

PATIENT EXPERIENCE SURVEY CODED COMMENTS REPORT

Trust name

National Inpatient Survey 2015

Sample: Patients who were discharged in June/July 2015

Supplementary analysis of patient written comments

(to be read in conjunction with the headline report and full list of patient written comments)

STARTING WITH SOME POSITIVES

- *It was the first time I had been into hospital for an operation. Understandably, I was apprehensive about it. I have no complaints at all how I was treated by all the staff, who gave me such professional support at every stage, pre-op and post-op.*
- *My hospital stay was a very good experience, I was seen quickly, everything was explained to me and I was made very comfortable.*
- *The nursing staff were very supportive and helpful and the whole experience of being in hospital was made so much easier by the communication of all the staff. You were treated as individuals each one needing something different. The consultant and the doctors spoke to me not just each other.*
- *I feel I was treated by all staff as I was their main priority.*
- *As an emergency admission I was extremely impressed by the whole NHS system from phoning 111 to seeing the doctor at cross street clinic in less than an hour and immediate referral to ANON. Hospital. All the staff I had contact with in each department (reception, A&E, ward and theatre) were professional, helpful and reassuring at every stage of my treatment and my case was dealt with speedily, but at the same time calmly by each team.*
- *From when I was admitted to my discharge I could not fault anything, everyone and everything was spot on.*
- *I was treated so well, I would have confidence in returning to the same hospital.*
- *I can only highly recommend my treatment and have done to others. I hope that the hospital is recognised for the first class work and care that it gives. Thank you.*

The following report provides analysis of each written comment received as part of the National Inpatient Survey of 2015. Each comment has been read and coded by a trained coder, using a consistent coding schema, covering four key topic areas: The pathway of care, Care and treatment, Staff and the Hospital environment and facilities.

The analysis is presented in a series of charts, and sample comments are provided for illustrative purposes. The full sample of written comments is provided separately for reference and further detail.

What did your patients comment on most? Mainly staff, who had 360 mentions in written comments, followed by care and treatment which had 278 mentions, the pathway of care with 274 and the hospital environment and facilities with 144.

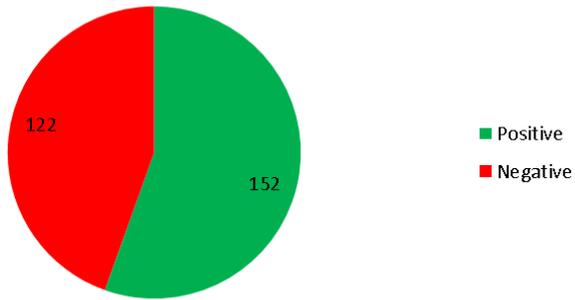
Comments made about staff were largely positive whilst comments about the hospital environment and facilities were largely negative. Broadly equal numbers of comments about the pathway of care and care and treatment were positive and negative.

Most comments made about staff were about particular staff groups. Comments about the pathway of care were mainly related to the hospital stay itself. Comments about care and treatment were largely general in nature although there was a cluster of comments related to staff communication and responsiveness and these can be linked to a handful of comments about staff shortages and staff attitudes. Almost half the comments about the hospital environment and facilities related to food and drink.

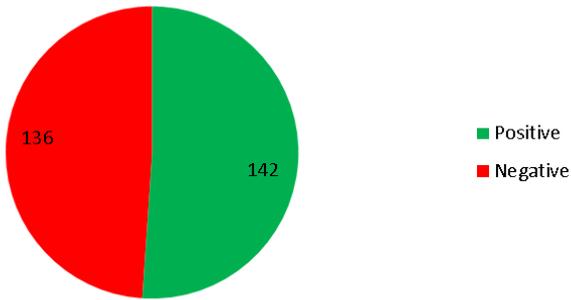
Based upon the analysis, we would recommend that the following aspects of patient experience are given further attention and are a focus of improvement activity:

- Waiting/access
- Discharge process and/or information
- Communication/information giving by staff
- Communication between different staff members
- Able to get hold of staff when needed/responsiveness
- Food and drink

