

Data analysed by

iWantGreatCare



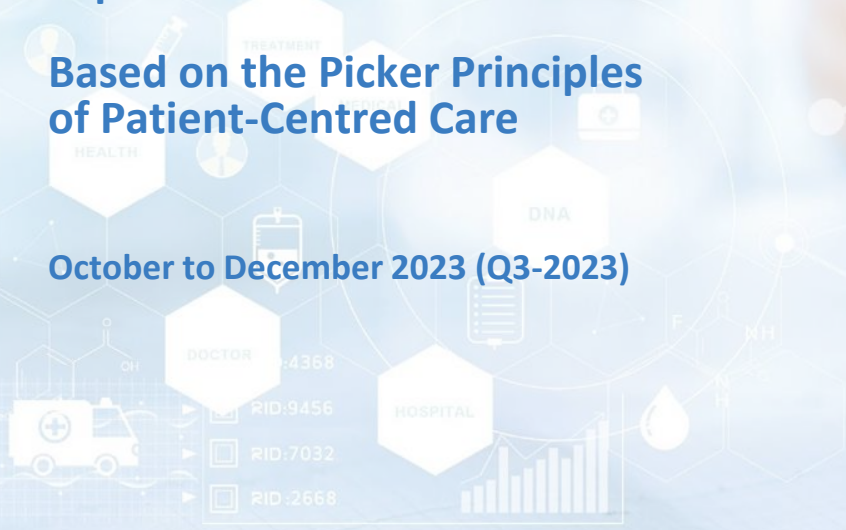
Berkshire Healthcare
NHS Foundation Trust

Patient experience report









Actionable insights from your patient experience data

Based on the Picker Principles of Patient-Centred Care

October to December 2023 (Q3-2023)



The Experience and Improvements free text responses in this report are themed using the Picker Principles of Patient-Centred Care, detailed below.

 <p>Fast access to reliable healthcare advice</p>	 <p>Effective treatment delivered by trusted professionals</p>	 <p>Continuity of care and smooth transitions</p>	 <p>Involvement and support for family and carers</p>
 <p>Clear information, communication, and support for self-care</p>	 <p>Involvement in decisions and respect for preferences</p>	 <p>Emotional support, empathy and respect</p>	 <p>Attention to physical and environmental needs</p>

The following performance measures are used in this report:

- **Experience** is the response to the question “*Overall, how was your experience of our service?*”
 - **Positive Experience** is the most positive response, i.e. “**Very good**” or “**Good**”
 - **Negative Experience** is the most negative response, i.e. “**Very poor**” or “**Poor**” responses
 - Answer scales are “traffic light” colour-coded from green (“**Very good**”) through amber (“**Neither good nor bad**”) to red (“**Very poor**”).
- **Sentiment** is a measure of the positivity or negativity related to the free text that the respondent may have provided to explain their experience score. This can be **positive**, **negative**, **neutral** (i.e. neither *positive* or *negative*) or **mixed** (i.e. contains both *positive* and *negative* elements).
- **Themes** are classifications from the respondent’s free text mapped to the PPOpCC domains. These are applied to both the experience question and the improvements question (i.e. “Please tell us about anything we could have done better?”)

Changes are colour-coded:

- **Green** for an improvement in performance (e.g. increase in positive score or sentiment; decrease in negative sentiment or % improvements)
- **Red** for a worsening of performance (e.g. decrease in score or positive sentiment, increase in negative sentiment or % improvements)
- **Amber** for no change in performance.

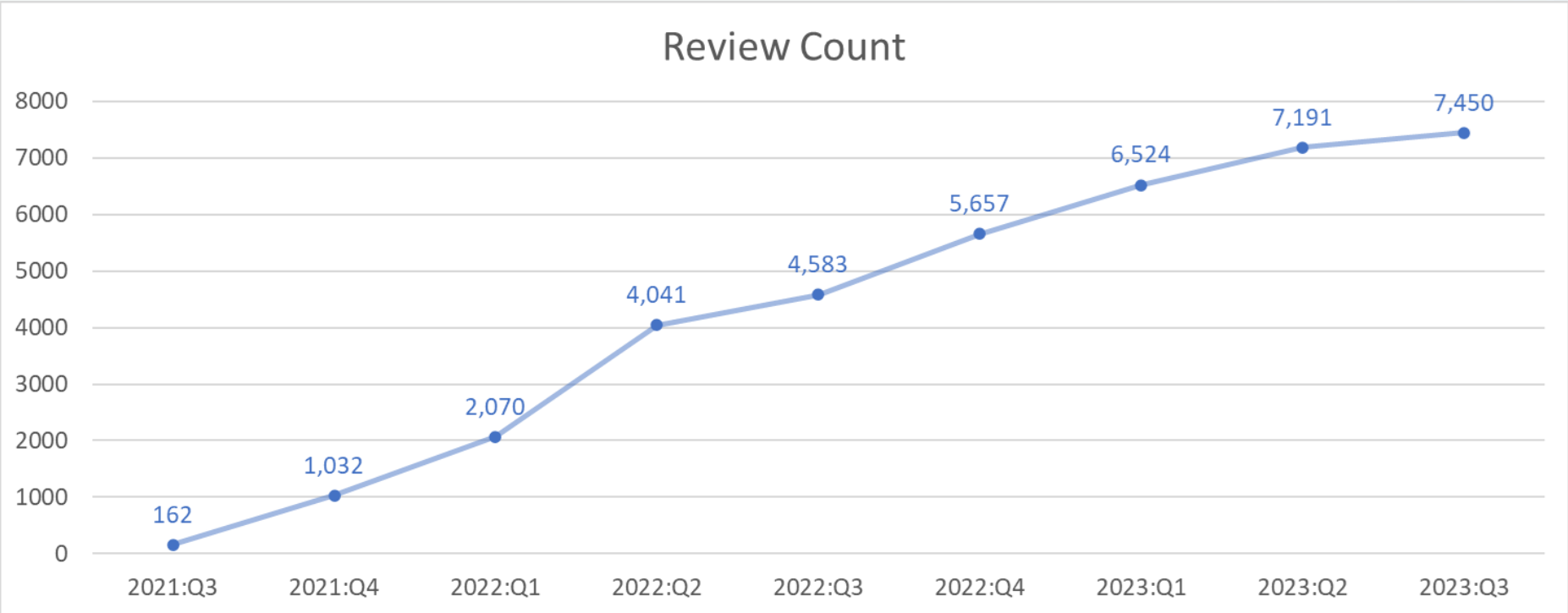
“n=” denotes the number of reviews for the organisation, location, care type, service or theme except for the Services Without Feedback slide where it denotes the number of services.

