

BOARD OF GOVERNORS

IMPROVING THE EXPERIENCE OF OUR PATIENTS

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

1. Surveys

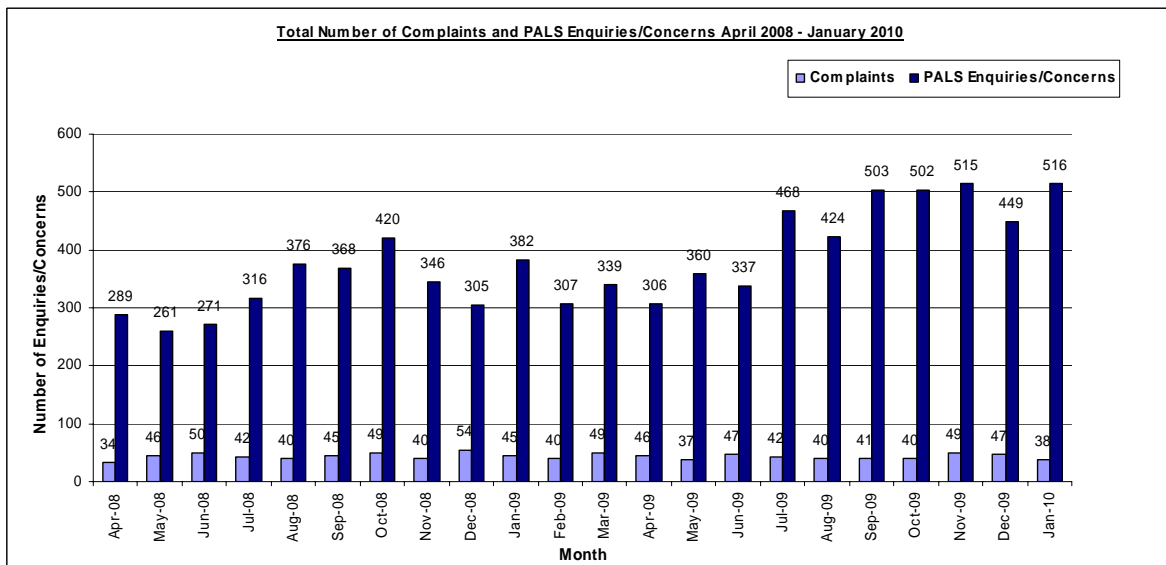
1.1 Quarterly Inpatient Survey

The quarterly survey has now been completed for January 2010 and the results are attached at Appendix 1. Overall, 96% of patients rated the Trust as having met or exceeded their expectations. Please note that the Single Sex Accommodation questions contained within this survey are still under review as it appears that patients are not fully understanding the questions. The results for these questions should therefore be treated with caution.

The Outpatient survey has been completed for December and the results are attached at Appendix 2. In December, overall, 97% of patients rated the Trust as having met or exceeded their expectations. The frequency of the local survey programme going forward is currently under discussion and it is possible that this will be subject to change over the next few months.

The 2009 National Outpatient Survey results have also now been released by the Care Quality Commission. The results for this Trust are attached as Appendix 3.. Whilst interaction with the clinical staff appears to have been satisfactory, there is concern about waiting times, communication and information and Operational Managers will be asked to prepare action plans to address areas of low performance.

2. Complaints and Concerns



Between October and December 2009 the Trust received 136 (an 11% increase on the previous quarter) letters of formal complaint.

This translates into 244 complaints about specific wards/clinics departments. There were no red graded complaints for the quarter.

The response rate to the 25 day target (responded to within 25 days or with a negotiated extension) was as follows:

October – 98%

November – 100%

December – 98%

3. Engagement Programme

3.1 Patient engagement sessions / Focus Groups

Since the last meeting of the Membership and PPI Working Group, a number of focus groups / patient experience sessions have been held. There is continued interest for support in running focus groups from operational colleagues and this method is seen as an efficient way of gaining qualitative feedback from patients, the public and Foundation Trust members.

- Baby Milk Project (on behalf of MRC) – a series of focus groups
- Rheumatology – 23 November
- Vestibular Service – 1 February
- Urology – 27 January
- Oncology Well-being – 4 March

Planned:

- Urology – 18 March
- Paediatric Oncology (TBC)

3.2 Governors' Events

- 8 January 2010 - End of Life Seminar & Quarterly CX meeting
- 18 & 20 January 2010 – Lorne Williamson and Judith Ewer spoke to Swedish Visitors on their roles
- 13 January 2010 – PEAT Inspections
- 21 January 2010 'Meet the Governors' – Longstanton Village Institute
- 17 February 2010 'Meet the Governors' Newmarket VII Memorial Hall – well attended
- 10, 11 & 12 February Annual PEAT Assessments
- 8-12 March 2010 – Governor Public Sessions in Cambridge Central Library – an opportunity for governors to engage with the public and recruit new members and governors
- 15 March 2010 – Patient Governors attending Pharmacy Research Project Meeting 'Improving Medicines Management across the interface' with Brit Cadman and Gemma May
- 17 March 2010 – Patient Governor Maureen Hart talking to the Arbury 'Not quite over the hill club' on the role of the governor and the masterplan
- 19 March 2010 – PEAT Inspections
- 23 March 2010 – FTGA National Development Day – Rachael May attending
- 24 March 2010 – Gov/Dir Working Group Chair & Vice Chair lunch and meeting

The governors are becoming more involved in giving talks to groups and associations and have a number of talks booked throughout 2010.

3.3 Staff Governor Forums

3 March 2010 - Social Media/Networking Staff Forum – to discuss a new policy
– Staff Governor Jim O’Sullivan and Public Governor Judith Ewer in attendance

The next forum scheduled for 22 April will branch away from the usual format and will focus on End of Life Care pathway and policy

4. Customer Care Training/Our Way

The Patient Experience Support Team has now completed its third intervention which has been the largest to date – with over 100 staff from a directorate undergoing the training.

A report has been produced following this intervention and the Associate Director of Operations and Divisional Lead Nurse for this area are producing an action plan as a result.

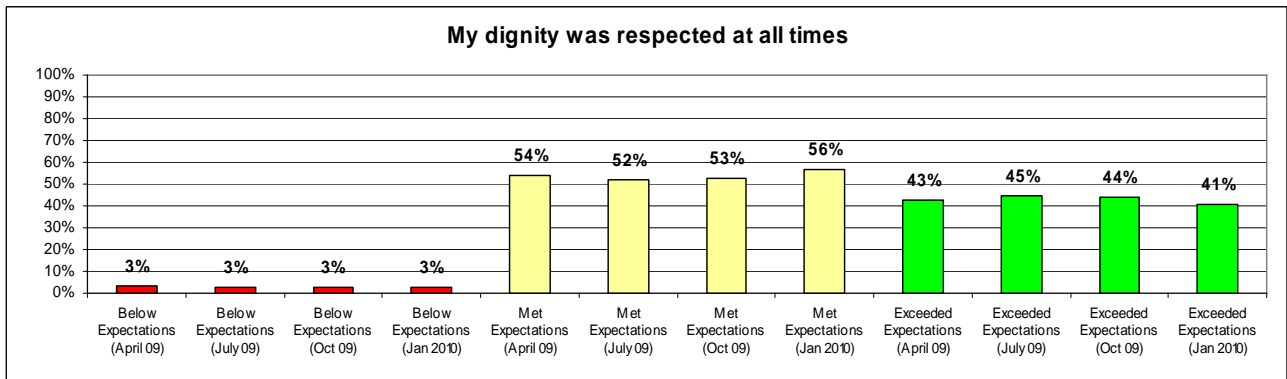
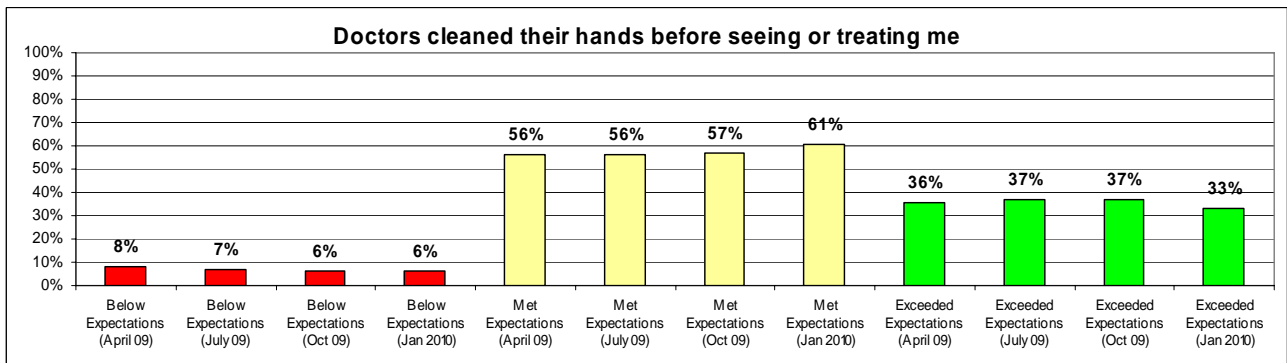
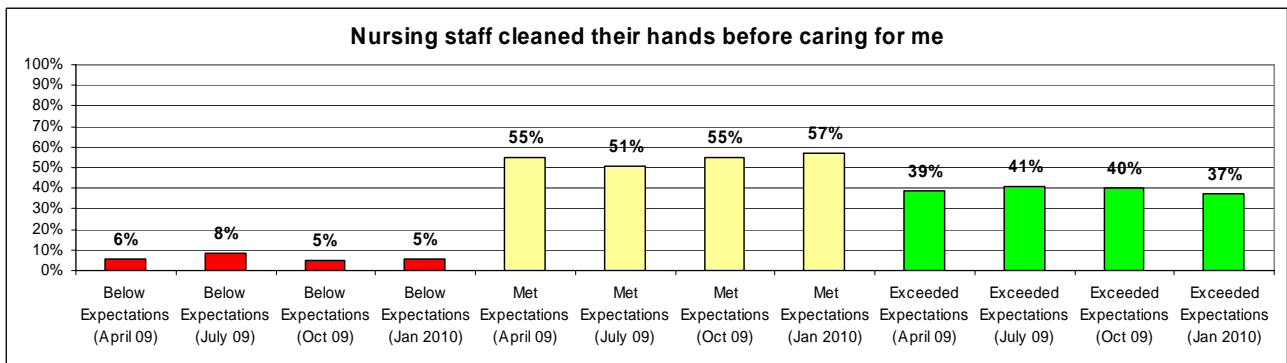
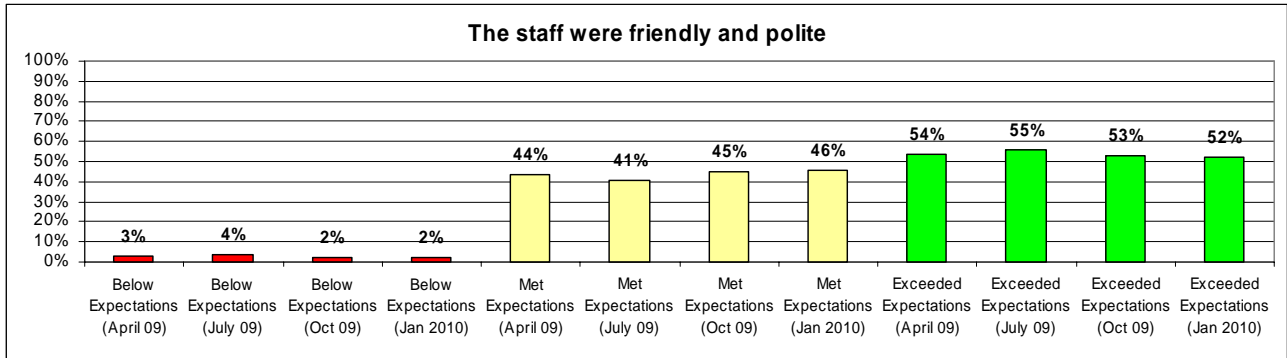
5. LINKs and Governor Engagement

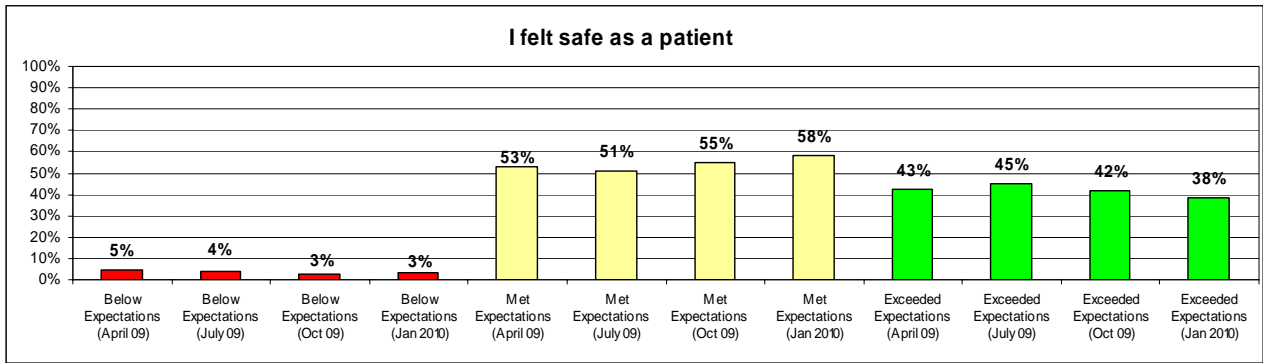
Two governors are now members of Addenbrooke’s LINKs and representatives from both organisations will be assisting in a survey of patients to obtain feedback on a new meal service which is being tested on four wards in April.

