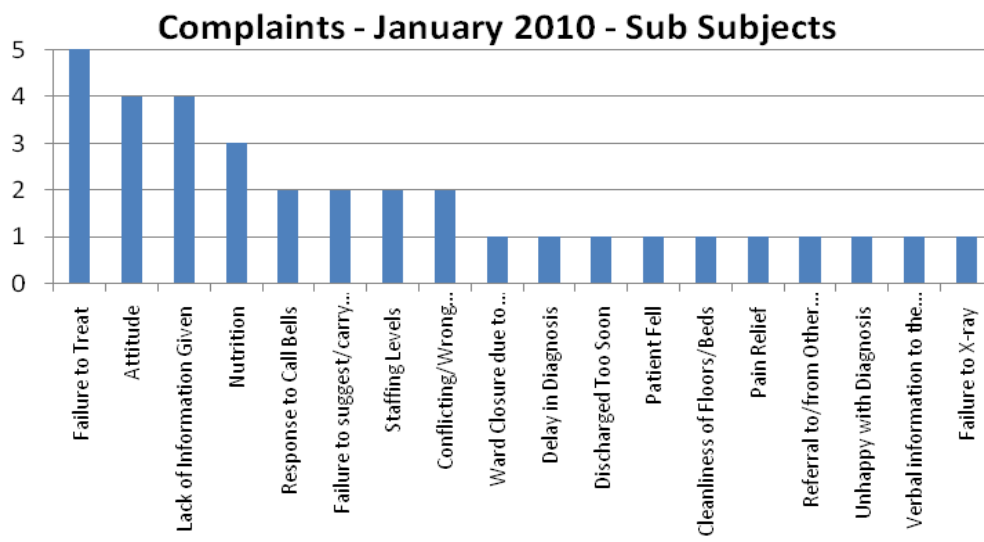
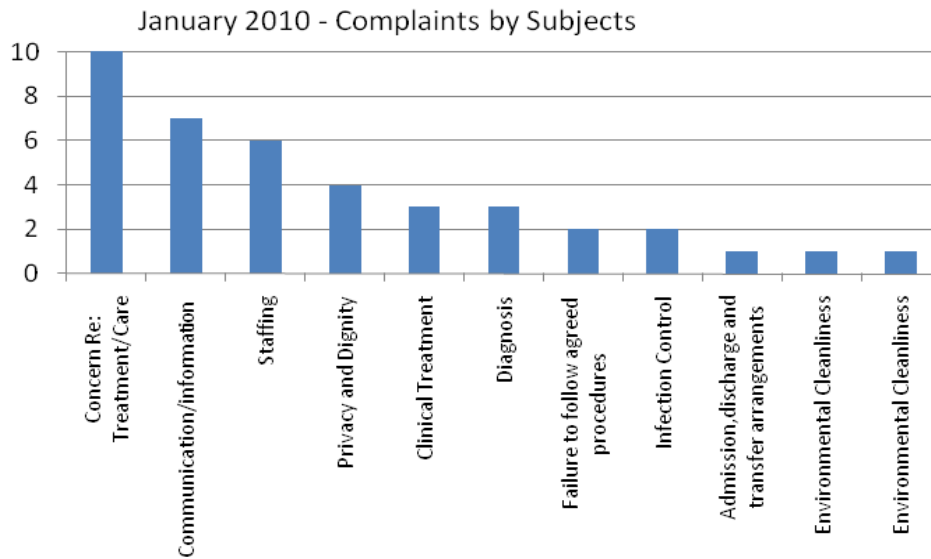


