

Report to:	7 U X V W %3XDEUOL F	Agenda item:	

Status:	Information	Discussion	Assurance	Approval
	[			

Board Assurance Framework – Strategic Priorities	6HOHF DSSOLFDEOH
Local Services - :H ZLOO PHHW • :FH :H' ð P9 • @ ð 0' À P q • ð P L W D E 0	

Patient Experience Report - Quarter 3  
1/10/2018 to 29/12/2018

P

Actions taken since last report

- x 3\$/6 DWWHQGDQFH DW DOO GLUHFWRUDWH PDQDHLQJHQWFLRQV SXUVXHG
- x \$ QHZ FRPSODLQWV FRPSOLDQFH UHSRUW LV EHLQJ SXOOHG W HDFK TXDUWHU
- x \$ TXDUWHUO\ 3\$/6 PHHWLQJ ZLWK DOO WKH GLUHFWRUDWHV LV WKLV D XVHIXO ZD\ WR VKDUH OHDUQLQJ IURP 3\$/6 LVVXH
- x 7KH OLQH PDQDJHU IRU PHPEHUV RI VWDII QDPHG LQ QHJDWLY IRUZDUGHG WKH SDWLHQWV FRPPHQWV VR WKDW WKH\ FDQ IR VWDII
- x &RPSOLPHQWV IRU VWDII PHQWV SDRWLHQWV\ IHHGEDFN LV VHQW R 2XWVWDQGLQJ ([FHOOHQFH IRUP

Complaint themes

- 7KH . FDWHJRULWR DFRPSODLQWVWLQHPWKLV TXDUWHU
- x 3DWLHQW FDUH LQFOXGLQJQXWDLQWLRQ DQG K\GUDWLRQ
  - x &OLWHDVPHQW
- 7KHUH ZHFRQFHUQVKHQADLVQXHV IURPFRQFHUQV
- x 3DWLHQWFXGLHQJLQXWULWLRO DQZGKKGUDWLRQWKHVH LQ WKH 'LUHFWRUDWH
  - x \$\$SRLQWPHQWV LQFOXGLQJ GQOD\ DQG FDQFHODWLRQV
  - x &RPPXQLFDWLRQ
- FRBODLQWV ZHUH SHEHHYDNGRLZQ4RI QXPHURVDFRPSODLQWV DFFR WKH . VXEMHFW FRGH LV OLVWHG EHORZ E\ GLUHFWRUDWH

CSFS Finance and

Appointments

0

0

0

0



7KH IROORZLQJ JUDSK VKRZV WKH QXPEHU RI FRPSODLQWV E\ GLUH

Themes and actions

'HSDUWPHQW : 7RSLF

\$FWLRQV

Endoscopy  
Department

:DLWLQJ WLP HVVXUHQZHUH UDLVHG ZLWK :HHN 6XS  
EHG DYDLODELOLW\ WR EHG DYDLODELOLW\  
DQVVRXUFLQJ SURYLGHU :DLWLQJ WLP HVVXUHQZHUH UDLVHG ZLWK :HHN 6XS

Radiology  
Department

6 " G W Lh vfm` QR ` € eô½ñ P LpA0 - K \ DYLGHU WLP HV  
tepa 90.90pe f25708 760.36 11<</MCID 5 >>BDC /C2\_0 1 Tf 0.96 56 0.74e f BT /CS92 scn /TT0 1

Themes and actions

Department/Ward	Topic	Actions
Farley Ward	8QVDWLVIDFW DQG WUHDWPHQW LQFOXGLHQW RQ WKH ZDUG &RPPXQLFDWLRQ FRQFHUQV	FRPPXQLFDWLRQ DUH HHGDFN IRU WHDPV WR LPS ZEMQ GHDOLQJ ZLWK (2/ LVVXH DU (2/ (QFRXUDJLQJ WKH QHGG WR UHSHDW H WLPH IRU IDPLOLHV 12. WR WDNH LQIR W R W K H G L P S E X W D Q F H R +LJKOLJKWLQJOW R W K H G L P S E X W D Q F H R FRPPXQLFDWLRQ
Emergency Department	8QVDWLVIDFW &OLQLFDO WUHDWPHQW DQG DWLWLWXGH	FRPPXQLFDWLRQ DUH HHGDFN WR LQGLYLGXDO FRPPXQLFDWLRQ WR SDWLH FRPPXQLFDWLRQ RI FOHQWRYR FRPPXQLFDWLRQ
Pitton Ward	8QVDWLVIDFW WUHDWPHQW GLVFKDUJH SURFHGXUHV	FRPPXQLFDWLRQ DUH HHGDFN WR VWDII WR D FRPPXQLFDWLRQ RI FOHQWRYR FRPPXQLFDWLRQ IDPLOLHV

Compliments

FRPSOLPHQWV ZHUH UHFHLYHG LQ 4XDUWHU WKH EUHDNGRZQ  
 \$08 &DUGLROXUULQJWRDUJHQF\ 'HSDUWPHQW (FRPPXQLFDWLRQ) DUH ZDUG  
 +RVSLFH1HXURSK\VLROH EURNH ZDUGWRQ ZDUG\QFK ZDUG  
 ZDUG 66(8 7LVEXU\ ZD:UKG WHSDULVK