Appendix 1

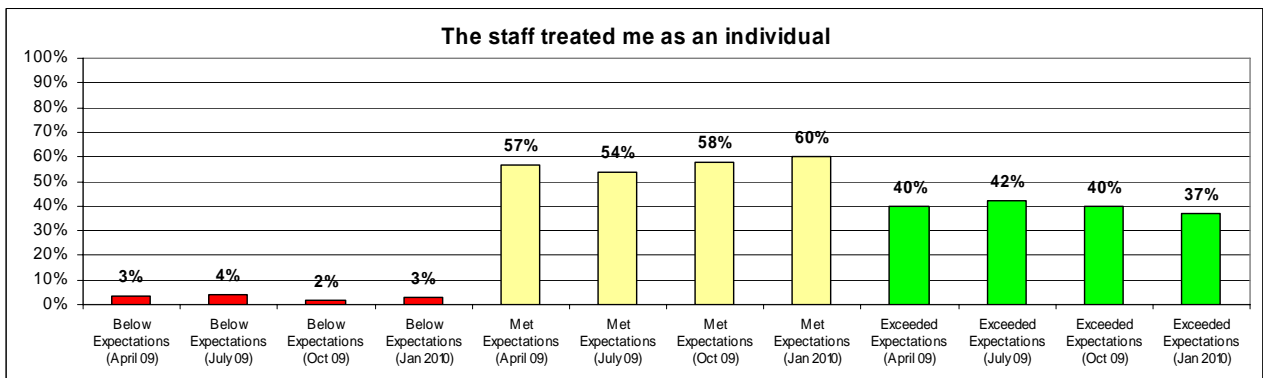
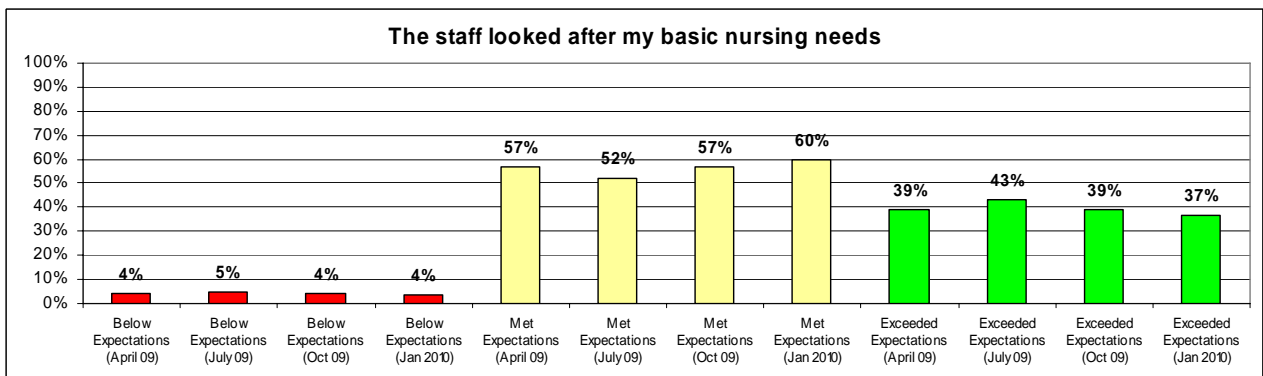
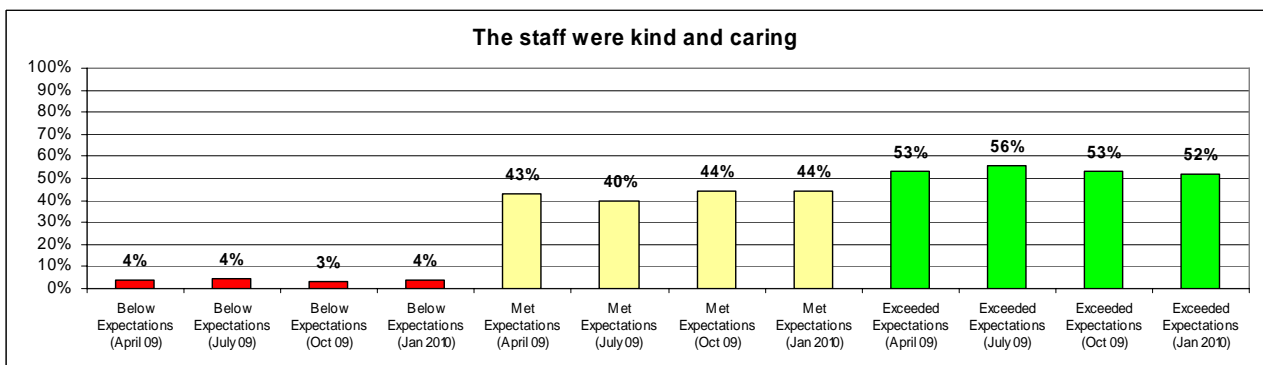
January 2010 Local Inpatient Survey Results

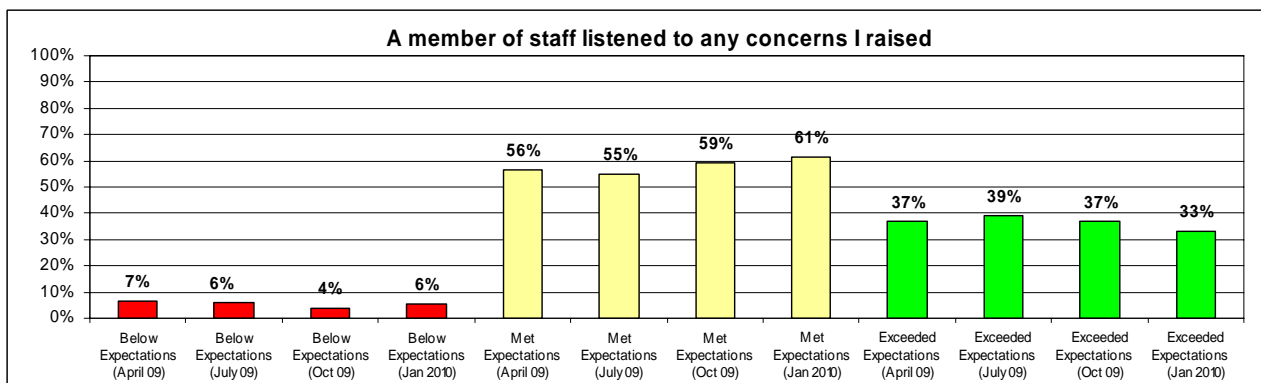
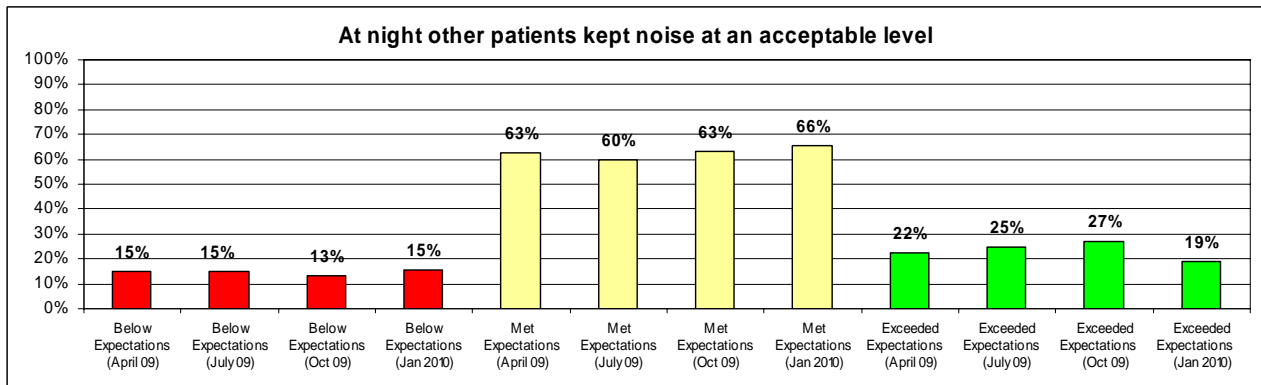
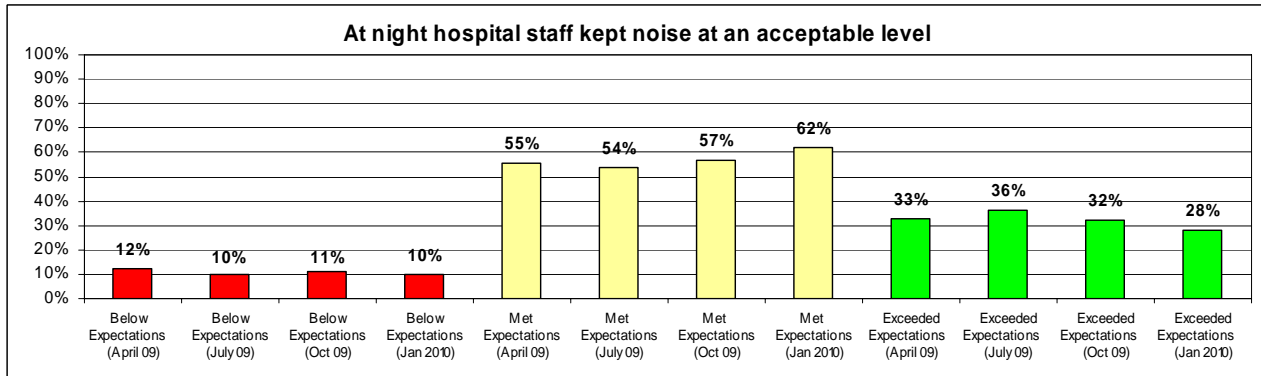
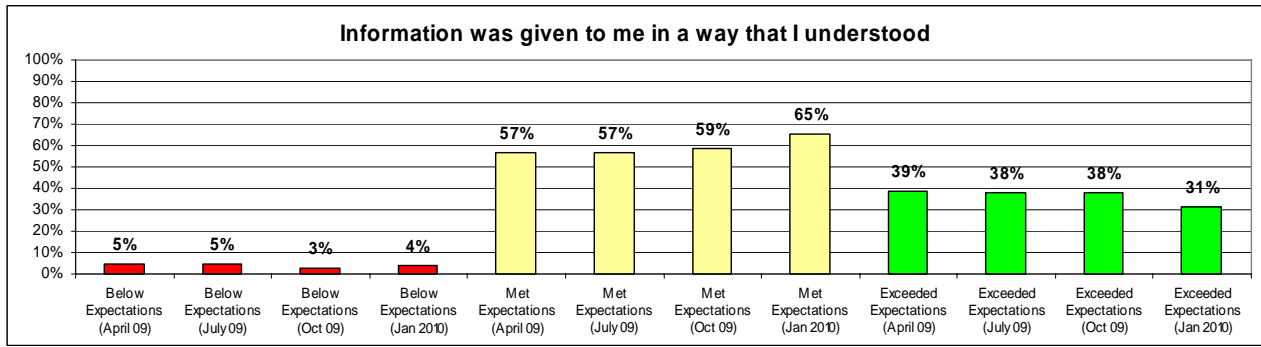
Assurance



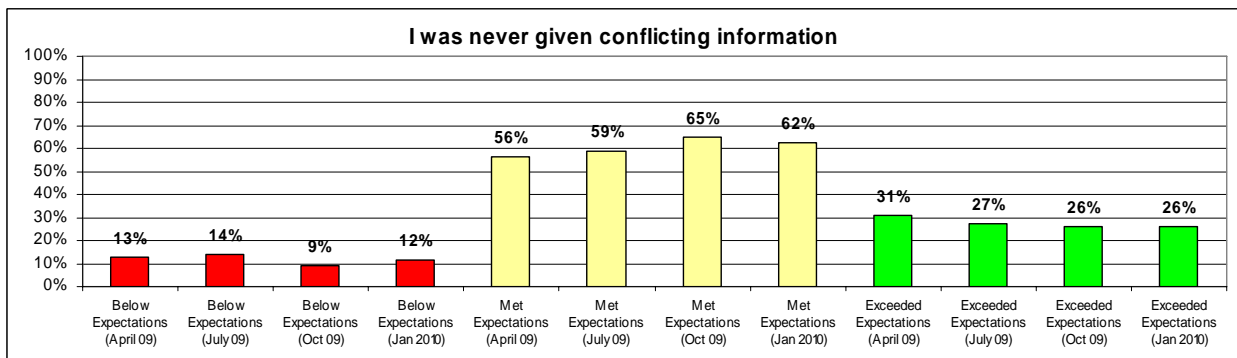
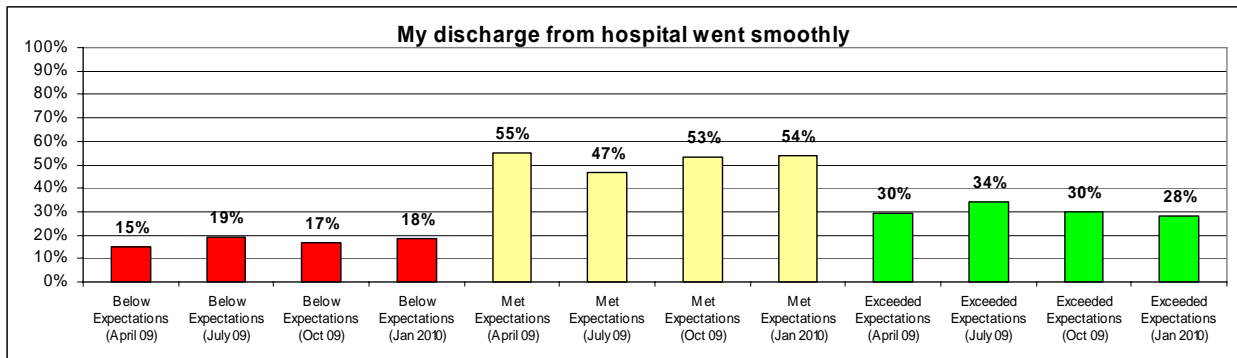
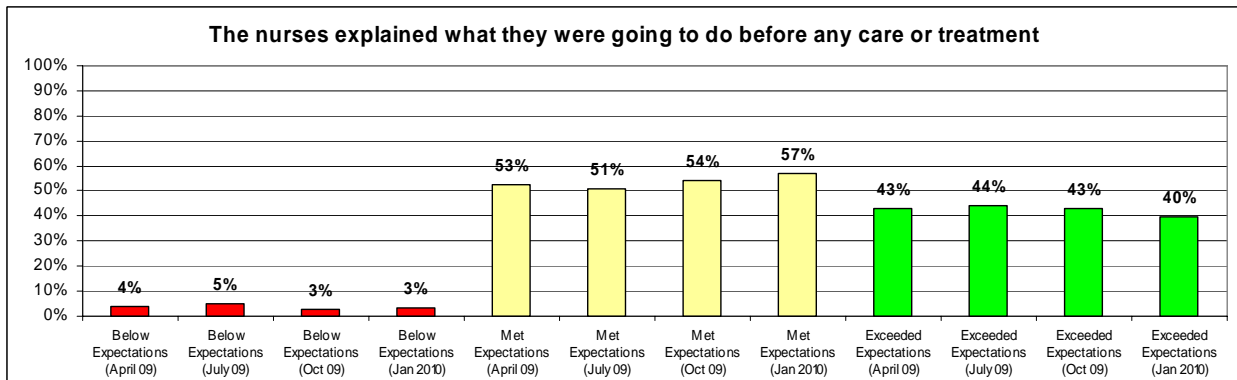
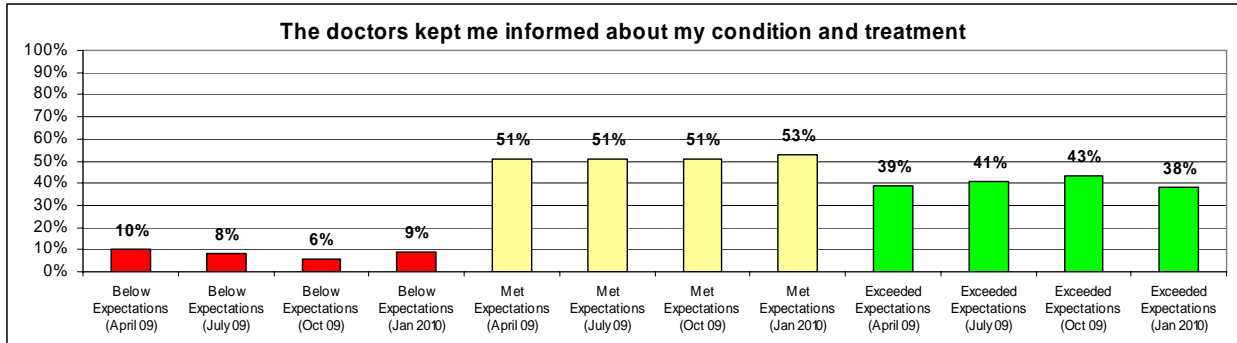


