

Meeting of Governing Body

Date: Tuesday 6th August 2019

Time: 1.30pm

Location: The Vassall Centre, Gill Avenue, Downend, Bristol, BS16 2QQ

Agenda number: 7.2

Patient Experience Report 2019 – 2020 (Q1)

Report Author: Lucy Jones, Customer Services Manager

Report Sponsor: Janet Baptiste-Grant, Interim Director of Nursing and Quality

1. Purpose

To provide the Governing Body with triangulated information relating to patient experience across Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) in order to identify areas of good practice and those in need of improvement.

2. Recommendations

The Governing Body is asked to note the content of this report and the performance dashboard for the Customer Services Team (Appendix 1)

3. Executive Summary

During Quarter 1 of 2018/19, the Customer Services Team received a total of four hundred and sixty two (462) contacts across a range of feedback mechanisms including complaints, compliments, advice and liaison enquiries and MP enquiries.

The information available has been analysed and five top subjects for feedback were:

- Requests for general information
- General commissioning issues
- CCG policy – Exceptional Funding Requests
- Waiting times for appointments
- Quality of clinical care

Each area has been further interrogated and an analysis of each one is included in the main paper, supported by further details in appendices 2 and 3.

4 Actions Taken in Q1

Actions taken as a direct result of feedback included:

- The CCG's Compliments, General Enquiries and Complaints policy was updated and approved by the CCG Governing Body.
- The outcome from the Internal Auditors in relation to the CCG's process for managing and responding to patient feedback was concluded and a rating of 'satisfactory' was achieved. The recommendations are now being implemented and refined with a view to improving this rating going forward.
- The concerns regarding primary care access have been shared with the primary care commissioning team for their awareness and action as required. It has been noted that some of the practices named in the feedback have been trialling new appointment systems which have led to difficulties in appointment availability. This has been recognised by the practices and actions are now being taken to remedy this.
- A quarterly breakdown of the feedback received in relation to specific CCG Exceptional Funding policies is being shared with the relevant Executive Director and policy team for their awareness. This will enable consideration to be given as to whether certain policies and their associated criteria should be reviewed or reconsidered.
- All data collected in relation to specific pieces of CCG work, such as Healthy Weston and the Bishopston Medical Centre and Northville Family Practice consultations, have been fed back to the relevant CCG teams for consideration in the overall outcomes.

5. Financial resource implications

While there are no direct financial resource implications associated with complaints handling, there is the potential for the Parliamentary and Health Services Ombudsman to recommend financial remedy as an outcome where their investigation shows failings and a level of harm to the patient.

6. Legal implications

The CCG is required to handle all complaints in line with the NHS Complaint Regulations 2009.

7. Risk implications

Any risks, or potential risks identified through patient experience are brought to the attention of the relevant commissioning manager so that mitigations can be considered.

8. Implications for health inequalities

The NHS Complaint Regulations 2009 and the CCG Policy on the Management of Compliments, PALS enquiries and Complaints are inclusive and where a patient has a particular need the team will adapt their approach to meet this.

9. Implications for equalities (Black and Other Minority Ethnic/Disability/Age Issues)

The NHS Complaint Regulations 2009 and the CCG Policy on the Management of Compliments, PALS enquiries and Complaints are inclusive and accessible to all and do not discriminate against any of the nine protected characteristics.

10. Implications for Public Involvement

The triangulation of the patient experience information will provide an evidence base from which commissioners can accurately monitor the quality of commissioned services across BNSSG.

