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**Public Board Meeting**

**29 November 2023**

**Item No 13**

**THIS PAPER IS FOR DISCUSSION**

**PERSON CENTRED CARE UPDATE**

<b>Lead Director</b>	Emma Stirling, Director of Care Quality and Professional Development
<b>Author</b>	Mark Hannan, Head of Corporate Affairs and Engagement Alan Martin, Patient Experience Manager
<b>Action required</b>	The Board is asked to discuss and note the paper.
<b>Key points</b>	This paper provides an update of our patient experience activity and highlights our latest data on compliments, our Patient Focus Public Involvement work as well as complaints, their themes and actions to address them.  An update is also provided on cases with the Scottish Public Services Ombudsman (SPSO).
<b>Timing</b>	An update is presented bi-monthly to the Board.
<b>Associated Corporate Risk Identification</b>	Risk ID 4638 – Hospital Handover Delays
<b>Link to Corporate ambitions</b>	We will <ul style="list-style-type: none"> <li>• Provide the people of Scotland with compassionate, safe and effective care where and when they need it</li> <li>• Work collaboratively with citizens and our partners to create healthier and safer communities</li> <li>• Innovate to continually improve our care and enhance the resilience and sustainability of our services</li> </ul>
<b>Link to NHSScotland’s quality ambitions</b>	Person centred care is delivered when health and social care professionals work together with people who use services, tailoring them to the needs of the individual and what matters to them. The Service’s Person Centred Health and Care Plan promotes patient and staff participation in the development of services and continuous improvement of the experience of patients and of staff.
<b>Benefit to Patients</b>	Patient and carer feedback involvement in service development helps ensure services meet patient needs. Feedback helps drive continuous

	improvements to services and evidence that service developments are driving anticipated improvements.
<b>Equality and Diversity</b>	The Service works with a wide range of patient and community groups to help ensure that the feedback gathered is representative of communities across Scotland. Patient feedback is closely linked to the Service's Equality Outcomes work.



**Scottish  
Ambulance  
Service**

Working in Partnership with Universities



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**SCOTTISH AMBULANCE SERVICE BOARD**

**PATIENT EXPERIENCE**

**EMMA STIRLING, DIRECTOR OF CARE QUALITY & PROFESSIONAL DEVELOPMENT**

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## **SECTION 1: PURPOSE**

This paper covers the period between 1 April 2023 and 31 October 2023. It provides an update on trends, themes and mitigating actions from patient and carer feedback.

The paper also provides data on our performance against the complaints handling standard, cases which are being considered by the Scottish Public Service Ombudsman (SPSO) and the outcome of these cases.

## **SECTION 2: RECOMMENDATIONS**

The Board is asked to discuss and note the paper.

## **SECTION 3: EXECUTIVE SUMMARY**

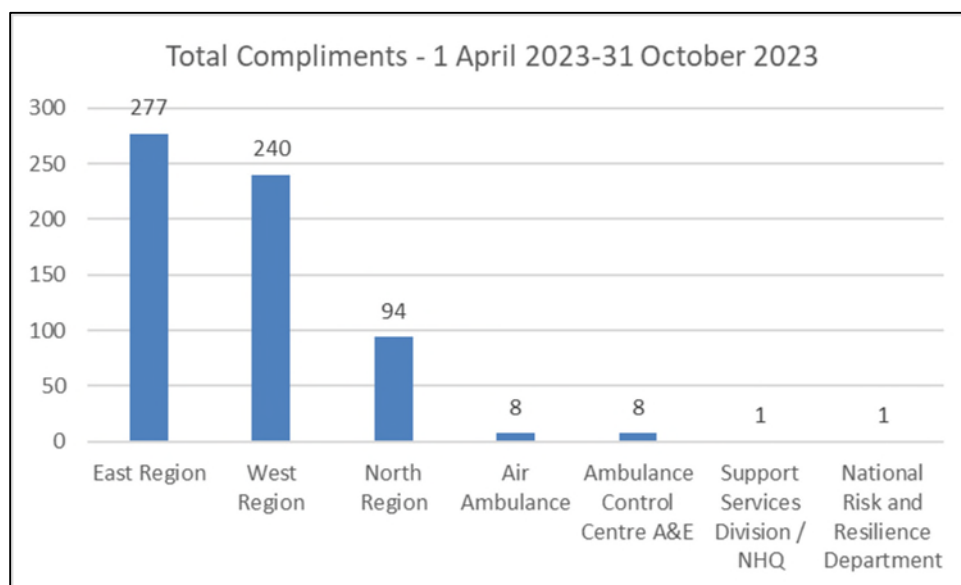
The Service actively seeks feedback on its services so that it can continue to make improvements. We have many ways of gathering feedback – face to face, patient forums, online portals, complaint and concern channels.

