

Understanding Our Patient Insights

Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB)

University Hospital Leicester (UHL)

Leicestershire Partnership NHS Trust (LPT)

Healthwatch Leicester and Leicestershire



Understanding our Patients Insights

- NHS organisations gather feedback from patients in various ways to support developing and providing high-quality services for people living in our communities in Leicestershire.
- Healthwatch work closely with all organisations and share regularly independent insights on all services supporting the same aim.

This slide pack offers an overview of how each organisation's patient feedback is gathered, worked upon and used to inform services and decision-making.

If you have any feedback for our teams please get in touch using the links below:

[University Hospitals of Leicester](#)

[Leicestershire Partnership Trust](#)

[Leicester and Leicestershire Integrated Care Board](#)

[Healthwatch Leicester and Leicestershire](#)

Understanding Our Patient Insights

Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB)

Leicestershire Health Overview and Scrutiny Committee: 5 March 2025



How the ICB collects patient insights

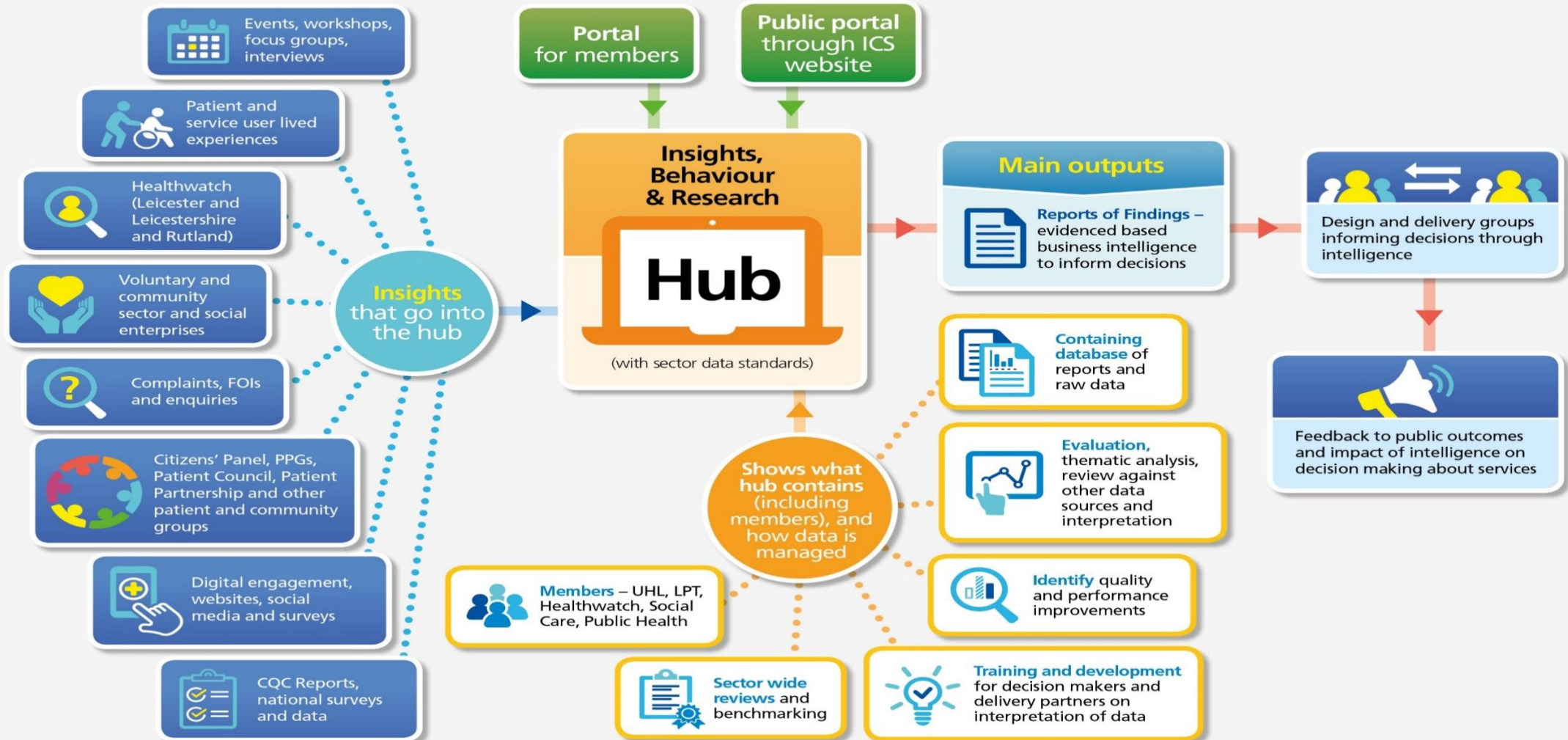
- Public consultations and engagements (national, regional & local)
- Complaints, compliments, MP enquiries, patient enquiries, Freedom of Information (FOI) requests
- Provider quality assurance reports
- Anecdotal feedback
- Citizens' Panel (*1149 members*)
- Voluntary, Community and Social Enterprise (VCSE) Alliance (*231 member organisations*)
- Patient Participation Group (PPG) Network (*264 members*)



