

Report to:	Public Board of Directors	Agenda item:	11
Date of Meeting:	29 July 2020		

Title of Report:	National Inpatient Survey results 2019
Status:	For information
Board Sponsor:	Lisa Cheek, Director of Nursing and Midwifery
Author:	Sharon Manhi, Lead for Patient and Carer Experience
Appendices	Appendix A: CQC benchmarked inpatient survey results

1. Executive Summary of the Report

Appendix A shows the Trust results of the Care Quality Commission (CQC) National Inpatient Survey 2019. The results are compared to the Trust scores for each question in 2018; whether the Trust has improved on each question or deteriorated and how the Trust compares for each question against the 144 other Trusts who were eligible to undertake the survey.

The Inpatient Survey is part of the National NHS Patient Survey Programme mandated by the CQC. The questionnaire covers all aspects of the patient 'journey' from admission to discharge. This year our survey was administered by Patient Perspective, a CQC approved contractor.

Appendix A identifies areas where the Trust scored better than average together with areas where the Trust needs to improve. **Further detail is included in the presentation slides.**

The survey results are based on the responses of 631 patients who stayed at least one night in hospital in July 2019.

As a result of the COVID-19 pandemic, the **sample period for the Inpatient Survey 2020 has moved from July to November 2020**. This year patients are being offered the opportunity to complete the survey online for the first time. Paper questionnaires however will continue to be made available. Changes to the questions are also being made to shorten the survey to allow for the results to be made available much sooner than in previous years. Changing the way that patient feedback is collected and changing the sampling period will make the results from the 2020 survey incomparable with previous years. Data that is submitted will also identify whether the patient admission was COVID-19 or non COVID-19 related.

2. Recommendations (Note, Approve, Discuss)

The Board of Directors is requested to note the results identified in the presentation and Appendix A and approve the key areas of focus for 2020/21.

3. Legal / Regulatory Implications

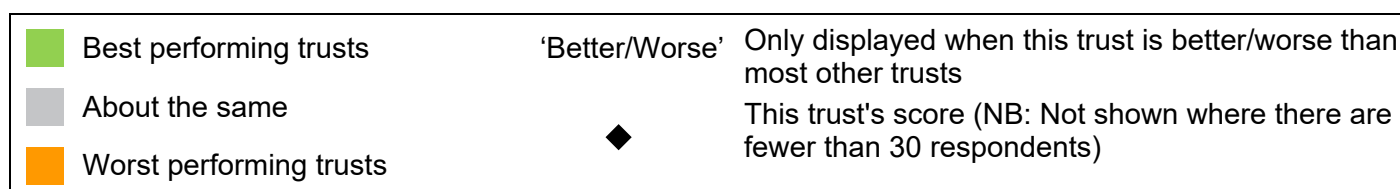
The Trust is legally required to meet the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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 2018 report to the Board of Directors July 2019	
8.	Freedom of Information
This report is not exempt from publication.	

Adult Inpatient Survey 2019

Royal United Hospitals Bath NHS Foundation Trust

Section scores



Adult Inpatient Survey 2019

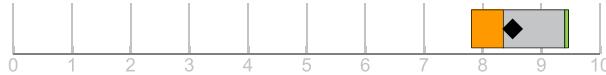
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The Accident & Emergency Department (answered by emergency patients only)

Q3. While you were in the A&E Department, how much information about your condition or treatment was given to you?

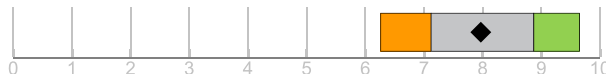


Q4. Were you given enough privacy when being examined or treated in the A&E Department?

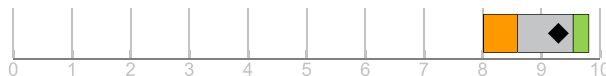


Waiting list or planned admissions (answered by those referred to hospital)

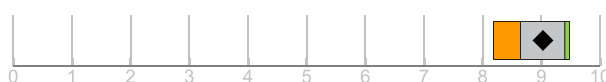
Q6. How do you feel about the length of time you were on the waiting list?



Q7. Was your admission date changed by the hospital?



Q8. Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?



Waiting to get to a bed on a ward

Q9. 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?



