

Therapeutic Apheresis Services (TAS) Compliments, Complaints and Feedback Report April 2022 – March 2023

Overview

From April 2022 – March 2023 TAS received 354 submissions of compliments, complaints and feedback from our patients, donor, family, friends and visitors.

Submissions were received via letters, thank you cards, Compliments and Complaints leaflet slip and online survey.



| Compliments | Complaints | Feedback |
|-------------|------------|----------|
| 290 | 2 | 61 |

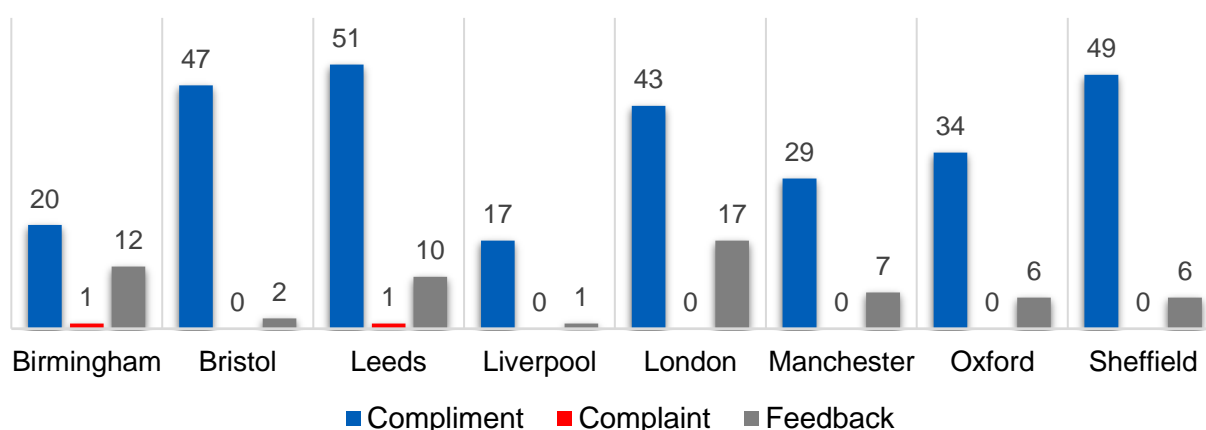


Table 1 number of responses by unit

Comments from patients, donors, family, friends and visitors

Birmingham

I trust them entirely

Their care of my son and expertise was excellent

I feel taken care of because they're great at their job

Bristol

Very friendly, professional and made me feel calm and looked after during the whole procedure

All the staff have been wonderful and treat you with respect

Their professionalism, together with their genuine care was first class

Leeds

Every question I had was answered, nothing was too much trouble

Kind and compassionate care

So very helpful, knowledgeable & kind

Liverpool

I felt safe

Lovely and welcoming

I felt so comfortable and at ease



London

Extremely helpful, professional and patient

They made my whole experience easy

Very helpful and professional

Manchester

Professional and courteous

Wonderful staff, friendly supportive helpful, very professional.

Calm and professional

Oxford

Very attentive and professional

Helpful and friendly

Very helpful, attentive, professional and kind

Sheffield

Extremely professional, polite and efficient.

Informative, friendly and made me as comfortable as possible.

Brilliant, professional, kind and patient

Feedback from patients, donors, family, friends and visitors

| You said | Our Actions |
|--|--|
| <p>Birmingham Make sure the appointment is properly booked.</p> <p>More use of the ultrasound vein scan to help with cannulations, with that it would be much better & easier for my veins.</p> | <p>All colleagues to use Information about your discharge – INF846 to record a patients next appointment date and time.</p> <p>We are pleased to welcome 2 Education Lead Nurses who will be leading on IV access and Ultrasound Guided Cannulation</p> |
| <p>Bristol The unit could have benefited from being in a larger room. The staff appeared to be working in rather cramped conditions.</p> | <p>We are in the early stages of exploring options for creating more space in our Bristol unit as well as alternative locations to provide treatments for our patients and donors.</p> |
| <p>Leeds Have more staff on the ward. It was understaffed for part of the day I attended although there was no drop-in care.</p> | <p>There has been an increase of one additional specialist nurse on each unit.</p> |
| <p>Liverpool A water cooler.</p> | <p>All colleagues to ensure patients have access to water jugs during their procedure,</p> |
| <p>London Provide food/drinks</p> <p>It would be nice if we could see the same nurses every time we attend for our red cell exchange. It would allow us to build a stable partnership with us all.</p> | <p>Colleagues will now be able to offer patients a small selection of snacks during their procedure.</p> <p>We would always ensure that the same team remain within their own region this would increase the ability to do this. There are times when we do need cross cover of units (sickness, vacancies) but what we do guarantee is that each patient procedure is carried out by a competent apheresis nurse.</p> |
| <p>Manchester The liaison between NHSBT and the doctor was quite problematic at times and led to delays in starting the procedure and concerns</p> | <p>Our team of Senior Nurse Managers are undertaking work to improve relationships with all ward matrons and referring clinicians. One benefit of this will be clearer communication between our service and any referring teams.</p> |
| <p>Oxford Go back to opening earlier! So much easier when you opened at 7:30am for me and a number of staff and patents I talk with.</p> | <p>By the end of 2023, the unit will resume a 7:30am opening time in Oxford.</p> |
| <p>Sheffield Could you provide the option to provide feedback using a URL code as well as the QR code? It would allow people who are less tech savvy to use it.</p> | <p>A URL code option will be added to all leaflets and posters when they are routinely reviewed.</p> |



Complaints

The two complaints we received referred to patient experience with gaining peripheral (venous) access for their procedure. To improve patient experience and to reduce the requirement of central access (line insertion), TAS has invested in one Ultrasound Guided Cannulation (USGC) device for each unit. Two USGC Education Nurses have been appointed to develop a training package for our specialist nurses.

Improving participation in our compliments, complaints and feedback form

We have taken a number of steps to increase 2023-2024 participation in our online Patient, Donor, Family and Friends Feedback form. We have redesigned our poster, which is displayed on our units for patients and donors to see. It has new photographs and graphics and a URL link for anyone without access to a smartphone.

A monthly report is sent to our colleagues with details of the number of compliments, complaints and feedback received for each unit. It also contains verbatim feedback. This encourages our colleagues to ask patients, donors and visitors to provide us with feedback.

During colleague induction, we will highlight the importance of asking our patient, donor, family and visitors for feedback on our service.