

Meeting / Committee:	Board of Directors	Meeting Date:	25 June 2013
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This paper is for: (Only 1 column to be marked with x as appropriate)	Action/Decision ✓	Assurance	Information
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Title:	2012 South Tees National Inpatient Survey Report
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Purpose:	To advise the Board of the Trust results for the 2012 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 the only survey method we use that gives us a benchmark with other organisations and includes the five questions that formed one part of the Patient Experience CQUIN measure for 2012-13.</p> <p>Overall, the results from the survey are positive with the Trust performing about the same as or better than most other Trusts in the survey for every question. Six of the 2012 Trust scores were significantly better than 2011 while the others showed no statistically significant change. This is an improvement on 2011 which had only 2 questions scoring better than expected and 2 scoring worse than expected.</p> <p>The number and order of questions in this year's surveys have been changed in certain areas and the questions have been split into sections. Each Section has been given an overall score as well as each question having an individual score.</p> <p>The section scores which scored lower than others in 2012 were; Section 9 leaving hospital which had an overall score of 7.2. Elements for particular notice are around written information regarding dos and don'ts when leaving hospital, information regarding danger signals to look out for, sharing enough information with carers and receiving copies of correspondence between Hospital and family doctor. Patients also continue to experience delays at discharge.</p> <p>Section 10 overall views and experiences 5.3 Elements for improvement here are specifically asking patients their views on quality of care and the display of information to patients explaining how to complain about the care they received.</p>
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	<p>Sections which scored particularly well were</p> <p>Section 2 waiting list and planned admissions had an overall score of 9.4. This section had an additional question this year which asked if the hospital had received all of the necessary information about the patient's condition from the referrer.</p> <p>Section 5 Doctors had a score of 8.9 and had showed a significant improvement in giving patients answers they could understand.</p>
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Prepared By:	Linda Oliver Patient Experience Co-ordinator	Presented By:	Anne Sutcliffe Acting Director of Nursing
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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	Clinical	Strategic	Risk & Assurance
		✓	✓		✓

NATIONAL INPATIENT SURVEY 2012 REPORT FOR SOUTH TEES HOSPITALS NHS FOUNDATION TRUST

1. INTRODUCTION

This paper summarises the Trust results in the 2012 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 to a sample of patients who were an inpatient for at least one night during August 2012. The questionnaire was sent to 824 patients who were discharged from both the Friarage Hospital and James Cook University Hospital. Children and maternity patients are excluded from the survey. A total of 402 responses were returned giving a response rate of 49%.

This was the tenth 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 2012 Inpatient Survey presents the data in relation to each question or section as a score out of 10. Previously, 2010 and earlier the scoring was presented as scores out of 100, however due to people often interpreting the scores as a percentage they were changed for 2011 to scores out of 10. To compare data with year on year on year performance it is therefore important to remember to divide scores in reports prior to 2011 by ten.

Due to changes in categorisation it is not possible to make direct comparisons across all responses for all years. The CQC uses the statistical technique of an 'expected range', 'better than expected' range and 'worse than expected.' The red, green and orange sections in the chart display where a score for a trust falls in relation to these ranges. The expected range indicates where 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.

The CQC standardise data according to age, sex and method of admission, as elements of a case mix profile which may affect responses. This is to enable more accurate and fair comparisons of results between Trusts where demographic profiles differ.

The use of an expected range accounts for normal variation across trusts for other reasons, aside from differences in trust performance, 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 extremely unlikely to have occurred by chance.

In this paper the Trust results for the 2012 survey are compared with the results from 2010 & 2011.

3. CQUIN

With the introduction of CQUIN in April 2010, part of the payment regime for Trusts has been based on improvement in patient experience scores. The following questions are those used nationally as the CQUIN measure.

Q32 Were you involved as much as you wanted to be in decisions about your care and treatment?

Q34 Did you find someone on the hospital staff to talk to about your worries and fears?

Q36 Were you given enough privacy when discussing your condition or treatment?

Q56 Did a member of staff tell you about medication side effects to watch for when you went home?

Q62 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

CQUIN achievement is based on year on year improvement in scores rather than an absolute figure and the Trust's achievement is demonstrated in the table below.

