

## **PATIENT EXPERIENCE – APRIL TO SEPTEMBER 2024**

### **Introduction**

Heart Networks UK Limited (HN) is contracted to provide a Community Cardiology Service for North, Central and South Manchester's NHS patients.

Patient Experience surveys are intended to support Heart Networks to embed a patient experience programme to collect qualitative and quantitative patient user experience intelligence and demonstrate that feedback has been used to improve the service provision and patient experience.

HN is always looking for ways to increase patient experience feedback. During the COVID-19 National Emergency appointments were transferred to initial telephone assessments which greatly reduced the quantity of patient surveys due to various issues including language barriers and time restraints. Following the return of face-to-face contact in clinics we have been exploring options for gathering patient feedback. Patients are able to anonymously complete surveys in the clinic via a paper form or a tablet which is available in the reception area. The survey has been transferred to a Google forms template which can be changed into different languages via Google translate. Patients seen in clinic are sent a text via Accurx following their appointment with the Google survey attached. Patients can also leave reviews on our website and posters with a QR code are placed around the clinic.

HN also gathers anonymous patient demographics to ensure all patients are getting excellent service. We collect information around the 9 protected characteristics groups except for pregnancy as HN is not commissioned to see this cohort of patients. The information is used to ensure and demonstrate how we are providing services that are free from discrimination by meeting the aims of the Public Sector Equality Duty 2010. We have provided additional training to new staff members which has resulted in an increase to over 95% of demographics recorded.

### **Patient Survey – April to September 2024**

Patient Surveys were offered and conducted by Heart Networks to each patient who have attended clinics at Christie Way and The Manchester Institute of Health and Performance during April to the end of September 2024. The questionnaire was originally only available via paper in the clinic, but it is also now also available electronically. The survey has been reviewed and simplified due to the electronic format. The survey opens with some general information regarding gender and age group, and then continues with questions specifically related to the service received regarding appointments. The questions look at communication, including information concerning any tests that the organisation provided, waiting times for results and satisfaction with advice/further management given. The survey concludes with questions regarding the overall service Heart Networks had provided throughout their patient journey and whether the patient would recommend the service to friends and family. At the end of the survey, there is the option for any additional comments to be added.

The survey questions have been amended to: -

- Overall communication before and after your appointment?
- How was your administration staff including greeting upon arrival?
- How close to your appointment time were you seen?
- Was your appointment delayed? If there was a delay, were you kept informed by the administration staff?
- How was your initial/physical assessment today?

- How was your consultation with the clinician today?
- How was your follow up appointment?
- Did you feel your investigations and follow up appointments were performed in a timely manner?
- How likely you would recommend our service to your friends and family?

The survey specifically relates to the satisfaction with patient's initial and follow up appointments including any diagnostic tests that the service undertook, and the overall service Heart Networks provided throughout their patient journey. Patients were also able to add free text comments at the end of the survey if they wished or had the option to decline the survey.

Our survey is comprehensive and enables Heart Networks to gather valuable information and data which we incorporate into the improvement and development of the service. We have had some staff changes at The Manchester Institute of Health and Performance and Christie Way over the last few months, which impacted the collection of gathering information to ensure we continue to provide a fair and equitable service to all. Training has been provided to the new staff to stress the importance of gathering this information.

We have collated the data gathered and the surveys have demonstrated excellent results in relation to the overall service which Heart Networks had provided. Results of the survey are attached.

We received many additional complimentary comments, some examples are below -

- Everyone I encountered at Heart Networks were polite and informative. The investigations were carried out to a high standard and with a quick response. I would like to thank all the staff members at Heart Networks for their outstanding work.
- Best NHS I have visited, all staff from reception, the young man doing the ECG and explaining the heart rate monitor, the consultant and the person who did the heart scan. Everything was fully explained and appointments on time. Extremely professional, polite and friendly staff. Waiting area was fresh and bright and whole building clean. Can only say 10/10.
- Amazing from start to finish. So reassuring and nothing too much trouble. Would very highly recommend. First class service.
- An excellent experience with a great feeling of being cared for.
- I was actually seen ahead of time; an earlier slot came available which I was able to make.
- Staff were very polite, helpful and efficient in the field of expertise. Advice given was helpful and greatly received. The results were explained in depth which lifted a great weight from one's shoulders. 5-star service given throughout the entire event.
- Very professional and respectful care, in a comfortable relaxed setting, information given clearly and fully.

