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Public Board Meeting

27 September 2023

Item No 10

THIS PAPER IS FOR DISCUSSION

PERSON CENTRED CARE UPDATE

Lead Director	Emma Stirling, 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	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).
Timing	An update is presented bi-monthly to the Board.
Associated Corporate Risk Identification	Risk 4638 – wider system changes and pressures
Link to Corporate ambitions	We will <ul style="list-style-type: none"> • Provide the people of Scotland with compassionate, safe and effective care where and when they need it • Work collaboratively with citizens and our partners to create healthier and safer communities • Innovate to continually improve our care and enhance the resilience and sustainability of our services
Link to NHSScotland’s quality ambitions	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**

Working in Partnership with Universities



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SCOTTISH AMBULANCE SERVICE BOARD

PATIENT EXPERIENCE

EMMA STIRLING, DIRECTOR OF CARE QUALITY & PROFESSIONAL DEVELOPMENT

SECTION 1: PURPOSE

This paper covers the period between 1 April 2023 and 8 September 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

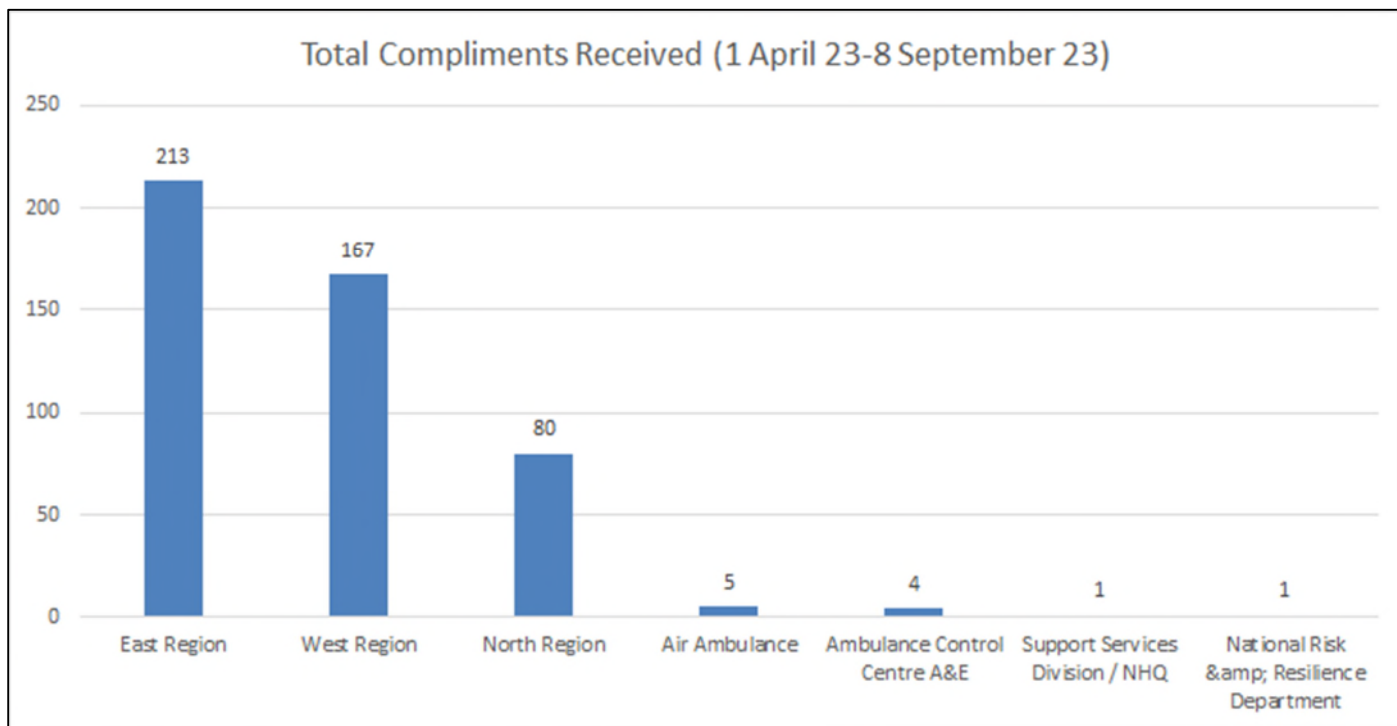
The Service actively seeks feedback on its services so that it can continue to make improvements. We have many ways of gathering feedback – face to face, patient forums, online portals, complaint and concern channels.

