

PATIENT EXPERIENCE SURVEY HEADLINE REPORT

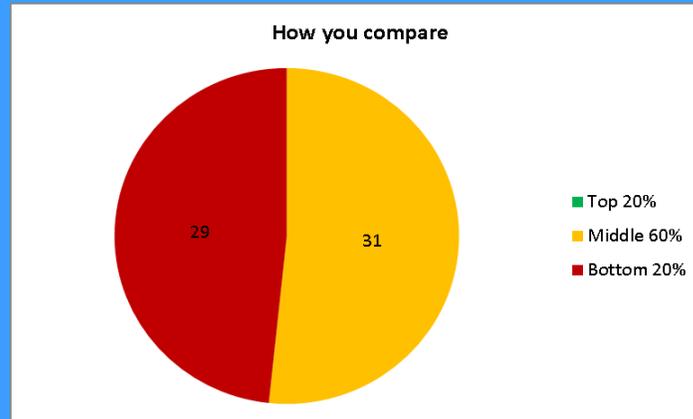
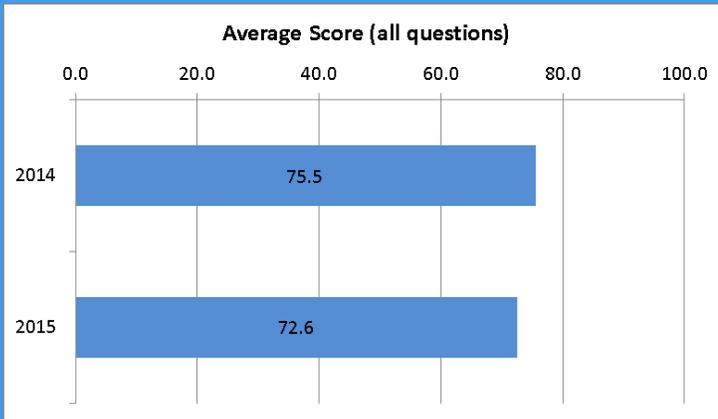
TRUST NAME NHS Foundation Trust

National Inpatient Survey 2015

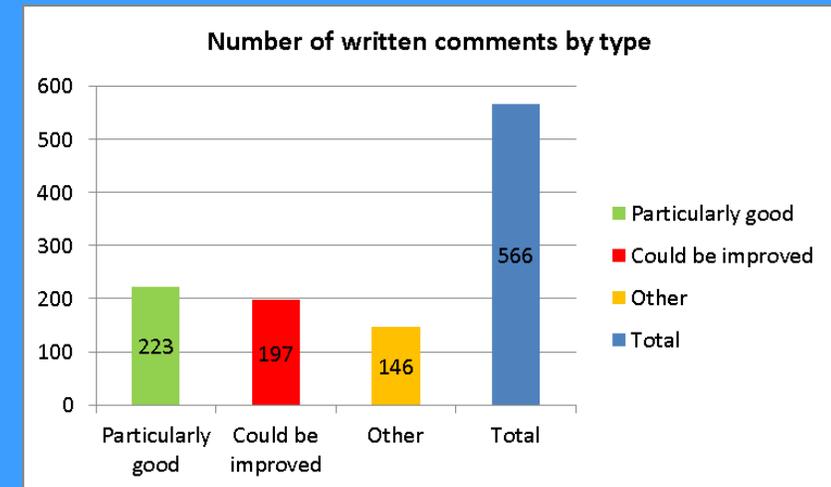
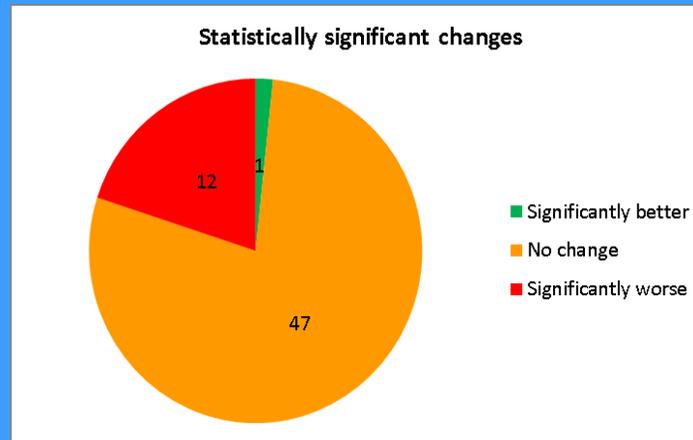
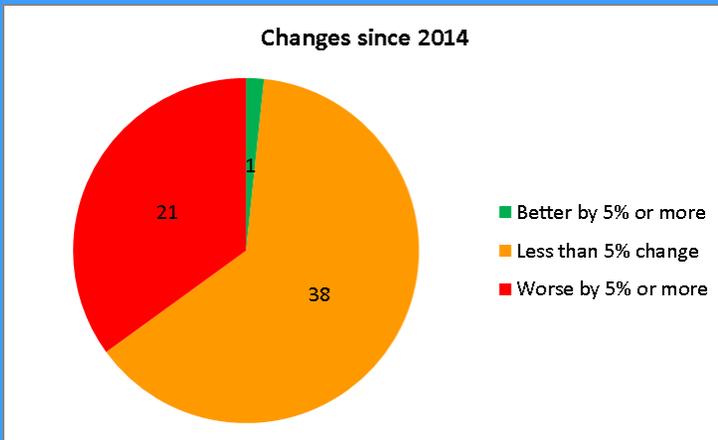
Sample: Patients discharged in July 2015

