



## CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

<b>DYDDIAD Y CYFARFOD:</b> <b>DATE OF MEETING:</b>	25 March 2021
<b>TEITL YR ADRODDIAD:</b> <b>TITLE OF REPORT:</b>	Improving Patient Experience
<b>CYFARWYDDWR ARWEINIOL:</b> <b>LEAD DIRECTOR:</b>	Mandy Rayani, Director of Nursing, Quality & Patient Experience
<b>SWYDDOG ADRODD:</b> <b>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 period ending 28<sup>th</sup> February 2021.

#### Cefndir / Background

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

#### Asesiad / Assessment

Patient and service user feedback is received into the UHB through a variety of routes: Friend and Family Test; compliments (formal letters received by the Chief Executive, Chair and the Big Thank You initiative); 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.

The Board is asked to note that, due to the short time period since receiving the patient experience feedback and the production of this report, comments have been sought from the services involved, and responses will be included in the next Board report.

For the period 1<sup>st</sup> January to 28<sup>th</sup> February 2021, a total of 605 (499 previous period) concerns were received into the patient support contact centre; 194 were complaints managed through the 'Putting Things Right' process. This represents an increase in the number of concerns and complaints received from the previous period, largely due to concerns regarding COVID-19 and the impact on provision of services.

**Public Services Ombudsman** – Three cases have progressed to investigation during the period. Three final reports have been received, which were partly upheld. These cases will be presented to the next meeting of the Listening and Learning Sub-Committee.

No concerns have been raised in relation to compliance with timescales and agreed actions at this time.

The predominant themes received from complaints and patient experience feedback continue to be around waiting times, restarting services, COVID-19 related concerns, communication,, and clinical treatment/assessment, including delays in diagnosis.

Communication with patients waiting for treatment is a priority for the UHB, and is being addressed as a matter of urgency.

### **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): <a href="#">Hyperlink to NHS Wales Health &amp; Care Standards</a>	6.3 Listening and Learning from Feedback
Amcanion Strategol y BIP: UHB Strategic Objectives: <a href="#">Hyperlink to HDdUHB Strategic Objectives</a>	4. Improve the productivity and quality of our services using the principles of prudent health care and the opportunities to innovate and work with partners. 5. Deliver, as a minimum requirement, outcome and delivery framework work targets and specifically eliminate the need for unnecessary travel & waiting times, as well as return the organisation to a sound financial footing over the lifetime of this plan
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	8. Transform our communities through collaboration with people, communities and partners

### **Gwybodaeth Ychwanegol:**

#### **Further Information:**

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
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<b>Effaith: (rhaid cwblhau)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>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:</b> <b>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:</b> <b>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:</b> <b>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:</b> <b>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>	<p>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.</p> <p>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.</p> <p>Concerns literature is accessible in a range of languages and formats and translation services are available, as required.</p>

# IMPROVING PATIENT EXPERIENCE REPORT

## January – February 2021



## **1. Introduction**

Service user feedback is important to monitor the experience of those who use our services and through this, the quality of care that they receive. This allows us to identify where services need to improve and to share good practice when experiences are positive. The following information demonstrates how we are continuing to increase the capture of service user feedback by providing various 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.

## **2. Patient/Staff Story Feedback**

The Patient Experience Team is continuing to capture patient and staff stories throughout the challenges of the pandemic to help the organisation to learn from, understand and appreciate their feelings about using our services. Many of these stories relate to the importance of communication and how important it is for our patients to remain connected with what is happening outside of the hospital environment. Stories are the most powerful and beneficial way 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.

### **Jacqueline's Story**

During the summer of 2020, Jacqueline sadly lost her husband Mike whilst he was a patient on Dewi Ward in Glangwili Hospital. In this story, Jacqueline shares the devastating impact that the COVID-19 pandemic had on the passing of her husband. Please click on the below image to hear the story.



There are a number of important lessons to learn from Jacqueline's story and this will be shared widely across all clinical teams to ensure there is reflection on the impact of poor communication on our patients and relatives. The introduction of the family liaison service has made a significant impact on strengthening communication with relatives during the pandemic. The visiting policy has recently been reviewed and distributed to all staff to ensure that the guidance is clear and applied consistently. A leaflet has been produced to explain the visiting guidance to relatives and members of the public.

## **Tina's Story**

Throughout the pandemic, the way in which we have been able to provide support to families who have been recently bereaved has changed significantly. In this story we hear about the experience of a staff member supporting bereaved families. Please click on the below image to hear the story.



Hearing from families about their experiences during these most difficult times of losing a loved one has reinforced to us that how we respond to those who are bereaved can have a long term impact on how they grieve, their health and their memories of the individual who has died.

A recent review of bereavement services across the Health Board has been undertaken and this has highlighted to us that we have to make improvements, including the need to have one consistent service across all of our hospitals. Our information and guidance booklets have been updated and we are also looking at how we can improve our environment and facilities; and provide training to all of our staff.

We will share with you our further plans on how we will improve the service over the coming months.

## **3. Compliments**

### **Informal & Formal Compliments received during the period**

As mentioned in previous reports, a new way has been launched to capture compliments across the Health Board. The information below captures some of the informal compliments received. During December 2020 and January 2021, over 240 Compliments were received that would previously have been unrecorded, and information on trends and themes is now being captured. The new mechanism also captures the sentiment and Health Board values that are expressed in the compliment.

Whilst one of our main themes arising from concerns relates to communication, many of the compliments received highlight where good communication has made a positive difference. Communication, understanding and listening are the top reported sentiments within the compliments.

The patient experience team would like to share a small selection of the compliments which show how staff are providing positive patient experiences by demonstrating the Health Board values. Receiving recognition of this from patients and their relatives or carers, is appreciated by everyone involved, and it is so important to share and learn from what is working well and to give staff a much needed boost during these challenging times.



