

Meeting title	Hounslow Clinical Quality Review Group	Date: 2 November 2018
Report title	Hounslow Quarter 2 2018/19 Patient Experience Report	Agenda item:
Lead director	Donna Lamb, Director of Nursing and Non-Medical Professionals	
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Executive summary	<p>This report provides information on Complaints, Enhanced PALS and PALS, compliments and FFT responses reported for quarter 2 2018/19 by Hounslow teams.</p> <ul style="list-style-type: none"> - 12 Hounslow formal complaints were received with themes around building relationships (staff attitude) and safe quality care & service delivery (clinical care) - 23 Hounslow Enhanced PALS were received - There were 5567 FFT responses trust wide in Q2 2018/19 - 105 compliments were received trust wide 	
Purpose:	Information	
Recommendation(s)	To note the report	
Report history	Quarterly report to CQRG	
Appendices	Appendix 1 – Friends and Family test Appendix 2 – Example of FFT comments Appendix 3 – Compliments Appendix 4 – Demographics and Diversity/Service User	

Quarter 2 2018/19 Hounslow Patient Experience report

1.0 Complaints and Enhanced PALS – Trust-wide

Chart 1 below 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.

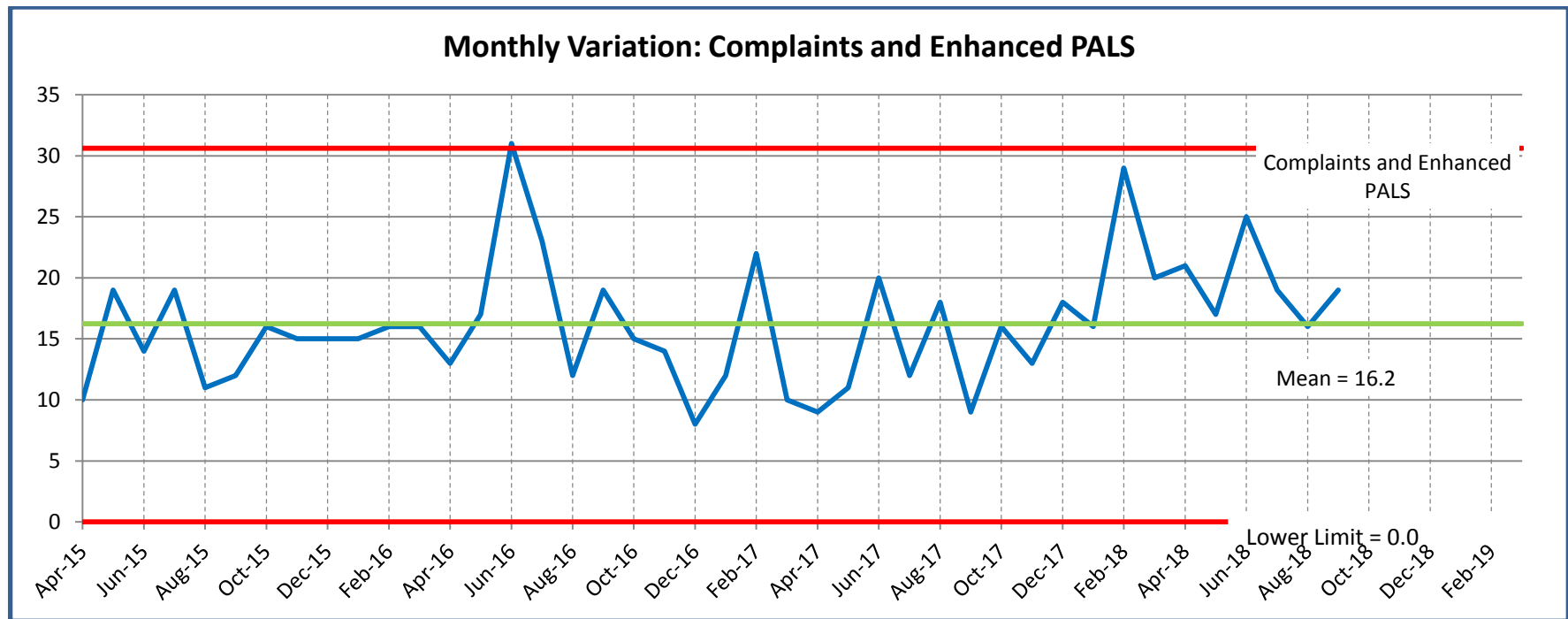


Chart 1 – Trend of Complaints and Enhanced PALS Apr 15 – Sep 18

Table 1 below shows the breakdown of complaints, enhanced PALS, compliment and PALS data per month for Q2 2018/19 with a comparison to Q2 2017/18 and 2017/18 year-end total.