How the ICB shares and uses patient insights

- **Complaints data and themes** reported to Organisational Development Group (ODG) and Executive Management Team (EMT).
- **Provider Quality Assurance Report** to System Quality Group quarterly. Summary of themes, trends and learning points also shared with other teams for their use.
- **Primary Care insights** including patient experience, as well as quality and contract visits reported through the Quality Assurance Team.
- Summary and highlights of recent **insights** reported bi-monthly to the Quality and Safety Group
- **Insights collected by other organisations** fed in through governance structure, e.g. annual GP Patient Survey, Healthwatch Enter and View Reports, Care Quality Commission (CQC) reports.
- All insights suitable for public domain saved on **Insights, Behaviour and Research Hub**.

Insights, Behaviour and Research Hub





Assurance that patient insights are used

- **Public and Patient Involvement Assurance Group (PPIAG)**
 - Independent group
 - Meets monthly to assure that:
 - Proposals to change and improve services are developed with appropriate and sufficient public and patient involvement.
 - Insights and business intelligence are regarded and have influenced decisions made in all ICB collaboratives.
 - Report produced and presented at Quality and Safety Assurance Committee bi-monthly.



Patient insights: 2024 to date

- 4 Public consultations (3,320 participated)
 - Gluten-free prescriptions (1,477 participated)
 - Lutterworth Community Health Services (1,398 participated)
 - Homeless GP Service (207 participated)
 - Asylum Seeker GP Service (238 participated)
 - Rutland Same Day Access (ongoing)
- 3 formal engagement projects (32,705 participated)
 - Palliative and End of Life Care Strategy (729 participated)
 - Young Voices on Healthcare (3,002 participated)
 - GP Practice Services (28,974 participated)
 - Carers review (23 interviews)
- All insight gathered from patients, carers, stakeholders and members of the public has been used to influence our decision making i.e.
 - the **homeless GP service** has been designed to reflect the needs of those who receive these services and those who work with this community based on what they told us during the consultation and;
 - for the **gluten free consultation**, we have developed a toolkit for GP practices and additional support for coeliac patients.



What the ICB is working on

- **Publish People and Communities Strategy 2025-28**
- **Co-design a VCSE Strategy with the sector**
- **Review complaints policy, including feedback mechanisms/lessons learnt**
- **Develop the Insights, Behaviour and Research Hub**
 - Increase volume of insights by introducing monthly topics
 - Increase membership by continuing to promote internally and to VCSE Alliance
 - Expand membership to local authority colleagues
 - Formalise process for sharing insights from complaints
 - Formalise process for sharing provider quality assurance insights
 - Strengthen how we triangulate all patient insights collected across the local health system
- **Further develop Citizens' Panel**



Patient Experience University Hospitals of Leicester

Leicestershire HOSC 5th March 2025

University Hospitals of Leicester NHS Trust

How we collect patient feedback:

- **All patients in all settings:**
- Friends and Family Test (FFT)
 - Automated SMS message, QR/online, touch screen device, paper forms at end of treatment/any time. Available in four languages
- Message to Matron / Contact the CEO
 - Paper forms available across all clinical areas
 - Electronic form
- Compliments/Complaints by contacting PALS
 - Focused sample
- **Focused feedback collection:**
 - National patient experience surveys
 - Engagement with community groups, for example the carers groups engagement led to the development of the UHL Carers Passport
 - Healthwatch external visits to the Trust
 - Patient Stories
 - 15 steps programme

What do we hear from feedback?

