

Meeting title:	Public Trust Board	Public Trust Board paper I
Meeting date:	14 th September 2023	
Title:	Patient Experience – 2022-23 Annual Report	
Report presented by:	Sue Burton, Deputy Chief Nurse/ Sue Mcleod	
Report written by:	Sharon Wilkinson, Senior Nurse Patient Experience Michael Burgess, Share Your Experience Lead	

	Decision/Approval		Assurance	X	Update	
Where this report has been discussed previously	PIPEAC: NMAHP Committee Quality Committee					

To your knowledge, does the report provide assurance or mitigate any significant risks? If yes, please detail which
N/A

Impact assessment
This report highlights the scale and variety of methods used to capture, monitor, and respond to our patients experiences across UHL.

Abbreviations
<p>BAME – Black and Ethnic Minority CMG – Clinical Management Group FCF – Family, Carers and Friends FFT – Friends and Family Test HoN – Head of Nursing LLR – Leicester, Leicestershire and Rutland PIPEAC – Patient Involvement, Patient Experience, Action Committee</p>

Purpose of the Report

To provide assurance that Patient Experience feedback is promoted, monitored, and drives organisational learning. Actions taken during 2022-23 focused on improving the experience for the following groups:

- Carers
- Patients from the global majority
- Patients with long term conditions/physical disability

Recommendation

The Board is asked to receive assurance that patient experience is being sought, monitored and that priorities for the coming year foster a continuous improvement approach to experience.

The board are asked to approve the proposed priorities for 2023/24.

Summary

Patient experience information and data is collected in a variety of ways:

Friends and Family Test - this is a nationally mandated question for Inpatients, Outpatients, Emergency Department and Maternity, asking patients and service users if they would recommend the service. Feedback is collected via paper forms, SMS text and iPads/QR scans.

Local Surveys – these are predominantly collected using paper forms. There are 31 questions in the adult Inpatient Survey which mirror the National Inpatient Survey.

Family, Carers and Friends Survey – to capture the experience of carers.

Message to Matron – this is collected by the CMG's and included in the triangulation of patient feedback report via PIPEAC.

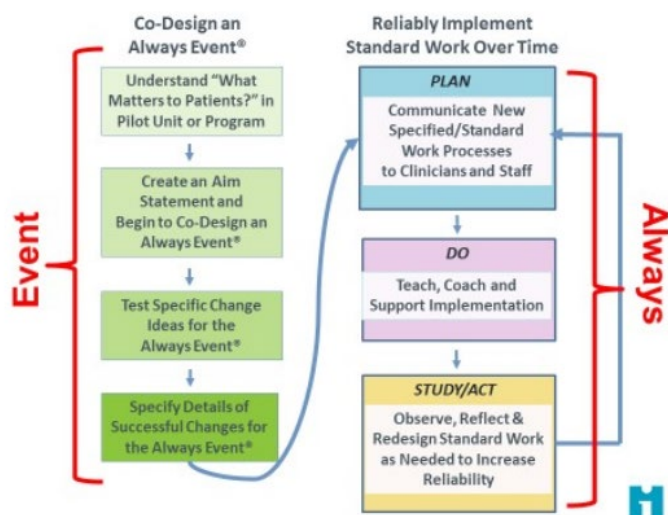
National Surveys – the CQC mandate a national survey each year, including National Inpatient Survey, National Maternity Survey, National Emergency Department Survey and National Cancer Survey.

Patient Stories – these are used to share patient experience across the Trust.

The board has been sighted to our ambition to truly work in partnership with our patients and the citizens of LLR. The priorities for this coming year will seek to continue that journey under the dedicated leadership of our new Head of Patient Experience. Key priorities are as follows:

1. Modernisation of the patient experience function across the organisation, including establishment of a Patient Advise and Liaison Service (PALS) service
2. Development of the 'Always Action' Campaign at UHL: organising a series of events focusing on what matters most to our patients.

