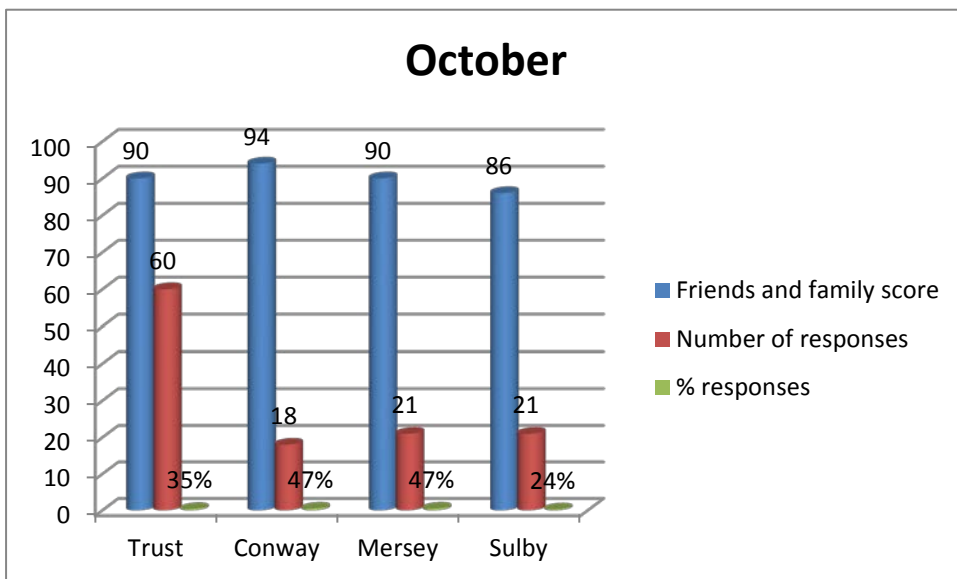
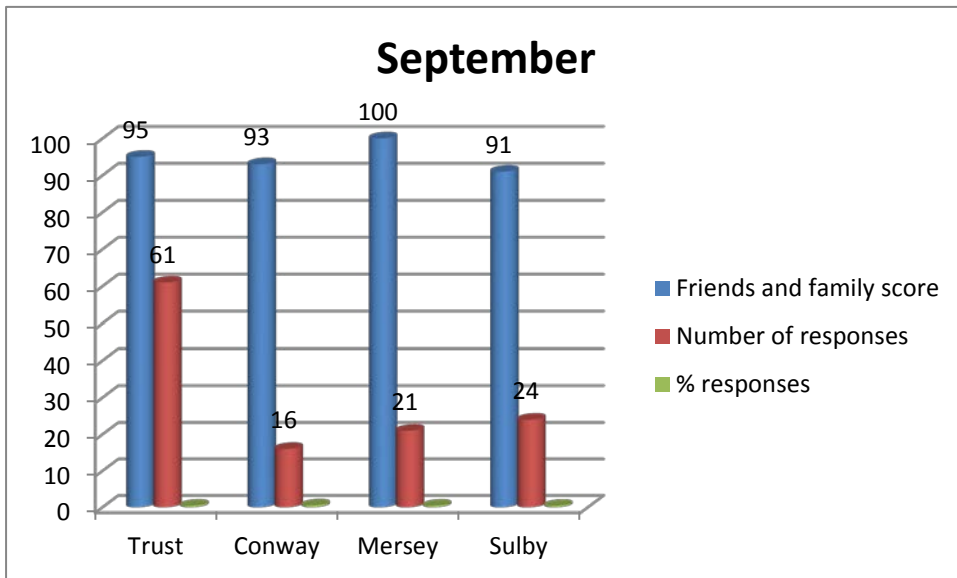
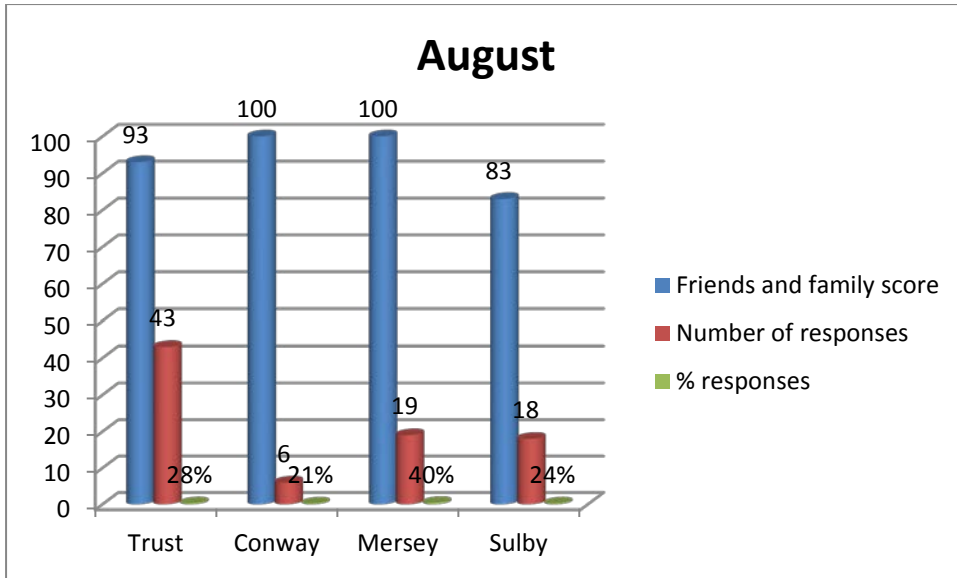
- Extremely likely
- Likely
- Neither likely or unlikely
- Unlikely
- Extremely unlikely
- Don't know