■ Best performing trusts

■ About the same

■ Worst performing trusts

‘Better/Worse’

Only displayed when this trust is better/worse than most other trusts

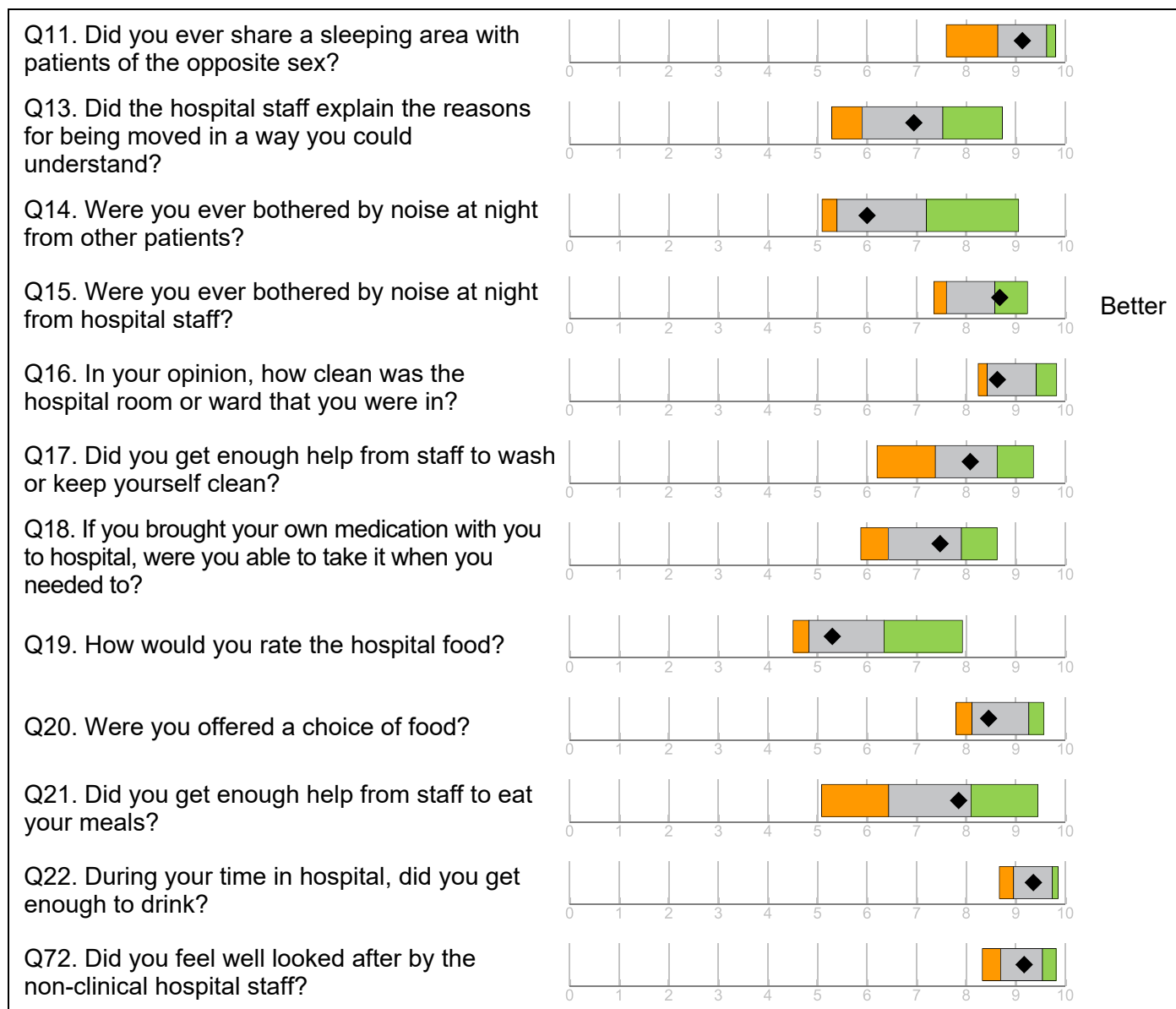


This trust's score (NB: Not shown where there are fewer than 30 respondents)

