

EXECUTIVE SUMMARY**REPORT TO THE BOARD OF DIRECTORS – 21 NOVEMBER 2012**

Subject	Report on the 2011 National Inpatient and Outpatient Surveys
Supporting TEG Member	Professor Hilary Chapman, Chief Nurse and Chief Operating Officer
Author	Anna Firth, Patient Partnership Manager
Status¹	N

PURPOSE OF THE REPORT

To present information on the findings of the latest national inpatient and outpatient surveys and to make recommendations on the further development of Patient Survey work at STHFT.

KEY POINTS

- The latest National Outpatient survey report was published by the CQC in February 2012 and the latest National Inpatient survey report was published by the CQC in April 2012.
- The Trust's performance in the survey was reported as being 'about the same as other trusts' in most parts of both the inpatient and outpatient surveys.
- The Trust did not perform worse than other Trust's in any overall section of the surveys and STHFT performed better than other trusts in the section of the outpatient survey that asked questions about patients' experience before their appointment.
- When compared to the previous surveys that were carried out in 2009, there was limited improvement in scores at STHFT although performance was still better and we achieved higher scores than most other Trusts in the Yorkshire and Humber Region.
- Priorities identified for improvement from these surveys will be taken forward through the Outpatient Improvement Project and priorities in the Trust Quality Strategy.
- The report makes recommendations for reviewing the further development of patient experience priorities and survey activity at the Trust.

IMPLICATIONS²

AIM OF THE STHFT CORPORATE STRATEGY 2012-2017		TICK AS APPROPRIATE
1	Deliver the Best Clinical Outcomes	
2	Provide Patient Centred Services	✓
3	Employ Caring and Cared for Staff	
4	Spend Public Money Wisely	
5	Deliver Excellent Research, Education & Innovation	

RECOMMENDATIONS

The Board of Directors is asked to discuss and note the contents and recommendations of this report.

APPROVAL PROCESS

Meeting	Date	Approved Y/N
Trust Executive Group	24.10.12	
Board of Directors	21.11.12	

¹ Status: A = Approval
A* = Approval & Requiring Board Approval
D = Debate
N = Note

² Against the five aims of the STHFT Corporate Strategy 2012-2017

Report on the latest National Outpatient and Inpatient Survey Results.

Outpatient Department Survey 2011 Sheffield Teaching Hospitals NHS Foundation Trust

	Scores for this NHS trust	95% Confidence Interval		Threshold for the lowest scoring 20% of NHS Trusts	Threshold for the highest scoring 20% of NHS Trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
		Lower	Upper				
Before the appointment							
Q2 From the time you were first told you needed an appointment, how long did you wait for your appointment?	88	86	91	83	87	94	109
Q5 Were you given a choice of appointment times?	84	75	93	62	77	95	63
Q6 Was your appointment changed to a later date by the hospital?	93	92	95	88	93	96	429
Q7 Before your appointment, did you know what would happen to you during the appointment?	67	64	71	63	67	79	436
Waiting							
Q8 How long after the stated appointment time did the appointment start?	67	64	69	61	69	75	432
Q9 Were you told how long you would have to wait?	28	22	35	27	37	49	156
Hospital environment and facilities							
Q10 In your opinion, how clean was the Outpatients Department?	89	88	91	86	91	97	427
Q11 How clean were the toilets at the Outpatients Department?	84	82	86	81	89	96	303
Tests and Treatment							
Q13 Did a member of staff explain why you needed these test(s) in a way you could understand?	83	79	87	81	86	94	202
Q14 Did a member of staff tell you how you would find out the results of your test(s)?	77	71	83	78	86	93	197
Q15 Did a member of staff explain the results of the tests in a way you could understand?	66	60	72	69	77	82	182
Q17 Before the treatment did a member of staff explain what would happen?	86	81	91	84	89	94	128
Q18 Were you told about any risks/benefits in a way you could understand before the treatment?	80	74	86	77	82	93	121
Seeing a doctor							
Q20 Did you have enough time to discuss your health or medical problem with the doctor?	87	84	90	85	89	94	322
Q21 Did the doctor seem aware of your medical history?	93	90	95	88	91	97	308
Q22 Did the doctor explain the reasons for any treatment or action in a way that you could understand?	87	84	90	86	90	94	295
Q23 Did the doctor listen to what you had to say?	91	89	94	88	91	96	322
Q24 If you had important questions to ask the doctor, did you get answers that you could understand?	87	84	90	82	87	93	287
Q25 Did you have confidence and trust in the doctor examining and treating you?	92	90	94	88	92	96	323

