

## Patient Experience Report 2019 - 2020 (Q2)

### 1. Background

Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) recognises that good patient experience is a key component of good quality care. Understanding patients' views of commissioned services is an essential feature of monitoring the services commissioned. One of the challenges facing commissioners is how to use patient experience data intelligently to lead to improvement. By analysing complaints, concerns and patient feedback information, themes and trends can contribute to better understand this.

A range of mechanisms are used to gather feedback from patients including but not limited to complaints and compliments, general queries, patient surveys, professional feedback and Healthwatch reports.

### 2. Customer Services Team Quarterly Performance

Figure 1: Customer Services Team Quarterly Performance

	Q1	Q2	Q3	Q4
<b>Formal Complaints about the CCG Directly</b>				
Total number received	9	14		
Number acknowledged within 3 working days	8	11		
Number responded to within agreed timescales	5	2		
Number responded to without agreement to extend timescales	2	5		
Number carried over to the next quarter	2	7		

	Q1	Q2	Q3	Q4
<b>Formal Complaints coordinated by the CCG</b>				
Total number received	6	16		
Number acknowledged within 3 working days	6	14		
Number responded to within agreed timescales	2	4		
Number carried over to the next quarter	4*	11		

	Q1	Q2	Q3	Q4
<b>Formal Complaints copied to the CCG</b>				
Total number received	7	8		

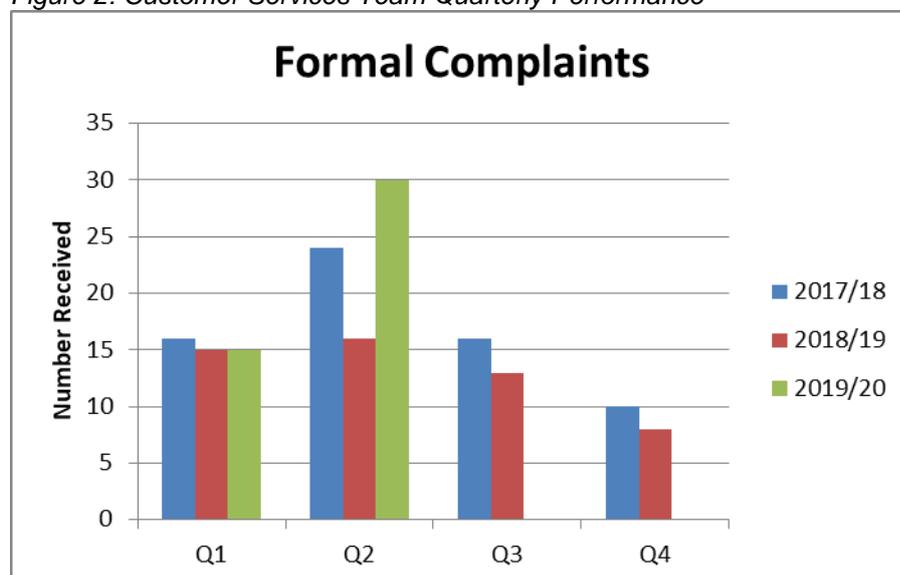
	Q1	Q2	Q3	Q4
<b>Formal Complaints received by the CCG and passed to the provider</b>				
Total number	18	14		



	Q1	Q2	Q3	Q4
<b>General Enquiries</b>				
Total number of general enquiries received	391	301		
Number of general enquiries acknowledged within 2 working days	344	267		
Number of enquiries resolved	375	280		
Number of enquiries carried over to the next quarter	16	21		
	Q1	Q2	Q3	Q4
<b>MP Enquiries</b>				
Total number of MP enquiries received	20	30		
Number of enquiries acknowledged within 3 working days	20	29		
Number of enquiries resolved within 25 working days	16	17		
Number of enquiries resolved within agreed extended timescales	2	5		
Number of enquiries carried over to the next quarter	2	8		
	Q1	Q2	Q3	Q4
<b>Compliments</b>				
Number of compliments received	10	2		