- This report summarises the results of the National Inpatient Survey of patients seen in July 2015.
- With 475 surveys returned completed, the Trust had a response rate of 39.6%, an improvement on the 2014 survey.
- The Trust scored in the bottom 20% of Trusts on 29 questions (including the overall rating of experience).
- Since the 2014 survey, the Trust showed a 5% or greater improvement on 1 question score and a 5% or greater reduction in score on 21 questions. 1 question showed a statistically significant improvement whereas 12 questions showed a statistically significant worsening in score.
- There were 566 patient written comments. The full sample of patient comments is provided separately for reference. We would recommend detailed coding and thematic analysis of these comments in order to understand the views expressed and to add detail to the analysis of individual question scores.
- Areas to consider for further review and potential improvement include:
 - Provision of single sex accommodation
 - Information giving and explanations by staff
 - Noise and disruption
 - Food choice
 - Cleanliness of wards/rooms
 - Emotional support for patients by staff
 - Privacy
 - Pain management

RESULTS DASHBOARD NATIONAL INPATIENT SURVEY 2015



- 475 surveys returned completed
- 2015 response rate of 39.6%
- 2014 response rate of 36%



LOW SCORING QUESTIONS (IN BOTTOM 20% OF TRUSTS)

- Q8 Was specialist you saw given all condition/illness information by person referring you?
- Q11 When admitted, was it a mixed-sex room or bay?
- Q13 After moving ward, was it to a mixed-sex room or bay?
- Q16 Ever bothered by noise at night from staff?
- Q17 How clean was the room or ward?
- Q19 Did you ever feel threatened by other patients/visitors?
- Q22 Were you offered a choice of food?
- Q24 For important questions, did doctors answer in an understandable way?
- Q26 Did doctors talk in front of you as if you weren't there?
- Q32 Did staff ever contradict each other?
- Q33 Were you involved enough in decisions about your care/treatment?
- Q34 Did you have confidence in the decisions made about your condition or treatment?
- Q36 Did you find a staff member to discuss any worries or fears?
- Q37 Do you feel you got enough emotional support from staff?
- Q38 Were you given enough privacy when discussing condition/treatment?
- Q39 Were you given enough privacy when being examined/treated?
- Q41 Do you think staff did all they could to help control pain?

LOW SCORING QUESTIONS (IN BOTTOM 20% OF TRUSTS) CONTD.

- Q49 Before op., did anaesthetist explain understandably how they would control any pain?
- Q50 Were you told how the operation had gone in an understandable way?
- Q59 Before leaving, were you given written or printed discharge information?
- Q60 Was the purpose of medicines to take home explained understandably?
- Q63 Were you given clear written/printed information on medicines?
- Q65 Did staff take your family/home situation into account when planning your discharge?
- Q66 Did doctors/nurses give family/friend all information needed to help care for you?
- Q68 Did staff discuss whether you may need any equipment/adaptations in your home?
- Q69 Did staff discuss whether you may need further health/social care services after leaving?
- Q72 Overall, how would you rate your experience?
- Q73 During your stay, were you ever asked views on quality of care?
- Q74 Did you see/were you given any information explaining how to complain about care received?

