



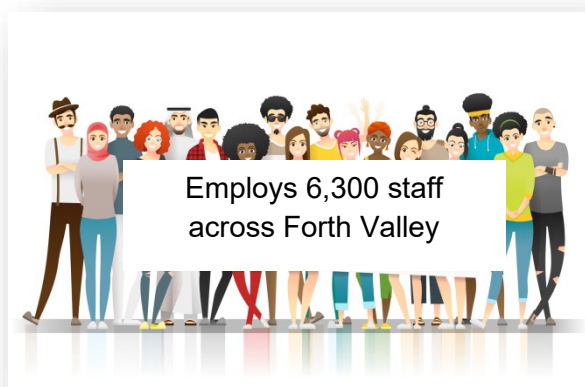
Annual Report 2022/2023

**Feedback, Comments, Concerns,
Compliments & Complaints**



NHS Forth Valley Complaints & Feedback Annual Report

At a glance 2022/2023



2035 COMPLAINTS

We received 2035 complaints during 2022/2023, 758 of these were related to prison healthcare



626 COMPLIMENTS

We received a total of 626 compliments during 2022/2023.

49 Cases went to the SPSO, 16 had investigations carried out:

- 31 no investigation conducted
- 0 were fully upheld
- 0 Partially upheld
- 2 not upheld



- 737 stories were shared on Care Opinion about NHS Forth Valley
- 80% of the stories were positive
- Stories have been read 97,524 times, averaging 267 times per story



Our social media platforms have attracted thousands of followers, by using Social Media we can promote and highlight important information to our wider community and to receive feedback.



During 2022/23 we received 254 compliments via the feedback form on NHS Forth Valley website.

Executive Summary

The Patient Rights (Scotland) Act 2019 gives everyone the right to receive health care that considers their needs, their health and wellbeing and encourages patients to be a part of the decisions about their health and wellbeing. It enables patients to have the right to provide feedback, make comments and raise a concern or complaint about their healthcare experience.

The Complaints Handling Procedure enables NHS Forth Valley to really listen to the individuals accessing our services and provides a real opportunity to drive improvements, ensuring that we deliver safe and effective person-centred care. Through feedback we are able to celebrate success highlighting good practice which takes place across NHS Forth Valley, whilst demonstrating to staff the lasting impact they have on people's lives.

NHS Forth Valley is committed to listening and learning from feedback and complaints, and this is evidenced through our governance and assurance arrangements which reports through to Board level and is led by our Executive Nurse Director, Frances Dodd.

Health Boards are required by the Scottish Government to produce an Annual Report demonstrating their performance against 9 Key Performance Indicators, which is a fundamental element of the Complaints Handling Procedure. As part of the report we are requested to provide evidence of how feedback and patient experience can lead to improvements in how we deliver healthcare, and in turn, evidence our true commitment to listening and learning to the people who receive care in NHS Forth Valley.

Overview

This report identifies the importance of listening to feedback, comments, concerns and complaints raised by patients and their families, and gives assurance and evidence that we are listening and learning from complaints and feedback. It also evidences that our staff have the tools and ability to respond and resolve issues at the point of care, both in a timely and person centred manner.

Reflecting on the past year there have been a number of challenges within the Patient Relations and Person Centred Team, including staff shortages and changes within the team, which has led to difficulties in responding to complaints in a timely manner. It has also been exceptionally challenging for our Clinical Services who face ongoing challenges from COVID-19 with continued demand on the NHS, resulting in delays in responding to complaints within the national timeframes.

We have also seen an increase in the number of complaints received during 2022/2023 bringing with it an increase in the complexity of the complaints.

NHS Forth Valley continues to be committed to delivering a person centred service by staff who care, are compassionate and provide a listening service for people when they need it most,

Key elements from our overview of feedback, comments, concerns and complaints for 2022/23 are captured within this report to demonstrate the ways in which we have utilised various methods of gathering and capturing feedback. We have continuously listened and learned from complaints as well as making sure that people know how to raise concerns and what they will expect when they do so.

The information we have shared in our report reflects our key message which demonstrates our ambition and desire to be approachable, clear and transparent ensuring that people are well connected and communicated to, and as an organisation we welcome, listen and learn from feedback. Our key messages are captured and highlighted in the summary of our report detailed below:

- Provided case studies that highlight service improvements made in response to complaints.
- Shared Care Opinion stories and the improvements made in response to receiving feedback.
- Shared feedback from our social media and website.

As mentioned above as a result of the easing of Covid-19 restrictions we have noted a 25.9% increase in the number of complaints received during 2022/2023.

The table below details the number of complaints received during 2022/2023 and a comparison for the previous year. Within the Complaints Handling Procedure complaints are either managed through the local resolution process, Stage 1 with a response provided within 5 working days or through the Stage 2 process with an investigation undertaken and a response provided within 20 working days.

		2021/2022	2022/23
NHS Forth Valley	Stage 1	390	401
	Stage 2	694	876
Prison	Stage 1	491	705
	Stage 2	43	53
Total		1618	2035

Complaint themes

Analysis of complaint themes allows for a more cohesive and responsive learning opportunity across the organisation. Detailed below are the 3 top themes from our learning portfolio.

- Staff Attitude and Behaviour
- Clinical Treatment/Problems with Medication/Prescribing
- Communication – Not Given Full Information

NHS Forth Valley acknowledges that the themes identified above are consistent not only locally but nationally. Below are examples of work identified from last year that will be taken forward during 2023/24.

- With a focus on improvement and learning from feedback we will continue to tailor our staff training programme utilising feedback from patients and their families into stories that bring to life people's experience in our care and we will deliver these sessions directly to our staff with the aim of improving attitude and behaviour.
- Provide Communication and First Impressions training to departments and teams requiring additional support.
- Delivery of one-to-one Communication & First Impressions training sessions for staff when issues are identified relating to attitude, behaviour and communication. This proves an effective way of supporting our staff to reflect on their behaviour and engagement with people in their care.

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Introduction

NHS Forth Valley remains committed to welcoming feedback, complaints and concerns. It is our aim to ensure every patient receives the best care, that is safe, effective and individualised to the patients need, enabling us to deliver truly person-centred care. To meet these standards it is vital that we listen to the people that matter, our patients, families, carers and staff.

The Feedback, Comments, Concerns, Compliments and Complaints Annual Report details how we manage and respond to concerns and complaints raised by those accessing our services and provides examples of how we use this information to inform and improve the services we deliver.

It continues to be challenging times for all NHS Boards, with increasing demand on NHS Services, as a result staff are regularly reviewing, re-prioritising care and services to ensure we are providing safe, effective and person centred care for all those accessing health services.

NHS Forth Valley serves a population of over 306,000 and employs approximately 6,900 staff, in a diverse geographical area. From the period of April 2022 to March 2023, there were approximately 959,000 patient contacts in hospital settings including outpatients, GP Out of Hours and District Nursing.

The report has been set out in 4 sections, throughout each of the sections we provide evidence of the improvements made.

- **Section 1: Key Performance Indicators**

The Key Performance Indicators being reported for both NHS Forth Valley and the Independent Contractors (Family Health Services) includes:

- Indicator 1: Learning from Complaints
- Indicator 2: Complaints Process Experience
- Indicator 3: Staff Awareness and Training
- Indicator 4: Total number of complaints
- Indicator 5: Complaints closed at each stage
- Indicator 6: Complaints: upheld, partially upheld and not upheld
- Indicator 7: Average times
- Indicator 8: Complaints closed in full within the timescales
- Indicator 9: Number of cases where an extension is authorised

- **Section 2: Independent Contractors Key Performance Indicators**

- **Section 3: Feedback, comments, concerns, & compliments:** outlines the methods available across the Board to encourage and welcome feedback and gives examples of changes made as a result of feedback.

- **Section 4: Next Steps**

1. Key Performance Indicators

In line with NHS Scotland's Complaints Handling Procedure (CHP), this section contains a detailed analysis of NHS Forth Valley's performance against the 9 Key Performance Indicators.

For ease of reference, this section has been divided into each of the Key Performance Indicators relating to NHS Forth Valley's performance. NHS Forth Valley received a total of 2,035 complaints for the period 1 April 2022 to 31 March 2023 (this includes complaints that were withdrawn, transferred elsewhere and consent not received).

As a result of the Covid-19 pandemic restrictions easing, we have noted a 25.9% increase in the number of complaints received during 2022/2023.

- Total number of complaints managed within 0 – 5 days during 2022/2023, Stage 1 (local resolution) 1,106, indicating an increase of 225 Stage 1 complaints compared to 881 managed during 2021/2022.
- Total number of complaints managed within 0 - 20 days during 2022/23, Stage 2 (full investigation) 929, indicating an increase of 192 Stage 2 complaints compared to 737 managed during 2021/22.

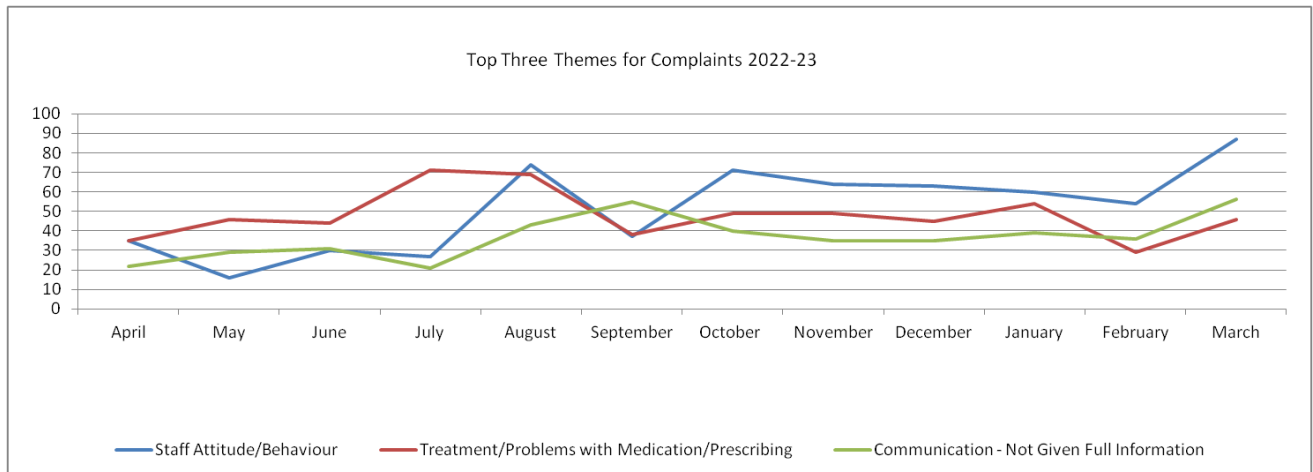
The table below gives a breakdown of the number of complaints received during 2022/2023 and the numbers managed under Stage 1 and Stage 2, and a comparison for the previous year.

NHS Forth Valley		Year 2021/2022	Year 2022/2023
		390	401
Prison	Stage 1	390	401
	Stage 2	694	876
	Stage 1	491	705
	Stage 2	43	53

1.1 Indicator One: Learning from Complaints

Themes from complaints

The following chart shows the top three themes for complaints by month for 2022 – 2023.



Analysis of complaint themes has allowed for a more cohesive and responsive learning opportunity across the organisation detailed below are the 3 top themes from our learning portfolio.