- 2024 average % positive scores
 - Inpatient = 98% vs national 94% (94% peer trusts)
 - Outpatient = 95% vs national 94% (94% peer trusts)
 - Emergency = 81% vs national 79% (78% peer trusts)
 - Maternity = 94% vs national 92% (90% peer trusts)
- Top themes of suggestions for improvement in 2024 were:
 - Waiting time in hospital
 - Consultation/treatment outcomes
 - Communication
- Examples of work streams initiated from feedback in 2023:
 - Sleep promotion
 - Nutrition and hydration group
 - Maternity improvement programme
 - #saferUHL – improving fundamentals of care



How we use feedback and forward steps?

- Each clinical area produces “You said, we did” displays monthly (example right) to create a dialogue between colleagues and patients that can evolve over time and reassure the public that patient feedback matters
- Corporately the key work streams for 2024 (based on 2023 feedback) were sleep promotion, nutrition and hydration, accessible information standards
- Fifteen Steps Assessments – Patient Experience conduct these visits, assessing ward and outpatient areas from a patient perspective. Positive outcomes and any areas for improvement are immediately fed back to clinical leaders in a constructive and supportive way
- These visits are an opportunity to monitor whether wards are acting on their feedback in particular the key work streams above

Forward Steps For 2025

- Waiting times – this improved planned care waits and discharge from hospital workstreams
- Consultation/treatment outcomes - ensuring information given regarding what's happening today and what needs to happen for safe discharge
- Improving communication - this is covered by the #saferUHL improving fundamentals of care and the UHL Carers passport and involvement of carers



From 1.4.2024 to current, UHL received 1,175 formal complaints and 4,032 PALS contacts. The top complaint theme was questions about treatment. The top PALS theme was information about outpatient appointments



Leicestershire Partnership NHS Trust

Alison Kirk

Head of Patient Experience and Involvement

Leicestershire HOSC 5 March 2025

Understanding our patient and carer experience

It is understood that each method of feedback has its strengths and weaknesses. Using all methods of information available enables the Trust to better understand the patient's experience of the services offered and delivered; and is beneficial to help prioritise where to focus efforts on action planning.

We use a range of approaches to collect and understand the experience of our patients, carers and service users:

- Frequent feedback – comments, enquiries, and concerns
- Friends and Family Test (FFT)
- Complaints
- Compliments
- Patient surveys
- Patient engagement and involvement



What our patients, carers and families told us in 2023/24

26,236 individual pieces of feedback recorded

87% of feedback via Friends and Family Test

22,886 ratings

18,063 individual comments

9% response rate

87% positive ratings

8% negative ratings

5% neutral ratings

3% of all feedback are concerns and complaints

495 concerns and comments

239 complaints

10% of all feedback are compliments

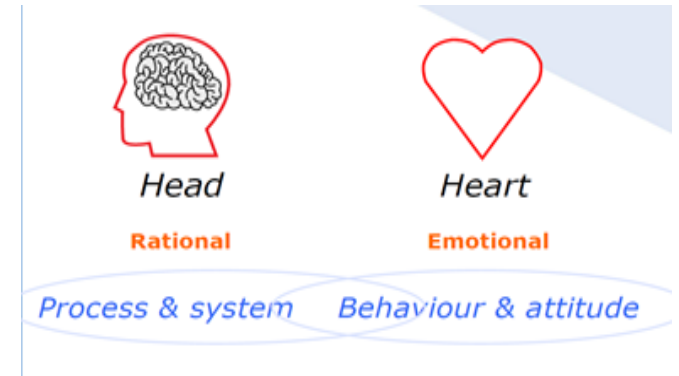
2616 compliments received

Understanding our patient and carer experience

What did our patients and carers tell us about when we didn't meet their expectations?

