



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Patient Experience Team
Tîm Profiad Y Claf

IMPROVING PEOPLE EXPERIENCE REPORT

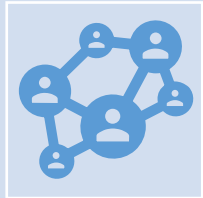
June 2024 – September 2024



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 areas for improvement, to share good practice and learn from positive experiences.



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. The Listening and Learning Sub-Committee will oversee the communication and implementation plan for the Charter. The Committee receives feedback from across concerns, compliments and experience.



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.

A Charter for People and Community 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.

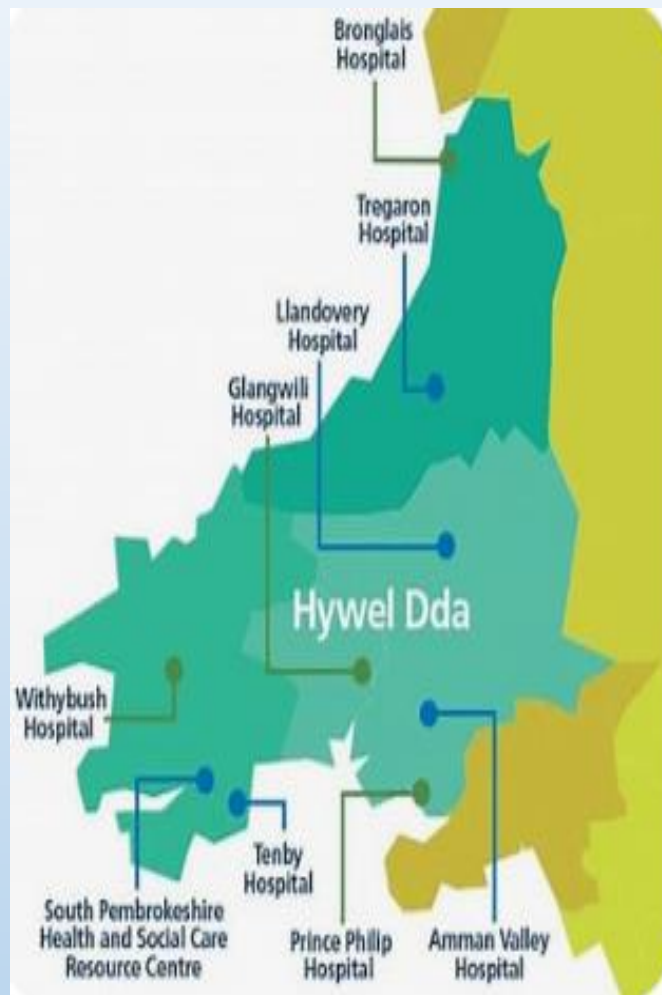
Support and encourage you to share your experiences of health care, both good and bad, to help us improve the way we do things.

Service User Feedback at a Glance June 2024 - September 2024

We continue to receive many positive stories and comments about the services provided by our caring and compassionate staff. We are continually sharing and celebrating these achievements across the organisation

2977 service users completed the Your NHS Wales Experience survey of which 2402 responded with very good or good for their overall experience.

A total of 401 compliments were received from patients, families and carers direct to wards, departments or the Corporate Office.



For this period there were 977 complaints closed of which 193 were early resolution 773 as managed through PTR, representing an 80%/20% split.

During this period we received 593 enquiries and closed 576

85,313 individuals received our friends and family patient experience survey, in which 13,135 responded following their attendance, representing a 15% response rate, 93.4% reported a positive experience. 48% of responses were from outpatient departments and 28% were from emergency departments.

Five new investigations have been commenced by the Ombudsman in the period June – September 2024. There have been 19 decisions not to investigate.

PATIENT EXPERIENCE STORY - Persistent Pain Project (Amman Gwendraeth Cluster)

- ▶ The Amman Gwendraeth Cluster recruited a persistent pain multidisciplinary service to offer holistic pain management support within their community. This service was initiated in April 2022 to support those living with persistent pain within the Cluster. The aim of the service is to increase clinician and patient awareness on how persistent pain requires a holistic, multidisciplinary approach to support those living with pain, using various psycho-educational techniques and pain management skills.
- ▶ Persistent pain affects a large proportion of the population and can have overwhelming effects on people's wellbeing, independence, identity, and quality of life. Learning how to manage pain rather than rely on passive interventions can empower patients to live well despite having pain.
- ▶ We interviewed patients who had received support from our service and had benefited from the interventions offered, enabling them to take back control and self-manage their pain more effectively. Please take time to listen to their amazing journeys as increasing understanding is the first step to living life well with this life changing, invisible condition.

