

**Patient Experience Report
November 2009**

Contents:	1. Complaints for November 2009 2. PALS 3. Compliments 4. Patient Satisfaction survey results 5. Hotel Services satisfaction survey results
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1. Formal Complaints

1.1 Number
The number of formal complaints received during November 2009 was 10.

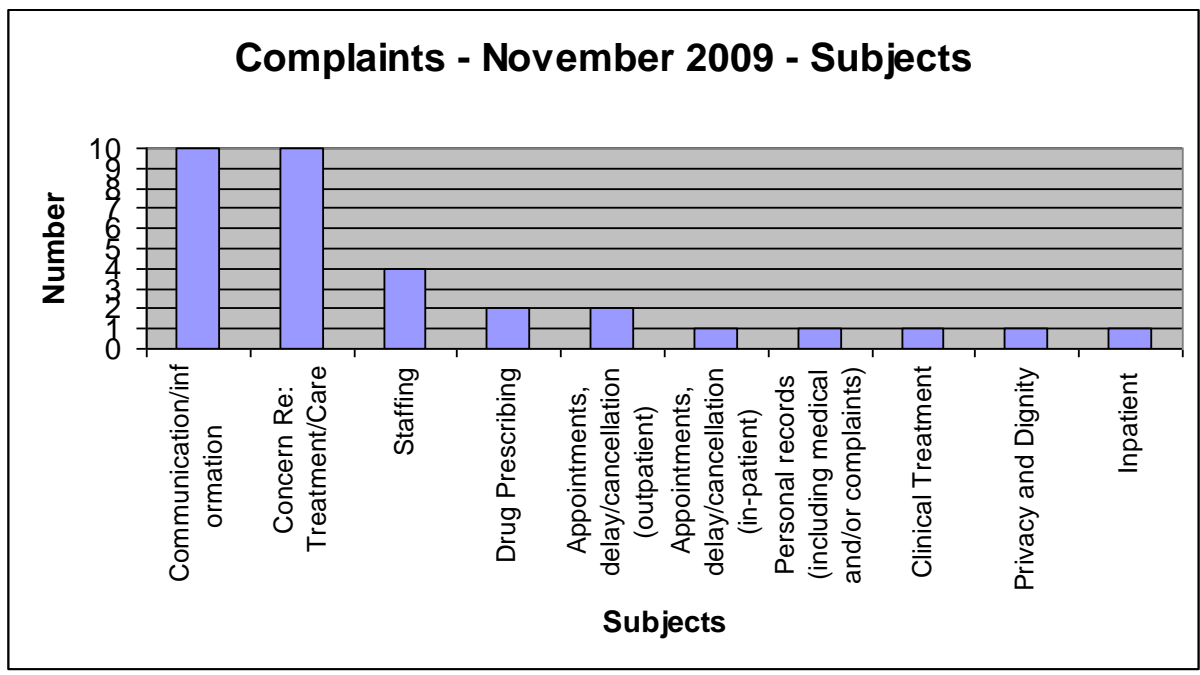
	Apr-2009	May-2009	Jun-2009	Jul-2009	Aug-2009	Sep-2009	Oct-2009	Nov-2009	
No of Complaints	14	19	13	21	10	10	18	10	

