Ashford and St. Peter's Hospitals NHS
NHS Trust

TRUST BOARD
25th February 2010

TITLE	**National Adult Out Patient Survey May 2009**
EXECUTIVE SUMMARY	National Patient surveys have been conducted in order to assess directly what the patients feel about our outpatient services on a range of topics. These surveys are conducted by Picker an independent company who bench mark about half of the NI-IS. This data will then be submitted to the Care Quality Commission for further benchmarking.
BOARD ASSURANCE (Risk) / IMPLICATIONS	The survey is conducted anonymously and the Trust Board can feel assured patients will have given an accurate and candid view of our services at that time. Our response rate was good compared to the average for Picker at 54.8% a response of 463 patients from a sample of 850. There is minimal change since the 2004 survey which is disappointing & against the Picker average we are not keeping up with other Trusts on their speed & level of improvement. An executive summary is attached, a full copy of the report can be provided on request.
STAKEHOLDER /PATIENT IMPACT AND VIEWS	A presentation was made by Picker to a wide audience on the 29th of January 2010 and the Deputy Chief Nurse has been delegated the task of putting together an action plan to address weaknesses in our scores and put remedial measures in place to gain improvements. A refurbishment programme is already underway. This action plan will feed into the Programme work stream "Improving the patient Experience" and will also be reported on at the Patient & Public Engagement Group as well as the programme board.
EQUALITY AND DIVERSITY ISSUES	Our services should be delivered which at all times reflect our diverse ethnic, social, religious, age & sexual diversity of our patients.
LEGAL ISSUES	None Identified
The Trust Board is asked to:	Make note of the Trust's intended actions and the reporting groups and arrangements that are tasked to scrutinise and challenge the improvement process.
Submitted by:	Mrs Caroline Becher Chief Nurse
Date:	3rd February 2010
Decision:	For Noting

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making patients' views count

NHS

Outpatient Survey 2009

Ashford and St Peter's Hospitals NHS Trust

Executive Summary

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Outpatients Survey 2009
Ashford and St Peter's Hospitals NHS Trust
Executive Summary

How are your results reported?

The Picker Institute presents your survey results in the form of **problem scores.** The problem score shows the percentage of patients for each question who, by their response, have indicated that this particular aspect of their care could have been improved.

The questionnaire includes 73 questions which have been analysed in this way. A detailed explanation of how problem scores are calculated is provided in section 1 of the full report, but the following should be kept in mind when looking at your results:

- **Lower problem scores are better**
- Problem scores highlight issues that need **further investigation**
- Problem scores are a **simple summary** measure used for comparison and for helping to focus on areas for quality improvement
- Problem scores are an **interpretation of the results** by the Picker Institute – the Care Quality Commission will not see the problem scores

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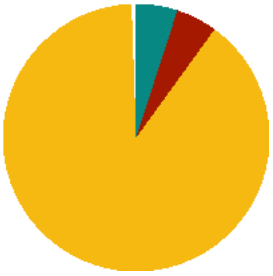
Outpatients Survey 2009
Ashford and St Peter's Hospitals NHS Trust
Executive Summary

Introduction

This document summarises the findings from the Outpatients Survey 2009, carried out by Picker Institute Europe, on behalf of Ashford and St Peter's Hospitals NHS Trust. The Care Quality Commission report is due for publication in January 2010.

The Picker Institute was commissioned by 73 trusts to undertake the Outpatients Survey 2009. A total of 850 patients from your Trust were sent a questionnaire. 845 patients were eligible for the survey, of which 463 returned a completed questionnaire, giving a response rate of 54.8%. The average response rate for the 73 Picker Institute trusts was 50.1%.

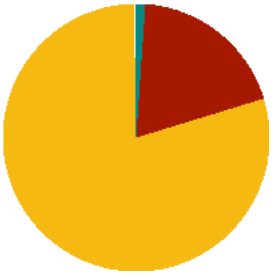
Your results at a glance



Have we improved since the 2004 survey?

A total of 58 questions were used in the 2004 survey.
Compared to the 2004 survey, your Trust is:

- Significantly BETTER on 3 questions
- Significantly WORSE on 3 questions
- The scores show no significant difference on 52 questions



How do we compare to other trusts?

The survey showed that your Trust is:

- Significantly BETTER than average on 1 question
- Significantly WORSE than average on 14 questions
- The scores were average on 58 questions

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Outpatients Survey 2009
Ashford and St Peter's Hospitals NHS Trust
Executive Summary

Understanding your results

Survey results highlight areas that need improvement to provide a better service for its users. When deciding upon the improvements you would like to make, there are a number of ways of looking at the results to determine which issues to focus on first.

Compare results over time - have you improved since the 2004 survey?

Looking at trends over time helps to focus attention on improvements and on those areas where performance might be slipping.