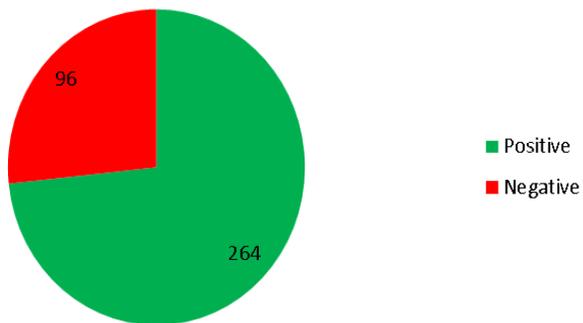
Pathway of Care



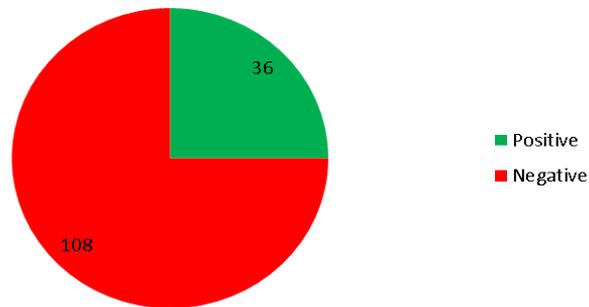
Care and Treatment



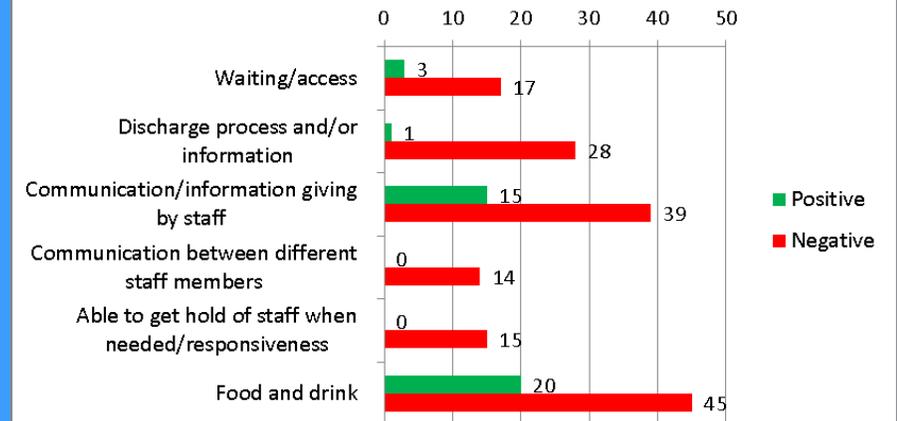
Staff

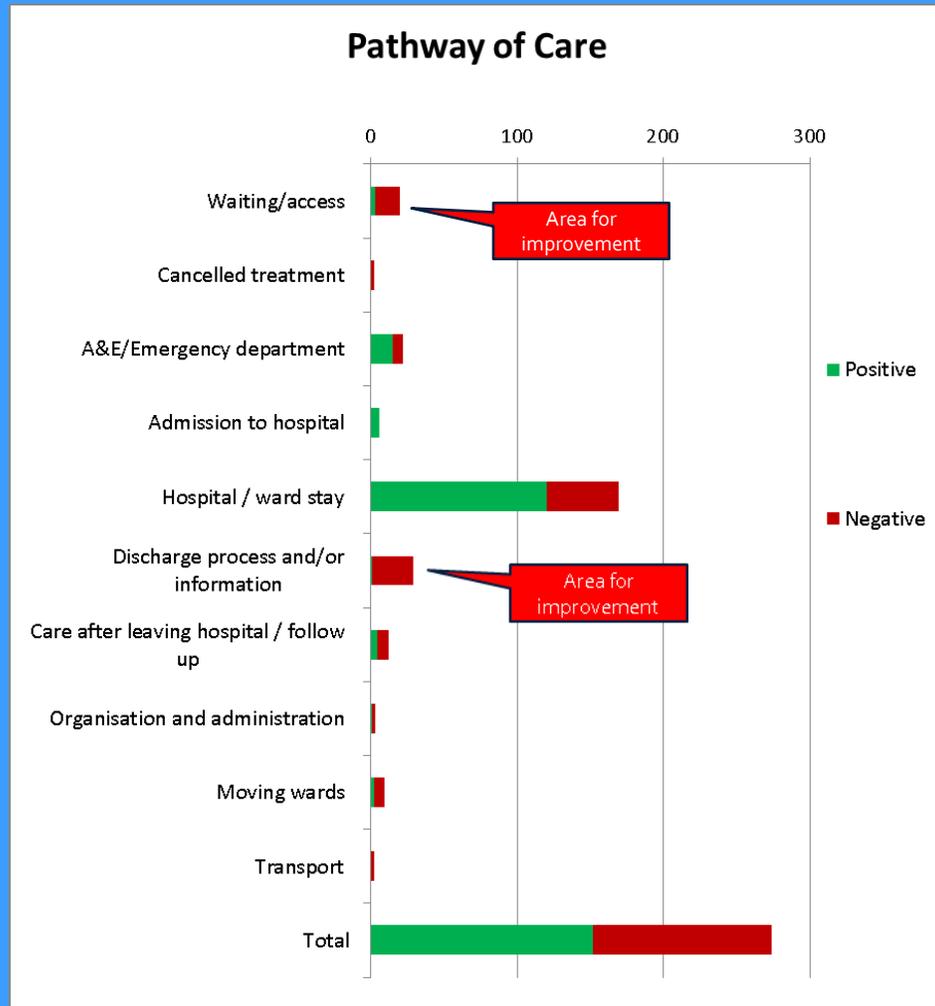


Hospital Environment & Facilities



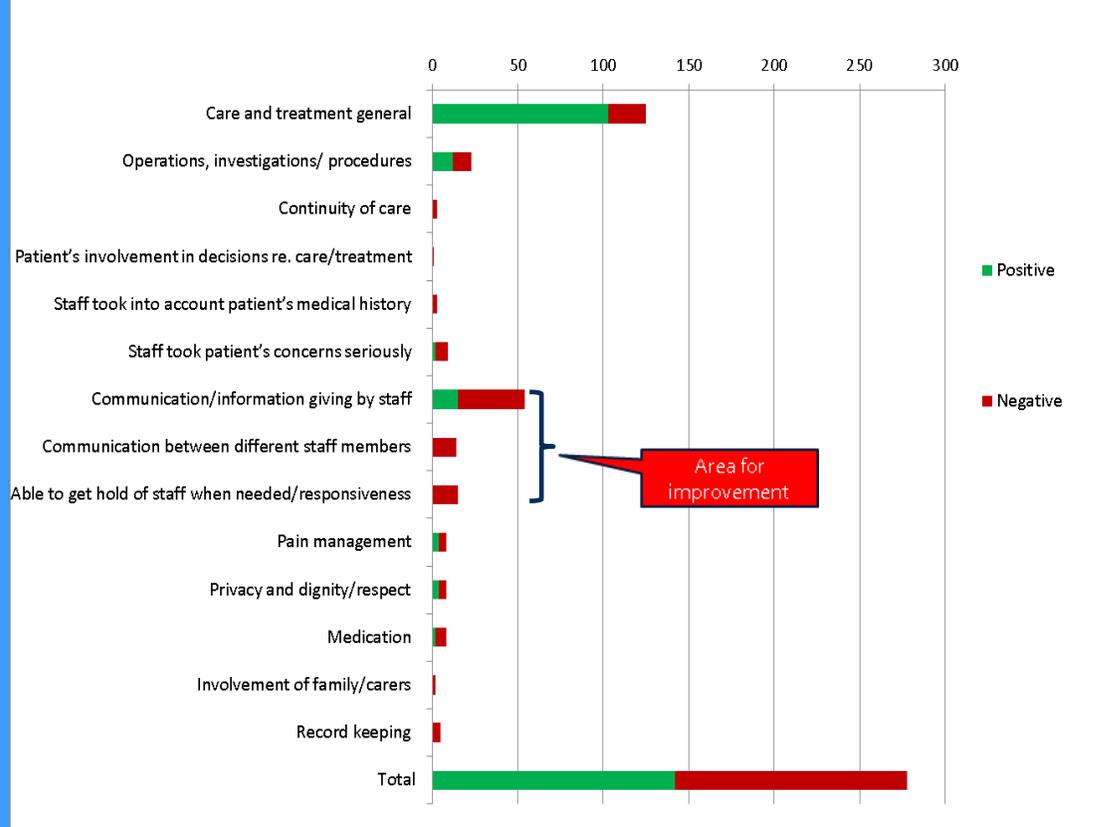
Particular areas for attention



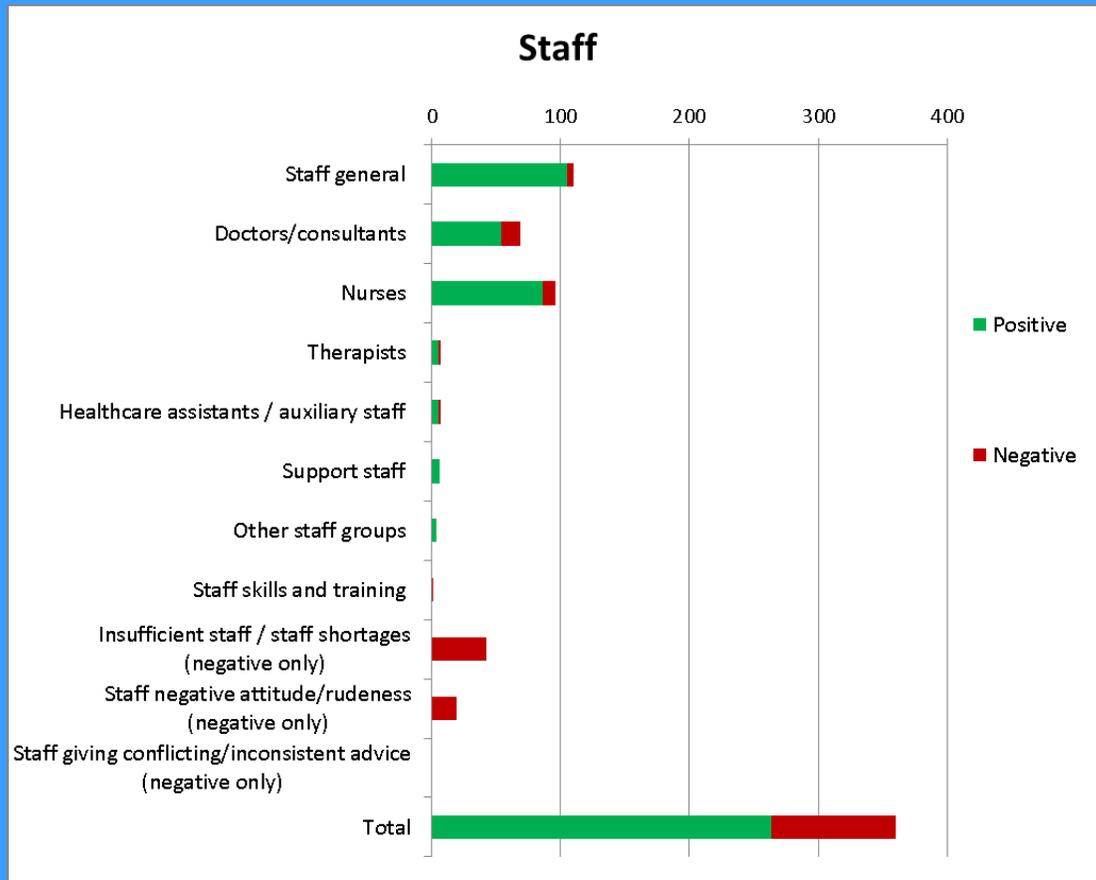


- *The support and treatment I received from A&E doctors was exceptional; informative, visited and updated me on treatment plans frequently, emotionally supportive and caring at all times.*
- *I had to wait in a side room in A&E for 10+ hours until I was transferred to AMU and then a further 90 minutes until admitted to a ward. Also I feel that waiting for medication delayed this/me leaving hospital in a timely manner.*
- *I was sent home rather sooner than expected 2 days after the operation. I am looked after by my 86 year old husband and he found it very difficult to cope with a premature departure from hospital.*