Of these 10 complaints

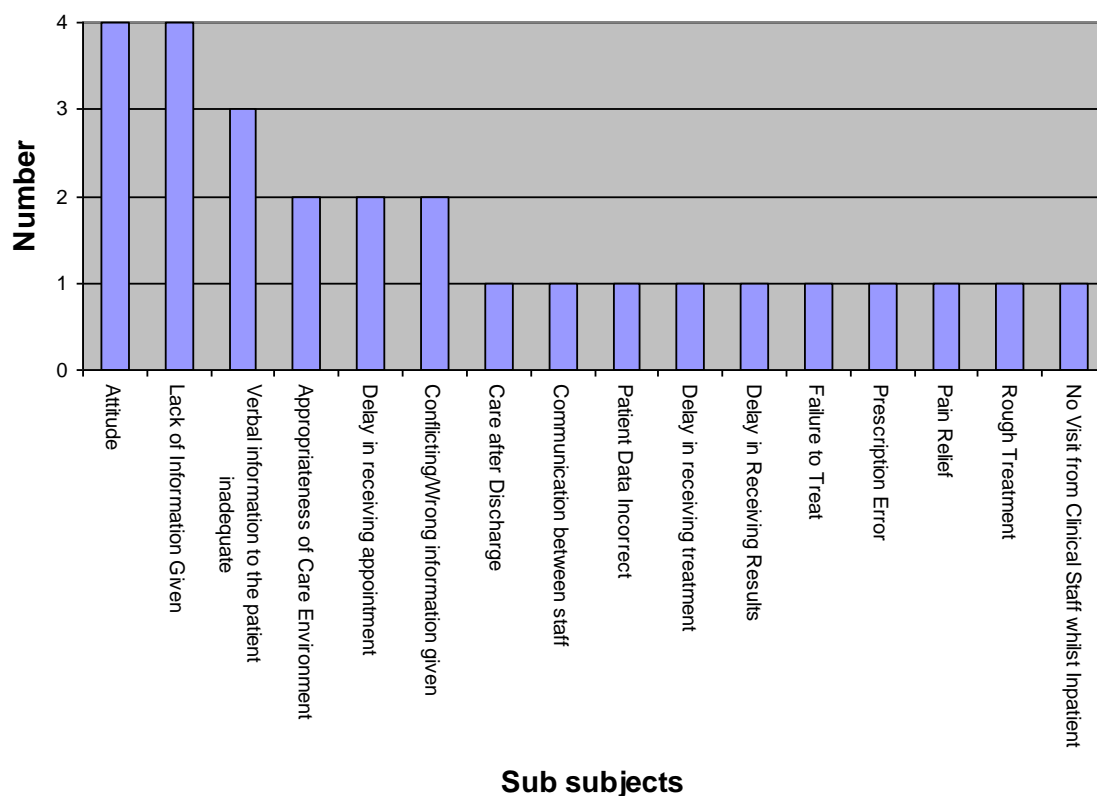
- 8 have been responded to within the agreed time frame
- A meeting has been arranged for mid February for 1
- 1 is still to be responded to

1.2 Risk Grading
The process for grading of complaints was introduced under the new Complaints 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.



Complaints - November 2009 - Sub subjects



1.4 Complaints by Specialty: November

Medicine and Diagnostics	4
Surgery and Anaesthetics	2
Women and Children services	4

1.5 Complaints by ethnic group of Complainant: November

White British	8
Not stated	2

1.6 Changes made/lessons learned as a result of the above Formal Complaints 09106

All staff on Elizabeth Ward are up to date with training on management of Hickman lines

Discussion to take place at ward meeting on Shand Ward regarding staff attitude and storage and administration of drugs after a patient's drugs were not re moved from the POD before another patient was admitted

09108

Ward meeting o Howard Ward to discuss issues around staff attitude and patient care

09112

Complaint to be discussed at Clinical Governance meeting to establish how 43 years old pregnant woman had no ante natal screening during pregnancy and had a Down's syndrome baby.

