

# Patient Experience Report – Q1

**April 2021 to June 2021**

## 1. Introduction

This report is written for the board and contains the quarterly patient experience information for Berkshire Healthcare (The Trust) incorporating; complaints, compliments, the Friends and Family Test, PALS and our internal patient survey programme (which is collected using paper, online, text, kiosks and tablets).

An internal audit of the Patient Experience Team took place during Quarter four. A summary of the findings is detailed in section 13 of the report.

## 2. Complaints received

### 2.1 All formal complaints received

Table 1 below shows the number of formal complaints received into Berkshire Healthcare for years 2020-21 and 2021-22 by service, enabling a comparison. During Quarter one 2021-22 there were 59 complaints received (including re-opened complaints). This is an increase compared to 2020-21 where there were 56 for the same period.

There were 121,544 reported contacts and discharges from our inpatient wards, giving a complaint rate of 0.05%.

Table 1: Formal complaints received

Service	2020-2021						2021-22				
	Q1	Q2	Q3	Q4	Total for year	% of Total	Higher or lower than previous quarter	Q1	Total for year	% of Total	
CMHT/Care Pathways	4	11	7	12	34	15.96	↓	5	5	8.47	
CAMHS - Child and Adolescent Mental Health Services	2	3	3	6	14	6.57	↓	5	5	8.47	
Crisis Resolution & Home Treatment Team (CRHTT)	4	2	3	4	13	6.10	↑	5	5	8.47	
Acute Inpatient Admissions – Prospect Park Hospital	7	4	1	9	21	9.86	↑	11	11	18.64	
Community Nursing	2	1	5	2	10	4.69	↑	4	4	6.78	
Community Hospital Inpatient	5	6	3	4	18	8.45	↑	6	6	10.17	
Common Point of Entry	1	1	3	1	6	2.82	↓	0	0	0.00	
Out of Hours GP Services	4	0	3	1	8	3.76	=	1	1	1.69	
PICU - Psychiatric Intensive Care Unit	2	0	0	2	4	1.88	↑	3	3	5.08	
Urgent Treatment Centre	1	0	1	0	2	0.94	↑	1	1	1.69	
Older Adults Community Mental Health Team	1	1	1	2	5	2.35	↓	0	0	0.00	
18 other services in Q1	11	33	21	13	78	36.62	↑	18	18	30.51	
<b>Grand Total</b>	<b>44</b>	<b>62</b>	<b>51</b>	<b>56</b>	<b>213</b>			<b>59</b>	<b>59</b>		

The 18 'other services' complaints were split over 16 different services, and there is nothing of note to report as these services only saw numbers of one or two complaints.

3 out of the 59 formal complaints received were about Covid, these were:

- A patient contracted Covid whilst on an inpatient ward, and the family are questioning why she was sent to a ward for rehabilitation rather than going home
- A family are concerned around waiting times due to Covid
- A patient attended the out of hours GP service following a reaction to the covid vaccine and felt the doctor said some concerning things about the vaccination

Complaints are reported against the geographical locality where the care was received which is the most meaningful way of recording. The following tables show a breakdown of the formal complaints that have been received during Quarter one and where the service is based. Complaints relating to end of life care are considered as part of the Trust mortality review processes.

## 2.2 Adult mental health service complaints received in Quarter one

30 of the 59 (51%) complaints received during Quarter one were related to adult mental health service provision.

Table 2: Adult mental health service complaints

Service	Geographical Locality						Grand Total
	Bracknell	Reading	Slough	WAM	West Berks	Wokingham	
Adult Acute Admissions - Bluebell Ward		4					4
Adult Acute Admissions - Daisy Ward		6					6
Adult Acute Admissions - Rose Ward							
Adult Acute Admissions - Snowdrop Ward		1					1
CMHT/Care Pathways		1		1	2	1	5
Crisis Resolution and Home Treatment Team (CRHTT)		4	1				5
IMPACTT							
Older adults inpatient service - Orchid Ward		1					1
Older adults inpatient service - Rowan Ward		2					2
PICU - Psychiatric Intensive Care - Sorrel Ward		3					3
Psychology Service		1					1
Talking Therapies	1					1	2
Traumatic stress service							
Other							
<b>Grand Total</b>	<b>1</b>	<b>23</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>30</b>

### 2.2.1 Number and type of complaints made about a CMHT

5 of the 59 complaints (8.5%) received during Quarter one related to the CMHT service provision, detail below. There were 11,428 reported attendances for CMHT and the ASSiST service during Quarter one, giving a complaint rate of 0.04%, compared to 0.10% in Quarter 4 and 0.04% in Quarter 3.

Table 3: CMHT complaints

Main subject of complaint	Geographic Locality						Grand Total
	Bracknell	Reading	Slough	West Berks	WAM	Wokingham	
Care and Treatment		1		1	1		3
Communication				1			1
Medical Records						1	1
Grand Total		1		2	1	1	5

Three of the complaints about the CMHT related to care and treatment, these were;

- Family concerned about the care and support the patient is receiving to prevent them being sectioned
- A second opinion wanted
- Care in an out of area placement

There were no formal complaints received for the CMHT in the East.

### 2.2.2 Number and type of complaints made about CPE

There were no complaints received about CPE in quarter one out of 1,429 contacts.

### 2.2.3 Number and type of complaints made about Mental Health Inpatient Services

During Quarter one, 14 of the 59 complaints (24%) related to Adult Acute mental health inpatient wards. This is an increase to numbers received in the previous three quarters. Six were for Daisy Ward, four for Bluebell one for Snowdrop ward and three for Sorrel ward.

There were 199 reported discharges from mental health inpatient wards (including Sorrel Ward) during Quarter one giving a complaint rate of 7%, which is a noticeable increased to the 4.5% for Quarter 4 and 0.9% in Quarter three.

