

Public Session

**PATIENT/PUBLIC ENGAGEMENT
AND EXPERIENCE REPORT**

NHS ROTHERHAM CCG

7th March 2018

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1. WHAT WE ARE HEARING...

A very short story that demonstrates incredibly well that the small things that we may think unimportant can often be those that completely change a patient's experience. It demonstrates that we may not always realise how much difference we can make to the patient's journey. Though this is a positive experience it is also often the small gestures that can have a negative effect and if we keep this in mind we can support our patients more effectively;

As like many people the thought of being referred for a breast examination is daunting, I only waited 2 weeks for my appointment and was positive all the way through.

I admit when I got to the doors, reality struck me and I was pretty scared.

The lady I saw who for life of me her name has gone out of my head as I was just going through the motions was instantly warming to me - held out her hand, met me at the door and smiled. She took the time to talk to me and even had a bit of a giggle over my hearing aid chain.

You're probably thinking AND... but to me I felt at ease in no time.

She didn't make me feel stupid for being there which all too many times you do at Hospital, and reassured me all the way through.

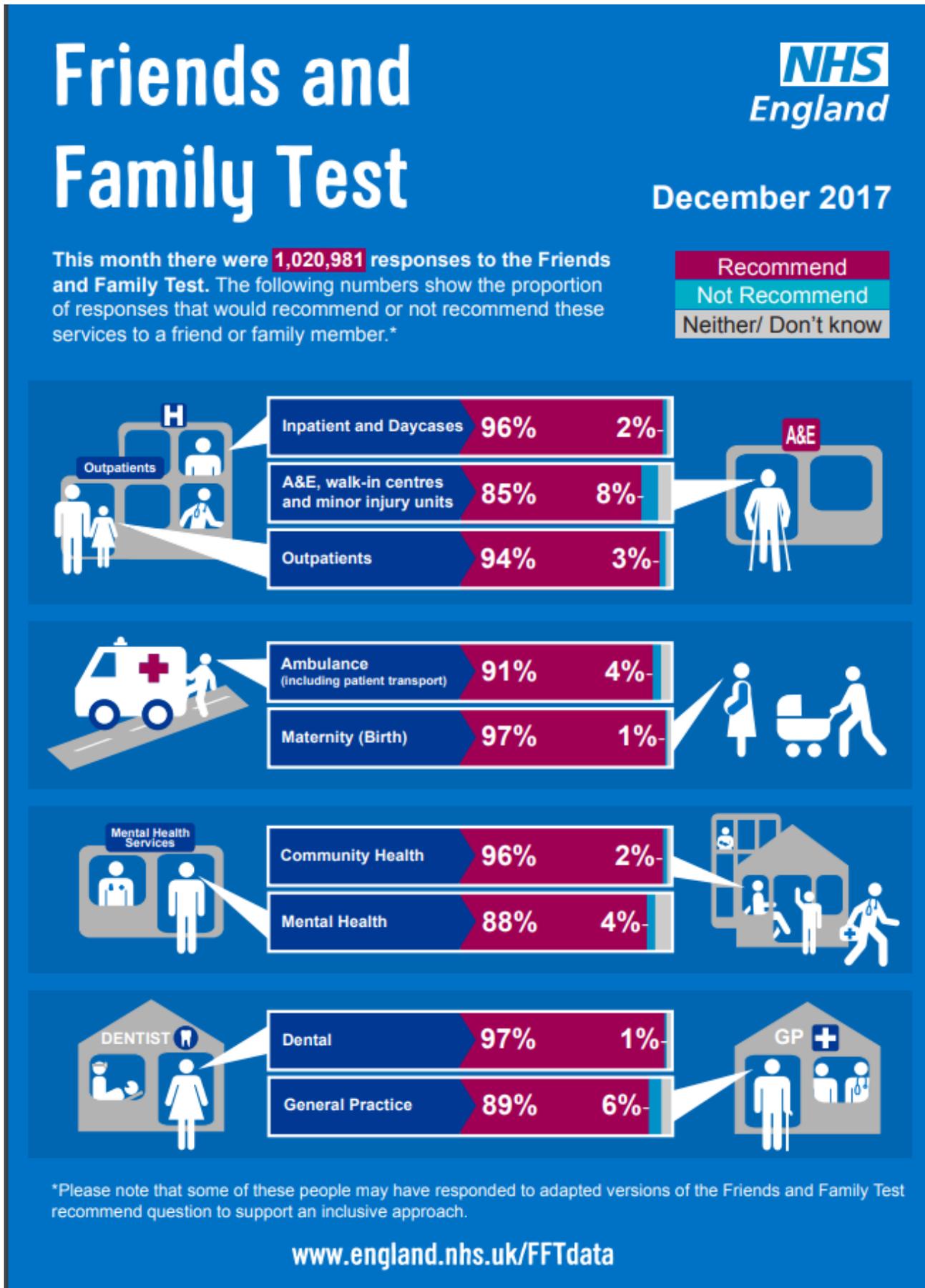
From there I had a mammogram and an ultra sound and got my results straight away - One stop shop they called it.

