

Public Trust Board 2nd March 2021

Patient and Carer Experience and Involvement (PCEI) Quarterly Report (including Complaints) Quarter 3, 2020/21

Purpose of the report

- To provide an overview and update of the various aspects of the Patient Experience and Involvement teams work.
- To provide an overview and update on the complaints activity for quarter 3.
- To provide assurance to the Quality forum.

Analysis of the issue

The Patient Experience and Involvement Report aims to present a rounded picture of patient experience and, as such, provides information on all aspects of experience, good and less positive. Where poor experience is reported, actions are then taken to ensure improvements are made and featured in future reports.

The reports present a wide range of information from different sources. Including the following:

- 🗨️ Frequent Feedback – comments, enquiries and concerns
- 🗨️ NHS Choices Feedback
- 🗨️ Friends and Family Test (FFT)
- 🗨️ Complaints
- 🗨️ Compliments
- 🗨️ Patient Surveys
- 🗨️ Patient Engagement and Involvement

It is understood that each method of feedback has its strengths and weaknesses. Using all methods of information available enables the Trust to better understand the patient's experience of the services offered and delivered, and is beneficial to help prioritise where to focus efforts on action planning.

Complaints and Patient Advice and Liaison Service [PALS]

Overview

In quarter 3, the Complaints Team continued under the pressures of the pandemic and further challenges posed by the second national lockdown to positively help individuals gain answers and clarity to much needed questions and queries about their care and treatment.

The Complaints Team supported the Director of Nursing with further quality improvement work on the response to complaints with two further Complaints Clinics.

The Trust formally registered 54 complaints, which is an increase compared to the previous quarter and the 45 registered in same quarter the previous year. 5 complainants got back in touch with the Trust unhappy with their response which is a reduction compared to 8 in the previous quarter and 9 in the same period in 2019-20.

Complaints Activity Data – October to December 2020

Key Performance Indicator	Q3	Q2
% of complaints acknowledged within three working days	84%	96%
% of complaints responded to within the date agreed with the complainant	50%	61%
Number of complaints upheld or partly upheld in quarter	22	28
Number of reopened complaints	5	8
Number of complaints formally investigated by the PHSO	2	2
Number of complaints upheld or partly upheld by the PHSO	1	0

In the quarter the Trust did see the Parliamentary and Health Service Ombudsman share their final decision on one complaint relating to a patients podiatry care. The PHSO decided to fully uphold the concerns raised with them and recommended that the Trust provide an apology and a £500 financial remedy. The Trust welcomed the PHSO decision and expanded on their learning from the care by updating and monitoring our local guidance used by staff. Further support was offered to staff who were directly involved in the care by the Team Leader, through debrief and discussion on how the report and the findings could inform and develop their future practice.

The focus for the Complaints Team in quarter 4 is to continue to manage the challenges posed by the pandemic and support individuals with their concerns and complaints and also staff within each directorate with the management of complaints allocated to them.

The PALS and Complaints continue to work collaboratively to provide an offer to resolve new complaints through the informal route of a concern. This has resulted in a number of complaints being managed and investigated as a concern in the agreement of the complainant and providing a quicker response to the issues raised.

In the quarter two PALS concerns were progressed to a formal complaint.

The number of PALS contacts received in Q3 were 227, this is similar to the numbers received in Q2 (219). Of these contacts 74 related to signposting enquiries. The number of concerns, comments and enquiries received was 153 which again is line with the number received in Q2 (151).

The key themes for concerns and complaints received in the quarter were in relation to Communications (38); Appointments (31) and Patient Care (31).

The highest number of concerns and complaints received was within Adult Mental Health Directorate at 103. The main service area where concerns were received within this directorate

related to Community Mental Health Services, focused on, ADHD Service (16) and Community Mental Health Teams (41). Community Health Services Directorate received 57 concerns. The main service where concerns were raised within this directorate related to Community District Nursing Services (27) which is a slight rise from Q2 (24). For Families, Children, Young People and Learning Disabilities the total number of concerns received was 43. 14 concerns received related to Paediatric Services which was the highest area of concern but has no comparable data from Q2.