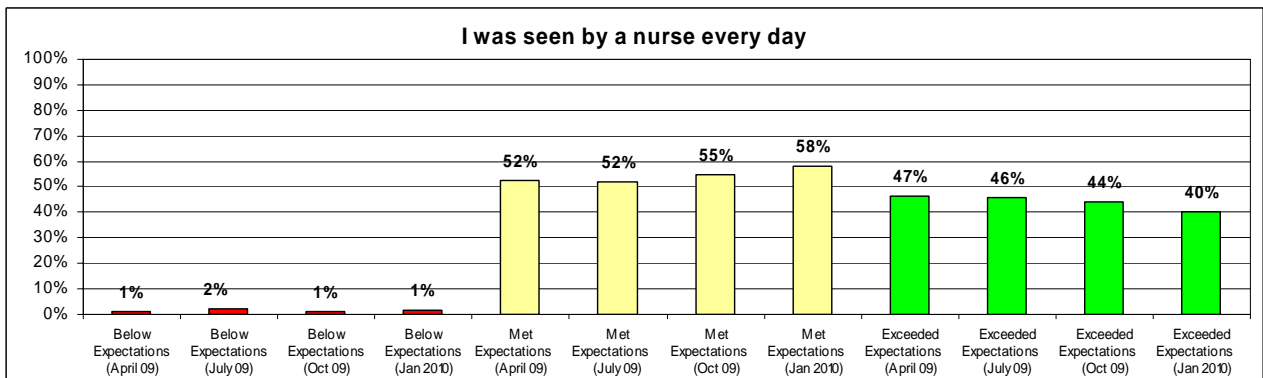
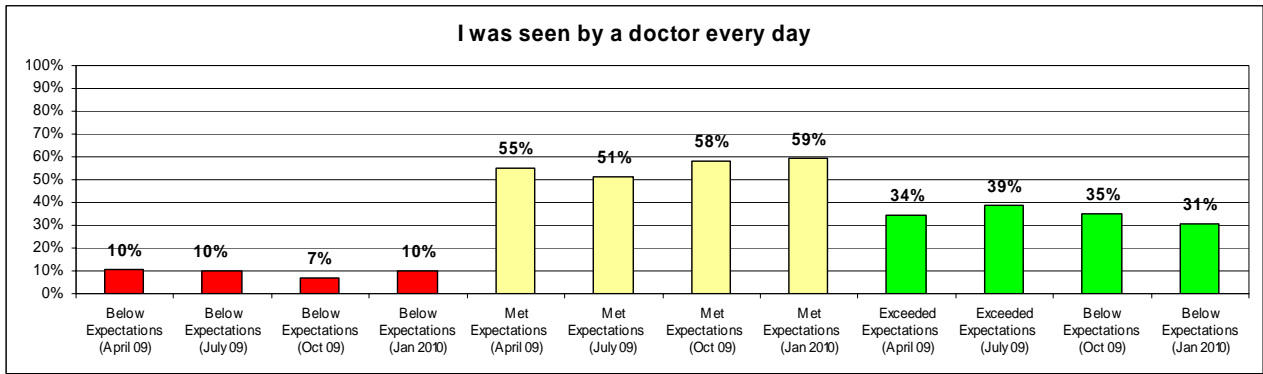
Empathy



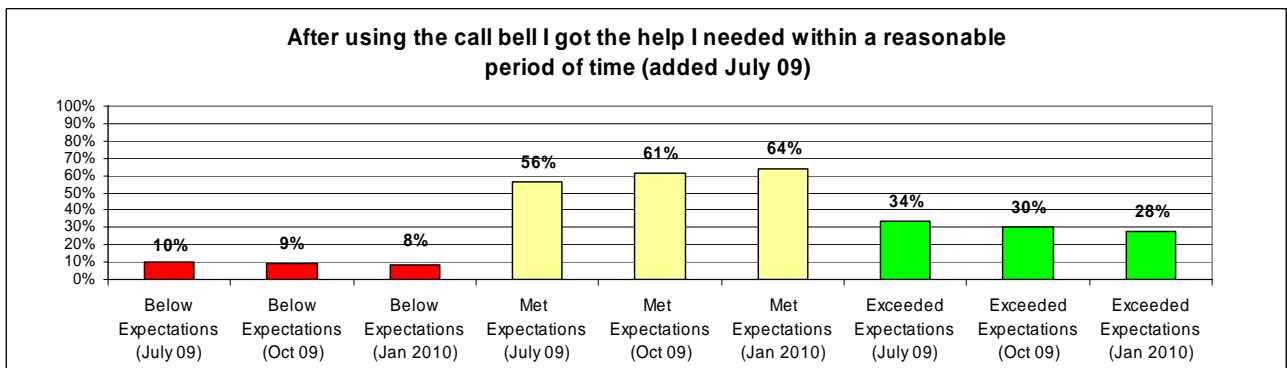
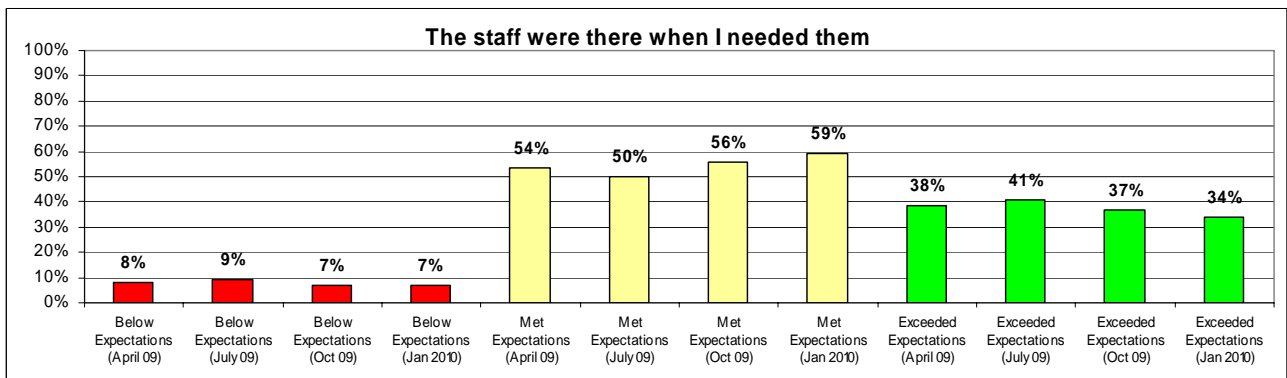


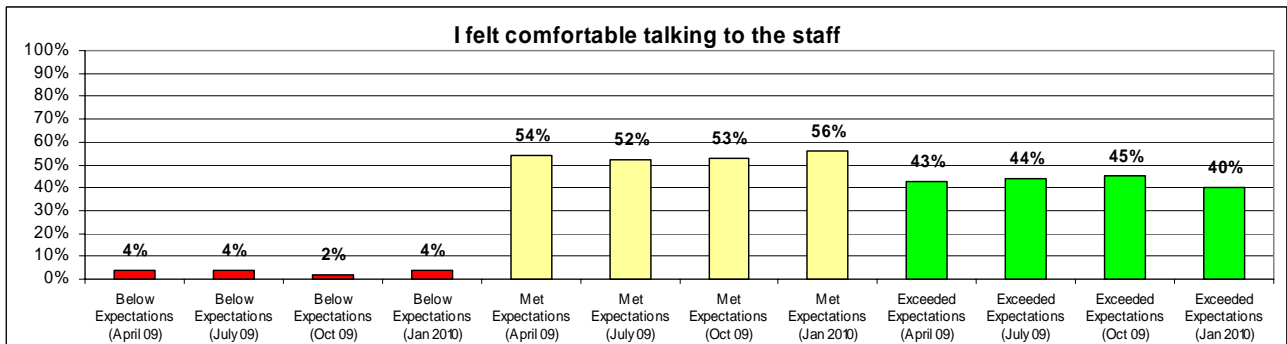
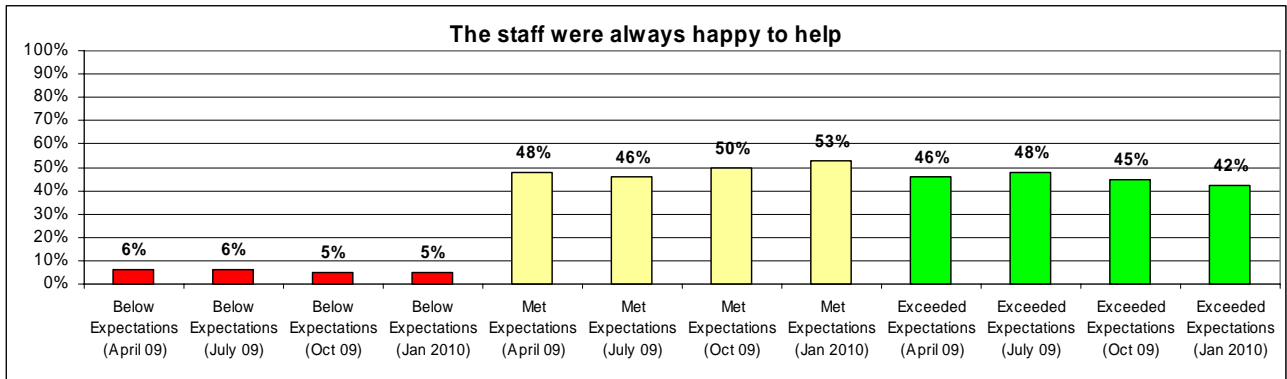
Reliability



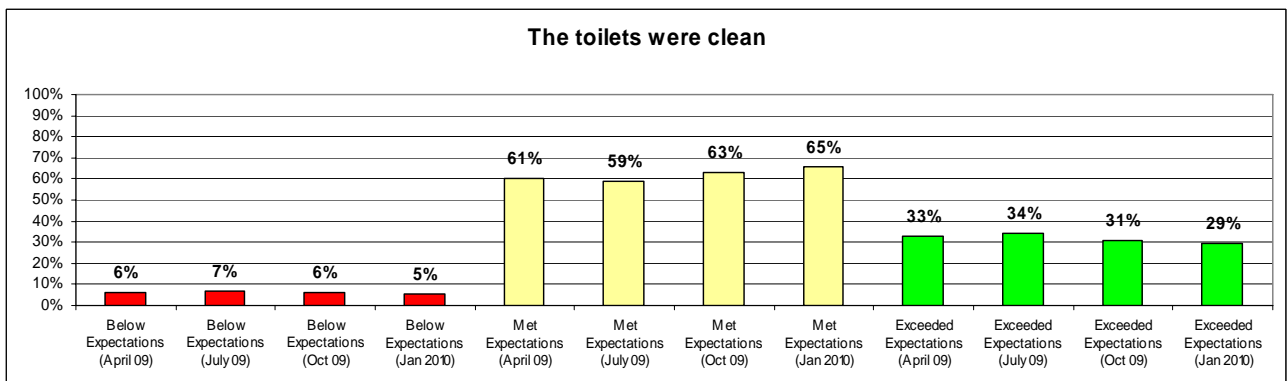
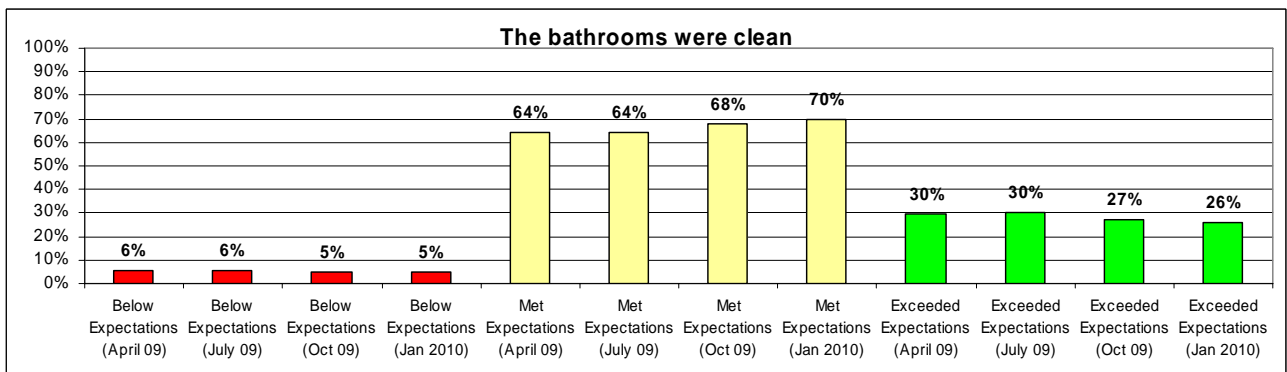


