

TEAM OF THE YEAR

PATIENT EXPERIENCE TEAM

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@ASPHFT

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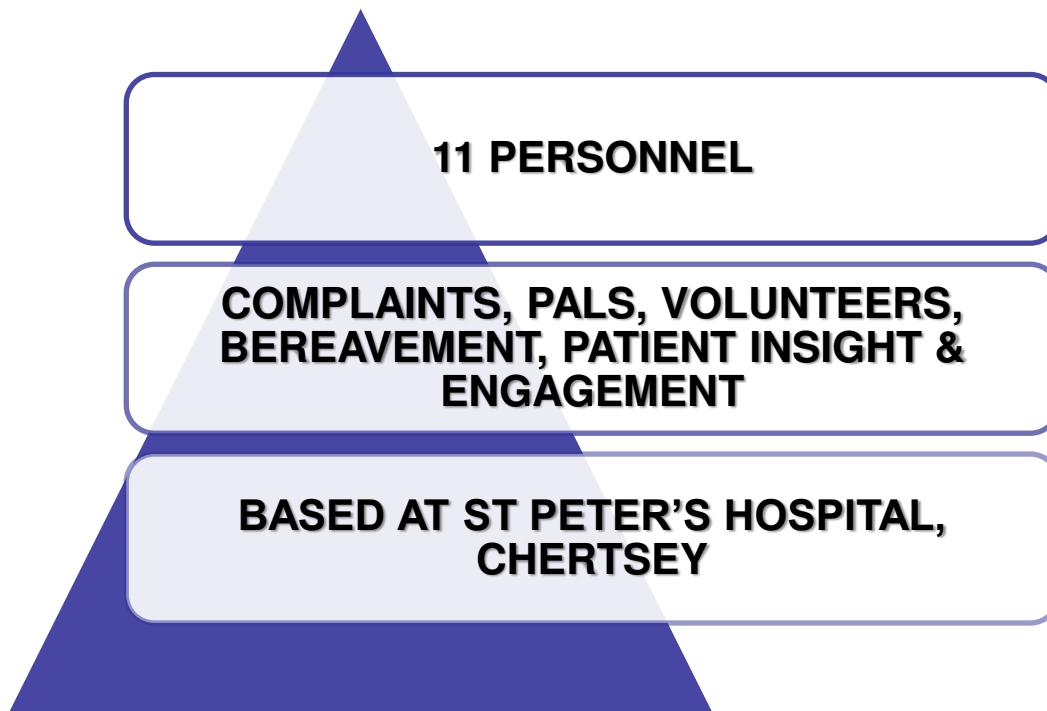


THE PATIENT EXPERIENCE TEAM



Patients first • Personal responsibility • Passion for excellence • Pride in our team

WHO ARE THEY?



WHAT DO THEY DEAL WITH?

**PER
ANNUM**

- **500 COMPLAINTS**
- **1300 PALS ENQUIRIES**
- **1300 DEATHS**
- **350 VOLUNTEERS**
- **FEEDBACK FROM UP TO 500,000**

WHY ARE THEY SO SPECIAL?



