Ashford and St. Peter's Hospitals NHS
NHS Trust

TRUST BOARD
25th March 2010

TITLE	**Outpatient Department Survey 2009 - CQC Report**
EXECUTIVE SUMMARY	In accordance with national guidance, the Trust has recently completed a mandatory Outpatient Survey. The attached paper presents the Care Quality Commission (CQC) Survey Report and discusses the way forward in terms of action to improve on the reported position.
BOARD ASSURANCE (Risk) / IMPLICATIONS	The results of this mandatory annual survey provide an important source of data for the CQC in cross checking against Trust's self assessment of compliance with the CQC's Essential Standards of Quality and Safety.
STAKEHOLDER / PATIENT IMPACT AND VIEWS	These results give an important indication of the perceptions of surveyed patients on the quality of care they have received within the Outpatient setting. The publication of CQC benchmarked reports tend to be covered by the national media. More locally, the results have received negative press coverage. Negative press coverage may impact on patient's perceptions of Trust services.
EQUALITY AND DIVERSITY ISSUES	None noted. The survey was based on a sample of 850 who attended the outpatient department in May 2009. A multiple language sheet was included offering interpreting/ translation services to those sampled patients whose first language was not English.
LEGAL ISSUES	None noted
The Trust Board is asked to:	To note the report.
Submitted by:	Jill Down, Head of Customer Affairs and Vanessa Avlonitis Deputy Chief Nurse on behalf of Caroline Becher, Chief Nurse
Date:	11.3.10
Decision:	For Noting

Ashford and St. Peter's Hospitals NHS
NHS Trust

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Outpatient Department Survey 2009 - CQC Report

Introduction

In accordance with national guidance, the Trust has recently completed a mandatory Outpatient Survey. This paper presents the Care Quality Commission (CQC) Survey Report and discusses the way forward in terms of action to improve on the reported position.

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Background

The National Patient Survey Programme was established by the Department of Health and has been operating since 2002. The CQC, in it's role as independent regulator of Health and Adult Social Care Services in England, administers the survey programme, the results of which provide an important source of data for cross checking against Trust's self assessment of compliance with the CQC's Essential Standards of Quality and Safety The surveys are expected to inform local improvement activity and are seen as an important source of information for both users of health services, to help them choose between providers, and for commissioners of service.

Following the surveys completion, the CQC publish a Trust specific report and include benchmarking information from the survey to allow Trusts, and the population they serve, to make meaningful comparisons between organisations based on the reported experience of surveyed patients.

The survey of Outpatient Departments involved 163 Acute and Specialist NHS Trust's with response received from more than 72,000 patients. People were eligible for the survey if they were aged over 16 years and had attended an outpatient appointment at the Trust in May 2009. The Trust surveyed 850 outpatient attendees. The Trust survey response rate was 55% compared with a national average of 53%.

The Results

Appendix 1 presents the CQC report

In terms of response, the Trust is scored on a scale of 0 – 100. A score of 100 represents the best possible result. (Note: results are not percentages) Results also indicate whether the Trust is in the top 20% of performance, the lowest 20% of performance or, more average, with the remaining 60% of Trusts.

Overall, the Trust performance presented in the CQC report is disappointing. While the Trust undertakes a more detailed survey, (73 questions), the CQC reports on 40 survey questions. Of these, the Trust demonstrated a good performance (highest 20% of Trusts) on 1 question, an intermediate performance on 17 questions and a poor performance (lowest 20% of Trusts) on 22 questions. Broadly, poorly performing areas include the cleanliness and organisation of the department. and communications.

At the time of the last Outpatient Survey (2004), the Healthcare Commission reported on 41 questions. At this time, the Trust demonstrated a good performance on 1 question, an intermediate performance on 21 questions and a poor performance on 19 questions.

The Way Forward
The results of the outpatient survey have been presented to Clinical Directors and Senior Managers within the Trust.

The Deputy Chief Nurse is leading an action group with the aim of addressing areas of concern highlighted within the survey. The associated Action Plan is presented at Appendix Two.

