

BOARD OF GOVERNORS

IMPROVING THE EXPERIENCE OF OUR PATIENTS

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

1. Surveys

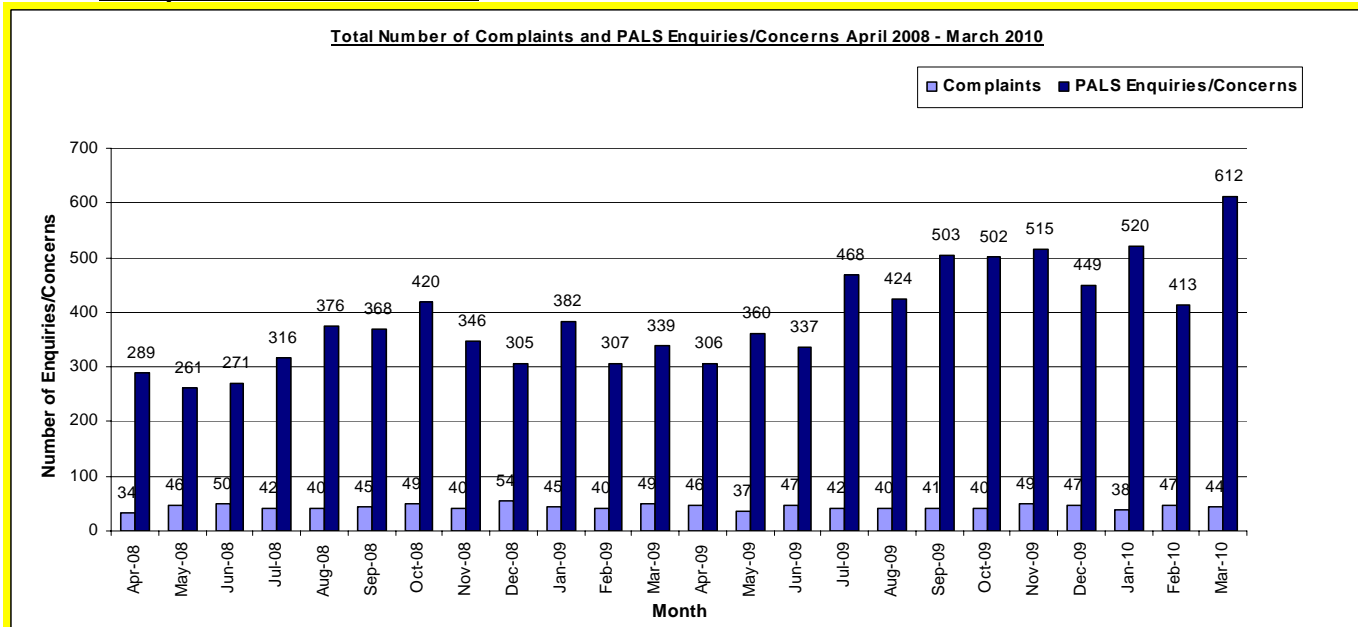
1.1 Quarterly Survey Programme

As reported in the Patient Experience Report presented to the Board of Governors in April 2010 the frequency of the quarterly survey programme has altered temporarily. The Quarterly Inpatient Survey is resuming in July 2010 on a quarterly basis and the Quarterly Outpatient Survey resumes in September 2010.

The Outpatient survey has been completed for March 2010 and the results are attached at Appendix 1. In March, overall, 96% 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 Inpatient Survey results have also now been released by the Care Quality Commission. The results for this Trust are attached as Appendix 2. The amount of ongoing work within the Trust in terms of ascertaining the views of patients relating to the care they are receiving is reflected in the score for the question relating to being asked to give views on quality of care whilst in hospital.

2. Complaints and Concerns



Between January and March 2010 the Trust received 128 (a 6% decrease on the previous quarter) letters of formal complaint.

This translates into 229 complaints about specific wards/clinics departments. There were 2 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:

January – 95%

February – 96%

March – 98%

3 Engagement Programme

3.1 Patient engagement sessions / Focus Groups

Since the last meeting of the Board of Governors there has been a steady flow of focus groups / patient experience sessions. 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.

- Urology (one stop clinic) – 18 March
- Information Governance – 29 April

Planned

- Haemophilia – 4 August

3.2 Governors' Events

- Governors and LINK members assisting with observations re food/Steamplicity Trials – 19 April – 25 June
- Meet the Governors – Bassingbourn Community Centre – 21 April
- Governor Talk – Michael Bright to Newmarket Cameo Club – 27 April
- Information Governance Briefing & Quarterly CX Meeting – 4 May
- Chair/Vice Chairs Gov/Dir Working Group lunch & meeting – 4 May
- Governor Talk – Maureen Hart to Bassingbourn WI – 11 May
- Governor elections - Meet the candidates event (staff) – 11 May
- Governor elections - Meet the candidates event (public & patient) – 12 May
- Governor Talk – Michael Bright to Cherry Hinton Townswomen's Guild – 13 May
- PEAT Inspection – 19 May
- Meet the Governors – The British Legion Hall, Cherry Hinton – 26 May
- Governor Talk – Patrick Smith to Grantchester Over 60's – 17 June
- PEAT Inspection – 18 June
- Meet the Governors – Littleport Village Hall – 24 June

The governors are becoming more involved in providing talks to groups and associations and have talks booked throughout 2010 on the 'the role of the governor', 'the history of Addenbrooke's' and 'Addenbrooke's masterplan'. As an alternative to 'Meet the Governors' events, local Parish Councils have been asked if they would be interested in a Governor attending Parish Council meetings to talk about their role in the community and to discuss any local issues. To date we have heard back from three Parish Councils who are interested in the idea.