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## Feedback analysis

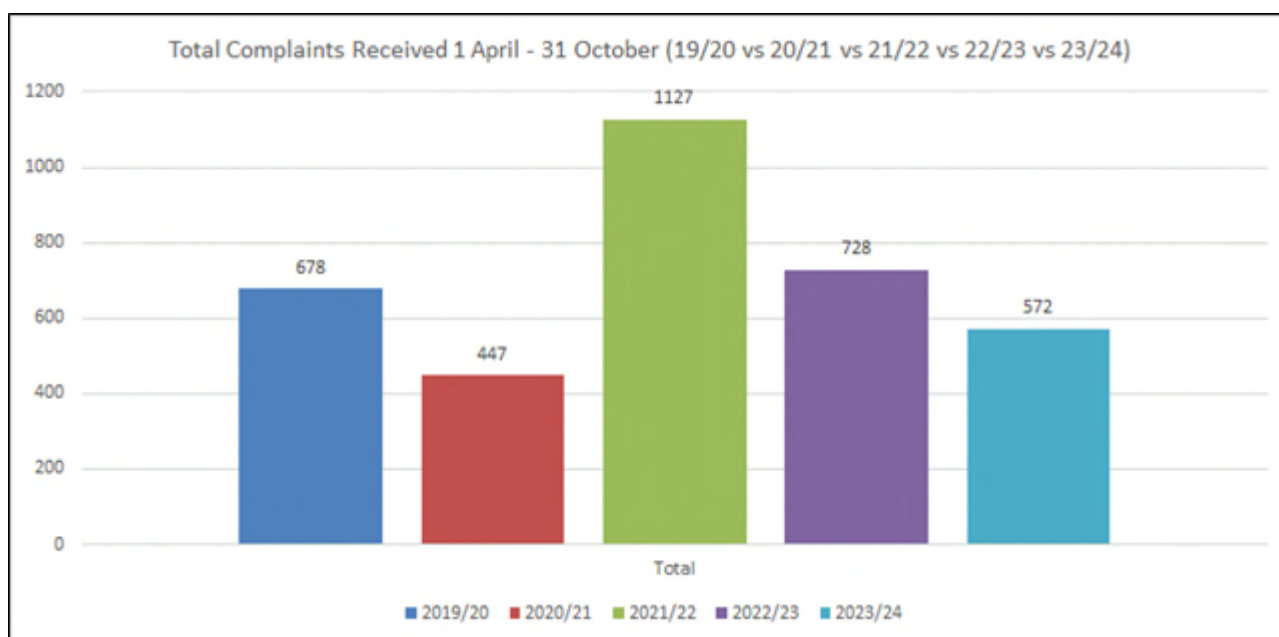
### Compliments

Compliments received from sources other than social media are logged and actioned on the DATIX system. Between 1 April 2023 and 31 October 2023, a total of 629 compliments have been received. East Region received around 44% of these compliments. The graph below shows the compliments received by region for the financial year so far.



