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Public Board Meeting

29 January 2025

Item No 10

THIS PAPER IS FOR DISCUSSION

PERSON CENTRED CARE UPDATE

Lead Director	David Bywater, Interim Director of Care Quality and Professional Development
Author(s)	Mark Hannan, Head of Corporate Affairs and Engagement Alan Martin, Patient Experience Manager
Action required	The Board is asked to discuss and note the paper.
Key points	<p>This paper provides an update of our patient experience activity and highlights our latest data on compliments, our Patient Focus Public Involvement work as well as complaints, their themes and actions to address them.</p> <p>An update is also provided on cases with the Scottish Public Services Ombudsman (SPSO).</p>
Timing	An update is presented bi-monthly to the Board.
Associated Corporate Risk Identification	Risk ID 4638 – Hospital Handover Delays
Link to Corporate ambitions	<p>We will</p> <ul style="list-style-type: none">• Provide the people of Scotland with compassionate, safe and effective care where and when they need it• Work collaboratively with citizens and our partners to create healthier and safer communities• Innovate to continually improve our care and enhance the resilience and sustainability of our services
Link to NHS Scotland's quality ambitions	Person-centred care is delivered when health and social care professionals work together with people who use services, tailoring them to the needs of the individual and what matters to them. The Service's Person-Centred Health and Care Plan promotes patient and staff participation in the development of services and continuous improvement of the experience of patients and of staff.

Benefit to Patients	Patient and carer feedback involvement in service development helps ensure services meet patient needs. Feedback helps drive continuous improvements to services and evidence that service developments are driving anticipated improvements.
Climate Change Impact Identification	This paper has identified no impact on climate change.
Equality and Diversity	The Service works with a wide range of patient and community groups to help ensure that the feedback gathered is representative of communities across Scotland. Patient feedback is closely linked to the Equality Outcomes work.



**Scottish
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SCOTTISH AMBULANCE SERVICE BOARD

PERSON CENTRED CARE UPDATE

DAVID BYWATER, INTERIM DIRECTOR OF CARE QUALITY & PROFESSIONAL DEVELOPMENT

SECTION 1: PURPOSE

This paper covers the period between 1 April 2024 and 31 December 2024. It provides an update on trends, themes and mitigating actions from patient and carer feedback.

The paper also provides data on our performance against the complaints handling standard, cases which are being considered by the Scottish Public Service Ombudsman (SPSO) and the outcome of these cases.

SECTION 2: RECOMMENDATIONS

The Board is asked to discuss and note the paper.

