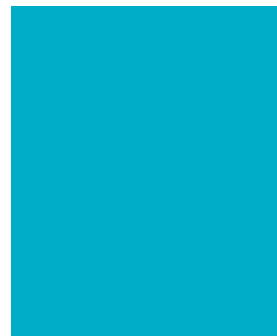


# Wiser with Age conference

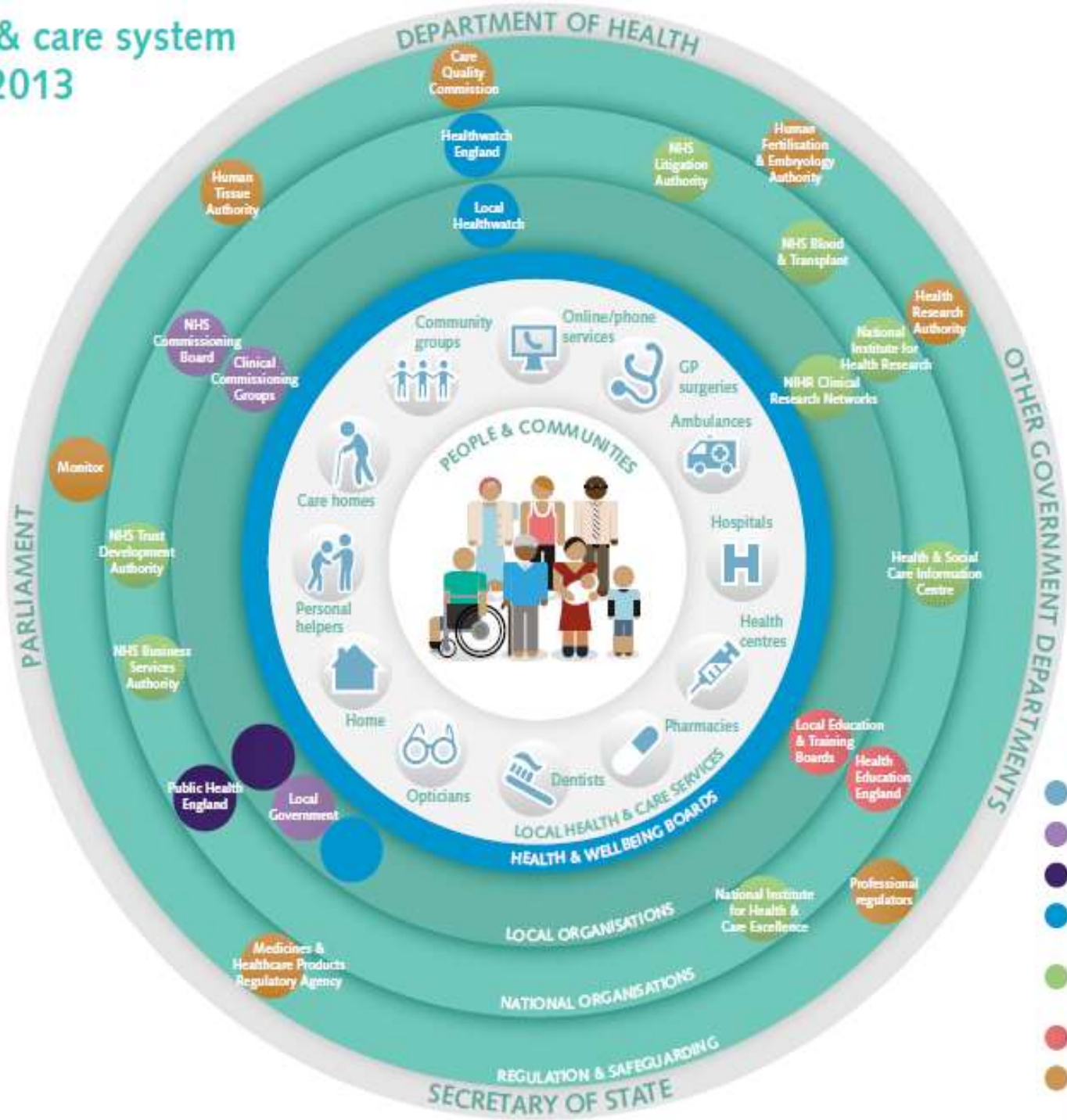
Angela Hamilton, Head of Patient & Public Voice  
NHS England North



