
Public Board Meeting,

National Outpatient Survey 2011

Presented by: **Natalie Forrest, Director of Nursing**

1. Purpose

This report provides a summary to the Board on the outcome of the national outpatient survey 2011, published by the Care Quality Commission in February 2012.

2. Performance

The national outpatient survey was undertaken by the Picker Institute on behalf of the Trust sampling a cohort of patients who attended the Trust in May 2011. Attached at appendix A is the CQC presentation of the 2011 Outpatient Survey results. Unlike the Picker report this shows a relatively easy to read/quick at a glance summary indicating the Trust's position compared to other Trusts nationally.

Compared with the 2009 outcomes the Trust has demonstrated very positive improvements. Although it is not possible to do an absolute comparison with 2009 as some questions are slightly different or new, the table below compares 2009 with 2011.

	2009	2011
Worse than others	16	0
About the same as others	34	47
Better than others	0	1

Looking at a direct comparison between the questions reported in 2009 and 2011, 12 have moved from 'worse' to 'about the same'. The Trust has no responses in the 'worse' category and one result in the 'better' category, (for being told the reason for a change in medication in a way that could be understood),

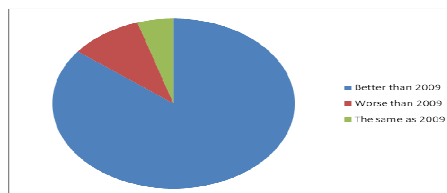
The areas where improvements between 'worse' and 'about the same' have occurred are within waiting times, information, cleanliness, medication side effects being explained, danger signals, who to contact, overall satisfaction with attendance and how good the overall care received.

Overall there is a 25% shift of results from 'worse' to 'about the same', a significant improvement overall.

From the detailed analysis in the final Picker report the Trust's overall performance compared to last year is as follows:

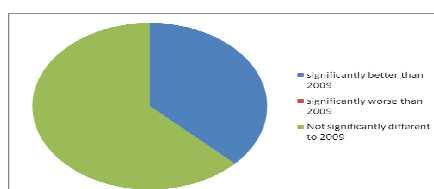
Of the 62 questions:

- 53 had scores better than 2009 (85%)
- 6 had scores worse than 2009 (10%)
- 3 where scores were the same as 2009 (5%)



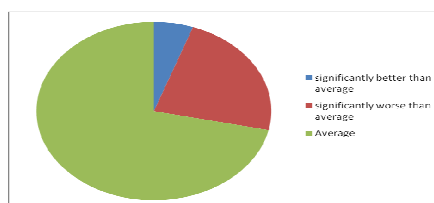
The Trust were:

- significantly better on 23 questions compared to 2009
- significantly worse on 0 questions compared to 2009
- not significantly different on 39 questions compared to 2009



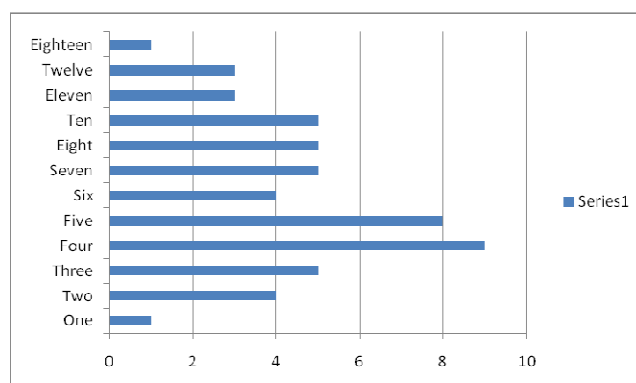
Compared to other Trusts in 2001 we were:

- significantly better than average on 4 questions
- significantly worse on 17 questions
- average on 53 questions



The level of increase in positive scores ranges from a 1% increase to an 18% increase and represents an increase of 336 points. The number of questions broken down by the percentage increase is as follows:

1%	=	1 question
2%	=	4 questions
3%	=	5 questions
4%	=	9 questions
5%	=	8 questions
6%	=	4 questions
7%	=	5 questions
8%	=	5 questions
10%	=	5 questions
11%	=	3 questions
12%	=	3 questions
18%	=	1 questions



The breakdown by questions group is as follows:

Before the Appointment	4 questions better than 2009 1 question worse than 2009
Arrival at the Hospital	3 questions better than 2009 1 question worse than 2009

Waiting in the Hospital	3 questions better than 2009 1 question worse than 2009
Hospital Environment and Facilities	All 5 questions better than 2009
Tests and Treatment	All 8 questions better than 2009
Seeing a Doctor	All 7 questions better than 2009
Seeing Another Professional	5 questions better than 2009 1 question worse than 2009 1 no change from 2009
Overall About the Appointment	6 questions better than 2009 2 questions worse than 2009
Leaving the Outpatients Department	8 questions better than 2009 1 no change from 2009
Overall Impression	4 questions better than 2009 1 no change from 2009

The net promoter question, "Would not recommend the Outpatient Department to family and friends", remained unchanged from 2009 at 6%.

3. Next Steps

In terms of moving forward actions are currently being considered for the three Trust sites. In a number of instances there are some very specific issues from the site based analysis that need to be addressed in order that all sites are performing to the same levels. It is hoped that improving these specific site related issues should enable there to be further movement in future surveys from amber to green. Once actions have been finalised these will be reported to the Patient Experience Working Group and monitored through that meeting with reports to CQuaC and the Trust Board on progress being made.

4. Recommendation

The Board is asked to note the positive improvement and the process by which actions will be taken forward and reported.