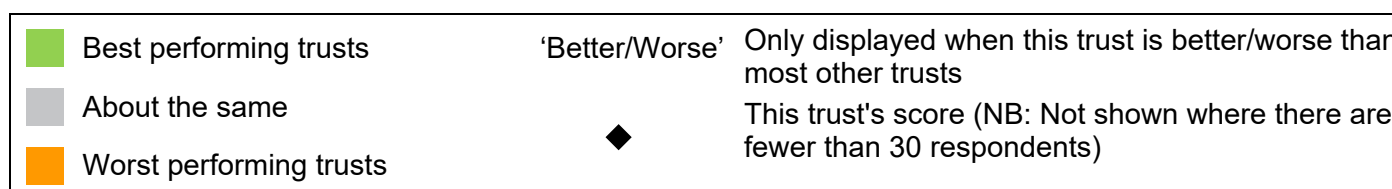
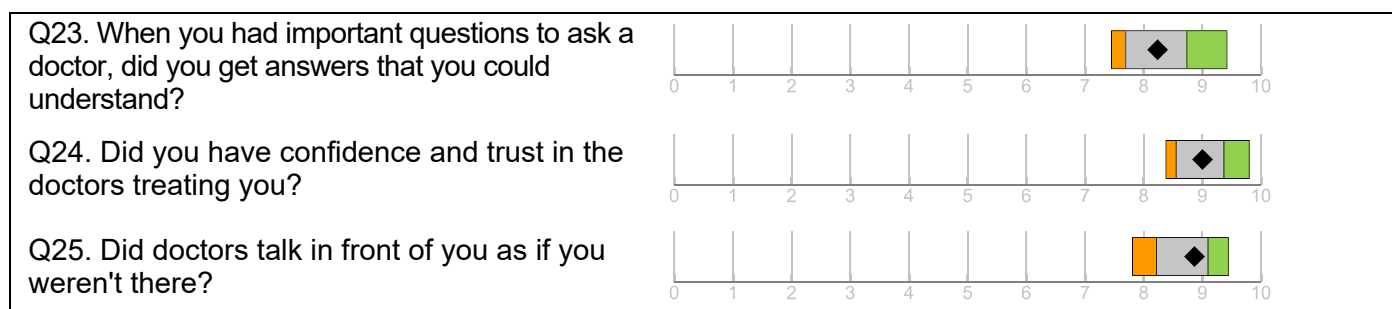
Adult Inpatient Survey 2019

Royal United Hospitals Bath NHS Foundation Trust

The hospital and ward

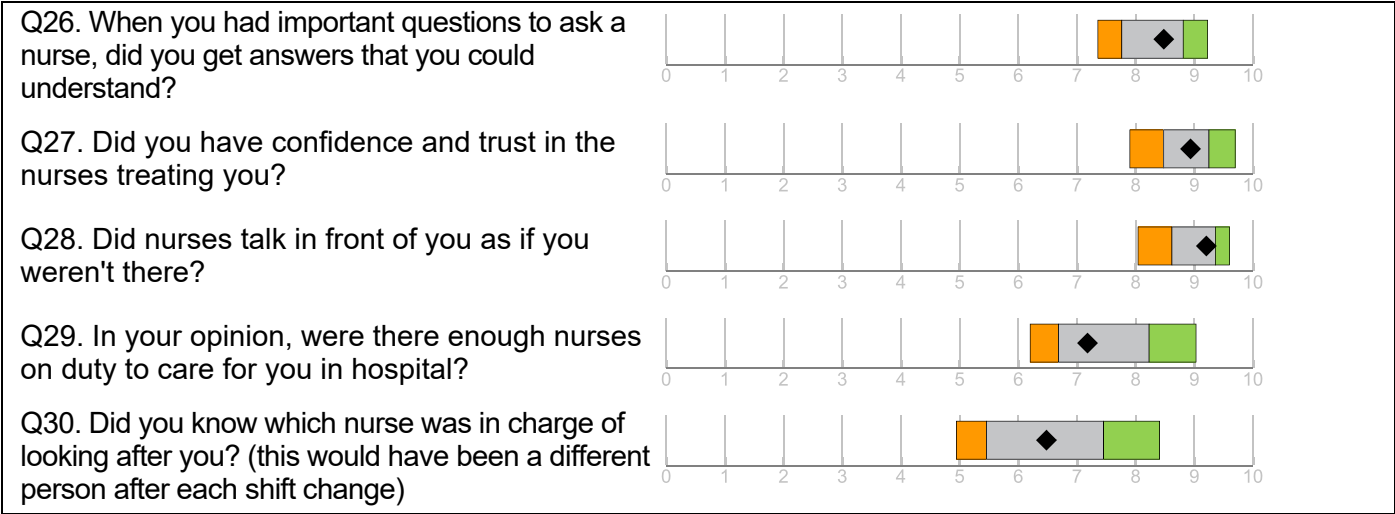


Doctors



Adult Inpatient Survey 2019
Royal United Hospitals Bath NHS Foundation Trust

Nurses



Best performing trusts

About the same

Worst performing trusts

‘Better/Worse’

