

# Patient experience at UCLH

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Camden Patient and Public Engagement Group – Open Meeting

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## What's going well

Friends and Family Test (FFT): *How likely are you to recommend UCLH to friends and family if they needed similar care or treatment?*

	2016*	2015	2014	2013
<b>Inpatients</b>	97%	96%	97%	95%
<b>Emergency Department</b>	95%	95%	88%	86%
<b>Outpatients</b>	93%	92%	95%	92%

\*year to date

# What's going well

## Annual National Inpatient Survey

	2015	2014	2013	2012
<b>Overall experience</b>	8.4	8.1	8.3	8.2

Other improvements shown in the 2015 survey:

- ward cleanliness
- hand hygiene
- the number of nurses on duty
- waiting list times
- written patient information
- confidence in the decisions made about their care and treatment

\*year to date

## What's going well

# 2015 National Inpatient Survey

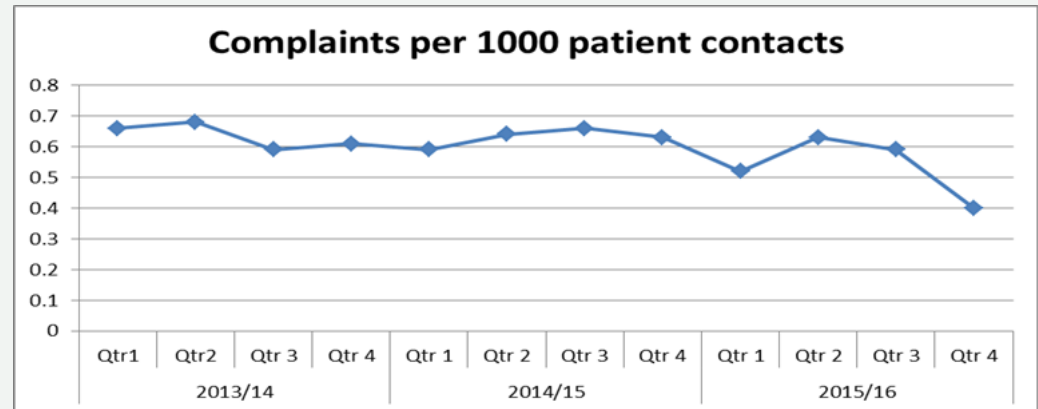
Compared to London Teaching Hospitals

	Position against peers	Score	2014 scores (position)
<b>UCLH</b>	1	8.4	8.1 (2)
Guy's & St Thomas	2	8.3	8.3 (1)
Chelsea & Westminster	3	8.2	8.0 (3)
Kings College	4	8.1	7.8 (7)
St George's	4	8.1	8.0 (3)
Royal Free	6	8.0	8.0 (3)
Imperial	7	7.9	8.0 (3)
Bart's	8	7.6	7.8 (7)

# What's going well

## Complaints

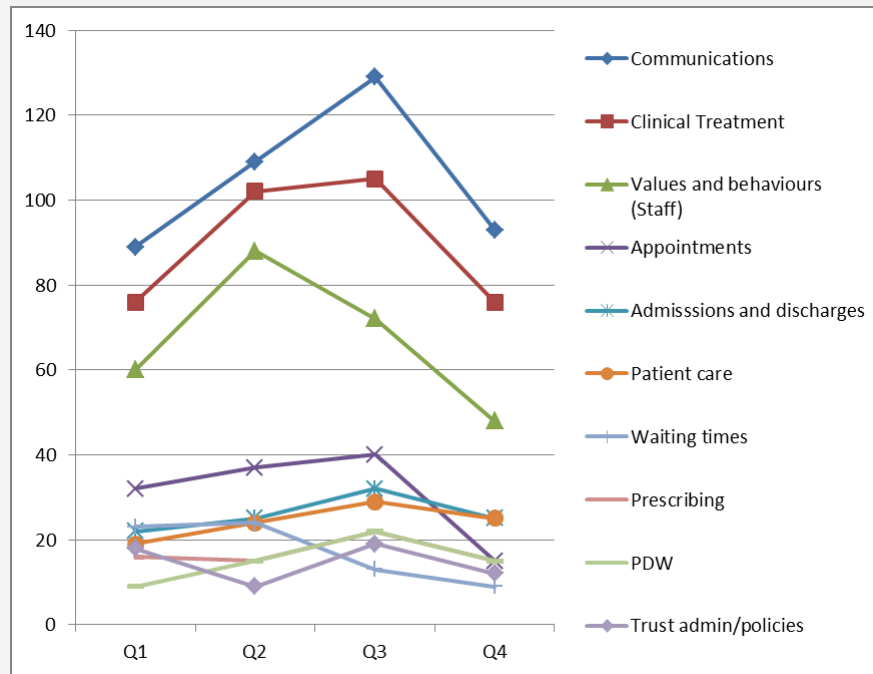
Overall numbers of complaints decreasing



