

## **A Report to the Board of Directors on the latest National Outpatient and Inpatient Survey Results published in 2012**

### **1 Introduction**

The latest National Outpatient Survey data was published by the CQC in February 2012 and the National Inpatient Survey data was published in April 2012.

The **outpatient survey** was based on a random sample of outpatients who attended an appointment during May 2011. 839 patients were sent a questionnaire in this survey and the Trust obtained a 53% response rate which is the same as the national average. 72 % (311) of respondents to the STH survey were attending as a follow-up to a previous appointment.

The **inpatient survey** was based on a random sample of patients who were admitted to our hospital and stayed overnight between May and July 2011. 816 patients were sent a questionnaire in this survey and the Trust obtained a 50% response rate which is slightly lower than the national average. 55 % (206) of respondents to the STH survey had been admitted urgently or as emergencies and 42 % (157) of respondents were admitted for elective or planned treatment and the remaining 3 % did not specify the route by which they had been admitted.

This report summarises this Trust's performance in the national surveys compared to other acute Trusts in England and also compared to results from the previous national surveys. The report then considers how the national survey information is being used at STHFT and makes recommendations for the further development of patient feedback and analysis to drive quality improvement.

### **2 Overall Trust Results**

#### 2.1 Benchmarking against other Trusts

The CQC has published the scores in 2 ways giving each organisation a score out of 10 and an indication of how each Trust compares with others. The published results no longer show the top and bottom 20 % of Trusts but instead show Trust results compared to the expected range for individual organisations as this is considered by the CQC to be a more robust statistical technique.

In summary when compared to other Trusts, the CQC rated STHFT's performance as about '**the same as other Trusts**' in all but one section of the surveys. STHFT was better in the section of the Outpatient Survey about patient experience before their appointment than other Trusts. There is not a single overall survey rating for Trusts. Attached at Appendix A are the full sets of scores awarded for each section of both of the surveys.

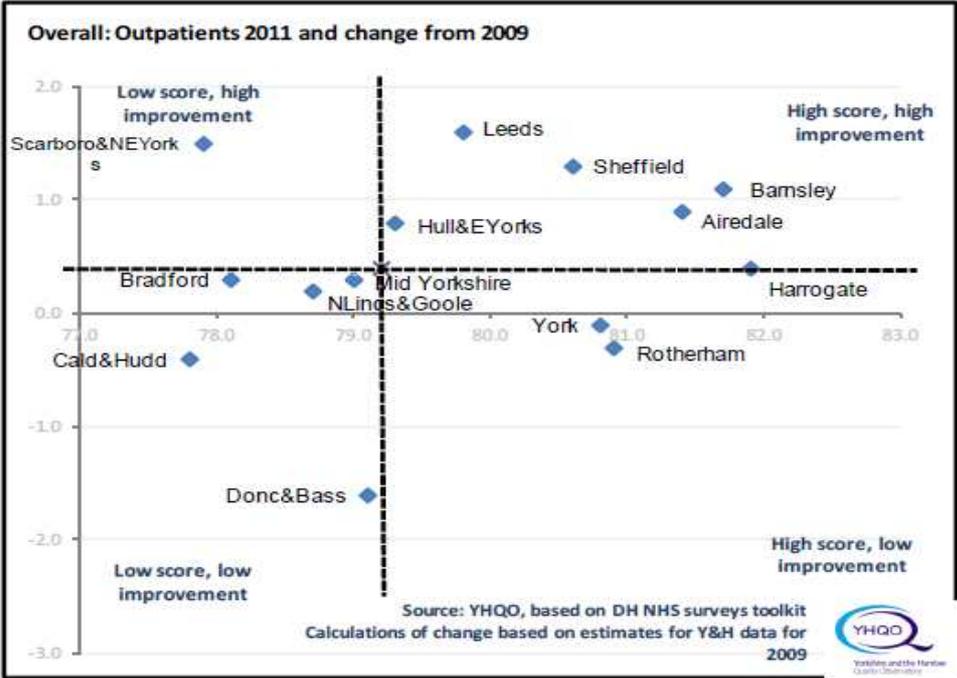
#### 2.2 Comparison to the previous surveys