Musculo-Skeletal Directorate

4XDUWHU



x 7KH 3\$/6 GHSDUWPHQV RPHHFWVHQQG HQTXLULHV LQ 4XDUWHU  
UHVROYHG E\ WKH WHDP  
x 7KH 06. GLUHFV RPHHFWVHQQG SODQ RXWVWDQGLQJ FRPSODLQWV  
VLQFHDQXDU\

8SKHOG	3DUWLDOO\ 8SKF 1RW XSKHOG
	6 2

- o 7KH ROGHVW FRPSODLQW RSHQ LV <sup>wk</sup>HFZKPLFKUZDV ~~CZHU~~ XW  
 WRRG <sup>wk</sup>HFHPEHU WKDW WKH 'LUHFWRUDWH 0DQDJHU ZI  
 SDWLHQW WR GLVFXVV KLV LVVXH DV WKH FRQVXOWDQW  
 WKH FRPSODLQW ~~QXVODWZ EHHQ~~ )XUWKHU UHPLQGHUV KDYH E  
 DZDLWLQJ FRQILUPDWLRQ WKDW SWOLFHV ~~SOXSRKHU~~ FODVW  
 IURP WKH FRPSODLQW ~~HEDDURQ~~ ZKLFK KDV EHHQ IRUZDUGH  
 WHDP ~~7KH~~ UHVSQRVH KDV VLQFH EHHQ FKDVHG E\ WKH 3\$/6 V
- x 7KH PRVW FRPPRQ WKHPHQW FRPSODLQW ~~SRVSRQH~~ SRVWSRQH  
 FRPSODLQWV FRQFHUQV LQVHQVLWLYH FRPPXQLFDWLRQ FF  
 FRPSODLQWV FRQFHUQV ~~DQ~~ ~~SRGLQVPHQW~~ FRPSODLQWV FRQ
- x 7KH KLJKHVW QXPEHU RI FRQFHUQV ZHUH IRU ~~DRG8WZBRKH~~ QW  
 FRQFHUQV ~~USKWKDORRGR~~ FRQFHUQV
- x 7KH 3\$/6 RIILFH KDYH ~~UTXFLYHG~~ DQG FRPPHQWV ZKLFK ZHUH U  
 WHDP
- x 6XUJHU\ KDYH WZR DFWLRQ ~~SODG~~ RXWVWDQGLQJ

Them70038>3690300520046>3<013>4<005300051>19.63 84 85 TdQ q 312 Tc 0s07 T 19.06 060-203>T

8SKHOG



Food and nutrition on the ward

7KUSRVLWLYH QHJDWLYH FRPPHQWV ZHUH RIBFDIQGHCXWHJLDWLGRLQJRQV  
QHJDWLYH FRPPHQWV DUH VKRZQBQGDWIKWQZFWKSGORXGJGJEYHORZHDW  
SURPLQHGFH WR ZRUGV WKDW DSSHU PRUH IUHTXHQWO\ LQ WKH

Noise

\$ WRWDSRRLWLYH QHJDWLYH FRPPHQWV ZHUH RULVHLYHKGI QHJDWLYH  
DUH VKRZQ LQ WKH ZRUG FORXG EHZ

Call bells

)LYH SRVLWLYH DQG QHJDWLYH FRPPHQWV ZHUH UHFHLYHG UH  
WKH\ QHHGDUKHZ WKH QHJDWLYH FRPPHQWV ZHUH PDGH DUH  
:KLWHS DULVK \$PHVEXU\ %UHDPRUH )DUOH\

7KHHVH KDYH EHHQ FDWHJRULVHG DQG WKH EDODQFH RI SRVLWLYH  
EHORZ

Lack of services at the weekend

- x 2QH SDWLHQW ZDV FRQFHUQHG WKDW WKH J\ P ZDV QRW DYDLOD  
LW ZDV RSHQ LW FRXOG JZDWL W XIR\UJHTV\XLSW HQJWLQ
- x \$QRWKHU SDWLHQW VDLG WKH\ ZRXOG OLNH SK\VLRWKHUDS\ DW  
DQRWKHU VDLG WKDW WKH\ QHHGHG WR EH WXUQHG RQ 6XQGD\  
SUREOHP GHYHORSLQJ
- x \$QRWKHU SDWLHQW ZDQWHG WR VSHDN WR VRPHRQH DW WKH ZH

Discharge

- x \$ SDWLHQW ZDV GXH WR EH GLVFKDUJHG ZLWKLQ D IHZ ZHHNV E  
EH ZKHQ WKH\ OHIW
- x \$QRWKHU SDWLHQW ZDV FRQFHUQHG WKDW WKH\ ZHUH QRW JHW  
FRXOG QRW DVN TXHVWLRQV
- x \$QRWKHU KDG QRW KDG DQ\ FRQYHUVDWLRQV ZLWK 7UXVW VWDI  
SDWLHQW KDG QR LGHD ZKDW FRPPXQLW\ VXSSRUW ZDV DYDLOD
- x \$ SDWLHQW UHSRUWHG RQ FRPPXQLW\ DQG VRFLDO GLILFXOWLH  
FRQFHUQHG WKDW QR SK\VLRWKHUDS\ ZDV EHLQJ SUREOHP

