

Public Session

**PATIENT/PUBLIC ENGAGEMENT
AND EXPERIENCE REPORT**

NHS ROTHERHAM CCG

6th December 2017

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NHS ROTHERHAM

1. WHAT WE ARE HEARING...

Rotherham Urgent and Emergency Care Centre (UECC) - Feedback from service users, during October 2017

Negative comments on any service can be compared to an iceberg – it is hard to understand where we are seeing a tip, or the whole thing. However, looking at several sources, there are some undeniable themes around the services currently experienced in the UECC. For many the service is excellent, and is highly valued; but lengthy waits and communication remain an issue for a number of patients.

Comments from Friends and Family Test

The following 9 negative comments can be taken in context. The UECC saw 6,145 patients, and received 178 pieces of feedback via FFT. The actual negative comments received are around 5% of feedback, but less than 0.2% of attendees. Using FFT, there were 128 separate positive comments, many of which are represented by this comment:-

*'From arriving at reception with my 18yr old granddaughter, great care was taken by all members of staff. Feedback was given at all times. Made to feel at ease.
Thank you to the amazing staff. Well done.'*

A number of comments also remarked on lengthy waits, but balanced this with helpful, courteous and informative staff who were clearly busy.

Negative comments were:-

- Sat 12 hrs in a bay waiting for an ambulance
- Been in dept for 13 hrs. I kept asking why I had been that long and nobody knew. more nursing staff please and specialist Drs
- Waiting time more than 4 hours - diabolical service
- Having walk-in and A&E together is ridiculous. Also not enough staff. Triage is 4 hours wait. It's a joke. I will try not to come here again.
- I have waited over 6 hours to be seen. Better service with better times. If busy reception should be advising this to keep up to date re-assurance.
- After waiting 3hrs in intense pain I exited the waiting room to take a call, apparently that meant I had left the dept. I had a cannula in so surely they should have tried contacting me.
- No-one came to see us for over 2 hrs. It's the worst a/e we have been to
- Not private at all. No privacy to talk to reception about personal things.

Although these comments all focus on waiting times; a strong undercurrent is also the lack of communication and information; especially where this would explain the wait and any delays.

One comment also generated additional feedback to the PPE Manager

Original comment

Bitterly disappointed. The new service was sold to us as an improvement. There were more than 20 people waiting but the wait to be seen was grindingly slow. We were waiting over 4 hrs. Staff were slow, lethargic and didn't seem interested.

The author of this comment is an active PPG member, and had visited the UECC prior to opening. They added the following to their original comment:-

'I'm a big supporter of the NHS & the staff working on the front line. I understand the impacts of inadequate funding in 'real' terms, the damage caused by a succession of government ministers each with their own agenda & the difficulties of providing public services, having worked in that arena myself plus, I have received excellent medical treatment & service from RDGH.

However, on this occasion the service access fell way short of good access & massively short of the service promised in the pre-launch tour of the new facility. The shortfalls weren't inadequate resources but their effective use, more senior staff not using 'a bit of common sense' & inaccurate/inadequate patient communication. They weren't 'rocket science' issues that require complex, 'rocket science' solutions. Nonetheless they had a profound impact on my & other patients' experience of the service that day & their simplicity made them all the more irritating.

In conclusion, as other patients were complaining to me & other patients but I saw no-one else completing a patient feedback sheet whilst I was there, I would like the governing body to really understand some of the problems in the new service.'

During October there were also just 4 posts on NHS Choices and Care Opinion; two positive and two negative; these have been redacted slightly due to length.

The negative responses below reflect the story above, in that lengthy waiting times are exacerbated when patients are not kept informed.

Posted via NHS Choices 30.10.17

The staff at the new urgent and emergency care centre and A&E were amazing! Was really scared when I came in and you all made me feel so much better, I was really poorly when I came in and by the time I left I was chatting to the nurses and doctors like normal. An amazing service and can't fault the doctors and nurses one bit for what they did for me! Thank you so much for your help, I really couldn't be more grateful.

