



## CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

<b>DYDDIAD Y CYFARFOD:</b> <b>DATE OF MEETING:</b>	29 July 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 30<sup>th</sup> June 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> May to 30<sup>th</sup> June, a total of 697 (481 previous period) concerns were received into the patient support contact centre; 377 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.

**Public Services Ombudsman** – 6 cases have progressed to investigation during the period. One final report has been received, which was partly upheld. These cases have been presented to 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 clinical treatment, communication, staff attitude and behaviour. As referenced in the previous report, waiting times, restarting services, and appointment relates issues are also themes.

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

## May – June 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.

We aim to receive feedback from all areas across the organisation, and will be strengthening our relationships with our colleagues in community care and primary care, following the commencement of our next cohort of experience apprentices, who will be starting in September 2021.

## **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. 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.

### **Mr Hughes story**

Please click on the below image to hear Mr Hughes' experience of the Home Support Team. Since recording the story, the team now form part of the Acute Response Team in Pembrokeshire.



There are a number of important lessons to learn from this story and this will be shared across all clinical teams to ensure that there is reflection on why we must always listen to what our patients are telling us. Mr Hughes' story has been shared with the Listening and Learning Sub Committee.

## **3. Compliments**

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 compliments received. During this period, over 150 compliments were received that would previously have been unrecorded, and information on trends and themes is being also 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.

Member of staff from commissioning team approached service managers for adult mental health in patient wards and Paediatric intensive Care Unit to say thank you for being so caring and understanding towards a particular patient who is currently not able to return to her placement.

Mental Health & Learning Disability Management Team

"Each day I make a regular phone call to a patient's sister so that they can chat. Every day \*\*\* recognises my voice and always asks how I am, But today she wants to pass on her thank you's to all the staff team including myself, for all that we have done for her sister from her medical care to the daily phone calls to keep in touch with her sister who she hasn't seen for a few weeks."

Ysbyty Enfys Selwyn Samuel

"Each and every member of staff who work on Tysul Ward are amazing and a credit to Glangwili Hospital and Hywel Dda NHS; absolute heroes! The same applies to the Bowel Screening Team and everyone else I have dealt with from the beginning"

Tysul Ward and Bowel Screening Team

Patient sent hearing aid in for repair with postal service 12/4/21, patient received fixed aid back 24 hours later and wanted to say how wonderful the service is and wanted us to realise how much better she feels now she can hear properly.

Audiology Team Withybush

"To everyone who works on Coronary Care Unit. Thank you very much for looking after mum so well these last two weeks - and for keeping her connected to the outside world via her iPad! We really do appreciate all the care you have given her"

Cardiology Team Withybush Hospital



Patient's father rang to say- thank you for talking to his son in a kind considerate and helpful manner, he and his son really appreciated it.

Mental Health Services - Crisis Team  
Ceredigion

Box of chocolates for the ward from a family member to thank me for all my assistance and help whilst his Dad was in hospital.

Prince Philip Hospital – Ward 7

\*\*\* Sister and niece arrived at the hospital today to pick up and drop off clothes and birthday cards. Spoken every day to \*\*\* over the phone over the last two weeks and she said how lovely it was to meet me in person. She wanted to thank the Family Liaison Team for helping the family keep in touch. The family also wanted to compliment us on the service we provide to enable family to keep in touch and that we take time to listen and talk to \*\*\* and also thankfully to the Nurse Team at the hospital.

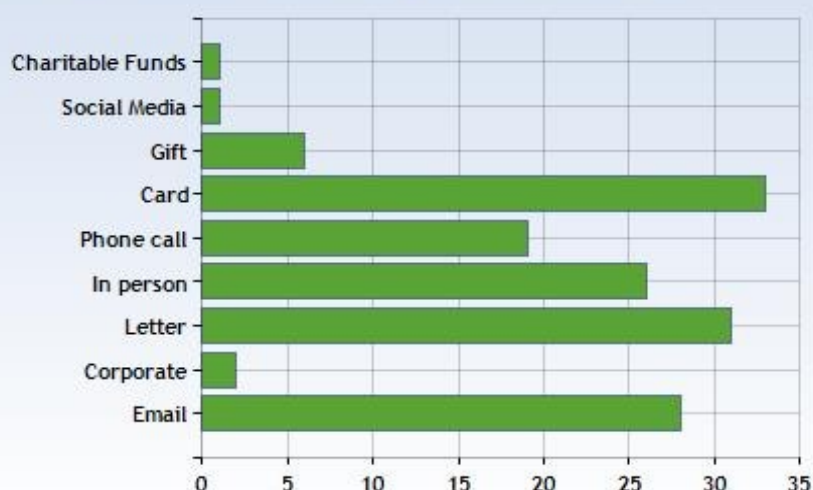
Ysbyty Enfys Selwyn Samuel

Phone call to let relative know their father was on his way to a nursing home. She and her sister are grateful for the excellent care he received here; it made a difference to how they coped

