

**Public Session**

**PATIENT/PUBLIC ENGAGEMENT  
AND EXPERIENCE REPORT**

**NHS ROTHERHAM CCG**

**February 7th 2018**

## CONTENTS

1.	WHAT WE ARE HEARING.....	3
2.	FRIENDS AND FAMILY TEST – November Data .....	4
3.	OTHER WORK AND CONTACTS Dec/January.....	6

## NHS ROTHERHAM

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

#### **Patient story around integrated working, courtesy of Rotherham Healthwatch**

Rotherham Healthwatch have completed a number of patient interviews, working with the Integrated Locality Pilot. They drew our attention to the following positive story, as they felt it indicative of what the joint working is seeking to achieve.

#### **The story**

Mr S, who is aged 86, fell 8 weeks ago and was borderline for hospital admission. A care plan was pulled together with the aim of monitoring him and to enable him to stay at home.

The patient was impressed with the communication, which he felt had been good. The care plan was working well, Mr S was also impressed by their care, he felt that he was not just a number, and that care was holistic and integrated.

In addition, the care plan had been put in place immediately with the Occupational Therapist and it all 'fitted together'.

Mr S also remarked that 'all staff are so caring, especially the Community Matron'; naming the member of staff specifically.

He felt that previously communication had not always worked well, and he had not felt engaged in care before, but this had improved a lot. It is significant that Mr S stated that he did not know which staff worked for which organisation, but felt that they all worked well together, mentioning in particular the physiotherapist.

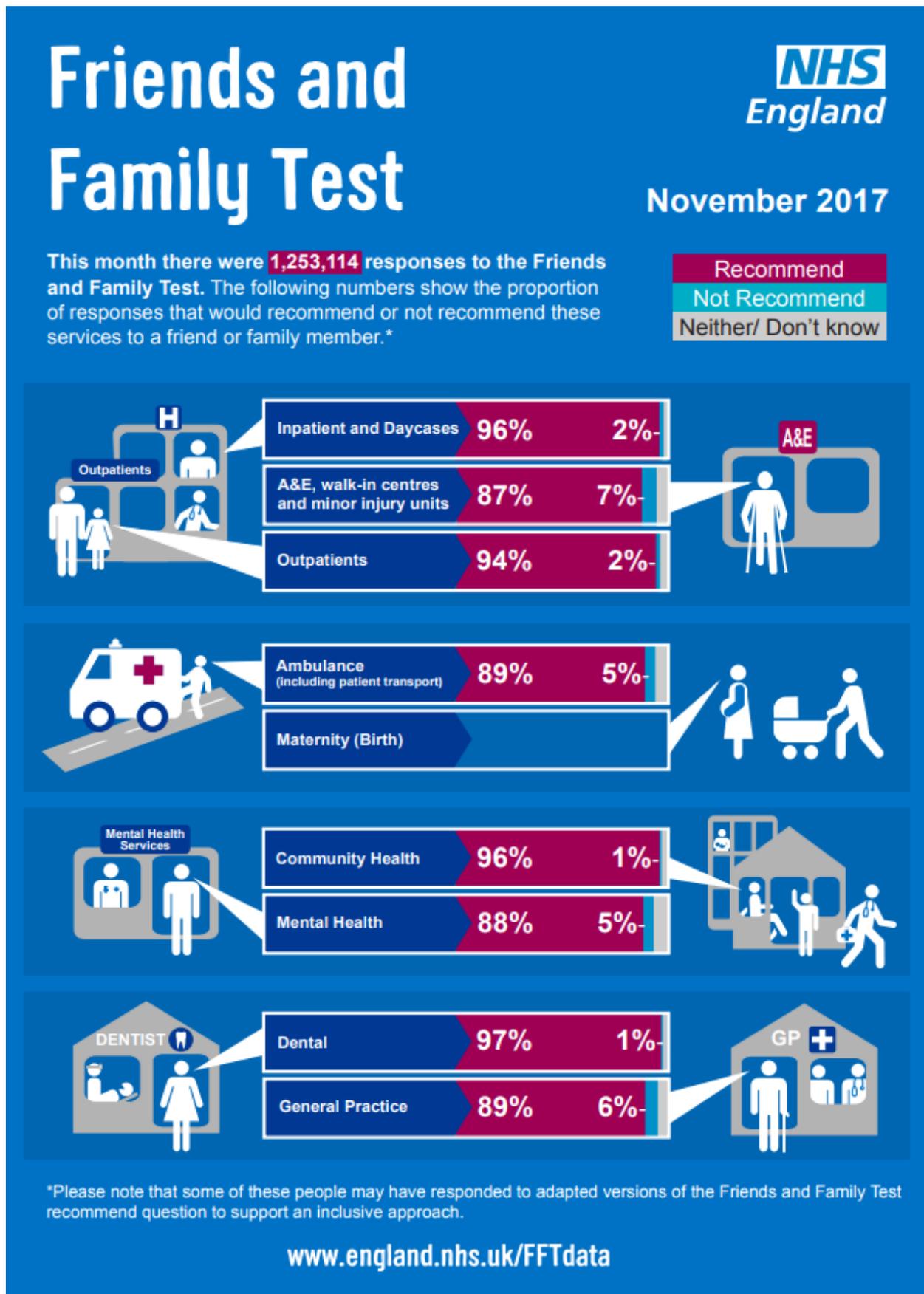
One key change that was felt to be a great asset, was that; "*authority for prescribing had been given to the District Matron*".

