

Patient Experience Report  
March 2010

<b>Contents:</b>	<b>1. Complaints for March 2010</b> <b>2. PALS</b> <b>3. Compliments</b> <b>4. Patient Satisfaction survey results</b> <b>5. Hotel Services Satisfaction survey results</b>
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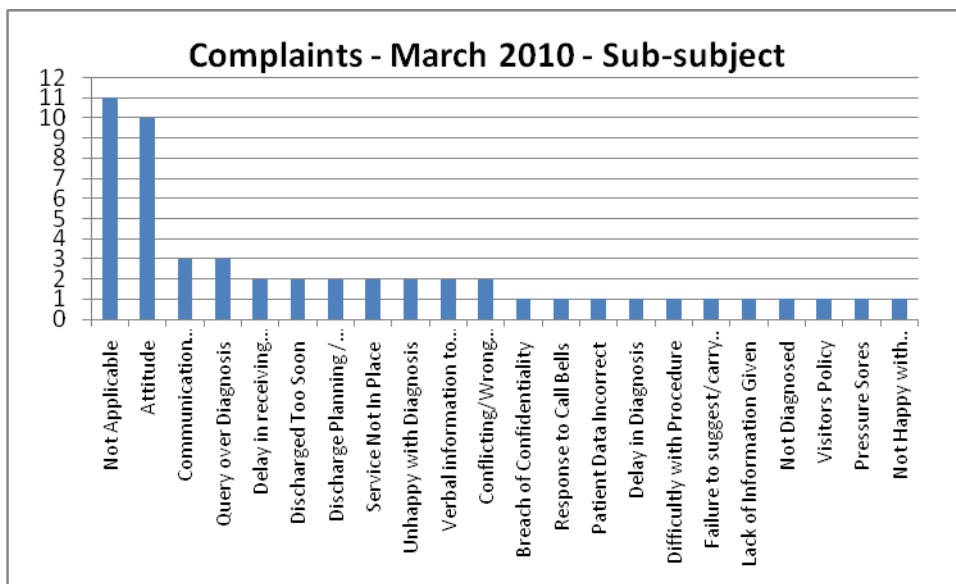
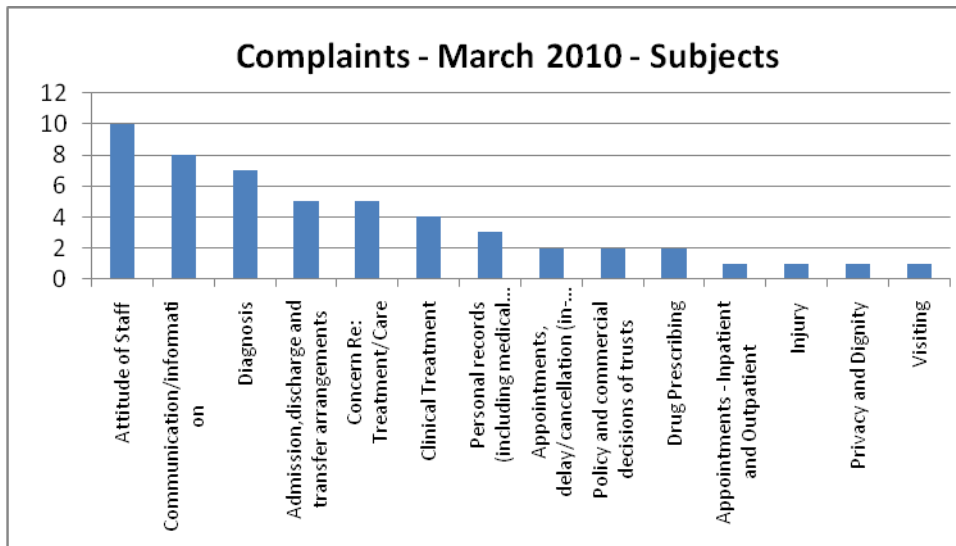
<b>1.0</b>	<b>Complaints</b>																								
<b>1.1</b>	<p><b>Number</b> The number of formal complaints received during March 2010 was 26.</p> <p>The number of complaints received in the previous months was as follows</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th>June 09</th> <th>July</th> <th>August</th> <th>Sept</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Jan 10</th> <th>Feb</th> </tr> </thead> <tbody> <tr> <td>No of Complaints</td> <td>13</td> <td>21</td> <td>10</td> <td>10</td> <td>18</td> <td>10</td> <td>9</td> <td>13</td> <td>19</td> </tr> </tbody> </table> <p>Of these 26 complaints</p> <ul style="list-style-type: none"> <li>• 2 requested meetings and these have taken place.</li> <li>• 5 were joint complaints, with us as the lead organisation for 2, sending responses to other organisations for 2 and responding directly to the patient for 1.</li> <li>• For 1 we breached the originally agreed timescale and the response has now been sent out.</li> <li>• 2 are still open.</li> </ul>		June 09	July	August	Sept	Oct	Nov	Dec	Jan 10	Feb	No of Complaints	13	21	10	10	18	10	9	13	19				
	June 09	July	August	Sept	Oct	Nov	Dec	Jan 10	Feb																
No of Complaints	13	21	10	10	18	10	9	13	19																
	<p><b>Quarterly trends</b> The number of formal complaints received during the 4th Qtr (1.10.09-31.03.10) was 58</p> <p>The number of Formal Complaints received for the previous quarters was as follows</p> <p><b>2008/9</b></p> <table style="width: 100%;"> <tr> <td>Qtr 1</td> <td>1.4.08-30.6.08</td> <td style="text-align: right;">29</td> </tr> <tr> <td>Qtr 2</td> <td>1.7.08-30.9.08</td> <td style="text-align: right;">42</td> </tr> <tr> <td>Qtr 3</td> <td>1.10.08-31.12.08</td> <td style="text-align: right;">27</td> </tr> <tr> <td>Qtr 4</td> <td>1.1.09-31.3.09</td> <td style="text-align: right;">21</td> </tr> </table> <p><b>2009/10</b></p> <table style="width: 100%;"> <tr> <td>Qtr 1*</td> <td>1.4.09-30.6.09</td> <td style="text-align: right;">46</td> </tr> <tr> <td>Qtr 2</td> <td>1.7.09-30.9.09</td> <td style="text-align: right;">41</td> </tr> <tr> <td>Qtr 3</td> <td>1.10.09 – 31.12.09</td> <td style="text-align: right;">37</td> </tr> <tr> <td>Qtr 4</td> <td>1.01.10 – 31.03.10</td> <td style="text-align: right;">58</td> </tr> </table> <p>* under new complaints legislation</p>	Qtr 1	1.4.08-30.6.08	29	Qtr 2	1.7.08-30.9.08	42	Qtr 3	1.10.08-31.12.08	27	Qtr 4	1.1.09-31.3.09	21	Qtr 1*	1.4.09-30.6.09	46	Qtr 2	1.7.09-30.9.09	41	Qtr 3	1.10.09 – 31.12.09	37	Qtr 4	1.01.10 – 31.03.10	58
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Qtr 3	1.10.09 – 31.12.09	37																							
Qtr 4	1.01.10 – 31.03.10	58																							
<b>1.2</b>	<p><b>Risk Grading</b> The process for grading of complaints was introduced under the new Complaints</p>																								

