



CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

DYDDIAD Y CYFARFOD: DATE OF MEETING:	25 May 2023
TEITL YR ADRODDIAD: TITLE OF REPORT:	Improving Patient Experience
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Mandy Rayani, Director of Nursing, Quality & Patient Experience
SWYDDOG ADRODD: REPORTING OFFICER:	Louise O'Connor, Assistant Director, Legal Services / Patient Experience

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

The attached report provides a summary of patient experience feedback and activity for the months of February and March 2023.

Cefndir / Background

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

This report covers the period 1st February to 31st March 2023 and sets out the feedback we have received from patients, carers and families and actions taken to make improvements in line with our 'Improving Experience Charter'.

As the roll out of the Civica Patient Experience System is progressing, feedback from all Directorates of the Health Board is provided, including Primary and Community Care; Mental Health and Learning Disabilities; and Maternity/Obstetrics.

Work is being undertaken across NHS Wales as part of the 'Once for Wales' programme to support improved reporting and data analysis of concerns data, through the Datix and Civica systems.

Asesiad / Assessment

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

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

For the period, a total of 92 compliments (previous period 129) and 54 'Big Thank You' nominations (previous period 124) were received. 5278 patients left feedback on our Friends and Family system which represents over 2,000 more than the previous period, with 94.8% of responders leaving a positive recommendation. This is particularly notable in the area of Emergency Care, where 1303 out of 1492 patients left a positive rating.

253 patients completed the 'all Wales Patient Experience Questionnaire'; the overall patient experience score provided from these surveys returned over 80% positive rating, the average score for 2021/22 being 92%. The feedback for each area will be reviewed at regular intervals to identify potential causes for the reduction.

416 complaints/concerns (previous period 335) were received by the Patient Support Services Team, 99 were responded to as early resolution cases. 311 required investigations under the 'putting things right' complaint process. 67% of the cases received were responded to within 30 working days. The implementation of the revised toolkit is ongoing.

Concerns around clinical assessment and treatment continues to be a prominent theme, alongside communication and appointments and waiting times.

Examples of lessons learned and how the Health Board is addressing these are included within the attached report. One of the biggest barriers we face to learning is around our data and information management. We are currently working to address this to ensure better triangulation across our data systems, to identify any hot spots; emerging trends and repetition in lessons learned. There is a wealth of qualitative information held within the feedback received across patient experience and assurance portfolios. Improving our analysis of this information will help us to address the main root causes for complaints and incidents in a timelier way, improving patient outcomes and experiences.

Three new investigations were commenced by the Public Services Ombudsman for Wales and 10 early resolutions. No final reports were received.

The Arts and Health Team continue to make significant progress and embedding the arts into health care provision and promotion of staff wellbeing. The recent coproduction exercise has concluded which provided a rich source of information to form the 'Arts and Health Charter'. This will be discussed during the summer months with key stakeholder groups. The Charter will be presented to the Board for approval in the autumn.

The Board is encouraged to watch the video ['The benefits of art in healthcare - HEIW An Introduction to arts in health across Wales for health professionals'](#)

The team commissioned Wales Arts Health and Wellbeing Network to create a film and national learning programme to introduce the benefits of arts in healthcare for health professionals. The film now sits on the HEIW Continued Professional Development Programme and is being shared nationally.

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).
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	6. All Apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	All Planning Objectives Apply
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS 8. Transform our communities through collaboration with people, communities and partners

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

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	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.

Ansawdd / Gofal Claf: Quality / Patient Care:	<p>Improving the patient experience and outcomes for patients is a key priority for the Health Board. All concerns received from patients, public and staff alike are taken seriously and investigated in accordance with the procedures.</p> <p>Information from concerns raised, highlights several 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.</p>
Gweithlu: Workforce:	<p>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.</p>
Risg: Risk:	<p>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 Health Board 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.</p>
Cyfreithiol: Legal:	<p>The Health Board has a duty under the 'Concerns and Redress Regulations' to consider redress where this is deemed to be a qualifying liability.</p> <p>The Regulations also incorporate formal claims, including clinical negligence and personal injury claims.</p>
Enw Da: Reputational:	<p>There are ongoing reputational risks for the Health Board in relation to media, press and social media regarding any concerns, and outcomes from published Ombudsman Reports and any external investigations/inquiries.</p>
Gyfrinachedd: Privacy:	<p>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.</p>

Cydraddoldeb: Equality:	<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>
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GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Patient Experience Team
Tîm Profiad Y Claf

IMPROVING PATIENT EXPERIENCE REPORT

February 2023 – March 2023



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

WE WILL ALWAYS:

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

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

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

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

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

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

Introduction

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

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

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

Service User Feedback at a Glance

February 2023- March 2023

- ▶ **92 compliments** were recorded by staff on the patient experience system - respect, kindness and compassion are the terms most often mentioned. The patient experience team are visiting all wards and departments to ensure compliment capture posters are visitable and staff are aware how to record their compliments real time.
- ▶ **56 Big Thank You (TBTY) nominations** were received from our patients or their families, further details are provided later in the report. Hywel's Applause - Staff Awards will be promoting TBTY in order to capture the voice of the patient in acknowledging the positive impact a team or individual has had on them.
- ▶ **23,622 individuals received our friends and family patient experience survey. 5278 people responded** to this survey. This figure is higher than the previous report and still is in line with nationally reported response figures. 94.8% of responders provided a **positive rating** and would recommend the services of the Health Board to their friends and family, this is a 2.2% improvement on the previous report. Staff attitude, care and treatment are the areas receiving positive feedback. All acute sites have improved their overall positive feedback ratings.
- ▶ **253 service users completed the 'Your NHS Wales Experience'** survey this is an increase of 47 from the last report. Over 80% of the responders provided a positive score when asked 'how would you rate your overall experience of using the services of Hywel Dda University Health Board'.

Complaints & Concerns at a Glance - February 2023/ March 2023

- ▶ **416** complaints were received, of which:
- ▶ **99** were managed as an early resolution case (within two working days).
- ▶ **311** cases proceeded to complaints investigation under the 'Putting Things Right' Regulations. The number received for February and March represents an increase of **55** from the previous two-month period. Glangwili received **38%** of all complaints for this period.
- ▶ **7** complaints were reopened in February and March. Complaints are 'reopened' when the complainant feels the response has not addressed the concerns they have raised, and the Health Board considers that further engagement may yet have the potential to resolve the issues.
- ▶ On review of initial grading, there are **4** Grade 5 (serious harm/death) and **2** Grade 4's were received during the period complaints were received during this period. The number of Grade 5 represents a decrease in from the previous two-month period. Upon completion of investigations, most grade 5 and 4 complaints are re-graded less severe. As demonstrated in our quarter 4 Welsh Government submission, there were 0 grade 3, 4 or 5 (moderate harm or above) concerns reported following final investigation.
- ▶ **590** enquiries were received for the two month period, an increase of **20%** on the preceding period. **588** enquiries were closed. The most prominent themes of enquiry are around appointments, treatment and communication issues.

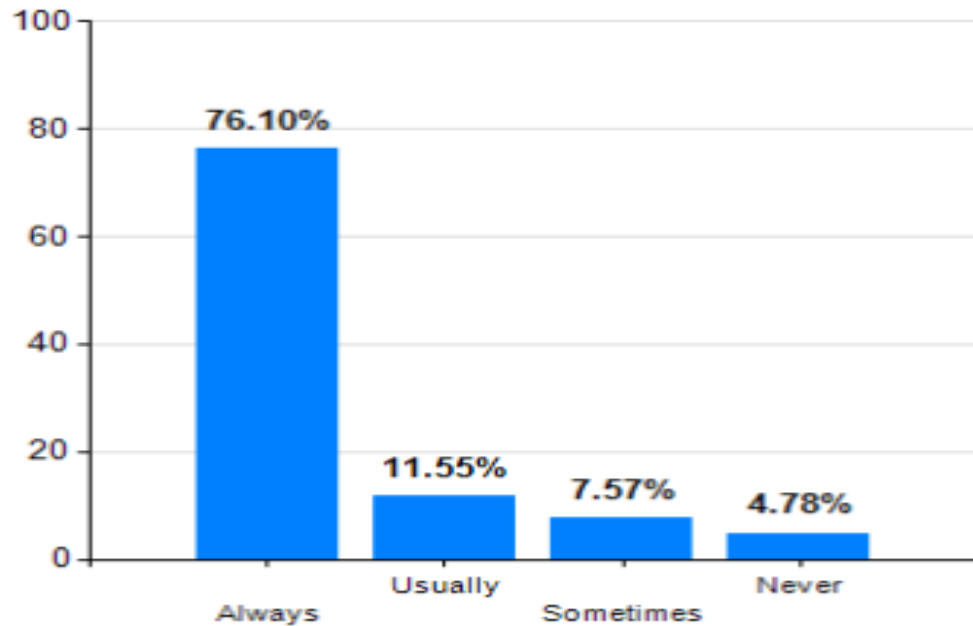
Closed complaints:

- ▶ **287** cases that were managed through the 'Putting Things Right' complaints process were closed in February/March, compared to **269** in the previous period. Of these, **193** were closed within 30 working days. This means **67%** of the complaints received during these two months were closed within 30 working days, showing a small yet continued improvement through the course of the year.
- ▶ Of the complaints closed in February and March, **214** were not upheld, though this does not prevent us from taking the opportunity to learn from all aspects of feedback we receive. **68** were upheld, **58** of which had an outcome of grade 1 (low to minimal harm). As anticipated with the removal of partially upheld category from the all Wales electronic complaints system, there has been a higher proportion of upheld complaints. However, the outcome grading will be used to reflect the severity of the issues. The only codes now in use are upheld, not upheld and withdrawn (by the person raising the concern).
- ▶ Clinical treatment and assessment continue to be a prominent theme, representing **34%** of all new concerns in the period. The next most prevalent theme is appointments at **18%**. **11%** of concerns in the period are linked to communication and **6%** staff attitude and behaviour. This represents an improvement as communication and staff attitude in the previous period accounted for **23%** of concerns.
- ▶ There were 3 new investigations commenced by the PSOW. There were also 10 early resolution agreements made and 1 settlement agreement. There were no final reports issued so no key themes to report. When final reports are received the lessons learnt from these reports and progress with the action plans are considered by the Listening and Learning Sub-Committee.

