
Patient Experience Report: *what our patients are saying*



1. Introduction
2. 4 C's
3. Patient surveys
4. Quality account indicators
5. Friends and Family Test
6. Patient environment:
 - PEAT
 - PLACE
7. You said, we did
8. Bereavement interviews
9. National surveys (include benchmark)
10. Patient story programme
11. NHS Choices
12. TCC Patient Reference Group

1. Introduction

This report provides an overview of patient experience between June 2014 to July 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:

Some comments received about our services

Free car parking great- but not enough disabled spaces

Concerns:

Some comments received about our services

Waiting times in radiotherapy are not always communicated effectively

Compliments:

Some compliments received about our services

Staff and Volunteers are both friendly and professional- best hospital I have attended!

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		
Formal complaints	19	2	3		
Informal complaints/PALS	266	45	31		
PHSO Upheld	pending				

A complaint received in 2012 was referred to The Ombudsman in 2013. The Ombudsman did not investigate at this time. The complainant appealed and the Ombudsman decided to re-investigate the complaint. The partially upheld the complaint and have asked the Trust to pay £500 to the complainant and send them and an action plan to both the ombudsman and the complainant.

Details of complaints received in last quarter

Complaint	Action taken
03/14 relative unhappy with communication between CCC and another Trust involved in patient's care	Apologies and explanations offered.
04/14 patient unhappy with communication and attitude of staff	Apologies offered- training to be undertaken with staff involved

3. Patient surveys (See attached survey results)

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

	Q3	Q4	April/May	June/July
At least 80% of patients rate as 'always' in the local patient survey programme when asked 'I was treated with courtesy and respect'	97%	97%	98%	98%
At least 80% of patients rate as 'always' in the local patient survey programme when asked 'Was the ward / department clean'	96%	94%	96%	96%
At least 70% of patients rate as 'never' in the local patient survey programme when asked 'If they had to wait'	30%	28%	34%	29%
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%	95%	91%	92%
At least 80% of patients rate as 'always' in the local patient survey programme when asked if 'the staff washed their hands'	93%	93%	95%	95%

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?

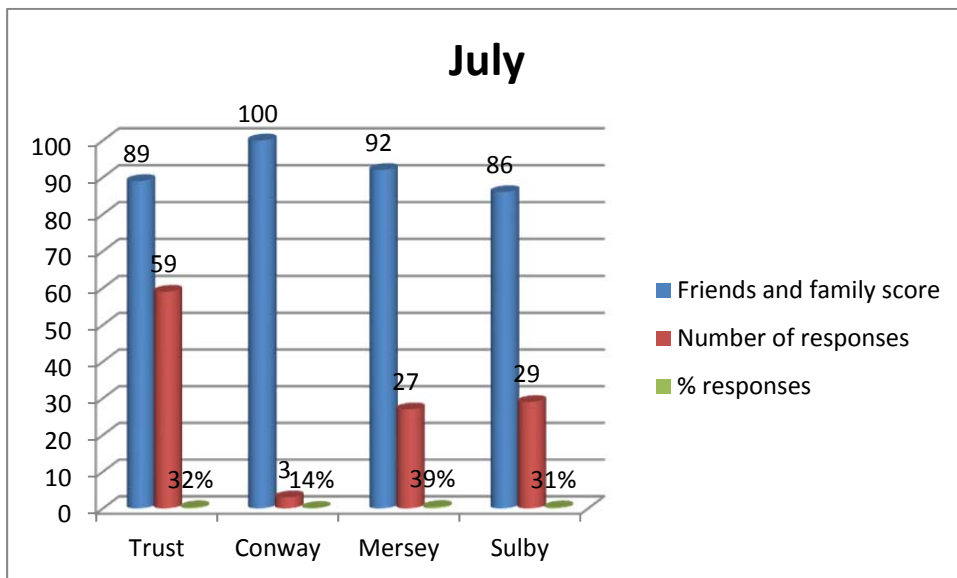
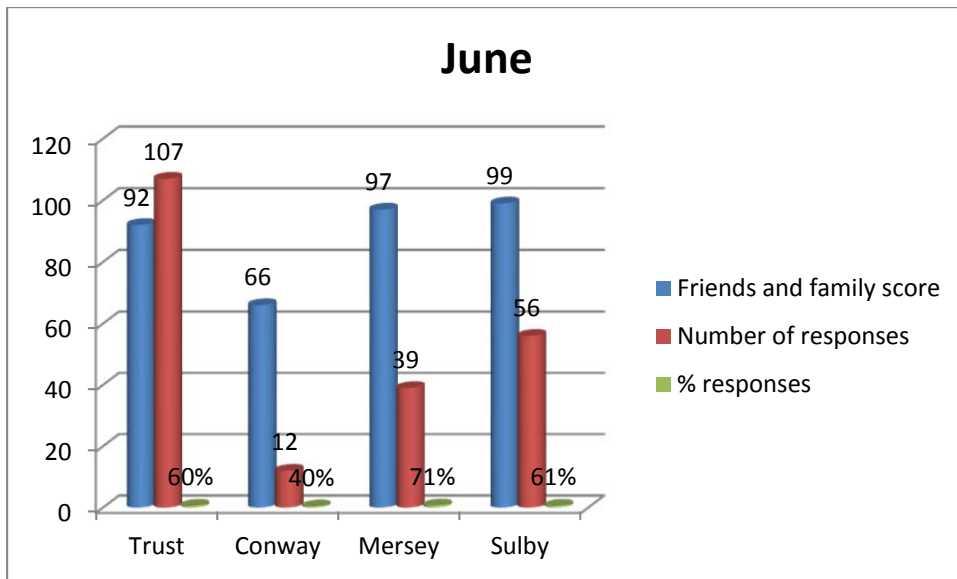
- Extremely likely
- Likely
- Neither likely or unlikely
- Unlikely
- Extremely unlikely
- Don't know

