

Meeting the general equality duty

Title: Patient experience

Which of the three aims is this information relevant to?

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

Advance equality of opportunity between people who share a protected characteristic and those who do not.

Foster good relations between people who share a protected characteristic and those who do not.

How does this information help us to show we are paying due regards to advancing equality?

Patient Experience-Overview

As usual we have proactively sought patient feedback over the last reporting period and have expanded our team to include the area of patient involvement to create a synergy between patient feedback and the involvement required to bring about tangible change. Patients belonging to all protected characteristics are invited to tell us how they have been treated via a variety of ways which include:

- Directly to PALS or through the patient experience micro-website
- Twitter or an online platform such as care opinion/NHS choices
- Community engagement across the county over last 18 months to shape care closer to home
- Community Hubs Stakeholder group bi-monthly basis
- Children and parents provide feedback on the children's wards using 'tops & pants' feedback tool.
- Feedback provided on the Children's wards and Paediatric Decision Unit using the 15 steps challenge
- Perfect Ward app as part of the ward and community nursing quality rounds provides the opportunity for 'real time' feedback
- Carers can provide feedback directly through the Carers Bucks representative that sits on the Trust's Patient Experience Group (PEG)
- Health watch Bucks/SEAP share and publish key findings with Trust - discharge, maternity
- Volunteers that make personal phone calls to discharged patients to ask a set of questions designed to give opportunity for people to tell us about their experience

- Friends and family Test (FFT)
- Local patient experience surveys conducted by sms.
- Patient involvement and engagement groups within specific services provides the opportunity for feedback and improvement - EOLC, Spinal injury patients
- Radiology services use a patient feedback system involving tokens
- Feedback via birth reflection feedback from mothers and partners
- Cancer Services Patient Partnership Group
- Feedback for inpatient wards can be provided verbally to any ward staff. This is recorded on the ward 'You Said We Did' boards

Some hard to reach groups have a voice and are represented at the Trust Patient Experience Group, PEG, such as Learning Difficulties, Diabetes and Alzheimer's disease. The Nutrition and Dietetic Team has implemented a number of initiatives including working with the CCG to lead a South Asian Ladies Group Event.

Interpretation and translation services are in place and a breakdown of use can be viewed via the interpretation and translation section. We continue to build our understanding by looking at the analysis of information we are collecting, the results of which will help to focus targeted work for the forthcoming period.

Patient Experience-Surveys

The in- house patient experience survey programme has been in operation since October 2015. Collection of the patient experience survey was piloted using Survey Monkey in the Trust from Quarter 4 2015/16. Following a Trust decision to not use Survey monkey an IT approved platform called JISK has been in use since the middle of 2018. In 2018/19 there were a total of 1850 patient experience surveys responded to across the organisation.

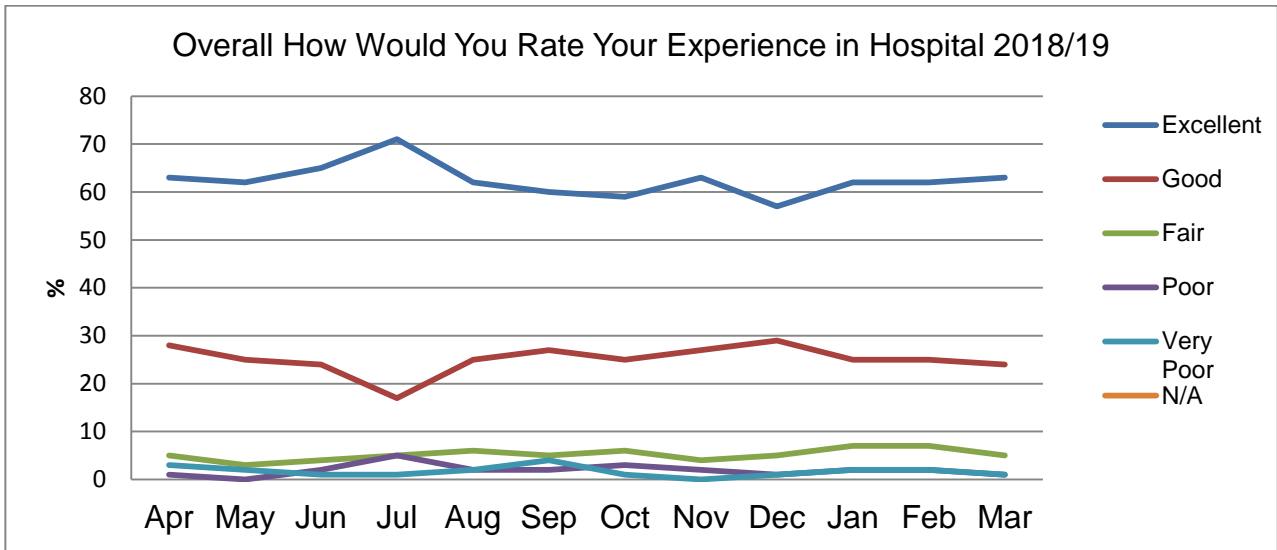
The National Inpatient Survey 2018 highlighted areas for improvement related to our discharge planning processes and information about medication provided to patients on discharge and when to seek support post discharge. There was a local increase in patients who stated that they have been treated with dignity and respect, although we are still below the national average score for this indicator.