Agenda item: 7.2

Patient Experience Report 2019 - 2020 (Q1)

1. Background

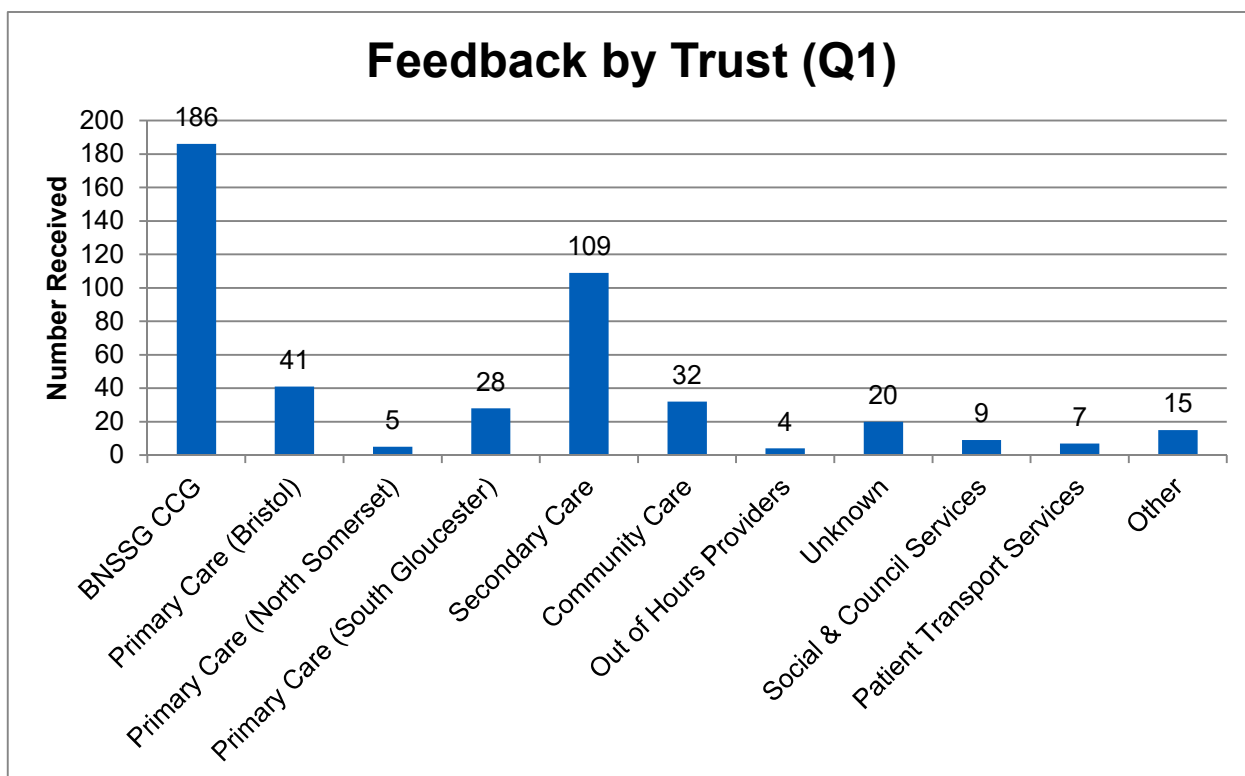
Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) recognises that good patient experience is a fundamental component of good quality care. Understanding patients' views of commissioned services is an essential feature of monitoring the services commissioned. One of the key challenges facing commissioners is not how to obtain, but how to use patient experience data intelligently to lead to real improvements. By analysing and triangulating patient experience information, themes and trends can be ascertained 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. General Overview of Feedback Received by Organisation

BNSSG CCG received feedback from four hundred and sixty two (462) sources in Quarter 1. The table below identifies the areas to which the feedback related. This table excludes professional feedback.

Figure 1: Feedback by Area (Q1)



3. Feedback Received in Quarter 1

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. As such, for quarter 1, the totality of feedback received has been analysed, including formal complaints, general enquiries, compliments and MP enquiries. The breakdown of this feedback can be seen in appendices two (2), three (3) and four (4).

The top five (5) areas where the most patient feedback was received relates to:

Requests for General Information

One hundred and sixty five (165) 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.

Due to the variability of requests, it was not possible to attribute a significant proportion of feedback to a specific area for example, administration which has 24 contacts detailed within it. All of these contacts were attributable to a variety of issues. However seventeen (17) of the contacts received in quarter 1 related to community hearing service provision, and the change in provider from GP Care.

The Customer Services Team continues to monitor potential trends or themes and will highlight any specific problems at the time they are recognised. A breakdown of the enquiries received can be found in Appendix 2.

