

Data analysed by

iWantGreatCare



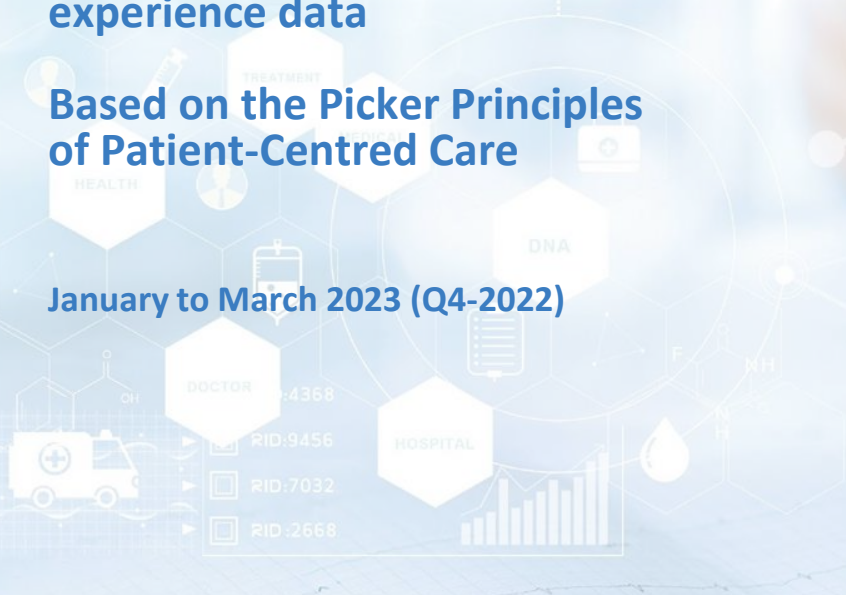
Berkshire Healthcare
NHS Foundation Trust

Patient experience report









Actionable insights from your patient experience data

Based on the Picker Principles of Patient-Centred Care

January to March 2023 (Q4-2022)



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

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

The following performance measures are used in this report:

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

Changes are colour-coded:

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

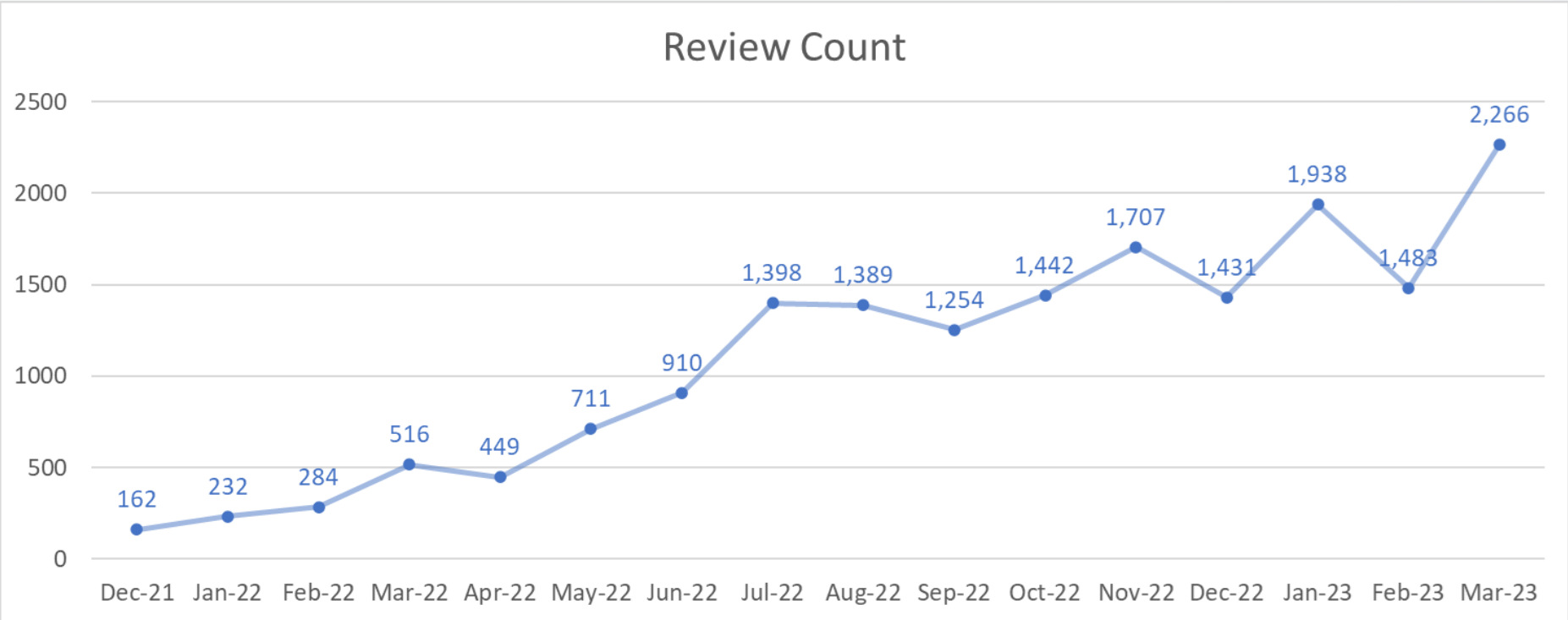
“n=” denotes the number of reviews for the organisation, location, care type, service or theme except for the Services Without Feedback slide where it denotes the number of services.