"I am very grateful to Dr Bankole for sorting my son's problems he was great he's the best psychiatrist my son has seen, thank you very very much to me he is always very helpful, always cheerful and always taking the time to talk with you"

"super-excellent service' for the 48hr turnaround time of a postal hearing aid repair"

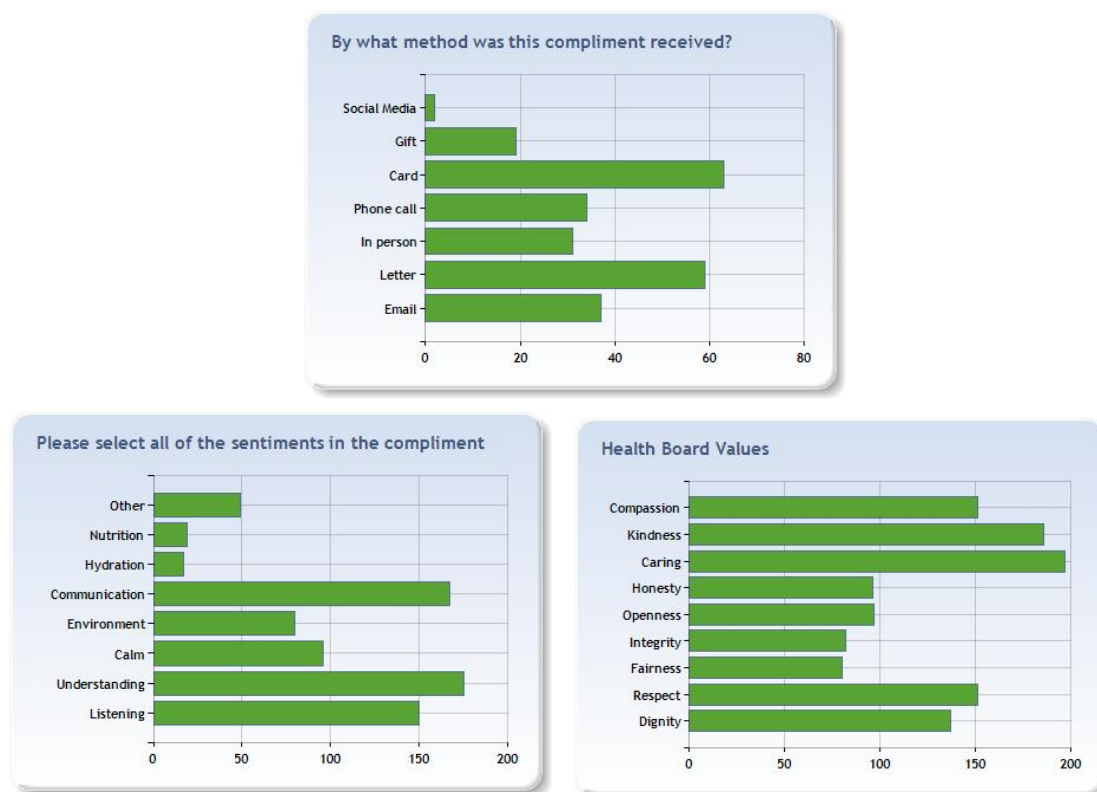
Family member called, wanted to thank the team in person for supporting him and his family after the sudden loss of his mother. He said "he would have not got through this difficult time" had it not been for continued support from staff on the ward.

Absolutely brilliant people, excellent care on the suite. Completely understanding of how scared and worried I was, very calming caring people. Thank you so much

I must say though my midwifery care has been amazing from the perinatal team, midwifery team and my lovely consultant Dr Halleem. I couldn't have asked for a more positive experience. I feel thoroughly cared for and looked after and have never been more chilled about the idea of labour. Had I known what lovely care I was going to receive I'd have moved home years ago to have my children



The compliments received are reported as follows



To further promote this new method of capturing the compliments received across the organisation, throughout December the Patient Experience Team entered all the compliments that were recorded during the month via the new online compliment tool into a prize draw. There were almost 200 compliments recorded from all across the Health Board. The draw was kindly supported by a number of local businesses who donated prizes.



## Congratulations to the following winners:

Nurse Rosie, Prince Philip, Acute Medical Assessment Unit, Afternoon Tea at Cawdor Hotel, Llandeilo.

**Sonia Lea, Withybush, Ward 4, Meal for Two at The Plough, Rhosmaen.**

"Student nurse Jess on Ward 4 has been fantastic. She will be an asset to the NHS when qualified."

**Eleanor Ireland, Withybush, Rheumatology, Personalised Sweatshirt from TeesRus.**

"Heartfelt thanks for the support that the 3 nurses have shown, especially over the last 2 months"

**Sandra Thomas, Withybush, Community Midwife Team, Pack of Welsh cakes.**

"Jo and Sandra were amazing midwives. The standard of care was absolutely perfect. We will never forget the experience"

**Angharad Davies, Glangwili, Cilgerran Ward, Chocolates.**

"My daughter has been in a couple of times this year, each and every time everyone on the ward have been amazing. Not only have they looked after my daughter and treated her like a queen but they have looked after me too"

**Rhodri Harris, Glangwili, Bro Cerwyn, St Caradog, Selection Box.**

"Patient attended ward to drop off box of chocolates for nursing staff and thank for them for the care he received during admission. This was very an unexpected compliment as it was a difficult admission for the patient who had showed significant aggression during his admission"

### **Feedback from the prize draw winners**

"Was a lovely surprise and much unexpected, however it was very much appreciated, and we all had a lovely flavoured coffee to pick us up."

"The raffle prize was a nice surprise and it was shared with as many of the Audiology team as possible as most of our compliments are about the team as a whole."

"It was great boost for the team, thankyou"

"The process was very smooth, and it was easy to upload the relevant supporting documentation. I found out I had won a prize when I received the global email"

The Patient Experience Team thank all the sponsors for all the prizes received and hope to hold another prize draw in April/May.

In addition to the above, during the period of December and January, the Health Board also received over 100 compliments direct into our corporate offices. Almost 50% of these were from the new Medical Examiner's office.

Below are a small selection of extracts from these letters:

Thanking the staff for the exceptional service provided. The procedure was fully explained in a caring and professional manner, before, during and after the operation. The professionalism and compassion made the patient feel at ease at all times. The patient stated "first class 5 star service.

Thanks for the excellent care and the attention that you gave my dad, but also for the support that you gave me and my sister. You prepared us wonderfully well for the difficulties we would face over the final few days.

