



## CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

<b>DYDDIAD Y CYFARFOD:</b> <b>DATE OF MEETING:</b>	28 September 2023
<b>TEITL YR ADRODDIAD:</b> <b>TITLE OF REPORT:</b>	Improving Service User Experience
<b>CYFARWYDDWR ARWEINIOL:</b> <b>LEAD DIRECTOR:</b>	Mandy Rayani, Director of Nursing, Quality & Patient Experience
<b>SWYDDOG ADRODD:</b> <b>REPORTING OFFICER:</b>	Louise O'Connor, Assistant Director, Legal Services / Patient Experience

### Pwrpas yr Adroddiad (dewiswch fel yn addas)

#### Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

### ADRODDIAD SCAA

#### SBAR REPORT

##### Sefyllfa / Situation

The attached report provides a summary of patient experience feedback and activity for the months of June and July 2023.

##### Cefndir / Background

The Board is asked to note the current position in relation to feedback, including complaints.

This report covers the period 1 June to 31 July 2023 and sets out the feedback we have received from patients, carers and families and actions taken to make improvements in line with our 'Improving Experience Charter'.

The Civica patient experience system implementation is progressing steadily, with over 300 staff / service areas trained.

Work continues to develop in the support of reporting and data analysis of concerns data, through the Datix and Civica systems across Wales. Internally, the limitations with the systems as they currently operate mean that the triangulation of data is complex and, without manual input, particularly where qualitative information is concerned. We will continue to expand upon this within the report as work progresses.

##### Asesiad / Assessment

Patient and service user feedback is received into the UHB through a variety of routes: Friends and Family Test (FFT); compliments, concerns and complaints, Patient Advice and Liaison Service (PALS) feedback; local surveys; the all Wales NHS survey and via social media.

The main areas of activity and progress for the Patient Experience Team are summarised in the report.

For the period, a total of 99 compliments and 65 'Big Thank You' nominations were received. There is a reduction in compliments being recorded onto the system by staff in the service, due

to operational pressures. 3612 patients left feedback on our Friends and Family system with 95.1% of responders leaving a positive recommendation. This is particularly notable in the area of Emergency Care, where a score of 93% was received.

243 patients completed the All Wales Patient Experience Questionnaire; the overall patient experience score provided from these surveys returned over 94% positive rating, (95.1% previous period); the average score for 2021/22 being 92%. The feedback for each area will be reviewed at regular intervals to identify potential causes for the reduction.

378 complaints/concerns were received by the Patient Support Services Team, 84 were responded to as early resolution cases. 286 required investigation under the putting things right complaint process. 60% of the cases received were responded to within 30 working days. This is slightly lower than usual, due to reduced capacity due to unplanned absence over this period. The implementation of the revised toolkit is ongoing.

Concerns around clinical assessment and treatment continues to be a prominent theme, including delays in diagnosis. Communication issues; appointments and waiting times also remain within the main reasons for concerns.

Examples of lessons learned and how the Health Board is addressing these are included within the attached report.

One new investigation was commenced by the Public Services Ombudsman for Wales and four early resolutions. Four final reports were received, one not upheld, one upheld; and two partly upheld. This was presented to the Listening and Learning Sub-Committee earlier this month.

The Arts and Health Team continue to make significant progress and embedding the arts into health care provision and promotion of staff wellbeing. The Team is pleased to be a finalist at the National Patient Experience Network awards for the Arts Boost Project. The Arts and Health Charter development is ongoing and will be presented to the Board for approval later this year.

### Argymhelliad / Recommendation

The Board is asked to receive the Improving Patient Experience report, which highlights to patients and to the public the main themes arising from patient feedback.

### **Amcanion: (rhaid cwblhau)**

### **Objectives: (must be completed)**

Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Risk 581 Health Board wide risk of not learning from events in a timely manner (current score 8).
Parthau Ansawdd: Domains of Quality <a href="#">Quality and Engagement Act (sharepoint.com)</a>	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: <a href="#">Quality and Engagement Act (sharepoint.com)</a>	1. Leadership 4. Learning, improvement and research

Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	All Planning Objectives Apply
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022</a>	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS 8. Transform our communities through collaboration with people, communities and partners

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	NHS (Concerns, Complaints and Redress Arrangements) (Wales) 2011
Rhestr Termau: Glossary of Terms:	Included within the main body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	Not applicable

Effaith: (rhaid cwblhau) Impact: (must be completed)	
<b>Ariannol / Gwerth am Arian:</b> <b>Financial / Service:</b>	All concerns have a potential financial implication: whether this is by way of financial redress, following an admission of qualifying liability, or an ex-gratia payment for poor management of a process; or an award made by the Ombudsman following review of a concern.
<b>Ansawdd / Gofal Claf:</b> <b>Quality / Patient Care:</b>	Improving the patient experience and outcomes for patients is a key priority for the UHB. All concerns received from patients, public and staff alike are taken seriously and investigated in accordance with the procedures. Information from concerns raised, highlights a number of clinical and service risks which should be reflected in Directorate Risk Registers. All Directorates are required to have in place arrangements for ensuring lessons are learnt as a result of investigation findings regarding concerns and that appropriate action is taken to improve patient care.
<b>Gweithlu:</b> <b>Workforce:</b>	The 'Putting Things Right' process is designed to support staff involved in concerns and incidents. All managerial staff have a responsibility to ensure staff are appropriately supported and receive appropriate advice throughout the process. The success of the process is dependent upon

	the commitment and support from staff across the organisation, not only as part of the investigation process and transparency arrangements, but in the encouragement of patients and their families to provide feedback, both positive and negative, to support organisational learning.
<b>Risg: Risk:</b>	Information from concerns raised highlights a number of clinical and service risks which should be reflected in Directorate and Corporate Risk Registers. There are financial and reputational risks associated with complaints that are upheld or not managed in accordance with the Regulations. The UHB also has a duty to consider redress as part of the management of concerns, which carries financial risks associated with obtaining expert reports and redress packages.
<b>Cyfreithiol: Legal:</b>	The UHB has a duty under the Concerns and Redress Regulations to consider redress where this is deemed to be a qualifying liability. The Regulations also incorporate formal claims, including clinical negligence and personal injury claims.
<b>Enw Da: Reputational:</b>	There are ongoing reputational risks for the UHB in relation to media, press and social media regarding any concerns, and outcomes from published Ombudsman Reports and any external investigations/inquiries.
<b>Gyfrinachedd: Privacy:</b>	Only relevant information is reviewed as part of the concerns process and this is carried out with the explicit consent of the patient or authorised representative. Information is recorded and treated sensitively and only shared with individuals relevant to the investigation process.
<b>Cydraddoldeb: Equality:</b>	The process is established to learn from concerns: it is designed to ensure that it is fully accessible to patients and their families. The aim is to involve patients throughout the process and to offer meetings with relevant clinicians, with the required support depending upon individual needs. Advocacy is offered in the form of Community Health Council (CHC) advocates, and specialist advocacy is also arranged where necessary, e.g. in the areas of Mental Health, Learning Disability or Children/Young People's Services. Concerns literature is accessible in a range of languages and formats and translation services are available, as required.



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

**Patient Experience Team**  
**Tîm Profiad Y Claf**

# IMPROVING PATIENT EXPERIENCE REPORT

June 2023 – July 2023



# A Charter for Improving Experience - your healthcare, your expectations, our pledge

## WE WILL ALWAYS:

- **Treat you with dignity, respect and kindness.**

**Communicate with you in a way which meets your individual, language and communication needs.**

**Keep you informed and involved in decisions about your health and care services, and take into account your wishes and needs.**

**Provide safe and effective care, in the most appropriate and clean environment.**

**Ensure that your information is kept secure and confidential.**

**Support and encourage you to share your experiences of health care, both good and bad, to help us improve the way we do things.**



# Introduction

Service user feedback is important to monitor the experience of those who access our services and the quality of care that they receive. This allows us to identify areas for improvement, to share good practice and learn from positive experiences.

The following information demonstrates how we are capturing service user feedback by encouraging our service users and providing different ways in which this can be provided. Most importantly, service users should feel that there has been a valuable purpose to them providing their feedback.

