



Did you know?

Patient Feedback

The experience of patients and their families is at the heart of everything we do, and the Trust takes pride in delivering the highest levels of care. Gaining feedback from patients and their families is important in telling us where we are doing well and identifying areas where we can make improvements, so that we can continue to provide a high standard of care.

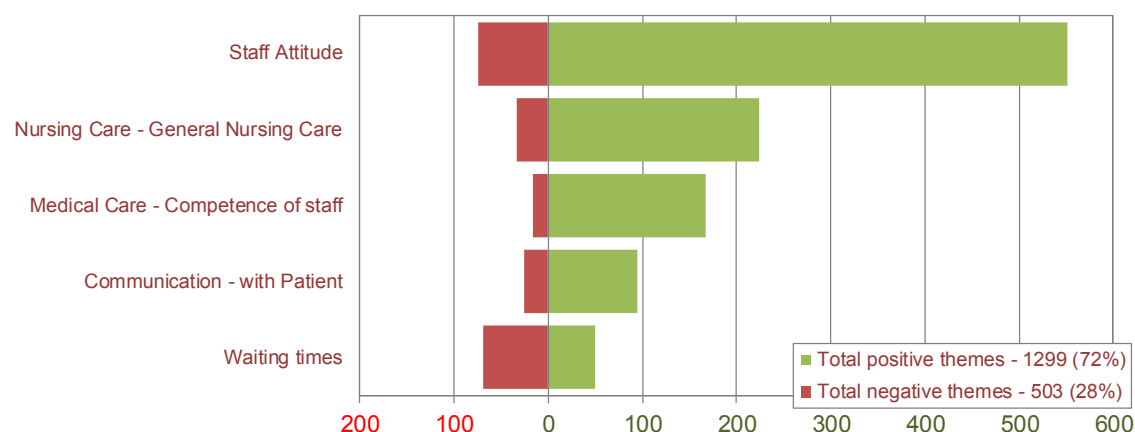
How we collect feedback

Patients, family and friends as well as members of the public have a number of options available to them when wanting to provide feedback including:

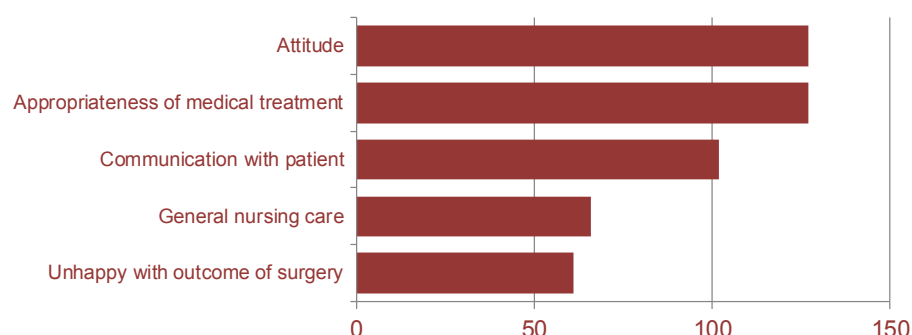
- The Friends and Family Test (FFT) asks a simple, standardised question with response options on a 5-point scale, ranging from whether they are 'extremely likely' to 'extremely unlikely' to recommend our Trust to their family and friends. The question covers inpatients, outpatients, A&E, maternity services and community services.
- The ongoing programme of national surveys for inpatients, outpatients, accident and emergency and maternity services provides valuable feedback which enables us to monitor any changes year on year.
- The Trust's own programme of local surveys provides more detailed feedback at ward or department level. These surveys also enable us to focus on particular topics or on specific wards/departments to find out more detailed information.
- 'Tell us what you think' comment cards are available across the Trust for patients to complete whenever they wish, whether the feedback is positive or negative.
- Feedback can also be left on the Trust website or by using independent websites such as NHS Choices and Patient Opinion.
- Our Patient Services Team are available by telephone or email to deal 'on the spot' with any concerns or problems. Where concerns are more serious, they are dealt with through the Trust's formal complaints procedure.
- In addition to the formal methods of leaving feedback, the Trust receives lots of positive feedback in the form of 'letters of thanks'.

Top 5 feedback themes

The top 5 most frequently raised themes through website feedback and comment cards during 2014/15 were:



The top 5 most frequently raised themes through complaints during 2014/15 were:



How we act on feedback

All feedback is carefully reviewed and passed on to the relevant staff. Positive feedback can provide great encouragement as well as confirming where we are doing well. Feedback which highlights areas where care or treatment could be better is also greatly valued as an opportunity to learn or improve. Wherever possible actions are taken to ensure that improvements are made and recent examples of this include improvements to patient information leaflets; new staff training being provided and making changes to some processes to make them more patient focussed.

The Trust's Board of Directors closely monitors feedback through the quarterly complaints and feedback reports which are presented by the Chief Nurse to the Healthcare Governance Committee. Reports include information in relation to actions taken as a result of complaints. The Trust was one of the first in the UK to publish our quarterly complaints and feedback reports online. We take pride in being open and honest and in sharing our learning where improvements are necessary.

Monthly complaints and feedback dashboards along with the quarterly complaints and feedback reports are also reviewed by the Trust's Patient Experience Committee whose members include governors, Sheffield HealthWatch, the Trust's Deputy Chief Nurse and the Deputy Medical Director. These reports together enable any specific themes in complaints or other feedback to be quickly identified and acted upon. The Patient Experience Committee

also commissions more detailed reviews on particular issues, including themes which are the most frequently raised in complaints.

For further information contact the Patient Services Team on:

- Telephone on 0114 271 2400
- Via email on PST@sth.nhs.uk