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To people who use our services and those close to them:

- Ensuring our services develop to meet their needs
- Help right individual wrongs and to understand what happened

To the Trust, an opportunity to:

- See ourselves as others see us
- Identify issues that concern our patients, service users, families and carers
- Improve our services

To external Regulators:

- Parliamentary Health Service Ombudsman
- CQC
- NHS Improvement


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Patient Experience Team – Looking for hot spots using patient feedback

Patient Advice and Liaison Team – Putting out fires through early resolution and signposting

Complaints Team – Supporting Directorates to investigate complaints. What happened? Why did it happen? What can we do to stop it happening again?

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Roles and Responsibilities – Patient Feedback

Patient Experience Team

- ❑ Patient Feedback (Six Must Ask)
- ❑ Carer (Support Network Engagement tool)

PALS

- ❑ Supporting resolution of issues/concerns
- ❑ Signposting
- ❑ Provide information

Complaints

- ❑ Co-ordinates complaints handling
- ❑ Initial triage of risk/grading of complaint
- ❑ Quality assures investigations and final responses
- ❑ Training
- ❑ Records complaints data

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Meet the teams

Neil Springham Director of Therapies and Executive Lead for Patient Experience Lynda Longhurst Head of Patient Experience and Patient Safety	
<p>Corporate Patient Experience Team</p> <p>Chloe Roebuck Senior Data Analyst</p> <p>Fran Roffey Data Analyst</p> <p>David Khelafa Assistant</p> <p>Please send all Patient Experience queries to oxl-tr.patientexperience@nhs.net</p>	<p>Complaints and Patient Advice and Liaison Services</p> <p>Marcianne Coggins Complaints and PALS Officer</p> <p style="text-align: center;">Complaints</p> <p>Tania Hughes Complaints Officer - F&OHS, ACPH, Corporate, Bexley ACMH</p> <p>Karen Sharp Complaints Officer – CYP, ACCMH</p> <p>Debbie Weston Complaints Officer – Bromley & Greenwich ACMH, ALD</p>
<p>Linked Corporate Teams</p> <p style="text-align: center;">Involve</p> <p>Japleen Kaur Assistant Director of Involvement</p>	<p style="text-align: center;">PALS</p> <p>Michele Douglas PALS officer</p> <p>Linda Peck PALS officer</p> <p>Helen Thompson PALS officer</p> <p>Please send all PALS enquiries to oxl-tr.pals@nhs.net Complaints queries to oxl-tr.complaints@nhs.net</p>

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Directorate Patient Experience Leads

Directorate	PEG Leads
Acute & Crisis	Zaahirah Saab, Catherine Atnas
Adults with Learning Disabilities	Sharon Rodrigues, Lee Walker
Community Mental Health	Sian Critchley-Robbins, Antony Hawkins <i>Graduate: Amatur-Rahmaan Nuur</i>
Community Physical Health	Angie Miller, Mel Shaw <i>Peer Engagement Facilitator TBC</i>
Children & Young People	Yolande Potgieter <i>Graduate: Grace Kerr</i>
Forensic	Felicia Ajayi, Caroline Taylor
Prisons	Sunita Arjune

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Patient Experience Team Portfolio

- 1. Patient Experience Survey**
What is the survey?
How do teams collect feedback?
Why is it important to collect feedback?
What should teams do with feedback?
- 2. RiO Metrics**
Communication & Information Needs (CIND Form) completed
Carers Assessment offered
Support Network Engagement Tool (SNET) completed

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Patient Experience

The views of our service users and carers are at the heart of improving the way services are delivered.

Monitoring how we're doing **through the eyes of people who use our services** is the most effective way of knowing **what we do well and what we can do better.**

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Patient Experience Survey

Patient Survey

SmartSurvey

Tell us what you think

TEAM NAME: Banstead Lodge

Can we ask you some questions about the help you have had from our service? This will help us improve the care and treatment we provide.

Your name will not be on the form. Please tick and/or write in the boxes.

