

**Patient and Carer Partnership Team**  
**Annual report 2020/2021**

**Introduction**

This report provides an overview of public and patient engagement, patient experience, volunteer services, interpreting, accessible information and equality and diversity from April 2020 to March 2021. In July 2020 the Patient and Carer Partnership Team was established to drive forward participation and involvement across the Trust through a robust work plan to enable us to achieve our vision of service users and carers being equal partners in their care.

Despite the pressures arising from the COVID-19 pandemic, there has been a significant improvement in patient and family carer participation and involvement. New governance structures, groups, and other initiatives have been developed to increase the opportunities for patients and their families to tell us their views and work with us to improve what we do. The Patient and Carer Council was established. The Council is the vehicle that drives the cultural changes needed in participation, co-design, shared decision making and engagement across the Trust. The People’s Network has been developed and is supported by a core set of patient and carer representatives who work alongside the team to co-design new initiatives and service improvements.

**COVID-19 specific highlights**

**COVID-19 support volunteers**

We recruited over 95 volunteers to support the five vaccination centres, as well as over 400 Rotary, St John’s Ambulance and Kent Resilience Forum volunteers.

**Vaccination centre survey feedback**

In January 2021, a survey was produced to gain feedback from patients on their experience of receiving the vaccine. Posters were displayed with a QR code and it was also available on the public website.

1,017 surveys were completed from January to March 2021, with an overall satisfaction score of 96%.

Vaccine centre	Overall score	Survey volumes
Angel Centre, Tonbridge	97%	169
Woodville Hall, Gravesend	97%	499
Folca Building, Folkestone	95%	289
Saga Centre, Ramsgate	94%	47
Pentagon Centre, Chatham	93%	13

Question scores and comments received via the survey were very positive:

**97%** of people rated their overall experience of receiving their vaccination as good or very good

**97%** of people found the venues well organised

“Very organised, signage was spot on to instruct you where to go and everyone was welcoming and professional.”

**97%** of people felt measures were in place to help them feel comfortable and safe – for example, social distancing, hand sanitiser, floor markings and personal protective equipment

“I was asked to sanitise on way in and was asked to adhere to the floor markings. Everyone had PPE with their names written on mask so you knew who you were dealing with. I thought this was great idea for anyone who was feeling vulnerable or nervous.”

**97%** of people felt staff treated them with kindness and respect

“Every single staff member was polite, kind, sincere and welcoming.”

**97%** of people said staff answered any questions or concerns they raised about the vaccination

“Staff open to questions, good at communicating / body language good and approachable.”

**97%** of people said staff gave them all the information they needed when they received their vaccination

“I was worried as I read the vaccine had not been tested with my medication. The enquirer was unable to answer my questions.”

### COVID-19 safety measures survey feedback

At the start of the pandemic, a question was added to adult, parent/carer and children/young people surveys, asking if services had measures in place to help them feel comfortable and safe during their appointment.

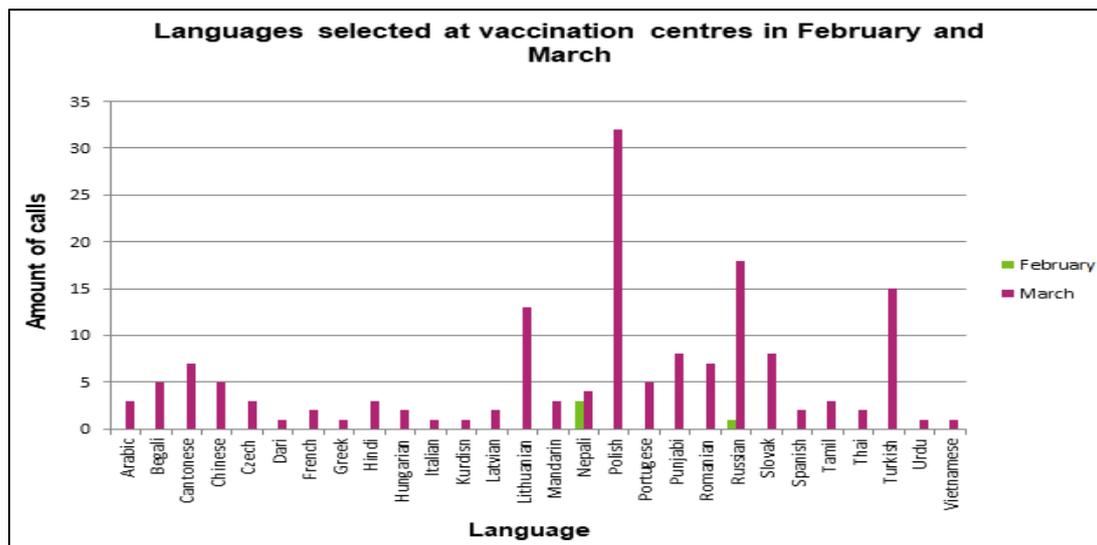
**97.5%** of adults answered ‘yes’ to: Did you feel we had measures in place to help you feel comfortable and safe when you attended the appointment or we visited you during COVID-19? For example, social distancing, hand sanitiser, floor markings and personal protective equipment (if necessary).