OMG was so delighted that it wasn't the C word although I did have cysts I didn't care what else I had.

I just want to express my gratitude to everyone there as not just the doctor but everyone was just so lovely which yes everyone should be but no in this day and age and was lovely and a refreshing change. THANK YOU and hope never to see you again (in the nicest sense).

2. FRIENDS AND FAMILY TEST

The national level data summarised as a one page infographic.



TRFT data for December

Overall, both response rates and positivity remain strong with the exception of the rates within the Urgent & Emergency Care Centre (UECC). There were a total of 2,597 responses, which constitutes a slight decrease. Only 43 responses were negative – just over 1%. 13 of these responses were received from the UECC, half the number of the previous month.

Inpatient and day cases - Response rate of 77%, which remains extremely high, and therefore very reliable. Satisfaction at over 97% is solid.

Maternity - Response rates remain solid at 47%; overall positivity is also good at over 98%.

UECC - Rate has fallen to 3.7%; with 216 responses. Positivity remains at 93%, which is substantially higher than the national average of 85%. 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; as detailed above.

Community services - 370 responses received, with high positivity rating of over 98%.

Outpatients - 720 responses – with over 97% positivity, this is higher than the national average.

Rotherham GP Practices data for December

A total of 4,260 responses were collected in December; a drop from the previous month of over 1500.

11 Practices did not submit any data in December; 5 practices have submitted no FFT data in a year, however 15 practices have submitted data 10-12 times. Of the practices submitting data, 6 had positivity rating below the national average of 89%, though these were only marginally lower.

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 from 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 December, 123 responses were received from 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 December, 5 responses were received across 2 categories from a potential of around 86,000 patients. This is in line with previous months, and cannot be used in terms of determining satisfaction.

3. Other work and contacts- January/February

- **Work to support medicines management;** the PPE manager has worked with the medicines management team to engage the public in conversations around the Minor Ailments Scheme. In addition, people have been signposted to the national consultation on over the counter medications.
- **Integrated Equipment Service** - Work with commissioning leads and communications lead to develop engagement plans in support of the re-procurement of the service. We are working closely with a voluntary sector organisation that 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. The work will include a simple survey, telephone interviews, pulling existing knowledge together, and focus groups.
- Attendance and involvement **in the ACS (ICS) engagement and communication meetings;** feeding back to colleagues as appropriate

- **Supporting corporate activity through**
 - Updating the engagement mapping document
 - Contributing to the Annual Report; ensuring that the engagement section will also cover the organisations 'duty to report'
- **Planning the March PPG network;** with a focus on the UECC
- PPE manager invited to sit on the newly formed '**Sight and Sound**' strategy group. This newly formed service based in Rotherham is led by RMBC, and delivered by the third sector; giving a range of services to those with sensory loss. This is already proving an excellent mechanism for reaching patients we may have previously struggled to hear.
- **Attendance at the quarterly RDaSH 'Listen to Learn';** supporting table engagement and conversations that support the RDASH engagement strategy
- **Maternity Voices**
 - PPE manager attended the user led PNMH conference on 3rd February; where a number of inspirational women spoke as service users and professionals
 - Facilitation of contacts between 'Forging Families', who are building maternity voices in Rotherham, and Rotherham Public Health
 - First meeting of Rotherham maternity voices has taken place, and plans are in place over the next 6 months to increase the voice of mums in maternity services
- **Health Literacy event Nottingham;** organised by NHSE. There was some very useful learning from this event, which will be shared at a future staff meeting. Some of the key points were
 - 43% of English working age population do not understand health information they are given (IHE 2015)
 - This increases to 61% if we add numbers into the mix
 - In practical terms, this is things like – not understanding that you go to 'Phlebotomy' for a blood test; or radiography for an X-ray.
 - You might find it hard to work out bus and waling times, and add them to figure out when to set off for an appointment; and might struggle to take medicines in the right way.
- **Participation in the GP contract** - task and finish group focusing on embedding engagement
- **Support to the Y&H Patient Experience Network** - task and finish group, planning an engagement and experience conference in April 2018; helping to develop presentations and source presenters.

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