

Board of Directors

Date:	26 June 2019	Attachment Number:	11								
Title of Report:	Patient Experience Trends Analysis										
Purpose of the report and the key issues for consideration/decision:	<p>To provide an overview of the key themes emerging in patient experience feedback for the period July 2018 – December 2018.</p> <p>Top 2 positive themes include 1) Friendly and Helpful Staff and 2) Care and Treatment.</p> <p>Top 2 negative themes include 1) Waiting Times (except for inpatients) and 2) Communication and Information.</p> <p>The key actions to be taken in the next 6 months:</p> <ul style="list-style-type: none"> • Utilising the insight gained from patient feedback and aligning it closely to future quality improvement initiatives. • The Trust will continue to use the current approach of gathering data, and the patient experience team will discussions with the Head of Performance and Information in the next 6 months to explore the options available. • The themes and trends will be discussed with ward leaders and team leaders to ensure ward development plans/service improvement plans capture key actions for improvement. • AGH Solutions (AGHS) will ensure that patient feedback is considered as part of their action plans for the estate. 										
Prepared by:	Lynsey Nicholson – Patient Experience Officer Helen Roberts – Patient Information Officer										
Presented by:	Jill Asbury, Director of Nursing										
Strategic Objective(s) supported by this paper:	<table border="1"> <tr> <td>Financial Sustainability</td> <td></td> <td>Empower & Engage Staff</td> <td></td> </tr> <tr> <td>Quality of Care</td> <td>x</td> <td></td> <td></td> </tr> </table>			Financial Sustainability		Empower & Engage Staff		Quality of Care	x		
Financial Sustainability		Empower & Engage Staff									
Quality of Care	x										
Is this on the Trust's risk register:	<table border="1"> <tr> <td>No</td> <td>x</td> <td>Yes</td> <td></td> <td>If Yes, Score</td> <td></td> </tr> </table>			No	x	Yes		If Yes, Score			
No	x	Yes		If Yes, Score							
Which CQC Standards apply to this report:											

Have all implications related to this report been considered: (please X)	Finance Revenue & Capital			Equality & Diversity		X		
	National Policy/Legislation		X	Patient Experience		X		
	Human Resources			Terms of Authorisation				
	Governance & Risk Management (BAF)			Other:				
Action Required: (please X)	Approve		Discuss	X	Receive for information		Decision	
Previously Considered By:	<input type="text"/>					Date:	<input type="text"/>	
Recommendations:	The Board is asked to receive and note this report.							

Patient Experience Trends Analysis

June 2019

1. Context / Background

This report presents a holistic view of patient experience feedback across the trust. It identifies themes and trends within the data collected from patients, carers and members of the public through a variety of feedback mechanisms.

The report presents a wide range of information from different sources and details how each of these is reported on. The sources include:

- Friends and Family Test (FFT)
- Complaints
- Concerns and Compliments (PALS)
- Real Time Inpatient Survey
- Patient Reporting and Action for a Safe Environment (PRASE)
- Social Media comments (captured as PALS)

The CQC national survey data has not been included due to timeliness of publications of the reports. The reports will be due as follows:

Inpatient Survey 2018	30 th June 2018
Children and Young People's Survey 2018	September 2019
Emergency Department Survey 2018	September 2019
Maternity Survey 2019	January 2020

Each method of feedback provides a rich insight and should not be viewed in isolation. Attempting to triangulate the information from a range of sources will allow the Trust to identify specific challenges and concerns that require addressing to ensure continuous improvement.

Methods the Trust uses for collecting feedback from patients and the public was included in the previous report to the Board in September 2018.

2. Executive Summary

2.1 Patient experience incorporates the multitude of interactions people have with the healthcare system. Along with patient safety and clinical effectiveness, patient experience is a key indicator of the quality of care provided. It is imperative that patient experience data is utilised alongside clinical outcomes data to contribute to a holistic picture of a person's experience of our services.

