

Patient Experience Report Patient Experience (Connecting Care)

NHS Wakefield CCG

What are people telling us?

September 2016

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Introduction

NHS Wakefield Clinical Commissioning Group's (CCG) vision expresses the aim to improve patients' experience of healthcare within Wakefield District.

The CCG has patient experience firmly embedded in all commissioning activities and decisions. As part of the wider work of supporting the CCG to deliver on this vision, quarterly reports collating the various sources of patient feedback are produced by eMBED Patient Experience Service.

Using patient experience information supports the CCG in making decisions about local health services. The CCG's five year plan is informed by listening to local people's experience of services to help decide priorities for the next five years and to plan services that enable people to stay in control of their own health and well-being. This report looks specifically at patient experience of Connecting Care. A description of Connecting Care is given below¹.

This report links to one of the five main focuses of the CCG's five year strategic plan 2014-19:

- ***Better access to GPs and services in the community – including longer opening hours***

The report also addresses aims expressed in the CCG's five year strategic plan 2014-19:

- ***Where possible care is provided to people at home or near to where they live***
- ***People only go into hospital if they are too ill to be cared for at home***
- ***People who do need to go into hospital are supported to get back home as soon as possible***

Furthermore it supports one of the eight commissioning intentions set out in the strategic plan:

¹ Further information is available from <http://connectingcarewakefield.org/>

- ***A modern model of integrated care***

Wakefield Connecting Care

The Connecting Care programme seeks to meet the challenges faced by the public sector through greater integration and shared innovation between the NHS, local authority and the voluntary sector. Locally partners have signed up to a vision:

- ***For citizens of Wakefield district to live longer, healthier lives and to be supported by people with the right skills, in the right place.***

Over the past few years partners have talked to local people about what is important to them and local people have said that they want to be supported to stay well, they don't want to be in hospital unless they really have to and they want to be more in control of their own health either at home or as close to home as possible.

They also want the professionals involved in their care to work in a way that's connected so that they don't have to keep repeating their story over again to different people and delay their care.

How It Works

The local approach to Connecting Care involves groups of GP practices working as a network with a team of community nurses, social care staff, therapists and voluntary organisations to organise services around the needs of the people registered with their practices. These teams are known as Connecting Care Hubs.

These hub teams provide a joined up service for people who are most at risk of becoming ill such as those with long term conditions, complex health needs but also people who have been in hospital following an emergency or operation.

Connecting Care Hubs

Having a long term condition or poor health generally means lots of visits to the GP or hospital. For some, it can also mean a struggle with everyday tasks such as taking medication or having a bath. Getting help can be frustrating because health care and social care aren't joined up and people find themselves telling their story over and over again to different professionals.

The organisations involved in health and social care across Wakefield are making this better through Connecting Care Hubs. To deliver the best possible care for those that need health and social care the most, it has to be done together.

There are three Connecting Care Hubs across the Wakefield District made up of specialist workers from different health and social care and voluntary organisations across Wakefield. For the first time, they work seamlessly together as a team, from the same location and provide joined up care to help those people most at risk stay well and out of hospital.

What Else Is Happening?

In addition to the hubs, wider changes are also taking place to help people live longer, healthier lives at home:

- **Numerous and often slow-response referral routes into health, social and voluntary services are being replaced with one telephone number.** The 'single point of access' or 'Gateway to Care' is currently being developed and will save time and duplication for people accessing these types of services.
- **Shared records between health and social care organisations.** Joined up care relies on shared information so where you're happy for that to happen, technical steps are being taken to safely share medical and social information between professionals involved in your care.
- **Pro-active and preventative care for residents of care homes.** A new model of care designed to break the mould for older people in care homes, shifting from fragmented to connected, including rapid access to help residents stay well and out of hospital.

- **More early/late weekday and weekend appointments with GPs.** GP practices in West Wakefield are already improving access to health services and reducing unnecessary attendances at A&E. The rest of Wakefield has been shortlisted for additional government funding to help them do this quicker too.
- **Rehabilitation when people aren't quite ready for home after hospital.** A new model of care for older, frail people following a stay in hospital to access short-term intensive nursing and therapist support closer to home in specialist community beds. When safe to do so, care can be provided by the hub teams at home.
- **More help for people to help themselves in their communities.** Good health and wellbeing doesn't just fall at the door of NHS organisations and local authorities. Excellent voluntary and third sector services exist in our communities and need to be supported to help people to combat wider health and social problems.