He did receive some excellent care as well. The patient told Joanna that Andrew Egan looked after him well and Joanna said that all the nurses were really good at the time of the patient's death. Nurse Lizzy was fantastic and the nurse who broke the news to her was really understanding and supportive.

Family felt that the patient was well looked after in hospital, she was kept well informed throughout the admission in particular the FLO Tina was great and was arranging for them to see the patient on the iPad and arranged a visit when he became more unwell.

Doctors were amazing, staff showed so much care and compassion to her sister and to herself when visiting. All staff are amazing. Feeling like having another family member and can't fault them at all

As mentioned many of the compliments are those sent into us by the new Medical Examiner Service for Wales.

Below are some of the compliments that have sent us during the period:

"Everyone was absolutely amazing and lovely, in particular, Dr Ellis & Dr Wilson who explained everything to her. Also Dr Zia who was lovely. One staff nurse on ward 9 sat with her to hold her hand and was with her until the end. Gwyn from bereavement office was absolutely lovely and such a help."

"The hospital has been very good in my dad's last days of life. They did their best" -  
**Acute Medical Assessment Unit, Prince Philip Hospital**

"Hospital staff, doctors, nurses, porters and cleaners were wonderful. The son was very impressed with the care of his mum received in hospital"

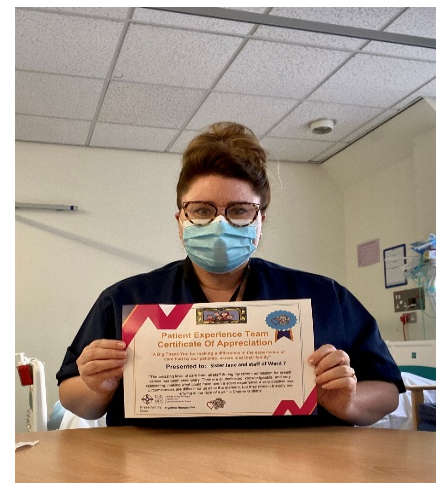
"Thanks for the excellent care and the attention that you gave my dad, but also for the support that you gave me and my sister. You prepared us wonderfully well for the difficulties we would face over the final few days." – **Carmarthenshire Palliative Care**

"A big thank you to everyone who kept trying, we didn't think she'd make it but everyone tried their best." – **Mynydd Mawr Rehabilitation Unit, Prince Philip Hospital.**

### The Big Thank You Compliments

During December and January, 6 "Big Thank You" nominations were received and Patient Experience Certificates of Appreciation were presented to individuals and teams who we have received feedback about.

We continue to encourage service users and their carers or family to let us know when someone has made a difference to the experience of the care they have received.



" Thank you to for supporting my wife whilst she was in A&E, you were very calming thank you." – **GGH Emergency Department**

" Thank you for being so patient and kind; your friendliness, reassurance, and continual 'checking up' with me throughout the procedure were much appreciated. You are clearly great at what you do and I'm very grateful to you."



" Thanks to the lovely, welcoming staff on the ward who are always happy to help" – Coronary Care Unit, Glangwili Hospital

" I would like to thank everyone involved in my treatment it was first class." – Prince Philip Hospital Ward 7

" Thank you to all on the Eye unit you are a very caring and professional team." – Glangwili Hospital Tysul Ward

" Thanks to the team in A&E you treated me with compassion and expertise left feeling much better, able to eat and drink and felt human again. Huge thanks to you all." – Bronglais Hospital Emergency Department



#### **4. Patient Feedback System – Friends and Family Test (FFT)**

The Patient Feedback System Friends and Family Test is available across the Health Board, and automatically contacts patients within 48 hours of attending an appointment or being discharged from Hospital.

From 1<sup>st</sup> January to 25<sup>th</sup> February 2021, 13,207 patients who have attended A&E, an outpatient consultation or have been discharged from an in-patient environment have been contacted, requesting their feedback from the Patient Feedback (FFT) system.

92% of the responses have a positive rating, 5% of responders rated their experience as negative (the remainder did not provide a rating). Over 2,200 patients were not surveyed as they had already been surveyed at least once in the last 3 months.

Department	01/09/2020	01/10/2020	01/11/2020	01/12/2020	01/01/2021	01/02/2021 ▲
Emergency Department	89.88%	↑ 90.07%	↓ 89.61%	↓ 87.63%	↑ 92.01%	↓ 89.29%
Inpatients	88.37%	↑ 91.45%	↑ 93.38%	↓ 93.08%	↓ 86.49%	↑ 86.67%
Outpatients	88.61%	↑ 93.08%	↓ 92.78%	↓ 92.08%	↑ 95.31%	↑ 97.37%
Day Case	100.00%	↓ 97.22%	↓ 96.15%	↑ 100.00%	↓ 95.12%	↓ 87.50%
Paediatrics	80.77%	↑ 85.71%	↓ 82.35%	↑ 100.00%	↓ 87.50%	↑ 100.00%
Summary	89.00%	↑ 91.00%	↔ 91.00%	↓ 90.00%	↑ 93.00%	↓ 92.00%

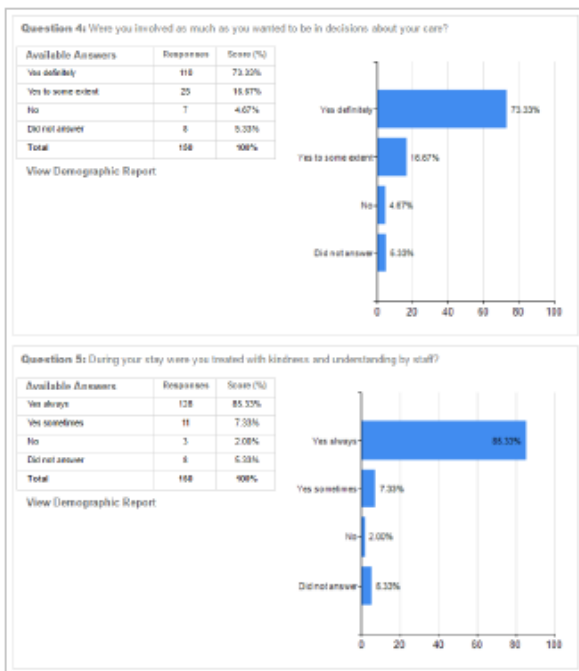
As a part of the Once for Wales concerns management system programme, during Quarter 3 2020/21, Hywel Dda University Health Board has been involved in the selection and procurement process of the Once for Wales Service User Feedback System.