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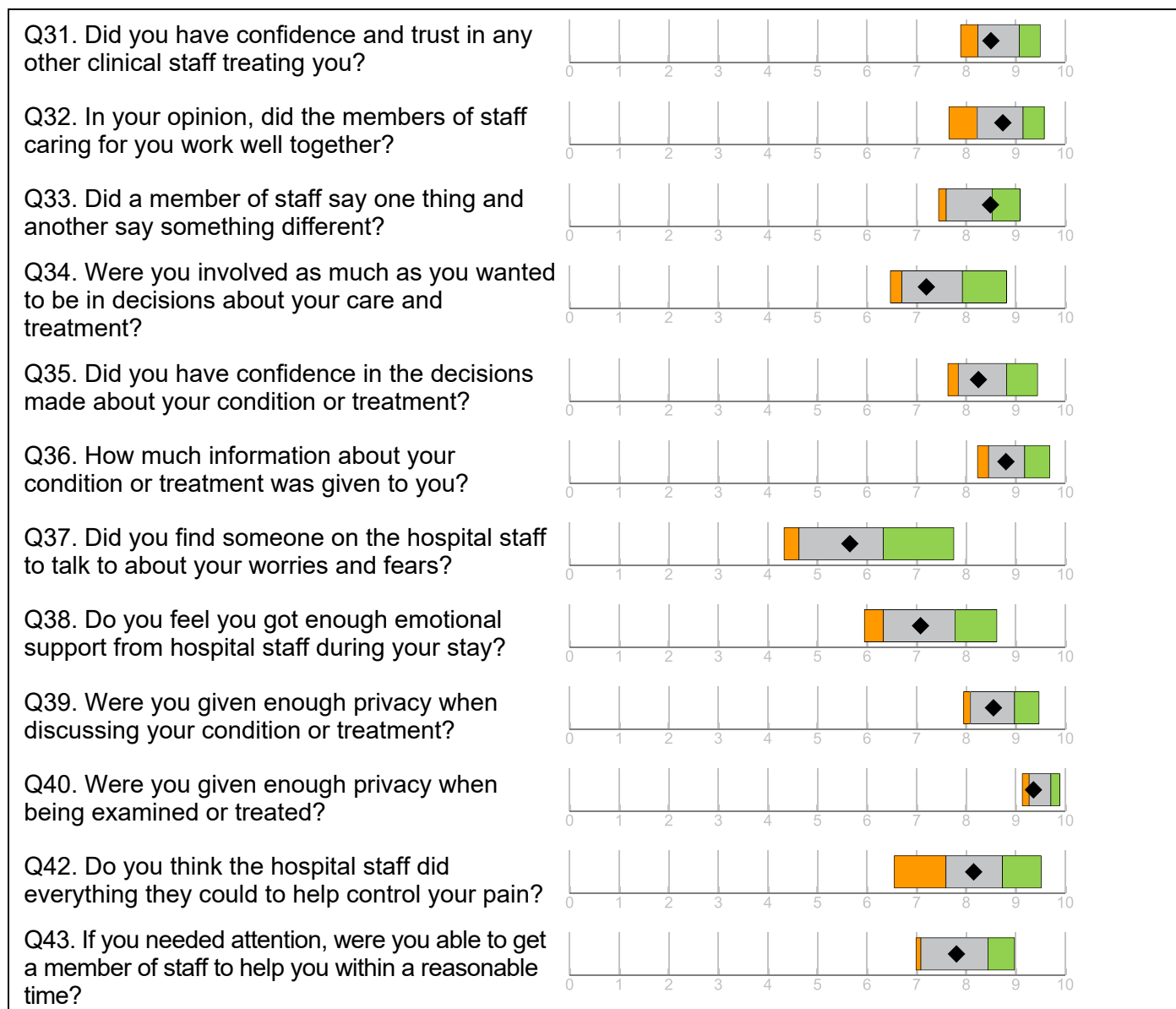
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This trust's score (NB: Not shown where there are fewer than 30 respondents)

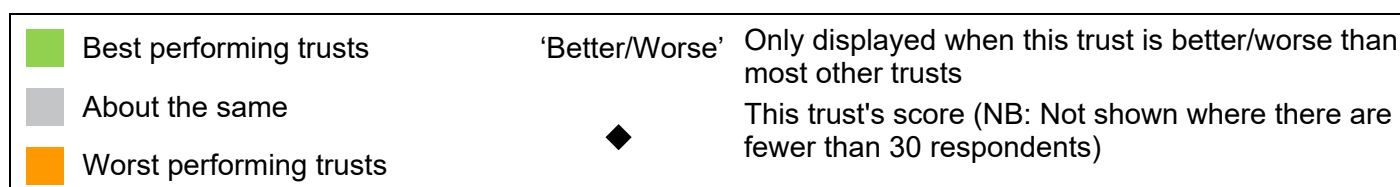
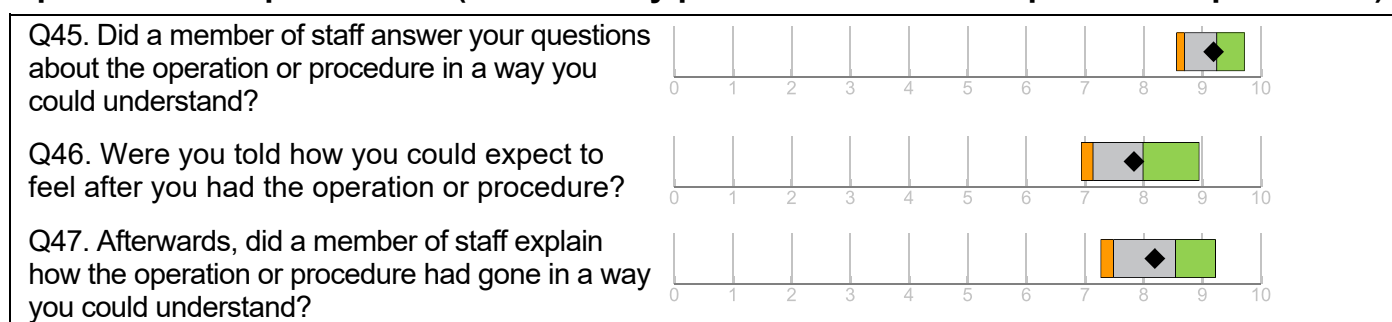
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Your care and treatment



