



Experience Summary Report

Northern Devon Healthcare NHS Trust, April 2015

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Introduction

What we do at Healthwatch Devon

[Healthwatch Devon](#) is the local, independent consumer champion for health and social care services.

One of the key functions of Healthwatch Devon is to obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.

Since Healthwatch Devon was introduced in 2013, thousands of people have shared their views and experiences with us in relation to their local health and social care services.

The experiences we gather are entered (anonymously) into our [evidence bank](#). A summary of this information is then shared with those who commission, provide, regulate and monitor healthcare services in Devon.

This report contains a summary of what people have told us about services that are managed by Northern Devon Healthcare NHS Trust.

Northern Devon Healthcare NHS Trust

The Northern Devon Healthcare NHS Trust is based Barnstaple. The Trust manages acute services from North Devon District Hospital (NDDH), as well as the integrated health and social care community services which are delivered across northern, eastern, mid and central Devon. Community services also include a network of 17 community hospitals and 9 health and social care teams across Torridge, North Devon, East Devon, Exeter, Mid Devon, Teignbridge and West Devon.

How Healthwatch Devon deals with enquiries

If someone contacts us directly about an experience that relates to a service run by Northern Devon Healthcare Trust, we will in the first instance signpost them to the Trust's [Patient Advice and Liaison Service \(PALS\)](#) so that they can have their enquiry dealt with directly by a member of staff at the Trust.

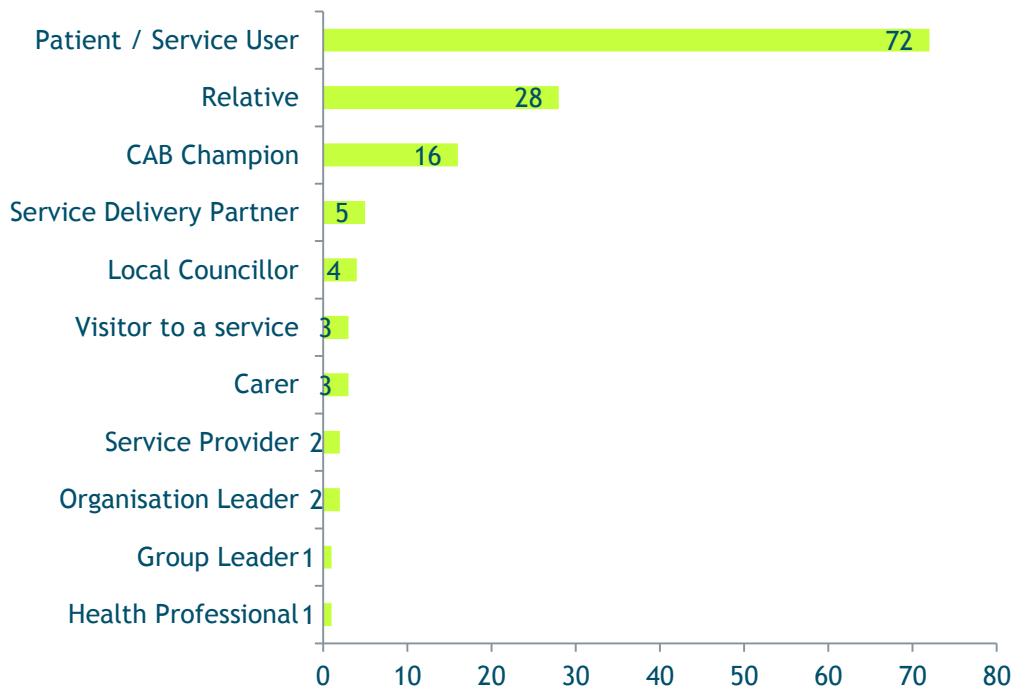
We would also inform them of the other choices that are available to them, if they need further assistance. For example, the independent health complaints advocacy service (SEAP in Devon), or their local [Citizen's Advice Bureau](#).

Sometimes they do not want to contact anyone else about their experience; they just want to leave feedback anonymously. They can share their experiences with Healthwatch Devon by telephone, email, or by completing a 'Speak Out' form.

During the last two years we have captured 138 individual experiences in respect of services managed by Northern Devon Healthcare Trust. This report summarises what we have heard and recorded through 'Speak Out', from 1st April 2013 until March 31st 2015.

Experience Data Analysis

Fig. 1: Commentator information



- More than half (52%) of the experiences were shared with us directly by patients themselves
- Just below a quarter (22%) were shared with us by relatives or carers
- And a further sixth (16%) were passed on to us via our service delivery partner network of organisations.

Comments received per Service Provider

138 of the comments logged refer to specific service providers managed by Northern Devon Healthcare Trust.

