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Public Board Meeting

**27 May 2020
Item No 08**

THIS PAPER IS FOR DISCUSSION

PERSON CENTRED CARE UPDATE

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| Lead Director Author | Professor Frances Dodd, Director of Care Quality and Professional Development Mark Hannan, Head of Corporate Affairs and Engagement Alan Martin, Patient Experience Manager |
| Action required | The Board is asked to discuss the paper and provide feedback. |
| Key points | This paper provides an update of our patient experience activity. 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. An update is also provided on cases with the Scottish Public Services Ombudsman (SPSO). |
| Timing | An update is presented bi-monthly to the Board. |
| Link to Corporate Objectives | 1.1 – Engage with partners, patients and the public to design and co-produce future service. 1.2 - Engaging with patients, carers and other providers of health and care services to deliver outcomes that matter to people. |
| 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

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

SECTION 1: PURPOSE

This paper covers the period between 1 April 2019 and 31 March 2020. 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.

Due to the ongoing pandemic with COVID-19, this paper will be in a lean format.

SECTION 2: RECOMMENDATIONS

The Board is asked to discuss this report and provide feedback.

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, complaints and concerns channels.

Please note that the complaints data for financial year 2019/20 is still to go through its housekeeping audit and the figures may be subject to change. Any change however is likely to be no more than minimal.

There has been a large increase in compliments and appreciation for the hard work of our staff during COVID-19 from across Scotland.

Between 1 April 2019 and 31 March 2020, 1160 complaints were received. This is an increase of 46 compared to the previous financial year.

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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 2019 and 31 March 2020, 143 stories were posted on Care Opinion relating to the Service. These have been viewed 36,385 times, with Lanarkshire continuing to receive the highest volume of stories.

Of the 143 posts, 75% were uncritical in tone. It should be noted that whilst the remaining 25% 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 Care Opinion, we receive a large volume of feedback via our digital channels - Facebook, Twitter and the Service's website.

Since the COVID-19 pandemic, there has been an outpouring of support and positive comment across all social media channels toward the hard work of our staff.

Facebook

- Posts reached on average 942,251 people (up by 185%) from the previous 28 days
- Videos reached 470,700 (up by 5403% on previous 28 days)
- An extra 3,521 followers (31,396 followers)

Largest posts

Number is for the post with the highest reach in each category

- Clap for carers 528,700
- Stay at home 78,200
- Donations 113,100
- Messages of support 20,300
- Patient stories 20,500
- Staff videos 22,000

Twitter

- 2.27m impressions (up by 688.9%)
- 2,460 mentions (up by 149%)
- Followers up by 1,389 to 28,900

Tweets

Number is for the post with the highest reach in each category

- Clap for carers 89,742 impressions
- Donations 85,089
- Stay at home 69,366
- Staff video 43,143
- Messages of support 96,051

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The communications team promotes these compliments through our social media channels and through internal communications channels to our staff. With the agreement of the patients involved, some of the stories told are targeted at national media outlets and feature pieces involving patients being reunited with the crews or Ambulance Control Centre staff who have assisted them.

Compliments

Compliments received from sources other than Social Media are now being logged and actioned on the Datix system. Between 1 April 2019 and 31 March 2020 a total of 524 compliments have been received via the traditional email/telephone/Datix mediums.

Patient Focused Public Involvement (PFPI)

Our PFPI activities are largely on-hold, as tasks relating to COVID-19 are prioritised and in order to adhere to the government advice around physical distancing.

The Engagement and Involvement Manager continues regular contact with each member to ensure they are reminded of how valuable they are to the Service and just because our attention is elsewhere right now, they have not been forgotten. A similar 'check-in' is happening with our key Third-Sector partners. There will be additional opportunities to capitalise on the public positivity towards the Service and its work once the COVID-19 situation subsides and the Engagement and Involvement Manager is considering how to build on this, particularly around co-design.

Complaints Data

Between 1 April 2019 and 31 March 2020, a total of 1,160 complaints were received. This shows a 4% increase from the same period last year where we received 1,114 complaints.

The 3 most common themes for complaints are:

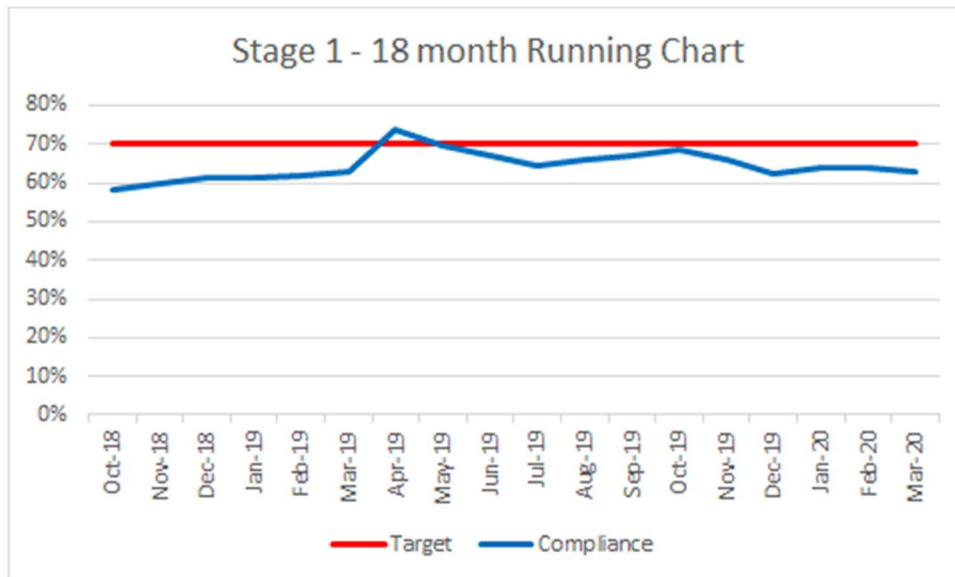
1. Delayed Response (29.6% of all complaints)
2. Attitude and Behavior (16.8% of all complaints)
3. Triage/Referral to NHS 24 (9.9% of all complaints)

Data shows that 54.8% of the total complaints received are Stage 1 – Early Resolution Complaints (5-day target).

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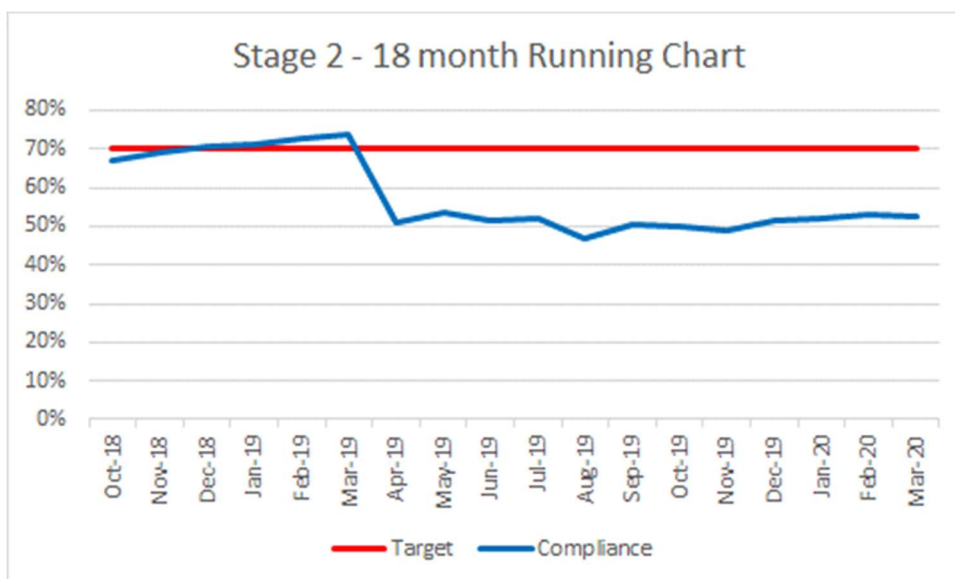
Stage 1 - (1 April 2019 – 31 March 2020)

Latest results indicate that Stage 1 complaints compliance is at 63%.



Stage 2 – (1 April 2019 – 31 March 2020)

Latest results indicate that Stage 2 complaints compliance is currently 52.7%.



Timeframe analysis

It is acknowledged that the Stage 2 performance with respect to meeting the 20 working-day target will finish well below the expected standard.

It was mentioned in the previous paper that there was an action from the two meetings commissioned by the Director of Care Quality and Professional Development to identify further ways in which the Service can further improve.

A 'Learning from Events Group' is being created to look at how the organisation can learn from and monitor feedback. It is hoped that this group will allow for a greater understanding of system contributions to the perceived poor experience. This will then allow more robust actions being put in place whilst supporting both service delivery and staff. This monitoring process will also allow for timeframe analysis and support to regions and departments where necessary.

A first draft of the terms of reference has been completed and has been shared for information and feedback. Whilst it was anticipated that the first group meeting would be held at the end of April 2020, the current situation has meant that this was not possible.

