

# Patient Experience Report – Q4

## 1 January 2022 – 31 March 2022

### 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 new patient survey programme (which is collected using paper, online, text, kiosks, and tablets) through the platform *iWGC (I want great Care)*.

### 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 four 2021-22 there were 56 complaints received (including re-opened complaints), which mirrors the numbers for the same period for 2020-21.

There were 114,715 reported patient 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	Q3	Higher or lower than previous quarter	Q4	Total for year	% Of Total
CMHT/Care Pathways	4	11	7	12	34	15.96	5	8	10	↓	9	32	13.85
CAMHS - Child and Adolescent Mental Health Services	2	3	3	6	14	6.57	5	10	6	↑	10	31	13.42
Crisis Resolution & Home Treatment Team (CRHTT)	4	2	3	4	13	6.1	5	4	2	↑	4	15	6.49
Acute Inpatient Admissions – Prospect Park Hospital	7	4	1	9	21	9.86	11	8	7	↓	6	30	12.99

Older Adults inpatients – Prospect Park Hospital	0	0	1	0	1	<b>0.46</b>	2	0	2	↑	3	7	<b>3.03</b>
Community Nursing	2	1	5	2	10	<b>4.69</b>	4	5	2	↓	1	12	<b>5.19</b>
Community Hospital Inpatient	5	6	3	4	18	<b>8.45</b>	6	8	6	↓	5	25	<b>10.82</b>
Common Point of Entry	1	1	3	1	6	<b>2.82</b>	0	1	1	↓	0	2	<b>0.87</b>
Out of Hours GP Services	4	0	3	1	8	<b>3.76</b>	1	1	5	↓	2	9	<b>3.90</b>
PICU - Psychiatric Intensive Care Unit	2	0	0	2	4	<b>1.88</b>	3	1	2	↓	1	7	<b>3.03</b>
Urgent Treatment Centre	1	0	1	0	2	<b>0.94</b>	1	1	0	↓	0	2	<b>0.87</b>
Older Adults Community Mental Health Team	1	1	1	2	5	<b>2.35</b>	0	0	0	↑	2	2	<b>0.87</b>
Other services in Q4	11	33	20	13	78	<b>36.62</b>	16	14	12	↑	13	64	<b>27.71</b>
<b>Grand Total</b>	<b>44</b>	<b>62</b>	<b>51</b>	<b>56</b>	<b>213</b>		<b>59</b>	<b>61</b>	<b>55</b>		<b>56</b>	<b>231</b>	<b>100</b>

The 'other services' complaints were split over 13 different services, and there is nothing of note to report as these services only saw numbers of 1 or 2 complaints.

There were two reportable complaints for the Criminal Justice Liaison and Diversion service, but one complaint was a re-opened complaint.

3 of the 56 formal complaints received were about, or mentioned, Covid, these were:

- One regarding the vaccine given to school aged children
- Two were regarding care on inpatient wards and reduced activities available during the outbreaks with restrictions in place during Covid

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 four

29 of the 56 (52%) complaints received during Quarter four 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			3				3
Adult Acute Admissions - Snowdrop Ward			1				1
CMHT/Care Pathways	2		1	1	2	3	9
CMHTOA/COAMHS - Older Adults Community Mental Health Team			1		1		2
Criminal Justice Liaison and Diversion Service - (CJLD)		2					2
Crisis Resolution and Home Treatment Team (CRHTT)			4				4
Learning Disability Service Inpatients - Campion Unit - Ward			1				1
Older Adults Inpatient Service - Rowan Ward			2				2
PICU - Psychiatric Intensive Care - Sorrel Ward			1				1
Psychological Medicine Service			1				1
Talking Therapies - PWP Team	1		1				2
Veterans TILS Service			1				1
<b>Grand Total</b>	<b>3</b>	<b>2</b>	<b>17</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>29</b>

### 2.2.1 Number and type of complaints made about a CMHT

9 of the 56 complaints (16%) received during Quarter four related to the CMHT service provision, detail below. There were 10,437 reported attendances for CMHT and the ASSiST service during Quarter four, giving a complaint rate of 0.09%, compared 0.10% in Quarter three, 0.07% in Quarter two and 0.04% in Quarter one.

There were two formal complaints for the Talking Therapies service in Quarter four.

Table 3: CMHT complaints

Main subject of complaint	Geographical Locality					Grand Total
	Bracknell	Reading	Slough	West Berks	Wokingham	
Attitude of Staff	2				1	3
Care and Treatment		1		2	2	5
Waiting Times for Treatment			1			1
<b>Grand Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>9</b>

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

- Concerns about the level of care being offered
- A lack of support from the CMHT (predominantly for services based in West Berkshire and Wokingham).

### 2.2.2 Number and type of complaints made about CPE

There were no complaints received about CPE in Quarter four out of 1,368 contacts.

### 2.2.3 Number and type of complaints made about Mental Health Inpatient Services

During Quarter four, 7 of the 56 complaints (12%) related to Adult and Older Adult Acute Mental Health inpatient services (including APOS) and Sorrel Ward. This is a decrease from the 9 received in Quarter three (18%), Quarter two (20%) and Quarter one (24%).

There were 235 reported discharges from mental health inpatient wards (including Sorrel Ward) during Quarter four giving a complaint rate of 3%, a reduction from 4.5% in Quarter three.

Table 4: Mental Health Inpatient Complaints

Main subject of complaint	Ward				Grand Total
	Bluebell Ward	Snowdrop Ward	Rowan Ward	Sorrel Ward	
Abuse, Bullying, Physical, Sexual, Verbal	1				1
Attitude of Staff	1			1	2
Care and Treatment	1	1	1		3
Discharge Arrangements			1		1
<b>Grand Total</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>7</b>

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

In Quarter four, 4 of the 56 complaints (9%) were attributed to CRHTT, an increase from 2 in Quarter three but comparable with other quarters during the year where there were 4 in quarter two, and in Quarter one we received 5.

There were 14,363 reported contacts for CRHTT during Quarter four giving a complaint rate of 0.03%, compared to 0.01% in Quarter three, 0.02% in Quarter two and 0.03% in Quarter one.