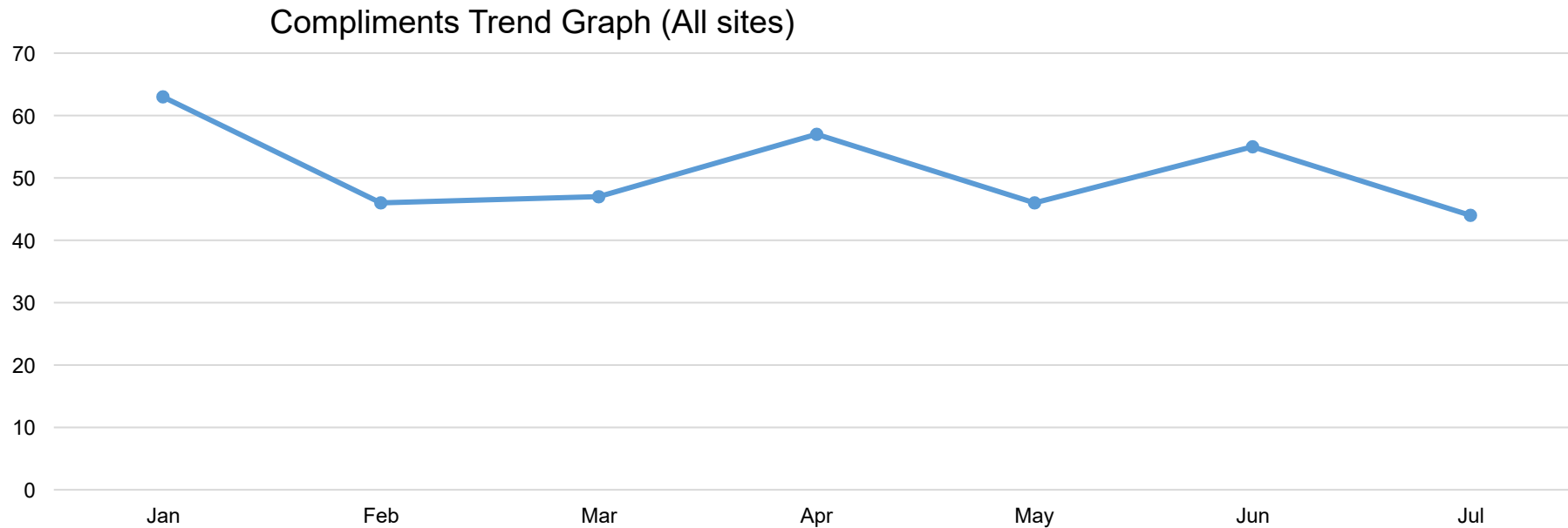
It is our priority to act on all feedback received as part of our culture of improvement and to demonstrate that we are fulfilling our pledges as set out in the Charter for Improving Experience as referred to above. Our Listening and Learning Sub-Committee receives feedback from across concerns, compliments and experience.

We are also pleased to share the excellent work being undertaken by the arts and health team who are making a positive difference to patients, staff and our communities through use of the arts.

# Service User Feedback at a Glance

## June 2023- July 2023

- ▼ **99 Compliments** were recorded by staff on the patient experience system which is a 3.8% decrease from the previous report. These compliments are received from patients, families and carers direct to the service or the Corporate Office. **Respect, kindness and compassion** are the terms most often mentioned. The patient experience team continue to visit wards and departments to ensure compliment capture posters are visible and all staff are aware how to record their compliments in real time.
- ▼ The graph below shows a variance throughout this and the previous period. This can account for staff availability to update their compliment during busy periods.





# Service User Feedback at a Glance

## June 2023- July 2023

- ▼ **65 Big Thank You (TBTY) nominations for our staff** were received from our patients or their families - further details are provided later in the report.
- ▼ **20,593 Individuals received our friends and family patient experience survey – 3,612** People responded to this and is in line with nationally reported response figures. 94% of responders provided a positive rating (95.1 previous period) and would recommend the services of the Health Board to their friends and family.
- ▼ **245 Service users completed the Your NHS Wales Experience survey** Over 78% of the responders provided a positive score when asked 'how would you rate your overall experience of using the services of Hywel Dda University Health Board' compared to 80% for the previous period. 245 people responded to the survey compared to 243 for the previous period.

# Complaints & Concerns at a Glance - June 2023/ July 2023

- ▼ 378 complaints were received, of which:
- ▼ 84 were managed as an early resolution case (within two working days).
- ▼ 286 cases proceeded to complaints investigation under the 'Putting Things Right' Regulations. The number received for June and July represents an increase of 26 from the previous two-month period.
- ▼ 8 complaints were reopened in June and July. Complaints are 'reopened' when the complainant feels the response has not addressed all of the concerns they have raised, and the Health Board considers that further engagement may yet have the potential to resolve the issues.
- ▼ On review of initial grading, there were 3 grade 5 complaints and 7 grade 4 complaints received during the period (alleging severe harm). Upon completion of investigations, most complaints alleging serious harm are re-graded as less severe following consideration of the investigation findings and consideration of the actual harm.
- ▼ 539 enquiries were received for the two month period, an increase of 124 on the preceding period. 535 enquiries were closed. The most prominent themes of enquiry are around appointments, treatment and communication issues.

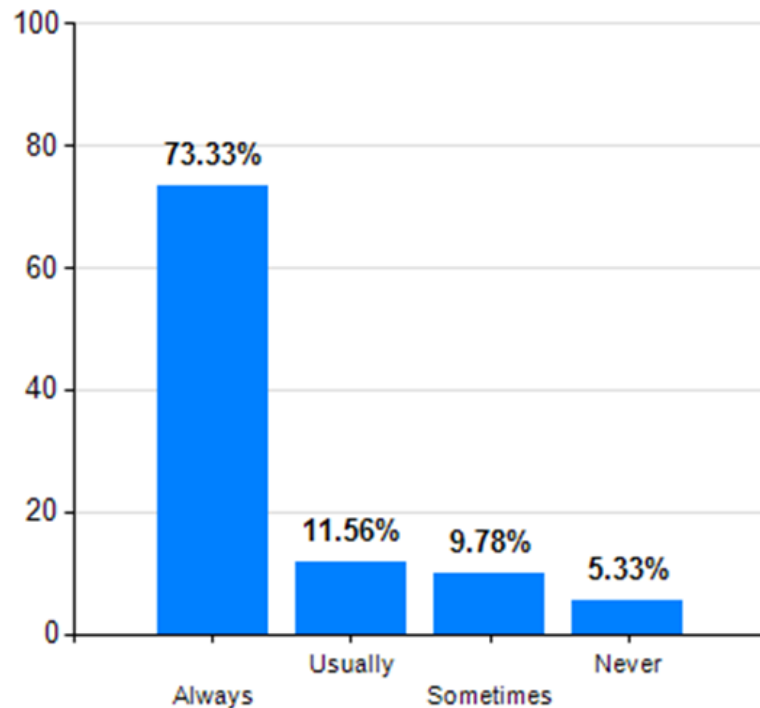
## Closed complaints:

- ▼ 269 cases that were managed through the Putting Things Right complaints process were closed in June and July, compared to 355 in the previous period. Of these, 162 were closed within 30 working days. This means 60% of the complaints received during these two months were closed within 30 working days, showing a decrease from the previous period, due to capacity in the service.
- ▼ Of the complaints closed in June and July, 196 were not upheld. 73 complaints were upheld, of which 54 had an outcome of grade 1 (no harm caused). 5 complaints were upheld where severe harm had been reported. As anticipated with the removal of partially upheld category from the all Wales electronic complaints system, there has been a higher proportion of upheld complaints. However, the outcome grading will be used to reflect the severity of the issues.
- ▼ Clinical treatment and assessment continue to be a prominent theme, representing 29% of all new concerns in the period. The next most prevalent theme is appointments at 16%. 11% of concerns in the period are linked to communication and 7% staff attitude and behaviour.
- ▼ There was 1 new investigation commenced by the Public Services Ombudsman for Wales (PSOW). Four Final Investigation Reports were received, 1 being upheld, 2 being partly upheld and 1 being not upheld. There were also 4 early resolution agreements reached with the Ombudsman. Where upheld, action plans are formulated and progress is monitored through governance meetings, and communicated through the Listening and Learning Sub-Committee. The Annual Letter to the Health Board from the PSOW is presented to Board as a separate paper.

# DIGNITY, RESPECT AND KINDNESS

## Your NHS Wales Experience survey

### ➤ I am treated with Dignity, Respect and Kindness?



There has been an increase in performance for this measure compared to the previous period this is due to the 2.28% of responses stating they are always treated with dignity, respect and kindness compared to the last period.

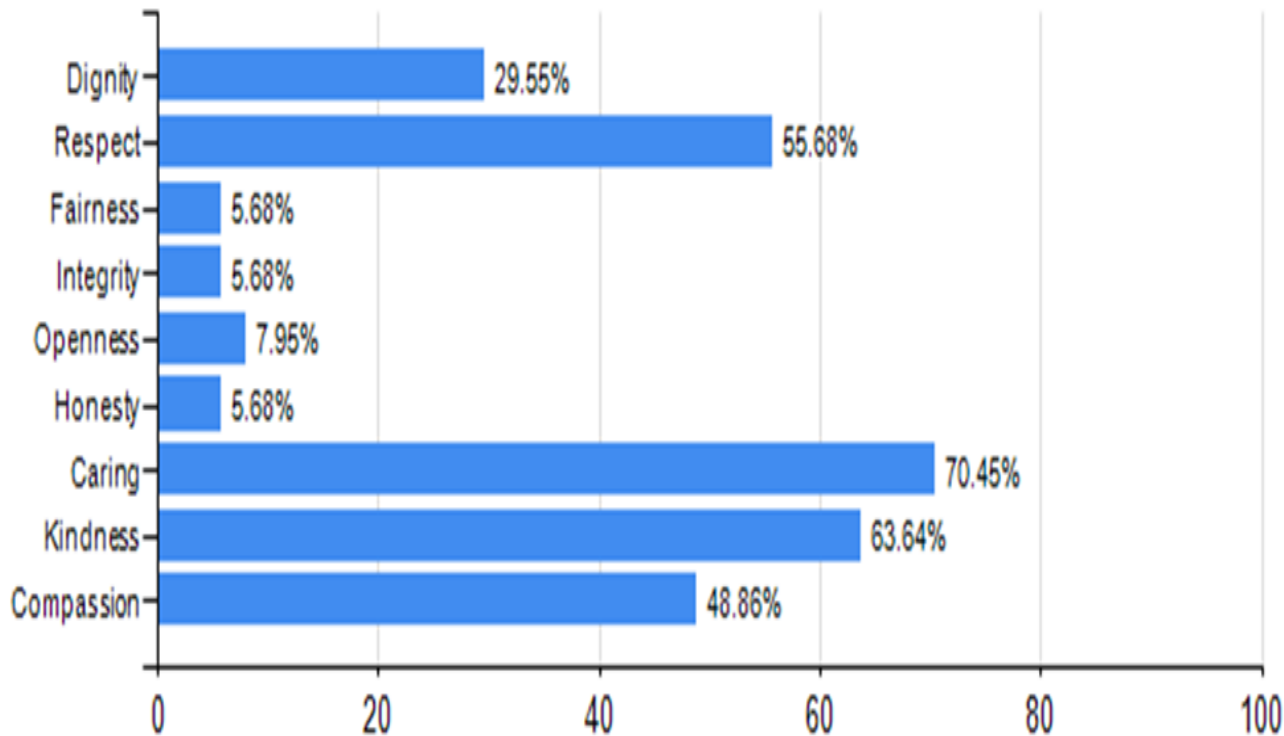
➡ The staff were more concerned about having a McDonald's collected and I overheard the staff saying one of the auxiliary nurses had left the department for over two hours to collect one. This left me feeling guilty to leave my family member there as I felt the staff didn't care.

