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**Public Board Meeting**

**27 March 2024**

**Item No 11**

**THIS PAPER IS FOR DISCUSSION**

**PERSON CENTRED CARE UPDATE**

<b>Lead Director Author</b>	Emma Stirling, Director of Care Quality and Professional Development Mark Hannan, Head of Corporate Affairs and Engagement
<b>Action required</b>	The Board is asked to discuss 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 NHS Scotland'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 14 March 2024. 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 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

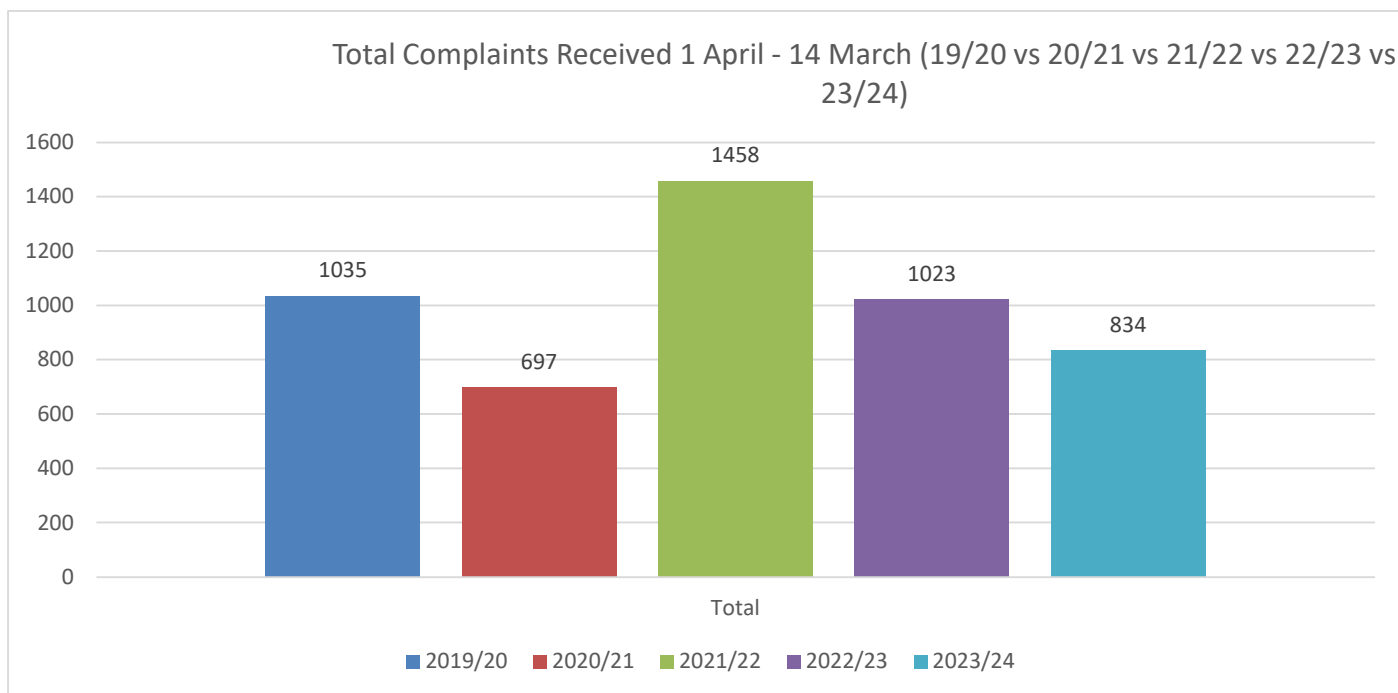
### Compliments

Compliments received from sources other than social media are logged and actioned on the DATIX system. Between 1 April 2023 and 14 March 2024, a total of 1037 compliments have been received. This is an increase from the 885 compliments received last year (up 17%). A breakdown of these compliments is shown in the graph below.

