

WHT Improvement Programme Core Team Meeting – Care at Home		AGENDA ITEM: Dec 2020	
Report Author and Job Title:	Improvement Programme Manager	Responsible Director:	Daren Fradgley
Action Required	Approve <input type="checkbox"/> Discuss <input type="checkbox"/> Inform <input checked="" type="checkbox"/> Assure <input checked="" type="checkbox"/>		
Executive Summary	<p>The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how.</p> <p>Friends and Family (FFT) Feedback for Out Patient appointments has been collated and a high level analysis has been undertaken of the data to assess the patient experience of virtual appointments conducted over a three month period.</p> <p>Analysis shows that patients are increasingly more likely to recommend our services (rating of 1 -3) in October than in previous months in relation to their virtual consultation.If we are to continue to embed virtual consultations as part of our normal consultation medium post the COVID pandemic, we need to ensure that we understand what our patients expect and ensure our processes meet these expectations.</p>		
Recommendation	Trust Board members are asked to note the contents of this paper.		
Does this report mitigate risk included in the BAF or Trust Risk Registers? please outline	None applicable		
Resource implications	There are no resource implications associated with this report.		
Legal and Equality and Diversity implications			
Strategic Objectives	Safe, high quality care <input type="checkbox"/>	Care at home <input checked="" type="checkbox"/>	
	Partners <input type="checkbox"/>	Value colleagues <input type="checkbox"/>	
	Resources <input type="checkbox"/>		

Outpatient Virtual Consultation – High Level Summary

Background

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how.

Friends and Family (FFT) Feedback for Out Patient appointments has been collated and a high level analysis has been undertaken of the data to assess the patient experience of virtual appointments conducted over a three month period. This is presented below.

Analysis

Data is available from January 2020, however the response rate has been variable given the COVID pandemic and change in services. The responses cover all outpatient services and all Specialities, including AHP services. The table below shows the number of responses to FFT from January to July 2020.

Table 1:

Month	Number of total outpatient responses
January	1442
February	1210
March	1096
April	403
May	1016
June	512
July	383

For the purposes of this update a high level analysis of August, September and October has been undertaken as this is where the 'new normal' started to be embedded. It is expected any learnings from the introduction of the virtual consultation in March at the beginning of the pandemic would have been introduced.

The table below shows the total number of responses in August, September and October 2020, and the number of these which relate to virtual consultations.

Table 2:

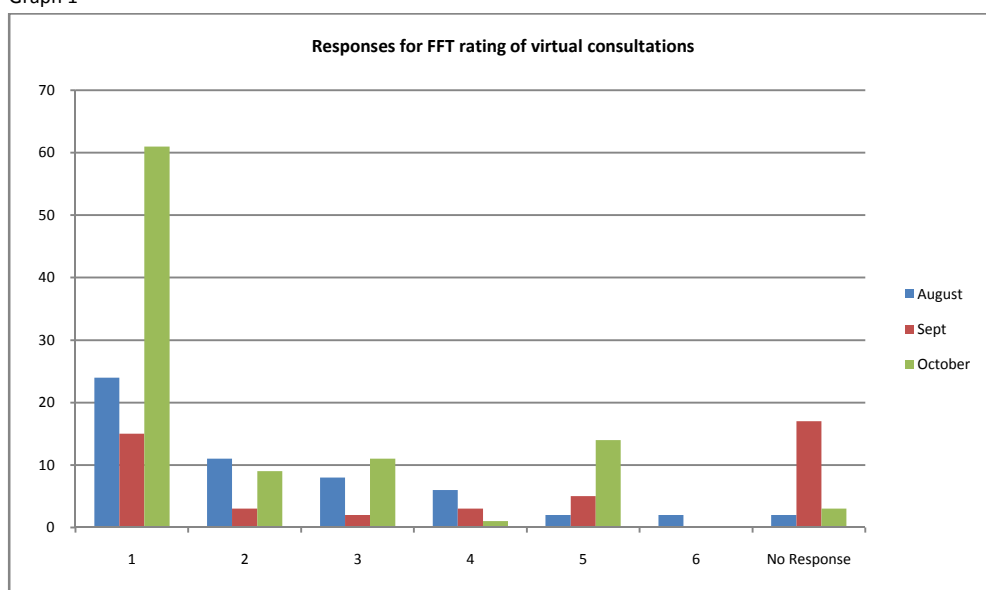
Month	Number of responses	Response related to virtual consultations	Percentage related to virtual consultation
August	546	55	10.1%
September	869	45	5.2%
October	1235	99	8.0%

