

# **A Charter for Improving Patient Experience** **(your healthcare, your expectations, our pledge)**

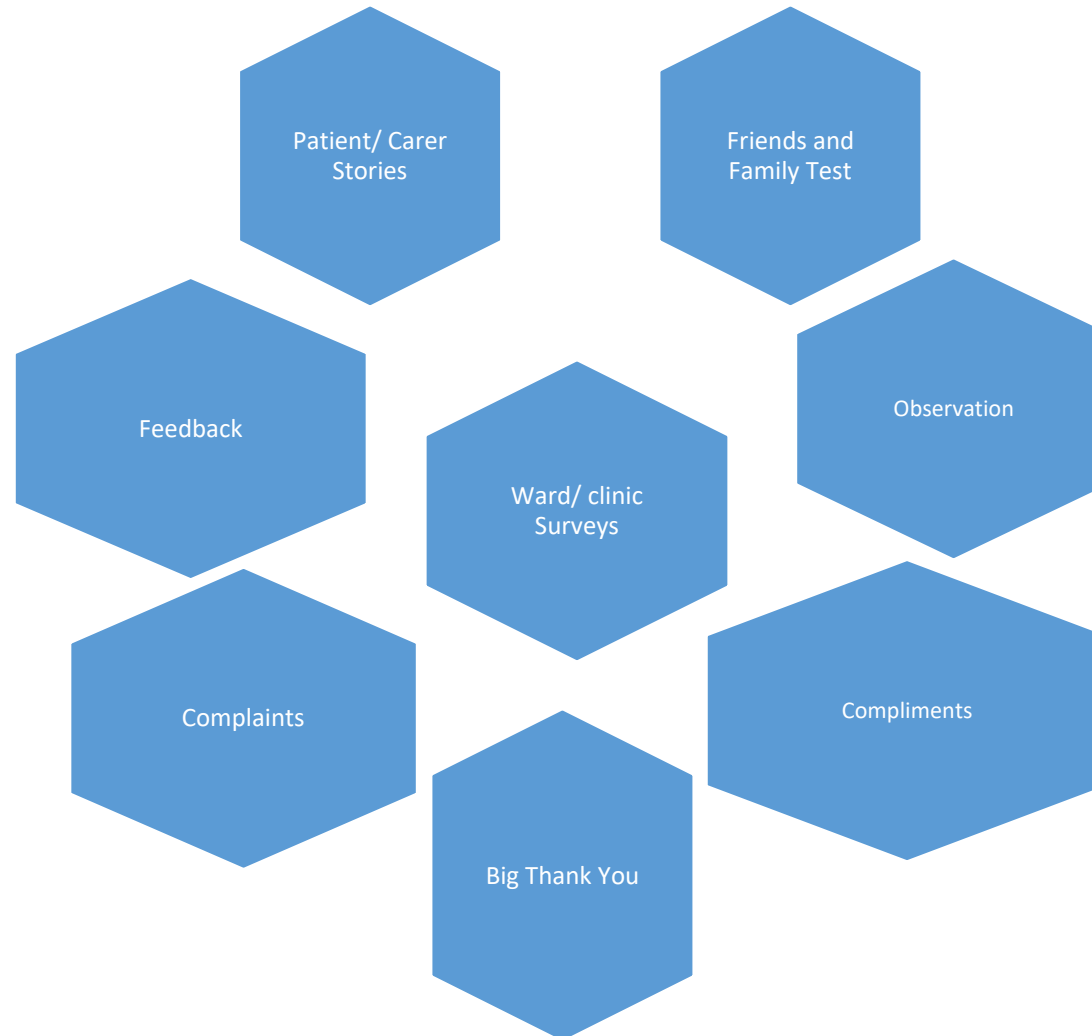
# 01. Our Strategic & Planning Objectives



