

Patient Experience Report – Q2

July 2021 to September 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).

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 two 2021-22 there were 61 complaints received (including re-opened complaints). This is comparable with the same period for 2020-21 where there were 62.

There were 116,914 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	Q1	Higher or lower than previous quarter	Q2	Total for year	% Of Total	
CMHT/Care Pathways	4	11	7	12	34	15.96	5	↑	8	13	10.83	
CAMHS - Child and Adolescent Mental Health Services	2	3	3	6	14	6.57	5	↑	10	15	12.50	
Crisis Resolution & Home Treatment Team (CRHTT)	4	2	3	4	13	6.10	5	↓	4	9	7.50	

Acute Inpatient Admissions – Prospect Park Hospital	7	4	1	9	21	9.86	11	↓	8	19	15.83
Community Nursing	2	1	5	2	10	4.69	4	↑	5	9	7.50
Community Hospital Inpatient	5	6	3	4	18	8.45	6	↑	8	14	11.67
Common Point of Entry	1	1	3	1	6	2.82	0	↑	1	1	0.83
Out of Hours GP Services	4	0	3	1	8	3.76	1	-	1	2	1.67
PICU - Psychiatric Intensive Care Unit	2	0	0	2	4	1.88	3	↓	1	4	3.33
Urgent Treatment Centre	1	0	1	0	2	0.94	1	-	1	2	1.67
Older Adults Community Mental Health Team	1	1	1	2	5	2.35	0	-	0	0	0.00
Other services in Q2	11	33	21	13	78	36.62	18	↓	14	32	26.67
Grand Total	44	62	51	56	213		59		61	120	

The 'other services' complaints were split over 11 different services, and there is nothing of note to report as these services only saw numbers of one or two complaints.

3 of the 61 formal complaints received were about, or mentioned, Covid, these were:

- A patient is unhappy with various aspects of care during their admission, including going onto a Section 3 after being admitted informally and being isolated on the ward following a reported positive Covid test result
- Family are unhappy with SI report and still have concerns around the fact their father contracted Covid and died
- Parent with shared custody unhappy that nurse spoke to the child asking if they wish to have the COVID vaccine after the consent form had stated they are not to have it

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 two 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 two

27 of the 61 (44%) complaints received during Quarter two 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	
A Place of Safety		1					1
Adult Acute Admissions - Bluebell Ward		1					1
Adult Acute Admissions - Daisy Ward		3					3
Adult Acute Admissions - Rose Ward		2					2
Adult Acute Admissions - Snowdrop Ward		2					2
CMHT/Care Pathways			3	1	2	2	8
Common Point of Entry						1	1
Crisis Resolution and Home Treatment Team (CRHTT)	1	3					4
IMPACTT		1					1
Older adults inpatient service - Orchid Ward		1					1
Older adults inpatient service - Rowan Ward		1					1
PICU - Psychiatric Intensive Care - Sorrel Ward		1					1
Psychology Medicine Service		1					1
Grand Total							27

2.2.1 Number and type of complaints made about a CMHT

8 of the 61 complaints (13%) received during Quarter two related to the CMHT service provision, detail below. There were 10,313 reported attendances for CMHT and the ASSiST service during Quarter two, giving a complaint rate of 0.07%, compared to 0.10% in Quarter 4 and 0.04% in Quarter three.

There were no formal complaints for the Talking Therapies service in Quarter two.

Table 3: CMHT complaints

Main subject of complaint	Geographic Locality						Grand Total
	Bracknell	Reading	Slough	West Berks	WAM	Wokingham	
Attitude of staff			1		1		2
Care and Treatment			1	1		1	3
Communication				1			1
Medical Records						1	1
Medication	1						1
Grand Total	1	0	2	2	1	2	8

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

- A patient feeling they were being ignored
- A patient feeling a lack of involvement with their care
- A patient feeling they had received insufficient care over a period of years

2.2.2 Number and type of complaints made about CPE

There was one complaint received about CPE in quarter two out of 1,551 contacts. The one complaint was challenging a diagnosis.

