

Patient Experience Report September 2010

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1.0 Complaints

1.1 Number

Complaints	Q1	Q2	Q3	Q4	Total
2009	46	41	37	58	182
2010	64	59			

The number of complaints received during September was

14

This is 8 less than the number received last month.

No of complaints where complainants have indicated the following was a factor:

attitude

4

communication

8

clinical care

5

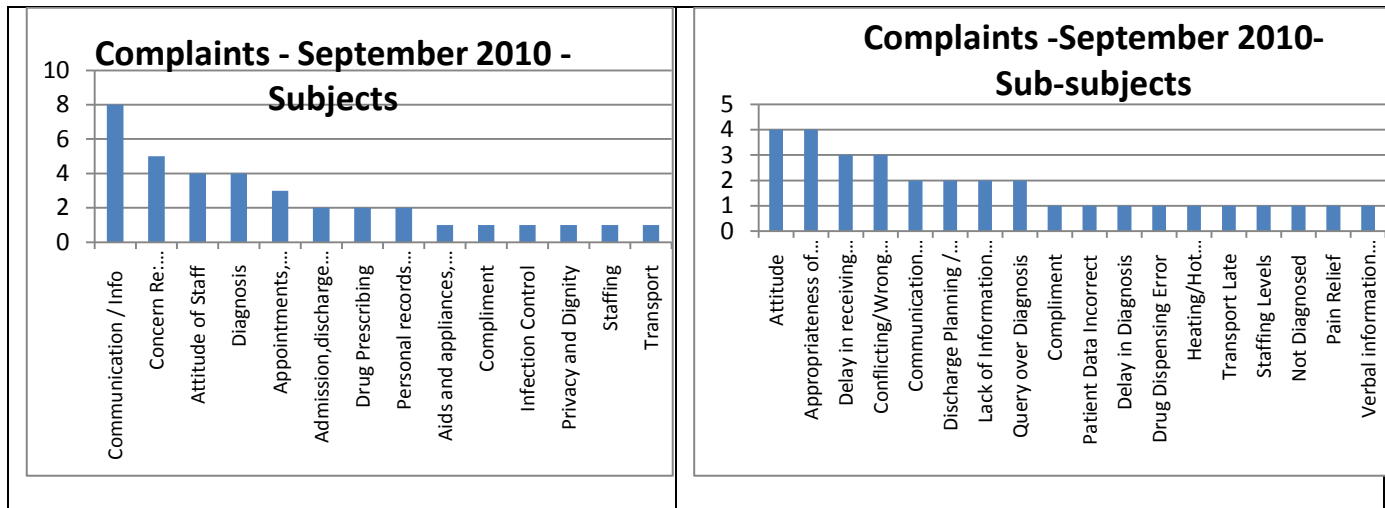
The number of appointments during September, including emergency and elective admissions, and all outpatient appointments was 32789, and this therefore equates to 0.04% of the total attendances during September.

Of these complaints

- 10 were responded to within the agreed timescale
- 2 patients have requested meetings which have been arranged
- 1 breached the originally agreed time scale by one day
- 2 were joint complaints in which we are the lead organisation and requested information from other providers.
- 1 is still open but will breach the originally agreed timescale as the other organisation have informed us that they need more time to provide information.
Complainant is aware

1.2 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.



1.3 For those complaints for which attitude is recorded as a subject, context is as follows:

- Patient whose baby had died reports that she was spoken to as if she was being discharged home with a healthy baby.
Patient's relative reports that midwife was defensive when community midwife's visit was discussed. From patient's perspective attitude of staff conveyed they "couldn't care less".
- During surgery to drain a cyst patient reports she felt staff ridiculed her
- Patient unhappy with manner of doctor who told her she had been wearing Velcro splint for too long for soft tissue injury. Patient had applied Velcro splint so tightly it had caused an imprint on her arm and caused her pain.
- Patient felt midwife showed no genuine sympathy and did not communicate with her

1.4 Complaints considered by the Parliamentary & Health Service Ombudsman (PHSO) Position as at the end of September 2010

Open Cases being considered by PHS Ombudsman

Submitted since last report	1
Open cases	3
Closed cases	9

Figures for 2009/10 published by the Ombudsman record that out of 6304 cases involving acute trusts in which the ombudsman was contacted, 195 were investigated. For those cases where the investigation was completed in the year, 63% were fully or partly upheld.