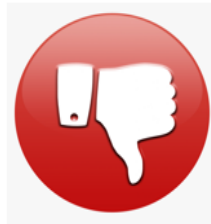
Patients and service users report their experience of care based on two key things: rational and emotional aspects of care. The **rational** aspects will focus on the systems and processes that impact on the experience of care. The **emotional** aspects of care focus on the attitudes and behaviours of those who deliver that care.

The tables below set out the top three themes in terms of negative experience. Through the analysis of this data and the themes that have arisen the feedback demonstrates that patients and carers reported the highest dissatisfaction on the rational elements of their care, processes and systems that result in poor experience. Communication; staff attitude and implementation of care including concerns relating to appointments and discharge from services.



Top 3 Negative Themes via FFT -

- | | |
|---------------------------|------|
| 1. Staff Attitude | 1338 |
| 2. Implementation of Care | 1245 |
| 3. Communication | 1037 |



Complaints	Concerns, Comments
Appointments (25)	Communication (96)
Communication (23)	Appointments (82)
Discharge (13)	Attitude of Staff (50)



Understanding our patient and carer experience

What did our patients and carers tell us about when we did meet their expectations?

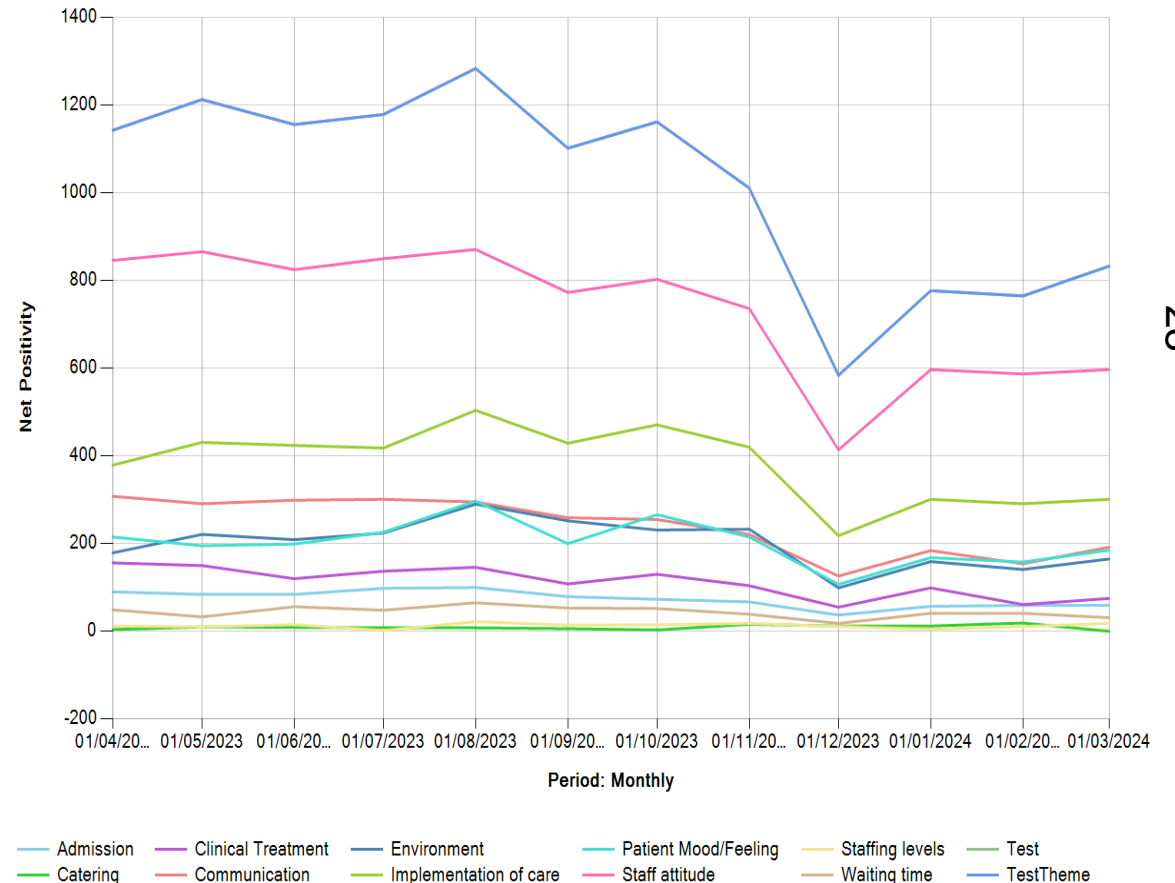
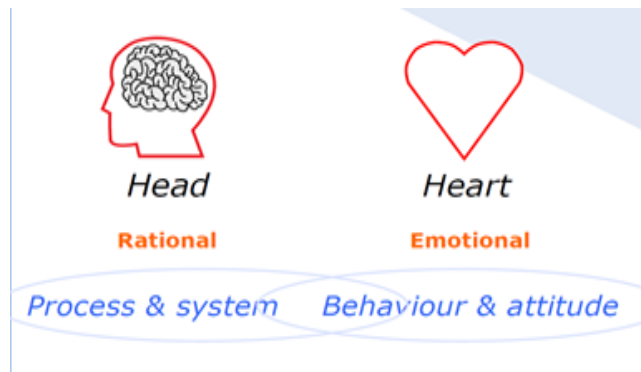
The majority of positive feedback received by our patients and carers is received through compliments and comments received as part of the Friends and Family Test feedback. Whilst we encourage all services to report the compliments they receive, this isn't done routinely across a majority of services. Over the year **2616 compliments** were formally reported. In addition to this **11434 individual comments rated very positive or positive** were received through the Friends and Family Test.

