



Public Session

**PATIENT/PUBLIC ENGAGEMENT
AND EXPERIENCE REPORT**

NHS ROTHERHAM CCG

January 2018

CONTENTS

1.	WHAT WE ARE HEARING.....	3
2.	FRIENDS AND FAMILY TEST – October data	4
3.	OTHER WORK AND CONTACTS –October/October.....	6

NHS ROTHERHAM

1. WHAT WE ARE HEARING...

GP Access

A simple and straightforward survey was created, tested and modified to check out public preferences against various options for extended hours. This was shared widely on social media, and also on a link through MJOG, giving an unprecedented number of responses at just short of 2,000. Below are several of the main themes:-

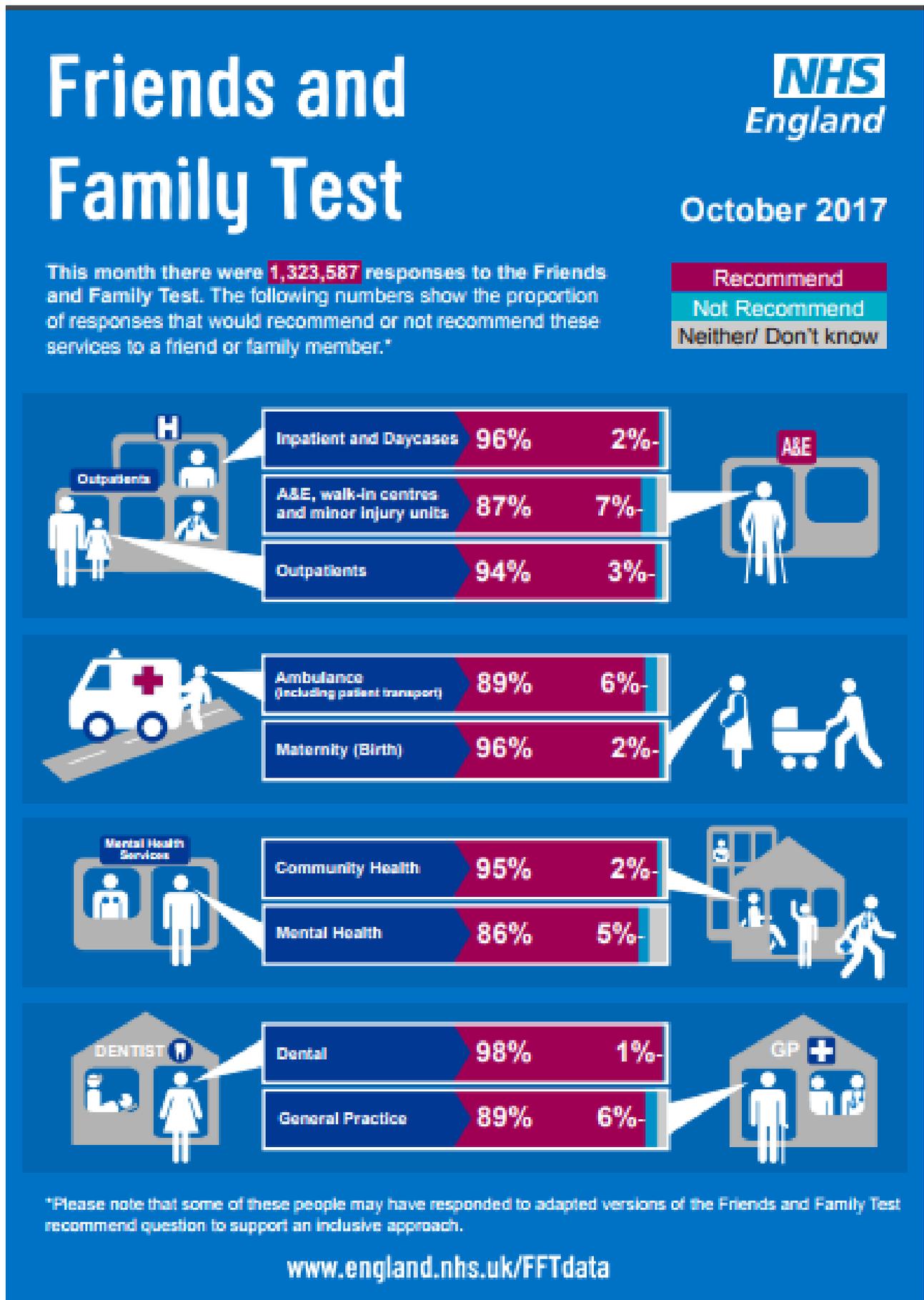
- Preferred access options included better access at the patients' own GP, with considerable interest in online access on Sundays.
- A lot of the comments referred to the difficulties of getting an appointment, especially if people are in work – it should be noted that well over half of those completing the survey were in full or part time work.
- In addition there was a considerable amount of acceptance for telephone consultations; alongside a general unwillingness to travel more than 5 miles to access services
- Those completing the survey of retirement age were in approximate proportion to the general population.
- There were a small but significant number of comments regarding continuity of GP; the intention is to analyse these further to consider the demographic data of these respondents (i.e. age and long term condition)

