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**Public Board Meeting**

**30 March 2022**

**Item No 09**

**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 15 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.

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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 15 March 2022, 152 stories were posted on Care Opinion relating to the Service. These have been viewed 43,221 times. NHS Greater Glasgow and Clyde and NHS Lanarkshire board areas currently make up around 36% of the stories posted.

Of the 152 posts, 65% were uncritical in tone. It should be noted that whilst the remaining 35% 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 135,862 people between 17 February - 16 March. This is a decrease of 5% from the previous 28 days.
- An extra 148 followers during this period (42,786 total followers)

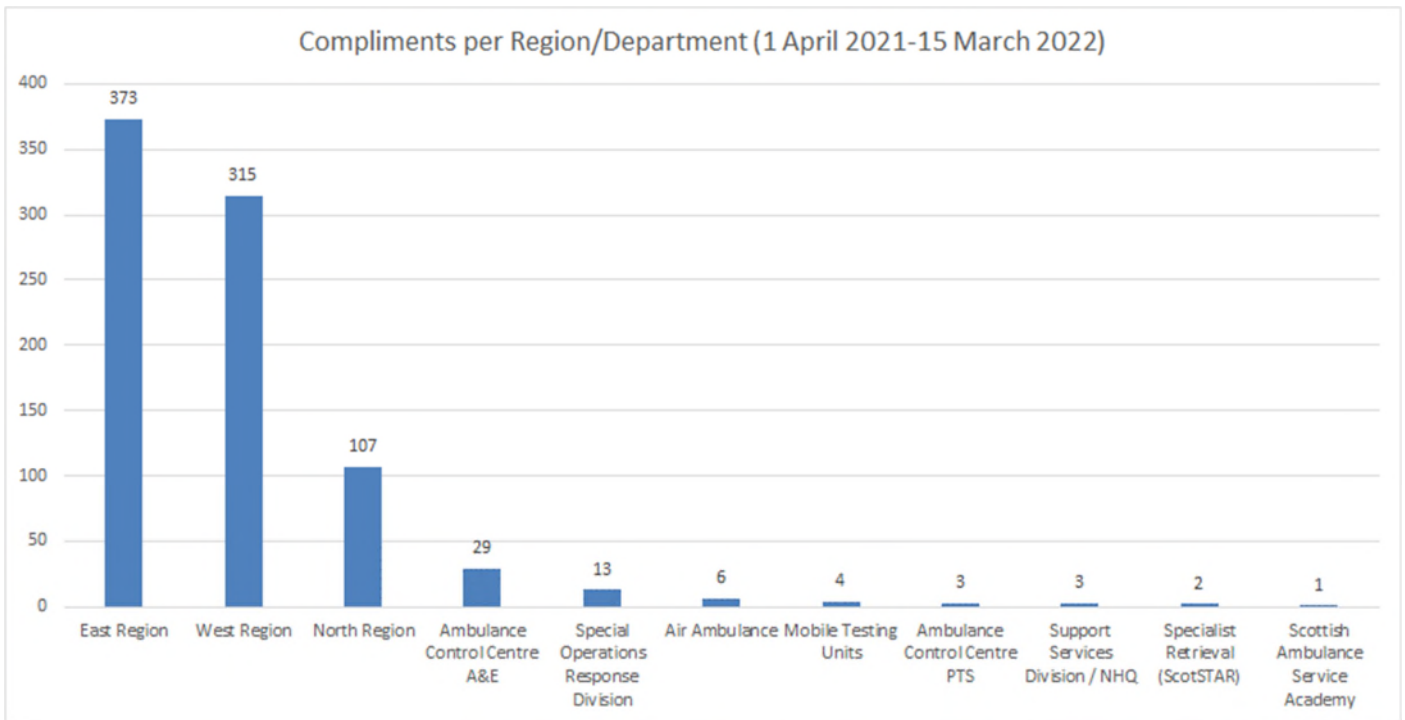
### Largest posts

The top five posts between 17 February – 16 March were:

- Bravery award for 6 year old – 44,026
- Remembrance of John McCreanor – 26,800
- Congratulations to Paramedic Valerie Fairgray – 24,279
- Thanks to Harry Gow Bakery – 22,969
- Paramedic career – 22,290