A thematic review of complaints has been undertaken through the Complaints Review Group. This covered complaints and concerns received between October 2019 and October 2020. Each directorate is currently reviewing their data and this will be brought to the Complaints Review Group for further discussion where the group will look at themes and trends and how each directorate has taken the learning from complaints and concerns to address the themes identified.

Activity data – October 2020 to December 2020

	PALS concerns	Complaints	Compliments
Number	227	54	199
Top 3 Themes	<ul style="list-style-type: none"> • Communications • Appointments • Patient Care 	<ul style="list-style-type: none"> • Patient Care • Communications • Appointments 	<ul style="list-style-type: none"> • Staff Attitude • Customer Service • Care & Treatment

Good news story

The good practice adopted from the onset of the pandemic continued with early discussions held with the complainant to hear about their concerns and experience and work with them to achieve the best possible solution to resolve their issues, whether through an informal or formal route. Working collaboratively with the individual to agree the best way forward has helped with their experience and where an informal route is possible, has helped with alleviating pressure on the service and swiftly resolving the issues. The Complaints Team have also, as a result of the pandemic and pressures on staff, been in regular correspondence with the complainants to update them on their investigation and keep them fully informed.

Keys areas of concern

Risks	Mitigations
Covid impact on staff capacity to investigate concerns and complaints and not able to meeting complaint deadline	<ul style="list-style-type: none"> • Proposal to extend response timescales • Weekly touch point meetings to review services with each directorate lead • Looking to promote and offer more informal/standardised responses to areas of concerns where appropriate • Working in collaboration with NHFT to ensure alignment of process and timescales

Assurance

- The Complaints and PALS work reports into Quality Forum, Quality Assurance Committee and Trust board for assurance.

Friends and Family Test

Overview

National FFT collection was suspended in March, resumed in September 2020.

NHSE suggested looking at other methods of collecting feedback. Local surveys have been used in some service areas during this time to ensure patient experience continued to be collected, this included:

- Virtual Appointments
- Central Access Point
- Mental Health Urgent Care Hub
- Podiatry Service
- Community Nursing hubs

The Family and Friends Test [FFT] question, “How likely are you to recommend our services to family and friends?” was changed by NHS England in September 2020 to; “Overall, how was your experience of our services?”

National reporting requirements for FFT for Mental Health and Community Trusts commences in February 2021, with reporting of data collected from December 2020.

NHS England/Improvement have advised that Trusts only collect data where they feel it is safe and appropriate to do so, focus is on collecting what we can and acting on what we hear.

Implementation of the new FFT system continues. All inpatient services were brought online at the beginning of December 2020 and are collecting FFT through an App on iPads allocated to services.

Roll out of the SMS system in community services had been delayed due to issues in terms of data quality and the move from Rio to SystemOne for AMH services. Planned ‘go live’ date for SMS collection will be February 2021.

Credit of £20,000 for delivery of SMS text messages will be carried over to 2021/22 as not used in current year.

Some FFT data has continued to be collected during Q3, with some wards testing out and using the new FFT question and additional patient experience questions which we co-designed with patients earlier in the year. For the quarter 366 responses were received and are broken down in appendix 1.

Good news story

Early data from the FFT implement in inpatient wards demonstrates that patients are reporting a positive experience of their treatment with the Trust. In addition to the mandated national FFT survey, many wards are also capturing feedback against 5 co-designed patient experience questions which were developed with patients in 2020. There is also early feedback that wards are using the survey to capture localised patient experience data which they will be using locally to understand their patients experience of their service.

Key Areas of concern

Risks	Mitigations
Delays in implementation of SMS collection due to poor data quality on clinical systems	<ul style="list-style-type: none"> Information Team undertaking a data cleanse on current data Utilising SystemOne and supporting staff to review data when seeing a patient to include capturing contact numbers when missing from record
Reduction of patients accessing services face to face	<ul style="list-style-type: none"> Alternative options for collecting FFT data in discussion including the use of virtual appointments with links directly to the FFT survey Reviewing the role of Listen and Talk volunteers which could be used to direct call patients who cannot use IT or SMS to provide feedback

Assurance

- The FFT Work reports into the Patient and Carer Experience Group, Quality Forum, Quality Assurance Committee and Trust board for assurance.

Patient and Carer Involvement

Overview

Our service user and carer network continues to grow and we now have over 60 people on the network working with us at various levels of involvement in order to improve services.

