



## CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	26 January 2023
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Improving Patient Experience
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Mandy Rayani, Director of Nursing, Quality & Patient Experience
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Louise O'Connor, Assistant Director, Legal Services / Patient Experience

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Sicrwydd/For Assurance

### ADRODDIAD SCAA SBAR REPORT

#### Sefyllfa / Situation

The attached report provides a summary of patient experience feedback and activity for the months of October and November 2022.

#### Cefndir / Background

The Board is asked to note progress made in supporting the improvement of family and service user experience, and the current position in relation to feedback, including complaints.

This report covers the period 1<sup>st</sup> October 2022 to 30<sup>th</sup> November 2022 and sets out the feedback we have received from patients, carers and families and actions taken to make improvements in line with our 'Improving Experience Charter'.

As the roll out of the Civica patient experience system is progressing, feedback from all Directorates of the Health Board will be provided, including Primary and Community Care; Mental Health and Learning Disabilities; and Maternity/Obstetrics. This will be incorporated into reports from 1<sup>st</sup> April 2023.

#### Asesiad / Assessment

Patient and service user feedback is received into the UHB through a variety of routes: Friends and Family Test (FFT); compliments, concerns and complaints, Patient Advice and Liaison Service (PALS) feedback; local surveys; the all Wales NHS survey and via social media.

The main areas of activity and progress for the Patient Experience Team are summarised in the report.

For the period, a total of 141 compliments (previous period 97) and 124 'Big Thank You' nominations (previous period 32) were received, representing a notable increase in the volume of positive feedback. 4407 patients left feedback on our Friends and Family system, with 93.1% responders leaving a positive recommendation. 391 patients completed the All Wales

Patient Experience Questionnaire; the overall patient experience score provided from these surveys returned a 92.24% positive rating, the average score for 2021/22 being 92%.

479 complaints/concerns (previous period 430) were received by the Patient Support Services Team, 113 were responded to as early resolution cases 595 enquiries were responded to (previous period 555); 366 required investigation under the putting things right complaint process. 65% of the cases received were responded to within 30 working days.

Concerns around clinical assessment and treatment continues to be a prominent theme, representing 25% of all new concerns in the period. The theme of delayed appointments/ cancelled appointments remains similarly prominent and represents 24% of all concerns in the period. 23% of concerns in the period are linked to communication or staff attitude and behaviour. More detail about patient feedback/stories are included within the report.

Examples of lessons learnt and how the Health Board is addressing these are included within the attached report.

Two new investigations were commenced by the Public Services Ombudsman for Wales. Three final reports were received, with one being upheld, one partly upheld and one not upheld. Key themes in the reports were communication failings with patient's family; length of time taken to diagnose cancer, time taken to refer to the Cancer Centre; failure to provide nurse specialist support following cancer treatment at another hospital. The lessons learnt from these reports and progress with the action plans are actively considered by the Listening and Learning Sub-Committee.

#### Argymhelliad / Recommendation

The Board is asked to receive the Improving Patient Experience report, which highlights to patients and to the public the main themes arising from patient feedback.

#### **Amcanion: (rhaid cwblhau)**

#### **Objectives: (must be completed)**

Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Risk 581 Health Board wide risk of not learning from events in a timely manner (current score 8).
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	6.3 Listening and Learning from Feedback
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	All Planning Objectives Apply

Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS 8. Transform our communities through collaboration with people, communities and partners
<b>Gwybodaeth Ychwanegol: Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	NHS (Concerns, Complaints and Redress Arrangements) (Wales) 2011
Rhestr Termiau: Glossary of Terms:	Included within the main body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	Not applicable

<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	All concerns have a potential financial implication: whether this is by way of financial redress, following an admission of qualifying liability, or an ex-gratia payment for poor management of a process; or an award made by the Ombudsman following review of a concern.
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	Improving the patient experience and outcomes for patients is a key priority for the UHB. All concerns received from patients, public and staff alike are taken seriously and investigated in accordance with the procedures. Information from concerns raised, highlights a number of clinical and service risks which should be reflected in Directorate Risk Registers. All Directorates are required to have in place arrangements for ensuring lessons are learnt as a result of investigation findings regarding concerns and that appropriate action is taken to improve patient care.
<b>Gweithlu: Workforce:</b>	The 'Putting Things Right' process is designed to support staff involved in concerns and incidents. All managerial staff have a responsibility to ensure staff are appropriately supported and receive appropriate advice throughout the process. The success of the process is dependent upon the commitment and support from staff across the organisation, not only as part of the investigation process and transparency arrangements, but in the encouragement of patients and their families to provide feedback, both positive and negative, to support organisational learning.

<b>Risg: Risk:</b>	Information from concerns raised highlights a number of clinical and service risks which should be reflected in Directorate and Corporate Risk Registers. There are financial and reputational risks associated with complaints that are upheld or not managed in accordance with the Regulations. The UHB also has a duty to consider redress as part of the management of concerns, which carries financial risks associated with obtaining expert reports and redress packages.
<b>Cyfreithiol: Legal:</b>	The UHB has a duty under the Concerns and Redress Regulations to consider redress where this is deemed to be a qualifying liability. The Regulations also incorporate formal claims, including clinical negligence and personal injury claims.
<b>Enw Da: Reputational:</b>	There are ongoing reputational risks for the UHB in relation to media, press and social media regarding any concerns, and outcomes from published Ombudsman Reports and any external investigations/inquiries.
<b>Gyfrinachedd: Privacy:</b>	Only relevant information is reviewed as part of the concerns process and this is carried out with the explicit consent of the patient or authorised representative. Information is recorded and treated sensitively and only shared with individuals relevant to the investigation process.
<b>Cydraddoldeb: Equality:</b>	The process is established to learn from concerns: it is designed to ensure that it is fully accessible to patients and their families. The aim is to involve patients throughout the process and to offer meetings with relevant clinicians, with the required support depending upon individual needs. Advocacy is offered in the form of Community Health Council (CHC) advocates, and specialist advocacy is also arranged where necessary, e.g. in the areas of Mental Health, Learning Disability or Children/Young People's Services. Concerns literature is accessible in a range of languages and formats and translation services are available, as required.



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

**Patient Experience Team**  
**Tîm Profiad Y Claf**

# IMPROVING PATIENT EXPERIENCE REPORT

October – November 2022



# A Charter for Improving Experience - your healthcare, your expectations, our pledge

## **WE WILL ALWAYS:**

- Treat you with dignity, respect and kindness.**

- Communicate with you in a way which meets your individual, language and communication needs.**

- Keep you informed and involved in decisions about your health and care services, and take into account your wishes and needs.**

- Provide safe and effective care, in the most appropriate and clean environment.**

- Ensure that your information is kept secure and confidential.**

- Support and encourage you to share your experiences of health care, both good and bad, to help us improve the way we do things.**

# Introduction

Service user feedback is important to monitor the experience of those who access our services and the quality of care that they receive. This allows us to identify where services need to improve, to share good practice and learn from positive experiences.

The following information demonstrates how we are capturing service user feedback by encouraging our service users and providing different ways in which this can be provided. Most importantly, service users should feel that there has been a valuable purpose to them providing their feedback.

It is our priority to act on all feedback received as part of our culture of improvement and to demonstrate that we are fulfilling our pledges as set out in the Charter for Improving Experience as referred to above.



## Service User Feedback at a Glance - October - November 2022

- ▶ **141 compliments** were recorded by staff on the patient experience system - listening and understanding were the top sentiments expressed in the feedback received, closely followed by respect, care and compassion.
- ▶ **124 Big Thank you nominations for our staff** were received from our patients or their families further details are provided later in the report.
- ▶ **33,281 individuals received our friends and family patient experience survey. 4,407 people responded** to this survey. Whilst this figure is lower than we would like, this is in line with nationally reported response figures. **93.1%** of responders provided **a positive rating** and would recommend the services of the Health Board to their friends and family. Staff attitude, care and treatment are the areas receiving positive feedback. All acute sites have improved their overall positive feedback ratings.
- ▶ **391 service users completed the Your NHS Wales Experience** survey. The Family Liaison Officer roles continue to support the completion of inpatient surveys in real time. The overall patient experience score provided from these surveys returned a 92.24% positive rating.



