



**NOT PROTECTIVELY MARKED**

**Public Board Meeting**

**29 September 2021**

**Item No 11**

**THIS PAPER IS FOR DISCUSSION**

**PERSON CENTRED CARE UPDATE**

<b>Lead Director</b>	Professor Frances Dodd, 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>	<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>
<b>Timing</b>	An update is presented bi-monthly to the Board.
<b>Link to Corporate Objectives</b>	<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>
<b>Contribution to the 2020 vision for Health and Social Care</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**  
*Taking Care to the Patient*



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**SCOTTISH AMBULANCE SERVICE BOARD**

**PATIENT EXPERIENCE**

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

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## **SECTION 1: PURPOSE**

This paper covers the period between 1 April 2021 and 8 September 2021. 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 8 September 2021, 67 stories were posted on Care Opinion relating to the Service. These have been viewed 17,331 times. NHS Greater Glasgow and Clyde and NHS Grampian board areas currently make up around 39% of the stories posted.

Of the 42 posts, 70% were uncritical in tone. It should be noted that whilst the remaining 30% 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 which was launched on 31 March. 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 226,733 people between 13 August – 9 September. This is an increase of 47% from the previous 28 days (16 July – 12 August).
- Videos reached 7,812 people over the same period (a decrease of 44% on the previous 28 days)
- An extra 163 followers during this period (39,071 total followers)

### Largest posts

The top five posts between 13 August – 9 September were:

- High demand message – 65,300
- Mental health car – 43,300
- High demand message – 42,900
- Additional staff announcement – 42,100
- Chief Executive mentoring advert – 35,200

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## Twitter

### Between 13 August – 9 September:

- 378,564 impressions (decrease of 23.2% over previous 28 days)
- Followers up by 206 to 32,144

### Top tweets

The top five tweets were:

- Message of support from rugby player Jade Konkel – 44,939 impressions
- High demand – 33,548 impressions
- Significant and sustained pressure message – 17,666 impressions
- Congratulations to Neil Hard, SAS dispatcher of the year -16,900 impressions
- Calling 999 video – 16,028 impressions

## Instagram

### Between 13 August – 9 September:

- Posts reached 2,325 people (up 11.5% from the previous 28 days)
- Followers increased to 1,500

The top five posts were:

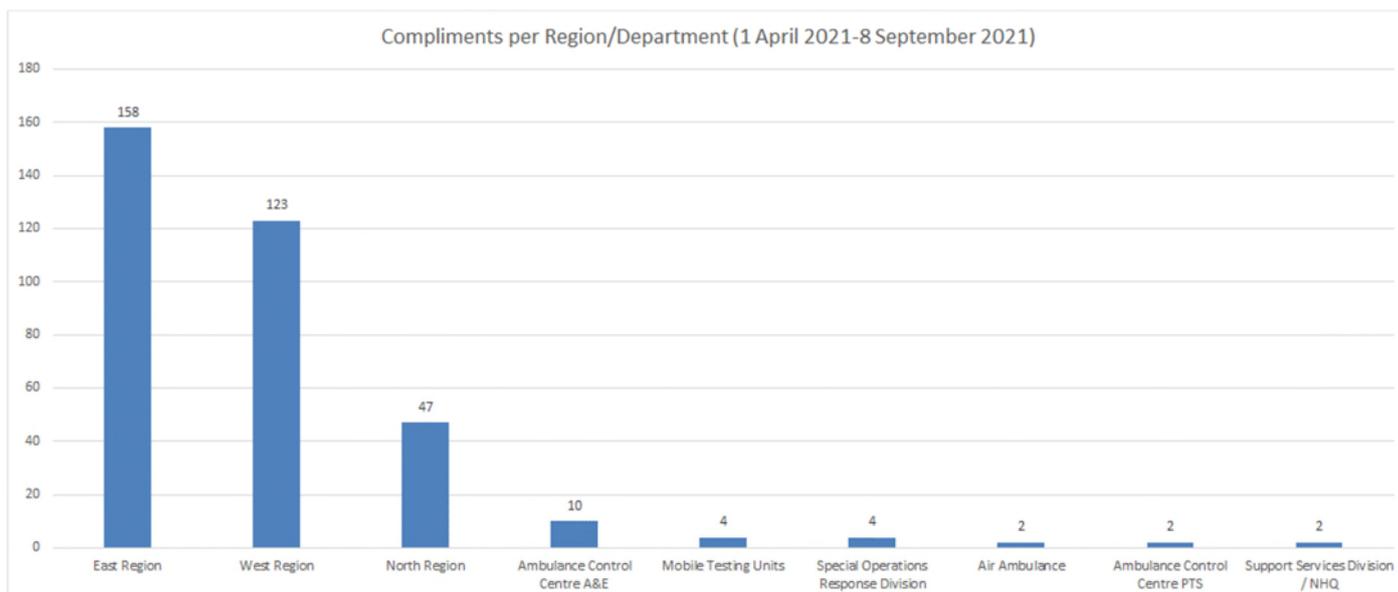
- Mental health car - 1,400 reach
- Picture of staff in Banff - 1,300 reach
- Thanks to staff message – 1,200 reach
- Thanks you to staff for weekend work – 1,200 reach
- Supporting mental health patients – 1,200 reach