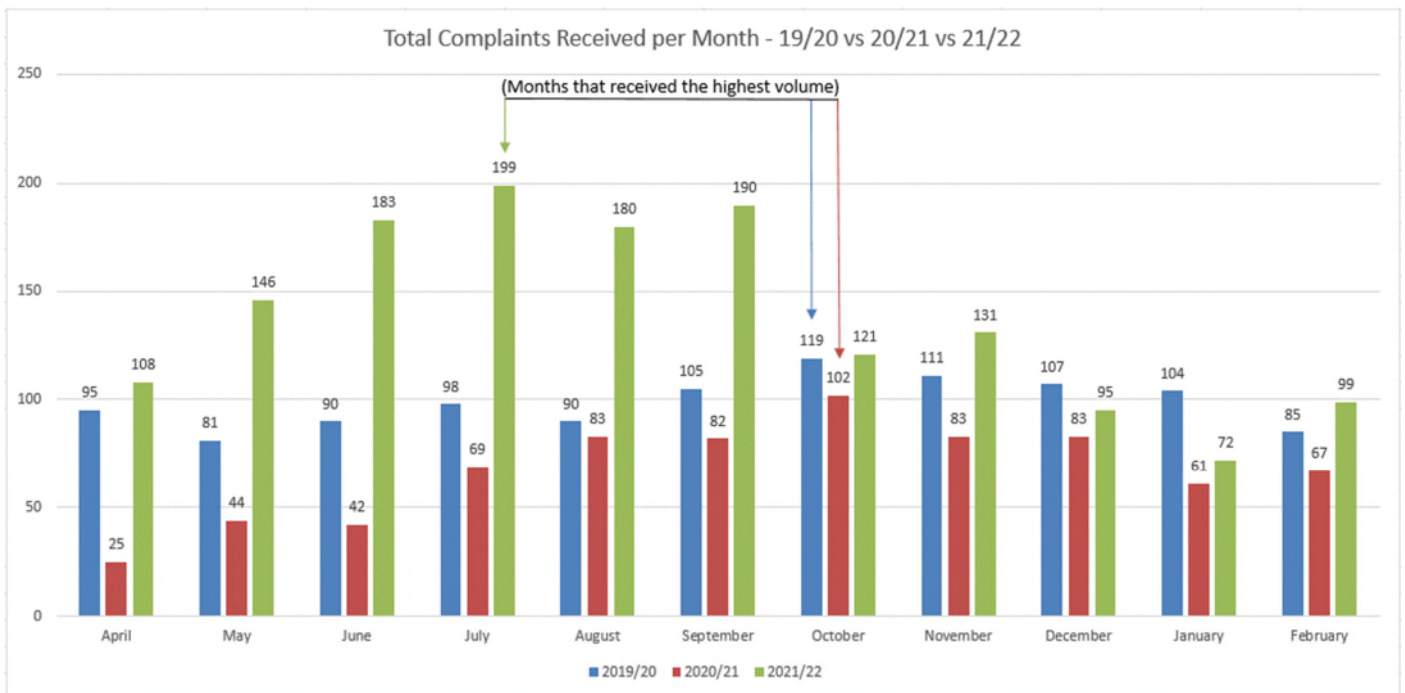
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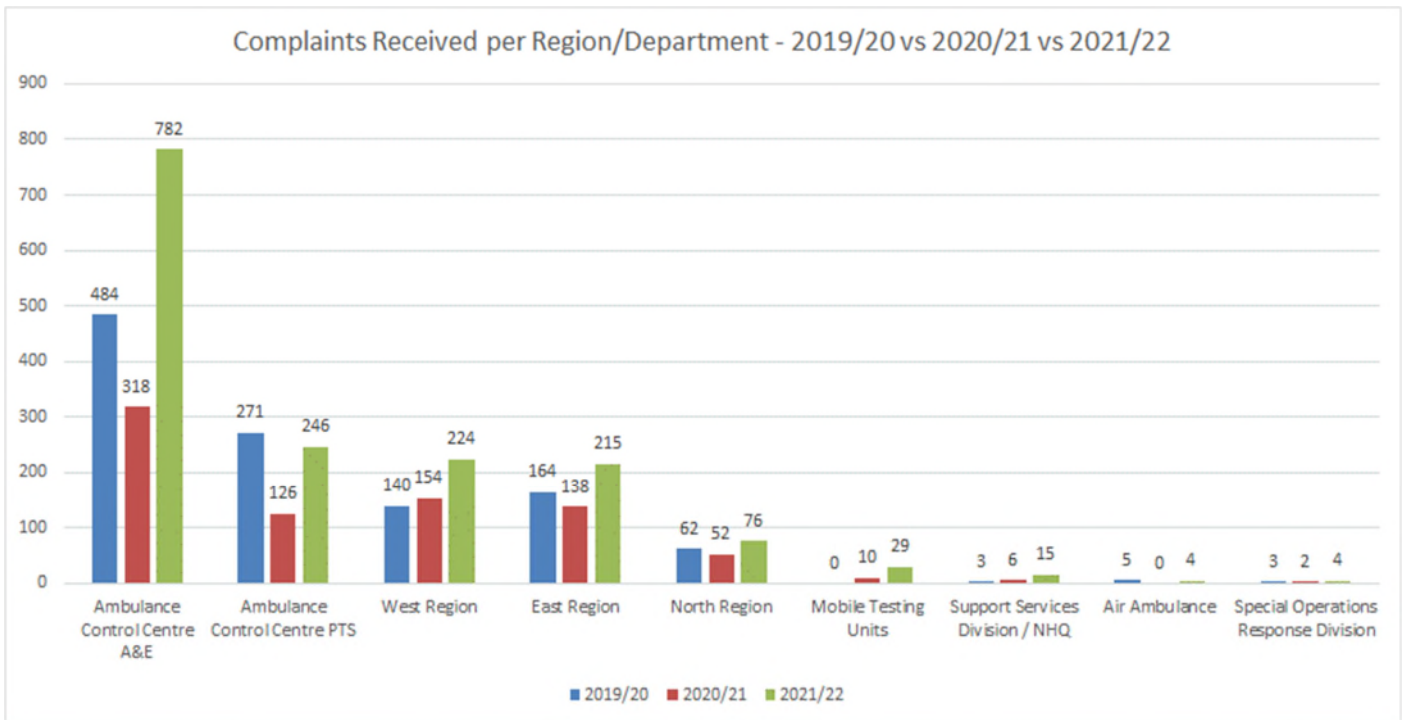