	Total 2017/18	July 18	August 18	September 18	Q2 18/19	Q2 17/18	Total Q2 18/19 Vs 17/18
Complaint	43	4	4	7	15	16	↓
Enhanced PALS	148	15	12	12	39	23	↑
PALS	172	20	17	11	48	49	↓
Total	363	39	33	30	102	88	↑
Compliments registered	408	48	30	27	105	116	↓
Total documented	771	87	63	57	207	204	↑

Table 1 - Summary of activity – Trust wide

2.0 Complaints - Hounslow

2.1 12 formal complaints were received in Q2 2018/19 for Hounslow teams compared to 9 in Q1 and 12 in Q2 2017/18.

2.2 100% (10) of complaints responses that were closed in Q1 were completed on time.

2.3 Table 2 below shows the services and number of complaints received in Q2 2018/19. It also shows the attendance for the quarter against the number of the complaints for each specialty to determine the rate of complaints.

Table 2

Services	No of complaints Q2 18-19	Attendance	Complaints Rate
Community Recovery Services	1	2411	0.04%
DN – Feltham and Bedfont	1	1085	0.09%
MSK - Hounslow	1	9618	0.01%
Paediatric OT Hounslow	1	460	0.2%
Children's Continuing Care	1	122	0.8%
Urgent Care Centre	7	18265	0.04%

2.4 Table 3 shows the themes of the 12 complaints received in Q2 as building relationships (staff attitude) and safe quality care & service delivery (clinical care). Of the 7 UCC complaints 3 were about the same member of staff and appropriate management action has been taken.

It is also relevant to note that the complaint team has worked with our Organisational Development Team to develop a customer service training which will be rolled out across the trust. This training is currently being piloted with our nursing teams including their administration support.

Table 3

Specialities by subjects	Access to services & waiting times	Building relationships	Information, communication & choice	Safe quality care & service delivery
Community Recovery Services		1		
DN – Feltam and Bedfont				1
MSK - Hounslow		1		
Paediatric OT Hounslow		1		
Children’s Continuing Care				1
Urgent Care Centre		3		4

2.5 Table 4 shows the number and percentage for each outcome code of the 10 complaints closed in Q2 (2018-19)

Table 4

Q1 (2018-19)	Total	Percentage
Upheld	4	40%
Not Upheld	3	30%
Partially Upheld	3	30%

2.6 Table 5 shows examples of learning from complaints closed within Q2 2018/19.

Table 5

Theme	Learning
Information Communication and Choice /	<ol style="list-style-type: none"> 1. The trust web page has been updated to explain about self-consent for immunisations in more detail. 2. The letter sent to parents informing them about immunisation now includes a section about self-consent and now has appropriate links embedded in it. 3. Clear Signage to be put up in the UCC about the management of UCC by HRCH and Greenbrook 4. A pre-printed information leaflet for over the counter medication is being drafted to be ratified via Governance process before implementation.
Safe quality care & service delivery	<ol style="list-style-type: none"> 1. Training needs for staff around customer care, negotiating and influencing skills were identified and subsequently OD team has rolled out a customer service training program across sites to help improve communication with patients. 2. It was highlighted to staff that there is a need to approach discussions regarding social care referrals in a sensitive and helpful way, fully explaining the reasons for their actions and possible outcomes.
Improve Access to Service	<p>Regarding access to booking information /records –</p> <ol style="list-style-type: none"> 1. As result of this complaint, the administrative staff in the clinic were shown how to view all the patient's appointments for that clinic on S1. This will now enable them to help

	<p>patients who have queries or confusions regarding their appointments and help reduce DNAs.</p> <p>2. The clinician should contact patients if they don't turn up for planned appointment. If a patient has difficulty in remembering future appointments, a letter should be sent, or a telephone reminder along with providing appointment card.</p>
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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 up to Q1 2018/19. In Q1 2018/19, Wirral Community NHS Foundation Trust had 44 complaints and HRCH had 18.