## Compliments

Compliments received from sources other than Social Media are logged and actioned on the DATIX system. Between 1 April 2021 and 8 September 2021, a total of 352 compliments have been received. East Region received over 44% of these compliments. The graph below shows the compliments received by region for the financial year.

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## Patient Focused Public Involvement (PFPI)

### Partnership with See Me

#### **National Survey**

We continue our partnership with the mental health organisation See Me. We have involved them in our national engagement work, which will follow-up on our engagement work carried out for our mental health strategy, to explore the impact of the pandemic and restrictions on our patient's mental health. The feedback we get from our patients will help us develop a service that meets the needs of anyone we care for who is suffering from poor mental health.

#### **Focus Groups**

We will be working with See Me on running multiple focus groups to delve into more detail on the themes to come out of our survey. We will also be supported in this work by the Mental Health Foundation, Support in Mind, NHS Western Isles and patient participation groups (PPGs) in Uist, the Orkney Islands and Tayside. It is important for us to include the views of people across the country, not just the Central-Belt.

#### **Patient Needs Assessment**

Working with See Me and their youth champions, we were able to develop a new mental health section to the patient needs assessment. Following-on from See Me's work with staff, we will provide call-handlers with bespoke advice and guidance to help them work safely with patients calling in relation to their mental health. A further round of engagement and evaluation is planned once pressures on staff and the Service ease.

#### **Mental Health Response in Lothian**

We have been building relationship with Third-Sector organisations, Police service, councils and the regional health board & related psychological services in the Lothian. We aim to build new low-acuity referral pathways for patients presenting with a mental health issues in the area, similar to our work in the Forth Valley.

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## Mentorship

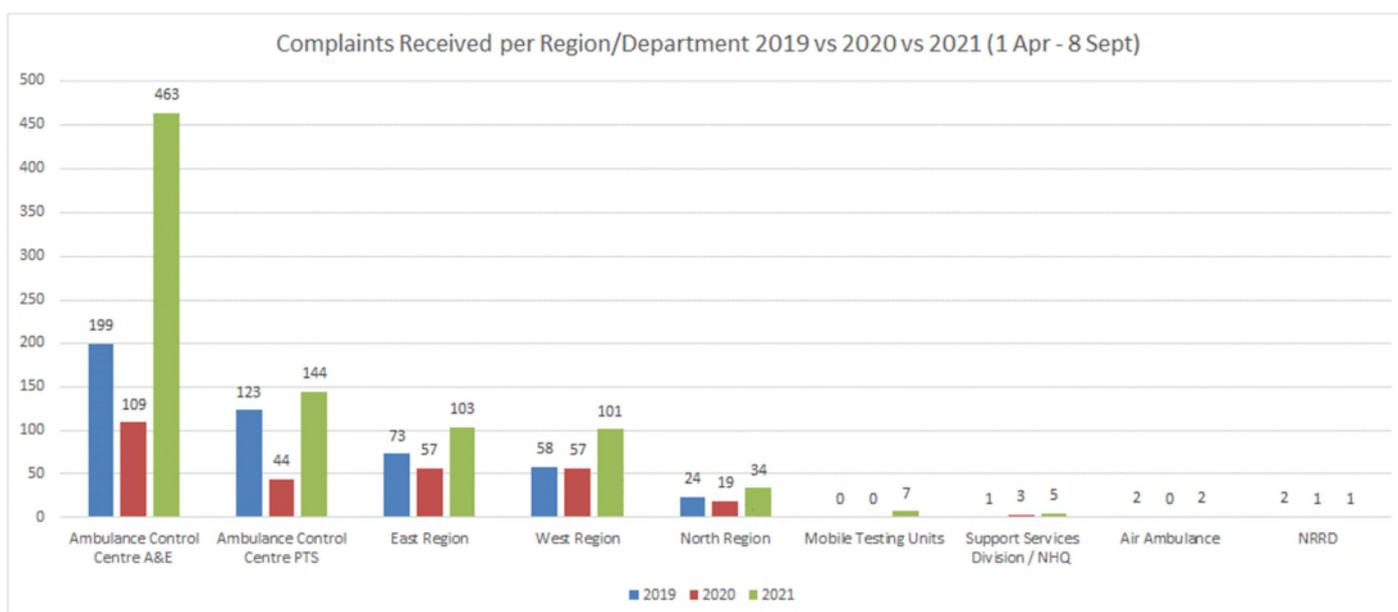
Working with Young Scot, a young person will be mentored by our CEO from October to December 2021. After a successful trial, we hope to offer this on an ongoing basis with other members of the executive team. Not only are we helping to raise the aspirations of young people across the country, but we are going above and beyond our Corporate Parenting responsibilities.