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



1. Review volumes continue to increase in Q4-2022. **64% of enabled services providing feedback (3% increase from Q3-2022) and 30% of enabled services achieving 10 or more reviews (4% increase from Q3-2022) (p5 & p16).**
2. **The Trust performs particularly well in the following areas (p13):**
 - a. Involving patients in their care
 - b. Emotional support and empathy shown by staff
 - c. Tailoring care to meet patient's needs
 - d. Respecting individuals' needs
3. **There are opportunities for improvement in the areas of (p14):**
 - a. Involving patients' family members and carers
 - b. Timeliness and availability of staff and services
 - c. Communication
 - d. Joined-up care
4. **Negative experience score and sentiment are slightly lower than last quarter's highest levels seen (p12).**
5. **The proportion of positive sentiment** feedback of 81% is at the low end of the typical range for this period (79% to 93%), with the 5% **negative feedback** in the middle of the range for other Trusts (typically 3% to 9%) **(p9).**
6. **When asked specifically about improvements:**
 - a. **73% of respondents said that no improvements could be made** which is slightly higher than last quarter and high compared to other Trusts for the same period (38% to 66%) **(p15).**
7. **3 Abell Gardens** is the **location** that received the most positive sentiment from patient comments (for the second consecutive report) and **Community Nursing (Physical)** as a **care type** received the most positive sentiment **(p11).**
8. In total, 5,040 reviews contained suggestions for improvement - the general themes are summarised in this report but the full detail of every suggestion and review, by service, is available to you in your iWantGreatCare dashboard.

The upward trend in feedback volumes continues with January and March 2023 having the highest number of reviews to date.



Overall 5* score rating:



Previous report: 4.69

93.6%

“Very good” or “Good” Experience

Previous report: **93.3%**

3.5%

“Very poor” or “Poor” experience

Previous report: **4.0%**

Data period:

Jan to Mar-2023

Reviews for this data period: 5,687

Previous report: 4,580

Highest ranked services¹

2 Day UCR Pathway – West Berkshire;
Community Dental - Tilehurst Clinic;
Community Matrons Bracknell;
Community Matrons WAM;
Diabetes Choice - West;
Lower Limb Service (Leg Ulcer Clinic) (LUC)
- Great Hollands Health Centre, Bracknell;
Immunisation West



Lowest ranked services¹

Health Visiting West Berkshire



CMHT/Care Pathways Newbury/ West
Berkshire - Hillcroft House

25%

CRHTT West

21%

Dominant Positive themes²

Involvement in decisions and respect for preferences **94%** (+5%)



Emotional support, empathy and respect **91%** (-2%)



Effective treatment delivered by trusted Professionals **84%** (0%)



Attention to physical and environmental needs **82%** (0%)



Dominant Negative themes²

Involvement and support for family and carers³ **40%** (+20%)



Fast access to reliable healthcare advice **14%** (-5%)



Clear information, communication, and support for self-care **8%** (-1%)



Continuity of care and smooth transitions **7%** (-6%)



¹ Based on sentiment for services with 10 or more reviews

² % sentiment based on reviews with free text responses

³ based on only 5 reviews

Experience by Location & Care Type



Highest performing location(s)¹

Time Square

Positive Experience (change)²

100% (0%)

Negative Experience (change)²

0% (0%)



Highest performing care type(s)¹

Outpatient

Positive Experience (change)²

98% (+1%)

Negative Experience (change)²

0% (-2%)



Lowest performing location(s)¹

Prospect Park Hospital

80% (+3%)

12% (-3%)



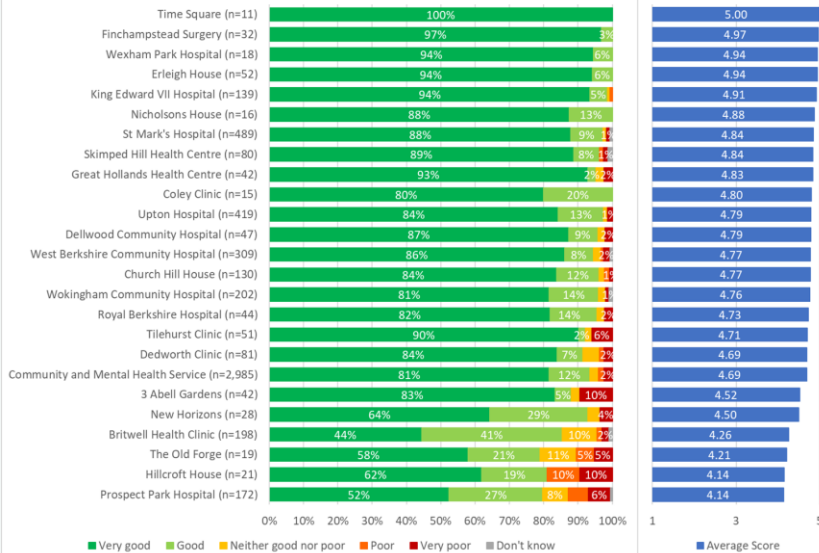
Lowest performing care type(s)¹

Inpatient

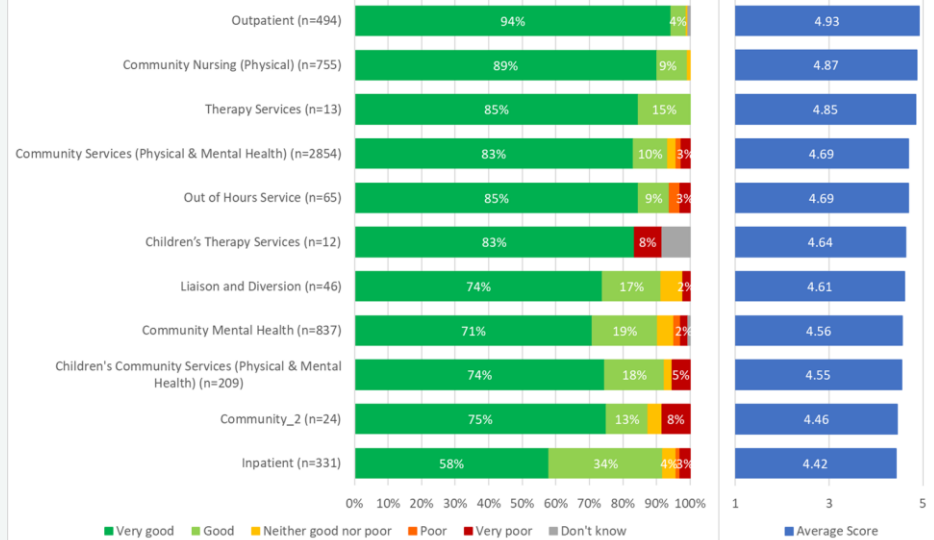
92% (+3%)

4% (-2%)