The Trust is committed to the principle that all patients and the public are treated as individuals with dignity and respect, that cultural and ethnic diversity are valued, and that vulnerable and seldom heard groups have equal opportunity to be fully involved in all aspects of their care. (Quality Account 2018/19, ANHSFT)

This report intends to focus on qualitative information from the various sources of patient feedback collected by the Trust. This is preferred to statistical analysis which reduces the richness of people's experiences into high level satisfaction rates or scores.

2.2 National Context

It should be noted that the volume of feedback provides challenges for trends analysis and using the data in the most meaningful way for the Trust. Nationally, there have been a number of attempts to pull together several sources of patient experience feedback to allow for comparisons between Trusts (most recently the [NHS Improvement Patient Experience Headlines Tool](#)). As the data is so varied in terms of reporting format and frequency the headlines tool only offers very high level statistical information and is often 2-3 months behind schedule.

2.3 Friends and Family Test Review

NHS England has recently undertaken a national review of the Friends and Family Test. New guidance is awaited, and there will be a 6 month implementation period. A number of changes were discussed during this process including:

- Changing the standard question.
- No longer asking patients if they recommend their care and treatment to their family and friends.
- Removing the requirement to complete the survey within 48 hours of discharge for inpatients and emergencies.
- Merging the touchpoints in maternity (antenatal, birth, postnatal ward and postnatal community).

These proposals have significant implications for our ability to use the FFT to support performance monitoring. The focus will shift towards how to use qualitative feedback to support quality improvement. The volume will continue to provide challenge for us and digital collection methods will need to be considered for facilitating the majority of the FFT such as Outpatients, Emergency Department, Maternity and elective surgery.

2.4 PALS and Complaints

The complaints and PALS annual report identifies the top five themes in both PALS concerns and formal complaints. This information is available to all staff in the trust and the general public on Aireshare and the trust website respectively. Complaints information including themes is also reported to NHS Digital on a quarterly basis (KO41a return).

3. Report Headings

3.1 Creating a trends reports

For purposes of preparing this report, Direct Data Analysis (the company which ANHSFT contracts to facilitate the Friends and Family Test) was approached to analyse all of the feedback received from patients between July 2018 and December 2018.

In total, 6307 comments were analysed.

The top 10 themes have been identified, both for positive and negative feedback, which are presented in this report in the form of pie charts.

3.2 Presenting the data

The next section of the report presents the top 10 positive and top 10 negative themes identified in the feedback for the period July 2018 – December 2018.

The most accurate method of identifying themes would be to view each comment individually and then identify the comment to one or more possible themes. As the dataset contained over 6,000 comments, the following method was used:

1. Text analysis software to identify the most common used words
2. Words grouped together to identify possible themes
3. Keyword analysis to identify words belonging to a given theme (i.e: food, menu, meal, drink, nutrition, halal, gluten etc. would be used to identify any positive comments relating to "Food and Nutrition")

Top 10 themes are based on all data. The table and charts show where these themes are placed within each service area.

While the number of comments relating to each theme is shown in the following tables, these numbers are likely to be slightly higher, as keyword analysis does not identify all comments to be included in a given theme.

3.3 The comments for the period between July 2018 and December 2018 break down as follows:

	Positive Comments
COMPLAINTS	0
FRIENDS AND FAMILY TEST	5977
PALS	143
PRASE	36
REAL TIME SURVEY	151

(Not all comments were included. Some comments were unable to be allocated to a service area or to a positive/negative category)

3.4 Overall top 10 positive themes

Top 10 Positive Themes	A&E	COMMUNITY	DAYCASES	INPATIENTS	MATERNITY	OUTPATIENTS
	Number of Top 10 Comments - July to December 2018					
	945	1149	1506	2360	345	1824
Friendly and helpful staff	1	1	1	1	1	1
Care and treatment	3	3	2	2	2	4
Kind and caring staff	4	4	3	3	3	6
Clear/good information	5	2	4	5	6	2
Efficient	2	8	7	7	10	3
Comfortable and at ease	8	9	5	8	5	5
Professional	6	5	6	4	8	7
Supportive	9	7	8	9	4	8
Teamwork	10	6	9	10	7	9
Clean and tidy	7	10	10	6	9	10

