

**Public Session**

**PATIENT/PUBLIC ENGAGEMENT  
AND EXPERIENCE REPORT**

**NHS ROTHERHAM CCG**

**3<sup>rd</sup> February 2016**

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## NHS ROTHERHAM

### 1. WHAT WE ARE HEARING...

#### 1.1 Friends Family Test Feedback on TRFTs fracture clinic often highlights issues around long waiting times.

The CCG also received the patient story below, which has been shared in audio format at the start of the meeting.

The issue has been raised in a number of forums, including Clinical Referrals Management Committee and Quality meetings. A number of measures are in place to address the issues including:

- a pathway review, to identify the patients that are currently receiving appointments that add little or no value to their treatment;
- identifying those patients that can be seen and treated effectively in primary care, and ensuring that the pathway will direct these patients appropriately – for example, dressings are being directed to practice nurses, which is felt to be more appropriate, as well as generally more convenient for patients;
- looking at how the fracture clinic actually works, and how staff time can be protected to ensure continuity of service;
- through the FFT steering group, the issue has been raised directly with staff, and the patient story shared. As a result, the following changes have already been implemented:
  - time waiting forms being completed for all patients to monitor clinic waits
  - TVs installed
  - Patients are being communicated with regularly, and are kept informed of waiting times

#### **Text used in the audio clip**

"I recently attended A&E (for 7 hours) after having a worrying experience in which I hurt my foot. I was promptly referred to the fracture clinic as I had a heavy temporary pot put on. My first experience at fracture clinic was very efficient I waited not much time at all on a seemingly very busy waiting room.

I had the temporary pot removed and was told my foot wasn't broken and that it looked like I had muscle tissue damage and I was given some exercises a boot that I could walk in and off I went told I must attend in 4 weeks to check mobility and this was a precaution. I actually attended the clinic in 2 weeks as the boot I was given actually fell to pieces. We phoned up to explain what had happened and I was told that I must see a consultant before another boot could be issued. I actually had no need to see him I just needed to see a nurse for a new boot. The new doctor said that he could see the crack that the first doctor saw but second doctor had said wasn't there and agreed that everything remained the same as planned.

The nurses spoke about the fact that the boots were new and asked if they could keep it to show its ware and tear. I was asked to come back in two weeks.

I had explained that the appointments offered weren't agreeable to my transport arrangements as I wasn't able to drive and was reliant on lifts and childcare. After having to argue this a few times I was finally offered an appointment with another consultant on a day in wish I could attend.

I came back to my just over 4 week appointment. The appointment was for midday. I sat in waiting room A. After 55 minutes of waiting I spoke to a gentleman sat next to me with a young person of school age he had been waiting over 2 hours to be seen. After waiting over an hour I walked to reception to ask what was happening. She looked alarmed by my wait time and went to find out what was happening. In the hour I was sat there no one from the NHS had spoken to us. I was told by the receptionist that I would be looking to wait at least another hour to an hour and a half on top of the hour I had been waiting I was 3rd from the bottom of the list and 7 people were in front of me.

By this point 2 people with tea and coffee had started to make their way round. I went back to reception to look at rearranging. She genuinely looked surprised I wasn't prepared to wait at minimum 2 and a half hours.

I said I thought it was unfair that if they were aware of waiting times that I hadn't been informed on booking in. She said she wasn't aware of them but a nurse behind claimed they had been informing people regularly. I said I had been waiting now nearly an hour and a half and not one nurse had said anything. In fact many nurses had passed us. She just shrugged and said that some people had been waiting nearly 3 hours and still hadn't been seen. After trying to explain my frustration and asking why I hadn't been informed of considerable wait times or even phoned to rearrange I was just offered blank looks from the 3 people in reception.

I went back to my seat to explain to my husband who now was ordering a drink from the trolley. Still nothing had been announced about wait times and not one person had explained anything to us. The man with the child had also still not been seen and his appointment was for 10.55 am.

I went to rebook an appointment instead of having a long explanation like last time I was just offered available clinics. By the time we left the hospital we had been told that we would be seen in about an hour and half from now which would of took the wait time to 3 1/2 hours some people had already been waiting that and still not seen.

I was for the first time informed proactively about the wait time as I was leaving.

The only explanation I had been offered for the wait was that it's a busy clinic.

I had witnessed many people getting up and walking out and actually one lady who had been waiting since 11am said she had a job interview and had to go she said she hadn't been informed either of wait time.

I arrived to my next appointment which I was hoping to be my last.

I booked in and asked straight away about wait times to be told that I would be waiting a while by a different receptionist to the last few experiences. I asked how long and she said it's on the board. After working out where that was the receptionist had also asked for me to be told an hour. I was told to wait in the main area. I had a 4.30pm appointment. After 30 minutes of waiting we were asked in a very long roll call to move to waiting a and was told quite abruptly that we would be waiting an hour from appointment time. 5 minutes later we were informed as a collective that we would be waiting an hour and a half from now. It made no sense. After commenting on this and the fact if I was made to wait again for considerable periods I would be making a complaint a nurse came out 2 minutes later and said I would be seen an hour from appointment time. I asked why in ten minutes that the wait time had changed so dramatically she didn't know.

People had already walked out again when it was announced that a wait time of 1 1/2 hrs from now would be waiting time.

My husband persuaded me to be patient I just wanted to be mobile again and was already frustrated from my situation but equally from previous experience.

I was actually seen the final time before the hour. I explained that my second boot had also nearly fallen to bits despite it not getting as much wear. That the boots stretch and that the material falls to bits. For the second time the pump wasn't working. I just got a shrug and said well you don't need it anymore. For the first time in my last two experiences the doctor apologised for the wait. He wasn't sure if I had a crack or not but definitely had muscle tissue damage. Not one person had actually at any point apologised for any of the waiting times.