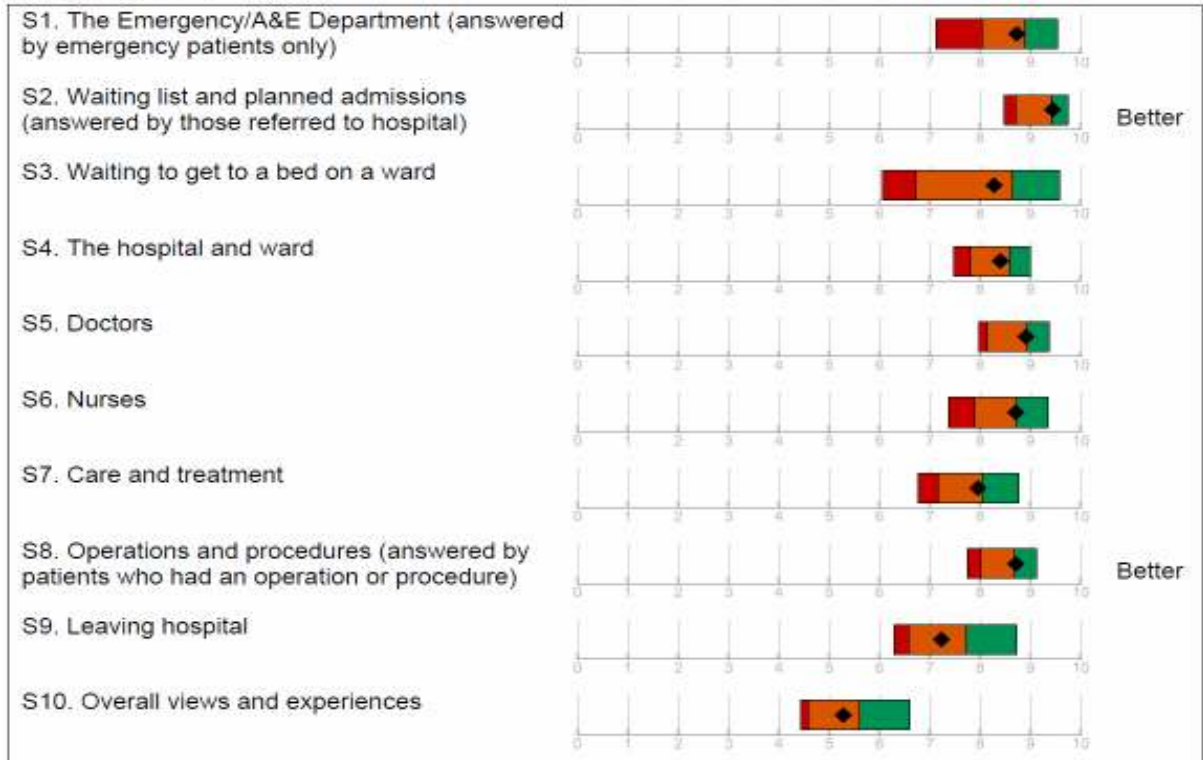
Trust	SHA name	SHA cluster	Year	Q32	Q34	Q36	Q56	Q62	CQUIN
STHFT	NORTH EAST SHA	North of England	2012	77.1	64.1	85.7	52.6	76.9	71.3
			2011	72.8	65.2	84.1	50.7	78.2	70.2
			2010	73.7	65.5	80.7	50.3	76.5	69.4

For 2013-14 it needs to be noted that while the national in patient survey will continue, this CQUIN target has been replaced with targets relating to the Friends and Family Test.

