

**BATH & NORTH EAST SOMERSET
SWINDON & WILTSHIRE
INTEGRATED URGENT CARE SERVICE**

**Healthwatch Swindon
Patient Participation Group Forum
5 February 2020**

Patient Engagement Coordinator



- Complaints
- Compliments & Feedback Cards
- Engagement Events



Who are we?

“We are one of the first services in the UK to deliver truly integrated urgent care services with our NHS 111 partner, Vocare.”

Liz Rugg
Managing Director



Head Office – Fox Talbot House, Chippenham





Around the clock healthcare

Use the right service

 <h2>Self care</h2> <p>Visit www.nhs.uk</p> <ul style="list-style-type: none">Minor cuts and grazesbruises and minor sprainsCoughs and coldsSore throat	 <h2>Pharmacy</h2> <ul style="list-style-type: none">Minor ailmentsBites and stingsUpset stomachMedication advice	 <h2>NHS 111</h2> <ul style="list-style-type: none">Feeling unwell?Need medical advice?Don't have a GP to call?	 <h2>GP Advice</h2> <p>Out of hours call 111</p> <ul style="list-style-type: none">Persistent symptomsChronic painLong term conditions	 <h2>Urgent Care Centres</h2> <ul style="list-style-type: none">Breaks and sprainsX-Ray and ultrasoundCuts and grazesFever and rashes	 <h2>A&E or 999</h2> <p>Emergencies only</p> <ul style="list-style-type: none">ChokingChest painBlacking outSerious blood loss
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GP Out of Hours Service



PRIMARY CARE CENTRE LOCATIONS

1. Chippenham Community Hospital
2. Trowbridge Community Hospital
3. Salisbury Foundation Trust
4. Savernake Community Hospital
5. Warminster Community Hospital (weekends only)
6. Devizes Community Hospital (Saturdays only)
7. RUH, Bath
8. Paulton Memorial Hospital (weekends only)
9. **Moredon Medical Practice**
10. **Swindon Health Centre**

Children and Young People Clinics (CYP)

Swindon
ONLY

- The CYP telephone lines open at 8am.
- Parents or guardians can phone us directly.
- Children aged 12 weeks to 18 years.
- Clinics are held at Moredon & Swindon Health Centre. 7 days per week.
- Mon to Fri 8am to 8pm.
- Saturdays and Sundays 8am until 4pm.

Managing Your Child's Health



Adult SUCCESS clinics – for people with urgent medical conditions who cannot wait more than 24 hours to see a GP

- Appointments are available through the patients own GP.
- We are open 8am to 8pm each day at Moredon and Swindon Health Centre.
- Two clinics are available at each base.

Children's Feedback

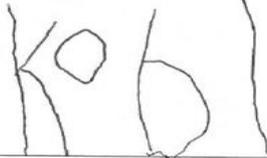
We would like to know what was really good, and what we could do better. Please tell us in the box below.



Absolutely Fab! Much easier to get children seen, which is very important! A*** service from Crystal!



Are you a...



Girl



Boy

How old are you?



Under 10



11-16 years old



16 or over



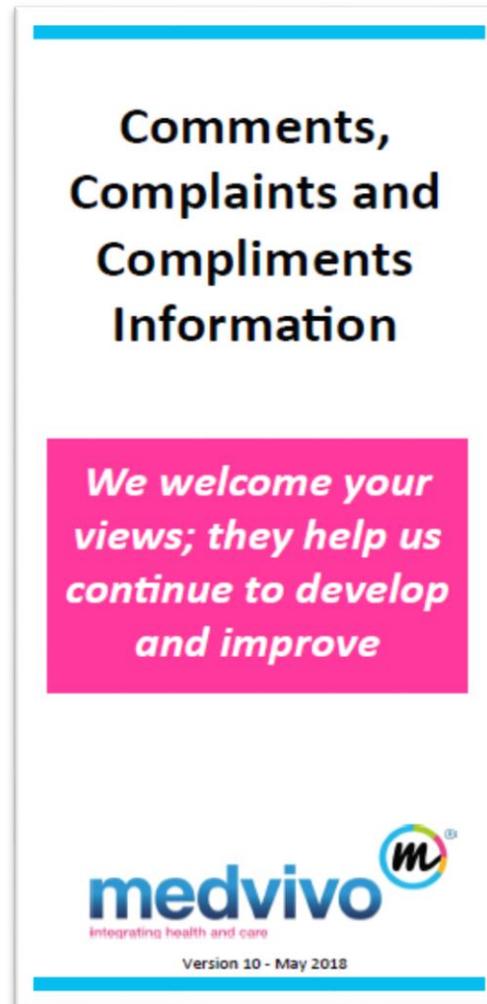
Please return to Medvivo (Children's Clinic) in the pre-paid envelope or post to:
Fox Talbot House, Greenways Business Park, Chippenham, Wiltshire SN15 1BN

