



NOT PROTECTIVELY MARKED

Public Board Meeting

**26 May 2021
Item No 09**

THIS PAPER IS FOR DISCUSSION

PERSON CENTRED CARE UPDATE

| | |
|---|---|
| Lead Director | Professor Frances Dodd, Director of Care Quality and Professional Development |
| Author | 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



NOT PROTECTIVELY MARKED

SCOTTISH AMBULANCE SERVICE BOARD

PATIENT EXPERIENCE

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

SECTION 1: PURPOSE

This paper covers the period between 1 April 2020 and 7 March 2021. 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 the Service between 1 April 2020 and 31 March 2021 has received 135 stories on care opinion, 76% uncritical; 732 compliments and 875 complaints.

| | | |
|-------------------------------------|-------------|------------------------------------|
| Doc: 2021-05-26 Person Centred Care | Page 2 | Author: Patient Experience Manager |
| Date 2021-05-26 | Version 1.0 | Review Date: N/A |

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 2020 and 31 March 2021, 135 stories were posted on Care Opinion relating to the Service. These have been viewed 35,883 times. NHS Greater Glasgow and Clyde and NHS Lanarkshire board areas currently make up around 35% of the stories posted.

Of the 135 posts, 76% were uncritical in tone. It should be noted that whilst the remaining 24% 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 a fall in levels of engagement from our audiences. This is mainly due to sharing less engaging, but nonetheless very important NHS Scotland messaging around COVID-19 and Easter health arrangements/prescriptions. In future posts of this type, the communications team are keen to post additional more engaging content alongside this to supplement this. Over 1,268 new followers were gained however across our channels during the reporting period.

Facebook

- Posts reached on average 79,403 people between 6 April – 3 May (down by 19% from the previous 28 days)
- Videos reached 1,684 people over the same period (down by 61% on the previous month)
- An extra 105 followers during this period (40,166 total followers)