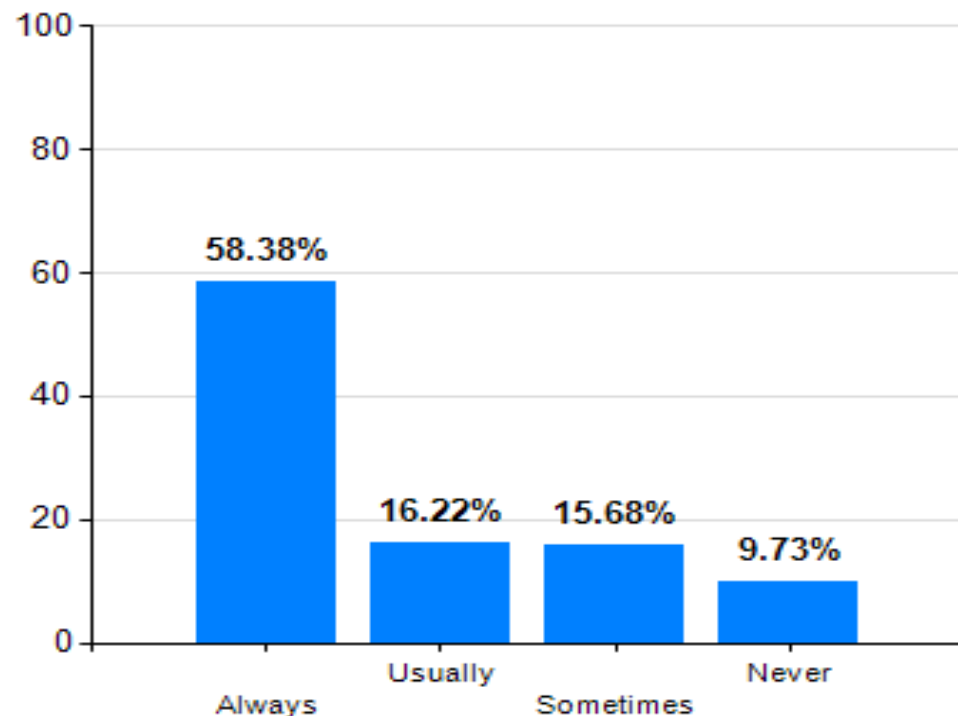
# Complaints & Concerns at a Glance - October and November 2022

- ▶ 479 complaints were received, of which:
  - ▶ 113 were managed as an early resolution case (within two working days) by the Patient Support Services Team.
  - ▶ 366 cases proceeded to complaints investigation under the 'Putting Things Right' Regulations. The number received for October and November represents an increase of 31 from the previous period.
  - ▶ 6 complaints were reopened in October and November. Complaints are 'reopened' when the complainant is dissatisfied with a response, and the Health Board considers that further engagement may yet have the potential to resolve the issues.
  - ▶ 4 Grade 5 (serious harm/death) complaints were received during this period, relating to a delay in clinical treatment (A&E), the standard of clinical treatment (midwifery and surgical teams), and an error in medication (medicine). These are being fully investigated and there is ongoing liaison with the families of the patients.
  - ▶ 595 enquiries were received for the two month period, an increase of 40 on the preceding period.
- ▶ 383 cases managed through the Putting Things Right complaints process were closed in October/ November, compared to 272 in the previous period. Of these, 249 were closed within 30 working days. This means 65% of the complaints received during these two months were closed within 30 working days.
- ▶ Of the complaints closed in October and November, 235 of these were not upheld, though this does not prevent us from taking the opportunity to learn from all aspects of feedback we receive. 34 were upheld and 65 partially upheld.
- ▶ Concerns around clinical assessment and treatment continues to be a prominent theme, representing 25% of all new concerns in the period. The theme of delayed appointments/cancelled appointments remains similarly prominent and represents 24% of all concerns in the period, with Ophthalmology, Urology and Dermatology Teams receiving most complaints. 23% of concerns in the period are linked to communication or staff attitude and behaviour.

# DIGNITY, RESPECT AND KINDNESS

## Your NHS Wales Experience survey

### ► I am treated with Dignity, Respect and Kindness?



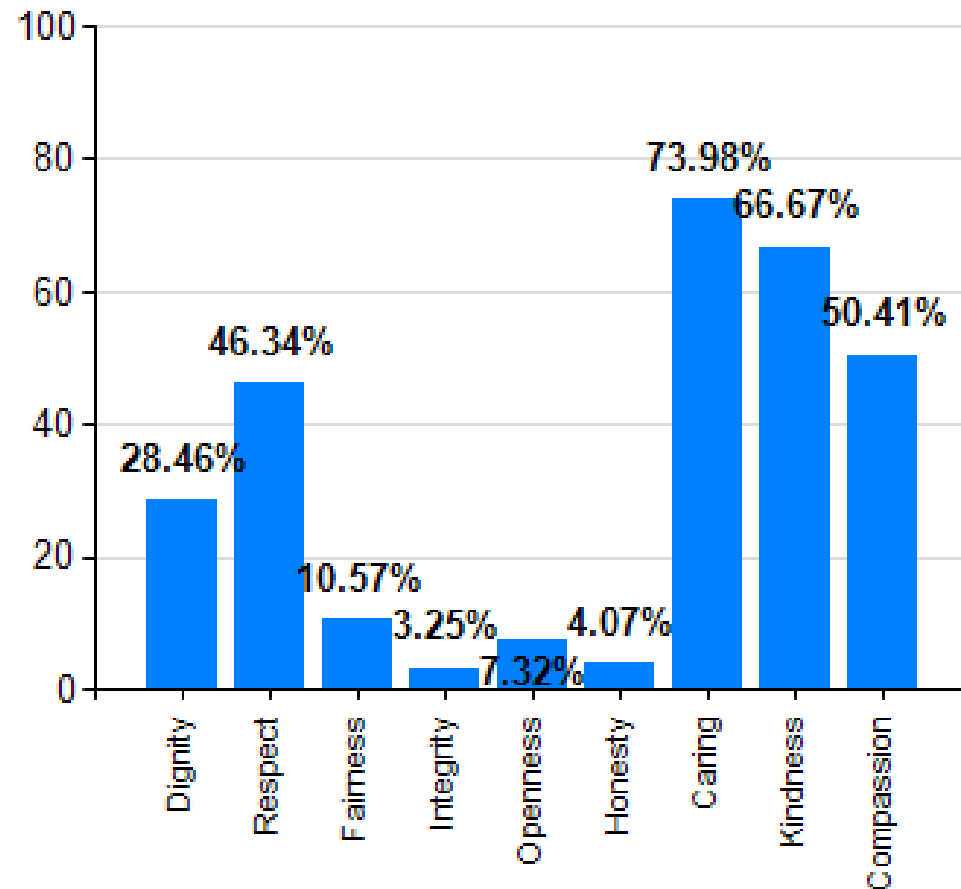
The performance in this measure is a further decline from the previous period, predominantly driven by environmental pressures.

→ The Care that I received in this ward by nurses, docs, physio, tea ladies, phlebotomists, were EXCELLENT. They restored my faith in humanity. The nurses so caring, selfless, understanding, + hardworking people. Created a lovely light atmosphere + were so kind. It was uplifting. I was listened to + something was done about it. AMAZING NHS. Thank u so much.

→ No room for the staff to use as consultation/exam rooms. People left in waiting room or in corridors for very long time in pain. (Not the fault of staff for lack of room). Very little explanation when receiving my results while standing in a busy corridor. No chance to ask questions or given any help/advice or a referral for the pain and loss of feeling. Just told to take painkillers which don't work. Very dismissive and made me feel insignificant.

# DIGNITY, RESPECT AND KINDNESS COMPLIMENTS

Of all the compliments caring, kindness, and compassion are the terms most often mentioned.



→ The care made me feel that I was the most important person on the ward and despite their workload, I felt safe and every effort was being made to help me to recover. All grades from assistants to consultant worked as a team to give me the best care possible.

→ I must complement all staff for their superb service that was provided to me both during my pre assessment visits and for the ward 9 colleagues and operation room staff. In particular I would like to thank Rob who escorted me from ward 9 to the operating suites and I very much enjoyed our chat. As regards the operation itself again I thank all the team and in particular Mr Ahmed Aly who completed my operation with great skill and for coming to the ward later for a chat before I was discharged.

→ The Surgeon, Brendan O'Riordan was excellent. Very polite, cheery, and made me feel completely at ease both prior, and after my major surgery. He was also more than happy to take the time to answer any questions I had, and to also explain how the procedure went.