## Volunteers

We continue to recruit patient representatives, and have recruited seven new reps in the past two months.

## Complaints Data

Between 1 April 2021 and 8 September 2021, a total of 860 complaints have been received. This shows an increase of 570 complaints in comparison to the previous financial year and an increase of 378 from 2019/20 (2019/20 data included due to the low levels seen through COVID). The Patient Experience Manager, who chairs the National Complaints Personnel Association Scotland (NCPAS) Group, is in regular contact with other boards who are facing similar increases in their complaints numbers.



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 860 received, the 3 most common themes for complaints are

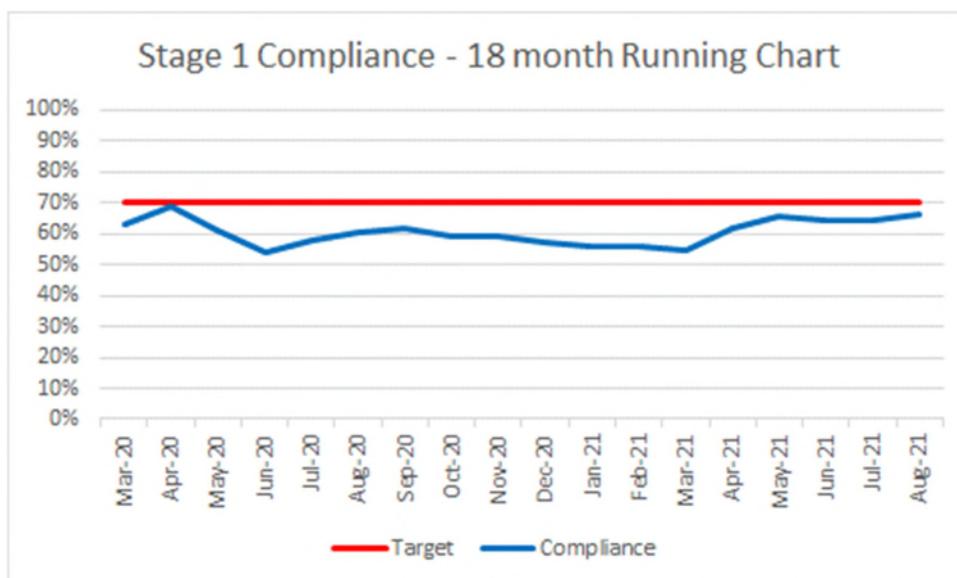
1. Delayed Response – 63.6% of the total
2. Attitude and Behaviour – 33.7% of the total
3. Clinical Assessment – 21.3% of the total

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## Stage 1 Complaints

So far the Service has completed 444 Stage 1 complaints, 298 of which have been closed within the 5-working day government target. This produces a compliance of 67.1% against a target of 70%.

