

Board of Directors (in Public)

Item 2.1

Subject: Care Quality Commission – National Inpatient Survey
2022 – Results
Date of Meeting: 29th November 2023
Presented by: Sue Pemberton, Director of Nursing, Quality & Safety
Purpose of Report: To Note

BAF Reference	Impact on BAF
All	Assurance on patient's feedback regarding their safe care and experience

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 Board of Directors with an overview of the results of the National Inpatient Survey for 2022. The eleven 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 2022 results, medical care and surgical care has been rated as much better compared to a result of better in 2021.

Overall LHCH has been rated the top hospital in the northwest for overall care and second 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

783 patients who had been an inpatient within the hospital responded to the survey. The response rate for LHCH was 63% compared to a national response rate of 40%. The 2022 survey of adult inpatients involved 133 NHS acute trusts in England. All patients who completed the survey had spent at least one night in hospital during the month of November 2022.

3. Findings In patient survey

Table of the top 10 hospitals nationally 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	9.28	1
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.22	2
Queen Victoria Hospital NHS Foundation Trust	9.14	3
Royal Papworth Hospital NHS Foundation Trust	9.10	4
The Clatterbridge Cancer Centre NHS Foundation Trust	9.10	5
The Royal Orthopaedic Hospital NHS Foundation Trust	8.99	6
The Christie NHS Foundation Trust	8.95	7
The Walton Centre NHS Foundation Trust	8.92	8
The Royal Marsden NHS Foundation Trust	8.83	9
University College London Hospitals NHS Foundation Trust	8.66	10

Table of North-West hospitals for the overall patient experience question

Trust Name	Overall, how was your experience while you were in the hospital?	Rank
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.22	2
The Clatterbridge Cancer Centre NHS Foundation Trust	9.10	5
The Christie NHS Foundation Trust	8.95	7
The Walton Centre NHS Foundation Trust	8.92	8
St Helens and Knowsley Teaching Hospitals NHS Trust	8.53	12
Liverpool Women's NHS Foundation Trust	8.48	13
East Lancashire Hospitals NHS Trust	8.26	36
University Hospitals of Morecambe Bay NHS Foundation Trust	8.22	43
Mid Cheshire Hospitals NHS Foundation Trust	8.17	45
Blackpool Teaching Hospitals NHS Foundation Trust	8.16	48
Wirral University Teaching Hospital NHS Foundation Trust	8.13	55
Stockport NHS Foundation Trust	8.08	61
Bolton NHS Foundation Trust	8.08	62
Tameside and Glossop Integrated Care NHS Foundation Trust	8.02	73
Warrington and Halton Teaching Hospitals NHS Foundation Trust	7.99	79
East Cheshire NHS Trust	7.99	81
Liverpool University Hospitals NHS Foundation Trust	7.98	84
Wrightington, Wigan and Leigh NHS Foundation Trust	7.92	93
Manchester University NHS Foundation Trust	7.81	110
Southport and Ormskirk Hospital NHS Trust	7.79	112

Areas where LHCH came top across the North-West:

- The hospital and ward
- Nurses
- Your care and treatment
- Feedback on the quality of your care
- Respect and dignity
- Overall experience

Second in the North-West:

- Section 6. Operations and procedures
- Section 3. Doctors

Third in the North-West

- Section 7. Leaving hospital
- Section 11. Long- term condition

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

Q4. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?

Q9. Did you get enough help from staff to wash or keep yourself clean?

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?

Q26. Did you feel able to talk to members of hospital staff about your worries and fears?

Q28. Do you think the hospital staff did everything they could to help control your pain?

Q29. Were you able to get a member of staff to help you when you needed attention?

Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

Q46. Overall, how was your experience while you were in the hospital?

Q47. During your hospital stay, were you ever asked to give your views on the quality of your care?

Results compared with other trust

Better

- LHCH results were **much better than expected** for 25 questions.
- LHCH results were **better than expected** for 14 questions.
- LHCH results were **somewhat better than expected** for 3 questions.