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Feedback analysis

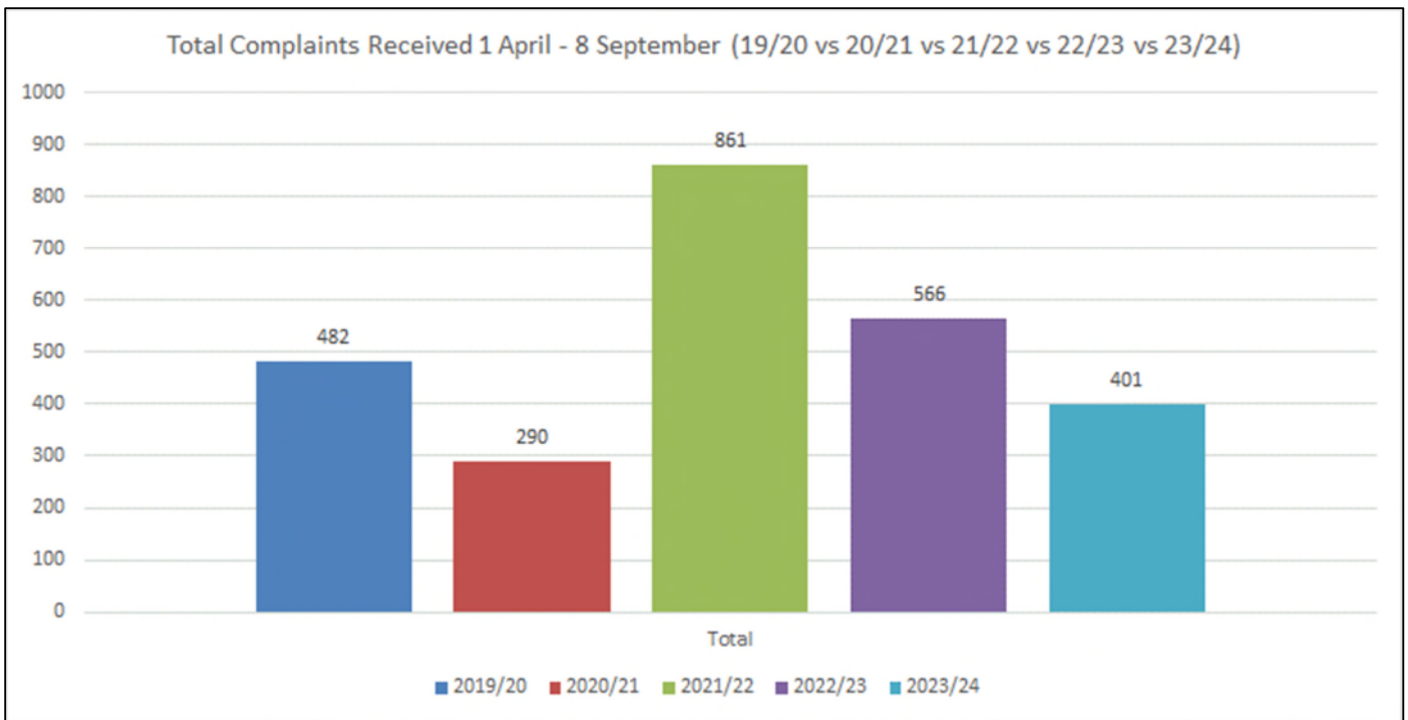
Compliments

Compliments received from sources other than social media are logged and actioned on the DATIX system. Between 1 April 2023 and 8 September 2023, a total of 471 compliments have been received. East Region received around 45% of these compliments. The graph below shows the compliments received by region for the financial year so far.