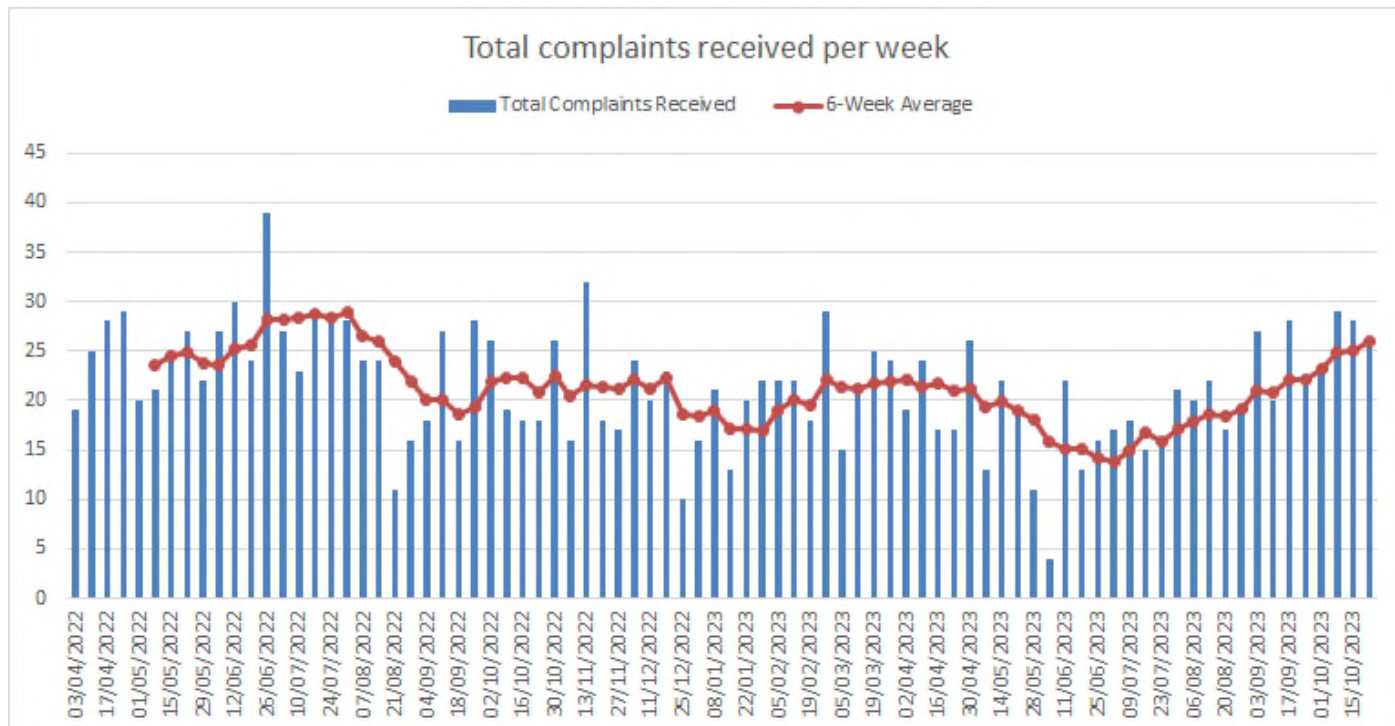
### Complaints Data

Between 1 April 2023 and 31 October 2023, a total of 572 complaints have been received. This shows a decrease of 156 (21.43%) complaints in comparison to 2022/23 and a reduction of 555 (49.25%) in comparison to 2021/22. In comparison to the pre-pandemic year of 2019, it is encouraging to see that there has been a reduction of 106 (15.6%).