- *It took too long to get my tablets and the friend who was picking me up got a parking ticket because we were waiting that long for my tablets.*
- *The emergency Dept. was very busy and I had to wait a long time for a bed. There were a number of others in the same position. I understand that this could not be helped, but it would have helped if we had been kept fully informed. Instead, we had to keep asking at reception for an update but they could not give much help. Preferred to be told upfront how long the delay would be.*
- *My operation was moved several times at my request due to family circumstances and my operation tailored to my needs. This was done with compassion and efficiency.*
- *Children's Wards are not the place for 16/17 year olds. There should be clarification as doctors, surgeons, anaesthetist, nurses did not know who has authority or responsibility for form signing and care. Even the consent form had to be countersigned as unknown if the patient could sign.*
- *Not keep being moved to different wards because of bed needs. 3 wards in 4 days.*
- *Since leaving hospital I have been contacted by occupational therapy service to assess how I am managing with daily activities. This visit will be within the next 15 weeks. This seems far too long. I could do with an assessment soon.*
- *There was only one downside to my hospital visit, being early hours of Saturday morning and being the weekend I had to wait until Monday for the scans. I think if tests could be earlier the need to occupy a bed when told you need to come back for an operation would perhaps solve the bed problem.*
- *No-one checked to see how much care I would have at home. In fact I had none but had to look after my 7 year old ASD child and my two year old... I felt like I was on a conveyor belt while waiting for a bed, and my operation - sat in a room waiting with others as one by one we were booked in to see the anaesthetist and doctor.*
- *My consultant appointments are forever being cancelled and put back. Not helpful when organising childcare.*

