



What Patients Think

Trends and variation in patient experience across hospitals in
England 2019-20

Dr Meghan Leaver, Co-Founder

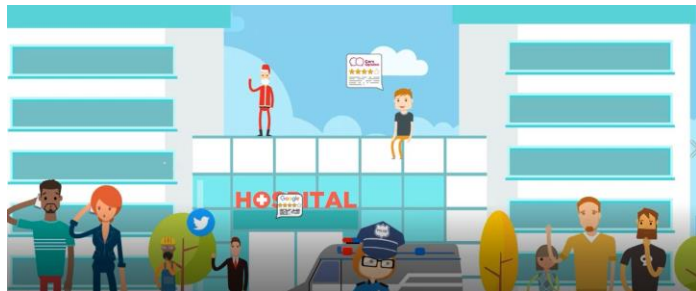
Nominated for: Using Insight for Improvement – Innovation



Introduction



2020 Winner of 4 UK National Awards



Ctrl + Click image to watch video

Who?

- 2018, UK/Dutch SME founded, by 2 healthcare leaders who envisaged a better, faster way of listening to patients

What?

- Unique IP and AI technology generating practical real-time insights about what patients really think about their care.
- Only empirically proven, specialised healthcare social listening tool globally

Why?

- Real-time feedback on all providers, creating an unbiased picture of trends and variation, strengths and weaknesses
- Improve patient/customer satisfaction to improve patient acquisition & retention
- Essential insights for Value Based Healthcare

Patient feedback is recognized as critical to the measurement of safe, effective, good quality care

- ❖ Since the 2008 Lord Darzi review of patient care, the NHS has recognised that, from the perspective of a patient, high quality care (as distinct from access to care) has three dimensions:



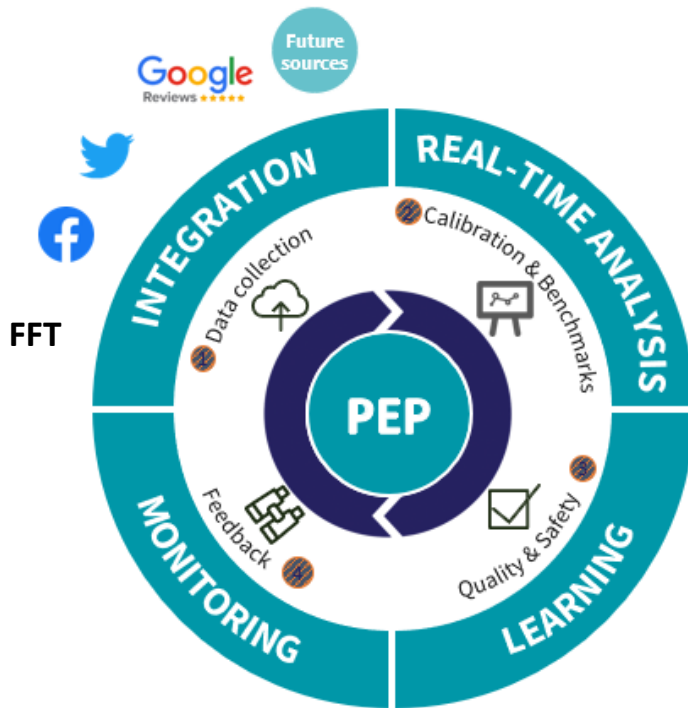
- ❖ The NHS lacks a large enough, representative sample of data to measure patient experience robustly
- ❖ Patient feedback data is messy, with rich insights in the text that are hard to codify without significant manual effort

Collecting and understanding patient feedback is hard. PEP Health has developed the tools to help

There is a huge amount of real-time, publicly available patient feedback being posted online. PEP Health has developed the Patient Experience Platform to agnostically access the insights these comments, and traditional methods, hold.