**99%** of children/young people answered ‘yes’ to the question “Did I make you feel safe at your appointment or when I visited you during COVID-19?”



### Interpreting at COVID-19 vaccination centres

To ensure foreign language speaking members of the public can fully access the mass vaccination sites, the provider has set up a separate phone number and a simplified process so staff can access interpreters within five minutes. There have been 162 telephone interpreting calls at the vaccine sites since February.



## Bereavement

At the start of Q3 a bereavement folder providing information to support families of patients who have died in our community hospitals was introduced. The bereavement pack is now available in all accessible formats, including Easy Read.

- Since this was introduced, 65% per cent of bereaved families have received a bereavement folder.
- 42%\* of these families were contacted six weeks later to complete a survey on their experience (\*not all next of kin address details were provided). Staff have been made aware of the importance of collecting these details and there has already been an improvement in this information being provided
- 39% of surveys have been returned, and 100% of people said they felt that they and their loved ones were treated with dignity, courtesy and respect
- 89% of people rated the overall care their loved one received in hospital as excellent or good

The highest scoring survey was completed for Westview Integrated Care Centre. The family said: *“I cannot praise the staff, and particularly the matron highly enough. They were kind, caring and helpful throughout and I am very grateful to them all.”*

## Volunteers

Due to the majority of volunteers being in the high-risk category for COVID-19 and roles being suspended due to COVID-19 regulations, a large number of volunteers have been inactive during the past year. However, over 95 volunteers have been recruited to support at the vaccination centres as car park stewards and patient advocates.

- Over the winter, five volunteers helped to distribute over 100 flu vaccine deliveries to support our colleagues
- Two young volunteers were recruited as part of the Duke of Edinburgh Award Scheme, and have been supporting dementia patients in the Dusk Café at Tonbridge Cottage Hospital
- The team has produced a standard operating procedure to recruit and support patient experience volunteers to complete patient experience surveys at home on behalf of services, including health visiting and podiatry, who have been identified as needing support from patient experience volunteers

## Interpreting

Video interpreting was made available to all services in March 2020, enabling teams to continue appointments with their foreign language speaking patients. While there was a drop in overall interpreter bookings in March and April, bookings have risen to usual levels, with an increase of virtual methods to ensure services can continue to operate with COVID-19 measures in place. Telephone interpreting appointments doubled in March 2021, with the introduction of the three step process in the COVID-19 vaccination centres.



## Accessible information

### Ask Listen Do

The Ask Listen Do project has now been implemented across the trust, with the following achievements:

- the PALS contact form is now available in Easy Read and autism friendly formats
- the 'your feedback' page on the public website has been redesigned with a simplified survey drop-down list, forms and leaflets in accessible formats and a Makaton video explaining the different ways to give feedback
- an e-learning package has been created about basic awareness of learning disabilities and autism
- the sexual health Apple Tree survey has been updated and is now available electronically

This will ensure that service users with a learning disability and/or autism, and their families and carers, will be able to easily access the information and resources they need to leave feedback or raise complaints. Colleagues from across the trust will be able to support our service users and signpost them.