The Patient Experience Team has started working to replace our existing Patient Feedback System with the new Once for Wales system, with the aim of having no disruption to the collection of our valuable experience feedback. The new system offers significant enhancements over our current system and will straighten the real time delivery of feedback direct to our frontline teams.

The new system also offers a much improved way of reporting feedback including an advanced method of analysing the thousands of feedback comments that we receive each month. Below are some snapshots of the system (using false data to demonstrate the system). Further updates will be provided as the system is implemented.



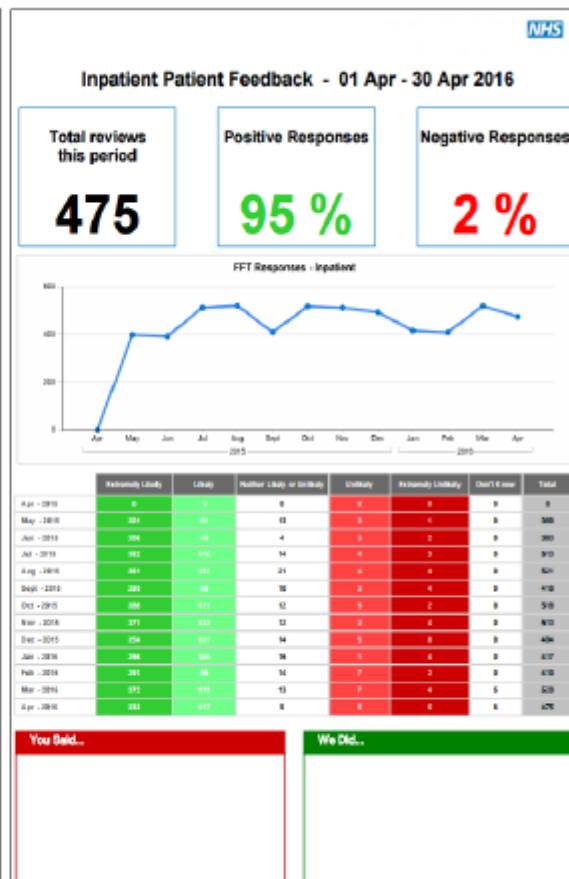
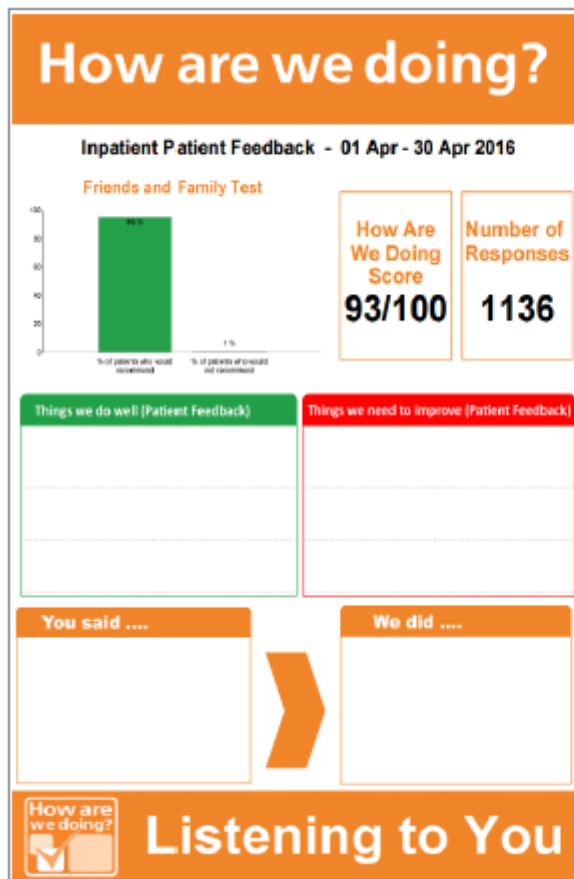




Survey Analysis



Demographics analysis



The main themes of positive feedback relate to our staff and the kindness, compassion and professionalism that they demonstrate in the care they deliver. Examples of feedback received are as follows:

Everyone was thoughtful, informative, and kind. I came through the system very quickly with no information so I was appreciative of the time everyone took to explain it all to me. I was also given tea and a sandwich which was very welcome after 9 hrs fasting!

Bronglais - Medical Day Unit

The doctor was so thorough and easy to speak to He was caring and took time to explain things to me I appreciate especially at this terrible trying times I would like to say thank you to him and all the staff who helped me Thank you

Withybush – Accident & Emergency

The level of care I received from the time I arrived to the time I left was amazing. All the stuff were amazing. The food and hygiene was top. And I would like to thank everyone who helped. Thank you from the bottom of my heart.

Prince Philip – Mynydd Mawr

Nurses made me feel at ease, Bryony was especially helpful.

Glangwili – Accident & Emergency

Despite the current circumstances with covid-19 I was seen too very quickly. All the staff were happy and polite and were happy to answer any questions I had. The hospital itself was very clean and sanitised and I felt safe there and not at risk. Amazing service.

Prince Philip – Minor Injuries Unit

Nyrsis a doctor ffantastig, ac yn fodlon i wrando ar beth oedd yn bod. Llawer gormod o amser i aros i weld rhywun, ond dim bai y staff yw hynny.

Glangwili – Accident & Emergency

The nurses in A&E were kind, professional and appropriate for my daughter's age. They made her laugh and explained things clearly to her. They made a traumatic visit to the accident and emergency department fun and not so scary for a 5 year old.

Prince Philip – Accident & Emergency

I was treated with the utmost respect no matter the reason I was in hospital and all nurses were extremely friendly and helpful.

Prince Philip – Acute Medical Assessment Unit

Whole experience was carried out professionally and carried out with government guidelines regarding Covid-19

Glangwili – Outpatients

Long cold wait outside in the car, but Nicola Duckworth was friendly, helpful, and professional and I wouldn't hesitate to recommend her and or the minor injuries service to others.