1.5 Changes made as a result of Complaints
10105

Patient was not given pain relief or seen by doctors in a timely manner.
Patient's experience in A&E will be used in upcoming nurse and doctor teaching and training to try to prevent this happening to another patient.

10115

Patient was sent home in his pyjama bottoms. A notice has now been put into the ward asking families to bring in clothes before patients are discharged

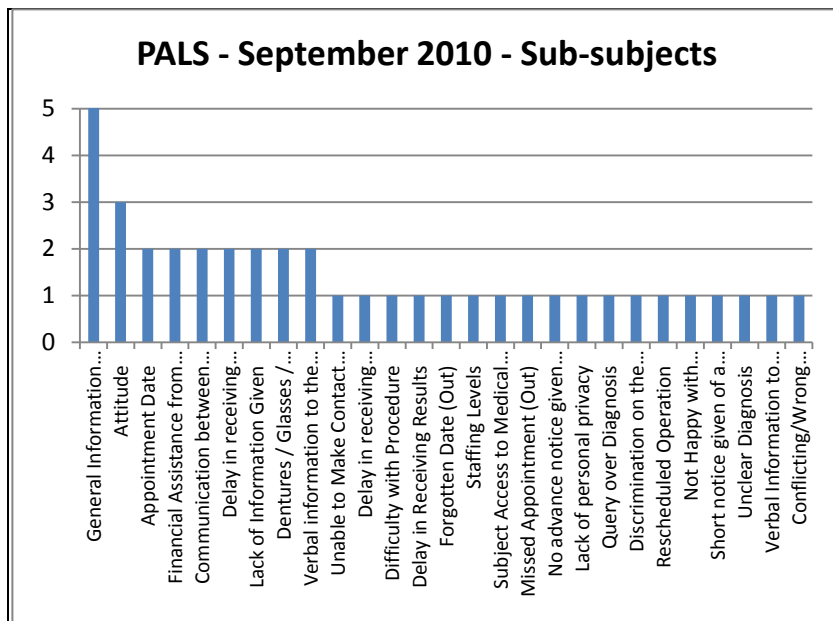
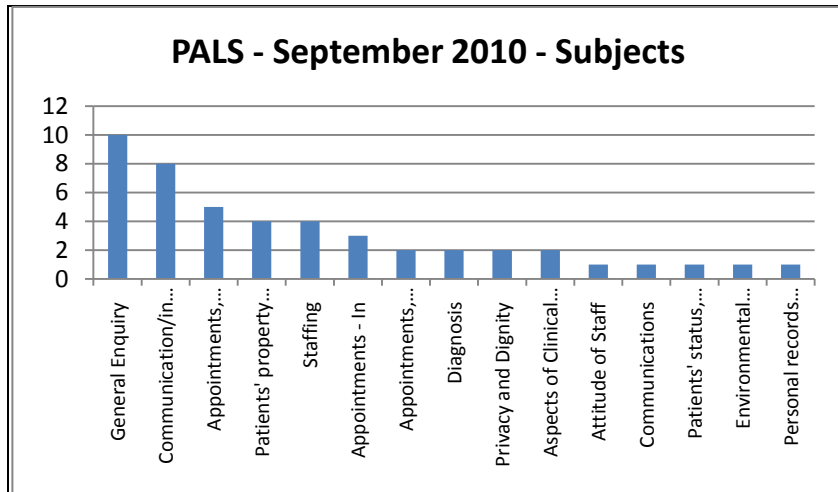
2.0 PALS

2.1 Number

PALS	Q1	Q2	Q3	Q4	Total
2009	164	153	141	133	591
2010	155	142			

In August there were 46 PALS contacts received. This equates to 0.14 % of total attendances during September.

The following graphs show the top subjects and sub subjects as reported by those who raised their concerns through PALS



For those PALS contacts for which attitude is recorded as a subject, context is as follows:

- Staff told relative that they did not have time to look at patient's notes re treatment.
- Transsexual patient upset with form of address used
- Staff member suggested patient in wheelchair might like to adjust her clothing as it was so short her underwear was visible. Patient upset by this.
- Female complainant reports that nurse made inappropriate remark to her regarding a male relative using a urine bottle

2.2 Changes made as a result of PALS contacts

No changes to report this month.