#### **MJog – Appointment reminder service**

HN also contracts MJog who provide a text messaging service by extracting appointment and contact details from our clinical system to remind and confirm patient's appointments. As part of this service, a Friends and Family text message is sent to patients who have consented to text messaging the day after they have been seen in clinic asking if they would recommend the service. They also have the option to add a free-text message. Only 2% of patients did not recommend the service out of 1247 patients who responded to the Friends and Family text.

| Recommended | Neither/Don't Know | Not Recommended |
|-------------|--------------------|-----------------|
| 97%         | 1%                 | 2%              |

### **Follow Up Appointments**

Heart Networks recognises that it is sometimes difficult for patients to rearrange their schedule to attend multiple appointments. Patients are asked in their initial face to face appointment with a clinician if they would prefer to be contacted by telephone by a Doctor/Nurse or attend a face-to-face appointment dependent on the appropriateness of discussing the results via telephone. We have seen a significant increase in Follow-Up Telephone Appointments in response to our patients' preferences with the majority of patient's wishing to receive their results over the phone instead of attending the clinic: -

| <b><u>Follow Up Appointments</u></b> |                     |                  |                       |
|--------------------------------------|---------------------|------------------|-----------------------|
| <b>April to September 2024</b>       | <b>Face to Face</b> | <b>Telephone</b> | <b>Face to Face %</b> |
|                                      | 535                 | 1196             | 31%                   |

### **Appointment Availability**

HN closely monitors its performance on access to ensure we meet key performance indicators in line with our contract with commissioners. HN conducts weekly audits to monitor the number of available new appointments to ensure patient's initial appointment is within 28 days. As a result, when demand has escalated for appointments, we have responded by adding additional clinic sessions where possible, which is dependent on staff and room availability at both locations to maintain our performance indicators. Weekly audits are also undertaken to monitor the number of follow up appointments available and additional appointment slots are added where possible dependent on staff availability.

HN offers Cardiological assessment or Diagnostic test only appointments which are available for Manchester GPs to book through the Integrated Care Gateway. These appointments are available at both of our clinic locations, Christie Way and The Manchester Institute of Health and Performance. HN introduced Diagnostic only clinics at both locations in 2021 as requests from Manchester GPs had increased for just 12 lead ECGs, Ambulatory ECGs and Ambulatory Blood Pressure tests. This has allowed the service to adapt to patient demand which has reduced waiting times for patients for both diagnostic and assessment appointments and it also utilises HN staff efficiently and effectively.

During the COVID-19 National Emergency we started to offer a postal Ambulatory ECG service to patients which incorporated an Ambulatory ECG being delivered and collected by a courier to the patient's home address. We have continued to offer this service to patients who have difficulty in attending a clinic location.

HN also holds a cancellation list for patients who have requested to be seen earlier if an appointment becomes available for a particular clinic or clinician. When HN receives a cancellation, we refer to the cancellation list and contact the patient to offer the available slot.

### **Patient Who Did Not Attend Appointments**

HN contacts patients prior to their appointment directly or via text message in attempts to reduce missed appointments. Patients initially receive a letter from the Integrated Care Gateway when the appointment is booked. HN also sends a text if consent for a message is held or a letter to the patient confirming the booking of their appointment upon receipt of their referral from the Integrated Care Gateway. Reminder appointment texts are automatically sent by MJog two working days before the patient's appointment.

When a patient does not attend their appointment, the service will send the patient a letter giving them the option to contact the service directly to rebook their appointment within two weeks. If the patient does not contact the service within the two weeks, they are discharged back to their GP. A copy of the letter is also sent to the GP for their records.

### **SOS Appointments**

Following their initial assessment with the service, patients can be offered an 'SOS' service if the Cardiology clinician feels it is appropriate. This can be beneficial to patients with intermittent symptoms to allow them to contact the service directly to attend for an assessment and examination at short notice in order to better diagnose their condition. This option is given to patients with infrequent symptoms rather than the patient having to return to their GP to request a further referral to the service.

### **CQC Inspection**

The Care Quality Commission (CQC) inspected our clinical site of The Manchester Institute of Health and Performance in February 2022 and rated the service as "Good" across all areas with no recommendations. Our other clinical site of Christie Way was virtually inspected and registered in July 2022.

CQC reviewed patient experience feedback during their inspections which indicated that patients felt they were listened to and supported by staff and had sufficient time during consultations to make an informed decision about the choice of treatment available to them. Any referrals required to other services were discussed with patients. If patients are onward referred to Secondary Care, we send a letter to the patient with details of the onward referral.

