

Trust Board Meeting in Public: Wednesday 10 July 2019

TB2019.67

Title	National Inpatient Survey 2018
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Status	For information and approval
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Board Lead(s)	Sam Foster, Chief Nurse			
Key purpose	Strategy	Assurance	Policy	Performance

Executive Summary

<p>1. The results of the National Inpatient Survey 2018 were published by the CQC on 20th June 2019.</p>
<p>2. The results were presented at workshops to Divisional Nurses by the Trust's survey supplier representative from Patient Perspective in conjunction with the Patient Experience team in May 2019 and have been disseminated to teams via Divisional Nurses.</p>
<p>3. With 602 surveys returned completed, the Trust had a response rate of 49% compared to 2017 response rate of 42.9%.</p> <p>4. The Trust's average score for 2018 was 77%.</p> <p>5. The Trust scored in the top 20% of Trusts on 9 questions and the bottom 20% of Trusts on four questions.</p> <p>6. Analysis of coded comments is included.</p> <p>7. Conclusion The Patient Experience Team continue to actively work 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. This work commenced earlier this year, and whilst the report was in draft.</p>
<p>8. Recommendation</p> <p>The Trust Board is asked to note and approve the contents of this report.</p>

National Inpatient Survey 2018 (IP18)

1. Purpose

1.1. The purpose of the paper is to:

- provide background details of the National Inpatient Survey programme and any changes made to the survey in 2018;
- explain the results from the IP18 and provide a comparison against Trust's performance 2017;
- Provide details of dissemination plans and expectations of divisions to carry out improvement work.

2. Background

- 2.1. The sample for the 2018 survey included patients discharged in July 2018, 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 2016 and 2017, the Trust commissioned an additional sample of patients meaning that 4366 surveys were sent out in total. This allows ward level data to become accessible while protecting patient anonymity. Additional data is not published externally.
- 2.3. Respondents were asked 82 questions in total, 74 questions about their care, eight additional demographic questions and three open 'free text' comments questions. Questions about care cover a number of themes including admission and discharge, communication, medication and privacy and dignity.

3. Survey Changes

- 3.1 The 2018 Inpatient questionnaire has been kept as similar as possible to the 2017 Inpatient questionnaire to allow comparisons to be made between survey years. However, following national stakeholder feedback a few questions have been added and tested among recent inpatients. Redevelopment of the questionnaire led to two questions being added and one question being removed.
- 3.2 Only one question was removed from the 2017 questionnaire.
Q59. Were you told how to take your medication in a way you could understand?
This question presented a high correlation with the former Q57 (Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?)
- 3.3 The questions below were added to the 2018 questionnaire:
- **Q66.** Was the care and support you expected available when you needed it?
 - **Q69.** During this hospital stay, did anyone discuss with you whether you would like to take part in a research study?

4. Overview of Trust Results

- 4.1. With 602 surveys returned, the Trust had a response rate of 49% (7% increases from 2017 from 42%) for the mandatory sample.
- 4.2. CQC published the national and Trust's results on 20th June 2019. This can be accessed at www.cqc.org.uk/provider/RTH/survey/3
- 4.3. Patients were asked if their most recent hospital stay was planned in advance or an emergency: 57% were emergency or urgent, 40% were waiting list or planned in advance, and 3% indicated their stay as 'something else'.
- 4.4. The Trust's average score was 77%. When examining the 55 comparable questions between 2017 and 2018, the scores were the same.
- 4.5. In comparison of 'overall patient experience' to other Trusts in the Shelford Group, the Trust was one of four Trusts that increased score to 8.3/10 in 2018 from 8.2/10 in 2017 (see appendix 3)
- 4.6. When asked 'Overall, how good was your experience (0=very poor, 10= very good)', the majority of respondents (77%) chose 8, 9 or 10 which is about the same as 2017
- 4.7. Compared with scores in 2017 the Trust scored 5% or more lower for:
 - Provision of information in A&E
 - Explaining why a patient is moved
 - Providing written information about medicine
- 4.8. Patients are asked a set of demographic questions within the questionnaire. Some key points from the data are:
 - Gender: 49% male, 51% female

Age:

16-35	6%
36-50	10%
51-65	28%
66-80	39%
81+	17%

- 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): 61% of respondents said 'yes'.¹

¹ Based on Q74: 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?

