



NOT PROTECTIVELY MARKED

Public Board Meeting

March 2020

Item No 10

THIS PAPER IS FOR DISCUSSION

PERSON CENTRED CARE UPDATE

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	<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	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

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

SECTION 1: PURPOSE

This paper covers the period between 1 April 2019 and 8 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.

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 1,188 compliments have been received by the Service since 1 April 2019.

As at 8 March 2020, 1113 complaints have been received. Stage 1 compliance is currently 63.8% and Stage 2 compliance is 52.6%.

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Since 1st April, we have received 1,188 compliments, with 692 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.

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 improve, with a core national group being backed by over 70 third and public sector organisations who are also 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

Our next meeting in April 2020 will introduce three new members into the group bringing its total to eight. These new additions will ensure that our group has representation from across the country including Edinburgh, Skye, Wick and the Borders. With thanks to our Quality Improvement team, we will confirm our group's principles and Terms of Reference, as we explore the best way to add value to the Service, go beyond our PFPI responsibilities set out in legislation, and continue to give our volunteers a rewarding experience.

PFPI Strategy

After extensive research, staff and volunteer feedback, we have finalised a draft 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. This is currently working its way through the appropriate governance processes and will be presented to a future Clinical Governance Committee and then to the Board.

Patient Representation

We continue to actively recruit patient representatives through social media and our Third-Sector partners. We will soon launch a new video to explain to members of the public why we need volunteers and how they can help us.

We have developed an induction process for Patient Representatives involving an induction guide, a formal role descriptor, three informal interviews with staff and trial attendance within a group. By investing time up-front with a volunteer we can be sure that they can add value to the group they are placed with and that they feel fully supported.

The engagement team has undertaken work to improve our support for PFPI volunteers whilst also implementing a more standardised practice across the Service. A draft policy paper has been discussed and agreed by the Executive Team and will now go through the appropriate governance channels for comment and approval.

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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. We are in the early-stages of a project to raise awareness of young carers to our staff, and are working on a mentorship program. We are also engaging with the Young Scot members in our 2030 Strategy development and wider co-design of services.

CPR training course for disabled people

Based on feedback, we ran another successful training event of CPR training for disabled people recently – the first of its kind in the UK. We are exploring options to scale-up this activity in partnership with Save a Life for Scotland, and our poster has been invited to be displayed during EMS 2020.

Complaints Data

Between 1 April 2019 and 8 March 2020, a total of 1113 complaints were received. This shows a 5.4% increase from the same period last year where we received 1056 complaints with the majority of this increase being in relation to delayed response complaints.

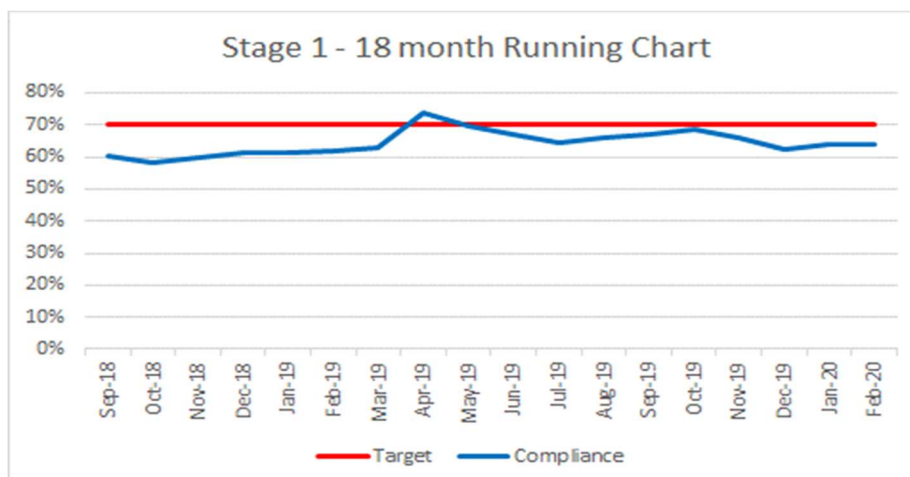
The 3 most common themes for complaints are:

1. Delayed Response (29.4% of all complaints)
2. Attitude and Behaviour (16.2% of all complaints)
3. Triage/Referral to NHS 24 (9.9% of all complaints)

Data shows that 54% of the total complaints received are Stage 1 – Early Resolution Complaints (5-day target).

