Summary of NHS Greater Glasgow and Clyde’s

Annual Report on Feedback, Comments, Complaints and Concerns 2013/2014
I would like to welcome you to this summary of NHS Greater Glasgow and Clyde’s Annual Report on Feedback, Comments, Complaints and Concerns for 2013/14.

NHS Greater Glasgow and Clyde is absolutely committed to providing a health service which is continually improving and is person-centred for our patients. One of the ways in which we can ensure that our services are meeting the needs of our patients is to listen and accept feedback when things work well and also when they don’t.

We have many ways in which we collect feedback from our patients. These can range from our formal complaints process, to our online feedback system on our public website and Patient Opinion to individual wards and departments which provide ways for patients and visitors to communicate their views.

We are aware that we don’t always get it right every time and we always encourage people to talk to us to let us know when they feel they haven’t received the service or care they should have.

However, we also learn from comments and compliments. Knowing what is working well in one ward or department means that we can try and take this forward and expand it throughout our whole organisation.

During this summary you will hear more about the comments, concerns and feedback which we have received and the actions we then implements as a result of them.

I hope you find this summary document useful and informative. If, however, you wish to see the full Annual Report on Feedback, Comments, Complaints and Concerns please visit: www.nhsggc.org.uk/contactus

Finally I would like to thank each individual who took the time to get in touch with us with their feedback and I would encourage anyone who has a concern or comment to use one of the many ways we offer to get in touch in the future.

Professor Rosslyn Crocket, MBE, Director of Nursing, NHSGGC
How we gather feedback

We want to encourage all of our patients to give us feedback and all of our staff to seek it and use it to ensure that the care they give is the best possible and sensitive to the needs of each individual.

Here are some of the ways we seek feedback from our patients:-

- Surveys and questionnaires;
- One-to-one interviews;
- Focus groups of patients;
- Standing panels of patients, carers or members of the public;
- Patients or carers being members of clinical networks or advisory groups;
- Public Partnership Forums provide useful feedback to the Partnerships.

We have suggestion boxes in wards or departments and we use Feedback Boards for patients to say what is important to them. We have a Community Engagement Team which travels to community groups and attends evening or weekend events to meet with the public and share information or gain feedback. We have two web based systems, Patient Opinion and NHSGGC Patient Feedback, where patients or carers can leave feedback online.

We also help promote the Patient Advice and Support Service (PASS), which is able to provide tailored one-to-one support to patients or carers who wish to provide feedback, convey comments or concerns or be supported in making a complaint. We promote PASS through marketing leaflets and posters and inviting the PASS staff to talk with our patient groups.
Examples of local projects which have worked with patients and their families include:

What Matters to Me

‘What Matters to Me’ is a feedback programme at the Royal Hospital for Sick Children which aims to improve the way we listen to and provide services for children and young people in hospital. ‘What Matters to Me’ gives every child old enough the opportunity to draw or write a ‘what matters to me’ list which is then displayed close to their bed. This is helping to shape a service that does not assume knowledge on the thoughts of children, but rather asks them directly and responds to their needs.

Feedback from other patients staff and families has been overwhelmingly positive:-

- ‘So the children can read it and not feel scared’ (9 yrs);
- ‘I have communication difficulties and it is good to let other people know what matters to me (13 yrs);
- ‘Nice to be involved’;
- ‘Helps hospital staff know topics to talk about’; and
- ‘Helps staff look after him when I’m not here’.

‘What Matters to Me’ is now being rolled out to other wards and departments including adult services where rehabilitation wards for the elderly are also reporting on the new and interesting insights they are gaining on what matters to their patients and how they would like to be cared for.
Clinical Genetics Service, Laboratory Medicine building, Southern General Hospital

Clinical Genetics is a regional service for adults and children with genetic or potentially genetic conditions.

A patient survey in 2012 highlighted problems some patients had finding the clinic. They reported that signage wasn’t adequate; they were confused by the layout of the site and had trouble negotiating their way around the campus because of the building work on site.

In response to this feedback the service reviewed and updated the information leaflet and map that are sent out to patients with their appointment letters. This new leaflet improved directions to the clinic and signage on the campus and in the clinic building was made clearer to follow.

A repeat survey in 2014 showed improvements in finding their way. The majority of patients reported that they had received an information leaflet and map, 85 percent found it helpful, and most were able to find the building without a problem.
Using the web –

Patient Opinion and Patient Feedback

In the last twelve months, two web-based feedback sites have been used by members of the public to provide feedback on and share experiences of using our services. Patient Opinion is run externally by an independent social enterprise. In 2013/2014, 185 stories were told. Of these, the sites moderators rated 2 per cent strongly critical, 10 per cent moderately critical, 23 per cent mildly critical, 21 per cent minimally critical and 45 per cent not critical.