**"Absolutely Fab! Much easier to get children seen, which is very important!
A*** service from Crystal!"**

Complaints process

COMPLAINTS LEAFLET

- How to give feedback?
- How do I make a complaint?
- What happens next?
- Resolving your complaint?
- Additional help



Feedback & complaint principles

- Impartiality
- Sensitivity
- Confidentiality
- Communication
- Openness
- Ownership
- Timely
- Appropriate Response
- Quality Enhancement
- Accountability

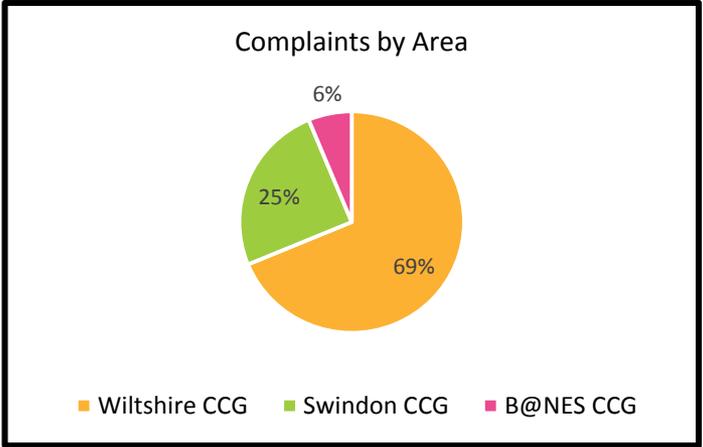
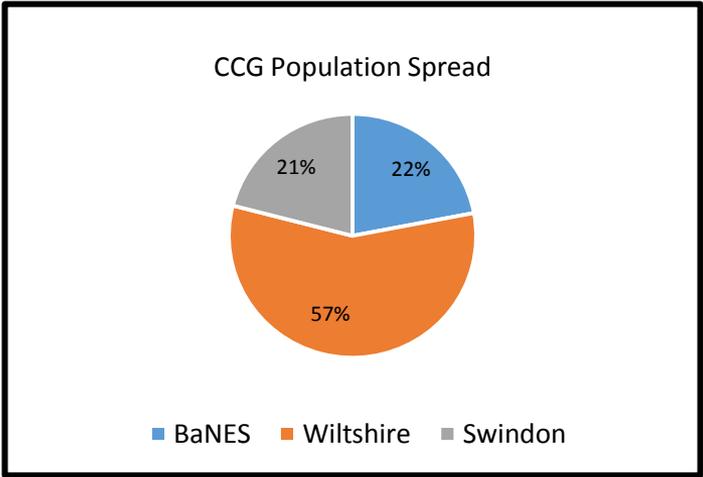
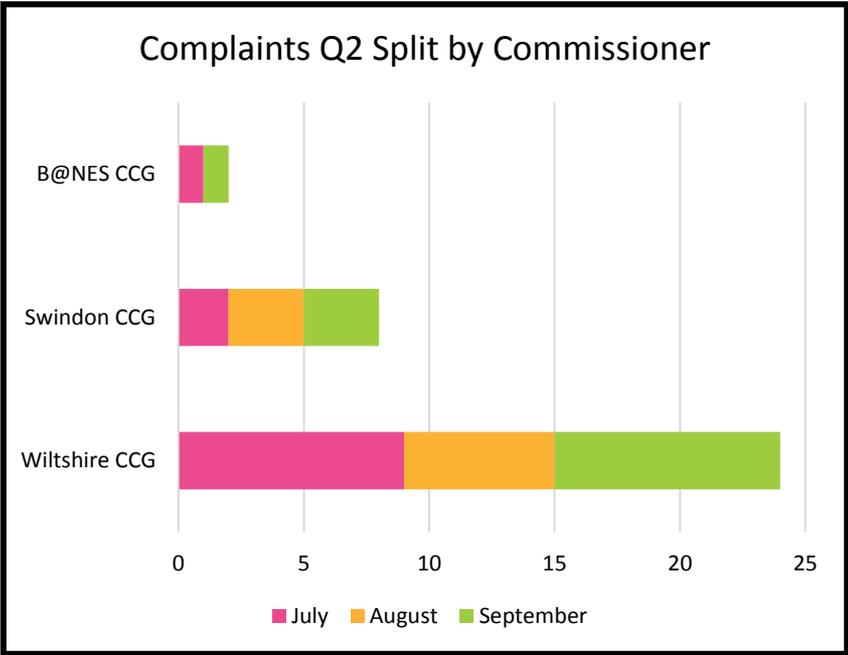
Number of complaints

We receive on average 7.4 complaints per month

This is 0.024% of patient contacts resulting in a complaint.