Obviously I know that A&E has a high wait time but to be waiting 3hours plus on top of appointment time in fracture clinic seems a bit much.

I have attended hospitals a lot and high demand clinics and never have waited more than 40mins"

## 1.2 Feedback from Healthwatch

During December, Healthwatch Rotherham received 22 positive comments on treatment and care; 10 comments on administration (mix of positive and negative), and 10 – mainly positive – comments on access to services. The following comments have been shared as indicative:

- Get here half an hour early for your appointment so you can be assessed they said. Well I got here at 2.15 for my 2.45 appointment as requested. Guess what??? still waiting (Rotherham Hospital)
- “Butterfly Room at Rotherham Hospital is so peaceful, just what my granddad deserves. Love you so much” (Rotherham Hospital)
- I am under the care of Swallownest Court. They have really looked after me by supporting me whenever I need it. (Swallownest Court)
- “Because of work commitments I am unable to have blood test on Thursday. This causes only a minor problem because I use facilities open on other days. Doctor patient experience is excellent. Both doctors take time to inform, explain and listen. All staff are friendly, helpful and professional this includes receptionists.” (Rosehill Medical Centre)
- The staff cope well considering the large number of patients (Parkgate Medical Centre)

## 1.3 Patient Opinion

No local services are actively promoting Patient Opinion, as the focus is on the mandatory Friends and Family Test. The comments below have been posted:

- My elderly mother was recently admitted to the MAU, during her short stay she was treated with kindness, dignity, compassion and respect at all times by all members of staff.
- My elderly grandmother recently had a bladder examination at Rotherham Hospital's Endoscopy Unit. Though it was painful the nurses were brilliant and caring and explained what they were doing during the procedure. She was told that she will have to go back for a biopsy, but after all the pain and discomfort caused because of procedure she wondered why the biopsy and bladder examination couldn't have taken place on the same day. She also had to have a scan on her bladder. Going to hospital can be very frightening for many older people, especially when it is for something painful and uncomfortable, as well as the issue of travel problems that may be involved. Would it be possible for such procedures to be scheduled for the same day to reduce stress, pain, anxiety, time and costs?

## 2. FRIENDS AND FAMILY TEST (FFT) November 2015

### 2.1 National Headlines

The national level data is now summarised as a one page infographic

<https://www.england.nhs.uk/wp-content/uploads/2016/01/fft-summary-infographic-nov15.pdf>

### 2.2 TRFT

Overall 4040 positive responses; 66 negative responses for November

Across the whole trust, only three areas demonstrated a positivity rating of less than 90%, School nursing at 79%; and fracture clinic at 68%; these were both outliers in October 2015.

The majority of negative comments were focused on waiting times

### 2.3 Rotherham GP Practice data for November

- 7 practices failed to submit any data in November.
- The overall numbers collected across Rotherham have remained similar for several months
- 3 practices recorded positivity ratings of less than 80%;

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
1448	1142	741	864	608	818	752	867	816	872	789

Currently, we have no access to free text data comments to identify the issues that patients are raising and the actions practices are taking to ameliorate these issues.

## 2.4 Mental Health/RDASH

The responses submitted by RDASH from Rotherham Patients remains low; at this level the data received is not sufficiently robust to be particularly useful. The number of responses has been raised at quality meetings. The positive ratings for November are 83%, lower than the national average of 87%.

	May	June	July	Aug	Sept	Oct	Nov
<b>Totals</b>	<b>319</b>	<b>389</b>	<b>402</b>	<b>394</b>	<b>330</b>	128	230
Rotherham	54	82	97	82	80	N/A	48

### Summary of issues raised in the free text comments

- Many of the comments praise the service received, name staff that have made a real difference to people and cite 'supportive and helpful staff'
- The majority of the comments with either a criticism or a suggestion for improving services talk about access in some way; ie:
  - Less waiting time to access
  - Fast access to one to one
  - More appointments/sessions
  - Longer session
- Two people referred to groups, and not having their needs fully met via group sessions
- A few comments refer to consistency and accuracy of care; ie of key worker; accuracy of records- all contacts being recorded on notes
- A couple of comments have been disregarded as inappropriate and unhelpful
- One comment suggests more information being available in GP surgeries
- One comment details the negative experience of a parent of someone with ASD

## 2.5 Ambulance data

Responses remain low, particularly across Yorkshire; YAS submitted 49 responses for patient transfer and 15 responses for 'see and treat'.

## 3. OTHER WORK AND CONTACTS DURING DECEMBER

### • PPG Network 1<sup>st</sup> December

Presentation on the CCG annual plan; however the bulk of conversation focused on CSE

### • Support to Mental Health Work Streams

- Transformation pre-consultation work led by RDASH
- CAMHS engagement project – a small amount of the transformation fund have been earmarked for an independent audit; this will take place between January and March 2016
- Procurement work

- **Working Together**

Work with Communications and Engagement leads across South Yorkshire to identify issues and actions for the Working Together program, initially focusing on Children's Surgery and Stroke.

- Branding and messages for the exercise have now been agreed, and materials available from January.
- CCGs will be expected to hold conversations with communities between January-March 2016, as 'pre-consultation', on both children's surgery and stroke, focusing on 'what makes a good service'.
- The outcome of these conversations will feed into a cross-area consultation during the summer for both children's surgery and stroke.
- A local communication and engagement plan has been developed, and fed into the regional plan.
- We have met with Healthwatch, who are onboard and supporting the work.

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*February 2016*