1.7 Complaints considered by the Parliamentary & Health Service Ombudsman (PHSO)

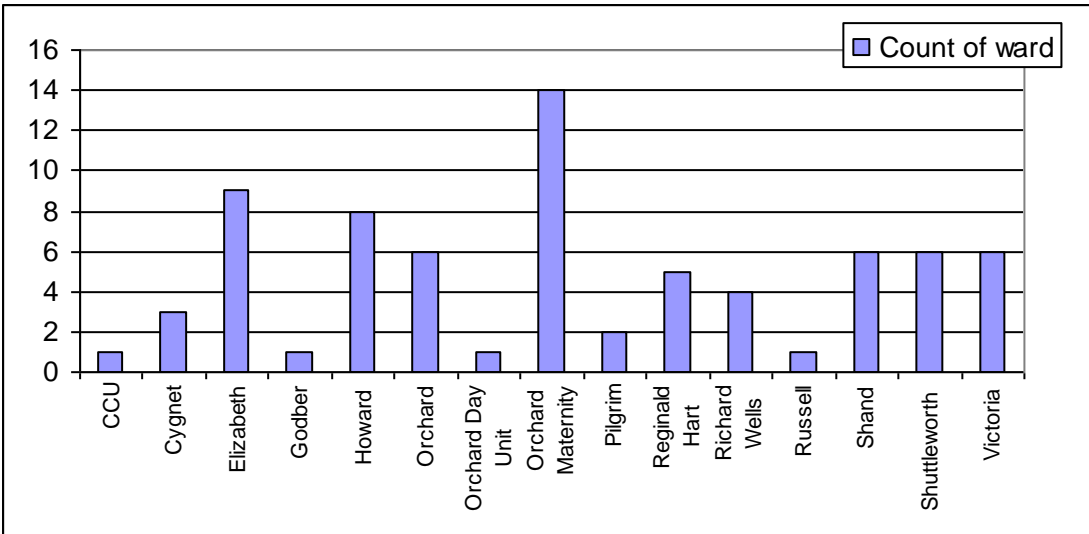
Position as at 31 December 2009

We are aware that 7 complainants have contacted the PHSO

Of these 6 files have been sent to the PHSO

2 further letters of explanation have been sent to the complainants

Further comments have been requested to be sent to 1 complainant

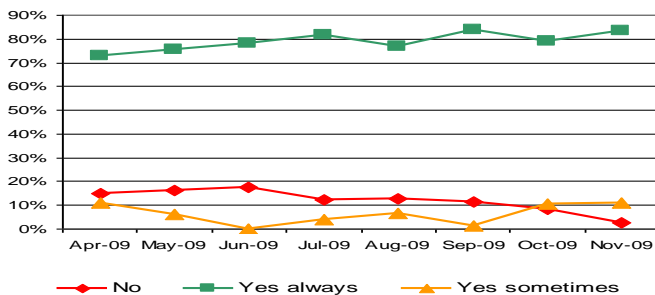
2.2	<p>Changes made/lessons learned as a result of the above PALS contacts</p> <p><u>PALS 5429</u> Very high demand on the paediatric dietetic service and therefore additional funding has been requested from NHS Bedfordshire to employ an additional paediatric dietitian.</p>																																				
3	<p>Compliments Recorded compliments received to date for November 2009</p> <table border="0"> <tr> <td>Cards/letters</td> <td>163</td> </tr> <tr> <td>Gifts</td> <td>157</td> </tr> <tr> <td>Donations to wards/departments</td> <td>£ 1760.00</td> </tr> <tr> <td>Compliments received via the Chief Executive's office</td> <td>11</td> </tr> </table>	Cards/letters	163	Gifts	157	Donations to wards/departments	£ 1760.00	Compliments received via the Chief Executive's office	11																												
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4.	<p>Patients and Relatives Feedback</p> <p>Patient Satisfaction Survey - November 2009</p> <p>Method: The patient satisfaction survey questionnaire was distributed by our volunteer to all wards weekly.</p> <p>Patient Responses: November 2009 73</p> <p><u>Response by Ward:</u></p>  <table border="1"> <caption>Response by Ward</caption> <thead> <tr> <th>Ward</th> <th>Count of ward</th> </tr> </thead> <tbody> <tr><td>CCU</td><td>1</td></tr> <tr><td>Cygnet</td><td>3</td></tr> <tr><td>Elizabeth</td><td>9</td></tr> <tr><td>Godber</td><td>1</td></tr> <tr><td>Howard</td><td>8</td></tr> <tr><td>Orchard</td><td>6</td></tr> <tr><td>Orchard Day Unit</td><td>1</td></tr> <tr><td>Orchard Maternity</td><td>14</td></tr> <tr><td>Pilgrim</td><td>2</td></tr> <tr><td>Reginald Hart</td><td>5</td></tr> <tr><td>Richard Wells</td><td>4</td></tr> <tr><td>Russell</td><td>1</td></tr> <tr><td>Shand</td><td>6</td></tr> <tr><td>Shuttleworth</td><td>6</td></tr> <tr><td>Victoria</td><td>6</td></tr> </tbody> </table> <p><u>Type of Admission:</u></p> <table border="0"> <tr> <td>Emergency</td> <td>37</td> </tr> <tr> <td>Planned</td> <td>26</td> </tr> </table> <p>N.B. This information was not recorded by the patient in 10 cases.</p>	Ward	Count of ward	CCU	1	Cygnet	3	Elizabeth	9	Godber	1	Howard	8	Orchard	6	Orchard Day Unit	1	Orchard Maternity	14	Pilgrim	2	Reginald Hart	5	Richard Wells	4	Russell	1	Shand	6	Shuttleworth	6	Victoria	6	Emergency	37	Planned	26
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Patient Experience Responses to key areas of quality of care:

▪ **Privacy and Dignity**

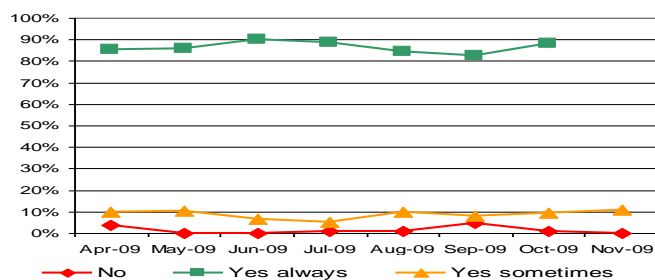
Q2. Were you given enough privacy when discussing your condition/treatment?

Answers	No.	%
Yes always	61	83.56%
Yes sometimes	8	10.96%
No	2	2.74%
NR	2	2.74%



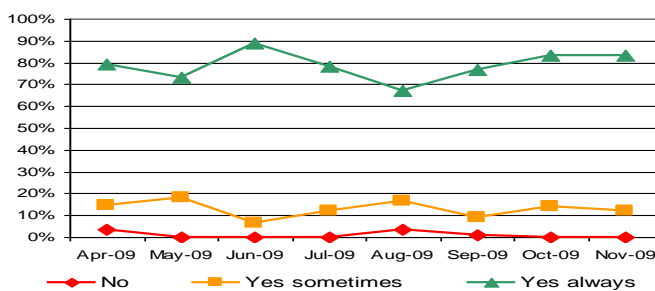
Q3. Were you given enough privacy when being examined or treated?

Answers	No.	%
Yes always	64	87.67%
Yes sometimes	8	10.96%
No	0	0%
NR	1	1.37%



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

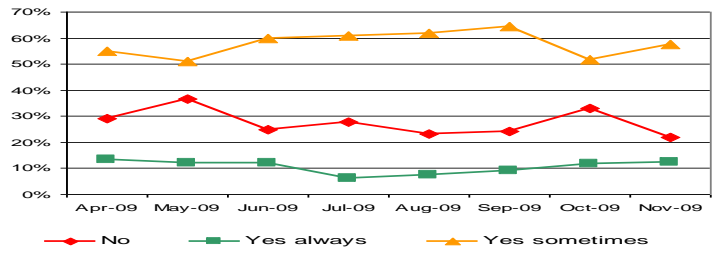
Answers	No.	%
Yes always	61	83.56%
Yes sometimes	9	12.33%
No	0	0%
NR	3	4.11%



▪ Pain

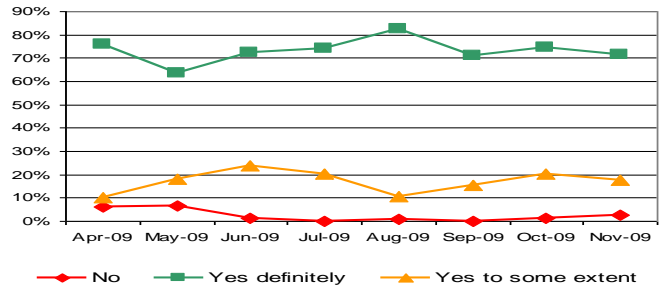
Q4. Were you ever in any pain?

Answers	No.	%
Yes always	9	12.33%
Yes sometimes	42	57.53%
No	16	21.92%
NR	6	8.22%



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

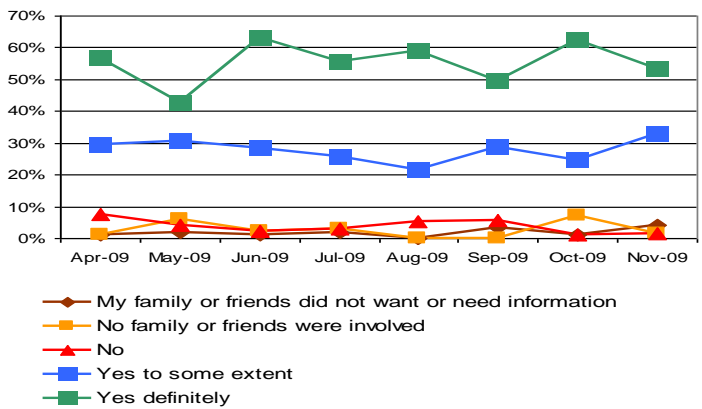
Answers	No.	%
Yes definitely	53	71.62%
Yes to some extent	13	17.57%
No	2	2.70%
Not applicable	4	5.41%
NR	2	2.70%