In support of our patient experience strategy, we have developed 8 questions based on the 7 promises that we are making to the public. The seven promises from our patient experience strategy are:

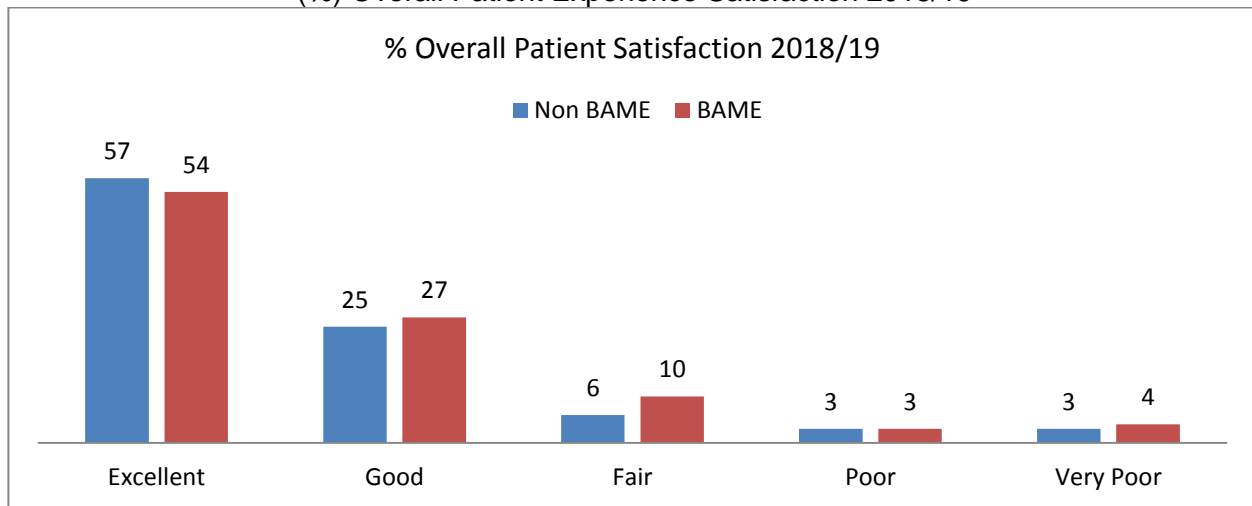


We have ensured that equality monitoring has remained an essential component of the survey loaded onto the online platform and so we are able to look at information about patient experience across the protected characteristic groups where patients choose to give us this information.

