

TRUST BOARD

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| Date of Meeting: 19/06/2012 | Agenda Item No: 8.2 | Enclosure: 6 |
| Intended Outcome: | | |
| For noting ✓ | For information | For decision |
| Title of Report: Inpatient & Outpatient National Patient Survey Results | | |
| Aims: To update the Trust Board on the Care Quality Commission Adult Inpatient & Outpatient National Patient Survey Report 2011. | | |
| Executive Summary: | | |
| <p>The Care Quality Commission (CQC) National Inpatient Survey is undertaken annually and the 2011 results were published in April 2012. The CQC National Survey of Outpatients was undertaken in 2011 and the results are compared to the 2009 National Outpatient Survey.</p> <p>The 2011 CQC report has been redesigned and replaces previous reports produced for the National survey which contained scores out of 100. The 2011 data uses the same scoring system as previous surveys but presents the score out of 10 and is produced in a new format to display Trust's performance.</p> <p>The survey results are used by the Trust to help improve performance. The survey results are included in the Trust's CQC Quality and Risk Profile which contributes to the assessment of the Trust's compliance with the CQC Essential Standards of Quality and Safety.</p> <p>This report provides details of the Trusts performance in the National Inpatient and Outpatient Surveys. These surveys offer the opportunity for the Trust to benchmark our patients experience and performance with other trusts.</p> | | |
| Specific implications and links to the Trust's Strategic Aims: | | |
| Ensure we provide high quality, safe and effective care for all our patients including meeting essential standards of safety and quality as set out by the CQC | ✓ | |
| Develop a viable integrated clinical strategy for secondary care services which is sustainable and affordable | | |
| Develop a new healthcare facility in West Cumbria that is fit for the 21st century | | |
| Achieve sustainable financial balance through the delivery of the Trust's internal Cost Improvement Programme, securing a viable contract income from our GP commissioners and contributing to the system wide cost reductions | | |
| To develop and implement a successful merger or acquisition plan that enables the Trust to become part of an existing NHS Foundation Trust | | |
| Recommendations: | | |
| The Trust Board is asked to note the report | | |
| Prepared by: Crea Simpson, Matron, Patient Experience | Presented by: Chris Platton, Acting Director of Nursing & Quality | |

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| <p style="text-align: center;">TRUST BOARD NCUHT</p> <p style="text-align: center;">INPATIENT & OUTPATIENT NATIONAL PATIENT SURVEY RESULTS</p> <p style="text-align: center;">JUNE 2012</p> |
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1. INTRODUCTION

This report informs the Board of the Trust's performance in the National Inpatient and Outpatient Surveys. The CQC National Inpatient Survey is undertaken annually and the 2011 results were published in April 2012. The CQC National Survey of Outpatients was undertaken in 2011 however the last outpatient's survey was undertaken in 2009 of which the 2011 results are compared to.

It is important to understand what patients think about their care and treatment received from their local health service and these surveys provide feedback to the Trust and also offer the opportunity to benchmark our performance with other Trusts.

2. INPATIENT SURVEY

The Inpatient survey looked at the experiences of over 70,000 patients who had at least one overnight stay.

2.1 Patients Eligibility

Patients were eligible to take part in the survey if they were aged 16 years or older and had at least one overnight stay during June, July or August 2011 and were not admitted to maternity or psychiatric units.

2.2 Patients Participation

Nationally responses were received from 70, 863 patients with a response rate of 53 %. Across the Trust, 518 of our patients responded with a response rate higher than the national average of 63%.

2.3 Results

The Trust scored in the top 20% for best performing Trust's in the following areas;

- A&E section “ how long did you wait for a bed”
- Care & treatment section “Call button response”
- Leaving hospital section “how long was the delay”

Areas for improvement however are demonstrated where the Trust scored in the lowest 20% of Trusts in the following areas;

- Leaving hospital section “ were you given any written information”
- Leaving hospital section “did doctors or nurses give your family all the information they needed to care for you?”

The overall inpatient results are displayed in appendix 1

3. OUTPATIENT SURVEY

The survey asked people about their most recent visit to an outpatient department and the survey included questions on waiting times, hospital facilities, seeing a doctor or other members of staff, tests and treatments and prescribed medications.

3.1 Patients Eligibility

This included adult outpatients aged 16 and over from 163 acute and specialist NHS Trusts in England who attended an outpatients department(s) during April or May 2011.

3.2 Patients Participation

Nationally responses were received from 72,000 patients with a response rate of 53%. The Trust again had a response rate higher than the national average of 63%.

3.3 Results

The Trust scored in the top 20% for best performing Trust’s in the following areas;

- Before your appointment; how long did you wait for your appointment?
- Waiting; how long after the stated appointment time did the appointment start?
- Tests & Treatments; did a member of staff tell you how you would find out your test results?
- Overall about the appointment; did doctors or other staff talk in front of you as if you weren’t there?

