

To:	Quality Assurance Committee
From:	Carl Walker, Clinical Audit Manager
Date:	18 June 2013
CQC regulation:	All applicable

Title:	National Inpatient Survey Results 2012										
Author/Responsible Director:	Carl Walker, Clinical Audit Manager Carole Ribbins, Acting Chief Nurse										
Purpose of the Report:	To update Quality Assurance Committee members on the performance of the Trust in 2012's National Inpatient Survey.										
The Report is provided to the Board for:	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 50%;">Decision</td> <td style="width: 10%;"></td> <td style="width: 50%;">Discussion</td> <td style="width: 10%;"></td> </tr> <tr> <td>Assurance</td> <td>X</td> <td>Endorsement</td> <td>X</td> </tr> </table>			Decision		Discussion		Assurance	X	Endorsement	X
Decision		Discussion									
Assurance	X	Endorsement	X								
Summary / Key Points:	<p>The results from the National Inpatient Survey 2012 have shown that we have performed about the same as other Trusts in all but 2 questions and the survey reported that we have made no significant improvements or decline in patient satisfaction levels this year.</p> <p>Although no improvements can be reported this year it is important to remember the negative reports received previously between 2006 and 2010 for the Trust so it is good to see the improvement from last year maintained.</p>										
Recommendations:	For the Quality Assurance Committee to support a change in process for how the RAG rating of local patient feedback is done to help ensure that our local results drive improvement in the Trusts national patient survey scores. The new system will use bespoke targets for each Division and CBU. The targets are based around performance in each area over the last 12 months so 'green' flags will be allocated only if an improvement in patient satisfaction is seen - irrespective of how high or low patient satisfaction levels are in that area. Likewise a 'red' flag will indicate a significant decrease in satisfaction.										
Strategic Risk Register	Performance KPIs year to date										
Resource Implications (eg Financial, HR)											
Assurance Implications											
Patient and Public Involvement (PPI) Implications											
Equality Impact											
Information exempt from Disclosure											
Requirement for further review?											

University Hospitals of Leicester NHS Trust

Report To: Quality Assurance Committee
Date: 18 June 2013
From: Carl Walker, Clinical Audit Manager
Title: National Inpatient Survey Results 2012

1. Background

The first adult inpatient survey was carried out in 2003 and has been carried out annually since. UHL has participated in all the surveys to date. This year's Inpatient Survey was undertaken at the end of 2012 by the Care Quality Commission (CQC). The national results have now been published and they are available in the public domain to view on the CQC website.

This report is to highlight UHL's results and identify improvements made and areas of decline.

2. Methods

The survey is a retrospective postal questionnaire which is sent to a sample of 850 inpatients that were treated in the Trust during August 2012. The survey was carried out in-house by the Clinical Audit team and was sent out to the selected patients in October and then followed up with two reminders for non-responders. A total of 465 completed surveys were returned (valid return rate of 57%). This return rate was marginally down on the previous year's survey (2011 58%).

3. Results

3.1 UHL Performance Against Other Trusts

The results for the Trusts were fed back by the CQC using the same classification system as last year. Each Trust has been assigned for each question a RAG performance rating based around satisfaction levels when compared to other Trusts:

Red = worse than other Trusts
Amber = about the same as other Trusts
Green = better compared to other Trusts

The CQC report titled 'Redesign of the benchmark reports' accompanied release of the 2011 results and states the following about the new scheme:

The red, green and orange sections in the chart display the expected range for a score for a Trust. This is the range within which we would expect a particular Trust to score if it performed about the same as most other Trusts in the survey. The range

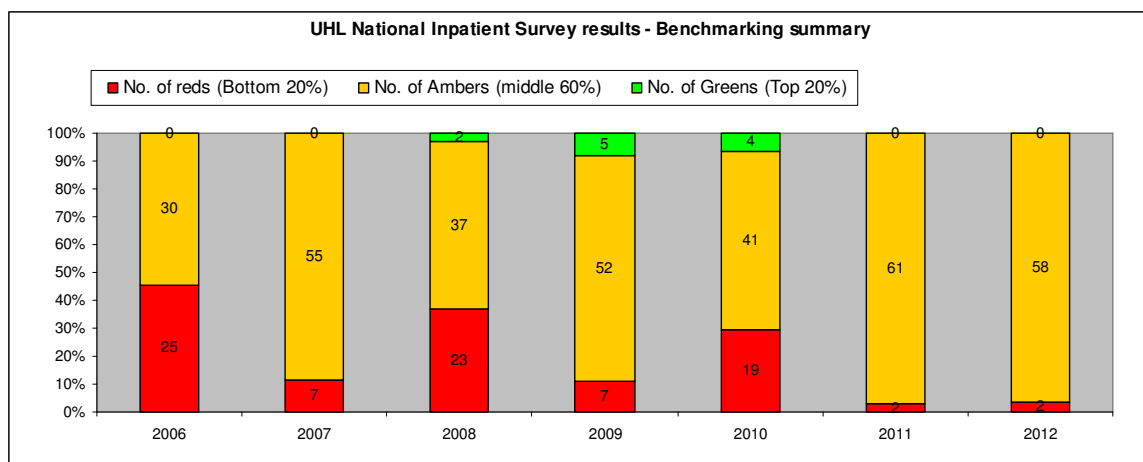
takes into account the number of respondents from each Trust as well as the scores for all other Trusts, and allows us to identify which scores we can confidently say are 'better' or 'worse' than the majority of other Trusts

