

BOARD OF GOVERNORS

IMPROVING THE EXPERIENCE OF OUR PATIENTS

Report of: Fraser Rogers – Membership Manager

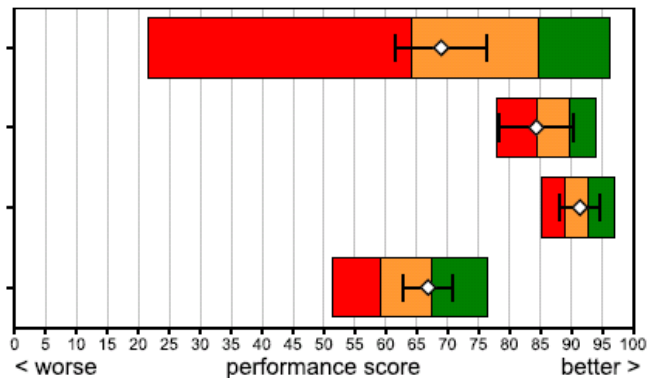
1 Patient Surveys

1.1 Healthcare Commission 2008 Emergency Department Survey – Results

As reported by the Director of Patient Experience and Public Engagement to the Board of Governors in September, surveys were sent to 850 people who had attended the Emergency Department in February 2008. 354 people responded, giving a response rate of 41%. The results provided by the Healthcare Commission are shown below and compare the Trust against 150 other acute Trusts. Staff within the Emergency Department are using the results to consider improvements to the service where appropriate.

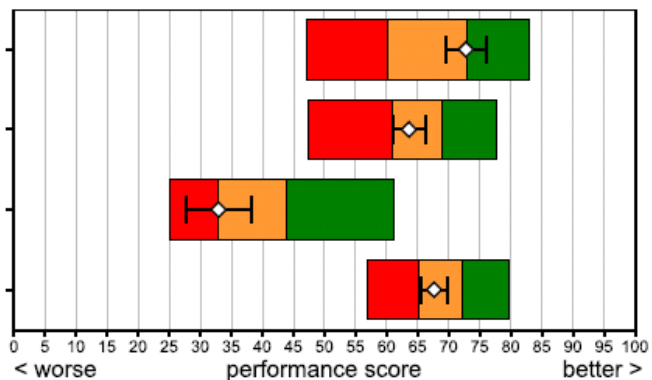
Arrival at the Emergency Department

- Was it possible to find a convenient place to park in the hospital car park?
- Did the ambulance crew explain your care and treatment in a way you could understand?
- Overall, how would you rate the care you received from the ambulance service?
- Were you given enough privacy when discussing your condition with the receptionist?



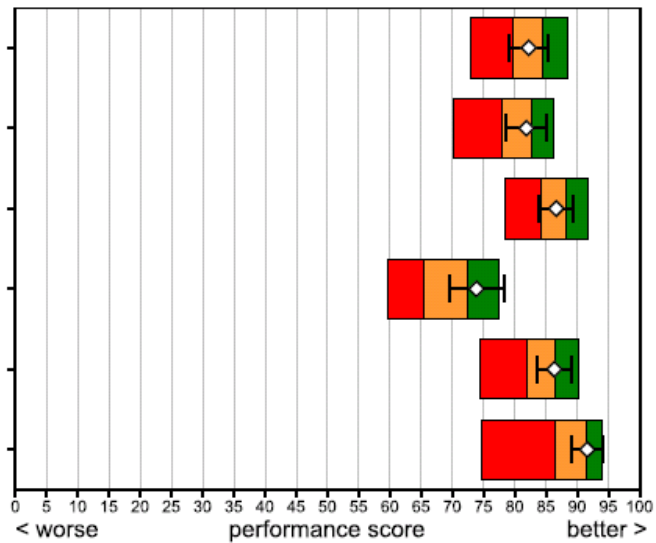
Waiting

- How long did you wait before you first spoke to a nurse or doctor?
- From the time you first arrived at the Emergency Department, how long did you wait before being examined by a doctor or nurse?
- Were you told how long you would have to wait to be examined?
- Overall, how long did your visit to the Emergency Department last?



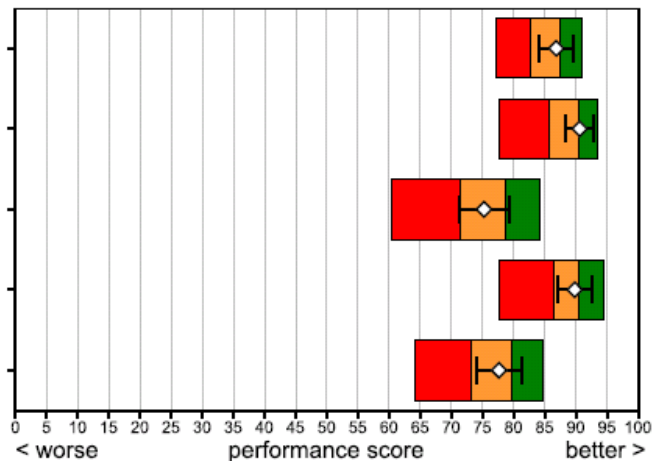
Doctors and Nurses

- Did you have enough time to discuss your health or medical problem with the doctor or nurse?
- While you were in the Emergency Department, did a doctor or nurse explain your condition and treatment in a way you could understand?
- Did the doctors and nurses listen to what you had to say?
- If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?
- Did you have confidence and trust in the doctors and nurses examining and treating you?
- Did doctors or nurses talk in front of you as if you weren't there?



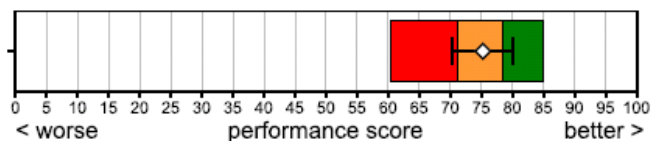
Your care and treatment

- While you were in the Emergency Department, how much information about your condition or treatment was given to you?
- Were you given enough privacy when being examined or treated?
- If you needed attention, were you able to get a member of staff to help you?
- Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you in the Emergency Department?
- Were you involved as much as you wanted to be in decisions about your care and treatment?



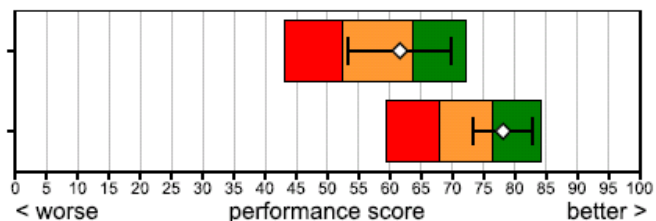
Tests

- Did a member of staff explain the results of the tests in a way you could understand?