- Staff Attitude and Behaviour
- Clinical Treatment/Problems with Medication/Prescribing
- Communication – Not Given Full Information

Staff Attitude and Behaviour

Detailed complaints analysis affords us the opportunity to identify key areas of improvement. Our staff are important to us, as they are the greatest and biggest asset to NHS Forth Valley. It is important that we take the time to understand the areas we can improve upon in relation to staff attitude and behaviour. We continue to work closely with our staff in dealing with issues on an individual basis at the time of the complaint.

Our Positive First Impressions and Communication training re-enforces our commitment to providing a welcoming, safe, clean, well-organised and maintained environment, providing the highest standard of person-centred care. The core element of this training is to emphasise the importance of a positive first impression, by demonstrating and sharing the unacceptable behaviours described in complaints and feedback.

Clinical Care and Treatment/Problems with Medication/Prescribing

When care and treatment delivered to our patients has not met the high quality and standard we expect, it is important that we listen and capture key learning and make changes as and where appropriate, and share the learning, with a view to reducing the likelihood of it happening again.

Key learning from complaints is also identified through internal and external review processes. This provides independent perspectives to the complaint that has been raised, and provides recommendations that influences learning and change.

Communication – Not Given Full Information

NHS Forth Valley continues to explore ways and opportunities to improve communication across the organisation. The importance of keeping in touch with patients and their families is re-enforced through day-to-day contacts and staff are asked to reflect on any learning from complaints. The organisation shares patient stories with staff to support and enhance learning and development by raising awareness on the importance of good communication links with patients and families.

Complaints Training for Staff

During 2022/2023, the Lead for Patient Relations has delivered training to a wide variety of teams across NHS Forth Valley, as well as providing training to Student Nurses at the University. The training sessions include information on the Power of Apology, Local Resolution, the Complaints Handling Procedure, the role of the Patient Relations Team and managing difficult behaviours.

Themes from complaints by department

Our services undertake regular reviews of complaints within their areas, as part of governance reporting arrangements. Improvements are identified and plans are implemented ensuring that actions are delivered and monitored. Outcomes from these improvement plans are used as a learning tool. This allows staff to enhance their practice through supervision and provides a supportive and reflective culture ensuring consistency in service.

Service Improvements made in response to complaints

NHS Forth Valley recognises the importance of giving assurance to our patients, families and carers that their feedback, comments, concerns and learning from complaints have led to improvements in the services.

Patient Relations & Complaints Handling Procedure

NHS Forth Valley continues to have patients and carers at the heart of our complaints process and keep them involved, supported, connected and communicated throughout the process.

The Patient Relations Team continues to make improvements as to how complaints are handled, ensuring a person centred approach for our patients, families and carers. The Patient Relations Officers (PRO) co-ordinating the investigation makes contact with the individual making the complaint to introduce themselves, make an immediate apology for their experience, and agree the areas to be investigated. They advise of the procedure,

timescales and agree the best way to keep in touch throughout the process. If appropriate, a meeting with staff is offered at this time.

To continue to improve the way in which we engage with patients and their families, NHS Forth Valley remains committed to ensuring that meetings are an integral part of our Complaints Handling Procedure. The focus of these meetings is to allow the individuals the opportunity to share their journey and experiences with staff from the service, ensuring that they feel their concerns have been listened to. This allows the service to discuss the concerns raised and for staff to have the opportunity to provide a response. Following best practice, learning and improvements are identified and acknowledged. An improvement plan will be developed and shared with the person raising the complaint ensuring transparency and commitment to the learning identified.

It has been recognised by staff across NHS Forth Valley the benefit of meeting with the individual/family making a complaint, in some cases the complaint can be resolved at the meeting, making it a very positive experience for both the individual raising the complaint and for the staff.

NHS Forth Valley has made a number of changes and improvements as a result of the complaints received. Our services undertake regular reviews of complaints to target themes and identify areas for improvement. These are discussed at Clinical Governance Meetings and shared with staff to use as a learning opportunity to enhance and improve practice and service delivery.

Detailed below are 6 case studies that show service improvements in response to complaints and a summary of the response/action taken.

Service Improvements

Case Study 1 - Sexual Health– Improvements made to patient pathway

Background

A number of complaints had been received regarding the ability to make an appointment for routine contraception care within Sexual Health Services.

What we did in response:

To improve access there is now a dedicated e-mail box for patients to contact the service which is reviewed daily and actioned. In addition, an automatic message alerts patients when the department is experiencing a high volume of calls. The Sexual Health website has also been updated to reflect the changes made providing this information.

Case Study 2 - Maternity Ante-natal Screening Letters

Background

Feedback had been received from a number of patients, advising that a follow up phone call would be beneficial to discuss the results within the screening letter when received.

What we did in response:

Following receipt of the letter by patients, ante-natal staff follow up with a phone call to all patients who are in the higher risk category for abnormalities providing them with an opportunity for further discussion. Additional support is also offered at this time.

Case Study 3 - Orthopaedics**Background**

A number of complaints were received relating clinical care within orthopaedics.

What we did in response:

A Consultant has taken a lead role as part of their Supporting Professional Activities (SPA) allocation to review complaints with clinical components, examine the themes, explore individual cases and share learning across the Orthopaedic Teams.

Case Study 4 - Rheumatology/Day Medicine**Background:**

A complaint had been received from a patient relating to Rheumatology and Day Medicine. The main complaint issue was in relation to communication, which coincided with a theme reported through NHS Forth Valley's Incident reporting system, (IR1) relating to protocols for blood analysis.

What we did in response:

The Rheumatology Team were invited to attend the Day Medicine Clinical Governance meeting which took place in May 2022, providing an opportunity to review patient pathways and protocols, and also discuss communication. The Team agreed that this was an effective and productive meeting. Actions were taken and it was agreed to carry out an in-depth review of protocols.

Case Study 5 – Ward 2, Bo'ness Hospital**Background:**

A complaint had been received from the family of a patient discharged from Ward 2, Bo'ness Hospital, to an interim care home placement, without notification being provided to them beforehand. The main complaint issue was in relation to poor communication of the planned discharge and confirmation of the discharge date by Ward 2 and Social Work Department colleagues.

What we did in response:

The Nursing Team and Clinical Nurse Manager raised a Communications Improvement Action Plan, ensuring staff awareness was raised regarding the responsibility to contact the allocated or duty Social Worker to obtain confirmation that the proposed discharge may proceed prior to making arrangements to support discharge.

The Nursing Team now include the use of the patient's "Family Dialogue" section to record that the required discussion with the family has taken place regarding the discharge process. The Senior Charge Nurse and Senior Staff Nurse monitor's process compliance for all planned discharges from the ward.

Case Study 6 – Ward B11

Background:

A complaint had been received regarding the lack of visibility of the Senior Charge Nurse and Senior Team within the Ward. The family advised that they could not identify who was responsible for the care/management of the ward.

What we did in response:

The Senior Charge Nurse raised the visibility of herself and senior staff by creating posters on the entrance to the ward, on the main office door and placing photos on the Care Assurance Board within the ward. The Senior Charge Nurse/Senior Team have created an open door environment within the ward encouraging patients, relatives and visitors to pop in and chat.



1.2 Indicator Two: Complaint Process Experience Feedback

The Complaints Handling Procedure requires NHS Forth Valley to gather feedback from the person making the complaint regarding their experience of the process. To adhere to the guidance as set out in the procedure a questionnaire has been designed to enable data to be collated.

The questionnaire is forwarded to all complaints managed under the Stage 2 process and complainants are requested to tick a box against a list of predetermined questions agreed by all NHS Boards in Scotland.

The Team are currently developing a process of collating the data from complainants to provide a higher rate of return and to provide the opportunity to learn through the complaints process.

1.3 Indicator Three: Staff Awareness and Training

This indicator relates to staff awareness and training in regard to the Complaints Handling Procedure. It highlights the importance of ensuring staff awareness and training is made available to all staff of NHS Forth Valley in relation to the CHP. Training modules developed by NHS Education for Scotland (NES) are available through Learn pro:

1. NES: The Value of Feedback
2. Encouraging Feedback and using it
3. NHS Complaints and Feedback Handling Process
4. The Value of Apology
5. Difficult Behaviour

During 2022/2023, we have continued to deliver training and raise awareness on the Complaints Handling Procedure and Positive First Impressions and Communication Training on both a 1:1 basis and staff groups.

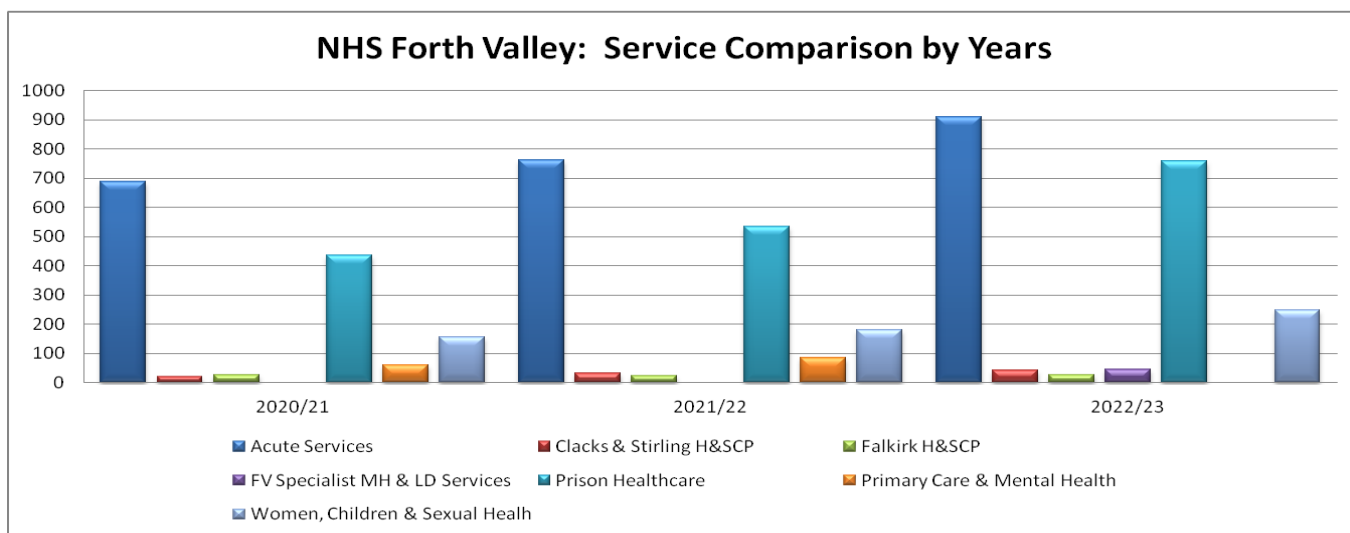
Feedback, comments, concerns, compliments and complaints are a core element of our Person Centred Strategy. This Strategy comes to life through our 8 essential elements:

- Fundamental care
- Bereavement
- End of life Care
- Spiritual Care
- Equality and Diversity
- Communication and First Impressions
- Patient and Public Involvement and Feedback
- Volunteering

It is important to note that our staff who deliver the elements of the Strategy are leaders in delivering awareness and training to their Teams around feedback, comments, concerns, compliments and complaints. Additionally, this group of staff are in the best position to be responsive, reactive and aware of how to deliver our Complaints Handling Procedure with an importance of listening, learning and local resolution.

