

Meeting title	Hounslow Clinical Quality Review Group	Date: TBC
Report title	Hounslow quarter 1 patient experience report (2018-2019)	Agenda item:
Lead director	Donna Lamb, Director of Nursing and Non-Medical Professionals	
Report author(s)	Patient experience team: Robin Chapman, Patient Experience & Involvement Manager.	
Executive summary	This report provides information on Complaints, Enhanced PALS and PALS reported for quarter one (April- June 2018).	
Purpose:	Information	
Recommendation(s)	To note the report	
BAF/TRR	n/a	
Report history	n/a	
Appendices	Appendix 1 –Complaints and Enhanced PALS Appendix 2 – Friends and Family test Appendix 3 – Example of FFT comments Appendix 4 – Compliments Appendix 5 – Demographics and Diversity/Service User	

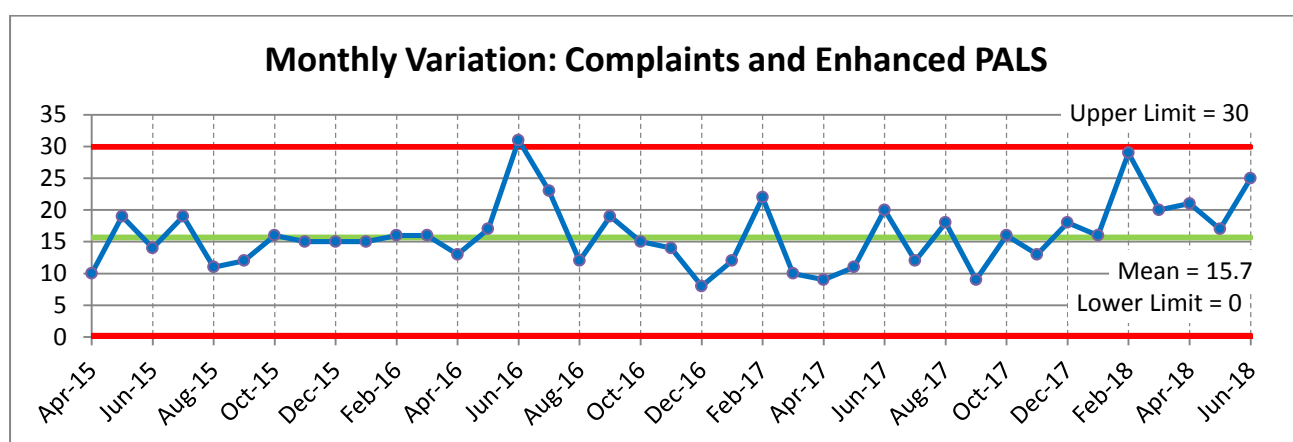
Appendix 1

Quarter 1 Patient Experience report 1 April 2018 – 30 June 2018

1.0 Complaints and Enhanced PALS - HRCH

Chart 1 below is an SPC graph which shows the trend of all HRCH complaints and Enhanced PALS (Richmond + Hounslow) received since April 2015. Due to the low numbers involved they have been combined to provide a clearer trend. The numbers continue to be within control limits and normal variations observed. Table 1 below shows the data per month and last year's totals again for HRCH.

Chart 1



Summary of activity (Table 1)

Table 1 below shows the breakdown of complaints, enhanced PALS, compliment and PALS data per month for Q1 2018/19 with a comparison to Q1 2017/18 and 2017/18 year end total.

	Total 2017/18	Apr 18	May 18	June 18	Q1 18/19	Q1 17/18	Total Compared Q1 17/18 to 18 /19
Complaint	43	8	3	7	18	10	↑
Enhanced PALS	148	13	14	18	45	29	↑
PALS	172	17	22	12	51	37	↑

Total	363	38	39	37	114	76	↑
Compliments registered	408	27	13	40	80	114	↓
Total documented	771	65	52	77	194	190	↑

2.0 Hounslow

Complaints

- 2.1 9 Hounslow formal complaints were received in Q1 compared to 4 in Q4 and 5 in Q3.
- 2.2 The response rate for Hounslow complaints closed in Q1 (7) is 100%.
- 2.3 Table 2 below shows the services and number of complaints in quarter one. It also measures the attendance for the quarter against the number of the complaints for the specialty to determine the rate of complaints.

