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Public Board Meeting

**May 2019
Item No 10**

THIS PAPER IS FOR DISCUSSION

PERSON CENTRED CARE UPDATE

Lead Director Author	Claire Pearce, Director of Care Quality and Strategic 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	<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>
Timing	An update is presented bi-monthly to the Board.
Link to Corporate Objectives	<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>
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

CLAIRE PEARCE, DIRECTOR OF CARE QUALITY AND STRATEGIC DEVELOPMENT

SECTION 1: PURPOSE

This paper covers the period between 1 April 2018 and 10 April 2019. It provides an update on trends, themes and mitigating actions from patient and carer feedback. Monitoring of complaints and compliments helps identify areas for improvement. Proactive patient and public engagement helps us to work in partnership to develop improvements to our services and to ensure that any service change is improving the patient experience.

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 782 compliments have been received by the Service since 1 April 2018. In terms of complaints, 192 have been received since the last Board meeting. Stage 1 compliance is currently at 62% and Stage 2 compliance at 72%.

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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 Scottish Ambulance Service is dedicated to reviewing and responding to every post to support patients and families. The Service is also keen to identify learning from the feedback we receive.

During the 2018/19 Financial Year, the Scottish Ambulance Service received 155 stories. These were viewed 35,261 times.

The number of posts has increased by 9 % compared to the previous year.

Of the 155 posts, 73% were uncritical in tone, with just 1% of posts containing negative feedback. This compares to 66% and 1% respectively in the previous year.

The Service continues to focus on providing swift and high quality responses to the feedback we receive.

99% of stories related to the Service were responded to within the 5 day target compared to 94% the previous year.

The data shows a growing awareness and willingness to use Care Opinion from the public and 60% of the feedback received is from patients themselves, with 33% from family members.

Social Media

In addition to Care Opinion, we receive a large volume of feedback via our other digital channels - Facebook, Twitter and the Service's website.

The Service recorded a total of 116 compliments between 1st April 2019 and 9th May 2019. 56 compliments were received via social media channels and 60 compliments received via the compliments system.

Since the last Board, a total of 82 compliments have been received via our social media channels and compliments system.

What do we do well?

According to the positive feedback received, the following 5 actions and behaviours were most valued by patients:

- Clinical skill and quality of care
- Positive attitude of staff
- Providing reassurance and explaining what was happening
- Response time to scene
- Compassion

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Patient Needs Assessment and Scheduled Care

We continue our involvement work with the Scottish Association for Mental Health (SAMH) in making our Patient Needs Assessment (PNA) accessible to those with mental health issues and to provide our staff with skills they need to support patients with mental health issues. We are also fortunate to have the involvement of Enable Scotland so we can best provide for those with learning disabilities and are seeking guidance from Autism Scotland on how to best support our patients with autism.

Regional PFPI

We now have Regional PFPI leads for the West region, East region, Highlands, and soon Grampian and the Islands. We will be embedding the best practice we have learned on a National level and have started to reach out to our partners from regional health boards, the third-sector and Scottish Health Council to ensure we engage with local communities regularly and consistently. Each Regional Lead, and our Community Engagement Officer, will be meeting with Regional Directors to ensure we are supporting regional priorities and fully integrating PFPI as part of Regional Delivery Plans to encourage robust and consistent regional PFPI.

Complaints Data

Between 1 April 2018 and 31 March 2019, a total of 1113 complaints were received. This shows a significant reduction from last year's total of 1312, a drop of 15.17%.

The 3 most common themes for complaints are:-

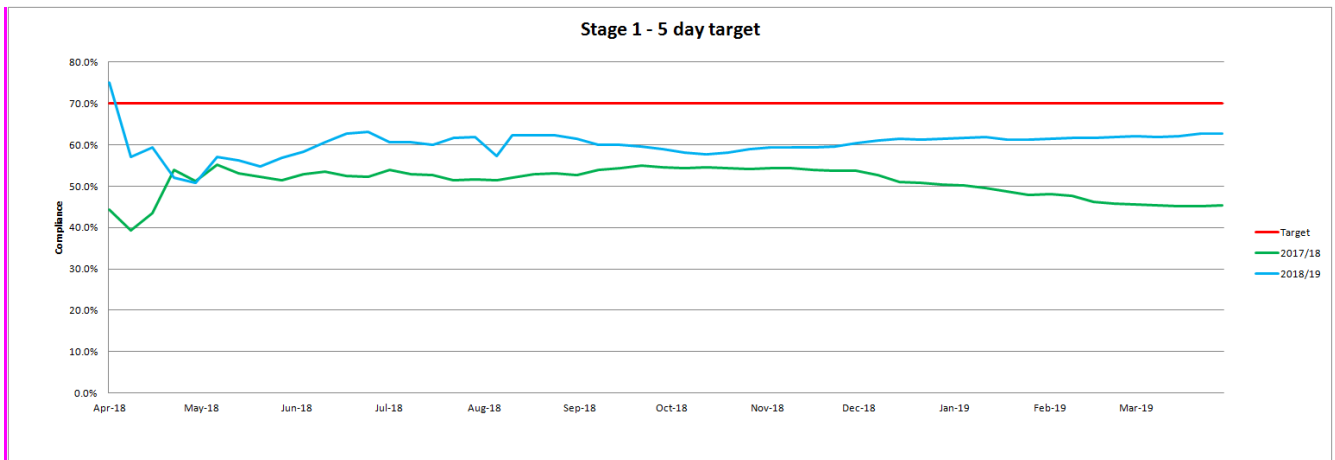
1. Delayed Response
2. Attitude and Behaviour
3. Eligibility/Transport Refused (PTS)