1.4 Indicator Four: The total number of complaints received

The following chart shows the number of complaints received by NHS Forth Valley for the past 3 years. The chart below is reflective of the overall increase in complaints being experienced by Health Boards across NHS Scotland.



A core measure within the indicator is to provide a consistent benchmark against the number of acute hospital services patient activity. NHS Forth Valley's acute patient activity represents 0.21% per episode of patient care against the number of complaints received during 2022/2023. In comparison the number of complaints received represents 29.6% against the number of staff employed by NHS Forth Valley.

NHS Forth Valley is responsible for 3 prison establishments, HMP Glenochil, HMP Stirling (formerly HMP Cornton Vale) and HMPYOI Polmont. The overall capacity and diversity of these prisons equates to a complex mix of prisoners, this is due to an ageing population and associated health problems. NHS Forth Valley's prison population accounts for 14.1% of the total Scottish Prison population. Within NHS Forth Valley, 59.9% of the prison population has raised complaints during 2022/23.

A dedicated Patient Relations Team supports the 3 prisons with a focus on local resolution. Members of the Patient Relations Team work in partnership with the Prison Management Team bringing a collaborative approach to dealing with the complaints with a focus on resolving the complaints at a local level. This approach provides support to the team within the prison and also encourages a learning culture.

1.5 Indicator Five: Complaints closed at each stage

The table below details the number of complaints closed at each stage and a comparison against the total number of complaints received.

Complaints type	Number of complaints closed at each stage	Number of complaints closed at each stage as a % of all complaints
Stage 1	1,085	55.3%
Stage 2	842	43%
Stage 2 after escalation	33	1.7%

1.6 Indicator Six: Complaints upheld, partially upheld and not upheld

To meet the requirements of indicator six, a breakdown of the formal outcome (upheld, partially upheld, or not upheld) against Stage 1 and Stage 2 complaints is provided. The total number of complaints closed at Stage 1 for 2022/23 is 1,085; the table below provides a breakdown of the formal outcome.

Stage 1	No Complaints closed	% of complaints closed at stage 1
Upheld complaints	90	8.3%
Not upheld complaints	936	86.3%
Partially upheld complaints	59	5.4%

The total number of complaints closed at Stage 2 for 2022/23 is 831; the table below provides a breakdown of the formal outcome. It is noted that there are 11 active complaints under investigation at the time of compiling the report from 2022/23.

Stage 2	No Complaints closed	% of complaints closed at stage 2
Upheld complaints	66	7.8%
Not upheld complaints	611	72.6%
Partially upheld complaints	154	18.3%

The total number of escalated complaints closed at Stage 2 for 2022/2023 is 33 and the table below provides a breakdown of the formal outcome.

Escalated complaints to stage 2	No Complaints closed	% of complaints closed at stage 2
Upheld complaints	1	3%
Not upheld complaints	29	87.9%
Partially upheld complaints	3	9.1%

Scottish Public Services Ombudsman Outcomes

NHS Forth Valley works closely with the SPSO and the following table demonstrates that the SPSO has received a total of 49 cases, during their initial investigations the SPSO has made a decision not to investigate 31 cases.

	April 2022 – 31 March 2023	No of Complaints at Ombudsman
(a)	Notification received that an investigation is being conducted	18
(b)	Notification received that an investigation is not being conducted	31
(c)	Decision letters received	2

Of the 49 cases, 2 Decision Letters were received from the SPSO, it is noted that no cases were fully upheld.

	2021/2022 – SPSO Outcomes	Total No of SPSO Outcomes
(a)	Fully upheld	0
(b)	Partially upheld	0
(c)	Not upheld	2
(d)	Withdrawn	0

The Ombudsman issues a decision letter if:

- The organisation accepted there were failings, have apologised and taken action to prevent the problem from happening again
- From the evidence, it appears that the organisation did not do anything wrong (where there is no evidence of maladministration or service failure)
- The Ombudsman has decided that the substance of the complaint and their decisions on it do not raise public interest considerations

1.7 Indicator Seven: Average times

The indicator represents the average time in working days to close complaints at Stage 1 and Stage 2 for 2022/2023. See below a breakdown of complaints managed and resolved at each stage of the Complaints Handling Procedure.

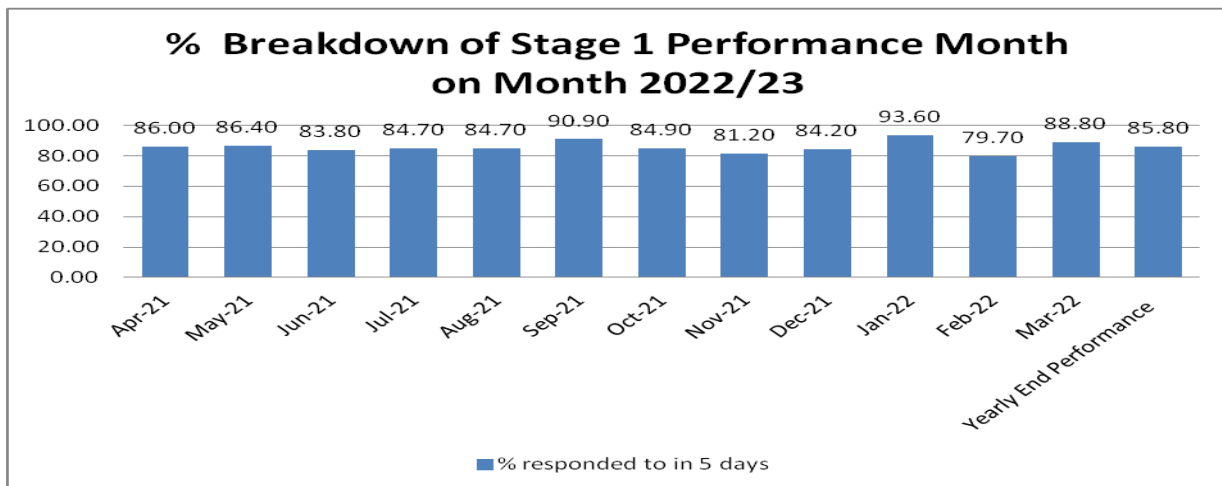
Complaints Stage	Average Number of days to respond to complaints
Stage 1	3.7 days
Stage 2	38.4 days
After escalation	18.5 days

1.8 Indicator Eight: Complaints closed in full within the timescales

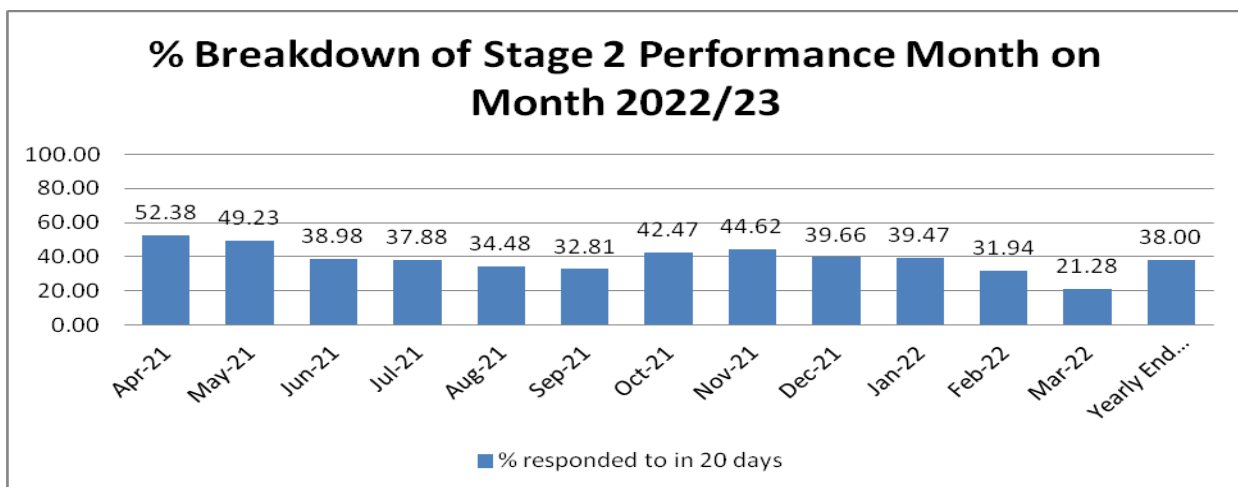
NHS Forth Valley achieved an overall performance figure of 74.8%, in responding to complaints within 20 working days. A total number of 1,960 have been investigated and responded to during 2022/2023.

Through ongoing awareness raising and the Patient Relation Officers supporting staff to manage complaints under the Stage 1 process (0 to 5 days) local resolution, NHS Forth Valley continues to see a rise in the number of complaints being managed under Stage 1 resulting in the overall rise in the number of complaints being recorded.

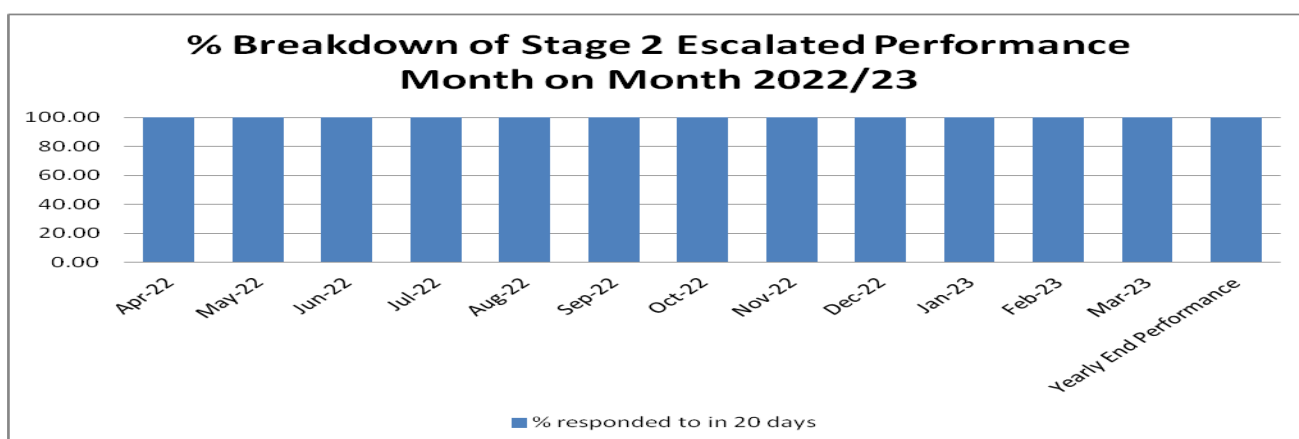
The table below provides a breakdown of the complaints investigated and responded; this has been broken down into Stage 1.



The table below provides a breakdown of the complaints investigated and responded; this has been broken down into Stage 2.



The table below details the number of complaints escalated from a Stage 1 complaint to a Stage 2 complaint and closed within 20 working days.



The Patient Relations Team continues to have daily huddles to discuss all active complaints, SPSO requests/recommendations, meetings planned with patients, families and carers. The purpose of the huddle is to identify any areas that may be of concern, and escalate the concerns within the services to put in place the processes to resolve the issues or delays.

A process is in place for services to meet weekly with the Patient Relations Lead providing an opportunity to discuss areas of concern, identify barriers and prioritise where there may be delays. This gives the Team and the Leads from the services an opportunity to put in place any actions to resolve issues.

