

Complaints and Feedback Annual Report 2023/2024.

Introduction

Patients, carers, relatives and families use and experience our services every minute of every day. No one else has that unique perspective, and therein lies one of the greatest opportunities for continuous improvement.

Whatever that experience, each person offers, our aim is to provide reliable, person centred care and services using all the resources we have to deliver to the highest quality and safest possible care. Continually driving the standards of care upwards is dependent on NHS Western Isles (NHSWI) being an open, listening, learning and adaptive organisation. It is only through the receipt of constructive feedback from patients, families and the wider public, that we can reflect on the experiences of our patients and make any necessary improvements to our care systems and services. Our pledge is that we will encourage, listen to, and act in response to the experiences of our population, working together to improve the experience of those who will need our services.

Boards are required to produce an Annual Report on the use of feedback, comments, concerns and complaints, which stems from The Patient Rights (Scotland) Act 2011, The Patient Rights (Complaints Procedure and Consequential Provisions) (Scotland) Amendment Regulations 2016 and the Patients Rights (Feedback, Comments, Concerns and Complaints) (Scotland) Directions 2017 (CHP) which Came into force on 1 April 2017 amended by The Patient Rights (Feedback, Comments, Concerns and Complaints) (Scotland) Amendment Directions 2024. The Board itself is committed to and expects continuous improvement and requires the re-assurance that systems are in place and working effectively to deliver that improvement.

There have been significant ongoing pressures on public bodies and NHS Western Isles realises the importance of responding to complaints at a time when communication with services users is more important than ever. When we have been delayed in our responses with service users, we have tried to keep service users updated in terms of why these delays have occurred and when we expect our responses to be completed.

Our Approach

Patient Feedback

All staff should be actively listening, reflecting and responding to feedback, comments, concerns and complaints appropriately, effectively and efficiently.

Best Use of Resources

Healthcare staff and patients should make sure that all resources at our disposal are used as effectively and efficiently as possible.

Complaint Handling Procedure

What is a complaint?

‘An expression of dissatisfaction by one or more members of the public about the organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation.’

What is Feedback?

Feedback may be in the form of views expressed orally or in writing as part of a survey, patient questionnaires or initiatives such as patient experience surveys or via stakeholder electronic portals.

What are Comments?

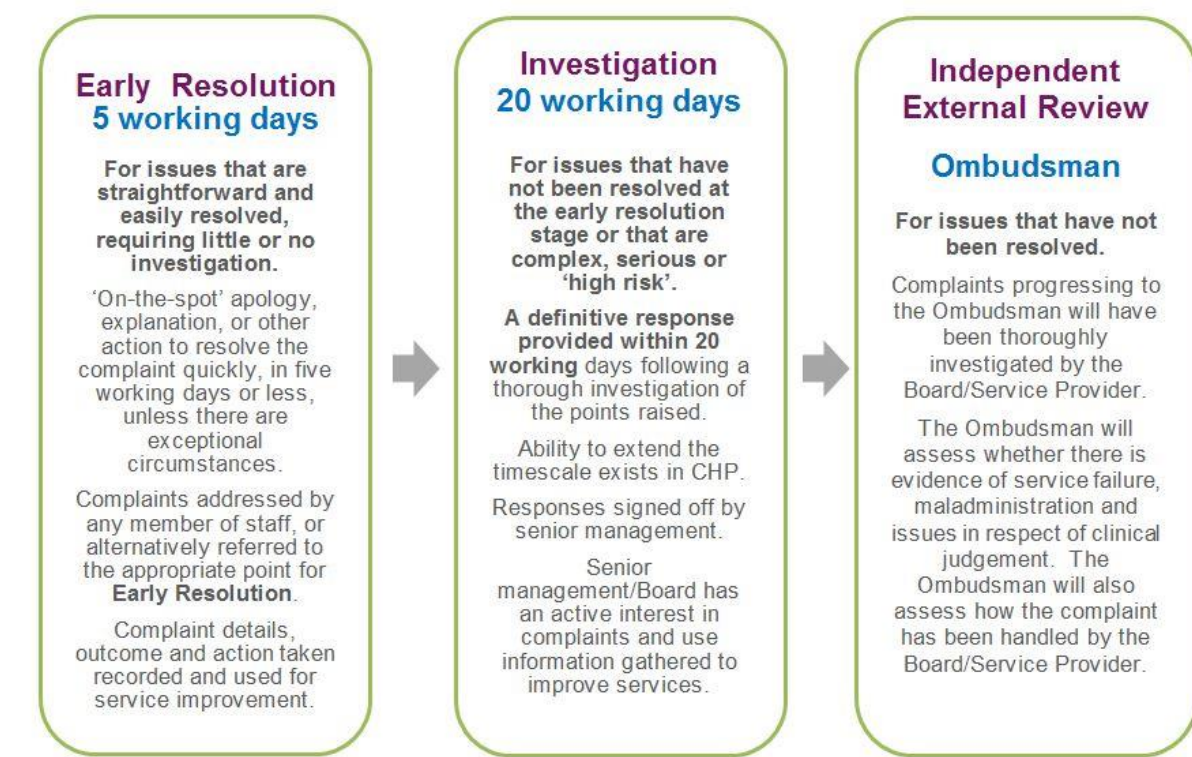
Comments may be comments, compliments, feedback or observations offered orally or in writing for example on ward or hospital suggestion cards, which reflect how someone felt about the service.