Here is a breakdown of the themes where the Trust met the expectations of our patients and carers.

Care & Treatment 72%

Communication 21%

Staff Attitude 7%

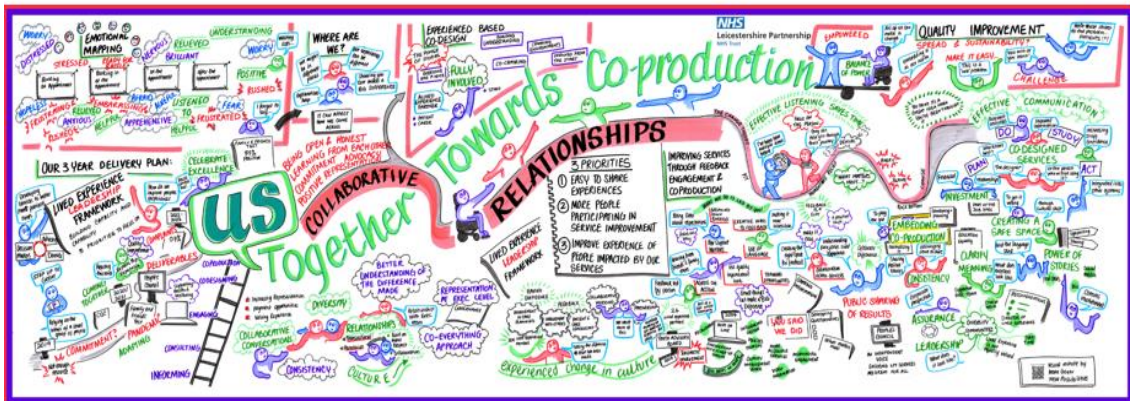


Working with our patients and carers on improvement and transformation

Working collaboratively with our patients and carers



Providing an independent voice to make LPT services great for all



How we involve our patients, carers and families to improve our services – A Framework for Involvement and Coproduction

The Trust's framework for involvement has been co-created with service users and carers and is now an integral part of how we support, develop, match and involve people with various service improvement opportunities across the Trust. Our framework aims to provide a structured approach to recruiting, training and developing service users and carers as they sign up for involvement.

Our service user and carer involvement network has steadily grown to over 300 members over the year, an increase of 43 people from 2022/23. 2023/24 has seen an increase in members from staff referrals and word of mouth.

Network members are offered different involvement opportunities, based on their lived experience, skills and interests. The framework ensures that those wanting to get involved can get the best out of their involvement experience. This includes various training and development opportunities, and setting personal involvement objectives with those who want to progress from individual and low-level generic involvement, to a more defined role, such as a Lived Experience Partner.