## Complaints Data

Between 1 April 2021 and 15 March 2022, a total of 1,595 complaints have been received. This shows an increase of 789 from the same period last year and an increase of 464 from the same period in 2019/20 (pre COVID-19).



The chart above compares the volume of complaints received over the last few years, pointing out the months that were busiest. 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 is positive to see that the monthly volume seems to have returned to a more expected volume as compared with pre-COVID data.



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 1595 received, the 3 most common themes for complaints are

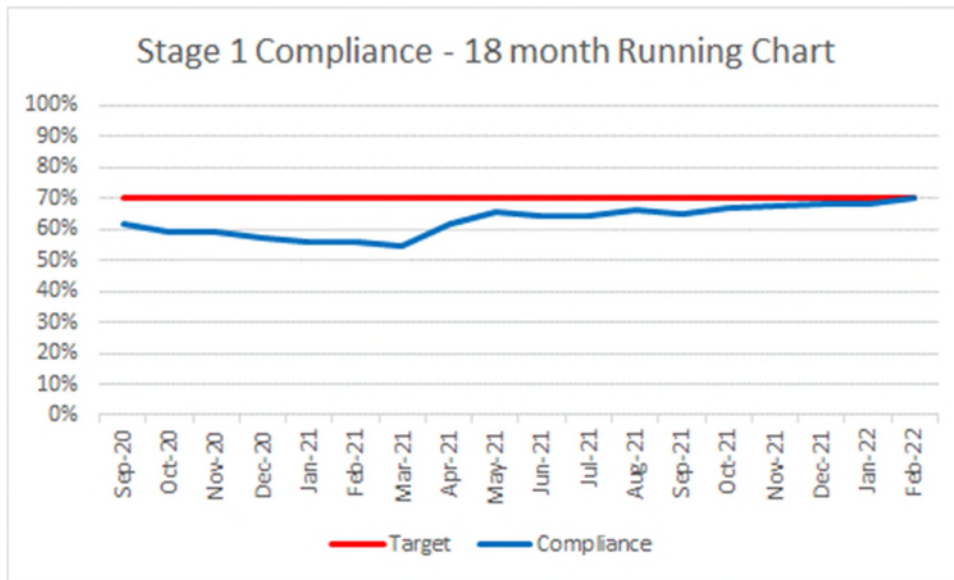
1. Delayed Response – 34.1% of the total (37.2% in the last paper)
2. Attitude and Behaviour – 15.4% of the total (13.9% in the last paper)
3. Triage/Referral to NHS24 – 10.6% of the total (previously the third most common theme was clinical assessment, making up 11.3% in the last paper)