Care and treatment

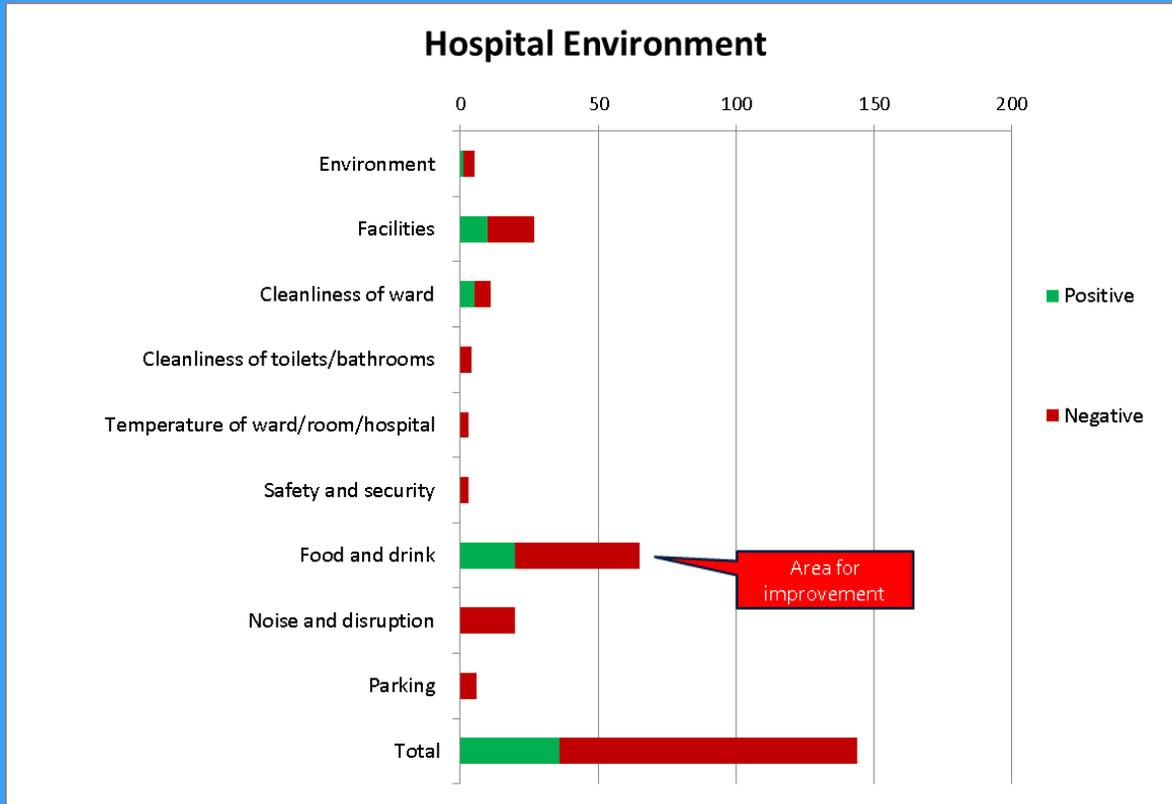


- Staff did not seem to have adequate hand overs. They did not seem to know what had happened during previous shifts, usual answer for relative from staff was " Just come on shift, not sure".
- Concerns around communication, different disciplines do not connect up with each other so leaves patient confused. Patients need more information about own treatment and take more responsibilities for own health.
- I feel the doctors/nurses could have provided more information about what was done during the operation, how it went and after-care. Some details were provided after initial consultations but much information I found out for myself on the internet.
- A better explanation of what's happening and why. Although the staff know why things happen, patients don't.
- Insufficient attention was given in the fact that I needed help with both eating and drinking.
- Felt a bit of a loss of dignity as I had to use a bed pan when I could have walked to the loo.
- I would probably not have needed to be admitted if ultrasound scan were available on a Sunday. Not enough staff sometimes to answer buzzers of bell bound patients (I ended up helping other patients which I was happy to do but probably not ideal). Would have been useful to know what roles were indicated by different colour uniforms.
- (Could improve) Communications at all levels but particularly between the different hospital departments.
- Communication between doctors, nurses, and patients needs improving.
- Better systems for medication as nearly took wrong meds and too much of one medicine due to system not being filled in properly by nurses.
- The care I received was okay, but I felt the staff were rushed & a bit abrupt. I also felt they wanted me out as soon as possible. I have Parkinson's and need time to take in information and instructions.
- When admitted, the same questions were asked over and over again; this was unnecessary and annoying. There was no continuity of care: changeover info. was not good. I did not have a named nurse;