\* 3 of these are within agreed timescales

Figure 2: Customer Services Team Quarterly Performance



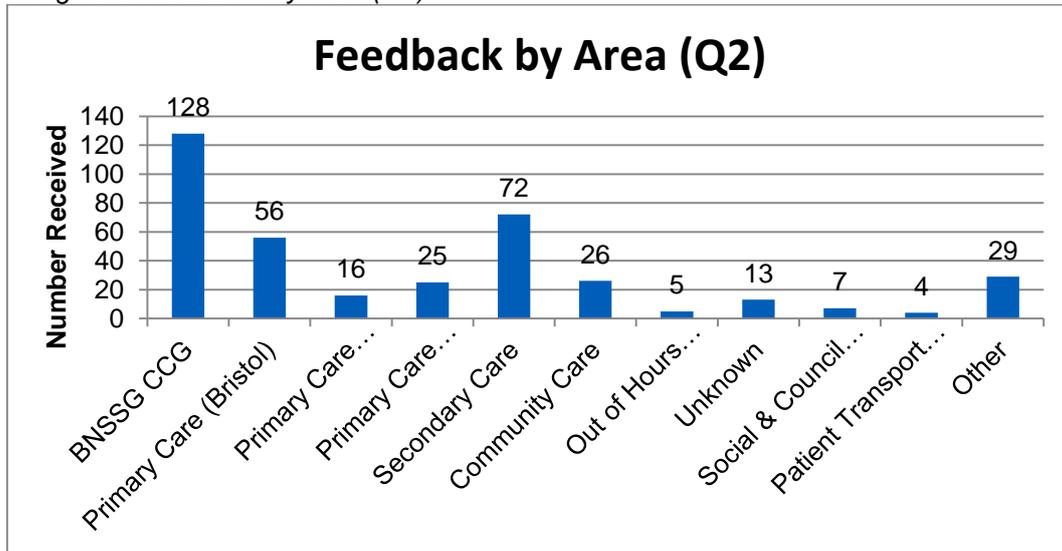
### 3. General Overview of Feedback Received by Organisation

BNSSG CCG received feedback from three hundred and eighty one (381) sources in Quarter 2. The table below identifies the areas to which the feedback related. This table excludes professional feedback.



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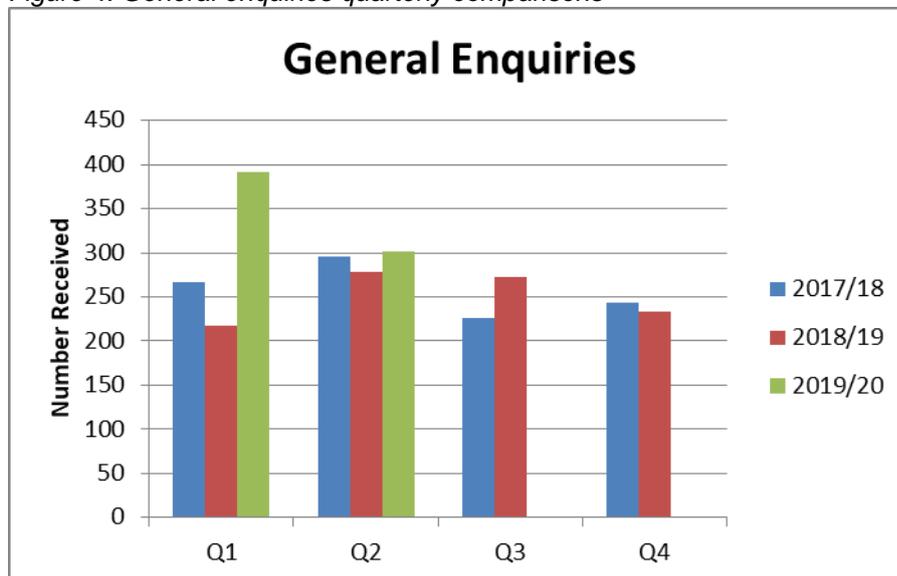
Figure 3: Feedback by Area (Q2)



### 3. Feedback Received in Quarter 2

When each element of patient feedback is considered in isolation, the numbers are very small and it is not possible to identify any clear themes or trends. Therefore the totality of feedback received has been analysed, including formal complaints, general enquiries, compliments and MP enquiries.