Enlli Ward – Bronglais Hospital

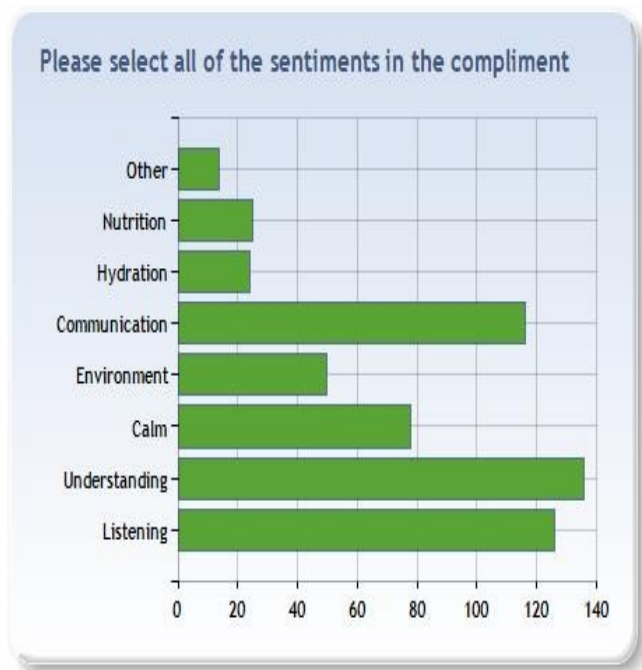
The additional information from the compliments that have been received are reported as below. Card, letter and email are the top three methods by which compliments are received.

By what method was this compliment received?





Understanding and listening are the two greatest sentiments that are expressed and the health board values of compassion, kindness and caring are the values the compliments are most aligned to.



In addition to the above, during the period, the Health Board also received 93 compliments direct to the patient Experience team.

Here are a few examples:

“I had the best care, they were marvellous with her. Very grateful that they were allowed to visit and to be there when she passed away. I can’t praise the ward enough”

Ward 9 – Prince Philip

Thanks you to all staff in the department. The service I received could not have been any better and I am so grateful to all staff for their patience

Ophthalmology Department - Worthybush Hospital

I am so thankful for the nursing team for them being dedicated to us after not being able to be with him due to COVID restrictions Thanks to Michelle for truly going above and beyond.

Merlin Ward – Glangwili Hospital

The staff were absolutely lovely, kind and sympathetic. They were supportive and understanding of how things were for the family. They were very accommodating and would like to thank all the staff that were on shift when her dad died

Acute Medical Assessment Unit – Prince Philip Hospital

## **Supporting the Pembrokeshire Community Nursing Team**

The Patient Experience Team has been supporting Pembrokeshire Community Nursing Team from a legacy non-compliant survey platform to our current patient feedback system. This will support the team in aligning their feedback with the rest of the Health Board and utilising the All Wales Patient Experience Questionnaire. The nursing team has provided the following feedback;

“The Hub has been instrumental in gaining patient feedback for the Pembrokeshire District Community Nursing Service. Initially the feedback was received via a Survey Monkey questionnaire, but latterly we are now using the Once for Wales patient feedback questionnaire, which enables us to compare patients feedback/satisfaction with other community nursing services. The positive feedback received is also a reinforcement for our District Community Nursing Teams in Pembrokeshire that despite the very difficult 12 months of managing caseloads during the pandemic, overall we continue to maintain high standards of service delivery to our patients”

The team has been able to gather some valuable feedback and are excited about moving over the new One for Wales Platform for gathering feedback.

Both the Carmarthenshire and Ceredigion teams have now launched The All Wales survey in their communities.

### **Below are some examples of the feedback from the Pembrokeshire Community Nursing Team Survey:**

- I was very glad that the Nurse was able to come to my home as I am housebound, very efficient service.
- Nurses were always very professional and did what was needed, they also were friendly and chatty which made the experience better for me as a patient.
- The Nurse that called when I came home from Hospital gave a lot of good advice regarding my poor mobility and referred me to Occupational Therapy who made adaptations and provided equipment to make life easier for me.
- I needed an assessment during the COVID crisis and was able to have this done over the phone. I'm very grateful to the team for organising regular supplies of continence products.

The Patient Experience team continue working alongside many community teams, including Occupational Health teams, supporting them with projects and ensuring we are capturing the voice of our patients.

We will be including all General Practice locations when we transition in the next few months to the Once for Wales Patient Experience system (CIVICA).

## The Big Thank You Compliments

During the period, 47 “Big Thank You” nominations were received and Patient Experience Certificates of Appreciation were presented to individuals and teams who we have received feedback about.

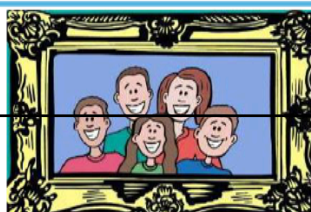
We continue to encourage service users and their carers or family to let us know when someone has made a difference to the experience of the care they have received. We are pleased to see an increase in these compliments.



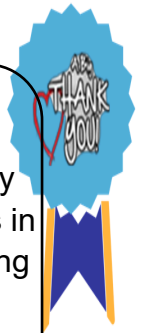
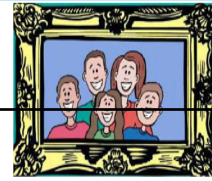
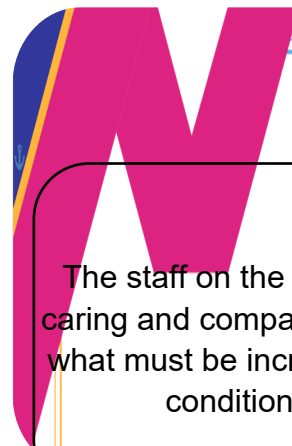
“ I turned up with a severe migraine that I’d had for 4 days and I could barely speak due to the pain. I was called to see the triage nurse and she gate crashed, she was so reassuring and let me know what was happening and where we were going next. She made my visit so positive considering how scared and worried I was. If all doctors were like her then no one would have any fear of hospital. This one deserves the world. I’m just gutted I can’t remember her name! ” – Glangwili Emergency Department



“ During a very difficult time when I received very bad news about my diagnosis she offered me invaluable support which helped me through it. She took me for a walk and let me sit outside to gather my thoughts. Her kindness touched me and she continued to check I was ok every day. I feel she really went above and beyond and showed a great deal of understanding and care which I will always be grateful for.” – Glangwili Padarn Ward



“ I felt safe and was able to be vulnerable around the staff. It made me feel like I can reach for help and reassured that what I was feeling was valid and seriously considered.” – Withybush Emergency Department



The staff on the ward were extremely caring and compassionate at all times in what must be incredibly testing working conditions. Thank you.