<https://www.youtube.com/watch?v=rD8AtpXJ7ME>



FFT Patient Feedback

Withybush

	% Positive	% Negative	Total Responses	Percentage of total responses
Total	92.6%	7.4%	2487	100%
Accident and Emergency Department	86.1%	13.9%	785	32%
Acute Frailty Unit	95.0%	5.0%	661	27%
Adult Clinical Decisions Unit	99.2%	0.8%	260	10%
Antenatal Clinic	98.1%	1.9%	112	5%
Bro Cerwyn	93.3%	6.7%	81	3%
Cardio-Respiratory Department	96.3%	3.8%	81	3%
Child Development Centre	100.0%	0.0%	63	3%
Child Health Department	89.4%	10.6%	53	2%
Child Orthopaedic Clinic	80.0%	20.0%	50	2%
Children's Unit	97.7%	2.3%	44	2%

Bronglais

	% Positive	% Negative	Total Responses	Percentage of total responses
Total	94.9%	5.1%	1676	100%
Accident and Emergency Department	92.7%	7.3%	596	36%
Ambulatory Care Unit	96.1%	3.9%	563	34%
Angharad Ward	97.9%	2.1%	103	6%
Antenatal Department	96.8%	3.2%	63	4%
Cardiac Monitoring Unit	100.0%	0.0%	59	4%
Cardio-Respiratory Department	91.9%	8.1%	44	3%
Ceredig Ward	97.5%	2.5%	40	2%
Clinical Decisions Unit	90.3%	9.7%	36	2%
Clinical Decisions Unit (Green)	93.8%	6.3%	20	1%
Colposcopy Clinic	85.7%	14.3%	17	1%

Glangwilli

	% Positive	% Negative	Total Responses	Percentage of total responses
Total	90.8%	9.2%	3743	100%
Outpatient Department (Blue)	93.6%	6.4%	1368	37%
Accident and Emergency Department	81.8%	18.2%	852	23%
Cardio-Respiratory Unit	95.5%	4.5%	237	6%
Tysul Ward	95.4%	4.6%	136	4%
Aberglasney Suite	90.0%	10.0%	102	3%
Madog Suite	97.8%	2.2%	96	3%
Same Day Emergency Care Unit	97.4%	2.6%	78	2%
EEG/EMG Department	84.1%	15.9%	70	2%
Picton Ward	87.7%	12.3%	68	2%
Chemotherapy Unit	100.0%	0.0%	56	1%

Prince Philip

	% Positive	% Negative	Total Responses	Percentage of total responses
Total	96.2%	3.8%	3050	100%
Acute Medical Assessment Unit	97.1%	2.9%	1526	50%
Bryngofal	93.5%	6.5%	677	22%
Cae Bryn Unit	93.5%	6.5%	140	5%
Cardio-Respiratory Department	97.1%	2.9%	110	4%
Chemotherapy Unit	98.9%	1.1%	93	3%
Coronary Care Unit	95.3%	4.7%	87	3%
Day Surgery Unit	93.3%	6.7%	79	3%
Endoscopy Department	100.0%	0.0%	71	2%
Gerontology Day Hospital	97.1%	2.9%	68	2%
Maternity Booking Appointment	100.0%	0.0%	38	1%

Community

	% Positive	% Negative	Total Responses	Percentage of total responses
Total	95.9%	4.1%	924	100%
Aberaeron Integrated Care Centre	96.5%	3.5%	482	52%
Amman Valley Hospital	94.5%	5.5%	207	22%
Cardigan Integrated Care Centre	96.8%	3.2%	100	11%
Llandovery Hospital	93.0%	7.0%	74	8%
South Pembrokeshire Hospital	97.5%	2.5%	42	5%
Tenby Cottage Hospital	100.0%	0.0%	19	2%