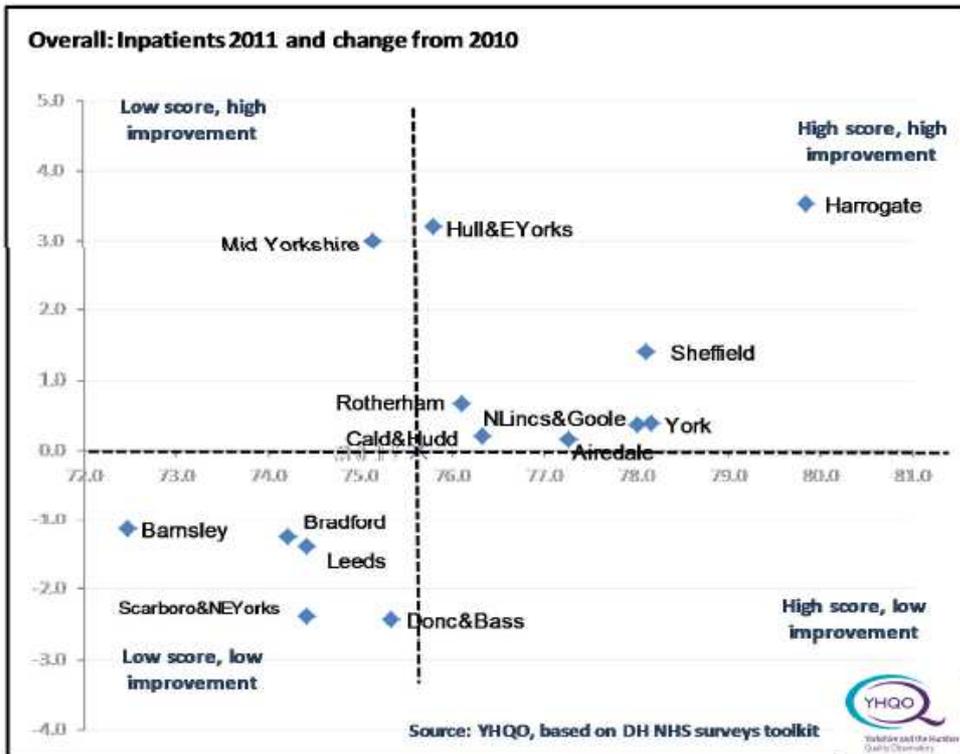
Compared to previous **outpatient survey** results, STHFT was found to be significantly better on one of the 62 questions asked, significantly worse on another of the questions and no different on the remaining 60 questions. When compared to the previous **inpatient survey**, the Trust's scores are significantly better on one of the 77 questions asked, significantly worse on four of the questions and no different on the remaining 73 questions.

Overall surveys results as they are published suggest to members of the public that patients rate their experience at STHFT as being similar to that at other Trusts, and there is limited evidence of improvement in the scores from the previous national surveys. This indicates that despite significant work undertaken to make improvements, disappointingly the desired outcomes have not been achieved.

A more detailed study of the scores indicates that STH is better than the national average in terms of both scores compared to other trusts and compared to previous surveys.

The Yorkshire Health Quality Observatory have reviewed the scores for each section of both surveys and produced the following quadrant charts which plot where STHFT performance is compared to other Trusts in Yorkshire and also compared to previous performance.





### 3 Detailed Survey Results

#### Benchmarking against other trusts

Scores for each question have been grouped into sections and an average section score has been awarded out of 10. The overall STH results for each section are outlined below.

#### 3.1 Section Scores in the Outpatient Survey

Survey Section Heading	Score out of 10 for STH	How this score compares with other Trusts
Before the appointment	8.33	Better
Waiting in the hospital	4.77	about the same
Hospital environment and facilities	8.68	about the same
Tests and treatments	7.86	about the same
Seeing a doctor	8.94	about the same
Seeing another professional	9.1	about the same
Overall about the appointment	8.39	about the same
Leaving the outpatients department	7.11	about the same
Overall impression	8.99	about the same

#### 3.2 Section Scores in the Inpatient Survey

Survey Section Heading	Score out of 10 for STH	How this score compares with other Trusts
The Emergency / A&E Department	8.0	about the same
Waiting List and Planned Admissions	6.6	about the same
Waiting to get to a bed on a ward	8.4	about the same
The hospital and ward	8.1	about the same

Doctors	8.7	about the same
Nurses	8.6	about the same
Care and Treatment	7.8	about the same
Operations and Procedures	8.5	about the same
Leaving Hospital	7.0	about the same
Overall views and experiences	6.1	about the same

Benchmarking results showing individual question scores against other Trusts where STHFT scores were significantly different to other Trusts is included in Appendix B.

### **Scores compared to previous surveys where there has been significant change.**

**3.3 Results in the outpatient survey improved in the following area;**

Survey Question	2011 Score	2009 Score
Patients who reported that they did not receive copies of letter between hospital and family doctors.	45%	52%

Results deteriorated on;

Survey Question	2011 Score	2009 Score
Patients who felt that staff did not clearly explain test results	41%	23%

**3.4. Results in the inpatient survey, improved in the following area;**

Survey Question	2011 Score	2010 Score
Did you ever share a sleeping area with patients of the opposite sex?	9.3	8.3

Results deteriorated on;

Survey Question	2011 Score	2010 Score
Were you given a choice of admission dates?	2.3	3.3
How would you rate the hospital food?	4.8	5.3
In your opinion, were there enough nurses on duty to care for you in hospital?	7.7	8.4
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	6.5

## **4. Overall Analysis of the National Outpatient and Inpatient Survey Results**

STHFT has performed well in the 2011 national outpatient and inpatient surveys compared to the national average and compared to other local trusts but only achieved consistent performance that was significantly better than other trusts in one section of the outpatient survey. The results for both surveys illustrate high levels of patient satisfaction with their overall care and give an insight into how well we improve performance in areas which are a clear priority to us, for example such as reducing the likelihood of inpatients sharing accommodation with patients of the opposite sex.

