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Public Board Meeting

**May 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 31 March 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.

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 31 March 2022, 160 stories were posted on Care Opinion relating to the Service. These have been viewed 48,305 times. NHS Greater Glasgow and Clyde and NHS Lanarkshire board areas currently make up around 37% of the stories posted.

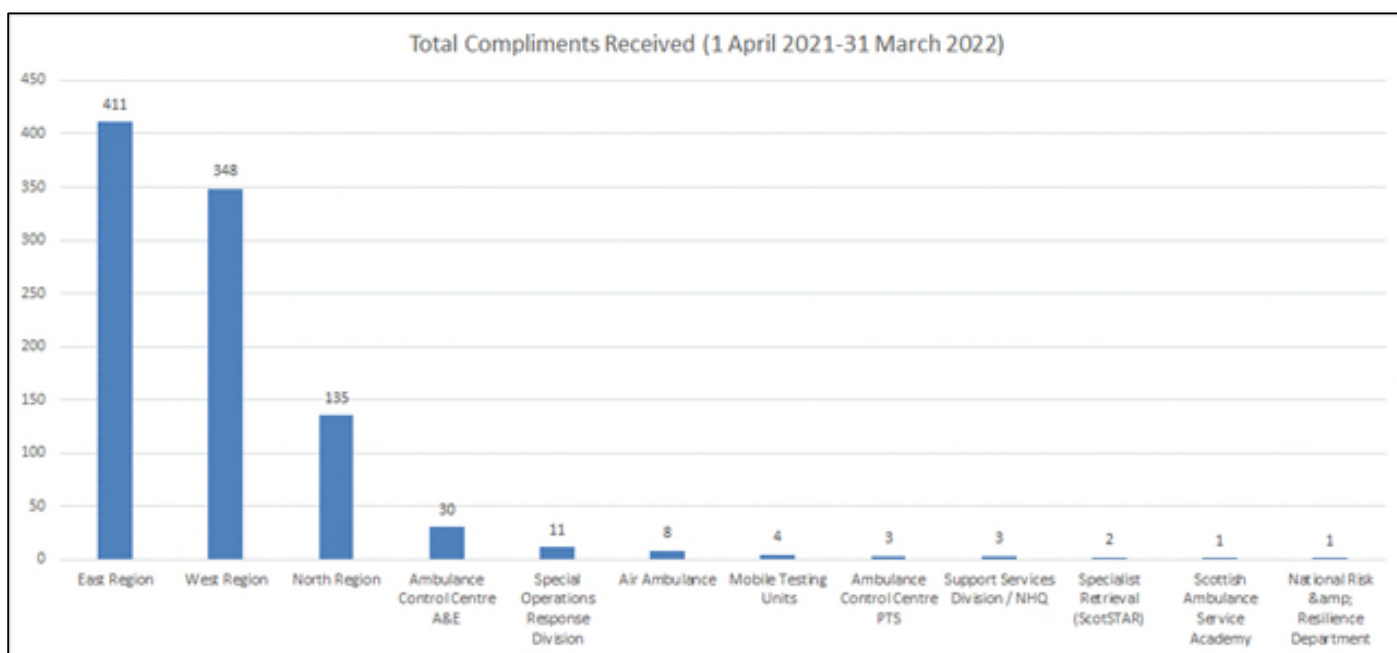
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Of the 160 posts, 64% were uncritical in tone. It should be noted that whilst the remaining 36% will have some form of criticality, this is not necessarily directed towards the Service, with the feedback often involving multiple NHS boards.

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 aspects of feedback were fed back to the teams involved, where possible, to ensure positive feedback is shared with the source of the positive care.

Compliments

Compliments received from sources other than Social Media are logged and actioned on the DATIX system. Between 1 April 2021 and 31 March 2022, a total of 957 compliments have been received. East Region received around 43% of these compliments. The graph below shows the compliments received by region for the financial year.



Patient Focused Public Involvement (PFPI)

Air Ambulance re-procurement and 2030 discussion document engagement.

Both of our consultations have been given to our growing involving people network and the PFPI network of regional health boards.

We are working with national third sector organisations, such as Age Scotland, Stroke Scotland, Alzheimer's Scotland, and the Carer's Trust to reach their members with both consultations.

There is agreement from the third sector interfaces in each local authority area to include the initial 2030 consultation document in their upcoming newsletters and on their social media - which will reach their members and third sector organisations in their area.

We will be working with the Alliance and Healthcare Improvement Scotland to put out the survey on their social media and in their newsletter, like they have both done with the air ambulance consultation.