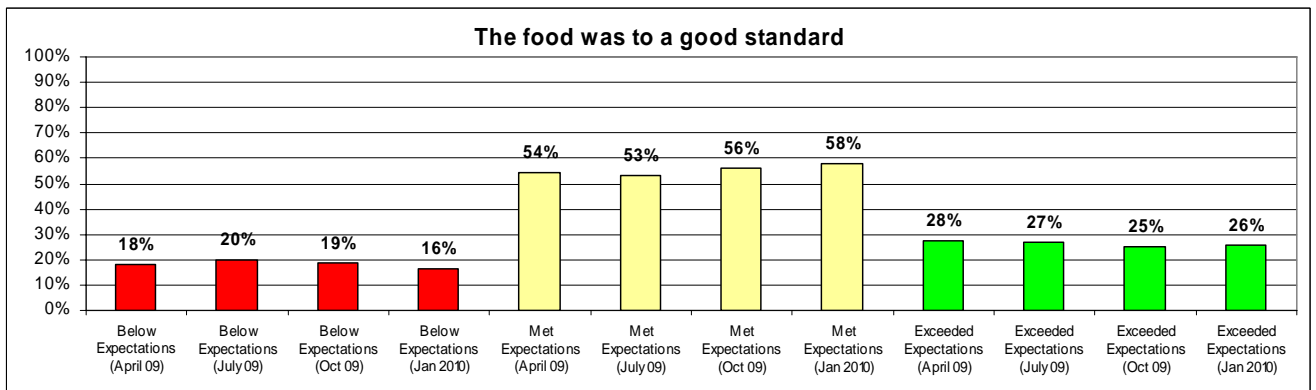
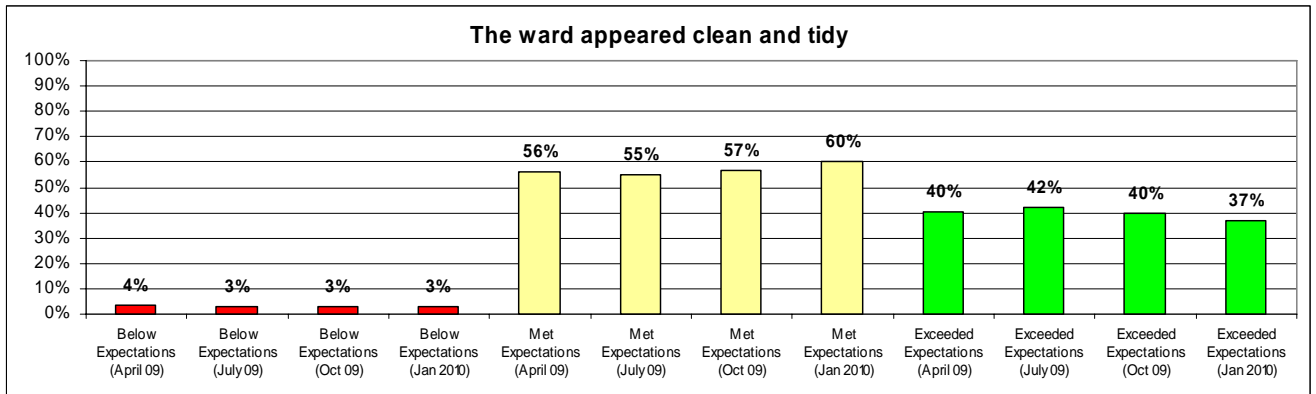
Responsiveness



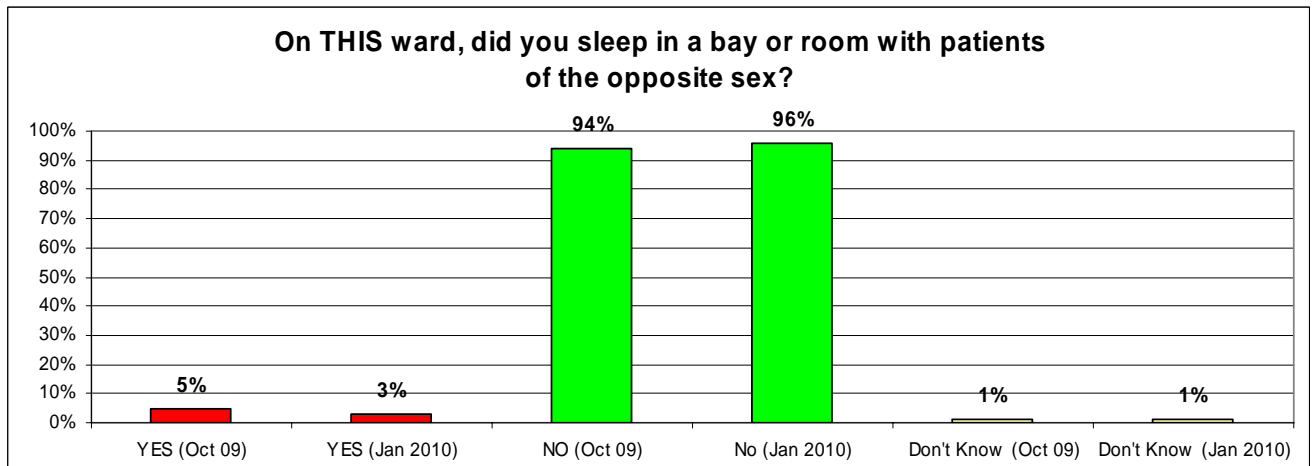


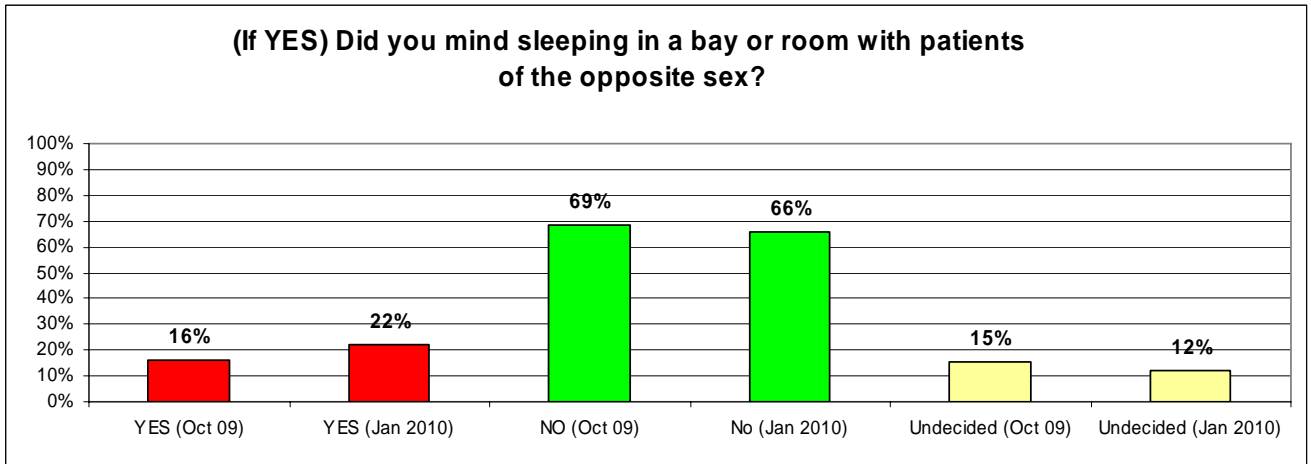
Tangibles



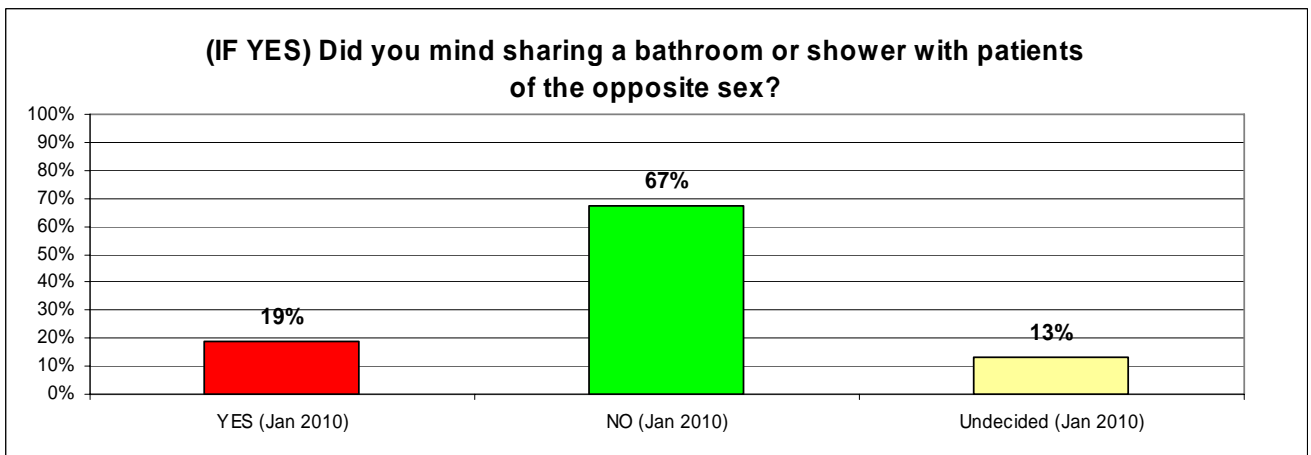
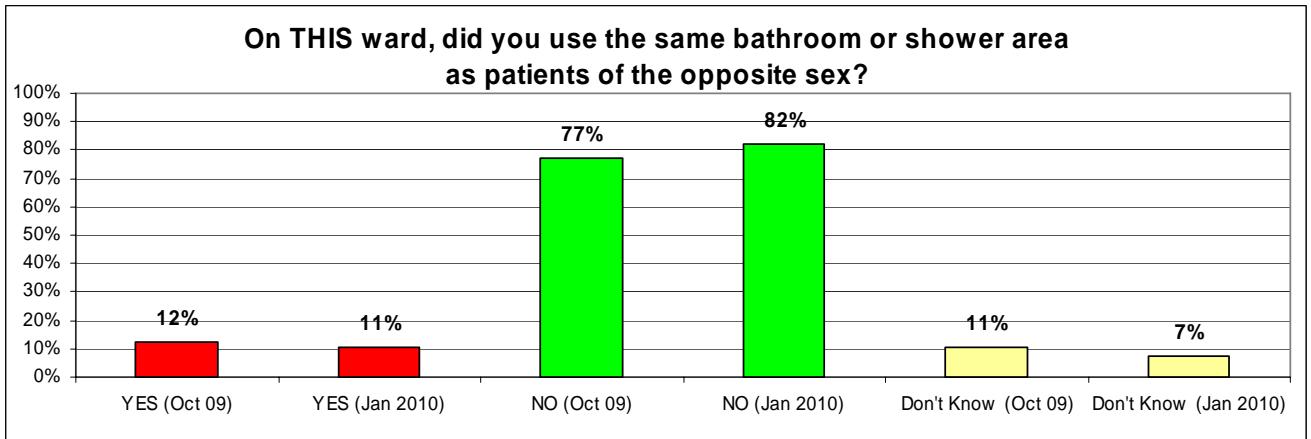


Gender Accommodation



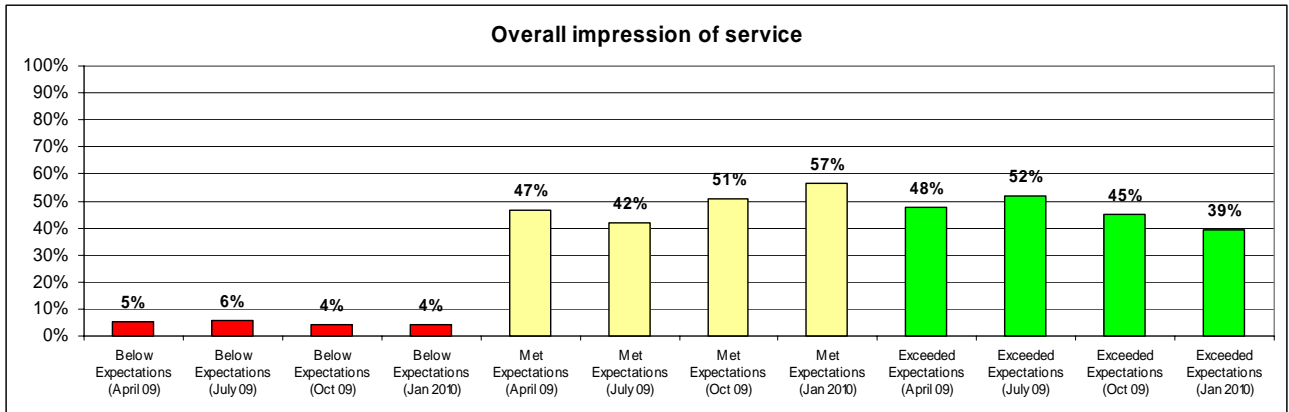


85 patients answered the above question even though only 35 answered yes to the previous question.

