

Report to:	Board of Governors
Meeting date:	12 October 2010
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Patient experience: Q1 2010-11

1. Over the past 12 months the Corporate Affairs team has coordinated a series of improvements to the trust's methods of collecting, collating and reporting data and feedback to monitor the experience of our patients and visitors.
2. For approximately 6 months, the team has prepared monthly and quarterly patient experience reports which have been used by the Public Engagement Committee, Clinical Cabinet and Board of Directors and Governor Steering Group (as part of the monthly quality and risk exception report prepared by the Director of Nursing and Quality) on a trial basis. Feedback from these committees has confirmed the value of the report and provided helpful suggestions to further refine it.
3. It is proposed that quarterly patient experience reports be submitted to the Board of Governors for information and comment with immediate effect. As part of the papers for public meetings of the Board of Governors, the report will be published on the trust's website.
4. The enclosed report represents patient experience data and feedback from quarter 1 of the current financial year. Data and feedback from quarters 2 and 3 will be provided at the meeting on 22 February 2011.
5. The Board is asked to **NOTE** the report.

Patient experience quarterly report: Quarter 1 2010/11

1. Overview

- 1.1. The following services and / or issues were hot topics for patients and visitors to the trust during quarter 1 2010/11, based on feedback from various sources including: main entrance volunteers, comment cards, PALS and online feedback.

Positive	Negative
1. Clinical care	1. Car parking charges
2. Helpful, friendly staff	2. Food
3. Cleanliness	3. Clinic waiting times

2. Patient Advice and Liaison Service (PALS)

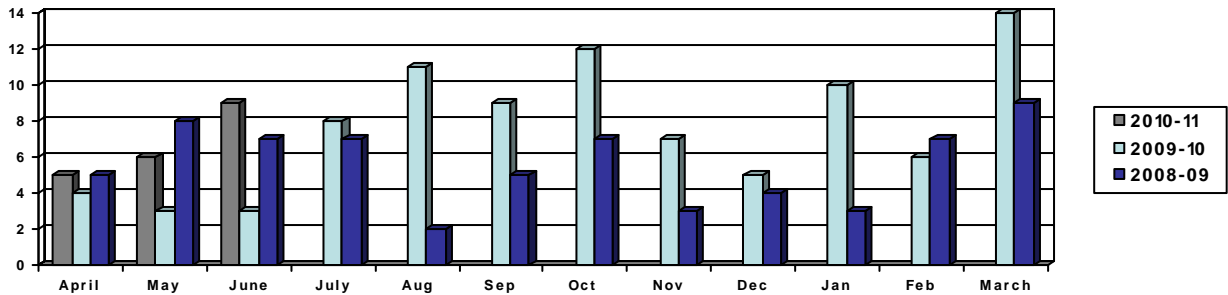
- 2.1. PALS provide patients with information about the NHS and help them with other health-related enquiries. The service helps to resolve concerns or problems while patients are using NHS services. PALS also provides information about the NHS complaints procedure and how to get independent help if a patient is considering making a complaint.
- 2.2. PALS received 79 enquiries in quarter 1. Thirteen enquiries were initial complaints and one was referred to the formal complaints procedure at the time of contact.
- 2.3. The key themes of these enquiries are listed in the chart below and are taken from the QVH Datix database which is used to formally log and monitor PALS enquiries.

Theme	Advice and information	Issue for resolution*	Initial complaint	Total
Access to QVH services	3	1	0	4
Access to QVH information	4	0	0	4
Admission - delayed	1	0	0	1
Appointment - delayed	3	2	0	5
Choice of appointment (Choose & Book)	0	1	0	1
Clinical care - nursing	1	0	0	1
Clinical care - medical	12	2	4	18
Communication with patient	2	2	3	7
Discharge arrangements	0	0	1	1
Inadequate information provided	0	0	1	1
Pain control	0	1	0	1
Referral - delayed	0	1	0	1
Request for information	26	2	1	29
Communicating results	1	1	1	3
Complications post procedure	0	0	1	1
Transport	0	0	1	1
Totals:	53	13	13	79

* 'Issues for resolution' is used to describe enquiries which PALS help to clarify by talking with patients to work through their concerns, identify the nature of the problem and work out options to

resolve it. Issues for resolution are most often resolved by listening, providing relevant information or by liaising with trust staff on behalf of the patient.

