

# Summary of NHS Greater Glasgow and Clyde's Annual Report on Feedback, Comments, Complaints and Concerns 2014/2015



## Introduction

Welcome to this summary of the second NHS Greater Glasgow and Clyde's Annual Report on Feedback, Comments, Complaints and Concerns for 2014/15.

Thanks to a massive response from patients we are continuing to evolve our services by making changes to create a truly patient-centred NHS.

Every comment and complaint is an opportunity to learn about how we can better meet the needs of patients and visitors, and deliver health care in wards and other settings.

There are a number of ways in which patients and their relatives and friends can tell us how well or not we are doing.

These range from our formal complaints process to the online feedback system on our public website and using Patient Opinion to inform individual wards and departments.

We acknowledge that there is room for improvement, and feedback, both comments and compliments, can lead to positive change throughout our organisation.

Within this summary you will read more about the suggestions we have received and the actions which have followed as a result.

I hope you find this summary document useful and informative, and the full Annual Report on Feedback, Comments, Complaints and Concerns can be found at:

<http://www.nhsggc.org.uk/get-in-touch-get-involved/we-are-listening/>

I would like to thank everyone who spent time getting in touch to give their opinions, because in many cases they lead to beneficial change.

To keep the momentum going I would encourage anyone with a concern or comment to use one of the many channels we offer to get in touch in the future.



Professor Rosslyn Crocket MBE  
Director of Nursing  
NHSGGC



## How we gather feedback

We encourage and want to make it as easy and simple as possible for all of our patients to give feedback and follow this up through staff using the comments to tailor their approach and deliver the most appropriate care for the individual needs of patients.

There are a number of ways patients can talk to us:

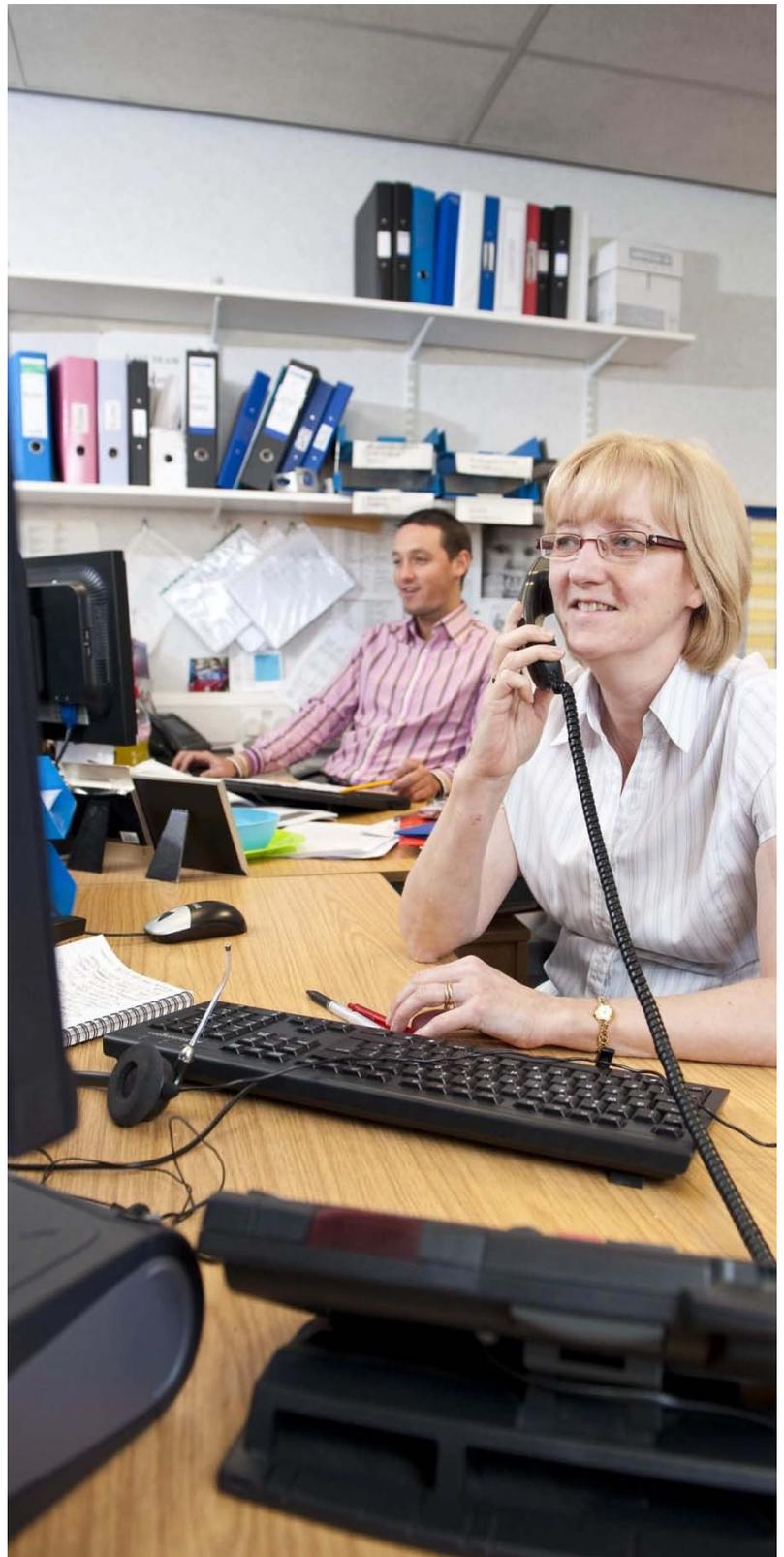
- Surveys and questionnaires
- One-to-one interviews
- Focus groups of patients
- Standing panels of patients, carers or members of the public
- Patients or carers being members of clinical networks or advisory groups
- Public Partnership Forums provide useful feedback to the Partnerships.