Progress against the plan will be reported and discussed at the Patient Experience Group and monitored by the Patient and Public Involvement Group. In addition, Clinical Directors have been asked to consider local actions which will be monitored in Clinical Governance forums

Jill Down
Head of Customer Affairs
25.2.09

Appendix 2

Outpatient Action Plan

Identified area for improvement from the Outpatient Survey	Responsible Lead	Timescale	Progress	Outcome
Cleanliness of Toilets and environment in the Outpatient areas	William Britton	Immediate effect	Regular toilet cleaner now employed and the effectiveness of this is being monitored.Toilets now cleaned 4-5 times a day	Clean toilets
Outpatient correspondence and patient information signage, flat screens with information such as waiting times, PAS alerts for patients with special needs	Diane Lashbrook / Mary Wardle		Project just started to improve all patient letters and info that is sent out at appointment. This project is being managed by Pam Coward appointment centre manager. The company is called Synertech. Red floor lines already installed in main OPD, SPH with notices asking patients to wait and be called to reception. In consultation about the TV screens, Provision and how to incorporate software needed with current systems. Also in consultation with the signage company about changes OPD reception signs. Flag alerts for PAS have already been sorted out by VA.	This project only just got the go ahead. At this stage no idea how long it will take to implement. Pam Coward currently away. At present time with the re furb of main OPD areas all these ideas are being assessed for implementation. Pro vision is being looked into by Giselle Rothwell, Comms Team. No actual date can be advised at this time. Queuing system approx 4 months. New signage 3 months

Privacy and Dignity- Patient reception areas, layout of patient seating, signage, Coloured Zones	Diane Lashbrook/ Mandy Wilson/ Mary Wardle, Peter Curtis		Incorporated in above. Will involve Estates to look at wider areas, ie Eye Clinics both sites, RBU and AH to ensure improvements are across the whole area.	Main OPD completion date April end 2010At present time no plans for Area 5 OPD.OPD AH capital programme for redevelopment of Main OPD total time 15 months commence 31 March 2010.
Car Parking issue /access to clinics – Visiting hours	Vanessa Avlonitis/ Jill Down Vanessa Avlonitis/Jill Down		Master Plan now approved by Runneymede Borough Council which will facilitate more local plans for progression of aspirations of increased car parking Proposal to pilot new visiting hours was supported by TEC on the 12th March & will commence from 1st May	
Regular Observation audits of Outpatient areas	Sue Brown and Sue Hardy	Introduced and ongoing	Refurbishment has taken place in the month of February 2010	Reported to the Board monthly on the WQI
Attitude and Behaviour - 1) Customer care training 2) Review of Care standards	Sue Brown/ Sue Hardy/ Diane Lashbrook		Ensure all staff undertakes customer care training. Uniforms are already being ordered for reception staff in main OPD.	Within next 6-12 months depending on when training is available. Will liaise with Harriet Stephens. Within next 6-8 weeks all

3) Booklet/ Uniforms				reception staff should be in uniform for OPD across site.
Medications- purpose and side effects 1) To produce generic medicine leaflets for most commonly prescribed OP medicines. 2) To produce a customised pack of information to include above leaflets for prescribers to give patients in OP clinics 3) To produce a patient helpline card to be given to all Ops and link to Frimley Park Hospital patient service help line service	Dr Mike Baxter/ Victoria Griffith 1) Directorate Pharmacist 2) Victoria Griffiths	To start April 2010	Will be ongoing over a 6 month period	
Welcoming, greeting and escorting patients through the use of volunteers.				
To be given High priority by newly appointed Voluntary Services manager appointed Feb 2010	Jill Down Julie Addison	May-10	Is in the newly appointed Voluntary services managers objectives	

Patient survey report 2009

Outpatient Department Survey 2009

Ashford and St Peter's Hospitals NHS Trust

The national Outpatient Department Survey 2009 was designed, developed and co-ordinated by the Acute Surveys Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe.

picker INSTITUTE

making patients' views count

The Care Quality Commission

National NHS patient survey programme
Outpatient department survey 2009

About the Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act.