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We are arranging focus groups with the Scottish Islands Federation and Urram to discuss the air ambulance consultation with our Highland and Island communities. We are looking to arrange further focus groups in the next month.

Mental health awareness training for scheduled care call handlers.

The mental health training given to scheduled care call handlers during induction has been redesigned and developed by our mental health team, the mental health organisation See Me, and patient volunteers.

Based on engagement from scheduled care call handlers, we have been able to design a program that covers the areas they felt they needed guidance on when working with someone that has mental ill health (such as communication techniques).

The goal of the design was to improve the staff and patient experience while making consistent the mental health training messaging received by scheduled and unscheduled care staff. This program will be trialed before being made business as usual.

Further work –

See Me are currently developing a mental health inclusion CPD session for all staff, which will cover how to better work with patients with mental ill health, and also how to better manage one's own mental health.

See Me will be working with us to trial the mental health section of the patient needs assessment for scheduled care.

Committee and group patient representation

Our Infection Control Committee is seeking a deputy patient representative to provide another patient voice to the committee. Using our partners in the NHS, Healthcare Improvement Scotland and third sector, we have been able to disseminate an advert across the entire country.

We have been inundated with applications and anticipate this arrangement will be in place by the next committee meeting in June.

The Learning from Events group have one patient representative who has supported the group over the last year. This has worked very well and the chair of the meeting either pre-briefs or debriefs the member to support a full understanding of the meeting content, any areas of uncertainty or anxiety as well as working with the patient representative to ensure the agenda for the meeting is tackling the issues that the public would expect. This process has proved to be very productive and has informed future agenda compilation, where the focus has been on learning and development of systems and processes to enhance future patient care.

Engagement guide and toolbox.

The engagement guide and toolbox pages on @sas have been further developed and streamlined based on staff feedback and expertise. We have made it easier for staff to include patient engagement and involvement into their work.

We have also included a section on @sas which contains the contact details of patient representatives from across the country. These patient representatives have consented to this

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process and can be contacted by staff members who are looking for quick and easy ways to get a patient's perspective.

Our goal is to increase, and make consistent, the very high standard of patient engagement and involvement this service has come to expect.

A staff engagement session was recently held on the work which has been undertaken to establish new pathways to help patients with Chronic Obstructive Pulmonary Disease (COPD). This project utilised the new toolkit and our patient and public engagement process with improvements to our services being made based directly on patient and staff feedback. The work was praised at the staff session and feedback regionally from staff and patients has been positive.

CPR for disabled people poster.

A poster detailing the creation of a CPR course for disabled people has been accepted into the NHS Scotland conference this year.

The poster highlights the work we have done to increase the positive outcomes for out-of-hospital cardiac arrest patients. The posters also highlights the importance of our inclusive engagement practices, the work to address health inequality and our partnership work.