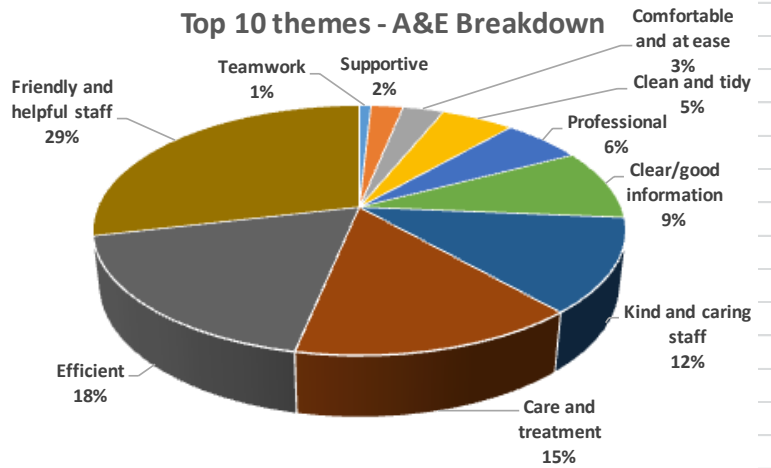
The colour coding applied to the table is as follows:

BLUE	AMBER	YELLOW
Ranked 1 - 3 (most raised)	Ranked 4 - 7	Ranked 8 - 10

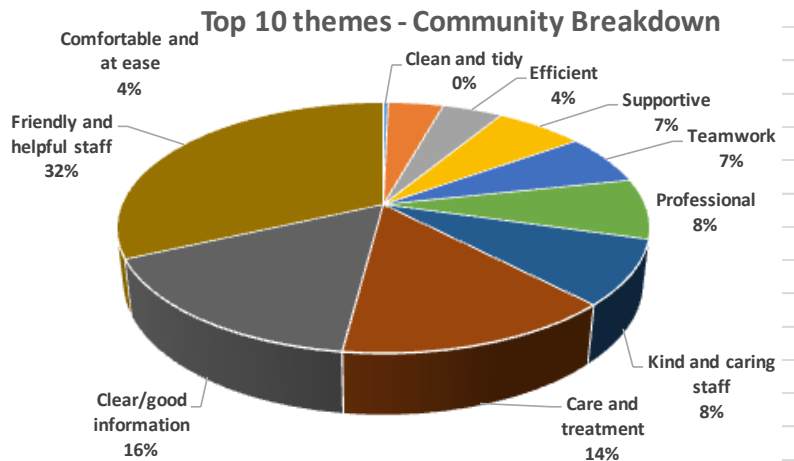
Total number of positive comments included in the top 10 themes for each service area is shown in the table header.

	A&E	COMMUNITY	DAYCASES	INPATIENTS	MATERNITY	OUTPATIENTS	TOTAL
Friendly and helpful staff	271	366	446	689	101	655	2528
Care and treatment	139	164	270	563	66	190	1392
Kind and caring staff	115	96	226	493	48	173	1151
Clear/good information	86	185	166	96	19	234	786
Efficient	171	50	87	86	3	200	597
Comfortable and at ease	28	46	120	78	28	182	482
Professional	55	89	93	115	13	91	456
Supportive	22	74	36	77	44	66	319
Teamwork	8	75	33	72	13	21	222
Clean and tidy	50	4	29	91	10	12	196