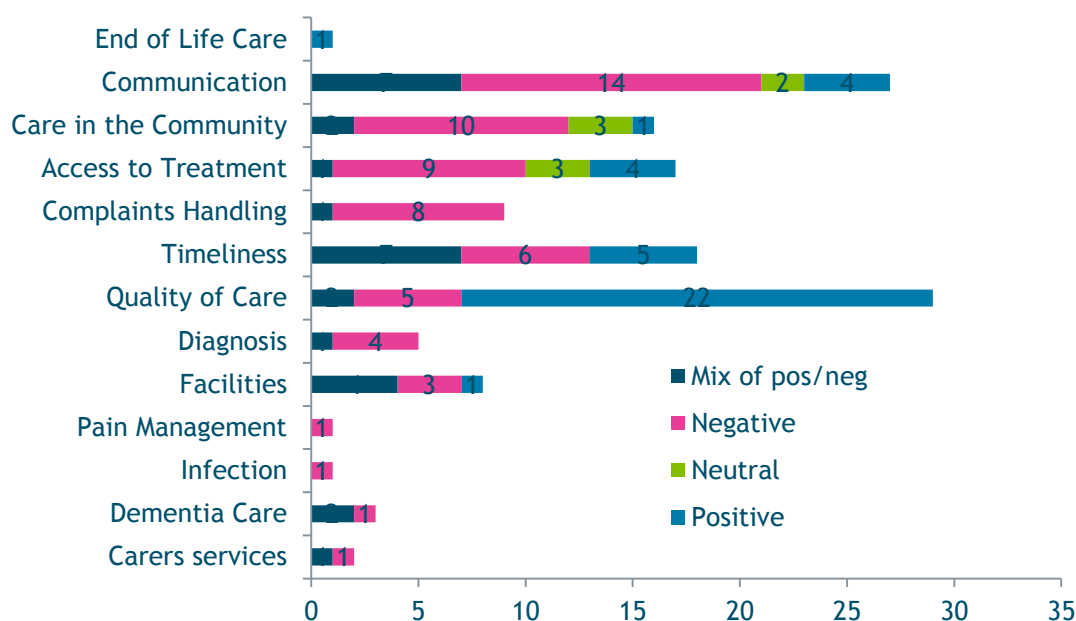
More than half of the comments logged (53%) refer to experiences at North Devon District Hospital

Just over a quarter (28%) referred to services provided by Community Hospitals that are managed by Northern Devon Healthcare Services

10 comments relate to care in the community in general, not specifying particular hospitals

8 comments relate to the mobile podiatry service that used to serve Bradninch.

Fig 2: Sentiment of Feedback: Theme



The chart Fig.2 shows a breakdown of the comments by theme.

The highest number of positive comments relate to the quality of care and treatment provided by staff.

Where a higher number of comments are negative, this relates to:

Communication - communicating information to patients, carers and relatives, in a timely and appropriate way

Care in the community - concerns expressed about changes to healthcare services in the community, in relation to community hospitals and difficulties finding care workers to provide care at home. Some also refer to the impact on carers with the reduction of in-patient beds in their local community hospitals

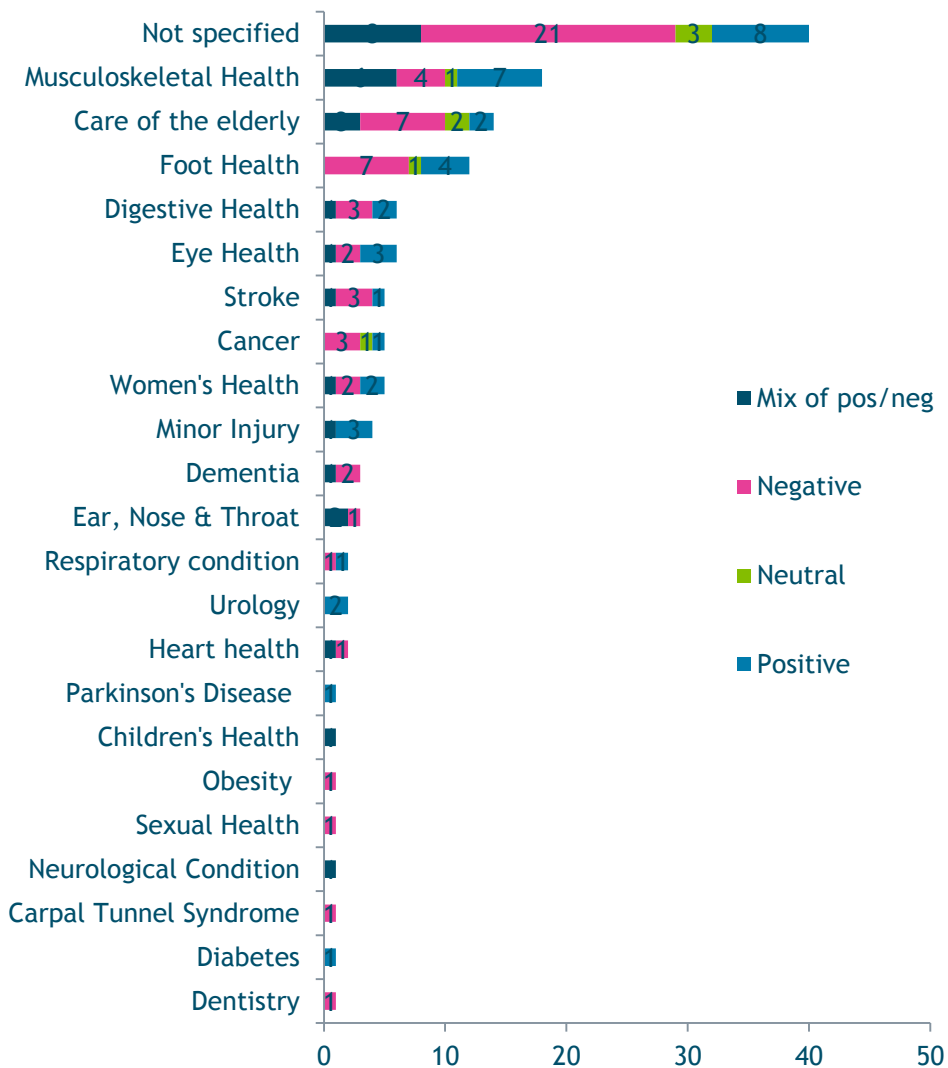
Access to treatments - difficulties getting to services, costs incurred, or availability of services locally