Overall Patient Experience Satisfaction 2018/19

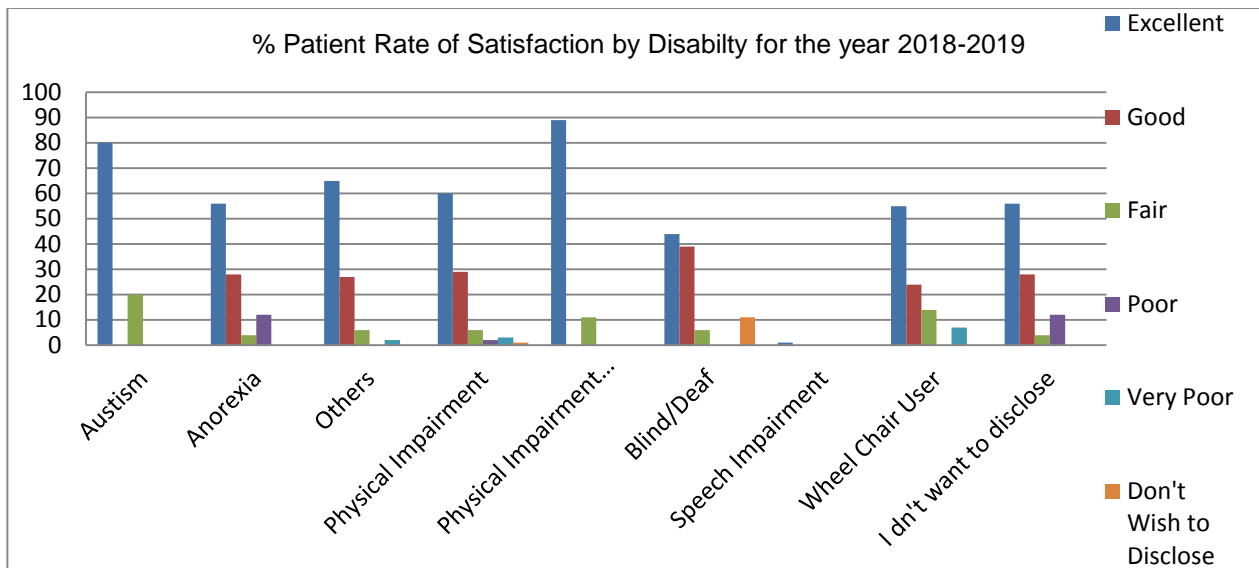


(%) Overall Patient Experience Satisfaction 2018/19

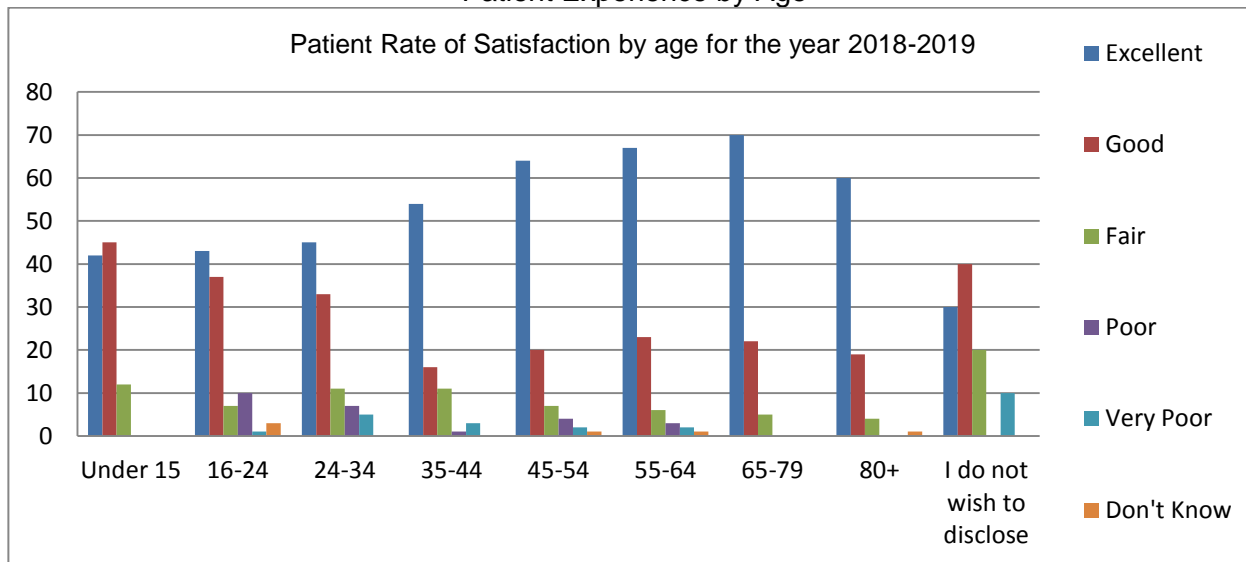


Our overall non black, asian & minority ethnic patient experience over the reported period showed that 82% of our patients reported that their overall experience was either good or excellent. 81% of our BAME community reported a good or excellent experience. This is evidence that our patients are having similar experiences.