Pain

- How many minutes after you requested pain relief medication did it take before you got it?
- Do you think the hospital staff did everything they could to help control your pain?

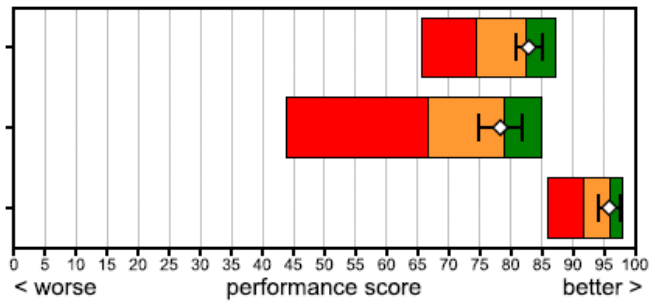


Hospital environment and facilities

In your opinion, how clean was the Emergency Department?

How clean were the toilets in the Emergency Department?

While you were in the Emergency Department, did you feel bothered or threatened by other patients?



Leaving the Emergency Department

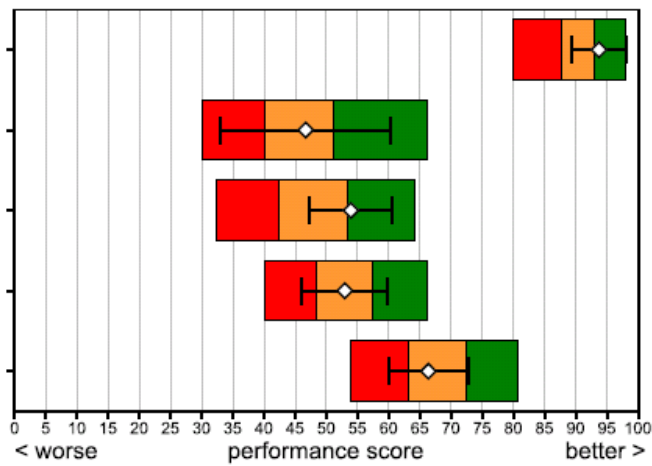
Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?

Did a member of staff tell you about medication side effects to watch for?

Did a member of staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?

Did a member of staff tell you about any danger signals regarding your illness or treatment to watch for after you went home?

Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the Emergency Department?

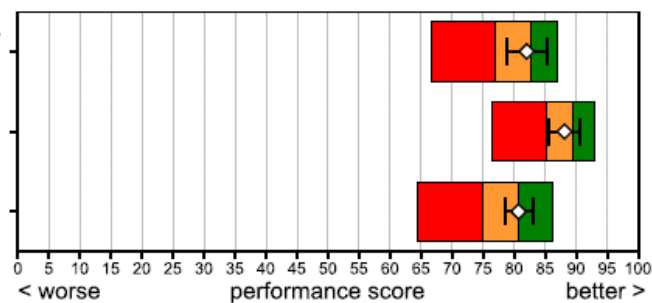


Overall

Was the main reason you went to the Emergency Department dealt with to your satisfaction?

Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?

Overall, how would you rate the care you received in the Emergency Department?



- Best performing 20% of trusts
- Intermediate 60% of trusts
- Worst performing 20% of trusts
- ◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)

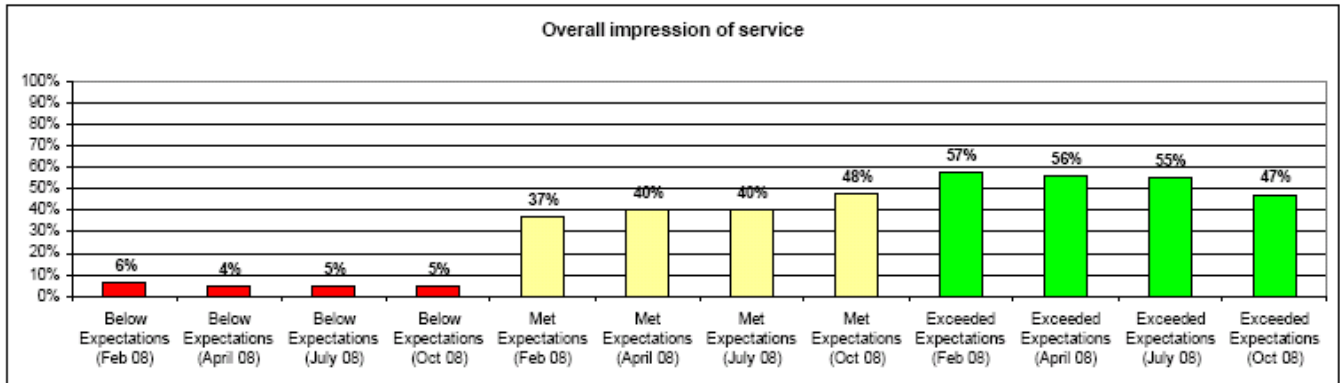
This trust's results are not shown if there were fewer than 30 respondents.

1.2 Quarterly Inpatient Survey

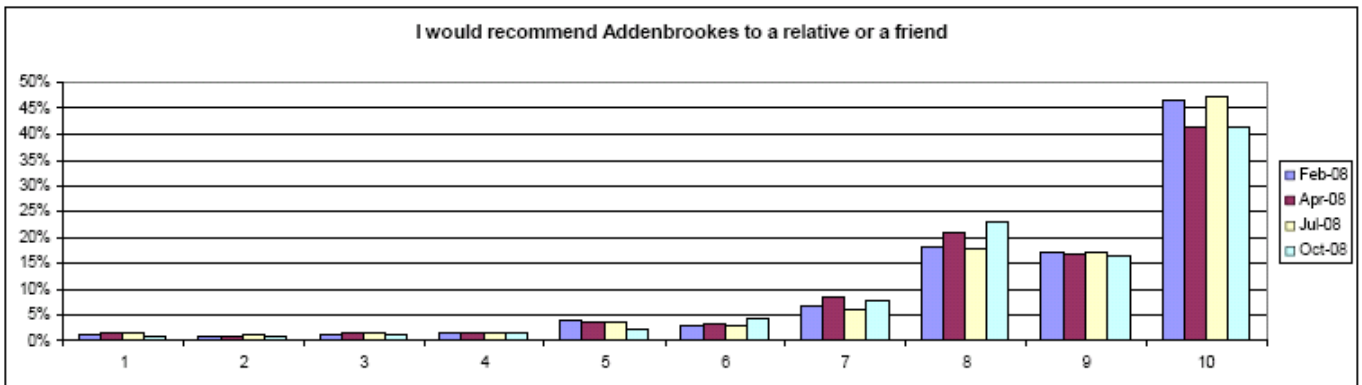
The survey has now been completed for October 2008 and comparator scores over time are attached in Appendix 1.