### Easy Read

The team continues to meet virtually with East Kent Mencap twice a month to test Easy Read documents. Since September 2020, the focus group has tested and produced **14** documents, including:

- The bereavement pack, with two letters, a survey and an information booklet
- Patient and carer involvement leaflet
- Ask Listen Do contact form

## People's Network

Since August 2020, members of the People's Network have been involved in:

- co-designing the complaints policy and level one complaints training
- working with the Quality Improvement (QI) Team to shape QI training
- an always event project with the End of Life Care Team
- taking part in we care reviews
- producing the first edition of the 'Participation Matters' newsletter
- taking part in focus groups to evaluate patient and carer experience of care during the pandemic
- producing a recruitment film to advertise involvement initiatives and projects across the trust

In December 2021, the People's Network appointed a patient representative to co-chair the monthly meetings.

## Focus groups

In Q3, the Patient and Carer Partnership Team supported Specialist and Elective Services by facilitating six focus groups to evaluate the changes made in response to COVID-19. The questions focussed on understanding the patients, carers and families' experience of virtual treatment and care, COVID-19 restrictions and the use of PPE.

A recurring theme across all groups was the value of peer support, building relationships and sharing experiences, which they had missed due to COVID-19 restrictions. Some patients attributed peer support to help their recovery, so have felt lost and isolated without it.

As a result of the focus group feedback:

- **The Cardiac Rehab Team** will explore patient peer support with help from the Patient and Carer Partnership Team. An updated medication summary sheet has been added to the online programme.
- **The Diabetes Team** has improved the connection on Attend Anywhere by reducing the number of candidates to four. The first 15 minutes of the session has been allocated for candidates to share their experiences and a 30 minute break has been added to promote peer support.
- **The Podiatry Team** has fed back from the focus group to colleagues and built on the shared care process.
- **The Pulmonary Rehab Team** are informing patients about the expectation for self-motivation at the initial consultation and will continue to offer other modalities which do not require access to technology.

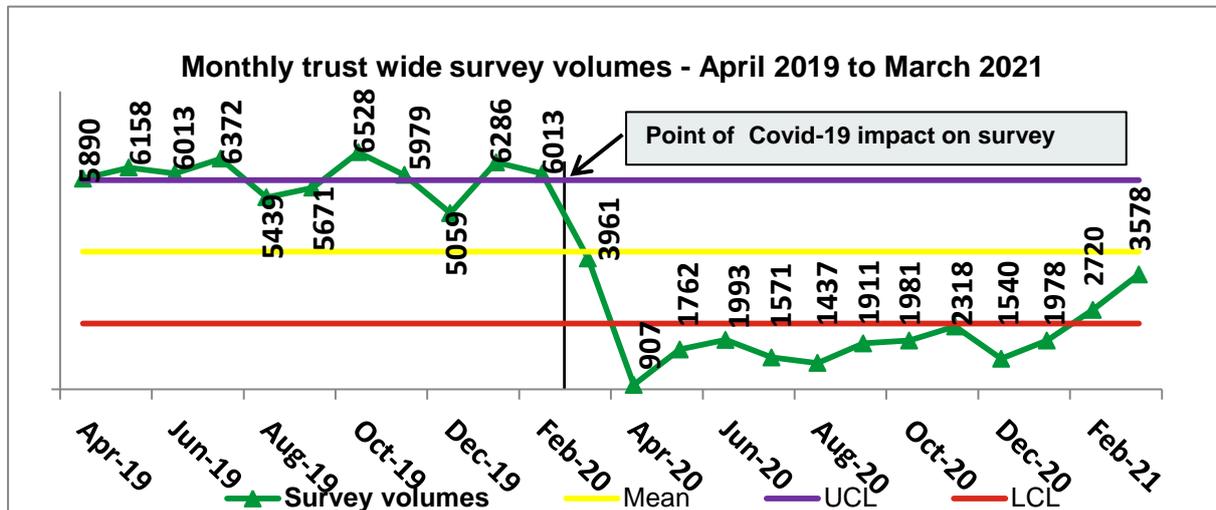
## Carers

The Carers Steering group has coordinated:

- A virtual carer awareness event in November 2020, hosted on the trust social media pages and reaching over 23,000 people. The group worked with partner organisations Carers Support East Kent and INVOLVE, who supported the event by holding a Facebook Live. Helen Whatley, Minister for Care, and Ruth May, Chief Nursing Officer for England, shared video messages to our carers, recognising their role and the support they need.
- A social media event in March 2021 to celebrate Young Carers Action Day, working with Carers Support East Kent, INVOLVE and IMAGO. The event helped to raise awareness of the impact on the mental health and education of young carers.