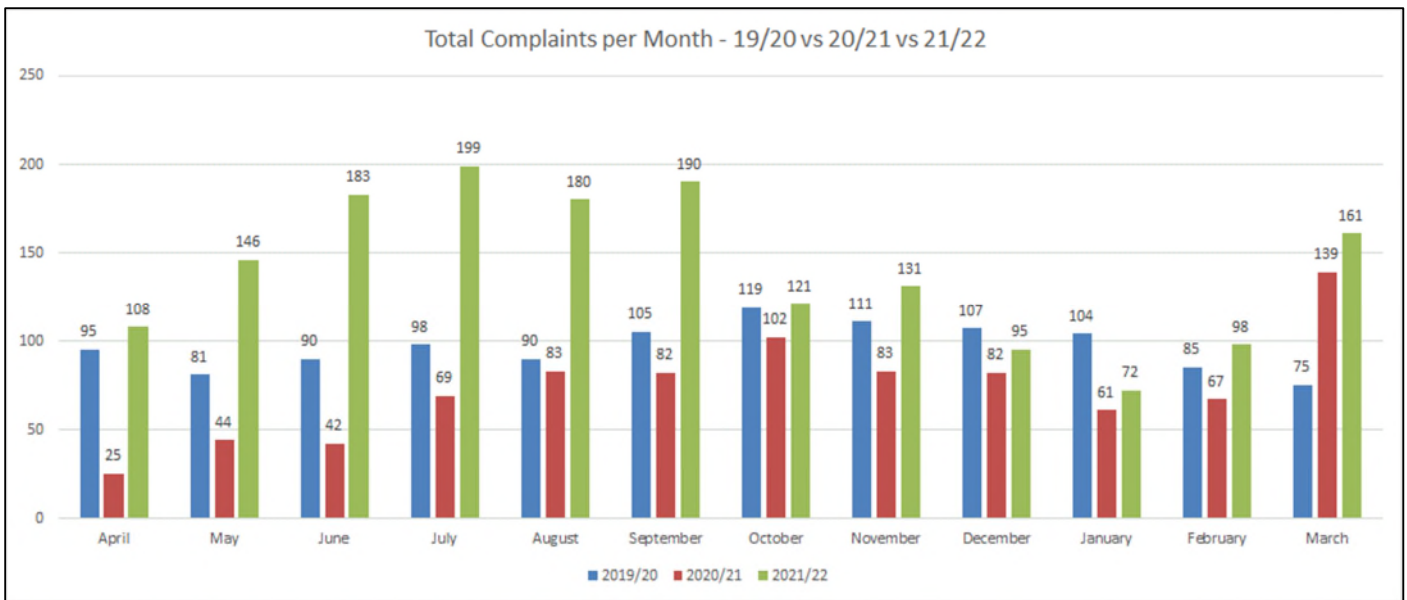
Complaints Data

Volumes 2021/22 – (n.b. these are unaudited as there are still open complaints from this financial year)

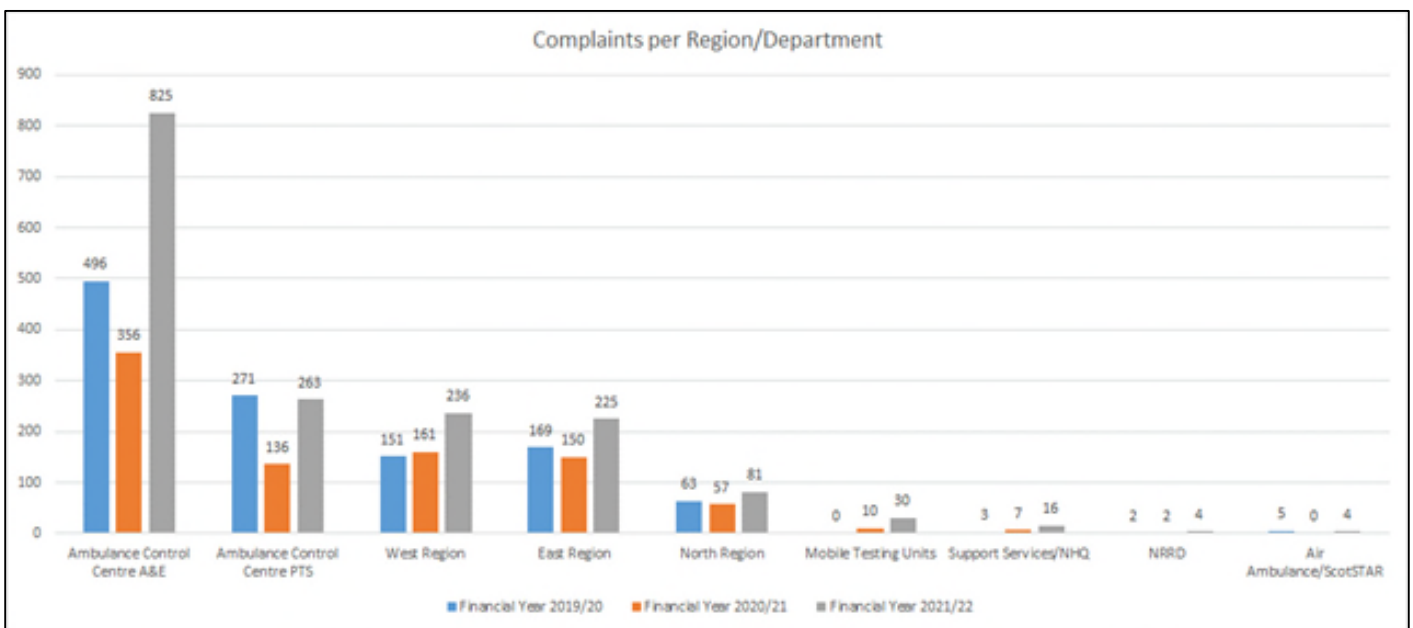
Between 1 April 2021 and 31 March 2022, a total of 1,684 complaints have been received. This shows an increase of 805 complaints in comparison to the previous financial year and an increase of 524 from 2019/20 (2019/20 data included due to the low levels seen through COVID).

Caution continues to be urged in such a sharp increase in comparison to the year previously. The challenges that the Service faced in the previous year have been significant. The volume of complaints has lowered since the beginning of 2022 (with the exception of March 2022) and even with the increase, which is consistent with previous years, the workload in general has been managed well by all teams.