SECTION 3: EXECUTIVE SUMMARY

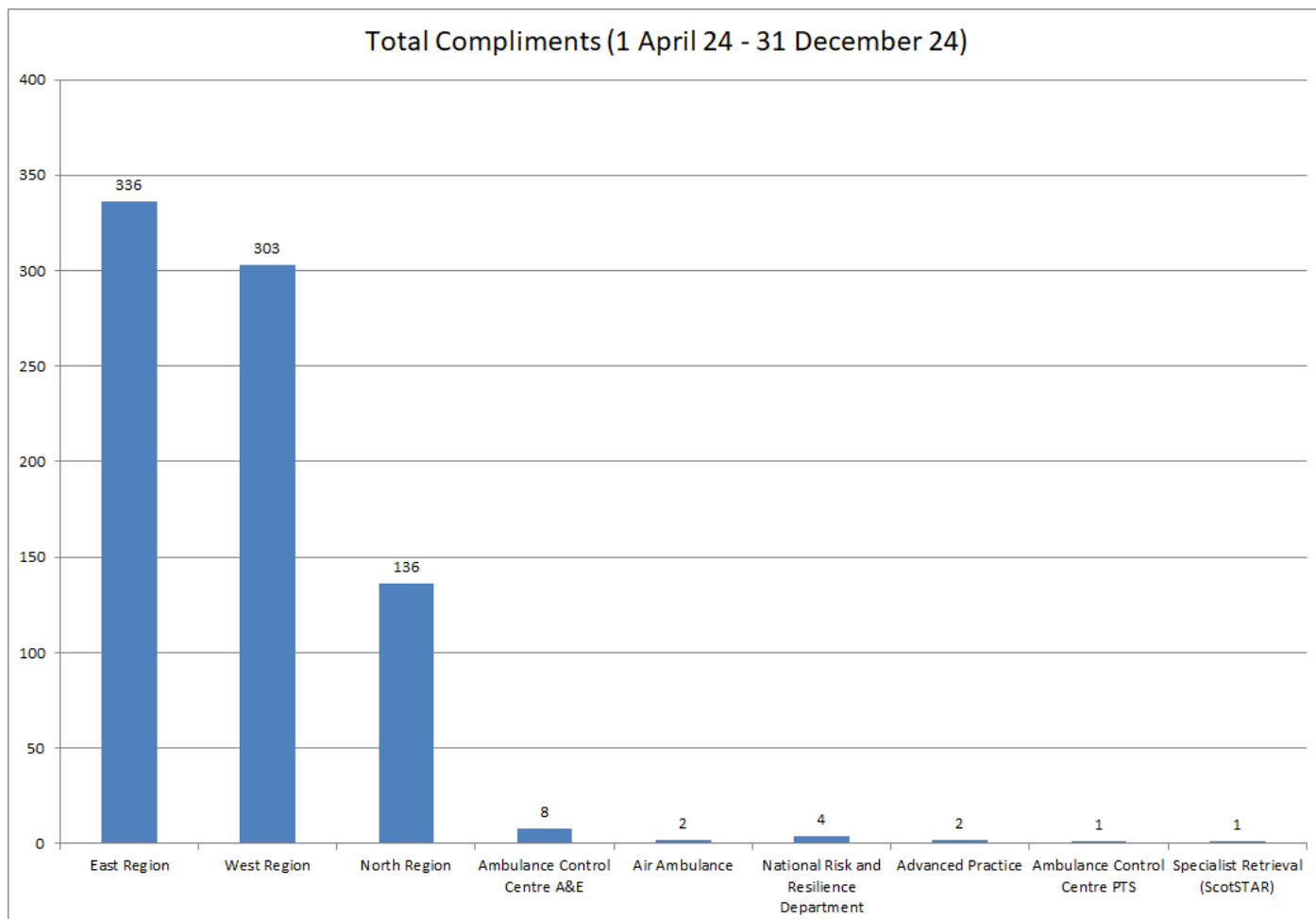
The Service actively seeks feedback on its services so that it can continue to make improvements. We have many ways of gathering feedback – face to face, patient forums, online portals, complaint and concern channels.