General Commissioning Issues

Within this category, the CCG received seventy one (71) contacts of patient feedback.

Fifteen (15) of these related to the Healthy Weston consultation and were from members of the public wishing to share their feedback on the overnight closure of the Accident and Emergency Department and the consultation. All feedback received by the Customer Services Team was shared with the Healthy Weston Team for their information and consideration.

In addition, thirty one (31) contacts related to the consultation which took place around the future of Bishopston Medical Centre and Northville Family Practice. All feedback was collated and shared with the Primary Care Team for consideration of the overall consultation outcome.

A breakdown of the enquiries received can be found in Appendix 2.

CCG Policy – Exceptional Funding

Thirty (30) enquiries received between 1 April 2019 and 30 June 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 nasal surgery and five (5) related to IVF. 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.

A breakdown of the enquiries received can be found in Appendix 2.

Waiting times for appointment

The CCG received twenty four (24) contacts regarding waiting times for appointments during quarter 1, five (5) of which related to GP appointments. Of these five (5) enquiries, four (4) specifically related to GP practices within the South Gloucestershire area This was not the same practice however.

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.

A breakdown of the enquiries received can be found in Appendix 2.

Quality of clinical care received

Twenty three (23) enquiries received in quarter 1 relate to this category, six (6) of which related to primary care and specifically GP's. Four (4) of the six (6) enquiries related to South Gloucestershire GP practices.

A breakdown of the enquiries received can be found in Appendix 2.

4 Parliamentary and Health Service Ombudsman (PHSO)

At the time of the 2018-19 quarter 4 patient experience report being written, there was 1 complaint under investigation with the PHSO. The outcome of this investigation is still unknown.

During quarter 1 of 2019-2020, the CCG was made aware that 2 formal complaints had been escalated to the PHSO for investigation. One of these cases has been investigated by the PHSO and was not upheld and the other is still under investigation by the PHSO.

5. Compliments received in Quarter 1

Ten (10) compliments were received in Quarter 1. The essence of these compliments is captured in the vignettes below.

Many thanks for your response and tenacity in pursuing it for me.
(Customer Services Team)

Thank you to my GP who has been an enormous help over the last 9 months.
(GP Practice)

Thank you again for setting up the recent meeting and for the participant's patience. I was particularly grateful to the meeting chair.
(CCG and provider organisations)

"...a massive thank you for all your help over the last few months, X is well on the road to recovery now and it is lovely to see them smile and laugh again..."

(Customer Services Team)

Thank you again for listening, taking my comments in the spirit in which they were intended and most importantly for fine tuning the system.

(Customer Services Team)

Thank you for being so helpful, it is much appreciated.

(Customer Services 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.

At the time of writing the report the CCG had not received any specific feedback from Healthwatch.

7. **Actions Taken in Q1**

- The CCG's Compliments, General Enquiries and Complaints policy was updated and approved by the CCG Governing Body.
- The outcome from the Internal Auditors in relation to the CCG's process for managing and responding to patient feedback was concluded and a rating of 'satisfactory' was achieved. The recommendations are now being implemented and refined with a view to improving this rating going forward.
- The concerns regarding primary care access have been shared with the primary care commissioning team for their awareness and action as required. It has been noted that some of the practices named in the feedback have been trialling new appointment systems which have led to difficulties in appointment availability. This has been recognised by the practices and actions are now being taken to remedy this.
- A quarterly breakdown of the feedback received in relation to specific CCG Exceptional Funding policies is being shared with the relevant Executive Director and policy team for their awareness. This will enable consideration to be given as to whether certain policies and their associated criteria should be reviewed or reconsidered.
- All data collected in relation to specific pieces of CCG work, such as Healthy Weston and the Bishopston Medical Centre and Northville Family Practice consultations, have been fed back to the relevant CCG teams for consideration in the overall outcomes.