**Patient Experience Report
January 2010**

Contents:	1. Complaints for January 2010 2. PALS 3. Compliments 4. Patient Satisfaction survey results 5. Hotel Services satisfaction survey results																		
1.0	Complaints																		
1.1	<p>Number The number of formal complaints received during January 2010 was 13.</p> <p>The number of complaints received in the previous months was as follows</p> <table border="1"> <thead> <tr> <th></th> <th>May</th> <th>June</th> <th>July</th> <th>August</th> <th>Sept</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>No of Complaints</td> <td>19</td> <td>13</td> <td>21</td> <td>10</td> <td>10</td> <td>18</td> <td>10</td> <td>9</td> </tr> </tbody> </table> <p>Of these 13 complaints</p> <ul style="list-style-type: none"> • 6 were responded to within the agreed timescales • 4 requested meetings which have all taken place. New information was raised at one meeting with a solicitor and further investigations are taking place to answer these issues. • For 3 we agreed with the complainant to an extension of the originally proposed timescale for a response to be sent. 2 of these have been responded to and 1 remains outstanding, due to a Consultant being unwell. 		May	June	July	August	Sept	Oct	Nov	Dec	No of Complaints	19	13	21	10	10	18	10	9
	May	June	July	August	Sept	Oct	Nov	Dec											
No of Complaints	19	13	21	10	10	18	10	9											
1.2	<p>Risk Grading 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 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>																		



1.4 Complaints by Specialty: January

Medicine and Diagnostics	7
Surgery and Anaesthetics	4
Women and Children services	2

1.5 Complaints by ethnic group of Complainant: January

White British	11
White - Irish	1
White – other white (Italian)	1

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

Position as at 10th March 2010

We are aware that 9 complainants have contacted the PHSO and all the 8 files have been sent to the PHSO.

One investigation is in progress, about a medical assessment on AAU and a nursing assessment on Orchard gynaecology ward.

2 further letters of explanation have been sent to the complainants and further one has been requested

2 requests have been made for details about the follow up action taken/ promised, including one Healthcare Commission case

1.7

Changes made as a result of Complaints

09129

We are taking actions to improve the ability to provide one to one care in labour, (our monthly data on Women’s Perception of 1:1 Care in Labour ranges from 86% to 94%)
The midwives will endeavour to improve their record keeping making it clear that they have offered to inspect the perineum and the response given by the mother. The Midwives have revisited the guideline and current staff have each been given a pocket NICE guideline booklet relating to postnatal care. Additionally on orientation to the ward each Midwife is also be given a copy.

09128

Following information given to a relative that their loved one had died, which was not the case, a student nurse was removed from the ward and the university was promptly informed. The university have their own disciplinary processes to sanction or remove students from their training, and this case is now under their jurisdiction to take appropriate action.

09131

A practice development nurse and a nursing Sister from another area have been asked to work on Shuttleworth Ward to provide support to ensure that standards of care are improved.

09133

Patients’ menus are completed by the housekeeper and food is ordered on a daily basis. The Ward Manager will discuss this complaint with the housekeeper and ensure that she is not ordering food that is not suitable for patients who require assistance with feeding.