IHI's Always Event Framework



3. Review the potential implementation of a UHL call for Concern campaign to support timely escalation of clinical concerns

4. Lead the way nationally in empathic healthcare: work with University of Leicester School of Empathetic health care to develop a bespoke programme for staff to truly embed empathy at UHL
5. Continue focussed work with those who have a poorer experience at UHL including patients from the global majority, those with long term conditions, those with a diagnosis of cancer and carers supporting our patients.
6. Develop the Patient Experience Hub at LRI
7. Review the accessibility of our patient experience function at UHL, learning from other organisations

The Friends and Family Test

OVER 211,000 PATIENT VIEWS COLLECTED FOR THE FFT IN 2022-23 of which 93% were positive

Figure 1

Friends and Family Test Question Feedback during 2022-23	No.
Total Friends and Family Test (FFT) surveys collected across the Trust	211,344
Total number of positive FFT responses	197,045
Total number of suggestions for improvement responses*	9,443
Total FFT collected by SMS Text	129,138
Total FFT collected by paper	57,467
Total FFT collected by iPad/QR	24,739
Total FFT collected in Inpatient/Day case areas	47,608
Total FFT collected in Outpatient areas	128,001
Total FFT collected in Emergency	29,323
Total FFT collected in Maternity	6,412

*FFT responses other than 'good' or 'very good'

Figure 2

2022-23	Inpatient	Outpatient	Emergency	Maternity
% footfall coverage target	30%	5%	10%	30%
% footfall coverage achieved	23.9%	12.4%	15.4%	17.9%

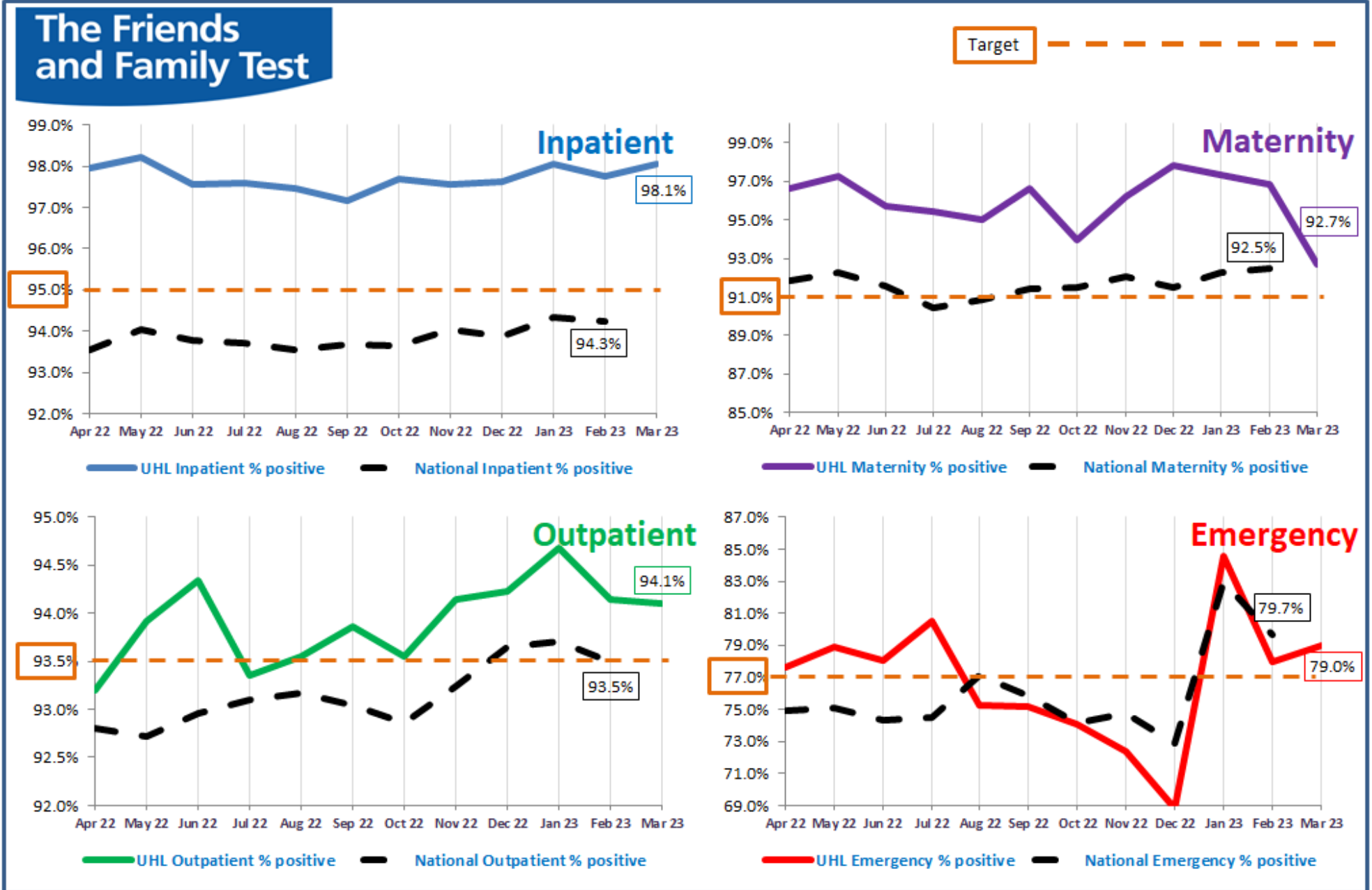
WHAT IS THE DATA TELLING US?

