

BOARD OF DIRECTORS
26th September 2019

INVOLVEMENT, EXPERIENCE AND VOLUNTEERING
PATIENT VOICE REPORT

LOCAL PARTNERSHIPS GENERAL HEALTH – BASSETLAW AND MID
NOTTINGHAMSHIRE

1. PURPOSE

The main purposes of this monthly report are:

- To inform the Board of Directors of our headline patient experience indicators for the Trust as a whole, for each division and for a specific service.
- To summarise the full breadth of feedback received from service users, carers and staff over the previous rolling year about the specific service featured and any plans to address the main issues raised.
- To update the Board of Directors on the action taken to address the main issues raised about the service featured in the Patient Voice report three months previously.

This report collates and themes feedback provided by service users, carers and families via a range of mechanisms, and demonstrates that our services act upon this feedback to improve the quality of care they provide.

The Board of Directors also receive an annual summary report which highlights key achievements against the strategy and our strategic direction.

These reports are part of our approach to Service User and Carer Experience, outlined in full in the Involvement, Experience and Volunteering strategy (2019). Our approach meets the key national requirements set by the Department of Health and the CQC in relation to patient and carer experience.

2. EXECUTIVE SUMMARY

The Trust's Service Quality Rating for June – August is **93%**. Our Friends and Family Test Score is **92%**.

This month's Patient Voice Report focuses on **Local Partnerships General Health – Bassetlaw And Mid Nottinghamshire** with headline information provided for the Trust as a whole, and for each division.

The report highlights all prominent and/or recurring feedback in the last year from the full range of feedback mechanisms used by the directorate, including those targeted at carers and families. The report then summarises the main issues identified and action taken or proposed to address these issues.

The main issues identified are:

- Patients wanting more access to services (all services within portfolio)
- Communications with patients - Time of appointments including notification of deferrals (Intermediate care - Bassetlaw)

- Service quality outcomes - Delays in dressings and treatment (Bassetlaw)
- Communication with patients

The report also updates on the issues presented in the Patient Voices report submitted to Board three months previously, featuring on **Local Partnerships General Health – Children and Young People’s Services**.

These were:

- More clinics and home visits (Healthy Family Teams)
- More groups and sessions (Children’s Centres)

3. SERVICE IN FOCUS: LOCAL PARTNERSHIPS GENERAL HEALTH – BASSETLAW AND MID NOTTINGHAMSHIRE

The Mid Nottinghamshire and Bassetlaw Adult General Health directorate delivers a diverse range of community based services across the north of the county, including:

- Local integrated teams offering multi-disciplinary proactive, planned and targeted intervention for those at high risk of admission
- Community Nursing service, planned and urgent care for the housebound populations
- Intermediate care offering intensive rehabilitation services at home and within bedded facilities to promote self-management and independence
- Pulmonary rehabilitation offering self-management strategies
- Hospice services including outreach specialist nurses
- Call 4 Care service offering a well-established signposting and navigation function to manage patients within the community setting and reduce inappropriate Emergency Department attendances and non-elective admission to hospital.
- GP Out of Hours service within Bassetlaw

The Directorate has three Involvement champions (one in each locality) who support the teams in ensuring they gather feedback and respond to it appropriately. Key messages are shared in a weekly staff bulletin. Heads of Service and team leads are encouraged to review their feedback on the Your Feedback Matters website, together with reviewing feedback from other means, such as from Care Opinion and opportunistic feedback during clinical visits. The involvement champions and Heads of Service also review the feedback reports to keep an overview from a governance perspective.

