



**CYFARFOD BWRDD PRIFYSGOL IECHYD
UNIVERSITY HEALTH BOARD MEETING**

DYDDIAD Y CYFARFOD: DATE OF MEETING:	30 November 2023
TEITL YR ADRODDIAD: TITLE OF REPORT:	Improving Service User 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 August and September 2023.

Cefndir / Background

The Board is asked to note the current position in relation to feedback, including complaints.

This report covers the period 1 August to 30 September 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'.

Work continues to develop in the support of reporting and data analysis of concerns data, through the Datix and Civica systems across Wales. Internally, the limitations with the systems as they currently operate mean that the triangulation of data is complex, and challenging without manual input, particularly where qualitative information is concerned. We will continue to expand upon this within the report, as work progresses.

Aseiad / 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 in question, a total of 77 compliments and 66 'Big Thank You' nominations were received. There is a reduction in compliments being recorded onto the system by staff in the service, due to operational pressures. The Patient Experience Team is supporting staff with this, to ensure continuity of recording.

6453 patients left feedback on our Friends and Family system, with 92% of responders leaving a positive recommendation. This is particularly notable in the area of Emergency Care, where a score of 93% was received.

1600 patients (243 patients last period) completed the All Wales Patient Experience Questionnaire. This is a significant improvement, and attributable to the fact that patients are also provided with a link to the survey as part of the Friends and Family survey message. 446 complaints/concerns were received by the Patient Support Services Team, 73 were responded to as early resolution cases (within two working days). 359 required investigation under the putting things right complaint process. 58% of the cases received were responded to within 30 working days. The Improving Together performance dashboard shows a reduction in the average response time for a complaint from 344 to 144 days since January of this year.

Concerns around clinical assessment, delays in diagnosis, and treatment continues to be a prominent theme. Communication issues remain a prominent feature in the complaints received and root causes of investigations; however, the number of concerns being received around lack of information/misunderstandings has reduced to 11%; being unable to contact staff accounts for 45% of the communication issues received. Appointments and waiting times also remain within the main reasons for concerns.

Examples of lessons learned and how the Health Board is addressing these are included within the attached report.

There were 2 new investigations commenced by the PSOW. 3 Final Investigation Reports were received, 2 being partly upheld and 1 not upheld. There were also 5 early resolution agreements reached with the PSOW. The key learning from the Final Reports identified: A 7 day delay in a patient receiving anti-TB medication. Although this was unlikely to have changed the outcome for the patient, it caused uncertainty and distress to the family. Aspects of a patients Nursing and Medical care were found to be reasonable, although issues were identified around the management of nutrition, catheter care and bowel management. Shortcomings in documentation which were found to amount to maladministration and in turn impacted on communication and complaint handling.

The Arts and Health Team continue to make significant progress in embedding the arts into health care provision and promotion of staff wellbeing. The Team is pleased to have been announced as a runner up in the National Patient Experience Network awards, for the Arts Boost Project. The Arts and Health Charter development is ongoing and will be presented to the Board for approval in January 2024.

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

7. All apply

Quality and Engagement Act (sharepoint.com)	
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	1. Leadership 4. Learning, improvement and research
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 Termau: 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:	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. 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.
Gweithlu: Workforce:	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.
Risg: Risk:	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.
Cyfreithiol: Legal:	The Health Board 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.
Enw Da: Reputational:	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.
Gyfrinachedd: Privacy:	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.
Cydraddoldeb: Equality:	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. 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. Concerns literature is accessible in a range of languages and formats and translation services are available, as required.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Patient Experience Team
Tîm Profiad Y Claf

IMPROVING PATIENT EXPERIENCE REPORT

August 2023 – September 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 by encouraging our service users and providing different ways in which this can be provided. Most importantly, service users should feel that there has been a valuable purpose to them providing their feedback.

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. The Charter has recently been updated to take account of recent changes and the challenges we face in our Health care system. The revised version will be presented to the Board in January 2024. Our Listening and Learning Sub-Committee receives feedback from across concerns, compliments and experience.

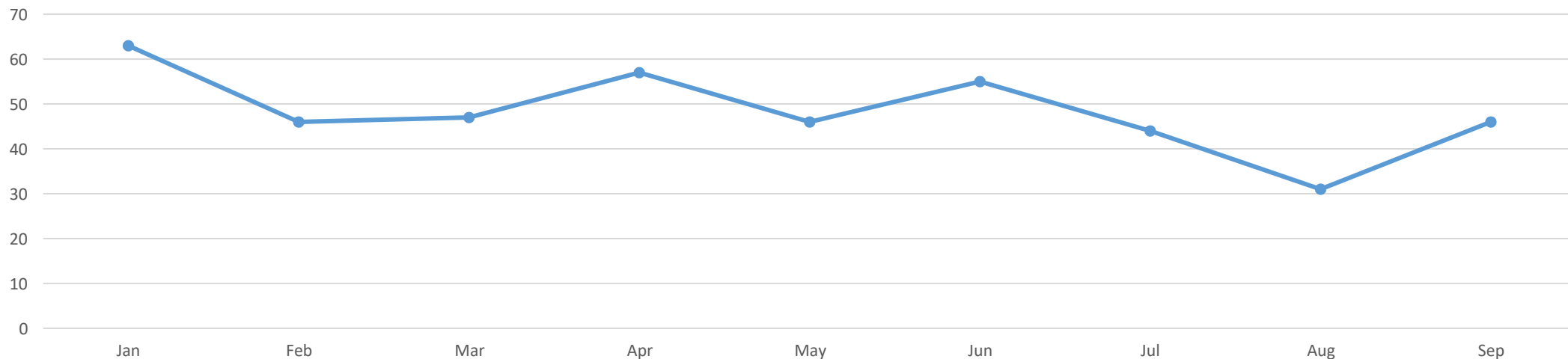
We are also pleased to share the excellent work being undertaken by the arts and health team who are making a positive difference to patients, staff and our communities through use of the arts.

Service User Feedback at a Glance

August 2023- September 2023

- ▼ **77 Compliments** were recorded by staff on the patient experience system. These compliments are received from patients, families and carers direct to the service or the Corporate Office. Understanding, listening and communication are the terms most often mentioned. During September, the patient experience team made visits to the wards to encourage staff to record their compliments. We hope to see an increase in compliments in the next report.
- ▼ The graph below shows a variance throughout this and the previous period. This can account for staff availability to update their compliment during busy periods.

Compliment Trend Graph (All sites)



Service User Feedback at a Glance

August 2023 - September 2023

- ▼ **66 Big Thank You (TBTY) nominations were received for our staff from patients or their families** - further details are provided later in the report.
- ▼ **41,640 Individuals received our friends and family patient experience survey – 6,453** people responded to this and is in line with nationally reported response rates. 92% of responders provided a positive rating (94% previous period) of very good or good when asked to rate their overall experience.
- ▼ **1,600 Service users completed the Your NHS Wales Experience survey** Over 80.1% 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’ compared to 78% for the previous period. 1600 people responded to the survey. This is a significant increase and is attributable to the fact that patients being discharged from A&E are now presented with an All Wales Survey along with the friends and family test survey.

Complaints & Concerns at a Glance - August 2023/ September 2023

- ▼ 446 complaints were received, of which:
- ▼ 73 were managed as an early resolution case (within two working days).
- ▼ 359 cases proceeded to complaints investigation under the 'Putting Things Right' Regulations. The number received for June and July represents an increase of 73 from the previous two-month period.
- ▼ 14 complaints were reopened in August and September. Complaints are 'reopened' when the complainant feels the response has not addressed all of 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 were 2 grade 5 complaints and 3 grade 4 complaints received during the period (alleging severe harm). Upon completion of investigations, most complaints alleging serious harm are re-graded as less severe following consideration of the investigation findings and consideration of the actual harm.
- ▼ 518 enquiries were received for the two month period, a decrease of 21 on the preceding period. 540 enquiries were closed. The most prominent themes of enquiry are around appointments, treatment and communication issues.

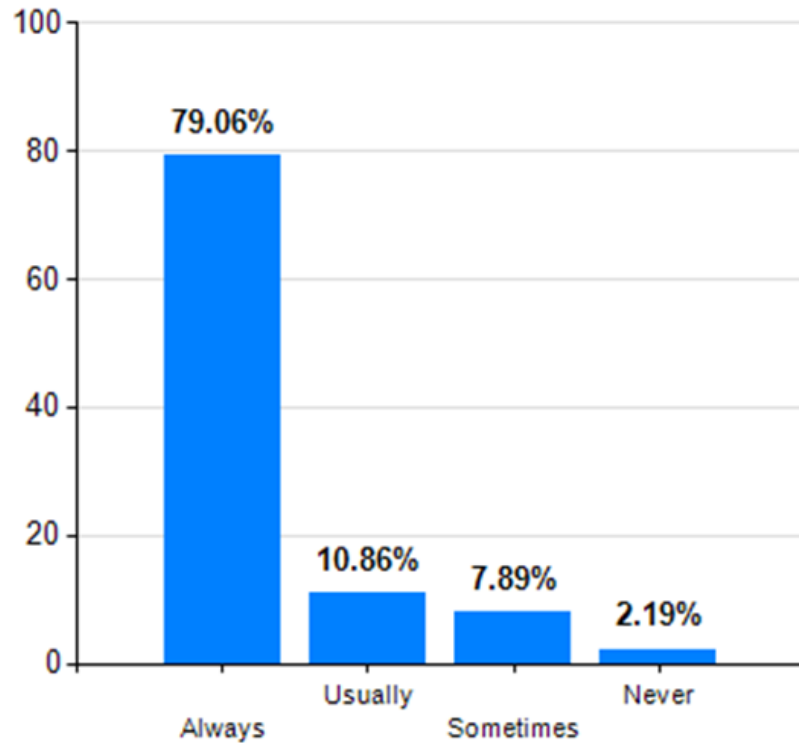
Closed complaints:

- ▼ 397 cases that were managed through the Putting Things Right complaints process were closed in August and September, compared to in the previous period. Of these, 229 were closed within 30 working days. This means 58% of the complaints received during these two months were closed within 30 working days, showing a decrease of 2% from the previous period. However, the Improving Together / Performance Dashboard has highlighted that the average time to respond to a complaint has reduced from 334 to 144 days since January 2023.
- ▼ Of the complaints closed in August and September, 209 were not upheld. 61 complaints were upheld, of which had an outcome of grade 1 (no harm caused). 1 complaint was upheld where severe harm had been reported. 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.
- ▼ Clinical treatment and assessment continue to be a prominent theme, representing 25% of all new concerns in the period. The next most prevalent theme is appointments at 24%. 11% of concerns in the period are linked to communication and 7% staff attitude and behaviour.
- ▼ There were 2 new investigations commenced by the PSOW. 3 Final Investigation Reports were received, 2 being partly upheld and 1 not upheld. There were also 5 early resolution agreements reached with the PSOW. The key learning from the Final Reports identified:
- ▼ A 7 day delay in a patient receiving anti-TB medication. Although this was unlikely to have changed the outcome for the patient, it caused uncertainty and distress to the family.
- ▼ Aspects of a patients Nursing and Medical care were found to be reasonable, although issues were identified around the management of nutrition, catheter care and bowel management
- ▼ Shortcomings in documentation which were found to amount to maladministration and in turn impacted on communication and complaint handling.
- ▼ 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 increase in performance for this measure compared to the previous period this is due to the 79.06 % of responses stating they are always treated with dignity, respect and kindness compared to 73.33% for last period.



We want to thank the PACU team they were kind and compassionate to both my son and myself during our time with them. Despite the enormous pressures the staff are under it is clear to see the kindness and compassion from all of the staff from the doctors to the HCSW staff - especially the HCSW who managed to keep moral going with his offer of magic tricks and jokes. Thank you all.

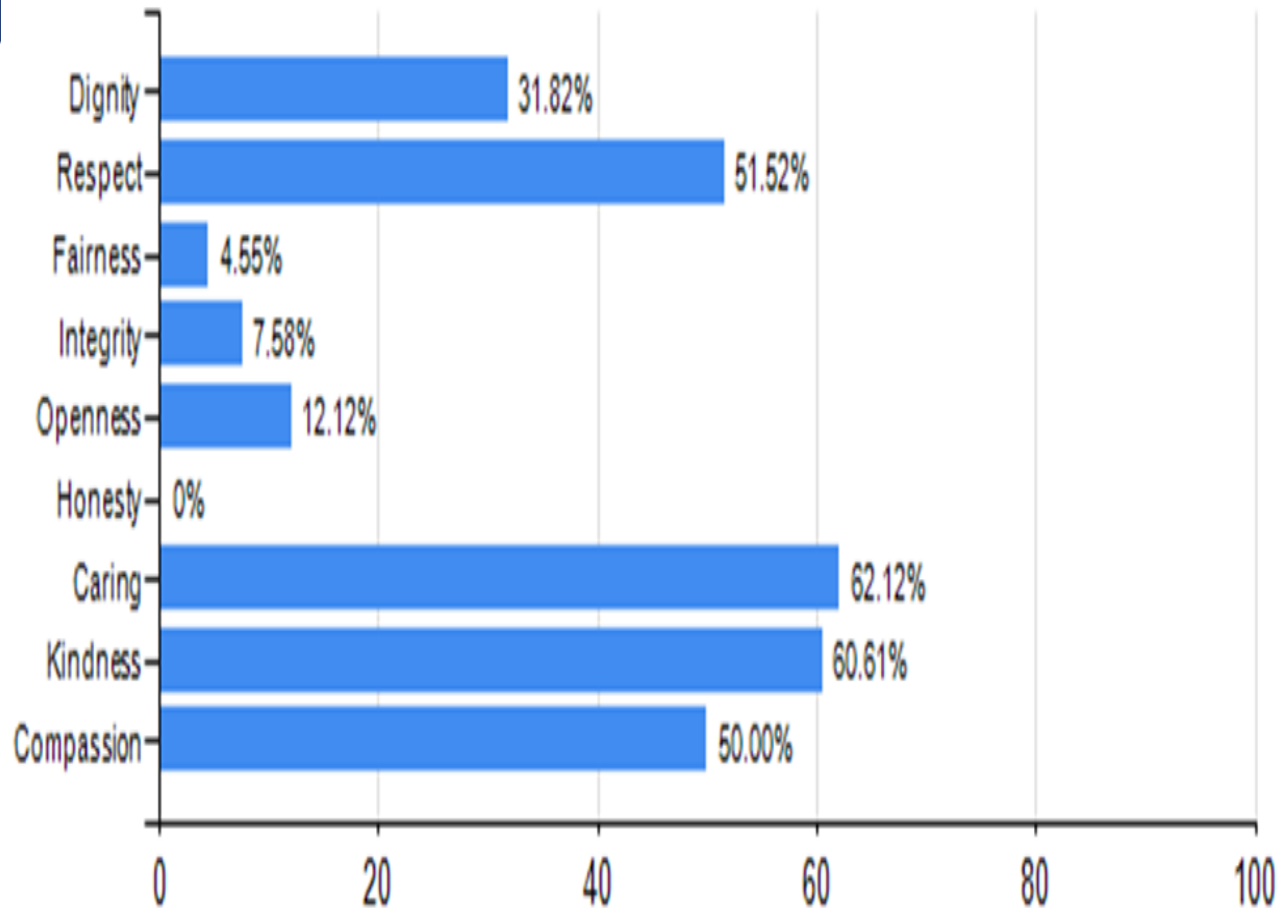


My doctor called me a liar, please do not infer it or belittle their experiences. I have dealt with these conditions every day for years, they have severely impacted my life and caused incredible pain and will continue to cause just as much pain due to such a horrible experience while trying to access this service that was meant to help.

[Please click here to hear feedback from a patient](#)

DIGNITY, RESPECT AND KINDNESS - COMPLIMENTS

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



My friend was initially admitted to the Clinical Decisions Unit in Glangwili, where she received excellent care. In particular there was a frailty support worker who was fantastic - helpful and caring. They have been magnificent.



Within 5 minutes of arriving outside A&E, two nurses emerged with a wheelchair, helped me straight through to acute assessment/resus, where they were quickly, carefully moved me onto an examination bed. Without any tedious wait, I was transferred to Ward One, where I was kindly cared for until discharged.

[Please click here to hear feedback from a patient](#)

DIGNITY, RESPECT AND KINDNESS CONCERNS

- ▼ 26 new complaints were received relating to attitude and behaviour of staff. These concerns range across services, and the only services to receive more than one complaints of this kind were Accident & Emergency and the Minor Injuries Unit.
- ▼ Where we receive concerns pertaining to issues of dignity, respect and kindness, we generally see a range of linked themes occurring. In this period we noted that there were 4 complaints around privacy and dignity. There were 8 concerns around patient care.
- ▼ The attitude and behaviour of nursing, midwifery and health visiting staff generated 5 complaints in this period. Complaints by staff group for attitude/behaviour are as follows: 14 medical and 4 reception/ secretarial staff.

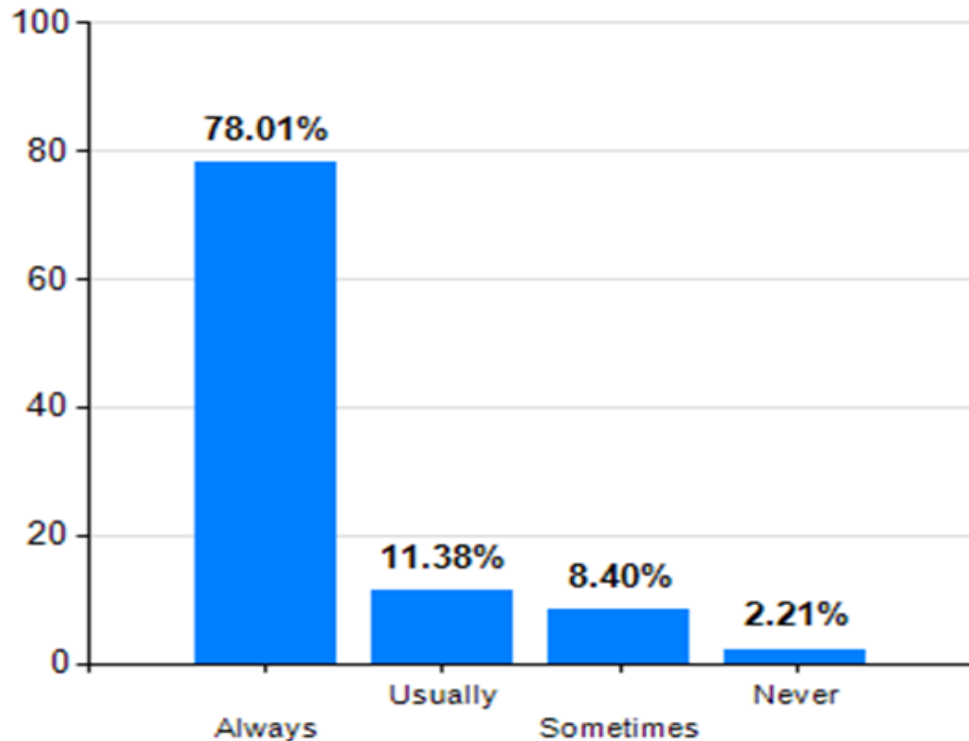
DIGNITY, RESPECT AND KINDNESS

LESSONS LEARNED

You Said	We Did
<p>You did not have any water for a significant period of time, leading up to a planned procedure due to being Nil by Mouth and delays in theatre.</p>	<p>Improvement to the Health Board's current fasting policy will allow patients (elective & emergency) to remain hydrated up to the time that they are advised that Theatres are ready to undertake their procedure.</p>
<p>You did not have access to food and water within the A&E Department and you had waited several hours.</p>	<p>Bottled water is available at all reception areas. The Safe Water Group within the Health Board is currently reviewing options to provide more accessible hydration within emergency settings. Vending machines will be available on all sites.</p>
<p>The food I received at Withybush Hospital had limited choice and failed to meet my dietary requirements. Sometimes incorrect meals were given.</p>	<p>The Patient Experience Team met with the Catering Manager and Dietician who listened to the patients concerns. Changes were made to the menu and patients welcomed the improvements. The patient experience survey conducted a few weeks later showed an improvement in the feedback.</p>

Your NHS Wales Experience survey - COMMUNICATION

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



The doctor explained everything so that I could understand. I have been referred to nephrology outpatients. That's very reassuring as I will finally find out the cause of the high blood pressure. The junior doctor was also very polite, and explained things to me thoroughly. And the nurse who did my ECG was very kind and had a caring voice and character as a nurse should. Thankyou.