Glangwili -Tysul Ward



We visited today with our son who is 5 who has complex needs. We were anxious about attending due to my son's behaviour and logistics of the x-rays, as he is a wheelchair user. The staff in the department made us feel at ease and was so lovely with my son. One lady sang him songs and made him feel so relaxed that afterwards he signed 'friends' at her. It really made my day and in these stressful times made one appointment so much less stressful. Thank you so much



Here is my wonderful General Radiology Team. "We knew which member of staff was involved as soon as we read the wonderful comments. I'm very proud of them all"

The above picture was shared recently shared on the Feel Good Friday! Bulletin and the Patient Experience team received some lovely comments from staff, including the below comment:

“At the end of a very busy week it’s made me stop & reflect on why we’re all here.

Thank you again...looking forward to next week’s FGF”

“It has been great to share more positive feedback with staff via the Global email “Feel Good Friday!”

### The Patient Experience Team - Feel Good Friday!

Feel Good Friday! was set up to share positive feedback from patients, families and their carer’s with all staff. A copy of the bulletin is attached at the end of the report.

## 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.

During the period a total of 37,496 patients 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 (FFT) system.

87% of the responses have a positive rating, 6% of responders rated their experience as negative (the remainder did not provide a rating). Over 5288 were not surveyed as they had already been surveyed at least once in the last 3 months.

Department	01/01/2021	01/02/2021	01/03/2021	01/04/2021	01/05/2021	01/06/2021	Summary
Day Case	95.12%	↓ 91.38%	↑ 98.90%	↓ 97.44%	↑ 99.17%	↓ 98.29%	97.43%
Emergency Department	92.02%	↓ 88.70%	↓ 86.60%	↓ 84.83%	↓ 83.56%	↓ 82.24%	85.40%
Inpatients	86.73%	↑ 89.23%	↓ 87.65%	↓ 85.43%	↑ 90.13%	↓ 88.92%	87.97%
Outpatients	95.31%	↓ 93.37%	↓ 89.63%	↑ 89.80%	↑ 90.76%	↓ 89.09%	90.66%
Paediatrics	87.50%	↑ 88.24%	↑ 95.24%	↓ 92.31%	↓ 87.50%	↑ 90.00%	90.52%
Summary	93.00%	↓ 90.00%	↓ 88.00%	↓ 87.00%	↔ 87.00%	↓ 86.00%	

Over the recent months there has been a deterioration in all but paediatric areas. The top theme in the negative feedback has been staff attitude, waiting time and environments as can be seen from the comments below. Further analysis will be undertaken by the team to determine any specific issues that can be addressed by the service and triangulation with other concerns data will be undertaken.

The Patient Experience Team continue to work on our new 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. As stated in our previous report the new system offers



significant enhancements over our current system and will facilitate the real time delivery of feedback direct to our frontline teams.

The implementation has been more challenging than originally anticipated, with the provider requiring very detailed information around Hywel Dda Health Board organisational structure; however, significant process is being made.

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:

Casualty - The staff were quick attentive, listened and thorough. Transferred to Priory Day hospital by Porter who was brilliant. Such fantastic staff on ward, introduced themselves by 1st name, friendly and reassuring, couldn't ask for more. Great accolade for the NHS.

Glangwili General Hospital - Accident and Emergency

A top class attitude from all staff and the care shown was exceptional.

Withybush General Hospital - Ward 4

Very friendly GP, and staff. The place is very, clean and fresh. Didn't have to wait a very long time. But would have been even quicker if it was a first come, first served basis

Cardigan Integrated Care Centre

Staff were brilliant food was excellent always smiling always took time to talk despite being busy over worked an underpaid I would like to add my name Richard Parkin | 5 star treatments by everyone.

Prince Philip Hospital – Ward 4

I felt my assessment was very thorough and I was seen very quickly. All the staff were extremely helpful and caring.

Glangwili General Hospital – Accident and Emergency

Excellent ambulance staff, honest and careful assessment of injury and sent on to another more experienced team by doctor who was realistic about treatment success.

Glangwili General Hospital – A&E

We would also like to share some feedback regarding community hospitals from patients who have left messages on our Friends and Family voice message system.

Please click on the below images to hear the voice of our patients;

**Amman Valley  
Hospital**

**Cardigan Integrated  
Health Centre**

**Tenby Cottage  
Hospital**

The main negative comments from patients have been the delay in being seen, staff attitude and poor processes. Examples of the negative feedback received are as follows. The teams involved are alerted to this feedback on a real time basis. Responses from these service areas to the below feedback will be provided in the next report.

The nurses were fantastic, unfortunately the standard of the doctors was unacceptable. Lack of experience and not listening to the patients ending up in medical problems for myself, you need more senior doctors on sites and junior doctors need more training in patient care and communication

Prince Philip – Ward 4

The main reason why I scored you 6 is having 4 weeks ago due to cancer I had a radical nephrectomy I found it extremely painful to sit down on a hard plastic seat in the waiting area, and due to overload in A&E had to be taken in every 2 hours to take obs. Was informed that I would be admitted but after a painful 8 hour wait still in waiting room I requested to go home with medication as it became too much for me to endure. In conclusion A&E not fit for purpose due mainly to the fact that the size of the whole department was not designed for the amount of patients that attend on a daily basis throughout.