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Feedback analysis

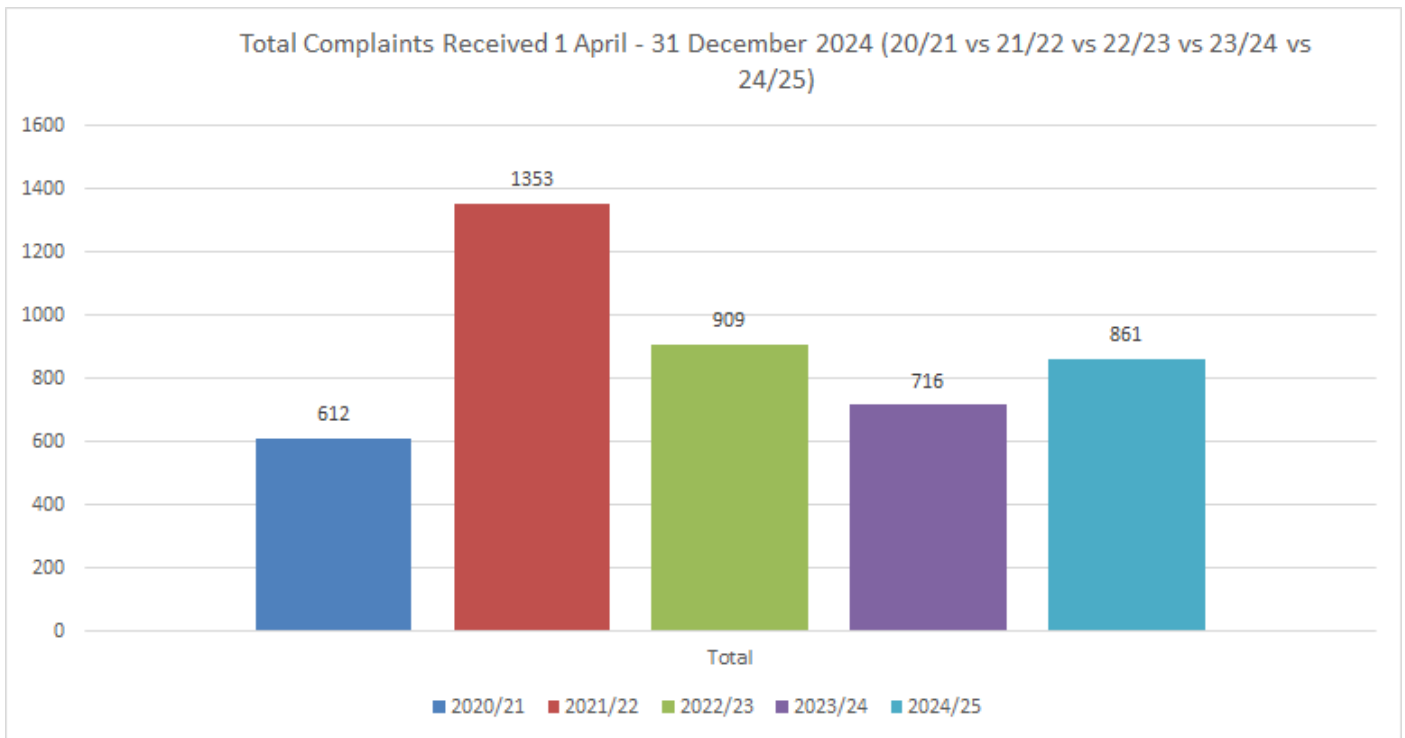
Compliments

Compliments received from sources other than social media are logged and actioned on the DATIX system. Between 1 April 2024 and 31 December 2024, a total of 793 compliments have been received. East Region received around 42% of these compliments. The graph below shows the compliments received by region for the financial year so far.