Over **10 million** data points are collected that directly related to patient experience of care each year, including from **traditional sources** (e.g., FFT, CPES and PES)

Real-time data is available to hospitals **through dashboards and APIs** and the **'What Patients Think'** report, which shows national trends



Algorithms **generate patient experience scores** to compare and benchmark all hospitals to department level against **8 internationally recognised** quality domains

The scores are **an effective predictor** of the outcomes of in-depth quality inspections of hospitals, **supporting quality improvement**

Patient feedback is categorised and scored by department against 8 internationally recognized quality domains



The 'What Patients Think' report provides the first national overview of patient experience

After analysing this data, we published the 'What Patients Think' report, which provides the first comprehensive insight into patient experience across the NHS in England

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6 key findings from the PEP Health: What Patients Think report 2019/20

1



Overall there was considerably more positive than negative feedback from patients on the care they received from providers

2



Variation in patient experience is seen at all levels – regionally, between STPs/ICSs, from one trust to another and even within departments of the same hospital

3



Nationally there is a decrease in patient satisfaction across most quality domains throughout autumn 2019 into early 2020

4



Reported experiences of acute care improved distinctly as the COVID-19 pandemic took hold

5



Indications of a plateau and possible decline in patient experience from late summer/early autumn 2020

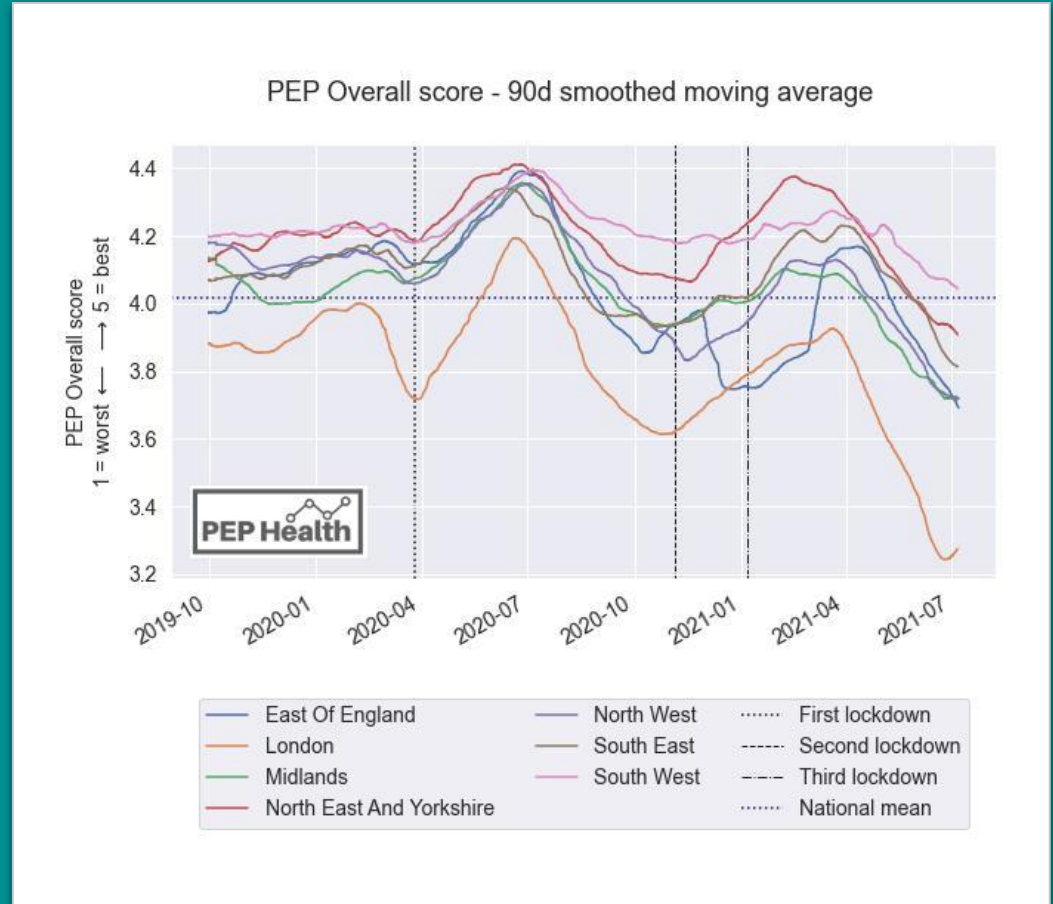
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Despite showing one of the widest variations in patient experience, **maternity services still saw a national rise in performance** in March through to May 2020