Glangwili – Emergency Department

It was my second trip to A&E within a week. The first time it was in an Ambulance & I was seen to quickly & check out. My second visit was 3 days later & the Doctor recommended that I take myself to A&E. I was in extreme pain. & waited 8.5hrs to see a Doctor. I was not in a good place & was exhausted & distressed. The waiting time was torture for me as I was in so much pain. The water for drinks was not working & there was not comfortable place for me to rest while I was waiting. It is something I never hope to go through again. No disrespect to the hard working staff

Withybush – Emergency Department



The attitude on the nurse when I went to ask if my blood results had come back was disgusting, I got told my bloods would be back in an hour and a half after asking 3 hours later I didn't appreciate attitude, I understand she was due to finish shift but at least act professional

Prince Philip – Minor Injuries Unit

Long wait which I realise can't be helped but absolutely no communication and rude staff. I enquired after 3 hours as to when my dog bite might be seen by triage and cleaned and the receptionist said they had me down as already having been seen. Gave up in the end and went home to clean it myself then had to go back in the morning and wait again for a tetanus jab again. Morning staff in porta cabin were much more helpful

Withybush – Emergency Department

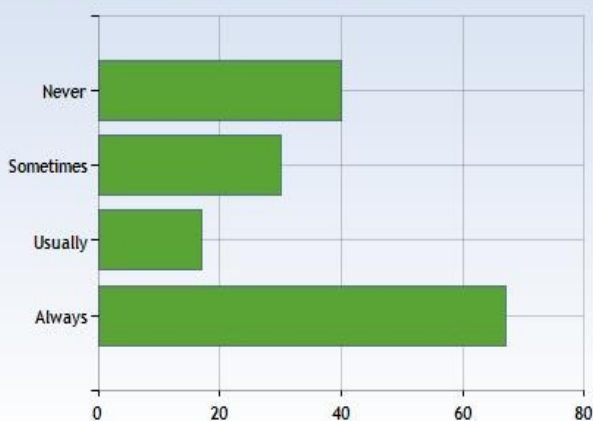
## 5. All Wales Experience questionnaire

During the period, almost all surveys were collected using the electronic patient experience system (Envoy).

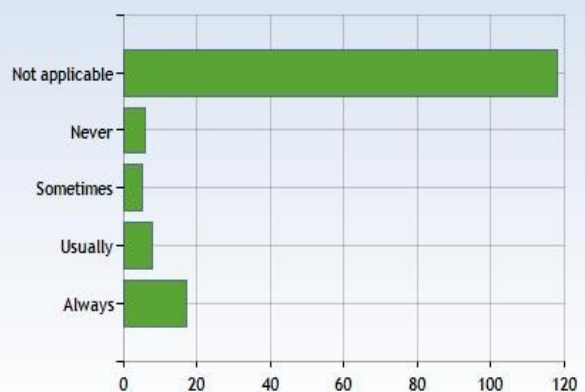
Individual feedback is brought to the attention of the ward or service area at the time of the survey, to enable any immediate action to be addressed. Currently, the way in which the surveys are collected across the organisation is not as consistent across all areas as we would like. This makes it difficult 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:

### NHS Wales Experience Questionnaire

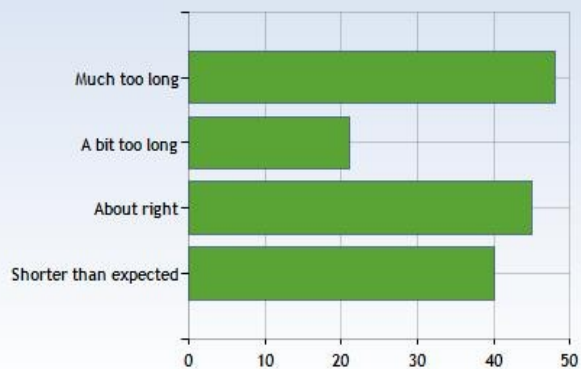
1. Did you feel that you were listened to?



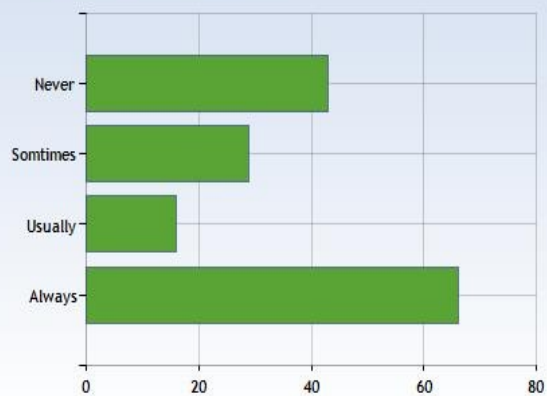
2. Were you able to speak in Welsh to staff if you needed to?



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



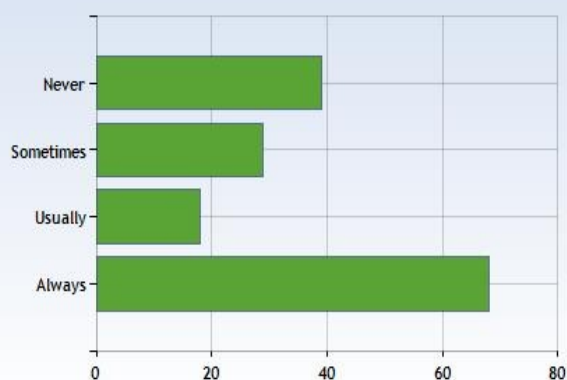
4. Did you feel well cared for?