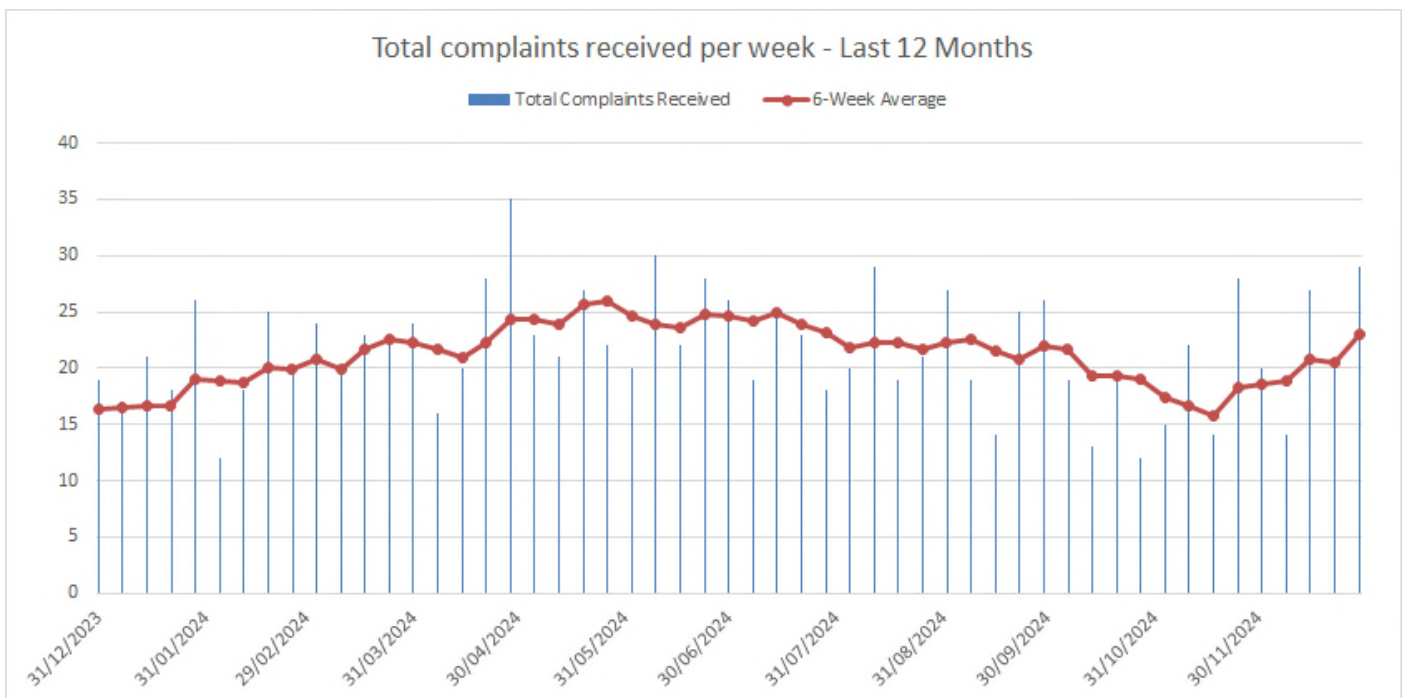
Complaints Data

Between 1 April 2024 and 31 December 2024, a total of 861 complaints have been received. This shows an increase of 145 (20.3%) complaints in comparison to 2023/24 and a reduction of 48 (5%) in comparison to 2022/23. The increase in complaints appears to be consistent with what is being seen at other UK Ambulance Services and Territorial Health Boards, with the SPSO also reporting increases.