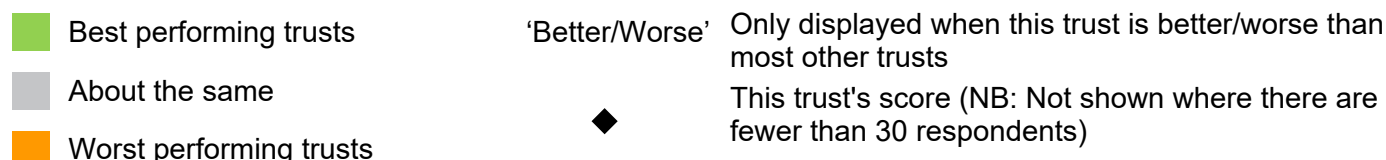
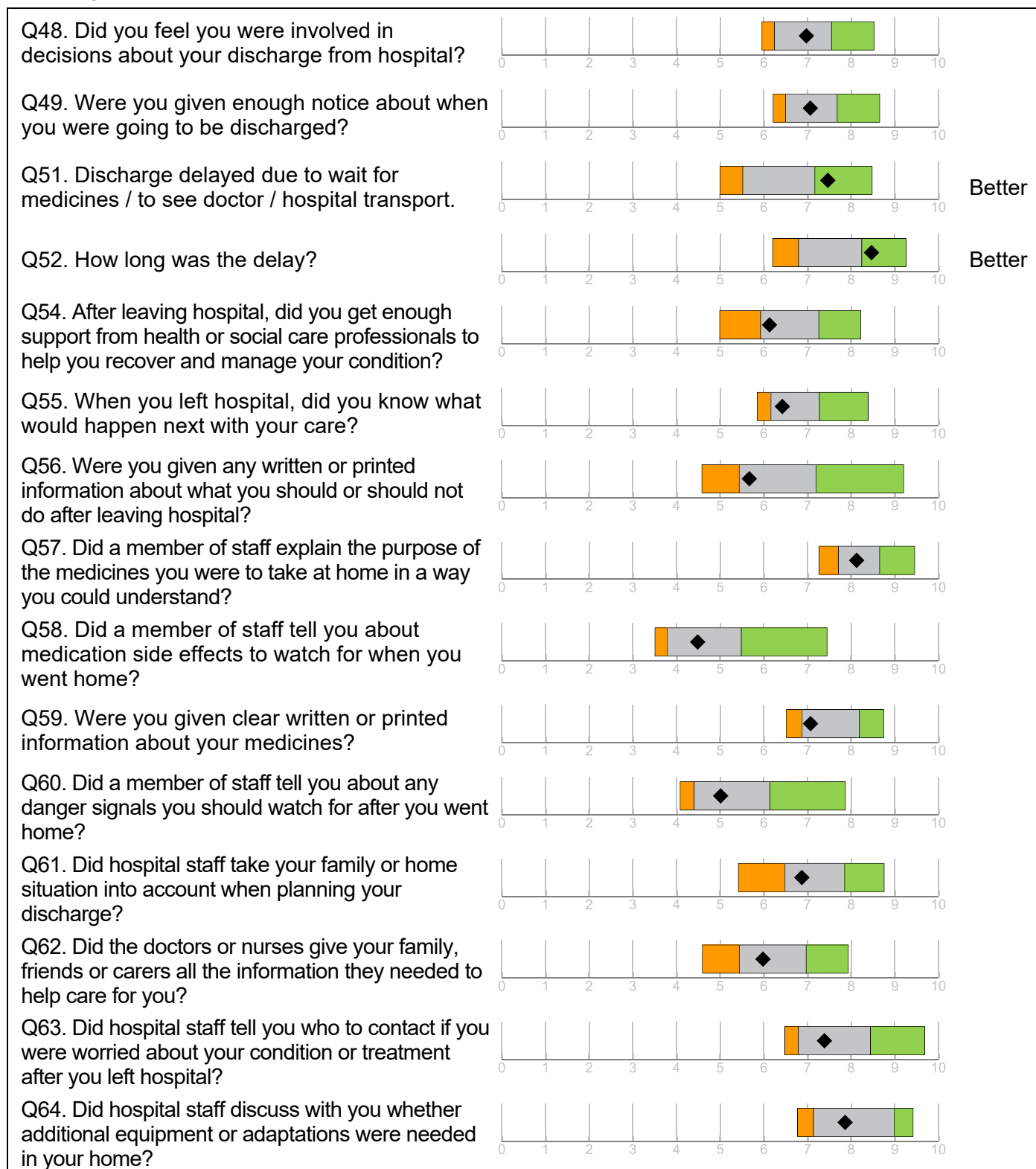
Operations and procedures (answered by patients who had an operation or procedure)