# DIGNITY, RESPECT AND KINDNESS

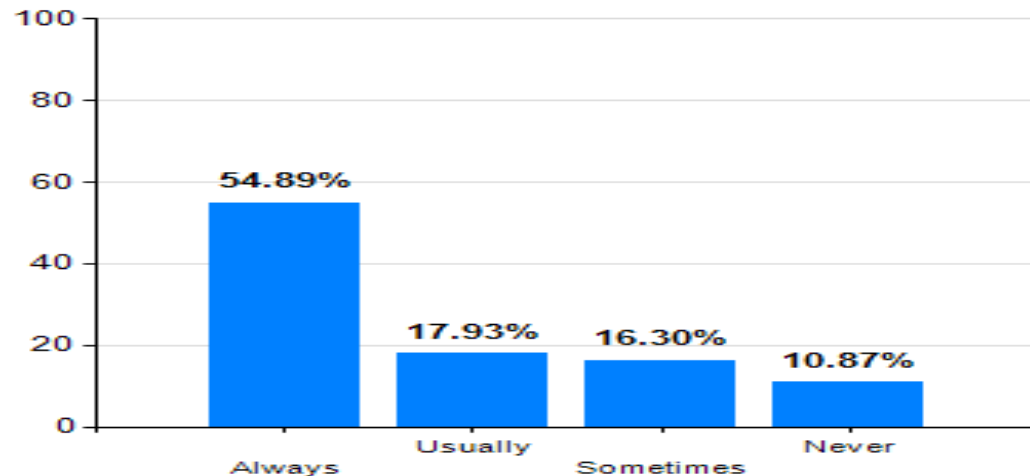
## LESSONS LEARNED

You Said	We Did
I asked to wait in a quiet space in the A&E department as a reasonable adjustment to my neurodivergent needs. I felt discriminated against because of my autism.	<p>Space within A&amp;E waiting areas is challenging, but we welcome the opportunity to support individual needs, where people feel comfortable to share them. We invite patients to attend with pre-prepared cards or notes explaining their needs, so that staff can be alerted to this. We can update our medical records with a 'keynote' to identify Autism.</p> <p>All staff maintain equality and diversity awareness as part of their mandatory training. We have established additional training programmes specifically around neurodiversity, including our courses on 'Autism awareness', 'Understanding Autism' and 'Autism spectrum matters'. We are working hard to refine our awareness and develop training materials that will produce staff increasingly well-equipped to support neurodivergent needs.</p>

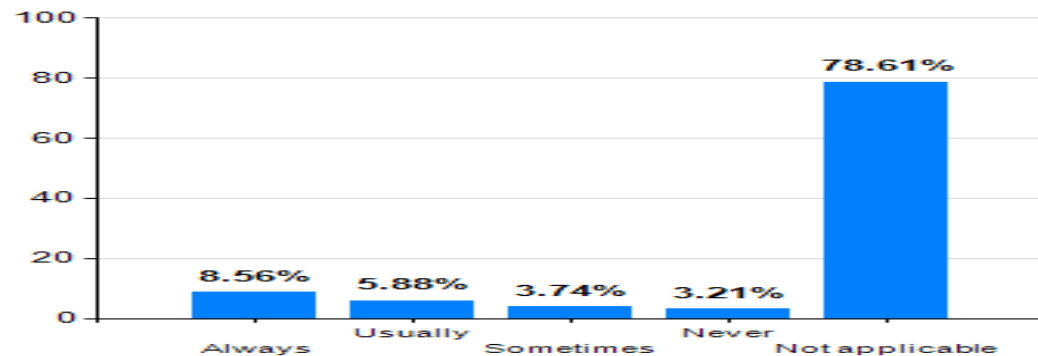
# COMMUNICATION

## Your NHS Wales Experience survey

Were things explained to you in a way that you could understand?



Were you able to speak in Welsh to staff if you needed to?

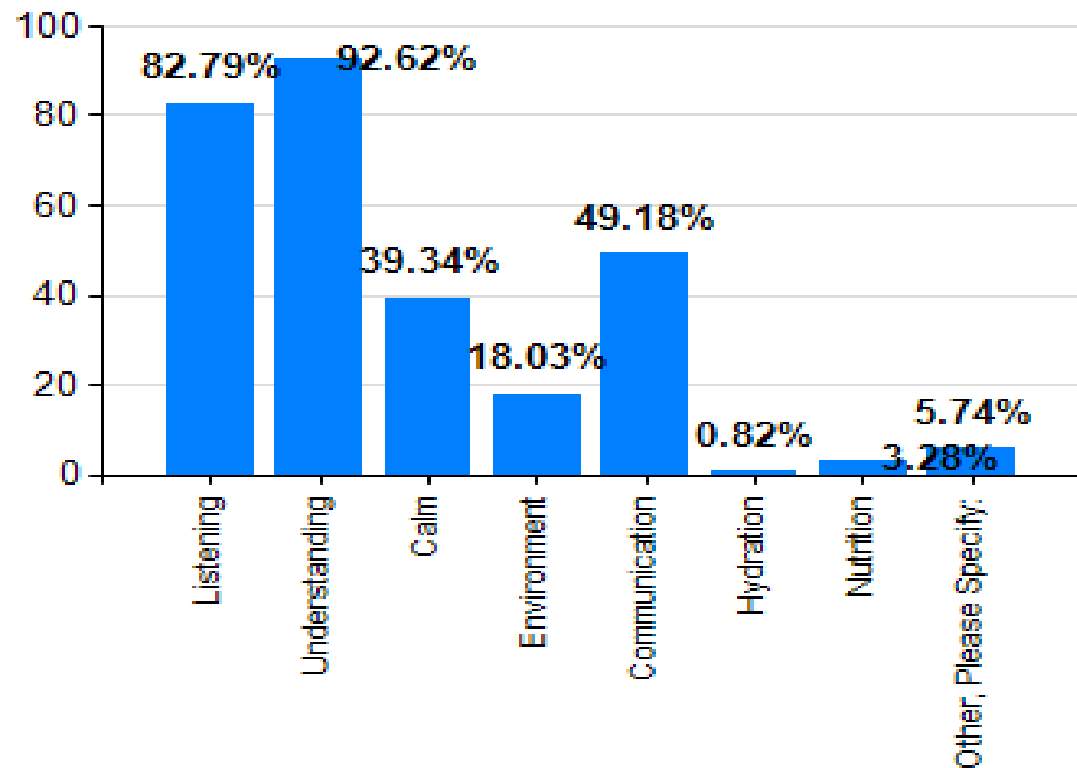


→ This issue relates to my mother. She was admitted to the hospital in the summer and remains a patient. Over that time, she has declined significantly but the communication from the hospital to myself and my brother (next of kin) has been nothing short of awful. My mother now has lost her mental capacity and has admitted this to me several times, but will likely not do so to doctors or nurses. The lack of whole body treatment has been incredibly shocking!

→ I want to say THANKYOU. I was seen within 2 hours by triage, and then a plan was clearly explained to me by the Doctor, Rhys. The staff were friendly (Bridget you made my evening) and it was clear they enjoy their jobs. The nurses Hayley and Julia were so kind to me, and I was reassured I made the right decision and that I wasn't wasting anyone's time or a bed. Sorry my veins were so deep... Thank you for understanding me and my individual needs

# COMMUNICATION COMPLIMENTS

The sentiments expressed within the compliments we receive, show that understanding, listening and communication are terms most often used.



All the staff were friendly, reassuring and kind. Mr Cheema who did my cataract operation came and introduced himself to me before I went into theatre. He was a lovely gentleman who spoke so kindly to me and to the staff assisting him. He always said please when asking for things. All the staff were lovely and made me a cup of coffee after the op.



Anyone who looked after our daughter on PACU. They were attentive, they made sure we were okay, friendly, she was seen to quickly as well. They made a scary situation as good as they could for us and I will never forget the care that my little girl received. I wish I knew everyone's name but I hope they will remember us and know the impact their kindness had on us.

# COMMUNICATION CONCERNS

- During October and November 64 concerns were received about communication. 56 of these are closed and 8 are still under investigation.
- The main cause of concerns linked to communication in the period was around patients being unable to contact staff or services. This represented 25% of communication-based concerns, which are often raised when patients or families are given incorrect contact details, or the phone of the ward/ team they are trying to reach goes unanswered.
- 30% of concerns linked to communication in this period are due to insufficient or incorrect information being given to patients or families. The data for this period demonstrates that the overriding issues around communication remain the same as the previous period.
- Communication is a widespread challenge and whilst it remains one of the top four prominent themes in complaints across the Health Board, only the Rheumatology Service received more than one communication-based complaint (3 received). All other services received single instances of complaints linked to communication.