Air Ambulance	9
Ambulance Control Centre A&E	14
East Region	460
North Region	161
Special Operations Response Division	3
Specialist Retrieval (ScotSTAR)	1
Support Services Division / NHQ	2
West Region	385
National Risk and Resilience Department	2
Total	1037

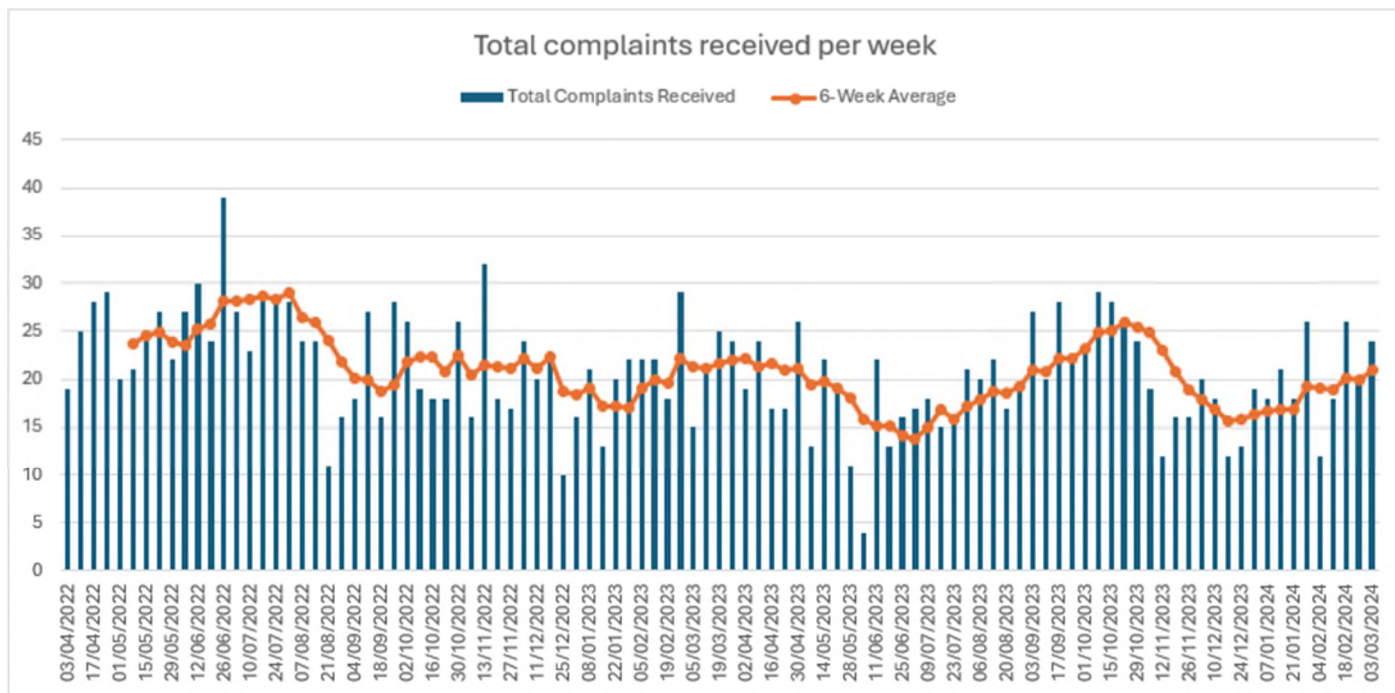
### Complaints Data

Between 1 April 2023 and 14 March 2024, a total of 834 complaints have been received. This shows a decrease of 189 (19%) complaints in comparison to 2022/23 and a decrease of 624 (42%) compared to 2021/22.