Overall impression of service:

Overall, **95%** of patients said that the service met or exceeded their expectations.



The recommender score results were as shown below:



1.3 Feedback and Improvement at Ward and Department level

The ward selected by the Support Team, based on the survey results, complaints, concerns, incident, comments cards and compliments etc, for development training which is being tailored to meet those aspects of care identified as in need of support and improvement has received a tailored questionnaire for every member of staff. One version was sent to senior managers in the area and the other to the remaining majority of staff. This survey has allowed the Support Team to analyse the issues as detailed by all staff and the team are planning the practical training sessions with the logistical support of senior ward staff. All ward staff are expected to attend the sessions and this will run alongside the project work which will be part of the Ward Manager Leadership Programme.

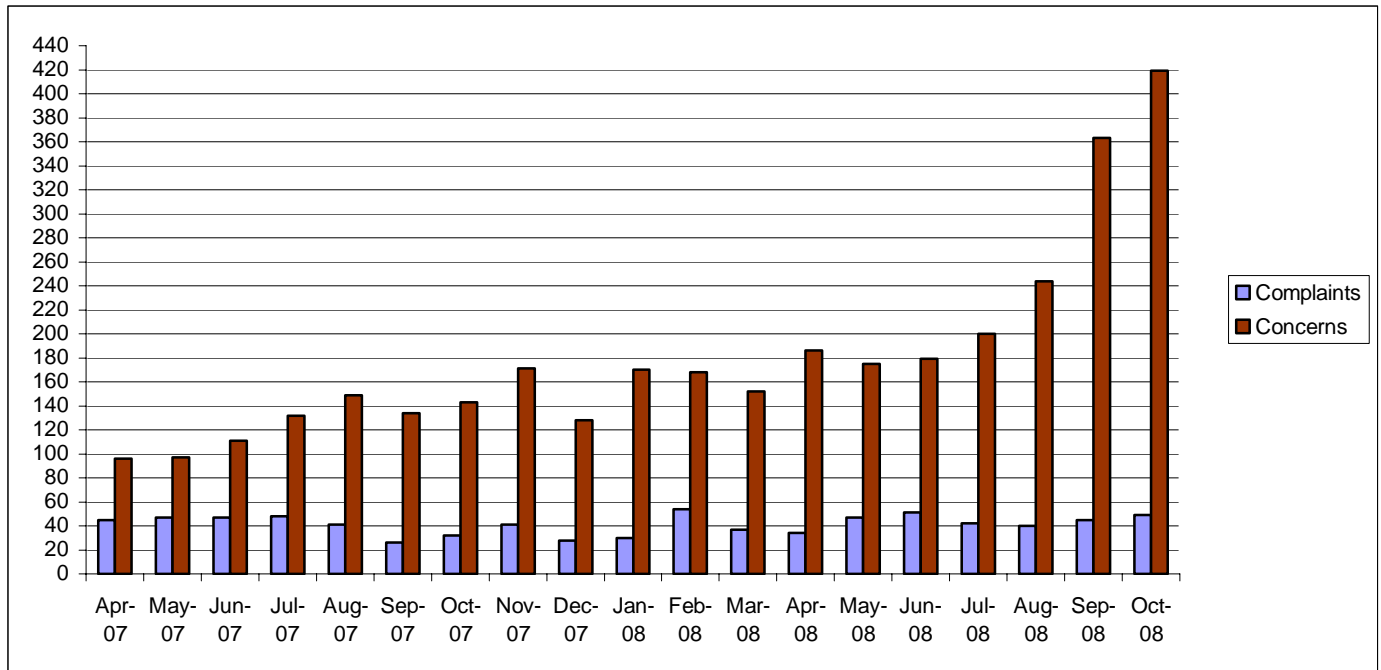
2. Comments Cards

Key = Green improvement on previous month, Red negative, amber neutral; () =positive comment

Topic	Mar-08	April	May	June	July	Aug	Sept	Oct
Food & Nutrition	4 (1)	10 (3)	5	3	3 (2)	3	5 (1)	5
Hygiene	9(2)	8	4	5	7	1(1)	5	3
Privacy & Dignity	1	4(1)	4(1)	4	3	1	1	0
Environment	2	1	2	9	17	9(1)	10 (1)	36
Communication (includes Car park queries)	18	18	25	30	24	14(2)	28	28
Continence	0	0	0	0	0	0	1	0
Safety	3	1	2	3	1	1	0	0
Selfcare	0	1	3	0	0	2	0	0
Staff issue	7(7)	10(11)	10 (2)	12(1)	7(9)	4(5)	12	6
Waiting times	24 (5)	37(1)	39	14 (1)	29	24	40	36(2)
Total number of comments recorded	68 (15)	90 (16)	94 (3)	80(2)	91(11)	59(9)	102(2)	114(2)
Compliments	37	44	60	41	64	75	50	73

3. Complaints and Concerns

Please note these figures do not include other PALS activity such as providing general help and advice, responding to compliments about the hospital etc.



The “on the spot” resolution of concerns through Patient Advice and Liaison Services is continuing to prevent a steep increase in formal complaints. The steep rise in concerns relates largely to issues relating to the Appointments Centre. In recent weeks, the hospital is again experiencing significant pressure on beds. Common themes in complaints and concerns relate to:

- basic nursing care
- staff attitude
- communication
- patient transport

Actions identified in complaints responses are discussed at SDU Clinical Governance meetings to ensure they have been adequately addressed. Particular areas of concern will be picked up by the Support Team as noted above.

4. Engagement Programme

4.1 Focus Groups

The focus group held since the last meeting of the Board of Governors is:

- Carers – 22nd September

Further focus groups will be planned for the New Year which governors will be invited to chair / introduce.

4.2 Patient feedback sessions

- Oncology Services – 28th October
- Urology Informed Decision Making Project focus groups (x 4)

The oncology feedback session was a chance for the Senior Clinical Nurse to chat on a very personal level with current patients.