Experience Score by Location



Experience Score by Care Type

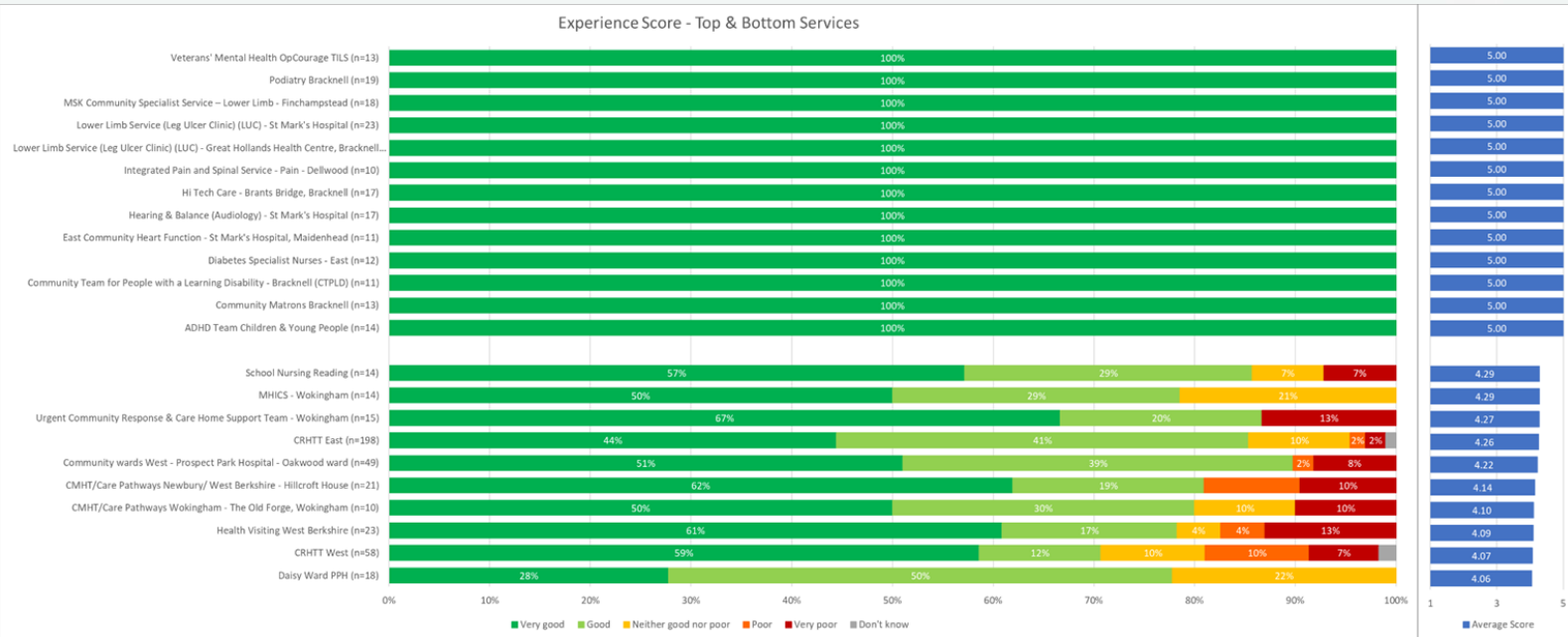
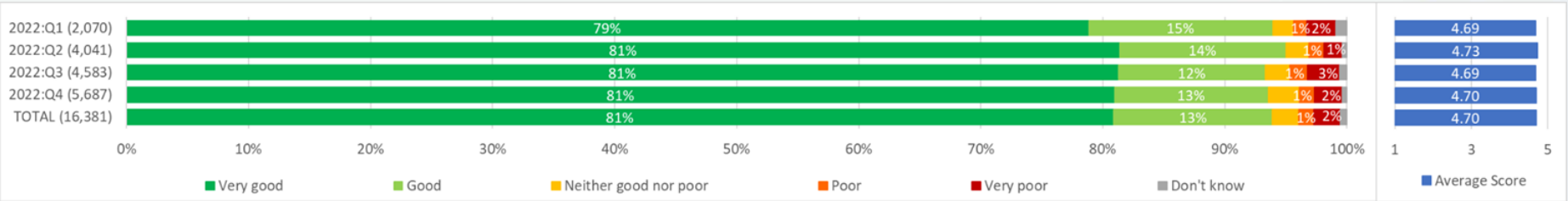


¹ Locations and care types with 10 or more reviews, ranking by average experience score

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

Experience by Service

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



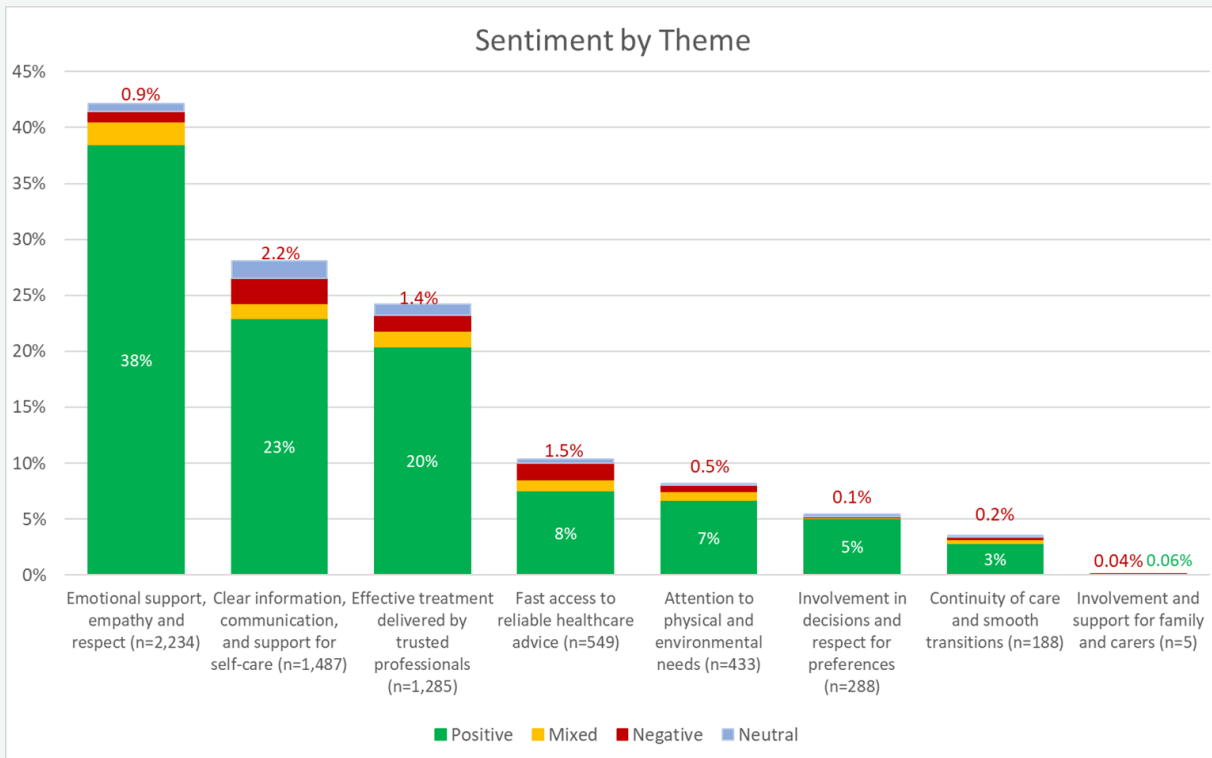
Services with fewer than 10 reviews have been excluded from the chart.