4.9. The Trust scored in the top 20% in the following nine questions:

Question number	Question text	2018	Change since 2017	National Comparison
Q14	Were you ever bothered by noise at night from other patients?	66.2%	+3%	Top 20%
Q24	Did you have confidence and trust in the doctors treating you?	92.1%	+1%	Top 20%
Q27	Did you have confidence and trust in the nurses treating you?	91.1%	+1%	Top 20%
Q29	In your opinion, were there enough nurses on duty to care for you in hospital?	79.2%	+2%	Top 20%
Q30	Did you know which nurse was in charge of looking after you?	72.1%	-2%	Top 20%
Q31	Did you have confidence and trust in other clinical staff treating you (e.g. physiotherapists, speech therapists, psychologists)?	89.0%	-1%	Top 20%
Q42	Do you think the hospital staff did everything they could to help control your pain?	85.9%	+3%	Top 20%
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?	84.3%	+1%	Top 20%
Q58	Did a member of staff tell you about medication side effects to watch for when you went home?	51.8%	-3%	Top 20%

4.10. The scores relating to these questions show responsive and caring multidisciplinary clinical teams.

4.11. The Trust scored in the bottom 20% in the following four questions:

Question number	Question text	2018	Change since 2017	National Comparison
Q4	Were you given enough privacy when being examined or treated in the A&E department?	85.4%	-2%	Bottom 20%
Q7	Was your admission date changed by the hospital?	87.8%	-1%	Bottom 20%
Q70	During your stay in, were you ever asked to give your views on the quality of your care?	14.8%	-3%	Bottom 20%
Q72	Did you feel well looked after by the non-	88.4%		Bottom 20%

	clinical hospital staff (e.g. cleaner, porters, catering staff?)		-1%	
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- 4.12. Fewer patients remembered being asked about the quality of their care. The Trust administers the 'Friends and Family Test (FFT) for inpatient services using paper. There is a wide variation with response rates across the Trust. In order to increase the response rates and therefore more patients being asked about the quality of their care, the Trust will be introducing SMS texting as a methodology for FFT by 1st December 2019.
- 4.13. The scores relating to these questions show the increased work pressure across the hospitals and within clinical and non-clinical teams between 2017/18. At the end of 2017/18 the vacancy rate for the Estates division was 5.52% although many of The Trust's porters and housekeeper are not directly employed by the Trust but are outsourced. Work will be undertaken to deliver service improvements relating to these specific questions results and a meeting with the Soft Facilities Team Manager has been scheduled for 28th June 2019.
- 4.14. The Emergency Department (ED) was under particular pressure and this may account for patient's feedback in relation to privacy. The Trust's ED is being extended, this increase in capacity will provide a bespoke clinical area with sound barriers in the new resuscitation area (resus), as well as a bespoke relative's room whilst the old resus will be made into a clinical space to support a larger number of patients presenting at ED. Please note, patient privacy is often affected by the space in the ED department being too small for the attendances and therefore patients sometimes are not assessed or seen in areas designed for treatment or assessment.
- 4.15. The Trust score showed significant change since 2017 (5% or greater) in the following five questions placing in the Middle 60% compared nationally.

Question number	Question text	2018	Change since 2017	National Comparison
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	83.3%	-7%	Middle 60%
Q13	Did the hospital staff explain the reasons for being moved in a way you could understand?	72.1%	-14%	Middle 60%
Q59	Were you given clear written or printed information about your medicines?	80.4%	-6%	Middle 60%
Q63	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	79.7%	-5%	Middle 60%
Q71	Did you see, or were you given any information explaining how to complain to the hospital about the care you received?	23.8%	-5%	Middle 60%

- 4.16. Q71 'Did you see or were you given any information how to complain to the hospital about the care you received' is the percentage of people who have been asked specifically to have

information on how to complain, the majority of complainants do so once they have gone home, often months after their treatment or inpatient stay.

4.17. There is information around the Trust on every ward, clinic, department, and corridor with information on how to complain, raise concerns plus it has been made more visible on the Trust's website.

4.18. With PALS now permanently back on site three days per week, it should also make it easier for people to access the service to support them will want to comment about access to PALS and complaints.