2.0
2.1

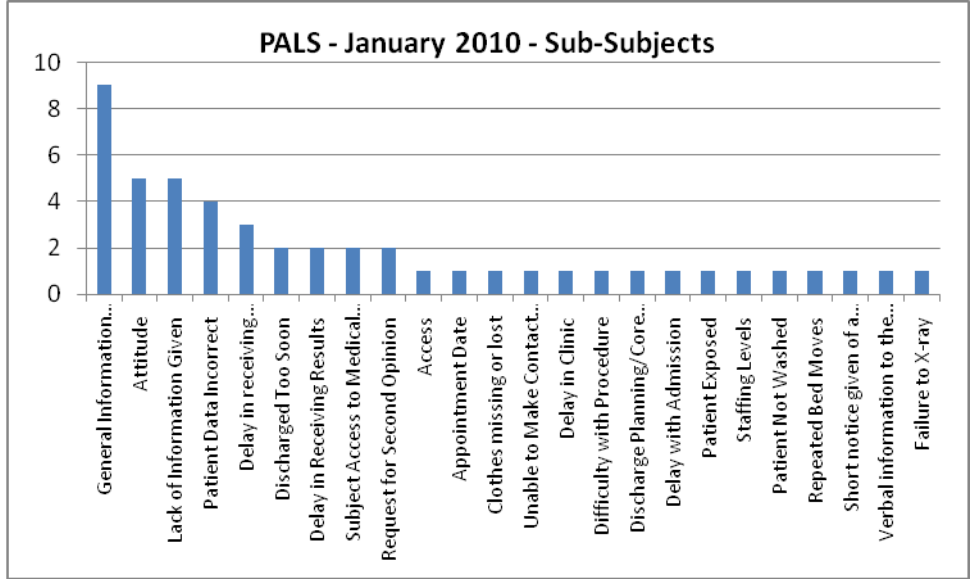
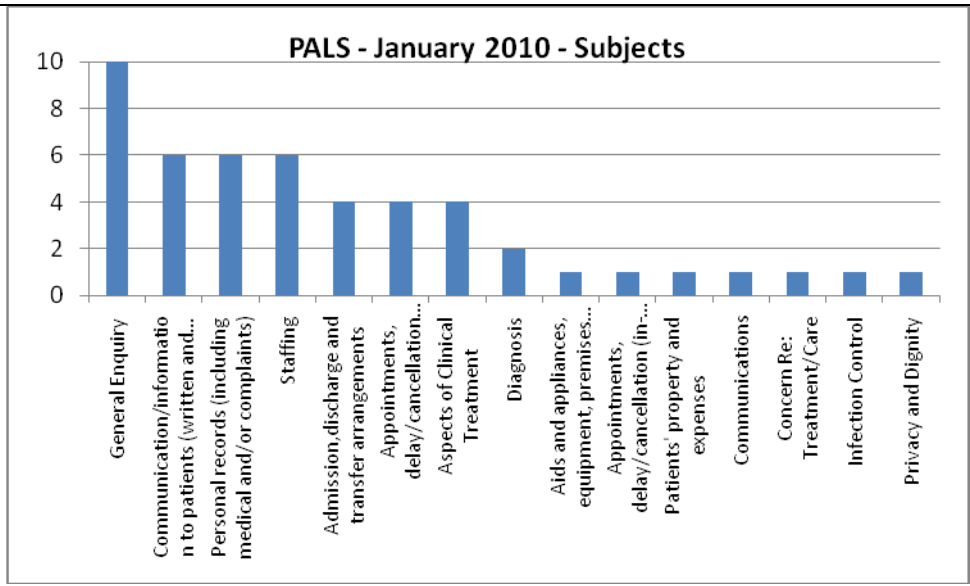
PALS
Number

There were 46 PALS issues received in January

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

	May	June	July	August	Sept	Oct	Nov	Dec
No of PALS contacts	45	58	45	56	52	41	66	34

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

5459

Action plan for falls on Reginald Hart ward to try and reduce falls – already gone to DCRAG

Ward Manager to look at care homes who deal with patients with dementia to see if there are any practices which can be used in hospital

