



Patient Experience Update

Blackpool Overview and Scrutiny
Committee

Trust Feedback - overview

- Over July & August the Trust received 7, 445 pieces of feedback
 - 74 formal complaints
 - 586 compliments
 - 620 patient relation contacts
 - 205 patients interviewed by ‘listeners’
 - 3798 replies to Friend and Family question
 - 32 stories displayed on patient opinion website
 - 682 inpatient responses to our local survey
 - 1442 replies to our outpatient survey

Formal complaints

- In August/July there were 17,525 admissions to the Trust.
- Of the 74 formal complaints received 65 were relating to care in the hospital, this equates to 0.37% of hospital admissions
- 9 related to community services.

Patient Relation Contacts

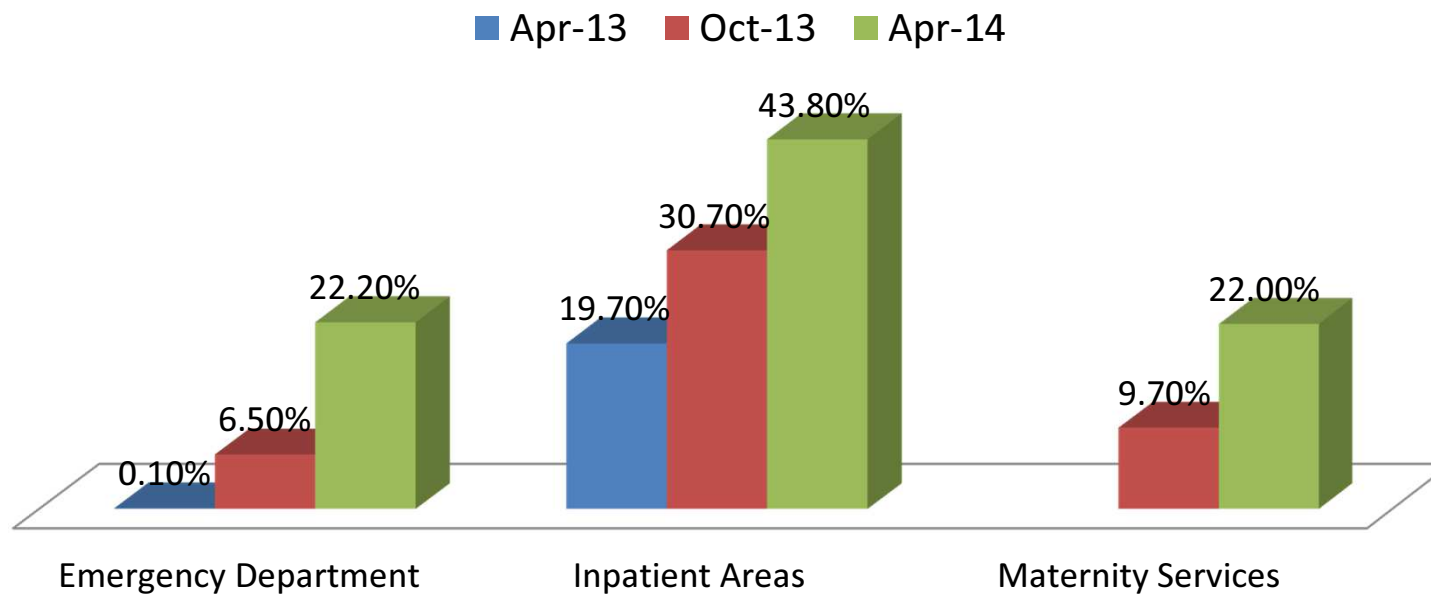
- 620 people contacted the patient relations team
- 249 informal complaints
- 371 general enquiries

Listeners

- Visited 37 inpatient and outpatient areas - interviewing 1500 patients since the scheme began
- 98% patients state they are being treated with respect and dignity
- 80% rate their care as excellent or very good
- Popular comments are around faulty equipment, hospital food and care and discharge plans

Friends & Family Survey

- Response rates have increased from 453 in April 2013 to 2563 by April 2014 using a range of cost effective methods.



