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PUBLIC BOARD MEETING

29 May 2024

Item No 12

THIS PAPER IS FOR DISCUSSION

PERSON CENTRED CARE UPDATE

| | |
|---|--|
| Lead Director | David Bywater, Interim Director of Care Quality and Professional Development |
| Author | Mark Hannan, Head of Corporate Affairs and Engagement |
| 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 | <p>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.</p> |

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| 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. |
| 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 Service's Equality Outcomes work. |



**Scottish
Ambulance
Service**

Working in Partnership with Universities



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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 2023 and 31 March 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

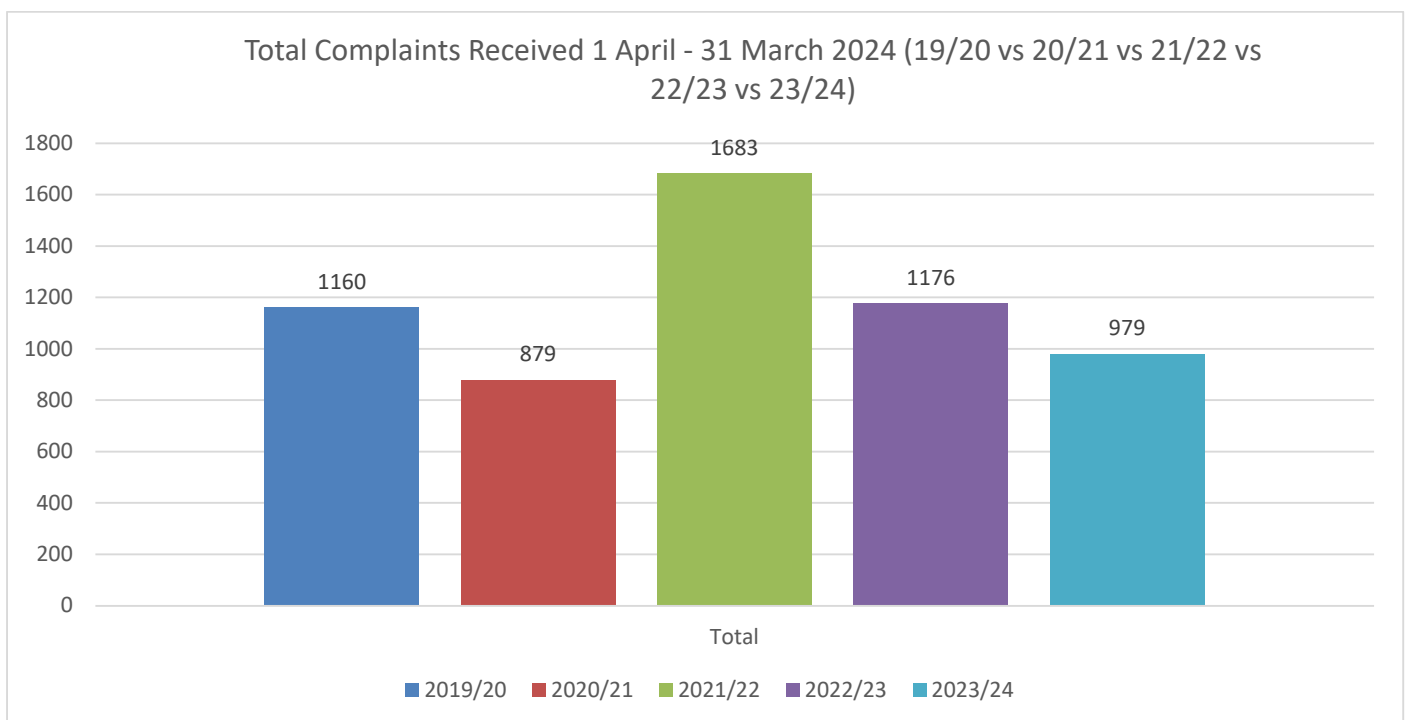
Compliments

Compliments received from sources other than social media are logged and actioned on the DATIX system. Between 1 April 2023 and 31 March 2024, a total of 1107 compliments have been received. This is an increase from the 885 compliments received last year (up 25%). A breakdown of these compliments is shown in the graph below.

| | |
|---|------|
| Air Ambulance | 11 |
| Ambulance Control Centre A&E | 16 |
| Ambulance Control Centre PTS | 1 |
| East Region | 489 |
| North Region | 171 |
| Special Operations Response Division | 5 |
| Specialist Retrieval (ScotSTAR) | 1 |
| Support Services Division / NHQ | 2 |
| West Region | 409 |
| National Risk and Resilience Department | 2 |
| Total | 1107 |