5. Analysis of coded comments:

5.1. The analysis is presented in a series of charts and data tables' (appendix 2). Most of the comments from Patients related to the following:

- 336 comments about staff – chart 1
- 265 about care and treatment - chart 2
- 225 about the pathway of care – chart 3
- 141 comments relating to the hospital environment and facilities – chart 4
- Areas for attention highlighted – chart 5

5.2. Overall: there were more positive than negative comments (62%) total of 967 comments (see appendix 2).

5.3. Whilst comments about staff, the pathway of care and care and treatment were more positive (80%) than negative, comments about the hospital environment and facilities were more negative (72%) than positive.

5.4. 57% of comments about the pathway of care were positive. Comments about the hospital stay itself were mostly positive but comments about the discharge process all 27 were negative.

5.5. 59% of comments about care and treatment were positive.

5.6. 30% of the negative comments in this area are about communication/information giving by staff.

5.7. 80% of comments about staff are positive. 45% of the negative comments about staff related to staff shortages.

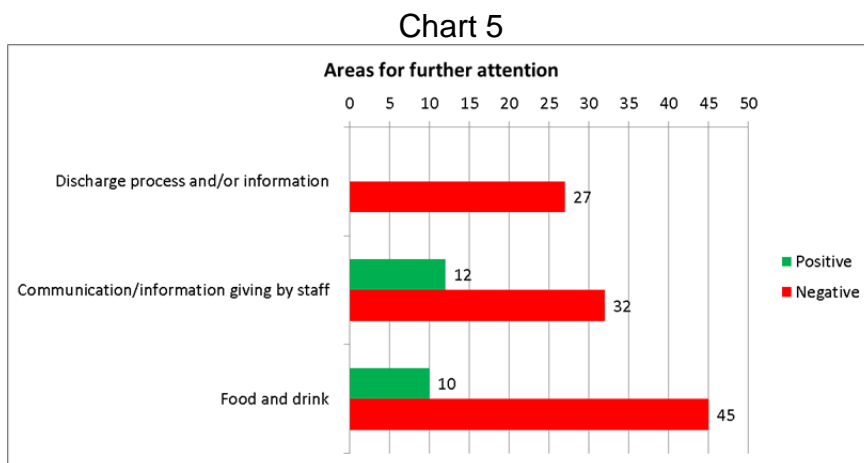
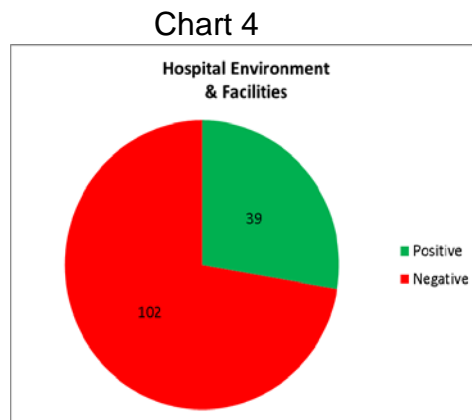
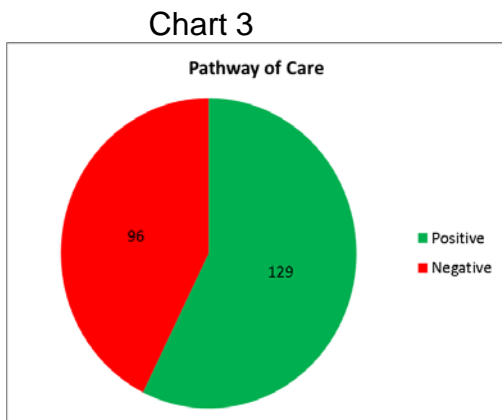
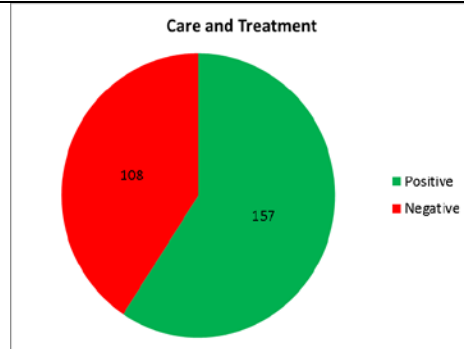
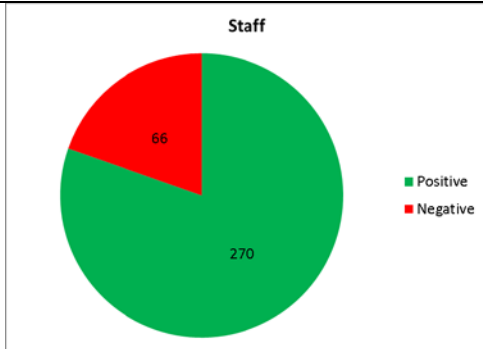
5.8. 72% of comments about the hospital environment and facilities were negative; most negative comments in this area were about food and drink (44%).

