Royal United Hospitals Bath
NHS Foundation Trust

Report to:	Public Board of Directors	Agenda item:	9
Date of Meeting:	25 July 2018		

Title of Report:	National Inpatient Survey results 2017
Status:	For information
Board Sponsor:	Lisa Cheek, Acting Director of Nursing and Midwifery
Author:	Sharon Manhi, Lead for Patient and Carer Experience
Appendices	Appendix A: Care Quality Commission Survey results 2017 Appendix B: Picker benchmarked report

1. Executive Summary of the Report

This report provides a summary of the results of the Care Quality Commission (CQC) National Inpatient Survey 2017. The detail from the CQC survey results is attached at Appendix A. This includes a comparison of the scores for 2016 and 2017; whether the Trust has improved on each question or deteriorated and how the Trust compares for each question against 148 other Trusts.

The inpatient survey is part of the National NHS Patient Survey Programme mandated by the Care Quality Commission (CQC) and carried out by Picker for the Trust. In 2017, 81 Trusts were contracted by Picker to carry out the survey. The questionnaire covers all aspects of the patient 'journey' from admission to discharge.

The report identifies areas where the Trust scored better than average together with areas where the Trust needs to improve.

2. Recommendations (Note, Approve, Discuss)

The Board of Directors is requested to note the improvements identified in the report and approve the key areas of focus for 2018/19.

3. Legal / Regulatory Implications

The Trust is legally required to meet the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

4. Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc)

A failure to demonstrate systematic quality improvement in the delivery of patient care could risk the Trust's registration with the CQC and the reputation of the Trust.

5. Resources Implications (Financial / staffing)

A failure to comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009 could result in financial penalties.

6. Equality and Diversity

Ensures compliance with the Equality Delivery System (EDS) 2.

7.	References to previous reports
National Inpatient Survey results 2016 report to the Board of Directors – June 2017	

8.	Freedom of Information
This report is not exempt from publication.	

Care Quality Commission (CQC) Inpatient Survey 2017

1. Background

1.1. The **CQC inpatient survey 2017** results are based on the responses of 543 inpatients at the Trust in July 2017. The Trust's response rate was 46% compared to the national average of 38% (1,189 surveys were sent out). The survey was sent to patients aged 16 years and over who stayed at least one night in hospital and relates to planned and unplanned care.

1.2. The results allow us to identify where we performed **'better', 'worse'** or **'about the same'** compared with most other Trusts. The CQC uses the results from national surveys in their regulation, monitoring and inspection of acute Trusts. The results also form a key source of evidence to support the judgments and ratings they publish for acute trusts. The Trust's report was published on the CQC website on 13th June 2018.

2. The **CQC report attached at Appendix A** shows how the Trust scored for each question in the survey, compared with the results from all other trusts and whether we are performing '**about the same', 'better' or 'worse' than in 2016**. Scores from last year's survey are also displayed and the column 'change from 2016' uses arrows to indicate whether the score this year shows a statistically significant increase or statistically significant decrease. Where a result for 2016 is not shown, this is because the question was either new this year or the wording has changed. Each of the questions is scored out of 10, based on the responses given by the respondents. **A higher score is better.**

2.1. The Trust scored **'better'** than the national average on **two questions.**

- 'Did you get enough help from staff to eat your meals?' **(Trust score 8.4/10)**
- 'After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?' **(Trust score 8.5/10)**

2.2 In **2016,** the Trust scored **better on one question** – 'If you brought your own medication with you to hospital, were you able to take it when you needed to? However, in 2017 the Trust score to this question worsened. There is no evidence or understanding as to why this happened.

In 2015-17, there have been no questions where the Trust was in the worst performing category.

3. In 2017, the Trust scores for **five questions showed a statistically significant increase/improvement.**

- '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?' (8.2/10 in 2017 compared to 7.5/10 in 2016)

- ‘Were you ever bothered by noise at night from other patients?’ (6.7/10 in 2017 compared to 5.6/10 in 2016)

- ‘Did doctors talk in front of you as if you weren’t there?’ (9/10 in 2017 compared to 8.7/10 in 2016)

- ‘After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?’ (8.5/10 in 2017 compared to 8/10 in 2016)

- ‘Overall I had a very good experience?’ (8.4/10 in 2017 compared to 8.2/10 in 2016)

4. There was **one question where the Trust score showed a statistically significant decrease.**

- ‘If you brought your own medication with you to hospital, were you able to take it when you needed to?**’ (7.5/10 in 2017 compared to 8.2/10 in 2016)**

5. In addition to completing the survey questions, patients were asked **3 questions where they could write comments about their experience:**

5.1. Was there anything **particularly good about your hospital care?**

‘Meticulous attention to bed sores and body care’

‘The hard work and dedication of the nursing staff was excellent against the odds of not sufficient staff’

‘My consultant was excellent and always had time to answer questions. The care I got from the RUH was outstanding right from when I went in until the day I came out.’

5.2. Was there anything that **could be improved?**

‘The help for people who are diabetic – particularly when they have a Hypo. Nurses on the surgical ward knew little about glucose etc, not quickly available. Patients own medication kept in a locked compartment should be readily available when needed i.e. prior to meals. Staff key-holder not always around.’

‘The waiting time between various tests that I had to have – echo, MRI, scans, Angio – waiting for these for numerous days therefore I was taking up a bed. 10 days in hospital; 5 or 6 days just waiting.’

‘More information – told the bloods were going to be sent to the laboratory then long wait for some hours with no input from staff. No idea of whether there was a delay or if the time schedule was what they expected’.

5.3. Any other comments?

'Communication between different departments who were both dealing with the treatment. One didn't know what the other had suggested/ arranged/diagnosed.'

'I was in hospital for 2 weeks due to an infection and it took nearly 10 days to get a toilet fixed.'