- Inpatients and Maternity did not achieve their footfall target in 2022-23
- Emergency and Outpatients did achieve their footfall target in 2022-23

FRIENDS AND FAMILY TEST PERFORMANCE SUMMARY – 2022-23

	Inpatients/ Day Case	Outpatients	Emergency Department	Maternity
Methods of collection	Paper/QR/iPad	SMS/Paper/QR/iPad	SMS/Paper/QR/iPad	Paper/QR/iPad
Scores % positive	97.7%	93.9%	76.9%	96.0%
Peer group average	Benchmark: %	Benchmark: %	Benchmark: %	Benchmark: N/A
Responses	44,683	132,326	29,964	6,278
Comparison with last year	Score: 98.3% Responses: 54,999	Score: 94.4% Responses: 117,067	Score: 80.1% Responses: 25,802	Score: Overall 95.9% Responses: 8,400
Performance	<ul style="list-style-type: none"> Response count and % positive score has decreased since 2021-22 Inpatient SMS system being developed with IM&T and Heads of Nursing to deliver a higher response rate without increased burden on staff time 	<ul style="list-style-type: none"> Outpatient % positive score and response count has decreased since 2021-22 	<ul style="list-style-type: none"> % positive score has decreased since the 2021-22 Response count has increased since 2021-22 	<ul style="list-style-type: none"> % positive has not really changed since 2021-22 and response count has decreased