Table 5: CRHTT complaints

Main subject of complaint	Geographical Locality	Grand Total
	Reading	
Attitude of Staff	1	1
Care and Treatment	1	1
Confidentiality	1	1
Medical Records	1	1
<b>Grand Total</b>	<b>4</b>	<b>4</b>

## 2.3 Community Health Service Complaints received in Quarter four

During Quarter four, 14 of the 56 complaints (25%) 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 - Oakwood Ward		2					2
Community Physiotherapy			1				1
District Nursing					1		1
Integrated Pain and Spinal Service - IPASS						1	1
Out of Hours GP Services		2					2
Podiatry						1	1
Rapid Response						2	2
Sexual Health	1						1
<b>Grand Total</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>14</b>

### 2.3.1 Community Health Inpatient Ward Complaints

During Quarter four, 5 of the 56 complaints (9%) received related to inpatient wards. This is compared to 6 in Quarter three, 8 in Quarter two and 6 in Quarter one.

There were 462 reported discharges from community health inpatient wards during Quarter four giving a complaint rate of 1.1%, compared to 1.2% in Quarter three, 1.3% in Quarter two and 1% Quarter one.

Table 7: Community Health Inpatient complaints

Main subject of complaint	Ward				Grand Total
	Ascot Ward	Henry Tudor Ward	Highclere Ward	Oakwood Ward	
Care and Treatment		1	1	2	4
Discharge Arrangements	1				1
<b>Grand Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>5</b>

The five complaints received were in relation to four of the seven community inpatient wards. The top theme was care and treatment.

There has been a further reduction in complaints received about the Oakwood Unit who received two of the five complaints for Community Health Inpatients in Quarter four.

### 2.3.2 Community Nursing Service Complaints

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

There were 71,052 reported attendances for the Community Nursing Service during Quarter four 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
	Windsor, Ascot, and Maidenhead
Care and Treatment	1
<b>Grand Total</b>	<b>1</b>

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

There were 2 complaints in Quarter four for WestCall, out of 16,725 reported attendances, giving a complaint rate of 0.011%, which is a decrease compared to 0.027% in Quarter three, 0.006% in Quarter two, 0.005% for Quarter one and 0.01% for Quarter four.

There were no complaints for the Urgent Care Centre, which had 3,979 attendances.

## 2.4 Children, Young People and Family service Complaints

### 2.4.1 Physical Health services for children

There were three complaints for Children's physical health services in Quarter four, details are below.

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

Service	Geographical Locality			Grand Total
	Reading	West Berks	Windsor, Ascot, and Maidenhead	
Children's Speech and Language Therapy - CYPIT	1			<b>1</b>
Children's Occupational Therapy - CYPIT			1	<b>1</b>
Immunisation		1		<b>1</b>
<b>Grand Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>

## 2.4.2 CAMHS complaints

During Quarter four, 10 of the 56 complaints (18%) were about CAMHS services (compared to 6 in Quarter three). There were 8,928 reported attendances for CAMHS during Quarter four giving a complaint rate of 0.11%, compared to 0.07% in Quarter three, 0.14% in Quarter two and 0.06% for Quarter one.

Table 10: CAMHS Complaints

Service	Main subject of complaint			Grand Total
	Attitude of Staff	Care and Treatment	Waiting times for Treatment	
CAMHS - AAT		2		2
CAMHS - ADHD		1	1	2
CAMHS - Anxiety and Depression Pathway	1			1
CAMHS - Rapid Response	1	1		2
CAMHS - Specialist Community Teams		1	2	3
Grand Total	2	5	3	10

There was an increase from 6 to 10 complaints for CAMHS. Five of these related to Care and Treatment, three related to waiting times and two related to staff attitude. We have seen a slight increase in formal complaints around waiting times from one in Quarter two, two in Quarter three to three in Quarter four.

## 2.5 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 four.

### 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. The table below shows the information for Mental Health Trusts, up to and including Quarter four 2021-22.

Table 11: KO41A Return

	2018-19				2019-20				2020-21				2021-22	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
<b>Mental Health complaints - nationally reported</b>	<b>3,598</b>	<b>3,651</b>	<b>3,391</b>	<b>3,450</b>	<b>3,507</b>	<b>3,502</b>	<b>3,335</b>	<b>3,303</b>	<b>2,058</b>	<b>3,049</b>	<b>2,753</b>	<b>2,854</b>	<b>3,312</b>	<b>3,227</b>
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	74	68
<b>Berkshire Healthcare NHS Foundation Trust</b>	<b>49</b>	<b>45</b>	<b>38</b>	<b>51</b>	<b>47</b>	<b>52</b>	<b>56</b>	<b>51</b>	<b>40</b>	<b>47</b>	<b>37</b>	<b>51</b>	<b>48</b>	<b>46</b>
Cornwall Partnership NHS Foundation Trust	31	28	20	30	24	22	23	19	12	27	15	8	94	27
Devon Partnership NHS Trust	44	56	33	45	52	46	56	49	15	31	49	40	46	50
Dorset Healthcare University NHS Foundation Trust	91	90	92	54	61	60	64	88	60	109	98	95	97	119
Kent and Medway NHS and Social Care Partnership Trust	87	115	121	118	121	128	124	90	70	111	78	80	115	95
Oxford Health NHS Foundation Trust	50	56	58	56	52	61	72	68	44	54	54	55	51	56
Somerset Partnership NHS Foundation Trust	17	14	24	18	24	24	17	19	45	90	..	..	..	..
Southern Health NHS Foundation Trust	91	95	82	68	73	51	52	51	29	51	40	31	28	32
Surrey and Borders Partnership NHS Foundation Trust	26	36	16	26	22	28	32	27	9	27	24	17	20	20
Sussex Partnership NHS Foundation Trust	209	192	181	173	178	217	219	194	99	164	154	198	267	286

When looking at this data, it 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 four there were 49 complaints closed.

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

### 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	Q3	Comparison to previous quarter	Q4	% Of 21/22
Not Upheld	9	25	19	18	71	36%	27	36	34	↓	21	51.00%
Partially Upheld	13	34	20	28	95	48%	19	18	22	-	22	35.00%
Upheld	12	6	0	7	25	12.50%	9	11	6	-	6	14.00%
Disciplinary Action required	0	0	0	0	0	0	0	0	0	-	0	0
<b>Grand Total</b>	<b>34</b>	<b>65</b>	<b>39</b>	<b>53</b>	<b>191</b>		<b>55</b>	<b>65</b>	<b>62</b>		<b>49</b>	

49% of complaints closed were either partly or fully upheld in the quarter (compared to 43% last quarter), these were spread across several differing services. Of these, 2 were about staff attitude (down from 3 in Quarter three), 3 were in relation to medical records, and 20 related to care and treatment received (up from 19). There was a CAMHS complaint about waiting time and one care and treatment complaint for Children's Speech and Language Therapy had an element around waiting times for an appointment. Complaints upheld or partially upheld for care and treatment equated to 68% of all closed complaints for Quarter four.

