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Public Board Meeting

**January 2020
Item No 11**

THIS PAPER IS FOR DISCUSSION

PERSON CENTRED CARE UPDATE

Lead Director Author	Claire Pearce, 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.



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SCOTTISH AMBULANCE SERVICE BOARD

PATIENT EXPERIENCE

CLAIRE PEARCE, DIRECTOR OF CARE QUALITY & PROFESSIONAL DEVELOPMENT

SECTION 1: PURPOSE

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

Latest data shows that 1,069 compliments have been received by the Service since 1 April 2019.

As at 31 December 2019, 898 complaints have been received. Stage 1 compliance is currently 66% and Stage 2 compliance is 50.2%.

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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.

As of 31 December 2019, there have been 113 stories posted on Care Opinion relating to the Service. These have been viewed 24,356 times, with Lanarkshire continuing to receive the highest volume of stories.

Of the 113 posts, 73% were uncritical in tone. It should be noted that whilst the remaining 27% will have some form of criticality, this is not necessarily directed towards the Service, with the feedback often involving multiple NHS boards.

The Service continues to provide swift and high quality responses to the feedback we receive.

Latest data shows that 94.7% of Service stories have been responded to within 5 days.

The data shows that 61% of the feedback we received was from patients themselves, with 32% from family members. Work continues to encourage a more local response with Heads of Service being given access to the subscription. They continue to be supported by the Patient Experience Manager and have been asked, where possible, to reply to posts pertaining to their area.

Compliments

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. Some examples of these compliments can be found in Annex A.

Since 1st April, we have received 1,069 compliments, with 589 of these sent by patients and their families to our Facebook channel. The top three themes emerging from this positive feedback was attitude and behaviour, professionalism and the clinical skills of our staff.



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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.

Patient Focused Public Involvement (PFPI)

Our PFPI network continues to grow nationally. There are now 70 third and public sector organisations working with us to provide their member's feedback, whether through compliments, complaints or suggestions on how to improve our approach.

National PFPI Steering Group

The latest meeting of the national group was held in November 2019. The purpose of the meeting was to redefine how it operates and how the Service and representatives can get the best out of meetings. In the past year, the group has acted as a focus-group and has positively influenced developments in our Service like the mental health strategy and our Patient Needs Assessment for Scheduled Care. The group has also been involved in projects at our Ambulance Academy. The next meeting is due to be held in February 2020.

PFPI Strategy

After extensive research and staff and volunteer feedback, we are in the final stages of creating a Strategy which focuses on the achievable and speaks directly to our patients and members of the public. This Strategy will provide increased awareness and understanding of the importance of PFPI for staff and volunteers and how the Service can move to a more ambitious approach of integrating public involvement into everything we do.

Patient Representation

The engagement team has been undertaking work to improve our support for PFPI volunteers whilst also implementing more standardised practices across the Service. A draft policy paper has been produced, with a number of recommendations.

The draft document has been discussed and agreed by the Executive team and will now go through the appropriate governance channels for comment and approval.

Mental Health Strategy

The engagement work in support of the draft Mental Health Strategy is almost complete. With the support of the charity See Me, we created and launched a successful online survey. In just 10 days, we received 711 responses from former patients and members of the public. This work will be complimented by targeted focus groups we are running throughout the country. We have already held three such groups, with another three planned. Feedback has been constructive, positive and provides ideas for the future and has been shared with the mental health strategy team for further consideration and action

Young Scot

We are developing a strategic partnership with the third-sector organisation Young Scot so that we can include the views of younger members of the public in more of our work. Most recently, we disseminated our Mental Health Strategy survey to members, some of which were former patients, and we are in the early-stages of a project involving young carers. We are also engaging with Young Scot members in our 2030 Strategy development and wider co-design of services.

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CPR for disabled people

Based on feedback, we ran a successful trial of a CPR training programme for disabled people – the first of its kind in the UK. We did this in partnership with the third-sector organisation Euan's guide. We are exploring options to scale-up this activity in partnership with Save a Life for Scotland.

Complaints Data

Between 1 April 2019 and 31 December 2019, a total of 898 complaints were received. This shows a 6.5% increase from the same period last year where we received 843 complaints with the majority of this increase being in relation to delayed response complaints.

