

**Trust Board Meeting in Public: Wednesday 11 July 2018**

**TB2018.60**

<b>Title</b>	National Inpatient Survey 2017
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<b>Status</b>	For information and approval
<b>History</b>	The results of the annual National Inpatient Survey are presented to the Trust Board or Quality Committee each year.

<b>Board Lead(s)</b>	Ms Sam Foster, Chief Nurse			
<b>Key purpose</b>	<b>Strategy</b>	Assurance	Policy	<b>Performance</b>

**Executive Summary**

<p>1. The results of the National Inpatient Survey 2017 were released under embargo in February 2018.</p>
<p>2. The national results were published by the Care Quality Commission (CQC) on 13<sup>th</sup> June. The Trust received advanced notice of results on the 25<sup>th</sup> May.</p> <p>3. The results were presented at a workshop in March 2018 and have been disseminated to teams via Divisional Patient Experience leads and Divisional Nurses.</p>
<p>4. With 511 surveys returned completed, the Trust had a response rate of 42.9%.</p> <p>5. The Trust's average score for 2017 was 78%. When examining the 55 comparable questions between 2016 and 2017, the scores were the same.</p> <p>6. Compared with the 2016 survey, the Trust showed a 5% or greater improvement on one question score – 'While you were in the A&amp;E Department, how much information about your condition or treatment was given to you?'</p> <p>7. The Trust performed better than other Trusts on three questions and worse than other trusts on none.</p> <p>8. The Patient Experience Team will work closely with divisional teams to make use of the results, to provide guidance on how to interpret them and to support the development of action plans to be monitored by divisional management.</p>
<p><b>9. Recommendation</b></p> <p>The Trust Board is asked to note and approve the contents of this report.</p>

## National Inpatient Survey 2016 (IP 16)

### 1. Purpose

1.1. The purpose of the paper is to:

- provide background details of the National Inpatient Survey programme and the changes made to the survey in 2017;
- explain the results from the IP17 and provide a comparison against Trust's performance 2016;
- provide details of dissemination plans and expectations of divisions to carry out improvement work;
- provide details on the upcoming 2018 survey.

### 2. Background

2.1. The sample for the 2017 survey included patients discharged in July 2017, who were over the age of 16, admitted through both planned and emergency routes, and who had more than one overnight stay.

2.2. As in 2015 and 2016, the Trust commissioned an additional sample of patients meaning that approximately 4700 surveys were sent out in total. This allows ward level data to become accessible while protecting patient anonymity. Additional data will not be published externally.

2.3. Following national consultation with stakeholders and cognitive testing with patients, a number of changes were made to the questionnaire: 13 questions were removed, nine new questions were added, and two questions were modified.

2.4. New questions relating to hospital experience:

- Did you change wards at night?
- Did the hospital staff explain the reasons for being moved in a way you could understand?
- During your time in hospital, did you get enough to drink?
- Did you have confidence and trust in any other clinical staff treating you (e.g. physiotherapists, speech therapists, psychologists)?
- If you needed attention, were you able to get a member of staff to help you within a reasonable time?
- Did you feel well looked after by the non-clinical hospital staff (e.g. cleaners, porters, catering staff)?

2.5. The question 'If you needed attention, were you able to get a member of staff to help you within a reasonable time?' replaces the previous question relating specifically to the patient's perception of the number of minutes it took for a staff member to answer their call bell, after ringing it. The comparisons the Trust has carried out with previous years' results on this question will therefore no longer be possible. The new question has elicited a positive response with a Mean Rating Score of 78% (100% being perfect).<sup>1</sup>

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<sup>1</sup> Mean Rating Scores are calculated by assigning a weight to each answer option and measuring how positive or negative the overall responses were, resulting in a percentage score. 100% would be a perfect score.

2.6. Respondents were asked 80 questions in total, four fewer than in 2016, mainly about their care followed by additional demographic questions. Questions about care cover a number of themes including admission and discharge, communication, medication and privacy and dignity.