October 2013



# The health & care system from April 2013



- KEY**
- Providing care
  - Commissioning care
  - Improving public health
  - Empowering people and local communities
  - Supporting the health and care system
  - Education and training
  - Safeguarding patients' interests

## You tube click

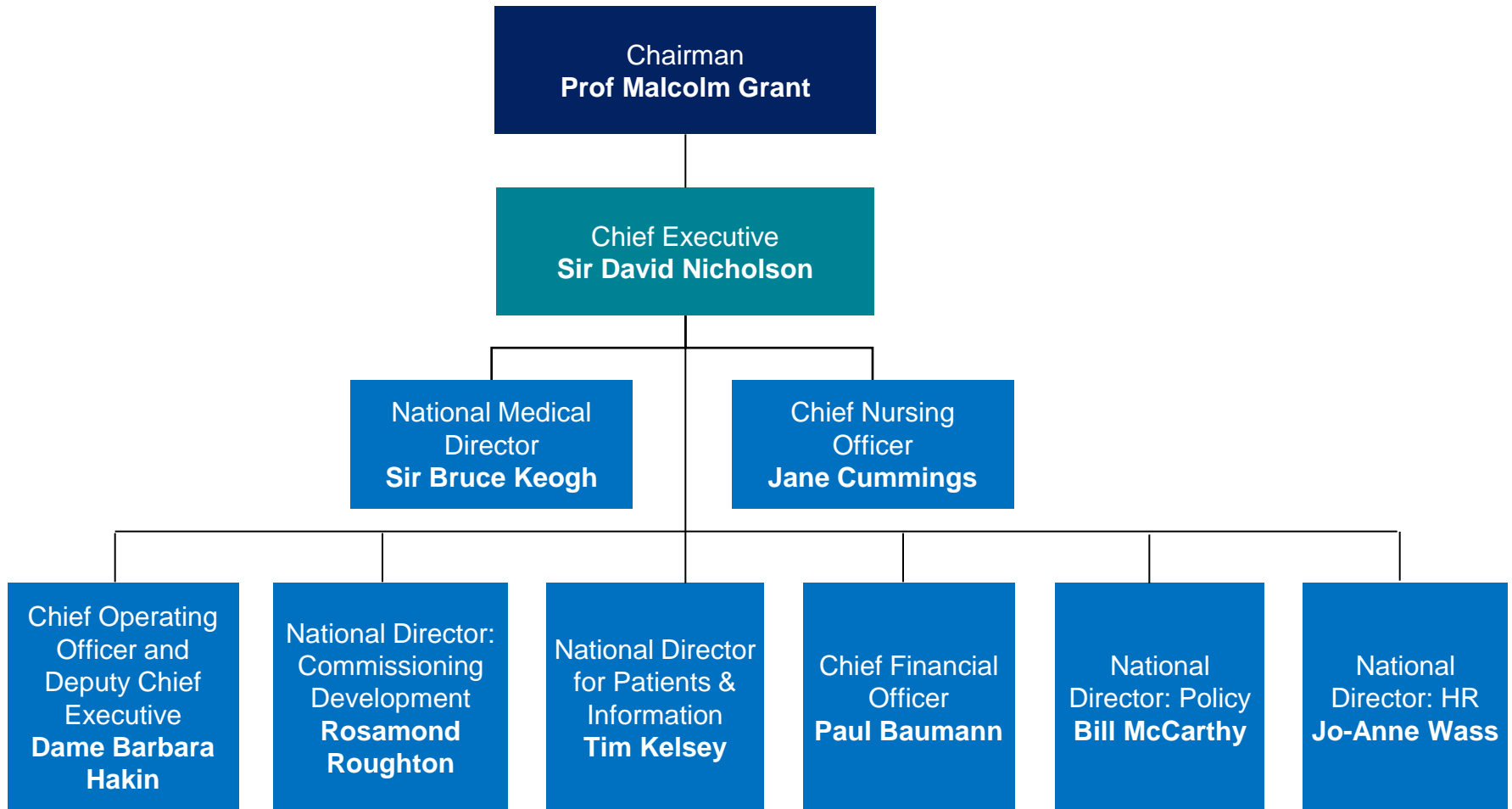
- Play video <http://youtu.be/8CSp6HsQVtw>

