

## Board Paper Item 2.3

**Subject:** Care Quality Commission - National Inpatient Survey 2018  
**Date of meeting:** 30<sup>th</sup> July 2019  
**Prepared by** Joanne Shaw Head of Nursing, Quality and Safeguarding  
**Presented by:** Sue Pemberton Director of Nursing and Operations

BAF Ref	Impact on BAF
All	None

### 1. Executive Summary

The purpose of this paper is to provide the Board with an overview of the results of the 2018 National Inpatient survey. The results for the Trust are excellent with the Trust rated 4<sup>th</sup> for overall care at a score of 9.04, with the top trust being rated 9.1. There were three areas that the Trusts score was significantly lower than the previous year these were; the quality of food, help with meals and patients knowing how to complain.

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, for which actions are in place to address as part of our objectives within our patient and family experience vision.

### 2. Background

The 2018 survey of adult inpatients involved 144 acute and specialist NHS trusts. Responses were received from 76,668 people, a response rate of 45%. Trusts' sampled patients whom were discharged during July 2018. 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'.

Eight acute specialist 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. Six were also rated 'much better' in both the 2016 and 2017 surveys: Liverpool Heart and Chest 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, Queen Victoria Hospital NHS Foundation Trust, and The Royal Marsden NHS Foundation Trust. The Royal Brompton & Harefield NHS Foundation Trust have scored 'much better than expected' this year for the first time.

Patients from three other Trusts experienced care that was 'better than expected': Royal National Orthopaedic Hospital NHS Trust, Papworth Hospital NHS Foundation Trust and Newcastle Upon - Tyne Hospitals NHS Foundation Trust.

Seven trusts have been identified as achieving 'worse than expected' results: Bradford Teaching Hospitals NHS Foundation Trust, Southend University Hospital NHS Foundation Trust, North Middlesex University Hospital NHS Trust, Lewisham and Greenwich NHS Trust, Medway NHS Foundation Trust, Pennine Acute Hospitals NHS Trust, Sandwell and West Birmingham Hospitals NHS Trust. Patients from one Trust reported experiencing care that was 'much worse than expected' in 2018: Croydon Health Services NHS Trust.

#### 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 (70%)	Most Positive (%)	Medical care	surgery	
<b>Trust average</b>			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 National results table (Worse than expected )

#### Trusts achieving 'worse than expected' results

Seven trusts were classed as 'worse than expected'. Four trusts had the same banding in 2017, but Lewisham and Greenwich NHS Trust, Medway NHS Foundation Trust and Southend University Hospital NHS Foundation Trust have gone from 'about the same' in 2017 to 'worse than expected' for this year.

	Historic performance		Overall results			Core service		Overall CQC rating
	2017	2018	Most Negative (%)	Middle (70%)	Most Positive (%)	Medical care	surgery	
<b>Trust average</b>			16	18	66			
Bradford Teaching Hospitals NHS Foundation Trust	W	W	20	22	58	W	W	RI
<u>Lewisham</u> and Greenwich NHS Trust	S	W	20	20	60	W	W	RI
Medway NHS Foundation Trust	S	W	20	20	61	MW	S	RI
North Middlesex University Hospital NHS Trust	W	W	20	23	57	W	W	RI
<u>Pennine</u> Acute Hospital NHS Trust	W	W	19	19	62	S	W	RI
<u>Sandwell</u> and West Birmingham Hospitals NHS Trust	W	W	19	20	61	S	S	RI
<u>Southend</u> University Hospital NHS Foundation Trust	S	W	19	19	62	W	S	G

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)

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

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

Three trusts were classed as 'better than expected' for medical care:

- Liverpool Women's NHS Foundation Trust
- The Newcastle Upon Tyne Hospitals NHS Foundation Trust
- Royal National Orthopaedic Hospital NHS Trust

Eight trusts were identified as being 'worse than expected' for medical care experiences:

- Bradford Teaching Hospitals NHS Foundation Trust
- Croydon Health Services NHS Trust
- The Dudley Group NHS Foundation Trust
- Isle of Wight NHS Trust
- Lewisham and Greenwich NHS Trust
- North Middlesex University Hospital NHS Trust
- Southend University Hospital NHS Foundation Trust
- Tameside and Glossop Integrated Care NHS Foundation Trust

One trust was identified as being 'much worse than expected' for medical care experiences:

- Medway NHS Foundation Trust

### **3.5 Surgery only (Surgical division)**

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

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

Four trusts were identified as being 'better than expected' for surgery experiences:

- Northumbria Healthcare NHS Foundation Trust
- Sherwood Forest Hospitals NHS Foundation Trust
- The Royal Orthopaedic Hospital NHS Foundation Trust
- University Hospitals Bristol NHS Foundation Trust

Eight trusts were identified as being 'worse than expected' for surgery experiences:

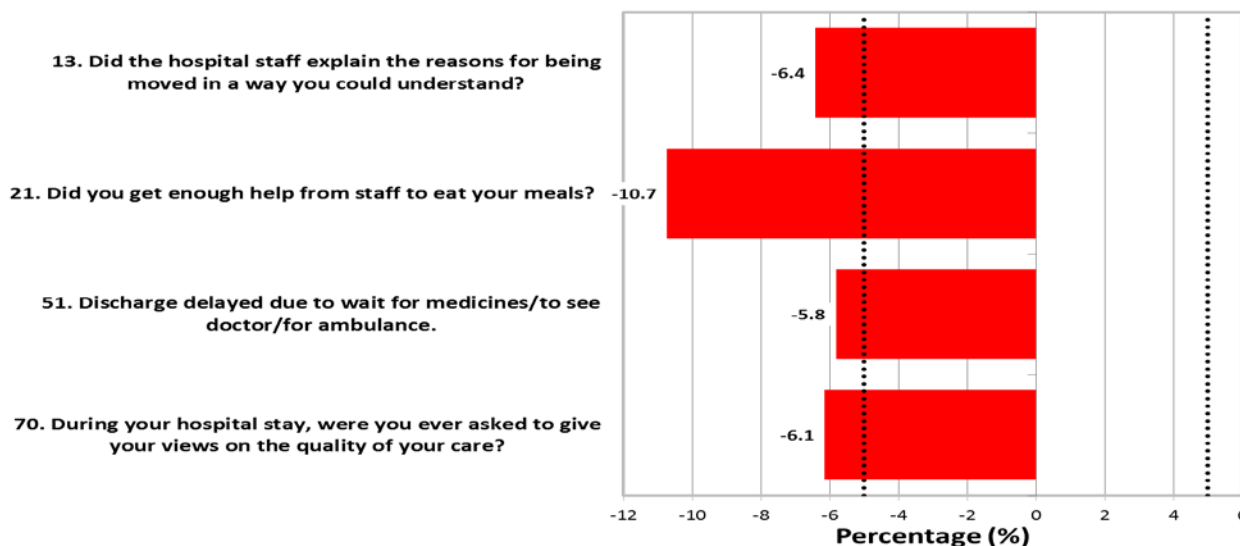
- Bradford Teaching Hospitals NHS Foundation Trust
- Croydon Health Services NHS Trust
- East and North Hertfordshire NHS Trust
- Lewisham and Greenwich NHS Trust
- London North West University Healthcare NHS Trust
- North Middlesex University Hospital NHS Trust
- Northern Lincolnshire and Goole NHS Foundation Trust
- Pennine Acute Hospitals NHS Trust

No trusts were identified as being 'much worse than expected' for surgery experiences.

#### 4. Areas of significant change in LHCH

The table below shows areas where the Trust saw a significant change from 2017.

##### Inpatient Survey 2018: Significant change from 2017 - 2018



The four areas above are key areas of focus that will be addressed within the objectives set for 2019/20 as per our patient and family experience vision.

#### 5. Findings LHCH

##### 5.1 Positive

Results show that patients felt their time on the waiting list before admission has improved, with the benchmark score improving by 4.2% - 59.6% of patients saying that they were admitted as soon as they thought was necessary in 2018 compared to 57.9% in 2017. Only 2.5% of patients thought that they should have been admitted a lot sooner, compared to 4.7% in 2017.

Our benchmarked score for being bothered by noise at night from hospital staff improved by 2.3%, with an increase from 88.9% of patients saying they were not bothered by this in 2017 to 90.5% in 2018.

Patients are also reporting that they are receiving more support from health or social care professionals to help them recover and manage their condition. 13.1% of patients in 2017 said that they did not get support, but that they would have liked some, that figure decreased to 8.1% in 2018.

##### 5.2 Areas for improvement

When reviewing the Trust's results in the national Inpatient surveys there are some areas that consistently remain areas for improvement these include waiting times (admission and discharge), the patient being asked for their views on the quality of care and involvement around hospital discharge and experience of integrated care.

- **Reasons for being moved**

Although the number of patients reporting that they had changed wards at night decreased from 2017 (23.5% from 25.2%) and the rate of patients saying that they were not told why they were being moved in a way they could understand showed a modest decrease (11% from 11.5%), our benchmarked score for this question was 6.4% lower than in 2018. This must mean that other hospitals have demonstrated greater improvements than us in this area.

- **Help to eat meals**

Fewer patients reported that they required help eating their meals in 2018 than in 2017 (17.6% from 20.5%), however the rate of patients saying that they “always” received enough help to eat their meals dropped to 80.3% from 87.7%. This resulted in a benchmarked score decrease of 10.7%, the largest in this year’s survey.

- **Delayed discharge**

The rate of patients who reported that their discharge was delayed increased from 2017 (36.1% from 33.6%). This resulted in a benchmarked score decrease of 5.8%.

- **Views on care quality**

The rate of patients who reported that they were asked to give their views on the quality of your care during their hospital stay decreased from 2017 (16.1% from 22.8%). This resulted in a benchmarked score decrease of 6.1%.

## **6.0 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 the country for nine out of the last 12 years. Whilst not achieving top this year (2018) 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 2019/20.

## **5.0 Recommendations**

The committee is requested to:

- Note the results of the survey
- Agree that the areas identified for improvement will be addressed within the objectives set to meet our ambitions around our Patient and Family Experience Vision.

## **Appendix one**

We are **top** nationally in the following individual questions:

Q30: Did you know which nurse was in charge of looking after you (this would have been a different person after each shift change)?

Q31: Did you have confidence and trust in any other clinical staff treating you (e.g.: physiotherapists, speech therapists, psychologists)?

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

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

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

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

We are **second** nationally in the following individual questions:

Q14: Were you ever bothered by noise at night from other patients?

Q15: Were you ever bothered by noise at night from hospital staff?

Q26: When you had important questions to ask a nurse, did you get answers that you could understand?

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

Q35: Did you have confidence in the decisions made about your condition or treatment?

Q67: Overall, did you feel you were treated with respect and dignity while you were in the hospital?

We also came **second** in the following sections of the questionnaire:

S04: The hospital and ward

S06: Nurses

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:

<b>Position</b>	<b>Question</b>
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?

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