COMPASSION

EMPATHY

SYMPATHY

DEDICATION

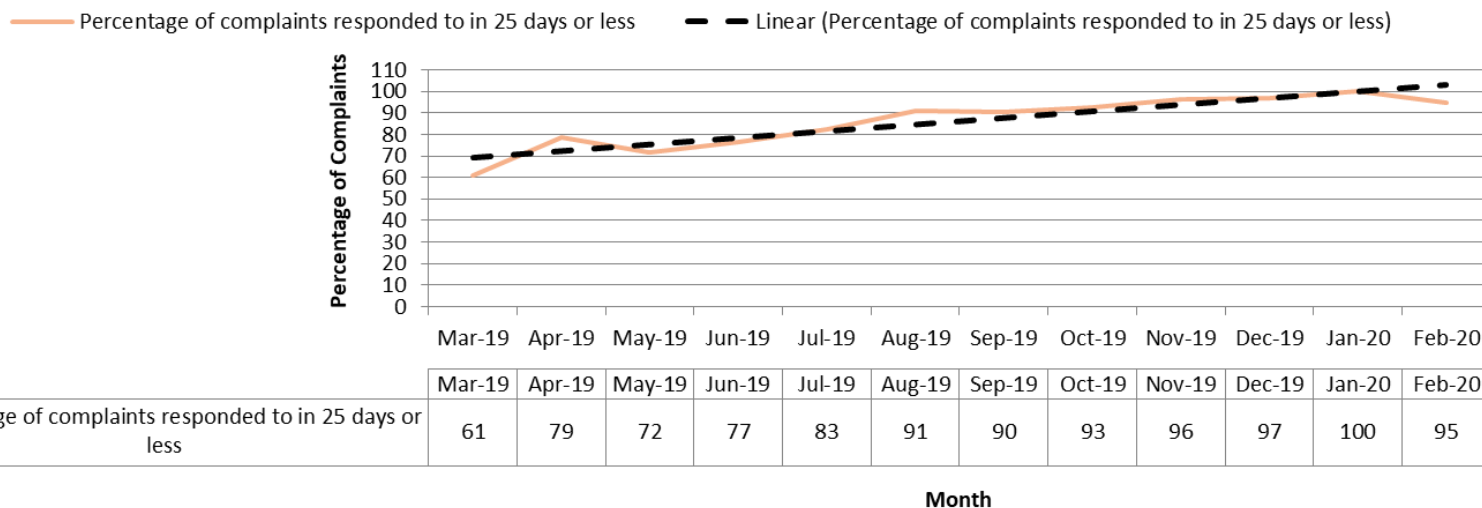
TOLERANCE

HIGH EMOTIONAL
INTELLIGENCE

WHY ARE THEY SO SPECIAL?

Response to Formal Concerns and Complaints in 25 Days (or Negotiated Extension) Against 95% Standard*

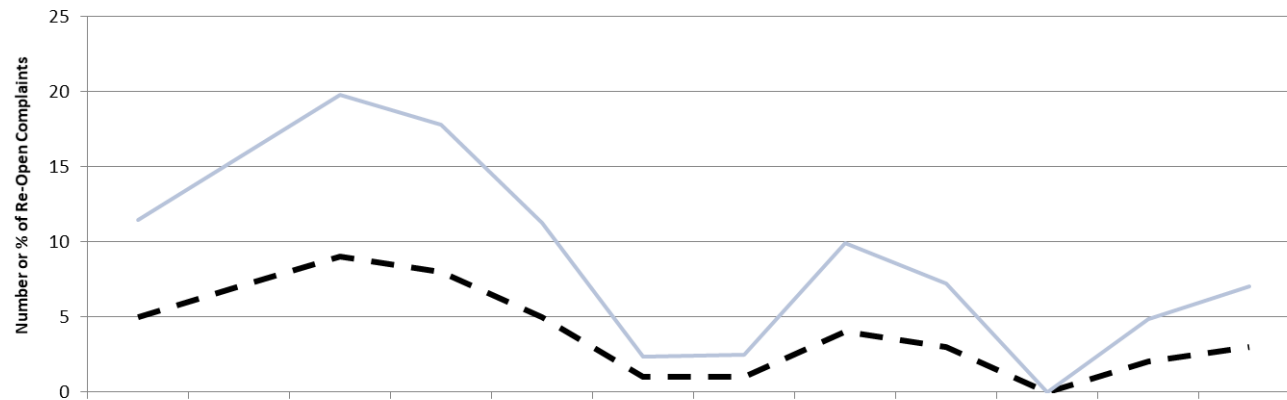
*Please note that due to data validation exercises, the percentage reported may differ slightly from previous reports



WHY ARE THEY SO SPECIAL?