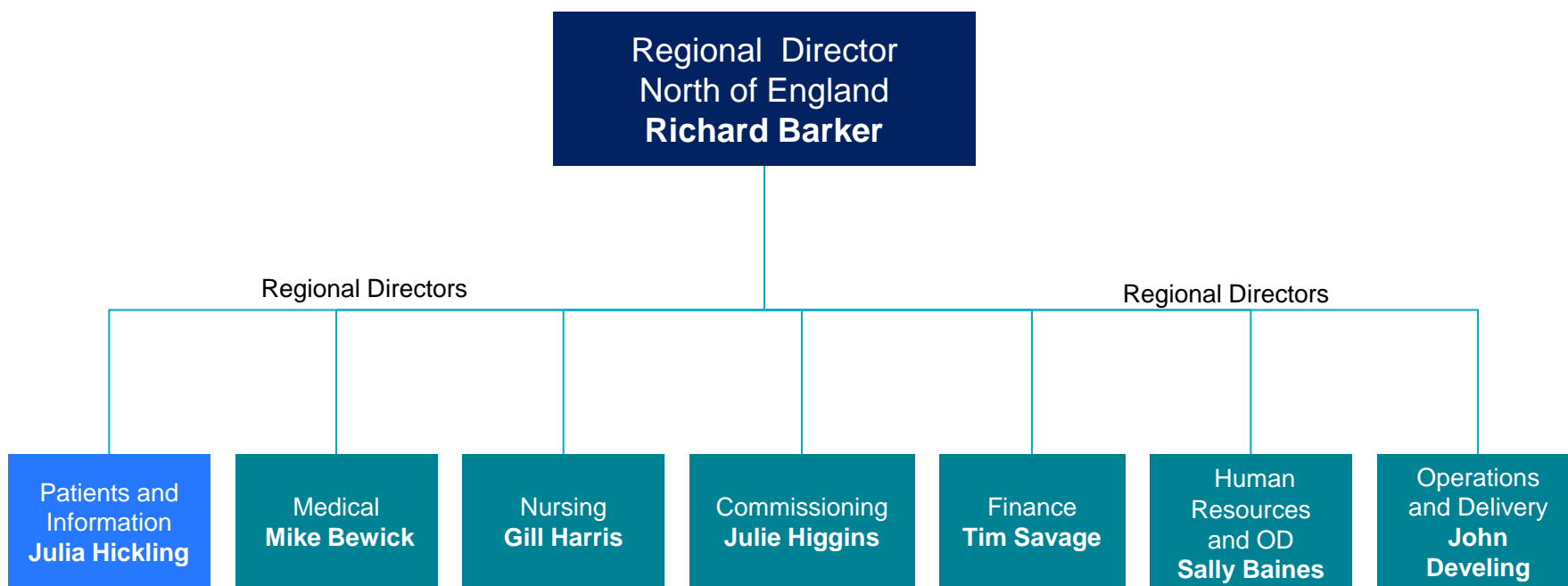
# NHS England vision is that



Everyone has greater control of their health and their wellbeing, supported to live longer, healthier lives by high quality health and care services that are compassionate, inclusive and constantly-improving.

