

Patient Experience Report – Q3

October 2021 to December 2021

1. Introduction

This report is written for the board and contains the quarterly patient experience information for Berkshire Healthcare (The Trust) incorporating; complaints, compliments, PALS, and our patient survey programme (which is collected using paper, online, text, kiosks, and tablets).

2. Complaints received

2.1 All formal complaints received

Table 1 below shows the number of formal complaints received into Berkshire Healthcare for years 2020-21 and 2021-22 by service, enabling a comparison. During Quarter three 2021-22 there were 55 complaints received (including re-opened complaints). This is comparable with the same period for 2020- 21 where there were 51.

There were 115,195 reported contacts and discharges from our inpatient wards, giving a sustained complaint rate of 0.05%.

Table 1: Formal complaints received

Service	2020-2021						2021-22					
	Q1	Q2	Q3	Q4	Total for year	% Of Total	Q1	Q2	Higher or lower than previous quarter	Q3	Total for year	% Of Total
CMHT/Care Pathways	4	11	7	12	34	15.96	5	8	↑	10	23	13.14
CAMHS - Child and Adolescent Mental Health Services	2	3	3	6	14	6.57	5	10	↓	6	21	12.00
Crisis Resolution & Home Treatment Team (CRHTT)	4	2	3	4	13	6.1	5	4	↓	2	11	6.29
Acute Inpatient Admissions – Prospect Park Hospital	7	4	1	9	21	9.86	11	8	↓	7	26	14.86
Community Nursing	2	1	5	2	10	4.69	4	5	↓	2	11	6.29
Community Hospital Inpatient	5	6	3	4	18	8.45	6	8	↓	6	20	11.43
Common Point of Entry	1	1	3	1	6	2.82	0	1	-	1	2	1.14
Out of Hours GP Services	4	0	3	1	8	3.76	1	1	↑	5	7	4.00
PICU - Psychiatric Intensive Care Unit	2	0	0	2	4	1.88	3	1	↑	2	6	3.43
Urgent Treatment Centre	1	0	1	0	2	0.94	1	1	↓	0	2	1.14
Older Adults Community Mental Health Team	1	1	1	2	5	2.35	0	0	-	0	0	0.00
Other services in Q3	11	33	21	13	78	36.62	18	14	-	14	46	26.29
Grand Total	44	62	51	56	213		59	61		55	175	

The 'other services' complaints were split over 8 different services, and there is nothing of note to report as these services only saw numbers of 1 or 2 complaints.

3 of the 55 formal complaints received were about, or mentioned, Covid, these were:

- Two complaints about the vaccine given to school aged children
- Family remained unhappy with SI report and still have concerns around the fact their father contracted Covid and died

Complaints are reported against the geographical locality where the care was received which is the most meaningful way of recording. The following tables show a breakdown of the formal complaints that have been received during Quarter three and where the service is based. Complaints relating to end-of-life care are considered as part of the Trust mortality review processes.

2.2 Adult mental health service complaints received in Quarter three

28 of the 55 (51%) complaints received during Quarter three were related to adult mental health service provision.

Table 2: Adult mental health service complaints

Service	Geographical Locality						Grand Total
	Bracknell	Portsmouth	Reading	Slough	West Berks	Wokingham	
Adult Acute Admissions - Bluebell Ward			2				2
Adult Acute Admissions - Daisy Ward			3				3
Adult Acute Admissions - Snowdrop Ward			2				2
CMHT/Care Pathways			3	3	2	2	10
CMHTOA/COAMHS - Older Adults Community Mental Health Team	1				1		2
Common Point of Entry			1				1
Criminal Justice Liaison and Diversion Service - (CJLD)		3					3
Crisis Resolution and Home Treatment Team (CRHTT)			2				2
Learning Disability Service Inpatients - Campion Unit - Ward			1				1
PICU - Psychiatric Intensive Care - Sorrel Ward			2				2
Grand Total	1	3	16	3	3	2	28

2.3 Number and type of complaints made about a CMHT

10 of the 55 complaints (18%) received during Quarter three related to the CMHT service provision, detail below. There were 9,971 reported attendances for CMHT and the ASSiST service during Quarter three, giving a complaint rate of 0.10%, compared 0.07% in Quarter two and 0.04% in Quarter one.

There were no formal complaints for the Talking Therapies service in Quarter three.

Table 3: CMHT complaints

Main subject of complaint	Geographical Locality				Grand Total
	Reading	Slough	West Berks	Wokingham	
Attitude of Staff				1	1
Care and Treatment	2	3	1		6
Clinical Care Received	1				1
Discharge Arrangements				1	1
Confidentiality			1		1
Grand Total	3	3	2	2	10

6 of the complaints about the CMHT related to care and treatment, these included.

- Concerns from families about the level of care being offered
- Access to the service
- A concern about a misdiagnosis and medication

2.4 Number and type of complaints made about CPE

There was 1 complaint received about CPE in Quarter three out of 1,510 contacts. The 1 complaint was about being discharged.

2.5 Number and type of complaints made about Mental Health Inpatient Services

During Quarter three, 9 of the 55 complaints (16%) related to Adult Acute mental health inpatient services (including APOS) and Sorrel Ward. This is a decrease in the numbers received in Quarter two (20%) and Quarter one (24%).

There were 199 reported discharges from mental health inpatient wards (including Sorrel Ward) during Quarter three giving a complaint rate of 4.5%.