8. **Work in Progress**

- The Customer Services Team has developed a training programme for CCG staff regarding patient feedback, how this is used and why it is important to the CCG as service commissioners. This will be delivered through 'lunch and learn' sessions during quarter 2.
- The Customer Services continues to work with the Communication Team to develop an online video which will supplement the information that is already available on the CCG website regarding how to contact the team and what we can help with. Our contribution to this video will strengthen BNSSG's intention to continuously engage the public and our commitment to the Accessible Information Standard. This video is not yet in place but agreement has been given from the Parliamentary and Health Services Ombudsman for the CCG to link to their video showing the same information in the meantime.
- Develop an online feedback mechanism to capture feedback relating to the CCG's patient feedback mechanisms and how these can be improved. Initial meetings have taken place with the Insights team and work is now underway to implement this within the next 3 months.

- The Customer Services Team has met with the Insights Team to determine if the triangulation of data received through Customer Services and Care Opinion would be a possibility. However, due to how the Datix database used by the Customer Services Team and Care Opinion currently capture data this does not correlate in a meaningful way. We are exploring opportunities to encourage effective system-wide usage of Care Opinion to drive better integration of the two sets of Patient Experience data.

9 Healthy Weston (Q1)

The Healthy Weston consultation exercise concluded on 14th June 2019 following 17 weeks of public consultation. The consultation period was originally scheduled to end on 24th May but was extended due to the EU elections and extension of purdah. There were 2,366 responses to the public consultation from individuals and organisations from across the area. The CCG received feedback through a variety of means including face to face interviews, public meetings, letters, telephone calls, surveys and community meetings. The feedback is now being gathered and analysed by an independent agency and will inform the development of the proposals that will be put to the CCG Governing Body in October 2019.

10. Experience of Care Week

Between the 22 and 26 April, the CCG took part in Experience of Care week by asking all employees to give some feedback on the care that either they, or a family member, had experienced when using NHS services in the last 12 months.

Twenty seven (27) responses were received and approximately 40% of these related to secondary care closely followed by primary care. Of the twenty seven (27) responses received, sixteen (16) people indicated that they had been 'very satisfied' with the service they had received.

A summary of the feedback received can be found at Appendix 4.

11. CCG Quality Strategy

From 1st April 2019, the Customer Services Team will include an update on progress against our commitments within the strategy as part of this report.

12. Financial resource implications

While there are no direct financial implications associated with complaints handling, there is the potential for the Parliamentary and Health Services Ombudsman to recommend financial remedy as an outcome where their investigation shows failings and a level of harm to the patient.

13. Legal implications

The CCG is required to handle all complaints in line with the NHS Complaint Regulations 2009.

14. Risk implications

Any risks, or potential risks identified through patient experience are brought to the attention of the relevant commissioning manager so that mitigations can be considered.

15. Implications for health inequalities

The NHS Complaint Regulations 2009 and the CCG Policy on the Management of Compliments, PALS enquiries and Complaints are inclusive and where a patient has a particular need the team will adapt their approach to meet this. This includes but is not limited to taking a written account over the phone where the patient does not have access to email or would find it difficult to put their concerns in writing and arranging for interpretation services where English is not the patients first language.

16. Implications for equalities (Black and Other Minority Ethnic/Disability/Age Issues)

The NHS Complaint Regulations 2009 and the CCG Policy on the Management of Compliments, PALS enquiries and Complaints are inclusive are accessible to all and do not discriminate against any of the nine protected characteristics.

17. Consultation and Communication including Public Involvement

The triangulation of patient experience information will provide an evidence base from which commissioners can accurately monitor the quality of commissioned services across BNSSG.

18. Recommendations

The Quality Committee is asked to:

- Note the content of this report and the performance dashboard for the Customer Services Team (Appendix 1)
- Provide feedback on the report and suggestions of how the committee would like to see this developed for future iterations.