The Urology feedback sessions are part of a national project with which the Chairman and a number of Addenbrooke's consultants are involved. The project aims to assist men in choosing the correct treatment options for them by making use of the experiences of past and current patients via a DVD and booklet on the subject of either prostate cancer or Benign Prostatic Hyperplasia (BPH). Attendees were men who suffer from these conditions as well as staff who fit the age profile for susceptibility but have no experience of them and all were asked for their opinions of the DVD and booklet, the patients having received them before the meetings.

Patient Governor Malcolm Perry very kindly arranged the attendees for the Prostate Cancer Patients' feedback session due to his links with the Support group for that condition.

4.3 Governors Seminar

- A Governor seminar took place on 3 November in association with Dr Jonathan Fuld, Respiratory Physician and Dr Zoe Fritz, Specialist Registrar to discuss the use of Decision to Resuscitate forms. This proved a thought-provoking and fascinating evening which was also attended by Non-executive Directors and lay members of the Clinical Ethics Forum.

5. Customer Care Training

Following Brenda Hennessy's report to the Board of Governors in September it is confirmed that the Trust is taking membership of the Institute of Customer Service, a not for profit professional body for customer service, which:

- Provides advice and guidance on best practice,
- defines professional customer service standards,
- promotes a wide understanding of what service competence looks like and how staff can acquire it
- spreads authoritative customer service knowledge through research
- offers a range of services, staff training and staff awards

6. ACTIVE (Children and Young People's Board)

ACTIVE have progressed a number of their work streams since the last meeting of the Board of Governors:

- Uniform posters to aid recognition of staff groups in children's areas (final draft stage)
- Planning of questions for the production of a DVD to help training all staff in communicating with children and young people (to be filmed in January 2009)
- Production of plans and ideas re a renovation of the D2 garden area (to be undertaken in April 2009)
- Planning first birthday party for ACTIVE

7. Chaplaincy

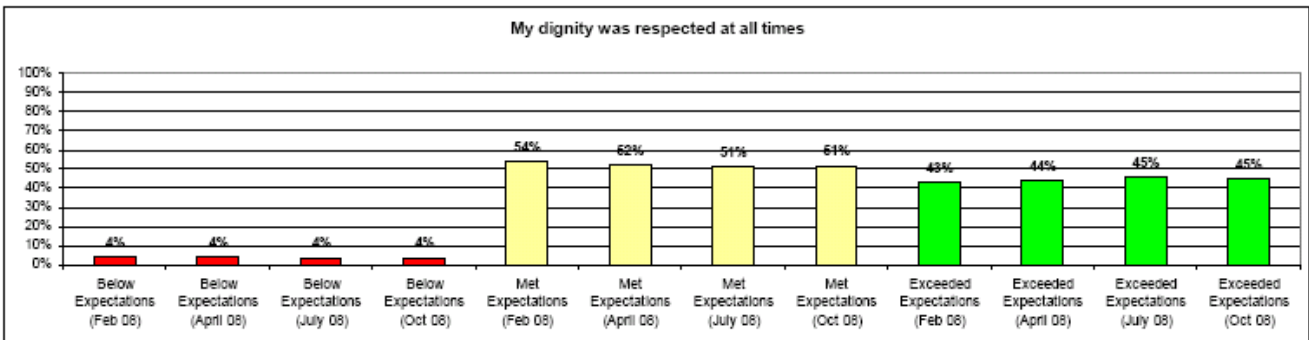
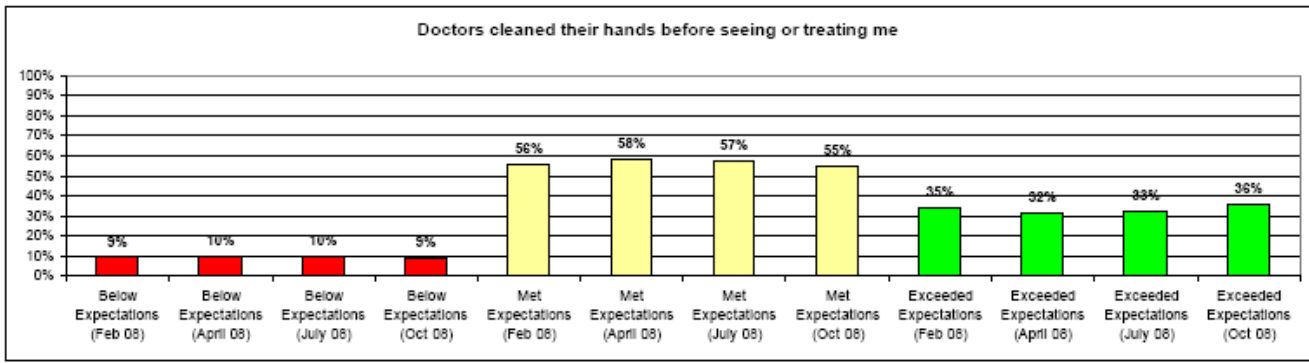
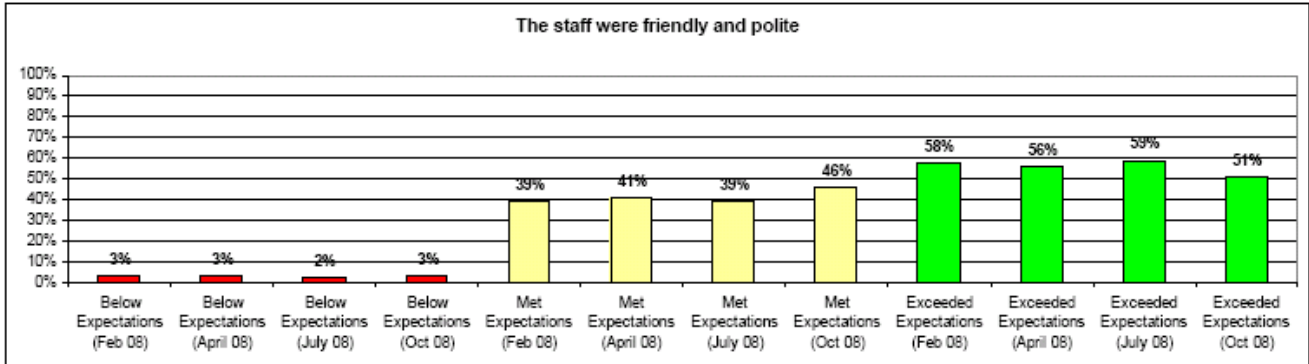
- The Director of Operations has agreed to fund the new post of Bereavement Services Co-ordinator
- The Chaplaincy has submitted a research bid worth nearly £500,000 over three years to the John Templeton Foundation.

