

Can we “hear the patient voice
at every level”?
Yes, we can.

Gina Alexander
Director, Patient Opinion Scotland
gina.alexander@patientopinion.org.uk
Twitter: [ginaaalexander](https://twitter.com/ginaaalexander)

Berwick Report, August 2013

“Hear the patient voice **at every level**
– even when that voice is a whisper”

**PEOPLE HAVE
ALWAYS TALKED !**





@Steph98
Steph Holman

Nearly had an operation by mistake - may
complain to the NHS
[#plymouthroyaleynfirm](#)

15 Sep via web
from Plymouth, Plymouth

[@NHS_HS](#) [@NHS_Lothian](#): Your neonatal
staff at Edinburgh Royal Infirmary are
fabulous - thank you will never be enough
bit.ly/1ePoPlF

← Reply ↻ Retweet ★ Favorite ... More

Sittin in a ward in Crosshouse Hospital
listenin to some Swedish House Mafia. They
wont give me the wifi... fb.me/1HpC3bp2k

← Reply ↻ Retweet ★ Favorite ... More

... hospital for everything
they did for my wife this weekend; she is
fighting fit again now!

11 Sep via [Twitter for BlackBerry®](#)

Barriers to feedback

- When people are dissatisfied, only 5% go on to complain
- Why?
 - ***“Nothing will be done”***
 - 32% (NAO, 2008), 25% (CQC, 2013)
 - ***“I will be seen as a troublemaker”***
 - 26% (CQC, 2013)

People are not wrong

“There is a lack of learning from complaints, and providers are not making clear to users that services are being improved as result.”

NAO, 2008

“More than half of those who had voiced a concern about poor care felt that their feedback wasn’t welcomed”

CQC, 2013

Imagine a world where

- **People** and **carers** can give honest feedback safely and easily
- **Staff** learn from knowing how their care is experienced
- **Services** can make small, steady improvements based on feedback
- **Everyone** can see how services are **listening** to users and **changing** in response



An independent site about your experiences of UK health services, *good or bad*.
We pass your stories to the right people to make a difference.

[▶ Information for professionals](#)[Home](#)[Tell your story](#)[About us](#)[▶ Search](#)

Search for stories about...

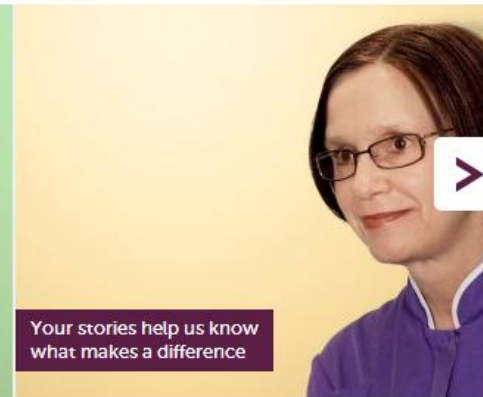
eg Leeds General Infirmary, heart surgery, depression, S3 8EN



I made sure my mum
could keep in touch



Now my cancer nurse
knows she helped me
cope



Your stories help us know
what makes a difference



Featured stories

[▶ View latest stories](#)

"I would have liked **more information** about what I can or shouldn't do once home"

About: Gilbert Bain Hospital / Ward 1 (surgical)

STORY HAS A RESPONSEexperienced by **4** others

"He left us in no doubt that our precious daughter was in **great hands**"

About: Bristol Royal Infirmary / Accident and emergency and South Western Ambulance Service NHS Foundation Trust / Emergency ambulance

STORY HAS A RESPONSEexperienced by **1** other

"They treated my mum as an **individual** and gave us some **comfort**"

STORY HAS A RESPONSEexperienced by **1** other

Make yourself heard

Whether you're a patient, carer or service user, share **your** story and help make a difference.

[▶ What's your story?](#)

Who's listening to your stories?

63,140 stories told

2,010 staff listening

In the past month...