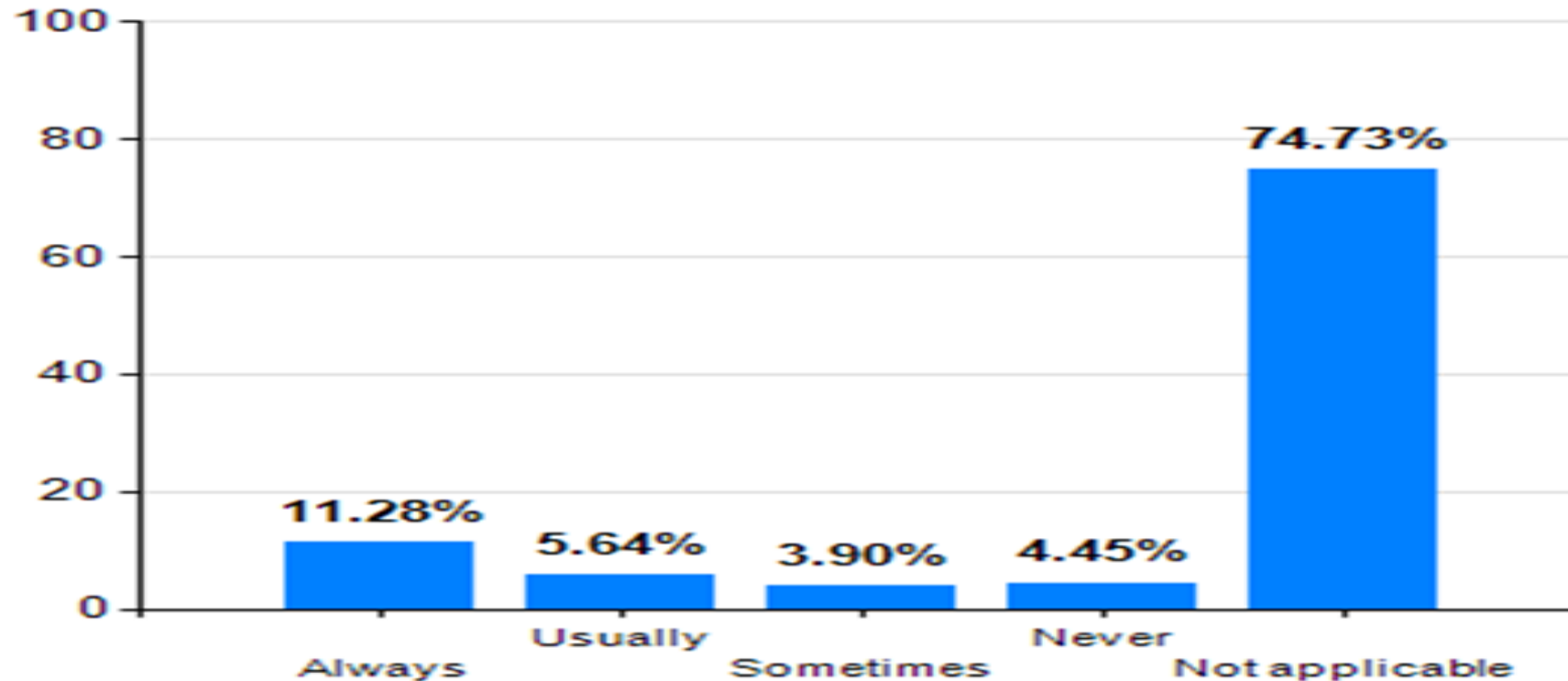
Very poor communication, contradicting information from different staff, so hard to understand. Being told to repeat scans/bloods then not carried out then trying to send me home without further investigations, losing medication notes/patient records, irregular pain relief despite asking, sleeping in A&E waiting for 30+ hours.

[Please click here to hear feedback from a patient](#)

There has been an increase performance in this measure compared to the previous period where 78.01% have expressed that things are always explained in a way that you could understand compared to 61.36% in the last period. As noted in the feedback from individuals, there are various comments regarding communication.

Your NHS Wales Experience survey - COMMUNICATION

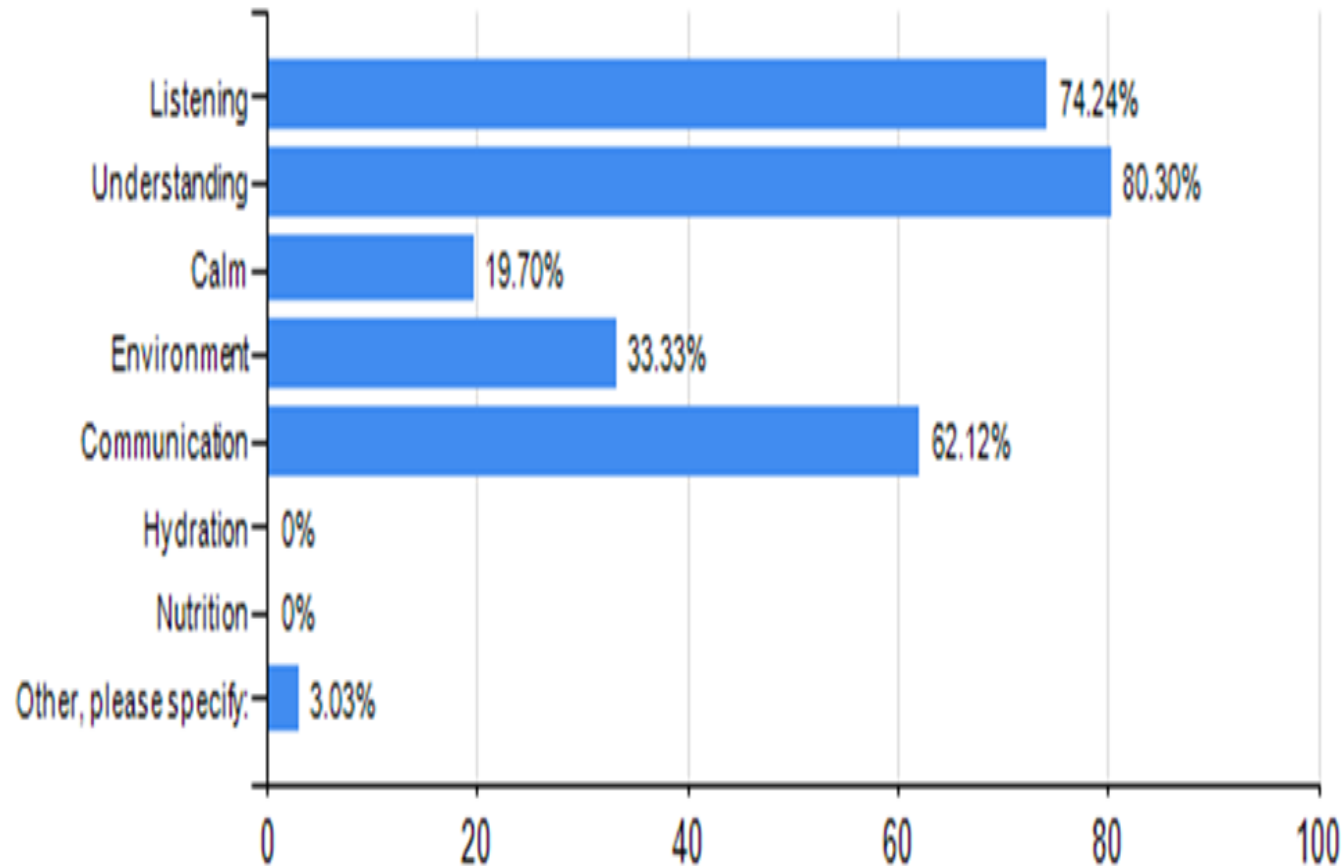
Were you able to speak in Welsh to staff if you needed to?



There has been an increase in this period where responders were always able to speak to a member of staff in Welsh 11.28% compared to 8.85% Unfortunately the individuals did not leave any further comments for us to review the data further, however feedback is available for services to review their data.

COMPLIMENTS - COMMUNICATION

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



A wonderful team with full commitment to the job and their patients. I felt entirely cared for and safe during the entire procedure, they listened to my needs and were very understanding. All staff were brilliant.

COMMUNICATION CONCERNS

- During August and September, 42 concerns were received about communication, which has decreased by 3 from the previous period. 26 of these are closed and 16 are still under investigation.
- The main causes of concerns linked to communication remain the same. 45% 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.
- 11% 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 remains one of the top four prominent themes in complaints across the Health Board. The themes and actions being taken will be reviewed by the Quality, Safety and Experience Sub-Committee in December 2023.