Areas for improvement however are demonstrated where the Trust scored in the lowest 20% of Trusts in the following areas;

On leaving the Outpatients dept;

- Did a member of staff explain how to take your new medications?
- Did a member of staff explain the reason for changing your medications?
- Did you receive copies of letters between hospital doctors and your family doctor (GP)?

The overall outpatient survey results are displayed in appendix 2

4. KEY AREAS FOR CONSIDERING AND NOTING

- Action plans drafted to address key areas for improvement and sent to the relevant Heads of nursing, Lead nurse, Matrons for nursing standards and ward sisters for consultation prior to implementation.
- Trust Inpatient satisfaction survey to be amended to reflect the changes to the national survey.
- Explore the opportunity to include the inpatient survey on Real-time with an aim of achieving 100% of Inpatient views being captured.
- Outpatient satisfaction surveys to be implemented in all areas with results monitored and action plans implemented.

5. CONCLUSION

The results demonstrate that our results match the majority of trusts nationally and the Trust has improved overall on 2010 scores with an increase in CQUIN scores of 1.9%. The results however clearly identify areas for improvement which through the actions identified we aim to see an overall improvement.

6. RECOMMENDATION

The Trust Board is asked to note the information provided in this report.

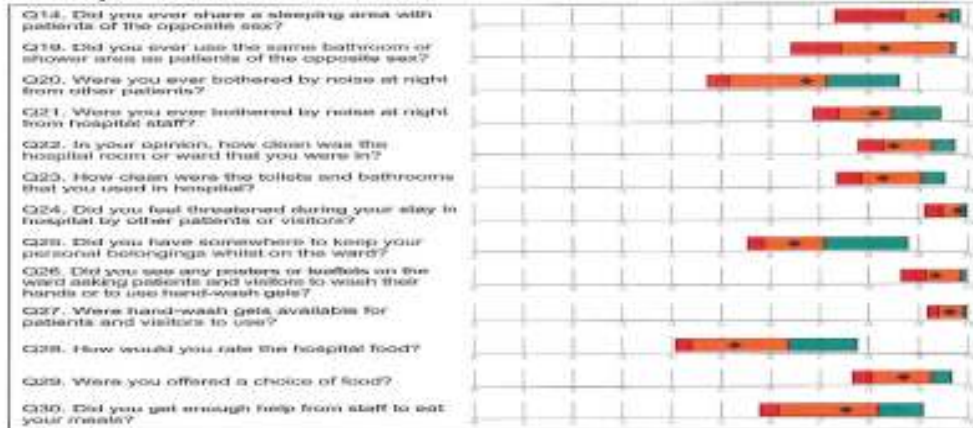
Crea Simpson
Matron Patient Experience

Appendix 1

NCUHT INPATIENT SURVEY RESULTS

Survey of adult inpatients 2011 North Cumbria University Hospitals NHS Trust

The hospital and ward



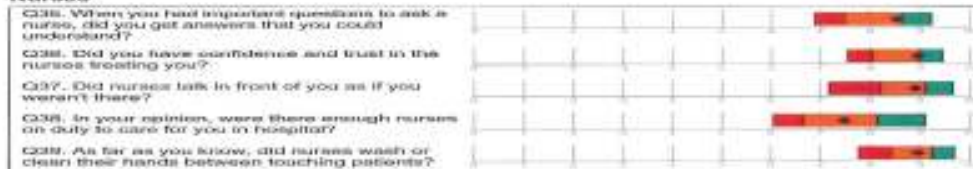
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Survey of adult inpatients 2011 North Cumbria University Hospitals NHS Trust