Table 4: Mental Health Inpatient Complaints

Main subject of complaint	Ward				Grand Total
	Bluebell Ward	Daisy Ward	Snowdrop Ward	Sorrel Ward	
Abuse, Bullying, Physical, Sexual, Verbal	1				1
Care and Treatment		2	2	1	5
Clinical Care Received	1				1
Failure/incorrect diagnosis				1	1
Management and Administration		1			1
Grand Total	2	3	2	2	9

2.6 Number and type of complaints made about Crisis Resolution/ Home Treatment Team (CRHTT)

In Quarter three, 2 of the 55 complaints (4%) were attributed to CRHTT, a continued decrease from 4 in Quarter two and 5 in Quarter one.

There were 14,459 reported contacts for CRHTT during Quarter three giving a complaint rate of 0.01% compared to 0.02% in Quarter two and 0.03% in Quarter one.

Table 5: CRHTT complaints

Main subject of complaint	Geographical Locality	
	Reading	Grand Total
Attitude of Staff	1	1
Care and Treatment	1	1
Grand Total	2	2

2.7 Community Health Service Complaints received in Quarter three

During Quarter three, 16 of the 55 complaints (29%) related to community health service provision. The table below shows further details.

Table 6: Community Health service complaints

Service	Geographical Locality						Grand Total
	Bracknell	Reading	Slough	West Berks	Windsor, Ascot, and Maidenhead	Wokingham	
Community Hospital Inpatient Service - Ascot Ward						1	1
Community Hospital Inpatient Service - Donnington Ward				1			1
Community Hospital Inpatient Service - Highclere Ward				1			1
Community Hospital Inpatient Service - Jubilee Ward			1				1
Community Hospital Inpatient Service - Oakwood Ward		2					2
District Nursing	1				1		2
Integrated Pain and Spinal Service - IPASS		1					1
Out of Hours GP Services		2		1		2	5
Rapid Response		1				1	2
Grand Total	1	6	1	3	1	4	16

2.7.1 Community Health Inpatient Ward Complaints

During Quarter three, 6 of the 55 complaints (11%) received related to inpatient wards. This is compared to 8 in Quarter two and 6 in Quarter one.

There were 504 reported discharges from community health inpatient wards during Quarter three giving a complaint rate of 1.2%, compared to 1.3% in Quarter two and 1% Quarter one.

Table 7: Community Health Inpatient complaints

Main subject of complaint	Ward					Grand Total
	Ascot Ward	Donnington Ward	Highclere Ward	Jubilee Ward	Oakwood Ward	
Care and Treatment			1	1	1	3
Clinical Care Received		1			1	2
Discharge Arrangements	1					1
Grand Total	1	1	1	1	2	6

From the eight community health inpatient wards, 6 complaints were received for five wards. The top theme was care and treatment.

There has been a reduction in complaints received about the Oakwood Unit who received 5 of the 8 complaints for Community Health Inpatients in Quarter two, The Ward Manager and Governance Lead continue to closely review and monitor complaints on the unit.

2.7.2 Community Nursing Service Complaints

District Nursing received 2 complaints in Quarter three, compared to 5 in Quarter two and 6 in Quarter one.

There were 72,195 reported attendances for the Community Nursing Service during Quarter three giving a complaint rate of 0.002%. Complaints against the Community Nursing Service continues to be a very small complaint rate, which is well below the Trust overall rate of complaints per contact.

Table 8: Community Nursing Service complaints

Main subject of complaint	Geographical Locality		Grand Total
	Bracknell	Windsor, Ascot, and Maidenhead	
Care and Treatment	1	1	2
Grand Total	1	1	2

2.7.3 GP Out of Hours Service (WestCall) Complaints and Urgent Care Centre

There were 5 complaints in Quarter three for WestCall, out of 18,708 reported attendances, giving a complaint rate of 0.027%, compared to 0.006% in Quarter two, 0.005% for Quarter one and 0.01% for Quarter four, whilst an increase this remains a very small percentage of total contacts for the service and total number for year to date remains the same as the number received in first three quarters of 2020/21.

These included delays in call backs from the service (which was due to unprecedented demand), diagnosis and communication.

There were no complaints for the Urgent Care Centre, which had 4,160 attendances.

2.8 Children, Young People and Family service Complaints

2.8.1 Physical Health services for children

There were five complaints for Children's physical health services, three complaints were regarding the immunisation service. 1 was about the content of the nasal flu spray, and 2 were about the access and administration of vaccinations.

Table 9: Children and Young People service physical health service complaints

Service	Geographical Locality			Grand Total
	Bracknell	West Berks	Wokingham	
Children's Speech and Language Therapy - CYPIT		1		1
Health Visiting			1	1
Immunisation	1	1	1	3
Grand Total	1	2	2	5

2.8.2 CAMHS complaints

During Quarter three, 6 of the 55 complaints (11%) were about CAMHS services (compared to 11 in Quarter two), including the Adolescent Mental Health Inpatient Unit, which has now changed to a Hospital at Home model. There were 7,671 reported attendances for CAMHS during Quarter three giving a complaint rate of 0.07%, compared to 0.14% in Quarter two and 0.06% for Quarter one.

Table 10: CAMHS Complaints

Service	Main subject of complaint				Grand Total
	Care and Treatment	Healthcare Professional	Long Wait for an appointment	Written to Patients	
CAMHS - ADHD			1		1
CAMHS - Common Point of Entry (Children)	1				1
CAMHS - Getting Help East				1	1
CAMHS - Specialist Community Teams	1	1	1		3
Grand Total	2	1	2	1	6

2.9 Learning Disabilities

There were no complaints about the community-based team for people with a Learning Disability and there was 1 complaint for our Learning Disability Inpatient Ward (Campion Unit) during Quarter three.

