

South Tees Hospitals

NHS Foundation Trust

Meeting / Committee:	Board of Directors	Meeting Date:	31 May 2012
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This paper is for: (Only 1 column to be marked with x as appropriate)	Action/Decision X	Assurance	Information
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Title:	2011 South Tees National Inpatient Survey Report
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Purpose:	To advise the Board of the Trust results for the 2011 National Inpatient Survey.
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Summary:	<p>The national inpatient survey is one of the methods the Trust uses to obtain patient feedback on their experience in our care. It is, however, the only survey method we use that gives us a benchmark with other organisations. It also includes the five questions that form one part of the Patient Experience CQUIN.</p> <p>Overall, the results from the survey are positive. Using the CQC benchmark results, the Trust has performed about the same as most other Trusts in the survey for every question. Two of the 2011 Trust scores were significantly better than 2010 and two were significantly worse. The majority of the lower scores relate to communication with patients, for example the provision of written information about care and treatment or explanations from staff. It may be that more explicit explanations should be given for example regarding same sex accommodation / facilities arrangements in a ward or department and when patient surveys are undertaken staff stress that we are seeking patients' views on the quality of their care.</p>
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Prepared By:	Anne Sutcliffe, Deputy Director of Nursing & Patient Safety	Presented By:	Professor Tricia Hart, Deputy CEO / Director of Nursing & Patient Safety
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Recommendation:	The Board is asked to note the findings of the In-patient survey and support the recommendations aimed at improving the Trust results and improving the patient experience.
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Implications (mark with x in appropriate column(s))	Legal	Financial X	Clinical X	Strategic	Risk & Assurance X
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NATIONAL INPATIENT SURVEY 2011 REPORT FOR SOUTH TEES HOSPITALS NHS FOUNDATION TRUST

1. INTRODUCTION

This paper summarises the Trust results in the 2011 National Inpatient Survey.

The National Inpatient Survey is part of the NHS Patient Survey programme which is the responsibility of the Care Quality Commission. Questionnaires were sent in October 2011 to 850 patients who were discharged from both the Friarage Hospital and James Cook University Hospital in August 2010. Children and maternity patients are excluded from the survey. A total of 488 responses were returned to Quality Health who conducted the survey on our behalf, a response rate of 59%.

This was the ninth annual inpatient survey which involved 161 acute and specialist Trusts. Each Trust is scored for each question in the survey and those scores are then compared with national benchmark results. Scores should therefore be used to understand the Trust's performance and identify areas for improvement.

2. BENCHMARK REPORTING

The benchmark reports produced by the CQC for the 2011 Inpatient Survey are a new style of report, replacing previous reports produced for the national surveys which contained scores out of 100. The data in this year's report uses the same scoring system as before but presents the data as a score out of 10 to emphasise that they are scores and not percentages. The scores are therefore exactly the same as those previously provided but have simply been divided by ten.

Data has been categorised differently, and therefore displays trusts' performance in a different way to previous reports. The CQC advises that a more robust statistical technique has been used called the 'expected range', rather than identifying the top and bottom 20% of trust scores. The red, green and orange sections in the chart display the expected range for a score for a trust. This is the range within which a particular trust would be expected to score if it performed about the same as most other trusts in the survey. The range takes into account the number of respondents from each trust as well as the scores for all other trusts, and allows identification of scores where it can confidently be said that they are 'better' or 'worse' than the majority of other trusts.

Previous CQC reports had used two different ways of analysing and presenting the data and it was also necessary to take into account the confidence interval surrounding the score to accurately understand how trusts were performing. The CQC advises that, with the new method of analysis, Trusts can be very confident that if their scores show in either the red or the green the trust is performing better or worse than all other trusts.

It is important to note that the expected range is **uniquely calculated for each trust for each question** and these groupings are **not the same** as those used in the previous style of benchmark report, which showed the top 20% and bottom 20% of scores. These groupings are instead based on a statistical analysis involving the use of adjusted Z scores and winsorisation.