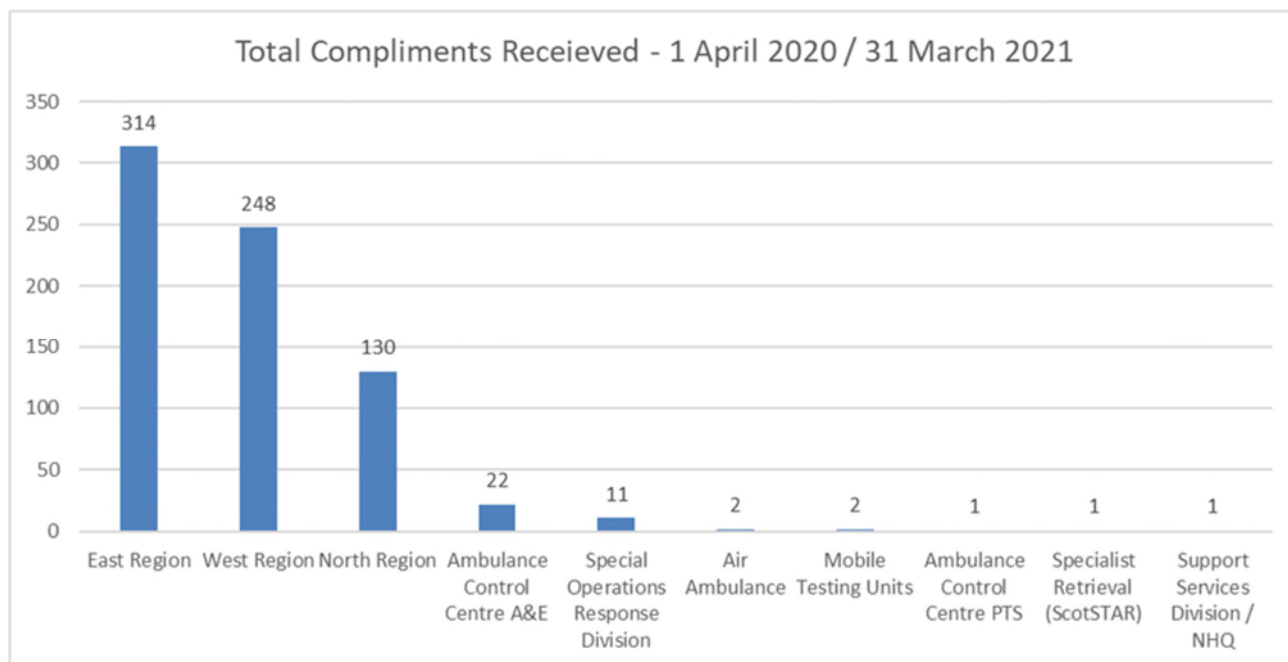
Largest posts

The top five posts between 6 April – 3 May were:

- MTU Operator being nominated for Orange Award – 19,994
- Stroke patient thanking staff – 16,521
- Thank you to staff during pandemic – 13,164

| | | |
|-------------------------------------|-------------|------------------------------------|
| Doc: 2021-05-26 Person Centred Care | Page 3 | Author: Patient Experience Manager |
| Date 2021-05-26 | Version 1.0 | Review Date: N/A |

and the wonderful support they have received from much of the public over the last 18 months or so. East Region received approximately 43% of these compliments this year. The graph below shows the compliments received by each region.



Patient Focused Public Involvement (PFPI)

Remobilisation Engagement

As part of our ongoing Engagement work with the Falls Team, we have carried out an in-depth focus group with members from Alzheimer’s Scotland, Age Scotland and the Glasgow Disability Alliance (GDA). Through both focus group we have spoken to over 60 patients of the Service. Each shared with us their general happiness with being treated at home and avoiding ED/hospital and how many falls do not require a medical response.

With NHS 24 and Age Scotland we hope to run a social media campaign focusing on prevention of falls, self-care and promoting alternatives to 999/ED.

Engagement Guide and Toolbox

After successful trials with our COPD and Falls teams, our guide and toolbox is currently being utilised by our Drug Harm Prevention teams in the North, and by the team leading on the redevelopment of the station in the Southside of Glasgow. Our guide and toolbox is providing teams with the ability to conduct their own Engagement work to the high standard our Service aims for. The toolbox and guide will soon launch on @SAS to allow us to learn further from staff. All results will be presented to the Remobilisation Group so that this approach to Engagement becomes embedded in all that we do.

PFPI Strategy

Our new strategy was approved at the February 2021 Clinical Governance Committee meeting. Our strategy and accompanying timetable aims to make our regional PFPI activities robust, of a consistent high-standard and more joined-up. A plan of how to carry this work out will be presented at an upcoming Executive Team meeting.

| | | |
|-------------------------------------|-------------|------------------------------------|
| Doc: 2021-05-26 Person Centred Care | Page 5 | Author: Patient Experience Manager |
| Date 2021-05-26 | Version 1.0 | Review Date: N/A |

Mental Health Engagement

We continue our Engagement work with our Clinical Teams. We aim to provide our Mental Health teams with similar results to that of our Falls and COPD Engagement work – patient feedback, Third and Public-Sector partnership and new alternative pathways our staff can use to support a patient with mental health issues. This work will focus in the Forth Valley area.

Scottish Rugby Union (SRU)

To support our OHCA strategy, we hope to form a long-term partnership regarding the promotion of bystander CPR with Scottish rugby players, with videos and case-studies that refresh public awareness of that message every few months. Initial discussions with the SRU and Save-a-Life for Scotland have been promising and we hope to launch in the Summer.

Disabled CPR course

We created a CPR course for disabled people, which is the first of its kind in the UK. We are working with Save-a-Life for Scotland to identify a date in the coming weeks to roll this out. This contributes to our OHCA strategy and the new Save-a-Life strategy.

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 are in the planning stages of a mentorship program we hope to trial soon.

Complaints Data

Between 1 April 2020 and 31 March 2021, 875 complaints were received, with the Ambulance Control Centre (A&E) receiving slightly over 40% of these. This shows a 24% decrease from last year where we had received 1157 complaints.