Table 13: Complaints upheld and partially upheld

Service	Main subject of complaint						Grand Total
	Access to Services	Attitude of Staff	Care and Treatment	Communication	Medical records	Waiting Times for Treatment	
Adult Acute Admissions - Daisy Ward			1				1
CAMHS - Rapid Response			1				1
CAMHS - Specialist Community Teams						1	1
Children's Speech and Language Therapy - CYPIT			1				1
CMHT/Care Pathways			4				4
Common Point of Entry	1						1
Community Hospital Inpatient Service - Henry Tudor Ward			1				1
Community Hospital Inpatient Service - Highclere Ward			2				2
Criminal Justice Liaison and Diversion Service - (CJLD)					3		3
Crisis Resolution and Home Treatment Team (CRHTT)			1				1
District Nursing			2				2
Immunisation				1			1
Learning Disability Service Inpatients - Campion Unit - Ward		1					1
Out of Hours GP Services		1	4				5
Podiatry			1				1
Talking Therapies - PWP Team			1				1
Veterans TILS Service			1				1
<b>Grand Total</b>	<b>1</b>	<b>2</b>	<b>20</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>28</b>

## 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			
Q4	Q3	Q2	Q1	Q4	Q3	Q2	Q1
100	100	100	100	100	100	99	100

All complaints closed in Quarter four 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 1st January and 1st March 2022. 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 2020-21 Q4 attendances
Black/Black British	3	5.36	2.67
Mixed	1	1.79	3.49
Not stated	11	19.64	15.89
White	41	73.21	66.66
Grand Total	56		

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 four.

Table 16: Gender

Gender	Number of patients	% Complaints received	% Breakdown of 2020-21 Q4 attendances
Female	31	55.36	53
Male	25	44.64	46.98
Not stated	0	0	0.009
Grand Total	56		

### 5.3 Age

Table 17: Age

	Number of patients	% Complaints received	% Breakdown of 2020-21 Q4 attendances
0 to 4	1	1.79	18.41
5 to 9	2	3.57	4.14
10 to 14	5	8.93	4.34
15 to 19	7	12.50	4.52
25 to 29	1	1.79	2.87
30 to 34	5	8.93	3.14
35 to 39	1	1.79	3.56
40 to 44	1	1.79	3.58
45 to 49	2	3.57	3.52
50 to 54	2	3.57	3.73
55 to 59	7	12.50	4.46
65 to 69	1	1.79	4.63
70 to 74	3	5.36	4.53
75 to 79	4	7.14	5.56
80 to 84	6	10.71	6.16
85 +	2	3.57	6.55
Not known	6	10.71	11.98
Grand Total	56		

## 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 enquiry where the PHSO has asked for further information, but they are not currently progressing the case. We have been asked by the Local Government Ombudsman to provide information on a case that they are investigating, which does not relate to care we have provided.

We have closed one case, relating to Talking Therapies, which the PHSO did not uphold. The table below shows each case against the service.

There are currently two cases open for investigation, one for Oakwood and one for Podiatry.

Table 18: PHSO

Month open	Service	Month closed	Current Stage
Jan-21	Community Inpatient Services	n/a	PHSO have been sent information to aid their decision on whether they will investigate
Feb-21	Community Inpatient Services	n/a	PHSO have been sent information to aid their decision on whether they will investigate
Apr-21	Veterans TILS	n/a	PHSO have been sent information to aid their decision on whether they will investigate
May-21	Talking Therapies	Apr-22	PHSO have been sent information to aid their decision on whether they will investigate
Jun-21	Community Nursing	n/a	PHSO have been sent information to aid their decision on whether they will investigate
Jul-21	District Nursing	n/a	PHSO have been sent information to aid their decision on whether they will investigate
Jul-21	Talking Therapies - Admin/Ops Team	n/a	PHSO have been sent information to aid their decision on whether they will investigate
Aug-21	Health Visiting	n/a	PHSO have been sent information to aid their decision on whether they will investigate
Aug-21	Podiatry	n/a	Investigation underway
Sep-21	Children's Speech and Language Therapy - CYPIT	n/a	PHSO have been sent information to aid their decision on whether they will investigate
Sep-21	CMHT/Care Pathways	n/a	PHSO have been sent information to aid their decision on whether they will investigate
Sep-21	Veterans TILS Service	n/a	PHSO have been sent 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 been sent information to aid their decision on whether they will investigate
Jan-22	Criminal Justice Liaison and Diversion Service	n/a	PHSO have been sent information to aid their decision on whether they will investigate
Jan-22	Children's Speech and Language Therapy - CYPIT	n/a	Local Government Ombudsman (LGO) have been sent information to assist with their investigation

## 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 10 complaints received that were led by another organisation during Quarter four; three led by NHSE, two by Frimley Health, two by SCAS, one by EBPCC, one by West Berks CCG and one by a GP.

## 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	Care and Treatment	Communication	Discharge Arrangements	Medication	Other	Support Needs (Including Equipment, Benefits, Social Care)	Waiting Times for Treatment	Grand Total
Adult Acute Admissions - Rose Ward	1							1
CAMHS - ADHD	2			1		1	2	6
CAMHS - Anxiety and Depression Pathway							2	2
CAMHS - Common Point of Entry (Children)	1							1
CAMHS - Specialist Community Teams	2						2	4
Children's Speech and Language Therapy - CYPIT	1							1
CMHT/Care Pathways		1	1					2
CMHTOA/C OAMHS - Older Adults Community Mental Health Team		1						1
IT					1			1
Neuropsychology	1							1
<b>Grand Total</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>20</b>

There were 20 enquiries raised by constituents to their MPs in Quarter four. This compares to 10 in Quarter three, 15 in Quarter two and 17 in Quarter one.

