



AGENDA ITEM

6.8

QUALITY & SAFETY COMMITTEE

CIVICA - PEOPLE'S EXPERIENCE FEEDBACK SYSTEM

Date of meeting	15 th November 2022
FOI Status	Open/Public
If closed please indicate reason	Not Applicable - Public Report
Prepared by	Jenny Oliver, Head of People's Experience Samantha Connell, Program Manager, CIVICA
Presented by	Sharon O'Brien, Assistant Director of Nursing & People's Experience
Approving Executive Sponsor	Executive Director of Nursing
Report purpose	FOR DISCUSSION / REVIEW

Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)

Committee/Group/Individuals	Date	Outcome
(Insert Name)	(DD/MM/YYYY)	Choose an item.

ACRONYMS

PROMS	Patient Reported Outcome Measures
PREMS	Patient Reported Experience Measures
VBHC	Values Based Healthcare

1. SITUATION/BACKGROUND

The Welsh Government's Framework for Assuring Service User Experience (2015), requires Health Boards in Wales to provide multiple, accessible methods for service users to feed back about the care and services, including primary care services, received.

In response to recommendations identified in relation to a number of external reports, the Health Board has recognised the importance of strengthening the means by which service user feedback is captured and analysed to inform improvements in quality and experience.

An All Wales procurement process was undertaken to acquire a service user feedback system for implementation with NHS Wales and in October 2020 the software system CIVICA was procured via NWSSP on an All Wales basis to enable Health Board's to introduce a patient feedback mechanism that allows an insight into services provided and to enable the communities we support to have a voice on how these are working. Thus enabling the Health Board to have qualitative and quantitative data that can be built upon to improve our services and share learning. The system allows delivery of surveys through a number of channels:-

- Automated SMS / email
- QR codes / web based links
- Tablets
- Paper upload
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The aim of this report is to provide and update on progress to date and describe the phases of developing robust mechanisms for capturing peoples experience and how this can be used to inform the services and care we provide.

2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

Implementation

Phase 1

Initially, a suite of four maternity surveys were introduced via SMS messaging (October 2021) to allow the Health Board to monitor feedback along the patient's/partners journey through our service.

Shortly after this in November 2021, the Paediatric All Wales Survey was added to the system. However, as it has not been possible to automate this survey via the use of the SMS messaging, feedback is currently reliant on patients/families engaging with staff who will highlight the availability of this patient feedback mechanism.

Key staff were nominated by the Locality Group Directors and Governance Leads to receive training on the system, to date 94 staff have received the training however further training is required as CIVICA is rolled out wider across the Health Board.

Phase 2

In January 2022, the Health Board introduced an electronic version of the 'have your say' cards onto the CIVICA system. Supported by the HB Communications team, via the use of social media, internet, intranet and third party stakeholders, patient/carers/families have also been given an opportunity to complete an additional more detailed 'All Wales' questionnaire. Information posters which include the 'QR codes' that link to the surveys have been distributed across the Health Board promoting this service and encouraging uptake.

The 'have your say' card allows the patient/family/carer to identify which specialty they have interacted with and to leave feedback via a standardised set of questions. Once completed, they are then asked to complete a further 'All Wales questionnaire' that asks for more detail regarding the care provided.

There are also a number of specialty specific surveys that have been added to the system which include a number of set questions from the 'All Wales questionnaire'. This enables the HB to draw on comparators across all specialties in relation to basic standards of care including, were you treated with dignity and respect, provided with food and water, understood and involved with your care and treatment?

During 2022, a number of additional Patient Reported Experience Measure (PREMs), questionnaires, which contain the same questions, were added alongside live Value-Based HealthCare (VBHC) projects, across CTM.