Stage 1 - (1 April 2019 – 28 February 2020)

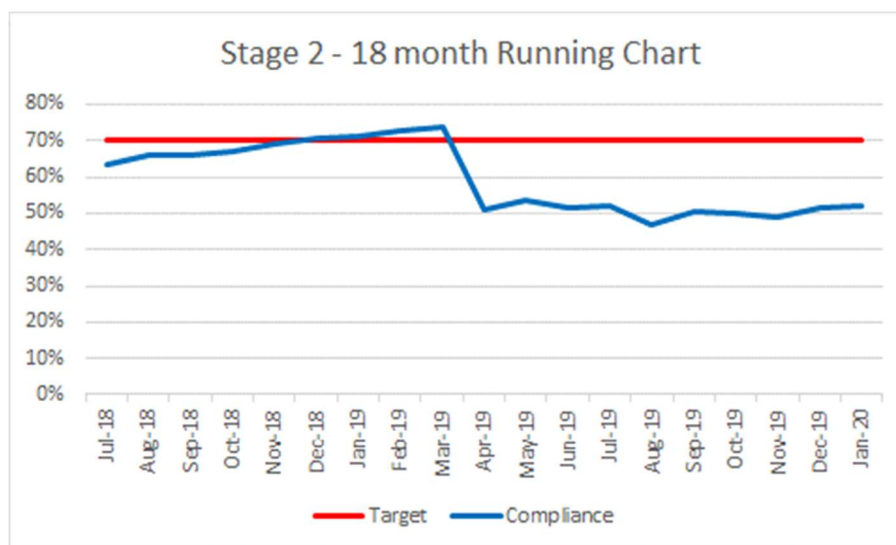
Latest results indicate that Stage 1 complaints compliance is at 63.8%, down from 66% detailed in the previous Board paper.



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Stage 2 – (1 April 2019 – 7 March 2020)

Latest results indicate that Stage 2 complaints compliance is currently 52.6%, up from the previous report 50.2%.

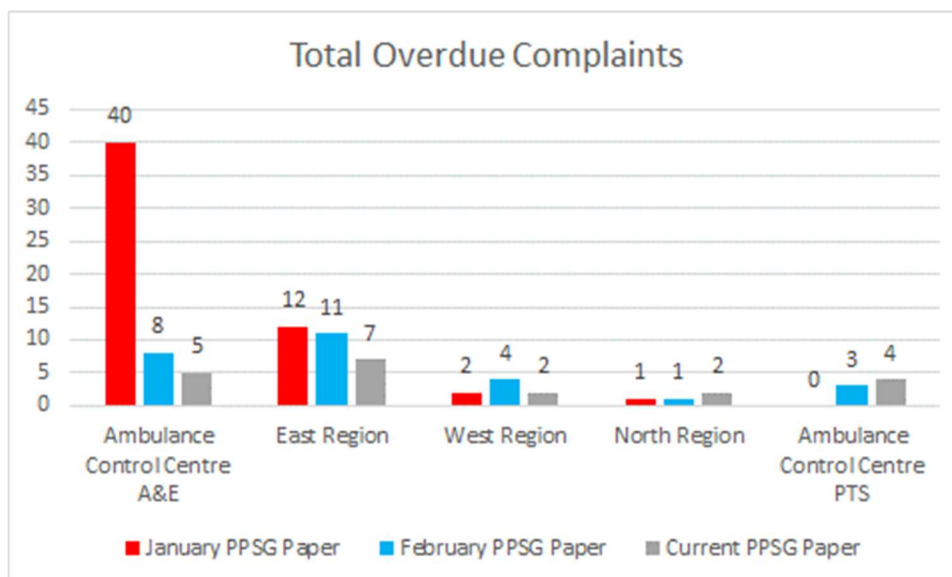


The Stage 2 compliance continues to sit below the 70% target. The working group which was commissioned met on 24 October 2019 and was well attended by both operational and support staff had its follow up meeting on 27 February 2020. This was a very constructive and positive meeting which was well attended by both operational and support staff at all levels including Directors. The Service is committed to improving its performance in respect of the timescales outlined in the Complaints Handling Procedure. However, whilst time is one factor, it is also vital that the quality of investigations and our responses to the public regarding their feedback remains of the highest possible quality. It is also important that the service uses this feedback to improve our services and learns from any complaints received.

A key action from the meeting is to take forward a proposal to establish a 'Learning from Events Group' (LfEG). There was a positive response from key stakeholders to the establishment of this group and a draft Terms of Reference is currently being compiled by the Patient Experience Manager, the Director of Care Quality and Professional Development and the Patient Safety Manager. An update on the progress for this will be given at a future Board meeting, once it has been presented to the Executive Team and the Clinical Governance Committee.

