

Reporting to:	Trust Board - 30 July 2015
Title	Summary report of the 2014 CQC National Childrens and Young Persons Inpatient Experience Survey
Sponsoring Director	Sarah Bloomfield, Director of Nursing and Quality
Author(s)	Graeme Mitchell ,Associate Director Patient Quality & Experience , Sally Allen, Clinical Governance Manager
Previously considered by	
Executive Summary	<p>The NHS National Children and Young People’s Survey is conducted as part of the CQC National Patient Survey Programme. Information drawn from the core questions in the Inpatient Surveys are used by the Care Quality Commission (CQC) as part of its new Hospital Intelligent Monitoring. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold Trusts to account for the outcomes the achieved. The results will also be used by the Trust Development Authority to inform the quality and governance assessment as part of their Oversight Model for NHS Trusts.</p> <p>The 2014 Children and Young People’s Survey is the first Children and Young People’s Survey carried out by the CQC (a previous national Children and Young People’s Survey was carried out as part of the National Patient Survey Programme in 2004, before the CQC became involved with three surveys). The Survey was sent to Children and Young People who received Inpatient or Day Case Care during July and August 2014. Each Trust was required to send the survey to a minimum sample of 380 patients and parents/carers, and include both inpatients and Day Cases, aged 0-15 years. SaTH surveyed all patients discharged during August 2014, a total of 529 patients (some of whom were admitted in July 2014).</p> <p>There were three versions of the survey</p> <ol style="list-style-type: none"> 1. Sent to the parents of children aged 0 to 7 years 2. Sent to Children aged 8 to 11 years 3. Sent to Young People aged 12 to 15 year <p>Key Facts</p> <ul style="list-style-type: none"> • The results demonstrate that SaTH has performed “better than other Trusts” on nine questions • For one of the questions surveyed, SaTH achieved the top score of all participating Trusts • The Trust did not perform “worse than other Trusts” on any of the questions surveyed • Comparison with other local Trusts, and Specialist Children’s hospitals showed that SaTH performed “better than other Trusts” on more questions than all of these Trusts

Strategic Priorities 1. Quality and Safety 2. People	<input checked="" type="checkbox"/> Reduce harm, deliver best clinical outcomes and improve patient experience. <input type="checkbox"/> Address the existing capacity shortfall and process issues to consistently deliver national healthcare standards <input type="checkbox"/> Develop a clinical strategy that ensures the safety and short term sustainability of our clinical services pending the outcome of the Future Fit Programme <input type="checkbox"/> To undertake a review of all current services at specialty level to inform future service and business decisions <input type="checkbox"/> Develop a sustainable long term clinical services strategy for the Trust to deliver our vision of future healthcare services through our Future Fit Programme <input type="checkbox"/> Through our People Strategy develop, support and engage with our workforce to make our organisation a great place to work
3. Innovation 4. Community and Partnership 5. Financial Strength: Sustainable Future	<input type="checkbox"/> Support service transformation and increased productivity through technology and continuous improvement strategies <input type="checkbox"/> Develop the principle of 'agency' in our community to support a prevention agenda and improve the health and well-being of the population <input type="checkbox"/> Embed a customer focussed approach and improve relationships through our stakeholder engagement strategies <input type="checkbox"/> Develop a transition plan that ensures financial sustainability and addresses liquidity issues pending the outcome of the Future Fit Programme
Board Assurance Framework (BAF) Risks	<input checked="" type="checkbox"/> If we do not deliver safe care then patients may suffer avoidable harm and poor clinical outcomes and experience <input type="checkbox"/> If we do not implement our falls prevention strategy then patients may suffer serious injury <input type="checkbox"/> If the local health and social care economy does not reduce the Fit To Transfer (FTT) waiting list from its current unacceptable levels then patients may suffer serious harm <input type="checkbox"/> Risk to sustainability of clinical services due to potential shortages of key clinical staff <input type="checkbox"/> If we do not achieve safe and efficient patient flow and improve our processes and capacity and demand planning then we will fail the national quality and performance standards <input type="checkbox"/> If we do not get good levels of staff engagement to get a culture of continuous improvement then staff morale and patient outcomes may not improve <input type="checkbox"/> If we do not have a clear clinical service vision then we may not deliver the best services to patients <input type="checkbox"/> If we are unable to resolve our (historic) shortfall in liquidity and the structural imbalance in the Trust's Income & Expenditure position then we will not be able to fulfil our financial duties and address the modernisation of our ageing estate and equipment
Care Quality Commission (CQC) Domains	<input checked="" type="checkbox"/> Safe <input checked="" type="checkbox"/> Effective <input checked="" type="checkbox"/> Caring <input checked="" type="checkbox"/> Responsive <input type="checkbox"/> Well led
<input checked="" type="checkbox"/> Receive <input type="checkbox"/> Review <input checked="" type="checkbox"/> Note <input checked="" type="checkbox"/> Approve	Recommendation The Committee are asked to NOTE the Inpatient survey results and to approve the next steps.

THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST

JULY 2015

RESULTS OF NHS NATIONAL CHILDREN AND YOUNG PEOPLE'S SURVEY 2014

1. Background

The NHS National Children and Young People's Survey is conducted as part of the CQC National Patient Survey Programme. Information drawn from the core questions in the Inpatient Surveys are used by the Care Quality Commission (CQC) as part of its new Hospital Intelligent Monitoring. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold Trusts to account for the outcomes the achieved. The results will also be used by the Trust Development Authority to inform the quality and governance assessment as part of their Oversight Model for NHS Trusts.

The 2014 Children and Young People's Survey is the first Children and Young People's Survey carried out by the CQC (a previous national Children and Young People's Survey was carried out as part of the National Patient Survey Programme in 2004, before the CQC became involved with these surveys). 137 Acute NHS Trusts participated and the Survey was sent to 69,393 Children and Young People who received Inpatient or Day Case Care during July and August 2015. Responses were received from over 18,736 Children, Young People and their Parents – an overall response rate of 27%. Each Trust was required to send the survey to a minimum sample of 380 patients, and include both inpatients and Day Cases, aged 0-15 years. Trusts were asked to sample backwards from 31st August 2015, until they had reached a minimum of 380 patients. SaTH surveyed all patients discharged during August 2014, a total of 529 patients (some of whom were admitted in July 2014).

The patient sample is drawn in accordance with stipulated criteria issued by the CQC, and is checked for recently deceased and current inpatients. There were three versions of the survey

1. Sent to the parents of children aged 0 to 7 years
2. Sent to Children aged 8 to 11 years
3. Sent to Young People aged 12 to 15 year

The initial postal survey is followed up with two written reminders to non-responders.

This year 206 completed usable surveys were received for SaTH, giving a response rate of 39%. This compares favourably to the national response rate of 27%.

The survey sent to the parents of 0 to 7 year olds had 38 core questions, and the sections for parents in both the Children's and Young Patient's versions of the survey included 23 core questions. Younger Children aged 8 – 11 were asked 15 core questions, and the survey for Young People aged 12-15 had two additional core questions, giving a total of 17. All respondents were asked to give an overall rating of their experience, and the opportunity to give free text comments. The remaining questions comprised filter questions (designed to identify whether a set of questions were applicable to the patient), and respondent profile questions, such as age, sex, religion etc. This report for 2014 compares the responses to the core questions for SaTH to the National Survey data.

KEY FACTS

- The results demonstrate that SaTH has performed “better than other Trusts” on nine questions
- For one of the questions surveyed, SaTH achieved the top score of all participating Trusts
- The Trust did not perform “worse than other Trusts” on any of the questions surveyed
- Comparison with other local Trusts, and Specialist Children’s hospitals showed that SaTH performed “better than other Trusts” on more questions than all of these Trusts

2. Trust Results

Comparative data is supplied to all Trusts showing whether their scores are “better”, “worse” or “about the same” as other Trusts for each individual question. These results are split into those rated by Parents/Carers and those rated by Children and Young People.