Eight of the MP enquiries related to care and treatment (one with an element about waiting times) and six were regarding waiting times. The enquiries for waiting times were all related to CAMHS services. Overall, 13 of the enquiries were for CAMHS (up from four).

## 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	Count of Service
Adult Acute Admissions - Rose Ward	1
Children's Speech and Language Therapy - CYPIT	2
CMHT/Care Pathways	1
Community Based Neuro Rehab - CBNRT	1
Continence	1
Criminal Justice Liaison and Diversion Service - (CJLD)	1
District Nursing	4
Health Visiting	2
IMPACTT	1
Other	1
Physiotherapy Musculoskeletal	3
Talking Therapies - High Team	1
Talking Therapies - PWP Team	1
<b>Grand Total</b>	<b>20</b>

There were 20 local resolution complaints logged in Quarter four, up from 17 in Quarter three, 16 in Quarter two and down from 35 in Quarter one. This focus and importance of recording local resolution complaints continues to be 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 5 relating to this subject. There were four local resolution complaints relating to discharge planning.

There were no common themes coming out of the four concerns logged by District Nursing.

## 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 18 informal complaints received in Quarter four compared to 13 in Quarter three, 25 in Quarter two and 32 in Quarter one.

Table 21: Informal complaints

Service	Main subject of complaint					Grand Total
	Access to Services	Care and Treatment	Communication	Confidentiality	Waiting Time for Treatment	
CAMHS - AAT			1		1	2
Children's Occupational Therapy - CYPIT		1				1
Children's Speech and Language Therapy - CYPIT					1	1
CMHT/Care Pathways		2	3			5
Community Hospital Inpatient Service - Windsor Ward		1				1
District Nursing	1	1				2
Eating Disorders Service		1		1		2
Neuropsychology					1	1
Patient Experience			1			1
Phlebotomy					1	1
School Nursing			1			1
<b>Grand Total</b>	<b>1</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>18</b>

#### 8.4 NHS Choices

There were 5 postings on NHS Choices during Quarter four; 4 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
WestCall	3	<p>Dr was insightful, kind, calming and went above and beyond to ensure I got the care I needed. Was comforting when I explained that I didn't realise my symptoms were more severe than I'd previously thought. Honestly want to write a thank you card as was one of the most supportive doctors I've spoken to in a long time. Very grateful for the experience I've had.</p>	<p>Been on the phone with 111 with bad back pain over few days with coming back problem for years. 111 service advice to explain to WestCall doctor what's been going on and how long, to explain that GP didn't care at all about my problem. Unfortunately, not even WestCall doctor cared much. All it sounds as she just wanted to tick a box call me back. Every timeline was bad, and I said I didn't hear her properly she would raise her voice with anger. Not mentioning that she didn't sound interested in what I have been saying to her or trying to explain about my symptoms and pains. 111 consultant was the best person I have spoken so far, interested, caring, giving the right advice. Lady over the phone didn't help much. NHS service it's getting worse and worse over the years looks like they don't even care for patients. I wouldn't write a review, but I just had enough. Every time I call GP, they don't care it doesn't matter if it's about me or my children. When I call 111, they try to help but WestCall or emergency ward doesn't really look like they to their job.</p> <p>Rang 111 on the Saturday morning as I had a temperature after finishing a course of antibiotics for a urine infection, they put me through to west call and I spoke with a doctor who advised that I see a doctor at the royal Berkshire hospital but that was going to be at 6:30 that evening. So, I turned up on time as requested but had to wait half an hour before I was called to go in. Things just seemed to go downhill rapidly from there the doctor was ok did what he had to then he said that he wanted to run some tests on the urine sample I had provided. I was just left in there for what seemed like an age then a nursing assistant come in saying she needed to do a blood test she then used one of those pricklers for blood sugar test then started to squeeze the blood out without much success but she persisted till she was satisfied she had enough in the small syringe she had and of she went only to come back a short while later saying that she had been using the little syringe incorrectly so she was going to have another go. We went through the whole process again with similar results so she decided to take blood from my arm imagine my dismay when she came back with the necessary equipment only to look at it obviously with no idea how to use it fortunately, she broke the needle before trying put it in my arm so she went to get the doctor who gave me a prescription for more antibiotics. When I then presented it in my local pharmacy I was told that it could not be dispensed as the script was incorrectly filled out so I then had to get in touch with west call to get a new script which they sent directly to the pharmacy but when I picked it up the dosage was different from the original and the amount of tablets is incorrect so I don't have enough to complete the course so will now have get back in touch later when there back at the royal Berkshire hospital.</p>

West Berkshire CMHT	1		<p>I thought Hillcroft house was supposed to be there for me, but nothing but staff sickness all the time, left in the isolation in trying support myself major changes. I know the staff trying to help, but no focus to my care, no care planning central to my welfare as just complaints about me having go else we're unmet needs thankfully got help for. Nothing ends argument who right or wrong. I lost trust in the psychiatry as a patient as seem to be from an old world of authority only over my welfare no more than a submissive which put me further way from mental help as not considered unmet needs impact on my mental health. The mental health service makes me feel worse about myself ever before. that can't even understand the basic about me, that focus always elsewhere for need something else has no connection with me. I have no choice to move forward with or without them and can honestly say the mental health service makes me feel even worse that I am an outcast, simple things understanding how my psychical health impacts on my mental health, every label thrown at me putting me down can be human for sake. My feeling is the mental health service is more interested in itself than me and only there as patient to meet there need exclusively and the run around can't do in finding the mental health support, and rather be discharged in this situation as mental health service only makes my mental health worse.</p>
Neuropsychology	1		<p>My Assessment was conducted face-to-face by Assessor X on 26th Nov 21. I was accompanied by Supporter Y. For the follow-up phone-call on 16th Dec 21 I was alone. At the Assessment, X started talking to Y over my head about offering Y a job interview. I found this unprofessional and rude. I have problems with loud noise, and X made a joke of it later on the phone. Both Y and I thought the questions put to me at interview weren't far-reaching enough or age-related. (Assessor X also seemed unpleasantly surprised to learn that I'd been educated to university level.) On 1st Dec I was told my case had been referred to a Multi-Discipline Panel - this turned out to be X and one other. When I received the Assessor's Synopsis there were a lot of inaccuracies in it - the invention of a maternal half-brother, misquoting myself and Y, and more. Acting on Y's advice, in the phone-chat on 16th Dec I asked Assessor X for a further accompanied interview to discuss the inaccuracies in person. I also asked to be given the Assessment Results to date but was told I couldn't have one until X judged whether the inaccuracies were relevant to the conclusions reached. It didn't seem to occur to Assessor X that, relevant or not, any inaccuracies would undermine my faith in the Assessor's judgment. Assessor X then asked me for Supporter Y's phone number, on the grounds that Y too had raised queries. X didn't ask whether Y or I would mind this exchange of personal information. I found this unprofessional and disrespectful. By this time, I no longer trusted the Assessor's 'take' on anything, nor did I think they had listened to me properly. Assessor X did admit to having little experience with older people - so if I was given to X as a Test Case I think in all fairness I should have been told, and my case handled appropriately. Finally on 16th Dec we left it that I would contact my Supporter Y and get back to X to arrange an interview - but before I could do this, X's Office rang me on 20th Dec with an interview date. I felt pushed and rushed into a decision. At this point I felt I had no choice but to withdraw from any further dealings with the Assessor, and therefore sadly Autism Erleigh. I was too afraid of Assessor X; I couldn't cope with any more misjudgements. I am very upset and disappointed - I waited 3 years for this chance, my trust was broken, my case-notes scrapped, I was left with no answers, and worse, unable to cope with the fallout. At the very least, I hope Autism Erleigh will use my experience to improve their service for future clients. Thank you</p>

