

Report to Trust Board

Date: 30 March 2011

Agenda item no 5

Title	National Surveys of Patient Experience
Author	Deputy Director of Clinical Governance
Responsible Director	Director of Nursing and Patient Services
Purpose	Assurance/Information

Action required To note the results of the 4 reports from national patient surveys:
Inpatients survey; Maternity patients; Paediatrics survey; Cancer patients

Executive Summary:

1. Survey Coverage

The patient responses to these national surveys were: Inpatients: 427 or 18 % of patients treated in the month surveyed and Cancer survey 150 or 42% patients admitted as an inpatient of day patient in the period.

2. Trust Performance

Both Maternity and Cancer services surveys gave positive reflections of services where systems are working well. The Inpatient survey showed a marginal improvement from last year but in general our scores are lower than other trusts. The Paediatrics survey was a voluntary survey and gave a mix of improved and worse response scores.

Good performance was reported in:

- Patients reported that they had not experienced Mixed sex accommodation – 94%
- The amount of time spent with the Doctor was about the right – 98% (Cancer)
- Some areas of communications: e.g
Given the right amount of information about conditions and treatment – 96% (Cancer)
- Care received during labour and birth as excellent, very good or good- 96%
- Confidence and trust in the staff caring for them during labour and the birth - 96%

3. Identified areas for improvement in:

- Someone on the hospital staff to talk about on their worries and fears (Inpatient)
- Intervention to improve pain control (inpatient)
- General patient information and telling patients about side effects to watch for,
- Not giving Conflicting information
- Involving patients more in their care and treatment

4. Action

A trust single, combined action Plan will be agreed to address the areas for improvement. The links have been made to the Quality Account and CQUINs where “Communications” has been identified as a priority for 2011/12.

Relevant CQC standard/
NHS Constitution pledge

Outcomes 1,4 16

Link to strategy/plans	Improving the Patient Experience Strategy
Impact assessment:	
- quality	An assessment of the quality of care as perceived by our patients
- financial/business	Inpatient survey questions are also CQUINs
- equality/diversity	Ethnic group of respondents included
- risk	<ul style="list-style-type: none"> • Failure to respond to patient's feedback could result in patients choosing to be treated in another hospital. • Reputational risks of low patients satisfaction
- legal/statutory	Provides evidence of outcomes as required by the health and Social Care Act 2008
- sustainability	
Previous consultation/decision/discussion/	Inpatients survey report 2009

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