## **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.**

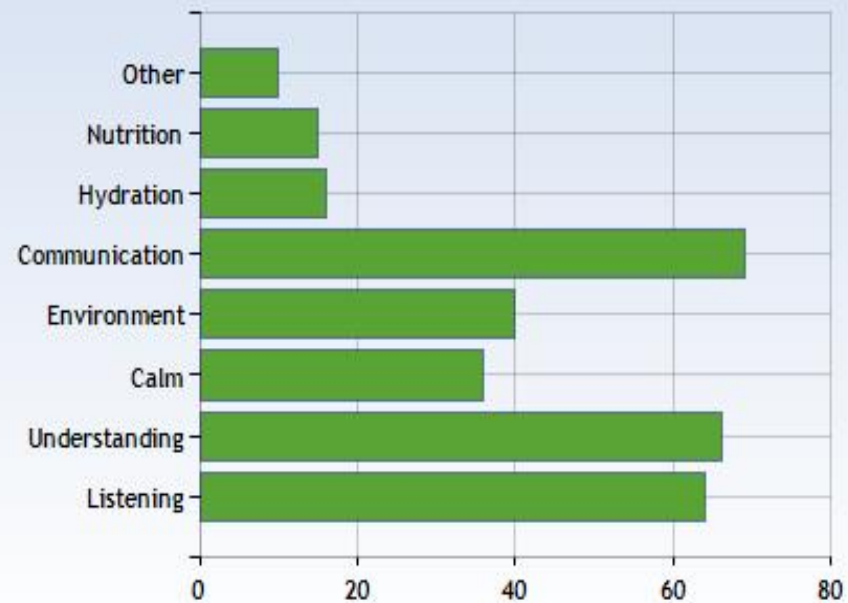
# How we Receive Feedback



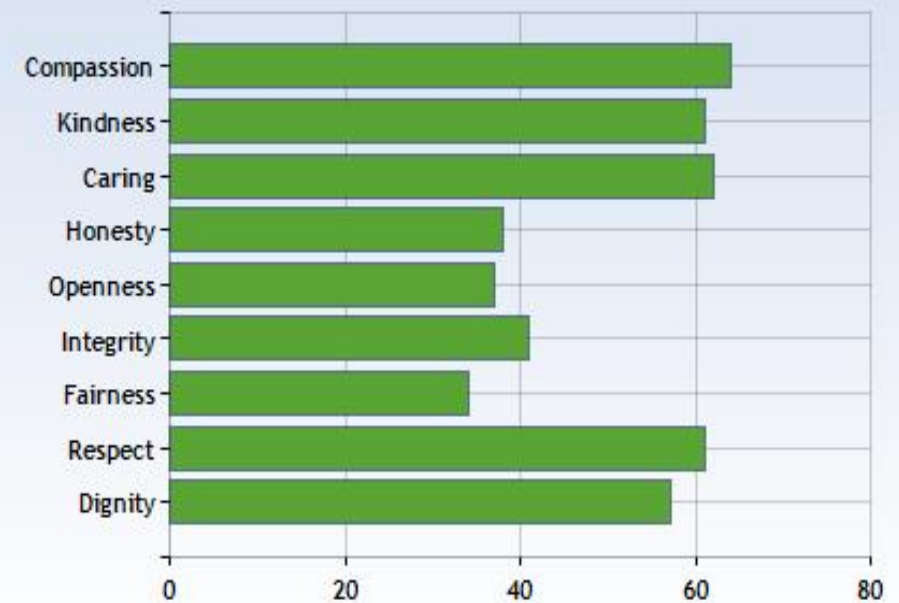


# COMPLIMENTS

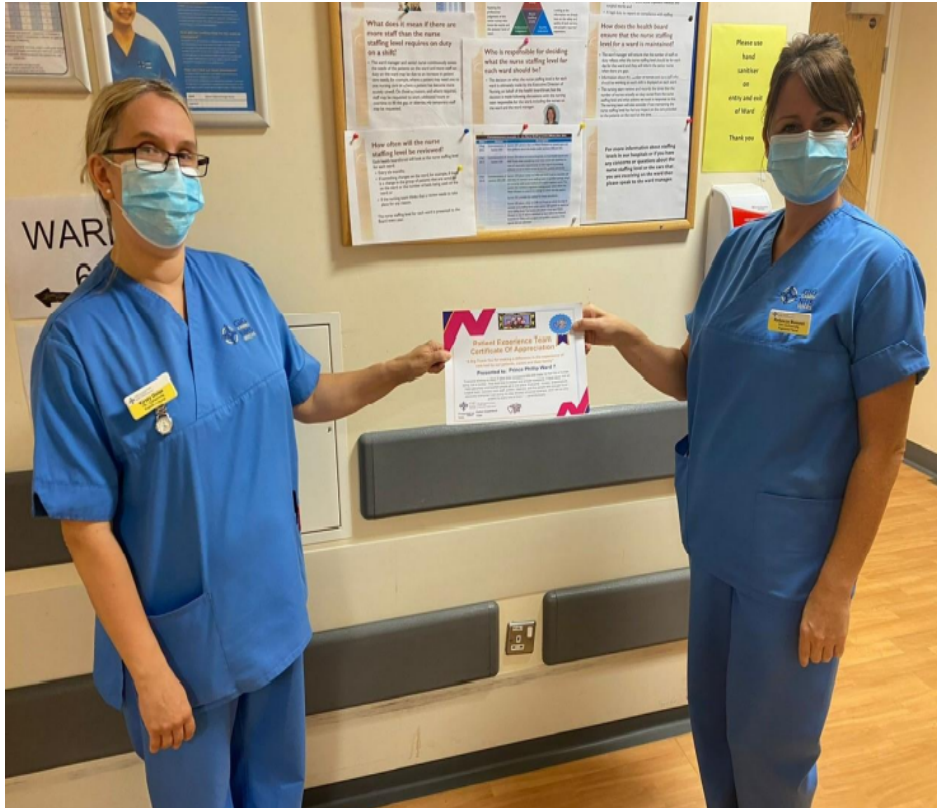
Please select all of the sentiments in the compliment



Health Board Values



- The Big Thank You

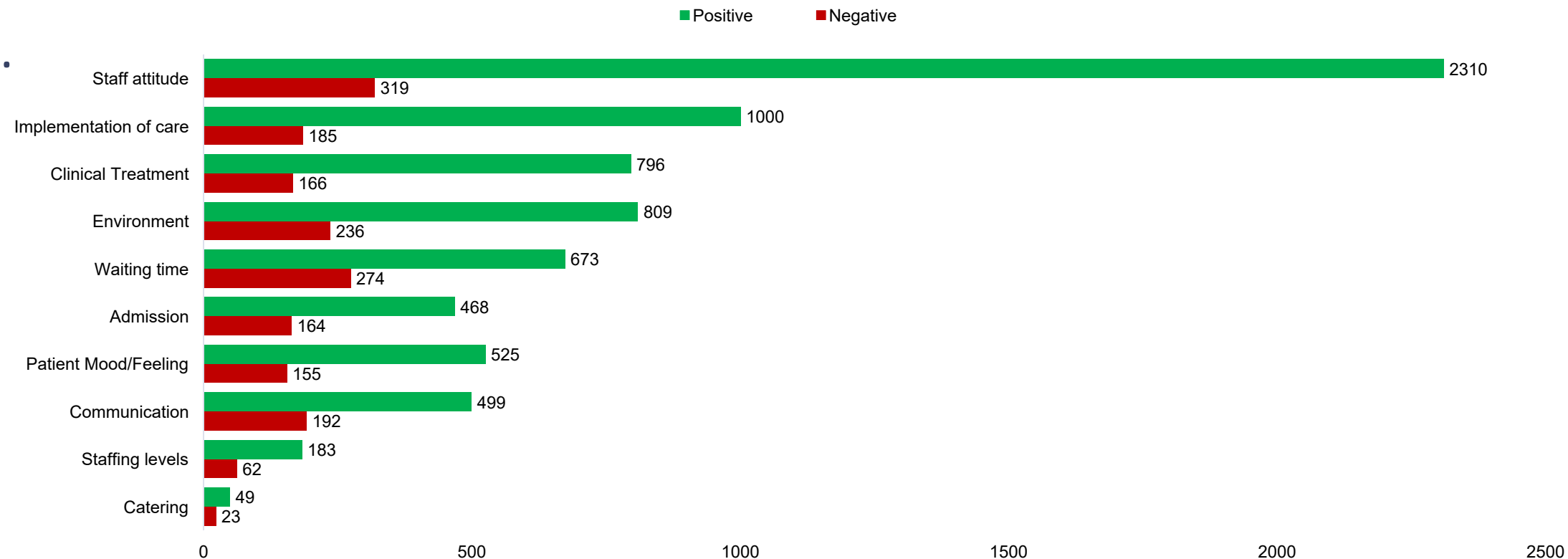







Ward 7, Prince Phillip Hospital received a Big Thank You certificate from a patient. The patient praised the Ward saying, “Everyone working on Ward 7 were kind, compassionate and made me feel like a human being, not a number. They took time to explain and answer questions. I have never met as many kind-hearted people all in one place. I am very grateful. Thank you!”