Table 4: Mental Health Inpatient Complaints

Main subject of complaint	Bluebell Ward	Daisy Ward	Rose Ward	Snowdrop Ward	Sorrel Ward	Grand Total
Abuse, Bullying, Physical, Sexual, Verbal		1			1	2
Attitude of Staff	1				1	2
Care and Treatment	2	1		1	1	5
Communication	1	3				4
Medication		1				1
Grand Total	4	6	0	1	3	14

There were 14 complaints raised for Mental health Inpatients, and six of these were raised by patients contacting the CQC helpline. Of the 14, five complaints related to Care and Treatment. Four of the complaints have been investigated and were found to be not upheld. In one case, there were also concerns raised around a patient's lack of privacy and dignity, but the investigation showed that staff followed correct processes when they did not hear the patient respond to the door of his room being knocked. One complaint investigation is still ongoing.

Daisy Ward received six complaints during quarter one. Three of these complaints related to communication, which have been either fully or partially upheld, and learning identified, where appropriate. A focus to ensure all staff are up to date on Information Governance training and Mental Health Act training is in place across the ward.

#### 2.2.4 Number and type of complaints made about Crisis Resolution/ Home Treatment Team (CRHTT)

In Quarter one, 5 of the 59 complaints (8%) were attributed to CRHTT, an increase from 4 in Quarter four.

There were 16,766 reported contacts for CRHTT during Quarter one giving a complaint rate of 0.03%, compared to 0.02% reported for Quarters three and two and 0.01% in Quarter two and 0.02% in Quarter one.

Table 5: CRHTT complaints

Main subject of complaint	Geographic Locality						Grand Total
	Bracknell	Reading	Slough	West Berks	WAM	Wokingham	
Attitude of Staff		2	1				3
Care and Treatment		1					1
Communication		1					1
Grand Total		4	1				5

Four of the five complaints received were for the service based in Reading, one of these being an SI, which was investigated and reported on in quarter four 2020/21, but further issues have been raised by the family. A further one was from a patient who was unhappy about being informed that swearing to staff was not acceptable.

## 2.3 Community Health Service Complaints received in Quarter one

During Quarter one, 17 of the 59 complaints (29%) related to community health service provision. The table below shows further details.

Table 6: Community Health service complaints

Service	Geographical Locality					Grand Total
	Reading	Slough	West Berks	WAM	Wokingham	
Ascot Ward					1	1
Henry Tudor Ward				1		1
Oakwood Ward	4					4
Community Respiratory	1					1
Community Physiotherapy						0
District Nursing (Community Nursing)	3				1	4
East Berks Wheelchair Service				1		1
IPASS					1	1
Out of Hours GP	1					1
Rapid Response					1	1
Sexual Health		1				1
Urgent Treatment Centre			1			1
<b>Grand Total</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>17</b>

### 2.3.1 Community Health Inpatient Ward Complaints

During Quarter one, 6 of the 59 complaints (7%) received related to inpatient wards. This is compared to 4 in Q4 2020/21, 3 in Q3 and 5 in Q2. There were 566 reported discharges from community health inpatient wards during Quarter one giving a complaint rate of 1%, compared to 0.6% for quarters four and three, and to 1.10% in Quarter two and 0.81% in Quarter one.

Table 7: Community Health Inpatient complaints

Main subject of complaint	Ward			Grand Total
	Ascot Ward	Henry Tudor Ward	Oakwood Ward	
Care and Treatment			2	2
Discharge Arrangements	1		1	2
Medication		1		1
Patients Property/valuables			1	1
<b>Grand Total</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>6</b>

From the seven community health inpatient wards, complaints were received for three wards. The top themes were care and treatment and discharge arrangements.

Four of the six community health inpatient complaints were for Oakwood; two for care and treatment, one regarding medication and one for property (engagement and wedding ring) that has been mislaid.

### 2.3.2 Community Nursing Service Complaints

District Nursing received four complaints in Quarter one, equal to Quarter 4 and five complaints in Quarter 3, 20/21. There was one complaint regarding confidentiality, which was from a family complaining that staff had talked loudly about the patient within earshot of neighbours.

There were 74,019 reported attendances for the Community Nursing Service during Quarter one giving a complaint rate of 0.005%. Complaints against the Community Nursing Service continues to be a very small complaint rate, which is well below the Trust overall rate of complaints per contact.

Table 8: Community Nursing Service complaints

Main subject of complaint	Geographic Locality		Grand Total
	Reading	Wokingham	
Care and Treatment	2	1	3
Confidentiality	1		1
Grand Total	3	1	4

### 2.3.3 GP Out of Hours Service (WestCall) Complaints and Urgent Care Centre

There was one complaint in Quarter one for WestCall, out of 18,819 reported attendances, giving a complaint rate of 0.005%, compared to 0.01% for Quarter 4, 0.02% for Quarter three and 0% in Quarter two.

The one complaint in Quarter one related to a doctor's comments regarding the Covid vaccination, which has been investigated by the service manager.

There were no complaints for the Urgent Care Centre, which had 4,931 attendances.

## 2.4 Children, Young People and Family service Complaints

### 2.4.1 Physical Health services for children complaints

During Quarter one, 4 of the 59 complaints (8%) were about children's physical health services, which are listed by service and geographic locality below. There were no themes as all four complaints covered different services.

Table 9: Children and Young People service physical health service complaints

Service	Geographical Locality			Grand Total
	Reading	Slough	West Berks	
Children's Occupational Therapy		1		1
Community Paediatrics		1		1
Health Visiting	1			1
Immunisation	1			1
<b>Grand Total</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>4</b>

### 2.4.2 CAMHS complaints

During Quarter one, 5 of the 59 complaints (8%) were about CAMHS services. There were 7,936 reported attendances for CAMHS during Quarter one giving a complaint rate of 0.06% compared to 0.07% for Quarter 4 and 0.034% for Quarter 3.

Table 10: CAMHS Complaints

Service	Main subject of complaint				Grand Total
	Care and Treatment	Communication	Confidentiality	Waiting Times	
CAMHS - Anxiety and Depression Pathway				1	1
CAMHS - Specialist Community Teams	2	1	1		4
<b>Grand Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>

Care and Treatment was the most common reason for the complaints within CAMHS, with two of the five falling into this category. Waiting times was the cause for the complaint received regarding the CAMHS Anxiety and Depression Pathway.