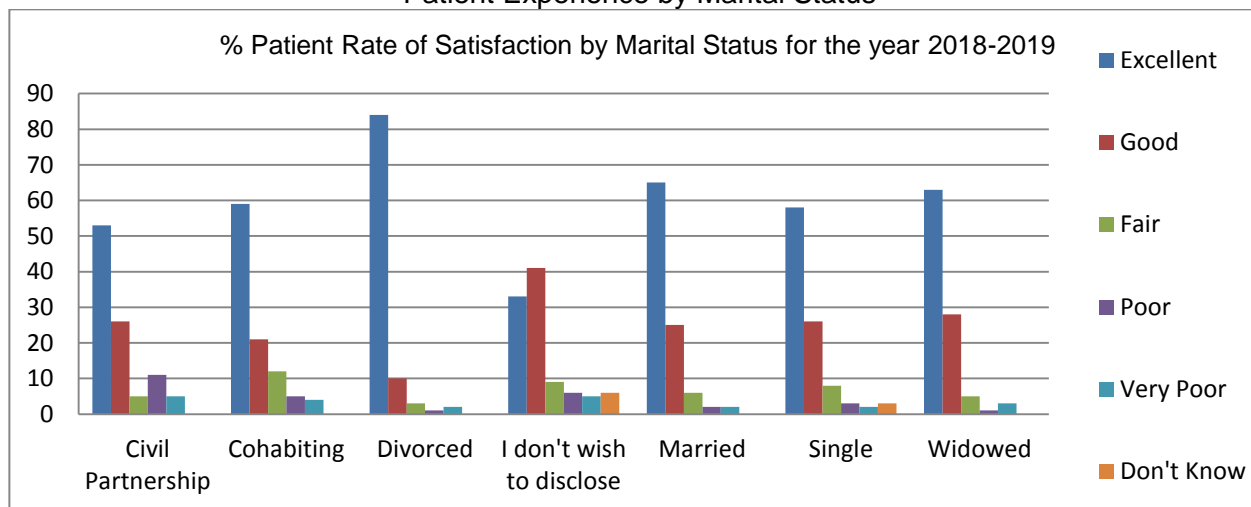
% Satisfaction of All patients who identified as Disabled