▪ Patient Information

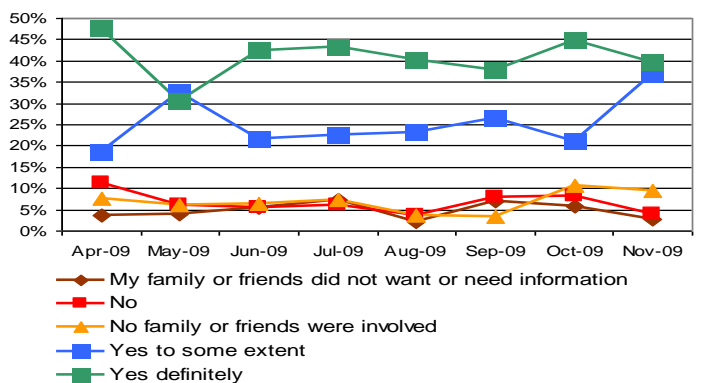
Q15. Were you/your family kept informed about your condition/treatment?

Answers	No.	%
Yes definitely	39	53.42%
Yes to some extent	24	32.88%
No	1	1.37%
My family or friends did not want or need information	3	4.11%
No family or friends were involved	1	1.37%
NR	5	6.85%

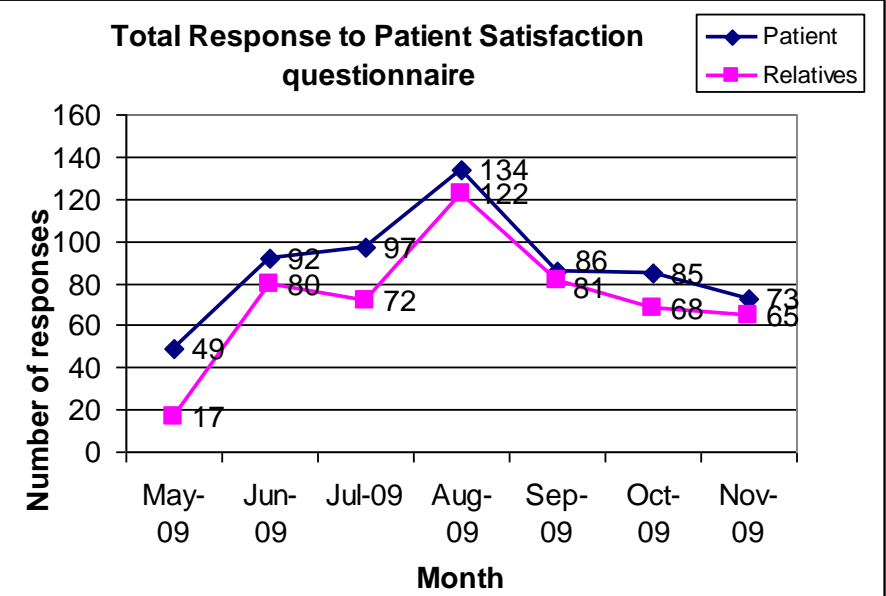
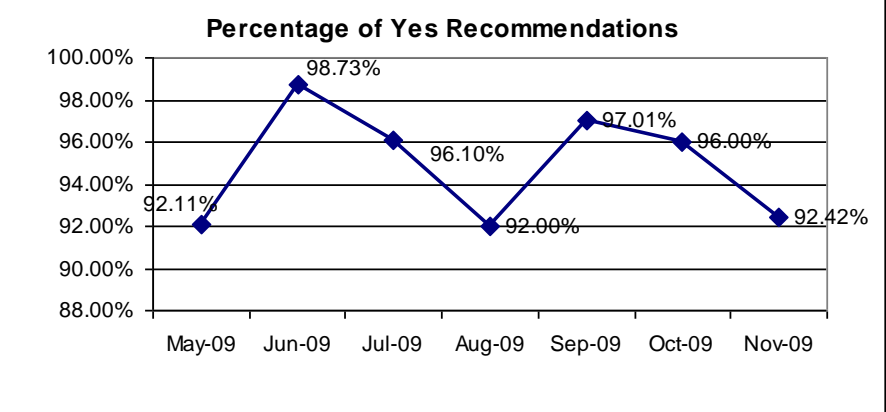
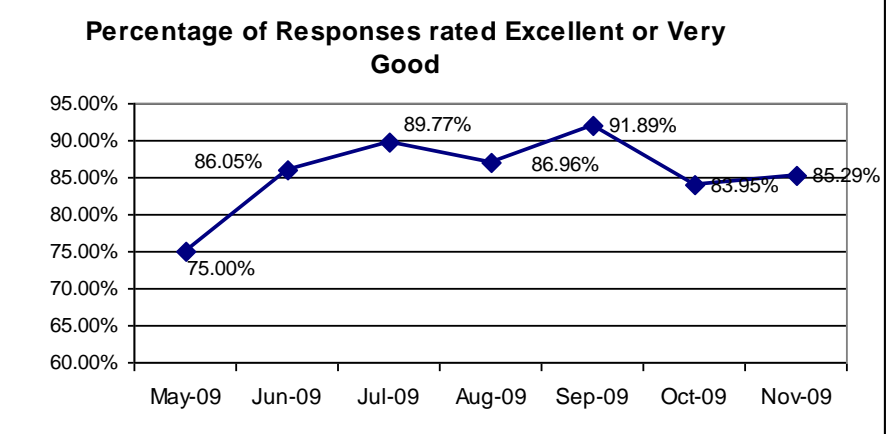