The FFTasks respondents to rate the service / experience they had on a scale of 1 to 6, as to how likely they would be, based on their experience, of recommending our organisation as a place to be treated. The response fall into the following categories:

1. Very Likely
2. Likely
3. Neither Likely nor Unlikely
4. Unlikely
5. Very Unlikely
6. Don't Know

The following graph shows how patients rated their virtual consultation in each month.

Graph 1



The next 3 charts show the ratings as a percentage of the whole per month.

Chart 1

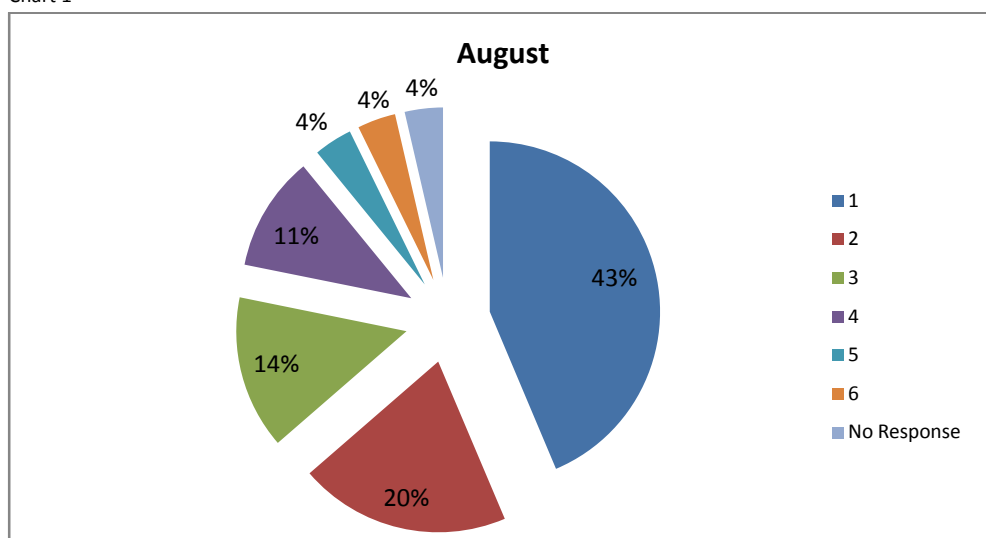


Chart 2

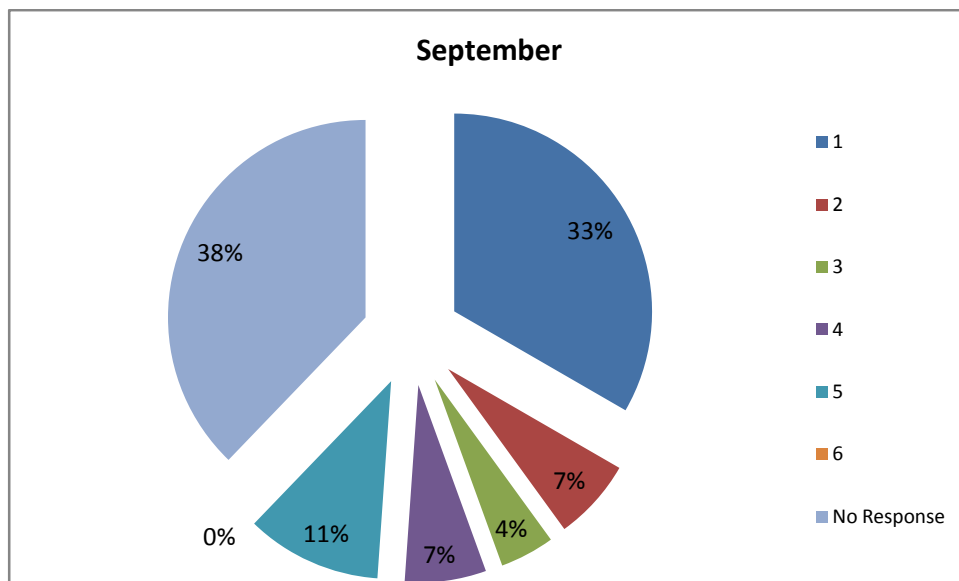
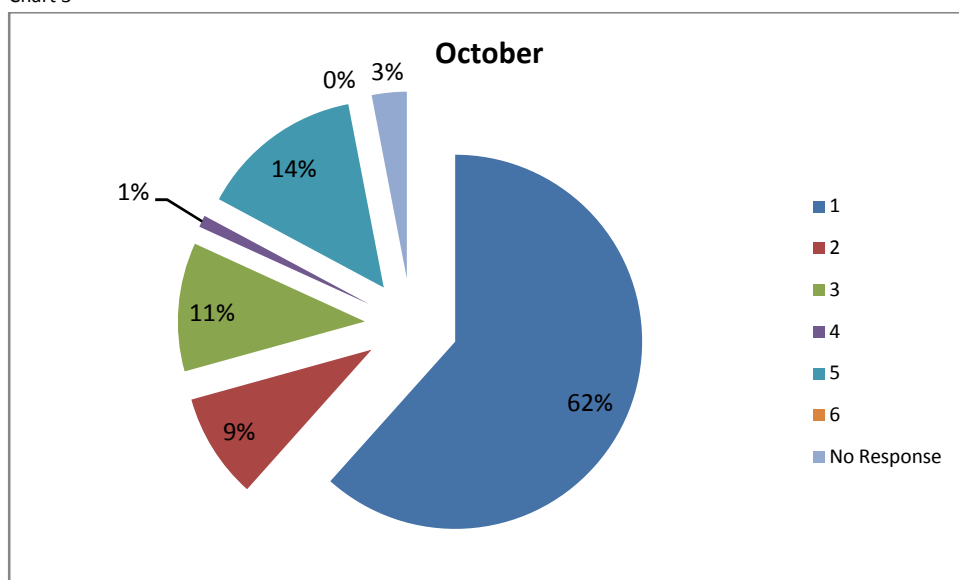


Chart 3



Findings

It should be noted that the data is from a limited period. Analysis shows that patients are increasingly more likely to recommend our services (rating of 1 -3) in October than in previous months in relation to their virtual consultation. However the percentage of patients rating the service as 5 or 6 has also increased from 8% in August, 11% in September to 14% in October.

There have been a number of comments in the free text responses submitted by FFT, some positive feedback is detailed below:

"Consultation by phone is always better in my opinion. Consultant had all of my info at hand and was precise and professional with the information."

"I thought my consultation was prompt and in depth it felt easier and more relaxed than a face to face. I was allowed opportunity to ask questions I was given plenty of time. It is good but shouldn't replace face to face completely as a good physician can pick up clues to help the diagnosis from the patients physical appearance"