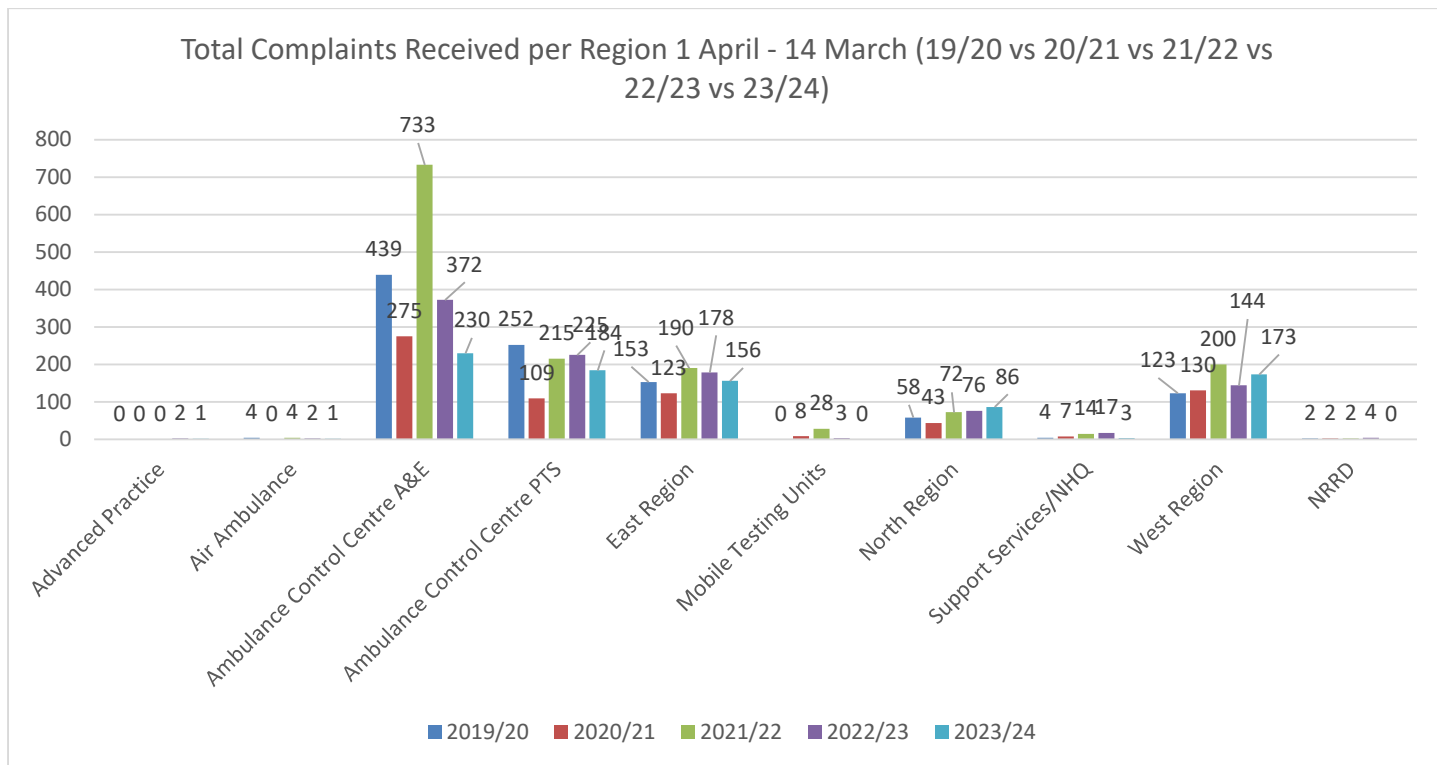


It is encouraging to see that the volume of complaints being received is now even lower than it was pre-pandemic, despite the system-wide challenges experienced throughout the reporting year.

The chart below illustrates the weekly volumes of complaints being received. As can be seen, there was an upward trajectory this year in the lead up to the winter period, although the overall number of complaints have decreased when compared to the previous two years.



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.



## Complaint Themes

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

1. Attitude and Behaviour – 210 complaints (32.5% of the total, compared to 29.2% in the last paper)
2. Triage/Referral to NHS 24 – 123 complaints (14.8% of the total, compared to 12.8% in the last paper)
3. Delayed Response – 118 complaints (14.7% of the total, compared to 11.9% in the last paper)

## Actions from Complaints

Whilst there has been a reduction in the total volume of complaints this year, the main themes resulting from complaints have remained relatively consistent over the last few years. As is illustrated in the data, there has been a decrease in complaints related to both Delayed Response and Clinical Assessment.

The highest proportion of complaints relate to Attitude and Behaviour, representing 32.5% of the total number complaints. This has been noted and discussed previously through the Board and the Clinical Governance Committee and will be explored further by the Learning from Events Group. Whilst the sample size of these complaints is very small when compared with the overall number of incidents the Service attend each year, we are keen to establish what factors may be driving these complaints and internal work to look at options such as analysing the themes emerging from these complaints and any learning/action which can be taken based on this feedback is ongoing.