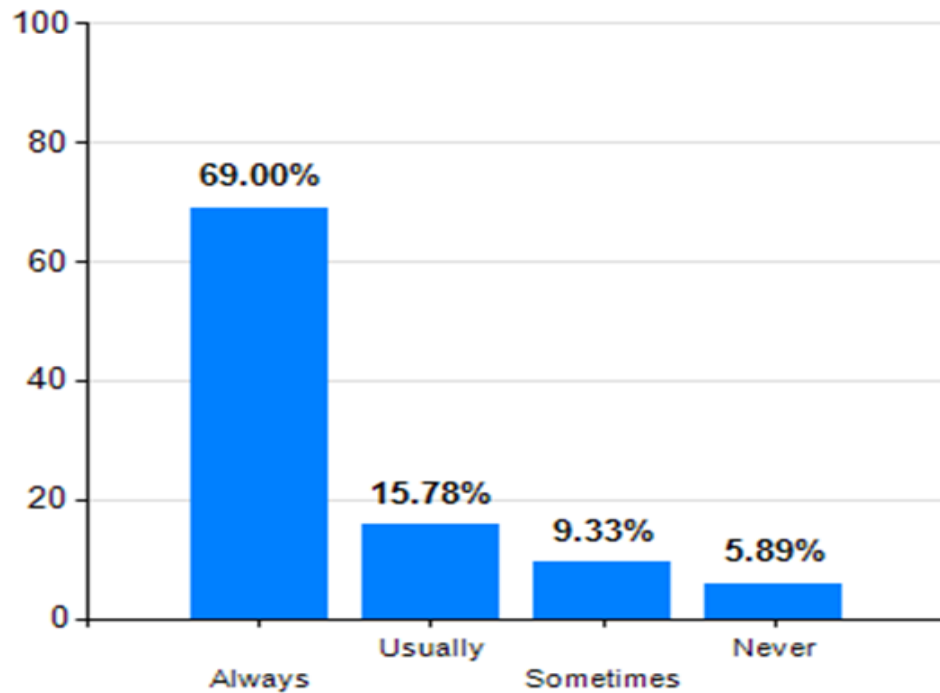
COMMUNICATION - LESSONS LEARNED

You Said	We Did
<p>It can be difficult to access health services, due to sensory loss. Staff do not always appreciate my challenges in receiving information and communicating my needs adequately.</p>	<p>The Strategic Partnerships, Diversity and Inclusion team have a key role in co-ordinating actions to improve health and well-being outcomes for groups who often experience disadvantage or difficulties accessing health services. Each November NHS in Wales runs a campaign to raise awareness of the different communication and information needs of the 600,000 people in Wales living with some form of sensory loss (deaf or hard of hearing and/or sight loss). The Campaign is called 'It Makes Sense'.</p> <ul style="list-style-type: none">▼ The Campaign has key messages for patients with sensory loss, reminding them of their right under the Equality Act 2010 to have accessible communication and information whenever they need healthcare. Patients and the general public are being encouraged to:▼ TELL doctors, nurses, paramedics and other health professionals how they want staff to communicate with them;▼ ASK to receive information in an accessible format including British Sign Language (BSL), large print, audio, electronic or Braille;▼ SHARE their concerns with their GP surgery or hospital if the information they receive is not accessible to them. <p>Sensory Loss Training is also being provided to staff across the organisation to support patients and their loved ones with these conversations.</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?



→ The doctors were supportive and inclusive in all aspects of my father's needs from assessment to final diagnosis and prognosis. I cannot fault them at all. There were times when I had needed specific advice and all it took was a phone call. Wonderful team.

→ Probably needed more seats although this would be restricted by space. Although a sign showed how long the wait was expected it would be nice if a human just spelt the position out occasionally so that everyone felt they were being informed. Could not fault staff.

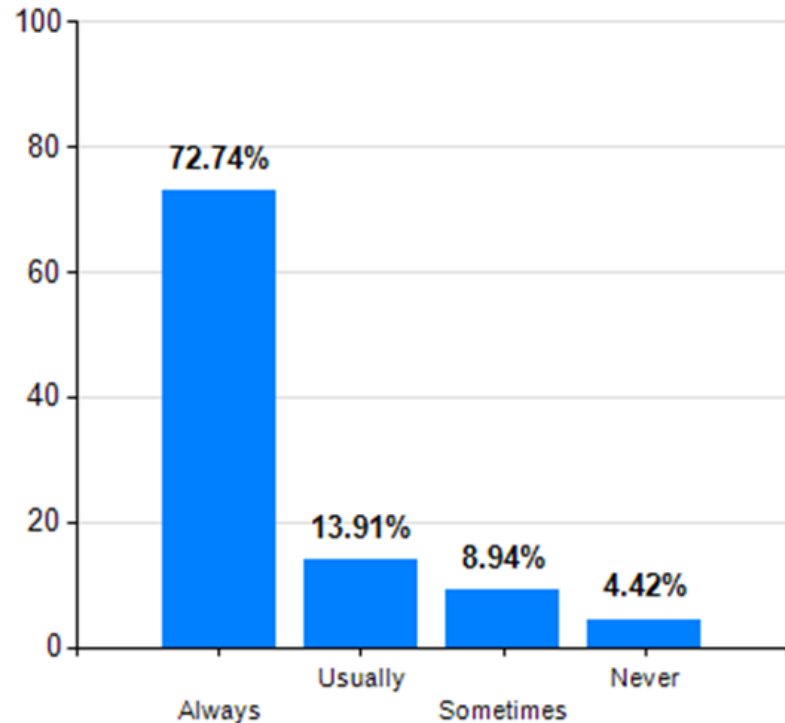
→ Despite being busy, I believe, I was informed of what was planned and what was expected of me during my ongoing rehabilitation.

During the period there has been a 24.3% increase in performance in this measure due to 69% of responses said they were involved in their decisions in care compared to 55.45% for the previous period.

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

Your NHS Wales Experience survey

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



There has been an increase of 19.3% compared to the last period where people feel they always understood what was happening with their care, 58.82% for the last period and 72.74%. This is reflected in the feedback that has been provided.



I was seen very quickly by a doctor who I could understand, they were very informative and explained what was going on.



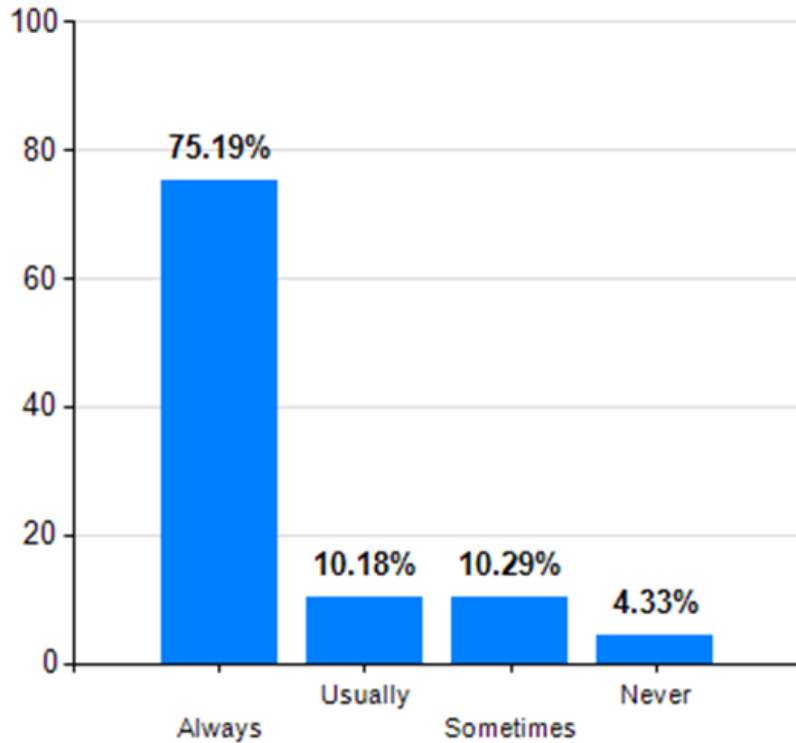
There wasn't much communication from the hospital staff during my visit (from receptionist to nurses and doctors). I understand A&E wait times are unpredictable, but I generally felt the staff weren't very friendly or concerned about people waiting, nothing was explained.

[Please click here to hear feedback from a patient](#)

[Please click here to hear feedback from a patient](#)

Your NHS Wales Experience survey

Did you feel that you were listened to?



There has been an increase of 9.5% improvement for this period where 75.19% of responses advised they were always listened to compared to 67.98% in the last period. 10.29% of responders have said they feel that they were sometimes listened to this is reflected in the feedback provided.



The care given at Aberystwyth hospital was amazing The immediate attention from the nurses on arrival and the commitment from the doctor who listened to us and carried out all tests to get to the bottom of my sons symptoms was brilliant.



I was feeling generally terrible the doctor asked me what was wrong so I told him and he asked if I had a chest infection? If I was capable of diagnosis I wouldn't need a doctor. He told me about rinsing my sinuses with a solution to prevent sinuses which I suffer from which was helpful and gave me antibiotics for 5 days I usually have a minimum of a week and ear drops too but not this time. Just felt like he wasn't listening to me

SEREN'S STORY - IN SUPPORT OF CARER'S RIGHTS DAY

November is the month that we celebrate **Carer's Rights Day**, a national campaign to raise awareness of unpaid carers, helping to identify carers and signposting them to information, advice and support. It is important that we support unpaid carers to feel confident asking for what they need and challenge things when their rights are not being met, whether that be that in the workplace or education, in accessing health or social care, when interacting with other professionals or at home.

This year we have developed a short video which draws on a real life case study and the experiences of Seren, a young carer, and her father Roger who is registered blind. The Strategic Partnerships, Diversity and Inclusion team have built on this case study to use it as an opportunity to promote the Carer Aware and Sensory Loss e-learning modules to health board staff.