3.3 Staff Governor Forums

- End of Life Care 22 April. The forum was led by Rosemary Wade, Consultant in Palliative Care and Staff Governor Rachael May

The date for the next forum has not yet been set but 'ensuring adequate spiritual care for patients' is one of the topics currently being considered.

4. LINKs and Governor Engagement

As well as two governor representatives now being nominated to attend Cambridgeshire LINK Addenbrooke's group meetings, the Trust is extremely pleased that a member of the Cambridgeshire LINK Addenbrooke's group has been elected as a public governor.

Appendix 1

March 2010 Local Outpatient Survey Results

Pre-appointment

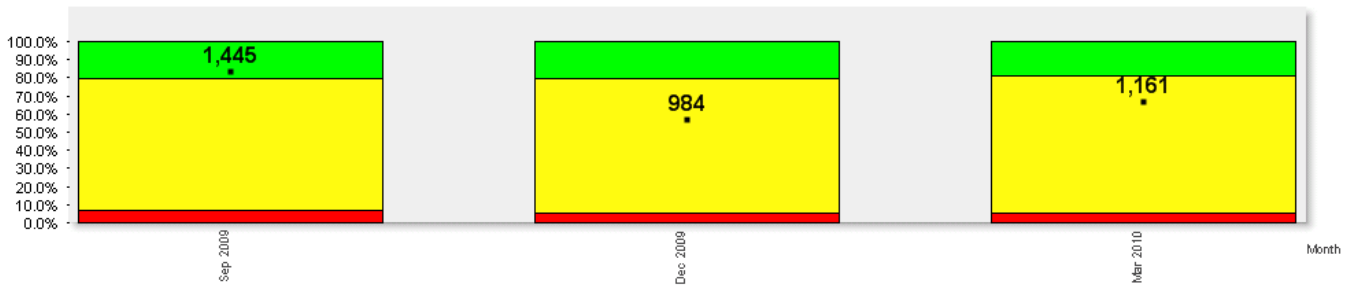
It was straightforward to arrange my appointment



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



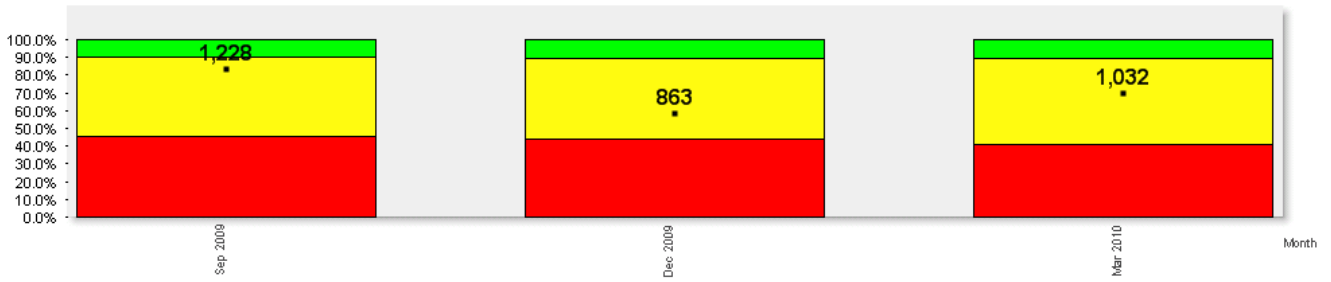
The information I received prior to my appointment told me what I needed to know



I was informed of travel options to the hospital



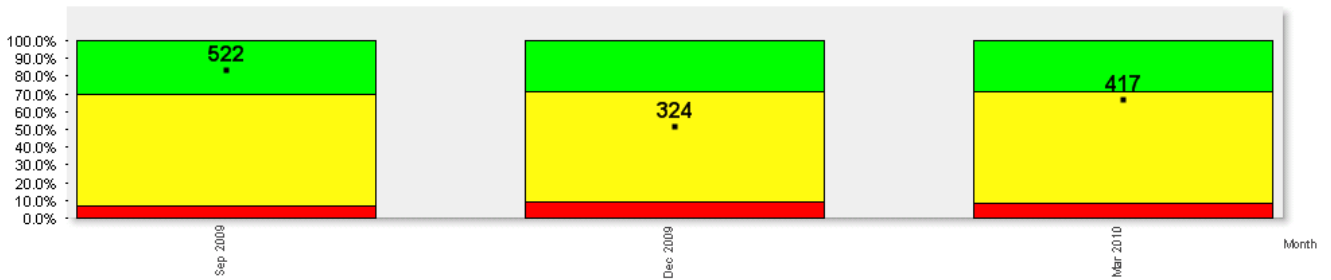
I was made aware as an outpatient that I can obtain a ticket which will allow me to exit the car park for £3.00



