

Council of Governors Item 10.5

Subject: Care Quality Commission – National Inpatient Survey
2021 – Results
Date of Meeting: 6th December 2022
Presented by: Sue Pemberton, Director of Nursing, Quality & Safety
Purpose of Report: To Note

Level of assurance (please tick one) <i>To be used when the content of the report provides evidence of assurance</i>					
<input checked="" type="checkbox"/>	Acceptable assurance Controls are suitably designed, with evidence of them being consistently applied and effective in practice	<input type="checkbox"/>	Partial assurance Controls are still maturing – evidence shows that further action is required to improve their effectiveness	<input type="checkbox"/>	Low assurance Evidence indicates poor effectiveness of controls

1. Executive Summary

The purpose of this paper is to provide the Council of Governors with an overview of the results of the National Inpatient Survey for 2021. (Appendix one) The ten sections of the survey were conducted using a push-to-web methodology (offering both online and paper completion). Minor questionnaire changes had been made to the survey questions, there was an additional three new questions added with changes to the wording of some questions altered also.

Patients who undertook the survey are identified as either a medical or surgical case, this is based on the treatment function code assigned to them, during their time as an inpatient. Surgical care includes most surgical activity in a hospital and includes cardiac and vascular surgery. Medical care includes services that involve assessment, diagnosis, and treatment by means of medical interventions rather than surgery. For LHCH 2021 results, medical care and surgical care has been rated as much better compared to a result of better in 2020.

Overall LHCH has been rated the top hospital in the northwest for overall care and fourth nationally. In addition, the Trust is listed as one of four trusts who have been rated as **‘much better than expected’** from the survey results. LHCH also had the highest response rate from patients.

2. Background

830 patients who had been an inpatient within the hospital responded to the survey. The response rate for LHCH was 67% compared to a national response rate of 39%. The 2021

survey of adult inpatients involved 134 NHS acute trusts in England. All patients who completed the survey had spent at least one night in hospital during the month of November 2021.

The follow up calls were made to 2074 patients between the timeframe January 2022 – October 2022

3. Findings In patient survey

Table of the top 10 nationally hospitals for the overall patient experience question

Trust Name	Overall, how was your experience while you were in the hospital?	Rank
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.41	1
Queen Victoria Hospital NHS Foundation Trust	9.23	2
Royal Papworth Hospital NHS Foundation Trust	9.19	3
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.17	4
The Clatterbridge Cancer Centre NHS Foundation Trust	9.07	5
The Royal Orthopaedic Hospital NHS Foundation Trust	9.05	6
The Christie NHS Foundation Trust	9.02	7
The Royal Marsden NHS Foundation Trust	8.97	8
Royal National Orthopaedic Hospital NHS Trust	8.85	9
Northumbria Healthcare NHS Foundation Trust	8.75	10

Table of Northwest hospitals for the overall patient experience question

North-West Trust Name	Overall, how was your experience while you were in the hospital?	Rank
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.17	4
The Clatterbridge Cancer Centre NHS Foundation Trust	9.07	5
The Christie NHS Foundation Trust	9.02	7
The Walton Centre NHS Foundation Trust	8.74	11
Liverpool Women's NHS Foundation Trust	8.69	12
St Helens and Knowsley Teaching Hospitals NHS Trust	8.42	23
Wirral University Teaching Hospital NHS Foundation Trust	8.40	25
University Hospitals of Morecambe Bay NHS Foundation Trust	8.17	54
Liverpool University Hospitals NHS Foundation Trust	8.17	55
Warrington and Halton Hospitals NHS Foundation Trust	8.13	64
Blackpool Teaching Hospitals NHS Foundation Trust	8.10	68
Mid Cheshire Hospitals NHS Foundation Trust	8.06	73
East Lancashire Hospitals NHS Trust	8.04	77
Southport and Ormskirk Hospital NHS Trust	8.01	81
Bolton NHS Foundation Trust	8.01	83
Wrightington, Wigan and Leigh NHS Foundation Trust	8.01	84
East Cheshire NHS Trust	8.01	85
Countess of Chester Hospital NHS Foundation Trust	7.94	98
Stockport NHS Foundation Trust	7.89	107

Areas where LHCH came top across the North West

- The hospital and ward
- Nurses
- Overall experience

Questions where LHCH have come top across the North-West:

Q11. Were you offered food that met any dietary needs or requirements you had?

