

# PATIENT EXPERIENCE & INVOLVEMENT REPORT September 2017



The aim of this quarterly report is to update the Trust Board on:

- Patient & Carer Experience feedback collected by the trust and other sources
- Involvement work
- "You said, we did" - what happens with feedback
- "Just ask me" strategy developments

Patients want to feel informed, be given options and take part in decisions about their care

Patients want to be communicated with using clear information, tailored to them and in a timely way

Families and carers want to be involved, listened to and respected as part of their loved ones care

## Recommendation:

The Board is asked to note this report and support identifying the outstanding funds required to fully deliver the patient experience and involvement strategy between now and March 2019.



This report has been developed in an accessible format with support from patient and carer involvement

### SOURCE:

Author & Title: Donna Mackenzie, Patient Experience & Involvement Manager

Lead Executive Director: Ros Alstead, Director of Nursing and Clinical Standards

# PERFORMANCE INDICATORS FOR PATIENT EXPERIENCE

The overall measure to assess the impact of the "Just Ask Me" patient experience & involvement strategy will be a positive experience for every patient and their carers/ family members, so that everyone is able to say: "I can plan my care with people who work together to understand me and my carer(s), allow me control and bring together services to achieve the outcomes important to me." (National Voices, May 2013)

6,541

THE NUMBER OF  
PATIENT REVIEWS  
SINCE THE START  
OF JANUARY 2017



94%

LIKELY

2%

UNLIKELY

PATIENTS ANSWERED IF THEY  
WOULD RECOMMEND OUR CARE  
(4% ANSWERED OTHER)

4.7  
out of  
5

STAR RATING FOR  
HOW INVOLVED OUR  
PATIENTS FEEL  
WITH THEIR CARE



58

NUMBER OF TEAMS  
DISPLAYING "YOU  
SAID, WE DID"  
FEEDBACK IN  
THEIR AREA



For more information about  
Patient Experience contact:  
[getinvolved@oxfordhealth.nhs.uk](mailto:getinvolved@oxfordhealth.nhs.uk)

#OHFTgetinvolved

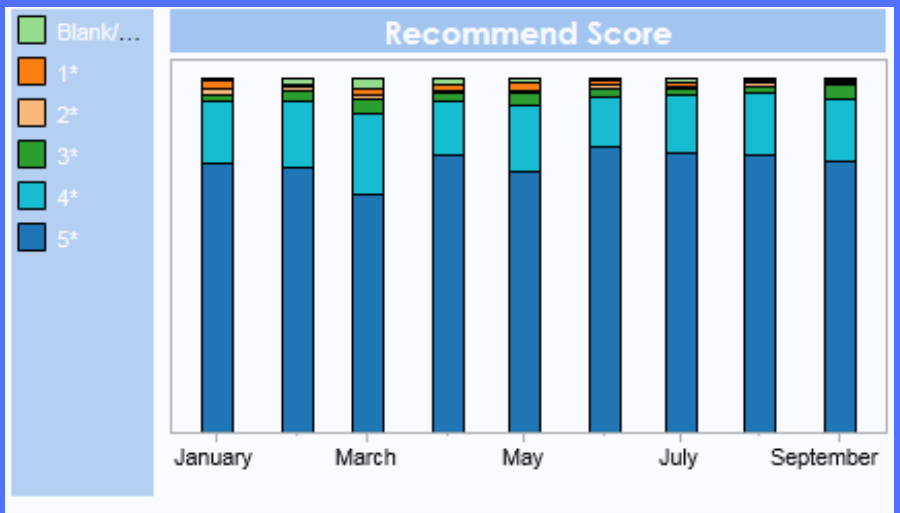
# I Want Great Care Feedback

## January - September 2017

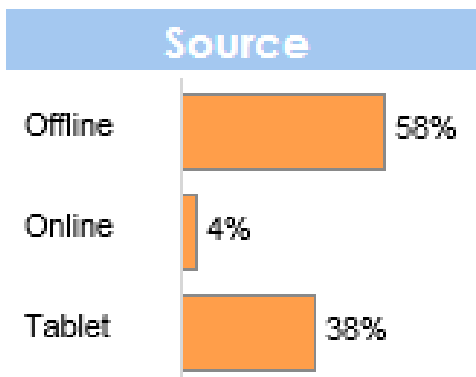
"Would you recommend our services?"

