

Therapeutic Apheresis Services (TAS) Compliments, Complaints and Feedback Report January – December 2023

Overview

This report covers January - December 2023. Our previous report covered April 2022 – March 2023. Moving forward this report will cover each year, January – December.

Over the past 12 months, TAS received 310 submissions of compliments, complaints and feedback from our patients, donors, family, friends and visitors. These submissions are broken down as follows:

Compliments	Feedback	Complaints
261	46	3

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

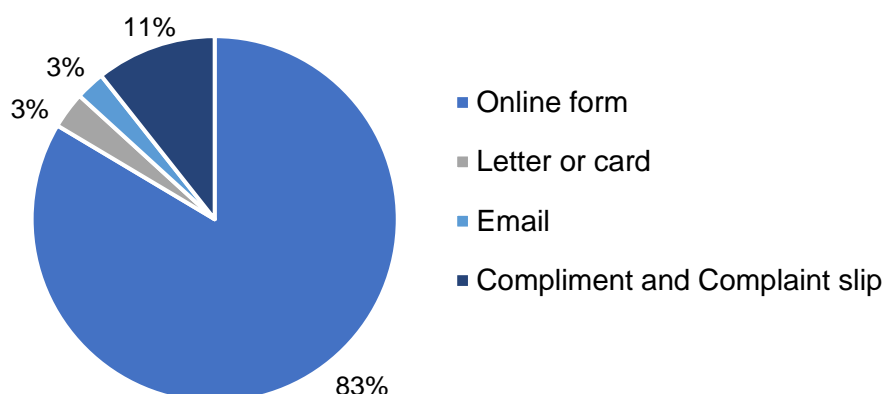


Figure 1 percentage of submission methods

97% of patients, donors, family, friends and visitors who completed our online survey scored TAS 9 or 10 for overall satisfaction. This is a 5% improvement on the previous year.

All units received compliments, with Leeds and Sheffield receiving 69 compliments each.

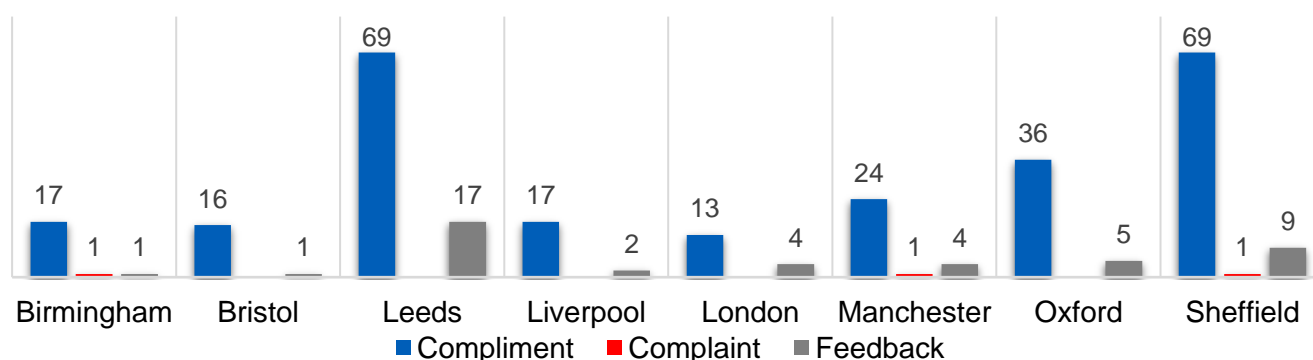


Figure 2 number of responses by unit

Compliments

Birmingham

"Fantastic service. The team are all very professional, knowledgeable, and welcoming."

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

"The levels of professionalism and expertise during all of my treatments has been exceptional."

Bristol

"All the staff have been wonderful and treat you with respect, they are a credit to the NHS."

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

"All of the staff are superb. They have never been anything but excellent."



Leeds

"Staff were friendly, knowledgeable, polite and really accommodating and helpful with anything I needed to make everything go as smoothly as possible."

"The staff made my two days here very calm and comfortable."

Liverpool

"The staff were totally awesome."

"The staff were very professional and caring. They kept me informed of progress and any issues."

London

"Staff made my whole experience easy and relieved my anxiety."

"Showed a lot of care in their conduct and was very supportive and paid attention to the machine."

Manchester

"All staff members we have interacted with have been friendly patient and knowledgeable."

"Every staff member I've seen has been so nice and helpful. Everyone makes you feel welcome."