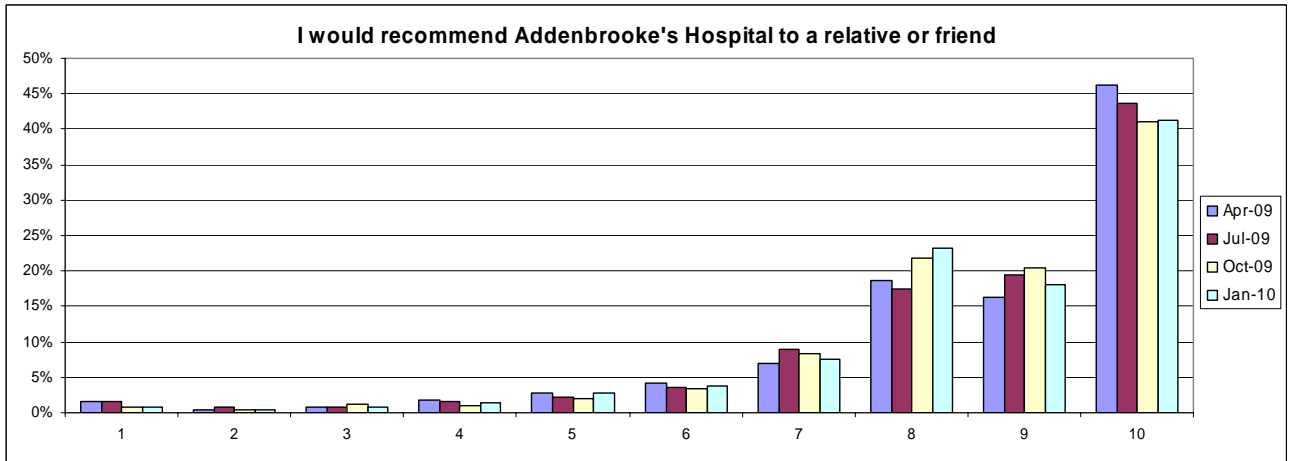


126 patients answered this question even though only 87 answered yes to the previous question.

Overall



Recommender

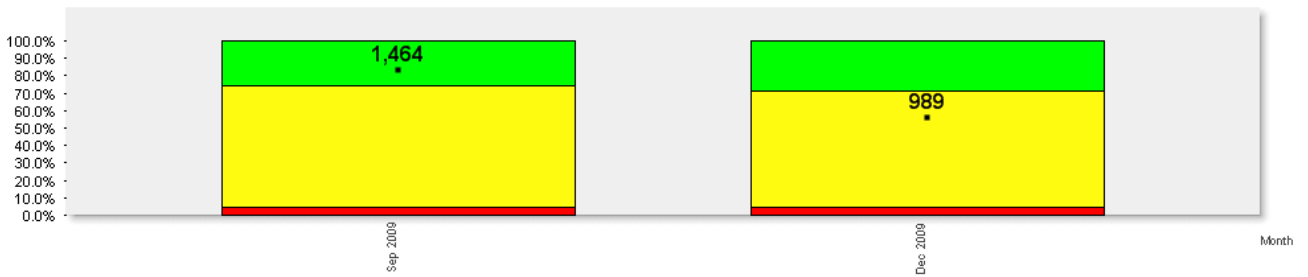


Appendix 2

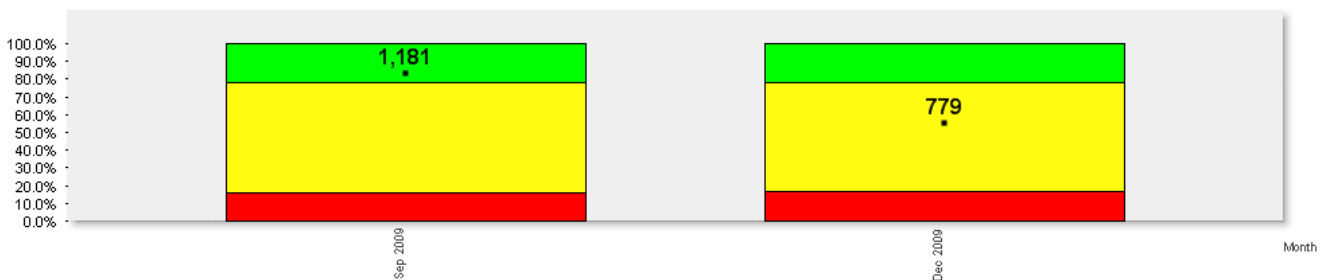
December 2009 local Outpatient survey results

Before the appointment

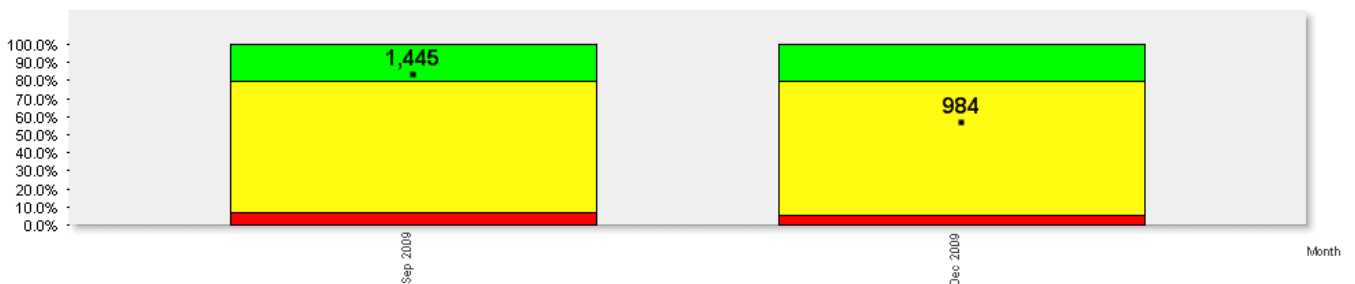
It was straightforward to arrange my appointment



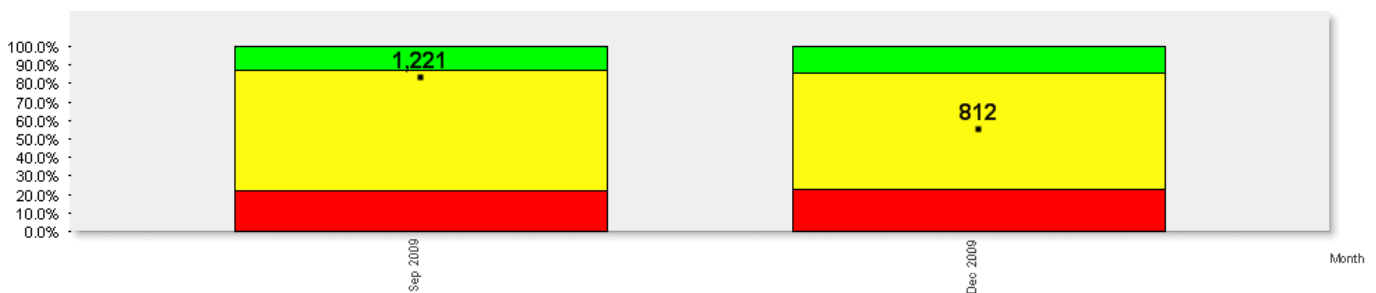
I was offered a choice of dates and times for my appointment



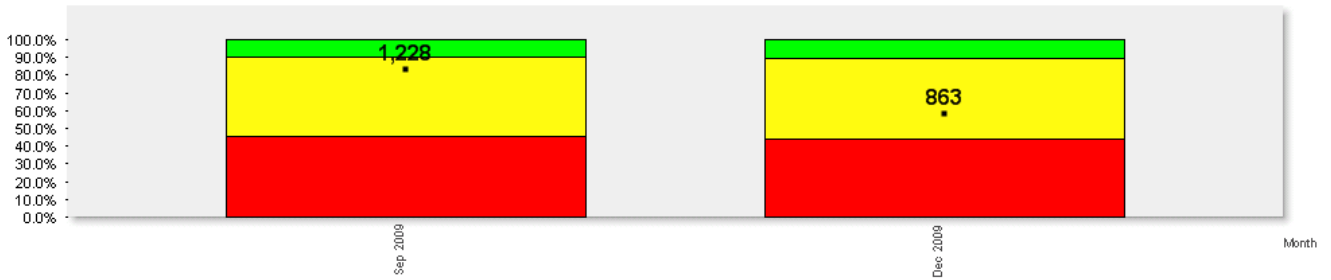
The information I received prior to my appointment told me what I needed to know



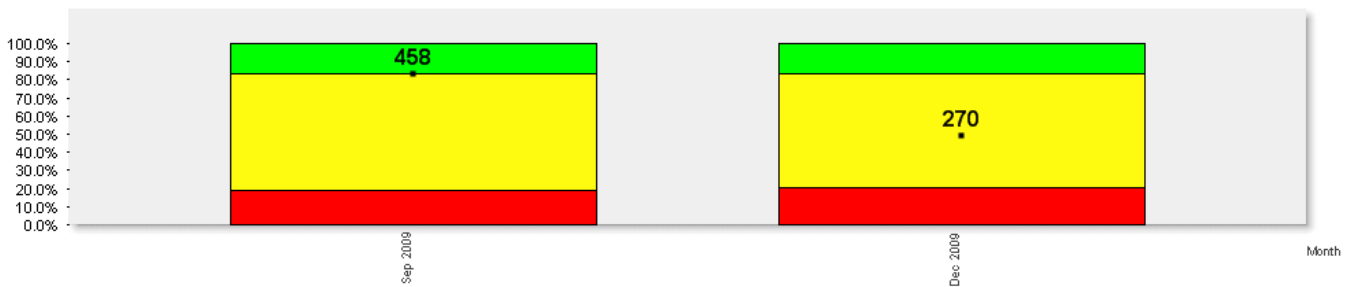
I was informed of travel options to the hospital



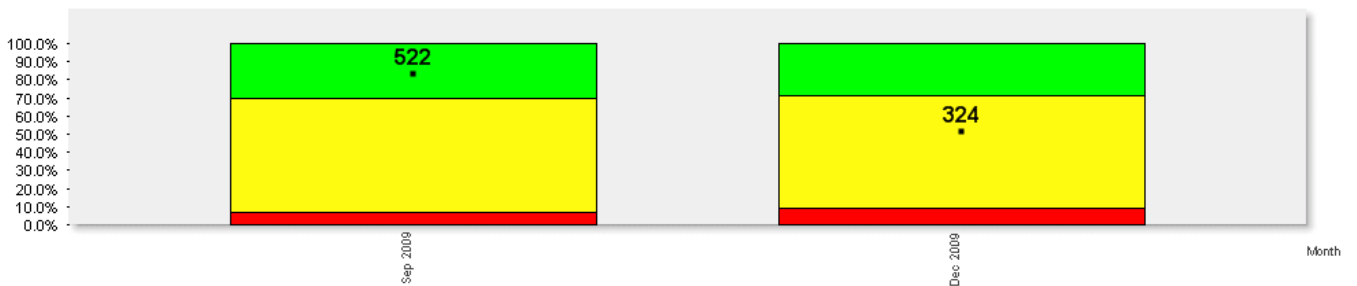
I was made aware as an Outpatient that I can obtain a parking ticket which allows me to exit the car park for £3.00 for any length of stay



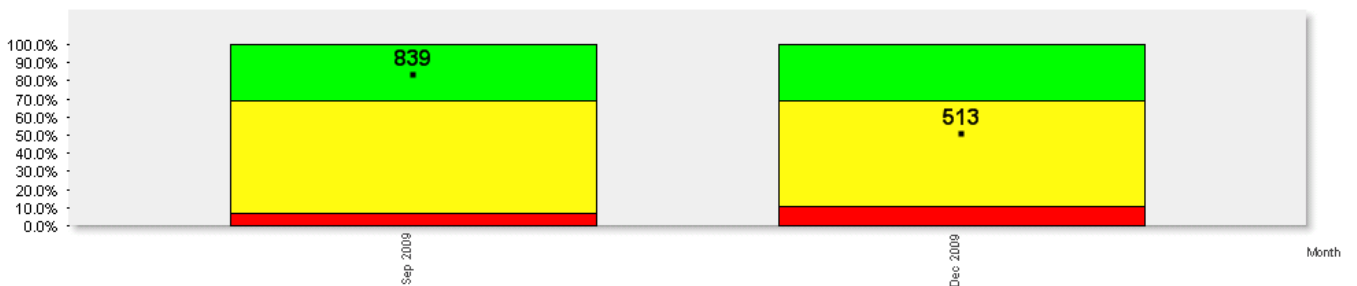
If my appointment was cancelled I was told why



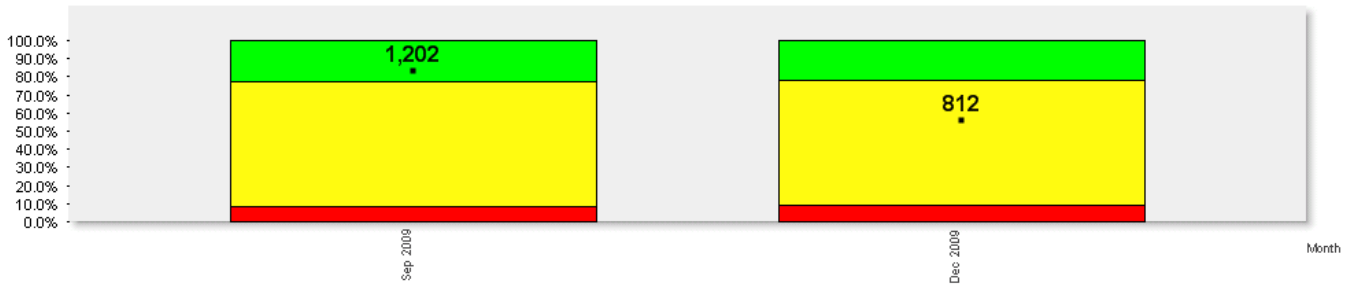
If my appointment was cancelled it was re-booked with ease