Q12. How would you rate the hospital food?

Q13. Did you get enough help from staff to eat your meals?

Q17. Did you have confidence and trust in the doctors treating you?

Q19. When you asked nurses questions, did you get answers you could understand?

Q20. Did you have confidence and trust in the nurses treating you?

Q22. In your opinion, were there enough nurses on duty to care for you in hospital?

Q23. Thinking about your care and treatment, were you told something by a member of staff that was different to what you had been told by another member of staff?

Q30. Were you able to get a member of staff to help you when you needed attention?

Q34. After the operations or procedures, how well did hospital staff explain how the operation or procedure had gone?

Q35. To what extent did staff involve you in decisions about you leaving hospital?

Q36. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?

Q39. Before you left hospital, were you given any information about what you should or should not do after leaving hospital?

Q41. Thinking about any medicine you were to take at home, were you given any of the following?

Q48. Overall, how was your experience while you were in the hospital?

Table for Cheshire and Merseyside hospitals

Cheshire & Merseyside Trust Name	Overall, how was your experience while you were in the hospital?	Rank
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.17	4
The Clatterbridge Cancer Centre NHS Foundation Trust	9.07	5
The Walton Centre NHS Foundation Trust	8.74	11
Liverpool Women's NHS Foundation Trust	8.69	12
St Helens and Knowsley Teaching Hospitals NHS Trust	8.42	23
Wirral University Teaching Hospital NHS Foundation Trust	8.40	25
Liverpool University Hospitals NHS Foundation Trust	8.17	55
Warrington and Halton Hospitals NHS Foundation Trust	8.13	64
Mid Cheshire Hospitals NHS Foundation Trust	8.06	73
Southport and Ormskirk Hospital NHS Trust	8.01	81
East Cheshire NHS Trust	8.01	85
Countess of Chester Hospital NHS Foundation Trust	7.94	98

Results compared with other trust

Better

- LHCH results were **much better than expected** for 25 questions.
- LHCH results were **better than expected** for 18 questions.
- LHCH results were **somewhat better than expected** for 1 question.

Worse

- LHCH results were **much worse for** 0 questions.
- LHCH results were **worse for** 0 questions.
- LHCH results were **somewhat worse** for 0 questions.

Same

- LHCH results were **about the same for** 3 questions

The results for each of the ten categories within the survey are listed below highlighting the comparison with 2021– (although it must be remembered that some questions have changed or rephrased, and new questions added).

Section	Category	Score 2021 (2020)	Rating (compared to other hospitals)
One	Admission to hospital	8.7 (8.7)	Much Better
Two	The hospital and ward	8.7 (8.6)	Much Better
Three	Doctors	9.4 (9.3)	Much Better
Four	Nurses	9.2 (9.0)	Much Better
Five	Care and Treatment	9.0 (8.7)	Much Better
Six	Operations and procedures	8.8 (8.7)	Much Better
Seven	Leaving Hospital	8.2 (8.0)	Much better
Eight	Feedback on care	1.8 (2.0)	About the same
Nine	Respect and dignity	9.7 (9.6)	Better
Ten	Overall experience	9.2 (9.1)	Much Better

The overall results for medicine and surgery are highlighted below.

Question	Unadjusted medical score	Unadjusted surgical score
Q46 – Overall, how was your experience while you were in hospital	9.1	8.9

The question which is used to compare Trusts is in relation to overall care – below is the position for LHCH comparing Surgery and Medicine.

	Historic	Overall results				Core service		Overall CQC rating
	result							
	2020	2021	Most Positive (%)	Middle (%) ^[1]	Most Negative (%)	Medical care	Surgical	
Trust average			65	23	12			
Liverpool Heart and Chest Hospital NHS Foundation Trust	B	MB	78	16	6	MB	MB	O
Queen Victoria Hospital NHS Foundation Trust	MB	MB	81	14	5	MB	MB	G
Royal National Orthopaedic Hospital NHS Trust	S	MB	74	20	6	B	B	G
Royal Papworth Hospital NHS Foundation Trust	MB	MB	78	16	6	MB	MB	O
The Christie NHS Foundation Trust	MB	MB	75	18	7	MB	S	O