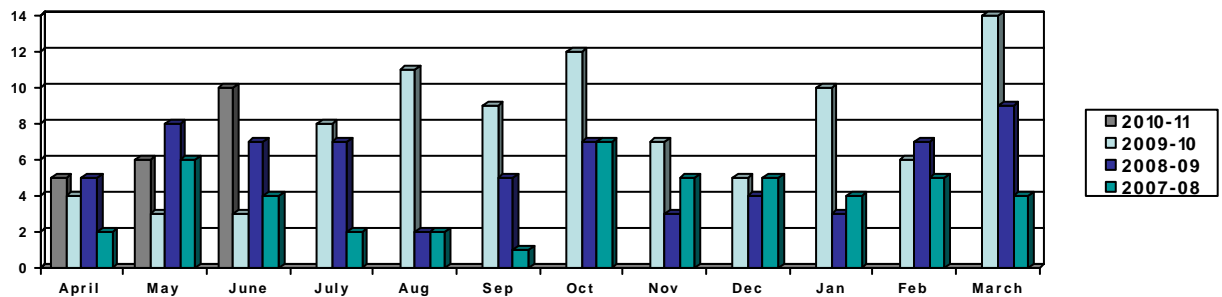
- 2.4. The following chart shows how PALS activity during quarter 1 2010/11 compares with activity during the two previous financial years.



3. Complaints

- 3.1. 20 formal complaints were received during quarter 1 2010/11.
- 3.2. The trust aims to respond to all formal complaints within 25 working days. Of the complaints received during quarter 1, 15 were responded to within 25 working days. The timescales for response to the remaining 5 complaints were agreed in advance with the complainants.
- 3.3. Complaints received during the quarter included the following themes and issues:
- Clinical outcome of plastic surgery.
 - Refusal to accept a trauma referral.
 - Transport criteria.
 - Waiting times in Corneo Plastic outpatient clinic.
 - Cancellation of treatment.
 - Referral to social services.
- 3.4. 23 formal complaints were closed during quarter 1 2010/11. Of these, the following are example of actions taken by the trust as a result of the investigations.
- Orthodontic patient information leaflets have been improved to be clearer about when, and for how long, retainers will need to be worn.
 - Eligibility for patient transport will now include consideration of the patient's social standing and age.
 - Corneoplastics outpatient clinic waiting times are part of an ongoing service review.

- 3.5. The Trust's procedure for 'Handling and Habitual or Vexatious Complainants' was implemented for one complainant.
- 3.6. A 'Complaints Handling' questionnaire was sent out to the patient's whose complaints were closed during quarter 4 of 2009/10. Of the 11 patients contacted, 8 completed responses have been received.
- 3.7. If a complainant remains unhappy with the outcome of the Trust's investigation, they can ask the Parliamentary and Health Service Ombudsman to investigate. During quarter 1, two QVH complainants referred their cases to the Ombudsman. The Ombudsman has rejected one case and is reviewing the other.
- 3.8. The following chart shows how complaints activity during quarter 1 2010/11 compares with activity during the two previous financial years.