Additionally, the Patient Relations Team welcomes contact from all Operational Managers, this provides an opportunity to discuss their complaint portfolios. This is a proactive and recommended process which improves performance, communication and outcomes for complaints handling.

Detailed reports are provided to the clinical services which are then shared through their local governance structures.

1.9 Indicator Nine: Number of cases where an extension is authorised

NHS Forth Valley aims to respond to all complaints within the required timescales, however, when we are unable to meet a timescale it is important that we follow our escalation process for authorisation within the services. Additionally, it is vitally important that we communicate with the individuals raising the complaint of the delay and apologise that this has happened. The table below details the number of complaints closed at Stage 1 and Stage 2 where an extension has been granted:

Complaint Stage	Total number of complaints at each stage	Number of authorised extensions	% of authorised extensions
Stage 1	1085	157	14.5%

Stage 2	875	532	60.5%
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2. Independent Contractors

The requirement to record and report on complaints applies equally to all primary care service providers. NHS Forth Valley has ensured that arrangements are in place for all contractors to comply with this requirement enabling them to provide information on their performance. It is important to note the clear differentiation between the Board and its contractors, this section of the report provides an opportunity to share the key performance indicators 5 and 6 which are the 2 key elements relevant to independent contractors. Independent contractors include General Practitioners, Dental Practices, Ophthalmic Practices and Community Pharmacies.

General Practitioners

In Forth Valley there are 63 GP Practices, 62 are independently managed practices, and 1 is directly managed by NHS Forth Valley. The figures presented reflect the 62 independently managed practices. The total number of complaints received for 2022/2023 is 176 with a 20 day response rate of 96%.

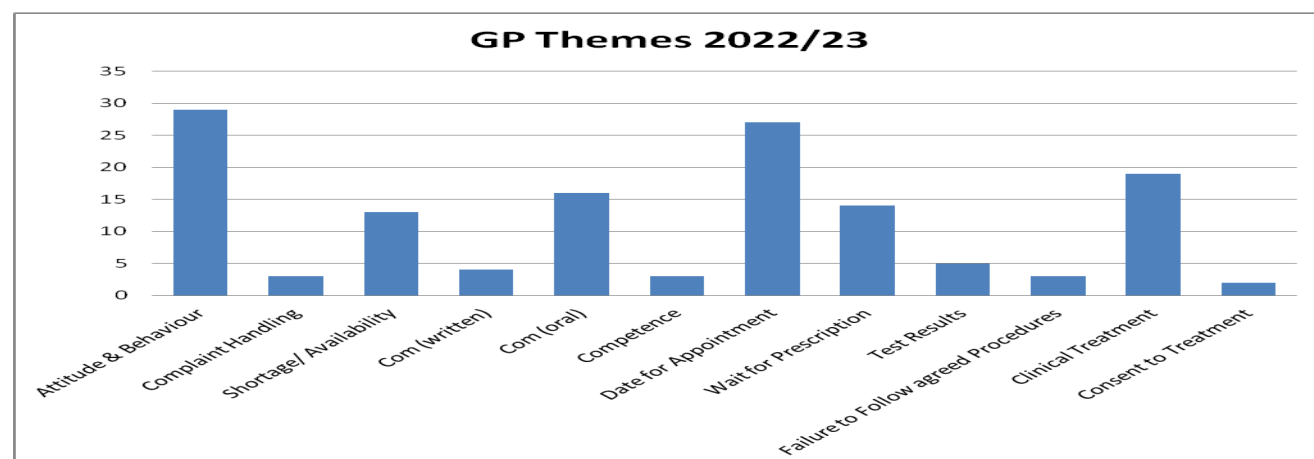
For reporting purposes it is important to note that Independent Contractors information allows us to report on Key Performance Indicator 5 and 6 only:

Indicator 5 It has been reported by the practices that 102 stage 1 complaints and 74 stage 2 complaints have been received.

Indicator 6: The practices have reported on the undernoted outcomes in respect of complaints received:

- **Upheld – 29**
- **Not upheld – 98**
- **Partially upheld – 20**

It is noted that only 41 General Practitioners responded and provided information for purposes of reporting from the 62 practices across Forth Valley. The graph below highlights the complaint themes from GP Practice complaints.



Dental Practices

In Forth Valley there are 45 dental practices, the total number of complaints received for 2022/2023 is 2 with a 20 day response rate of 100%

Indicator 5: It has been reported by the Practices have received one stage 1 complaint and one stage 2 complaint.

Indicator 6: The Practices have reported on the undernoted outcomes in respect of complaints received:

- Upheld – 1
- Not upheld – 0
- Partially upheld – 1

It is noted that only 14 Dental Practices responded and provided information for purposes of reporting from the 45 Dental Practices across Forth Valley. The complaint themes raised within the 2 dental complaints received are noted below:

- Communication (Oral)
- Staff Attitude and Behaviour

Community Pharmacies

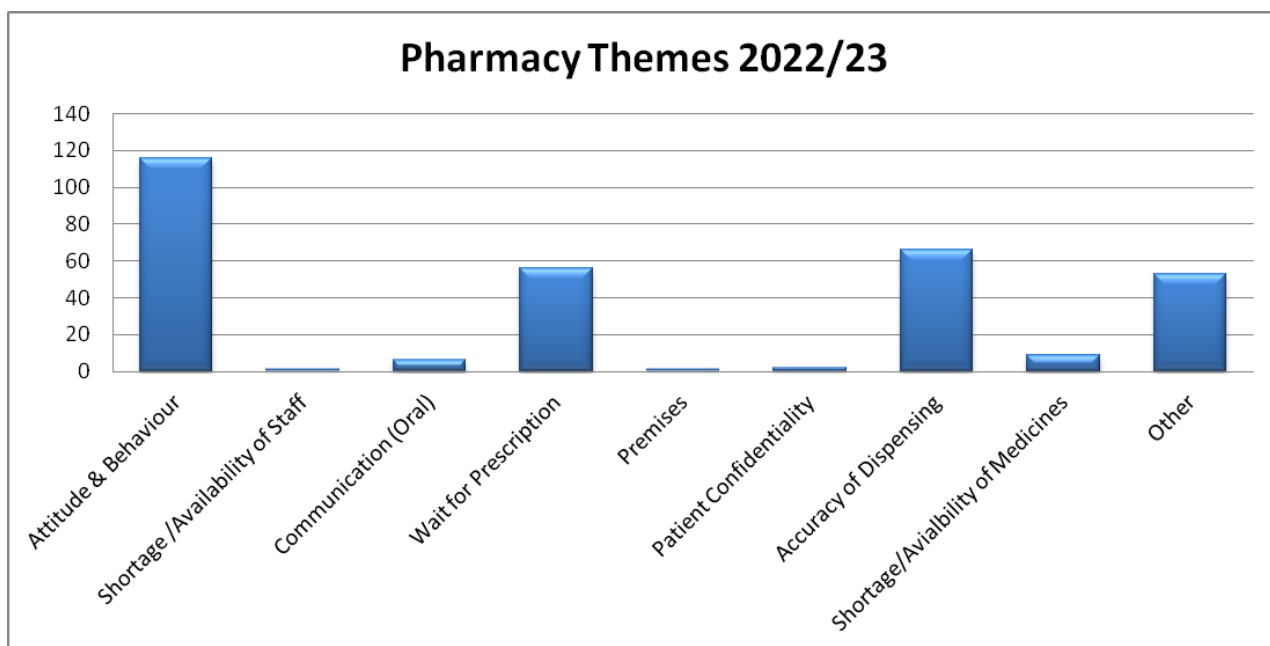
In Forth Valley there are 75 Community Pharmacies, the total number of complaints received for 2022/2023 is 341 with a 20 day response rate of 98.5%.

Indicator 5: It has been reported by the Practices that 66 stage 1 complaints and 277 stage 2 complaints have been received.

Indicator 6: The Practices have reported on the undernoted outcomes in respect of complaints received:

- Upheld – 246
- Not upheld – 1
- Partially upheld – 0

It is noted that only 29 Community Pharmacies responded and provided information for purposes of reporting from the 76 Community Pharmacies across Forth Valley. The graph below highlights the complaint themes from Pharmacy Practice complaints.



Ophthalmic Practices

In Forth Valley there are 55 Ophthalmic Practices, it s reported that no complaints were received by the 8 practices that responded and provided information for purposes of reporting from the 55 Ophthalmic Practices across Forth Valley.

3. Feedback, Comments, Concerns & Compliments

This section of the report provides evidence as requested by the Scottish Government demonstrating the ways in which NHS Forth Valley captures, engages, and communicates our ambition to listen and learn from feedback, comments, concerns and compliments.

NHS Forth Valley has a well established and reliable toolkit to gather feedback, comments, concerns and compliments. There are many examples of how we access and respond to feedback from patients, families and carers.

The purpose of this section is to demonstrate the methods we use to encourage feedback, promote learning, influence change and share good practice across NHS Forth Valley and further details of the undernoted methods is provided:

- In-patient Experience Surveys
- Emergency Department Surveys
- Patient Public Involvement
- Volunteering
- Patient Stories
- Care Opinion
- Compliments
- Web based Safeguard System
- Social Media

3.1 In-Patient Experience Surveys

NHS Forth Valley utilises a patient experience questionnaire to identify areas for improvement in care and treatment for our patients. The questionnaires are used in all acute in-patient, Community Hospitals and in-patient mental health areas. Each ward asks 5 patients per week who are being discharged from hospital for feedback about their care experience. This enables us to gather real time feedback at the point of care which in turn provides valuable data for us to analysis, interpret and respond.

The data gathered is analysed by the Senior Charge Nurse to identify areas of good practice and improvement required. This data is displayed within clinical areas where patients and visitors can observe and see what improvements have been identified within the ward.

The data gathered is part of an Assuring Better Care Programme in which the information captured within the patient experience survey informs a balance scorecard for the Senior Charge Nurse. The Head of Nursing works with the Senior Charge Nurse to analyse the information captured including patient experience, and this gives them an opportunity them

to identify local issues and themes enabling improvement plans to be put in place, if required.

During 2022/2023, the Person Centred Team has had a dedicated member of staff supporting patients to complete the patient experience surveys, which has led to an increase in the number of surveys being completed, with a total 1,566 in-patient experience surveys completed.

