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Public Board Meeting

**January 2022
Item No 08**

THIS PAPER IS FOR DISCUSSION

PERSON CENTRED CARE UPDATE

Lead Director	Professor Frances Dodd, Director of Care Quality and Professional Development
Author	Mark Hannan, Head of Corporate Affairs and Engagement Alan Martin, Patient Experience Manager
Action required	The Board is asked to discuss and note the paper.
Key points	<p>This paper provides an update of our patient experience activity.</p> <p>The paper highlights our latest data on compliments, our Patient Focus Public Involvement work as well as complaints, their themes and actions to address them.</p> <p>An update is also provided on cases with the Scottish Public Services Ombudsman (SPSO).</p>
Timing	An update is presented bi-monthly to the Board.
Link to Corporate Objectives	<p>1.1 – Engage with partners, patients and the public to design and co-produce future service.</p> <p>1.2 - Engaging with patients, carers and other providers of health and care services to deliver outcomes that matter to people.</p>
Contribution to the 2020 vision for Health and Social Care	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.
Benefit to Patients	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.
Equality and Diversity	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**
Taking Care to the Patient



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SCOTTISH AMBULANCE SERVICE BOARD

PATIENT EXPERIENCE

**PROFESSOR FRANCES DODD, DIRECTOR OF CARE QUALITY &
PROFESSIONAL DEVELOPMENT**

SECTION 1: PURPOSE

This paper covers the period between 1 April 2021 and 7 January 2022. 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 in order that it can continue to make improvements. We have many ways of gathering feedback – face to face, patient forums, online portals, complaints and concerns channels.

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Feedback analysis

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 2021 and 7 January 2022, 116 stories were posted on Care Opinion relating to the Service. These have been viewed 31,569 times.

Of the 116 posts, 68% were uncritical in tone. It should be noted that whilst the remaining 32% will have some form of criticality, this is not necessarily directed towards the Service, with the feedback often involving multiple NHS boards.

Social media

In addition to more traditional public engagement channels such as print and broadcast, the Service continues to utilise social media to engage with our audiences updating them on key developments, promoting positive patient and staff stories and participating in two-way discussions with them.

Our most popular social media channels are Facebook, Twitter and Instagram. Latest data relating to activity on these channels is outlined below.

'Reach' is the number of users who saw either a specific post or any content posted on our Facebook page.

'Impressions' is the total number of times a tweet has been seen.

The data also shows which types of content work for each channel.

The latest statistics show high levels of engagement from our audiences over the last 28 days.