5.9. Chart 5 shows particular areas for further attention highlighted in the analysis of the comments, these also match some questions identified above.

- Discharge process/information
- Communication/information giving
- Food and drink

Chart 1

Chart 2



6. Appendix 1 details the Trust's mean rating score for each question (MRS) and the change from 2017 and the National Comparison.

7. Dissemination of results

- 7.1. Results were made available to the Trust on 28th March 2019 and were embargoed until 20th June 2019. This is an annual and national embargo and meant the Trust was not at liberty to share the results with the public.
- 7.2. The early results did give the Trust an opportunity to commence quality improvement work. The Trust's Inpatient Survey provider, Patient Perspective, presented the results at a workshop in March 2019 to Divisional Nurses and the Chief Nurse and again in May 2019 with ward level data to Divisional Nurses.
- 7.3. In May 2019 Division, directorate and ward level results of the survey were provided to divisional patient experience leads that are responsible for dissemination of the results throughout each division.
- 7.4. These reports give 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.
- 7.5. The Patient Experience Team will continue to 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.
- 7.6. Results will be disseminated to Trust-wide groups, such as the Nutrition Strategy Group, to ensure corporate overview and assurance and a meeting booked to present the results to the groups..
- 7.7. Results from the IP18 National Survey will also be used to inform and develop the Patient Experience Delivery plan and the 10 focus (appendix 4).

8. Conclusion

- 8.1. The results were published by the CQC on 20th June 2019².
- 8.2. There were some significant positive changes between 2017 and 2018 results with areas for improvement highlighted.
- 8.3. In comparison of 'overall patient experience' to other Trusts in The Shelford Group the Trust was 1 of 4 Trusts to increase in score to 8.3/10 in 2018 from 8.2/10 in 2017 (see appendix 3)
- 8.4. The results are positive overall and teams should be commended for their commitment to patient centred care.
- 8.5. The results have been disseminated accordingly through divisional nurse and Divisions are responsible for development of service improvement plans
- 8.6. 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.

² www.cqc.org.uk/provider/RTH/survey/3

9. Recommendation

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

Sam Foster, Chief Nurse

Authors:

Mark Britton, Patient Experience Lead

Daisy Camiwet, Patient and Public Engagement Manager

Caroline Heason, Head of Adult Safeguarding and Patient Experience

Date: 27th June 2019

Appendix 1 – Change since 2017 National Comparison

Question	Text	2017	2018	Change Since 2017	National Comparison
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	90.4%	83.3%	-7%	Middle 60%
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	87.2%	85.4%	-2%	Bottom 20%
Q6	How do you feel about the length of time you were on the waiting list before your admission to hospital?	83.8%	84.0%	0%	Middle 60%
Q7	Was your admission date changed by the hospital?	88.7%	87.8%	-1%	Bottom 20%
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?	91.9%	89.1%	-3%	Middle 60%
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?	79.4%	80.1%	1%	Middle 60%
Q11	While in hospital, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?	89.5%	91.0%	2%	Middle 60%
Q13	Did the hospital staff explain the reasons for being moved in a way you could understand?	86.1%	72.1%	-14%	Middle 60%
Q14	Were you ever bothered by noise at night from other patients?	63.4%	66.2%	3%	Top 20%
Q15	Were you ever bothered by noise at night from hospital staff?	77.4%	81.2%	4%	Middle 60%
Q16	In your opinion, how clean was the hospital room or ward that you were in?	90.9%	87.9%	-3%	Middle 60%
Q17	Did you get enough help from staff to wash or keep yourself clean?	82.4%	83.3%	1%	Middle 60%
Q18	If you brought your own medication with you to hospital, were you able to take it when you needed to?	72.1%	70.9%	-1%	Middle 60%
Q19	How would you rate the hospital food?	55.0%	54.3%	-1%	Middle 60%
Q20	Were you offered a choice of food?	86.5%	86.0%	0%	Middle 60%
Q21	Did you get enough help from staff to eat your meals?	74.3%	72.5%	-2%	Middle 60%
Q22	During your time in hospital, did you get enough to drink?	93.6%	94.5%	1%	Middle 60%
Q23	When you had important questions to ask a doctor, did you get answers that you could understand?	85.7%	84.8%	-1%	Middle 60%
Q24	Did you have confidence and trust in the doctors treating you?	91.6%	92.1%	1%	Top 20%
Q25	Did doctors talk in front of you as if you weren't there?	88.9%	87.4%	-1%	Middle 60%