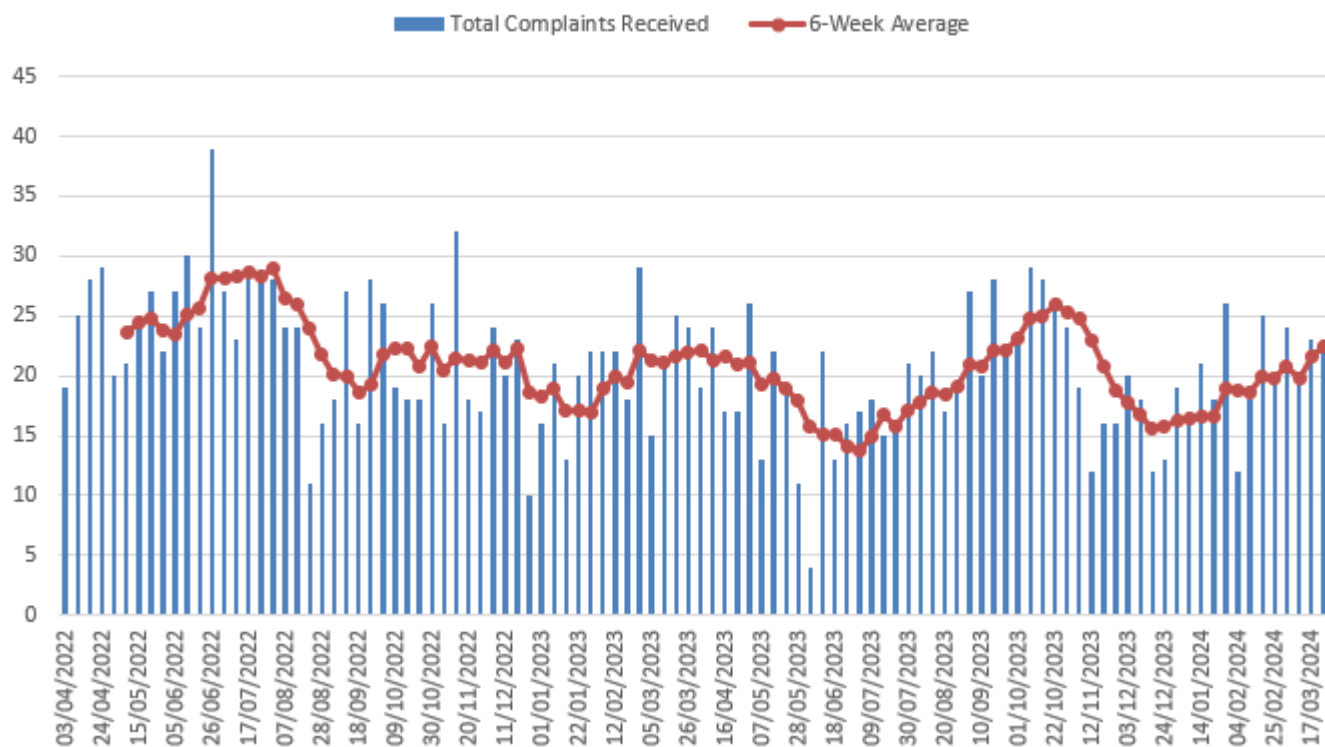
Complaints Data

Between 1 April 2023 and 31 March 2024, a total of 979 complaints were received. This shows a decrease of 197 (16.8 %) complaints in comparison to 2022/23. The data for this year also compares favourably to data from previous years. As discussed during previous Board meetings, the year 2020/21 saw our lowest level of complaints being received during the Covid pandemic.



The chart below illustrates the weekly volumes of complaints being received. As can be seen, there was an upward trajectory this year in the lead up to the winter period, although the overall number of complaints have decreased when compared to the previous two years.

