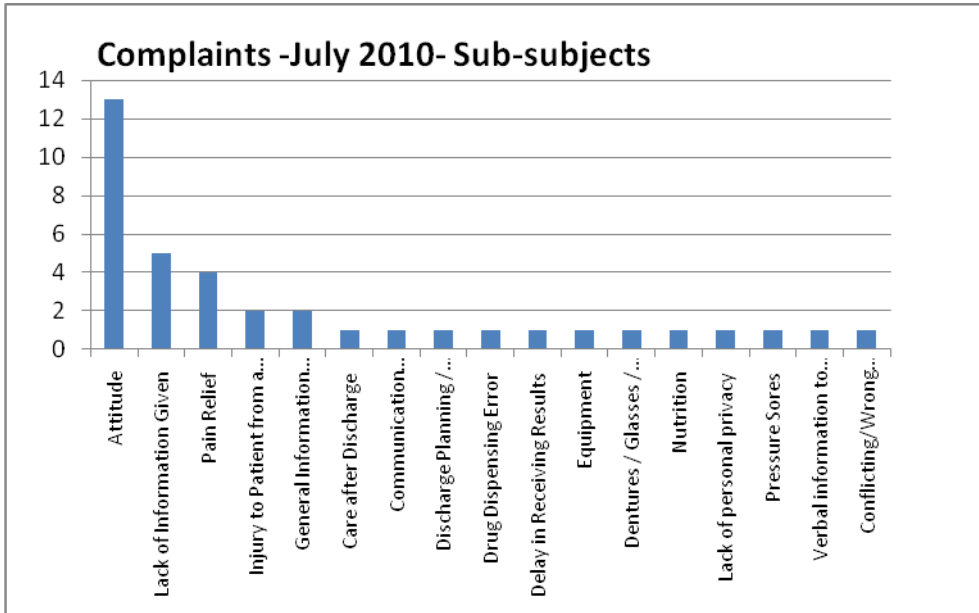
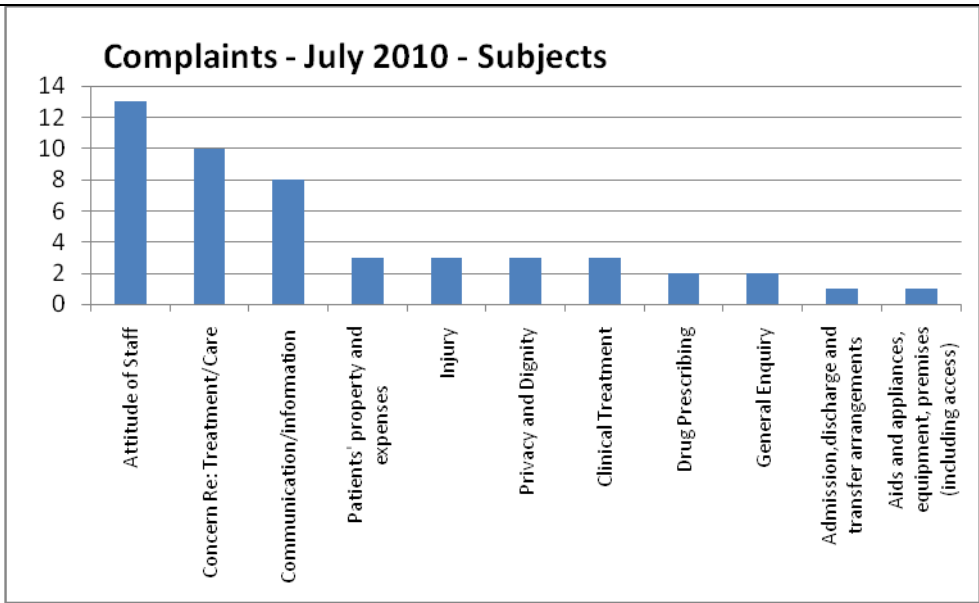


Patient Experience Report July 2010

Contents

Complaints.....	1
PALS	3
Compliments.....	4
Patients and Relatives Feedback.....	5
Hotel Services Surveys.....	9

1.1	<p>Complaints</p> <p>Number</p> <p>The number of complaints received during July 2010 was 24. The number of appointments during July, including emergency and elective admissions, and all outpatient appointments was 30996, and this therefore equates to 0.074% of the total attendances during July.</p> <p>The number of complaints received in the previous months was as follows</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>July 09</th> <th>August</th> <th>Sept</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Jan 10</th> <th>Feb</th> <th>Mar</th> <th>Apr</th> <th>May</th> <th>June</th> </tr> </thead> <tbody> <tr> <td>No of Complaints</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> <td>26</td> <td>25</td> <td>17</td> <td>22</td> </tr> </tbody> </table> <p>Of these complaints</p> <ul style="list-style-type: none"> • 11 were responded to within the agreed timescale • 1 patient requested a meeting which has taken place • For 5 we breached the originally agreed timescale. • 6 are still open • 1 was a joint complaint, into which we were asked for input 		July 09	August	Sept	Oct	Nov	Dec	Jan 10	Feb	Mar	Apr	May	June	No of Complaints	21	10	10	18	10	9	13	19	26	25	17	22
	July 09	August	Sept	Oct	Nov	Dec	Jan 10	Feb	Mar	Apr	May	June															
No of Complaints	21	10	10	18	10	9	13	19	26	25	17	22															
1.2	<p>Risk Grading</p> <p>The process for grading of complaints was introduced under the new Complaints legislation and is in the process of being implemented.</p>																										
1.3	<p>Categories</p> <p>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.</p>																										