Tenby Cottage – Minor Injuries Unit

Outstanding efficient and caring treatment from both the nurses who treated me. Despite the challenges the hospital are facing they are a credit to the NHS.

Prince Philip - Minor Injuries Unit

The service we received from the time we got into A&E to the point where we left after the operation from Cilgerran ward was seamless and outstanding, the surgeons and staff at Cilgerran were amazing

Glangwili - Accident & Emergency and Cilgerran Ward

The main concerns for patients were delay in being seen, Staff attitude and poor processes. Examples of the negative feedback received are as follows: This feedback is shared with the teams involved on a real time basis. Feedback from the service areas in response to the feedback will be provided in the next report.

I went there after being sent by my GP, to meet the medical team, I had a pain in my left arm which was a possible link to my underlying heart problem. On arrival at 4.30pm I was told to wait in car and we would be phoned as there was no room available for me and I was currently self isolating as had been tested positive for covid. I wasn't seen until 8pm, then I was sent back out to car as still no room. Finally called back in at 11.30pm!! Left outside in freezing cold car already suffering with covid symptoms. I understand issues but this was just ridiculous

Heard receptionists stress about being low staffed and it really shown in regards to their tolerance levels. Borderline rude to many patients.

The consultant was very abrupt, and made me feel it was my fault I hadn't already had the MRI scan, that I had arrived for. I did have an apology from the staff, saying there was obviously a lack of communication, due to the pressure of COVID. It was a 3 hour round journey, on dangerous flooded roads, end with no appointment.

Was taken in to hospital by ambulance with chest pains. I had some test then was sent out to sit in reception for hours. The doctor finally called me back in to say tests came back clear and to go to my GP to find out what's causing my chest pain. They sent me home still in terrible pain.

My father who has a mental health issue has never ever required assistance. Yesterday he opened up and couldn't take no more. He feared for his own safety. I was told by his GP to go to A&E. At 3.20pm he was told by a nurse he was next - there was only one patient before him. FIVE HOURS later still not seen. He was desperate and making him wait five hours is a joke! If I wasn't there he may have done something stupid! He has never needed help and when he did he wasn't given it!

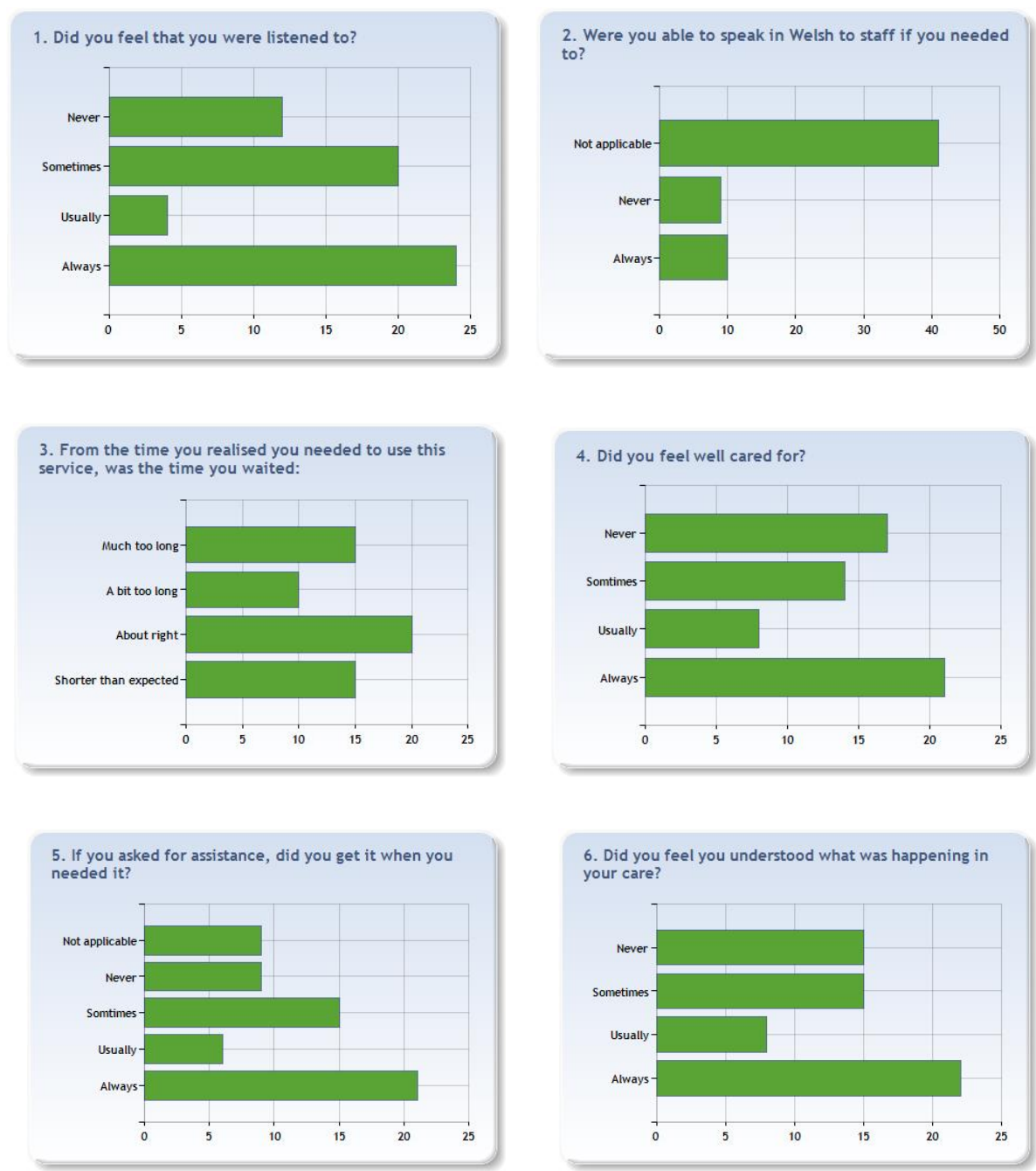
I was paid very little attention to, then discharged even though I was still in considerable pain and could barely walk. The staff watched me struggle to walk off the ward and nobody tried to help me be. I was readmitted later and left in reception for 4 hours where my temperature hit 38.5 and yet I was still left in reception despite them knowing this. I was only moved when I questioned this as it is a possible Covid sign.