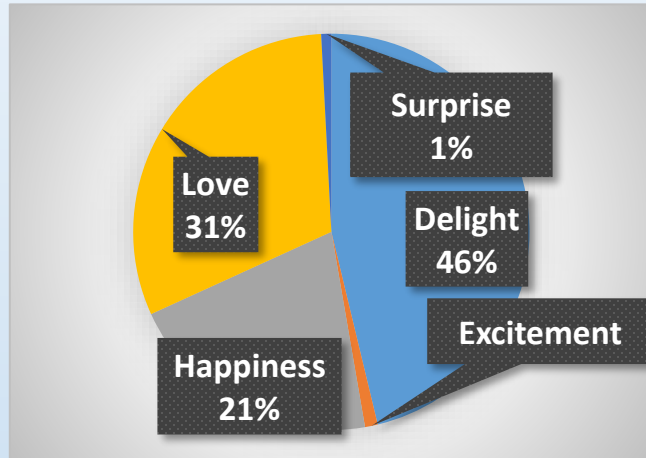
Community

	% Positive	% Negative	Total Responses	Percentage of total responses
Total	95.9%	4.1%	924	100%
Day Ward	96.1%	3.9%	536	58%
Lymphoedema Department	93.9%	6.1%	207	22%
Minor Injuries Unit	98.0%	2.0%	158	17%
Outpatient Department	100.0%	0.0%	10	1%
Physiotherapy Department	100.0%	0.0%	6	1%
Sunderland Ward	100.0%	0.0%	5	1%
Ward 1	50.0%	50.0%	2	0%

The above graphs show that Prince Phillip was the highest performing site with 96.2% positive feedback. The department with the highest number of responses across the Health Board is AMAU in PPH with 1526 responses.

Top 5 positive emotions from all our responses

Out of the positive emotions 46% of people are delighted with services when visiting, followed by love 31%



[Click here to listen to feedback](#)

After waiting 14 months and 3 cancellations I was **delighted** to see a consultant who was very thorough.

Superb interaction with nurse I saw. I felt **delighted** to be part of a wonderful health service. if I was to use all 500 words available I would only further praise my first class experience. thank you so much!

We have been **delighted** after every occasion that we have contacted our triage and we consider ourselves very lucky to have the triage available to us for any queries about my cancer or my blocked bowel. wonderful

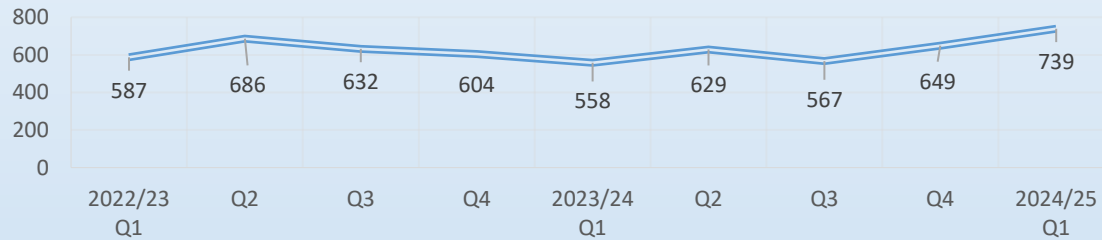
I **love** how attentive the doctors nurses and everyone involved have been towards me and in making sure I get a better solution and relief. I **love** how fast and efficient my experience has been.



New Complaints and Concerns: June - September 2024

Nine hundred and seventy-seven complaints were received between June and September 2024. Of these, five complaints were received which contained allegations of severe harm. These involved our Accident & Emergency Departments, Surgical/ Gastroenterology and Oncology Teams. These complaints are still under investigation.

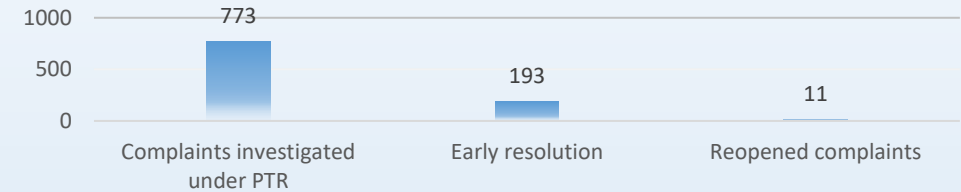
NEW COMPLAINTS 2022 ONWARDS



The Patient Experience and Complaints Teams are working on improving the numbers of early resolution opportunities when people raise complaints. The team are contacting people as soon as possible on receipt of a concern. They are listening to understand the concerns and issues to be addressed; providing assurance and seeking to understand the outcomes being sought.