legislation and is in the process of being implemented.

1.3

**Categories**

The following graphs represent the top subjects followed by the sub subjects. It should be noted that the subject and sub subjects are those as reported by the complainants in their letters of complaint before an investigation has been carried out.



1.4

**Complaints by Specialty: March**

Medicine and Diagnostics 10  
 Surgery and Anaesthetics 10  
 Women and Children services 6

1.5

**Complaints by ethnic group of Complainant: March**

White British 22  
 White Irish 1  
 Bangladeshi 1  
 Not stated 2

1.6

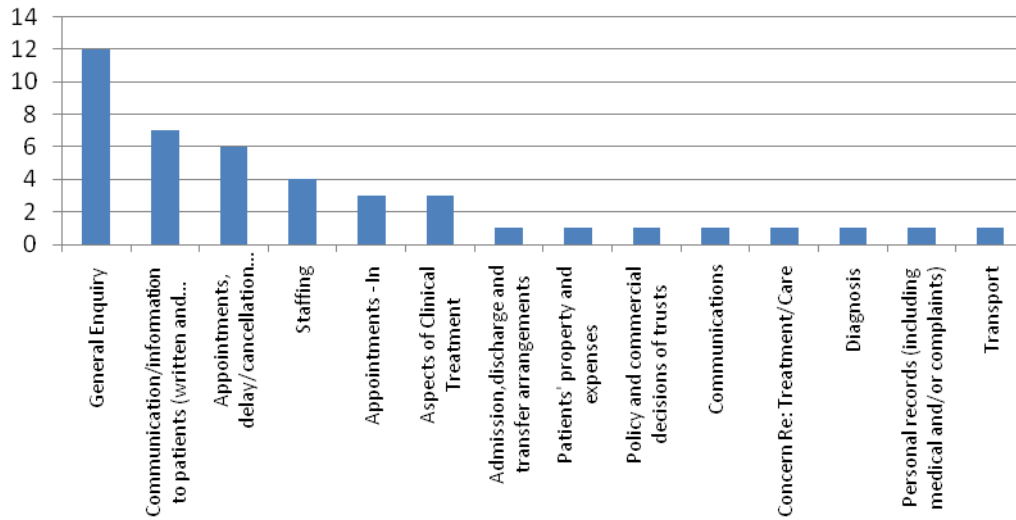
**Complaints considered by the Parliamentary & Health Service Ombudsman**