## Stage 1 Complaints (1 April 2023 – 14 March 2024)

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.

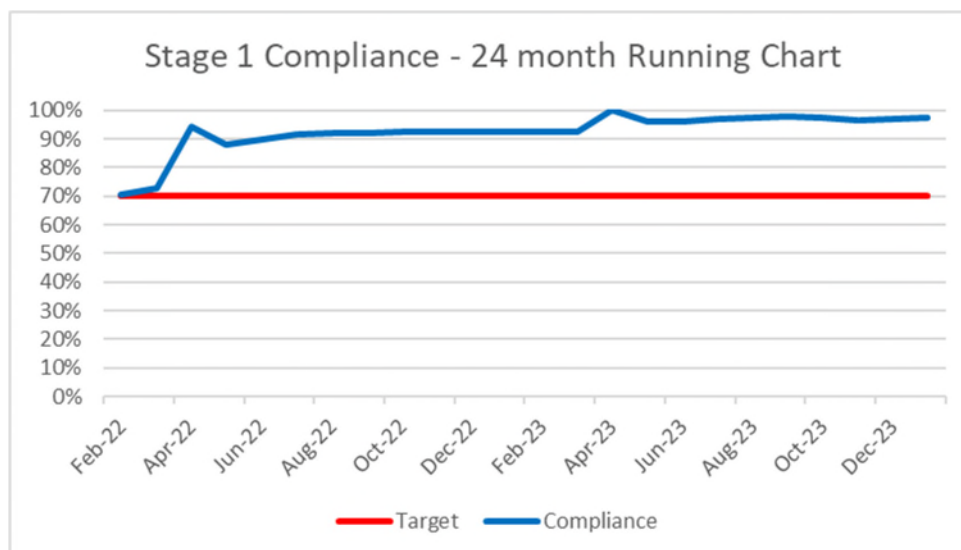
Stage 1						
	Closed within target				Compliance	Still Open and now overdue
	No	Yes	Total			
Advanced Practice	1	0	1	0.0%	0	
Ambulance Control Centre A&E	3	138	141	97.9%	0	
Ambulance Control Centre PTS	0	141	141	100.0%	0	
East Region	0	89	89	100.0%	0	
North Region	10	52	62	83.9%	0	
Support Services/NHQ	0	1	1	100.0%	1	
West Region	1	131	132	99.2%	0	
<b>Total</b>	<b>15</b>	<b>552</b>	<b>567</b>		<b>1</b>	
<b>Compliance</b>	<b>97.4%</b>					

Latest results indicate that Stage 1 complaints compliance is at 97.4%, a slight increase from the previous data of 96.3%.

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.

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



### Stage 2 Complaints (1 April 2023 – 14 March 2024)

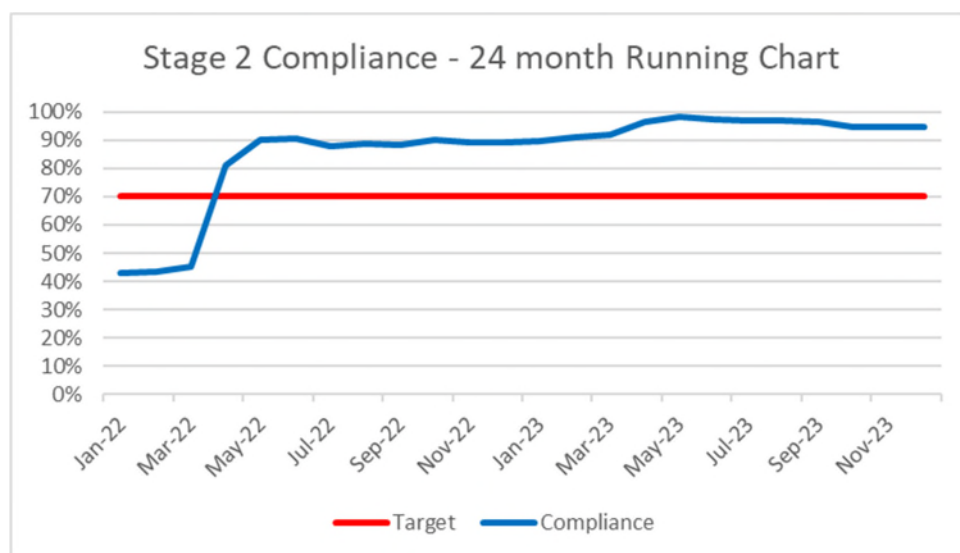
Stage 2 complaints have a 20-day target to be closed and all stage 2 complaints should be closed with a final response letter from a Service Director. A full investigation is also required, and all evidence collated to ensure the investigation will stand up to scrutiny from the SPSO, other auditors and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