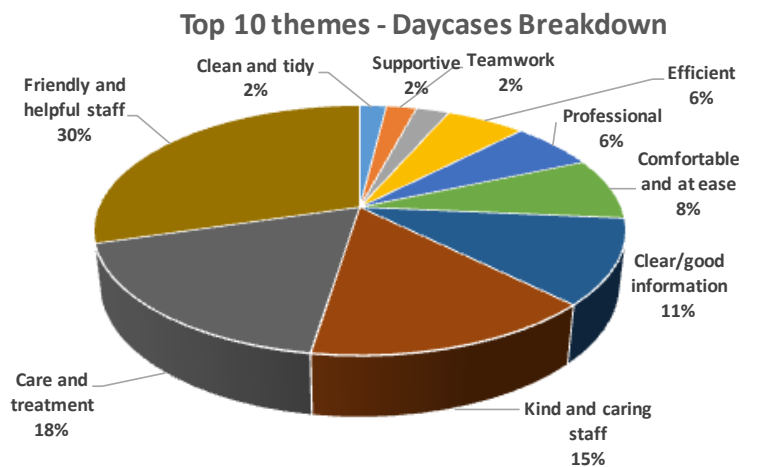
POSITIVE COMMENTS	
	A&E
Teamwork	8
Supportive	22
Comfortable and at ease	28
Clean and tidy	50
Professional	55
Clear/good information	86
Kind and caring staff	115
Care and treatment	139
Efficient	171
Friendly and helpful staff	271



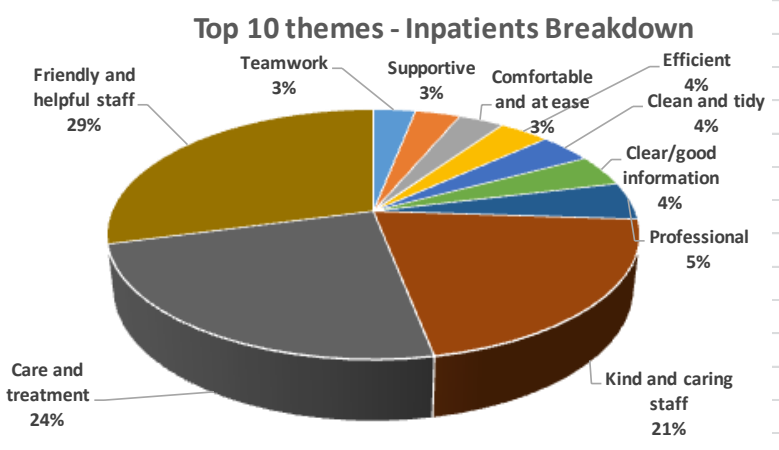
POSITIVE COMMENTS	
	COMMUNITY
Clean and tidy	4
Comfortable and at ease	46
Efficient	50
Supportive	74
Teamwork	75
Professional	89
Kind and caring staff	96
Care and treatment	164
Clear/good information	185
Friendly and helpful staff	366



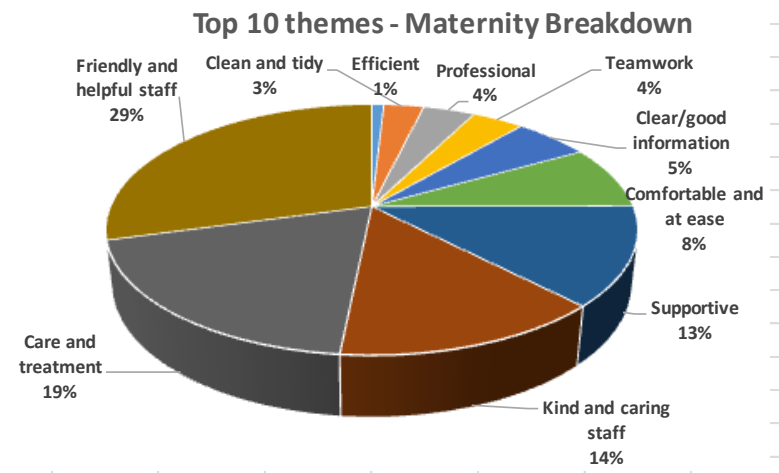
POSITIVE COMMENTS	
	DAYCASES
Clean and tidy	29
Teamwork	33
Supportive	36
Efficient	87
Professional	93
Comfortable and at ease	120
Clear/good information	166
Kind and caring staff	226
Care and treatment	270
Friendly and helpful staff	446