Whether services are provided by the NHS, local authorities, private companies or voluntary organisations, we make sure that people get better care. We do this by:

- Driving improvement across health and adult social care.
- Putting people first and championing their rights.
- Acting swiftly to remedy bad practice.
- Gathering and using knowledge and expertise, and working with others.

The outpatient department survey 2009

To improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

This report provides the results of the third survey of adult outpatients in NHS trusts in England. The report shows the scores of each trust for each question in the survey, and compares them with national benchmark results. It should be used to understand the performance of a trust, and to identify areas for improvement.

Also available on our website is a set of tables showing the national results for the survey, and a briefing note highlighting the key national findings. These documents were produced by the Acute Co-ordination Centre at Picker Institute Europe.

Similar surveys of outpatients were carried out in 2003 and 2004. They are part of a wider programme of NHS patient surveys, which covers a range of topics including mental health services, adult (non-mental health) inpatient services and non-emergency ambulance services (category ‘C’ calls). To find out more about our programme of surveys, please visit our website (see ‘Further Information’ section).

About the survey

The survey of adult outpatient services involved 163 acute and specialist NHS trusts. We received responses from more than 72,000 patients, a response rate of 53%. People were eligible for the survey if they were aged 16 years or older and attended an outpatient department during any one month period (month chosen by the trust) in March, April or May 2009. This included any outpatient clinics run with the emergency department (A&E/casualty) such as fracture clinics. Fieldwork for the survey took place between July and October 2009.

Interpreting the report

The benchmark scores are calculated by converting responses to particular questions into scores[1]. For each question in the survey, the individual responses were scored on a scale of 0 to 100. A score of 100 represents the best possible response. Therefore, the higher the score for each question, the better the trust is performing.

Please note: the scores are **not percentages**, so a score of 80 does not mean that 80% of people who have used services in the trust have had a particular experience (e.g. ticked 'Yes' to a particular question), it means that the trust has scored 80 out of a maximum of 100. A 'scored' questionnaire showing the scores assigned to each question is available on our website (see 'Further Information' section).

Please also note that it is not appropriate to score all questions within the questionnaire for benchmarking purposes. This is because not all of the questions assess the trusts, or they may be 'filter questions' designed to filter out respondents to whom following questions do not apply. An example of such a question would be Q35 "During your outpatient appointment, did you have any treatment for your condition?"

The graphs included in this report display the scores for this trust, compared with national benchmarks. Each bar represents the range of results for each question across all trusts that took part in the survey. In the graphs, the bar is divided into three sections:

- The red section (on the left) shows the scores for the 20% of trusts with the lowest scores.
- The green section (on the right) shows the scores for the 20% of trusts with the highest scores.
- The orange section (in the middle) represents the range of scores for the remaining 60% of trusts.

A white diamond represents the score for this trust. For example, if the diamond is in the green section of the bar, it means that the trust is among the top 20% of trusts in England for that question. The line on either side of the diamond shows the amount of uncertainty surrounding the trust's score, as a result of random fluctuation[2].

Since the score is based on a sample of outpatients in a trust rather than all outpatients, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval[3] is calculated as a measure of how accurate the score is. We can be 95% certain that if everyone in the trust had been surveyed, the 'true' score would fall within this interval.

[1]Trusts have differing profiles of patients. For example, one trust may have more male inpatients than another trust. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. For example, older respondents tend to report more positive experiences than younger respondents, and women tend to report less positive experiences than do men. Because the mix of patients varies across trusts this could potentially lead to the results for a trust appearing better or worse than they would if they had a slightly different profile of patients. To account for this we 'standardise' the data. Results have been standardised by the age and sex of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This helps to ensure that each trust's age-sex profile reflects the national age-sex distribution (based on all of the respondents to the survey). It therefore enables results from trusts with different profiles of patients to be more accurately compared.