4. TRUST RESULTS for 2012 SURVEY

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

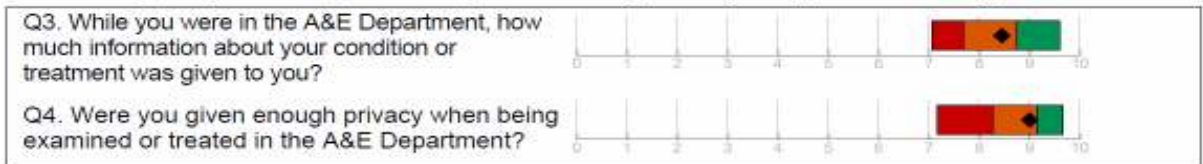
Section scores



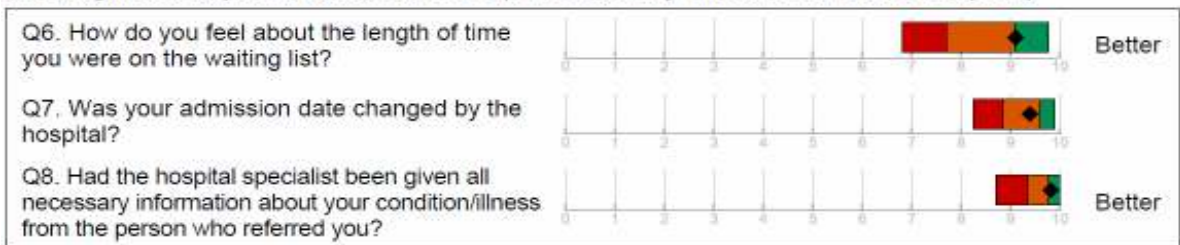
■ Best performing trusts ◆ This trust
■ About the same
■ Worst performing trusts
 This trust's results are not shown if there were fewer than 30 respondents.

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

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



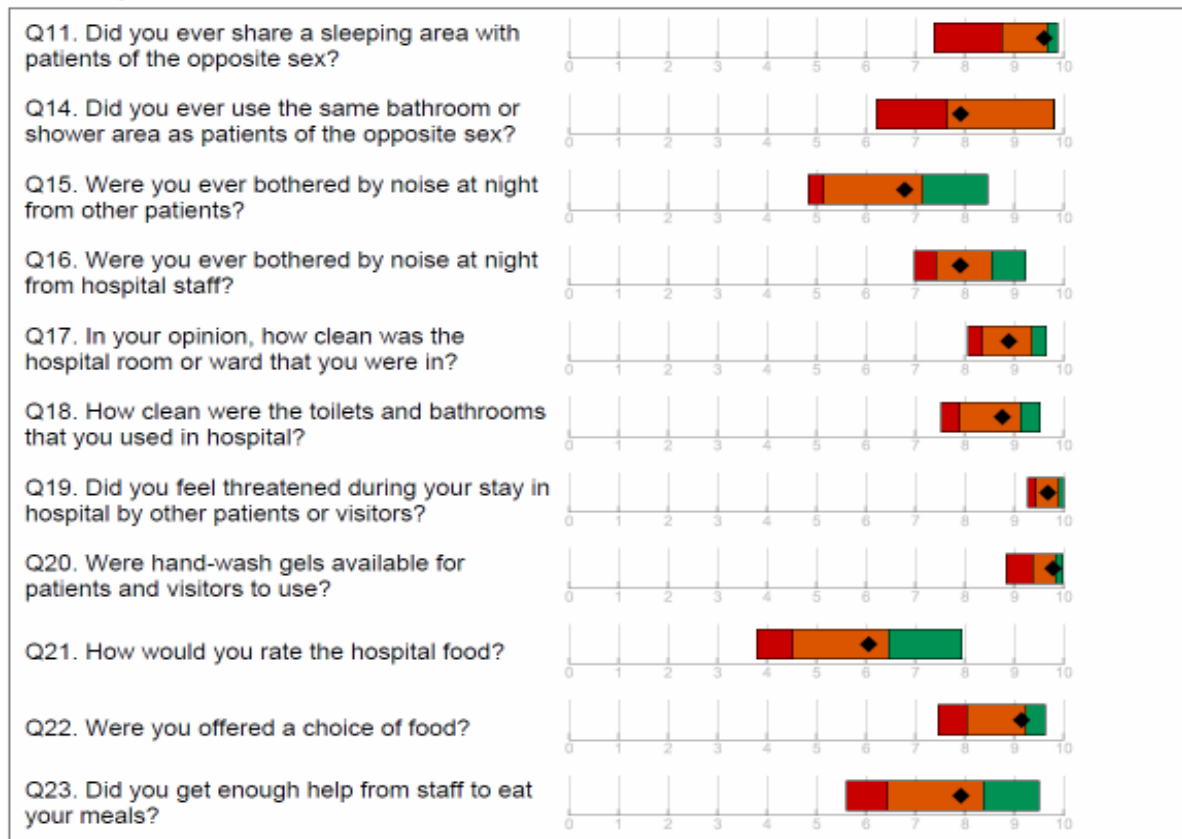
Waiting list and planned admissions (answered by those referred to hospital)