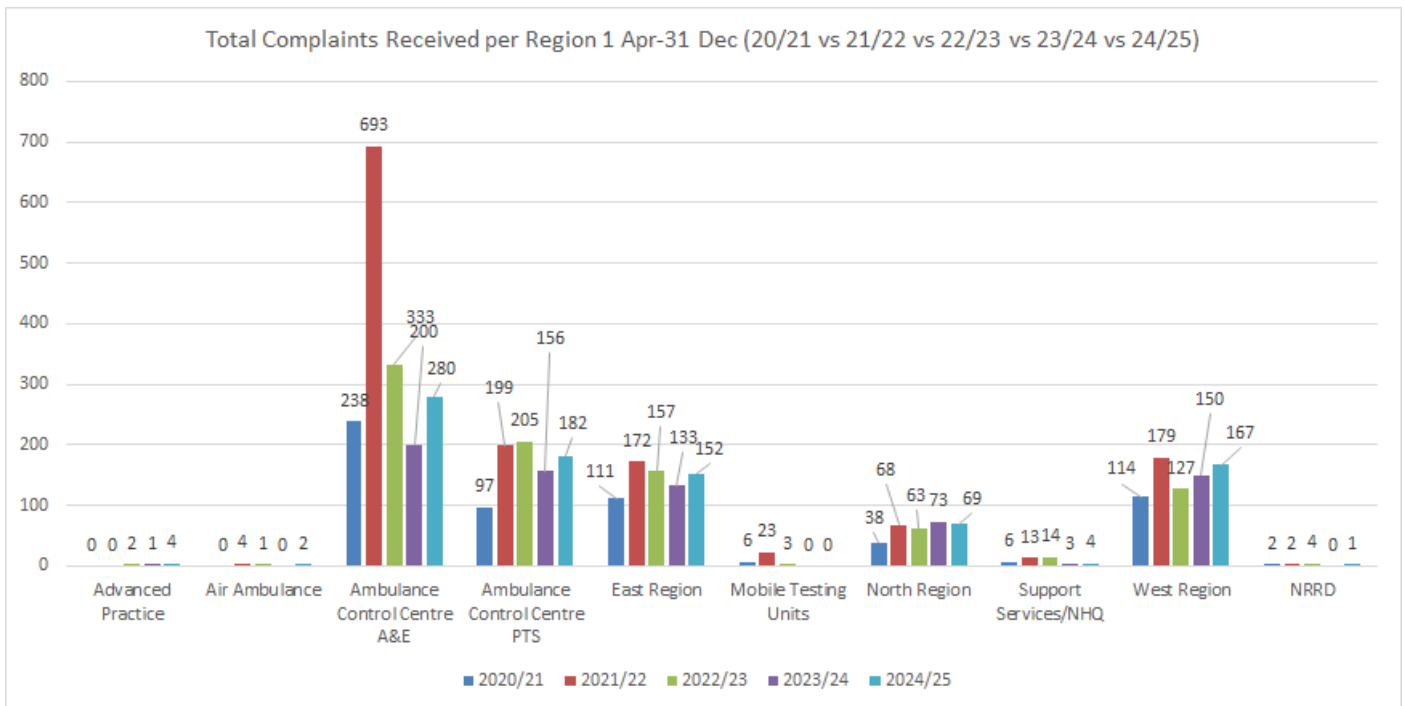


System-wide challenges continue to put significant pressure on the Service but our staff continue to do their very best to deliver the highest quality of care for patients.

The chart below illustrates the weekly volumes of complaints being received. The volume of complaints has started to rise over the winter months, consistent with the patterns we have seen in previous years.



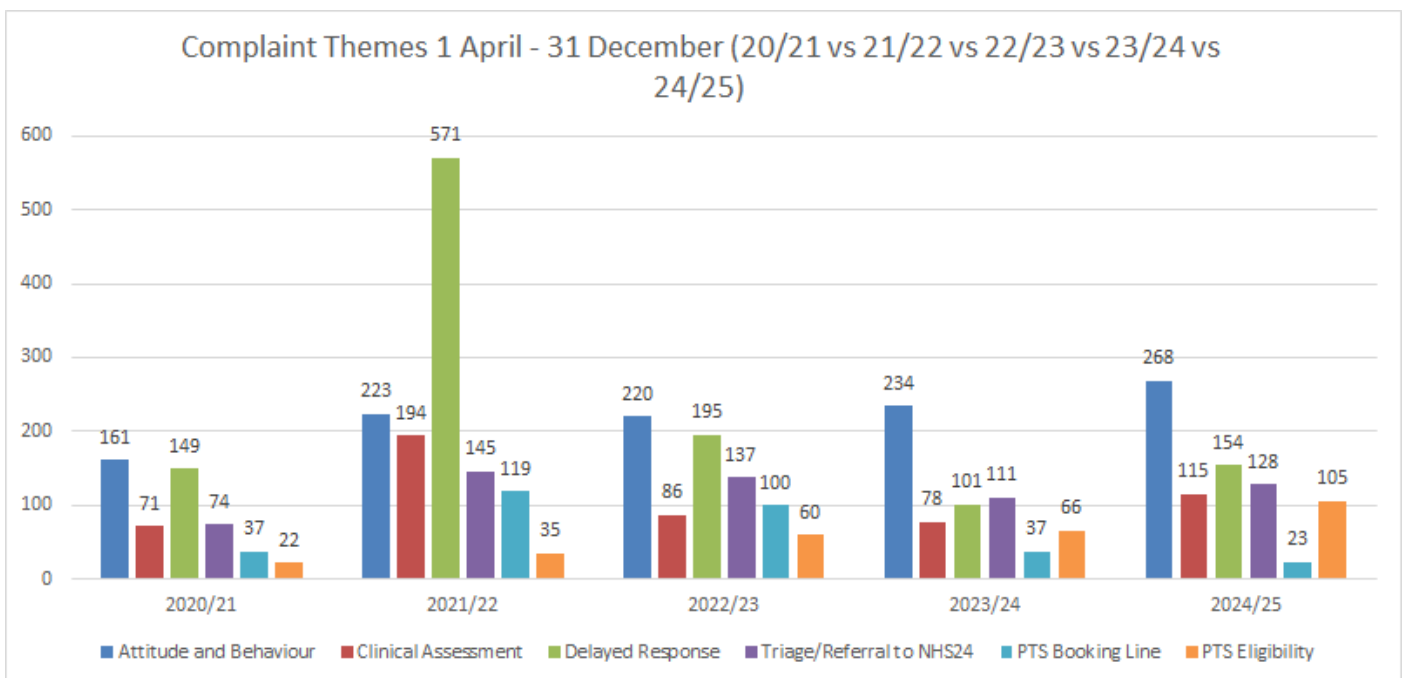
The chart below shows the distribution of complaints throughout the Service. As can be seen, the majority of complaints continue to be owned by the Ambulance Control Centre, A&E and PTS.



