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, January – March 2014 and highlights some of the key actions taken

In Quarter 4 2013-14
We saw and treated:
• **311,718 Outpatients**
• **45,453 A&E attendances**
  (including Eye casualty and Walk in Centre attendances)
• **61,791 Inpatients**
• **135,298 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:
• **191 formal complaints and 124 Patient Relation Enquiries**
• **738 PALS contacts**
• **219 Comments and suggestions cards**
• **62 postings on NHS Choices and/or Patient Opinion websites**

Spotlight on… Real time patient feedback kiosks in outpatients

A new system of Real Time Patient Feedback within Outpatient Departments is being implemented across the Trust. You may have noticed a number of kiosks being installed across all outpatient departments.

The project involved buying touch screen kiosks for outpatients to enter their responses as well as software to collect the results and produce real time reports from the system. The results are in “real time”, i.e. they can be viewed as soon as a patient has entered a response, so departments can respond rapidly to patient feedback.

For more information on the project and results to date see the back page of this newsletter
Results of the recently published 2013 national Adult Inpatient Survey have shown that patients, who have received care and treatment at the Newcastle upon Tyne Hospitals NHS Foundation Trust, rate its performance highly, and often ‘better’ than other Trusts both locally and nationally, against a wide range of performance indicators.

The report shows that patients had confidence and trust in doctors in charge of their care, getting answers to their questions with a good level of information about their condition or treatment. They also rated the information they received before and after their operation or procedure and felt they had access to someone to talk to about any worries or fears, as well as emotional support during their stay in hospital.

Patients also responded very positively to questions about being involved in decisions about discharge, receiving enough notice and being well advised about their medication including side effects to watch out for and who to contact if worried after leaving hospital.

They felt that they were treated with dignity and respect and responded positively about the cleanliness of toilets and bathrooms and the availability of hand-wash gel, all of which contributes to a very positive and safe experience in hospital.

Mrs Helen Lamont, Nursing and Patient Services Director says: “These results are most encouraging and demonstrate that our staff really do understand the importance of ensuring our patients’ needs and expectations are met, throughout their care journey. I’m delighted to see such positive results on communication between our staff and patients so that they feel involved and fully informed, helping them to make decisions about their care, and feel supported when they need it.”

The Trust did not score ‘worse than other trusts’ in any questions, and when compared with previous survey results from 2012, no scores were significantly worse.

Chief Executive, Sir Leonard Fenwick explains: “The results of the latest Care Quality Commission National Patient Survey of Inpatients are testament to our staff who are fully committed to their responsibilities as guardians to the thousands of people who come into our care. Such excellent results also demonstrate their understanding of our vision and values – providing healthcare at its very best – with a personal touch.”

The chart shows for each section of the survey how we performed in 2013 (left hand bar) compared to 2012 (right hand bar). Orange indicates where our score was ‘about the same as other trusts’, Green shows that we were ‘better than other trusts.

Further details can be found at www.cqc.org.uk
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
• 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 number of patients told us that they aren’t sure who is who on the wards and what the different coloured uniforms actually mean.

Concerns have been raised at the number and availability of disabled parking spaces at the Freeman Hospital.

**We did……..**
A ‘Who’s Who?’ poster board has been developed to show the photo of the ward sister and matron as well as a visual representation of each of the uniforms that patients and their visitors may come into contact with.

We do understand that car parking can add to a stressful situation when attending the hospital so we are continuing to review the situation. The Trust provides free disabled parking for patients and visitors who are able to access a disabled parking bay. The number of spaces we provide for patients at the Freeman Hospital is 577 of which 96 are designated for free disabled parking use. This is an increase of 18 spaces since 2011. We are expected to provide a ratio of 2% disabled visitor parking of the total visitor parking for existing facilities and 6% for new facilities. The allocation of disabled parking at the Freeman Hospital is 16.64% of total patient and visitor spaces.

**In the news….**
February 14 – The very best of cancer care and treatment for the North East and Cumbria – State-of-the-art stereotactic radiotherapy equipment – the Trubeam STx is in place and soon allow the treatment of patients from the Scottish Borders to North Yorkshire and from the Northumberland cost to West Cumbria.

April 2014 – prestigious win for Newcastle Hospitals at national Healthcare Science Awards. Mr Terry Coaker, a Biomedical Scientist based at the RVI picked up the Outstanding Service Innovators award.

April 2014 - Newcastle lung service hold an open day for patients and carers. The day was aimed at people living with bronchiectasis who wanted to find out more about the disease and meet the team who care for patients with this lung condition.

April 2014 – Another win! Newcastle’s Specialist Continence Service scoops top nursing award. The team won one of the most coveted, national nursing awards when they were announced winners of the 2014 British Journal of Nursing, Continence Nurse of the Year Award.

*The Continence Team with their award.*
Why do we need the Patient Experience Real-time Feedback Project?

To fulfil the requirements of Lord Darzi’s review (High Quality Care For All, NHS Next Stage Review Final Report, June 2008) regarding patients’ assessment of quality of care we need a new system to collect, analyse and report on patients’ experience within the Trust in real time.

“Quality of care includes quality of caring. This means how personal care is – the compassion, dignity and respect with which patients are treated. It can only be improved by analysing and understanding patient satisfaction with their own experience.”
High Quality Care For All, NHS Next Stage Review Final Report, June 2008

We are also required to develop end of year Quality Accounts, which are annual reports to the public about the quality of the healthcare services we provide. One of the priorities for achievement within this scheme is Patient Experience, and what better way than to report what patients actually feedback to us.

What benefits does it bring?

The system produces various reports showing the results, by Directorate, by question, by consultant seen, etc. So each department can see how they are doing, where they are meeting patients’ expectations and where they are not.

The results are in “real time”, i.e. they can be viewed as soon as a patient has entered a response, so departments can respond rapidly to patient feedback. The new system allows us to see patient feedback about their recent outpatient appointment, and to publicise good responses as well as take timely action on areas identified for improvement.

How will it be implemented?

We ask all members of staff to encourage patients to use the touch screen kiosks, and to help them if they need assistance or reassurance.

Who is involved?

In order to make this work successfully all members of staff who have contact with patients and their carers are involved, both in encouraging patients to use the kiosks and to provide help if needed. Directorate Managers and clinicians will be involved in viewing reports on the system and drawing up and implementing action plans.

Contact Points:
Reporting Technical Problems: IT Helpdesk Ext 21000
Project Information / Queries: CGARD Ext 29435
Results for your area: Your Clinical Director / Directorate Manager / Matron

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