### 3. Key Findings for England

3.1. The national response rate for the 2017 survey was 41% (slightly lower than that of the Trust: 42.9%) and 72,778 .

3.2. Results from the 2017 inpatient survey, compared with results from surveys dating back to 2009, show gradual improvements in a number of areas. This includes patients' perceptions of:

- the quality of communication between themselves and medical professionals (doctors and nurses)
- the quality of information about operations or procedures
- privacy when discussing their condition
- quality of food
- cleanliness of their room or ward

3.3. However, the results also indicate that responses to some questions are less positive or have not improved over time. This includes patients' perceptions of:

- noise at night from other patients
- emotional support from staff during their hospital stay
- information on new medications prescribed while in hospital
- the quality of preparation and information for leaving hospital

3.4. Certain groups of patients consistently reported poorer experiences of their time in hospital, including:

- patients with mental health conditions
- younger patients (aged 16-35 years)
- patients with Alzheimer's or Dementia.<sup>2</sup>

### 4. Overview of Trust Results

4.1. With 511 surveys returned, the Trust had a response rate of 42.9% (slightly lower than in 2016: 46%) for the mandatory sample. Response rates are declining nationally; the response rate in 2005 and 2006 was 59% (2017:41%).

4.2. Patients were asked if their most recent hospital stay was planned in advance or an emergency: 55% were emergency or urgent, 42% were waiting list or planned in advance, and 3% indicated their stay as 'something else'.

4.3. The Trust's average score was 78%. When examining the 55 comparable questions between 2016 and 2017, the scores were the same.

4.4. Out of the three divisions (Children's and Women's results refer only to the Gynaecology ward), Neurosciences, Orthopaedics, Trauma and Specialist Surgery (NOTSS) scored highest, as in previous years (see Appendix 1).

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<sup>2</sup> <https://www.cqc.org.uk/publications/surveys/adult-inpatient-survey-2017>

- 4.5. Results published by the CQC confirm that the Trust has performed better than other trusts on the following three question groups:<sup>3</sup>
- 4.5.1. While you were in the A&E Department, how much information about your condition or treatment was given to you? – 2017 score of 9.0.
  - 4.5.2. Did the hospital staff explain the reasons for being moved in a way you could understand? – 2017 score of 8.5. (This was a new question.)
  - 4.5.3. Were you given clear written or printed information about your medicines? – 2017 score of 8.6.
- 4.6. The CQC results indicate a significant increase in score for the following questions between 2016 and 2017:
- 4.6.1. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? – 7.8 in 2016 to 8.4 in 2017.
  - 4.6.2. Were you given clear written or printed information about your medicines? – 8.0 in 2016 to 8.6 in 2017.
- 4.7. The CQC results indicate a significant decrease in the scores for the following questions between 2016 and 2017:
- 4.7.1. Was your admission date changed by the hospital? – 9.2 in 2016 to 8.9 in 2017.
  - 4.7.2. 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? – 8.4 in 2016 to 7.9 in 2017.
  - 4.7.3. Did you have confidence and trust in the doctors treating you? – 9.4 in 2016 to 9.1 in 2017.
  - 4.7.4. In your opinion, were there enough nurses on duty to care for you in hospital? – 8.1 in 2016 to 7.7 in 2017.
  - 4.7.5. 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). – 8.8 in 2016 to 8.1 in 2017.
- 4.8. In terms of patients rating their overall experience as either positive or negative, the CQC score for the Trust was 8.2 out of 10 (this is about the same as most other trusts).
- 4.9. In a comparison with the published 2016 results of 149 other Trusts, the Trust scored in the top 20% on 21 questions, middle 60% on 32 questions, and the bottom 20% on 2 questions (see Appendix 2 for details).
- 4.10. The score for 'While you were in the A&E Department, how much information about your condition or treatment was given to you?' has improved significantly since 2012 when it was 84%.

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<sup>3</sup> The 'about the same,' 'better' and 'worse' categories are based on a statistic called the 'expected range' which determines the range within which the trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust and the scores for all other trusts. If the trust's performance is outside of this range, it means that it performs significantly above or below what would be expected. If it is within this range, we say that its performance is 'about the same'. This means that where a trust is performing 'better' or 'worse' than the majority of other trusts, it is very unlikely to have occurred by chance. If fewer than 30 patients have answered a question, no score will be displayed for this question (or the corresponding section). This is because the uncertainty around the result is too great.

4.11. Overall, the results are very positive, with high scores for questions surrounding communication between staff and patients and the provision of information, including that relating to discharge and when prescribing medicines.

4.12. When asked 'Overall, how good was your experience (0=very poor, 10= very good)', the majority of respondents (77%) chose 8, 9 or 10.