Report Author: Lucy Jones, Customer Services Manager

Report Sponsor: Janet Baptiste-Grant, Interim Director of Nursing and Quality

Appendices

Appendix 1 – Customer Services Team Performance Dashboard

Appendix 2 – Analysis of trends

Appendix 3 – Year on Year comparison

Appendix 4 – Experience of Care Week

Glossary of terms and abbreviations

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

Customer Services Team Quarterly Performance Dashboard

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

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

	Q1	Q2	Q3	Q4
Formal Complaints copied to the CCG				
Total number received	7			

	Q1	Q2	Q3	Q4
Formal Complaints received by the CCG and passed to the provider				
Total number	18			

	Q1	Q2	Q3	Q4
General Enquiries				
Total number of general enquiries received	391			
Number of general enquiries acknowledged within 2 working days	344			
Number of enquiries resolved	375			
Number of enquiries carried over to the next quarter	16			

	Q1	Q2	Q3	Q4
MP Enquiries				
Total number of MP enquiries received	20			
Number of enquiries acknowledged within 3 working days	20			
Number of enquiries resolved within 25 working days	16			
Number of enquiries resolved within agreed extended timescales	2			
Number of enquiries carried over to the next quarter	2			

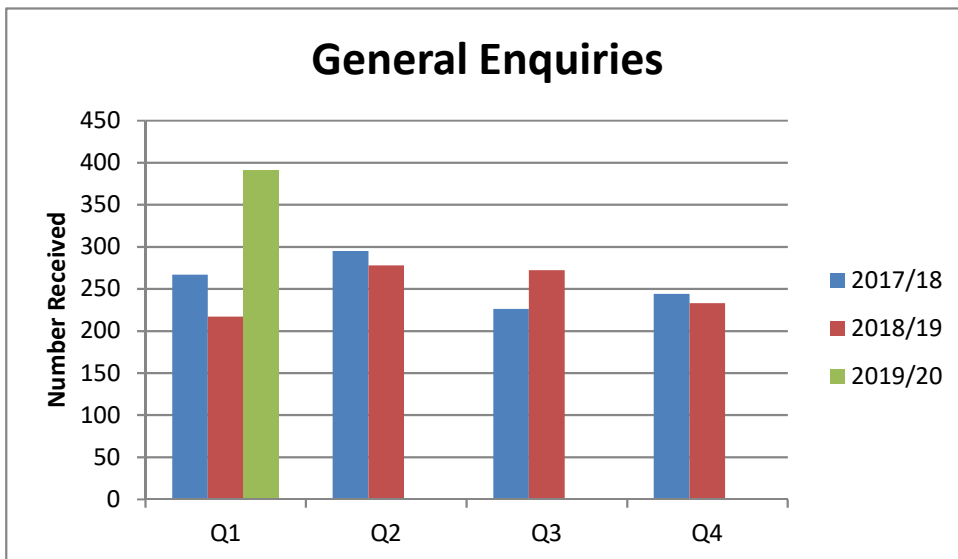
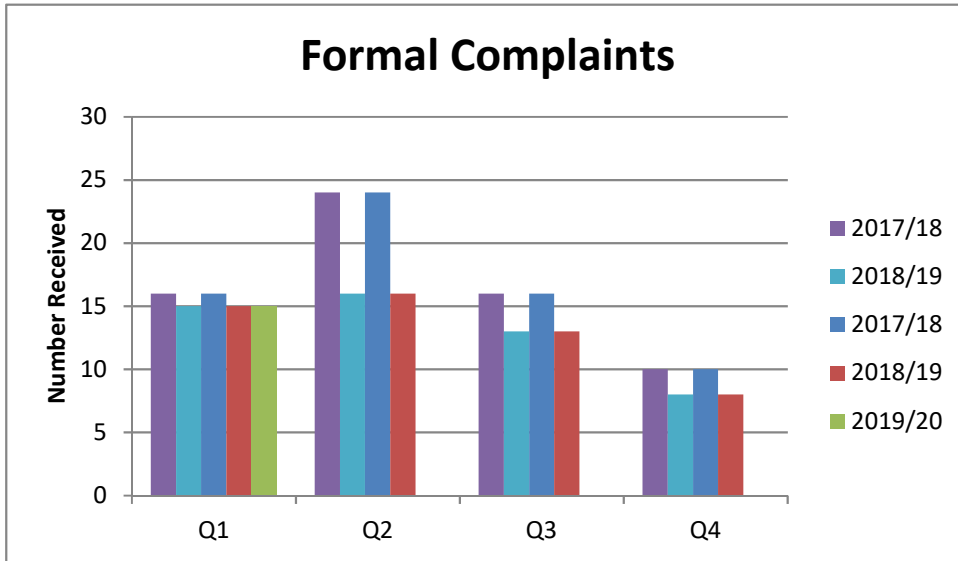
	Q1	Q2	Q3	Q4
Compliments				
Number of compliments received	10			

