

Patient Experience Improvement Framework and Patient Experience Headlines Tool

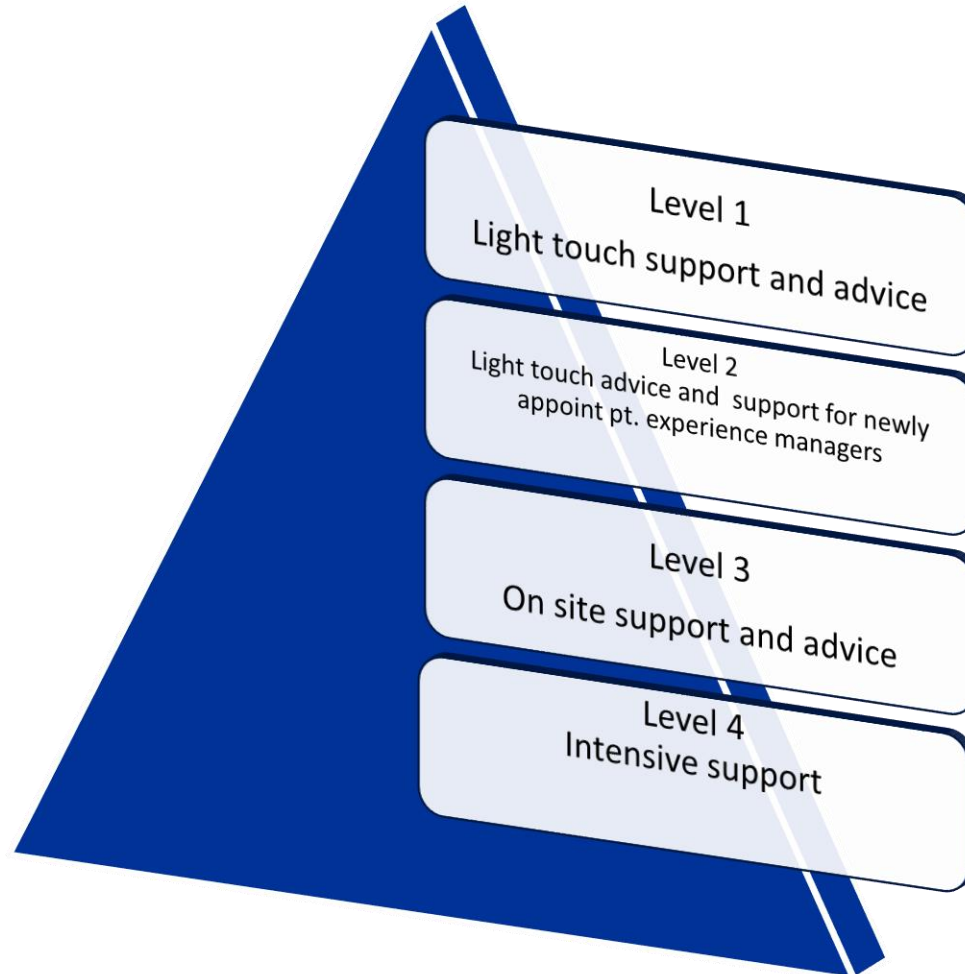
**Lesley Goodburn
Senior Improvement
Manager Patient Experience**

7th November 2018

Golden Thread



Single Oversight Framework



Tools

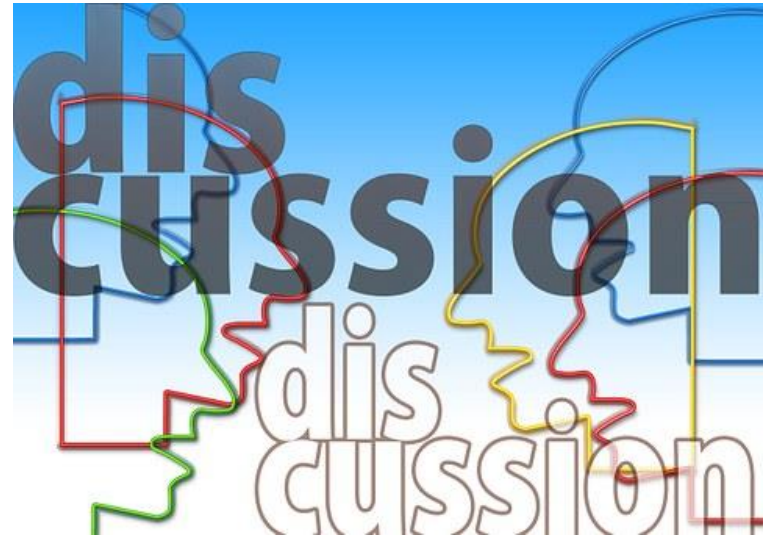
- Patient Experience Headline Tool
 - Friends and Family Test – by month and changes over time
 - Complaints Data
 - PLACE survey data
 - CQC ratings
 - Staff Experience
- National surveys
 - Inpatient survey
 - Cancer Patient Experience Survey
 - GMC Trainee survey
- Patient Experience Framework