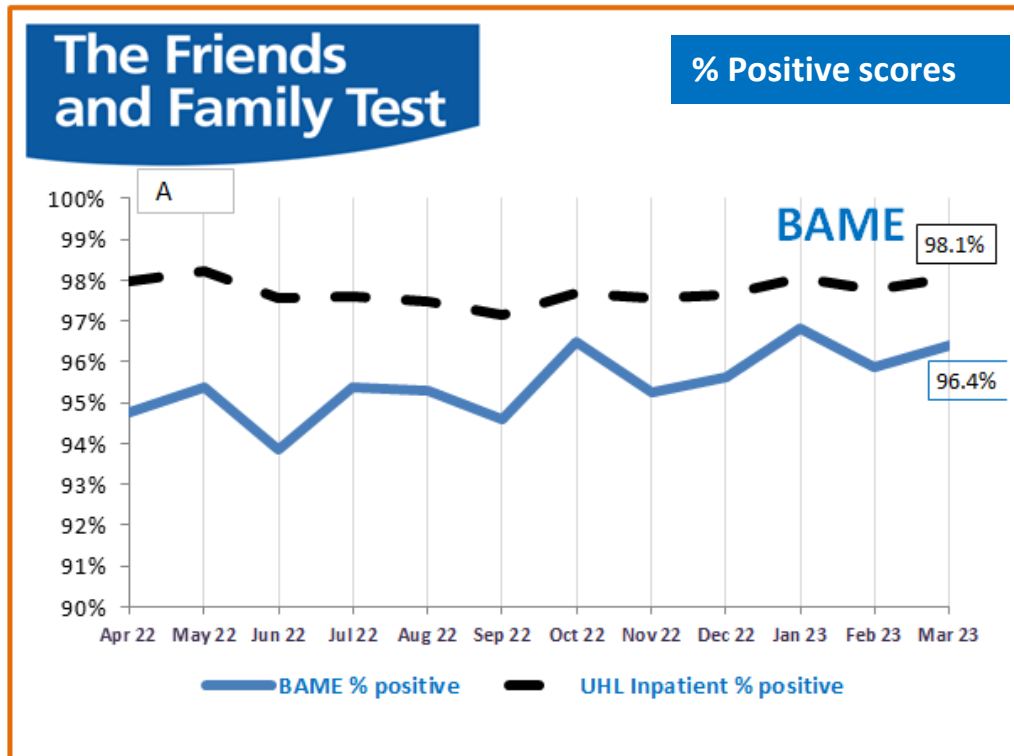
Figure 3



*There is a delay in national data availability for March 2023

OUTCOMES AND EXPERIENCE FOR PATIENTS FROM AN ETHNIC MINORITY BACKGROUND

Figure 4



WHAT IS THE DATA TELLING US?

- Figure 4a shows the BAME percentage positive score is lower than the average for inpatients
- Figure 4b shows the Indian percentage positive score is lower than the average for inpatients
- BAME compared to the overall percentage positive is provided as a CMG breakdown in **appendix 1**
- A full breakdown of Friends and Family Test results for protected characteristics is given in **appendix 3**

PATIENTS WITH LONG TERM CONDITIONS

Figure 5

% positive	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Physical Disability	95.7%	96.3%	94.7%	96.1%
Long Term Illness	95.5%	95.1%	96.0%	95.2%
UHL overall	97.9%	97.4%	97.6%	98.0%

Figure 5 shows the quarterly average percentage positive scores for patients with a physical disability and long-term illness to illustrate the difference from UHL overall.

WHAT IS THE DATA TELLING US?

- There has been a slight improvement in percentage positive for physical disability between quarter one and quarter four
- There has been a slight deterioration in percentage positive for long term conditions between quarter one and quarter four
- Long term conditions and physical disability against compared to the overall percentage positive is provided as a CMG breakdown in **appendix 1**
- A full breakdown of Friends and Family Test results for protected characteristics is given in **appendix 3**

Inpatient Score, % positive comparisons of similar hospitals across England

In order to gain an understanding of how the Trust sits compared to others in the country, we have chosen the national average and our peer group Trusts to compare our scores

Trust Name	Total Responses	Total Eligible	Percentage positive	Percentage negative
England (excluding independent sector providers)	153,361	765,732	94.3%	2.8%
THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST	272	13,332	98.2%	1.1%
UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST	4,013	15,963	97.8%	0.7%
NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST	1,659	11,545	97.7%	0.9%
IMPERIAL COLLEGE HEALTHCARE NHS TRUST	2,034	6,514	96.3%	1.8%
LEEDS TEACHING HOSPITALS NHS TRUST	4,948	13,057	96.0%	1.7%
UNIVERSITY COLLEGE LONDON HOSPITALS NHS FOUNDATION TRUST	1,672	8,429	95.9%	2.5%
UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST	2,008	18,695	95.8%	2.2%
OXFORD UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	3,269	11,938	95.7%	2.2%
UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST	2,432	9,350	95.4%	2.9%
NORFOLK AND NORWICH UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	310	9,155	94.8%	3.2%
KING'S COLLEGE HOSPITAL NHS FOUNDATION TRUST	2,023	11,459	94.5%	1.8%
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	2,558	10,493	91.0%	5.1%
BARTS HEALTH NHS TRUST	3,871	12,722	90.9%	3.9%
UNITED LINCOLNSHIRE HOSPITALS NHS TRUST	1,458	6,684	90.3%	4.9%
EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST	749	3,606	90.1%	5.9%
NORTHERN CARE ALLIANCE NHS FOUNDATION TRUST	3,287	19,673	90.1%	5.6%
MANCHESTER UNIVERSITY NHS FOUNDATION TRUST	3,592	20,307	87.9%	5.3%
HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST	1,106	11,296	84.7%	10.7%

February 2023 results

Outpatient Score, % positive comparisons of similar hospitals across England

In order to gain an understanding of how the Trust sits compared to others in the country, we have chosen the national average and our peer group Trusts to compare our scores.