DIGNITY, RESPECT AND KINDNESS

Your NHS Wales Experience survey

➤ I am treated with Dignity, Respect and Kindness?



There has been an improvement of 1.81% performance in this measure compared previous period.

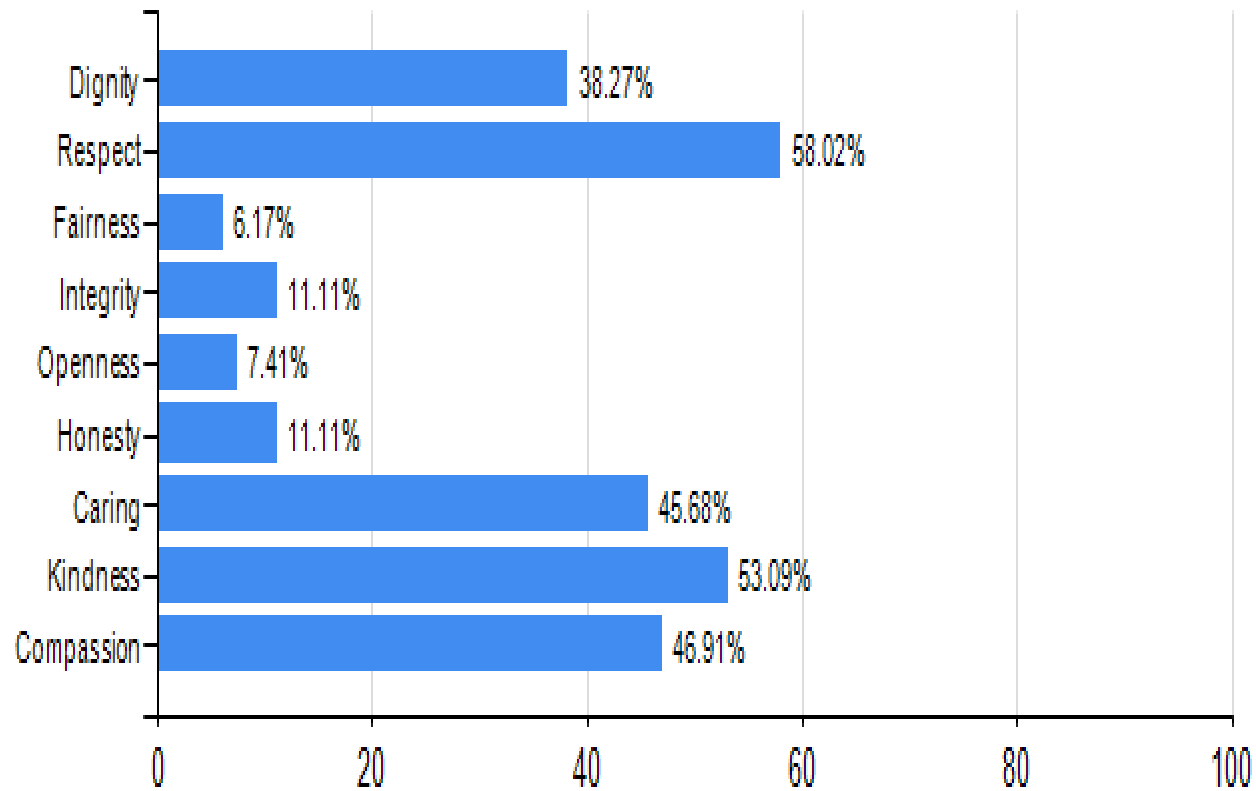
➡ "Excellent service provided by Evelyn Gibson. What an amazing service! The person centred approach taken truly focuses and understands my needs."

➡ "When I struggled to verbally communicate due to severe anxiety, I was offered pen and paper and was also asked closed questions where possible, to assist me. Dr Janet Edge, Anja Owen (CPN) and Lesley on reception where all incredible in helping me and including me in decision making. I only have positive feedback for this amazing team!"

➡ "Have doctors actually listen to patients. I have several diagnosed chronic illnesses that I've been dealing with for years and have recently had surgery to help with one of them yet I still get doctors acting as if it's all in my head and that I'm not really in pain. I feel like I'm judged for being chronically ill which is something entirely out of my control and completely inappropriate in a healthcare setting".

DIGNITY, RESPECT AND KINDNESS COMPLIMENTS

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



“I want to thank you for the pivotal role you have played in my recovery. You've gently guided me through the past to help bring clarity to the present. Going forward, I will always endeavour to see 'the bigger picture' and remember 'good enough' IS enough! With the warmest wishes and wishing you all the best in the future”.



“Excellent care , from pre op assessment , to pre and post op on ward, and is continuing the same in my after care in clinic .well done to all staff / doctors on ward 7 breast unit , I have no complaints whatsoever , only compliments , I am very grateful to all for the excellent care and attention I received whilst in your care . Thank you all”.

DIGNITY, RESPECT AND KINDNESS CONCERNS

- ▶ During February and March, **47** new complaints were received relating to attitude and behaviour of staff, an increase of **16** on the previous period. These concerns range across services, and the only services to receive more than two complaints of this kind were Urology, Accident & Emergency and General Practice.
- ▶ Where we receive concerns pertaining to issues of dignity, respect and kindness, we generally see a range of linked themes occurring. However, in this period we noted that there were **3** complaints around privacy and dignity. There were **3** concerns around patient care.
- ▶ The attitude and behaviour of medical staff generated **13** complaints in this period, an increase of **3** from the previous period. Complaints by staff group for attitude/behaviour are as follows: Medical (**39%**). Nursing staff (**27%**) and reception/ secretarial staff (**8%**).

DIGNITY, RESPECT AND KINDNESS

LESSONS LEARNED

You Said	We Did
I had to wait in A&E using a hospital wheelchair that was not fit for purpose. I waited a long time sat in the chair, and it didn't even have a footrest.	New wheelchairs have been purchased for the A&E Department and a check has been carried out to ensure that any old and unsuitable wheelchairs have been removed, so that patients with disabilities are best supported with mobility and comfortable when using the chairs.
I am worried that when my mental health care coordinator is not in work, I won't be able to get the support I need and that there will be no continuity.	<p>The Mental Health Team involved have reviewed their planned cover arrangements and appointed a deputy care coordinator to ensure that there is someone for the patient to speak with whenever their the main coordinator is on planned leave or unavoidably absent from work.</p> <p>We realise that the availability of staff is especially important for patients receiving mental health care and treatment, so we are providing more allocated time for care coordinators to check and respond to messages from the people they support.</p>

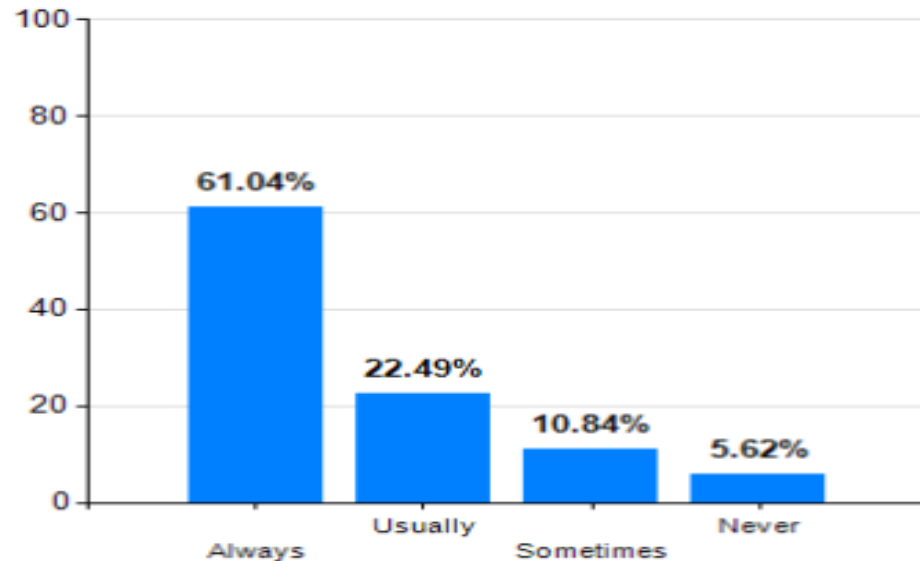
COMMUNICATION

Your NHS Wales Experience survey



“One member of staff has very poor attitude and so dismissive of my needs. Very judgmental and not appreciative of what I was going through. He displayed a total lack of understanding of the effects of mental health and the consequences of not handled correctly.”

