

Trust Board Meeting
30 June 2016

AGENDA NUMBER	ITEM	6.4
TITLE OF PAPER	National Inpatient Survey 2015/16	
Confidential	NO	
Suitable for public access	YES	
PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN VIEWED		
None		
<u>STRATEGIC OBJECTIVE(S):</u>		
Best outcomes	Y	
Excellent experience	Y	
Skilled & motivated teams	Y	
Top productivity	Y	
EXECUTIVE SUMMARY	<p>This paper summarises results from the 2015/16 CQC National Inpatient Survey. There was slight slippage overall with a national ranking of 89th compared to 77th in 2014/15, however, much of the improvement realised within the 2014/15 National Inpatient Survey has been maintained. All eleven sections of the 2015 survey remain in the 'about the same' category which is the same position as 2014. Two questions have moved to within the 'worst performing' category compared to the previous year where only one question fell into this category. The two areas in the worst performing category this year were question 50 regarding the explanation of how an operation or procedure had gone, and question 60 on explaining discharge medications.</p>	
RECOMMENDATION:	The Board is asked to note the report.	
<u>SPECIFIC ISSUES CHECKLIST:</u>		
Quality and safety	Y	
Patient impact	Y	
Employee	N	
Other stakeholder	Y	
Equality & diversity	Y	

Finance	N
Legal	N
Link to BAF Principle Risk	-
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PRESENTED BY	Heather Caudle, Chief Nurse
DATE	24 June 2016
BOARD ACTION	Receive

1.0 Background and Scope

The 2015 Care Quality Commission (CQC) National Inpatient Survey carried out by Picker Institute Europe evaluated the experiences of patients admitted to an NHS hospital in July 2015. 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. Outlined below is a summary of the Trust's performance.

1.1 Survey methodology

The Trust achieved a response rate of 46% (552/1197) which was marginally above the national average of 45% but slightly below the 2014 Trust response rate of 50%. Of those who responded 65% were patients admitted as urgent or emergency patients with 47% male and 53% female respondents respectively.

The survey scoring method rates both each question and each section category out of a maximum score of 10. An organisation is not provided with an overall score, rather, the Trust receives a national ranking – this year ASPH's rank for 2015/16 was 89th out of 149 which is a slight dip compared with 77th out of 154 Trusts from 2014/15. The table below shows our ranking across the past 4 years.

Table 1 – Trends in national ranking of the Trust from the CQC Inpatient Survey

Survey Year	Position	Number of trusts
2015/16	89 th	149
2014/15	77 th	154
2013/14	144 th	157
2012/13	122 nd	156

1.2 Results summary

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1. **National picture by section** - In all 11 sections the Trust scored an orange rating which is described as being 'about the same' as other Trusts¹ and this is the same result as we had in 2014, when again our position against the national picture showed no section scores which were either classified as 'best' or 'worst' performing. Refer to Table 1 above for ranked positions across the prior 4 years.
2. **ASPH internal comparison by section** - ASPH's performance between 2014 and 2015 against its own performance shows that 2 sections, section 1 Emergency Department and section 10 overall views of care and services, have marginally improved their scores. Section 2 waiting list and planned admissions and section 6, nurses, have marginally incrementally worsened in scores in 2015 compared with 2014. None of the score changes resulted in a shift of the section category, which remained as 'about the same.'
3. **National picture by individual question** - In 58 out of the 60 questions subject to year on year benchmarking the Trust scored an orange rating which is described as being 'about the same' as other Trusts with 2 questions - question 50 regarding the explanation of how an operation or procedure had gone, and question 60 on explaining discharge medications - both scoring a red rating for 'worst performing' compared with other Trusts nationally. In 2014 59 out of the 60 benchmarked questions were scored as 'about the same' as other Trusts with only 1 question, question 64² on warning signals to watch out for following discharge scoring a red rating. This question has now improved to an orange rating in 2015. In neither 2015 nor 2014 did any individual question achieve a green rating for being 'best performing' compared with national performance. However the Trust has performed well in questions 6, 8, 14, 23, and 29.
4. **ASPH internal comparison by question** - performance between 2014 and 2015 for score movements on individual questions is shown below for the 58 questions remaining within the orange category. There were performance shifts ranging from absolute score changes of -0.7 to +0.7 on individual questions³. No change for these 58 questions was sufficiently significant to give rise to a category shift, however, the heat map in Figure 1 on page 4 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.

¹ This means being neither classified as a 'best performing' or 'worst performing' Trust, the parameters for which are described as being 'better' or 'worse' compared with most other trust's in the survey.

² In 2014 this was question 60 in that year's survey.