Table 2

Services	No of complaints Q1 18-19	Attendance	Rate
Community Recovery Services	1	2500	0.04%
DN - Hounslow	2	1111	0.18%
MSK - Hounslow	2	13562	0.02%
Podiatry	1	3404	0.03%
Urgent Care Centre	3	20065	0.01%

- 2.4 Table 3 shows the number and percentage for each outcome code of the 5 complaints closed in Q1 (2018-19)

Table 3

Q1 (2018-19)	Total	Percentage
Upheld	2	40%
Not Upheld	2	40%
Partially Upheld	1	20%

2.5 Table 4 shows examples of the learning from complaints.

Table 4

Theme	Learning
Information Communication and Choice /	Service to identify customer care, negotiating and influencing skills training for staff to improve communication with patients for better outcomes
Safe quality care & service delivery	Regarding accuracy of medical records – <ul style="list-style-type: none"> • All clinicians reminded that their notes should be an accurate reflection of the events surrounding a patient’s consultation, including if they are reviewed by a second practitioner; • All staff reminded of the requirement to make contemporaneous notes when offering a second opinion to a colleague.
Safe quality care & service delivery	Improve responsiveness and record keeping – <ul style="list-style-type: none"> • Review of the staff communication book/record was undertaken and additional administrative oversight added to monitor that actions noted in the book is duly completed, actioned and signed off within the specified timeframe. • All updates to schedule of visits to be completed on allocation system during daily handover to minimise the potential to miss or forget, the required changes • Training for team leaders and team members with a focus on clinical responsibility and accountability

3.0 Benchmarking

For benchmarking purposes we compare ourselves with a similar sized Trust, which is Wirral Community NHS Foundation Trust. National data is only available from Q4. In Q4 2017/18, Wirral Community NHS Foundation Trust had 32 complaints and HRCH had 8.

Complaints made to selected Community Trusts in Q4

- Hounslow and Richmond Community Healthcare NHS Trust – 8
- Wirral Community NHS Foundation Trust – 32

- Shropshire Community Healthcare NHS Trust – 19
- Kent Community Health NHS Foundation Trust – 30
- Central London Community Healthcare NHS Trust – 35

National data does not provide a breakdown of individual Trusts subjects of complaints.

4.0 Enhanced PALS

4.1 24 Hounslow Enhanced PALS were received in Q1 which is almost the same as the number of enhanced pals (25) received in last quarter (Q4) of 2017-18.

4.2 Comparing the number of Enhanced PALS (25) in Q1 against the Hounslow attendance (79,436) gives a percentage of 0.03%. In Q4 (25 enhanced pals) this percentage was 0.02%. More complaints were dealt with as Enhanced PALS in Q1 highlighting the wish of complainants to deal with their concerns quickly.

4.3 Table 6 below shows the specialities and number of the Hounslow Enhanced PALS in quarter one. It also measures the attendance for the quarter against the number of Enhanced PALS for the speciality to determine a rate. Table 7 indicates the main subject of concern.

Table 6

Specialities	No of Enhanced PALS in Q4 17-18	Attendance	Percentage
Urgent Care Centre-WMH	4	20065	0.02%
Children's Phlebotomy	2	1243	0.16%
DN – Chiswick	1	1295	0.07%
DN Great West Road	1	627	0.15%
Health Visiting	3	10865	0.02%
Community Recovery Services	2	2500	0.08%
Paed SLT Hounslow	2	598	0.3%
MSK Hounslow	5	13485	0.03%
Learning Disabilities	1	730	0.1%
Adult Speech and language Therapy	1	459	0.2%
One You Merton	1	40	2.5%

Table 7

Specialities by subjects	Access to services & waiting times(6)	Building relationships (3)	Information, communication & choice (10)	Safe quality care & service delivery (5)
Urgent Care Centre-WMH		1	2	1
Children's Phlebotomy	1		1	
DN – Whitton & Twickenham	1			
DN Great West Road				1
Health Visiting		2	1	

DN - Chiswick			1	
Community Recovery Services			1	1
Paed SLT Hounslow	1			1
MSK Hounslow	3		1	1
Learning Disabilities			1	
Adult Speech and language Therapy			1	
One You Merton			1	

Appendix 2

HRCH Friends and Family Test

We have collected 4263 responses this quarter to the FFT question which is slight decrease on Q4 when we received 4357 responses. The table below summarises the FFT responses for each division during each month of this quarter. The average response rate for the Trust was 4% which was the same as Q4. The average % 'Recommend' score for the Trust was 95% which compares to 96% in Q4.