13 network members joined the Patient Leadership Programme which commenced in September 2020, and 12 went on to complete the programme in November 2020. Planning is now taking place for these individuals to work more collaboratively alongside staff.

A new Trust policy has been approved. The Reward and Reimbursement for Patients and Carers policy and is available here <https://www.leicspart.nhs.uk/wp-content/uploads/2021/01/Reward-and-Reimbursement-for-Patients-and-Carers-Policy-exp-Jan-23.pdf>

Introduction to Involvement workshop developed in partnership with involvement network members. The workshops will cover:

Introduction to Involvement	Strategic Workshop	Recruitment Training
Working together as equal partners	Delivered by LPT's Chair Cathy Ellis, and Patient Experience & Improvement Lead Alison Kirk	Recruitment & selection process
LPT's Involvement Framework	An introduction to the NHS	Job description & person specification
LPT's Involvement Charter	How does the NHS in England	Interview questions/presentation

work		
Confidentiality agreement	Integrated care systems	Types of involvement in recruitment
Skills, Experience, Needs & Interests form	What is 'Step up to Great'	Confidentiality
Support & training we offer	Support LPT can give you	Do's and don'ts of interviewing
Reward & recognition policy		Recording/scoring the interview

Small group of people from the service user and carer network have worked collaboratively with staff in order to co-produce and design LPT's Mental Health and Wellbeing Workbook. The workbook is aimed at those who maybe struggling throughout this period and to support LPT service users/carers and people in Leicester, Leicestershire and Rutland communities during these exceptional times.. The group have secured charitable funds and have had the workbook translated into the below languages, and have a limited number of hard copies available;

- Gujarati: https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook_Gujarati.pdf
- Hindi: https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook_Hindi.pdf
- Urdu: https://www.leicspart.nhs.uk/wp-content/uploads/2020/12/MH-and-Wellbeing-Workbook_Urdu.pdf
- English: https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/MH-and-Wellbeing-Workbook_.pdf

A Central Access Point patient and user on-line workshop was held to engage on the merge our 24-hour all-age Central Access Point service, with Turning Point's free-phone adult crisis helpline, which we have commissioned (along with our crisis house) since 2017.

Relaunch of the monthly virtual Recovery and Collaborative Care Planning Cafes The cafes are a shared space for staff, service users, carers, and VCS groups to come together around the collaborative care planning, and the mental health recovery concept of CHIME (Connectedness, Hope, Identity, Meaning and Empowerment), with each café being themed around a CHIME concept. You can find out about the history of the cafes via this link; <https://www.leicspart.nhs.uk/wp-content/uploads/2020/11/What-are-the-Recovery-Cafes.pdf>

The cafes have been very well attended averaging around 30 attendees, more than half being service users and carers. We also received some lovely feedback from the attendees, and would like to share the following feedback received from a service user/carers network member:

"it was lovely connecting with you all today at your Virtual Recovery Café...I would like to take the opportunity to feedback to say how nice and welcoming this Recovery Cafe was for newcomers to join (particularly for me as this was my first ever time) and I very much felt the warmth and welcoming you all gave, it was a very friendly and amicable cafe created"

The Youth Advisory Board (YAB) continued to meet. This work has included:

- Christmas Treat/Food Parcel Appeal has raised £520. 38 large packages made up of food and Christmas treats with bespoke parcels for ED patients were distributed to Valentines,

Westcotes, Rothsay and Mawson House bases on Monday 7th December. Positive feedback from clinicians has been received highlighting the impact on families.

- Scoring pre interview question submissions for the FYPC LD Lead Nurse Post, Director of FYPC joined discussions with the group during the session
- YAB member sat virtually on the interview panel for band 6/7 MHST.
- CAMHS- OT CAMHS team involved YAB in Play project, team facilitated x 2 sessions to support the planning of the project within the service.

Good news story

Two patient and carer involvement projects were shortlisted for the celebrating excellence awards;

- Recovery and collaborative care planning cafes – shortlisted for celebration in excellence in partnership award
- April Smith PROM work – shortlisted for our excellence in patient or service user involvement award

Key areas of concern

There are currently no key areas of concern in relation to Patient and Carer Involvement

Assurance

- The Patient and Carer Involvement work reports into the Patient and Carer Experience Group, Quality Forum, Quality Assurance Committee and Trust board for assurance.