Although delayed response remained to be the most common theme of complaint, it saw a decrease of over 30% from the previous year with both attitude and behaviour and eligibility also showing decreases (although not as significant).

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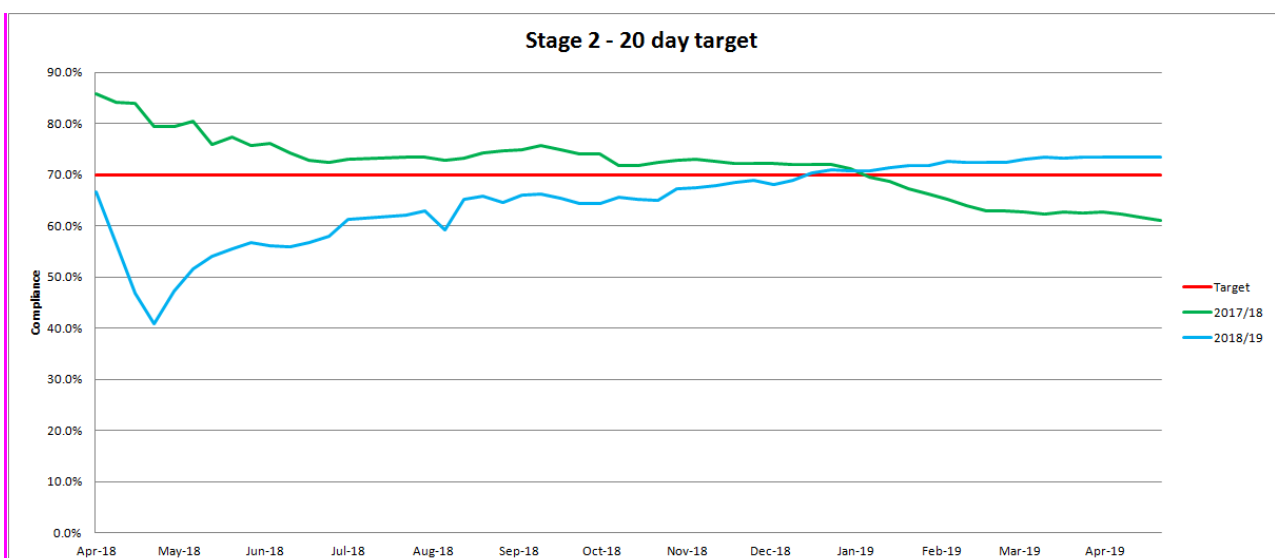
Stage 1 - (1 April 2018 – 31 March 2019)

Latest results indicate that Stage 1 complaints compliance is at 62.8%, up from 62% as detailed in the previous Board paper.



Stage 2

Latest results indicate that Stage 2 complaints compliance is at 73.4%, up from 72% as detailed in the previous Board paper. There has been a significant amount of work put in to address the timeliness of SAS responses. Stage 2 complaints, which include MSP and Scottish Government Complaints, were proving to be challenging in the early part of the year. Improvement work has been focused on making efforts to try and raise awareness of the importance of feedback, timely responses, additional training has been provided and weekly updates have been given to the Executive Team on outstanding complaints.



Learning

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

The Scottish Ambulance 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.

DATIX

The Service went live with a new feedback module on the 'DATIX' system on 1 April 2019. This replaced the bespoke system that we had been using for previous years 'Viewpoint'.

Moving to DATIX will provide the Service with the opportunity to link incidents and complaints. DATIX provides a more fluid and accessible way of interrogating this feedback which can lead to greater learning. Key patient experience team members attended a DATIX advanced training course earlier this month to look at how the system can be further enhanced in the future and tailored to organisational needs.

Since the roll out of DATIX, the Patient Experience Team (PET) has worked very closely with colleagues across the Service to support them in the use of the new system.

Attitude and Behaviour:

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

Attitude and Behavior continues to be one of the top three themes for complaint within the Service. This is shared with many of the other Ambulance Services in the UK.

Our Community Engagement Officer is still working to support Glasgow Caledonian University colleagues with their training programmes to ensure new recruits are aware of the importance of patient feedback and the themes which patients with both positive and negative experiences of the Service regularly raise with us. Plans are progressing to identify a small group of patients who can go into classes or stations on a regular basis to talk to staff about their experiences and what is important to them when they come into contact with the Service. This is to ensure that our staff, both new and old, can ensure they deliver high quality care at all times.

