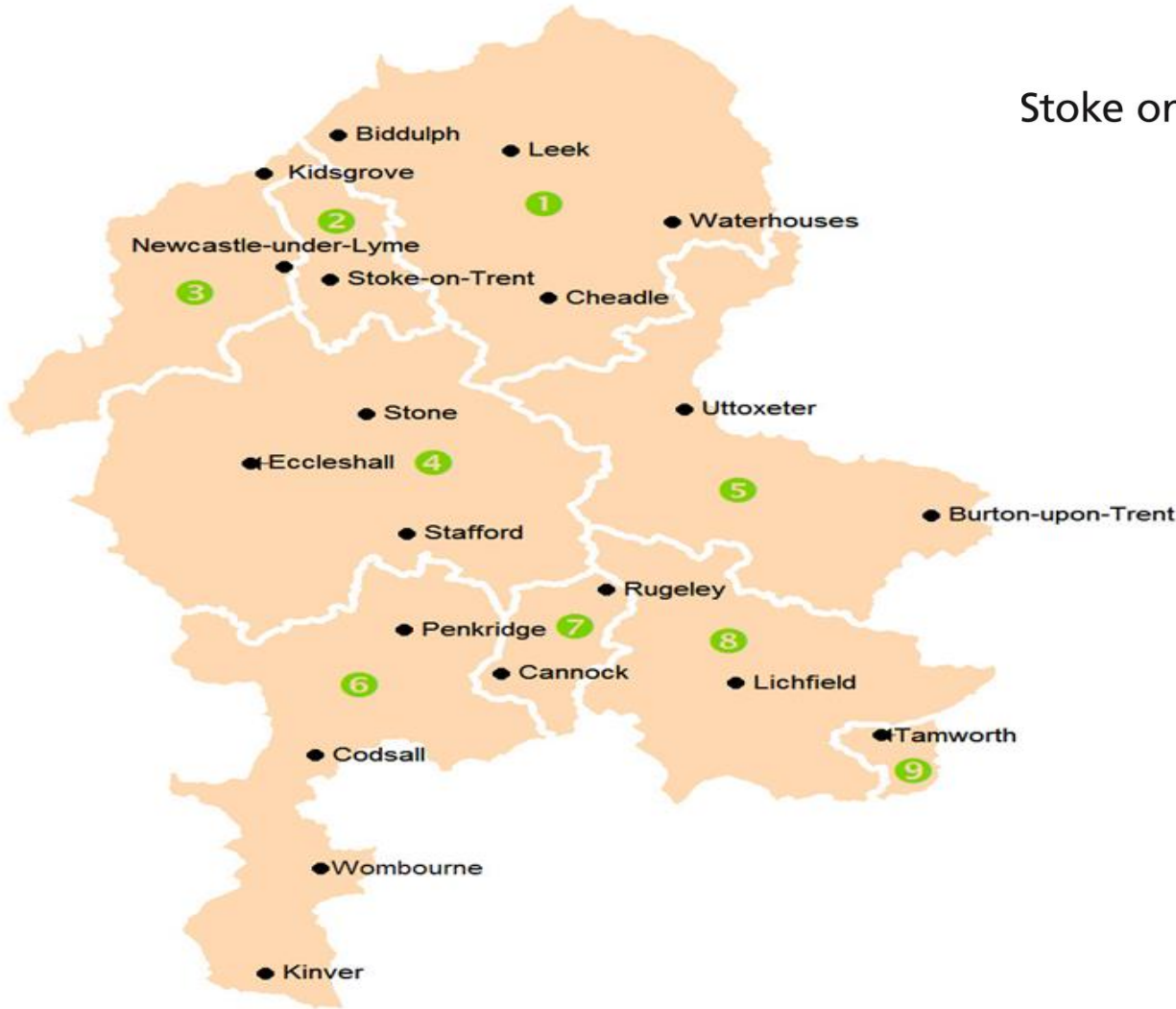


**FFT and  
Patient  
Insight for  
Improvement**



**Marie Allen – Head of Service User and Carer Experience**



## 142 Community Integrated Health and Adult Social Care Teams:

- District nurses
- Allied Health Professionals
- Dental services
- Children's Services
- Social Workers
- Living Independent Services
- Sexual Health Services,
- Community Hospitals.

