



investor in excellence



## Public Session

# PATIENT/PUBLIC ENGAGEMENT AND EXPERIENCE REPORT

**NHS ROTHERHAM CCG**

**4<sup>th</sup> July 2018**

*This report is intended to keep Governing Body members informed on Patient Experience & Engagement across commissioned services & not intended for decision making.*

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## NHS ROTHERHAM

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

Over the last four weeks there has been quite a lot of feedback around GP practices; most of which has been very positive. Where comments have not been positive, they have generally been around access. The positive comments do demonstrate clearly how helpfulness and attitude impact hugely on the patient experience. All have been anonymised for the purpose of this report.

#### **Via NHS Choices- June 2018**

*I just phoned the surgery to ask advice, about who I needed to see, regarding specific issues. The person that I spoke to was not only pleasant and polite, as you would expect, but anticipated my needs and made suggestions as to the best way to proceed to get the appointments that I needed.*

*They gave me different options and 'went the extra mile' to make sure that I got the appointments that were best suited to me, with the relevant doctors. I didn't have to press them to do any of this. They tried their best to help from the moment they answered the call, right through to the end. Thank you. You just made my life a little easier.*

#### **Via NHS Choices June 2018**

*Having just joined this medical centre.....I cannot believe the difference, from the helpfulness of the reception staff, to the nurses and doctors I have seen.*

*They have a real can do attitude.....So glad my friend advised me to register with this doctors.*

#### **Via NHS Choices May 2018**

*Always receive excellent care .....off both doctors and nurses, always kept informed of the Doctor is running behind. Lovely modern surgery we are lucky to have it in our village*

#### **Via NHS Choices May 2018**

*I recently consulted with the Nurse Practitioner, for routine examination.*

*I was treated with great respect and consideration.*

*Very professional yet friendly, which is what I expect from my GP surgery and I wasn't disappointed.*

*A commendable service worthy of positive feedback.*

#### **Via NHS Choices May 2018**

*I had to get an "emergency appointment" for my son it was a Tuesday after a bank holiday. I spoke to the receptionist then I was called back by a nurse practitioner to see if my son was suitable for an appointment. We were booked in for 2.30 with the doctor. Just want to say thank you to all the staff who were involved in my sons care, the receptionist was very attentive, concerned, and really wanted to help the ANP was supportive and caring and the doctor was lovely with my son.*

#### **Via NHS Choices May 2018**

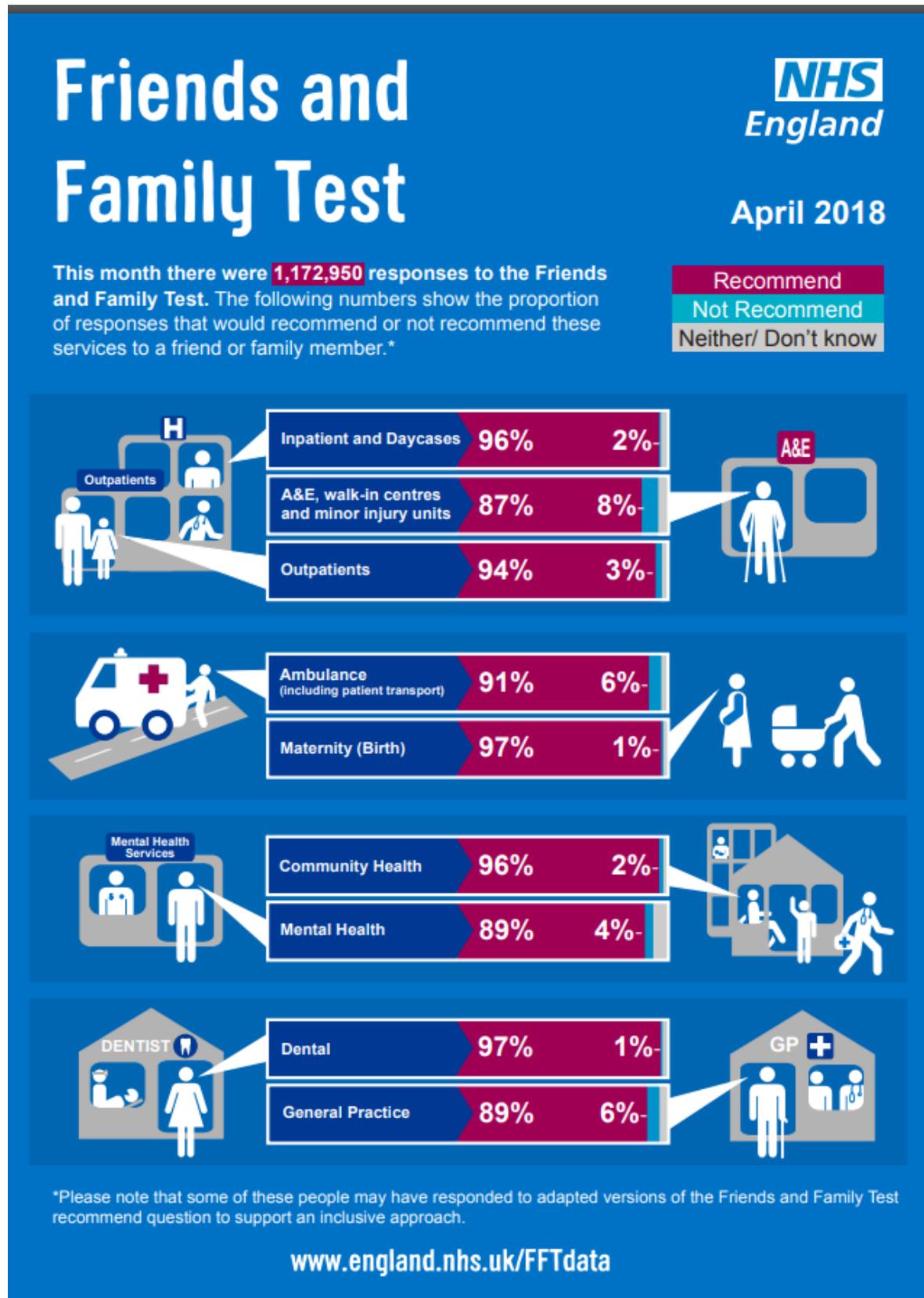
*Can never get an appointment when you need one always 6 weeks in front of when you need it*

