

BOARD OF GOVERNORS

IMPROVING THE EXPERIENCE OF OUR PATIENTS

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

1. Surveys

1.1 Quarterly Inpatient Survey

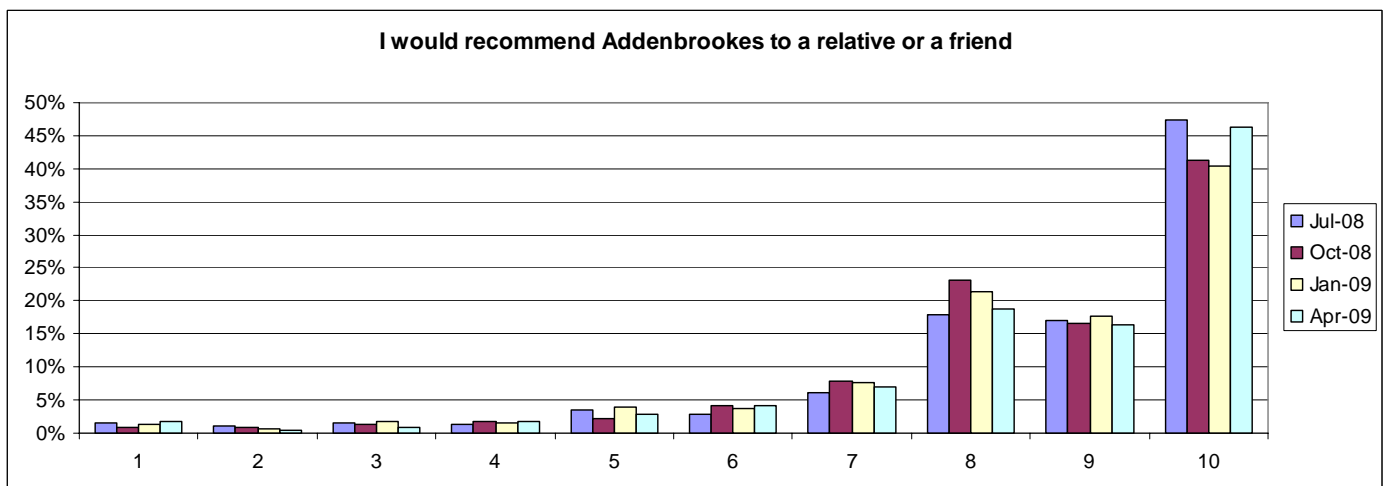
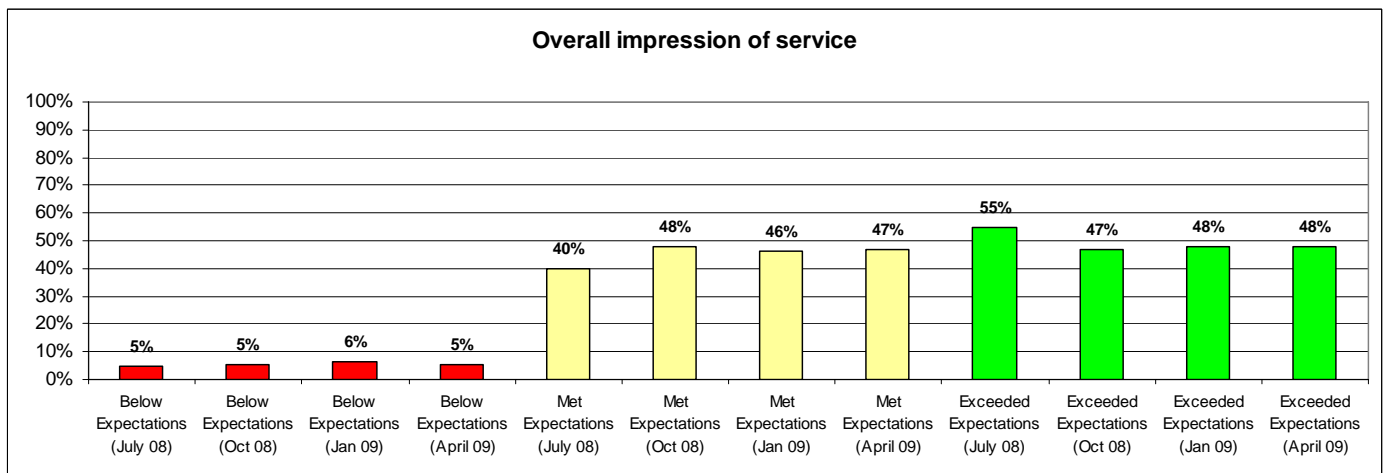
The quarterly survey has now been completed for April 2009 and comparator scores over time are attached in Appendix 1.

A number of new questions have been added, which cover noise at night (from other patients and also staff), and safety.

A report is now available on Cliqview which enables ward managers to run off a report, replicating that attached in Appendix 1, but specifically detailing the particular ward's performance over time. This report should be displayed in wards for patients and staff to see.

The Outpatients survey was launched at the beginning of this month, and figures will be available at future meetings.

Category 6 - Overall



1.2 Healthcare Commission 2008 Inpatient Survey

Surveys were sent to 850 people who had attended the hospital in July 2008 and 441 people responded, giving a response rate of 54%. The overall scores for the Trust are shown below and the full management report can be found in Appendix 2. As this surveys patients who were in hospital in June/July last year and the results take months before they are published, they are therefore very out of date - unlike our own surveys which come out much quicker.

Overall

Did you feel you were treated with respect and dignity while you were in the hospital?

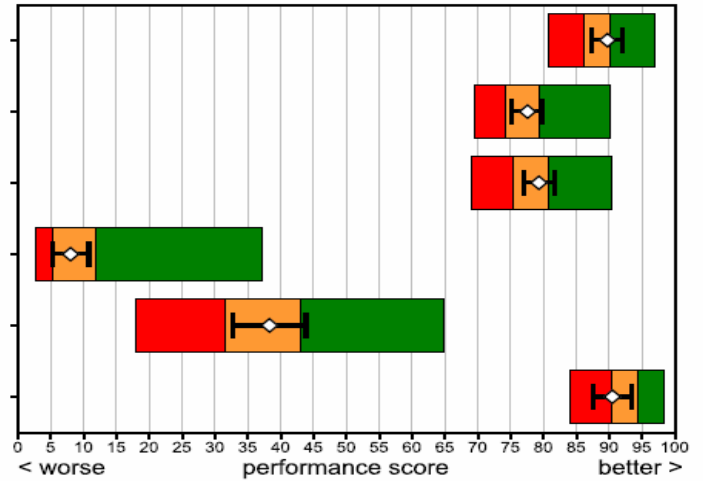
How would you rate how well the doctors and nurses worked together?

Overall, how would you rate the care you received?

While in hospital, were you ever asked to give your views on the quality of your care?

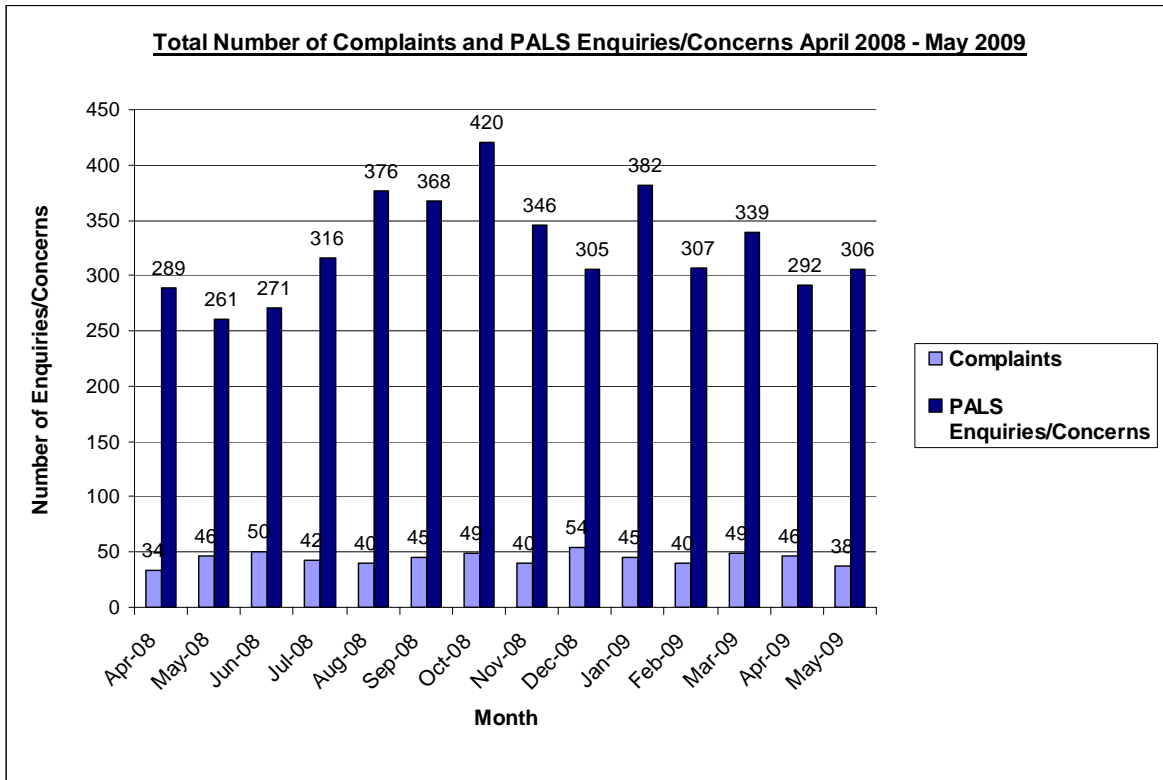
Did you see any posters or leaflets explaining how to complain about the care you received?

Did you want to complain about the care you received in hospital?



■ Best performing 20% of trusts	◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
■ Intermediate 60% of trusts	
■ Worst performing 20% of trusts	
This trust's results are not shown if there were fewer than 30 respondents.	

2. Complaints and Concerns



Whilst the number of complaints has been reasonably static this does not represent the business of the department. In April 2009 the department had to manage national changes to the complaints regulations, which involves a more complainant-centred approach at the onset of the process, but which is rather resource heavy. Lee was involved in the two-year long national consultation 'Making Experiences Count' during which many concerns were raised both regionally and nationally about the implications for PALS/complaints department. Since the new regulations went live in April we have seen an increase in requests from other hospitals to visit us in order to see how our combined PALS/complaints department functions.