Several representative comments are below:-

- Hardest thing is getting an appointment when you work , it's virtually impossible to get through on the phone and when you do there are no appointments left as feels like they are taken up with frequent attenders who the GP can book in ahead . Get told to phone on the day which is so difficult when you work and can't have your phone on at workthen trying to get out of work
- None of the above in particular however what is needed is to be able to access a GP when I am available and able to due to working full time. I am overdue a smear by 14 months due to not being able to get as its when they want as opposed to when I am available to
- Better access to the surgery by telephone to make appointments. From 8.30 to 9.30, I am unable to get through, only to find when I get through that all appointments for that day have gone. Also perhaps a separate telephone system for access to the nurses' appointment system from the doctors. For example if I need a vaccine, why can't I just make an appointment with a secretary dedicated for the nurses, that have a different telephone number than to the doctors
- I am a mother of two and sometimes struggle to get appointments quickly and before school times. Having a service before school times (am) and a Saturday GP service (as I also work full time) would be very convenient and helpful.

2. FRIENDS AND FAMILY TEST – October data

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



TRFT data for October

Overall, both response rates and positivity remain strong with the exception of the rates within the Urgent and Emergency Care Centre (UECC). There were a total of 3,732 responses, with only 33 being negative – less than 1%; this is due to a slight increase in responses, and a small decrease in the number of negative responses.

The negative responses contained only 28 negative comments, of these (some comments covered more than one theme):-

- One was a positive comment; one was neutral
- 17 referred to waiting times in some way - 9 of these related to the UECC
- 5 related to some element of communication or staff attitude
- 4 other comments related to comfort issues such as food and noise at night

Inpatient and day cases

Response rate of 57%; regionally and nationally this remains a high response rate, and ensures the data is very reliable. Satisfaction at over 97% is solid, reliable, and above the national average.

Maternity - Response rates remain solid at 41%; overall positivity is also good at over 99%.

UECC - Rate has dropped again to 2.9%; and 178 responses. Positivity has also dropped slightly – another 1% to 92.7%. This remains the weakest area of data collection, and continues to be challenged. Again, the UECC had the highest number of ‘extremely unlikely’ responses.

Community services - 633 responses received for August, with high positivity rating of over 98%.

Outpatients - 1077 responses – an increase - and over 98% positivity.

Rotherham GP Practices data for October

A total of 6,376 responses were collected in October; similar to the previous month.

8 Practices did not submit any data in October, 4 practices have not submitted any responses at all for 12 months. Of the practices submitting data, 5 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 to the CCG, or any cross practice thematic analysis carried out.