#### **Via PPE Manager June 2018**

*We were trying to get an appointment at our GPs for weeks for my husband, and weren't told about the appointments at the hub practice. As soon as we found out about this, we were able to arrange an appointment, and the service was excellent. People do need to know about this service!*

## 2. FRIENDS AND FAMILY TEST – April data

The national level data summarised as a one page infographic



Overall, TRFT received 3820 ratings; the majority of which were positive.

There were 35 negative responses of which only 25 contained a comment, some of these gave no useful detail as to the reason for the rating, while others covered several themes, and some included positive elements:-

- 12 referred to long waiting times in some way
- 12 related to some element of poor communication or staff attitude
- 3 comments related to comfort issues such as being cold
- 1 comments referred negatively to the new UECC
- 1 comment noted the difficulties in accessible parking

**Inpatient and daycases** - Response rate of 50%, solid satisfaction at 98.7%. The extremely high response means that the reflection of positivity is reliable.

**Maternity** - Response rates are strong at 49%; and positivity remains over 99%.

**Urgent and Emergency Care Centre (UECC)** - response rate of 2.8%; equating to 163 responses. Positivity at 97% is strong and is higher than the national average of 84%. This remains the only weak area of data collection, and continues to be challenged.

**Community services** – 858 responses received, with high positivity rating of over 95%.

**Outpatients** – More than 1200 responses received, with above 97% positivity.

### **Rotherham GP Practices data for May**

A total of 5495 responses were collected in May, 11 practices did not submit data for May. While one practice submitted data for the first time in a year, several others who regularly submit data failed to do so.

- 6 practices had positivity rating more than 1% below the national average of 89%
- 11 practices had positivity ratings of 90% plus

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 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 May, 169 responses were received over 19,000 eligible – this is similar to previous months, and covers all RDASH patients, not just Rotherham

## Yorkshire Ambulance Service

Response rates are habitually low; in May, 2 responses were received across 2 categories from a potential of around 90,000 patients. This is in line with previous months, and cannot be used in terms of determining satisfaction.

### 3. Other work and contacts- May- June 2018

- **PPG meeting held on 5<sup>th</sup> June 2018.** This was attended by over 30 people from 14 GP practices. Chris Edwards (RCCG Chief Officer) attended at the meetings request to offer an update on the Integrated Care System (ICS) work and Rotherham Place initiatives. Questions were asked about the following
  - The use of the Community Health Centre
  - Accountable Care Organisations (ACO); it was noted that there are no plans to form an ACO in Rotherham; Rotherham has a developing Integrated Care Partnership
  - Stroke services
  - Community Equipment Service re-procurement
  - Discharge and care plans
  - Parking at TRFT

The meeting also discussed diagnostics at the Community Health Centre, and the possibility of providing diagnostics on one site at Rotherham Hospital. There were concerns expressed about access issues at Rotherham Hospital.

The full discussions are noted in the meeting notes.

- **Hospital Services Review (HSR) – on-going support to the regional work stream,** disseminating information and offering opportunities for further conversations with groups and communities
- Work with commissioning lead to develop engagement plans in support of the **re-procurement of the Integrated Equipment Service.** We are working closely with a voluntary sector organisation, who are leading and directing our work; in order to ensure that what matters to service users will be fundamental to the service specifications, as this work is developed. This has included:-
  - Survey
  - Telephone interviews
  - A focus group
  - Contact with a variety of community organisations
  - A second focus group to feed into the procurement questions
- **Planning and preparation for the CCG Annual General Meeting (AGM) and NHS 70.** We have reached out to a number of community organisations, who will be providing content for the event, and are seeking interviews with former staff and patients

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