

Meeting of
Lanarkshire NHS Board
Date 25 August 2010

Lanarkshire NHS Board
14 Beckford Street
Hamilton ML3 0TA
Telephone 01698 281313
Fax 01698 423134
www.nhslanarkshire.co.uk



SUBJECT: IMPROVING THE PATIENT EXPERIENCE: THE BETTER TOGETHER PROGRAMME, LEARNING FROM COMPLAINTS AND RESULTANT ACTION

1. PURPOSE

To brief the Board on:

- The results of the experience of patients when using GP and hospital services (Better Together)
- The annual report on managing complaints
- Existing and future action aimed at improving patients' experience

2. CONTENT/SUMMARY OF KEY ISSUES

2.1 Background

The experience of patients until relatively recent times has often relied on anecdote or information derived from the complaints process. Complaints are important because they arise when things are going wrong for the patient and their relatives in fact or in perception. It is also probably true that for every complaint there may be several others who have not complained but have a similar experience as an actual complainant. Much effort goes into managing complaints and the annual report to the Board is attached.

Complaints however are a very small proportion of the total health interventions that take place and their level has remained more-or-less static over many years. These factors have led to the development of an approach that seeks to get a more comprehensive view of the experience of people using the NHS.

The Patient Experience Programme is both a national programme, known as Better Together, and a local programme and is supplemented by a range of work which includes the stories of individual patients experience as well as the development of a ward-based approach of asking patients what their experience actually is there and then. Information on these is attached in the paper on Patients Experience.

There is then the issue of the action which should spring from information from complaints and the patient experience and this is the subject of the third paper.

3. ACTIONS:

The Board is asked to:

- Agree the Annual Complaints Report
- Consider the report on the work undertaken on enlarging our understanding of the experience of patients and their relatives
- Endorse the action to improve the patients experience recognising the financially challenging climate

4. FURTHER INFORMATION

For further information or clarification of any issues in this paper please contact:

- a. Better Together Programme and Annual Complaints Report, Shona Welton, Head of Patient Affairs on telephone number 01698 245002.
- b. Improvement Programmes, Joan James, Divisional Nurse Director (acute) on telephone number 01698 245195.

Colin Sloey, Lanarkshire CHP Director (North)
Shona Welton, Head of Patient Affairs
Paul Wilson, Executive Director of NMHPs