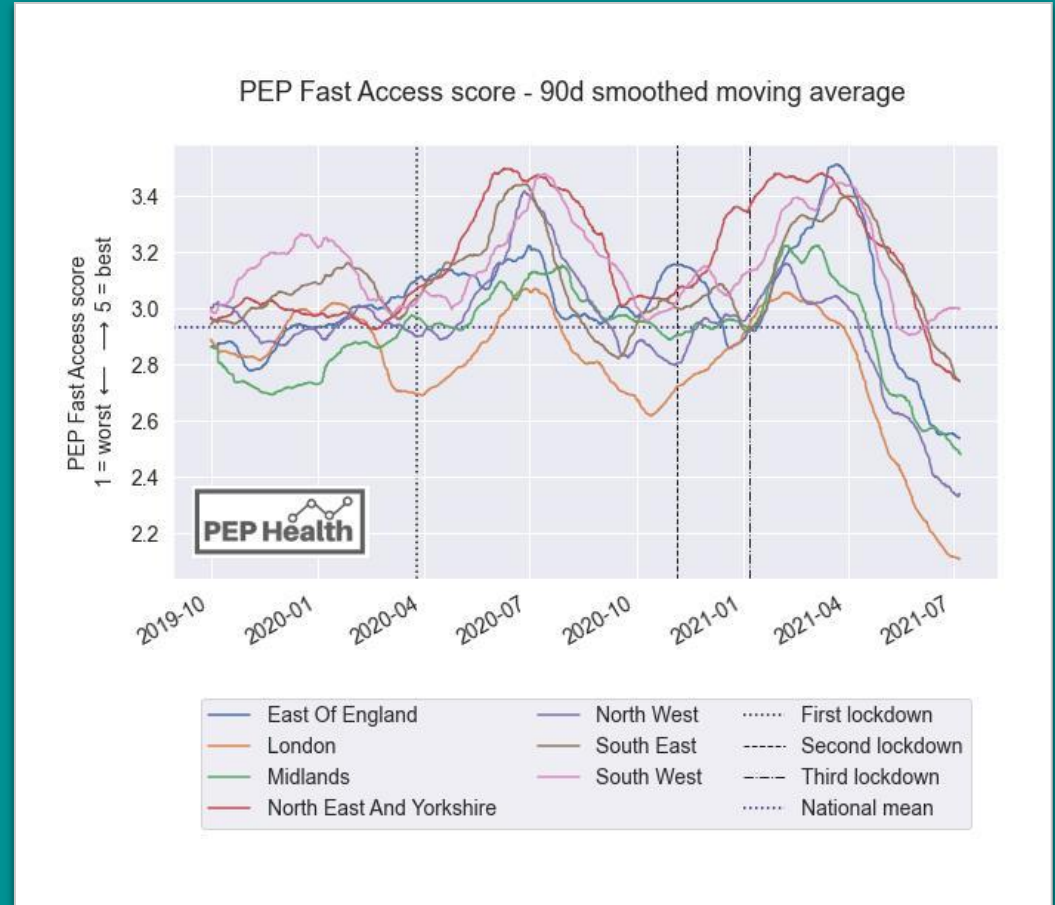
The report identified significant national variation in patient experience

- The impact of COVID-19 and the national lockdown restrictions created significant variation in national patient experience, as seen through regional comparison
- This national picture is a powerful tool to identify stress in the system. For example, London has seen the largest swings in patient experience and the deepest drops

