

Board of Directors (in Public)

Item 2.3

Subject: Care Quality Commission National Inpatient Survey 2019
Date of meeting: Tuesday 28th July 2020
Prepared by Joanne Shaw, Head of Nursing, Quality and Safeguarding
Presented by: Sue Pemberton, Director of Nursing and Operations
Purpose of Report: To Note

BAF Ref	Impact on BAF
WC1, WC2, WC3, WC4	For assurance

1. Executive Summary

The purpose of this paper is to provide the Board with an overview of the results of the 2019 National Inpatient survey. The results for the Trust are excellent with the Trust rated 2nd for overall care at a score of 9.1 with the top trust being rated 9.2. There were three areas that the Trusts score was significantly lower than the previous year these were; Discharge process, Research and patient involvement and Patients being asked for their views on the quality of care.

Overall the results for the Trust are excellent with many areas where the Trust came top in the country and second (appendix one) however there are areas for improvement which are detailed in the attached action plan.

2. Background

The 2019 survey of adult inpatients involved 144 acute and specialist NHS trusts. Responses were received from 76,915 people, a response rate of 45.3%. Trusts sampled patients discharged during July 2019. LHCH response rate was 72%, which was the best in the country.

The Care Quality Commission will use the results to inform the CQC Insight document, which provides inspectors with an assessment of risk in areas of care within Trusts that need to be followed up. The survey data is also included in the data packs that are produced for inspections. In addition, NHS England/NHS improvement will use the results to inform quality and governance assessments, as part of the single oversight framework for Trusts.

3. National Comparison

Each Trust is assigned one of five bands: 'much worse than expected', 'worse than expected', 'about the same', 'better than expected' or 'much better than expected'.

3.1 Better than expected trusts

Nine trusts have been categorised within the highest band, identified as 'much better than expected' with results that indicate patient experience was substantially better than elsewhere. All of these trusts are classed as specialist trusts. Of these, seven had the same banding in 2018, demonstrating consistently high levels of positive patient experience:

- Liverpool Heart and Chest Hospital NHS Foundation Trust
- Queen Victoria Hospital NHS Foundation Trust
- The Christie NHS Foundation Trust
- The Clatterbridge Cancer Centre NHS Foundation Trust
- The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust
- The Royal Marsden NHS Foundation Trust
- The Royal Orthopaedic Hospital NHS Foundation Trust

Two trusts have improved, with Liverpool Women's NHS Foundation Trust moving from 'about the same' in 2018 to 'much better' in 2019; and Royal Papworth Hospital NHS Foundation Trust moving from 'better' in 2018 to 'much better' in 2019.

Patients from three other trusts experienced care that was 'better than expected':

- Northumbria Healthcare NHS Foundation Trust
- Royal Brompton and Harefield NHS Foundation Trust
- The Walton Centre NHS Foundation Trust

Six trusts have been identified as achieving 'worse than expected' results. Four trusts had the same banding in 2018:

- Lewisham and Greenwich NHS Trust
- Medway NHS Foundation Trust
- North Middlesex University Hospital NHS Trust
- Southend University Hospital NHS Foundation Trust

One trust has moved from 'much worse' in 2018 to 'worse' in 2019:

- Croydon Health Services NHS Trust

One trust has moved from being 'about the same' in 2018 to 'worse' in 2019:

- Walsall Healthcare NHS Trust

No trusts were classed as 'much worse than expected' this year.

3.1 National results table (Much better)

Results

Trusts achieving 'much better than expected' results

Eight acute trusts were classed as 'much better than expected' in 2018. Seven of these had the same banding in 2017 and six had the same banding in 2016, demonstrating consistently high levels of positive patient experience. All of these trusts are classed as specialist trusts.

	Historic results		Overall results			Core service		Overall CQC rating
	2017	2018	Most Negative (%)	Middle (%)	Most Positive (%)	Medical care	surgery	
Trust average			16	18	66			
The Christie NHS Foundation Trust	MB	MB	9	12	79	MB	MB	O
The Clatterbridge Cancer Centre NHS Foundation Trust	MB	MB	11	13	76	MB	N/A	G
Liverpool Heart and Chest Hospital NHS Foundation Trust	MB	MB	10	12	78	MB	MB	O
Queen Victoria Hospital NHS Foundation Trust	MB	MB	9	11	81	MB	MB	G
Royal Brompton & Harefield NHS Foundation Trust	B	MB	11	14	75	MB	B	G
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	MB	MB	8	11	81	MB	MB	G
The Royal Marsden NHS Foundation Trust	MB	MB	8	12	80	MB	MB	O
The Royal Orthopaedic Hospital NHS Foundation Trust	MB	MB	10	15	75	N/A	B	G