8. Medical Photography – now renamed The Media Studio

The Trust's Medical Photographers have 'topped the table' at the Institute of Medical Illustrators AGM and annual awards ceremony, winning one Gold and two silver awards. The department is taking on work in video production for clinical, teaching and corporate services.

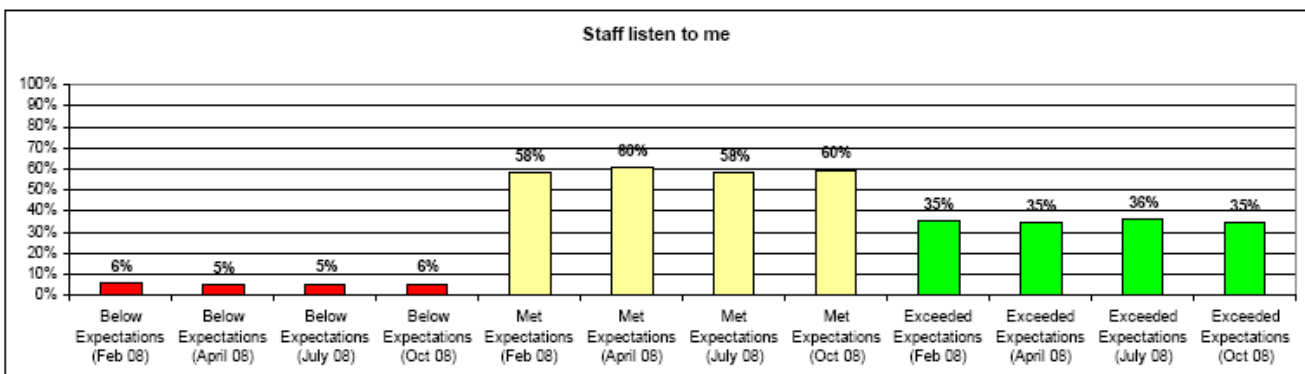
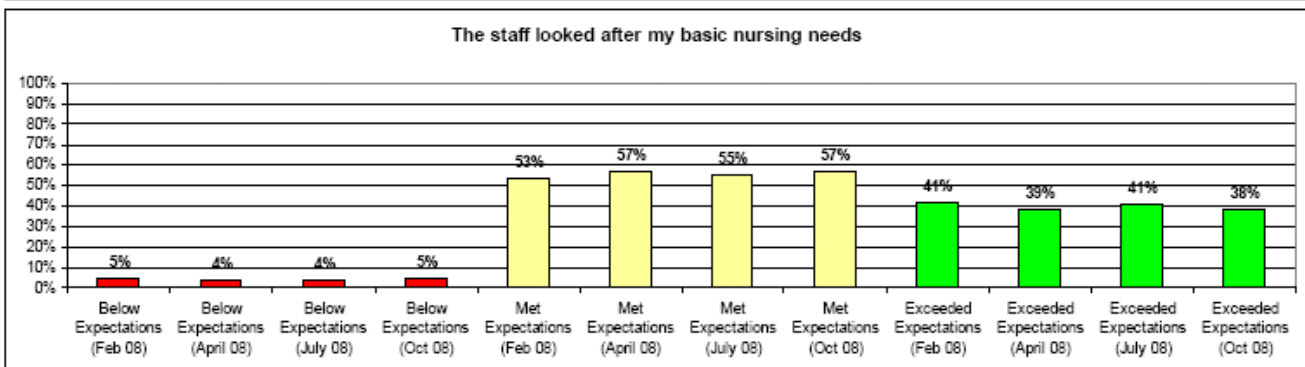
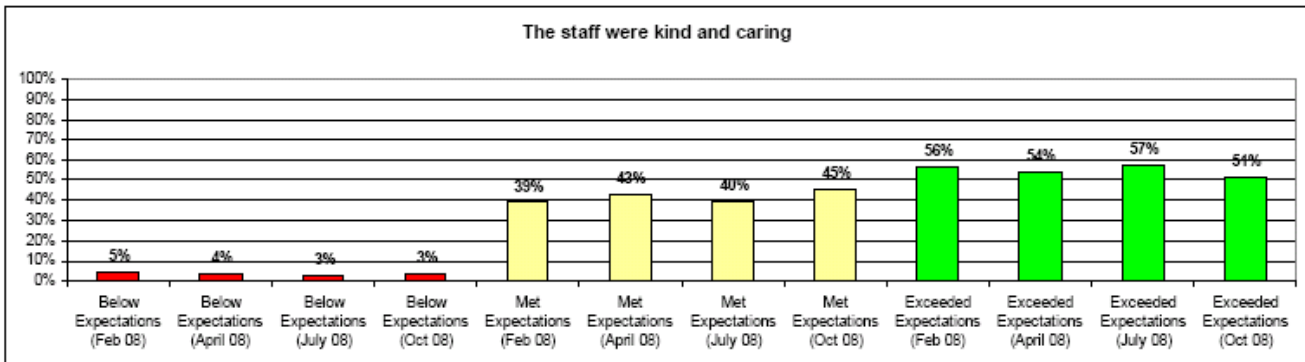
[Survey Results for Inpatients Discharged in October, July, April and February 2008](#)