Ranking by average score.



Key Themes – Sentiment Analysis

93% (-3%)¹ of the respondents provided a reason for the rating they gave. These responses can be categorised into the following themes:



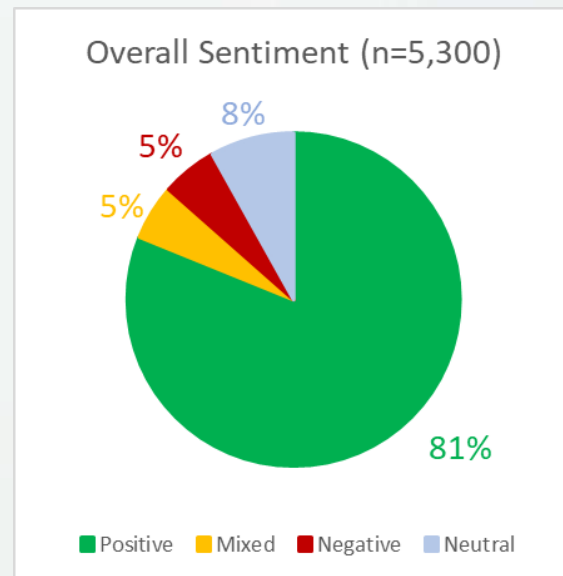
% sentiment based on reviews with free text responses

¹ Change from last report

81% (-1%)¹ of free text responses were positive

5% (-1%)¹ were negative

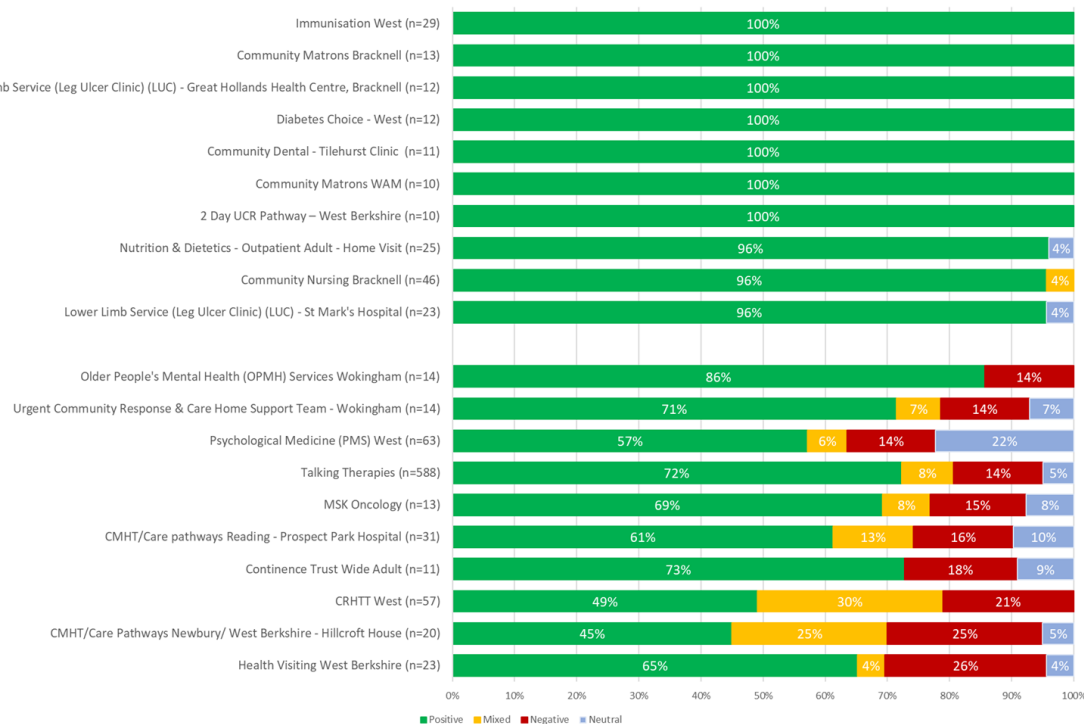
5% (+1%)¹ were a mix of positive and negative comments



Sentiment analysis by service

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

Sentiment by Service - Top & Bottom Services



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

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

Services with highest percentage of positive sentiment (change)¹



- 1= 2 Day UCR Pathway – West Berkshire; Community Matrons Bracknell; Community Matrons WAM **100% (n/a)**
- 2 Immunisation West **100% (+3%)**
- 3 Lower Limb Service (Leg Ulcer Clinic) (LUC) - Great Hollands Health Centre, Bracknell **100% (+10%)**
- 4 Diabetes Choice - West **100% (+12%)**
- 5 Community Dental - Tilehurst Clinic **100% (+16%)**
- 6 Community Nursing Bracknell **96% (+26%)**
- 7 Lower Limb Service (Leg Ulcer Clinic) (LUC) - St Mark's Hospital **96% (-1%)**
- 8 Hearing & Balance (Audiology) - Wexham Park Hospital **96% (-4%)**