3. KO41A return

Each quarter the complaints office submits a quarterly return, called the KO41A.

The return looks at the number of new formal complaints that have been received by profession, category, age, and outcome. The information is usually published a quarter behind, but it can be three quarters behind. Information for Quarters one and two for 2021/22 were only requested to be submitted in October 2021, however the publication has been delayed. The table below shows the information for Mental Health Trusts, up to and including Quarter four 2020-21.

Table 11: KO41A Return

	2018-19				2019-20				2020-21			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mental Health complaints - nationally reported	3,598	3,651	3,391	3,450	3,507	3,502	3,335	3,303	2,058	3,049	2,753	2,854
2Gether NHS Foundation Trust	17	14	21	20	24	16
Avon and Wiltshire Mental Health Partnership NHS Trust	78	72	77	51	56	67	59	63	42	67	48	65
Berkshire Healthcare NHS Foundation Trust	49	45	38	51	47	52	56	51	40	47	37	51
Cornwall Partnership NHS Foundation Trust	31	28	20	30	24	22	23	19	12	27	15	8
Devon Partnership NHS Trust	44	56	33	45	52	46	56	49	15	31	49	40
Dorset Healthcare University NHS Foundation Trust	91	90	92	54	61	60	64	88	60	109	98	95
Kent and Medway NHS and Social Care Partnership Trust	87	115	121	118	121	128	124	90	70	111	78	80
Oxford Health NHS Foundation Trust	50	56	58	56	52	61	72	68	44	54	54	55
Somerset Partnership NHS Foundation Trust	17	14	24	18	24	24	17	19	45	90	NA	NA
Southern Health NHS Foundation Trust	91	95	82	68	73	51	52	51	29	51	40	31
Surrey and Borders Partnership NHS Foundation Trust	26	36	16	26	22	28	32	27	9	27	24	17
Sussex Partnership NHS Foundation Trust	209	192	181	173	178	217	219	194	99	164	154	198

The Head of Service Engagement and Experience has contacted colleagues in a number of the local Trusts to better understand the vast contrast in some of the reported activity.

In summary, when looking at this data is important to do so with the following in mind:

- The numbers do not reflect the complexity of the complaints
- It does not give an indication of the quality of the responses e.g. how many of these are re-opened complaints

- Some Trusts with low levels of reported formal complaints and combined PALS and Complaints offices have a rigorous process of informal resolution before accepting a complaint as formal (this approach needs to be managed carefully as the regulations do not give the instruction to do this)
- Some Trusts with high levels of reported formal complaints treat every complaint contact as formal
- One Trust with low levels of reported formal complaints has an average response time of over 120 days

4. Complaints closed

As part of the process of closing a formal complaint, a decision is made around whether the complaint is found to have been upheld, or well-founded (referred to as an outcome). During Quarter three there were 62 complaints closed.

Appendix one contains a listing of the formal complaints **closed** during Quarter three.

4.1 Outcome of closed formal complaints

Table 12: Outcome of formal complaints closed

Outcome	2020-2021						2021-2022				
	Q1	Q2	Q3	Q4	Total	% Of 20/21	Q1	Q2	Higher or lower than previous quarter	Q3	% Of 21/22
Not Upheld	9	25	19	18	71	36%	27	36	↓	34	53.3%
Partially Upheld	13	34	20	28	95	48%	19	18	↑	22	32.4%
Upheld	12	6	0	7	25	12.50%	9	11	↓	6	14.3%
Disciplinary Action required	0	0	0	0	0	0	0	0	-	0	0
Grand Total	34	65	39	53	191		55	65		62	

47% of complaints closed were either partly or fully upheld in the quarter (compared to 45% last quarter), these were spread across several differing services. Of these, 3 were about staff attitude (down from 9), 2 were in relation to communication (down from 3) and 19 related to care and treatment received (up from 12). This equates to 11% for staff attitude (down from 27%), 7% for communication (down from 10%) and 68% for care and treatment (an increase from 41%) in Quarter three.

Table 13: Complaints upheld and partially upheld

Service	Main subject of complaint						Grand Total
	Abuse, Bullying, Physical, Sexual, Verbal	Attitude of Staff	Care and Treatment	Communication	Medication	Waiting Times for Treatment	
Adult Acute Admissions - Bluebell Ward	1		1				2
Adult Acute Admissions - Daisy Ward			1				1
Adult Acute Admissions - Snowdrop Ward			1				1
Assessment and Rehabilitation Centre			1				1

(ARC)							
CAMHS - AAT		1				1	2
CAMHS - ADHD						1	1
CAMHS - Getting Help East				1			1
CAMHS - Specialist Community Teams			1				1
CMHT/Care Pathways		1	3				4
Community Hospital Inpatient Service - Donnington Ward			2				2
Community Hospital Inpatient Service - Jubilee Ward			1				1
Community Hospital Inpatient Service - Oakwood Ward			3				3
Crisis Resolution and Home Treatment Team (CRHTT)			1				1
District Nursing			1				1
Older Adults Inpatient Service - Orchid ward			1				1
Older Adults Inpatient Service - Rowan Ward			1				1
Corporate Services				1			1
Out of Hours GP Services		1	1				2
Pharmacy						1	1
Grand Total	1	3	19	2	1	2	28

4.2 Response Rate

The table below shows the response rate within a negotiated timescale, as a percentage total.

Weekly open complaints situation reports (SITREP) are sent to Clinical Directors, as well as on-going communication with the Complaints Office throughout the span of open complaints to keep them on track as much as possible.