The full details around the Trust's performance in terms of red/amber/green is detailed in Appendix 1. In summary:

- For 58 out of 60 questions UHL are rated as amber.
- For two questions (16. Were you ever bothered by noise at night from hospital staff? and 49. Did you feel you were involved in decisions about your discharge from hospital?) UHL were rated as red.
- There were no questions that UHL was rated as green.
- The questions are also grouped into sections in which UHL were rated as amber in all 10 sections.

All questions remain around the same level of satisfaction as last year (no statistically significant changes in the satisfaction score - all within 1 point of last year's score except Q70. While in hospital did you see or were you given, any information explaining how to complain about the care you received?).

Although no improvements can be reported this year it is important remember the negative reports received previously between 2006 and 2010 (shown in the chart below) so it is good to see the improvement last year maintained.



4. Conclusions

The results from the National Inpatient Survey 2012 have shown that UHL has performed about the same as other Trusts in all but 2 questions and have made no significant improvements or decline in patient satisfaction levels.

The results of this survey have been fed into our own more in-depth patient feedback programme and associated action plans.

In order to ensure that our local results drive improvement in national patient survey scores – it has been recommended by the Nursing Executive Team (subject to approval of the Quality Assurance Committee) that bespoke targets for each Division

and CBU are set and implemented. The targets are based around performance in each area over the last 12 months (as opposed to the current model where generic targets have been set) so 'green' flags will be allocated only if an improvement in patient satisfaction is seen - irrespective of how high or low patient satisfaction levels are in that area. Likewise a 'red' flag will indicate a significant decrease in satisfaction. The pure nature of this model will produce more amber results as the majority of results will fall into this category but it is envisaged that this approach of RAG rating will give the local results dashboards a more accurate overview of real improvement or decline in patient satisfaction.

5. Recommendations

Quality Assurance Committee members are asked to:

- Receive this report for information.
- Agree that bespoke targets be set for each Division and CBU.

Carl Walker
Clinical Audit Manager
10 June 2013

Appendix 1 NHS Adult Inpatient Survey - Comparison of UHL Scores for all previous and current surveys

Key

Bottom 20% Trusts (red) NQ = New question
 Middle 60% Trusts (amber) *1 Response options changed
 Upper 20% Trusts (green)

NA = Question not asked

* Please note a score of 10 equates to 'the best possible' patient care and a score of 0 equates to 'worst' possible care.

