Take 2 minutes... See how we did

This Trust:
• Sees around 1.2 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, October – December 2012 and highlights some of the key actions taken.

In Quarter 3 2012-13:

We saw and treat:
• 238,933 Outpatients
• 47,475 A&E attendances
  (including Eye casualty and Walk in Centre attendances)
• 57,277 Inpatients

And we received:
• 181 Complaints
• 520 PALS contacts
• 54 Comments and suggestions cards
• 13 postings on NHS Choices and/or Patient Opinion websites

Spotlight on... The work of our Governors

As a Foundation Trust, we have members (public and staff) and a Council of Governors. The role of the Governors is to act as guardians of the organisation by engaging with members, patients and the public. Governors are the link between them and the Trust, and represent the wider public interest. A number of the public Governors visit wards across the trust to observe practice, talk to staff and patients in order to gain a view on the care provided to patients.

In October 2012, Governors visited ward 13 at the Freeman, and wards 23, 31 and 48 at the RVI. Despite seeing the wards were very busy, the Governors received good reports from patients. One Governor noted that some of the patients seemed to sit with nothing to occupy themselves such as the radio or any reading materials. Please keep an eye on this on your ward to stop patients becoming bored or isolated.

Future Governor visits are planned for service departments such as X-ray, Physiotherapy and Medical Physics.
The findings of the 2012 Emergency Department Survey were published in December by the Care Quality Commission (CQC). The results showed that patients who came to the RVI Emergency Department were happy to rate their experience most favourably.

The great news is that we performed ‘better than other trusts’ in some extremely important areas with patients responding very positively to:

- Were you given enough privacy when being examined or treated?
- Did a member of staff say one thing and another say something different?
- In your opinion, how clean was the Emergency Department?
- As far as you know, was your GP given all the necessary information about the treatment or advice that you received in the Emergency Department?

The Trust was rated ‘about the same’ as other trusts in all other areas of the survey. There were no areas rated ‘worse than other Trusts’.

Helen Lamont, Nursing and Patient Services Director, said: “The Trust welcomes the publication of the CQC benchmarked results of the fourth survey of Emergency Department patients. Not only do these results show how we perform against other acute NHS Trusts, but they also show how we have improved over time and help us identify any areas for further improvement.”

Voluntary Young Patients Survey

A survey of young patients is not currently included in the national patient survey programme for 2012-13. Children’s Services commissioned the Picker Institute to undertake surveys with young inpatients, outpatients and emergency patients to gain an understanding of the young patient’s perspective of their care. The first two surveys have been completed and show:

**Inpatients:**
- 95% of inpatients aged 8+ years rated their care as ‘excellent’, ‘very good’ or ‘good’.
- 95% of parents/carers rated their child’s overall care as ‘excellent’, ‘very good’ or ‘good’

**Outpatients:**
- 80% of outpatients aged 8+ years felt that they were looked after ‘very well’ during their visit and 18% said ‘fairly well’.
- 98% of parents/carers rated their child’s overall care as an outpatient as ‘excellent’, ‘very good’ or ‘good’.

Areas where young patients or their parents/carer report concerns were identified. These were around: involvement of young patients in decision-making; parent access to tea/coffee facilities; explanations given about how the child’s operation had gone; not being told there was a delay in outpatients; and not knowing before the appointment what was going to happen.

A workshop is being held at the end of January to look at what changes we can make as a result of these surveys to improve the experience of our young patients and their families.

‘When i was with the doctor I felt safe and I also really liked the food!’

‘The staff were always happy and the ward was always a cheerful place. The whole team were excellent to me, the care was brilliant!’
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…

Visitors to the accessible toilets in the New Victoria Wing at the RVI told us that they did not conform to regulations

Service users attending Clinic F in the RVI Main Outpatients raised concerns that the waiting area gets too cramped as a number of people who attend this clinic use wheelchairs

Patients aren’t always informed in outpatient clinic if appointments are delayed

Concern was raised by the Community Advisory Panel that the customer care at reception or checking in does not always give a good first impression to patients

Issues were raised regarding the availability of breast feeding facilities in outpatient areas

We did…

The project company responsible for this area of the hospital has refurbished the two accessible toilets to ensure that they are fully compliant with building regulations

The Matron has organised a trial of ‘vibrating pagers’ for this area. The pagers allow patients to check-in and then wait in another area for their appointment. They can easily go to the main atrium and have a coffee or visit the shop without worrying that they will miss their names being called.

The Outpatient User group instigated an audit of waiting times and found that the practice for informing patients and keeping them up-to-date with delays varies across the Trust. A policy is being produced to ensure standard practice and process for informing patients and monitoring delays.

A number of observational audits were carried to assess the extent of any problems. This led to some tailored training by the Staff Development department and awareness raising with staff. The audits have been repeated to check that improvements have been made.

Outpatient managers and staff were made aware of the issue and the facilities available for breastfeeding to cascade to all staff.

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 27740
In the news…

05/12/12 – Newcastle stroke services are some of the best in the country. According to a national report, patients in Newcastle can expect to receive some of the best organised stroke care in the whole country. The Sentinel Stroke National Audit Programme (SSNAP), reviewed stroke services across England, Wales and Northern Ireland, and gave this Trust the fourth highest score in the country.

27/11/12 – Newcastle’s Immunology Services gain special status. The Newcastle Hospitals’ adult and children’s Immunology Services will join the international Jeffrey Modell Centres’ Network as an official Jeffrey Modell Foundation Diagnostic and Research Centre for Primary Immunodeficiencies.

21/11/12 – Local Heroes honoured for health work – A team providing care for children suffering from cancer was among the first to receive a Newcastle upon Tyne Hospitals NHS Foundation Trust ‘NHS Heroes’ certificate.

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

Coming soon …

Real-time Patient Feedback –

The aim of this project is to simplify and speed up the way we capture patient feedback. Touchscreen kiosks (similar to those shown) are to be placed in Outpatient areas. Staff should encourage patients to use them after their appointment. They are asked around 12 short questions about their experience.

The kiosks were piloted successfully in June-September 2011 and the Trust agreed a phased roll-out to capture feedback from outpatients across the Trust. It has taken some time to get the necessary equipment and software but the roll-out should begin in late January. Initially, the kiosks will be going into the following areas: Musculoskeletal Services Outpatients; Ear, Nose and Throat (ENT); General Outpatients Freeman; Women’s Services and the Chest Clinic at the RVI.

Family and Friends Test

In October 2012, the Department of Health published guidance for the ‘NHS Friends and Family Test’. The test requires the Trust to ask all adult inpatients (who have stayed at least one night) and all A&E attendances one question – ‘How likely are you to recommend our ward [our A&E Department] to friends and family if they needed similar care or treatment?’ A range of responses are provided and further questions can be asked to help understand why patients have answered as they have and what improvements can be made.

The test has to be implemented by 1 April and a steering group has been established to consider the better way to meet this requirement in the short timescale provided.

For further information on any issue in this report or to include patient experience feedback in future reports, please contact: Caroline McGarry, Involvement and Equalities Officer Caroline.mcgarry@nuth.nhs.uk ext 27740