Did staff treat you with kindness and care?

☐ Yes ☐ Sometimes ☐ No

Did staff listen to you and make a plan with you (i.e. a care plan)?

☐ Yes ☐ Sometimes ☐ No

Have you been given information about the help you are getting?

☐ Yes ☐ Sometimes ☐ No

Do you have any information or communication needs? For example, do you need any of the following: Large print, Easy Read, Induction (hearing) loop Or British Sign Language (BSL) Interpreter

☐ Yes ☐ No

Carers, Family & Friends Survey

SmartSurvey

Tell us what you think - Carers, Family and Friends

TEAM NAME: Orswick Eden ADAPT

Can we ask you some questions about the help you have had from our service? This will help us improve the care and treatment we provide.

Your name will not be on the form. Please tick and/or write in the boxes.

Did staff treat you with kindness and care?

☐ Yes ☐ Sometimes ☐ No

Did staff involve you in the care and treatment of the person you care for?

☐ Yes ☐ Sometimes ☐ No

Have you been given information about the person you care for?

☐ Yes ☐ Sometimes ☐ No

Do you have any information or communication needs? For example, do you need any of the following: Large print, Easy Read, Induction (hearing) loop Or British Sign Language (BSL) Interpreter

☐ Yes ☐ No

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Patient Experience Survey

ALD Survey

1. Do you feel better because of the help that you receive from the Banstead Lodge Disability Team?

☐ Yes ☐ Sometimes ☐ No ☐ I don't know

2. Have you been given information about the help you are getting?

☐ Yes ☐ Sometimes ☐ No ☐ I don't know

CYP Survey

CAMHS Teams complete the CHI ESQ Survey

How are we doing? Oxleas NHS

Paediatric Conference Service

Please help us to improve our services by completing this short survey - it will only take a few minutes of your time.

I am the:

☐ Child/Young Person ☐ Parent/Carer

I was treated fairly by staff

☐ Yes, completely ☐ Yes, kind of ☐ No

I felt involved in my care & treatment (Parents/Carers: I felt involved in my child's care & treatment)

☐ Yes, completely ☐ Yes, kind of ☐ No

I found I got enough information about the visit today and what was going to happen

☐ Yes, completely ☐ Yes, kind of ☐ No

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Survey questions

FFT Questions

mandated by NHS England, to benchmark

Overall, how was your experience of our service? Was it...

Please can you tell us why you gave your answer?

Please tell us at least one thing that went well:

Please tell us at least one thing we could do better:

Must Ask Questions

provide evidence of Trust Values

Did staff treat you with kindness and care?

Did staff listen to you and make a plan with you (i.e. a care plan)?

Have you been given information about the help you are getting?

Do you have any information or communication needs? If yes, were your information or communication needs met?

Did you want carers, family or friends involved in your care? If yes, were your carers, family or friends involved as you wanted?

Do you feel better because of the help that you receive from this team?

Demographics Questions

equalities monitoring

Gender

Assigned Sex

Ethnicity

Age

Disability

Religion

Sexuality

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Feedback Collection Methods

iPad

Online
Survey links on OxCare, in email signatures or sent by email/letter/MS Teams

SMS & Email

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Feedback Collection Methods - QR Codes

Business cards

Posters, on walls or laminated on desks – display in busy areas such as receptions and waiting rooms

Back of staff lanyards

Flyers & leaflets

QR codes are becoming more popular and can be displayed in a variety of ways
Respondents require a QR code-enabled phone or device

Contact us on oxl-tr.patientexperience@nhs.net for your QR code poster.

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Promotional Material

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Monthly Report Distribution

Monthly Team Reports are emailed directly to team managers containing all feedback collected in the previous month.

Note: these reports are only sent where there are 3 or more responses to protect patient anonymity.

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Actioning feedback

NHS England

"The emphasis should be on **responding to feedback**... summarise what the feedback is telling you, and how you are responding to it, **rather than just collecting lots of it**. In this way, you can help services to achieve the greatest potential **benefits** from the FFT and other insight."