# Friends and Family Test

- **31,597 patients** during September and October **2021** who have either attended A&E, an outpatient consultation or have been discharged from an in-patient environment have been contacted electronically requesting their feedback from the Patient Feedback (FET) system

Department	01/10/2020	01/11/2020	01/12/2020	01/01/2021	01/02/2021	01/03/2021	01/04/2021	01/05/2021	01/06/2021	01/07/2021	01/08/2021	01/09/2021	01/10/2021 ▲
Emergency Department	90.07%	↓ 89.61%	↓ 87.63%	↑ 92.02%	↓ 88.70%	↓ 86.60%	↓ 84.83%	↓ 83.56%	↓ 82.26%	↑ 82.90%	↓ 80.76%	↓ 78.97%	↓ 77.40%
Inpatients	91.45%	↑ 93.38%	↓ 93.08%	↓ 86.73%	↑ 89.23%	↓ 87.65%	↓ 85.43%	↑ 90.13%	↓ 88.95%	↓ 86.39%	↓ 84.33%	↑ 84.71%	↓ 81.25%
Outpatients	93.08%	↓ 92.78%	↓ 92.08%	↑ 95.31%	↓ 93.37%	↓ 89.63%	↑ 89.80%	↑ 90.76%	↓ 89.12%	↑ 91.95%	↓ 91.87%	↓ 91.21%	↑ 94.01%
Day Case	97.22%	↓ 96.15%	↑ 100.00%	↓ 95.12%	↓ 91.38%	↑ 98.90%	↓ 97.44%	↑ 99.17%	↓ 98.29%	↓ 97.39%	↓ 95.92%	↓ 95.37%	↑ 100.00%
Paediatrics	85.71%	↓ 82.35%	↑ 100.00%	↓ 87.50%	↑ 88.24%	↑ 95.24%	↓ 92.31%	↓ 87.50%	↑ 90.00%	↑ 95.65%	↓ 88.24%	↑ 94.44%	↑ 100.00%




Hospital and Department 	Average Of positive Feedback	Total number of feedback
 Bronglais General Hospital	86%	810
 Glangwili General Hospital	76%	1074
 Prince Philip Hospital	84%	933
 Withybush General Hospital	74%	694
<b>Grand Total</b>	<b>79%</b>	<b>3511</b>

"To all the crazy, happy, hardworking, caring people, doctors, nurses, cleaners, catering supplies ladies & vampires (phlebotomists) that make up the teams that keep us patients alive, entertained and happy! A big thank you! From one patient whose stay you made more than bearable with your tempered mix of caring and professionalism, which frequently went way over your job description, it was noticed and appreciated! I was almost sorry to leave, keep up the great work."  
Withybush – Ward 8

Constant noises through night from : monitoring, persons on phone and other conversations, excess light , late night and early morning medications , uncomfortable bedding , lack of concern for patients when monitoring tabs and dressings are applied over body hairs and subsequently removed as though opening a parcel. It is a hospital, you are or were admitted in an emergency to an extremely busy department still in the throes of coping with a pandemic, I do seem to have veins difficult to find , keep still enough to penetrate neatly without going in and out the other side with needles and cannulas.

# National Survey Responses

**Patient Experience Team**  
**Tim Profiad Y Claf**


**GIG  
CYMRU  
NHS  
WALES** | Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

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**NHS All Wales Questionnaire**

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Did you feel that you were listened to?