3.1 MAIN ISSUES IDENTIFIED IN THE PREVIOUS PATIENT VOICE REPORT WITH A FOCUS ON LOCAL PARTNERSHIPS GENERAL HEALTH – BASSETLAW AND MID NOTTINGHAMSHIRE (SEPTEMBER 2018)

ISSUE	DETAIL	ACTION PROPOSED/TAKEN	UPDATE – SEPT 2019
<p>Time of appointments (Community Nursing, Mansfield)</p> <p>Source: Trustwide survey</p>	<p>Patients would like to know a specific time when the nurse is going to visit for their appointment</p>	<p>Deferred visits are monitored monthly on the variance sheets as part of the ongoing productivity approach within the service, to look into trends behind the issue. A reminder was sent to all staff that when it is necessary to change a visit to telephone the patient/carer to discuss this with the patient before the visit/appointment is moved and ensure documented in clinical records. This is embedded into the new triage standard operating procedure that became live in October 2018.</p>	<p>No further update</p>
<p>Expectations around length of stay and when patients are going to be discharged (Pulmonary Rehabilitation and John Eastwood Hospice)</p> <p>Source: Trustwide survey</p>	<p>Patients have indicated that that they would like longer treatment programmes and more sessions/visits.</p>	<p>Productivity principles being applied to the teams as part of the mobilisation to the new community offer this will include first to follow up ratio and use of Predicted dates of discharges on first visits. Action underway – a protocol to be made live within System One re. expected dates of discharges.</p>	<p>Continuing issue (expanding to most services across Bassetlaw and Mid Nottinghamshire) – see table 4.0</p>
<p>Concerns over changes to neurological services (Neurological Services)</p> <p>Source: Trustwide survey</p>	<p>Concerns have been raised that staff providing these services have been removed and this will mean a loss of service.</p>	<p>We have arranged several listening events with staff. Engagement with stakeholders re: service changes i.e. societies for Multiple Sclerosis (MS) and Parkinson Disease (PD); neurological consultants; GP forum of Bassetlaw – Paul Smeeton has a further listening event with staff in January 2019. A group membership meeting took</p>	<p>No further update</p>

		place in September with the MS and PD societies, and a meeting with the local MP was planned. This has now been completed and the outcome of the meeting was that the new model has been agreed.	
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3.2 DIRECTORATE HEADLINES AND MAIN ISSUES AND COMPLIMENTS

Data collected from the Service User Feedback survey:

	Current rolling quarter (Jun - Aug 2019)	Previous rolling quarter (Mar – Jun 2019)
Service Quality Score	96%	97%
Friends and Family Test (FFT)	98%	98%
SUCE survey returns	294	384
'Service made a positive difference' score	95%	95%

	Current rolling year (Sep 2018 - Aug 2019)	Emerging issues for the most recent surveying period (Jun - Aug 2019)
ISSUES (based on 745 responses to the 'What could we do better' question)		
Availability of services (Category: Access to Services) Comments are not focused in a specific area. Most comments relate to a lack of choice for appointments, the limited amount of care available, or the ability to be given a specific appointment time. <i>"Perhaps extend the number of sessions or make them longer." (Cardio Pulmonary Rehab Service)</i>	17%	Staff/Service User (Category: Communication); 4% in last year, 18% in last quarter.
Waiting time (Category: Access to Services) No specific team stands out. The huge majority relate to simple waiting times for treatment. <i>"Time taken to receive an appointment. Should be quicker." (Neuro and Stroke Service (incl Epilepsy, Parkinson's, and MS))</i>	10%	
Appointments (Category: Care/Treatment) No specific team stands out. Most comments relate to the amount of visits, or the allocation of times. <i>"Could a time allocation be arranged i.e morning or afternoon visit?" (Intermediate Care (Newark and Sherwood))</i>	7%	
Continuity of Staff (Category: Staff/Staff Attitude) No specific team stands out. All comments relate to seeing the same staff at each appointment. <i>"Keep nurse that starts treatment coming instead of random ones, although any treatment is welcome." (Integrated care team (Newark & Trent))</i>	5%	