All trustwide responses shown - positive answers in blue, negative in orange/red

1\* = extremely unlikely  
5\* = extremely likely

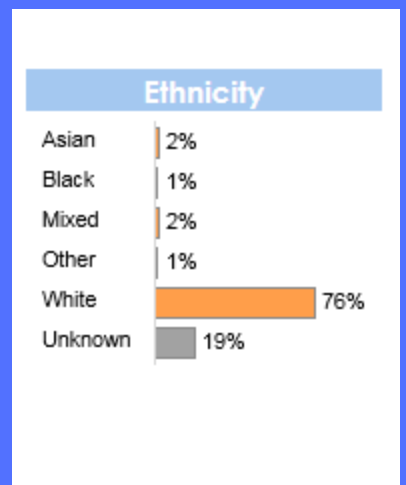


Feedback collected (number received):

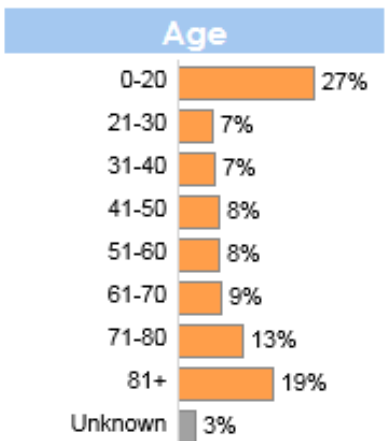


"Offline" (paper = 5,766),  
"Online" (IWGC Website = 328)  
"Tablet" (App = 3,560).

This table shows ethnicity identified by those leaving feedback as a %.  
19% (1,829 responses) have not given their ethnicity.

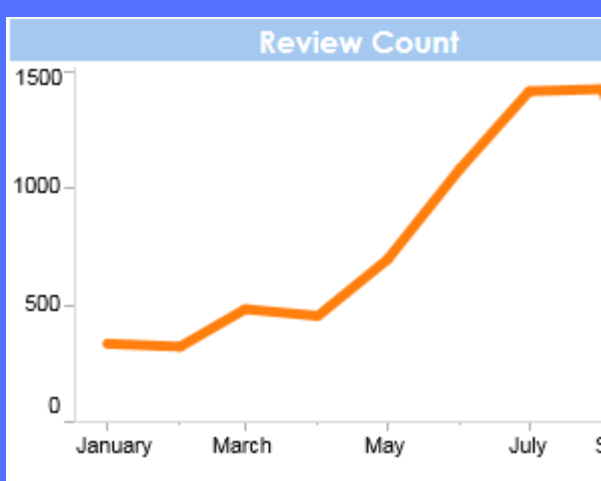


This table shows the age ranges of those leaving us who provide feedback.



The two biggest responders are:

0-20 years (2,597 responses)  
+81 years (2,003 responses)!



This graph shows the number of reviews received each month.

The numbers have been increasing over the year and as patients, carers, staff and managers become more aware of the use of 'I Want Great Care' this will continue to increase.

Our initial aim is to receive 3,000 reviews per month.