Table 14: Percentage response rate within timescale negotiated with complainant

2021-22			2020-21				2019-20			
Q3	Q2	Q1	Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
100	100	100	100	100	99	100	100	98	100	100

All complaints closed in Quarter three were closed within an agreed timescale.

5. Characteristic data

5.1 Ethnicity

One of the ways that the Trust can monitor the quality of its services is by seeking assurance through the complaints process, that people are not treated negatively as a result of their ethnicity or other protected characteristic.

The tables below show the characteristics of patients who have had complaints raised about their care between 1 October and 31 December 2021. This does not include where a different organisation was leading the investigation but does include re-opened complaints. The population data has been aligned to the information provided by the Trust Business Intelligence Team and is based on the characteristics of attendances during Quarter 4 2020/21.

Table 15: Ethnicity

Ethnicity	Number of patients	% Complaints received	% Breakdown of Q4 attendances
Asian/Asian British	6	9.84	9.67
Black/Black British	3	4.92	2.67
Mixed	2	3.28	3.49
Not stated	12	19.67	15.89
Other Ethnic Group	2	3.28	1.62
White	36	59.02	66.66
Grand Total	61		

As a way of improving ethnicity recording, information is sent back to services where this is not documented on RiO. The Complaints Office also discuss the importance of capturing this information when delivering the Complaint Handling Training.

5.2 Gender

There were no patient complaints where the person identified as anything other than male or female during Quarter three.

Table 16: Gender

Gender	Number of patients	% Complaints received	% Breakdown of Q4 attendance
Female	28	53	53
Male	25	47	46.98
Not stated	0	0	0.009
Grand Total	53		

5.3 Age

Table 17: Age

	Number of patients	% Complaints received	% Breakdown of Q4 attendance
0 to 4	3	5.66%	18.41%
5 to 9	1	1.89%	4.14%
10 to 14	2	3.77%	4.34%
15 to 19	5	9.43%	4.52%
20 to 24	3	5.66%	2.87%
25 to 29	3	5.66%	3.14%
30 to 34	2	3.77%	3.56%
40 to 44	4	7.55%	3.58%
45 to 49	1	1.89%	3.52%
50 to 54	3	5.66%	3.73%
55 to 59	3	5.66%	4.32%
60 to 64	5	9.43%	4.46%
65 to 69	1	1.89%	4.63%
70 to 74	2	3.77%	4.53
75 to 79	4	7.55%	5.56
80 to 84	1	1.89%	6.16
85 +	8	15.09%	6.55
Not known	2	3.77%	11.98
Grand Total	53	100%	0

6. Parliamentary and Health Service Ombudsman

6.1 The Parliamentary and Health Service Ombudsman (PHSO) activity related to the Trust

The Parliamentary and Health Service Ombudsman (PHSO) are independent of the NHS and facilitate the second stage of the complaints process.

There has been one new formal investigation taken on by the PHSO in Quarter three and we have received 1 enquiry where they have asked for further information. There are currently 3 cases that are open for investigation. The table below shows each case against the service.

There has been a notable increase in the number of requests for information from the PHSO over the two quarters. This is due to a backlog in cases being reviewed and taken forward for further exploration by the PHSO as a result of the pandemic. All of the information has been provided.

Table 18: PHSO

Month open	Service	Month closed	Current Stage
Dec-18	Psychological Medicines Service	Open	Investigation Underway
Nov-19	CAMHS	Open	PHSO have requested information to aid their decision on whether they will investigate
Mar-20	CMHT/Care Pathways	Open	Investigation Underway
Sep-20	CPE	n/a	PHSO have requested information to aid their decision on whether they will investigate
Oct-20	CMHT/Care Pathways	n/a	PHSO have requested information to aid their decision on whether they will investigate
Oct-20	CMHT/Care Pathways	n/a	PHSO have requested information to aid their decision on whether they will investigate
Oct-20	Community Inpatient Services	Open	PHSO have requested we have a final meeting with family to attempt local resolution
Nov-20	CMHT/Care Pathways	Open	PHSO have requested we attempt to reach resolution with mother of patient who has not been given consent to share information with
Jan-21	Community Inpatient Services	n/a	PHSO have requested information to aid their decision on whether they will investigate
Feb-21	Community Inpatient Services	n/a	PHSO have requested information to aid their decision on whether they will investigate
Apr-21	Veterans TILS	n/a	PHSO have requested information to aid their decision on whether they will investigate
May-21	Talking Therapies	n/a	PHSO have requested information to aid their decision on whether they will investigate
Jun-21	Community Nursing	n/a	PHSO have requested information to aid their decision on whether they will investigate
Jul-21	District Nursing	n/a	PHSO have requested information to aid their decision on whether they will investigate
Jul-21	Talking Therapies - Admin/Ops Team	n/a	PHSO have requested information to aid their decision on whether they will investigate
Aug-21	Health Visiting	n/a	PHSO have requested information to aid their decision on whether they will investigate
Aug-21	Podiatry	n/a	PHSO have requested information to aid their decision on whether they will investigate
Sep-21	Children's Speech and Language Therapy - CYPIT	n/a	PHSO have requested information to aid their decision on whether they will investigate
Sep-21	CMHT/Care Pathways	n/a	PHSO have requested information to aid their decision on whether they will investigate

Sep-21	Veterans TILS Service	n/a	PHSO have requested information to aid their decision on whether they will investigate
Nov-21	Oakwood Ward	n/a	Investigation Underway
Dec-21	Corporate	n/a	PHSO have requested information to aid their decision on whether they will investigate

7. Multi-agency working

In addition to the complaints detailed in this report, the Trust monitors the number of multi-agency complaints they are involved in but are not the lead organisation (main area of complaint is about another organisation and therefore that organisation takes the lead). There were nine complaints received that were led by another organisation during Quarter three; one led by NHSE, one by Frimley Health, two by the RBH and five by SCAS.