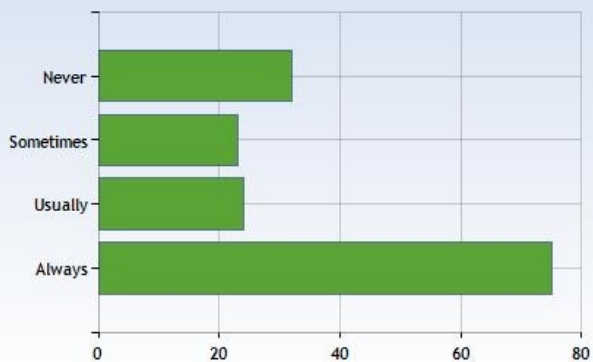
5. If you asked for assistance, did you get it when you needed it?



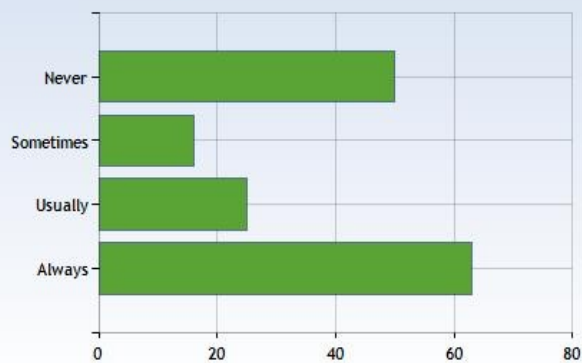
6. Did you feel you understood what was happening in your care?



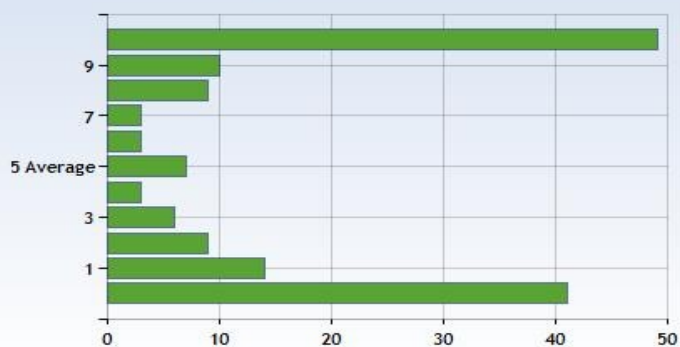
7. Were things explained to you in a way that you could understand?



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



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



During the period the responses to question nine, how do you rate your overall experience are very polarised with a large proportion rating as excellent and similar proportion as rating their experience as very bad.

A sample of responses to the qualitative questions 10 and 11 are shown below;

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

- There is not enough space to mention everything that was just so perfect. From every individual member of staff, from porters, cleaners, up to the doctors and all in between. Treated professionally, with respect, efficiently. Treated as a fellow human being, with humour and friendliness. Absolutely spot on. Perfection.
- From the first 999 call I received excellent service from every single person who was involved in my care. The ambulance staff, Alex the Staff Nurse, Tom the doctor, Lee? Who brought the tea and the very lovely lunch, Tom who helped me get settled in and took me to X-ray? I'm having difficulty remembering the names of the other people but there was a patient liaison young lady and several other young ladies. Each and everyone went the extra mile to make me feel comfortable, cared for and safe. Whoever is responsible for customer care has done a brilliant job.
- I attended a telephone appointment with Dr Helen Wallis - Consultant Cardiologist. Despite not being able to meet face-face I felt the service she provided over the phone was absolutely fantastic during the current times. She explained everything to me in a way that was easy to understand and answered all of my questions that I had regarding my healthcare. I also really appreciated that the call was perfectly on time. Thank you Dr Helen!
- Friendly and helpful staff, excellent consultants who suggested a possible condition to test for which had never been mentioned to me previously I am hoping that this might prove a turning point for me with my health issues.
- Friendly professional very considerate, excellent care from reception desk, the nurse we saw was outstanding made us feel very welcome and explained everything we asked clearly.
- From start to finish the care and kindness shown by all staff members was exemplary from the domestic staff to the surgeon.
- I came to the Minor Injuries unit with a head injury on Saturday evening, 29th May 2021, and was treated promptly, efficiently and with great kindness by the doctor and nurses on duty - even to the extent of being given tea, biscuits and cake by the doctor, as I had missed a meal owing to my accident. A big thank you to the staff I saw - I'm sorry I can't remember the doctor's name though he did tell me.
- I want to praise the wonderful staff - the paramedics who picked me up and the staff that were on the A&E Ward early hours on Monday 19th April, Jan who was in charge of my room and the nurses who were on duty. I had lots of pain in my chest as well as having high anxiety and depression so very emotional and crying, they made me feel safe, heard and cared for when I was feeling at my lowest.