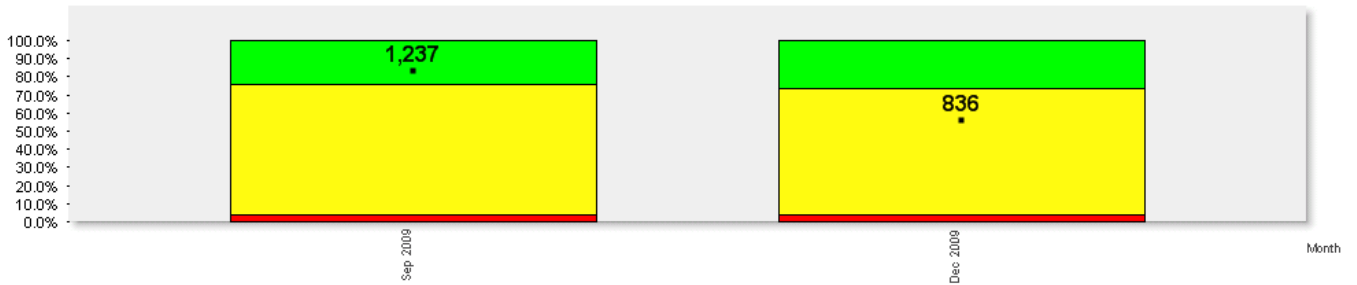
If I needed to rearrange my appointment I could do so with ease



I was informed of any tests that would be necessary during my appointment

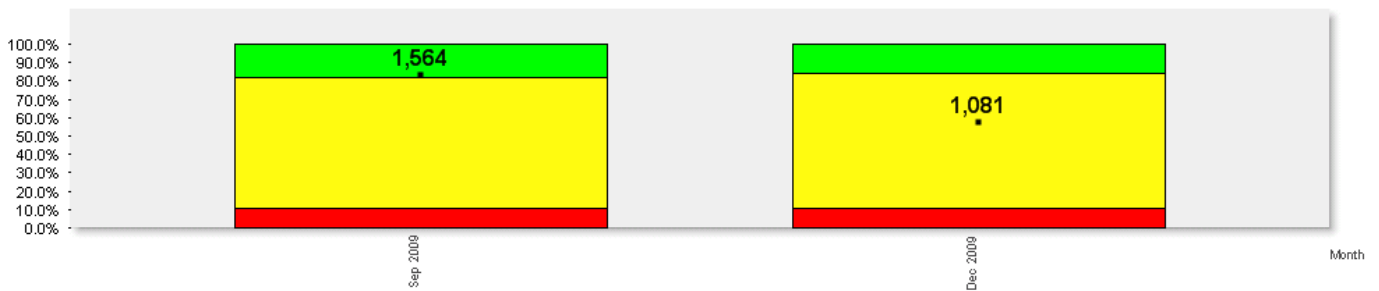


I understood why I was having tests

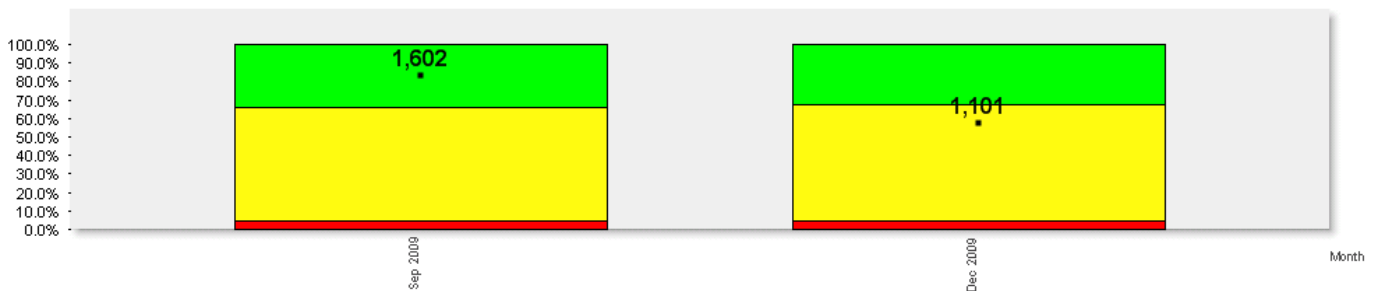


During the appointment

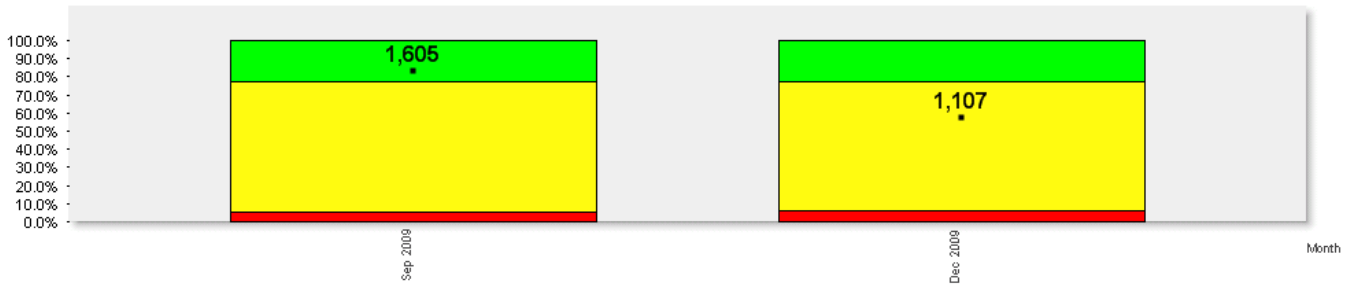
It was easy to find my way around the hospital



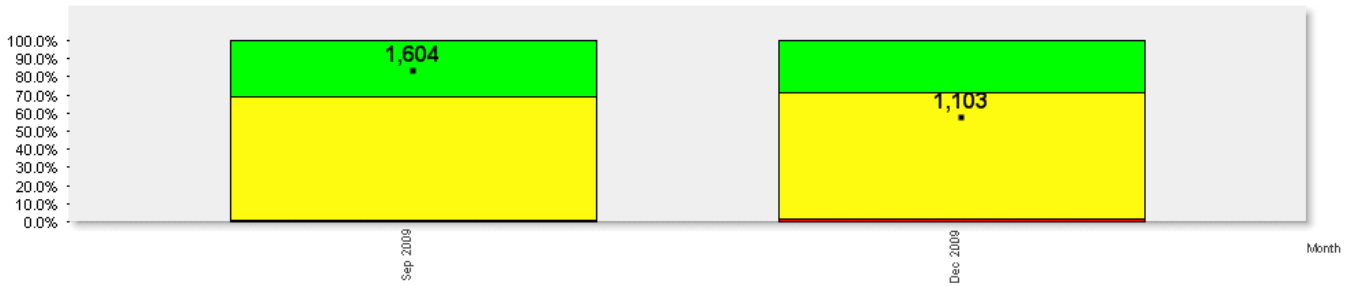
The receptionist was welcoming



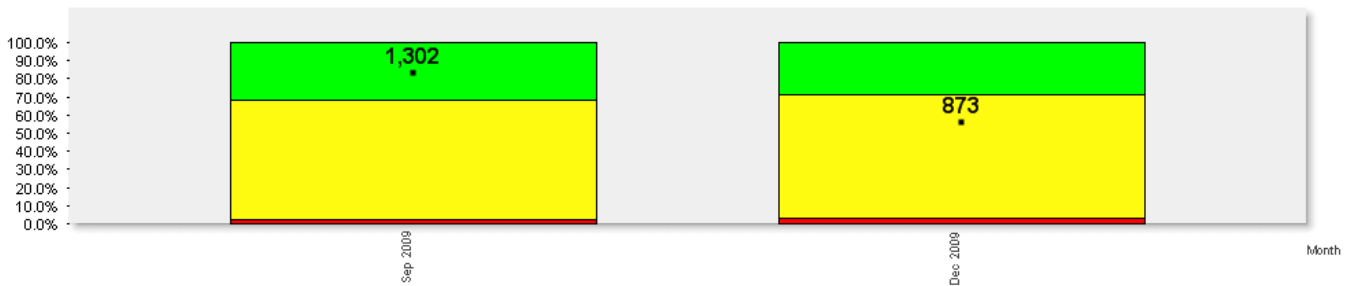
The waiting area was comfortable



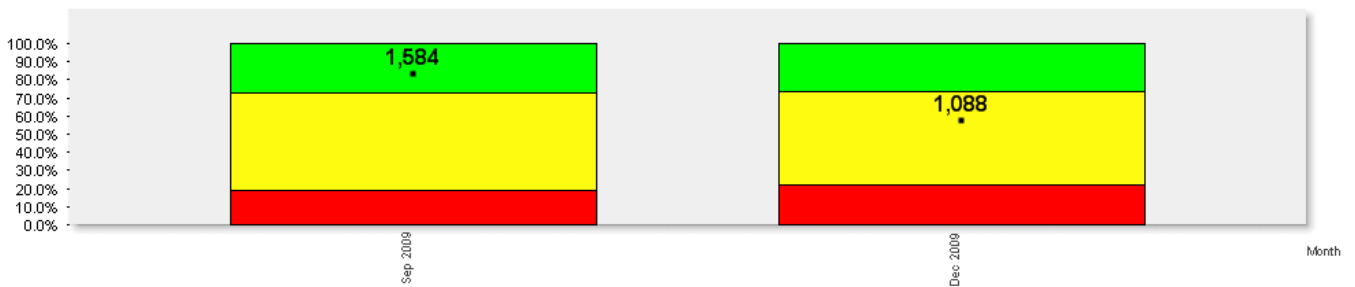
The clinic appeared clean and tidy



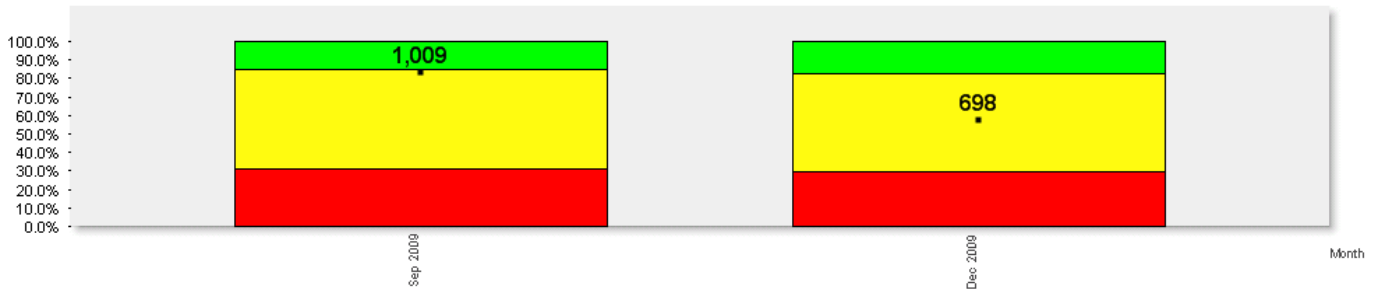
The toilets were clean



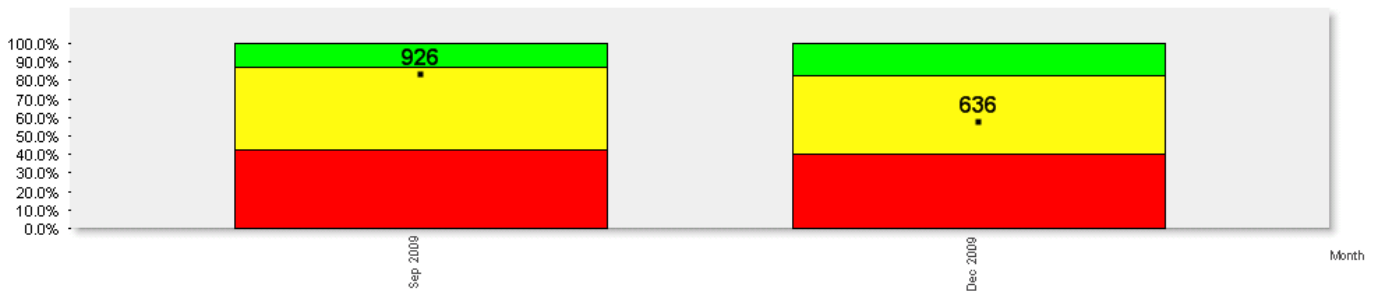
My waiting time in clinic was acceptable to me



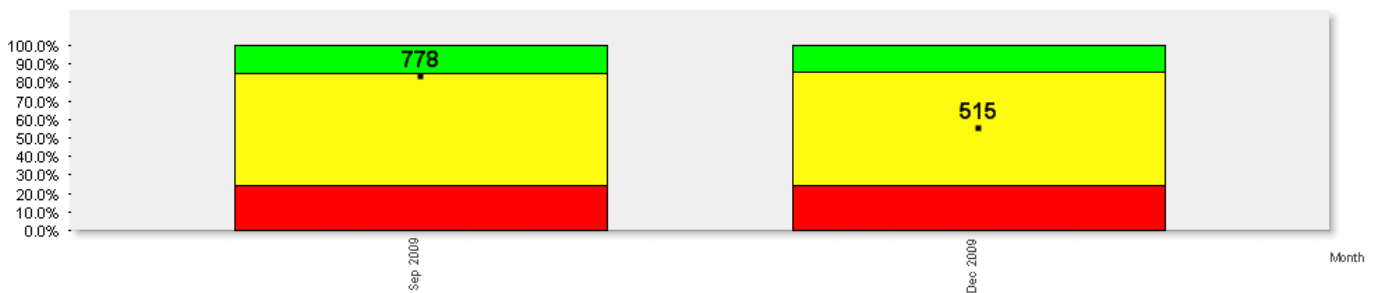
I was kept informed if the clinic was running late