Staff/Service User (Category: Communication) Most comments relate to Integrated Care team (Newark & Trent). Most comments relate to the quality of information and appointment information received. <i>“Explain in more detail.” (Integrated care team (Newark & Trent))</i>	4%	
COMPLIMENTS (based on 1093 responses to 'What did we do well' question)		
Helpful/Caring/Friendly (Category: Staff/Staff Attitude)	24%	Helpful/Caring/Friendly (Category: Staff/Staff Attitude); 24% in last year, 32% in last quarter.
General (Category: Service Quality/Outcomes)	19%	
Quality of Care/Service (Category: Service Quality/Outcomes)	17%	

3.3 CARE OPINION

In the last year 10 stories have been published on Care Opinion commenting on Local Partnerships General Health Bassetlaw and Mid Nottinghamshire:

	Sept 2018 - August 2019	Sept 2017 - August 2018
Number of postings	10	58
Number of postings without a response	0	0
Number of postings <u>not</u> responded to within two working days	5	9
Number of postings rated as moderately critical or above	2	1
Number of postings which lead to a change in service	0	0

In the last year, **two stories were rated moderately critical or above:**

- District Nurse Home Visits.** www.careopinion.org.uk/opinions/667460
 Mansfield and Ashfield Community Nursing - A story about an infection following surgery. The patient questions why they had to arrange their own antibiotics from the GP and pay for dressings. The patient had knowledge of System One and queried communication between GP and other services.
 The Integrated Care Team Leader offered contact details via the website to the patient to discuss their experience, but the service received no further contact from the patient.

- **"Unacceptable delays for incontinence products"** www.careopinion.org.uk/opinions/638533
Mansfield & Ashfield / Continence advisory service (north) Nottingham North & East
A critical account from a relative following a continence assessment of her Mum. Quote: '*The person who investigated my complaint demonstrated a complete lack of compassion and understanding*'. The relative replied to the first response from the service and stated they were unable to make contact with the details provided by the service to discuss the story on Care Opinion. The second response from the service mentioned that the Patient Experience Team had in fact contacted the author, and met with her to address the concerns.

In the last year, **no stories lead to a service change.**

3.4 SUMMARY OF FEEDBACK CRITICALITY VIA FEEDBACK SURVEY (Sep 2018 - Aug 2019)

In the reporting period, Local Partnerships General Health – Bassetlaw and Mid Nottinghamshire received **X** completed surveys, with many providing free text comments. These comments are coded for criticality, ranging from +3 (highly critical) to -3 (highly complimentary).

Highly Critical	Moderately Critical	Mildly critical	Mildly complimentary	Fairly complimentary	Highly complimentary
2	23	229	428	224	32

With only two highly critical comments across the service, there is no requirement for further scrutiny.

3.5 COMPLAINTS

Between September 2018 – August 2019, services within Local Partnerships General Health – Bassetlaw and Mid Nottinghamshire have been the subject of five full investigation complaints compared with 12 full investigation complaints in the previous 12-month period. The number by service is shown below:

Service	Total Sept 18 – August 19	Total Sept 17 – August 18
Intergrated Care Team (Ashfield North)	1	3
Out of Hours (BDGH)	1	1
Integrated Care Team Sherwood North	1	0
Integrated Care Team (Newark)	1	3
Intermediate Care (MCH)	1	1

The themes most often arising in complaints are outlined below:

Theme	Total Sept 18 – August 19	Total Sept 17 – August 18
Safe, Adequate, Coordinated Care	3	11
Appointment Arrangements	1	2
Cleanliness/Physical Env/Amenities	1	0

Some examples of the types of complaints received are given below:

- **Medical Care - Adequacy of Treatment**
- **Aids and Appliances**
- **Appointment Arrangements**

Outcomes:

The following table shows the outcome of 7 full investigation complaints closed during the period Sept 2018 – August 2019:

Outcome	Total Sept 18 – August 19
Complaint Not Upheld	4
Complaint Upheld In Part	3
Complaint Upheld	0
Complaint Not Pursued	0

Learning/Actions:

A range of learning points arose from the complaints that were upheld or partially upheld and some of these are outlined below:

- All to ensure patients and carers are aware of who has visited and the date of next visit.
- Staff to be vigilant before discharging patients.
- When patients are transferred across localities there is a requirement to pass patient details and future care to the new team.