4.13. Patients are asked a set of demographic questions within the questionnaire. Some key points from the data are:

- Gender: 47% male, 53% female
- Age:

16-35	7%
36-50	8%
51-65	23%
66-80	42%
81+	19%

- Ethnic Group: the majority of respondents (92%) identified as English/Welsh/Scottish/Northern Irish or British. 3% identified as 'any other white background'. Irish, Indian, White and Black Caribbean and Caribbean respondents accounted for the remainder (1% each).
- Respondents with physical or mental health conditions, disabilities or illnesses (expected to last 12 months or more): 62% of respondents said 'yes'.<sup>4</sup>

4.14. The five lowest Mean Rating Scores were for the following questions:

Question number	Question text	Number of responses	MRS
Q69	During your hospital stay, were you ever asked to give your views on the quality of your care?	507	18%
Q70	Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	497	28%
Q52	How long was the delay?	198	35%
Q19	How would you rate the hospital food?	507	55%
Q58	Did a member of staff tell you about medication side effects to watch for when you went home?	439	55%

4.15. A comparison of the Trust's results with those of the Shelford Group is provided in Appendix 3. As in 2016, the Newcastle Upon Tyne Hospitals NHS Foundation Trust has performed better than most other trusts on the most question groups.

## 5. Dissemination of results

5.1. Results were made available to the Trust in March 2018.

<sup>4</sup> Based on Q73: Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

- 5.2. The Trust's Inpatient Survey provider, Patient Perspective, presented the results at a workshop in March 2018.
- 5.3. Division, directorate and ward level results of the survey were provided to divisional patient experience leads for dissemination in each division in April 2018.
- 5.4. Ward reports were provided to ward sisters and charge nurses. These reports gave each individual ward an overall ranking in comparison with other wards, and their ranking per question. The ranking per question shows when the ward falls within the bottom or top 10 wards for performance against that question and when the ward is in line with the middle 22 wards. An example ward ranking report is shown in Appendix 4.
- 5.5. The Patient Experience Team will work closely with divisional nurses and matrons to analyse the results by division, directorate and ward. The team will also provide guidance on how to interpret results and to develop action plans. Divisional managers are expected to monitor progress on any chosen action plans. Where necessary, the Patient Experience Team will provide individual support to ward sisters and charge nurses.
- 5.6. Results will be disseminated to Trust-wide groups, such as the Nutrition Strategy Group, to ensure corporate overview and assurance.

## **6. Action by Division**

- 6.1. Each division is responsible for in-house dissemination and discussion of the results. Actions taken are as follows:
  - 6.1.1. Neurosciences, Orthopaedics, Trauma and Specialist Surgery (NOTSS):
    - the Clinical Governance and Risk Practitioner and the Divisional Medical Director attended the results workshop;
    - ward ranking reports have been shared with ward sisters and charge nurses and a request was made for each to name the three questions they were most proud of, and identify any areas that can be worked on;
    - results were presented to the Divisional Governance and Assurance meeting in April.
  - 6.1.2. Surgery and Oncology (S&O):
    - Frequency tables, benchmarks with 2015 results, and ward ranking results have been shared with individual ward sisters and relevant matrons;
    - the results have been discussed at the division's Clinical Governance meeting and reported in the division's quarter 3 and quarter 4 patient experience report;
    - teams have been asked to identify their local action points based on ward-specific feedback.
    - the Clinical Governance Coordinator reported that work has begun on the results finding some Divisional themes throughout all the services and specific areas to be addressed. The Division as a whole is focusing on improving scores relating to patients being asked to give their views on the quality of their care, seeing information on how to complain to the hospital about care received, and preparation of patients for discharge.
  - 6.1.3. Medicine, Rehabilitation and Cardiac (MRC)
    - The results have been sent to the Divisional Management team and have been discussed with the Clinical Governance and Risk Practitioner (CGRP);

- Ward ranking reports were sent to all ward managers and the GCRP is meeting with each manager individually to agree plans;
- the directorate results have been discussed at the Divisional Governance meetings where all matrons were present;
- Matrons are considering action plans which will be reported to the Divisional Governance meeting in July and any decided action plans will go into the MRC quarterly report.

#### 6.1.4. Women's Division (only the Gynaecology ward is included)

- The results for the Gynaecology ward were sent to the Matron for Gynaecology, the Acting Ward Sister, the Divisional Nurse and Head of Clinical Governance for Children's and Women's, and the Senior Staff Nurse.
- Results have been shared amongst the team.