			for taking the time to read this - it has been one of the most painful things I've ever had to write.
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### 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 518 queries recorded during Quarter 4. 444 were responded to within 5 working days and 5 were taken up as a formal complaint. In addition, there were 284 non-BHFT queries recorded. The longest wait for an acknowledgement was 12 working days. This is due to capacity within the service and the complexity of some of the queries that are coming through. Due to these service pressures and as described in the Quarter 3 report, we extended the acknowledgement target to 5 working days to manage expectation and this is monitored as part of the Quality Improvement processes within the wider Patient Experience Team. This will be escalated to a driver metric whereby there would be a structured process to monitor and test/implement improvement ideas.

There were a broad range of services involved in these queries but the highest number of queries received were in relation to:

- CMHT. Care Pathways
- Operational HR
- Admin Teams and Office based staff.
- CAMHS – AAT

#### CMHT. Care Pathways

- Sharing of information, consent, and capacity
- Communication with relatives and clinicians
- Family concerns about support provided. Management of physical health condition. Signposted to external agencies
- Advocacy support and referrals

- Appointment cancellations
- Requesting a change of clinician and concerns about prescribed medication. Requesting a review of diagnosis and discharge concerns
- Access to medical records

#### CAMHS

- Parents seeking updates/ confirmation of referrals
- Patient seeking a supporting letter
- Parent seeking additional support prior to discharge
- Requesting diagnosis report and rubber stamping of private diagnosis
- Concerns about waiting times
- Process for onward referral to ADHD pathway
- Delay in sending questionnaires

There were 15 Covid related queries which were predominantly how to visit loved ones on the ward and vaccination queries.

## 9. The Friends and Family Test

### 9.1 Overall responses and iWGC

There has been significant engagement with services in the build of this new measurement and reporting tool, with plans to further develop the surveys with more service/care group specific questions as part of the third phase of the project.

The Patient Experience Team, along with staff from across the Trust are learning how to use the management interface system for iWGC and attached as Appendix two is a Trust summary report taken from this system which shows the data collected during Quarter four.

We receive responses through a variety of methodologies. These range from the following: Online surveys, paper surveys, QR Codes on posters, survey pins on business cards and SMS (SMS due to be active from May 2022).

During Quarter four, we received 1,021 reviews in total , 816 online (including an electronic link, tablet and kiosk) reviews and 205 paper surveys.

The collated responses demonstrated:

- 4.66/5 Trust wide experience score
- 92.9% positive experience
- 3.7% negative experience

Services have access to real time reporting through the Management Interface (MI) system and can pull both the scores and comments, either as list or a word cloud. Reporting can also be shown in a dashboard and split by service, location, care group etc. Services are able to monitor reviews against care as well as seeing suggestions for improvement with real time access to the results.

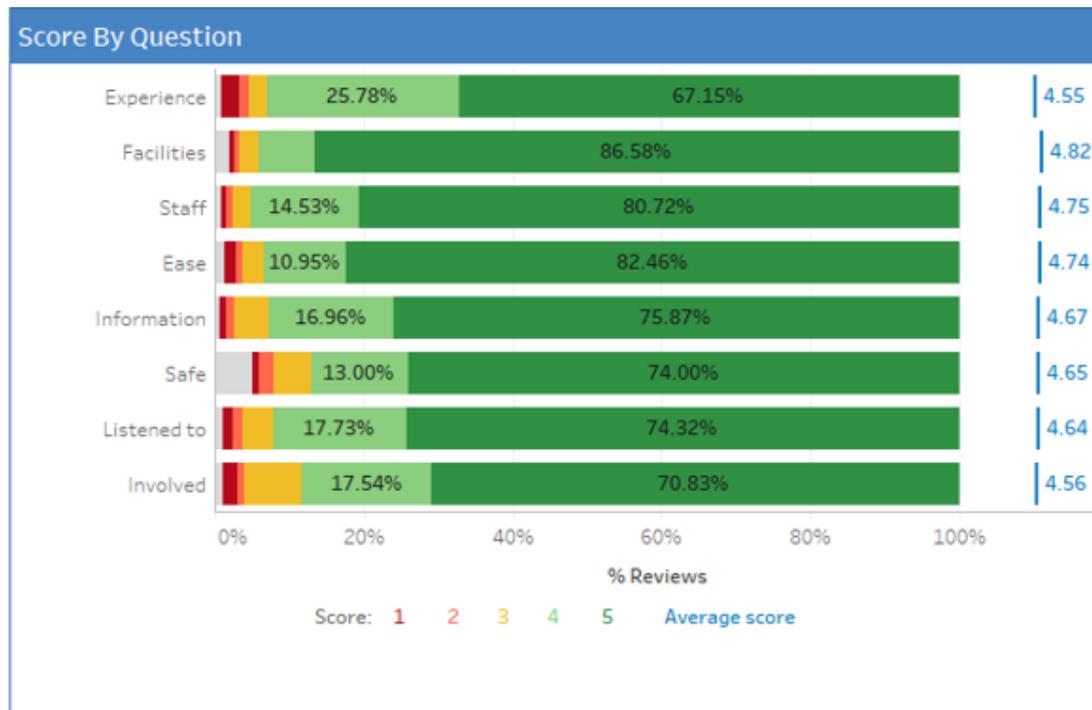
Below are examples of some of the feedback that has been shared with us during Quarter four, that will enable services to understand the patient experience within their services and will support improvement work where appropriate:

Service	Feedback	Improvement suggestion
Community Nursing	Staff member was polite and patient, he explained the procedure and asked my consent.  Very empathetic care	Telephone before arriving, so I am ready.  Supply same size of dressing as I had in hospital.
Intermediate care	Staff were all very friendly and made me feel at ease  Very supportive in all aspects.	Time of visits changed every day.
Sexual health clinic	Happy to come to this clinic, if staff were not professional and friendly, I would not be here	

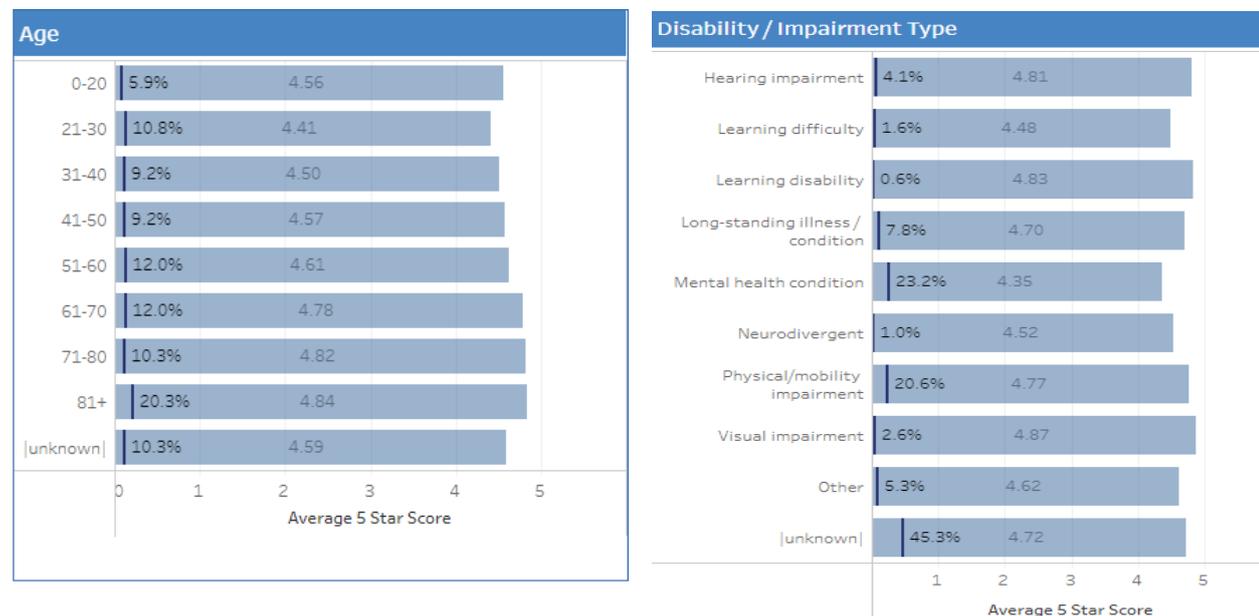
School Nursing	Bedwetting clinic is amazing, it's been so hard, but the clinic has helped so much.	Would have been better if the GP would have told me about this service years ago it would have saved me and my son so much time, expense and would not have affected his emotional wellbeing and sense of self so much. GPs really need a better understanding of what the school nurses do as they seem to have no idea.
CRHTT	as soon i got there they sorted things out straight away.  staff were very patient. follow up very good and i was seen at home rather than a hospital.  Difficult time for me and put me back on track	
Community Ward (east)	the staff who have a massive workload helped me as much as they could. I felt the ward was under manned and they did so well considering	Catering company leaves a lot to be desired. Lottery on choices. Not the ward staff fault
Audiology	When people attend a hospital they don't want fuss, they want a calm environment with things explained clearly by staff that know what they are talking about in an easy to understand manner. This was my experience today.	
MSK Physio	Physios asked relaxed questions to assess extent for my problems and waved my questions well and monitored progress. Tailored care progress my needs.  Fantastic service and care given.  Exercises were clear and information/emails sent with pictures to better explain.	There was a delay following referral from my doctors to the first session  Emails to be sent in a timely manner. I would receive emails with exercises a week after my appointment.
Court Justice Liaison and Diversion	The way [name removed] dealt with situation never made me feel uncomfortable and instilled lots of confidence in me to make sure I did the things I needed to do. Very supportive, got to meet on face-to-face basis. Very nice. I am so much happier since engaging with the service, [name removed] was a great help and I enjoyed our check in phone calls. Very helpful.	In the way you give information to people, other people might not be getting as much support as I did. Daunting question is 'how can we help you' this is a hard question to answer when you yourself don't even know the answer.

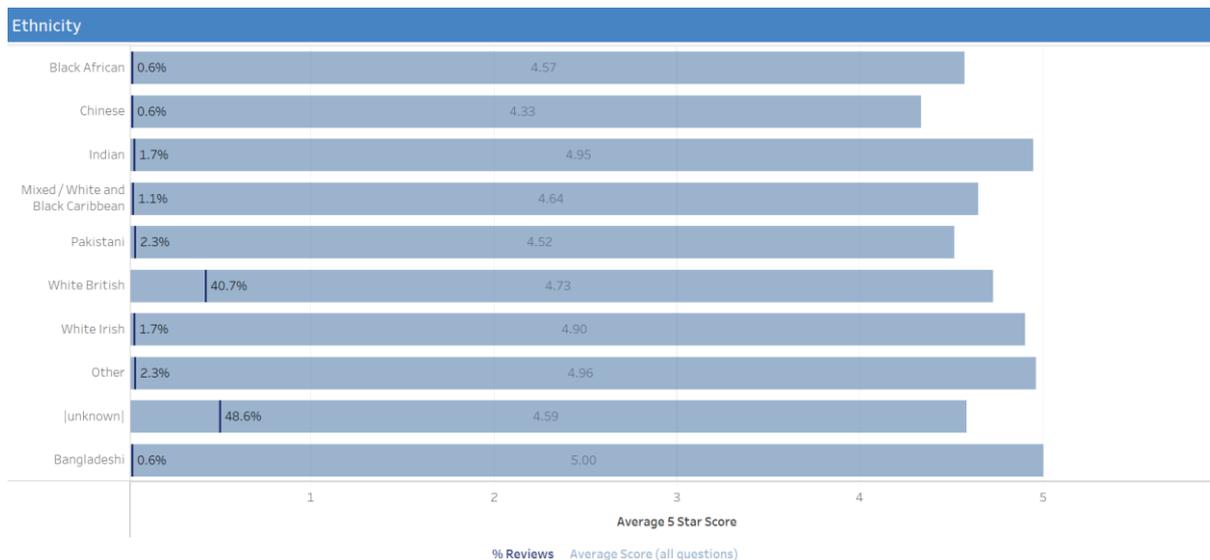
The pictures below show some examples of the information on the service level reports.