Questions scoring significantly better than in 2014:

- Q53 Was your discharge delayed? (+8)

(Figures in brackets indicate % increase or decrease in score)

Questions scoring significantly worse than in 2014:

- Q16 Ever bothered by noise at night from staff? (-6)
- Q22 Were you offered a choice of food? (-6)
- Q24 For important questions, did doctors answer in an understandable way? (-6)
- Q32 Did staff ever contradict each other? (-6)
- Q35 How much information on condition/treatment was given to you? (-7)
- Q39 Were you given enough privacy when being examined/treated? (-4)
- Q49 Before op., did anaesthetist explain understandably how they would control any pain? (-7)
- Q59 Before leaving, were you given written or printed discharge information? (-11)
- Q65 Did staff take your family/home situation into account when planning your discharge? (-12)
- Q66 Did doctors/nurses give family/friend all information needed to help care for you? (-9)
- Q73 During your stay, were you ever asked views on quality of care? (-6)
- Q74 Did you see/were you given any information explaining how to complain about care received? (-8)

SAMPLE PATIENT COMMENTS (PARTICULARLY GOOD)

- *All the staff were particularly caring and helpful. This was especially so in the recovery hospital where they were often understaffed but you were still given attention when it was needed. I have never seen people work so hard! It also seemed to me that they were working on a "shoe string", particularly in the kitchen, but they coped exceedingly well under the circumstances.*
- *The staff worked really hard and caring people.*
- *I was treated with kindness and respect and give many thanks to doctors and staff.*
- *The nurses and care was outstanding. The food was very good and the visiting times were excellent.*
- *Excellent care by all members of staff, from doctors to nurses to cleaning staff.*
- *Yes, the A&E doctor was exceptional and really cared in finding the root cause of my ailment. He was persistent and got me the care I needed.*
- *The staff were brilliant. They let us use a family room at the top of the ward to give us time together, we have a baby daughter who couldn't visit the room actually in ward 7, it would have been awful otherwise.*
- *I felt very included and supported the whole way through the process. In my initial consultation the Consultant took all the time needed to explain the processes, drawing me a diagram, making sure I understood. Also, the booklet I was given at initial consultation was really helpful in understanding before, during and after the operation.*
- *Everything. Doctors, nurses, staff, cleaners, meals. I cannot praise highly enough the care and consideration I received from all the people involved.*
- *The staff were excellent, pleasant, helpful and compassionate. The staff nurse on my first day went off duty before my Lumbar puncture. She came back to see how it had gone the next morning even though she was on a different ward. It made me feel like a person not just a case. All the staff were helpful and engaged.*
- *For me and what I saw in my ward we were all spoiled and well looked after, no wonder I left after 10 days feeling so well. Can't think of anything that could be improved.*
- *All staff, medical, nursing and ancillary were kind, caring and professional meetings were arranged with relatives to discuss needs and follow-up care.*
- *If I needed a nurse or doctor they would be there straight away. They kept a check on me.*
- *Wonderfully comfortable bed and pillows. Night nurse very vigilant with observations every half hour, I felt very well looked after.*
- *I enjoyed the main meal of the day, the soups were excellent. I had very good care from all staff.*
- *I had a visit from a lay preacher and had a good talk to her.*

SAMPLE PATIENT COMMENTS (COULD BE IMPROVED)