Dates are based on financial quarters (i.e. Q1 = Apr to Jun, Q2 = Jul to Sep, Q3 = Oct to Dec, Q4 = Jan to Mar).



1. Review volumes continue to increase each quarter with Q3-2023 showing the highest review volumes to date. **64% of enabled services provided feedback (6% decrease from Q2-2023)** and **30% of enabled services received 10 or more reviews (4% decrease from Q2-2023)** (p5 & p15).
2. **The Trust performs particularly well in the following areas (p10):**
 - a. Tailoring care to meet patient's needs
 - b. Respecting individuals' needs
 - c. Emotional support and empathy shown by staff
 - d. Joined-up care
3. **There are opportunities for improvement in the areas of (p10):**
 - a. Communication
 - b. Involving patients in their care
 - c. Involving patients' family members and carers
 - d. Timeliness and availability of staff and services
4. **Sentiment continues to improve**, with the **highest positive sentiment yet seen**. **Experience score is also good**, with a **low negative score** compared to previous reports (p13).
5. **The proportion of positive sentiment** feedback of 86% is mid-range compared to other trusts in this period (82% to 92%), with the **6% negative feedback** at the high end of the range for other Trusts (typically 3% to 6%) (p9).
6. **When asked specifically about improvements:**
 - a. **71% of respondents said that no improvements could be made** which is mid-range compared to other Trusts for the same period (58% to 82%) (p14).
7. **Tilehurst Clinic** is the **location** that received the most positive sentiment from patient comments and **Children's Therapy Services** as a **care type** received the most positive sentiment (p12).
8. In total 6,832 reviews contained suggestions for improvement - the general themes are summarised in this report but the full detail of every suggestion and review, by service, is available to you in your iWantGreatCare dashboard.

The upward trend in feedback volumes continues with Q3-2023 having the highest number of reviews to date.



Overall 5* score rating:



Previous report: 4.74

93.7%

“Very good” or “Good”
Experience

Previous report: **94.5%**

3.0%

“Very poor” or “Poor”
experience

Previous report: **3.0%**

Data period:

Oct to Dec-2023

**Reviews for this data
period: 7,450**

Previous report: 7,191

Highest ranked services¹

ADHD Team Children & Young People; Children’s Community Nursing – West; Community Dental – Skimped Hill; Community Dental – Tilehurst Clinic; Community Matrons WAM; Health Inequalities project [BUS]; Health Visiting Reading – New Birth Visit; Health Visiting Wokingham – 6-8 Week Contact; Immunisation West Intensive Community Rehab; MSK Community Specialist Service - Lower Limb - Erleigh House; MSK Community Specialist Service – Upper Limb - Finchampstead; Nutrition & Dietetics - Outpatient Adult - Home Visit; Podiatry Slough



100%

Lowest ranked services¹

CRHTT East;	29%
Liaison & Diversion - Portsmouth;	25%
Psychological Medicine (PMS) West;	24%
Continence Trust Wide Adult;	22%
CRHTT West;	22%



Dominant Positive themes²

Effective treatment delivered by trusted Professionals

97%
(+11%)



Attention to physical and environmental needs

95%
(+4%)



Emotional support, empathy and respect

92%
(-3%)



Continuity of care and smooth transitions

90%
(+9%)



Dominant Negative themes²

Clear information, communication, and support for self-care

13%
(+7%)



Involvement in decisions and respect for preferences

11%
(+9%)



Involvement and support for family and carers

7%
(+3%)



Fast access to reliable healthcare advice

5%
(-4%)



¹ Based on sentiment for services with 10 or more reviews

² % sentiment based on reviews with free text responses

Experience by Location & Care Type



Highest performing location(s)¹

Coley Clinic, Royal Berkshire Hospital

Positive Experience (change)²

100% (+6%)
100% (0%)

Negative Experience (change)²

0% (-6%)
0% (0%)



Highest performing care type(s)¹

Community Nursing (Physical)

Positive Experience (change)²

100% (n/a)

Negative Experience (change)²

0% (n/a)



Lowest performing location(s)¹

Britwell Health Clinic

84% (0%)

7% (+4%)