Structure

- Regional Heads of Quality
- Clinical Quality Leads
- Improvement directors in trusts rated as inadequate
- Work through and with the support of regional teams, linking into the programmes and initiatives
- Close links with the NHS England roles working patient experience and public and patient voice

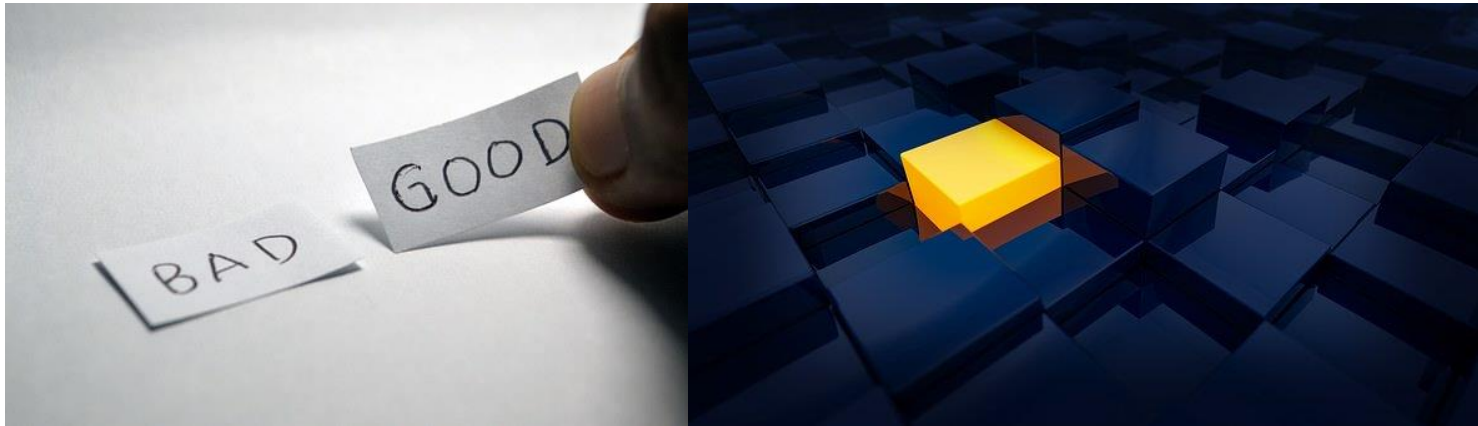
Patient Experience Improvement Framework

- Can be used for improvement, as an organisational diagnostic development tool
- Discussion and consensus forming
- Not a form to be filled in
- Use the knowledge and expertise of those in your organisation
- Its not compulsory but it is an opportunity to have a review and start planning or to refocus strategy