Q16. Did the doctors or nurses give your family, or someone close to you, all the information they needed to help care for you?

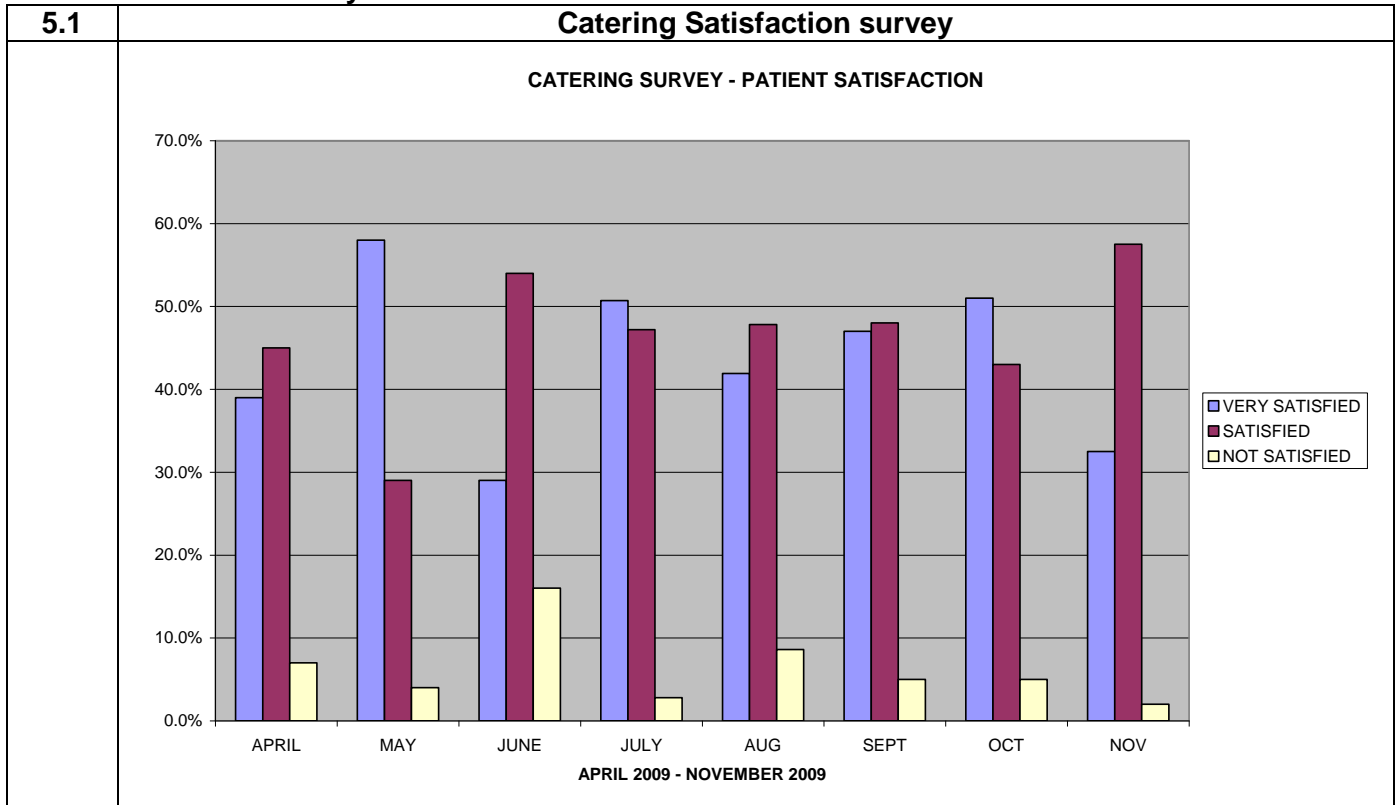
Answers	No.	%
Yes definitely	29	39.73%
Yes to some extent	27	36.99%
No	3	4.11%
My family or friends did not want or need information	2	2.74%
No family or friends were involved	7	9.59%
NR	5	6.85%