What the above table also fails to identify is the volume and nature of the work undertaken by the Directorate in response to the multiple SUIs under investigation at present. Rebekah Ley, Fraser Rogers and Lee Bennett took the lead for managing the public response to the Tongue Tie Incident, which involved two weeks of call centre management and an ongoing support regarding the blood test/counselling appointments which finally ceased on 19 June. The team will, however, now be involved in completing a detailed look-back examining how the incident and the response to it has been managed.

In terms of trend highlights, the General Surgical Department almost halved their complaints in the period Jan-March 2009 compared with the previous quarter and in contrast the Department of Medicine for the Elderly has experienced a significant rise in complaints in the final quarter of 2008/9.

3. Engagement Programme

3.1 Patient engagement sessions / Focus Groups

An Outpatients Focus Group was held on the 31st of March, to talk to patients and carers about what questions they felt would be beneficial to include in the internal outpatients questionnaire. This event was led by the Patient Satisfaction Team, and attended by Governor Susan Bullivant.

The Wayfinding Focus Group planned for 20 April 2009 was cancelled due to insufficient take-up from the 500 public and patient members invited. We hope to re-arrange for a later date when more people can be involved.

A Focus Group has been planned for Paediatric Oncology on 22 July from 18.00-20.00 in the Boardroom, which is being led by Pat Sartori, Consultant in Paediatric Oncology. The Adam Rogers Trust has raised money to expand to expand their supportive care team and improve the level of support that they can offer to families whose children are under their care. A second focus group may also be planned for families who have been bereaved more than two years. The focus groups are to be aimed at families who have been through the unit to find out how they can make best use of the funds available.

3.2 Governors' Events

A Masterplanning Workshop was held on 19 May for the joint Board of Governors and Directors. As part of the Trust's 2020 development proposals the Trust commissioned a masterplanning exercise for the existing and expanded campus. The masterplanning programme commenced in November 2008 with the appointment of Allies and Morrison and Devereux Architects. The early stages saw the Trust and the architects work closely on the brief and information gathering for the property and clinical strategies. Since Christmas 2008, the programme has moved into the 'options' appraisal process, which provided an opportunity to update on progress to date.

A Discharge Seminar given by Karen Castille is planned for 7 July 17.30-19.00 in Seminar Room 5 of the Clinical School.

3.3 Staff Governor Forums

In conjunction with the Communications Department we have introduced monthly face-to-face **Staff Governor Forums**. We hope this will help raise the profile of the staff governors and will provide all staff with the opportunity to put their questions to staff governors, directors and managers about particular topics covered on the Share Your Views forum on Connect.

The first forum was held on 30 April 2009 on the subject of Site access and staff car parking. This was led by Staff Governor Jim O'Sullivan and Richard Howe, Director of Estates and Facilities. Richard Howe gave a presentation on 'why policy is like it is' which was followed by a lively Q & A session.

The second forum was held on 27 May 2009 on the subject of Food court prices and healthy eating. This was led by Staff Governor Angela Donnelly and Simon Lewis, Operational Manager for Estates and Facilities and Damian Henriques from the Compass Group. Staff Governor Angela Donnelly also reported back on this forum to the Membership and PPI Governor/Director Working Group on 8 June 2009.

Feedback from these sessions has been posted on 'Share your Views Direct' which can be accessed through the Staff Governor section on Connect.

Future forum topics include: Wayfinding (24 June), Site development (22 July), Think Green (21 September), Smoking (28 October) and a Food Court Update (24 November).

4. Customer Care Training/Our Way

On 18 May, the next phase of 'Our Way' was launched, with the unveiling of the partnership working between the hospital and Anne Frank UK. Senior staff from the Patient Experience Directorate including Lee Bennett and Jerry Nayler have been heavily involved with this project and this work also demonstrates the continuing effective cross-directorate work taking place between the Patient Experience and Organisational Development Directorates. Lee was involved in selecting real complaints which were then scripted into scenarios and filmed for use as part of the Anne Frank workshops. Jerry's expertise was utilised in overseeing the creation of the DVDs which form the basis of the workshop.

We also used the May 18 event to soft-launch the Institute of Customer Service awards programme, with promotional materials available and a 'sign up' register for staff to complete to express their interest in the programme (be it as an assessor or participant), which will be rolled out in the autumn.

Linda Hering and Lee Bennett have made changes to the Qualified Practitioners' Orientation, with a shift to focus on the Values, Behaviours and Hospital as a Stage work (which is also being condensed into a section suitable for Corporate Induction). Lee has also responded to numerous adhoc requests for Patient Experience training (for example 70 physiotherapists at departmental study session, entire general surgical secretariat) and has introduced the Values and Behaviours at all such sessions with positive outcomes.

Sandra Myers and Sharon McNally reported back to the Patient Experience Support Team (PEST) on 11 May following the first PEST intervention, which took place on the Lewin in December/January. As previously highlighted the work undertaken by the PEST team (Linda Hering, Fraser Rogers, Lee Bennett) gained insight into the attitudes and concerns of staff working on the Lewin, in a way that previous staff engagement approaches have not provided and the work was commended by Sandra Myers. A detailed action plan was presented. The focus is on staffing and leadership, of which there have been significant changes already in response to the latter. The team has commenced the engagement stage for the next intervention (which relates to C7) and will aim to meet the ward and complete training in August.

5. End of Life Care

Tom Bennett is currently reviewing this piece of work; taking into account the Darzi review and work undertaken by the SHA and has contacted all of the Steering Group members with regard to future workplans.

The Oasis Centre will officially open on 1 July providing a drop-in centre for teenagers and young adults between the ages of 13 and 24 who have been diagnosed with cancer. The centre will provide a place for them to be with people their own age, who are going through similar experiences. There is a jukebox, Wii, Playstation, Xbox and tabletop football, as well as a kitchenette and showering facilities. Activities will also be organised which will be advertised at the Oasis Centre as well as on the Teenage and Young Adult Cancer Service website at http://oncolnet/Teen_Young_Adult/TYAoncnet.html.

The refurbishment of the Bereavement Care offices is due to commence with works to the Emergency Department relatives room on 29 June. Works to the Quiet Room adjacent to Main Reception will follow on and commence mid-July. Works to the old Switchboard will commence the end of July with a completion date for the project being mid-September.

6. Wayfinding

The Wayfinding workgroup meetings have been very well attended, with Brian Gerbaldi joining as a Governor Representative, alongside Jonathan Yule as a staff representative. Staff, patients and visitors' views have been sought through facilitated events, staff focus groups and questionnaires. Further support and funding for the Wayfinding project is being sought from the Corporate & Clinical Executive committee on 23 July in order to continue to improve the site.

A pilot study of two electronic touch pad wayfinding systems for Outpatients is anticipated in July, along with updated campus maps and a Directory of Services being positioned at key sites throughout the hospital including the NCP carpark, Outpatient entrance and Main Entrance. Outpatient floorplans are also being developed with colour coding for use as wall maps as well as hand held brochures.

Julie Smith, Wayfinding Project Manager has been busy with general tidy up and de-clutter of the hospital and has removed inappropriately positioned staff notice boards outside of the A wards and Bereavement office. Ongoing essential replacement signs have been identified, ordered and the first phase of fixing has commenced in the HR corridor.

7. Voluntary Services

53 new volunteers have been recruited to the Trust since March 2009. Of those, there are 15 mealtime volunteers who attended the last training in April. These mealtime volunteers include members of staff (both clinical and non-clinical). We now have mealtime volunteers in G4, D8 and G3 and will be rolling out to another area in July when we put another group through the training to be mealtime volunteers.

On 9 June, 150 of our 700 volunteers attended our annual Long-Service Awards and volunteer lunch. Staff served volunteers lunch and refreshments as a thank you for their hard work, while students from Cambridge University performed classical music. 55 volunteers were eligible for Long Service Awards this year, including our longest serving volunteer who has been with us for 40 years. One of the volunteers, Paul Potter also received a surprise award for the 'You Made A Difference' campaign. Paul, who has been a volunteer on the IDA unit on D7 since 1993, had been nominated by staff members for his hard work and positive attitude.