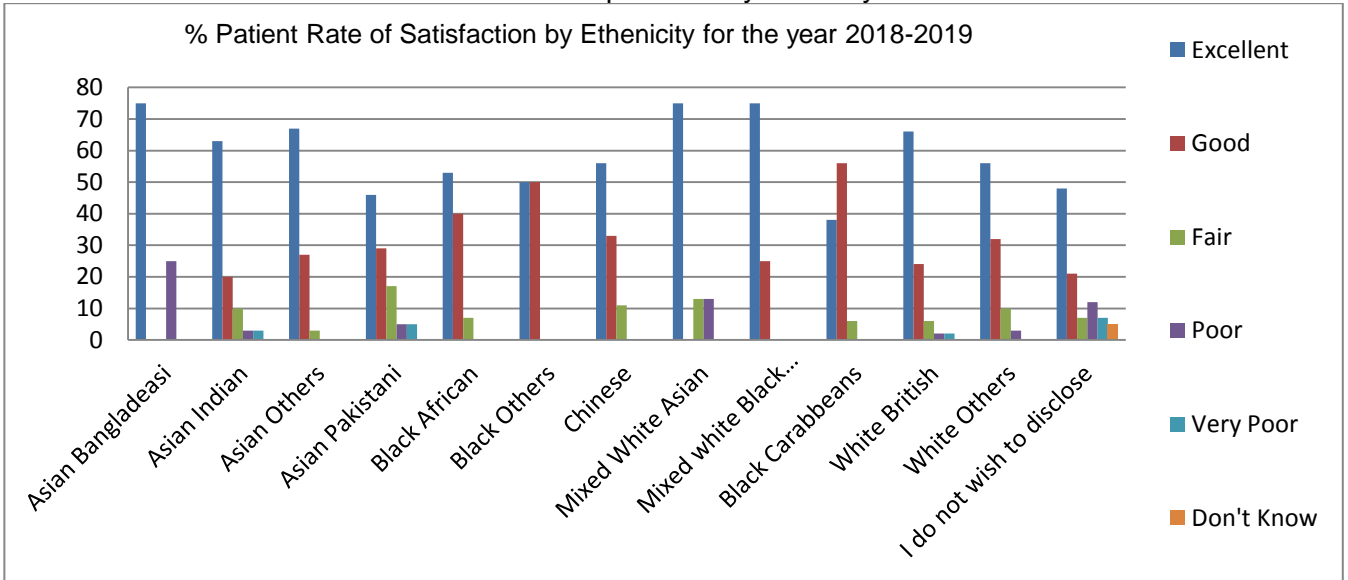
Patient Experience by Age



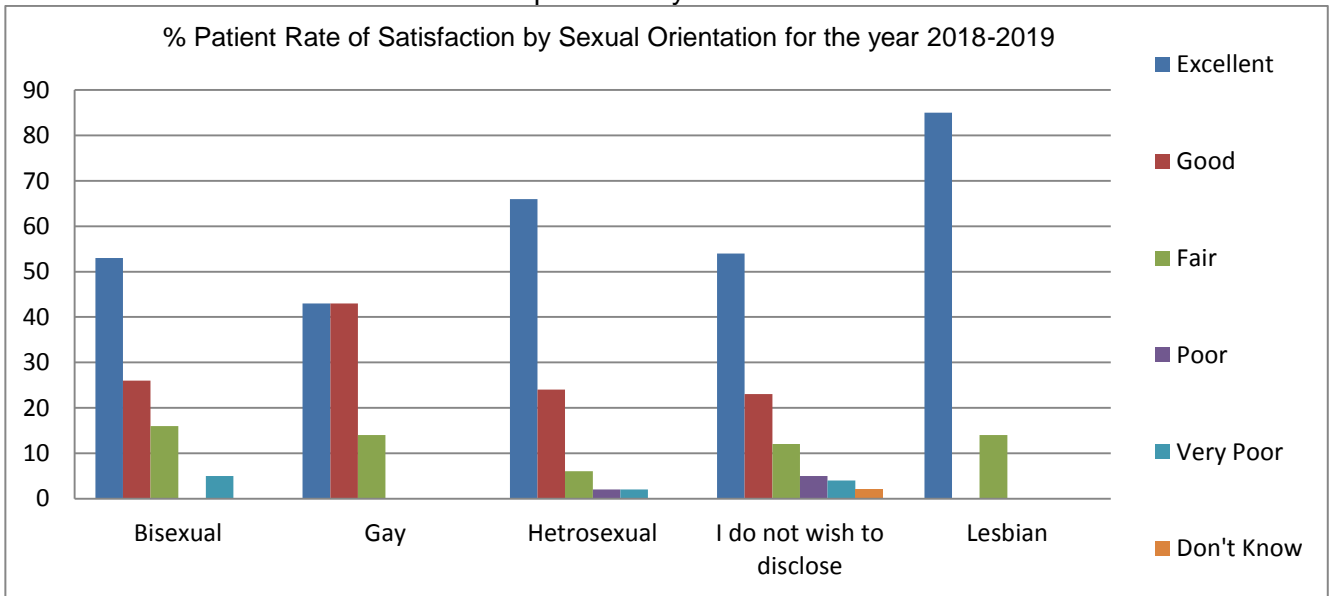
Patient Experience by Marital Status



Patient Experience by Ethnicity

