

Board of Directors (in Public)

Item 2.4

Subject: Care Quality Commission – National Inpatient Survey
2023 – Results
Date of Meeting: 24th September 2024
Prepared by: Joan Matthews Director of Nursing and Quality
Presented by: Joan Matthews Director of Nursing and Quality
Purpose of Report: To Note

BAF Reference	Impact on BAF
All	Assurance

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 2023. (Appendix one). The ten sections of the survey were conducted using a push-to-web methodology (offering both online and paper completion). There were minor questionnaire changes, including six new questions and changes to question wording.

Overall LHCH has been rated the top hospital in the northwest for patient experience and fourth Nationally. In addition, the Trust is listed as one of nine trusts who have been rated as **‘much better than expected’** from the survey results. LHCH also had one of the highest response rates from our patients.

On 22/8/24 Picker e-mailed Trusts to notify them of a data entry error in the 2023 Adult Inpatient Survey, for response options 6 and 8 of question 6. Therefore section 2 cannot be reported on until Trusts have been made aware of their results

2. Background

A total of 1250 patients were invited to participate in the survey with a total of 831 – 67% response rate taking part, from an average Trust response rate of 42%. 47% of patients followed an urgent/emergency pathway – with 53% following a planned admission pathway

The 2023 survey of adult inpatients involved 131 NHS acute trusts in England. All patients who completed the survey had spent at least one night in hospital during the month of November 2023.

LHCH Adult inpatient Survey: Early Release Survey was published on 21/8/24 which highlighted a decrease in our overall score of patient experience to 8.8. The Trust queried this outcome with Picker Institute Europe – they identified an error with the score calculation from the Trusts paper survey responses, they confirmed the online scoring of patient responses were correct. The paper survey responses were rescored and informally informed the Trust the Overall Experience question number 49 was re-scored to 9.13234727 and not 8.8 as previously published. The National Data Release Documentation is expected during September, this also should reflect the Trust accurate position. The score of 9.13234727 places the Trust both Nationally and in the North West as below.

3. Findings In patient survey

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

trust code	trust name	Q49: Overall, how was your experience while you were in the hospital?
RPC	Queen Victoria Hospital NHS Foundation Trust	9.342556832
RGM	Royal Papworth Hospital NHS Foundation Trust	9.243361655
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.22339059
RBQ	Liverpool Heart And Chest Hospital NHS Foundation Trust	9.13234727
RBV	The Christie NHS Foundation Trust	9.128747776
RPY	The Royal Marsden NHS Foundation Trust	9.101158461
RET	The Walton Centre NHS Foundation Trust	9.055768654
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	8.986955538
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	8.964004542
REP	Liverpool Women's NHS Foundation Trust	8.847181067

Table of Northwest hospitals for the overall patient experience question.

trust code	trust name	Q49: Overall, how was your experience while you were in the hospital?
RBQ	Liverpool Heart And Chest Hospital NHS Foundation Trust	9.13234727
RBV	The Christie NHS Foundation Trust	9.128747776
RET	The Walton Centre NHS Foundation Trust	9.055768654
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	8.986955538
REP	Liverpool Women's NHS Foundation Trust	8.847181067
REM	Liverpool University Hospitals NHS Foundation Trust	8.425268513

RXL	Blackpool Teaching Hospitals NHS Foundation Trust	8.252589546
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	8.2437285
RWJ	Stockport NHS Foundation Trust	8.150871042
RBT	Mid Cheshire Hospitals NHS Foundation Trust	8.130992119
RBL	Wirral University Teaching Hospital NHS Foundation Trust	8.076994128
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	8.065668825
RMC	Bolton NHS Foundation Trust	8.059072796
RJN	East Cheshire NHS Trust	8.034468299
ROA	Manchester University NHS Foundation Trust	7.964022507
RJR	Countess of Chester Hospital NHS Foundation Trust	7.938328066
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	7.907226533
RBN	Mersey and West Lancashire Teaching Hospitals NHS Trust	7.869684767
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	7.867646873
RXR	East Lancashire Hospitals NHS Trust	7.679749777

Areas where LHCH came top across the North West

Section 3- Doctors

Section 4- Nurses

Section 5 Care and treatment

Section 9 Kindness and compassion

Questions where LHCH performed much better than other Trusts

Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?