³ A negative score change is a worse score, 0 is unchanged and a positive score change means an improved result.

Figure 1 – Heat map of score changes from 2014 to 2015 for individual questions*

This figure shows a heat map of score changes from 2014 to 2015 for the 58 individual questions which remained within the orange category for both years.

Scores below zero are worsened performance, 0 is consistent performance, and positive scores are improved performance year on 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
Section 1	Emergency / A&E Department						Q3				Q4					
Section 2	Waiting list and planned admission					Q6, Q7		Q8								
Section 3	Waiting to get a bed on a ward								Q9							
Section 4	Hospital and ward					Q22	Q11, Q19,	Q18, Q20	Q16, Q17	Q14, Q15						Q23
Section 5	Doctors							Q24	Q25	Q26						
Section 6	Nurses						Q27	Q28	Q30		Q29					
Section 7	Care and Treatment						Q32, Q35,	Q38	Q34	Q33						
Section 8	Operations and procedures		Q50						Q44, Q47	Q45, Q49		Q46				
Section 9	Leaving Hospital	Q68				Q60	Q66	Q62, Q65,	Q54, Q69	Q55, Q59	Q51, Q52	Q61, Q63				Q64
Section 10	Overall views of care and services								Q70, Q71		Q74			Q73		
Section 11	Overall								Q72							

*Questions are listed in Appendix 1

Questions in red showing greatest deterioration from last year are Q50, did a member of staff explain how the operation or procedure had gone, and Q68, did the hospital staff discuss with you whether additional equipment or adaptations were needed in your home.

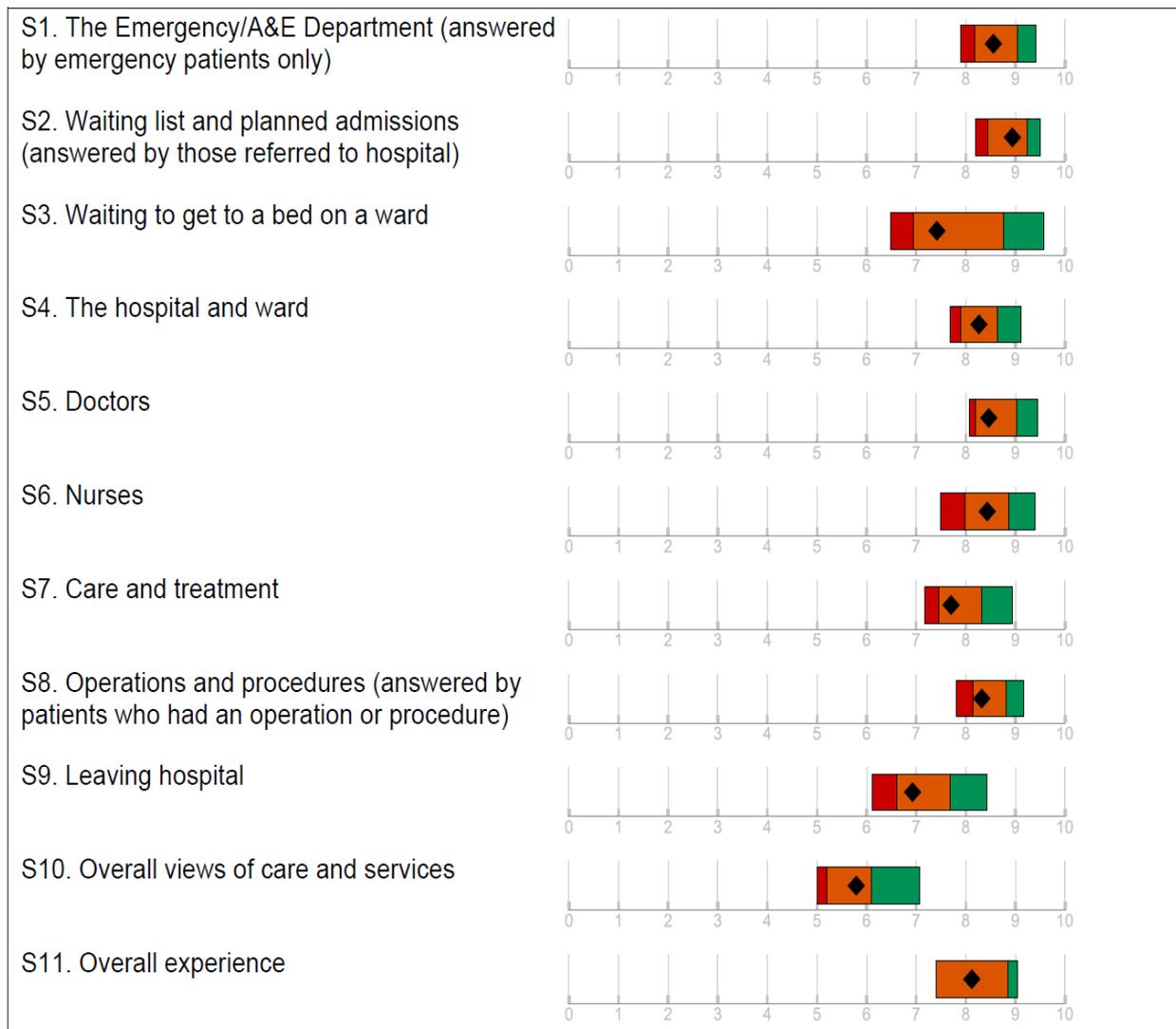
Notable questions in bright green showed a greater improvement across the year and are Q73, were you ever asked to give your views on the quality of your care, Q64, did a member of staff tell you about any danger signals to watch for after you went home, and Q23, did you get enough help from staff to eat your meals.