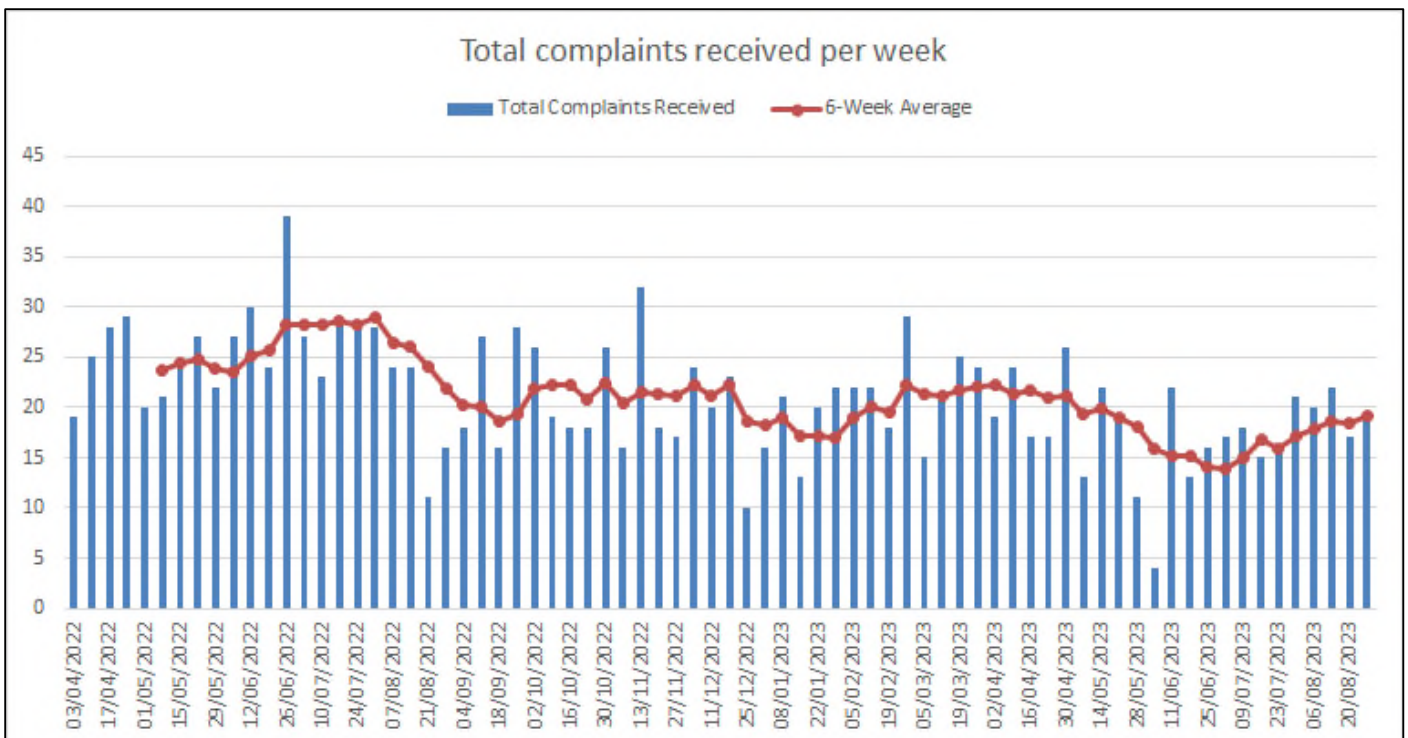
Complaints Data

Between 1 April 2023 and 8 September 2023, a total of 401 complaints have been received. This shows a decrease of 165 (29.2%) complaints in comparison to 2022 and a reduction of 460 (53.4%) in comparison to 2021. In comparison to the pre-pandemic year of 2019, it is encouraging to see that there has been a reduction of 81 (16.8%).