* 3 of these are within agreed timescales

APPENDIX 2 - Feedback by Service area (Subjects) and Sub-subject

	CCG policy - IFR	General Comissioning issues	Quality of clinical care received	Request for general information	Waiting time for appointment
Acute Services	0	0	2	0	0
Acute Services	0	1	0	8	1
Acute: Inpatient	0	0	1	1	0
Acute: Outpatient	0	0	2	1	2
ADHD Waiting Times	0	0	0	0	2
Administration	2	1	0	24	0
Adult Community Services	0	1	0	1	0
APMS Northville and Bishopston	0	29	0	2	0
Back Pain / Sciatica	1	0	0	0	0
Benign Skin Lesions	1	0	0	0	0
Cardiology	0	0	1	0	1
Care Agency	0	0	1	0	0
CCG Directorate	0	0	0	4	0
Child and Adolescent Mental Health Services	0	0	0	0	1
Child and Adolescent Mental Health Services	0	0	0	1	0
Commissioning	0	3	0	4	0
Commissioning	0	4	0	3	0
Commissioning and/or funding	0	0	0	1	0
Connecting Care	0	0	0	2	0
Continence	0	1	0	0	0
Continuing Health Care	0	0	2	13	0
Corporate	0	0	0	2	0
Corporate	0	0	0	2	0
Dental Services (Primary Care)	0	1	0	3	0
Digital/Technology	0	1	0	0	0
Ear Wax Removal and Microsuction	0	0	0	1	0
ENT	0	0	0	0	2
Equipment/Medical Loans	0	0	0	1	0
Exceptional Funding	2	0	0	0	0
Female Genital Surgery	1	0	0	0	0
Freestyle Libre	0	0	0	1	0
Funded Nursing Care	0	0	1	0	0
GP (Primary Care)	0	0	8	15	5
Grommets	1	0	0	1	0
Gynaecology	0	0	1	0	1
Healthy Weston	0	15	0	0	0
Hearing and Balance Services	0	0	0	16	0
Hernia	1	0	0	0	0
Hospital Transport	0	0	0	3	0
Hydrocele	1	0	0	0	0
IAPT	0	0	0	4	0
IFR	5	0	0	3	0
IFR	2	1	0	1	0
Imaging	0	0	0	1	0
Immunisation	0	0	0	0	1
IT	0	1	0	0	0
IVF	5	0	0	0	0
MATS	0	0	0	0	1
Medicines Management	0	0	1	8	0
Mental Health	0	1	0	14	2
Minor Injuries	0	1	0	0	0
Nasal	3	0	0	0	0
Neurology	0	0	0	0	2
Opting In / Opting Out	0	0	0	2	0
Orthopaedics	0	0	0	0	2
Other	1	0	0	10	0
Out of Hours Care	0	0	1	1	0
Primary Care	0	1	0	3	1
Procurement	0	3	0	0	0
Recruitment	0	3	0	0	0
Repatriation	0	0	1	1	0
REZUM	1	0	0	0	0
Safeguarding	0	1	0	1	0
SCAMP	0	1	1	0	0
Speech and Language Therapy	1	0	0	0	0
Tonsillectomy	1	0	0	0	0
Translation / Interpretation Services	0	1	0	0	0
Unknown	1	0	0	5	0
Wheelchair Services	0	0	0	1	0
Total	30	71	23	165	24

Comparison of Contacts *



* Where available data is held

Experience of Care Week