Falls charted on ward to see if there are any themes in terms of where beds are

Matron will hold ward meeting and feed back

Matron will take concerns to Matrons meeting pm of 2.3.10 to feed back

5541

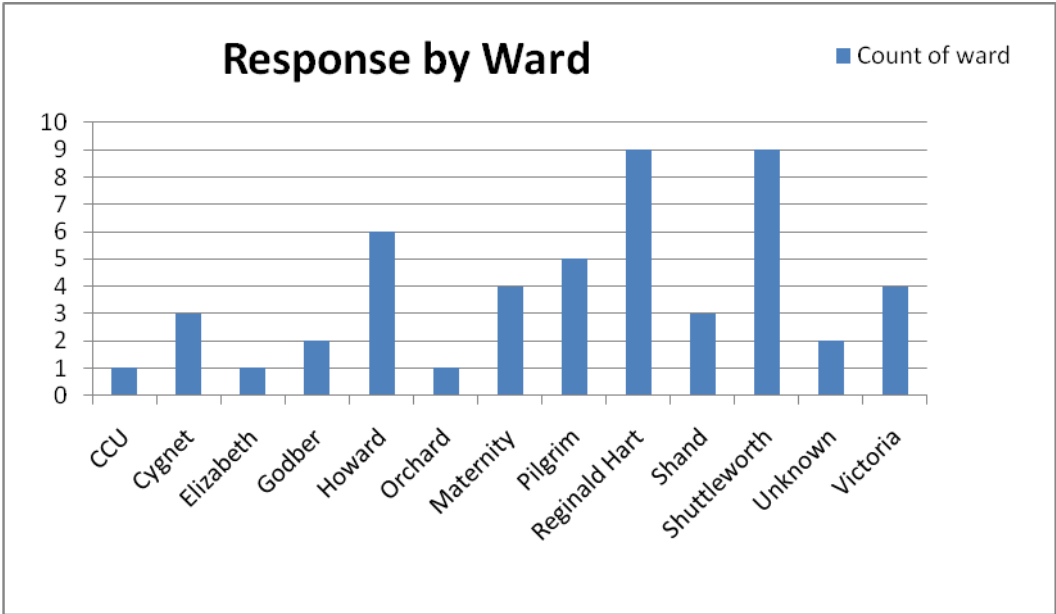
The Matron will reiterate to staff that if outdoor clean clothes are available when the patient is ready for discharge, patients should be sent home in them.

3.0

Compliments

Recorded compliments received to date for January 2010
Cards/letters

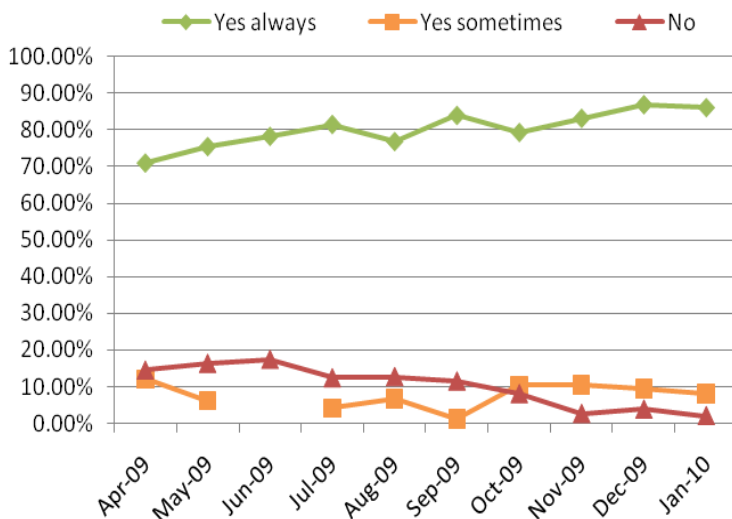
Gifts	111
Donations to wards/departments	£ 195
Compliments received via the Chief Executive's office	17

4.0.	<p>Patients and Relatives Feedback</p> <p>Patient Satisfaction Survey – January 2010</p> <p>Method: The patient satisfaction survey questionnaire was distributed by our volunteer to all wards weekly.</p> <p>Patient Responses: January 2010 50</p> <p>Response by Ward:</p> <div style="text-align: center;">  <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>1</td></tr> <tr><td>Godber</td><td>2</td></tr> <tr><td>Howard</td><td>6</td></tr> <tr><td>Orchard</td><td>1</td></tr> <tr><td>Maternity</td><td>4</td></tr> <tr><td>Pilgrim</td><td>5</td></tr> <tr><td>Reginald Hart</td><td>9</td></tr> <tr><td>Shand</td><td>3</td></tr> <tr><td>Shuttleworth</td><td>9</td></tr> <tr><td>Unknown</td><td>2</td></tr> <tr><td>Victoria</td><td>4</td></tr> </tbody> </table> </div> <p>Type of Admission:</p> <table> <tr> <td>Emergency</td> <td>32</td> </tr> <tr> <td>Planned</td> <td>16</td> </tr> </table> <p>N.B. This information was not recorded by the patient in 2 cases.</p>	Ward	Count of ward	CCU	1	Cygnet	3	Elizabeth	1	Godber	2	Howard	6	Orchard	1	Maternity	4	Pilgrim	5	Reginald Hart	9	Shand	3	Shuttleworth	9	Unknown	2	Victoria	4	Emergency	32	Planned	16
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	Patient Experience Responses to key areas of quality of care:																																