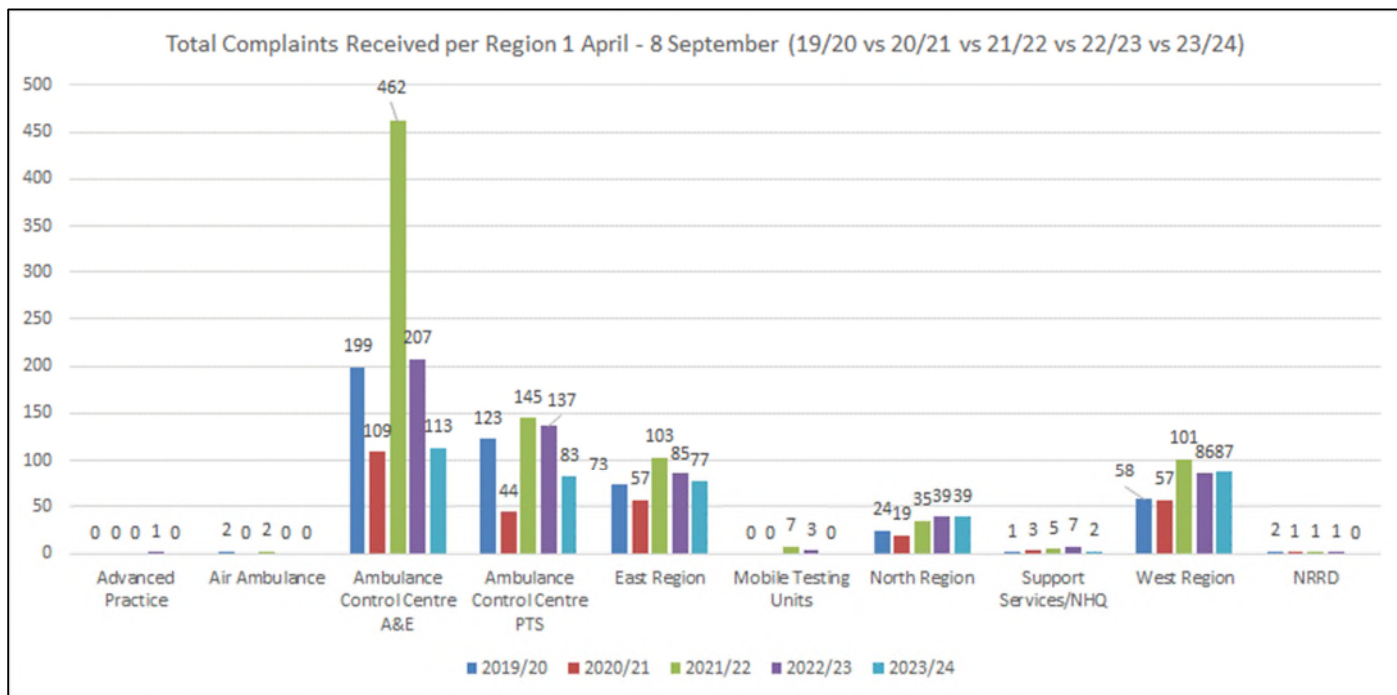


As previously stated, the challenges the Service has faced since the beginning of the pandemic have been significant and this is reflected in the above data. Whilst there continues to be system-wide challenges, the volume of complaints being received is now even lower than it was pre-pandemic. This speaks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

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.



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

1. Attitude and Behaviour – 117 complaints (29.18% of the total, compared to 30.13% in the last paper)
2. Triage/Referral to NHS 24 – 52 complaints (12.97% of the total, compared to 10.5% in the last paper)
3. Delayed Response – 48 complaints (11.97% of the total, compared to 11.3% 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. This is a complex issue and requires a deeper investigation into the factors surrounding this data. As previously reported, a paper was delivered to the Research and Development Group proposing that a piece of research be commissioned, in partnership with the University of Stirling, to better understand the potential causes of these complaints, including any systemic causes, and how the Service can improve the system to reduce the likelihood of these complaints being received. The proposal was positively received by members of the group and consideration is being taken as to how a research project into attitude and behaviour feedback would be carried out. There was further discussion at the latest Research and Development Group and we are working to identify a timeframe and workplan with the University of Stirling. As soon as we agree this with the University of Stirling, we will update the Board and look to get work underway as soon as possible. It is important to note that over the last 3 years, there has not been any real increase during this time period in terms of the volume of Attitude and Behaviour complaints. However, there

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has been a significant reduction in complaints in relation to Delayed Response and Clinical Assessment, so caution is urged in the interpretation of the percentages.