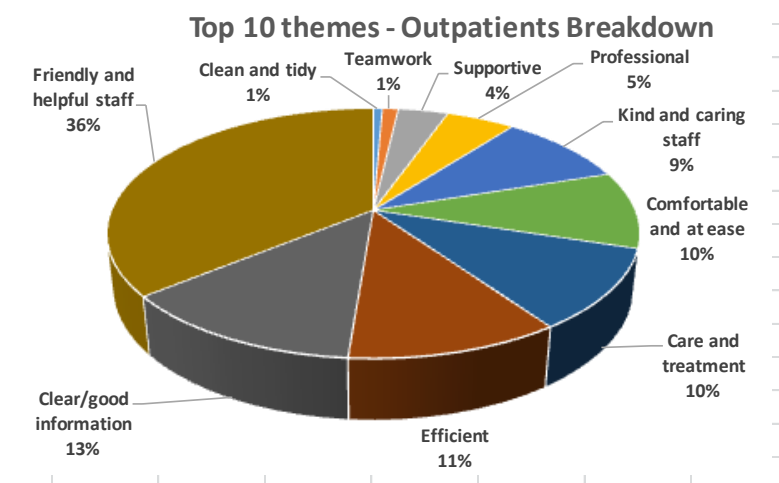
POSITIVE COMMENTS		INPATIENTS
Teamwork	72	
Supportive	77	
Comfortable and at ease	78	
Efficient	86	
Clean and tidy	91	
Clear/good information	96	
Professional	115	
Kind and caring staff	493	
Care and treatment	563	
Friendly and helpful staff	689	



POSITIVE COMMENTS		MATERNITY
Efficient	3	
Clean and tidy	10	
Professional	13	
Teamwork	13	
Clear/good information	19	
Comfortable and at ease	28	
Supportive	44	
Kind and caring staff	48	
Care and treatment	66	
Friendly and helpful staff	101	



POSITIVE COMMENTS		OUTPATIENTS
Clean and tidy	12	
Teamwork	21	
Supportive	66	
Professional	91	
Kind and caring staff	173	
Comfortable and at ease	182	
Care and treatment	190	
Efficient	200	
Clear/good information	234	
Friendly and helpful staff	655	