SaTH performed “better than other Trusts” on nine questions in total. Of these, Parents/Carers rated SaTH as “better than other Trusts” on six questions, and Children/Young People rated SaTH as better than other Trusts on three questions.

The tables below illustrate where the Trust has performed “better than other Trusts” for an individual questions as rated by both Parents/Carers and Children and Young People, and illustrates SaTH’s score in comparison to the lowest and highest score of all participating Trusts.

It is particularly encouraging to note that for one question rated by Children and Young People, SaTH achieved the highest score of all participating Trusts (this is indicated in the green shaded box in table ii below).

Table i - Questions where SaTH was rated “***better than other Trusts***” by Parents/Carers

Question	Score This Trust	Lowest Trust Score	Highest Trust Score
Did a member of staff agree a plan for your child’s care with you?	9.4	7.1	10.0
Did you have confidence and trust in the members of staff treating your child?	9.3	7.5	9.9
Did staff ask if you had any questions about your child’s care?	8.8	6.6	9.7
After the operation or procedure, did someone explain to you how the operation or procedure had gone in a way you could understand?	9.4	7.6	9.8
Did a member of staff give you advice on how to care for your child after you went home?	9.1	7.5	9.8
Did you feel that your child was safe on the hospital ward?	9.8	8.0	10.0

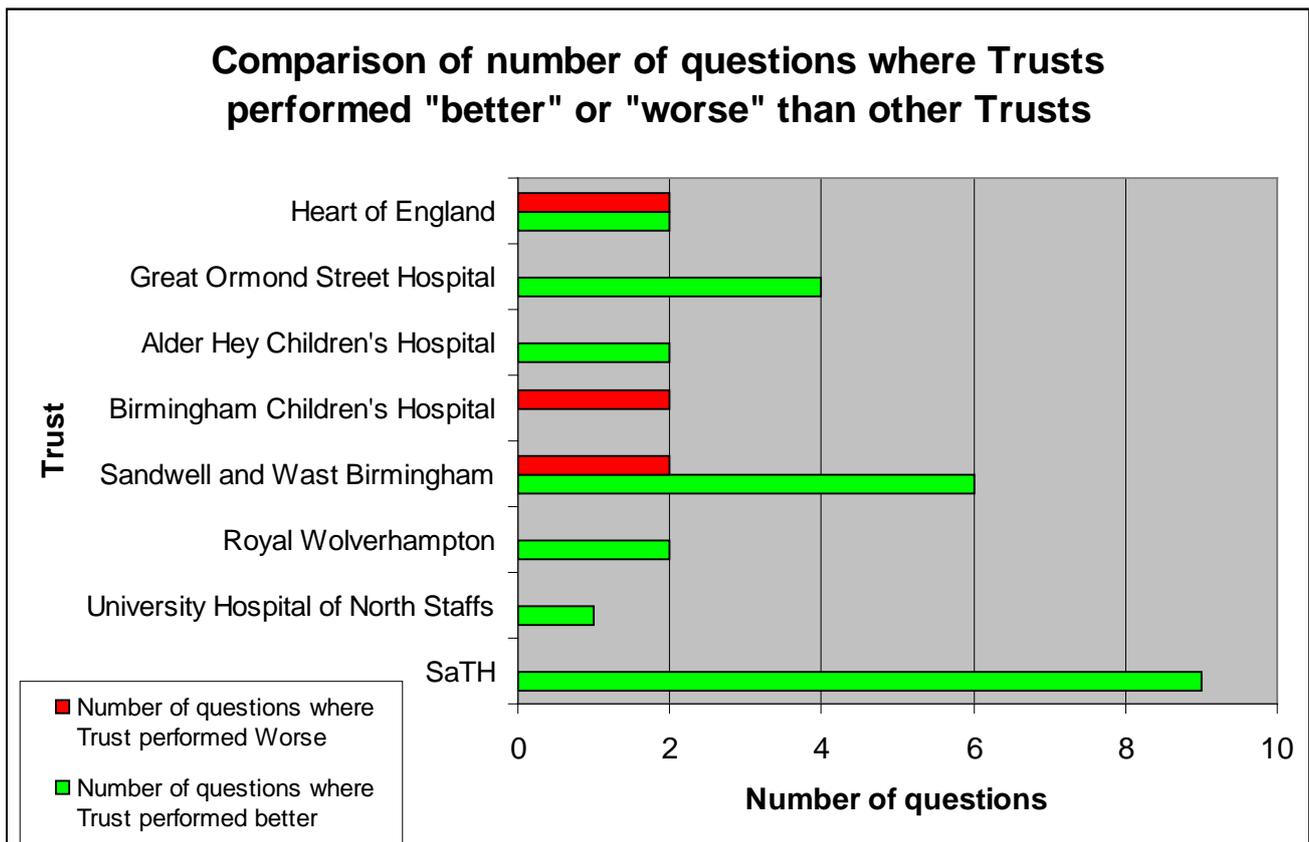
Table ii - Questions where SaTH was rated “*better than other Trusts*” by Children/Young People