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

During quarter two, 12 of the 61 complaints (20%) related to Adult Acute mental health inpatient services (including APOS). This is a decrease in the numbers received in Quarter one (24%).

There were 216 reported discharges from mental health inpatient wards (including Sorrel Ward) during quarter two giving a complaint rate of 5.5%.

Table 4: Mental Health Inpatient Complaints

Main subject of complaint	A Place of Safety	Bluebell Ward	Daisy Ward	Rose Ward	Snowdrop Ward	Orchid Ward	Rowan Ward	Sorrel Ward	Grand Total
Abuse, Bullying, Physical, Sexual, Verbal			1						1
Care and Treatment	1	1	2		1	1	1	1	8
Communication				1	1				2
Discharge				1					1
Grand Total	1	1	3	2	2	1	1	1	12

We have continued to see an increased number of complaints being referred through patients contacting the CQC helpline, with four of the 12 being received via the CQC. Eight of the 12 complaints related to Care and Treatment, which is an increase compared to Quarter one, but there are no underlying trends and each case was quite different to the next. For example:

- One patient was complaining about their detention
- One patient said they needed physiotherapy, which was not forthcoming
- A spouse wanted their wife to be moved to a hospital nearer their home
- Family felt the patient's cognitive function had deteriorated
- Patient unhappy with section 3
- Concerns regarding physical care needs not being met for one patient

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

In quarter two, 4 of the 61 complaints (6%) were attributed to CRHTT, a slight decrease from 5 in Quarter one.

There were 14,767 reported contacts for CRHTT during quarter two giving a complaint rate of 0.02%, compared to 0.03% 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		1					1
Care and Treatment	1	2					3
Grand Total	1	3					4

Three of the four complaints received were for the service based in Reading, but one of these was a re-opened complaint, where a detained patient was unhappy with their care and treatment.

2.3 Community Health Service Complaints received in Quarter two

During Quarter two, 20 of the 61 complaints (33%) 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	
Assessment and Rehabilitation Centre (ARC)				1		1
Community Hospital Inpatient Service - Donnington Ward			1			1
Community Hospital Inpatient Service - Henry Tudor Ward				1		1
Community Hospital Inpatient Service - Oakwood Ward	5					5
Community Hospital Inpatient Service - Windsor Ward					1	1
Diabetes				1		1
District Nursing	2			1	2	5
Other			1			1
Out of Hours GP Services	1					1
Rapid Response					2	2
Urgent Treatment Centre			1			1
Grand Total	8	0	3	4	5	20

2.3.1 Community Health Inpatient Ward Complaints

During Quarter two, 8 of the 61 complaints (13%) received related to inpatient wards. This is compared to 6 in Quarter one. Five of the complaints related to Oakwood Unit.

There were 615 reported discharges from community health inpatient wards during Quarter two giving a complaint rate of 1.3%, which is an increase from 1% received in Quarter one, 0.6% for Quarters four and three.

Table 7: Community Health Inpatient complaints

Main subject of complaint	Ward				Grand Total
	Donnington Ward	Henry Tudor Ward	Oakwood Unit	Windsor Ward	
Care and Treatment	1		4		5
Communication		1			1
Patient property and valuables			1	1	2
Medication	1	1	5	1	8

From the eight community health inpatient wards, complaints were received for four wards. The top theme was care and treatment.

Five of the eight complaints for Community Health Inpatients in Quarter two were for the Oakwood Unit; four being for care and treatment and one for property. The complaint regarding property was a re-opened complaint, which was first received in Quarter one. Further investigation work is being undertaken regarding themes on Oakwood Unit by the ward manager and Governance Lead.

2.3.2 Community Nursing Service Complaints

District Nursing received five complaints in quarter two, compared to six in quarter one. One complaint was about communication, where the family were unhappy regarding a letter they had received regarding their aggressive behaviour towards staff. Three complaints were about care and treatment and one regarding attitude of staff.

There were 73,120 reported attendances for the Community Nursing Service during quarter two giving a complaint rate of 0.006%. 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	WAM	Wokingham	
Attitude of Staff			1	1
Care and Treatment	2	1		3
Communication			1	1
Grand Total	2	1	2	5

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

There was one complaint in Quarter two for WestCall, out of 17,431 reported attendances, giving a complaint rate of 0.006%, compared to 0.005% for Quarter one and 0.01% for Quarter four.