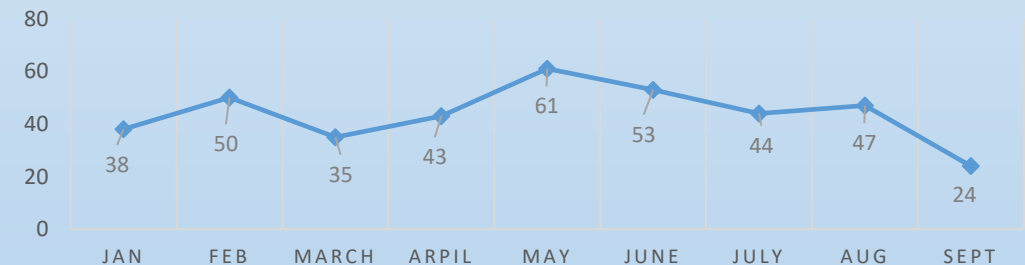
It is hoped that this approach will provide a more efficient response; more appropriate resolutions for people, and provide more timely information when they raise questions. Early indications suggest that this approach is having a positive impact upon numbers of complaints that are investigated as serious concerns, as we note a recent downward trend in complaints that are requiring a PTR investigation.

NEW COMPLAINTS BY TYPE = 977

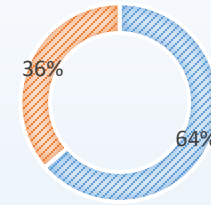


Since Q1 2022/23, the quarterly average for new complaints is 628 per month. Whilst the Health Board saw an overall reduction in complaints in 2023/24, Q1 and Q2 this year suggest an 16% increase in new concerns.

PTR INVESTIGATIONS – ALLEGATIONS OF HARM



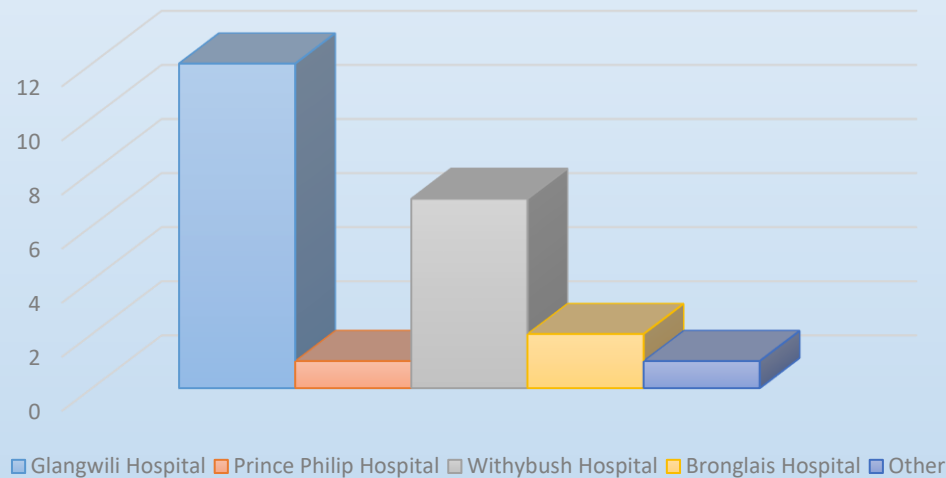
Outcomes from complaints



■ Closed within 30 working days ■ Closed outside of 30 working days

147 (24%) of the complaints which were closed were upheld but found not to have caused harm. 23 cases are being considered for redress, because failings have, or may have caused harm to patients. These have mostly occurred at our general hospital sites (below).

Cases in period for consideration under Redress scheme = 23



The failings in care identified through the PTR investigation process have centred mostly on A&E, Women’s and Children’s Services and Trauma & Orthopaedic specialities.

Learning from the Ombudsman

Five new investigations have been commenced by the Ombudsman in the period June – September 2024. There have been 19 decisions not to investigate. Three final reports have been received, two being partly upheld and one being not upheld. Learning from the partly upheld investigations identified issues with pain management in both cases.

One report highlighted decisions around pain relief and fluid management not being adequately documented, meaning that it was not possible to conclude that the patient was effectively managed. The second report identified that shortcomings in measuring pain levels had been identified by the Health Board as part of its own investigation, which it upheld. It found the Health Board’s explanation for the delay in administering nerve block reasonable.

One of the Final Reports related to an elderly patient who had a prolonged wait in an ambulance outside the Emergency Department, eventually being transferred to another site for surgery. The Ombudsman said she was mindful that the issue of prolonged handover delays outside Emergency Departments is a national problem across Wales and noted the potentially detrimental impact of this on healthcare systems. The Ombudsman suggested the Health Board considered any learning from the case to tackle the root causes of delays in patients being transferred.

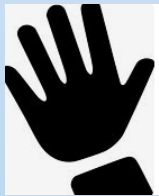
You Said...



When my family member died we just did not understand what had happened. A delay in being told the cause of death created additional distress for us.



I travelled a long way to hospital for a venesection procedure which my consultant had specifically requested. When I arrived, I was refused the procedure without a proper explanation. I had a wasted journey, and left the hospital confused and upset.