Q2 Quality Report 2019.

Complaint Geography



Most common complaint



Complaint Themes – Q2 Jul to Sept 2019

Theme of Complaint	No. of Complaints
Communication	9
Clinician's manner	7
Clinical - diagnosis	5
Call back issue	4
Dental appointments	3
Waiting time for appointment/visit	2
Quality of Service	1
Documentation issue	2
Discrimination	1
Responder manner	1

Communication Theme - examples

Daughter felt that OOH GP gave false information regarding pharmacy opening time and that she travelled unnecessarily to collect medication and then pharmacy was closed. Medication was morphine which she collected the following day. Medication was for her mum (who passed away in care home a few days later). **Outcome:** Sincere apology was given. GP was an agency GP did not know the area and he will look on the DOS (Directory of Service) next time.

Up-held

Patient called in to request repeat medications as they were not registered with a GP practice. It was explained to the patient that this was not a service offered by NHS111 under normal circumstances and the patient ultimately needed to register with a GP. Patient raised a complaint, because during a previous call they had recently made to 111, the Clinician had explained they could call anytime to arrange additional medications. **Outcome:** A review of the calls shows this was not the case and the OOH Clinician had highlighted the need to register with a GP to obtain repeat medications.

Not Up-held

Each case is treated individually

Letter of Condolence



Thorough Investigation

Risk Committee



All complaints and patient feedback are discussed at a weekly *Risk Committee* meeting.

All service leads and relevant managers from across the service attend this meeting. The meeting discusses all open complaints and ensures that there is a thorough investigation conducted and that learning is identified.

The frequency of how often cases are discussed is determined by how complex or concerning they are. This process continues until they are closed - this ensures accountability and transparency across the organisation.

Any learning gained from the investigation is highlighted and shared, so that steps can be taken to *reduce the risk* of it happening again.

Final steps

Once the investigation has been completed, the complaint response is written:

- The response is individualised and quality checked to ensure it specifically responds to the concerns that were raised
- The response will include any action we have taken, or an explanation as to why the complaint was not upheld
- The letter is not the end of the process. A further telephone conversation or a meeting is offered for any further questions
- If preferred, the outcome of the investigation can be shared over the telephone or at a meeting, rather than in writing.



Complaint process survey

Q5: I always knew what was happening with my complaint:

- Strongly agree Agree Neither agree or disagree
 Disagree Strongly disagree (Please provide any comments)

Q6: I felt that the response was personal to me and specific to the nature of my complaint:

- Strongly agree Agree Neither agree or disagree
 Disagree Strongly disagree (Please provide any comments)

Q7: I felt that the response received directly addressed my complaint:

- Strongly agree Agree Neither agree or disagree
 Disagree Strongly disagree (Please provide any comments)

Q8: I felt that my complaint had been handled fairly:

- Yes No (Please provide any comments)

Q12: Is there any other feedback you'd like to give us about how your complaint was handled? (Please provide comments)

I could tell they had taken the time to recheck phone calls and felt it was taken seriously. Thank you

Q11: Overall, how satisfied were you with the complaints process?

- Extremely satisfied Satisfied Neither satisfied nor dissatisfied
 Dissatisfied Very dissatisfied (Please provide any comments)

Q12: Is there any other feedback you'd like to give us about how your complaint was handled? (Please provide comments)

HANDLED VERY PROFESSIONALLY, THANK YOU.

Group of 50

NEW

The Group of 50 concept grew from a discussion with NAPP (National Association of Patient Participation), who provide support to primary care patient participation groups. There is not a similar association who support Out of Hours providers with their engagement.



A

B

C

NAPP have their own 'Group of 100' which is a group of 100 people across England who have agreed to respond to a monthly survey. The survey could be about satisfaction with the service or to ask for views on proposed changes.

Medvivo have taken this idea, expanded upon it and in discussions with its Commissioners has set up its own 'Group of 50' across the three commissioning areas: Wiltshire, Swindon and BaNES (Bath & North East Somerset).

Being a member of the virtual group would mean:

- Being asked for your views via a survey, no more than one per month
- Sharing the survey with your contacts to ask them to complete it too
- We will send you survey results and an action plan
- We will send you a quarterly patient newsletter – also to be shared with your contacts

JOIN US

Complete the 'Expression of Interest Form' and hand it back to me if you would like to join the Group of 50.



**Thank you for listening
Any questions?**



ALTOGETHER **BETTER**