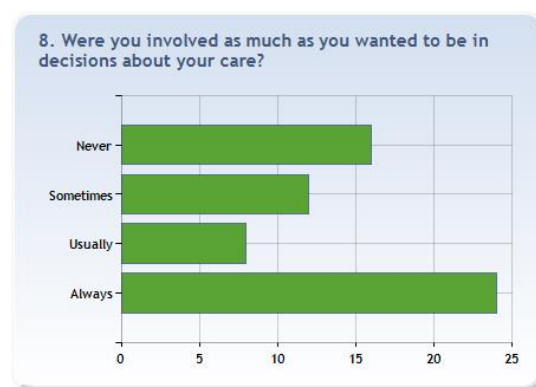
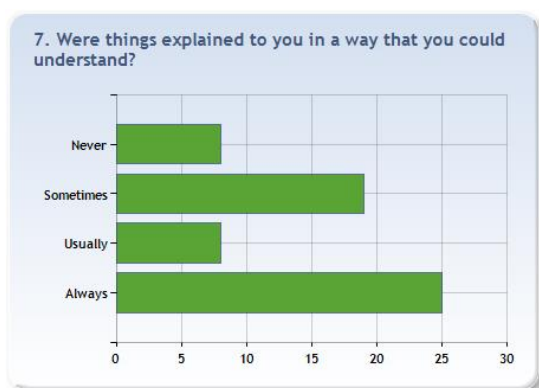
I spent 20 hours there in total including a trip to Glangwili for a CT scan as the scanner at Withybush was broken. After returning to Withybush I was waiting 7 hours for the medical team doctors. Upon assessment and consultation the doctor left 3 times to answer her pager the last time leaving me for half an hour only to be told she had left the department. I raised the issue with members of staff and waited once again I was then taken for an x-ray without an explanation as to why then waited again to see the consultant only to be discharged. All my time in the department I was only once offered a sandwich.

5. All Wales Experience questionnaire

During December and January, almost 60 surveys were collected using the electronic patient experience system (Envoy).

Individual feedback is brought to the attention of the ward or service area at the time of the survey, to enable any immediate action to be addressed. Currently, the way in which the surveys are collected across the organisation is not as consistent across all areas as we would like. This makes it difficult to identify any specific ‘hot spot’ areas which have continuing themes or trends, due to some areas submitting a lower number of surveys. However we anticipate that our new service user feedback system will greatly improve this. The survey responses are summarised below:





**Q 10. Was there anything particularly good about your experience that you would like to tell us about?**

- This is an anonymous department to department compliment about 2 staff in the blood bank team up in pathology! (Jules and Zeeshan) I work in a department in PPH and have been dealing with them several times over the phone and email. They have been more than helpful and supportive when I've needed them. They have both been amazing, communicative and very caring. It's stood out enough for me to compliment them. Obviously I have thanked them thoroughly myself but don't feel it was enough.
- All staff are helpful and friendly willing to listen and help where needed. Thank you.
- I had to visit A&E yesterday. From the minute I arrived, the staff were so courteous and helpful. In the triage area they were really attentive and showed me where to go to next. In the Minor Injuries Department the Practitioner Nurse was awesome and really caring throughout. Lastly, the doctor that came and stitched my lip was first-class too. My treatment throughout was 5\*
- Having my own room with en-suite bathroom in Ward 7 was the best thing ever. It made a very harrowing experience much more dignified and comfortable. Also the staff were impeccable. Every single person I encountered was kind and compassionate and I cannot thank them enough.
- The young carers and nurses are fabulous. Telling me what is happening and make me feel very well looked after.

- I felt safe from the moment I entered the hospital. The hospital was spotlessly clean and all the staff followed the policies and procedures for the infection control that provided uniform treatment of the COVID 19, tier 4 situation. I attended the X-Ray department on 22/12/20. On arriving home, I immediately telephoned the Manager to compliment and thank the staff for their commitment and hard work.
- The care I got from the team I had an appointment with was excellent. I am in my sixties with a chronic condition so going to hospital during the COVID pandemic was not without concern. To protect the NHS staff treating me more than myself. I wore a surgical mask instead of my preferred N95 mask which gives superior protection against viruses for the wearer but not to others. I am aware that surgical masks do not exclude the virus. After my initial appointment, I had an x ray. Both departments had proper social distancing in place and everyone was wearing a mask.
- Contacted by the heart failure nurse, soon after diagnosis in August 2020. I am telephoned fortnightly to adjust my medication and action any further investigations that are needed. Feel very informed and am more than happy with this service which is helping me manage this condition. Also when I went in for a procedure, felt safe and was extremely well cared for and constantly informed.
- My father was cared for very well in Glangwili Hospital (A&E, ICU and Towy Ward). All the staff were friendly, professional and approachable. Dr Raza (not sure of the spelling of her name) in ICU was incredibly understanding, patient and helpful. My father was very ill and unable to talk and she was such a support in helping me deal with the situation. Thank you.

**Q 11. Was there anything that we could change to improve your experience?**

- My breakfast was burnt, but it was sorted out in the end.
- I was meant to be self-isolating as I am awaiting surgery but had to come in due to collapsing and I was put in a shared bay, putting me at risk of being in contact with COVID.
- I saw 4 different surgeons from my 1st appointment until I finished my treatment and I felt that I was passed from pillar to post. The last operation I had, I wasn't even told what had been done and that I had suffered with sepsis.
- During my stay in hospital I was obviously having difficulties on many levels to the point where I was screaming on the Ward. I was not given anything to try to calm me down and none of the staff tried to comfort or reassure me, they just left me in the chair screaming until I stopped. I had no contact with anyone from a counselling standpoint except to be given anti-depressants after on consultation with a mental health charity.
- I am a veterinarian and therefore medically trained. I was triaged but not prioritized as I should have been as a patient having an asthma attack that can be life threatening.
- I was not properly evaluated by staff prior to discharge, i.e. I am 90 and live alone. I still had difficulty moving around but was sent home anyway even given that I had no nearby family support.