Trust Name	Total Responses	Total Eligible	Percentage positive	Percentage negative
England (excluding independent sector providers)	341,603	2,404,977	93.5%	3.2%
THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST	826	37,391	99.0%	0.5%
NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST	2,790	37,350	97.7%	1.4%
UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST	7,620	25,218	96.5%	1.5%
MANCHESTER UNIVERSITY NHS FOUNDATION TRUST	3,537	47,605	96.4%	1.7%
UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST	905	64,664	96.0%	2.4%
LEEDS TEACHING HOSPITALS NHS TRUST	2,758	35,717	95.8%	2.2%
EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST	10,690	29,343	95.2%	2.3%
UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST	11,366	30,083	94.1%	2.8%
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	5,348	36,816	94.0%	3.1%
NORFOLK AND NORWICH UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	2,261	23,149	93.5%	3.5%
OXFORD UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	7,487	41,418	93.3%	3.5%
UNIVERSITY COLLEGE LONDON HOSPITALS NHS FOUNDATION TRUST	6,746	48,445	93.1%	3.0%
UNITED LINCOLNSHIRE HOSPITALS NHS TRUST	3,369	17,683	92.9%	2.6%
HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST	4,515	23,861	92.8%	3.6%
IMPERIAL COLLEGE HEALTHCARE NHS TRUST	7,954	37,663	91.2%	2.9%
KING'S COLLEGE HOSPITAL NHS FOUNDATION TRUST	10,514	47,585	90.7%	4.3%
BARTS HEALTH NHS TRUST	12,518	43,626	87.3%	6.5%

February 2023 results

Emergency Department Score, % positive comparisons of similar hospitals across England

In order to gain an understanding of how the Trust sits compared to others in the country, we have chosen the national average and our peer group Trusts to compare our scores

Trust Name	Total Responses	Total Eligible	Percentage positive	Percentage negative
England (excluding independent sector providers)	111,833	1,048,772	79.7%	13.4%
THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST	1	14,721	*	*
UNIVERSITY COLLEGE LONDON HOSPITALS NHS FOUNDATION TRUST	2,116	9,860	89.2%	7.8%
NORFOLK AND NORWICH UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	753	7,183	88.8%	7.2%
IMPERIAL COLLEGE HEALTHCARE NHS TRUST	1,038	15,725	83.3%	12.5%
SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST	1,345	6,072	82.7%	10.9%
EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST	1,961	14,102	82.3%	11.9%
LEEDS TEACHING HOSPITALS NHS TRUST	2,113	11,853	82.2%	11.3%
NORTHERN CARE ALLIANCE NHS FOUNDATION TRUST	1,655	26,502	80.8%	13.8%
OXFORD UNIVERSITY HOSPITALS NHS FOUNDATION TRUST	1,660	6,593	78.8%	12.2%
MANCHESTER UNIVERSITY NHS FOUNDATION TRUST	4,238	36,517	78.7%	14.7%
UNIVERSITY HOSPITALS OF LEICESTER NHS TRUST	2,267	15,146	78.0%	15.6%
UNITED LINCOLNSHIRE HOSPITALS NHS TRUST	1,490	5,480	77.9%	14.1%
UNIVERSITY HOSPITALS BIRMINGHAM NHS FOUNDATION TRUST	1,322	14,731	71.7%	19.8%
HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST	1,192	8,364	69.8%	19.6%
BARTS HEALTH NHS TRUST	2,855	34,676	67.5%	20.9%
UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST	1,370	14,791	67.4%	20.4%
NOTTINGHAM UNIVERSITY HOSPITALS NHS TRUST	98	9,450	67.3%	28.6%
KING'S COLLEGE HOSPITAL NHS FOUNDATION TRUST	685	9,755	65.4%	25.5%