	<p><b>(PHSO)</b>  Position as at the end of March 2010  We are aware that 9 complainants have contacted the PHSO  One investigation is in progress, about a medical assessment on AAU and a nursing assessment on Orchard gynaecology ward.  In relation to the other 8 files that have been sent to the PHSO,  In 2 cases, further letters of explanation have been sent to the complainants  In another 2 cases, information has been supplied about follow up action taken/ promised,  We have been informed that one case is not being investigated  No information has been provided about the position on the remaining three cases</p>
<p>1.7</p>	<p><b>Changes made as a result of Complaints</b></p> <p><b>09157</b>  Lack of nursing documentation has been discussed with the Ward manager who has alerted NHS Professionals who provide our bank staff to ensure that they are aware of the importance of all documentation, including conversations or contact with family members.</p> <p>A decision has also been made that when patients are in an escalation area of Howard Ward the senior Occupational Therapist from Reginald Hart Ward (the ward opposite) will have an overview of these patients in order to avoid this happening again.</p> <p>As a result of your complaint, the Ward Manager of Howard Ward, and another Sister will be compiling guidelines for all staff about the running of the escalation area. These guidelines will reinforce to permanent staff that they have a responsibility to oversee the escalation area and support staff who may not be as familiar with ward routines. The guidelines will also include telephone numbers of the surgical wards, as most of the patients admitted to the escalation area are surgical patients. This will enable staff to more easily and quickly seek advice about patients should they need to do so. The bleep number for the Senior Occupation therapist from Reginald Hart ward will also be included in the guidelines.  Guidance will also be given to staff as to what they should do with any queries regarding patients' care, discharge home or any concerns raised by family</p> <p><b>09159</b>  Ward Sister on Richard Wells will discuss dignity and respect issues with her staff at her next ward meeting</p> <p><b>09161</b>  New Band 7 manager put onto Ward  PDN put in dedicated time on ward on temporary basis  Productive ward initiative implemented</p> <p><b>09162</b>  A recent ward meeting has been held and staff have been asked to ensure patients who need help with feeding are offered assistance.</p> <p><b>09165</b>  Steps have been put in place in the Community, in Delivery Suite and throughout the maternity department to ensure that all staff are aware of the importance of having a nuchal scan at the optimum time.  We also now have emergency nuchal scan slots available built into the schedule so that</p>

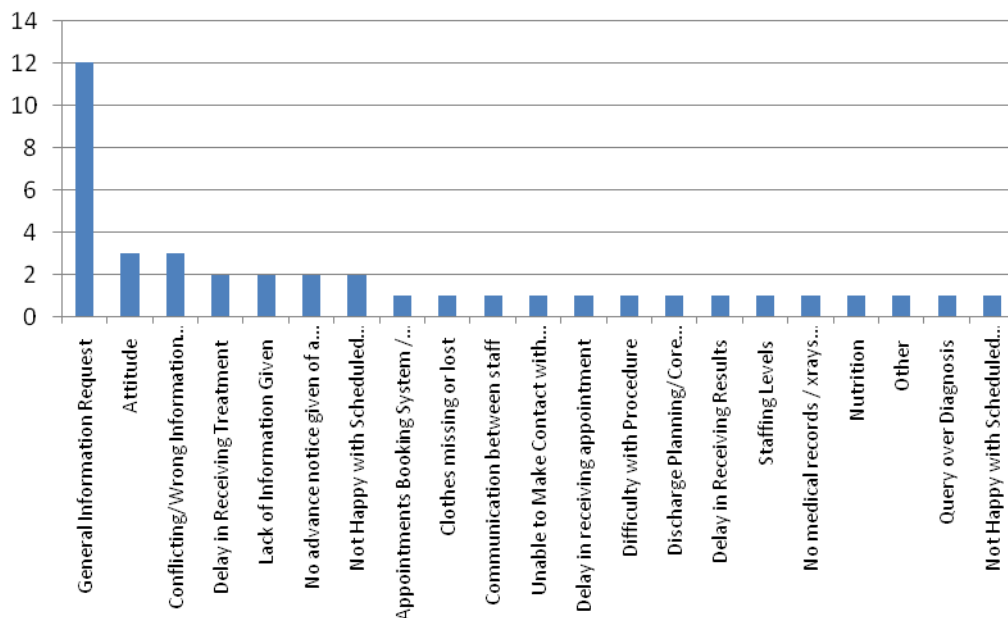
	<p>we can be more flexible</p> <p><b>09166</b> It is unacceptable to have unavoidable pressure ulcers and we are now doing an analysis of all such cases, to identify what went wrong and how we can avoid similar problems in future. The hospital Tissue Viability Nurse (TVN) service has identified that many wards and departments have inadequate stocks of dressings and have recently produced details to all of a range of products that should now be kept as stock on all wards and departments.</p> <p><b>09169</b> As a result of this complaint, calls from all transferring patients are now passed to the Sonographer first in order to determine when and if a scan needs to be done so that an appropriate appointment can be made. Obstetrics and Radiology departments are looking again at the patient pathway for pregnant women, and particularly for those who have transferred from another provider, and will produce an action plan.</p>
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<p><b>2.0</b> <b>2.1</b></p>	<p><b>PALS Number</b> There were 46 PALS contacts received in March</p> <p>The number of PALS contacts received in the previous months was as follows:</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th>09 June</th> <th>July</th> <th>August</th> <th>Sept</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>10 Jan</th> <th>Feb</th> </tr> </thead> <tbody> <tr> <td>No of PALS contacts</td> <td>58</td> <td>45</td> <td>56</td> <td>52</td> <td>41</td> <td>66</td> <td>34</td> <td>46</td> <td>41</td> </tr> </tbody> </table> <p>The following graphs show the top subjects and sub subjects as reported by those who raised their concerns through PALS</p>		09 June	July	August	Sept	Oct	Nov	Dec	10 Jan	Feb	No of PALS contacts	58	45	56	52	41	66	34	46	41
	09 June	July	August	Sept	Oct	Nov	Dec	10 Jan	Feb												
No of PALS contacts	58	45	56	52	41	66	34	46	41												

