

**BOARD OF GOVERNORS****IMPROVING THE EXPERIENCE OF OUR PATIENTS**

Report of: Brenda Hennessy, Director of Patient Experience and Public Engagement

**1. Patient Survey****1.1 Healthcare Commission 2008 Emergency Department Survey – Interim Results**

Surveys were sent to 850 people who had attended the Emergency Department in February 2008 and 354 people responded, giving a response rate of 41%. The interim results provided by quality Health are shown below and compare the Trust against those other Trusts which used the same company. It is not clear when the Healthcare Commission will publish

**1.1.1 Summary of Responses:**

*Rating of overall care  
(figures in brackets are 2004 scores)*

	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very poor</b>
Addenbrooke's	39% (38%)	39% (35%)	12% (15%)	5% (8%)	3% (4%)	1% (1%)
National average	37%	36%	15%	7%	3%	2%

***Aspects of our Service Better than average***

<b>Question</b>	<b>Trust</b>	<b>Average</b>
Were you given enough privacy at reception	90%	85%
Length of time before speaking to a doctor or nurse	75%	65%
Did you have confidence and trust in the doctors and nurses	98%	95%
Pain relief within 10 minutes	62%	55%
Cleanliness	92%	87%
Advice re resumption of usual activities	68%	60%

***Aspects of our Service Worse than average***

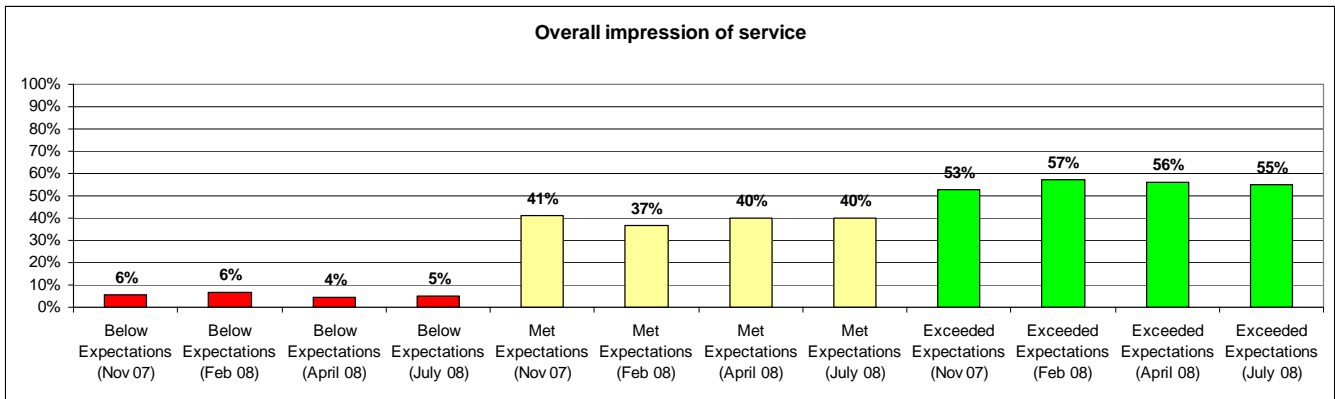
<b>Question</b>	<b>Trust</b>	<b>Average</b>
Did a member of staff explain medication side effects	52%	56%

The Healthcare Commission final results will be shared with Emergency Services, once received to consider where any improvements might be made.

**1.2 Inpatient Survey**

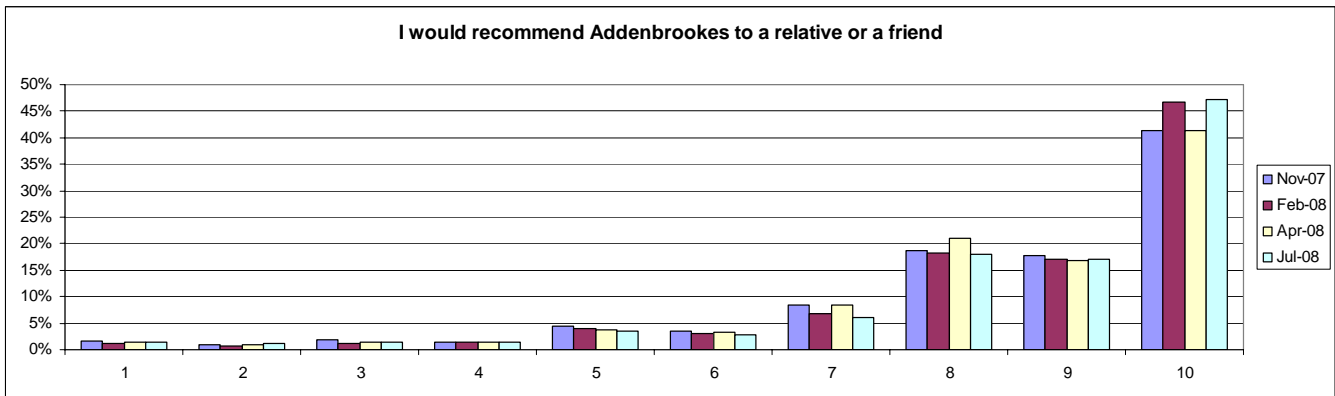
The survey has now been completed for July 2008 and comparator score over time are attached in Appendix 1. Recruitment is underway for the new team and once this has been established the survey programme will roll out to outpatients.

**Overall impression of service:**



The overall impression of our service was that **95%** of our patients felt we met or exceeded their expectation

The recommender score results were as shown below:



**1.3 Feedback and Improvement at Ward and Department level**

The Improvement Team has now selected one ward, 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. 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.