Table 11 summarises the FFT responses for each division during each month of this quarter.

Patient FFT: How likely are you to recommend our services to friends and family if they needed similar care/treatment?					
Divisions / Teams	Month	Total	% Recommend	% Not Recommend	Response Rate %
Community Inpatient Services	April	16	88	0	73
	May	15	93	0	94
	June	17	100	0	94
Community Nursing Services	April	182	97	1	5
	May	343	97	1	10
	June	224	99	0	6
Rehabilitation and Therapy Services	April	244	99	0	3
	May	210	96	0	2
	June	274	98	0	3
Specialist Services	April	60	97	0	3
	May	52	100	0	2
	June	101	98	1	4
Children and Family Services	April	59	98	0	1
	May	442	90	1	7
	June	219	89	1	3
Trust FFT Total	April	1348	96	1.4	4.2
	May	1825	93	2.0	5.4
	June	1181	95	1.4	4
Hounslow Urgent Care Centre (UCC)	April	430	93	2	7
	May	378	88	6	6
	June	153	90	5	2

Teddington Walk in Centre	April	236	98	1	5
	May	303	95	2	6
	June	122	98	1	3

Table 11

Patient Survey - Themes & Actions

416 service users have answered six additional questions relating to the care they received in this quarter. The table below details the rating these users gave our services. The top positive results for 'Dignity and Respect,' 'Decisions,' 'Listening,' 'Confidence,' and 'Right Care,' suggest that the concerns raised in complaints and Enhanced PALS such as treatment/ability, staff attitude and communication are not affecting the majority of our service users and services.

A potential area for improvement is 'Access,' which has decreased from last quarter 85% to 83%.

An analysis of the responses to the 'Access,' question was for MSK service as they are the predominate service to use the patient survey by distributing hard copies to the patients. 198 people answered the 'Access' question of which 37% service users agreed that they found access to our services extremely easy, with 4% had experienced difficulties.

Returns	Access	Confidence	Dignity and Respect	Decisions	Listening	Right Care
416	83%	98%	99%	94%	99%	98%

Examples of comments regarding Access:

- Took quite a long time to get an appt.
- Have online and videos, information related to issue.
- Increase parking spaces.
- If you give us more time.
- On line appointments / self-service / follow-up booking appointment service.
- All good so far. Maybe more appointments - 1 a week instead of every fortnight.
- Reducing the time for booking appointments.
- Next visit is 2 weeks away. Could do with being every 3-4 days to help recovery.
- Improve hours, maybe a couple of hours longer at the end of the day and beginning of day. Sometimes no answer on phone.
- By giving appointment soon rather than giving long time wait,
- More regular access
- I had to wait 4 days after injury to see the hand clinic and get the treatment I needed.

Appendix 3

Example of FFT comments

The majority of comments from responders were positive and complimentary about the service received and the staff with whom patients/carers had come into contact with. Below are some of the comments provided in the FFT feedback:

Reasons for recommending HRCH (FFT cards) – Examples of positive responses:
Children's comments
<ul style="list-style-type: none">• Very friendly and understanding team some great advice (POT – Hounslow)
<ul style="list-style-type: none">• I discovered things about my son (autistic) that no one explained in last 4 years. Very helpful with techniques. (POT – Hounslow)
<ul style="list-style-type: none">• In an assessment session, a child said “I really like speech therapy. When will I see you again?” when I told him I needed to see other children, he said “after the other children” (PSLT – Hounslow)
<ul style="list-style-type: none">• Because I really like it and I am happy to be here. Without you I did not know what to do and when to start. Thank you (PSLT-Hounslow)