Patient Feedback was developed in-house by NHSGGC. It allows people to post feedback electronically that is not visible to others. NHSGGC Feedback has the ability to track usage by demographics. Over time, this may indicate patterns or themes common to certain groups. Between its launch in November 2013 and the end of March 2014, NHSGGC Feedback has had 152 responses. This feedback included 85 comments and 67 pieces of praise. 43 individuals registered to join the Involving People Network and 103 registered to receive this Annual Report. A number of the comments made have also led to changes. These include changes to signage at the New Victoria and Glasgow Royal Infirmary, changes to staffing rotas and times at Medical Records to meet better patient needs to phone in changes or cancellations to appointment times, changes to the web site, telephone numbers, ambulance transport details and public transport routes, improvements to toilets, improved availability of wheelchairs at outpatients.

Two further changes involved sending text messages prior to outpatient appointments being progressed through the roll out of NetCall and improving the maps of the Royal Alexandra Hospital and Glasgow Royal Infirmary on our website.
Complaints 2013/14

We received 2917 complaints, of these:

- 12 Other
- 621 Upheld
- 819 Upheld in part
- 1281 Not upheld

Total number of complaints withdrawn 122

The five issues which attracted the most complaints

- 131 Premises
- 1787 Clinical Treatment
- 476 Attitude and behaviour
- 390 Date of Appointment
- 386 Communications (oral and written)
Some examples of improvements we have made following complaints include:

**Person centred-centred breakfast times**

We are introducing person-centred breakfast times in the Beatson West of Scotland Cancer Centre. This was introduced for patients who had to have early radiotherapy or investigations or who wanted to eat later. Patients reported missing their breakfast because they were called at the same time for radiotherapy treatment, or taken for investigations or that the breakfast service was too early and they didn’t yet feel like eating.

The team are testing a “patient-centred” breakfast time which allows the patients to eat when they want to. If the patient has missed out on their breakfast or expressed a wish to have a late breakfast a red flag is placed at their bedside to alert staff to provide this either on the patient return from treatment or when they are awake.

This has freed time up for the nursing staff to undertake vital sign recording and assessment of patients at an earlier stage in the morning and to have the information available for medical staff before ward rounds. Medical staff have commented how much better the ward runs with observations being completed at this time, allowing them to have access to vital signs before ward rounds. This was an unexpected benefit.

**Nurse-in-charge identification**

Patients and families in Ward 5 of the Southern General Hospital said that they did not know who was in charge of the ward on each shift due to the number of staff who all wear the same uniform. The nurse-in-charge for each shift now wears a red badge on their uniform to allow all members of the public and staff to know who the nurse-in-charge on the ward is.

Patients have commented that it is now easier to identify who is in charge particularly if the senior charge nurse is not on duty.
**Feedback to independent contractors**

We also record the amount of feedback which our independent contractors receive. These contractors include GPs, Dentists, Optometrists and Community Pharmacists.

Many independent contractors reported that they had systems they had in place in 2013/14 to gather feedback. In their reports they described how they gather, share and report on feedback; key themes identified and examples of service improvements and developments that resulted from feedback, comments and concerns. Independent contractors reported using a wide range of bespoke ways for gathering feedback for example, surveys, comment cards together with patient forums which offered opportunities to gain an in-depth understanding of users’ concerns and interests.

**Feedback from minority communities**

We are also committed to gaining feedback from minority communities

We pro-actively seek feedback from patients and groups who may face particular challenges in accessing our services to ensure that barriers to all of our services are removed. Community engagement activity has included more than 3000 encounters at 80 events last year, including voluntary groups, support groups and community councils. We listen to our patients through initiatives such as 500 Voices, Patient Stories and Tell Us Your Thoughts.

In addition to many of these feedback processes we have established an Equalities Health Reference Group who advise us on how accessible and sensitive our work is in terms of meeting the needs of our diverse population. We also have a Health Equalities Network which promotes public involvement and feedback in the development of our health services.

We held a number of patient involvement events at the end of 2013. We wanted to engage with different groups of people who have specific needs and to make improvements based on the issues they raised. In total, 143 people took part, representing eight ‘equality groups’, these were:

- Asylum Seekers & Refugees;
- British Sign Language users;
- Deaf blind people;
- Lesbian, Gay and Bisexual people;
- People with Hearing Loss;
- People with Learning Disability;
- Transgender people; and
- Visually Impaired people.

The events provided feedback on our services and what needs to change and we now have an action plan in place. We plan to hold these events again in 2014 as part of a process of continuing engagement to review and monitor our progress.
Get in touch

Our aim as part of handling complaints and feedback is to ensure that they are used as a mechanism to learn lessons and improve future services for our patients. We want to make it as easy as possible for you to get in touch with us so that we can learn from your experiences and improve our services in the future.

We encourage you to provide comments and feedback to the person(s) involved in your care. In addition, you can visit www.nhsggc.org.uk/patientfeedback in order to give your feedback about NHS Greater Glasgow and Clyde.

If you wish to make a complaint, please visit www.nhsggc.org.uk where you will find information regarding our procedure. You may also contact our Complaints Helpline on 0141 201 4500 or write to us at NHS Greater Glasgow and Clyde, Corporate Headquarters, JB Russell House, Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow G12 0XH.

We would welcome comments and feedback on the presentation and information contained within this Annual Report on Feedback, Comments, Complaints and Concerns to:-

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