



# Abertawe Bro Morgannwg University Health Board

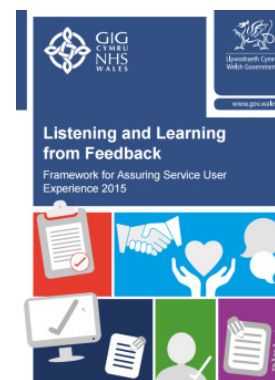
## Measuring Reporting and Acting

Norma Owen  
Patient Experience Manager

- Together for Health
  - 5 year vision for the NHS in Wales



- Listening and Learning from Feedback
  - 2015 updated following 'Trusted to Care' and 'Using the Gift of Complaints'
  - 2013 Framework for Assuring Service User Experience set the foundation for the above 2015 Framework



# The Framework



- Real time - short surveys
- Retrospective – postal surveys
- Proactive/Reactive – permanent and temporary surveys
- Balancing – patient stories

# Reporting Feedback



- Real time
- Ward to board
- Weekly Friends & Family Test
- Direct staff access to system
- Instant triggers on 'buzz words' & contact details
- Comparable data
- Transparency
  - Ward/clinic information boards
- Internet
  - 'You said ...We Did...'
  - Hospital reports

# Surveys



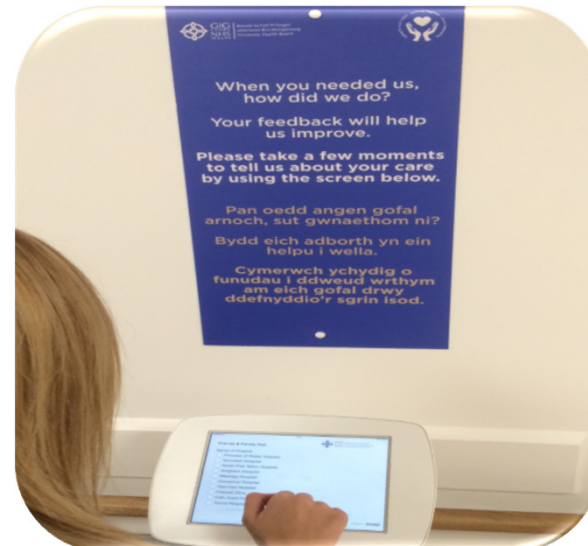
Within the Health Board the two main patient experience surveys used are:

1. Friends and Family Test
2. Patient Experience Survey

# Paper and Online



1<sup>st</sup> April 2015 - 31<sup>st</sup> January 2016  
16,964



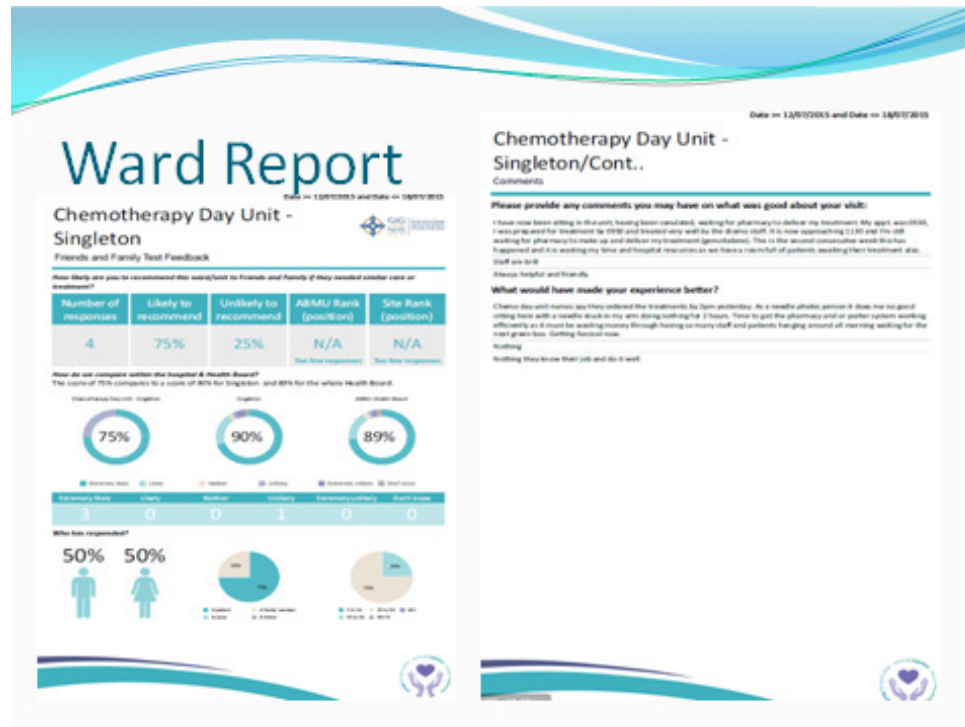
1<sup>st</sup> April 2015 - 31<sup>st</sup> January 2016  
10,558