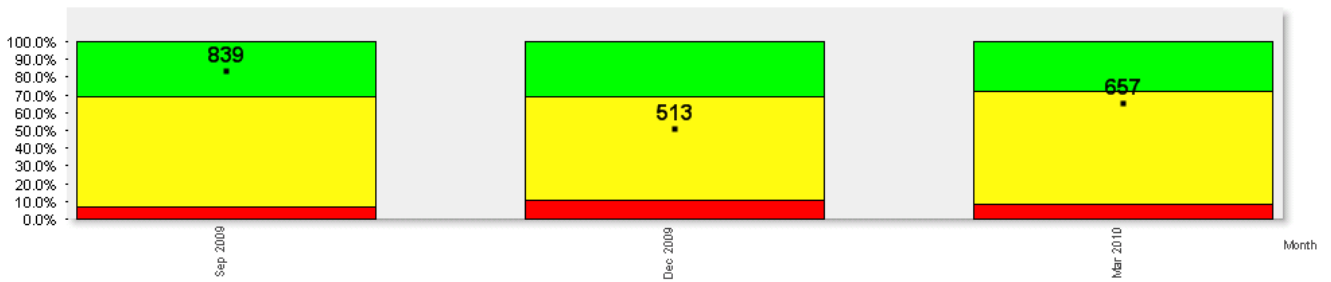
If my appointment was cancelled I was told why



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 test(s) that would be necessary during my appointment