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

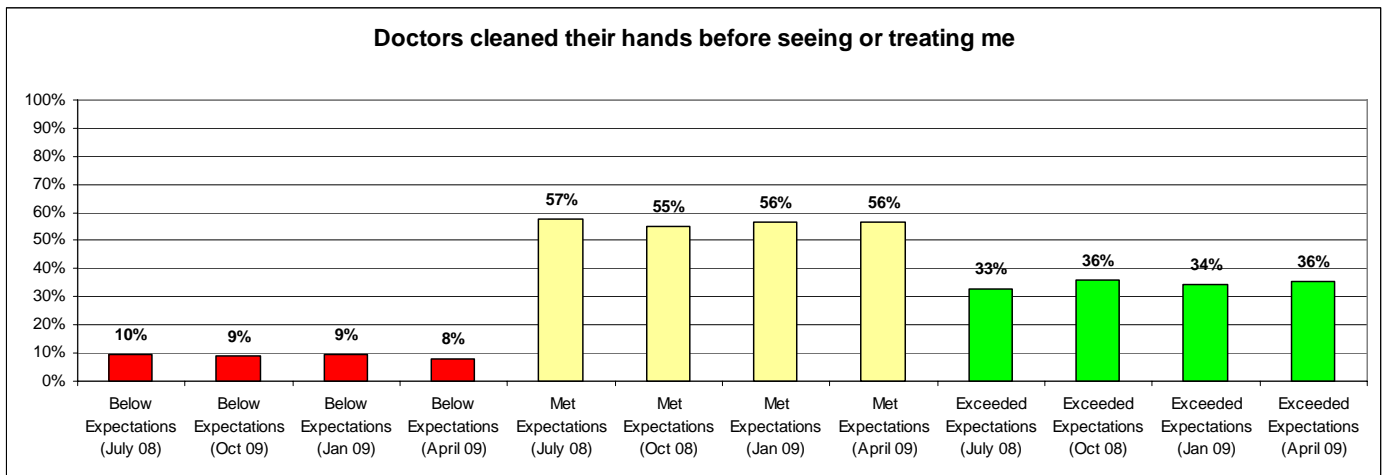
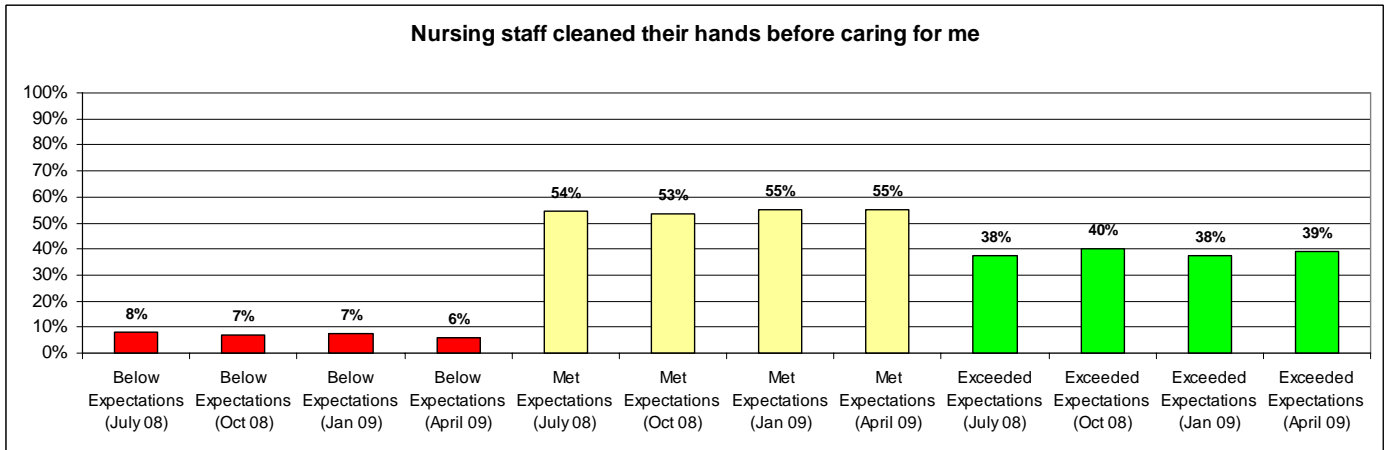
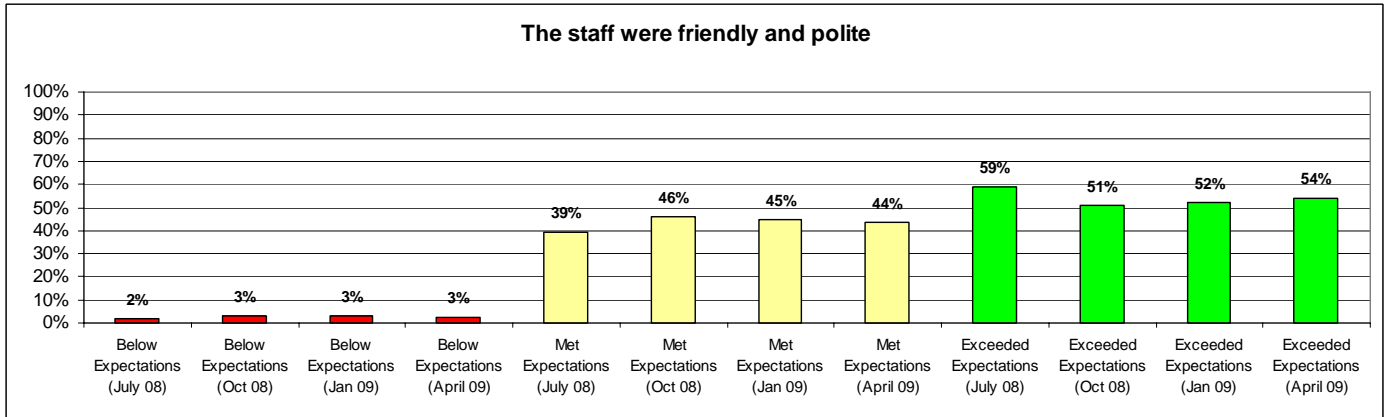
Tristram Benson and Millie Nathan have come to the end of their term as Chair and Vice-Chair of ACTIVE. This year ACTIVE are going to have two chairs and two vice-chairs representing the under and over 16's, with elections taking place in July. As a few members are leaving to go to university, ACTIVE will therefore be recruiting new members.

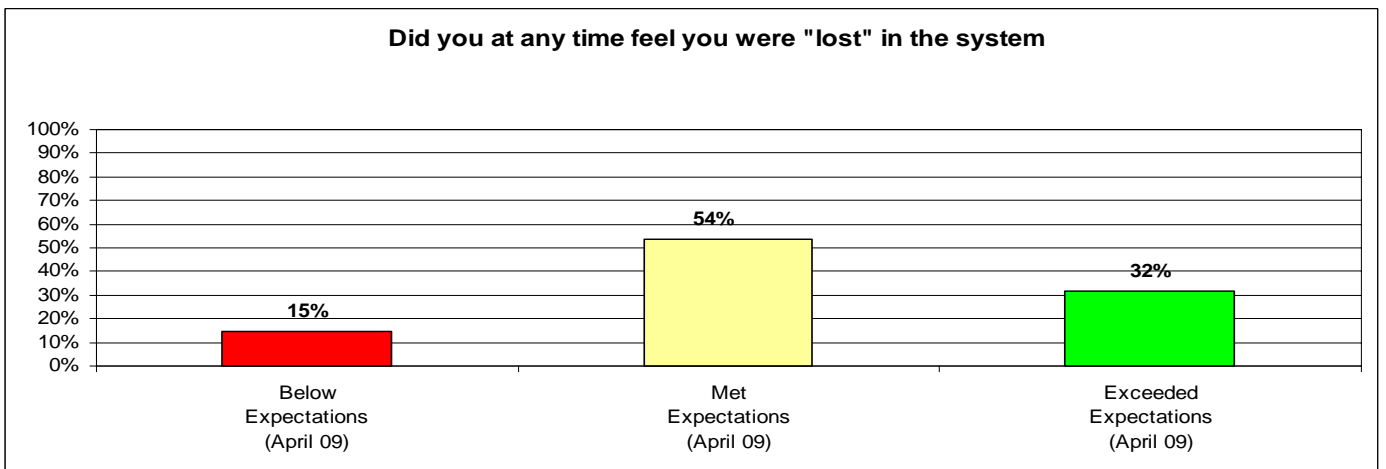
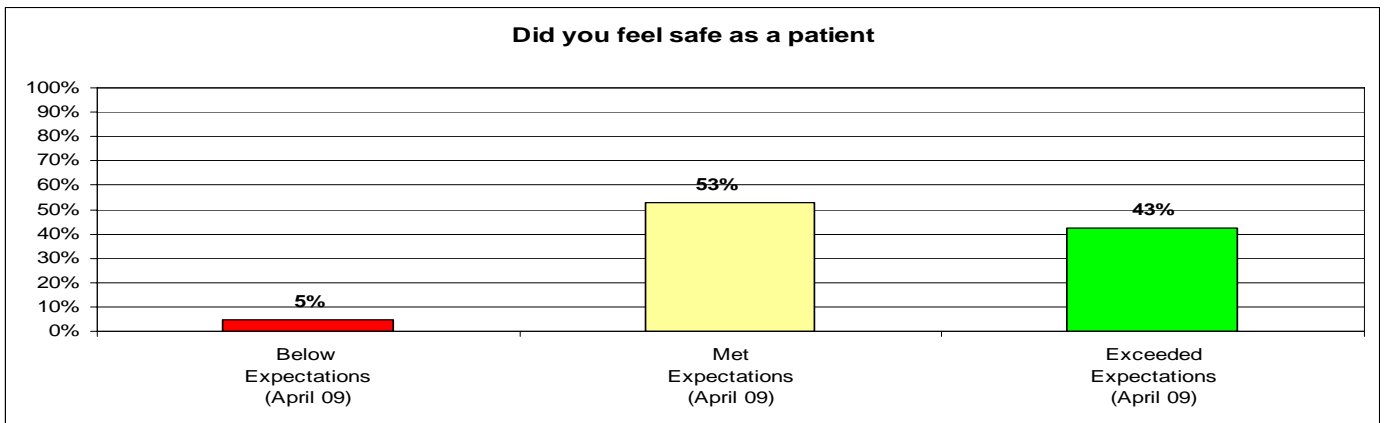
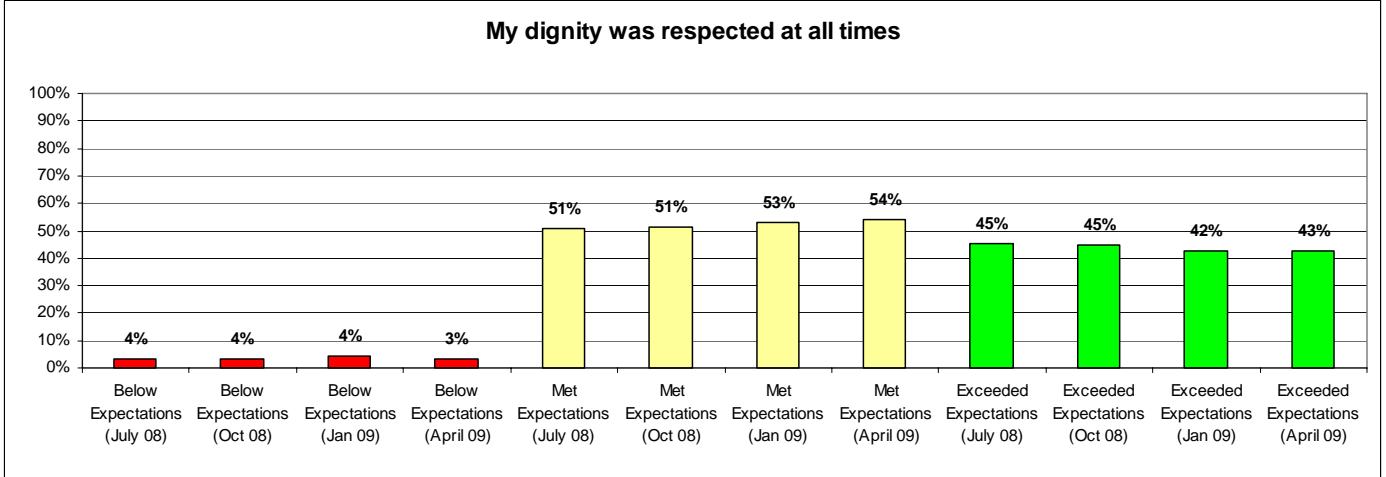
ACTIVE have started work on designing web pages to go on the hospital website about what children and young people can expect when they come in for an operation. A new group which will run alongside ACTIVE called 'ACTIVE readers' will be up and running by September. This group will be the reader panel for leaflets produced for children and young people in the Trust. A revamp of D2 garden has

taken place and ACTIVE will be visiting the garden at their next meeting. Work continues on the Guess Who? Posters and the communications DVD although they only require a few finishing touches and should be displayed and in use before the start of next term.