"The call came on time. The Doctor is not the usual consultant but had obviously read all the notes and was aware of everything and knowledgeable on the condition. He told us that we were doing everything right and to carry on until hopefully when the pandemic is over we will be able to go to an appointment that has been postponed at QE. If we have any problems in the meantime to speak to the secretary to make a further appointment with him. A very acceptable consultation."

There were instances however, when we failed to get the pathway and process right for the patient.

"Well on the 3rd October we should have had a telephone appointment but no one rang from the hospital. On the 5th October the doctor rang but I was at work (after losing a day's pay on the 3rd) Then it was rearranged for the 29th October at 9:45. Again I waited in all day and no one called."

"They didn't call me. I gave you this very poor 5 because no one called me. I don't appreciate you asking me to be available for an hour and for nobody to call. Very disappointing"

"I was called while at work and on a call. I was more than happy to return the call but received a message to say my appointment would be re-arranged. They did not try to call again and I felt that as such my case did not matter to the doctors at all"

Conclusion

Overall, 123 patients rated their virtual consultation as either very likely or likely to recommend our service, which is 61.8% of the virtual responses we received through FFT. This means that 38.2% of our patients experience could be significantly improved. If we are to continue to embed virtual consultations as part of our normal consultation medium post the COVID pandemic, we need to ensure that we understand what our patients expect and ensure our processes meet these expectations.