More information about Connecting Care is available on the web site at

<http://connectingcarewakefield.org/>



Method

To answer the question ‘what are people telling us?’ a collation of a range of sources of patient feedback, bearing on experience of services relevant to Connecting Care, was undertaken for NHS Wakefield Clinical Commissioning Group.

Text based patient feedback and third party summaries of patient feedback were collected from the following sources (where available) to provide a comprehensive picture of patient experiences of services across the CCG:

- Patient Advice and Liaison Service (PALS)
- Patient Opinion
- NHS Choices
- Google reviews
- Complaints
- Engagement initiatives
- Patient Safety Walkabouts
- Friends and Family Test free text responses
- Third sector providers e.g. Healthwatch.

Qualitative data was requested from the West Wakefield Health and Wellbeing multi-specialty community provider (MCP) by the CCG but this was not made available in time to be included in the report.

Information was included in the report if it fell within the quarter I reporting period (1st April to 30th June 2016). Any pertinent information available from the previous quarter was also included in the report. Where information sources provided both numerical and text based data the numerical data was excluded. Feedback from patients expressing opinions or conjecture and not based on direct experience of healthcare was excluded as was any feedback from the perspective of health care staff.

Patient feedback was collated at the level of the individual item of feedback such as a patient story or review. Each item of feedback was assigned to a single theme within the NHS Patient Experience Framework (see Appendix I) and allocated a positive or negative sentiment. The meaning of each item of feedback was taken at face value with no inference of any deeper or latent meaning.

A count of the number of items of feedback assigned to each theme of the Patient Experience Framework, according to their positive or negative sentiment, was then done and the proportion of each theme within the feedback for each data source reported as a percentage.

To summarize the feedback received within the reporting period across the whole dataset the findings of the collation of feedback for each data source were then summed and presented as main themes across the whole CCG.

Please note that the quotes throughout the document are given as examples of wider themes.

Main Themes

A total of 582 items, from the full range of feedback sources, relating to patient experiences of services relevant to Connecting Care across Wakefield Clinical Commissioning Group (CCG) were included in the collation of feedback. The majority of the comments were **negative** (63%). Table 1 summarises the frequency of reporting of the patient experience themes across all sources of patient feedback for Wakefield CCG.

Positive feedback

Patients most frequently report **positive experiences** of services relevant to Connecting Care in the following areas:

- Respect for patient centred values, preferences, and expressed needs: 19% of all comments
- Access to care: 9% of all comments
- Information, communication, and education: 4% of all comments

Negative feedback

Patients most frequently report **negative experiences** of services relevant to Connecting Care in the following areas:

- Access to care: 30% of all comments
- Information, communication, and education: 12% of all comments
- Physical Comfort: 7% of all comments

Table I. Summary of frequency (rounded % of total 582 items) of reporting of NHS Patient Experience Framework themes in all sources

Overarching patient experience theme	Positive	Negative
Respect for patient centred values, preferences, and expressed needs	19%	6%
Coordination and integration of care	2%	5%
Information, communication, and education	4%	12%
Physical comfort	2%	7%
Emotional support and alleviation of fear and anxiety	>1%	2%
Welcoming the involvement of family and friends, on whom patients and service users rely	>1%	>1%
Transition and continuity	0%	1%
Access to care	9%	30%
Overall	37%	63%

Patient Quotes:

Positive

'I have always been happy with treatment and now that I am in my second flush of youth feel safe in the knowledge that I will be looked after as well as I always have been.'

Negative

'I changed from Crofton doctors to these thinking it would be easier to get appointments but I was very wrong. I had to wait 2 weeks for a doctor's appointment only to receive a phone call the day before saying it was cancelled!! Had to wait another 4 weeks to see the same doctor. Absolutely ridiculous will be changing doctors again ASAP!'

Sources of information and what they tell us

PALS, Complaints, Patient Opinion and NHS Choices

A total of 200 items were included in the collation of patient feedback on experiences of services relevant to Connecting Care from PALS, Patient Opinion, NHS Choices and Google reviews. The majority of items were **negative** (62%). Table 2 shows the frequency of reporting of each of the overarching themes within the NHS Patient Experience Framework for PALS, Patient Opinion, NHS Choices and Google reviews.

Positive feedback

Patients most frequently reported **positive experiences** about services relevant to Connecting Care through PALS, Patient Opinion, NHS Choices and Google reviews in the following areas:

- Respect for patient centred values, preferences, and expressed needs: 19% of all comments
- Information, communication, and education: 10% of all comments
- Access to care: 8% of all comments.