There are suggestion boxes in wards and departments and Feedback Boards are available for patients to note what is important to them.

Two web-based systems, Patient Opinion and NHSGGC Patient Feedback, can be used by patients and carers to leave their comments online.

We also promote the Patient Advice and Support Service (PASS), which provides tailored, one-to-one support to patients or carers who want to voice an opinion, make a comment or raise a concern.

PASS is advertised through marketing leaflets and posters which invite support service staff to talk to patient groups.



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## What matters

Feedback from patients has identified that they are not consistently being asked what is important and what matters to them.

When patients feel involved in what is happening to them, with their views being taken into consideration, they feel more positive about their care.

Issues can change on a daily basis and so bedside white boards have been introduced on ward 19 at the Royal Alexandra Hospital in Paisley, where staff can see at a glance how patients are feeling and what currently matters to them.

The boards record “what is important to you today?” and has proved to be useful to nursing staff to help prioritise and personalise care for each patient.

These have been particularly welcomed by relatives of patients with cognitive impairments, or have difficulty explaining what is important to them.

One of the surgeons in the ward has reported this has also influenced her approach to discussions with patients.

She now opens her conversation with the patient by asking them about “what matters” as opposed to what the medical plan is, and is sharing this learning with colleagues.

In a ward at the Queen Elizabeth University Hospital staff are exploring the use of a daily patient diary to flag up “what matters” and are using this information to chat and review with patients during the daily ward round involving multi-disciplinary staff.

## Patient Advice and Support Service (PASS)

PASS was launched in 2012 to help raise awareness of patient rights and responsibilities and support people giving feedback, comments, raising concerns or complaints.

The service is provided via the Citizen’s Advice Bureau (CAB) who have appointed dedicated PASS case workers, and is independent, free, and confidential.

During 2014/15 a total of 536 clients were helped with 2129 enquiries, the majority about hospital acute services.

An evaluation of the work of the service from its launch to March 2014 and the report commended the accessibility of PASS and the support that it offered vulnerable users.

It was recognised that PASS and NHS Greater Glasgow and Clyde staff have a clear understanding of each other’s roles and had a positive relationship.

The ability to work together as a wider team worked well and both sets of staff had opportunities to shadow each other’s roles and reach an understanding of each other’s jobs.

However it was also felt that more could be done to reach even more people and one of the areas of improvement is to increase targeted activity to promote the service.

# Encouraging feedback

## Universal Feedback and Carers' Audits

Within the last year we have been implementing a number of approaches to help us listen to our patients and carers.