In January 2020, the Ambulance Control Centre A&E created a week long complaints taskforce. The reason for this was to gain a focus on the outstanding complaints which had accumulated during the exceptionally busy winter period that the Service had experienced which included prolonged periods at increased REAP levels and DMP. This was successful as is illustrated in the chart below. This chart shows that the number of overdue and outstanding complaints has reduced dramatically. This data is presented and reviewed monthly by the Executive Team.

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The Service's Performance and Planning Steering Group 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.

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 continue to be reported at our National Clinical Operational Governance Group. The Director of Care Quality and Professional Development has agreed to revisit the possibility of having a specific focus on the root cause of the attitude and behaviour complaints. This will include gaining more data and understanding of any common influencing factors around when these events happen. The Patient Experience Manager will look to support and liaise with Partnership on how best to approach this.

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 Business case, along with the work focusing on lower acuity calls is intended to reduce this number in the future.

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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. This is soon to be followed by 'Card-46' which will aim to improve how the Service's urgent calls are managed as well as 'Card-47' which will focus on Mental Health referrals.

Staff training

The consultant for the SPSO who provided the 'Power of Apology' training attended our most recent Complaints Improvement Meeting and has been commissioned to provide a further 3 days training. Specific training needs are being identified and dates for this training are being organised.

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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 an emergency call on specific date was unreasonable	Upheld	SPSO have upheld	1. SAS to send apology letter for issues identified 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 (Letter written and awaiting authorisation) 2. SAS to share the SPSO report with the staff members in question in a supportive manner to ensure learning (Action with Disptach Manager East) 3. SAS to share the SPSO report with the Investigating Officer in question in a supportive manner to ensure learning (Report now shared with Investigating Manager in a supportive manner)
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

Annex A


Scottish Ambulance Service
Published by Mark Bing [?] · 28 February at 09:30 · 🌐

Great story on STV last night - fantastic gesture by our amazing staff for little Haylie who had never been to the zoo before - well done Alistair and Alison 🙌🙌🇬🇧 <https://news.stv.tv/.../paramedics-kind-gesture-to-girl-10-wh...>






NEWS.STV.TV

Paramedic's kind gesture to girl, 10, who needed ambulance

The youngster had to be taken by ambulance to A&E in Larbert on...

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**Scottish Ambulance Service**21 Feb at 12:39 • 

"I know I owe my life to that crew - being at the front line is tough. I know, I live it. But just occasionally you do get to make a real difference... See more



Send Message





Scottish Ambulance Service

Published by Mark Bing [?] · 17 February at 10:19 · 🌐



Thanks very much to Chloe and Connor Farquhar who dropped off some home bakes for the crews at Buckie Station.

Today is #RandomActsofKindnessDay and they wanted to thank the station for all their hard work.

What a lovely gesture! Thanks very much to both Chloe and Connor – the crews said the home bakes were “delicious”. ... [See more](#)



Maureen Paterson 🌟 recommends Scottish Ambulance Service.



12 February at 19:25 · 🌐

Paramedics Calum and Dale, stationed at Inverurie, took excellent care of me last Sunday 9th February during my suspected heart scare. They despatched me to ARI and were fantastic at taking care of me. Thank you to my knights in shining armour.



Start a private conversation with Maureen Paterson in Messenger.

Message

1 Comment



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Message



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Daviot Primary @daviotprimary · Feb 20

A big thank you to Dawn and Michelle from @Scotambservice @NHSHighland for visiting us today! We loved exploring the ambulance, taking a closer look at a defibrillator and learning more about a paramedic's job. We also feel much more confident about what to do in an emergency 🚑



1 6 31

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Patrick J Pollock @PJPollockVet · Feb 16

Huge thanks to the coastguard @Scotambservice @NHS_Lothian for looking after my wee mum so well. I'm totally in awe of the dedication, service, professionalism and skill of every single person involved. Even better, she's hopefully getting home today!

1 3 25



Lynsey Dykes recommends Scottish Ambulance Service.

25 February at 15:34 ·

We cannot thank Erin and Stuart enough for their help last night. It's every parents worst nightmare to wake up and your child's got blue lips and is struggling to breath. They arrived quickly and were so thorough checking our son over. They were both extremely professional and reassuring. Thank you from the bottom of our hearts 💙



Start a private conversation with Lynsey Dykes in Messenger.

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Mark Crawford

1 Comment

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