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 – 31 August 2023)

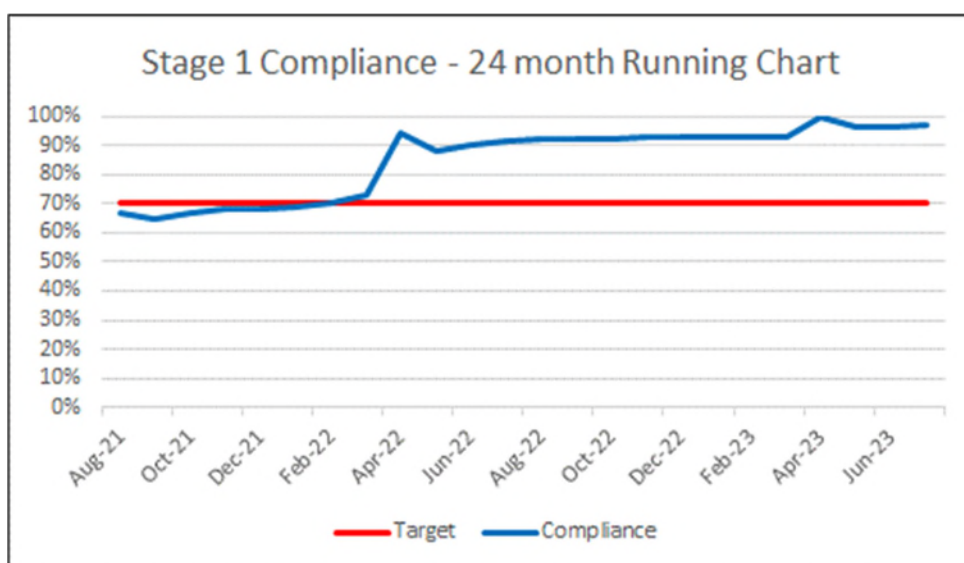
Stage 1 complaints have a 5-day target to be closed. This can be affected through direct contact with the complainant at supervisor level. This may be by phone, email or a face-to-face contact. There should be no complaints where a patient has come to harm or there is a clinical challenge completed as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

Stage 1					
	Closed within target				Still Open and now overdue
	No	Yes	Total	Compliance	
Ambulance Control Centre A&E	2	56	58	96.6%	0
Ambulance Control Centre PTS	0	63	63	100.0%	0
East Region	0	45	45	100.0%	0
North Region	8	17	25	68.0%	4
Support Services/NHQ	0	1	1	100.0%	0
West Region	0	67	67	100.0%	0
Total	10	249	259		4
Compliance	96.1%				

Latest results indicate that Stage 1 complaints compliance is at 96.1%, a slight improvement from the previous data of 96%.

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 18-month run chart of Stage 1 compliance.



Stage 2 Complaints (1 April 2023 – 10 August 2023)

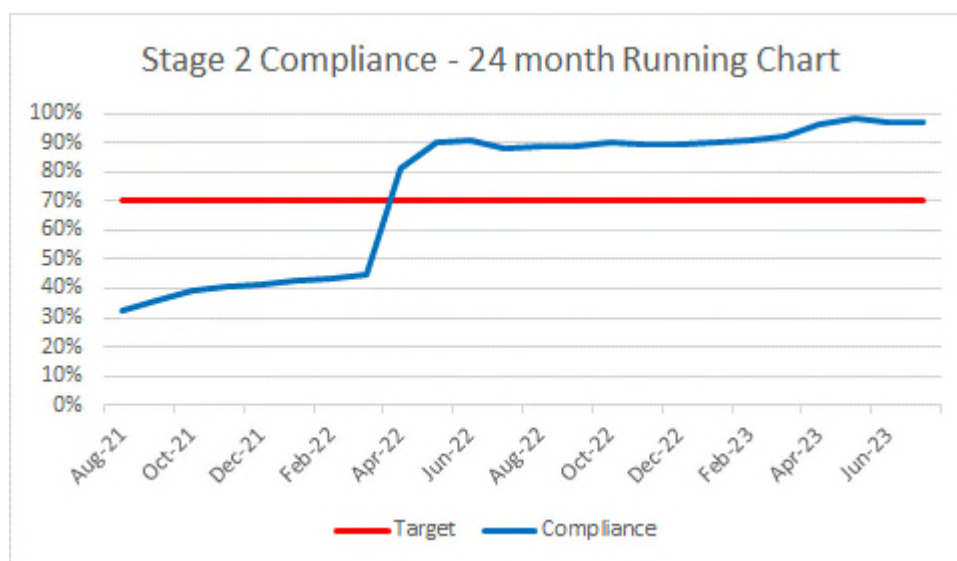
Stage 2 complaints have a 20-day target to be closed and all stage 2 complaints should be closed with a final response letter from a Service Director. A full investigation is also required, and all evidence collated to ensure the investigation will stand up to scrutiny from the SPSO, other auditors and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