From April 1<sup>st</sup> 2013 it was made mandatory across the NHS, however at CCC we decided to start from December 1<sup>st</sup> 2012 to ensure a robust system was in place by April.

We opted to pilot a paper based system in the form of postcards. The guidelines state that the patient must be asked the question at discharge or within 48 hours of discharge. The aim is at least a 15% response rate. We have distributed collection boxes on the wards and at the main desk. The postcards have a freepost address to enable patients to return them once they get home.

The results so far have been very encouraging with regard to patient's recommendations; however work is needed in certain areas to ensure all patients are given the opportunity to complete the questionnaire.

The methodology for scoring The Friends and Family Test is consistent across the NHS to enable comparison across different Trusts and the wards within those Trusts. The score is calculated by the proportion of patients who strongly recommend, minus those who would not recommend, or who are indifferent.



## 6. Patient environment:

### PEAT

The Patient Environment Action Team Assessment (PEAT) was established in 2000. In addition to the annual formal inspection the Trust implemented a monthly internal inspection team who conduct unannounced inspections in all clinical areas of the Trust. The inspection team comprises the Director of Nursing and Quality, Infection control, Head of Nursing, estates, hotel services and patient representation. The patient representative is charged with obtaining patient views during the inspection.

In the July inspection the following patient comments were received:

PEAT Patient Comments
<p><b><u>Radiotherapy</u></b></p> <p>The patient representative spoke to three patients and their comments are as follows:-</p> <p>The staff are great, everywhere is very clean, and I have had no problems with my appointments as they have never run over the appointed time give or take 10 minutes.</p> <p>Nothing is too much trouble, I only have to ask for something and it is done, all the nursing staff, and the ambulance drivers are brilliant.</p> <p>My last patients was on his first day of radiotherapy treatment but first impressions were good and all his pre appointments before his treatment started went very well.</p>
<p><b><u>Mersey</u></b></p> <p>1st Patient:- Very satisfied with my treatment</p> <p>2nd Patient:- I am being treated very well and if I have any problems they are always sorted out for me.</p>
<p><b><u>Sulby</u></b></p> <p>absolutely no complaints about the way she was being treated, everything is fine</p>
<p><b><u>Delamere</u></b></p> <p>patient had been coming to CCC for two years and at first things did not go very well so she put in a complaint especially about the way she was told of her diagnosis and the way she was left alone for two hours with all sorts of negative thoughts, however, she says there has been a vast improvement on communication, clearer signs to each department, the flow from one appointment to another and waiting times. The only negative for her today was, when you are called from the main waiting area you do not always hear the call because the</p>



member of staff doesn't always come into the area far enough for her to hear.