# NHS England's Directorates





# NHS England North: Region & Area Teams



**Richard Barker**  
North region

**John Lawlor**

**Cameron Ward**

**Chris Long**

**Richard Jones**

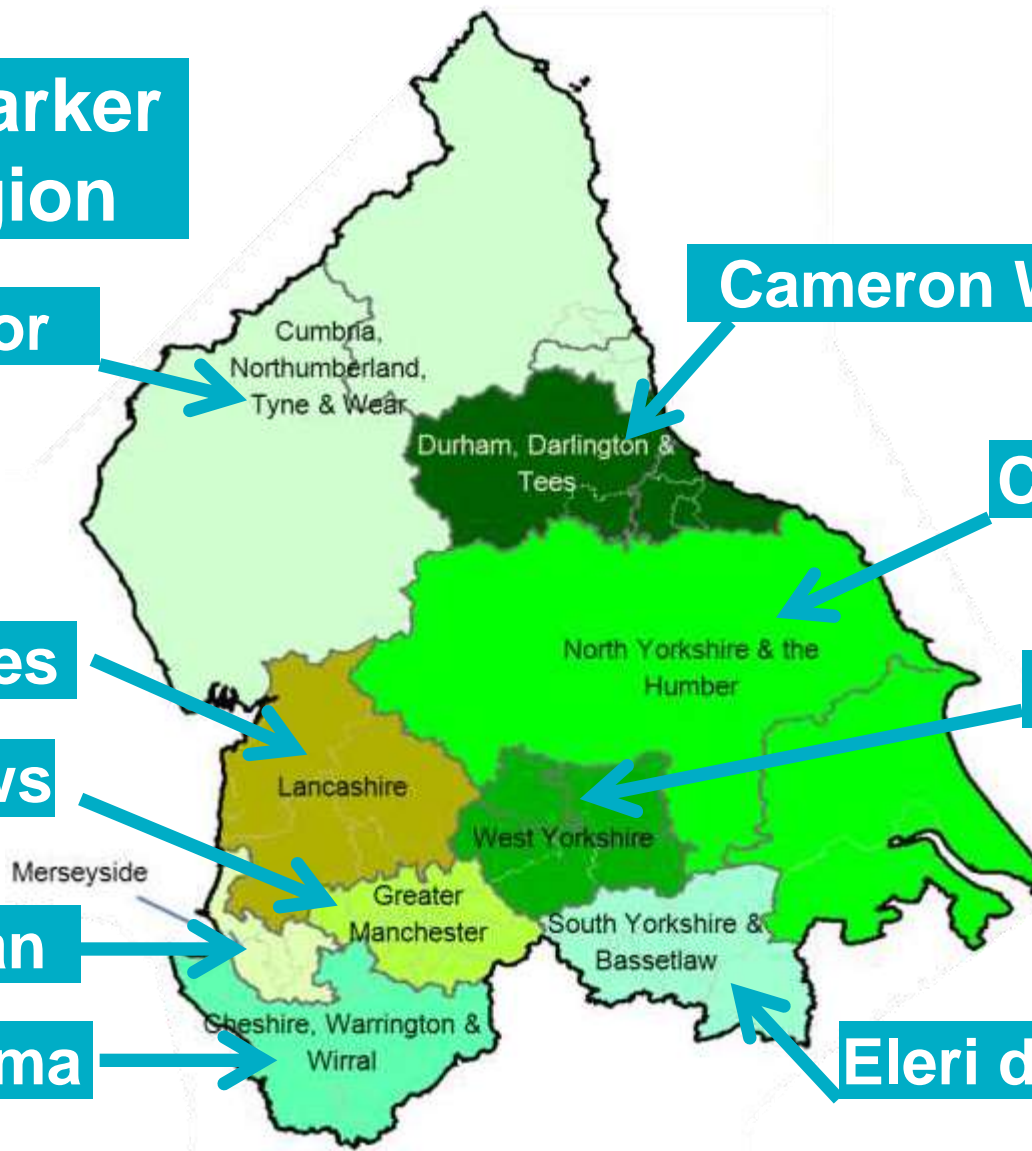