The CQC advises that using this new reporting system most trusts appear to be performing 'about the same' (as other Trusts). This is because the expected range is a conservative statistic. It accounts for the possibility that there is variation across trusts for other reasons, aside from differences in trust performance. There may be significant variation between trusts due to certain factors that are not within the trusts' control. The technique used takes this into account, and so if a trust is found to be performing 'better' or 'worse' compared with most other trusts that took part in the survey, they can be very confident that this is the case and it is extremely unlikely to have occurred by chance.

In this paper the Trust results for the 2011 survey are compared with the results from 2010. This comparison has been provided by the CQC applying an appropriate statistical test.

3. CQUIN

With the introduction of CQUIN in April 2010, part of the payment regime for Trusts is now based on improvement in patient experience scores. Five questions from the inpatient survey were selected to judge improvement on. These are:

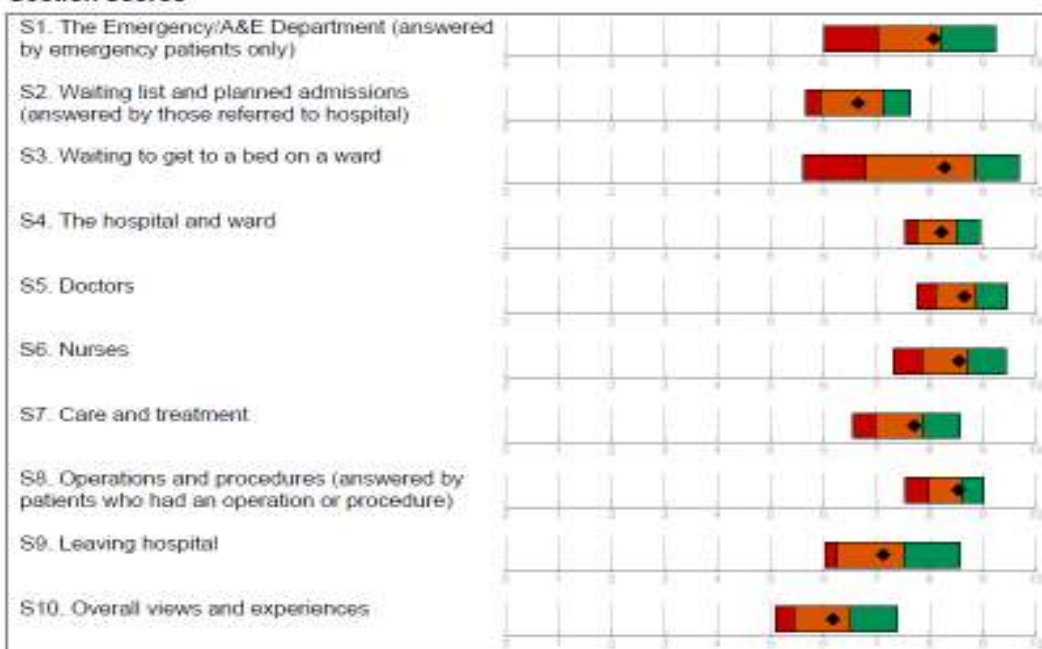
- i) Were you involved as much as you wanted to be in decisions about your care and treatment?
- ii) Did you find someone on the hospital staff to talk to about your worries and fears?
- iii) Were you given enough privacy when discussing your condition and treatment?
- iv) Did a member of staff tell you about medication side effects to watch for when you went home?
- v) Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

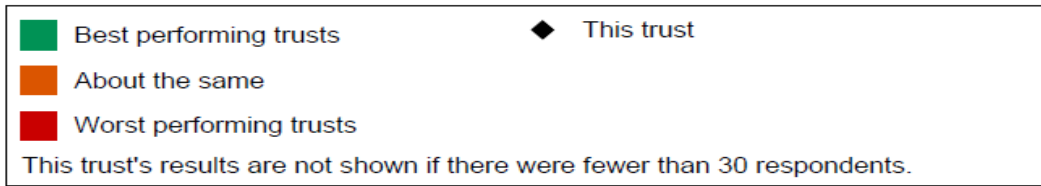
The PCTs use baseline values on the results for these five questions in the 2009 survey to measure improvement. These values were compared with the results of the current (2010) survey. Improvement in scores is used as the measure, not absolute levels. (The five CQUIN questions are highlighted in blue in the comparative scores section of the paper.)