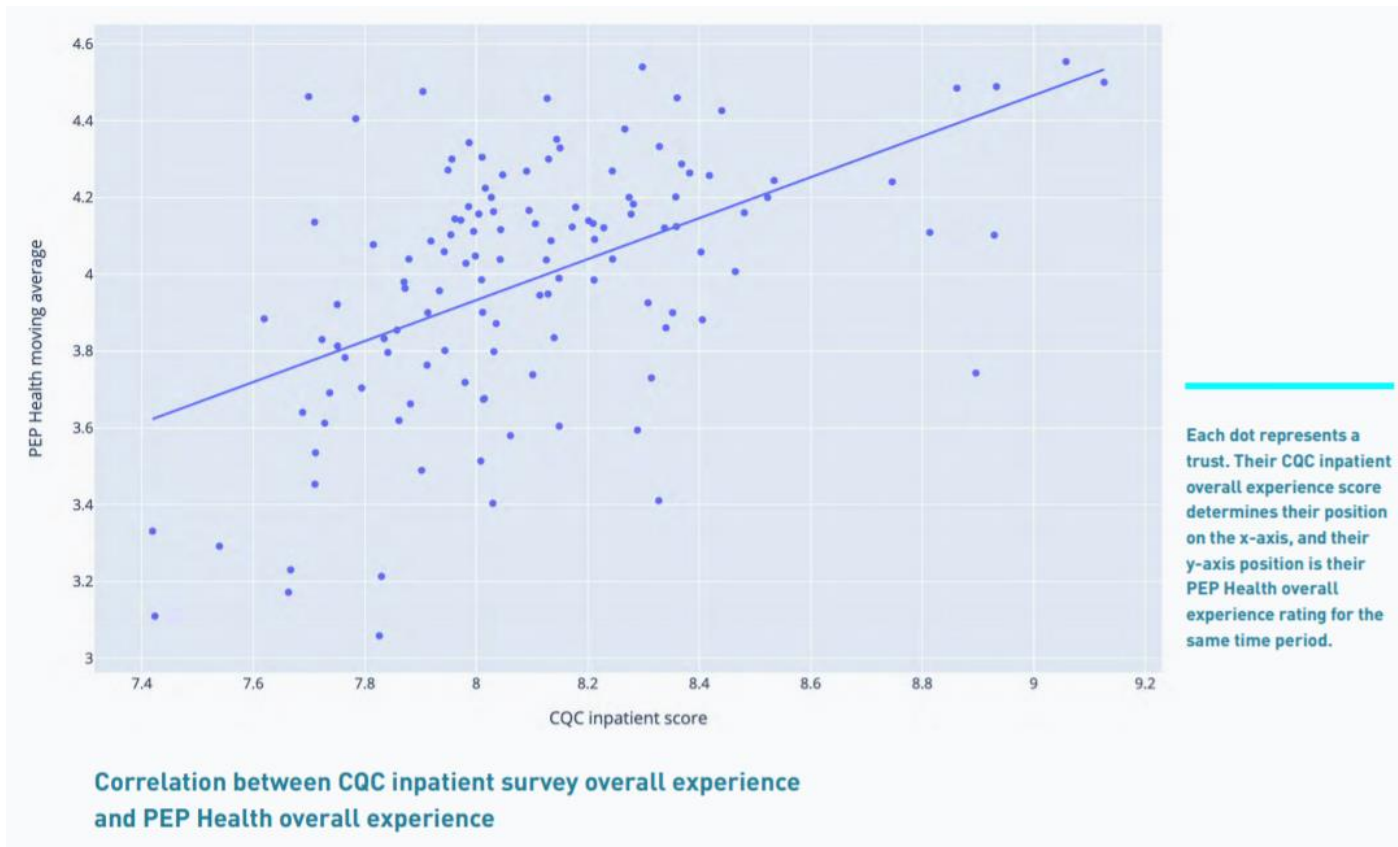


The report identified significant national variation in patient experience

- Drilling down into individual quality domains (e.g., fast access), health leaders can gain unparalleled insights into the drivers behind current patient experience scores and make changes to their services
- This view is also available at the inter-hospital and services level, providing managers the granular information to fine-tune services