The surveys highlight key areas where further attention is required if we are to improve the overall experience of patients using our services, in the areas that matter most to patients, such as how well we communicate with people. The areas that matter most to patients are often described as the relational aspects of care and reflect how people feel about how they are treated and cared for as individuals rather than what actually happens to them in terms of the processes they go through.

For some issues, a 'same as other Trusts' score still indicates a relatively poor rating from survey respondents and suggests significant dissatisfaction with the services that are provided. An example of low scores indicating national performance that is lower than we would hope would be on patients' experience of being on a waiting list for a planned admission, another would be whether patients are asked to give their views on the quality of their care and treatment.

A number of the issues highlighted in the survey are similar to the 2010 survey indicating that the feedback on lower scores from previous surveys has not had a significant impact on some areas where survey results indicated that improvement was required, such as in keeping patients informed about waiting times in clinic.

#### **4.1 Outpatient Survey Key Findings for STHFT**

Overall 91 % of patients felt they were treated with respect and dignity at STH and 82 % felt that the main reason they went to the outpatient department was dealt with to their satisfaction. 97 % of respondents felt their care was excellent, very good or good. Just under 3 % said their care was fair and 1 single patient reported that they had received poor care.

#### **Areas in the Outpatient Service where STH's scores indicated further room for improvement include:**

- Keeping people informed about about waiting times in clinic;
  - Of those patients whose appointment started more than 15 minutes after the stated appointment time, 64 % reported that they were not told how long the wait would be.
- Information about tests and treatment;
  - 15 % said that the test results were not explained in a way they could understand and a further 7 % reported that they were never told the results of the tests.
- Availability of suitable food and drink
- Car parking

#### **4.2 Inpatient Survey Key Findings for STHFT**

Overall 98 % of patients felt they were treated with respect and dignity at STH. 95 % respondents felt their care was excellent, very good or good. Just under 3 % said their care was fair and 7 patients ( less than 2%) reported that they had received poor care.

#### **Areas where further improvement may be required for inpatient services.**

- Improving the quality of information included in letters sent between the hospital and family doctors so that they are written in ways that patients can understand.
- Arrangements for planned admission to hospital. 75 % of patients reported that they were admitted as soon as they thought necessary however 76 % reported that they were not offered a choice of admission date and 17% reported that their date was changed by the hospital.

## **5. The Trust's wider programme of gathering and learning from patient feedback.**

The level of patient feedback received by the Trust over the past couple of years has increased and is set to increase further in 2012/13. During 2012 STHFT will be participating in another National Inpatient Survey, the Accident and Emergency Department Survey, a survey on Radiology and Radiotherapy services as well as receiving feedback on the latest national survey of cancer patients. Other surveys that are currently being developed nationally are also considered as they are released such as the survey of Day Surgery patients.

The frequent feedback programme will continue and grow with our revised local inpatient survey and the introduction of a new outpatient frequent feedback survey. Additionally, we are aiming to obtain higher levels of feedback through our 'tell us what you think' comments process and are continuing with the national PROMs programme. In April 2013 we will be required by the Department of Health to introduce the 'friends and family test' (FFT) to all acute inpatient wards and the Accident and Emergency Department. This will involve collecting and recording and reporting standardised data at national level.

It is important that we ensure that with increased survey and feedback activity, we are providing the appropriate level of support to ensure that we have the capacity to analyse results, target and disseminate reports to the teams of staff based to respond to the survey findings and to optimise the learning and improvement opportunities from the investment in this work.

It will also be useful to give specific consideration to how our approach to patient feedback and the results we obtain, can be linked directly into further supporting the Trust's new Strategic Direction and development priorities.

## **6. Next Steps for the National Inpatient and Outpatient Survey results.**

6.1. The findings of the National Inpatients survey will be shared across the Trust. All Directorates and Departments will be asked to consider the findings from the national inpatient survey in conjunction with the information available from the frequent feedback survey, complaints data and other survey information.

6.2 Survey scores are not available at individual specialty level but the comments made by survey respondents are and will be shared with the appropriate specialties through the Care Group and Directorate Patient Experience Reports. The majority of comments are complimentary and it is important that staff receive the positive feedback provided by their patients.

6.3 Priorities for improvement action in outpatients will be taken forward as part of the Outpatients Service Improvement Project.

6.4 The key area for improvement highlighted in the inpatient survey will be addressed through the Patient Experience Quality Improvement Priority to communicate better with GP's that is outlined in the Trust Quality Strategy for 2012/13.

## **7. Recommendations**

7.1 The Trust Executive Group is asked to note the initial findings of the 2011 National Outpatient and Inpatient Surveys and support the priorities for improvement in 2012.