<p>1.4</p>	<p>Complaints by Specialty: July Medicine and Diagnostics 14 Surgery and Anaesthetics 7 Women and Children services 3</p>
<p>1.5</p>	<p>Complaints by ethnic group of Complainant: July White British 22 Indian 1 Not stated 1</p>
<p>1.6</p>	<p>Complaints considered by the Parliamentary & Health Service Ombudsman (PHSO) Position as at the end of July 2010 We are aware of 11 complainants who have contacted the PHSO One investigation, about a medical assessment on AAU and a nursing assessment on Orchard gynaecology ward has now been completed, and the final report was issued on 26</p>

August. An action plan is being drafted
 We have recently been notified that an investigation will take place into the consent process and appropriateness of treatment in a female cancer patient in her child-bearing years and have provided the Investigating Officer with further information.
 In relation to the other 9 files that have been sent to the PHSO

- in 5 cases, a further letter of explanation/ details of action taken has been sent to the complainant. In one of these cases, upheld by the Healthcare Commission, the complainant has requested a copy of the file from the Commission.
- In 3 cases, we have been informed that the case is not being investigated
- No information has been provided about the position with the remaining case, but as the file was sent in May 2009, it is assumed that no action is being taken.

1.7

Changes made as a result of Complaints

10079

Letter regarding instructions for special diet not adhered to to be used as a case study in ward meeting

10066

Post operative procedures to be revisited with all staff

10067

Junior doctors given extra training in prescribing of warfarin

10008

Further training on breaking bad news planned for maternity staff

10074

Trial being undertaken for nursing staff in A&E to request hip x rays for patients who meet specified criteria

10077

Improve and coordinate the information we give to patients with regard to R&E and rehabilitation. Ensure that leaflets are up to date for R&E, Rapid response and the rehabilitation beds(Archer Unit and Biggleswade Hospital)

2.1

PALS

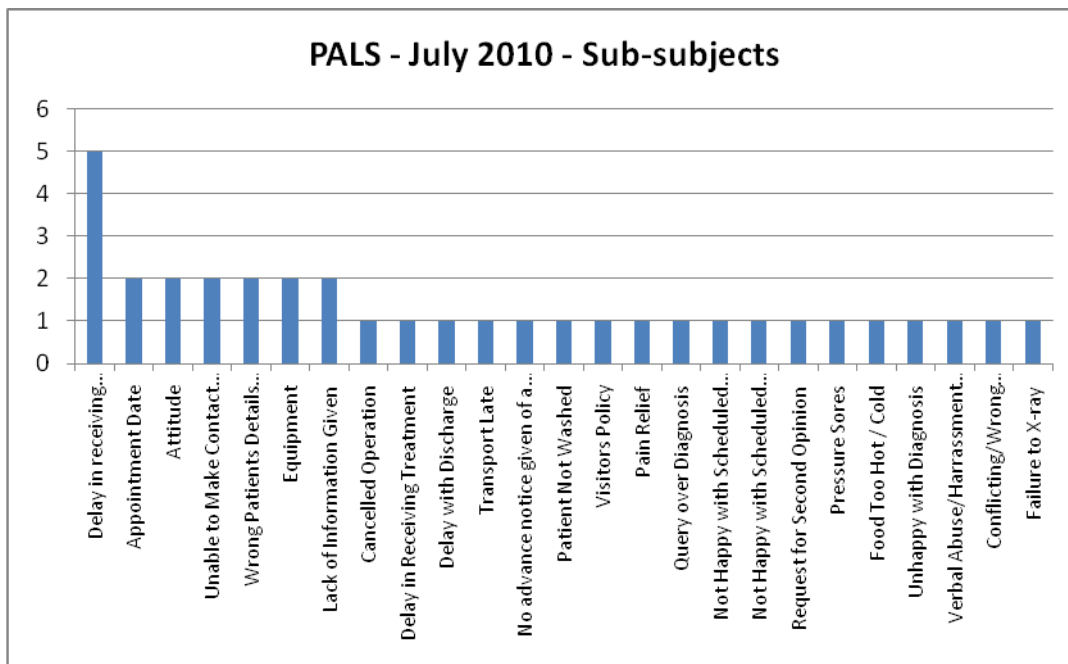
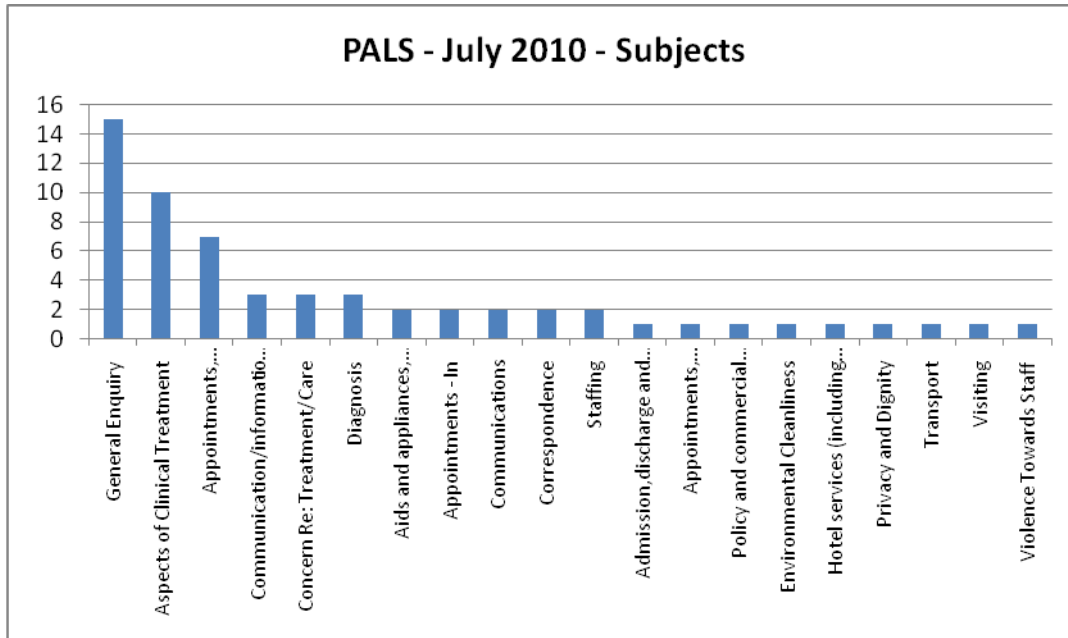
Number