List of specialty specific surveys

Area	Survey Name	Created Date	Start Date
	Safety Culture	04/07/2021	Not in use
	Patient Safety Culture Snapshot Survey	26/05/2022	27/06/2022
Maternity	Antenatal - Phase 1	31/03/2021	30/09/2021
Maternity	Antenatal - Phase 2	31/03/2021	30/09/2021
Maternity	Labour birth and postnatal care - Phase 3	31/03/2021	30/09/2021
Maternity	Postnatal community - Phase 4	31/03/2021	30/09/2021
Maternity	Prem Questionnaire for Birth partners	26/07/2021	30/09/2021
Maternity	Maternity Staff Vision Questionnaire	11/01/2022	01/01/2022
Maternity	A vision for the future CTM Maternity Services Survey	24/11/2021	01/01/2022
CTM Patient Experience	CTM Patient Experience Questionnaire	08/10/2021	16/01/2022
CTM Patient Experience	Have your say	17/06/2021	16/01/2022
A&E	Emergency Department - Prince Charles Hospital	02/03/2022	01/03/2022



Cardiology- Heart Failure	Family Reported Outcome Measure (FROM-16)	21/06/2022	Awaiting approval
Cardiology- Heart Failure	Heart Failure-PREM Survey	28/10/2021	01/12/2021
Cardiology- Heart Failure	Supportive Care Team PREM	20/07/2022	Awaiting approval
Cardiology- Heart Failure	Heart Failure Cardiac Rehabilitation	28/09/2022	Awaiting approval
Cardiology- Heart Failure	HUMA Evaluation Phase 1 July- Oct 2021	07/06/2022	01/07/2022
Cardiology- Heart Failure	HUMA Patient Experience Questionnaire Phase 2	21/06/2022	29/07/2022
Community	Frailty Nurse Service	03/02/2022	01/02/2022
Community	Health Visitor PREM Survey - 27 Months	06/10/2022	Awaiting approval
Community	Health Visitor PREM Survey - 6 Months	05/10/2022	Awaiting approval
Community	Homecare Service- Have Your Say	02/08/2022	Awaiting approval
Transformation	Integrated Cluster Survey	21/03/2022	01/04/2022
Community	Lyprem Questionnaire	22/06/2022	07/07/2022
Paediatrics	Paediatrics- Evaluation Questionnaire	23/06/2022	27/06/2022
Paediatrics	Parents/Carers Questionnaire	03/05/2022	01/05/2022
	Patient / Service User Experience Survey	31/03/2021	01/04/2022
Endoscopy	Patient Experience Survey - Endoscopy	19/07/2022	Awaiting approval
Oral and Maxillofacial Surgery	Quality of emergency admission patients' experience questionnaire (Infective)	29/03/2022	01/04/2022
Oral and Maxillofacial Surgery	Quality of emergency admission patients' experience questionnaire (Trauma)	29/03/2022	01/04/2022
Community	RIW Digital Assessments	20/06/2022	20/06/2022
Community	Specialist Nurse – Homeless & Vulnerable Adults	25/08/2022	Awaiting approval
Therapies	Therapies patient experience survey	28/09/2022	01/03/2022
PCH	Visiting Survey - Patient	16/03/2022	01/04/2022
PCH	Visiting Survey- Staff	17/03/2022	01/04/2022
Community	Wellness Improvement Service (WISE) Questionnaire	25/05/2022	27/07/2022
	Wellness Survey	09/03/2022	01/04/2022
	YCC Staff Survey	21/04/2022	01/05/2022
Paediatrics	Your Time in Hospital - Childrens Survey 11 years and upwards	22/09/2021	01/05/2022
Paediatrics	Your Time in Hospital - Children's survey aged 4-11 Years	05/10/2021	01/05/2022
	Safety Culture	17/06/2021	01/07/2021
	Easy Read - Your NHS Care	17/08/2022	Awaiting approval
Community	Mental Health Clinic - Patient Experience Survey	11/10/2022	Awaiting approval
Pathology	Pathology	01/02/2022	01/02/2022
Therapies	Patience Experience Survey - Therapies	10/01/2022	Awaiting approval
T&O	Trauma and Orthopaedic (T&O) Patient Experience Questionnaire	21/06/2022	Awaiting approval
VBHC	WREM Survey- Support staff PREMs	28/10/2021	01/12/2021
VBHC	WREM - Platform Experience Outcome Measures	10/05/2022	07/07/2022

Figure 1
The graph below highlights the number of responses the HB has received via the surveys listed above throughout the course of the implementation of CIVICA.