Two of these are Universal Feedback and the Carers' Audits. The former is a card given to all inpatients on the day of their discharge from a ward which asks: How likely are you to recommend our ward to friends and family, if they needed similar care or treatment?

A second question asks for the main reason for the answer given with a comment box which may be praise, criticism or a suggestion to improve the service.

This information provides a high level overview of how wards are performing and makes it easy to make comparisons across the Board.

It was introduced in April 2014 and is being rolled out across each hospital with the aim that all inpatients will be asked their opinion of the care they experienced by April 2016.

So far 96 wards are participating with 8182 patients giving feedback, with an overall percentage positive score of 96 per cent.

The Carer's Audit focuses on what carers, family and friends think about the care their loved ones are receiving.

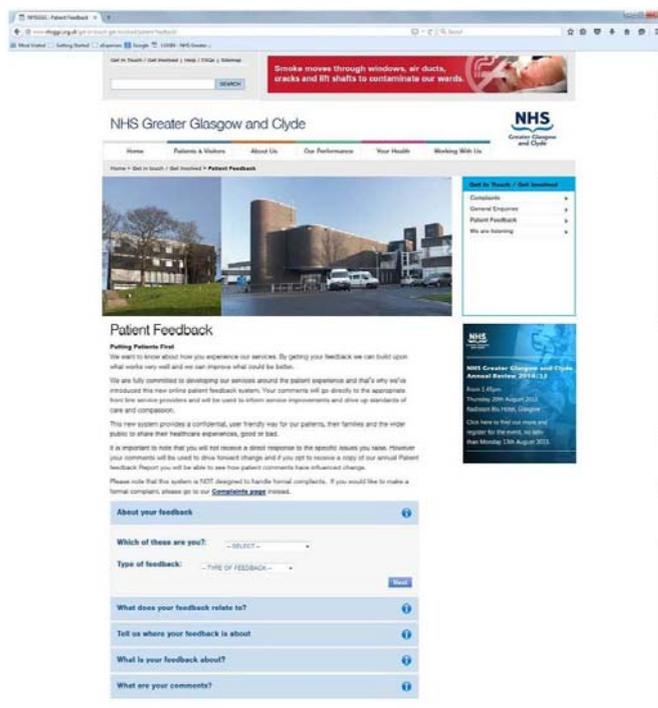
A key feature of this feedback system is that all named carers/next of kin are contacted by post prior to the audit to raise awareness of this opportunity to meet or contact a Patient Experience Public Involvement Manager.

This manager goes to the ward and interviews family, friends and carers to identify any issues and produces a report for the appropriate general manager.

In 2014/15, six Carers Audits were undertaken, involving listening to the views and perceptions of 135 carers, friends or family members.

The areas which generated most feedback for improvement included pro-active communication with families and increased time for staff to spend on person-centred care.

