

Patient Experience Report for Trust Board November 2010

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1 Complaints 1.1 Number

Complaints	Q1	Q2	Q3	Q4	Total
2009	*46	41	37	56	180
2010	64	58			

The number of complaints received during November was 21

This is 7 less than the number received last month.

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

4

communication

14

clinical care

13

The divisional leads have discussed the concerns raised around attitude / communication with the individual staff when any have been named in a complaint. The number of appointments during November, including emergency and elective admissions, and all outpatient appointments was 33214, and this therefore equates to 0.063 % of the total attendances during November.

The number of complaints received in the previous months was as follows

	Dec 09	Jan 10	Feb	Mar	Apr	May	June	July	August	Sept	Oct	Nov
No of Complaints	9	13	19	26	25	17	22	23	22	14	28	21

Of these complaints

- 13 were responded to within the agreed timescale
- 1 patient has requested a meeting
- 3 were joint complaints, 2 of which we were the lead organisation
- 7 are still open and there is no known reason why these should breach

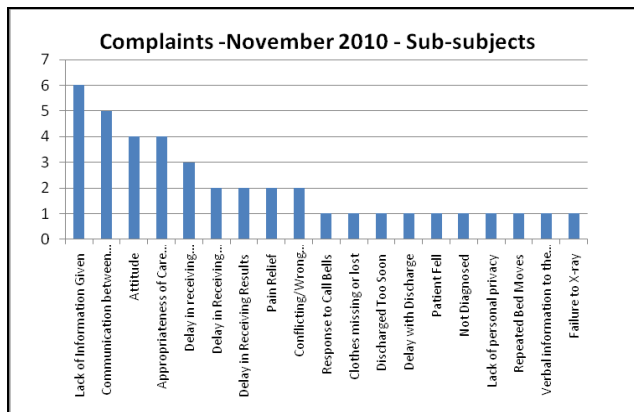
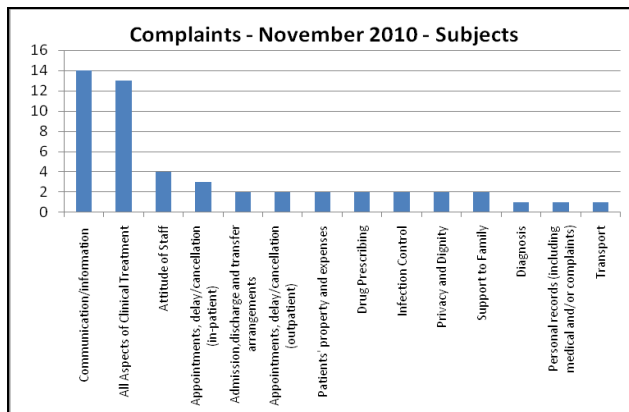
1.2 Risk Grading

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.



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

- **10167**

Patient who believed that he had suffered 3 previous TIA's formed impression that he was wasting the doctors' time. Patient had been sent to TIA clinic but had not suffered TIA.

- **10160**

Patient believed that she was treated by someone other than consultant and was unhappy with treatment and requested to be seen by consultant. Patient had in fact been seen by consultant and therefore further referral to another provider was suggested.

- **10164**

Relatives felt ignored by staff

1.4 Complaints by Specialty: November

Medicine and Diagnostics	12
Surgery and Anaesthetics	6
Women and Children services	3

1.5 Complaints by ethnic group of Complainant: November

White British	15
Other white	1
Other mixed	1
Black Caribbean	1
Not stated	3

1.6 Complaints considered by the Parliamentary & Health Service Ombudsman (PHSO) Position as at mid December 2010

In November, we are aware of no further complainant who has contacted the PHSO.

One investigation, about a medical assessment on AAU and a nursing assessment on Orchard gynaecology ward has now been completed, the action plan to cover the issues raised in the final report was sent to the family on 24 November.

We have heard nothing further about the ongoing investigation into the consent process and appropriateness of treatment in a female cancer patient in her child-bearing years

The Trust early in December provided the PHSO Investigator with further information in relation to an investigation into lifting and handling, following a complaint about a fracture where we are unable to explain exactly how and when it occurred, because of the nature of the patient's condition.