Evidence Based

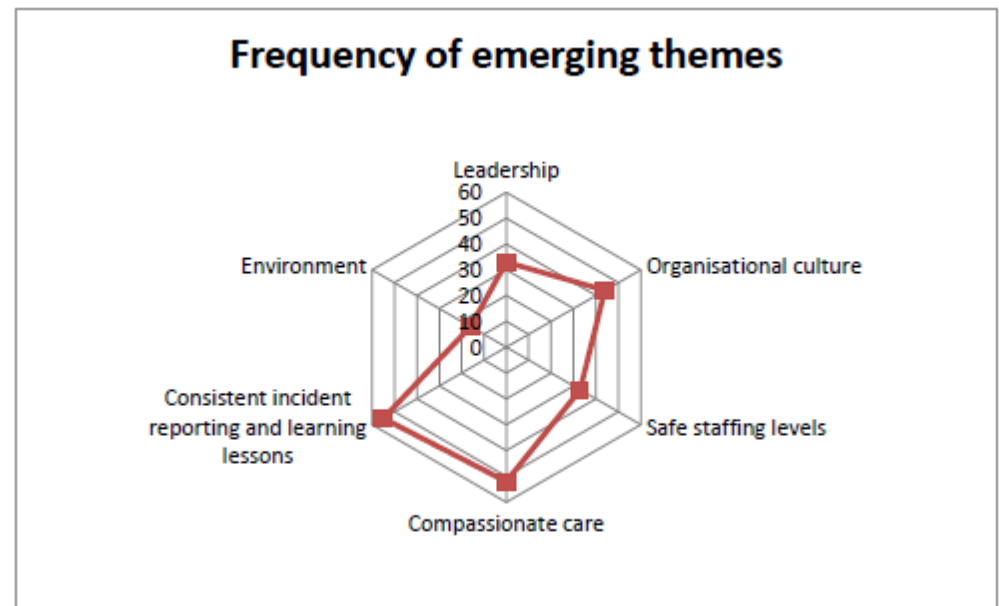
- In August 2017 and again in January 2018, reviewed CQC reports of trusts rated as 'Outstanding' and 'Inadequate', and those in special measures for quality and/or finance reasons at their most recent assessment
- Identified CQC's reasons for rating acute trusts services in the NHS Improvement regions as 'Outstanding' and 'Inadequate' and used the common themes as the basis for the framework. It is created specifically for providers of services found to be 'Inadequate' or 'Requires improvement' to focus their improvement but it can be used by any provider looking for improvement.



Emergent Themes

Analysis of the CQC narrative reports revealed the following consistent themes when rating acute providers as 'Outstanding' or 'Inadequate'

- Leadership
- Organisational culture
- Compassionate care
- Safe staffing levels
- Consistent incident reporting & learning lessons.



The patient experience improvement framework supports improvement in these areas through self-assessment.

Areas of Focus

1. Leadership
2. Organisational culture
3. Collecting feedback — capacity and capability to effectively collect feedback
4. Analysis and triangulation — the use of quality intelligence systems to make sense of feedback and to triangulate it with other quality measures
5. Reporting and learning for improvement — to use patient feedback effectively by learning from it to drive quality improvement



- Strategy and delivery plan
- Are patients involved ?
- Leadership development work
- Appraisal
- Visibility of executive lead
- Patient stories at board – so what ? Linkage to improvement
- Clinical leadership does patient experience have the same focus as safety and clinical effectiveness
- Service change and reconfiguration
- Cross system focus on patients - challenges of STPs/ICS/ACOs

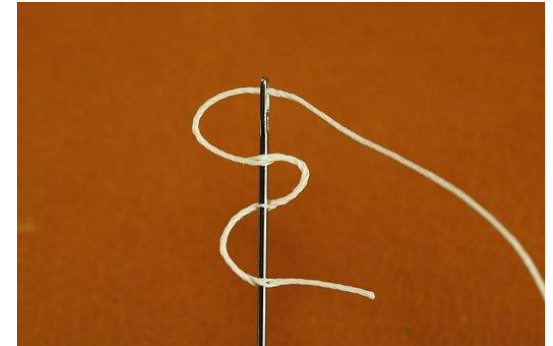
Culture

- Underpinning culture – OD strategy
- Staff supported to listen
- Celebrate staff
- Workforce Development
- Compassionate care
- Values and Vision
- Values based recruitment and appraisal
- Website patient friendly
- Testing communications with patients
- Accessible formats
- Staff experience



Staff and Patient Feedback

- Mandated surveys and the link to the patient experience headlines tool
- Best practice guidelines – links at end of framework
- Complaints process – visibility and accessibility – website
- Learning from complaints
- Staff training – golden thread
- Induction training
- Feedback clear and referral to HealthWatch
- National average on FFT for response rates



