



Report of: **Director of Public Health**

Meeting of	Date	Agenda Item	Ward(s)
Health and Adult Social Care Scrutiny Committee	12 January 2017	Item	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: 12 MONTH PROGRESS REPORT ON PATIENT FEEDBACK MECHANISMS – RESPONSE TO THE HEALTH AND CARE SCRUTINY COMMITTEE RECOMMENDATIONS

1. Synopsis

- 1.1 Islington’s Health and Care Scrutiny Committee conducted a review into patient feedback mechanisms from January 2015 until May 2015 with evidence being gathered from a variety of sources including Islington Clinical Commissioning Group (CCG), Islington Healthwatch, patients and NHS England. In November 2015 the Executive of Islington Council, on behalf of the partners to whom the recommendations were directed, provided a response which outlined the actions to be taken in response to the scrutiny. This report sets out progress on those actions 12 months on.

2. Recommendations

- 2.1 To note the progress on actions being taken forward to address the recommendations of the Health Scrutiny Committee’s review of patient feedback mechanisms.

3. Background

- 3.1 In January 2015 the Health and Care Scrutiny Committee commenced a scrutiny review into patient feedback mechanisms. The aim of the review was to understand the range and effectiveness of local arrangements for obtaining and acting on patient feedback to improve primary, community, acute and mental health services.

4. Response to the recommendations

4.1 ***Recommendation 1: That all providers of medical services, including mental health trusts, should implement the Friends and Family Test (FFT) as required by Government***

Islington CCG monitors patient experience on ongoing basis with all local Trusts. As of November 2015 all Islington NHS Provider Trusts¹ have fully implemented the FFT and are meeting the core requirements as per NHS England guidance. Whittington Health is currently engaged with a pilot for the Emergency department using SMS Text messaging to improve response rates.

Most if not all Islington practices have been assessed by the Care Quality Commission (CQC) and their assessment involves looking at FFT data, also their own feedback questionnaires, interviews with patients and Patient Participation Groups (PPG) and reviewing NHS choices comments.

4.2 ***Recommendation 2: That all FFTs should include an 'open' supplementary question which invites comment***

All Islington NHS Provider Trusts currently include a supplementary 'open' question allowing patients to expand on their response. Since the initial response to the Scrutiny Committee the Whittington does now collect the four demographic characteristics in line with other providers.

4.3 ***Recommendation 3: That all providers should actively promote and encourage patients to complete the FFT, both with posters and face to face***

All Islington NHS Provider Trusts use a variety of methods to promote completion of the FFT including the active promotion and encouragement to complete the FFT by staff, former service users and volunteers; the use of FFT cards; posters; pullup banners; the Trust websites; cartoons in children's day care; and display of results on public notice boards/quality boards.

Staff are encouraged to ask patients to complete the test as part of their process in outpatient and day care setting which can be accessed by patients via PC, smartphone etc. Comments relating to individual staff are forwarded to them. 'You said, We did' posters are also displayed to demonstrate the value of patient and career feedback.

The CCG continues to monitor and discuss FFT with providers throughout the year within the regular contract meetings. This includes focusing upon satisfaction levels and response rates.

4.4 ***Recommendation 4: That all providers should display monthly statistical results of the FFT and a brief description of how any other comments or suggestions have been addressed***

All Islington NHS Provider Trusts continue to display statistical results of the FFTs and have 'you said, we did' boards in some areas and at some of their sites. Trusts are providing this information in a variety of accessible ways suitable for a range of patients/public.

For example, at Moorfields clinical areas display FFT results in their departments, and in the main foyer they are updated on a monthly basis, with actions outlined as "You Said, We did". Full results by site and department are published on a quarterly basis on the trust website, including "You said, We did" actions taken as a response and including selected comments from patients. One action taken as a result of patient feedback is better signage throughout the City Road site.

¹ Camden and Islington NHS Foundation Trust; Moorfields Eye Hospital NHS Foundation Trust; University College London Hospitals NHS Foundation Trust; Whittington Health NHS Trust

At Whittington Health the FFT dashboard provides services with daily, weekly, monthly and /or quarterly data feedback reports. All clinical services have patient experience feedback boards where the FFT results are updated, using the 'You said, We did' model. The 'You said, We did' feedback is also on the Trust website and presented and discussed at a number of strategic committee's;

- Within the Integrated Clinical Service Units
- At the Trust Quality Committee
- At the Patient Experience Committee
- At Trust Board where data is included in the operational performance report

4.5 ***Recommendation 5: That Islington CCG should actively encourage and support providers in promoting and publicising results, and also in monitoring results and reporting them back to the Health and Care Scrutiny Committee***

Islington Clinical Commissioning Group (Islington CCG) continues to work with providers to ensure that they utilise the Friends and Family Test (FFT) within services. The results are shared with the CCG as part of the assurance process of provider's quality and safety. They are also published at monthly intervals on both NHS England and NHS Choices websites

The CCG assurance process of the quality and safety of provider services includes discussions on both national and local patient experience data with providers as part of its contract monitoring. These discussions occur on a regular basis providing a forum to triangulate different data sources, challenge, and seek assurance on appropriate actions to respond to this information. This includes looking at FFT.