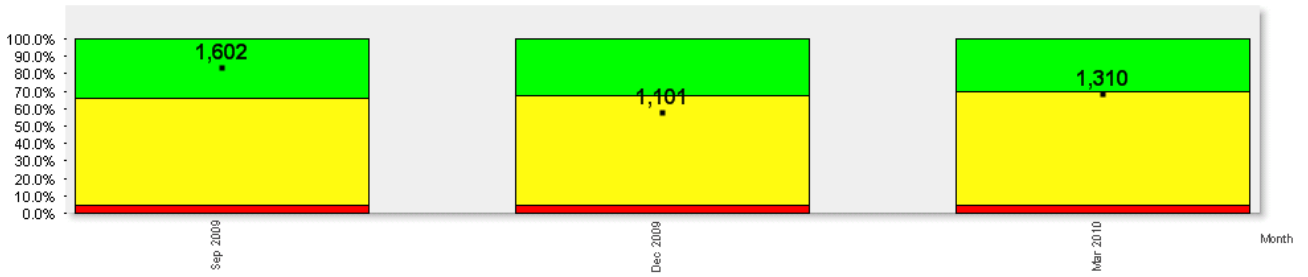


I understood why I was having tests

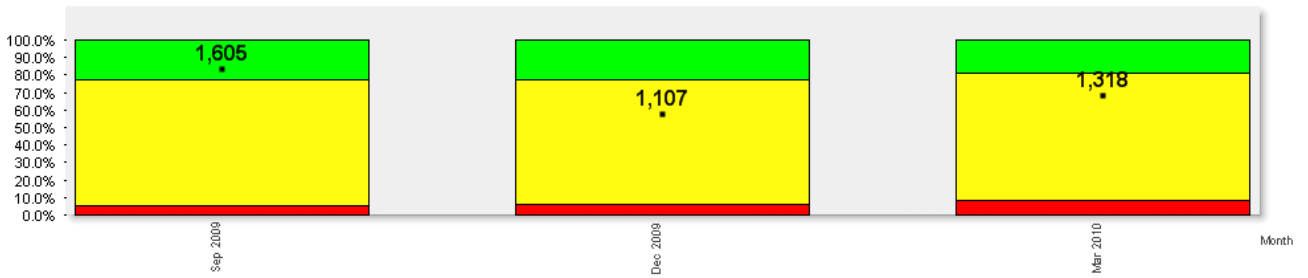


During the appointment

The receptionist was welcoming



The waiting area was comfortable



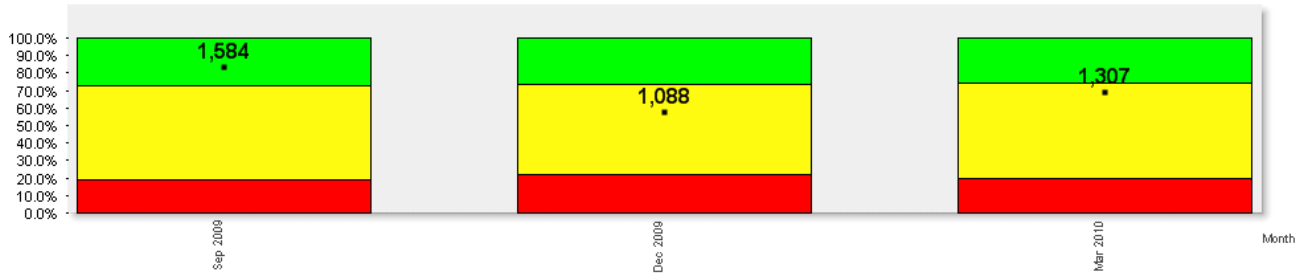
The clinic appeared clean and tidy



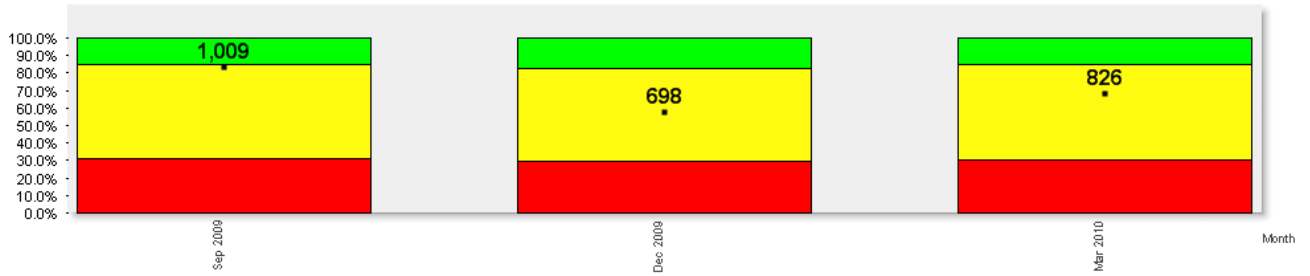
The toilets were clean



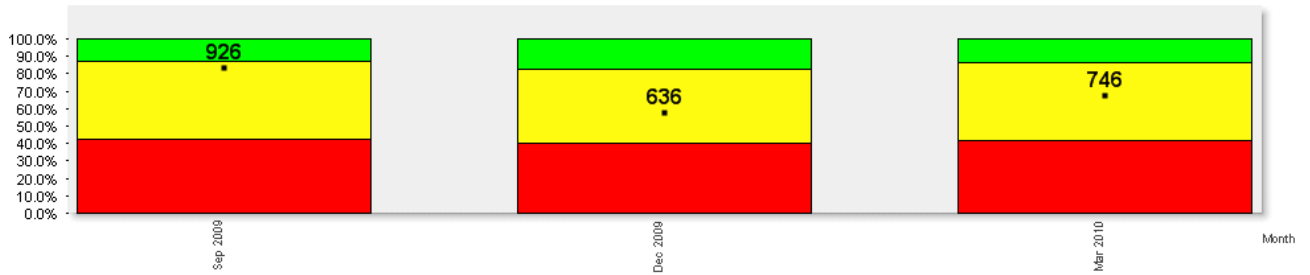
My waiting time in clinic was acceptable to me



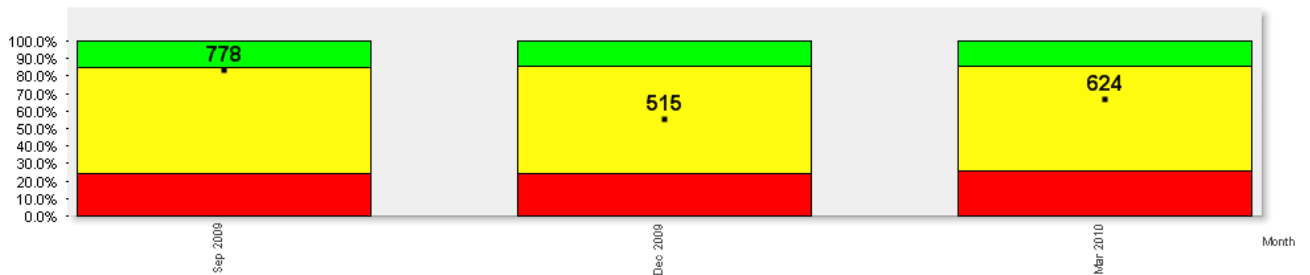
I was kept informed if the clinic was running late



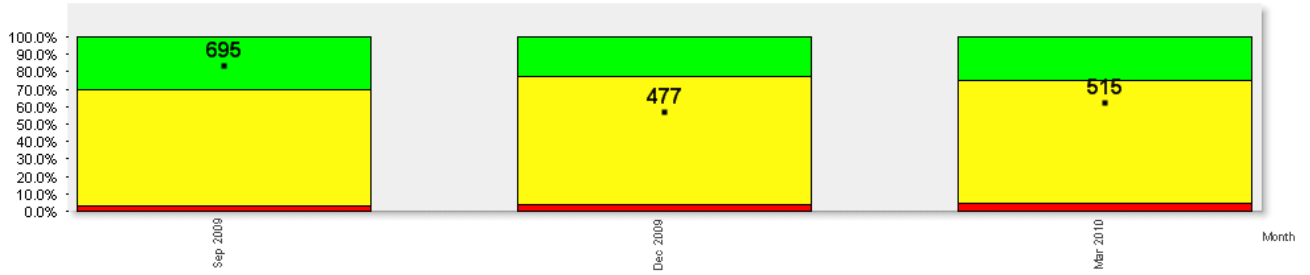
If the clinic was running late I was told why



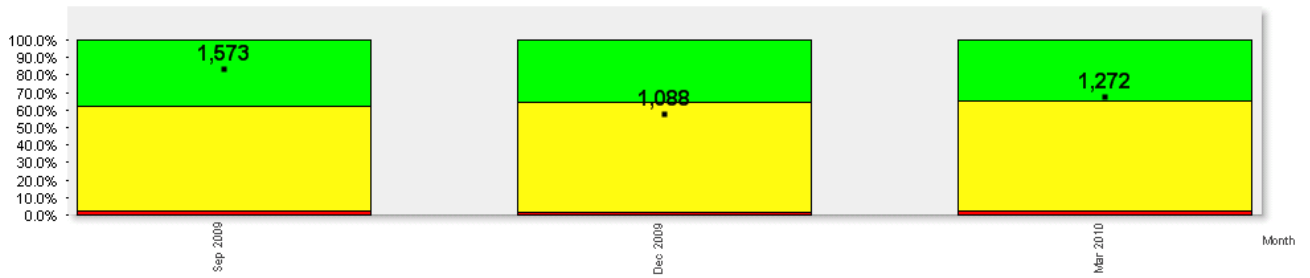
If I needed it I was informed of where to find a snack