Range of Feedback

Feedback isn't just

- Quantitative
- Qualitative
- Thoughts
- Words
- Feelings
- Stories



Remember that patient experience is all about people

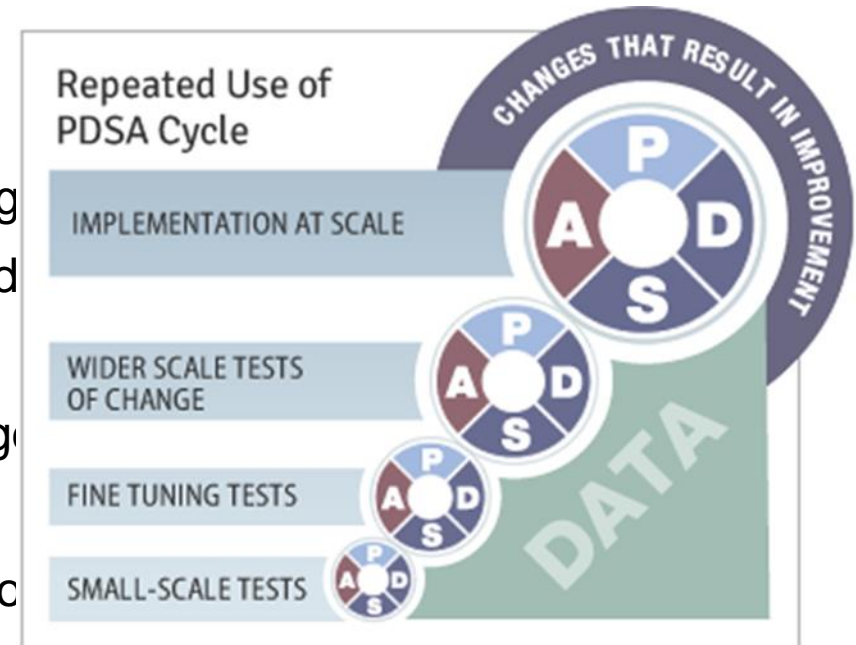
Analysis and Triangulation

- Themes and trends
- Analytics support
- Quality triangulation – clinical effectiveness and safety
- Early warning
- Variation across sections of the organisation
- Fast feedback to relevant teams
- Frontline teams discuss feedback and use it improve care
- Learning and celebrating



Feedback for QI and Learning

- Training programmes for staff
- Patients and families are involved in their care with shared decision making
- Peer performance and staff training need
- Board and executive team understand how to involve patients in service change
- Consistency of approach in learning
- Impact assessment are included in proposals
- Co production in service change
- Quality improvement
- Organisations support staff to improve quality with focus on patient experience
- Staff survey question – using feedback for learning



Reporting and Publication

- Quality accounts
- Accessible standard info for patients and families
- Communications strategy
- Co production