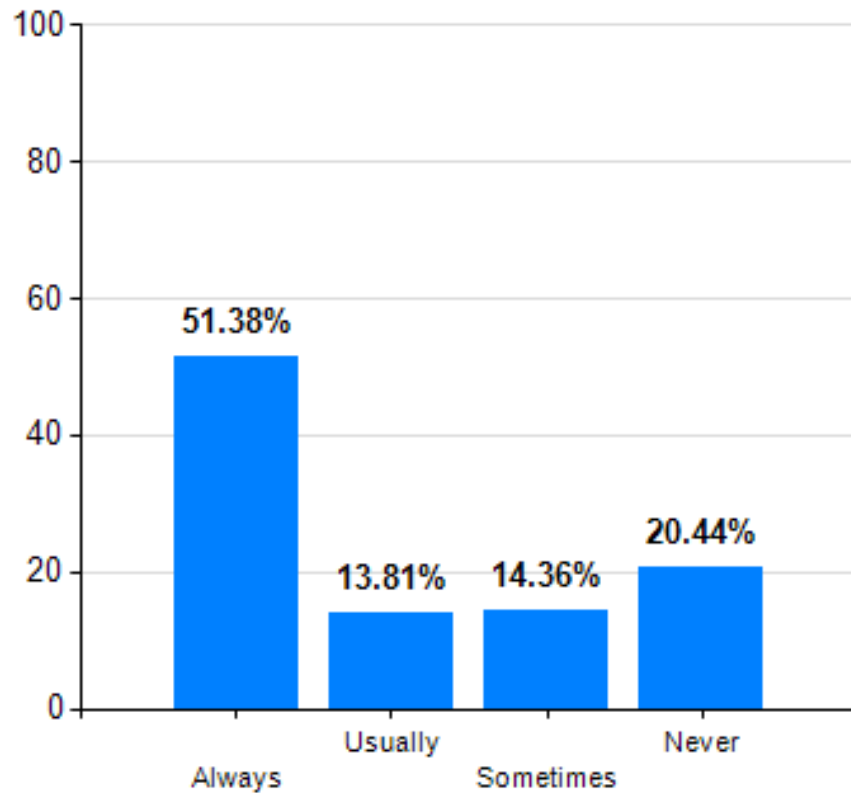
# COMMUNICATION LESSONS LEARNED

You said	We did
There is an availability 'gap' when the community nursing team finish work at 6pm and the out of hours team start at 6.30pm. During this time I have needed to make contact but there has been no one available.	We reviewed your concerns and agreed that the information on our answerphone was insufficient. To prevent this happening again, we have changed the message and have signposted callers to their own GP in the time between when community nursing team finishes and out of hours begins.
Through feedback, we have been told by patients and families that information pertaining to palliative and end of life conditions can be difficult to comprehend. Complex medical terms and assumptions about the level of a patient's understanding, when combined with the heightened emotions at such a time, can mean that messages become confused or misunderstood.	<p>We have included this theme for discussion in our Listening and Learning Sub-Committee, with a view to disseminating the importance of this point to senior managers across departments.</p> <p>We are considering whether advanced communication training should become mandatory for medical staff that need to relay complex diagnoses for life-threatening conditions as part of their duties.</p> <p>In some teams, we are allocating named nurses to guide patients and families through difficult treatment pathways.</p>

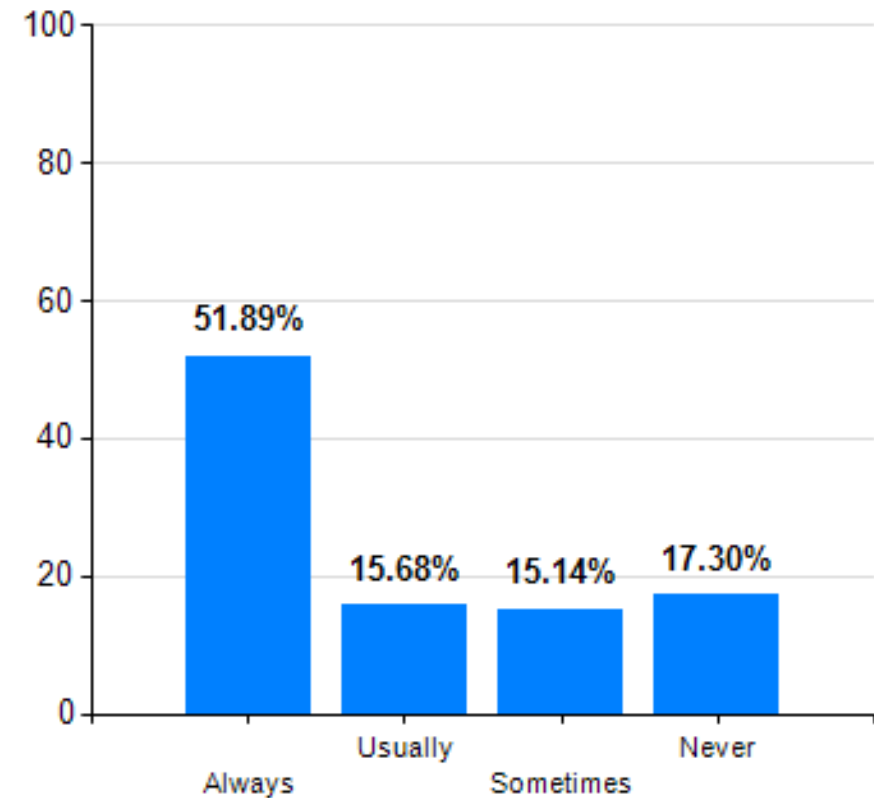
# KEEPING PEOPLE INFORMED AND INVOLVED AND TAKING ACCOUNT OF THEIR WISHES AND NEEDS

## Your NHS Wales Experience survey

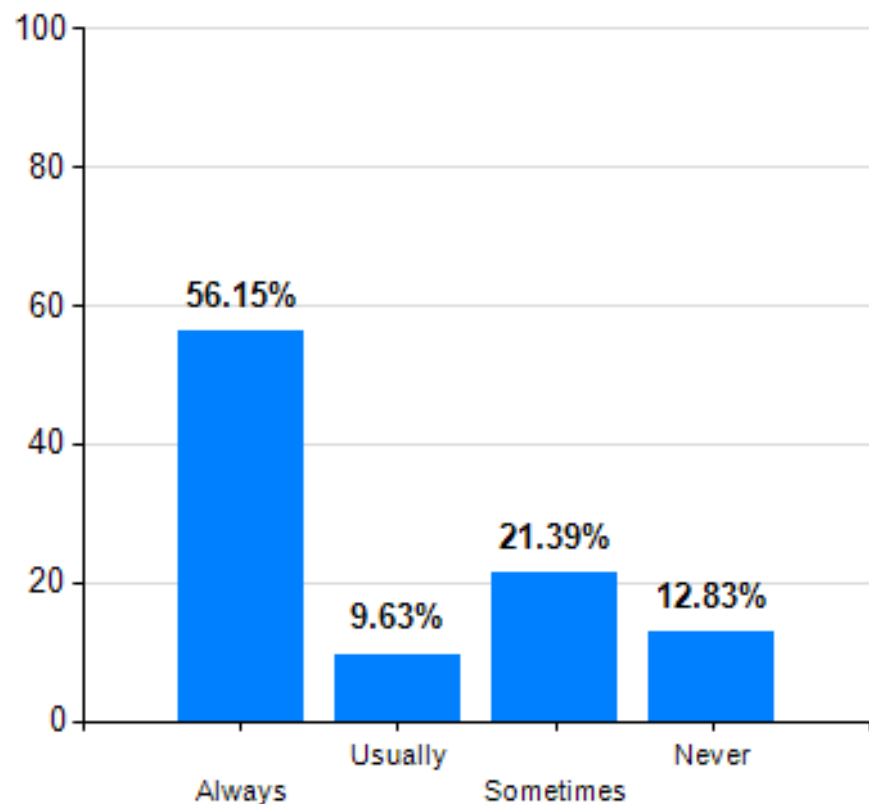
- Were you involved as much as you wanted to be in decisions about your care?



- Did you feel you understood what was happening in your care?



## Did you feel that you were listened to?



➡ Most of the staff were amazing, especially on the night shift and made us feel as comfortable as possible while having to sit in a waiting area for a very long time. The staff need more help from NHS, more rooms and more support!!!!

➡ further tests will be conducted and a follow up review to find out why these issues are persistent and causing an effect on daily life - staff were professional at all times and I felt listened to and feel things may get better soon.

➡ Clearer times (board kept changing but was almost irrelevant to how long I was actually waiting). Very cold, undignified for the elderly waiting there in the cold with no privacy.

➡ Waiting was unusually horrendously long. Felt left alone. Was not being checked on enough. No nurse buzzer was left. No beds, so, was left in the equipment room overnight. Got no rest as the staff we're coming in and out of the room to retrieve items, etc. Show a little more care and presence.

# KEEPING PEOPLE INFORMED AND INVOLVED AND TAKING ACCOUNT OF THEIR WISHES AND NEEDS

## LESSONS LEARNED

You said	We did
When people lose loved ones in hospital and have concerns around the standard of care, they need questions answered quickly to ensure that there is closure, and any distress is minimised.	<p>We realise that people will have questions when a friend or family member dies whilst in our care, and the speed with which we can address any issues will have an impact on people's emotional recovery.</p> <p>We are implementing a new process aimed at responding to concerns more promptly, and especially aimed at giving a more supportive approach to people raising concerns. As part of this, we intend to give people the opportunity to meet and discuss any questions they have at an early stage.</p>
You need to listen to the wishes of patients and family members wanting access to specialist palliative care.	<p>The Specialist Palliative Care Team are continuing to raise awareness of their specialist out of hours advice service and posters that have been distributed to all wards. They have expanded with the appointment of a new Consultant and a Specialist Palliative Care Clinical Nurse Specialist, giving more scope to teach healthcare professionals on the role of the team.</p> <p>The Health Board is currently supporting the development of a Palliative and End of Life Care Strategy and is considering mandatory training for all employees.</p>

# PATIENT STORY -

Stories are one of the most powerful and beneficial ways of understanding how our services are being experienced and this will remain the key focus of the Patient Experience Team in supporting services to capture, share and ensure learning from these valuable accounts and personal experiences.