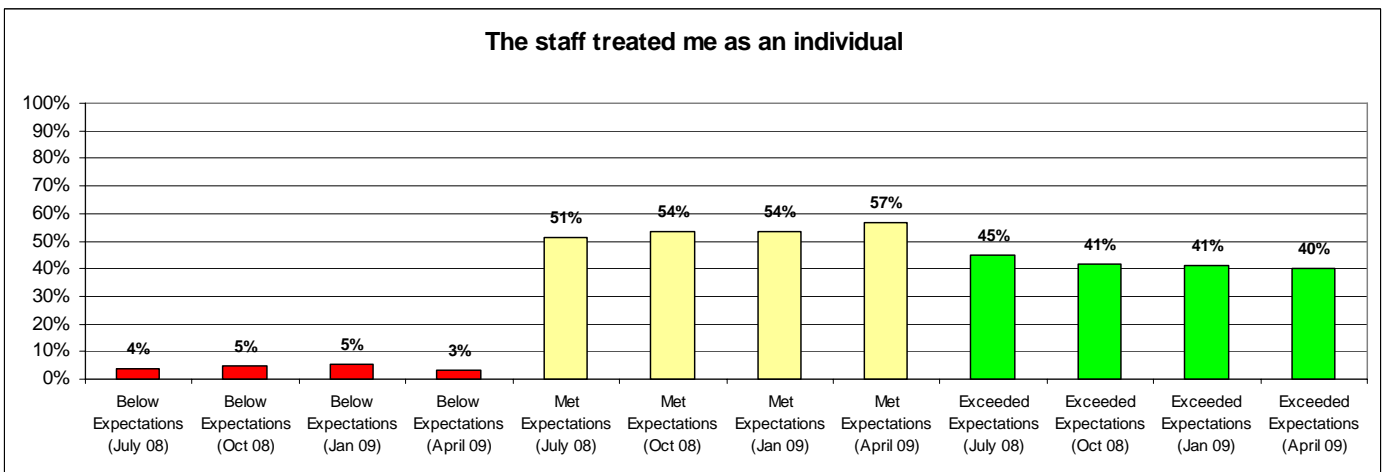
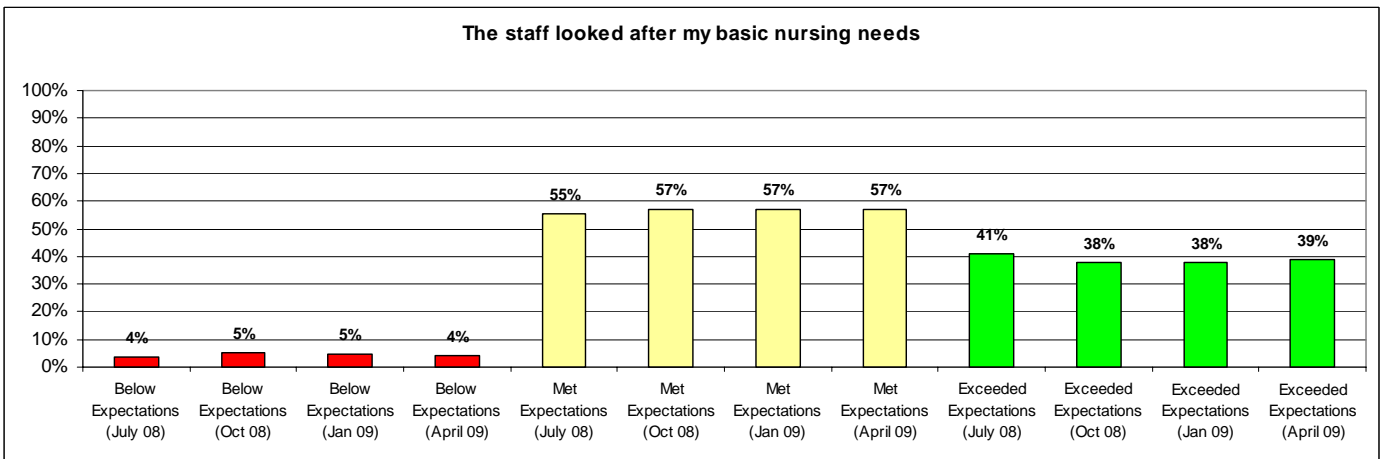
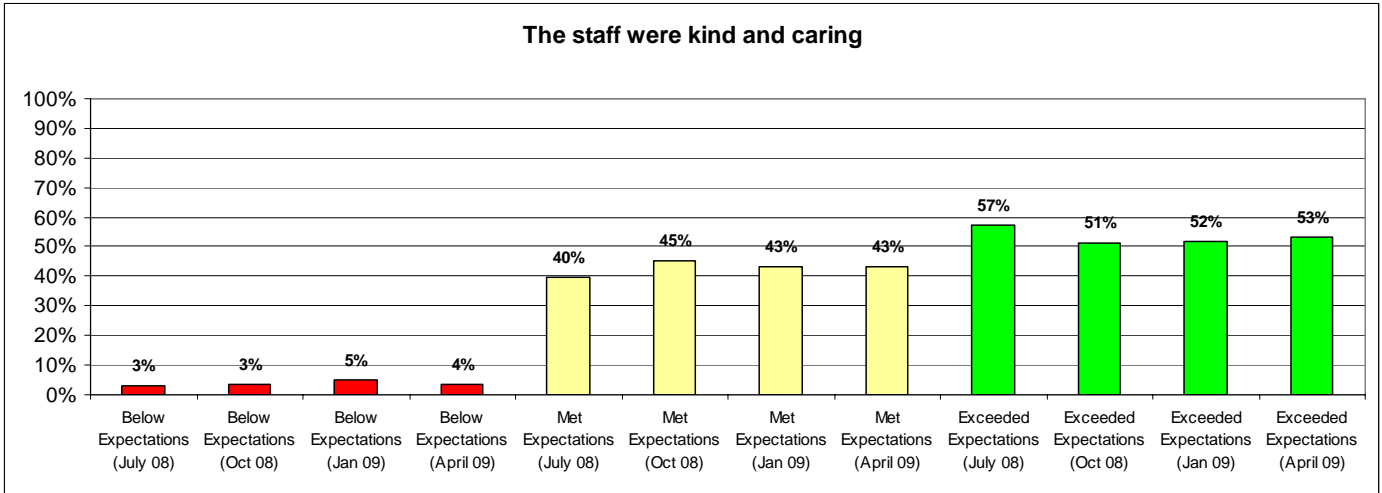
APPENDIX 1 – Survey results for Inpatients Discharged in April 09, January 09, October 08 and July 08