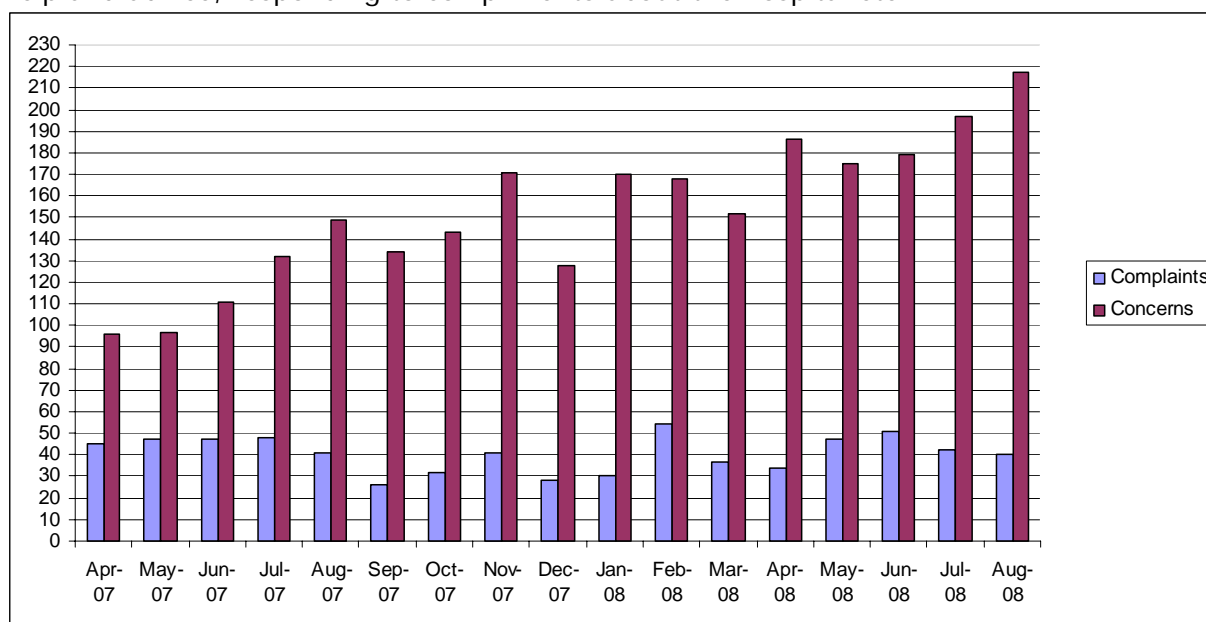
**2. Comments Cards**

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

Topic	Mar	April	May	June	July	Aug
Food & Nutrition	6 (1)	8 (2)	4	2	4 (4)	4
Hygiene	11	10	4	2	9 (2)	2
Privacy & Dignity	5	3	3	3	2	2
Environment	1	1	0	2	15(5)	12
Communication (includes Car park queries)	18	22	12	12	37 (10)	18
Continence	0	0	0	0	0	0
Safety	5	1	1	1	6	1
Selfcare	2	0	4	1	3	0
Staff issue	8	7	9 (1)	7	18	8
Waiting times	27 (1)	34	40	11 (2)	27	25
Total number of comments recorded	77 (2)	79 (2)	73 (1)	70	121	72
Compliments	46	57	49	27	79	80

**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. A reduction since a peak in February is thought to be linked to reduced pressure on the ward and improving

nurse staffing levels. However in recent weeks, the hospital is again experiencing more 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**

**Focus groups are not held over the summer period but two are already being planned for September and October**

- Carers – 22<sup>nd</sup> September
- Oncology Services – date to be agreed

##### **4.2 Governors Seminar**

- A Governor seminar is planned for November in association with Dr Jonathan Fuld, Respiratory Physician to discuss the use of Decision to Resuscitate forms

#### **5. Customer Care Training**

The Trust is considering membership of the Institute of Customer Service, a not for profit professional body for customer service, subject to funding (£10,000 pa) 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. End of Life Care**