# Experience & Involvement Strategy 2016/17

## Why is it important

We know that 86% of service users and carers talk about their experience of our services with a family member or friend.

The positive experience of our service users and carers leads to customer loyalty so that we become a Health and Adult Social Care Provider of choice.

By capturing feedback and suggestions of improvement, we are privileged to work in partnership with the people of Staffordshire to shape the future of our Health and Adult Social Care Services.

## Our aim

We aim to provide a positive experience that provides the best possible outcomes for our service users and carers. We want to develop a culture where experience is seen as being integral to the day to day provision of care.

To achieve this aim we will use systems and processes in the following areas:

- Real time feedback from our service users and carers
- Develop actions of improvement from service users and carers feedback
- Patient Led Assessment Programme (PLACE)
- Mystery Shopper Programme.

## Our progress will be monitored and evaluated in:

*Quarter one-* Sustain the score from the Family and Friends Test for service users and carers

*Quarter two-* Gain a baseline from Q4 15/16 Adult Social Care Data to increase the coverage of monthly reporting and benchmark

*Quarter three-* Implementation of the PLACE programme by Volunteers and gain a PLACE score for Brighton House.

*Quarter four-* Increase the feedback from our Adult and Social Care Service Users and Carers

For more information see our Quality Framework page – scan the QR code:



## Key Measures

Measure	2016/17 Target
Friends and Family Test	Each Quarter, more than 90% would recommend our services to their friends and family if they needed similar treatment, and less than 5% would not recommend us.
Feedback from service users and carers on the quality of care that they have received from our services.	Each quarter, at least 90% of our service users and carers are extremely satisfied with the quality of our services.
Increase the number of Mystery Shoppers and Programme to include feedback from Health and Adult Social Care by Q4	Q4-20 pieces of feedback in each of the Adult Health and Social Care divisions

## Leads and actions

Objective & responsibility	Key actions
Sustain the monthly national FFT target of 90% for service users and carers Chief Operating Officer Head of user and carer experience	Continue working with our Operational Teams, Service Users and Carers within the design and improvements of customer satisfaction of services
Increase reporting and feedback for adult social care data Chief Operating Officer Head of user and carer experience	Gain a baseline from Q4 15/16 Adult Social Care Data. Review the 2015/16 data and methods to increase the coverage and feedback/suggestions of improvement for Adult Social Care services.
Develop the marketing to capture feedback from Mystery Shoppers for our Health and Social care services Chief Operating Officer Head of User and Carer Experience Associate Director of Communications	Develop the internal and external marketing and gain feedback from 20 Mystery Shoppers by Q4
Implement the PLACE programme into Brighton House Chief Operating Officer Head of User and Carer Experience	To implement and assess Brighton House through the PLACE programme and score by Q3. An action plan of improvements will be developed. This will then become an annual evaluation
Review the Trust communications and engagement strategy Associate Director of Communications and Engagement	By the end of quarter 2 have completed a period of engagement to inform the revised strategy

## Governance and monitoring

Each frontline team is responsible for the experience of the care they provide to our service users and carers.

If a team needs help and support please contact the Experience team:

- Telephone 0300-123-1161 ext 1584
- Email [userandcareexperience@ssttp.nhs.uk](mailto:userandcareexperience@ssttp.nhs.uk)

If a team has an issue they cannot resolve they must escalate this to their line manager, who can either help resolve the issue, or raise it at the relevant area or neighbourhood meeting.

If the issue cannot be resolved at area / neighbourhood meeting, it will be discussed at the Divisional Business Meeting, which is chaired by the Chief Operating Officer for the division.

Each Divisional Business Meeting will report to the Quality Governance Committee, which reports to the Board.

A Quality Scorecard is also produced each month, with all of the key measures from the Effectiveness, Safety, and Experience Strategies. This scorecard helps us to monitor our progress each month, focussing on areas needing improvement.