Mental Health/RDASH

The number of responses submitted by RDASH remain 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 October, 185 responses were received from just under 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 October, 6 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 –October/October

Regional work – ‘Looking At Hospital Services’

- **6th Dec – Source Meadowhall** – well attended, 4 Rotherham patients attended. This was a more formal event, with the hospital review areas detailed, and opportunity to comment via post its, and to ask questions.
- **Local event** – 12th December – 2 people members of the public attended, however this did enable detailed conversation, which has been recorded and passed to the regional leads
- **Citizens panel** – support to recruitment and initial training session. Currently only one person from Rotherham has expressed interest in being part of this.
- **Carers rights day.** CCG staff attended and discussed both the GP Access Survey, and the minor ailments scheme
- **Minor Ailments scheme-** Support to Medicines Management Team in work around the Minor Ailments Scheme; initiating discussion and conversation with a variety of community groups and organisations about how the scheme works in practice, alongside the original aims of the scheme.
- **PPG network-** the network met on 5th December, and heard a short presentation on Patient Choice, with a call to action, to take the information back to practices. The meeting then discussed in some depth the commissioning priorities. There was a good depth of informed comments on a number of areas; these have been collated and will be used to further inform and develop the CCGs commissioning plan
- **GP access survey-** as reported above
- **Waverley procurement** – support to enable patient and public involvement in the tender process
- **SYB engagement leads** - we meet quarterly on an informal basis; this is proving increasingly useful in terms of sharing resources and good practice, and highlighting opportunities to work closely and adopt similar approaches.
- **Youth Cabinet Manifesto Launch** - attended by several officers
- **Maternity Voices Partnership** – ongoing work to establish a better voice for mums and families in Rotherham. This will feed into both local and regional work streams

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Appendix

Children and young people inpatient and daycase survey – Published Nov 2017

This survey looked at the experiences of 34,708 children and young people under 16 who received inpatient or day case care during October, November and December 2016. This was a response rate of 26%. Between February and June 2017, a questionnaire was sent to a maximum of 1,250 recent patients at each trust. Each NHS trust has a score out of 10 for each question (the higher the score the better), and a rating of 'Better', 'About the same' or 'Worse'. Where the number of answers received was too low (less than 30 respondents), results are not reported – this is shown as 'Not applicable'.

No overall rating is given, as it was felt this would be meaningless, as the various components are so varied.

Key findings for England

Overall children and young people's experiences of inpatient and day case care were mostly positive. The majority of children and young people said they were well looked after while in hospital, staff were friendly and that they received answers to their questions. Most parents and carers reported positive experiences for how their child's pain was managed and for receiving enough information about new medication.

The survey results suggest there is scope for improvement in a number of areas, including:

- Children and young people having enough things to do whilst in hospital
- Involving children and young people in decision making
- Being treated on age appropriate wards

The young experts by experience have made a short video, presenting the results in a child friendly format:-

<http://www.cqc.org.uk/publications/surveys/children-young-peoples-survey-2016>

Rotherham findings

Responses were received from 132 patients at The Rotherham NHS Foundation Trust; this is a relatively low number, and the findings should reflect this. There are no areas where responses were lower than other similar trusts or facilities, and three areas where the responses were better than most.

Going to hospital	Overall score unavailable
Choice of admission date for parents and carers being given a choice of admission date <i>We asked parents and carers of children aged 0-7 this question</i>	Not applicable
Change of admission date for the hospital not changing the child's admission date <i>We asked parents and carers of children aged 0-7 this question</i>	Not applicable
The hospital ward	Overall score unavailable
Things to do for children and young people saying there were enough things to do in hospital. <i>We asked patients aged 8-15 this question</i>	6.6/10 About the same
Food for children and young people saying they liked the food in hospital <i>We asked patients aged 8-15 this question</i>	Not applicable
Sleep for children and young people feeling it was quiet enough to sleep when needed in hospital. <i>We asked patients aged 8-15 this question</i>	Not applicable
Privacy for children and young people feeling they had enough privacy during their care and treatment. <i>We asked patients aged 8-15 this question</i>	7.6/10 About the same
Play for children saying staff played with them whilst in hospital <i>We asked patients aged 8-11 this question</i>	Not applicable