Stage 2						
	Closed within target				Compliance	Still Open and now overdue
	No	Yes	Total			
Ambulance Control Centre A&E	1	103	104	99.0%	0	
Ambulance Control Centre PTS	2	49	51	96.1%	0	
Air Ambulance	1	0	1	0.0%	0	
East Region	2	65	67	97.0%	0	
North Region	4	21	25	84.0%	0	
Support Services/NHQ	0	2	2	100.0%	0	
West Region	7	44	51	86.3%	1	
<b>Total</b>	<b>17</b>	<b>284</b>	<b>301</b>		<b>1</b>	
<b>Compliance</b>	<b>94.4%</b>					

Latest figures show the Service is sitting at a compliance rate of 94.4%, a slight decrease from the previous papers 94.7%.

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

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



### Compliance Comments

As we reach the end of the reporting year, 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.

This represents two consecutive years where our performance for both Stage 1 and Stage 2 complaints has been over 90% against the 70% target set for all Boards in Scotland. As has been outlined in previous papers, a huge amount of work has been undertaken across the Service to improve our internal procedures for handling complaints and the value of this action is demonstrated in such strong performance figures.

### 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 14 March 2024, 301 stories were posted on Care Opinion relating to the Service. These have been viewed 54,207 times.

Of the 301, 76% were uncritical in tone. It should be noted that whilst the remaining 24% will have some form of criticality, this is not necessarily directed towards the Service, with the feedback often involving multiple NHS boards.

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)**

### **Peer support network**

Through the work we have undertaken to engage with staff and patients around the patient needs assessment and the creation of new mental health training for scheduled care call handlers, it was identified that staff could also benefit from introducing a peer support network to build resilience amongst call handling staff.

Working with the Scottish Recovery Network, we will co-design a network with staff to support their own resilience and to keep them well at work.

Our aim is to create a sustainable model that can be used by other teams in this service.

We will be undertaking research into other such networks in the NHS, create case studies of best practice and looking at what measures we can take to help staff support each other. This work will support the ongoing training and support for non-clinical staff from the well-being team.

### **Patient rep volunteers**

We continue to promote volunteer opportunities of becoming a patient representative and a community first responder.

It is encouraging to see that we are receiving many notes of interest from those under the age of 18 and are working to further encourage young people, as well as people of all ages, to involve themselves in the Service.

Our aim is to improve volunteering and employment opportunities to local communities and staff across different areas of the Service are working together across their areas of interest to help deliver improvements, building on the work already being undertaken through the Young Minds Save Lives initiative.

### **Young Minds Save Lives**

We continue to engage the community regarding the project and curriculum. We are currently exploring the level of support and awareness of the scheme there is in the community, what the community feel the benefits could be and what aspects we could improve upon when we roll out the curriculum across the country.

We will keep the Board updated regarding results.

We continue to advise and empower local staff members in the community to carry out face to face engagement. We aim to build the capacity of staff members across the country to continue to deliver quality community engagement.

### **Community visits**

We have supported recent school visits in Inverness, Glasgow, Ayrshire and Edinburgh and are working hard to support staff in ensuring community visits are a consistently high standard. Work is being undertaken to introduce a more standardised approach, to introduce a process to record these visits centrally and provide a bank of resources staff can utilise.

We continue to be supported by Third sector organisations in this work.

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## 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 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