## 7. The National Inpatient Survey 2018

- 7.1. Fieldwork for the 2018 survey will be commencing soon with the core patient sample due to be drawn in August (of patients discharged in July). Fieldwork will close in January 2019. The Trust will commission an additional sample (approx. 3500 patients) to allow for results comparison at ward level.
- 7.2. In relation to the introduction of the General Data Protection Regulation (GDPR), national patient experience surveys have been granted temporary exemption from the national 'opt out' process; prior and explicit consent to share data is not required when seeking feedback. How patient's personal data is being protected under the new GDPR has been stated on the revised survey cover letters.
- 7.3. Dissent posters will be displayed on all inpatient wards from 1<sup>st</sup> July to 31<sup>st</sup> October (this allows for patients who may be included in the additional sample to be informed). This year, the poster has been provided in nine of the most commonly spoken languages in England, as well as English. Based on interpreting usage at the Trust, wards have been provided with the poster in three additional languages: Polish, Arabic and Portuguese. The additional language versions are available on request.
- 7.4. In order to address declining response rates, the Survey Coordination Centre has redesigned the cover letters which will be sent to patients along with the questionnaire. A revised letter has been trialled and showed an increase of 4% in response rate. The changes included: increased use of colour, a more informal font, a more engaging and informal tone and instructions on the time it should take to complete the questionnaire as well as how to send it back.
- 7.5. Another proposed change by the Survey Coordination Centre (unconfirmed at this time), following the pilot study, is to send an earlier first reminder to those who have been sent the survey. The reminder is usually sent two weeks following the initial mailing. However, in trials, a reminder was sent after five working days and the response rate increased by four percentage points.
- 7.6. Additional variable data will be requested from trusts in 2018 in relation to the possible future direction of the survey (utilising mobile phone numbers for sending links to an online survey and to send text message reminders). No mobile numbers will be sent but an indication of whether or not a mobile number is present and correct on each record must be included.



**8. Conclusion**

- 8.1. There were some significant changes between 2016 and 2017 results.
- 8.2. The results are very positive overall and teams should be celebrated.
- 8.3. The results have been disseminated accordingly through divisional patient experience leads and divisions are making progress in terms of the development of action plans.
- 8.4. The 2017 and 2018 iterations of the survey will be altered to address declining response rates.
- 8.5. The Patient Experience Team will liaise with divisional nurses and matrons, as required, to provide any necessary support with interpretation of the results and development of action plans. Divisional managers are expected to monitor progress against any chosen action plans.

**9. Recommendation**

- 9.1. The Trust Board is asked to note and approve the contents of this report.

**Sam Foster, Chief Nurse**

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**Date: 30 June 2018**

**Appendix 1 – MRS Scores by Division**

Question number	Question text	S&O		MRC		NOTSS	
		Number of respondents	MRS score	Number of respondents	MRS Score	Number of respondents	MRS Score
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	344	81%	794	86%	324	92%
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	350	88%	808	89%	324	90%
Q6	How do you feel about the length of time you were on the waiting list before your admission to hospital?	590	91%	444	86%	896	80%
Q7	Was your admission date changed by the hospital?	598	91%	448	92%	906	88%
Q8	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?	616	92%	470	92%	920	93%
Q9	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?	1,058	85%	1,326	80%	1,264	84%
Q11	While in hospital, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?	1,062	93%	1,332	90%	1,288	94%
Q13	Did the hospital staff explain the reasons for being moved in a way you could understand?	142	72%	270	74%	126	82%
Q14	Were you ever bothered by noise at night from other patients?	1,042	69%	1,314	65%	1,268	68%
Q15	Were you ever bothered by noise at night	1,052	81%	1,302	81%	1,260	83%

	from hospital staff?						
Q16	In your opinion, how clean was the hospital room or ward that you were in?	1,060	90%	1,340	92%	1,286	92%
Q17	Did you get enough help from staff to wash or keep yourself clean?	1,060	82%	1,318	84%	1,280	86%
Q18	If you brought your own medication with you to hospital, were you able to take it when you needed to?	1,046	76%	1,278	74%	1,254	79%
Q19	How would you rate the hospital food?	1,054	50%	1,344	56%	1,282	57%
Q20	Were you offered a choice of food?	1,042	88%	1,280	84%	1,268	91%
Q21	Did you get enough help from staff to eat your meals?	1,036	78%	1,284	74%	1,264	74%
Q22	During your time in hospital, did you get enough to drink?	1,056	94%	1,324	94%	1,282	96%
Q23	When you had important questions to ask a doctor, did you get answers that you could understand?	1,060	88%	1,336	83%	1,284	90%
Q24	Did you have confidence and trust in the doctors treating you?	1,062	93%	1,334	92%	1,282	95%
Q25	Did doctors talk in front of you as if you weren't there?	1,066	89%	1,322	87%	1,284	94%
Q26	When you had important questions to ask a nurse, did you get answers that you could understand?	1,068	85%	1,352	85%	1,286	87%
Q27	Did you have confidence and trust in the nurses treating you?	1,066	91%	1,350	92%	1,288	91%
Q28	Did nurses talk in front of you as if you weren't there?	1,066	94%	1,338	89%	1,284	95%
Q29	In your opinion, were there enough nurses on duty to care for you in hospital?	1,066	81%	1,348	82%	1,278	79%
Q30	Did you know which nurse was in charge of looking after you?	1,062	79%	1,334	72%	1,284	76%