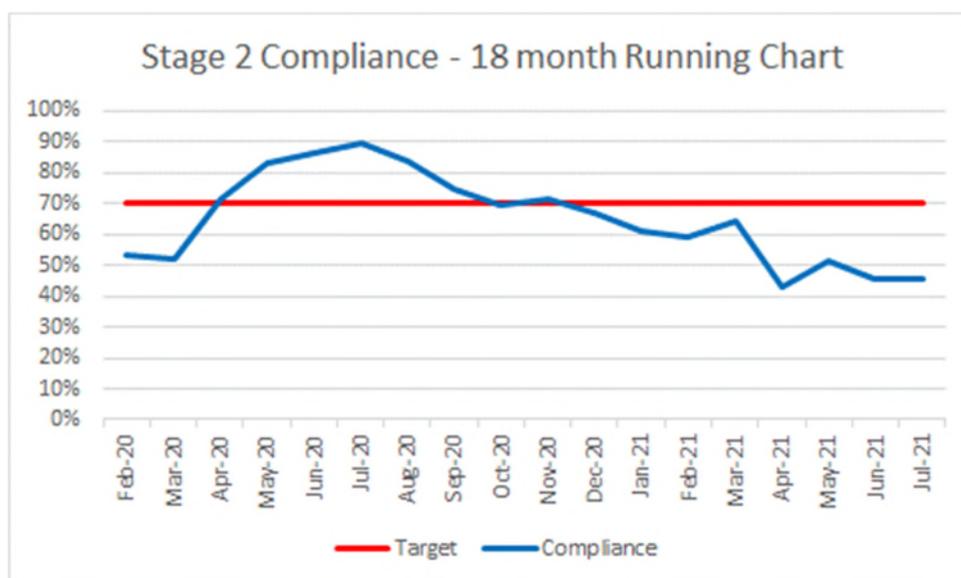
Stage 1				
	Closed within target			
	No	Yes	Total	Compliance
Ambulance Control Centre A&E	79	112	191	58.6%
Ambulance Control Centre PTS	20	94	114	82.5%
East Region	13	34	47	72.3%
Mobile Testing Units	1	5	6	83.3%
North Region	8	13	21	61.9%
NRRD	0	1	1	100.0%
Support Services/NHQ	1	0	1	0.0%
West Region	24	39	63	61.9%
<b>Total</b>	<b>146</b>	<b>298</b>	<b>444</b>	
<b>Compliance</b>	<b>67.1%</b>			



## Stage 2 Complaints

So far the Service has completed 207 Stage 2 complaints, 98 of which have been closed within the 20-working day government target. This produces a compliance of 47.3% against a target of 70%

Stage 2				
	Closed within target			
	No	Yes	Total	Compliance
Air Ambulance	0	1	1	100.0%
Ambulance Control Centre A&E	76	54	130	41.5%
Ambulance Control Centre PTS	6	8	14	57.1%
East Region	14	20	34	58.8%
North Region	4	2	6	33.3%
Support Services/NHQ	2	0	2	0.0%
West Region	7	13	20	65.0%
<b>Total</b>	<b>109</b>	<b>98</b>	<b>207</b>	
<b>Compliance</b>	<b>47.3%</b>			



## Compliance Comments

The Service has continued to make efforts to try and triage complaints to ensure those appropriate for Stage 1 reviews and early resolution are identified. The Ambulance Control Centre have also successfully recruited two new members of staff into a new role, Complaints Resolution Manager. There is no doubt that managing complaints will remain a challenge with the current demand and wider service issues, however the additional staffing are already making an improvement in the timescales and quality of response and we will continue to seek to resolve complaints as effectively as possible and ensure learning is captured and acted upon.

## Complaints Training

The training discussed in the previous paper was due to start on 7 September but had to be postponed due to pressures on work load and capacity of staff who are focusing on front line duties given the current NHS system wide pressures.

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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
DATX 4331	201907499	29/06/2020	1. Scottish Ambulance Service failed to provide patient with appropriate care and treatment on 31 January 2018	Upheld	SPSO have upheld	N/A	<ol style="list-style-type: none"> <li>1. SAS to send apology letter for issues identified</li> <li>2. SAS to share the review with the crew</li> <li>3. SAS to share the review with the Investigating Officer</li> </ol>	<ol style="list-style-type: none"> <li>1. Completed and signed off by SPSO</li> <li>2. Completed and signed off by SPSO</li> <li>3. Completed and signed off by SPSO</li> </ol>
DATX 8190	202005700	08/07/2021	1. Scottish Ambulance Service failed to handle 999 calls appropriately	Upheld	SPSO not taking any further as satisfied with SAS response and actions	08/09/2021	N/A	N/A
DATX 4714	201909475	17/11/2020	<ol style="list-style-type: none"> <li>1. Scottish Ambulance Service staff failed to transfer patient in a safe manner</li> <li>2. Scottish Ambulance Service staff failed to carry out a reasonable clinical assessment of patient's condition</li> </ol>	Not Upheld	SPSO have not upheld	23/03/2021	N/A	N/A