Seeing another professional								
Q28	If you had important questions to ask him/her, did you get answers that you could understand?	88	85	92	83	88	93	190
Q29	Did you have confidence and trust in him/her?	94	91	96	88	92	97	255
Overall about the appointment								
Q31	Did the staff treating and examining you introduce themselves?	82	79	86	78	85	93	270
Q32	Did doctors and/or other staff talk in front of you as if you weren't there?	92	90	94	91	94	98	420
Q33	How much information about your condition or treatment was given to you?	87	84	89	87	90	94	418
Q34	Were you given enough privacy when discussing your condition or treatment?	92	91	94	91	94	97	419
Q35	Did a member of staff say one thing and another say something different?	93	91	95	90	93	97	414
Q36	Were you involved as much as you wanted to be in decisions about your care and treatment?	85	82	87	81	86	90	418
Q38	Did doctors and/or staff ask you what was important to you in managing your condition or illness?	73	69	77	64	71	79	255
Q39	Did your appointment help you to feel that you could better manage your condition or illness?	67	63	71	61	67	77	259
Leaving the outpatients department								
Q41	Did a member of staff explain to you how to take the new medications?	90	85	94	86	92	97	99
Q42	Did hospital staff explain the purpose of the medicines you were to take home?	90	85	95	86	91	95	102
Q43	Did a member of staff tell you about medication side effects to watch for?	59	50	68	49	57	76	91
Q45	Was the reason for changing your medication explained in a way you could understand?	86	78	95	81	90	95	52
Q46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	48	43	53	34	71	94	343
Q47	Were you told what danger signals to watch for after you went home?	55	50	61	52	60	71	261
Q48	Were you told who to contact if you were worried about your condition or treatment after you left hospital?	70	65	74	60	70	85	398
Overall impression								
Q49	Was the main reason you went to the Outpatients Department dealt with to your satisfaction?	90	88	92	83	88	96	432
Q50	Were you treated with respect and dignity at the Outpatients Department?	95	93	96	92	95	99	434
Q51	Overall, how would you rate the care you received at the Outpatients Department?	85	84	87	82	86	94	436

Survey of adult inpatients 2011
Sheffield Teaching Hospitals NHS Foundation Trust