Table 1 – Section scores benchmarked nationally in 2015

Table 1 shows how this Trust performed against the national picture in 2015 when care is classified into specific section categories.

Rating table

Green		Best performing compared with other Trusts
Orange		About the same as other Trusts
Red		Worst performing compared with other Trusts



1.3 Improvement work

Since the 2014 survey results were released in the past year areas of improvement work focus have centred upon improving the experience of both the discharge process and communication. Due to the time lapse between the sample period and the results being published much of the improvement work around discharge experience is not anticipated to be realised until the 2016 survey sample period which is upcoming in July 2016. Communication study days have taken place and will continue during 2016. The communication study days are tailored to both clinical staff and patient facing non-clinical staff with a view to providing a greater depth of understanding of the importance of positive communication and its impact upon patient perspective and experience.

Since the publication of the 2015 survey the Trust has conducted a workshop with a multidisciplinary team to highlight improvement areas for focus over the coming months. These will continue to focus on the 'leaving hospital experience' and the importance of clear explanation and communication with patients and families.

1.4 Action plan governance

Once finalised the 2015 Inpatient Survey improvement plan will be presented on a quarterly basis to the Patient Experience Monitoring Group (PEMG) with exception reporting to the Quality and Performance Committee (QPC).

2.0 Strategic issues and options

The results of the 2015 Inpatient Survey will be used to inform the Patient Experience Strategy on areas of focus for the period 2016-2018.

Appendix 1 2015 National Inpatient Survey individual questions by section

List of Questions	
SECTION 1	THE EMERGENCY/A&E DEPARTMENT
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?
SECTION 2	WAITING LIST AND PLANNED ADMISSIONS
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?
SECTION 3	WAITING TO GET A BED ON A WARD
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?
SECTION 4	THE HOSPITAL AND WARD
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	Were hand-wash gels available for patients and visitors to use?
21	How would you rate the hospital food?

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

38	Were you given enough privacy when discussing your condition or treatment?
39	Were you given enough privacy when being examined or treated?
41	Do you think the hospital staff did everything they could to help control your pain?
42	How many minutes after you used the call button did it usually take before you got the help you needed?
SECTION 8 OPERATIONS & PROCEDURES	
44	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?
45	Beforehand, did a member of staff explain what would be done during the operation or procedure?
46	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?
47	Beforehand, were you told how you could expect to feel after you had the operation or procedure?
49	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?
50	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?
SECTION 9 LEAVING HOSPITAL	
51	Did you feel you were involved in decisions about your discharge from hospital?
52	Were you given enough notice about when you were going to be discharged?
54	Discharge delayed due to wait for medicines/to see doctor/for ambulance.
55	How long was the delay?
57	After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?
58	When you transferred to another hospital or went to a nursing or residential

	home, was there a plan in place for continuing your care?
59	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?
60	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?
61	Did a member of staff tell you about medication side effects to watch for when you went home?
62	Were you told how to take your medication in a way you could understand?
63	Were you given clear written or printed information about your medicines?
64	Did a member of staff tell you about any danger signals you should watch for after you went home?
65	Did hospital staff take your family or home situation into account when planning your discharge?
66	Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?
67	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?
68	Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?
69	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)
SECTION 10 OVERALL VIEWS OF CARE AND SERVICES	
70	Overall, did you feel you were treated with respect and dignity while you were in the hospital?
71	During your time in hospital did you feel well looked after by hospital staff?
73	During your hospital stay, were you ever asked to give your views on the quality of your care?

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74	Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?
SECTION 11 OVERALL	
72	Overall scale of 0 to 10 I had a very poor experience – I had a very good experience