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

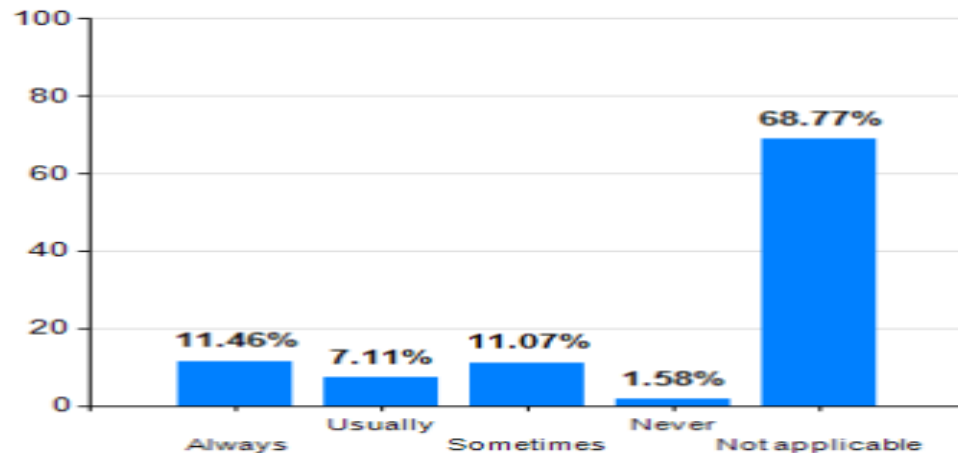


“The triage nurse, Dr and her male assistant in green scrubs were really rude and abrupt. They rushed us through and were very ignorant and didn’t explain at all what they were doing or what was happening to us. Spoke the bare minimum and provided a highly disappointing level of customer care and service. They could both definitely do with being told this is how they came across and re-training in basic patient care.”



“I was able to speak welsh which made me feel more comfortable and at ease. For what was an unpleasant procedure the treatment I received from the staff made it such a positive experience.”

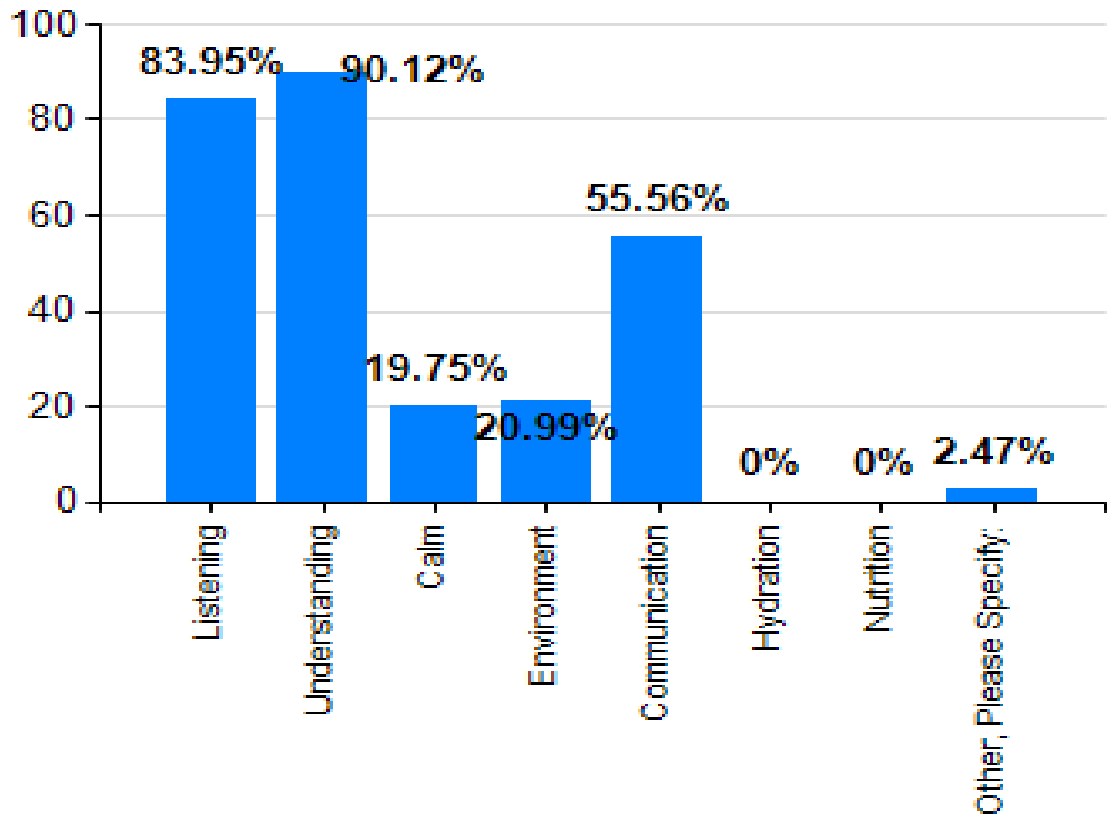
Were you able to speak in Welsh to staff if you needed to?



“Good afternoon I visited the Pre Assessment Unit at PPH yesterday, 07/03/23 and was seen by Susan and Bronwen. It’s easy to criticise NHS workers, but on this occasion the way I was treated by these ladies was outstanding. Informative, courteous, respectful and everything was explained to me in detail, which put me at ease.”

COMMUNICATION COMPLIMENTS

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



“If I was going to describe a medical professional it would be like Luke - polite, respectful, knowledgeable, friendly, communicative at the right level and to the right person and also a good representative of HDHB .My estimation of a persons worth is "Would I employ them with my own money?" and without a thought - Yes.”



“A doctor from the surgical team was excellent. Very understanding. Very knowledgeable about my present symptoms & very attentive. Thank you.”



“An absolutely fantastic receptionist checking us in! Friendly, kind and caring and delivered a fantastic level of customer service. The Dr who dealt with us and gave us his diagnosis was absolutely incredible! Patient, kind and highly reassuring and delivered a fantastic level of patient care.”

COMMUNICATION CONCERNS

- During February and March, **50** concerns were received about communication, which has not changed from the previous period. **42** of these are closed and **8** are still under investigation.
- The main causes of concerns linked to communication remain the same. **26%** were around patients being unable to contact staff or services, which are often raised when patients or families are given incorrect contact details, or the phone of the ward/ team they are trying to reach goes unanswered.
- **20%** of concerns linked to communication in this period are due to insufficient or incorrect information being given to patients or families. The data for this period demonstrates that the overriding issues around communication remain the same as the previous two periods.
- Communication is a widespread challenge and whilst it remains one of the top four prominent themes in complaints across the Health Board
- A meeting of the Listening and Learning Sub-Committee was held on 8th March to review all feedback relating to communication and discuss ways in which this area can be improved upon.

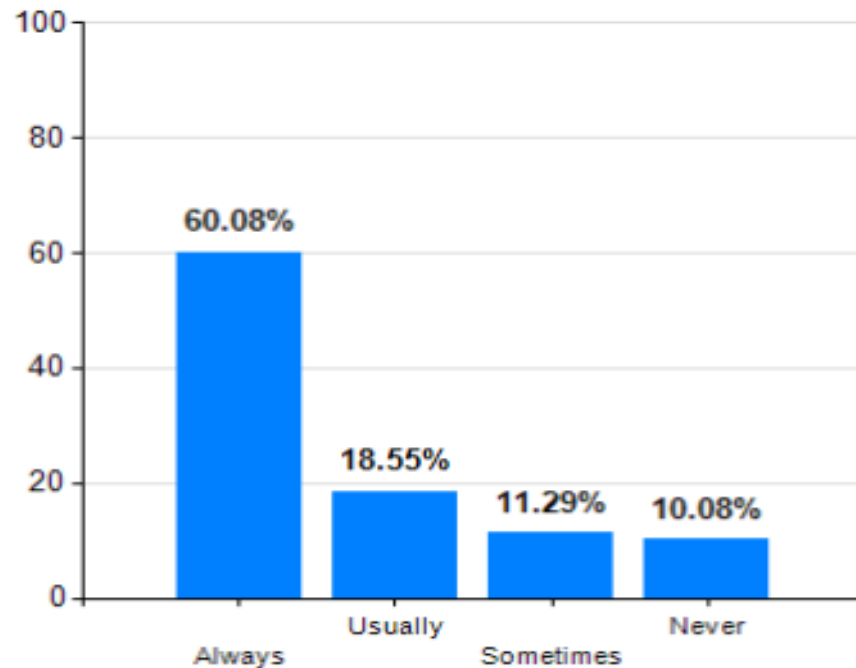
COMMUNICATION LESSONS LEARNED

You said	We did
<p>I need to be able to rely on referral processes from my private dental surgery into the Health Board, when treatment is needed that goes beyond the remit of my own dentist.</p>	<p>We have been working with private dental practices to strengthen communication pathways and dental internal referral process into secondary care.</p> <p>For the practices involved, patients being referred to the NHS via the electronic referral system are now given their personal reference number, allowing them to track their own referrals on line.</p>
<p>The effect of communication errors can be distressing where it pertains to clinical investigations and diagnosis. Your records need to be accurate and clear to prevent errors occurring.</p> <p>The simple misuse of an abbreviation led me to have an unnecessary CT scan.</p>	<p>We looked at this patient's complaint and agreed that the use of medical terminology and abbreviations in the notes had caused confusion.</p> <p>We are reviewing the use of medical abbreviations when reviewing CT scans to ensure that the information in the notes is clear, guides clinical treatment, and cannot be misconstrued in anyway.</p>