Figure 4: General enquiries quarterly comparisons



The top five (5) areas accounting for 366 episodes of feedback relates to:

#### Communication



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One hundred and sixty three (163) contacts were received within this category. These enquiries are varied and include requests for CCG specific information, requests for individual and team contact details and enquiries where the person is unsure who to contact to resolve their issue.

The Customer Services Team continues to monitor potential trends or themes and will highlight any specific problems at the time they are recognised.

### **Access and Waiting**

The CCG received one hundred and five (105) contacts regarding access and waiting times. Fifty eight (58) of these related to primary care; thirty six (36) related to GP registration within the Bristol locality and ten (10) in the South Gloucestershire locality. Three (3) enquiries related to access for treatments for ear wax removal.

The remaining enquiries related to a range of acute specialities within the local acute hospitals and access to mental health services, including Attention Deficit Hyperactivity Disorder (ADHD) assessments.

### **Access to Exceptional funding and treatments**

There were fifty one (51) enquiries relating to access to treatment through exceptional funding and treatments.

Twenty five (25) of these enquiries received between 1 July 2019 and 30 September 2019 related to exceptional funding, including in vitro fertilisation (IVF).

Whilst no clear trends were identified, it was recognised that three (3) enquiries related to Continuing Health Care funding and two (2) related to provision of glucose monitoring. A breakdown of the policies to which the enquiries related has been shared with the Exceptional Funding Request team and Policy team for their information.

### **Quality and provision of clinical care**

Twenty five (25) enquiries received in quarter 2 relate to this category, seventeen (17) of which related to secondary care and four (4) of which related to primary care.

Secondary care feedback is varied however nine (9) related to the quality of care provided in secondary care services and three (3) related to lack of discharge packages for patients from Weston Hospital.

Primary care feedback includes complaints about GPs and treatment / advice given.

### **General Commissioning Issues**

Within this category, the CCG received twenty two (22) contacts of patient feedback. Whilst there was no particular theme for this quarter there were three (3) items of feedback relating to the provision of Personal Health Budgets.



#### 4 Parliamentary and Health Service Ombudsman (PHSO)

At the time of the Quarter 1 report there were three (3) complaints that the PHSO was considering. One of these cases related to 2018-19 and the remaining 2 were relating to 2019-20.

The CCG has been advised that none of the escalated cases have been upheld by the PHSO.

#### 5 Compliments received in Quarter 2

Two (2) compliments were received in Quarter 2.

The essence of these compliments is captured in the vignettes below.

Compliment following a reminder letter that the patient had not yet registered with a new practice.

“Thank you for ensuring that I was not left out of the system!”

“Along with the fantastic Malago GP surgery, dad had the best care I could have imagined for him to enable the end of his life to be as comfortable and dignified as it could be, in his own home which he loved and it was down to the amazing community care received from **GPs (and their team) at Malago and the BCH Community Care team.**”

#### 6 BNSSG Overview of Healthwatch reports

Across the BNSSG footprint there are three (3) Healthwatch teams who undertake extensive work to understand the patient experience and how this can be used to improve services. This tends to be through specific and focussed pieces of work, the results of which are published on their website and used by the commissioners as an additional source to understand the patient experience and opportunities for improvements to be implemented.

During Q2, we received a report from Healthwatch North Somerset who had been exploring the current situation for children and young people (CYP) seeking early intervention mental health help through their schools and colleges, and their access to other services outside school. They asked young people to tell them about the kind of mental health support they received or wanted from their school or college or other provider. The children and young people said they confided mostly in parents, friends and teachers when they had difficult feelings and when asked to choose ways the service might improve, the top three areas chosen were; ‘having lessons at school that help them



keep emotionally fit and well'; 'feeling listened to, respected and involved in decision making'; and 'getting help quickly that is right for them.'