Local Resolution Complaints

In addition to the full investigation complaints received, the service has had 13 local resolution complaints for Sept 2018 – August 2019 and 16 local resolution complaints for the previous year raised by patients about care issues. The number by service are shown below:

Service	Total Sept 18 – August 19	Total Sept 17 – August 18
Out of Hours (BDGH)	3	1
Integrated Care Team (Ashfield South)	2	3
Care Home Service (Mansfield)	1	0
Continuing Health Care (Bassetlaw)	1	0
Falls Team (Bassetlaw)	1	0
Integrated Care Team (Ashfield North)	1	2
Integrated Care Team (Mans South)	1	0
Integrated Care Team (Newark)	1	4
Intermediate Care (MCH)	1	0
LTNC/Stroke Rehab Team	1	0
The HUB (NE)	1	0

The themes of the local resolution complaints are outlined below:

Theme	Total Sept 18 – August 19	Total Sept 17 – August 18
Safe, Adequate, Coordinated Care	10	1
Attitude of Staff	2	5
Info To/Commun with SU/Carers	1	2
Length of Time to be Seen/Service Availability	1	4
Quality/Accuracy of Clinical Records	1	0

3.6 CARERS, FAMILIES AND FRIENDS SURVEY

Local Partnerships General Health – Bassetlaw and Mid Nottinghamshire received 163 Carers, Families and Friends surveys in the period.

97% of carers would be extremely likely or likely to recommend our services if their friends or family needed similar care or treatment as a carer.

In relation to the key question themes, carers reviewed our services as below:

- Listening: 96%
- Communication: 95%
- Dignity and Respect: 96%

4. MAIN ISSUES FOR THE SERVICE AND ACTION TAKEN OR PLANNED

In the table below, we highlight the most prominent issues (selected from the range of feedback presented) raised by service users and their carers' and families over the last 12 months, and the actions taken or proposed to address these issues:

ISSUE	DETAIL	ACTION PROPOSED/TAKEN
Patients wanting more access to services (all services within portfolio)	Patients would like more visits or longer interventions and often have expectations around length of stay and discharge from the service.	<p>Services are working to clarify the expectations around length of stay and length of intervention, and to forewarn patients of their expected discharge date.</p> <p>The services are to consider utilising the NHS choice letters developed by NHS England to help patients to understand the discharge plan on the initial visit and to set predicted dates of discharge.</p> <p>The services are to consider criteria-led discharge protocols.</p> <p>It is hoped that these two concepts will assist the psychological contract we have with our service users to work in partnership and help them to understand what outcomes they want to achieve with us whilst under our care.</p> <p>Services are also working to put more content on RECAP which can be prescribed to a patient while under our care and on discharge to better support them to self-care.</p>
Communications with patients - Time of appointments including notification of deferrals. (Intermediate care -	Patients have indicated that they would like to understand how long it will take for their first appointment and	<p>This was a previous trend for Mansfield and Ashfield. It is proposed that the learning and improvements within this locality is transferred into Bassetlaw and other service lines within Mid Nottinghamshire.</p> <p>Introduce the standard operating procedure for triage (which includes being seen within two hours if in crisis). This procedure includes comfort calling the patient if appointments</p>