### Stage 1 Complaints

So far, the Service has completed 997 Stage 1 complaints, 706 of which have been closed within the 5-working day government target. This produces a compliance of 70.8% 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	115	302	417	72.4%
Ambulance Control Centre PTS	31	180	211	85.3%
East Region	48	78	126	61.9%
Mobile Testing Units	5	20	25	80.0%
North Region	18	38	56	67.9%
NRRD	1	2	3	66.7%
Support Services/NHQ	5	3	8	37.5%
West Region	68	82	150	54.7%
<b>Total</b>	<b>291</b>	<b>706</b>	<b>997</b>	
<b>Compliance</b>	<b>70.8%</b>			

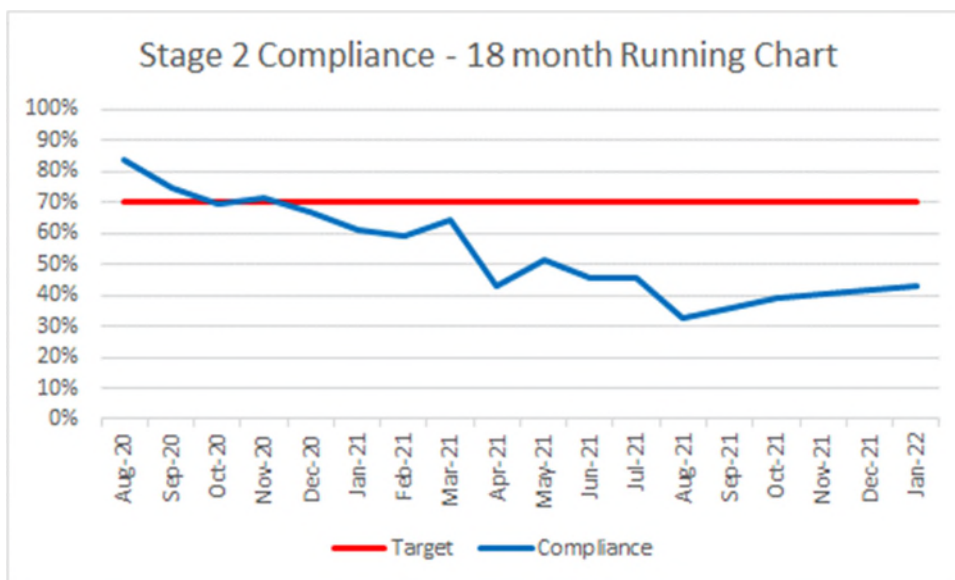




## Stage 2 Complaints

So far, the Service has completed 548 Stage 2 complaints, 237 of which have been closed within the 20-working day government target. This produces a compliance of 43.2% 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	198	145	343	42.3%
Ambulance Control Centre PTS	11	16	27	59.3%
East Region	42	35	77	45.5%
Mobile Testing Units	0	4	4	100.0%
North Region	15	5	20	25.0%
Support Services/NHQ	5	1	6	16.7%
West Region	40	28	68	41.2%
<b>Total</b>	<b>311</b>	<b>237</b>	<b>548</b>	
<b>Compliance</b>	<b>43.2%</b>			



### **Compliance Comments**

Compliance for both Stage 1 and Stage 2 continue to improve with Stage 1 complaints now 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 are just short of 60%. Whilst this is still not meeting the 70% target, it is an improvement on previous quarter this year.

### **Complaints Training**

The Service has signed up six members of staff to the Complaints Coach course which is run by Dr Dorothy Armstrong. This is a 10-week course, carried out for 90-minutes once a week. Given the continued pressures on the Service, this manner of training was considered most suitable, allowing for minimal disruption on weekly activities whilst still receiving the professional development required.



# 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 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