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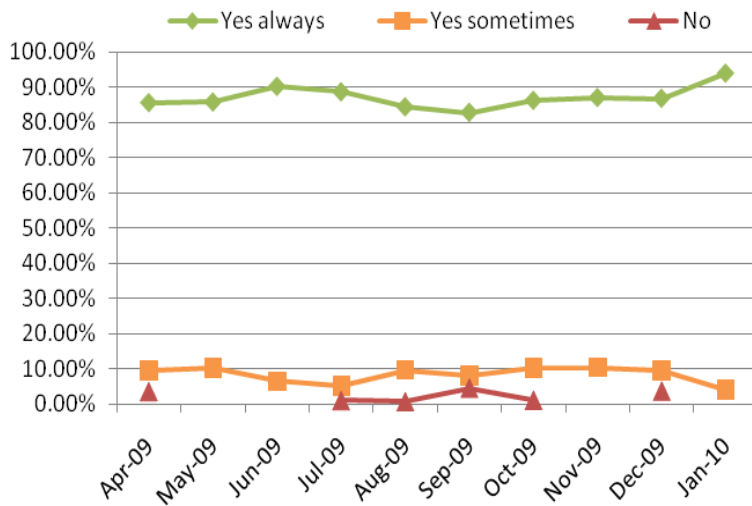
Q2. Were you given enough privacy when discussing your condition/treatment?

Answers	Responses
Yes sometimes	4
Yes always	43
NR	2
No	1



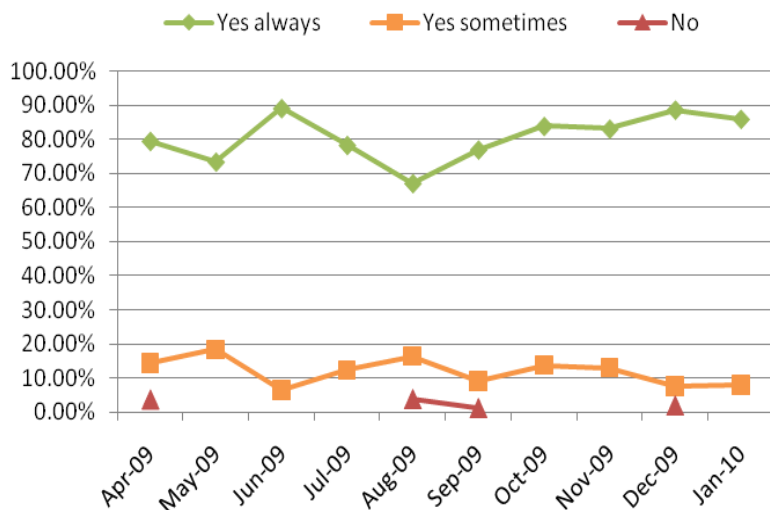
Q3. Were you given enough privacy when being examined or treated?