Posted via NHS Choices 3 weeks ago 22.10.17

I felt like I was having a heart attack I could feel my heart beating irregularly and I was having pains down my left arm and it was going numb.....When I got to a&e they refused to see me straight away there I then sat and waited an hour to be seen by a triage nurse who did an ECG and took some bloods. I waited another hour to see another triage nurseand then was told to go back and sit in the waiting room again and wait for a doctor. I then waited another 2 hours before I was seen by the doctor. The doctor didn't even bother to pull up any of my medical records on the computer and in fact didn't even turn the computer on. (During the consultation patient was advised to see GP, but was in process of changing GPs). The doctor didn't care and said they wouldn't do the simple test. I didn't get told what these bloods were for that they had already taken either. I then was sat back in the waiting room for over another hour and eventually the doctor just walked up to me in the waiting room and said the bloods they did (whatever they were as they wouldn't say) were all fine and to just go home despite my chest pains and wouldn't do anything else for me.

Posted via NHS Choices last month 15.10.17

Today at 11.30am a 93 year old lady fell down five stairs as she went for her usual walk around her housing complex. The paramedics were called and assessed the situation. Being an independent and articulate lady, reluctantly she was taken to RDGH A&E. She had a CT scan, Xray, and various other tests and eventually was allowed home later that day. She will be sore for a few days and quite bruised but thankfully nothing serious. Throughout the whole process she was treated with respect. The paramedic was obviously professional but had empathy, the ambulance team were again professional and empathetic. A&E staff were superb - doctors, nurses, porters xray, ct etc. Couldn't have been better.

And members of the public helped her get to my car when I collected her from the hospital.

A big thank you to RDGH staff and also to the people who took time to help.

Posted via NHS Choices 2.10.17

I attended A&E with my husband after first contacting 111 and being told an out of hours GP would be in touch by phone within 2 hours, within 5 mins he rang us to tell my husband he needed to attend A&E immediately for an urgent catheterization, due to not being able to pass any urine since the night before and was told that it would be treated as an emergency. We attended Rotherham A&E whereupon I explained the circumstances whilst checking him in at the reception desk.

I was told it was up-to 5 hours wait but he should be seen by triage in around an hour.

We sat and waited, my husband was in agony.....I again went to reception after over an hour had passed and they didn't know he'd not yet been seen by triage as apparently they had said he would be soon so they apologized and said he should be seen next.

When finally we were called through and I told triage they said he needed urgent catheterization! The nurse tried the ward but no beds available so said they would try a cubicle in A&E, my husband was in agony so just wanted the soonest possible treatment where ever it was. We were taken straight to a cubicle but then was left hanging about whilst staff who could carry out the procedure were available.

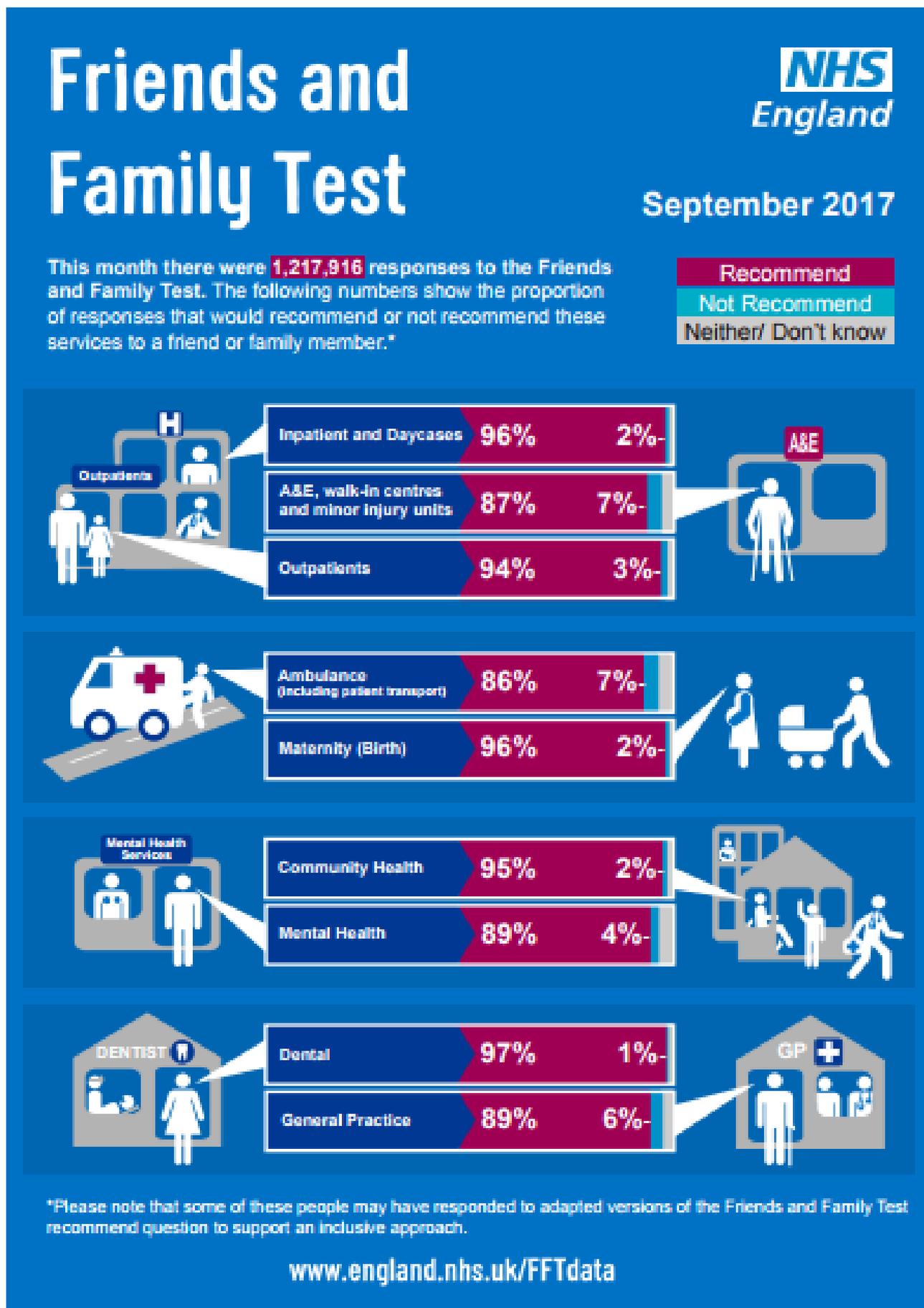
Bloods were mentioned to check his kidneys but still not been requested and still not seen by Doctor over an hour after being catheterized. We were just left waiting. 2 hours after being catheterized we were still waiting to see a doctor so I asked how long before he might be seen and we were told it could be up to 7 hours! This is totally unacceptable.