➡ Every single staff member were kind caring and welcoming from the surgeon/consultant and everyone in between all very special people. A really good experience. Cannot speak highly enough, Thank You.

➡ Everything was wonderful. Exceeded my expectations. Staff were thorough and caring. Even though I was reluctant to have treatment prior to arriving at Prince Phillip, my injury was dealt with the upmost care. I only wish I'd been there sooner to avoid unnecessary pain and discomfort.

# DIGNITY, RESPECT AND KINDNESS - COMPLIMENTS

Of all the compliments respect, caring and kindness are the terms most often mentioned.



→ Staff at X-Ray reception so helpful. There was a problem with the form completed by the GP and Selina Roberts went out of her way to try and solve the problem and get us seen as soon as possible. Please relay our feedback to her management.

→ I was surprised to hear that Pembrokeshire offered an Ear Wax Micro suction service considering many hospitals were suggesting to go private. Therefore when I self referred I was given an earlier appointment than expected. The staff were really nice, explained exactly what was going to happen and checked in throughout my treatment. I believe this is a beneficial service and appreciated the final result in me being able to go home feeling and hearing better than I arrived.

# DIGNITY, RESPECT AND KINDNESS CONCERNS

- ▼ 24 new complaints were received relating to attitude and behaviour of staff. These concerns range across services, and the only services to receive more than one complaints of this kind were Acute Paediatrics, General Practice, Gynaecology, Trauma & Orthopaedics and Accident & Emergency.
- ▼ Where we receive concerns pertaining to issues of dignity, respect and kindness, we generally see a range of linked themes occurring. However, in this period we noted that there were no complaints around privacy and dignity. There were 7 concerns around patient care.
- ▼ The attitude and behaviour of nursing, midwifery and health visiting staff generated 10 complaints in this period. Complaints by staff group for attitude/behaviour are as follows: 7 medical and 3 reception/ secretarial staff.

# DIGNITY, RESPECT AND KINDNESS

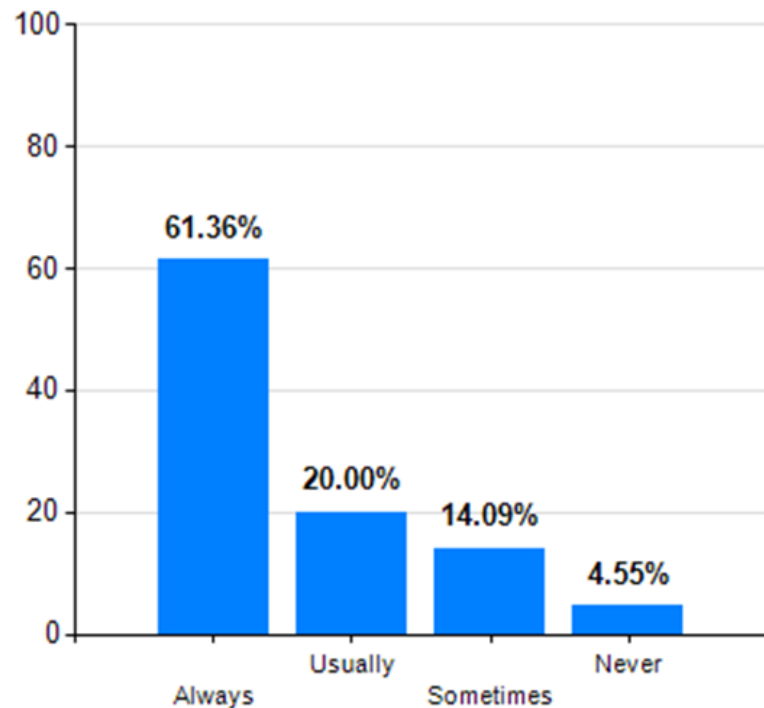
## LESSONS LEARNED

You Said	We Did
My brother's call bell was not accessible – it needed to be within reach, so that he could summon the nurse if in need of assistance.	Our current bedside checklist includes a prompt to make sure that call bells and bed controls are in reach of patients. This is checked every time staff complete their 'bedside checks' of a patient.
During my long wait in the A&E department, the arrangements for drinks and food were insufficient.	As a direct result, reception staff have access to bottled water to share with patients requesting it. There is now a vending machine offering light refreshments, and the team have recruited a dedicated Health Care Support Worker who offers support, hot beverages and any additional self-help support to those patients who are facing extended waiting times within the department. This is being regularly reviewed across all sites.



# Your NHS Wales Experience survey - COMMUNICATION

Were things explained to you in a way that you could understand?



There has been an increase in performance in this measure compared to the previous period. As noted in the feedback from individuals, there are various comments regarding communication.

➡ My consultant was lovely, helpful, friendly, fully explained everything and gave me time to answer questions.

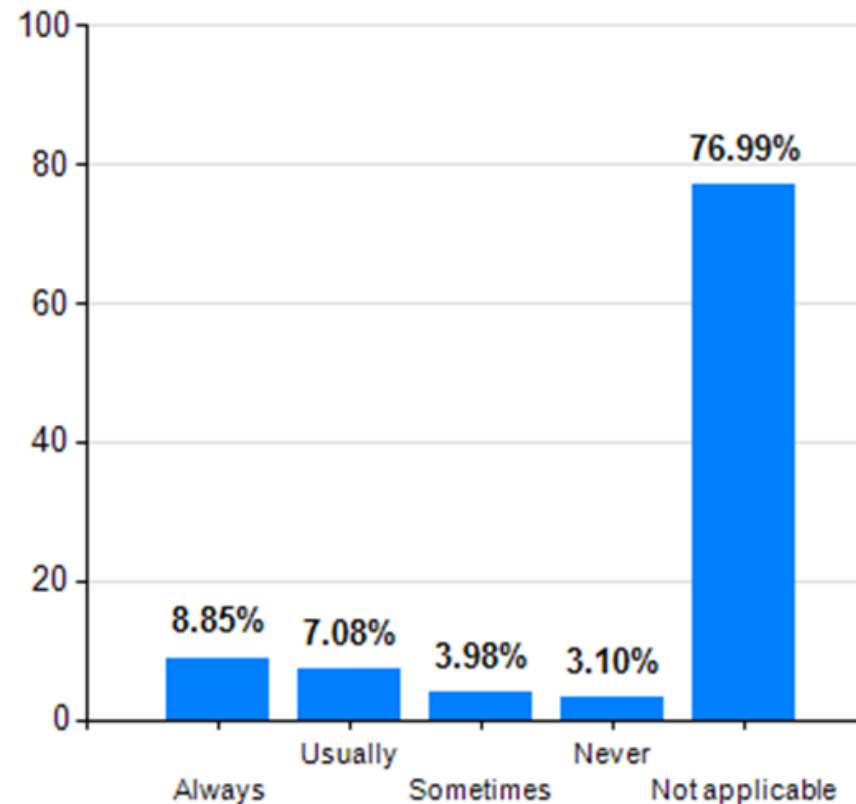
➡ Immediately prior to the operation, the consultants took time to discuss again various aspects of the procedure, their manner was extremely reassuring. Recovery room and recovery ward staff all engaged with me post op, adding to confidence in a job well done by a dedicated team of professionals.

➡ For dementia related patients tell the carer/husband the facts. No explanation of what to expect.

➡ Some blood tests weren't explained to me in MIU On the first day on the 2nd day I had a better idea but it's was complicated. Having been told my investigation is urgent 2 months is a worrying wait.

