



Royal United Hospital

Patient Experience Tracker

Board Summary

Period of report: 1 October 2010 – 31 December 2010; Quarter 3 (Q3),

Report compiled by: Theresa Hegarty, Head of Patient Experience;
Max Warner-Holt, Team Administrator.

Date compiled: January 2011

Executive summary

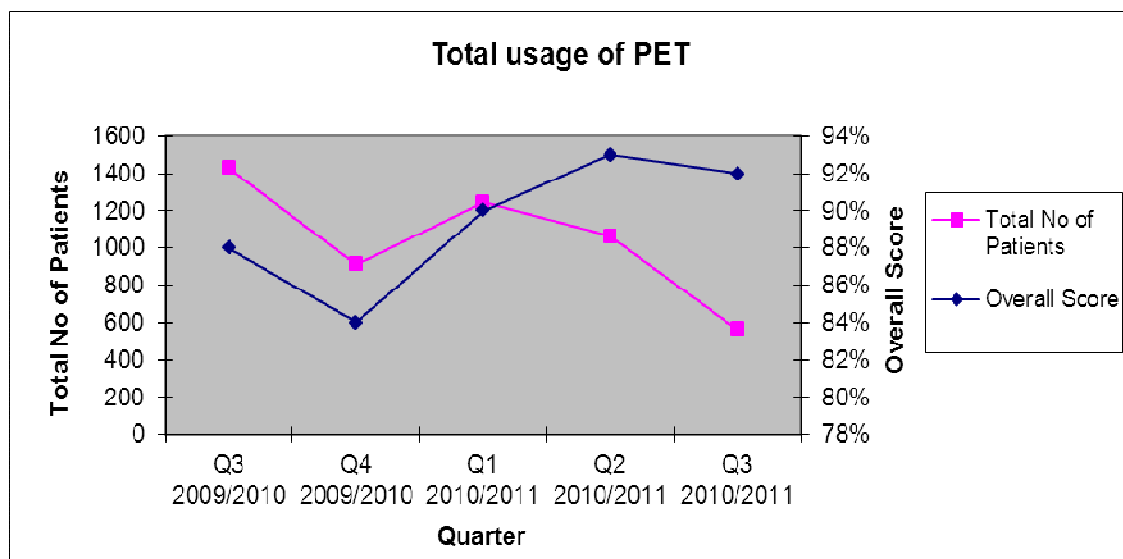
The data contained within the tables and charts that follow reflects the usage and results obtained through the Patient Experience Tracker (PET) units used within the Royal United Hospital (RUH).

RUH target score	90%
Overall score for Q3	92%
Number of times PET was used in Q3	571

Graphs contained in this report show the results to all the questions asked by the PET where it is available for patients to be used, on the following wards and areas: Medical Short Stay Unit (MSSU); Acute Stroke Unit; Cardiac Ward; Haygarth Ward; Treatment Centre; Philip Yeoman Ward; Charlotte Ward; Children's Ward; Chemotherapy Day Care; Pre Operative Assessment Unit. The PET questions have been specified in previous reports for reference. Negotiations are currently in progress with the team at Dr Foster to ensure that the data is correct and reliable, as there appears to be some inaccuracies with the data that need to be improved.

Usage of the PET in Q3:

Usage of the PET has declined significantly in Q3. This is mainly due taking out the 5 single sex PET devices from these results; staff also report that extra work pressures on them (caused during the winter) result in a decline in use:



Usage of the PET needs to be increased further to provide viable and stable results.

Examples of action taken following patient feedback via the PET in Q3:

Acute Stroke Unit

- When staff noticed patient feedback which showed low scores to the question: *Are you being kept informed?* staff decided to initiate work to improve patient information. Staff produced a new booklet to explain all the tests and results that so many patients experience for neurological conditions.
- The results from patient feedback through the PET is on the agenda for the weekly ward meeting so that staff can respond to variance in feedback.
- Staff are asked to guess the results to each question asked by the PET in the ward meeting.
- Staff are continuously asked to increase use of the PET.