**SOURCE:**

I Want Great Care dashboard - September 2017



# CHILDREN & YOUNG PEOPLES SERVICES PATIENT EXPERIENCE UPDATE

## WHOLE DIRECTORATE

JAN - SEPT 2017



1708

Number of reviews received



66%

Amount of reviews received electronically



4.69

Average score for all questions out of 5



91%

% of people likely to recommend our services



3%

% of people unlikely to recommend our services



6%

% of people who don't know, or are neither likely or unlikely to recommend

### Words

194 times

*Good*

129 times

*helpful*

114 times

*friendly*

The 3 Most commonly used words



Average score for how respondents felt they were treated out of 5 star rating

4.89

4.70

4.75

4.70

Dignity

Information

Involved

Kindness

# ADULT SERVICES PATIENT EXPERIENCE UPDATE WHOLE DIRECTORATE

JAN - SEPT 2017



646

Number of reviews received



56%

Amount of reviews received electronically



4.27

Average score for all questions out of 5



82%

% of people likely to recommend our services



7%

% of people unlikely to recommend our services



11%

% of people who don't know, or are neither likely or unlikely to recommend

## Words

123 times

*Staff*

123 times

*good*

98 times

*care*

The 3 most commonly used words



Average score for how respondents felt they were treated out of 5 star rating

4.42

4.08

4.14

4.49

Dignity

Information

Involved

Staff

# OLDER PEOPLES SERVICES PATIENT EXPERIENCE UPDATE WHOLE DIRECTORATE

JAN - SEPT 2017



4160

Number of reviews received



31%

Amount of reviews received electronically



4.85

Average score for all questions out of 5



97%

% of people likely to recommend our services



1%

% of people unlikely to recommend our services



2%

% of people who don't know, or are neither likely or unlikely to recommend

## Words

601 times

*good*

583 times

*care*

510 times

*friendly*

The 3 most commonly used words



Average score for how respondents felt they were treated out of 5 star rating

4.91

4.78

4.84

4.92

Dignity

Information

Involved

Staff

# Focus on



## ABINGDON MINOR INJURIES UNIT

ABINGDON COMMUNITY HOSPITAL

FOR AUGUST 2017



278 reviews received



4.92 out of 5 for the average score for all questions



99.3% of patients and carers are likely to recommend us



207 patients, 4 carers & 60 family members left reviews

### PATIENT COMMENTS

"Seen quickly, examined and X-rayed, treated with efficiently and in a pleasant manner. Reassured prognosis about injury"

"Wait wasn't too long (about an hour). Very friendly and professional care from everyone, nurse in charge, nursing assistant and radiographer.

Intelligent delegation by senior nurse, whilst checking regularly, meant efficient use of resources. Everything was fully explained".



"Quick service. Good clear communication. Good advice for the future. Made me feel at ease."

### YOU SAID, WE DID



A patient experience and quality board in the MIU entrance is updated monthly with information about feedback which has been received and service changes which are a result of patient feedback.

Some changes which have been made recently include:

- Information updated about wait times more regularly
- The use of fans
- The waiting room changed round to better utilise the space available
- Xray appointments before MIU opening times to ensure shorter waits on 2nd visit.



# EXAMPLES OF "YOU DID, WE DID"

## What we do with feedback

All services across the trust aim to use their patient and carer feedback to inform service delivery and help to inform & shape developments and quality improvement work.

### YOU SAID

"More space in waiting room would help."

### WE DID

We are undergoing extensive building works at two of our clinical sites increasing clinical rooms and waiting areas

PODIATRY TEAM

### YOU SAID

Food is good but could it be adapted to the hot weather?

Patients would like a mocktail evening and a DVD night.

### WE DID

Hot puddings have been reduced and ice cream ordered instead

Mocktail group was trialled. A DVD player has been ordered and installed in the lounge

ADULT MENTAL HEALTH  
INPATIENT

### YOU SAID

"The day patients do not have a place to study or work when they are on the ward"

### WE DID

"A desk has been installed in the quiet lounge which can be used to study or work but can also be collapsed to move out of the way when you would like to use the space for other activities"

COTSWOLD HOUSE, OXFORD

## MORE "YOU SAID, WE DID"

More examples of You Said, We did from August 2017 can be viewed by watching this short video on the OHFT you tube channel:

<https://www.youtube.com/user/OxfordHealth>

# PALS UPDATE

Patient Advice Liaison Service (PALS) is a service designed to help patients, carers and other users with problems, difficulties and complaints related to our services as well as collect positive feedback and accolades.

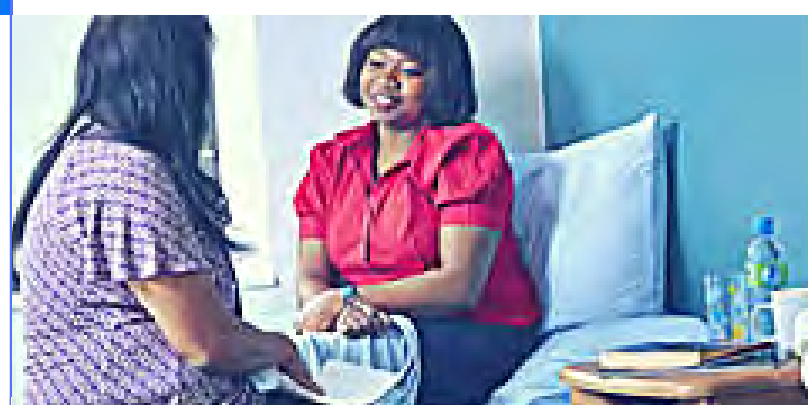
The below data is from April to June 2017