3.0 Compliments

Recorded compliments received to date for September 2010

Cards/letters	81
Gifts	95
Donations to wards/departments	£390
Compliments received via the Chief Executive's office	12

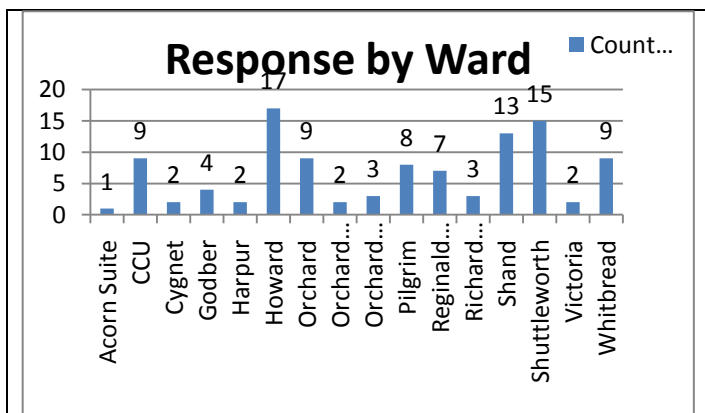
4 Patients and Relatives Feedback

4.1 Patient Satisfaction Survey – September 2010

Method:

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

Patient Responses: 111



N.B. This information was not recorded by the patient in 5 cases.

Type of Admission:

Emergency	62
Planned	40

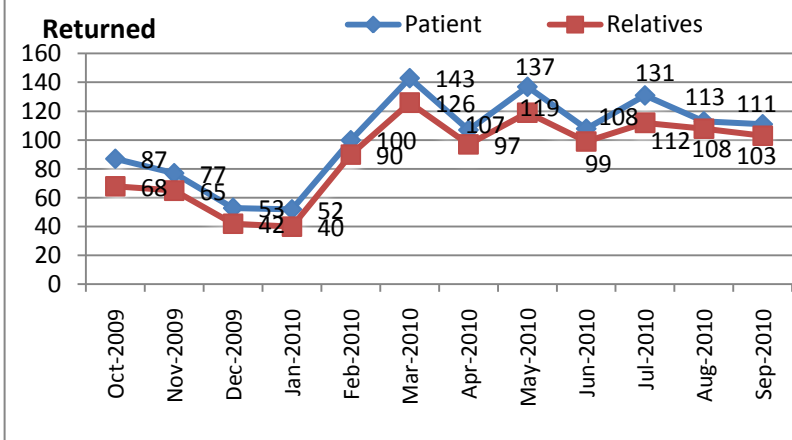
N.B. This information was not recorded by the patient in 9 cases

4.2 Performance against the CQUINs questions

Response Rate

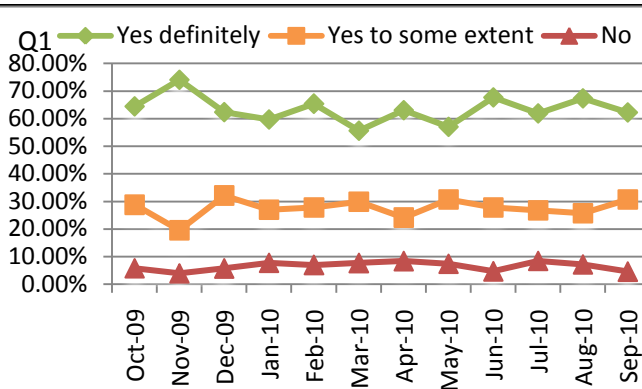
Response rate from surveys:

No of returned responses to Patient satisfaction surveys



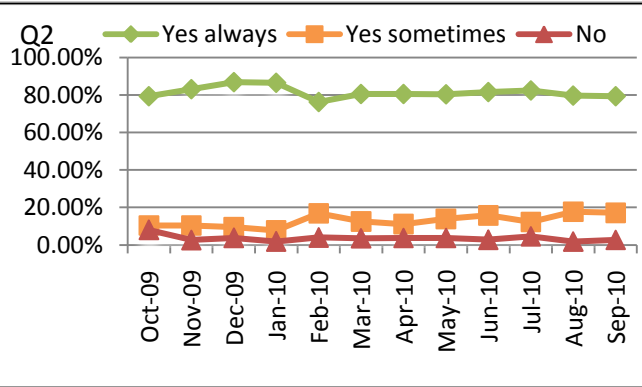
CQUIN 1. Were you involved as much as you wanted to be in decisions about your care and treatment?