- I broke my ankle, had an X-ray and was told I was to have it manipulated and a cast put on. I was to be given only gas and air. I was reluctant but he assured me it would only take five minutes, and gas and air would take pain away. He encouraged me to try the gas, sure enough I soon felt woozy and he started to turn my foot, the pain was intense and unbearable. I cried out in agony. Someone came to hold my leg. I could hardly hold the pipe to my mouth. It was so painful, I was screaming. I feel I will never be able to get over the experience. Surely I should have had a local anaesthetic?
- Dr's were very helpful, But was feeling very uncomfortable with the nurses in the hospital, they all were all saying that I have hygiene problems, but it's my stomach that has a problem not me personally and I wanted to get out really fast, because I feel very uncomfortable and I was very upset by this, I am waiting on a scan for my stomach to see what's causing the problem, I even over heard the receptionist in A&E saying that they wouldn't want to look after me if I was admitted, so very uncomfortable and unhappy there, so when this Covid19 is over I'm going to change my hospital.
- The doctor was very unprofessional and rude. I explained my situation and I had no choice but to visit A&E due to agonising wisdom tooth pain, as I had no answer from the dentist or 111. The doctor had a sarcastic and arrogant attitude from the off, and after dealing with me walked out of the room and discussed my issue with fellow staff members and made a joke which they all laughed at, and spoke about me right in front of me! I was made to feel like a fool and a time waster.
- I was in the hospital for 4 hours. During my 45 minute wait for a simple prescription (unopened box of antibiotics). There was no option but to stand in a narrow corridor outside the pharmacy along with other waiting patients and nurses with people passing frequently, 2 meter social distancing was not possible and one person was not wearing a mask. So whilst people are asked to remain in their cars until called to see a consultant, there appears to be little thought applied to the safe distribution of medicine from the pharmacy.
- More clarity with digital communication. Easier to use website, it is next to impossible to find anything.
- The consultant was very dismissive, making it clear he felt his time was too valuable. He was audibly sighing every time I was trying to explain the symptoms and the effects of the illness. His tone was very sharp, at times raising his voice, saying I shouldn't use A&E. He just kept saying whatever I had was not his problem and he would not make any effort in finding out.
- I was told that this website would give me information on the rollout of the vaccine in Carmarthen health area but it gives no information about it.

All of the feedback received in the Patient Feedback System is visible on a real-time basis to the leadership team in every department and they are encouraged to review the feedback regularly. Managers have been trained on how to access the system and view the feedback for their department and to take action accordingly.

When the transition to the new Once for Wales Service User Feedback System is achieved, all ward and department managers will also receive alerts to specific feedback key words. We will provide the responses from services to the above feedback in the next Patient Experience Board Report.

The following describes the actions taken by the Emergency Department in response to the comments received during the previous reporting period:

You Said (comment received)	We Did (response from service)
<b>Arrived in hospital by ambulance at 1.30 not seen until 5.30 understand the pressures on staff but water machine not working no food/snack offered long time for an elderly person and in pain to wait.</b>	Feedback has been provided to the company which provides the vending machines and this will be monitored regularly. Food and drinks are available to patients, usually on request. Unfortunately at this time, the department was receiving a high number of attendances. During very busy period the waiting times can be longer than we would like. It is accepted that at some times of the day, the transport options can be limited.
<b>Very long wait. Very dirty and unsanitary. Staff can barely be bothered to engage. No help with transport to get home, no options given.</b>	The Red Cross has now extended their service hours 0800-0200 to support the department. Feedback has been provided to the hotel facilities team in regard to cleanliness and this will be reviewed and monitored.
<b>My dad is 75 years old. He had a suspected heart attack. He was very unwell but was made to sit / stand in reception for over nearly 7 hours. I wasn't able to sit with him and he was quite distressed by the end. But I do understand the pressures on NHS and am grateful for their services</b>	As this feedback was anonymous it has not been possible to review the patient's individual circumstances; however this was clearly unacceptable and support for patients who are waiting is being addressed to ensure there is communication with relatives; access to drinks and snacks and any escalation of concerns to the clinical teams.



The voices of children and young people are a vital part of our improving patient experience work.

During the last period the numbers for each of the paediatric questionnaires remains very low at 13 with 7 responses in parents/carer/ relatives survey; 2 responses in the 12 to 16 year old survey and 4 responses in 4 to 11 year old survey. This is due to the lower number of children and young people currently attending these wards.

Here are some of the comments received:

"The staff always talk to me about what is going to happen, what medication I'm having and what's it for"

**Emergency Department, Glangwili Hospital**

"Staff were very friendly and understanding despite being very busy. Excellent experience"

**Cilgerran Ward, Glangwili Hospital**

"All the staff, a credit to the NHS"

**Angharad Ward – Bronglais Hospital**

"Kind, efficient and informative staff across pay grades. I was also given information at a rate I could comprehend instead of there being a deluge. You should be very proud of your staff."

**Emergency Department, Bronglais Hospital**

"Food was excellent"

**Cilgerran Ward, Glangwili Hospital**

## **6. Thinking of you – Keeping in Contact with loved ones**

The 'Thinking of You' initiative continues to offer families, carers and friends a way to stay in contact with loved ones who are inpatients. Messages, letters, emails, poems and photos are printed, laminated and delivered to the patient. If the patient wishes to send a message by return, HB staff liaise with the Sister/ Charge Nurse and messages are shared back to families. Patients and families have been very grateful for this service.

This service can be accessed from any device by using the "Thinking of You" online form:

<http://ratenhs.uk/lugqmz>

Or by using the dedicated email address: ThinkingOfYou.HDD@wales.nhs.uk which enables the inclusion of photos, poems and cards with messages.