# Measuring



- Friends and Family Test
  - weekly reporting
  - easy to read reports displayed in clinical areas
- Patient Experience Survey
  - monthly reporting
  - reports sent to delivery unit senior teams

# Ward Report





# Board Report

## ABMU Health Board

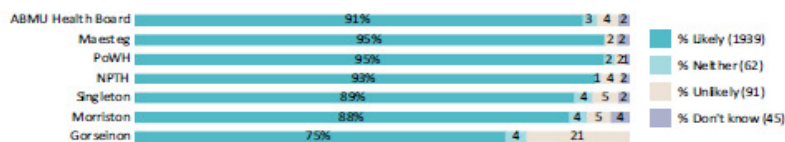
Date >= 01/09/2015 and Date <= 30/09/2015



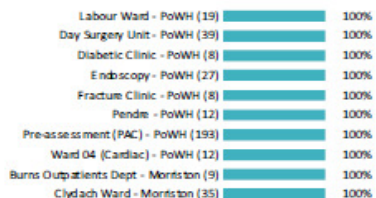
Patient feedback

### Friends and Family Test Feedback

How likely are you to recommend this ward/unit to Friends and Family if they needed similar care or treatment?



### Highest recommended areas



### Lowest recommended areas



### What was good about your visit?

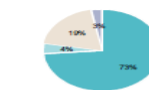


### What would have made your experience better?



Who has responded?

40% 60%

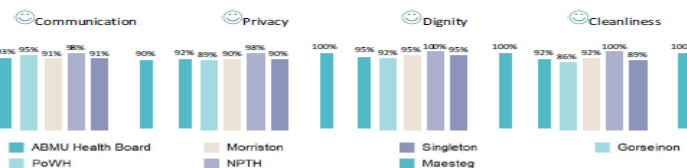


■ A patient  
■ A carer  
■ A family member  
■ A friend

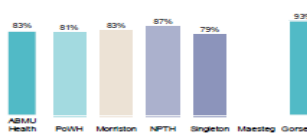


■ 0 to 24  
■ 25 to 54  
■ 55 to 64  
■ 65+

### All Wales Survey



Overall satisfaction



Summary: All ABMU	Number of respondents	Number 'good/better'	Score
Communication	341	226	93%
Cleanliness	418	384	92%
Dignity	398	378	96%
Privacy	408	378	92%
Overall satisfaction	417	348	83%

Net Promoter

Promoters (83) - Detractors (4) = 79 (NPS)



### What was particularly good about your visit?



### What would have improved your experience?



Who has responded?

28% 72%



■ 0 to 24  
■ 25 to 54  
■ 55 to 64  
■ 65+

# You Said We Did



You Said	We Did
A & E Morriston Hospital-Toilets are dirty	Changed from monitoring the toilets every two hours to hourly
Paediatrics Morriston – Parents wanted written information about the ward i.e. visiting times etc	Information leaflets updated to include all of the information requested. The information is available for Paediatric inpatient services across the Health Board.
Ward 11 Princess of Wales Hospital – You would like breakfast before being washed.	Changed the ward routine to allow patients to have breakfast before being washed.
Ward 12 Princess of Wales Hospital – You would like information on the discharge process.	Discharge information now available in the ward areas and single rooms.
Children’s Ward Princess of Wales Hospital – lack of provision of gluten free meals for a 12 year old patient.	The catering team were notified and one of the team met with the parents and child the same day. Training by the Nutrition and Dietetics team has been put in place.
Neonatal Singleton Hospital - Parents wished to have an allocated room to meet to have food and drinks.	A room has now been dedicated for parents.
Ward 18 Singleton Hospital – Lack of privacy and dignity surrounding curtains and doors.	All rooms have a curtain and door but due to the nature of the procedure an increased number of people are in attendance. <u>Staff have been informed to ensure privacy and dignity at all times.</u>



*Thank you for listening*