The one complaint in Quarter two was from a parent who was unhappy with the timing of the out of hours appointment, and that she had to wake the child to take them for the appointment.

There were no complaints for the Urgent Care Centre, which had 4,722 attendances.

2.4 Children, Young People and Family service Complaints

2.4.1 Physical Health services for children complaints

There was one complaint regarding the immunisation service.

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

Service	Geographical Locality	
	Bracknell	Grand Total
Immunisation	1	1
Grand Total	1	1

2.4.2 CAMHS complaints

During Quarter two, 11 of the 61 complaints (18%) were about CAMHS services, including the Adolescent Mental Health Inpatient Unit, which has now changed to a Hospital at Home model. There were 7,767 reported attendances for CAMHS during Quarter two giving a complaint rate of 0.14%, compared to 0.06% for Quarter one and 0.07% for Quarter 4.

Table 10: CAMHS Complaints

Service	Main subject of complaint					Grand Total
	Access to Services	Attitude of Staff	Care and treatment	Communication	Waiting Times	
Willow House			1			1
CAMHS - AAT		2			1	3
CAMHS - ADHD			1			1
CAMHS - Anxiety and Depression Pathway			1			1
CAMHS - Getting Help East				1		1
CAMHS - Specialist Community Teams	1	1	2			4
Grand Total	1	3	5	1	1	11

Care and Treatment continued to be the most common reason for the complaints within CAMHS, with five of the 11 falling into this category. Waiting times was the cause for the complaint received regarding the CAMHS AAT 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 two.

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 usually published a quarter behind, but it can be two quarters behind. Information for Quarters one and two for 2021/22 were only requested to be submitted in October 2021, so information for these quarters will be included in the Quarter 3 report. However, the table below shows the information for Mental Health Trusts, up to and including Quarter four 2020-21.

Table 11: KO41A Return

	2018-19				2019-20				2020-21			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mental Health complaints - nationally reported	3,598	3,651	3,391	3,450	3,507	3,502	3,335	3,303	2,058	3,049	2,753	2,854
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
Berkshire Healthcare NHS Foundation Trust	49	45	38	51	47	52	56	51	40	47	37	51
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 two there were 65 complaints closed.

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

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	Q1	Higher or lower than previous quarter	Q2	% of 21/22
Not Upheld	9	25	19	18	71	36%	27	↑	36	52%
Partially Upheld	13	34	20	28	95	48%	19	↓	18	31%
Upheld	12	6	0	7	25	12.50%	9	↑	11	17%
Disciplinary Action required	0	0	0	0	0	0	0	-	0	0
Grand Total	34	65	39	53	191		55		65	

45% of complaints closed were either partly or fully upheld in the quarter, these were spread across several differing services. Of these, 9 were about staff attitude, 3 were in relation to communication and 12 related to care and treatment received. This equates to 27% for staff attitude, 10% for communication and 41% for care and treatment in Quarter two.

Service - Henry Tudor Ward										
Community Hospital Inpatient Service - Oakwood Ward			2							2
Community Hospital Inpatient Service - Windsor Ward								1		1
Crisis Resolution and Home Treatment Team (CRHTT)			2	3						5
District Nursing			1	1						2
IMPACTT			1							1
Older Adults Inpatient Service - Rowan Ward	1		1							2
Out of Hours GP Service			1							1
OICU - Psychiatric Intensive Care - Sorrel Ward			1							1
Psychology Service		1								1
Grand Total	1	1	9	11	3	1	1	1	1	29

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			
Q2	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
100	100	100	100	99	100	100	98	100	100

All complaints closed in Quarter two 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 July and 30 September 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 Q4 attendances
Asian/Asian British	6	9.84	9.67
Black/Black British	3	4.92	2.67
Mixed	2	3.28	3.49
Not stated	12	19.67	15.89
Other Ethnic Group	2	3.28	1.62
White	36	59.02	66.66
Grand Total	61		

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 two (there were 2 cases where gender was not stated).

