

Report to:	7 U X V W %3XDEUOGL F	Agenda item:	

Status:	Information	Discussion	Assurance	Approval
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Board Assurance Framework – Strategic Priorities	6HOHF DSSOLFDEOH
Local Services - :H ZLOO PHHW • :FH :H' ð P 9 • @ ð 0' À P q • ð P L W D E 0	

Patient Experience Report - Quarter 3
1/10/2018 to 29/12/2018

P

Actions taken since last report

- x 3\$/6 DWWHQGDQFH DW DOO GLUHFWRUDWH PDQDHLQJHQVWLRQV SXUVXHG
- x \$ QHZ FRPSODLQWV FRPSOLDQFH UHSRUW LV EHLQJ SXOOHG W HDFK TXDUWHU
- x \$ TXDUWHUO\ 3\$/6 PHHWLQJ ZLWK DOO WKH GLUHFWRUDWHV LV WKLV D XVHIXO ZD\ WR VKDUH OHDUQLQJ IURP 3\$/6 LVVXH
- x 7KH OLQH PDQDJHU IRU PHPEHUV RI VWDII QDPHG LQ QHJDWLY IRUZDUGHG WKH SDWLHQWV FRPPHQWV VR WKDW WKH\ FDQ IR VWDII
- x &RPSOLPHQWV IRU VWDII PHQVLRQV\ IHHGEDFN LV VHQW R 2XWVWDQGLQJ ([FHOOHQFH IRUP

Complaint themes

- 7KH . FDWHJRULWR DFRPSODLQWV\ WKLV TXDUWHU
- x 3DWLHQW FDUH LQFOXGLQJ QXWDLQV DQG K\GUDWLRQ
 - x &OLWHDVPHQW
- 7KHUH ZHURFHUQV\ KLQADLV\ XHV IURP FURFHUQV
- x 3DWLHQW FXGLHQJLQ\ WULWLRQ DQG WKKGUDWLRQ\ WKH LQ WKH 'LUHFWRUDWH
 - x \$\$SRLQWPHQWV LQFOXGLQJ G\OD\ DQG FDQFHODWLRQV
 - x &RPPXQLFDWLRQ
- FRBODLQWV ZHUH SHEHHYDNGRLZQ4RI QXPHEVURP DQGSWKHLQWV DFFW WKH . VXEMHFW FRGH LV OLVWHG EHORZ E\ GLUHFWRUDWH

CSFS Finance and

Appointments

0

0

0

0



7KH IROORZLQJ JUDSK VKRZV WKH QXPEHU RI FRPSODLQWV E\ GLUH

Themes and actions

'HSDUWPHQW : 7RSLF

\$FWLRQV

Endoscopy :DLWLQJ WLPHVVRUHQRZHUH UDLVHG ZLWK :HHN 6XS
Department EHG DYDLODEIDQVRXUFLQJ SURYLGHU :DLWLQJ WLPHV
WR EHG DYDLODELOLW\

Radiology6 " G W Lh vfm` QR ` € eô½ñ P LpA0 - K \ DYLGHU WLPHV
Department (tepa 90.90pe f25708 760.36 11<</MCID 5 >>BDC /C2_0 1 Tf 0.96 56 0.74e f BT /CS92 scn /TT0 1

Themes and actions

Department/Ward	Topic	Actions
Farley Ward	8QVDWLVIDFW DQG WUHDWPHQW LQFOXGLHQW RQ WKH ZDUG &RPPXQLFDWLRQ FRQFHUQV	FRPPXQLFDWLRQ DUH HHGDFN IRU WHDPV WR LPS ZKWK GHDOLQJ ZLWK (2/ LVVXH (QFRXUDJLQJ WKH QHGH WR UHSHDW WLPH IRU IDPLOLHV 12. WR WDNH LQIR WKLKOLJKWLQJWRWKHGLPSXW DQFH RI FRPPXQLFDWLRQ
Emergency Department	8QVDWLVIDFW &OLQLFDO WUHDWPHQW DQG DWLWLWXG	FRPPXQLFDWLRQ DUH HHGDFN WR LQGLYLGXDO FRPPXQLFDWLRQ WR SDWLH FRPPXQLFDWLRQ RI FOHDU XSDWYRPHQW SOD
Pitton Ward	8QVDWLVIDFW WUHDWPHQW GLVFKDUJH SURFHGXUHV	FRPPXQLFDWLRQ DUH HHGDFN WR VWDII WR D FRPPXQLFDWLRQ RI FOHDU DQG WLPHO\FI 6HWWLQJ XS RI FOHDU FRPPXQLFDWLRQ IDPLQGDVWDII

Compliments

FRPSOLPHQWV ZHUH UHFHLYHG LQ 4XDUWHU WKH EUHDNGRZQ
 \$08 &DUGLROXUULQJWRDUJHQF\ 'HSDUWPHQWFRPPXQLFDWLRQDUH ZDUG
 +RVSLFH1HXURSK\VLROPHURNH ZDUGWRQ ZDUG\QFK ZDUGUH
 ZDUG 66(8 7LVEXU\ ZD:UKGWHSDULVK