## 2.5 Learning Disabilities

There were no complaints about the community-based team for people with a Learning Disability or Learning Disability Inpatient Ward (Campion Unit) during Quarter one.



### 3. KO41A return

Each quarter the complaints office submits a quarterly return, called the KO41A.

The return looks at the number of new formal complaints that have been received by profession, category, age, and outcome. The information is published a quarter behind. The table below shows the information for Mental Health Trusts, up to and including Quarter four 2020-21. Information for Quarter one 2021/22 will be provided in Quarter two.

Table 11: KO41A Return

	2018-19				2019-20				2020-21			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Mental Health complaints - nationally reported</b>	<b>3,598</b>	<b>3,651</b>	<b>3,391</b>	<b>3,450</b>	<b>3,507</b>	<b>3,502</b>	<b>3,335</b>	<b>3,303</b>	<b>2,058</b>	<b>3,049</b>	<b>2,753</b>	<b>2,854</b>
2Gether NHS Foundation Trust	17	14	21	20	24	16	..	..	..	..	..	..
Avon and Wiltshire Mental Health Partnership NHS Trust	78	72	77	51	56	67	59	63	42	67	48	65
<b>Berkshire Healthcare NHS Foundation Trust</b>	<b>49</b>	<b>45</b>	<b>38</b>	<b>51</b>	<b>47</b>	<b>52</b>	<b>56</b>	<b>51</b>	<b>40</b>	<b>47</b>	<b>37</b>	<b>51</b>
Cornwall Partnership NHS Foundation Trust	31	28	20	30	24	22	23	19	12	27	15	8
Devon Partnership NHS Trust	44	56	33	45	52	46	56	49	15	31	49	40
Dorset Healthcare University NHS Foundation Trust	91	90	92	54	61	60	64	88	60	109	98	95
Kent and Medway NHS and Social Care Partnership Trust	87	115	121	118	121	128	124	90	70	111	78	80
Oxford Health NHS Foundation Trust	50	56	58	56	52	61	72	68	44	54	54	55
Somerset Partnership NHS Foundation Trust	17	14	24	18	24	24	17	19	45	90	NA	NA
Southern Health NHS Foundation Trust	91	95	82	68	73	51	52	51	29	51	40	31
Surrey and Borders Partnership NHS Foundation Trust	26	36	16	26	22	28	32	27	9	27	24	17
Sussex Partnership NHS Foundation Trust	209	192	181	173	178	217	219	194	99	164	154	198

## 4. Complaints closed

As part of the process of closing a formal complaint, a decision is made around whether the complaint is found to have been upheld, or well-founded (referred to as an outcome). During Quarter one there were 55 complaints closed.

Appendix one contains a listing of the formal complaints **closed** during Quarter one.

### 4.1 Outcome of closed formal complaints

Table 12: Outcome of formal complaints closed

Outcome	2020-2021						2021-2022		
	Q1	Q2	Q3	Q4	Total	% of 20/21	Higher or lower than previous quarter	Q1	% of 21/22
Not Upheld	9	25	19	18	71	36%	↑	27	49%
Partially Upheld	13	34	20	28	95	48%	↓	19	35%
Upheld	12	6	0	7	25	12.50%	↑	9	16%
Disciplinary Action required	0	0	0	0	0	0	-	0	0
<b>Grand Total</b>	<b>34</b>	<b>65</b>	<b>39</b>	<b>53</b>	<b>191</b>			<b>55</b>	

51% of complaints closed were either partly or fully upheld in the quarter, these were spread across several differing services. Of these, 6 were about staff attitude, 5 were in relation to communication and 12 related to care and treatment received. This equates to 21% for staff attitude, 18% for communication and 43% for care and treatment in Quarter one.

Table 13: Complaints upheld and partially upheld

Service	Main Subject of Complaint								Grand Total
	Abuse, Bullying, Physical, Sexual, Verbal	Attitude of Staff	Care and Treatment	Communication	Confidentiality	Discharge Arrangements	Discrimination, Cultural Issues	Medication	
Adult Acute Admissions - Bluebell Ward				1					1
Adult Acute Admissions - Daisy Ward				3					3
Adult Acute Admissions - Rose Ward	1								1
CAMHS - Specialist Community Teams			3	1					4
Children's Occupational Therapy – CYPIT			1						1
CMHT/Care Pathways		1	2			1			4

Community Hospital Inpatient Service - Henry Tudor Ward			1					1	2
Community Physiotherapy			1						1
Crisis Resolution and Home Treatment Team (CRHTT)		1							1
District Nursing			1		1				2
Health Visiting			1						1
Immunisation			1						1
Older Adults Inpatient Service - Orchid ward			1						1
Other							1		1
Rapid Response		2							2
Sexual Health		1							1
Urgent Treatment Centre		1							1
<b>Grand Total</b>	<b>1</b>	<b>6</b>	<b>12</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>28</b>

## 4.2 Response Rate

The table below shows the response rate within a negotiated timescale, as a percentage total.

Weekly open complaints situation reports (SITREP) are sent to Clinical Directors, as well as on-going communication with the Complaints Office throughout the span of open complaints to keep them on track as much as possible.

Table 14: Percentage response rate within timescale negotiated with complainant

2021-22	2020-21				2019-20			
Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
100	100	100	99	100	100	98	100	100

All complaints closed in Quarter one were closed within an agreed timescale.

## 5. Characteristic data

### 5.1 Ethnicity

One of the ways that the Trust can monitor the quality of its services is by seeking assurance through the complaints process, that people are not treated negatively as a result of their ethnicity or other protected characteristic.

The tables below show the characteristics of patients who have had complaints raised about their care between 1 April and 30 June 2021. This does not include where a different organisation was leading the investigation but does include re-opened complaints. The population data has been aligned to the information provided by the Trust Business Intelligence Team and is based on the characteristics of attendances during quarter 4 2020/21

Table 15: Ethnicity

Ethnicity	Number of patients	% complaints received	% breakdown of attendance in previous quarter
Asian or Asian British	5	8.47	9.67
Black or Black British	4	6.78	2.67
Mixed	3	5.08	3.49
Not Stated	8	13.56	15.89
Other Ethnic Group	2	3.38	1.62
White	37	62.71	66.66
Grand Total	59		

As a way of improving ethnicity recording, information is sent back to services where this is not documented on RiO. The Complaints Office also discuss the importance of capturing this information when delivering the Complaint Handling Training

### 5.2 Gender

There were no patient complaints where the person identified as anything other than male or female during Quarter one (there was one case where gender was not stated).