Services with highest percentage of negative sentiment (change)¹



- 1 Health Visiting West Berkshire **26% (n/a)**
- 2 CMHT/Care Pathways Newbury/ West Berkshire - Hillcroft House **25% (n/a)**
- 3 CRHTT West **21% (-6%)**

Sentiment by Location & Care Type



Most positive sentiment location(s)¹

3 Abell Gardens

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

92% (-8%) 3% (+3%)



Most negative sentiment location(s)¹

Hillcroft House

45% (n/a) 25% (n/a)



Most positive sentiment care type(s)¹

Community Nursing (Physical)

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

90% (+1%) 2% (-1%)

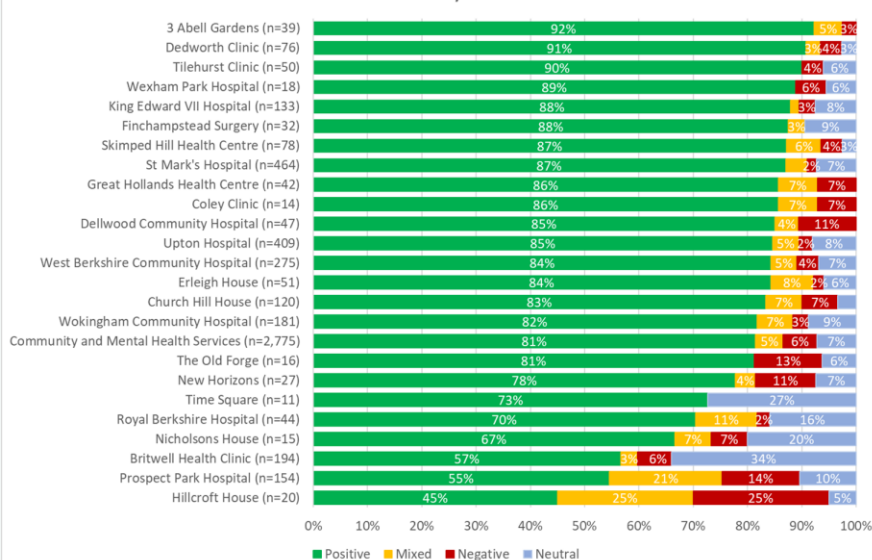


Most negative sentiment care type(s)¹

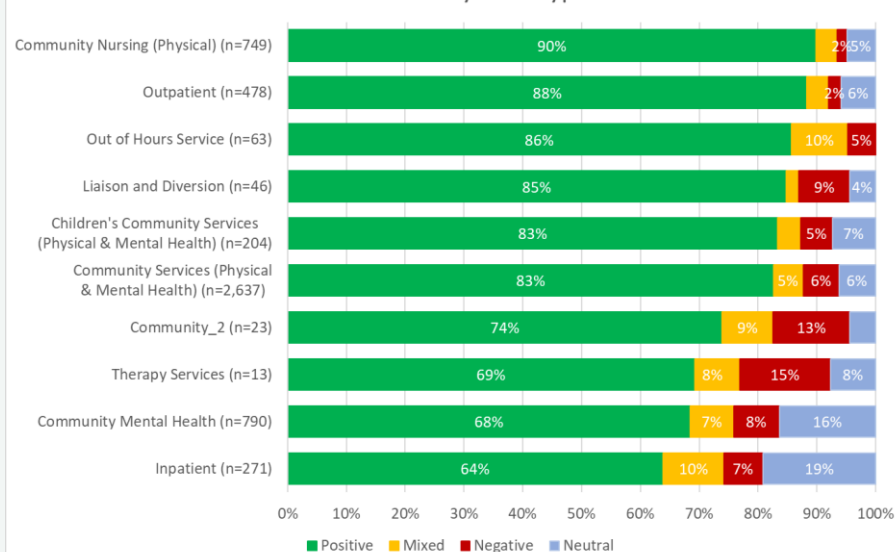
Inpatient

64% (-9%) 1% (+1%)