Answers	Responses
Yes sometimes	2
Yes always	47
NR	1



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

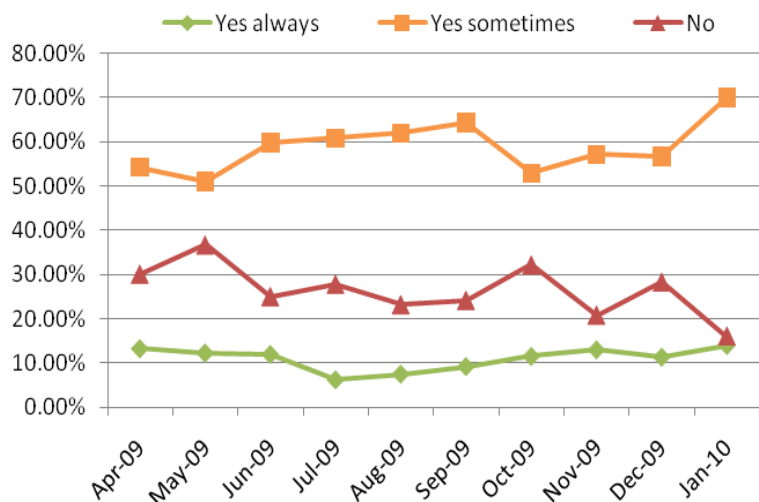
Answers	Responses
Yes sometimes	4
Yes always	43
NR	3



Pain

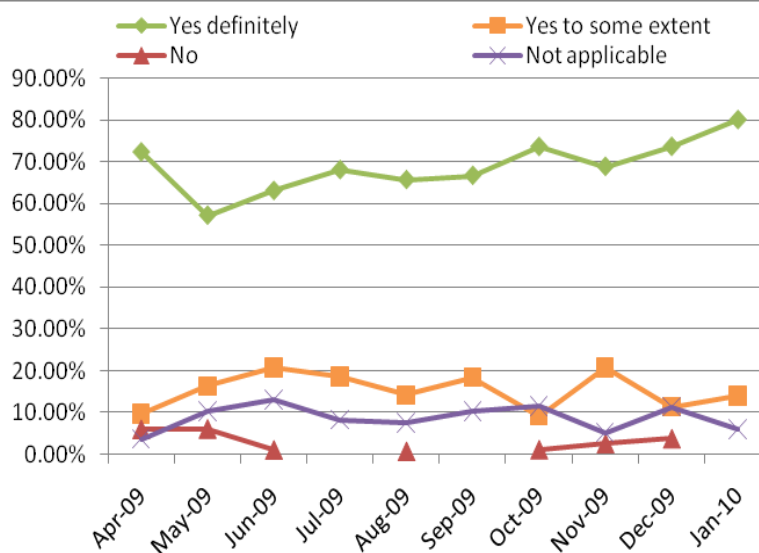
Q4. Were you ever in any pain?

Answers	Responses
Yes sometimes	35
Yes always	7
No	8



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

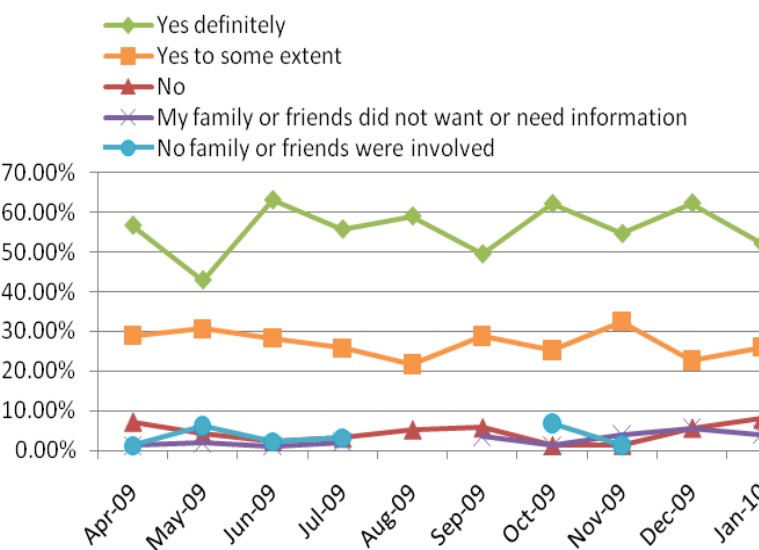
Answers	Responses
Yes to some extent	7
Yes definitely	40
Not applicable	3