In July there were 56 PALS contacts received. This equates to 0.18% of total attendances during July.

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

	July 09	August	Sept	Oct	Nov	Dec	Jan 10	Feb	Mar	Apr	May	June
No of PALS contacts	45	56	52	41	66	34	46	41	46	57	50	48

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



2.2 **Changes made as a result of PALS contacts**
No changes in July

Compliments

Recorded compliments received to date for July 2010

Cards/letters

101

Gifts

138

Donations to wards/departments

£ 1057.26

Compliments received via the Chief Executive's office

9

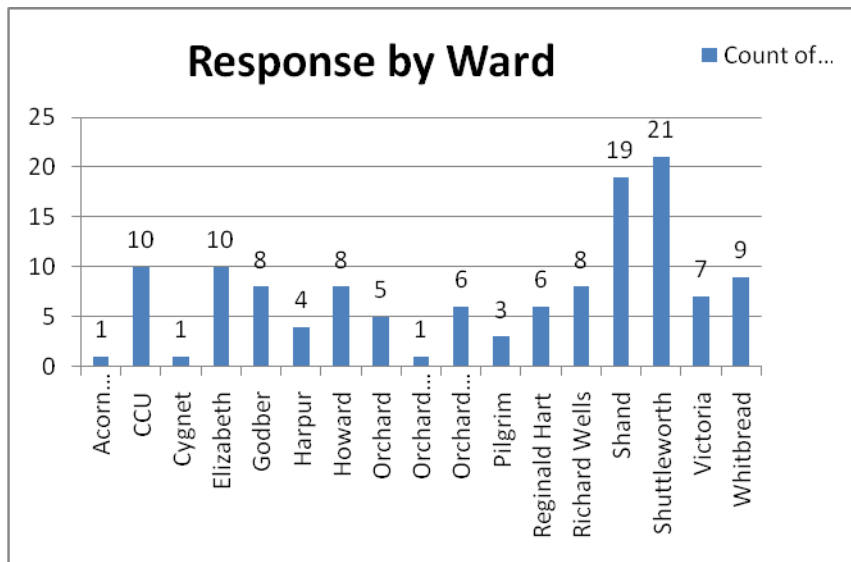
Patients and Relatives Feedback

4.1 Patient Satisfaction Survey – July 2010

Method:

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

Patient Responses: **131**



N.B. This information was not recorded by the patient in 4 cases.

Type of Admission:

Emergency 93
 Planned 34

N.B. This information was not recorded by the patient in 4 cases.