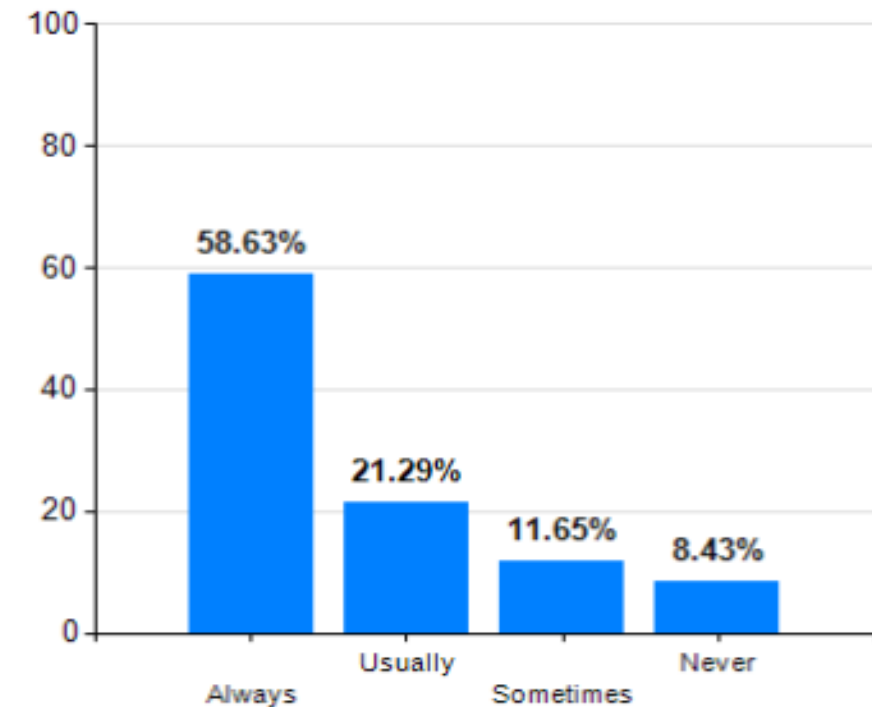
KEEPING PEOPLE INFORMED AND INVOLVED AND TAKING ACCOUNT OF THEIR WISHES AND NEEDS

Your NHS Wales Experience survey

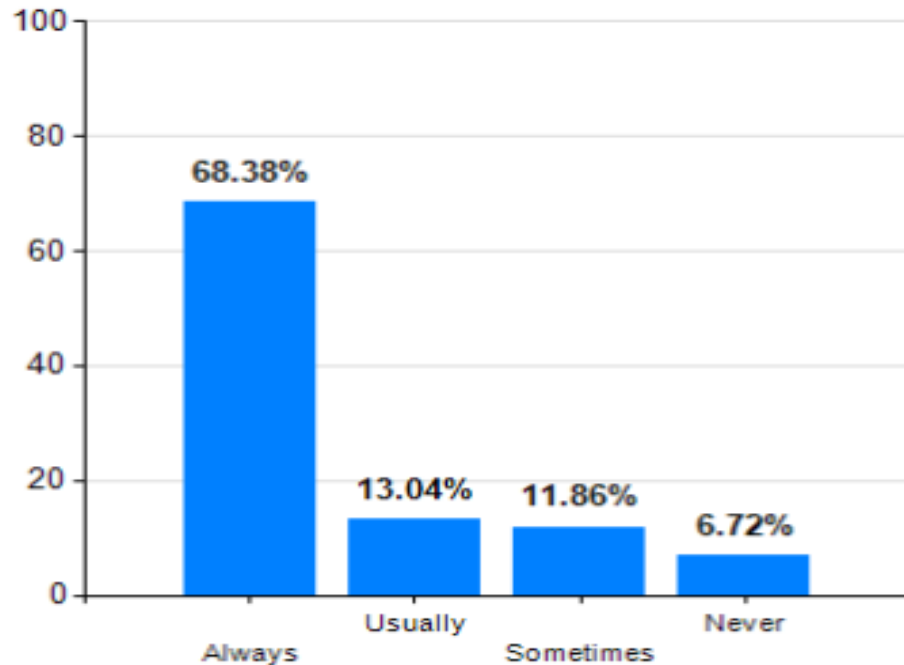
- Were you involved as much as you wanted to be in decisions about your care?



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



Did you feel that you were listened to?



There has been an overall improvement for this period where 6.72% of responses advised they were never listened to compared to 9.86% in the last period.



“An absolutely fantastic receptionist checking us in! Friendly, kind and caring and delivered a fantastic level of customer service. The Dr who dealt with us and gave us his diagnosis was absolutely incredible! Patient, kind and highly reassuring and delivered a fantastic level of patient care. Both of these staff members should be recognised and rewarded or at least spoken to and congratulated.”



“The culture needs to change from the Consultant to lower ranks. Staff were unprofessional and made it evident that they were waiting for me to leave for them to end their shift. I had waited 22 months for my appointment and felt that I was being let down by uncaring, rude, unprofessional staff. Poor culture = poor attitude. There appeared to be a lack of leadership and clear expectation of standards. The culture experienced was one of apathy. I feel badly let down. My experience left me bitter”

KEEPING PEOPLE INFORMED AND INVOLVED AND TAKING ACCOUNT OF THEIR WISHES AND NEEDS - LESSONS LEARNED

You said	We did
I experienced difficulties giving birth and wanted to discuss the complications, to better understand what had occurred. I wanted a follow up appointment, or at least the chance to talk about my pregnancy.	<p>We now identify women needing a debrief to ensure there is an early opportunity to discuss any aspect of care, or to give women and their families an opportunity to ask questions relating to their birth experience.</p> <p>The Health Board now offer a birth reflections clinic, which allows women open access to self-refer should they wish to discuss any aspect of their care or wish to reflect on or gain understanding about the birthing experience.</p> <p>Information about this service is given to all women prior to their discharge from hospital.</p>
There needs to be more parking available for patients and their families at Glangwili Hospital.	<p>The Health Board is looking at a number of options to help with the parking situation in Glangwili Hospital, and other key hospital sites.</p> <p>We have made a number of recent improvements, such as creating dedicated parking for dialysis patients, consultants and our peripatetic staff. The Health Board continues to promote a car pool scheme and continues to develop its park and ride arrangements.</p> <p>Car parking attendants have also been recruited to full complement and are targeting the busiest areas to ensure they are well supported.</p>

PATIENT STORY -

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

Patient stories captured by the Patient Experience Team can sometimes be very emotive, caution may be required if you find emotive issues distressing

This is a story of a husband's experience of palliative and end of life care his wife received during her terminal illness. Access to the video will be available at the time of the Board meeting 25th May 2023.

[Palliative Care Story](#)

VIDEO NOT AVAILABLE UNTIL 25TH MAY

FFT - Patient Feedback

Below are a selection of stories taken from the All Wales CIVICA system, staff can listen to this feedback and learn from patient experiences.

Please click on the hospital to listen to the feedback provided.

[Bronglais General Hospital - A&E](#)

[Bronglais General Hospital - Outpatient Department](#)

[Cardigan Integrated Care Centre Minor Injuries Unit](#)

[Glangwili General Hospital A&E](#)

[Glangwili General Hospital - Outpatients](#)

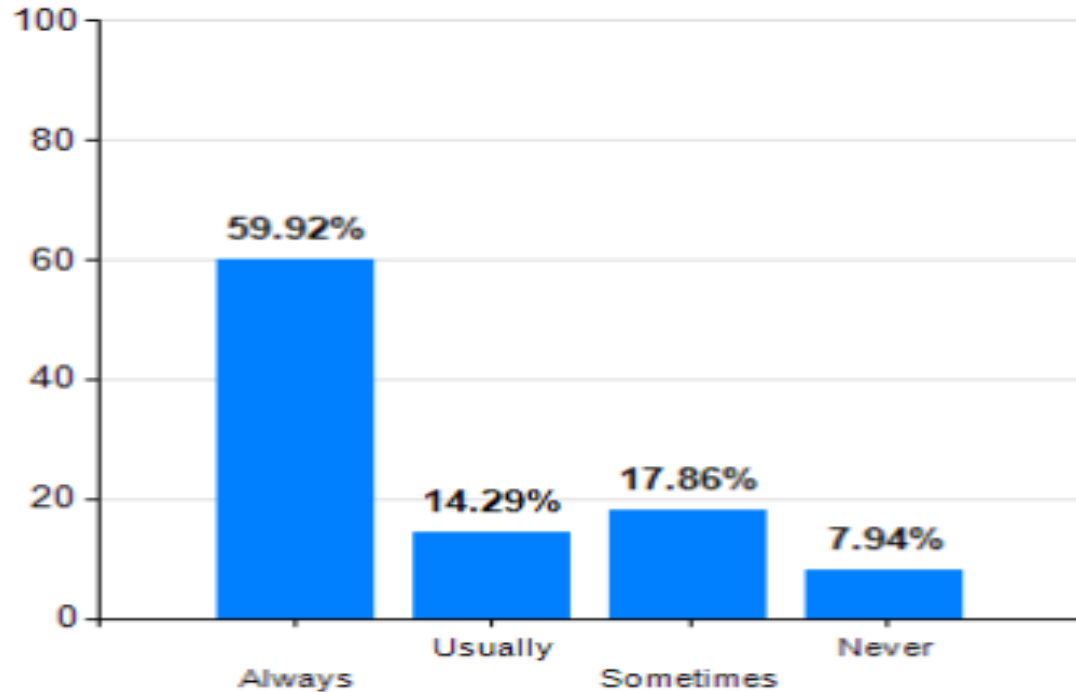
[Withybush General Hospital - Outpatients](#)

[Withybush General Hospital Day Surgery](#)