Question	Text	2017	2018	Change Since 2017	National Comparison
Q26	When you had important questions to ask a nurse, did you get answers that you could understand?	83.8%	85.3%	1%	Middle 60%
Q27	Did you have confidence and trust in the nurses treating you?	90.2%	91.1%	1%	Top 20%
Q28	Did nurses talk in front of you as if you weren't there?	92.1%	91.6%	0%	Middle 60%
Q29	In your opinion, were there enough nurses on duty to care for you in hospital?	76.7%	79.2%	2%	Top 20%
Q30	Did you know which nurse was in charge of looking after you?	74.4%	72.1%	-2%	Top 20%
Q31	Did you have confidence and trust in any other clinical staff treating you (e.g. physiotherapists, speech therapists, psychologists)?	89.7%	89.0%	-1%	Top 20%
Q32	In your opinion, did the members of staff caring for you work well together?	87.3%	88.4%	1%	Middle 60%
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?	83.9%	81.8%	-2%	Middle 60%
Q34	Were you involved as much as you wanted to be in decisions about your care and treatment?	78.7%	75.1%	-4%	Middle 60%
Q35	Did you have confidence in the decisions made about your condition or treatment?	85.6%	84.6%	-1%	Middle 60%
Q36	How much information about your condition or treatment was given to you?	91.4%	89.3%	-2%	Middle 60%
Q37	Did you find someone on the hospital staff to talk to about your worries and fears?	60.0%	59.6%	0%	Middle 60%
Q38	Do you feel you got enough emotional support from hospital staff during your stay?	70.6%	73.9%	3%	Middle 60%
Q39	Were you given enough privacy when discussing your condition or treatment?	89.2%	86.3%	-3%	Middle 60%
Q40	Were you given enough privacy when being examined or treated?	95.6%	95.1%	0%	Middle 60%
Q42	Do you think the hospital staff did everything they could to help control your pain?	83.0%	85.9%	3%	Top 20%
Q43	If you needed attention, were you able to get a member of staff to help you within a reasonable time?	78.1%	79.3%	1%	Middle 60%
Q45	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	92.9%	91.0%	-2%	Middle 60%
Q46	Beforehand, were you told how you could expect to feel after you had the operation or procedure?	77.1%	75.9%	-1%	Middle 60%
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?	83.0%	84.3%	1%	Top 20%

Question	Text	2017	2018	Change Since 2017	National Comparison
Q48	Did you feel you were involved in decisions about your discharge from hospital?	72.6%	71.6%	-1%	Middle 60%
Q49	Were you given enough notice about when you were going to be discharged?	74.2%	72.8%	-1%	Middle 60%
Q50	On the day you left hospital, was your discharge delayed for any reason?	60.3%	61.2%	1%	
Q52	How long was the delay?	34.6%	35.2%	1%	
Q54	After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?	65.3%	65.0%	0%	Middle 60%
Q55	When you left hospital, did you know what would happen next with your care?	71.7%	67.4%	-4%	Middle 60%
Q56	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	70.0%	68.6%	-1%	Middle 60%
Q57	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	87.2%	84.6%	-3%	Middle 60%
Q58	Did a member of staff tell you about medication side effects to watch for when you went home?	55.2%	51.8%	-3%	Top 20%
Q59	Were you given clear written or printed information about your medicines?	86.1%	80.4%	-6%	Middle 60%
Q60	Did a member of staff tell you about any danger signals you should watch for after you went home?	59.4%	56.4%	-3%	Middle 60%
Q61	Did hospital staff take your family or home situation into account when planning your discharge?	73.3%	74.0%	1%	Middle 60%
Q62	Did the doctors or nurses give your family, friends or carers all the information they needed to help care for you?	66.2%	63.4%	-3%	Middle 60%
Q63	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	84.7%	79.7%	-5%	Middle 60%
Q64	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?	82.1%	86.2%	4%	Middle 60%
Q65	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	81.3%	81.0%	0%	Middle 60%
Q67	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	92.0%	91.8%	0%	Middle 60%
Q68	Overall, how good was your experience (0=very poor, 10= very good)?	82.4%	83.2%	1%	Middle 60%
Q70	During your hospital stay, were you ever asked to give your views on the quality of your care?	18.3%	14.8%	-3%	Bottom 20%
Q71	Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	28.5%	23.8%	-5%	Middle 60%
Q72	Did you feel well looked after by the non-clinical hospital staff (e.g. cleaners, porters, catering staff)?	89.6%	88.4%	-1%	Bottom 20%