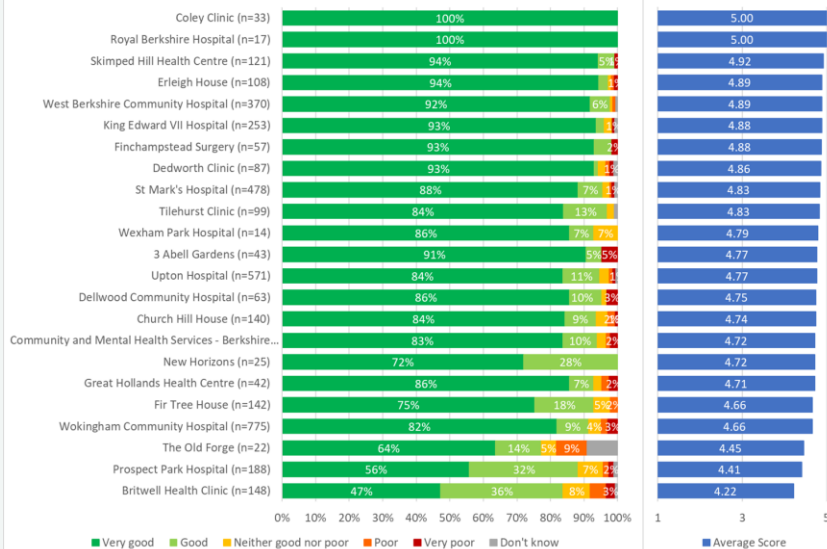
Lowest performing care type(s)¹

Learning Disabilities

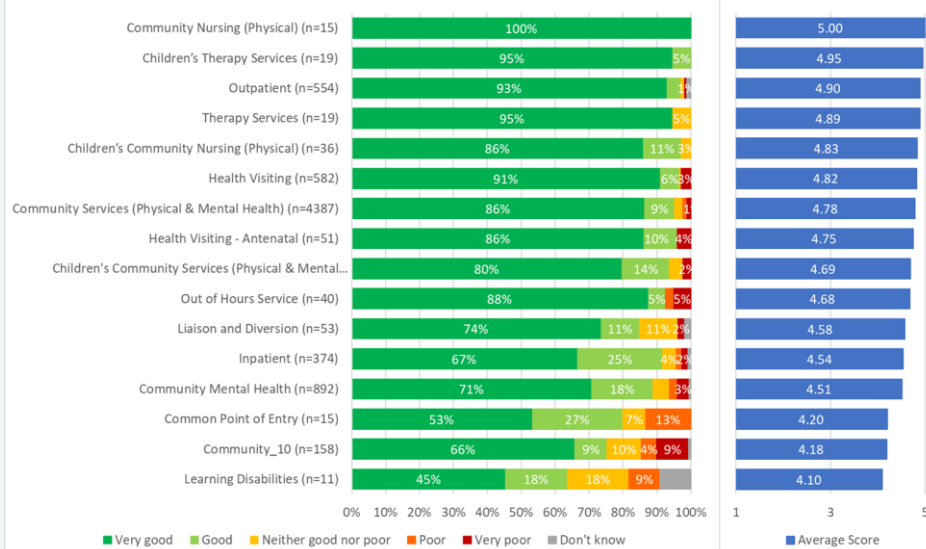
64% (-20%)

9% (+9%)

Experience Score by Location



Experience Score by Care Type

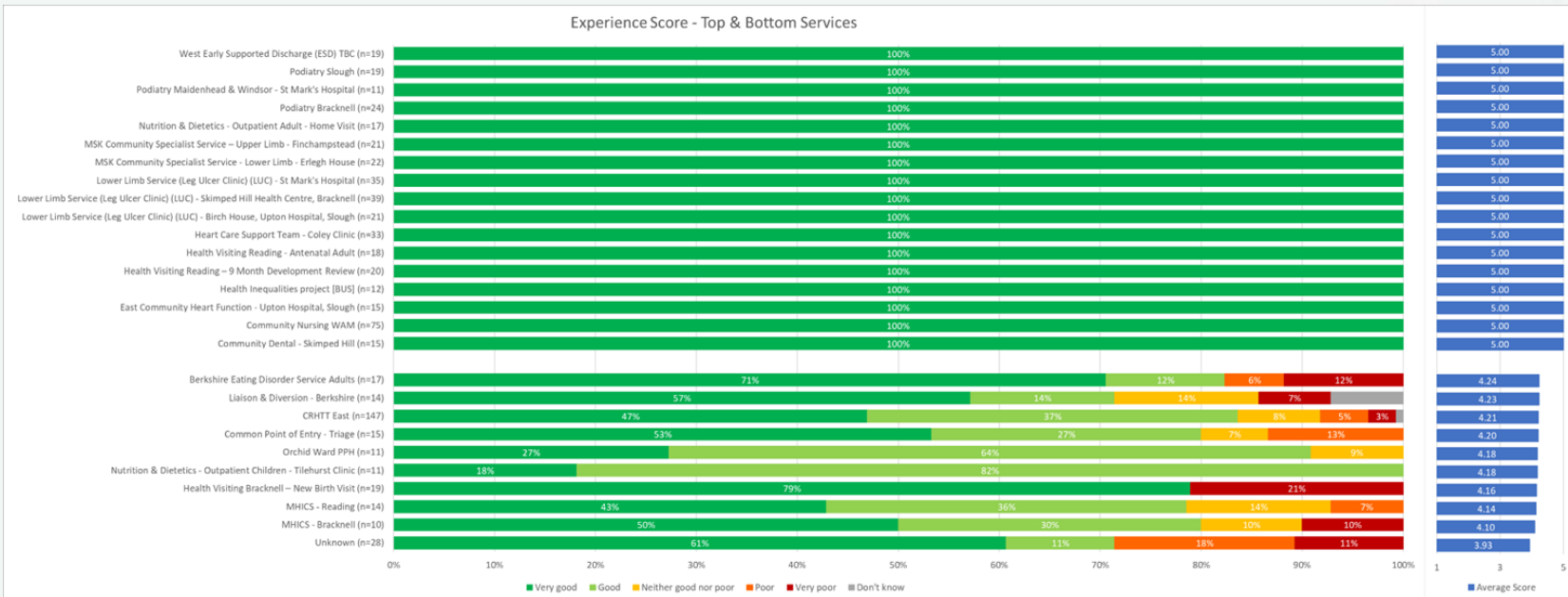
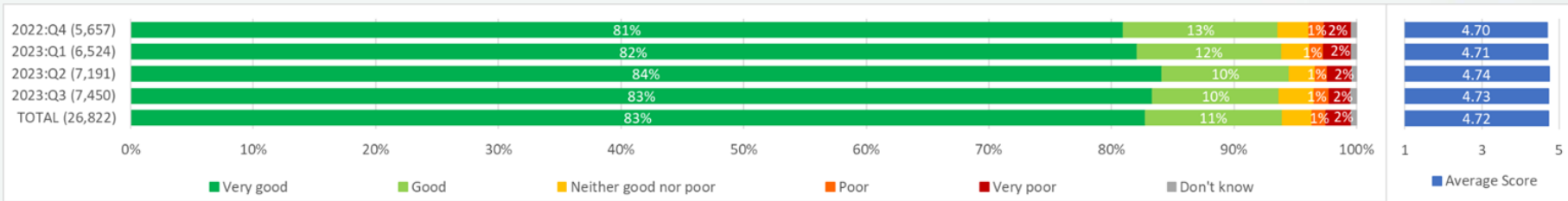


¹ Locations and care types with 10 or more reviews, ranking by average experience score

² Change from last report, "n/a" denotes no data from last report

Experience by Service

Total % experience for all responses including breakdown by quarter, with top and bottom 10 rated services across the whole data period