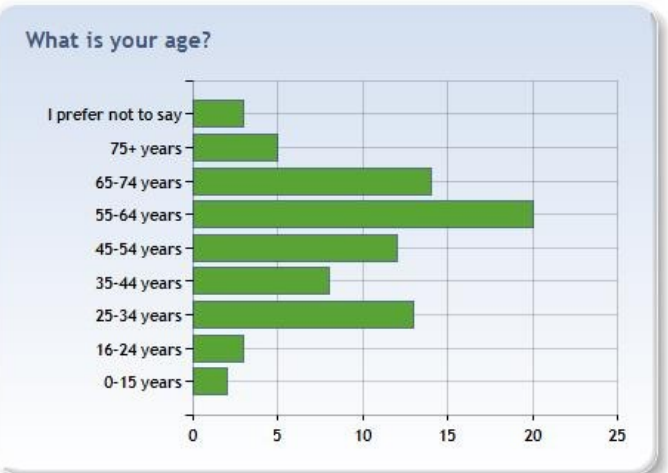
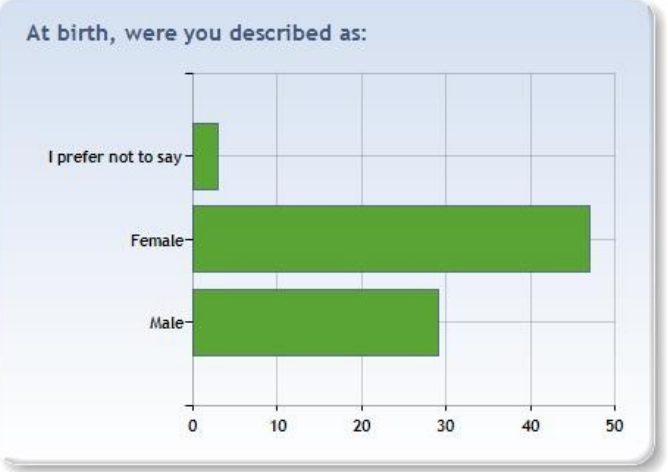
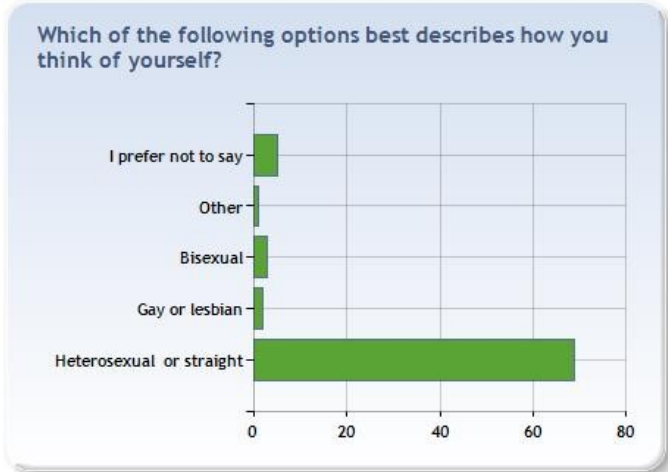
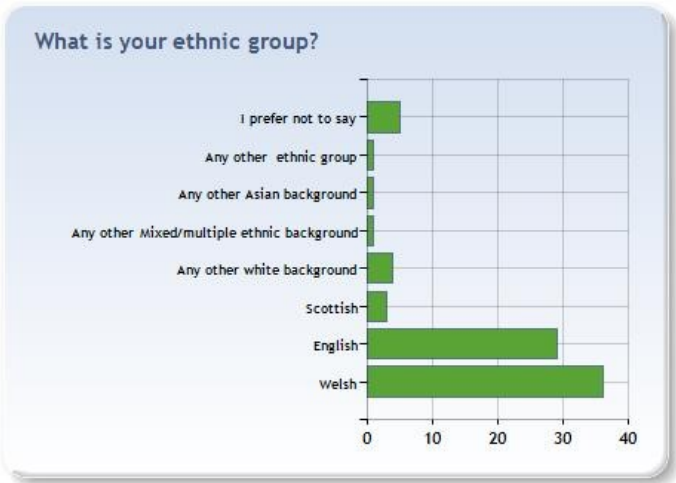
- In every department the staff listened and were very attentive to our son's needs. All staff were very helpful, caring polite and nothing was too much trouble. Being a teenage boy of 13, all staff were considerate of his dignity at all times.
- Nearly all the nurses, doctors, healthcare workers, physios etc. were extremely kind and friendly. It was refreshing to meet and talk to so many wonderful people. I was also impressed by the food provided. I need to follow a gluten and dairy free diet and the kitchen coped admirably with my requests, the soups were especially good.
- On Friday the fourth of June, my granddaughter, was admitted to Bronglais hospital. First of all the paramedics were excellent and dealt with the situation efficiently and professionally. She was greeted with a team of Doctors and nurses. The care she received from start to her discharge was second to none. I was extremely grateful for the care she received. Thank you all very much.
- One doctor was attentive but was unable to complete treatment as I was forced to discharge against medical advice due to waiting in a wheelchair for 13 hours and being told I would likely spend the night in it despite back pain. I went home feeling worse than when I had arrived and in fear of my life.
- Really just to emphasise the caring and professional attitude of all members of staff, including the arrangement of overnight accommodation and transport to Morriston where my wife and I needed further treatment. While I marked the waiting as 'a bit too long', this was just how it seemed: in fact things could not have happened faster and it wouldn't be desirable to cut corners in the pursuit of speed. Although I know the hospital was busy, where we were was quiet and stress-free.
- Staff showed extreme kindness towards my mother, who has dementia. She was admitted after having her first seizure. The staff, from nurses to porters, treated her with dignity and respect at all times. They were there when needed even though they were extremely busy dealing with other patients.
- The family Liaison Officer was very helpful particularly at the beginning of my stay.

