



NOT PROTECTIVELY MARKED

Public Board Meeting

31 July 2024

Item 10

THIS PAPER IS FOR DISCUSSION

PERSON CENTRED CARE UPDATE

Lead Director	David Bywater, Interim Director of Care Quality and Professional Development
Authors	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 Patient Focus Public Involvement 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 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 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
Service**

Working in Partnership with Universities



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SCOTTISH AMBULANCE SERVICE BOARD

PATIENT EXPERIENCE

DAVID BYWATER, INTERIM DIRECTOR OF CARE QUALITY & PROFESSIONAL DEVELOPMENT

SECTION 1: PURPOSE

This paper covers the period between 1 April 2024 and 30 June 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

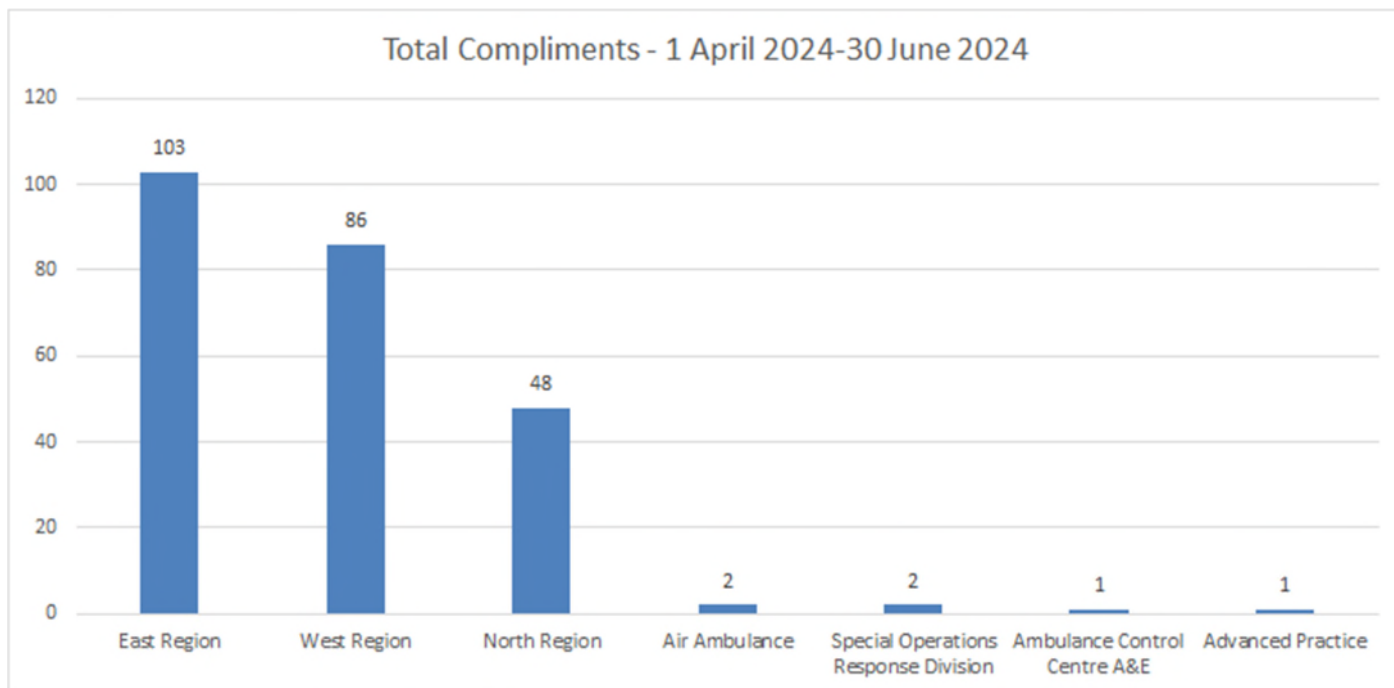
The Service actively seeks feedback on its services so that it can continue to make improvements. We have many ways of gathering feedback – face to face, patient forums, online portals, complaint and concern channels.