Staff recognition

- - "She genuinely cared and she didn't judge us. This meant I could be completely open with her. She took us seriously, she didn't rush us, she wrote all the details and she was so warm and understanding. We explained why I didn't want to do controlled crying and she completely understood. She didn't force us to do anything we were not comfortable with. She gave us a plan. A realistic plan that we could follow. She supported us weekly and things did improve" (**Health visiting – Hounslow**)
- Thanks to **** and ****. They are high calibre. Thanks for the helpful and enjoyable physiotherapy sessions that helped to build my ability to manoeuvre in right direction. (**MSK – Hounslow**)
- I owe you a big thank you for all your effort to help **** in search of a school that would accept him. He has been accepted by ***** school and they told me to start taking us there after Easter holidays next week. I've been really emotionally devastated in the whole process but I believe once he goes to school everything calms down for the better. You are an ace and I don't know how to thank you enough. (**PSLT- Hounslow**)

Service general

- Appreciation of service / staff at UCC ***was efficient, professional and friendly. The visit could not have gone better. (**UCC – WMH**)
- "Excellent care I received at the UCC Centre, West Middlesex University Hospital during the early hours of Sunday 4 February 2018 - prompt and caring attention. (**UCC-WMH**)
- Just wanted to say a huge thank you from **** for the nursing team for your help last week. I have been away but *** and ***have both said how helpful your advice was and we have passed this praise for your TVN service onto the GP partners here too. Thank you! (**Tissue Viability**)

Patients also provided feedback on where we can improve in our services. There were a few constructive comments although the majority praised the services for the care and treatment.

Room for improvement

- It's difficult to find the way for some people, maybe more sign. **(Musculoskeletal Service - O Block –WMH)**
- Communication when wanting medical supplies. **(DN- Bedfont & Feltam)**
- If we are given service at least twice a month it will help the pain. **(Pain management)**

Appendix 3

Compliments

80 compliments were received for HRCH services this quarter compared to 113 in Q 2018/19. The majority of compliments logged this quarter are for Paediatric services and the rest are distributed among various services – Urgent care, Community Nursing, Podiatry and Wheelchair service.

Themes of compliments

Compliments are not categorised by subjects on Datix therefore the themes highlighted are not a true reflection of all compliments received.

Compliment themes	Total
Patient care	23
Staff recognition	23
Service thank you	34

Patient care:

- *****Is brilliant at her Job and she listened, and arranged for me to have an M.R.I **(MSK – Hounslow)**
- Thank you for all you have done for *****. We was very nervous about the appointments but you were very good with him and put him at ease. **(POT – Hounslow)**
- The child's mum reported she was really pleased with the assessment completed and felt as though you understood his needs and gave them the advice they needed to move forward with next steps. The child's mum reported that the way adults speak to her son is important to her as due to his difficulties he can be shy and lose confidence quickly. She reported you spoke to the child at his level and did not make him feel patronised, and gave him

the confidence he needed within the session. She is looking forward to her next review with the service. (**POT - Hounslow**)

Staff recognition:

- ***** is an excellent nurse – and whenever there is a worrying problem with my husband, she is the one I reach out for. She always looks at the bigger picture and makes assessments in the light of entirely my husband’s condition. She is knowledgeable, nice, supportive, and stays in contact with the other services which support my husband. If **** is the model of where District Nursing is heading – I am thrilled. (**District Nursing- Chiswick**)
- *****thank you very much for all you have done to help heal my leg. I am so grateful for all these months of care and your healing touch. It is so fantastic that it has healed at last! All good wishes (**Community Nursing _ Tissue Viability**)
- "Just a quick note to say a wonderful thank you for the wonderful treatment I have received for my feet by *****.I have never been treated by such a skilful person. She takes pride in what she does, has lovely manners and is without a doubt the best podiatrist I have had. (**Podiatry**)

Service thank you:

- Thank you for the professional care and expertise that helped detected and early cancer (**Musculoskeletal – Hounslow**)
- I just want to say a very big thank you to you and your team for the way in which you have very swiftly dealt with the request for a wheelchair for my mother. Thank you and the whole request process was simple, quick and easy to complete! (**Wheel Chair Hub**)

Compliments by specialty:

Table 12 - shows the number of compliments for each specialty:

Specialty	Total
COPD and Respiratory Team	3
Children’s community Nursing	1
Community Neuro Rehab	2
Family Nurse Partnerships	1
Health Visiting	1
Hearing Screening	1
Diabetes	2
Immunisations	1

