

**TRUST BOARD**  
**29 June 2017**

<b>AGENDA NUMBER</b>	<b>ITEM</b>	6.5
<b>TITLE OF PAPER</b>	National Inpatient Survey 2016 Summary Report	
Confidential	<b>NO</b>	
Suitable for public access	<b>YES</b>	
<b>PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN VIEWED</b>		
None.		
<b><u>STRATEGIC OBJECTIVE(S):</u></b>		
<b>Best outcomes</b>	Y	
<b>Excellent experience</b>	Y	
<b>Skilled &amp; motivated teams</b>	Y	
<b>Top productivity</b>	Y	
<b>EXECUTIVE SUMMARY</b>		
<p>This paper summarises results from the 2016 CQC National Inpatient Survey. All eleven sections of the 2016 survey remain in the 'about the same' category when compared to other Trusts. This is the same position as 2015. The score for Overall Experience (question 74) has increased marginally (+0.1).</p> <p>Two questions have moved to within the 'worst performing' category compared to the previous year These are question 15 regarding noise at night, and question 65 on clear information about medication. Further analysis of the annual trends will be presented at a Trust workshop to support the development of improvement plans, run by the Picker Institute.</p>		
<b>RECOMMENDATION:</b>	The Board is asked to note the report.	
<b>SPECIFIC ISSUES CHECKLIST:</b>		
Quality and safety	Y	
Patient impact	Y	
Employee	N	
Other stakeholder	Y	

Equality & diversity	Y
Finance	N
Legal	N
Link to Board Assurance Framework Principle Risk	
<b>AUTHOR NAME/ROLE</b>	Caroline Crabtree, Head of Patient Experience and Involvement
<b>PRESENTED BY DIRECTOR NAME/ROLE</b>	Russell Wernham, Deputy Chief Nurse on behalf of Heather Caudle, Chief Nurse
<b>DATE</b>	29 June 2017
<b>BOARD ACTION</b>	Receive

### 1. Summary of approval sought

The Board is asked to note the results of the Trust's 2016 Inpatient Survey and the actions that the Trust will take to support improvement planning.

### 2. Background and scope

The 2016 Care Quality Commission (CQC) National Inpatient Survey was carried out on behalf of the Trust by Picker Institute Europe. The purpose of the survey is to understand what patients think of healthcare services provided by the Trust. The survey looks at areas such as admission to hospital, waiting lists, planned admissions, the hospital ward, doctors, nurses, care and treatment, operations and procedures, leaving hospital and the overall patient experience. This paper summarises the Trust's performance.

### 3. Survey Methodology

All trusts used a standard survey methodology and questions, as specified by the NHS Patient Survey Co-ordination Centre. The survey was undertaken by a postal questionnaire, sent to a random sample of people who had stayed as inpatients during July 2016. Responses were collected through a freepost envelope.

The Trust achieved a response rate of 43% (498/1171) which was marginally below the national average of 44% and below the Trust's 2015 response rate of 46%. The Trust has asked Picker to provide some explanation for the drop in response rate, which is pending.

Of those who responded, 47% were male and 53% female; 68% were patients admitted as urgent or emergency patients. The largest subgroup of respondents by age (56%) were people aged 70 plus.