**Andy Buck**

**Mike Burrows**

**Clare Duggan**

**Moira Dumma**

**Eleri de Gilbert**



# National Patients & Information



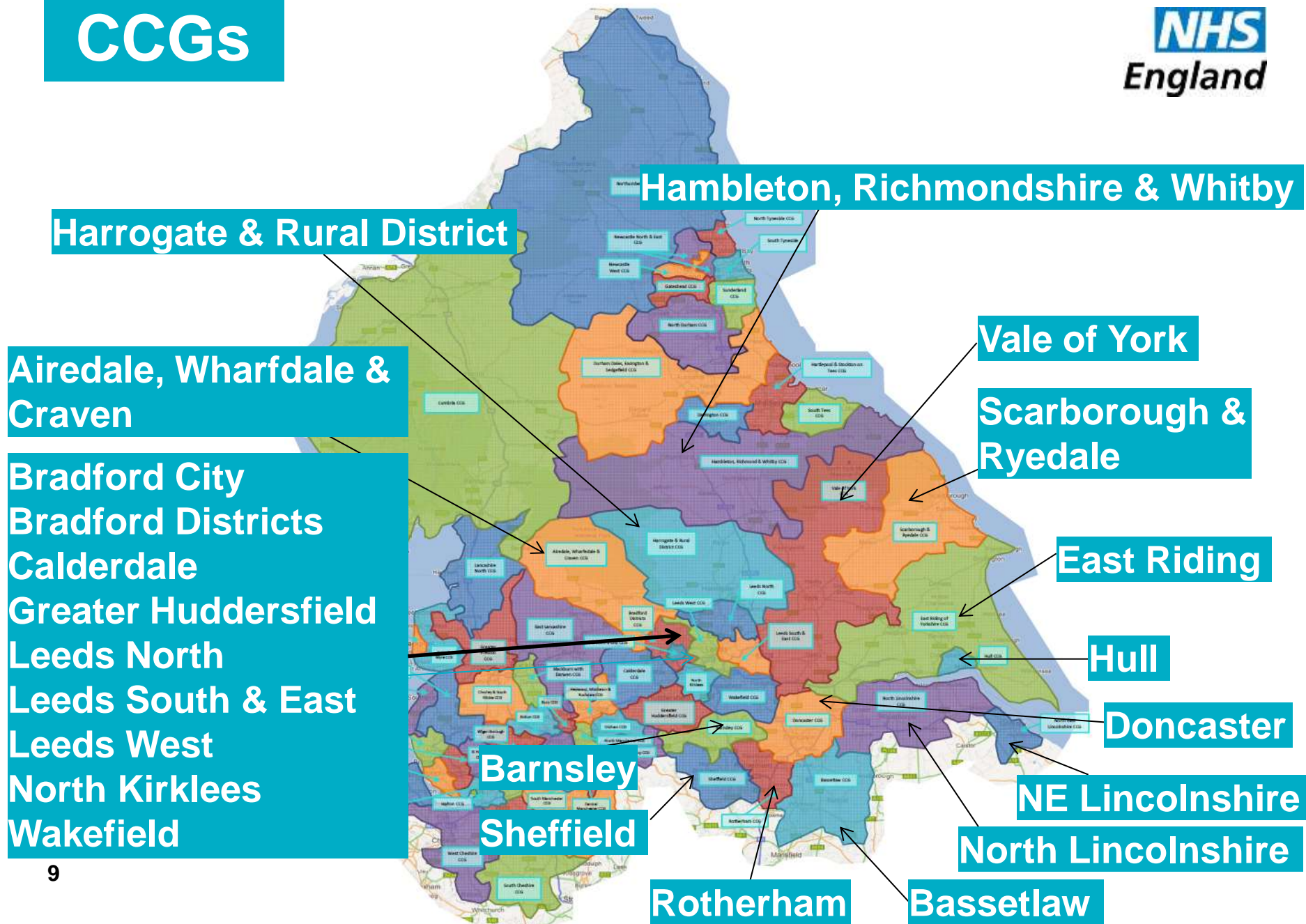
National Director for Patients  
& Information  
**Tim Kelsey**