The comments section of the Healthwatch Rotherham website was also checked for comments relating to the UECC for October; this generated the following four comments all posted on the same day (13th October), so potentially by the same person, these add little extra value to the feedback above:-

- *It took over 2 hours just to be triaged even though I was told an hour maximum waiting time for this*
- *Children s Paediatric department closed and children put in adult section of new emergency care centre*
- *The Emergency Care department is like a cattle market. It's a farce*
- *Consultation rooms in emergency care department are impersonal*

2. FRIENDS AND FAMILY TEST – September data

National Headlines – the national level data summarised as a one page infographic



TRFT data for September

Overall, both response rates and positivity remain strong with the exception of the rates within the UECC. There were a total of 3,334 responses, with only 40 being negative – just over 1%. This represents a slight reduction overall from the previous month, with a similar number of negative responses.

38 negative comments were made, of these (some comments covered more than one theme):-

- One was a positive comment
- 4 were descriptions of the person's health needs, and not a response to the question
- 12 referred to waiting times in some way- 10 of these related to the UECC
- 4 comments were non-specific
- 7 related to some element of communication or staff attitude
- There were 4 other comments; these were around car parking costs; a 'lost' appointment; lack of information; and clinical care.

The UECC received the most negative responses, which at 13 was more than double the previous month- however one of the actual comments was positive, another is not around the specific service. The majority of the comments are around waiting times, and communication linked to this, i.e. being kept informed as detailed above.

| Negative comments UECC categories | | | | | | | | | |
|-----------------------------------|-------------------------------------|------------|------------|------------|-------------|-------------|---------------|-------------|-------------|
| | Total responses | Pos | Neg/no | Neg as % | Wait | Attitude | Communication | Care | Other |
| Oct | 178 (2.9% of eligible) | 166 | 10* | 6.3 | 7/10 | 1/10 | 2/10 | 1/10 | 3/10 |
| Sept | 238 (4% of eligible) | 223 | 13 | 5.4% | 10/13 | 2/13 | | 4/13 | 1/13 |
| Aug | 269 (4.5% of eligible) | 261 | 5 | 1.9% | 3/5 | | 1/5 | 3/5 | |
| July | 103 | 96 | 5 | 5% | 2/5 | | | | 3/5 |
| June | 66 (not robust) | 63 | 3 | 4.5% | 2/2 | | | | |
| May | 215 | 196 | 14 | 6.5% | 6/9 | 3/9 | | | |
| April | 190 | 159 | 29 | 15% | 21/25 | 5/25 | 7/25 | 7/25 | 6/25 |
| | *- One comment wrongly coded | | | | | | | | |

Inpatient and day cases

Response rate of 55%; regionally and nationally this remains a high response rate, and ensures the data is very reliable. Satisfaction at 96% is solid, reliable, and in line with the national average.

