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Public Board Meeting

27 November 2024

Item No 13

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	This paper provides an update of our patient experience activity and highlights our latest data on compliments, our Involving People work as well as complaints, their themes and actions to address them. An update is also provided on cases with the Scottish Public Services Ombudsman (SPSO).
Timing	An update is presented bi-monthly to the Board.
Associated Corporate Risk Identification	Risk ID 4638 – Hospital Handover Delays
Link to Corporate ambitions	We will <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 NHSScotland’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 impacts 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 Service's Equality Outcomes work.



**Scottish
Ambulance
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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 2024 and 3 November 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

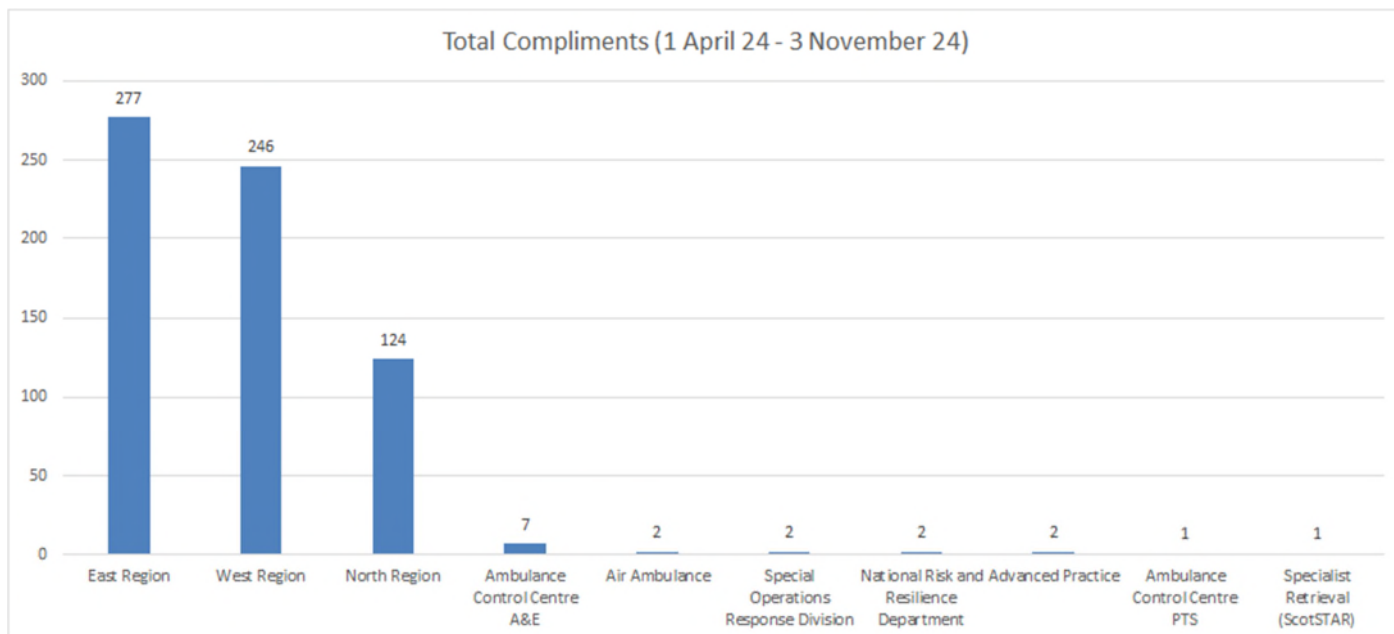
The Service actively seeks feedback on its services so that it can continue to make improvements. We have many ways of gathering feedback – face to face, patient forums, online portals, complaint and concern channels.

