

1.18.6 Surveys

Please provide specific detail around your proposed implementation of nationally mandated surveys for this opportunity. Examples of such surveys are: Friends and Family Test,

(Maximum Word Count 1000 words)

Words used = 999 (including the text box)

1.18.6.1-Key roles

The contract leads (Operations Manager, Medical Lead and Clinical Services Manager) will be responsible for ensuring a high quality patient experience through maximising uptake of nationally mandated surveys and other data collection.

The leads will receive support from the Staffordshire Governance Manager and Regional/National Governance Teams. Vocare's Deputy Director Nursing, Quality & Projects is lead for patient experience/engagement nationally and has developed the organisational patient-experience strategy. The Staffordshire Operational Director, who will continue as the single point of contract accountability, will include reporting on surveys in the monthly contract performance/governance meetings with the contract leads.

1.18.6.2-Experience of nationally mandated surveys

As a long-standing provider of urgent-care services (eight years in Staffordshire), Vocare has significant experience of using the Friends & Family Test (FFT) and on promoting the national annual GP Patient Survey. We also use non-mandated service surveys.

Our promotion of FFT cards has proved successful, from April 2019-March 2020, we collected 9565 surveys in our GP-OOH Centres. We stopped issuing cards in 2020 due to Covid-19 associated IPC risks.

We replaced cards with a QR code poster in our GP-OOH Centres, through which patients can use a Vocare device or their own device to complete surveys. Reduced response levels via QR codes are partly due to reduced Centre footfall due to Covid19.

The Patient Experience & Engagement Sub-Committee oversees the FFT process and ensures actions are taken (e.g. revised wording) and any learning is implemented.

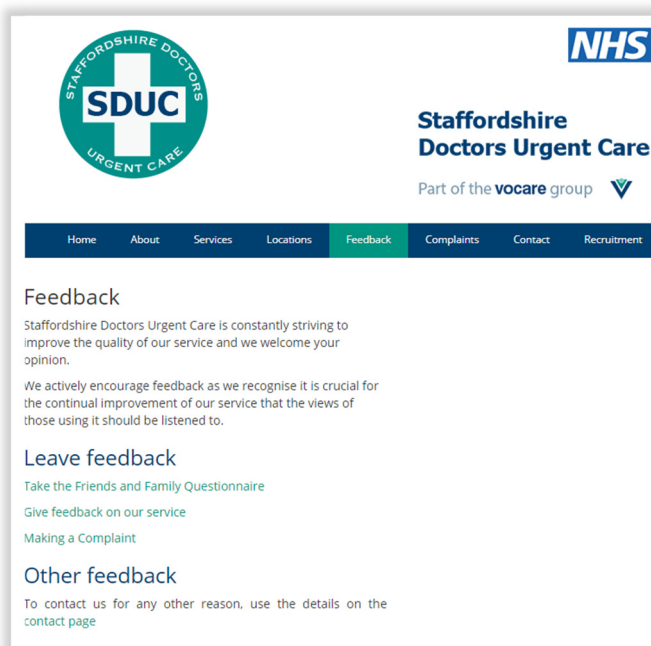
1.18.6.3-Implementation on this contract

Digital FFT completion will continue to be available, including offering assistance to those who do not like or are unfamiliar with technology. FFT cards were very successful and we are keen to reintroduce them pending greater understanding around potential Covid-19 risks.

Vocare also collects feedback from patients receiving care remotely (currently used in our NHS-111 services) by issuing text messages after episodes of care that link to an online FFT. They will be rolled out to Staffordshire GP-OOH patients receiving care remotely.

a)-Issuing of surveys

OOH centres: Our Centres will continue to display posters advertising FFT with a QR code to facilitate online access. All staff, including Receptionists (who will interact with all attending patients), will promote the survey, pointing out the QR code and informing patients/families/carers that they can complete the FFT via our website. The website also has a link to Vocare's service survey, which is in more depth than the FFT, We make it clear that both surveys are in addition to the complaints process.



Telephone and video consultations: Sending text messages to patients who have received a telephone/video consultations has proven successful in collecting patient-experience feedback e.g. in our NHS-111 services.

Due to increased adoption of remote telephone/video consultations during the pandemic, providing a method of accessing FFT for patients managed offsite is even more important. Vocare will adapt our text-message system for remote-managed Staffordshire GP-OOH patients. Clinicians will be encouraged to end consultations with invitations to provide feedback by responding to the text message or completing the FFT via the website.

During the first phase of the pandemic, when video was being rapidly adopted to ensure physical face-to-face consultations were only when absolutely necessary, Vocare was keen to ensure this method was acceptable and met patient needs. We surveyed 50 randomly selected patients at the end of the QHealth (video consultations) pilot in August 2020. We used the results to make changes to the video platform to increase usability scores & expect to undertake another survey in February to assess impact of these changes. Key results were:

- >90% were happy to use video consultation for future appointments.
- >90% felt video consultation was convenient for them.
- Video consultation met needs of >70% of patients.
- ~65% felt video-consultation functionality was easy to set up on their device.

Home/prison visits: Clinicians completing visits will ensure patients and their families have accessible information on how to provide feedback and access the FFT online. It is important that those receiving care in prison have the same opportunity to provide feedback on their care, though online access will not be permitted. We will follow the lead of the in-hours healthcare provider.

b)-Data capture

Service surveys are emailed to the Governance Team. FFT results are uploaded into Vocare's data warehouse and extracted monthly by our Governance Team in a purpose-built report that enables identification of outliers and good practice. The report includes free-text responses, which are analysed for themes and trends and used in 'You Said, We Did' posters

c)-Data analysis

The Governance Team analyses data monthly, sharing results, themes and trends with the contract leads and senior management teams at Area/Regional/Divisional levels.

Vocare aims for a $\geq 95\%$ satisfaction levels. So far in 2021, patient satisfaction has remained at 100%.

The contract's monthly performance/governance meetings will review the contract's FFT data, comparing it to previous months, years (and time of year) and other Vocare GP-OOH contracts to identify good practice for dissemination and emerging trends or instances of good/poor performance that we need to recognise, reward or improve.

d)-Reporting on surveys

Results will be reported to the CCGs monthly with completion rates and quarterly for themes/trends and satisfaction rates. This data will also be in internal reporting to the Regional/Divisional Boards.

We will produce/laminate/display posters with data results in our GP-OOH Centre waiting area alongside 'You Said, We Did' posters that include positive and negative patient feedback and action to improve the service where required.

e)-Taking action on results

Where the service (or CCG at monthly contract reviews) identifies issues from data that need actioning, we will nominate an action owner to develop an action plan, drawing on resource from the contract team and Vocare's support functions. They will report on implementation and monitor ongoing results to identify improvement.

Examples of changes based on the survey results include improvement to signage, ensuring directions are explained to patients and improved communication around waiting times.

Where results affect aspects beyond this contract, action plans will be developed and implemented at Area/Regional/Divisional level, with a nominated person to manage action at contract level.