Table 16: Gender

Gender	Number of patients	% complaints received	% breakdown of Q4 attendance
Female	40	65.57	53
Male	19	31.15	46.98
Not stated	2	3.28	0.009
Grand Total	61		

5.3 Age

Table 17: Age

	Number of patients	% complaints received	% breakdown of Q4 attendance
0 to 4	1	1.64	18.41
5 to 9	4	6.56	4.14
15 to 19	8	13.11	4.52
20 to 24	1	1.64	2.87
25 to 29	5	8.20	3.14
30 to 34	2	3.28	3.56
35 to 39	2	3.28	3.58
40 to 44	4	6.56	3.52
45 to 49	4	6.56	3.73
50 to 54	3	4.92	4.32
55 to 59	1	1.64	4.46
60 to 64	2	3.28	4.63
65 to 69	1	1.64	4.53
70 to 74	5	8.20	5.56
75 to 79	4	6.56	6.16
80 to 84	1	1.64	6.55
85 +	8	13.11	11.98
Not known	5	8.20	0
Grand Total	61		

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 two, but we have received 9 enquiries where they have asked for further information. There are currently 2 cases that are open for investigation. The table below shows each case against the service.

Table 18: PHSO

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	Investigation Underway
Sep-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 to attempt local resolution
Nov-20	CMHT/Care Pathways	Open	PHSO have requested we attempt to reach resolution with mother of patient who has not been given consent to share information with
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
Apr-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
Jul-21	District Nursing	n/a	PHSO have requested information to aid their decision on whether they will investigate
Jul-21	Talking Therapies - Admin/Ops Team	n/a	PHSO have requested information to aid their decision on whether they will investigate

Aug-21	Health Visiting	n/a	PHSO have requested information to aid their decision on whether they will investigate
Aug-21	Podiatry	n/a	PHSO have requested information to aid their decision on whether they will investigate
Sep-21	Children's Speech and Language Therapy - CYPIT	n/a	PHSO have requested information to aid their decision on whether they will investigate
Sep-21	CMHT/Care Pathways	n/a	PHSO have requested information to aid their decision on whether they will investigate
Sep-21	Veterans TILS Service	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 four complaints received that were led by another organisation during Quarter two, led by NHSE, the CCG, the RBH and the Local Authority.

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 19: MP Enquiries

Service	Main theme of enquiry				Grand Total
	Access to Services	Care and Treatment	Communication	Waiting Times for Treatment	
CAMHS - ADHD		1	1	2	4
CAMHS - A&D Pathway		2			2
CAMHS - Specialist Community Teams		1		1	2
CMHT/Care Pathways		3			3
Crisis Resolution and Home Treatment Team	1				1
District Nursing	1				1
Older Adults Inpatient Service - Rowan Ward		1			1
Other			1		1
Grand total	2	8	2	3	15

There were 15 enquiries raised by constituents to their MPs in Quarter two. This compares to 17 in Quarter one and the increase we saw in Quarter one has followed through to Quarter two.

Eight of the MP enquiries related to care and treatment and three were regarding waiting times. The enquiries for waiting times were all related to CAMHS services. Overall eight of the enquiries were for CAMHS and three were for CMHT.

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 20: Concerns managed by services – Local Resolution complaints

Service	Number of concerns resolved locally
Children's Occupational Therapy - CYPIT	1
Children's Speech and Language Therapy - CYPIT	3
East Berkshire Wheelchair Service	1
Health Visiting	3
Intermediate Care	1
Learning Disability Service Inpatients - Campion Unit - Ward	1
Neuropsychology	1
PICU - Psychiatric Intensive Care - Sorrel Ward	1
Podiatry	4
Grand Total	16

There were 16 local resolution complaints logged in Quarter two, down from 35 in Quarter one. This decline in recording is being picked up and discussed in the regular Complaint Handling Training course delivered by the Complaints Office.

Care and Treatment was the most common theme for the local resolutions that were logged with seven relating to this subject. Two of the complaints logged related to communication. Seven related to CAMHS, three to mental health services and ten 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 which included:

- Catching the patient's skin when cutting their nails
- The concern that routine appointments were delayed due to staff absences and the impact on treatment
- A patient not being able to be seen in clinic as they arrived 30 minutes after their appointment time

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 25 informal complaints received in Quarter two compared to 32 in Quarter one.



