

Patient Experience

Section 1.1	Compliments & Complaints
Section 1.2	PALS
Section 1.3	Friends and Family Test

Compliments & Complaints

General Update

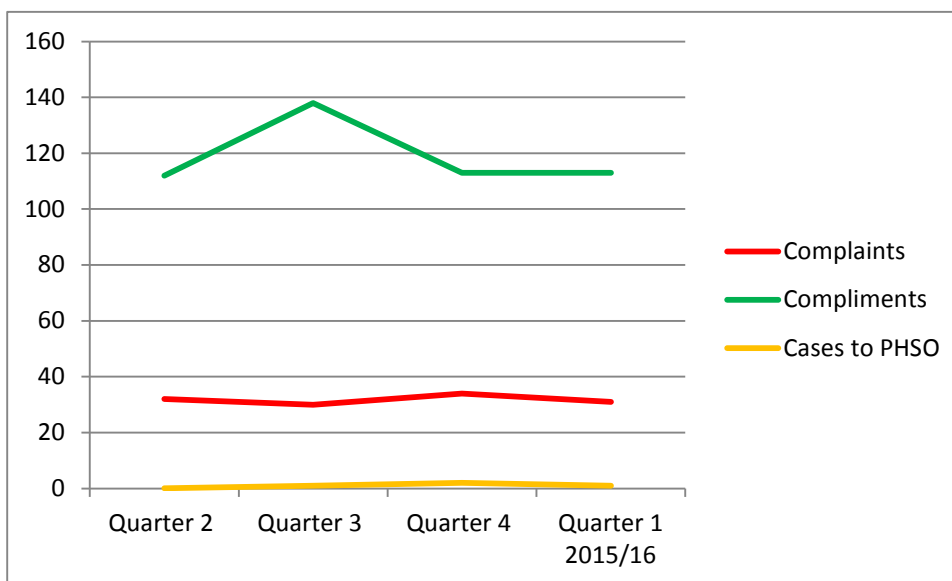
During Quarter 1, the Trust's community healthcare services have received 31 complaints. This represents a decrease of 3 (9%) compared to the previous quarter. Of those complaints, 97% (30 out of 31) were acknowledged within 3 working days.

In the same period, the Trust's community healthcare services responded to 43 compliments. 95% (41 out of 43) of those compliments were responded to within the timescale agreed with the complainant (the KPI is to respond to 95% of compliments within the timescale agreed with the complainant).

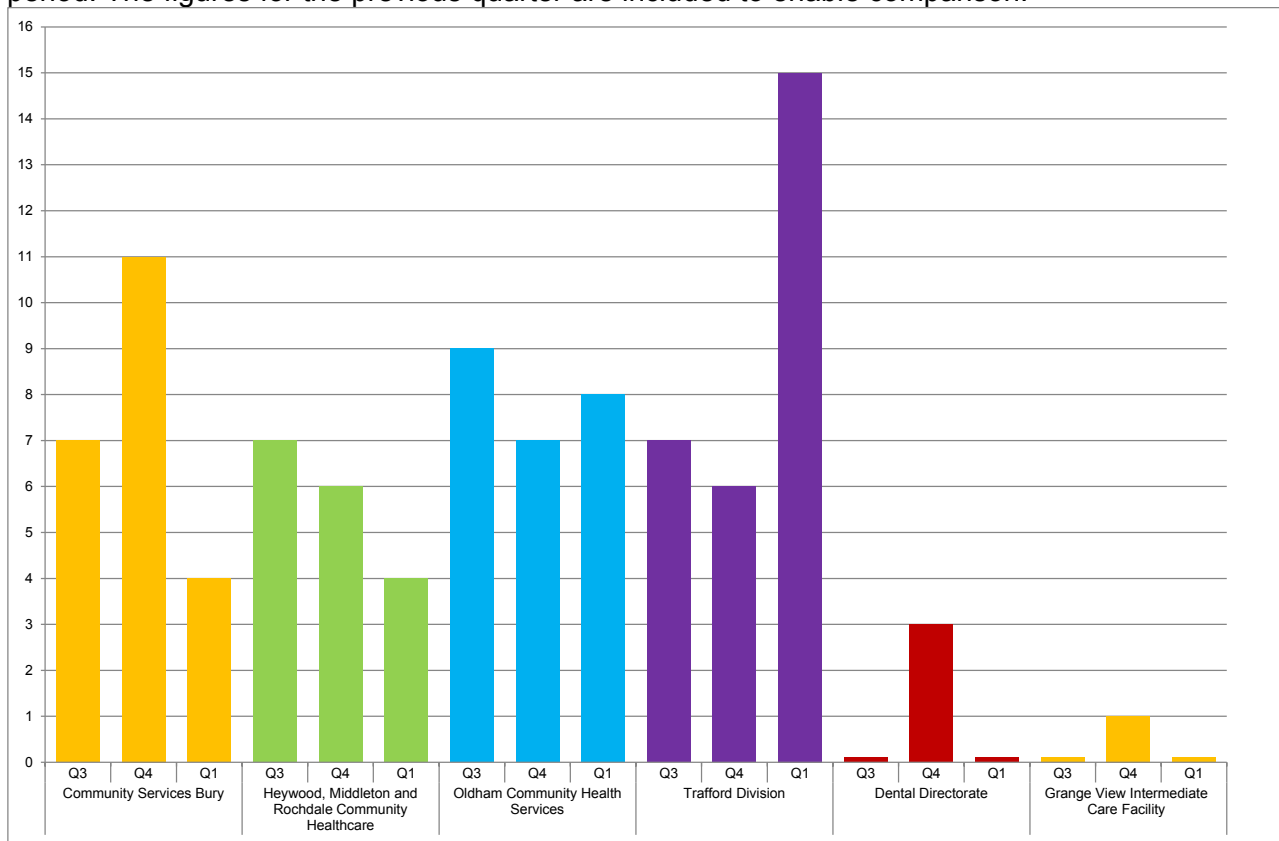
At the start of the quarter, 2 complaints about the Trust's community health services were under consideration by the Parliamentary and Health Service Ombudsman (PHSO). During the quarter, the Ombudsman notified the Trust that it was considering 1 further complaint about its community health services. In the same period, the PHSO reached a decision about 1 complaint involving the Trust's Trafford Division. This means that 2 complaints (one in relation to Oldham Community Health Services and one in relation to Heywood, Middleton & Rochdale Community Healthcare) remained under consideration with the PHSO at the end of the quarter.