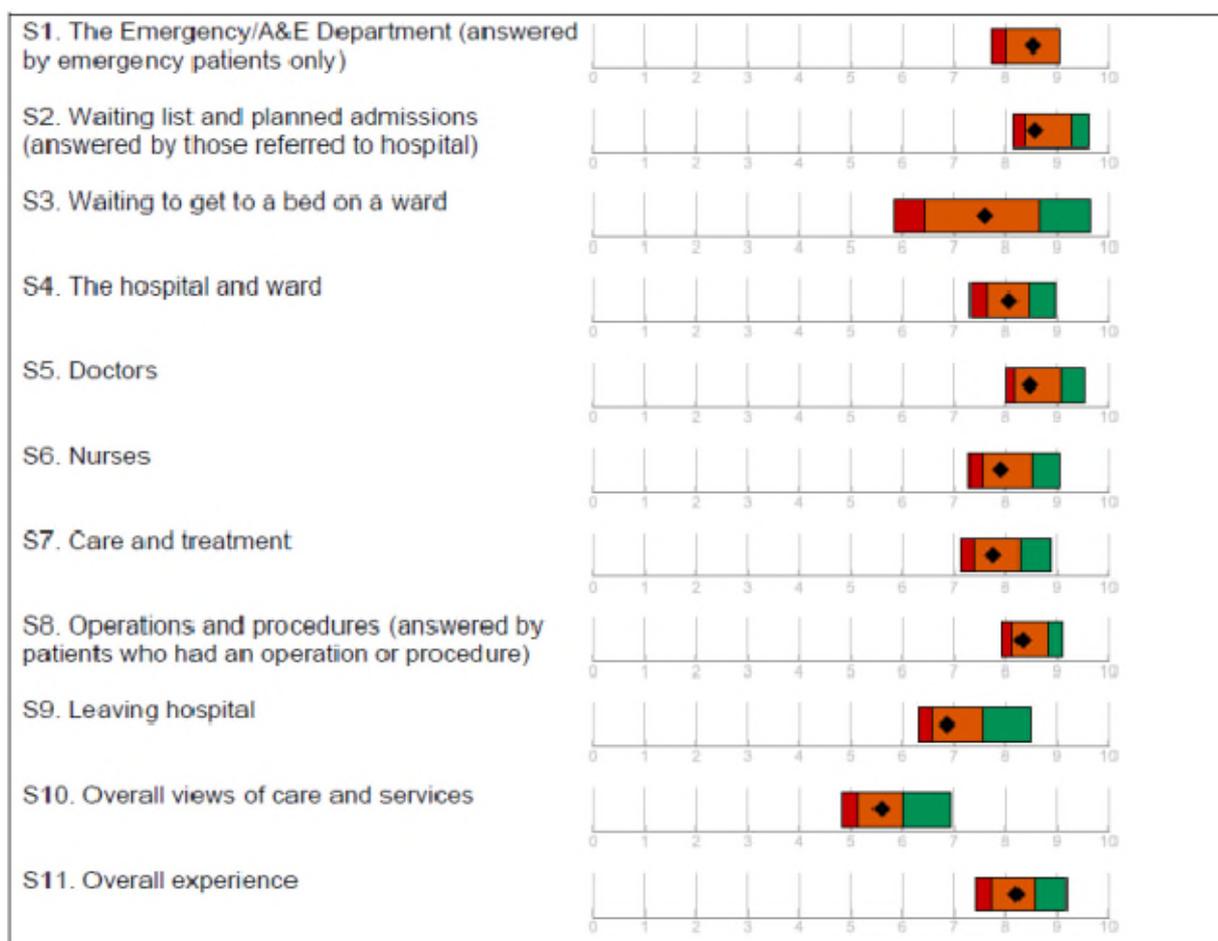
The survey data is standardized to enable direct comparison. The scoring method rates each question and each section category out of a maximum score of 10.

This year there were 65 questions. Of these, four were new for 2016 and therefore not able to be benchmarked. These were Questions 20, 21, 32 and 60. A full list of questions is in Appendix 1.

This year CQC has not provided a national ranking for Trusts, but urged Trusts to consider trends in their own performance in order to identify areas for improvement.

#### 4. Results Summary

The national comparison by section showed that in all 11 sections the Trust scored an orange rating which means performance is 'about the same' as other Trusts in England (Table 1 below). This is consistent with 2015 and 2014 when The Trust's position against the national pictured showed no section scores which were either classified as 'best' or 'worst' performing.