8. MP enquiries, locally resolved complaints and PALS

8.1 MP enquiries

In addition to raising formal complaints on behalf of their constituents, Members of Parliament (MPs) can also raise service and case specific queries with the Trust.

Table 19: MP Enquiries

Service	Main subject of complaint			Grand Total
	Care and Treatment	Management and Administration	Waiting Times for Treatment	
CAMHS - AAT			1	1
CAMHS - ADHD			1	1
CAMHS - Anxiety and Depression Pathway	2			2
CMHT/Care Pathways	2			2
Community Hospital Inpatient Service - Ascot Ward	1			1
District Nursing Out of Hours Service	1			1
Early Intervention in Psychosis - (EIP)		1		1
PICU - Psychiatric Intensive Care - Sorrel Ward	1			1
Grand Total	7	1	2	10

There were 10 enquiries raised by constituents to their MPs in Quarter three. This compares to 15 in Quarter two and 17 in Quarter one.

7 of the MP enquiries related to care and treatment and 2 were regarding waiting times. The enquiries for waiting times were all related to CAMHS services. Overall 4 of the enquiries were for CAMHS (down from 8) and two were for the CMHT (down from 3).

8.2 Local resolution complaints

Complaints can be raised directly with the service, where the service will discuss the options for complaint management with those raising the complaint to give them the opportunity to make an informed decision as to whether they are looking to make a formal complaint or would prefer to work with the service to resolve the complaint locally, without involvement of the Complaints Office. These are called Local Resolutions and services log these so that we can see how services are doing at a local level.

Table 20: Concerns managed by services – Local Resolution complaints

Service	Number of complaints
CAMHS - Anxiety and Depression Pathway	1
Children's Speech and Language Therapy – CYPIT	2
Community Dietetics	1
Community Hospital Inpatient Service - Oakwood Ward	1
Community Team for People with Learning Disabilities (CTPLD)	1
District Nursing	2
Health Visiting	1
Physiotherapy Musculoskeletal	2
Podiatry	5
School Nursing	1
Grand Total	17

There were 17 local resolution complaints logged in Quarter three, up from 16 in Quarter two and down from 35 in Quarter one. This decline in recording is being picked up and discussed in the regular Complaint Handling Training course delivered by the Complaints Office.

Communication was the most common theme for the local resolutions that were logged with 4 relating to this subject. 1 related to CAMHS (down from 7), none to adult mental health services and 10 to community based physical health services continuing the theme that more concerns are resolved through local resolution within physical health services compared with mental health services.

Of the 5 concerns logged by the Podiatry, 2 were about care and treatment, with the remaining concerns being about access to the service, communication and waiting times.

8.3 Informal complaints received

An informal complaint is managed locally by the service through discussion with the Complaints Office. It is a concern raised through the complaints office but can be resolved without the need of a full investigation. Complainants are offered the option to resolve informally, but the option to escalate to a formal complaint remains.

There have been 13 informal complaints received in Quarter three compared to 25 in Quarter two and 32 in Quarter one.

Table 21: Informal complaints

Service	Main subject of complaint						Grand Total
	Attitude of Staff	Care and Treatment	Communication	Management and Administration	Medication	Waiting Times for Treatment	
CAMHS - ADHD	1	1					2
CAMHS - Specialist Community Teams		1				1	2
CMHT/Care Pathways		1					1
Community Hospital Inpatient Service - Jubilee Ward					1		1
District Nursing		1					1
East Berkshire Wheelchair Service			1				1
Immunisation		1					1
Phlebotomy				1			1
Talking Therapies - PWP Team	2	1					3
Grand Total	3	6	1	1	1	1	13

8.4 NHS Choices

There were 3 postings on NHS Choices during Quarter three; 2 were negative and 1 was positive. PALS responded to these with contact information and the offer of a further conversation about their experience. It was also sent on to the services for their attention.

Table 22: NHS Choices

Service	No of postings	Positive	Negative
CRHTT- East Berks.	1		It has been an almighty struggle to access any sort of mental health support from Berkshire Healthcare. Attempts are made not to offer any treatment and a level of persistence is required. You can expect to be left in the dark over how long you will have to wait. When you are given estimates, expect to be disappointed as they will not be met. Months will pass without any therapeutical support given. The only immediate support is medication, and if that doesn't work for you, then tough. Should things get bad, you are encouraged to contact the crisis team. Unfortunately, one particular member of staff at East Berks out-of-hours crisis team has an arrogant, patronising attitude and will dismiss you every time.
CRHTT	1		Not a service will use anymore for my own safety, That had a crisis, phoned the crisis team. The member of staff said got to go and phone me back then put the phone down Then I waited all too early in the morning and no one phoned back. That no one had record of me phoning and seemed distant on the phone. Expressed upset would not use the service ever again, that police had pick pieces up so many times with conjunction with the ambulance service in absence of the crisis team as want to do it all on the phone at a distance lost count.
Wokingham Hospital – Windsor Ward.	1	Outstanding My mother was admitted in Oct following an admission to the RBH, she was there for 5 weeks and returned home yesterday from side room 2. In that time she received outstanding care, kindness, dignity shown at all times, the ward was so clean and fresh as was her room. The care given from start to finish and beyond was totally brilliant at all levels. Her discharged was planned out thoroughly so she was able to go back home safely with the necessary equipment and package in place. I cannot speak highly enough for the care and staff. Windsor Ward is just outstanding in every level.	