'My stay of 4 weeks at the RUH Bath was a time I will remember the friendliness and helpfulness of all staff, including the domestic staff.'

6. There are a number of **new questions in the survey:**

- 'Did you change ward 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 staff treating you? (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?'

7. Following an in depth review of the Picker findings (Appendix B) and where the **Trust scored 'worse than' average**, the following **five areas for improvement have been identified:**

7.1 **Nurses:** did not always know which nurse was in charge of care – this would have been a different person after every shift change **(6.4/10 was 6.9/10 in 2016)**

Q30: Did you know which nurse was in charge of looking after you? (this would have been a different person after each shift change)

	%	Number
Yes, always	50.28	269
Yes, sometimes	27.29	146
No	**22.43**	**120**
Total specific responses	100.00	535
Missing responses	0.00	8

7.2 **Hospital and ward:** not always able to take own medication when needed to **(7.5/10 in 2017 compared to 8.2/10 in 2016)**

Q18: If you brought your own medication with you to hospital, were you able to take it when you needed to?

	%	Number
Yes, always	67.75	187
Yes, sometimes	11.96	33
No	**20.29**	**56**
Total specific responses	100.00	276
I had to stop taking my own medication as part of my treatment	0.00	64
I did not bring my own medication with me to hospital	0.00	185
Missing responses	0.00	18

7.3 **Operations and procedures**: not told how to expect to feel after operation or procedure **(7.5/10 in 2017 and 7.1/10 in 2016)**

Q46: Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	%	Number
Yes, completely	58.97	184
Yes, to some extent	28.85	90
No	**12.18**	**38**
Total specific responses	100.00	312
Inapplicable	0.00	207
Missing responses	0.00	24

7.4 **Leaving hospital:** not given any written or printed information about what they should or should not do after leaving hospital **(6.4/10 – new question)**

Q56: Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

	%	Number
Yes	60.72	320
No	**39.28**	**207**
Total specific responses	100.00	527
Missing responses	0.00	16

7.5 **Leaving hospital:** not fully told side-effects of medications **(4.8/10 in 2017 compared to 4.9/10 in 2016)**

Q58: Did a member of staff tell you about medication side effects to watch for when you went home?

	%	Number
Yes, completely	34.42	106
Yes, to some extent	22.40	69
No	**43.18**	**133**
Total specific responses	100.00	308
I did not need an explanation	0.00	138
Inapplicable	0.00	85
Missing responses	0.00	12

The responsibility for action to improve these areas/questions has been assigned to the appropriate leads and committees. The Patient and Carer Experience Group will monitor improvements on a quarterly basis and include an update on progress in the quarterly Patient Experience report to the Board.

8. Management Board are asked to agree the areas for improvement in 2018/19 prior to approval at the Board of Directors in July.

Survey Results: Royal United Hospitals Bath NHS Foundation Trust

Table 1: The Accident and Emergency Department

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
3. While you were in the A&E Department, how much information about your condition or treatment was given to you?	306	8.5		8.7	
4. Were you given enough privacy when being examined or treated in the A&E Department?	333	9.1		8.8	

Table 2: Waiting List and Admission

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
6. How do you feel about the length of time you were on the waiting list before your admission to hospital?	168	7.9		7.9	
7. Was your admission date changed by the hospital?	171	9.1		9.2	
8. 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?	167	9.0		9.1	

Table 3: All Types of Admission

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
9. 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?	534	8.2		7.5	↑

Table 4: The Hospital and Ward

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
11. While in hospital, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?	538	8.9			
13. Did the hospital staff explain the reasons for being moved in a way you could understand?	137	7.2			
14. Were you ever bothered by noise at night from other patients?	534	6.7		5.6	↑
15. Were you ever bothered by noise at night from hospital staff?	535	8.3		8.2	
16. In your opinion, how clean was the hospital room or ward that you were in?	541	8.7		8.7	
17. Did you get enough help from staff to wash or keep yourself clean?	310	8.2		8.5	
18. If you brought your own medication with you to hospital, were you able to take it when you needed to?	276	7.5		8.2	↓
19. How would you rate the hospital food?	516	5.8		5.8	
20. Were you offered a choice of food?	532	8.5		8.8	
21. Did you get enough help from staff to eat your meals?	103	8.4	Better	8.0	
22. During your time in hospital, did you get enough to drink?	529	9.6			
71. Did you feel well looked after by the non-clinical hospital staff (e.g. cleaners, porters, catering staff)?	480	9.3			

Table 5: Doctors

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
23. When you had important questions to ask a doctor, did you get answers that you could understand?	466	8.4		8.5	
24. Did you have confidence and trust in the doctors treating you?	535	9.1		9.1	
25. Did doctors talk in front of you as if you weren't there?	536	9.0		8.7	↑

Table 6: Nurses

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
26. When you had important questions to ask a nurse, did you get answers that you could understand?	455	8.7		8.6	
27. Did you have confidence and trust in the nurses treating you?	535	9.1		9.1	
28. Did nurses talk in front of you as if you weren't there?	535	9.1		9.0	
29. In your opinion, were there enough nurses on duty to care for you in hospital?	532	7.7		7.4	
30. Did you know which nurse was in charge of looking after you? (this would have been a different person after each shift change)	534	6.4		6.9	

Table 7: Care and Treatment

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
31. Did you have confidence and trust in any other clinical staff treating you (e.g. physiotherapists, speech therapists, psychologists)?	334	8.9			
32. In your opinion, did the members of staff caring for you work well together?	507	9.0		8.8	
33. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	534	8.6		8.4	
34. Were you involved as much as you wanted to be in decisions about your care and treatment?	526	7.8		7.5	
35. Did you have confidence in the decisions made about your condition or treatment?	524	8.6		8.6	
36. How much information about your condition or treatment was given to you?	508	9.0			
37. Did you find someone on the hospital staff to talk to about your worries and fears?	282	6.0		6.2	
38. Do you feel you got enough emotional support from hospital staff during your stay?	278	7.4		7.3	
39. Were you given enough privacy when discussing your condition or treatment?	529	8.8		8.5	
40. Were you given enough privacy when being examined or treated?	532	9.6		9.5	
42. Do you think the hospital staff did everything they could to help control your pain?	315	8.5		8.6	
43. If you needed attention, were you able to get a member of staff to help you within a reasonable time?	476	8.2			