Negative feedback

Patients most frequently reported **negative experiences** about services relevant to Connecting Care through PALS, Patient Opinion, NHS Choices and Google reviews in the following areas:

- Access to care: 35% of all comments
- Information, communication and education: 15% of all comments
- Respect for patient centred values, preferences, and expressed needs: 10% of all comments

Table 2. Summary of frequency (rounded % of total 200 items) of reporting of NHS Patient Experience Framework themes from PALS, Patient Opinion, NHS Choices and Google reviews

Overarching patient experience theme	Positive	Negative
Respect for patient centred values, preferences, and expressed needs	19%	10%
Coordination and integration of care	0%	2%
Information, communication, and education	10%	15%
Physical comfort	1%	>1%
Emotional support and alleviation of fear and anxiety	1%	>1%
Welcoming the involvement of family and friends, on whom patients and service users rely	0%	0%
Transition and continuity	0%	>1%
Access to care	8%	35%
Overall	38%	62%

Patient Quotes:

Positive

'My gran has bowel cancer is on palliative care and needed a home visit in the evening, I contacted the surgery at 6pm and spoke with a doctor who said they would call on their way home. Spent over half an hour with my gran even though they had finished work.'

Negative

'Ringing for 4 days but when I do get through there are no appointments. After telling how desperate I am they fit me in. GP eventually seen knows less than me about my condition.'

Engagement Initiatives

A total of 223 items from engagement work around Improving Access to Primary Care Services were included in the collation. A large majority of the items regarding experiences of care as a whole were **negative** (70%). Table 3 shows the frequency of reporting of each of the overarching themes within the NHS Patient Experience Framework from engagement initiatives.

Positive feedback

Patients most frequently reported **positive experiences** about services relevant to Connecting Care through engagement initiatives in the following areas:

- Access to care: 15% of all comments
- Respect for patient centred values, preferences, and expressed needs: 9% of all comments
- Coordination and integration of care: 4% of all comments

Negative feedback

Patients most frequently reported **negative experiences** about services relevant to Connecting Care through engagement initiatives in the following areas:

- Access to care: 46% of all comments
- Information, communication, and education: 11% of all comments
- Respect for patient centred values, preferences, and expressed needs: 5% of all comments

Table 3. Summary of frequency (rounded % of total 223 items) of reporting of NHS Patient Experience Framework themes from engagement initiatives.

Overarching patient experience theme	Positive	Negative
Respect for patient centred values, preferences, and expressed needs	9%	5%
Coordination and integration of care	4%	4%
Information, communication, and education	2%	11%
Physical comfort	0%	1%
Emotional support and alleviation of fear and anxiety	0%	1%
Welcoming the involvement of family and friends, on whom patients and service users rely	>1%	1%
Transition and continuity	0%	>1%
Access to care	15%	46%
Overall	30%	70%

Patient Quotes:

Positive

'Easier to get appointments online – just need to do it right time e.g. 7.30am. Nurse triage brilliant.'

Negative

'Receptionist think they are 'God'. Too long to get an appointment. By half past 8 all appointments have gone.'

Patient Safety Walkabouts

No items from the Patient Safety Walkabouts were included in the collation, since hospital based services are outside the scope of this report.

Healthwatch Wakefield

A total of 159 items from Healthwatch Wakefield's Care Closer to Home patient survey were included in the collation of patient feedback. Over half of the comments regarding experiences of services relevant to Connecting Care were **negative** (56%). Table 4 shows the frequency of reporting of each of the overarching themes within the NHS Patient Experience Framework for Healthwatch.

Positive feedback

Patients most frequently reported **positive experiences** about services relevant to Connecting Care through Healthwatch in the following areas:

- Respect for patient centred values, preferences, and expressed needs: 33% of all comments
- Physical comfort: 6% of all comments
- Coordination and integration of care: 3% of all comments

Negative feedback

Patients most frequently reported **negative experiences** about services relevant to Connecting Care through Healthwatch in the following areas:

- Physical comfort: 22% of all comments
- Information, communication, and education: 11% of all comments
- Coordination and integration of care: 9% of all comments

Table 4. Summary of frequency (rounded % of total 159 items) of reporting of NHS Patient Experience Framework themes from Healthwatch.

Overarching patient experience theme	Positive	Negative
Respect for patient centred values, preferences, and expressed needs	33%	3%
Coordination and integration of care	3%	9%
Information, communication, and education	1%	11%
Physical comfort	6%	22%
Emotional support and alleviation of fear and anxiety	1%	5%
Welcoming the involvement of family and friends, on whom patients and service users rely	0%	0%
Transition and continuity	0%	3%
Access to care	0%	3%
Overall	44%	56%

Patient Quotes:

Positive

“All my care has been brilliant, I am very happy with all the services & support I have received.”

