

Report Title	Patient Voice Scorecard		
Sponsoring Executive	Kam Dhami, Director of Governance		
Report Author	Kam Dhami, Director of Governance		
Meeting	Trust Board (Public)	Date	5 th March 2020

1. Suggested discussion points *[two or three issues you consider the Trust Board should focus on]*

Production of this first scorecard has identified that there is variability in use of points of report across Points of Care and different services. Some low take up is reported here and some possible flags of concern. There are some highlighted strengths.

Not all data has routinely been collated into Directorates, which is unacceptable two years after we moved to this principal reporting system. This will change ready for April.

We will progress work in areas where reporting or take up is low. We will use the upcoming April First Friday to identify by conversation potential reasons for that in specific services. By Q2 we would expect to structure a review with Healthwatch of these reporting mechanisms.

The focus of immediate attention remains BMEC.

2. Alignment to 2020 Vision *[indicate with an 'X' which Plan this paper supports]*

Safety Plan		Public Health Plan		People Plan & Education Plan	
Quality Plan	x	Research and Development		Estates Plan	
Financial Plan		Digital Plan		Other <i>[specify in the paper]</i>	x

3. Previous consideration *[where has this paper been previously discussed?]*

The format was discussed at the Board in December 2019

4. Recommendation(s)

The Trust Board is asked to:

- a. **NOTE** the evolving nature of this new report which will inform Quality and Safety work at Group level in 2020-21
- b. **SUPPORT** the thematic review of concerns raised about BMEC in April 2020

5. Impact *[indicate with an 'X' which governance initiatives this matter relates to and where shown elaborate]*

Trust Risk Register		n/a				
Board Assurance Framework		n/a				
Equality Impact Assessment	Is this required?	Y		N	X	If 'Y' date completed
Quality Impact Assessment	Is this required?	Y		N	X	If 'Y' date completed

SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

Report to the Public Trust Board: 5th March 2020

Patient Voice Scorecard

1. Background

- 1.1 The Board discussed the sufficiency of the current sources of feedback received from patients in December 2019. The scale of the feedback sought and obtained through various means is significant. But it is also the case that at Trust or Group level it is not obvious where or how all of this data is set out together to provide the opportunity to see patterns or omissions. Data comes into the organisation at different times and levels, in different taxonomy, and is responded to, but there is a risk that we are missing key messages or changes to learn across our organisation.
- 1.2 Within those discussions it was agreed that a **Patient Voice scorecard** would be created which could be routinely used by the Board, the Quality and Safety Committee and Executive Quality Committee to see whether the spread of patient feedback is truly covering all of our service lines and core services.
- 1.3 All of the data included in the scorecard at **Annex 1** is already available at clinical directorate level and covers the period October 2019 – December 2019. It is being presented in one place for the first time and gives us a baseline going into the coming public sector year.

2. Interpretation

- 2.1 The Board is equally concerned where we have high numbers of negative reviews (Red) in this format, or those where activity seems peculiarly low (Amber). For example non-medical wards use of Purple Point might suggest very limited direction of families to this service. Likewise we have some services with low rates of FFT or survey response, albeit subsequent data shows big strides in the maternity FFT volume.
- 2.2 The Board has acknowledged before metrics of dissatisfaction with BMEC, focused on both eye casualty and outpatient administration. The strongest single message from this data remains that this remains an issue. It is proposed that a thematic review of BMEC 2019-20 complaints (formal and informal) is discussed with the Board's Quality and Safety Committee in April 2020, alongside a remedy plan.

3. Next steps

- 3.1 A significant number of **compliments** are received daily from patients and relatives through a variety of routes such as 'thank you' cards, letters of appreciation, emails. Various approaches have been taken to capture this information on a regular basis but

not sustained, mainly because of the volume of positive messages received. This will be revisited and a way found that allows for this important data to be easily recorded and retrieved. Compliments will then be included in the scorecard.

- 3.2 PLACE data has just been published and will be integrated into this report in its next iteration. The Trust has seen some deterioration in standing but overall retains a strong position on these measures.
- 3.3 Next time the document is issued survey response rates will be augmented by net promoter scores' inclusion. This metric changes within FFT in April.

4. Recommendations

4.1 The Trust Board is asked to:

- a. **NOTE** the evolving nature of this new report which will inform Quality and Safety work at Group level in 2020-21
- b. **SUPPORT** the thematic review of concerns raised about BMEC in April 2020

Kam Dhami
Director of Governance

27th February 2020

Annex 1: Patient Voice Scorecard – October to December 2020