<p>Bassetlaw)</p> <p><i>Source: Trustwide survey</i></p>	<p>when the appointments will occur following the first appointment.</p>	<p>are changed and arranging the first appointment with the patient to ensure effective communication with our service users re waits and timings of visits.</p>
<p>Service quality outcomes - Delays in dressings and treatment</p> <p>(Bassetlaw)</p> <p><i>Source: Trustwide survey</i></p>	<p>Patients are reporting that since dressing orders have changed, they are having to wait a lot longer than usual and are not always getting the correct dressings on time.</p>	<p>This was a previous trend for Mid Nottinghamshire. It is proposed that the learning and improvements within this locality is transferred into Bassetlaw.</p> <p>We are working in collaboration with the CCG as part of this years' Service Delivery Improvement Plan (SDIP) to consider and implement direct supply of dressings which will reduce the need for FP10 (prescription) and pharmaceutical delivery of the products and hence the delay within the process.</p>
<p>Communications with patients</p> <p><i>Source: Trustwide survey</i></p>	<p>Customer care on-call handling</p>	<p>We are developing the use of the 'Situation Background Action Recommendation' (SBAR) triage tool for all of our call handlers to utilise in our single points of access. This should ensure consistent approach, service guidelines for our call handlers and implement national evidence base for triage into the services.</p>

5. MAIN COMPLIMENTS

Below are some of the comments from the feedback survey in response to the question 'What did we do well?' about Local Partnerships General Health – Bassetlaw and Mid Nottinghamshire:

A SAMPLE OF COMPLIMENTS FROM THE SUCE SURVEY AND CARE OPINION:

- Caring was very good, both mentally and physically. Lovely caring staff, excellent food and environment. (John Eastwood Hospice, Day Care)
- Rose was excellent, she was very friendly and welcoming. I was always seen on time for my appointment and kept informed about how I was progressing at all times. (Unknown - Mansfield and Ashfield)
- Julie and Keith were so kind to mum, mum felt cared for and reassured which helped me rest easy knowing that the professionals had given quality care and advice. (Out of Hours Service)
- Everything was done really well and they was brilliant, very understanding and patient. (Rapid Response Team)
- Polite and friendly during each and every visit. Clean and tidy with a good routine followed. Excellent time keeping. Perfect team work. Quick and efficient service. Made me feel safe and reassured during treatment. (Intermediate Care (Mansfield and Ashfield))
- Very prompt response - phone and visit. Spoke to my son, even though he can't reply (has s.l.d.) Involved myself and carers in decision making process. Listened carefully. Respectful to us all. (Out of Hours Service)
- Knowledge on my illness. Ways to help me improve my lifestyle. Exercises work well and made me feel better physically and mentally. (Integrated care team (North))
- We didn't have to wait long for someone arriving to see mum. The kindness and help shown to her was first class (Intermediate Care (Mansfield and Ashfield))
- So kind, understanding, helped and advised what was best for me, supplied all aids to help my mobility Excellent (Falls Prevention Service (North))
- Since Sarah has been to see me, Sarah has given me a more positive insight about my illness and made me see things in a new way. I can't thank her enough. (Adult Integrated Service (North West))

6. UPDATE ON MAIN ISSUES PRESENTED IN THE PATIENT VOICES REPORT (APRIL 2019)

Below we update on any developments in relation to the main issues presented in the April 2019 report, featuring **Local Partnerships General Health – Children and Young Peoples Services**:

ISSUE	DETAIL	ACTION – APR 2019	UPDATE – SEPT 2019
<p>More clinics and home visits (Healthy Family Teams)</p> <p>(Source: Trustwide survey)</p>	<p>People have requested more home visits or access to clinic sessions so they can have more face to face contact and support</p>	<p>Continuing issue – detail in table 3.1</p> <p>Audit of access to services has been completed and is currently being reviewed by management team. This is showing that there is a variation in the usage, staffing and availability of clinic sessions across the County. We are working with the ‘Clinical Sustainability’ team to develop more efficient processes and systems to reduce variation and are also developing protocol for staff to follow.</p> <p>We are also reviewing our allocation processes and how our local advice lines operate to ensure that there is efficient, effective and consistent response to referrals and queries from parents and young people</p> <p>Regular review of comments in relation to self-weigh shows continued reduction in concerns raised. This has also been reviewed as part of the above audit and will factor into our negotiations with commissioners in relation to the proposed revised modelling for the contract extension</p> <p>We are currently looking at the potential to roll out the two year health review on a group basis for universal families where appropriate. This will provide opportunity for a group of parents</p>	<p>The ‘Clinical Sustainability’ team has been disbanded but we are taking the learning from the work that had previously been undertaken with the teams and using it to continue to review our capacity to improve aim to access to clinic sessions, improve allocation processes and review our advice line structure and function. This is being taken forward progressively from quarter two and a named lead has been identified.</p> <p>Negotiations with commissioners regarding the contract extension will continue. It is hoped that once the overall financial envelope is agreed that the revised model can be finalised in the autumn.</p> <p>The roll out of the two year health review is to form part of the above revised model.</p>

		/children to meet health professionals in a setting for the review, seek advice and support alongside meeting other parents / children	
<p>More groups and sessions (Children's Centres)</p> <p>(Source: Trustwide survey, Care Opinion)</p>	<p>People have requested more groups or activities or to bring back groups or activities that have been stopped or reduced.</p>	<p>Continuing issue – detail in table 3.1</p> <p>We are now commissioned to deliver a more targeted offer to vulnerable families rather than an entirely universal offer. There remains some universal provision in all children's centres that is now volunteer-led. We are ensuring these are well publicised (see above) and centres work closely with local communities to ensure that parents are also signposted to other local universal provision that is available.</p>	<p>Centres are not now resourced or commissioned to allow delivery of all the sessions requested by service users.</p> <p>However they continue to actively promote all available sessions including universal open access volunteer led sessions via a range of social and other media which is regularly updated. Regard is taken of feedback from service users to continue to tailor sessions in relation to local need.</p>

7. TRUSTWIDE AND DIVISIONAL HEADLINES

7.1 TRUSTWIDE AND DIVISIONAL SERVICE USER AND CARER EXPERIENCE (SUCE) HEADLINES

Statistics provided for the current rolling quarter (June – August 2019) and in brackets, previous rolling quarter (March - May 2019).

	TRUSTWIDE	FORENSIC SERVICES	LOCAL PARTNERSHIPS - MENTAL HEALTH	LOCAL PARTNERSHIPS - GENERAL HEALTH
SERVICE QUALITY SCORE	93% (94%)	81% (81%)	94% (94%)	97% (96%)
FRIENDS AND FAMILY TEST (FFT)	92% (94%)	73% (75%)	93% (92%)	98% (97%)
SUCE SURVEY RETURNS	3757 (4807)	636 (431)	1153 (1881)	1968 (2491)
'SERVICE MADE A POSITIVE DIFFERENCE' SCORE	91% (92%)	79% (80%)	90% (89%)	95% (95%)

7.2 CARE OPINION HEADLINES

Data collected from Care Opinion website (www.careopinion.org.uk):

AUGUST 2019	TRUSTWIDE	FORENSIC SERVICES	LOCAL PARTNERSHIPS – MENTAL HEALTH	LOCAL PARTNERSHIPS – GENERAL HEALTH
Number of postings	75	20	14	41
Number of postings without a response	0	0	0	0
Number of postings rated as moderately critical or above	0	0	2	0
Number of postings with changes made	0	0	1	0

In the last month, **two stories were rated moderately critical or above:**

- **"I will not try contacting the crisis team again'** www.careopinion.org.uk/opinions/690888
Adult Mental Health Services - Community (City) / Primary care mental health team Bassetlaw Hospital

After a consultant appointment, the service user stated that no offer of help was given other than to call the City Crisis Team. When the service user felt the need to call the Crisis Team they commented that two of the team were helpful, but the service user found a third team member 'rude and hostile'. **Quote:** *'I was refused help and being unable to cope with being made to feel like that hurt myself as a result' I would not try contacting them again.*

Outcome: The service manager left a response and the service user had a long email exchange about the story. With their agreement some of the issues were shared with the team. The Crisis Resolution and Home Treatment Team have been proactive in making contact and formulated a plan.

