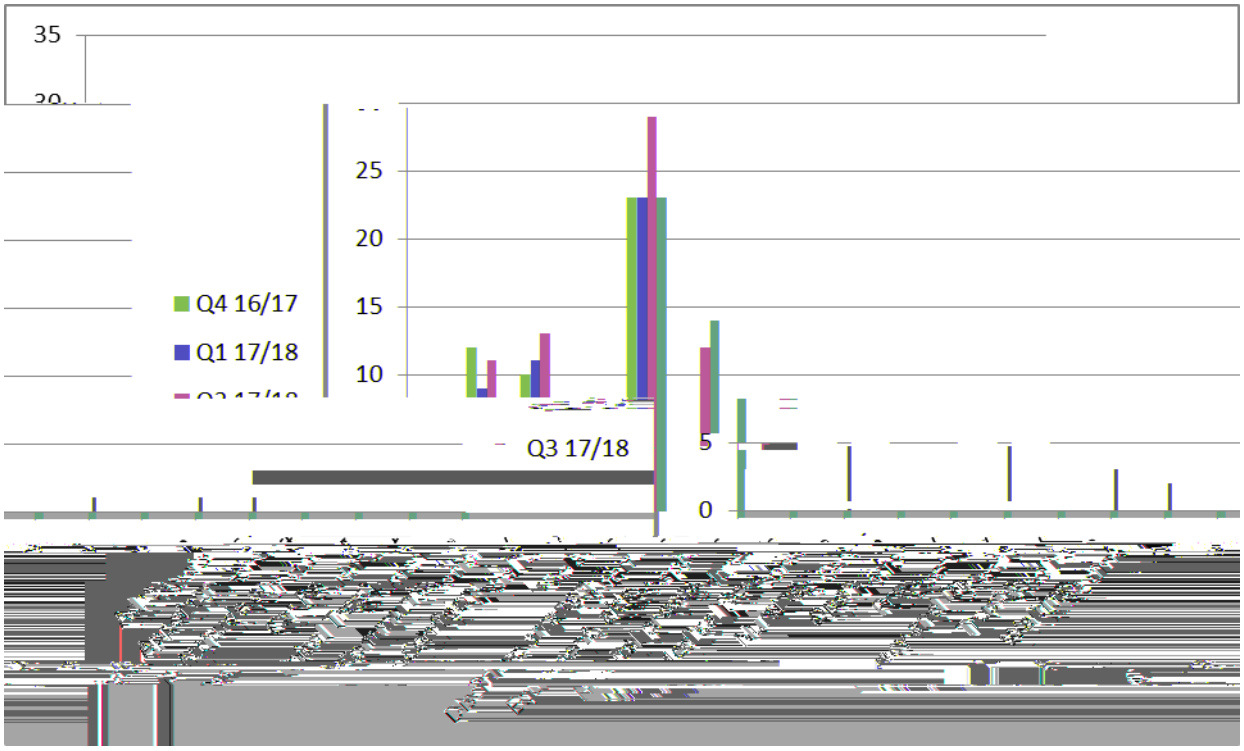

&RPSODLQWV E\ GLUHFWRUDWH

- Complaints have decreased by 7 in Q3 which is a significant amount compared to Q2.
-

- x Concerns have decreased by 19 this quarter compared to Q2 and is also a decrease from the same period last year.
- x The total activity in the Directorate was 15154 and of this number 0.1% raised a complaint
- x There have been 4 re-opened complaints with 2 resolved with meetings, 1 a further letter was sent and 1 complainant was offered a meeting but requested that the case be closed.
- x The largest number of complaints received were for Orthopaedics (11) and Plastics (7). The main themes were delay in receiving treatment (4) and unsatisfactory treatment 4).
- x The highest number of concerns were for Plastics (4) and Orthopaedics (2).
- x The main themes for concerns were appointment system (3) and lack of communication (2).
- x There have been four complaint/concern meetings held in this quarter.
- x The MSK directorate has no action plans outstanding.

* H Q H U D O D F W L R Q V

- x Daily telephone contact still working well and Henry Wilding, DSN, has now joined the rota for one day per week.

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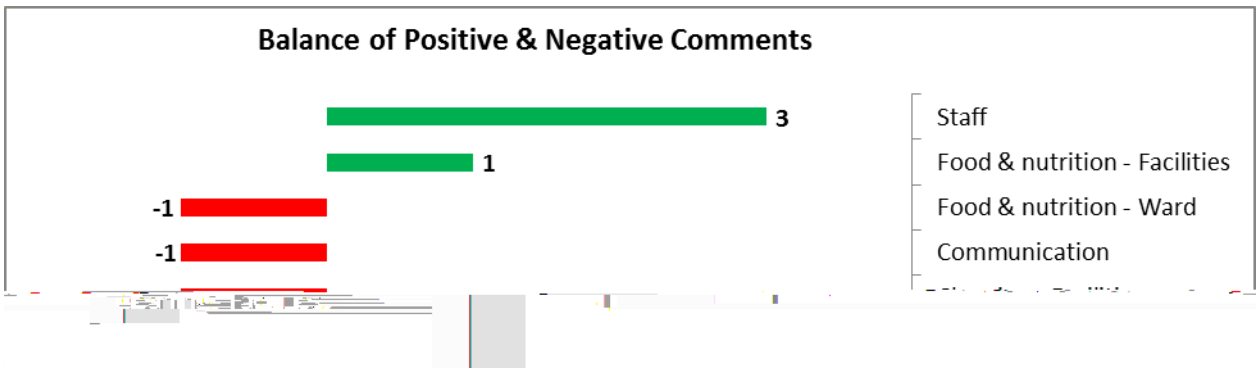
Orthopaedic and Plastic Surgery	Concerns relating to appointments (delay in receiving treatment)	x Continue to review long waiters. x Increase capacity in specialities through additional sessions. x Informatics support to provide accurate waiting list information by speciality. x Active waiting list validation by specialty to reduce waiting list times.

