Take 2 minutes……

See how we did

Summer 2014

A summary of feedback from the people who use our services

This Trust:
• Sees around 1.4 million patients every year
• Has 1,800 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, April to June 2014, and highlights some of the key actions taken.

In Quarter 1 2014-15:
We saw and treated:
  • 301,095 Outpatients
  • 46,405 A&E attendances
    (including Eye casualty and Walk in Centre attendances)
  • 60,637 Inpatients
  • 129,155 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:
  • 183 formal complaints and 118 Patient Relation Enquiries
  • 664 PALS contacts
  • 165 Take 2 minutes comments and suggestions cards
  • 55 postings on NHS Choices and/or Patient Opinion websites

Spotlight on… The Adult Safeguarding Team

The words “Adult Safeguarding” to some may leave them with a feeling of dread, panic, fear or perhaps even curiosity. For the Adult Safeguarding team, safeguarding means balancing protection and empowerment for individuals who are often living with complex needs.

Each week in Adult Safeguarding flies by. There is no typical day and we can go from domestic abuse multi agency risk assessment conferences (MARAC) to telephone discussions with staff to offer advice and support about protecting vulnerable adults. The team work Monday to Friday and welcome any concerns, questions or queries. If you would like to know more about Adult Safeguarding, there are a number of courses you can sign up for or you can come and spend some time with the team. For more information, please contact the Adult Safeguarding Team on 0191 2820959.
The NHS Friends and Family Test – The story so far

The Friends and Family Test is an easy-to-understand question that is asked of patients about the care and treatment they receive in acute inpatient wards, maternity service or A&E departments across England.

How likely are you to recommend this ward to your family or friends if they needed similar care or treatment?

The test was launched in April 2013 and since July 2013, monthly updates are published on NHS England and NHS Choices websites. Results are available at trust level, site level and ward level on the NHS England website. We publish own results on each wards’ ‘How we are doing’ board. A score (the Net Promoter score) is used to present the results. This score is calculated by taking the proportion of patients who would be ‘extremely likely’ to recommend the Trust 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.

The following chart shows how our wards compare to an average of local Trusts. This Trust is shown as the red line.

We also get some great comments about our staff. Ask your sister or matron for more details.

A number of challenges face us going into 2014-15. We need to:
- get a higher response rate – please encourage your patients to take part
- include outpatients and day case patients by October 2014
- include all NHS patients by end of March 2015
- show more about how we respond to the comments and make improvements

‘Gold Standard Patient Information Films’

Three specially-produced films to show people with learning disabilities what to expect when coming to hospital for a radiology appointment were described as potentially setting the national ‘Gold Standard’ for how patient information should be given, said Dr Dominic Slowie. Dr Dominic Slowie, National Clinical Director for Learning Disabilities was a guest at the official launch led by Sir Leonard Fenwick.

For patients with a learning disability, undergoing a radiological procedure can be a worrying experience – the films are a way of showing people what to expect before they come for an x-ray, CT scan and an MRI scan. The Trust worked with Them Wifies and Hype Film to create the short films which are now available on the Newcastle Hospitals YouTube channel – www.youtube.com/NewcastleHospitals

Andrew Dodd and June Dickman – two of the films’ stars
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.

Patients told us……..

There isn’t enough disabled parking spaces in the hospital.

The family of a patient complained about their father’s discharge in particular they had concerns about his ability to manage at home.

Patient complained of a long waiting time in the Audiology Repair Clinic.

We did……..

The Trust provides free disabled parking for patients and visitors who are able to access a disabled parking bay. The number of spaces we provide for patients at the Freeman Hospital is 577, of which 96 are designated for free disabled parking use. This is an increase of 18 spaces since 2011. In line with the Interim Planning Guidance for Newcastle upon Tyne – April 2010, expectation on the provision of disabled parking within a healthcare development is 4%. The allocation of disabled parking at the Freeman Hospital is 16.64% of total patient and visitor spaces. We do understand that car parking can add to a stressful situation when attending the hospital and continue to review our provision.

The ward have reviewed their team communication and planning to ensure patient and carer perspective is included in discharge plans. A daily “Ward Safety Huddle” has been implemented in which a number of issues are discussed including patient discharges planned for that day, discharge destination and other relevant information.

The Directorate have reviewed and adjusted the process for managing the clinic and also appointed two assistant audiologists to undertake simple hearing aid repair. The waiting time for hearing aid repair has, more recently, been reported very favorably by patients.

Top Tip – Remember to tell patients as they arrive for appointments if the clinic is running late and how long they can expect to wait. Also, apologise for any inconvenience caused and update patients regularly about any delays.

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
In the news….

17/04/14 – North East health project for Chinese Communities shortlisted for national award. Developed by consultants from the Freeman Hospital’s Liver Unit, the project aims to raise awareness of chronic Hepatitis B (cHBV) to high-risk communities, such as those born in China. The project has been shortlisted for a Shire Award for Gastrointestinal Excellent (SAGE) which recognises excellence and innovation in patient care.

01/05/14 – Newcastle Physiotherapist becomes an official ‘Buddy’ – Two young patients at the RVI nominated David Hopper – a Clinical Specialist Physiotherapist for The Haemophilia Society’s award. The awards recognise the support provided by the friends, family and healthcare professional of children who have to cope with bleeding disorders.

01/05/14 – ‘PeePod’ wins national award – A new medical device developed in the Trust to help men who suffer from lower urinary tract symptoms is in line for a prestigious award.

23/05/14 - Newcastle Hospitals lead in lung cancer treatment – Findings of the latest national audit shows that lung cancer patients in Newcastle Hospitals have a better chance of survival and are more likely to receive active treatment than in other Trusts.

For further details of these and other items of Trust news, please visit the Trust website at www.newcastle-hospitals.org.uk

Updates… Great News from Catering

Both the Freeman and RVI catering department have now achieved Gluten Free accreditation. This will improve the experience of our patients who have special dietary requirements.

Added to this, the RVI has appointed a Trainee Diet Chef, Nicole Gibson. Nicole, pictured left, has recently been awarded Silver for a cookery competition held at Newcastle Civic Centre. She will take on the challenge to develop all RVI patient vegetarian recipes. This will move RVI Catering away from bought-in ready meals towards freshly cooked, exciting and nutritious vegetarian meals prepared in-house with the support of the RVI Head Chef and Dieticians.

Coming Soon - Childrens and Young People’s survey

The Care Quality Commission (CQC) have recently confirmed that a national survey of children and young people (inpatient and day case) will be running in Autumn 2014. The survey will cover children aged 0-15 and their parents and carers.

To meet the ethical requirements of this survey, the Trust will need to give a flyer to all parents of children and young people, aged 0-15 years old, who are discharged from hospital either following an overnight stay or attending as a day case.

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