### Conway

one patient had some difficulty talking but basically she made a point of saying she is on half purée and half solid food but whoever is supplying her meals in her words "they haven't got it quite right yet" so she is not eating very much but all the staff are great.

Second patient: I can't fault any aspect of the way I am being treated, all medical and domestic staff are brilliant, everywhere is very clean and I always have my privacy when I need it.

## **PLACE**

In 2013 the formal PEAT inspection was replaced by PLACE (Patient Led Assessment of the Care Environment).

Our annual PLACE (Patient Led Assessment of the Care Environment) assessment in June 2014 has demonstrated good performance with excellent ratings being given for cleanliness (99.88%), food (96.67%), privacy, dignity and wellbeing (93.18%) and condition, appearance and maintenance (100%).

### **7. You said, we did**

<b>Issue</b>	<b>Actions / change implemented</b>
Patients wanted posters about buzzers in Delamere	Buzzer posters now displayed

### **8. Bereavement interviews**

As part of its support to the bereaved the Trust provides a 'day after death' service to the next of kin to patients who die within the Trust. Narrative reports are written by the CBS / ward manager who conducts the service. Bereaved relatives comments are taken from these reports.

<b>Date</b>	<b>Comments</b>
6.9.14	Bereavement meeting with patients sister and two nieces. All the relevant information was given and an opportunity to discuss her deterioration and death was given, the family were clearly distressed , they didn't discuss any concerns related to her care. A bereavement telephone call was offered but they didn't want this.
10.9.14	Process explained, paperwork given, no concerns raised by family, very shocked and upset
20.9.14	Family would like to thank all members of staff for the care

	the patient received. They used the relative's room and found this a comfort as they were so far away from home. The care they all received was wonderful.
30.9.14	Patient's children were very appreciative of the care their mother and they had received during her admission to Conway ward.

## 9. National surveys

Patient comments from The National patient Cancer Survey currently being reviewed

## 10. Patient story programme

A number of Governors spent the morning filming patients in the Outpatients/radiotherapy area in September. The results of this will be shown over the next couple of months. Further filming to take place concentrating on Delamere in the New Year.

## 11. NHS Choices

A link to the latest comments below:

<http://www.nhs.uk/services/trusts/reviewsandratings/defaultview.aspx?id=507>

Thumbs up for Papillon contact Radiotherapy at Clatterbridge

August 2014:

I would like to give a big thank you to the Professor and his amazing team at Clatterbridge Centre for Oncology.

They have allowed me to maintain a quality of life, which, having been diagnosed with a low rectal cancerous tumour, I thought I may lose. After being considered a suitable candidate for Papillon Contact Radiotherapy I received just three treatments and my tumour disappeared. With this relatively new technique I am able to continue my life without the need of a permanent stoma.

Now two years on I have 6 monthly check ups at Clatterbridge and look forward to seeing these incredible people whose service of care is second to none, and to who I will be eternally grateful.

My sincere best wishes to you all.

## 12. New Ways of Involving Patients

Twitter has proved to be a useful resource for gaining feedback from people who may not normally write to us or ring us. Our website has the most current tweets for people who don't have Twitter accounts to see.

Examples include:

- We love the RVS, Frank & the front desk volunteers too! Always a smile and the best toast for miles!
- The staff in WRVS cafe in [@CCCNHS](#) are amazing! Volunteering their time & effort, doing it with such grace! Especially Frank who was lovely 2day!x
- A very special [#FF @ClatterbridgeCC @CCCNHS](#) my wife had 2 brain tumour ops & treatment in 12 months she's alive today only thanks to them xx