Table 8: Operations and Procedures

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
45. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	287	9.2		9.1	
46. Beforehand, were you told how you could expect to feel after you had the operation or procedure?	311	7.5		7.1	
47. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	309	8.5	Better	8.0	↑

Table 9: Leaving Hospital

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
48. Did you feel you were involved in decisions about your discharge from hospital?	506	7.3		7.3	
49. Were you given enough notice about when you were going to be discharged?	529	7.3		7.5	
51. Discharge delayed due to wait for medicines/to see doctor/for ambulance	507	6.7		6.9	
52. How long was the delay?	507	7.9		8.1	
54. After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?	277	6.6		6.7	
55. When you left hospital, did you know what would happen next with your care?	438	7.0		6.9	
56. Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	514	6.4			
57. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	364	8.4		8.1	
58. Did a member of staff tell you about medication side effects to watch for when you went home?	307	4.8		4.9	
59. Were you told how to take your medication in a way you could understand?	309	8.5		8.2	

Table 10: Leaving Hospital (continued)

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
60. Were you given clear written or printed information about your medicines?	309	8.0		7.7	
61. Did a member of staff tell you about any danger signals you should watch for after you went home?	366	5.7		5.6	
62. Did hospital staff take your family or home situation into account when planning your discharge?	329	7.4		7.4	
63. Did doctors or nurses give your family, friends, or carers all the information they needed to help care for you?	333	6.7			
64. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	476	7.7		7.4	
65. 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?	145	8.8		8.0	
66. 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)	256	8.3		8.2	

Table 11: Overall

Question	Respondents	2017 score	2017 banding	2016 score	Change from 2016
67. Overall, did you feel you were treated with respect and dignity while you were in the hospital?	534	9.4		9.3	
68. Overall, I had a very good experience	524	8.4		8.2	↑
69. During your hospital stay, were you ever asked to give your views on the quality of your care?	469	1.9		1.9	
70. Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	397	2.7		2.1	

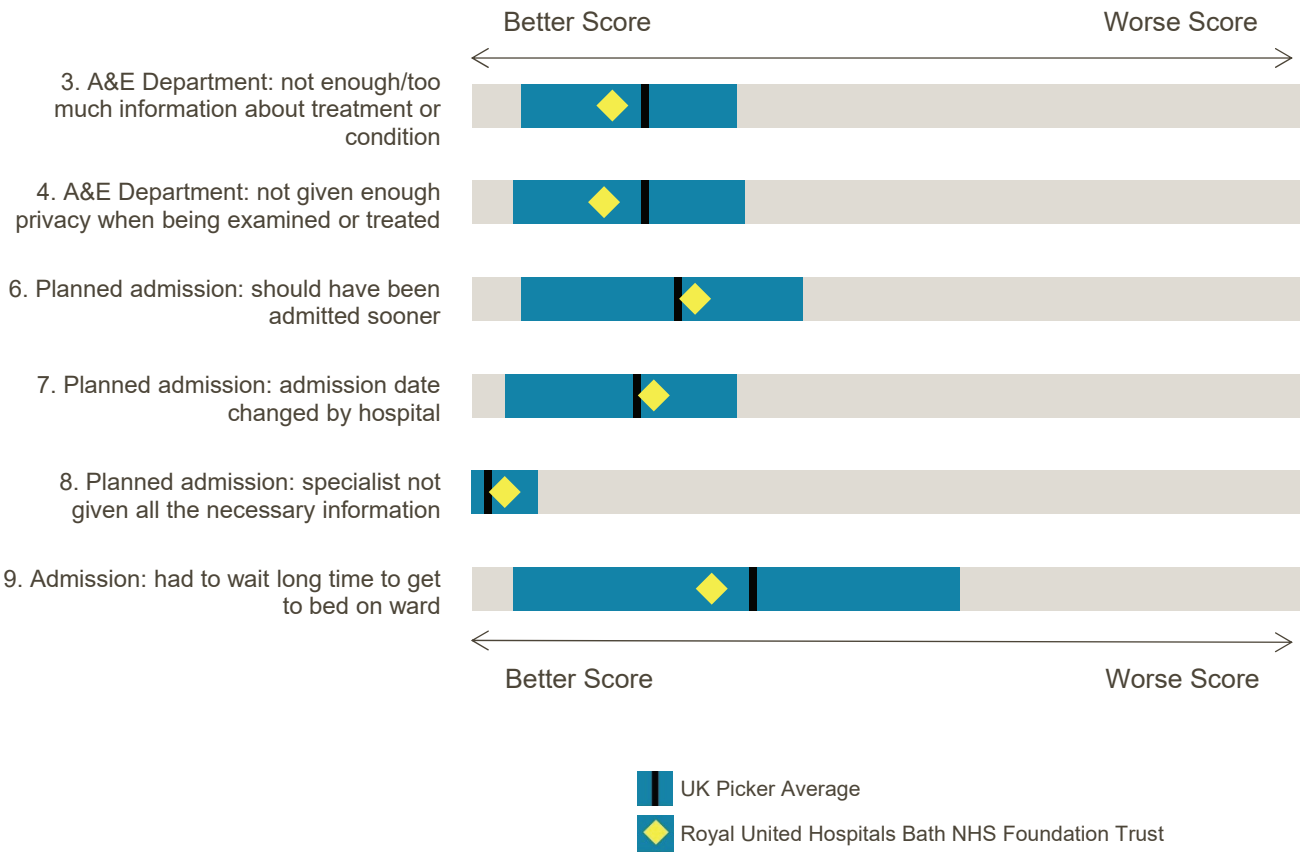
External benchmarks

- This section shows how your Trust compared to all trusts who commissioned Picker for this survey.
- Examining the range of performance across the country will help to determine where there is scope for improvement.
- The range of scores are shown as a blue bar from the best score (to left), to the worst (to right).
- The average is the black line and your Trust is shown as the yellow triangle.