Answers	Responses
Yes definitely	69
Yes to some extent	34
No	5
NR	3



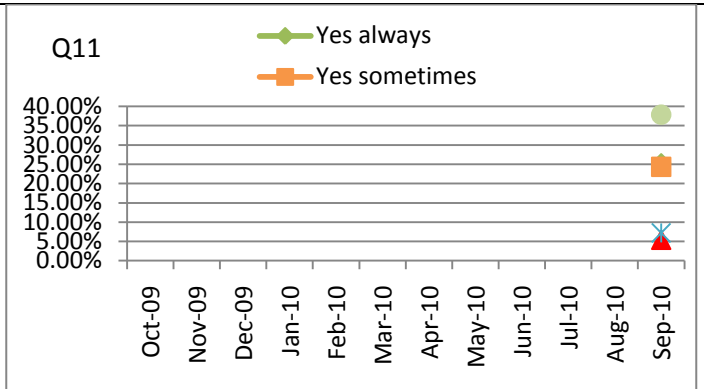
CQUIN 2. Were you given enough privacy when discussing your condition/treatment?

Answers	Responses
Yes always	90
Yes sometimes	20
No	2
NR	1



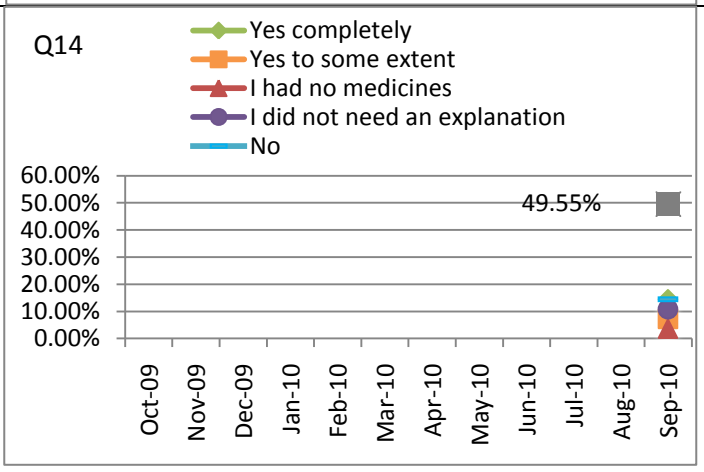
CQUINS 3. Did you find someone on the hospital staff to talk to about any worries and fears?

Answers	Responses	Percentage
Yes always	28	25.23%
Yes sometimes	27	24.32%
I had no need to ask	42	37.84%
No	6	5.41%
NR	8	7.21%



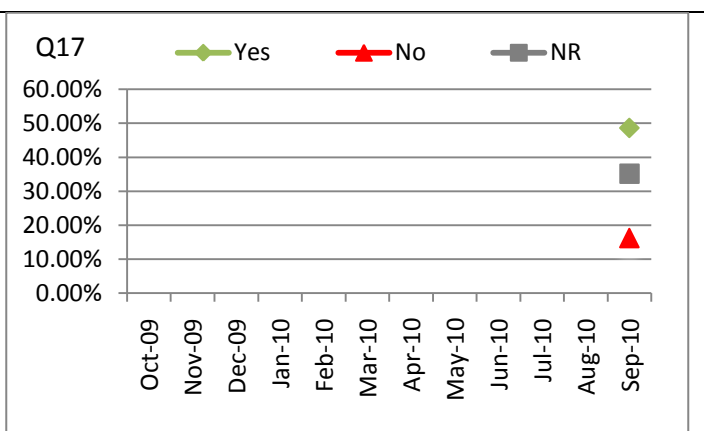
CQUIN 4. Did a member of staff tell you about medication side effects to watch for when you went home?

Answers	Responses	Percentage
Yes completely	16	14.41%
Yes to some extent	8	7.21%
I had no medicines	4	3.60%
I did not need an explanation	12	10.81%
No	16	14.41%
NR	55	49.55%