[2]If a score is on the 'threshold' for the highest scoring 20% of trusts (on the line separating green and orange), this means that their score is one of the highest 20% of scores for that question. Similarly, trusts with scores on the threshold for the lowest scoring 20% of trusts are included in this lowest 20% of scores.

[3]A confidence interval is an upper and lower limit within which you have a stated level of confidence that the true mean (average) lies somewhere in that range. These are commonly quoted as 95% confidence intervals, which are constructed so that you can be 95% certain that the true mean lies between these limits. The width of the confidence interval gives some indication of how cautious we should be; a very wide interval may indicate that more data should be collected before any conclusions are made.

When considering how a trust performs, it is very important to consider the confidence interval surrounding the score. If a trust's average score is in one colour, but either of its confidence limits are shown as falling into another colour, this means that you should be more cautious about the trust's result because, if the survey was repeated with a different random sample of people, it is possible their average score would be in a different place and would therefore show as a different colour.

The white diamond (score) is not shown for questions answered by fewer than 30 people because the uncertainty around the result would be too great. When identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

At the end of the report you will find the data used for the charts and background information about the patients that responded.

Notes on specific questions

Please note Q1 ("Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?") excludes patients who have not been referred for an appointment by an English Commissioner, e.g. those referred from Wales, or Scotland. This is because waiting time policies differ outside of England.

Further information

Full details of the methodology of the survey:
http://www.nhssurveys.org/surveys/403

More information on the programme of NHS patient surveys is available on the patient survey section of the website at:
http://www.cqc.org.uk/nationalfindings/surveys.cfm

The results, questionnaire and scoring for the 2009 Outpatient survey can be found at:
http://www.cqc.org.uk/PatientSurveyOutpatients2009

The results for the 2004 Outpatient survey can be found at:
http://www.cqc.org.uk/PatientSurveyOutpatients2004

The results for the 2003 Outpatient survey can be found at:
http://www.cqc.org.uk/PatientSurveyOutpatients2003

Outpatient Department Survey 2009
Ashford and St Peter's Hospitals NHS Trust

Before the appointment

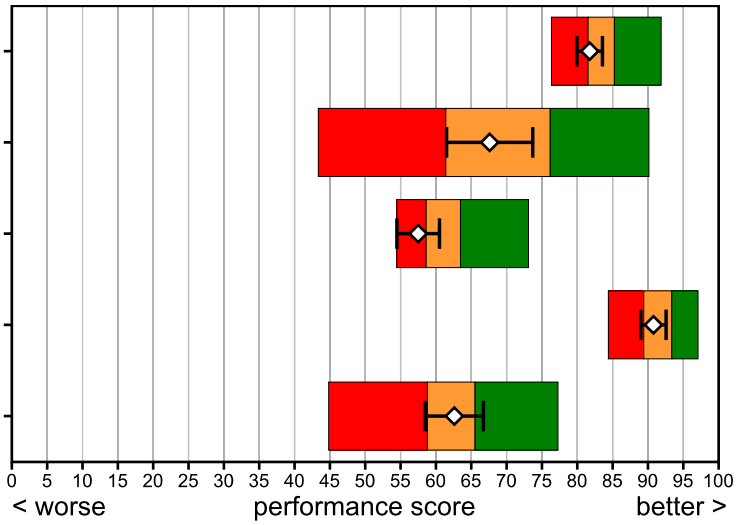
From the time you were first told you needed an appointment, how long did you wait?

Were you given a choice of appointment times?