Question	UHL Score 2003	UHL Score 2005	UHL Score 2006	UHL Score 2007	UHL Score 2008	UHL Score 2009	UHL Score 2010	UHL Score 2011	UHL Score 2012	Red Rating?	Change YoY	Red threshold score	Green threshold score
No of respondents	523 (61%)	561 (66%)	510 (60%)	462 (54%)	449 (54%)	399 (47%)	390 (48%)	492 (58%)	465 (57%)				
The Emergency Department								7.9	8.3		0.4		
3. While you were in the Emergency Department, how much information about your condition or treatment was given to you?	NA	83	74	79	81	79	82	8.6	8.2	Amber	-0.4	7.1	9.6
4. Were you given enough privacy when being examined or treated in the Emergency Department?	NA	87	83	84	82	85	88	8.7	8.5	Amber	-0.2	7.2	9.7
Waiting List & Planned Admission Patients								6.7	9.1		2.4		
6. How do you feel about the length of time you were on the waiting list before your admission to hospital?	77	78	80	76	86	88	83	8.4	8.2	Amber	-0.2	6.8	9.8
7. Was your admission date changed by the hospital?	90	92	91	91	90	93	92	9.2	9.3	Amber	0.1	8.2	9.9
8. Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	NA	NA	NA	NA	NA	NA	NA	NA	9.8	Amber	NA	8.7	10
Waiting to get to a bed on a ward								8.1	7.9		-0.2		
9. 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?	75	82	80	82	79	83	80	8.1	7.9	Amber	-0.2	6.1	9.6
The hospital and Ward								8.1	8.1		0		
11. When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?	NA	70	66	69	77	83	86	8.7	8.8	Amber	0.1	7.4	9.9
14. While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?	NA	NA	68	73	71	76	81	8.7	8.6	Amber	-0.1	6.2	9.8
15. Were you ever bothered by noise at night from other patients?	NA	65	64	61	65	62	59	6.3	6.3	Amber	0	4.8	8.4
16. Were you ever bothered by noise at night from hospital staff?	NA	81	80	79	82	73	72	7.8	7.4	Red	-0.4	7	9.2
17. In your opinion, how clean was the hospital room or ward that you were in?	79	82	77	82	85	88	89	8.7	8.8	Amber	0.1	8.1	9.6
18. How clean were the toilets and bathrooms that you used in hospital?	NA	76	73	79	83	85	84	8.3	8.4	Amber	0.1	7.5	9.5
19. Did you feel threatened during your stay in hospital by other patients or visitors?	NA	NA	NA	96	96	97	97	9.7	9.8	Amber	0.1	9.3	10
20. Were hand-wash gels available for patients and visitors to use?	NA	NA	NA	NA	NA	98	96	9.7	9.7	Amber	0	8.8	10
21. How would you rate the hospital food?	49	50	47	49	52	53	52	5.7	5.4	Amber	-0.3	3.8	7.9
22. Were you offered a choice of food?	NA	NA	81	80	79	85	84	8.8	8.7	Amber	-0.1	7.5	9.6
23. Did you get enough help from staff to eat your meals?	NA	68	63	73	71	77	70	7.0	7	Amber	0	5.6	9.5
Doctors								8.4	8.3		-0.1		
24. When you had important questions to ask a doctor, did you get answers that you could understand?	81	82	78	78	80	81	79	7.8	8	Amber	0.2	7.4	9.3
25. Did you have confidence and trust in the doctors treating you?	88	90	88	87	87	88	90	8.9	8.6	Amber	-0.3	8.3	9.7
26. Did doctors talk in front of you as if you weren't there?	81	83	79	81	81	82	80	8.3	8.4	Amber	0.1	7.7	9.4
Nurses								8.2	8.1		-0.1		
27. When you had important questions to ask a nurse, did you get answers that you could understand?	79	79	76	77	78	80	80	8	7.9	Amber	-0.1	7.2	9.3
28. Did you have confidence and trust in the nurses treating you?	84	83	80	84	83	85	83	8.5	8.4	Amber	-0.1	7.6	9.5

Appendix 1 NHS Adult Inpatient Survey - Comparison of UHL Scores for all previous and current surveys

Key

Bottom 20% Trusts (red)	NQ = New question
Middle 60% Trusts (amber)	*1 Response options changed
Upper 20% Trusts (green)	
NA = Question not asked	

* Please note a score of 10 equates to 'the best possible' patient care and a score of 0 equates to 'worst' possible care.

Question	UHL Score 2003	UHL Score 2005	UHL Score 2006	UHL Score 2007	UHL Score 2008	UHL Score 2009	UHL Score 2010	UHL Score 2011	UHL Score 2012	Red Rating?	Change YoY	Red threshold score	Green threshold score
29. Did nurses talk in front of you as if you weren't there?	84	87	83	85	85	86	81	8.7	8.6	Amber	-0.1	7.8	9.7
30. In your opinion, were there enough nurses on duty to care for you in hospital?	75	72	68	71	74	72	72	7.3	7.5	Amber	0.2	6.3	9.3
Care and Treatment								7.3	7.4		0.1		
31. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	79	78	73	80	81	74	76	7.7	7.9	Amber	0.2	7.4	9.4
32. Were you involved as much as you wanted to be in decisions about your care and treatment?	69	68	67	67	67	70	68	7.2	7.2	Amber	0	6.3	8.7
33. How much information about your condition or treatment was given to you?	75	80	73	80	77	77	77	7.8	7.7	Amber	-0.1	7	9.4
34. Did you find someone on the hospital staff to talk to about your worries and fears?	NA	58	57	56	55	56	60	5.6	5.6	Amber	0	4.2	7.8
35. Do you feel you got enough emotional support from hospital staff during your stay?	NA	NA	NA	NA	NA	NA	NA	7	6.9	Amber	-0.1	5.7	8.8
36. Were you given enough privacy when discussing your condition or treatment?	91	81	78	81	80	80	83	8.1	8.3	Amber	0.2	7.8	9.3
37. Were you given enough privacy when being examined or treated?	NA	92	92	93	91	93	94	9.3	9.4	Amber	0.1	9.1	9.8
39. Do you think the hospital staff did everything they could to help control your pain?	83	81	79	82	79	80	80	8.1	7.8	Amber	-0.3	7.5	9.4
40. How many minutes after you used the call button did it usually take before you got the help you needed?	62	62	57	63	62	61	58	6	5.8	Amber	-0.2	5.1	7.4
Operations and procedures								8.3	8.1		-0.2		
42. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	NA	88	89	88	89	90	90	9.1	8.8	Amber	-0.3	8.2	9.5
43. Beforehand, did a member of staff explain what would be done during the operation or procedure?	NA	84	85	86	83	83	84	8.5	8.2	Amber	-0.3	7.7	9.4
44. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	NA	86	85	85	86	85	88	8.6	8.4	Amber	-0.2	8.1	9.6
45. Beforehand, were you told how you could expect to feel after you had the operation or procedure?	NA	64	68	68	71	74	70	7.3	6.8	Amber	-0.5	6	8.3
47. Before the operation or procedure, did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?	NA	91	88	89	90	92	91	9	8.9	Amber	-0.1	8.3	9.6
48. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	NA	73	75	77	78	75	79	7.6	7.6	Amber	0	6.8	8.7
Leaving hospital								6.8	7.1		0.3		
49. Did you feel you were involved in decisions about your discharge from hospital?	NA	NA	NA	68	65	66	68	6.8	6.2	Red	-0.6	5.8	8.3
50. Were you given enough notice about when you were going to be discharged?	NA	NA	NA	NA	NA	NA	NA	NA	7	Amber	NA	6.3	9.1
52. What was the main reason for the delay?	NA	NA	55	60	58	55	52	4.9	5.7	Amber	0.8	4.8	8.7

