

Patient Experience Team



ROLE & FUNCTION



Inductions
Training
Facebook
Guidance
YouSaidWeDid
Concerns
Compliments
Care2Share
HaveYourSay
Veterans
Presentations
Informals

Informal Concerns Criteria

- The PALS Team developed and implemented the "Informal Concerns Criteria"
- Since May 2016 PALS have been running informal training sessions with front line staff on dealing with informal complaints
- 26 Areas have been covered so far
- 268 members of staff trained across all sites

2016/17		2017/18	
Formal:	688	Formal	379
Informal:	426	Informal:	1184
Compliments:	962	Compliments:	1331 (218 captured via Social Media)

What is an Informal Concern?

Example 1
Relative requests a meeting to discuss issues around care either via the Ward Manager or via the Consultant's Secretary
Action: Ward Manager/Secretary to arrange meeting no referral to PALS

Example 2
Lost Property, i.e. clothing, jewellery
Action: Ward manager/Senior Nurse to investigate

Example 3
Cancellations operations/OPD appointments/Delays in the theatre
Action: Directorate to speak to patient regarding situation

Example 4
Care & Treatment whilst an inpatient
Action: Ward Manager/Senior Nurse to resolve in first instance, if a resolution cannot be met to liaise with PALS to support, where appropriate.

Example 5 "Here and Now"
Patients/Relative request copies of notes whilst still under our care.
Action: Ask if there is a particular issue they want to discuss and discuss the issue with the patient. Contact Medical Records and request a form is sent to the patient.

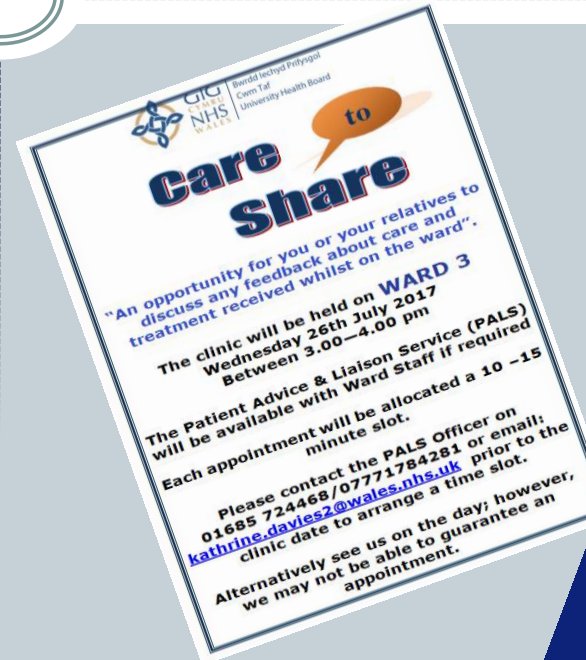
For a full criteria on referrals for "Informal" concerns/Complaints - see Page 4

Criteria for "Informal" concerns / complaints

Issue / Concern	PALS	Complaints	Directorate	Senior Nurse	Ward Manager
Cancellation of Operation - general/no beds			✓		
Delays/Cancellation of operations			✓		
Waiting times for appointments (new apps)			✓		✓
Rescheduling/Cancelled appointments			✓		
Lost property	✓		✓		
General Information			✓		
Cancellation investigations	✓		✓		
Issues relating to War Veterans				✓	
Car Parking					
Care & Treatment (whilst inpatient relating to one speciality only)	✓	Co-ordinate & Pass on			
Care & Treatment (inpatient/not in hospital) complex spanning several specialities					
Face to Face contact (request at department)	✓				
GP - Primary Care				Issues relating to consultants	Issues relating to ward manager
Attitude of staff					Issues relating to ward staff
Waiting times A&E					
Queries from patients with regards to benefit information		PALS sign post to DWP only			
Consultation / Doctor issues (treatment & care)					

Care to Share Clinics

- The PALS Team have undertaken "Care to Share Clinics on all sites
- 50 Clinics were undertaken in the last year
- Surgical, Medical, Paediatric & Therapies Wards
- 372 patient feedback comments logged
- Majority of feedback was positive and fed back to the Ward Managers and Teams



TRAINING

- The PALS Team are now undertaking training presentations to the following:
- Healthcare Support Workers Induction – 8 sessions
- Newly Qualified Nurse Induction – 12 sessions
- Nurse Induction – 14 sessions
- F1 Junior Doctors – 4 sessions

Session 4 - How to deal with Complaints

8) Do you have any suggestions for improvement of this session?
NO

9) Can you indicate the overall standard of this session, consider: trainer, style, content, handout.
Please circle as appropriate: Poor Fair Good Excellent

7) What aspects of this session did you find useful for your role?
Allowed me to have an understanding of what Once a Complaint goes through PALS.