Sentiment by Location



Sentiment by Care Type

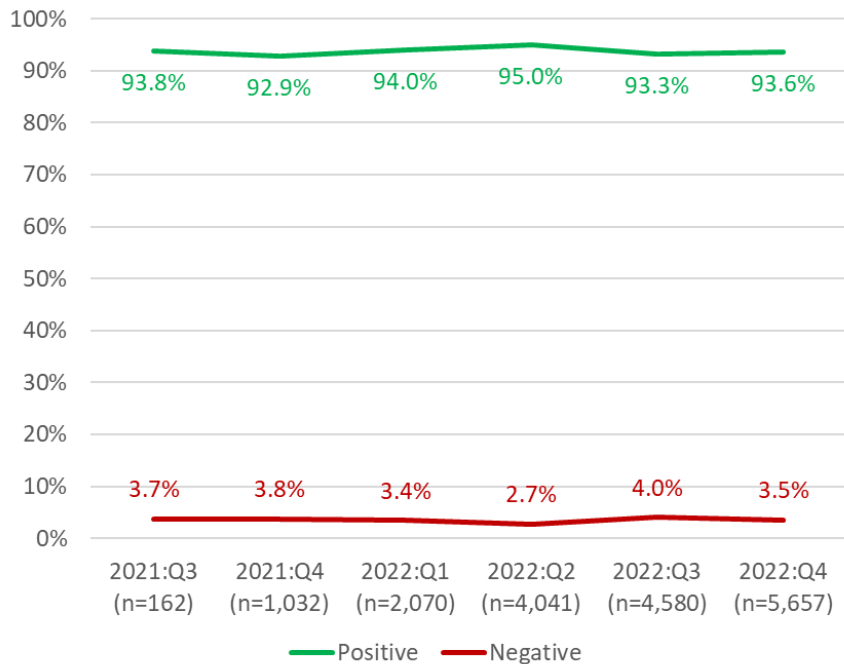


¹ Locations and care types with 10 or more reviews

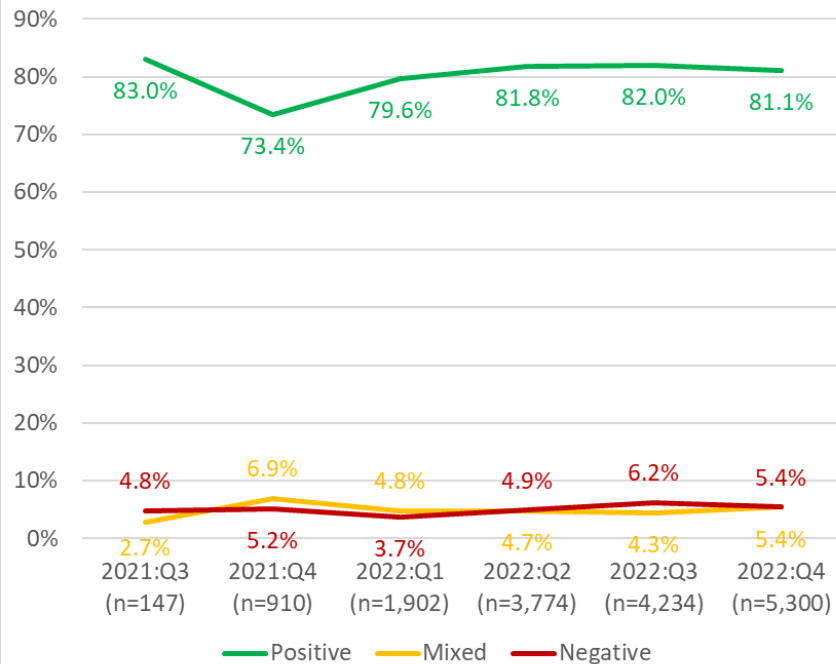
² Change from last report, "n/a" denotes no data from last report

Q4-2022 shows a slightly improvement in experience score. Positive sentiment is slightly lower than Q2 and Q3 2022, but there is less negative sentiment than last quarter.

Experience Trend

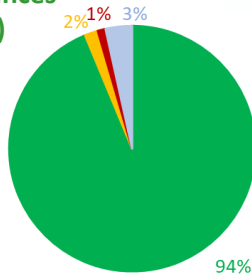


Overall Sentiment Trend



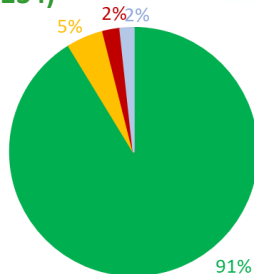
Thematic Analysis - Most Positive Themes

1: Involvement in decisions and respect for preferences (n=288)



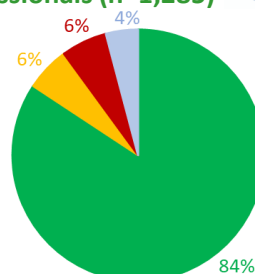
- + Patients feel that their concerns were listened to and considered in their care plan, especially for MH and therapy services.
- A few individual negative comments:
 - A *Talking Therapies* patient felt that sessions were rushed and they received no advice on how to progress (Jan-2023).
 - A *Tissue Viability* patient's disability was not considered in suggesting treatment (Mar-2023).
 - The concerns of a *CRHTT* patient regarding their underlying health problems were ignored (Mar-2023).

2: Emotional support, empathy and respect (n=2,234)



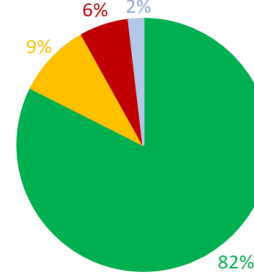
- + Staff across all services are described as kind, friendly and caring.
- Some patients felt a lack of respect and empathy from staff
- A small number of staff were reported as rude towards patients, with an apparent lack of concern, especially for more vulnerable patients.

3: Effective treatment delivered by trusted professionals (n=1,285)



- + Patients are thankful for the *good* and *excellent* care provided by staff.
- More time with care providers is requested by some patients. In particular, patients receiving multiple treatment sessions would like longer sessions as some sessions felt rushed and more frequent sessions.
- Face-to-face treatment and 1-to-1 therapy sessions are preferred by some patients.
- Some patients feel that staff lack the necessary expertise to deal with their complex needs.

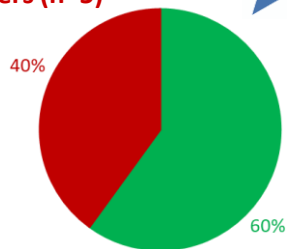
4: Attention to physical and environmental needs (n=292)



- + Staff very helpful, attentive and supportive.
- + Clean environments.
- + Good food at some locations.
- Several negative comments across multiple services including.
 - Noisy wards making it difficult to hear staff and to rest/sleep.
 - Limited space and cluttered rooms for some therapy services.
 - Mobility issues not considered (e.g. bathroom support, use of stairs)
 - Poor signage at various locations.
 - 1 *Community Wards East- Upton Hospital- Jubilee Ward* patient was reported as not dressed in clean clothes.

Thematic Analysis - Most Negative Themes

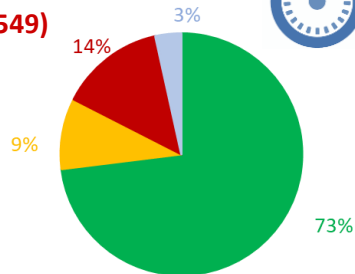
1: Involvement and support for family and carers (n=5)



Very few patients commented on this theme in this quarter.

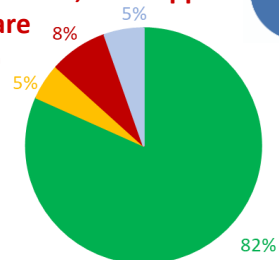
- + The families of several *Community Mental Health* patients appreciated the care, responsiveness and advice provided to them.
- One *St Marks Assessment & Rehab Centre* patient's child (as a carer) was not informed of a therapist arriving early to an appointment and so could not attend.
- One *Talking Therapies* patient who is also a carer felt that their case had been "lost" due to the long waiting list.