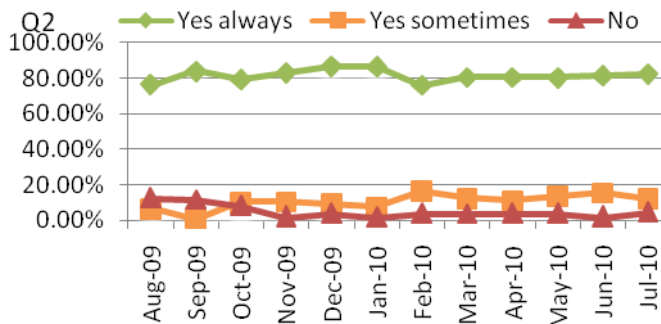
4.2 Patient Experience Responses to key areas of quality of care:

4.2.1

Privacy and Dignity

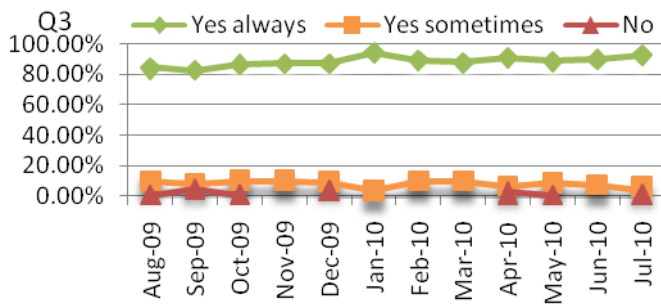
Q2. Were you given enough privacy when discussing your condition/treatment?

Answers	Responses
Yes always	108
Yes sometimes	16
No	6
NR	1



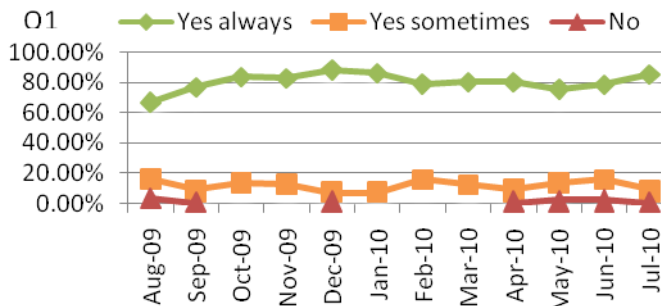
Q3. Were you given enough privacy when being examined or treated?

Answers	Responses
Yes always	121
Yes sometimes	8
No	2
NR	0



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	12
No	1
NR	6

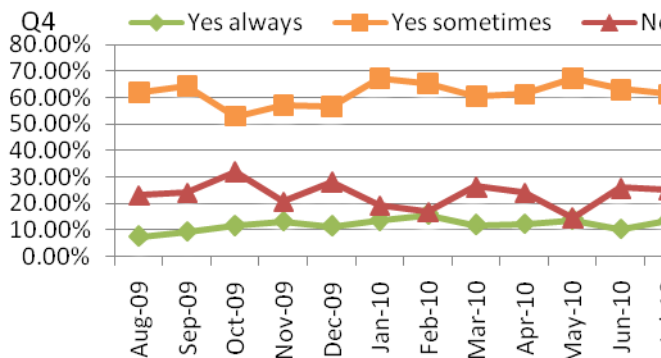


4.2.2

Pain

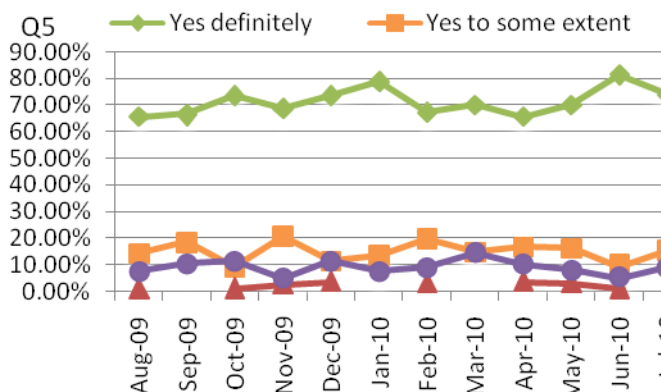
Q4. Were you ever in any pain?