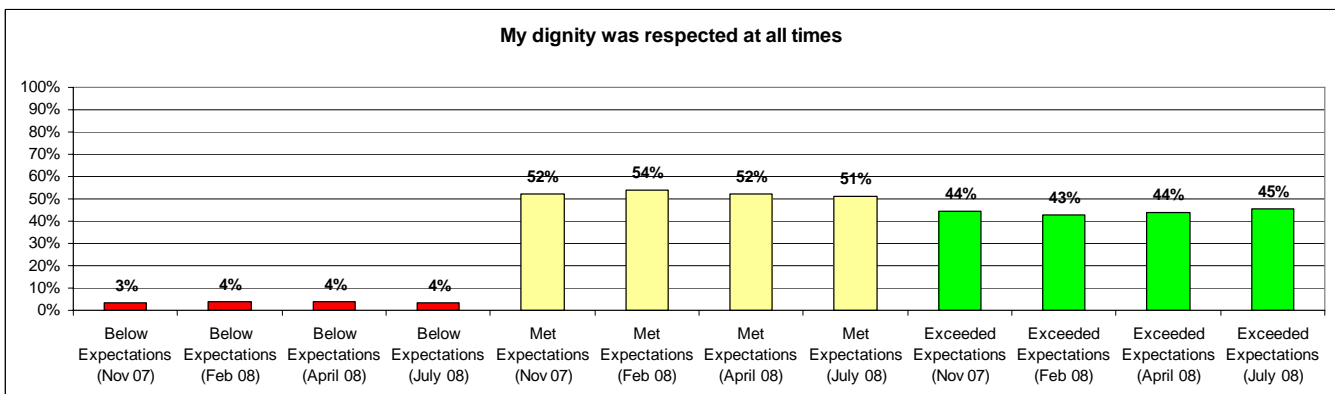
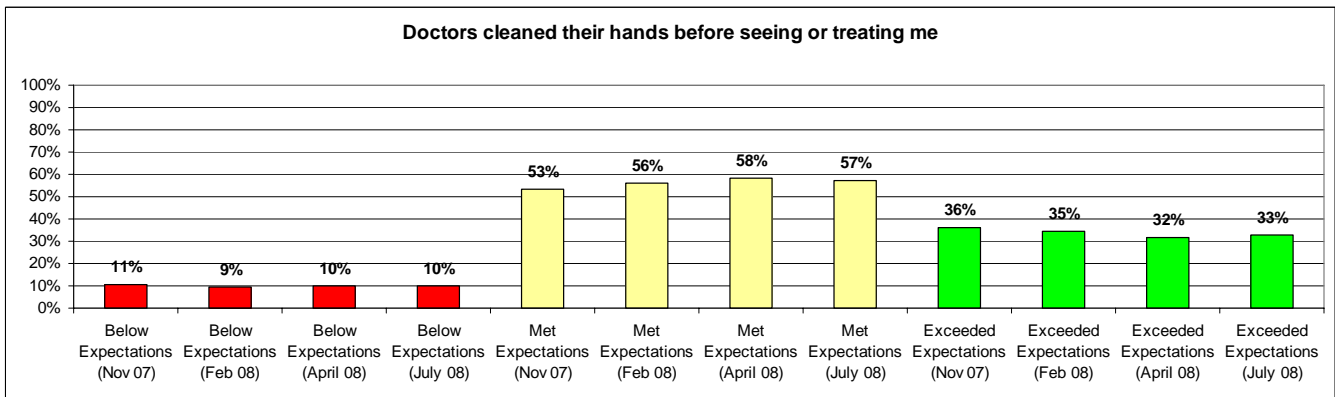
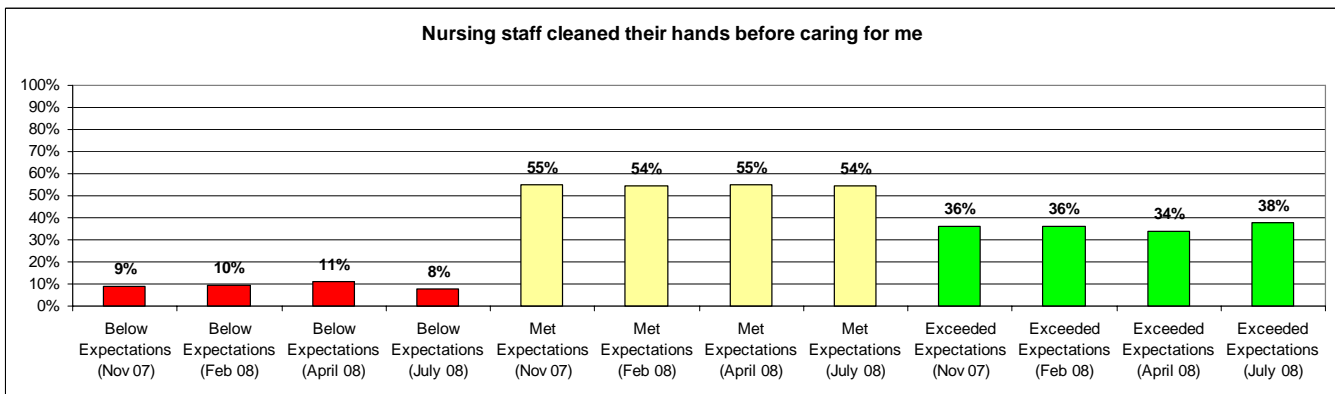
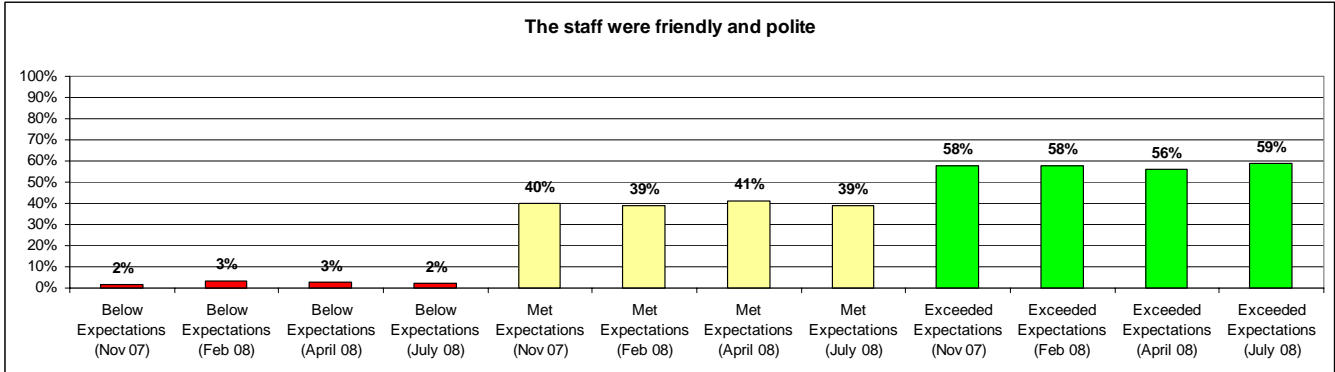
The Steering Group met recently to review progress of the working groups. The Environment Group has been successful in its bid to the King's Fund for £30,000 to improve the facilities and environment offered by the Bereavement Service (formerly Patient Affairs) to those relatives recently bereaved. The service to relatives has already been significantly enhanced by the presence of the Registrar on site, which prevents relatives having to go to Shire Hall to register a death, but the service is in dire need of more space to provide a comprehensive service which can include discussion with clinicians about the death and meetings with the Chaplains. The ideal would be to relocate Bereavement Services to have closer proximity to other patient facing services such as PALS and the CAB, which would also be away from clinical areas and closer to the Chapel of Rest, but identifying appropriate space is proving problematic

