

Public Session

**PATIENT/PUBLIC ENGAGEMENT
AND EXPERIENCE REPORT**

NHS ROTHERHAM CCG

2nd MARCH 2016

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1. WHAT WE ARE HEARING...

1.1 Social Prescribing

We are hearing from different sources that Social Prescribing is making a difference to people's lives

Via Healthwatch Rotherham - January 2016

"Went for my health check. Was very apprehensive at attending as I was worried what was going to happen. As it happened, the experience was very good. I had all my test and was taken to the social prescribing team who offered me a lot of advice and resources. I ended up leaving with a smoke alarm and some volunteering opportunities" (Woodstock Bower & Social Prescribing)

Email from patient

"Before I was referred to Social Prescribing, I spent most of my week at home. My social life was pretty much non-existent and I was stuck in the same monotonous routine. Through Social Prescribing I've taken part in an art class, an 8 week cookery course and a relaxation class. I've also had counselling to talk through my worries and I've met people in similar situations to my own. I can't pretend it was easy to walk into a room full of strangers but I'm so glad I did - everyone was lovely and they put me at ease straight away. I'm not an artist or a cook by any means but I've really enjoyed having a go at something new! Social Prescribing has challenged me but it's also given me my social life back. Four months on I feel more confident in myself and I've already seen an improvement in my mental health. I have a reason to get up in the morning now! If you're unsure, you're not alone but with the right support from your Social Prescribing advisor, you can take that step in the right direction."

1.2 Social media

There are few recent posts on Patient Opinion or NHS Choices, however Patient Opinion has recently been used retrospectively to trawl patient experiences around maternity, birth and miscarriage and data is being used to inform future patient experience work in this area.

1.3 Rotherham Healthwatch

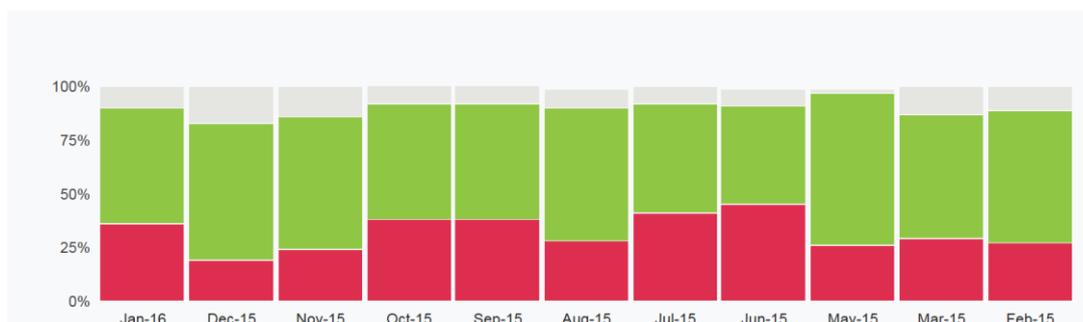
No major emergent themes from Healthwatch. Experiences related to Healthwatch are both positive and negative and cover many services, and are starting to reflect some of the new initiatives. Healthwatch have also supplied the annual overview below

Healthwatch thematic analysis January 2015 – January 2016

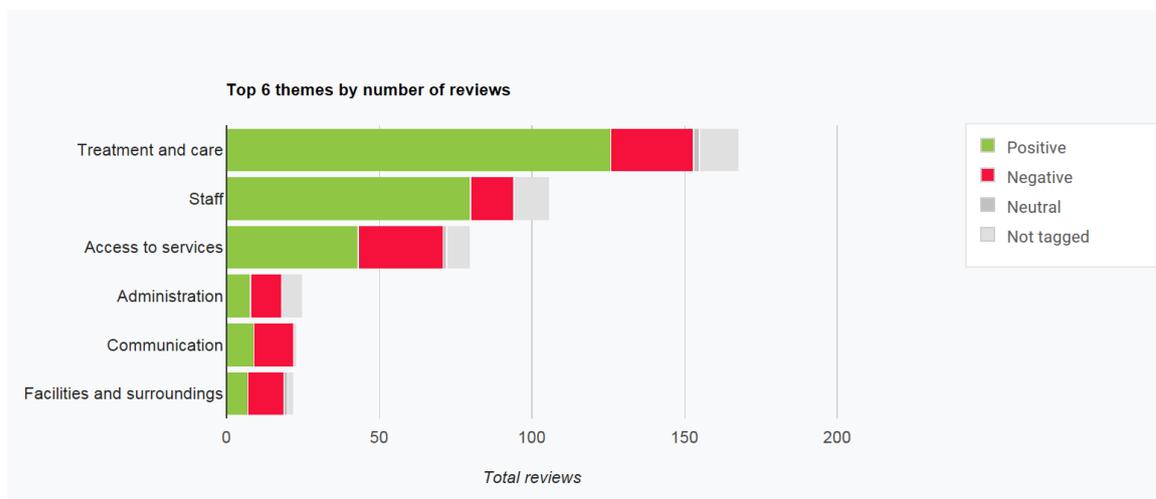
The graphs and charts represent all comments received by Healthwatch during 2015, and demonstrate mainly positive comment on almost 80 different services. Treatment and care; staff; and access to services were most commonly commented on, with access receiving proportionately the highest number of negative comments. Further data, in more depth is available directly from Healthwatch.