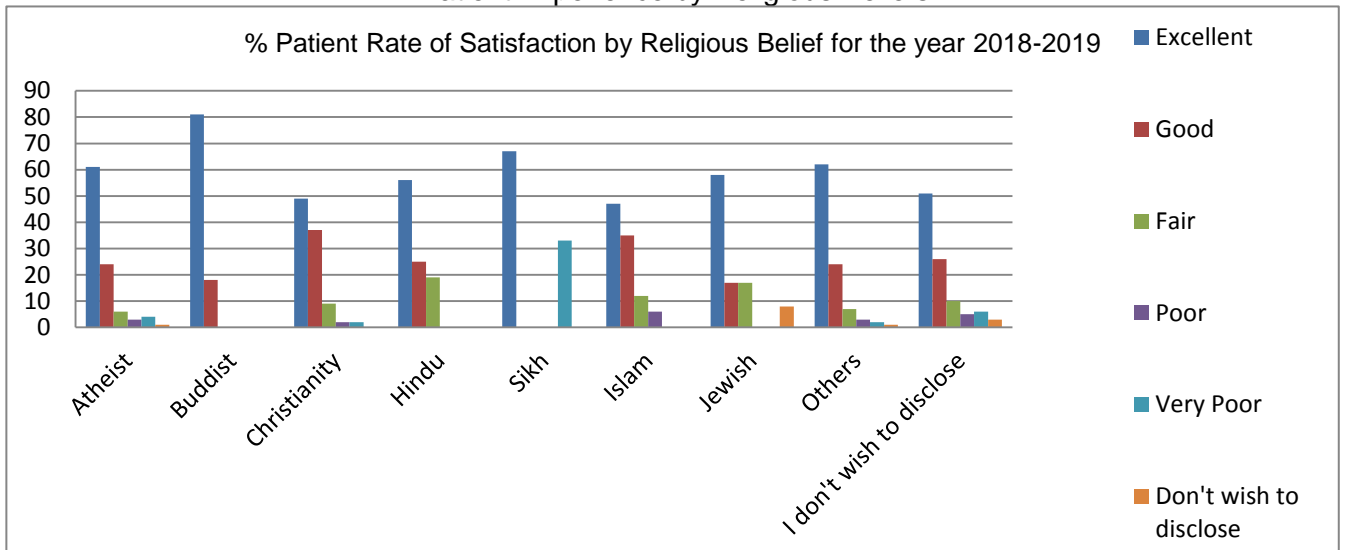


Patient Experience by Sexual Orientation

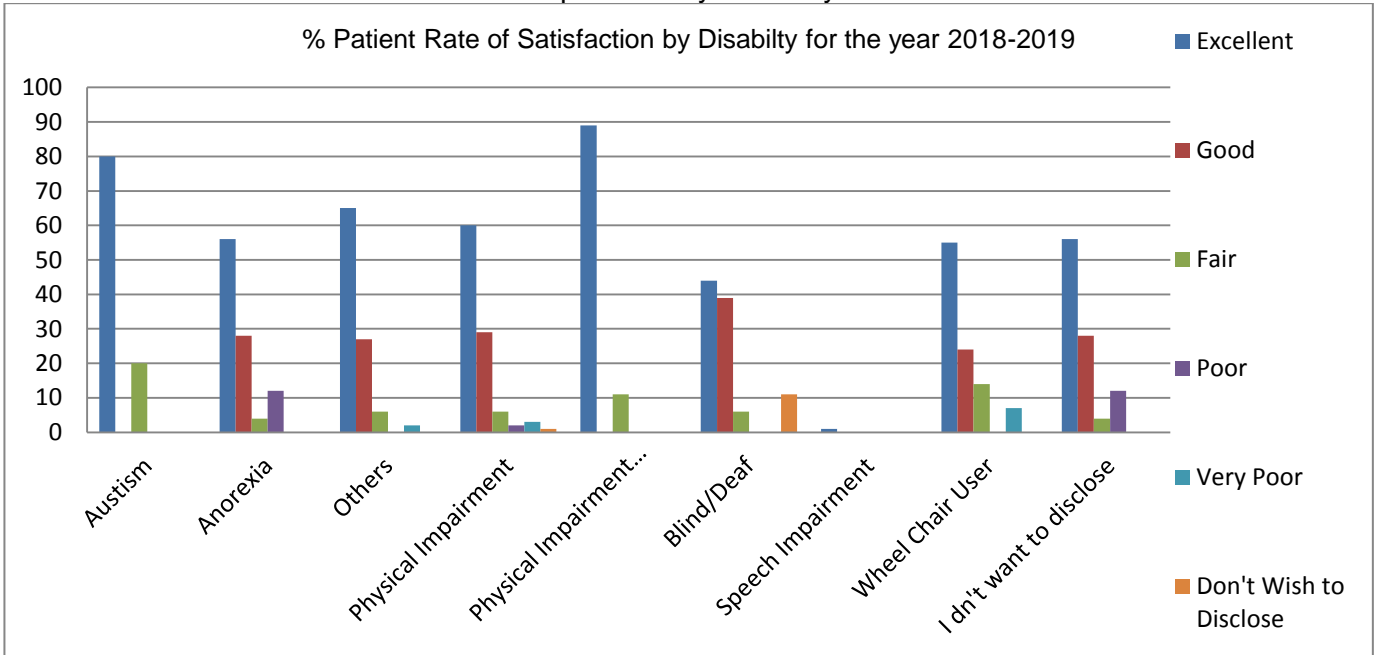


10% of the respondents to this question chose not to disclose their sexual orientation.