The team continue to support teams to identify service users, families and carers who are willing to share their stories with us.

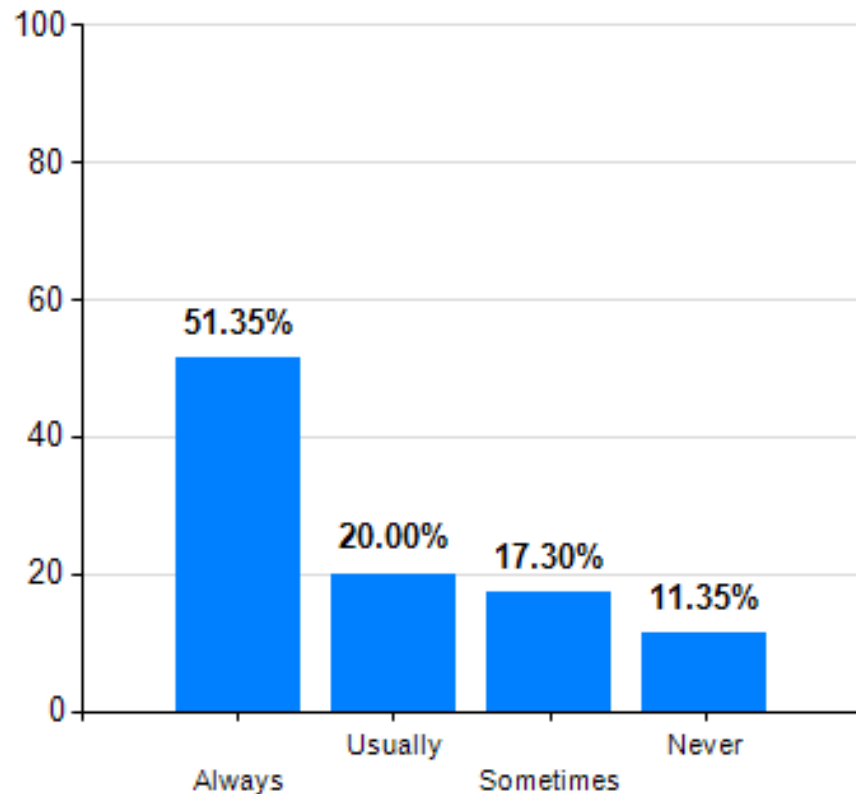
This story shares the experience of a carer who brought her husband into Accident and Emergency and felt that staff were not listening to her husband's needs. Whilst this took place within the emergency department setting, the learning from this experience is applicable across the organisation and is being shared with each directorate to disseminate. This will also be utilised in our improving experience training on communication and person centred care.

<https://youtu.be/oPuWDG8BNVM>

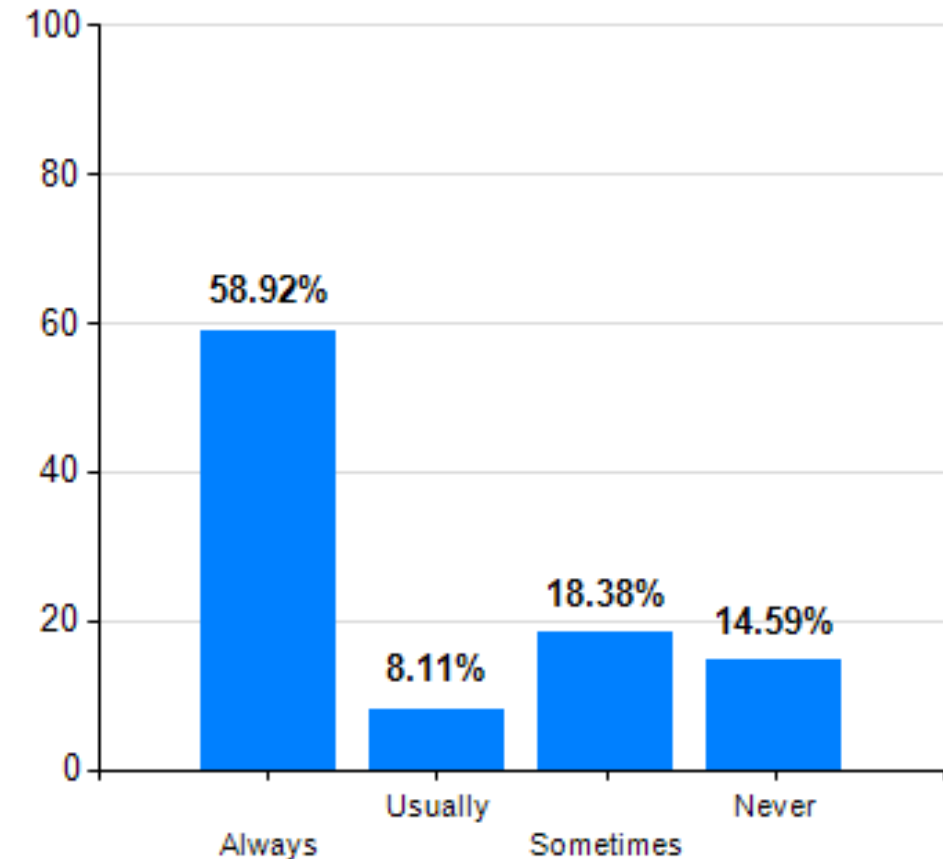
# Safe and Effective Care, in an appropriate & Clean Environment

## Your NHS Wales Experience survey

► My care is provided in the most appropriate setting to meet my health needs?



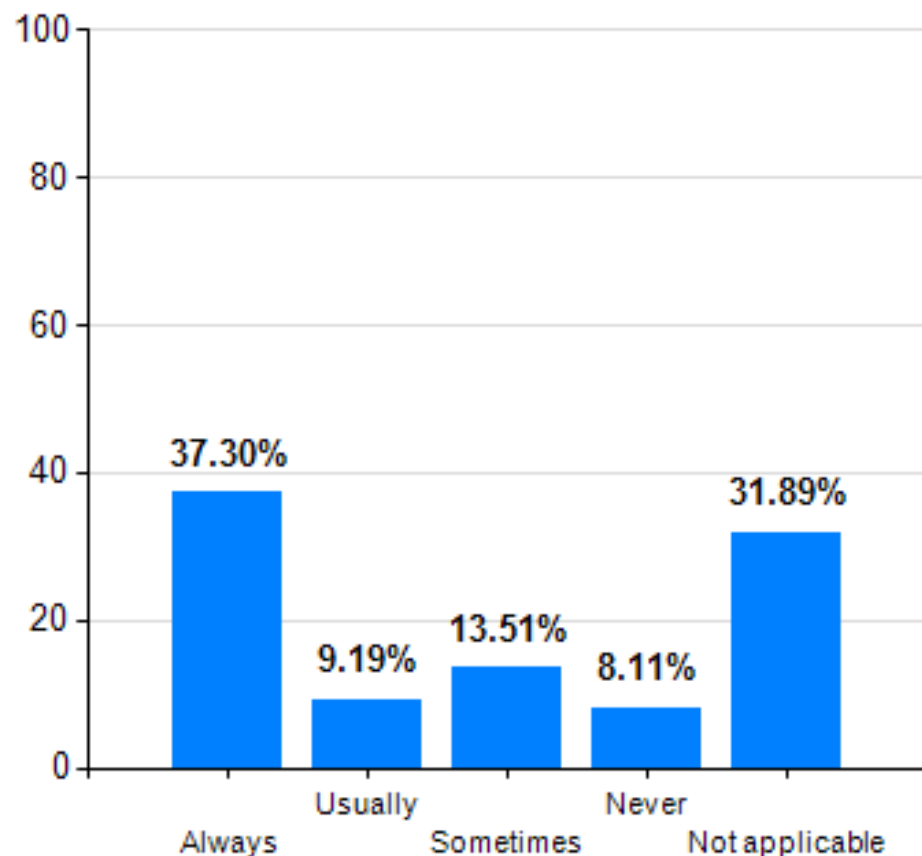
Did you feel safe and well cared for?



# Safe and Effective Care, in an appropriate & Clean Environment

## Your NHS Wales Experience survey

### ► If you asked for assistance, did you get it when you needed it?



➡ All the staff were excellent. 2 stand out. The radiographer Emily? for her kind and caring manner and especially the doctor Ollie for his friendly professional approach and his patient explanation of all his observations and decisions. His suggested treatment has already improved my health.