Table 16: Gender

Gender	Number of patients	% complaints received	% breakdown of attendance in previous quarter
Female	34	57.63	53
Male	24	40.68	46.98
Not stated	1	1.69	0.009
Grand Total	59		

### 5.3 Age

Table 17: Age

Age Group	Number of patients	% complaints received	% breakdown of attendance in previous quarter
0 to 4	3	5.08	18.41
5 to 9	1	1.69	4.14
10 to 14	6	10.17	4.34
15 to 19	4	6.78	4.52
20 to 24	4	6.78	2.87
25 to 29	8	13.56	3.14
30 to 34	2	3.39	3.56
35 to 39	1	1.69	3.58
40 to 44	5	8.47	3.52
45 to 49	1	1.69	3.73
50 to 54	4	6.78	4.32
55 to 59	5	8.47	4.46
60 to 64	3	5.08	4.63
65 to 69	0	0	4.53
70 to 74	3	5.08	5.56
75 to 79	3	5.08	6.16
80 to 84	2	3.39	6.55
85 +	2	3.39	11.98
Not known	2	3.39	0
Grand Total	59		

## 6. Parliamentary and Health Service Ombudsman

### 6.1 The Parliamentary and Health Service Ombudsman (PHSO) activity related to the Trust

The Parliamentary and Health Service Ombudsman (PHSO) are independent of the NHS and facilitate the second stage of the complaints process.

There have been no new formal investigations taken on by the PHSO in Quarter one, but we have received three enquiries where they have asked for further information.

Month open	Service	Month closed	Current Stage
Dec-18	Psychological Medicines Service	Open	Investigation Underway
Nov-19	CAMHS	Open	PHSO have requested information to aid their decision on whether they will investigate
Mar-20	CMHT/Care Pathways	Open	Underway
Sept 20	CPE	n/a	PHSO have requested information to aid their decision on whether they will investigate
Oct 20	CMHT/Care Pathways	n/a	PHSO have requested information to aid their decision on whether they will investigate
Oct 20	CMHT/Care Pathways	n/a	PHSO have requested information to aid their decision on whether they will investigate
Oct 20	Community Inpatient Services	Open	PHSO have requested we have a final meeting with family
Nov 20	CMHT/Care Pathways	Open	PHSO have requested we attempt to reach resolution with mother of patient who has not given consent to share
Jan 21	Community Inpatient Services	n/a	PHSO have requested information to aid their decision on whether they will investigate
Feb 21	Community Inpatient Services	n/a	PHSO have requested information to aid their decision on whether they will investigate
April 21	Veterans TILS	n/a	PHSO have requested information to aid their decision on whether they will investigate
May 21	Talking Therapies	n/a	PHSO have requested information to aid their decision on whether they will investigate
Jun 21	Community Nursing	n/a	PHSO have requested information to aid their decision on whether they will investigate

The PHSO have advised that the COVID-19 pandemic continues to have a significant impact on their workforce, service and delays by Trusts in responding to enquiries. For other complaints (where someone has faced less of an impact) they will consider whether there is anything they can do to help resolve things quickly, but if not, they will close the complaint.

## 7. Multi-agency working

In addition to the complaints detailed in the report, the Trust monitors the number of multi-agency complaints they are involved in but are not the lead organisation (main area of complaint is about another organisation and therefore that organisation takes the lead). There were seven complaints received that were led by another organisation during Quarter one, three led by SCAS and four through the CCG.

## 8. MP enquiries, locally resolved complaints and PALS

### 8.1 MP enquiries

In addition to raising formal complaints on behalf of their constituents, Members of Parliament (MPs) can also raise service and case specific queries with the Trust.

Table 18: MP Enquiries

Service	Main theme of enquiry						Grand Total
	Access to Services	Care and Treatment	Communication	Discrimination, Cultural Issues	Other	Waiting Times for Treatment	
CAMHS - AAT		1				1	2
CAMHS - ADHD						1	1
CAMHS - Specialist Community Teams						3	3
CMHT/Care Pathways	2	4	1				7
Common Point of Entry						1	1
Community Hospital Inpatient Service - Jubilee Ward			1				1
Immunisation					1		1
Other				1			1
<b>Grand total</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>17</b>

There was a noticeable increase in the number of enquiries raised through MP Offices in Quarter 1. The total received was 17, compared to the 5 received for the same period in 2020-21.

Seven of the MP enquiries related to care and treatment and communication in the CMHT (2 for Reading and Wokingham teams and 3 for West Berkshire). Six were spread across CAMHS services and these were primarily regarding waiting times.

### 8.2 Local resolution complaints

Complaints can be raised directly with the service, where the service will discuss the options for complaint management with those raising the complaint to give them the opportunity to make an informed decision as to whether they are looking to make a formal complaint or would prefer to work with the service to resolve the complaint locally, without involvement of the Complaints Office. These are called Local Resolutions and services log these so that we can see how services are doing at a local level.

Table 19: Concerns managed by services – Local Resolution complaints

Service	Number of concerns resolved locally
Adult Acute Admissions - Rose Ward	1
Berkshire Integrated Hub	1
CAMHS - Rapid Response	1
Children's Speech and Language Therapy - CYPIT	3
CMHT/Care Pathways	1
CMHTOA/COAMHS - Older Adults Community Mental Health Team	1
Common Point of Entry	1
Community Hospital Inpatient Service - Oakwood Ward	1
District Nursing	2
Health Visiting	2
Immunisation	6
IMPACTT	1
Intermediate Care	1
Out of Hours GP Services	1
Physiotherapy Musculoskeletal	2
PICU - Psychiatric Intensive Care - Sorrel Ward	1
Podiatry	4
Respite Care	1
School Nursing	1
<b>Grand Total</b>	<b>32</b>

There were 32 local resolution complaints logged in Quarter one, down by one from Quarter 4 2020/21. Care and treatment was the most common theme for the local resolutions that were logged with 11 relating to this subject. 10 of the complaints logged related to communication, 7 related to mental health services and 25 to physical health services continuing the theme that more concerns are resolved through local resolution within physical health services compared with mental health services.