**Table 1:** 2016 Inpatient Trust performance when care is grouped into sections and compared nationally.

Key:

◆ Ashford and St Peters NHS Foundation Trust

Green	<span style="background-color: green; width: 20px; height: 10px; display: inline-block;"></span>	Best performing compared with other Trusts
Orange	<span style="background-color: orange; width: 20px; height: 10px; display: inline-block;"></span>	About the same as other Trusts
Red	<span style="background-color: red; width: 20px; height: 10px; display: inline-block;"></span>	Worst performing compared with other Trusts

**Internal comparisons by section** – The Trust's results by section are compared against 2015 results in Table 2. Broadly, there have been marginal improvements in Section 3: All Types of Admission (waiting to get a bed); Section 4: The Hospital and Ward and Section; 5: Doctors; 7: Care and Treatment. Sections that are marginally worse are Section 2: Waiting List and Planned Admission; Section 6: Nurses; Section 8: Operations and Procedures and Section 9: Leaving Hospital.

**National picture by individual question** – 63 out of the 65 questions scored an orange rating which is described as being 'about the same' as other Trusts. Two questions were rated "worst performing" compared with other Trusts nationally. These were Q15 about noise at night and Q65 given clear written or printed information about your medicines on leaving hospital. In 2015, two questions were also rated "worst performing" compared with other Trusts nationally. Performance on the question regarding the explanation of how an operation or procedure had gone has improved significantly (an increase of 0.6), while the question on explaining discharge medications resulted in the same score as 2015 (the question numbers are not directly comparable so not included). The Trust did not score any 'best performing' ratings in 2016 or 2015.

**ASPH internal comparison by question** – There were 59 questions within the orange category able to be benchmarked against 2015. There were performance shifts ranging from score changes of -0.7 to +1.0 on individual questions. These changes were not sufficiently significant to give rise to a category shift, however, the heat map in Table 2 shows a visual representation, by question, of the marginal performance shift for each question. This gives an indication of areas where performance has marginally improved or worsened compared to the equivalent question last year.

**Table 2 – Heat map of score changes from 2015 to 2016**

This table shows score changes from 2015 to 2016 for the 59 questions which remained within the orange (about the same) category for both years. Scores below zero are worsened performance, 0 is consistent performance, and positive scores are improved performance from the previous year.

Section/Score difference	-0.7	-0.6	-0.5	-0.4	-0.3	-0.2	-0.1	0.0	0.1	0.2	0.3	0.4	0.5	0.6	0.7	...+1
Section 1 Emergency / A&E Department							Q3	Q4								
Section 2 Waiting list and planned admission	Q6				Q8		Q7									
Section 3 Waiting to get a bed on a ward										Q9						
Section 4 Hospital and ward						Q24	Q16	Q23	Q17 Q18 Q19	Q14 Q22	Q11					
Section 5 Doctors							Q27	Q25	Q26							
Section 6 Nurses						Q31	Q29 Q30	Q28								
Section 7 Care and Treatment						Q33 Q35	Q38	Q39 Q44	Q36 Q37 Q40	Q41 Q43						
Section 8 Operations and procedures						Q46	Q47 Q48 Q49	Q51						Q52		
Section 9 Leaving Hospital			Q63			Q61 Q66 Q69 Q71	Q54, Q59 Q67	Q53 Q56 Q57 Q62 Q64				Q68				Q70
Section 10 Overall views of care and services	Q76				Q75			Q72		Q73						
Section 11 Overall								Q74								

Questions in red showing greatest deterioration from last year are:

Q6 – How do you feel about the length of time you were on the waiting list before your admission to hospital?

Q76 – Did you see or were you given, any information explaining how to complain to the hospital about the care you received?

Questions in bright green show a greater improvement across the year:

Q70 – Did hospital staff discuss with you where you may need any further health or social care services after leaving hospital?

Q52 – After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?

Q73 – During your time in hospital did you feel well looked after by hospital staff?

## **5. Recommendations**

Since this survey was undertaken in July 2016 work has continued to improve the experience of both the discharge process and communication. This is evidenced by marginal improvement in scores across a range of areas, even though these are not statistically significant. However, the Trust will be providing further in-depth analysis of Inpatient Survey trends as part of a workshop to support the development of divisional action plans to address particular areas of concern which include:

- Communication regarding waiting times and information on referrals
- Information and communication on leaving hospital
- Clear written and printed information on medicines and information on side effects.