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

- Fishguard health centre has stopped people entering the building since COVID. This is not right and although we complain they still lock their door. It is unfair on people with disabilities in wheelchairs and the elderly who are made to wait in the cold and rain. I'm a regular user of the service and I walk and pass their door every day taking children to school and it makes me cross. Staff don't care and also have pictures in uniform on social media which is wrong.
- Nurses were cold and task oriented. Did not introduce themselves. Did not listen to me, the patient. Did not uphold the code by not maintaining my dignity by not asking consent to lift my t shirt and staff kept opening the door whilst I was exposed.
- I don't feel safe being in a bed next to someone with such severe mental health problems that they threaten to stab nurses with a ballpoint pen. People with such issues should be secured away from other patients.
- The receptionists in both A and E are rude, they take your paperwork and hardly speak to you. When you are scared and it's horrible to be treated badly by these unpleasant staff. I am always polite and respectful. They let the rest of your wonderful staff down.

- Communication this is severely lacked between professionals. Provide basic nursing Care to patients. Improve your triage system. Improve staff's attitudes don't mistreat those who have mental health issues. Start listening to patients who have complex medical histories. The health professionals should really listen to the patient as they are the ones who live with it and know best.
- Better telephone manner. I just wanted to give them my mobile number as my mother is deaf. It is over 12 weeks since her first vaccine and her land line is not working.
- Calling you to doctor as couldn't always hear and I missed my name being called
- I arrived in an ambulance with my 8 month old baby- was made to wait in the main A&E waiting room, sat on the floor next to a bin. There were no seats available. I then had to wait an hour to see a triage nurse after I had been told in the ambulance not to feed my baby until he had been triaged, he was hungry and so upset. I then had to wait in my car with my distressed, poorly, tired baby for just over 2.5 hours. All while the hospital closest to my home (Withybush) was most probably empty!!! This is absolutely disgraceful!
- I needed to book transport for my appointment as I was attending ophthalmology where I know they add drops to my eyes to dilate my pupils. Due to current COVID restrictions I could only book transport 4 days in advance which I understand. I tried phoning numerous times Friday morning but due to long queues I was unable to wait so kept trying when I was free eventually I got through but was told that I'd missed the cut off time by 2 mins! My call was then cut short. I'm disabled so getting to hospital is awkward for me. I had to insure someone to be able to drive my car to take me
- It would be very useful if you would provide after-care information. An information sheet would be helpful. Following my surgery I was sent home with no information about what to expect with regard to healing, or possible problems. I was given a prescription and told to take it according to the instructions and that was it. Aside from this, everything else was very good. Thank you.
- Most of the staff were overworked and unable to give enough time to each patient. I often had to wait 15 minutes after calling for help. Then they might ask me to wait as another patient needed all the available people. The worst problem was the call button. It was often left out of reach or fell down and I couldn't retrieve it. Once I was so cold that I phoned my husband and got him to phone the ward. He couldn't get through, so he called Switchboard. She couldn't either and admitted she had no way to contact the ward! A wireless button would be much better.
- The understanding of mental health issues was between minimal and non-existent. Training in this area is urgently needed. Unfortunately the 'pull yourself together' attitude is not a cure for mental health difficulties
- Train your ED staff to be more respectful, caring and compassionate to patients who have a chronic health problem that they do not understand and just because a patient has been to the department several times, the level of care provided should continue to be the best possible at all levels.
- Your IT system needs a complete new look at. All departments should be able to contact patients to arrange appointments rather than the current system. My current job is flexible but I would prefer to make my own appointment rather than someone sat behind a computer do it for me. Departments could also inform patients of changes to appointments such as cancellations or re - arrangements by text or phone.

Below are demographics of people have completed the All Wales Survey.



The following describes the actions taken by services in response to the comments received during the previous reporting period.

The report also includes actions completed as a result from contact with the Patient Advice and Liaison service (PALS).

You Said (comment received)	We Did (response from service)
Patient contacted the Patient Experience Team as they had concerns over lost property.	The ward have since looked at using the Family Liaison officers to check patient's belongings and a review of the forms, in association with the introduction of the digital Nursing Records.
A patient contacted the Patient Experience Team regarding the Phlebotomy services for maternity services. A patient had advised that they had to wait 6 weeks for blood tests	The team is currently about to launch the reopening of the Amman Valley Phlebotomy Clinic which will release appointment slots that the Amman Valley Locality patients utilise at the Antioch. In addition the Team is planning to introduce a further lane in the Antioch Clinic that will offer more appointments.
Letters should be available electronically and text reminders should be offered to patients	Our appointment text reminders are just about to be switched back on they were paused during COVID because so many outpatient clinics were not able to run, or were being provided virtually. Work in relation to digital transformation and improved communication is ongoing. A single point of contact process is established in some areas, for patients who are waiting for treatments. Patient letters will form part of the remit. Notifications to patients electronically forms part of this work, and there is also consideration of the use of patient portals (with notifications), apps, email and text communication. We are also looking to develop the text system wider not just for reminders but for cancellations, notifications and appointment booking.
Not moving patients between wards, and thus spreading COVID unnecessarily	Minimising the movement of patients is a priority; however there are occasions when this is essential to ensure the patient is receiving care and treatment in the right ward environment.

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.



## **Brief Overview of the Paediatric Feedback for April to May 2021**

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

During April and May, the number for each of the paediatric questionnaires have increased to 32 with 17 responses in parents/carers/ relatives survey; 7 responses in the 12 to 16 year old survey and 8 responses in 4 to 11 year old survey. This could be due to routine operations restarting since the start of the Coronavirus pandemic.