Facebook

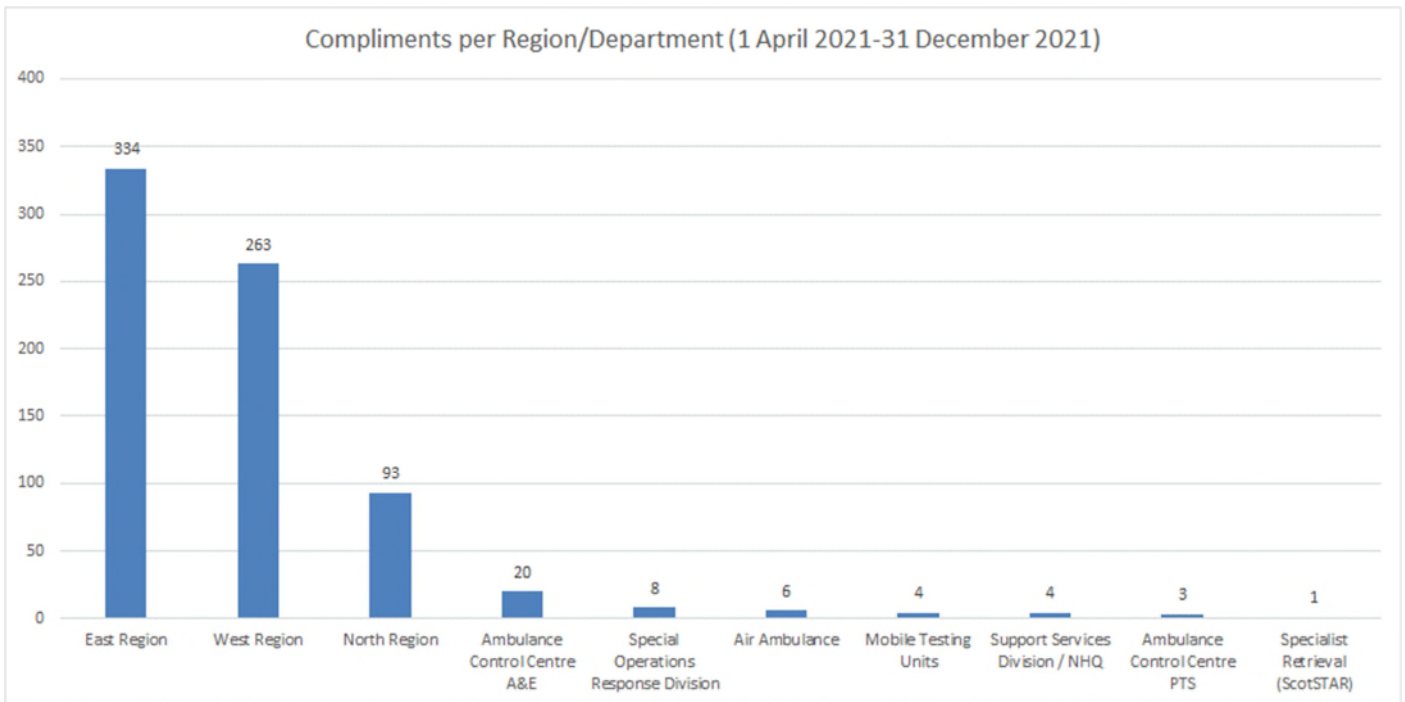
- Posts reached on average 324,755 people between 9 December – 5 January. This is a decrease of 39.6% from the previous 28 days
- Videos reached 8,347 people over the same period (an increase of 26% on the previous 28 days)
- An extra 172 followers during this period (42,709 total followers)

Largest posts

The top five posts between 9 December – 5 January were:

- Take Home Naloxone – 82,323
- Merry Xmas – 62,722
- Retirement message – 55,233
- Thanks to staff – 25,018
- Compliment – 24,777

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Patient Focused Public Involvement (PFPI)

Engagement guide and toolbox.

We continue our work in making engaging and involving patients and service users as easy as possible to carry out by every team across the country. By making revisions to the engagement guide and toolbox we are aiming to ensure useful feedback can be actioned to help our services work for the people that need them and provide them with the best value for money.

We are working with project managers to make patient engagement and involvement a measurable part of every project. With this, we can ensure every service that we provide is the best it can be for the people that use it.

Mental health focus groups.

We are arranging focus groups with third sector and NHS partners around the country. This is a part of our ongoing engagement work with the users, and possible users, to ensure that every mental health response is the right one and that it is working for people.

This is a follow up on the national questionnaire we ran with the mental health charity, and strategic partner, See Me.

Mental health section for the patient needs assessment

We are working with scheduled care and See Me to make the mental health section of our patient needs assessment more inclusive, free of stigma, whilst determining whether or not someone has a valid mental health reason for requesting ambulance transport.