- **"Crisis team'** www.careopinion.org.uk/opinions/692706

Adult Mental Health Services - Community (County)

The service user has contacted the Crisis Team on a number of occasions and received inconsistent quality of service, sometimes "very supportive" but on other occasions a less satisfactory response. The service user declares that they suffer from social anxiety and normally shy away from making calls and so it is particularly difficult to deal with non-compassionate team members. **Quote:** *'Depending on who you speak to....hostile, rude, impatient and making you feel you don't deserve their time.*

Outcome: The Team Leader left a response expressing concern that standards have not been met in some cases and offered an apology. They have given their telephone number and suggested a discussion to provide further reassurance.

In the last month, **one story indicated that a change had been made:**

- **"OT has helped me feel healthier"** - Adult mental health (inpatient) / Maples Integrated Therapy (OT) A patient praised the Maples Team at Highbury Hospital for helping them to feel healthier. *'Doing sports and gym has made me realise how important it is to do this to help me de-stress. I think that is the most important activity at Highbury'.*

Outcome: The team responded and updated the Care Opinion site with a request from the service user. *'As a result of your valued feedback, chess and monopoly are now available in the Maples Therapy Department'.*

7.3 TRUSTWIDE AND DIVISIONAL MAIN ISSUES

Data collected from the Service User and Carer Experience (SUCE) survey:

	Current rolling year (Sep 2018 – Aug 2019)	Emerging issues for the most recent surveying period (Jun - Aug 2019)
TRUSTWIDE (based on 6530 responses to the 'What could we do better' question)		
Approach to Care (Category: Care/Treatment)	11%	No Emerging issues.
Waiting time (Category: Access to Services)	9%	
Availability of services (Category: Access to Services)	9%	
FORENSIC SERVICES (based on 941 responses to the 'What could we do better' question)		
Approach to Care (Category: Care/Treatment)	14%	No Emerging issues.
Staffing levels (Category: Staff/Staff Attitude)	11%	
Waiting time (Category: Access to Services)	10%	
LOCAL PARTNERSHIPS – MENTAL HEALTH (based on 2001 responses to the 'What could we do better' question)		
Approach to Care (Category: Care/Treatment)	14%	Availability of Services (Category: Access to Services); 5% in last year, 15% in last quarter.
Waiting time (Category: Access to Services)	10%	
General (Category: Access to Services)	8%	
LOCAL PARTNERSHIPS – GENERAL HEALTH (based on 3583 responses to the 'What could we do better' question)		
Availability of services (Category: Access to Services)	23%	Location (Category: Access to Services); 2% in last year, 7% in last quarter.
Appointments (Category: Care/Treatment)	8%	
Waiting time (Category: Access to Services)	6%	