Maternity - Response rates remain solid at 46%; overall positivity is also good at over 98%.

UECC - Rate has dropped slightly to 4%; and 238 responses. Positivity has dropped from 97% to 93.7%. This remains the weakest area of data collection. Whilst acknowledging that A&E feedback is challenging for all (few if any reaching more than 25% of potential responses), the response rate achieved sits between the third and fourth quartile nationally.

The UECC had the highest number of 'extremely unlikely' responses

Community services - 567 responses received for August, and a very high positivity rating of 99.5%.

Outpatients - 915 responses and 97% positivity.

Rotherham GP Practices - data for September.

A total of 6,020 responses were collected in September; similar to the previous month.

9 Practices did not submit any data in September, 4 practices have not submitted any responses at all for 12 months. For September, 6 practices had positivity ratings of under the national average of 89%.

This data is routinely shared with the primary care team; and feeds into quality reports.

Note -Comments for GP practices are not routinely seen or reported on to the CCG, or any cross practice thematic analysis carried out.

Mental Health/RDASH

The responses submitted by RDASH from remains low; at this level the data received is not sufficiently robust to be particularly useful; however the collection rates are similar across other mental health providers. The number of responses has been raised and discussed at quality meetings. Data for Rotherham only patients has not been made available over the last few months, neither have free text comments, this has been requested repeatedly.

In September, 192 responses were received just fewer than 20,000 eligible – this is similar to previous months, and covers all RDASH patients, not just Rotherham. Overall satisfaction at 94% is above the national average of 88% though the number of responses makes the data unreliable.

Yorkshire Ambulance Service

Response rates are habitually low; in August, 5 responses were received across 2 categories from a potential of around 95,000 patients. This is in line with previous months, and cannot be used in terms of determining satisfaction.

3. OTHER WORK AND CONTACTS –September/October

• Regional work – 'Looking At Hospital Services'

- Following the public meeting in August, regional work on Hospital Services has started
- From 27th October, patients and the public will have the opportunity to feed into this through a survey, available online and on paper
- We have circulated this to a wide number of organisations and individuals; logging contacts.
- Plans also include additional surveys; an event on 6th December; focus groups with under –represented communities; and telephone surveys
- Recruitment is also underway to a regional citizen's panel.

- **Work with Rotherham Parents Forum Ltd** on their Transition Event, 'Brighter Futures' 10th November, sourcing Health information and stands. This had been requested by parents, who had highlighted the need for information to support transition to adult services. However

attendance on the day was extremely low and the forum will be exploring the reasons for this, and possible solutions.

- **Support to developing the SEND Local Offer Website**, held by RMBC; through several members of staff
- **October Older People's Month events**
 - PPG Manger and Lay Member for PPE attended the Healthwatch event; this also included a presentation on clinical thresholds and a healthy and positive discussion took place.
 - PPG Manager supported the Age UK facilitating table discussions series of events during October.
- **Ongoing support to the Locality Transformation** – with regard to oversight and monitoring of engagement
- Alongside project officer; **support to Rotherham Carer's Forum** for Carers rights day –and around a regional health funding application.
- **Advice/ act as resource to TRFT regarding public engagement**; sharing information on the CCG systems and processes, and discussing opportunities to strengthen public engagement within TRFT; within existing resources.
- **Engagement and communications GB sub-committee –Friday 10th November.** The committee received comprehensive reports on current work including Hospital Services Review, Place Plan, NHS70, and the Rotherham Health Record.
- **Living with and beyond cancer event** – project officer support to the joint partnership working of the Living with and beyond cancer, Rotherham Steering Group and Macmillan programme for their 'Living with and Beyond Cancer' event on 18th October at Carlton Park Hotel. This was attended by 61 stall holders and presenters and around 65 patients and carers. Information and views were captured from patients, carers and those working with them on the day; highlighting the need to make information available for patients – many people expressed surprise at the resources available. Further work is underway to pull together all comments and feedback; this will feed into the regional work stream.
- **Rotherham Ethnic Minority Alliance (REMA) AGM** – extremely busy and well attended event, supported by an incredibly diverse cross section of Rotherham's communities. REMA continue to work with the CCG on health issues and concerns on a regular basis.
- **Different but equal launch-** a vibrant group of young people shared the work they have been involved in, using film and creative approaches; we hope to work with them over the coming year, and are currently in discussions over this