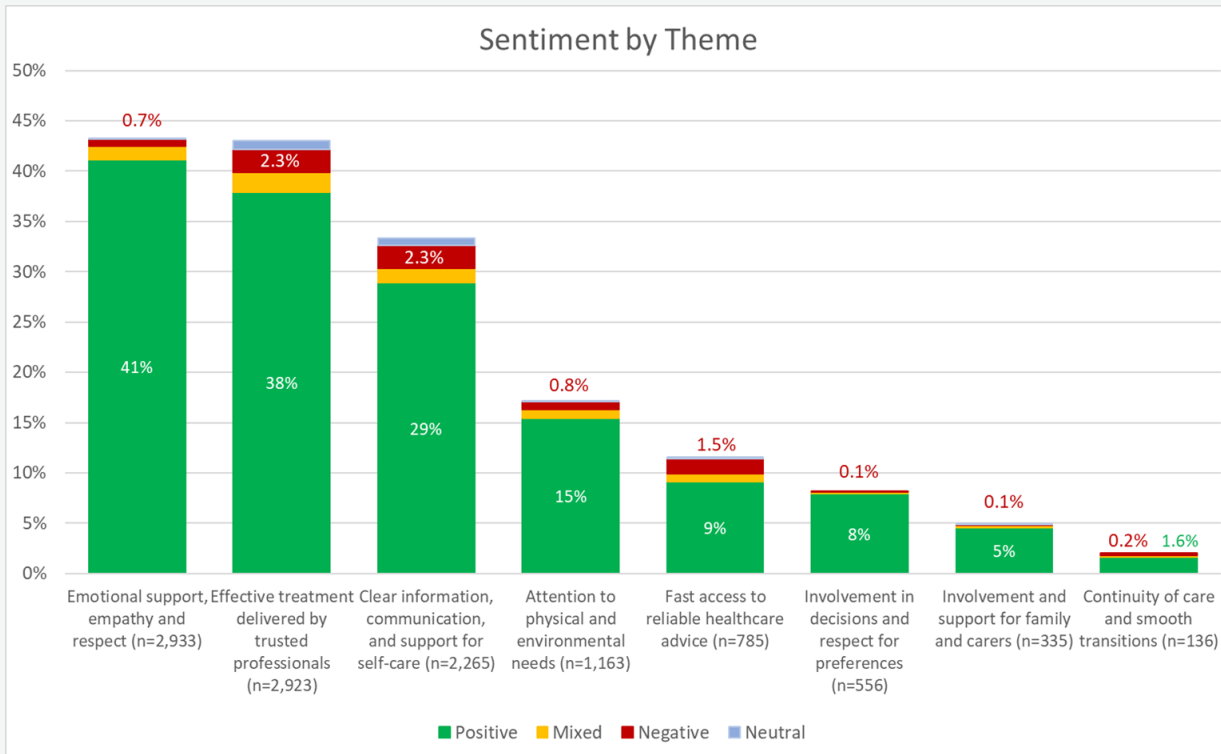
Services with fewer than 10 reviews have been excluded from the chart.

Ranking by average score.



Key Themes – Sentiment Analysis

96% (-1%)¹ of the respondents provided a reason for the rating they gave. These responses can be categorised into the following themes:



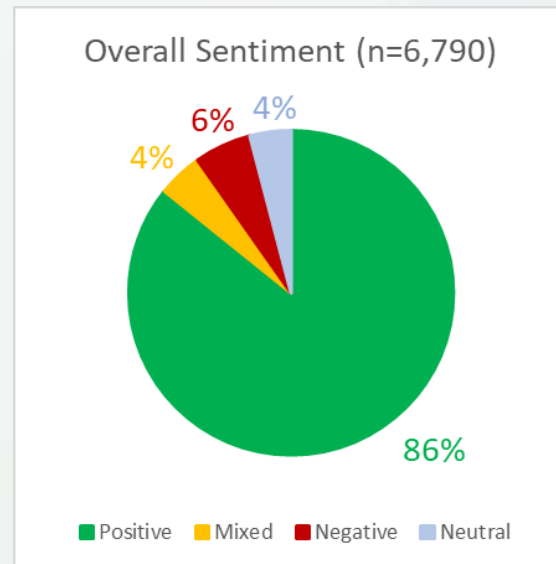
% sentiment based on reviews with free text responses

¹ Change from last report

86% (+2%)¹ of free text responses were positive

6% (0%)¹ were negative

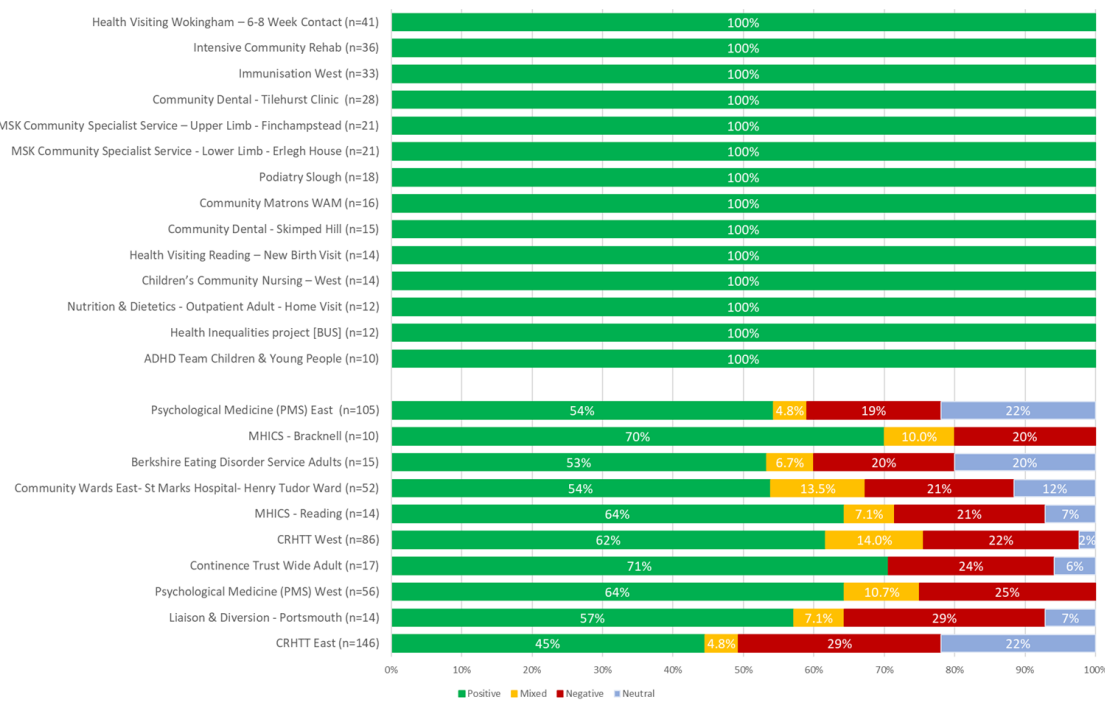
4% (0%)¹ were a mix of positive and negative comments



Sentiment analysis by service

Service types ranked by proportion of positive and negative sentiment from their reviews.