"People speak to be heard, and **write to be read**."

Unknown, via Heads of Patient Experience (HOPE) network

thebmj

Coulter et al, 2014

"It is **unethical** to ask patients to comment on their experiences if these comments are going to be **ignored**."

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Engaging with feedback

You said, we did... Oxleas 2023

You said:

You would like more outdoor activities

We did:

Are working with patients to increase outdoor activities

Disseminating into: Barefoot Lodge

Patient Experience Oxleas 2023

PATIENT EXPERIENCE

We value your feedback and review it regularly

Some ways to give feedback:

- Use forum / Ward community meeting / feedback cards
- Talk to your ward manager / Advocate

"You Said, We Did" poster at the Bracton Centre

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Upcoming "You said, we did" Team Managers Survey

CPH and CYP Directorates conduct a 6-monthly survey of team managers to celebrate team engagement with patient experience feedback. The proposal is to roll this staff survey out trust-wide from **September 2024**.

- The survey will be co-ordinated by the Patient Experience Team.
- The results will be shared on iFox, discussed at Directorate PEG & Trust PEG meetings, and celebrated via PEG Communications (The Ox, Twitter/X).
- The survey has 3 key areas of focus:

WELL DONE

When have you discussed survey feedback with your team?
(e.g. at a team meeting)

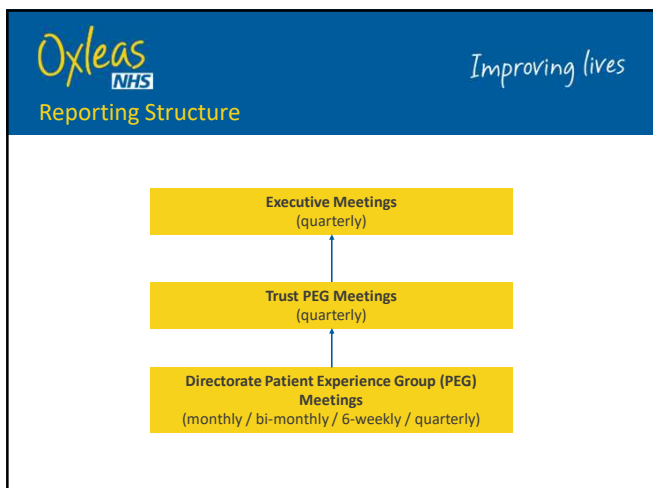
qi
quality improvement

Please provide examples of actions taken in response to survey feedback.
(e.g. "you said, we did" projects, Quality improvement projects)

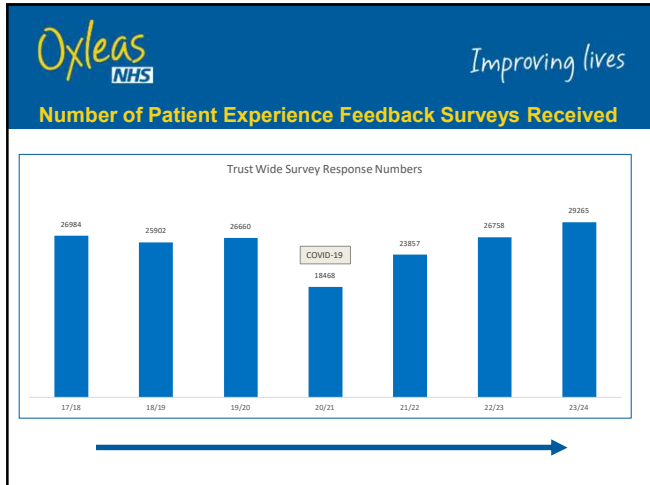
You said... we did

How have you communicated actions taken back to staff, patients and carers?
(e.g. through display of YSWD poster in a waiting area)