# Your NHS Wales Experience survey - COMMUNICATION

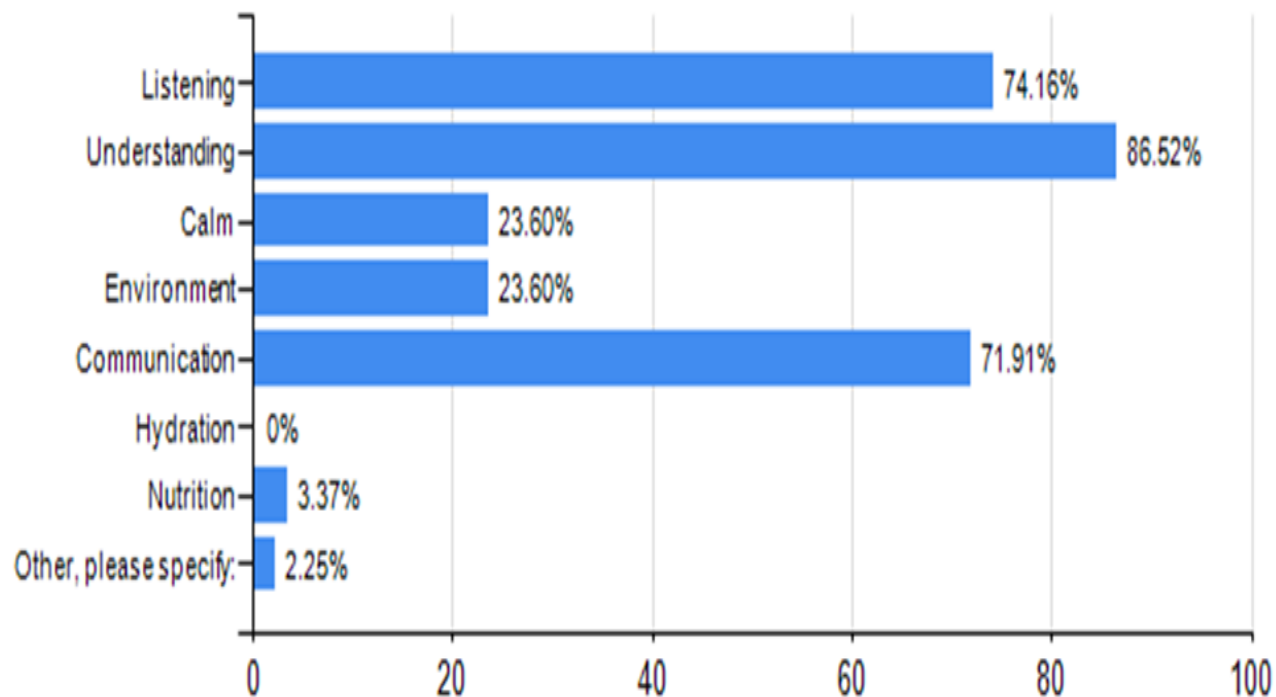
Were you able to speak in Welsh to staff if you needed to?



There has been an increase of 2.3% for this period where responders were always able to speak to a member of staff in Welsh. Unfortunately the individuals did not leave any further comments for us to review the data further, however feedback is available for services to review their data.

# COMPLIMENTS - COMMUNICATION

The sentiments expressed within the compliments we receive, continue to show that understanding, listening and communication are terms most often used.



→ Every single staff member were kind caring and welcoming from the surgeon/consultant and everyone in between all very special people. A really good experience Cannot speak highly enough Thank You.

→ The doctor and nurse were fantastic, very friendly and polite while maintaining professional boundaries. I haven't always liked seeing male doctors in the past, but I was very at ease and they both had a lovely warm manner and were very patient and reassuring with me. (I saw the same doctor twice, originally for a large lump in my left breast, most recently for a follow up after which I am now considered clear)

# COMMUNICATION CONCERNS

- During June and July, 45 concerns were received about communication, which has decreased by 5 from the previous period. 30 of these are closed and 15 are still under investigation.
- The main causes of concerns linked to communication remain the same. 57% were around patients being unable to contact staff or services, which are often raised when patients or families are given incorrect contact details, or the phone of the ward/ team they are trying to reach goes unanswered.
- 6% of concerns linked to communication in this period are due to insufficient or incorrect information being given to patients or families. The data for this period demonstrates that the overriding issues around communication remain the same as the previous two periods.
- Communication is a widespread challenge and remains one of the top four prominent themes in complaints across the Health Board.

# COMMUNICATION

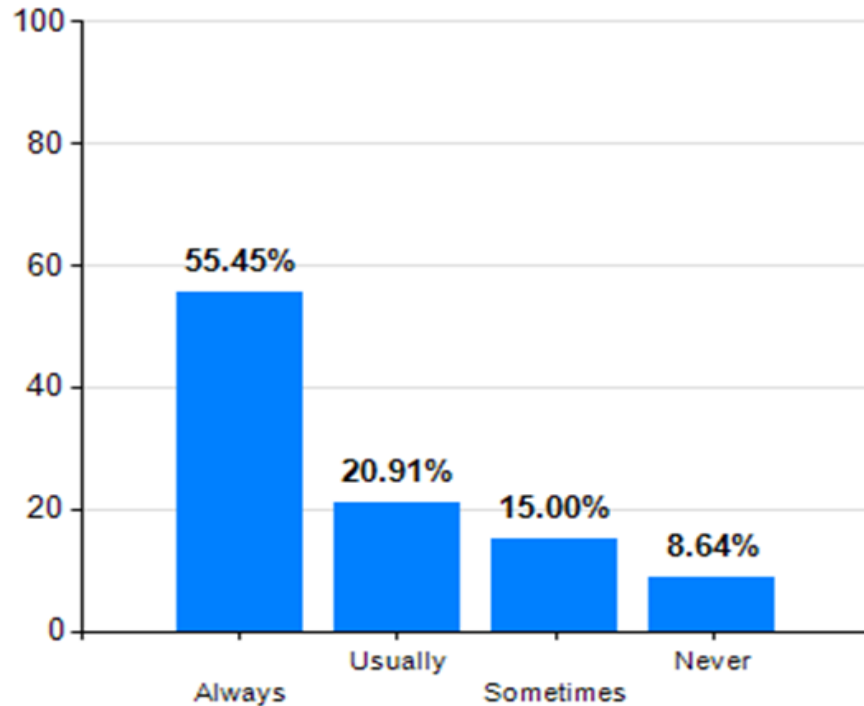
## LESSONS LEARNED

You Said	We Did
<p>When discussing care and treatment with patients on the wards directly, you need to be mindful of any barriers to understanding.</p> <p>During my mother's care, you didn't check that she was wearing her hearing aids, and so she was not able to understand what was going on, or communicate her needs effectively.</p>	<p>We created an action plan to address the best way to support our patients with hearing impairments and to ensure that their needs are identified.</p> <p>We sought advice from our Audiology Team, who are able to provide wards with advice books on effective management of patients with hearing impairments, and will provide training as needed.</p> <p>Within the nursing teams, the importance of identifying patients with hearing aids is being reinforced through nursing team meetings and learning forums.</p>

# KEEPING PEOPLE INFORMED AND INVOLVED AND TAKING ACCOUNT OF THEIR WISHES AND NEEDS

## Your NHS Wales Experience survey

- ▼ Were you involved as much as you wanted to be in decisions about your care?



During the period there has been a 10% decrease in performance in this measure due to 55.45% of responses said they were involved in their decisions in care compared to 61.89% for the previous period.

→ The communication amongst the ortho team had some problems during handover. The Dr from Orthopaedics who eventually dealt with me was excellent but the information given to him during handover was, at best incomplete and at worst, fabricated. However, the second doctors professionalism made up for the first ones inadequacy. I never met the first doctor although she claimed that we had a discussion.

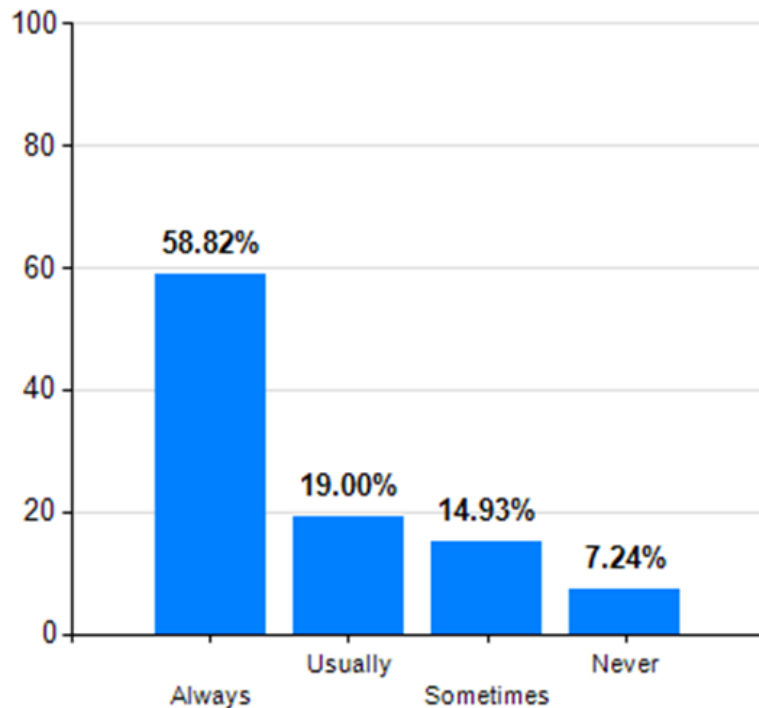
→ One of the specialists brought in didn't really give me space to add any additional information. Later, an A&E doctor gave all medical information to my parent instead of myself, despite being an adult with full mental capabilities.

<https://youtu.be/IDP2LBcAytK> - Glangwili Outpatient Department [ Blue Suite]

# KEEPING PEOPLE INFORMED AND INVOLVED AND TAKING ACCOUNT OF THEIR WISHES AND NEEDS

## Your NHS Wales Experience survey

Did you feel you understood what was happening in your care?



There has been a increase of 2.6% compared to the last period where people feel they always understood what was happening with their care and an increase of 12% where they feel they were sometimes understood. This is reflected in the feedback that has been provided.



The care my son received today was fantastic. We were seen and treated really quickly. The doctor we saw listened to what my son had to say and respected his wishes to decline a blood test. There was a really friendly gentleman there giving people in the waiting room hot drinks. I think this was very nice touch. All the staff were extremely friendly and welcoming and reassuring. It was also nice to see how well the place was being cleaned there also by the domestic staff.

