

Jul - Sept
2016

Contact &
Feedback
Overview
Report

“It takes a minute to feedback, but the difference could last a lifetime”



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Executive summary

This report is a summary of the key findings of the information collated, through its main contact functions.

This report will focus on the contact HWES has received regarding services delivered by providers of Health and Social Care services from July 1st 2016 to September 30th 2016 inclusive. It will also show the previous three quarter information totals to highlight themes, trends and rolling total for the contacts received and recorded.



Background

Healthwatch East Sussex (HWES) has in place many mechanisms to allow the capture of patient, client and public voice and experiences for services delivering Health and Social Care across East Sussex. These mechanisms include databases, information services and volunteer led activity and have been developed over many months to ensure that the information collected is robust and has purpose in helping improve and maintain services for the providers of these services, by ensuring that feedback about services is central to delivery.

HWES has overseen the final implementation and launch of its new Feedback Centre, which provides a new and innovative way of recording experiences for all Health and Social Care services in East Sussex.

The information collected via the Feedback Centre is reflected throughout this report, alongside information collected through our enquiry line. These methods are highlighted as such until the older systems are gradually phased out as part of the transition phase to sole use of the Feedback Centre. We use all of this information to inform those who commission and deliver services to ensure that they know what works well for people and what may not work so well.

At present HWES continues to collect information via its Enquiry Line as well as the Feedback Centre. This means that, while the Feedback Centre is promoted and grown as the single repository for consumer feedback, the older collection mechanisms are still in place, to ensure that all enquiry and feedback data is recorded from all contact points.

We also commission the NHS Complaints Advocacy service for East Sussex, which provides independent support for people who wish to make a complaint about services within the NHS. These can be raised either via our Enquiry Line service or the Feedback Centre, as well as with the service itself, which is delivered on our behalf by SEAP. Complaints information is reported separately to this information, however and overview of the number of complaints logged is shown page x.

You can visit the Feedback Centre here: www.healthwatcheastsussex.co.uk

Our Methodology

Information presented in this document represents overview themes, topics and trends; routinely collected via the contacts HWES receives in its daily activities and contacts with the public. It is used to inform HWES priorities going forward and is supported by the focussed project work also undertaken where necessary.

Information is collected as follows:

- Direct telephone contact through its Enquiry and Information service
 - Correspondence received, either through its 'Speak Out' forms or other letters of enquiry
 - Contacts made via its volunteer or library information resources
 - Reviews left on the Feedback Centre
-

The delivery of the telephone and email enquiry service, which provides the bulk number of contacts recorded, is now delivered by SEAP, utilising a dedicated call centre to manage the enquiries on behalf of HWES

Quarter periods are reflected as follows:

Quarter 1 (April - June)

Quarter 2 (July - September)

Quarter 3 (October - December)

Quarter 4 (January - March)

Ratings, Themes & Topics - all providers

Where able it is possible to determine a topic from an enquiry or contact. These topics help provide further insight into a patient's reasons and sentiments when contacting HWES and help triangulate any area where there may be growing concern or positive change.

For example, once a review or enquiry has been left, a further comment "Waited ages for an appointment. Dr was good" would be tagged as having the sub-themes 'Waiting times' and 'Staff' respectively as themes.

It should be noted that each individual contact or enquiry may include several topics, meaning that the number of these recorded is often higher than the number of contacts.

The Feedback Centre can also help identify the positivity of a review when these are recorded, using a specialised piece of software called "Sentiment Analysis". When a review is moderated the sub themes are given a positive, negative or neutral identification which the software can then analyse to provide an overall sentiment score.

While this is a useful tool, the sentiment scores given are used as a guide to sentiment, not an overall definition of sentiment. Reviews are still individually investigated if necessary.

The Feedback Centre incorporates a new star rating system, for broader six topic areas, with each area having a selection of sub themes. The six main topic areas are: Cleanliness, Staff Attitude, Waiting Time, Treatment Explanation, Quality of Care and Quality of Food.

Observations and findings

Contacts and Reviews in period (Quarter 2 July - September 2016)

Shown below are the numbers of direct contacts received by HWES, on a rolling 12 month period. The table shows the contacts and enquiries recorded on the original database in the middle column, with new Feedback Centre Reviews now being reflected in the column on the right.

Quarter	Feedback Centre Reviews	Number of Contacts (Enquiry Database)	Complaints (New cases opened)
Quarter 3 (October – December 2015)	68	54	79
Quarter 4 (January – March 2016)	49	38	73
Quarter 1 (April – June 2016)	47	47	63
Quarter 2 (July – September 2016)	158	91	62

This quarter sees a positive increase in the number of reviews being left on the new Feedback Centre, indicating that further, continuous promotion and awareness-raising of this new service is required to ensure that growth occurs.

Calls and signposting requests via our Enquiry Line service has increased for this quarter, and continues to provide an important contact route for people and facilitates some of the more complex contacts and enquiries, some of which become formal complaints.

Who have people been contacting HWES about?

Feedback Centre Reviews

Of the **158** reviews completed during the quarter, these covered **58** Health & Social Care services in total. All of the reviews left are made by individual members of the public and are now giving us ‘real time’ and rich sources of information of services. Providers include the hospital trust (including patient transport), GP services and Social Care.

Some of the providers / services reviewed include:

- Downlands Medical Centre
- Harbour Medical Practice
- Seaforth Farm Surgery
- Sussex Partnership NHS Foundation Trust
- NHS 111
- CoPerforma
- East Sussex Healthcare NHS Trust
- Social Care (Domiciliary Care services)
- West St Leonards Pharmacy

The charts below show the number of reviews, star ratings given for services and an indication of the average sentiment score for the total number of reviews given.