Total complaints received per week



The table below shows the distribution of complaints (1 April 2023 to 31 March 2024) throughout the Service. As can be seen, the majority of complaints have been owned by the Ambulance Control Centre, A&E and PTS.

| | Air Ambulance | ACC A&E | ACC PTS | East Region | North Region | Support Services | West Region | Advanced Practice | Total |
|--------------|---------------|------------|------------|-------------|--------------|------------------|-------------|-------------------|------------|
| Apr 2023 | 0 | 20 | 18 | 12 | 5 | 1 | 21 | 0 | 77 |
| May 2023 | 0 | 20 | 17 | 26 | 7 | 1 | 19 | 0 | 90 |
| Jun 2023 | 0 | 17 | 12 | 5 | 7 | 0 | 15 | 0 | 56 |
| Jul 2023 | 0 | 18 | 15 | 16 | 6 | 0 | 15 | 0 | 70 |
| Aug 2023 | 0 | 32 | 17 | 15 | 12 | 0 | 15 | 0 | 91 |
| Sep 2023 | 0 | 20 | 18 | 12 | 8 | 0 | 14 | 0 | 72 |
| Oct 2023 | 0 | 30 | 28 | 24 | 12 | 1 | 21 | 0 | 116 |
| Nov 2023 | 0 | 24 | 17 | 12 | 8 | 0 | 14 | 1 | 76 |
| Dec 2023 | 0 | 19 | 14 | 11 | 8 | 0 | 16 | 0 | 68 |
| Jan 2024 | 0 | 26 | 20 | 18 | 8 | 0 | 16 | 0 | 88 |
| Feb 2024 | 1 | 24 | 16 | 9 | 9 | 0 | 21 | 0 | 80 |
| Mar 2024 | 0 | 27 | 20 | 21 | 6 | 1 | 20 | 0 | 95 |
| Total | 1 | 277 | 212 | 181 | 96 | 4 | 207 | 1 | 979 |

Complaint Themes

Of the 979 complaints received, the 3 most common themes for complaints are:

1. Attitude and Behaviour – 294 complaints (representing 30 % of the overall total). This compares to 262 complaints related to this theme in the year 2022/23.
2. Triage/Referral to NHS 24 – 126 complaints (representing 12.8 % of the overall total). This compares to 166 complaints related to this theme in 2022/23.
3. Delayed Response – 119 complaints (representing 12.2 % of the overall total). This compares to 219 complaints related to this theme in 2022/23.

Actions from Complaints

Whilst there has been a reduction in the total volume of complaints this year, the main themes resulting from complaints have remained relatively consistent over the last few years.

The number of complaints related to triage/referral to NHS24 and delayed response have both decreased compared to the previous year.

The highest proportion of complaints relate to Attitude and Behaviour. This has been noted and discussed previously through the Board and the Clinical Governance Committee and is being examined further by the Learning from Events Group. Whilst the sample size of these complaints is very small when compared with the overall number of incidents the Service attend each year, these types of complaints are being consistently raised through feedback and we are keen to establish what factors may be driving this. Internal work to look at options such as analysing the themes emerging from these complaints and any learning/action which can be taken right across the organisation to reduce these types of complaints further is ongoing. This includes establishing how effective current staff training on this aspect is, as well as exploring future staff training options around values, expected behaviours, culture, staff induction, education and ongoing continuous professional development to emphasise the importance of positive attitude and behaviour at all times.

Stage 1 Complaints (1 April 2023 – 31 March 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. There should be no complaints where a patient has come to harm or there is a clinical challenge completed as a stage 1.

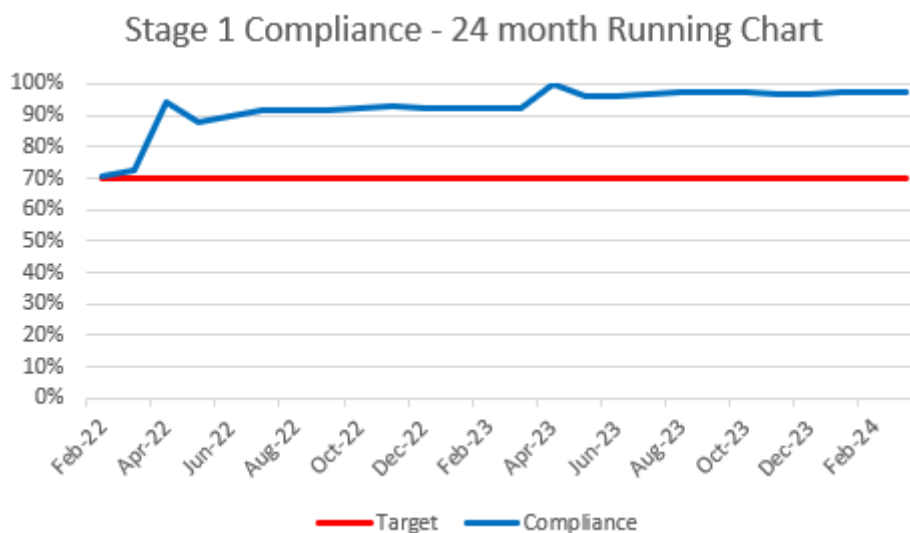
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| Stage 1 | | | | | |
|------------------------------|----------------------|------------|------------|------------|----------------------------|
| | Closed within target | | | | Still Open and now overdue |
| | No | Yes | Total | Compliance | |
| Advanced Practice | 1 | 0 | 1 | 0.0% | 0 |
| Ambulance Control Centre A&E | 3 | 146 | 149 | 98.0% | 0 |
| Ambulance Control Centre PTS | 0 | 151 | 151 | 100.0% | 0 |
| East Region | 0 | 102 | 102 | 100.0% | 0 |
| North Region | 11 | 55 | 66 | 83.3% | 0 |
| Support Services/NHQ | 0 | 1 | 1 | 100.0% | 0 |
| West Region | 1 | 138 | 139 | 99.3% | 0 |
| Total | 16 | 593 | 609 | | 0 |
| Compliance | 97.4% | | | | |