The Clatterbridge Cancer Centre NHS Foundation Trust	MB	MB	78	17	6	MB	N/A	G
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	MB	MB	81	13	5	MB	MB	G
The Royal Marsden NHS Foundation Trust	MB	MB	75	18	7	MB	B	G
The Royal Orthopaedic Hospital NHS Foundation Trust	S	MB	75	18	7	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)

4.0 Other patient and family experience feedback

The Trust uses many ways of capturing feedback from patients regarding their experience whilst under our care – one initiative which has continued throughout the Pandemic and remains in place currently, is follow up calls to patients once discharged. The themes from the follow up calls are aligned to the themes identified in the national in-patient survey. We also ask patients and families/carers for feedback when conducting the quality assessment framework – the EECS. Other surveys conducted are the family and friends test (FFT), in all clinical areas. The questions asked of patients in their follow up call, are aligned to some questions in the inpatient survey.

In September of this year a face-to-face patient experience meeting was held on site, with a total of 14 patients and their family members attending. The discussion focused on:

1. Patient safety and falls
2. Nutrition
3. Involvement in care
4. Discharge Planning and written information post discharge

Patients and their relatives found their experience to be overall very positive, although from a small number of attendees, no actions for the Trust to consider from the discussion points were highlighted at the end of the meeting. A further face to face event will be planned for Q1 2023.

5.0 Analysis of national in-patient survey feedback

There are four key areas identified from the results for improvements to be made these are:

1. Equipment required in the home or modifications to the home on discharge
2. Medications brought into the hospital by the patient, and being able to take their own medications when needed
3. Patients being aware they can access food out of hours
4. Patients to give views on the quality of their care

Action Plans will be developed for clinical services, medicine and surgery divisions in response to feedback from question 1 – 4, these action plans will be monitored by the matrons/departmental managers for their specific areas.

6.0 Summary and Conclusion

LHCH has always been rated highly by its patients in the national inpatient survey. In 2021 LHCH has been rated 4th from 134 hospitals which is extremely positive. Actions arising

from patients' feedback after they have been discharged and from the inpatient survey results, are monitored through divisional governance meetings. FFT feedback is monitored by the matrons for their specific area with involvement from ward and departmental managers.

7.0 Recommendations

The Council of Governors to receive assurance that patient and family experience is closely monitored and where improvements are required, based on feedback received, actions are implemented.



2021 Adult Inpatient Survey: Early release of CQC benchmark results for Liverpool Heart and Chest Hospital NHS Foundation Trust

This report provides benchmark results for Liverpool Heart and Chest Hospital NHS Foundation Trust, in advance of national publication of the 2021 Adult Inpatient Survey later this year. It contains the same scoring and 'banding' (how your trust performed compared to other trusts across England), but does not include national scores. These national results can only be shared at official publication of the survey results.

By sharing results now, you will be able to see how your trust performed on individual questions in advance of the national publication.

If you require any assistance, have any queries, or would like to provide feedback on the format of this report, please contact the CQC Surveys Team at: patient.survey@cqc.org.uk.

2021 Adult Inpatient Survey

The 2021 survey of adult inpatient's experiences involved 134 NHS acute trusts in England. We received responses from 62,235 patients, a response rate of 39.5%. Patients were eligible for the survey if they were aged 16 years or older, had spent at least one night in hospital during November 2021 and were not admitted to maternity or psychiatric units. Fieldwork for the survey (the time during which questionnaires were sent out and returned) took place between January and May 2022.

CQC will use the results from the survey in the regulation, monitoring and inspection of NHS trusts in England. Survey data will be used in CQC's monitoring tools, which provide inspectors with an assessment of performance in areas of care within an NHS trust that need to be followed up. Survey data will also be used to support CQC inspections. NHS England and Improvement will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health and Social Care will hold them to account for the outcomes they achieve.

Making fair comparisons between trusts

People's characteristics, such as age and sex can influence their experience of care and the way they report it. For example, males tend to report more positive experiences than females. Since trusts have differing profiles of people who use their services, this could potentially affect their results and make trust comparisons difficult. A trust's results could appear better or worse than if they had a slightly different profile of people.

To account for this, we 'standardise' the data, i.e. we apply a weight to individual responses to account for differences in demographic profile between trusts. For each trust, results have been standardised by age, sex and method of admission (emergency or elective) of respondents to reflect the 'national' age-sex-admission type distribution (based on all respondents to the survey). This helps to ensure that no trust will appear better or worse than another because of its respondent profile.

