

2020-21 Compliments

The Coronavirus pandemic has minimised the opportunity for face-to-face contacts, has led to the suspension of our Family & Friends Test (FFT) questionnaire, which is our usual means we gather information and feedback from our patients, carers and other stakeholders.

Examples of positive feedback in 2020-21 included:

IUC - ELMS received the following anonymous feedback from a relative of an East Lancashire patient who has had a number of contacts with the ELMS services recently and wanted to pass on their thanks to the team:

Grandad's not good it's not good news, he's refused admission twice as that's only way he has a chance, but he's sound of mind and basically had enough - "if it'll get me it gets me" is his take on it. Your doctors have been out to him twice and they have been fantastic absolutely brilliant, extremely thorough and brilliant bedside manner in dealing with his deafness and explaining everything to him, spending the time to explain to him the repercussions of his decisions - and my Grandad isn't an easy patient! They've done everything they can to try stabilise him as much as is possible at home as that's his wishes. They both spent a lot of time on the phone in the car organising everything for him, after very time consuming consultations with him, and then let us know our instructions and what's happening next.

Excellent service - excellent doctors in these very trying times - thank you!

and

I had need to contact 111 who put me through to a GP out of hours doctor last Saturday.

Grandad had deteriorated again overnight, so much so we couldn't get him to his urgent hospital appointment. I've felt frustrated and battled for a long time, in that nobody from the primary care sector have been looking at Grandad from the point of view of how can we manage his symptoms, instead ordering more and more tests whilst he's become more and more poorly and now too poorly to attend the tests they want him to have. Grandad doesn't want the tests - he's 87 lived 5 years now without his wife, and wants to be left alone. In his words "if it's my time, then it's my time".

The Out of Hours GP was amazing, he discussed my concerns thoroughly with me and talked with me and my Grandad about his wishes and explained everything thoroughly. He was the first person to finally prescribe medication to help him with his ever increasing symptoms, since the last time we had to call Out of Hours, of which his symptoms have been horrendous and made him really suffer. He sent them to our nearest chemist and Grandad started them within the half hour of talking with the doctor. Immediately he got some relief and the suffering was diminishing.

The Out of Hours doctor not only did that, but also sent a message to his GP with a thorough explanation of everything that had taken place at the weekend and a request for an advanced care plan to be put in place to manage Grandad according to his wishes.

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Finally, his own GP practice have taken his wishes seriously and taken action following this Out of Hours GP's actions. He's now not suffering as much as he was, and his wishes are being respected. I can't thank the doctor and your service enough.

Please pass on our thanks to the doctor that dealt with Grandad - I'm so relieved. I'm sorry, I was that stressed, I can't remember the doctors name but he was amazing, so easy to talk to, so understanding and sensitive to Grandad's wishes and did everything in his powers to help us.

AVS - East Lancashire GP Practice messaged ELMS with note of thanks following AVS consultation on 8 June. *Patient seen by ELMS GP who liaised with host GP practice as patient had refused admission (GP agreed to prescribe EPS if needed), but AVS revisited and arranged admission after dialogue with host GP – patient treated in hospital. An example of excellent working between ELMS AVS team and host GP practice.*

AVS – Blackburn with Darwen GP Practice feedback: *Just to let you know that patient's wife phoned this afternoon (4 Jan-21) to say thank you to the doctor who visited him this morning, she said that he was very helpful and very professional. Please convey patients' and practice's gratitude to the doctor.*

AVS – Blackburn with Darwen GP Practice feedback: *A big thank you to ELMS for providing this exceptional service in these extremely difficult and unprecedented times, without a doubt AVS had been a God send and we are really appreciative of it.*

These comments arising from face-to-face consultations during the current COVID epidemic, shows the quality and patient focus of the service ELMS offer as the whole team continues to support patient care.

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2020-21 INCIDENTS

Clinical Incidents													
Issue / Period	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	2020-21
Total Received/Notified in period	0	0	0	0	0	0	1	0	0	0	0		1
Service Delivery incl. staff													
Aspect of clinical treatment							1						1
Inappropriate Referral													
Communication													
Breaches- IG/CQC													
Safeguarding													
Premises													

This information and any remedial actions arising from positive or negative comments and/or events are discussed by ELMS executive team and Board and expedited accordingly; this may include sharing lessons learnt with those affected, staff and sessional healthcare professionals through emails, newsletters and meetings as appropriate. These complaints and incidents are discussed with ELMS Council – ELMS is a Community Benefits Society - so the organisation is committed to ensuring as satisfactory a patient experience as possible.

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2020-21 CLINICAL GUARDIAN

Risk Rating / Period	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Red - clinician deemed clinically unsafe to work in the service												
Amber - Clinician under full review as a result of complaint or clinical concerns raised	1	1	1	1	1	1	1	0	0	0	0	0
Yellow - Clinician under standard review as a result of complaint or clinical concerns raised												
Others - Satisfactory, new clinicians and supervised GP Registrars	162	168	165	165	188	190	185	183	176	167	160	151