

Soft Intelligence eLine (SIL)

GUIDELINES

1. Introduction

Cambridgeshire & Peterborough Clinical Commissioning Group (CCG) are aware of the importance of all types of feedback provided by service users or patients who undergo treatment at any of the provider services commissioned by the CCG.

It has been identified that staff and clinicians in our primary care organisations receive feedback and/or comments relating to the care and service of providers or become directly informed of their own concerns. Other than the Patient Advice and Liaison Service (PALS) and complaints process; mainly accessed to address concerns or complaints raised by service users, there were no means by which our primary care colleagues could share with us information brought to their attention.

The CCG therefore developed a Soft Intelligence eLine (SIL) as a system which allows our primary care colleagues to share information to assist to identify recurring themes and trends which would otherwise not be noted through a single process. Providers will be informed, via the Patient Experience Team (PET), of any themes raised which can then induce improvements which will have a positive impact for our primary care colleagues and their patients.

2. Using the SIL

2.1. Information gathering

When practice managers or clinicians receive information or feedback from a patient/service user relating to their experience of a provider service they can inform the CCG via the SIL.

Before doing so, it is important to determine whether the issue relates to any of the following:

- **Complaint** If you feel that the issue may constitute a formal complaint, advise the patient of their entitlement to have the matter investigated, please direct them to the relevant organisation. If you require further information or advice, please contact the CCG's Patient Experience Team.
- **Concern** If a patient or service user indicates a wish to raise a concern, please direct them to the relevant organisation. Further information and advice can also be sought from the CCG's Patient Experience Team.

- **Safeguarding concern** Issues which may require immediate action should be referred to the appropriate agency. Further information and advice can be sought from the CCG's Patient Experience Team.

2.2. Leaving feedback

SIL can be accessed via a designated email address at: CAPCCG.SIL@nhs.net which is a secure inbox.

All correspondence should contain:

- Provider/organisation details against whom the concern is being raised
- A summary of the experience/event
- Your contact details (i.e., name, role, and telephone number)

2.3. CCG Actions

The SIL inbox will be checked by a member of the Patient Experience Team (PET) on a daily basis. Further information of the process can be found in Appendix A.

2.4. Reporting

Information received via SIL will be reviewed and entered onto a database to facilitate analysis which includes themes, patterns and trends.

The PET will report to the Quality, Safety and Patient Experience Directorate in line with its reporting schedule. Monthly concerns will be raised through the Clinical Quality Review (CQR) process with individual providers. Quarterly reports will be submitted to the Patient Safety Quality (PSQ) Committee and the Local Commissioning Groups (LCGs).

3. External Stakeholders

External stakeholders such as the Local Area Team (LAT) and Care Quality Commission (CQC) may be informed of concerns in line with and as part of the CCG's current reporting practices.

Any lessons learned or actions arising as a result of SIL analysis will be shared with other stakeholders via the Quality Network meetings with Directors of Nursing and the Patient Experience Network Group (led by the CCG).

4. Monitoring and Review

The SIL guidelines will be monitored and reviewed on an annual basis.

Flowchart

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