2: Fast access to reliable healthcare advice (n=549)



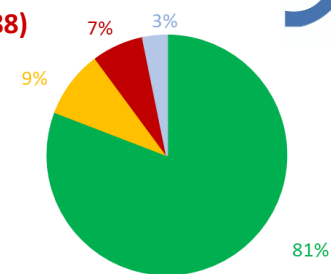
- + Patients across a range of services appreciate the efficient service and quick responses.
- Some patients across multiple services reported:
 - Long waits for appointments to be made, for treatment and then to receive results.
 - Treatment session not long enough and feeling rushed during their treatment.
 - Not receiving enough treatment sessions.
 - Staff shortages affecting speed of response.

3: Clear information, communication, and support for self-care (n=1,487)



- + Staff generally give patients time to ask questions and listen carefully to their answers.
- + Good advice and information is given to patients and explained in a way that is easy to understand.
- Patients don't always receive their follow-up appointment, additional information (e.g. exercises) or required equipment.
- Some patients are not clear whether they have been forgotten because of a lack of communication.
- Some therapy patients don't feel listened to by their therapists.

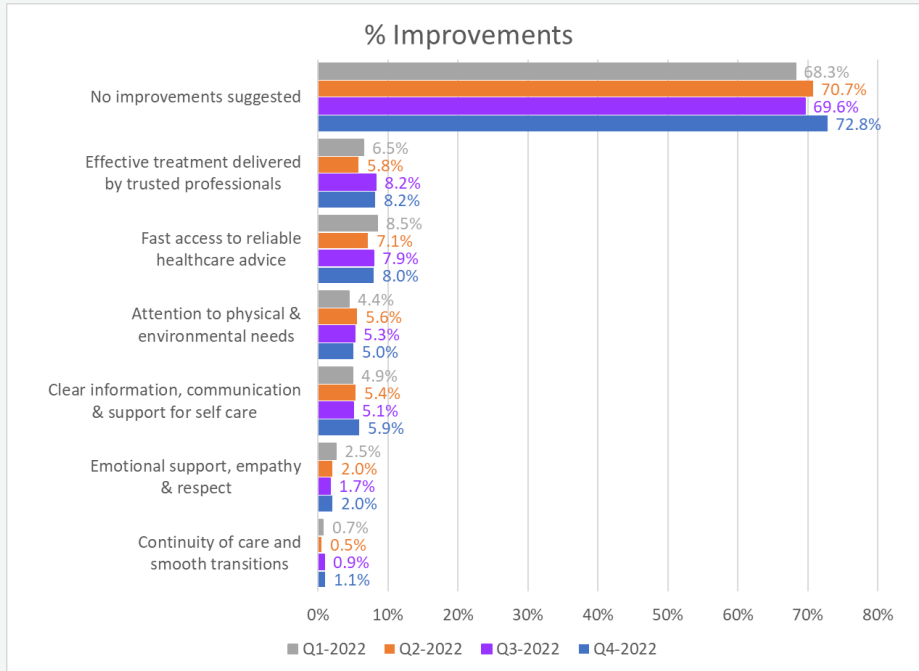
4: Continuity of care and smooth transitions (n=188)



- + Good teamwork delivering great care, appreciated by patients.
- + Some services liaising to deliver well coordinated care and avoid delays.
- + Patients especially appreciate seeing the same care provider each time.
- A small number of patients were negative about this theme. Key points include:
 - Patients feeling that they are being passed around between services.
 - Changes in staff causing repetition, confusion and delays, especially where there are Inconsistencies in approaches between different care providers.

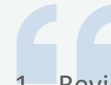
In Q4-2022, 89% of feedback contained improvement suggestions (-2%)¹. The themes of these improvements are detailed below. 73% of these specifically stated that no improvements were necessary (+3%)¹.

The improvement themes for Q4-2022 (in blue) are compared to the last 1 reports (Q1-2022 in grey, Q2-2022 in orange and Q3-2022 in purple) in the chart below.



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

¹ Change from last report



Top Suggested Improvements (change)¹

- 1 Review frequency of communication with patients regarding treatment and medication. Provide communication in a suitable way for the patient e.g. email, mail, telephone. **3.5% (+0.2%)**
- 2 Reduce referral times and waiting times for appointments. **3.2% (-0.1%)**
- 3 Tailor treatment to meet the individual needs of the patient **2.7% (+0.5%)**
- 4 Provide more treatment sessions and ensure appointments are long enough for effective treatment. **2.5% (+0.4%)**
- 5 Improve staff availability for patients **1.7% (+0.2%)**
- 6 Ensure that patients feel listened to by staff **1.3% (+0.4%)**
- 7 Provide face-to-face treatment (especially for Talking Therapies). **1.0% (+0.1%)**
- 8 Notify patients of approximate times for home visits, either notifying when close or as am or pm visit. **0.9% (+0.1%)**

Services Without Feedback

The amount of feedback from services varies greatly. The number of reviews from **enabled** services is broken down in the adjacent graph into:

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

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

Of the 373 enabled services, **64% (+3%)¹** had feedback during this period.