February 2023 results

PATIENT EXPERIENCE ACTIONS

Patient Experience iPad stock replaced as part of EQUIP programme

- SMS text feedback for therapies developed and launched in October 2022
- Commenced preparation work with Imaging Departments for SMS text feedback
- Provided theming of all comments in August 2022 to support improvement works following a fall in percentage positive score/exception report
- Collaborative working with IM&T and maternity services in order to provide SMS text feedback for community antenatal and postnatal services
- Participated in Patient Experience external review (360 Assurance). The outcome of this review paper is included on the agenda for Quality Committee
- QR scans have been developed as alternatives to iPads/paper forms
- QR lanyards developed with the dieticians and childrens services
- Developed easy-print PDF flyers for areas with a bespoke embedded QR code, these are available on request for any clinic, ward or service
- Monthly report developed to inform Head Of Nursing for Discharge Improvements
- Monthly SPC chart report shared, displaying the Trust FFT score position compared against national and peer group co-ordinators
- Trust and ward level FFT scores shared to Trust Public website each month

CARERS

- Response rate for Family, Carers and Friends (FCF) surveys across the wards is low
- A focus on increasing FCF surveys collected (action log, see **appendix 2**)
- A Carer's Passport is currently in development following engagement with carers groups and designed in conjunction with the LLR Carers Delivery Group

REVIEW OF INPATIENT SATISFACTION QUESTIONS

Figure 6

Question No.	Inpatient Feedback Form Satisfaction Question	Nice to have	Essential	Not useful
18b	18b Were you given enough privacy when: discussing your condition or treatment?	0%	100%	0%
20	20 Do you think the hospital staff did everything they could to help control your pain?	0%	100%	0%
21	21 If you needed attention, were you able to get a member of staff to help you within a reasonable time?	0%	100%	0%
22	22 Did you feel you were involved in decisions about your discharge from hospital?	0%	100%	0%
27	27 Did the doctors or nurses give your family, friends or carers all the information they needed to help care for you?	0%	100%	0%
29	29 Overall were you treated with respect and dignity while you were in the hospital?	0%	100%	0%

- Patient Experience asked the HoN and their teams to review the current inpatient survey questions to identify which are needed going forward
- The response rate was seven members of staff. Based upon their responses, figure 6 shows the six questions these staff all considered to be essential
- Following the Nursing, Midwifery and Allied Health Professionals Committee in June 2023, decisions about the review of the current survey will be delayed until the Head of Patient Experience commences in post in October 2023

VOLUNTEER SERVICES

Service Activity

In quarter four 2022-23 206 volunteers helped us by giving 7,416 hours of their time. Volunteers helped people over 2,472 times.

Service Updates

Queens Award for Volunteering – The Volunteers Services at UHL was awarded the Queens Award for Volunteering in November 2022



Ward Support - The programme of volunteer activity in wards remains exciting and challenging. We now have Outreach Volunteers who help on whichever wards need them most on the day of their shift. They assist mainly with nutrition and hydration but also help in other ways

Activities with Volunteers -Through the support of the Ward Volunteer Coordinators some volunteers are able to offer activities for patient such as making bunting for the Coronation, painting or playing games. Volunteers are encouraged to tell us about their hobbies and skills so that we can match them with patients. Thanks to a grant from LHC we now have a range of activities to offer

Hairdressing Volunteers - visit wards at LRI and provide patients with the opportunity to have their hair washed, cut and styled. A new member of the team has just been recruited to train new hairdressing volunteers, reintroduce manicure and hand massage volunteers and develop the Time for a Treat Services across all sites

Emergency Department Volunteers - now cover 7 days a week in the waiting areas and have begun to extend their support into other areas of the emergency floor – offering refreshments and support to patients and families

Buggy Services - is now operating across all sites and is expected to offer full 9-4 coverage in the next few weeks

Patient Visiting Volunteers - have returned to the wards not only offering a chat and a listening ear but many offer the additional skill of different languages

Meet and Greet Volunteers - are now not only placed at main entrances and on corridors but are also present in other areas such as Fracture clinic reception, LRI Pharmacy and GSU

Therapy Dogs - We have welcomed back 3 Pets as Therapy dogs who are visiting at all 3 sites providing some enjoyment for patients and staff

FRIENDS AND FAMILY TEST % POSITIVE AND % COVERAGE TARGETS FOR 2023-24

Quarter four 2023-24	Inpatient	Outpatient	Emergency	Maternity
% positive target	95%	95%	77%	95%
% footfall coverage target	25%	14%	14%	25%

PATIENT STORIES

Leicester Hospitals uses patient stories in order to gain a better understanding of individuals' experiences and perspectives on a specific issue or service. Stories are used alongside other data sources to gain powerful insight into what is happening within services and clinical areas.

