Take 2 minutes……

Summer 2013

See how we did

A summary of feedback from the people who use our services

This Trust:
• Sees around 1.4 million patients every year
• Has 1800 beds in our hospitals across Newcastle
• Employs over 13,300 staff

Yet:
Every patient matters and their experience is very important to us. We collect and listen to feedback from patients, carers, staff and visitors and where we can, make changes to improve the patient experience.
This brief report outlines some of the feedback this quarter, January – March 2013 and highlights some of the key actions taken

In Quarter 1 2013-14:
We saw and treat:

• 292,455 Outpatients
• 43,755 A&E attendances
  (including Eye casualty and Walk in Centre attendances)
• 59,113 Inpatients
• patients in the community – through a range of community services managed by the Trust including four walk-in centres, nursing, health visiting and health improvement teams.

and we received:

• 158 formal complaints
• 513 PALS contacts
• 30 comments and suggestions cards
• 32 postings on NHS Choices and/or Patient Opinion websites

Spotlight on……… Easy read Patient Information

In order to make our services more accessible, we have been developing some of our patient information leaflets into Easy-read versions. These leaflets can help people with learning disabilities to understand the information and can also help people whose first language is not English as the leaflets contain pictures and photo’s to explain the text.

The Trust now has a license with ‘Photosymbols’ for use in easy-read literature. If you would like access to this facility to create your own easy-read information or would like advice on the development of patient information, have a look at the patient information intranet site (within Patient Services) or contact:
Alison Forsyth, Learning Disabilities Liaison Nurse ext 20959 or Caroline McGarry, Patient Experience and Involvement Officer on ext 31214.

Healthcare at its very best - with a personal touch
The NHS Friends and Family Test

From 1 April 2013, patients across the country are being asked whether they would recommend inpatient hospital wards and A&E departments to their friends and family if they needed similar care or treatment. Maternity departments will be included in this survey from October 2013.

In this Trust, we are using postcards given to patients at discharge or following their attendance in the Emergency Department, to ask the friends and family question. Patients can either return completed cards in the postboxes provided on your ward or Emergency Department, or by freepost to a company who are running the test for us – Quality Health.

It is really important for us to get this feedback from patients – their answers will help us to identify where improvements are needed and where good practice can be shared. It will also provide regular and timely feedback to wards about their performance via the ‘How We Are Doing Boards’

Results of the Friends and Family Test will be published nationally on the NHS Choices website (www.nhs.uk). This gives the public a chance to see how hospitals compare. A score – called the ‘Net Promoter Score’ is used to present the result. It is calculated by taking the proportion of patients who would be ‘extremely likely’ to recommend us minus the proportion who said they would be neither likely nor unlikely, unlikely or extremely unlikely to recommend the ward. The highest possible score is 100 and the lowest is -100.

In the first month of the Test – April 2013, the Trust score was 73.17. You can access individual ward scores on the Clinical Assurance Tool (CAT) and the associated comments made by patients of why they answered the way that they did will also be available for matrons and ward sisters to see why they have scored as they did and to identify any issues needing further attention.

Please encourage patients in your area to complete and return this card – it will only take two minutes to complete and will help us immensely.

For further information or any queries, please contact:

Liz Harris, Head of Nursing, RVI ext 24316
Caroline McGarry, Patient Services, Freeman ext 31214

Maternity Survey

The findings of the National Maternity Survey 2013 are due to be published very soon. The survey was sent to all women who gave birth in the RVI in February 2013. We will use the results to compare our performance to how we did in the last national survey of maternity patients which was done in 2010.

SHA Patient Experience Benchmark Pilot – The fourth and final wave of telephone surveys to patients recently discharged from the Trust is now underway. Our overall performance will be reported in the next issue of this newsletter. Thanks to all ward staff for the help that you have given the researchers over the last few months when they have visited the wards to obtain permissions from patients.
You tell us……we listen …… and do…..