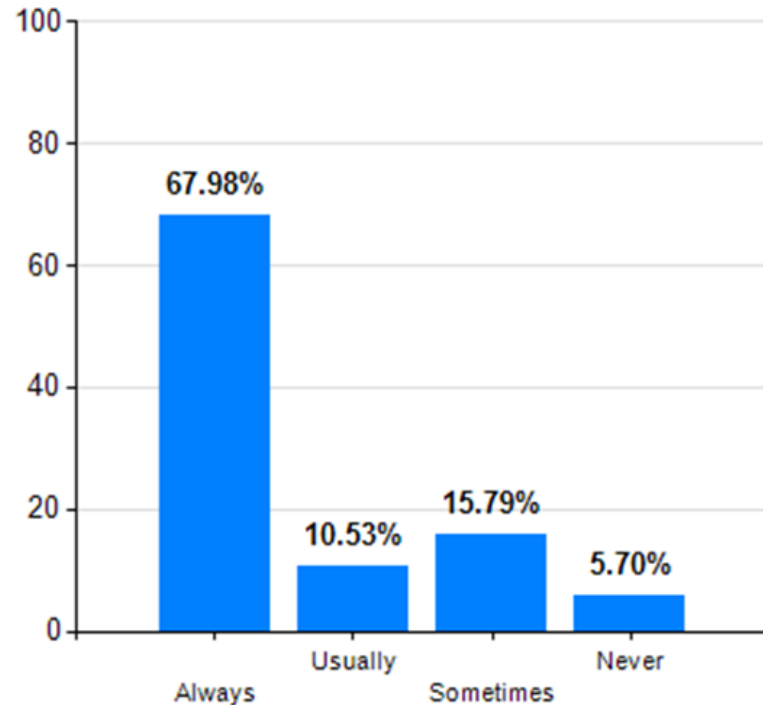


Give me more information about my condition. I was in a lot of pain having my examination I felt that the Dr felt I had a low pain threshold when I know this is not so as having my children was less painful than the pain I was and have been suffering. I would have liked to be able to phone and ask more question because at the time I was to upset to think what to ask.



# Your NHS Wales Experience survey

Did you feel that you were listened to?



➡ Staff need to listen and repeat what was said and ask again if they can't remember not make it up as they go along!

➡ I think that the Dr I saw needs to work on his manner and should not walk out on a consultation. I felt like I was a nuisance and not really listened too. I do not complain lightly and completely understand the pressures A&E are under and am grateful to all the professionals who work there. But I doubt believe that I was treated with any respect or kindness by the Dr I saw.

There has been a 5% improvement for this period where 67.98% of responses advised they were always listened to compared to 64.61% in the last period. 15.79% of responders have said they feel that they were sometimes listened to this is reflected in the feedback provided.

# KEEPING PEOPLE INFORMED AND INVOLVED AND TAKING ACCOUNT OF THEIR WISHES AND NEEDS - LESSONS LEARNED

You Said	We Did
<p>As an autistic patient, I found it more difficult to understand questions put to me through the course of my pregnancy.</p> <p>During my appointments, I missed the nuance of questions, and felt compelled to respond anyway, even when I was unsure what was being asked. I often left the appointments having to ask my mum what it all meant.</p> <p>My baby died during my pregnancy. Had the maternity team made some adjustments for my autism, such as asking more direct questions, I would have felt more supported and included in my care.</p>	<p>Following the patient's experience and the tragic events of her pregnancy, a team of clinicians reviewed the All-Wales Maternity Record and identified that there was no specific question relating to learning difficulties.</p> <p>As a result, the Health Board introduced an individualised sticker in each maternity handheld record to ensure that this important question is asked of all women to ensure inclusivity.</p> <p>We asked the patient to contribute to the 'maternity passport' at each stage, in memory of her baby.</p> <p>The Learning Disability Team were integral to the development of the passport, along with the Maternity Experience Midwife.</p>

# PATIENT STORY

This story is provided by a husband about his experience whilst his wife was giving birth to their child. The woman and the Consultant involved have also recorded their story about their experiences. This has provided a valuable opportunity to hear about the experience from different perspectives and provided an opportunity to make service improvements which will improve the experience for women and their loved ones who are supporting them through child birth.

The stories and feedback have provided opportunities for reflection and learning for the clinicians involved and the clinical supervisors for midwifery. Dedicated sessions were provided to understand this family's experience and time to reflect on what could have been done differently.

A number of important improvements have been implemented as a result:

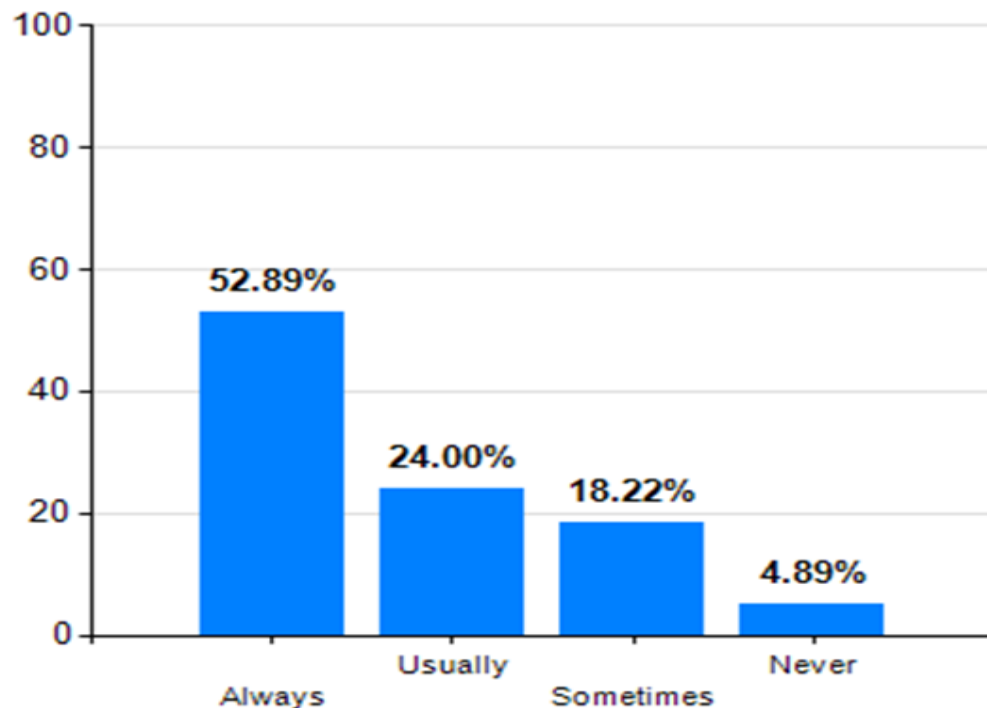
- ✓ Learning sessions provided on the identification of the deteriorating patient, including presentation to the Multi-Disciplinary Team Clinical Risk Meeting.
- ✓ Updated PROMPT training has been delivered to the team.
- ✓ A new escalation guideline, based on the Royal College of Obstetrics and Gynaecology AID toolkit.

[Click here to listen to the story](#)

# Safe and Effective Care, in an appropriate & Clean Environment

## Your NHS Wales Experience survey

### ▼ My care is provided in the most appropriate setting to meet my health needs?



There has been an overall increase in performance in this measure, compared to last period where 8.30 % of responder's stated their care was not provided in the most appropriate setting compared to 4.89% for the previous period.

➡ A&E were very efficient! Staff were amazing and the care. Healthcare Worker drove me home following her shift after my mum had passed. These hospital areas we encountered were spotless and I felt my mum was treated with dignity and care Thank you to everyone.

➡ Whilst sat in the waiting room, A&E nurse came out to tell me in front of everyone in the waiting room, my bloods were OK but I was now waiting for a gynaecologist. This was extremely embarrassing and personal.

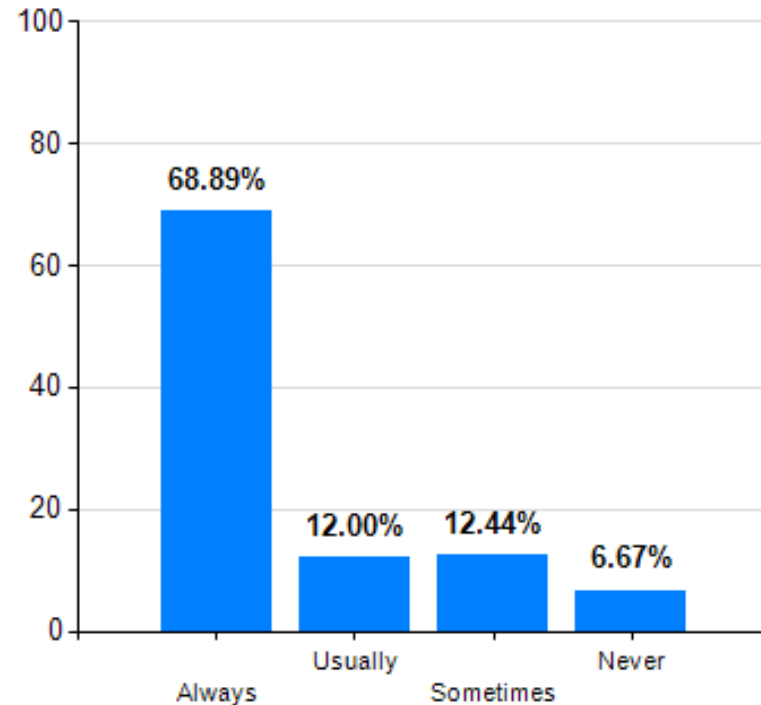
<https://youtu.be/7kGDPdafx8I> - Bronglais Accident and Emergency Department

[https://youtu.be/rTjFEa\\_RThw](https://youtu.be/rTjFEa_RThw) - Withybush Accident and Emergency Department

# Safe and Effective Care, in an appropriate & Clean Environment

## Your NHS Wales Experience survey

### Did you feel safe and well cared for?



Performance has seen an increase compared to last period where only 6.67% of responses said they never felt cared for compared to 10.00% for previous period. Always feel safe response has also seen an increase of 1.6%. This is reflected in the feedback from responses.