3.5 Overall top 10 negative themes

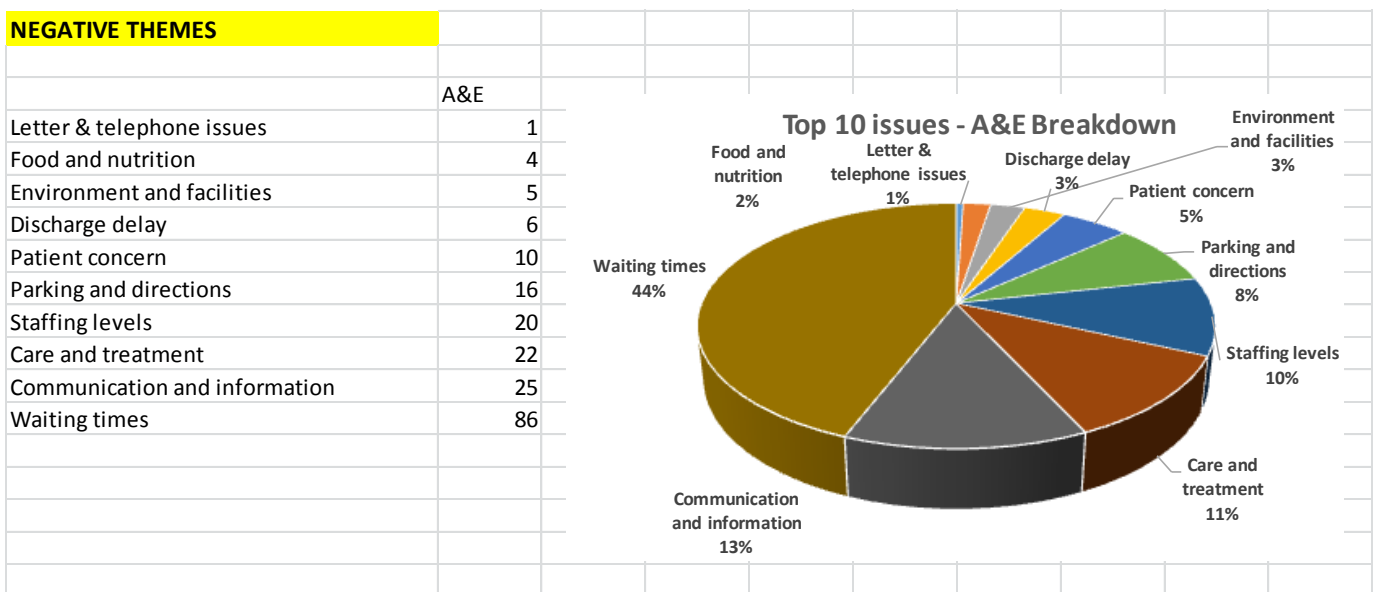
Top 10 Negative Themes	A&E	COMMUNITY	DAYCASES	INPATIENTS	MATERNITY	OUTPATIENTS
	Number of Top 10 Comments - July to December 2018					
	195	37	95	876	40	305
Waiting times	1	1	1	4	1	1
Communication and information	2	2	2	2	2	2
Staffing levels	4	6	3	1	3	8
Food and nutrition	9	-	5	3	5	10
Care and treatment	3	6	5	5	3	7
Patient concern	6	8	8	8	6	5
Environment and facilities	8	3	5	6	8	9
Discharge delay	7	8	9	7	-	6
Parking and directions	5	3	4	9	8	3
Letter & telephone issues	10	5	9	9	7	3

The colour coding applied to the table is as follows:

RED	AMBER	YELLOW
Ranked 1 - 3 (most raised)	Ranked 4 - 7	Ranked 8 - 10

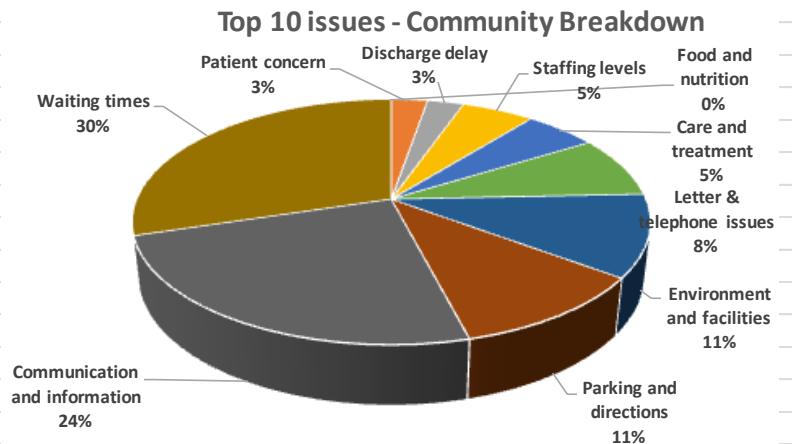
Total number of negative comments included in the top 10 themes for each service area is shown in the table header.

	A&E	COMMUNITY	DAYCASES	INPATIENTS	MATERNITY	OUTPATIENTS	Total
Waiting times	86	11	45	112	12	83	349
Communication and information	25	9	21	153	7	54	269
Staffing levels	20	2	7	187	5	14	235
Food and nutrition	4	0	4	146	4	5	163
Care and treatment	22	2	4	83	5	19	135
Patient concern	10	1	2	52	3	31	99
Environment and facilities	5	4	4	71	1	11	96
Discharge delay	6	1	1	54	0	22	84
Parking and directions	16	4	6	9	1	33	69
Letter & telephone issues	1	3	1	9	2	33	49