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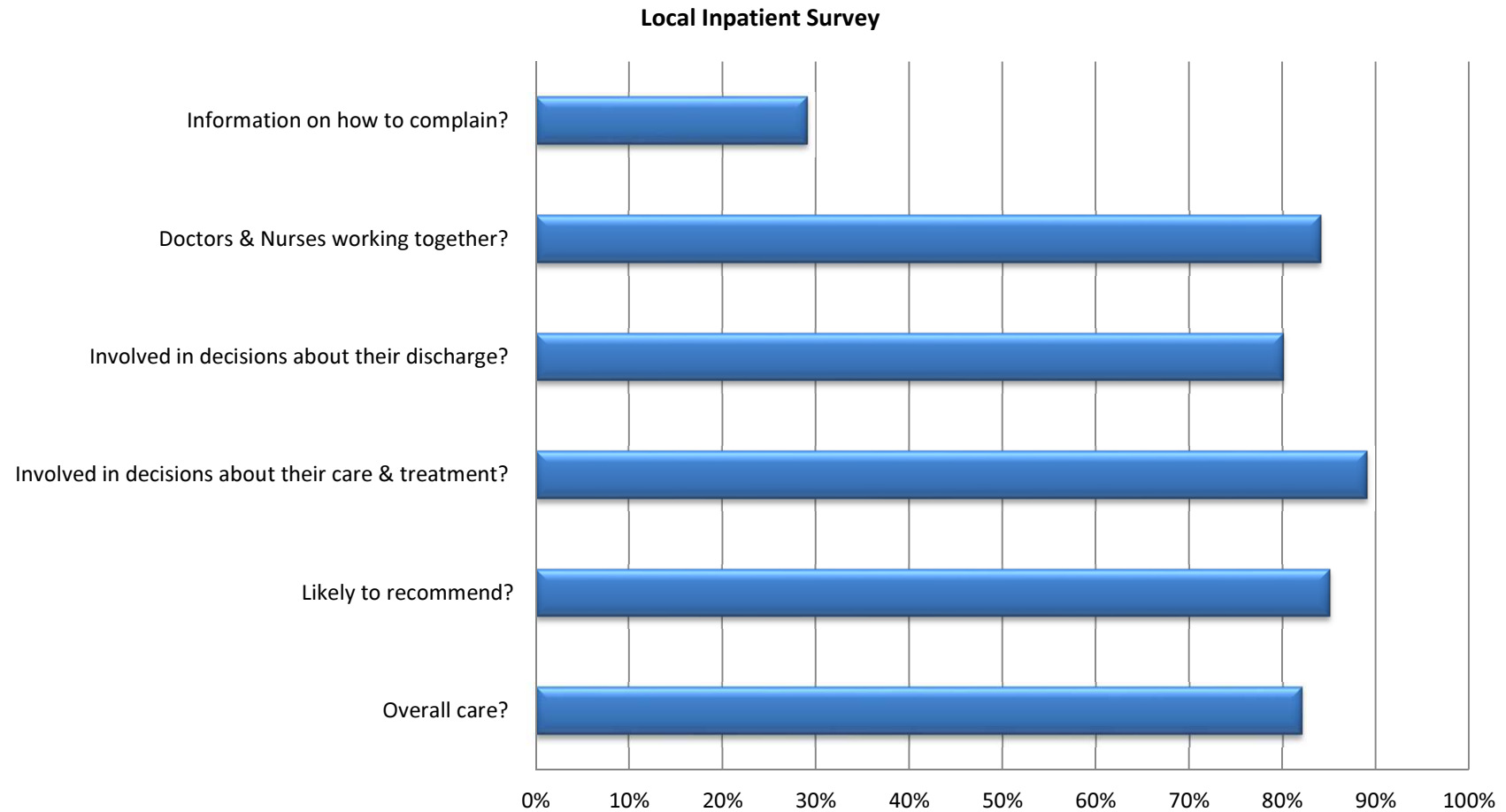
Compassion

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Patient Opinion Website

- In July there were 13 stories posted
- The most read story in July was about “Lack of care and compassion”, relating to care received on one of the Orthopaedic wards, it was viewed by members of the public 110 times.
- In August there were 20 stories posted.
- The most read story in August was about “My endometrial cancer”, relating to the outstanding care received by Mr Arthur and his team, it was viewed by members of the public 65 times.