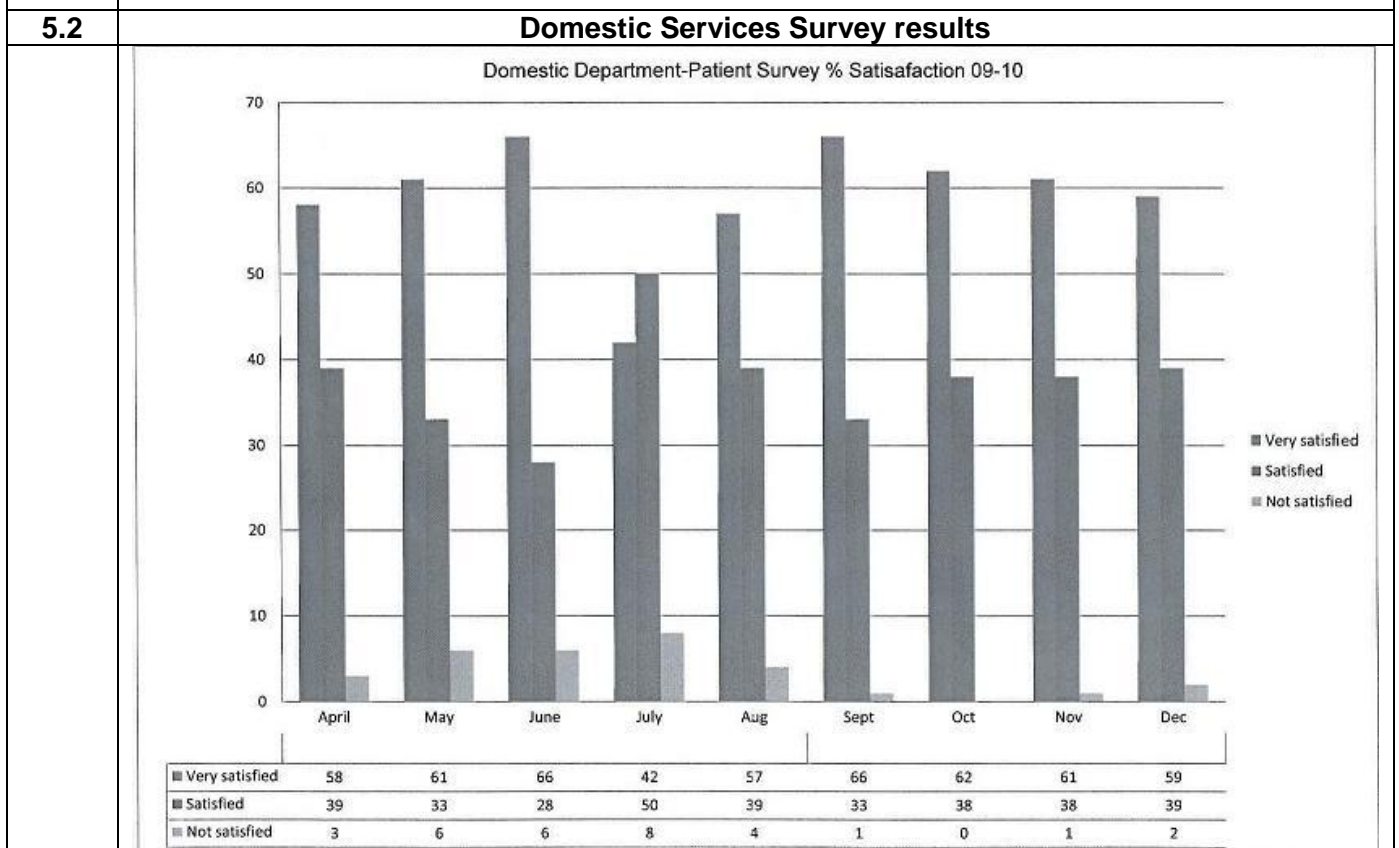
Patient Experience Indicators (CQUINS)