My birth experience was supposed to be a wonderful day for me and turned out to be the worst day of my life. You can never know the effect this has had upon me.

...We Did



We are in the process of issuing a new form across our hospital sites designed to speed up the process for certifying a patient's cause of death.

The form helps clinicians to gather key pieces of information to support Medical Examiners in their work. It will address delays in completing a Medical Certificate of Cause of Death, and help to reduce distress caused to families by such delays.



We reviewed this incident. Whilst nursing staff had acted with caution, we agreed that more training was needed as the procedure should have been carried out. Training around venesection pathways is being prioritised within the team so that the procedures are better understood.



We recognise the trauma of losing a baby and want our teams to be as well equipped as possible to support mothers in this situation. We have used charitable donations to fund a baby loss workshop for maternity staff at Glangwili Hospital.

Patient story - Improving Experience in Maternity

In September 2024, the Improving Experience Sub-Committee considered the theme of **Maternity Services**.

A number of presentations were received from the Interim Head of Midwifery and Patient Experience Midwife in response to the themes and trends identified. It was evident that there was multi-disciplinary review of the feedback and learning from cases, this resulted in targeted actions and regular effectiveness meetings. A number of significant improvements had been made as a result, including:

- Accessibility of information in Welsh English and other languages.
- Educational videos to inspire.
- Birthing Environment – introduction of Galaxy lighting in the Obstetrics' room.
- Biomechanics Video – Visually demonstrating equipment for greater understanding and managing expectations.
- Videos created to talk patients through procedures.
- Matterport Project simulation at Glangwili Hospital it is a 360 walk through of the maternity unit. This is available 24/7 for viewing by families in the comfort of their own home, they will be able to view amenities to inform them and be able to prepare for any upcoming appointments and also can be used by new members of staff to aid orientation and emergency training.



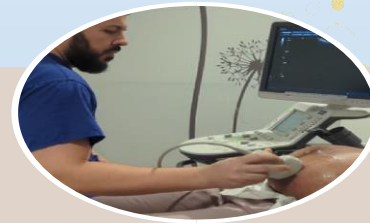
Pool and birth environment



Adapting Birthing bed



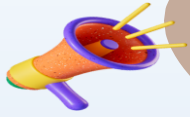
Biomechanics



ECV

One of the recurring themes identified from feedback, **related to planned caesarean births**. Feedback from women showed there was a lack of consistency in the experience, lack of equity of care and a lack of standardisation. In response to this, the department has undertaken work as follows:

Improving Experience in Maternity - Planned Caesarean Births



You said

"I felt mine did not go like that, I think if it's being advertised then ALL women who choose to have a section like this should be able to have it."

"All doctors should be shown or trained to be able to do this. As a lot of women are missing out!"

"I am disappointed that mine didnt go the way its been shown here. TBF my midwife tried her best to cater to my wishes but the rest of the staff didnt."

"Why are some doing it and not others?"

We did



Checklists / proformas to be discussed and completed with all women/birthing people prior to their Caesarean birth - highlighting their birth preferences

MDT discussions on ways ALL clinicians can adopt this approach for more consistency

More information for women/birthing people to help educate them on their choices and birth preferences

MDT discussions regarding the importance of listening to women/birthing people's voices and respecting their choices

Compliments

The Patient Experience team continue to visit services to provide teams with certificates of appreciation. Teams continue to provide feedback on how great it feels to receive this recognition and look forward to seeing this recognition every Friday on the staff information email. From the 401 compliments received into the health board over the 401 recorded, Bronglais received the highest amount of compliment followed by Glangwili Hospital, the majority of these were received in the mental health services.

Compliment location	Total recorded
⊕ Bro Cerwyn	18
⊕ Bronglais General Hospital	90
⊕ Glangwili General Hospital	72
⊕ Hafan Derwen	27
⊕ Haven Way Day Hospital	12
⊕ Neurodevelopment Team	21
⊕ Other	67
⊕ S-CAMHS	44
⊕ Ty Myddfai	24
⊕ Withybush General Hospital	26
Grand Total	401

It's been so wonderful to be able to do something that I love, it's helped me greatly. I feel as though I've been able to give something back in return for all the care you have given me"

Click here to listen to the following positive feedback.

[PPH Outpatients ENT](#)
[GGH Tysul Ward](#)
[GGH Antenatal Ward](#)

FRIDAY - JUNE 14TH - 2024

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
CLEDDAU WARD
GLANGWILI HOSPITAL