

Trust Board

TB2008.59

From: Mrs Elaine Strachan-Hall, Director of Nursing & Clinical Leadership

Date: July 2008

Subject: **Inpatient survey 2007**

For: **Information**

Synopsis

The Annual Patients' Survey, conducted by Picker on behalf of the Healthcare Commission, was carried out in June 2007. The Trust has now received its results for the 2007 survey, with year on year comparisons for the Trust, and an indication of whether those results are better or worse than the national average. The Healthcare Commission has published the national results.

The following report briefly summaries the results and provides some comparisons with previous years.

Financial, legal and risk impact

Not discussed.

Inpatient survey 2007

Introduction

1. The ORH Annual Patients' Survey was carried out by Picker on behalf of the Healthcare Commission in June 2007. The questionnaire was given to 850 ORH inpatients, 484 of whom responded. The 59% response rate is better than the previous year, and higher than the Picker average.

Overview

2. The survey asks 82 questions. The overall picture is of improvement on 2006 and for some indicators, the scores show year on year improvements. Picker compares ORH scores with those of 79 other Trusts, which form part of the survey. The Trust scores are better than the national average for 52 indicators, and the same as the national average for 11 indicators.
3. Since 2006, ORH scores have improved for 40 indicators with further work to do on 18 indicators. The 2007 survey highlights nine areas in which the ORH is significantly better than the national average, and only two in which it is worse. In 2006, the ORH was significantly better than the national average for eight indicators and significantly worse than the national average for five indicators. The survey also highlights five areas in which the Trust has improved significantly, and two in which it has deteriorated.
4. A comparison with 2005 is useful, as 2006 can be seen as a difficult year, in the context of the local Performance Improvement and Cost Reduction Programme and national publicity about NHS deficits, redundancies and cuts. Many (51) of the 70 indicators were used in 2005. For 26 of these indicators, Trust performance deteriorated in 2006 compared with 2005, but improved in 2007 compared with 2006. Six indicators show year on year improvement, and this applies to some important areas (for example, people having to share a ward area with someone from the opposite sex; patients given copies of GP letters).

Themes

5. The following summarises the indicator scores by theme, in the order in which questions are asked.
 - 5.1 Emergency Department: the survey shows higher levels of patient satisfaction compared with last year for several indicators, and scores are better than the Picker averages. The amount of time people spend in ED has reduced; the order in which they are seen has significantly higher levels of satisfaction; dissatisfaction on privacy and dignity issues has decreased.
 - 5.2 Fewer patients said they had to wait a long time to be admitted, however, the numbers which said they had no explanation as to why they were waiting for admission has increased (to 48%).

- 5.3 Single sex facilities: the number of patients reporting that they had to share mixed male and female accommodation and/or mixed washing facilities has reduced. However, fewer people than the Picker average, report that they mind sharing accommodation with the opposite sex.
- 5.4 Cleanliness: percentage scores for cleanliness have improved year on year. In particular, the score for the cleanliness of toilets has significantly improved.
- 5.5 Food: fewer patients said they had a healthy food choice option this year, and more said they were not offered a choice. However, the percentage offered a healthy choice is still better than the Picker average and the number of patients reporting that they did not have help eating food has fallen since 2006 and is lower than the Picker average.
- 5.6 Doctors: patients consistently award ORH doctors better scores than the Picker average for indicators which look at confidence, trust, communication and information giving. For 2007, scores show a slightly higher level of satisfaction compared with 2006, and are comparable with 2005 figures.
- 5.7 Nurses: patients also consistently award ORH nurses better scores than the Picker average, and all but one of the scores show improvement on 2006. The percentage of patients reporting that nurses clean hands between patients has reduced, but is still higher than the national average.
- 5.8 Care: all but two of the indicators show that patient satisfaction is better than the Picker average. The Trust score is worse for two indicators: more than five minutes to answer a call button; assistance provided getting to the bathroom. Both of these indicators show there is more work to do on timeliness of assistance.
- 5.9 Surgery: the ORH continues to have patient satisfaction scores which are better than the Picker average, and for all but one indicator, the survey results are an improvement on 2006. One exception is the indicator which asks patients about the explanation of surgery results, which has improved and is significantly, better than the national average.
- 5.10 Discharge: according to the survey, the percentage of patients who experience a delay in their discharge has not reduced; however, according to the patients questioned, the way in which the ORH manages discharges has improved. Information given to families and the number of patients receiving copies of letters to GPs, has improved year on year and is now much better than the national average.
- 5.11 Overall: according to the 2007 survey, a higher percentage of patients said they were treated with dignity and respect. This figure is better than the national average. The percentage of patients who rate their care as fair or poor (rather than more positively) has also increased marginally year on year, but at 8% is in line with the Picker average. A small number of patients say that they would not

recommend the hospital to a friend and this figure has not reduced. However, at 5% it remains lower than the Picker average of 7%.

Conclusion

6. The 2007 in-patient survey gave the Trust favourable results, but there is still a need to improve the overall patient experience for the Trust to gain excellent scoring. A key to this improvement is communication; to keep every patient and carer informed all the time. Patients need to be given regular opportunities to ask about any uncertainties they may have. In this way patients can be empowered and expectations can be realistic.
7. The results of the 2007 in-patient survey have been disseminated to the Divisions and an action plan created, focussing on the nine lowest scoring questions.
8. Progress will be monitored quarterly by the Patient Partnership Committee and reported to the Governance Committee.
9. In 2008 there will be two Healthcare Commission surveys: the annual in-patient survey and a survey to assess patients' experience of the Emergency Department.

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