Complaint Themes

Of the 861 received, the 3 most common themes for complaints are:

1. Attitude and Behaviour – 268 complaints (31.13% of the total, compared to 27.68% in the last paper)
2. Delayed Response – 154 complaints (17.89% of the total, compared to 13.77% in the last paper)
3. Triage/Referral to NHS24 – 128 complaints (14.87% of the total, compared to 12.9% in the last paper)



Actions from Complaints

The top 5 themes from complaints have remained relatively consistent over the last 3 years. As previously illustrated, there has been a substantial decrease in complaints around Delayed Response, which in 2020/21 was the theme in over 39% of complaints. However, this theme now makes up just under 18% of complaints.

Whilst the percentage of Attitude and Behaviour complaints has increased from the last paper, it remains lower than the previous year. The decrease in the percentage of complaints related to Attitude and Behaviour is considered a positive, particularly with the challenges that the Service experienced over the festive period in terms of demand.

The increases in the PTS Eligibility and Triage/Referral to NHS24 are understandable given the tightening of the Patient Needs Assessment and the introduction and expansion of the Integrated Clinical Hub.

Stage 1 Complaints (1 April 2024 – 22 December 2024)

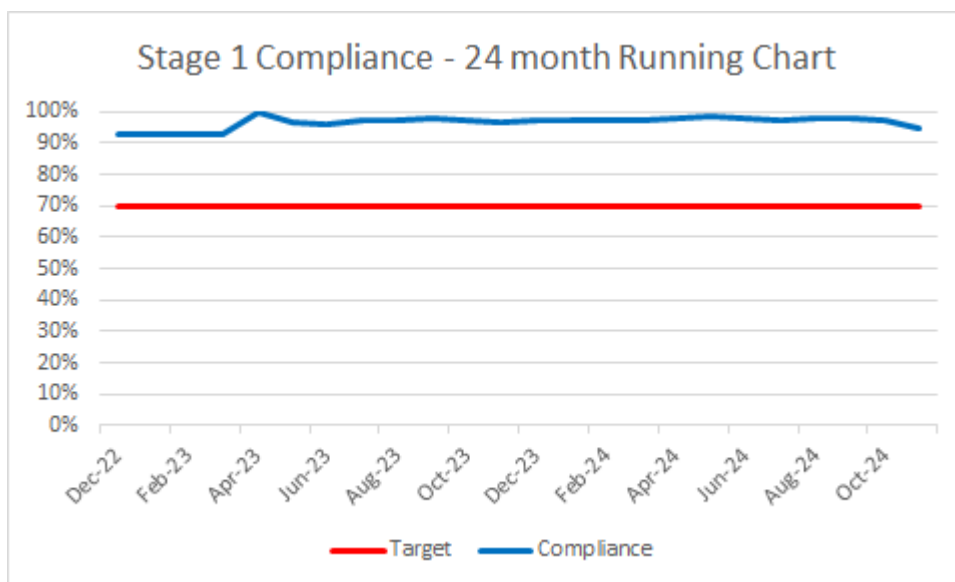
Stage 1 complaints have a 5-day target to be closed. This can be affected through direct contact with the complainant at supervisor level. This may be by phone, email or a face-to-face contact.

Stage 1					
	Closed within target				Still Open and now overdue
	No	Yes	Total	Compliance	
Advanced Practice	1	2	3	66.7%	0
Air Ambulance	1	0	1	0.0%	0
Ambulance Control Centre A&E	2	125	127	98.4%	0
Ambulance Control Centre PTS	0	101	101	100.0%	0
East Region	0	88	88	100.0%	0
Support Services/NHQ	0	2	2	100.0%	0
North Region	1	35	36	97.2%	1
West Region	20	86	106	81.1%	10
Total	25	439	464		11
Compliance	94.6%				

Latest results indicate that Stage 1 complaints compliance is at 94.6%. This compares to a compliance rate of 95.9% in the last report.