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Feedback analysis

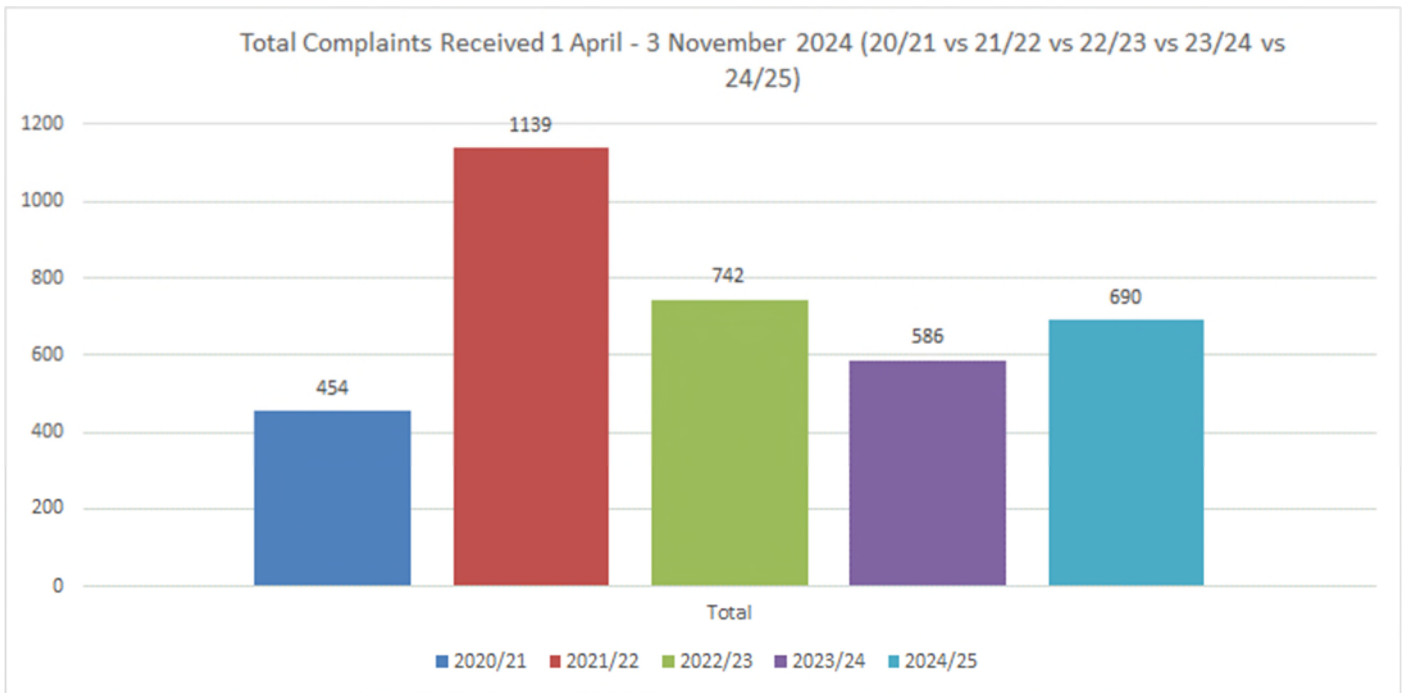
Compliments

Compliments received from sources other than social media are logged and actioned on the DATIX system. Between 1 April 2024 and 3 November 2024, a total of 664 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.