Since the last report to the Health and Care Scrutiny Committee in November 2015 Camden and Islington Foundation Trust have extended the use of the Friends and Family Test out to a wider range of mental health services they provide.

4.6 ***Recommendation 6: That providers should offer a number of methods of collecting results of the test, including a verbal response, written forms, hand held devices and internet. Websites should display a link to the feedback form prominently on the homepage and providers should ensure a fully inclusive response to the tests from all sectors of the community.***

Patient and carers continue to have several methods by which they can undertake the FFT. These include online systems; website forms; electronic devices e.g. iPads and paper/card forms to fill out (assistance is given by staff if needed). Interactive Voice Recording (IVR), an automated voice asking patients the FFT question is available for those without smartphones. The test is available in Easy Read format, child adapted format, large print, and is available in several languages. It is also available online via the trust websites on the Friends and Family webpage.

The Trusts continue to make reasonable adjustments for patients who are unable to complete the FFT via these methods/channels. For instance, paper versions are used by some Trusts for older people with dementia who have difficulty using iPads. And large-print, easy read and braille versions of the FFT are made available for people with visual impairments and people with learning disabilities. Help is also provided by staff to collect information verbally. Most Trust's made translated versions of their FFT available or had plans to implement translated versions in the near future.

The Trusts online FFT forms can be found at these links:

Whittington Health <https://www.whittington.nhs.uk/default.asp?c=11885>

University College London Hospital:
<https://www.uclh.nhs.uk/News/Pages/HowfriendsandfamilyrateUCLH.aspx>

Moorfields Eye Hospital: <http://www.moorfields.nhs.uk/content/friends-and-family-test>

Camden and Islington Foundation Trust: <http://www.candi.nhs.uk/service-users-and-carers/friends-and-family-test>

4.7 **Recommendation 7: That the CCG work with the Council to develop a similar feedback model for public health services**

Currently there is no one single patient feedback process or set of questions that are used as a standard feedback test, similar to the NHS Friends and Family Test, across Public Health commissioned services.

Camden and Islington Public Health (PH) and Islington CCG leads have discussed the appropriateness of using Friends and Family type test for public health services. However, this is not recommended for the following reasons:

- The nature of the PH contracts vary, and the FFT is not applicable in all circumstances
- Benchmarking FFT information is not recommended, instead progress should be tracked for individual providers, and more PH appropriate measures can be developed for this purpose.

The Public Health commissioning team is in the process of introducing standardisation of monitoring across the range of PH services, and user satisfaction measures will be a part of this, as already reported earlier. The PH performance dashboard will capture high level indicators, and work is taking place to identify standard satisfaction indicator that can be collated from all commissioned services.

There is already an established process as part of the standardised contract monitoring approach for collating information on complaints and compliments.

As reported last year FFT information will be available for PH services delivered by NHS Trusts. But as stated, the feedback from this should be considered at individual service level and tracked retrospectively, and should not be benchmarked between services.

5. Implications

5.1. Financial implications

This report provides a number of recommendations affecting various organisations.

There are no financial implications as a direct result of this report.

Any plans or strategies derived or agreed in relation to this report should use existing available resources and therefore not create a budget pressure for the Council.

5.2. Legal Implications

None identified.

5.3. Resident Impact Assessment .

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account

of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

Neither the initial screening for a Resident Impact Assessment (RIA) nor a full RIA has been completed, as this is an information report only on work undertaken and thus has no additional resident and/or equalities implications.

5.4. Environmental Implications

None identified

6. Conclusion and reasons for recommendations

The Health and Care Scrutiny Committee is asked to:

- To note the progress on actions being taken forward to address the recommendations of the Health Scrutiny Committee's review of patient feedback mechanisms.

Background papers:

Scrutiny Review – patient feedback draft recommendations

<http://democracy.islington.gov.uk/documents/s4432/Draft%20recommendations%20-%20MK.pdf>

Patient Feedback – Executive Member's response to the Health and Care Scrutiny Committee's Recommendations, November 2015

<http://democracy.islington.gov.uk/documents/s6158/Executive%20members%20response%20to%20patient%20feedback%20scrutiny.pdf>

Final Report Clearance

Signed by



Julie Billett, Director of Public Health

Date 23 Dec. 16

Received by

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