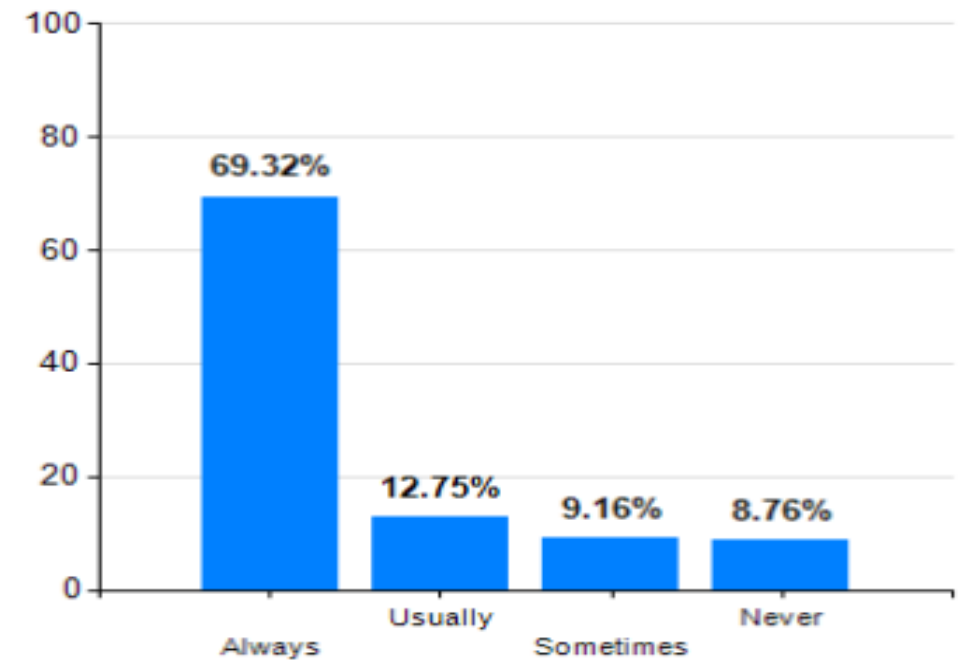
Safe and Effective Care, in an appropriate & Clean Environment

Your NHS Wales Experience survey

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



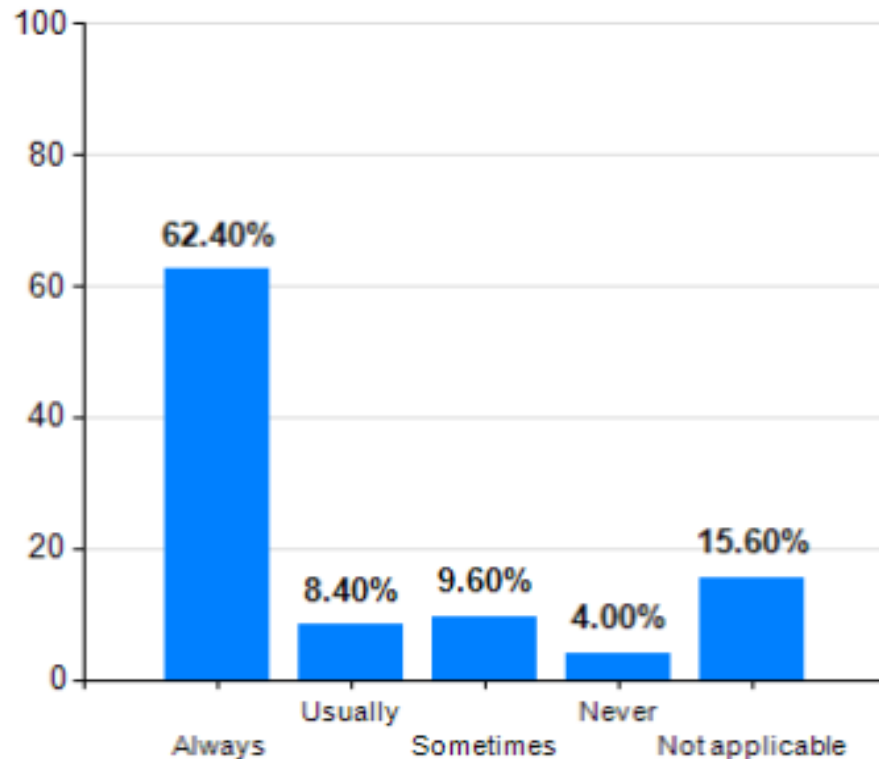
Did you feel safe and well cared for?



Safe and Effective Care, in an appropriate & Clean Environment

Your NHS Wales Experience survey

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



Consultant and nurse were friendly and helped me relax Discussion about my condition was thorough and examination was conducted with dignity Thank you.



I was attended to swiftly in reception. My appointment was on time. The consultant explained the procedure and outcome in layman's terms. I felt reassured about a positive outcome. It was an excellent experience.



When I struggled to verbally communicate due to severe anxiety, I was offered pen and paper and was also asked closed questions where possible to assist me

Safe and Effective Care, in an appropriate & Clean Environment

Concerns

- ▶ **128** concerns were received during February and March pertained to clinical assessment and treatment.
- ▶ **76** out of the **128** complaints have been looked into and responses provided. The remaining **52** are being investigated. Typically, clinical investigations can be complex and can take longer to investigate, sometimes spanning a number of services.
- ▶ **56** of these concerns were about delays in receiving treatment. The services receiving the highest numbers were Ophthalmology and Trauma & Orthopaedics. These numbers should be taken into the wider context of the high number of patient activity in these services.
- ▶ **26** complaints were received about lack of treatment. Accident & Emergency received **23%** of these concerns, with the rest being spread in small numbers across the Health Board's services.
- ▶ **12** concerns were received about a delay in diagnosis, or incorrect diagnosis, and **19** were around treatments being insufficient or incorrect.

SAFE AND EFFECTIVE CARE IN AN APPROPRIATE AND CLEAN ENVIRONMENT

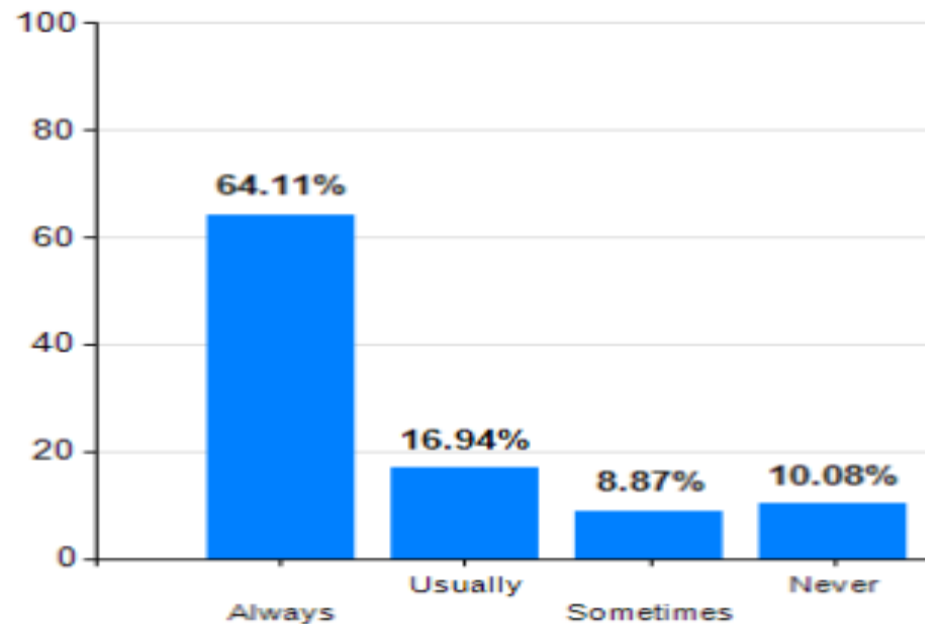
Lessons Learned

You said	We Did
I was told that I would be transferred to a bed on a specialist ward when presenting to A&E, but had to wait a very long time.	<p>We are continuing to work on improving links between the Emergency Departments, hospital wards and teams managing hospital flow, to ensure that patients do not experience any unnecessary delays when needing to be admitted to a hospital bed.</p> <p>Within hospitals, we have a patient flow team that prioritise the transfer of patients to appropriate available beds when they become available.</p> <p>We are working with community services and local authorities to make improvements and transform urgent and emergency care. The Same Day Emergency Care (SDEC) team enables patients to be assessed, treated and discharged home where appropriate. We are focusing on a home first approach, especially with our frail older patients, as we have significant numbers of patients that do not have a medical need but are occupying an acute hospital bed.</p>
I want reassurance that symptoms of stroke can be recognised by clinical staff working on all wards, regardless of the speciality.	Our consultant stroke specialist in Withybush Hospital has started regular stroke training for junior doctors and nurses with a view to improving learning around strokes for wider clinical staff and to improve our pathways for in-hospital strokes in Withybush General Hospital.

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

Your NHS Wales Experience survey

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



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

Friends and Family Test



“It would be difficult to fault the staff and department in general in the Oncology Department. They are all both caring and professional. The AMAU ward is also faultless”



“Given that the department was extremely busy the care and attention I received was exceptional. Reassuring to see such professionalism and dedication in such very difficult circumstances. Thank you so much.”