59% of stories received a response



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63,140 stories told

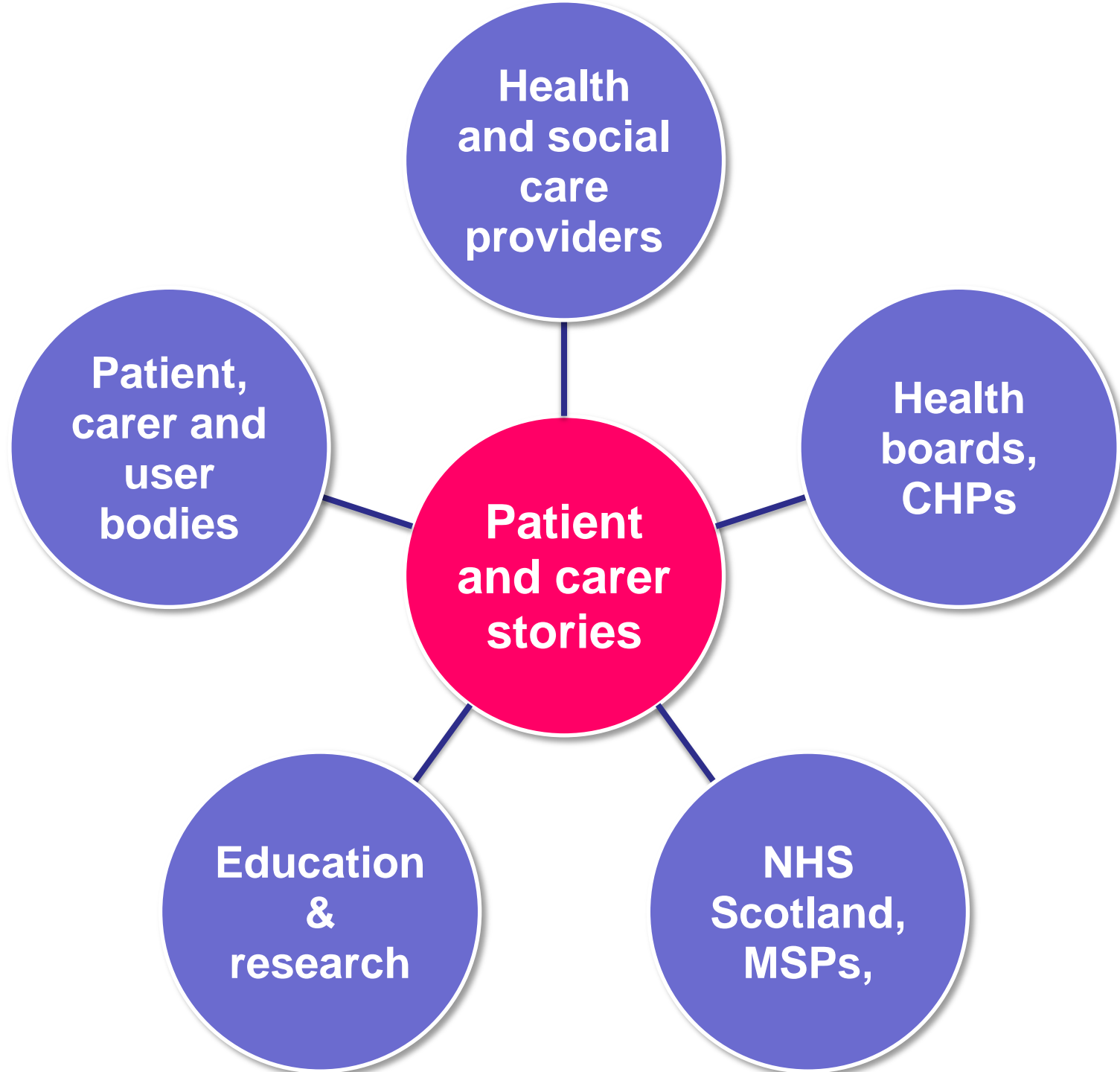
2,010 staff listening

In the past month...