Mentorship

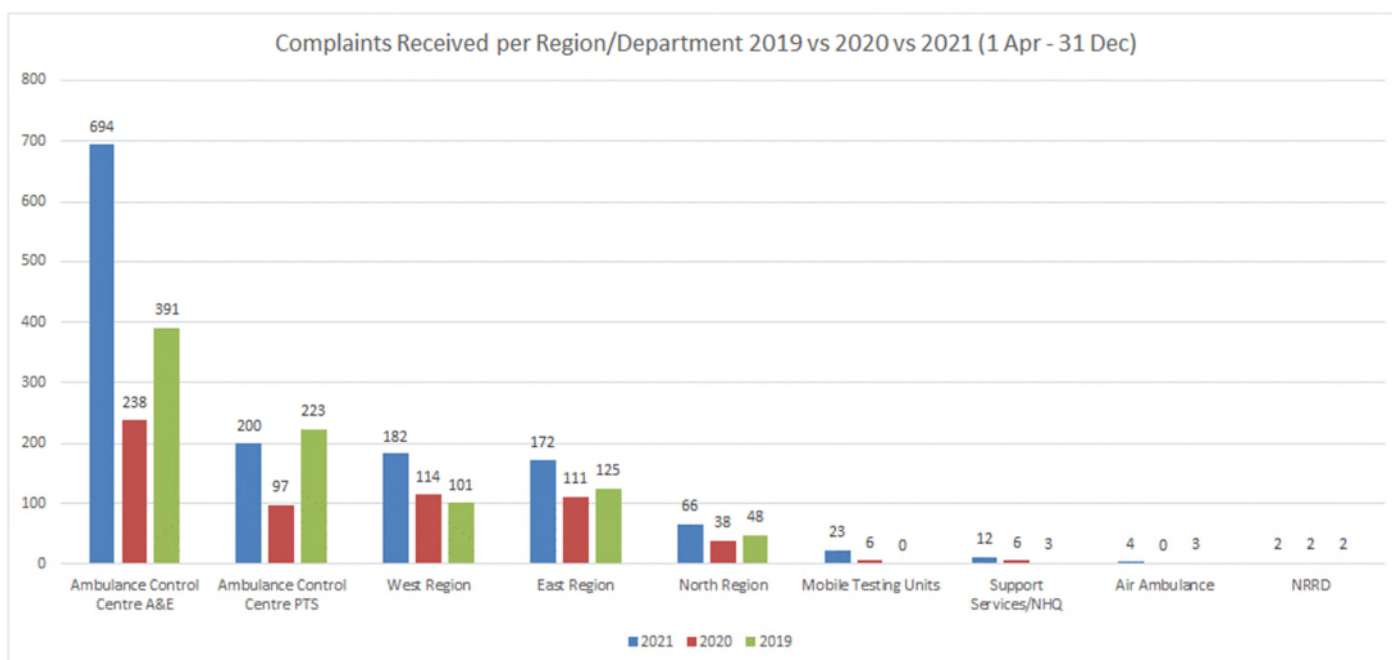
Our mentorship programme, run in partnership with Young Scot, is ongoing. We have many social media updates to come, which will showcase the ambulance service as an inclusive organisation that cares about people and its employees. Feedback has been positive from participants and we will be exploring ways to potentially expand the programme to include other members of the senior leadership team later in the year.

Disabled CPR programme.

Working with Save a Life for Scotland, we have restarted work with video production company DaySix, to produce an advert to promote that anyone can help save a life by learning CPR. This video and accompanying campaign, will promote the resources we have helped build for the disabled community.

Complaints Data

Between 1 April 2021 and 31 December 2021, a total of 1355 complaints have been received. This shows an increase of 743 from the same period last year and an increase of 459 from the same period in 2019/20 (pre COVID-19).



The chart above shows that the majority of complaints continue to be owned by the Ambulance Control Centre A&E but all regions and departments have seen an increase.

Of the 1355 received, the 3 most common themes for complaints are

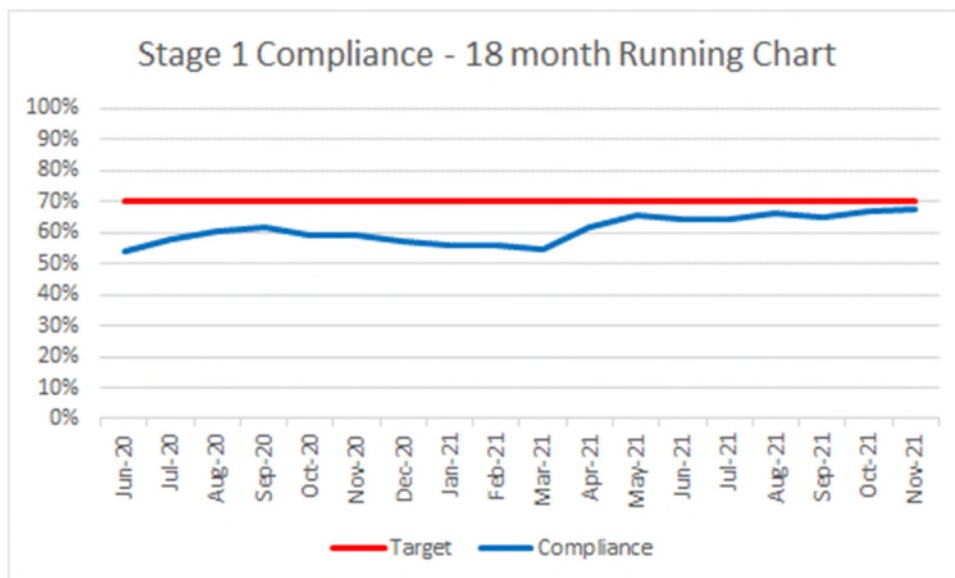
1. Delayed Response – 37.2% of the total (39.2% in the last paper)
2. Attitude and Behaviour – 13.9% of the total (12.9% in the last paper)
3. Clinical Assessment – 11.3% of the total (11.4% in the last paper)

