

This page shows the overarching themes and recommendations from intelligence analysed regarding all the main providers – see pages 4-8 for details

## 1a. Patient voice - POSITIVE. Examples of patient comments:

*“... he has been looked after with dignity, compassion and medical care.”*

*“...if it hadn't been for the excellent paramedics and A&E staff... my children and myself would not have been given the chance to say a final goodbye to my beloved husband.”*

*“The communication and care was excellent.”*

Patients most frequently commented that they felt staff ensured they had fully understood any procedures, that staff they encountered treated them with respect and dignity and that they felt supported.

## 1b. Patient voice - NEGATIVE. Examples of patient comments:

*“I was handed dirty cutlery with my food.”*

*“The nursing care received after his operation is poor.”*

*“Department do not communicate with the patient.”*

Patients commented most frequently that they felt staff had not treated them with respect or explained what procedures would be done and why. Some patients commented on the lack of respect and emotional support from staff. There were also comments regarding surroundings being uncomfortable and unclean.

## 1c. Overarching issues raised

During Quarter 3 patients most frequently reported negative experiences are identified in the table below (1e).

‘Respect for patient centred values, preferences, and expressed needs’, ‘Information, communication, and education’ and Emotional support and alleviation of fear and anxiety were also in the most frequently reported negative patient feedback themes from quarter two for the CCG.

## 1d. Sources of other intelligence

A range of other sources of intelligence were used to corroborate issues raised by analysis of qualitative feedback. These were obtained from local and national sources. Sources of other intelligence are listed on page 9 of this report.

## 1e. Overarching themes

461 comments Positive Negative

	Positive	Negative
Respect for patient centred values, preferences, and expressed needs	29%	17%
Coordination and integration of care	1%	8%
Information, communication, and education	5%	9%
Physical comfort	1%	7%
Emotional support and alleviation of fear and anxiety	5%	8%
Welcoming involvement of family and friends, on whom patients and service users rely	0%	1%
Transition and continuity	0%	1%
Access to care	3%	6%
<b>Overall</b>	<b>44%</b>	<b>57%</b>

## 1f. Recommendations (taken from recommendations made for each provider)

- Ensure providers have suitable training programmes around Patient Experience. This report highlights that this may be of particular benefit in CHFT and Primary Care (GP).
- Cultivate multi-agency information sharing. This report highlights that this is of particular importance to services relating to SWYPFT but would also benefit the wider patient experience.
- Continue to monitor patient experience and triangulate against other quality measures