Q4. How would you rate the quality of information you were given, while you were on the waiting list to be admitted to hospital?

Q5. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?

Q8. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?

Q13. How would you rate the hospital food?

Q15. Were you able to get hospital food outside of set mealtimes?

Q16. During your time in hospital, did you get enough to drink?

Q17. When you asked doctors questions, did you get answers you could understand?

Q18. Did you have confidence and trust in the doctors treating you?

Q23. In your opinion, were there enough nurses on duty to care for you in hospital?

Q24. 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?

Q25. To what extent did staff looking after you involve you in decisions about your care and treatment?

Q26. How much information about your condition or treatment was given to you?

Q27. Did you feel able to talk to members of hospital staff about your worries and fears?

Q29. Do you think the hospital staff did everything they could to help control your pain?

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

Q31. Did the hospital staff take into account your existing individual needs?

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

Q36. To what extent did hospital staff involve your family or carers in discussions about you leaving hospital?

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

Q43. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

Q47. Overall, did you feel you were treated with kindness and compassion while you were in the hospital?

Results compared with other trust

Better

- LHCH results were **much better than expected** for 26 questions. (following recalculation of Q49)
- LHCH results were **better than expected** for 19 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** 4 questions

The results for each of the ten categories within the survey are listed below highlighting the comparison with 2022– (although it must be remembered that some questions have changed or rephrased, and new questions added).

Section	Category	Score 2022 (2023)	Rating (compared to other hospitals)
One	Admission to hospital	8.5 (8.9)	Much Better
Two	Awaiting final results		
Three	Doctors	9.4 (9.5)	Much Better
Four	Nurses	9.2 (9.2)	Much Better
Five	Your Care and Treatment	9.1 (9.1)	Much Better
Six	Virtual Wards	(8.3)	Much Better
Seven	Leaving Hospital	7.8 (7.7)	Much better
Eight	Feedback on care	2.3 (4.8)	Better
Nine	Kindness and Compassion	(9.7)	Much Better
Ten	Respect and dignity	9.8 (9.6)	Better
Eleven	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	9.22	9.18

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 results			Overall results				Core service		Overall CQC rating
	2020	2021	2022	2023	Most Positive (%)	Middle (%) ¹	Most Negative (%)	Medical care	Surgical	
Trust average					65	22	13			
Liverpool Heart and Chest Hospital NHS Foundation Trust	B	MB	MB	MB	77	16	7	MB	B	O
The Christie NHS Foundation Trust	MB	MB	MB	MB	77	17	6	MB	B	G
The Clatterbridge Cancer Centre NHS Foundation Trust	MB	MB	MB	MB	77	17	6	MB	N/A	G
The Walton Centre NHS Foundation Trust	B	B	B	MB	74	18	8	MB	S	O
Royal Papworth Hospital NHS Foundation Trust	MB	MB	MB	MB	78	16	6	MB	B	O
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	MB	MB	MB	MB	79	14	7	B	MB	G
Queen Victoria Hospital NHS Foundation Trust	MB	MB	MB	MB	84	11	5	MB	MB	G
The Royal Marsden NHS Foundation Trust	MB	MB	MB	MB	78	15	7	MB	MB	O
The Royal Orthopaedic Hospital NHS Foundation Trust	S	MB	MB	MB	74	18	8	N/A	B	G
Key: Trust performance CQC rating	About the same (S)	Better (B)		Much better (MB)						
	Inadequate (I)	Requires Improvement (RI)		Good (G)		Outstanding (O)				

Where a number of options lay between the negative and positive responses, they are placed at equal intervals along the scale. For example, 'Sometimes' is the middle option (scored as 5/10) for the question 'When you asked doctors questions, did you get answers you could understand?'.

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 February of 2024 from our Engagement with patients and their families they 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 Q3 -Q4 2024.

5. Analysis of national in-patient survey feedback

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

1. Waiting for surgery on the waiting list, and information required by patients whilst waiting
2. Restful sleep at night
3. Feeling confident in and understanding nurse who delivers their bedside care
4. Being involved in discharge planning

Actions have been identified where patients consider changes to practice would be of benefit these will be monitored by the matrons/departmental managers for their specific areas.