Complaints made to selected Community Trusts in Q1

- Hounslow and Richmond Community Healthcare NHS Trust -18
- Wirral Community NHS Foundation Trust – 44
- Shropshire Community Healthcare NHS Trust – 21
- Kent Community Health NHS Foundation Trust – 25
- Central London Community Healthcare NHS Trust – 29

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

4.0 Enhanced PALS - Hounslow

4.1 23 Hounslow Enhanced PALS were received in Q2 out of a total 39 enhanced PALS logged. This compares to the number of enhanced pals (24) received in last quarter (Q1) of 2018-19.

4.2 Comparing the number of Enhanced PALS (23) in Q2 against the Hounslow attendance (79,351) gives a percentage of 0.03%. In Q1 (24 Enhanced pals) this percentage was 0.03%. More complaints were dealt with as Enhanced PALS in Q2 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 Q2 2018/19. It also shows the service attendance for the quarter against the number of Enhanced PALS to determine rate.

Table 6

Specialties	No of Enhanced PALS in Q2 18-19	Attendance	Percentage
Children's Phlebotomy	1	2977	0.03%
DN –Hounslow	4	990	0.4%
DN Great West Road	2	508	0.4%
DN – Feltham & Bedfont	1	1085	0.09%
Health Visiting	3	11396	0.02%
Community Recovery Service	1	2411	0.04%
MSK Hounslow	3	9618	0.03%
Learning Disabilities	1	563	0.2%
Urgent Care Centre	7	18265	0.04%

4.4 Table 7 shows the distribution of Hounslow Enhanced PALS in Q2 2018/19 across the 4 main categories

Table 7

Specialities	Access to services & waiting times	Building relationships	Information, communication & choice	Safe quality care & service delivery
Children's Phlebotomy				1
DN –Hounslow		2		2
DN Great West Road			1	1
DN – Feltham & Bedfont		1		
Health Visiting			2	1
Community Recovery Service	1			
MSK Hounslow	1			2
Learning Disabilities		1		
Urgent Care Centre		3		4

Appendix 1

HRCH Friends and Family Test – Trust wide

There were 5567 responses in Q2 2018/19 to the FFT question, an increase on Q1 numbers of 4263 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 5.7% which is an increase on 4% in Q1. The average % 'Recommend' score for the Trust was 97% which compares to 96% in Q1.

Table 11.

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	July	13	92.3	0	92.9
	August	11	100	0	52.4
	September	15	93.3	0	88.2
Community Nursing Services	July	214	99.5	0	5.2
	August	200	97.5	2.5	4.8
	September	190	99.5	0.5	4.8
Rehabilitation and Therapy Services	July	251	96.4	1.2	2.9
	August	283	97.2	0.4	3.4
	September	307	96.7	1	3.6
Specialist Services	July	63	85.7	4.8	3.6
	August	14	92.9	7.1	0.9
	September	44	95.5	4.5	2.8
Children and Family Services	July	181	98.6	0.6	2.7
	August	275	99.3	0.4	3.3
	September	119	99.2	0	1.4
Trust FFT Total	July	1895	94.9	2.1	5.9
	August	2129	97.3	1.1	6.6
	September	1532	97.3	0.9	4.7
Hounslow Urgent Care Centre (UCC)	July	408	91.7	2.7	6.2
	August	265	95.5	0.8	4.6
	September	321	96	0.3	5.4
Urgent Treatment Centre	July	698	94.6	3.2	16.5
	August	1023	97.4	1.2	25.3
	September	501	97.2	1.4	12.4

Patient Survey - Themes & Actions

409 service users have answered six additional questions relating to the care they received in Q2 2018/19. 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 majority of our service users and services.

A potential area for improvement is 'Access,' which has increased from last quarter 83% to 86% this quarter.

An analysis of the responses to the 'Access,' question looked mainly at the MSK service as majority of survey respondents used the service. 312 people answered the 'Access' question of which 43% agreed that they found access to our services extremely easy and 44% found it easy, with 3% finding it hard and 1% extremely hard.

Returns	Access	Confidence	Dignity and Respect	Decisions	Listening	Right Care
409	86%	95%	98%	91%	97%	99%

Examples of comments regarding Access: Some examples of response to the Access question are below which have been shared with the service manager. Previous feedback saw the service include in all letters, a map of where to find the service on the West Middlesex University Hospital site and the signage on site has been updated.

- Please give clear directions from the main building.
- Physical access on site coming from Twickenham.