Berkshire Healthcare
NHS Foundation Trust

Table 21: Informal complaints

Service	Main theme of concern									Grand Total
	Access to Services	Attitude of Staff	care and Treatment	Communication	Discharge Arrangements	Medication	Patients Property and Valuables	Support Needs (Including Equipment, Benefits, Social Care)	Waiting Times for Treatment	
SUN		1								1
Adolescent Mental Health Inpatients - Willow House - Ward			1							1
Adult Acute Admissions - Daisy Ward				4						4
Adult Acute Admissions - Rose Ward			1							1
Assessment and Rehabilitation Centre (ARC)			1							1
CAMHS - ADHD									1	1
CAMHS - Common Point of Entry (Children)			1							1
CAMHS - Specialist Community Teams	1					1				2
Children's Speech and Language Therapy - CYPIT					1					1

CMHT/Care Pathways			1	1						2
Common Point of Entry									1	1
Community Hospital Inpatient Service - Henry Tudor Ward			1							1
Community Hospital Inpatient Service - Highclere Ward				1						1
Community Hospital Inpatient Service - Jubilee Ward				1						1
Community Team for People with Learning Disabilities (CTPLD)			1							1
Continence								1		1
District Nursing								1		1
Older Adults Inpatient Service - Orchid ward			1							1
Older Adults Inpatient Service - Rowan Ward							1			1
Psychological Medicine Service				1						1
Grand Total	1	1	8	8	1	1	1	2	2	25

8.4 NHS Choices

There were 3 postings on NHS Choices during Quarter 2; two were positive and one was negative. 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 22: NHS Choices

Service	No of postings	Positive	Negative
WestCall OOH GP	2	Great response. Telephone call and follow up actions from this out of hours doctor was effective, pleasant and precise which the family found to be extremely reassuring - thanks so much	
		Great practice Dr was insightful, kind, calming and went above and beyond to ensure I got the care I needed. Was comforting when I explained that I didn't realise my symptoms were more severe than I'd previously thought. Honestly want to write a thank you card as was one of the most supportive doctor I've spoken to in a long time. Very grateful for the experience I've had.	
WAM CMHT	1		Feel let down and ignored Contradictory results, years to get an assessment, minutes to be reviewed, seemed no time was taken and just judged and assumptions were made rather than time taken to understand.

8.4.1 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 continues to be available across all inpatient areas. PALS has held regular meetings with advocates, with those based at Prospect Park Hospital having returned.

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. The PALS Manager continues in the roles of Freedom to Speak Up champion and Armed Forces Service Network champion.

There were 342 PALS queries recorded during quarter 2. In addition, there were 288 non BHFT queries. Work is ongoing as part of the QMIS process in order to reduce this number.

The main reasons for contacting PALS were:

- Access to services.
- Communication issues
- Information requests
- Care and treatment

Some examples of the contacts are:

Access to services

Access to Phlebotomy at WBCH. Routine appointments have been curtailed due to a lack of equipment. GPs are also signposting patients to PALS for information on making an appointment and patients experience problems booking online. Patients also sought information on eligibility criteria and referral pathways across a range of services.

Communication

Relatives experiencing a lack of communication regarding discharge and care in general. Issues around consent have arisen. There has also been communication with external agencies who have expressed concerns about patients. These included Housing, TVP, GP and the general public. Patients sometimes require specific methods of communication, such as text and connection for video appointments.

Information requests

Amongst the general information requests, there has been contact with TVP who requested information regarding patients who had been arrested and are in the Criminal Justice System. People have also sought information on Trust services, the complaints procedure and external support organisations. Information has also been sought on current vacancies within the Trust, and reference requests have been received on behalf of former employees.

Care and treatment

Amongst the contacts with patients related to care and treatment, there was concern about the attitude of staff within clinical settings. Relatives have also expressed concern that their loved one is in the wrong clinical setting and their interests would be better served elsewhere. Inconsistent care has been pointed out with unpredictable visits in the community. Patients have felt unsupported and passed between services. Discharge has been curtailed as a patient contracted MRSA and developed pressure sores. Concerns were also expressed about end of life care.