Members also receive monthly Patient Experience and Involvement newsletters (<https://shorturl.at/oWz7d>), and monthly virtual and face-to-face Involvement cafes which support connections and wellbeing.



Working with our patients and carers on improvement and transformation

How patients, carers and families work with us, bringing their own lived experience of Trust services

As a result of 18 months' work co-designing our Lived Experience Leadership Framework with a group of Experts by Experience, we launched the Lived Experience Leadership Framework in June 2023.

The Framework sets out how the Trust will work in partnership with patients and carers at all levels of governance, quality improvement and transformation.

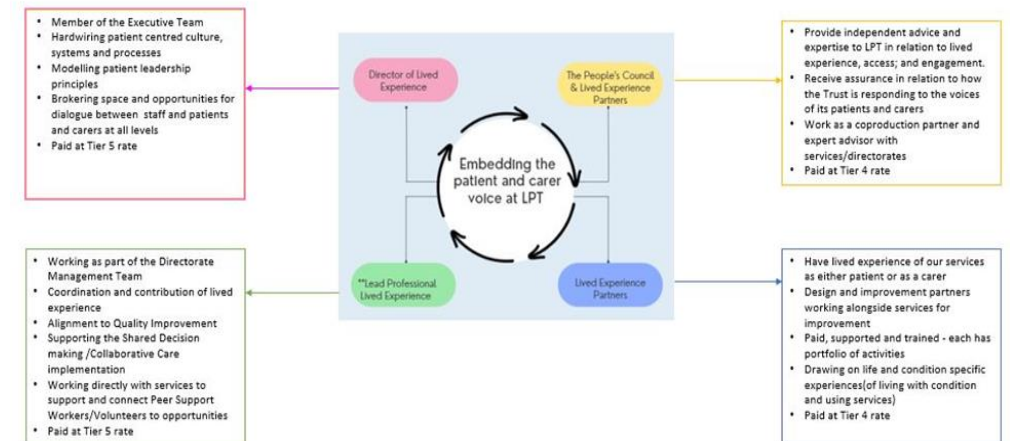
The Framework will also be a blueprint for the Integrated Care System and is a key priority of the People's and Community Integrated Care System Strategy.

The Trust currently has 22 paid Lived Experience Partners, our Youth Advisory Board, People's Council and Patient and Care Involvement Network with over 400 members.

For anyone wishing to get involved we can offer a range of activities as well as ongoing pieces of work. These include:

- patient perspectives – sharing your experiences of using our service
- providing feedback on decisions made about your care and treatment
- attending virtual patient or in person focus groups
- becoming involved in Quality Improvement Projects
- providing a Patient Perspective on staff recruitment panels
- attending in-house training and development workshops
- attending our Patient Leadership Programme
- providing feedback through surveys and questionnaires
- attending our Introduction to Involvement workshops
- becoming involved in LPT's Learning Disability Improvement Programme
- becoming involved with the Youth Advisory Board
- becoming a Reader Panel member, providing feedback on patient-facing information
- becoming a Lived Experience Partner.

Lived Experience Leadership Framework



Corporate & Enabling	Directorate of Mental Health	Community Health Services	Families, Young people & Children and Learning Disabilities and Autism
Complaints Review Group	Risk assessment	SPA / triage	LeDeR project
Patient & Carer Experience Group	Care planning	Criteria led discharge	Youth Advisory Board Co chair
Co-delivery of staff Patient Experience & Involvement training	Urgent care, and crisis retender	End of Life Steering Group	Engagement and co-production, Healthy Together
Peoples Council chair and membership	Open dialogue	CHS PCEG co-chair	Care Navigation
Patient and Carer race Equality Framework (PCREF)	Smoking cessation	Health Inequalities work	Frends and Family Test
Triangle of Care	Psychosis pathway	Self-care project	Digital Engagement
Patient Safety Partner	MHSOP Patient and Carer Experience Group	CINNS website development	LDA Collaborative