- *More nurses are needed as I only ever saw 2 nurses running around on my ward sometimes there would only be one. Was not good, needs improving.*
- *Noise from staff during night. Extra blanket, or warmer ward. A T.V. to avoid boredom.*
- *Lack of toilet/bathroom facilities within easy reach of rooms. Shower room out of order, other shower not adapted for disabled people.*
- *English is not my first language and so I would have liked my family involved in my care and decisions around my treatment. The doctors/nursing staff did not always speak to my language so an interpreter or family member should have been present when discussing treatment etc. My family has to follow this up sometimes.*
- *Waiting times for appointment and clinics.*
- *Discharge can be quite lengthy. It would be better if this could be improved.*
- *My discharge took several hours with little communication and any questions I had about it were dismissed by staff as I was waiting to see a doctor. I never saw a doctor and was eventually allowed to go home with the discharge papers to follow in the post. They never arrived.*
- *Left me in pain for 8 hours before being given medication.*
- *Communication between staff and patient. As a patient you want all information about what is happening.*
- *Information could have been in letter form for side effects, etc. Never got told how operation went.*
- *Yes, more disabled parking made available and also cheaper car parking fees.*
- *Patient/nurse ratios. Food selection (cottage pie most days).*
- *Waiting in that Surgical Admissions Unit was very tiring. I was in great pain and the wait for a bed and to be seen by doctors was indeterminable: 3 to 4 hours.*
- *Better hot meals, not cold food and not men in the same ward as women.*
- *Sometimes consultants tell you one thing and their understudies tell you another. This can be upsetting and traumatic.*
- *Whilst staying in hospital the 5 days I was there, never had a wash because I was on bed rest. Nobody there to wash or bring something for me to wash myself. Changing of nightie. I had to ask to be changed because it was covered in blood, otherwise they wouldn't have bothered. The room I was in was only cleaned once and it took 5 minutes. Nurses had no time for me. One night I said to night staff, 'I'm not feeling well,' all she said was 'I'll tell the doctor.' I never saw them again till morning.*
- *Would have been nice if surgeon came to see you before or after op. Not allowed visitors to sit with you whilst waiting to be operated on. They have to sit in a small square room for hours. The letter doesn't tell you this and they wait all day only to be told hours later that you are staying in.*

LEARNING FROM THESE RESULTS: POINTS TO DISCUSS

Research has shown that spending time discussing the results with staff (rather than just sending them out) is more likely to lead to action being taken to make improvements. The following are useful questions to prompt review and discussion:

- What is your overall impression of these results?
- What are you most pleased about in these results?
- What are you most unhappy about in these results?
- Which results confirm what you already knew about your services and which results brought shocks or surprises?
- Where do you compare favourably and unfavourably with other Trusts?
- Where have your results improved or got worse since the last survey?
- Which areas for improvement do patients write about the most?
- What works? What have you learned from your successes that you can use to help you make improvements in other areas of patient experience?
- What hasn't worked so far? What have you learned from what hasn't worked that you can either avoid doing in future or can do differently next time?
- What should we stop, start and continue doing based upon these results?
- Which areas would be relatively easy to act upon and would make a big difference to patients (quick wins)?
- What do you see as the priority areas for improving patient experience? (refer to next page for guidance in priority setting)

Factors to consider when setting priorities for improvement:

- Organisational Fit – how do these results triangulate with other performance data and existing organisational priorities and service improvement initiatives?
- Commissioning requirements – what external priorities have been set?
- National comparisons – areas where you are scoring lower than other organisations and National averages
- Internal benchmarks – how do services/departments/wards/teams compare?
- Actionable topics – is this an area you can actually do something about? Are there any quick wins that will help get the patient experience improvement programme started?
- Patient priorities – published research suggests that there are 6 core domains of patient experience:

6 Core domains of patient experience:

1. Consistency and coordination of care between different members of staff
2. Treatment with respect and dignity
3. Involvement in decisions about care, treatment and discharge, being informed, being supported
4. Being given understandable answers by doctors and nurses
5. Cleanliness
6. Pain control

NEXT STEPS AND ACTIONS

- Detailed review of the results
- Dissemination of results – consider with which stakeholder groups (internal and external), in which level of detail and in what format to share the results widely
- Identify your priority areas for improvement – ensuring these are linked with current priorities and are fully integrated into existing service improvement initiatives will mean they are more likely to be acted upon
- Involve staff and patients in deciding upon the actions to take to make the improvements real and lasting
- Set up a process for ongoing monitoring of the actions and improvements and regular communication about progress to stakeholders
- Consider whether any further detailed analysis would be helpful in supporting your quality improvement initiatives and whether there is anything else we can help you with

To add further detail to your analysis and reporting of patient experience, and assist you in your quality improvement initiatives, you might wish to consider the following **enhanced services from Patient Perspective**:

- Increasing your sample size will enable ward level, business unit or specialty reporting
- Detailed thematic analysis of comments from patients will improve the depth of reporting about what patients are telling you
- Training for staff (including train the trainer programmes) in the interpretation of survey results and how to get the most from your survey programme will build capacity for improvement
- Dedicated service improvement workshops and events built around your patient experience survey results

To discuss your needs please contact our Senior Project Manager, Chris Henderson:

chris.henderson@patientperspective.org