Most reviews have been left for Hospital or GP based services, including patient transport services, eye hospital with a further 31 GP practices also reviewed. Providers shown under the service types 'Other' and 'Emergency Care' includes providers such as Macmillan Cancer Support and South East Coast Ambulance Service.

Feedback Centre Themes

Shown below are the top six themes identified, by sentiment and the further theme list. Green indicates positive sentiment; Red indicates negative sentiment and grey shows neutral sentiment.



Reviews left have seen largely positive experiences of peoples Treatment and Care with the services they receive and that Staff are well regarded overall, especially with their attitude.

Poor experiences have been found in peoples ‘Access to Services’ and ‘Administration’, which feature mainly getting appointments or referrals or waiting times to be seen or treated. Communication also features as being problematic for some generally or not being communicated with at all.

Enquiry Line Contacts

Shown below is an overview of the number of contacts HWES has received about organisations, as recorded on the Enquiry Database (note these may be slightly higher than the overall number of contacts recorded as one contact may involve more than one provider).

Provider	Q3	Q4	Q1	Q2
East Sussex Healthcare Trust	18	8	9	20
Brighton and Sussex University Hospital Trust	3	1	1	2
Sussex Partnership NHS Foundation Trust	3	1	2	7
Primary Care	20	9	12	27
Adult Social Care	6	3	5	10
South East Coast Ambulance Service	3	0	6	0
CoPerforma	--	--	3	3
Voluntary or Community Sector	2	1	--	0
Children's Services	1	1	--	2
Local Authority / Council services	0	1	1	0
Whole System	2	1	1	3

Contacts regarding Primary Care (mainly GP services), Adult Social Care, Sussex Partnership NHS Foundation Trust and the hospital Trust have all increased considerably this quarter. Our Contact and Enquiry Telephone service received **60** contacts leaving feedback or asking for advice, **7** signposting enquiries and **18** contacts asking for complaints information or support. (At the time of writing this report **6** contacts were still being processed)

- Primary Care services included **17** for GP's and **5** for Dentists
- East Sussex Healthcare NHS Trust services included **8** for general hospital services, **2** contacts Cancer services and **1** for Ophthalmology, Dementia Care and Orthopaedics
- Adult Social Care type services included **3** for Care at Home services and **1** for Assessment and Occupational Therapy

Healthwatch East Sussex also saw a small growth in the number of contacts regarding mental health services this quarter, with **4** contacts being made about community based adult mental health services and **1** made about mental health generally. Most contacts were made to leave feedback, although **2** people did ask for advice about making a complaint, one of which was passed for advocacy support.

Contacts were also made about the local Patient Transport service, provided by CoPerforma. **3** contacts were made and all were from people seeking information and support to make a complaint, **2** of which are now receiving advocacy support.

Enquiry Line Themes

Unlike the new Feedback Centre analysis tools, it is not possible to show the sentiment of these in the same way as the previous graph as the process for this is carried out manually by Healthwatch East Sussex staff. Shown below are the identified topics from the logged Enquiry Line Contacts.

Topic	Q3	Q4	Q1	Q2
Access to Services	19	5	3	28
Complaints handling	1	4	2	2
Fit for purpose / meeting needs	3	3	4	12
Finance	0	0	2	6
Delays	3	0	3	1
Control	0	0	0	0
Safety	2	4	7	4
Patient or Public Choice	9	3	2	9
Satisfied/complementary about service	0	1	0	4
Dignity & Respect	5	3	0	2
Patient or Public Pathway	13	3	5	10
Information/Diagnosis	7	3	5	11
Quality	4	2	9	2
Staff	3	6	2	4
Service Monitoring	0	1	1	1
Patient and Public Involvement	1	0	0	2
Environment / Place	1	1	5	2
Privacy	1	0	0	1
Other	6	3	3	3

As can be seen the topic featured in contacts the most is about Access to Services. Most contacts were about problems accessing appointments with GPs or people feeling that a particular service was not offered or available to them.

Where other providers were mentioned, of note were several contacts about access to Mental Health services, including counselling support and emergency access at weekends.

One contact was made with a person who declared themselves as homeless and found difficulty accessing services such as dentists and gps. This is of particular interest to Healthwatch as it is understood that there may be a wider problem than is reported and more needs to be done to understand the issues.

‘Information/Diagnosis’ also featured, and was for a range of providers, including ESHT, Adult Social Care and GP services. Most contacts were about communication and diagnosis issues. Of concern, 2 contacts regarded mis-diagnosis for cancer, both of which resulted in a compliant advocacy case being made.

Issues raised concerning the topic ‘Fit for Purpose/Meeting Need’ featured several contacts from people raising concerns in reduction of services, including district nurses, local GP health checks and merging of GP practices.

Positively, one contact mentioned good experiences using the child adoption service in East Sussex and the joined up approach of social care, medical services and health visitors.

Observations and Next steps

- Accessing appointments and services continue to be problematic for some, with long delays before people are able to get an appointment, reflected in both the Feedback Centre reviews and Enquiry Line contacts
- Healthwatch East Sussex would like to speak to more people who consider themselves homeless or have no fixed abode, to understand the wider barriers with their access to services

The introduction of the Feedback Centre has already provided a rich and easily accessible way for patients to leave real time reviews about the care and treatment that they receive. Comments and information left via the Enquiry Line service is noted to be less positive and it is currently felt that this can be due to strength of feeling required to leave a less positive comment than highlighting good services received. The Feedback Centre currently reflects a more balanced overview.

As part of regular strategic liaison meetings between Healthwatch East Sussex and the provider, the evidence reported within this document will be made available to inform improvements in quality and share good practice.

With special thanks to the people who have contacted all of our services and who provided such valuable insights.

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This report relates to findings observed on the specific dates set out in the report. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

We will be making this report publicly available by xxth xxxx 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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