		Scores for this NHS trust			Number of respondents (this trust)
		Lowest trust score achieved	Highest trust score achieved		
The Emergency/A&E Department (answered by emergency patients only)					
S1	Section score	8.0	6.0	9.3	
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	8.5	7.0	9.8	154
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	9.0	7.6	9.8	166
Q5	Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?	6.5	3.4	8.7	154
Waiting list and planned admissions (answered by those referred to hospital)					
S2	Section score	6.6	5.7	7.6	
Q8	Overall, from the time you first talked to a health professional about being referred to hospital, how long did you wait to be admitted to hospital?	6.7	4.6	8.9	170
Q9	How do you feel about the length of time you were on the waiting list?	8.1	6.6	9.4	189
Q10	Were you given a choice of admission dates?	2.3	1.2	4.9	185
Q11	Was your admission date changed by the hospital?	9.2	8.4	9.8	193
Waiting to get to a bed on a ward					
S3	Section score	8.4	5.6	9.7	
Q12	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	5.6	9.7	388
The hospital and ward					
S4	Section score	8.1	7.5	8.9	
Q14	Did you ever share a sleeping area with patients of the opposite sex?	9.3	7.3	9.9	301
Q19	Did you ever use the same bathroom or shower area as patients of the opposite sex?	7.6	6.4	9.8	349
Q20	Were you ever bothered by noise at night from other patients?	6.3	4.7	8.6	395
Q21	Were you ever bothered by noise at night from hospital staff?	7.8	6.9	9.4	394
Q22	In your opinion, how clean was the hospital room or ward that you were in?	9.1	7.8	9.7	396
Q23	How clean were the toilets and bathrooms that you used in hospital?	8.7	7.3	9.5	389
Q24	Did you feel threatened during your stay in hospital by other patients or visitors?	9.6	9.1	10.0	399
Q25	Did you have somewhere to keep your personal belongings whilst on the ward?	6.4	5.5	8.8	341
Q26	Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?	9.6	8.6	9.9	368
Q27	Were hand-wash gels available for patients and visitors to use?	9.8	9.2	10.0	391
Q28	How would you rate the hospital food?	4.8	4.1	7.8	388
Q29	Were you offered a choice of food?	8.6	7.7	9.7	394
Q30	Did you get enough help from staff to eat your meals?	7.1	5.8	9.1	105

Doctors

S5	Section score	8.7	7.8	9.5	
Q31	When you had important questions to ask a doctor, did you get answers that you could understand?	8.4	7.2	9.3	358
Q32	Did you have confidence and trust in the doctors treating you?	9.0	8.1	9.7	396
Q33	Did doctors talk in front of you as if you weren't there?	8.6	7.1	9.5	393
Q34	As far as you know, did doctors wash or clean their hands between touching patients?	9.0	7.9	9.7	256

Nurses

S6	Section score	8.6	7.3	9.4	
Q35	When you had important questions to ask a nurse, did you get answers that you could understand?	8.3	6.9	9.2	353
Q36	Did you have confidence and trust in the nurses treating you?	8.8	7.5	9.5	396
Q37	Did nurses talk in front of you as if you weren't there?	8.8	7.2	9.7	397
Q38	In your opinion, were there enough nurses on duty to care for you in hospital?	7.7	6.0	9.1	397
Q39	As far as you know, did nurses wash or clean their hands between touching patients?	9.2	7.8	9.7	304

Care and treatment

S7	Section score	7.8	6.6	8.6	
Q40	Did a member of staff say one thing and another say something different?	8.0	6.9	8.9	397
Q41	Were you involved as much as you wanted to be in decisions about your care and treatment?	7.4	5.9	8.6	397
Q42	How much information about your condition or treatment was given to you?	8.3	6.9	9.1	398
Q43	Did your family or someone close to you have enough opportunity to speak to a doctor?	6.8	5.0	8.2	297
Q44	Did you find someone on the hospital staff to talk to about your worries and fears?	6.3	4.3	7.9	245
Q45	Do you feel you got enough emotional support from hospital staff during your stay?	7.8	5.8	8.7	276
Q46	Were you given enough privacy when discussing your condition or treatment?	8.5	7.4	9.2	395
Q47	Were you given enough privacy when being examined or treated?	9.6	9.0	9.9	393
Q49	Do you think the hospital staff did everything they could to help control your pain?	8.6	7.1	9.4	249
Q50	After you used the call button, how long did it usually take before you got help?	7.0	5.0	7.5	233

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

S8	Section score	8.5	7.5	9.0	
Q52	Did a member of staff explain the risks and benefits of the operation or procedure?	9.1	8.1	9.6	241
Q53	Did a member of staff explain what would be done during the operation or procedure?	8.7	7.8	9.2	242
Q54	Did a member of staff answer your questions about the operation or procedure?	8.9	8.0	9.4	215
Q55	Were you told how you could expect to feel after you had the operation or procedure?	7.5	6.1	8.7	245
Q57	Did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain?	9.2	8.0	9.6	210
Q58	Afterwards, did a member of staff explain how the operation or procedure had gone?	7.9	6.8	9.0	238