Diagrammatical Evidence – cases received

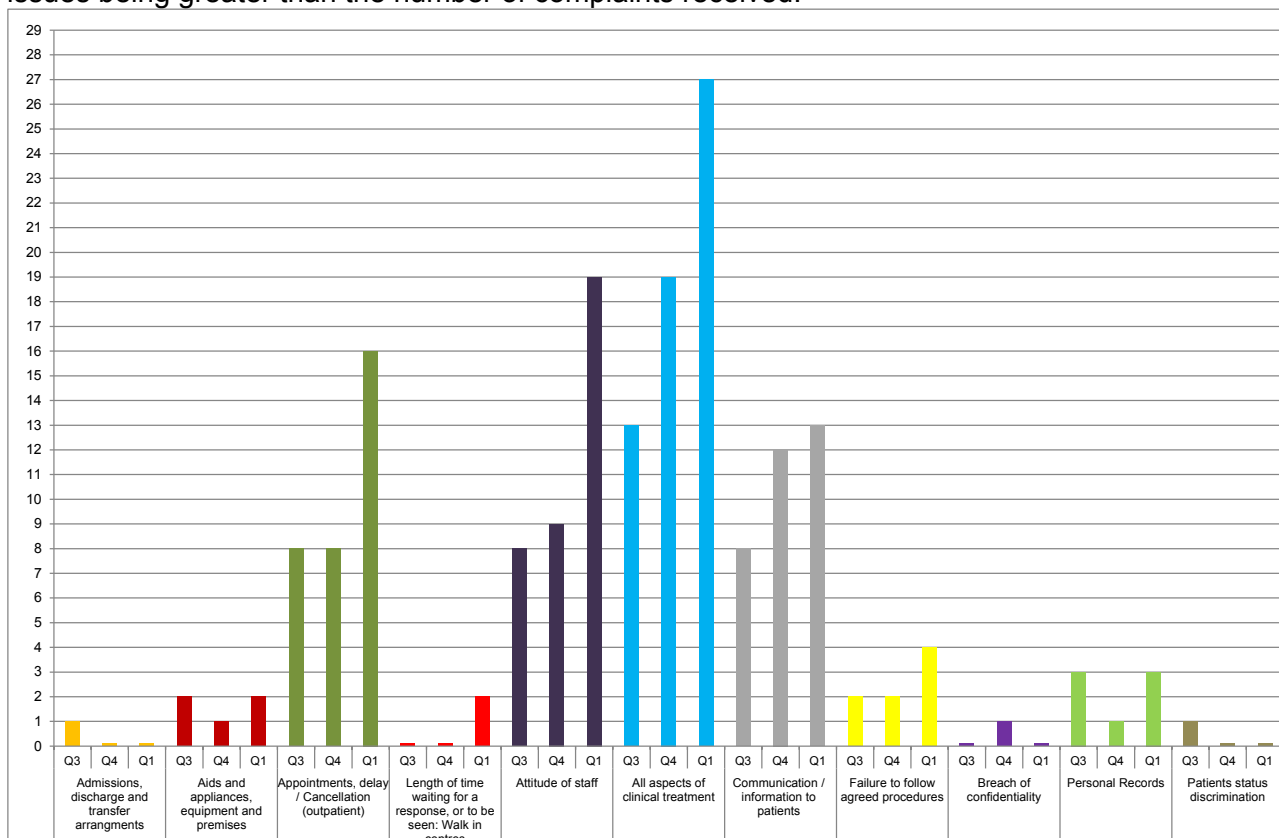
The graph below details the number of complaints, compliments and cases that the PHSO has notified the Trust it is considering during the reportable period:



The graph below details the number of complaints received by borough during the reportable period. The figures for the previous quarter are included to enable comparison.