Of the six concerns logged by the Immunisation service, three were regarding consent with vaccinations.

The four podiatry concerns were regarding care and treatment.

### 8.3 Informal complaints received

An informal complaint is managed locally by the service through discussion with the Complaints Office. It is a concern raised through the complaints office but can be resolved without the need of a full investigation. Complainants are offered the option to resolve informally, but the option to escalate to a formal complaint remains.

There have been 32 informal complaints received in Quarter one. compared to 31 in Quarter 4.



Table 20: Informal complaints

Service	Main theme of concern								Grand Total
	Attitude of Staff	Care and Treatment	Communication	Confidentiality	Discharge Arrangements	Other	Patients Property and Valuables	Waiting Times for Treatment	
Adult Acute Admissions - Bluebell Ward			1						1
Adult Acute Admissions - Daisy Ward		1	1						2
Adult Acute Admissions - Rose Ward							1		1
CAMHS - AAT		1						1	2
CAMHS - ADHD		1						4	5
CAMHS - Anxiety and Depression Pathway		1						1	2
CAMHS - Rapid Response		1							1
CAMHS - Specialist Community Teams								1	1
CMHT/Care Pathways	2	1	2						5
Community Dental Services								1	1
Community Dietetics		1							1
Community Hospital Inpatient Service - Windsor Ward		1			1	1			3
Community Physiotherapy	1								1
Complaints			1						1
Crisis Resolution and Home Treatment Team (CRHTT)				1					1
District Nursing						1			1
Physiotherapy (Adult)								1	1
PICU - Psychiatric Intensive Care - Sorrel Ward							1		1
Talking Therapies - Admin/Ops Team			1						1
<b>Grand Total</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>9</b>	<b>32</b>

## 8.4 NHS Choices

There were ten postings during Quarter one; six were negative and four were positive. PALS responded to these with contact information and the offer of a further conversation about their experience. It was also sent on to the services for their attention.

Table 21: NHS Choices

Service	No of postings	Positive	Negative
Urgent Treatment Centre, West Berkshire Community Hospital	4	<p><i>I was looked after today by a very skilled, caring and compassionate paramedic practitioner and matron in the urgent care unit. I had a particularly trying and frustrating day trying to access healthcare and was directed there by 111. Thank you so much I felt safe and cared for. You are a fabulous team thank you so much.</i></p> <p><i>I am really impressed with the service I received today after spraining my ankle. I had an appointment and was seen promptly. The Nurse Practitioner was very thorough and explained to me about ankle sprains and fractures. She sent me for an x-ray, again, very prompt and efficient service. Very efficient and friendly service.</i></p> <p><i>Very caring. All the team in this department were very kind, efficient and helpful. Felt very confident about my procedure.</i></p>	<p><i>I went in for a muscular injury to my shoulder and back, was told I may need an x-ray booked for the next day, the doctor who saw me barely checked anything, just made me raise my arm a few times (whilst still in a baggy hoodie so couldn't see my muscles working) placed my arm in a sling and told me to buy painkillers. I had been in so much pain I literally could not breathe and could hardly move. They never felt along the muscles or gave much advice. It felt very rushed and I was not assured, had to book an appointment with my local GP just so i could get it checked out correctly. Felt like the doctor could not be bothered to do their job properly and just wanted me gone as soon as possible.</i></p>
Talking Therapies	2	<p><i>During a difficult time in my life, my doctor suggested that I seek out some extra help from talking therapies Berkshire. I was able to start off with CBT, whilst this was useful both me and the therapist decided I needed an alternative therapy which was IPT Therapy, this therapy has been the most effective I have had over 10 years in and out of counselling and I have grown to be in such a better place now, my therapist was amazing and so helpful and I built</i></p>	<p><i>Very let down</i></p> <p><i>Referred and was told would hear within a certain time frame, its now been 10 months, just got an email from a 'Psychological Wellbeing Practitioner' basically say its seems we forgot you, email back if you need help or we are discharging you.</i></p> <p><i>What a joke.</i></p> <p><i>I'm lucky I have a very supportive family who have helped me because otherwise, with just talking therapies I would have topped myself a long time ago.</i></p> <p><i>Disgusting service.</i></p>

		<p><i>a great relationship with her, this was hands down the best thing I have done and I am so grateful. If you are thinking about getting extra help I would highly suggest talking therapies.</i></p>	
Westcall OOH GP	2		<p><i>Don't know what they are doing</i></p> <p><i>Rang 111 on the Saturday morning as I had a temperature after finishing a course of antibiotics for a urine infection they put me through to west call and I spoke with a doctor who advised that I see a doctor at the royal Berkshire hospital but that was going to be at 6:30 that evening. So I turned up on time as requested but had to wait half an hour before I was called to go in. Things just seemed to go downhill rapidly from there the doctor was ok did what he had to then he said that he wanted to run some tests on the urine sample I had provided. I was just left in there for what seemed like an age then a nursing assistant came in saying she needed to do a blood test she then used one of those prickers for blood sugar test then started to squeeze the blood out without much success but she persisted till she was satisfied she had enough in the small syringe she had and of she went only to come back a short while later saying that she had been using the little syringe incorrectly so she was going to have another go. We went through the whole process again with similar results so she decided to take blood from my arm imagine my dismay when she came back with the necessary equipment only to look at it obviously with no idea how to use it fortunately she broke the needle before trying put it in my arm so she went to get the doctor who gave me a prescription for more antibiotics. When I then presented it in my local pharmacy I was told that it could not be dispensed as the script was incorrectly filled out so I then had to get in touch with west call to get a new script which they sent directly to the pharmacy but when I picked it up the dosage was different from the original and the amount of tablets is incorrect so I don't have enough to complete the course so will now have get back in touch later when there back at the royal Berkshire hospital. (This has been followed up with WestCall)</i></p> <p><i>My son had come out in a rash ALL over his body. As I was about to go to A&amp;E, it was suggested by a friend that I try the 111 service, as once I'd been through this service, they would let A&amp;E know I was coming. The 111 service was sadly just an operator who took me through a very long winded series of questions, and then told me a Dr would phone me back in 2 hours. I should have realised at this point given it was late evening, that driving to</i></p>