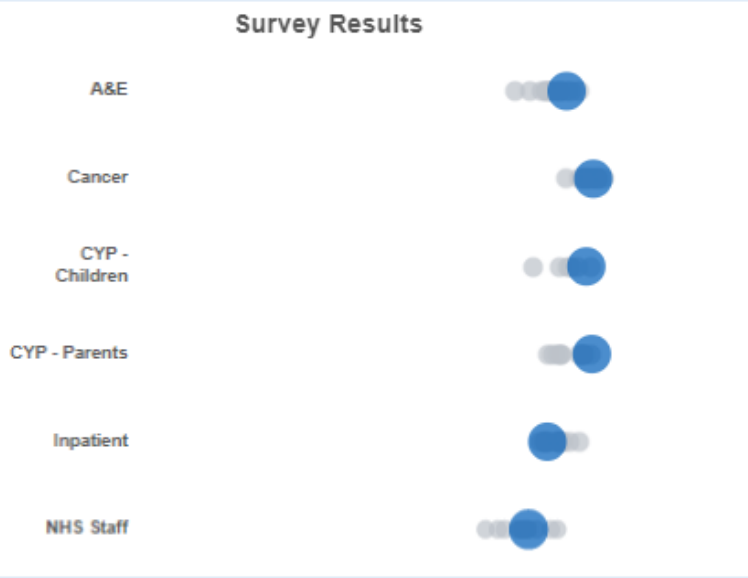
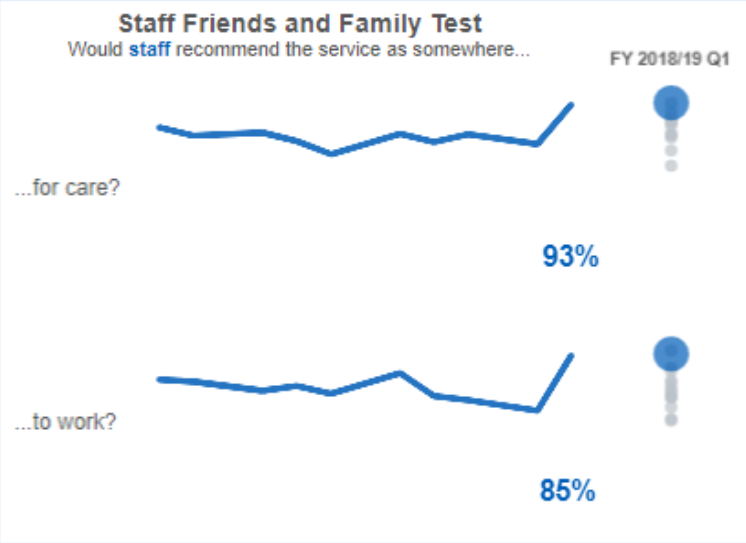
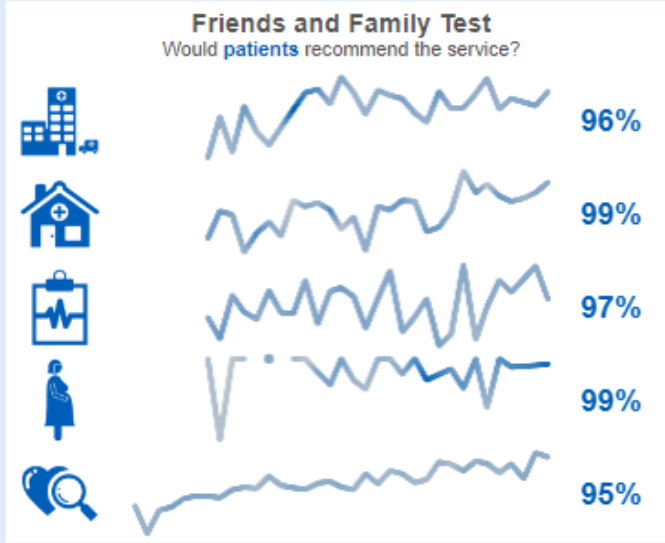
Patient Experience Headlines Tool

Patient Experience Headlines

for North Tees and Hartlepool NHS Foundation Trust

Click on the graphs for more details

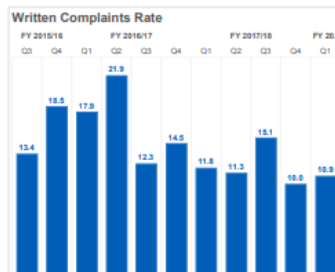
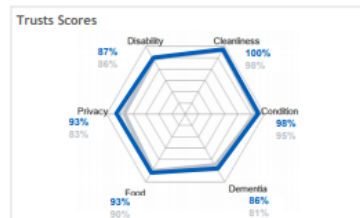
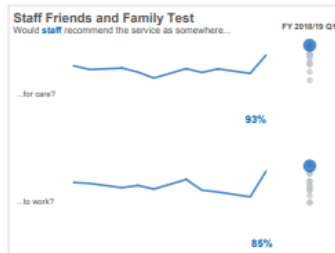
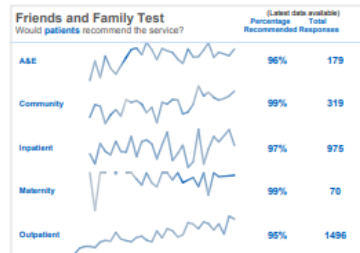
Selected Trust
Peer Group



Patient Experience Headlines

for North Tees and Hartlepool NHS Foundation Trust

Selected Trust
Peer Group



The trusts that are included in this peer group are:

Arden University Hospital NHS Foundation Trust, Arden NHS Foundation Trust, Ashford and St Peter's Hospitals NHS Foundation Trust, Barking, Havering and Redbridge University Hospitals NHS Trust, Barnsley Hospital NHS Foundation Trust, Baskin and Thorne University Hospitals NHS Foundation Trust, Bedford Hospital NHS Trust, City Hospitals Sunderland NHS Foundation Trust, County Durham and Darlington NHS Foundation Trust, Gwent Health NHS Foundation Trust, North Cumbria University Hospitals NHS Trust, North Tees and Hartlepool NHS Foundation Trust, Northumbria Healthcare NHS Foundation Trust, South Tyneside NHS Foundation Trust

* Indicates suppressed numbers due to a small number of responses

Printable view

The FFT asks patients if they would recommend the NHS services they used to their loved ones, providing a mechanism to highlight both good and poor patient experience.