Maternity

\$ WRWDO RI





## Musculo -Skeletal Directorate

### New projects

- x \$ ZRUNVKRS ZLWK SDWLHQWV IROORZLQJ FOLQLFDO SDWKZDV  
FKURQLF SDLQ ORZHU OLPE UHKDELOLDWDLRQ DQG XSSHU O  
7KH WHDP DUH QRZ ZRUNLQJ RQ WKH IHGEDFN DQG DQ XSGDV

## Surgery Directorate

### New projects

- x \$ SDWLHQW VDWLVIDFWLRQ VXUYH\ KONGE BHRVGDWHIOZBSOGRVZK  
DLP RI HVWDEOLVKLQJ KRZHGIWHEWLYHHWKH QXUVH

### Completed projects

- x 7KH SDWLHQW VWRU\ RQ WKH LVVX\HG LDXLQRFVQWGWQJWOLHYLQFHZP  
7UXVW %RDUG WR FRLQFLGH ZLWK :RUOG \$,'V 'D\ DQG ZDV ZH

## 10. National Patient Surveys

### National Maternity Survey 2018

7KH EHQFKPNDZDVO EH SXEOLVKHG E\WIKH& RQ WSHSRUWV SUHV  
&OLQLFDO \*RYHUQDQFH &RPPLWWHH DQG &OLQLFDO 0DQDJHPPHQW

### National Inpatients Survey 2018

7KH FXUUHQW UHVSQRVH UDWH UHPDLQV DW \$RPSDVIHG LZLQRZ  
FDUULHG RXW DW ZDUG OHYHO

### Urgent & Emergency Care 2018

7KH FXUUHQW UHVSQRVH UDWH LV FRPSDUHG ZLWKH\ FDRWHKLV

### Children and Young People 2018

7KH ILQDO YHOVWQERTCOHCURID C711<0



7RWDO QXPEHU RI LQW HXJSEHHUW RU V% XLVWGVK 6LJQ /DQJXDJH LQWHUS  
7RWDO FRVWV IRU LQWHUSUH.WLQJ DRQ GWLUDQV ODHODRQHLKMR ERRN  
(QGRVF8SLW

## 12. Patient Information

3DWLHQW ,QIRUPDWLRQ KDV PRYHG IURP WKH 4XDOLW\ 'LUHFWRUD  
\$OO QHZ SDWLHQW LQIRUPDWLRQ LV JLYHQ D VHQVH FKHFN E\ D JU  
DSSURYHG IRU XVH LQ WKH 7UXVW 7KH 7UXVW LV FHUWL:RUHG LDJD  
XQGHUZI\ WR SURYLGH DOO SDWLHQW LQIRUPDWLRQ ZLWKLQ DQ D  
DYDLODEOH RQ D ZLGFRYDGLMWRQ/ FOLQLFDO  
\$OO LQIRUPDWLRQ OHDICEDWMZDSSUPDQGH WR D ZHE

## 13. Equality and Diversity

7KH 3\$/6 WHDP DUH ZRUNLQJ ZLWK WKH UHFHQWO\ DSSRLQWHG (T  
DGGLWLRQDO ZRUN XQGHU WKLV KHDGLQJ JRLQJ IRUZDUGV

## 14. Parliamentary and Health Service Ombudsman (PHSO)

7KH 3+62 UHFHLYHG QR QHZ UHTXHMVMZ LRU4LQGHSHQGHQW  
7KH 3+62EOLVKHV FRPSODLQWV GDWD RQ D TXDUWHUO\ EDVLV WKI  
FRPSODLQWV UHFHLYHG DVVHVMWHG YDLOQDEQMHVWLJDWHG DQG  
DW [KWWS://WWW.PHSO.NHS.UK/WWW.PHSO.NHS.UK](#)  
[FRPSODLQWV X V W V](#)

## 15. NHS Choices website

,Q WHUH ZH FRPHQWV SRVWHG RQ WKH 1+6 &KBLFHU EBAWVWHIDWHO  
SRVLWLYH FRPSHUZRQ WH DERXW KLV WLPH LQ Wkhw \$e8 DQG 7LVEX

Actions for the PALS team for Q 1:

- x \$ WWHQG WKH \$OZD\ V (YHQW WUDLQLQJ HYHQW HQG RI \$SULO  
QRLVH DW QLJKW LQ PRUH GHWDLO
- x 6W DUW WR PRYH DOO WRK QWSD W LKH GDNVZHG SSRPUDLOR Q

### 18. Recommendations

7KH %RDUG LV DVNHGU WQ R GQ B J U H H W M L K H U D F S W R L R Q V J R L Q J I R U Z D U G V

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TITLE: +HDG RI 3DWLHQW ([SHULHQFH