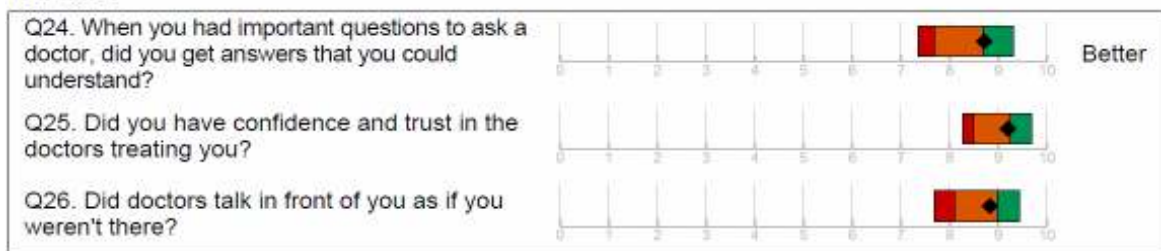
Waiting to get to a bed on a ward



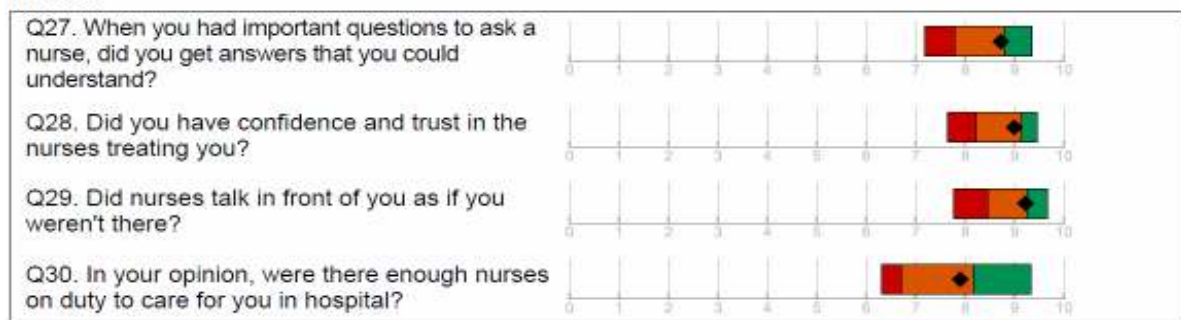
The hospital and ward



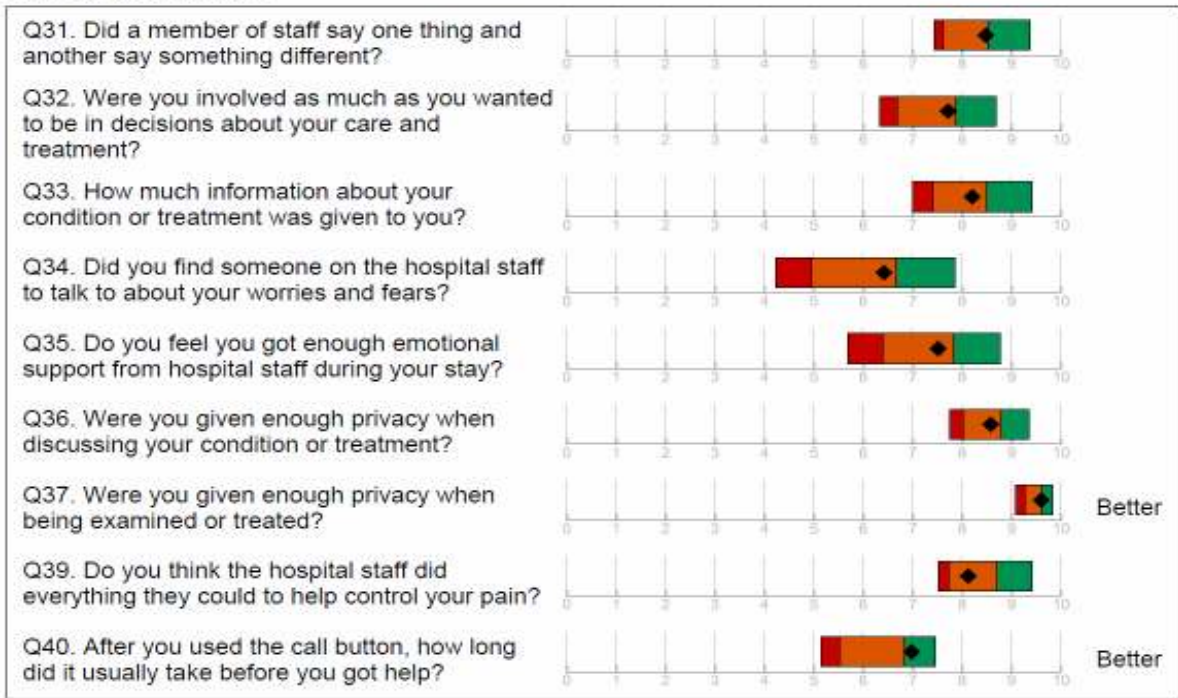
Doctors



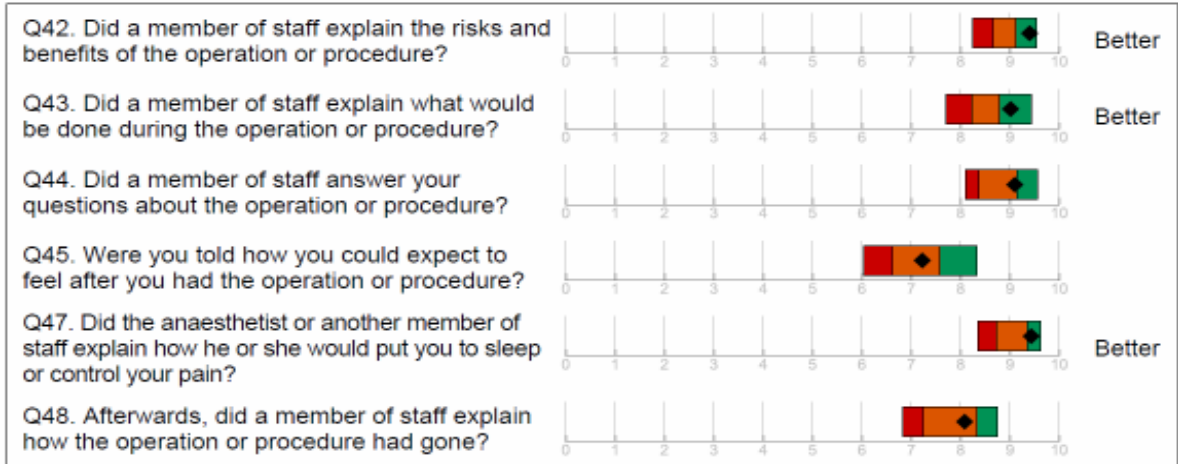
Nurses



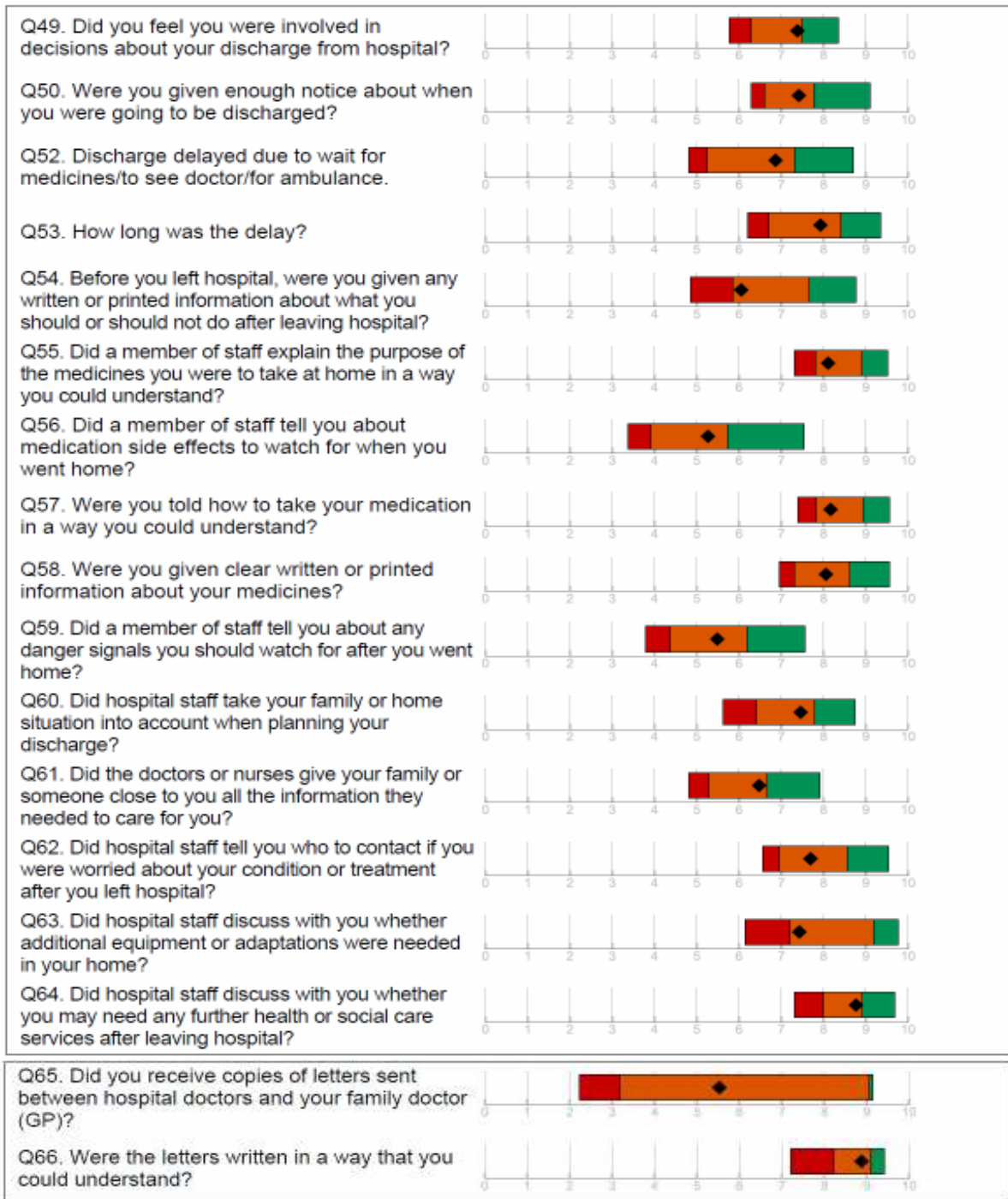
Care and treatment



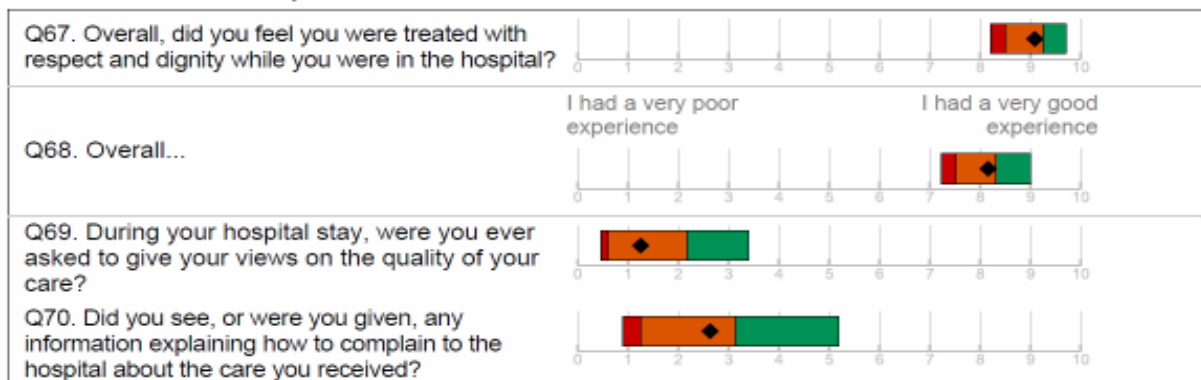
Operations and procedures (answered by patients who had an operation or procedure)



Leaving hospital



Overall views and experiences



5. Comparison of South Tees Results for 2010, 2011 and 2012

The following table provides a comparison of the scores for 2010, 2011 & 2012. The final column of the table shows whether the change between the scores for 2011 and 2012 are significant. This does not take into account change from 2010 to 2012. Significantly better = ↑, significantly worse = ↓; questions where the change is not significant have been left blank. CQUIN questions and scores are shown in blue and new questions for this year are shown in italics. Question numbers have been removed as; some questions from 2011 were removed from this year's survey and some were reordered into the current sections.