While the results will not be statistically comparable against other organisations because of the various data collection methods, FFT provides a broad measure of patient experience that can be used alongside other data to inform service improvement and patient choice.



A&E

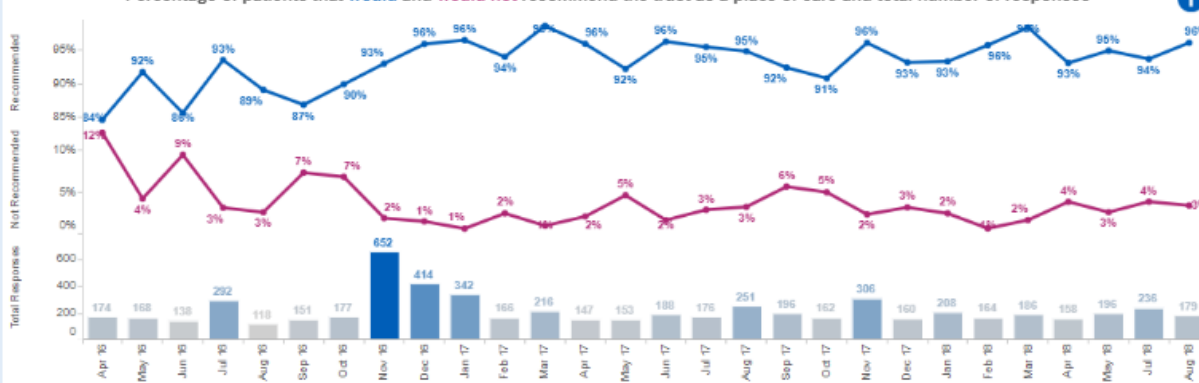


Question Questions are only applicable to Maternity services

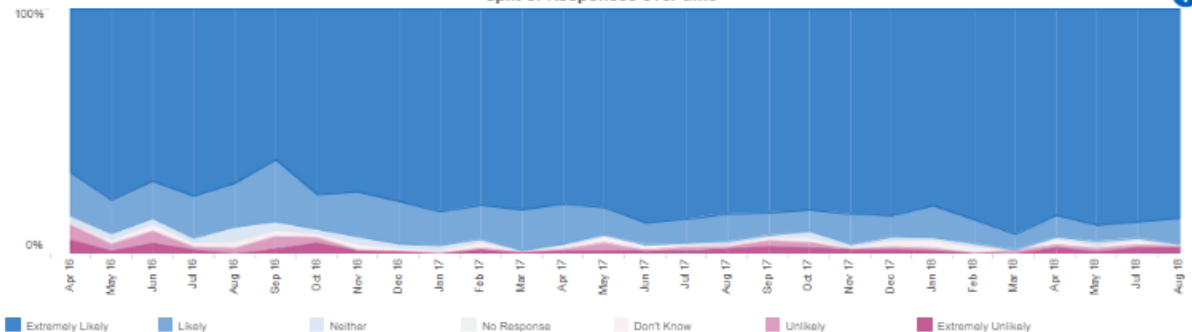
Choose a start date:

Apr 16 Aug 18

Percentage of patients that **would** and **would not** recommend the trust as a place of care and total number of responses



Split of Responses over time



CQC Scores

for North Tees and Hartlepool NHS Foundation Trust

For more information on CQC scores at your trust, please [click here](#).
(Link not vet in use)



CQC monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. They publish what they find, including performance ratings to help people choose care.

CQC set out what good and outstanding care looks like and makes sure services meet fundamental standards below which care must never fall.

Inspections include both NHS Trusts and independent hospitals.