8.5 PALS Activity

PALS has continued to provide a signposting, information, and support service throughout the pandemic response. PALS has continued to facilitate the 'Message to a loved one' service, which involves collating messages for patients, which are then delivered on the ward. This was available across all inpatient areas. The PALS Manager continues in the roles of Freedom to Speak Up champion and Armed Forces Service Network champion.

There were 278 queries recorded during Quarter three. In addition, there were 337 non-BHFT queries recorded. Work is ongoing as part of the QMIS process in order to reduce this number.

The main reasons for contacting PALS were:

- Access to services (both concerns and enquiries)
- Communication (both concerns and enquiries)

Some examples of the contacts are:

Access to services. (Concern).

Patient requires dental treatment. Behavioural contract drawn up.

Disabled patient experienced difficulties accessing a building at KEV11 Hospital. Difficulties arranging a blood test. Unhappy with booking system.

Mother concerned that daughter is putting herself at risk and concerns about partners' deteriorating condition.

Son has difficulties accessing SALT and cannot speak. Child's needs have changed and he needs to be reassessed.

Access to services enquiries

People seeking updates on referrals to CMHT, CAMHS and IPASS. People also seeking access to services on behalf of a family member and people living out of area.

Queries relating to obtaining Covid and Flu vaccinations for children.

People seeking appointments with Hearing and Balance service and requesting adjustments to equipment.

Access to independent advocacy.

Communication concerns

Attitude and support provided by WestCall GP. Confusing communication. Prescription not sent to GP and no information on test results. Unhappy with communication with CRHTT.

Poor communication with relatives and a lack of information. Carers Lead involved. Relatives not kept abreast of developments with regard to care.

Parents waiting for correspondence following a CAMHS referral and professionals making contact to discuss referrals.

Communication enquiries

Contact with TVP in connection with patients and offences. Queries around capacity at time of offence.

Relatives seeking feedback on referrals.

Requesting supporting evidence for benefits application. Equipment needs collecting from their home.

Support required following discharge.

Of the 278 queries, 4 were Covid related.

- Inaccurate recording of vaccinations which affected availability of booster
- Inaccurate Covid update from school
- Wants to highlight employee rights with regard to Covid vaccine and FOI regarding Covid vaccinations in schools – Escalated to NHS E
- Visitor to St Marks Hospital unhappy with LFT monitoring

9 queries were escalated to the formal complaints process and 39 were not responded to within the 5- day response target, although this has just recently been extended from 2 working days to align with other local organisations to manage demand and capacity within the service.

9. Patient Experience Tool

The new patient experience tool which the Trust have been working in partnership with 'i Want Great Care' (IWGC) to develop was launched during December and is being introduced across the whole organisation.

The aim of the tool is to measure patient experience in a standardised way across all teams and services within the organisation, and for this data to be available to teams and services in real time, supporting understanding of patient experience and improvement activity. The experience data collated can be viewed not only at organisational and service level but also by differing demographics meaning that we can see if there is inequality of experience by protected characteristics.

The tool uses a 5-star scoring system as an overview as well as free text to capture the patients overall experience alongside their experience around facilities, staff, information, feeling listened to, ease, involvement, and safety. Free text invites the patient to comment on both their experience and suggested improvements.

During December 162 patients provided feedback through the new tool the combined scores are detailed below:

Performance Over Filtered Date Range		Measure Names
% Positive	93.83%	■ % Positive
% Negative	3.70%	■ % Negative
Average 5 Star Score (all questions)	4.63	■ Average 5 Star Score (all questions)
Review Count	162	■ Review Count

The tool includes the friends and Family test questions to enable continued reporting of this.

It is recognised that use of this new tool will take time to embed within services and the expectation is that over Quarter 4 the patient experience team will continue to support teams to embed the use of the tool into practice. Over quarter four, iPad alongside kiosks on our main hospital sites are being rolled out to enable feedback through an app in addition to the SMS, online and paper now available.

Examples of feedback received:

Service	Review	Improvements
Liaison and diversion	<p>Treated really fairly, x felt she was listened to, the practitioner helped me be really calm. I was suffering quite bad with anxiety. Sought help from your GP.</p> <p>Because you felt the answers were correct. Informative conversation and helpful.</p> <p>compassionate and caring and I felt listened too</p> <p>"Carly gave me all the information and helped me make an informed decision</p> <p>I found contact over the phone very helpful for me at the time rather than face to face.</p> <p>My situation was horrible which I take responsibility for but Claire and Carly were so kind and caring and my experience much easier"</p>	<p>Maybe have STR contacts number as only had the generic office number so i could have direct contact.</p>
MSK physio	<p>Very professional staff. Clinic building adjacent to bus stop therefore very convenient.</p>	<p>Upon entering the building, I was unsure which check in reception I should report to.</p>
East Heart Function	<p>XX is a excellent support nurse and is a joy to visit after the year I had and many visits to different hospitals, you know a good visit from a bad one, she is very knowledgeable and is willing to help you understand what you're medicine is for. The other staff I have met are a great team and always treated me with respect and friendliness, thank you all so much</p>	<p>Better signage, when I first visited, I could not find the door also fix the door buzzer so you don't have to keep ringing a number to get help</p>
Podiatry	<p>Very warm and welcoming , very friendly very knowledgeable generally a very good experience.</p>	<p>A receptionist on the desk would have helped!</p>
Speech and Language Therapy	<p>It was so useful to have a home visit, and the person who came was excellent. I have a rare neurological disorder, and she listened to me carefully. She was kind, thoughtful and clearly very knowledgeable. I hadn't been sure if there was much more I could do to help my issues, but she gave me several strategies which have been very helpful. I was really impressed overall. The very next day my GP surgery received the prescription request too, which was fab!</p>	<p>The time I could do was not passed on, so they turned up early while in was still in bed! (I had discussed this over the phone when the appointment was booked and was told it was fine for it to be a certain time so I could get up and be ready). However, the member of staff kindly offered to wait in the car until i could get ready, but I said just come in so long as you don't mind me being in my dressing gown!</p>
Talking Therapies	<p>I have a fantastic therapist. Very understanding and supportive</p>	<p>Giving the patient their diagnosis on paper rather than them having to ask for such prove</p>
Family Safeguarding model	<p>"It was good to be able to connect remotely saving me time to move between places & work</p> <p>The information was timely for my needs - relevant</p> <p>The information help me evaluate my experiences & how I cope with stress/ challenges & also helped me use it to manage change behaviors from my children & change my parenting styles for the better</p> <p>Staff were willing to listen & were supportive . I did not feel judged"</p>	<p>Have a client facilitate with staff as a volunteer , someone who has done the course/ group work as an expert in their own recovery to encourage & to build more confidence in group participation & learning</p>

Appendix 3 of this report shows samples of the real time data that is available through the dashboard. The free text comments are also available on the dashboard in real time.

10. The Friends and Family Test

The tables below contain the FFT results, which is an amalgamation of data from both the new (iWGC) and old (CRT) system.

Table 23: Response rate for the FFT

		Number of responses	Response Rate
2021-22	Q4		
	Q3	5271	4.53%
	Q2	6124	6%
	Q1	5788	5.66%
2020-21	Q4	4259	4.66%
	Q3	4597	4.66%
	Q2	3018	3.33%
	Q1	3572	4.66%
2019-20	Q4	10,083	9.29%
	Q3	10,933	10.69%
	Q2	11,095	10.86%
	Q1	11,721	12.20%

Table 24: FFT split by community health and mental health services

	2021/22				2020/21			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Community Mental Health Services	93%	90%	94%		70%	90%	85%	89%
Mental Health Services	75%	84%	86%		60%	85%	81%	83%
Trust Total	87%	88.3%	90%		59%	90%	85%	89%

*Rating of good or better than good has replaced recommendation to a friend

During Quarter one 2021/22 there was a reduction in the rating for mental health services. These were mainly due to lower scores for Talking Therapies, CRHTT and CPE – all of which have seen improvements since this time.

Table 25: FFT results for Inpatient Wards, shown as a percentage

Ward	Ward type	2021/2022				2020/2021				2019/20			
		Q4 %	Q3 %	Q2%	Q1%	Q4 %	Q3 %	Q2 %	Q1 %	Q4%	Q3%	Q2%	Q1%
Oakwood Ward	Community Inpatient		100	100	52	100	0	0	0	100	100	100	95.83
Highclere Ward		75	100	81	0	67	50	0	100	100	100	100	
Donnington Ward		-											
Henry Tudor Ward		97	88.88	70.6	100	93	100	98.3	-	85	90.48	97.44	
Windsor Ward		100	85	100	100	93	0	100	-	-	91.89	-	
Ascot Ward		100	100	95	100	100	90	100	-	-	100	-	
Jubilee Ward		96	92.22	100	98	50	100	0	89.13	99	96.34	95.45	
Bluebell Ward	Mental Health Inpatient		50	100	75	0	100	0	0	56.25	53	65.22	60
Daisy Ward		0	0	67	100	100	100	50	50	87	62.50	75	
Snowdrop Ward		83	0	100	85	67	0	100	80.76	67	74.49	71.11	
Orchid Ward		0	94.73	92	0	75	100	0	76.66	76	77.78	84.48	
Rose Ward		0	100	100	0	100	0	100	87.50	70	76.92	62.50	
Rowan Ward		100	0	100	0	0	0	0	54.16	80	86.67	93.33	
Sorrel Ward		0	0	100	0	100	0	100	50	29	-	-	

Table 26: Carer FFT results

	2021/22	2020/21	2019/20	2018/19
Q1	18	335	67	111
Q2	94	408	201	32
Q3	58	242	314	39
Q4		411	258	86

The Trust Carer Lead has taken on the responsibility of promoting and collecting the carer FFT, and the Patient Experience Team are continuing to report on the results.

11. Updates: Always Events and Patient Participation and Involvement Champions, Healthwatch

There is no activity to report for Always Events, Patient Participation and Involvement Champions as these were not carried out as part of the pandemic response.

The 15 Steps Programme restarted during Quarter two, the report is attached as Appendix two.

There continues to be open and regular channels of communication between the Patient Experience Team and the Healthwatch organisations across Berkshire, on individual cases and for sharing communication with our communities.

12. Compliments

There were 960 compliments reported during Quarter three. The services with the highest number of recorded compliments are in the table below.