Stage 2						
	Closed within target				Compliance	Still Open and now overdue
	No	Yes	Total			
Ambulance Control Centre A&E	0	43	43	100.0%	0	
Ambulance Control Centre PTS	0	15	15	100.0%	0	
East Region	1	25	26	96.2%	1	
North Region	2	9	11	81.8%	0	
Support Services/NHQ	0	1	1	100.0%	0	
West Region	1	14	15	93.3%	0	
Total	4	107	111	96.4%	1	
Compliance	96.4%					

Latest figures show the Service is sitting at a compliance rate of 96.4%, compared to 98.2% in the previous paper.

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

Below is the 18-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 8 September 2023, 164 stories were posted on Care Opinion relating to the Service. These have been viewed 20,968 times.

Of the 164 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.

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.

Scheduled Care

Health related transport

Working with colleagues from Transport Scotland, we continue to ensure patients can travel to their appointments and that we are providing a good patient experience for the entire patient journey. We are currently engaging with colleagues from transport and health to align our new strategy with the Government's Transport to Health action plan.

Community Transport association (CTA)

We recently attended the Annual General Meeting of the CTA. Our Head of Scheduled Care was warmly welcomed by the community of local transport providers. The meeting provided a really good opportunity to discuss a wide range of issues, highlight recent improvements to our services and address any concerns which providers had. Through positive engagement and discussion, we were also able to dispel a lot of misconceptions held about the Service and our eligibility criteria. We will continue this engagement and look at how we can work with the group to help us communicate this positive messaging to the wider public using their networks and channels.

As part of this ongoing engagement, we continue our partnership work with local transport providers. We are ensuring we have an up-to-date, active database of transport providers we can signpost members of the public who fail to meet the eligibility criteria to for support and to improve flow. We employ a rigorous evaluation of these transport providers to make sure they can handle the volume of people who need their support. We believe we have a duty of care to both those seeking transport, and the transport providers.

We also continue to engage with wider health stakeholders and patient groups to ensure the service is fit for purpose and is providing the patient with the best possible experience.

Mental health training for call-handlers

We have increased the number of sessions we are offering to deliver the redesigned mental health training package for Scheduled Care Call Handlers. Enthusiasm for this training is high and with our increased offering and our new 'train the trainer' sessions we are certain we can ensure this training is delivered to all Scheduled Care Call Handlers across the country.

Involving people

We continue to grow our network of patients, members of the public and third sector organisations. Our goal is to ensure that we are actively seeking to grow this network and to continually build and utilise these growing and positive relationships. We have outlined in previous papers how this partnership working is having a real effect on service improvement and patient experience and this

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work continues. We want to continue to ensure that every department within the Service remain patient focused.

Notably, two new patient representatives have joined the clinical governance committee and the infection control department has just recruited volunteers to support their cleaning audits.

Patient feedback

We continue to explore methods of gaining direct patient feedback. We are looking at enabling new technology and working in partnership with regional health boards to meet our service improvement needs. However, we are also acutely aware of the importance of balancing this with the needs of our patients, sensitivities and legislative requirements.

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 10967	202202435	09/11/2022	1. Scottish Ambulance Service unreasonably failed to send an ambulance to patient	Not Upheld	SPSO have not taken forward	21/02/2023	N/A	N/A	Closed
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 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	Recommendation 1 closed and signed off (23/05/2022) Recommendation 2 completed, sent to SPSO 16/12/2022 Recommendation 3 completed, sent to SPSO 16/12/2022 Recommendation 4 completed, sent to SPSO 16/12/2022 Recommendation 5 completed, sent to SPSO 16/12/2022 Recommendation 6 completed, sent to SPSO 16/12/2022 Recommendation 7 completed, sent to SPSO 16/12/2022	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