From April 1st 2013 it was made mandatory across the NHS, however at CCC we decided to start from December 1st 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

Radiotherapy

The patient spoke to was there because of a second diagnosis of cancer and was not dreading coming back for further treatment because she thought the staff were amazing and cannot fault them in any way, she was always notified of any delays and when she has finished her treatment she said something I have heard from many patients before that she is going to miss coming to C.C.C. because they become close to the staff and they feel like family.

Mersey Ward

The first patient thought everything was magnificent, the staff were excellent, everywhere was very clean and a good selection of food, his parting words were, you won't get anything but praise from me. The wife of a patient whose husband is on medical trials, was spoken to and they were both very happy with all aspects of his treatment and care at C.C.C.

Conway Ward

Side Room 7 No complaints only compliments for the staff, his care and the environment, as he is only on fluids at the moment he could not comment on the food.

Delamere

The patient on Delamere has also been diagnosed with a second bout of cancer and a lot of what she said was not all to do with the day in hand. To start with she was aware of beepers being available but had never been offered one if her appointment was running over as it did on the previous day when she had a 3 hour wait, she has had appointments where she has turned up only to find they have been changed but without anyone informing her, she has had times when the Ambulance hasn't always turned up on time to collect her for her appointment so has had to find her own way there and then had phone call from the ambulance coordinator asking why she wasn't at home.

She felt when she has had a long wait to see a doctor and finally gets to go in that she feels rushed and they can't get her out of there quick enough however, on one occasion as she put it she was determined to stay and ask questions and refused to leave until she had her questions answered. Her last comment was that is she feels if you have terminal cancer that you are just a statistic and the time and treatment is reserved for those who have a better prognosis.

She has also refused point blank to be treated by the first consultant she was under whose name she did not give me but is now under the care of Dr. Errington.

NB: the process of escalating concerns immediately during PEAT inspections has been implemented as unfortunately we were unable to identify this patient to offer more support.

Sulby

The first patient was a Diabetic and carbohydrate sensitive, she was not happy with the food choices e.g. quiche was dry, no sugar free yoghurts and vegetables were overcooked so no nutrition in them. She was able to eat eggs for breakfast which were not too bad, but for lunch she stayed with the salads she described as bog standard but o.k. The second patient sang the praises of all the nurses and domestic staff who she thought were excellent and nothing was too much trouble, very clean and food absolutely fine.

NB: Issue relating to food choice escalated to Head of Nursing. On subsequent PEAT inspections Sulby has been praised as good practice for their approach to providing menu information to their patients.

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

Issue	Actions / change implemented
Patient unhappy as he couldn't have chemotherapy due to new policy.	Policy reviewed changes made to ensure clarity
Made aware that email a patient facility had been removed from website	E-mail a patient reinstated.

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.

Date	Comments
14.5.14	Patient's wife and her daughters expressed that the DRs had spoken with them and they were fully aware how poorly the patient was, but they were still shocked. They were appreciative of the care that he had received.

1.5.14	Patient's wife and brother attended with his children, Condolences expressed, paperwork given and explained, and family had no questions. Family very shocked at rapid diagnosis and deterioration, happy with care received.
--------	---

9. National surveys

The Cancer Patient Experience survey results have been received and are being reviewed (see attached). They will be made public at the end of September.

10. Patient story programme

Further filming to take place in conjunction with the Governors later this year.

11. NHS Choices

A link to the latest comments below:

<http://www.nhs.uk/Services/hospitals/ReviewsAndRatings/DefaultView.aspx?id=835>

June 2014:

Excellent Care

I attend Clatterbridge Cancer Centre every 21 days to receive treatment for my secondary breast cancer and have done since June 2013. The staff are lovely and make you feel at home at all times. They are very friendly and although they are very busy, will make time for you and your family. I would recommend this hospital and am very satisfied with the treatment and care I receive there.

Visited in May 2014. Posted on 16 June 2014

12. New Ways of Involving Patients

TCC Patient Reference Group

It was important to involve patients, carers and members of the public in The TCC project from the very beginning. Members were recruited from CCC's existing Patient Council, local support groups and Healthwatch from across the area we serve.

We alternate meeting between the Wirral site and Aintree. Members have joined staff in visiting a number of other institutions to look at food preparation

and service and radiotherapy areas. They have participated in a number of roadshows and starred in the TCC video.

Individuals within the group have specific interests and have proved extremely valuable with their knowledge of art projects and their own experiences of receiving cancer treatments.