4. TRUST RESULTS for 2011 SURVEY

The results are grouped into key aspects of the inpatient experience and the overall scores for each section are displayed in the first diagram below.

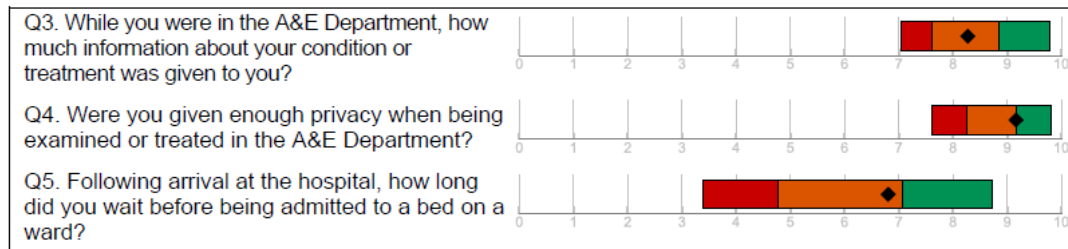
Section scores



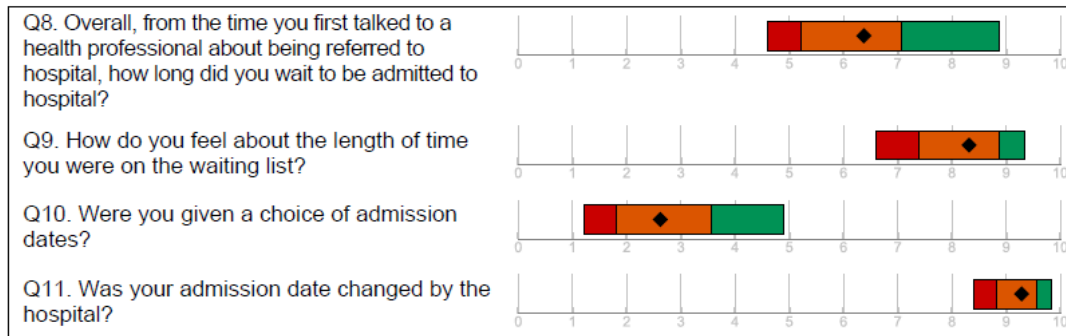


The results for questions in each section are shown in the following diagrams.

The Emergency/A&E Department (answered by emergency patients only)



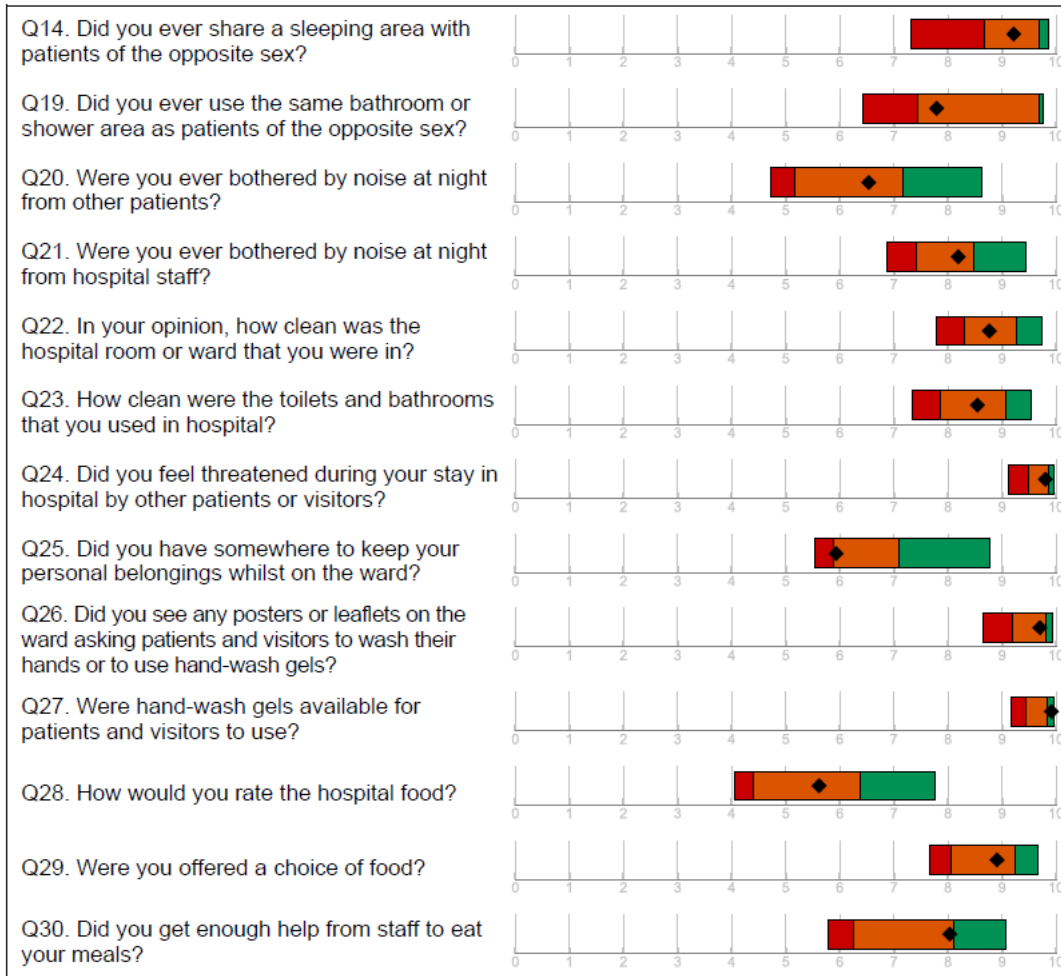
Waiting list and planned admissions (answered by those referred to hospital)