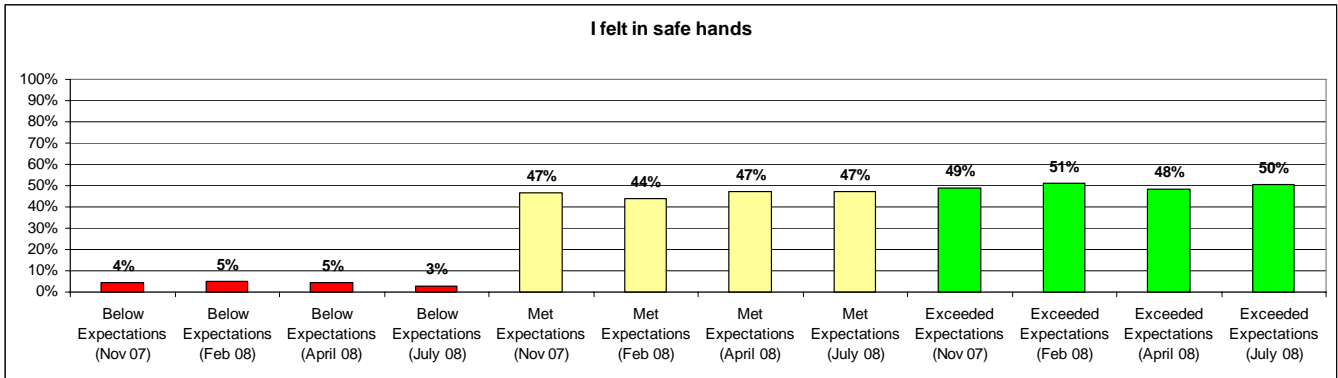
#### **7. Medical Photography – The Media Studio**

The Trust's Medical Photographers have 'topped the table' at the annual Institute of Medical illustrators AGM and annual awards ceremony, winning one Gold, two Silver and eight bronze Awards

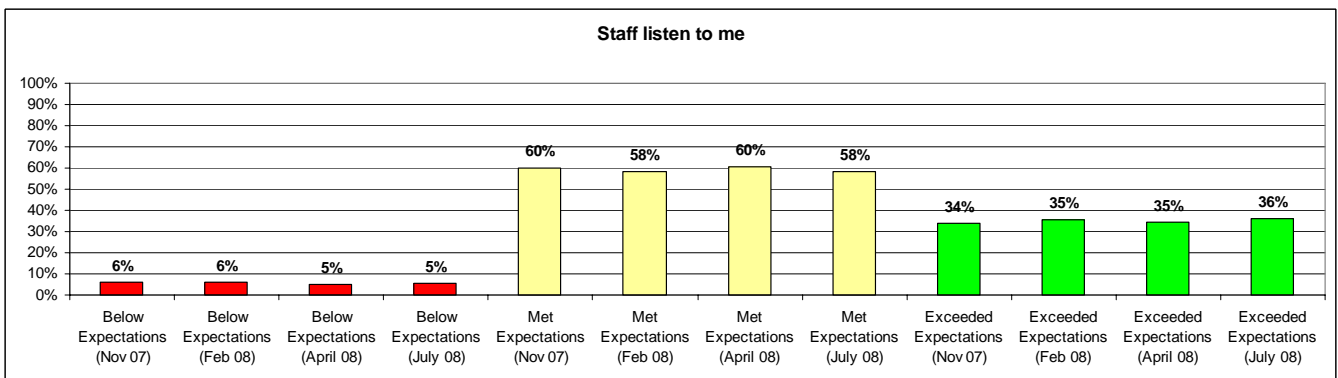
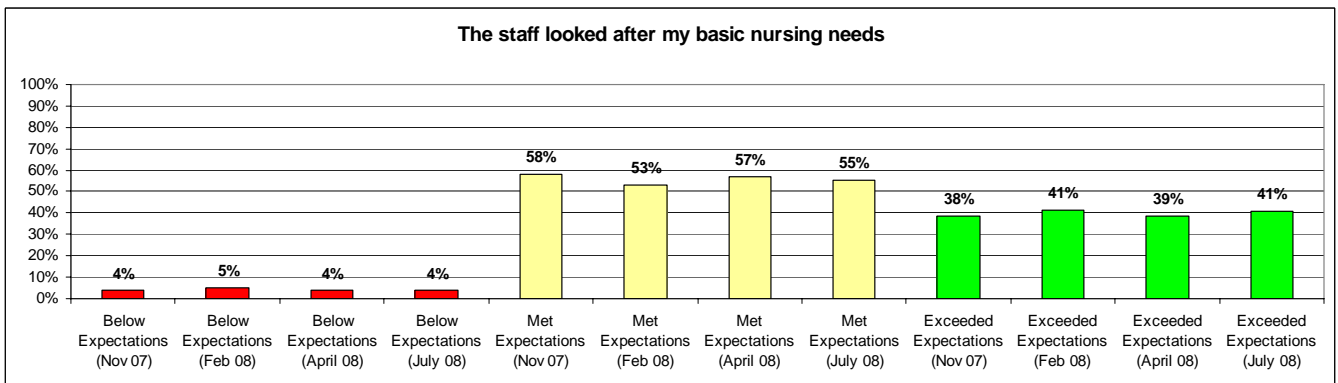
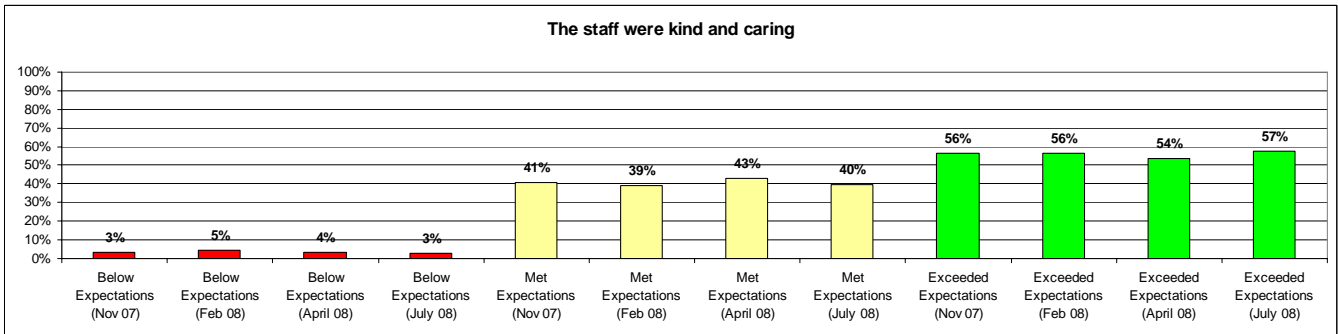
[Survey Results for Inpatients Discharged in July 08, April 2008, February 2008, and November 2007](#)