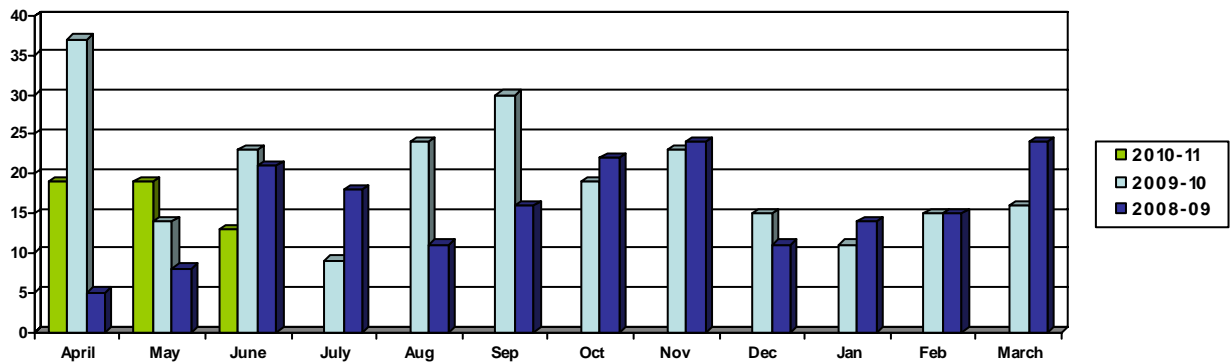
4. Compliments

- 4.1. 51 formal letters / e-mails / online comments of appreciation were forwarded to the PALS and Complaints Manager during quarter 1. Feedback included:

"I was treated in the admissions lounge and Ross Tilley ward both amazing in their standards and levels of care hygiene and friendliness and was amazed with the outstanding way in which the hospital is run."

"A very big thank you to all, from doctors who did all the good work to all who cared for me through this very hard time."

- 4.2. The following chart shows how compliments during quarter 1 2010/11 compares with those received during the two previous financial years.



5. Legal

5.1. Four new litigation claims were received by the trust during quarter 1 2010/11 and, overall, there were 29 open cases. The nature of the four new claims can be summarised as follows:

- Intra-operative problem following correction of an eye defect.
- Intra-operative problem following breast reduction surgery.
- Claimant left with a significant deep scar following surgery.
- Relating to breast reduction surgery.

5.2. A trial is to be held in September 2010 relating to a legal claim where it is alleged that the Claimant suffered a neurological injury during the course of a procedure.

5.3. An inquest into the death a QVH patient who died in 2008 is scheduled to be heard in February 2011.

6. Patient experience feedback

6.1. Surveys

6.1.1. From April 2010, ward exit questionnaires are provided to inpatients as they are discharged from all wards, offering them the opportunity to answer specific questions and give feedback in their own words. All feedback is collated into a database which, along with other sources of information, gives the trust an overview of our patients' experience.

6.1.2. 175 questionnaires were completed during quarter 1 and, overall, patients scored the trust highly in all aspects of their care and treatment. When asked about the quality of care, 82% of patients scored 5/5 and 16% scored 4/5. 168 people would recommend QVH to friends or family (the remaining seven questionnaires did not provide an answer to this question).

6.1.3. 82 patients commented about various aspects of their stay. Most comments were very positive and only 16 indicated a negative aspect of their stay. The majority of negative comments related to the quality or availability of food and included:

“I cannot rate this hospital highly enough - the level of care given by all staff is superb, they are a credit to this hospital. Just a bit of a shame the food is not quite so excellent.”

“Would be helpful if there were bananas for mid-morning break for Diabetics.”

Positive comments predominantly focused on staff, care and treatment and cleanliness and included:

“I have never been in such a fantastic hospital from the surgeons to nurses and cleaners. The ward was kept spotless and the nurses all made time to chat and put you at ease. What to me was a traumatic experience was helped by all the caring of every person.”

6.2. Other data

6.2.1. Manya Sheldon, Public Governor, has been visiting parts of the Trust with Anita Trinick, Hotel Services Manager, carrying out cleaning inspections. The Trust has found a lay person’s perspective very helpful in pointing out areas that need attention.

6.3. Patient experience action plan

6.3.1. The rolling action plan continues to evolve and make progress. Version three was presented to the Board of Directors in June as part of a quarterly schedule of progress update reports.

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