

Paper 16

<b>Recommendation</b>  <input type="checkbox"/> <b>DECISION</b>  <input checked="" type="checkbox"/> <b>NOTE</b>	Trust Board is asked to note the contents of the National Inpatient Survey 2017
<b>Reporting to:</b>	<b>Trust Board</b>
<b>Date</b>	25 October 2018
<b>Paper Title</b>	National Inpatient Survey 2017
<b>Brief Description</b>	The National Inpatient Survey 2017 was carried out between September and December 2017 and included patients treated at the Trust during July 2017. Results are summarised, showing areas where the Trust performed “better”, “worse than” and “about the same” as other Trusts. The survey is used by the CQC as part of their assessment
<b>Sponsoring Director</b>	Deirdre Fowler, Director of Nursing, Midwifery & Quality
<b>Author(s)</b>	Lucy McGuinness, Clinical Audit Lead
<b>Recommended / escalated by</b>	
<b>Previously considered by</b>	Quality & Safety Committee
<b>Link to strategic objectives</b>	Patient and family - Listening to and working with our patients and families to improve healthcare
<b>Link to Board Assurance Framework</b>	If we do not develop real engagement with our staff and our community we will fail to support an improvement in health outcomes and deliver our service vision (RR 1186)
<b>Outline of public/patient involvement</b>	Annual Patient Survey
<b>Equality Impact Assessment</b>	<input checked="" type="radio"/> <b>Stage 1 only (no negative impacts identified)</b> <input type="radio"/> <b>Stage 2 recommended (negative impacts identified)</b> * EIA must be attached for Board Approval <input type="radio"/> negative impacts have been mitigated <input type="radio"/> negative impacts balanced against overall positive impacts
<b>Freedom of Information Act (2000) status</b>	<input checked="" type="radio"/> <b>This document is for full publication</b> <input type="radio"/> <b>This document includes FOIA exempt information</b> <input type="radio"/> <b>This whole document is exempt under the FOIA</b>

## THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST

### RESULTS OF NHS NATIONAL INPATIENT SURVEY 2017 (JUNE 2018)

#### 1. Background

The NHS National Inpatient Survey is conducted annually. 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 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 2017 Adult Inpatient Survey was the fifteenth national inpatient survey carried out and involved 148 acute and specialist NHS Trusts. Responses were received from 72,778 patients – an overall response rate of 41%. Each Trust was required to send the survey to 1250 patients aged 16 years or over, who had at least one overnight stay in hospital during the month of July 2017. Maternity/obstetric and psychiatric service users, as well as current inpatients were excluded.

The patient sample is drawn in accordance with stipulated criteria issued by the CQC, and is checked for recently deceased and current inpatients. The postal survey includes 80 core questions which are divided into 10 sections, with an additional overall experience section. 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. There is also the chance for patients to give their comments at the end.

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

This year 631 completed usable surveys were received for SaTH, giving a response rate of 52% (53% for SaTH in 2016). This compares favourably to the national response rate of 41%.























#### KEY FACTS

- **The 2017 results showed improved scores for the 2 questions which saw a statistically significant decline in 2016 compared to 2015.**
- **SaTH saw statistically significant declines in 4 questions since 2016.**
- **SaTH performed “Worse” than other trusts in one question; all other questions saw SaTH perform “About the Same” as other trusts.**

## 2. Trust Results

The questions in the annual Inpatient Survey are grouped into eleven Sections and Trusts are rated as “Worse”, “About the Same” or “Better” than other Trusts in England in each section.

The illustration below highlights how The Shrewsbury and Telford Hospital has consistently been “About the Same” as other Trusts in England, for each of the eleven sections, for both 2016 and the current 2017 results.

	CQC Adult Inpatient Survey 2016	CQC Adult Inpatient Survey 2017
	Published May 2017	Published June 2018
	641 inpatients receiving care from the Trust in 2016	631 inpatients receiving care from the Trust in 2017
	Comparison with other Trusts in England	Comparison with other Trusts in England
<b>The Emergency/A&amp;E Department</b>		
<b>Waiting list and planned admissions</b>		
<b>Waiting to get to a bed on the ward</b>		
<b>The hospital and ward</b>		
<b>Doctors</b>		
<b>Nurses</b>		
<b>Care and Treatment</b>		
<b>Operations and Procedures</b>		
<b>Leaving hospital</b>		
<b>Overall views of care and services</b>		
<b>Overall experience</b>		

When these eleven sections are broken down into the individual questions, there was one question which showed SaTH was “Worse” than other Trusts. This related to hospital staff discussing with patients whether they would need any further health or social care services after leaving hospital (Q66). All other individual questions in the survey indicated that SaTH performed “About the Same” as other Trusts.

The table below illustrates the questions where the Trust has shown a statistically significant (using two-tailed t test) improvement or decline from 2015 to 2016, and or 2016 to 2017. The areas showing a statistically significant improvement have an upward arrow in a green shaded box. The areas showing a statistically significant decline have a downward arrow in a red shaded box. It is particularly important to note that small variations in the scores can occur year-on-year by chance, therefore reporting of results only focuses on highlighting where there have been statistically significant changes.

As detailed, there were four questions which showed a statistically significant decline on the previous 2016 results. The cleanliness of the hospital room or ward had previously seen a statistically significant improvement in 2016 on the 2015 figures.

		2015	2016	Change 15/16	2017	Change 16/17
<b>Waiting list and planned admissions</b>						
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?	7.8	7.5		6.9	↓
<b>The hospital and ward</b>						
Q16	In your opinion, how clean was the hospital room or ward that you were in?	9.0	9.3	↑	9.1	↓
<b>Nurses</b>						
Q75	In your opinion, were there enough nurses on duty to care for you in hospital?	7.7	7.9		7.4	↓
<b>Leaving Hospital</b>						
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	8.5		8.0	↓

The 2016 results indicated that there were two questions which had a statistically significant decline compared to the 2015 results. It is encouraging to see that both these areas saw an improvement in the 2017 results, although this improvement is not yet sufficient to be statistically significant. This may be an indicator that the focused work on these areas since the last survey has made a positive impact.

		2015	2016	Change 15/16	2017
<b>Waiting list and planned admissions</b>					
Q6	How do you feel about the length of time you were on the waiting list before your admission	8.7	7.8	↓	8.4
<b>Overall</b>					
Q69	During your hospital stay, were you ever asked to give your views on the quality of your care?	2.5	1.8	↓	1.9

### 3. Conclusions

In summary the 2017 results indicate that patients at both the Royal Shrewsbury Hospital and the Princess Royal Hospital, had confidence and trust in the nurses treating them and also felt well looked after by non-clinical staff such as cleaners, porters and catering staff.

There were 11 out of the 62 questions which SaTH scored 9 out of 10 or more and over half of the questions were scored at 8 out of 10 or more.

There were just four questions in which SaTH's score was judged to be statistically significantly worse than in 2016. In one question, about ward cleanliness, the Trust still scored more than 9 out of 10, while in another, relating to the purpose of medicines which the patient was being sent home with, SaTH scored 8 out of 10.

SaTH was rated as performing worse than most other trusts in one area, relating to discussions about whether the patient would need further health or social care services after leaving hospital. SaTH scored 7.5 out of 10 for this question.