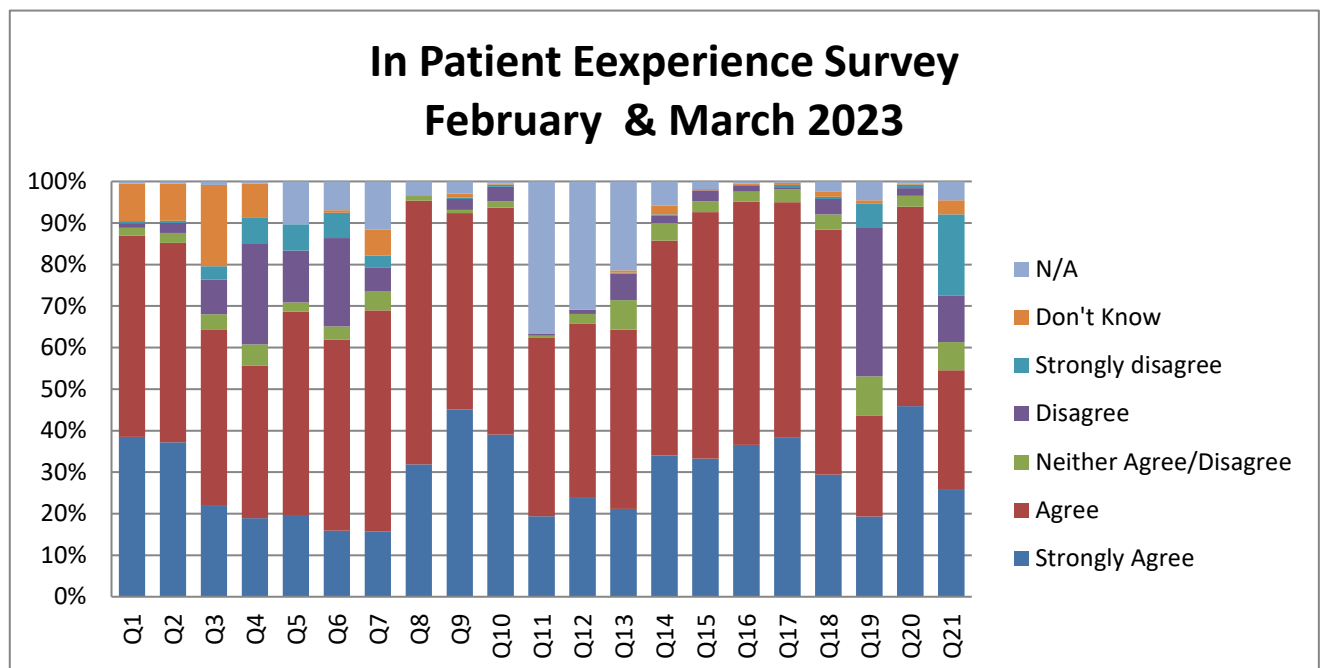
The top 3 themes of good practice for April 2022 to March 2023 included:

- Healthcare staff did not talk in front of patients as though they were not there.
- Overall patients were happy with the care and support they received while in hospital.
- Patients responded that the room/area they were in was clean.

The top 3 areas for improvement during April 2022 to March 2023 include:

- Patients were bothered by noise at night from other patients.
- Patients were not asked “what matters to me?” by staff.
- Patients were not kept informed how long they would be in hospital for.

The graph below is an example of how we share the data through our Clinical Governance structures. Details of the questions used can be seen below.



Example of In-Patient Experience Survey

Questions

		Strongly Agree	Agree	Neither Agree nor	Disagree	Strongly Disagree	Don't know	Not applicable
The Ward								
1	I was welcomed to the ward							
2	Staff introduced themselves							
3	I knew which staff nurse was in charge of my care							
4	Staff asked what matters to me when I came onto the ward							
5	I was not troubled or disturbed by noise at night from other patients							
6	I was not trouble or disturbed by noise at night from staff							
7	Before moving to another ward healthcare staff explained what would happen and where I was going							
8	The main ward/room I stayed in was clean							
9	The toilet/bathroom was clean							
Care & Treatment								
10	I had enough privacy when being examined/treated							
11	I was given enough help with eating & drinking when I needed it							
12	I was given enough help with washing and dressing when I needed it							
13	I was able to access adequate pain relief when I needed it?							
14	I felt that people that mattered to me were involved in decisions about my care and treatment as much as I wanted them to be.							
15	I felt healthcare staff listened to me if I had any questions or concerns							
Staff/Communication								
16	Staff discussed my condition/treatment in a way that I could understand							
17	Healthcare staff answered any questions I had relating to my care/condition in a way that I could understand							
18	Healthcare staff did not talk in front of me as though I was not there							
19	Healthcare staff kept me informed of how long I was likely to stay in hospital							
Patient Experience								
20	Overall I was happy with my care in hospital							
21	Healthcare staff informed me how I could leave feedback or raise a concern about my healthcare experience							
22	What could have made your experience better while in hospital?							
23	Was there anything particularly good about your experience while you were in hospital?							
24	Is there anything else you would like to tell us about your experience in hospital?							

3.2 Emergency Department Patient Experience

During 2022/2023, our Emergency Department experienced extreme pressures, and our patients/relatives accessing the service were having to wait longer than we would have liked.

To help us learn and support our patients, we introduced a patient experience survey within the department. Feedback from the survey is shared with the Clinical Nurse Manager and the Senior Charge Nurses to help implement any changes required.

As part of a wider report the findings from the survey are also shared through our various Governance structures.

Changes Made

Following feedback from the surveys a number of changes have been introduced to the department and these are detailed below:

- Improved seating
- Information panel in waiting area informing patients of wait times
- Improvements made to the family rooms within the Emergency Department

This is just a small example of some of the changes that have been implemented using feedback, a larger project is underway within the Emergency Department to improve the patient's journey.

Emergency Department Patient Experience Questionnaire

Date.....

Time.....

Self referral

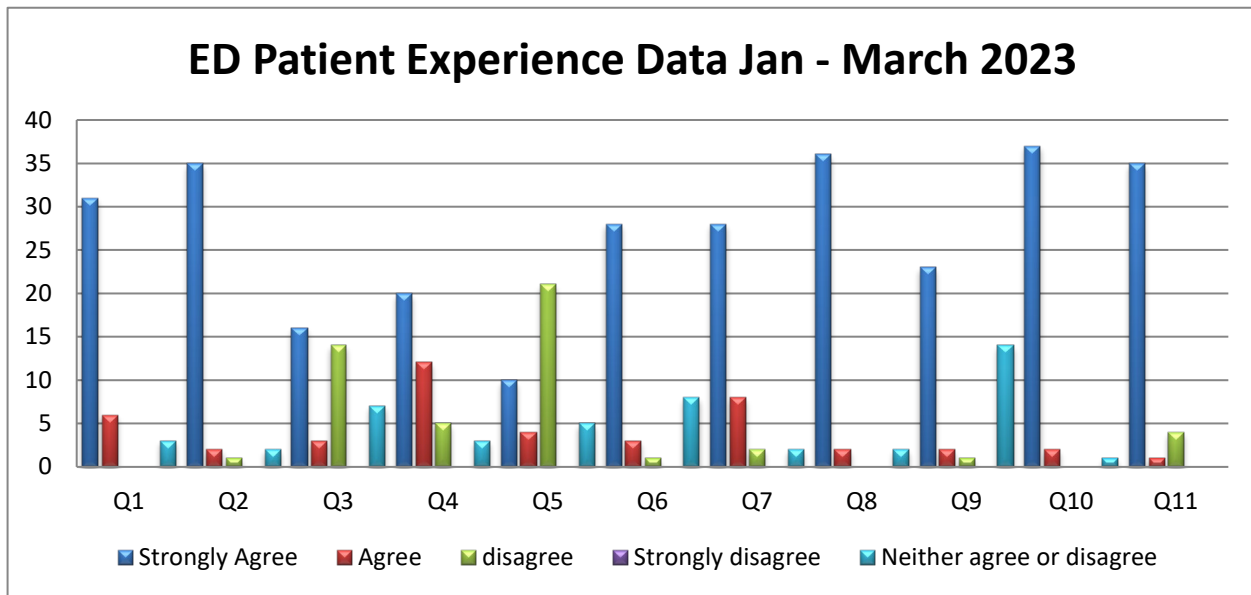
NHS referral (E.g. NHS 24)

GP Referral

Other

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I was welcomed					
Staff introduced themselves					
I was kept informed how long I would wait to be seen by a nurse/doctor					
Once seen by nurse/doctor, I was kept informed about what was happening					
I knew who was in charge of my care					
I felt staff listened to me if I had concerns or questions					
The nurse/doctor discussed my condition/treatment in a way that I could understand					
I had enough privacy when I was being examined					
I was able to access adequate pain relief when I needed it.					
I felt safe during my time in ED					
Overall I was happy with my experience in ED					
What could have made your experience better while in ED?					
Was there anything particularly good about your experience in ED?					
Is there anything else you would like to tell us about your experience in ED?					

The graph below gives details of the data gathered between January and March 2023, a total of 40 completed surveys were received during this period.



The wordle below details what patients felt was good when they attended the emergency department during the months of January to March 2023



Below are some of the comments from patients that could have made their patient experience better.

- Reduce waiting times
- Better communication
- More doctors available
- Suitable chair-bed

3.3 Patient & Public Involvement

Patient Public Panel

NHS Forth Valley continues to be invested and engaged in patient and public involvement and are very proud of the partnership working we have established since 2004. The Patient Public Panel (PPP) continues to be an integral part of the core business of NHS Forth Valley and examples of their work to date are many and varied. Their support around governance, improvements, change, and development are a valued and imperative part of providing views from the wider public.

It is important to note that the PPP are a dedicated and committed group representing patients and the public on a volunteer basis which brings a perspective from their experiences and communities.

We have re-introduced face to face meetings, following feedback from our panel members, and we continue to use a blended approach to the meetings and give the panel members a bit more flexibility when attending meetings.

PPP Leaflet Task Group

There are many successful accomplishments of the PPP including the Leaflet Task Group. When patient leaflets are being designed it is important that the language used is clear and easily understood with limited technical terms. The group reviews leaflets and provides vital feedback, ensuring the documents/patient information is presented in a way that is clear and easily understood.

The PPP members also participate in a wide range of local and national forums putting forward the perspective of patients, carers and the public.

Service Support

Our PPP members offer a wide and varied service, and an example of just one of these areas is to provide value and perspective to established meeting groups within services throughout the organisation. It is vital that a public perspective is represented at core business groups for example, Board Clinical Governance and Clinical Governance Working Group. The PPP are involved in many work streams where patient participation is essential. NHS Forth Valley are committed to engaging patient and public involvement representatives when new and vital services are being redesigned and developed, it is crucial to ensure that services reflect the need of the patient and hear the voice of its service users.

3.4 Volunteering

As we have slowly returned to business as usual we have been re-introducing volunteering across our community and acute sites, with the return of volunteers in a number of key areas including ICU, Oncology Unit, Radio Royal, GP & Minor Injuries Unit and our ENT clinics in Falkirk Community Hospital and Stirling Community Hospital.

A number of new volunteering opportunities are in the process of being developed, widening the areas of volunteering across NHS Forth Valley. More recently within the Acute Assessment Areas, a volunteering role has been developed. The role is to assist staff by providing support to patients, relatives and carers primarily in the AAU and CAU waiting areas. This support varies according to patient/visitor needs.

We continue to carry out a local risk assessment, with a real emphasis on keeping our volunteers safe and well, and ensuring they have all had the appropriate training, including Equality and Diversity, Infection Control, Information Governance.

3.5 Patient Stories

To truly capture an individual's experience NHS Forth Valley actively encourages, patients, carers, families and staff to share their stories. The stories are captured using a range of formats: transcribing stories, digital recordings, voice-overs, face-to-face interviews. When a story is told by an individual from their own perspective in their own words it provides us with an opportunity to understand their healthcare journey and also highlights the impact it has had on their life.

The stories are used across NHS Forth Valley, for staff training, development and promoting good practice. The use of patient stories along with other sources of data serves as a powerful tool to give insight into the care we deliver.

Patient stories are also presented at NHS Forth Valley Board meeting on a bi-monthly basis.