Q31	Did you have confidence and trust in any other clinical staff treating you (e.g. physiotherapists, speech therapists, psychologists)?	1,048	90%	1,342	89%	1,278	89%
Q32	In your opinion, did the members of staff caring for you work well together?	1,060	89%	1,356	92%	1,284	89%
Q33	Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	1,064	83%	1,342	85%	1,282	85%
Q34	Were you involved as much as you wanted to be in decisions about your care and treatment?	1,058	81%	1,330	75%	1,272	80%
Q35	Did you have confidence in the decisions made about your condition or treatment?	1,060	89%	1,322	85%	1,276	88%
Q36	How much information about your condition or treatment was given to you?	1,064	87%	1,332	80%	1,278	89%
Q37	Did you find someone on the hospital staff to talk to about your worries and fears?	1,060	64%	1,326	58%	1,274	63%
Q38	Do you feel you got enough emotional support from hospital staff during your stay?	1,058	74%	1,332	73%	1,278	76%
Q39	Were you given enough privacy when discussing your condition or treatment?	1,056	88%	1,324	89%	1,274	90%
Q40	Were you given enough privacy when being examined or treated?	1,062	96%	1,330	96%	1,278	97%
Q42	Do you think the hospital staff did everything they could to help control your pain?	732	85%	682	84%	860	87%
Q43	If you needed attention, were you able to get a member of staff to help you within a reasonable time?	1,052	81%	1,344	83%	1,270	83%
Q45	Beforehand, did a member of staff answer your questions about the operation or	756	92%	592	91%	1,112	94%

	procedure in a way you could understand?						
Q46	Beforehand, were you told how you could expect to feel after you had the operation or procedure?	756	78%	584	75%	1,118	79%
Q47	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	752	85%	588	82%	1,108	86%
Q48	Did you feel you were involved in decisions about your discharge from hospital?	1,060	77%	1,326	71%	1,282	75%
Q49	Were you given enough notice about when you were going to be discharged?	1,062	77%	1,326	74%	1,282	75%
Q50	On the day you left hospital, was your discharge delayed for any reason?	1,056	58%	1,330	65%	1,280	63%
Q52	How long was the delay?	448	35%	472	37%	476	33%
Q54	After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?	1,030	66%	1,192	71%	1,186	64%
Q55	When you left hospital, did you know what would happen next with your care?	1,060	76%	1,334	69%	1,280	73%
Q56	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	1,048	72%	1,322	61%	1,258	76%
Q57	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	1,048	89%	1,312	84%	1,278	90%
Q58	Did a member of staff tell you about medication side effects to watch for when you went home?	902	59%	1,134	49%	1,122	61%
Q59	Were you told how to take your medication in a way you could understand?	896	90%	1,142	86%	1,128	88%

Q60	Were you given clear written or printed information about your medicines?	904	88%	1,144	85%	1,126	85%
Q61	Did a member of staff tell you about any danger signals you should watch for after you went home?	1,056	65%	1,330	54%	1,270	65%
Q62	Did hospital staff take your family or home situation into account when planning your discharge?	1,050	74%	1,328	73%	1,278	79%
Q63	Did the doctors or nurses give your family, friends or carers all the information they needed to help care for you?	1,050	68%	1,316	70%	1,260	71%
Q64	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	1,050	89%	1,330	76%	1,264	87%
Q65	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?	1,056	77%	1,330	78%	1,268	90%
Q66	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	1,052	83%	1,330	81%	1,266	82%
Q67	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	1,056	94%	1,348	93%	1,282	94%
Q68	Overall, how good was your experience (0=very poor, 10= very good)?	1,050	85%	1,322	84%	1,272	85%
Q69	During your hospital stay, were you ever asked to give your views on the quality of your care?	1,060	23%	1,346	15%	1,288	20%
Q70	Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	1,054	31%	1,314	24%	1,262	29%
Q71	Did you feel well looked after by the non-clinical hospital staff (e.g. cleaners, porters, catering staff)?	1,060	90%	1,340	92%	1,272	92%