Of the 342 queries 8 were Covid related including some which expressed concerns about the roll out of the vaccine to children. These have been escalated within the organisation and to NHS England. 12 queries were escalated to the formal complaint process and 325 queries were responded to within 2 working days.

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 has been changed to Overall, how was your experience of our service.

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 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.

The way that the FFT is reported will change from January 2022, with the iWGC solution having been implemented. Services will have access to dashboards where they can view their responses and activity in real time.

The Trust will continue to monitor and report on the response rate and recommendation rate.

Table 23: FFT Response Rate

		Number of responses	Response Rate
2021-22	Q4		
	Q3		
	Q2	6124	6%
	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%

Table 24: Recommendation rate

	2020/21				2021/22			
	Q1	Q2	Q3	Q4	Q1	Q1 n	Q2	Q2 n
Community Mental Health Services	70%	90%	85%	89%	93%	3944	90%	4330
Mental Health Services	60%	85%	81%	83%	75%	1844	84%	1794
Trust Total	59%	90%	85%	89%	87%	5788	88.3%	6124

Table 25: Recommendation rate for inpatient wards

Ward	Ward type	2021/22				2020/21	
		Q2%	Q2 n	Q1%	Q1 n	Q4%	Q3%
Oakwood Ward	Community Inpatient Ward	100%	10	52%	11	100%	0%
Highclere Ward		100%	10	81%	7	0%	67%
Donnington Ward		88.88%	27	70.66	21	100	93%
Henry Tudor Ward		85%	32	100%	29	100%	93%
Windsor Ward		100%	11	95%	11	100%	100%
Ascot Ward		92.22%	130	100%	71	98%	50%
Jubilee Ward		100%	5	75%	6	0%	100%
Bluebell Ward	Mental Health Inpatient Ward	0%	0	67%	4	100%	100%
Daisy Ward		0%	0	100%	6	85%	67%
Snowdrop Ward		94.73%	22	92%	21	0%	75%
Orchid Ward		100%	6	100%	5	0%	100%
Rose Ward		0%	0	100%	6	0%	0%
Rowan Ward		0%	1	100%	5	0%	100%
Sorrel Ward							

Table 26: Carer FFT

	2020/21	2019/20	2018/19	2017/18
Q1	18	335	67	111
Q2	94	408	201	32
Q3		242	314	39
Q4		411	258	86

The Trust has appointed a designated Carer Lead who will be taking over the implementation, reporting and monitoring of the FFT from January 2022, 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 surveys

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 are currently developing 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.

Information and training sessions are currently underway, and the new software and collection programme is being launched on 1 December 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 as these were not carried out as part of the pandemic response.

Appendix 2 contains the report for the 15 Steps Programme which restarted during quarter two. There were 6 visits carried out and they were all in outpatient areas.

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 our communities.

12. Compliments

There were 986 compliments reported during Quarter two. The services with the highest number of recorded compliments are in the table below.

Table 27: Compliments

Service	Number of compliments
Talking Therapies - Admin/Ops Team	336
District Nursing	153
Community Based Neuro Rehab - CBNRT	59
Community Respiratory Service	47
Community Dietetics	38
Physiotherapy Musculoskeletal	35
CMHTOA/COAMHS - Older Adults Community Mental Health Team	27
Heart Function Service	25
Cardiac Rehab	21
Children's Speech and Language Therapy - CYPIT	20
Intermediate Care	16
Crisis Resolution and Home Treatment Team (CRHTT)	15
Community Hospital Inpatient Service - Oakwood Ward	14
Community Matron	13
Eating Disorders Service	13
Podiatry	11
Community Hospital Inpatient Service - Windsor Ward	10