Picture 1: Review summaries



Picture 2: Examples of characteristic information





The tables below contain the FFT results; this will be presently differently moving forward from the quarterly reports for 2022-23.

Table 23: Response rate for the FFT

		Number of responses	Response Rate
2021-22	Q4	1021	0.54%
	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%

During this reporting period we have been transitioning to the new patient experience tool and for a variety of reasons, as a result, we have experienced a drop in FFT response. As the new tool is currently being embedded, we are seeing that not all services are actively capturing feedback from patients as yet, some services have experienced technical issues such as not using the correct survey links, some services have also requested new question sets which has meant their original surveys were disabled and not in use.

Although the online version of the form has been available for all adult service questionnaires since the outset, kiosks and iPad have been delivered during the quarter to support a wider

range of options for patients to complete the questionnaire and the SMS system will be functional from May 2022; this will all assist in improved uptake.

Table 24: FFT percentage positive rating split by community health and mental health services

	2020/21				2021/22			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Community Health Services	70%	90%	85%	89%	93%	90%	94%	<b>87%</b>
Mental Health Services	60%	85%	81%	83%	75%	84%	86%	<b>92%</b>
Trust Total	59%	90%	85%	89%	87%	88.3%	90%	<b>93%</b>

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

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

Ward	Ward type	2020/2021				2021/2022			
		Q1%	Q2%	Q3%	Q4%	Q1%	Q2%	Q3%	Q4%
Oakwood Ward	Community Inpatient Ward	0.00%	0%	0%	100%	52%	100%	100%	<b>100%</b>
Highclere Ward		0%	50%	67%	0%	81%	100%	75%	<b>85%</b>
Donnington Ward		98.30%	100.00%	93%	100	70.66	88.88%	97%	<b>90.50%</b>
Henry Tudor Ward		100%	0%	93%	100%	100%	85%	100%	<b>0%</b>
Windsor Ward		100%	90%	100%	100%	95%	100%	100%	<b>0%</b>
Ascot Ward		0%	100%	50%	98%	100%	92.22%	96%	<b>0%</b>
Jubilee Ward		0%	0%	100%	0%	75%	100%	50%	<b>86%</b>
Bluebell Ward	Mental Health Inpatient Ward	50%	100%	100%	100%	67%	0%	0%	<b>0%</b>
Daisy Ward		100%	0%	67%	85%	100%	0%	83%	<b>100%</b>
Snowdrop Ward		0%	100%	75%	0%	92%	94.73%	0%	<b>0%</b>
Orchid Ward		100%	0%	100%	0%	100%	100%	0%	<b>100%</b>
Rose Ward		0%	0%	0%	0%	100%	0%	100%	<b>100%</b>
Rowan Ward		100%	0%	100%	0%	100%	0%	0%	<b>0%</b>
Sorrel Ward		100%	0%	100%	0%	100%	0%	0%	<b>0%</b>

Table 26: Carer FFT results

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

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.

## 10. 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 three.

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.

The Trust asked Healthwatch Wokingham, Healthwatch Reading and Healthwatch West Berkshire to conduct service user research about its Ageing Well services; 2hr Urgent Community Response and 2 Day Community Rehabilitation.

The aim was to get an overview of care whilst accessing the Ageing Well services and how our patients felt about their experience. The report is attached as Appendix four.

The service created an action plan based on this report which is in the table below:

**Table 27: Actions following Ageing Well report.**

You Said	We did (or are doing)
Communication and awareness of the service can be reviewed to ensure patients understand the service and their care	A communication strategy is being developed. The service information for intermediate care 2-day element is being developed at the moment by the teams, the 2 hrs element have an information handout. We will need to work on having versions in different languages and easy read and for the information to signpost to a central line (in and out of hours) rather than individual staff mobiles.
How do we communicate what happens after the Urgent Community Response service	Review exit strategy and discharge methods for patients. Engage with Community Voluntary sector, Health Watch and Age UK to co-design follow up care support.
Joined up care - patients telling a story once - how do services work closer together?	We have identified that there are different templates for community services including UCR teams across. Our solution is to streamline paperwork to reduce duplication.
Equipment - understanding the issues and reporting issues	Meeting with NRS and their therapists regarding equipment issues; there is a process for considering other equipment and calling NRS for advice on alternatives.
Consistency: ensure that the Urgent Community Response service is referred to by the correct name by teams	Owned by the teams who have been reminded of using consistent language.
Development of fridge magnets to indicate the most recent visit	Fridge magnets have been ordered and delivered. Need a process for completion; concern that the magnets will not work due to volume of visits and ownership of filling it in. Agreed to trial a sign in sheet for staff to complete with the name and role.

## 11. Compliments

There were 772 compliments reported during Quarter four. The services with the highest number of recorded compliments are in the table below.

It is worth noting that in addition to these compliments logged there are many compliments coming through via the patient experience tool.