Having received records relating to an elderly patient whose condition slowly deteriorated and eventually died, the PHSO raised queries about the assessment of and recording of her feeding and skin care. The trust provided a detailed response, and the PHSO confirmed in mid December that

there would not be an investigation..

1.7 Changes made as a result of Complaints 10125

- Delivery suite plan to try using a keyfinder so that when keys to the controlled drug cupboard are needed from the shift leader, who may be busy with a woman in labour, they can be located as quickly as possible.
- Delivery suite will consider moving relatives away from the recovery room when a mother is in theatre
- Staff will be reminded that they can be heard and to use appropriate language so as not to cause concern to anyone who may overhear
- Whenever possible following a caesarean section, a member of staff will come out of theatre as soon as possible to give the family news of mother and baby.
- Staff will be reminded of the importance of reassuring families during labour and delivery and to make every effort to make families feel safe

10142

The most experienced member of nursing/medical staff to undertake invasive procedures (catheterisation) which are seldom carried out on paediatrics

10144

Need for bereavement suite for Delivery Suite included in business plan presented to EMG early December 2010

10147

Staff in the pre-assessment department will ensure that they identify with the patient they are contacting whether they are well enough to collect treatment and if not to make alternative arrangements.

10166

As a result of lack of privacy at a community post natal clinic, the community midwife and the team will now take all mothers to a separate room for privacy

10156

All request cards for radiology must be scanned in and booked onto the electronic system (CRIS) when they are received. The request will be given the status of 'waiting' so that all users of CRIS can see the request has arrived and view the request card details if needed.

10154

The Ottawa Knee rules have again been discussed and reviewed with the ENP who has learned from the situation.

10158

As a result of parent's fear when being interviewed by two police officers in child protection investigation, paediatrics will always in future provide a nurse advocate to support parent.

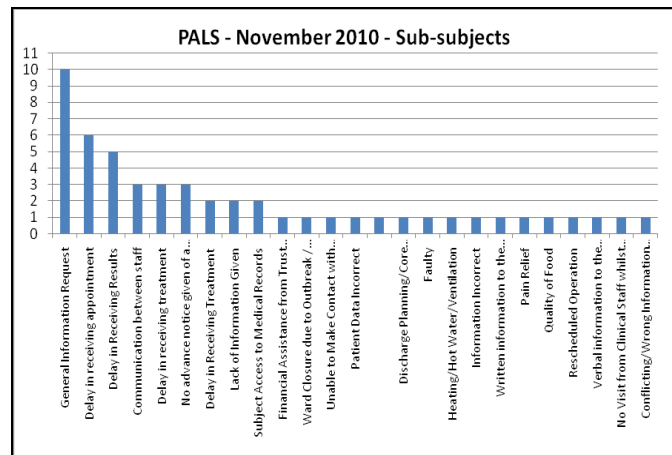
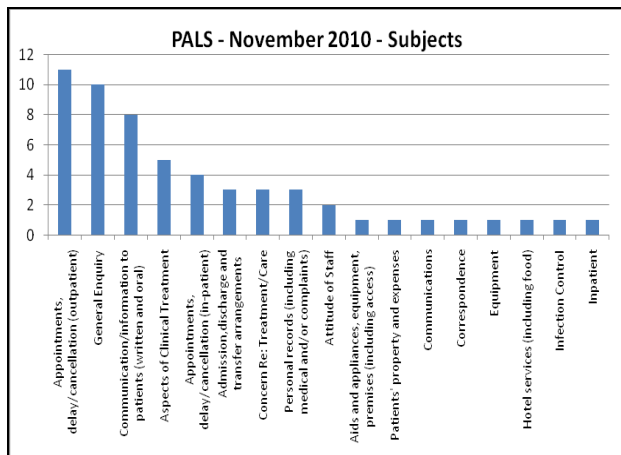
2 PALS
2.1 Number

In November there were 59 PALS contacts received. This equates to 0.17 % of total attendances during November.