CQUIN 5.. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

Answers	Responses	Percentage
Yes	54	48.65%
No	18	16.22%
NR	39	35.14%

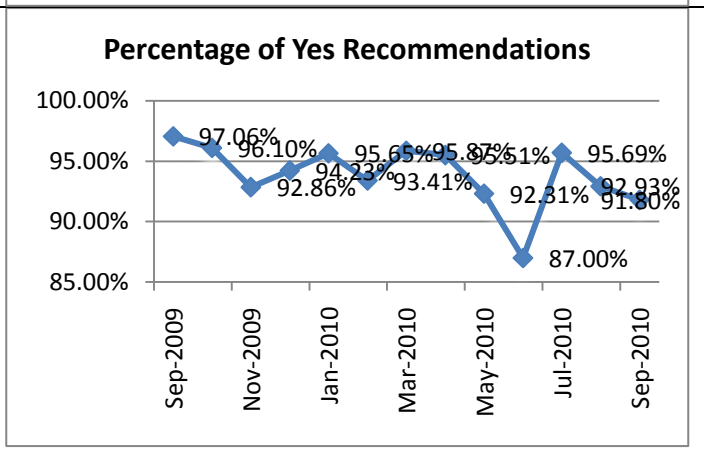


CQUIN 6.
Would the patient recommend Bedford Hospital to a friend or relative?

Target >= 97% positive replies.

(Note: information taken from Q20 responses, Q20 only introduced in June 2009)

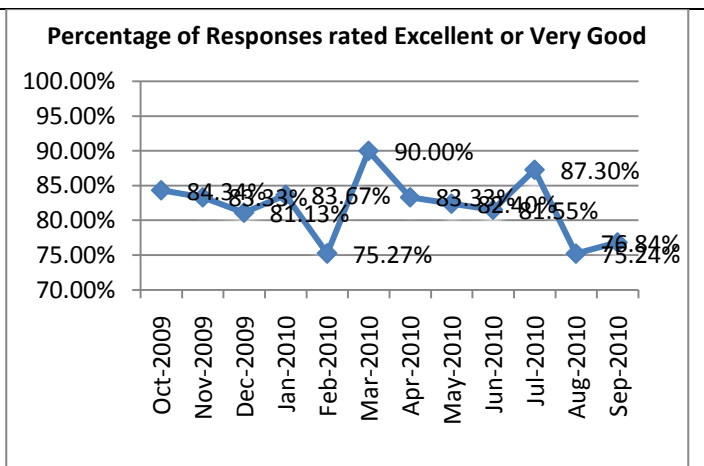
Note that the “No response” has been removed as this was giving a misleading figure in the response rate.



CQUIN 7
Overall how would you rate the quality of your care?

Target: 90-100% rated Excellent or Very Good

Note that the “No response” entries have been removed as this was giving a misleading figure in the response rate.



5.0	Hotel Services Surveys
5.1	<p align="center">Catering Satisfaction Survey Results Patient Food Services Department September 2010 Patient Satisfaction Survey for November 2010 IPEC</p> <p>Each month patients are given the opportunity to complete a simple questionnaire and make comments on the catering service in the ward where they are staying. The current survey includes the following questions:</p> <ol style="list-style-type: none"> 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?

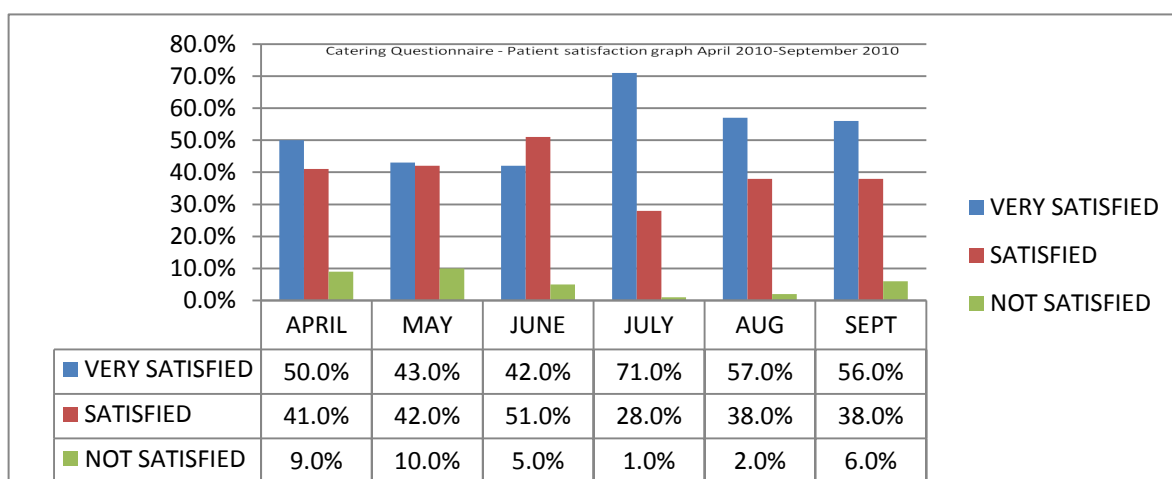
5. Are the hot meals hot enough?
6. Do your meals look appetising on the plate?
7. Do you receive the portion size you ordered on your menu card?
8. Are you satisfied with the overall quality of the food?
9. Have you received your chosen meal?
10. Do you enjoy your meals?