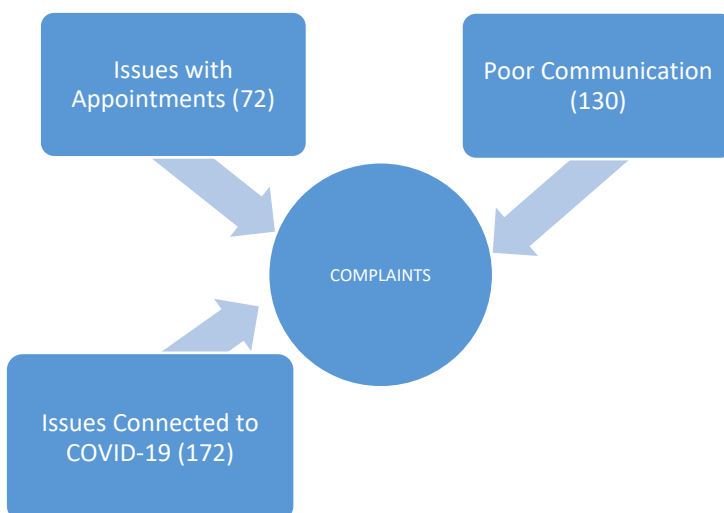
Below are some recent messages that we have delivered to patients from their loved ones



- “Just to say that I am thinking of you, and love you very much! I'm sorry to hear you are feeling unwell, but I think it's important that you are being looked after by all the wonderful staff at the hospital. I'm thinking about you lots and keep checking my phone for updates on your progress.  
Stay positive, and keep eating and drinking lots”
- “Mum, We are all thinking of you and hoping for a speedy recovery. Looking forward to you being back home and for us to speak with you. Until then, we will send you messages”
- “I am thinking of you constantly in this difficult time and hoping you are able to rally a bit and go home. Hang in there and don't forget to hope. With love x
- “Hi Mum! I hope your lovely nurses will read this out to you so you can hear it! We just want to let you know we love you and we're thinking of you, every moment of every day. You mean the world to us all. You'll be back home where you belong soon and we'll be down to see you. Stay strong, keep fighting and get well soon!”

## 7. Complaints Received

### Core Themes – Changes from Previous Report



For the period **January and February 2021**, **605** (499 Nov/Dec) **contacts were received and recorded**. Of these, 194 were managed through the 'Putting Things Right' process. During the same period, 146 cases were investigated and closed within 30 working days.

We have received an increased number of contacts in relation care/treatment being affected by the impact of COVID-19.

Specialty	Nov	Dec	Total	Specialty	Jan	Feb	Total
<b>General Practice</b>	<b>31</b>	<b>15</b>	<b>46</b>	General Practice	23	17	40
<b>Orthopaedics</b>	<b>23</b>	<b>9</b>	<b>32</b>	A&E	27	5	32
<b>A&amp;E</b>	<b>23</b>	<b>5</b>	<b>28</b>	Medicine	11	12	23
<b>Urology</b>	<b>15</b>	<b>11</b>	<b>26</b>	Urology	9	7	16
Medicine	14	11	25	Orthopaedics	8	7	15
Gynaecology	12	9	21	Cardiovascular	8	6	14
Surgery	10	8	18	Gynaecology	7	5	12
Cardiovascular	9	4	13	Surgery	4	6	10
Clinical Decisions	6	6	12	Community Services	6	4	10
Community Services	7	4	11	Outlier	4	4	8
Dermatology	5	6	11	Ophthalmology	2	5	7
Neurophysiology	8	3	11	Cancer Services	3	4	7
Endoscopy	8	2	10	Radiology	5	1	6
Ophthalmology	6	4	10	Neurophysiology	2	3	5

In comparison to November-December, there is an increase in the numbers of concerns being received across the Health Board, one of the reasons for the increase are a high number of contacts related to how COVID-19 is affecting care/treatment of the patient.

**Communication** issues continue to be the main area of complaint for General Practice and medicine. In respect of complaints relating to General Practice, these include issues such as referrals into hospital services; availability of services; care and treatment concerns and requests for facilitation of concerns being managed by individual practices. These concerns relate to practices across the Health Board area, and there is no trend in relation to any specific practice or area. Numbers of concerns should be taken in context of the high number of contacts with General Practice, over the two month period.

**Appointment** issues include 'Wait for an Appointment', 'Appointment Delays' and 'Appointment Cancelled/Changed' with the specialties receiving most complaints/enquiries being Orthopaedics, Urology, Cardiovascular, Ophthalmology and Gynaecology. Please refer to the attached link for updates on these areas: <https://hduhb.nhs.wales/restarting-services/>

Complaints about appointments are, in the main, in relation to the availability and commencement of a service for patients which have been delayed due to COVID-19.

For both Communication & Appointments: we are receiving a number of contacts from patients who are concerned that their appointments/surgical procedures are being rescheduled/cancelled/delayed and who are worried about the consequences of this. Many of these contacts are being forwarded to senior members of the Clinical/Nursing Teams and patients

are receiving assurances about their individual case which is proving beneficial but it is likely that the ways in which we are communicating with some of our patients need to be reviewed.

### **What Are We Doing in response to concerns?**

As previously reported, to address the concerns about appointments and waiting times, work has progressed in relation to providing a single point of contact and proactively communicating with patients who are waiting for appointments or treatments. How we manage our appointments and follow up arrangements is also being reviewed.

Fixed term appointments have been made to family liaison roles across the Health Board, to maintain proactive communication and virtual visiting arrangements, as well as patient experience activities. The way in which the family liaison officer service will operate in future is currently being reviewed, as we consider our future workforce requirements to further strengthen our commitment to patient-centred care.

**In respect of concerns regarding clinical treatment, such as delays in diagnosis**, there are a number of quality improvement collaborative projects looking at how test results are reviewed and actioned, also how we can improve on the patient pathway for the diagnosis and management of fractures.

The outcomes of the concerns closed and lessons learnt are reviewed and monitored by the individual services' quality, safety and experience meetings.

All cases with significant learning are reviewed by the Listening and Learning Sub-Committee and the themes and actions arising from this are presented to the Quality, Safety and Experience Assurance Committee.

### **Public Services Ombudsman**

Three cases have progressed to investigation during the period. Three final reports have been received, which were partly upheld. These cases will be presented to the next meeting of the Listening and Learning Sub-Committee.

There are currently no concerns to bring to the attention of the Board in respect of outstanding actions / recommendations from the Ombudsman.

The process for the management of concerns and implementation of the Public Service Complaints Standards, shared in the previous Improving Patient Experience report, will be implemented in April 2021.