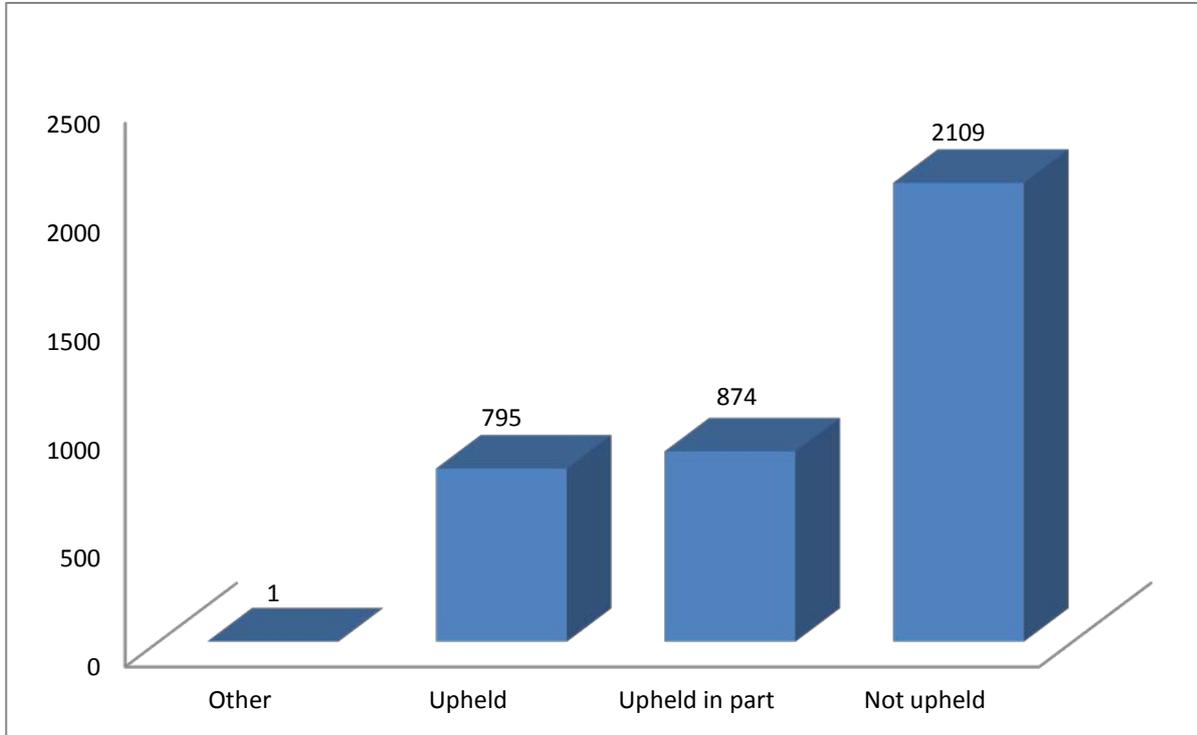
The most positive feedback covered issues such as positive staff attitudes, values and behaviours, and responsive staff who listen to their patients and their families.



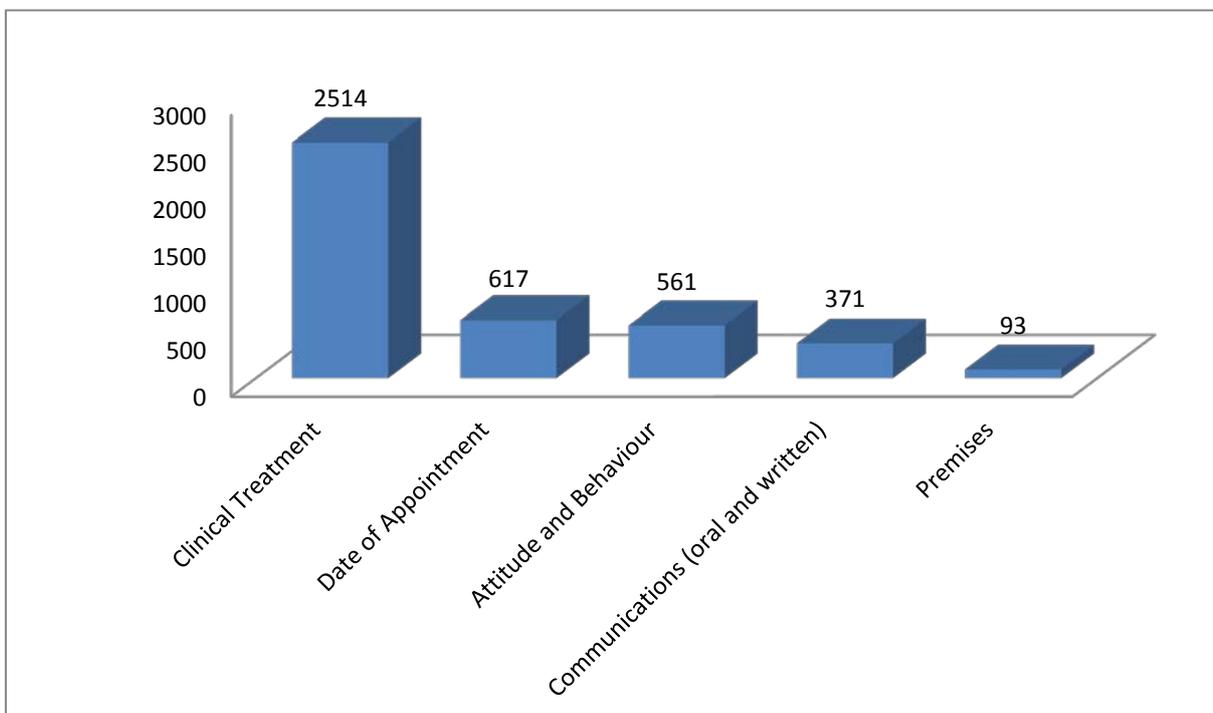
The image shows a screenshot of the NHS Greater Glasgow and Clyde Patient Feedback form. The form is titled "Patient Feedback" and includes a "Praising Patients First" section. It asks for the patient's name and contact details, and then asks for feedback on the patient's experience. The form includes a "Type of feedback" dropdown menu and a "What does your feedback relate to?" section. There are also sections for "Tell us where your feedback is about", "What is your feedback about?", and "What are your comments?". The form is designed to be user-friendly and easy to complete.

