

## Patient Experience

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Reference Number: RDF1548-23

Date of Response: 20/06/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1<sup>st</sup> April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

*Dear Royal Devon University Hospital,*

*Towards the end of 2022 the South West PRG (Patient Reference Group) produced the 1-year interim report, a report by the Patient Reference Group Chair & Vice Chair on the group's findings of patient experience in outpatient services in the South West and service user involvement over their first year.*

*We have been unable to find any published patient experience surveys on any outpatient services across the South West and in particular across Devon. This is surprising given that Patient Experience is increasingly recognised as one of the three pillars of quality in healthcare alongside clinical effectiveness and patient safety. To get a further understanding as to why there is an absence of published patient experience data, we have decided to reach out to each NHS trust and make a FOI request for the following questions:*

*1. Is there a specific system to measure outpatient experience in your Trust?*

Answer: Patient experience is measured through a variety of methods including the Friends and Family Test (FFT) local survey tool, Care Opinion and learning from Patient Advice and Liaison Services (PALS) and Complaint feedback, National Surveys and Audits and Ward Accreditation.

Outpatient services collect patient feedback as part of a national audit or using locally developed survey tools which cover aspects of the NHS Patient Experience Framework theme. In Eastern Services' General Outpatients patients have an opportunity to complete a 'patient feedback form' to give specific comments on their visit that day. Once reviewed, the feedback forms are laminated and put on display in the department.

*2. Does your Trust use the NHS Patient Experience Framework themes to measure and record patient experience?*

Answer: The Trust completed a series of framework meetings during 2022 that were chaired by the Heads of Patient Experience (HOPE) network. (The HOPE network was developed by the Point of Care Foundation with funding from NHS England and NHS Improvement). During the meetings, the Trust completed a self-assessment against the framework to focus on quality

improvement. The meeting had public in attendance from the Involving People Steering Group. The Trust is part of the national pilot group for the new NHS patient experience framework. Any actions arising from the benchmarking exercise is delivered through the patient experience workplan.

3. *Is there an easily accessible place for the public to review on your website your patient experience reports? (not just within published board papers)*

Answer: The new Patient Experience strategy and historic Patient Experience annual reports (Northern) are available on the Trust website. Northern FFT is regularly uploaded to dedicated pages on the website for viewing but has been paused whilst the new website has been introduced. It will be resuming during June 2023. All of our feedback via Care Opinion is also available to view via <https://www.careopinion.org.uk>

4. *How are these outpatient experience reports used for continuous improvement within your Trust?*

Answer: All reported 'you said – we did' improvements are included within our quarterly and annual reports. Patient experience feedback is also discussed at Divisional and Service Governance meetings to drive service improvements.