

Report to the Board of Directors

Title of Report	Improving Patient Experience
Authors	Annie Laverty / Paul Drummond
Executive Lead	Annie Laverty
Responsible sub-committee	Safety and Quality
Date of meeting	26th January 2017
Executive Summary	<p>A very strong position continues into quarter 3 with consistent assurance of high quality care across all aspects of the Patient Experience programme.</p> <p>Patient perspective results : Feedback from 2578 patients Excellent performance – 94% of inpatients, 93 % of emergency care service users, 94% of outpatients and 98% of patients receiving day case care rating their experience as good, very good or excellent.</p> <p>The Trust performs very well with all benchmarked national data. Waiting for triage and waiting to see a doctor or nurse unsurprisingly continues to be a key area for improvement. There has been a significant improvement in staff telling patients who to contact if they were worried about their condition or treatment after they left the Emergency Department.</p> <p>Real Time: feedback from 1616 patients: Good consistent scores and high quality care being maintained across the Trust, despite pressures within the system. This attainment is in keeping with Patient Perspective feedback.</p> <p>Site level inpatient performance mirrors the profile of the NHS Choices website.</p> <p>Comparing 2016 to 2015 shows a significant improvement across the domains. Huge credit to frontline teams who have maintained excellent standards in the face of considerable service pressure.</p> <p>Friends and Family Test – Feedback from 5717 patients: Excellent scores across the board when benchmarked with national data. However response rates continue to be low.</p> <p>The reporting of ED has constantly held at 5% this quarter with</p>

	new improvements in the collection process aiming to achieve the end of year target set by commissioners of 6%
Assurance Framework reference	3.1 – Patient experience
Alignment to Trusts Annual/Strategic Plans or business unit annual plans	<p>Domain 2 S&Q priorities – delivering excellent patient experience as a result of our clinical teams</p> <p>Domain 6 S&Q priorities – deliver best in class patient centred care</p>
Risk rating	Low
Regulatory requirements	CQUIN and CQC requirements for safe, caring and responsive care
Actions required by the Board	Trust Board members are asked to note the contents of this report and that the Trust is demonstrating a strong overall performance towards achieving our strategic aims.