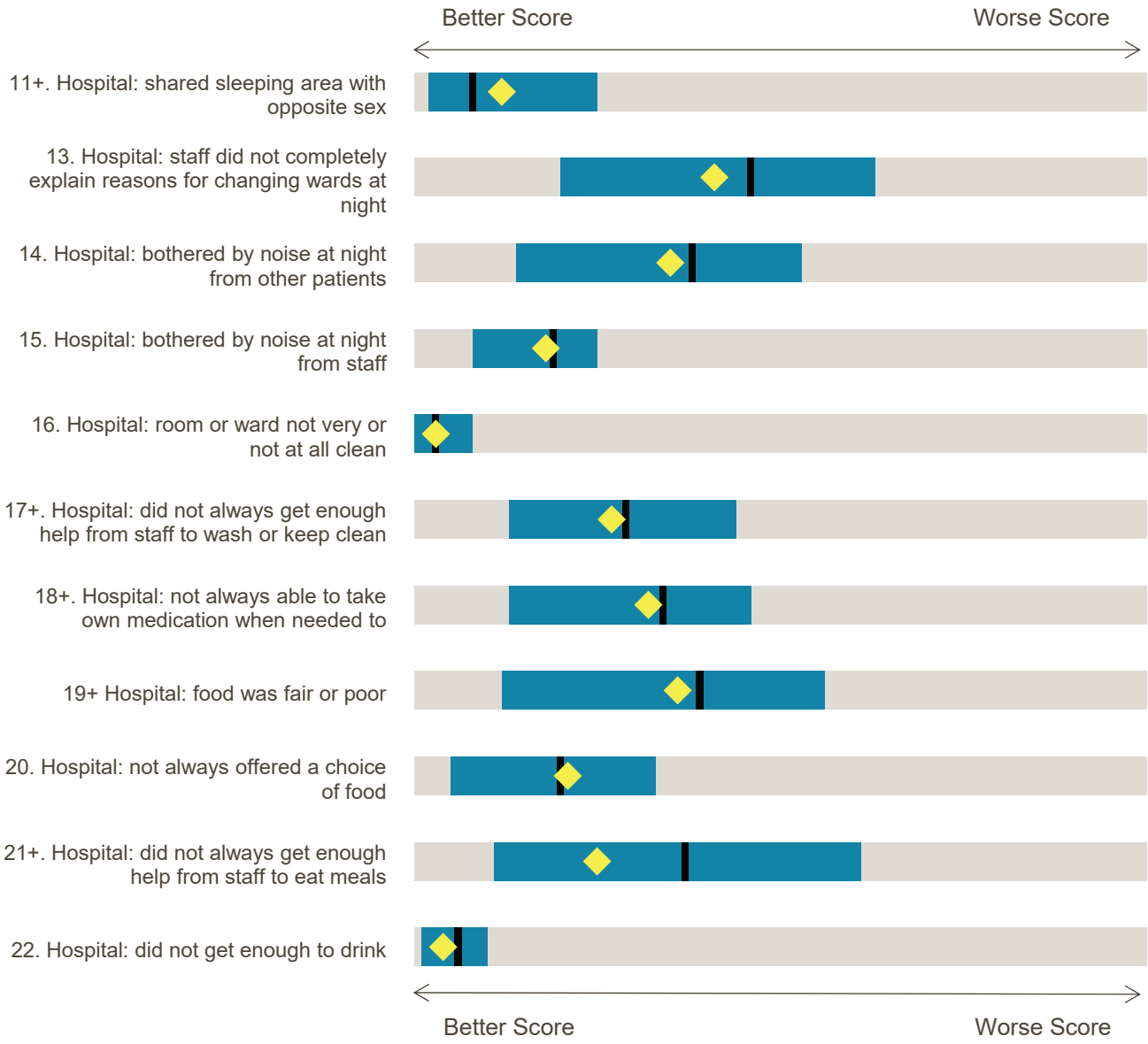
For help reading your understanding your report, please see Reading your report, *Problem scores* (p11) and *Significant differences* (p14) for details on how these are calculated.

