

BOARD OF GOVERNORS

IMPROVING THE EXPERIENCE OF OUR PATIENTS

Report from the Director of Patient Experience and Public Engagement

1. Patient Surveys

1.1 National Survey Programme

- 1.1.1 National Inpatient Survey –completed – results due April 2008 and will be presented initially at the Patient Involvement and Membership Governor Director Working Group to help determine the focus of an action plan
- 1.1.2 Young People's Survey – completed and awaiting results from the Picker Institute – will go to Active

1.2 Discharge and Recommender Score Survey

The survey was repeated for all patients discharged in February and the data is being analysed. If the bid for funding is successful, then the survey will be run one month in every three and the results will be analysed much more quickly than can be achieved at present. Ongoing regular surveying will enable performance over time to be measured. With the establishment of the survey team, the surveys will also be rolled out to outpatients.

A review group has been established to review the results from surveys, concerns, complaints, comment cards etc, and wards identified as benefiting from training to address any areas of concern flagged up will receive training tailored to meet their particular requirements. See also appendix 2

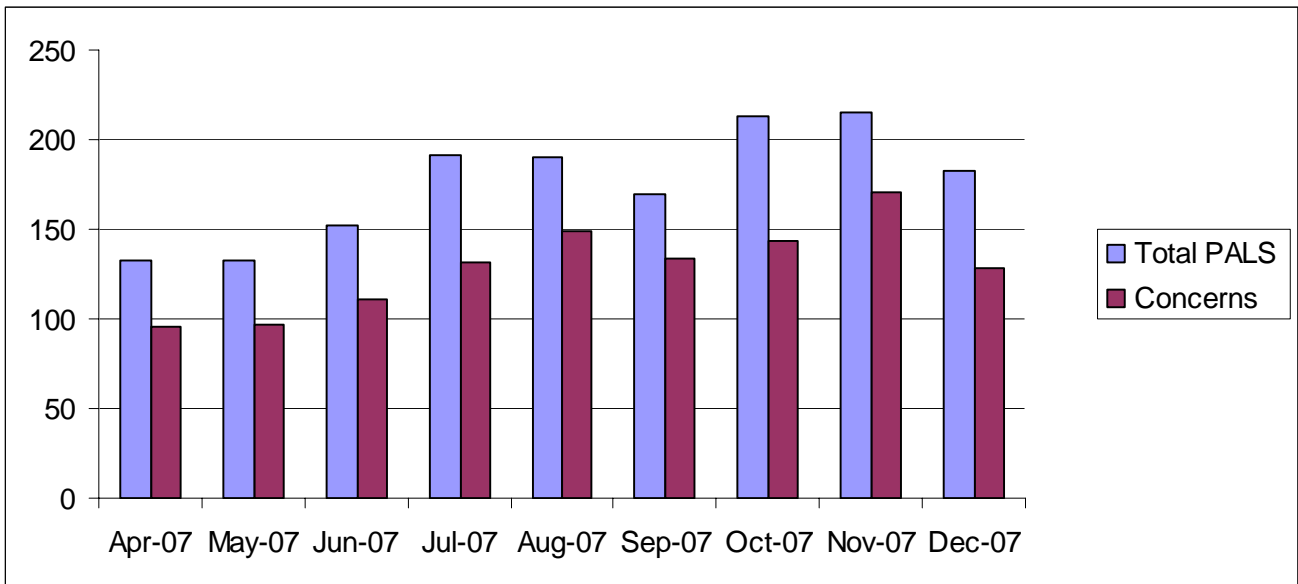
2. Comments Cards

In the last three months (Nov – Jan) 417 comments cards have been received (including 180 compliments) and themed. Examples of actions identified by managers in response include:

- Review and update of paediatric information video
- Signage changed
- Action taking following concerns about cleanliness (discharge lounge)
- Discussion with staff re better support for pregnant woman

3. Complaints and Concerns

The reduction in complaints and concerns occurs every December, with an underlying trend of increasing activity. The increase in October and November relates strongly to the opening of additional contingency beds and problems in achieving appropriate staffing levels.



Common themes in complaints and concerns relate to:

- perception of patients that insufficient staff on wards - basic nursing needs not always addressed in timely manner
- basic nursing care
- staff attitude
- communication

4. Engagement Programme

4.1 ACTIVE - Children's and Young Peoples Board

ACTIVE has now met twice and work has included : a survey of facilities for children and young people in clinics, preparation for the Open Day, planning communication training session with Dr Williams.

4.2 Teenage Cancer Patients Group

The Teenage Cancer Patient Group has now been established and work identified includes making a video for staff training in communication and working with the architect and hospital staff on the environment and facilities of the planned teenage cancer ward – expected to be developed next year.

4.3 Focus Groups

Recent focus groups have included Neonatal Care, when 20 parents and seven babies attended, and Emergency Department. Also planned are perinatal care and the pain clinic and the establishment of a user group in Addenbrooke's Rehabilitation Centre (Disablement Services)

4.4 Congestion Charge

two sessions jointly run by the County Council and hospital were held, one for patients and visitors, another for staff with specific focus on whether or not Addenbrooke's should be inside or outside the charging boundary, should one be imposed. The overwhelming feedback from both groups was that Addenbrooke's should lie outside and a formal response was sent to the council, having first been endorsed by the Patient Involvement and Membership Governor/Director Work Group. A copy of the response will be circulated by the Membership Office