What are Concerns?

Concerns may be expressed in relation to proposed treatment or about any aspect of the service, from timing of appointments to getting to hospital for the proposed treatment or the actual treatment received.

The complaint handling Procedure is summarised below:

The NHS Model Complaints Handling Procedure



Indicator 1. Learning from complaints.

We use informed comments, feedback, concerns and complaints to learn, adapt, and improve our systems and processes for care delivery and services in the pursuit of continuous improvement and enhancing the everyday experiences of our patients.

The Health (Tobacco, Nicotine etc. and Care) Scotland Act 2016 ("The Act") introduced an Organisational Duty of Candour on health, care and social work services. The Act is supplemented by the **Duty of Candour Procedure (Scotland) Regulations 2018**, which highlight the procedure to be followed whenever a Duty of Candour incident has been identified.

For the period **1st April 2023 to 31st March 2024** NHS Western Isles have recorded **(0)** significant adverse events which fulfilled the criteria for the Duty of Candour, i.e. an unintended or unexpected act/incident that resulted in death or harm, as defined within the Act, and did not relate directly to the natural course of a person's illness or underlying condition.

Currently there are many ways for us to receive comments, concerns, feedback and complaints and we encourage the responsible and systematic use of all methods. Whilst the single biggest area of growth is the increasing use of social media and web-based forms of feedback, we are aware and acknowledge that many people living in our community do not and will never access or use these forms of feedback. We must therefore maintain a balanced range of systems to enable equal opportunity for all to communicate and give us the benefit of their unique experience and perspective. The Complaints Officer is regularly in contact with complainants where appropriate, and or necessary.

Learning/Service Improvements as a Result of Complaints.

Each complaint provides us with an opportunity to review and reflect on the care and services we provide and to learn and improve patients' experiences. The priority of the NHS Board is to scrutinise the learning and sustained service improvements.

A service improvement tracker has been developed and introduced to report to relevant Board Governance meetings.

Through the complaints process, the following are examples of service improvements identified:

- Where complaints are received regarding staff attitude, the Chief Executive / Director of Finance and Procurement on behalf of the Chief Executive will monitor for trends developing in an area or for an individual, ensuring adequate and effective support.
- New Contact Number obtained for patients to call in the team's absence. This would be for advice only.
- In terms of AAA – NHS Highland steering group meeting agreed that they would revert to the national process rather than providing an enhanced service that can be confusing for patients.
- Include complaints handling / responding to patients' concerns in future doctor induction programmes. Matter discussed with Medical Director but due to programme constraints, this is not possible.

Any problems encountered, including consultation manner and style with Doctor's responses will be escalated to the Medical Director for resolution.

- Community Psychiatric Nurse service to be asked to specify roles in the process map. The ADHD service has been suspended due to capacity issues. An (SBAR) Situation Background Assessment Recommendations report is being written for the Clinical Management Team outlining the key issues associated with the service withdrawal. Should the service be reinstated a flowchart will be asked for, to detail roles of those staff involved in the ADHD assessment process.
- For complex cases meeting offered with Medical Director and or Lead Nurse with complainant.
- NHS Western Isles to standardise a process for advising patients of endoscopy results.
- A form that GPs can use to update name changes to Western Isles Hospital and vice versa has been updated and recirculated to relevant Service Managers.
- Consider aortic dissection without red flag symptoms such as dusky limbs, a blood pressure difference in right and left arm. As a team, the manager has asked all practitioners to consider the impact when patients feel their symptoms are not believed and ensure communication is of the highest standard and patients feel listened too.
- Ensure all staff attend yearly mandatory manual handling updates and only use approved manoeuvres when assisting patients. Ensure all ward staff complete promoting excellence framework at a level appropriate to their role. Senior Charge Nurses to monitor and keep records of this training.
- Message sent to all staff, together with an update in the staff newsletter, reminding staff that the parking area at Ambulatory Care Unit is for patients only and to reinforce that this parking, is for patients requiring treatment.
- The Hospital at Home team and the Urgent and Unscheduled Care team will meet to review, discuss and agree the level of care that can be delivered by Hospital at Home in collaboration with the Urgent and Unscheduled Care Team. How equipment can be accessed and used during Out of Hours periods and how patient care can be managed Out of Hours when patients are identified as suitable for Hospital at Home the next day and how that process is formalised. There is ongoing work within NHS Western Isles to further align the work of the front door teams to improve collaborative working and communications, for what can be managed and what is not appropriate.
- Management will regularly ask that reminders are placed in our weekly Team brief to staff regarding protection of designated parking slots for patients at Ambulatory Care Unit and disabled parking slots.
- Home visit offered and accepted and delivered by the Occupational Therapy and Physiotherapy Managers.
- Gap in service following departure of Dermatology visiting consultant, causing delays. New arrangements in place with new visiting consultant providing support and undertaking monthly clinics.
- All admissions or readmissions to Western Isles Hospital out of hours now reviewed in the Emergency Department prior to transfer to inpatient wards to ensure timely and analgesia review. This has been communicated to all teams.