Note that **lower scores indicate better performance.**

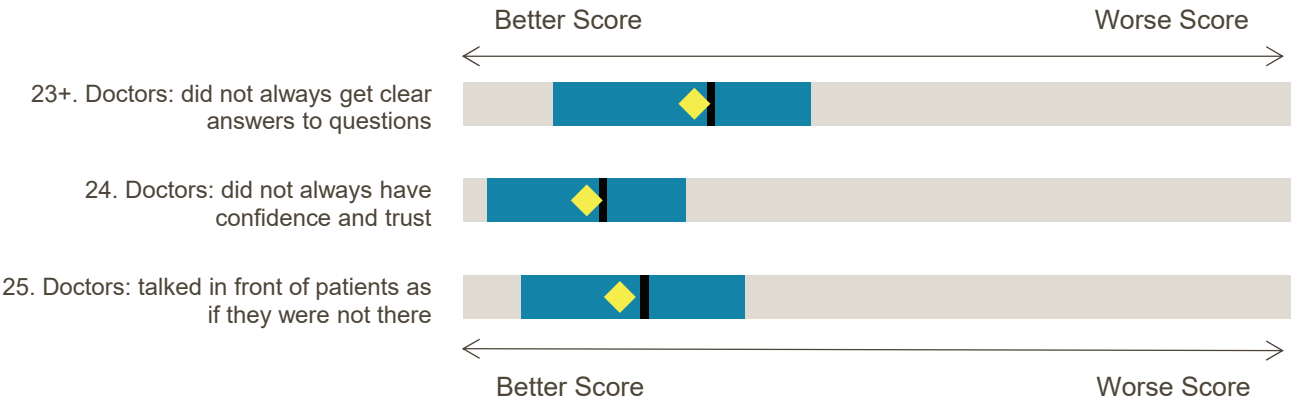
ADMISSION TO HOSPITAL



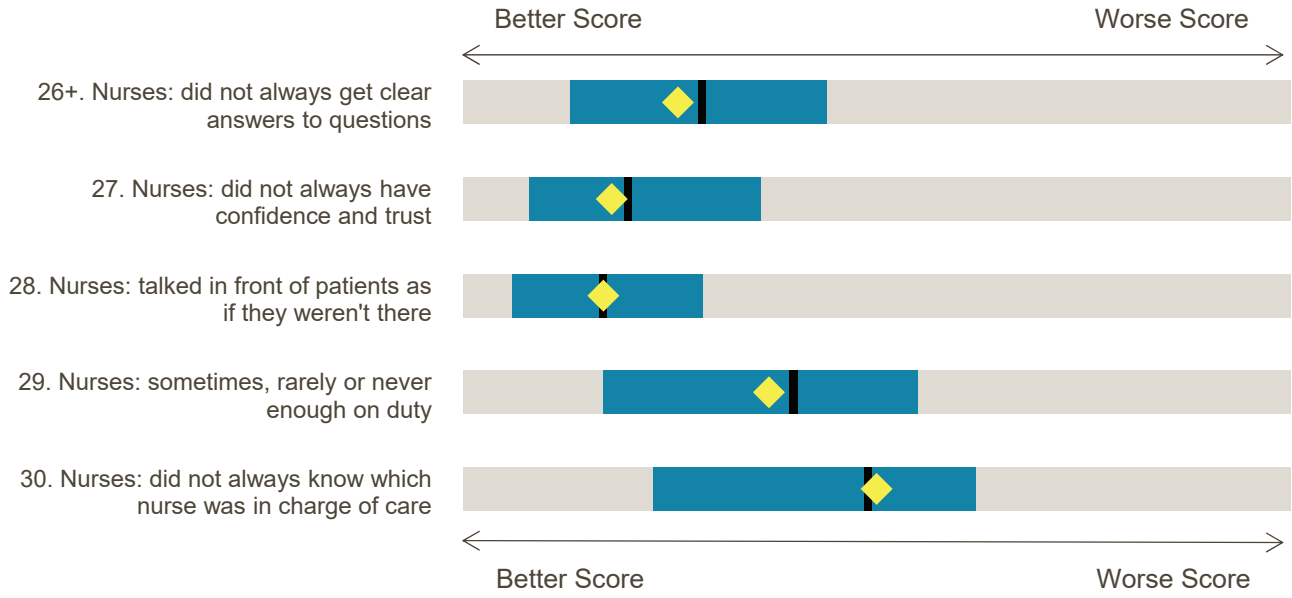
THE HOSPITAL AND WARD



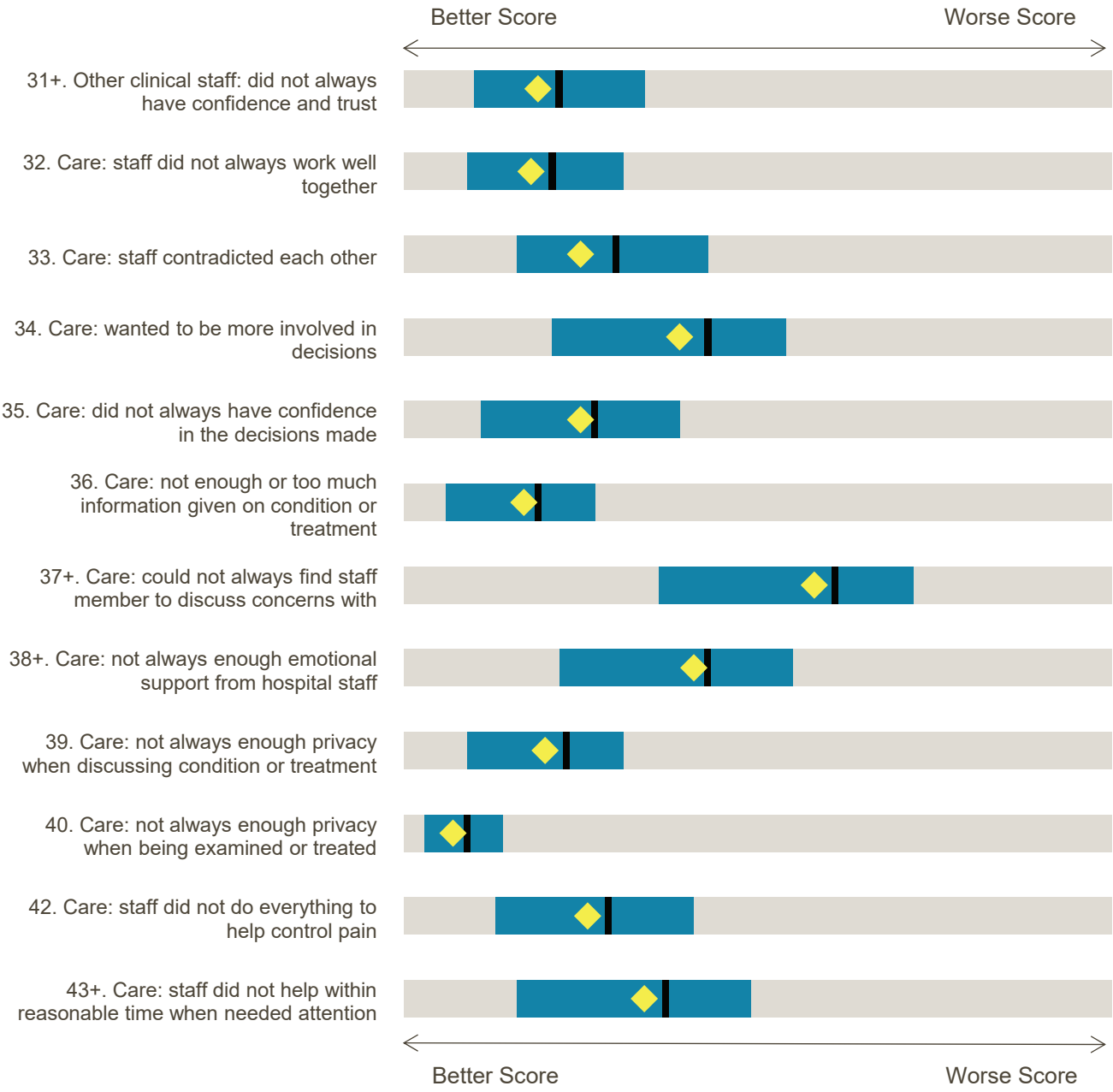
DOCTORS



NURSES

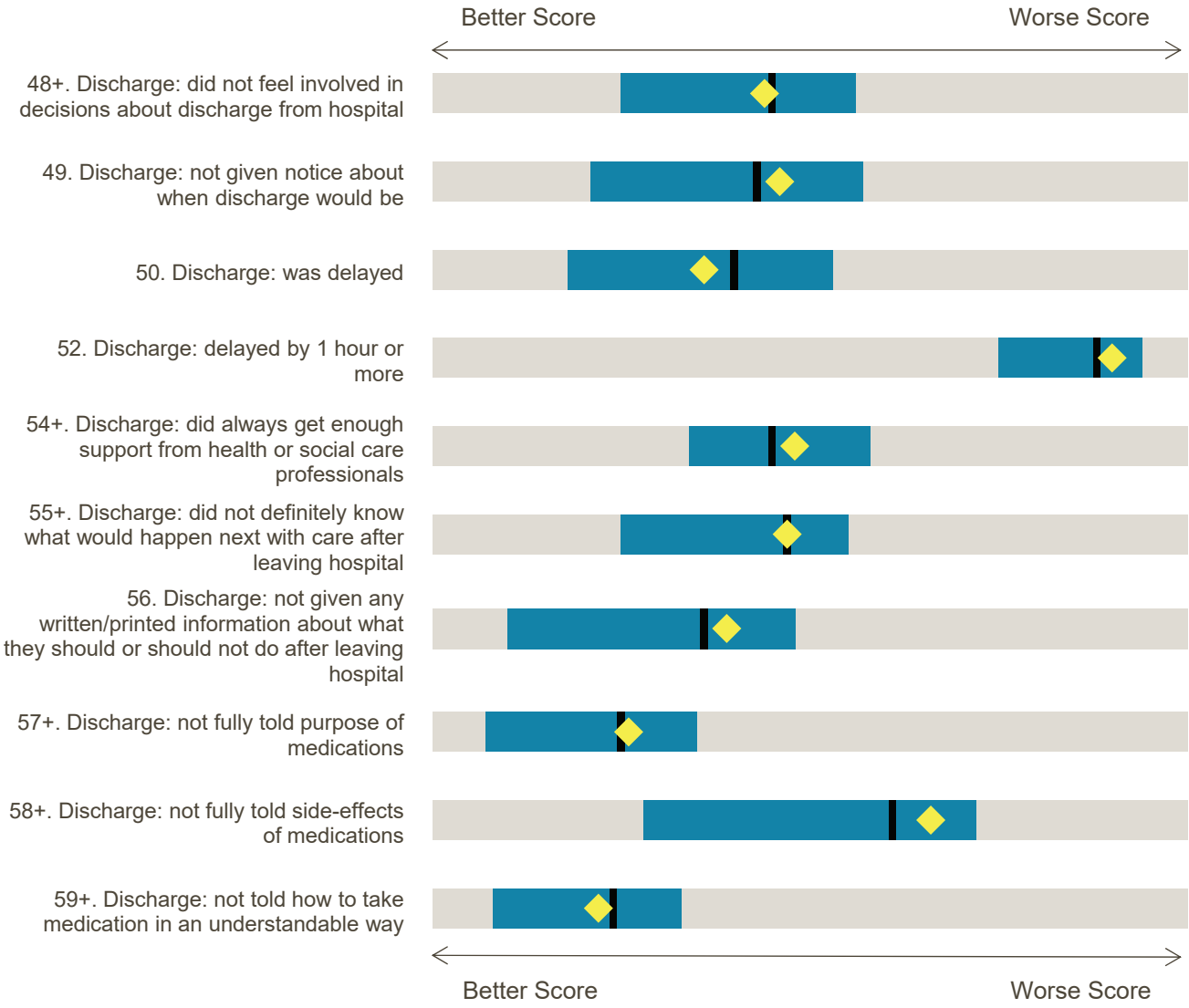


YOUR CARE AND TREATMENT

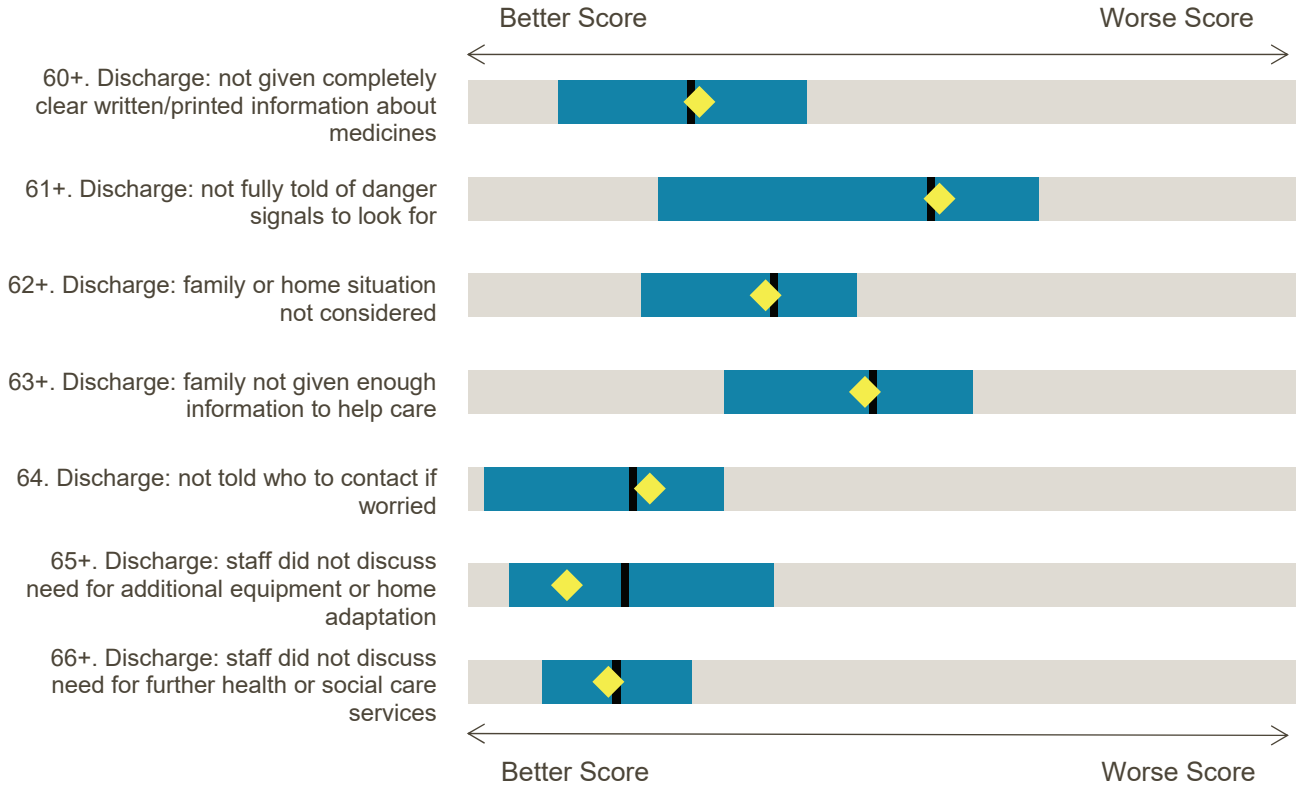


OPERATIONS & PROCEDURES

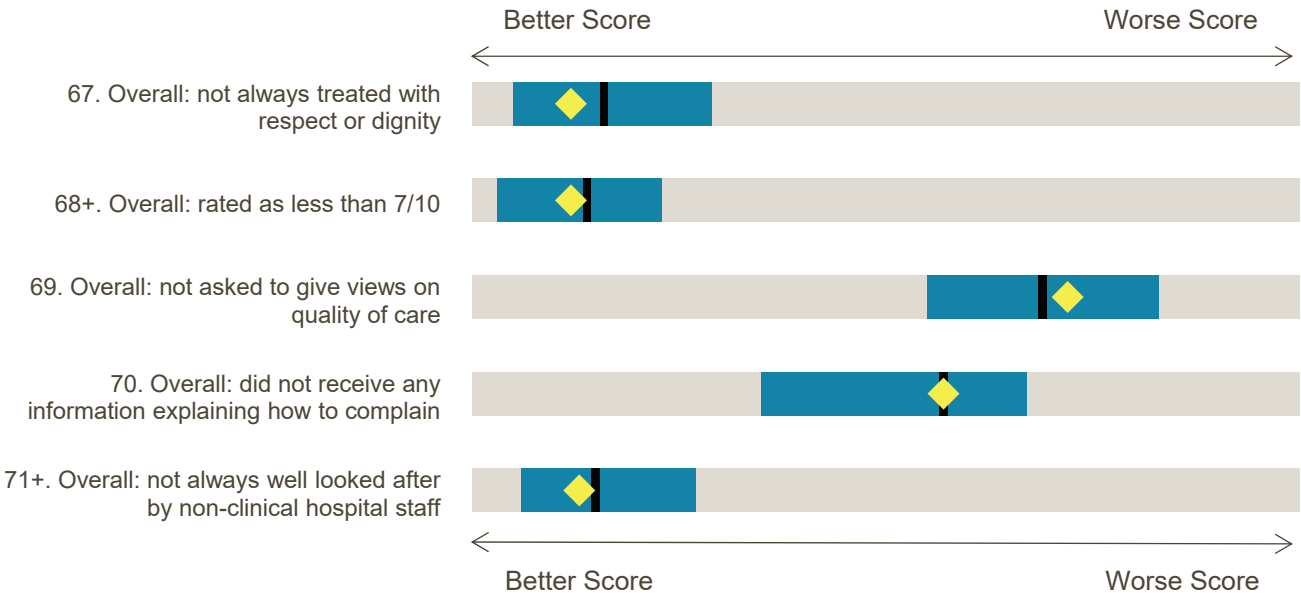
LEAVING HOSPITAL - 1



LEAVING HOSPITAL - 2



OVERALL


Better Score
Worse Score
67. Overall: not always treated with respect or dignity
68+. Overall: rated as less than 7/10
69. Overall: not asked to give views on quality of care
70. Overall: did not receive any information explaining how to complain
71+. Overall: not always well looked after by non-clinical hospital staff
Better Score
Worse Score

Everyone Matters
Working Together
Making a Difference

NHS
Royal United Hospitals Bath
NHS Foundation Trust

‘Inpatient Survey results 2017’

Sharon Manhi, Lead for Patient & Carer Experience
Divisional Heads of Nursing

- Picker was commissioned by 81 Trusts to undertake the survey – CQC benchmark against 148 Trusts. Annual survey - 70 questions

- 1189 patients surveys were sent to patients who had been an inpatient in July 2017. **543 returned a questionnaire**, **response rate of 46%.** (some surveys were invalid) Average response rate for Trusts 38%.