			<p><i>A&amp;E was now a better option. 3 hours later and when my child said I just want to go to sleep now, we gave up on receiving a call. After nursing my phone for 3 hours I finally put him to bed after giving him allergy medicine and putting cream all over him. It was at this moment the call finally came and I missed it by about 2 seconds. Sadly that was it. No repeated call. Nothing. Beyond disappointing the entire service and I would never use it again. The next day I got an immediate appointment at my local Dr's. He said it was the worst case of urticaria he had ever seen.</i></p>
New Horizons Slough CMHT	1		<p><i>I have had cause to use Slough mental health services from New Horizons on three separate occasions. On all three occasions because I was not a classic text book case and couldn't be placed into this or that category the treatment was ended somewhat abruptly. The first occasion was definitely the worst of the three because I didn't see eye to eye with the occupational therapist it was they who gave the recommendation that I be discharged from the mental health services. To keep this short the other two occasions fared just as badly but maybe not as bad. They say they can work with complex cases but I say that is not the case. They have let me down three times out of three. In all honesty I got more help from my GP than I ever did from the mental health team based in Slough. It was my GP and my wife who provided the support at the times I most needed it. If the CMHT have improved within the past 12 months then that would be a step in the right direction. However if they haven't then providing you are a text book case you should gain some benefit from their services; for anyone with a more complex situation be prepared to find support from additional avenues.</i></p>
CRHTT	1		<p><i>No connection with my health or understanding.</i></p> <p><i>I stopped using the crisis team because I felt I was on a timer, ran out of credit and they put the phone down on me as busy! I was told by government rep I would be cared for! But lost in the conversation between them. I felt that not appreciated at all in crisis, secondary to other patients, even that need support. So found alternative suicide charity that would support me and not put the phone down on me as chronic pain and disability. Over time got to know the services why so frustrated as seem work on their needs and mine just secondary and screaming out for care planning central to self-care, but that neither happens finding kept being told services there for me but just a mirage and now completely on my own fending for myself in isolation. I get the feeling more about conforming as a patient than service than sitting down me writing any care plan safeguard me. The problem don't end there as finding myself outside the system for being late diagnosis of autism only after</i></p>

			<i>many mental health labels only find Autistic, on my own, no mental health as just about conforming than my care as a disabled person in crisis.</i>
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## **PALS Activity**

PALS has continued to provide a signposting and information service throughout the pandemic response. PALS has continued to facilitate the 'Message to a loved one' service, which involves collating messages for patients, which are then delivered on the ward. This was available across all inpatient areas. PALS has held regular meetings with advocates, with those working at Prospect Park Hospital having returned on a reduced basis.

There were 506 queries received during Quarter one, compared with 533 during Quarter four. In addition, there were 309 contacts which were related to non-trust services. The main reasons for contacting PALS were:

- Concerns and queries around communication. This included queries from external organisations
- Access to services. People needing information on eligibility criteria and referral pathways across a range of services
- Information requests
- Concerns around waiting times. Particularly with regard to CAMHS and children's services

Of the 506 queries, 17 were Covid-19 related. There is concern about visiting restrictions at Wokingham Community Hospital and how this is affecting patients. A general feeling that this needs to be reviewed as comparisons are being made with Prospect Park Hospital arrangements. Inpatient visitor guidelines were reviewed in line with the government roadmap. Since the closure of the vaccination clinic at Wokingham Hospital, enquirers have been signposted to external bodies for information and resolution.

Of the 506 contacts, 16 were escalated to the formal complaints process.

## 9. The Friends and Family Test

The NHS Friends and Family Test (FFT) gives an opportunity for patients and their carers to share their views in a consistent way across the Health Service. Berkshire Healthcare has aligned its Strategic Objectives to support a 15% response rate for the FFT in both physical and mental health services. The results of the NHS England national review of the FFT have been published and the FFT question was due to change from April 2020 to *Overall, how was your experience of our service.*

NHSE/I issued a national pause on the mandatory active collection and reporting of the FFT in March 2020. The Trust has continued to collect the FFT via non-contact methods such as SMS, online link and by telephone for local learning and service development. The Patient Experience Team has worked with wards in both physical and mental health services, to enable them to telephone patients who have given consent to be telephoned after their discharge. The feedback has been positive, and staff were able to also speak with family members and carers on several calls. From May 2020, in addition to the FFT, patients were prompted to share their experience of being in hospital during the pandemic (Q2: Please can you tell us why you gave your answer? (Prompt to find out more about PE, feeling safe, assured, hand hygiene, visiting restrictions)).

FFT reporting to NHSE started again from January 2021 with the new FFT question (rating of care rather than recommendation to others) which was due to be launched from 1 April 2020 (and paused). The Trust started the new FFT locally from 1 September 2020 in readiness for the NHSE launch.

Wards are also continuing to promote the Message to a Loved One service which is well used and receives positive feedback.

### 9.1.1 Overall responses

During the 2020/21 -2021/22 reporting period figures have dropped considerably due to the pandemic and a pause of the FFT service. The SMS tool continues to be the most popular method of collection mode, the Patient Experience Team are continuing to work with to support those services who use RiO. Due to the pandemic, the transformation team have had reduced resources from a reporting perspective, which means that some non-RiO services have not been able to utilise SMS as a way to gather feedback.