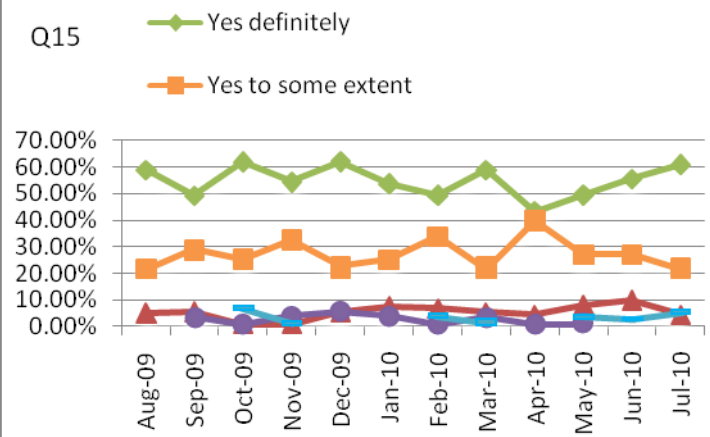
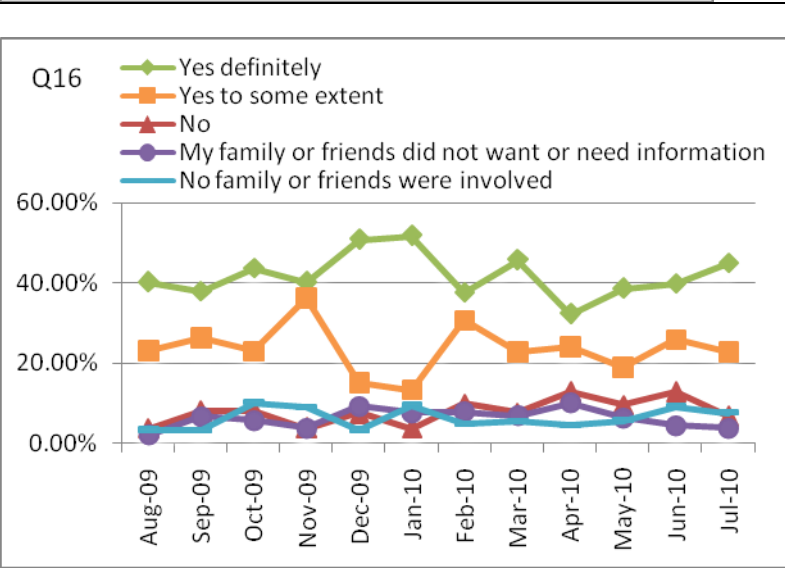
Answers	Responses
Yes always	18
Yes sometimes	80
No	33



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

Answers	Responses
Yes definitely	97
Yes to some extent	20
Not applicable	12
NR	2



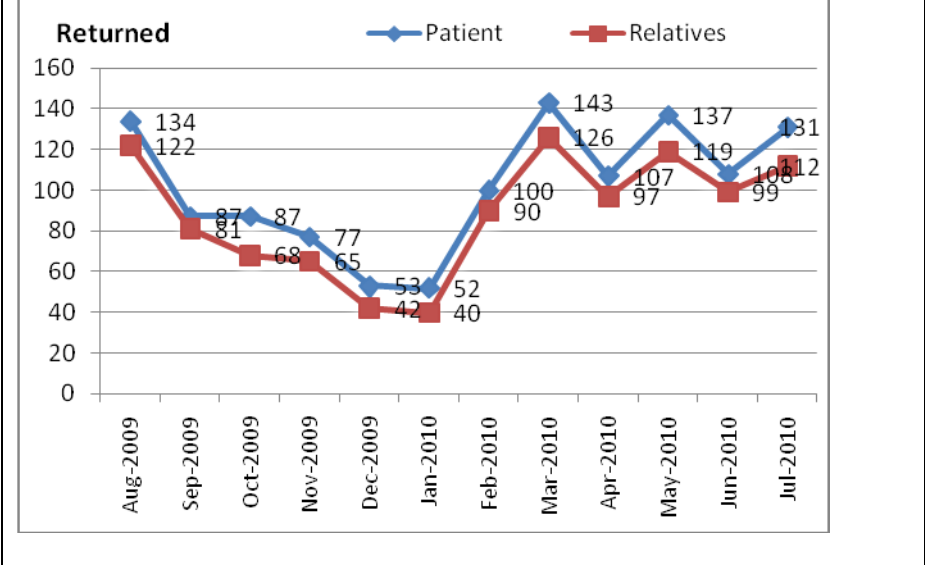
4.2.3	Patient Information																																																																																												
<p>Q15. Were you/your family kept informed about your condition/treatment?</p> <table border="1" data-bbox="147 302 570 604"> <thead> <tr> <th>Answers</th> <th>Responses</th> </tr> </thead> <tbody> <tr> <td>Yes definitely</td> <td>80</td> </tr> <tr> <td>Yes to some extent</td> <td>29</td> </tr> <tr> <td>No</td> <td>6</td> </tr> <tr> <td>No family or friends were involved</td> <td>7</td> </tr> <tr> <td>NR</td> <td>9</td> </tr> </tbody> </table>	Answers	Responses	Yes definitely	80	Yes to some extent	29	No	6	No family or friends were involved	7	NR	9	<p>Q15</p>  <table border="1" data-bbox="602 170 1308 604"> <caption>Q15 Data (Estimated from Chart)</caption> <thead> <tr> <th>Month</th> <th>Yes definitely (%)</th> <th>Yes to some extent (%)</th> <th>No (%)</th> <th>My family or friends did not want or need information (%)</th> <th>No family or friends were involved (%)</th> </tr> </thead> <tbody> <tr><td>Aug-09</td><td>58</td><td>22</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Sep-09</td><td>48</td><td>28</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Oct-09</td><td>62</td><td>25</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Nov-09</td><td>55</td><td>32</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Dec-09</td><td>62</td><td>22</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Jan-10</td><td>52</td><td>25</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Feb-10</td><td>48</td><td>35</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Mar-10</td><td>58</td><td>22</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Apr-10</td><td>42</td><td>40</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>May-10</td><td>48</td><td>28</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Jun-10</td><td>55</td><td>28</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Jul-10</td><td>62</td><td>22</td><td>5</td><td>5</td><td>5</td></tr> </tbody> </table>	Month	Yes definitely (%)	Yes to some extent (%)	No (%)	My family or friends did not want or need information (%)	No family or friends were involved (%)	Aug-09	58	22	5	5	5	Sep-09	48	28	5	5	5	Oct-09	62	25	5	5	5	Nov-09	55	32	5	5	5	Dec-09	62	22	5	5	5	Jan-10	52	25	5	5	5	Feb-10	48	35	5	5	5	Mar-10	58	22	5	5	5	Apr-10	42	40	5	5	5	May-10	48	28	5	5	5	Jun-10	55	28	5	5	5	Jul-10	62	22	5	5	5		
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<p>Q16. Did the doctors or nurses give your family, or someone close to you, all the information they needed to help care for you?</p> <table border="1" data-bbox="147 840 570 1266"> <thead> <tr> <th>Answers</th> <th>Responses</th> </tr> </thead> <tbody> <tr> <td>Yes definitely</td> <td>59</td> </tr> <tr> <td>Yes to some extent</td> <td>30</td> </tr> <tr> <td>No</td> <td>9</td> </tr> <tr> <td>My family or friends did not want or need information</td> <td>5</td> </tr> <tr> <td>No family or friends were involved</td> <td>10</td> </tr> <tr> <td>NR</td> <td>18</td> </tr> </tbody> </table>	Answers	Responses	Yes definitely	59	Yes to some extent	30	No	9	My family or friends did not want or need information	5	No family or friends were involved	10	NR	18	<p>Q16</p>  <table border="1" data-bbox="602 636 1382 1199"> <caption>Q16 Data (Estimated from Chart)</caption> <thead> <tr> <th>Month</th> <th>Yes definitely (%)</th> <th>Yes to some extent (%)</th> <th>No (%)</th> <th>My family or friends did not want or need information (%)</th> <th>No family or friends were involved (%)</th> </tr> </thead> <tbody> <tr><td>Aug-09</td><td>40</td><td>25</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Sep-09</td><td>38</td><td>28</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Oct-09</td><td>45</td><td>22</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Nov-09</td><td>40</td><td>35</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Dec-09</td><td>50</td><td>15</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Jan-10</td><td>52</td><td>12</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Feb-10</td><td>38</td><td>30</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Mar-10</td><td>45</td><td>22</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Apr-10</td><td>32</td><td>25</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>May-10</td><td>38</td><td>18</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Jun-10</td><td>40</td><td>25</td><td>5</td><td>5</td><td>5</td></tr> <tr><td>Jul-10</td><td>45</td><td>22</td><td>5</td><td>5</td><td>5</td></tr> </tbody> </table>	Month	Yes definitely (%)	Yes to some extent (%)	No (%)	My family or friends did not want or need information (%)	No family or friends were involved (%)	Aug-09	40	25	5	5	5	Sep-09	38	28	5	5	5	Oct-09	45	22	5	5	5	Nov-09	40	35	5	5	5	Dec-09	50	15	5	5	5	Jan-10	52	12	5	5	5	Feb-10	38	30	5	5	5	Mar-10	45	22	5	5	5	Apr-10	32	25	5	5	5	May-10	38	18	5	5	5	Jun-10	40	25	5	5	5	Jul-10	45	22	5	5	5
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4.3 Patient Experience Indicators (CQUINS)