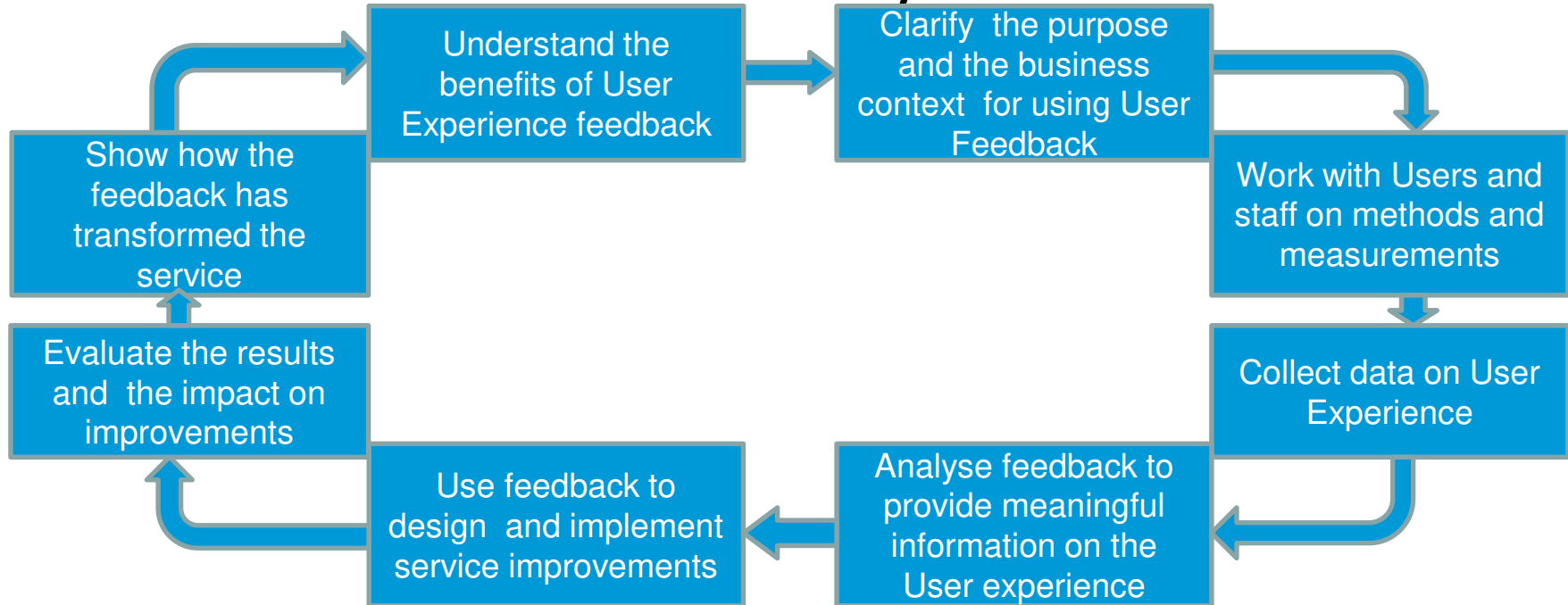
## Internal Assurance

- Trust Board
- Quality and Safety Committee
- Safety and Effectiveness Sub-Committee
- Divisional Business Meetings
- Operational Team Meetings

## External Assurance

- Commissioners Contract Performance Review meetings.
- Scrutiny and challenge of monthly and quarterly learning from experience reports.
- Deep dive on the performance and outcomes from service user and carer improvement projects.
- Service user and carer Forum.
- Independent Complaints Review Panels
- Service user and carer task and assurance groups.

## The Partnership Trusts Service User & Carer Experience Feedback cycle



# Methods of Data Collection

[http://www.staffordshireandstokeontrent.nhs.uk/Have-Your-Say/new\\_page.htm](http://www.staffordshireandstokeontrent.nhs.uk/Have-Your-Say/new_page.htm)

Staffordshire and Stoke on Trent Partnership NHS Trust

Take a moment to tell us what you think of your experience of our Services...