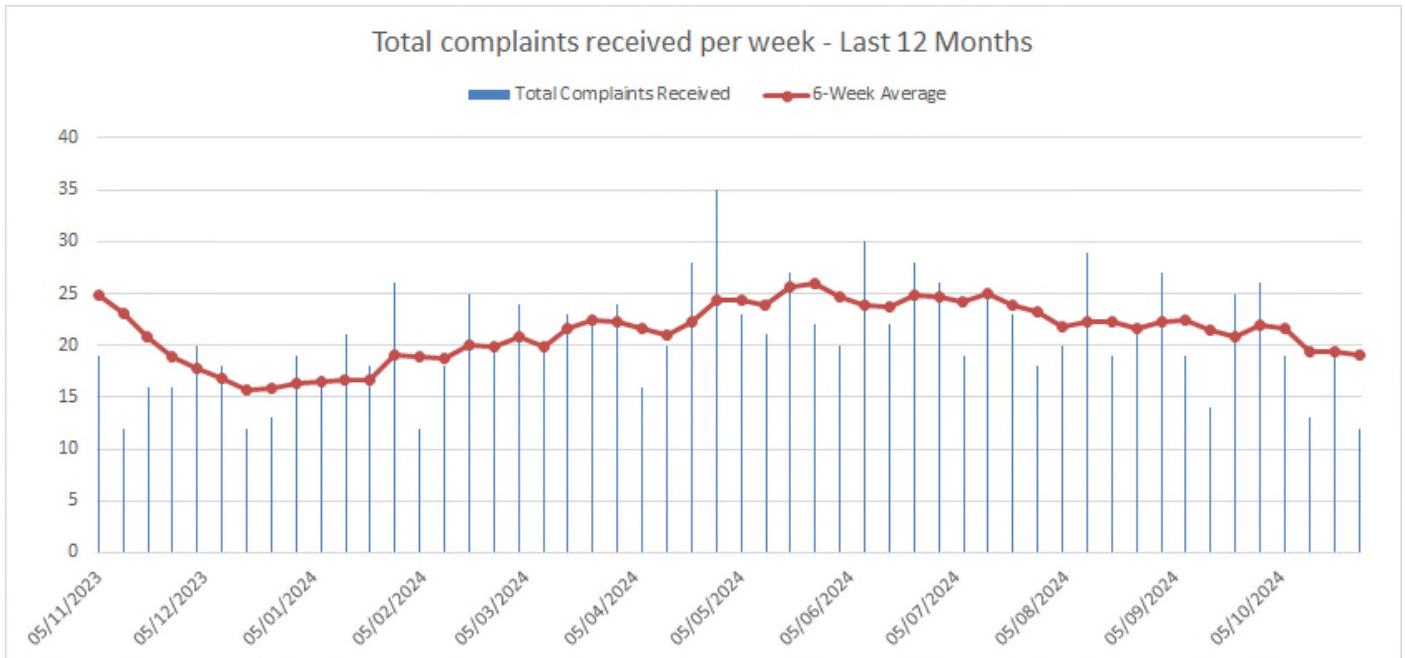
Complaints Data

Between 1 April 2024 and 3 November 2024, a total of 690 complaints have been received. This shows an increase of 104 (17.7%) complaints in comparison to 2023/24 and a reduction of 52 (7%) in comparison to 2022/23. The increase in complaints appears to be consistent with what is being seen across the board with other UK Ambulances, Territorial Health Boards and the Ombudsman also reporting increases.