Patient Information

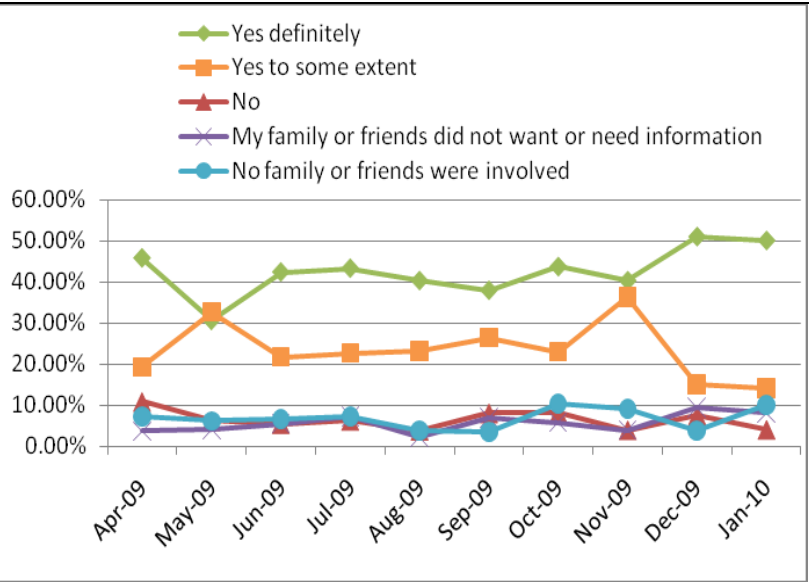
Q15. Were you/your family kept informed about your condition/treatment?

Answers	Responses
Yes to some extent	13
Yes definitely	26
NR	5
No	4
My family or friends did not want or need information	2



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	Responses
Yes to some extent	7
Yes definitely	25
NR	7
No family or friends were involved	5
No	2
My family or friends did not want or need information	4



Patient Experience Indicators (CQUINS)

<p>1.1 Patient Satisfaction Surveys</p> <p>Response rate from surveys:</p> <p>No of returned responses to Patient satisfaction surveys</p>	<p>Returned Questionnaires</p> <table border="1"> <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> </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
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<p>1.2 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>	<p>Percentage of Yes Recommendations</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage of Yes Recommendations</th> </tr> </thead> <tbody> <tr><td>May-2009</td><td>92.11%</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>97.01%</td></tr> <tr><td>Oct-2009</td><td>96.00%</td></tr> <tr><td>Nov-2009</td><td>92.42%</td></tr> <tr><td>Dec-2009</td><td>96.00%</td></tr> <tr><td>Jan-2010</td><td>95.45%</td></tr> </tbody> </table>	Month	Percentage of Yes Recommendations	May-2009	92.11%	Jun-2009	98.73%	Jul-2009	96.10%	Aug-2009	92.00%	Sep-2009	97.01%	Oct-2009	96.00%	Nov-2009	92.42%	Dec-2009	96.00%	Jan-2010	95.45%													
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<p>1.3 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” entries have been removed as this was giving a misleading figure in the response rate.</p>	<p>Percentage of Responses rated Excellent or Very Good</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percentage of Responses rated Excellent or Very Good</th> </tr> </thead> <tbody> <tr><td>May-2009</td><td>75.00%</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>91.89%</td></tr> <tr><td>Oct-2009</td><td>83.95%</td></tr> <tr><td>Nov-2009</td><td>85.29%</td></tr> <tr><td>Dec-2009</td><td>84.31%</td></tr> <tr><td>Jan-2010</td><td>82.98%</td></tr> </tbody> </table>	Month	Percentage of Responses rated Excellent or Very Good	May-2009	75.00%	Jun-2009	86.05%	Jul-2009	89.77%	Aug-2009	86.96%	Sep-2009	91.89%	Oct-2009	83.95%	Nov-2009	85.29%	Dec-2009	84.31%	Jan-2010	82.98%													
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