Sentiments and Rating Tracker ?



Themes Tagging



2. FRIENDS AND FAMILY TEST (FFT) (December 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/2016/02/fft-summary-infographic-dec-15.pdf>

2.2 Regional comparators

The following table is taken from the **November** overview slide set published by NHSE, demonstrating that TRFT response rates compare well across South Yorkshire. Positivity also compares favourably as demonstrated below.

Friends and Family Test November 2015	Total A & E	Total Inpatients	Total Outpatients	Total Maternity	Total Community	Total
Barnsley Hospital NHS FT	658	750	434	303	103	2165
Doncaster and Bassetlaw Hospitals NHS FT	381	2157	451	653	27	3410
Sheffield Children's NHS FT	122	279	100	0	1336	1837
Sheffield Teaching Hospitals NHS FT	1,169	2947	5679	348	218	10,241
The Rotherham NHS FT	568	1318	1138	443	822	4180

2.3 TRFT

Overall TRFT received 3280 positive responses in December, a drop of over 700 from November and 29 negative responses (November was 60+).

Across the whole trust, the following areas demonstrated a positivity rating of less than 90%;

- School nursing at 68%[#]
- Fracture clinic at 78%[#]
- A4 – 60% *but note very low response rate of <10*
- A5 – 83%
- A2 – 88%
- A&E -88% -note very low response rate for December. TRFT are currently considering different options for data collection in A&E

[#] NB these were both outliers in October and November 2015. Steps have been put in place to start to address the issues in Fracture Clinic. With School Nursing, data is collected post vaccination, which may impact on feedback, alongside the variation of the feedback form; alternatives are being considered.

2.4 Rotherham GP Practice data for December

- 9 practices failed to submit any data in December. A further 6 practices submitted 10 responses or less.
- The overall numbers collected across Rotherham have decreased very slightly month on month; the December data at an overall 721 is the lowest figure submitted to date.
- 7 practices recorded positivity ratings of less than 80%; Response numbers and satisfaction will be used to inform the primary care dashboard.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1448	1142	741	864	608	818	752	867	816	872	789	721

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.

2.5 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. Free text comments have not yet been received for this period.

	May	June	July	Aug	Sept	Oct	Nov	Dec
Totals	319	389	402	394	330	128	230	238
Rotherham	54	82	97	82	80	Not received	48	75

2.6 Ambulance data

Responses remain low, particularly across Yorkshire; YAS submitted 109 responses for patient transfer from an eligible population of over 81,000 and 8 responses for 'see and treat' from an eligible population of over 14,000, therefore this should not be seen as robust and reliable data.

3. OTHER WORK AND CONTACTS DURING JANUARY

- **PTS Patient Engagement** – patient experience information supplied to regional project; attendance at a regional meeting to consider the best way to engage patients in feedback in this area.
- **Mental Health Transformation Consultation** - Attendance at and support to several focus groups for patients and stakeholders
- **CAMHS voice** – coordinating external project which is looking at the voice of young people in mental health services. Several focus groups are underway, and consultation will also be through

the young people's mental health conference in March. The report and actions will be available late march/early April

- Support to the procurement process for a high cost patient
- **ROPF report** – further work to ensure the themes from this report have been circulated to all appropriate organisations and officers, and that issues are or will be acted on. An action plan has been produced; available from the PPE lead.
- Support to the medicines management continence patient group
- Support to run a focus group for older carer's with NHSE
- **Information** sharing at practice managers meeting, focus on two areas
 - Overview of data from 2015 GP patient survey
 - Refresh of requirement in core contract regarding establishment of a patient participation group, and relevant actions.
- Y&H Learning Disability Transforming Care Assessment; participation in focus group
- Informal SY&B Engagement leads meeting. These are short meetings with a focus on areas of joint work, and opportunities to share work and learning
- Working Together – a local action plan for communication and engagement has been developed, relevant to the two areas that are currently in 'pre-consultation'; this was presented at the Engagement and Communications sub-committee, and has been shared across the working area as good practice. All materials are available through the engagement and communications leads. To date the following have taken place
 - Focus group on stroke; notes have been submitted to the regional lead, and also shared with the local RCCG lead
 - Patient participation network meeting considered both stroke and children's surgery
 - Attendance at regional meeting on children's surgery by Rotherham Parent Forum
 - Work on the children's surgery element by Rotherham Parent Forum
 - All materials and links on RCCG website
 - Information and links circulated to a wide range of community groups, organisations and stakeholders

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