- Every effort is made to place new mothers in a side room in acute wards and staff are aware to offer new mothers or breast-feeding mothers the opportunity to have their babies in with them, with an understanding that staff would not be responsible for caring for babies.
- Staff have been reminded of the importance of good communication with patients, ensuring pain is assessed timeously and appropriate analgesia prescribed. There is work underway by the clinical skills and Quality Improvement teams to review pain assessment tools that are in use in the Western Isles Hospital.

It is important to recognise the above as positive improvements for reflective review and the learning derived from that.

The Learning Review Group is responsible for ensuring that NHS Western Isles recognises and demonstrates the benefits of learning from any adverse events, complaints, and claims. The group also identifies any trends and co-ordinates thematic learning from across the separate areas and ensures that appropriate actions have been progressed.

Patient experience, risk and safety systems are critical drivers to improving the reliability of the care we provide to patients.

It is important for us to capture learning from across these systems both individually and collectively, making sure that appropriate learning is taken and shared from systems.

To achieve the optimal learning, the Chief Executive/ Director of Finance and Procurement on behalf of the Chief Executive reviews all complaints upon receipt and signs off all responses. In addition, the Chief Executive reviews all Significant Adverse Events and all clinical negligence claims, and all Patient Opinion postings and responses.

Support for those who wish to give feedback or make a complaint.

The Patient Advice and Support Service (PASS):

A number of complainants have sought advice and support from local Advocacy services. Almost invariably, complainants as a result are more focussed, prepared and confident leading to a positive interaction. Awareness of the PASS service is raised locally through signposting to complainants via acknowledgement letters, leaflets and posters across the organisation, through local press and the NHS Western Isles website.

The Scottish Public Services Ombudsman (SPSO).

In the period **2023/2024** **four** complaints were referred to the Ombudsman. Of these **four** complaints, **two** were not taken forward and closed, **one** was upheld with **three** recommendations and all **three** recommendations were implemented in full, **one** requested an apology be made to the complainant, this was carried out; this is now subject to a review by the Ombudsman's Office. The Board currently we have **one** complaint, which remains ongoing from the period **2023/2024**.

The Ombudsman informed the Board of the outcomes of **three** outstanding complaints received during the period **2021-2022**. The first where **two** complaints were not upheld, with **no** recommendations made. The second, where **one** complaint was upheld with **three** recommendations with a request for the Board to provide evidence of action already taken and one item of feedback and one point to note. The **third** where **six** complaints made with **two** being upheld and **four** not being upheld. This complaint had **four** recommendations.

During the period for **2022-2023** the Ombudsman informed the Board of **two** complaints which were not taken forward by the Ombudsman. All complaints received were accepted and implemented in full. Details of all NHS Western Isles reports can be found on the SPSO website: <https://www.spsso.org.uk/our-findings>.

Improvements to Services.

Whilst the efficient management, investigation and response to concerns and complaints within the required timescales is a priority, the overriding aim is to capture the learning from concerns and complaints and to implement sustainable improvements to our care and services.

The Board ensures accountability for staff identified to complete service improvements and this has achieved enhanced levels of quality, reliability, safety and better patient experience, which has always been our overall objective.

Alternative Dispute Resolution (ADR).

During this period, no complaints required the consideration and or provision of ADR.

Indicator 2: Complaint Process Experience

NHS Western Isles Health Board are engaging with complainants to understand their experience with the complaints process. We send stage two complainants our Patient Relations Feedback Form and ask them to return it to NHS Western Isles by post with a stamp addressed envelope provided or by email/telephone if they prefer.

We ask stage two complainants the following nine questions and ask them to respond with either agree/neither agree or disagree/disagree/don't know:

Finding information on how to make a complaint was easy? There were **(9)** agree, **(1)** neither agree or disagree and **(2)** disagree responses received.

Submitting a complaint was easy? There were **(9)** agree and **(2)** neither agree or disagree and **(1)** disagree responses received.

Patient relations staff were helpful, courteous and professional. There were **(8)** agree, **(4)** neither agree or disagree responses received.

Patient relations staff listened and understood my complaint. There were **(5)** agree, and **(4)** neither agree or disagree **(2)** disagree and **(1)** don't know responses received.

Patient relations staff checked what outcome I wanted. There were **(4)** agree, **(3)** neither agree or disagree, and **(4)** disagree responses received.

Patient relations staff explained the complaint process. There were **(8)** agree, **(3)** neither agree or disagree, and **(1)** disagree responses received.

My complaint was handled in a timely manner, and I was kept informed of any delays. There were **(9)** agree, **(1)** neither agree or disagree and **(2)** disagree responses received.

All my complaint points were answered. There were **(6)** agree and **(6)** disagree responses received.