- 45% male; 55% female; 62% aged 70+years; 18% aged 60-69; 15% aged 40-59; 5% aged 16-39

- RUH scored **significantly better than average on 2 questions** compared to 1 in 2016.

- **No questions where the Trust scored significantly worse than average**

2 questions where the Trust scored 'better' than all other Trusts

- Did you get enough help from staff to eat your meals? **(Trust score 8.4/10)**
- After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand? **(Trust score 8.5/10)**

1 question showed a statistically significant decrease (not in 'worse than' category)

- If you brought your own medication with you to hospital, were you able to take it when you needed to? **(7.5/10 in 2017 compared to 8.2 in 2016)**

5 questions showed a statistically significant increase/improvement

- 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? **(8.2/10 - increase from 7.5 in 2016)**
- Were you ever bothered by noise at night from other patients? **(6.7/10 – increase from 5.6 in 2016)**
- Did doctors talk in front of you as if you weren't there? **(9/10 – increase from 8.7 in 2016)**
- After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand? **(8.5/10 – increase from 8 in 2016)**
- Overall I had a very good experience? **(8.4/10 – increase from 8.2 in 2016)**

- Frimley Park – all questions ‘about the same’
- Salford Royal – ‘better’ on 2 questions

- Great Western, Swindon – ‘worse’ on 1 question; ‘better’ on 1 question
- Salisbury – ‘better’ on 3 questions
- Taunton – ‘better’ on 10 questions
- Yeovil – all questions ‘about the same’
- United Hospitals, Bristol – ‘better’ on 2 questions; ‘worse’ on 1 question

Trustwide:

Did you ever use the same bathroom or shower area as patients of the opposite sex? **(question removed from 2017 survey)**

Were you ever bothered by noise at night from other patients? **(6.7/10 – increase from 5.6 in 2016)**

Discharge from hospital:

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? **(8.8/10 increase from 8 in 2016)**

Did a member of staff explain the **purpose of the medicines** you were to take at home in a way you could understand? **(8.4/10 increased from 8.1 in 2016)**

Before you left hospital, were you given any **written or printed information about what you should or should not do** after leaving hospital? (no comparative data for 2016)

Did hospital staff tell you **who to contact if you were worried** about your condition or treatment after you left hospital? **(7.7/10 increased from 7.4 in 2016)**

Infection Control:

How clean were the toilets and bathrooms that you used in hospital? **(question removed from 2017 survey)**

How clean was the hospital room or ward that you were in? (8.7/10 in 2017 – no change from 2016)

Surgery:

Were you told how you could expect to feel after you had the operation or procedure? **(7.5/10 increased from 7.1 in 2016)**

5 areas for improvement have been identified

1. **Nurses:** did not always know which nurse was in charge of care – this would have been a different person after every shift change **(6.4/10 in 2017 was 6.9/10 in 2016)**

2. **Hospital and ward:** not always able to take own medication when needed to **(7.5/10 in 2017 compared to 8.2/10 in 2016)**

3. **Operations and procedures:** not told how to expect to feel after operation or procedure **(7.5/10 in 2017 and 7.1/10 in 2016)**

4. **Leaving hospital:** not given any written or printed information about what they should or should not do after leaving hospital **(6.4/10 – new question)**

5. **Leaving hospital:** not fully told side-effects of medications **(4.8/10 in 2017 compared to 4.9/10 in 2016)**

PATIENT COMMENTS – WHAT WAS PARTICULARLY GOOD

You are treated with respect by all staff. Please take care of your staff.

My condition was clearly explained to me (cancer of the right kidney). The procedure to remove it, and what to expect was clearly explained.

Good timing for food and drinks, being able to listen to the radio and watching television instead of sitting or lying there thinking the worse.

Anaesthetist very helpful and informative surgeon also very efficient and friendly.

I had the impression that everybody was trying to do their best – much careful kindness.

WHAT COULD BE IMPROVED

The discharge letter – I had stitches but no mention of when they were to be removed or by whom.

I waited 11 days in hospital for an angiogram which I feel was too long.

I disliked being moved in the middle of the night and wondered whether it was necessary.

Arrangements before discharge about the delivery of post operational aids to the home. This delayed my release by 24 hours.

The food is not diabetic friendly. Better entertainment (TV's), more of a selection of food.

staff
good
care
hospital
nurses
time
patients
ward
doctors
excellent
stay
food
night
caring
nursing
day
made
patient
helpful
kind
looked
procedure
dementia
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like
problems
fantastic
even
get
nothing
although
follow
wait
needed
long
grateful
next
know
help
lot
bit
happy
sleep
condition
op
without
asked
way
took
going
team
just
everyone
came
went
Yes
always
short
need
back
nice
one
treatment
got
come
answer
put
experience
enough
friendly
Food
several
around
admission
ambulance
feel
leave
work
consultant
waiting
complaints
noise
also
due
etc
received
bed
told
hours
well
nursesss
admitted
make
post
still
family
felt
discharge
operation
thank
treated
taken
needs
pain
times
diet
medical
much
NHS
difficult
days
really
given
better
think
great
pressure
surgery
home
best
go
surgeon
bath
done
though
everything
weeks
wonderful
never
worked
Staff
discharged
attention
found
information
every
poor

Thank you for listening

Any questions?

Listen
Communicate
Involve