Take 2 minutes…

A summary of feedback from the people who use our services

This Trust:
• Has over 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, July to September 2014 and highlights some of the key actions taken.

In Quarter 2 2014-15:
We saw and treated:
305,173 Outpatients
45,151 A&E attendances (including Eye casualty and Walk in Centre attendances)
62,314 Inpatients
over 122,000 patients in the community – through a range of community services managed by the Trust including, sexual health services, community rehab teams, nursing, and health visiting teams.

and we received feedback –positive, negative and mixed via:
4,887 comments on the Friends and Family Test cards (June- August 2014)
727 PALS contacts
192 formal complaints and 129 Patient Relation Enquiries
167 Take 2 minutes comments cards
80 postings on NHS Choices and/or Patient Opinion websites

**Great news - In August our FFT score for inpatients was 83 - our highest ever**

Spotlight on……… My NHS

This website, part of NHS Choices, allows patients and the public to see key data used by the NHS and local councils to monitor performance and shape the services you use. For hospitals, this data includes; A&E performance, mortality rate, Staff recommendation, Patient recommendation (from the Friends and Family Test), infection rates and numbers of patients waiting more than 52 weeks to be seen.

My NHS developers are looking for feedback on the content and presentation of the website.

For more information, go to www.nhs.uk/mynhs
National Emergency Department Survey

The preliminary results of the fifth survey of Emergency Department patients in NHS trusts in England have just been released.

The results show some areas where the Trust score has decreased since the 2012 survey and also questions where the Trust scores lower than the average of other Trusts. However these results need to be considered in the context of overall Emergency Department activity and increasing number of attendances and national pressures which are being experienced by many Emergency Departments.

850 patients were sampled with a response rate of just 26.3% - 211 patients. In terms of activity, 2013-14 saw 130,756 attendances. Therefore responses were received from just 0.16% of patients. Patients are sent the postal survey around two months after their attendance.

The positive news is that 73.4% of patients rated their experience as 7 or more out of 10. In terms of specific results and problem areas, we are awaiting the final report and action planning workshop, which members of the Department are attending, in order to focus on ways to improve the patient experience.

It is also worthy of note that the Friends and Family Test has been running in the Emergency Department since April 2013. The latest published results from July 2014 show that the FFT score for the Emergency Department increased from 67 in June to 70 and was the highest among a group of similar sized teaching hospitals.

Friends and Family Test (FFT) Update

Following a national review of the Friends and Family Test, new guidance has been published by NHS England about how Trusts have to collect data from their patients. The roll-out of the FFT has commenced with Outpatients and Day case patients being included in the programme from 1 October 2014. Community Services will join in January 2015 and all other NHS services by April 2015.

Within the Trust we are now using:
- the cards to collect feedback from inpatients.
- token units in the Emergency Department but only for the next few months.
  The guidance states that we can no longer use these from April 2015 as we need to be able to collect free-text comments from patients
- the kiosks in place in Outpatients to ask the FFT question to outpatients
- cards for day case patients and outpatient areas who do not have access to a kiosk
- cards to ask outpatients and day case patients who attend outreach clinics the FFT question.

Please make sure you are aware of the method in use in your area and where possible encourage your patients to give us their feedback.

Consideration is now being given as to how we move on with FFT to include community services and children’s services. If you have any ideas or suggestions, please e-mail Vicky Morris, FFT Project Manager Vicky.Morris@nuth.nhs.uk
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 concern or complaint.

We welcome all feedback. Compliments, concerns and complaints help us to understand what we do well and what we can improve. The following describes some of the improvements made to services which arose from patient feedback.

Patients told us……..

There is a lack of public transport to the main hospital sites from other areas of the city.

We did……..

The Trust has worked in partnership with local bus company Arriva North East. This partnership sees enhanced transport connections from across Newcastle, Cramlington and South East Northumberland allowing patients, visitors and staff to access our services at the Freeman, Royal Victoria Infirmary and Campus for Ageing and Vitality (formerly Newcastle General Hospital).

The new services all benefit from easily recognisable, low floor accessible buses with free wi-fi and improved links from park and ride at Regent Centre and Four Lane Ends.

The Estates Department are investigating the issues raised and will put together a schedule of work to improve signage to the Cresta Clinic.

A number of comments cards told us that there is a lack of signposting to the Cresta Clinic on the Campus of Ageing and Vitality site

Part of a complaint related to a delay in the patient receiving the results of an oesophageal manometry test due to misfiling of the report.

Complaint received regarding a delay in receiving appointment for Biopsy. Admin staff unable to advise client as to the progress of the appointment.

The department has appointed an Endoscopy Nurse Practitioner and part of the role incorporates the manometry service. A revised pathway and reporting system including an electronic history sheet has been developed.

Referrals previously entered on eRecord system in batches. Contemporaneous entry of information has been instigated to allow staff to provide information more easily if enquiries are made.

Top Tip:

If you are producing information for patients, there are templates and guidance available on the Trust Intranet (Patient Information via the A-Z). These will help you ensure that the information meets the required standards for format and content.

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….

27/08/14 – 100th Adult Congenital Heart Transplant celebration was celebrated with a balloon release, conference and celebratory lunch alongside patients and their families. Ranked as one of the leading and most progressive centres in the UK, the Freeman Hospital provides specialist treatment for all types of heart and respiratory related conditions in adults and children.

10/09/14 – Newcastle Hospitals welcomes a new generation of Hybrid Imaging. The Northern Centre for Cancer Care (NCCC) is the first centre in the UK to install a state of the art ‘SPECT CT@ scanner that is enabled for radiotherapy planning.

16/09/14 – Newcastle cancer patients to benefit from ‘Care Closer to Home’ – The new service, developed in partnership with Macmillan Cancer Support, allows patients receiving specific types of chemotherapy to decide whether they want to continue their treatment at the Freeman Hospital’s NCCC or be seen at one of a new network of three community venues across the city.

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

Healthwatch Newcastle… the first year

Healthwatch Newcastle began on 1 April 2013 as the new independent champion for members of the public and users of health and social care services. The first annual report for Healthwatch Newcastle has now been published and outlines how they work with Newcastle communities and statutory and voluntary and community organisations to ensure “outstanding health and social care services for all”.

During the first year, Healthwatch Newcastle have appointed Board members, volunteers and recently a new Chief Executive. They have spent a great deal of time speaking to people from Newcastle about the issues that are important to them.

The Trust works with Healthwatch Newcastle and other Healthwatch organisations to provide information as requested and respond to Healthwatch reports. For more information about Healthwatch Newcastle, visit www.healthwatchnewcastle.org.uk

Coming soon – National Staff Survey

In October we will be participating in the NHS Staff Survey. 850 randomly selected staff employed by the Trust will be asked to fill in a questionnaire. The survey is an opportunity for you to tell us how you feel about working for the Trust. We value your responses as will seek to develop an action plan to address any issues raised in the survey.

We know that patient satisfaction is clearly linked to staff satisfaction so we are keen to make improvements across the Trust. The aim of the survey is to gather information that will help us to improve the working lives of staff, and so provide better care for patients. Please take the opportunity to complete the survey if you are sent one.

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