Leaving hospital					
S9	Section score	7.0	6.0	8.6	
Q59	Did you feel you were involved in decisions about your discharge from hospital?	7.3	5.8	8.3	346
Q61	Discharge delayed due to wait for medicines/to see doctor/for ambulance.	6.5	4.7	8.2	375
Q62	How long was the delay?	7.6	6.3	9.2	373
Q63	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	5.7	5.1	9.0	381
Q64	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	8.5	7.0	9.5	314
Q65	Did a member of staff tell you about medication side effects to watch for when you went home?	5.6	3.4	7.6	262
Q66	Were you told how to take your medication in a way you could understand?	8.6	6.9	9.6	271
Q67	Were you given clear written or printed information about your medicines?	7.6	6.4	9.0	337
Q68	Did a member of staff tell you about any danger signals you should watch for after you went home?	5.7	4.0	7.6	302
Q69	Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?	6.6	4.5	7.8	283
Q70	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	8.1	6.1	9.5	356
Q71	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	5.6	2.2	9.3	364
Q72	Were the letters written in a way that you could understand?	8.0	7.3	9.4	197
Overall views and experiences					
S10	Section score	6.1	5.1	7.4	
Q73	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	9.0	7.9	9.7	398
Q74	How would you rate how well the doctors and nurses worked together?	8.2	6.6	9.2	394
Q75	Overall, how would you rate the care you received?	8.2	6.6	9.2	396
Q76	During your hospital stay, were you ever asked to give your views on the quality of your care?	0.7	0.4	4.1	363
Q77	While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?	4.4	2.6	6.7	293

3.3 Benchmarking of individual question scores against other Trusts where STHFT scores were significantly different to other Trusts.

3.3.1 STHFT did better than other Trusts on the following questions in the **outpatient survey**;

Survey Question	STH Performance Score out of 100	Performance score threshold for top 20% of Trusts
Waiting time for first appointment appointment	88	87
Choice of appointment times	84	77
Appointment not changed to a later date	93	93
Doctor aware of medical history	93	91
Doctor listened to patient	91	91
Receiving answers to important questions from doctor	87	87
Confidence and trust in the doctor	92	92
Receiving answers to important questions from another professional	88	88
Confidence and trust in the professional	94	92
Staff not giving conflicting information	93	93
Doctors and staff asking patients what was important to them in managing their condition or illness.	73	71
Patients feeling that they could better manage their condition or illness as a result of the appointment	67	67
Information about medication side effects to watch out for	59	57
Told who to contact if worried after leaving hospital	70	70
The main reason for the outpatient appointment was dealt with to the patients satisfaction	90	88
Treated with respect and dignity	95	95

3.3.2 STHFT's score was lower than other Trusts on the following question in the **outpatients survey**;

Question	STH Performance Score	Threshold for lowest 20% of Trusts
Information on how to find out test results	77	78
Explanation of test results in a way that could be understood	66	69
Amount of information given about condition or treatment	87	87

3.3.3 STHFT did better than other Trusts on the following questions in the **inpatient survey**;

Survey Question	STH Performance Score out of 100	Performance score threshold for top 20% of Trusts
Do you feel you got enough emotional support from hospital staff during your stay?	7.8	7.76
Were you given enough privacy whilst being examined or treated?	9.6	9.57
After you used the call button, how long did it take before you got help?	7.0	6.85
Did a member of staff tell you about the medication side effects to watch for when you went home?	5.6	5.59

3.3.4 STHFT's score was lower than other Trusts on the following question in the **inpatients survey**;

Question	STH Performance Score	Threshold for lowest 20% of Trusts
Were copies of (discharge) letters written in a way you could understand?	8.0	8.04