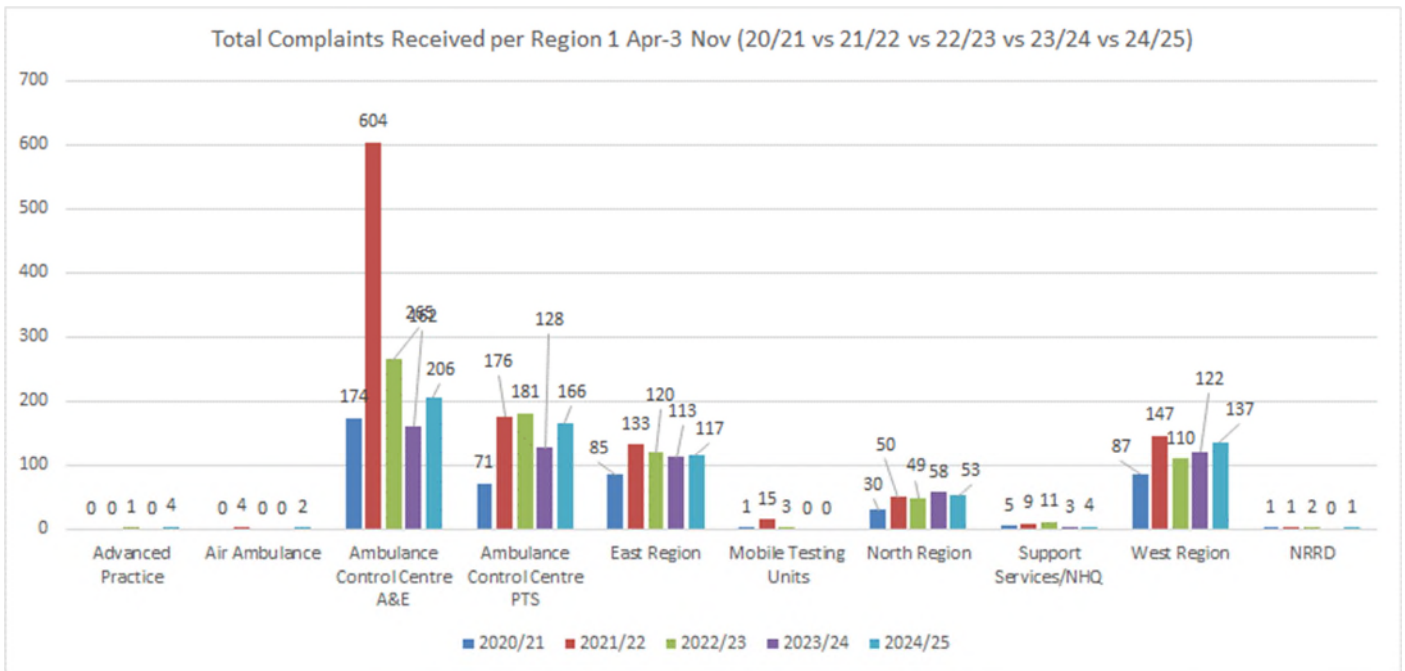


The system-wide challenges continue to put significant pressure on the Service and even with the increase in complaints being received, the efforts made by staff across the Service to continuously deliver the highest quality of care for the people of Scotland is commendable.

The chart below illustrates the weekly volumes of complaints being received. Whilst the Service has seen its volume of complaints at a level lower than was received during COVID-related pressures in 2020/21/22, there had been a gradual upward trend in the 6-week average since Winter 2023. Thankfully since the last meeting of the board this has continued in its downward trend.



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, but these figures continue to level off, with the gap reducing in comparison to the previous year.



Complaint Themes

Of the 690 received, the 3 most common themes for complaints are:

1. Attitude and Behaviour – 191 complaints (27.68% of the total, compared to 28.35% in the last paper)
2. Delayed Response – 95 complaints (13.77% of the total, this theme was not in the previous paper)
3. Triage/Referral to NHS24 – 89 complaints (12.9% of the total, compared to 13.2% 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 has moved up into the second most common and now makes up just under 14% of complaints. Interestingly, in a sample of 70 of these 95 complaints, the area with the highest volume of these complains is in relation to locations with an AB postcode.

Similarly, Clinical Assessment which in 2020/21 made up just under 12% of complaints, now makes up just over 10% of complaints. These decreases should be welcomed, particularly as this cohort comprises cases with some of the highest risk of an adverse event – as is evidenced by the themes of the Service’s Significant Adverse Event Reviews.

The decrease in the percentage of complaints related to Attitude and Behaviour is also positive

The Board is asked to recognise the continued professionalism shown by all of our frontline staff during such difficult and challenging times.

The increases in complaints related to PTS Eligibility and Triage/Referral to NHS24 coincides with a recent tightening of the Patient Needs Assessment and the introduction and expansion of the Integrated Clinical Hub.

Stage 1 Complaints (1 April 2024 – 27 October 2024)

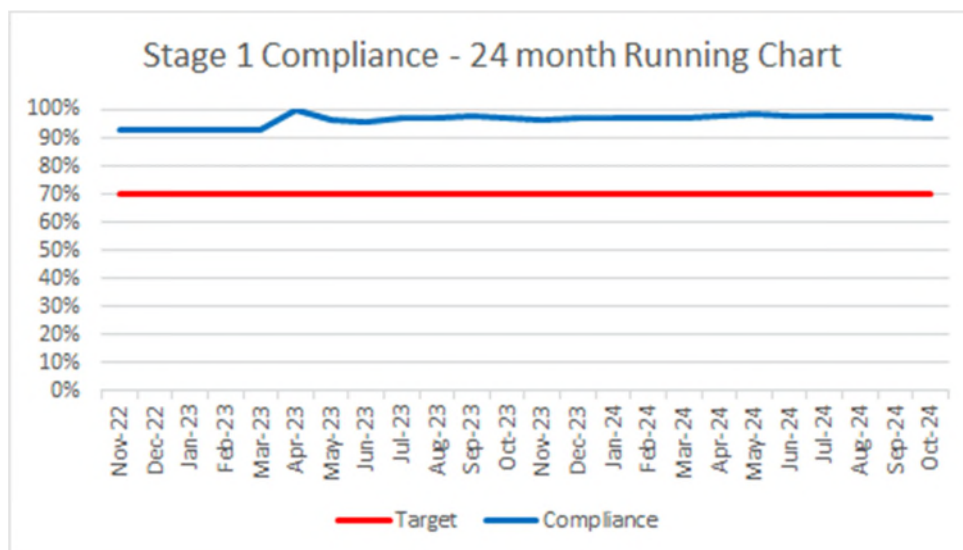
Stage 1 complaints have a 5-day target to be closed. This can be affected through direct contact with the complainant at supervisor level. This may be by phone, email or a face-to-face contact. There should be no complaints where a patient has come to harm or there is a clinical challenge completed as a stage 1.