The government target is 70% of complaints to be dealt with by the target day.

Below is the 24-month run chart of Stage 1 compliance.



Stage 2 Complaints (1 April 2024 – 1 December 2024)

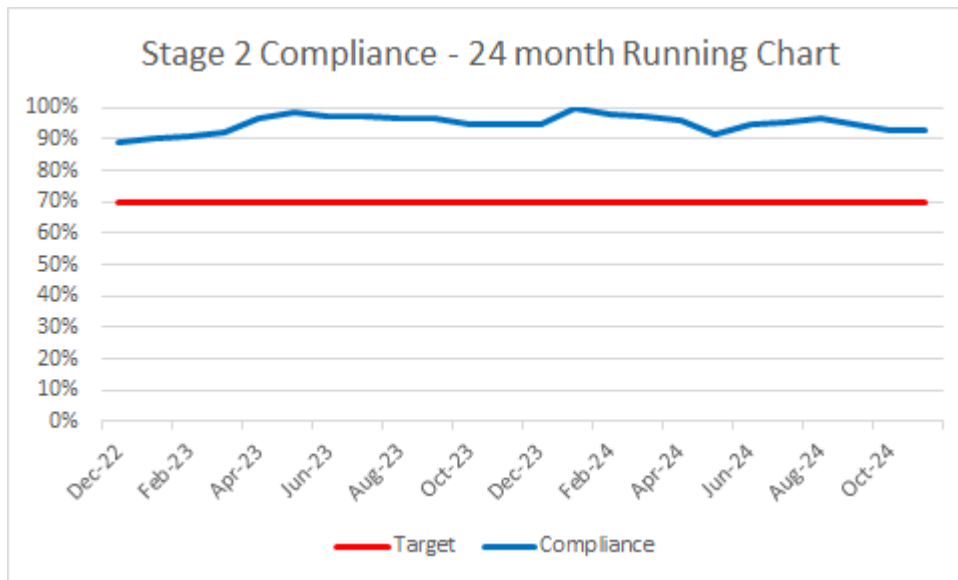
Stage 2 complaints have a 20-day target to be closed and all stage 2 complaints should be closed with a final response letter from a Service Director. A full investigation is also required, and all evidence collated.

Stage 2					
	Closed within target				Still Open and now overdue
	No	Yes	Total	Compliance	
Advanced Practice	0	1	1	100.0%	0
Air Ambulance	0	1	1	100.0%	0
Ambulance Control Centre A&E	2	112	114	98.2%	0
Ambulance Control Centre PTS	3	75	78	96.2%	0
East Region	1	51	52	98.1%	0
North Region	8	22	30	73.3%	3
Support Services/NHQ	2	1	3	33.3%	0
West Region	7	44	51	86.3%	2
Total	23	307	330		5
Compliance	93.0%				

Latest figures show the Service is sitting at a compliance rate of 93%, this is slightly higher than the 92.5% compliance rate in the last report.

The government target is 70% of complaints to be dealt with by the target day.

Below is the 24-month run chart of Stage 2 compliance.



Compliance Comments

The Service has continued to perform highly in its complaints handling timeframe target with both Stage 1 and Stage 2 complaints sitting above 90%.

Care Opinion

The online platform, Care Opinion, continues to provide the public with the opportunity to share their experiences of health and care. The Service is dedicated to reviewing and responding to every post to support patients and their families. The Service is also keen to identify learning from the feedback we receive.

Between 1 April 2024 and 31 December 2024, 256 stories were posted on Care Opinion relating to the Service. These have been viewed 53,406 times.

Of the 256 posts, 71% were uncritical in tone. It should be noted that whilst the remaining 29% will have some form of criticality, this is not necessarily directed towards the Service, with the feedback often involving multiple NHS boards.

Each of the concerns raised was responded to and where actions were required to be taken, these were followed up with the teams involved. All positive feedback where identifiable is shared with the teams involved.