- All staff from admissions to theatre to staff on ward were very friendly and helpful. I will certainly recommend this hospital and if I need to have any further treatment will ask if I can be treated at this hospital. I had a local anaesthetic for my operation and was provided with a pair of headphones playing music to block out theatre noise which I found really good. Both in choice of music and helping with the initial recovery after theatre.



- *Just to say how amazing the staff were the whole time. The doctor who spoke to Mum had a wonderful bedside manner and was very caring towards her.*
- *The care I received was not consistent. It depended who was on shift as to what you could ask or request. This was sometimes very disappointing and the fact it was quite evident that some staff did not want to be there.*
- *They all did their best considering at times being understaffed.*
- *With the greatest of respect I found it difficult at times to understand the doctors as their grasp of legible English was at times frustrating. I kept having to ask them to repeat.*
- *The overall care I received from paramedics to A&E to the CCU ward was excellent. Total care and professionalism all the way. Overall rating 10/10.*
- *The nursing staff were very caring and showed much empathy. Doctors more distant and very pressed for time.*
- *Language problems with doctors and nurses does not help patients at all!*
- *All nurses good, but short staffed.*
- *(Could improve) Attitude of staff. Answering the telephone in a polite manner would be helpful and saying your name. When staff are asked something find out or if not come back and say.*
- *The nurses were always caring and polite and ready with any help needed.*
- *There did not seem to be enough nurses on the wards at night, they seemed stressed and to be struggling with the workload.*
- *The nurses and doctors work wonderfully under a lot of pressure and not always having the correct number of staff available. I think there should be more trained nurses on wards, possibly not so many HCA's as there are in some departments.*
- *The nursing staff on the ward worked together very well as a team. All of them had a positive supportive 'can do' attitude. The staff did their up most to ensure patients were comfortable, e.g. ensuring lights went out at a reasonable time to go to sleep and kept quiet too.*
- *The manners of the doctors and specialists could be improved.*