Stage 1					
	Closed within target				Still Open and now overdue
	No	Yes	Total	Compliance	
Advanced Practice	0	2	2	100.0%	0
Air Ambulance	1	0	1	0.0%	0
Ambulance Control Centre A&E	1	96	97	99.0%	0
Ambulance Control Centre PTS	0	93	93	100.0%	0
East Region	0	73	73	100.0%	0
Support Services/NHQ	0	2	2	100.0%	0
North Region	1	32	33	97.0%	1
West Region	13	77	90	85.6%	5
Total	16	375	391		6
Compliance	95.9%				

Latest results indicate that Stage 1 complaints compliance is at 95.9%. This compares to a compliance rate of 96.5% in the last report.

The government target is 70% of complaints to be dealt with by the target day. Focus is being targeted in the North region to improve compliance in this area, although the numbers are small, the compliance is below the target.

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



Stage 2 Complaints (1 April 2024 – 6 October 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

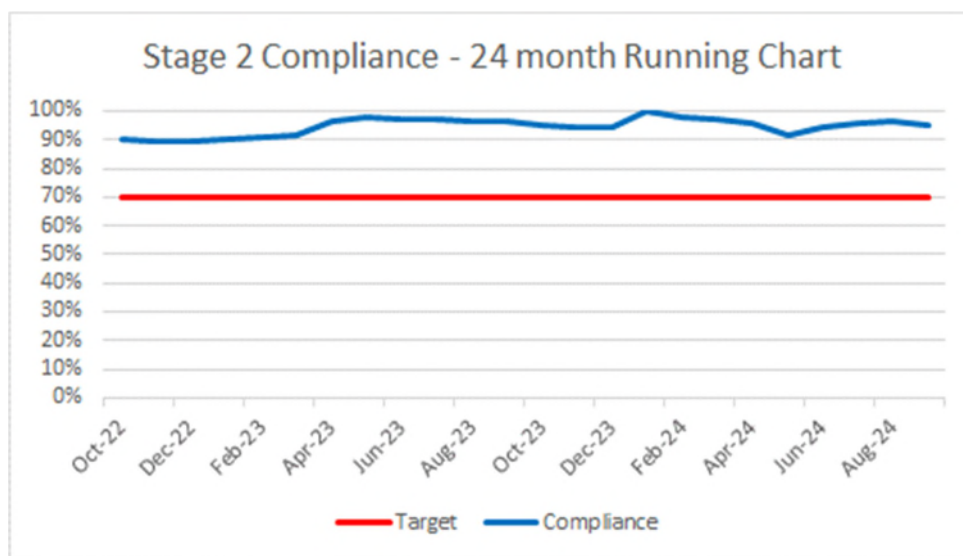
evidence collated to ensure the investigation will stand up to scrutiny from the SPSO, other auditors and legal personnel.

Stage 2					
	Closed within target				Still Open and now overdue
	No	Yes	Total	Compliance	
Advanced Practice	0	1	1	100.0%	0
Air Ambulance	0	1	1	100.0%	0
Ambulance Control Centre A&E	1	89	90	98.9%	0
Ambulance Control Centre PTS	3	66	69	95.7%	0
East Region	1	38	39	97.4%	0
North Region	6	12	18	66.7%	3
Support Services/NHQ	2	1	3	33.3%	1
West Region	7	37	44	84.1%	3
Total	20	245	265		7
Compliance	92.5%				

Latest figures show the Service is sitting at a compliance rate of 92.5%, slightly higher than the 95.6% 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 3 November 2024, 208 stories were posted on Care Opinion relating to the Service. These have been viewed 37,725 times.

