

April - June  
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 April 1st 2016 to June 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.



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## 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 an overview of the number of complaints logged is shown page 5.

You can visit the Feedback Centre here: [www.healthwatcheastsussex.co.uk](http://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
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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 1 April - June 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 2 (July – September 2015)	118	51	82
Quarter 3 (October – December 2015)	68	54	79
Quarter 4 (January – March 2016)	49	38	73
Quarter 1 (April – June 2016)	47	47	63

This quarter continues to see a drop in 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 47 reviews completed during the quarter, these covered 20 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:

- East Sussex Healthcare NHS Trust
- South East Coast Ambulance NHS Foundation Trust
- Coperforma
- Rosebury House Residential Care Home
- Little Common & Old Town Surgery
- Seaforth Farm Surgery
- Boots Opticians
- Albert Road Surgery

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.



Hospital services continue to show the highest number reviews, although it should be noted that there are now a number of reviews being left for Social Care based services.

Emergency Care reviews left, both related to South East Coast Ambulance NHS Foundation Trust and were about issues with an operator call for a 999 emergency and delays caused by wheelchair issues with patient transport. It is not clear if the reviewer was leaving direct feedback about the ambulance service or the new patient transport provider Copeforma.

## 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.



Overall people have been positive about Staff, their Treatment and Care and moderately so about Access to Services, with less satisfaction being found with the Administrative and Transport processes.

All of the themes for Transport relate to Patient Transport and are being taken forward by Healthwatch East Sussex.



## Enquiry Line Contacts

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

\*A further 3 contacts were recorded about the Patient Transport Service, which is being delivered by Coperforma as of April 1st.

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

As can be seen, most enquiries and contacts continue to be focussed around Access to Services, Staff and Safety within Services.

No positive sentiments were recorded for the quarter via the Enquiry Line service, indicating that the general public are willing to voice their concerns in person.

The topic of Safety has seen a rise this quarter, with examples of this seen across the Health and Social Care spectrum. Services recorded were for Care at Home, Neurology, Ambulance Services and Health Visiting Services. In all of these instances the enquiries were subject to Healthwatch East Sussex safeguarding protocols and were either raised as a safeguarding concern or the provider was contacted directly, where no safeguarding issue was determined.

The rise in contacts for South East Coast Ambulance NHS Foundation Trust included 3 which were attributable to the new patient transport provider, Coperforma. All of these were negative and were about delay and waiting times.

## Conclusions

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.

- Issues with Coperforma / patient transport are being taken forward as a matter of priority
- Themes around Patient and Client Safety are showing a significant rise this quarter and will be monitored.

**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 10<sup>th</sup> August 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.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

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