Take 2 minutes…

See how we did

A summary of feedback from the people who use our services

This Trust:
• Has around 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, January – March 2015 and highlights some of the key actions taken

In Quarter 4 2014-15
We saw and treated:
• 317,248 Outpatients
• 54,274 A&E attendances
  (including Eye casualty and Walk in Centre attendances)
• 62,780 Inpatients
• 128,994 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:
• 7,733 comments on the Friends and Family Test surveys
• 169 formal complaints and 108 Patient Relation Enquiries
• 694 PALS contacts
• 128 Comments and suggestions cards
• 67 postings on NHS Choices and/or Patient Opinion websites

Great News for the Trust and our Patients
Trust shortlisted for National Award for Patient Experience

CHKS is a leading provider of healthcare intelligence and quality improvement.

Every year the company run the Top 40 Hospitals Awards and this Trust is proud to be one of only two trusts in the country to have been ranked in the top 40 for 14 consecutive years. This year, CHKS have introduced a new national award for Patient Experience which focuses on what patients think of their experience when they visit a hospital. It includes a range of patient experience measures that we currently use including national inpatient surveys, the recent national survey of Emergency Department patients, the Friends and Family Test, PROMs (Patient Reported Outcome Measures) and PLACE scores (Patient Led Assessments of the Care Environment). The Trust is one of only five Trusts in the country to be shortlisted – the overall winner will be announced on 19 May 2015.
Results of the recently published 2014 national Adult Inpatient Survey have shown that once again the Trust continues to meet the needs of our patients with 92% of respondents rating their care as 7 or more out of 10.

The results show that:
92% of patients said they were treated with respect and dignity
92% always had confidence and trust in the Doctors
93% of patients said there was always enough privacy when being examined or treated

Of the 60 questions that can be compared to our 2013 results, we have significantly improved on one question – were you given enough information about your condition or treatment in the A&E Department (only 7% reported a problem compared to 17% in 2013). The Trust has significantly worsened on two questions – Not enough (or too much) information given on condition and treatment (14% reported a problem compared to 9% in 2013) and Discharge: did not feel involved in decisions about discharge from hospital (40% reported a problem compared to 33% in 2013).

These results should be viewed in the context of the questionnaire – for example, the question on discharge was within a section on ‘Leaving Hospital’ containing 15 questions. Of these 15, the Trust scored significantly better than average* on 12 of the questions.

The sections of the questionnaire are designed to mirror the patient journey. Overall there are nine sections. Below, the significant differences in the Trust’s performance compared to the average* and our performance last year are shown section by section so you can see at a glance which parts of the patient journey are performing best and which may need some focussed work to improve.

The Care Quality Commission benchmark reports are due to be published in late April / early May 2015. This will indicate how the Trust has performed compared to all other acute Trusts in England.

*average of the 78 Trusts who use Picker Institute to carry out this survey
You tell us……we listen …… and do…..

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 this can 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………

Staff don’t always introduce themselves when you meet them.

Only one of the three members of staff caring for my wife today introduced themselves. This one nurse also smiled and made my wife feel better during the visit…. My wife commented on the way home ‘I bet a vet makes more fuss of a dog than they do of a human.’ (Friends and Family Test, Qtr 3 2013/14)

We did………

The Trust has signed up to the #Hello, my name is campaign. We will be highlighting this at every opportunity so please take a moment and introduce yourself as a matter of common courtesy. It makes such a difference.

She introduced herself! This means a lot. The night staff were competent but made no introduction. A simple thing can make such a difference and confidence is gained. (Friends and Family Test, Qtr 3 2013/14)

#hello my name is…

On occasions it has been identified that patients or their relatives have been concerns that something bad was going to happen and despite discussing these with clinical staff no significant actions were taken and their fears become a reality

A patient undergoing prostate surgery felt unprepared for the post-operative symptoms he experienced.

A HELP (Helping Empower Loved-ones and Patients) protocol was developed. It promotes that concerns should be raised at ward level initially, reinforces and makes visible the role of Matrons and PALS. It also provides a HELP number that relatives and carers can contact if they feel they are not being listened to. This number is responded to immediately and the caller connected to the on-site Patient Services Coordinators will seek to resolve the issue.

The Specialist Nurse for Continence and Specialist Nurse for Urology worked with the patient to develop an information leaflet for all patients to tell men about self-help measures, how to seek advice, how to obtain supplies of products and where they could find help and support

Top tip – A recent survey on our Older Peoples Medicine ward showed that often patients can have problems hearing while they are in hospital.

Three key messages came from the survey which are applicable for all:
- Ask patients specifically whether their hearing is very good, fair or poor.
- If the person does not hear well:
  - Ask them what they need to help them hear well, and make sure all staff working with the patient know about this
  - Provide a quiet space for important discussions
In the news….

15/01/15 – Post-transplant specialist nurse introduced at the Freeman Hospital to support patients with leukaemia and other blood cancers who have had bone marrow or stem cell transplants.

27/01/15 – Cutting edge Cancer Technology unveiled at the Northern Centre for Cancer Care.

10/02/15 – Newcastle Hospitals opens new kidney dialysis unit at Alnwick to provide dialysis services for patients living in North Northumberland who have previously have to travel to the Freeman Hospital for their treatment.

04/03/15 – Newcastle Hospitals appoint new Prostate Cancer UK Survivorship Nurse who has developed a comprehensive survivorship program available to all men treated for prostate cancer at the Freeman Hospital to ensure patients get the best possible care after their treatment.

06/03/15 – New antenatal screening option at the Royal Victoria Infirmary. The Harmony Non-Invasive Prenatal Test (NIPT) screens for Down’s Syndrome and will also identify Edward’s Syndrome and Patau’s Syndrome, and conditions resulting in an extra X or Y chromosome.

13/03/15 – People affected by the serious muscle weakening disease, Myasthenia, can now benefit from specialist equipment at Newcastle’s Freeman Hospital thanks to a generous donation from one of their patients, Pauline Price.

25/03/15 – Sir Bobby Robson Foundation marked its seven year anniversary by announcing a new fundraising total of £8 million (previously over £7.3million).

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

Friends and Family Test – All patients now have the opportunity to take part

As of 1 April 2015, all NHS patients should be given the opportunity to answer the Friends and Family Test question. In general our process for asking patients is staying the same – using a postcard survey for inpatients, day case patients and maternity patients and the kiosks for most outpatient areas. Cards are also in use for children’s services.

However to support the roll-out of Friends and Family we have developed a web-based survey to help us get feedback from people who attend the Emergency Departments, have care provided in the Community or in other sites. The survey can be found at www.fftnewcastle.co.uk

Please continue to encourage patients to give us their feedback.

Coming Up… Public Listening Events

We are holding a number of events over the next year to give us the opportunity to hear from members of the public about their experiences in the Trust and their thoughts on how we can improve. The next events are on 28 April (Brunswick Methodist Church) and 21 May (Riverside Community Centre) at 5.30pm. Please let your patients know about these events – it would be great to hear from as many people as we can. More information and flyers are available from Caroline McGarry – contact details below

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