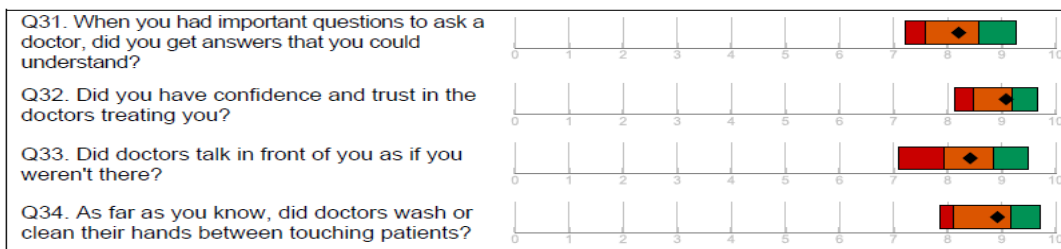
Waiting to get to a bed on a ward



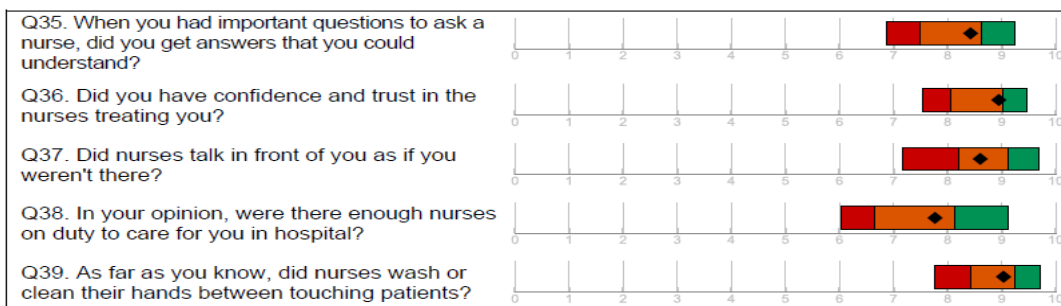
The hospital and ward