8) Do you have any suggestions for improvement of this session?
NO

9) Can you indicate the overall standard of this session, consider: trainer, style, content, handout.
Please circle as appropriate: Poor Fair Good Excellent

Overall rating
10) Please add any other comments that you wish to make:
Excellent session delivered.

Thank you for taking the time to complete this form

GIG NHS Cwm Taf Health Board
Evaluation of Learning Form
Date: 30-7-14

Name: [Handwritten Name]

1) Can you indicate the overall standard of your programme, consider: trainer, pre course information, style, content, handout.
Please circle as appropriate: Poor Fair Good Excellent

2) Please can you provide us with more information for your score for Question 1?
Lots of information provided which was interesting to listen to.

3) Can you confirm the following on your course...
What went well? Knowing who PALS are and what they do.
What could be done better? Nothing

4) How often will you use the skills and/or knowledge you have gained from this programme?
Please circle as appropriate: Daily Weekly Rarely Never

5) Can you provide us with more information for your score for Question 4?
Identifying patients who need help or a listening ear. Hopefully their concerns can be resolved.

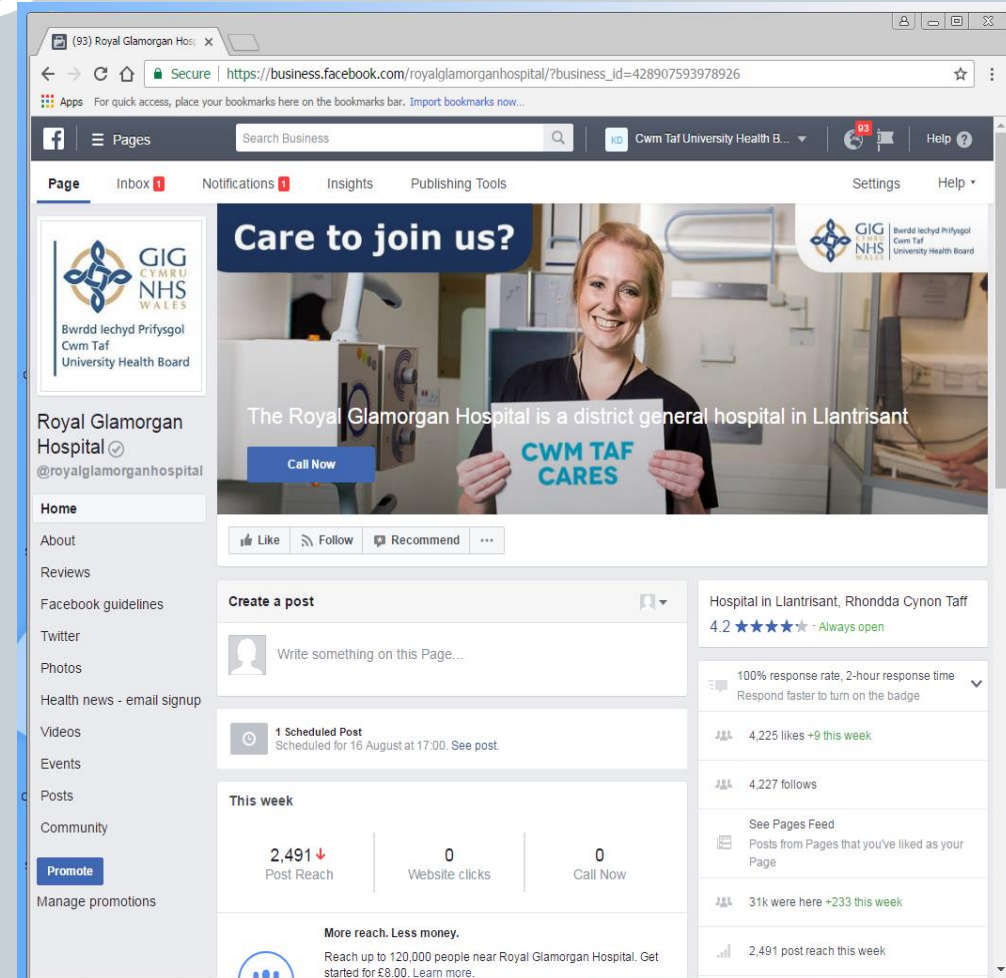
6) Please tell us what action points you will take when you get back to the workplace?
Always listen to what patients know who to call for help on certain matters.
Want to talk about less complaints.

7) What aspect of the service is going to improve as a result of this course?

8) Your views on our courses are important; please add any other comments that you wish to make:
enjoyed didn't realise what goes on behind the scenes.