**PALS - March 2010 - Subjects**



**PALS - March 2010 - Sub-subjects**



**2.2**

**Changes made as a result of PALS contacts**

There are no changes to report for March 2010

**3.0**

**Compliments**

Recorded compliments received to date for March 2010

Cards/letters	149
Gifts	205
Donations to wards/departments	£ 745
Compliments received via the Chief Executive's office	15

**4.0.**

**Patients and Relatives Feedback**

**Patient Satisfaction Survey – March 2010**

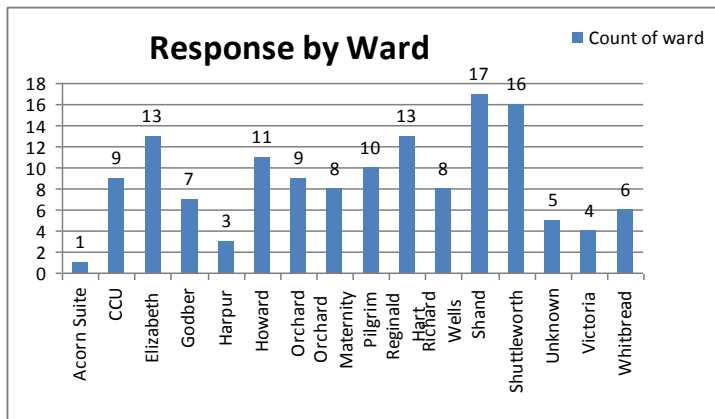
Method:

The patient satisfaction survey questionnaire was distributed by our volunteer to all wards weekly.

Patient Responses:

March 2010                      140

Response by Ward:



**Type of Admission:**

Emergency                      89

Planned                              42

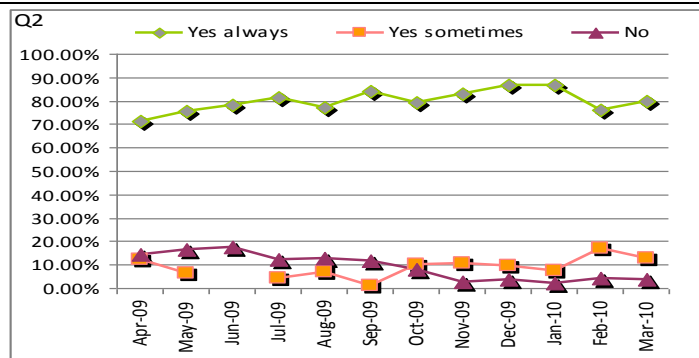
N.B. This information was not recorded by the patient in 9 cases.