This report was shared with the CCG's Mental Health Commissioning Team for their awareness and consideration of any steps to be taken as a result of the findings.

## **7 Actions Taken in Q2**

- The CCG's Compliments, General Enquiries and Complaints policy was updated and approved by the CCG Governing Body. An easy read and child friendly version is now being explored and will be available on the website.
- Online videos in British sign language and for people with learning difficulties are now available on the Customer Services page of the CCG website. These supplement the information that is already available regarding how to make a complaint. The videos are the same as those used by the Parliamentary and Health Service Ombudsman and were used with their permission.
- The Customer Services Team has started to roll out a training programme for CCG staff regarding patient feedback, how this is used and why it is important to the CCG as service commissioners. 'Lunch and learn' sessions will now be implemented to take this forward.
- The CCG attended an event organised by a local MP in the South Gloucestershire locality in relation to older people's services and frailty. This enabled the CCG to speak to and obtain patient feedback in relation to the design and delivery of a new integrated frailty service. People at the event were very keen to receive frailty feedback questionnaires however only a handful have been returned to date and these have been passed to the Partnership & Engagement Manager. Themes seen so far include the desire to maintain independence and also provision of community transport.

## **8 Work in Progress**

An online feedback mechanism is being developed to capture feedback relating to the CCG's patient feedback mechanisms and how these can be improved.

Initial meetings have taken place and work is now underway to implement this within the next 3 months.

## **9 Healthy Weston (Q2)**

The feedback received through the Healthy Weston public consultation was carefully considered by the CCG, and was used to enhance the proposals for change at Weston Hospital. For example, we heard how people were worried about travelling to other hospitals, so we set up a dedicated Travel Working Group to look at solutions, and reduced the number of people that would need to be transferred for emergency surgery from 560 per year to 80. Several elements of the alternative proposal brought by the hospital consultants were incorporated in to the final proposals, such as strengthened ambulatory care and an integrated ED workforce. The CCG's Governing Body voted to approve the Healthy Weston proposals on 1 October 2019, at their



meeting in public, to ensure safety and quality of services at the Hospital. We encourage members of the public to get in touch if they have any questions about the work.

## 10 CCG Quality review

As part of the CCG's Quality review, the Customer Services Team pledged to ensure that patient experience is at the heart of everything we do. In order to do this we planned to increase awareness of the team's work and encourage feedback to inform the wider work of the CCG. Evidence of our progress to date against this pledge includes:

- An increase in the number of patients attending the CCG offices without a prior appointment who require assistance
- We attended the MP event as described within section 7 of this report
- Initial conversations with the CCG's Insights team to develop an online patient satisfaction questionnaire.

## Appendices

Appendix 1 – Analysis of feedback

## Glossary of terms and abbreviations

<b>BNSSG</b>	Bristol, North Somerset and South Gloucestershire
<b>CCG</b>	Clinical Commissioning Group
<b>IFR</b>	Individual Funding Request
<b>CAMHS</b>	Child and Adolescent Mental Health Service
<b>MATS</b>	Musculoskeletal Assessment and Triage Service



**APPENDIX 1: Feedback received in Quarter 2 - Top Five (5) themes**

	BNSSG CCG	Primary Care (Bristol)	Primary Care (N.Somerset)	Primary Care (SGlos)	Secondary Care	Community Care	Out of Hours Providers	Unknown	Social & Council Services	Patient Transport Services	Other	Total
Communication	61	11	7	6	24	13	3	11	7	1	19	163
Access and Waiting	5	41	4	13	27	11	1	0	0	2	1	105
Financial/Policy Issues	39	1	1	1	3	1	0	1	0	1	3	51
Clinical Care	1	0	2	2	17	2	0	0	0	0	1	25
General Commissioning	16	2	0	1	2	0	0	0	0	0	1	22
<b>Total</b>	<b>122</b>	<b>55</b>	<b>14</b>	<b>23</b>	<b>73</b>	<b>27</b>	<b>4</b>	<b>12</b>	<b>7</b>	<b>4</b>	<b>25</b>	<b>366</b>