Question	Score This Trust	2013	2014
Do you think hospital staff did everything they could to help your pain?	9.4	7.3	9.6
Afterwards [following an operation or procedure], did someone from the hospital explain to you how the operation or procedure had gone in a way you could understand?	9.5	6.6	9.5
Did someone from the hospital tell you what to do or who to talk to if you were worried about anything when you got home?	8.9	6.5	9.3

Appendix A provides a more detailed breakdown of the question scores for each survey

Comparison to other Local Trusts and Specialist Children’s Hospitals

A comparison of SATH’s results with the published results of other Local Trusts, and Nationwide Specialist Children’s Hospitals showed that SaTH performed “better” on a higher number of questions than all of these other Trusts.



3.Next Steps

The Women's and Children's Care Group recognise that the results of the survey are very positive and so they intend to celebrate with their staff and thank them in recognition of the hard work that has delivered the survey results. The Care Group will in conjunction with partners, continue to both measure and listen to patient experiences in order to deliver sustained improvements in the care and to strive for further improvements in future surveys.

4. Conclusions

In summary, the results for the National Children and Young Patient's Survey showed that SaTH has performed better than other participating Trusts on nine questions and that for one question SaTH was the best performing Trusts. Comparison with other regional Trusts and with Specialist Children's Hospitals Nationally has shown that SaTH has also out-performed these.

What is particularly encouraging to note, is that for this survey SaTH performed better than other Trusts on communicating information to patients and their families, controlling pain and giving parents/carers confidence and trust in staff. For all other areas of the survey SaTH performed "about the same" as other participating Trusts.

This survey focussed on patients treated at the Trust during July and August 2014, prior to the move to the new Women's and Children's Centre in September 2014, and it will be particularly interesting to note the comparison of these results with future surveys carried out.