<p>1.1</p>	<p>Patient Satisfaction Surveys</p> <p>Response rate from surveys:</p> <p>No of returned responses to Patient satisfaction surveys</p>	 <table border="1"> <caption>Total Response to Patient Satisfaction questionnaire</caption> <thead> <tr> <th>Month</th> <th>Patient</th> <th>Relatives</th> </tr> </thead> <tbody> <tr> <td>May-09</td> <td>49</td> <td>17</td> </tr> <tr> <td>Jun-09</td> <td>92</td> <td>80</td> </tr> <tr> <td>Jul-09</td> <td>97</td> <td>72</td> </tr> <tr> <td>Aug-09</td> <td>134</td> <td>122</td> </tr> <tr> <td>Sep-09</td> <td>86</td> <td>81</td> </tr> <tr> <td>Oct-09</td> <td>85</td> <td>68</td> </tr> <tr> <td>Nov-09</td> <td>73</td> <td>65</td> </tr> </tbody> </table>	Month	Patient	Relatives	May-09	49	17	Jun-09	92	80	Jul-09	97	72	Aug-09	134	122	Sep-09	86	81	Oct-09	85	68	Nov-09	73	65
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<p>1.2</p>	<p>Would the patient recommend Bedford Hospital to a friend or relative?</p> <p>Target > 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-09</td> <td>92.11%</td> </tr> <tr> <td>Jun-09</td> <td>98.73%</td> </tr> <tr> <td>Jul-09</td> <td>96.10%</td> </tr> <tr> <td>Aug-09</td> <td>92.00%</td> </tr> <tr> <td>Sep-09</td> <td>97.01%</td> </tr> <tr> <td>Oct-09</td> <td>96.00%</td> </tr> <tr> <td>Nov-09</td> <td>92.42%</td> </tr> </tbody> </table>	Month	Percentage	May-09	92.11%	Jun-09	98.73%	Jul-09	96.10%	Aug-09	92.00%	Sep-09	97.01%	Oct-09	96.00%	Nov-09	92.42%								
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<p>1.3</p>	<p>Overall how would you rate the quality of your care?</p> <p>Target: 82-100% rate Excellent or Very Good</p> <p>Note that the “No response” 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-09</td> <td>75.00%</td> </tr> <tr> <td>Jun-09</td> <td>86.05%</td> </tr> <tr> <td>Jul-09</td> <td>89.77%</td> </tr> <tr> <td>Aug-09</td> <td>86.96%</td> </tr> <tr> <td>Sep-09</td> <td>91.89%</td> </tr> <tr> <td>Oct-09</td> <td>83.95%</td> </tr> <tr> <td>Nov-09</td> <td>85.29%</td> </tr> </tbody> </table>	Month	Percentage	May-09	75.00%	Jun-09	86.05%	Jul-09	89.77%	Aug-09	86.96%	Sep-09	91.89%	Oct-09	83.95%	Nov-09	85.29%								
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5. Hotel Services Surveys



The Catering Manager invites our patients to give feedback on the catering during their hospital stay and has responded to any comments received by asking ward staff to rectify individual ward issues. The catering staff has continued to monitor ward food temperatures which has led to an improvement.



In the month, comments received about staff attitude and patients opinion about the ward being cleaned whilst they were having breakfast have been passed back to the wards concerned – as have the positive comments.