The complaint response was easy to read and understandable. There were **(7)** agree **(2)** neither agree or disagree and **(3)** disagree responses received.

We also ask two further specific questions which require a **Yes/No** answer.

I raised concerns about how my complaint was handled. There were **(4)** yes and **(6)** no responses received.

Were your concerns addressed? There were **(4)** yes and **(6)** no completed responses received.

Indicator 3: Staff Awareness and Training.

Staff training and support regarding people who wish to give feedback or make a complaint.

Staff can receive support from their managers with guidance from the Complaints Officer and Patient Focus Public Involvement Development Officer to enable them to respond effectively to feedback.

Staff are encouraged to complete the NES: Complaints and Feedback Course.

Modules take 15 minutes to complete. Staff can complete them as a group in their own time or during dedicated time. It was anticipated that the focus on this activity would drop with staff during coronavirus, and no staff completed this module during 2023/24, although we do not expect staff to undertake this module annually, we will encourage uptake from staff via the Team Brief newsletter.

Care Opinion training is advertised via team brief and is available to staff to register an interest in attending.

NHS Western Isles Risk Systems Coordinator and Patient Focus Public Involvement supported the review of National Education for Scotland review of Duty of Candour training materials, including review of the person-centred approach in placing the patient and family at the centre of the process and welcoming their feedback.

Raising staff knowledge of the complaint's procedure through various other means such as the Complaints Officer attending Senior Charge Nurse meetings and promoting online webinar events and one to one training.

The Central Legal Office provide investigation training to managers.

The Director of Finance and Procurement Ms Debbie Bozkurt on behalf of the Chief Executive, Mr Gordon Jamieson is the Senior Reporting Officer and Mr Roddy Mackay Complaints Officer is the board champion.

The Culture, including Staff Training and Development.

Leadership has been key in continuing to develop a culture within, which comments, feedback, concerns and complaints are welcome and valued.

This has been led at a Senior Level with examples including:

- Use of Microsoft Teams technology with complainants when appropriate.

- Communications and Engagement Plan (how to develop) document developed so that all staff can develop communications and engagement plans for any projects.
- Development of Learning and Review Group and Patient Experience Group within Governance Structures using Microsoft Teams technology.
- Regular Reporting on Patient Opinion within PFPI Committee, and Patient Experience Group.
- Sign off for all Patient Opinion responses by the Chief Executive.
- Development of Real Time surveys for localised improvement.
- The Director of Finance and Procurement on behalf of the Chief Executive has personal input into every complaint/concern. The Chief Executive has personal input into all serious adverse events, clinical negligence claims; and patient opinion posting and responses. This provides, in a relatively small organisation, the early detection of developing trends, increasing risks, and areas requiring additional support and or learning.
- The organisation welcomes and actively supports and promotes the Patient's Advocacy Service.
- The Chief Executive discusses all complaints, adverse events etc, at each Performance Management review.

Indicator 4: The total Number of complaints received.

Table 2 below shows the total number of complaints received by NHS Western Isles Board through the Complaint Handling Procedure for the year **2023/2024**:

4a. Number of complaints received by the NHS Western Isles Board	44
4b. Number of complaints received by NHS Western Isles Primary Care Service Contractors	19
4c. Total number of complaints received in the NHS Western Isles Board area	63

Table 3 below shows the total number of complaints received by NHS Western Isles contractors through the Complaint Handling Procedure:

NHS Board - sub-groups of complaints received

NHS Board managed Primary Care services	
4d. General Practitioner	0
4e. Dental	0
4f. Ophthalmic	0
4g. Pharmacy	0
Total Board managed Primary Care services	0
Independent Contractors - Primary Care services	
4h. General Practitioner	15
4i. Dental	1
4j. Ophthalmic	
4k. Pharmacy	3
Total Independent Contractors	19
4l. Combined total of Primary Care Service complaints	19
4m. Total of prisoner complaints received.	N/A

There were **forty-four** complaints that were processed in total under the new Complaints Handling Procedure for the year **2023/2024** by NHS Western Isles Health Board. This compares with **eighty-two** for the year **2022/2023**.

There was **one** complaint recorded by Castlevew Dental Practice, **fifteen** by GP Practices across the Western Isles and **three** complaints recorded by an independent pharmacy.

There were no complaints that were logged for the year **2023/2024** by NHS Western Isles and then either withdrawn, consent not received or transferred to another unit.

Table 4 below shows the locations complained about **2023/2024**, with the most complaints received about Acute/Clinical services, which is similar to the previous year. The comparisons with **2022/2023** are also given.

Complaint received by location	2023/2024	2022/2023
Western Isles Hospital	27	44
Uist and Barra Hospital	3	6
St Brendan's Hospital	1	3
Board Wide	5	10
Community Health and Social Care Partnership	3	0
Dental Service	3	8
Mental Health and Learning Disabilities Service	2	11
Residence/Offices (not to be used for Hospitals/GP/Clinic)	0	0
Totals	44	82

The main issues raised in complaints. The top three reasons for complaints received for **2023/2024** and for previous years **2022/2023** were:

- Clinical treatment.
- Staff- Attitude and Behaviour - (Communication Oral 2022/2023).
- Staff- Communication Oral - (Staff -Communication Written 2022/2023)

Table 5 below shows all complaints by Issue category **2023/2024** and **2022/2023**.