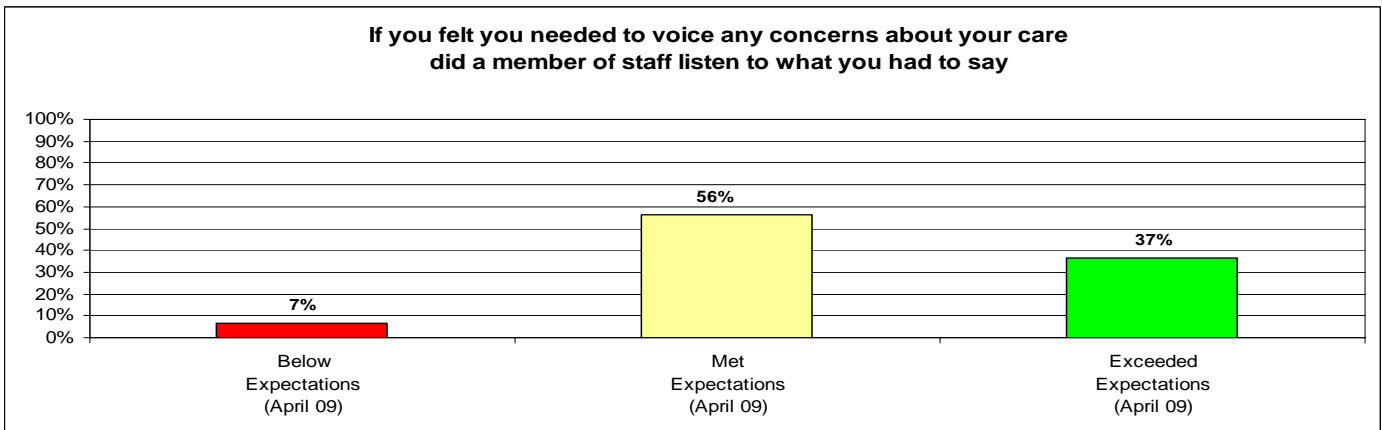
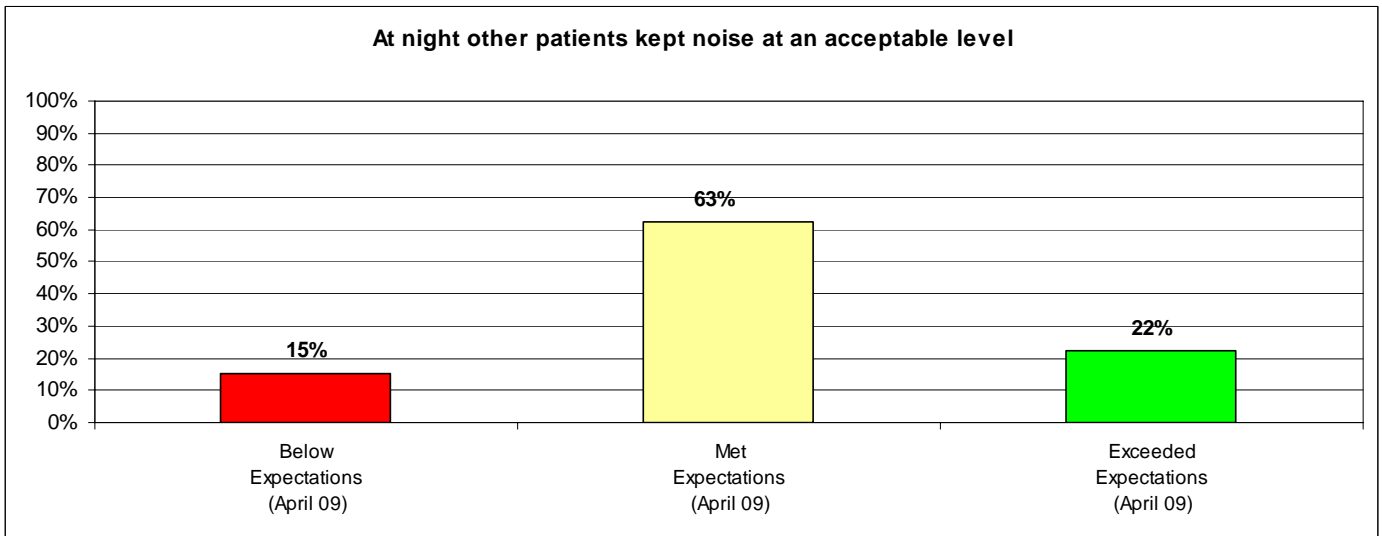
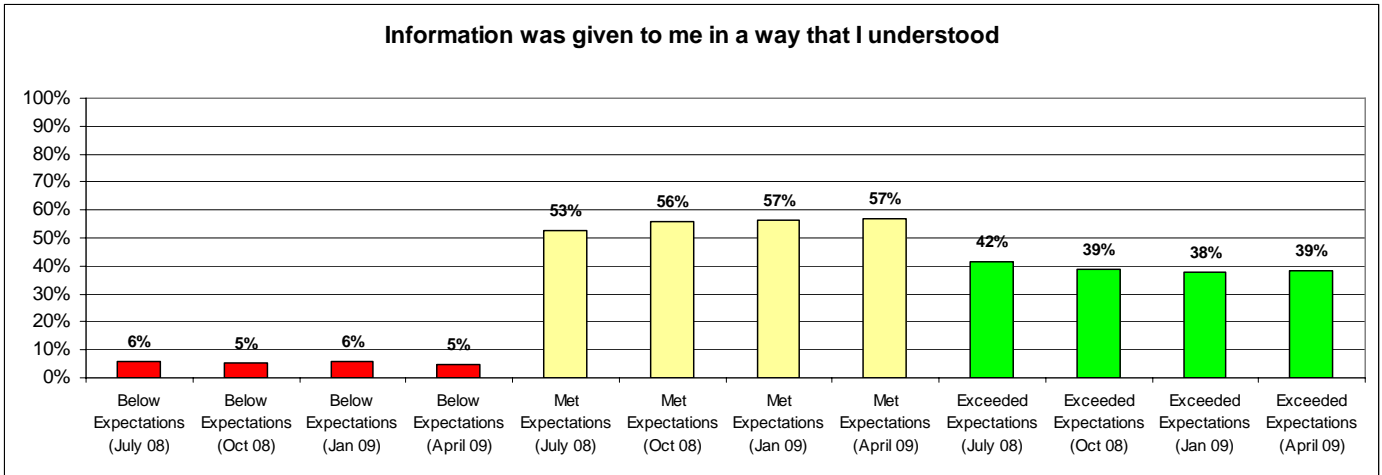
Category 1 - Assurance





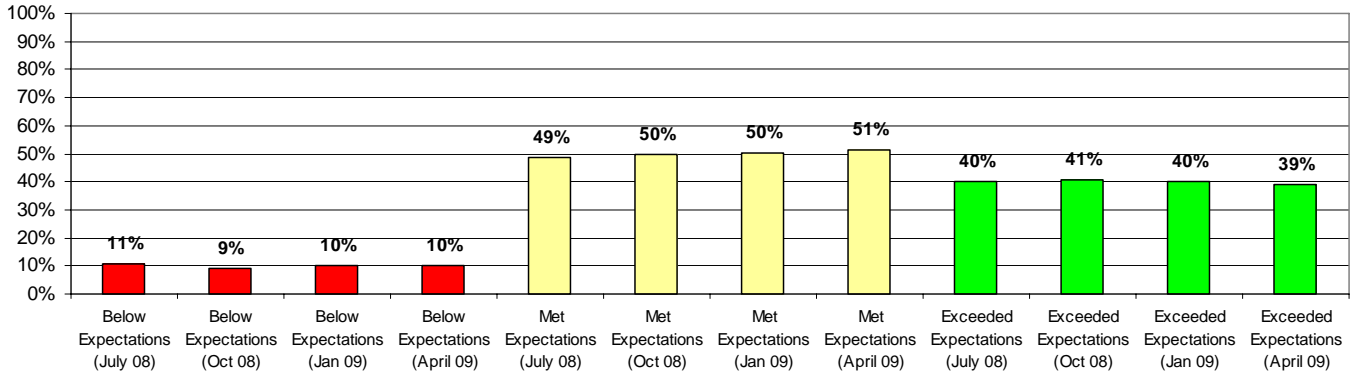
Category 2 - Empathy



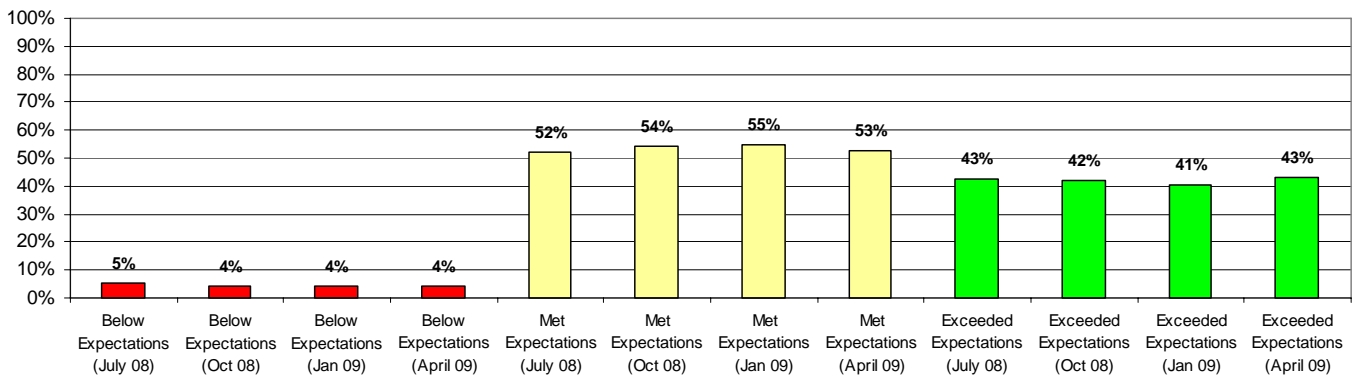


Category 3 - Reliability

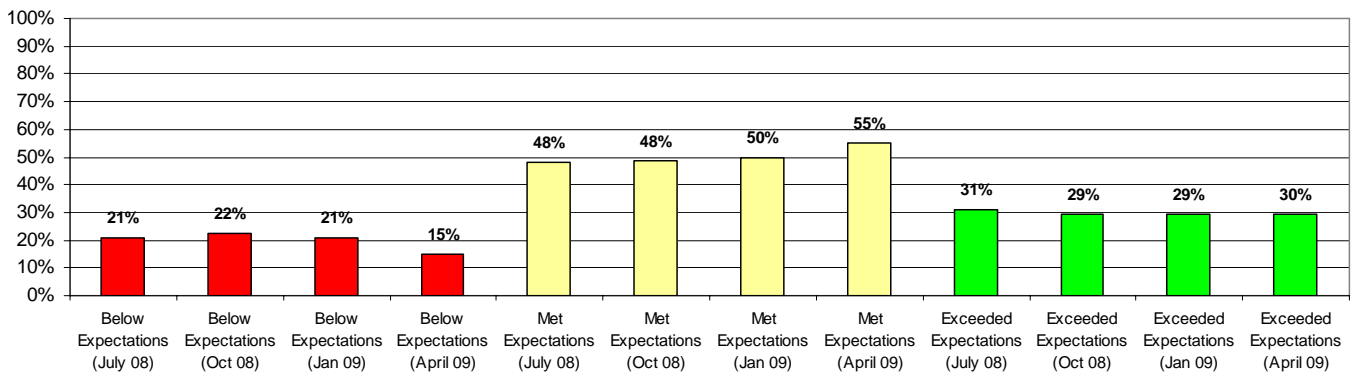
The doctors kept me informed about my condition and treatment



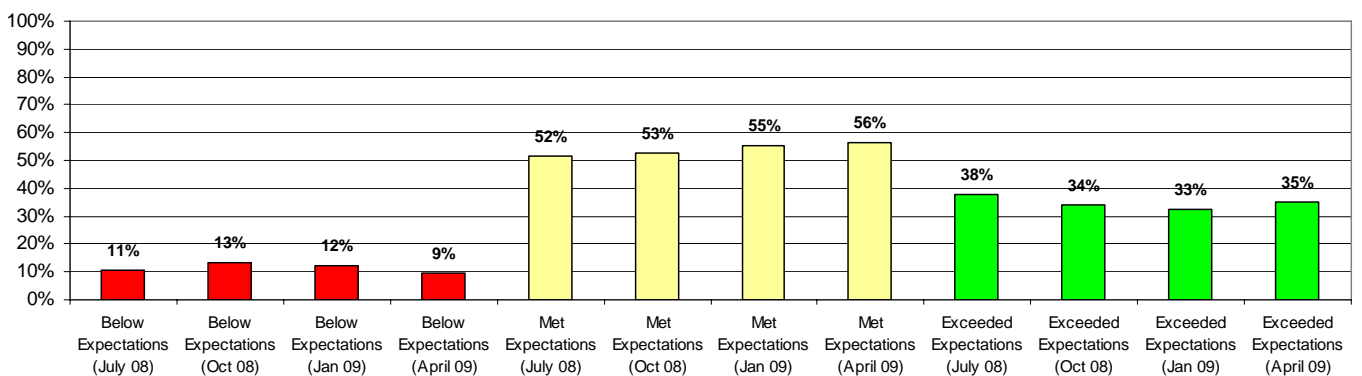
The nurses explained what they are going to do before any care or treatment