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Feedback analysis

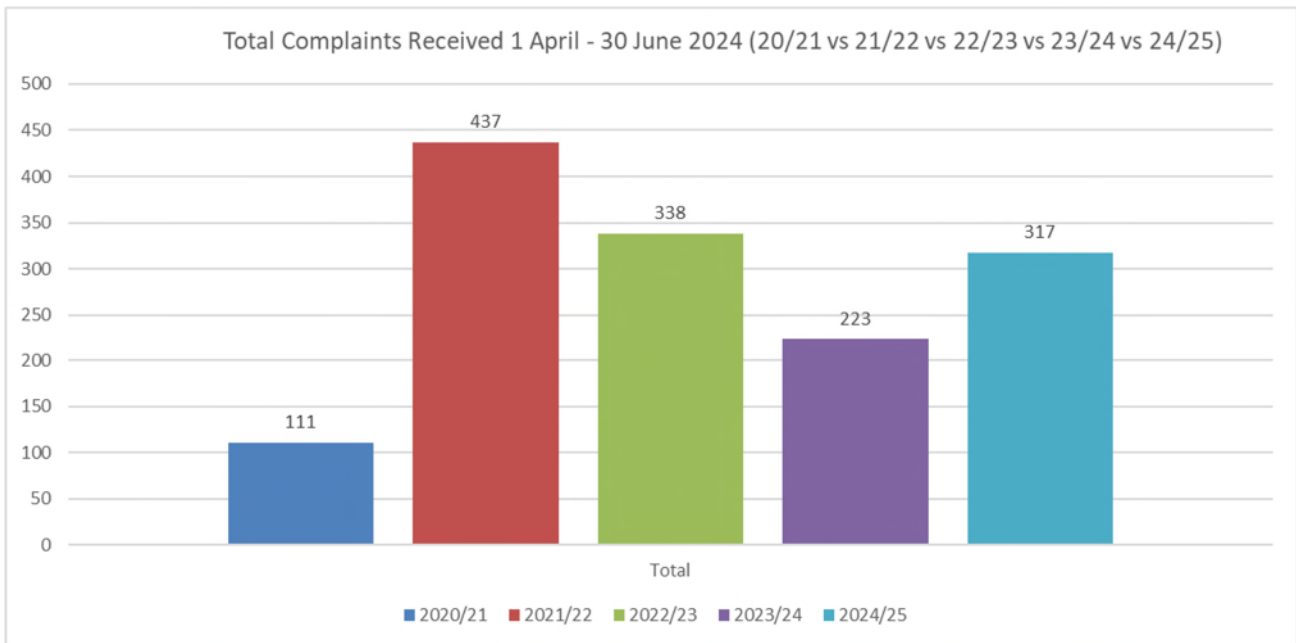
Compliments

Compliments received from sources other than social media are logged and actioned on the DATIX system. Between 1 April 2024 and 30 June 2024, a total of 243 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.