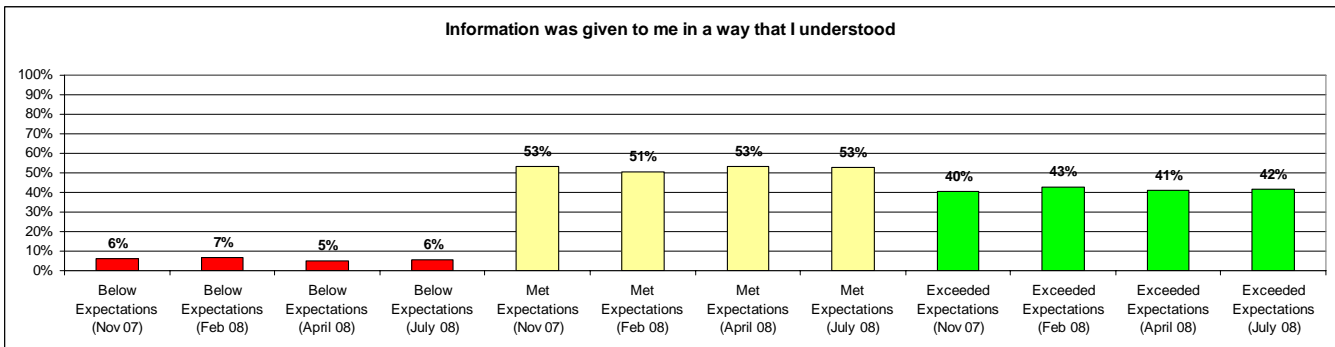
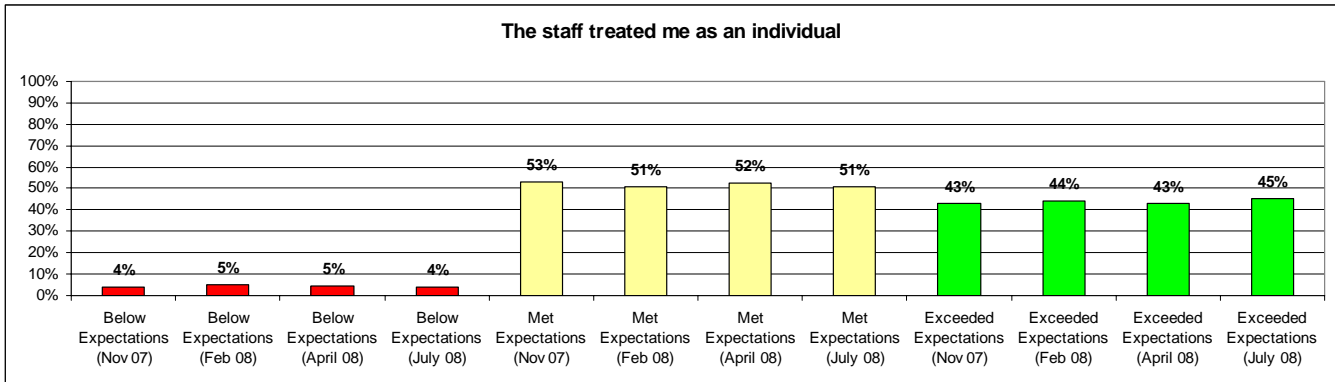
**Category 1 - Assurance**