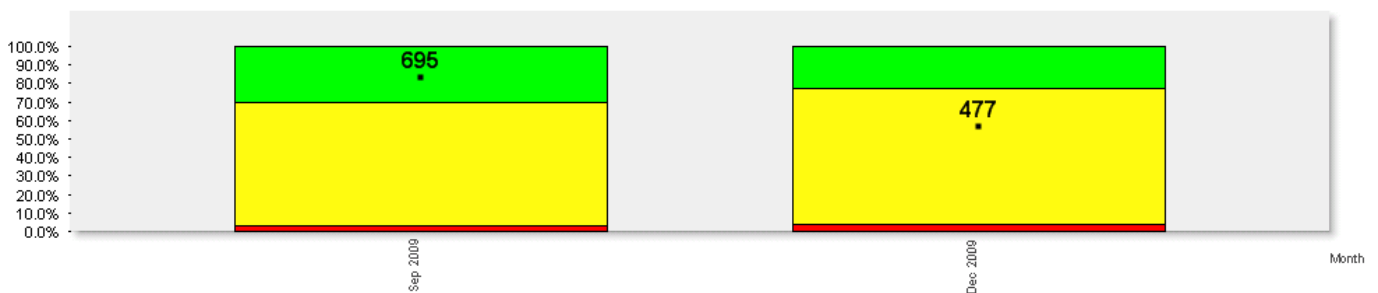
If the clinic was running late I was told why



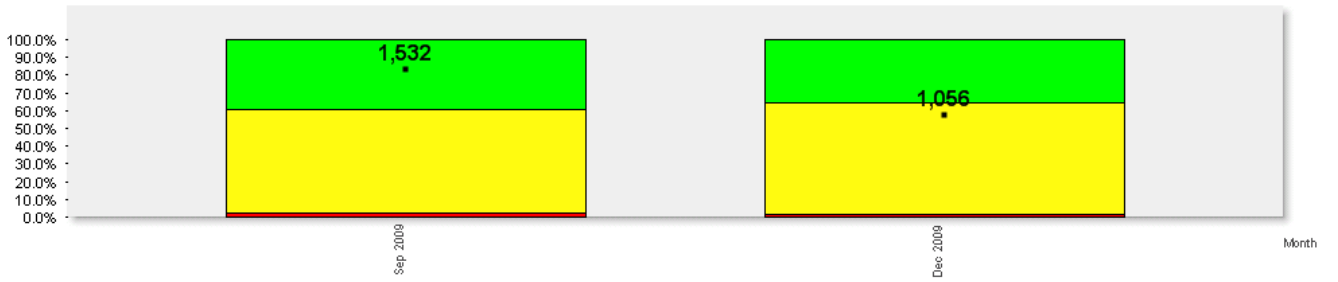
If I needed it I was informed of where to find a snack



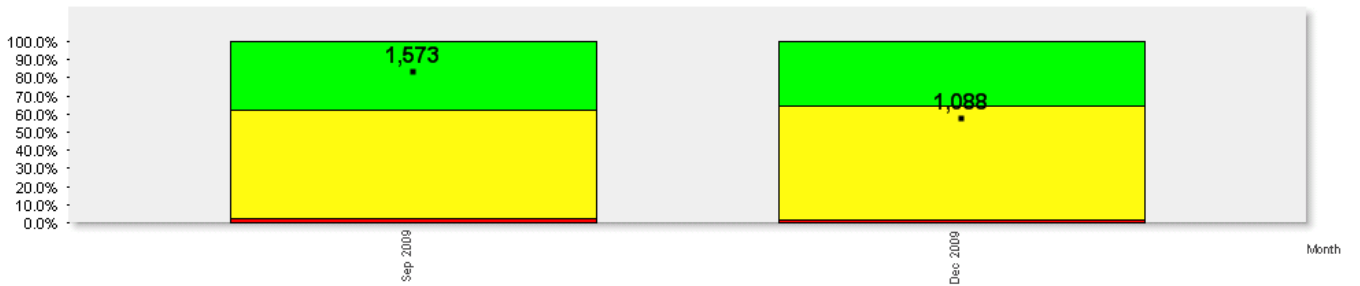
My permission was requested to have students requested



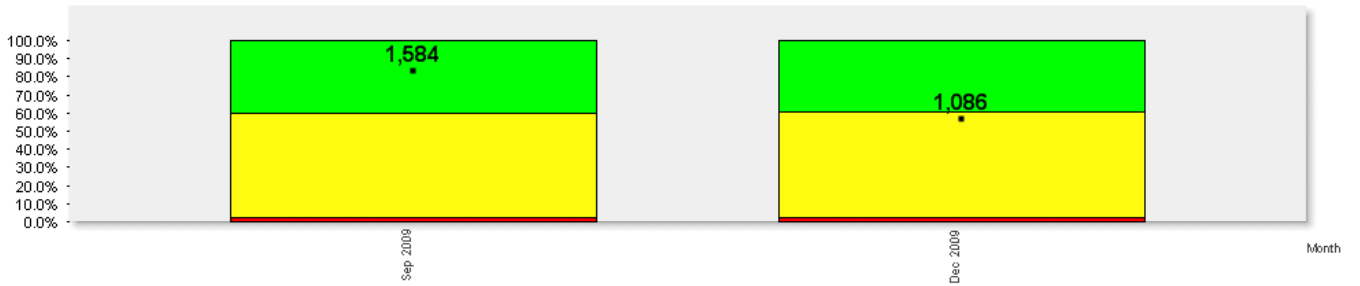
The doctor introduced him / herself to me



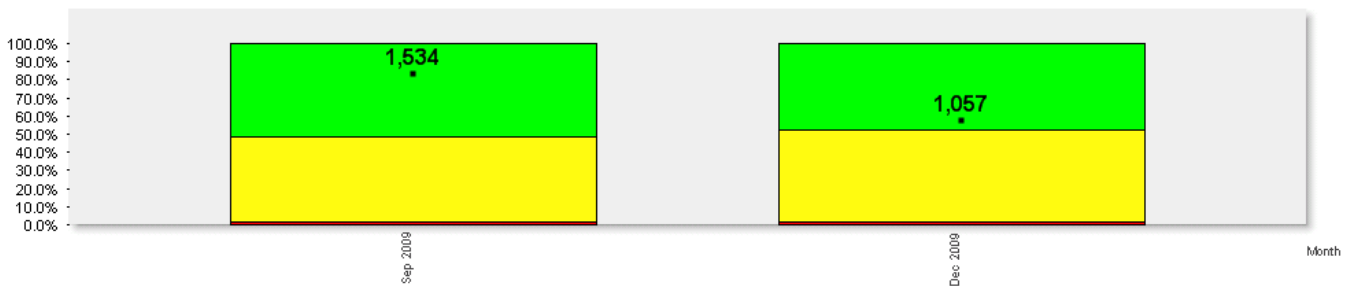
I had time to ask questions



Information was given to me in a way that I understood



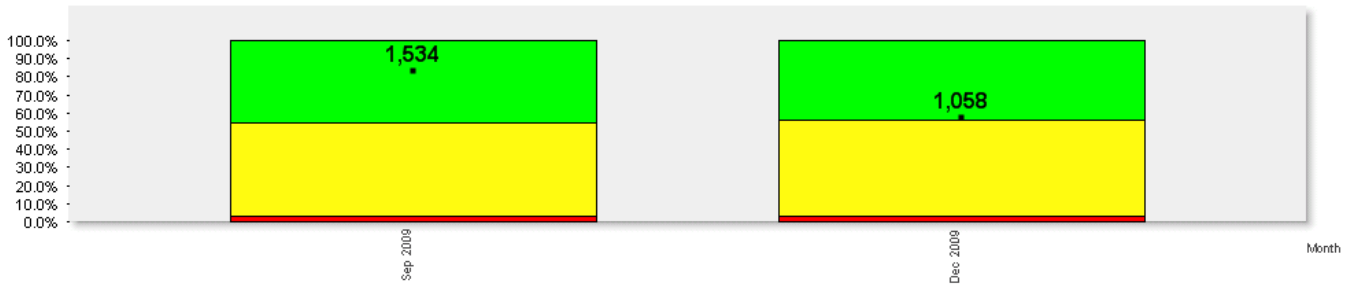
The doctors were kind and caring



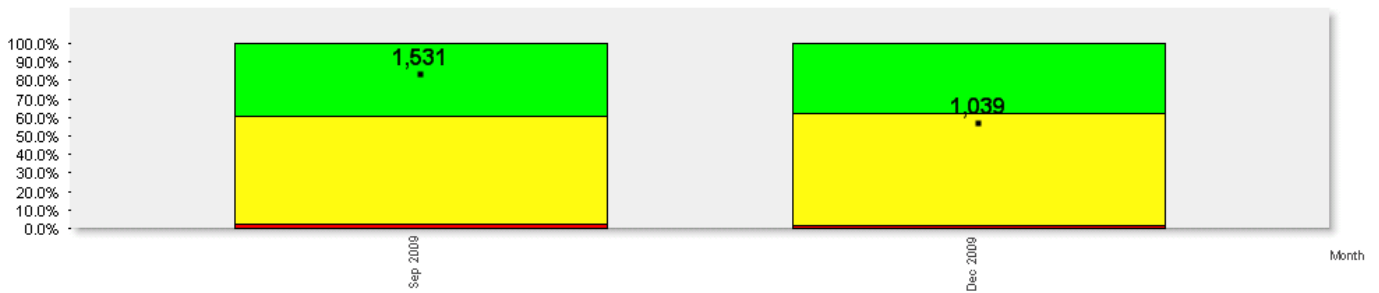
The nurses were kind and caring



I was able to talk and share my thoughts whilst with the doctor



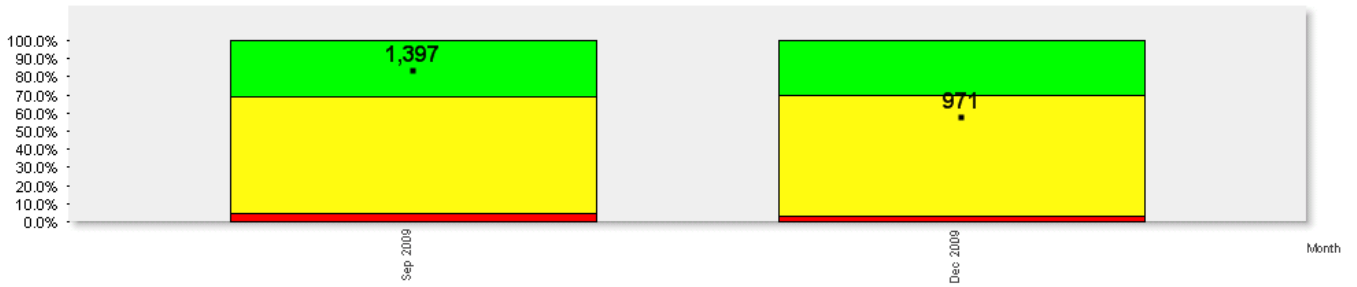
Staff listened to me



I felt comfortable talking to the staff

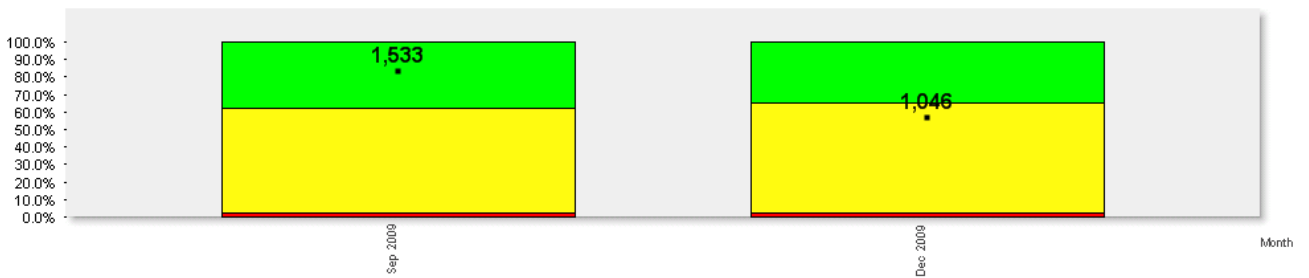


I was never given conflicting information

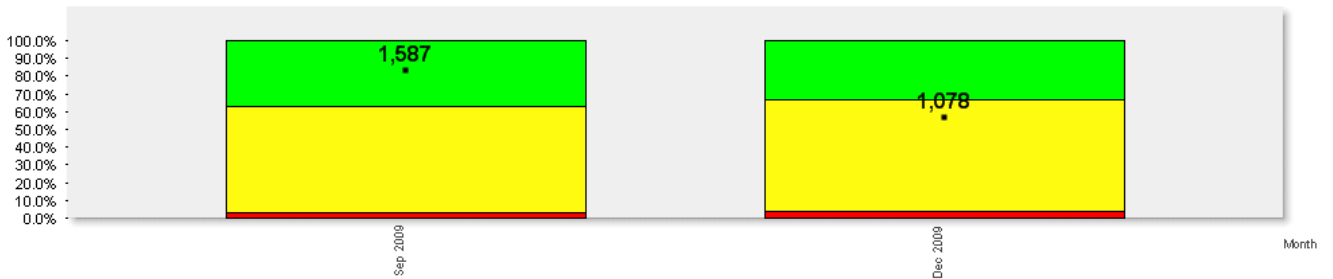


Post appointment

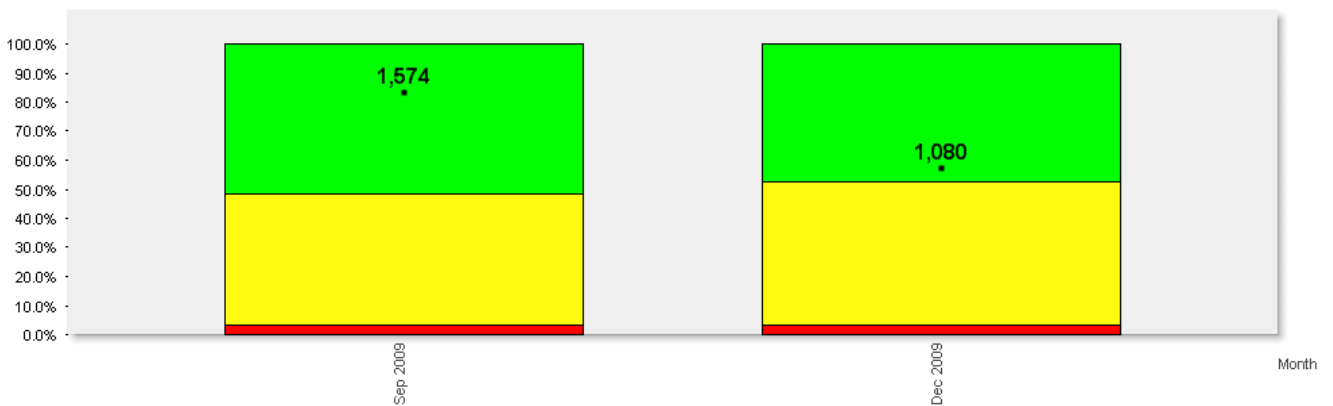
I was informed of the next steps regarding my care at the end of my appointment