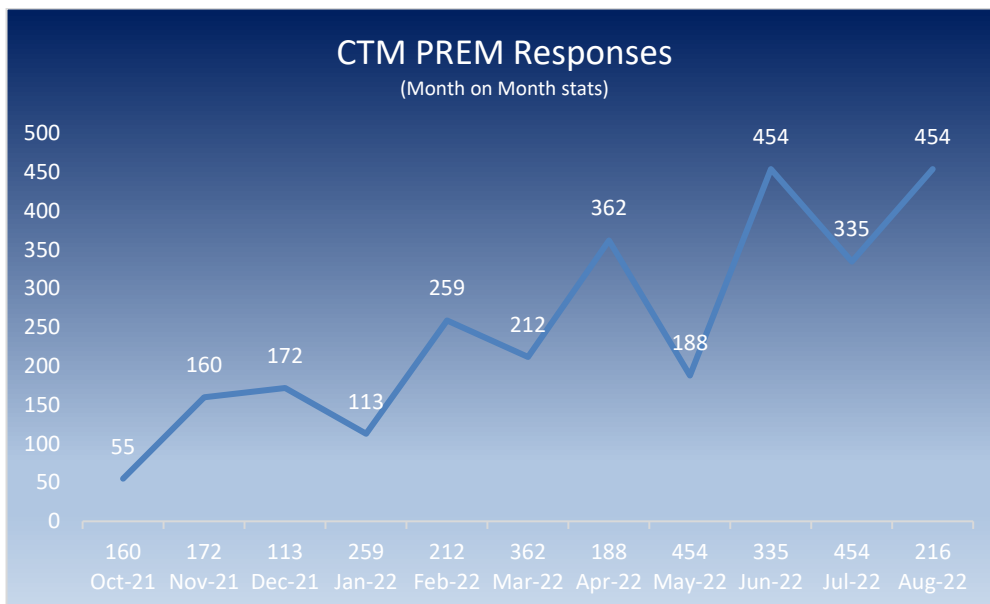
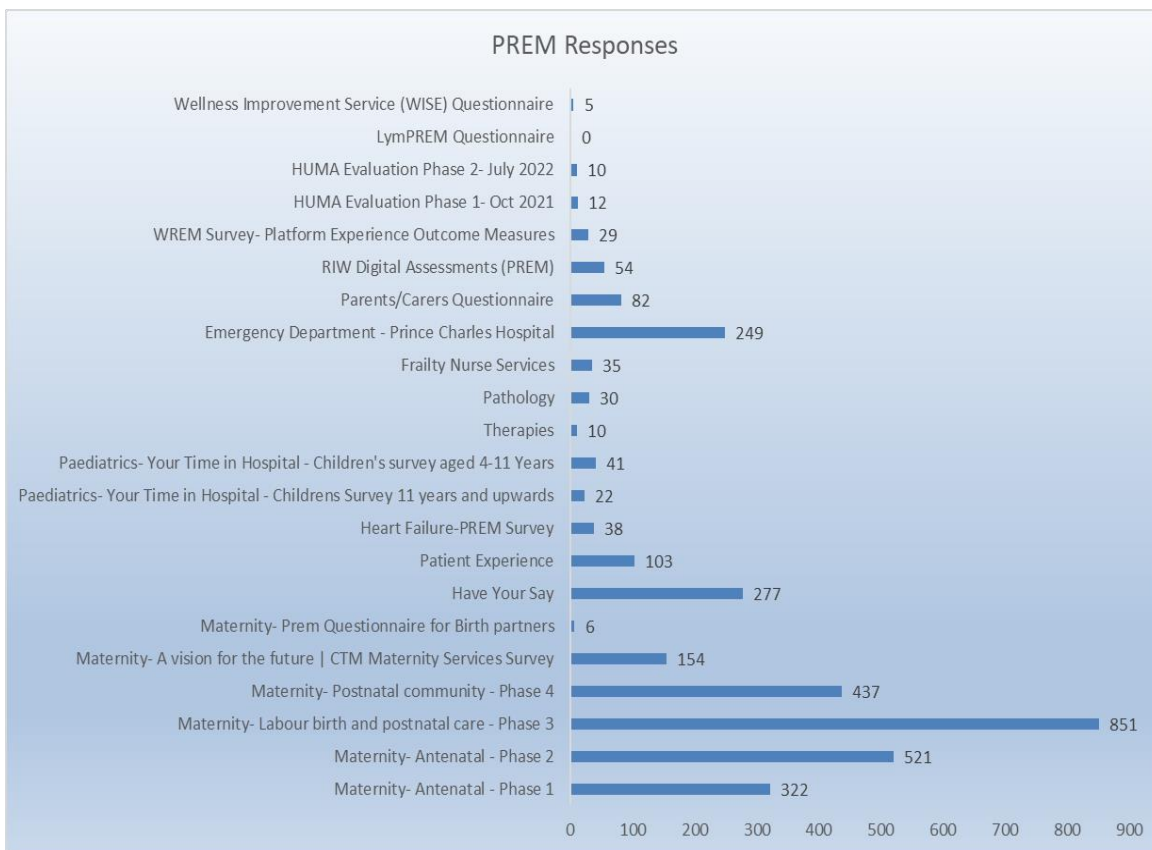