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Stage 1 Complaints

So far the Service has completed 826 Stage 1 complaints, 561 of which have been closed within the 5-working day government target. This produces a compliance of 67.9% against a target of 70%.

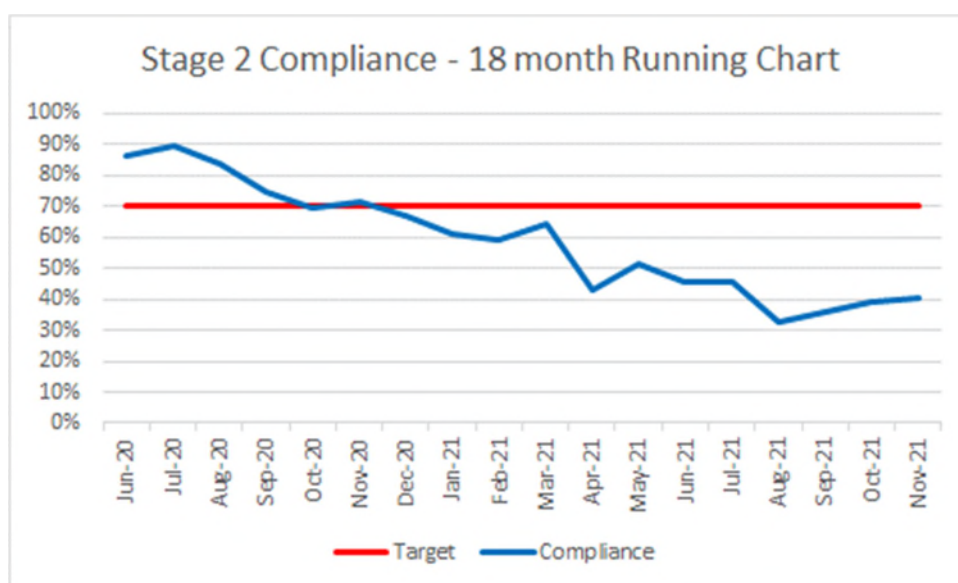
Stage 1				
	Closed within target			
	No	Yes	Total	Compliance
Air Ambulance	0	1	1	100.0%
Ambulance Control Centre A&E	113	246	359	68.5%
Ambulance Control Centre PTS	29	146	175	83.4%
East Region	37	58	95	61.1%
Mobile Testing Units	3	13	16	81.3%
North Region	16	32	48	66.7%
NRRD	0	2	2	100.0%
Support Services/NHQ	5	2	7	28.6%
West Region	62	61	123	49.6%
Total	265	561	826	
Compliance	67.9%			



Stage 2 Complaints

So far the Service has completed 488 Stage 2 complaints, 199 of which have been closed within the 20-working day government target. This produces a compliance of 40.8% against a target of 70%

	Stage 2			
	Closed within target			Compliance
	No	Yes	Total	
Air Ambulance	0	3	3	100.0%
Ambulance Control Centre A&E	193	124	317	39.1%
Ambulance Control Centre PTS	11	12	23	52.2%
East Region	37	32	69	46.4%
Mobile Testing Units	0	2	2	100.0%
North Region	14	3	17	17.6%
Support Services/NHQ	4	0	4	0.0%
West Region	30	23	53	43.4%
Total	289	199	488	
Compliance				40.8%