Dionne Wilkinson, Senior Sister for Acute Stroke Unit

On the Cardiac ward, the PET reports are used to help the matron monitor the cleanliness of the ward. Along with the cleaning audits, it has proved a powerful tool in monitoring patient perception of cleanliness. Patient feedback through the PET has enabled the matron to work closely with the cleaning team to improve the quality of the cleaning on this ward.

Jane Davies, Matron for Cardiac Ward

The numbers of patients that currently complete the PET despite being prompted in chemotherapy are low hence data is not useful in assessing trend or identifying work that needs to be undertaken. In recent months numbers of patients who would have historically gone via in-patients have been done as day cases to reduce length of stay. Staff are aiming to increase use of the PET.

Caroline Gilleece, Matron for Oncology

PET results are cross matched to technical cleaning audits, this quarter, results for Q3 to the question *Is the ward clean?* are disappointing.

One reason for these poor results are that cleaning scores on Cardiac Ward have not unfortunately been as good as on other wards. The cleaning team have been aware of problems from cleaning audits and the tracker result confirms this. There is an on-going staff issue on Cardiac Ward which is being dealt with, it is also a large ward that has had a toilet out of use for a while which has not helped. There are plans to introduce a new cleaner on Cardiac Ward when appointed later this month. These reduced scores demonstrate that there is variable performance with cleaning standards, which are often due to the competence and quality of the individual cleaners. For example Charlotte and William Budd wards are consistently high scoring as they have excellent staff.

There is a business case being prepared to demonstrate gaps in the service that will hopefully provide additional resources to improve cleaning standards.

Mike Newport, Manager of Hotel Services

Regarding the Children's Ward, cleaners have been below establishment, often only having two, although they continue to do an excellent job in providing high numbers of special cleans that they have to do to keep the ward clean. When staff are really busy the PET use does reduce and also our young volunteer who used to make sure it was used does not come anymore, which will have reduced use. I plan to meet the ward PET lead when she gets back from annual leave to discuss.

Beverly Boyd, Matron for Children's Ward

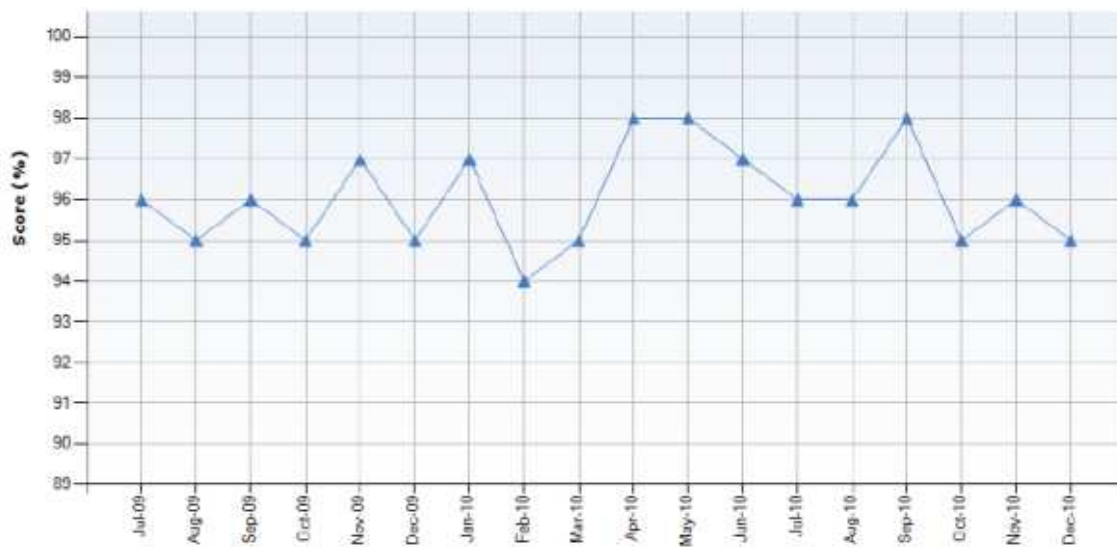
Patient Experience Tracker (PET) results for Q3, 2010/11

Please find the question asked above the graph; the graph marks the overall score for each question by month, showing progress. The RUH target score is 90%; answers are weighted to reflect positive/negative levels of answers.

