

Outpatient Friends and Family Test

Measuring, Reporting and Acting

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(Presented at PENNA by Jenny Thomas, Patient
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 @RCHTWeCare

Background

- Outpatient services are delivered by the Royal Cornwall Hospitals NHS Trust across the three main sights and within the community accounting for over 570,000 appointments every year.
- Standard Friends and Family Test didn't provide meaningful data about our Outpatient Services.
- Following the CQC report 2018, we wanted to improve collection of patient experience data to inform service transformation.



Response Rate 2018-19

574,286

Number of
Outpatient
Appointments

9920

Number of
Patient Surveys
Received

1.6%

Total Response
Rate

Working Together

In 2019 as part of the newly formed Outpatient Transformation Board we began working with:

- Patient and Family Experience Team
- Head of Nursing representing Outpatients at Royal Cornwall Hospital
- Head of Patient Services
- Deputy Associate Director of Commissioning, Performance and Intelligence



The group looked at the CQC concerns and how we could address them by adapting the questions, making them more relevant to our Outpatient areas.

What we wanted to know...

Was the
outpatient
department
easy to
find?

Did staff
introduce
themselves?

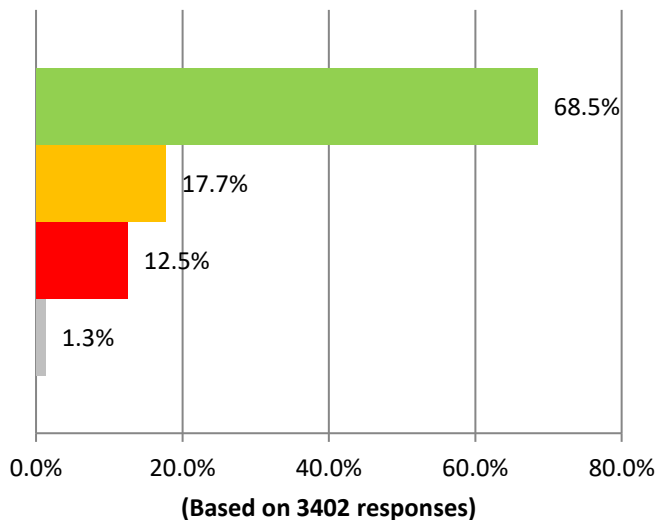
Was your
appointment
on time?

Did staff
keep you
informed of
any delays?

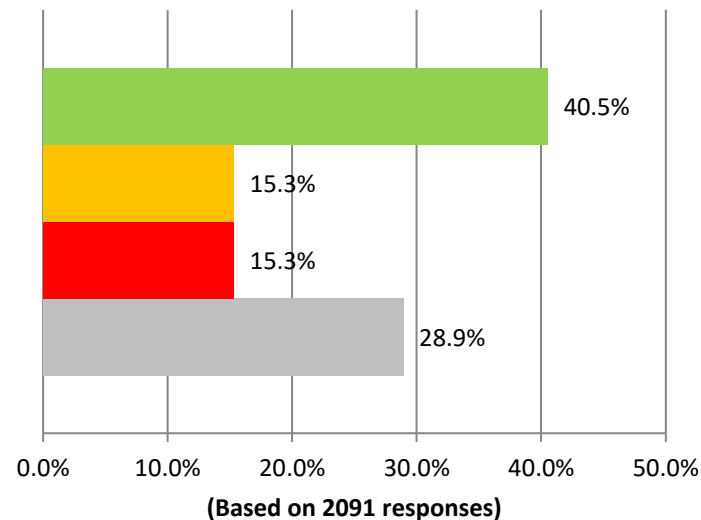
Was there
enough time
to discuss
your health
problem?