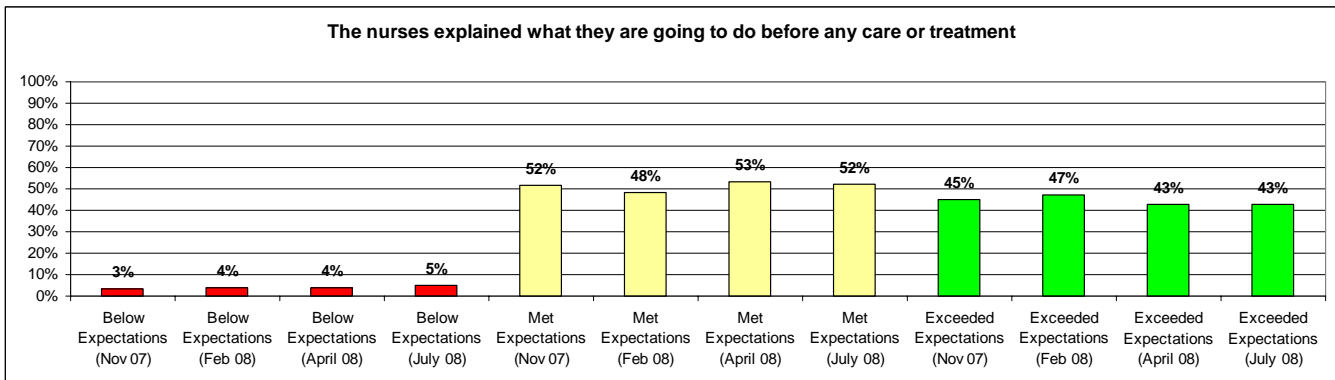
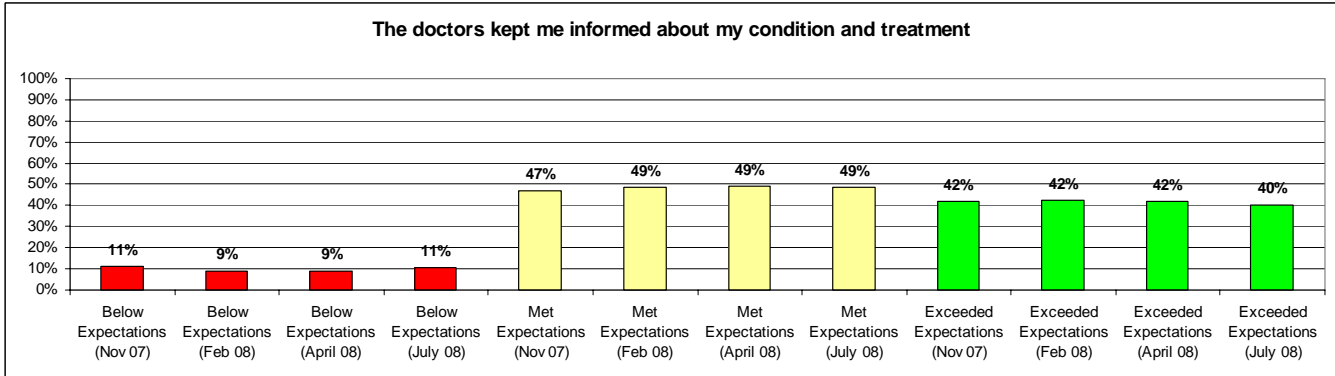


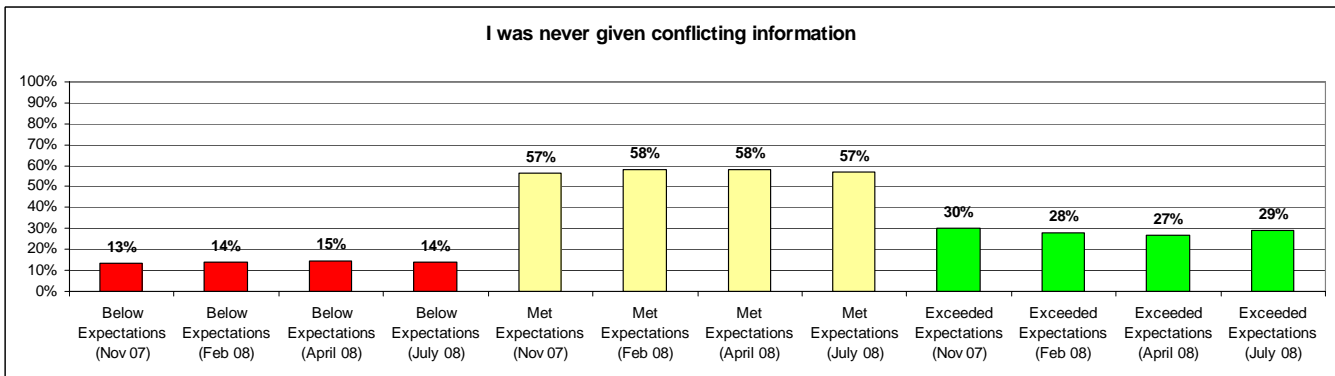
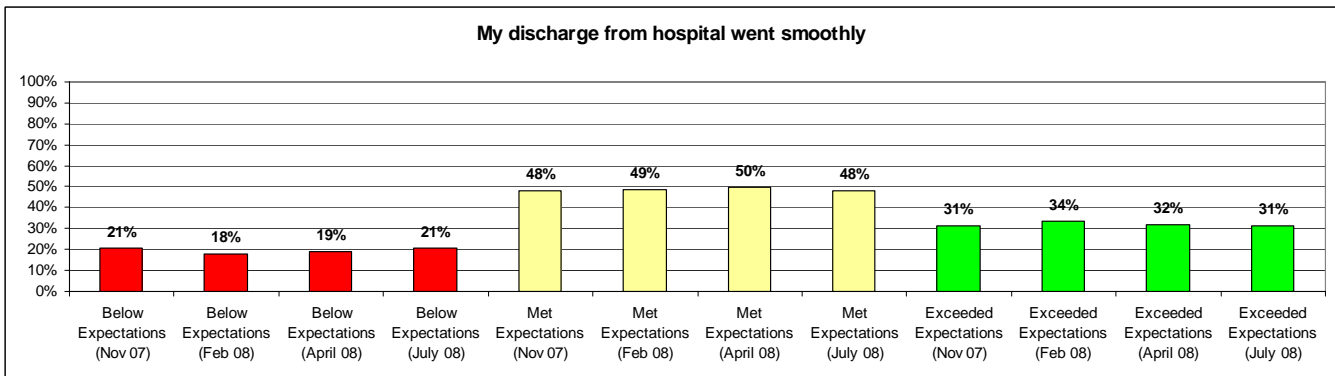
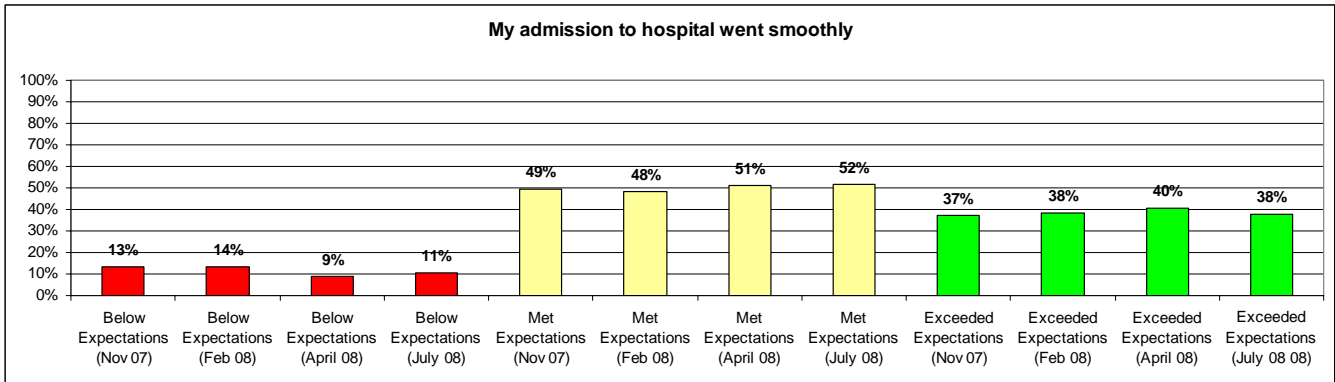
**Category 2 - Empathy**