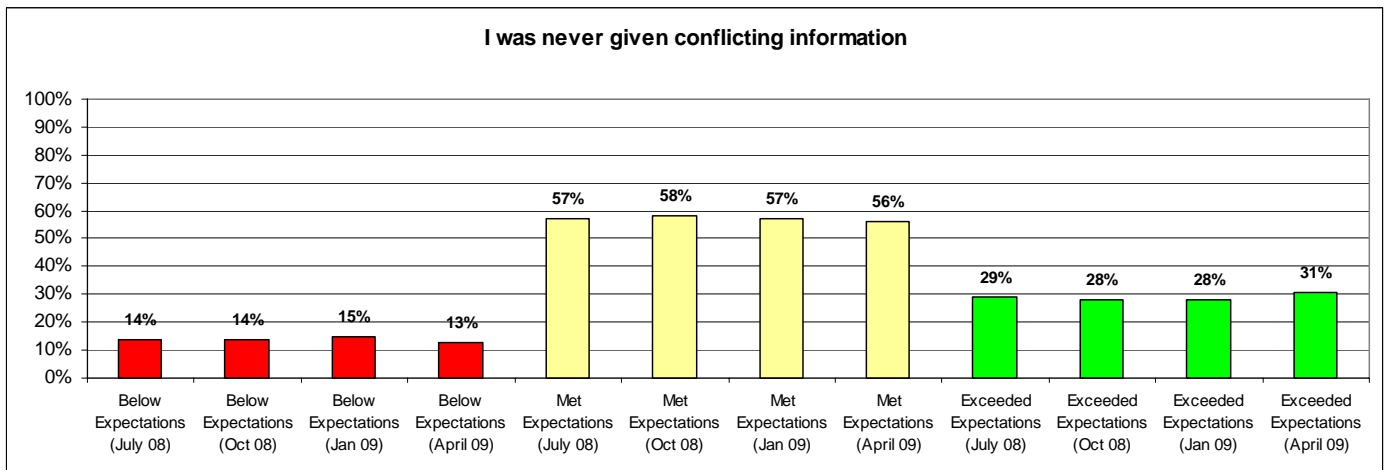
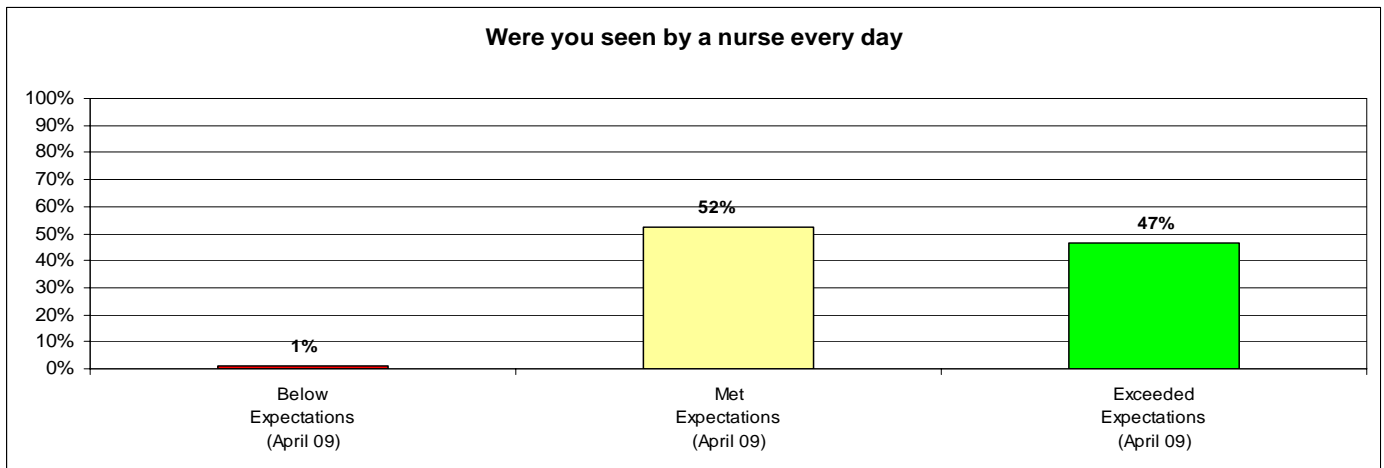
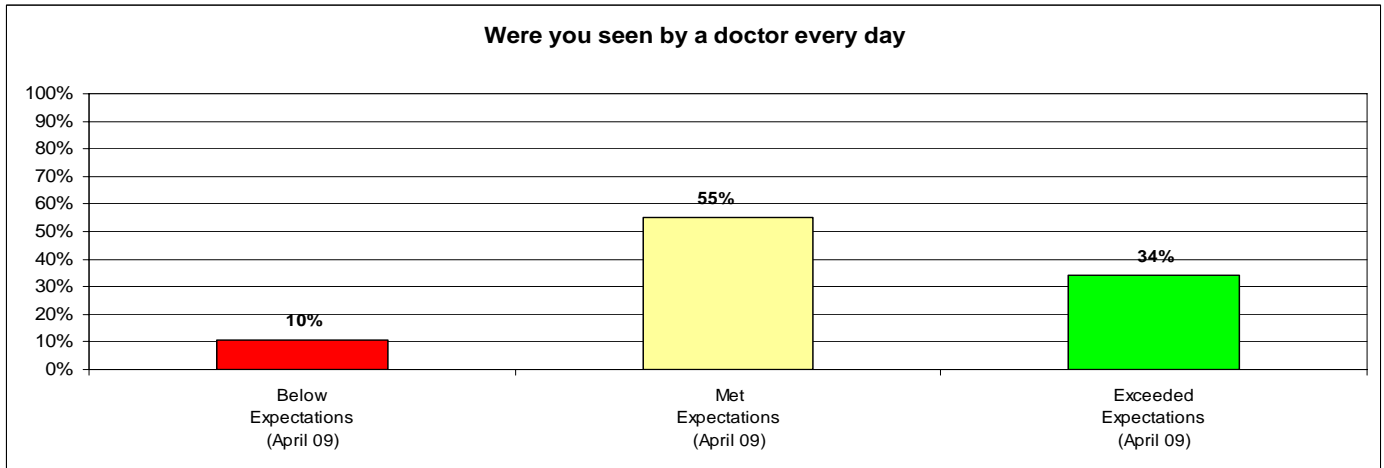


My discharge from hospital went smoothly



My admission to hospital went smoothly

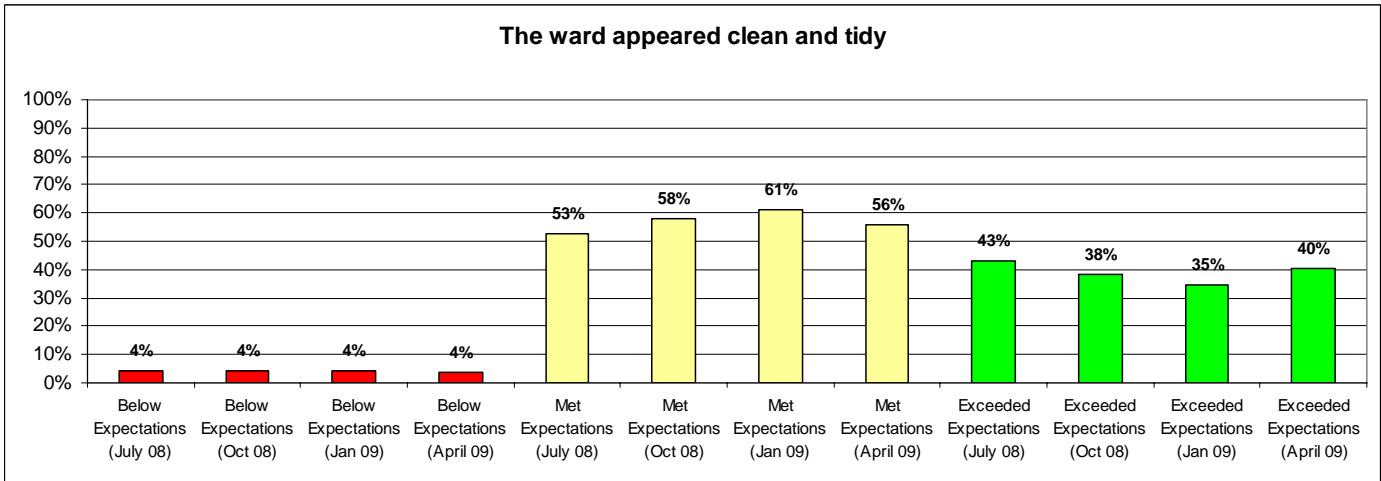
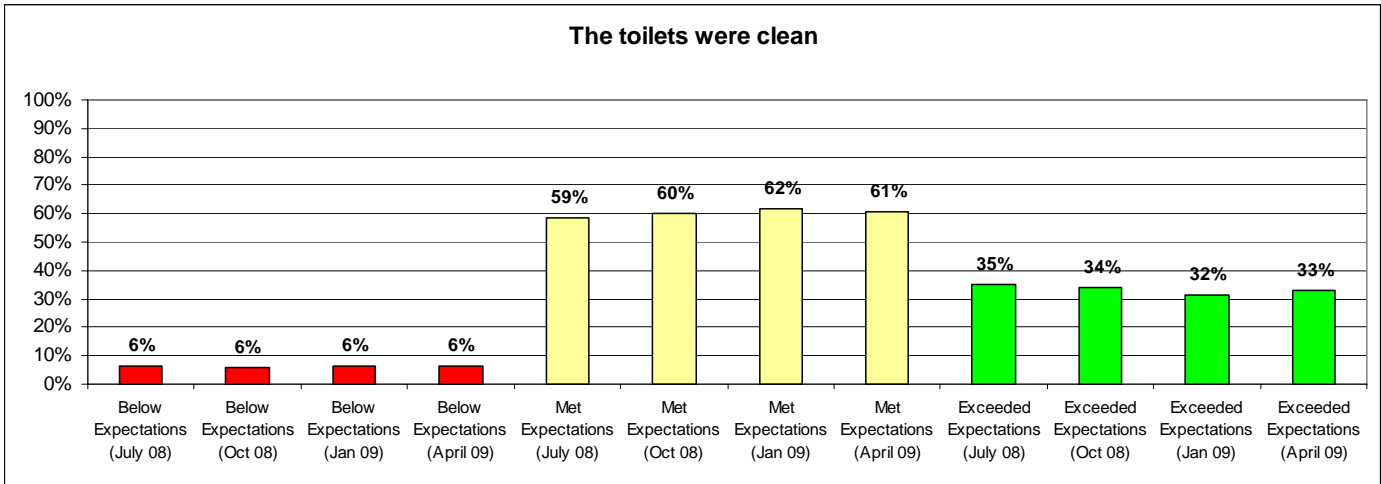
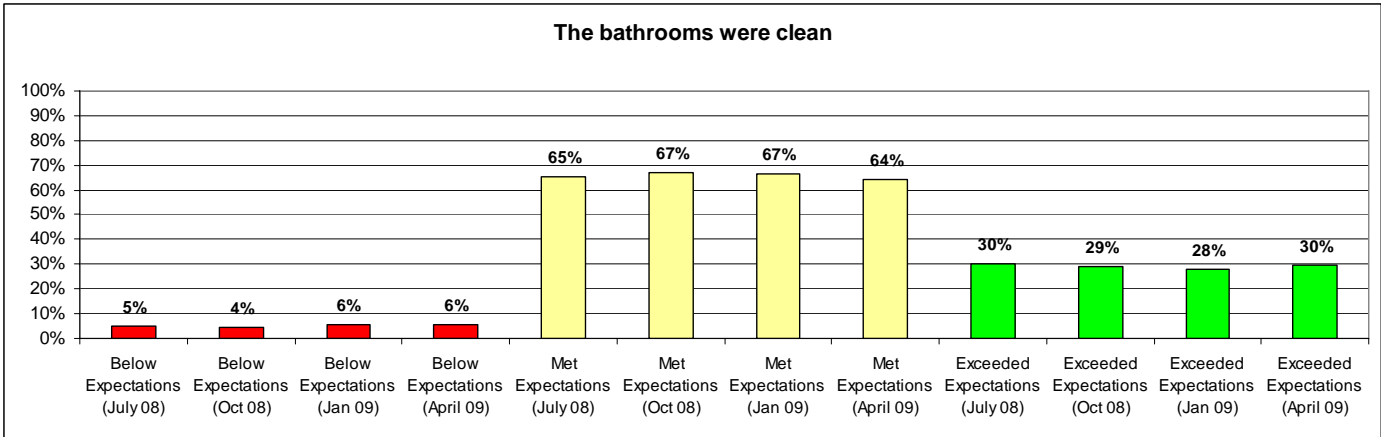