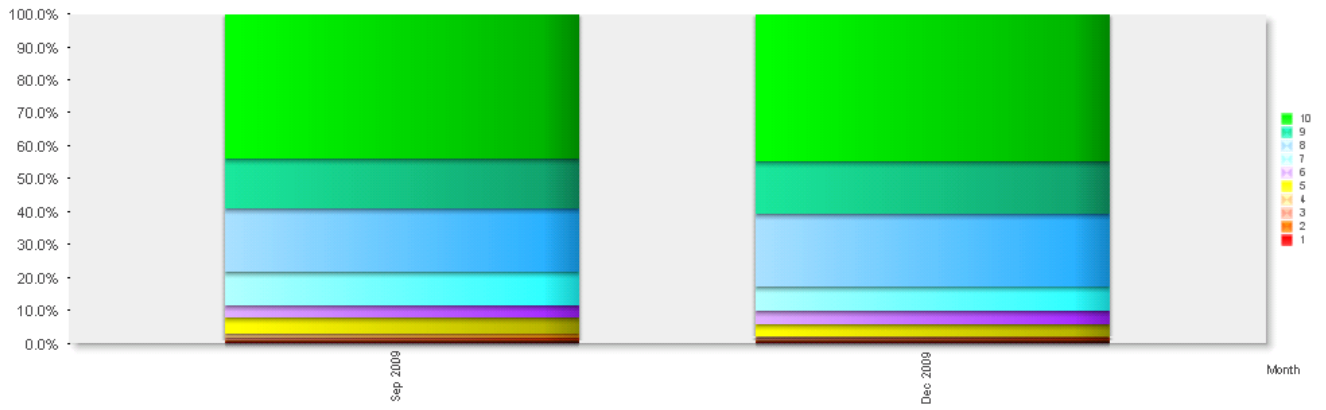
I felt that my outpatient experience was as positive as the situation allowed



Overall impression of the service



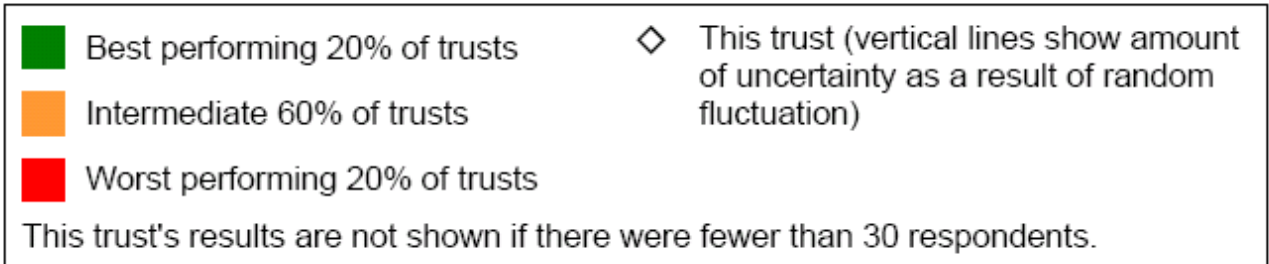
Recommender score



Appendix 3

2009 National Outpatient Survey results for Cambridge University Hospitals NHS Foundation Trust. The survey relates to patients who attended the Outpatients department in May 2009.

Key:



Results:

Before the appointment

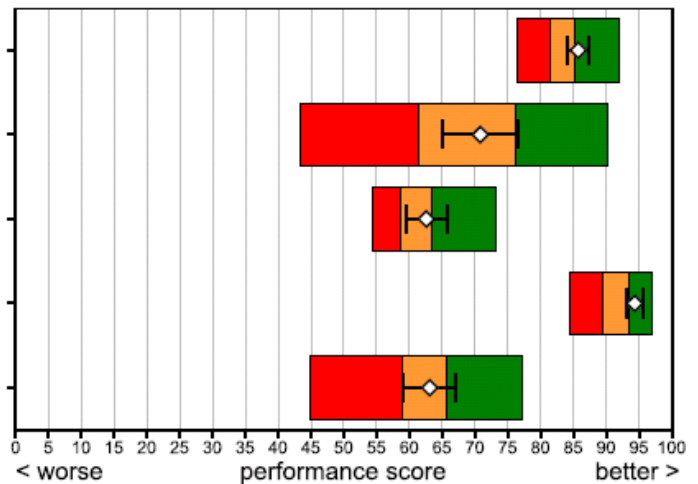
From the time you were first told you needed an appointment, how long did you wait?

Were you given a choice of appointment times?

Before your appointment, did you know what would happen to you during the appointment?

Was your appointment changed to a later date by the hospital?

Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

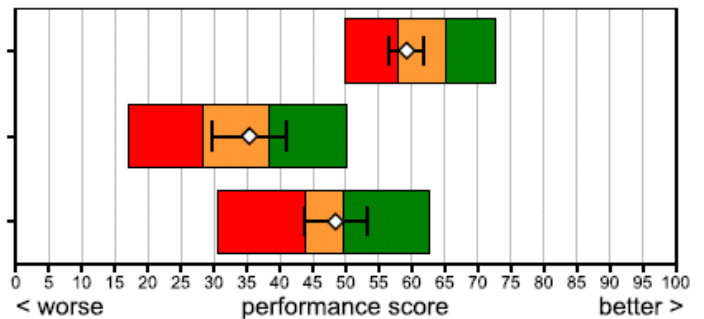


Waiting

How long after the stated appointment time did the appointment start?

Were you told how long you would have to wait?

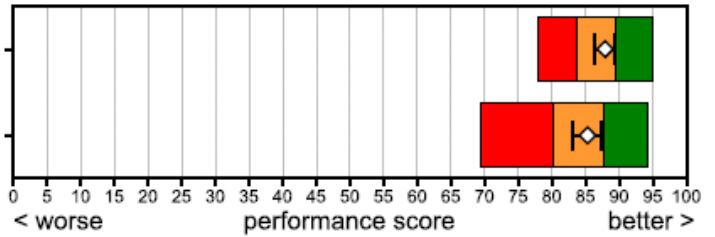
Were you told why you had to wait?



Hospital environment and facilities

In your opinion, how clean was the Outpatients Department?

How clean were the toilets at the Outpatients Department?



Seeing a doctor

Did you have enough time to discuss your health or medical problem with the doctor?

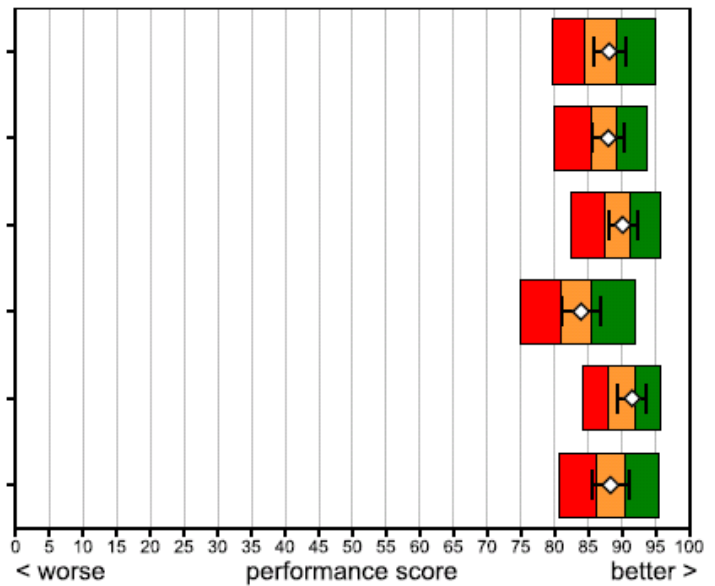
Did the doctor explain the reasons for any treatment or action in a way that you could understand?

Did the doctor listen to what you had to say?

If you had important questions to ask the doctor, did you get answers that you could understand?

Did you have confidence and trust in the doctor examining and treating you?

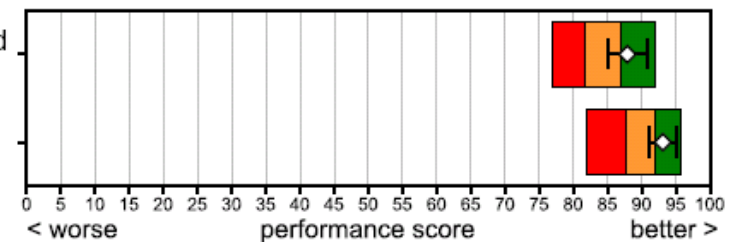
Did the doctor seem aware of your medical history?



Seeing another professional

If you had important questions to ask him/her, did you get answers that you could understand?

Did you have confidence and trust in him/her?



Overall about the appointment

Did doctors and/or other staff talk in front of you as if you weren't there?

How much information about your condition or treatment was given to you?

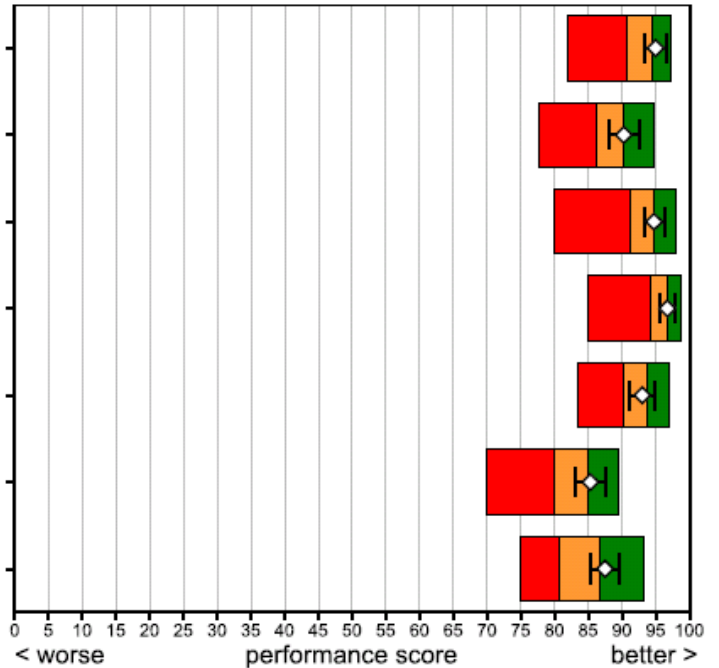
Were you given enough privacy when discussing your condition or treatment?

Were you given enough privacy when being examined or treated?

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 and treatment?

Did the staff treating and examining you introduce themselves?



Tests and Treatment

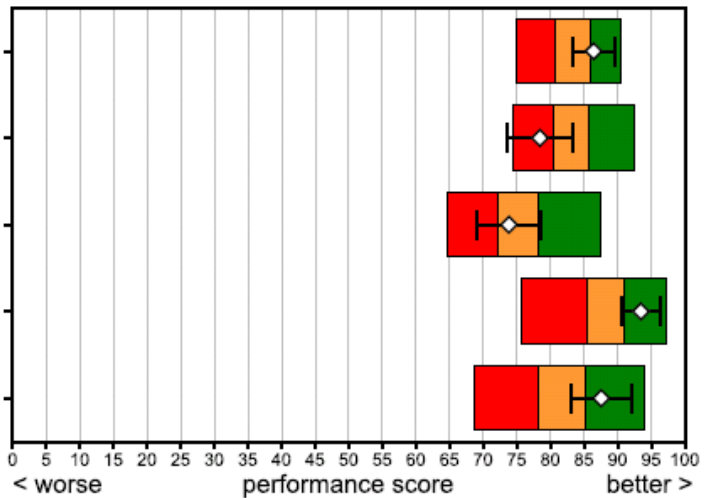
Did a member of staff explain why you needed these test(s) in a way you could understand?

Did a member of staff tell you how you would find out the results of your test(s)?

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

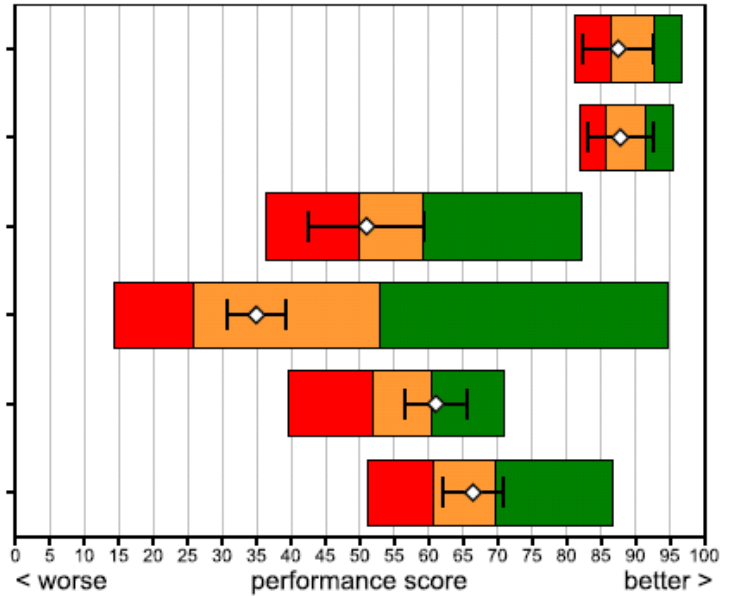
Before the treatment did a member of staff explain what would happen?

Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?



Leaving the outpatients department

- Did a member of staff explain to you how to take the new medications?
- Did a member of 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?
- Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?
- Did a member of staff tell you about any danger signals you should watch for?
- Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?



Overall impression

- Was the main reason you went to the Outpatients Department dealt with to your satisfaction?
- How well organised was the Outpatients Department you visited?
- Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?
- Overall, how would you rate the care you received at the Outpatients Department?