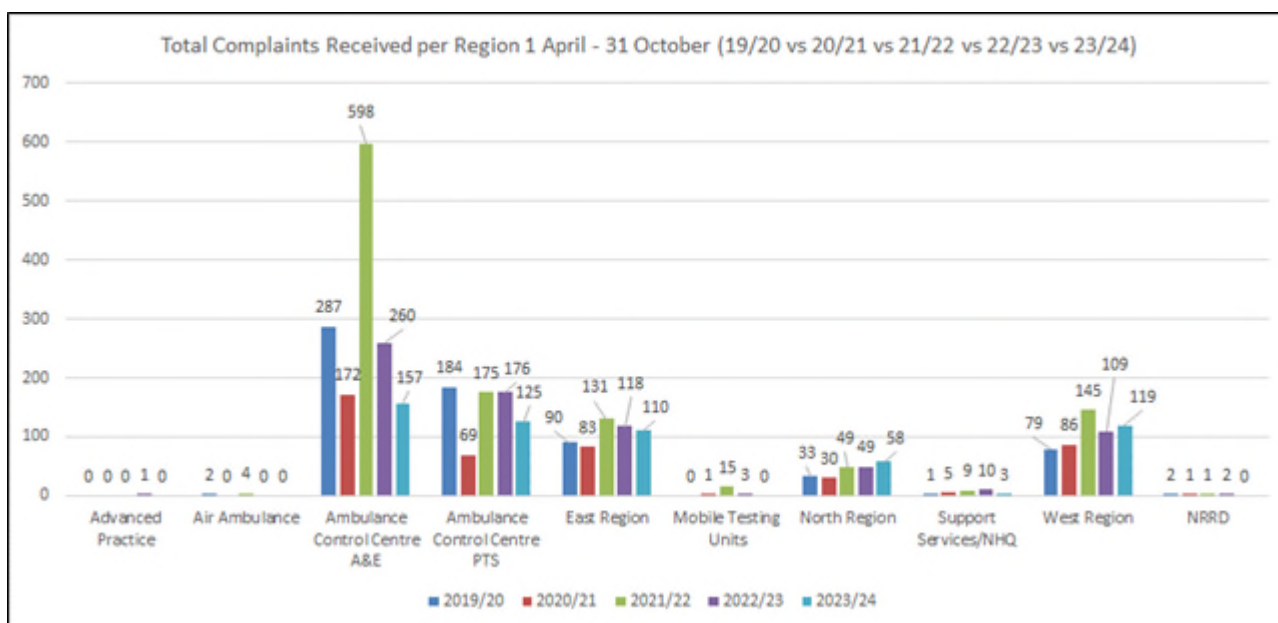


As previously stated, the challenges the Service has faced since the beginning of the pandemic have been significant and this is reflected in the above data. Whilst there continues to be system-wide challenges, the volume of complaints being received is now even lower than it was pre-pandemic. This underlines the efforts made by staff across the Service to continuously deliver the highest quality of care for the people of Scotland.

The chart below illustrates the weekly volumes of complaints being received. Whilst the Service has seen its volume of complaints at a level lower than the previous 2 years, there has been an upward trend in the 6-week average over the summer. This is likely due to the increased pressures seen within the system during the run-up to Winter 2023.



The chart below shows the distribution of complaints throughout the Service. As can be seen, the majority of complaints have been owned by the Ambulance Control Centre, A&E and PTS, but these figures are now levelling off, with the gap reducing in comparison to the previous year.



## Complaint Themes

Of the 572 received, the 3 most common themes for complaints are:

1. Attitude and Behaviour – 162 complaints (28.32% of the total, compared to 29.18% in the last paper)
2. Triage/Referral to NHS 24 – 77 complaints (13.46% of the total, compared to 12.97% in the last paper)
3. Delayed Response – 67 complaints (11.71% of the total, compared to 11.97% in the last paper)

## Actions from Complaints

The top 5 themes from complaints have remained relatively consistent over the last 3 years. As is illustrated, there has been a reduction in the total volume of complaints this year, as well as a decrease in complaints related to both Delayed Response and Clinical Assessment.

The increase in the percentage of complaints related to Attitude and Behaviour has been noted and discussed previously. The reasons for this complex issue can be hypothesised but are difficult to evidence. Is there a change in behaviours of staff, or a change in expectations of the public? As mentioned in previous papers, it was discussed with the Service's Research and Development Group whether or not it would be possible to explore the reasons for this through some form of professional research.

A more detailed discussion was held in October 2023 with Stirling University.

Stirling University liaison to the Service explained that their position was that any research piece on this subject would be very challenging due to the extremely small numbers involved. According to the available data, complaints around attitude and behaviour are somewhere in the region of 0.007-0.011% of independent contacts with the Service, with the total number of attitude and behaviour complaints also decreasing last financial year. There appears to be no evidence that any of these complaints caused harm. This data on occurrence and their assessment on reviewing the available information is that the Service appears to be performing very well in this area. Therefore, Stirling University were not able to be involved in any research piece at this time. They also explained that any funding application to the CSO would likely be unsuccessful.

It is suggested that the Learning from Events Group now consider next steps with a view to exploring whether there is any scope for research on attitude and behaviour to be undertaken internally.