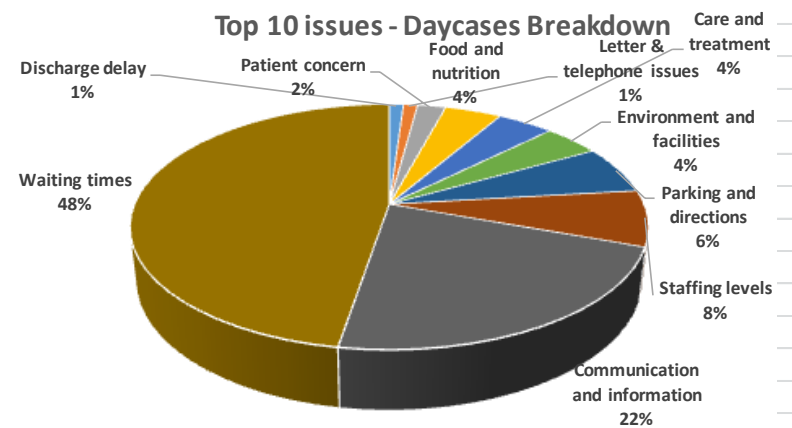
NEGATIVE THEMES

	Community
Food and nutrition	0
Patient concern	1
Discharge delay	1
Staffing levels	2
Care and treatment	2
Letter & telephone issues	3
Environment and facilities	4
Parking and directions	4
Communication and information	9
Waiting times	11



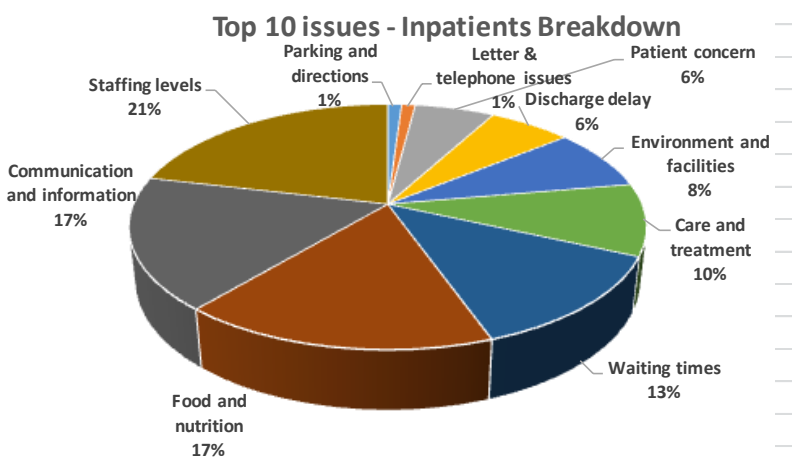
NEGATIVE THEMES

	DAYCASES
Discharge delay	1
Letter & telephone issues	1
Patient concern	2
Food and nutrition	4
Care and treatment	4
Environment and facilities	4
Parking and directions	6
Staffing levels	7
Communication and information	21
Waiting times	45



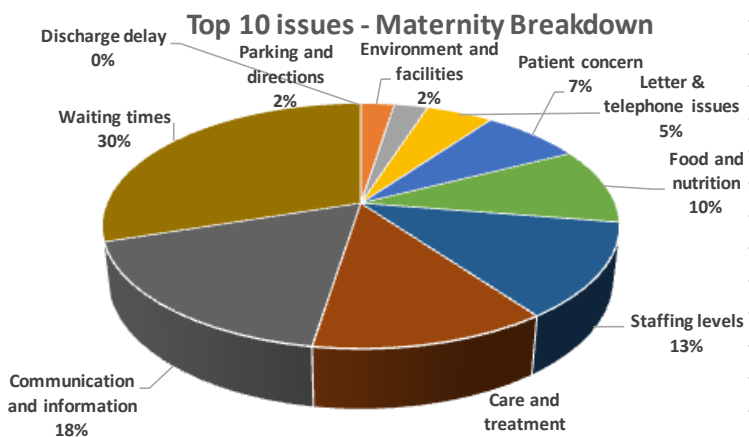
NEGATIVE THEMES

	INPATIENTS
Parking and directions	9
Letter & telephone issues	9
Patient concern	52
Discharge delay	54
Environment and facilities	71
Care and treatment	83
Waiting times	112
Food and nutrition	146
Communication and information	153
Staffing levels	187