➡ No. staff were rude. I know they're under pressure but there was no empathy, introductions or information given in the process of care.

➡ Amazing team of people from my super surgeon Dr Omar Ali to the tea lady and the lady who emptied my bin ,all were absolutely wonderful angels went above and beyond their job ! I can't thank all of the staff and team enough ! Thank you to Marie Dr Omar Secretary she was an absolute lifesaver and to Karen Lucas for the amazing support and encouraging words during my recovery visit with her. Had my first operation and my second hip operation home from home like family now x



# Safe and Effective Care, in an appropriate & Clean Environment

## Concerns

- ▶ 121 concerns were received during October and November pertaining to clinical assessment and treatment.
- ▶ 61 out of the 121 complaints have been looked into and responses provided. The remaining 60 are still being investigated. Typically, clinical investigations can be complex and can take longer to investigate, sometimes spanning a number of services.
- ▶ 47 of these concerns were about delay in receiving treatment and 21 were about lack of treatment.
- ▶ The services receiving the majority of these complaints were A&E (11%), Urology (6%), Ophthalmology (5%) and Orthopaedics (3%). Whilst these services were also the ones receiving most complaints around clinical treatment and assessment in the last period, it is worth noting that all saw an overall reduction in this period.
- ▶ 10 concerns were received about a delay in diagnosis, and 13 were around reactions to treatment.

# Safe and Effective Care, in an appropriate & Clean Environment

## Lessons Learned

You said	We Did
At the Elizabeth Williams Clinic in Llanelli, patients were being asked to wait in the porch area prior to their appointment, even in cold weather.	The Heath Board is in the process of appointing a new receptionist for the clinic, as well as fitting an internal locked door. This will enable patients to wait in the large waiting room, whilst ensuring that unauthorised individuals are kept out of the clinic. This should prevent further instances of patients being asked to wait outside.
When discharged from hospital, my own medication was not returned to me, and I was unable to visit the hospital to collect it	We have introduced laminated signs that are now attached to patients' drug charts, to remind staff that patients have their own medication, including controlled medication, returned to them on discharge.

# People are encouraged to share their experiences of health care to help us improve

## Your NHS Wales Experience survey/Friends & Family Test

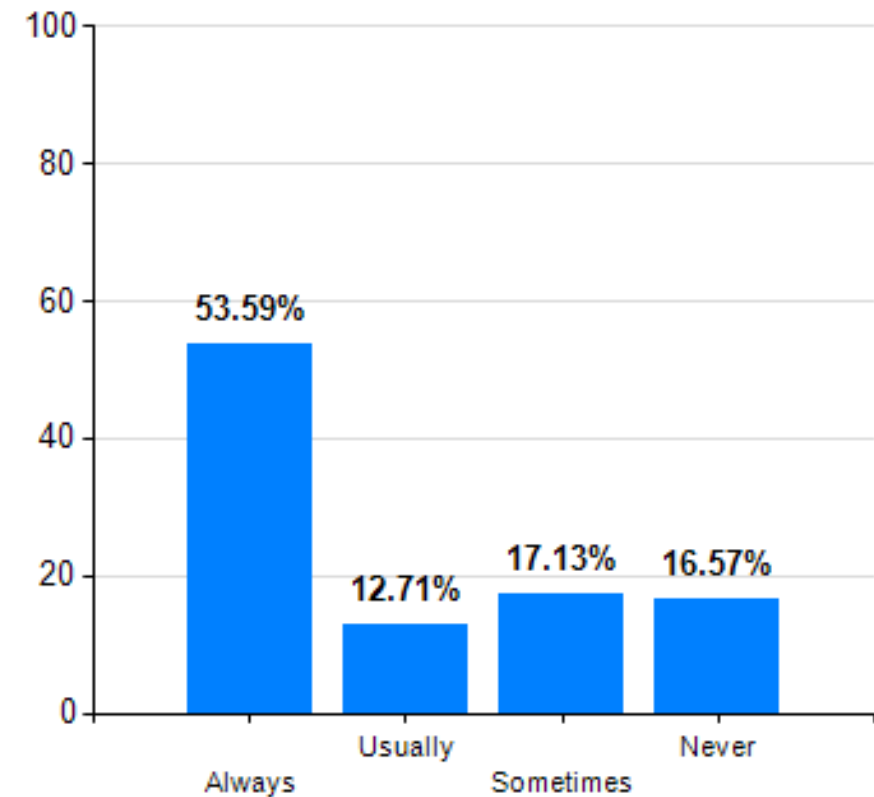
- I am supported and encouraged to share my experience of care, both good and bad to help improve things?

The following are examples of the many voice messages we receive via the Friends and Family System. Please click on the following links:

Physio: <https://youtube.com/watch?v=55PXaoWxXQY&feature=shares>

Day Case:

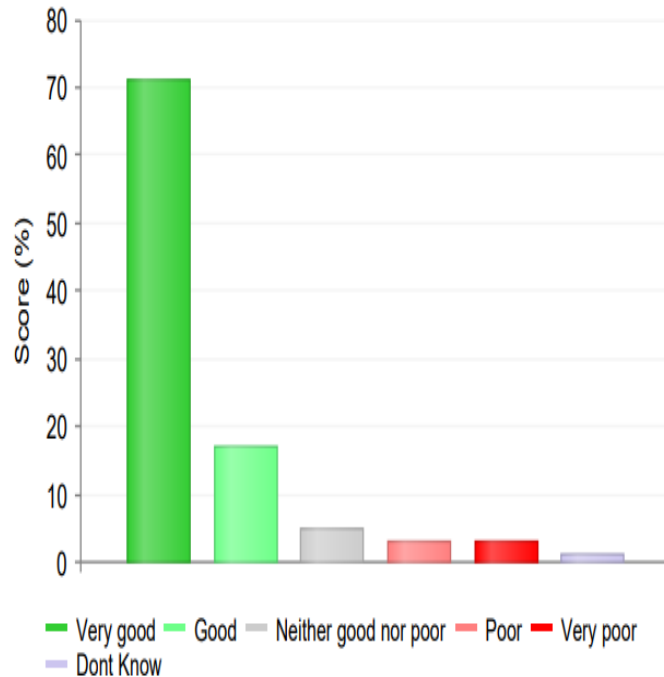
<https://youtube.com/watch?v=5o4yT7GxX0E&feature=shares>



# People are encouraged to share their experiences of health care to help us improve

## Friends and Family Test

Patient Feedback Responses  
Health Board Wide - Oct-2022 to Nov-2022



My appointment was quickly arranged and on a Sunday, so I did not have to wait long and could be accompanied . On the day I had the procedure I was treated with respect, the staff were friendly and put me at ease, they ensured that I got to the correct room, where the staff reassured me and explained what would happen. I was seen quickly, the staff were brilliant friendly, helpful and professional. My husband was able to park easily in the car park and everywhere was clean and tidy.



The staff were unfailingly helpful and efficient; there was a very slight delay and the nursing staff kept me fully informed. They were exceptionally helpful. The consultant was very efficient and I was reassured that she and her staff (and, in fact, everyone else I met at Prince Philip Hospital on that day) were giving their best efforts. I am very impressed, to the point of being bowled over by how well-run is this department. I cannot speak highly enough of my visit there. Thank you.

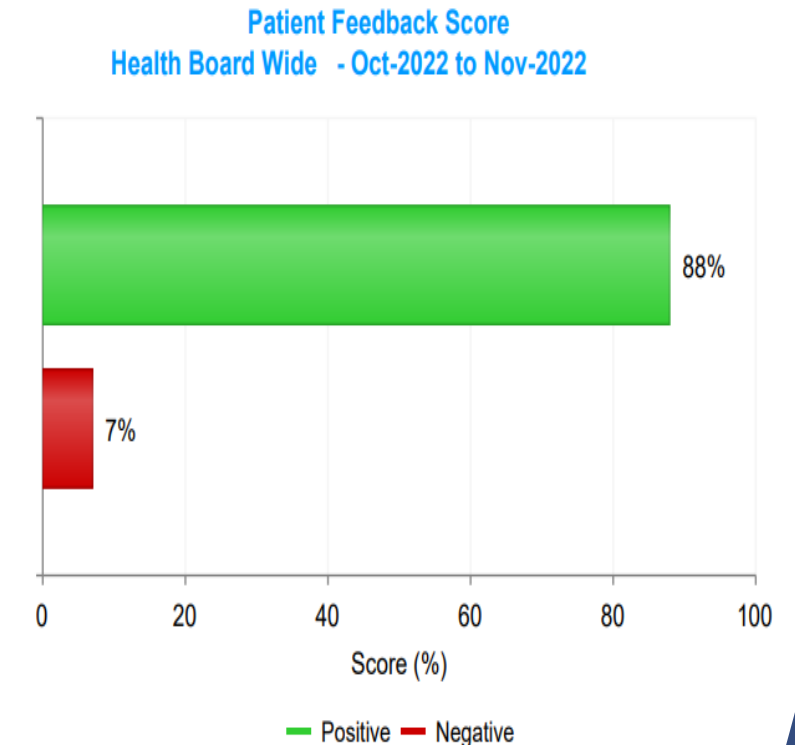


It took one hour to find a parking space. Then the lighting and white noise levels were not suitable for a patient with m.e/cfs the dr actually raised their eyebrows when I said I had m.e/cfs as if it was relevant. Please could you update all your staff on latest nice guide. I was left with increased migraine and nausea due to sensory overload.