☒ Always  
☐ Usually  
☐ Sometimes  
☐ Never

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

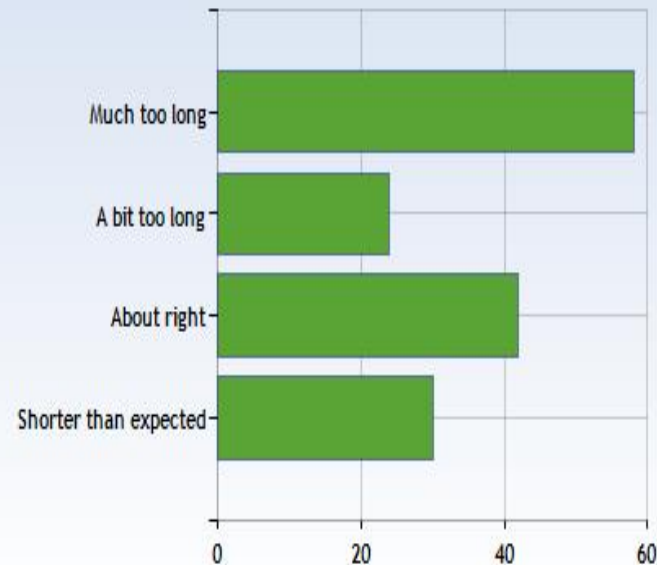
☐ Always  
☐ Usually  
☐ Sometimes  
☐ Never  
☐ Not applicable

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From the time you realised you needed to use this service, was the time you waited:

☐ Shorter than expected  
☐ About right  
☐ A bit too long

3. From the time you realised you needed to use this service, was the time you waited:



Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience

Hospital and Department	Responses	Score
<b>Bronglais</b>	<b>55</b>	<b>8.3</b>
Ceredig Ward	6	9.5
Dyfi Ward	1	10.0
Emergency Department	7	5.7
Meurig Ward	16	8.4
Outpatients	3	9.3
Ystwyth Ward	20	8.9
CT Scanner	1	10.0
Cardiac Monitoring Unit	1	0.0
<b>Grand Total</b>	<b>55</b>	<b>8.3</b>



# Community Development Outreach team

- To be a trusted source of information and the bridge between communities and the “message givers”.
- To engage with ethnic minority communities and increase our understanding of their lived experiences.
- To support our pandemic response, in terms of action in outbreaks, vaccination and outreach clinics.
- Achieve increased uptake of **COVID-19** vaccinations within Black, Asian, and Minority Ethnic communities.
- Piloting approaches to reduce health inequalities and promote health equity which can inform longer term provision for Black, Asian, and Minority Ethnic, and other protected groups.

# Community Development Outreach

## April 2021 - December 2021

41     
different  
health specific  
messages shared

Interpretation App  
and Language  
line used


55   
times to facilitate  
effective  
communication


639  
people  
engaged with



18  
vaccination  
clinics attended  
over  
22  
days



64   
individuals  
supported  
through signposting  
or referral for  
specific health issues

Resources  
translated in  
 17  
different  
languages



O attended the mobile vaccination clinic but was worried because of having multiple allergies and being unable to converse in English. The Team worked with the immunisers and assisted with interpretation to enable a thorough health assessment to be conducted.

O was advised that the vaccination needed to be carried out in a hospital setting. The team worked together with the Immunisation Coordinator and J was able to get a hospital appointment.



- The family consists of 4 adults.
- Mom and dad are carers for one of their daughters who is blind.
- They were given an appointment for an MRI scan but did not understand the letter and that they had to complete the questionnaire beforehand.

- We went through the letter and questions with an Interpreter, and contacted the hospital to alert them that they have answered yes to some of the questions on the health assessment.
- It meant that the appointment had to be changed to allow for an extra hour for x-rays.
- The appointment went smoothly and the family are now awaiting the results of the scan.

- **P** was given an appointment at the hospital and was asked to bring her teenage daughter to interpret for her. P was not comfortable with the request and approach us for help.
- **H** called us from the minor injury unit because his daughter had fallen down the stairs. He was in distress and frustrated because he could not communicate with staff at the hospital.

- One of the Outreach officers went with P to the appointment and provided interpretation through the Insight App. Provided staff with the Translation and Interpretation guidelines and showed staff how to download and use the app. The staff appreciated the support and said they will provide interpretation when needed.
- We went to the minor injury unit and assisted with interpretation. The daughter was assessed and treated, and the outcome was explained to dad efficiently.

## Re-occurring Themes

Lack of interpretation  
and translation provision

Language barrier

Difficulty in accessing  
health messages  
and official updates

Loneliness and isolation.

Lack of understanding  
of processes and systems  
in access to healthcare

Lack of awareness of the  
different health services,  
such as screening and  
smoking cessation etc.