Emergency department services – national survey

The Care Quality Commission's [Emergency Department Survey](#) was published on 17 October, providing feedback from more than 45,000 people who attended emergency departments in September last year. The findings at England and trust level focus on the experiences of people aged 16 or older who attended a Type 1 department (a major 24-hour department that is consultant-led), or a type 3 department (i.e. a minor injuries unit or urgent care centre) run by an acute NHS trust.

The results indicate some positive aspects of care.

Nationally, patients were generally positive when answering questions about their interactions with staff (doctors and nurses). For example, most people said that they:

- had enough time to discuss their health or medical problem
- had confidence and trust in the doctors and nurses examining and treating them
- were listened to

- Felt they were treated with respect and dignity.

Positive responses were also received to questions asking about information provision and communication regarding care and treatment whilst in the emergency department.

Rotherham data

The survey was sent out between October 2016 and March 2017, to 1,250 people who used emergency department services. Responses were received from 263 people at The Rotherham NHS Foundation Trust. The summary for Rotherham is available here:-

<http://www.cqc.org.uk/provider/RFR/survey/4#undefined>

Rotherham does not appear in the top (80th) percentile for any of the questions; and is rated as 'about the same' as other services for all but one question; Q8, Waiting before first speaking to a nurse or doctor. This is rated worse than other services, and is rated low nationally.

Because of the way that the data has been compiled; the system does not provide comparisons with the data from 14/15; each question states either no data or not comparable.

Community mental health survey 2017

<http://www.cqc.org.uk/publications/surveys/community-mental-health-survey-2017>

Eligibility and participation – national data

- Participants: 12,139
- Response rate: 26 per cent
- Data collected September to November 2016
- Eligibility: People who received care or treatment for a mental health condition, over 18 years old.
- Exclusions: People who were only seen once for an assessment, current inpatients, and anyone primarily receiving treatment in specific areas such as drug and alcohol abuse, learning disability services and specialist forensic services.

Key Findings for England

- Around two-thirds of respondents reported a positive experience of overall care.
- The vast majority of respondents said that they knew how to contact the person in charge of their care if they had concerns.
- Higher proportion of respondents this year also knew who to contact out of hours if they were experiencing a crisis.

However, substantial concerns remain about the quality of care some people experience when using community mental health services. There has been little notable improvement in survey results in the last year in the majority of areas.

The survey results suggest scope for further improvements in a number of areas including: crisis care, access and coordination of care, involvement in care, monitoring the effects of medication and receiving additional support.

No Trusts have been categorised within the highest band, identified as 'much better than expected' with results that indicate patient experience that was substantially better than elsewhere. Patients from three trusts experienced care that was 'better than expected':

- 2gether NHS Foundation Trust
- Humber NHS Foundation Trust
- Mersey Care NHS Foundation Trust

One trust, Northamptonshire Healthcare NHS Foundation Trust, has been identified as achieving 'worse than expected' with results that indicate patient experience that was substantially worse than elsewhere.

One trust, Isle of Wight NHS Trust, has been identified as achieving 'much worse than expected' results.

RDASH results

Responses were received from 217 people at Rotherham Doncaster and South Humber NHS Foundation Trust. However it should be noted that for some questions, responses were lower than 100; one had only 39 responses, meaning that for some areas the data should be seen as potentially indicative rather than robust.

RDASH scored 'about the same' as other trusts for the majority of questions; in no question did RDASH rate lower than other trusts. RDaSH rated better than other trusts in the following 4 questions:-

- Contact -for those told who is in charge of organising their care, being able to contact this person if concerned about their care
- Involvement in planning care - for those who have agreed what care and services they will receive, being involved as much as they would like in agreeing this
- Continuity of care -for those for whom the people they see for their care changed in the last 12 months, that their care stayed the same or got better
- Involvement in deciding other treatment or therapies - for those who received treatments or therapies other than medicine, being involved as much as they wanted in deciding what treatments or therapies to use.

Sue Cassin
Chief Nurse

Helen Wyatt
Patient and Public Engagement Manager