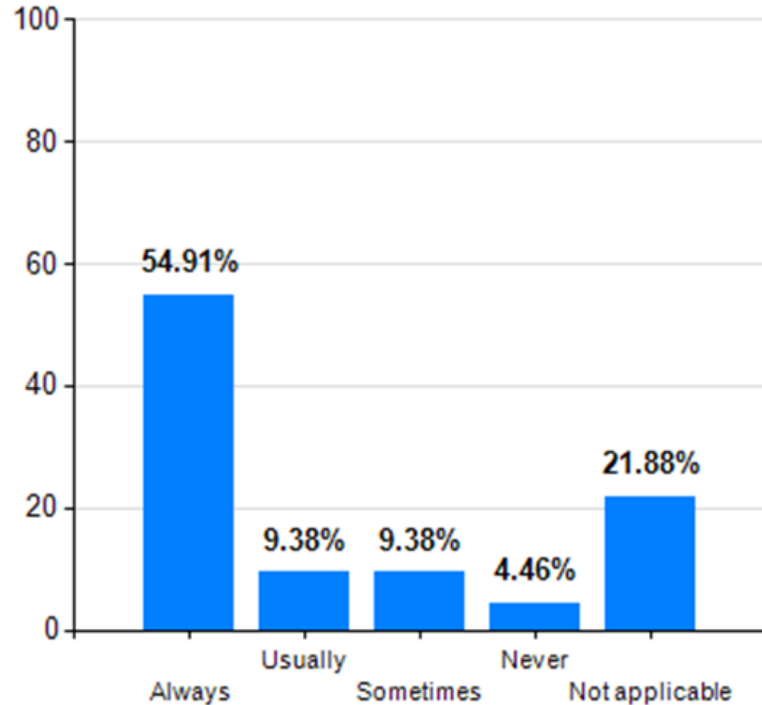
➡ The doctor and nurse were fantastic, very friendly and polite while maintaining professional boundaries. I haven't always liked seeing male doctors in the past, but I was very at ease and they both had a lovely warm manner and were very patient and reassuring with me.

➡ Your staff are absolutely amazing, most of my care was provided by 2 who I can't praise enough. They reassured me, explained everything, had a laugh with me and couldn't have made me experience better if they tried. I had to return on Thursday and on ED reception remembered me, and when I went to minors recognised me straight away and was just genuinely lovely to be around. Both times I was in and out so quickly and the stitches and dressings are so neat and clean.

# Safe and Effective Care, in an appropriate & Clean Environment

## Your NHS Wales Experience survey

- ▼ If you asked for assistance, did you get it when you needed it?



21.88% of responders stated this question was not applicable compared to 14.17% for the previous period. Responses to never getting assistance has fallen by 2.21% to the previous period.

➡ I really appreciated the personal warmth and helpfulness ALL your staff showed me - from reception to the consultant, the radiographers (I needed 3 separate sets of X-rays yesterday evening)- the quality of the orthopaedic surgeon's work (his first name was Owen I think) and his assistant Fatima)- that I didn't have to wait excessively long periods for different stages of treatment for broken and dislocated big toe. Thank you!

➡ A female physiotherapist came and told me that she needed to see how I could walk to see if I could go home. I told her that I was painful at the moment and asked for some painkillers first and she told me that if I declined this assessment then I would not be able to go home today or over the weekend. She said she did not have the time to come back and it needed to be done now. When I got up to walk, it was very painful and she told me to keep going! I felt very humiliated and ashamed. I don't think I should have been treated like this as it made me feel useless.

# Safe and Effective Care, in an appropriate & Clean Environment

## Concerns

- ▼ 90 concerns were received during June and July pertained to clinical assessment and treatment.
- ▼ 38 out of the 90 complaints have been looked into and responses provided. The remaining 52 are being investigated. Typically, clinical investigations can be complex and can take longer to investigate, sometimes spanning a number of services.
- ▼ 27 of these concerns were about incorrect/insufficient treatment. The services receiving the highest numbers were Accident & Emergency, Orthopaedics, General Practice, Obstetrics, Medicine and Trauma & Orthopaedics. These numbers should be taken into the wider context of the high number of patient activity in these services.
- ▼ 39 complaints were received about lack of treatment. Accident & Emergency received 20% of these concerns, Urology received 15% and Ophthalmology received 10%. The rest were spread in small numbers across the Health Board's services.
- ▼ 10 concerns were received about a delay in diagnosis, or incorrect diagnosis.



# SAFE AND EFFECTIVE CARE IN AN APPROPRIATE AND CLEAN ENVIRONMENT

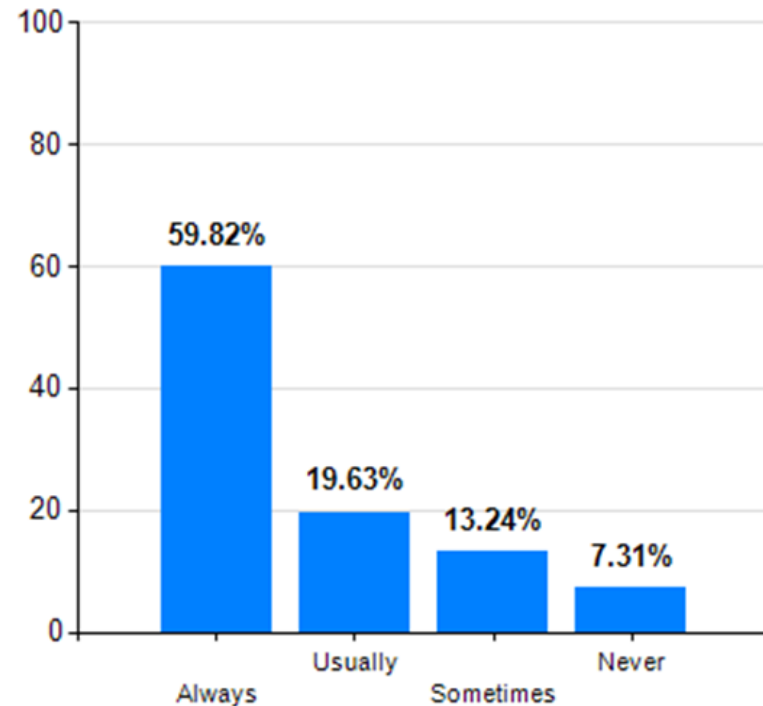
## Lessons Learned

You Said	We Did
<p>There needs to be a smooth transition for younger patients when moving from the support of Children's to Adult Mental Health Services.</p> <p>Better multi-disciplinary arrangements and information sharing is needed.</p>	<p>The Health Board is committed to improving services for neuro-divergent children, young people, adults and their families, and we are working hard to address this situation.</p> <p>Whilst we are aware that the Children's ADHD service and the Adult ADHD service are managed separately, one of our priorities will be to review this so that young people have no disruptions in the care they receive, regardless of age.</p> <p>A Service Delivery Manager for Neurodevelopmental services has recently been appointed.</p>

# People are encouraged to share their experiences of health care to help us improve

## Your NHS Wales Experience survey

I am supported and encouraged to share my experience of care, both good and bad to help improve things?



This performance shows 59.82% of responders are encouraged to share feedback compared to 60% in the previous period

➡ I brought my severely learning disabled and autistic service user in to have a swollen leg checked on the advice of 111. I understand A&E was busy, but no consideration has given to my service user's personal circumstances before or during triage. I had to strongly and firmly advocate for my service user with the triage nurse, who displayed no understanding of how learning disability and autism would affect a person's ability to wait for services, and only took it into account after I insisted.

➡ I couldn't fault the care and treatment I received. It was so good. I was treated with love and respect at a very scary time. The doctors explained things to me and kept my daughter in the loop too. I couldn't fault my treatment it was so good. I am so grateful to all the staff.

# People are encouraged to share their experiences of health care to help us

## Friends and Family Test



No proper beds, lack of communication, medication regularly late. Slept on what I can only describe as a dentists chair for 5 nights.



Staff were good but there was poor communication, I had to ask continuously for an MRI scan which the doctor had asked for on my admittance. I never had one and was discharged without having it done. Discharged after 5 days with no letter for my GP for follow up care.



Amazing nurses, high standard of care. Very clean surroundings. As an ex medical professional there were no negatives to my stay. Also praise for the ancillary staff. Than you to all concerned.



The admission process was very good however I didn't feel the discharge was as good. I felt as if they just wanted to finish up for the day. I additionally found out from another senior member of staff that I hadn't been given all the after surgery recovery information such as what activities I should not and what I should do post dressing and suture removal.



I was able to self refer for physio and very quickly was offered an appointment. The subsequent appointments were conducted very thoroughly and professionally. Treatment and exercises were provided along with a detailed explanation of why I was getting the symptoms I had.