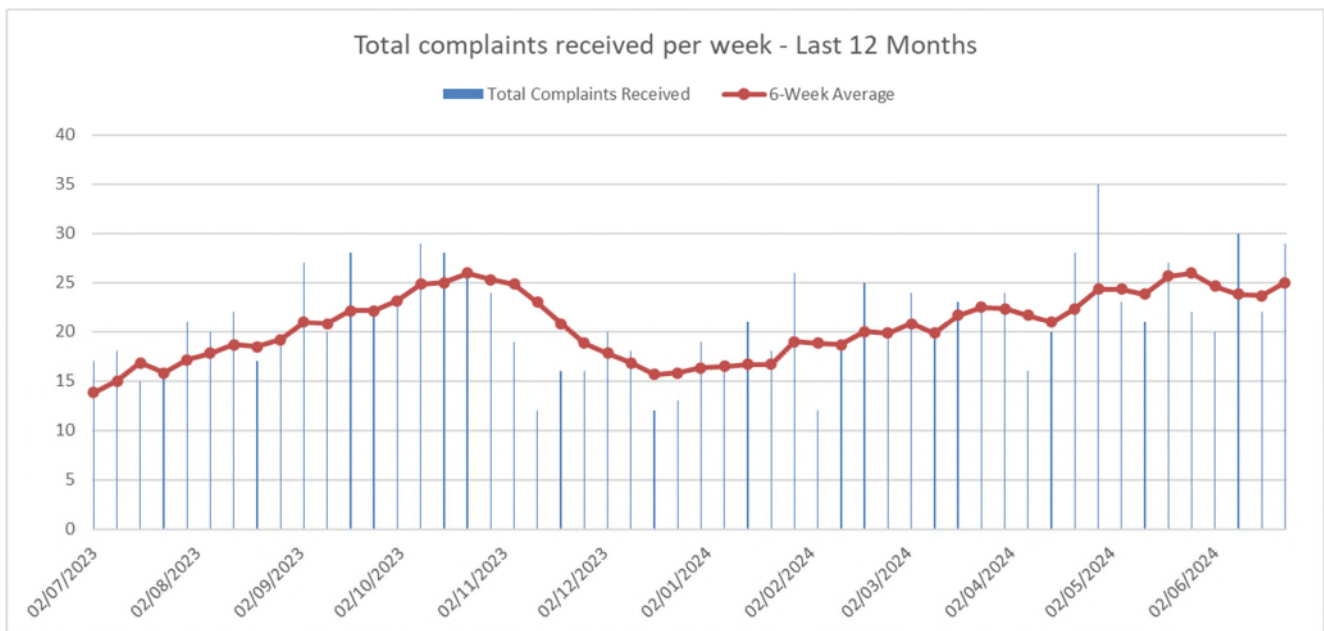
Complaints Data

Between 1 April 2024 and 30 June 2024, a total of 317 complaints have been received. This shows an increase of 94 (42.2%) complaints in comparison to 2023/24 and a reduction of 21 (6.2%) 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 also reporting increases. This will be monitored during the next quarter and reported through both the Clinical Governance Committee and Performance and Planning Steering Group.

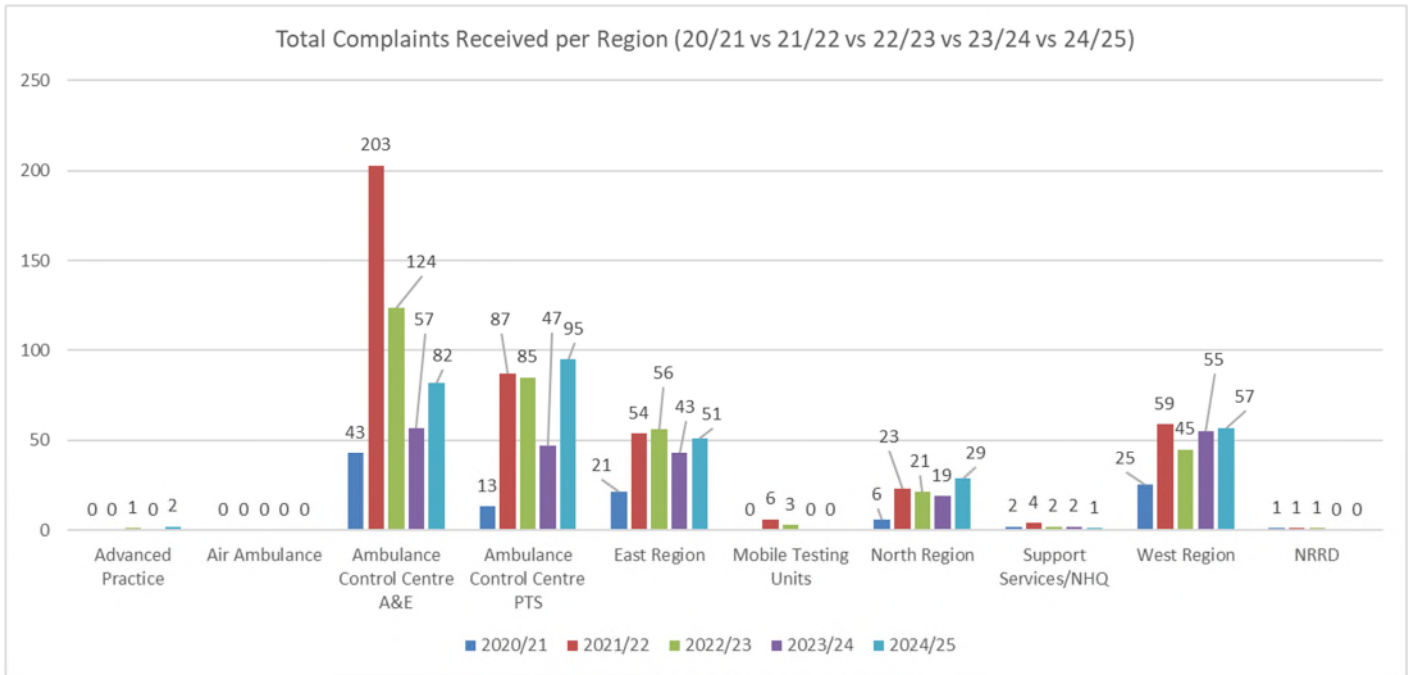


The system-wide challenges continue to put pressure on the Service and even with the increase in complaints being received, the efforts made by staff across the Service to continuously deliver the highest quality of care for the people of Scotland is commendable.

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 has been a gradual upward trend in the 6-week average since Winter 2023.



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 Patient Transport Service (PTS), but these figures continue to level off, with the gap reducing in comparison to the previous year.