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

- 33% of services for Royal Berkshire Hospital to
- 92% of services for King Edward VII Hospital

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

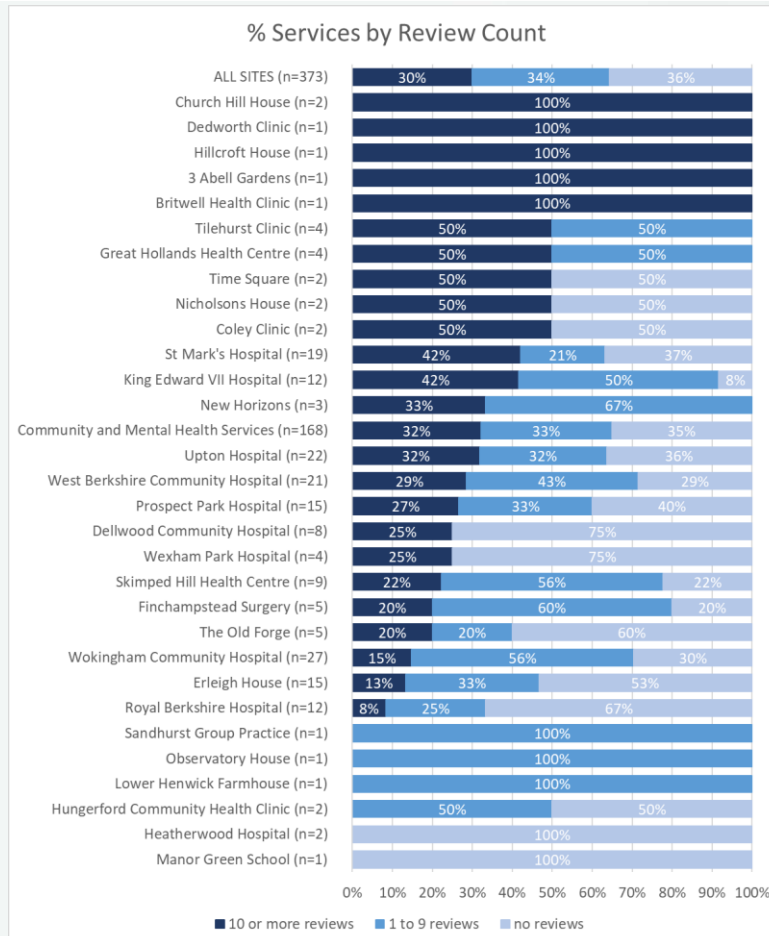
For the **sites with 10 or more services**, this varies from:

- 8% for Royal Berkshire Hospital to
- 42% of services for King Edward VII Hospital and St Mark's Hospital

36% (-3%)¹ of services have no reviews during this period.

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

- 8% of services for King Edward VII Hospital to
- 67% for Royal Berkshire Hospital



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

¹ Change from last report

Recommendations

The **key recommendations** are summarised below.

Theme	% Patients ¹	Recommendations
Overall	65% (+1%)	<ul style="list-style-type: none"> - Consistent with the last 2 quarters, almost two-thirds of all patients state that no improvements are necessary. This remains the clearly dominant theme.
Effective treatment delivered by trusted professionals	7.3% (-0.2%)	<ul style="list-style-type: none"> - Continue to review the amount of treatment that each patient receives and that they understand the reasons, including: <ul style="list-style-type: none"> - treatment session duration, especially so that patients don't feel rushed, - the number and frequency of treatment sessions planned and - options for follow-up care once these sessions are completed. - Help patients to receive the most appropriate care to meet their needs. This includes: <ul style="list-style-type: none"> - tailoring existing treatment to meet specific needs, - directing patients to alternative treatment that better suits their needs, or - adjusting existing treatment plans to allow more flexibility. - Provide face-to-face treatment where possible, ensuring that it does not impact patient care where this isn't possible. - Ensure that staff are suitably trained to provide effective care for each patient and that patients are aware of this.
Fast access to reliable healthcare advice	7.1% (-0.1%)	<ul style="list-style-type: none"> - As expected patients continue to be frustrated about waiting times. To address this: <ul style="list-style-type: none"> - review how waiting times for appointments, therapy and discharge can be kept to a minimum, - ensure that patients understand potential waiting time and are kept up-to-date with any changes and - review staff allocation so staff can be available for patients quickly and for longer periods. - Give prior notice of home visit timings, e.g. morning or afternoon, phone patients a short time before the visit. - If appointments are cancelled, promptly notify patients and reschedule the appointment at a suitable time. - Provide more flexibility in appointment timings to suit patients whose time is limited, e.g. by work or childcare. - Ensure that patients know how and when to contact services. If phone calls cannot be answered, set expectations of when contact may be made and return patient's calls in a timely manner.

¹ Change from last report

Theme	% Patients ¹	Recommendations
Clear information, communication, and support for self-care	5.2% (+0.6%)	<ul style="list-style-type: none"> - Inform patients of changes to appointments, promptly rescheduling cancelled appointments at an appropriate time. - Ensure that required information is provided to patients, including appointment details and any post-treatment information (e.g. exercises). Help patients to understand their treatment plan and what options are available for follow-up care. - Provide options for how information is communicated to cover the range of accessibility needs and familiarity with technology. - Remind staff to encourage patients to contribute and help them realise that their thoughts and concerns are being considered.
Attention to physical and environmental needs	4.5% (-0.3%)	<ul style="list-style-type: none"> - Where parking is severely limited, notify patients and highlight alternative transport options (including public transport) especially for less mobile patients. - Continue to provide good quality food and refreshments that meet a wide range of dietary needs. - Review the signposting of locations and for services within the locations so that patients can quickly and easily navigate to their required services or clinicians. - Provide a simple and readily available booking system for patients. - Consider the needs of disabled and less mobile patients within locations (including door access, noise and parking). Where possible offer treatment at more locations or in the patient's home. - Ensure that patients have the required amount of privacy when discussing personal matters and during treatment.
Emotional support, empathy and respect	1.8% (+0.2%)	<ul style="list-style-type: none"> - Continue to remind all staff to treat all patients with respect. Ensure that patients feel that staff are approachable. - Help patients to feel safe, especially from disruptive patients whilst waiting for care. - Continue to provide the option of gender specific staff and notify patients in advance so they can be accompanied.
Continuity of care and smooth transitions	0.9% (+0.1%)	<ul style="list-style-type: none"> - The dominant theme is to keep the same staff, especially for therapy services, as patients feel that changes affect their care. <ul style="list-style-type: none"> - Where staff changes are necessary, e.g. due to absence, reduce the impact on the patient with consistent approaches and ensuring that patient care plan and progress are clearly understood. - Communicate effectively with other services, especially GPs, to avoid any impact or delay to patient care.

¹ Change from last report

Data analysed and report prepared by iWGC data team, April & May 2023.

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

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