**Appendix 2 – National Comparisons (with 2016 data)**

**Top 20% of Trusts**

Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?
Q23	When you had important questions to ask a doctor, did you get answers that you could understand?
Q28	Did nurses talk in front of you as if you weren't there?
Q30	Did you know which nurse was in charge of looking after you?
Q33	Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?
Q34	Were you involved as much as you wanted to be in decisions about your care and treatment?
Q36	How much information about your condition or treatment was given to you?
Q39	Were you given enough privacy when discussing your condition or treatment?
Q45	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?
Q46	Beforehand, were you told how you could expect to feel after you had the operation or procedure?
Q47	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?
Q55	When you left hospital, did you know what would happen next with your care?
Q56	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?
Q39	Were you given enough privacy when discussing your condition or treatment?
Q45	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?
Q46	Beforehand, were you told how you could expect to feel after you had the operation or procedure?
Q47	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?
Q55	When you left hospital, did you know what would happen next with your care?

Q56	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?
Q70	Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?

**Bottom 20% of Trusts**

Q7	Was your admission date changed by the hospital?
Q11	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?



Appendix 3 – Shelford Group Trust comparisons

Trust name	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
Oxford University Hospitals NHS Foundation Trust	<ul style="list-style-type: none"> <li>• <b>Information</b> for being given enough information on their condition or treatment in A&amp;E</li> <li>• <b>Changing wards at night</b> for staff explaining the reason for needing to change wards at night</li> <li>• <b>Information about medicines</b> for being given clear written or printed information about medicines (those given medicines to take home)</li> </ul>	None	8.2/10	510
University Hospitals Birmingham NHS Foundation Trust	<ul style="list-style-type: none"> <li>• <b>Advice at discharge</b> for being given written or printed information about what they should or should not do after leaving hospital</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Health and social care services</b> for hospital staff discussing if any further health or social care services were needed when leaving hospital</li> </ul>	8.3/10	441
University College London Hospitals Foundation Trust	None	<ul style="list-style-type: none"> <li>• <b>Equipment and adaptations in the home</b> for hospital staff discussing if any equipment, or home adaptations were</li> </ul>	8.3/10	434

Trust name	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
		needed when leaving hospital		
<b>Sheffield Teaching Hospitals NHS Foundation Trust</b>	<ul style="list-style-type: none"> <li>• <b>Transitions between services</b> that the specialist they saw in hospital had been given all the necessary information about their condition or illness from the person who referred them</li> <li>• <b>Answers to questions</b> for nurses answering their questions in a way they could understand</li> <li>• <b>Information</b> for being given enough information on their condition or treatment</li> <li>• <b>Support after discharge</b> for those who went home, receiving enough support from health and social care professionals, if they needed this</li> <li>• <b>Care after discharge</b> for knowing what would happen next with their care when leaving hospital</li> <li>• <b>Health and social care services</b> for hospital staff discussing if any further health or social care services were needed when leaving hospital</li> </ul>		8.5/10	526
<b>King's College Hospital NHS Foundation Trust</b>		<ul style="list-style-type: none"> <li>• <b>Single sex accommodation</b> for not having to share a sleeping area, such as a room or bay, with patients of the opposite sex</li> <li>• <b>Help with eating</b> for being given enough help from staff to eat meals, if needed</li> <li>• <b>Being well looked after</b> for feeling well looked after by non-clinical</li> </ul>	8.0	409