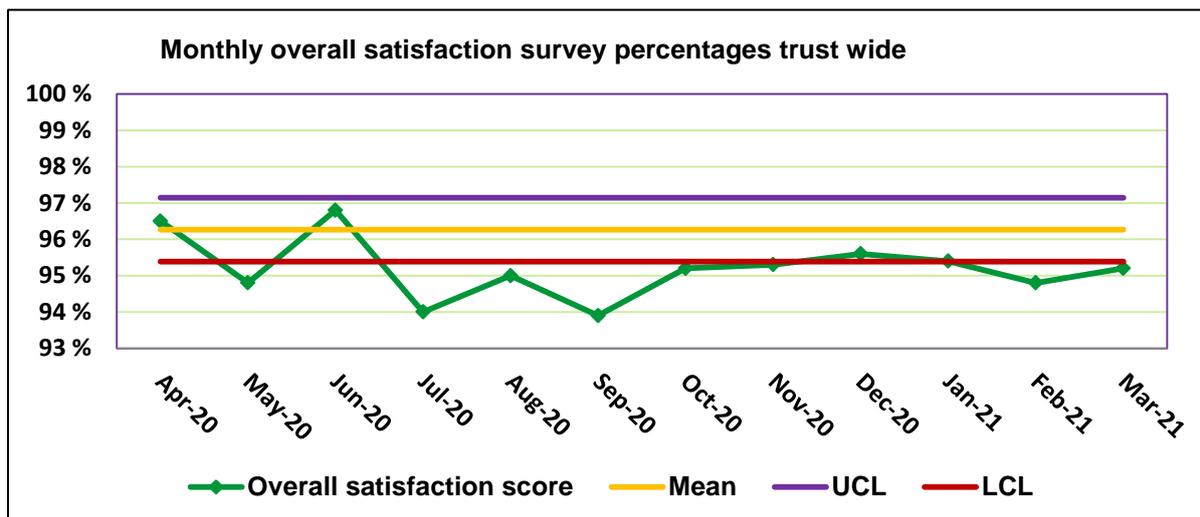
- An updated carers and relatives survey, co-designed by members of the group.
- Support from our partner carer organisations to sign up to the Triangle of Care, which will be implemented across the trust from April 2021.

## Patient experience surveys



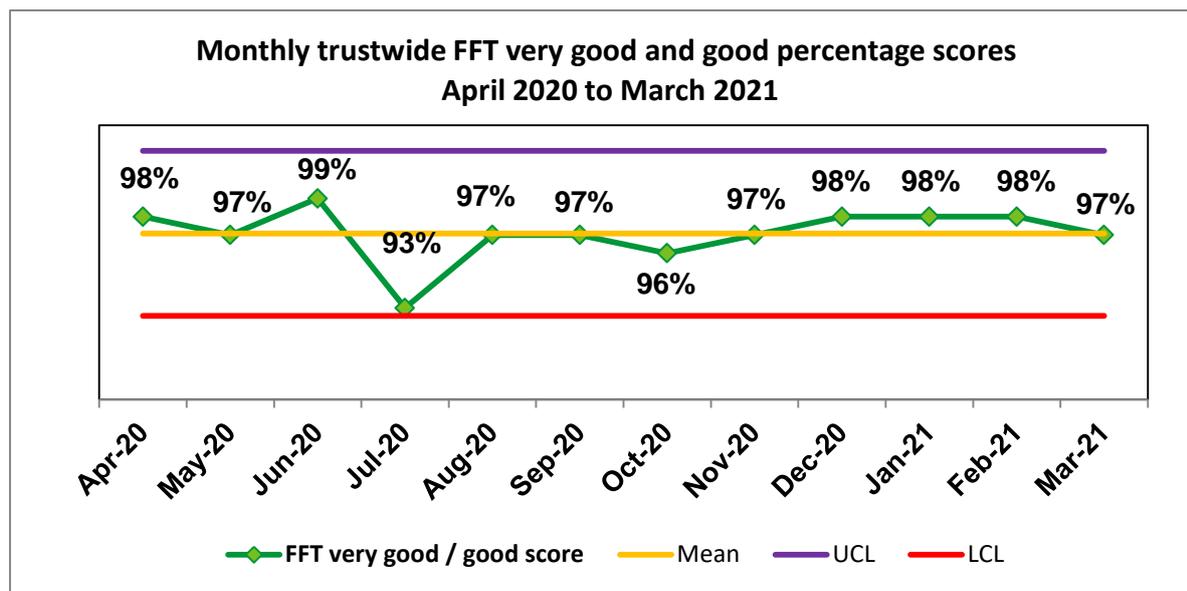
From April 2020 to March 2021, 23,741 surveys were completed by patients, relatives and carers, with an overall satisfaction score of 95%. This is over a 50% decrease in survey volumes when compared with previous years and a 1% drop in the satisfaction score.