## **6. Impact measures and follow up**

A central 2016 Inpatient Survey improvement plan will be collated from divisional action plans and presented on a quarterly basis to the Patient Experience Monitoring Group (PEMG). Exceptions will be reported to the Board through the Quality and Performance Committee (QPC).

## Appendix 1

### Inpatient Survey 2016 – full list of questions

<b>SECTION 1 THE EMERGENCY/A&amp;E DEPARTMENT</b>	
3	While you were in the A&E Department, how much information about your condition or treatment was given to you?
4	Were you given enough privacy when being examined or treated in the A&E Department?
<b>SECTION 2 WAITING LIST AND PLANNED ADMISSIONS</b>	
6	How do you feel about the length of time you were on the waiting list before your admission to hospital?
7	Was your admission date changed by the hospital?
8	In your opinion, had the specialist you saw in hospital been given all of the necessary information about your condition or illness from the person who referred you?
<b>SECTION 3 ALL TYPES OF ADMISISON</b>	
9	From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?
<b>SECTION 4 THE HOSPITAL AND WARD</b>	
11	When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?
14	While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?
15	Were you ever bothered by noise at night from other patients?
16	Were you ever bothered by noise at night from hospital staff?
17	In your opinion, how clean was the hospital room or ward that you were in?
18	How clean were the toilets and bathrooms that you used in hospital?
19	Did you feel threatened during your stay in hospital by other patients or visitors?
20	Did you get enough help from staff to wash or keep yourself clean? (NB – a new question for 2016)
21	If you brought your own medication with you to hospital, were you able to take it when you needed to? (NB – a new question for 2016)

22	How would you rate the hospital food?
23	Were you offered a choice of food?
24	Did you get enough help from staff to eat your meals?
<b>SECTION 5 DOCTORS</b>	
25	When you had important questions to ask a doctor, did you get answers that you could understand?
26	Did you have confidence and trust in the doctors treating you?
27	Did doctors talk in front of you as if you weren't there?
<b>SECTION 6 NURSES</b>	
28	When you had important questions to ask a nurse, did you get answers that you could understand?
29	Did you have confidence and trust in the nurses treating you?
30	Did nurses talk in front of you as if you weren't there?
31	In your opinion, were there enough nurses on duty to care for you in hospital?
32	Did you know which nurse was in charge of looking after you? (this would have been a different person after each shift change) (NB: New question for 2016)
<b>SECTION 7 YOUR CARE AND TREATMENT</b>	
33	In your opinion, did the members of staff caring for you work well together?
34	Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?
35	Were you involved as much as you wanted to be in decisions about your care and treatment?
36	Did you have confidence in the decisions made about your condition or treatment?
37	How much information about your condition or treatment was given to you?
38	Did you find someone on the hospital staff to talk to about your worries and fears?
39	Do you feel you got enough emotional support from hospital staff during your stay?

40	Were you given enough privacy when discussing your condition or treatment?
41	Were you given enough privacy when being examined or treated?
43	Do you think the hospital staff did everything they could to help control your pain?
44	After you used the call button, how long did it usually take before you got help?
<b>SECTION 8 OPERATIONS &amp; PROCEDURES</b>	
46	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?
47	Beforehand, did a member of staff explain what would be done during the operation or procedure?
48	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?
49	Beforehand, were you told how you could expect to feel after you had the operation or procedure?
51	Before the operation or procedure, did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?
52	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?
<b>SECTION 9 LEAVING HOSPITAL</b>	
53	Did you feel you were involved in decisions about your discharge from hospital?
54	Were you given enough notice about when you were going to be discharged?
56	Discharge delayed due to wait for medicines/to see doctor/for ambulance.
57	How long was the delay?
59	After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?
60	When you left hospital, did you know what would happen next with your care? <i>(NB: Revised question from 2015)</i>