Compliance Comments

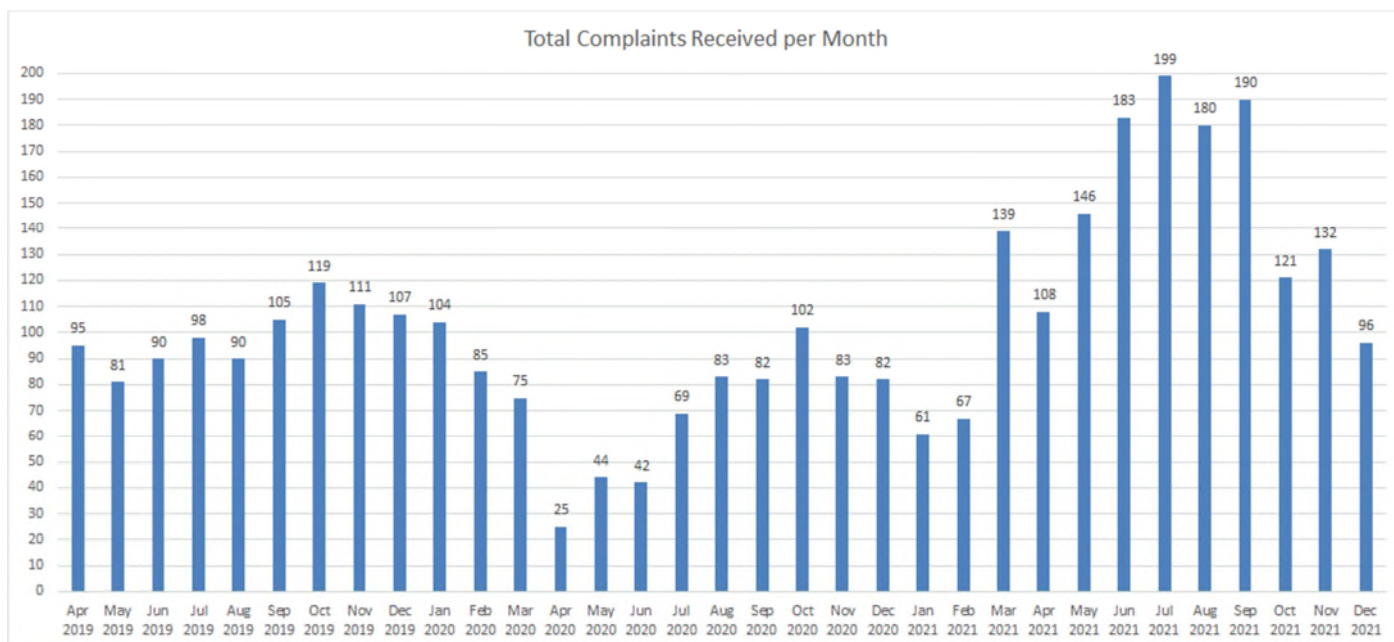
There is no doubt that managing complaints continues to remain a challenge with demand and capacity issues. With the Service still at its highest escalation level, management teams must prioritise their workload whilst continuing in their responsibility of care to patients and our frontline staff.

The Service will continue to make efforts to try and triage complaints to ensure those appropriate for Stage 1 reviews and early resolution are identified and actioned. The model currently in place within the Ambulance Control Centre (ACC) of having dedicated Complaints Managers continues to perform well with ACC keeping on top of their numbers and vastly improving their performance.

Complaints Training

Due to the Service being in its highest escalation level, it has not been possible to carry out the annual training on complaints. The Patient Experience Manager however has held drop in complaints handling workshops virtually for staff to join.

Complaints Volumes



There has been a welcome reduction in complaints from October 2021. It is anticipated that the final quarter of the financial year will be testing for the Service and there remains a possibility that volumes may fluctuate. Staff managing complaints will be supported to respond effectively.

SPSO

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 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 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
DATIX 6373	202004233	15/09/2021	1. Scottish Ambulance Service failed to appropriately assess patient	Not Upheld	SPSO Reviewing	20/12/2021	SPSO conclude that appropriate care and safeguarding was carried out - Not Upheld	Closed	Closed