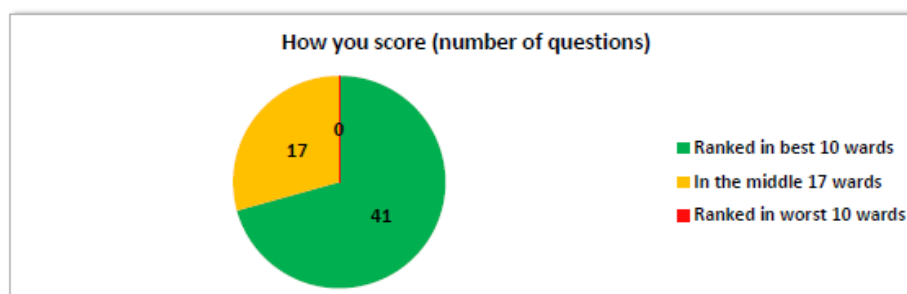
Trust name	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
		hospital staff <ul style="list-style-type: none"> <li>• <b>Acknowledging patients</b> for doctors not talking in front of them, as if they weren't there</li> <li>• <b>Expectations after the operation</b> for being told how they could expect to feel after the operation or procedure</li> </ul>		
<b>Imperial College Healthcare NHS Trust</b>	<ul style="list-style-type: none"> <li>• <b>Patients' views</b> for being asked to give their views about the quality of their care, during their hospital stay</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Transitions between services</b> that the specialist they saw in hospital had been given all the necessary information about their condition or illness from the person who referred them</li> </ul>	8.2	394
<b>Guy's and St Thomas' NHS Foundation Trust</b>	None	None	8.2	411
<b>Central Manchester University Hospitals NHS Foundation Trust</b>	None	<ul style="list-style-type: none"> <li>• <b>Quality of food</b> for describing the hospital food as good</li> <li>• <b>Having enough to drink</b> for having enough to drink whilst in hospital</li> <li>• <b>Delays to discharge</b> for not being delayed on the day they were discharged from hospital</li> <li>• <b>delay to discharge</b> for not being delayed for a long time</li> </ul>	8.2	388
<b>Cambridge University Hospitals NHS Foundation Trust</b>	None	<ul style="list-style-type: none"> <li>• <b>Information about complaints</b> for seeing, or being given, any information explaining how to complain to the hospital about care received</li> </ul>	8.3	679
<b>The Newcastle</b>	<ul style="list-style-type: none"> <li>• <b>Changes to admission date</b></li> </ul>	None	8.7	516

Trust name	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
<p><b>Upon Tyne Hospitals NHS Foundation Trust</b></p>	<p>for not having their admission date changed by the hospital</p> <ul style="list-style-type: none"> <li>• <b>Transitions between services</b> that the specialist they saw in hospital had been given all the necessary information about their condition or illness from the person who referred them</li> <li>• <b>Noise from staff</b> for not being bothered by noise at night from hospital staff</li> <li>• <b>Help to wash and keep clean</b> for getting enough help to wash</li> <li>• <b>Help with eating</b> for being given enough help from staff to eat meals, if needed</li> <li>• <b>Answers to questions</b> for doctors answering their questions in a way they could understand</li> <li>• <b>Better Confidence and trust</b> for having confidence and trust in the doctors treating them</li> <li>• <b>Involvement in decisions</b> for being involved as much as they wanted to be in decisions about their care and treatment</li> <li>• <b>Better Confidence in decisions</b> for having confidence in decisions made about their condition or treatment</li> <li>• <b>Better Information</b> for being given enough information on their condition or treatment</li> <li>• <b>Emotional support</b> for receiving enough emotional support from</li> </ul>			

Trust name	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
	<p>hospital staff, if needed</p> <ul style="list-style-type: none"> <li>• <b>Privacy for examinations</b> for being given enough privacy when being examined or treated</li> <li>• <b>Getting help from staff</b> for being able to get help from a member of staff within a reasonable time</li> <li>• <b>After the operation</b> for being told how the operation or procedure had gone in a way they could understand</li> <li>• <b>Involvement in decisions</b> for being involved in decisions about their discharge from hospital, if they wanted to be</li> <li>• <b>Better Notice of discharge</b> for being given enough notice about when they were going to be discharged</li> <li>• <b>Care after discharge</b> for knowing what would happen next with their care when leaving hospital</li> <li>• <b>Medication side effects</b> for being told about medication side effects to watch out for (those given medicines to take home)</li> <li>• <b>Health and social care services</b> for hospital staff discussing if any further health or social care services were needed when leaving hospital</li> </ul>			

## Appendix 4 – Ward Ranking report

Average ranking for this ward is 8 out of 37 Wards



Admission to hospital	This ward	OUH Average	OUH Best	Rank
Q6 How do you feel about the length of time on a waiting list before admission?	88%	84%	96%	4
Q7 Was your admission date changed by the hospital?	93%	90%	98%	2
Q8 Was specialist you saw given the condition/illness info. by the person referring you?	94%	92%	97%	8
Q9 From the time you arrived, did you feel you had a long wait to get a bed on a ward?	88%	82%	95%	11

The hospital and ward	This ward	OUH Average	OUH Best	Rank
Q11 Did you ever share a mixed-sex room or bay?	95%	92%	100%	9
Q14 Were you ever bothered by noise at night from patients?	79%	68%	100%	7
Q15 Were you ever bothered by noise at night from staff?	82%	82%	97%	19
Q16 How clean was the room or ward?	93%	91%	96%	12
Q17 Did you get enough help from staff to wash or keep yourself clean?	86%	84%	97%	15
Q18 If you brought your own medication with you, were you able to take it when you needed?	76%	77%	95%	18
Q19 How would you rate the hospital food?	59%	54%	66%	7
Q20 Were you offered a choice of food?	90%	88%	98%	17
Q21 Was there enough help from staff to eat your meals?	75%	75%	100%	16
Q22 Did you get enough to drink?	97%	95%	100%	12