Complaint Themes

Of the 317 received, the 3 most common themes for complaints are:

1. Attitude and Behaviour – 88 complaints (27.76% of the total, compared to 29.29% in the last paper)
2. PTS Eligibility – 52 complaints (16.4% of the total, compared to 11.99% in the last paper)
3. Triage/Referral to NHS24 – 45 complaints (14.2% of the total, compared to 12.83% in the last paper)

Actions from Complaints

The top 5 themes from complaints have remained relatively consistent over the last 3 years. As is illustrated, there continues to be substantial decreases in complaints around Delayed Response, which in 2020/21 was the theme in over 32% of complaints and now makes up just under 9% of complaints. Similarly, Clinical Assessment which in 2020/21 made up just under 13% of complaints, now makes up just under 9% of complaints. These decreases should be welcome, 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 should also be considered a positive, and 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 the PTS Eligibility and Triage/Referral to NHS24 are expected with the tightening of the Patient Needs Assessment and the introduction and expansion of the Integrated Clinical Hub.

Stage 1 Complaints (1 April 2024 – 3 July 2024)

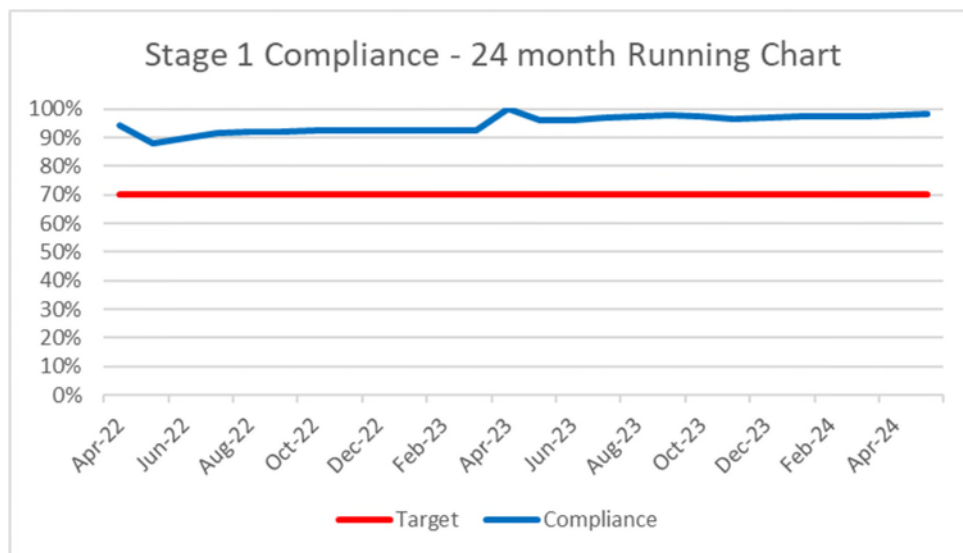
Stage 1 complaints have a 5-day target to be closed. This can be affected through direct contact with the complainant at supervisor level. This may be by phone, email or a face-to-face contact. There should be no complaints where a patient has come to harm or there is a clinical challenge completed as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

Stage 1					
	Closed within target				Still Open and now overdue
	No	Yes	Total	Compliance	
Advanced Practice	0	1	1	100.0%	0
Ambulance Control Centre A&E	0	36	36	100.0%	0
Ambulance Control Centre PTS	0	57	57	100.0%	0
East Region	0	34	34	100.0%	0
North Region	1	20	21	95.2%	1
West Region	5	33	38	86.8%	2
Total	6	181	187		3
Compliance	96.8%				

Latest results indicate that Stage 1 complaints compliance is at 96.8%. This compares to a compliance rate of 97.4% 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 – 12 June 2024)

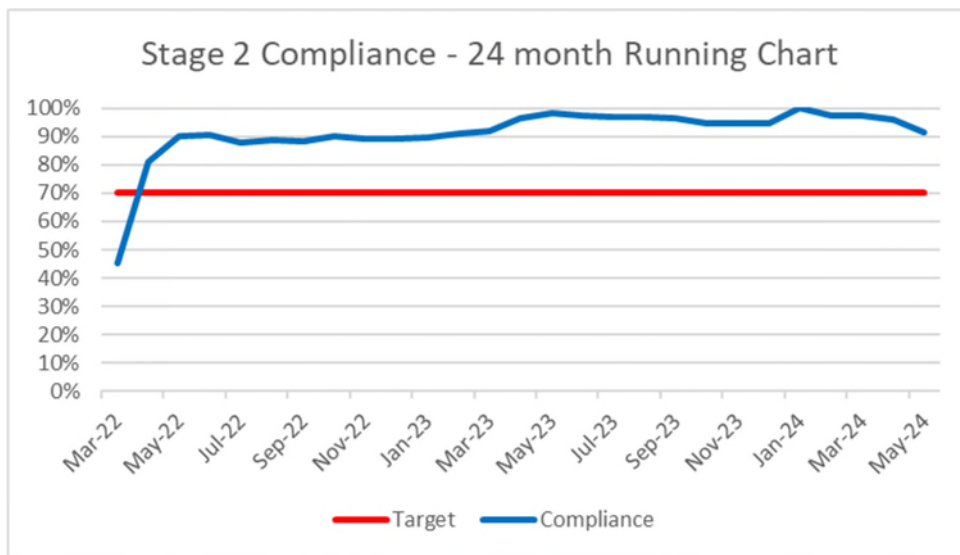
Stage 2 complaints have a 20-day target to be closed and all stage 2 complaints should be closed with a final response letter from a Service Director. A full investigation is also required, and all evidence collated to ensure the investigation will stand up to scrutiny from the SPSO, other auditors and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