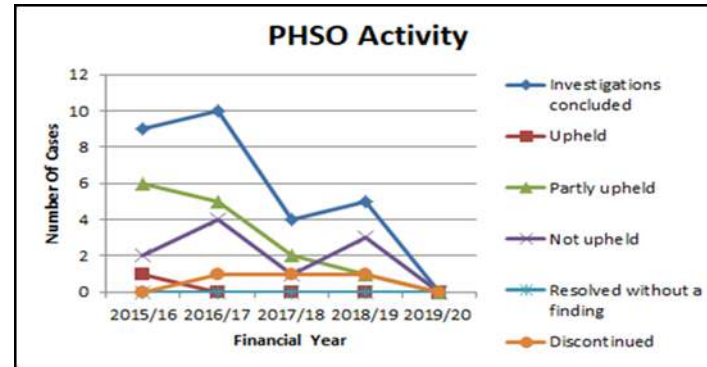
Proportion/Number of of Re-Open Complaints*

*Proportion calculated on average number of new complaints in previous 12 months (n=43)



	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
Actual Number of Re-Open Complaints	5	7	9	8	5	1	1	4	3	0	2	3
Proportion of Re-open Complaints based on average new complaints for previous 12 months	11	16	20	18	11	2	2	10	7	0	5	7

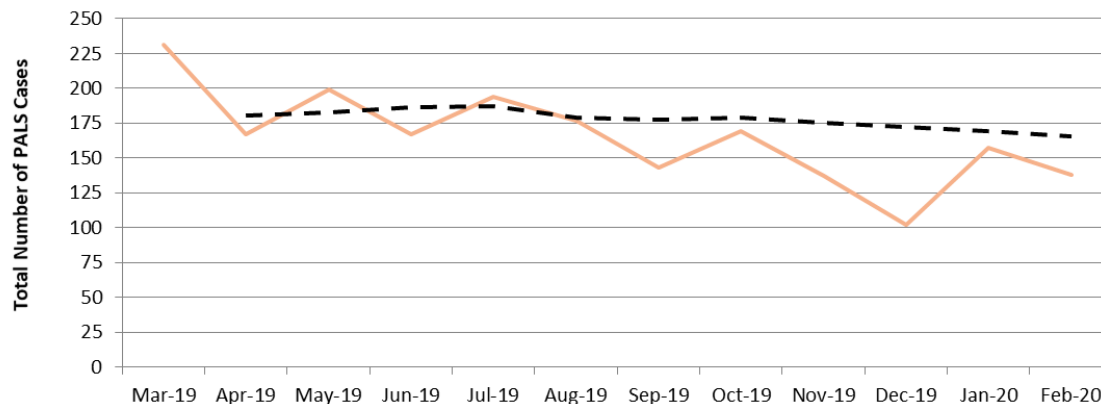
WHY ARE THEY SO SPECIAL?



WHY ARE THEY SO SPECIAL?

Number of PALS Cases Over Last 12 months

— Actual Number of PALS Cases - - Rolling Average based on 12 months of new PALS



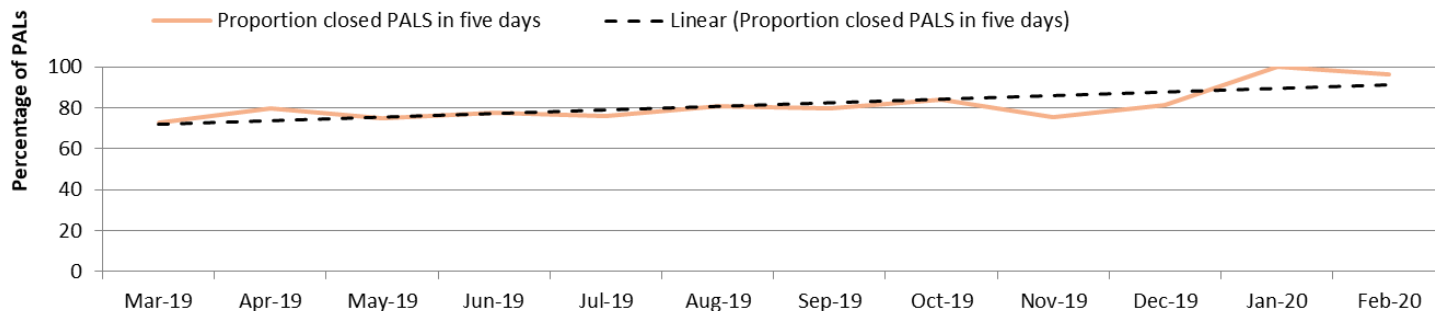
	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
Actual Number of PALS Cases	231	167	199	167	194	177	143	169	137	102	157	138
Rolling Average based on 12 months of new PALS		180	183	187	187	179	178	179	175	172	170	166