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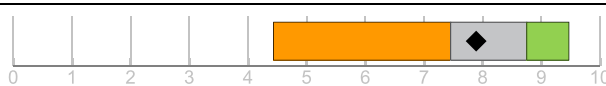
Leaving hospital



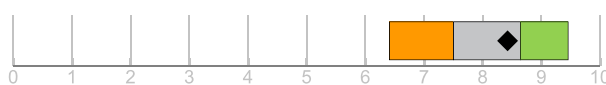
Adult Inpatient Survey 2019

Royal United Hospitals Bath NHS Foundation Trust

Q65. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?

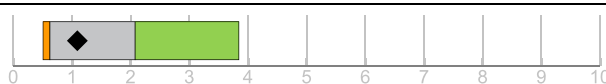


Q66. After being discharged, was the care and support you expected available when you needed it?



Feedback on care and research participation

Q69. During this hospital stay, did anyone discuss with you whether you would like to take part in a research study?



Q70. During your hospital stay, were you ever asked to give your views on the quality of your care?

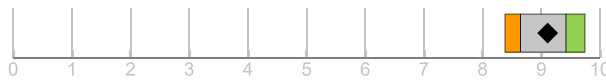


Q71. Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?



Respect and dignity

Q67. Overall, did you feel you were treated with respect and dignity while you were in the hospital?



Overall experience

Q68. Overall...



Best performing trusts

About the same

Worst performing trusts

'Better/Worse'



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This trust's score (NB: Not shown where there are fewer than 30 respondents)

Adult Inpatient Survey 2019

Royal United Hospitals Bath NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)	2018 scores for this NHS trust	Change from 2018
The Accident & Emergency Department (answered by emergency patients only)						
S1 Section score	8.3	7.6	9.0			
Q3 While you were in the A&E Department, how much information about your condition or treatment was given to you?	8.0	6.8	9.0	376	8.2	
Q4 Were you given enough privacy when being examined or treated in the A&E Department?	8.5	7.8	9.5	420	8.6	
Waiting list or planned admissions (answered by those referred to hospital)						
S2 Section score	8.8	7.7	9.6			
Q6 How do you feel about the length of time you were on the waiting list?	8.0	6.3	9.6	151	8.1	
Q7 Was your admission date changed by the hospital?	9.3	8.0	9.8	157	9.0	
Q8 Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	9.0	8.2	9.5	148	9.2	
Waiting to get to a bed on a ward						
S3 Section score	7.4	5.8	9.3			
Q9 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?	7.4	5.8	9.3	616	7.8	↓

↑ or ↓

Indicates where 2019 score is significantly higher or lower than 2018 score
(NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2018 data is available.

Adult Inpatient Survey 2019

Royal United Hospitals Bath NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)	2018 scores for this NHS trust	Change from 2018
The hospital and ward						
S4 Section score	7.9	7.3	9.0			
Q11 Did you ever share a sleeping area with patients of the opposite sex?	9.1	7.6	9.8	619	9.2	
Q13 Did the hospital staff explain the reasons for being moved in a way you could understand?	6.9	5.3	8.7	169	7.3	
Q14 Were you ever bothered by noise at night from other patients?	6.0	5.1	9.1	616	6.1	
Q15 Were you ever bothered by noise at night from hospital staff?	8.7	7.3	9.2	618	8.0	↑
Q16 In your opinion, how clean was the hospital room or ward that you were in?	8.6	8.2	9.8	619	8.6	
Q17 Did you get enough help from staff to wash or keep yourself clean?	8.1	6.2	9.4	332	8.1	
Q18 If you brought your own medication with you to hospital, were you able to take it when you needed to?	7.5	5.9	8.6	328	7.4	
Q19 How would you rate the hospital food?	5.3	4.5	7.9	591	5.8	↓
Q20 Were you offered a choice of food?	8.5	7.8	9.6	612	8.7	
Q21 Did you get enough help from staff to eat your meals?	7.8	5.1	9.4	115	7.5	
Q22 During your time in hospital, did you get enough to drink?	9.4	8.7	9.9	594	9.5	
Q72 Did you feel well looked after by the non-clinical hospital staff?	9.2	8.3	9.8	557	9.1	
Doctors						
S5 Section score	8.7	8.1	9.5			
Q23 When you had important questions to ask a doctor, did you get answers that you could understand?	8.2	7.4	9.4	541	8.5	
Q24 Did you have confidence and trust in the doctors treating you?	9.0	8.4	9.8	610	9.1	
Q25 Did doctors talk in front of you as if you weren't there?	8.9	7.8	9.4	612	8.7	