Table 28: Examples of compliments received during Quarter two

<p>Children's Speech and Language</p> <p><i>As the term comes to an end, I just want to feedback how great your team has been in supporting my child. Thank you both for continuing to support my child, especially during a very unprecedented time for everyone but my child has progressed on some of those targets previously set, so all this great work you have done has been very beneficial for my child to develop in speech, especially in those sounds they were struggling with and they are becoming so more confident.</i></p>	<p>Physiotherapy</p> <p><i>The patient said it was the best physiotherapy appointment she has ever had, how good the clinician was and that she knows her stuff.</i></p>
<p>Diabetes</p> <p><i>Email received by the Dietitian from patient which read " Thank you very much for all your help and advice. My only regret is, that I did not talked to you earlier. I would be able to improve my HbA1c a long time ago. 😊"</i></p>	<p>Older Adults Mental Health Team</p> <p><i>'Thank you for Thursday, it for me was lovely to talk about the situation. For me I loved your genuine care and compassion for the role you under take. So personal thank you.</i></p>
<p>Community Dietetics</p> <p><i>Just a small note to say thank you for looking after our father during his last months. He spoke very highly of you all and felt extremely cared for by a team who I also personally am grateful to.</i></p> <p><i>Sadly everything happened so quickly but he fought until his last breath and whilst we will miss him, he is at peace. Kind Regards</i></p>	<p>Cardiac Rehabilitation</p> <p><i>Dear Cardiac Rehab Nurse, thank you so much for everything you've done for me over the last year or so. All the phone calls and kindness and caring attitude proves what a wonderful cardiac nurse you are. You're part of a fantastic team and we really appreciate everything you've done for me. You've gone over and above the norm and I can't thank you enough. Please keep in touch. With kind regards</i></p>
<p>District Nursing</p> <p><i>Dear Friends, I enclose a cheque in memory of (patient), who received such wonderful care from your team during his recent illness. It was much appreciated by all around him at a very sad and stressful time.</i></p>	<p>CMHT Care Pathways</p> <p><i>Dear Mental Health Care Co-ordinator thanks for the help given to me</i></p>
<p>CAMHS ADHD</p> <p><i>THANK YOU. A long overdue thank you. My daughter was helped, supported and encouraged by CAMHS Maidenhead. She has just completed a Masters and a Teaching Diploma and secured her first job as a University Lecturer. She has no intention of</i></p>	<p>Bluebell Ward</p> <p><i>hi to all the staff on bluebell Ward</i></p> <p><i>we would like to say a big thank you to all the doctors, nurses and medical team for helping and looking after **** who when he arrived with you was very poorly, he's back home</i></p>

<p><i>stopping learning and loves to inspire that in others. All thanks to you enabling her to reach for the stars</i></p>	<p><i>now and he's feeling alot better. we all appreciate the care you gave him which of course was harder with the coronavirus. thank you to Dr too and the receptionists helpful. thank you all again. take care</i></p>
<p>IMPACTT</p> <p><i>"...I am trying to articulate how much good you have done but words are failing me...."</i></p>	
<p>CRHTT</p> <p><i>".....You and your team has been a ray of sunshine in our stormy times..... May God bless you all and keep giving you strength to carry on supporting and working with families like ours."</i></p>	
<p>CAMHS ADHD</p> <p><i>"[Clinician]was amazing with [client]. Always at the end of the phone and would call back if unavailable. She listened to my concerns and she went above and beyond. We have had a lot of professionals involved with [client] and [Clinician]was by far one of the best. She always had a listening ear, spoke to [client]when he was there and not about him, understood immediatly when I explained behaviours, etc and did everything she could to help, reassure and understand the situation, both from a professional point of view for [client]and from a mother's point of view for me. We are very sad to be moving on from Berkshire CAMHS because of [clinician]alone! Thank you so much [clinician]–all of your help, support and genuine kindness has been so greatly appreciated over the years."</i></p>	
<p>CAMHS Autism Assessment Team (AAT)</p> <p><i>"Thank you for all your help. Amazing people, great conversations and overall, absolutely amazing!"</i></p>	

Table 29: Compliments, comparison by quarter

	2021/22					2020/21				
	Q1	Q2	Q3	Q4	2021/22	Q1	Q2	Q3	Q4	2020/21
Compliments	1076	986	-	-	2062	873	975	1,010	1,319	4,177