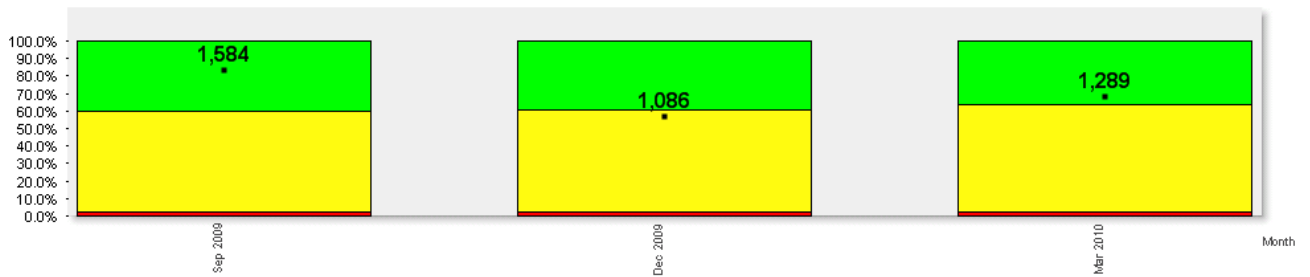
My permission was requested to have students present



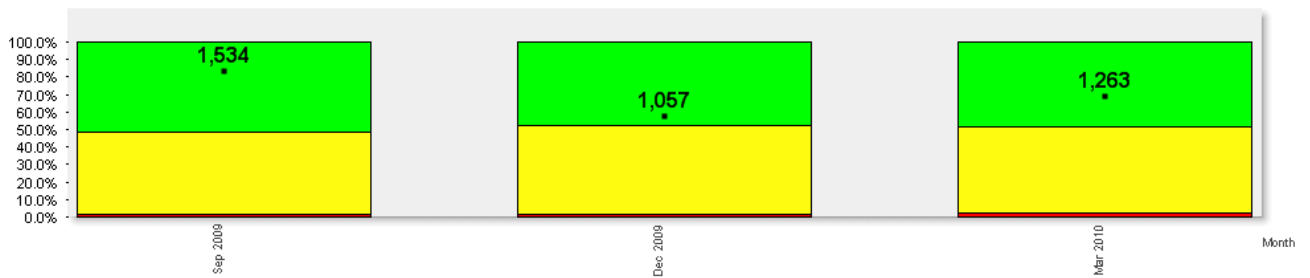
I had time to ask questions



Information was given to me in a way that I understood



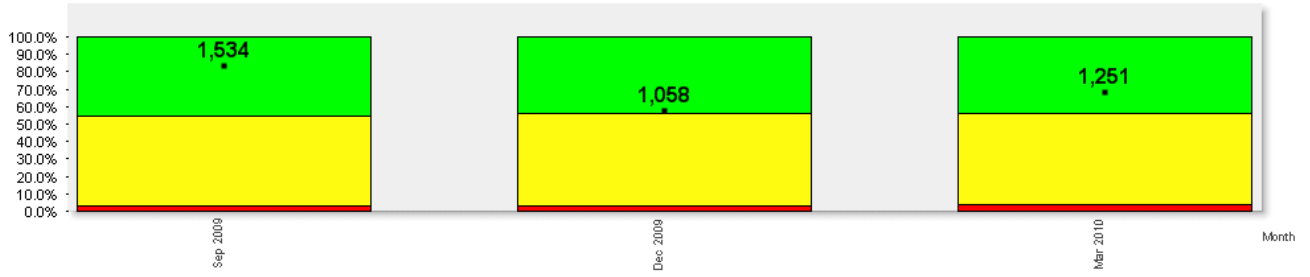
The doctors were kind and caring



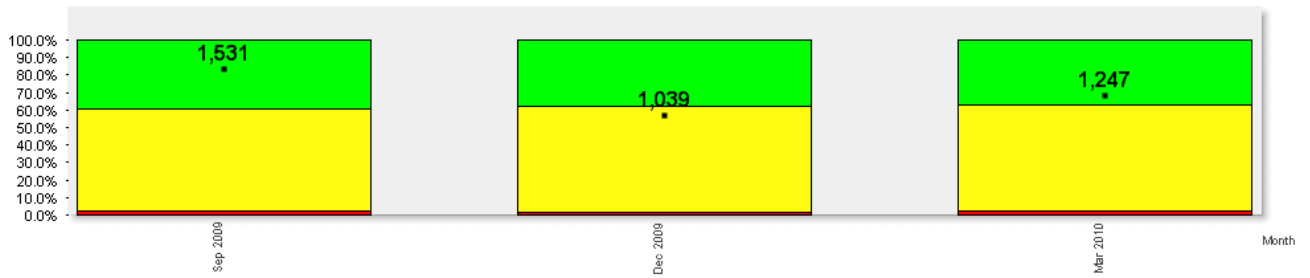
The nurses were kind and caring



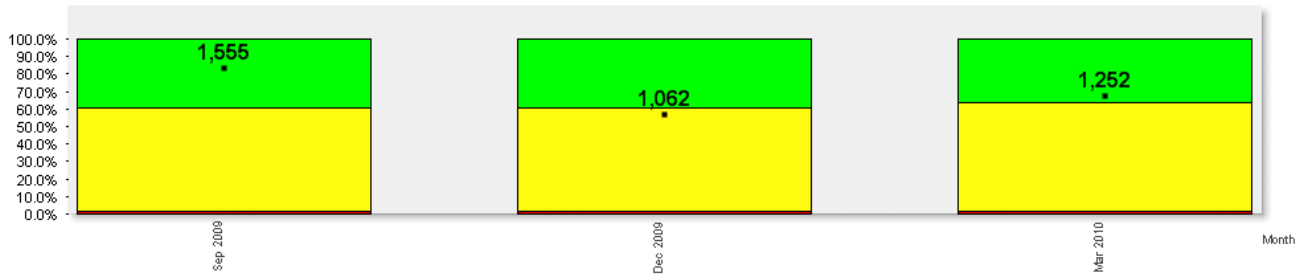
I was able to talk and share my thoughts whilst with the doctor