Local Inpatient Surveys



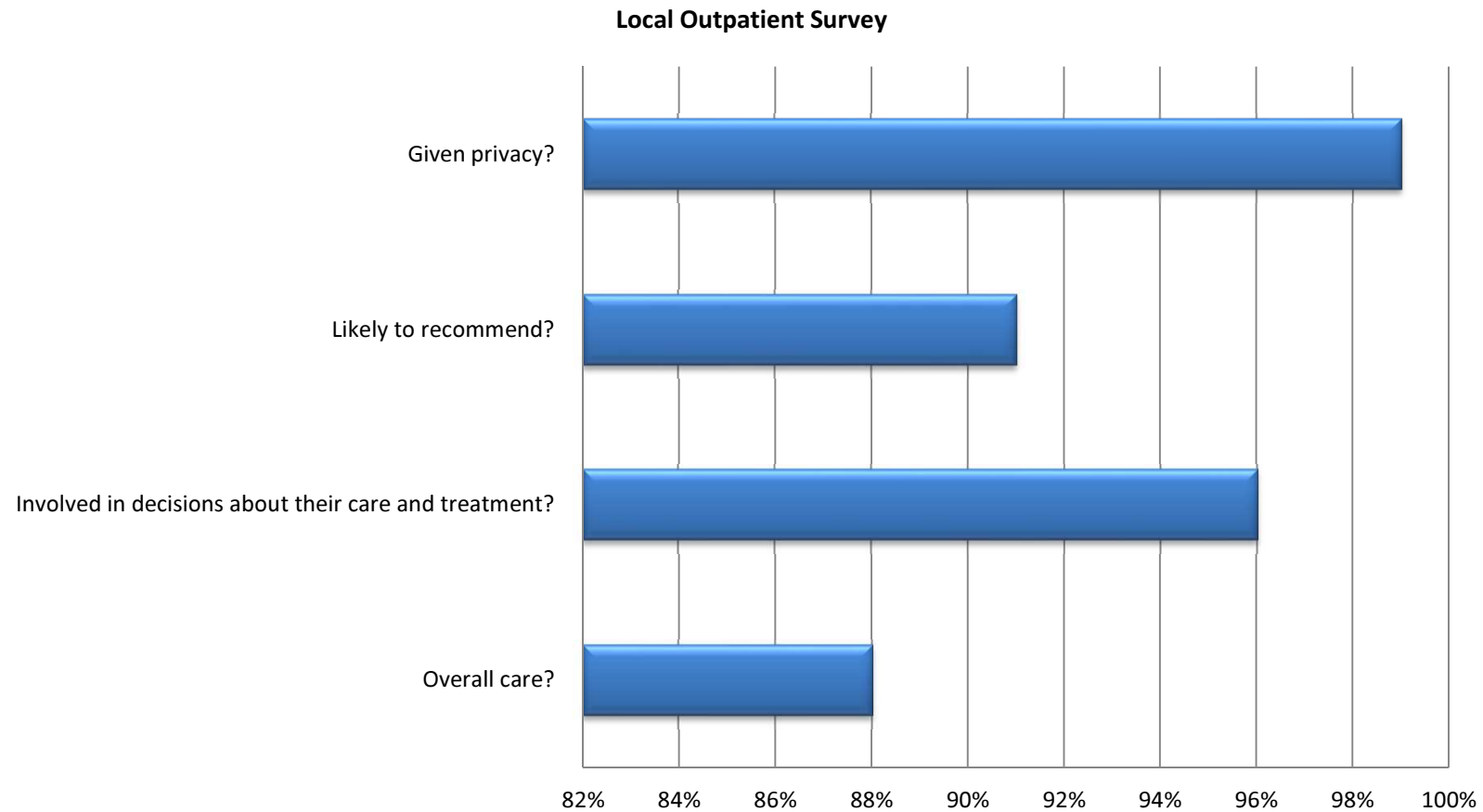
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Local Outpatient Surveys



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Patient Panel

- Set up in early 2014 – aim to work with trust to give a patient view on improvements.
- Patient led inspections of hospital food resulted in a revised menu, smaller portion sizes, new snacks for diabetic patients, and clearer labelling.
- Redesigning the Trust website so it is more patient friendly
- Are championing participation in clinical research and have set up a Research and Development Committee

Tell Us Campaign



- 'Tell Us' delivers very clear and understood messages to our diverse population about who we are, how they can reach us, and how their concerns will be taken seriously
- Trust built feedback mechanisms in line with Clwyd Report, Health Watch England Research (June 2013) and CQC reports
- Film to raise awareness

Tell Us Campaign



- **Let's hear from the people it's reached...**



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Thank you

Any Questions?

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