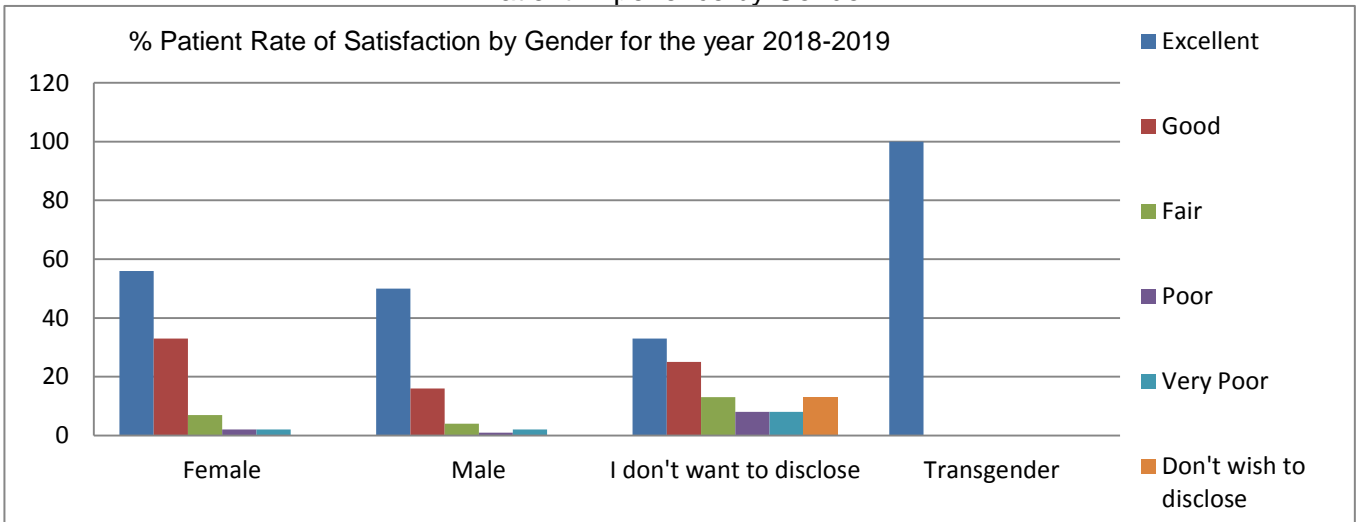
Patient Experience by Religious Beliefs



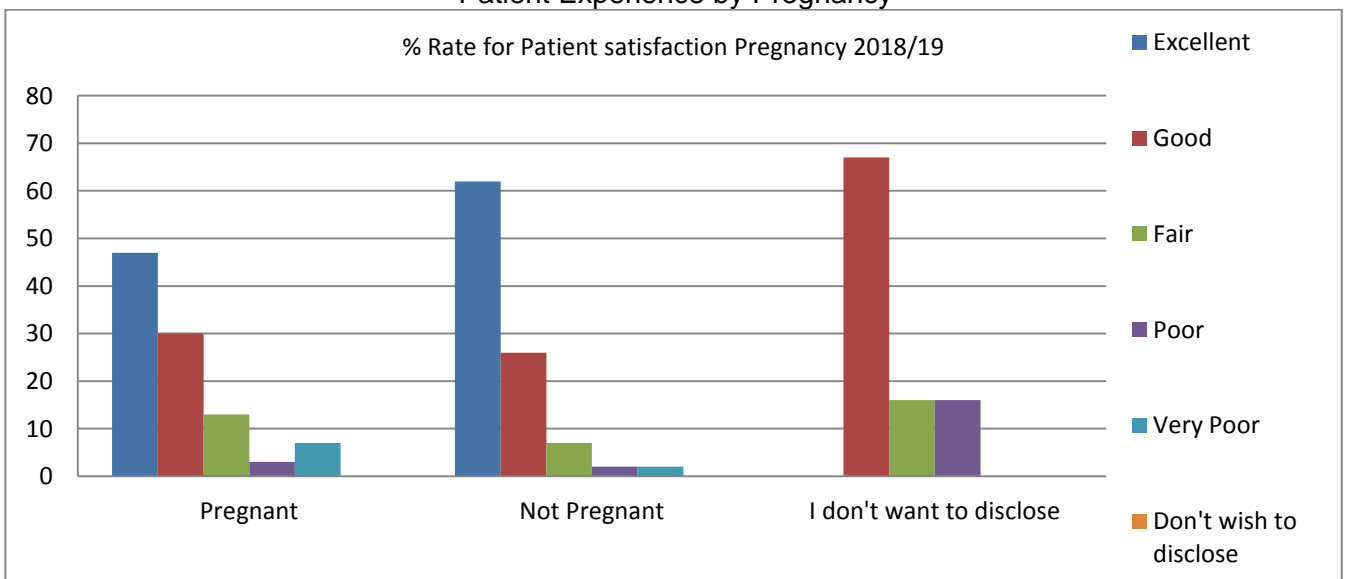
Patient Experience by Disability status



Patient Experience by Gender



Patient Experience by Pregnancy



Friends and Family Test

This is a national initiative that we have implemented locally. It is a simple, comparable test which, when combined with a follow up question, provides a mechanism to identify poor performance and encourage staff to make improvements where services do not live up to the expectations of our patients.