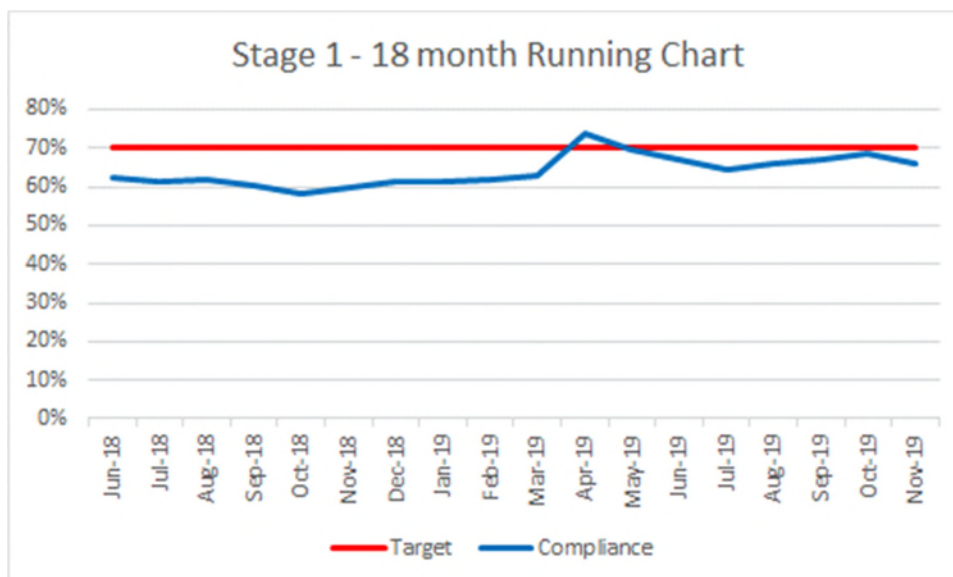
The 3 most common themes for complaints are:

1. Delayed Response
2. Attitude and Behavior
3. Triage/Referral to NHS 24

Data shows that 55% of the total complaints received are Stage 1 – Early Resolution Complaints (5-day target).

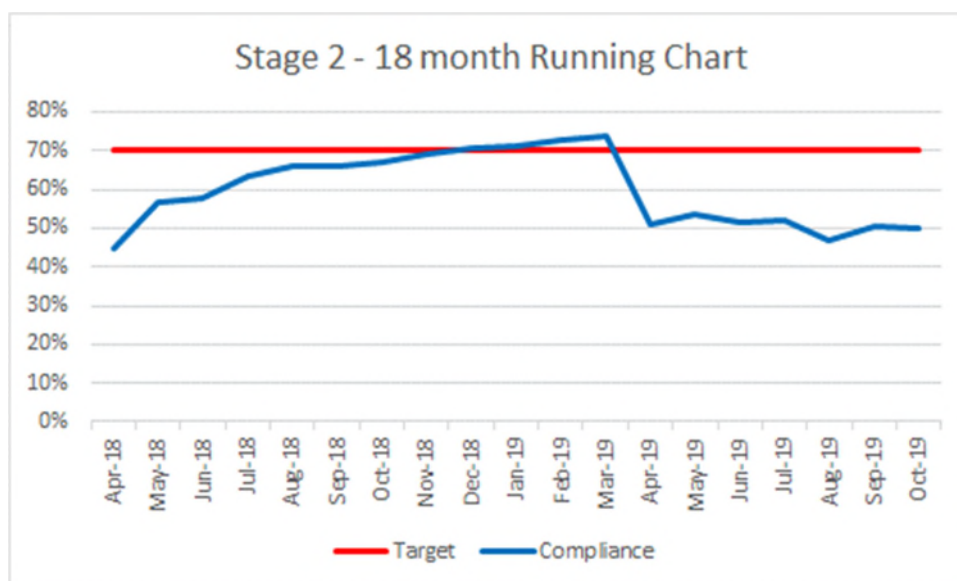
Stage 1 - (1 April 2019 – 22 December 2019)

Latest results indicate that Stage 1 complaints compliance is at 66%, down from 68.8% detailed in the previous Board paper.



Stage 2 – (1 April 2019 – 4 December 2019)

Latest results indicate that Stage 2 complaints compliance is currently 50.2%.



The Stage 2 compliance rate still sits well below our 70 per cent target. The working group which was commissioned met on 24 October 2019 and was well attended by both operational and support staff. There were a number of actions identified at the meeting, some have been implemented and others require further consideration from the senior management team. The next meeting of this group is arranged for 30 January 2020.

It should be noted that there have been a number of challenges in recent months, in particular by our colleagues in Ambulance Control Centre A&E who receive a significant number of the overall Service complaints. Ambulance Control Centre A&E received 57.2% of the total number of Stage 2 complaints. They are often complex and require in depth investigation which can be time consuming as it requires a specialist review by someone who understands the processes and is trained in the systems. The Service has been on REAP level 3 during December whereby people trained on the systems have been supporting service delivery. To clear the backlog and improve future compliance, staff and managers have prioritised this in mid January.

The remaining 42.8% are divided between the remaining 3 regions as well as Ambulance Control Centre PTS, National Risk & Resilience Department and ScotSTAR.

The Service have recently been liaising with North West Ambulance Service and are keen to learn any good practice they may have in regards to improving the compliance whilst maintaining a robust process.

The Service's Performance and Planning Steering Group continue to receive regular updates and continue to ensure there is a sharp focus on complaints handling in their regions and divisions.

What improvements is the Service making in response to this feedback?

The Service is keen to learn from feedback from those who use our services, whether positive or negative. We want to make improvements to our approach where possible to ensure we continue to deliver high quality care to patients across Scotland. Feedback data received by the patient experience team is shared widely across key staff and business areas in the Service on a quarterly basis to allow them to identify learning and actions.