FACEBOOK MONITORING

- Since October 2016 the PALS Team have been monitoring the Facebook Reviews for all hospital site pages
- 775 entries recorded so far
- 706 compliments received
- 69 grumbles received
- All fed back to Ward Managers & Directorates



HAVE YOUR SAY

- Since April 2017 the "Have your Say" boxes have been displayed in prominent areas of all hospital sites
- 738 Reviews received to date
- All fed back to Ward Managers & Directorates

Car
Parking

Waiting
Times

Smoking
on site

Compliments



Cwm Taf University Health Board is committed to developing a culture that places quality of the patient experience at the heart of everything we do, the perception of our public is important. Please share your experiences or any ideas you may have to help us improve our services, either in our hospitals or community services (this could include inpatient, outpatients, appointment times, the way we care for patients).

The overall service is excellent and staff are very friendly. If a bladder scan is required it would be helpful for the patient to arrive with a full bladder to reduce waiting time. If this information is included as the referral letter it may help.

Name:

Email:

Phone No:

Date: 27.4.17

Please tick: ☒ Patient ☐ Staff

Confidentiality: Cwm Taf University Health Board, any information you provide here will be held securely. The University Health Board will use the information you provide to improve the services we provide to you. The University Health Board will not share your information with any other organisation. Your information will be held securely and will only be used for the purposes stated above.

Real time Feedback Project

Participation in the newly formed UK National Patient Experience Collaborative launched September 2017

Real time feedback is being captured over 8 Wards in the Cwm Taf area over a period of 12 months. The pilot Wards were:

Royal Glamorgan:

- ❑ Wards 1& 2 Surgery
- ❑ Wards19 & 20 Medicine

Prince Charles Hospital:

- ❑ Wards 3 & 4 Surgery
- ❑ Wards 11 & 12 Medicine

Patient Experience Real Time Wards - Baseline 2017 to June 2018

Cwm Taf University Health Board

As at the end of June 2018, 1080 patients across 8 wards have participated in the Patient Experience Real Time Surveys. Across the 8 Wards the average domain score is 9.64 (out of 10). The domain average score has been very constant over the last six months ranging from 9.59 to 9.79. Across the 8 wards no domain average has drop below 9.22 between January to June 2018, these wards have shown consistent and a high standard of care over this period.

Domain Average	Highest Score		Mean Score	Lowest Score	
Baseline	9.85	Ward 3 PCH	9.30	8.93	Ward 19 RGH
January 2018	9.95	Ward 3 PCH	9.73	9.48	Ward 20 RGH
February 2018	9.98	Ward 12 PCH	9.76	9.22	Ward 1 RGH
March 2018	9.97	Ward 11 PCH	9.79	9.52	Ward 1 RGH
April 2018	9.94	Ward 3 PCH	9.64	9.46	Ward 12 PCH
May 2018	9.89	Ward 4 PCH	9.66	9.38	Ward 2 RGH
June 2018	9.84	Ward 11 PCH	9.59	9.28	Ward 3 PCH

Strong performance in the following domains

- Showing patients Respect and Dignity at all times - 9.89
- Confidence and Trust from the Doctors - 9.74
- Confidence and Trust from the Nurses - 9.86
- Cleanliness around the wards - 9.74
- Pain Control - 9.82
- Staff treating patients with Kindness & Compassion - 9.92
- Overall Domain average - 9.64

There is room for improvement in these domains

- Noise at night - 9.10

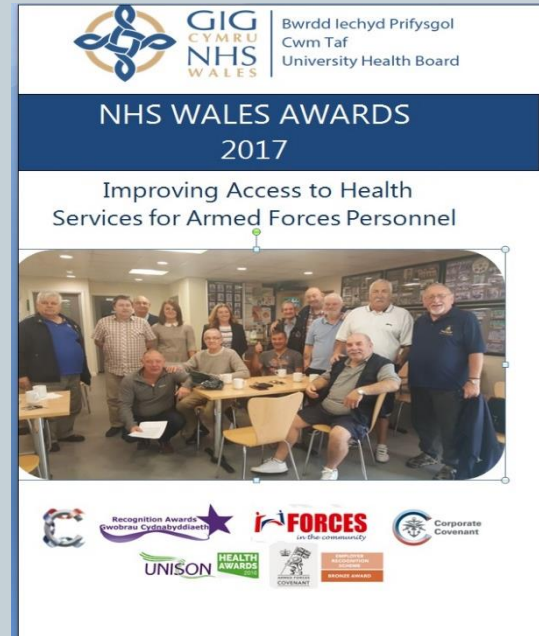
Highlights



Staff Recognition Award:
Approach to Partnership
Working May 2016



Staff Recognition Awards:
Nominated for Improving the Patient
Experience - July 2016



NHS Wales Awards 2017 – Shortlisted
for Improving Access to Health Services
for Armed Forces



Being part of the PEC
Collaborative and shortlisted for
PENN Awards 2019

THANK YOU FOR LISTENING