59% of stories received a response

15% of responses to concerns led to change

[More...](#)





Activity

54 staff members have read this story

- ▶ 1 at Scottish Health Council
- ▶ 1 at Royal College of Nursing
- ▶ 47 at NHS Shetland
- ▶ 1 at Scottish Independent Advocacy Alliance (SIAA)
- ▶ 2 at NHS Grampian
- ▶ 2 at NHS National Services Scotland

Abc


Poster


I recently
had a 'rec
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seen by f

week, I
been
was

WHAT CHANGE?

SERVICES

 Response from NHS Shetland on 07/08/2013 at 15:55

 We are preparing to make a change

Thank you for leaving detailed feedback about your experience of the breast screening service. It is really important to us to know how well the pathway is working for people travelling between Shetland and Aberdeen for tests and treatment. We didn't appreciate that there was a gap in the communication about how test results would be sent back to patients and we will rectify this.



Response from Maimie Thompson, Head of Public Relations and Engagement, Chief Executive's Office, NHS Highland on 05/07/2013 at 15:19



We have made a change



Hello B Ost

Thank you for feeding back to us about your very recent experience in Out Patients. I have passed on your very positive feed-back to Professor Leslie, who along with his dad, has done some fantastic work researching the "History of Highland Hospitals", including a book. They are also in the process of doing local versions - let me know if there is a particular part of Highland you are interested in and I can find out more.

Now in terms of the chairs I am really sorry about us not being able to provide you with a more comfortable chair. I have been across to the outpatient department this morning to see for myself and get an up date. You will be reassured to know that we now have some appropriate chairs and we have some more on order.

I am afraid when we ordered the new chairs we didn't get what we ordered. The good news though is that we will have this fully resolved very soon.

About

Posted

I really enjoy
Highland
quickly. I a

I did howe
there was
serious or

RELATIONSHIPS



"Compassion is sometimes lacking"

Update posted by [UnicornsAreReal](#) (the patient) on 25/11/2011 at 17:43

I would like to briefly update this. Since writing about my experience here I have had very helpful and reassuring conversations with the Scottish Ambulance Service. At a face-face meeting I was able to talk through what happened and ask some questions that I had. I felt comfortable and free to say what I needed to and I feel very validated and understood.

I thank the staff members of the Scottish Ambulance Service who talked with me for their time and understanding.

CULTURE



Activity

806

stories told

268

staff listening at this nhs trust

74

stories have led to changes



Tell your story - make a difference



"Improving patient safety"

About: Crosshouse Hospital / General Surgery



Posted by [Safety](#) (as a staff member), 2 weeks ago

Our pre-operative assessment department has a group of staff who all start their shifts at different times, therefore it has been difficult to try to introduce a safety huddle at the start of the day.

So, we have decided to try to do a written message on our communications board for all staff members to look at and ensure we are all working towards the same aim.


Early days but so far it has served not only as a safety huddle but also as an opportunity to deliver a motivational comment which is good for team morale.


“Patient Opinion is starting to change the way we do things in the trust.

Staff get a real lift from postings that praise what they do. When we can't do what people ask, we can at least explain why things are the way they are.”

Jane Danforth, involvement officer
Nottinghamshire Healthcare NHS Trust

AT EVERY LEVEL?

 Response from Claire Maguire, Staff Nurse,
Ophthalmology, NHS Greater Glasgow & Clyde
on 17/10/2012 at 14:52

 We have made a
change

Thank you for your feedback. I am very sorry that you had cause for complaint following your visit to our department.

Sometimes our clinics do run later than the appointment time given due to one reason or another. With regards to someone telling your wife they would be back for her in 20 minutes may perhaps have been confused with the amount of time it takes for the dilating eyedrops to work, which is 20-30 minutes.