Doctors



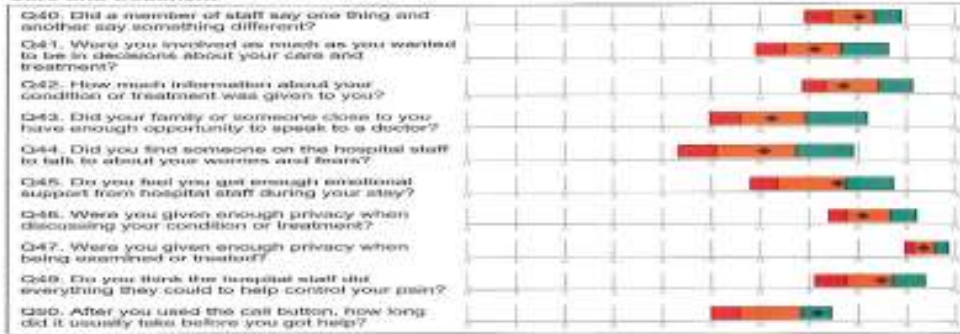
Nurses



8

Survey of adult inpatients 2011
North Cumbria University Hospitals NHS Trust

Care and treatment



49

Survey of adult inpatients 2011
North Cumbria University Hospitals NHS Trust

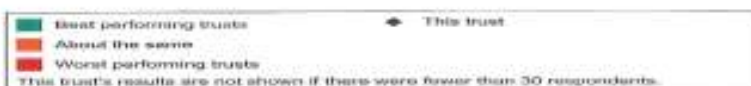
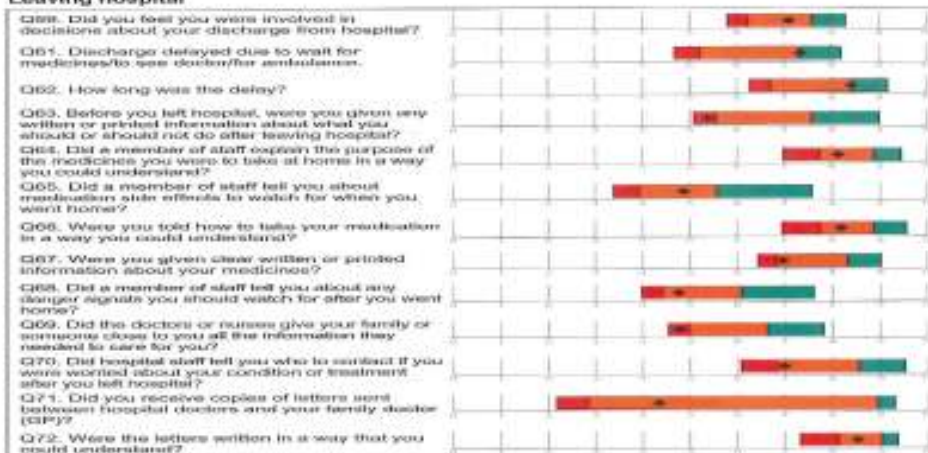
Operations and procedures (answered by patients who had an operation or procedure)



50

Survey of adult inpatients 2011
North Cumbria University Hospitals NHS Trust

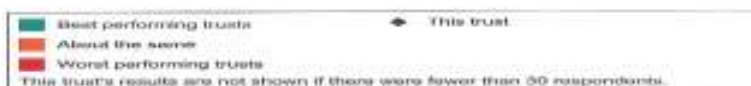
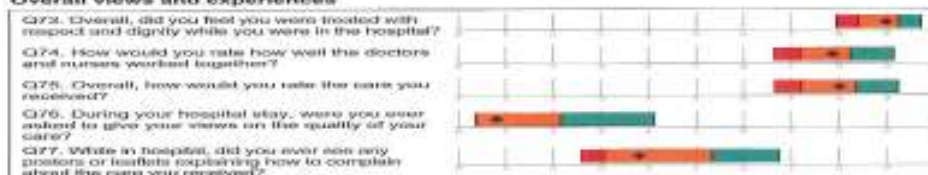
Leaving hospital



11

Survey of adult inpatients 2011
North Cumbria University Hospitals NHS Trust

Overall views and experiences



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Appendix 2

Outpatient Department Survey 2011 North Cumbria University Hospitals NHS Trust

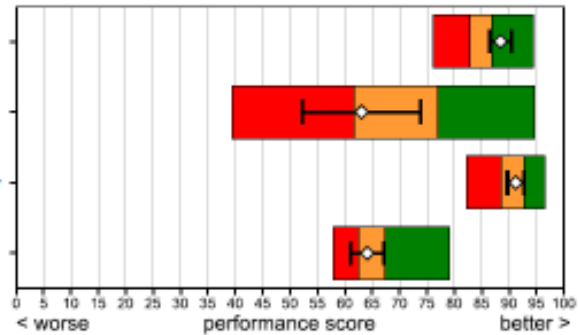
Before the appointment

From the time you were first told you needed an appointment, how long did you wait for your appointment?

Were you given a choice of appointment times?

Was your appointment changed to a later date by the hospital?

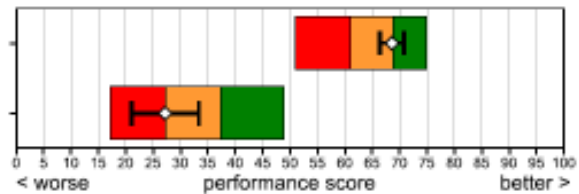
Before your appointment, did you know what would happen to you during the appointment?



Waiting

How long after the stated appointment time did the appointment start?