Table 22: FFT Response Rate

		Number of responses	Response Rate
2021-22	Q1	5788	5.66%
2020-21	Q4	4259	4.66%
	Q3	4597	4.66%
	Q2	3018	3.33%
	Q1	3572	4.66%
2019-20	Q4	10,083	9.29%
	Q3	10,933	10.69%
	Q2	11,095	10.86%
	Q1	11,721	12.20%
2018-19	Q4	11,919	22%
	Q3	7631	12.82%
	Q2	5443	14.82%
	Q1	6625	11.64%

Table 23: Recommendation rate

	2020-21				2021-22
	Q1	Q2	Q3	Q4	Q1
Community Mental Health Services	70%	90%	85%	89%	93%
Mental Health Services	60%	85%	81%	83%	75%
Trust Total	59%	90%	85%	89%	87%

Table 24: Recommendation rate for inpatient wards

Ward	Ward type	2021/2022	2020/2021				2019/20			
		Q1%	Q4%	Q3%	Q2%	Q1%	Q4%	Q3%	Q2%	Q1%
Oakwood Ward	Community Inpatient Ward	52%	100%	0%	0%	0.00%	100%	100%	100%	95.83%
Highclere Ward		81%	0%	67%	50%	0%	100%	100%	100%	100%
Donnington Ward		70.66	100	93%	100.00%	98.30%	-	85%	90.48%	97.44%
Henry Tudor Ward		100%	100%	93%	0%	100%	-	-	91.89	-
Windsor Ward		95%	100%	100%	90%	100%	-	-	100%	-
Ascot Ward		100%	98%	50%	100%	0%	89.13%	99%	96.34%	95.45%
Jubilee Ward		75%	0%	100%	0%	0%	56.25%	53%	65.22%	60%
Bluebell Ward	Mental Health Inpatient Ward	67%	100%	100%	100%	50%	50%	87%	62.50%	75%
Daisy Ward		100%	85%	67%	0%	100%	80.76%	67%	74.49%	71.11%
Snowdrop Ward		92%	0%	75%	100%	0%	76.66%	76%	77.78%	84.48%
Orchid Ward		100%	0%	100%	0%	100%	87.50%	70%	76.92%	62.50%
Rose Ward		100%	0%	0%	0%	0%	54.16%	80%	86.67%	93.33%
Rowan Ward		100%	0%	100%	0%	100%	50%	29%	-	-
Sorrel Ward										

Table 25: Carer FFT

	2020/21	2019/20	2018/19	2017/18
Q1	18	335	67	111
Q2		408	201	32
Q3		242	314	39
Q4		411	258	86

The Trust has appointed a designated Carer Lead who will be working alongside the Patient Experience Team and services to increase the response rate for the FFT question. As the new patient experience measure tool does not include capturing carer feedback, a specific card and methodologies (such as our website) will be used to capture this vital feedback.



## 10. Our internal patient survey

The existing patient survey programme was paused in response to the pandemic from mid-March 2020, alongside the collection and reporting of the FFT. Some services have continued to collect this information for internal service monitoring and development use.

I Want Great Care have been awarded to develop the new Patient Experience Measurement tool, and the aim of this is to improve Berkshire Healthcare's measurement, analysis and dissemination of patient feedback across all Community and Mental Health Services. They have been working with services and other stakeholder to design and build the surveys and reports, and a soft launch is scheduled for the end of October 2021.

## 11. Updates: Always Events and Patient Participation and Involvement Champions, Healthwatch

There is no activity to report for Always Events, Patient Participation and Involvement Champions and 15 Steps as these were not carried out as part of the pandemic response. The 15 Steps Programme has restarted during Q2.

There continues to be open and regular channels of communication between the Patient Experience Team and the Healthwatch organisations across Berkshire, on individual cases and for sharing communication with communities and meeting on a monthly basis. The Healthwatch organisations in the East of Berkshire have been awarded to one provider and there is work underway to link the new teams to our clinical Divisions.

## 12. Compliments

There were 1076 compliments reported during Quarter one. The services with the highest number of recorded compliments are in the table below.

Table 26: Compliments

Service	Number of compliments
Talking Therapies - Admin/Ops Team	418
District Nursing	147
Intermediate Care	59
Community Matron	38
CMHTOA/COAMHS - Older Adults Community Mental Health Team	31
Other	29
Community Dietetics	24
Community Based Neuro Rehab - CBNRT	24
Diabetes	22
Physiotherapy Musculoskeletal	20
Community Respiratory Service	20

Table 28: Examples of compliments received during Quarter one

<p>Community Respiratory Care service</p> <p><i>The PR Team have been amazing and supportive and I feel so much more positive now. The reassurance you have given me has really helped and I feel more capable. The exercise sessions were very enjoyable and she made me laugh and smile. Thank you to all the team.</i></p>	<p>CRHTT</p> <p><i>The client thanked Support Worker for “caring about their child* as well as the client**” The client said Hub Manager explained the medication, CPN and Support Worker gave constant support and care, now feels well to deal with the future and life stressors. Was very grateful for our support.</i></p>
<p>Children’s SALT</p> <p><i>‘Please may I take this opportunity to say a big ‘Thank You’ for your help and support with x. He has come on leaps and bounds with your help, as well as the help from other Wokingham Healthcare Services. It’s very comforting to know that x will be in your Teams care as he starts his journey on finding his little voice.’</i></p>	<p>LD Intensive Support Service</p> <p><i>‘Thank you so much for being there for x and the family at today’s EHCP meeting. I know you didn’t get to say much but what you did say was great and very much appreciated. I did use your pearls of wisdom as best as I could! As you can see I am a woman on a mission and will not stop until I have got the best outcomes for x. Hope it works in getting x back to college - He does work hard and he has done academically well. I want him to be offered an ASD college place where he can be supported and thrive again from September.</i></p> <p><i>Thanks in advance for saying you’d forward a report to his case officer (if you haven’t done already!)</i></p>
<p>MSK Physiotherapy</p> <p><i>‘I feel much better after your advice on which exercises to do and how to do them properly. A few weeks ago I wondered if I would be in pain for the rest of my life, which was miserable, and now the pain is nearly gone. I can’t thank you enough for that.’</i></p>	<p>Perinatal Mental Health Service</p> <p><i>‘Gosh I am so sorry too we never got to say goodbye properly. Thank you so much for incredible support and care (and patience) over the course of our time together.</i></p> <p><i>Take good care of yourself and your family. Very very best wishes.’</i></p>
<p>Covid Vaccination Clinic</p> <p><i>‘Brilliantly quick but friendly service they are managing to provide.</i></p> <p><i>The nurse that vaccinated was one of those nurses who have that old school disarming smiling manner, so relaxing for people. It’s good to know we still have this kind of nurse in the NHS.</i></p> <p><i>Well done to all concerned, even the lady signing people in was lovely.’</i></p>	<p>Community Matrons</p> <p><i>‘Thank you for taking time to sort out my husbands PEG issues, been problematic for a long time and finally someone has listened to me.’</i></p>
<p>Community Respiratory Service</p> <p><i>‘1) Very thorough and helpful</i></p> <p><i>2) The care the Nurse took in explaining everything to me.</i></p>	<p>CAMHS Specialist Community Team</p> <p><i>‘I hope this finds you well.</i></p>