Appendix 1 NHS Adult Inpatient Survey - Comparison of UHL Scores for all previous and current surveys

Key

Bottom 20% Trusts (red)	NQ = New question
Middle 60% Trusts (amber)	*1 Response options changed
Upper 20% Trusts (green)	
NA = Question not asked	

* Please note a score of 10 equates to 'the best possible' patient care and a score of 0 equates to 'worst' possible care.

Question	UHL Score 2003	UHL Score 2005	UHL Score 2006	UHL Score 2007	UHL Score 2008	UHL Score 2009	UHL Score 2010	UHL Score 2011	UHL Score 2012	Red Rating?	Change YoY	Red threshold score	Green threshold score
53. How long was the delay?	35	68	70	75	71	69	66	6.4	7	Amber	0.6	6.2	9.3
54. Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	NA	NA	NA	67	61	69	68	7.2	6.9	Amber	-0.3	4.8	8.8
55. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	84	87	84	81	80	84	84	8.2	8.2	Amber	0	7.3	9.5
56. Did a member of staff tell you about medication side effects to watch for when you went home?	45	51	45	45	42	47	46	4.6	4.6	Amber	0	3.4	7.5
57. Were you told how to take your medication in a way you could understand?	NA	NA	NA	81	81	83	82	8.4	8	Amber	-0.4	7.4	9.6
58. Were you given clear written or printed information about your medicines?	NA	68	70	73	67	75	73	7.7	7.9	Amber	0.2	6.9	9.6
59. Did a member of staff tell you about any danger signals you should watch for after you went home?	49	52	51	50	47	49	46	5.2	5.1	Amber	-0.1	3.8	7.6
60. Did hospital staff take your family or home situation into account when planning your discharge?	NA	NA	NA	NA	NA	NA	NA	NA	7.1	Amber	NA	5.6	8.7
61. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?	NA	53	54	52	50	54	48	5.9	5.7	Amber	-0.2	4.8	7.9
62. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	NA	81	77	69	75	80	76	8.1	8	Amber	-0.1	6.6	9.5
63. Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	NA	NA	NA	NA	NA	NA	NA	NA	7.9	Amber	NA	6.1	9.8
64. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	NA	NA	NA	NA	NA	NA	NA	NA	8.5	Amber	NA	7.3	9.7
65. Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	NA	25	35	41	42	71	69	7.3	7.7	Amber	0.4	2.2	9.1
66. Were the letters written in a way that you could understand?					NA	85	84	8.3	8.6	Amber	0.3	7.2	9.4
Overall views and experience								5.8	4.8		-1		
67. Overall, did you feel you were treated with respect and dignity while you were in the hospital?	84	87	85	88	85	87	88	8.7	8.7	Amber	0	8.2	9.7
68. Overall, how would you rate the care you received?	73	74	71	75	74	76	77	7.6	7.8	Amber	0.2	7.2	9
69. During your hospital stay, were you ever asked to give your views on the quality of your care?	NA	6	7	6	9	11	11	1.2	1.3	Amber	0.1	0.5	3.4
70. While in hospital did you see or were you given, any information explaining how to complain about the care you received?	NA	NA	NA	29	31	35	34	4.1	1.3	Amber	-2.8	0.9	5.2