Healthwatch Leicester and Leicestershire

Leicestershire HOSC 5th March 2025



Understanding Patient Experience

- Healthwatch as the local consumer champion plays a key role in addressing patient complaints and improving the patient experience within the healthcare system.
- We collate feedback from the public, patients, carers about their experiences of health and care services through a variety of ways these include our targeted #SpeakUp events, surveys and workshops.
- We provide information and guidance on how to make complaints about NHS services and the process, we also signpost to relevant departments and advocacy services
- We analyse the key trends and concerns within complaints, this information is shared with Commissioners, regulatory bodies and with UHL, LPT and ICB colleagues through pre agreed channels
- We work collaboratively with the system to make recommendations for improving services that matter to those using them.
- We will re visit those recommendations within 6 months to discuss progress and how we can continue to support
- We raise awareness of our work and feed local intelligence into Healthwatch England to drive policy change and delivery

Examples of Insight Reports

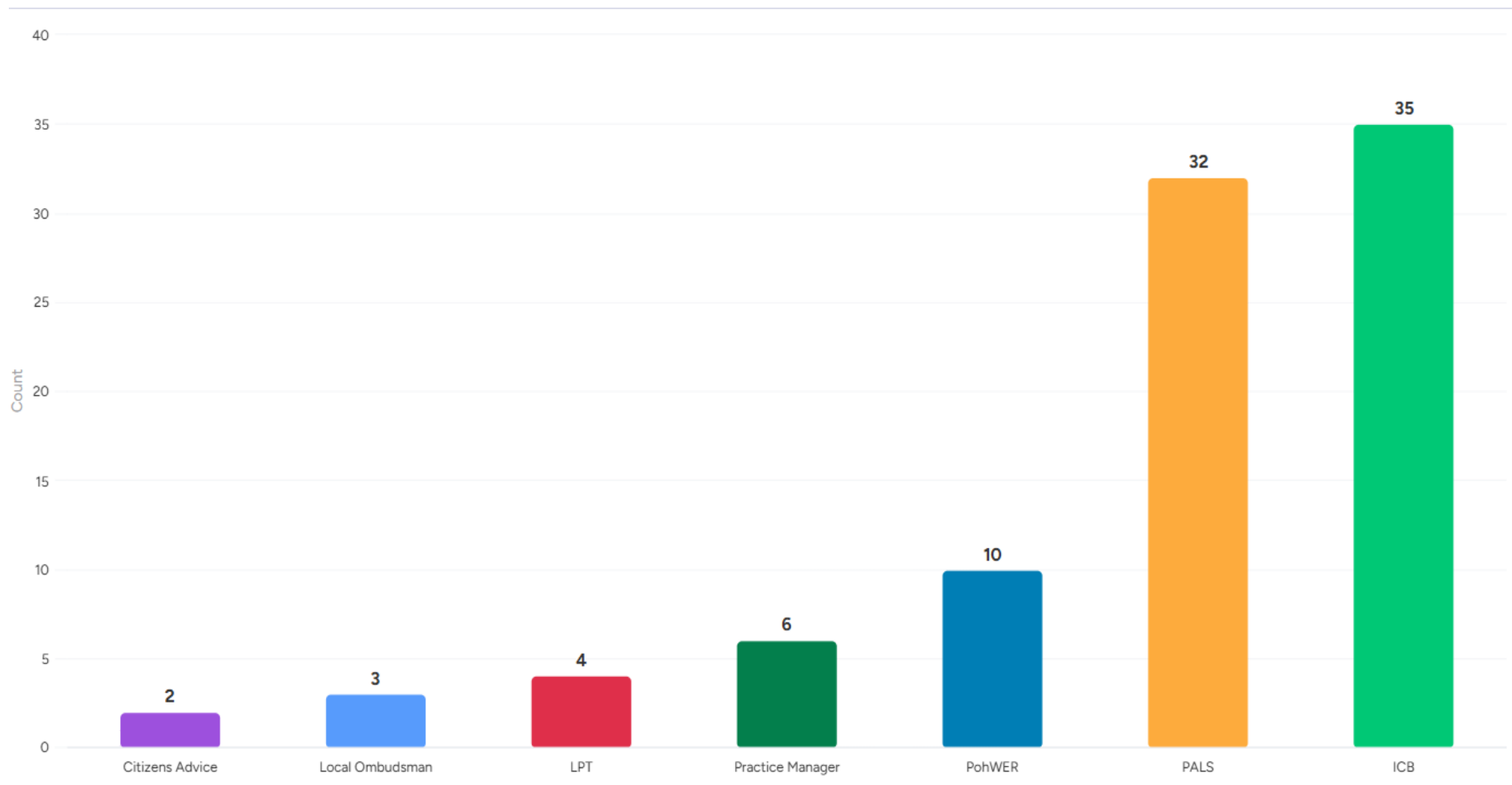
- Accessing Healthcare Services Leicester and Leicestershire Asylum Seekers Dec 2023
 - Insights: difficulty accessing Health services due to cultural and language barriers, including primary care, dental care and lack of understanding on how to access support for mental health.
 - Recommendation: review of literature and information on the local health care system including access and referral routes, pathways for mental health support. Approach agreed with LPT and trailed in Charnwood.
- Ethnic Community Voices on Health and Social Care Services Aug 2024
 - Insights: GP access concerns, wait times in secondary care and diagnosis care and advice, accessibility problems and concerns, lack of understanding on medical advice and understanding of available services for mental health services.
 - Recommendations: Collaborative approach agreed with ICB on Primary Care access including messaging, sharing of insights with practices and integration with GP plans for 2025/26, pathways to map access to services and referral routes and culturally sensitive resources.
- LGBTQ+ Voices on Health and Social Care Services Aug 2024
 - Insights: lack of knowledge, sensitivity and understanding (i.e. misgendering) by health services when accessing health care, treatment or medication.
 - Recommendations: training for healthcare professionals, awareness campaigns to ensure services are inclusive, review and expand resources, easier processes for updating personal details, personalised mental health services, those with lived experience involved in service planning.