Oxford

"Thank you to the member of staff who recognised my wife's concern and went over and above to help her."

"The nurses were both very caring and understanding of my nervousness. They kept my family up to date. They looked after me and made sure I was as comfortable as possible."

Sheffield

"The staff made my experience a more positive one. Full of happiness and professional."

"My nurse was outstanding on the day. She put me at ease right away and answered any questions I had. She was the best person I could have asked for."

"Everyone I saw on both days were really friendly making the process a lot easier and stress free. I couldn't thank them enough."

Feedback

Our actions following feedback from patients, donors, family, friends and visitors.

You said	Our Actions
<p>Birmingham <i>"I have had 2 cancelled sessions at very short notice I think due to shortage of staff. This could be improved."</i></p>	<p>The number of procedures we are completing for our patients has increased recently. To support this increase, we have recruited the equivalent of two full time specialist nurses and will recruit again in April 2024.</p>
<p>Bristol <i>"The room does seem very small for the number of patients, machinery and staff."</i></p>	<p>We are in the process of exploring additional space options to run alongside the existing unit with the local Trust and external care companies.</p>
<p>Leeds <i>"I have sometimes had to wait anything up to 2 hours from arriving before I'm on the machine having treatment."</i></p> <p><i>"A health care assistant would support the nurses in nursing as well as the other duties."</i></p>	<p>For some procedures we require blood results before the procedure can begin. This can sometimes lead to delays in start times. We will ensure we improve communication between our specialist nurses, referring Trusts and patients in these circumstances.</p> <p>From April 2024 we will be piloting Trainee Nurse Associates in our Bristol and Oxford locations. This could be a potential option for Leeds in the future.</p>
<p>Liverpool <i>"Could do with a bigger room/ward in Clatterbridge Liverpool for apheresis - was a bit small."</i></p>	<p>We have recently increased the amount of space we have in the Clatterbridge Cancer Centre, Liverpool. We have more bed space and administrative space.</p>
<p>London Feedback was not provided by any patients, donors, family, friends and visitors.</p>	
<p>Manchester <i>"There is no time for a change over between patients so sometimes you run late."</i></p>	<p>Our Manchester team are exploring additional space options to perform Extracorporeal photopheresis (ECP) following an increase in the number of patients we are treating. This will allow us to run the service more efficiently.</p>
<p>Oxford <i>"I think beds will be a lot more comfortable than what they currently have."</i></p>	<p>The couches we use on our units are specifically designed for apheresis procedures. They are hygienic, support arms for good venous access and can be quickly adjusted to handle a vasovagal reaction.</p> <p>Our specialist nurses are always on hand to help you remain as comfortable as possible with pillows, heat pads and position changes.</p>
<p>Sheffield <i>"It would have been great to have more updates on how long the procedure would take."</i></p>	<p>We will ensure communication is improved between our specialist nurses and our patients and donors. We encourage our patients and donors to ask our specialist nurses for updates throughout their procedure, if they would like more regular updates.</p>

Complaints

We received three complaints during 2023.

Complaint 1

A patient reported they felt unsafe as they believed staff were unhappy, following hearing an open conversation where staff members expressed, they were burnt-out.

Feedback was provided to the team and a health and well-being check was carried out. As a result of the staff health check, alongside an increase in procedures, we have recruited additional staff on the unit. As the complaint was submitted anonymously, we were unable to follow this up with the patient.

Complaint 2

A patient attended for a procedure where they began to feel unwell, due to the incorrect blood result being entered into the machine. As a result, the procedure was stopped and not completed.

The patient raised questions about our staff clinical practice and the delayed communication to the medical team.

Following investigation, it was confirmed the operator was fully trained and competency was deemed satisfactory. We have worked closely with the specific Trust regarding communication. With an emphasis on the well-being of our patients, we will continue to provide the best possible care for our patients.

Complaint 3

A paediatric patient who transitioned into adult services completed their first treatment. Whilst waiting for their parent to collect them, they fell.

The parent raised questions about the transition from paediatric to adult services.

We identified that for better patient experience we could have invited a parent to join for the first session in the Adult Unit. This is now our standard transition practice, and we will ensure that this is shared with all relevant teams for future patients in transition.

Participation in our compliments, complaints and feedback form

Receiving feedback is a vital part of how we care for our patients and donors, improve our service and support our staff. We will continually ask for feedback.

All feedback is continuously reviewed by our management team and shared with our teams monthly.