Theme	Outcome	Measure
Staff	Our staff feel that they are part of an effective team	Staff response to: Team members trust each other's contributions
Patient	We are listening to the voices of our patients to ensure that our services deliver the outcomes that are important to them	% of action plans completed at VBHC service review meetings
Organisation	As a Health Board, our strategic vision is clear and our objectives are aligned	Staff response to: I have had a PADR in last 12 months that has supported my development and provided me with clear objectives aligned to team and organisation goals

Theme	Outcome	Measure
Patient	Our patients report a positive experience following their treatment and care	Overall patient experience score
Staff	Our staff feel valued and involved in decisions	Overall staff engagement score
Population	We are actively engaging our population and seek their feedback about current experiences and future needs local area	Percentage who feel able to influence decisions affecting their local area

Theme	Outcome	Measure
Social	Our positive impact on society is maximised	% of third party spend with Hywel Dda and Welsh suppliers
Environmental	We are making a positive contribution to addressing the climate emergency	Carbon usage
Economic	We are making progress against the delivery of our "Roadmap to Financial Recovery"	Compliance on break-even duty

## 02. Our Board Outcomes & Measures



The Nov 2021 BAF Dashboard can be accessed via the following link:

[Board Assurance Overview - Power BI](#)

Theme	Outcome	Measure
Discover	We are actively involved in research development and innovation	New R&D studies commenced in a year (hosted and sponsored)
Design	Our staff actively bring improvement and innovation into our thinking	Staff response to: I am able to make improvements in my area at work
Deliver	Our staff are empowered and supported to enact change and continuously learn and improve	The number of staff per 1000 have undertaken improvement training

Theme	Outcome	Measure
Population	Our communities feel happy, safe and are able to live life to the full	Mean mental well-being score
Health and Wellbeing	Our communities have opportunity from birth to old age to be healthy, happy and well informed	Percentage of adults who have fewer than two healthy lifestyle behaviours
Equity	Our communities have a voice and are able to fulfil their potential no matter what their background or circumstance	Healthy Life Expectancy at birth including the gap between the least and most deprived

Theme	Outcome	Measure
Safe	We minimise harm for the patients in our care	Number of incidents resulting in harm to our patients across the whole system
Sustainable	We have a stable and sustainable workforce	Turnover rate in 1st year of service
Accessible	Our patients can access services in a clinically appropriate timescale	% high risk planned care patients are seen within a clinically appropriate timescale
Kind	We maximise the number of days that people spend well and healthy in their own home	Bed day occupancy for those aged 75+



# Integrated Performance Assurance Report

## Measures as at 1st December 2021



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# Our measures for strategic objective 1

From December 2021, the measures below will be included in the performance assurance report dashboard under strategic objective 1.

## Putting people at the heart of everything we do

Outcome measures	Staff measures	Patient measures	Delivery framework measures	Other local measures
<ul style="list-style-type: none"><li>• Overall patient experience score</li><li>• Overall staff engagement score – scale score method</li><li>• Percentage who feel able to influence decisions affecting their local area</li></ul>	<ul style="list-style-type: none"><li>• I look forward to going to work</li><li>• I am enthusiastic about my job</li><li>• I am involved in deciding on the changes that affect my work/team/area/dept</li><li>• I am able to make a difference to patient's experiences</li><li>• I feel genuinely listened to</li><li>• I feel valued and appreciated at work</li><li>• I am safe to be me</li></ul>	<ul style="list-style-type: none"><li>• I am treated with dignity, respect and kindness</li><li>• I am listened to</li><li>• I am involved in decisions about my health and care services</li><li>• I feel supported to take responsibility for my own health</li><li>• I am supported and confident to share my experience of care, both good and bad to help improve things</li><li>• I am supported and confident to share my experience of care, both good and bad to help improve things</li></ul>	<ul style="list-style-type: none"><li>• The average rating given by the public (age 16+) for the overall satisfaction with health services in Wales</li><li>• Complaints: % complaints closed within 30 days</li><li>• % adults (16+) very satisfied or fairly satisfied about the care that is provided by their GP/family doctor</li><li>• Sickness Absence: for rolling 12 month period</li><li>• % staff who report that their line manager takes a positive interest in their health and well-being</li></ul>	<ul style="list-style-type: none"><li>• National Intelligent Integrated Audit Solution (NIIAS) notifications - own records</li><li>• National Intelligent Integrated Audit Solution (NIIAS) notifications - family records</li></ul>