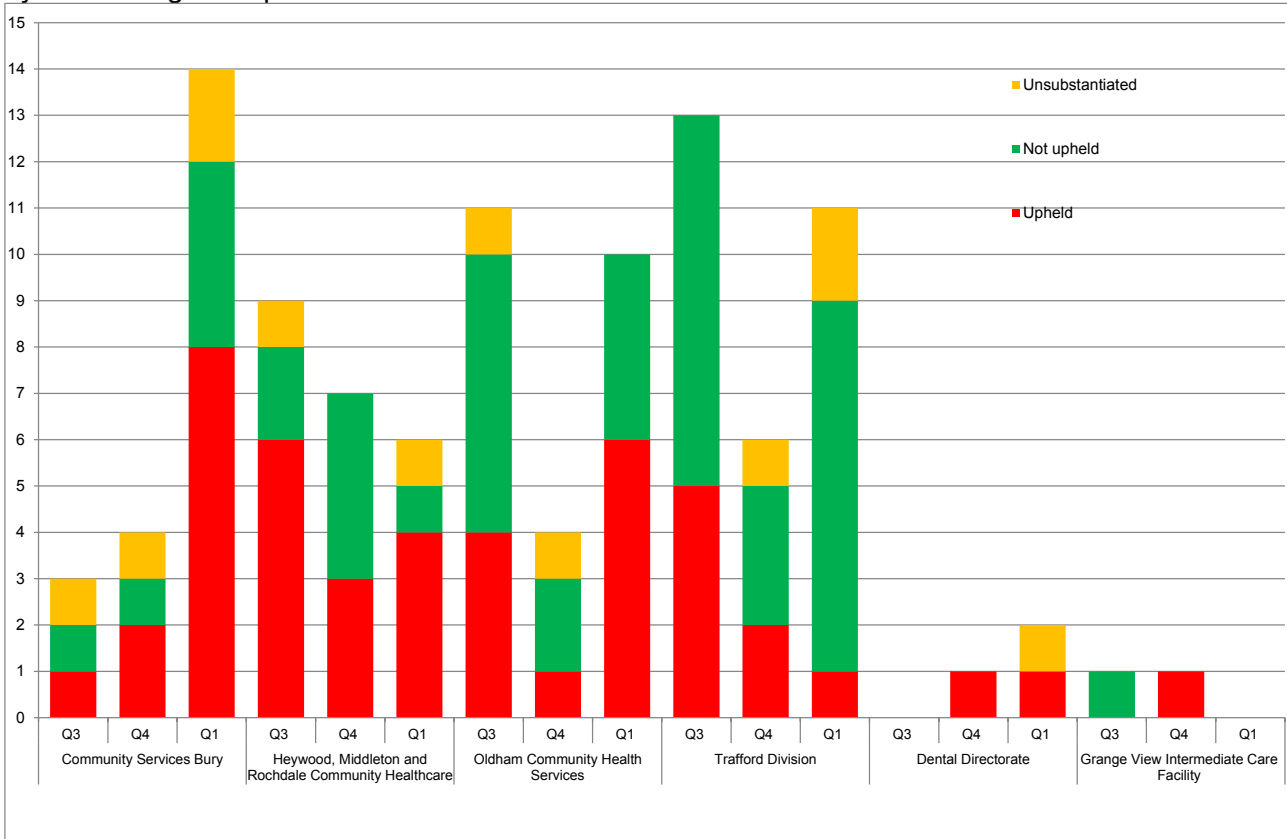


The graph below details the types of issues that have been raised in the complaints received during the reportable period. The figures for the previous quarter are included to enable comparison. Several cases raised more than one issue, which is reflected in the total number of issues being greater than the number of complaints received:

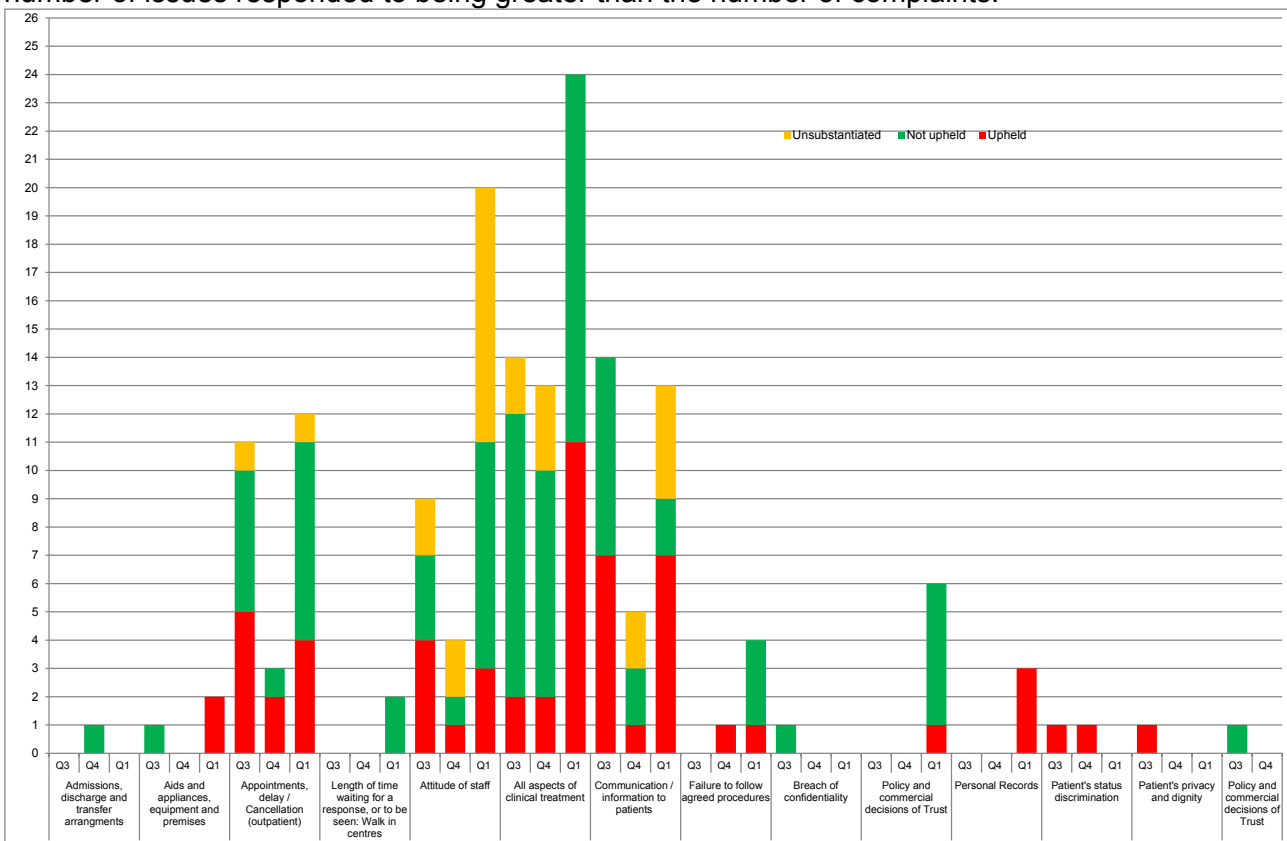


Diagrammatical Evidence – cases responded to

The graph below details the outcome of the complaints responded to during the reportable period by the borough complained about:



The graph below details the outcome of the complaints responded to during the reportable period by the type of issue raised. Several cases raised more than one issue, which is reflected in the number of issues responded to being greater than the number of complaints:



The table below details the timescales in which the complaints have been responded to during the reportable period:

	1 - 10 days in timescale	1 - 10 days out of timescale	11 - 30 days in timescale	11 - 30 out of timescale	31+ days in timescale	31+ days out of timescale
Number of cases	0	0	12	0	29	2

Exceptions

One complaint involving Heywood, Middleton & Rochdale Community Healthcare was acknowledged just outside the 3 working day timescale as the letter of complaint was received indirectly and liaison with other services was necessary before contact with the complainant was made.

One complaint involving Heywood, Middleton & Rochdale Community Healthcare and one complaint involving Community Services Bury were responded to outside the agreed timescale. Both cases involved more than one organisation and were led by the Trust. The late receipt of comments from a GP practice led to a delayed response to the HMR case. The delays in responding to the Bury case occurred due to its complexity and the number of issues that required discussion with the Local Authority before the response could be finalised

The Ombudsman has notified the Trust that it is considering 1 case relating to Heywood, Middleton & Rochdale's Urgent Community Care Team during the reportable period. The complaint relates to the care provided to the complainant's mother during her admission to Carders Court Intermediate Care Facility and was led by Heywood, Middleton & Rochdale Clinical Commissioning Group. The complaint was exhaustively investigated and a meeting held with the complainant. The Trust has apologised to the complainant for the shortcomings in the handling of his complaint, however the Trust does not agree that the clinical care that the patient received from the Trust was poor. The PHSO has been provided with a copy of the complaint file and clinical records, which it is now considering.

The Parliamentary and Health Service Ombudsman (PHSO) is still considering a complaint that was received by the Trust in April 2014 involving the Health Visiting Service in Oldham.

Highlights

The PHSO has confirmed its decision not to uphold a complaint that it investigated in relation to Trafford's District Nursing Service.

The Trust's community healthcare services reported 113 compliments during the reportable period. The following comments were included in those compliments:

'I just wanted to pass my thanks on to your End of Life Team and the Stoma Team who helped my dad over the last months of his life. My mum had nothing but praise for all of the care that my dad received and she couldn't have got through it all without them, she genuinely valued them immensely. I would be really grateful if you could let them know how appreciative my whole family have been for your team's care.' (End of Life/Stoma Care in Bury)

'Once again I am indebted to you all, my hearing aids are wonderful. Everything about your service is excellent. Obviously your professional competence and expertise is very important but I particularly appreciate your kindness and courtesy too. Very, very many thanks.' (Audiology Service)

Comments

The complaints received about the Trust's community health services have been considered by borough to establish if there are any themes or trends.

There was a significant increase in the number of complaints received in quarter 1 about Trafford Division; however there is no discernible reason for this.

Through the continued analysis of complaints received and responded to across all community health services, it was identified that several complaints involved a particular member of staff within Community Services Bury. The borough has been able to provide assurance that the identified theme has been addressed appropriately via HR procedures.

No other themes have been identified within services. Where there have been multiple concerns raised about a particular team or issue, review indicates that the circumstances relating to each are different. The Complaints Department and boroughs will continue to monitor all complaints to establish if any patterns or trends become apparent.

Learning and actions taken from complaints involving community health services include:

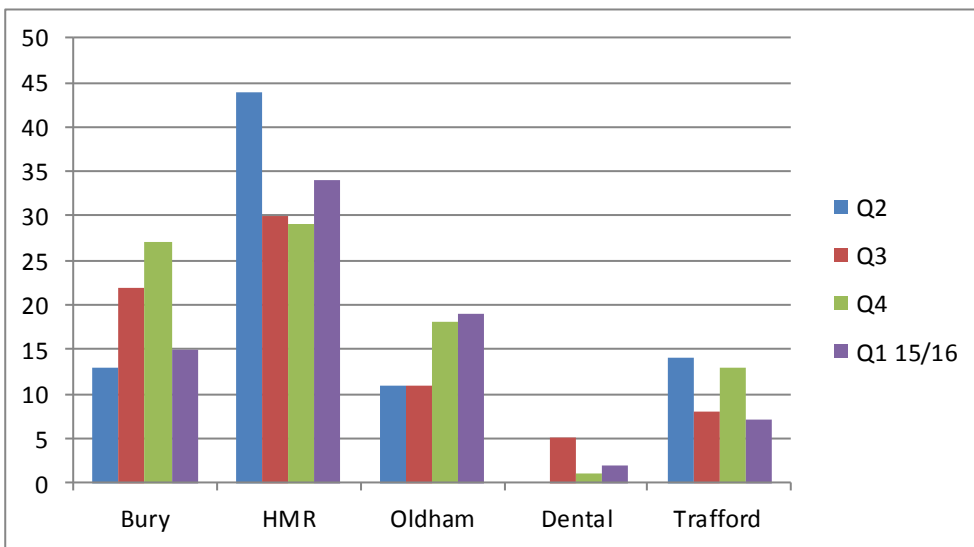
- Two half-day team building and effective communication sessions arranged for District Nursing Team.
- Facilities and equipment at community physiotherapy clinic improved.
- District Nursing Lead to arrange a facilitated teaching session led by Tissue Viability Nursing Service to support the identification, reporting and management of pressure ulcers.
- Lessons learned from a complaint which identified a lack of communication between services to be discussed at End of Life Steering Group and a strategy to be developed to support pathway processes and the sharing of information between services.
- The triage process used by the Dental Access Centre to be reviewed to ensure that staff refer patients back to their General Dental Practitioner when appropriate. In a case where a patient was incorrectly triaged, a refund of dental charges was given.

PALS

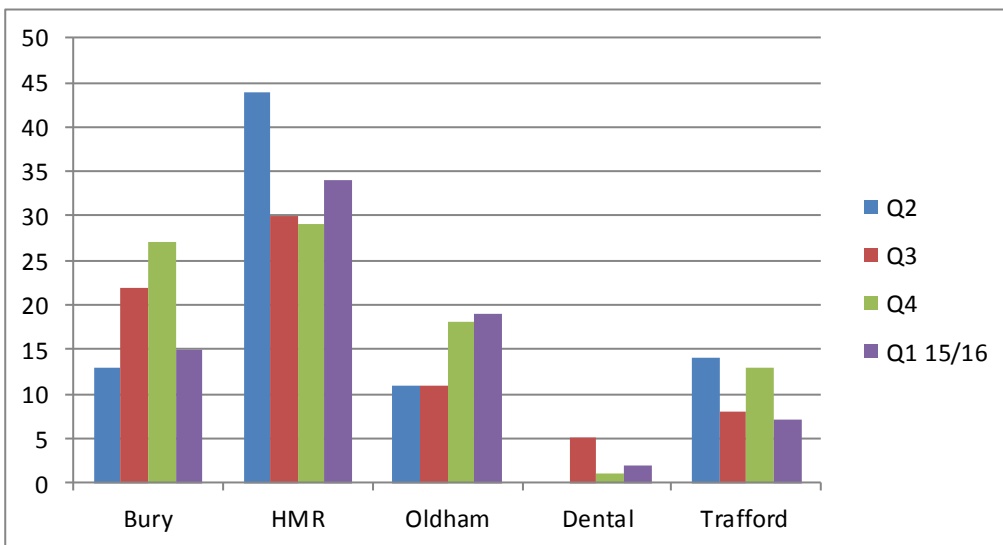
General Update

This quarter, the PALS service has received 77 PALS cases relating to Community services across the Trust. This compares to 88 in Quarter 4 showing a 12% decrease