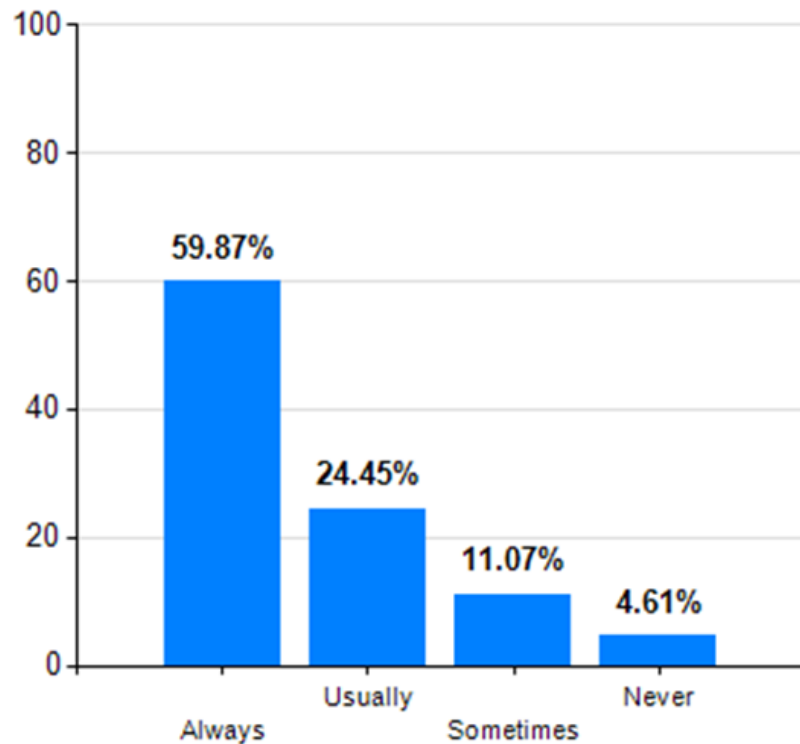
Please Listen to Seren's story here:

- ▼ English video link - <https://youtu.be/DBBbSKR-Au4>
- ▼ Welsh video link - https://youtu.be/c5KE_OXKfQ0

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?



There has been an 11.5% increase in overall performance in this measure, compared to last period where 59.87% of responder's stated their care was not provided in the most appropriate setting compared to 52.89 % for the previous



The A&E was so busy, short staffed. People in A&E that should be on wards, I spent the night in horrendous pain I couldn't even move from pain, left in the corridor on a trolley, no doctor looked at me until the next shift, when my pain had calmed down. Not even offered a drink or a sip of water. I was kept nil by mouth nobody had even informed me of that. Not one nurse checked on me only a HCSW. The next shift came on so short staffed it was dangerous for them as a team.

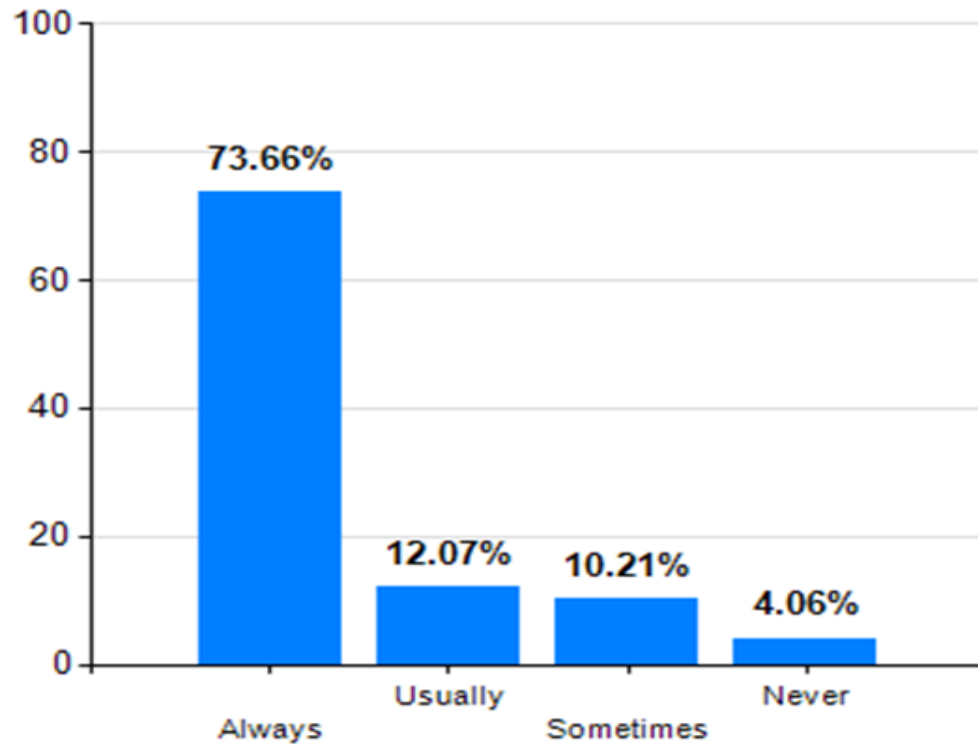


Unfortunately I had to take my son to the Minor injuries Unit on Friday afternoon. The experience throughout, from reception, to nursing, to medical staff was first class. All of the individuals who dealt with us were empathetic, professional and friendly. It was obvious they took great pride and care in their work, they are credit to the department, the hospital, the Health Board and the NHS. Thank you

Safe and Effective Care, in an appropriate & Clean Environment

Your NHS Wales Experience survey

Did you feel well cared for?



Performance has seen an increase compared to last period where 73.66 % of responses said they always felt cared for compared to 68.89 % for previous period. Usually feel safe response has also seen a slight increase of 0.7%. This is reflected in the feedback from responses.



Every member of staff I met on the day were friendly and put me at ease. Everything was explained clearly to me and I was made to feel well cared for.



I didn't receive a good service. No one seemed to be able to give me any idea as to what was wrong with me, I was refused a scan, and after speaking to a nurse working for bupa it would seem this should really have been done. I was made to feel like my pain was not real and that I was wasting hospital time and at the end of it I still have no clear way forward to find out what is wrong.

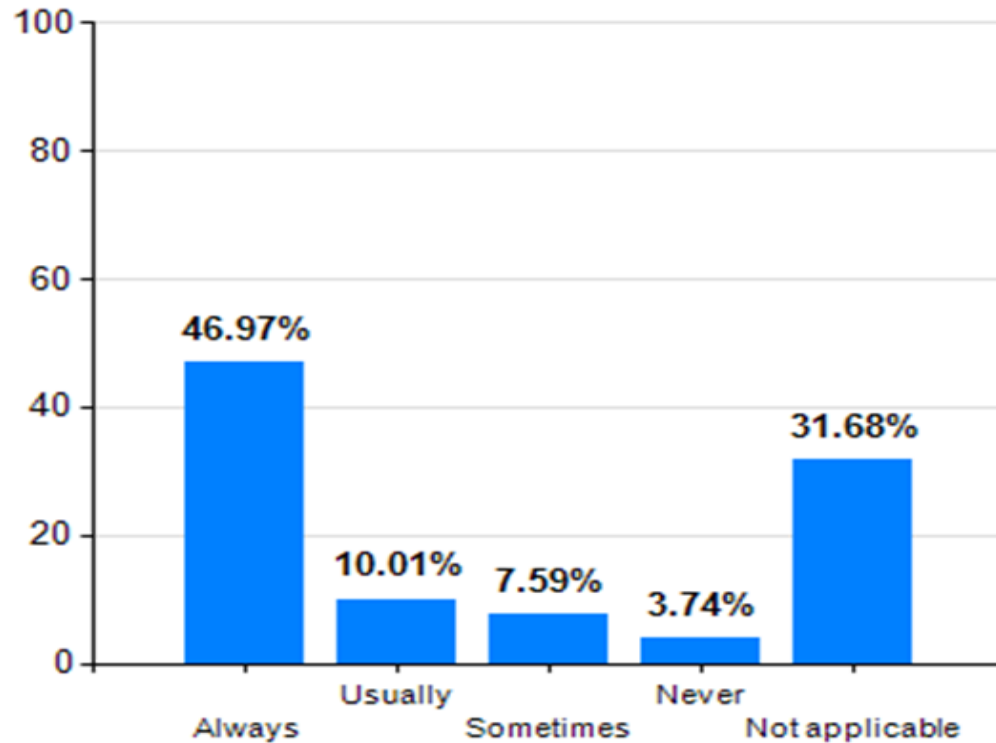
[Please click here to hear feedback from a patient](#)

[Please click here to hear feedback from a patient](#)

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?



31.68% of responders stated this question was not applicable compared to 21.88 % for the previous period. 46.97% of responses to always getting assistance has fallen by 7.94% to the previous period.



My mother was admitted with very low blood pressure, she was in there for a month and told there was nothing they could do as she has heart failure and got her to agree to do not resuscitate. She was discharged against the wishes of the OT as she could not walk more than a few steps & had a foot infection and given no medication for this. No consideration was taken about her living alone and her property and simply given a Zimmer frame. I've raised this with the hospital to no avail.



I first was seen at the Tenby Cottage Hospital. Staff were polite, caring and professional in dealing with my suspected Lyme's disease. I was advised to go to the Withybush Hospital as a doctor would be available. I was triaged promptly and seen by a doctor after about 3 and a half hours, diagnosed and given medicine. All in all the A&E visit took less than 4 hours which was prompt.

[Please click here to hear feedback from a patient](#)

Safe and Effective Care, in an appropriate & Clean Environment Concerns

- ▼ 92 concerns were received during August and September pertained to clinical assessment and treatment.
- ▼ 26 out of the 92 complaints have been looked into and responses provided. The remaining 66 are being investigated. Typically, clinical investigations can be complex and can take longer to investigate, sometimes spanning a number of services.
- ▼ 15 of these concerns were about incorrect/insufficient treatment. The service receiving the highest numbers were Accident and Emergency. These numbers should be taken into the wider context of the high number of patient activity in these services.
- ▼ 58 complaints were received about lack of treatment. Ophthalmology received 16%, Accident and Emergency 13% and Urology 7%. The rest were spread in small numbers across the Health Board's services.
- ▼ 4 concerns were received about a delay in diagnosis, or incorrect diagnosis.