The number of PALS contacts received in the previous months was as follows:

	Dec	Jan 10	Feb	Mar	Apr	May	June	July	August	Sept	Oct	Nov
No of PALS contacts	34	46	41	46	57	50	48	56	40	46	50	59

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:

- 6008
Family upset with Ward Manager's attitude when told there were too many visitors
- 6035

Patient feels receptionist was surly, abrupt, unpleasant and made no eye contact and gave wrong information to medical team

2.2 Changes made as a result of PALS contacts
6059

Staff in endoscopy will ensure that when patients are given information leaflets regarding colonoscopies, they are also informed verbally that bowel preparation can take effect very quickly.

3 Compliments

Recorded compliments received to date for November 2010

Cards/letters	86
Gifts	77
Donations to wards/departments	£950
Compliments received via the Chief Executive's office	12

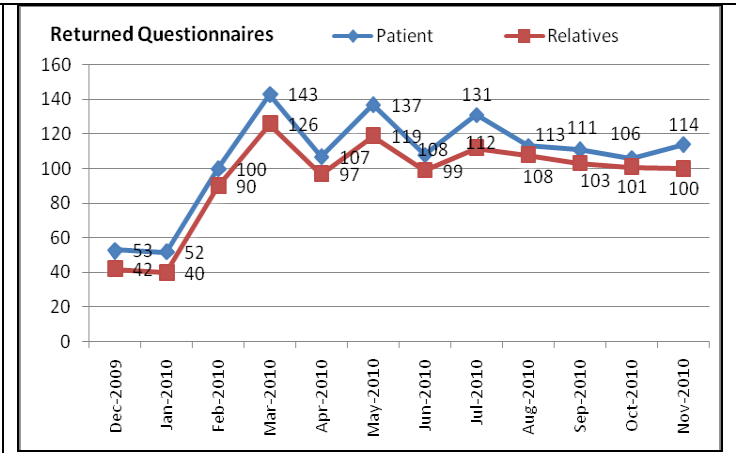
4	Patients and Relatives Feedback				
4.1	Patient Satisfaction Survey – November 2010				
<p>Method: The patient satisfaction survey questionnaire was distributed by our volunteer to all wards weekly.</p> <p>Patient Responses: 114</p>					
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> </div> <div style="width: 45%;"> <p>N.B. This information was not recorded by the patient in 4 cases.</p> </div> </div>					
<p>Type of Admission:</p> <table style="width: 100%;"> <tr> <td style="width: 60%;">Emergency</td> <td style="text-align: right;">66</td> </tr> <tr> <td>Planned</td> <td style="text-align: right;">35</td> </tr> </table>		Emergency	66	Planned	35
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4.2	Performance against CQUINS questions
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4.3.1 Response Rate

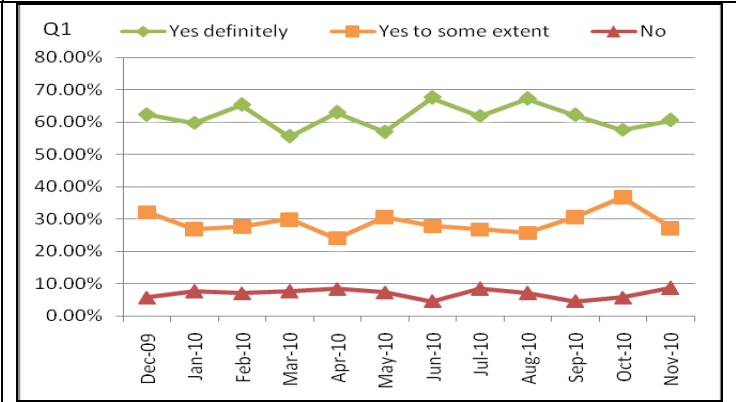
Response rate from surveys:

No of returned responses to Patient satisfaction surveys



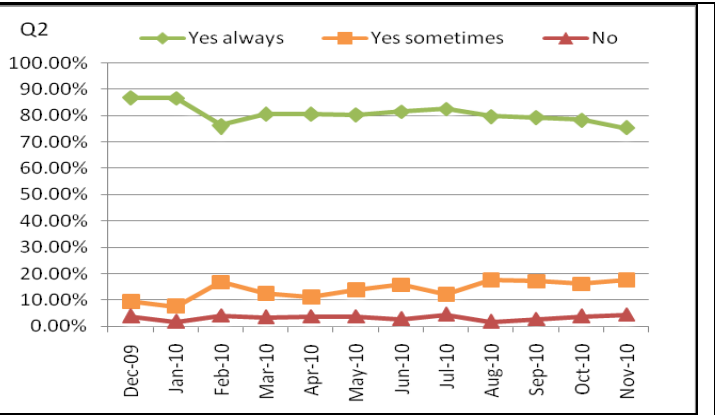
Q1. Were you involved as much as you wanted to be in decisions about your care and treatment? (CQUINS)

Answers	Responses
Yes definitely	61
Yes to some extent	39
No	6
NR	0



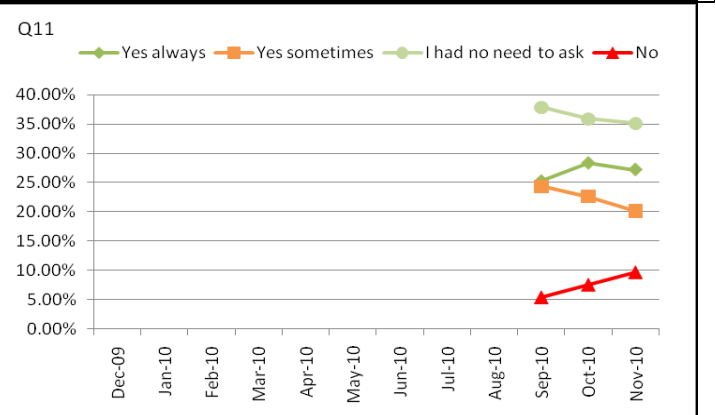
Q2. Were you given enough privacy when discussing your condition/treatment? (CQUINS)

Answers	Responses
Yes always	83
Yes sometimes	17
No	4
NR	2



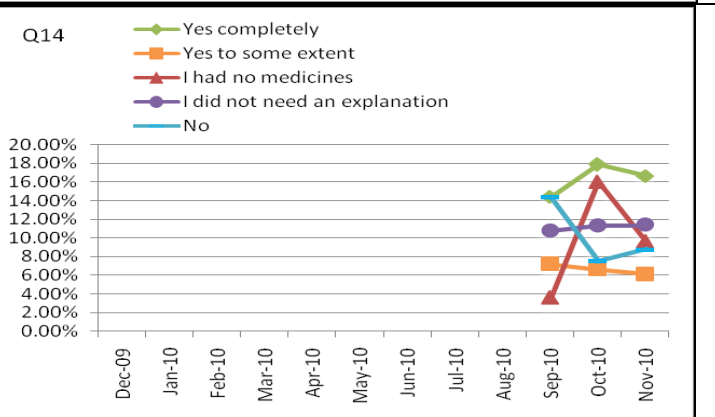
11. Did you find someone on the hospital staff to talk to about any worries and fears? (CQUINS)

Answers	Responses
Yes always	30
Yes sometimes	24
I had no need to ask	38
No	8
NR	6



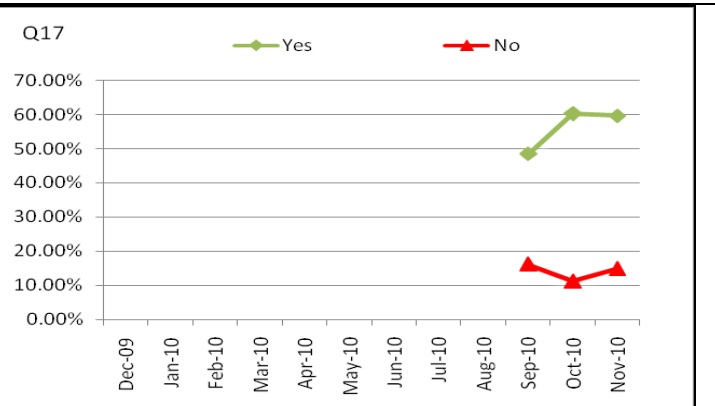
Q14. Did a member of staff tell you about medication side effects to watch for when you went home? (CQUINS)