3.6 Care Opinion

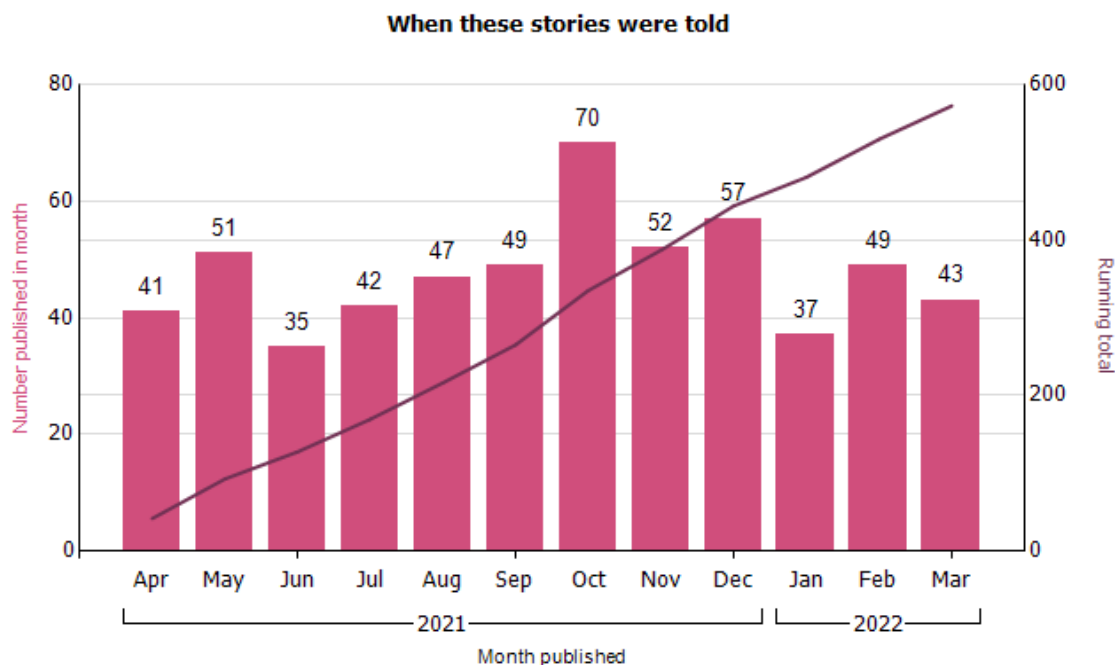
Care Opinion is a not for profit platform that offers patients, families, carers, service users an opportunity to provide feedback about their own or their loved ones healthcare experience, whilst maintaining their anonymity



Through the use of Care Opinion, NHS Forth Valley has been able to demonstrate it is a powerful and effective tool for those accessing health services to share their care journey/experience. We can demonstrate how we have made improvements from feedback, celebrate good practice, and also shows the staff of NHS Forth Valley the impact they have on patients and their families.

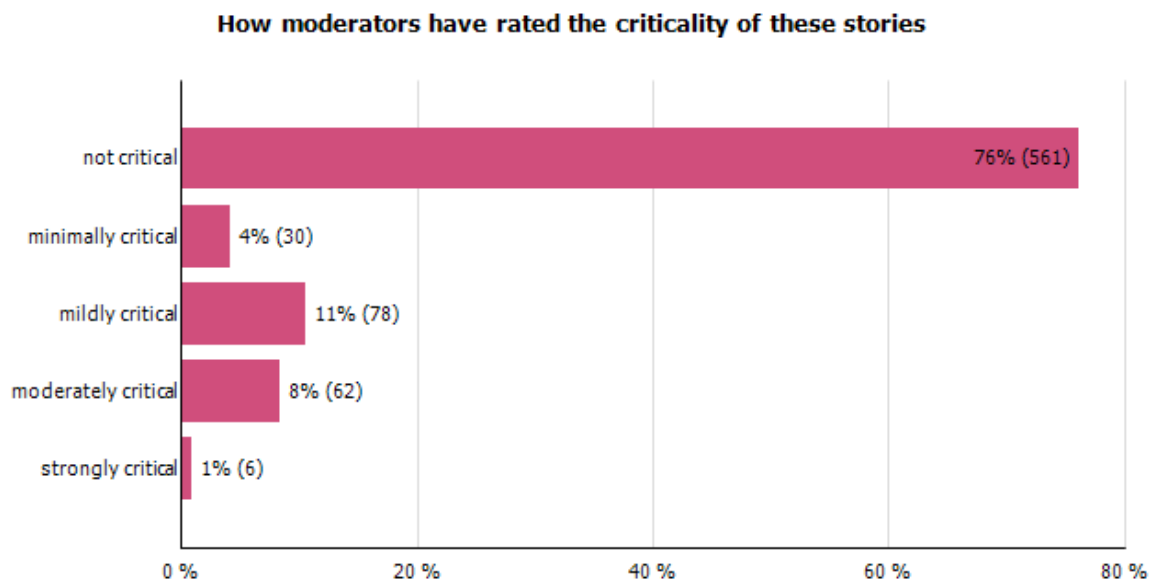
During 2022/2023, NHS Forth Valley has received 737 stories, an average of 461 stories per month. This is an increase of 29% in comparison to 2021/2022. We continue to increase the number of staff responding to stories and expanding the number of services promoting the use of Care Opinion.

The diagram below details when the stories were posted and how many stories were posted each month during April 2022 to March 2023.



737 stories were posted and viewed 97,524 times

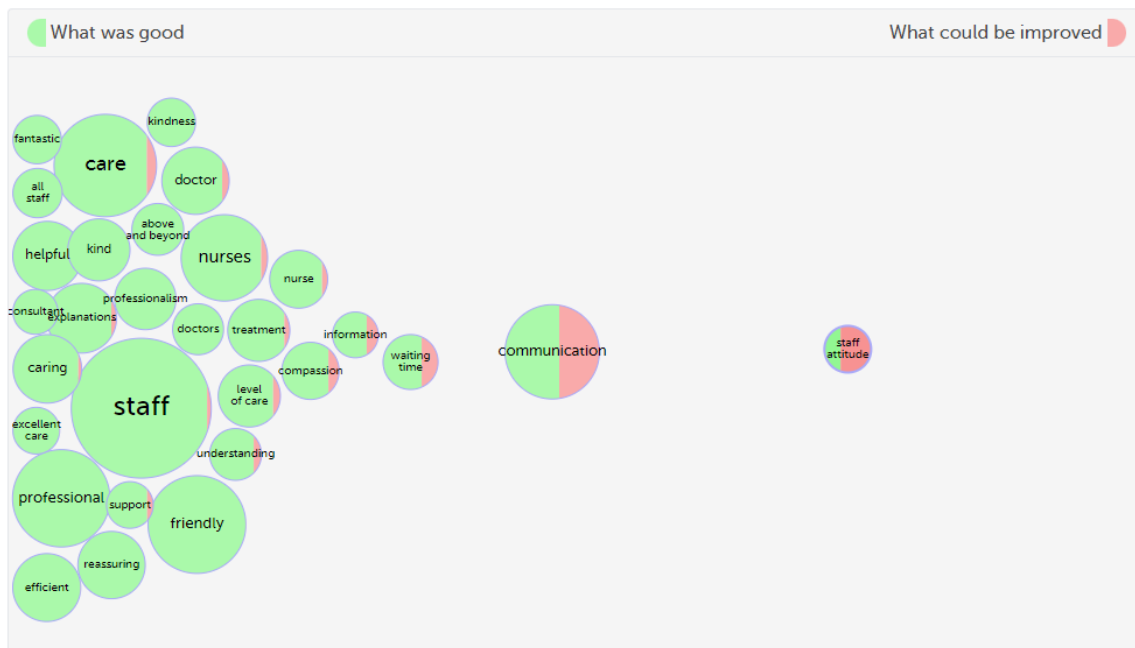
The chart below details how moderators at Care Opinion critically scored the stories, 80% of our stories posted are non critical/minimally critical in nature.



The wordle below details – What was good about the health care experience



Care Opinion offers the opportunity to present feedback in a number of different formats. The diagram below shows “what was good” in green, and “what could be improved” in pink. As highlighted in the diagram the feedback received has largely been positive.



Top 3 themes of good practice highlighted in stories during 2022/2023

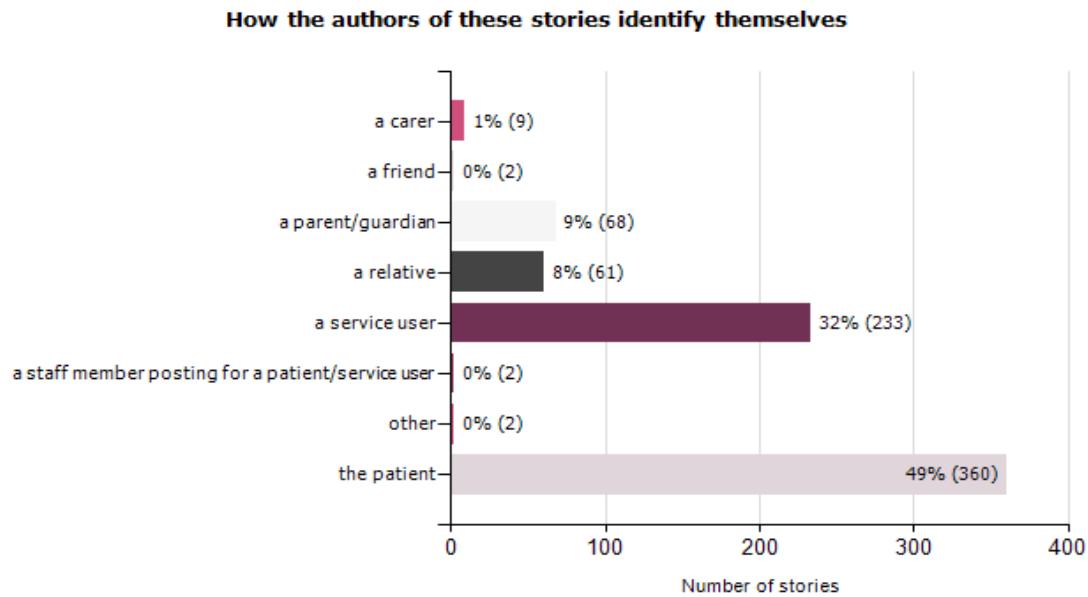
- Staff
- Care
- Friendly

Top 3 themes for improvement highlighted in stories during 2022/2023

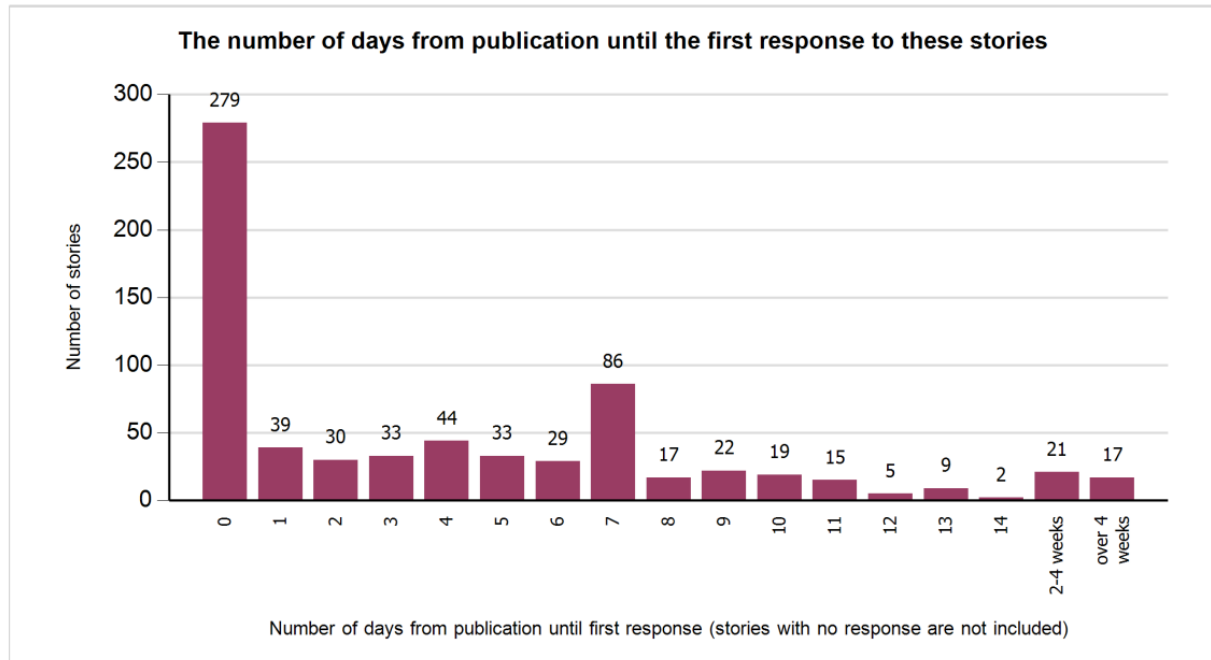
- Communication
- Staff attitude and Behaviour
- Waiting Time

The Person Centred Team, continue to deliver Communications and First Impressions training across NHS Forth Valley, during 2022/2023 we have been able to deliver the training face to face and have increased the number of training sessions available to staff, with a particular focus on delivery training to areas of higher complaints.