Patient stories tell the lived experience of patients or carers and are extremely impactful. The stories can be both positive or have lessons to learn.

The stories are shared at Nursing, Midwifery and Allied Health Professionals Committee and Trust Board.

PATIENT RECOGNITION AWARD

This award recognises staff who patients, family, and carers have mentioned by name in the Friends and Family Test feedback comments. These comments detail the positive impact the staff member has had on their experience while they have been in hospital.

During 2022-23 there have been thirteen winners: four nurses, one therapist, one dietician, three health care assistants, two housekeepers, one consultant and a midwife.

Two examples of ward staff given their award in quarter four:

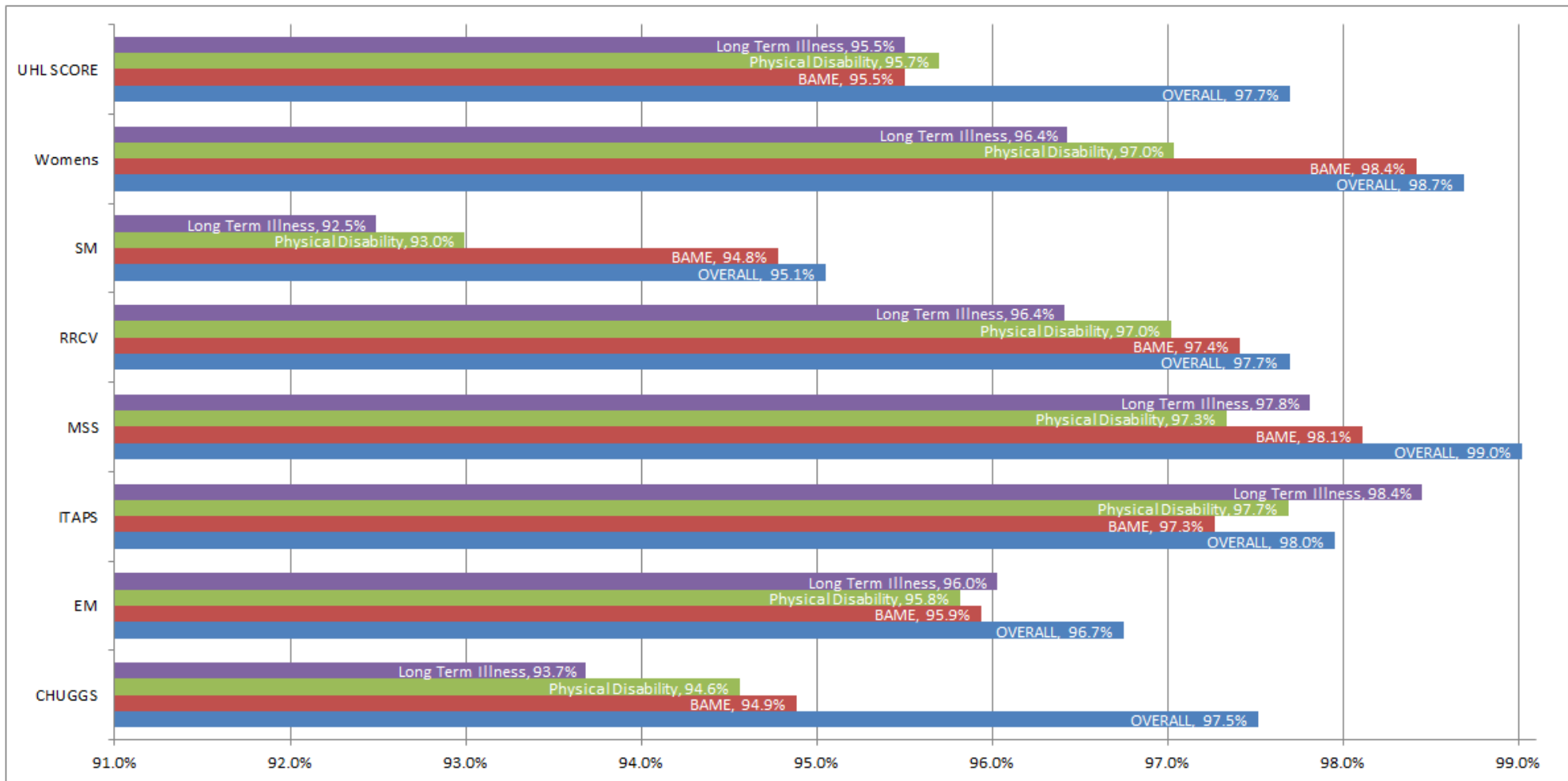


Kitty Lowe, HCA
Ward 34, GH



Adam Baker, HCA
Ward 24, LRI

APPENDIX 1



WHAT IS THE DATA TELLING US?