Stage 2						
	Closed within target				Compliance	Still Open and now overdue
	No	Yes	Total			
Advanced Practice	0	1	1	100.0%	0	
Ambulance Control Centre A&E	1	38	39	97.4%	0	
Ambulance Control Centre PTS	3	28	31	90.3%	0	
East Region	0	16	16	100.0%	0	
North Region	1	7	8	87.5%	0	
Support Services/NHQ	0	1	1	100.0%	0	
West Region	4	13	17	76.5%	4	
Total	9	104	113	92.0%	4	
Compliance	92.0%					

Latest figures show the Service is sitting at a compliance rate of 92%, this is slightly lower than the 94.6% 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 30 June 2024, 83 stories were posted on Care Opinion relating to the Service. These have been viewed 12,318 times.

Of the 83 posts, 80% were uncritical in tone. It should be noted that whilst the remaining 20% 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 the mental health training provided to scheduled care coordinators to enhance the patient experience, we continue our collaboration with the Scottish Recovery Network to formalize peer support networks.

Building on insights from our recent engagement with scheduled care coordinators, where we explored their well-being techniques and their perspectives on the value of peer support, we are organizing discussion groups across all ambulance control centres. These discussions aim to identify the best ways to advance this initiative with staff.

Education Resources for Primary Schools

After extensive engagement with primary schools, headteachers, and health curriculum coordinators, we have co-designed a series of presentations on topics deemed important by educators. These include "Who We Are," "Calling 999," and "How to Stay Safe in an Emergency." These presentations will be made available through @sas and will support operational staff during school visits by providing up-to-date service information relevant to both teachers and students.

We are exploring ways to enable teachers to deliver these presentations themselves, thereby reducing the need for ambulance staff attendance, which can be challenging due to operational demands.

Additionally, we are collaborating with colleagues from the fire service on developing a website that will offer primary school teachers and students current and accurate information on emergency procedures.

Work Experience

We continue to partner with various organisations to offer work experience opportunities that nurture and cultivate a young workforce. Our aim is to provide students with a glimpse into the professional world and an understanding of how the ambulance service, in conjunction with its partners, delivers optimal care.

Mental Health Patient Survey

We have received an excellent response to our annual Mental Health Patient Survey, conducted in partnership with the mental health organization See Me. The survey aims to assess if we are meeting expectations and to identify areas for improvement to enhance the patient experience.

Details of the survey responses will be shared in a future update, once we have thoroughly evaluated the results.

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Children's Hospices Across Scotland (CHAS)

In collaboration with the Palliative & End of Life Care team, we continue to work closely with young people, parents, and staff at CHAS. Through discussion groups, we aim to find ways to better support CHAS and to educate the community about the services and support the ambulance service can provide.

Updates on this involvement and engagement partnership work will be provided as developments are finalized.

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 13661	202304793	31/01/2024	1. Scottish Ambulance Service delayed time on scene and failed to transfer patient to closest receiving unit	Not Upheld	SPSO are not taking forward	08/05/2024	N/A	N/A	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 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 2 completed and signed off (02/11/2023)	Closed
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 8570	202105207	05/07/2022	1. Scottish Ambulance Service failed to reasonably send an Ambulance to patient	Not Upheld	SPSO are not taking forward	18/04/2023	N/A	N/A	Closed
DATIX 5661	202006236	31/08/2021	1. Scottish Ambulance Service unreasonably failed to send an ambulance to patient	Not Upheld	SPSO have investigated and not upheld the complaint	17/06/2022	N/A	N/A	Closed

DATIX 10125	202203262	12/12/2022	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Recommendation 1 completed and signed off (16/05/2024) 2. Recommendation 2 partially completed 3. Recommendation 3 partially completed 4. Recommendation 4 remains open 5. Recommendation 5 remains open 	Open
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