Question	Score 2010	Score 2011	Score 2012	Significant
Emergency / A&E Department				
Section Score (S1)			8.7	
While you were in the A&E Department, how much information about your condition or treatment was given to you?	8.9	8.3	8.4	
Were you given enough privacy when being examined or treated in the A&E Department?	8.9	9.2	9.0	
Waiting List and Planned Admissions				
Section Score (S2)			9.4	
How do you feel about the length of time you were on the waiting list?	8.7	8.3	9.1	↑
Was your admission date changed by the hospital?	9.1	9.3	9.4	
<i>Had the hospital specialist been given all of the necessary information about your condition / illness by the person referring you</i>			9.8	
Waiting to get a bed on a ward				
Section Score (S3)			8.3	
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	8.3	
The hospital and ward				
Section Score (S4)			8.4	
Did you ever share a sleeping area with patients of the opposite sex?	9.4	9.2	9.6	
Did you ever use the same bathroom or shower area as patients of the opposite sex?	7.6	7.8	7.9	
Were you ever bothered by noise at night from other patients?	6.8	6.5	6.8	
Were you ever bothered by noise at night from hospital staff?	8.3	8.2	7.9	
In your opinion, how clean was the hospital room or ward that you were in?	8.9	8.8	8.9	
How clean were the toilets and bathrooms that you used in hospital?	8.5	8.5	8.7	
Did you feel threatened during your stay in hospital by other patients or visitors?	9.8	9.8	9.7	
Were hand-wash gels available for patients and visitors to use?	9.9	9.9	9.8	
How would you rate the hospital food?	5.7	5.6	6.0	
Were you offered a choice of food?	9.1	8.9	9.1	
Did you get enough help from staff to eat your meals?	7.5	8.0	7.9	

Question	Score 2010	Score 2011	Score 2012	Significant
Doctors				
Section Score (S5)			8.9	
When you had important questions to ask a doctor, did you get answers that you could understand?	8.5	8.2	8.7	↑
Did you have confidence and trust in the doctors treating you?	9.1	9.1	9.2	
Did doctors talk in front of you as if you weren't there?	8.4	8.4	8.8	↑
Nurses				
Section Score (S6)			8.7	
When you had important questions to ask a nurse, did you get answers that you could understand?	8.5	8.4	8.7	
Did you have confidence and trust in the nurses treating you?	8.8	8.9	9.0	
Did nurses talk in front of you as if you weren't there?	8.7	8.6	9.2	↑
In your opinion, were there enough nurses on duty to care for you in hospital?	7.7	7.8	7.9	
Care and treatment				
Section Score (S7)			8.0	
Did a member of staff say one thing and another say something different?	8.0	8.0	8.5	↑
Were you involved as much as you wanted to be in decisions about your care and treatment?	7.4	7.3	7.7	
How much information about your condition or treatment was given to you?	8.2	7.9	8.2	
Did you find someone on the hospital staff to talk to about your worries and fears?	6.6	6.5	6.4	
Do you feel you got enough emotional support from hospital staff during your stay?	*	7.7	7.5	
Were you given enough privacy when discussing your condition or treatment?	8.1	8.4	8.6	
Were you given enough privacy when being examined or treated?	9.5	9.4	9.6	
Do you think the hospital staff did everything they could to control your pain?	8.5	8.2	8.1	
After you used the call button, how long did it usually take before you got help?	7.2	6.8	7.0	
Operations and procedures				
Section score (S8)			8.7	
Did a member of staff explain the risks and benefits of the operation or procedure?	9.1	9.0	9.4	↑
Did a member of staff explain what would be done during the operation or procedure?	8.8	8.7	9.0	
Did a member of staff answer your questions about the operation or procedure?	8.9	9.0	9.1	
Were you told how you could expect to feel after you had the operation or procedure?	7.4	7.3	7.2	
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	9.4	
Afterwards, did a member of staff explain how the operation or procedure had gone?	8.1	8.1	8.1	
Leaving hospital				

