Take 2 minutes…

A summary of feedback from the people who use our services

**This Trust:**
- Has around 1.4 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, July to September 2013 and highlights some of the key actions taken

In Quarter 2 2013-14:

We saw and treat:
- **293,650 Outpatients**
- **44,735 A&E attendances** (including Eye casualty and Walk in Centre attendances)
- **60,198 Inpatients**
- **patients in the community** – through a range of community services managed by the Trust including walk-in centres, nursing, health visiting and health improvement teams.

and we received:
- **166** formal complaints and **169 Patient Relation Enquiries**
- **677** PALS contacts
- **144** Take 2 minutes comments cards
- **27** postings on NHS Choices and/or Patient Opinion websites

**Spotlight on………. Patient Advice and Liaison Service (PALS)**

PALS is a free, confidential services for patients, relatives and carers. The services provides on the spot advice and information about the NHS. From July to September PALS have helped patients their families and carers with 677 issues in the Trust. PALS has:
- passed on compliments to the right people
- provided information about NHS services
- found answers to questions
- helped to sort out problems quickly

PALS staff work alongside Newcastle Hospitals’ staff to sort things out and clarify any areas of confusion or uncertainty about things like; appointments, treatment plans, medication, what happens when they, or the person they care for, are discharged, help with reclaiming NHS costs and much more.

Contact PALS on 0800 032 02 02 (freephone) or email: northoftynepals@nhct.nhs.uk
National Cancer Patient Survey

Adult patients with a primary diagnosis of cancer who had been admitted to a NHS hospital as an inpatient or as a day case were selected to take part in the survey. 1964 eligible patients from this Trust were sent a survey, a response rate of 66% was achieved against a national response rate of 64%.

155 acute hospital NHS Trusts providing cancer services took part in the survey. National results indicate that patients generally report very positively on care and the Newcastle Hospitals results were also very favourable with 92% of patients rated their care as excellent/very good, an increase of 2% on last year’s results.

Improvements on 2011/12 results have been noted in the following areas:
- Given easy to understand written information around diagnostic tests - 91% (89% in 11/12)
- Patients felt they were told sensitively they had cancer – 86% (84% in 11/12)
- Patients given choice of different types of treatment – 90% (88% in 11/12)
- Patients find it easy to contact their Clinical Nurse Specialist (CNS) in charge of their care - 82% (80% in 11/12)
- Patient’s family definitely had opportunity to talk to doctor – 71% (67% in 11/12)
- Always given enough privacy when being examined or treated – 96% (94% in 11/12)
- Staff told patient who to contact if worried post discharge - 96% (92% in 11/12)
- Patients did not feel that they were treated as a ‘set of cancer symptoms’ - 84% (82% in 11/12)

There are a number of key areas in which outcomes identified within the survey could generally be improved, for all cancers and these primarily relate to patient information, written assessments and care plans, and the management of side effects of treatment. Actions will be undertaken by the site specific cancer teams, the Nurse Consultant for Cancer Services and the Senior and Specialist Oncology Nurses Group. The work to improve the patient experience will be monitored by the Cancer Team through the Cancer Services Group.

National Maternity Survey

The purpose of the survey is to understand what women think of maternity services provided by the Trust. 246 women took part in the survey.

The results show aspects of maternity care that are rated highly by women with 89% of women saying that they were always treated with respect and dignity during labour and birth and 95% reporting that the room or ward was very/fairly clean. The results also show a significant improvement in three questions since the 2010 survey, however there has been a significantly worse score achieved for two questions – Did not see the same midwife at antenatal check-ups and did not receive support and encouragement with feeding.

The Directorate of Women’s Services are reviewing these results and addressing the issues reported.
Continually improving the patient experience is an essential priority for the Trust. There is no doubt that the vast majority of our patients experience very positive and valued care and treatment. We do recognise that sometimes things can go wrong and lead to a complaint.

All formal complaints are fully investigated and a response provided to the person making the complaint to address the issues that they raise. In 2012/13, we saw 1,458,378 patients and 650 complaints were made to the Trust (this equates to 0.04% of patients). The following describes some of the improvements made to services which arose from or were associated with a complaint.

You told us………

A patient attending the walk-in centre felt that their confidentiality was compromised when asked name, address and condition at reception

A parent was concerned that following their child’s discharge, they did not receive sufficient advice regarding wound care following an incision and drainage of an abscess

A mother complained about the process in which their child’s care was transferred from children’s to adult services

Following the still-birth of her child, a lady was concerned at the lack of information provided to pregnant mothers about the importance of fetal movements.

We did………

A paper form is available to collect the information and protect confidentiality if patients prefer to do this.

Children’s services have developed a number of ‘Discharge advice’ leaflets for a range of conditions including Drainage of a Peri-anal abscess.

A new ‘Transition (children to adult) policy has been developed by Children’s services in consultation with adult services.

Women’s Services have produced a comprehensive ‘Information for Pregnancy’ book which covers all aspects of pregnancy, labour and birth and which is given to all pregnant women booking at the RVI. There is a section in the book about the importance of fetal movements.

Top Tip:
Patients have told us that they don’t like being called names such as ‘dear’, ‘chick’ or ‘pet’. Please ask the patients’ preferred names when you first meet and use this throughout their stay.

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…

26 July 2013 – Two local charities – The Sir Bobby Robson Foundation and Daft as a Brush, have teamed up to fund a new cancer patient ambulance. The ambulance will transport patients from across the North East and Cumbria, free of charge to use services at the Northern Centre for Cancer Care (NCCC) at the Freeman Hospital.

22 August 2013 – Asif Hasan, consultant paediatric cardiothoracic surgeon named ‘Best Doctor’ in the prestigious WellChild Awards. Mr Hasan was honoured for his dedication in helping sick children and their families, going the extra mile to assist patients.

4 September 2013 – Staff at the NCCC have been shortlisted in the Health Service Journal Awards for the successful development of the Oncology Homecare Programme which allows patients to be cared for closer to home. At present about 150 patients are benefitting from the programme and this is likely to expand.

27 September 2013 – Official opening of the UK’s only Institute of Transplantation (see photo right). The Institute is now home to nationally and internationally acclaimed transplant specialists, whose expertise and commitment to providing the best possible healthcare has resulted in an exceptional standing in the field of transplantation.

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

Now launched …. 

Project Care Connect
Care Connect is 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. Members of the public can use the site to:
1. Share their experience
2. Ask a question
3. Report a problem

Further details can be found at www.nhs.uk/CareConnect.

NHS Friends and Family Test
The Friends and family Tests is launched in Maternity Services on 1st October 2013. Women will be asked the Friends and Family Test question at four points in their care:
1. Antenatal community care
2. Care at delivery
3. Care on the postnatal wards
4. Postnatal community care.

All inpatient wards, Emergency Departments and now Maternity areas are covered by Friends and Family so please continue the efforts to get patients to complete their cards and give us this important feedback. Future editions of the newsletter will give further details of the Trust score and how we compare to others.

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