Examples of Enter and View Visits

- Gynaecological Services
- Learning Disability Patient Experience (Adults)
- Children's Emergency Department
- Adult's Emergency Department
- Community Diagnostic Centres
- GP Practices across both the City and County: (please see link for access to all reports) <https://healthwatchll.com/enter-and-view/enter-view-reports/>

Complaints through our Signposting Service: April 2024- Feb 2025





Explanation of the graph:

- Of 192 enquiries 92 have been complaints for the NHS
- This is through the signposting line only does not include signposting through events/online or our engagement/outreach work
- Contact details for PohWER Advocacy service are shared with every call however the figure in the graph are referrals made directly at the request of the individual calling



Key themes and issues in patient experience/complaints

- Access to services:
 - GP appointments: difficulty booking appointments, long wait times, inability to see the same GP and reliance on digital consultations
 - Delayed wait times for secondary care and diagnosis
 - Emergency services
 - Digital appointments, medical advice and access
- Lack of awareness of mental health services and referral routes i.e. Community Diagnostic Services and Mental Health provisions
- Infrastructure and facilities:
 - Lack of information or signage
 - Time constraints on staff
 - Poor communication
 - Inadequate accessibility
- Support for carers and families



Healthwatch England National Survey

- Individuals who that had felt they had a poor experience of the NHS were invited to take part in a poll.
- 2,650 completed the poll and out of those over half, 56%, took no action about their care, and fewer than one in 10, nine per cent, made a formal complaint.
- 19% said they didn't know who to contact to make a complaint.
- Overall, over half of people who made a complaint to an NHS organisation were dissatisfied with both the process of making a complaint, 56%, and the outcome of their complaint, 56%.

Working to improve patient experience

- Involvement in volunteers and lay people: Healthwatch Advisory Board members and Enter and View Representatives are all volunteers
- Ensure insight reports, key trends and concerns are shared through key links and relationships across the ICB, UHL and LPT with recommendations for improvement.
- “You said, We did” approach we go back again to see progress against our recommendations and findings.
- Have representation at the following NHS meetings to publicly share data and intelligence on patient experience:
 - Health and Wellbeing Boards
 - Integrated Care Board
 - UHL Trust Board
 - LPT Board
 - Mental Health Partnership Board
 - Learning Disabilities Partnership Board
 - Local Dental Committee
 - Children and Young Peoples Collaborative

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