Scoring

For each question in the survey that can be scored, individual responses are converted into scores on a scale of 0 to 10. For each question, a score of 10 is assigned to the most positive response and a score of 0 to the least positive. The higher the score, the better the trust's results.

It is not appropriate to score all questions because some of them do not assess a trust's performance. For example, the primary purpose of some questions is to filter out ineligible respondents.

Interpreting your data

The better and worse categories, displayed in the column with the header '2021 Band' in the tables below, are based on an analysis technique called the 'expected range'. It determines the range within which your trust's score could fall without differing significantly from the average score of all trusts taking part in the survey. If the trust's performance is outside of this range, its performance is significantly above or below what would be expected. If it is within this range, we say that its performance is 'about the same'.

Where a trust's survey results have been identified as better or worse than the majority of trusts, it is very unlikely that these results have occurred by chance. If your trust's results are 'about the same', this column will be empty.

If fewer than 30 respondents have answered a question, a score will not be displayed for this question. This is because the uncertainty around the result is too great.

Trend data

The 2021 iteration of the survey sees the reintroduction of trend data, comparisons are provided between 2021 and 2020 results where available.

Further information

The full national results will be available on the CQC website later this year, together with the technical document which outlines the survey methodology and the scoring applied to each question: www.cqc.org.uk/inpatientsurvey

Results for Liverpool Heart and Chest Hospital NHS Foundation Trust: Executive Summary

Respondents and response rate

- 830 Liverpool Heart and Chest Hospital NHS Foundation Trust patients responded to the survey
- The response rate for Liverpool Heart and Chest Hospital NHS Foundation Trust was 66.83%

Banding

Better

Your trust's results were much better than most trusts for **25** questions.

Your trust's results were better than most trusts for **18** questions.

Your trust's results were somewhat better than most trusts for **1** questions.

Worse

Your trust's results were much worse than most trusts for **0** questions.

Your trust's results were worse than most trusts for **0** questions.

Your trust's results were somewhat worse than most trusts for **0** questions.

Same

Your trust's results were about the same as other trusts for **3** questions.

Tables of results

Table 1: Admission to hospital

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?	452	8.6	Much better	8.5	
Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?	818	8.8	Much better	8.9	

Table 2: The hospital and ward

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q4. Did you get help from staff to keep in touch with your family and friends?	566	8.8	Better		
Q5.1. Were you ever prevented from sleeping at night by noise from other patients?	732	8.3	Much better	8.1	
Q5.2. Were you ever prevented from sleeping at night by noise from staff?	732	8.8	Better	8.9	
Q5.4. Were you ever prevented from sleeping at night by hospital lighting?	732	8.7	Better	8.7	
Q7. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?	66	8.4	Better	7.5	
Q8. How clean was the hospital room or ward that you were in?	811	9.7	Better	9.6	
Q9. Did you get enough help from staff to wash or keep yourself clean?	530	8.9	Better	8.6	
Q10. If you brought medication with you to hospital, were you able to take it when you needed to?	488	8.5		8.2	
Q11. Were you offered food that met any dietary needs or requirements you had?	417	8.8	Somewhat better		
Q12. How would you rate the hospital food?	806	7.9	Better		
Q13. Did you get enough help from staff to eat your meals?	169	8.7	Better	7.9	

Table 2: The hospital and ward (*continued*)

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q14. Were you able to get hospital food outside of set meal times?	363	7.5	Better		
Q15. During your time in hospital, did you get enough to drink?	804	9.8	Better	9.8	

Table 3: Doctors

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q16. When you asked doctors questions, did you get answers you could understand?	776	9.4	Much better	9.2	
Q17. Did you have confidence and trust in the doctors treating you?	814	9.7	Much better	9.7	
Q18. When doctors spoke about your care in front of you, were you included in the conversation?	811	9.1	Better	9.0	

Table 4: Nurses

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q19. When you asked nurses questions, did you get answers you could understand?	772	9.4	Better	9.2	
Q20. Did you have confidence and trust in the nurses treating you?	814	9.5	Better	9.3	
Q21. When nurses spoke about your care in front of you, were you included in the conversation?	810	9.3	Better	9.0	
Q22. In your opinion, were there enough nurses on duty to care for you in hospital?	811	8.8	Much better	8.5	