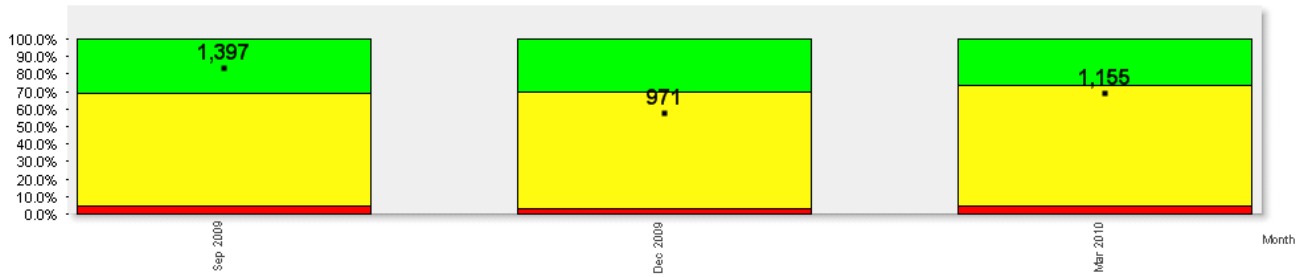
Staff listened to me



I felt comfortable talking to the staff

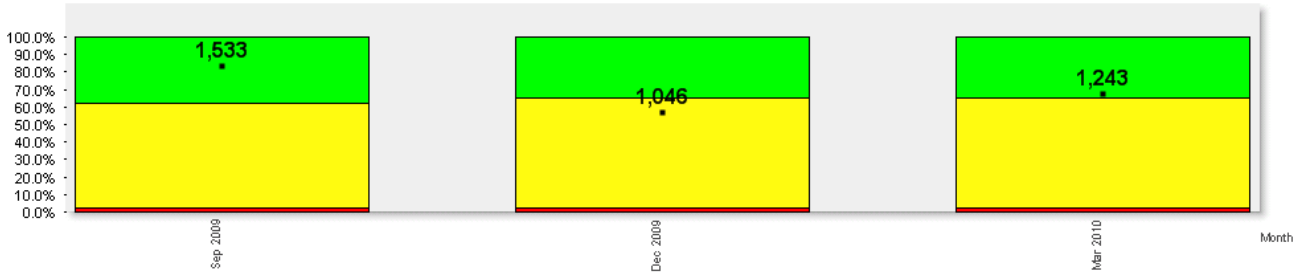


I was never given conflicting information



Post-appointment

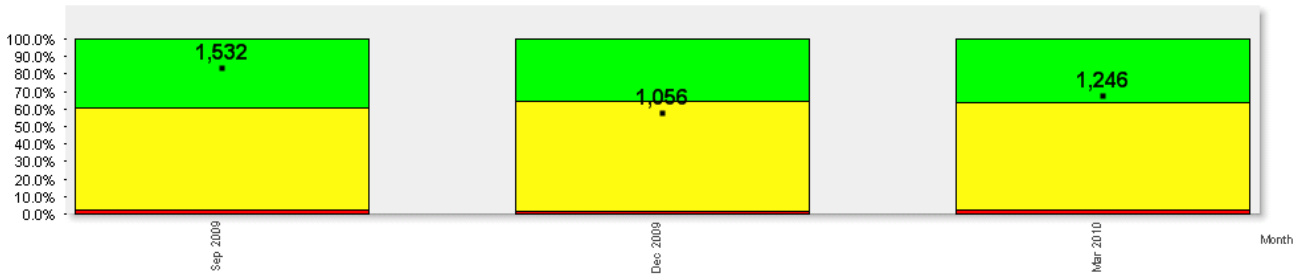
I was informed of the next steps regarding my care at the end of my appointment



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

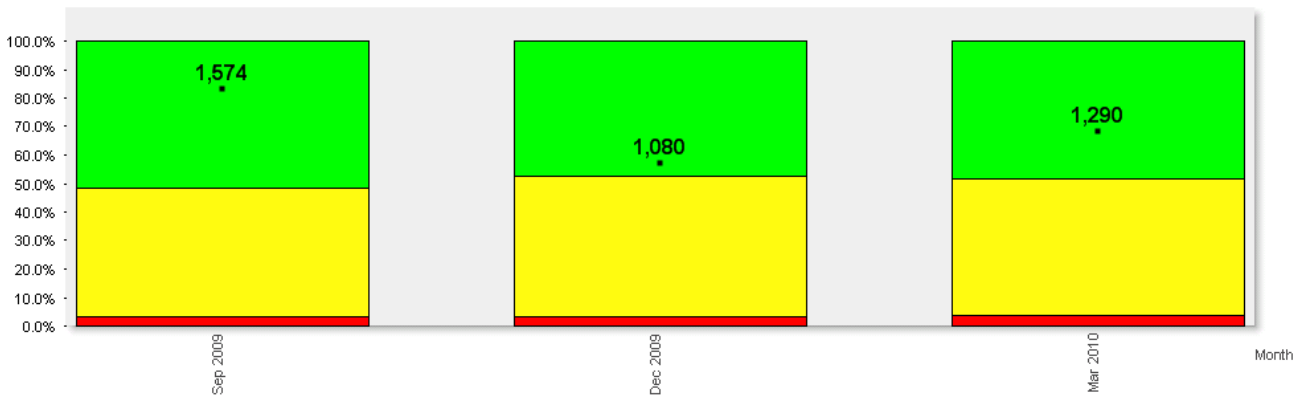


The doctor introduced him/herself to me



Overall

What were the patient's overall impression of the service?