	Scores for this Trust	Lowest Trust Score	Highest Trust Score
Going to hospital			
Children and young people said:			
When arriving at the hospital, they were told what would happen to them whilst there	8.7	7.3	9.7
All parents and carers said:			
Hospital staff told them what would happen to their child in hospital	8.5	7.1	9.9
Parents and carers of 0 to 7 year olds said:			
The hospital gave them a choice of admission dates	4.4	1.6	7.1
The hospital did not change the admission date	9.1	7.6	9.9
The hospital ward			
Children and young people said:			
They felt safe on the hospital ward	9.6	8.7	9.9
They liked the hospital food	5.6	4.9	9.3
They were given enough privacy when receiving care and treatment	8.8	7.7	9.8
All parents and carers said:			
The ward had appropriate equipment or adaptations for their child	9.0	7.7	9.9
The hospital room or ward their child stayed on was clean	9.2	7.5	9.9
Their child did not stay on an adult ward	9.9	8.6	10
Parents and carers of 0 to 7 year olds said:			
They felt their child was safe on the hospital ward	9.8	8.0	10
Their child was given enough privacy when receiving care and treatment	9.4	8.1	9.9
There were appropriate things for their child to play with on the ward	7.8	6.3	9.7
Their child liked the hospital food	6.4	3.9	7.7
Hospital staff			
All parents and carers said:			
A member of staff agreed a plan with them for the child's care	9.4	7.1	10
They had confidence and trust in the members of staff treating their child	9.3	7.5	9.9
They were encouraged to be involved in decisions about the child's care and treatment	8.0	6.7	9.0
Members of staff were aware of the child's medical history	7.6	6.6	9.2
Staff knew how to care for the child's individual or special needs	8.4	7.5	9.9
Staff were available when their child needed attention	8.2	7.1	9.7
Members of staff caring for their child worked well together	9.0	7.4	9.8
Parents and carers of 0 to 7 year olds said:			
The hospital staff played with their child while they were in hospital	7.4	4.2	9.8
Their child was well looked after by hospital staff	9.1	7.9	10
Speaking with patients and providing information			
Children and young people said:			
Staff talked to them in a way they could understand	9.2	7.3	9.9
Someone at the hospital talked to them about any worries they had	8.6	6.3	9.7
The people looking after them listened to them	9.1	7.3	9.6
The people looking after them were friendly	9.6	8.3	10
All parents and carers said:			
Staff gave them information about the child's condition and treatment in a way they could understand	9.3	8.1	10

Hospital staff kept them informed about what was happening whilst the child was in hospital	8.3	7.1	9.4
Staff asked if they had any questions about their child's care	8.8	6.6	9.7
Parents and carers of 0 to 7 year olds said:			
New members of staff treating the child introduced themselves	9.2	7.4	9.5
Members of staff communicated with the child in a way they could understand	7.9	6.5	9.3
They were not told different things by different people, which left them feeling confused	8.3	6.7	10
The people looking after their child listened to them	8.9	7.2	9.8
The people looking after their child were friendly	9.6	7.7	9.8
Staff treated them with respect and dignity	9.6	8.1	10
Facilities for parents and carers			
All parents and carers said:			
They had access to hot drinks facilities at the hospital	8.7	6.7	9.9
The facilities for staying overnight for parents and carers were good	7.7	5.2	8.7
Pain			
Children and young people said:			
Hospital staff did everything they could to help their pain	9.4	7.3	9.6
All parents and carers said:			
Hospital staff did everything they could to ease the child's pain	8.5	7.4	9.8
Operations and procedures			
Children and young people said:			
Someone told them what would be done, before the operation or procedure	9.7	8.1	9.9
Someone from the hospital explained how the operation or procedure went, in a way they could understand	9.5	6.6	9.5
All parents and carers said:			
Staff explained to parents and carers what would be done during the operation or procedure	9.5	8.3	10
Staff answered their questions about the operation or procedure, in a way they could understand	9.4	8.4	9.8
Someone from the hospital explained how the operation or procedure had gone, in a way they could understand	9.4	7.6	9.8
Being prepared to leave hospital			
Children and young people said:			
Hospital staff told them what to do or who to talk to if worried about anything when home	8.9	6.5	9.3
All parents and carers said:			
They were given enough information on how their child should use and take any new medicine	9.8	8.8	10
They were given advice on how to care for the child when home	9.1	7.5	9.8
They were told what would happen next after the child left hospital	8.5	6.8	9.9
They were given written information about the child's condition or treatment to take home	8.4	4.5	9.7
Parents and carers of 0 to 7 year olds said:			
They were told what to do or who to talk to, if worried about their child when home	9.2	7.1	9.9
Overall experience			
Children and young people said:			
They had a good overall experience of care in the hospital	8.8	7.2	9.4
All parents and carers said:			
They felt their child had a good experience of care in the hospital, overall	8.6	7.3	9.4