Complaints by issue Category	2023/2024	2022/2023
Aids / appliances / equipment	2	0
Attitude and behaviour	17	25
Catering	2	0
Clinical Treatment	44	68
Communication (oral)	15	29
Communication (written)	6	13
Competence	2	1
Date for appointment	5	4
Date of admission / attendance	0	1
Delays in/at	1	0
Other	0	4
Patient privacy / dignity	0	3
Patient property / expenses	4	12
Patient status	0	2
Personal records	3	1
Policy & commercial decisions of NHS board	0	1
Premises	3	0
Shortage/availability	0	1
Total	104	165

Indicator 5: Complaint closed at each stage.

Table 6.

Total number of complaints closed by the NHS Western Isles Board.	Totals	As a % of all NHS Western Isles complaints closed.
5a. Stage One	6	14%
5b. Stage two- non escalated	38	86%
5c. Stage two escalated	0	0%
5d. Total Complaints closed by NHS Board	44	100%

Contractors report **nineteen** complaints in total with **nine** stage one complaints, **nine** stage two non-escalated complaints and **one** stage 2 escalated complaint recorded.

Indicator 6: Complaints upheld, partially upheld and not upheld.

Stage one complaints.

Table 7.

Stage 1 complaints.	Total	As a % of all complaints closed by NHS Western Isles Board at stage one.
6a. Number of complaints upheld at stage one	4	67%
6b. Number of complaints not upheld at stage one	2	33%
6c. Number of complaints partially upheld at stage one	0	0%
6d. Total stage one complaints outcomes.	6	100%

GP Contractors report **eight** stage 1 complaints with **four** upheld and **four** not upheld. **One** stage 1 complaint not upheld recorded by Castlevue Dental Practice.

Stage two complaints- non-escalated.

Table 8.

Non-escalated complaints.	Total	As a % of all complaints closed by NHS Western Isles Board at stage two.
6e. Number of non-escalated complaints upheld at Stage 2.	4	10%
6f. Number of non-escalated complaints not upheld at stage two.	20	53%
6g. Number of non-escalated complaints partially upheld at stage two.	14	37%
6h. Total stage two non-escalated complaints outcomes.	38	100%

Contractors report **six** complaints with **five** not upheld and **one** partially upheld at stage two non-escalated. An Independent pharmacy did not give outcomes to three complaints.

Stage two escalated complaints.

Table 9.

Escalated Complaints.	Total	As a % of all escalated complaints closed by NHS Western Isles Board at stage two.
6i. Number of escalated complaints upheld at stage two	0	0%
6j. Number of escalated complaints not upheld at stage two	0	0%
6k. Number of escalated complaints partially upheld at stage two	0	0%
6l. Total stage two escalated complaints outcomes	0	0%

Contractors report **one** stage two escalated complaint which was upheld.

Indicator seven: Average times.

This indicator represents the average time in working days to close complaints at stage one and stage two of the Complaints Handling Procedure.

Table 10.

All complaints	Total average time in working days to close complaints at:
Stage one	3.33 days 2023/2024. 3.86 days 2022/2023.
Stage two	26 days 2023/2024. 24 days 2022/2023.
Stage two after escalation	N/A. None 2023/2024. 44 days 2022/2023.

GP Contractors, report **two and half** working days as average time to respond to stage one complaints in **2023/2024** in comparison to **four** working days in 2022/2023 and **fifteen** working days as average time to respond to stage two complaints in **2023/2024** in comparison to **sixteen** working days in 2022/2023. Castlevie Dental Practice report **one** stage 1 complaint responded to within **five** days for **2023/2024**. An Independent pharmacy responded to **three** stage 2 complaints, all within twenty working days for **2023/2024**.

Complaints Handling Performance.

The number of stage one complaints responded to within five working days has decreased to **(3.33 days)** 2023/2024 from **(3.86 days)** 2022/2023. The number of non-escalated stage 2 complaints responded to within twenty working days has increased to **twenty-six** days in 2023/2024 from **twenty-four** days 2022/2023. No escalated stage two complaints in **2023/2024**. The primary reasons for investigations taking longer to complete were availability of staff, increasingly complex complaints and staff workloads. There was **one** complaint that was over **sixty** days, **three** complaints that were over **fifty** days and **three** complaints over **forty** days and these were delayed due to their complex nature, delay in obtaining consent, delay in medical staff responses (often required from locum consultants who no longer work for NHS Western Isles and have to be contacted where possible through their agency), staff availability and delays from Investigating Managers. It is expected that this trend will continue into **2024/2025**.

Indicator eight: Complaints closed in full within the timescales.

This indicator measures complaints closed within five working days at stage 1 and twenty working days at stage 2.