Involving People

Volunteer Structures

As part of the Involving People Strategy and Anchor Plan, we have enhanced the application process for PFPI volunteers following extensive research with ambulance trusts, other NHS Scotland health boards and feedback from volunteers themselves.

The revised process incorporates best practice from Healthcare Improvement Scotland as well as advertising strategies utilised by the London Ambulance Service for example. This will ensure our volunteer recruitment efforts are engaging, dynamic and achieve maximum reach. Aligned to this, we are also making improvements to our public-facing website.

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All guidance and resources will be available to staff via the Engagement Toolbox on our internal intranet page @SAS.

Scheduled Care Peer Support

Aligned with the ambition outlined in the 2030 Strategy to "train and develop existing staff and adopt new ways of working" and the principles of Realistic Medicine, we continue to advance the redesign of mental health training for Scheduled Care Co-ordinators to enhance the patient experience.

In collaboration with the Scottish Recovery Network, we are formalising peer support networks. Open discussion workshops for Scheduled Care Coordinators and Supervisors are currently taking place across all ambulance control centres, providing a platform to identify the most effective approaches for furthering this initiative.

Youth Charter

Guided by the principles in the 2030 Strategy and the requirements of the UNCRC, we have developed a Youth Charter. This initiative was co-created with schools, members of the public and staff and seeks to reinforce and highlight the rights young people have when engaging with our services.

We plan to collaborate with local youth community groups to finalise the charter before its publication. Additionally, in partnership with colleagues from the Fire Service, we are developing an educational website. This resource will provide primary school teachers and students with up-to-date, accurate information on emergency procedures, supporting our legal commitments under the UNCRC.

Work Experience

In alignment with the Anchor Strategic Plan objective to create opportunities for local communities to develop skills and access careers in healthcare, we continue to partner with NHS 24 to provide young people with insights into emergency call handling and ambulance control centres. We are also working with NHS Lothian to deliver a one-day workshop showcasing the entire emergency healthcare journey and the roles of the many staff within that journey - from a 999 call right through to hospital discharge. The goal is to give young people a deeper understanding of our services, roles and responsibilities, as well as future employment opportunities and careers available.

We are also in the early stages of developing a mentorship program to support the growth of leadership and soft skills among young people, with senior staff members playing a pivotal role.

Children's Hospices Across Scotland (CHAS)

In line with the Anchor Strategic Plan objective to better understand and support communities, we continue to work in collaboration with the Palliative and End of Life Care team and CHAS. Through discussion groups with young people, parents, and staff, we are seeking to identify ways to enhance support for CHAS and raise awareness of the services the Scottish Ambulance Service can provide.

Further updates on this engagement and partnership work will be shared as further progress is made.

SPSO

The Service currently has 5 open cases and have closed 3.

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SAS Reference	SPSO Reference	Date SPSO began their review	Complaint Overview	SAS Decision	SPSO Stage and Outcome	Date SPSO completed their review	Recommendations	Status of Recommendations	Open/Closed
DATIX 13225	202304669	16/01/2024	1. Scottish Ambulance Service personnel were ill-prepared for a cardiac arrest	Part Upheld	SPSO Reviewing	N/A	N/A	N/A	Open
DATIX 9759	202207244	18/10/2023	1. Scottish Ambulance Service failed to timeously send an Ambulance to Patient A 2. Scottish Ambulance Service SAER and Complaints response was not adequate	Upheld	SPSO Reviewing	N/A	N/A	N/A	Open
DATIX 13814	202304529	16/01/2024	1. Scottish Ambulance Service inappropriately referred 999 call to NHS24 2. Scottish Ambulance Service failed to timeously send an Ambulance to Patient A	Not Upheld	SPSO Reviewing	N/A	N/A	N/A	Open
DATIX 6473	202110696	18/05/2022	1. Scottish Ambulance failed to take patient to hospital	Part Upheld	SPSO have upheld	15/12/2023	1. Letter of Apology to complainant 2. Review policy on documentation standards 3. Share report with attending crew in a supportive manner for their own learning	1. Recommendation 1 completed and signed off (23/01/2024) 2. Recommendation remains open 3. Recommendation completed and signed off (29/02/2024)	Open