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

In September the survey achieved 45% of questionnaires being completed and returned which was a 3% decrease on the previous month. Comments and subsequent action from the questionnaires can be summarised as follows:

Ward	Patient comment	Action
Elizabeth Ward	You do a grand job	Housekeeping staff informed
Shuttleworth Ward	Early morning drink usually very late	Housekeeping staff informed but it is difficult when some days they get no ward staff support
Shand Ward	All staff have been extremely friendly, welcoming and encouraging	Compliments passed on to staff
Whitbread Ward	Need to refresh water more Frequently	Domestic staff reminded to make regular checks
Whitbread Ward	With 35 years catering experience in health and education establishments I am pleased that the standards are kept to the highest level.	Comments passed onto staff
Riverbank Ward	The afternoon cake/biscuit on the ward is a welcome addition, but one day the biscuits contained nuts	Menu changed to reflect this issue
Orchard Ward	The catering staff were fantastic for the entire stay	Comments passed on to Sheila Payne Housekeeper
Harpur Ward	Housekeeper was a credit to Bedford hospital	Staff informed and congratulated

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 that the same percentages of patients are satisfied with catering services from the previous month.



5.2 Domestic Services Department Survey Results

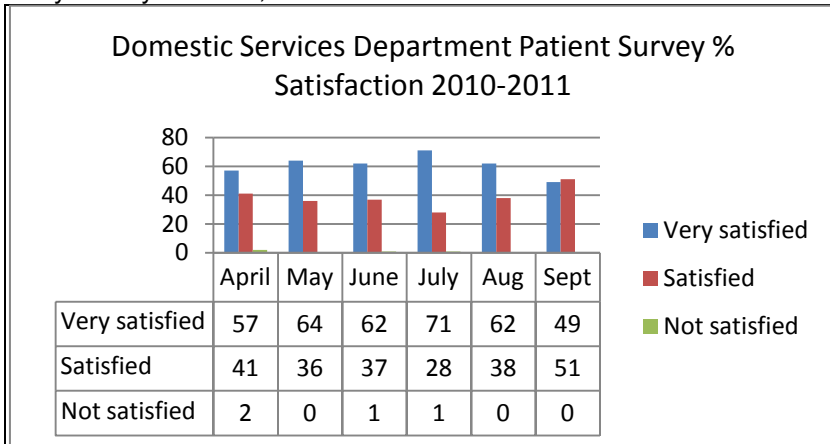
September 2010 Patient Satisfaction Survey Report for November 2010 IPEC Meeting

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 an in-patient. The current survey includes the following

questions:

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

Are you very satisfied, satisfied or not satisfied.....with our service?



The chart details the patient percentage satisfaction in each of the three categories i.e. very satisfied, satisfied or not satisfied with the cleaning service provided. In September this survey achieved 45% of questionnaires being completed and returned which was a 3% decrease on the return for August. Comments and subsequent action points from the questionnaires can be summarized as follows:

Ward	Patient Comment	Action
Shand	All staff have been extremely welcoming and friendly. Some bed rails cleaned whilst patient eating.	Domestic staff informed although this would appear to apply to all the staff working on this ward. Clinical equipment cleaning staff told not to clean during protected mealtimes.
Godber	Black stains around shower.	This has been reported to the Maintenance Department.
Elizabeth	Cleaners should not interrupt patients whilst washing.	Domestic staff reminded that patients' privacy and dignity is very important.
AAU	Cleaning whilst eating breakfast.	Domestic staff informed although other groups of staff clean bed rails in the morning.
Orchard	Staff very friendly and efficient	Orchard Ward staff informed.

Unusually there are some comments about interruptions during mealtimes so these have been addressed at domestic staff meetings and during ward spot checks. Some cleans are unavoidable e.g. preparing a side room ready to admit a patient requiring isolation. There were less patients indicating 'very satisfied' with the cleaning service but an increase in those indicating 'satisfied' There were no returns for 'not satisfied' with the service.