SAFE AND EFFECTIVE CARE IN AN APPROPRIATE AND CLEAN ENVIRONMENT

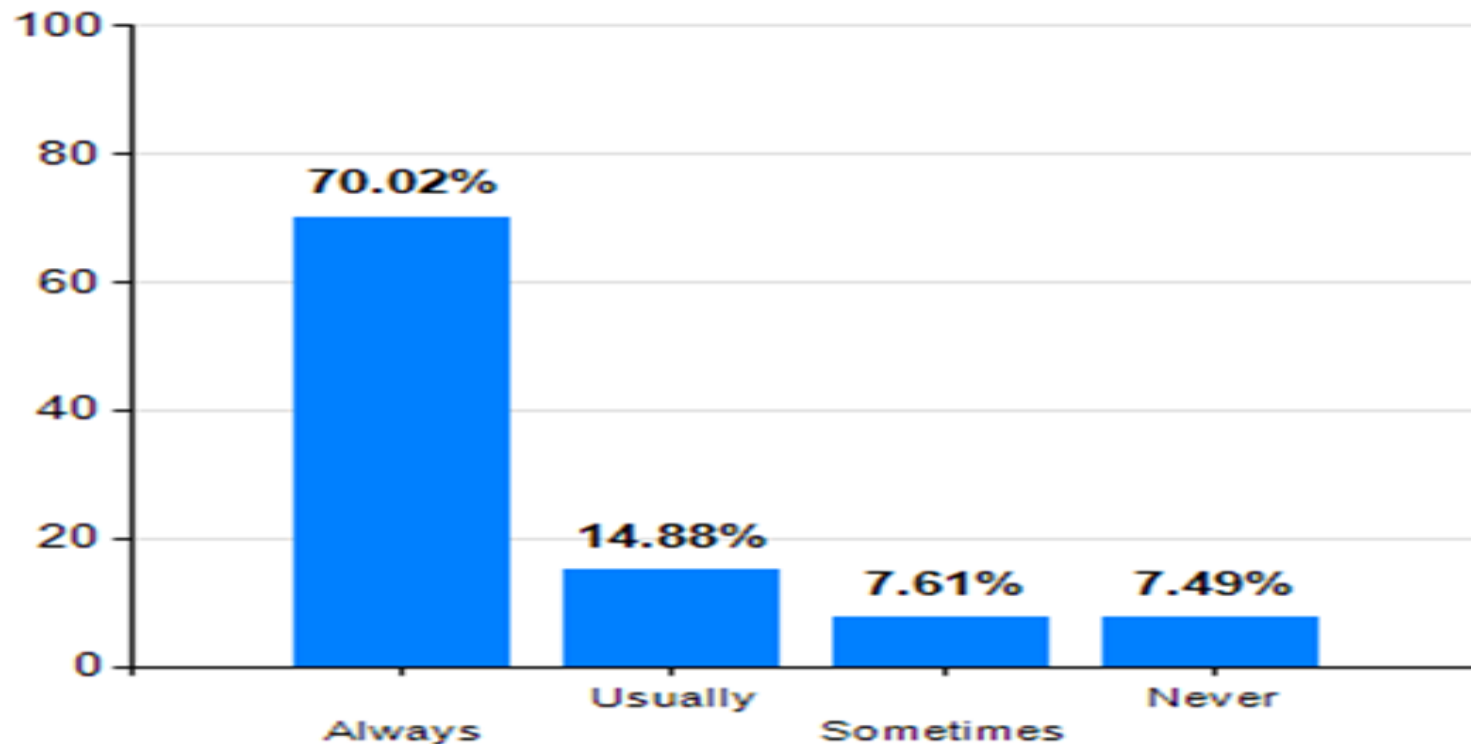
Lessons Learned

You Said	We Did
I received incorrect management of my foot condition when I attended A&E	A new diabetic foot management pathway was developed in line with the National all Wales Best Practice Pathways and Standards of Care. We implemented local guidance for staff on how best to manage diabetic foot infections when a patient presented to A&E. This will be regularly monitored
There were long waiting times to see the Pain Management Clinic, greatly affecting your quality of life.	There is a lot of demand on the Pain Management service within secondary care (hospital care). Many issues could be managed within the community, which would impact on patient wait times. An improvement project has been established to review how appropriate support could be managed within the community and also to look at the referral process.

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?



This performance shows 70.02% of responders are encouraged to share feedback compared to 59.82% in the previous period

Overall patient feedback

Patient Type	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	92.9%	7.1%	6453	4530	1097	338	216	213	59
Community & Primary Care Patient	77.5%	22.5%	41	25	6	1	3	6	0
Day Case	96.8%	3.2%	187	159	20	2	3	3	0
Emergency Patient	88.7%	11.3%	1939	1217	374	133	106	97	12
Inpatient	89.9%	10.1%	476	319	83	26	26	19	3
Maternity Inpatient	100.0%	0.0%	11	11	0	0	0	0	0
Maternity Outpatient	94.0%	6.0%	57	36	11	5	0	3	2
Mental Health Inpatient	50.0%	50.0%	2	1	0	0	0	1	0
Mental Health Outpatient	77.3%	22.7%	25	14	3	2	2	3	1
Outpatient	95.4%	4.6%	3061	2253	501	138	64	70	35
Paediatric Inpatient	95.0%	5.0%	20	18	1	0	0	1	0
Paediatric Outpatient	100.0%	0.0%	1	1	0	0	0	0	0
Unmapped	96.3%	3.7%	633	476	98	31	12	10	6

There has been a decrease of 1.4% for positive responses for this period with a total of 6453 responses compared to 6174 for the previous . 4530 people responded with a good rating compared to 4402 in the previous report. Community & Primary feedback responses rating has dropped to 77.5% positive rate compared to 100% for the previous period, they have however seen an increase of 25 responses compared to the previous responses. Mental Health outpatient has seen an increase of 5.1% in positive feedback. Day case positive feedback has seen a decrease from 98.8% for the previous period to 96.8% for this period.

Glangwili General 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	92.7%	7.3%	1881	1290	345	101	63	66	16
Aberglasney Suite	100.0%	0.0%	47	39	8	0	0	0	0
Accident and Emergency Department	89.3%	10.6%	447	264	106	29	17	27	4
Ambulatory Care Unit	73.3%	26.7%	32	13	9	1	7	1	1
Branwen Suite	98.1%	1.9%	55	45	8	0	0	1	1
Cardio-Respiratory Unit	92.9%	7.1%	104	78	14	5	6	1	0
Childrens Centre	100.0%	0.0%	22	19	3	0	0	0	0
Cilgerran Ward	90.9%	9.1%	11	10	0	0	0	1	0
Cleddau Ward	90.9%	9.1%	11	7	3	0	1	0	0
Clinical Decisions Unit	93.3%	6.7%	17	7	7	2	0	1	0
Coronary Care Unit	100.0%	0.0%	12	11	1	0	0	0	0
Day Surgery Unit	92.3%	7.7%	26	23	1	0	1	1	0
Derwen Ward	90.3%	9.7%	34	26	2	2	2	1	1
EEG/EMG Department	89.7%	10.3%	29	21	5	0	1	2	0
Endoscopy Department	100.0%	0.0%	12	10	2	0	0	0	0
Madog Suite	96.3%	3.7%	55	42	10	1	0	2	0
Merlin Ward	100.0%	0.0%	16	13	1	2	0	0	0
Outpatient Department (Blue)	94.3%	5.7%	705	484	130	46	20	17	8
Paediatric Ambulatory Care Unit	85.0%	15.0%	21	14	3	1	1	2	0
Picton Ward	82.6%	17.4%	24	15	4	1	3	1	0
Same Day Emergency Care Unit	100.0%	0.0%	50	46	3	1	0	0	0
Surgical Assessment Unit	81.2%	18.8%	18	11	2	2	3	0	0
Tysul Ward	100.0%	0.0%	64	49	11	4	0	0	0

Prince Philip General 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	94.6%	5.4%	1417	1054	217	61	42	30	13
Acute Medical Assessment Unit	91.5%	8.5%	52	32	11	5	2	2	0
Cardio Respiratory Department	97.8%	2.2%	48	39	6	2	1	0	0
Day Surgery Unit	94.1%	5.9%	34	28	4	0	2	0	0
Endoscopy Department	100.0%	0.0%	16	15	1	0	0	0	0
Minor Injuries Unit	88.3%	11.7%	312	191	59	25	18	15	4
Outpatient Department	96.8%	3.2%	744	582	109	23	14	9	7
Physiotherapy Department	96.8%	3.2%	33	23	7	2	1	0	0
Pre Op Assessment Clinic	100.0%	0.0%	34	27	7	0	0	0	0
Rheumatology Department	92.7%	7.3%	59	49	2	3	3	1	1
Same Day Emergency Care Unit	96.9%	3.1%	33	28	3	1	1	0	0
Ward 6	100.0%	0.0%	12	12	0	0	0	0	0
Ward 7	87.5%	12.5%	16	12	2	0	0	2	0

Withybush General 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	89.7%	10.3%	1115	730	206	66	57	51	5
Accident and Emergency Department	81.3%	18.7%	403	211	89	33	43	26	1
Cardio Respiratory Department	98.4%	1.6%	123	102	18	1	1	1	0
Endoscopy Department	96.2%	3.8%	26	19	6	0	0	1	0
Gynaecology Care Suite	90.0%	10.0%	20	14	4	0	0	2	0
Medical Day Unit	100.0%	0.0%	13	12	1	0	0	0	0
Outpatient Department (A)	94.0%	6.0%	310	215	53	23	5	12	2
Physiotherapy Department	98.3%	1.7%	59	45	12	1	0	1	0
Rheumatology Department	80.0%	20.0%	12	5	3	2	0	2	0
Same Day Emergency Care Unit	93.7%	6.3%	49	36	9	1	2	1	0
Ward 4	82.6%	17.4%	23	15	4	0	3	1	0