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

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

Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

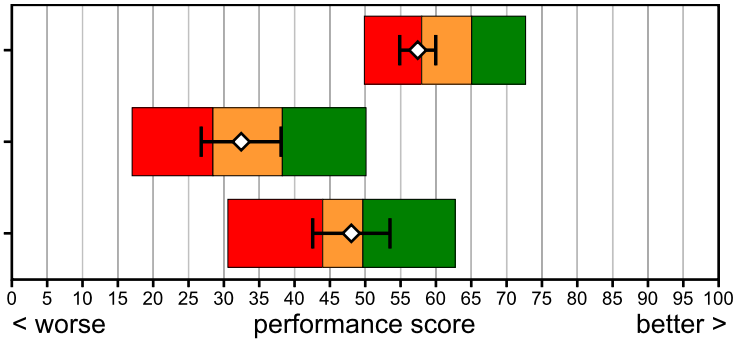


Waiting

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

Were you told how long you would have to wait?

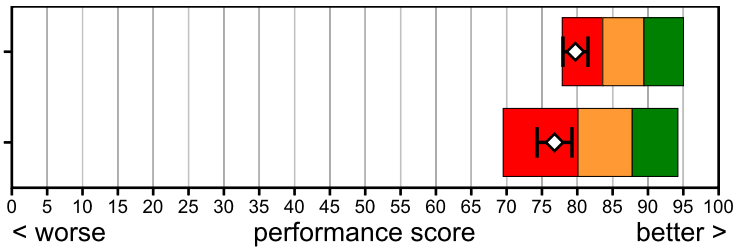
Were you told why you had to wait?



Hospital environment and facilities

In your opinion, how clean was the Outpatients Department?

How clean were the toilets at the Outpatients Department?



Best performing 20% of trusts

Intermediate 60% of trusts

Worst performing 20% of trusts

◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)

This trust's results are not shown if there were fewer than 30 respondents.

Outpatient Department Survey 2009
Ashford and St Peter's Hospitals NHS Trust

Seeing a doctor

Did you have enough time to discuss your health or medical problem with the doctor?

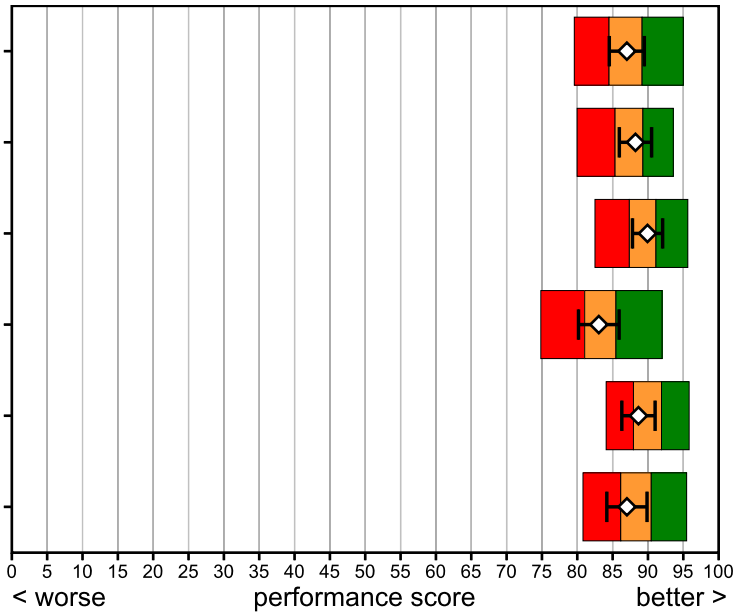
Did the doctor explain the reasons for any treatment or action in a way that you could understand?

Did the doctor listen to what you had to say?

If you had important questions to ask the doctor, did you get answers that you could understand?

Did you have confidence and trust in the doctor examining and treating you?

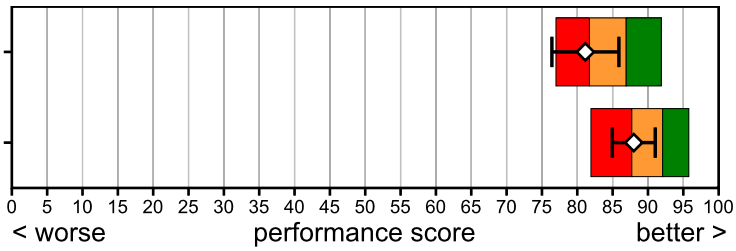
Did the doctor seem aware of your medical history?