Sentiment by Service - Top & Bottom Services



Services with fewer than 10 reviews have been excluded from the chart

² Change from last report, “n/a” denotes no data from last report

Services with highest percentage of positive sentiment (change)¹



1=	ADHD Team Children & Young People; Health Inequalities project [BUS]; Children’s Community Nursing – West; Community Dental - Tilehurst Clinic; Nutrition & Dietetics - Outpatient Adult - Home Visit; Health Visiting Reading – New Birth Visit; Health Visiting Wokingham – 6-8 Week Contact; Immunisation West	100% (n/a)
	Community Matrons WAM; MSK Community Specialist Service – Upper Limb - Finchampstead; Podiatry Slough;	100% (0%)
	MSK Community Specialist Service - Lower Limb - Erleigh House;	100% (+4%)
	Intensive Community Rehab;	100% (+6%)
	Community Dental - Skimped Hill;	100% (+7%)
	Psychological Medicine (PMS) East;	100% (+8%)
	MHICS - Bracknell;	100% (+9%)
	Berkshire Eating Disorder Service Adults;	100% (+10%)
	Community Wards East- St Marks Hospital- Henry Tudor Ward;	100% (+30%)

Services with highest percentage of negative sentiment (change)¹



1=	CRHTT East; Liaison & Diversion - Portsmouth;	29% (+20%)
3	Psychological Medicine (PMS) West;	25% (0%)
4	Continece Trust Wide Adult;	24% (+21%)
5	CRHTT West;	22% (+13%)

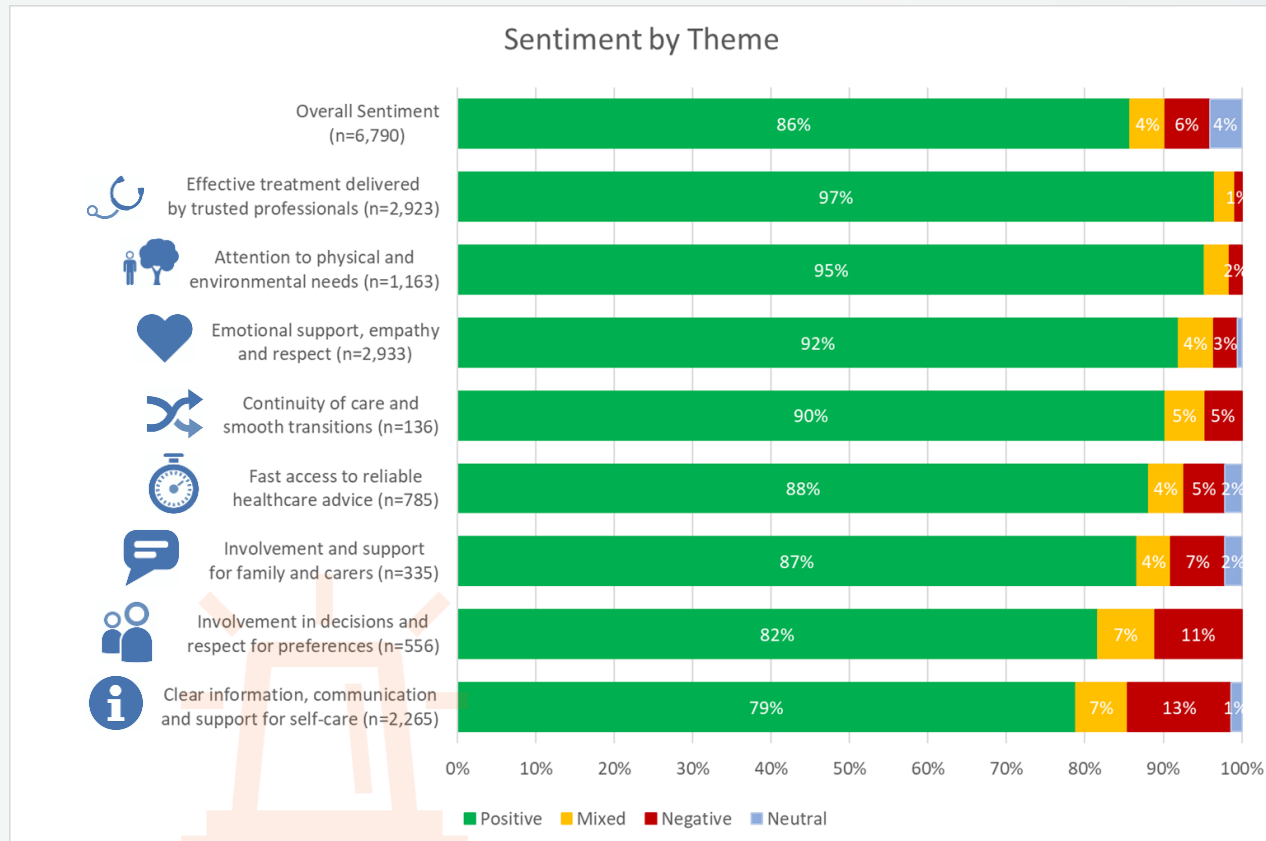
Thematic Analysis - by Sentiment

The most positive themes are:

- **Effective treatment delivered by trusted professionals** is the theme most mentioned in patient's free text and has the highest % of positive sentiment (with an increase of 11% in positive sentiment from the last report).
- **Attention to Physical & environmental needs** is also highly positive.
- Only 1 to 2% of the patients who identified these themes in their free text did so with a negative sentiment.