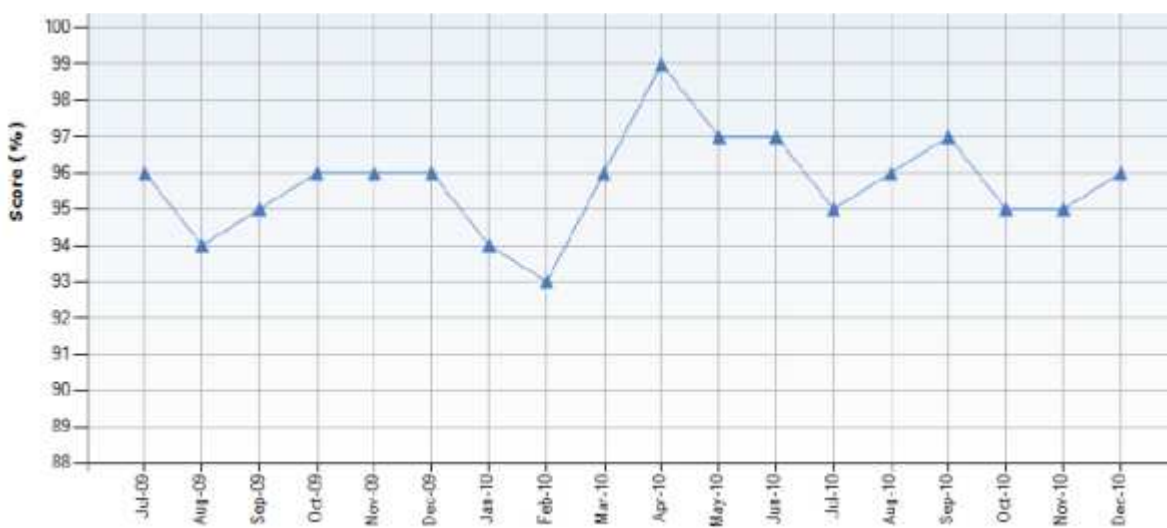
- Collective overall score to individual questions from the following Wards:** Medical Short Stay Unit (MSSU); Cardiac; Acute Stroke Unit; Haygarth; Treatment Centre; Philip Yeoman; Charlotte:

The overall score is for the whole period of time covered by the graphs.

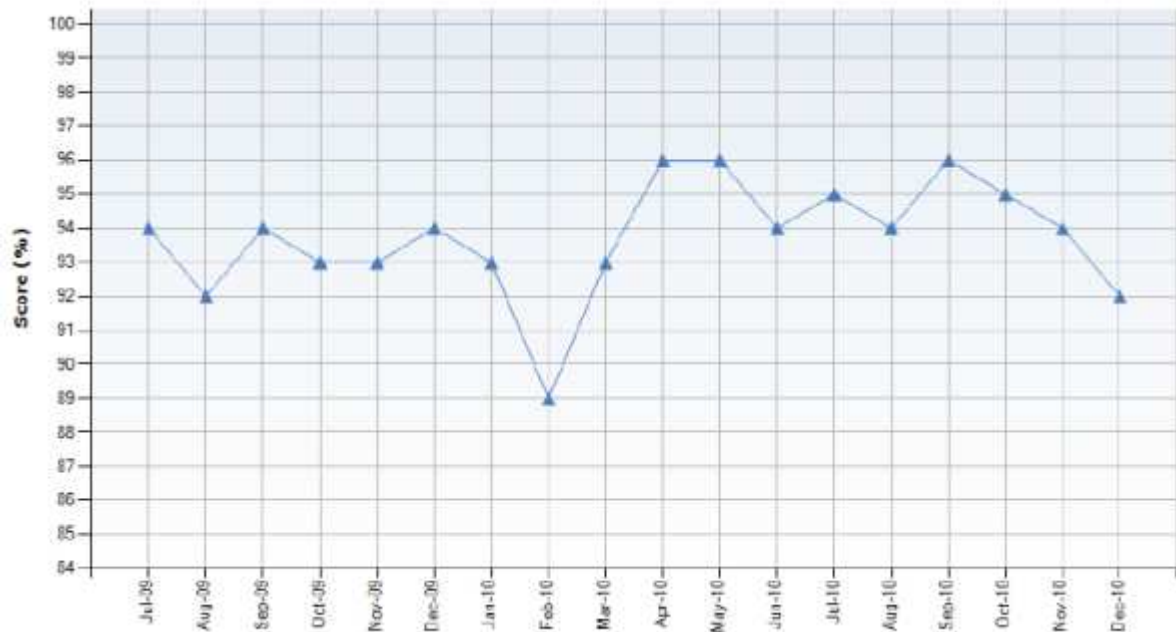
Question: *Are the staff kind and friendly?* Overall score 95%:



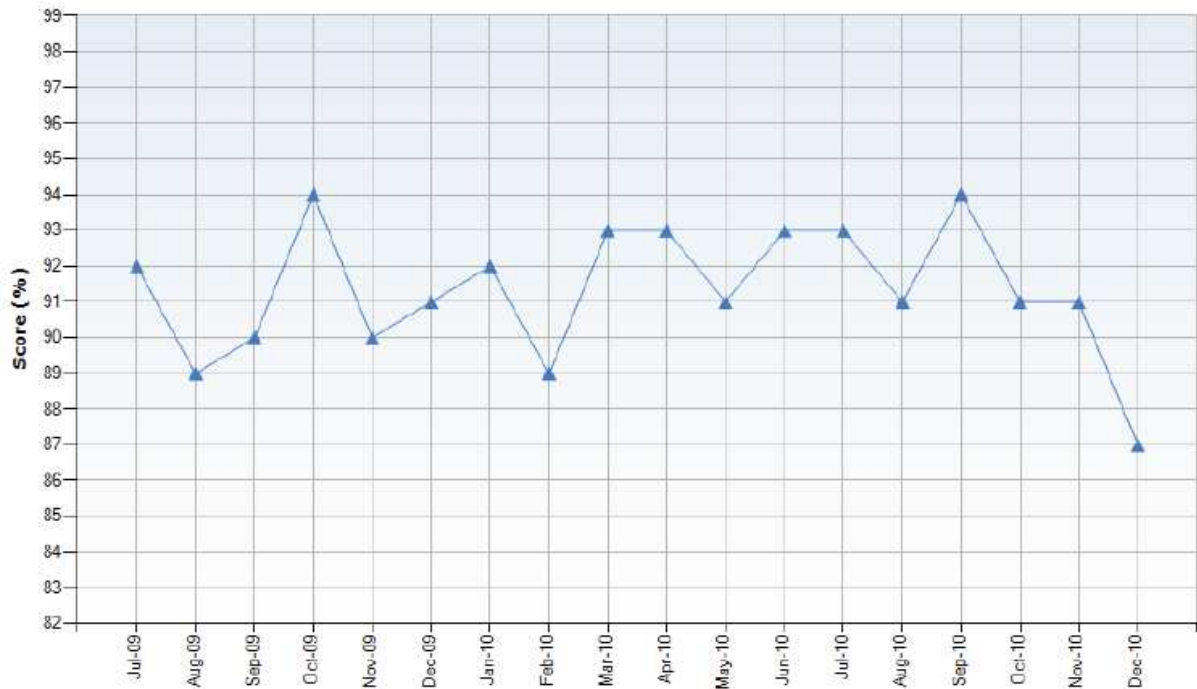
Question: *Are you being treated with dignity and respect?* Overall score 95%:



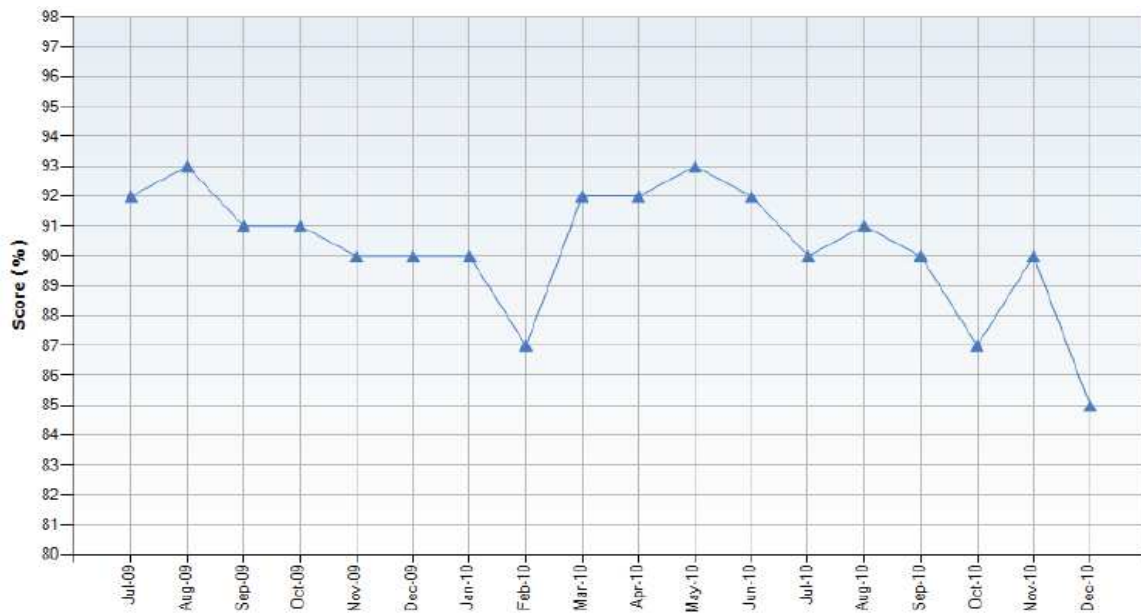
Question: *Do the staff work together as a team?* Score 94%:



Question: *Are you being kept well informed?* Score 90%:



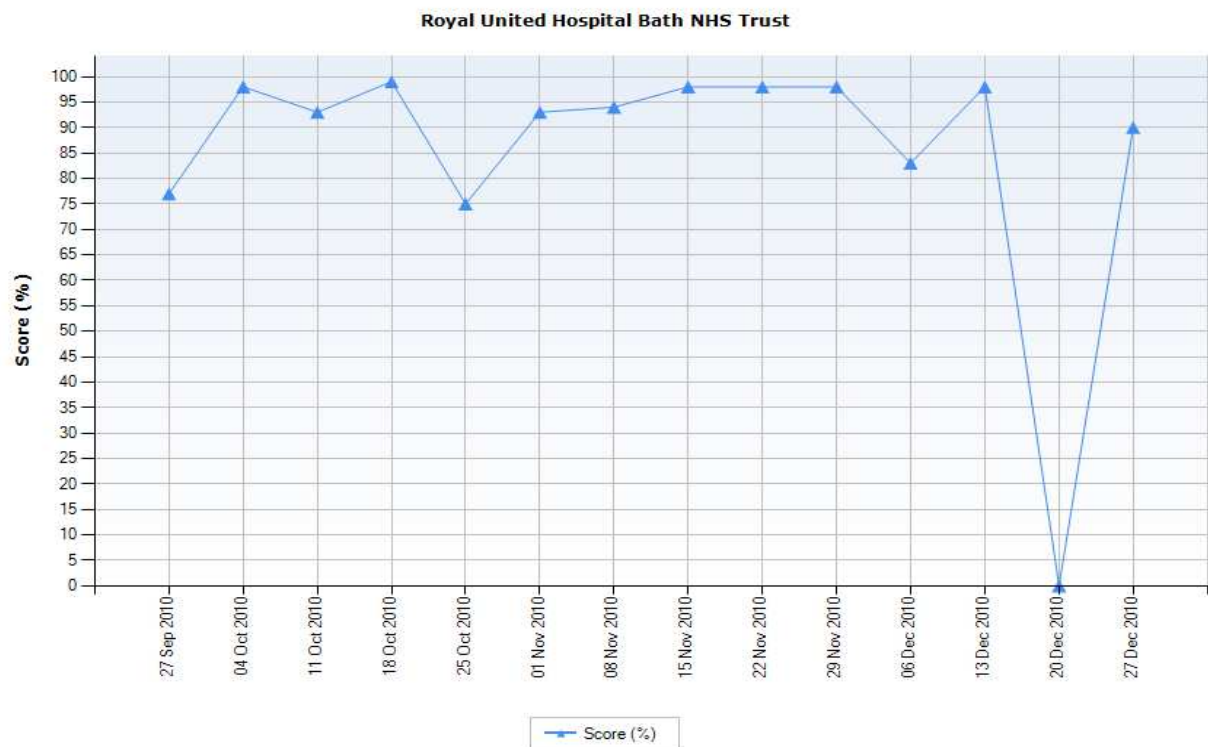
Question: Is the ward clean? Score 88%:



3. Collective overall score to all questions asked by PET used in Chemotherapy Day Care:

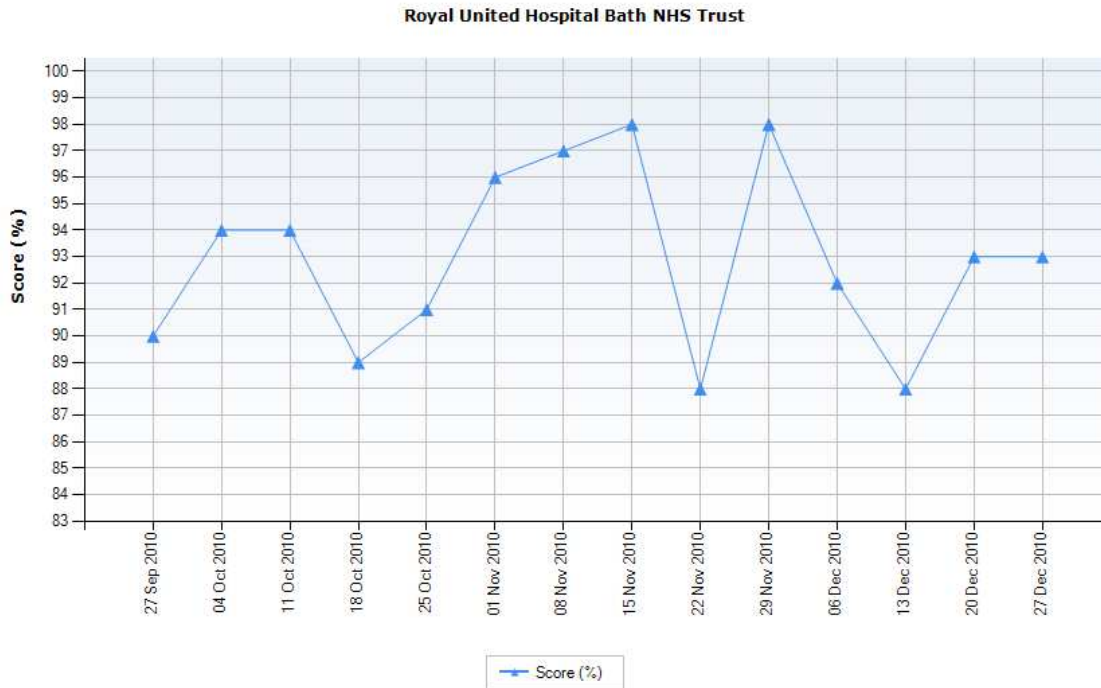
The dip in the graph reflects a week when the PET was not used.

Overall score to all questions: 92%



4. **Collective overall score to all questions asked by PET used in Pre-Operative Assessment Unit (PET began to be used here July 2010):**

Overall score to all questions: 93%



5. **Collective overall score to all questions asked by PET used on the Children's Ward:**

Overall score to all questions: 91%