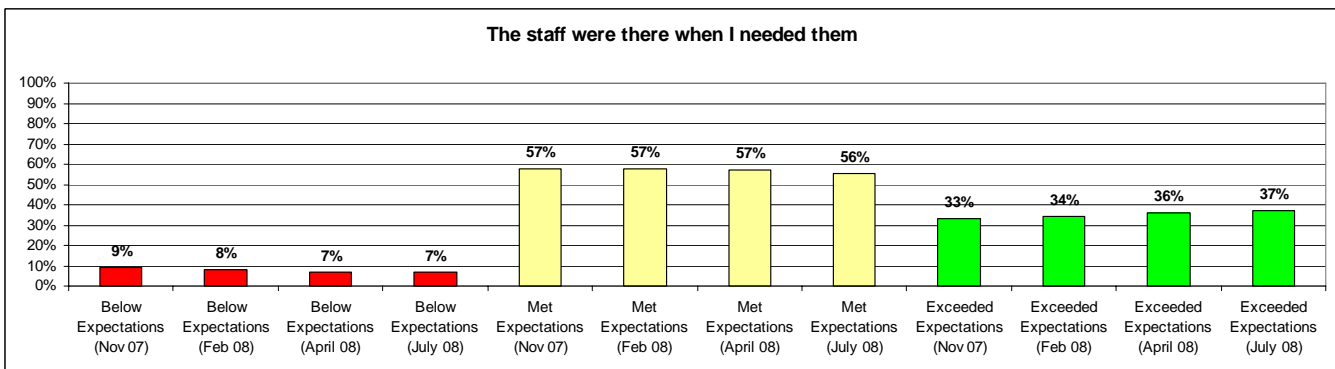


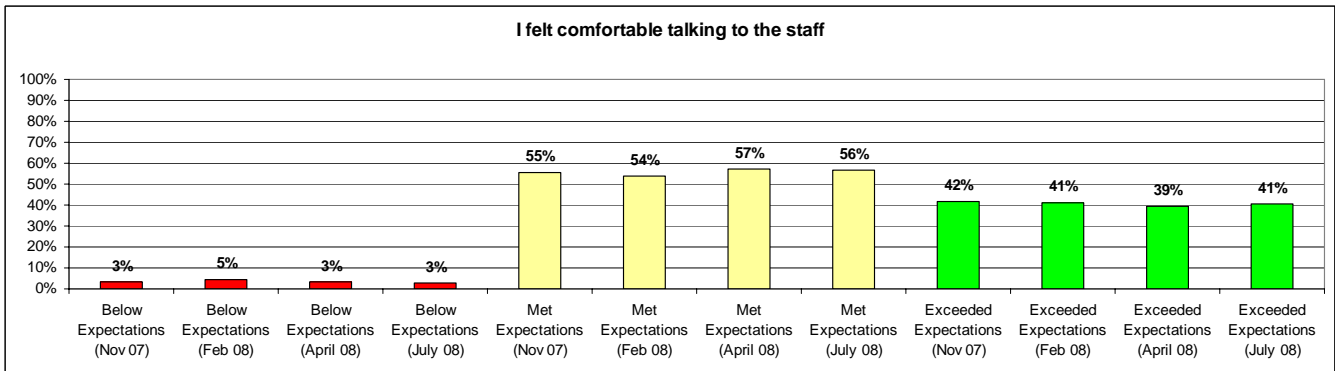
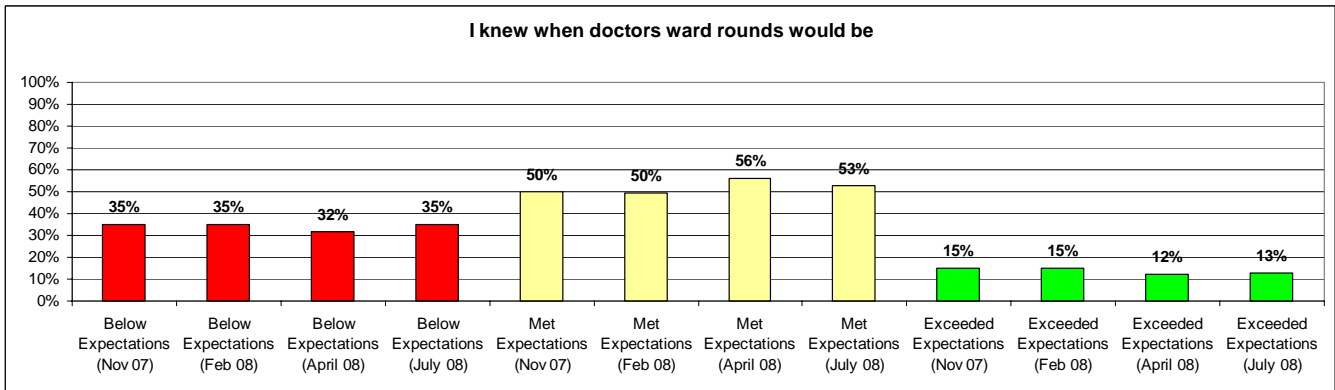
**Category 3 - Reliability**