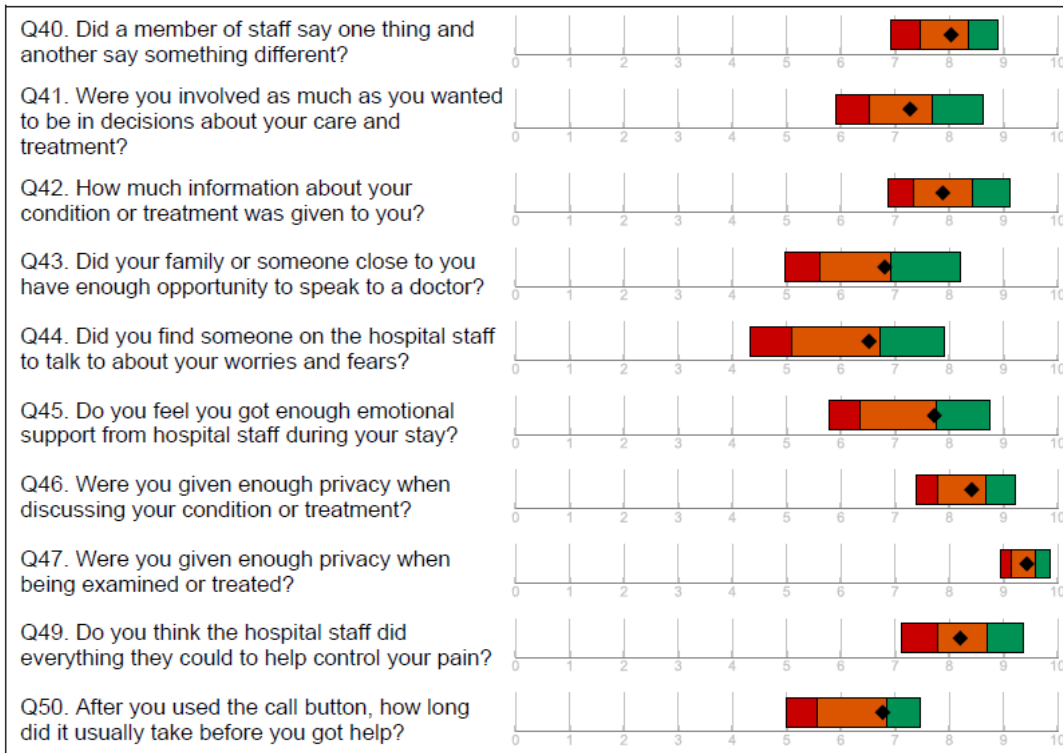
Doctors



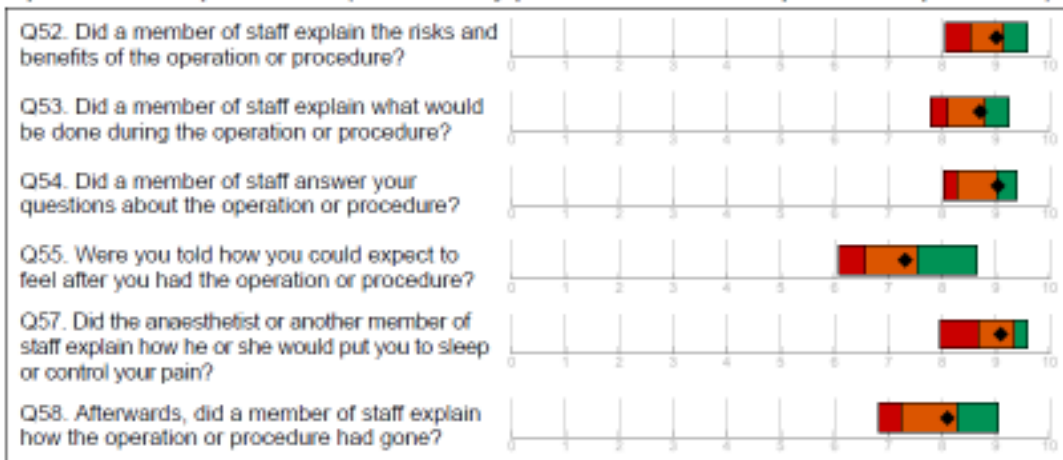
Nurses



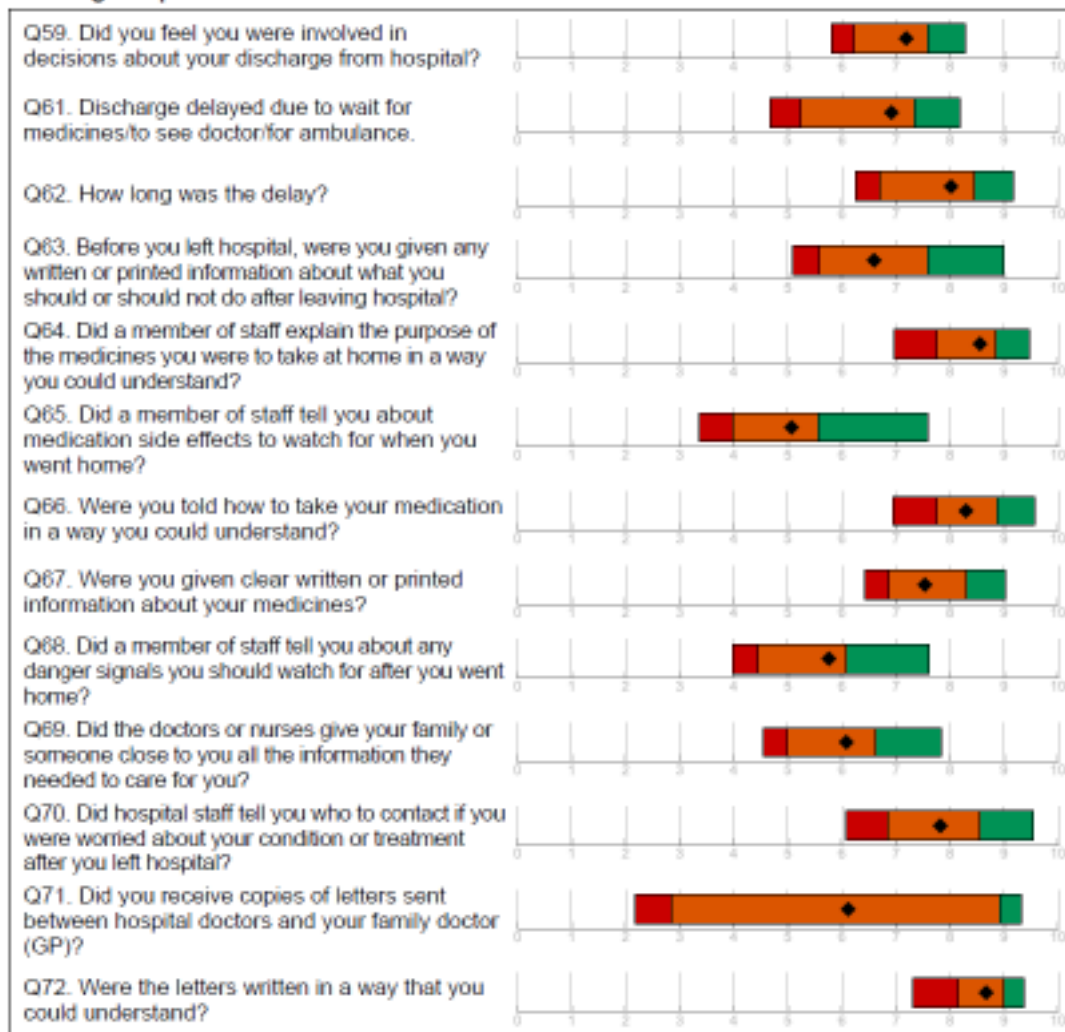