Complaints handling - being non-responsive was the main concern for those who had raised complaints. Several people who told us they had raised complaints, had done so because of an incorrect or delayed diagnosis

Timeliness of treatment or care - this largely relates to waiting times in A&E department, referral waiting times (e.g. physiotherapy) and procedures being cancelled

Facilities - the quality of the hospital environment, food and parking facilities

Fig. 3: Sentiment of Feedback: Care area



The chart Fig.3 illustrates the sentiment of the feedback received in relation to the care area or condition, where this has been specified.

The highest numbers of comments refer to musculoskeletal health conditions, which include broken bones, minor injuries and hip operations.

The majority of the experiences we have received feedback about relate to older people which are reflected in the care areas listed above.

Other Evidence

In addition to the day to day feedback we receive through our *Speak Out* mechanism, Healthwatch Devon has also published reports following engagement around specific topics. [These reports](#) contain findings that Northern Devon Healthcare NHS Trust may also wish to consider.

Topics include:

- Torrington
- Long Term Conditions
- Community Services for the 20th Century
- Transport to Health Services
- Young People in Budleigh Salterton
- Access to Non-Urgent Care Services

What else we know

North Devon Healthcare Trust Customer Relations Performance Report

This report (PALS and Complaints, April - September 2014) shows that the top five complaint themes were:

- Clinical Care and Treatment
- Access to Clinical Services
- Attitude of Staff
- Communication
- Discharge.

And the top five PALS themes were:

- Access to Clinical Services
- Information provision
- Communication and attitude of staff combined
- Clinical Care and Treatment.

Care Quality Commission (CQC)

Healthwatch Devon shares all feedback received about services in Devon directly with the Care Quality Commission.

Prior to the inspection of NDHT services in 2014, Healthwatch Devon promoted the listening events throughout the Healthwatch network and signposted people to CQC if they wanted to share an experience in relation to NDHT services.

The [inspection report](#) reveals that the main areas for improvement include:

- Being Responsive - in particular three services at North Devon District Hospital - A&E, surgery and critical care

- Being Safe - improvements were required in A&E and end of life care at the acute hospital and in the community

Patient Opinion

Healthwatch Devon has a subscription to Patient Opinion and therefore is able to draw reports in relation to services that are provided in Devon.

The summary report of stories that Patient Opinion holds in relation to Northern Devon Healthcare NHS Trust shows:

Good

- Staff - attitudes, friendly, care, nurses
- Hospital
- Ambulance services
- Appointments
- A&E

What could be improved?

- Communication
- Waits
- Information
- A&E
- Appointments
- Referral
- Diagnosis

The summary report is included as supporting evidence to this report.

Recommendations

It is evident that there is consistency between some of the themes identified through experience data captured by Healthwatch Devon, CQC, Patient Opinion and the Trust itself.

With reference to the information presented in this report and supporting evidence that we hold, we recommend that Northern Devon Healthcare NHS Trust prioritises the following areas of care for the coming year:

1. Communicating with patients, carers and relatives
2. Providing information to patients, carers and relatives
3. Access to treatments and services
4. Accident and Emergency Department
5. End of life care

Next steps

- That Northern Devon Healthcare NHS Trust considers the findings presented within this report and provides Healthwatch Devon with a response to the recommendations made in relation to priority areas for the coming year.
- That this report helps to inform the development of this year's Quality Account.
- That Healthwatch Devon welcomes the opportunity to respond to the Trust's Quality Account when this is received, based on the information that we hold in relation to Northern Devon Healthcare NHS Trust
- That Northern Devon Healthcare NHS Trust considers our report - **Then What? A report of peoples experiences of leaving hospital** and provides a response to the report and the recommendations
- That going forward, Healthwatch Devon presents a yearly summary report of evidence to Northern Devon Healthcare NHS Trust for their consideration and response.

Supporting Documents

- Patient Opinion Summary Report PDF
- Full dataset NDHT Excel spreadsheet