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Attitude and Behaviour:

Patient Experience, embedded in our Organisational Development work programme which focuses on change, values, culture and feedback about our services is helping to shape this improvement work.

Attitude and Behaviour continues to be one of the top three themes for complaints about the Service. This is similar to many of the other ambulance services in the UK and the NHS in Scotland.

Attitude and Behaviour complaint numbers are now being reported at the National Clinical Operational Governance Group and work is being undertaken through that group to isolate any themes or patterns and identify actions to improve our approach as an organisation.

Delayed Response:

Complaints around Delayed Response continue to make up just over one quarter of the complaints received by the Service. The Demand and Capacity Review, along with the work focusing on lower acuity calls continues and it is still hoped that this will help to reduce this number in the future. Our colleagues in Ambulance Control Centre have been particularly busy over the winter with call volumes and they continue to work extremely hard to provide a timely response to patients based on their clinical needs. The Clinical Team, led by the Medical Director, has been providing support within the Ambulance Control Centre to manage high workloads and ensure there is appropriate safety netting in place for patients who do have to wait longer than we would hope.

Triage/Referral to NHS 24

As mentioned above it is vitally important that when feedback suggests that a patient has been triaged incorrectly a robust and detailed review is carried out. This continues to happen and where it is identified, improvement is implemented.

A new initiative 'Card-45' which aims to improve the way all calls received by other Health Care Professionals are handled and triaged was implemented in November 2019.

Staff training

A meeting has been arranged with the representative from with the Scottish Public Services Ombudsman who delivered the 'power of apology' training in February to plan future training events with staff who deal with feedback and complaints.

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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 the emergency call on 5 January 2018 was unreasonable	Upheld	SPSO have provided a provisional decision which is being challenged	Awaiting outcome
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	SPSO currently awaiting response from SAS internal review of SAER.	Awaiting outcome
NW/14/12652/18	201809363	09/04/2019	1. Scottish Ambulance Service did not transfer complainants grandchild 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 provided a provisional decision which is being challenged	Awaiting outcome
DATIX: 3704	201903349	30/10/2019	1. There was an unreasonable delay in the Scottish Ambulance Service providing an ambulance for patient on two seprated occasions	Not Upheld	With SPSO advisors	Awaiting outcome

Annex A

Scottish Ambulance Service
Published by Mark Bing [?] · 30 December 2019 at 10:56 · 🌐

A mum has described the two ambulance crews and call handlers who helped her daughter within the space of three days as “absolutely amazing”.
Laura Donald got in touch to say thanks to Gillian Dunlop, technician, Brian McIlraith, technician, Fiona McClelland, paramedic, and call handlers, Blair Payne and Neil Spiers.
Her daughter, Jane, became unwell earlier this month on two separate occasions.... [See more](#)



Scottish Ambulance Service
Published by Mark Bing [?] · 27 December 2019 at 14:43 · 🌐

Our hardworking team at Glasgow South Station received some biscuits on Christmas Day as a present.
Thanks very much to generous youngster Kali who is pictured with Amy Baldock in one of our ambulances.
What a lovely gift. Hope they were enjoyed by the crews out West 😊



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You Retweeted



Ally Boyle MBE @fireboyle · 9 Dec 2019

Huge thanks to @NHSForthValley and @Scotambservice for looking after my Dad so magnificently over the weekend. From Dr attending home to transport and stay in hospital, all done with great patient focus and care. Delighted he's getting home today. #Grateful #NHSHeroes

1 3 47



Scottish Ambulance Service

Published by Mark Bing [?] · 24 December 2019 at 11:09 ·

Thanks very much to youngster Logan McKinlay who dropped off a card and a box of chocolates to the crews at Glasgow East Station.

Logan is five and wants to be a Paramedic when he is older. We wish him all the best in accomplishing his dream!



You Retweeted



Dave Ritchie @davejritchie · Jan 4

@Scotambservice Thank you so much for the care and attention and laughs your technician and student technician showed with our daughter, Kaitlyn, on Friday morning about 1.30am in Peterhead when she had a prolonged seizure. Eternally grateful for you all.

1 1 14

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 **Tom Cornell**  recommends Scottish Ambulance Service.  

14 December 2019 at 12:47 

Having had them look after me, care for me on a number of occasions (including once again yesterday) I can honestly say they are top notch. The care is excellent. The way they put a person at ease whilst doing their job is fantastic. The banter (if you are able to chat, depends on alertness) is great. They always make me smile and I feel like they are good mates sitting in a car with me. That on top of doing stats, providing meds, and filling in reports to help the hospital staff know the situation before you arrive. Outstanding.

 Start a private conversation with Tom Cornell in Messenger. [Message](#)

 **Lindsey Robertson** 

23 December 2019 at 08:27 

 A huge heartfelt thank you to John, who turned a very scary situation for a five year old into her 'best day ever! Thank you for putting us all at ease and being so kind with our children.



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