# Overall patient feedback

Patient Type	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	94.3%	5.7%	6174	4402	1041	341	156	176	58
Community & Primary Care Patient	100.0%	0.0%	16	15	1	0	0	0	0
Day Case	98.8%	1.2%	259	219	27	8	1	2	2
Emergency Patient	91.4%	8.6%	1879	1230	345	144	65	84	11
Inpatient	96.5%	3.5%	489	365	77	28	9	7	3
Maternity Inpatient	94.4%	5.6%	18	16	1	0	0	1	0
Maternity Outpatient	87.8%	12.2%	45	27	9	3	3	2	1
Mental Health Inpatient	0.0%	100.0%	1	0	0	0	0	1	0
Mental Health Outpatient	88.2%	11.8%	19	14	1	1	0	2	1
Outpatient	95.4%	4.6%	2901	2131	488	120	64	62	36
Paediatric Inpatient	92.9%	7.1%	15	13	0	1	1	0	0
Unmapped	94.3%	5.7%	532	372	92	36	13	15	4

There has been an increase of 13.3% responses for this period with a total of 6174 responses compared to 5402 for the previous period. Community & Primary feedback responses have increased from 8 to 16 compared to the previous period, with an overall positive feedback of 100 % compared to 87.5% on previous report.

# Glangwili General Hospital

Departments with less than 10 responses have been excluded from the table.

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	92.9%	7.1%	1840	1269	324	112	60	61	14
Aberglasney Suite	93.8%	6.2%	49	40	5	1	1	2	0
Accident and Emergency Department	87.4%	12.6%	438	256	91	39	23	27	2
Ambulatory Care Unit	81.8%	18.2%	23	15	3	1	2	2	0
Branwen Suite	100.0%	0.0%	33	23	6	4	0	0	0
Cardio-Respiratory Unit	99.0%	1.0%	108	81	18	6	0	1	2
Childrens Centre	100.0%	0.0%	16	13	2	0	0	0	1
Clinical Decisions Unit	85.7%	14.3%	16	8	4	2	1	1	0
Day Surgery Unit	100.0%	0.0%	23	22	1	0	0	0	0
Derwen Ward	100.0%	0.0%	34	30	4	0	0	0	0
EEG/EMG Department	100.0%	0.0%	20	14	5	0	0	0	1
Endoscopy Department	100.0%	0.0%	14	11	2	1	0	0	0
Madog Suite	93.0%	7.0%	60	38	15	2	2	2	1
Maternity Booking Appointment	90.0%	10.0%	11	7	2	0	1	0	1
Merlin Ward	94.4%	5.6%	20	11	6	2	0	1	0
Outpatient Department (Blue)	92.9%	7.1%	746	521	132	37	29	21	6
Picton Ward	96.2%	3.8%	29	16	9	3	0	1	0
Same Day Emergency Care Unit	97.7%	2.3%	46	39	4	2	0	1	0
Surgical Assessment Unit	100.0%	0.0%	17	11	3	3	0	0	0
Tysul Ward	100.0%	0.0%	46	40	3	3	0	0	0

Glangwili has seen an 19% increase in responses for this period. Tysul, Endoscopy,EEG and the Childrens Centre continue to achieve 100% positive feedback, whilst Ambulatory Care received a 81.8% positive rating for this period compared to 83.3 or the previous period.

# Prince Philip General Hospital

Departments with less than 10 responses have been excluded from the table.

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	95.1%	4.9%	1301	962	210	60	27	33	9
Acute Medical Assessment Unit	92.5%	7.5%	43	32	5	3	2	1	0
Cardio Respiratory Department	100.0%	0.0%	61	48	10	2	0	0	1
Minor Injuries Unit	90.1%	9.9%	333	203	69	26	13	17	5
Outpatient Department	96.2%	3.8%	604	474	86	20	9	13	2
Physiotherapy Department	95.0%	5.0%	44	28	10	3	1	1	1
Pre Op Assessment Clinic	96.7%	3.3%	31	28	1	1	1	0	0
Rheumatology Department	100.0%	0.0%	44	28	13	3	0	0	0
Same Day Emergency Care Unit	100.0%	0.0%	29	21	8	0	0	0	0
Ward 6	100.0%	0.0%	14	13	1	0	0	0	0
Ward 7	100.0%	0.0%	13	11	1	1	0	0	0

Rheumatology, Same Day Emergency, Cardio Respiratory, ward 6 and 7 have all achieved a 100% positive rating, while Minor Injuries achieved 90.1% compared to 94.5% in the previous period.

# Withybush General Hospital

Departments with less than 10 responses have been excluded from the table.

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
<b>Total</b>	<b>93.9%</b>	<b>6.1%</b>	<b>1196</b>	<b>831</b>	<b>213</b>	<b>73</b>	<b>34</b>	<b>34</b>	<b>11</b>
Accident and Emergency Department	89.4%	10.6%	405	245	74	46	14	24	2
Adult Clinical Decisions Unit	100.0%	0.0%	15	13	2	0	0	0	0
Cardio Respiratory Department	98.3%	1.7%	122	92	23	4	2	0	1
Day Surgery Unit	98.6%	1.4%	72	54	14	3	1	0	0
Endoscopy Department	100.0%	0.0%	6	5	1	0	0	0	0
Gynaecology Care Suite	76.9%	23.1%	15	8	2	2	2	1	0
Medical Day Unit	100.0%	0.0%	17	15	1	0	0	0	1
Outpatient Department (A)	95.3%	4.7%	337	244	63	10	9	6	5
Physiotherapy Department	93.2%	6.8%	61	50	5	1	2	2	1
Rheumatology Department	95.2%	4.8%	23	15	5	1	0	1	1
Same Day Emergency Care Unit	91.7%	8.3%	37	26	7	1	3	0	0
Ward 4	96.0%	4.0%	25	18	6	0	1	0	0

There has been an increase of responses for this period where 1196 have fed back their experience compared to 1040 for the previous period. Adult Clinical Decisions, Endoscopy and Medical Day unit achieved 100% positive rating where Gynaecology care Suite 76.9%



# Bronglais General Hospital

Departments with less than 10 responses have been excluded from the table.

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	95.6%	4.4%	771	566	129	35	15	17	9
Accident and Emergency Department	92.1%	7.9%	300	198	60	19	10	12	1
Cardio-Respiratory Department	97.6%	2.4%	44	33	8	2	0	1	0
Ceredig Ward	100.0%	0.0%	16	7	7	1	0	0	1
Clinical Decisions Unit (Green)	94.7%	5.3%	20	16	2	1	0	1	0
Day Surgery Unit	96.2%	3.8%	28	24	1	2	0	1	0
Medical Day Unit	100.0%	0.0%	10	10	0	0	0	0	0
Outpatient Department	97.5%	2.5%	255	202	35	8	4	2	4
Rhiannon Ward	100.0%	0.0%	23	19	3	1	0	0	0

There has been an decrease in responses for this period where 771 of people have responded to feedback compared to 823 for the previous period. The positivity rating has increase from 94.9% to 95.6% for this period. Ceredig Ward has seen a 6.7% increase in positive feedback. All areas have achieved over 90% positive feedback.

# Community Hospitals

Main Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	97.6%	2.4%	401	322	51	16	4	5	3
Aberaeron Intergrated Care Centre	94.6%	5.4%	39	27	8	1	1	1	1
Amman Valley Hospital	100.0%	0.0%	23	17	6	0	0	0	0
Cardigan Integrated Care Centre	99.2%	0.8%	266	218	30	14	1	1	2
Llandovery Hospital	100.0%	0.0%	3	3	0	0	0	0	0
South Pembrokeshire Hospital	92.3%	7.7%	13	12	0	0	1	0	0
Tenby Cottage Hospital	92.9%	7.1%	57	45	7	1	1	3	0

We continue to see a increase in total responses for our Community Hospitals, with 401 responses for this period compared to 366 for the previous period, with 97.6% positive feedback compared to 97.2% for the previous period.

## Feedback in Primary Care

The Patient Experience Team continue to visit our Managed GP Surgeries to encourage teams to share links to the new patient feedback surveys on the Civica Experience Wales.

During this period there have only been 3 responses despite the team visiting a number of Practices in the Carmarthenshire area. The teams have advised that again this may be attributed to many appointments conducted by telephone and there is less patient attendance at the premises.

The Patient Experience Officers will continue to visit practices during the next period and will engage with patients and ask if they are willing to share their experiences with them.

A review of alternative ways of capturing this information will be discussed with the Primary Care Team.

# Mental Health Service Feedback

This Word Cloud has been created by using feedback from Older Adult Mental Health, Community Mental Health and Mental Health Liaison Service.



# Paediatric Surveys



The voice of children and young people are a vital part of improving our patient experience work.

The Patient Experience Team continue to work along side the Community Paediatric Team in promoting their community survey, and hope to share feedback in future reports.

During June and July, the number for each of the Paediatric questionnaires received has increased to a total of 75 compared to 66 during the last period.

During this period we received the following; 64 for parents and cares responses, 7 responses for 4- 11 year old's and 11 years and above had 4 responses.

The Patient Experience team have been able to support the service collating this feedback, which has attributed to the increase in responses. The Service are looking to utilise Volunteering for Health to support.

# Paediatric Surveys



Using a scale of 0 -10 where 0 is very bad and 10 is very good, how would you rate your overall experience of this ward/ unit?

69.39% of Parents or Carers said they were 'Extremely likely' to recommend Paediatric services to a friend or relative if their child needed similar care or treatment.

On a scale of 0-10, where 0 is very bad and 10 is very good, 60% of 4 to 11 year-olds said that their experience using services were 10, the remaining 40% rated their experience as 9.