4.3.1 Response Rate

Response rate from surveys:

No of returned responses to Patient satisfaction surveys

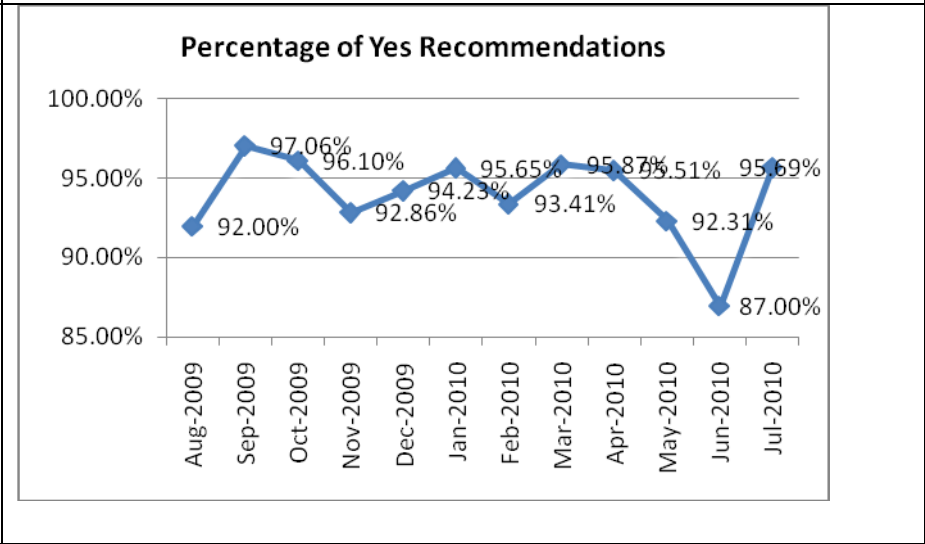


4.3.2 Would the patient recommend Bedford Hospital to a friend or relative?

Target >= 97% positive replies.