Care and treatment



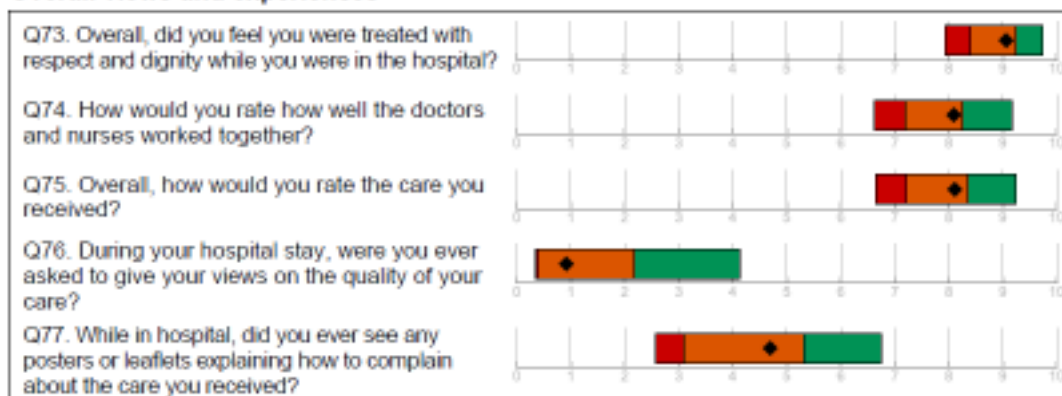
Operations and procedures (answered by patients who had an operation or procedure)