Negative

‘no support received at home other than single visit from Occupational Therapist’

Limitations

The findings of this report should be considered in relation to the following limitations:

1. As an item of feedback is assigned in its entirety to a single theme within the patient experience framework there may be feedback contained within the item that pertains to another theme within the framework which is not recorded. Consequently there may be an underrepresentation of the themes contained within patient feedback collated for the report.
2. In relation to the previous limitation, each item of feedback can only be assigned either a positive or negative sentiment whereas in fact a whole item may contain both sentiments expressed separately. This may also result in a misrepresentation of the proportion of positive and negative sentiments expressed in the patient feedback for the report.
3. As a result of this lack of exclusive categorization of the feedback in each section of the report it is not possible to provide a descriptive paragraph or illustrative verbatim quote to support the findings of the collation.
4. As a result of the small number of items included in the collation of data for each section the percentages representing the proportion of each theme appearing in the feedback may be artificially inflated.
5. It is not possible to undertake a process of establishing inter-rater reliability on the demarcation of items of feedback to individual themes.
6. While most of the data sources contain both positive and negative patient experience feedback, PALS and Complaints typically contain more negative feedback. However, in this report no complaints data was included and only 24 PALS items were included. 23 of the PALS items were negative, just under 4% of the total of 582 items analysed, this may have an implication for limitation 2, above, but any effect would be small.

Summary

Items of text based patient feedback for the quarter I reporting period (1st April to 30th June 2016), along with pertinent data from the previous quarter, were collated in line with the Patient Experience Framework for NHS Wakefield CCG. Qualitative data was requested from the West Wakefield Health and Wellbeing MCP by the CCG but this was not made available in time to be included in the report.

The frequency of each theme appearing as positive or negative feedback in the 582 items was summarized as a percentage and reported for all data sources and as a total for the CCG overall. The majority of patient feedback on services relevant to Connecting Care from all sources was negative (63%) with feedback collected through PALS, Patient Opinion, NHS Choices and Google reviews (62%), engagement work (70%), and Healthwatch (56%) all reporting a majority of negative feedback.

Actions and next steps

The CCG may discuss this report at its Quality Intelligence Group, which is informed by and acts on patient experience feedback to improve services. This report may also be presented to Wakefield CCG's Public Involvement and Patient Experience Committee (PIPEC) in December 2016 and then to the Connecting Care team. It may be shared widely to ensure that patient experience and insight is influencing future decisions related to services relevant to Connecting Care.

The report may also be made publicly available on the CCG's website.

Appendix



NHS Patient Experience Framework

In October 2011 the NHS National Quality Board (NQB) agreed on a working definition of patient experience to guide the measurement of patient experience across the NHS. This framework outlines those elements which are critical to the patients' experience of NHS Services.

- **Respect for patient-centred values, preferences, and expressed needs**, including: cultural issues; the dignity, privacy and independence of patients and service users; an awareness of quality-of-life issues; and shared decision making;
- **Coordination and integration of care** across the health and social care system;
- **Information, communication, and education** on clinical status, progress, prognosis, and processes of care in order to facilitate autonomy, self-care and health promotion;
- **Physical comfort** including pain management, help with activities of daily living, and clean and comfortable surroundings;
- **Emotional support** and alleviation of fear and anxiety about such issues as clinical status, prognosis, and the impact of illness on patients, their families and their finances;
- **Welcoming the involvement of family and friends**, on whom patients and service users rely, in decision-making and demonstrating awareness and accommodation of their needs as care-givers;
- **Transition and continuity** as regards information that will help patients care for themselves away from a clinical setting, and coordination, planning, and support to ease transitions;
- **Access to care** with attention for example, to time spent waiting for admission or time between admission and placement in a room in an in-patient setting, and waiting time for an appointment or visit in the out-patient, primary care or social care setting.

This framework is based on a modified version of the Picker Institute Principles of Patient-Centred Care, an evidence based definition of a good patient experience. When using this framework the NHS is required under the Equality Act 2010 to take account of its Public Sector Equality Duty including eliminating discrimination, harassment and victimisation, promoting equality and fostering good relations between people.



Version control

Version	Details of Changes	Author/Editor	Date
v01	Initial draft prepared	Rob Mooney	23/08/2016

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