nhs voice: we’re listening

NHS client experience survey results
December 2015 – January 2016
As a leading provider of clinical healthcare in Europe, we support more than 150,000 patients a year across 49 different therapy areas. That’s 1 in 500 patients in the UK. We oversee 11,000 interactions a day and have cared for over 4 million patients since we started in the 1990s. In the UK we are working with over 650 healthcare establishments including NHS Trusts, independent providers and private medical insurance companies.

Every member of the team, from specialist clinician to driver, lives by the same simple philosophy: the patient comes first.

Much has happened since October 2014 when we asked you, our NHS partners, to share your opinions about our service. Your more recent feedback*, we are delighted to say, shows a significant shift with a 30% improvement, in how you feel overall about our service.

But we are not complacent, and through this report we hope to demonstrate that we are listening to what you tell us and are committed to continually improving our service in all areas that matter to you and the patients we all serve.

We are sharing your thoughts openly to enable us to work more effectively together to make positive differences.

You tell us you like our services, both delivery and nursing, and that they are important to you and to the patients. However some specific elements of our service need to improve: invoicing and prescription management, specifically. We are working on addressing some of the challenges we face and will update you on the changes we have made and our plans going forward. We will achieve more working together locally, so please engage with us so we can improve more effectively.

Thank you for your honest feedback. We are listening, and more importantly making changes which we hope will improve the quality of what we do and make your role easier in a challenging climate.

We welcome your ongoing opinions, so please do contact us if there is anything further you want to share, on hello@hah.co.uk.

Brian Duggan
Commercial Director (NHS)

* NHS client satisfaction survey completed Jan 2016.
(Respondents N=116)
how important is clinical homecare?

The best things about our service? Patient convenience – you said you appreciated the fact that patients were able to receive their medication at home.

85% of our NHS partners say it’s very important to offer a homecare service.

None of our respondents feel that homecare is not important.

95% of our patients in December 2015 said that homecare was important or essential to them.

“Homecare services give patients additional choice enabling them to be treated at home where it is possible to do so safely.”

Mark Hackett, Chief Executive, University Hospital of North Staffs NHS Trust

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*NHS client satisfaction survey (N=116), Dec 2015.

**Patient satisfaction survey (N=1134), Dec 2015.


how are we doing overall?

Customer satisfaction with HaH has increased dramatically in the last two years.

Overall satisfaction

<table>
<thead>
<tr>
<th>Year</th>
<th>Overall NHS client satisfaction</th>
<th>Overall patient satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>46%</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>80%*</td>
<td>76%**</td>
</tr>
<tr>
<td>2016</td>
<td>94%**</td>
<td></td>
</tr>
</tbody>
</table>

* NHS client satisfaction 2014 (N=94)

** NHS client satisfaction survey completed Jan 2016 (N=116)

Respondents to the NHS client satisfaction survey

- Clinical nurse specialist: 6%
- Specialist homecare professional: 16%
- Pharmacist: 7%
- Chief pharmacist: 10%
- Manager: 27%
- Admin and Other: 34%
about our services

You told us:

You were very satisfied* with our nursing and delivery services.

87% nursing
76% delivery

“Overall, patients seem happy with the service provided and from a pharmacy perspective, Healthcare at Home are one of the better performing providers, delivering when they say they will.”

Specialist Homecare Professional

You told us that the lack of clarity around the delivery window causes some patients to drop off homecare service.

We have enhanced our delivery communication with patients through technology to remind them when we are due to arrive.

We have:

dedicated delivery service drivers with an agile logistics model, meeting 2 hr delivery windows 97% of the time.

Moving forward:

we are enhancing our delivery service through technology and have begun the introduction of SMS/Voice messaging for patients to improve communication of the delivery window.

We are:

delighted to see you are highly satisfied with our nursing services. We are seeking further insight about the quality of our nursing services from patients to share with you openly.