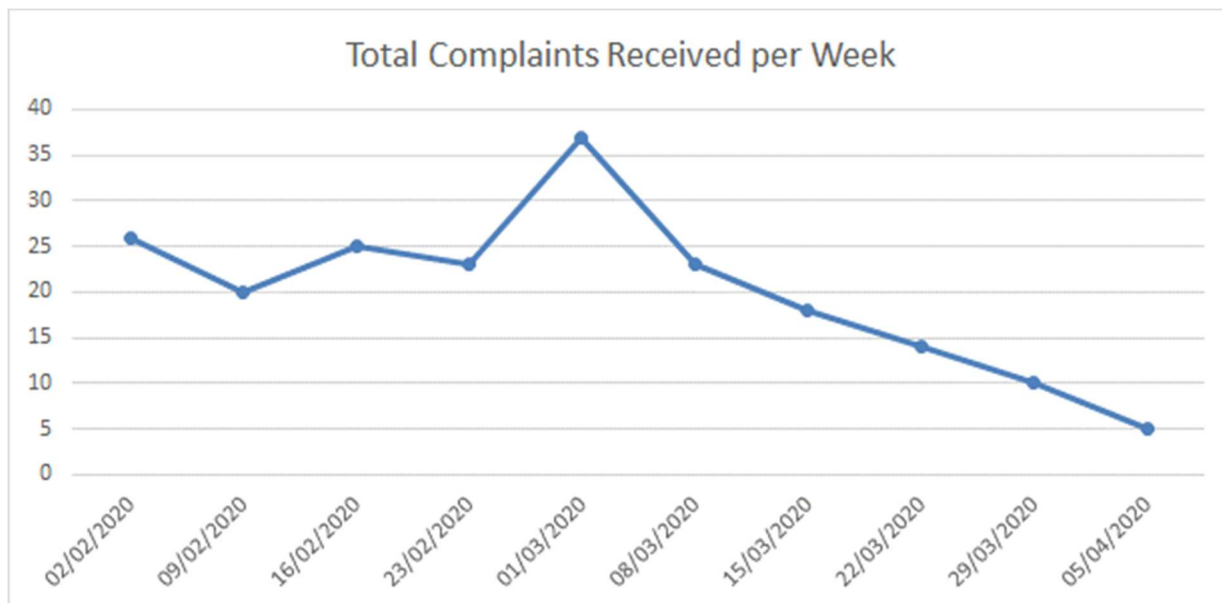
In reference to Datix, ongoing training is continued to be offered by the Patient Experience Business Support Lead around the system and a guidebook is available to users.

The Executive Team also continue to receive regular updates on performance and continue to ensure there is a sharp focus on complaints handling in their regions and divisions.

COVID-19

Since the COVID-19 pandemic the Service has seen a reduction in its complaints. As illustrated in Chart 1 below. Week commencing 5 April 2020 saw the lowest number of complaints received in a week since the implementation of the New NHS Scotland Complaints handling procedure in April 2017.

Chart 1 – Total Complaints Received by the Service per Week



SPSO

| SAS Reference | SPSO Reference | Date Received | Complaint Overview | SAS Decision | SPSO Stage and Outcome | Recommendations |
|--------------------|----------------|---------------|--|--------------|---|---|
| WEMDC/34/12576/18 | 201809644 | 01/05/2019 | 1. Scottish Ambulance Service failed to respond reasonably to the request for an emergency ambulance to attend patient. 2. Scottish Ambulance Service failed to respond reasonably to complaint of November 2018 | Upheld | With SPSO advisors | Awaiting outcome |
| SW/31/12956/19 | 201801934 | 02/05/2019 | 1. Scottish Ambulance Service's response to an emergency call on specific date was unreasonable | Upheld | SPSO have upheld | 1. SAS to send apology letter for issues identified (Complete and signed off) 2. Further evidence of reflection from Call Handler 3. Update SPSO on system changes to mitigate risk of CFR's not being dispatched 4. Confirm a suitable protocol for when Satellite Navigation fails on vehicles 5. Evidence this review has been fed back to the crew involved 6. Consideration for aide memoirs for cease of resuscitation |
| DATIX 35926 (SAER) | 201804510 | 30/10/2018 | 1. Scottish Ambulance Service 's response to the emergency call was unreasonable 2. Scottish Ambulance Service failed to conduct a reasonable investigation around complaint of response | Upheld | With SPSO Advisors | Awaiting outcome |
| NW/14/12652/18 | 201809363 | 09/04/2019 | 1. Scottish Ambulance Service did not transfer complainants relative to specialist hospital from current hospital in a reasonable timescale 2. Scottish Ambulance Service failed to provide a reasonable response to complaint. | Not Upheld | SPSO have Upheld | 1. SAS to send a letter of apology to complainant for failing to identify a communication error during the investigation and apologise for that error (Complete and signed off) 2. SAS to share the SPSO report with the staff members in question in a supportive manner to ensure learning (Complete and signed off) 3. SAS to share the SPSO report with the Investigating Officer in question in a supportive manner to ensure learning (Complete and signed off) |
| DATIX: 3704 | 201903349 | 30/10/2019 | 1. There was an unreasonable delay in the Scottish Ambulance Service providing an ambulance for patient on two separate occasions | Not Upheld | SPSO have Not Upheld | Final Letter Received - Not Upheld by SPSO |
| DATIX: 3823 | 201904935 | 19/02/2020 | 1. It was unreasonable to transfer the 999 call to NHS24 | Part Upheld | SPSO have not taken the case as it is not perceived that they can satisfy the complainants expectations | Final Letter Received - Early Resolution |