It will mean that our staff from “board to wards” are informed and empowered to tackle areas of weak performance and celebrate and build on what is working well, using the results from this test and other sources of intelligence. Patients can use the information to make decisions about their care and the Trusts uses the responses to drive cultural change and continuous improvements in the quality of care received by the NHS patients.

From November 2018, the Trust launched a pilot for the FFT using an existing provider, Healthcare Communications.

The Trust has set a response rate target of 95%, and in 2018/19 the average Trust response rate was 93.3%. The Trust has set an internal target that 95% of respondents to the FFT question would be likely or extremely likely to recommend the services we provide. The average approval rating for 2018/19 is 93.3%. This is slightly below our Trust target and is the result of lower than expected maternity and A&E approval rating scores during the 3rd quarter of the 2018/19 cycle.

The overall Trust response rate for FFT is calculated by combining the A&E, Maternity and Inpatient figures. It should be noted that the response rate has remained flat at an average of 16.8% from April 2018 to date. There have been fluctuations as high as 23.7% and as low as 12.1%. Our A&E service experiences some of the most acute fluctuations and has varied between 18.7% and 1% across the period.

Overall there has not been an upward trend in the FFT response rates since April this year. However, it should be noted that as of December 2018 the Trust has embarked on a 6 month FFT pilot programme including A&E, Maternity and our community services. It is hoped that this pilot will demonstrate a dramatic upturn in our response rate as the model uses automated FFT requests that have been proven to produce higher response rates to those we have achieved with the in-house system we currently use. It is also hoped that the quality and analysis of the free text will greatly improve, along with easier access to patient feedback through an online accessible portal.

What is the Standard Friends and Family Test Question?

Question:

“How likely are you to recommend our e.g ward/ or A/E or department to friends and family if they need similar care or treatment? ”.

What is the response scale?

1) Extremely likely, 2) Likely, 3) neither Likely nor unlikely, 4) Unlikely, 5) Extremely Unlikely and 6) Don't know.

Follow Up Question

“Please can you tell us the main reason for the answer that you have given”?

What is expected of the Trust? The Trust collects and publishes FFT data on a monthly basis (locally and nationally) and quickly responds to patient feedback in real time.

Areas tested?

The friends and family test has now been introduced to all areas of NHS care. All Adult and child acute inpatients (who have stayed at least one night in hospital), adult patients who have attended A&E and left without being admitted to hospital or were transferred to a Medical Assessment Unit and then discharged, maternity, and all outpatient services including day case services. All patients in these

groups should be given an opportunity to respond. The Friends and Family Test should be asked of all patients within the target groups, every day of the year. The patient responses need to be anonymous. Patients should be surveyed on the day of discharge or within 48hours of discharge.

How? The Trust currently uses an in house solution that uses cards and does not require patients to input data. The Trust is also supplementing cards in areas that have a low response rate with an SMS service. Since November 2018 we have been running a pilot in A&E, Maternity and Community Services to test an electronic FFT platform that brings added benefits to enable the Trust to make better use of the feedback we are given.

National inpatient Survey

This is a national inpatient survey which is carried out across all NHS Trusts in the Country that provide in patient services. It is carried out to improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences. Our latest in patient survey can be viewed via this link. [Inpatient 2018 Survey](#)

Staff FFT Test

There are two questions to the staff survey:

1. How likely are you to recommend this organisation to friends and family if they needed care and treatment?
2. How likely are you to recommend this organisation to friends and family as a place to work.

It is important to note that whilst we have highlighted this initiative there is currently no ability to include the collection of equality monitoring information on this test by the very nature of the brevity of the tool used. This is not something that has been addressed at a national level.

Clinical Audit and Effectiveness

Each year the Clinical Audit and Effectiveness Team supports a number of local patient experience surveys designed to obtain feedback on specific services from patients, parents and carers who use these services. These surveys may just focus on one particular aspect of a service e.g. the quality of verbal and written information provided or the whole care pathway from diagnosis to discharge.

In 2018/19 33 of these local patient experience surveys were completed. Areas surveyed included:

- Cancer services
- Wheelchair Services
- Endoscopy procedures
- Rheumatology clinics
- Discharge planning
- Breastfeeding support
- Stroke Unit Physiotherapy service
- Wig supply and fitting service
- Orthopaedic surgery
- Spiritual & Pastoral care

Where appropriate these surveys collect data regarding the gender, age, ethnicity and long term health of respondents.

The data from the surveys for 2018/19 is displayed in the charts below.