COMMENTS ABOUT THE HOSPITAL ENVIRONMENT & FACILITIES



- I would have liked to see the dementia patients on one to one nursing on a separate ward from other patients. I had sleepless nights from certain patients shouting and wandering about. I know I could finish up in the same position as them and I do feel sorry for them.*
- Provide overnight beds for parents of people with learning disabilities if it is necessary to stay 24 hours.*
- Could something be done about visitors/patients smoking outside the entrance to the hospital, unpleasant and unhealthy to walk through, cigarette ends all over the floor. It is an improvement to have a fruit and vegetable stall at the entrance to the hospital, but not with smokers standing next to it.*
- Not sure about the normal food, but I was on a low residue diet and the food was appalling.*
- Food was cold and stodgy i.e. pasta and potatoes served together as one meal. I had to clean the toilet on one occasion before using it. On three occasions there was no toilet roll in bathroom and staff couldn't find any, so one was sent off the ward to another bathroom.*
- Patients that are disruptive and noisy all night. Sleep is needed to get well, impossible when you are disturbed every hour. Ear plugs are not the answer.*
- Dirty pans were left for hours before being collected by nursing staff when other patients had left them in the communal toilet.*
- Food was poor and given I was in hospital for 10 weeks, with a loss of weight of 2 stones, food was particularly important part of my recovery.*
- I have yet to find a single person, either staff, patient or visitor who likes the new parking system. The previous system was simple, easy to understand & use.*
- Beds were so uncomfortable like being sat in an ambulance bed for 36 hours. No rest could be had, lack of pillows on ward for patients needing more than one.*
- It's very difficult to sleep on the ward I was on; unnecessary noise, lights permanently on. Not an issue for a short stay, but would potentially affect the recovery of a patient staying a while.*
- The ward I stayed on was a short-stay ward although many stayed a longer time, it was not a ward it was a corridor, both double doors at both ends were kept open all the time adding to the noise, draughts etc.*

- *I was a sceptic regarding hospital care and its care of patients. I guess I was looking at it from a media point of view and the occasional review from a disgruntled patient (shame on me!). I have since got a different view, having been admitted after a road traffic accident. I will never forget that first night in a strange place in considerable pain. The nurse on duty was assuring me everything would be fine. I was encouraged to know I was not alone and someone was there. All through my stay nothing was too much trouble. I'm sure this all contributed to my getting better. I know my injuries compared to others were slight, but the care I saw to others worse than me was just the same. I know all of the staff had a passion to see the full recovery of all their patients. I am truly grateful to the hospital. Not just for the care they gave me, but for releasing me from a life of doubt regarding hospital care. Thank you.*

Points to discuss:

- 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?
- What works? What have you learned from your successes that you can use to help you make improvements in other areas of patients' 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 do you see as the priority areas for further investigation in order to help you improve patients' experience of care?

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 – NB face to face presentations and discussions about the results with staff are more likely to lead to improvements than dissemination by paper or email alone
- 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/carers 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 discuss how we might help you further please contact our Senior Project Manager, Chris Henderson:

chris.henderson@patientperspective.org

Pathway of Care	Positive	Negative
Waiting/access	3	17
Cancelled treatment	0	2
A&E/Emergency department	15	7
Admission to hospital	6	0
Hospital / ward stay	120	49
Discharge process and/or information	1	28
Care after leaving hospital / follow up	4	8
Organisation and administration	1	2
Moving wards	2	7
Transport	0	2
Total	152	122
Care and Treatment	Positive	Negative
Care and treatment general	103	22
Operations, investigations & procedures	12	11
Continuity of care	0	3
Patient's involvement in decisions re. care & treatment	0	1
Staff took into account patient's medical history	0	3
Staff took patient's concerns seriously	2	7
Communication/information giving by staff	15	39
Communication between different staff members	0	14
Able to get hold of staff when needed/responsiveness	0	15
Pain management	4	4
Privacy and dignity/respect	4	4
Medication	2	6
Involvement of family/carers	0	2
Record keeping	0	5
Total	142	136

Staff	Positive	Negative
Staff general	105	5
Doctors/consultants	54	15
Nurses	86	10
Therapists	5	2
Healthcare assistants/auxiliary staff	5	2
Support staff	6	0
Other staff groups	3	0
Staff skills and training	0	1
Insufficient staff/staff shortages (negative only)	0	42
Staff negative attitude/rudeness (negative only)	0	19
Staff giving conflicting/inconsistent advice (negative only)	0	0
Total	264	96
Hospital Environment & Facilities	Positive	Negative
Environment	1	4
Facilities	10	17
Cleanliness of ward	5	6
Cleanliness of toilets/bathrooms	0	4
Temperature of ward/room/hospital	0	3
Safety and security	0	3
Food and drink	20	45
Noise and disruption	0	20
Parking	0	6
Total	36	108

*Figures indicate number of comments per topic, either positive or negative. Please refer also to separately provided excel spreadsheet to search for and find individual comments by type.