- The top 3 categories\* of **complaints** received over the last year are:
  - Clinical treatment
  - Values and Behaviours
  - Communications

\*main category only

# What's going less well



Main complaints themes\* for 2015/6

- Concerns most often raised with the **PALS** team are appointment cancellations and delays.
- In outpatients we ask what we can do to improve the experience. Around 10% of patients mention cancellations and delays.

\*including all subjects raised within each complaint

# What's going less well

## National cancer patient survey 2015

- Overall experience rated 8.6 (national average 8.7)
- This is comparable with other London teaching hospitals which range from 8.4 to 8.7
- Last year the survey was reviewed to improve the wording of a number of questions.
- Only 14 questions are the same as previous years so a limited analysis of improvements

# What's going less well

## National cancer patient survey 2015

Of those 14 questions:

- 13 show improvements consistent with the many areas we've been working on including:
  - Using patients preferred name
  - Number of nurses on duty
  - Patients treated with dignity and sensitive communication
  - Range and quality of written information
- Two questions are in the top 20% of Trusts:
  - Bringing a family member to an outpatient appointment.
  - Taking part in clinical research\*

\*new question this year



# What's going less well

## Areas of focus for 2016/17

- **National inpatient survey**
  - Discharges - delays, written information and support at home
  - Food and help with meals
  - Noise at night from staff
- For **outpatients** - clinic waiting times
- **National cancer survey** – patients able to contact their Clinical Nurse Specialist

# Patient Experience Priorities 2016/17

## Building on the foundations

Increasing the range and use of patient feedback

Inpatient experience:

- Food and help with meals
- Noise at night
- Discussions before and written information at the point of discharge

Patient information including welcome packs and discharge information

## Engagement and involvement

Focus on involvement of patients in Phase 4 & 5

Test innovative ways to engage and involve patients

Evaluating involvement for both patients and staff

## Customer experience

‘Patients as Customers’

Finalise the *uclh future* experience standards

Improvements in waiting times, appointment letters, communication with GPs...

Develop a patient/customer experience strategy in line with *uclh future*

## uclh future

... is our blueprint to shape and develop what we do –  
to build on our successful reputation and make UCLH a world-class  
healthcare organisation.



The UCLH way of delivering care: providing high-quality, safe care to all our patients



All staff can help shape the future of UCLH: finding innovative ways of working



Improving care through technology: supporting all activities through the best use of technology



Equip staff with skills and confidence: improving quality of care with focused training

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**Care delivery** includes work on:

- Urgent and elective care pathways
- Programmes of care
- Diagnostics
- Exemplar ward
- Coordination centre
- **Access and patient administration**

# Access and Patient Administration Programme

## Objectives

- Deliver excellent patient experience
- Reduce clinical risk
- Improve referrer relationships
- Maximise cost effectiveness
- Improve clinical capacity utilisation
- Improve support for clinicians

## Approach

- Developing trust-wide infrastructure for in scope services
- Establishing a UCLH way of delivering patient administration services by designing processes and standards
- Enabling staff and divisions to deliver excellent services

## Scope

- Trust wide processes for non-clinical communication with patients
- Booking and scheduling along all non-admitted and admitted pathways
- Clinic outcome 'letters'



# Why is this different?

## A holistic approach