The most negative themes have over 10% negative responses and are:

- **Involvement in decisions & respect for preferences** and
- **Clear information, communication and Fast access to reliable healthcare advice.**



Sentiment by Location & Care Type



Most positive sentiment location(s)¹

Tilehurst Clinic

Positive sentiment (change)² Negative sentiment (change)²

96% (+1%) 0% (-2%)



Most negative sentiment location(s)¹

The Old Forge, Prospect Park Hospital

79% (+27%) 16% (-13%)
66% (+12%) 16% (-2%)



Most positive sentiment care type(s)¹

Children's Therapy Services

Positive sentiment (change)² Negative sentiment (change)²

100% (+8%) 0% (-4%)

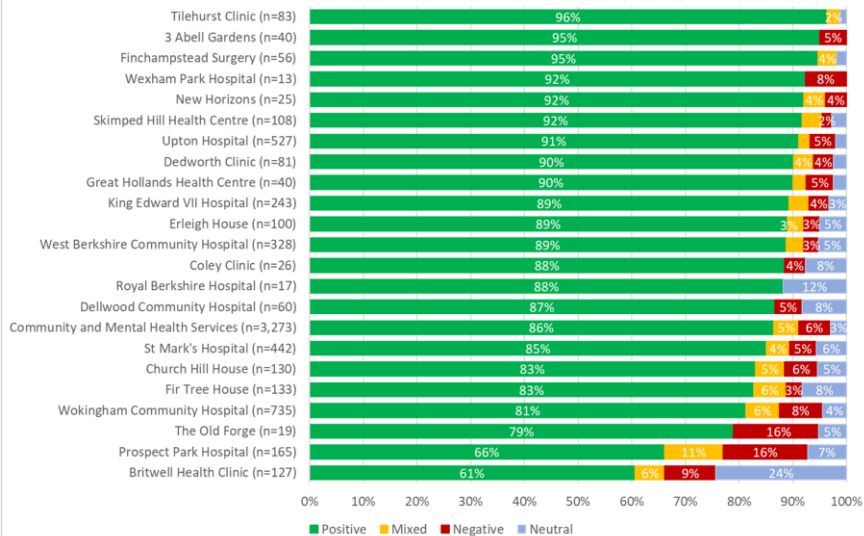


Most negative sentiment care type(s)¹

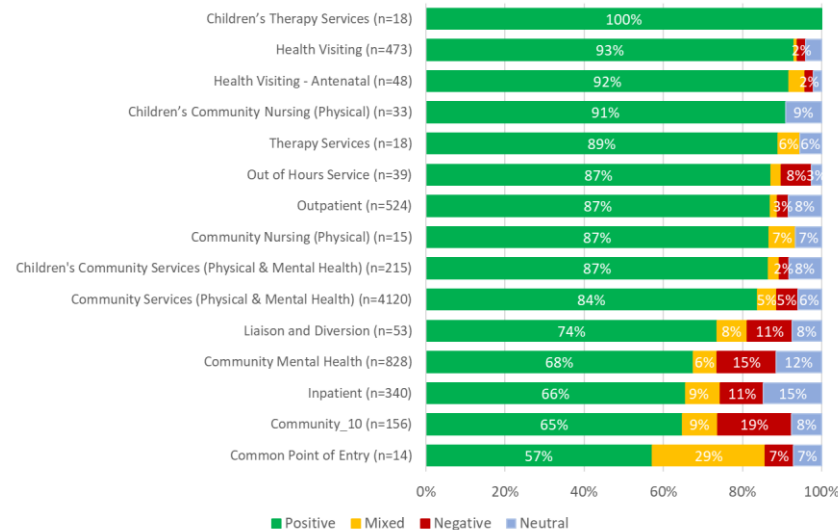
Common Point of Entry

57% (n/a) 7% (n/a)

