Take 2 minutes…

See how we did

A summary of feedback from the people who use our services

This Trust:
• Has around 1.6 million patient contacts 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, April to June 2015, and highlights some of the key actions taken.

In Quarter 1 2015-16
We saw and treated:
• **303,033** Outpatients
• **46,619** A&E attendances
  (including Eye casualty and Walk in Centre attendances)
• **62483** Inpatients
• **121,285** patients in the community – through a range of community services managed by the Trust including, nursing, health visiting, sexual health services, rehabilitation and screening services.

And we received:
• **7,654** comments on the Friends and Family Test surveys
  • **187** formal complaints and **99** Patient Relation Enquiries
  • **683** PALS contacts
  • **433** Comments and suggestions cards
  • **69** postings on NHS Choices and/or Patient Opinion websites

**Did you know…** – *If patients wish to make a complaint, the ‘Complaints Procedure’ booklet is now available on the internet in British Sign Language (BSL) as well as the top five languages requested by the interpreter service – Arabic, Bengali, Chinese, Czech and Slovak.*

Date for your diary:
The Trust Annual General Meeting will be held on Wednesday 23rd September at 6pm in the Function Room, Education Centre, Freeman.
All Welcome
The Newcastle upon Tyne Hospitals NHS Foundation Trust has emerged as the clear regional winner after the results of the most recent survey of hospital inpatients were published by the Care Quality Commission in May.

The Trust was also rated better than the national average in eight out of 11 categories of performance. The highest score was a satisfaction rating of 9.3 out of 10 for its emergency and accident and emergency services.

The survey asks inpatients to rate their care based on five areas:

- Access & Waiting
- Safe High Quality Coordinated Care
- Better information/ more choice
- Building closer relationships
- Clean comfortable friendly place to be

The Newcastle Hospitals scored the highest in all five categories with an overall score of 82.0—well above the England average score which was 76.6.

Sir Leonard Fenwick, Chief Executive says: “These results are highly encouraging, demonstrating that the Newcastle Hospital’s overall patient experience score for the survey was higher than the England average, and all other local trusts in the Northern Region.

“We pride ourselves in putting the patient at the heart of everything that we do, and these results are testament to how our staff go over and above to ensure they provide healthcare at its very best to all our patients, each and every day.”

Patients were given the opportunity to give comments which included:

“All the staff are wonderful, supportive, caring. They really go the extra mile to care for you in a way. Even though I want to go home, I will miss them.”

“Felt safe with compassionate, kind, professional staff. I was given expert care by everyone, from the highest grade staff, to the lowest grade. All lovely, caring people who are dedicated to their jobs.”

“All staff from the cleaners to the head medical staff are friendly, and approachable, never made me feel daft when I asked any questions, always found time to answer me and give me honest answers, always clean and tidy.”

### Complaints Handling Evaluation

As you can see above, for the vast majority of our patients, we get it right. However, we do understand that occasionally things go wrong and this leads to complaints. Our Patient Relations Team do a great job of receiving, acknowledging and responding to concerns and complaints but were keen to understand whether the work they do to respond to these people does resolve the issues and concerns. An evaluation form was sent to all people whose complaint was dealt with between September 2014 and March 2015 (349 sent with 72 returned 21% response rate).

<table>
<thead>
<tr>
<th>For every 10 complaints surveyed:</th>
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<tr>
<td>1.9 were Very Satisfied</td>
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<tr>
<td>3.8 were Satisfied</td>
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<td>2.6 were Dissatisfied</td>
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<tr>
<td>with the way their complaint was handled.</td>
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<tr>
<td>The remaining 1.7 represents 5 respondents who were Very Dissatisfied and 1 with no record.</td>
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Within the questions about the final response, they received to their complaint, respondents felt most unhappy with the overall response time and the points being covered from the original complaint. Patients also feel as though they don’t have an opportunity to comment on any actions or changes. We will be using this feedback to review and improve our complaints process.
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
- Open and Honest Care reporting

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 is a lack of access to some specialist food required by a paediatric patient when the dietician is not available.