Appendix 2: Data tables – coded comments

	Positive	Negative	Totals
Pathway of Care	129	96	225
Care and Treatment	157	108	265
Staff	270	66	336
Hospital Environment/Facilities	39	102	141
	595	372	967

Pathway of Care	Positive	Negative
Waiting/access		5
Cancelled treatment		0
A&E/Emergency department		7
Admission to hospital		2
Hospital / ward stay		111
Discharge process and/or information		0
Care after leaving hospital / follow up		2
Organisation and administration		2
Moving wards		0
Transport		0
Total		129
Care and Treatment	Positive	Negative
Care and treatment general		124
Operations, investigations/ procedures		10
Continuity of care		3
Patient's involvement in decisions re. care/treatment		1
Staff took into account patient's medical history		0
Staff took patient's concerns seriously		0
Communication/information giving by staff		12
Communication between different staff members		2
Able to get hold of staff when needed/responsiveness		0
Pain management		1
Privacy and dignity/respect		1
Medication		1
Involvement of family/carers		2
Record keeping		0
Total		157

Staff	Positive	Negative
Staff general	107	5
Doctors/consultants	64	8
Nurses	78	10
Therapists	6	2
Healthcare assistants / auxiliary staff	5	0
Support staff	8	0
Other staff groups	2	3
Staff skills and training	0	2
Insufficient staff / staff shortages (negative only)		30
Staff negative attitude/rudeness (negative only)		1
Staff giving conflicting/inconsistent advice (negative only)		5
Total	270	66
Hospital Environment/Facilities	Positive	Negative
Environment	4	4
Facilities	16	13
Cleanliness of ward	8	5
Cleanliness of toilets/bathrooms	0	11
Temperature of ward/room/hospital	0	2
Safety and security	0	0
Food and drink	10	45
Noise and disruption	0	18
Parking	1	4
Total	39	102

Appendix 3: Comparison with Shelford Group Trusts

Trust	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"> After the operation for being told how the operation or procedure had gone in a way they could understand Taking part in research for being offered to take part in a research study 	<ul style="list-style-type: none"> None 	8.3/10 (2018) 8.2/10 (2017)	602
University Hospitals Birmingham NHS Foundation Trust	<ul style="list-style-type: none"> About the same for all Trust 	<ul style="list-style-type: none"> Taking medication for being able to take own medication when needed Confidence and trust for having confidence and trust in the nurses treating them 	8.0/10 (2018) 8.3/10 (2017)	360
University College London Hospitals Foundation Trust	<ul style="list-style-type: none"> Information for being given enough information on their condition or treatment in A&E 8.5/10 About the same Privacy 	<ul style="list-style-type: none"> Being well looked after for feeling well looked after by non-clinical hospital staff 	8.4/10 (2018) 8.3/10 (2017)	440

Trust	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
	<p>for being given enough privacy when being examined or treated in A&E</p> <ul style="list-style-type: none"> • Medication side effects for being told about medication side effects to watch out for (those given medicines to take home) • Taking part in research for being offered to take part in a research study 			
Sheffield Teaching Hospitals NHS Foundation Trust	<ul style="list-style-type: none"> • About the same for all Trusts 	None	8.1/10 (2018) 8.5/10 (2017)	
Newcastle-Upon-Tyne Hospitals NHS Foundation Trust	Not listed	Not listed	Not listed	Not listed
King's College Hospital NHS Foundation Trust	<ul style="list-style-type: none"> • About the same for all Trusts 	<ul style="list-style-type: none"> • Changes to admission date for not having their admission date changed by the hospital • Answers to questions for having any questions answered in a way they could understand, before the operation or procedure 	7.9/10 (2018) 8.0/10 (2017)	423