Support Team

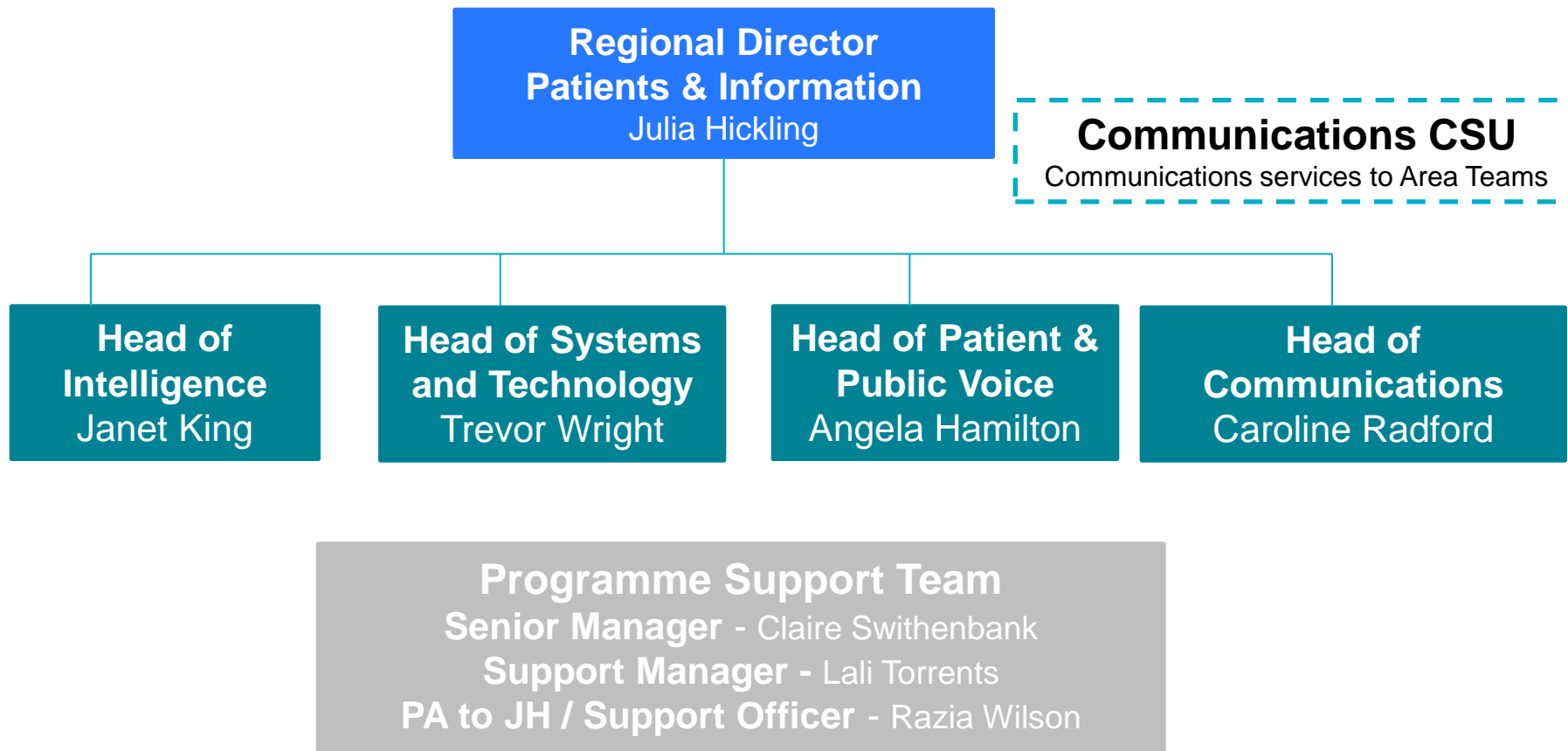




# CCGs



# Regional Patients and Information



For the first time, information, technology and communications functions in the NHS have been brought together in one place to facilitate excellence in transparency and participation

# Patient and Public Voice

## Putting the citizen at the heart of the NHS

### Insight

- Friends and Family test roll out to Acute trusts by April 2013 and then primary care
- Comprehensive real time plan for patient feedback published by April 2013
- Provide support and assurance for high quality deployment of market research tools among CCGs



### Involvement

- New Civil Society Assembly
- New social media network for patient groups
- Provide support and assurance for world class patient and public participation by CCGs



### Patient empowerment

- A programme to support information as a health service to be published by April 2013 to promote self-care, health literacy and health champions

**Turning the NHS into a social movement and creating the conditions for an equal, balanced and reciprocal relationship between citizens and the NHS**

# How to get involved

## GP Practice



Patient Participation Group

## Care Connect

### Talk to us

We'll listen to you  
and take action.

