

<b>NHS Cumbria CCG Governing Body</b>	<b>Agenda Item</b>
<b>17 April 2014</b>	<b>8</b>

### **Patient Experience Programme**

#### **Exec Summary/Purpose of report:**

This report updates the Governing Body on the programme to establish a Cumbria-wide patient experience system. The system will allow all patients to give their feedback on all main provider services to be displayed on a comprehensive web site. This transparent feedback will be available as a real-time resource, and is in line with the partnership strategy of the Cumbria Healthcare Alliance. It will cover whole pathways of care enabling patients, parents and carers to rate and review services.

It is the first of its kind in the UK and will provide a rich resource for the CCG and the public. The CCG will develop the system as a quality metric which will become a contractual measure in future commissioning rounds. The development of this system puts Cumbria at the forefront of the national initiative to harness patient feedback to drive improvements in service quality.

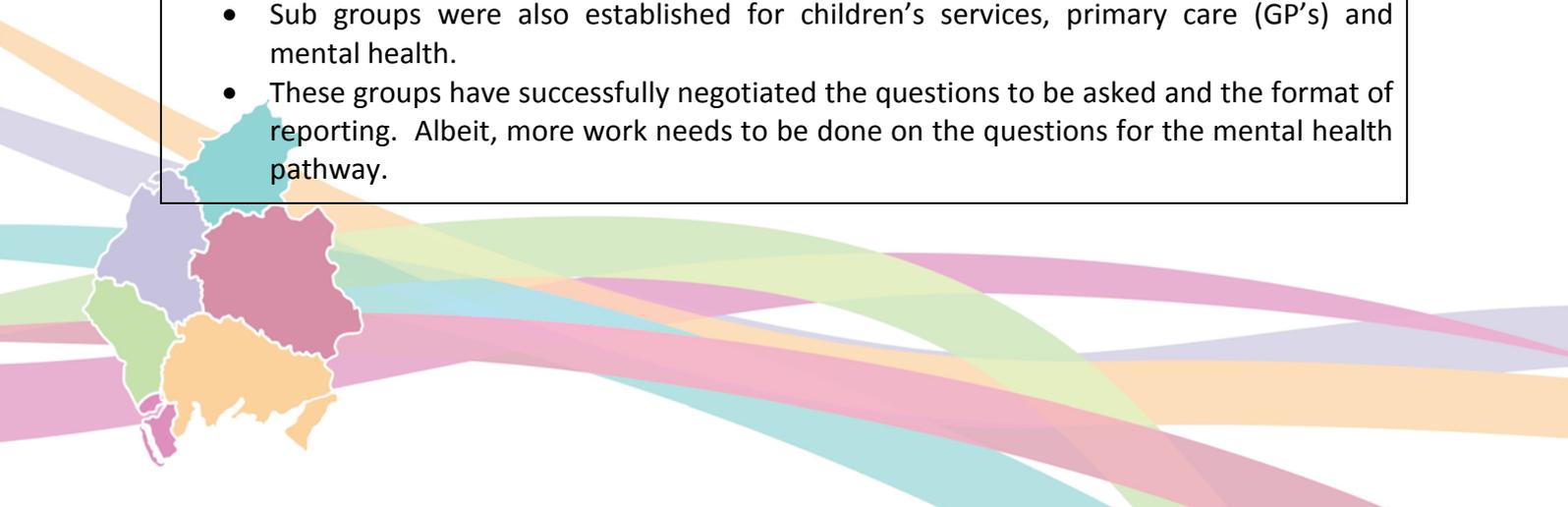
This report is a 'work in progress' update and provides background, current status and future developments. It also outlines potential cost implications for ongoing maintenance and development.

This report will be supported by a presentation of the system to the Governing Body at the meeting.

The questions that are being utilised in each setting or pathway are attached for information at Appendix A.

#### **Key Issues & Recommendations:**

- In January 2013, following an extensive procurement exercise, NHS Cumbria CCG Executive appointed iWantGreatCare as its development partner for a county-wide patient feedback system.
- The CCG set up a steering group to progress the project. This included representatives from all provider organisations and Healthwatch. Cumbria County Council has also been party to the system formulation.
- Sub groups were also established for children's services, primary care (GP's) and mental health.
- These groups have successfully negotiated the questions to be asked and the format of reporting. Albeit, more work needs to be done on the questions for the mental health pathway.



- The CCG and iWantGreatCare have now established an agreed directory of services with all providers, which will form the basis of the web-based feedback system.
- Since January, feedback has already been gathered across the children's services pathway within the acute hospital settings, with roll out to commence shortly within Cumbria Partnership Trust.
- Subject to final clarification and adjustments to the information exchange process between relevant organisations, the first version of the comprehensive system will 'go live' later this month. This will be supported by a comprehensive communications strategy led by the CCG but inclusive of all main providers.
- The CCG has also secured £100,000 from NHS England to promote the use of on line tablet devices within the children's services pathway. This will allow children to give their feedback directly online in a number of care settings.
- The next steps are rolling out the service through primary care and mental health.
- The steering group will continue to develop and monitor the project to ensure a fully functional comprehensive feedback system is in place by the end of the contractual period with iWantGreatCare in January 2015.
- Some work remains to ensure all provider systems are compliant with the CCG/iWantGreatCare platform. This will enable data to be collected which allows comparison across all care settings and providers.

Financial implications:

At the end of the iWantGreatCare contract in January 2015 there will be:

1. Maintenance and development cost to the CCG of £12,000 p.a.
2. Printing and paper cost: TBD
3. Specific project development costs: TBD as per CCG determination
4. Data integration costs for non-compliant systems: TBD

### Recommendations

The Governing Body is asked to NOTE:

1. progress of the patient experience steering group
2. work in progress of the sub groups
3. financial implications of maintenance and development

<b>Management Sponsor</b>	Laura Carr, Lead Nurse & Clinical Director MH&LD
<b>Clinical Sponsor</b>	Rachel Preston, GP Lead Eden
<b>Presented By</b>	Jon Rush, Lay Member – Public & Patient Engagement
<b>Contact Details</b>	Jon.rush@cumbriaccg.nhs.uk

## **Patient Experience Programme – Appendix A**

### **Hospital Setting**

1. How likely are you to recommend this ward/MIU to friends and family if they needed similar care or treatment?
2. Were you treated with dignity and respect?
3. Were you involved as much as you wanted to be in decisions about your care and treatment?
4. Did you receive timely information about your care and treatment?
5. Was the location clean?
6. Were you treated with kindness and compassion by the staff looking after you?
7. Free Text Question.

### **Adult Community Care**

1. How likely are you to recommend our service to your friends and family if they needed similar care or treatment?
2. Were you treated with dignity and respect?
3. Were you involved as much as you wanted to be in your care and treatment?
4. Did you receive clear information about your care and treatment?
5. Were you treated with kindness and compassion by all the staff looking after you?
6. Free Text Question

### **GP Practices**

1. How likely are you to recommend this surgery to your friends and family if they needed care or treatment?
2. Were you involved enough in decisions made about your care and treatment?
3. Is the surgery clean?
4. Are the receptionists helpful?
5. Is it easy to get an appointment (either by telephone and/or at the practice)?
6. Free Text Question



## Questions for Children

1. What did you think about your care?
2. Were the people looking after you kind?
3. Did people help you understand what was going to happen?
4. Did people listen to you?
5. Did you feel safe?
6. Is there anything else you'd like to tell us about your care?
7. I am: (Boy/Girl)
8. How old are you? (Age)