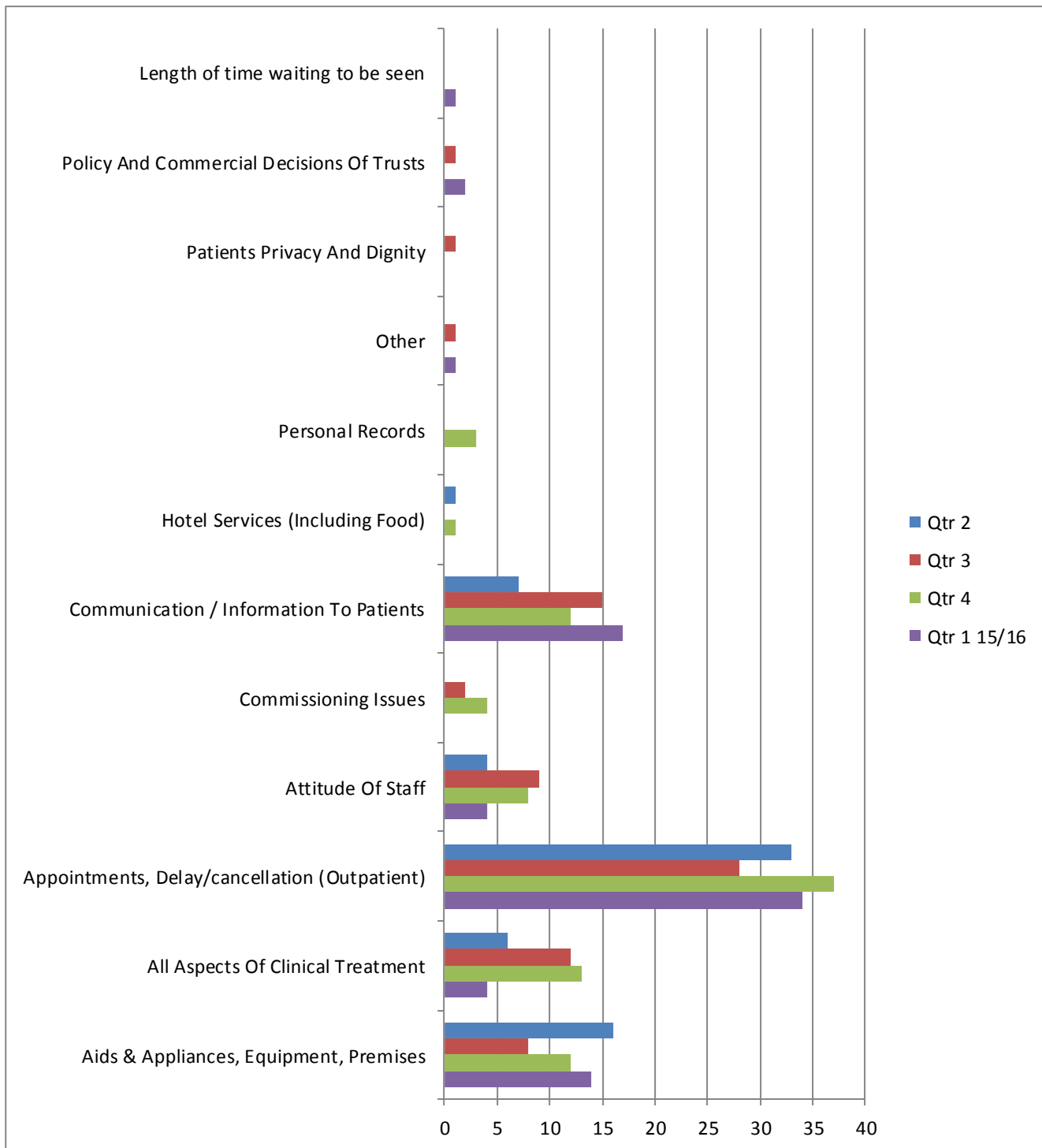
No of PALS cases received this quarter with Q2/Q3/Q4 comparative data



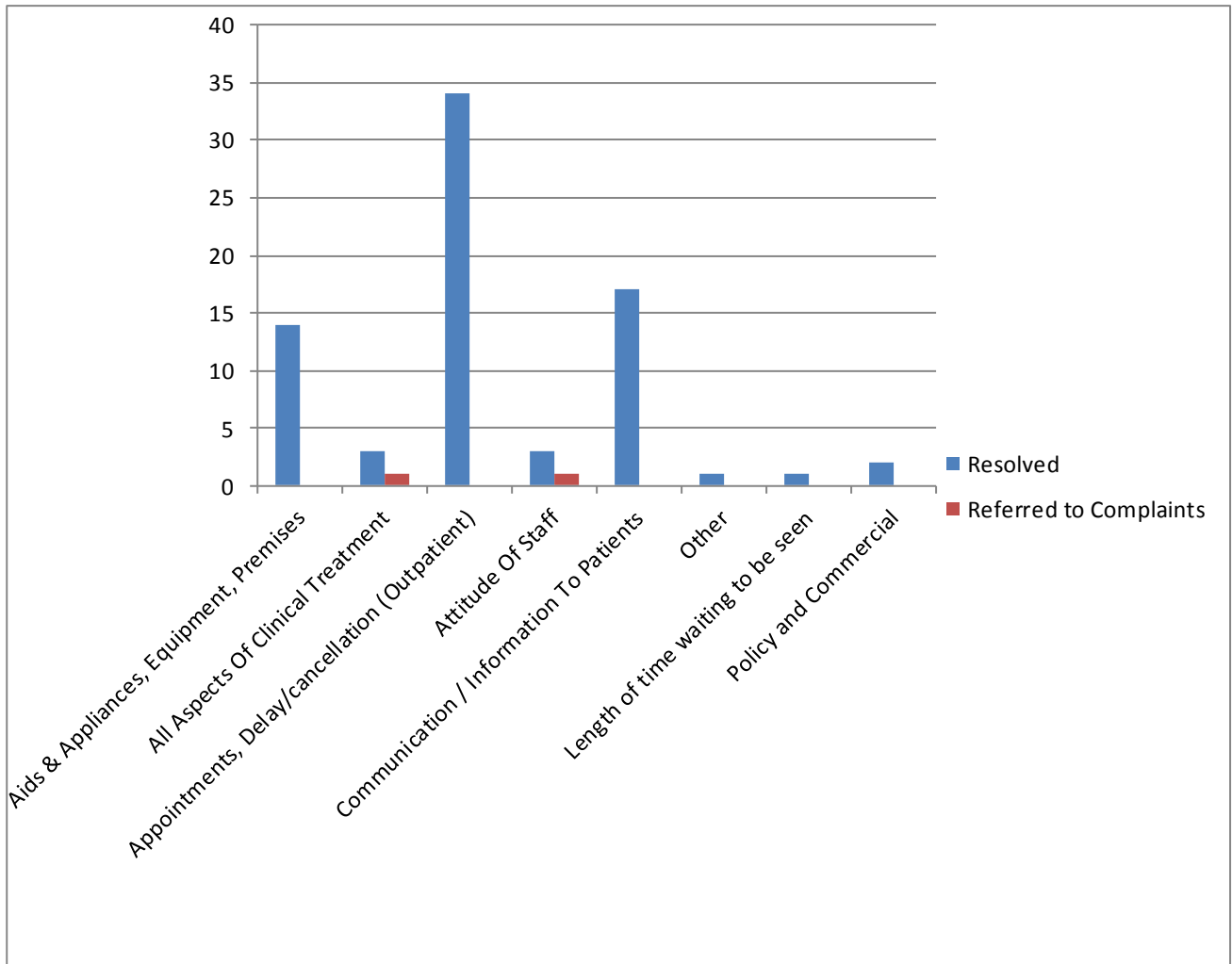
No of PALS cases closed per Borough in this quarter with Q2/Q3/Q4 Comparative data