Please help us ensure that we measure up to your expectations, please take a moment to complete this questionnaire. When finished, simply hand the completed card to any member of staff, or put in the post to us.

Where were you seen today? Home ☐ Clinic ☐ Hospital ☐

Which department or team have you seen today?

What date were you seen?

Are you a User ☐ Carer ☐

We would like you to think about your recent experiences of our services...

How likely are you to recommend this service to friends and family if they needed similar care or treatment?

☐ Extremely likely ☐ Likely ☐ Neither likely nor unlikely ☐ Unlikely ☐ Extremely unlikely ☐ Don't know

Please can you tell us the main reason for the score you have given?

Overall, how satisfied are you with the clinical treatment and quality of care that you have received?

Extremely satisfied ☐ Satisfied ☐ Unsatisfied ☐ Extremely unsatisfied ☐

Do you have access to information which is easy to understand about your care and support that is consistent, accurate, accessible and up to date?

Yes ☐ No ☐ Don't Know ☐

Do you feel that you have care and support which is directed by you and is responsive to your needs?

Yes ☐ No ☐ Don't Know ☐

Do you feel you were listened to by the professional you saw?

Yes ☐ No ☐ Don't Know ☐

Please tell us of any improvements you think would improve the services we provide to you.

do we better?

do well?

anyone else to see what you have written? Yes ☐ No ☐

Please tick this box if you DO NOT wish your comments to be made public. ☐

Staffordshire and Stoke on Trent Partnership NHS Trust

Children and Young People's Friends and Family Test

Which area of Staffordshire have you been to today?

Which team, department, clinic or centre did you visit?

What is today's date?

Would you tell your friends that this is a good service to come to?

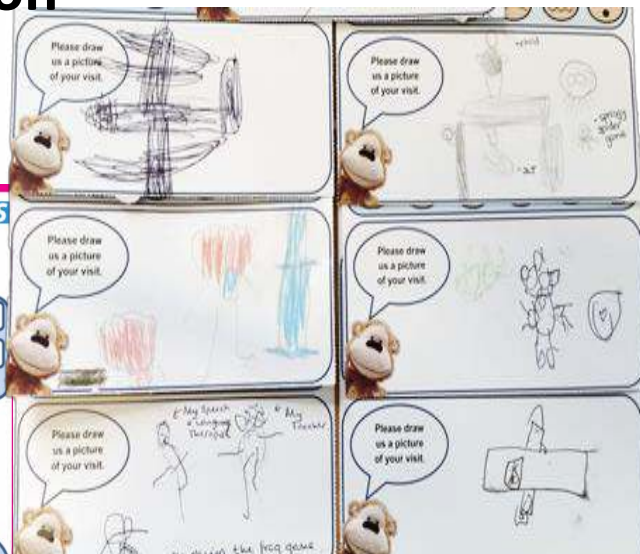
Please tick the box you agree with most:

Yes ☐ Maybe ☐ No ☐ I don't know ☐

Who has answered this question? Child/Young Person ☐ Parent/Guardian ☐

Please draw us a picture of your visit.

Please tick this box if you DO NOT wish your comments to be made public. ☐



Staffordshire and Stoke on Trent Partnership NHS Trust

Tell us how we did today.

Staff Name

Team

Area

Thank you for taking the time to leave your feedback.

We would love to hear you feedback

Please take our survey online at

[www.staffordshireandstokeontrent.nhs.uk/have-your-say](http://www.staffordshireandstokeontrent.nhs.uk/have-your-say)

Better Together

# Trust Wide, Division and Team Reporting Dashboards

This button will open a selection that will allow the user to filter to specific divisions, areas and teams

These links will switch between the different dashboards within 1View

This takes you to a tabular report view, so the dashboard can be exported to PDF and distributed externally (e.g. to commissioners)