Appendix 2

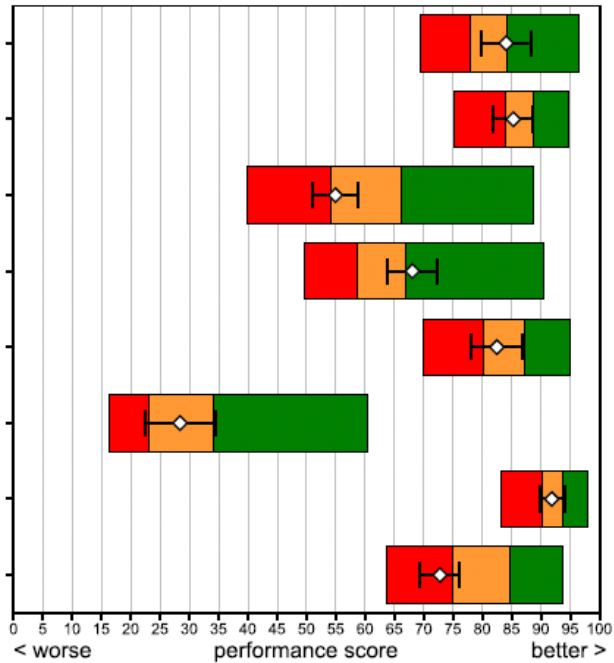
National Inpatient Survey 2009 results for Cambridge University Hospitals NHS Foundation Trust

Key:

■ 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.			

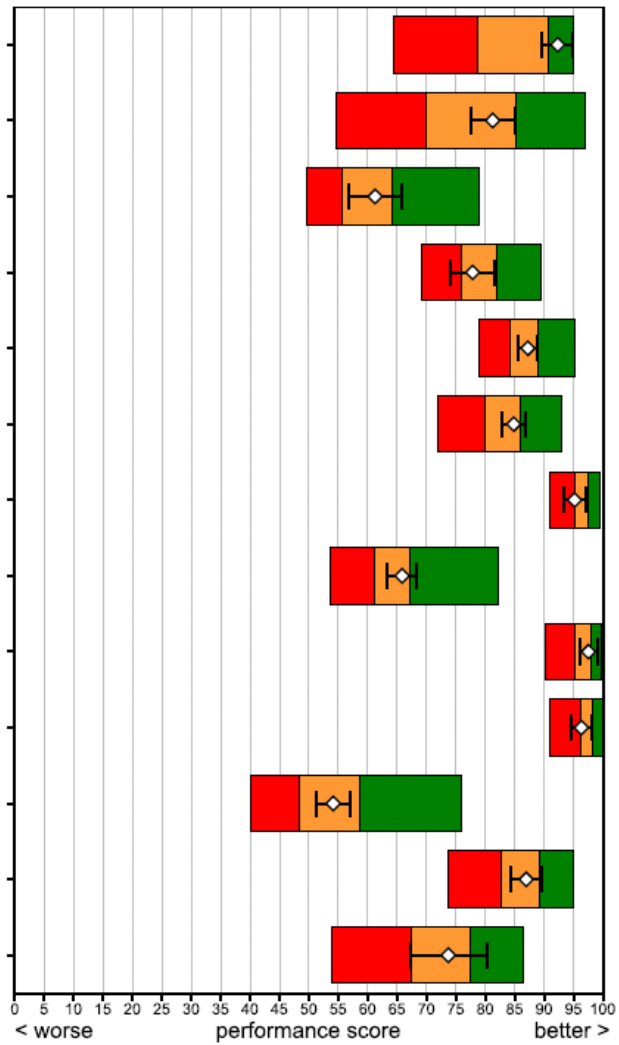
Admission to hospital

- How much information about your condition did you get in the A&E Department?
- Were you given enough privacy when being examined or treated in the A&E Department?
- How long did you wait from arriving at A&E to be admitted to a bed on a ward?
- Overall, how long did you wait from being referred to hospital to be admitted?
- 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?



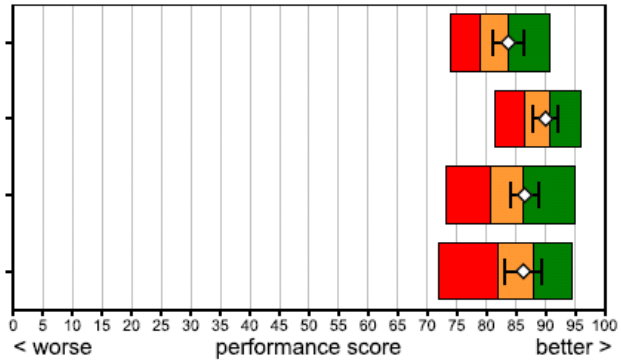
The hospital and ward

- 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?
- Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?
- Were hand-wash gels available for patients and visitors to use?
- 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?



