

**Public Session**

**PATIENT/PUBLIC ENGAGEMENT AND EXPERIENCE  
REPORT**

**NHS ROTHERHAM CCG**

**7<sup>th</sup> May 2014**

## **CONTENTS**

<b>1.</b>	<b>ONLINE FEEDBACK/ PATIENT OPINION .....</b>	<b>1</b>
<b>2.</b>	<b>FRIENDS AND FAMILY TEST (FFT).....</b>	<b>1</b>
<b>3.</b>	<b>PRACTICE PARTICIPATION GROUPS NETWORK .....</b>	<b>2</b>
<b>4.</b>	<b>OTHER WORK AND CONTACTS .....</b>	<b>2</b>

## 1. ONLINE FEEDBACK/ PATIENT OPINION

Patient opinion – 32 posts during March, all, except one, have responses.

32 are about Wathwood Hospital – flagged to NHS England via both engagement and safeguarding; these posts have over 1,000 views between them. This highlights the increasing importance of using this sort of medium to communicate with patients and the public.

1 is a critical posting about Bassetlaw A&E and Gynaecology – no response has been posted (despite 40+ views)

7 are about (often multiple) TRFT provided services

3 are positive posts about community services

4 are about TRFT services; one general and very positive, one about long waiting times at Greenoaks.

The remaining 2 are worth noting, both comment on a variety of services within TRFT; both relate to children and describe clearly how delays in the system, and lack of joined up services/communication led to delayed discharges, and additional days stay in hospital- one due to delay in medication, another to delays in tests. Responses for both state that the trust is investigating these issues.

An additional, extended contract has now been secured with Patient Opinion, and work will commence over the next few months on how the system can be used effectively to encourage and capture whole pathway stories, in a way that will be helpful to commissioners. One of the first projects will be use of Patient Opinion to seek feedback on pain services.

## 2. FRIENDS AND FAMILY TEST (FFT)

### 2.1 Local data

	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	March 14
Response rate A&E	16.9%	10.8%	12.5%	16.6%	22.87%	27%
NPS A&E	71	74	77	69	65	66
Response rate -inpatients	38.7%	34.2%	27.8%	27%	25.34%	26.89%
NPS - inpatients	77	74	77	73	73	73
Response rate - combined	22.3%	16.6%	16.3%	20.2%	23.67%	27%
NPS - combined	74	74	78	71	68	68
Maternity – response rate	37%		25%	32%	31.67%	35%
Maternity NPS	68	75	77	82	80	79

The data for March is not ratified to date and should be seen as indicative only. Both response rates and NPS score remain strong, with a strong likelihood that the targets for quarter 4 will have been achieved. The next year will see the target response rates climb, and a greater focus on a strong NPS score for all areas.

### 2.2 Key points and issues

Guidance on the next rollouts; finding of the national review, and learning from pilot sites is still awaited. Some points from a presentation by NHS England indicated that for the next phase of the roll out, primary care and prison services will be covered. Optometry will not be covered. Pharmacy and dental services provided by third sector organisations, hospices and nursing care homes remain under review. There remain a number of fundamental questions around the volume of contacts in primary and community services, the lack of common terms, and issues raised by multiple sites, home visits and just how the test will work where people are receiving long term care, rather than distinct episodes. Pathfinders are running to Mid-May, with reports and national guidance expected in June.

### 3. PRACTICE PARTICIPATION GROUPS NETWORK

1<sup>st</sup> April 2014; evening meeting as requested by the PPG network, however, attendance was lower than the previous meeting; therefore future meetings will be planned for afternoons. The network has requested to develop its own TOR, and support will be given to facilitate this. Healthwatch gave an update, and the network heard a presentation by Dr John Radford, Director of Public Health, on the public health annual report. PPGs were asked to consider elements of the presentation they could discuss and potentially action at practice meetings; some of the key points were around:

- Use of community links, venues and shops to disseminate information – several PPGs are working actively with staff and communities around activity for example.
- Importance of building support through links, 'neighbourliness'
- Some PPGs expressed interest in discussing referral rates and uptake of some of the interventions discussed at practice meetings (for example, Health Checks, referrals to RIO)

### 4. OTHER WORK AND CONTACTS

- Attended Kiveton Park PPG AGM
- Work towards the event 'Working Together for a Healthy Rotherham'. Bookings are going well.
- **Background** (non-contact)
  - Dashboard template to collate engagement and participation feedback. A draft will shortly be available for discussion.
  - Plain English version of the annual plan;
  - Production of PPE section for annual report

**Sue Cassin**  
Chief Nurse  
May 2014

**Helen Wyatt**  
Patient and Public Engagement Manager