**Patient Experience Responses to key areas of quality of care:**

**Privacy and Dignity**

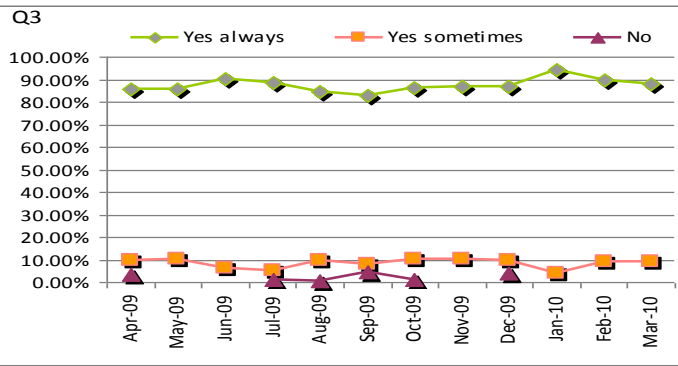
**Q2. Were you given enough privacy when discussing your condition/treatment?**

Answers	Responses
Yes always	112
Yes sometimes	18
No	5
NR	5



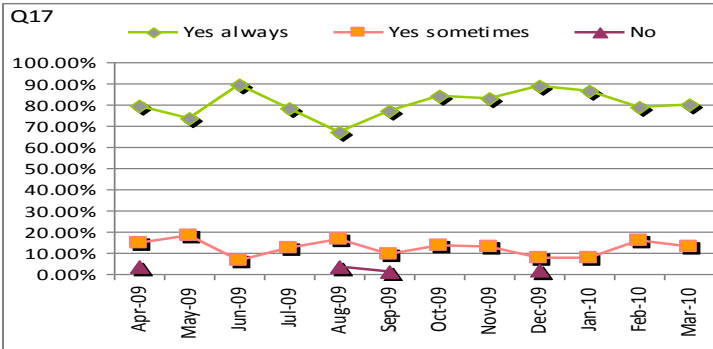
**Q3. Were you given enough privacy when being examined or treated?**

Answers	Responses
Yes always	123
Yes sometimes	13
NR	4



**Q17. Overall, Did you feel you were treated with respect and dignity while you were in the hospital?**

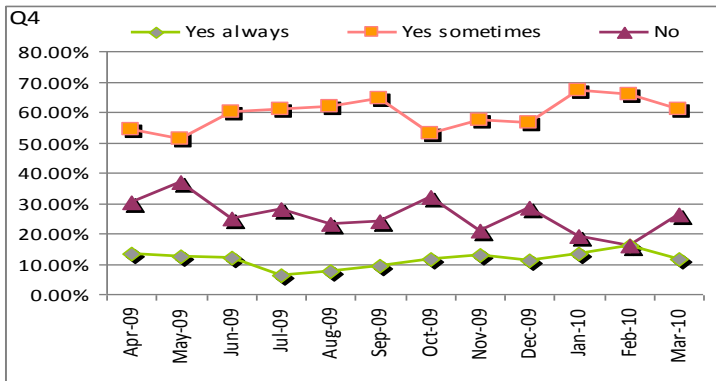
Answers	Responses
Yes always	112
Yes sometimes	18
NR	10