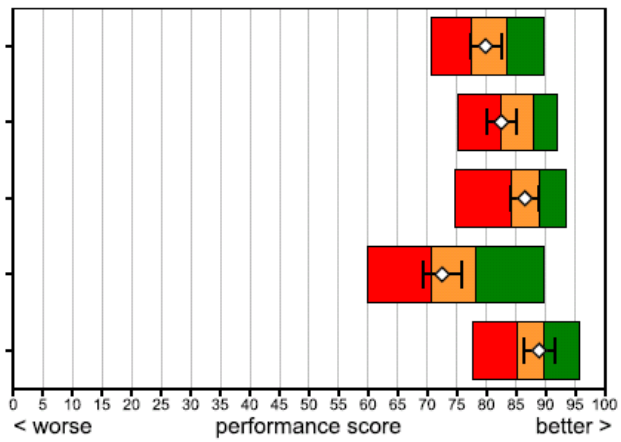
Doctors

- 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?



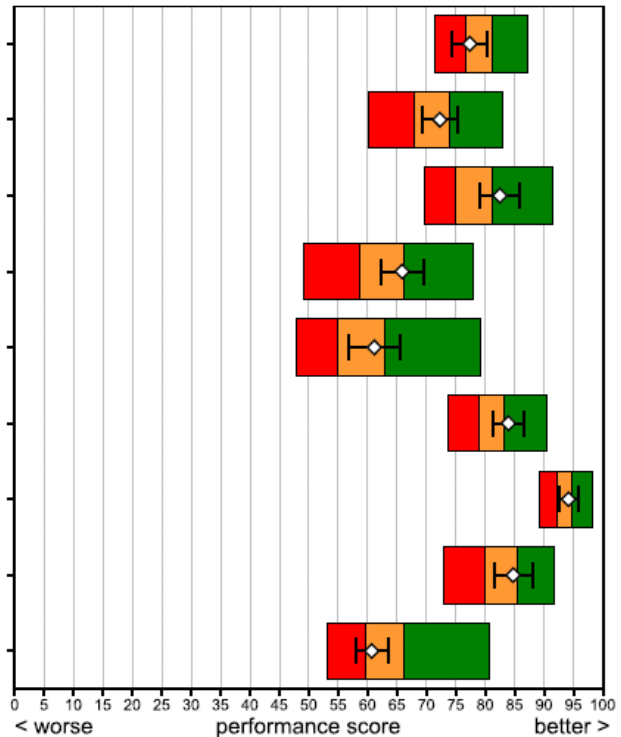
Nurses

- 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?



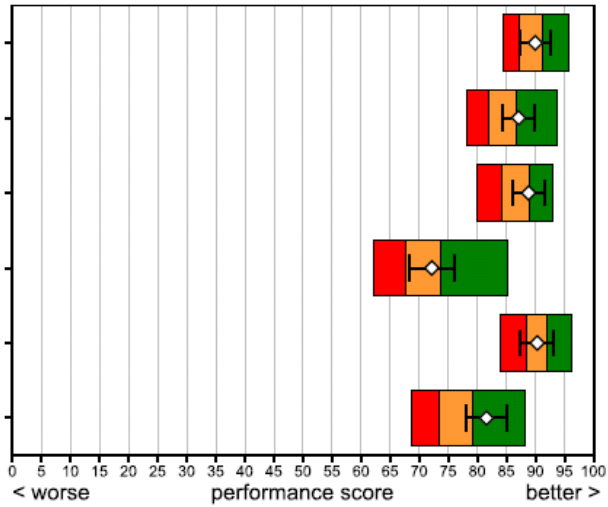
Your care and treatment

- 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?



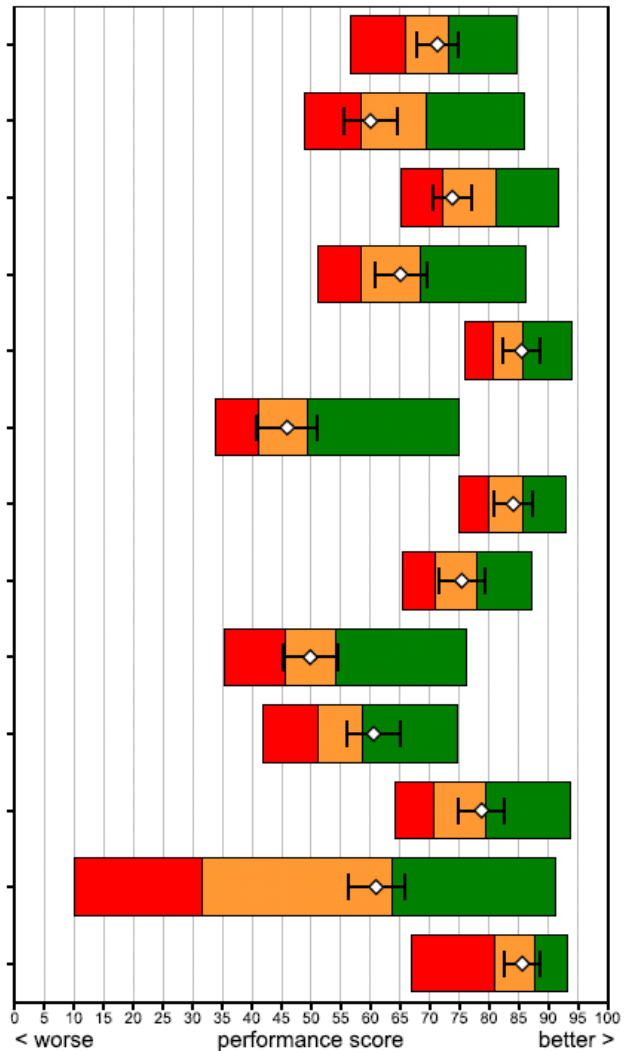
Operations & Procedures

- 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?
- Were the letters written in a way that you could understand?



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?