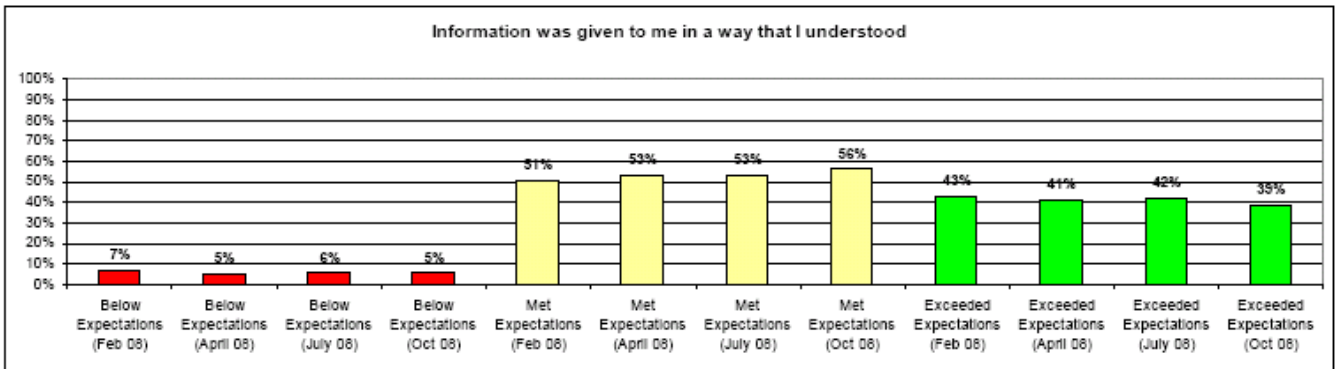
Category 1 - Assurance



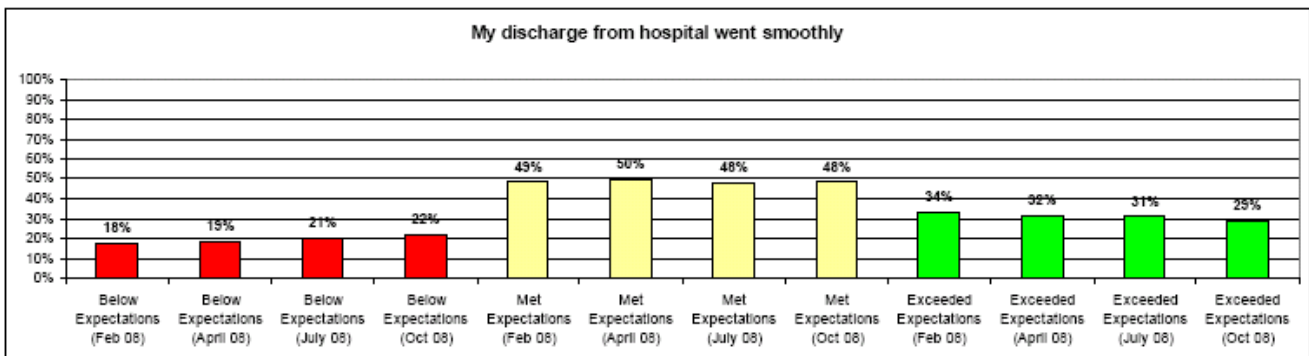
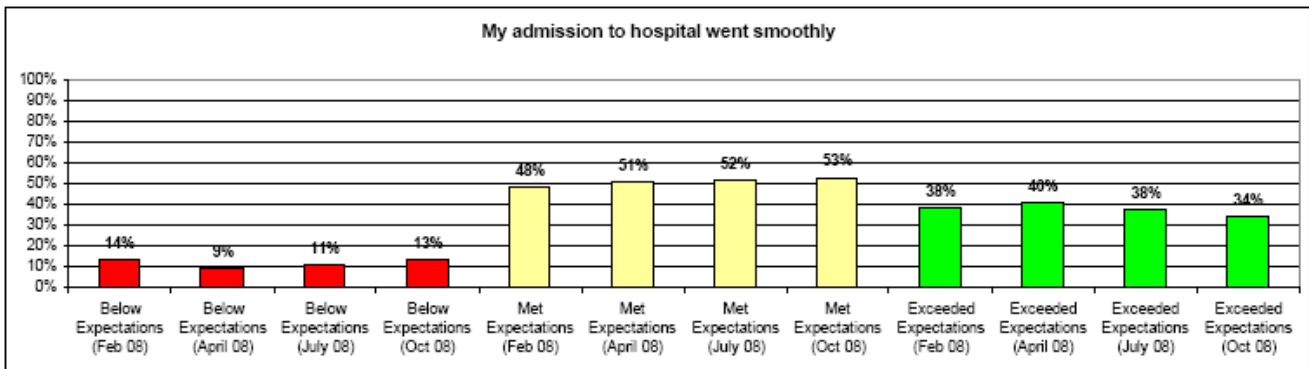
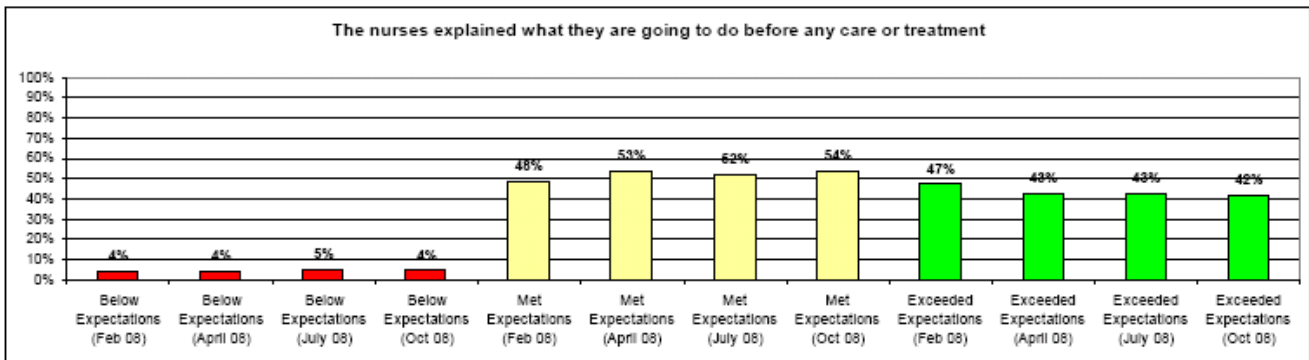
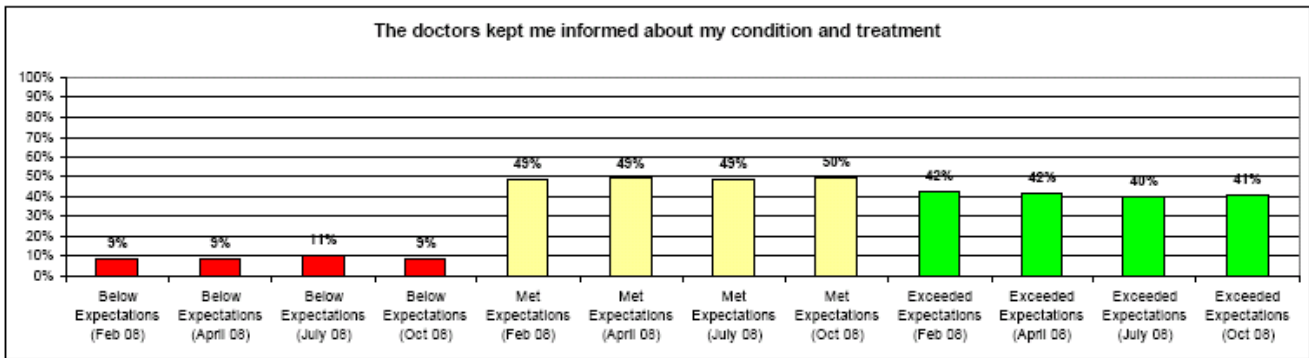