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A questionnaire has been designed by the Patient Experience Manager for use as part of the investigative process to look at what may be driving behaviours. The next stage is to gain approval from staff side colleagues and the Director of Care Quality and Strategic Development has arranged a meeting later in the month with key representatives to discuss this further.

If approved, the plan is to pilot the use of the new questionnaire in the West Region and the results shared to enable learning.

Delayed Response:

Complaints related to delayed responses have declined since 2017. However, periods of excessive demand have continued to lead to a minority of lower acuity patients experiencing delays in receiving a response.

This is particularly the case in situations where there are a number of call outs to help patients in an Immediately Life Threatening situation, such as a cardiac arrest.

All delayed response complaints are examined individually and a root cause analysis is carried out via call audits and an examination of the Sequence of Events to identify if correct procedures were followed or if there were any missed opportunities to send a resource. As part of this work, the Service actively contacts patients to apologise and explain why a delay may have occurred as well as what we are doing to improve the situation.

An action plan is being implemented to reduce delays for lower acuity patients and additional safeguards have been put in place for vulnerable patients, for example, those who may be outside in a public place.

The Service is continuing to recruit extra staff and invest in our fleet and is aligning shift patterns to busy times of the day. A roster review is underway in the Ambulance Control Centres to determine the optimal shift coverage for Clinical Advisers to ensure that the necessary cover is in the right place at the right time to provide enhanced clinical triage for patients.

A strategic demand and capacity review has been undertaken to identify current and predicted future demand across the country to allow us to align resources with this demand. A demand and capacity implementation programme is underway and aims to significantly reduce delayed responses.

PTS Cancellations

The Patient Transport Service is taking action to try and reduce the number of cancellations which are being experienced. This includes work looking at quotas, demand and managing annual leave more efficiently to increase capacity. The PTS control centre is working collaboratively with their colleagues in regions and health boards to try and manage peak times. Work is also being undertaken with staff to improve cross border work and facilitate increased transfers between health boards. The PTS Control Centre are continuing to make every effort to find alternatives to a cancellation such as changing appointment times and making efforts to see if an alternative resource would be suitable.

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Latest actions from Scottish Ambulance Service to improve complaints handling

Datix - Staff training

In order to have a robust and consistent model for complaints handling, we are keen to provide regular training and support to those staff who have responsibility for dealing with complaints. The next key training session for our staff has been commissioned and is planned to be delivered in all 3 regions next month.

These training courses are being delivered by a senior member of staff in the Scottish Public Services Ombudsman (SPSO) who will focus on the complaints process as well as best practice guidance on writing an effective response letter.

The courses are beginning on 4 June 2019 and should be attended by select Supervisors, Area Service Managers, Heads of Service and some Director level members of staff. Once delivered, the performance against SPSO referrals can be measured and there can be a decision taken on whether further support is required.

SPSO Upheld Cases

SPSO Tracker						
SAS Ref/ Decision	Date Received from SPSO	SAS Decision	SPSO Ref	Complaint Overview	Recommendation	Status
WEMDC/34/11052/18	18 th December 2018	Upheld	2018 0081 7	1. The Scottish Ambulance Service unreasonably delayed in sending an ambulance	<p>SAS recommendation: Request the clinical hub to have reflective discussion with clinician</p> <p>SPSO recommendation: 1. Evidence that the findings from this report in relation to the initial handling have been fed back to staff. (COMPLETE)</p>	Upheld



Scottish Ambulance Service

Published by Mark Bing [9] · 29 April at 10:57 · 6

We received a lovely message from the mum of a young boy – Sam Douglas - who was assisted by two of our ambulance crews and a SCOTSTAR team.

Steph Douglas, of #Inverness, has thanked Murray Caird and Helen Smith from Aberdeen Station, Ryan MacLean from Inverness Station, and Andras Husz and Leanne Daly from #SCOTSTAR.

Steph wrote: "I have travelled with my four-year-old son, Sam, who has complex needs in an ambulance four times and also transferred from Inverness to Edinburgh... See more



Not sure where best to direct this but hopefully it gets back to the correct people...on Friday 3rd May my little boy who is 4 had a seizure at his nursery in Dumbarton. I was at work and they called an ambulance. my husband was able to make it to the nursery for the ambulance arriving. he said the paramedics were amazing. I met them at the queen Elizabeth hospital in Glasgow at approx 5.40...the young male paramedic who brought Callum in was lovely and offered me a lot of reassurance and support and kept me calm until Callum had been taken into the assessment room. He even gave Callum some pennies to put into the charity box which kept him amused while we waited. please pass on our heartfelt thanks to the team that brought Callum in on Friday ...a credit to you and very much appreciated by our family. Sian, Cameron, Ewan and Callum Urquhart xxx

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