The People's Council

Overview

Three meetings have taken place since its launch in September 2020.

First phase of work with the Council is to build relationships and for the members to get to know each other. This has been challenged by the lack of active participation due to ongoing IT issues.

Two task and finish groups have been established. One group is working with our Communications Team to establish their brand and communication materials. The second group is looking at IT and platforms for meetings.

The first of three development sessions has taken place. The session aim was to start to create the vision and values for the Council a further two sessions will be held in 2021.

Good news story

We have been successful in securing a process for patient and carer members to be set up with a NHS email account; this has been done via new clauses in the volunteer agreement and will also mean that volunteers will be able to be set up with email accounts to undertake duties where appropriate.

Key Areas of concern

Risks	Mitigations
<p>Due to Covid, meetings continue to take place via MS Teams which causes issues in terms of functionality for some members</p>	<ul style="list-style-type: none"> • Setting up of nhs email accounts for patient and carer members to enable access to MS Teams • Training on MS Teams requested for the Council • Loaning of new iPads for patient and carer members who did not have access to equipment

Assurance

- The People’s Council Work reports into the Patient and Carer Experience Group, Quality Forum, Quality Assurance Committee and Trust board for assurance.

Proposal

- The Trust Board is asked to be assured of the work of the Patient Experience and Involvement Team.
- All risks and mitigations have been set out within **key concerns**.

Decision required

- Receive assurance that work is being undertaken to improve how the Trust hears the voices and improves the experience of those who use our services, and their carers.
- Receive assurance that robust systems and processes are in place to ensure that complaints are being managed effectively in accordance with both the Trust and regulatory requirements.

Governance table

For Board and Board Committees:	Public Trust Board	
Paper sponsored by:	Anne Scott, Director of Nursing, AHPs and Quality	
Paper authored by:	Alison Kirk, Head of Patient Experience and Involvement	
Date submitted:	19.02.2021	
State which Board Committee or other forum within the Trust's governance structure, if any, have previously considered the report/this issue and the date of the relevant meeting(s):	Quality Forum – 11.02.2021 Patient and Carer Experience Group (PCEG) 24.02.2021	
If considered elsewhere, state the level of assurance gained by the Board Committee or other forum i.e. assured/ partially assured / not assured:	Assured	
State whether this is a 'one off' report or, if not, when an update report will be provided for the purposes of corporate Agenda planning	Quarterly	
STEP up to GREAT strategic alignment*:	High Standards	X
	Transformation	X
	Environments	
	Patient Involvement	X
	Well Governed	X
	Single Patient Record	
	Equality, Leadership, Culture	X
	Access to Services	
	Trust Wide Quality Improvement	X
Organisational Risk Register considerations:	List risk number and title of risk	N/A
Is the decision required consistent with LPT's risk appetite:		
False and misleading information (FOMI) considerations:		
Positive confirmation that the content does not risk the safety of patients or the public		
Equality considerations:		