Latest results indicate that Stage 1 complaints compliance is at 97.4%, the same as the previous paper.

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

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



Stage 2 Complaints (1 April 2023 – 31 March 2024)

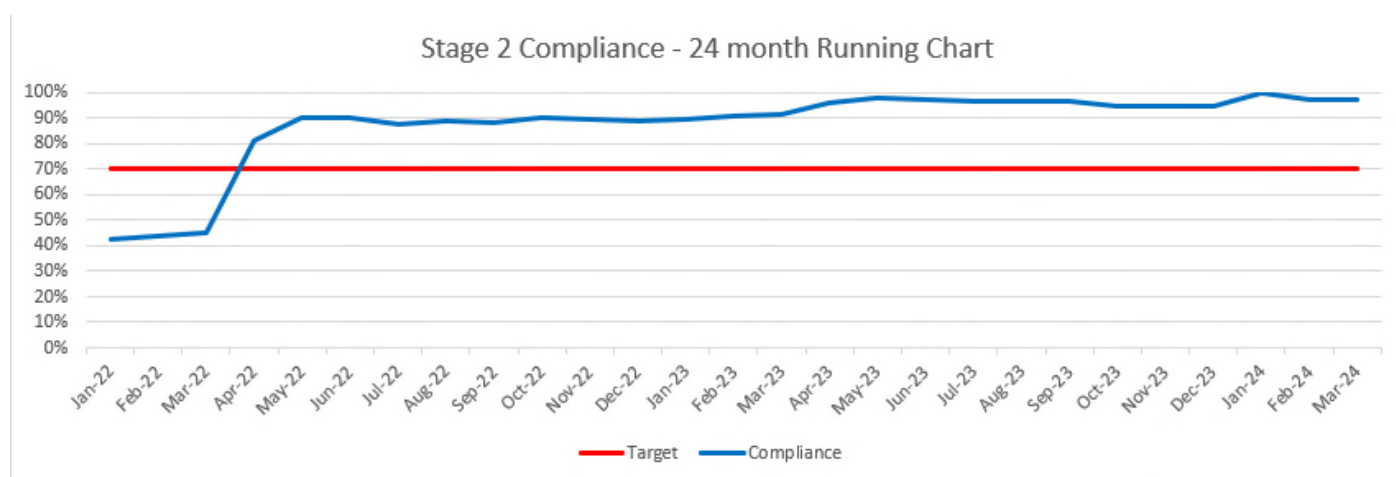
Stage 2 complaints have a 20-day target to be closed and all stage 2 complaints should be closed with a final response letter from a Service Director. A full investigation is also required, and all evidence collated to ensure the investigation will stand up to scrutiny from the SPSO, other auditors and legal personnel.

| Stage 2 | | | | | |
|------------------------------|----------------------|------------|------------|------------|----------------------------|
| | Closed within target | | | | Still Open and now overdue |
| | No | Yes | Total | Compliance | |
| Air Ambulance | 1 | 0 | 1 | 0.0% | -1 |
| Ambulance Control Centre A&E | 1 | 126 | 127 | 99.2% | 0 |
| Ambulance Control Centre PTS | 2 | 59 | 61 | 96.7% | 0 |
| East Region | 3 | 76 | 79 | 96.2% | 0 |
| North Region | 4 | 25 | 29 | 86.2% | 0 |
| Support Services/NHQ | 0 | 2 | 2 | 100.0% | 0 |
| West Region | 9 | 60 | 69 | 87.0% | 2 |
| Total | 20 | 348 | 368 | | 2 |
| Compliance | 94.6% | | | | |

Latest figures show the Service is sitting at a compliance rate of 94.6%, up slightly from 94.4% in the previous paper.