Initial Findings

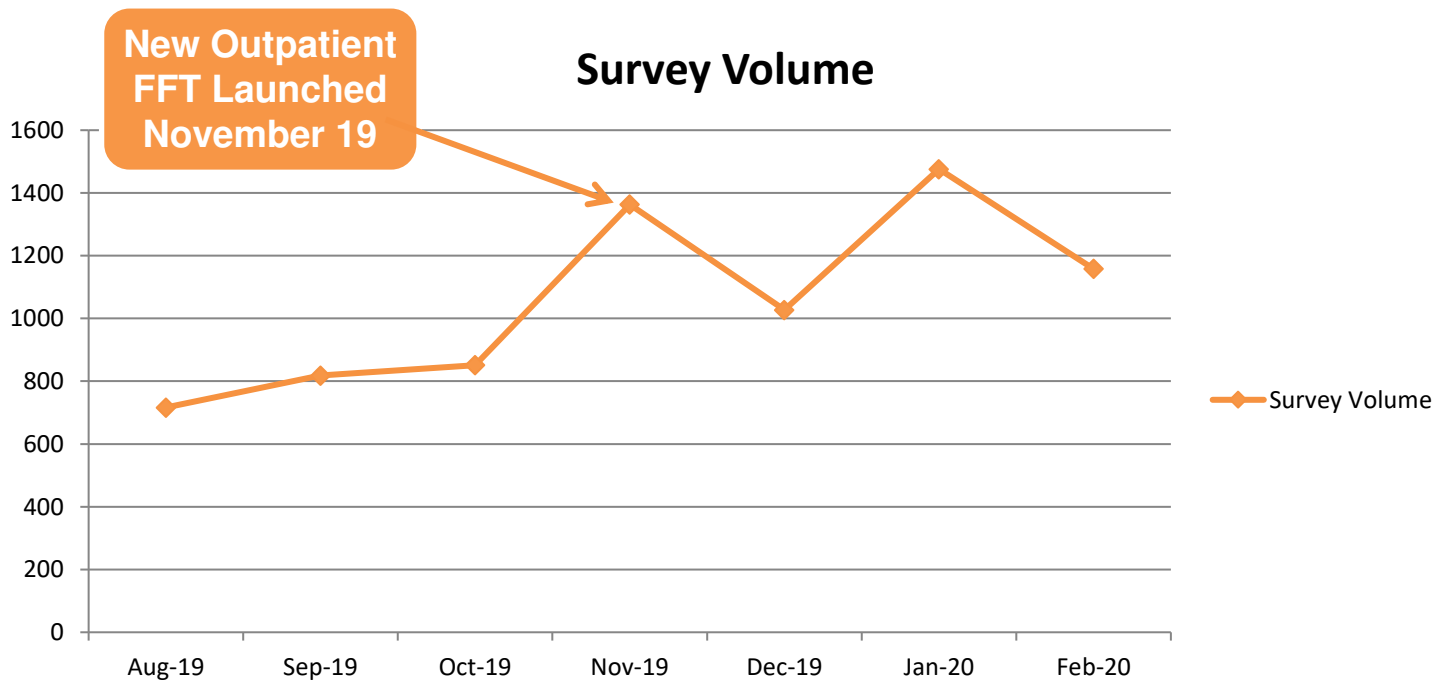
10. Was your appointment on time?




11. If your appointment was not on time, were you kept updated by staff?



Initial Findings



Outpatient Accreditation



“Creates a platform for continuous improvement in patient safety and patient experience, and encourages staff engagement in local quality improvement projects.”

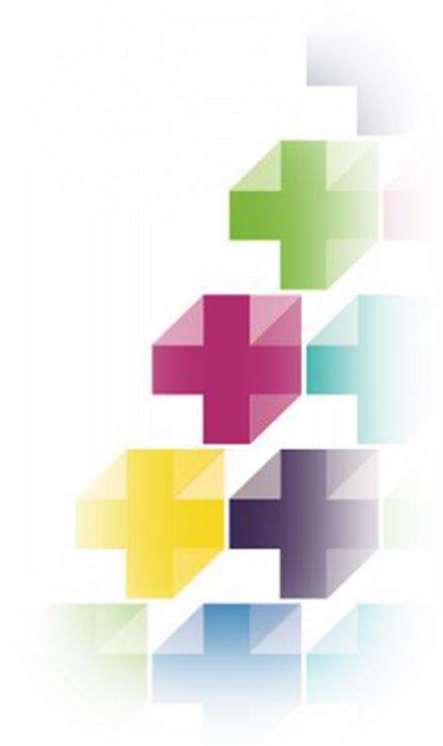
NHS Improvement

Guide to developing and implementing ward and unit accreditation programmes
March 2019

Outpatient Accreditation

What we will measure:

- Documentation
- Standards assessment
- Well managed department
- **Patient Experience**
- Environmental assessment
- Team reflexivity questionnaire



CQC Ratings for Outpatients

Inspected and rated

Requires Improvement



In **December 2018**, the CQC highlighted the need to improve the engagement of both staff and the public.

Inspected and rated

Good



In **December 2019**, the CQC said:
“The service planned care to meet the needs of local people, took account of patients’ individual needs, and made it easy for people to give feedback”.

Future Expectations

- Following the success of introducing SMS texting in our Emergency Departments, we plan to roll out the same initiative in all our Outpatient Departments to get even more feedback from our patients!
- Ongoing work to look at an app being introduced in 2020 so that patients can respond to the Family and Friends survey following their appointment.
- Look at different collection methods such as iPad stations in the waiting areas or pop up prompts when patients log onto the hospital Wi-Fi network.



And then Covid-19....

- Video clinics – 2 in January to 1,355 in June
- Telephone clinics – 2,393 in January to 15,324 in June
- Video consultation Friends & Family Test (FFT) automated at the end of May 2020 – over 650 responses to date
- Continual review to identify any negative feedback
- Telephone consultation (FFT) in development