Answers	Responses
Yes completely	19
Yes to some extent	7
I had no medicines	17
I did not need an explanation	12
No	8
NR	43



Q17. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? (CQUINS)

Answers	Responses
Yes	64
No	12
NR	30

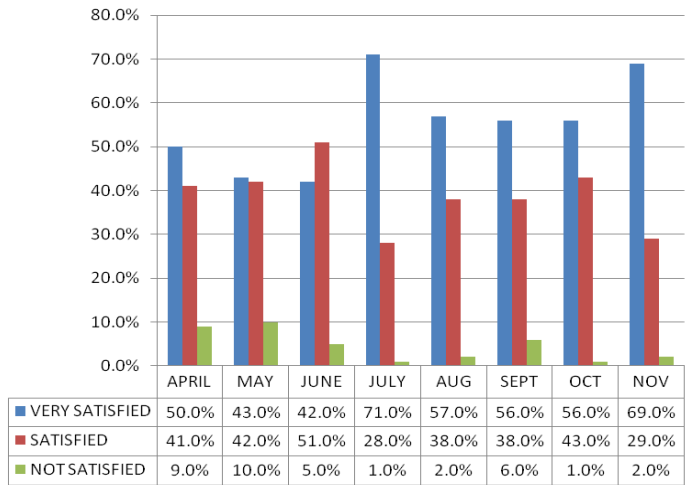


<p>4.3</p> <p>4.3.2 Would the patient recommend Bedford Hospital to a friend or relative? (CQUINS)</p> <p>Target >= 97% positive replies.</p> <p>(Note: information taken from Q20 responses, Q20 only introduced in June 2009)</p> <p>Note that the “No response” has been removed as this was giving a misleading figure in the response rate.</p>	<p>Patient Experience Indicators</p> <table border="1"> <caption>Percentage of Yes Recommendations</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <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>95.87%</td></tr> <tr><td>Apr-2010</td><td>95.51%</td></tr> <tr><td>May-2010</td><td>92.31%</td></tr> <tr><td>Jun-2010</td><td>87.00%</td></tr> <tr><td>Jul-2010</td><td>95.69%</td></tr> <tr><td>Aug-2010</td><td>92.93%</td></tr> <tr><td>Sep-2010</td><td>91.86%</td></tr> <tr><td>Oct-2010</td><td>90.11%</td></tr> <tr><td>Nov-2010</td><td>95.00%</td></tr> </tbody> </table>	Month	Percentage	Nov-2009	92.86%	Dec-2009	94.23%	Jan-2010	95.65%	Feb-2010	93.41%	Mar-2010	95.87%	Apr-2010	95.51%	May-2010	92.31%	Jun-2010	87.00%	Jul-2010	95.69%	Aug-2010	92.93%	Sep-2010	91.86%	Oct-2010	90.11%	Nov-2010	95.00%
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<p>4.3.3 Overall how would you rate the quality of your care? (CQUINS)</p> <p>Target: 90-100% rated 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>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>90.00%</td></tr> <tr><td>Apr-2010</td><td>83.33%</td></tr> <tr><td>May-2010</td><td>81.40%</td></tr> <tr><td>Jun-2010</td><td>81.55%</td></tr> <tr><td>Jul-2010</td><td>87.30%</td></tr> <tr><td>Aug-2010</td><td>75.24%</td></tr> <tr><td>Sep-2010</td><td>76.84%</td></tr> <tr><td>Oct-2010</td><td>73.47%</td></tr> <tr><td>Nov-2010</td><td>87.63%</td></tr> </tbody> </table>	Month	Percentage	Dec-2009	81.13%	Jan-2010	83.67%	Feb-2010	75.27%	Mar-2010	90.00%	Apr-2010	83.33%	May-2010	81.40%	Jun-2010	81.55%	Jul-2010	87.30%	Aug-2010	75.24%	Sep-2010	76.84%	Oct-2010	73.47%	Nov-2010	87.63%		
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<p>5.0</p>	<p>Hotel Services Surveys</p>
<p>5.1</p>	<p>Catering Satisfaction Survey Results</p> <p><u>November 2010 Patient Satisfaction Survey for January 2011 IPEC</u></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? <p>Are you: Very satisfied, Satisfied or Not satisfied.....with our service?</p> <p>In November the survey achieved an excellent 58% of questionnaires being completed and returned. Comments and subsequent action from the questionnaires can be summarised as follows:</p>

