

## The Shrewsbury and Telford Hospital NHS Trust

Trust Board 26<sup>th</sup> May 2011

## Annual Inpatient Survey Executive Summary

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<b>Author</b>	Director of Quality and Safety/Chief Nurse
<b>Corporate Objective</b>	<p>B1. Involve patients in decisions about them</p> <p>B2. Ensure our patients have a good experience</p> <p>B3. Deliver services which are convenient and timely for patients</p> <p>B5. Improve our appointments system and processes</p> <p>B6. Improve our communication processes and the information we provide</p> <p>B7. Work in partnership to ensure services meet local healthcare needs</p>
<b>Goal</b>	Patients, GPs and Commissioners: We will insist that we deliver the best service to our patients, GPs and commissioners
<b>Executive Summary</b>	<p>This report provides an overview on the key findings from the 2010 Annual National inpatient survey. It reviews the findings alongside the results of the Trust quarterly postal patient experience Survey and the inpatient monthly ward audits to look at the recurring trends and themes, areas for good practice and areas for development.</p> <p>The National Inpatient Survey is conducted by the Care Quality Commission on an annual basis in the autumn of each year surveying the views of patients who were in hospital during August. The results from 2010 were published on the 21<sup>st</sup> April 2011 and were based on 444 respondents.</p> <p>The Survey provides a snapshot of what our patients think about the care and services we provide. It also provides a useful comparison and benchmark with hospitals across the country.</p>
<b>Recommendations</b>	The Trust Board are asked to <b>NOTE</b> the findings of this report.

**Contribution to Inspection, Registration, Performance and Delivery**

<b>Risks and Assurance</b>	
<b>Contribution to Key Performance Indicators</b>	
<b>Compliance with Clinical and other Governance Requirements</b>	

**Impact Assessment**

<b>Quality</b>	
<b>Financial</b>	
<b>Workforce</b>	
<b>Legislation and Policy</b>	
<b>Equality and Diversity</b>	
<b>Communication and Marketing</b>	

**Engagement and Decision-Making Process**

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# THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST

Trust Board 26<sup>th</sup> May 2011

## Annual Inpatient Survey

### 1.0 Introduction

This report provides an overview on the key findings from the 2010 Annual National inpatient survey. It reviews the findings alongside the results of the Trust quarterly postal patient experience Survey and the inpatient monthly ward audits to look at the recurring trends and themes, areas for good practice and areas for development.

### 2.0 Annual Inpatient Survey

The National Inpatient Survey is conducted by the Care Quality Commission on an annual basis in the autumn of each year surveying the views of patients who were in hospital during August.

The results from 2010 were published on the 21<sup>st</sup> April 2011 and were based on 444 respondents.

The Survey provides a snapshot of what our patients think about the care and services we provide. It also provides a useful comparison and benchmark with hospitals across the country.

The Survey consists of 64 questions over 10 domains these being:-

- The emergency/A&E department, answered by emergency patients only
- Waiting lists and planned admissions, answered by those referred to hospital
- Waiting to get to a bed on a ward
- The hospital and ward
- Doctors
- Nurses
- Care and treatment
- Operations and procedures, answered by patients who had an operation or procedure
- Leaving hospital
- Overall views and experiences

The results identify that overall we score similarly to other hospitals across England and that we have scored marginally higher on overall standards of care in our hospitals in 2010 compared to 2009.

### 2.1 Key Findings

In **2009** the Trust was worse than average on the following areas:-

- Choice of admission dates
- Sharing sleeping areas with patients of the opposite sex
- Using bathroom or shower areas with patients of the opposite sex
- Having the opportunity to talk to a doctor

In this years survey (2010) the Trust scored significantly better in delivering same sex accommodation. This reflects the work and developments we have undertaken to improve the environment and the culture around same sex accommodation.

The Trust also scored better in choice of admission date. However we continue to score worse than other hospitals on patients and families having enough opportunity to talk to a doctor.

We were better than most Trust in providing patients with somewhere to keep their personal belongings. Our scores also improved in ensuring patients were told about medication side effects when being discharged and the time patients had to wait to be admitted to hospital after being referred.

Overall we score similar to other hospitals across England and that we have scored marginally higher on overall standards of care in our hospitals in 2010 compared to 2009. We scored high on the following areas:-

- Cleanliness
- Hand washing for Doctors and Nurses
- Confidence in the Doctors and Nurses
- Maintain privacy and dignity
- Explanation of risks and benefits of operational procedures

However the survey identifies areas for ongoing development and opportunities to learn and improve on the standards of care we provide.

The key areas for development are:-

- Reducing the length of time patient has to wait to get a bed following admission to hospital
- Reducing the disturbance of noise at night for patients
- Ensuring patients have an opportunity to talk to a doctor about their condition
- Responding to patient call bells more promptly
- Supporting patients with meals
- Patients being involved in decisions about their care and discharge planning
- Ensuring patients are provided with adequate information on discharge

The survey also identified that patients did not feel that whilst in hospital they were asked about their views on the quality of care given. Although we scored similar to other Trust this is an indication that we are not engaging and seeking the views of our patients as often as we should.

In February 2011 we commenced monthly patient surveys in all our inpatient wards with an aim that these real time audits will enable staff to continually reflect on patient feedback. This is a positive move although more work needs to be undertaken on a day to day basis by ward staff and managers to ascertain patients and relatives views of their care so we can respond in the here and now.

## **How do the Results of the Annual Survey reflect on our internal Trust audits and reviews?**

The Results of the Annual Patient Survey reflect closely the Trust internal monthly audits and the quarterly postal surveys we undertook in April, July and October of 2010.

There is positive patient feedback in the following areas:-

- Being treated with respect ,dignity and privacy
- Cleanliness of the environment
- Observations of Hand Hygiene
- Patient being able to raise questions and being listened too about their care and treatment
- Care and management of pain

There are similar themes around noise at night, opportunities to discuss care and treatment with health care professionals help and assistance with meals and information on discharge.

In addition they have identified a need to meet and support religious and spiritual beliefs and unlike the annual survey greater information and discussion on medication needs side effects.

### **3.0 Next Steps**

All surveys and audits have provided us with valuable information there are clear recurring themes and findings which allows us to focus on our priorities and track progress.

- Results of the surveys to be disseminated and shared with staff
- Trust wide action plan for improvements to be developed
- Implementation of action plans within centers
- Ownership for implementation with Center chiefs, Managers and senior Nursing teams
- Ensure the ongoing patient experience surveys audit the areas for improvement to track progress
- Progress to be monitored through the Patient Experience Board and report to Quality and Safety Committee

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May 2011