DN – Ham Richmond and Kew Team	1
DN – Whitton & Twickenham Team	3
In-patient (TMH)	4
DN – Brentford	1
DN – Sheen and Barnes	1
Fall and Bones	1
Integrated Community Response Services	4
Musculoskeletal (H and R)	3
Paediatric Occupational therapy	6
Paediatric Physiotherapy	3
Podiatry	4
Paediatric Speech and Language therapy	13
RRRT	6
Tissue Viability	2
UCC - WMH	2
Wheel chair Hub	9
WIC - TMH	5
Total	80

Appendix 4

Demographics and Diversity

Below are three tables which show the demographics data from HRCH complaints (patient details only), SI's and our standard patient survey. The first two tables complaints and SI shows the data taken from SytmOne patients details and are from the formal complaints raised in Q1 which is 18 and the number of SI's in Q1 which is 5 .

Complaints (patient details not complainants)

The nine protected characteristics	
Age	37% (n.6) were under 18, and 19% (n.3) were 71 and over.
Gender	75% (n.12) were female. 13% (n.2) were male
Transgender	0% who answered the question, identified as transgender.
Disability	6% (n.1) identified as having a disability.
Ethnicity	White or any other white background 31% (n.5), 6% (n.1) identified themselves as Asian/Asian British. 6% (n.1) identified themselves as other ethnic group
Religion	6% (n.1) identified as Christian no other religions were noted.
Sexual Orientation	6% (n.1), identified as Heterosexual. 6% (n.1), identified as Homosexual.
Married/civil partnership	13% (n.2) identified as married/civil partner and 6% (n.1) as single
Pregnant or baby under 26 weeks	0% identified as this.

Serious Incidents (SI)

The nine protected characteristics	
Age	40% (n.2) were 71 and over.
Gender	80% (n.4) were female. 20% (n.1) were male
Transgender	0% identified as transgender.
Disability	40% (n.2) identified as having a disability.
Ethnicity	60% (n.3) identified as Asian or Asian/British, 40% (n.2) as White British
Religion	0% identified any religion.
Sexual Orientation	0% identified this.
Married/civil partnership	20% (n.1) identified as single, no others were noted.
Pregnant or baby under 26 weeks	0% identified as this.

Patient survey

The nine protected characteristics	
Age	13% (n.37) who answered the question were 51-55, 10% (n.30) were either 31-55 or 56-60 and 6% (n.18) were 71 and over.
Gender	62% (n.170) who answered the question were female. 36% (n.98) were male
Transgender	0% who answered the question, identified as transgender.
Disability	13% (n.37) who answered the question identified as having a disability.
Ethnicity	45% (n.135) identified as white or any other white background, and 33% (n.100) identified themselves as Asian/Asian British or any other Asian background. Of those that completed this question.
Religion	37% (n.95) identified as Christian, 19% (n.48) as Islam, 11% (n.28) as no religion or belief, 9% (n.24) Hinduism, 8% (n.21) Sikism and 6% Atheism. Of those that completed this question.
Sexual Orientation	80% (n.144) identified as Heterosexual, 5% (n.9) identified as bisexual and 0.6% (n.1) identified as gay man. Of those that completed this question.
Married/civil partnership	54% (n.136) identified as married/ civil partnership and 41% (n.104) were not. Of those that completed this question.
Pregnant or baby under 26 weeks	5% (n.12) identified as this and 93% (n.217) did not identify themselves as this. Of those that completed this question.

The following outlines the demographics and diversity (nine protected characteristics) of the service users who completed the HRCH **Patient Survey** which is our standard survey. Approximately, one third of responders chose not to answer this section of the survey.

Each survey includes a heading before the demographic questions detailing why we need to ask these questions. The text used is:

Ensuring our service is accessible to all. We wish to ensure that we provide personal, fair

and diverse services for patients, carers and their families. The information requested below will be valuable in helping us to identify any inequalities or gaps. Summarised information from the information may be published, but no individual's details will be disclosed under these circumstances.

The protected characteristics are to confirm that we deliver culturally sensitive, inclusive, accessible and fair services to the public.

The results for Q1 show that the majority of respondents who have answered are between 51-55, female, white, heterosexual, Christian, and are married. Of those with a disability the highest said they had a long term mental health condition. 5% were pregnant and no one advised that they were transgender.