

Core brief

Monday 1 August 2016

Introduction

This issue of Core Brief details an NHSGGC press release on patient feedback helping to improve NHSGGC services.

Record levels of patient feedback help improve NHSGGC services

SCOTLAND'S biggest health board is behind an unprecedented drive to encourage patients and relatives to tell them how healthcare and the patient experience can be improved.

The push to drive up patient feedback is being led by the Board's nurse Director Dr Margaret McGuire: "High volumes of quality feedback from patients and their families and carers about their experiences of our NHS and our staff is critical if we are to improve the patient experience.

"We have made it easier than ever before for patients to tell us about what could be better and what is working well. In the past year we were able to capture the comments of more than 10,000 patients. It was encouraging that the compliments far outweighed the complaints," she added.

The Board created various new channels to capture experiences of hospital and community healthcare including face to face interviews with patients, questionnaire cards in wards and other settings and a bespoke online Patient Feedback system on the NHSGGC website.

All this information is complimented by the comments from patients made on the national Patient Opinion website which refer to Glasgow and Clyde services and analysed to highlight any recurring themes and specific areas of where patients say service is working very well and where there are suggestions of how things should be changed.

"It is a really powerful and persuasive tool for change and I want to thank all the patients and carers or relatives who took the time and effort to help us gather this feedback and improve the patient experience," said Dr McGuire.

Some examples of how feedback has resulted in change include:

- Some visitors told us how they were concerned about their elderly relatives not eating their food at meal times while in our care. By removing restrictions on visiting times those relatives are now able to be with the patients at meal times if they wish and experience mealtimes with their relatives.
- More generally people told us that visiting times did not suit some of them and so we have now adopted a far more relaxed open visiting regime right across our hospitals which has gone down well with patients and visitors.

- Patients told us they felt vulnerable and unable to easily return to normal life after a prolonged period in an intensive care unit. We subsequently developed a five week rehabilitation and support initiative for both the patient and their families.
- Patients told us our food and menu selection could be improved and so that's exactly what we did. Our catering staff created new menus following patients and visitors "tasting sessions" and these were introduced in April this year which now include "lighter" options such as jacket potatoes and sandwiches.

The Board has just published its annual report on feedback, comments, complaints and concerns including an easy reference summary report. Both are available on our website within the "patient and visitors" section, visit: www.nhsggc.org.uk/wearelistening

Our online Patient Feedback system can also be accessed online.

Are your contact details up-to-date? [Click here](#) to check