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

"Dad was able to stay with me. All the staff working very well to support every aspect of my stay" –

**Accident and Emergency Department, Glangwili General Hospital**

*From the 12 to 16 year old paediatric survey*

"Great all round care. Friendly staff. Great team" – **Cilgerran Ward, Glangwili General Hospital**

*From the Parent/ Carer and relative paediatric survey*

"We were looked after very well. Nothing was too much trouble. All nurses and the doctor were very good and explained everything." **Cilgerran Ward, Glangwili General Hospital.**

*From, the 12 to 16 year old paediatric survey*

"Brilliant Care" – **Angharad Ward, Bronglais General Hospital.**

*From the 4 to 11 year old paediatric survey*

"Very informed and responses to scans/X-rays/CT were excellent" – **Paediatric Ambulatory Care Unit, Glangwili General Hospital**

*From the Parent/Carer and relative paediatric survey*

"The staff were incredibly kind and calm, really put my daughter's mind at rest." – **Angharad Ward, Bronglais General Hospital**

*From the Parent / Carer and Relative paediatric survey*

## **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 our Family Liaison Officers 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.

We continue to receive messages from patient's families, carers.

## **7. Family Liaison Officers Update**

The Family Liaison Officers (FLOs) continue to support patients and their families in our inpatient areas by engaging and facilitating communication between patients and families. Following a recent successful recruitment campaign a new cohort of temporary FLOs, to backfill vacant posts, has been undertaken and they are enjoying their new roles.

Family Liaison Officers from Prince Phillip Hospital and Glangwili General Hospital have completed training on the routine asymptomatic inpatient COVID-19 screening, with further training to be arranged for more team members to learn to swab patients for the routine screening which takes place on every 5th day from admission to discharge.

This training will then be offered to Family Liaison Officers in Withybush and Bronglais General Hospitals in the near future.

The (FLOs) continue to support our patients in community hospitals South Pembrokeshire and Tregaron Hospital and will also be offered the training on the routine asymptomatic inpatient COVID-19 screening.

Amanda Hickin - Patient Advice and Liaison Supervisor - has received the following feedback from the trainers "the FLO's have been fantastic, and are extremely enthusiastic about completing the training."

## **8. Complaints**

For the period 1<sup>st</sup> May to 30<sup>th</sup> June 2021, 697 contacts were received and recorded, 377 of these were investigated in accordance with the Health Board's putting things right, and the remaining were addressed as part of the early resolution process.

Clinical assessment/treatment concerns rose by 62% compared to the previous period. Review and further analysis is being undertaken to identify whether there are any emerging themes and trends.

Communication and attitude/behaviour related concerns also rose by 45% from the previous period. As above, further analysis is being undertaken to identify any hot spot areas and themes.

The number of concerns received relating to appointments has remained static over the period.

Areas with the highest levels of patient activity, received the highest number of concerns, namely, A&E, General Practice, Orthopaedics and Medicine. These areas all saw increases in the number of concerns compared to the previous period. Work is ongoing within these specialties to address the lessons learnt.

## **9. Public Services Ombudsman for Wales**

As at 30<sup>th</sup> June 2021, 9 cases had proceeded since the start of the financial year, to formal investigation by the Public Services Ombudsman.

One final report had been received during the period, relating to mental health services. This report has been received by the Listening and Learning Sub-Committee and assurance received regarding the action plan.

The Ombudsman's Annual Letter to the Chief Executive is expected imminently.

## **10. Learning from Events**

During this period, the significant concern relates to communication and attitude and behaviour; the number of concerns has increased since the previous period. Analysis is being undertaken to ensure appropriate action is being taken in the areas involved. The Workforce and OD department is currently developing a customer care training programme, based on significant world-wide research. It is planned for this to be launched in September 2021. The content and the delivery will be influenced heavily by the patient experience feedback received in this area directed to the Health Board.

In addition, we will also be undertaking awareness raising for patients and the public in relation to acceptable behaviour towards staff, as it is noted that the number of incidents relating to violence and aggression towards staff is also increasing.

**Cancellation of appointments** – As previously reported, work is continuing in the areas of patient flow and delayed transfers of care within our hospitals, acute assessments, and on frailty models. Using technology to provide more services in patients' homes is also having a positive outcome for patients, looking at technology solutions such as 'patient knows best' and virtual clinics, which is receiving very positive feedback from our patients.

**The single point of contact work** undertaken by the communications hub has received very positive feedback from the orthopaedic patients waiting for specific orthopaedic procedures, that were involved in the initial pilot of the work. Further feedback on this will be provided in the next report.

# Patient Experience Team

## Tîm Profiad Y Claf

### Feel Good Friday!

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 new Compliments System and the Your NHS Wales Experience Survey.

We will be sharing a selection of these wonderful comments with you every Friday.

If you would like to know more about the tools, we use to capture Patient Feedback please contact:

[Patient.Experience2@wales.nhs.uk](mailto:Patient.Experience2@wales.nhs.uk)

This week we would like to share a Big Thank you message from a patient that visited the Cystoscopy Team in Withybush.



A special shout out has to go to Elaina Hoss, who was just incredibly kind and lovely. She gave me so much information and reassurance right from the outset and made me feel very comfortable. She kept checking if I had any questions and made me feel very well looked "after. Thank you."

Elaina has said that "as a Colposcopist I aim to detect and treat abnormal cells before they develop into cancer, so I aim to provide a preventative service; that's why it's really important that we attend for screening and it's **National Cervical Screening Awareness (14<sup>th</sup>-20<sup>th</sup> June)**.

"I have studied so hard to become a Colposcopist. It was a huge shock to me that I passed the Dr's exam and then this came, which was just the cherry on the top!"

"Our team does amazing work in detecting and treating pre-malignancy of the cervix, thus preventing cancer developing. We also are able to successfully treat cervical cancer when it's still in a 'micro stage', thus preventing the need for any further drastic intervention."