The final point of note in this paper is that Delayed Response is now the third most common theme of complaint. It was previously the second most common theme, but Triage/Referral to NHS 24 has now moved up to second place. At this stage, it would be reasonable to attribute this to a reduction in Delayed Response complaints as opposed to a marked increase in Triage/Referral to NHS 24.

## Stage 1 Complaints (1 April 2023 – 22 October 2023)

Stage 1 complaints have a 5-day target to be closed. This can be affected through direct contact with the complainant at supervisor level. This may be by phone, email or a face-to-face contact. There should be no complaints where a patient has come to harm or there is a clinical challenge completed as a stage 1.

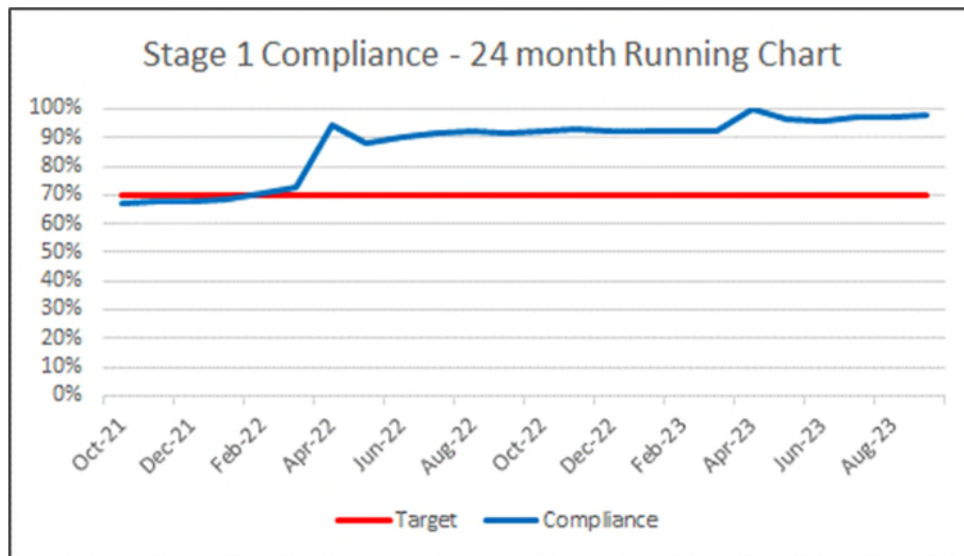
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Stage 1						
	Closed within target				Compliance	Still Open and now overdue
	No	Yes	Total			
Ambulance Control Centre A&E	2	79	81	97.5%	0	
Ambulance Control Centre PTS	0	90	90	100.0%	0	
East Region	0	63	63	100.0%	0	
North Region	7	30	37	81.1%	1	
Support Services/NHQ	0	1	1	100.0%	0	
West Region	0	81	81	100.0%	0	
<b>Total</b>	<b>9</b>	<b>344</b>	<b>353</b>		<b>1</b>	
<b>Compliance</b>	<b>97.5%</b>					

Latest results indicate that Stage 1 complaints compliance is at 97.5%, a slight improvement from the previous data of 96.1%.

The government target is 70% of complaints to be dealt with by the target day. Focus is being targeted in the North region to improve compliance in this area, although the numbers are small, the compliance is below the target.

Below is the 24-month run chart of Stage 1 compliance.



