

## **Patient Experience Report**

### **Patient and Public Involvement**

#### **Quarter Two, 2019-20**

#### **Summary**

In quarter two, 2019-20, the number of responses has significantly decreased in comparison to quarter one, 2019-20. There has been a decrease of 1406 responses compared to last quarter.

At the end of the quarter we have received feedback from **3830** patients or carers compared to 5236 in the last quarter.

This quarter there has been a significant drop in responses but we have noticed a drop in numbers across all of the summer months. Mental Health Services are still showing an increased level of responses with responses showing from Campion and Willow which is great. Community Health has had a significant drop in responses mainly impacted by Immunisation and School Nursing being term time only.

#### **Good or Better Results**

Total feedback relevant to the good or better rating has been received from 3830 patients and carers, of those that provided feedback **81%** reported the service they received as excellent or good, which is lower than last quarter.

Community Health Services had responses from 2487 patients and carers with 88% of them reporting the service they received as excellent or good. Mental Health Services responses increased 1343 in the last quarter, with 68% of patients and carers rating the service provided as excellent or good.

12 services carrying out the internal patient survey were rated 100% for excellent or good with a further 18 services rating 85% or above.

## PPI by Services – Internal Survey Results

### Satisfaction Ratings

If a service is not showing it has had no responses for this financial year

Community Health Services	Quarter One 2019-20		Quarter Two 2019-20		Quarter Three 2019-20		Quarter Four 2019-20	
	no. in Q1	% rating Excellent or Good	no. in Q2	% rating Excellent or Good	no. in Q3	% rating Excellent or Good	no. in Q4	% rating Excellent or Good
Adult SALT	16	100.00%	1	100%				
ARC	118	84.75%	58	91%				
Audiology	38	60.53%	73	70%				
Cardiac Rehabilitation	61	98.36%	55	95%				
CBNRT	10	90.00%	33	100%				
Community Geriatricians	24	95.83%	24	92%				
Community Matrons	31	80.65%	11	91%				
Community Nursing	143	83.92%	79	87%				
CYPIT	2	100.00%	15	53%				
Diabetes	44	97.73%	42	67%				
Diabetes Specialist Nurses	20	95.00%	25	100%				
Domiciliary Physiotherapy	11	72.73%	16	94%				
Health Visiting	543	96.87%	495	96%				
Heart Failure	41	100.00%	41	95%				
High Tech Care	18	100.00%	8	100%				
HOLT	6	100.00%	13	100%				
Home First Rapid Response	15	73.33%	9	100%				
Immunisation	1761	89.15%	670	87%				
Integrate Care Home Service	56	83.93%	153	93%				
Intensive Community Rehabilitation	48	100.00%	19	100%				
Intermediate Care	38	94.74%	75	93%				
LAC	2	100.00%	35	86%				
Mobility	21	95.24%	33	88%				
Nutrition & Dietetics	49	97.96%	59	85%				
Physiotherapy – Community	20	100.00%	28	100%				
Physiotherapy - MSK	264	94.32%	96	97%				
Podiatry	169	89.35%	77	90%				
Pulmonary Rehab	34	100.00%	33	100%				
Respiratory	19	100.00%	5	100%				
School Nursing	116	93.10%	52	92%				

Sexual Health	123	62.60%	97	61%				
Specialist children's services	44	22.73%	57	12%				
<b>Community Health Total</b>	<b>3905</b>	<b>89.35%</b>	<b>2487</b>	<b>88%</b>				
<b>Mental Health Services</b>	<b>no. in Q1</b>	<b>% rating Excellent or Good</b>	<b>no. in Q2</b>	<b>% rating Excellent or Good</b>	<b>no. in Q3</b>	<b>% rating Excellent or Good</b>	<b>no. in Q4</b>	<b>% rating Excellent or Good</b>
Bluebell Ward	8	87.50%	24	67%				
Campion	0	0.00%	37	49%				
CILD	196	95.41%	243	93%				
CMHT	136	80.15%	18	83%				
CRHTT	302	67.22%	302	65%				
Daisy Ward	36	47.22%	37	57%				
Early intervention into psychosis	16	81.25%	1	0%				
East Berks Psychological Medicine Service	17	94.12%	28	96%				
Eating Disorders	12	91.67%	0	0%				
ECT	16	100.00%	6	100%				
IMPACTT	48	83.33%	51	82%				
Older Adults East Berks PMS	18	55.56%	0	0%				
Older Adults West Berks PMS	0	0.00%	10	70%				
OPMH	66	54.55%	144	38%				
Orchid Ward	105	72.38%	60	70%				
Perinatal MH	3	100.00%	5	80%				
Pharmacy	43	81.40%	0	0%				
Psychological Medicine Service West Berks	215	68.37%	219	58%				
Rose Ward	14	64.29%	7	43%				
Rowan Ward	33	87.88%	18	50%				
Snowdrop Ward	34	55.88%	86	65%				
Sorrel Ward	0	0.00%	4	50%				
Traumatic Stress	0	0.00%	3	100%				
Veterans	5	100.00%	13	92%				
Willow House	8	100.00%	27	81%				
<b>Mental Health Total</b>	<b>1331</b>	<b>74.83%</b>	<b>1343</b>	<b>68%</b>				
<b>Trust Wide Total</b>	<b>5236</b>	<b>85.66%</b>	<b>3830</b>	<b>81%</b>				