Musculo-Skeletal Directorate

4XDUWHU

x 7KH 3\$/6 GHSDUWPHQV RPHHFWVHQQG HQTXLULHV LQ 4XDUWHU
UHVROYHG E\ WKH WHDP
x 7KH 06. GLUHFV RPHHFWVHQQG SODQ RXWVWDQGLQJ FRPSODLQWV
VLQFHDQXDU\

8SKHOG	3DUWLDOO\ 8SKF 1RW XSKHOG
	6 2

- o 7KH ROGHVW FRPSODLQW RSHQ LV ^{wk}HFZKPLFKUZDV ~~CZHU~~ XW
 WRRG ^{wk}HFHPEHU WKDW WKH 'LUHFWRUDWH 0DQDJHU ZI
 SDWLHQW WR GLVFXVV KLV LVVXH DV WKH FRQVXOWDQW
 WKH FRPSODLQW ~~QXOQWZ EHHQ~~)XUWKHU UHPLQGHUV KDYH E
 DZDLWLQJ FRQILUPDWLRQ WKDW SWOLFHV ~~SOXSKRQH~~ FODVW
 IURP WKH FRPSODLQW ~~HEDDURQ~~ ZKLFK KDV EHHQ IRUZDUGH
 WHDP ~~7KH~~ UHVSQRVH KDV VLQFH EHHQ FKDVHG E\ WKH 3\$/6 V
- x 7KH PRVW FRPPRQ WKHPHQW FRPSODLQW ~~SRVSRQH~~ SRVWSRQH
 FRPSODLQWV FRQFHUQV LQVHQVLWLYH FRPPXQLFDWLRQ FF
 FRPSODLQWV FRQFHUQV DQ ~~SURSHQXVPHQW~~ FRPSODLQWV FRQ
- x 7KH KLJKHVW QXPEHU RI FRQFHUQV ZHUH IRU ~~FRQK8WZBRKH~~ QW
 FRQFHUQV ~~USKWKDORRGR~~ FRQFHUQV
- x 7KH 3\$/6 RIILFH KDYH ~~UTXFLYHG~~ DQG FRPPHQWV ZKLFK ZHUH U
 WHDP
- x 6XUJHU\ KDYH WZR DFWLRQ ~~SODQ~~ RXWVWDQGLQJ

Them70038>3690300520046>3<013>4<005300051>19.63 84 85 TdQ q 312 Tc 0s07 T 19.06 060-203>T

8SKHOG

Food and nutrition on the ward

7KUSRVLWLYH QHJDWLYH FRPPHQWV ZHUH RIBFDIQGHGXWHJLDWLGRLQJRQV
QHJDWLYH FRPPHQWV DUH VKRZQBQGDWIKWQZFWKSGORXGXGJEYHQRZHDWV
SURPLQHGFH WR ZRUGV WKDW DSSH DU PRUH IUHTXHQWO\ LQ WKH

Noise

\$ WRWDSRRLWLYH QHJDWLYH FRPPHQWV ZHUH RULVHFLYHKGH QHJDWLYH
DUH VKRZQ LQ WKH ZRUG FORXG EHORZ

Call bells

)LYH SRVLWLYH DQG QHJDWLYH FRPPHQWV ZHUH UHFHLYHG UH
WKH\ QHHGHZDUKWHZ WKH QHJDWLYH FRPPHQWV ZHUH PDGH DUH
:KLWHS DULVK \$PHVEXU\ %UHDPRUH)DUOH\

7KHHVH KDYH EHHQ FDWHJRULVHG DQG WKH EDODQFH RI SRVLWLYH
EHORZ

Lack of services at the weekend

- x 2QH SDWLHQW ZDV FRQFHUQHG WKDW WKH J\ P ZDV QRW DYDLOD
LW ZDV RSHQ LW FRXOG JZDWL W XIR\UJHTV\XLSW HQJWLQ
- x \$QRWKHU SDWLHQW VDLG WKH\ ZRXOG OLNH SK\VLRWKHUDS\ DW
DQRWKHU VDLG WKDW WKH\ QHHGHG WR EH WXUQHG RQ 6XQGD\
SUREOHP GHYHORSLQJ
- x \$QRWKHU SDWLHQW ZDQWHG WR VSHDN WR VRPHRQH DW WKH ZH

Discharge

- x \$ SDWLHQW ZDV GXH WR EH GLVFKDUJHG ZLWKLQ D IZH ZHHNV E
EH ZKHQ WKH\ OHIW
- x \$QRWKHU SDWLHQW ZDV FRQFHUQHG WKDW WKH\ ZHUH QRW JHW
FRXOG QRW DVN TXHVWLRQV
- x \$QRWKHU KDG QRW KDG DQ\ FRQYHUVDWLRQV ZLWK 7UXVW VWDI
SDWLHQW KDG QR LGHD ZKDW FRPPXQLW\ VXSSRUW ZDV DYDLOD
- x \$ SDWLHQW UHSRUWHG RQ FRPPXQLW\ DQG VRFLDO GLILFXOWLH
FRQFHUQHG WKDW QR SK\VLRWKHUDS\ ZDV EHLQJ SUREOHP