In respect of themes

| 1 April 2019 - 31 March 2020 | 1 April 2020 - 31 March 2021 |
|--|---|
| 1. Delayed Response - 343 (29.6%) | 1. Delayed Response - 204 (23.3%) |
| 2. Attitude and Behaviour - 195 (16.9%) | 2. Attitude and Behaviour - 183 (20.9%) |
| 3. Triage/Referral to NHS24 - 114 (9.9%) | 3. Triage/Referral to NHS24 – 86 (9.8%) |
| 4. Clinical Assessment – 109 (9.4%) | 4. Clinical Assessment – 84 (9.6%) |

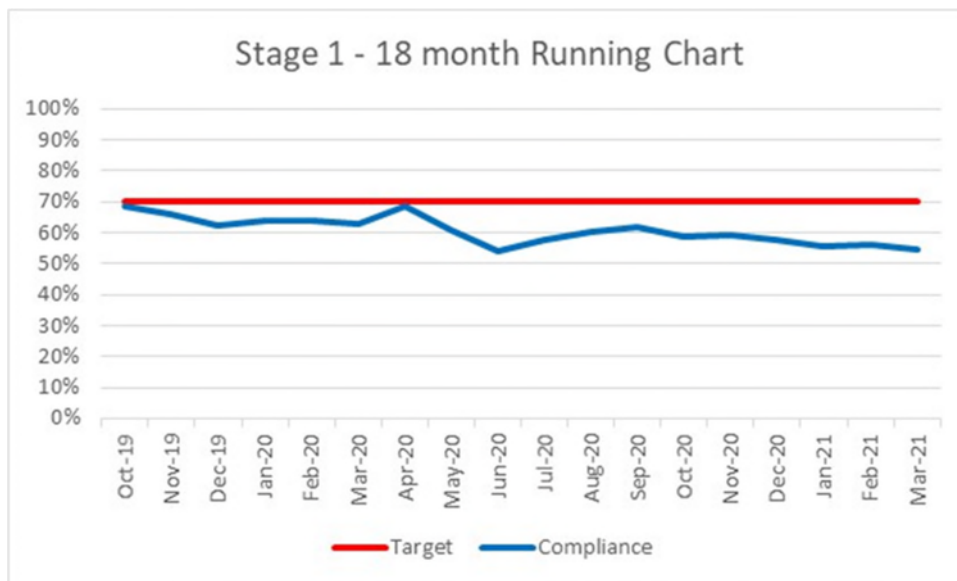
Data shows that 63.8% of the total complaints received this year are Stage 1 – Early Resolution Complaints (5-day target). This is an increase from last year where 54.8% of the total complaints received during this period were handled as Stage 1 Complaints.

Stage 1 - (1 April 2020 – 31 March 2021)

Latest results indicate that Stage 1 complaints compliance is at 55.2%. This compares to 55.9% in the last Board paper update.

| | | |
|-------------------------------------|-------------|------------------------------------|
| Doc: 2021-05-26 Person Centred Care | Page 6 | Author: Patient Experience Manager |
| Date 2021-05-26 | Version 1.0 | Review Date: N/A |