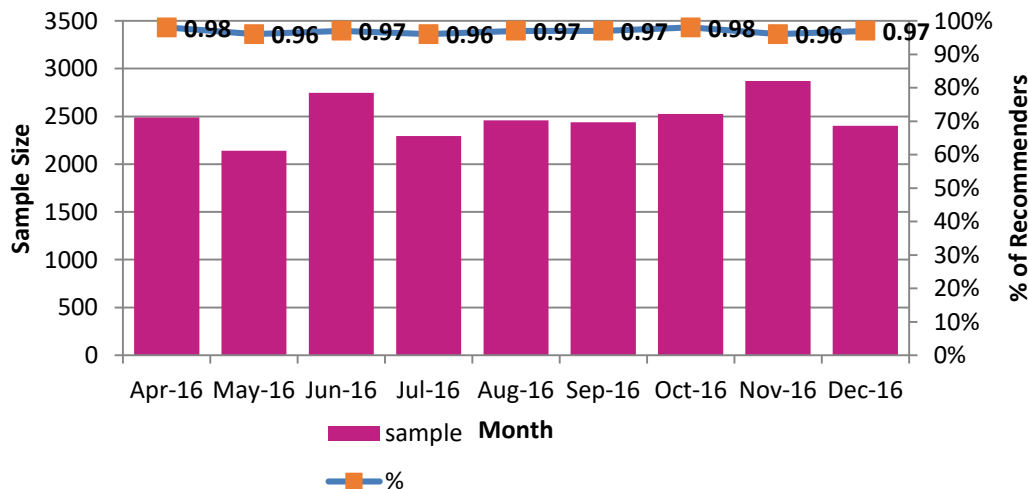
These links allow the user to filter down further between Service User and Carer

Use these links to switch to different dates/years within the 1 view database

These tabs can be clicked, and the dashboard will update to show relevant results for the question selected

## Service User Friends and Family Test Results

**Friends and Family Test 2016/2017**  
**% of service users who would recommend**  
**our services and FFT sample by month**

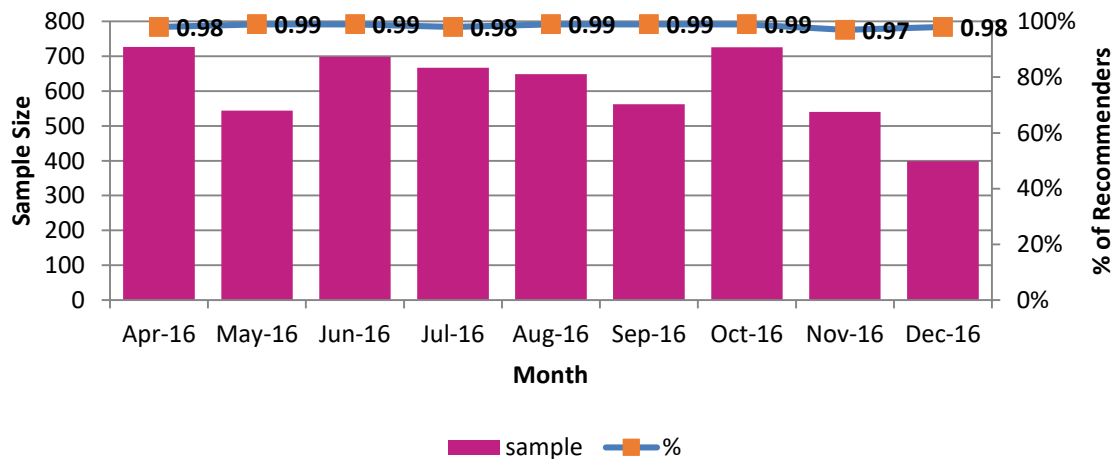


Apr 16 to Dec 16

The Trust has  
received 22,366  
surveys and is  
achieving an average  
FFT score of 97%

## Carer Friends and Family Test Results

**Friends and Family Test 2016/2017**  
**% of Carers who would recommend our  
services and FFT sample by month**



Apr 16 to Dec 16

The Trust has  
received 5,512  
surveys and is  
achieving an average  
FFT score of 98%

The Trust has received 7259 compliments for our health and Adult Social Care Teams

## Service users and carers monthly suggestions for improvement



Apr 16 to Dec 16.