- Ethnicity
 - YTD data shows the difference between BAME and overall score was -2.2%
 - CHUGGS CMG has demonstrated the greatest inequity in satisfaction for the BAME group throughout the year at -2.6% compared to overall
- Long term conditions
 - YTD data shows the difference between physical disability, long term illness and overall score was -2.2% and -2.0% respectively
 - CHUGGS CMG demonstrated the greatest inequity in satisfaction for long term illness and physical disability at -3.8% and -2.9% respectively
 - SM demonstrates the lowest % positive score

APPENDIX 2

Ref.	Action	Lead	By When	Progress Update	RAG
1	Develop Alliance outpatients SMS to increase footfall	M Burgess	01.06.23	Launch date set for June 1 st 2023	5
2	Meet with maternity to discuss increase in FFT footfall	S Wilkinson / M Burgess	30.06.23	In progress	4
3	Develop maternity SMS to increase footfall	M Burgess	01.07.23	Launched 26/07/23	5
4	Develop inpatient SMS to increase footfall	M Burgess	31.07.23	In progress for completion in July 2023 Communication/rollout plan required prior to launch	4
5	Support wards to increase FCF surveys	S Wilkinson / M Burgess	30.09.23	Discuss at PIPEAC query FCF % coverage target for each area	1
6	Adult survey review – ask for decision at NMAHPS	S Wilkinson / M Burgess	13.06.23	Agreed Patient Satisfaction question review will await the appointment into the new HOPE role.	5

Status Key	5	4	3	2	1	0
	Complete	On track	Some delay – expect to complete as planned OR implemented but not fully embedded	Significant delay – unlikely to be completed as planned	Not yet commenced	Objective revised

APPENDIX 3

Ward Friends and Family Test responses by protected characteristics 2022-23

Protected characteristic	Classification	% positive	No. of FFT responses
ETHNICITY	ASIAN BANGLADESHI	92.9%	112
	ASIAN INDIAN	96.8%	3257
	ASIAN PAKISTANI	96.5%	286
	ANY OTHER ASIAN BACKGROUND	96.0%	299
	BLACK AFRICAN	96.8%	400
	BLACK CARIBBEAN	94.5%	200
	ANY OTHER BLACK BACKGROUND	93.2%	59
	CHINESE	98.4%	63
	MIXED WHITE AND ASIAN	94.4%	161
	MIXED WHITE AND BLACK AFRICAN	95.8%	96
	MIXED WHITE AND BLACK CARIBBEAN	93.3%	194
	ANY OTHER MIXED BACKGROUND	95.7%	116
	WHITE BRITISH	96.8%	22701
	WHITE IRISH	97.2%	750
	ANY OTHER WHITE BACKGROUND	96.7%	794
	ANY OTHER ETHNIC GROUP	90.8%	87
LONG TERM CONDITIONS	DEAFNESS OR SEVERE HEARING IMPAIRMENT	97.4%	6681
	BLINDNESS OR PARTIALLY SIGHTED	97.6%	2009
	A LONG STANDING PHYSICAL DISABILITY	96.4%	9687
	A LEARNING DISABILITY	96.2%	2530
	A MENTAL HEALTH CONDITION	94.6%	3534
	A LONG STANDING ILLNESS	96.2%	12028
	DEMENTIA	97.3%	3042
AGE	19 to 64 years	97.2%	29488
	65 to 74 years	97.6%	11377
	75 to 84 years	97.3%	10672
	85 years and over	97.7%	5509
GENDER	FEMALE	97.1%	31421
	MALE	97.4%	26307
SEXUALITY	Bisexual	96.0%	757
	Gay/lesbian	95.4%	733
	Heterosexual/straight	97.4%	51350