
Public Board Meeting, November 2012

Patient Experience – An Overview Of National and Local Survey Outcomes

Presented by: Maxine McVey, Interim Director of Nursing

1. Purpose

- 1.1 This paper provides a summary of the national and local patient experience survey work that has been undertaken during the current year and identifies the common threads running through the results.

2. Background

- 2.1 During the course of any one year the Trust participates in a number of national patient experience surveys. Some of these are run annually e.g. the national in-patient survey, whilst others are held bi-annually or in some instances less frequently. In addition, for 2012/13 the Trust is running the weekly Friends and Family survey, seeking feedback from patients discharged from in-patient areas.
- 2.2 In the last year the Trust has also had the benefit of new survey software that it purchased to help facilitate local surveys. These can be focussed very specifically on a particular department, ward or speciality or can be used for Trust wide feedback. Although the use of the software has been relatively modest at the current time, a number of local surveys have been undertaken.
- 2.3 A full list of both the national and local surveys undertaken within the year is at appendix A.

3. Summary of Survey Findings.

- 3.1 Having the benefit of a number of different sources of patient feedback has enabled some triangulation to be done of the common themes, both positive and negative. As well as looking specifically at the national and local surveys in order to look for commonality it has also been possible to consider the significant level of direct feedback from the Friends and Family surveys which are undertaken weekly and provide a much more contemporary level of feedback than the national surveys, the results of which are often many months after the surveys have been sent out. Additionally it is possible to use the wealth of information from patient complaints and PALS to help substantiate the themes as presented in the survey results. Reports from serious and significant incidents also provide a valuable source of information

in relation to what might have caused an incident to occur and what the impact might have been on the patient experience.

- 3.2 The most significant finding over the last few years is that, without exception, the national surveys have shown positive improvement in terms of results which in turn reflect on increasing levels of satisfaction from patients and visitors with the services that are being provided. Specifically the 2011 national out patient survey demonstrated a significant improvement in the areas where in 2009 the Trust had been rated as red. Compared to the 2009 survey, and based on the Care Quality Commission summary, the Trust had no areas rated as red. This compares with 16 in 2009. With the exception of one green rating all other areas were rated as amber. Similarly, the 2011 national in-patient survey saw the Trust reduce the number of areas rated red in 2010 from 42 to 1. Amber ratings went up from 22 in 2009 to 63 in 2011. Within the national cancer patient experience survey the Trust saw improvements against 29 questions in 2011/12 compared to the 2010/11 report. A more recent survey of the accident and emergency service has shown an improvement on the 2008 survey. In the 2012 survey the Trust saw an improvement in the responses to 4 questions (out of a total of 27) compared to 2008.
- 3.3 In addition to the more regular national surveys undertaken there have been recent surveys undertaken within paediatric in-patient services and day surgery. Both of these surveys are new and have no earlier results to compare them against. However, both reported very positive experiences for patients.
- 3.4 Almost without exception the most recent surveys that have asked patients who have had an in-patient stay for feedback on their experience has seen significant levels of positive comment about the hospital meal service. In the national in-patient survey the Trust results for food were significantly better than the average for Trusts within the Picker Institute survey group. The Friends and Family weekly survey often records positive comments about the meal service. Positive comments about the meal service are mirrored by increasing numbers of positive comments about the overall environment across the Trust and the significant reductions achieved in respect of hospital acquired infection.
- 3.5 As well as the positive improvements across the national surveys being a common theme, there are also a number of other areas that come out from the results as common across the surveys. The most pronounced relates to communication between patients and medical and nursing staff. Whilst the issue of communication has seen some overall general improvement, communicating effectively with patients is an area where more work is required. In many instances patients report that it is the language that is used and the lack of acknowledgement that patients will understand what is being said. The theme of communication has been highlighted in both the out-patient and in-patient surveys and has been highlighted to a lesser extent (and particularly from medical staff) within the paediatric survey. There are similar issues highlighted within the A&E survey.
- 3.6 Linked to the theme of communication is that of the provision of information to patients. Although this has seen improvement over the recent years there are still significant levels of dissatisfaction based on the feedback in the surveys that we are not always getting this aspect of the patient experience right. This

can relate to both the provision of spoken information as well as written information. This is borne out by similar feedback across a number of complaints. It should, however, be acknowledged that in the 2011 in-patient survey the Trust did see a significant improvement in aspects of this where specific, targeted information was given to patients in respect of their discharge.

- 3.7 A further, linked, communication theme that comes across through many of the surveys relates to patients feeling that they have been given contradictory advice. Again this theme is seen within complaints.

4. Actions Being Taken To Address Common Themes

- 4.1 Action plans have been developed and are being implemented for each of the national surveys listed in appendix A. However, the more generic communication issues are being tackled both directly with staff involved (where this is known) and through teaching and mentoring sessions. In addition, consideration is being given to how the Trust can provide a more focussed and consolidated “customer care” training programme. This is being discussed as part of the work that is being undertaken to establish a relationship strategy for the Trust.
- 4.2 As part of the work being done within the post graduate centre targeted programmes have been designed to highlight the issues of effective communication and to explore the ways in which it can be improved, thereby improving the overall patient experience. Work done in the AAU targeted communication as part of the development work for staff in order to ensure that patients were always provided with the best information possible and that they were listened to properly.
- 4.3 Specifically within cancer services the Trust has reviewed the arrangements for undertaken the required holistic needs assessment to ensure that this is both comprehensive and provides patients and staff with opportunities to seek and provide information as an approach to reducing the concerns raised about aspects of communication in a patient’s pathway.

3. Recommendation

- 3.1 The Board is asked to note
- the significant levels of improvement that have been reported in the level of patient satisfaction as determined by the results of recent national surveys as compared to results from previous years
 - the increasing number of patients reporting a positive outcome from the Friends and Family Test
 - the key themes that have been identified, both positive and negative, from across the survey results and
 - the specific actions that are being taken to address the most commonly identified theme relating to poor communication.

The Board are therefore asked to:

- Approve the approaches being undertaken to improve communication as a way of enhancing the overall patient experience.

Maxine McVey
Interim Director of Nursing
November 2012

National Surveys Undertaken In 2011 and 2012

National Out-Patient Survey 2011 – Reported in February 2012

National In-Patient Survey 2011 – Reported in May 2012-11-12

**National Cancer Patient Experience Programme 2011/12 National Survey –
Reported in August 2012-11-12**

Young In-Patients Survey 2012 – Reported in July 2012-11-12

Accident and Emergency Department Survey 2012 – Reported in October 2012

**Day Surgery Survey 2012 – Final Report Due To Be Published In Late
November 2012**

Local Surveys

Weekly Friends and Family Survey

Urology Department – Access To Information

Enhanced Recovery – Patient Satisfaction

Pain Services – Patient Satisfaction

Biochemistry – Patient Satisfaction

Critical Care - Patient Satisfaction

Helen Donald Unit – Patient Satisfaction

Parent Education Classes – Satisfaction Survey