### Stage 2 Complaints (1 April 2023 – 1 October 2023)

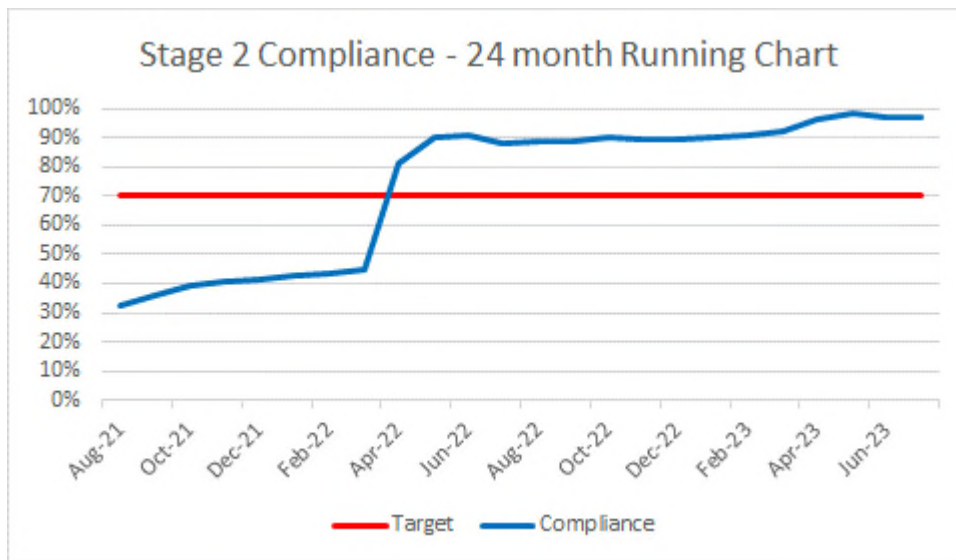
Stage 2 complaints have a 20-day target to be closed and all stage 2 complaints should be closed with a final response letter from a Service Director. A full investigation is also required, and all evidence collated to ensure the investigation will stand up to scrutiny from the SPSO, other auditors and legal personnel.

Stage 2						
	Closed within target				Compliance	Still Open and now overdue
	No	Yes	Total			
Ambulance Control Centre A&E	1	55	56	98.2%	1	
Ambulance Control Centre PTS	0	18	18	100.0%	0	
East Region	0	34	34	100.0%	0	
North Region	2	13	15	86.7%	0	
Support Services/NHQ	0	1	1	100.0%	0	
West Region	2	23	25	92.0%	0	
<b>Total</b>	<b>5</b>	<b>144</b>	<b>149</b>		<b>1</b>	
<b>Compliance</b>	<b>96.6%</b>					

Latest figures show the Service is sitting at a compliance rate of 96.6%, compared to 96.4% in the previous paper.

The government target is 70% of complaints to be dealt with by the target day.

Below is the 24-month run chart of Stage 2 compliance.



### Compliance Comments

The Service has continued to perform highly in its complaints handling timeframe target with both Stage 1 and Stage 2 complaints sitting well above 90% - an even stronger position than the same point the previous year.

### Care Opinion

The online platform, Care Opinion, continues to provide the public with the opportunity to share their experiences of health and care. The Service is dedicated to reviewing and responding to every post to support patients and their families. The Service is also keen to identify learning from the feedback we receive.

Between 1 April 2023 and 31 October 2023, 195 stories were posted on Care Opinion relating to the Service. These have been viewed 29,137 times.

Of the 195 posts, 79% were uncritical in tone. It should be noted that whilst the remaining 21% will have some form of criticality, this is not necessarily directed towards the Service, with the feedback often involving multiple NHS boards.

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Each of the concerns raised was responded to and where actions were required to be taken, these were followed up with the teams involved. All positive feedback where identifiable is shared with the teams involved.

## **Patient Focussed Public Involvement (PFPI)**

### **Patient Engagement Toolbox and Guide**

We continue to encourage teams within the Service to gain patient feedback when developing services using the new Patient Engagement Toolbox and Guide, which is available on the intranet. The Guide explains three efficient and effective methods that produce extremely useful feedback: patient/public survey, focus groups and a Third Sector consultation. The Toolbox contains everything needed to produce a complete patient engagement campaign and evaluation: from emails to patients, example survey questions, example focus group briefs, templates, and the details of our National Involving People volunteers. Also included is new engagement guidance from Healthcare Improvement Scotland and the Scottish Government, as well as links to engagement toolkits they have produced.

Our Engagement Manager has published his contact details on each page. It is important that our staff feel empowered to carry out their own patient engagement as part of normal routine business and are aware that help and advice is available as and when they need it.

### **Palliative and End-Of-Life Care Engagement**

Working with the Palliative & End of Life Care team, Healthcare Improvement Scotland and Carers Scotland, we are in the process of drafting a national survey to those that care for patients to find how we can provide them with the best care, at the right time and in the right place. We are due to launch in the winter.