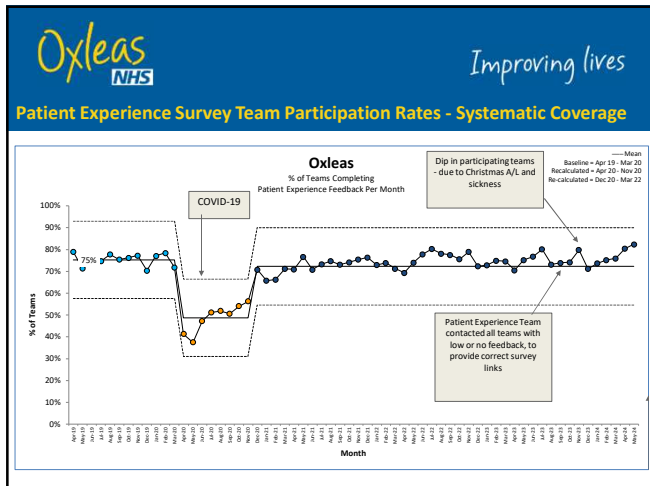
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Patient Experience RiO Metrics

Oxleas NHS

The Patient Experience Team monitor completion of 3 RiO Forms:

1. Communication and Information Needs / Disability (CIND) Form
2. Carers Assessments Offered
3. Support Network Engagement Tool (SNET)

Why do we monitor these?
The forms directly relate to Patient Experience. Completing and keeping these forms up-to-date should equip clinicians with the necessary information to ensure patients have a positive experience of services.

Can I monitor these on iFOx?
These 3 metrics will be created on the iFOx Quality Committee Dashboard for Patient Experience, so that performance can be monitored in the same way as for the Patient Experience Survey metrics.

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Communication and Information Needs / Disability (CIND) Form

What is the CIND Form?
The CIND Form should be completed by clinicians on RIO, to identify if patients, parents and carers have any information or communication needs and how they would like these needs met (Large Print, Braille, etc)

Why do we monitor this?
The CIND form satisfies Accessible Information Standard requirements. The AIS states: "CIND needs MUST be identified upon first contact or as soon as is practicable thereafter". Please complete the CIND form within 2 contacts. AIS training is available on The Fish.

Can I monitor this on iFox?
You can check how your team are performing via Metric 11785 on the iFox Clinician Task List.
This metric is not yet available on the Patient Experience Quality Committee dashboard.

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Carers Assessments

What is a Carer Assessment and why do we monitor this?
This aligns with the Oxleas Carers & Support Network strategy. It is important to offer all carers a Carers Assessment, even if they choose not to accept it.

Can I monitor this on iFox?
This metric is not yet available on the Patient Experience Quality Committee dashboard.
You can see the number of Carers Assessments completed by your team via Metric 11583 on the iFox Clinician Task List.

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Support Network Engagement Tool (SNET)

What is SNET and why do we monitor this?
This aligns with the Oxleas Carers & Support Network Strategy. It is important that we record a patient's support network, so that we can involve them in care & treatment according to the patient's wishes.

Can I monitor this on iFox?
iFox SNET Metric 11581 is under review on to ensure the relevant teams and cohort are included.

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Follow us on Twitter/X!



<https://twitter.com/OxPatientExp>

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PALS & Complaints

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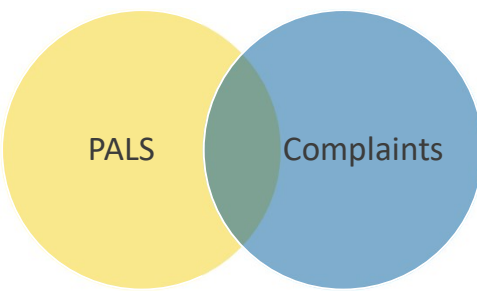


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What is the difference between PALS & Complaints?



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How many do we get?

- From 1 April 2023 to 31 March 2024 there were approximately **1,080,693** patient contacts with our services in the same period we received a total of **312** complaints which was 0.03% of overall patient contacts.
- There were **3414** contacts received by PALS during the period 1 April 2023 to 31 March 2024. **1455** related to services not provided by Oxleas
- We received **1085** compliments for the same period, which was 0.1% of overall patient contacts.