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

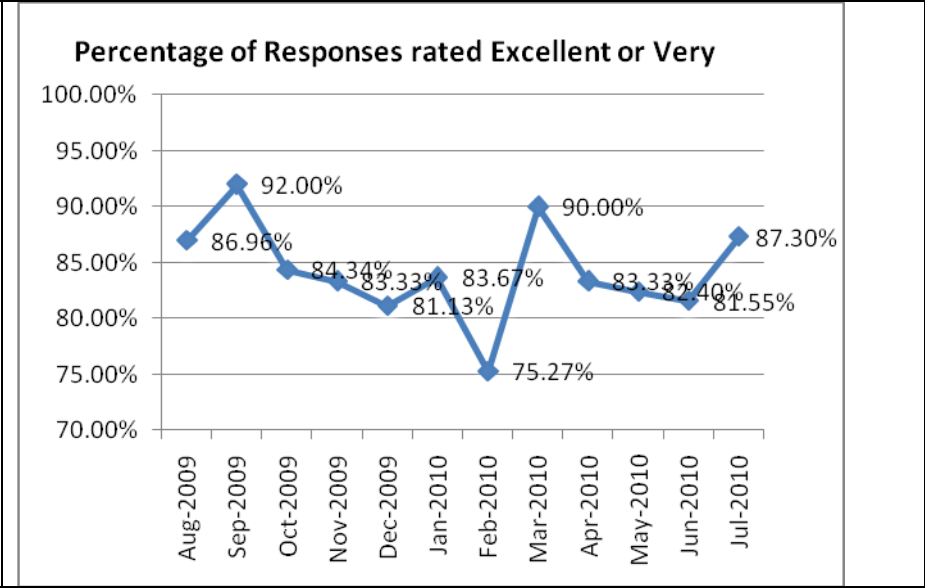
Note that the “No response” has been removed as this was giving a misleading figure in the response rate.



4.3.3 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.



Hotel Services Surveys

5.1

Catering Satisfaction Survey

Patient Food Services Department

July 2010 Patient Satisfaction Survey for September 2010 IPEC

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:

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?

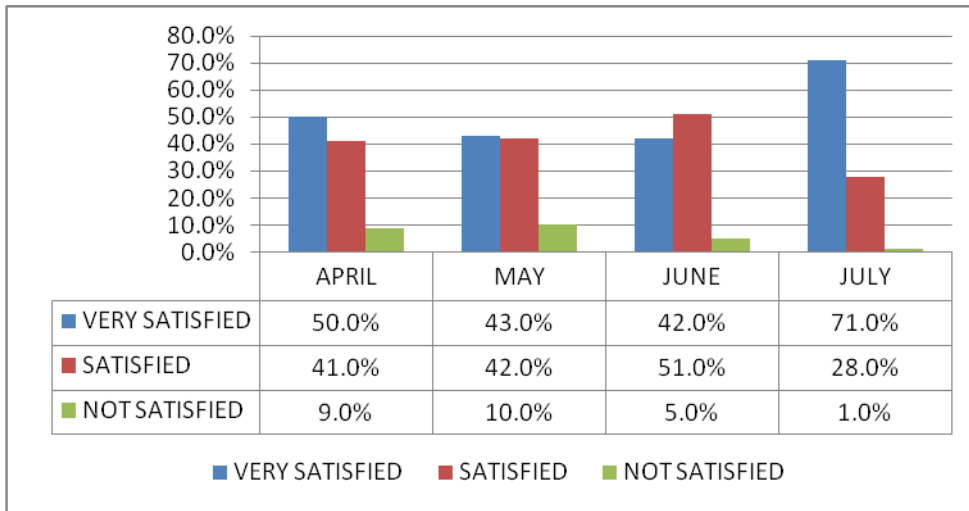
Are you:
 Very satisfied
 Satisfied
 Not satisfied.....with our service?

In July the survey achieved 65% of questionnaires being completed and returned which was a big improvement on previous months. The increase reflected the wider distribution of cards. Comments and subsequent action from the questionnaires can be summarised as follows:

Ward	Patient comment	Action
Shand Ward	Filling in sandwich a bit sparse at times	All chefs have been instructed on the amounts of fillings that should be put in each type of sandwich
Shuttleworth Ward	Your H/K on Shand & Shuttleworth wards (Karen & Rush) are a credit to your business operation	Compliments have been passed on to both the H/K and a bouquet will be issued on the CEO update
Reg. Hart Ward	Why do we not receive our 8-9pm tea/coffee/hot chocolate as other wards do	Issue raised with ward staff. Chief dietician to follow up and raise awareness of the importance of hydration for patients
Pilgrim Ward	Excellent service from H/K	Compliment passed on to Gina Lattuca, Pilgrim housekeeper
Shand Ward	Turkey cold, Monday 12 th	Spoke to chefs and ward staff. Checked food temperature probe and food temperature records
Ward	Patient comment	Action
Godber Ward	Very good cleaning, very good service, excellent food. I am very happy with my stay. Send praises to chefs	Compliments passed on to all relevant staff.