If you need to change your provider, we can help with our dedicated switch teams ready to reduce the burden on your pharmacy team. We know our process works well with minimal impact and worry according to our patients. 82% never even noticed the handover!”

*very or fairly satisfied

82% never even noticed the handover!”

“I’m just very happy to be back with your service – more reliable and friendly.”

Patient

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*Patient satisfaction with switch process, April 2016 (N=108)

Now 97% of deliveries are made within a 2 hour window.

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Patient

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About working collaboratively with you

You told us:

73% were positive about the ease of contact with HaH.

62% were satisfied with our account management.

60% were satisfied with how we handle your queries.

Pharmacist

You told us:

were satisfied with our account management.

62% were positive about the ease of contact with HaH.

73% were satisfied with how we handle your queries.

Clinical Nurse Specialist

“We would like more… face to face contact, maybe 3 times a year.”

Specialist Homecare Professional

“We know we need to work more closely with you to resolve queries. You tell us you value regular meetings, with the right people, who can make the right things happen.”

“We are improving our internal processes to make things work more efficiently.”

“Individuals that we are working with are doing their best to improve service quality, but when the wider HaH team takes over, it takes long time to see it happening.”

We are improving our internal processes to make things work more efficiently.

“Clearer lines of communication would reduce time and frustration with some aspects of HaH.”

Clinical Nurse Specialist

“Much improved from last year, regarding telephone queries. Seem to be more people answering the phone lines.”

Homecare Pharmacist

We will engage in a different way with you, adopting a more open approach to sharing our data will help us work more effectively together to resolve any issues on the ground. Our aim is to increase the frequency and quality of our interactions locally. To do this, we have increased our Regional Business Manager (RBM) teams and the senior roles leading these teams and will seek to give you dedicated managers to work with.

“We have improved our call waiting time to below a minute in most cases. You’ve noticed the difference.”

Homecare Pharmacist

We have:

Improved our call waiting time to below a minute in most cases. You’ve noticed the difference.

“My RBM has recently become more active in responding to my queries/issues.”

We have improved our internal reporting system to enable us to share information more effectively when things go wrong, improve the quality of what we do when managing queries and incidents and to respond more quickly. We have implemented a national mandatory training programme to ensure all staff are focussed on a patient centric safety culture.

We will be introducing additional dedicated market access specialists to support you at account level.
about improving our processes

You told us:

Things don’t always go right. You want a more accurate invoicing process

- You told us that sometimes there can be a confusion in tracking the arrival of prescriptions.
- We recognise that resolving queries is time consuming and tricky to manage from both sides.

“You tell us it would be helpful to have clearer information, provided quicker and in more detail.”

Administrator

We are:

- Listening to your comments about invoicing improvements needed and we have invested significantly to enable us to do this. We have implemented a new credit control system which is helping us to monitor the accuracy of our financial transactions, to identify the root cause of invoice queries and to help us get them right first time. You asked for more supportive information and this will also give us more visibility of data at account level which we can share, enabling us to swiftly resolve queries more swiftly when they do arise.
- Working with hospital teams to improve our prescription management by increasing the resource dedicated to processing and query management. We are seeking to minimise our reliance on faxing routine requests where possible, to enhance the process for urgent prescriptions.
- Proud to be the first clinical homecare company to develop and openly communicate our data which is aligned to the National Homecare Medicines Committee KPI framework.

We are sharing our information with you transparently, enabling us to make better decisions about patient care together.

Please find our reports here: hah.co.uk/insights

72% of you were positive about our KPI reports.

64% satisfaction for invoicing and prescription management.
conclusion

In the last two years your satisfaction with our service to you has improved by 30%. We will keep listening and are committed to working with you collaboratively to improve the services for you and for patients.

We are listening, and acting.

“Healthcare at Home’s service is improving greatly and I commend the company’s determination to improve over the past year. I believe that there are areas that still need to be improved but expect it will not be too challenging considering HaH’s attitude to improvement.”

Chief Pharmacist