The patient experience scores in the report correlate to the CQC's overall experience scores



Royal Surrey Foundation Trust pioneer patient-led quality improvement

- RSFT is one of the best performing trusts for a positive patient experience
- An early adopter of the tool, the trust has used it to enable:

1. Direct, real-time connection between patient feedback and service delivery
2. Meaningful feedback to the front-line
3. Proactive response to and management of negative comments
4. Divisional access to the dashboard for real-time feedback and trends



- **In the top 3** nationally for emotional support to patients (non-specialised hospitals)
- **In the top 10** nationally for maternity services (non-specialised hospitals)
- **11th nationally** for effective treatment (non-specialised hospitals)

Hospitals have gained real value from the report and the patient experience platform

“**Access to real-time insights into patient feedback** and experience is really important to us...

...the potential to **support a culture of continuous Quality Improvement**, based on rapid learning from what matters to our patients and what they're experiencing...

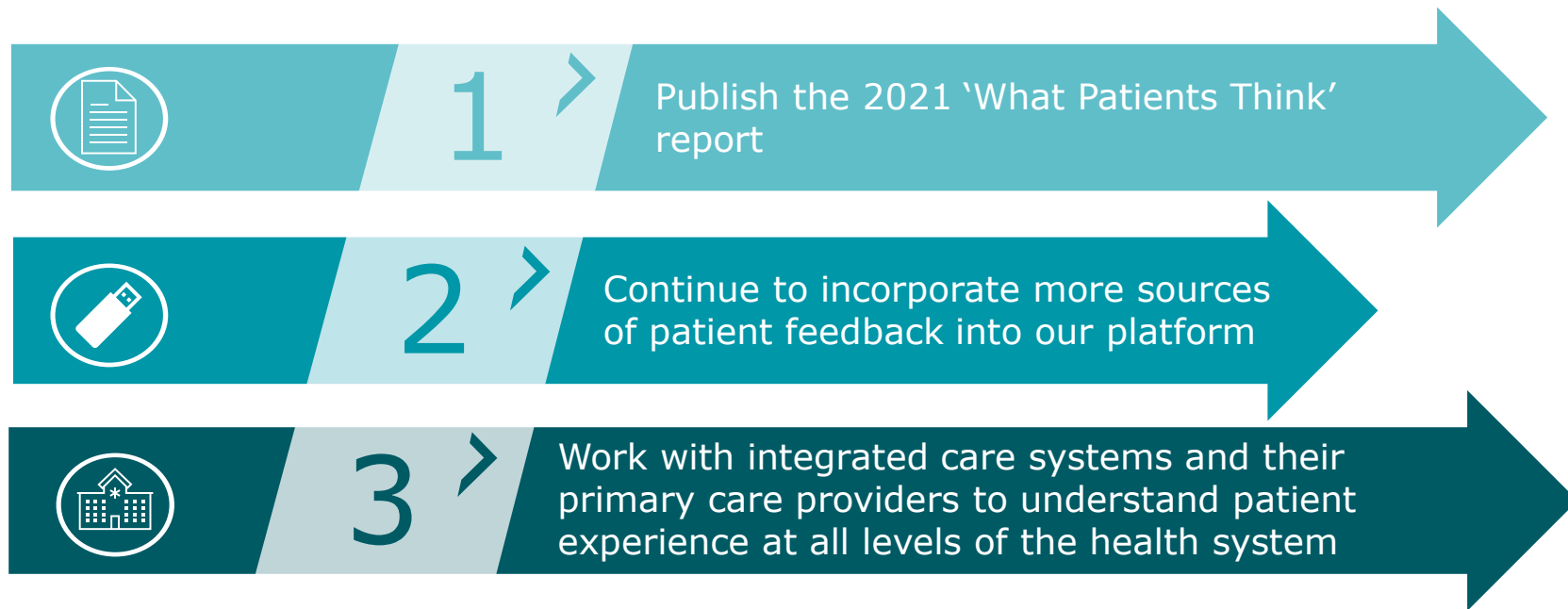
...It's also a **powerful tool to help us celebrate positive feedback and share it with our teams**, which is a great benefit from a staff perspective.”

