

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	27th April 2017
Executive Summary	<p>A strong position continues into quarter 4 with consistent assurance of high quality care.</p> <p>Patient perspective results : Feedback from 1772 patients Excellent performance – 97% of inpatients, 98% 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 for performance overall. Waiting times until triage, waiting times to seeing a doctor or nurse and pain control in emergency care are recognised areas for improvement.</p> <p>There is considerable variation across sites for emergency care – a difference of more than 10% comparing the Hexham urgent care experience with ED service users at The Northumbria. Whilst this might be expected given the likely difference in the presenting problem – scores for the Northumbria fell out of the top 20% this quarter which is an unfamiliar position for the Trust.</p> <p>Real Time: feedback from 1877 people: Consistent site performance and high quality care being maintained across the Trust. This attainment is in keeping with highly positive Patient Perspective feedback for inpatient care.</p> <p>Friends and Family Test – Feedback from 8047 patients:</p> <p>Inpatient scores and maternity feedback is very good with a welcome increase in response rates. Friends and family feedback was received by an extra 3000 people this quarter.</p> <p>Friends and family scores for emergency care fell below the national average in January and February – this is unusual and may be temporary but nonetheless is in keeping with the fall in ED patient perspective scores this quarter.</p>
Assurance Framework	3.1 – Patient experience

reference	
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.