Doctors	This ward	OUH Average	OUH Best	Rank
Q23 For important questions, did doctors answer in an understandable way?	96%	87%	96%	1
Q24 Did you have confidence and trust in the doctors treating you?	100%	93%	100%	1
Q25 Did doctors talk in front of you as if you weren't there?	95%	90%	99%	6

Nurses	This ward	OUH Average	OUH Best	Rank
Q26 For important questions, did nurses answer in an understandable way?	92%	86%	98%	4
Q27 Did you have confidence and trust in nurses treating you?	96%	92%	100%	5
Q28 Did nurses talk in front of you as if you weren't there?	97%	93%	99%	7
Q29 Were there enough nurses on duty to care for you?	83%	81%	95%	14
Q30 Did you know which nurse was in charge of looking after you?	83%	75%	96%	8

Care and treatment	This ward	OUH Average	OUH Best	Rank
Q31 In your opinion, did members of staff caring for you work well together?	98%	89%	100%	3
Q32 In your opinion did staff work well together?	94%	90%	100%	9
Q33 Did staff ever contradict each other?	84%	84%	100%	22
Q34 Were you involved enough in decisions about your care/treatment?	82%	79%	94%	11
Q35 Did you have confidence in the decisions made about your condition or treatment?	92%	87%	95%	8
Q36 How much information your condition/treatment was given to you?	93%	85%	98%	4
Q37 Did you find a staff member to discuss any worries or fears?	68%	61%	82%	10
Q38 Do you feel you got enough emotional support from staff?	92%	74%	96%	2
Q39 Were you given enough privacy when discussing your condition/treatment?	94%	89%	99%	6
Q40 Were you given enough privacy when being examined/treated?	98%	96%	100%	10
Q42 Do you think staff did all they could to help control your pain?	88%	85%	96%	10
Q43 If you needed attention were you helped in a reasonable time?	88%	82%	100%	7

Operations or procedures	This ward	OUH Average	OUH Best	Rank
Q45 Before the op. were any questions about the operation answered in understandable way?	96%	93%	99%	4
Q46 Before the operation, were you told how might feel after the operation/procedure?	84%	78%	89%	5
Q47 Were you told how the operation had gone in an understandable way?	93%	85%	93%	1

Discharge planning	This ward	OUH Average	OUH Best	Rank
Q48 Did you feel involved in discharge decisions?	79%	74%	90%	9
Q49 Were you given enough notice about when you were going to be discharged?	81%	75%	97%	8
Q50 Was your discharge delayed?	59%	62%	100%	23
Q54 After leaving, enough support from health/ social care professionals to help recover?	69%	67%	100%	12
Q55 When you left hospital, did you know what would happen next with your care?	79%	72%	88%	9
Q56 Before leaving, were you given written or printed discharge information?	80%	70%	88%	8
Q57 Was the purpose of medicines to take home explained understandably?	98%	88%	100%	2
Q58 Were the side-effects of medicines to watch for when home explained?	76%	56%	88%	2
Q59 Were you told how to take the medication in an understandable way?	95%	88%	100%	4
Q60 Were you given clear written/printed information on medicines?	82%	86%	98%	23
Q61 Were you told about any danger signals to watch for when you went home?	76%	61%	87%	3
Q62 Did staff take your family/home situation into account when planning your discharge?	86%	76%	89%	5
Q63 Did doctors/nurses give your family/friend all the information needed to care for you?	85%	69%	85%	1
Q64 Did staff tell you who to contact if worried about your condition/treatment once home?	92%	84%	95%	8
Q65 Did staff discuss whether you may need any equipment/ adaptations in your home?	100%	83%	100%	1
Q66 Did staff discuss whether you may need further health/social care services after leaving?	81%	82%	100%	18

Overall	This ward	OUH Average	OUH Best	Rank
Q67 Overall, were you treated with respect and dignity?	97%	94%	100%	7
Q68 Overall, how would you rate your experience?	88%	85%	91%	6
Q69 During your stay, were you ever asked views on quality of care?	30%	19%	42%	6
Q70 Did you see/were you given information on how to complain about care received?	30%	28%	50%	13
Q71 Did you feel well looked after by the non-clinical hospital staff?	91%	91%	100%	20