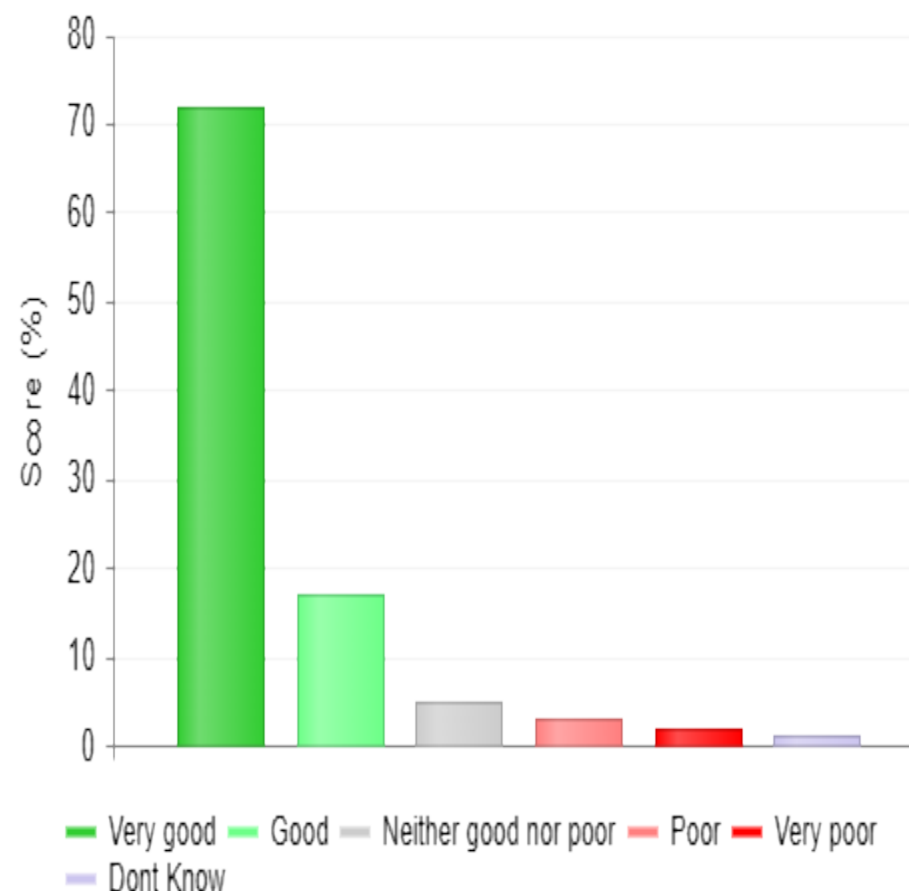
“The nurses in A&E went above and beyond to sit with me, look after me when I was alone and scared, hold my hand and rub my back to ease the pain. The doctors in A&E took me seriously and respected my pain and went to all lengths to help. I was seen very quickly which was so important! The surgeons and doctors did an amazing job at doing thorough tests to rule out all theories and explained them to me (although sometimes I needed a nurse to explain in simpler terms)”

Friends and Family Test by patient type

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

Patient Type	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	94.8%	5.2%	5278	3819	898	253	143	117	48
Community & Primary Care Patient	83.3%	16.7%	6	4	1	0	1	0	0
Day Case	97.9%	2.1%	196	167	21	4	2	2	0
Emergency Patient	92.9%	7.1%	1492	1033	270	78	49	50	12
Inpatient	92.7%	7.3%	398	268	76	23	11	16	4
Maternity Inpatient	77.8%	22.2%	9	7	0	0	2	0	0
Maternity Outpatient	93.6%	6.4%	48	38	6	1	2	1	0
Mental Health Inpatient	57.1%	42.9%	7	3	1	0	1	2	0
Mental Health Outpatient	73.3%	26.7%	15	7	4	0	3	1	0
Outpatient	96.3%	3.7%	2765	2045	464	139	65	32	20
Paediatric Inpatient	88.2%	11.8%	17	10	5	0	0	2	0
Unmapped	94.1%	5.9%	325	237	50	8	7	11	12

Patient Feedback Responses
Health Board Wide - Feb-2023 to Mar-2023



Friends and Family Test by Hospital

Glangwili Hospital

Departments with less than 10 responses have been excluded from the table

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	93.3%	6.7%	1650	1134	311	86	58	46	15
Aberglasney Suite	100.0%	0.0%	39	33	6	0	0	0	0
Accident and Emergency Department	91.2%	8.8%	369	247	65	25	16	14	2
Ambulatory Care Unit	68.2%	31.8%	22	13	2	0	2	5	0
Branwen Suite	93.3%	6.7%	17	10	4	2	1	0	0
Cardio-Respiratory Unit	98.1%	1.9%	168	123	31	10	1	2	1
Chemotherapy Unit	100.0%	0.0%	11	8	3	0	0	0	0
Childrens Centre	95.0%	5.0%	22	15	4	2	0	1	0
Cilgerran Ward	91.7%	8.3%	12	7	4	0	0	1	0
Clinical Decisions Unit	83.3%	16.7%	14	10	0	2	1	1	0
Coronary Care Unit	100.0%	0.0%	10	7	3	0	0	0	0
Day Surgery Unit	100.0%	0.0%	24	21	3	0	0	0	0
Derwen Ward	88.0%	12.0%	27	19	3	2	2	1	0
EEG/EMG Department	100.0%	0.0%	40	29	10	1	0	0	0
Madog Suite	100.0%	0.0%	38	32	4	1	0	0	1
Maternity Booking Appointment	100.0%	0.0%	14	13	0	1	0	0	0
Medical Day Unit	91.7%	8.3%	13	10	1	1	0	1	0
Merlin Ward	100.0%	0.0%	12	9	2	1	0	0	0
Outpatient Department (Blue)	93.0%	7.0%	643	421	138	33	26	16	9
Paediatric Ambulatory Care Unit	76.9%	23.1%	14	8	2	1	2	1	0
Picton Ward	94.1%	5.9%	17	10	6	0	1	0	0
Same Day Emergency Care Unit	100.0%	0.0%	32	29	3	0	0	0	0
Surgical Assessment Unit	100.0%	0.0%	12	7	3	2	0	0	0
Tysul Ward	96.4%	3.6%	28	20	7	0	0	1	0

Friends and Family Test by Hospital

Prince Philip Hospital

Departments with less than 10 responses have been excluded from the table

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	95.8%	4.2%	1097	850	157	40	27	17	6
Acute Medical Assessment Unit	91.7%	8.3%	26	18	4	2	0	2	0
Cardio Respiratory Department	95.6%	4.4%	46	39	4	1	2	0	0
Day Surgery Unit	100.0%	0.0%	17	14	3	0	0	0	0
Endoscopy Department	100.0%	0.0%	18	18	0	0	0	0	0
Minor Injuries Unit	92.7%	7.3%	251	163	52	17	9	8	2
Outpatient Department	97.1%	2.9%	576	466	75	16	11	5	3
Physiotherapy Department	87.9%	12.1%	35	25	4	2	3	1	0
Pre Op Assessment Clinic	100.0%	0.0%	25	22	3	0	0	0	0
Rheumatology Department	100.0%	0.0%	33	25	7	1	0	0	0
Same Day Emergency Care Unit	100.0%	0.0%	23	22	1	0	0	0	0
Ward 7	100.0%	0.0%	11	11	0	0	0	0	0
X-Ray Vascular	100.0%	0.0%	10	9	1	0	0	0	0

Friends and Family Test by Hospital

Withybush Hospital

Departments with less than 10 responses have been excluded from the table

Sub Location	% Good	% Poor	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	94.4%	5.6%	994	687	187	61	26	26	7
Accident and Emergency Department	89.2%	10.8%	321	190	74	21	14	18	4
Cardio Respiratory Department	99.1%	0.9%	110	92	13	4	1	0	0
Day Surgery Unit	100.0%	0.0%	39	31	8	0	0	0	0
Gynaecology Care Suite	94.4%	5.6%	18	14	3	0	0	1	0
Medical Day Unit	100.0%	0.0%	12	9	3	0	0	0	0
Outpatient Department (A)	96.8%	3.2%	301	220	56	15	8	1	1
Physiotherapy Department	96.9%	3.1%	37	26	5	5	0	1	0
Puffin Ward	88.9%	11.1%	10	4	4	1	0	1	0
Rheumatology Department	93.1%	6.9%	39	22	5	8	1	1	2
Same Day Emergency Care Unit	93.8%	6.3%	32	27	3	0	1	1	0
Ward 4	100.0%	0.0%	16	11	3	2	0	0	0

Friends and Family Test by Hospital

Bronglais Hospital

Departments with less than 10 responses have been excluded from the table

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	96.3%	3.7%	752	567	115	39	14	12	5
Accident and Emergency Department	94.7%	5.3%	276	202	46	11	6	8	3
Cardio-Respiratory Department	100.0%	0.0%	35	27	6	1	0	0	1
Ceredig Ward	97.9%	2.1%	52	37	9	4	0	1	1
Day Surgery Unit	96.0%	4.0%	25	23	1	0	0	1	0
Integrated Sexual Health Clinic	86.7%	13.3%	18	11	2	3	2	0	0
Outpatient Department	97.9%	2.1%	254	194	37	18	4	1	0
Physiotherapy Department	96.0%	4.0%	25	21	3	0	1	0	0
Rhiannon Ward	100.0%	0.0%	16	11	4	1	0	0	0

Friends and Family Test by Community Hospitals

	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	97.4%	2.6%	311	247	47	8	4	4	1
Aberaeron Intergrated Care Centre	97.0%	3.0%	36	28	4	3	0	1	0
Amman Valley Hospital	92.9%	7.1%	14	8	5	0	0	1	0
Cardigan Integrated Care Centre	97.2%	2.8%	183	145	27	5	4	1	1
Llandovery Hospital	100.0%	0.0%	8	8	0	0	0	0	0
South Pembrokeshire Hospital	100.0%	0.0%	27	23	4	0	0	0	0
Tenby Cottage Hospital	97.7%	2.3%	43	35	7	0	0	1	0

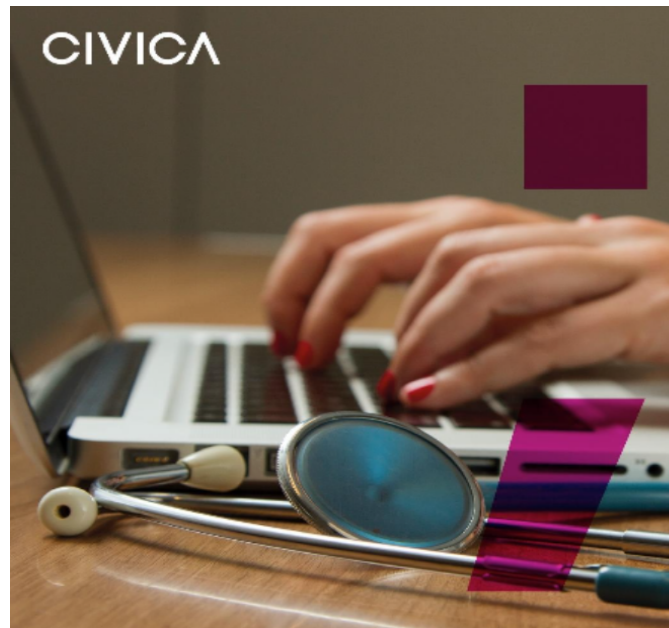
The Patient Experience Team has been visiting community hospitals, encouraging patients to share their experience of their care.