# Friends and Family Test by patient type

Overall satisfaction on how patients are feeling about their recent visit.

Patient Type	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	93.1%	6.9%	4405	3101	757	219	134	153	41
Day Case	98.9%	1.1%	88	77	10	0	1	0	0
Emergency Patient	89.5%	10.5%	1076	663	227	73	42	62	9
Inpatient	92.4%	7.6%	351	263	43	18	13	12	2
Maternity Inpatient	100.0%	0.0%	11	9	0	2	0	0	0
Maternity Outpatient	90.0%	10.0%	30	18	9	0	1	2	0
Mental Health Inpatient	100.0%	0.0%	1	0	1	0	0	0	0
Mental Health Outpatient	84.6%	15.4%	13	8	3	0	1	1	0
Other	100.0%	0.0%	1	1	0	0	0	0	0
Outpatient	94.4%	5.6%	2095	1535	339	89	58	54	20
Paediatric Inpatient	94.1%	5.9%	18	12	4	0	0	1	1
Unmapped	94.2%	5.8%	721	515	121	37	18	21	9



# Friends and Family Test by Hospital

## Glangwili

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	90.4%	9.6%	1155	760	211	66	48	55	15
Aberglasney Suite	97.1%	2.9%	36	26	7	2	1	0	0
Accident and Emergency Department	87.0%	13.0%	283	153	74	19	11	23	3
Ambulatory Care Unit	62.5%	37.5%	8	3	2	0	2	1	0
Anentatal Clinic	100.0%	0.0%	4	4	0	0	0	0	0
Branwen Suite	97.1%	2.9%	37	29	5	1	0	1	1
Cadi Suite	100.0%	0.0%	7	2	5	0	0	0	0
Cadog Ward	50.0%	50.0%	2	1	0	0	1	0	0
Cardio-Respiratory Unit	95.8%	4.2%	73	58	10	1	2	1	1
Chemotherapy Unit	100.0%	0.0%	3	3	0	0	0	0	0
Cilgerran Ward	83.3%	16.7%	7	3	2	0	0	1	1
Cleddau Ward	100.0%	0.0%	6	5	1	0	0	0	0
Clinical Decisions Unit	87.5%	12.5%	11	7	0	3	1	0	0
Coronary Care Unit	100.0%	0.0%	4	4	0	0	0	0	0
Critical Care Unit	100.0%	0.0%	1	1	0	0	0	0	0
Day Surgery Unit	100.0%	0.0%	22	21	1	0	0	0	0
Derwen Ward	96.3%	3.7%	29	22	4	1	0	1	1
Dinefwr Ward	100.0%	0.0%	9	7	0	2	0	0	0
Endoscopy Department	100.0%	0.0%	7	7	0	0	0	0	0
Gwenllian Ward	100.0%	0.0%	1	1	0	0	0	0	0
Merlin Ward	100.0%	0.0%	14	12	2	0	0	0	0
Midwifery Led Unit	100.0%	0.0%	1	1	0	0	0	0	0
Morlais Ward	100.0%	0.0%	1	0	1	0	0	0	0
Outpatient Department (Blue)	89.6%	10.4%	541	361	88	32	27	25	8
Padarn Ward	100.0%	0.0%	2	2	0	0	0	0	0
Physiotherapy Department	100.0%	0.0%	1	0	1	0	0	0	0
Picton Ward	78.9%	21.1%	21	10	5	2	3	1	0
Speech and Language Department	100.0%	0.0%	1	1	0	0	0	0	0
Steffan Ward	100.0%	0.0%	4	3	0	1	0	0	0
Surgical Assessment Unit	50.0%	50.0%	3	1	0	1	0	1	0
Teifi Ward	100.0%	0.0%	3	1	2	0	0	0	0
Towy Ward	100.0%	0.0%	2	1	0	1	0	0	0
Tysul Ward	100.0%	0.0%	11	10	1	0	0	0	0

## Prince Philip

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	95.7%	4.3%	969	727	158	40	24	16	4
Acute Medical Assessment Unit	92.0%	8.0%	27	18	5	2	2	0	0
Cardio Respiratory Department	100.0%	0.0%	50	38	10	2	0	0	0
Chemotherapy Unit	66.7%	33.3%	3	1	1	0	1	0	0
Endoscopy Department	100.0%	0.0%	18	14	4	0	0	0	0
Intensive Care Unit	100.0%	0.0%	1	1	0	0	0	0	0
Minor Injuries Unit	93.1%	6.9%	175	102	46	15	7	4	1
Outpatient Department	96.1%	3.9%	553	432	80	18	12	9	2
Physiotherapy Department	90.9%	9.1%	22	17	3	0	1	1	0
Pre Op Assessment Clinic	100.0%	0.0%	27	23	3	1	0	0	0
Rheumatology Department	100.0%	0.0%	20	14	5	1	0	0	0
Same Day Emergency Care Unit	94.1%	5.9%	17	16	0	0	1	0	0
Ward 1	100.0%	0.0%	4	3	0	0	0	0	1
Ward 4	66.7%	33.3%	3	1	1	0	0	1	0
Ward 6	88.9%	11.1%	9	8	0	0	0	1	0
Ward 7	100.0%	0.0%	40	39	0	1	0	0	0

# Friends and Family Test by Hospital

## Withybush

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	91.6%	8.4%	792	554	129	40	24	39	6
Accident and Emergency Department	86.0%	14.0%	244	138	53	19	10	21	3
Adult Clinical Decisions Unit	66.7%	33.3%	3	2	0	0	1	0	0
Anentatal Clinic	77.8%	22.2%	9	5	2	0	1	1	0
Cardio Respiratory Department	98.4%	1.6%	63	54	8	0	0	1	0
Child Health Department	75.0%	25.0%	4	2	1	0	1	0	0
Coronary Care Unit	0.0%	0.0%	1	0	0	1	0	0	0
Maternity Booking Appointment	66.7%	33.3%	3	2	0	0	0	1	0
Midwifery Led Unit	100.0%	0.0%	2	1	1	0	0	0	0
Occupational Therapy Department	50.0%	50.0%	2	1	0	0	1	0	0
Outpatient Department (A)	93.1%	6.9%	257	194	36	10	6	11	0
Physiotherapy Department	97.6%	2.4%	45	31	10	3	0	1	0
Pre Assessment	100.0%	0.0%	13	13	0	0	0	0	0
Puffin Ward	0.0%	0.0%	1	0	0	1	0	0	0
Rheumatology Department	91.7%	8.3%	30	16	6	4	1	1	2
Same Day Emergency Care Unit	96.0%	4.0%	27	18	6	1	1	0	1
Ward 1	100.0%	0.0%	1	1	0	0	0	0	0
Ward 11	100.0%	0.0%	2	2	0	0	0	0	0
Ward 4	100.0%	0.0%	17	15	2	0	0	0	0
Ward 7	100.0%	0.0%	3	3	0	0	0	0	0
Ward 8	100.0%	0.0%	2	2	0	0	0	0	0
Ward 9	93.5%	6.5%	63	54	4	1	2	2	0

## Bronglais

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	93.0%	7.0%	499	347	89	25	16	17	5
Accident and Emergency Department	85.5%	14.5%	156	100	24	11	11	10	0
Angharad Ward	100.0%	0.0%	9	7	2	0	0	0	0
Antenatal Department	100.0%	0.0%	3	2	1	0	0	0	0
Cardio-Respiratory Department	97.0%	3.0%	34	27	5	1	0	1	0
Ceredig Ward	62.5%	37.5%	8	1	4	0	1	2	0
Clinical Decisions Unit	100.0%	0.0%	1	1	0	0	0	0	0
Clinical Decisions Unit (Green)	88.9%	11.1%	9	5	3	0	0	1	0
Day Surgery Unit	100.0%	0.0%	30	26	4	0	0	0	0
Dyfi Ward	100.0%	0.0%	4	2	2	0	0	0	0
Gwenllian Ward	100.0%	0.0%	1	1	0	0	0	0	0
Leri Day Unit	100.0%	0.0%	2	2	0	0	0	0	0
Maternity Booking Appointment	100.0%	0.0%	2	2	0	0	0	0	0
Medical Day Unit	100.0%	0.0%	6	6	0	0	0	0	0
Meurig Ward	100.0%	0.0%	3	2	1	0	0	0	0
Occupational Therapy Department	100.0%	0.0%	3	2	1	0	0	0	0
Outpatient Department	97.2%	2.8%	190	134	37	9	3	2	5
Paediatric Ambulatory Care Unit	100.0%	0.0%	2	2	0	0	0	0	0
Physiotherapy Department	85.7%	14.3%	8	5	1	1	1	0	0
Rhiannon Ward	95.8%	4.2%	26	19	4	2	0	1	0
Y Banwy Unit	0.0%	0.0%	1	0	0	1	0	0	0
Ystwyth Ward	100.0%	0.0%	1	1	0	0	0	0	0



# Feel Good Friday 2022

During 2022 the Patient Experience Team have continued to share compliments via Feel Good Friday, via the staff global email.