Sentiment by Location



Sentiment by Care Type

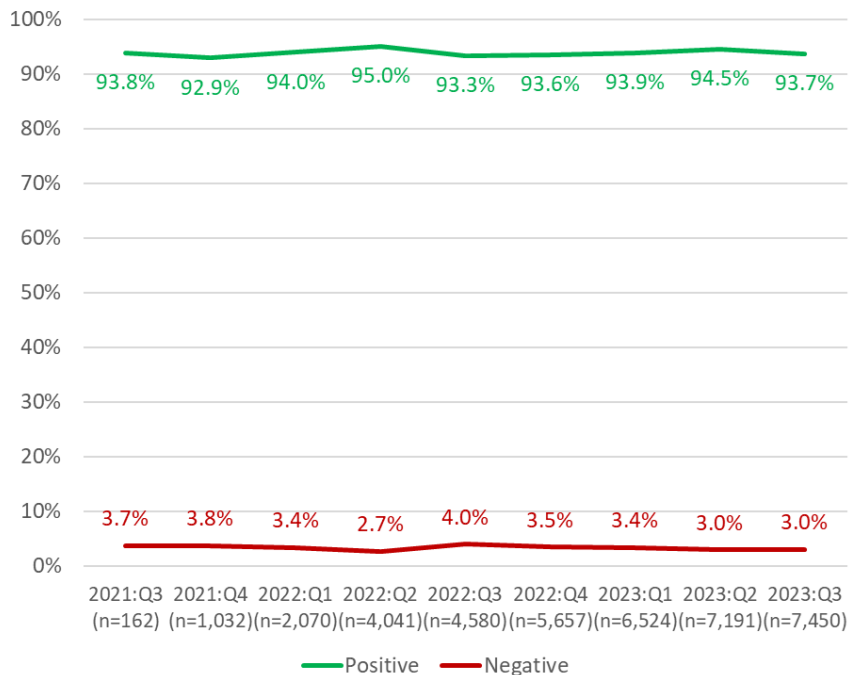


¹ Locations and care types with 10 or more reviews

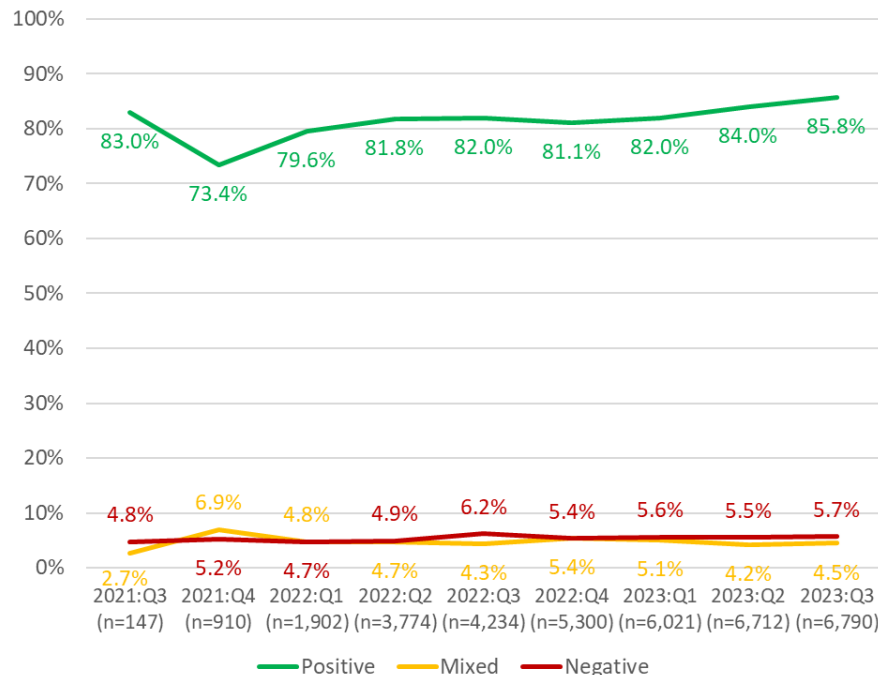
² Change from last report, "n/a" denotes no data from last report

Q3-2023 shows the highest positive sentiment since iWGC collection of patient feedback started in Q3-2021. The experience score is mid-range compared to previous reports, with a low negative experience score.

Experience Trend

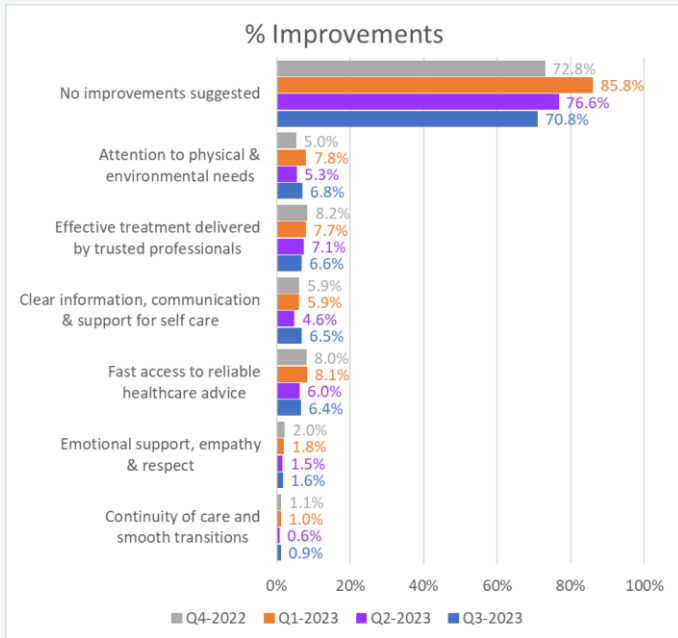


Overall Sentiment Trend



In Q3-2023, 92% of feedback contained improvement suggestions (+3%)¹. The themes of these improvements are detailed below. 71% of these specifically stated that no improvements were necessary (-6%)¹.

The improvement themes for Q3-2023 (in blue) are compared to the last 3 reports in the chart below.



All themes have a smaller percentage of improvement suggestions from patients for all themes compared to the last report.

There are a smaller proportion of suggested improvements for **effective treatment delivered by trusted professionals** compared to the previous 3 reports.

More patients suggested improvements in **clear information, communication & support for self care**.

The following improvement themes are the main ones identified by patients:

- **attention to physical/environment needs,**
- **effective treatment delivered by trusted professionals,**
- **clear information, communication & support for self care and**
- **fast access to reliable healthcare advice.**

% based on reviews with responses to the improvement free text question

¹ Change from last report



Services Without Feedback

The number of reviews from **enabled** services is broken down in the adjacent graph into:

- 10 or more reviews¹ (dark blue in the chart),
- between 1 and 9 reviews (mid blue) and
- no reviews (light blue).

All sites have been included, even those with few services.

Of the 426 enabled services, **64% (-6%)¹** had feedback during this period.

For the **sites with 10 or more services**, this varies from:

- 29% of services for Erleigh House to
- 77% of services for King Edward VII Hospital

30% (-4%)¹ of the services had 10 or more reviews during this period.

For the **sites with 10 or more services**, this varies from:

- 0% for Royal Berkshire Hospital to
- 57% of services for Upton Hospital

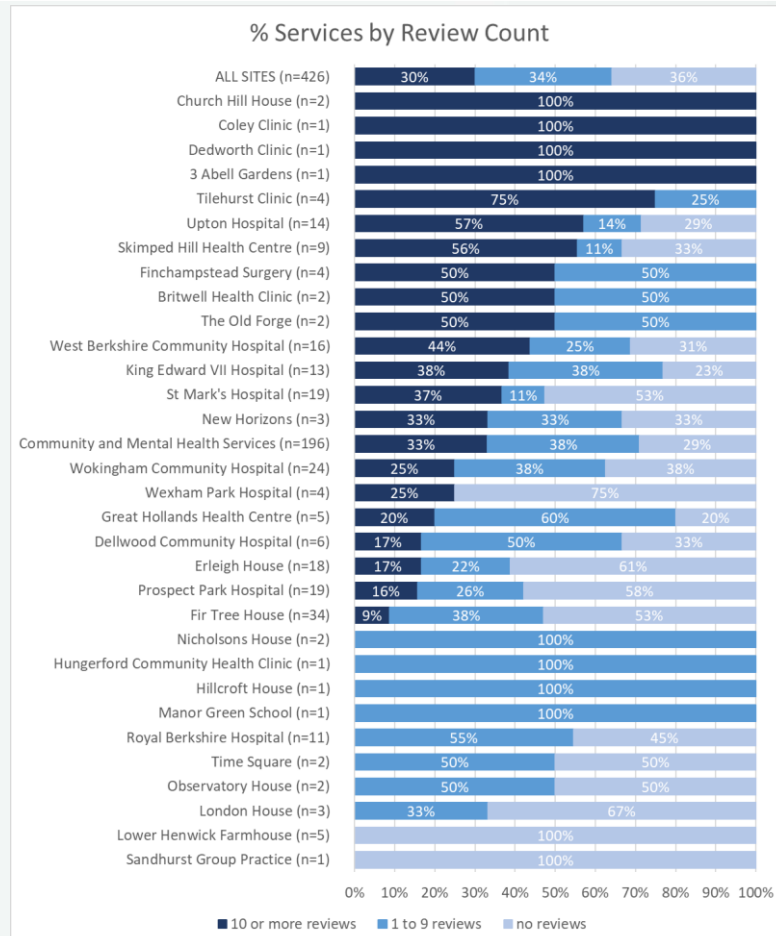
36% (+6%)¹ of services have no reviews during this period.