Month

WHY ARE THEY SO SPECIAL?

PALS closure within Five Days (or Negotiated Extension)*

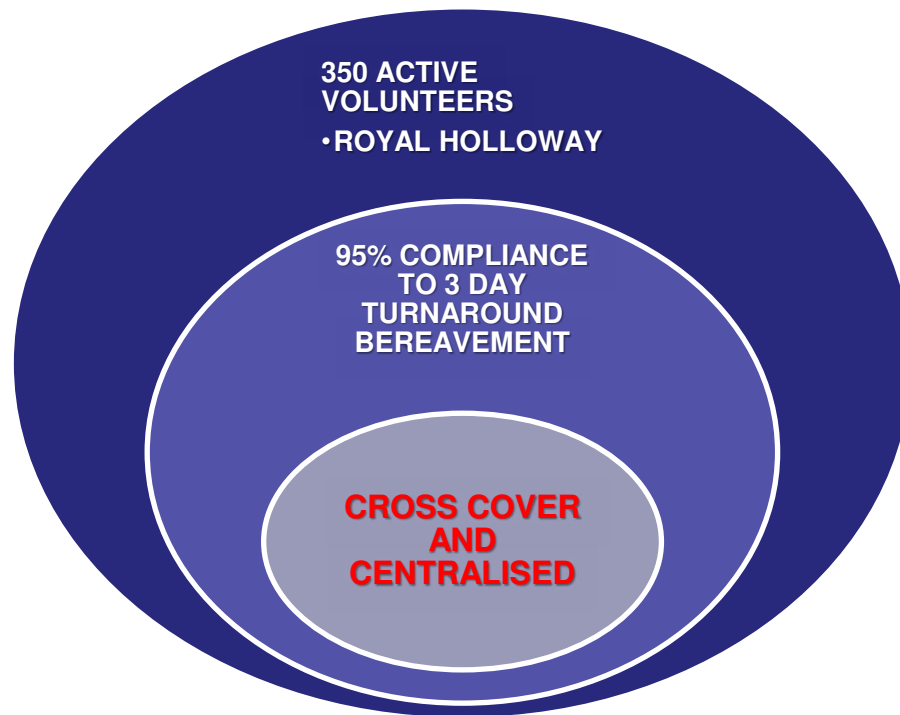
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	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
Proportion closed PALS in five days	73	80	75	78	76	81	80	84	75	81	100	96

Month

WHY ARE THEY SO SPECIAL?



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RESILIENCE



MEDIATION

Parliamentary
and Health Service
Ombudsman

PHSO



PLAYS ON COMPLAINT HANDLING



thank you

MAKATON

TESTIMONIES

Patients first • Personal responsibility • Passion for excellence • Pride in our team

THANK YOU!



- **SARAH HOWARD**
- **SANGEETA SINGADIA**
- **JACQUI GRANNELL**
- **SIOBHAN HAND**
- **HELEN SEXTON**
- **GIZZI YASSINI**
- **NAILA AHMED**
- **ALISON ALLAN**
- **STEPHANIE KERVEN**