### **Significant Events and Complaints**

HN has systems in place for recording and acting on significant events. Staff understand their duty to raise concerns and report incidents and near misses. Any significant events or concerns are reviewed and investigated when things go wrong. HN adapts a "no blame culture", the significant event review is to discuss what can be learnt and to make changes to improve. Following discussion and review, the service shares lessons, identified themes with the HN team and takes action to improve safety in the service.

Patient satisfaction is discussed as a standing agenda meeting item with all staff. Any learning and/or improvements from patient experiences are discussed with all staff and also shared with patients via patient information noticeboards in clinic waiting areas and also on the website.

The service takes complaints and concerns seriously, investigates and responds to them appropriately to improve the quality of care. Information about how to make a complaint or raise concerns is available in both of our clinic locations and on our website. Patients are informed of any further action that may be available to them should they not be satisfied with the response to their complaint. Any learning is shared with the HN team to improve processes and patient experience.

### **Summary**

Overall, Heart Networks are very pleased with the results and excellent feedback from our Patient Surveys. The additional staff training and electronic surveys is increasing the gathering of information and we will continue to use this information to monitor, develop and improve our patient's experience and journey through the service.

## Heart Networks UK Limited – Patient Survey Results for April 2024 – September 2024

### YOUR VISIT

#### QUESTION

|                      |      |        |            |                   |
|----------------------|------|--------|------------|-------------------|
| What is your gender? | Male | Female | Non-Binary | Prefer not to say |
|                      | 47%  | 52.5%  | 0%         | 0.5%              |

|                         |       |       |       |       |                   |
|-------------------------|-------|-------|-------|-------|-------------------|
| What is your age group? | 18-24 | 25-40 | 41-64 | 65+   | Prefer not to say |
|                         | 3%    | 13.5% | 47%   | 36.5% | 0%                |

|                         |                     |               |               |                 |                    |                        |               |
|-------------------------|---------------------|---------------|---------------|-----------------|--------------------|------------------------|---------------|
| What is your ethnicity? | Asian/Asian British | Black African | Black British | Black Caribbean | Other ethnic group | Other White background | White British |
|                         | 20%                 | 9%            | 2%            | 1.5%            | 3.5%               | 9%                     | 55%           |

|                                  |          |              |            |                   |
|----------------------------------|----------|--------------|------------|-------------------|
| What is your sexual orientation? | Bisexual | Heterosexual | Homosexual | Prefer not to say |
|                                  | 0.5%     | 78%          | 1.5%       | 20%               |

| FIRST IMPRESSIONS  |              |       |                  |      |             |
|--|--------------|-------|------------------|------|-------------|
| QUESTION   | SATISFACTION |       |                  |      |             |
|  | Excellent    | Good  | Fair             | Poor | Neither     |
| Overall communication before and after your appointment? | 86.5%        | 12%   | 1%               | 0.5% | 0%          |
| How was your admin staff including greeting on arrival?  | 85%          | 13.5% | 0.5%             | 0.5% | 0.5%        |
| THE APPOINTMENT  |              |       |                  |      |             |
| QUESTION   | On time      |       | Within 5 minutes |      | +10 minutes |
| How close to your appointment time were you seen?        | 92%          |       | 5%               |      | 3%          |
| QUESTION   |              |       | YES              |      | NO          |
| If you were delayed were you kept informed?              |              |       | 33%              |      | 67%         |
|  |              |       |                  |      |             |

| QUESTION   | SATISFACTION     |        |                             |          |                    |
|--|------------------|--------|-----------------------------|----------|--------------------|
|  | Excellent        | Good   | Fair                        | Poor     | Neither/No answer  |
| How was your initial/physical assessment today?  | 89%              | 8%     | 0.5%                        | 0.5%     | 2%                 |
| How was your consultation with the clinician today?  | 80%              | 17%    | 1%                          | 1%       | 1%                 |
| How was your follow up appointment?  | 87%              | 10%    | 1%                          | 1%       | 1%                 |
| QUESTION   |                  |        | YES                         |          | NO                 |
| Did you feel your investigations and follow up appointments were performed in a timely manner? |                  |        | 97%                         |          | 3%                 |
|  |                  |        |                             |          |                    |
| QUESTION   | SATISFACTION     |        |                             |          |                    |
|  | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely |
| How likely are you to recommend Heart Networks to friends and family?                          | 92%              | 5%     | 0.5%                        | 0.5%     | 2%                 |