We hope that this work can emulate an engagement campaign we did looking at alternate care pathways for COPD patients. Aside from a survey that asked questions around shared decision making and resilience, we launched a consultation with the main Third-Sector organisations supporting those with COPD. This allowed us to benefit from their years of experience and knowledge supporting those we were trying to engage with. We received responses from Age Scotland, Asthma UK, Chest, Heart and Stroke Scotland, the Carers Trust, and the British Lung Foundation - all of whom then went on to support us in service-delivery.

### **National Mental Health Survey**

We continue our partnership with the mental health organisation See Me. We survey patients, carers and members of the public that have experienced a mental health difficulty every 18 months to explore their needs and expectations of the Service and will also gauge how well we are responding.

We are in the process of drafting a new survey and are seeking the advice of Healthcare Improvement Scotland and our National Involving People volunteers. Our aim is to find if we are meeting their expectations and how we can provide them with a better experience.

The feedback we get from our patients will help us develop a service that meets the needs of our patients. Details of the responses will be available in a later update and made available to all staff in forthcoming CPD packages.

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## **School Visits/Recruitment**

We are looking to improve our engagement with schools and young people across Scotland. We know there is a huge appetite from members of the public across the country to learn more about the Service. As part of this work, we want to implement a more formalised process for crews visiting classrooms and community events to improve standards and ensure we are engaging with as many communities as possible.

Working in Argyll and Clyde as a pilot, we will partner with local public-sector organisations to aid in delivery, the Third-Sector and Service departments to advise, resource and support local staff to provide a good experience for young people. Our aim is to achieve recruitment goals and to create a model for school engagement and education to be replicated in each region.

It is hoped that we can move towards a Service-wide approach to school engagement and education to include Human Resources, Recruitment, Resilience, Public Protection, Education, and our Community First Responders (CFRs).

## **Scheduled Care Engagement**

We continue improvement work with Scheduled Care to ensure the evolving Patient Needs Assessment (PNA) remains accessible and fair to those needing Ambulance support.

Working with disabled people's organisations and local access panels, we hope to identify and resolve any issue. We are working with Third-Sector organisations, the Glasgow Disability Alliance (GDA), Disability Equality Scotland (DES) and Inclusion Scotland, to speak to their members, and patients of the ambulance service, to seek their views on the PNA and Scheduled Care Service

## **SPSO**

The Service currently has 6 open cases from the SPSO.

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SAS Reference	SPSO Reference	Date SPSO began their review	Complaint Overview	SAS Decision	SPSO Stage and Outcome	Date SPSO completed their review	Recommendations	Status of Recommendations	Open/Closed
DATIX 12003	202207988	16/10/2022	1. Scottish Ambulance Service failed to communicate reasonably with 999 caller	Part Upheld	SPSO have not taken forward	19/10/2023	N/A	N/A	Closed
DATIX 7286	202107689	26/09/2022	1. Scottish Ambulance Service failed to reasonably assess patient 2. Scottish Ambulance Service failed to reasonably handle the complaint	Not Upheld	SPSO have upheld both parts	05/06/2023	1. Letter of Apology to complainant 2. Share report with both attending crews and Investigating Officer in a supportive manner for their own learning	1. Recommendation 1 completed and signed off (13/06/2023) 2. Recommendation partly completed - delayed due to staff absence	Open
DATIX 6473	202110696	18/05/2022	1. Scottish Ambulance failed to take patient to hospital	Part Upheld	SPSO reviewing comments of draft response	N/A	N/A	N/A	Open
DATIX 8570	202105207	05/07/2022	1. Scottish Ambulance Service failed to reasonably send an Ambulance to patient	Not Upheld	SPSO Reviewing	N/A	N/A	N/A	Open
DATIX 5661	202006236	31/08/2021	1. Scottish Ambulance Service unreasonably failed to send an ambulance to patient	Not Upheld	SPSO Reviewing	N/A	N/A	N/A	Open
DATIX 10125	202203262	12/12/2022	1. Scottish Ambulance Service failed to take patient to hospital	Not Upheld	SPSO Reviewing	N/A	N/A	N/A	Open
DATIX 7795	202103065	15/10/2021	1. Ambulance Crew unreasonably failed to take Patient to hospital	Part Upheld	SPSO Reviewing	N/A	N/A	N/A	Open