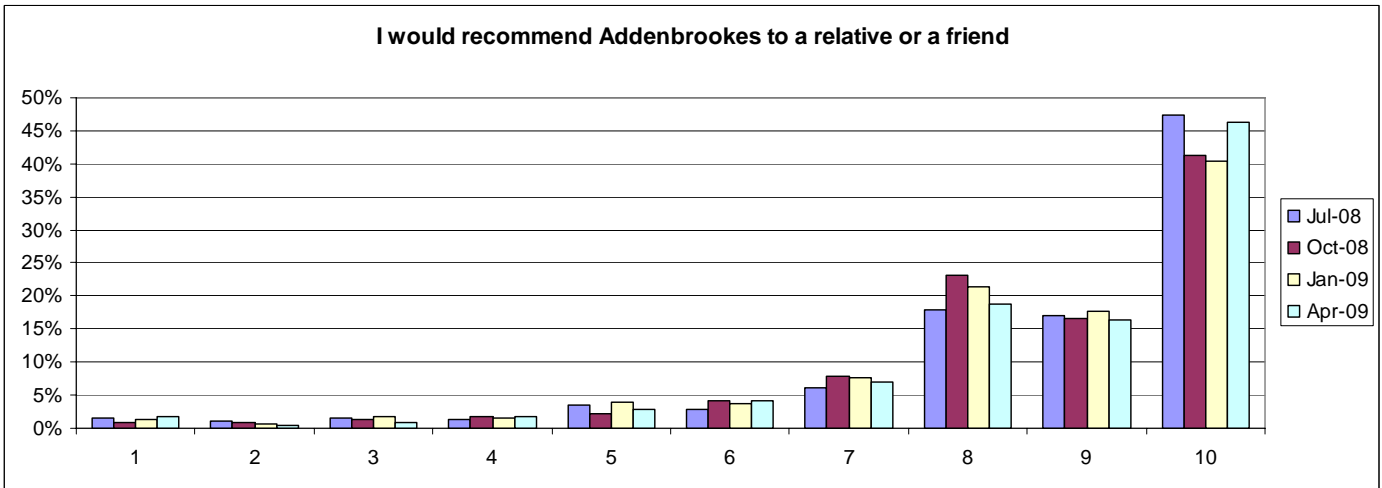
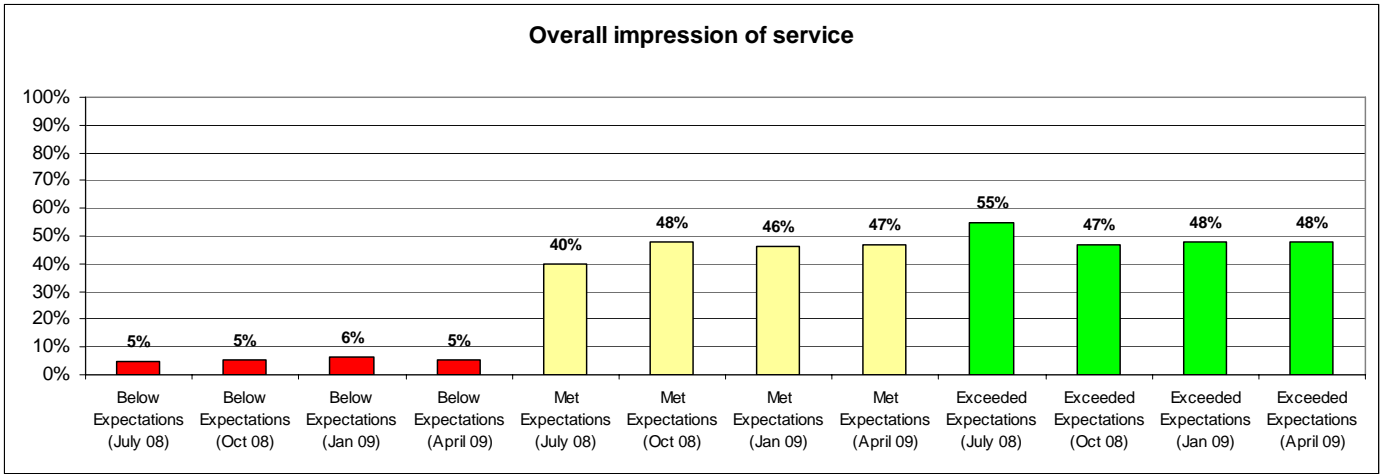
Category 4 - Responsiveness



Category 5 - Tangibles



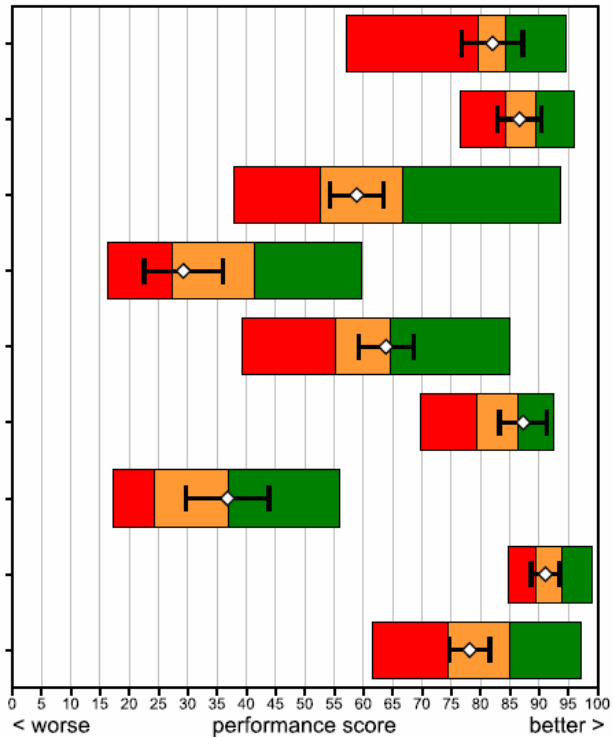
Category 6 - Overall



APPENDIX 2 – Results of the 2008 CQC Inpatient Survey report

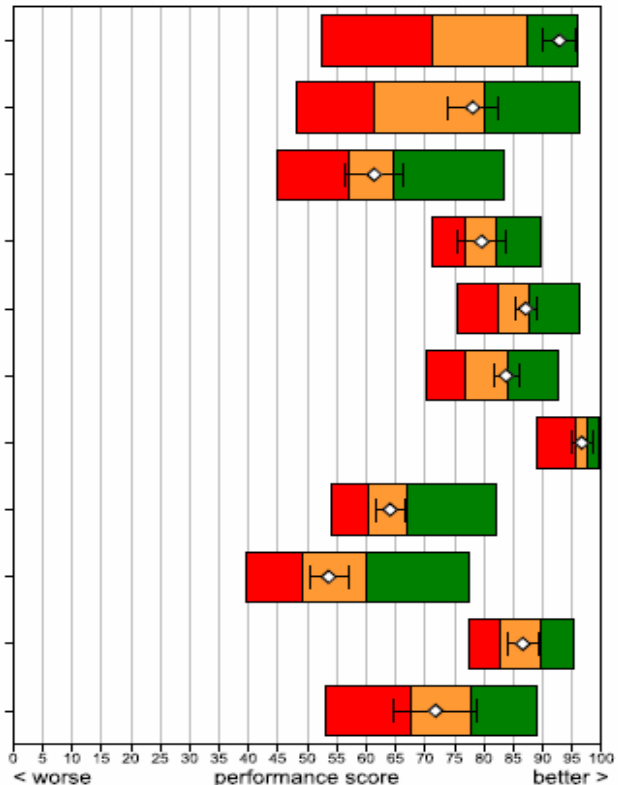
Admission to hospital

- How much information about your condition did you get in the Emergency Department?
- Were you given enough privacy when being examined or treated in the Emergency Department?
- How long did you wait before being admitted to a bed on a ward?
- Were you offered a choice of hospital for your first hospital appointment?
- Overall, how long did you wait to be admitted to hospital?
- How do you feel about the length of time you were on the waiting list?
- Were you given a choice of admission dates?
- Was your admission date changed by the hospital?
- Upon arrival, did you feel that you had to wait a long time to get to a bed on a ward?