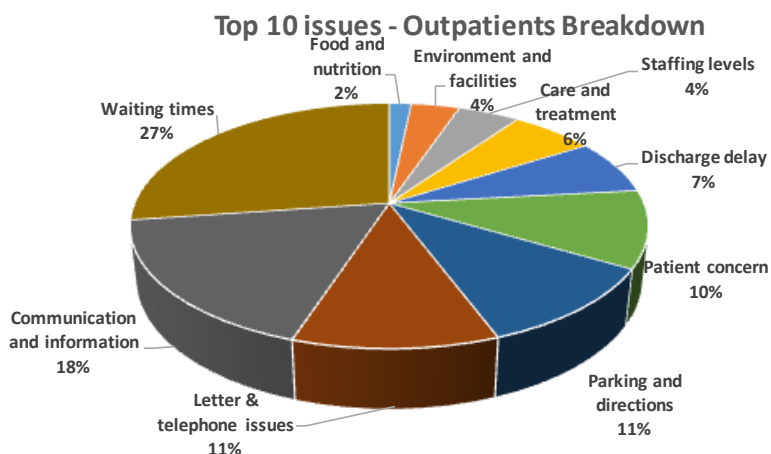
NEGATIVE THEMES

	MATERNITY
Discharge delay	0
Environment and facilities	1
Parking and directions	1
Letter & telephone issues	2
Patient concern	3
Food and nutrition	4
Staffing levels	5
Care and treatment	5
Communication and information	7
Waiting times	12



NEGATIVE THEMES

	OUTPATIENTS
Food and nutrition	5
Environment and facilities	11
Staffing levels	14
Care and treatment	19
Discharge delay	22
Patient concern	31
Parking and directions	33
Letter & telephone issues	33
Communication and information	54
Waiting times	83



4. Conclusions

The report found that there was a consistency across most services for the top two positive themes. These are:

- Friendly and helpful staff
- Care and treatment

There was also a consistency across most services for the top two negative themes. These are:

- Waiting times (with the exception of inpatients)
- Communication and information

To prepare the report, a significant amount of analysis was undertaken by Direct Data Analysis on behalf of the Trust. The process has not been able to delve into particular aspects of experience in more detail due to the sheer volume of information.

5. Actions to Take Forward

5.1 We will be utilising the insight gained from patient feedback and aligning it closely to future quality improvement initiatives. This will include information from formal complaints which will be used to inform any patient safety initiatives in the next 6 months.

5.2 Having a robust digital system/ online portal in place to host all patient experience feedback would help to drive improvement according to what patients identify as what matters to them. It would allow for internal analysis on a more frequent basis, with less reliance on external providers to do this. The patient experience team will schedule regular meetings for looking at this data on a more frequent basis, in particular to identify trustwide themes that will not necessarily be escalated at local level. The Trust will continue to use the current approach, and further discussions with the Head of Performance and Information will be held in the next 6 months to explore the options available.

5.3 The themes and trends will be discussed with ward leaders and team leaders to ensure ward development plans/service improvement plans capture key actions for improvement.

5.4 AGH Solutions (AGHS) will ensure that patient feedback is considered as part of their action plans for the estate. The patient experience officer will provide reports from national surveys to AGHS for discussion.

6. Recommendations

The Board is asked to receive and note this report.

7. Appendices

The following are a range of links to various patient experience reports.

[Friends and Family Test Report Ward Example](#)

[Friends and Family Test Report Trustwide Example](#)

[PALS](#)

[Real Time Survey all wards example](#)

[Real Time Survey Ward example](#)