Survey volumes steadily increased from November 2020, with a usual dip over the Christmas period in December. As services resume following the pandemic it is anticipated that survey volumes will increase, however, the focus is on involving patients and supporting them to provide feedback in a number of different forums including focus groups.



Overall satisfaction scores remained relatively consistent over the year, between 94% and 97%.

## Friends and family test question (FFT)



In April 2020, in accordance with NHS England guidance, the FFT question changed from 'How likely are you to recommend this service to friends and family if they needed similar care or treatment?' to '**Overall how was your experience of our service?**'

From April 2020 to March 2021, 18,525 FFT questions were answered with 97% people rating their overall experience of the service they received as very good or good.

The main themes seen from feedback given for poor and very poor responses related to:

- people unhappy due to being unable to have face-to-face appointments due to COVID-19, predominantly for the dental service and MSK physiotherapy
- people attending venues to receive their COVID-19 vaccination felt the centres were too busy and there were long queues.

### Question competency scores

A number of questions asked on adult and parent/carer surveys are linked to competencies and the results are highlighted below:

Details of competency	Overall score
Given necessary information about care or treatment	97%
Being involved in decisions about care or treatment	96%
Being listened to	96%
Staff attitude – being treated with kindness and respect	98%
Communication	97%
Knowing who and how to contact someone with questions about care or treatment	93%
Knowing how to raise a concern or complaint	80%
If a concern or complaint was raised, was it acted upon	98%

### New ways introduced to collect feedback

At the out-set of the COVID-19 pandemic a restriction was put in place on the use of paper version surveys, to avoid risk of infection. New methods of data collection were made available and adopted by services:

**Remote survey:** In April 2020, when face-to-face service provision ceased or reduced, a short 'remote' survey was introduced for staff to undertake with patients/carers at the end of

their virtual appointment (telephone or video).

2,980 surveys were completed by a variety of services, following mostly telephone appointments.

- 82% of people rated the overall experience of their virtual appointment as very good or good.
- 1.7% of people who rated their overall experience as poor or very poor was for services whereby face-to-face appointments were felt necessary, for example the dental service and MSK physiotherapy.
- Almost 6% of people said their experience was 'neither good nor poor', a high amount when compared with usual survey results pre COVID-19.
- 88% of people said they would be happy to have future appointments/consultations by a virtual method.

**Virtual appointment/consultation survey:** In October 2020, the 'remote' survey was superseded with the 'virtual appointment/consultation survey' to include additional questions relating to the experience of the service, a section about virtual methods and demographic questions.

594 surveys were completed giving an overall satisfaction score of 94% and with 96% of people rating the experience of the service they received as very good or good.

94% of people said they did not have any concerns with using remote consultations for their care, although the highest percentage would prefer face-to-face appointments in the future (43%).

A number of questions asked on the survey are linked to competencies. The overall scores for the competencies are shown in the table below:

Details of competency	Overall score
Given necessary information about care or treatment	99%
Being able to raise concerns about any personal issues	99%
Being involved in decisions about care or treatment	99%
Being listened to	100%
Staff attitude – being treated with kindness and respect	100%
Knowing how to raise a concern or complaint	66%
If a concern or complaint was raised, was it acted upon	99%

#### Other methods of data collection

With the restriction on the use of paper version surveys and changes in service provision, new methods of gaining survey feedback were introduced:

- **Attend Anywhere:** a survey was automatically forwarded to the patient/relative/carer at the end of a virtual appointment.
- **Email invitation:** This method enabled staff to email a survey link to the patient/relative/carer, following an appointment.
- **QR code:** 'Have your say' poster and flyers were produced to include a QR code that people could scan using their mobile phones. The code links through to the 'Your feedback' page on the KCHFT public website, where details of all the different ways people can give their feedback are available, including the suite of surveys.
- **Telephone surveys:** Staff working from home undertook surveys over the telephone with patients.