Civica training


Over **200** users have now received training to access the Civica Patient Feedback System. The training was carried out on Microsoft Teams. Of which there are 60 in Glangwili, 12 in Bronglais, 48 in Withybush and 29 in Prince Philip.

To have the opportunity to receive training on the CIVICA Patient Feedback System, staff are being invited to book onto twice weekly sessions.


Specific sessions have also been run for Mental Health and Learning Disabilities at community locations.




Focus on Maternity



“I gave birth on the 2.3.23 at Bronglais MLU and we could not have asked for a better experience. It is a modern facility with all of the amenities, including birthing pool, own room, mood lighting etc. the level of care we had from the midwives was incredible, they listened to our wishes and resulted in the most positive birth experience. Could not have asked for better aftercare either which has definitely improved our confidence in taking care of our newborn. Cannot thank them enough”



“Labour ward was absolutely fantastic, all staff in charge of my care were amazing. And I would like to highlight my midwife Polly who was just an absolute angel. However, Dinefwr ward was a disappointment. My birth was not pleasant and had an emergency C-section. That was disregarded on this ward and I had to do everything by myself (get up from bed, feed my baby etc) and as a first time mother I was struggling anyway. Everyone’s birth is different so the level of care needs personalised.”



“My husband wasn't allowed to stay so I was left alone for the night with a newborn baby just after having a traumatic birth.”

Focus on Mental Health



“Always professional, knows of medical history, So no repetition by myself which is very important to me. Kind, caring and listens, Knows who I am. I always come away feeling like I have been heard and treated or advised accordingly. Great mental health team,”



“I am always seen promptly treated with respect and above all else kindness and empathy in a lot of my appointments are home visits NHS staff in my area go that extra mile I have always been impressed by this attitude I would like to give my personal thanks to staff and students I have met along my journey”



“CAMHS - Long waiting times to be seen for serious mental health issues. When seen no designated place just random shared rooms located throughout Pembrokeshire made us feel like we didn't matter or cared for, had consultations in cupboards, the staff amazing the funding is just not there to support them”



Feedback in Primary Care

The Patient Experience Team has created the new surveys on the Civica Experience Wales System and the new posters have been distributed to the Managed GP Surgeries.

We will be able to provide data in the next report.



 **GIG Cymru NHS Wales** | Bwrdd Iechyd Prifysgol Hywel Dda University Health Board 

Canolfan Iechyd Dinbych-y-pysgod

Os yw'n bwysig i chi mae'n bwysig i ni

Mae ansawdd yn ysgogi popeth a wnaen. Er mayn i ni barhau i wella, hoffem wybod am eich profiad diweddar fel claf yn defnyddio ein gwasanaethau.



Sganiwch y Cod QR neu ewch i:
<https://www.members.co.uk/Experience/HD/HS/SurveyInfo.aspx?ID=1007377C-C78F-4060-B95D-AAFE99ECDECD&Lang=EN>

Rhowch eich adborth i ni gan ddefnyddio ein harweg ar-lein
Fel arall, gallwch siarad â ni trwy ffonio:
☎ 0300 0200 159
Rydyn ni'n gwranddo
Diolch



 **GIG Cymru NHS Wales** | Bwrdd Iechyd Prifysgol Hywel Dda University Health Board 

Neyland Health Centre and Johnston Surgery

If it Matters to you It Matters to us

Quality drives everything we do. For us to continue to improve we would like to know about your recent experience as a patient using our services.



Please scan the QR Code or visit:
<https://bit.ly/3m4N2kG>

Please give us your feedback using our online survey
Alternatively, you can talk to us by calling:
☎ 0300 0200 159
We are listening
Thank you

Paediatric Surveys



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

The Patient Experience Team continue to work along side the Community Paediatric Team in promoting their community survey and hope to share feedback in future reports.

During February and March, the number for each of the Paediatric questionnaires received has increased to a total of **167 compared to 27** during the last period. During this period, we received the following; 132 for parents and cares 23 response 4- 11-year old's and 12 responses for 11 years and above.

99.2% of Parents rated 5 or above for their overall experience with only one response rating as a 3

Over 97% of Parents felt they were always given enough advice about caring for their child after being discharged home.

Over half of all Paediatric Parent responses are from residents of Carmarthenshire.

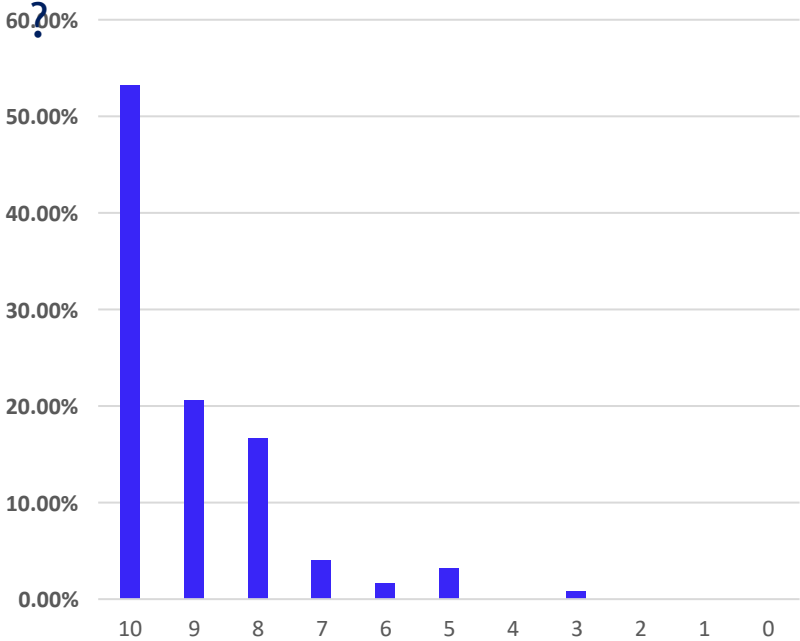
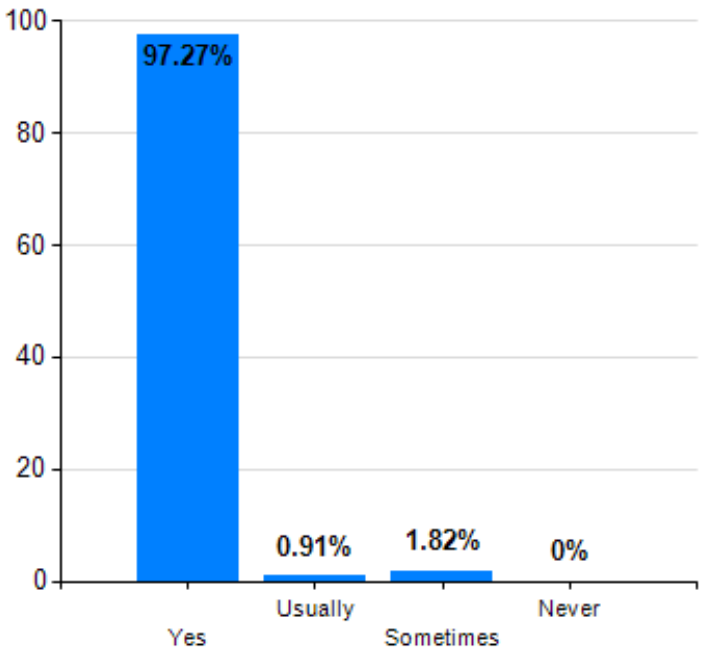
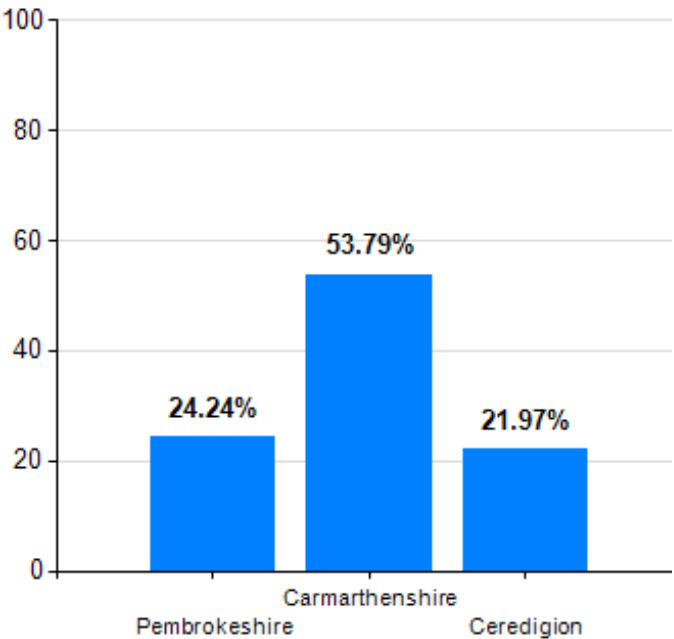
Paediatric Surveys



What County
are you from ?