Key: Trust performance: About the same (S) Better (B) Much better (MB)
 CQC rating: Inadequate (I) Requires Improvement (RI) Good (G) Outstanding (O)

3.2 Much worse than expected

			Historic results			Overall results			Core service		Overall CQC rating
			2018	2019	Most Positive (%)	Middle (%)	Most Negative (%)	Medical care	Surgical		
Trust average					66	18	16				
Croydon Health Services NHS Trust			MW	W	58	22	20	S	W	RI	
Lewisham and Greenwich NHS Trust			W	W	59	21	20	W	W	RI	
Medway NHS Foundation Trust			W	W	59	21	20	W	S	RI	
North Middlesex University Hospital NHS Trust			W	W	59	21	20	W	W	RI	
Southend University Hospital NHS Foundation Trust			W	W	60	20	20	W	W	G	
Walsall Healthcare NHS Trust			S	W	61	19	20	MW	W	RI	

Key:

Trust performance

About the same (S)

Worse (W)

Much worse (MW)

CQC rating

Inadequate (I)

Requires Improvement (RI)

Good (G)

Outstanding (O)

3.3 Medical care and surgery core service results

For this analysis, a patient is counted as a medical case or surgical case based on the 'treatment function code' assigned to them during their time as an inpatient. Surgical care includes most surgical activity in a hospital. Surgical disciplines include (where they are provided) trauma and orthopaedics, urology, ENT, cardiac surgery, vascular, ophthalmic surgery, neurosurgery and general surgery. Medical care includes services that involve assessment, diagnosis and treatment of adults by means of medical interventions rather than surgery.

3.4 Medical care only (Medicine Division)

Medical care

Nine trusts were identified as being 'much better than expected' for medical care experiences:

- Liverpool Heart and Chest Hospital NHS Foundation Trust
- Liverpool Women's NHS Foundation Trust
- Queen Victoria Hospital NHS Foundation Trust
- Royal Brompton and Harefield NHS Foundation Trust
- Royal National Orthopaedic Hospital NHS Trust
- Royal Papworth Hospital NHS Foundation Trust
- The Christie NHS Foundation Trust
- The Clatterbridge Cancer Centre NHS Foundation Trust
- The Royal Marsden NHS Foundation Trust

One trust was classed as 'better than expected' for medical care:

- The Walton Centre NHS Foundation Trust

3.5 Surgery only (Surgical division)

Five trusts were identified as being 'much better than expected' for surgical experiences:

- Liverpool Heart and Chest Hospital NHS Foundation Trust
- Northumbria Healthcare NHS Foundation Trust
- Queen Victoria Hospital NHS Foundation Trust
- The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust
- The Royal Marsden NHS Foundation Trust

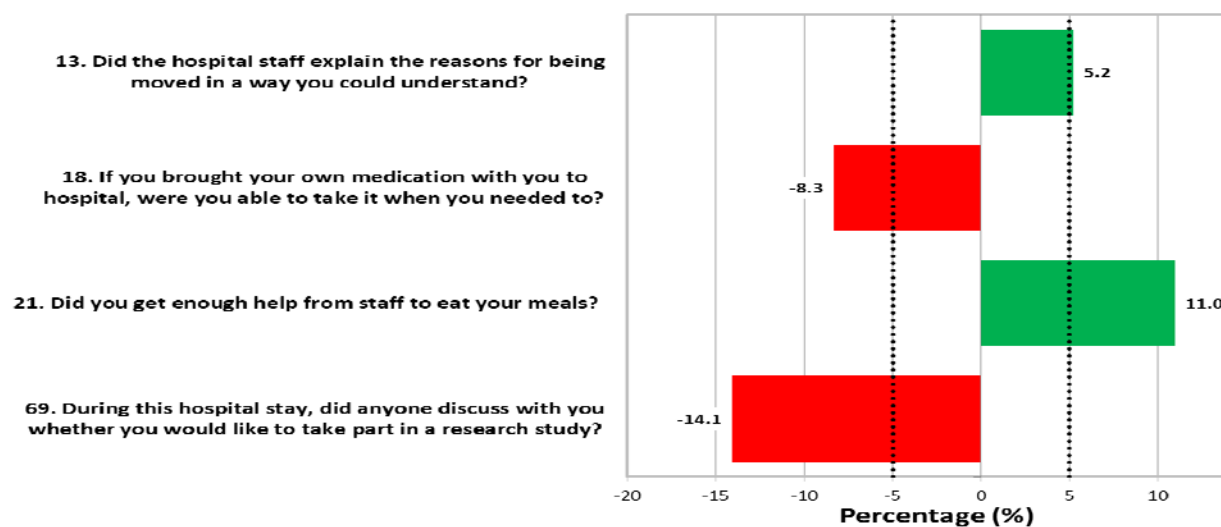
Six trusts were identified as being 'better than expected' for surgical experiences:

- Northern Devon Healthcare NHS Trust
- Royal Papworth Hospital NHS Foundation Trust
- The Christie NHS Foundation Trust
- The Newcastle upon Tyne Hospitals NHS Foundation Trust
- The Royal Orthopaedic Hospital NHS Foundation Trust
- The Walton Centre NHS Foundation Trust

4. Areas of significant change in LHCH

The table below shows areas where the Trust saw a significant change from 2018.

Inpatient Survey 2019: Significant change from 2018 - 2019



The four areas above are key areas of focus that will be actioned by the Divisional Heads of Nursing across the Trust.

5. Findings LHCH

5.1 Key Positive areas

Results show that patients felt the choice of food and support with assistance to eat and drink had improved, with the benchmark score improving by 5.2%

Our benchmarked score for being supporting during operations and procedures increased in all elements of the survey.

5.2 Areas for improvement

When reviewing the Trusts results in the national Inpatient surveys there are some areas that consistently remain areas for improvement these include the patient being asked for their views on the quality of care, research participation and involvement around hospital discharge and experience of medications management. These key areas are the subject of focused improvement work for 20/21.

6. Summary

The Trust is always rated much better than most Trusts each year in the National In-patient survey results and has been rated top in nine out of the last 13 years. Whilst not achieving top this year (2019) the results are excellent. There are however some areas that need to improve. To support this, the Trust has reviewed its Trust patient and family experience vision to focus on the parts of the patient journey that require improvement. These areas will be prioritised in 2020/21.

7. Recommendations

The Board of Directors is asked to:

- Note the results of the survey and work undertaken to address the areas for improvement.
- Agree the focussed work to be undertake aligned to the Patient and Family Experience Vision

Appendix 1

We are top nationally in the following individual questions:

Q13: Did the hospital staff explain the reasons for being moved in a way you could understand?

Q24: Did you have confidence and trust in the doctors treating you?

Q43: If you needed attention, were you able to get a member of staff to help you within a reasonable time?

Questions were we were 2nd are:

Q20: Were you offered a choice of food?

Q28: Did nurses talk in front of you as if you weren't there?

Q32: In your opinion, did the members of staff caring for you work well together?

Q59: Were you given clear written or printed information about your medicines?

Q56: Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

Q72: Did you feel well looked after by the non-clinical hospital staff (e.g. cleaners, porters, catering staff)?

Questions were we were 3rd (apart from the 'overall experience' question) are:

Q06: How do you feel about the length of time you were on the waiting list before your admission to hospital?

Q17: Did you get enough help from staff to wash or keep yourself clean?

Q21: Did you get enough help from staff to eat your meals?

Q27: Did you have confidence and trust in the nurses treating you?

Q29: In your opinion, were there enough nurses on duty to care for you in hospital?

Q33: Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

Q38: Do you feel you got enough emotional support from hospital staff during your stay?

Here are our ranks in the Sections:

2	The hospital and ward
2	Nurses
3	Overall experience
5	Waiting list or planned admission
5	Waiting to get to a bed on a ward
5	Doctors
5	Your care and treatment
5	Respect and dignity
9	Operations and procedures
11	Leaving hospital
24	Feedback on care and research participation

In most questions, our results were in the top 10 of hospitals included in the survey. The following 11 questions are where we came outside the top 10:

PositionQuestion

12 Q18: If you brought your own medication with you to hospital, were you able to take it when you needed to?

17 Q21: Did you get enough help from staff to eat your meals?

18 Q70: During your hospital stay, were you ever asked to give your views on the quality of your care?

22 Q8: In your opinion, had the specialist you saw in hospital been given all of the necessary information about your condition or illness from the person who referred you?

31 Q45: Before your operation, did a member of staff answer your questions about the operation or procedure in a way you could understand?

31 Q46: Before your operation, were you told how you could expect to feel after you had the operation or procedure?

33 Q11: While in hospital, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

52 Q7: Was your admission date changed by the hospital?

74 Q52: How long was the delay to your discharge?

88 Q51: Discharge delayed due to wait for medicines/to see doctor/for ambulance

100 Q64: Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?