Seeing another professional

If you had important questions to ask him/her, did you get answers that you could understand?

Did you have confidence and trust in him/her?



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Outpatient Department Survey 2009
Ashford and St Peter's Hospitals NHS Trust

Overall about the appointment

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?

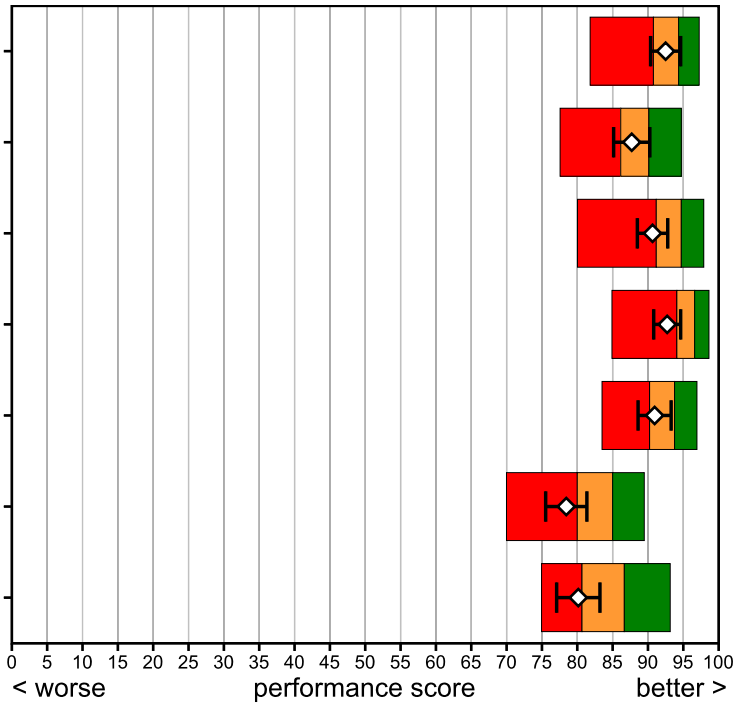
Were you given enough privacy when discussing your condition or treatment?

Were you given enough privacy when being examined or treated?

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 the staff treating and examining you introduce themselves?



Tests and Treatment

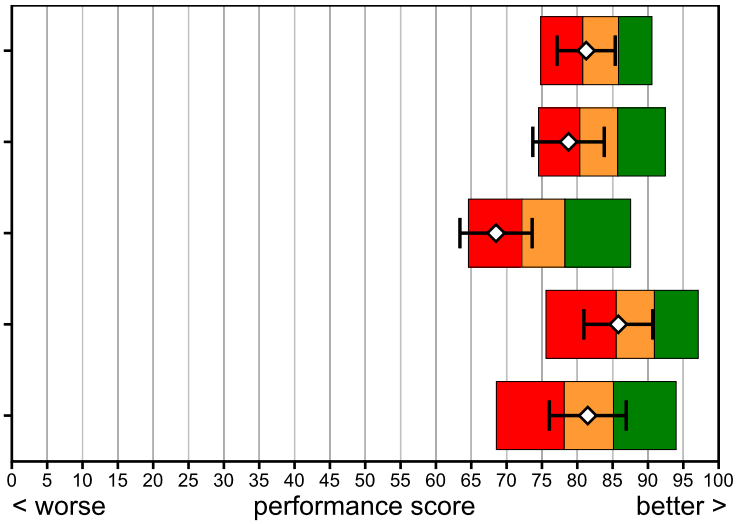
Did a member of staff explain why you needed these test(s) in a way you could understand?

Did a member of staff tell you how you would find out the results of your test(s)?

Did a member of staff explain the results of the tests in a way you could understand?

Before the treatment did a member of staff explain what would happen?

Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?



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Outpatient Department Survey 2009
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Leaving the outpatients department

Did a member of staff explain to you how to take the new medications?

