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**Public Board Meeting, 31 May 2012**

**National In-Patient Survey Results**

**Presented by:** Natalie Forrest

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**1. Purpose**

- 1.1 This paper provides a summary of the results of the national in-patient survey published in April 2012 by the Care Quality Commission.

**2. Background**

- 2.1 In August 2011 a sample of patients using the Trust's in-patient services were surveyed as part of the annual national in-patient survey. As in recent previous years the Picker Institute was commissioned to undertake the survey on behalf of the Trust. West Hertfordshire was one of 72 Trusts commissioned by Picker to undertake the survey.
- 2.2 In April 2012 the Care Quality Commission published the national results of the survey.

**3. Results**

- 3.1 Overall the results for the 2011 survey showed a considerable improvement on those achieved in 2010. Based on the CQCs analysis of the national picture the Trust achieved one red rating and 63 amber ratings. In 2010 the CQC reported 42 red ratings and 22 amber. Whilst none of the areas were rated as green the level of improvement between 2010 and 2011 is significant. The CQC summary for the Trust is at appendix A. Specifically the Trust saw significant improvement in the following areas:

- Patients being given information about ward routines \*
- Patient food \*
- Having confidence and trust in doctors
- Information available about discharge from hospital \*
- Copies of letters sent to GPs given to patients

It should be noted that in respect of those areas marked \* these were specifically targeted during August, and subsequently continued throughout the year. This clearly demonstrates the benefit of focussed work that can have a positive impact.

- 3.2 Alongside those areas where there were significant improvements there were a number of key areas where performance was below average and where

specific targeted actions will be taken over the coming months. These can be summarised under the following headings:

- Noise at night
- The overall discharge process
- Having somewhere safe to keep personal belongings\*
- Have the opportunity to speak to staff about concerns
- Being able to be examined and have discussions with greater privacy

Regrettably the area marked \* was the subject of the one red rating in the 2011 survey.

3.3 As part of the national CQUIN (Commissioning For Quality and Innovation) targets in 2011, five of the national in-patient survey questions were identified as markers of patient satisfaction. In 2010 the Trust ranked very low across the then East of England SHA. In 2011 the Trust has been identified as the second most improved Trust across the Midlands and East SHA area. The five questions that make up the CQUIN questions are set out below. The first three saw improvements on 2010 whilst the final two remained unchanged from 2010.

- Patients wanted to be more involved in decisions
- Patients not fully told the side effects of medication
- Patients not told who to contact if worried
- Patients could not always find a staff member to discuss concerns
- Not always enough privacy when discussing conditions or treatment

3.4 An action plan, attached as appendix B will be overseen by the Patient Experience Working Group. A report will be presented to the Board later in the year setting out the progress that has been made.

## **4. Recommendation**

4.1 Compared to the 2010 results the Trust has made significant improvements in a number of key areas. Overall this places the Trust very much within the category of average nationally. Whilst this is an improvement it would be wrong to assume that further improvements cannot be delivered. Actions identified as a result of this year's results will be taken forward at the same time as consolidation of the actions taken following the 2010 survey.

4.2 The Board are asked to:

- Note the results and the significant improvement that has been achieved
- Agree to receive a report later in the year on progress being made with the actions being implemented

**Natalie Forrest**  
Director of Nursing  
May 2012



### National In-patient Survey 2011 Action Plan

Priority Area	Relevant Survey Question	Actions Being Taken	Lead	Timescale	Progress
<b>1. Noise At Night</b>	Hospital: Bothered by noise at night from other patients Hospital: Bothered by hospital at night from staff	1. Review of bins used on wards to ensure that they all have soft closing lids	Mark Jarvis	End June 2012	
		2. All ward doors to be reviewed to ensure that they are soft closing and correct those that are not	Eric Feheilly	End June 2012	
		3. Continue with the offer of ear plugs	Matrons	On-going	
		4. Audit ring volumes of phones at night to ensure that they are set at lowest level	Mark Jarvis	End June 2012	
<b>2. Handover At The Bedside</b>	Nurses: Talked in front of patients as if they were not there	1. Review of current process to ensure that nurses are introducing themselves, advising patients what they are doing and actively engaging them in the process 2. Prepare a "script" to be used at handover to ensure that patients are actively engaged with the process	Jane Roberts and Amanda Johnson	End July 2012	
<b>3. Beside Lockers</b>	Hospital: Nowhere to keep personal belongings safely	1. Review of current bedside cupboards to determine how many are lockable 2. Costing to be prepared to replace all bedside lockers that do not currently lock with lockable cupboards 3. Bid to be made to League of Friends for money to purchase lockable bedside cupboards	Mark Jarvis	End April 2012 End April 2012 End April 2012	Bid submitted to League of Friends to provide funding for a phased replacement of current beside cupboards – April 2012
<b>4. Worries and Concerns</b>	Doctors/Nurses: Did not always give clear answers to questions Doctors: Did not always get the opportunity to talk to when needed  Care: Wanted to be more involved in decisions Care: Not enough opportunity for family to talk to doctors Care: Could not always find a member of staff to discuss concerns with Care: Not always enough emotional support from staff Care: Did not always get help in getting to the bathroom when needed Care: Results not explained in a way that could be	1. Audit hourly rounding to ensure that it is being done 2. Review questions asked during hourly rounding to ensure that they are relevant 3. Increase the awareness of Sister's Surgery arrangements ensuring that all patients are advised of them on admission and regularly whilst on the ward	Matrons Matrons Matrons	On-going with feedback end June 2012	

	understood Surgery: Not told how to expect to feel after the operation or procedure Surgery: Results not explained in a clear way				
<b>5. Privacy</b>	A&E: Not given enough privacy when being examined or treated Hospital: Shared sleeping area with opposite sex Care: Not always enough privacy when being examined or treated	1. Review of all ward areas to determine what space they might be able to set aside for private discussions	Matrons	End June 2012	
		2. Where identified ensure space on wards is suitable for private discussions	Matrons	End July 2012	
		3. Advise patients that should they wish to speak privately that the designated room on the ward can be used	Matrons	End July 2012	
<b>6. Discharge</b>	Leaving: Did not feel involved in decisions about discharge from hospital Leaving: Not fully told of danger signals to look for Leaving: Family not given enough information to help Leaving: Not told when to resume usual activities	1. Consider introduction of delayed discharge reporting process	Mark Jarvis	End July 2012	
		2. Greater publicity of the medicines help line to ensure that patients know they can call if they are concerned or have questions	Martin Keble	End June 2012	
		3. Increase the information available in the discharge booklet on what happens when the patient leaves the hospital	Mark Jarvis	End June 2012	
<b>7. CQUIN Indicators</b>	Were you as involved as you wanted to be in decisions about your care and treatment?	To be addressed within 2 above			
	Did you find someone to talk to about worries and fears?	To be addressed within 4 above			
	Were you given enough privacy when discussing your condition or treatment?	To be addressed within 5 above			
	Were you told about medication side effects to watch out for when you went home?	To be addressed within 7 above			
	Were you told who to contact if you were worried about your condition after leaving hospital?	To be addressed within 8 above			