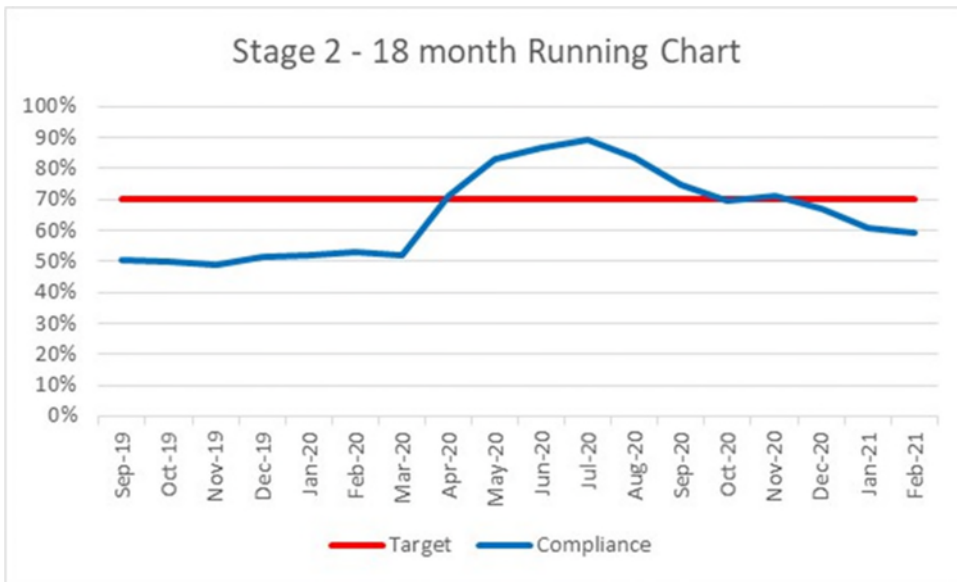
| Stage 1 | | | | |
|------------------------------|----------------------|-----|-------|------------|
| | Closed within target | | | |
| | No | Yes | Total | Compliance |
| Ambulance Control Centre A&E | 127 | 83 | 210 | 39.5% |
| Ambulance Control Centre PTS | 30 | 87 | 117 | 74.4% |
| East Region | 22 | 67 | 89 | 75.3% |
| Mobile Testing Units | 5 | 3 | 8 | 37.5% |
| North Region | 16 | 9 | 25 | 36.0% |
| West Region | 46 | 54 | 100 | 54.0% |
| Total | 246 | 303 | 549 | |
| Compliance | 55.2% | | | |



Stage 2 – (1 April 2020 – 31 March 2021)

Latest results indicate that Stage 2 complaints compliance is currently 63.5%. This compares to 61.4% in the last Board paper update.

| Stage 2 | | | | |
|--------------------------------------|----------------------|-----|-------|------------|
| | Closed within target | | | |
| | No | Yes | Total | Compliance |
| Ambulance Control Centre A&E | 65 | 76 | 141 | 53.9% |
| Ambulance Control Centre PTS | 10 | 8 | 18 | 44.4% |
| East Region | 10 | 46 | 56 | 82.1% |
| Mobile Testing Unit | 0 | 2 | 2 | 100.0% |
| North Region | 9 | 15 | 24 | 62.5% |
| NHQ/Support Services | 6 | 1 | 7 | 14.3% |
| Special Operations Response Division | 1 | 1 | 2 | 50.0% |
| West Region | 11 | 46 | 57 | 80.7% |
| Total | 112 | 195 | 307 | |
| Compliance | 63.5% | | | |



Compliance Comments

It is disappointing to see both compliance rates below 70%, whilst there is further audit activity to be undertaken, before the publication of the Service’s performance, this will not bring the figures above 70%.

There is no doubt that over the last 12 months the Service has faced challenges that it has never faced before and it is imperative that we acknowledge the effort, the focus and the sacrifice that many of our colleagues have made. Next year will bring its own challenges and there will be new focuses but it remains the intention of the Service to continue its positive work in regards to the quality of its complaints handling and the learning we take from it.

Timescales are important in regards to providing those who complain with an idea of when they will get a reply and we will continue to focus on learning and where we can make improvements for both staff and patient experience that this is done. Through the Learning from Events Group and the new Clinical Quality Leads this will be enhanced.

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 |
|---------------|----------------|------------------------------|--|--------------|------------------------|----------------------------------|--------------------|---------------------------|
| DATX 4331 | 201907499 | 29/06/2020 | 1. Scottish Ambulance Service failed to provide patient with appropriate care and treatment on 31 January 2018 | Upheld | With SPSO Advisors | N/A | With SPSO advisors | N/A |
| DATX 4714 | 201909475 | 17/11/2020 | 1. Scottish Ambulance Service staff failed to transfer patient in a safe manner 2. Scottish Ambulance Service staff failed to carry out a reasonable clinical assessment of patient's condition | Not Upheld | With SPSO Advisers | N/A | N/A | N/A |