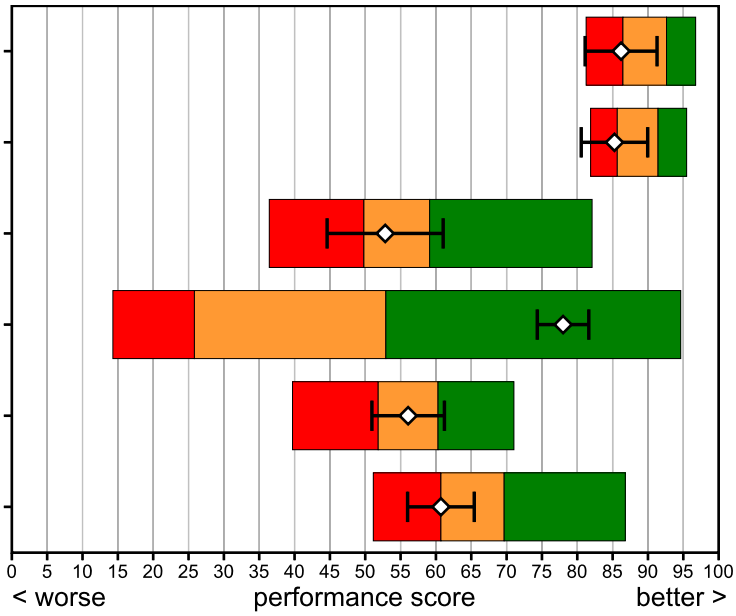
Did a member of staff explain the purpose of the medicines you were to take home?

Did a member of staff tell you about medication side effects to watch for?

Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

Did a member of staff tell you about any danger signals you should watch for?

Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?



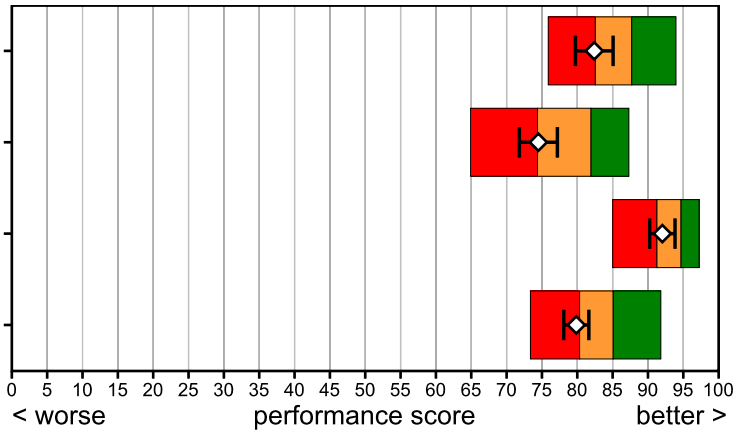
Overall impression

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

How well organised was the Outpatients Department you visited?

Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?

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



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Outpatient Department Survey 2009

Ashford and St Peter's Hospitals NHS Trust

		Scores for this NHS trust	95% Confidence Interval Lower	95% Confidence Interval Upper	Threshold for the lowest scoring 20% of NHS Trusts	Threshold for the highest scoring 20% of NHS Trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
Before the appointment								
Q1	From the time you were first told you needed an appointment, how long did you wait?	82	80	84	82	85	92	418
Q2	Were you given a choice of appointment times?	68	62	74	61	76	90	226
Q3	Before your appointment, did you know what would happen to you during the appointment?	57	54	61	59	63	73	456
Q4	Was your appointment changed to a later date by the hospital?	91	89	93	89	93	97	457
Q6	Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?	63	58	67	59	66	77	257
Waiting								
Q7	How long after the stated appointment time did the appointment start?	57	55	60	58	65	73	449
Q8	Were you told how long you would have to wait?	32	27	38	28	38	50	227
Q9	Were you told why you had to wait?	48	43	53	44	50	63	224
Hospital environment and facilities								
Q10	In your opinion, how clean was the Outpatients Department?	80	78	81	84	89	95	456
Q11	How clean were the toilets at the Outpatients Department?	77	74	79	80	88	94	298
Seeing a doctor								
Q13	Did you have enough time to discuss your health or medical problem with the doctor?	87	85	89	84	89	95	393
Q15	Did the doctor explain the reasons for any treatment or action in a way that you could understand?	88	86	91	85	89	94	381
Q16	Did the doctor listen to what you had to say?	90	88	92	87	91	96	394
Q17	If you had important questions to ask the doctor, did you get answers that you could understand?	83	80	86	81	85	92	353
Q18	Did you have confidence and trust in the doctor examining and treating you?	89	86	91	88	92	96	393
Q19	Did the doctor seem aware of your medical history?	87	84	90	86	90	95	363
Seeing another professional								
Q22	If you had important questions to ask him/her, did you get answers that you could understand?	81	76	86	82	87	92	163
Q23	Did you have confidence and trust in him/her?	88	85	91	88	92	96	226