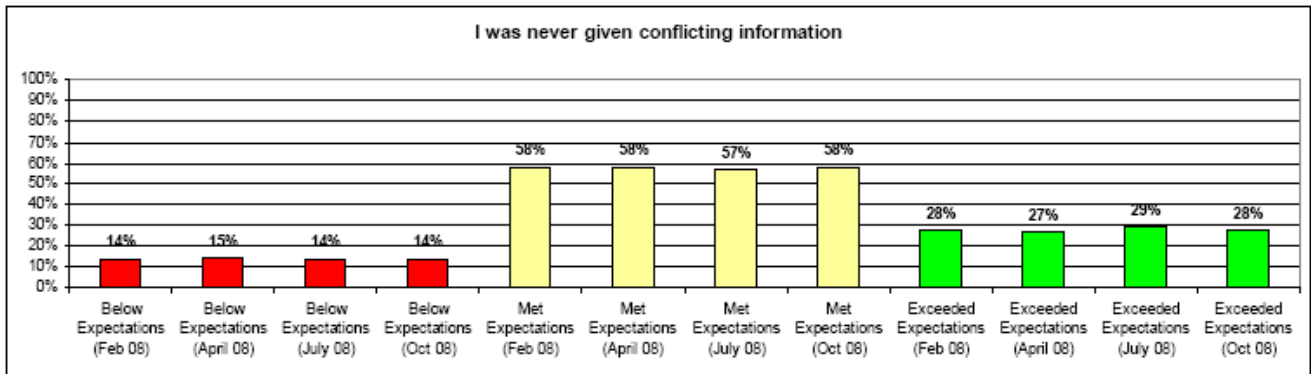
Category 2 - Empathy



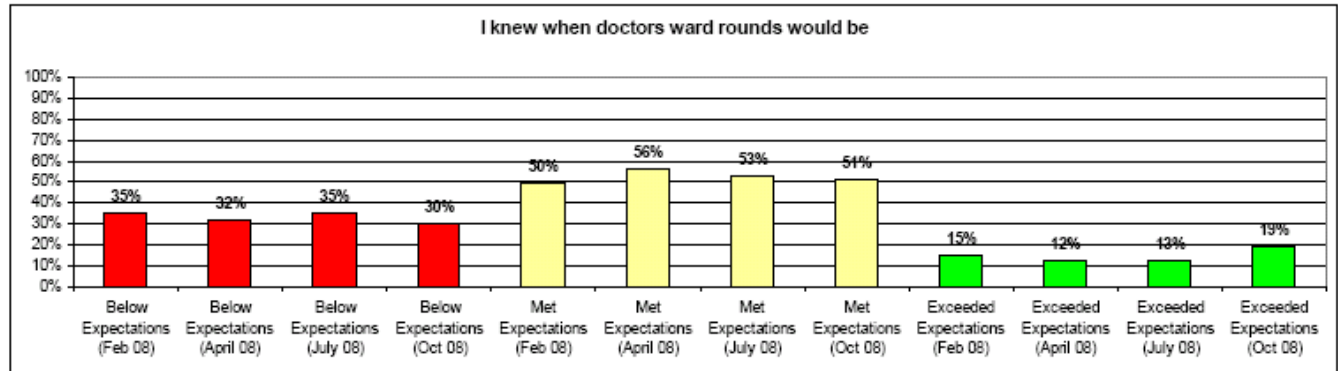
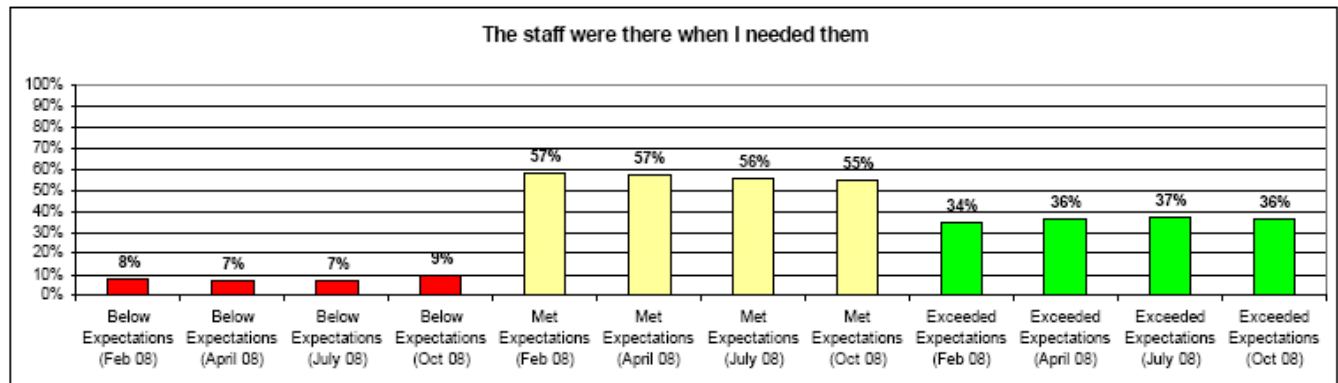