The hospital and ward

- Did you ever share a sleeping area with patients of the opposite sex?
- Did you ever use the same bathroom or shower area as patients of the opposite sex?
- Were you ever bothered by noise at night from other patients?
- Were you ever bothered by noise at night from hospital staff?
- In your opinion, how clean was the hospital room or ward that you were in?
- How clean were the toilets and bathrooms that you used in hospital?
- Did you feel threatened during your stay in hospital by other patients or visitors?
- Did you have somewhere to keep your personal belongings whilst on the ward?
- How would you rate the hospital food?
- Were you offered a choice of food?
- Did you get enough help from staff to eat your meals?



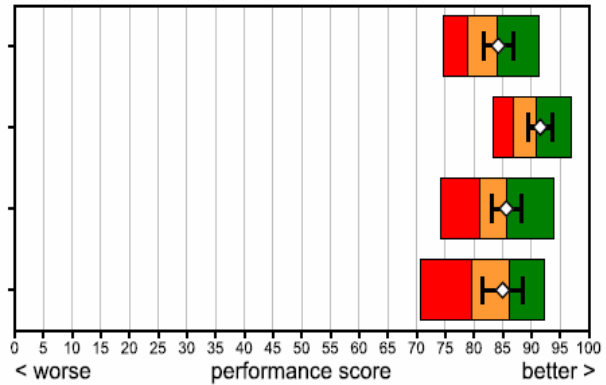
Doctors

When you had important questions to ask a doctor, did you get answers that you could understand?

Did you have confidence and trust in the doctors treating you?

Did doctors talk in front of you as if you weren't there?

As far as you know, did doctors wash or clean their hands between touching patients?



Nurses

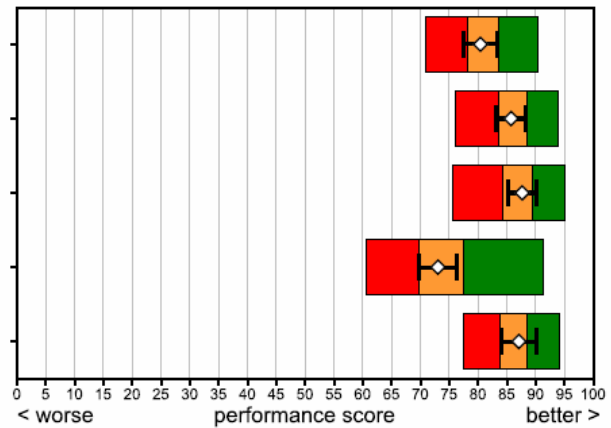
When you had important questions to ask a nurse, did you get answers that you could understand?

Did you have confidence and trust in the nurses treating you?

Did nurses talk in front of you as if you weren't there?

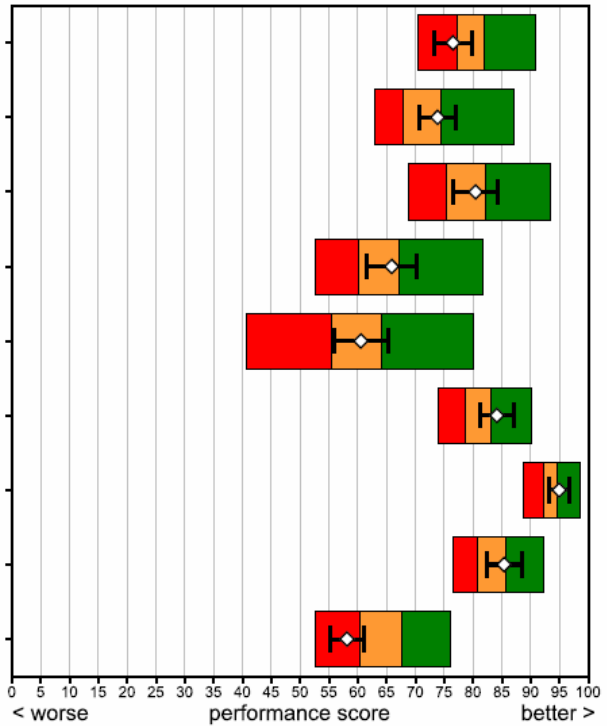
In your opinion, were there enough nurses on duty to care for you in hospital?

As far as you know, did nurses wash or clean their hands between touching patients?



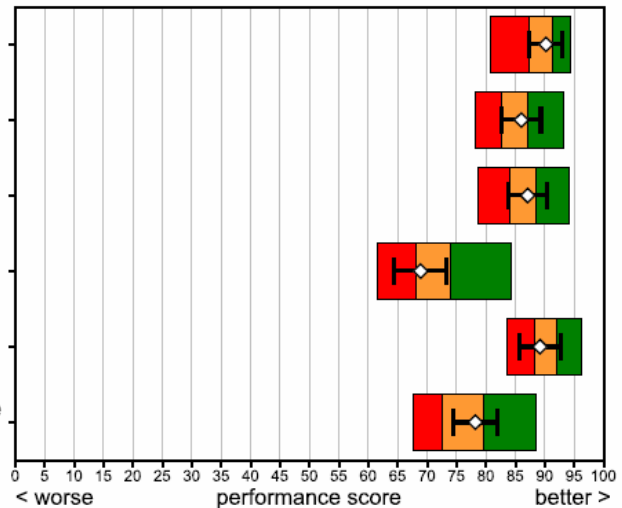
Your care and treatment

- Did a member of staff say one thing and another say something different?
- Were you involved as much as you wanted to be in decisions about your care?
- How much information about your condition or treatment was given to you?
- Did your family or someone close to you have enough opportunity to talk to a doctor?
- Did you find someone on the hospital staff to talk to about your worries and fears?
- Were you given enough privacy when discussing your condition or treatment?
- Were you given enough privacy when being examined or treated?
- Do you think the hospital staff did everything they could to help control your pain?
- After you used the call button, how long did it usually take before you got help?



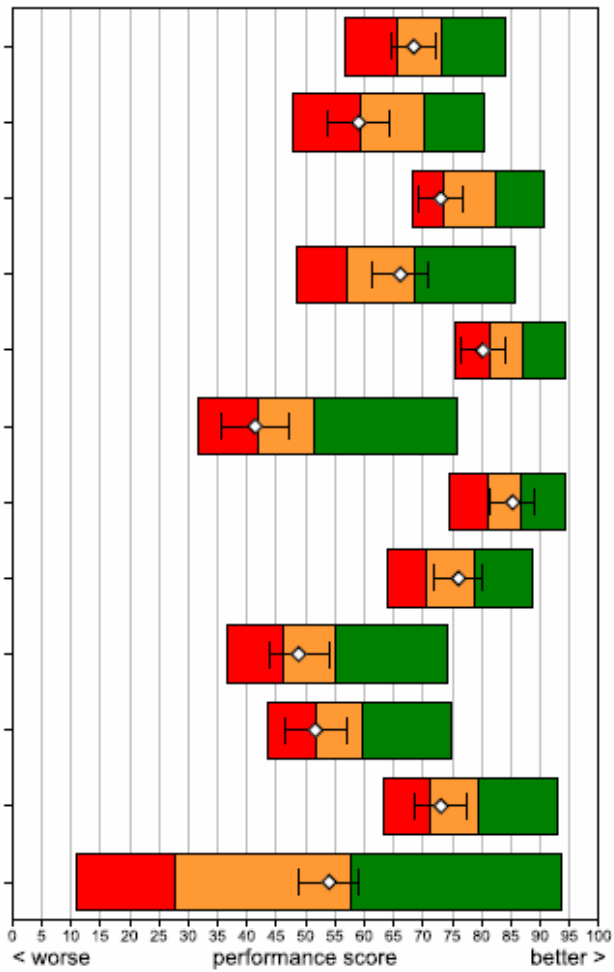
Operations & Procedures

- Did a member of staff explain the risks and benefits of the operation or procedure?
- Did a member of staff explain what would be done during the operation or procedure?
- Did a member of staff answer your questions about the operation or procedure?
- Were you told how you could expect to feel after you had the operation or procedure?
- Did the anaesthetist explain how he or she would put you to sleep or control your pain?
- Afterwards, did a member of staff explain how the operation or procedure had gone?



Leaving Hospital

- Did you feel you were involved in decisions about your discharge from hospital?
- What was the main reason for the delay?
- How long was the delay to discharge?
- Were you given any written information about what you should do after leaving hospital?
- Did hospital staff explain the purpose of the medicines you were to take home?
- Did a member of staff tell you about medication side effects to watch for?
- Were you told how to take your medication in a way you could understand?
- Were you given clear written information about your medicines?
- Did a member of staff tell you about any danger signals you should watch for?
- Did hospital staff give your family or someone close to you all the information they needed?
- Did hospital staff tell you who to contact if you were worried about your condition?
- Did you receive copies of letters sent between hospital doctors and your family doctor?



Overall

- Did you feel you were treated with respect and dignity while you were in the hospital?
- How would you rate how well the doctors and nurses worked together?
- Overall, how would you rate the care you received?
- While in hospital, were you ever asked to give your views on the quality of your care?
- Did you see any posters or leaflets explaining how to complain about the care you received?
- Did you want to complain about the care you received in hospital?