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.

After a high compilation of cards in July, the trend to date indicates a 29% increase from June in the number of patients who are very satisfied with catering services.



FOOD SERVICE IMPROVEMENTS

The ward drop-in sessions were due to conclude September 13th but due to the positive feedback from patients it has been decided to continue at the current level of four wards per week for a further month.

Bulk ordering on some wards continue to be an issue as does the lack of hot drinks being offered to patients in the evenings.

5.2

Domestic Services Department Survey results

Domestic Services Department

July 2010 Patient Satisfaction Survey Report for September 2010 IPEC Meeting

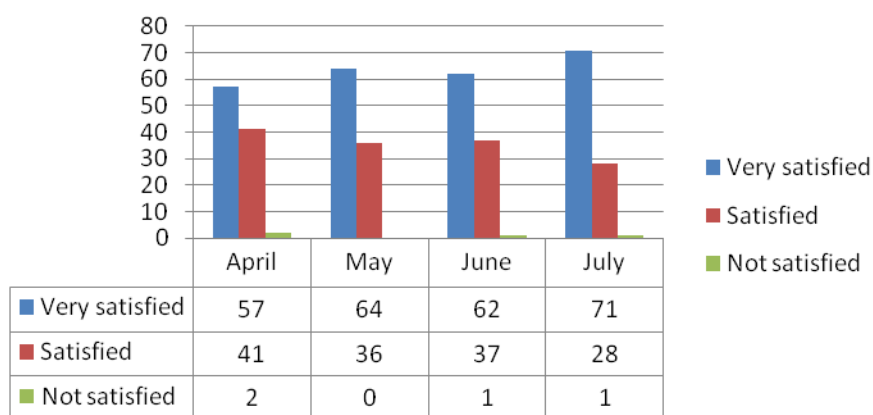
Patient Satisfaction Survey

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 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?

Domestic Services Department Patient Survey %
Satisfaction 2010-2011



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 July this survey achieved 64% of questionnaires being completed and returned which was a 13% increase on the return for June. Comments and subsequent action points from the questionnaires can be summarized as follows:

Ward	Patient Comment	Action
Victoria	<p>Curtains could be fresher.</p> <p>As always, the food domestics, nurses and doctors are excellent.</p> <p>Excellent care by staff, nurses and doctors. Very impressed as this was my first visit. Well done.</p>	<p>Curtains changed including bed hangings.</p> <p>Ward staff informed.</p> <p>Ward staff informed.</p>
Shand	<p>Bed pans left in toilets.</p> <p>Weekend had dirty cutlery.</p> <p>Only one hot shower on the ward.</p>	<p>Issue reported again to the Environmental Cleanliness Group.</p> <p>Detergent dosing adjusted. Nursing staff to check before issuing cutlery (they serve food at the weekends).</p> <p>Ward staff have reported this maintenance issue.</p>
Shuttleworth	<p>Do not regularly get a hot drink at night from nurses.</p> <p>Your domestic staff are a credit to your business (Carmela and Jenny). They carry out thorough cleaning in my room and nothing is too much trouble for them.</p>	<p>Reported to Chief Dietician on 10.09.2010.</p> <p>Named staff informed.</p>

Howard	A gentleman rates both catering and domestic services 10 out of 10. Too many people around the ward doing cleaning jobs.	Ward staff informed. It has to be done!
Godber	Very good cleaning, very good service, excellent food. I am very happy with my stay.	Ward staff informed.

Ward Walkabouts

Each week the Director of Support Services and the Hotel Services Manager complete at least one walkabout in a ward or other clinical area and record any action points relating, for example, to cleanliness, food service and portering matters. Any maintenance repairs are also noted and details sent to the relevant managers as sometimes outstanding repairs can be hazardous to patients e.g. missing toilet lights and uneven floors.

Ward ‘drop-in’ sessions for patients

Feedback from patients is essential in order to develop services and a variety of methods to obtain comments from service users should be used. The Catering Manager and the Hotel Services Manager began a series on ‘drop-in sessions’ for patients and their relatives at the beginning of July. There has been a positive response with encouraging comments and keen observations by patients. The schedule for ward ‘drop-in sessions’ finishes at the beginning of October so summary results will be included in a report for both the EMG and IPEC.

Mini-PEAT Assessments

A PEAT (Patient Environment Action Team) Assessment is carried out each year by Trust staff representing Nursing, Maintenance, Catering, Domestic Services and Infection Control against standards set by the NPSA. There are three key areas i.e. Environment (cleanliness and maintenance), Food and Privacy/Dignity. Interim mini-PEAT assessments are regularly undertaken by Support Services and Infection Control staff to identify any shortfalls standards so corrective action can be implemented. The next annual PEAT assessment will take place on Friday 4th February 2011.