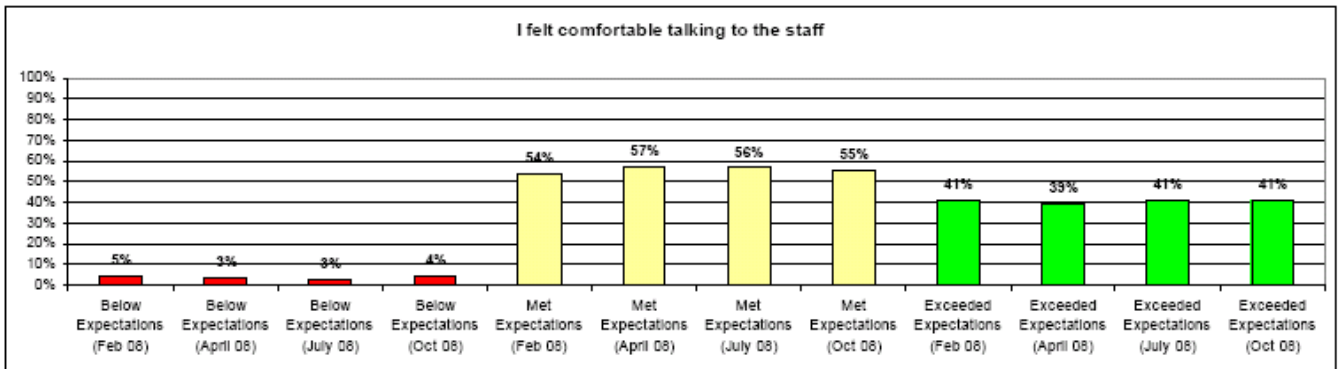
Category 3 - Reliability



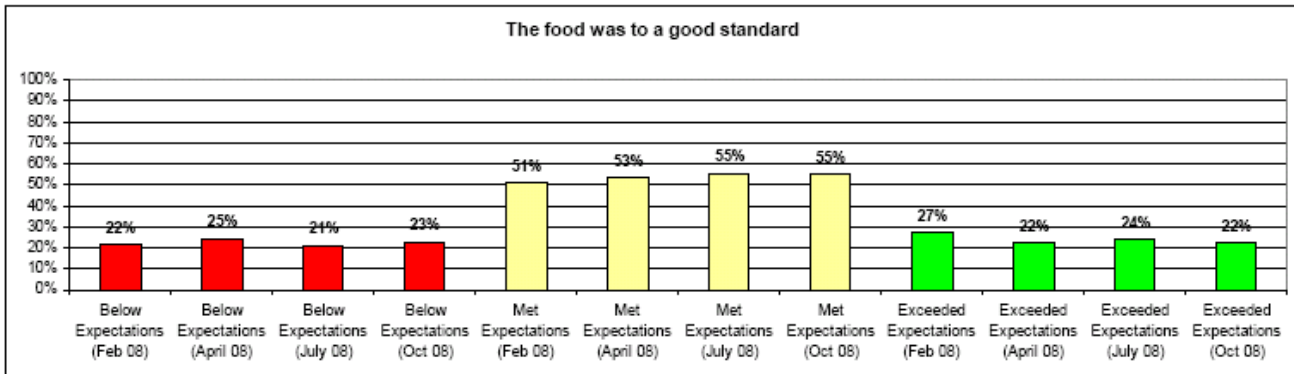
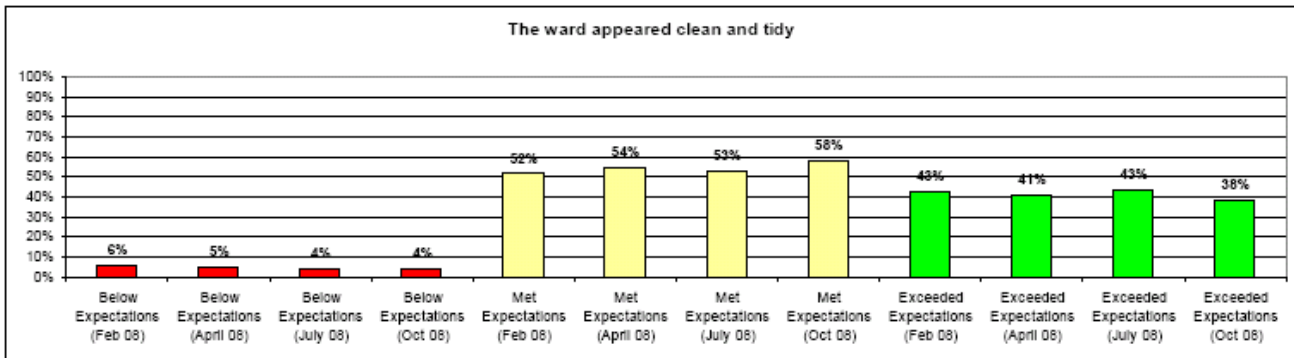
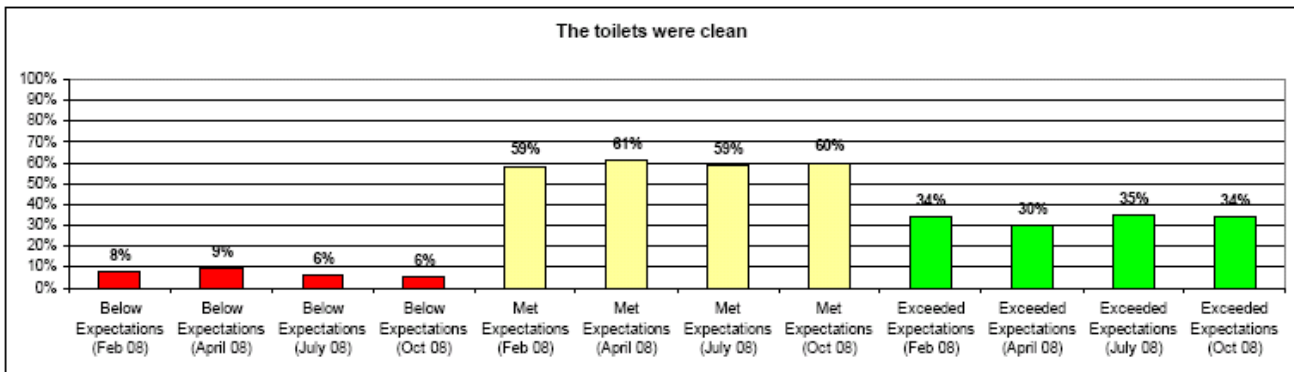
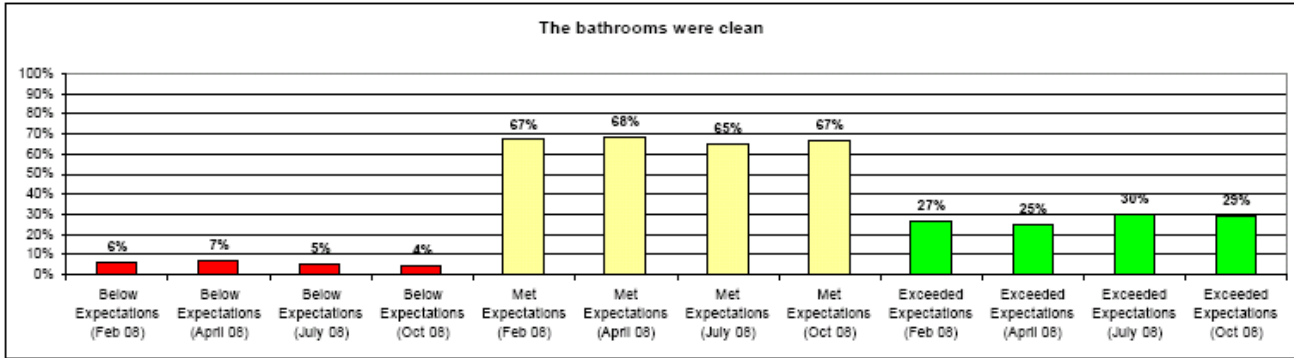


Category 4 - Responsiveness





Category 5 - Tangibles



Category 6 - Overall