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The chart above compares the volume of complaints received per year over the last three years. What is quite clear, and has been illustrated in previous papers, is that the first six months of the 2021/22 financial year saw a steep increase in the volume of complaints being received. It was positive to see that the monthly volume return to a more 'normal' volume as compared with pre-COVID data, however March 2022 saw a significant increase, as there were further increases in COVID cases putting further pressure on health and care services.



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 1,684 received, the 3 most common themes for complaints are

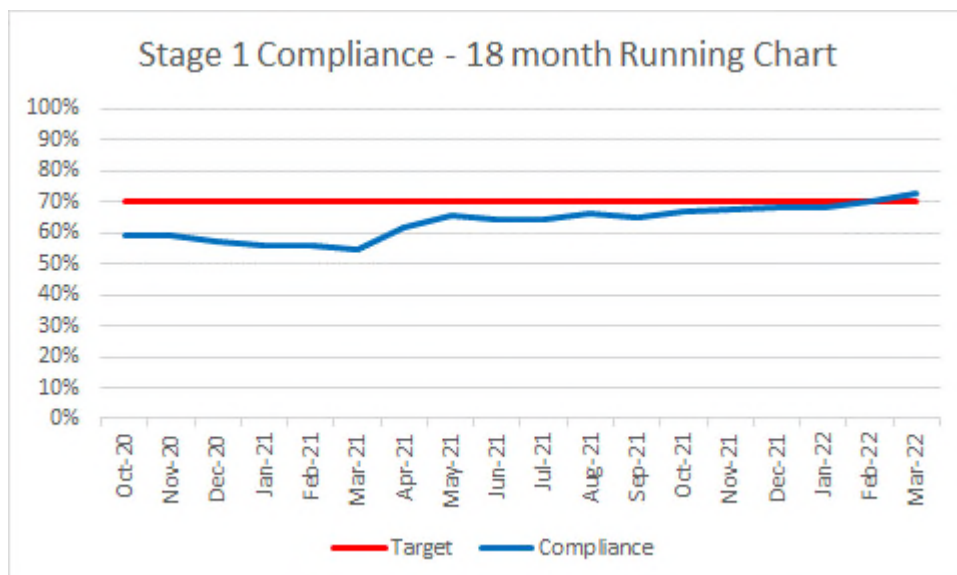
1. Delayed Response – 33.9% of the total (34.1% in the last paper) – 77.9% of these complaints were upheld, 0.02% partially upheld and 12 of these complaints are now being or have been carried out as SAERs.

2. Attitude and Behaviour – 14.9% of the total (15.4% in the last paper) – 39.8% of these complaints were upheld and 29.9% partially upheld. Actions have been picked up with local teams to work through these issues.
3. Triage/Referral to NHS24 – 10.9% of the total (10.6% in the last paper) – 23% of these complaints were upheld, 0.05% partially upheld and 2 of these complaints are now being or have been carried out as SAER's.

Stage 1 Complaints

So far the Service has completed 1,079 Stage 1 complaints, 780 of which have been closed within the 5-working day government target. This produces a compliance of 72.3% against a target of 70%.

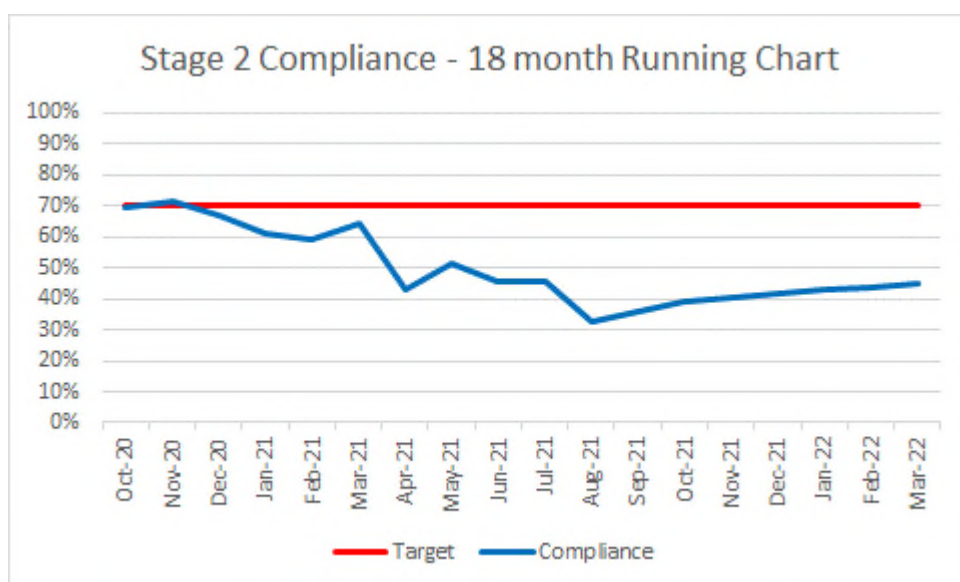
Stage 1				
	Closed within target			
	No	Yes	Total	Compliance
Air Ambulance	0	1	1	100.0%
Ambulance Control Centre A&E	117	337	454	74.2%
Ambulance Control Centre PTS	32	202	234	86.3%
East Region	49	83	132	62.9%
Mobile Testing Units	5	21	26	80.8%
North Region	18	41	59	69.5%
NRRD	1	2	3	66.7%
Support Services/NHQ	5	3	8	37.5%
West Region	72	90	162	55.6%
Total	299	780	1079	
Compliance	72.3%			