Suitability of ward for young people feeling the ward they stayed on was suitable for their age. <i>We asked patients aged 12-15 this question</i>	Not applicable
Play for younger children for parents and carers saying staff played with their child while in hospital. <i>We asked parents and carers of children aged 0-7 this question</i>	8.1/10 About the same
Enough things for younger children for parents and carers saying there were enough things for their child to do in hospital. <i>We asked parents and carers of children aged 0-7 this</i>	8.2/10 About the same
Food for young children for parents and carers saying their child liked the food in hospital <i>We asked parents and carers of children aged 0-7 this question</i>	6.5/10 About the same
Privacy for younger children for parents and carers feeling their child was given enough privacy during their care and treatment. <i>We asked parents and carers of children aged 0-7 this question</i>	9.3/10 About the same
Type of ward stayed on for children spending most or all of their stay on a ward designed for children or adolescents, and not on an adult ward. <i>We asked all parents/carers this</i>	9.4/10 About the same
Appropriate equipment or adaptations for parents and carers saying the ward had the appropriate equipment or adaptations their child needed. <i>We everyone this question</i>	8.9/10 About the same
Cleanliness for parents and carers saying the room or ward their child stayed on was clean <i>We asked all parents and carers this question</i>	8.8/10 About the same
Hospital staff	Overall score unavailable
Speaking with staff for children and young people saying staff spoke with them about how they were going to care for them. <i>We asked patients aged 8-15 this question</i>	9.7/10 About the same
Understanding what staff say for children and young people saying they understood what staff said when speaking with them. <i>We asked patients aged 8-15 this question</i>	8.1/10 About the same
Able to ask questions for children and young people saying they were able to ask staff questions. <i>We asked patients aged 8-15 this question</i>	9.8/10 About the same
Questions being answered for children and young people saying staff answered their questions. <i>We asked patients aged 8-15 this question</i>	Not applicable
Involvement for children and young people saying that they were involved in decisions about their care and treatment. <i>We asked patients aged 8-15 this question</i>	Not applicable
Support when worried for children and young people saying that hospital staff spoke with them when they were worried. <i>We asked patients aged 8-15 this question</i>	8.8/10 About the same
Talking to a doctor or nurse alone for young people feeling able to speak with a doctor or nurse without a parent being there. <i>We asked patients aged 12-15 this question</i>	Not applicable
Staff introducing themselves for parents and carers saying that new staff introduced themselves. <i>We asked parents and carers of children aged 0-7 this question</i>	8.8/10 About the same
Communicating with young children for parents and carers saying that staff communicated with their child in a way they could understand. <i>We asked parents and carers of children aged 0-7 this question</i>	7.7/10 About the same
Conflicting information for parents and carers saying staff did not give them conflicting information. <i>We asked parents and carers of children aged 0-7 this question</i>	7.5/10 About the same
Parents and carers feeling listened to for parents and carers saying they felt staff listened to them. <i>We asked parents and carers of children aged 0-7 this question</i>	8.4/10 About the same
Explanations parents and carers could understand for parents and carers saying that staff gave them information in a way they could understand. <i>We asked all parents and carers this</i>	9.0/10 About the same
Keeping parents and carers informed for parents and carers saying that staff kept them informed about their child's condition while they were in hospital. <i>We asked all parents and carers this question</i>	8.2/10 About the same
Parents and carers able to ask questions for parents and carers saying they were able to ask staff questions about their child's care. <i>We asked all parents and carers this question</i>	8.9/10 About the same
Planning care for parents and carers saying staff agreed a plan for their child's care with them. <i>We asked all parents and carers this question</i>	8.7/10 About the same
Parent and carer involvement for parents and carers being involved in decisions about their child's care and treatment. <i>We asked all parents and carers this question</i>	8.4/10 About the same
Information for parents and carers being given enough information to be involved in decisions about their child's care. <i>We asked all parents and carers this question</i>	8.7/10 About the same
Children's medical history for parents and carers saying staff were aware of their child's medical history before caring and treating them. <i>We asked all parents and carers this</i>	8.4/10 Better
Individual or special needs for parents and carers saying staff knew how to care for their child's individual or special needs. <i>We asked all parents and carers this question</i>	8.3/10 About the same

