Ashford and St. Peter's Hospitals NHS
NHS Foundation Trust

COUNCIL OF GOVERNORS
18th May 2011

TITLE

In Patient Survey 2010

EXECUTIVE SUMMARY

The Trust has recently received the results of the 8th mandatory Inpatient Survey. The Care Quality Commission (CQC) administers the survey programme and the results provide an important source of benchmarking data against which the Trust's self assessment of compliance with the CQC's Essential Standards of Quality and Safety can be moderated (part of Registration). In addition, the results signpost priorities for improvement work.

Overall, the CQC report indicates the Trust's performance has continued to improve. The Trust demonstrated an 'above average' performance (highest 20% of Trusts) on 3 questions, an 'average' performance (60% of Trusts) on 49 questions and a 'below average' performance (lowest 20% of Trusts) on 23 questions.

The Patient Survey is only one aspect of the feedback mechanisms used in the Trust but is that which external authorities such as the CQC use to measure Trust performance.

Improving the patient experience is key to achievement of the first of the Trust's four Strategic Objectives.

A presentation on the Trust's position will be given to the Council by Tim Markham from Picker. (Picker is a specialist organisation commissioned to undertake the survey on behalf of the Trust but which also organises the national results on behalf of CQC).

The Council is asked to:

Note the results of the survey.

Submitted by:

Suzanne Rankin
Chief Nurse

Date:

23rd April 2011

Decision:

For noting

Ashford and St. Peter's Hospitals NHS
NHS Foundation Trust

Background

In accordance with national guidance, the Trust has recently completed the 8th mandatory Inpatient Survey. The Care Quality Commission (CQC) administers the survey programme, the results of which provide an important source of data for cross checking the Trust's self assessment of compliance with the CQC's Essential Standards of Quality and Safety. The survey result is expected to inform local improvement activity and is seen as an important source of information for users of health services, to help them choose between providers, and for commissioners of service.

The CQC publish a nationally benchmarked Trust specific report 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 adult inpatients involved 161 Acute and Specialist NHS Trusts with responses received from more than 66,000 patients. People were eligible for the survey if they were aged over 16 years, had at least one overnight stay and were not admitted to a maternity or psychiatric unit during the period of July 2010. The Trust surveyed 850 inpatients. The Trust survey response rate was 46% (the lowest over the eight year period) compared with a national average of 50%.

The Results

The Trust is scored on a scale of 0 –100. A score of 100 represents the best possible result (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.

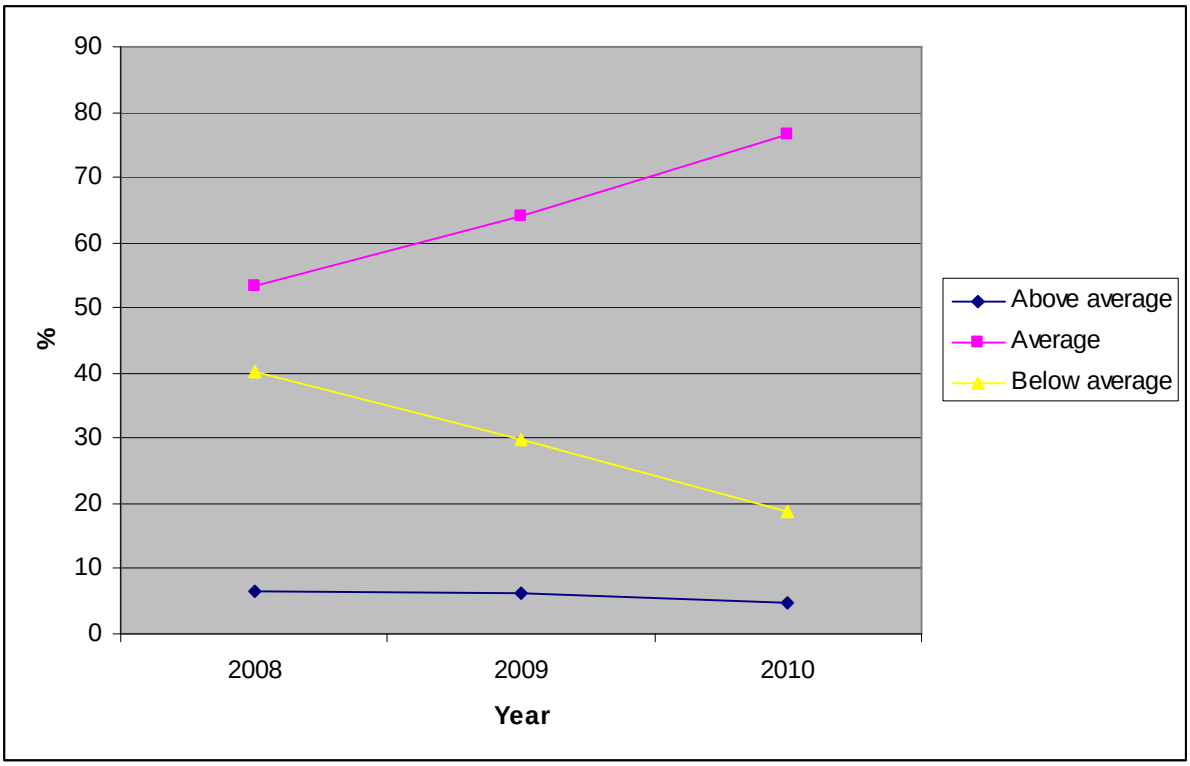
Overall, the CQC report indicates the Trust's performance has continued to improve. The Trust demonstrated an 'above average' performance (highest 20% of Trusts) on 3 questions, an 'average' performance (60% of Trusts) on 49 questions and a 'below average' performance (lowest 20% of Trusts) on 23 questions.