Maternity

\$ WRWDO RI

Musculo -Skeletal Directorate

New projects

- x \$ ZRUNVKRS ZLWK SDWLHQWV IROORZLQJ FOLQLFDO SDWKZDV
FKURQLF SDLQ ORZHU OLPE UHKDELOLDWDLRQ DQG XSSHU O
7KH WHDP DUH QRZ ZRUNLQJ RQ WKH IHGEDFN DQG DQ XSGDV

Surgery Directorate

New projects

- x \$ SDWLHQW VDWLVIDFWLRQ VXUYH\ KONGE BHRVGDWHIOZBSOGRVZK
DLP RI HVWDEOLVKLQJ KRZHGIWHEWLYHHWKH QXUVH

Completed projects

- x 7KH SDWLHQW VWRU\ RQ WKH LVVX\,HG LDXLQRFVQWGWQJWOLHYLQFHZP
7UXVW %RDUG WR FRLQFLGH ZLWK :RUOG \$,'V 'D\ DQG ZDV ZH

10. National Patient Surveys

National Maternity Survey 2018

7KH EHQFKPNDZDVO EH SXEOLVKHG E\WIKH& RQ W5HSRUWV SUHV
&OLQLFDO *RYHUQDQFH &RPPLWWHH DQG &OLQLFDO 0DQDJHPPHQW

National Inpatients Survey 2018

7KH FXUUHQW UHVSQRVH UDWH UHPDLQV DW \$RPSDVIHG LZLQRZ
FDUULHG RXW DW ZDUG OHYHO

Urgent & Emergency Care 2018

7KH FXUUHQW UHVSQRVH UDWH LV FRPSDUHG ZLWKH\ FDRWHKLV

Children and Young People 2018

7KH ILQDO YHOVWQERTCOHCURID C711<0

7RWDO QXPEHU RI LQW HXJSEHHUW RU V% XLVWGVK 6LJQ /DQJXDJH LQWHUS
7RWDO FRVWV IRU LQWHUSUH.WLQJ DRQ GWLUDQV ODHODRQHLKMR ERRN
(QGRVF8SLW

12. Patient Information

3DWLHQW ,QIRUPDWLRQ KDV PRYHG IURP WKH 4XDOLW\ 'LUHFWRUD
\$OO QHZ SDWLHQW LQIRUPDWLRQ LV JLYHQ D VHQVH FKHFN E\ D JU
DSSURYHG IRU XVH LQ WKH 7UXVW 7KH 7UXVW LV FHUWL:RUHG LDJD
XQGHUZR\ WR SURYLGH DOO SDWLHQW LQIRUPDWLRQ ZLWKLQ DQ D
DYDLODEOH RQ D ZLGFRYDGLMWRQRI FOLQLFDO
\$OO LQIRUPDWLRQ OHDICEDWMGRDSDUPDGH WR D ZHE

13. Equality and Diversity

7KH 3\$/6 WHDP DUH ZRUNLQJ ZLWK WKH UHFHQWO\ DSSRLQWHG (T
DGGLWLRQDO ZRUN XQGHU WKLV KHDGLQJ JRLQJ IRUZDUGV

14. Parliamentary and Health Service Ombudsman (PHSO)

7KH 3+62 UHFHLYHG QR QHZ UHTXHMVMZ LRU4LQGHSHQGHQW
7KH 3+62EOLVKHV FRPSODLQWV GDWD RQ D TXDUWHUO\ EDVLV WKI
FRPSODLQWV UHFHLYHG DVVHVMWHG YDLOO EQMHVWLJDWHG DQG
DW [KWWS://WWW.PHSO.NHS.UK/WWW.PHSO.NHS.UK](#)
[FRPSODLQWV X V W V](#)

15. NHS Choices website

,Q WHUH ZH FRPHQWV SRVWHG RQ WKH 1+6 &KBLFHU EBAWVWHIDWHO
SRVLWLYH FRPSHUZRQ WH DERXW KLV WLPH LQ Wkhw \$08 DQG 7LVEX

Actions for the PALS team for Q 1:

- x \$ WWHQG WKH \$OZD\ V (YHQW WUDLQLQJ HYHQW HQG RI \$SULO
QRLVH DW QLJKW LQ PRUH GHWDLO
- x 6W DUW WR PRYH DOO WRK QWSD W LKH GDNVZHG SSRUDWDLR Q

18. Recommendations

7KH %RDUG LV DVNHGU WQ R GQ B J U H H W M L K H U D F S W R L R Q V J R L Q J I R U Z D U G V

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TITLE: +HDG RI 3DWLHQW ([SHULHQFH