↑ or ↓

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Adult Inpatient Survey 2019

Royal United Hospitals Bath NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)	2018 scores for this NHS trust	Change from 2018
Nurses						
S6 Section score	8.1	7.3	9.1			
Q26 When you had important questions to ask a nurse, did you get answers that you could understand?	8.5	7.4	9.2	525	8.5	
Q27 Did you have confidence and trust in the nurses treating you?	8.9	7.9	9.7	620	9.0	
Q28 Did nurses talk in front of you as if you weren't there?	9.2	8.0	9.6	617	9.1	
Q29 In your opinion, were there enough nurses on duty to care for you in hospital?	7.2	6.2	9.0	614	7.6	↓
Q30 Did you know which nurse was in charge of looking after you? (this would have been a different person after each shift change)	6.5	4.9	8.4	616	6.5	

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Adult Inpatient Survey 2019

Royal United Hospitals Bath NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)	2018 scores for this NHS trust	Change from 2018
Your care and treatment						
S7 Section score	8.0	7.4	9.1			
Q31 Did you have confidence and trust in any other clinical staff treating you?	8.5	7.9	9.5	355	8.9	
Q32 In your opinion, did the members of staff caring for you work well together?	8.7	7.7	9.6	572	8.8	
Q33 Did a member of staff say one thing and another say something different?	8.5	7.4	9.1	612	8.4	
Q34 Were you involved as much as you wanted to be in decisions about your care and treatment?	7.2	6.5	8.8	612	7.7	↓
Q35 Did you have confidence in the decisions made about your condition or treatment?	8.2	7.6	9.4	613	8.6	↓
Q36 How much information about your condition or treatment was given to you?	8.8	8.2	9.7	584	8.8	
Q37 Did you find someone on the hospital staff to talk to about your worries and fears?	5.7	4.3	7.7	341	5.9	
Q38 Do you feel you got enough emotional support from hospital staff during your stay?	7.1	5.9	8.6	361	7.2	
Q39 Were you given enough privacy when discussing your condition or treatment?	8.5	7.9	9.5	605	8.7	
Q40 Were you given enough privacy when being examined or treated?	9.4	9.1	9.9	610	9.5	
Q42 Do you think the hospital staff did everything they could to help control your pain?	8.1	6.6	9.5	375	8.4	
Q43 If you needed attention, were you able to get a member of staff to help you within a reasonable time?	7.8	7.0	9.0	556	7.8	
Operations and procedures (answered by patients who had an operation or procedure)						
S8 Section score	8.4	7.7	9.3			
Q45 Did a member of staff answer your questions about the operation or procedure in a way you could understand?	9.2	8.6	9.7	271	9.1	
Q46 Were you told how you could expect to feel after you had the operation or procedure?	7.8	6.9	8.9	291	7.4	
Q47 Afterwards, did a member of staff explain how the operation or procedure had gone in a way you could understand?	8.2	7.3	9.2	292	8.2	

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Adult Inpatient Survey 2019

Royal United Hospitals Bath NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)	2018 scores for this NHS trust	Change from 2018
Leaving hospital						
S9 Section score	6.9	6.3	8.4			
Q48 Did you feel you were involved in decisions about your discharge from hospital?	7.0	6.0	8.5	596	7.5	↓
Q49 Were you given enough notice about when you were going to be discharged?	7.1	6.2	8.7	615	7.3	
Q51 Discharge delayed due to wait for medicines / to see doctor / hospital transport.	7.5	5.0	8.5	571		
Q52 How long was the delay?	8.5	6.2	9.3	569	7.7	↑
Q54 After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?	6.1	5.0	8.2	309	6.6	
Q55 When you left hospital, did you know what would happen next with your care?	6.4	5.8	8.4	501	6.8	
Q56 Were you given any written or printed information about what you should or should not do after leaving hospital?	5.7	4.6	9.2	582	6.1	
Q57 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	8.1	7.3	9.5	405	8.5	
Q58 Did a member of staff tell you about medication side effects to watch for when you went home?	4.5	3.5	7.4	345	4.5	
Q59 Were you given clear written or printed information about your medicines?	7.1	6.5	8.7	356	7.6	
Q60 Did a member of staff tell you about any danger signals you should watch for after you went home?	5.0	4.1	7.9	442	5.2	
Q61 Did hospital staff take your family or home situation into account when planning your discharge?	6.9	5.4	8.8	380	7.5	↓
Q62 Did the doctors or nurses give your family, friends or carers all the information they needed to help care for you?	6.0	4.6	7.9	382	6.3	
Q63 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	7.4	6.5	9.7	539	7.7	
Q64 Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	7.9	6.8	9.4	158	8.1	
Q65 Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	7.9	4.4	9.5	279	8.2	
Q66 After being discharged, was the care and support you expected available when you needed it?	8.4	6.4	9.5	332		