The Trust has improved significantly on the following questions:

Lower scores are better

	2004	2009
Doctor did not fully listen to what patient had to say	24 %	18 %
Not fully told before treatment what would happen	35 %	21 %
Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	62 %	25 %

The Trust has worsened significantly on the following questions:

Lower scores are better

	2004	2009
Not fully aware what would happen during appointment	58 %	68 %
Could not find a convenient place to park	29 %	42 %
Other patients could overhear discussions with receptionist	72 %	79 %

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Outpatients Survey 2009
Ashford and St Peter's Hospitals NHS Trust
Executive Summary

Compare results with others

The Picker Institute ran Outpatient surveys for 73 trusts in 2009. Your results are shown alongside the others to help you make comparisons against the average for all trusts where the Picker Institute implemented the survey. They will help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement, as well as highlighting your successes.

Your results were significantly better than the 'Picker average' for the following questions:

Lower scores are better

	Trust	Average
Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	25 %	49 %

Your results were significantly worse than the 'Picker average' for the following questions:

Lower scores are better

	Trust	Average
Not fully aware what would happen during appointment	68 %	60 %
Not easy to find way to Outpatients Department	31 %	19 %
Other patients could overhear discussions with receptionist	79 %	74 %
Appointment started more than 15 minutes after stated time	49 %	44 %
Patients unable to get suitable food or drink	25 %	19 %
Did not completely discuss worries or fears with other health professional	47 %	36 %
Not given complete privacy when being examined or treated	12 %	9 %
Not fully involved in decisions about care or treatment	35 %	29 %
Staff did not explain what would happen during test in a clear way	26 %	21 %
Test results not fully explained or never received	36 %	28 %
Did not get answers to questions about tests in a clear way	38 %	29 %
Patient not fully involved in decisions over best medication	54 %	43 %
Not fully told purpose of medications	26 %	18 %
Overall - Outpatients Department not at all/fairly organised	45 %	39 %

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Setting priorities for action

Examining areas where your Trust's performance is above average **and** you have demonstrated improvements since last year provides a valuable opportunity to share good practice.

The Trust has positive results on the following questions:

Lower scores are better

	Average	2004	2009
Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	49 %	62 %	25 %

In addition, focusing on the questions where your Trust's score is lower than average **and** performance has slipped since 2004 should help you to identify key priorities for service improvement.

The Trust has poor results on the following questions:

Lower scores are better

	Average	2004	2009
Not fully aware what would happen during appointment	60 %	58 %	68 %
Other patients could overhear discussions with receptionist	74 %	72 %	79 %

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Areas where patients report most problems

Questions where more than 50% of respondents reported room for improvement are listed below. Focusing on these areas could potentially improve the patient experience for a large proportion of your patients.

N.B. Questions where less than 50 patients answered the question have been highlighted with [-]

➕ scores significantly better than average	**Trust**	The problem score for your Trust
➖ scores significantly worse than average	**Average**	Average score for all Picker trusts

Lower scores are better

	Trust	Average	
Other patients could overhear discussions with receptionist	79 %	74 %	➖
Not given the full information needed to make a complaint	[78] %	77 %	
Patient waited for longer than they were told, or were not told how long the wait would be	71 %	70 %	
Not fully aware what would happen during appointment	68 %	60 %	➖
Not told why had to wait	64 %	68 %	
Not given choice of appointment time	62 %	62 %	
Do not always see the same doctor or member of staff	61 %	59 %	
Not offered a choice of hospitals	57 %	59 %	
Patient not fully involved in decisions over best medication	54 %	43 %	➖
Not given printed information leaflet about medicines	52 %	45 %	

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Next Steps

Communicating results and priorities for service improvement across the organisation and in your local area is crucial to ensuring that changes are implemented successfully. Patients and staff should be involved in developing an action plan and any resulting quality improvement activities.

Once priorities have been identified:

- Look at **internal benchmarks** (sites / specialties) – compare results within the trust to help identify problem areas
- Tie in with **other surveys** / PALS / complaints
- Look at **patient comments** for details and suggestions – available on-line (https://www.picker-results.org)
- Develop an **action plan**
- Raise awareness about the patient surveys – **publish** results and action plans
- **Additional analysis** available from the Picker Institute (including demographic / regional breakdowns).

We provide a range of tools to help you make best use of your patient survey results, including a database of good practice examples, educational guides and a range of factsheets. The Quality Improvement team can also be commissioned to run workshops or deliver presentations and information sessions that are tailored specifically to your trust's needs. **A workshop or presentation at your trust is included in your survey package**; please take advantage of this aspect of the package to publicise the results, action planning, and to allow us to discuss ways in which we can improve the service that we provide to you.

Further details of how to use your survey results, and links to these Quality Improvement tools are outlined in Section 1 of the full survey report (Effectively using your survey results).

If you need further assistance with understanding your results, or on any other aspect of the 2009 Outpatient Survey please contact **Bridget Hopwood, Amy Tallett** or another member of the survey team at the Picker Institute (Tel: 01865 208100), who will be happy to help you.

Full contact details are listed overleaf.

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Outpatients Survey 2009
Ashford and St Peter's Hospitals NHS Trust
Executive Summary

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Contacting Picker Institute Europe

For more information about your survey report please contact the Project Managers, Bridget Hopwood or Amy Tallett, or another member of the Picker Institute Survey Team.

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