Table 1 below presents the spread of Trust scores in comparison with the national average from 2008 to 2010. Information is also presented graphically in Graph 1. This analysis demonstrates that the Trust continues to make progress in improving the patient's perceptions of quality of care as measured through the National Inpatient Survey. Significantly, the Trust has progressed in moving a below average score to that of an average one. However, no progress has been made in moving average scores to one above average.

Table 1: The spread of Trust scores in comparison with the national average 2008 – 2010

	2010			**2009**			**2008**	
	Trust Score	**%**	% change 2009-10	Trust Score	**%**	% change 2008-09	Trust Score	**%**
Above Average	3	4.7	-1.6	4	6.3	-0.3	4	6.5
Average	49	76.6	+12.6	41	64	+10	33	53.2
Below Average	12	18.7	-11	19	29.7	-10.6	25	40.3
	64			64			62	

Graph 1: Graphical presentation of the % spread of Trust Scores by year: 2008 - 2010



Analysis of questions indicating below and above average response are presented in tables 2 and 3 below (questions in italics indicate an ongoing trend). It is positive to note three responses in the top 20% and a more significant reduction in the responses in the bottom 20% but clearly a more significant shift in responses into the top 20% is desirable.

Direct comparison between questionnaires is not fully possible as, year on year, there is some variation in the questions.

Table 2: Above Average Responses (where the Trust is in the top 20%) 2010, 2009 & 2008

2010	2009	2008
Did you have somewhere to keep your personal belongings whilst on the ward?	*Did you have somewhere to keep your personal belongings whilst on the ward?*	*Did you have somewhere to keep your personal belongings whilst on the ward?*
Did you receive copies of letters sent between hospital doctors and your family doctor?	Did the anaesthetist explain how he or she would put you to sleep or control your pain?	*Did you receive copies of letters sent between hospital doctors and your family doctor?*
While in hospital, were you every asked to give your views on the quality of your care?	*Did you receive copies of letters sent between hospital doctors and your family doctor?*	*While in hospital, were you every asked to give your views on the quality of your care?*
	Were the letters written in a way that you could understand?	Did you see any posters or leaflets explaining how to complain about the care you received?

Table 3: Below Average Responses (where the Trust is in the bottom 20%) – Comparison 2010 & 2009

2010	2009
Were you given enough privacy when being examined or treated in the A & E Department? Overall, how long did you wait from being referred to hospital to be admitted? *Were you ever bothered by noise at night from other patients?* Did you feel threatened during your stay in hospital by other patients or visitors? As far as you know, did doctors wash or clean their hands between touching patients? *When you had important questions to ask a nurse, did you get answers that you could understand?* *Did you find someone on the hospital stall to talk to about your worries and fears?* *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 explain the risk and benefits of the operation or procedure? Did hospital staff explain the purpose of the medicines you were to take home? *Were you told how to take your medication in a way you could understand?*	How much information about your condition did you get in the A & E Department? *Were you given enough privacy when being examined or treated in the A & E Department?* Were you given a choice of admission dates? Were you ever bothered by noise at night from other patients? Were you every bothered by noise at night from hospital staff? Were hand-wash gels available for patients and visitors to use? Were you offered a choice of food? When you had important questions to ask a doctor, did you get answers that you could understand? *When you had important questions to ask a nurse, did you get answers that you could understand?* Did you have confidence and trust in the nurses treating you? Were you involved as much as you wanted to be in decisions about your care? *Did you find someone on the hospital staff to talk to about your worries and fears?* *Were you given enough privacy when discussing your condition or treatment?* Did a member of staff explain what would be done during the operation or procedure? Did a member of staff answer your questions about the operation or procedure? How long was the delay to discharge? Did a member of staff tell you about medication side effects to watch for? *Were you told how to take your medication in a way you could understand?*

Review of below average responses indicates the following ongoing themes:

- Privacy & Dignity in A & E
- Noise at night; particularly from other patients
- Communications with Nurses
- Hand Hygiene
- Privacy & Dignity in discussion, examination & treatment
- Information about medications.

Patient Experience Summary

Overall the results indicate an improving picture and are indicative of the considerable work done to improve the experience of patients. The rate of improvement should now be accelerated and embedded such that the Trust performance is more substantially within the top 20% of best performing Trusts. A number of key initiatives aim to support rapid and sustained improvement:

- **Programme 1 Improving the Patient Experience**: the programme aims to integrate work across a variety of dimensions that together aim to improve the patient experience of care and has improvement work underway in the areas of:
  - leadership, strategy and campaign development
  - strengthening effective communication
  - environmental improvements
  - safety, privacy and dignity
  - monitoring and identifying good and poor practice to enable reward and intervention.

In the forthcoming year the programme will initiate three further areas of work:

- Living our Values
- Best Care Programme
- Streamlining Discharge Project.

Next Steps

The Trust has recently held a seminar for Divisions and directorates to discuss the findings of the survey and start to develop Divisional action plans, which will also help inform a corporate action plan.