Number of cases closed by issue in this quarter with Q2/Q3/Q4 comparative data



Resolution outcome by issue for this Quarter



Exceptions

Bury

PALS Officer was contacted by staff at Bealey community hospital regarding burial of a patient with no next of kin. PALS liaised with Community Services Integrated Governance Lead and Manager of Intermediate Care Services, Bury who will take relevant action to resolve this issue.

Oldham

Physiotherapy received the highest number of PALS issues, service users were unable to contact the service using the contact number provided. PALS informed service manager who arranged for admin staff to contact service users directly. PALS highlighted this issue at the recent Oldham HIGG.

HMR

There have been a variety of contacts for Treatment room with regard to appointments, these range from service users being unable to contact central booking, arriving late for appointment, service user with appointment confirmation but not confirmed on PARIS system resulting in patient not seen, waiting time at appointment and length of wait for ear syringing appointment.

Highlights

Highest number of PALS contacts for this quarter relate to Appointments, Delay or cancellation. This covers a variety of services in Bury, Oldham and HMR. PALS resolved all but two of these issues which were referred to the complaints department.

Comments

None this quarter

VOLUNTEERING

Number of Community Services Volunteers		
Bury	HMR	Total
18	37	
Oldham	Trafford	106
16	35	
Average number of hours given by Volunteers in Quarter 1 = 5,151		

Service User and Carer Involvement and Engagement Activity in Quarter 1

The following shows the work undertaken by PALS Involvement Coordinators to support services in the planning or actual engagement and involvement of service users and carers in the business and service development of Community Services.

Borough	Activity/Name of project/initiative	Purpose	Outcome	Who was involved i.e. service users, carers public, governors
Bury	Health Visitor initial involvement planning meeting	Bury Health Visitors are planning a piece of work to engage with carers and asses the effectiveness of baby clinics including opening times, venue and wait times	Initial meeting to understand the service offered across the borough. Discussed use of focus groups and waiting room engagement to garner feedback. Health visitors to recruit 2 carers per area for focus group. Venue/date TBC	Staff
Bury	Patient Experience Champions meeting	Meeting with Patient experience champions identified from Heather Bell's recent scoping work in the borough	Support offered in familiarising Patient Experience champions with different involvement options available through the involvement team	Staff
HMR	Pressure ulcer leaflet	To produce a pressure ulcer leaflet for use by the Trust	Initial meeting – first leaflet content draft	Service user/ carer groups to be involved once outline of leaflet is mocked up
HMR	Carders court Patient Experience meeting	To meet with Service Users and carers to hear their experiences of the Urgent Care Team service	Met with 1 carer, experience shared. Experienced typed up and will be used to support further training within the team. Future engagement events to be planned	Carer
HMR	Anti-stigma campaign-Rochdale Mind	Planning meeting to discuss World Mental Health day and plan event in Rochdale Town Centre	Support offered for event. Link in to PCFT services as required (to be confirmed at next planning meeting)	Staff
Oldham	Foundation year 2 Doctors training	Induction delivered to Foundation year 2 doctors with co trainers on importance of including carers and customer service skills with Service Users	Training co designed with Service users and carers Session delivered to 40 FY2 Doctors	Service User Carer

Oldham	Oldham Community Stroke Team initial engagement meeting	Oldham Community stroke team are planning a Service User and carer engagement event for Autumn 2015	Support offered for this event. Including Waiting room engagement prior to event to produce themes to be discussed at event. Further planning meeting to be organised for August 2015 to begin preparation for this.	Staff
Oldham	Oldham Provider Trade Fair meeting	Provider fair to showcase services in Oldham	Involvement stand at event, including PALS and Volunteering information to promote the service	Staff
Trustwide	Triangle of Care steering group - community	To plan and deliver the Triangle of Care training	Ongoing	Carers
Trustwide	Learning disabilities Service User Experience group	To support involvement and engagement with Services users and Carers in LD Services	Support offered for upcoming involvement project across the Trust	Service User
Trustwide	My Health My Community steering group	To plan and implement the My Health My Community agenda and launch	Support provided in terms of supporting carer representatives at the meeting, providing contact information for local groups, advertising launch date to involvement database and groups we are linked with.	Carers
Trustwide	My Health My Community Launch	To officially launch the My Health My Community website and sugar cubed app	PALS promotional stand	Cares, Service Users and Governors

Friends and Family Test

General Update

The Friends and Family Test (FFT) is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience and that the feedback should be used to improve services for patients.

The FFT question asks if patients would be likely to recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT question provides a mechanism to highlight both good and poor patient experience.

During Quarter 1 (April – June) a total of 4030 service users have participated in the national friends and family test within community services affording the Trust with an overall score of 96 % which highlights the high quality care which is provided across community services.

The data captured is submitted to UNIFY and NHS England on a Monthly basis in accordance with the national guidance.