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Adult Inpatient Survey 2019


Royal United Hospitals Bath NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)	2018 scores for this NHS trust	Change from 2018
Feedback on care and research participation						
S10 Section score	1.4	0.8	3.7			
Q69 During this hospital stay, did anyone discuss with you whether you would like to take part in a research study?	1.1	0.5	3.8	519	1.5	
Q70 During your hospital stay, were you ever asked to give your views on the quality of your care?	1.4	0.5	3.5	540	1.4	
Q71 Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	1.7	0.8	4.3	493	1.8	
Respect and dignity						
S11 Section score	9.1	8.4	9.7			
Q67 Overall, did you feel you were treated with respect and dignity while you were in the hospital?	9.1	8.4	9.7	602	9.2	
Overall experience						
S12 Section score	8.0	7.4	9.2			
Q68 Overall...	8.0	7.4	9.2	596	8.3	↓

↑ or ↓

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Inpatient Survey results 2019

- 
- 631 responses – response rate 52%
 - 66% of responses were from patients aged 66+
 - 95% recorded their ethnicity as white
 - Compared to last years survey we **scored better on 3 questions**
 - The Trust scored **significantly lower on 8 questions compared to 2018**
 - Benchmarked reports available on the **CQC website 2nd July 2020 – compares with 144 Acute Trusts**

WHAT WE DO WELL

- Patients report that they are not bothered by noise at night from hospital staff (8.7/10)
- Discharge was not delayed due to medicines or transport (7.5/10)
- If there was a delay, it wasn't long (8.5/10)


'The care from all of the staff that dealt with me, and that my meds were ready for me to take home when expected with no delay.'

'The specialist/doctor team were excellent. They gave lots of focus, careful explanations and regular updates.'


'Brilliant throughout. Arrived at hospital by ambulance 6AM, suspected appendicitis. Had appendix removed at 8.30PM same evening. Discharged next day 12 noon.'

'Although nurses were every busy, they always had time for the patient. I couldn't fault the care.'

WHERE WE NEED TO IMPROVE

- 
- Waiting for a bed (7.4/10)
 - Hospital food (5.3/10)
 - Not enough nurses on duty (7.2/10)
 - Patients involved in decisions about care and treatment (7.2/10)
 - Patients having confidence in the decisions made about their care and treatment (8.2/10)
 - Patients being involved in decisions about discharge (7/10)
 - Patients feeling that the hospital took the family/home situation into account when planning discharge (6.9/10)
 - Overall, patients reporting a good experience (8/10)

PATIENT COMMENTS ON AREAS FOR IMPROVEMENT



'The communication between hospital, GP and community nurses for discharge needs to be looked at. No one seemed to know who should be caring for me.'

'I felt I was discharged too early. I was told because of the risk of infection... However I was subsequently found to have water on my lungs that had to be drained. I felt this should have been diagnosed and treated during my hospital stay.'

'The food - more fruit and fresh vegetables.' 'Food needs to improve - cold and not served very nicely on plate-slopped on, not presented.'

'I did expect, on discharge, to receive an appointment to see my GP to assess progress with recovery. However, I did make my own arrangements.'

'More staff on the wards would greatly improve the pressure they are under.'

'On admission it would have been better to not have to wait 9 hours to get a bed as it was a really hot day.'



- making meals closer to the time of service to reduce hot holding of food
- better use of kitchen equipment to improve flavour and texture
- refresh patient menu, improve choice and range of special diets
- implement 'little & often' menu
- focus on portions and presentation
- more regular patient feedback and actions taken to improve food service

ACTIONS FOR IMPROVEMENT - DISCHARGE

- Continue promoting Home First and the 'Discharge to Assess' model across all discharge pathways
- Ensure clear and consistent communication to families and patients that 'home is best'
- Shared responsibility with community partners
- Patient Experience team to attend Home first community meetings
- Review of discharge information in oncology focussing on patient understanding (patients with PICC lines in situ)
- Promote the medicines helpline
- Discharge summaries on day of discharge