# Complaints 2014/15

We received 3991 complaints, of these:



The five issues which attracted the most complaints



Some examples of improvements we have made following complaints include:

## Improved clinic capacity

We have introduced changes to practice in an outpatient clinic on days following public holidays to improve capacity.

This is in response to a patient who complained after a 90 minute wait. After an investigation it was discovered that the clinic had been overbooked through a combination of urgent appointments and a higher number of referrals from the emergency department because of the previous day being a public holiday.

The service has now reduced the number of appointments arranged on days immediately after a holiday to factor in time to see emergency patients.

The complainer was satisfied with the outcome and after a further appointment wrote to express their gratitude because they had found the service greatly improved thanks to our response to the concern they had raised.



## No smoking messages

One service is piloting a postcard scheme in reaction to a complaint about smoking.

The cards have been designed with a “No Smoking” message and were placed at bedsides and communal areas with the within the ward.

The aim was to drive home to patients and visitors NHSGGC’s Smoking Policy, and if scheme this proves successful it will be rolled out across other sites.

## Feedback to independent contractors

We record the amount of feedback which our independent contractors receive.

The reports from GPs, Dentists, Optometrists and Community Pharmacists showed that they had made progress during 2014/15 in establishing systems for “listening” to their patients, carers and the public and that they had taken a wide range of effective, measurable actions to respond to the feedback, comments and concerns they had received.

They reported a wide range of methods of sharing feedback, and much was overwhelmingly positive and complimentary.

A diverse range of actions had been taken in response to comments, ranging from small improvements such as refreshing the magazines in waiting areas to the complex re-design of systems.

Some changes and service improvements have been robustly evaluated while others are being monitored using on-going incident reporting or patient feedback.

## Feedback from minority communities

We are committed to and pro-actively seek feedback from minority communities.

Engagement with those with protected characteristics is designed to understand how we can ensure there is barrier-free access to our services for those protected by the Equality Act 2010.

NHSGGC has a wide range of engagement structures including Patient Partnership Fora, Managed Clinical Networks, Patients Panel and a Mental Health Network.

A variety of actions and improvements have taken place in response to feedback from these groups, including the following:

Thanks to regular contact with British Sign Language (BSL) users we have taken actions to make services more “deaf friendly.”

These include a “Your Rights to an Interpreter” card which was developed to enable Deaf people to remind staff of their right to an interpreter with information about how to book someone, and Deaf Awareness sessions have been held for staff.

Glasgow Community Health Partnership (CHP) South Sector has been involved in community engagement work with the Roma community.

This led to a session delivered to the senior management team on accessible information and interpreting, and promoting the use of telephone interpreting when no face to face interpreter can be booked.

Responding to comments from transgender people the Gender Reassignment Policy has been reviewed and rewritten, describing how transgender people should be treated within our mainstream services.

# 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](http://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](http://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 feedback on the presentation and information contained within this Annual Report to:**

**Head of Board Administration  
NHS Greater Glasgow and Clyde  
JB Russell House  
Gartnavel Royal Hospital  
1055 Great Western Road  
GLASGOW  
G12 0XH**

**Email: [john.hamilton@ggc.scot.nhs.uk](mailto:john.hamilton@ggc.scot.nhs.uk)**