- 3) All questions answered with clear information.
- 4) Helpful in so many ways, ie information telephone calls, tips.
- 5) Always there when needed questions.
- 6) Everyone is very supportive in the program.
- 7) Makes me feel positive – makes me feel good, look forward to doing the exercise.

*Everyone very helpful, clear, easy to understand. People are nice, friendly and committed. If I didn't understand, someone available to clarify things. Just thank you, this course and the people have made a huge difference.'*

*I wish to express my gratitude towards all your help and support for the two young girls that are in my care.*

*Your support through CAMHS has been invaluable.'*

**MSK Physiotherapy**

*'My wife and I would like to bring to your attention the exceptional support we feel we have received from x. From the initial telephone consultation he came across succinctly, understanding and supportive. He has carried out everything he has said he would, phoning to discuss the next steps, checking we were happy with proposed plans etc and explaining the rationale behind them.*

*It has been a huge relief to have someone professional and understanding, as I don't feel I have been listened to in the past and this time I am desperate! Not only have I suffered considerable knee pain since the beginning of December and the inactivity this has caused, but I have found as time has progressed it has affected my mood and I have been feeling very down. I've not suffered from depression in the past so can only put the low mood down to the strain of the knee issue and inactivity. I couldn't even go to an appointment with SpecSavers in Broad Street as I was unable to walk from the nearest drop off point to the shop. x has been understanding in what I am going through and was sympathetic and supportive in what he said - which mentally helps one a great deal.*

*I've suffered from painful hips for a good ten years now and when I've brought this to the attention of my doctor I have been turned away saying I was too young to be referred. I expected to be dismissed on this occasion so it was really encouraging to feel that what I was feeling and reporting to x was taken seriously and being analysed accordingly and that something would be done. My other concern is that my "gait" is so bad when I do walk that further damage will be done to my frame - thus time is of an essence!*

*But this is not to bring my issues to your attention, it is to ask you to say a huge thank you to x. He has given us hope and we really do feel he is working alongside us. I feel "valued" as an individual and not just another patient. That's a huge gift to give someone - and a quality which not every practitioner possesses. We know your workload is heavy and stressful, but x has never rushed us with our queries and told us to make contact if we had further questions.*

*I feel very lucky to have x as my practitioner and intermediary - he is exceptional in his role.'*

Table 28: Compliments, comparison by quarter

	2019/20					2020/21					2021/22
	Q1	Q2	Q3	Q4	2019/20	Q1	Q2	Q3	Q4	2020/21	Q1
Compliments	1,404	1,389	1,437	1,436	5,666	873	975	1,010	1,319	4,177	1076

## 13. Feedback on the complaints process

### 13.1 Internal audit

Our internal auditors undertook an audit of Patient Experience processes in quarter 4 as part of the Trust 2020/21 Internal Audit plan. The review looked at the mechanisms in place for the monitoring and management of feedback received from patients and carers of the Trust and how the Trust use this information to improve patient experience. The audit was positive providing reasonable assurance, with 2 low and one medium recommendation made.

Positive assurance was received in relation to:

	Complaints Policy
	Reporting and Managing Complaints
	Complaint Timeframe
	Complaint training
	Patient experience surveys during Covid-19
	Patient Advice and Liaison Service (PALS)
	Covid-19 Patient Quality Risks
	Sharing Lessons Learnt – Learning Curve
	Working with Patient-led Groups (Healthwatch)
	Other Patient Experience Assurances
	Safety, Experience and Clinical Effectiveness Group (SECEG)
	Quality & Performance Executive Group (QPEG) and Patient Safety and Quality Groups (PSQ)
	Reporting of patient experience internally and to the Board

## Recommendations:

The 2 low recommendations were in relation to continuing to improve capture of ethnicity data in relation to complaints and to continue to strengthen existing processes for demonstrating actions taken across the trust as a result of feedback (building on the current processes in place).

The medium recommendation was in relation to undertaking deep dive analysis across services to identify wider themes providing opportunity to make further improvements to the patient experience. The report recognised that this already takes place at divisional level and that a process led by the patient safety team to look across incidents, safeguarding and patient experience has already commenced. The Trust's new patient experience tool in development will also support improvement in this area.

## 13.2 Feedback from complainants

During quarter one the following feedback was received on the complaints process

*'Thank you for your letter. I was pleased with the thorough way in which you and your staff dealt with the complaint. I appreciated the call from the Investigating Officer and felt that she understood my concerns. She impressed me with her caring attitude and I am confident that she will make substantial improvements to the service.'*

*'Firstly I would like to apologise for not coming back to you sooner but has been a busy week and wanted to have time to reflect and read through the report in full.'*

*Having read through I am thoroughly satisfied with the report and the diligence to review the situation to make improvements. Although it was a distressing experience we appreciate that was not anyone's intention. We accept the apology in relation to how it was handled and are pleased that the event can perhaps in some way improve and enhance the policy moving forward which is all we wanted to see.'*

*Thanks so much to yourself and the Investigating Officer for managing this investigation and providing such a satisfactory report it really is very much appreciated.'*

*'I refer to my letter of x regarding the diagnosis report for my son and wanted to pass my heartfelt thanks for you, and your team for the swift resolution and provision of these reports.'*

*I have now been able to pass these onto the school and health providers which will enable us to access the help and support our child needs.'*

Elizabeth Chapman

Head of Service Engagement and Experience