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**Public Board Meeting, January 2013**

**Patient Experience – National & Local Survey Outcomes (National Accident and Emergency Survey & Voluntary Day Surgery Survey)**

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**1. Purpose**

- 1.1 This paper provides a summary of the results of two surveys undertaken by the Picker Institute on behalf of the Trust - the national accident and emergency survey published in December 2012 by the Care Quality Commission and the voluntary day surgery survey.

**2. Background**

- 2.1 In May 2012 a sample of patients using the Trust's accident and emergency services during January, February and March 2012 were surveyed as part of a national survey. This survey achieved a response rate of 33.5% compared to the average of 33.7%. In August 2012 a sample of patients using the day surgery service in June 2012. The Trust achieved a response rate of 56.7% compared to the average of 54.2%. This was the first time a day surgery survey had been undertaken.
- 2.2 In December 2012 the Care Quality Commission published the results of the national accident and emergency survey. These are reproduced at appendix A. There is no national publication of the day surgery results.

**3. Results**

**Accident and Emergency**

- 3.1 It should be noted that this is the first national accident and emergency survey undertaken since the Trust reconfigured its services in 2008/09. In many respects, therefore, the results of this survey provides a new baseline from which the Trust should work in respect of improvements for the future.
- 3.2 In all areas assessed within the survey the Trust scored an amber rating. Although difficult to compare with the 2008 survey results because of the service changes that have taken place locally, this is an improvement. Compared to 2008 the Trust results show that we were:
- significantly better in 4 questions
  - significantly worse in 1 question (waited more than 15 minutes before speaking to a doctor or nurse)
  - no significant difference in 22 questions

- 3.3 Within the detailed report, when compared against the other Trusts survey by the Picker Institute, the Trust saw significant improvement in the following areas:
- providing privacy when being examined or treated
  - the department was clean
  - the toilets were clean
  - fully told about medication side effects
- 3.4 Alongside those areas where there were significant improvements there were a number of key areas where performance was below average compared to the other Picker sites and where specific targeted actions will be taken over the coming months. These can be summarised under the following headings:
- waiting time in the Department
  - leaving the Department
  - provision of tests
  - interaction of doctors and nurses with patients
- 3.5 An action plan has been developed and will be overseen by the Patient Experience Working Group.

#### **Day Surgery Survey**

- 3.6 It should be noted that this is the first national survey of day surgery services and was voluntary. There are no results to compare the outcomes against and the results should, therefore, be seen as a baseline for the Trust.
- 3.7 Compared to the other 32 Trusts who took part in the survey West Hertfordshire was significantly better than average in 9 areas. These were:
- being offered a choice of hospital
  - having a full explanation of what would be done during the operation
  - hand-wash gels being available
  - high level of courtesy amongst nursing staff
  - little contradiction between staff
  - the length of stay being acceptable
  - no delay in discharge
  - being told about the length of time it would take to be discharged
- 3.8 In all other areas the Trust showed no significant difference.
- 3.9 Given that this is the first time that the service has been assessed alongside other services nationally this is a very positive result.
- 3.4 An action plan is being finalised to take forward areas where it has been identified that improvements can be made and will be overseen by the Patient Experience Working Group.

#### **4. Recommendation**

4.1 Both surveys provide positive assurance that the Trust is providing services that patients rate as being acceptable. There is scope for improvements in both services and the action plans in place or being finalised will provide the vehicles to ensure that further improvements are being made.

4.2 The Board is asked to:

- Note the results and the overall improvement that has been achieved

**Maxine McVey**

Interim Director of Nursing

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