Continually improving the patient experience is an essential priority for the Trust as outlined by the following key drivers:

• Care Quality Commission standards of quality and safety
• CQUIN indicator – Patient Experience
• NICE Quality Standard and Guideline for adult inpatients
• NHS White Paper: Equity and excellence: Liberating the NHS

In order to improve, it is vital that we listen to and learn from service user feedback. The following gives some examples of recent actions taken as a result of what patients and the public have told us

You told us……..
That patients who use textphones for minicoms cannot always get through to the Trust.
This can be a big concern especially if people need to speak to someone urgently e.g. if they are contacting the Emergency Department or the Maternity Unit or advice in labour. It can also be an issue if staff need to contact a deaf or hard-of-hearing patient by telephone e.g. to arrange an appointment at short notice,

We did……..
To enable us to communicate with deaf, hard of hearing and speech impaired people, staff can now contact people using ‘Text Relay’ on any trust telephone.

The UK’s text-to-voice relay service is available 24 hours a day, seven days a week. Guidance has been provided for staff on how to access and use the system. The system can also be used by patients to contact the Trust – staff will receive a message for the Text Relay assistant to alert them to the call.

That there can be a wait in pharmacy for prescriptions to be dispensed. There is not a great deal of room within the department for people to sit and wait.

People can now ask staff to contact their mobile phone number to let them know when their prescription is ready for collection. This enables patients to go for a coffee, to the shop or wait outside the department.

Top Tip:
If your clinic or area experiences any delays – tell patients on arrival that there is a delay, the reason why and how long they can expect to wait. Don’t forget to apologise for any inconvenience caused.

Please tell us if you have made changes as a result of patient feedback so we can include directorate or service specific information within future reports.
Caroline.mcgarry@nuth.nhs.uk ext 31214
Developments in Patient Experience

In the news….

03/05/13 – The Trust is named as one of the CHKS 40 Top Hospitals 2013. The 40 Top award is based on the evaluation of 22 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care. Kingsley Smith, Chairman of the Trust said ‘It is a great honour to receive this prestigious award for the 13th consecutive year. We are one of only five Trusts in the country to have accomplished this which is a great demonstration of the high standards of care patients can expect to receive in our hospitals and out in the community. As ever, it is our staff I must thanks who are so dedicated, committed and hard working, and I would like to pay tribute to all those who have contributed so much to the continuing success of the organisation.’

17/06/13 – An innovative bedside-based system to provide information on the likely outcomes for patients following a stroke came top in the category for Innovative Service Improvement in the 2103 NHS Bright Ideas in Health Awards.

30/05/13 – Brain Haemorrhage patients offered better treatment – An international trial, led by Professor Mendelow has provided surgeons with a formula which predicts when brain haemorrhage patients need surgery for the best outcome.

31/05/13 – Newcastle University and Newcastle Hospitals have been awarded nearly £800,000 to improve the way diseases are diagnosed. The money will fund research that looks at the way a number of difference diseases are diagnosed so patients can access the best available treatments more quickly. For further details of these and other items of Trust news, please visit the Trust website at www.newcastle-hospitals.org.uk

Coming soon ….

Project Care Connect
Care Connect will be a new online service enabling patients and the public to act as the “eyes and ears” of the NHS in an open and transparent way. It is going to be launched on 31 July 2013 and the Trust has agreed to become part of a Newcastle pilot. Members of the public can use the site to:
1. Share their experience
2. Ask a question
3. Report a problem

It is hoped that this service will makes the NHS more accessible and transparent to the public and will help the NHS quickly understand areas of concern and respond accordingly.

Further details and updates on the project will follow.

For further information on any issue in this report or to include patient experience feedback in future reports, please contact: Caroline McGarry, Patient Experience and Involvement Officer Caroline.mcgarry@nuth.nhs.uk ext 31214

Talk to us
Your voice will be heard, listened to, and acted upon.

… and help us to improve your NHS service.
Tell us when things are going well, and when they’re not, so we can do something about it.

Your care and ours – let’s work together to make things better.