Table 11

All Complaints.	Total	As a % of complaints closed by NHS Western Isles at each stage.
8a. Number of complaints closed at stage one within 5 working days.	5	83%
8b. Number of non-escalated complaints closed at stage two within 20 working days.	21	55%
8c. Number of escalated complaints closed at stage two within 20 working days.	0	0%
8d. Total number of complaints closed within timescales	26	59%

Contractors report **eight** complaints closed at stage 1 within five working days and **six** complaints closed within twenty working days at stage 2. Castlevue Dental Practice report **one** stage 1 complaint closed within five days.

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

This indicator measures the number of complaints not closed within the CHP timescale, where an extension was authorised.

Table 12.

Complaints.	Total	As a % of complaints closed at each stage
9a. The number of complaints closed at stage one where extension was authorised.	1	16%
9b. The number of complaints closed at stage two where extension was authorised (including both escalated and non-escalated complaints).	17	45%
9c. Total number of extensions authorised.	18	41%

GP Contractors report **no** complaints were closed at stage 1 where extension was required, and **one** complaint closed at stage 2 where extension was authorised. This complaint was completed on day **forty**, twenty days late.

NHS Western Isles always makes every effort to ensure timescales for the Complaint Handling Procedure are adhered to by Investigating Officers. Due to more complex complaints, more demands on staff time and staff availability, a number of complaints have been delayed. The system used to collate complaints is web based and provides better functionality for monitoring all complaints timescales and deadlines.

Concerns.

There were **8** reported concerns reported and dealt with by NHS Western Isles during the reporting period.

Encouraging and Gathering Feedback.

Available methods of feedback.

NHS Western Isles welcomes and encourages feedback from patients, carers, families and staff and we have a range of mechanisms in place to support this.

Measures to control the COVID-19 pandemic, including lockdown restrictions, continued to provide a challenge for traditional ways of engaging with people. PFPI cuts across the whole system and includes all staff, regardless of position, staff group or profession and is everybody's business to improve the experience of patient's relatives and carers.

Changed circumstances has meant that staff have been adept at utilising a variety of engagement methods however, well-used engagement methods such as surveys, telephone interviews and written information are as useful as ever and are required to be tailored to the circumstances.

Although there are fewer face-to-face meetings, many people have reported that they feel that utilising technology has 'levelled the field' in allowing access from across remote and rural areas and for those who have health limiting conditions. At the same time, people and communities are finding their voices and speaking and NHS Western Isles utilise a range of methods and approaches to encourage and gather all types of feedback including concerns, compliments and complaints.

The following list summarises the mechanisms available, further details are included in this report. These include:

Corporate Governance Structure

- Patient Panel (representation from Patient Peer Support Groups for those with Long Term Conditions and Communities of Interest, including Carers, Disabled Access, Learning Disability and Mental Health Groups developed in 2020 to cover all geographic areas of the Western Isles;
- Feedback from people with long term conditions into Managed Clinical and Care Networks;
- Patient representation on service development groups (project specific and time limited);
- All forms of feedback are reported into NHS WI Learning Review Group; and
- Via the Integrated Joint Board where there is carer and service user representation on the Western Isles Integration Joint Board, Strategic Planning Group and Locality Planning Groups.

Reporting

- Complaints and Concerns Process;
- Datix stage 1;
- Patient experience surveys and questionnaires;
- Patient Quality Improvement Surveys;
- Care Opinion website;
- Social Media Feedback; and
- Feedback on WIHB website.

Patient Focus and Public Involvement Activity

- Consultation and Engagement events including service user representation on redesign of services;
- Patient Experience Surveys;
- Volunteer Involvement in redesign of hospital gardens;
- Patient/Carer Stories;
- What Matters to Me;
- Care Opinion Direct Feedback with Patient Panel;
- Increase in digital media communications;
- Patients Questions submitted to Annual Review;
- Each ward has the facility to get feedback via Care Opinion on patient iPad's that are available on each ward;
- Gathering Patient Stories Podiatry and ED; and
- Recruitment of future feedback volunteers.

Communications

- E-mails via wi.coms@nhs.scot;
- Feedback Form on our website www.wihb.scot.nhs.uk;
- Feedback and compliments form on the NHS Western Isles website Feedback - NHS Western Isles | Serving the Outer Hebrides of Scotland;
- Get Involved pages of NHS Western Isles website advising of processes for engagement across all platforms;
- Social media e.g. Facebook, Twitter and Instagram;
- Telephone line to allow feedback directly to a member of staff;
- Support people to giving feedback and complaints through the Patient Advice and Support Service (PASS);
- We Are Listening Leaflets;
- Social Media invitations re What Matters To You;
- Feedback Friday; and
- Website includes information on Community Empowerment including Participation Requests and Asset Transfer.

Helping people feel that their feedback is welcome

We aim to create an environment that welcomes feedback from everyone. We achieve this by empowering our clinical staff to address concerns as soon as we can. We encourage our staff to promote the value of feedback in their wards and departments, regardless of whether this is positive or negative.