Appendix 1 – Quarter 3 2020/21 - Complaints, PALs, Compliments Data

Complaints Activity for Q3 – 1 October – 31 December n2020

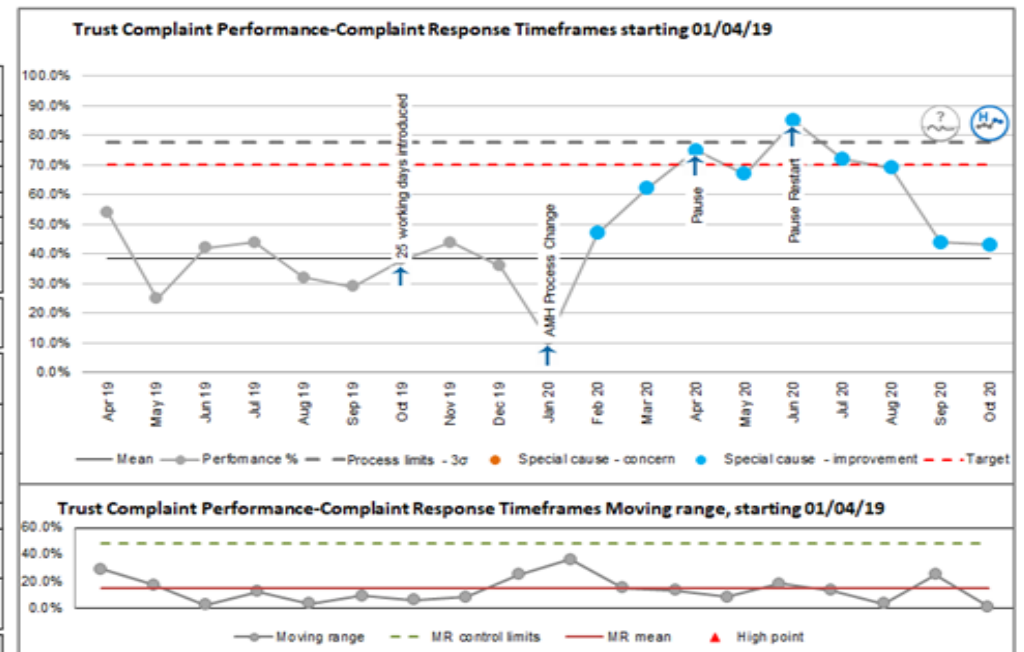
	Q1	Q2	Oct 2020	Nov 2020	Dec 2020	Total Q3	Total 20/21
Mental Health Service	14	33	12	4	9	25	72
Community Health Services	11	8	6	8	2	16	35
Families, Young People and Children & LD	8	6	5	6	2	13	27
Finance, Business and Enabling	0	2	0	0	0	0	2
Total Received	33	49	23	18	13	54	136
Complaints vs Patient Activity (Complaints Rate as a %)*	0.03	0.03	0.03	0.03	0.02	0.03	0.03
% of complaints acknowledged within three working days	92	96	76	83	92	84	91
Number of complaints responded to within the timeframe****	25	30	10	9	2	21	76
Number of complaints responded to in 25 working days	7	20	4	7	2	13	40
Number of complaints responded to in a date agreed with the complainant	18	10	6	2	0	8	36
Number under still investigation	0	1	8	4	11	23	24
% of complaints responded to within the date agreed with the complainant ****	76	61	43	56	67	50	61
Number of complaints upheld or partly upheld in quarter	27	28	9	11	2	22	77
Number of complaints ongoing after 3 months**	6	4	0	0	0	0	
Number of complaints ongoing after 6 months***	1	0	0	0	0	0	
Number of reopened complaints	7	8	0	4	1	5	20
Number of complaints formally investigated by the PHSO	0	2	1	0	1	2	4
Number of complaints upheld or partly upheld by the PHSO	0	0	0	1	0	1	1

* Patients attended and seen

** Complaints ongoing after 3 months at the end of Q3

*** Complaints ongoing after 6 months at the end of Q3. These do not include those complaints included in the ongoing after 3 months section.

**** Position statement as responses may still be under investigation.



Trust Complaint Performance-Complaint Response Timeframes Moving range, starting 01/04/19



Complaints and PALS received by Service area:

	Complaints	Concerns	
Directorate of Adult Mental Health	ADHD Service	4	12
	CMHT's City	3	15
	CMHT's County	5	18
	Crisis Services	2	4
	Central Access Point	1	4
	Mental Health Urgent Care Hub	2	2
	Inpatient Wards	5	12
	Mental Health Triage	1	2
	Dynamic Psychology	2	1
	Forensic CMHT	1	1
	Francis Dixon Lodge	3	3
	CBT		1
	Memory Service East		1
	MHSOP CMHT County	2	2
Community Health Services	Inpatient Wards	3	7
	District Nursing – City	4	16
	District Nursing – County	3	1
	District Nursing – Wards	1	2
	Community Therapies - City		1
	Community Integrated Neurology		3
	Continence Services – City		2
	Continence Services – County		1
	Integrated Specialist Palliative Care		1
	Podiatry Services – County		1
	Podiatry Services – City	2	
	SPA	1	1
	MSK Physiotherapy (LH)		2
	Hospice At Home	1	
	MSK Physiotherapy (MMH)	1	
	Phlebotomy		3
	Families, Children and Young People and Learning Disabilities Services	CAMHS – County (VC)	
CAMHS Crisis		1	1
CAMHS Bosworth		1	
Childrens Therapies		2	4
FYPC Area 3			1
FYPC Area 4			1
Continence			1
FYPC Qadby and Wigston			1
FYPC Paediatric Admin Team			4
FYPC South Charnwood (HV)			2
Healthy Together Admin (CH)			1
Homeless Families Team			1
LD Speech And Language Therapy			2
Neurodevelopmental Team			1
Nutrition & Dietetics			1
Paediatrics Medical Servicing		2	7
SALT - Childrens (MMH)		1	1
Diana Service (MNB)		1	
FYPC Hinckley & Bosworth (HV)		1	
FYPC Melton & Rutland (HV)		1	
FYPC Paediatric Phlebotomy	1		
FYPC Therapy & Diana Admin Tea	1		
School Aged Immunisation	1	1	
Corporate Services	Deputy Chief Nurse		2
	Data Privacy		1
	Quality & Professional Practice		1