For the **sites with 10 or more services**, this varies from:

- 23% of services for King Edward VII Hospital to
- 71% for Erleigh House

Services with 10 or more reviews only are reported on pages 8 and 10

¹ Change from last report



Recommendations

The **key recommendations** are summarised below.

Theme	% Patients ¹	Recommendations
Overall	65% (-3%)	Just under two-thirds of patients in Q3-2023 who submitted feedback stated that no improvements are necessary. Many of the key improvements are consistent with previous reports.
Attention to physical and environmental needs	6.2% (+1.5%)	<ul style="list-style-type: none"> - Parking continues to be the most suggested improvement across multiple sites. Continue to help patients to understand parking availability, especially disabled parking, and direct patients to alternative transport options including public transport. - Consider the needs of less able patients in all aspects of care, including provision of wheelchairs and mobility support, accommodation of patients with hearing difficulties, autism or learning disabilities. Issues mentioned include the distance required to walk to services, access to bathroom facilities and refreshments, suitability of printed or digital materials and face-to-face or remote treatment and the availability of quiet spaces for patients. - Respect patient privacy needs when discussing sensitive details and during treatment. If private spaces are not available, ensure that patients are comfortable with continuing therapy / treatment. - Continue to provide a choice of quality food and refreshments to meet dietary and cultural needs. Highlight any limitations to patients so that they can make other arrangements. - Review which services could be offered across multiple locations to reduce the distance that patients have to travel. Adequately signpost all services both outside and inside the buildings so patients can easily navigate to their required location. - Ensure that waiting and treatment rooms are fit for use, especially for therapy sessions. Consider whether rooms are set up for group discussions or presentations, are there any distractions and is it a comfortable environment in terms of seating, temperature and ventilation. - Provide activities and entertainment, including toys for children, music, tv and internet access, and activities for long-term inpatients, e.g. access to an outside space, day trips, art classes. - Appointment booking and patient check-in should be straightforward. Provide staff to book by phone or ensure that online booking is available and easy-to-use.

¹ Change from last report

Theme	% Patients ¹	Recommendations
Effective treatment delivered by trusted professionals	<p>6.0% (-0.1%)</p>	<ul style="list-style-type: none"> - Continue to review the number, frequency and duration of sessions. In particular, some patients felt that gaps between sessions were too long and others wanted more sessions. Set treatment session duration to meet patient needs - some sessions are rushed others too long without breaks. - Where possible, tailor treatment to meet specific needs, including offering one-to-one/group sessions, face-to-face/remote treatment. Clearly explain why any requests cannot be granted and investigate suitable alternatives. - Assure to patients that staff are suitable trained to give the required care. This will give confidence in the care provided to them. Identify any specific training or knowledge concerns and ensure that these are addressed. - Ensure that patients have access to the required equipment and know how to request any equipment that they may need. - Help patients to understand details regarding the range of care available to them, and how to access suitable care. - Reassure patients by remind staff to be familiar with the details of a patient’s case before treatment.
Clear information, communication, and support for self-care	<p>6.0% (+1.9%)</p>	<ul style="list-style-type: none"> - Assist patients in their self-care by providing easy to access information to support this. Guide them through this if required. - Remind staff to help patients to feel listened to, and that their requests and concerns are being considered. - Review the amount of communication with patients - especially letters. One patient reported that a separate appointment letter was sent for each of multiple scheduled therapy sessions. Give patients a choice of whether to receive emails or letters. - Involve families and carers in the discussions regarding their loved one’s care when required. - Reduce the impact of long waiting times by setting clear expectations of potential delays, promptly updating if these change. - Provide translation services where required and ensure that patients are aware if they may not be available. - Ensure that patients know how to contact services when required.

¹ Change from last report



Theme	% Patients ¹	Recommendations
Fast access to reliable healthcare advice	<p>5.9% (+0.6%)</p>	<ul style="list-style-type: none"> - Continue to review how waiting times can be reduced, especially for initial appointments and referrals. Avoiding delays in communication of information and results, medication and discharge are also mentioned by patients. - Review staff allocation so staff are available for patients promptly and for longer periods. - For home visits, give prior notice of the visit (e.g. a phone call when travelling to the patient's home) to allow for patients to prepare for the visit and also for any family members or carers to be present if required. - Review available appointment times to accommodate all patients (e.g. outside of standard office hours). If changes to appointments are required, promptly reschedule the appointment at a suitable time and promptly communicate the change to avoid further delays in care. - Ensure that telephone lines are adequately staffed or offer alternative communication methods. Return patient's calls promptly, even if it is to acknowledge their message.
Emotional support, empathy and respect	<p>1.4% (-0.1%)</p>	<ul style="list-style-type: none"> - Adequately staff reception areas and welcome patients to set a good first impression. - Remind staff to continue to be respectful to all patients, especially during busy times and to be mindful of their wishes, including whether they would like masks to be worn. - Ensure that patients are aware of any specific needs for treatment (e.g. suitable clothing for physiotherapy sessions), especially any potentially intimate treatment so they can prepare themselves. Continue to offer staff of the same gender where possible.
Continuity of care and smooth transitions	<p>0.8% (+0.3%)</p>	<p>Once again, less than 1% of patients suggested improvements for this theme:</p> <ul style="list-style-type: none"> - Ensure that communication channels between staff and departments is prompt and accurate. Explain why patients may be asked (what may seem like) the same questions multiple times so it is not perceived as ineffective communication between staff. - Where changes in staff happen, help patients to understand why, and reassure them that it will not affect the standard of care provided. Remind staff to introduce themselves and quickly build a rapport, especially with homecare visits.

¹ Change from last report

Data analysed and report prepared by iWGC data team, January 2024.

If you have any queries about this report, or would like to request iWGC to present the data to your team, please contact:

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