The graph below details how the authors have identified themselves, 81% of stories were posted by patients/service users.



The graph below show the number of days take to respond to stories from the date of publication. 78% of stories are responded to within 7 days of receiving the stories.



Top 3 most viewed stories for 2022/2023

Horrendous experience

Posted By *****



Story viewed 638 times

My partner was suffering from an episode of psychosis, we went to A&E and waited for 9 hours to be seen after telling them he was having delusions and hearing voices.

After our 9 hour waiting and finally seeing a psychiatrist and mental health nurse my partner was totally dismissed and sent home with a leaflet and told to walk the dog. From here things only got worse, the voices and delusions got worse and more frequent, we had to phone an ambulance two days later, who turned up with police.

No one was allowed to travel with him in the ambulance and we were told not to follow on for a few hours at least. My mother in law by chance went to hand her phone number in to A&E and found my partner wandering the waiting area alone after being taken there by the ambulance service.

His mum found him in a panic accusing another patient of stealing money from him, while no hospital staff done anything to help or diffuse the situation, after another lengthy wait, 5 hours this time, he was eventually admitted to ward 3 for a few days.

Ward 3 lost all of his belongings including razor blades and a charger wire (bare in mind this is mental health we are talking about) after 1 day in Ward 3 we came to visit him and things had gone for bad to worse, he was completely delirious, profusely sweating, heart rate up, face was bright red and was visibly extremely distressed.

After being moved wards twice that night he was finally intubated and moved to ICU where the staff could not possibly have done more for him and for us. After a few days he had shown a vast improvement (still no actual help for his mental health) the psychiatrist wanted to have him discharged from here, he asked to stay and told them he wasn't ready to come home, so he was moved back to Ward 3.

The next day when we visited he was manic again, sweating, agitated, not sleeping Ward 3 had made huge mistakes with his medication and he was being given a dangerous cocktail of medications, his face was drawn and his eyes were dark and sunken. They still had made no effort to find his belongings and he was discharged the next day with 4 diazepam and a naloxone.

He was made feel like a burden the entire time, spoken down to, and then thrown out the door 2 days after coming off a ventilator. I'm disgusted with Forth Valley Royal Hospital (FVRH) and the staff in A&E, the ambulance service and the mental health service.

My partner was treated like dirt from start to finish and left feeling worse than when he went in, after losing 2 family members due to failures of the mental health service in the last 18 years, I feel things have never changed, in fact I feel they have gotten worse. I have absolutely no faith in this hospital and would never be able to in good conscience leave a loved there ever again.

Response Feedback

A response was posted inviting the author of the story to make contact to give us an opportunity to investigate their feedback, unfortunately they did not make contact with the team. The story was shared among the wider team giving opportunity to discuss the feedback and look at what could be done differently.

Having foot dressing changed following surgery

Posted By Lulu1955



I was discharged from hospital following foot surgery having bled heavily and requiring to stay an extra 2 nights until the bleeding stopped. The dressing was not due to be changed until I saw the Consultant 2 weeks later, however, the heavy bleeding caused the bandage dressing to become more like a plaster cast and was very uncomfortable and I was worried about the risk of infection.

I contacted the hospital and was seen within 3 hours of my phone call. The staff in the Fracture Clinic at Forth Valley Royal Hospital were a godsend and carried out the difficult task of removing a solid dressing stuck to my foot.

I would like to pay particular thanks to Nurses Maggie and Claire and Doctor Greg for their kindness and professional manner in which they carried out their difficult task. I have nothing but praise for the staff at Forth Valley Royal Hospital both during and after my recent stay.

Responses



Response from Kevin McCloskey, Senior Charge Nurse, Orthopaedics & Trauma, NHS Forth Valley 4 months ago



Dear Lulu1955,

I am sorry to hear that you've had post operative complications with bleeding, but hope you are now recovering well.



Thank you very much for taking the time to leave your very kind feedback which I will gladly pass on to the staff involved. Your comments are reassuring that we are delivering care at not only a high standard but also in a person centred manner.

Kind regards

Kevin McCloskey

Senior Charge Nurse

Trauma and Orthopaedics

FVRH

Lulu1955 thinks this response is helpful

Was this response helpful? **Yes** | No

I feel my pain was overlooked

Posted By bowdens02



Story viewed 590 times

I was induced at 37 weeks pregnant on the Antenatal Ward at Forth Valley Royal Hospital. Upon arrival I was placed on the monitor for an hour and observations were completed. After the monitor and an internal examination, it was discovered I was having contractions and was 1 cm dilated. I was then induced using the pessary.

I was originally in a single room where my husband was able to stay. Later on I was moved to another single room again where my husband could stay. During this time my contractions became more frequent at 2 minutes apart. I was given paracetamol and codeine for management. My contractions continued to become more intense and frequent.

I was then moved to another room, this time it was a shared room which meant my husband had to go home at 1 am. I stated at the time about how frequent my contractions were and my reluctance for my husband to go home. During this time I had asked on numerous occasions if I could have any further pain relief, to be told I could get more codeine later on.

Once my husband left, my waters broke. I buzzed and was questioned on whether it was my waters as there was "normally more fluid" despite the pessary also coming out, no assessment was done. Throughout this time any interaction I had was with the 1st year midwife student who understandably had to go and speak to a midwife, however no midwife ever assessed me.

After this my contractions were continuous with no relief in between. I was standing at the window as I was sweating and vomiting. Despite this I was never assessed. I kept buzzing and eventually the midwife came to see me and suggested going to the treatment room to be assessed, where I could get gas and air.

Upon examination it was discovered I was 9 cm dilated and was rushed through to the Labour Ward. They also had to phone my husband back in, he arrived for the birth with 30 minutes to spare. My daughter was born an hour and a half later. I was unable to have any further pain relief as it was too late, so all I was only able to manage my pain was gas and air.


My complaint is not regarding the staff that met me when I came in, or the midwives who delivered my daughter, they were all fantastic, including the student midwife. My complaint, however, is regarding the lack of communication with a midwife during the night and the fact that I had not been assessed in 12 hours despite my waters breaking and increased contractions.

I was undergoing growth scans throughout my pregnancy as there is a family history of pre-eclampsia from my mum. However, in my time on the Antenatal Ward I only had my blood pressure checked once (when I arrived).


I feel my pain was overlooked and therefore had a traumatic experience and suffering which was avoidable and it was also assumed that because I was induced it could take longer however my concerns were completely disregarded.

Response Feedback


Responses



Response from Alison McBride, Department Manager/Senior Midwife,
Women & Children, NHS Forth Valley 10 months ago



Dear bowdens02



Thank you for taking the time to feedback on your stay within Forth Valley Royal Maternity Unit. I am sorry to read that not all aspects of your stay were positive, and I want to apologise that you felt the communication and recognition of your pain was poor during your stay.

It is positive to read that you felt well supported on admission and during the birth of your daughter and I hope that you are settling into life as a family well.

I would like to discuss this with you further if you feel able as this will allow me to try and fully understand where we can improve our care in the future.

My contact details are below, and I would ask that you leave a message with your name and contact number if I am not at my desk when you call or include them in an email.

Take care and best wishes for the future.

Alison McBride

Department Manager/Head of Midwifery

alison.mcbride@nhs.scot

01324 567480

Was this response helpful? **Yes** | **No**

The story was shared at the Department's Senior Staff and Team meetings to ensure learning was shared regarding the points within the author's story and highlighted across the Directorate.

3.7 Compliments

Clinical areas and departments receive compliments in a number of ways, this includes thank you cards, letters, emails and telephone calls. The feedback is displayed within their areas, and discussed at their morning huddles. This has a very positive impact on the staff, and gives them a real understanding of the impact they have on patients and their families. The compliments are captured and recorded on our risk management system (Safeguard) within the Customer Services module. We have also on a number of occasions developed some of the compliments into patient stories, which are shared across NHS Forth Valley.



Below is a small example of the compliments we have received during 2022/2023

Compliment 1

"I have just had cataract surgery at Falkirk Community Hospital by Dr Cadwick and his team. From the minute you enter the day ward from the receptionist to the very friendly nurses you feel quite relaxed. That is down to the excellent staff they are a huge credit to the NHS in Scotland. My operation took about 40 minutes as I do not have a voice box a lovely nurse held my hand throughout the whole procedure. What an example of professionalism and friendliness towards myself and other patients. Tea, coffee and water were offered on a regular basis once again thank you so much."

Compliment 2

"I just wanted to thank your fantastic staff in the RACU unit following my referral there yesterday, and return visit today for a CT scan. All of them were so friendly, efficient, caring and supportive. I cannot thank them enough for their diligence in ensuring I had the right diagnosis and treatment without delay. I'd particularly like to thank Debbie and Maggie and also Pauline (front desk). Nothing was too much trouble for any of them. In this day and age of constantly hearing negatives about the NHS in the press, it is so important to recognise such high standards of care; please can you make sure the FVR Management Team get this feedback. We have spoken to them all personally but they deserve to have recognition internally as well. With grateful thanks to all."

Compliment 3

"My wife has been on ward A31 for the best part of a week now. I have visited every day and I really want to pass on my admiration and respect for all the staff. Despite being incredibly busy, they all make time for a personal touch and I can honestly say that my wife's progress had benefited from a calm and warm approach from all around her.

I'd like to mention two nurses particularly. Lucy, who was on duty until yesterday, has gone out of her way to make sure that we understand all that is happening and that my wife is well looked after. Claire, today, impressed me with a level of professional skill and a caring

attitude that couldn't be beaten. Today I watched Claire first bring real calm to a difficult inter-personal situation with a skillful touch I can only envy. Then she turned straight away to my wife to talk about today's scan and re-assure us as if it was the most important thing.

The whole ward had been like that. For which, I am certain the ward leadership must take credit.