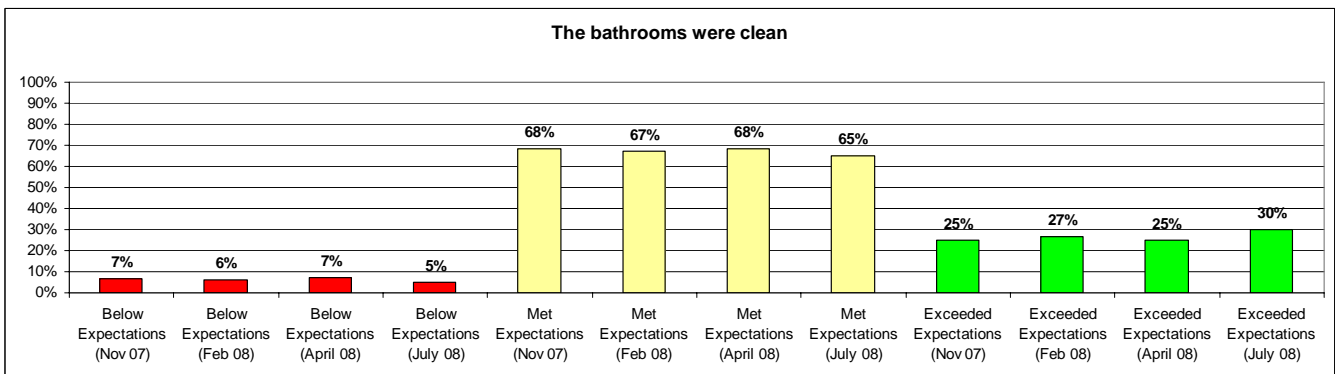


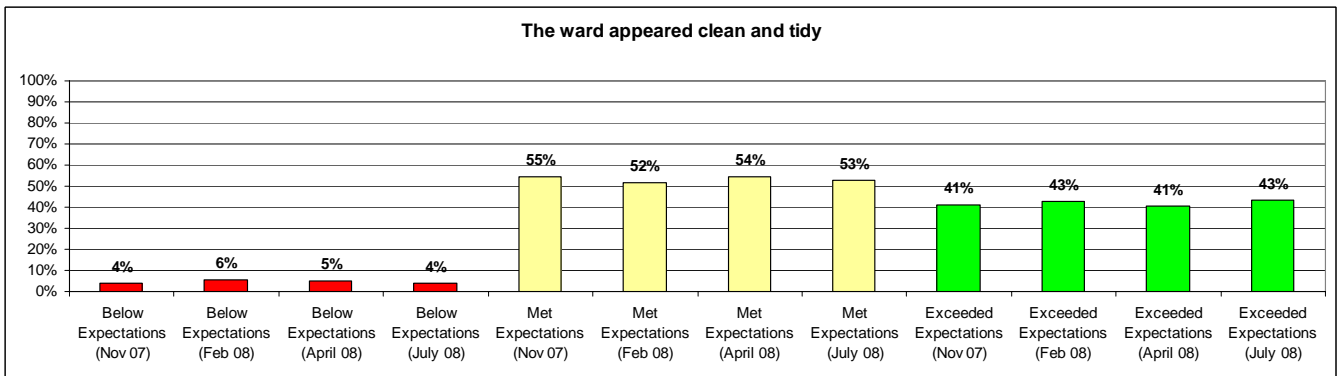
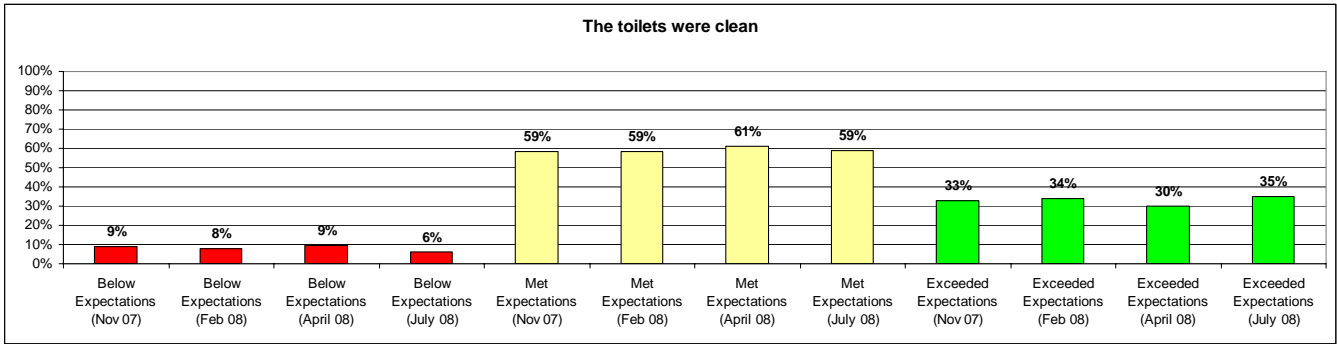
**Category 4 - Responsiveness**





**Category 5 - Tangibles**





**Category 6 - Overall**