**Pain**

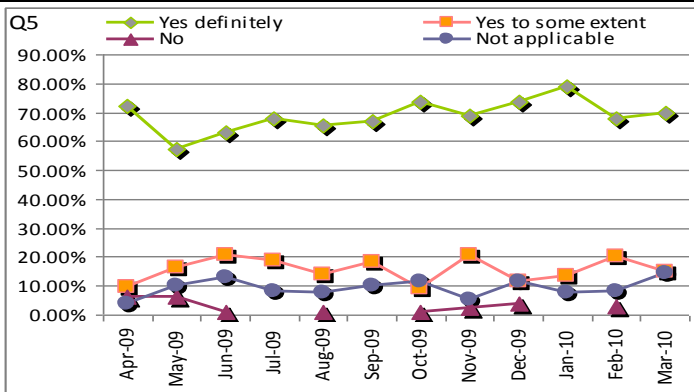
**Q4. Were you ever in any pain?**

Answers	Responses
Yes always	16
Yes sometimes	85
No	97
NR	2

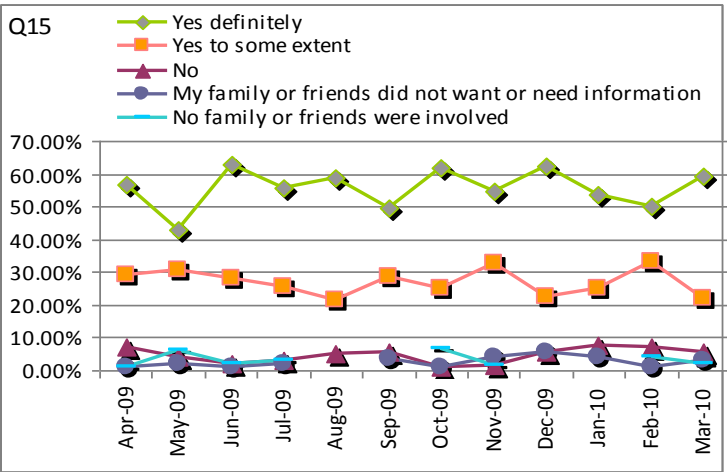


**Q5. Do you think the hospital staff did everything they could to help control your pain?**

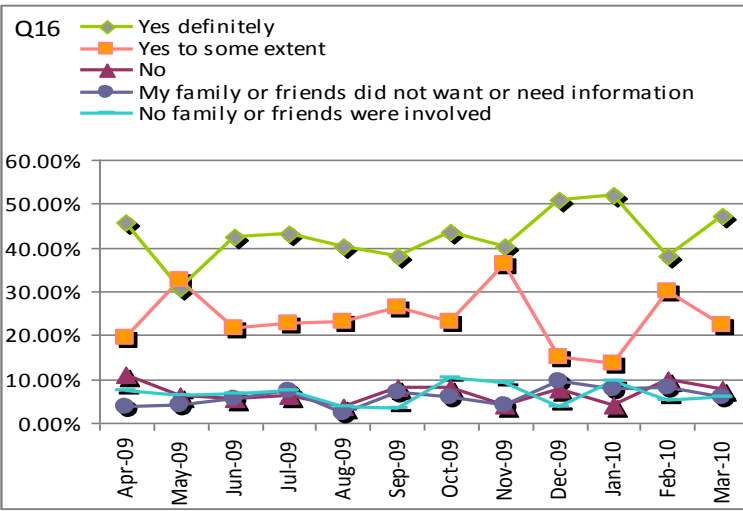
Answers	Responses
Yes definitely	98
Yes to some extent	21
No	0
Not applicable	20
NR	1



Patient Information	
<b>Q15. Were you/your family kept informed about your condition/treatment?</b>	
Answers	Responses
Yes definitely	83
Yes to some extent	31
No	8
My family or friends did not want or need information	4
No family or friends were involved	3
NR	11



<b>Q16. Did the doctors or nurses give your family, or someone close to you, all the information they needed to help care for you?</b>	
Answers	Responses
Yes definitely	66
Yes to some extent	31
No	11
My family or friends did not want or need information	8
No family or friends were involved	8
NR	16



# Patient Experience Indicators (CQUINS)

<p><b>1.1 Patient Satisfaction Surveys</b></p> <p>Response rate from surveys:</p> <p>No of returned responses to Patient satisfaction surveys</p>	<table border="1"> <caption>Returned Questionnaires</caption> <thead> <tr> <th>Month</th> <th>Patient</th> <th>Relatives</th> </tr> </thead> <tbody> <tr><td>Apr-2009</td><td>82</td><td>70</td></tr> <tr><td>May-2009</td><td>49</td><td>17</td></tr> <tr><td>Jun-2009</td><td>92</td><td>80</td></tr> <tr><td>Jul-2009</td><td>97</td><td>72</td></tr> <tr><td>Aug-2009</td><td>134</td><td>122</td></tr> <tr><td>Sep-2009</td><td>86</td><td>81</td></tr> <tr><td>Oct-2009</td><td>85</td><td>68</td></tr> <tr><td>Nov-2009</td><td>73</td><td>65</td></tr> <tr><td>Dec-2009</td><td>51</td><td>42</td></tr> <tr><td>Jan-2010</td><td>50</td><td>40</td></tr> <tr><td>Feb-2010</td><td>99</td><td>90</td></tr> <tr><td>Mar-2010</td><td>140</td><td>126</td></tr> </tbody> </table>	Month	Patient	Relatives	Apr-2009	82	70	May-2009	49	17	Jun-2009	92	80	Jul-2009	97	72	Aug-2009	134	122	Sep-2009	86	81	Oct-2009	85	68	Nov-2009	73	65	Dec-2009	51	42	Jan-2010	50	40	Feb-2010	99	90	Mar-2010	140	126
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<p><b>1.2 Would the patient recommend Bedford Hospital to a friend or relative?</b></p> <p>Target &gt; 60%</p> <p>(Note: information taken from Q20 responses, Q20 only introduced in May 2009)</p> <p>Note that the “No response” has been removed as this was giving a misleading figure in the response rate.</p>	<table border="1"> <caption>Percentage of Yes Recommendations</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>May-2009</td><td>92.31%</td></tr> <tr><td>Jun-2009</td><td>98.73%</td></tr> <tr><td>Jul-2009</td><td>96.10%</td></tr> <tr><td>Aug-2009</td><td>92.00%</td></tr> <tr><td>Sep-2009</td><td>97.06%</td></tr> <tr><td>Oct-2009</td><td>96.10%</td></tr> <tr><td>Nov-2009</td><td>92.86%</td></tr> <tr><td>Dec-2009</td><td>94.23%</td></tr> <tr><td>Jan-2010</td><td>95.65%</td></tr> <tr><td>Feb-2010</td><td>93.41%</td></tr> <tr><td>Mar-2010</td><td>95.76%</td></tr> </tbody> </table>	Month	Percentage	May-2009	92.31%	Jun-2009	98.73%	Jul-2009	96.10%	Aug-2009	92.00%	Sep-2009	97.06%	Oct-2009	96.10%	Nov-2009	92.86%	Dec-2009	94.23%	Jan-2010	95.65%	Feb-2010	93.41%	Mar-2010	95.76%															
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<p><b>1.3 Overall how would you rate the quality of your care?</b></p> <p>Target: 82-100% rate Excellent or Very Good</p> <p>Note that the “No response” entries have been removed as this was giving a misleading figure in the response rate.</p>	<table border="1"> <caption>Percentage of Responses rated Excellent or Very Good</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>May-2009</td><td>75.56%</td></tr> <tr><td>Jun-2009</td><td>86.05%</td></tr> <tr><td>Jul-2009</td><td>89.77%</td></tr> <tr><td>Aug-2009</td><td>86.96%</td></tr> <tr><td>Sep-2009</td><td>92.00%</td></tr> <tr><td>Oct-2009</td><td>84.34%</td></tr> <tr><td>Nov-2009</td><td>83.33%</td></tr> <tr><td>Dec-2009</td><td>81.13%</td></tr> <tr><td>Jan-2010</td><td>83.67%</td></tr> <tr><td>Feb-2010</td><td>75.27%</td></tr> <tr><td>Mar-2010</td><td>89.76%</td></tr> </tbody> </table>	Month	Percentage	May-2009	75.56%	Jun-2009	86.05%	Jul-2009	89.77%	Aug-2009	86.96%	Sep-2009	92.00%	Oct-2009	84.34%	Nov-2009	83.33%	Dec-2009	81.13%	Jan-2010	83.67%	Feb-2010	75.27%	Mar-2010	89.76%															
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**5.**