5. Summary and Conclusion

LHCH has always been rated highly by its patients in the national inpatient survey, results for 2023 reflect positively overall of our patients experience whilst under our care – as in previous years LHCH responses from our patients have remained statistically very good. Actions arising from patients' feedback from the Trust from review of the Trusts early release publication, preliminary actions have been identified and when the National Benchmarking data is received will be reviewed. Monitoring of actions will be via divisional governance meetings. FFT feedback is monitored by the matrons for their specific area with involvement from ward and departmental managers.

6. 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 (Appendix) 2.

Appendix 1

2023 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 2023 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 Research Team at: patient.survey@cqc.org.uk.

2023 Adult Inpatient Survey

The 2023 survey of adult inpatient's experiences involved 131 NHS acute trusts in England. We received responses from 63,573 patients, a response rate of 41.7%. Patients were eligible for the survey if they were aged 16 years or older, had spent at least one night in hospital during November 2023 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 April 2024.

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 '2023 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 2023 iteration of the survey provides comparisons between 2022, 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

- 831 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 66.75%

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 **19** 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 **4** questions.

Tables of results

Table 1: Admission to hospital

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
How did you feel about the length of time you were on the waiting list before your admission to hospital?	423	8.0	Much better	8.7	↓
How would you rate the quality of information you were given, while you were on the waiting list to be admitted to hospital?	431	8.6	Much better		
How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?	815	8.9	Much better	9.1	

Table 2: The hospital and ward

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
Were you ever prevented from sleeping at night by any of the following? Noise from other patients.	807	8.5	Much better		
Were you ever prevented from sleeping at night by any of the following? Noise from staff.	807	9.3	Much better		
Were you ever prevented from sleeping at night by any of the following? Hospital lighting.	807	8.9	Better		
Were you ever prevented from sleeping at night by any of the following? Room temperature.	807	9.5			
Were you ever prevented from sleeping at night by any of the following? I was not prevented from sleeping.	807	6.0	Much better		
Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?	62	8.5	Much better	8.9	
How clean was the hospital room or ward that you were in?	805	9.6	Better	9.6	
Did you get enough help from staff to wash or keep yourself clean?	535	8.7	Somewhat better	9.0	
If you brought medication with you to hospital, were you able to take it when you needed to?	473	8.3		8.5	
Were you offered food that met any dietary needs or requirements you had?	440	9.0	Better	9.1	

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

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
How would you rate the hospital food?	800	7.9	Much better	7.8	
Did you get enough help from staff to eat your meals?	197	8.5	Better	8.6	
Were you able to get hospital food outside of set meal times?	372	8.0	Much better	7.7	
During your time in hospital, did you get enough to drink?	791	9.9	Much better	9.8	

Table 3: Doctors

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
When you asked doctors questions, did you get answers you could understand?	778	9.4	Much better	9.2	
Did you have confidence and trust in the doctors treating you?	806	9.8	Much better	9.7	
When doctors spoke about your care in front of you, were you included in the conversation?	800	9.3	Better	9.2	

Table 4: Nurses

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
When you asked nurses questions, did you get answers you could understand?	771	9.2	Better	9.4	
Did you have confidence and trust in the nurses treating you?	806	9.3	Better	9.6	↓
When nurses spoke about your care in front of you, were you included in the conversation?	793	9.3	Better	9.3	
In your opinion, were there enough nurses on duty to care for you in hospital?	797	8.8	Much better	8.7	

Table 5: Your care and treatment

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
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?	710	8.8	Much better	8.8	
To what extent did staff looking after you involve you in decisions about your care and treatment?	765	8.0	Much better	7.8	
How much information about your condition or treatment was given to you?	792	9.4	Much better	9.6	
Did you feel able to talk to members of hospital staff about your worries and fears?	684	8.8	Much better	8.7	
Were you given enough privacy when being examined or treated?	815	9.7	Better	9.8	
Do you think the hospital staff did everything they could to help control your pain?	696	9.5	Much better	9.5	
Were you able to get a member of staff to help you when you needed attention?	732	9.2	Much better	9.3	8.8
Did the hospital staff take into account your existing individual needs?	431	9.0	Much better		

Table 6: Virtual wards

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
Were you given enough information about the care and treatment you would receive while on a virtual ward?	65	8.9	Better		
Before being admitted onto a virtual ward, did hospital staff give you information about the risks and benefits of continuing your treatment on a virtual ward?	57	7.6	Better		