NHS Western Isles publicises “How to complain or give feedback” using its website, accessible leaflets and encouraging staff to welcome this feedback. NHS WI also publicises Care Opinion on hospital information boards, ward information boards, posters and patient information leaflets. Additional methods used to promote feedback include:

- We Are Listening Leaflets used at each ward and feedback to patients and public through You Said We Did on our website www.wihb.scot.nhs.uk;
- Admission to Discharge Information available outside each ward;
- Carers pages on NHS WI website;
- Involving Carers in Discharge Planning information outside each ward; and
- Gathering Patient Stories Care Journey Event.

Obtaining feedback from equalities/particular groups

Our staff will speak personally with anyone and at a time and location that suits their circumstances. People with hearing or visual impairments can use accessibility options available on our website. People whose first language is not English can access an interpreter or request written information in their own language through Language Line. Patients can access support from the Patient Advice and Support Service if they do not feel confident about making a complaint or highlighting their concerns.

NHS Western Isles has an Interpreter on Wheels linked to language line that can be taken into any area that it is required. In addition, during COVID 19 Healthcare Improvement Scotland provided iPads to assist with patients gaining remote visiting access. NHS Western Isles used this additional resource and installed access to language line for each ward, Care Opinion feedback facility and the ability to have site specific surveys for quality improvement. This was welcomed by Healthcare Improvement Scotland and seen as a good use of the resource.

Recording of feedback, comments and concerns

There was a need to develop a means of standardising reporting across all methods of feedback to this end all feedback is fed into the Learning Review Group.

Feedback: Innovation and good practice

The ability to conduct local one-off surveys continues to be actively supported. A number of changes to practice have been implemented as a direct result of feedback, providing a more person-centred service. The priority is to ensure that we ‘close the loop’ on each and every survey by means of an action plan to ensure and optimise improvement outcomes. By doing this, we have helped maintain more direct focussed feedback for departments. NHS Western Isles uses Survey Monkey to conduct these surveys, and no personal identifiable data is gathered as part of this data collection.

A number of patient satisfaction surveys were requested on behalf of departmental heads in 2023/2024 including:

- Diabetes service;
- Surgical Pre-Admission;
- Care Patient Feedback Measure;
- Podiatry MSK Service;
- Podiatry Patient Initiated Reviews;
- Chaplaincy Listening Service;
- Weight Management Service (Dietetics);
- Primary Care Survey Barra GP Practice;
- PICC Line Patient Satisfaction Survey;
- Single Point of Contact Patient Satisfaction Service; and
- Neurological Service Patient Satisfaction.

Near Me

The delivery of health care to integrated 'health and care'; across geographical and organisational boundaries has always been challenging. Service delivery in rural areas, and particularly issues around accessibility present challenges for health and social care services. NHS Western Isles have been developing Telehealth and digital solutions as a crucial strategy for providing patients with access to the healthcare they need over a number of years.

Person Centred eHealth has developed a reputation of delivering innovation through necessity to ensure a sustainable person-centred service for our island population.

NHS Western Isles was an early adopter of Near Me Clinics this placed us in a good position to deliver Near Me Clinics in response to the Pandemic. A number of clinicians requested Patient Feedback in response to this mode of service delivery, this was well received with patients welcoming alternative ways of accessing services and providing feedback this provided an evidence base that this was a welcome addition to patient choice. Information gathered post covid has reinforced patients views that Near Me is a welcome alternative to having to travel inter island / off island but should include an element of patient choice where possible.

Care Opinion

Care Opinion is an independent not-for-profit social enterprise contracted by Scottish Government to administer and monitor patient feedback through the www.careopinion.org.uk website. This online system gathers feedback from patients and relatives. NHS Western Isles is experiencing a welcome increase utilising care opinion feedback.

The Patient Focus Public Involvement Officer and Chief Executive monitors and reviews all comments and questions, responding when appropriate and sharing with relevant staff for a direct response. All responses are signed off by the Chief Executive.

During the year from 1st April 2023 to 31st March 2024, a total of 16 'opinions' were published about NHS Western Isles. Out of these stories, 12 were positive and 4 included negative comments.

Some examples of comments are included below:

I feel So Much Better

It was delightful to go to doctor and have an issue that I had been dealing with over a year immediately dealt with.

I feel so much better. When I spoke to people, I always felt they were looking at my cyst all the time.

I left with a huge smile on my face -THANK YOU ALL VERY MUCH.

RCH/Glasgow/WIH

In late November, I contacted NHS24 as my young son had a fever, rash and swelling behind his ear. After being assessed by a GP, we were told to make our way to Western Isles Hospital. The staff were fantastic-he was seen immediately, and the paediatrician called for who began making arrangements for us to be transferred to RCH, Glasgow. We were transferred by ambulance to the airport, where the air ambulance was waiting to take us to Glasgow airport and then another ambulance took us to RCH.

Once again, we were seen straight away and admitted to ward 3B, where a side room had been prepared for us. Every member of staff we encountered were fantastic-knowledgeable, calm, caring reassuring and friendly, which is exactly what was needed in a stressful situation. Treatment plans were clearly explained to me, which was much appreciated.