Stage 2 Complaints

So far the Service has completed 548 Stage 2 complaints, 272 of which have been closed within the 20-working day government target. This produces a compliance of 45% against a target of 70%

Stage 2				
	Closed within target			
	No	Yes	Total	Compliance
Air Ambulance	0	3	3	100.0%
Ambulance Control Centre A&E	206	165	371	44.5%
Ambulance Control Centre PTS	11	18	29	62.1%
East Region	51	42	93	45.2%
Mobile Testing Units	0	4	4	100.0%
North Region	15	7	22	31.8%
NRRD	0	1	1	100.0%
Support Services/NHQ	6	2	8	25.0%
West Region	44	30	74	40.5%
Total	333	272	605	
Compliance	45.0%			



Compliance Comments

Compliance for both Stage 1 and Stage 2 improved toward the end of the year with Stage 1 complaints exceeding the 70% target. If we were to look at the compliance for Stage 2 for complaints received in the last quarter the compliance for those cases alone was around 64%. Whilst this is still not meeting the 70% target, it is a significant improvement on previous quarters this year.

Complaints Training

Six Managers within the Service have been attending the Complaints Coaching course being run by Dr Dorothy Armstrong, Professional Advisor to the Scottish Public Services Ombudsman. This 10-week course, carried out for 90-minutes once a week covers areas such as empathy, wellbeing and the importance of apology. Given the continued pressures on the Service, this manner of training was considered most suitable, allowing for minimal disruption on weekly activities whilst still

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receiving the service needed and professional development required. The course is receiving positive feedback from staff and it is hoped if successful, another course will be planned in 2022.

Learning from Events

The Learning from Events Group met on 25 April 2022 and was well attended. The agenda covered topics including:-

- SAS/NHS 24 interface following an SPSO review
- Understanding patient deterioration
- Communication with Obstetric Units
- Themes for development to be included in the upcoming Quality Strategy

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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 5488	202000766	10/02/2021	1. The care that Patient A received from the Scottish Ambulance Service was unreasonable; 2. The handling of the complaint was unreasonable	Upheld	SPSO have upheld both parts	25/04/2022	1. Letter of apology to complainant 2. Share review with the involved operational staff for feedback and learning around patient assessment and dispatch processes 3. Share the review with the involved operational staff around the management of cardiac arrest and for SAS to consider two points: how it can evidence that treatments have been performed on a patient and also; for SAS to consider issuing guidance around the management of cardiac arrest in a moving vehicle 4. Share the review with the involved Complaints handling staff for reflection and learning 5. Provide further training on complaints handling and evidence of how this learning is being monitored to ensure that the complaints handling process is being followed and applied appropriately 6. Share the review with the involved operational staff for reflection and learning on asking bystanders to do CPR 7. Evidence that relevant staff have undertaken complaints handling training and evidence that quality assurance is in place to ensure complaints investigations are monitored to ensure they meet required expectations	All Open	Open
DATIX 3850	201903984	16/03/2021	1. Scottish Ambulance Service failed to reasonably assess patients condition and; 2. Scottish Ambulance Service failed to reasonably assess the complaint	Upheld	SPSO have not upheld part 1 but upheld part 2	15/03/2022	1. Letter of Apology to complainant 2. Share the review with Investigating Officer	1. Complete 2. Complete	Closed
DATIX 6701	202007781	28/04/2021	1. Scottish Ambulance Service failed to respond reasonably to a request for an ambulance from NHS24 and; 2. Scottish Ambulance Service failed to respond reasonably to a 999 call	Upheld	SPSO have not upheld	29/03/2022	SPSO conclude that SAS complaints process was adequate, highlighting high standards and professionalism by call taker	N/A	Closed
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