Table 7: Leaving hospital

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
To what extent did staff involve you in decisions about you leaving hospital?	790	7.6	Much better	7.9	↓
To what extent did hospital staff involve your family or carers in discussions about you leaving hospital?	584	6.7	Much better	6.8	
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?	193	8.2		8.6	
Were you given enough notice about when you were going to leave hospital?	812	7.7	Better	7.8	
Before you left hospital, were you given any information about what you should or should not do after leaving hospital?	795	9.1	Much better	9.2	
To what extent did you understand the information you were given about what you should or should not do after leaving hospital?	723	9.2	Better	9.2	
Thinking about any medicine you were to take at home, were you given any of the following?	718	5.2	Better	5.2	
Before you left hospital, did you know what would happen next with your care?	770	6.9		7.2	

Table 7: Leaving hospital (*continued*)

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	780	8.8	Much better	8.9	
Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	427	8.6	Better	8.6	
After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?	520	7.2	Better	6.8	

Table 8: Feedback on quality of care

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
During your hospital stay, were you given the opportunity to give your views on the quality of your care?	581	4.8	Better		

Table 9: Kindness and compassion

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
Overall, did you feel you were treated with kindness and compassion while you were in the hospital?	804	9.7	Much better		

Table 10: Respect and dignity

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
Overall, did you feel you were treated with respect and dignity while you were in the hospital?	798	9.6	Better	9.8	↓

Table 11: Overall experience

Question	Respondents	2023 Score	2023 Band	2022 Score	2022 Change
Overall, how was your experience while you were in the hospital?	800	8.8	Better	9.2	↓

Table 12: Section Scores

Section	2023 Score	Band
Section 1. Admission to hospital	8.5	Much better
Section 2. The hospital and ward	8.6	Much better
Section 3. Doctors	9.5	Much better
Section 4. Nurses	9.2	Much better
Section 5. Your care and treatment	9.1	Much better
Section 6. Virtual wards	8.3	Much better
Section 7. Leaving hospital	7.7	Much better
Section 8. Feedback on quality of care	4.8	Better
Section 9. Kindness and compassion	9.7	Much better
Section 10. Respect and dignity	9.6	Better
Section 11. Overall experience	8.8	Better

Table 13: Demographic information

Characteristic	Percent
Total respondents	831.0
Response rate	66.7
Sex	
Male	65.1
Female	34.7
Intersex	0.0
Prefer not to say sex	0.2
Gender	
Gender same as sex at birth	99.7
Gender different than sex at birth	0.0
Prefer not to say gender	0.3
Age	
16-35	2.5
36-50	6.3
51-65	27.6
66+	63.7
Ethnicity	
White	93.6
Multiple ethnic groups	0.7
Asian or Asian British	1.3
Black or Black British	0.2
Arab or other ethnic group	0.5
Not known	3.6

Table 14: Demographic information continued

Characteristic	Percent
Religion	
No religion	21.4
Buddhist	0.4
Christian	74.3
Hindu	0.0
Jewish	0.1
Muslim	0.9
Sikh	0.0
Other religion	1.4
Prefer not to say religion	1.5
Sexuality	
Heterosexual	95.9
Gay/lesbian	1.1
Bisexual	0.1
Other	0.1
Prefer not to say sexuality	2.7

Action Plan 2

Action Plan for Patient Survey – August 2024							
Issue	Action	Local Lead	Divisional Leads	Trust Lead	Completion date	Update	RAG
Length of time on waiting list	Monitoring of the patients on the surgical waiting list has commenced with patients being seen by their Consultant at 6 – 9 – 12 months		Divisional Ops Directors	COO	Completed		
Quality of information received while on waiting list	As above		Divisional Ops Directors	COO	Complete		
Restful sleep at night	Awaiting if this action is relevant to LHCH in patient responses						
Feeling confident in and understanding nurse who delivers their bedside care.	Matrons will explore re-enforced messages to patients when explaining important information	Matrons	Matrons	DON/DDON			
Being involved in discharge planning	Review of the discharge pathway to identify gaps working with transformation and QI teams.	QI team					

Not started	
Under review	
Ongoing	
Completed	