Leaving hospital



Overall views and experiences



5. Comparison of South Tees Results for 2010 and 2011

Based on the new presentation of results the CQC provided a comparison of the scores for 2010 and 2011 which is presented in the table below. The final column of the table shows whether the change between the scores for 2010 and 2011 are significant as follows – significantly better =1, significantly worse = -1 and no change =0. (CQUIN questions and scores in blue)

	Question	Score 2010	Score 2011	Significant
3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	8.9	8.3	0
4	Were you given enough privacy when being examined or treated in the A&E Department?	8.9	9.2	0
5	Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?	6.5	6.8	0
8	Overall, from the time you first talked to a health professional about being referred to hospital, how long did you wait to be admitted to hospital?	7.1	6.4	-1
9	How do you feel about the length of time you were on the waiting list?	8.7	8.3	0
10	Were you given a choice of admission dates?	2.7	2.6	0
11	Was your admission date changed by the hospital?	9.1	9.3	0
12	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?	8.2	8.3	0
14	Did you ever share a sleeping area with patients of the opposite sex?	9.4	9.2	0
19	Did you ever use the same bathroom or shower area as patients of the opposite sex?	7.6	7.8	0
20	Were you ever bothered by noise at night from other patients?	6.8	6.5	0
21	Were you ever bothered by noise at night from hospital staff?	8.3	8.2	0
22	In your opinion, how clean was the hospital room or ward that you were in?	8.9	8.8	0
23	How clean were the toilets and bathrooms that you used in hospital?	8.5	8.5	0
24	Did you feel threatened during your stay in hospital by other patients or visitors?	9.8	9.8	0
25	Did you have somewhere to keep your personal belongings whilst on the ward?	5.8	5.9	0
26	Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?	9.9	9.7	0
27	Were hand-wash gels available for patients and visitors to use?	9.9	9.9	0
28	How would you rate the hospital food?	5.7	5.6	0
29	Were you offered a choice of food?	9.1	8.9	0

	Question	Score 2010	Score 2011	Significant
30	Did you get enough help from staff to eat your meals?	7.5	8.0	0
31	When you had important questions to ask a doctor, did you get answers that you could understand?	8.5	8.2	0
32	Did you have confidence and trust in the doctors treating you?	9.1	9.1	0
33	Did doctors talk in front of you as if you weren't there?	8.4	8.4	0
34	As far as you know, did doctors wash or clean their hands between touching patients?	8.6	8.9	0
35	When you had important questions to ask a nurse, did you get answers that you could understand?	8.5	8.4	0
36	Did you have confidence and trust in the nurses treating you?	8.8	8.9	0
37	Did nurses talk in front of you as if you weren't there?	8.7	8.6	0
38	In your opinion, were there enough nurses on duty to care for you in hospital?	7.7	7.8	0
39	As far as you know, did nurses wash or clean their hands between touching patients?	9.1	9.0	0
40	Did a member of staff say one thing and another say something different?	8.0	8.0	0
41	Were you involved as much as you wanted to be in decisions about your care and treatment?	7.4	7.3	0
42	How much information about your condition or treatment was given to you?	8.2	7.9	0
43	Did your family or someone close to you have enough opportunity to speak to a doctor?	6.7	6.8	0
44	Did you find someone on the hospital staff to talk to about your worries and fears?	6.6	6.5	0
45	Do you feel you got enough emotional support from hospital staff during your stay?		7.7	
46	Were you given enough privacy when discussing your condition or treatment?	8.1	8.4	0
47	Were you given enough privacy when being examined or treated?	9.5	9.4	0
49	Do you think the hospital staff did everything they could to help control your pain?	8.5	8.2	0
50	After you used the call button, how long did it usually take before you got help?	7.2	6.8	-1
52	Did a member of staff explain the risks and benefits of the operation or procedure?	9.1	9.0	0
53	Did a member of staff explain what would be done during the operation or procedure?	8.8	8.7	0
54	Did a member of staff answer your questions about the operation or procedure?	8.9	9.0	0
55	Were you told how you could expect to feel after you had the operation or procedure?	7.4	7.3	0
57	Did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain?	9.1	9.1	0
58	Afterwards, did a member of staff explain how the operation or procedure had gone?	8.1	8.1	0