100% of respondents in the 11 years and older questionnaire said that they always felt as if they were treated as an individual.

# Paediatric Surveys



Here are some of the comments about the paediatric wards across the Hywel Dda University Health Board:

What lovely friendly staff on the ward, each time my daughter has been admitted they've made her welcome but tonight - they've gone above and beyond especially Joe

Such wonderful staff. Kind and helpful, My little boy enjoyed playing in the play room we were so impressed by how quickly we were seen and how through the checks were.

All the nurses looking after my daughter were amazing. I felt I was supported throughout the stay.

We were on holiday when my son's injury happened, so we were unfamiliar with the town, hospital or orientation of what to do. From the minute we were in A&E through our journey to the ward, surgery and overnight stay we have felt valued and cared for at every step of the journey. We could not thank the hospital and staff enough for their support and are extremely grateful



# Feel Good Friday

The team continue to promote the Feel Good Friday and provide teams with certificates of appreciation. Teams continue to provide feedback on how great it feels to receive this recognition and look forward to seeing this recognition every Friday on the staff information email.



The Patient Experience Team work across the whole Health Board and each week we are inundated with supportive comments from our patients, families, and their carers about the care they have received from the staff of Hywel Dda University Health Board. These comments are collated from various sources including The Big Thank You, The Friends and Family Test, our Compliments System and the NHS Wales Experience Survey. We will be sharing a selection of these wonderful comments with you every Friday.

## THE BIG THANK YOU

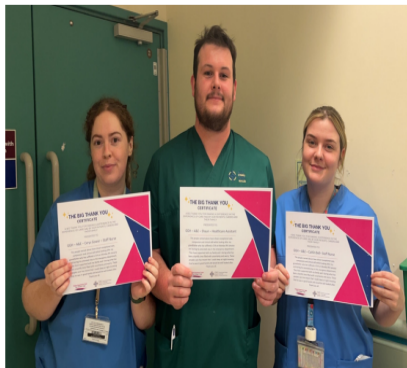
**ULTRASOUND TEAM - PRINCE PHILIP HOSPITAL**



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## THE BIG THANK YOU

**CERYS, SHAUN & CAITLIN - GLANGWILI, A&E**



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## THE BIG THANK YOU

**GYNAECOLOGY DEPARTMENT - WITBYBUSH**



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## THE BIG THANK YOU

**ALLEE MARTIN AND TEAM - DSU  
PRINCE PHILIP HOSPITAL**





# Improving Experience - In Summary

We continue to receive many positive stories and comments about the services provided by our caring and compassionate staff. We are continually sharing and celebrating these achievements across the organisation.

A significant number of patients take the time to provide feedback, 3612 people shared their experience during this period, which is appreciated. 94% were happy with their experience.

Feedback captured in real time via surveys is collected from patients who are staying in our hospitals; or from patients who access the survey following their attendance. 78% reported that their experience has been positive is a reduction compared to previous surveys, which average 90%. This is being reviewed in more detail, comments on the feedback do not indicate why there is a lower level of satisfaction.

- **Prince Philip General Hospital** received 1301 feedback responses with 95.1% providing a positive score. All services received a score of 90% or above. Cardio respiratory; rheumatology; Same Day Emergency Care; Wards 6 & 7 all receiving 100%.
- **Glangwili General Hospital** received 1840 feedback responses with 92.9% providing a positive score. All services received over 81.8%. Branwen Suite; Children's Centre; Day Surgery; Derwen Ward; EEG/EMG; Endoscopy, Surgical Assessment Unit and Tysul Ward all receiving a 100% positive rating.
- **Withybush General Hospital** received 1196 feedback responses with a 93.9% positive rating. All services scored 76.9 or above (majority over 90%). Clinical Decision Unit, endoscopy; Medical Day Unit all receiving 100% experience score.
- **Bronglais General Hospital** received 771 feedback responses, 95.6% providing a positive score. All services received a score of 92% or above, with Ceredig and Rhiannon wards; and the Medical Day Unit receiving a 100% positive score.
- 401 people responded about their experience of attending our **community hospitals** - **97.6%** felt positively about their experience. All received over 92% positive rating, with Llandovery and Amman Valley hospitals achieving 100%.

# Improving Experience - In Summary

The feedback on the achievement of the Improving Experience charter shows the areas of communication, attitude and behaviour of staff and involving and informing people about their care and treatment, are areas we receive many positive comments about these aspects, we do not get this right all of the time.

We continue to promote the Board's 'Making a difference customer care and communication training'; looking at ways in which we can improve communication between teams particularly when there is shared responsibility across different specialties for care; and improving information for patients and carers.

We continue to expand the range of areas we are capturing patient experience data for, including Mental Health and Learning Disability Services and primary care and community.

Despite the recognised pressures within our Emergency Department & Minor Injury areas, feedback from patients who attended an emergency setting during the reported period was 89.4%. It is pleasing to note the positive feedback from patients attending the same day emergency care units; medical day units and surgical assessment units often at 100% of responses.

Across the sites, endoscopy and rheumatology also received very positive scores for patient feedback, most sites reporting 100% positive score.

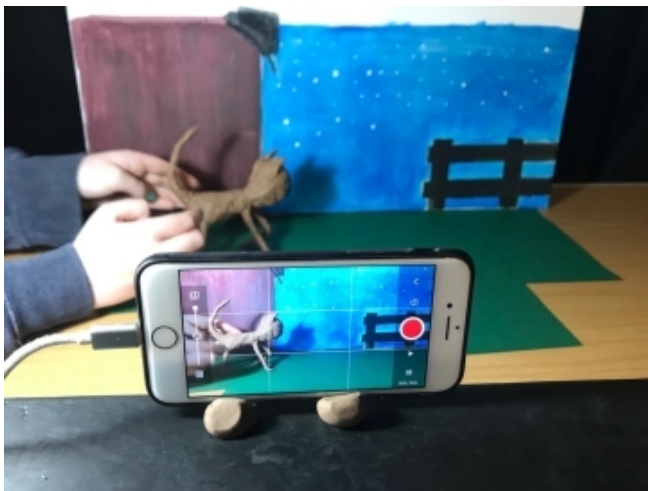
The number of complaints we have received remains relatively stable with little fluctuation since January 2023. Due to capacity within services and the concerns team the number of complaints for the period that were closed within 30 working days has reduced to 60%. We are striving to improve our timeliness for responses. The implementation of the revised complaints handling and investigation process seeks to also improve the quality of the investigations, as well ensuring a more positive experience for people raising concerns, and better support for staff that are the subject of a complaint.

# Arts & Health for our patients

## Arts Boost - PENNA Finalist

We are excited to announce that we have been shortlisted as a Finalist in this year's Patient Experience Network National Awards for the Arts Boost Project.

Arts Boost is an ambitious new project designed to improve mental health and reduce feelings of distress through arts engagement in Children and Young People (CYP) in West Wales and known to the Health Board. [Awards - Patient Experience Network](#)



I feel  
*"More connected  
with myself, more  
comfortable  
expressing myself"*  
YP



## Arts & Dementia Funding

We are delighted to announce that our pilot provision for interactive singing, movement and visual art for inpatients with dementia right across our health board area can continue up until March 2024, with funding from the West Wales Dementia Regional Investment Funding.

We want to share a big thank you with everyone who has been supporting this work right across the Health Board and our two key arts partners - Forget Me Not Chorus and Arts Care Gofal Celf.

## Live Music in ITU

Live music also continues across our ITU settings this Summer with Thanks to funding from Hywel Dda Health Charities, the official charity of Hywel Dda University Health Board, Music in Hospitals & Care.



# Arts & Health for our communities

Our Dance on Prescription programme has come to an end in the 2xTs Cluster and we are in the process of evaluating this impactful work with the Research & Innovation Team.

The programme was devised for patients with chronic illness and/or mobility issues to increase physical activity, reduce social isolation and improve mental wellbeing, and was delivered by Arts Care Gofal Celf.

We hope to publish our report very soon with findings.

*"Full of energy, inclusive and good fun"*

*"Lucy makes me feel better in myself and I like the exercises to the music"*



Patient Story:

*"One lady with MS, amazingly, stood up from her wheelchair unaided and said she'd never dreamt that she would be able to do this again and attributed it to the classes. Her carer, who is also her husband, also attends and says the transformation is remarkable, not only physically, but mentally - not long ago she says she wanted to die due to the pain and lack of dignity."* Patient



*"After falling and hurting my knee about two years ago I've had a lot of trouble with it, I had an X-ray but nothing showed up on it, and it was still giving me a lot of pain until I started to go to the NHS sit down dancing. Now I am out of pain at last and I am hoping that in time my hip will also see the benefit of all the exercise we do... We really need to keep it going please. Diolch" Patient*



# Arts & Health for our staff

## Creative activities for staff wellbeing

The art & health team continue to bring staff together to share creative activities and offer a diversity of choices and experiences. We have spent the Summer preparing an evaluation report of activities to date and the impact on our staff.

Overall, the project has proved to be incredibly popular with over 1442 members of Hywel Dda staff taking part in 63 creative activities from many professional groups.

We have received 100% positive feedback from staff.

*“A negative mindset can easily become the default setting for the brain, and any activity which helps to override this is a real ‘must’ in my opinion.”*

*“The workshops have been a tremendous help to me this year and I am very grateful to you and all the creators that have taken time.”*

*“Good to connect with colleagues.”*

For more info visit our intranet page at

<https://nhs.uk/healthcare-professionals/arts-in-health/>