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

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



Compliance Comments

All complaints from the previous financial year are now closed, with the exception of two, and the Service will be finishing with both Stage 1 and Stage 2 compliance well above 90%.

This is the strongest position the Service has achieved since the inception of the Model Complaints Handling Procedure (MCHP) and represents two consecutive years where our performance for both Stage 1 and Stage 2 complaints has been over 90% against the 70% target set for all Boards in Scotland.

As has been outlined in previous papers, a huge amount of work has been undertaken across the Service to improve our internal procedures for handling complaints and the value of this action is demonstrated in such strong performance figures.

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 2023 and 14 March 2024, 301 stories were posted on Care Opinion relating to the Service. These have been viewed 54,207 times.

Of the 301, 76% were uncritical in tone. It should be noted that whilst the remaining 24% 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.

Patient Focussed Public Involvement (PFPI)

Royal National Institute for the Blind (RNIB) roadshow

Working closely with our partners at the RNIB, we will be attending several of their Highland roadshows to speak with patients and members of the public about local issues affecting them and the service we provide. There will also be a presentation from the scheduled care service explaining how to access the service and staff will be on hand to answer all questions the community may have. In partnership with Save a Life for Scotland, we have also arranged CPR training sessions for those with a sight impairment. We hope this is the first of many events we can take part in to underline our commitment to accessibility for all.

Scheduled care peer support

Working with the Scottish recovery network, we continue to work with scheduled care coordinators to build their own resilience and to keep them well at work. We've provided updates on this to the Board in previous papers and this work is progressing well, with an evaluation exercise ongoing with scheduled care coordinators to ascertain their views on the value of this work.

This result from this evaluation will support improvements to the training package and assist us with identifying any further support which can be provided by the well-being team.

Communications for schools

We are working with teachers and students from 15 primary schools in Edinburgh to gain views on school engagement, including the most effective methods and content for such a programme. These schools come from a range of different socio-economic areas, and we are keen to use their views and experience to help us shape a future model of school engagement, including content.

Topics such as 'who we are', 'calling 999' and 'how to stay safe in an emergency' are among the subjects being tested and explored.

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Surveys

We are set to issue our annual Mental Health patient survey working with our partner organisation, See Me. The aim is to establish if we are meeting expectations and how we can improve or provide a better patient experience.

This feedback will help us continue to deliver a service that meets the needs of our patients. Details of the responses will be available shortly and made available to all staff in forthcoming CPD packages.

In a separate piece of work, we are working alongside the Palliative & End of Life Care team, Healthcare Improvement Scotland and Carers Scotland and have issued a new national survey to Carers to establish ways in which we can better support them and provide them with the best care, at the right time and in the right place. Details of the responses will be available in a later update.

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SPSO

The Service currently has 6 open cases from the SPSO

| 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 7286 | 202107689 | 26/09/2022 | 1. Scottish Ambulance Service failed to reasonably assess patient 2. Scottish Ambulance Service failed to reasonably handle the complaint | Not Upheld | SPSO have upheld both parts | 05/06/2023 | 1. Letter of Apology to complainant 2. Share report with both attending crews and Investigating Officer in a supportive manner for their own learning | 1. Recommendation 1 completed and signed off (13/06/2023) 2. Recommendation partly completed - delayed due to staff absence | Open |
| DATIX 6473 | 202110696 | 18/05/2022 | 1. Scottish Ambulance failed to take patient to hospital | Part Upheld | SPSO reviewing comments of draft response | N/A | N/A | N/A | Open |
| DATIX 8570 | 202105207 | 05/07/2022 | 1. Scottish Ambulance Service failed to reasonably send an Ambulance to patient | Not Upheld | SPSO Reviewing | N/A | N/A | N/A | Open |
| DATIX 5661 | 202006236 | 31/08/2021 | 1. Scottish Ambulance Service unreasonably failed to send an ambulance to patient | Not Upheld | SPSO Reviewing | N/A | N/A | N/A | Open |
| DATIX 10125 | 202203262 | 12/12/2022 | 1. Scottish Ambulance Service failed to take patient to hospital | Not Upheld | SPSO Reviewing | N/A | N/A | N/A | Open |
| DATIX 7795 | 202103065 | 15/10/2021 | 1. Ambulance Crew unreasonably failed to take Patient to hospital | Part Upheld | SPSO Reviewing | N/A | N/A | N/A | Open |