	Question	Score 2010	Score 2011	Significant
59	Did you feel you were involved in decisions about your discharge from hospital?	7.0	7.2	0
61	Discharge delayed due to wait for medicines/to see doctor/for ambulance.	6.8	6.9	0
62	How long was the delay?	8.0	8.0	0
63	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	5.5	6.0	1
64	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	8.3	8.6	0
65	Did a member of staff tell you about medication side effects to watch for when you went home?	5.0	5.1	0
66	Were you told how to take your medication in a way you could understand?	8.4	8.3	0
67	Were you given clear written or printed information about your medicines?	7.3	7.5	0
68	Did a member of staff tell you about any danger signals you should watch for after you went home?	5.3	5.8	0
69	Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?	5.7	6.1	0
70	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	7.7	7.8	0
71	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	5.2	6.1	1
72	Were the letters written in a way that you could understand?	9.0	8.7	0
73	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	9.0	9.1	0
74	How would you rate how well the doctors and nurses worked together?	8.1	8.1	0
75	Overall, how would you rate the care you received?	8.1	8.1	0
76	During your hospital stay, were you ever asked to give your views on the quality of your care?	1.3	0.9	0
77	While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?	5.0	4.7	0

6. CONCLUSION

The national inpatient survey is one of the methods the Trust uses to obtain patient feedback on their experience in our care. It is, however, the only survey method we use that gives us a benchmark with other organisations. It also includes the five questions that form one part of the Patient Experience CQUIN.

Overall, the results from the survey are positive. Using the CQC benchmark results, the Trust has performed about the same as most other Trusts in the survey for every question. Two of the 2011 Trust scores were significantly better than 2010 and two were significantly worse. The majority of the lower scores relate to communication with patients, for example the provision of written information about care and treatment or explanations from staff. It may be that more explicit explanations should

be given for example regarding same sex accommodation / facilities arrangements in a ward or department and when patient surveys are undertaken staff stress that we are seeking patients' views on the quality of their care.

One of the limitations of the national survey is that it is not possible to drill down to a divisional level to determine where patients are feeding back lower scores. Similarly, some areas may be performing extremely well and unfortunately this cannot be acknowledged.

7. RECOMMENDATIONS

To assist with improving Trust scores in the 2011 In-Patient Survey the following recommendations are made:

	ACTION	LEADS	DATE FOR COMPLETION
1.	The results of the survey should be made available to patients and the public.	Communications Team	30 June 2012
2.	The results of the survey should be made available to all staff.	Communications Team	30 June 2012
3.	At the next quarterly Performance Reviews divisions should advise what actions they will take to address the lower scoring questions. Focus should also be on the CQUIN questions as the target is improvement in scores. Actions will then be reviewed at future quarterly reviews.	Divisional Managers Chiefs of Service Senior Nurses Clinical Matrons	Quarterly reviews.
4.	The questions relating to nursing and midwifery should be discussed and actions agreed at the Nursing & Midwifery Professional Practice Group. All nursing forum leads will be asked to share this with their forum members. Senior Nurses and Clinical Matrons will be asked to share this with their divisional nursing colleagues/teams	Director of Nursing & Patient Safety Forum Chairs Senior Nurses Clinical Matrons	June 2012 August 2012 June 2012
5.	The questions relating to doctors should be discussed and actions agreed at the Chiefs of Service meeting in June.	Chiefs of Service	June 2011