**Hotel Services Surveys**

**5.1**

**Catering Satisfaction survey**

Patient Food Services Department: March 2010 Patient Satisfaction Survey

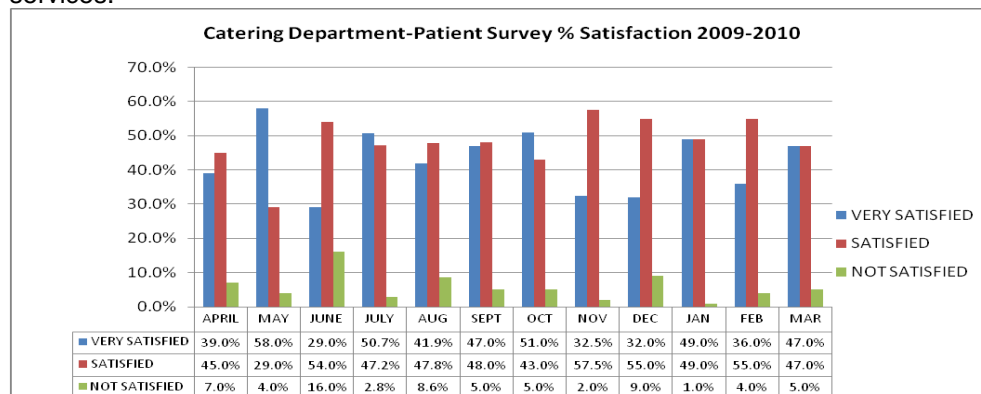
Each month patients are given the opportunity to complete a simple questionnaire and make comments on the cleaning service in the ward where they are staying. The current survey includes the following questions:

1. Was the menu explained to you on admission?
2. Do you receive your own menu card for each meal?
3. Do you think there is sufficient variety in the choices available?
4. Are you offered a choice of beverages throughout the day?
5. Are the hot meals hot enough?
6. Do your meals look appetising on the plate?
7. Do you receive the portion size you ordered on your menu card?
8. Are you satisfied with the overall quality of the food?
9. Have you received your chosen meal?
10. Do you enjoy your meals?
11. Are you: Very satisfied Satisfied Not satisfied.....with our service?