Ward	Patient comment	Action
Shand Ward	On occasion soup & main course served together giving a choice of which one to eat hot	Requested ward to ensure enough staff are made available to help with food service
Shand Ward	Not enough hot drinks each day	Problem occurs in the absence of Ward Housekeeper
Shand Ward	Found Rush to be exceptionally kind and helpful to everyone on the ward. He went out of his way to ensure you were happy and satisfied with everything	Comments passed onto Rushpal Lal (Housekeeper)
Shuttleworth Ward	First class service and staff, better than some hotels I've stayed at.	Compliments passed onto staff
Godber Ward	Very happy with my meals. Keep up the good work	Comments passed onto chefs and ward staff
Howard Ward	Some very good, but mostly did not look at all appetising on the plate and was often cold	Reminded staff to follow food service procedure (including the use of hot plates!)
Howard Ward	The amount of people you cook for, the money you have to use, the food is very good. Thank you	Comments passed onto ward staff

The chart 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 from the previous month indicates an excellent 13% increase in the number patients who are **very satisfied** with catering services.



5.2

Domestic Services Department Survey Results

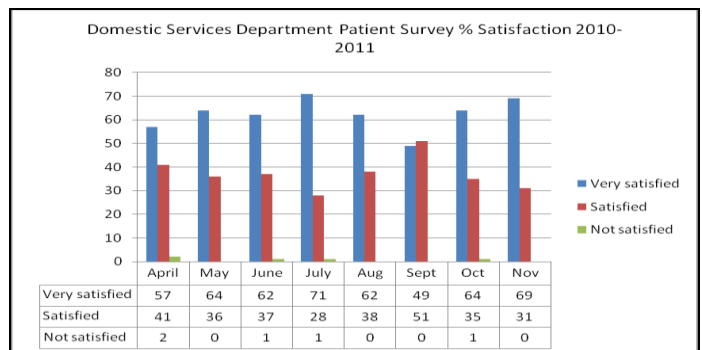
November 2010 Patient Satisfaction Survey Report for January 2011 IPEC Meeting

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:

1. What is your overall impression of the cleanliness of the hospital?
2. How do you rate the general level of cleanliness in the ward?
3. Is your bedside area cleaned each day?
4. Are the showers cleaned regularly?
5. Are the ward toilets kept clean?
6. Do you think that cleaning on the wards is carried out with a minimum of disruption to patients?
7. Are domestic staff respectful of your privacy?
8. Do the domestic staff clear away your meal tray and fill your water jug?
9. Is your crockery and cutlery clean?
10. 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 November this survey achieved 58% of questionnaires being completed and returned which was a 2% decrease on the return for October. Comments and subsequent action points from the questionnaires can be summarized as follows:



Ward	Patient Comment	Action
Shuttleworth	First class service...better than some hotels I've stayed in.	Ward domestic staff thanked for their work.
Howard	The cleanliness of the ward was excellent. All surfaces were cleaned well every day. The cleaning staff do a good job but at the detriment of patients' peace-bin bag changing noisy.	Ward domestic staff thanked for their work. Domestic staff and supervisors tasked to pay particular attention on this problem on all wards
Pilgrim	Noisy when cleaning my bed area.	Domestic staff and supervisors tasked to pay particular attention on this problem on all wards.
Whitbread	Everything was satisfactory including nursing and cleaning.	Ward domestic staff thanked for their work.
Shand	The main ward area is excellent. Keep up the good work-you all deserve your award.	Ward domestic staff thanked for their work.