

CWHHE CCG Collaborative Patient Experience and Complaints Report 2016 – 17

EXECUTIVE SUMMARY

The annual report provides a summary of themes and trends emerging from the Patient Experience and Complaints data across CWHHE CCGs. The Quality, Nursing and Patient Safety Directorate have a dedicated Complaints and Patient Experience resource to enable the provision of a complaints service and review of patient and carer experience across commissioned providers and CCG provided services.

To note that the Complaints Section of the report is a statutory requirement and requires Governing Body formal sign off.

The Patient Experience Section – although not a statutory requirement - provides an overview of the CWHHE CCGs themes and trends emerging from key CCG commissioned services. More specifically the data reviewed relates to the following providers:

- Central London Community Healthcare NHS Trust
- Hounslow and Richmond Healthcare NHS Trust
- Chelsea and Westminster NHS Foundation Trust
- Imperial College Healthcare NHS Trust
- West London Mental Health NHS Trust
- London North West Healthcare NHS Trust (Community Services). Data presented in this section only highlights Friends and Family Test response rate and percentage recommend for the period of April 2016 – March 2017. As patient experience reports provided by the Trust cover the organisation as a whole rather by division.

The quality and presentation of the data included in this report varies due to the quality of available data relating to the Trusts, it also reflects the quality of the data outlined in the providers' Quarterly Patient Experience Reports.

Complaints

From 1 April 2016 - 31 March 2017 there were 395 complaints across the 5 CCGs within CWHHE CCG Collaborative, 103 of these complaints related to the commissioning decisions taken by the CCGs and were investigated and responded to under the NHS Complaints Procedure. 82 complaints were about Primary Care Contractors and were forwarded to NHS England for investigation and response. 184 complaints related to other providers and with the complainants' consent were forwarded to the appropriate organisations for investigation and response under the NHS Complaints Procedure. Where appropriate, the CCGs requested a copy of the final response for quality monitoring purposes. Of the complaints investigated and responded to by the CCGs the majority related to commissioning decision taken, however 4 related to Individual Funding Requests; 21 related to NHS funded Continuing Health Care and 2 related to Personal Health Budgets.

Themes emerging from complaints received overwhelmingly related to care received and appointments, other themes include staff attitude and the time taken for referral to treatment. In terms of provider complaints - higher numbers were received relating to Imperial (Charing Cross and St Mary's sites) and at Chelsea and Westminster (West Middlesex site).

For a detailed analysis of the data by CCG and themes relating to providers please refer to Complaints Section of the full report.

Patient Experience

The patient experience section is a resource to help CCGs to have an overview of areas of focus and priority to:

- Inform commissioning plans and decisions
- Identify areas of priority for improving patient experience and access across all commissioned services and providers

The information used relied on existing data from numerous sources in particular, Friends and Family Test (FFT), and data used to produce Provider Quarterly Patient Experience Reports and Annual Quality Accounts.

Key findings

The types of patient experience data currently captured takes place within healthcare settings. This does not systematically capture access to and experience of self-care, self-management, peer support and advocacy programmes; the quality of health and care information as well as experience of services provided by 3rd sector organizations at community level.

In order to address this, work is already underway to build an integrated infrastructure - in collaboration with the London Quality Observatory - to enable for a wider range of datasets and qualitative community insights to capture experience and feedback in realtime. Further details are outlined in the section below.

There is a wide range of data currently available and while this is helpful in uncovering insights into patient experience more generally, there are no datasets that have been generated specifically for measuring and evaluating patient experience (PE) across different contexts and over any period of time.

Emerging themes

The report highlighted key 'touchpoints' — i.e. points of interaction between service users and staff, healthcare environments and digital resources, service users – that affect the quality of the overall patient experience across providers and services. These include:

- **Contact & Information:** knowing who to contact and how, finding information on condition, healthcare facility, advice and support;
- **Appointment:** making appointments, what to do if delays and cancellation of appointments occur
- **Arrival:** knowing where to report, who to speak with, interaction with (reception and other) staff;
- **Consultation:** interaction with healthcare professionals, GPs, doctors, nurses, specialists;
- **Care:** quality and effectiveness of care provided (including examination, treatment, and management of a condition);
- **Discharge:** knowing what to do next, how to take medication, danger signs and who to contact if needed.

Key area of focus, development and delivery during 2016/2017

Development of Patient, Service User, Carer and Community Experience & Insights System

In last year's Annual Complaints and Patient Experience Report, it was highlighted that order to be able to use data to better understand and improve patient experience, three separate but interrelated components are required:

- **Design** of a commonly agreed (and co-produced) PE framework that includes indicators for both measuring and evaluating patient experience and complaints data (over time and across different healthcare settings)

- **Develop** a Survey/Questionnaire Bank Infrastructure — for the data bank to be accessible to a range of organizations and services with the ability to:
 - Link to existing surveys
 - Export questions and datasets
 - Import validation questions and surveys
 - Access to meta data
- **Publish** survey / feedback outcomes in accessible formats for use by patients, the public and partner organisations.
- **Monitor** patient and carer experience of care through provider quarterly patient experience and complaints reporting.

Through discussions with CWHHE CCGs Engagement Leads and local organisations it emerged that there is an opportunity to bring two systems together that are already commissioned in different locations.

Currently, there is the annually licenced portal to a national database of Patient Experience data, which CCGs are mandated to report to NHS England:

- NHS Choices
- Patient Opinion
- Safety Thermometer
- NHS Friends and Family Test (+ GP FFT)
- PROMs/PREMs
- Social Media (Facebook, Twitter)
- CQC Data
- GP Survey (useful for delegated commissioning)

Separate to the above, there is a software house provider, which automates CCG customisable and editable questionnaires, which two of the five CWHHE CCGs have already used to support:

- Service redesign
- Community patient experience
- Equality Impact Assessments through real time collection of patient experience questionnaires
- Customisable questionnaires for local engagement
- Supply and support questionnaire on tablets for Community Voluntary Service organisations to use with housebound and hard to reach less mobile cohorts of patients

The highlights and recommendation in this report will be used as a tool to inform patient experience discussions and areas of focus both at the individual CCG Quality and Safety Committees; the Clinical Quality Group meetings as well as the North West London Collaborative Quality Committee. It will also inform further development of the patient experience quality requirements.

The full report can be found [here](#).