x

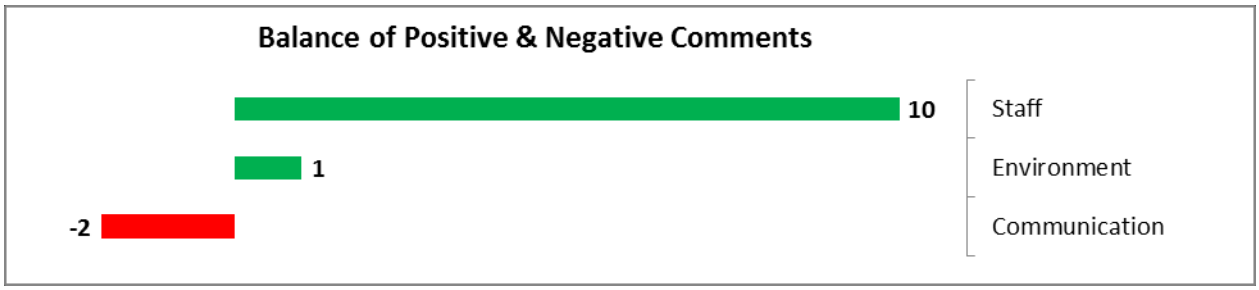
The main area of concern was storage of patient data.

0 D W H U Q L W \
A total of 15 patients were surveyed in the quarter. They made 4 positive and 3 negative comments. These have been categorised and the balance of positive to negative comments is shown in the graph below:



The areas of concern were cleaning, communication, and food and nutrition on the ward.

3 D H G L D W U L F V
A total of 41 adults or carers and 5 children were surveyed during the period. They made 11 positive and 2 negative comments. These have been categorised and the balance of positive to negative comments is shown in the graph below:



The area of concern was communication.

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Responses for the period were as follows:

have the opportunity to meet and support each other. Patients are being asked to take part in a focus group to shape their own diabetes care.

0HGLFLQH
Artcare are co-designing with patients, staff and visitors the Pembroke Unit environment.

0XVFXOR 6NHOHWDO 'LUHFWRUDWH
The Spinal Unit want to assess how often and in what ways various groups of people (e.g. patients, visitors, ward staff) use Horatio's Garden, and whether/how they benefit from it; to gain feedback about aspects of the design and running of the garden, in order to identify any potential areas for improvement; and to gain data to compare with the results of the satisfaction survey carried out in the summer of 2017.

4XDOLW\ 'LUHFWRUDWH
The Emergency Department National Patient Survey results were published in October 2017. Salisbury NHS Foundation Trust scored ‘better’ than most other Trusts in 8 of the 9 sections overall; and scored ‘better’ than most other Trusts for 16 out of 35 individual questions.

The Children and Young People National Patient Survey results were published in November 2017. Salisbury NHS Foundation Trust scored ’better’ than most other Trusts in 34 of the 63 questions, including overall experience for parents/carers of children and young people aged 0-15 years; and scored ‘worse’ than most other Trusts for one question relating to the type of ward the child stayed on. Response options were ‘a children’s ward’; ‘an adult’s ward’; ‘a teenage/adolescent ward’. 13 parents whose children came in for day surgery responded ‘an adult’s ward’.

6XUJHU\ 'LUHFWRUDWH
There is very little information regarding sexual function in female patients with spinal cord injuries (SCI). The Urology team want to provide a better service for women with SCI regarding their sexual health and have developed two questionnaires to gain this feedback to inform any future service improvements.

PPI Projects are shared on the following web page on the Intranet:
http://intranet/website/staff/quality/customercare/patientandpublicinvolvement/ppiprojects/index.asp

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In Q3 there were no new requests for independent review.

The Trust has written a letter to the complainant of a Surgery case to apologise for the emotional impact and distress the case has caused. This complaint was partly upheld. The Trust is now developing an action plan to explain the learning from the issues; what it will do differently in the future; who is responsible and timescales for each action; and how the Trust will monitor these.

The Trust is awaiting an outcome on the Children’s Services and an Orthopaedic case.

The PHSO publishes complaints data on a quarterly basis that includes numerical information on the complaints received, assessed, and investigated and is available at:
http://www.ombudsman.org.uk/reports-and-consultations/reports/health/quarterly-reports-on-complaints-about-acute-trusts

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In Q3 there were 21 comments posted on the NHS Choices website relating to 15 different areas. Of the 19 positive comments, one person said of the Day Surgery Unit “At all times we were kept informed about what had happened and what was going to happen. The nursing staff were absolutely lovely and so caring and efficient given the workload they were expected to handle…every single patient was treated with great care, respect and efficiency. The Unit was spotlessly clean and tidy and the staff seemed to relate well withwe R LÔ….Øž„rGáUAá8¡1¨DX"" "áŒ'LÔ Í5t 24(/MCID 35 >>BDC /TT450 Td [(w)5(i)5(t)- <</MCID

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This report brings together the themes from patient experience feedback and where improvements can be made, the directorates are acting accordingly.

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The Board is asked to note this report.

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7 , 7 / (	Head of Customer Care