Table 28: Compliments

Service	Number of compliments
Talking Therapies - Admin/Ops Team	272
District Nursing	143
Physiotherapy Musculoskeletal	44
Community Respiratory Service	32
Community Dietetics	22
Heart Function Service	21
Children's Speech and Language Therapy - CYPIT	17
Criminal Justice Liaison and Diversion Service - (CJLD)	17
Community Hospital Inpatient Service - Highclere Ward	14
Podiatry	12
CMHTOA/COAMHS - Older Adults Community Mental Health Team	12

Table 29: Examples of compliments received during Quarter four

<p>Windsor Ward - Wokingham Community Hospital</p> <p><i>Thank you so much for the extra special care you took in looking after me, during my stay in Windsor Ward. Your kindness and helpfulness were really appreciated at this difficult time for me. I found being in hospital such an ordeal, particularly with the covid situation, so your friendliness was special.</i></p>	<p>Criminal Justice Liaison and Diversion Service - (CJLD)</p> <p>Email from patient's grandad: <i>Thank you and your team for all there help and understanding. To say that ***** is a different boy is an understatement, he is now totally changed into a talkative, well behaved, loving young Man and working well with his education.</i></p>
<p>CRHTT – East</p> <p><i>Hi Manager, I truly am so relieved to be feeling more like my old self...just wanted to reiterate my thanks to you all. You and your team were very supportive. WAM Dr, Support Worker and Psychologist have been very good. I am so relieved to feel the light at the end of the tunnel...I've got my smile back. Hallelujah 😊. PS I'm cooking and baking again! Wonderful!</i></p>	<p>Community Dental Service</p> <p><i>I would like to say how incredibly impressed I have been with Community Dentist xx</i></p> <p><i>My son, who is 6, has been terrified of dentists since he was 3 years old, after being treated badly during a routine check-up with a previous dentist. xx put my son at ease immediately. We have seen so many dentists in the past year, and she is by far the most outstanding - not just in her approach and attitude, but her kindness and empathy made all the difference.</i></p> <p><i>I would like dentist HM* to be acknowledged and rewarded for her efforts - she has been truly amazing, and I am so grateful.</i></p> <p><i>Kind regards,</i></p> <p><i>Mother of patient*</i></p>

<p>Health Visiting</p> <p><i>It was so useful having xxx to talk to about all the elements on your mind as a first-time mum. Explaining each part of the red book each time, which we hadn't previously been told about was really informative - gives you more of an understanding of your baby and their checks. It would have been useful to have had this explained in hospital/initial visit, but we are grateful to xxx for doing this for us. For my husband it was also good as she checked on how he was doing to - sometimes the partners are overlooked – thanks :-)</i> really pleased with the knowledge and expertise so far.</p>	<p>Health Hub - Wokingham</p> <p><i>I would like to take this opportunity to say a huge thank you to who took my call yesterday as the delivery of night bags was out of stock.</i></p> <p><i>The call handler went the extra mile to assist in procuring the bags desperately required.</i></p> <p><i>The whole team has always spoken to me, making me feel valued as a user of the service.</i></p> <p><i>It makes life for me as a carer so much easier taking one worry out of my hands.</i></p> <p><i>So, a huge thank you to the customer facing team and all others involved ensuring we are well looked after and valued.</i></p>
<p>The Rainbow Room, West Berkshire Community Hospital</p> <p><i>Many thanks for your letter to my Dad, xx and myself after the passing of my Mum. I have wanted to email since we received your letter but have only just got round to it!</i></p> <p><i>I just wanted to thank you all for looking after my Mum during her last few days in the Rainbow Room and also for making us all feel at home and well cared for too at what was such a distressing time for us all. I think once Mum had arrived with you, we found it strange not being as 'medical' as the RBH and this took us a while to adapt to but soon became a comfort - everything was explained by your team and we were soon at ease with letting nature take its course and keeping Mum as comfortable as we could without interfering and causing unnecessary distress to her. All of Mum's needs were met and every time the team came in to reposition her/change her etc, she always looked far better and more comfortable than when we were with her (clearly none of us would have made very good nurses!!)</i></p> <p><i>On the night Mum passed away, I knew that it was going to happen and am still battling with myself for not listening to my instinct and not staying with her until the end but I'm sure in time this will pass. xx had spoken with my brother and had put his mind at rest about leaving on the Sunday and so I kept going over what xx had said and told myself it was ok to go. At times I have felt that if we had been contacted to return a bit earlier, we could have been there for her in her final moments but I do understand that things can change very quickly and it was out of everyone's control really - when it's time for someone to go, it's time for them to go! Again, I wanted to thank you for being so kind to us on that night and after Mum had passed away, giving us the time we needed - not that any of us really knew what we needed or how long we should have stayed with her after but we were certainly made to feel at ease and that was much appreciated and made that time easier.</i></p> <p><i>Having spent a month visiting Mum in hospital, I am really feeling a void now that we are not doing that and this has been on my mind quite a lot. When I had my babies, I really felt that I wanted to speak with the midwives again and I have found this much the same! So, thank you for giving me the opportunity to do that - even though I am just waffling on and actually giving feedback on the care we received, rather than my Mum!</i></p> <p><i>Anyway, once again, thank you so much for looking after us all and especially the care you gave my poor old Mum during her final days. Please can you also thank xx and xx for reassuring us all when we needed it - we will be forever thankful for such a positive experience at the most devastating time of our lives!</i></p> <p><i>Thank you again for all that you do. for everyone - you really are all heroes!</i></p>	
<p>Urgent Community Response Team Wokingham</p> <p><i>Thank you for your amazing care and immense support you gave my husband. You and your team gave him another chance to live again. We are both immensely grateful. Thank you for bringing generosity and magic to the work you do. It makes me happy to see my husband improving. Every day he sits in his chair and eats his lunch. He has regular physio and is so well looked after that he has already gained one kilogram. I would love to meet you and am sorry to have missed you when you visited him.</i></p> <p><i>Just to say a huge thank you to everyone involved at looking after my dad before he passed away. The care he received was exceptional from the Rapid Response Team and carers. I wish I could remember everyone's name but please pass on a special thank you. Such compassion and care from everyone who looked after Dad. Before Dad passed, we discussed how to say, 'thank you' and we decided on some vouchers to have a drink on us at the Brown Bag. You all do such an amazing job and hope you realise what comfort you bring to people at a difficult time.</i></p>	

Table 30: Compliments, comparison by quarter

	2020/21					2021/22				
	Q1	Q2	Q3	Q4	2021/22	Q1	Q2	Q3	Q4	2020/21
Compliments	873	975	1,010	1,319	4,177	1076	986	960	772	3794

Liz Chapman

Head of Service Engagement and Experience

21 April 2022