Bronglais General 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	92.4%	7.6%	766	521	131	54	21	33	6
Accident and Emergency Department	86.6%	13.4%	321	185	61	35	16	22	2
Cardio-Respiratory Department	100.0%	0.0%	53	42	10	1	0	0	0
Ceredig Ward	100.0%	0.0%	11	5	6	0	0	0	0
Day Surgery Unit	100.0%	0.0%	20	18	1	1	0	0	0
Outpatient Department	95.4%	4.6%	276	214	36	11	4	8	3
Rhiannon Ward	100.0%	0.0%	15	9	5	1	0	0	0

Community Hospitals

Main Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	94.4%	5.5%	495	371	74	18	17	9	6
Aberaeron Intergrated Care Centre	92.6%	7.4%	32	18	7	3	2	0	2
Amman Valley Hospital	96.7%	3.3%	35	20	9	3	1	0	2
Cardigan Integrated Care Centre	93.7%	6.3%	274	218	34	5	12	5	0
Llandovery Hospital	100.0%	0.0%	5	5	0	0	0	0	0
South Pembrokeshire Hospital	92.5%	7.5%	56	41	8	2	1	3	1
Tenby Cottage Hospital	97.7%	2.3%	93	69	16	5	1	1	1

GP - Patient Experience Feedback.

All 48 GP practices in Hywel Dda recently sent out patient feedback questionnaires, 25 questionnaires were sent out per 1000 population to reflect upon patient experience and undertake improvements in response to the feedback. The summary below provides feedback from the Health Board's managed practices. Information on the remaining practices will be provided in the next report.

PRACTICE NAME	FEEDBACK	ACTION
Ash Grove, Llanelli	200 patients were surveyed. Overall patient satisfaction level was 7.79 (10 being excellent). Issues raised included not wishing to phone at 8am for an appointment, more face to face appointments, continuity of care with a GP, lengthy queues on phone lines. Patients commented on the friendly staff.	The Practice has reviewed the appointment system, and made available more face to face appointments with GPs and Advanced Nurse Practitioners. A patient notice board will be set up explaining the need for locum use and other relevant information. The practice will also promote the on line service and speak to patients about different ways to contact the practice to improve accessibility.

PRACTICE NAME	FEEDBACK	ACTION
Myddygfa Minafon, Kidwelly & Trimsaran	225 responses were received. Main concerns related to access to appointments and difficulties reaching the practice by telephone in the morning. GPs were perceived as not listening to patients. Patients were dissatisfied with reception services.	The practice has ensured that all rest result consultations can be pre-booked appointments with GP or Physician's Associate, booked up to 12 weeks in advance. The number of on the day and pre bookable face to face appointments with a GP was being reviewed. Discussions held with the clinical team about ensuring patients feel listened to and understand information being given to them. Reception staff will be offered customer service training. An increased number of staff would be made available to answer morning calls.
Myddygfa Sarn, Pontyates	160 patients responded to the survey. The issues reported were the same as the surgery above	Solutions were the same as above.

PRACTICE	RESPONSE	ACTION
Tenby Surgery	177 patients responded, following an initial low return rate. Satisfaction level of 8.1. 71 patients provided positive comments such as friendly, helpful, felt listened to, professional. Feedback included wanting to see more GPs, 8 am telephone appointments difficult, car parking and continuity of GPs.	More pre-bookable appointments are now available, more information is on the practice website, and a change in the telephone system will be undertaken to reduce the number of missed calls. Patients will be encouraged to call after 10.30 am for non urgent issues to ease pressures on telephones at 8 am.
Neyland/Johnston	158 responses were received. Overall satisfaction rate was 7.78 at a time when the practice was transitioning from independent contractor status to managed practice. The Johnston site was also closed due to urgent maintenance needs. Positive comments received about staff, exceptional care, friendly staff, feel listened to, use of plain language. Access to appointments was of concern, Consistency of GPs, more face to face appointments.	Changes were made to the telephone system. Additional telephone line will be added to help with the call volume. A rolling review of the appointment system will be undertaken, looking at ways to improve accessibility.

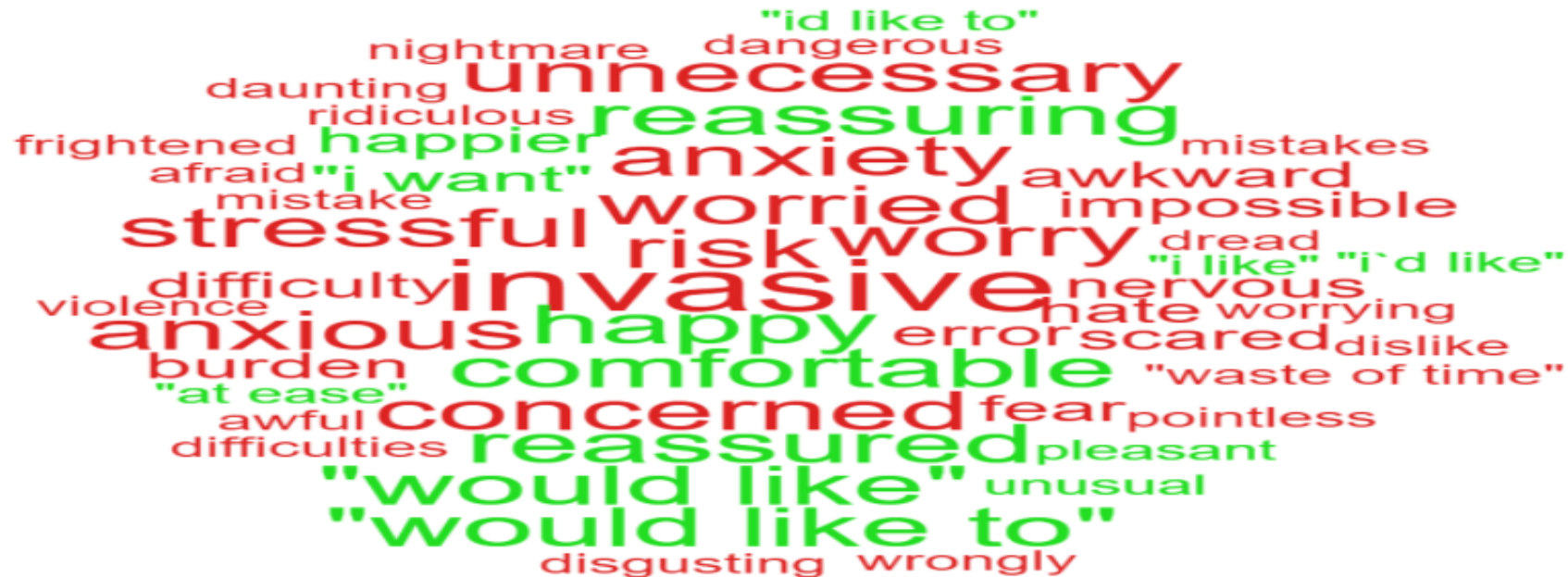
Mental Health Service Feedback

This Word Cloud has been created by using feedback from Older Adult Mental Health, Community Mental Health and Mental Health Liaison Service.

motivated
ridiculous
love lovely
"felt safe" thanks "keen to"
supportive happy
impossible ignoring
fantastic ignore useless
amazing

Sexual Health - Human papillomavirus (HPV).

The Sexual Health Team are interested to find out whether people would be happy to do a free HPV self-sample before a cervical screening (smear) test (test is not yet available) The team approached the Patient Experience Team to support the delivery of a patient survey asking questions about views on cervical screening (smear) test and self-sampling for the human papillomavirus (HPV). The survey was sent out to 33,000 patients via a text message 4862 responses have been received during the period resulting in a 15% response rate. The following word cloud describes some of the sentiments received. This is currently being reviewed and analysed by the Sexual Health Service.



Patient share their feedback on Reinforced Autoclaved Aerated Concrete (RAAC) at Withybush

The Patient Experience Team has been visiting the wards to obtain feedback following the changes the 'RAAC' improvement work has brought upon Withybush Hospital.

The following are comments gathered from the patient feedback system:

- Although appointments were cancelled due to work at Withybush I was kept informed and was seen at South Pems. Dermatology nurse and trainee were first class. A very good experience as usual.
- This appointment was short notice telephone made by the eye department the day before as a result of a cancellation due to work in Withybush. The whole team worked together to get us processed as quickly as possible including handling an emergency. The appointment at South Pembrokeshire hospital where all the staff remained positive despite travelling around to many different units. The consultant was very helpful professional and compassionate with my eye examination referring me for an MRI scan. THANK You

Paediatric Surveys



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

During the months of August to September, the number for each of the paediatric questionnaires have increased to 110 responses, with 104 responses in parents/carer/relatives' survey, 1 response in the 12 to 16-year-old survey and 5 responses in 4- to 11-year-old survey.

The team has been working with the community Paediatric team to support them with a bespoke survey and we hope to share information with you in the next report.