Appendix 2

Example of FFT comments

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 thorough, dedicated staff, ready to answer questions and very supportive (POT – Hounslow)
<ul style="list-style-type: none">• "It's helping my child to get more eye contact" (PSLT – Hounslow)
<ul style="list-style-type: none">• For ***; The way everything was explained to me and the exercises were very very good. (PPT - Hounslow)
Staff recognition
<ul style="list-style-type: none">• Had amazing experience, **** is a lovely caring lady made me feel relaxed and not pressured into anything. Would say she seemed like a best friend and I have all my trust her. (Health visiting – Hounslow)
<ul style="list-style-type: none">• I highly recommend this service to anyone. Very helpful staff members. (UCC – Hounslow)• 5-star treatment so I gave you a 5-star rating. Thank you very much (UCC Hounslow)
<ul style="list-style-type: none">• I would like to thank ***** for her wonderful care and listening skills. (Community Nursing – Hounslow)

Service general

- I had to wait a long time to be seen but was quite happy for the care and service I received. **(UCC – WMH)**
- Every part of the service up to very good standard. **(MSK – Hounslow)**
- It is always a pleasurable visit when the IV nurses attend. Delighted that they prevented me from having to go to hospital unnecessarily to have my line cleared. Many thanks. **(Community Nursing - IV service – Hounslow)**

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	You said we did / are doing...
<ul style="list-style-type: none"> I had to wait a long time between registering concern with GP and appointment and getting the appointment (2 - 3 months). (Musculoskeletal Service - Hounslow) 	<ul style="list-style-type: none"> The service has streamlined how referrals are processed so that they are reviewed by a physiotherapist within 24hours of receipt. These are then registered and invited to book an appointment by the admin team within 24 hours. The service has worked on reducing the wait to first appointment across the service and delivers 90% of appointments within 6 weeks.
<ul style="list-style-type: none"> Telephone service definitely needs to be improved. If we are not happy with the treatment we can talk to someone. maybe more staff on appointment booking phone line (Musculoskeletal Service - Hounslow) 	<ul style="list-style-type: none"> The volume of calls to the service has increased significantly over the past year in response to an increased demand. The service has recently recruited some extra staffing to support the response. The service is also about to trial bookable telephone slots in the clinical rotas to improve the efficiency of communication.
<ul style="list-style-type: none"> I think that the service could follow up the patient more. (Musculoskeletal Service - Hounslow) 	<ul style="list-style-type: none"> The service has just updated all the clinical pathways with a review against current NICE guidance. Underpinning this is a comprehensive staff development plan which will ensure the service is delivering the most up to date evidence-based packages of care.
<ul style="list-style-type: none"> Don't let people who care leave (Musculoskeletal Service - Hounslow) 	<ul style="list-style-type: none"> The service has rotational physiotherapists who now ensure that their patients are aware and prepared for when their care may need to be passed on to another therapists at the end of the physiotherapist's rotation
	<ul style="list-style-type: none"> Parking: There are two disabled parking bays beside the

<ul style="list-style-type: none"> • More disable parking. No problem parking this time though. It was a little hot need's aircon. (Musculoskeletal Service - Hounslow) 	<p>entrance to the unit, these have been included on the site map sent to patients. In general parking can still be an issue in particular when hospital outpatient clinics run.</p> <ul style="list-style-type: none"> • This summer we had the greatest number of air-con units on site than before, but they have limited effectiveness. The comments will be fed back to estates.
<ul style="list-style-type: none"> • Clarity in criteria for referral to ortho. (Musculoskeletal Service - Hounslow) 	<ul style="list-style-type: none"> • The service will be carrying out work to review and improve the information available to the public about the service on the trust's website.

Appendix 3

Compliments – Trust wide

105 compliments were received for HRCH services this quarter compared to 80 in Q1 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	27
Staff recognition	36
Service thank you	42

Patient care:

For the team - thank you for your kindness and gentle care for *** in her final weeks. your skill knowledge and expertise made the whole process more easy and personal... love and respect **(DN - Brentford)**

- I am writing to let you know that today was the final decision for **’s DLA and the answer was that she is not eligible but that is ok.
I just want to say Thank you very much for your unconditional support and for all you’ve done for us.
*. has been doing very well at school and she received at the end of this year a Effort Certificate for her good work.
Thankfully **(School Nursing Hounslow)**

Staff recognition:

- Phone call from a very happy *****; to pass on a message to the service manager about a member of staff, who was very kind and helpful; wanted to express her thanks and for this to be acknowledged with management.
(District Nursing- Chiswick)
- "*****has seen 6 children this term at and her assessments, feedback, strategies and support of pupils, parents and staff is just brilliant. Every parent has left feeling more equipped to support their child. She also has a wonderfully clear way of explaining sensory needs and regulation. We have

all learnt so much from her! I can't thank her enough and I wanted to let your service know how amazing she is. She has gone the extra mile for all of the children, families and staff. We now want to book her for a parent workshop and staff training (**Paediatric Occupational Therapy – Hounslow**)