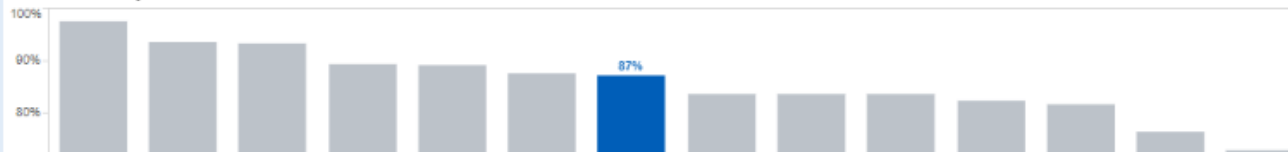
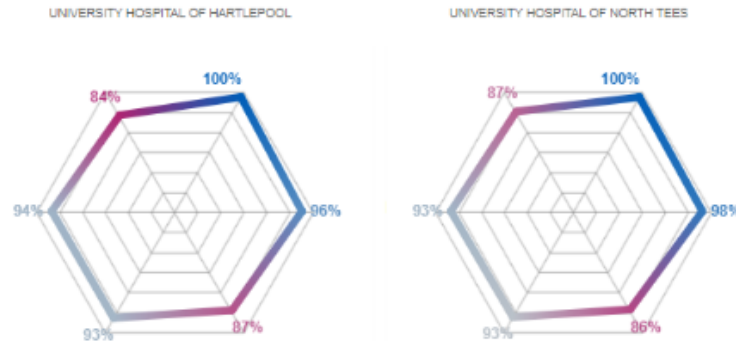
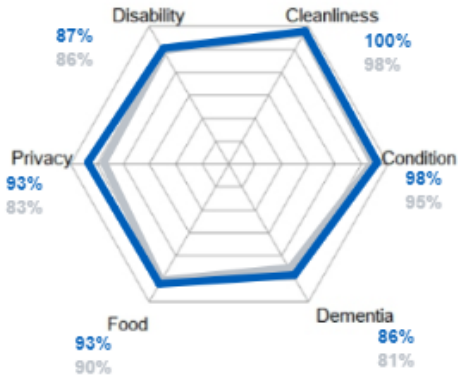
			Overall	Safe	Effective	Caring	Responsive	Well-led
Acute hospital - NHS non-specialist	UNIVERSITY HOSPITAL OF HARTLEPOOL	Maternity						
		Overall						
	UNIVERSITY HOSPITAL OF NORTH TEES	Maternity						
		Medical care (Including older people's care)						
		Overall						
		Urgent and emergency services (A&E)						

for North Tees and Hartlepool NHS Foundation Trust

PLACE assessments provide a framework for assessing quality against common guidelines and standards in order to quantify the environment's cleanliness, food and hydration provision, the extent to which the provision of care with privacy and dignity is supported, and whether the premises are equipped to meet the needs of people with dementia or with a disability.