I along with my fellow colleagues have taken your feedback on board and we have now put in place the following changes: -

- * Clearly writing on the information board at the clinics reception desk what clinic/s are running late and how late they may be running.

- * Informing all patients verbally either on an individual basis or by announcing clinic running times in the clinics waiting room.

I'd like to thank you for taking the time to let us know all about this. I hope this is an acceptable response and once again I apologise.

With regards

Claire



"care of patients "



Response from [Elaine Mead](#), Chief Executive, NHS Highland on 15/07/2013 at 16:02



We are preparing to make a change

Dear Todd

Ab

Thank you for sharing your experience, and the experience that you observed for other patients on ward 6c. This is clearly not the standard of care that we would expect for any patients, but in particular for older people, and I understand why you would have found these incidents distressing.

Poste

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given to

I witness
one was

Our Nurse Director is leading work on improving standards of nursing care for older people and I have already shared your posting with her. This will help us raise the profile of the importance of compassionate care both with the local team and more widely using these specific example.

I am very sorry that we clearly let these patients down, and that this in turn has caused you worry but can assure you that we take all examples of poor care seriously and use them to help improve the way that we provide care.

“I am greatly encouraged that we are getting more and more feed-back on Patient Opinion and pleased that staff are taking the feed-back seriously.

Elaine Mead, chief executive
NHS Highland

POLICY IN A CHANGING WORLD

Francis Report, 2013

“I could not help feeling that, in Francis' vision of the future, the patient remains something of a **passive onlooker**, not an **assertive participant**. It runs the risk of an undue reliance on the system getting it right for the patient. We know all too well that this is not enough.”

Stephen Thornton, chief exec, The Health Foundation

Francis & Transparency

“Patients and the public live a life outside the NHS... The knowledge they make available through web sites like Patient Opinion reflect their experience of what is happening inside, but is also created by their lives outside the health service...

The more knowledge we have about what is going on *inside* the system that has been created by people who live *outside* it the better the NHS will be.”

Paul Corrigan, ex-policy advisor to the PM

Keogh Report, July 2013

“Patients, carers and members of the public... should be confident that their **feedback is being listened to** and see **how this is impacting** on their own care and the care of others.”

Keogh Report, July 2013

“Realtime patient feedback and comment must become a **normal part of provider organisations’ customer service** and reach well beyond the Friends and Family Test.”

Berwick Report, August 2013

“Hear the patient voice **at every level**
– even when that voice is a whisper”

Can we do this? Yes we can!

Palliative Care...



" Caring for my gran "

About: Western General Hospital (Edi

Posted by [Sarahd](#) (as the patient ,

Thank you to all the nurses, doctor
General Hospital, Edinburgh.

A couple of weeks ago, out of the
checked out for breathlessness. W
didn't know about the first. It was
none the wiser, and on Friday we f
aggressive.



" If I could have carried my
mum on my back to get her
home, I would have. "

About: Southern General Hospital



Posted by [holly jo](#) (as a relative), 2 years ago

My mum was in poor health for a number of years, but like most mums' didnt
complain or tell us what was really going on for her. 9 weeks ago, she informed
me that she was going in for a routine procedure, that she was needing some
help to get rid of fluid which had built up in her legs and the old, trusted
frusemide wasnt working anymore.

Palliative Care...



" The death of my partner
from metastatic lung cancer "

About: Southern General Hospital / Pain management Scottish Ambulance Service



Posted by [Malin](#) (as

He was admitted to (establish whether the if the Pain Management identified, but pain management predicament serious

He was very afraid of because of the holiday on a 3.5 hour journey



" Palliative Care in Angus "

About: Little Cairnie Hospital



Posted by [Northjean](#) (as a relative), 4 months ago

Our family experienced really excellent joined up thinking when Mum was near the end.

What's your story?

- How do those experiencing palliative care make their voices heard?
- What systems are in place?
- Can we help?

What's your story?

- How do those experiencing palliative care make their voices heard?
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