Percentage of complaints that met their timeframe

Mental Health Directorate



Community Health Services



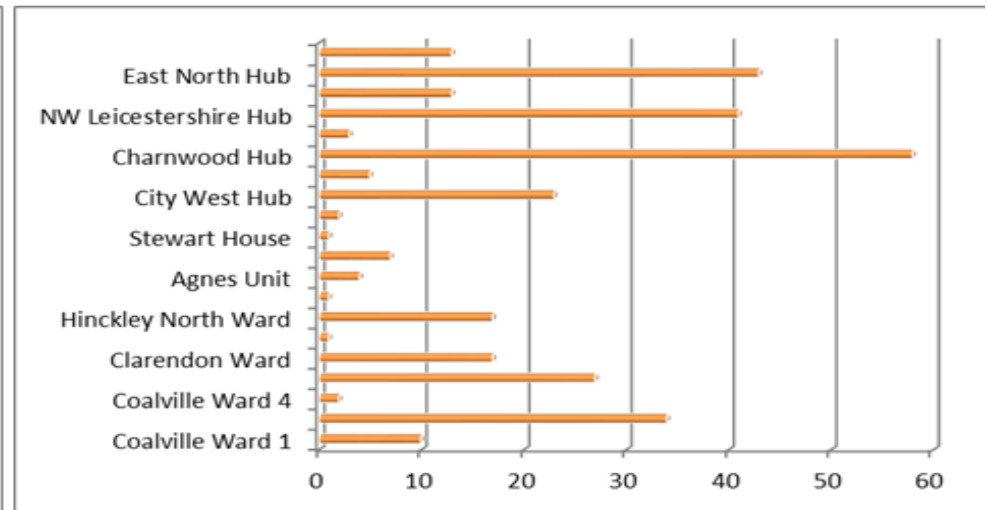
Families, Children, Young People and Learning Disabilities



FFT Responses – October – December 2020



Collection by Service



Why did you give your answer - wordcloud



How could we have improved your experience?

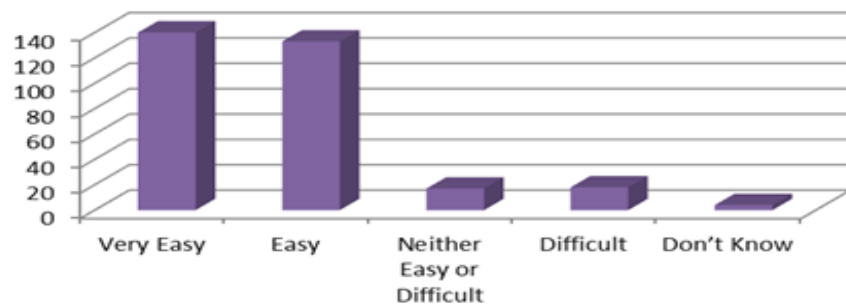
"Have more vegetarian food choice"

"Staff should be more informative, honest with their communication for example say you will come back in 10 minutes rather than say 5 minutes and not come for a while. Staff to answer buzzers quicker."