62 FORMAL COMPLAINTS RECEIVED - THIS IS A 6% INCREASE ON THE SAME PERIOD LAST YEAR



696 CONTACTS THROUGH PALS RAISING INFORMAL COMPLAINTS, LEAVING COMMENTS OR SEEKING ADVICE

18 PALS SURGERIES RUN REGULARLY ACROSS THE TRUST



100% OF FORMAL COMPLAINTS WERE ACKNOWLEDGED WITH 3 WORKING DAYS IN LINE WITH NATIONAL REQUIREMENTS

AT LEAST 80% OF FORMAL COMPLAINTS RELATED TO EITHER COMMUNICATION OR STAFF ATTITUDE/ BEHAVIOUR



1015 POSITIVE COMMENTS RECEIVED

If you would like to get in touch with the PALS Team please contact:  
[PALS@oxfordhealth.nhs.uk](mailto:PALS@oxfordhealth.nhs.uk)

# ARTSCAPE UPDATE

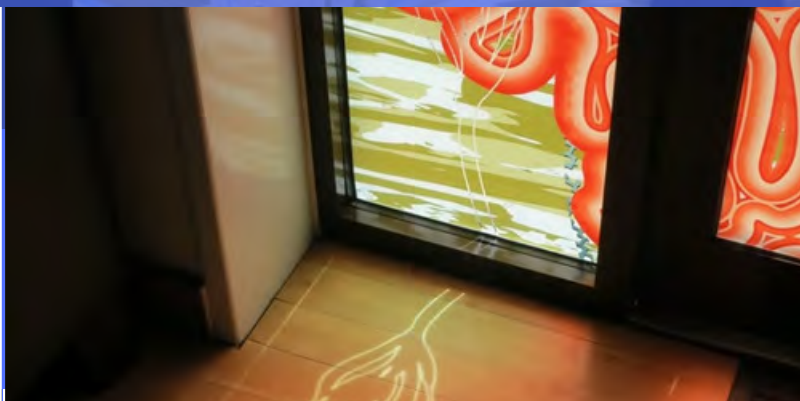
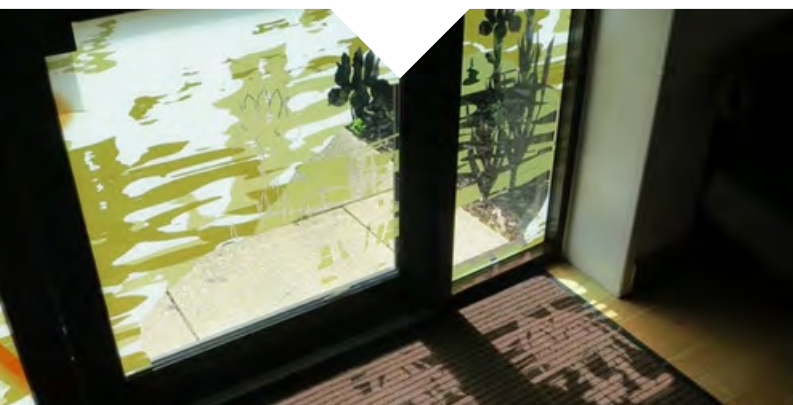
As an innovative arts project at Oxford Health NHS Foundation Trust, Artscape aims to provide opportunities for mental health service users, their carers and trust staff to engage with the arts.

Working in the wards and the community, across Oxfordshire and Buckinghamshire, supporting the recovery of service users and help them to develop their own artistic practice.

Working in partnership with arts organisations across the county, Artscape runs an exhibitions programme and commissions new work to be displayed in hospitals.