The Trust has received 649 suggestions for improvements from our service user and carers,

# Learning Actions implemented from our Service users and Carers suggestions for improvement.

- Duty of candour leaflets for service users/carers and families.
- Nurse call bell audits. To monitor response times within our Community Hospitals.
- Quality visiting Mystery Shopping programme to review accessible information in the health centre locations.
- A new IT system through a phased approach for the scheduling of home visits/ clinic appointments.
- Review of appointment letters and patient information
- Opening hours for appointments in Sexual Health, Podiatry and Physiotherapy services. Extra drop in clinic sessions and a new triage process for sexual health services which is to relieve the waiting times for service users
- Telephone support and guidance to our service users in the re-ordering of continence products.
- Health economy review of the post surgery Breast Drainage Pathway and the training needs analysis for district nurses.
- Review of baby changing and older children facilities across the Trust.
- Introduction of text reminders for patients to reduce the number of DNA and waiting times.
- A new reporting handover and communication tool for health and adult social care professionals to provide clear and concise information to our service users and carers.
- Review of the Health Economy Dementia Pathway. The introduction of “This is me” care plans for our community services.
- Discussions with Commissioners regarding the commissioning intentions and the impact on service users and unpaid carers.

# Sharing our Learning

Noticeboard Layout April 2016-2017

**You Said, We Listened, We Did**  
**Health Adult Community Teams**

**We Did**  
We have implemented a number of changes to our services to ensure we are meeting the needs of our service users and carers. These include:

- A new service user and carer feedback form
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**Staffordshire and Stoke on Trent Partnership NHS Trust**

**Our Vision**  
"We deliver person-centred care of the highest quality, with the best possible outcomes for Service Users and Carers, empowering them to remain independent."

**You Said, We Listened, We Did**  
**Children's and Young People's Teams**

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**The Friends and Family Test**  
**Compliments and Service Improvements**  
April 2016 - June 2016

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**Our Values**

- 1. **Quality**  
We deliver quality care to our service users and carers.
- 2. **Respect**  
We respect our service users and carers as individuals and as members of our community.
- 3. **Partnership**  
We work in partnership with our service users and carers to ensure we are meeting their needs.

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**Our Strategic Goals**

- 1. **Our vision**  
We deliver quality care to our service users and carers.
- 2. **Our values**  
We respect our service users and carers as individuals and as members of our community.
- 3. **Our partnership**  
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**The Friends and Family Test**  
**Service User Results**  
April 2016 - June 2016

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**The Friends and Family Test**  
**"We need your feedback"**

**Our aims:** Support and maintain our current customer experience, as measured by the Friends and Family Test.

**Our targets:**

- **Service Users**  
Increase from 1,000 to 1,500
- **Carers**  
Increase from 1,000 to 1,500
- **90% of our service users and carers will recommend our services to their friends and family, if they provided feedback**

**The Friends and Family Test**  
**Carers Results**  
April 2016 - June 2016

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- Service users and Carers attending Trust Board.
- Monthly on the Trusts "Have you say" website.
- Monthly in the Trusts "The Word" communication newsletter.
- Quarterly through the Experience notice boards in all health centres, community hospitals
- Quarterly through Experience team portfolios.
- Social media- SSOTP twitter and face book.

# Monthly Service User and Carer Team Awards



April

Leek and Moorlands  
Physiotherapy

June

Children's Community  
Nursing

May

Time to Quit

July

Haywood Outpatient  
Physiotherapy



April

Tamworth and Lichfield  
Physiotherapy and  
Orthopaedics

June

Stafford South Dental  
Service

May

Kidsgrove and Audley ILCT  
District Nurses

July

Newcastle ICT/CIS



April

Haywood Grange Ward  
Inpatients

June

Stoke Occupational  
Therapy

May

Newcastle Health Visiting

July

Oak Ward, Bradwell  
Hospital

## Questions and Answers

# THANK YOU