Table 27: Compliments

Service	Number of compliments
Talking Therapies - Admin/Ops Team	290
District Nursing	191
Physiotherapy Musculoskeletal	69
Podiatry	37
CMHTOA/COAMHS - Older Adults Community Mental Health Team	36
Community Respiratory Service	31
Community Dietetics	26
Diabetes	26
Cardiac Rehab	23
Community Based Neuro Rehab - CBNRT	16

Table 28: Examples of compliments received during Quarter three

<p>Continance</p> <p>I am sending this e-mail to just reiterate what your team probably already knows – that the nurse we saw is an absolute credit to her profession and a god send to her patients. My father was diagnosed with lung fibrosis in 2017 and had really suffered through a series of negligence through his medical care. So when I was introduced to the nurse, I approached with caution but she was like a breath of fresh air – her attention to detail, her compassion and her follow through was second to none. Her consistent efforts to assist my father has renewed my faith in the NHS. Her commitment to go above and beyond in her role is truly appreciated by myself and my family.</p>	<p>District Nursing (WAM)</p> <p>Community staff nurse went to visit a patient who was delighted to see her and thanked her for sorting all her injections out last year as she was so stressed and ill worrying. She took her to the living room and introduced her to her husband as ‘the girl that saved my life’.</p>
<p>Veterans TILS</p> <p>Just wanted to say how great it was to meet you yesterday. My emotions were a little all over, still don't get where that comes from so it was therefore very reassuring to talk to Peer Support Worker who experienced similar when he was going through it.</p> <p>I'm not sure where I'd be if it hadn't been put onto you, I don't say that lightly. Having been dismissed a lot in the past you know I've been quite guarded about who I trust but from the start you made this so easy for me. I wanted to say this to you yesterday but wouldn't have been able to so only right I put the words down here. (wife) also says thank you, clearly you have not only helped me!!!</p>	<p>Traumatic Stress Service</p> <p>I was in a very low place when I reached out for help and I knew that my unhelpful coping styles were not sustainable and would lead me down a dark road if left untreated. I gave myself over wholly to xx and even though I was very sceptical that it would work, EMDR has changed my life. I will forever be grateful to xx for helping me and teaching me ways to cope going forwards. Thank you ●</p>

<p>Immunisation</p> <p>I want to send this email to say a big thank you to all your staff that helped on xx.</p> <p>At xxx school, as they were there doing covid vacations. As my daughter had fainted and was sick.</p> <p>And she needed to go to hospital. She is ok now.</p> <p>Everyone was amazing to her and me. Thank you.</p>	<p>Community Respiratory Service</p> <p>The Integrated Rehabilitation Assistant is so good! They have lifted me from down to up! I look forward to seeing them each session. They boost your ego and makes you laugh. They are a star.</p> <p>This place has given me so much hope. Your Team really don't know what you do, it's wonderful. I can breathe.</p>
<p>Rose Ward</p> <p>Make the right thing today to make it a better tomorrow, angels of Prospect Park Hospital. A big thank you to the angels of Prospect Park Hospital.</p>	

I'm privileged to use the bed of Prospect Park Hospital, everyone would want to be in this bed, but they couldn't, or they can't. I thank you to all the staff of Prospect Park Hospital for allowing me to use your bed and be healed from my mental health. I thank you from the bottom of my heart.

She was surrounded with strangers who became her friends and her family. She remembered few others coming to Prospect Park Hospital, but it doesn't matter anymore as it was a dream, what matters is the present, surrounded with the angels on the earth inside Prospect Park Hospital.

They care for xx, they observe more than using their mouth, they are alert of all danger to the patients of Prospect Park Hospital, first. They know the patients individually and treat them in such a manner. They know the exact time when to save the patient's needs, they are aware of the life after Covid-19 that affected the entire universe. The new life is to observe more and listen to what the big man had installed for us. In the new life after Covid-19, care for those that are unable to care for themselves. When the alarm goes off you see how the life savior runs off and forms a group trying to save life, that's why they are the soldiers. I salute the angels, the soldiers of Prospect Park Hospital. They fight a good simplistic, beautiful, and kind war in health.

They run around to make it a better place. There are messages in our kitchen saying to wash ourselves first, but our rooms are being cleaned every single day to go hand in hand with us washing ourselves and is being cleaned by our other angels as our helpers and not to forget about them being part of the Prospect Park Hospital as well.

Being a professional counsellor myself, it is not easy to run this place, but she is glad to see them managing it well. Well done soldiers in health!

CBNRT

In May of this year, I suffered a stroke. It was a debilitating outcome and, in hospital, I wondered how it (after effects) could be addressed from home.

I needn't have worried. The recovery group consisted of xxx. Once I'd realised what they were going to 'provide', it became apparent that every aspect of how a stroke manifests itself, was to be treated and addressed. It's hard to overstate the effectiveness of this support. Some of these people actually visited me at home several times. World-class precious resources coming to see me.

To that end, I wanted to express my thanks not only for the outstanding help I received but to acknowledge how 'joined up' the scope of treatment is. It's possibly this aspect that makes the process so much more effective. The sharing of information designed to cover all the eventualities was, quite simply, brilliant.

I was struck by the professionalism, empathy, expertise, and patience of them all. Whoever put this programme into place, gets my full admiration. The way they followed up apart from anything, was touching. In the current climate seeing them arrive with gowns and masks, sanitising gels, and spare bag, was wonderful.

I'm more than happy to discuss and or further endorse this team in any capacity that may serve to widen their impact on my life and those of others.

Table 29: Compliments, comparison by quarter

	2021/22					2020/21				
	Q1	Q2	Q3	Q4	2021/22	Q1	Q2	Q3	Q4	2020/21
Compliments	1076	986	960	-	3022	873	975	1,010	1,319	4,177

Liz Chapman

Head of Service Engagement and Experience 25 January 2021