Were you given advice about caring
for your child after you went home?

Using a scale of 0 -10 where 0 is very
bad and 10 is very good, how would
you rate your overall experience of
this ward/ unit?



Paediatric Surveys



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

"The doctors and nurses made me feel happy and helped me get better. Very friendly staff and they let you play with toys which is very kind."

"My daughter had to attend the child centre following a recommendation by the 111 service from start to finish. The doctors and nurses were so friendly and kind and reassuring to my daughter."

"This child centre has patient care at its heart. I hope they realise how vital and appreciated they are. Thanks again for such wonderful care."

"I could not fault the level of care that we received notably. Ruby was an absolutely brilliant nurse who interacted with my daughter so well and insured she was entertained whilst waiting for the medication. She even make sure my daughter got to say goodbye to all the doctors are nurses."

Feel Good Friday

The team continue to promote the Feel Good Friday and provide teams with certificates of appreciation


FRIDAY FEBRUARY 17TH • 2023

FEEL GOOD FRIDAY

The Patient Experience Team

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



THE BIG THANK YOU



A&E - GLANGWILI HOSPITAL

The A&E Team in Glangwili Hospital received a big thank you certificate from a patient. They were praised by the patient saying;

Patient Experience Team
Tim Proffiad Y Claf

FRIDAY FEBRUARY 5RD • 2023

FEEL GOOD FRIDAY

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THE BIG THANK YOU



WARD 8 WITHYBUSH HOSPITAL

All staff on Ward 8, Withybush Hospital received a big thank you certificate from a patient's daughter. The staff on the ward were praised saying;

Patient Experience Team
Tim Proffiad Y Claf

Improving Experience - In Summary

We continue to receive many heart-warming compliments about the services provided by our caring and compassionate staff. We are continually sharing and celebrating these achievements across the organisation.

A significant number of patients take the time to provide feedback, over 5,00 people shared their experience during this period, which is appreciated. 94.8% were happy with their experience.

Feedback captured in real time via surveys, is collected from patients who are staying in our hospitals; 253 patients completed our Experience surveys with over 80% reporting that their experience has been positive. Any issues or concerns received from the feedback are shared with the Ward manager as soon as possible.

► The patient experience score by hospital site:

- PPH received 1097 responses with 95.8% providing a positive score.
- GGH received 1650 feedback responses with 93.3% providing a positive score.
- WGH receive 994 responses 94.4% felt positively about their experience.
- BGH received 752 responses, 96.3% providing a positive score.
- 311 people responded about their experience of attending our community hospitals - 97.4% felt positively about their experience.

Improving Experience - In Summary

The feedback on the achievement of the Improving Experience Charter shows the areas of communication, attitude and behaviour of staff and involving and informing people about their care and treatment, are areas we receive many positive comments about these aspects, we do not get this right all of the time.

We continue to promote the Board's 'Making a difference customer care and communication training'; looking at ways in which we can improve communication between teams particularly when there is shared responsibility across different specialties for care; and improving information for patients and carers.

We continue to expand the range of areas we are capturing patient experience data for, including Mental Health and Learning Disability Services and primary care and community. Feedback has been incorporated into this report. It is noted that the mental health inpatient area feedback is rated as poor or very poor by 4 out of the 7 inpatients that responded. This feedback is anonymous but the feedback is presented to the service for learning.

Despite the recognised pressures within our emergency department areas, from **1492** patients who attended an emergency setting during the reported period, **1303** reported a positive experience, particularly the interactions with staff.

The number of complaints we have received has also reduced for the period. However, the number does fluctuate. 67% of complaints for the period were closed within 30 working days. We are striving to improve our timeliness for responses. The implementation of the revised complaints handling and investigation process seeks to also improve the quality of the investigations, as well ensuring a more positive experience for people raising concerns, and better support for staff that are the subject of a complaint.

Whilst access to appointments and waiting times for treatment remain one of the top 3 reasons for contact to the Patient Support Team, the Waiting List Support Service is having a positive impact on the experience of patients, by making proactive contact with patients and offering appropriate support during the waiting period.

Arts & Health Engagement

Hywel Dda's new arts & health provision continues to grow from strength to strength here are some key highlights

Arts & Health engagement:

Following 18 months of trialling and testing, listening and learning and a wide ranging set of co-creation engagement activities the Arts & Health Team have presented their engagement findings to the Arts & Health Steering group.

Key themes:

- ▶ Huge need & interest
- ▶ Person - centred and individualised
- ▶ Understanding of improvements in health & wellbeing
- ▶ Reducing pressures on the NHS
 - ▶ Evidence based
- ▶ Resourcing
 - ▶ Working together

Arts & Health Charter

The team have now presented a draft of the Health Board's first ever Arts & Health Charter to the Hywel Dda Arts & Health Steering Group which was really positively received. We hope to present it to the Board at the next meeting in the Summer.



"The arts can help to boost confidence and help individuals to feel more engaged and resilient. Art engagement also alleviates anxiety, depression and stress it promotes wellbeing and creates a space for social connection." Member of the public

Arts & Health for our patients

Arts for patients with dementia

“Was lovely to see the music making patients smile”

We are delighted to be able to put together a programme of arts interventions with 2 arts partners across 2 settings in each of the 4 acute hospitals in Hywel Dda with funding from the Dementia Steering Group and Welsh Government.

- Interactive singing & movement with Forget Me Not Chorus
- A mix of visual arts with Arts Care Gofal Celf

“Both patients arrived circling a Sad Face but left circling Very Happy”

“I find drawing very relaxing”

Staff were amazed as Pat, who apparently never smiles “she sang a whole song and got up and was dancing!”



Improving outcomes for long Covid patients

We are very proud that Hywel Dda long Covid Recovery Service is working with the Welsh National Opera

“Our patients really like it and we have had great feedback”

[‘It helps so much’: long Covid sufferers aided by sessions with opera singers | Long Covid | The Guardian](#)



Live music in ITU

We are delighted to announce that Hywel Dda Charities have offered the ITU Service funding to extend the provision of live music across all ITU settings at Hywel Dda.

“Hywel Dda is the first health board in Wales to restart live music for critical care wards, following the pandemic. The learning and evaluation from this work will help Music in Hospitals to ensure their critical care sessions meet the needs of both staff and patients and have wellbeing benefits for everyone present.” Katrina Rigby | Live Music Manager for Wales and Northern Ireland

Arts & Health for our communities

Creative Prescribing Discovery Programme

We continue to deliver an exploratory programme with arts partners and Public Health Wales about the way forward for Arts on Prescription across Hywel Dda.



FILM: [The benefits of art in healthcare - HEIW \(nhs.wales\)](https://www.nhs.uk/health-experience-improvement/wales/)

‘An Introduction to arts in health across Wales for health professionals’

We commissioned Wales Arts Health and Wellbeing Network to create a film and national learning programme to introduce the benefits of arts in healthcare for health professionals. The film now sits on the HEIW Continued Professional Development Programme and is being shared nationally.



Dance on Prescription continues in the 2xTs Cluster with Cluster Funding for patients with chronic illness and/or mobility issues to increase physical activity, reduce social isolation and improve mental wellbeing.

Current findings show:

- 100% of participants felt it was enjoyable
- 100% felt more active and benefited from meeting people
- 88% felt physically healthier and happier

“I can feel my legs working now which is good”

“was able to join even though I have never comfortably taken part in physical activity”

Arts & Health for our staff

Creative activities for staff wellbeing



"...I think that the most memorable thing was knowing that I work for a company which cares for staff and presents activities such as these to help with good mental wellbeing. A negative mindset can easily become the default setting for the brain, and any activity which helps to override this is a real 'must' in my opinion."

The Art & Health Team continue to bring staff together to share creative activities and offer a diversity of choices and experiences. Now with over 100 members, the Creative Collective is gaining momentum and we are considering how best to take the provision forwards.

Evening Writing Well workshops with Writer Kerry Steed

I'm really enjoying the Writing Well sessions and I'm feeling the benefits; they have provided me with precious moments of calm & reflection in my otherwise hectic life

*Calming, curious, reflective
kind, calming, understanding
calm, creativity, reflective
Relaxing, time to stop and appreciation*

Hope Is...

Hope is other people

Hope is brightness in the darkest time
beginnings, endings, routine, repetition, trust
and believing

hope is human

hope is in the laughter of my children

hope is difficult sometimes

Hope is seeing the sunrise over a snow
topped mountain...

Hope is waking up every day and leaving your
bed knowing you've started another day.

hope is in hugs

hope is always there if we look for it

Hope is a family reunion where everyone is
united, welcome and loved

hope is in music and the voices that sing to
me

Hope is baking brownies with your friend and
realising you've found belonging.

**by Hywel Dda Creative Collective, Writing
Well Writers**

Art Gratitude Journaling over Breakfast with Ty Celf and artist Karen Fitzpatrick

*"Most memorable thing for me from Friday was a sense
of 'starting well' that resonated during the day (even
when the work wasn't fun)"*