Service thank you:

- Thank you to the DN team for looking after *** and making his last days peaceful
- Thank you from the bottom of our broken hearts for the care kindness and support you gave to **** and our family

Compliments by specialty:

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

Specialty	Total
Children's Phlebotomy	1
Child Development (R)	1
Community Neuro Rehab	3
Continence	1
COPD and Respiratory Team	2
IP Unit - TMH	7
Diabetes	2
Immunisations	1
DN – Ham Richmond and Kew Team	1
DN – Whitton & Twickenham Team	10
DN - Brentford	1
DN – Feltam & Bedfont	3
DN – Sheen and Barnes	2
IV Service	1
Integrated Community Response Services	5
Musculoskeletal (H and R)	8
Learning Disability team	7
Paediatric Occupational therapy	3
Paediatric Physiotherapy	3
Paediatric Speech and Language therapy	11
Podiatry	4
RRRT	5
School Nursing (H)	8
TMH – Out Patients	1
Tissue Viability	2
UCC - WMH	1
Wheel chair Hub	1
UTC	11
Total	105

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 SystmOne patients details and are from the formal complaints raised in Q2 which is 15 and the number of SI's in Q2 which is 2.

Complaints (patient details not complainants)

The nine protected characteristics	
Age	26% (n.4) were under 18, and 26 % (n.4) were 71 and over.
Gender	53% (n.8) were female. 47% (n.7) 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 60% (n.9), 6% (n.1) identified themselves as Asian/Asian British. 6% (n.1) identified themselves as other ethnic group and 26% (n.4) did not state their ethnic background
Religion	20% (n.3) identified as Christian; 6% (n.1) identified as Hindu; 6% (n1) identified as Roman Catholic and 66% (n.10) did not identify a religion.
Sexual Orientation	6% (n.1), identified as Heterosexual. 94 % (n 14) did not identify sexual orientation
Married/civil partnership	20% (n.3) identified as married/civil partner; 33% (n 5) identified as single and 6% (n.1) as widowed with surviving civil partner. 40% (n.6) did not provide their marital status.
Pregnant or baby under 26 weeks	6% (n1) identified under this category.

Serious Incidents (SI)

The nine protected characteristics	
Age	50% (n.1) were 71 and over.
Gender	50% (n.1) were female. 50% (n.1) were male
Transgender	0% identified as transgender.
Disability	50% (n.1) identified as having a disability.
Ethnicity	50% (n.1) identified as Asian or Asian/British,
Religion	0% identified any religion.
Sexual Orientation	0% identified this.
Married/civil partnership	0% identified their marital status.
Pregnant or baby under 26 weeks	0% identified as this.

Patient survey

The nine protected characteristics	
Age	7% (n 18) who answered the question were 51-55, 20% (n.52) were 31-35 and 6% (n17) were 56-60. 2% (n.6) were under 18 and 10% (n 26) were 71 and over.
Gender	68% (n.209) who answered the question were female. 30% (n.93) were male
Transgender	0% who answered the question, identified as transgender.
Disability	12% (n.34) who answered the question identified as having a disability.
Ethnicity	47% (n.128) identified as white or any other white background, and 33% (n.90) identified themselves as Asian/Asian British or any other Asian background of those that completed this question.
Religion	Of those that answered this question 36% (n.88) identified as Christian, 14% (n.33) as Islam, 11% (n.26) as no religion or belief, 10% (n.24) Hinduism, 9% (n.23) Sikhism and 5% (n 13) as Atheist.
Sexual Orientation	Of those that completed this question.75% (n.134) identified as Heterosexual, 6% (n.10) identified as bisexual and 2.2% (n.4) identified as gay man.
Married/civil partnership	Of those that completed this question 64% (n.156) identified as married/ civil partnership and 32% (n.78) were not.
Pregnant or baby under 26 weeks	Of those that completed this question.12% (n.27) identified as this and 84% (n.189) did not identify themselves as this.

The table above 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 Q2 show that the majority of respondents who have answered are between 31-35, female, white, heterosexual, Christian, and are married. Of those with a disability the highest said they had a physical impairment.12% were pregnant and no one advised that they were transgender.