FVRH is very fortunate to have such able, willing and compassionate staff. Please convey my gratitude and respect to the ward."

Compliment 4

"My wife has been treated at Oncology for the last 4-5 months and is about half way through. We have been into Oncology countless times, and every single time the staff have been just brilliant. The whole department has a warmth and friendliness to it that just leaves you feeling so strongly supported. Nothing is too much trouble and the whole approach has made my wife and I feel very secure.

A special mention for the staff who greet you on arrival – the ever-cheerful Diane, Denise, Erin and Tracy – apologies to the others whose names I've forgotten – that look after you just wonderfully. They leave me in awe.

Behind the scenes there are so many others and they are a great team that provide so much help and support as patients go through tough journeys. I am sure that a lot of thought and energy go into making and supporting such a strong ethos and the Oncology leadership are doing a very good job."

Patient Letters

Dear Sir or madam I want to say thankyou to all the staff that cared for me while I was in hospital

I was taken by 2 ambulance drivers on Sunday 17th April at approx 2 am in the morning. These two ambulance people were so helpful and took me to the emergency dept

This dept did everything to help

I had an X-ray and the doctor said he was keeping me in. He sent me upstairs to the acute division

I was in A&E room

This was a very busy area but from the dinner / tea ladies who made sure I had a feed and drinks to the nursing staff who were so caring in assisting you yet so professional in what they did, I felt comfortable and that helped with my problems.

I also want a big thank you to the two doctors, consultant

Dr Scougal and Dr Patterson as I didn't have to worry as they let me know what was being done for me.

I just would like to say all my treatment was very very good

Please excuse my writing, I am 83 yrs of age and shaky. But felt I had to say what a great caring staff that I met

Many Many thanks to all

Mrs Logan Rennie

Re Patient Compliment

I was recently in your A and E Department at the Forth Valley Royal Hospital before being transferred to a surgical ward and just wanted to write and say thank you for the excellent care and treatment I received whilst in your care.

In the A and E Department I was in a lot of pain and very anxious and this was coupled with being away from home (I was on holiday for a night with my daughter and young grandchildren in Stirling) and was not familiar with the hospital at all. I felt so blessed to be under the care of Dr Laura (A and E Consultant). Words cannot express my appreciation; you are a truly remarkable doctor and very professional. Please also pass on my thanks to the nursing staff, the porters and to the housekeeping team who kindly fed my grandchildren, keeping them happy! Thank you all once again,

Warm regards



3.8 Web Based Safeguard System

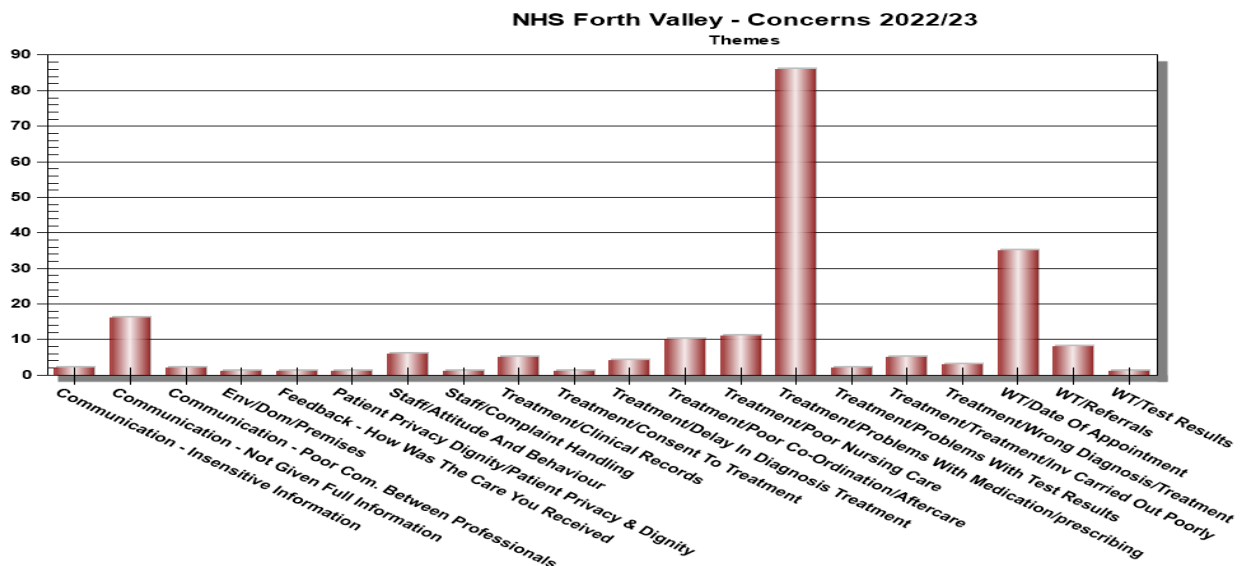
We have continued to make progress this year in capturing and recording Feedback, Comments, Concerns, Compliments and Complaints to produce robust reports to influence service changes and improvements. Whilst this is managed centrally, wards and departments including the Prison Healthcare Service can input data locally. In addition, the data from the system is fed into the Nursing dashboard, this informs the wards/departments of their activity around feedback encouraging and promoting ownership within the clinical teams. Feedback cards are widely available for patients, families and carers to complete.

Concerns

NHS Forth Valley continues to capture concerns and to date 181 concerns have been received for 2022/23. NHS Forth Valley has a real ambition to actively listen to patients and their families experience whilst in our care and will continue to work tirelessly to embed the Complaints Handling Procedure with a real emphasis on continuous improvement in a real time manner whilst capturing concerns and complaints raised through the stage 1 process.

A breakdown of the top 3 themes from concerns are:

- Clinical Treatment/ Problems with Medication/Prescribing
- Waiting Time/Date of Appointment
- Communication – Not Given Full Information



3.9 Social Media

Social Media & Website Feedback

NHS Forth Valley encourages patients, families, carers and staff to provide feedback through our website and social media channels.



To highlight some of the feedback and comments we receive, our Communications Department shares feedback on our social media channels every Friday *#FeedbackFriday*. This initiative helps recognise the work of local staff and services. Additionally it provides a platform to strike up a conversation and generates increased feedback, with patients often sharing their thanks and experiences of the services being highlighted. Staff often 'tag' their colleagues in the posts making them feel valued and appreciated. It also helps enhance the reputation of local staff, services and the wider organisation – patients often mention that it's nice to see positive comments about the NHS instead of negative comments.

We also have a short online feedback form on our website www.nhsforthvalley.com/feedback which encourages people to share their healthcare experiences. This is shared with staff to inform and recognise good practice and boost staff morale. In 2022/23 we received 253 compliments via the feedback form on the website.

See below some examples of the feedback we have received via our website.

When being admitted whilst in labour, many of the nurses and midwives who handled my care could not have been any more impeccable if they tried. Whilst waiting for an exam and bed, I remember Katherine looking after me. She was so genuine and down to earth and couldn't be any more accommodating, she kept me calm and her humour really helped me through. I also remember Heather, Mandy, and Lorraine who all deserve a medal for putting up with me when I didn't think I could go on. I felt as though I was in incredibly safe hands and appreciate all that they each did for me I couldn't have done it without them, they were absolutely amazing.

I attended Falkirk Community Hospital for my flu and COVID Vaccines. From booking in to the actual vaccinations the care and attention was second to none. The whole process went smoothly and very well organised. Well done to NHS Forth Valley staff at Falkirk Community Hospital for their excellent care and organisational skills.

One week ago today, I had a stroke. I was on my own and very frightened. Thankfully, my saviours came in many guises, from the exemplary ambulance crew, who assured me that I was in their care and tried to alleviate my fears to the excellent team in the Emergency Room, who, alongside Dr. Byrne attended to me with care, compassion and respect and saw me on the road to recovery. To every member of the Stroke Team Staff in Ward 21 and all who help in stroke situations. From the tea/dinner ladies and cleaning ladies and all others who cared for me until I was discharged, I cannot thank you enough. In my darkest hour, you gave me your all. THANK YOU!

I just wanted to say a big thank you to Claire and Hazel in ICU, FVRH. Our mother was sadly in ICU and I cannot appreciate the nurses within this unit more than I do right now. Their kindness towards my family and my mother in what was to be a very sudden passing couldn't be appreciated more. I hope they know that they helped guide us through a horrible unexpected part of life in such a nice and professional way, thank you.

3.10 Person Centred Emergency Department Visits

As a test of change the Person Centred Team introduced daily visits to the Emergency Department, the aim of this was to speak with patients and provide (non clinical) support to patients and their families that had been waiting for long periods of time.

Since the introduction of the Emergency Department visits in October 2022 the Person Centred Team has spoken with over 800 patients and their loved ones.

When a concern is raised by a patient or a loved one, it is highlighted to the nurse in charge and is dealt with. Feedback from the visits is shared with the Team on a weekly basis.

The table below gives a small example of some the support given to patients and their loved ones. Patients and their relatives are very grateful for the support from the Team and feel that the service provided is invaluable.

Support Provided

Supported patients and chatted to patients who were waiting on beds and medication to go home. Provided tea and toast to patient, chatted about her experience in department, feeling much better and grateful to staff for all the help and support they have received during their time in ED.

Department busy, all okay, spent time and chatted with patient who had been in a Road Traffic Accident, all okay staff kind and helpful, really supportive.

Spent time with a family and chatted about experience, felt staff could be a bit more communicative about what was happening, chairs in waiting room unacceptable and not acceptable for long waits. Apologised for experience and asked staff to update family.

Patient was unsure of their medication and was getting upset, asked a member of the nursing team to support the patient.

Chatted with family who were very thankful for daughter to be in hospital as all staff very supportive and happy to get to root cause of difficulties. Daughter has been getting no answers through GP very critical of GP system.

Supported lady to contact her family at home. We called and lady grateful for help, provided her with an extra pillow for comfort.

Provided patient water and clarified information regarding his pain relief. Spoke with a family who could not thank staff enough, very grateful for help and support.

4 Next Steps

NHS Forth Valley continues to develop and enhance our current processes and systems to provide constructive and informative feedback to our staff to support learning and continued improvement. It is important that we continue to listen and learn from our complaints and feedback, detailed below are our areas for improvement going forward into 2022/2023:

- Focus on expanding the use of Care Opinion across NHS Forth Valley
- Develop our Patient Stories and utilise them as methods of promoting good practice and as a training tool for staff
- Develop and expand the methods used for capturing feedback and showcasing the feedback gathered.
- Continue to have a focus, as an organisation on the ways we capture and evidence the learning from feedback.
- We remain committed to the “What Matters to You” programme making sure we take time to understand what really matters to our patients, using this feedback to inform the care, comfort and communication when we are invited to be part of a patient’s experience.
- Work with teams to capture key opportunities to consider and reflect the ways in which they receive complaints and deliver responses that highlight learning to keep our patient’s safe and reflect the positive learning culture that NHS Forth Valley aspires to.
- Improve and develop the support provided to Directorates in the management of complaints.
- Provide a robust training programme across NHS Forth Valley to understand the management of complaints.
- Person Centred Team will be leading a project to gather feedback from patients/relatives accessing the complaints service.

It is important as we conclude this report to take an opportunity for NHS Forth Valley to convey thanks to the contributors of the report, equally as important to say thank you to the staff of NHS Forth Valley who take pride in working alongside patients, families and carers and are always locally and nationally at the very front of delivering person-centred care.