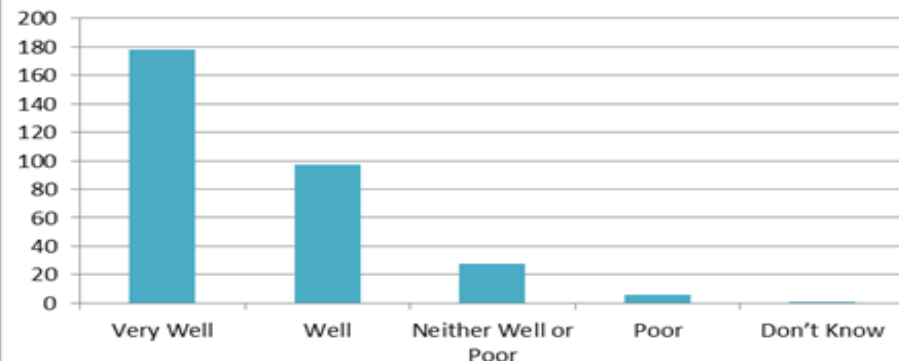
"Service at night very slow to answer calls. Could be faster."

"Food menu ethnic and halal no details what was on the menu each day."

How easy did you find getting into this service?

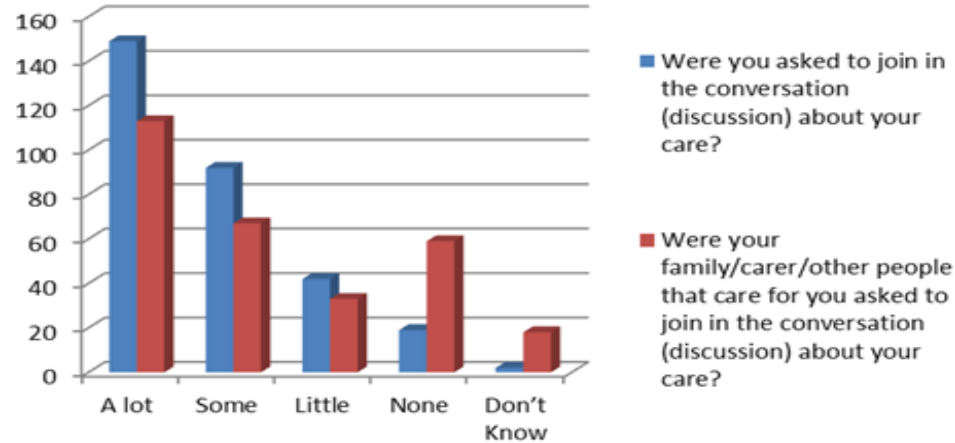
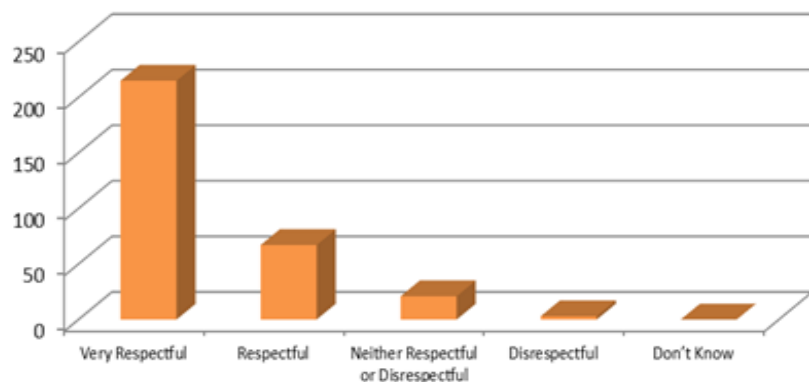


How well did the service help you?



Results by Patient Experience Questions

Did you feel you were treated with respect?



Compliments Received October – December 2020

Compliments by Directorate	
Directorate of Mental Health	25
Community Health Services	130
Families, Young People, Children's & Learning Disabilities	40
Corporate	4

Compliment by theme	
Staff Attitude	61
Care and Treatment	47
Customer Service	37
End of Life Care	37
Communications	7
Other	10

Compliments received during the quarter

"Many thanks and huge appreciation of the kindness and consideration to all of you who have peppered my tummy with injections (so carefully given) over the many days since the operation. Bless you all."

"I want to thank you so much for all the help you have given me. I have seen and felt a tremendous difference since I started seeing you. I now feel hopeful for the future. You are a wonderful, kind and patient therapist and you will be missed not only by me but all the people you are helping."

"Thank you very useful group. Great delivery and supported by patients who were all prepared to contribute."