In March the survey achieved 40% of questionnaires being completed and returned which was an improvement on previous months. The increase reflected the wider distribution of cards following the end of the winter vomiting outbreaks. Comments and subsequent action from the questionnaires can be summarised as follows:

Ward	Patient comment	Action
Victoria Ward	Catering on Sunday not up to weekday standards	Ward housekeepers only work Monday to Fridays on wards. Have spoken to ward managers to follow food service procedures
Shuttleworth Ward	Best meal pasta	Compliment passed on to catering team
R Hart Ward	Patient would like sandwich with no butter or spread	Spoke to housekeeper and ward staff about communicating patient requests to kitchen in a timely manner
Godber Ward	Several comments about menu being read out when the meal is ready to be served, patients have not seen a menu prior to this.	Reminded all Ward staff that all patients should receive individual menu cards on a daily basis

The chart below details, month by month, the patient satisfaction percentage in each of the three categories i.e. very satisfied, satisfied or not satisfied with the catering service provided. The trend to date indicates a slight increase from February in the number of patients who are very satisfied with catering services.



The Chart above details, month by month the patient satisfaction percentage in each of the three categories i.e. very satisfied, satisfied or not satisfied with the catering service provided. The table below details the full year (2009-2010) patient satisfaction percentage averages as follows:

Very Satisfied	45%
Satisfied	49%
Not Satisfied	6%

**5.2**

**Domestic Services Survey results**

Domestic Services Department  
March 2010 Patient Satisfaction Survey

Each month patients are given the opportunity to complete a simple questionnaire and make comments on the cleaning service in the ward where they are staying. The current survey includes the following questions:

- 12. What is your overall impression of the cleanliness of the hospital?
- 13. How do you rate the general level of cleanliness in the ward?
- 14. Is your bedside area cleaned each day?
- 15. Are the showers cleaned regularly?
- 16. Are the ward toilets kept clean?
- 17. Do you think that cleaning on the wards is carried out with a minimum of disruption to patients?
- 18. Are domestic staff respectful of your privacy?
- 19. Do the domestic staff clear away your meal tray and fill your water jug?
- 20. Is your crockery and cutlery clean?
- 21. Are domestic staff helpful and polite when talking to you?

Are you: Very satisfied Satisfied Not satisfied.....with our service?

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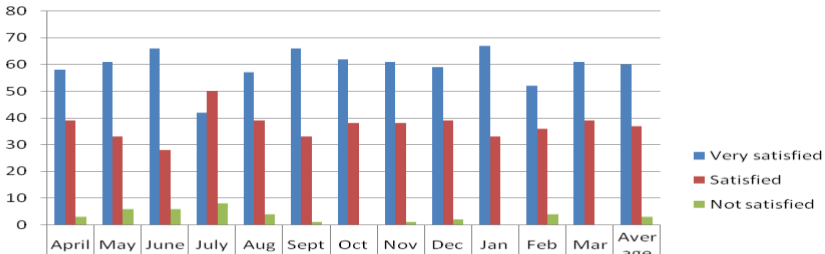
Ward	Patient comment	Action
Elizabeth	Swabs on the floor.	Routine cleaning is in place. Nursing staff only have to ask ward domestic staff to carry out ad hoc cleaning.
Elizabeth	Dirty nappy left in toilet (bay 5).	Bay 5 on this ward has 6 beds and a very small toilet. The 'nappy' was probably an incontinence pad (or similar) which is usually cleared away by nursing staff.

The March 2010 survey also included some comments about maintenance issues such as a shower not working on Whitbread Ward.

The chart above details, month by month, the patient satisfaction percentage in each of the three categories i.e. very satisfied, satisfied or not satisfied with the cleaning service provided. The chart in this month's report also details the full year (2009-2010) patient satisfaction percentages as follows:

Very satisfied	60%
Satisfied	37%
Not satisfied	3%

Domestic Services Department-Patient Survey % Satisfaction 2009-2010



	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Average
Very satisfied	58	61	66	42	57	66	62	61	59	67	52	61	60
Satisfied	39	33	28	50	39	33	38	38	39	33	36	39	37
Not satisfied	3	6	6	8	4	1	0	1	2	0	4	0	3

**National In-patient Survey (2009) Results**

The Trust received the results from the above in March 2010 which was based on a sample of patients admitted to the hospital in August 2009. Questions B.22 and 23 relate to the service provided by the Domestic Department and the results are detailed as follows:

B.22. In your opinion, how clean was the hospital room or ward that you were in:	B.23. How clean were the toilets and bathrooms that you used in the hospital:
Very clean 59%	Very clean 50%
Fairly clean 38%	Fairly clean 43%
Not very clean 3%	Not very clean 5%
Not clean at all 0%	Not at all clean 1%

Increased sanitary area checks have been introduced and supervisors tasked with more thorough de-scaling and reporting maintenance faults.

**PEAT 2010**

The PEAT results from NPSA have recently been received by the Trust as follows:

Environment	Food	Privacy and Dignity
Good	Good	Good