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What are they about ?



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What do complainants actually want?

- To be listened to
- Acknowledgement of their moral injury
- A meaningful apology
- For us to be open and honest in our response
- To be put back in the position they were before the incident
- For us to acknowledge the impact we have had
- For us to instigate change and commit to learning

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NHS Standard Contract 2024/25 consultation

- The NHS Standard Contract is published by NHS England for use by NHS commissioners to contract for all healthcare services other than primary care services. Proposed changes to the existing contract include requirements for providers to:
- provide services in accordance with the new Care Quality Commission quality statements
- comply with the updated fit and proper person test framework
- ensure complaints procedure complies with the Ombudsman's standards
- implement the requirements of the patient and carer race equality framework
- use all reasonable endeavours, consistent with good practice, to minimise its broad-spectrum antibiotic usage
- share Emergency Preparedness, Resilience and Response plans and use of plans with commissioners
- implement the Patient Safety Incident Response Framework and adapt reporting process accordingly
- implement the high-impact actions set out in the EDI Plan and measure their progress against the success metrics set out in the EDI Plan, WRES and WDES
- ensure all staff receive training on learning disability and autism appropriate to their role
- optimise use of national procurement frameworks

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Here are some steps to get you started with using the NHS Complaint Standards.

NHS Complaint Standards

Find out more about the NHS Complaint Standards and read the summary of expectations.

[NHS Complaint Standards: Summary of expectations | Parliamentary and Health Service Ombudsman \(2019\)](#)

Model complaint handling procedure

The model complaint handling procedure describes how the Standards will be put into practice.

[Model complaint handling procedure for NHS Services in England | Parliamentary and Health Service Ombudsman \(2019\)](#)

Complaint handling guidance

Detailed guidance on how the Complaint Standards can be applied in practice.

[Complaint handling guidance | Parliamentary and Health Service Ombudsman \(2019\)](#)

Complaint Standards Assessment Matrix

The NHS assessment matrix breaks down the core expectations of the Standards.

[Assessment Matrix 2019_23 December 2022.pdf | ombudsman.org.uk](#)

Good practice in complaint handling

Find out how organisations are improving the way they handle complaints.

[Good practice in complaint handling | Parliamentary and Health Service Ombudsman \(2019\)](#)

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NHS Complaints standards - Self Assessment Matrix

Promoting a learning culture	Welcoming complaints in a positive way	Being thorough and fair	Giving fair and accountable responses
Openness, accountability, freedom to speak up	Advertising the complaints process and welcoming complaints	Training and support for staff involved in complaint handling	Quality of complaint responses
Supporting staff to learn from complaints	Accessibility	Complaint process	Openness and accountability
Demonstrating a learning culture	Supporting staff complained about	Meaningful engagement	Quality of remedy
Visibility of senior staff listening and responding to complaints	Timescales	Strategic oversight and multi-service area or organisational	Acting on learning
Embedding a quality improvement culture			

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Learning from complaints...



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It's all about the learning !



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What's the best route?

I am a patient on the ward and my leave has been stopped. I have an appointment with the Council which I need to attend

I think I need a continence assessment, the pads I have don't seem to be working as I'm leaking urine on to my clothes and bed

My child attended the clinic for his immunisation but was given another child's injection. I wasn't told what had happened at the time.

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What's the best route?

The nurse who assessed me had poor body language, failed to listen to me and was unsympathetic. She was only interested in my history of substance misuse and dismissed my symptoms of depression. Changes were made to my medication but she failed to explain the reasons for this ...

I have been waiting all morning for the Care Coordinator to visit me. It is now 12:30 and I really want to see them. I have some concerns that I want to speak to them about...

The Nurse failed to visit my relative for a week to administer their daily injection. They collapsed and were admitted to hospital. Nobody called to tell me what happens next...

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Thank you

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