Of the 208 posts, 72% were uncritical in tone. It should be noted that whilst the remaining 28% 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

Scheduled Care Peer Support

Following the redesign of mental health training provided to Scheduled Care Co-ordinators to improve patient experience, we are advancing our collaboration with the Scottish Recovery Network. We are currently working in partnership to formalise peer support networks. This aligns with the Scottish Ambulance Service's (SAS) commitment to enhancing mental health care and patient-centred services. This project reflects NHS Scotland's broader strategy of delivering more integrated and person-centred care, supporting mental health and improving the overall patient journey.

Work Experience Initiatives

As part of our commitment to the SAS Anchor Institution Strategy, Workforce Strategy, and our obligations under the United Nations Convention on the Rights of the Child (UNCRC), we are actively pursuing three key initiatives designed to increase opportunities and to inspire young people across Scotland.

1. Emergency Healthcare Careers Workshop (NHS Lothian Partnership)

In collaboration with NHS Lothian, we are piloting a one-day careers workshop focused on emergency healthcare for 5th and 6th-year students. The workshop aims to offer insights into various career paths available within the NHS and we are utilising the opportunity to promote the many rewarding roles SAS has to offer. These include roles within paramedicine, unscheduled care call handling and emergency medicine. There will be interactive sessions led by SAS professionals, and counterparts from other NHS Boards, giving students a unique glimpse into the world of emergency healthcare. If successful, we plan to offer this workshop four times a year to inspire the next generation of the SAS workforce. This initiative aligns with the SAS strategy of strengthening the future workforce and aligns with NHS Scotland's goals of engaging young people in healthcare careers early, while meeting workforce development needs.

2. ICT Department Work Experience Placements

We are in the process of developing work experience placements within our ICT department with the goal of piloting and testing a structured program which minimises resource implications on SAS and our staff. These placements are being designed to deliver an exceptional, educational and engaging experience for high school students, distinguishing them from typical ICT placements. This initiative supports both the Anchor Institution Strategy's aim of providing meaningful work experiences for young people and NHS Scotland's focus on digital innovation and workforce development.

3. Paramedic Science Mentorship Program Expansion

Building on the success of our previous mentorship program, we are planning to expand this initiative in collaboration with universities across Scotland offering Paramedic Science degrees. Set to launch

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in the New Year, this expansion will foster mentorship relationships that cultivate key skills in leadership and patient care, aligning with the SAS strategic priority of workforce development and the UNCRC's focus on educational and professional opportunities for young people.

Children's Hospices Across Scotland (CHAS) Collaboration

In partnership with the Palliative & End of Life Care team, we continue our work with young people, families, and staff at CHAS. A key part of this collaboration is the co-design of a range of informative promotional material created with the input of young patients themselves. These posters aim to help children understand what to expect when they interact with the ambulance service in a hospice setting. This initiative is aligned with our commitment to compassionate care and improving services for vulnerable groups, as well as NHS Scotland's focus on enhancing palliative care services.

Each of these projects supports our broader mission to involve people in service design and delivery, strengthen workforce capabilities and improve patient experiences across Scotland.

Scottish Public Services Ombudsman (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
DATIX 10125	202203262	12/12/2022	1. Scottish Ambulance Service failed to take patient to hospital 2. Scottish Ambulance Service should not have referred the patient to NHS24 a day later	Not Upheld	SPSO have upheld both parts	17/07/2024	1. Letter of Apology to complainant 2. Share report with staff involved, in a supportive manner, for reflection and learning 3. Confirmation that the Board are taking action to ensure that relevant staff have received training in recognising the symptoms of potentially serious abdominal conditions 4. Share learning regarding consent and refusal of consent to treatment with all relevant staff 5. Share report with relevant admin staff in a supportive manner, for reflection and learning	1. Recommendation 1 completed and signed off 2. Recommendation 2 completed and signed off 3. Recommendation 3 completed and signed off 4. Recommendation 4 completed and signed off 5. Recommendation 5 completed and signed off	Closed