The matron, dietician and catering staff have worked together to review the issue and identify a number of actions to improve the ability of all wards to respond to patient needs. This includes: training for diet cooks by the dieticians, posters advising patients about allergy information on menus displayed across the Trust, Allergen specifications are now available for all food items on the menu, a manual of instructions for dealing with special diets ‘out of hours’ low allergen menu developed and labelling of food in snack fridges to meet the needs of patients with a food allergy.

There was concern that a baby with jaundice had been discharged home too early.

A review of the records showed the jaundice level had been plotted incorrectly on one occasion and the baby should not have been discharged from hospital. The charts now used require the nurse, doctor or midwife to record further details of the 6 hourly check, additional training for staff has been undertaken and the infant care plan discussed at team meetings.

The sleep of a patient on a Critical Care Unit was disturbed by the noise of the exit door. This, in conjunction with the effect of their pain killing drugs made the patient restless and sleep deprived.

The Estates Department have been asked to change the door release to make it quieter when shutting. In addition, guidance has been developed for staff to prevent delirium and good sleep measures have been incorporated – staff are reminded to be aware of the important things such as noise, light, loud talking and how comfort measures such as ear plugs or eye masks can help.

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Spotlight on...
The Head of Patient Experience

Having worked within the Trust for a number of years in operational roles Andy Pike has recently been appointed as the Head of Patient Experience. This newly created role is part of the restructure of Patient Experience and Patient Relation functions by strengthening the integration of Patient Carer and Public Involvement (including Friends & Family), Equality and Diversity and Complaints Management under new leadership. Andy is excited about working with all teams across the organisation to further improve the excellent service we offer patients and ensure we ‘close the loop’ on feedback to continually improve patient experience.
In the news…

20/04/15 – New robotic surgery helps lung cancer patient recovery. The Freeman Hospital is the first in the UK – and one of only a handful in the world, to use the Da Vinci Surgical Robot to perform thoracic surgery for patients who have small lung cancers.

07/05/2015 - 30th anniversary of the Freeman Hospital’s heart and lung transplant programme

08/06/2015 - Newcastle Cancer Expert awarded ‘Gold Medal’. Consultant Haematologist, Professor Graham Jackson, has been given the award from the British Society of Haematology, in recognition of outstanding contributions to the advancement of clinical care in the specialist field of blood related cancers.

12/06/2015- Starlight Children’s Foundation brought a dose of sunshine to unwell children on Ward10 with their Starlight Storytelling Tour.

15/06/2015 – This week was Rheumatoid Arthritic Week. To help raise awareness about the condition, members of the National Rheumatoid Arthritis Society went out with their red Routemaster bus on Northumberland Street.

27/06/15 – The Great North Children’s Hospitals is 5! Hospital staff, patients and their families came together to celebrate with a huge party in the hospital grounds.

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

Teenage & Young Adult (TYA) Cancer Services

A 3rd birthday party for the unit on ward 34 was an excellent way to gather patients (past and present) together, to socialise, share stories and positively engage with the TYA service. The celebrations included a look at what the unit has achieved over the past three years.

The young people produced inspirational stories about their journey and one young man had done this using poetry. The event also included fun and engaging activities as a way for us to gain patient and family views on the service. For further details, please contact David Short, Nurse Specialist/PTC Lead Nurse, Tel: 0191 2448858 (Dect:48858)

Coming Soon – National Inpatient Survey

The Care Quality Commission (CQC) have announced that the next annual national survey of adult inpatients will be running in Autumn 2015. The survey this year will benefit from a larger sample size than previous national surveys 1250 rather than 850. A poster is currently being displayed across inpatient wards in case any patient wishes to opt-out of receiving a questionnaire. If any patient has questions about the national patient survey or would like to opt-out, please let me know on the details below.

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