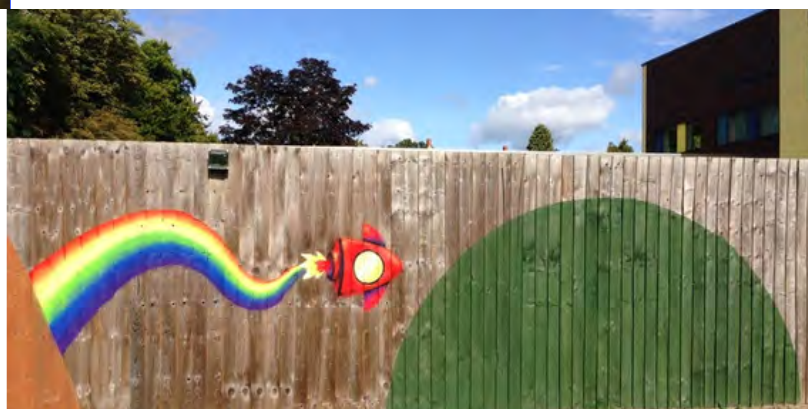
Below are examples of 2 of the summer projects completed with patients

WENRIC WARD STAINED GLASS PROJECT AIMED TO IMPROVE PRIVACY FOR PATIENTS



WORKSHOPS WERE COMPLETED WITH PATIENTS ON THE WARD WHO DEVELOPED THESE AMAZING DESIGNS SEEN HERE ON THE WINDOWS & DOORS

THE HIGHFIELD UNIT SUMMER PROJECT AIMED TO BRIGHTEN UP THE GARDEN AREA AND INCLUDED WORK TO DESIGN THE GARDEN FENCE MURAL



PATIENT WORKSHOPS WERE HELD WITHIN THE UNIT & THE ARTIST THEN PAINTED THE FENCE USING THE YOUNG PEOPLES DESIGNS

More projects have started including the garden at Wallingford Community Hospital and wall art at Marlborough House, Swindon

For more information about Artscape contact:

[artscape@oxfordhealth.nhs.uk](mailto:artscape@oxfordhealth.nhs.uk)



# OTHER PATIENT EXPERIENCE & INVOLVEMENT NEWS

The preliminary results of the 2017 Annual Community Mental Health Survey have been collated.

The full results will be published towards the end of 2017 and last years results can be viewed here:

<https://www.gov.uk/government/statistics/community-mental-health-survey-2016>

There are positive results for the teams to celebrate with improvements against a number of questions.

A brief summary of 3 points that have improved & 3 where more work can be done are shown below:

Improved survey results for patients feeling they:

Were seen often enough  
Know who to contact  
Got help with issues important to them



More work can be done to improve:

- Communication around staff changes
- Family involvement
- Physical health support

"Patient experience is the most important outcome to get right for everyone every time"

ROS ALSTEAD, Trust Executive for Patient Experience

## TAKING ACTION FROM PATIENT FEEDBACK GROUP

The group of staff and patients meet every other month in Oxfordshire.

They oversee the "Just Ask Me" strategy objectives, monitor our patient experience feedback, share "you said, we did" examples and get involved in project work.



If you would like to join us at our November or January meetings please visit our webpages for more information:

<http://www.oxfordhealth.nhs.uk/about-us/getting-involved/>

# OTHER PATIENT EXPERIENCE & INVOLVEMENT NEWS



Oxfordshire Recovery College has reached 700 students throughout its total lifespan, with around 200 active at any one time. The new academic year has been launched with a Celebration Event where certificates of attendance were awarded to last years students.

Two new courses have been added this term - Understanding Self Harm and Tai Chi and Wellbeing, as well as two new locations - Didcot and Bicester, Work has begun to start a new spoke embedded within the Oxford Forensic wards. Lastly, a new Lead Tutor and Administrator are being recruited, as well as a number of new tutors to increase capacity.

## PEER SUPPORT WORKERS

A Peer Support Coordinator for Oxfordshire has been appointed and is due to start at the beginning of October. The September workshop with ImROC has been cancelled but hopefully it will be rearranged for October and the Learning & Development Team are helping to develop the training package for potential workers.

## Oxfordshire 'Commitment to Carers'

Supporting the work of the "I Care, You Care" strategy, a collaborative of Oxfordshire services working alongside carers have developed a 'Commitment to Carers' which the Trust have pledged to sign up to.

A draft of the document can be seen on the next page for comment and approval.

Do YOU want to leave feedback for a service you have used?  
Use the link below!

**iWantGreatCare**  
The trusted site for healthcare reviews

<http://oxfordhealth.iwgc.net>

#OHFTgetinvolved