Nick Sands, Director of Transformation, Royal Surrey NHS Foundation Trust

- ✓ Supports **allocation** of resources for value-based mechanisms
- ✓ **Policy** influencing
- ✓ **Understand communication** to/from patients
- ✓ **System wide** overview
- ✓ Measure access to **personalized, reliable** medical information
- ✓ Track the **administrative** process
- ✓ Understand **patient anxiety** and exacerbating factors
- ✓ Identify **delays** within the system

Patient experience matters, and there is more work to do

The Patient Experience Platform and the 'What Patients Think' report have highlighted important, actionable insights into improving patient experience. However, this work is far from done. We plan to:



Further Information

Please contact us to find out more information on the Patient Experience Platform, get your copy of the 'What Patients Think' report and to be added to the mailing list for the upcoming 2021 report.

- Email: enquiries@pephealth.ai
- Website: <https://www.pephealth.ai/>

pep
Patient Experience Platform

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Nominated for: Using Insight for Improvement – Innovation



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Royal Surrey Foundation Trust are pioneers of patient-led quality improvement

- In the top 3 nationally for emotional support to patients (non-specialised hospitals)
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The Royal Surrey Foundation Trust, with its strategic focus on learning together and continuously improving, has long recognised the value of patient feedback and is one of the best performing trusts in the country for a positive patient experience. An early adopter of the tool, the trust has used it to enable a more direct, real-time connection between patient feedback and service delivery, as well as giving meaningful feedback to its front-line clinicians. Following feedback from the trust, PEP Health enhanced the tool to include alerts for any positive or negative feedback posted on social media, enabling the trust to proactively respond and manage any such comments made. Its divisional teams are also able to access the online dashboard and see feedback in real time and identify any trends.

The trust plans to build on this over the coming months by bringing other datasets into the reporting, for example the Friends & Family Test, to build up a broad picture and explore new ways to enhance the use of patient feedback in assurance processes.

Patient feedback is recognized as critical to the measurement of safe, effective, good quality care

- ❖ Since the 2008 Lord Darzi review of patient care, the NHS has recognised that, from the perspective of a patient, high quality care (as distinct from access to care) has three dimensions:



Safety

Do no harm by ensuring as safe, clean and error-free environment as possible



Effectiveness

Provide care that works as effectively as possible



Experience

Care that is caring, providing convenient services with compassion, dignity, and respect

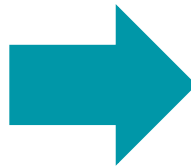
- ❖ The NHS effectively measures safety and effectiveness, but lacks a large enough, representative sample of patient feedback data to measure patient experience robustly
- ❖ In addition, patient feedback data is messy, and the richest insights are in the text, which is hardest to codify and is typically done manually

Patient feedback is categorised and scored by department against 8 internationally recognized quality domains



Hospitals have gained real value from the report and the patient experience platform

“It’s a challenging time for the NHS and, as we adjust our services throughout the pandemic, **access to real-time insights into patient feedback and experience is really important to us**. Over time, we hope to build this data into a wider picture that includes surveys and other data points. We were attracted to this approach because of the potential to **support a culture of continuous Quality Improvement**, based on rapid learning from what matters to our patients and what they’re experiencing. We are increasingly seeing that it’s also a **powerful tool to help us celebrate positive feedback and share it with our teams**, which is a great benefit from a staff perspective.”



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- ✓ Policy influencing
- ✓ Understand communication to/from patients
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Nick Sands, Director of Transformation, Royal Surrey NHS Foundation Trust

By **8 internationally recognized quality domains** and **by department** we follow the complex patient journey and directly identify common pain points and create actionable insights