Improvement



Survey Group Questions

for North Tees and Hartlepool NHS Foundation Trust



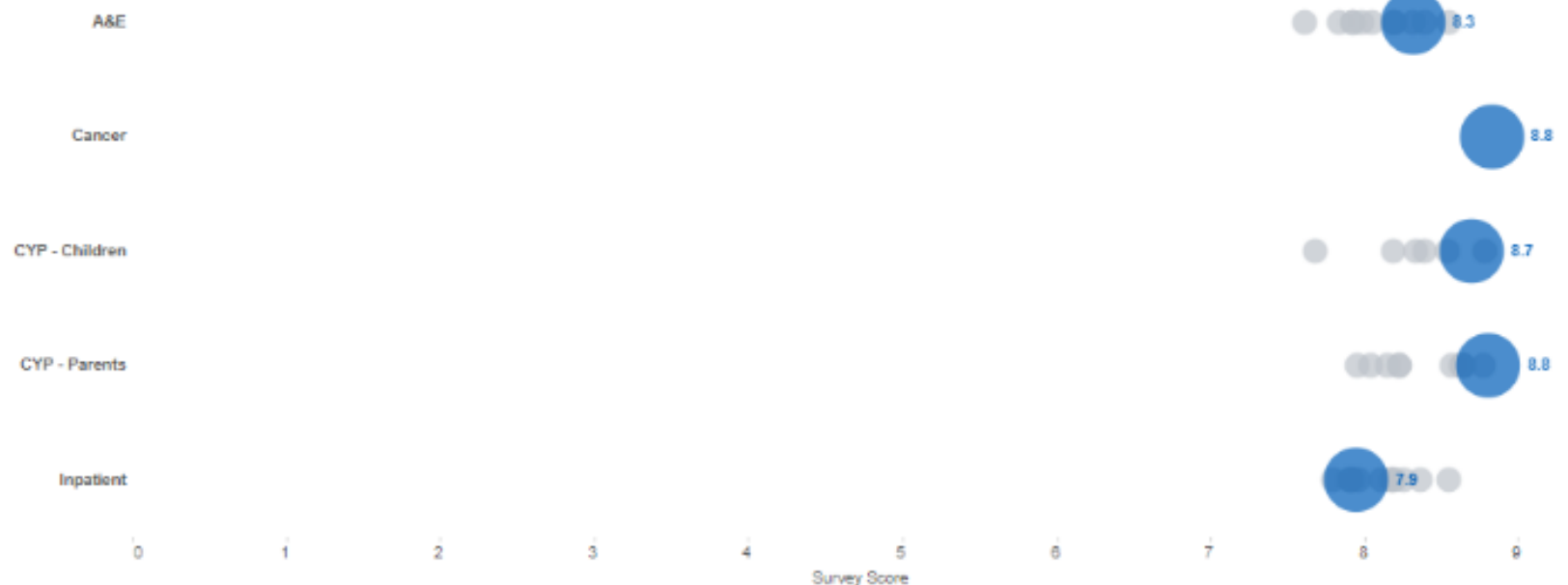
CQC use surveys to find out what people think of the NHS healthcare services that they use.

The results help assess NHS performance and CQC use them for regulatory activities such as registration, monitoring ongoing compliance and reviews.

There are a number of questions asked in the survey questions, this page gives the results for the question asked to patients; "Overall, how would you rate your experience". The respondent can choose numbers from 0 to 10; where 0 is "I had a very poor experience" and 10 is "I had a very good experience".

Staff were asked how likely they would be to recommend the organisation as a place of work or to receive treatment. Their responses were from 0 to 5, where 5 was very likely.

Question to Patients - Overall, how would you rate your care?



Question to Staff - Would you recommend your trust as a place to work or to receive treatment?



Written Complaints

for North Tees and Hartlepool NHS Foundation Trust



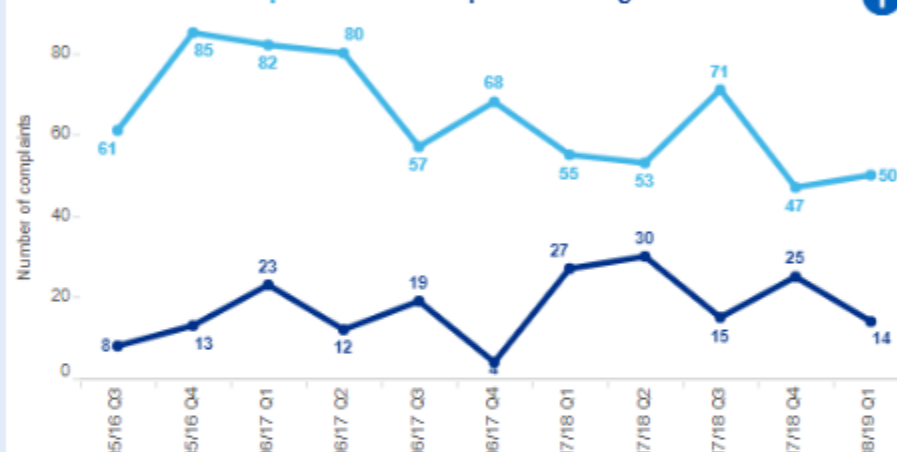
This quarterly collection is a count of written complaints made by (or on behalf of) patients. Data are collected via the KO41a and are for complaints about NHS Hospital and Community Health Services (HCHS) in England.

Please note that an increase in the number of new complaints may purely suggest an improvement in accessibility for patients to have the opportunity to make a complaint, and may not be that there are more patients wishing to make complaints.

Written Complaints Rate



New Complaints and Complaints Brought Forward



Complaints Rate per Trust





Contact



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