7.4 TRUSTWIDE AND DIVISIONAL MAIN COMPLIMENTS

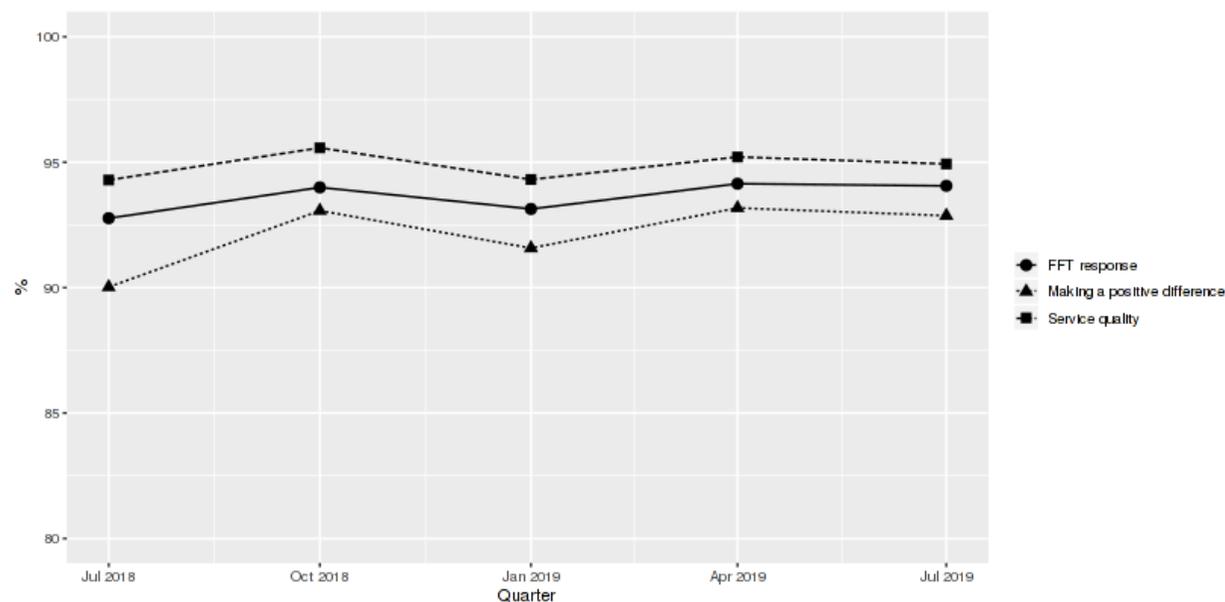
Data collected from the Service User and Carer Experience (SUCE) survey:

	Current rolling year (Sep 2018 – Aug 2019)	Emerging issues for the most recent surveying period (Jun - Aug 2019)
TRUSTWIDE (based on 10868 responses to the 'What did we do well' question)		
Helpful/Caring/Friendly (Category: Staff/Staff Attitude)	19%	No Emerging compliments.
General (Category: Service Quality/Outcomes)	15%	
Quality of Care/Service (Category: Service Quality/Outcomes)	9%	

FORENSIC SERVICES (based on 982 responses to the 'What did we do well' question)		
General (Category: Service Quality/Outcomes)	16%	No Emerging compliments.
Approach to Care (Category: Care/Treatment)	10%	
Being listened to (Category: Communication)	9%	
LOCAL PARTNERSHIPS – MENTAL HEALTH (based on 3161 responses to the 'What did we do well' question)		
General (Category: Service Quality/Outcomes)	17%	No Emerging compliments.
Approach to Care (Category: Care/Treatment)	13%	
Helpful/Caring/Friendly (Category: Staff/Staff Attitude)	12%	
LOCAL PARTNERSHIPS – GENERAL HEALTH (based on 6720 responses to the 'What did we do well' question)		
Helpful/Caring/Friendly (Category: Staff/Staff Attitude)	27%	No Emerging compliments.
Quality of Care/Service (Category: Service Quality/Outcomes)	16%	
General (Category: Service Quality/Outcomes)	14%	

7.5 TRUSTWIDE AND DIVISIONAL TREND IN SERVICE QUALITY, FRIENDS AND FAMILY TEST AND KEY QUESTION SCORES

The below graph shows the Trust wide trend in Service Quality Score, Friends and Family Test Score and scores on key questions asked in the Service User and Carer Experience survey.



For divisional trend graphs, please follow the links below:

- Local Partnerships - Mental Health: bit.ly/2AUtmcn
- Local Partnerships - General Health: bit.ly/2CEJqYH
- Forensic Services: bit.ly/2MiUGWj

8. RECOMMENDATION

The Board of Directors are asked to note and comment on the paper.

Paul Sanguinazzi
Head of Involvement, Experience and Volunteering

Amy Gaskin-Williams
Deputy Head of Involvement, Experience and Volunteering

September 2019