Question	Score 2010	Score 2011	Score 2012	Significant
Section Score (S9)			7.2	
Did you feel you were involved in decisions about your discharge from hospital?	7.0	7.2	7.4	
<i>Were you given enough notice about when you were going to be discharged?</i>			7.4	
Discharge delayed due to wait for medicines/to see doctor/for ambulance.	6.8	6.9	6.9	
How long was the delay?	8.0	8.0	7.9	
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	6.0	
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	8.1	
<i>Did a member of staff tell you about medication side effects to watch for when you went home?</i>	5.0	5.1	5.3	
Were you told how to take your medication in a way you could understand?	8.4	8.3	8.2	
Were you given clear written or printed information about your medicines?	7.3	7.5	8.1	
Did a member of staff tell you about any danger signals you should watch for after you went home?	5.3	5.8	5.5	
<i>Did hospital staff take your family or home situation into account when planning your discharge?</i>			7.5	
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	6.5	
<i>Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?</i>	7.7	7.8	7.7	
<i>Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?</i>			7.4	
<i>Did hospital staff discuss whether you may need any future health or social care services after leaving hospital?</i>			8.8	
Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	5.2	6.1	5.5	
Were the letters written in a way that you could understand?	9.0	8.7	8.9	
Overall views and experiences				
Section score (S10)			5.3	
Overall, did you feel you were treated with respect and dignity while you were in the hospital?	9.0	9.1	9.1	
Overall, how would you rate the care you received?	8.1	8.1	8.2	
During your hospital stay, were you ever asked to give your views on the quality of your care?	1.3	0.9	1.2	
While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?	5.0	4.7	2.6	

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 the only survey method we use that gives us a benchmark with other organisations and includes the five questions that formed one part of the Patient Experience CQUIN measure for 2012-13.

Overall, the results from the survey are positive with the Trust performing about the same as or better than most other Trusts in the survey for every question. Six of the 2012 Trust scores were significantly better than 2011 while the others showed no statistically significant change. This is an improvement on 2011 which had only two questions scoring better than expected and two scoring worse than expected.

The number and order of questions in this year's survey has been changed in certain areas and the questions have been split into sections. Each Section has been given an overall score as well as each question having an individual score.

The section scores which scored lower than others in 2012 were; Section 9 'leaving hospital' had an overall score of 7.2. Elements for particular notice are around written information regarding dos and don'ts when leaving hospital, information regarding danger signals to look out for, sharing enough information with carers and receiving copies of correspondence between Hospital and family doctor. Patients also continue to experience delays at discharge.

Section 10 overall views and experiences 5.3 Elements for improvement here are specifically the asking of patient's views on quality of care and the display of information to patients explaining how to complain about the care they received.

Sections which scored particularly well were

Section 2 waiting list and planned admissions had an overall score of 9.4. This section had an additional question this year which asked if the hospital had received all of the necessary information about the patient's condition from the referrer.

Section 5 Doctors had a score of 8.9 and had showed a significant improvement in giving patients answers they could understand.

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.

Further more detailed information is available in the South Tees Hospitals NHS Foundation Trust Management Report & South Tees 2012, the In Patient Survey Comments prepared by Quality Health and the South Tees Hospitals NHS Foundation Trust 2012 CQC report.

7. RECOMMENDATIONS

To assist with improving patients' experience of the elements of care contained within the In-Patient Survey the following recommendations are made for the sharing of this information, to raise the profile of areas where teams can evaluate their own practice and improvements can be made.

	ACTION	LEADS	DATE FOR COMPLETION
1.	The results of the survey should be made available to patients and the public.	Patient experience coordinator & Communications Team	July 2013
2.	The results of the survey should be made available to all staff.	Patient experience coordinator & Communications Team	July 2013
3.	At the next quarterly Performance Reviews; Divisions to advise what actions they will take to address the lower scoring questions. Divisional action plans to be shared centrally with the patient experience coordinator for sharing of good practice across the Trust and into the public domain. Progress against action plans to be reviewed quarterly.	Divisional Managers Chiefs of Service Senior Nurses Clinical Matrons	July 2013 Quarterly reviews.
4.	Questions relating to nursing and midwifery will be discussed and actions agreed at the Nursing & Midwifery Professional Practice Group. Action plan to be shared centrally with the patient experience coordinator for sharing of good practice across the Trust and into the public domain. 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 & Quality Assurance Forum Chairs Senior Nurses Clinical Matrons	July 2013 August 2013 July 2013
5.	Questions relating to doctors should be discussed and actions agreed at the Chiefs of Service meeting in July. Action plan to be shared centrally with the patient experience coordinator for sharing of good practice across the Trust and into the public domain.	Chiefs of Service	July 2013
6.	Questions relating to Allied Health Professionals should be discussed and actions agreed at the AHP Forum in July. Action plan to be shared centrally with the patient experience coordinator for sharing of good practice across the Trust and into	Chief of Service, Clinical Support Services	July 2013

	the public domain.		
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