The team receive positive feedback each week from staff who have read the comments; some are shared below

“I look forward to Friday to see the pictures of staff who have received a certificate”

“Its great to see the praise staff receive”

“ Seeing the feedback makes you feel valued”

FRIDAY FEBRUARY THE 25TH • 2022

## FEEL GOOD FRIDAY

The Patient Experience Team

The Patient Experience Team work across the whole Health Board and each week we are inundated with supportive comments from our patients, families, and their carers about the care they have received from the staff of Hywel Dda University Health Board. These comments are collated from various sources including The Big Thank You, The Friends and Family Test, our Compliments System and the NHS Wales Experience Survey. We will be sharing a selection of these wonderful comments with you every Friday.

### THE BIG THANK YOU



The Endoscopy Unit at Prince Phillip Hospital received a big thank you certificate from a patient.

The patient praised the Unit staff saying,  
"I would like to thank the team in the endoscopy unit who looked after me. They were kind, caring and compassionate. Nothing was too much trouble for them and they put me at ease as I was stressed about the procedure. They deserve all the praise. Thank you"

  Patient Experience Team  
Tim Proffitt Y Claf

FRIDAY MARCH THE 18TH • 2022

## FEEL GOOD FRIDAY

The Patient Experience Team

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### THE BIG THANK YOU



Aberglasney Suite in Glangwili received a big thank you certificate from a patient.

The patient praised the suite staff saying,  
"I would like to thank the staff in Aberglasney Suite, namely Dr Priyantha, Eiry Thomas, Jo Williams and lastly Emma Green. Emma was very professional when talking to me. Dr Priyantha was lovely and explained the procedure well. I was delighted to see Eiry in the theatre as she is kindness itself, as she was previously. Jo sat beside me and successfully distracted me. Dr Priyantha took things slowly and tried to be as painless as possible. Jo gave me coffee, biscuits and pain relief after. From start to finish the whole team were fantastic, and made what is, in essence, a horrible procedure, bearable."

  Patient Experience Team  
Tim Proffitt Y Claf

FRIDAY APRIL THE 29TH • 2022

## FEEL GOOD FRIDAY

The Patient Experience Team

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### THE BIG THANK YOU



The catering team in Glangwili hospital received a big thank you certificate.

A patient praised the Catering staff saying,  
"A really huge thank you to the catering staff who provided me with really tasty and nutritious Vegan food. THANK YOU!"

  Patient Experience Team  
Tim Proffitt Y Claf

FRIDAY APRIL THE 15TH • 2022

## FEEL GOOD FRIDAY

The Patient Experience Team

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### THE BIG THANK YOU



The Cilgerran Ward in Glangwili received a big Thank you certificate.

A family of a patient has praised the Ward staff saying,  
Thank you to all the amazing staff on Cilgerran Ward at Glangwili Hospital. The care they gave to my daughter Kate was of the highest standard delivered with kindness, compassion, decency, patient centred whilst working in a very busy environment & making it all look seamless. This thank you is for everyone involved with Kate & although we could name some staff we would not want to forget anyone as they were all fabulous, outstanding professionals & truly amazing with Kate at time when she was very ill. Their work ethic is truly person centred, their energy & enthusiasm one to be recognised as outstanding & a credit to the NHS.

Thank you from, Kate, her Mum Sara and Dad Mike.

  Patient Experience Team  
Tim Proffitt Y Claf

# Feel Good Friday.

The team will continue to share staff compliments through 2023 as this has had a positive affect on staff who may have had a difficult week supporting patients and their families.

Patients, families and carers are encouraged to share their compliments to staff.

FRIDAY JUNE THE 24TH • 2022

## FEEL GOOD FRIDAY

The Patient Experience Team

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### THE BIG THANK YOU



Laura, a Physiotherapist in Withybush General Hospital received a big thank you certificate. Laura was praised saying:

"Ward 12 patient, Jennifer Harries of New Zealand who has Gullian-Barre Syndrome, is now preparing to go home having gone from a ventilator in ICU, to walking again. Much of this is down to the relationship and trust that has been built between Jennifer and her physiotherapist Laura. For weeks they both worked together to achieve their goal. Jennifer feels that Laura helped her both mentally and physically to get back walking and believe that it could be achieved. Thank you Laura!"

Patient Experience Team  
Tim Proffitt Y Claf

FRIDAY AUGUST THE 24TH • 2022

## FEEL GOOD FRIDAY

The Patient Experience Team

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### THE BIG THANK YOU



Wynne in MIU, Withybush Hospital received a big thank you certificate from a patient. He was praised by the patient saying:

"The gentleman in reception who checked us in was so kind and efficient and we were seen to really quickly. Thank you so much for making a scary experience a calm, and efficient one"

Patient Experience Team  
Tim Proffitt Y Claf

FRIDAY MAY THE 27TH • 2022

## FEEL GOOD FRIDAY

The Patient Experience Team

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### THANK YOU TO ST NONS



St Nons in Haverfordwest receive a lot of compliments and we have been showing them how to access our compliments system.

Patient Experience Team  
Tim Proffitt Y Claf


FRIDAY SEPTEMBER THE 30TH • 2022

## FEEL GOOD FRIDAY

The Patient Experience Team

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### THE BIG THANK YOU



JESSICA - NURSE ON PICTON WARD - GLANGWILI HOSPITAL

Patient Experience Team  
Tim Proffitt Y Claf


FRIDAY OCTOBER THE 28TH • 2022

## FEEL GOOD FRIDAY

The Patient Experience Team

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### THE BIG THANK YOU



SAME DAY EMERGENCY CARE UNIT - PRINCE PHILIP HOSPITAL

Patient Experience Team  
Tim Proffitt Y Claf

FRIDAY NOVEMBER 4TH • 2022

## FEEL GOOD FRIDAY

The Patient Experience Team

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### THE BIG THANK YOU



MIDWIFE LED UNIT - GLANGWILI HOSPITAL

The MLU Team in Glangwili Hospital received a big thank you certificate from a patient's family. The team were praised by the family saying:

Patient Experience Team  
Tim Proffitt Y Claf



People are encouraged to share their experiences of health care to help us improve.  
The Big Thank You



# Paediatric Surveys



The voice of children and young people are a vital part of improving our patient experience work. During the last quarter the Patient Experience Team have been working alongside the Community Paediatric Team in launching their community survey, we will be able to share feedback in our next report.

During the months of October and November, the number of responses for each of the paediatric questionnaires have decreased to 70 with 33 responses in parents/carer/relatives' survey; 17 responses in the 12 to 16-year-old survey and 20 responses in 4 to 11-year-old survey.

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# Paediatric Surveys



Here are some of the comments about the paediatric wards across the Hywel Dda University Health Board:

“Lovely nurses that are always happy to help”  
*11 years and above survey.*

“Amazing, the play team are amazing too. Made me feel very comfortable and always made me smile. Thank you”  
*4 to 11 year old survey.*

I thought the play team were excellent. On arrival we were told about Rachel who was fantastic. After having a chat with my child she obtained a tray of things. All staff made the whole experience a lot less challenging by being so supportive.” – *Parents/Carers/ Relatives Survey*

# Paediatric Surveys



Here are some of the comments about the paediatric wards across the Hywel Dda University Health Board:

Nurses are super friendly and approachable. They kept us updated with treatment. Play team are outstanding. Overall, well working cohesive team - all on ward issues are beyond nurses' abilities".

*Parents/Carers/Relatives Survey*

"Lots of toys to play with and watching the crane out of the window".

*4 to 11 year old Survey.*

"Felt welcome on the ward"  
*11 years and above survey.*



# Paediatric Surveys



The Patient Experience Team continue to visit the wards to gain feedback, Carys has recently visited Cilgerran and received a warm Christmas welcome.