Outpatient Department Survey 2009

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	Scores for this NHS trust	95% Confidence Interval Lower	95% Confidence Interval Upper	Threshold for the lowest scoring 20% of NHS Trusts	Threshold for the highest scoring 20% of NHS Trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
Overall about the appointment							
Q24 Did doctors and/or other staff talk in front of you as if you weren't there?	92	90	95	91	94	97	451
Q25 How much information about your condition or treatment was given to you?	88	85	90	86	90	95	449
Q26 Were you given enough privacy when discussing your condition or treatment?	91	88	93	91	95	98	456
Q27 Were you given enough privacy when being examined or treated?	93	91	95	94	97	99	454
Q28 Did a member of staff say one thing and another say something different?	91	89	93	90	94	97	460
Q29 Were you involved as much as you wanted to be in decisions about your care and treatment?	78	76	81	80	85	89	456
Q30 Did the staff treating and examining you introduce themselves?	80	77	83	81	87	93	434
Tests and Treatment							
Q32 Did a member of staff explain why you needed these test(s) in a way you could understand?	81	77	85	81	86	91	267
Q33 Did a member of staff tell you how you would find out the results of your test(s)?	79	74	84	80	86	92	251
Q34 Did a member of staff explain the results of the tests in a way you could understand?	69	63	74	72	78	88	220
Q36 Before the treatment did a member of staff explain what would happen?	86	81	91	86	91	97	132
Q37 Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?	81	76	87	78	85	94	131

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Leaving the outpatients department							
Q39 Did a member of staff explain to you how to take the new medications?	86	81	91	86	93	97	117
Q40 Did a member of staff explain the purpose of the medicines you were to take home?	85	81	90	86	91	95	125
Q41 Did a member of staff tell you about medication side effects to watch for?	53	45	61	50	59	82	108
Q42 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	78	74	82	26	53	95	411
Q43 Did a member of staff tell you about any danger signals you should watch for?	56	51	61	52	60	71	273
Q44 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	61	56	65	61	70	87	413
Overall impression							
Q45 Was the main reason you went to the Outpatients Department dealt with to your satisfaction?	82	80	85	83	88	94	455
Q46 How well organised was the Outpatients Department you visited?	74	72	77	74	82	87	453
Q47 Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?	92	90	94	91	95	97	453
Q48 Overall, how would you rate the care you received at the Outpatients Department?	80	78	82	80	85	92	451

Outpatient Department Survey 2009
Ashford and St Peter's Hospitals NHS Trust

Background information

The sample	This trust	All trusts
Number of respondents	463	72447
Response Rate (percentage)	55	53

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	47	43
Female	53	57
Age group (percentage)	(%)	(%)
Aged 35 and younger	8	9
Aged 36-50	15	16
Aged 51-65	25	29
Aged 66 and older	51	46
Ethnic group (percentage)	(%)	(%)
White	92	93
Mixed	0	1
Asian or Asian British	4	3
Black or Black British	1	2
Chinese or other ethnic group	2	1
Not known	1	1