Overall, Mr S has been very happy with his care, and his daughter also commented positively on the quality of care. He mentioned that his sister in law lives in Maltby, and is a patient at Dr K's practice; she doesn't receive the same level of integrated care, and is very jealous.

Mr S scored the service 10/10.

2. FRIENDS AND FAMILY TEST – November Data

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



## **TRFT data for November**

Overall, both response rates and positivity remain strong with the exception of the rates within the Urgent & Emergency Care Centre (U&ECC). There were a total of 3,502 responses, with only 47 being negative – just over 1%. 26 of these responses were received from the UECC

The negative responses contained 41 negative comments, of these (some comments covered more than one theme):-

- Two were positive comment; one was neutral
- 18 referred to waiting times in some way- mostly to the UECC
- 7 related to some element of communication or staff attitude
- 4 other comments related to comfort issues such as food, temperature and parking

**Inpatient and day cases** - Response rate of 56%, which remains high in comparison to other trusts. Satisfaction at over 96% is solid, and reliable.

**Maternity** -Response rates remain solid at 42%; overall positivity is also good at over 100%.

**U&ECC** - Rate has risen to 8.6%; and with 474 responses, has more than doubled. Positivity is 93%, which is substantially higher than the national average of 87%. This remains the only weak area of data collection, and continues to be challenged. Again, the UECC had the highest number of 'extremely unlikely' responses.

**Community services** - **599** responses received, with high positivity rating of over 93%, a slight decrease.

**Outpatients** - 911 responses - and over 95% positivity, again a slight decrease, though higher than the national average.

## **Rotherham GP Practices data for November**

A total of 5,816 responses were collected in November; similar to the previous month.

8 Practices did not submit any data in November, the same 8 practices not submitting data last month again failed to submit; 4 of these have submitted no FFT data in a year. Of the practices submitting data, 3 had positivity rating below 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 response rates submitted by RDASH remains low; at this level the data received is not sufficiently robust to be particularly useful; however the collection rates are similar across other providers. The number of responses has been raised 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 November, 185 responses were received just under 20,000 eligible – this is similar to previous months, and covers all RDASH patients, not just Rotherham.

## **Yorkshire Ambulance Service**

Response rates are habitually low; in November, 3 responses were received across 2 categories from a potential of around 98,000 patients. This is in line with previous months, and cannot be used in terms of determining satisfaction.

### **3. OTHER WORK AND CONTACTS Dec/January**

- Engagement and communication committee Jan 12<sup>th</sup>
  - Report received on the positive results of the NHSE Engagement assessment, and considered future actions; these will be refined once the improvement template is made available nationally
  - Updates on the ACP; noting that both regional and local meetings had taken place, and that a citizens' panel is being developed.
  - Rotherham Place Plan update; work is ongoing to bring together engagement and communications staff and strategies, and align these with work streams. The committee noted that while RCCG engagement and communication strategy runs to 2019, this does need to be refreshed to align with recent changes and developments.
  - Engagement and consultation on the Community Transformation Pilot roll out will be determined once the evaluation is released; this is expected at the end of January 2018.
  - The meeting also discussed update on choice; and considered the process for the annual report.
- Patient involvement in Waverley GP procurement – two PPG representatives volunteered to be part of the Waverly procurement; this model was successful, and will be applied to future procurement initiatives wherever possible
- SY&B engagement leads received a briefing and took part in a session on future engagement, led by ACP engagement staff. This gave a valuable, informal opportunity to consider barriers, and identify solutions to emerging work streams
- SY&B Experience and Engagement Forum – quarterly meeting shared useful presentations from provider trusts on initiatives around extending engagement.
- Attendance at the January GP PLTC event to share the work on Maternity Voice and Better Births
- Supporting corporate activity through
  - contributing to the Commissioning Plan refresh; ensuring that this reflects the latest guidance;
  - Refreshing the engagement mapping document for the current year

**Sue Cassin**  
**Chief Nurse**

**Helen Wyatt**  
**Patient and Public Engagement Manager**