Trust	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
		<ul style="list-style-type: none"> • Expectations after the operation for being told how they could expect to feel after the operation or procedure 		
Imperial College Healthcare NHS Trust	<ul style="list-style-type: none"> • Patients' views for being asked to give their views about the quality of their care, during their hospital stay 	<ul style="list-style-type: none"> • Changes to admission date for not having their admission date changed by the hospital • Being well looked after for feeling well looked after by non-clinical hospital staff • Home and family situation for hospital staff considering their family and home situation when planning their discharge, if this was necessary • Equipment and adaptations in the home for hospital staff discussing if any equipment, or home adaptations were needed when leaving hospital 	8.0/10 (2018) 8.2/10 (2017)	467
Guy's and St Thomas' NHS Foundation Trust	<ul style="list-style-type: none"> • Privacy for being given enough privacy when being examined or treated in A&E • Noise from staff 	None	8.5/10 (2018) 8.2/10 (2017)	511

Trust	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
	<p>for not being bothered by noise at night from hospital staff</p> <ul style="list-style-type: none"> • Nurse in charge of care for knowing which nurse was in charge of looking after them • Information for being given enough information on their condition or treatment • Care after discharge for knowing what would happen next with their care when leaving hospital • Information about medicines for being given clear written or printed information about medicines (those given medicines to take home) • Information for family or friends for information being given to family or friends, about how to help care for them, if needed • Taking part in research for being offered to take part in a research study 			
Central Manchester University	Not listed	Not listed	Not listed	Not listed

Trust	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
Hospitals NHS Foundation Trust				
Cambridge University Hospitals NHS Foundation Trust	<ul style="list-style-type: none"> • Information for being given enough information on their condition or treatment in A&E • Acknowledging patients for nurses not talking in front of them, as if they weren't there • Advice at discharge for being given written or printed information about what they should or should not do after leaving hospital • Information about medicines for being given clear written or printed information about medicines (those given medicines to take home) • Taking part in research for being offered to take part in a research study 	<ul style="list-style-type: none"> • Information about complaints • for seeing, or being given, any information explaining how to complain to the hospital about care received 	8.4/10 (2018) 8.3/10 (2017)	706
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	<ul style="list-style-type: none"> • Information for being given enough information on their condition or treatment in A&E • Privacy 	None	8.5/10 (2018) 8.7/10 (2017)	637

Trust	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
	<p>for being given enough privacy when being examined or treated in A&E</p> <ul style="list-style-type: none"> • Changing wards at night for staff explaining the reason for needing to change wards at night • Noise from staff for not being bothered by noise at night from hospital staff • Confidence and trust for having confidence and trust in the doctors treating them • Acknowledging patients for doctors not talking in front of them, as if they weren't there • Staff teamwork for the staff caring for them working well together • Confidence in decisions for having confidence in decisions made about their condition or treatment • Information for being given enough information on their condition or treatment 			

Trust	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents
	<ul style="list-style-type: none"> • Involvement in decisions for being involved in decisions about their discharge from hospital, if they wanted to be • Notice of discharge for being given enough notice about when they were going to be discharged • Support after discharge for those who went home, receiving enough support from health and social care professionals, if they needed this • Care after discharge for knowing what would happen next with their care when leaving hospital • Contact for being told who to contact if worried about their condition or treatment after leaving hospital • Health and social care services for hospital staff discussing if any further health or social care services were needed when leaving hospital • Care available after discharge for expected care and support being available when needed after leaving hospital 			

Trust	Better than most other trusts	Worse than most other trusts	Overall experience rating	Number of respondents

Stakeholder engagement meetings are taking place to discuss the 10 areas of the Patient Experience Delivery Plan:

- Patient waiting times in ED
- Car parking on hospital sites
- Delivering same sex accommodation
- Cancelled procedures and admissions
- Patient centered care plans for patients with Cancer
- Home First
- Reduction of noise at night
- Bridging the gap in the discharge process
- End of life care
- PLACE (patient led assessment of the care environment)

The Trust will carry out surveys about the 10 priorities and analyse existing data (PALS feedback, complaints, FFT comments, department surveys).