We stayed in hospital for a week while the infection was treated before being discharged back home. As my son's condition improved, he was able to enjoy some of the amazing facilities available, including Medi cinema, the play rooms with the play leaders and a special visit to Santa's Grotto.

I will forever be grateful to all the staff involved, from those at NHS 24, to everyone who helped us at both hospitals and ambulance crews involved for the highest quality care and compassion shown to us during a stressful and emotional time.

My Experience has been second to none with exceptional care

I was a patient in Medical Ward 1 of Western Isles Hospital after a fall at home.

I live alone, my neighbours call each day and hadn't heard from me, so checked in and I was found on the bathroom floor.

After being admitted to hospital, I was worried about my pets, so a nurse contacted the Hospital Chaplain to see if they could offer any advice and assistance. She contacted the RSPCA who arranged to check in on my animals and that has put my mind at rest.

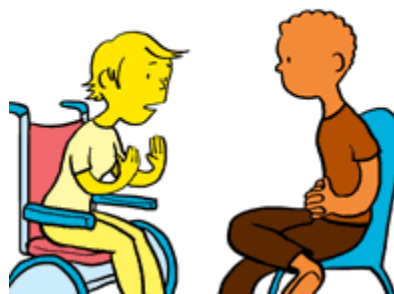
I had very little in terms of clothing, another nurse Becky called the Chaplain to help and she was able to get me clothes and other items, which I am so grateful for.



Personal belongings

My experience in Western Isles hospital has been second to none, the care has been exceptional and Sheila, Becky, Lena and the rest of the team on the ward gave me the best care,

Helen the Chaplain visited me and looked after me, she sat and listened to me, which was important to me.



Being listened to

Nothing was too much for anyone, the food was great, well done to the kitchen staff and the domestic staff who were always in and out checking we had tea / coffee and water, so can I say the Western Isles Hospital care was amazing.

Thank you for your kindness.

Maternity and Birth

My care began in January 2023 when I had my first appointment, I had my first scan and all was fine, the pregnancy journey was good and I had amazing care from everyone involved, I was always a bit nervous especially before every appointment.

I received a call to ask her if I wanted to be part of trainee Racheal's journey doing scans to which I agreed. She was the best!

This meant I had more scans which helped me through this pregnancy journey, which also gave me reassurance that baby was doing good growing well, so it was a sense of peace of mind all the way through.

The care I received was exceptional all the way through my pregnancy, as well as the care from the consultants who made sure I was always up to date with the plan.

I came into Western Isles Hospital in early June 2023 to have a C section, right from the outset the care was amazing all the right people in place, and they were friendly, kind and reassuring.

The consultant was brilliant, I went to theatre and had the best care down there Lesley who was amazing as was Rose and the rest of the team, my Baby was born safe and well. All thanks to the team in theatre.

After care was amazing the midwives Lynn, Joan, Catherine, Margaret, Louise, Karen, HCA Sarah Jane they were the best, as well as all the other staff in Maternity (Admin, Domestic) nothing was too much for them, everyone looked after me and Baby Lucy Kate very well.

Thank you to you all for the best experience.

Professionalism of a hard-working team

"I observed a totally professional and proficient team where nothing seemed to be a problem and can only admire such an environment to work and care in. Was a pleasure to see the team in action. I thank them all for looking after me so well in the Queen Elizabeth Hospital".

"I must also congratulate staff at the Western Isles Hospital for their same commitment and professionalism while attending to me before transferring to Glasgow."

NHSWI has delivered a regular local awareness raising campaign to encourage the use of Care Opinion and has registration 'plus' subscription.

- Care Opinion posters have been circulated throughout all healthcare premises;
- Care Opinion is promoted at departmental and ward level in NHS Hospital premises;
- Care Opinion is shown inviting feedback on all local patient information leaflets;
- Feedback Friday from feedback received on Care Opinion promoted in Team Brief and social media.

Public Consultation Exercises

There has been limited public consultation undertaken during 2023/24, information on Planning with People Guidance and a report on statutory duties on service change has been presented to Integrated Joint Board and reported to the Operational Services Delivery Team:

- Neurological Standards Focus Groups people with lived experience and carers.

Patient Panel Meetings

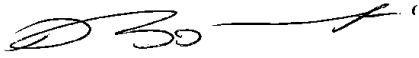
There were two meetings of the Patient Panel in 2023/2024.

Agenda Items included:

- NHS Western Isles Annual Review meeting with the Chair;
- ReSPECT;
- Improving the Cancer Journey;
- Lived experience call for Lay Rep - UHI for Non-Medical Prescribing;
- Response on accessibility issues raised by members of Panel;
- NHS Board Exec Recruitment;
- Koosh;
- Caelus;
- Health and Social Care Partnership Strategic Framework discussion on future Community Engagement.

Annual Review.

The Annual Review meeting for the year 1st April 2023 to 31st March 2024 was held on 27th March 2024.



Debbie Bozkurt
Director of Finance and Procurement
For and on behalf of
Gordon G Jamieson
Chief Executive
NHS Western Isles

19th October 2024.