Diagrammatical Evidence (e.g. Charts, tables, graphs etc.)

Table 1: FFT Data

Time Period	Overall FFT	Overall completed	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
Q1 2015/16	96%	N=4030	83%	13%	1%	1%	1%	1%

Exceptions

There are no exceptions to report this quarter.

Highlights

Following the introduction of the Patient Experience Volunteers at the end of quarter four, the role has seen the volunteers enhance the patient experience offer across the Trusts footprint.

During quarter one the 13 patient experience volunteers who have been recruited have captured the experiences of 408 patients attending a variety of Pennine Care health appointments, which has provided the Trust with a wealth of additional information

Comments

Within the various modes used to capture the National Friends and Family test, patients are asked to further expand on why they had provided their given response.

Detailed below are some of the patient comments which have been received via the various modes used to capture patient feedback.

They are all such lovely people, they are always there if I want to speak to them and they give me confidence and support
(One Stop Resource Centre Trafford)

I was treated at the appointed time and in a caring manner by a very pleasant nurse
(Treatment Room HMR)

The nurse who dealt with me on my appointment was very professional and friendly. A really good personality and very knowledgeable regarding my condition and what support I should access
(Six Month Stroke Review HMR)

Excellent service,. Detailed explanation of why symptoms exist. Excellent advice for after- care. Polite and sympathetic
(MSK Service Trafford)

The people we have met have been so helpful, kind and interested in the problems we have been having
Adult SLT – Bury

Clear instructions about how to get better. Made sure I fully understood before moving on. The physio who cared to me really cared and wanted to help me get better. No bad experiences.

(Community Physio - Oldham)

Very friendly, easy to talk to and patient
Health Visiting –

Good department, staff on the ball, very helpful and full of information, T who saw to us was brilliant helped us quite a lot in understanding things about our aids.
Audiology Service – Oldham

J F is compassionate, knowledgeable. She is very approachable and nothing is too much trouble
(Cardiac Team Bury)

G has been great with my daughter and spoken directly to her about her recovery in a way that she understands.
Children's Physio – HMR

Excellent standard, very approachable, great communicator has high skills, very understanding. Thank you for an excellent service
(CRT Service Trafford)

Grange View FFT

General Update

Within Grange View Enhanced Intermediate Care setting patients are asked on a quarterly basis to complete a patient questionnaire relating to their experiences whilst accessing care within Grange View.

Included within the current patient questionnaire is the National Friends and Family Test which asks patients if they would recommend the service they have received at Grange View to friends and family should they require similar care or treatment.

During Quarter one 95% of respondents indicated that they would be either extremely likely or likely to recommend Grange View to friends and family which is highlighted in the chart below.

Diagrammatical Evidence (e.g. Charts, tables, graphs etc.)

Table 3: Grange View

Time Period	Overall FFT	Overall completed	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
Q1 2015/16	95%	N=68	71%	24%	4%	0%	0%	1%

Exceptions

Within the FFT requirements patients are asked if they are happy for the comments to be made public, during this reporting period seven respondents chose not to have their comments made public although the comments received were of a positive nature.

Highlights

Detailed below are some of the National Friends and Family patient comments which have been received during this reporting period highlighting positive patient experience.

Because they are good with patients' needs and good nurses that attend to your needs.

The staff are very kind and good. The room is airy, clean light & beautiful. The garden is nice to look at. The food is good. There is always someone to talk to.

All staff have a great sense of humour and make us feel happy and cared about

Helpful staff, facilities are appropriate for rehab to be completed

Friendly, cheerful & helpful staff despite the problems that some patients present them with, willing to help nothing is too much trouble

The treatment was second to none the staff was very friendly

Dental FFT

The National Friends and Family Test came into effect from the 1st April 2015 for Dental services; this included the community and emergency dental care services which Pennine Care provides within HMR, Bury and Oldham.

Nationally dental services are required to submit the findings from the FFT to NHS England on a monthly basis. As the service already had the friends and family test fully embedded in their processes they were prepared for the implementation of this initiative.

During Quarter 1 pleasingly 99% of respondents would be either extremely likely or likely to recommend Pennine Care Dental Services to friends or family should they require similar care or treatment which is highlighted in the table below.

Table 4: Dental

Time Period	Overall FFT	Overall completed	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
Q1 2015/16	99%	N=1367	93%	6%	0%	0%	0%	1%

Exceptions

There are no exceptions to report this quarter.

Highlights

Part of the Friends and Family Test requirement is to allow patients to elaborate on the reason for the response they have provided to the initial FFT question in the form of free text follow question.

Detailed below are some of the comments which have been received this quarter highlighting positive patient experience.

Best treatment I have ever had,
many thanks
Bury Dental Feedback

The dental staff were extremely
kind & confident. The way they
with my daughter was angelic.
Oldham Dental Feedback

Dentist was fantastic, kept me informed
the whole time & put my mind at ease
nervous patient!
Bury Dental Feedback

Everyone friendly and helpful
really made me feel comfortable
and helped me with my fear of
dentists.
Oldham Dental Feedback

I am so grateful to both the dentist and her assistant. I am phobic about dentist and have not attended for 33 years. They both did their best and utmost to settle my tears and nerves and explained everything with clear and concise words and actions, therefore allaying my fear it is a great sadness that the dentist unable to take on private patients and if ever she gets into practice I would dearly love to be one of her patients. Also many thanks to all the staff on reception too, for their understanding.

HMR Dental Feedback