Figure 2
The graph below provides the number of surveys per specialty patients/families/carers have completed.



To date 13,235 SMS messages have been sent to patients and currently there are 36 active surveys on the system.

Next steps

The CIVICA Program Lead and Head of People's Experience are currently setting up a push report mechanism within the functionality of the system that will allow clinical managers to have sight of reports automatically sent to them via email which will provide the qualitative and quantitative data and feedback. An example of the Heat Map push report is included in Appendix A.

Volunteer patient feedback teams have been created, to support the increase in collection of patient feedback via the use of the CIVICA system across the acute sites. A roll out programme is being developed with the first wards identified as Wards 19, 20 and 8 in the Princess of Wales Hospital.

Currently the CIVICA reporting processes and system management sit with the Head of People's Experience with the Assistant Director of Nursing & People's Experience as the strategic professional lead. The Program Lead is part of the wider Values Based Healthcare, (VBHC) team within iCTM, with a responsibility to embed a VBHC approach across the Health Board. The collation, analysis and use of patient feedback against Patient Reported Outcome Measures, (PROMS) and PREMS are key measures for demonstrating and evidencing high value care. To maximise the ability of the CIVICA system to provide more detail around people's experience as a whole within CTM UHB and to support CTM 2030, Our Health Our Future, the system and service will transfer to sit within the Values Based Healthcare Service. As both services remain with the Director of Nursing's portfolio the Assistant Director of Nursing and People's Experience will remain the strategic professional lead.

3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

In order to gain patient feedback at a level that will allow an accurate/reflective insight from the amount of data provided, the Health Board needs to have an automated structure in place that will allow the sending of SMS messages once a patient has interacted with our services, encouraging and providing a link to the specific patient survey. Currently there has only been the capacity to automate 8 surveys due to IT and staffing capacity to manage this element. This is having an impact with the amount of data the Health Board is able to receive.

CIVICA workforce

As the potential for CIVICA grows within the HB, there is a need for the temporary Program Lead post to become a permanent post supported by a dedicated CIVICA administrative team.



Conclusion

The CIVICA system presents an exciting opportunity for the Health Board to engage and develop the trust of our communities by ensuring they have a voice and remain at the heart of what we do. The ability to learn from and benchmark our services not only within the Health Board but across Wales is an even greater step that can be utilised to improve our services, learn and grow. However, investment is required in the IT infrastructure together with a dedicated CIVICA workforce to develop the system to its maximum capacity, which will enable CTM UHB to provide multiple, accessible methods for service users to feed back about the care and services, received.

4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	Yes (Please see detail below)
Related Health and Care standard(s)	Individual Care Safe Care
Equality impact assessment completed	Not required
Legal implications / impact	There are no specific legal implications related to the activity outlined in this report.
Resource (Capital/Revenue £/Workforce) implications / Impact	Yes (Include further detail below)
Link to Strategic Goal	Improving Care

5. RECOMMENDATION

The Quality & Safety Committee is asked to:

- **Note** the content of the report
- **Support** the direction of travel in developing a wider reach of people’s experience reporting.