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 eleven 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 2022 (2021)	Rating (compared to other hospitals)
One	Admission to hospital	8.9 (8.7)	Much Better
Two	The hospital and ward	8.7 (8.7)	Much Better
Three	Doctors	9.4 (9.4)	Much Better
Four	Nurses	9.2 (9.2)	Much Better
Five	Care and Treatment	9.1 (9.0)	Much Better
Six	Operations and procedures	9.7 (8.8)	Much Better
Seven	Leaving Hospital	7.8 (8.2)	Much better
Eight	Feedback on care	2.3 (1.8)	Better
Nine	Respect and dignity	9.8 (9.7)	Much Better
Ten	Overall experience	9.2 (9.2)	Much Better
Eleven	Long-term condition	8.0	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	9.26	9.19

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 result		Overall results				Core service		Over all CQC rating
	2020	2021	2022	Most Positive (%)	Mid dle (%) ¹	Most Negative (%)	Medi cal care	Surgi cal	
Trust average				64	24	12			
Liverpool Heart and Chest Hospital NHS Foundation Trust	B	MB	MB	77	17	7	MB	B	O
The Christie NHS Foundation Trust	MB	MB	MB	75	17	7	MB	MB	G
The Clatterbridge Cancer Centre NHS Foundation Trust	MB	MB	MB	75	19	6	MB	N/A	G
Royal Papworth Hospital NHS Foundation Trust	MB	MB	MB	76	18	6	MB	MB	O
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	MB	MB	MB	79	14	6	S	MB	G
Queen Victoria Hospital NHS Foundation Trust	MB	MB	MB	80	15	5	MB	MB	G
The Royal Marsden NHS Foundation Trust	MB	MB	MB	74	19	7	MB	B	O
The Royal Orthopaedic Hospital NHS Foundation Trust	S	MB	MB	75	19	7	N/A ²	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 8 patients and 3 family members attending. The discussion focused on:

1. Pre care
2. Nutrition
3. Involvement in care

Patients and their relatives found their experience to be overall very positive, although from a small number of attendees. These were the key themes:

- The need for better psychological support, especially for patients who live alone.
- Psychological support for patients post cardiac arrest in the community and also for their family who witnessed the arrest.
- They would like a 'walk in clinic' (preferably a small A&E), or a dedicated help line with staff trained to provide both medical and psychological support
- They would like information about discharge and their medications (side effects) explained to them gradually throughout their stay not as a half hour discharge talk before, they go home.
- To receive a phone call (not just a letter) if they have been cancelled and a new operation date arranged.
- They would like personal TV's.

5.0 Analysis of national in-patient survey feedback

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

- 1) Privacy for examinations: patients being given enough privacy when examined or treated.
- 2) Understanding information on discharge: patient understanding the information given about what they should or should not do after leaving hospital.
- 3) Equipment and adaptations in the home: hospital staff discussing if any equipment or home adaptations were needed when leaving hospital.
- 4) Having enough to drink: patients getting enough to drink whilst in hospital.
- 5) Answers to questions: hospital staff answering patients' questions before the operation or procedure.

Action Plans will be developed for clinical services medicine and surgery divisions in response to feedback, 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 2022 LHCH has been rated 2nd nationally from 133 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 Board of Directors to receive assurance that patient and family experience is closely monitored and where improvements are required, based on feedback received, actions are implemented.

The Board of Directors to note improvements identified from the inpatient survey 2022 and face to face engagement event will be included in the revision of the Trust's Patient Experience Strategy in 2024.

Appendix A – Action Plan

Recommendation	SMART Action	Lead Person	Deadline	Progress of Actions	Monitoring/ Assurance
Patients said they would like more privacy when being examined or treated.	This questions to be included on the ward manager audits to ensure specific patient examples are captured and actioned	Matrons	Jan 24		
Patients would like more information on what they should not do on leaving hospital	This questions to be included the discharge checklist before a patient is discharged from hospital	Matrons	Jan 24		
Patients said they would like staff to discuss with them if adaptations may be required when they leave hospital	This questions to be included the discharge checklist before a patient is discharged from hospital	Ward Managers	Jan 24		
Patients said they would like more to drink whilst in hospital	This questions to be included on the ward manager audits to ensure specific patient examples are captured and actioned	Ward Managers	Jan 24		
Patients said they would like to have staff answer any questions before their hospital procedure	This questions to be included the discharge checklist before a patient is discharged from hospital	Ward Managers	Jan 24		