Help when needed for parents and carers saying staff were available when their child needed attention. <i>We asked all parents and carers this question</i>	8.1/10 About the same
Staff working together for parents and carers saying the staff caring for their child worked well together. <i>We asked all parents and carers this question</i>	9.0/10 About the same
Confidence and trust for parents and carers saying they had confidence and trust in staff treating their child. <i>We asked all parents and carers this question</i>	8.8/10 About the same
Facilities for parents and carers	Overall score unavailable
Access to hot drinks for parents and carers being able to access hot drinks when in hospital <i>We asked all parents and carers this question</i>	8.5/10 About the same
Food preparation for parents and carers being able to prepare food in hospital. <i>We asked all parents and carers this question</i>	3.9/10 About the same
Facilities for staying overnight for parents and carers who stayed overnight saying facilities were good. <i>We asked all parents and carers this question</i>	7.1/10 About the same
Pain management	Overall score unavailable
Pain management for children and young people saying staff did everything they could to help their pain. <i>We asked patients aged 8-15 this question</i>	Not applicable
Parent and carer's views on pain management for parents and carers saying they thought staff did all they could to ease their child's pain. <i>We asked all parents and carers this</i>	8.7/10 About the same
Operations and Procedures Click for question scores	Overall score unavailable
Information before an operation or procedure for children and young people saying they were told what would be done before their operation or procedure. <i>We asked patients aged 8-15 this question</i>	Not applicable
Information after an operation or procedure for children and young people saying they were told how the operation or procedure had gone . <i>We asked patients aged 8-15 this</i>	Not applicable
Information for parents & carers before an operation or procedure for parents and carers saying they were told what would be done before their child's operation or procedure. <i>We asked all parents and carers this question</i>	9.6/10 About the same
Answers to questions before an operation or procedure for parents saying staff answered questions before their child's operation or procedure in a way they could understand <i>We asked all parents and carers this question</i>	9.2/10 About the same
Distracting a child during an operation or procedure for parents and carers saying staff played with their child to distract them during the operation or procedure <i>We asked all parents and carers this question</i>	8.4/10 About the same
Information for parents & carers after an operation or procedure for parents and carers receiving an explanation about how the operation or procedure had gone <i>We asked all parents and carers this question</i>	9.2/10 About the same
Medicines	Overall score unavailable
Information about medicines for parents and carers saying they received enough information about their child's new medication. <i>We asked all parents and carers this</i>	9.5/10 About the same
Leaving Hospital	Overall score unavailable
What to do in case of further concerns for children and young people saying they were told who to contact if they were worried about anything when they got home. <i>We asked patients aged 8-15 this question</i>	9.4/10 Better
Information about next steps for children and young people saying they were told what would happen next after they left hospital, <i>We asked patients aged 8-15 this question</i>	8.2/10 About the same
Advice on self care for children and young people saying they were given advice about how to care for themselves when they got home	9.5/10 Better
What to do if concerned about their child for parents saying they were told who to contact if they had concerns when they got home. <i>We asked parents/carers of children aged 0-7 this</i>	9.3/10 About the same
Parents and carers being given information about next steps for parents and carers saying they were told what would happen next after their child left hospital <i>We asked all parents and carers this question</i>	8.2/10 About the same
Advice on caring for child for parents and carers saying they were given advice about how to care for their child when they got home. <i>We asked all parents and carers this question</i>	9.0/10 About the same

Information to take home for parents and carers saying they given written information about their child's condition or treatment to take home. <i>We asked all parents/carers this</i>	8.9/10 About the same
Overall	Overall score unavailable
Friendliness for children and young people saying that staff looking after them were friendly <i>We asked patients aged 8-15 this question</i>	9.3/10 About the same
Being well looked after for children and young people saying that they were looked after well in hospital. <i>We asked patients aged 8-15 this question</i>	8.8/10 About the same
Parents and carers feeling staff were friendly for parents and carers saying the staff looking after their child were friendly. <i>We asked parents and carers of children aged 0-7 this</i>	9.2/10 About the same
Parents view of child being well looked after for parents and carers saying that staff looked after their child well. <i>We asked parents and carers of children aged 0-7 this question</i>	9.1/10 About the same
Dignity and respect for parents and carers saying they were treated with dignity and respect by staff looking after their child. <i>We asked parents/carers of children aged 0-7 this</i>	9.3/10 About the same
Parent and carer being well looked after for parents and carers feeling they were looked after well when their child was in hospital. <i>We asked all parents and carers this question</i>	8.4/10 About the same
Parents view of child's overall experience for parents and carers saying their child's overall patient experience was good. <i>We asked all parents and carers this question</i>	8.4/10 About the same