Paediatric Surveys



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

“We arrived during shift change over which was no problem staff was friendly and make sure we were comfortable while we waited which wasn’t long! All members of staff made. My daughter comfortable. Also friendly to my younger son and aunty who was here too! The connection they made with the children to build trust to do obs was outstanding, The staff was so caring to all of us! The experience is absolutely amazing Couldn’t ask for better. Great job by all “

- Parents and Carers

“Everyone was extremely welcoming! Clayton in particular made us feel very comfortable and put my almost 2 year old as ease Nurses are fantastic and communication has been great “

- Parents and Carers

” Positive patient experience, staff and doctors were very helpful and happy. Listened to our concerns and looked after us as parents as well as our poorly baby”

Parents /Carers Survey

Paediatric Surveys



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

“Although an earlier visit was not the same, we were fobbed off and the term “first time parents always worry” was used several times. This visit 2 weeks later is so far a completely different experience, dr prem and dr emah uvoh we’re exceptional when explaining and allowing concerns to be hard “

- Parents and Carers

” Neither the patient or her family are properly informed of what is happening and if any mistakes have been made “

Parents /Carers Survey

” I've been supported both physically and mentally several times they couldn't do enough for me “

Parents /Carers Survey

“Every single member of staff has been fantastic. So helpful and kind to our Ella. The play team are so enthusiastic and really lift everyone's spirits on the ward. It's been a nice experience, under difficult circumstances. Thank you for making it that much easier for us all. “

- Parents and Carers

” I felt listened to I felt my opinion as the mother was just as important as theirs excellent. “

Parents /Carers Survey

Paediatric Surveys



This Word Cloud has been created by using feedback from Paediatric patients and their families/carers and relatives:

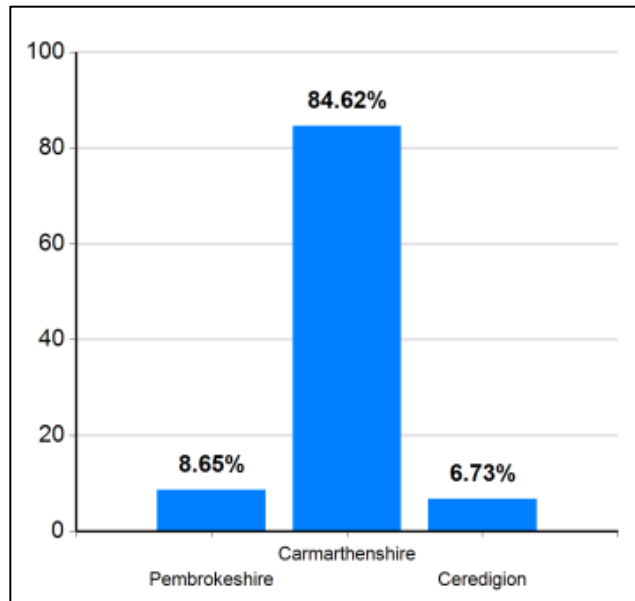


Paediatric Surveys

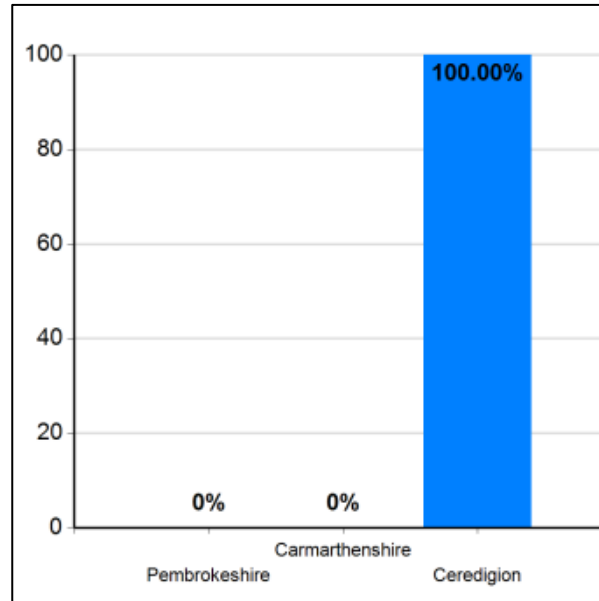


Below shows the overview of responses from each county.

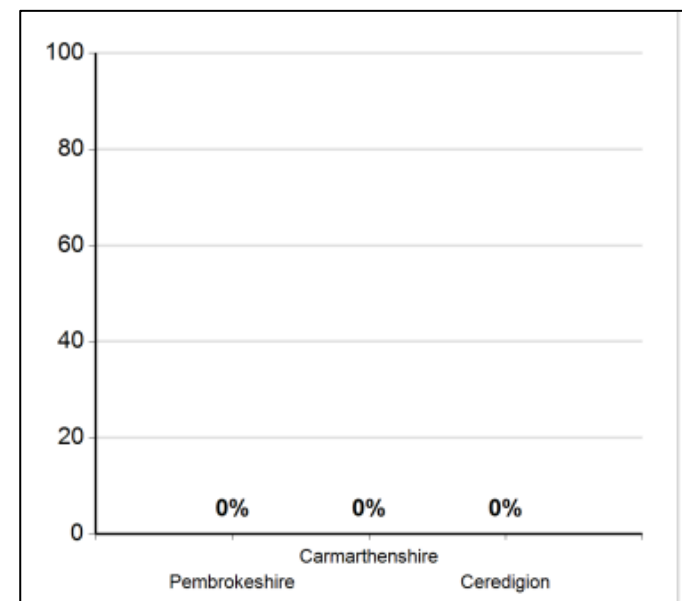
Parents & Carers



4-11 years old



11 years and older



Feel Good Friday

The team continue to promote the Feel Good Friday and provide teams with certificates of appreciation. Teams continue to provide feedback on how great it feels to receive this recognition and look forward to seeing this recognition every Friday on the staff information email.



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.

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THE BIG THANK YOU DERMATOLOGY TEAM - PPH



Patient Experience Team
Tim Proffiad Y Claf

THE BIG THANK YOU CDU STAFF AND FAMILY LIAISON OFFICER KIRSTY - GLANGWILI HOSPITAL



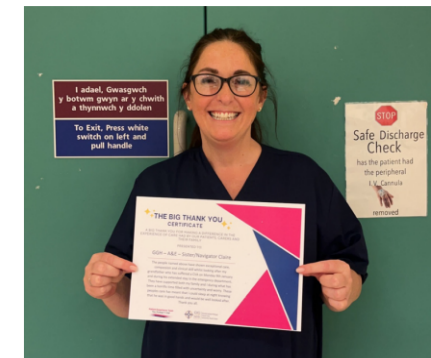
Patient Experience Team
Tim Proffiad Y Claf

THE BIG THANK YOU RADIOLOGY DEPARTMENT - BRONGLAIS



Patient Experience Team
Tim Proffiad Y Claf

THE BIG THANK YOU CLAIRE - SISTER IN A&E - GCH



Patient Experience Team
Tim Proffiad Y Claf

Improving Experience - In Summary

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

A significant number of patients take the time to provide feedback, people shared their experience during this period, which is appreciated. 92.9% were happy with their experience.

Feedback captured in real time via surveys is collected from patients who are staying in our hospitals; or from patients who access the survey following their attendance. 92.9% reported that their experience has been positive compared to previous surveys, which average 90%.

- **Prince Philip General Hospital** received 1417 feedback responses with 94.6% providing a positive score. All services received a score of 90% or above, with the exception of Ward 7 who scored 87%. Endoscopy, Pre Op assessment and Ward 6 all receiving 100%.
- **Glangwili General Hospital** received 1881 feedback responses with 92.7% providing a positive score. All services received over 72%. (majority over 80%) Aberglansney Suite; Childrens centre; Clinical Decisions; Coronary Care; Tysul Ward; Endoscopy, Merlin Ward and Same Day Emergency all receiving a 100% positive rating.
- **Withybush General Hospital** received 1115 feedback responses with a 89.7% positive rating. All services scored 80% or above; Medical Day Unit received a 100% experience score.
- **Bronglais General Hospital** received 766 feedback responses, 92.4% providing a positive score. All services received a score of 92% or above, with Cardio – Respiratory; Ceredig ward; Day Surgery Unit and Rhiannon wards a 100% positive score.
- **495** people responded about their experience of attending our **community hospitals** compared to 401 for the previous period-this is increase is due to patients being transferred from Withybush Hospital during building work. 94.4% felt positively about their experience. All received over 92% positive rating, with Llandovery achieving 100%.

Arts & Health for our patients

Arts Boost – Awarded Runner Up

Hywel Dda UHB is delighted to share that our **Arts Boost Project: Improving Children and Young People's Mental Health through Art** was awarded **Runner Up** at the National Patient Experience Awards for Commissioning for Patient Experience.

Arts Boost is a collaborative project between our Specialist Children & Adolescent Mental Health Service (S-CAMHS) and HD Arts & Health Team.

[**PENNA 2023 PATIENT EXPERIENCE NETWORK**](#)



Awarded 3rd Year of funding
Read more here: [Transforming their Mental Health through the Arts this World Mental Health Day](#)



Storytelling with People Speak Up at S-CAMHS Learning Academy

PRESENTED AT WEAVE | GWEHYDDU ARTS & HEALTH MENTAL HEALTH CONFERENCE

Kathryn Lambert (Arts & Health Coordinator) and Katie O'Shea (S-CAMHS - Psychological Therapies Lead) **presented Arts Boost at the Weave | Gwehyddu Conference on October 4th 2023** with great success.

The Weave Conference focused upon the positive impact of arts and creativity on Wales's Mental Health & Wellbeing and was hosted by Wales Arts Health and Wellbeing Network (WAHWN).

Arts & Health for our staff

HYWEL DDA CHARITIES FUNDING FOR CREATIVE ACTIVITIES FOR STAFF WELLBEING FUND

We are delighted to announce that our Staff Wellbeing Programme can continue up until **October 2025** with funding from **Hywel Dda Charities Funding**.

We want to share a **big thank you** to all staff and colleagues who have been supporting this right across the Health Board. We would also like to thank our Arts Partners for their support and work with creating a friendly, comforting environment for all staff within Hywel Dda.



CREATIVE COLLECTIVE BREAKFAST CLUB WITH GERALDINE HURL

Staff are invited to join a weekly quick **30-minute breather** at the start of their working day

Current series = **Movement for Wellbeing with dance artist Geraldine Hurl.**

Taking place **Online** every **Thursday** via **Teams** [Creative activities for staff wellbeing](#)

(intranet link, not available externally)

"Feeling more present and grounded x thank you"