#### Actions and improvements

From April 2020 to March 2021, 35 actions raised as a result of patient/carer feedback were monitored by the team. Services were also able to contact some patients/carers who had completed surveys and left their contact details, to discuss and resolve their individual

issues.

### Examples of actions implemented and closed during the year 2020/21:

#### Feedback

#### Action taken

Inpatients would like more activities available to help pass the time.

#### Queen Victoria Memorial Hospital

Additional therapeutic workers were recruited and an activity plan was put in place.

A patient who wanted to raise concerns was incorrectly advised by staff to do so via a patient experience survey.

#### Sexual health service

Via a service newsletter, staff were reminded, that if clients wish to raise a concern or make a complaint they should be directed to the Patient Advice and Liaison Service.

A patient highlighted that the 'outside waiting' process information signage during COVID-19, for patients attending the minor injuries unit, needed to be more prominent.

#### Gravesham Minor Injuries Unit

The signage at the entrance of the hospital was enlarged to make it clearer for patients to read.

Inpatients were not always aware of their plan of care or given regular updates from the therapy team on their progress.

#### Hawkhurst Community Hospital

Staff received training in the completion of Personal Care Plans and the ward increased recruitment of the therapy team.

Some inpatients were reporting that their spiritual needs are not being met.

#### Tonbridge Cottage hospital

Any needs are established with patients on admission and relevant places of worship are contacted to arrange visits.

A patient who had been issued with emergency oral contraception felt there was lack of information provided about taking the medication whilst breastfeeding.

#### Sexual health Service

The concern was investigated with the nurse and consultant and it was established that all the correct information had been given and documented. In future staff will check with patients that all the information provided is fully understood and to ask if they have any further questions.

## Equality, Diversity and Inclusion

Equality, Diversity and Inclusion (EDI) is not a work stream in isolation; it weaves through every service. To start driving forward equality, we aim to identify who is accessing services and remove any barriers. This will be supported by building relationships in the community.

A new Head of Equality Diversity and Inclusion post was recruited to during Q3 and work commenced with a scoping exercise to identify key priorities. This scoping exercise identified several areas for focus supported by national frameworks and urgent actions as part of the COVID-19 recovery plan. The key areas EDI has focused on and will continue to take into 2021/22 include:

- Supporting equitable delivery of the COVID-19 Vaccine
- Re-starting the Healthy Communities Project
- Development of Cultural Safety training to further support cultural safety across the Trust
- Delivering the Equality Delivery System
- Developing the Trust Equality Objectives.

### Equality Impact Assessments (EqIA)

A full review of EqIA commenced in January and is planned to form a Trust Equality Objective for 2021 - 2023. Supporting staff in the development of their policies and strategies to ensure Equality is considered throughout the decision making process has been welcomed by policy authors. A number of policies and strategies procedural documents have or are currently being reviewed.

### Equality Monitoring

Data of all services using RiO was reviewed from November 2020 to February 2021. Collection and recording of ethnicity and other protected characteristics were low in many services. Improving the collection and recording of patients' protected characteristics will, through a QI project, support progressing the equality agenda. This is planned as a QI project linked to the Healthy Communities Project.

All Services Using RiO					
Ethnicity Recorded	Nov-20	Dec-20	Jan-21	Feb-21	Grand Total
No	48.19%	48.80%	48.77%	48.14%	48.47%
Yes	51.81%	51.20%	51.23%	51.86%	51.53%

Starting this agenda with a QI project that delivers guidance, support and cultural safety training to build staff confidence in the way they ask, and collect patient equality information, is the fundamental building block to identifying who is and who is not accessing services. Robust data will guide the Trust in where to target interventions. With robust data, and a robust EqIA process, decision makers and policy developers can be confident that the work they deliver is supporting eliminating discrimination, advancing equality of opportunity and mitigating equality related risks wherever possible, to reduce health inequalities.

Sue Mitchell, Assistant Director of Participation and Involvement

1 May 2021