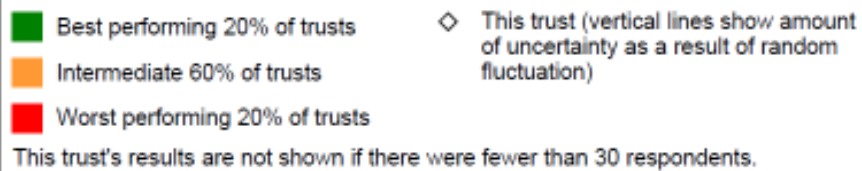
Were you told how long you would have to wait?



Hospital environment and facilities

In your opinion, how clean was the Outpatients Department?

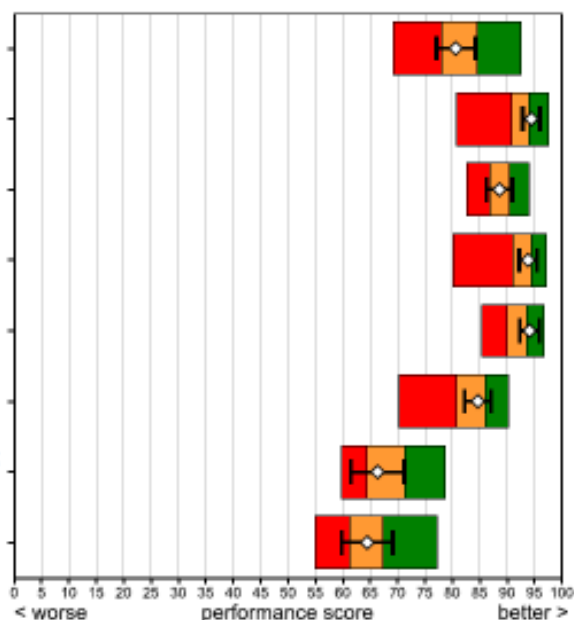
How clean were the toilets at the Outpatients Department?



Outpatient Department Survey 2011 North Cumbria University Hospitals NHS Trust

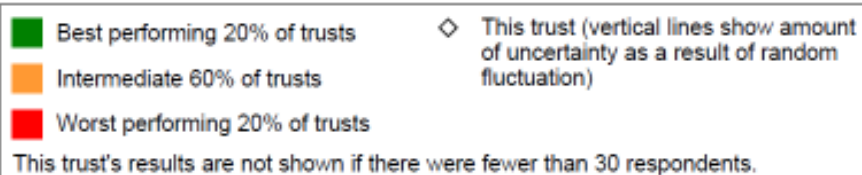
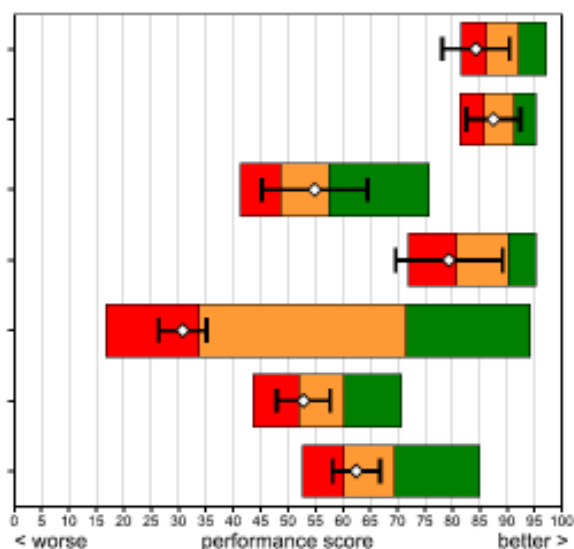
Overall about the appointment

- Did the staff treating and examining you introduce themselves?
- Did doctors and/or other staff talk in front of you as if you weren't there?
- How much information about your condition or treatment was given to you?
- Were you given enough privacy when discussing your condition or treatment?
- Did a member of staff say one thing and another say something different?
- Were you involved as much as you wanted to be in decisions about your care and treatment?
- Did doctors and/or staff ask you what was important to you in managing your condition or illness?
- Did your appointment help you to feel that you could better manage your condition or illness?



Leaving the outpatients department

- Did a member of staff explain to you how to take the new medications?
- Did hospital staff explain the purpose of the medicines you were to take home?
- Did a member of staff tell you about medication side effects to watch for?
- Was the reason for changing your medication explained in a way you could understand?
- Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?
- Were you told what danger signals to watch for after you went home?
- Were you told who to contact if you were worried about your condition or treatment after you left hospital?



Outpatient Department Survey 2011
North Cumbria University Hospitals NHS Trust

Overall impression

Was the main reason you went to the Outpatients Department dealt with to your satisfaction?

Were you treated with respect and dignity at the Outpatients Department?

Overall, how would you rate the care you received at the Outpatients Department?