Table 5: Your care and treatment

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q23. Thinking about your care and treatment, were you told something by a member of staff that was different to what you had been told by another member of staff?	738	8.9	Much better	8.7	
Q24. To what extent did staff looking after you involve you in decisions about your care and treatment?	790	8.1	Much better	7.8	
Q25. How much information about your condition or treatment was given to you?	821	9.5	Much better	9.4	
Q26. Did you feel able to talk to members of hospital staff about your worries and fears?	699	8.9	Much better	8.4	↑
Q27. Were you able to discuss your condition or treatment with hospital staff without being overheard?	756	8.2	Much better		
Q28. Were you given enough privacy when being examined or treated?	824	9.8	Much better	9.8	
Q29. Do you think the hospital staff did everything they could to help control your pain?	704	9.5	Much better	9.3	
Q30. Were you able to get a member of staff to help you when you needed attention?	746	9.2	Much better	8.8	↑

Table 6: Operations and procedures

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q32. Beforehand, how well did hospital staff answer your questions about the operations or procedures?	700	9.4	Better	9.3	
Q33. Beforehand, how well did hospital staff explain how you might feel after you had the operations or procedures?	750	8.2	Better	8.0	
Q34. After the operations or procedures, how well did hospital staff explain how the operation or procedure had gone?	758	8.8	Much better	8.7	

Table 7: Leaving hospital

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q35. To what extent did staff involve you in decisions about you leaving hospital?	811	8.2	Much better	7.8	↑
Q36. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?	653	8.3	Much better	8.1	
Q37. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any changes to your home, after leaving the hospital?	244	8.8		8.4	
Q38. Were you given enough notice about when you were going to leave hospital?	825	8.1	Much better	7.8	
Q39. Before you left hospital, were you given any information about what you should or should not do after leaving hospital?	819	9.4	Much better	8.8	↑
Q40. To what extent did you understand the information you were given about what you should or should not do after leaving hospital?	772	9.2	Better		
Q41. Thinking about any medicine you were to take at home, were you given any of the following?	737	5.6	Much better	6.1	↓

Table 7: Leaving hospital (*continued*)

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q42. Before you left hospital, did you know what would happen next with your care?	790	7.4	Much better	7.3	
Q43. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	796	9.1	Much better	9.2	
Q44. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	496	8.9	Better	8.8	
Q46. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?	527	7.3	Much better	7.3	

Table 8: Feedback on care

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q49. During your hospital stay, were you ever asked to give your views on the quality of your care?	657	1.8		2.0	

Table 9: Respect and dignity

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q47. Overall, did you feel you were treated with respect and dignity while you were in the hospital?	815	9.7	Much better	9.6	

Table 10: Overall experience

Question	Respondents	2021 Score	2021 Band	2020 Score	2020 Change
Q48. Overall, how was your experience while you were in the hospital?	813	9.2	Much better	9.1	

Table 11: Section Scores

Section	2021 Score	Band
Section 1. Admission to hospital	8.7	Much better
Section 2. The hospital and ward	8.7	Much better
Section 3. Doctors	9.4	Much better
Section 4. Nurses	9.2	Much better
Section 5. Care and treatment	9.0	Much better
Section 6. Operations and procedures	8.8	Much better
Section 7. Leaving hospital	8.2	Much better
Section 8. Feedback on care	1.8	
Section 9. Respect and dignity	9.7	Much better
Section 10. Overall experience	9.2	Much better

Table 13: Demographic information continued

Characteristic	Percent
Religion	
No religion	20.6
Buddhist	0.7
Christian	74.9
Hindu	0.5
Jewish	0.2
Muslim	0.5
Sikh	0.0
Other religion	1.3
Prefer not to say religion	1.2
Sexuality	
Heterosexual	96.3
Gay/lesbian	0.7
Bisexual	0.5
Other	0.4
Prefer not to say sexuality	2.1

Table 12: Demographic information

Characteristic	Percent
Total respondents	830.0
Response rate	66.8
Sex	
Male	64.8
Female	35.0
Intersex	0.0
Prefer not to say sex	0.1
Gender	
Gender same as sex at birth	99.8
Gender different than sex at birth	0.1
Prefer not to say gender	0.1
Age	
16-35	2.5
36-50	6.0
51-65	32.5
66+	58.9
Ethnicity	
White	96.4
Multiple ethnic groups	0.7
Asian or Asian British	1.4
Black or Black British	0.6
Arab or other ethnic group	0.0
Not known	0.8