Contact us online at [www.nhs.uk/CareConnect](http://www.nhs.uk/CareConnect)

[@CareConnectNHS](#)

[CareConnectNHS](#)

Text us on 65114

Call us on 0800 151 0023 or 0300 200 0023\*



Share your experience



Ask a question



Report a problem

## Local community



# healthwatch



## Local hospital



membership

The NHS Friends and Family Test

# Friends and Family Test

- Announced by Prime Minister in May 2012
- Improving Patient Experience Key Priority in White Paper 'Equity and Excellence'
- Linked to Domain 4: Ensuring people have a positive experience of care in NHS Outcomes Framework
- Friends and Family Test is a simple comparable test which when combined with follow up questions provides a mechanism to identify poor performance and encourage staff to make improvements where services do not live up to the expectations of patients
- Real Time Data

# Why do it



# The Question

- The Friends and Family Test is based on one straightforward question that the NHS is asking people who are accessing a wide range of services
- “How likely are you to recommend our service to friends and family if they needed similar care”***
- Trusts must achieve a 15% response rate
  - Rated using Net Promoter Score



# How likely are you to recommend our service

- Extremely Likely
- Likely
- Neither likely or unlikely
- Unlikely
- Extremely Unlikely
- Don't Know

# Method of collection

- Trusts can use a variety of methods to gather the information:
- Card system
- SMS messaging
- Web based application
- Smartphone apps
- Electronic kiosk
- Token

# Position and progress

- Introduced in all Inpatient settings plus A&E Departments April 2013
- Introduced in Maternity Settings 1st October 2013
- Will be rolled out to Mental Health and Learning Disabilities; Outpatients and Day Care and Primary Care settings from April 2014
- Currently being tested by early adopter sites in those settings
- All NHS providers of care from April 2015 i.e. justice and health, military, children and YP, people with compromised sight and hearing

# Early and Shadow early Adopter Sites

- Excellent response to call for early adopters across the North
- All Shadow and Early adopters currently implementing the guidance, reporting and sharing their learning:
- Outpatients
- Mental health
- Dental practices
- G.P Practices
- Pharmacy

# Progress across the region

- **58,433** questionnaires were submitted in August an increase of **7.5%** since April.
- **66%** of providers achieved a combined response rate of **>15%**.
- NPS score for inpatients is **75** for the region.
- Inpatient service scores in the region range from 100 to 52.
- **Specialist hospitals continue to have higher scores for inpatient services than more general providers.**
- In August **11** wards out of **1,380** across the North scored an overall negative figure.
- NPS score for A&E has dropped to **54** for the region but no service has received a negative score.
- A&E service scores in the region range from 84 to 6.

- It will mean that staff from “boards to wards” have access to up-to-date patient feedback and thus will be informed and empowered to take immediate action to tackle areas of weak performance and build on success.
- Patients will be able to use the information to make decisions about their care and to challenge their local trusts to improve services while championing those who excel.
- Commissioners will have an up-to-date and comparable measure to use to benchmark providers and use in contract discussions.
- Tracking trends will provide validation of where targeted improvements are most effective.

# Improvements delivered

- Focus on how is the information being used to improve patient experience
- Providers taking action placed on feedback
- Examples of changes:
  - More privacy needed in triage area – provider is currently redesigning its triage area to provide privacy
  - Delay in dispensing prescription causing delays in discharge – programme of improved communications and advised to staff. Information put up at each patients bedside stating who the ward manager is and availability for answering queries