Take 2 minutes... See how we did  

Spring 2013 newsletter report

A summary of feedback from the people who use our services

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, January – March 2013, and highlights some of the key actions taken

In Quarter 4 2012-13:

We saw and treated:
• 262,640 Outpatients
• 42,394 A&E attendances (including eye casualty and Walk-in Centre attendances)
• 58,782 Inpatients

And we received:
• 151 complaints
• 470 PALS (Patient Advice and Liaison Service) contacts
• 34 comments and suggestions cards
• 27 postings on NHS Choices and/or Patient Opinion websites

Spotlight on... The work of our Community Advisory Panel

The aim of the Community Advisory Panel is to provide unbiased advice on the patient, carer and public perspective to bring about improvements for all patients. The Panel was established in 2002, and members are people who have been, or still are, patients or carers using our services.

The Panel gets involved in various activities such as food tastings, review of patient information leaflets, the new PLACE (Patient-Led Assessment of the Care Environment) inspections, Judging the ‘Personal Touch’ awards scheme and representation on the Council of Governors.

They can also offer advice on one-off projects or initiatives. For further information or to contact the Panel, please contact: Caroline McGarry on 0191 223 1214.
Newcastle’s Inpatient services rated among the best in the country
The findings from a major survey of hospital inpatients have revealed that patients of The Newcastle upon Tyne Hospitals NHS Foundation Trust rated their experience very favourably. The findings from the 2012 Survey of Adult Inpatients for The Newcastle upon Tyne Hospitals NHS Foundation Trust, were published by the Care Quality Commission (CQC) on 16 April 2013.
People were asked what they thought about different aspects of the care and treatment they received at the Royal Victoria Infirmary, Freeman Hospital or Campus for Ageing and Vitality. Newcastle Hospitals performed ‘better than other Trusts’ in some extremely important sections of the survey, including:
- The hospital and ward
- Doctors
- Nurses
- Care and treatment
- Leaving hospital
The survey, carried out by The Picker Institute on behalf of the Trust, asked the views of adults who had stayed overnight in one of the Newcastle Hospitals as an inpatient in July 2012.

Helen Lamont, Nursing & Patient Services Director said:
“The Trust welcomes the publication of the Care Quality Commission benchmarked results of the annual survey of adult inpatients in NHS trusts in England. 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.”

Local Surveys
Outpatients - Staff Governor and Radiology Porter Ray Nuttall, undertook a survey of 100 adult patients in the Outpatients Departments RVI to obtain views on signage, attitude of staff and the overall experience. The survey found that overall, patients thought the department easy to find, were satisfied with staff attitudes, and with their treatment and experience. An action plan has been produced to address the specific issues raised in the course of the survey.

Ward 33 Northern Centre for Cancer Care (NCCC) – During October and November 2012, patients on ward 33 were asked to complete a satisfaction survey as part of NCCC’s drive to continually improve the service and the environment. Although a relatively small response rate was achieved, the results were overwhelmingly positive with all of those who responded (25) rating the care they received as an inpatient as ‘Excellent’.

Some specific concerns were raised about the ward environment and issues at breakfast time which will form the basis of the next survey. Some issues raised by patients are outside of the influence of the directorate (eg the cost of the Hospedia service) and these have been passed to the relevant departments.
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……..**

A theme within some of the complaints and concerns that we receive is the attitude of staff, poor communication or the perceived lack of ‘customer care’

Stairs need colour contrast on the edges to help people with a visual impairment get safely around the Trust.

Comments were made during access audits undertaken around the site that the escalator in New Victoria Wing seemed to go too fast.

**We did……..**

A 10 minute DVD to be used in Patient Experience awareness-raising sessions has been produced featuring some of our staff and patients. It highlights the importance of first impressions and how small things such as a smile, can greatly improve the patient experience.

One particular staircase in New Victoria Wing was deemed to be a problem. The Chair of Newcastle Disability Forum liaised with the Transforming Newcastle Hospitals Team and the problem was rectified.

Signage was developed to encourage everyone with specific needs to use the lifts available near the escalator in question.

Top Tip:
When designing or refurbishing areas – think about colour contrast eg on signage, in bathrooms and around clinic

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.

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In the news…

January 2013 – Newcastle Hospitals and University launch a large clinical trial of cancer drugs to ensure patients with chronic myeloid leukaemia (CML) get the best treatment. The trial, called SPIRIT 3, will assess how to select the best treatment for someone with CML and aims to increase the number of patients who respond so well that they can stop drug treatment.

February 2013 – A Teesside woman became the 1,000th patient to undergo transplantation of her own bone marrow stem cells, a procedure known as autologous bone marrow transplant, at the Trust.

March 2013 – Safe and Sustainable review of children’s heart surgery services. Following the outcome of the High Court judicial review, Newcastle Hospitals gives reassurance that our first and foremost consideration will remain the interests of children and their families under our care and we will not allow delays in the review process to compromise the quality of our excellent service.

March 2013 – Monday 24 March marks the fifth anniversary of the Sir Bobby Robson Foundation, the cancer charity launched by Sir Bobby to help find better ways to detect and treat cancer. An incredible £5.2 million has now been raised by the foundation. (Lady Elsie and Prof Ruth Plummer, Mark and Andrew Robson with fundraisers and patients)

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

Now in place…

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 help understand why patients have answered as they have and what improvements can be made.

Please encourage patients who have stayed in the hospital or attended the Emergency Department (including Eye Casualty) to complete and return their cards.

SHA Patient Experience Benchmark Pilot – The third wave of telephone surveys to patients recently discharged from the Trust is underway. Results to date will be provided in the next issue. Results from the first two waves are very encouraging with the Trust being rated as the top performing trusts in a number of key areas.

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 0191 223 1214