

LHCH COUNCIL OF GOVERNORS

COVER SHEET

Meeting Date	Tuesday, 09 December 2025	Item Reference	LHCHCoG2526_08c
Report Title	Inpatient Survey Results 2024		
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Responsible Director	Jen Taylor, LHCH & BG Director of Nursing		

Purpose of Report	Hospital Management Board to receive assurance that patient and family experience is closely monitored and where improvements are required, based on feedback received, actions are implemented.
Executive Summary	The purpose of this paper is to provide the Hospital Management Board with an overview of the results of the National Inpatient Survey for 2024. The 12 sections of the survey were conducted using a push-to-web methodology (offering both online and paper completion).
Key Areas of Concern	Results where patient experience could be improved: Staff discussing with patients their need for equipment at home on discharge Discharge Process and Home Preparation - Patients understanding information on discharge Cultural and Individual Needs - Staff taking into account patients' cultural needs Medication Management - Patients being able to take their own medications brought into hospital Sleep Environment - Patients being prevented from sleeping due to room temperature

Links to Board Assurance Framework	Risk 9: Quality	
Links to Corporate Risk Register (scoring 10+)	NA	

Assurance Level	SUBSTANTIAL - Good system of internal control applied to meet existing objectives
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Action Required by the Hospital Management Board	The Hospital Management Board is asked to receive assurance.
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REPORT DEVELOPMENT:

Committee or meeting report considered at:	Date	Lead	Outcome

MAIN REPORT

INTRODUCTION

The purpose of this paper is to provide the Hospital Management Board with an overview of the results of the National Inpatient Survey for 2024. The 12 sections of the survey were conducted using a push-to-web methodology (offering both online and paper completion).

Section	Title	Section Score	Comparison to other Trusts
1	Admission to hospital	8.2	Much better than expected
2	The hospital and ward	8.5	Much better than expected
3	Basic needs	8.8	Much better than expected
4	Doctors	9.4	Much better than expected
5	Nurses	9.2	Much better than expected
6	Your care and treatment	9.0	Much better than expected
7	Individual needs	Not reported	No comparison with other Trusts
8	Virtual wards	8.0	Better than expected
9	Leaving hospital	7.7	Better than expected
10	Kindness and compassion	9.6	Much better than expected
11	Respect and Dignity	9.7	Much better than expected
12	Overall experience	9.2	Much better than expected

The Trust has performed much better for 21 questions in comparison to other Trusts, with 17 questions graded as better than expected, 3 questions graded as somewhat better, and 5 questions graded about the same.

Overall LHCH has been rated the top hospital in the Northwest for the section, overall experience and third Nationally. In the published report “Adult in patient survey 2024 Trust outliers” the Trust is named as one of eight trusts who have been rated as **‘much better than expected’**

The graph below also highlights historical results and includes both medical and surgical results from the overall experience question responses for these services, with medical care consistent with Much Better (MB) and surgical care (B) Better.

	Historic results				Overall results				Core services	
	2020	2021	2022	2023	2024	Most Positive (%) ¹	Middle (%)	Most Negative (%)	Medical	Surgical
Trust average						67	22	11		
Liverpool Heart and Chest Hospital NHS Foundation Trust	B	MB	MB	MB	MB	78	16	6	MB	B
The Christie NHS Foundation Trust	MB	MB	MB	MB	MB	80	15	5	MB	B
The Clatterbridge Cancer Centre NHS Foundation Trust	MB	MB	MB	MB	MB	79	15	5	MB	N/A
Royal Papworth Hospital NHS Foundation Trust	MB	MB	MB	MB	MB	79	15	6	MB	B
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	MB	MB	MB	MB	MB	82	12	6	B	MB
Queen Victoria Hospital NHS Foundation Trust	MB	MB	MB	MB	MB	86	10	4	MB	MB
The Royal Marsden NHS Foundation Trust	MB	MB	MB	MB	MB	78	16	6	MB	B
The Royal Orthopaedic Hospital NHS Foundation Trust	S	MB	MB	MB	MB	78	16	6	S	B

Key:

About the same (S)	Better (B)	Much better (MB)
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Background

A total of 1250 patients were invited to participate in the survey with a total of 829 – 67% response rate taking part in the survey, from a national average response rate of 41%. 47% of patients followed an urgent/emergency pathway – with 53% following a planned admission pathway. This remains consistent to the previous years survey Trust response rate.

The 2024 survey of adult inpatients involved 131 acute /trusts in England. All patients who completed the survey had spent at least one night in hospital and discharged in the month of November 2024.

Findings

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

		Q49: Overall, how was your experience while you were in the hospital?
Trust code	Trust name	
RPC	Queen Victoria Hospital NHS Foundation Trust	9.441371662
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9.380021619
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	9.212537738
RBV	The Christie NHS Foundation Trust	9.177102026
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	9.176419728

¹ 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?’.

RPY	The Royal Marsden NHS Foundation Trust	9.137062859
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	9.112332756
RGM	Royal Papworth Hospital NHS Foundation Trust	9.088257427
RET	The Walton Centre NHS Foundation Trust	9.02224581
RJ1	Guy's and St Thomas' NHS Foundation Trust	8.718860891

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	9.212537738
RBV	The Christie NHS Foundation Trust	9.177102026
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	9.176419728
RET	The Walton Centre NHS Foundation Trust	9.02224581
REP	Liverpool Women's NHS Foundation Trust	8.698712258
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	8.468406331
REM	Liverpool University Hospitals NHS Foundation Trust	8.331922962
RBL	Wirral University Teaching Hospital NHS Foundation Trust	8.317171963
ROA	Manchester University NHS Foundation Trust	8.202980508
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	8.116242637
RBN	Mersey and West Lancashire Teaching Hospitals NHS Trust	8.073500283
RJN	East Cheshire NHS Trust	8.06116456
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	8.003828615
RMC	Bolton NHS Foundation Trust	7.98423538
RBT	Mid Cheshire Hospitals NHS Foundation Trust	7.982405365
RWJ	Stockport NHS Foundation Trust	7.959673203
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	7.937428068
RXR	East Lancashire Hospitals NHS Trust	7.801633074
RJR	Countess of Chester Hospital NHS Foundation Trust	7.79422902
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	7.635594602

Results where patient experience has been identified as best

- Explaining to patients why they need to change ward in a way they can understand
- Waiting to have a bed on a ward after arriving at the hospital
- Patients not being prevented from sleeping at night
- Patients not being prevented from sleeping due to noise from other patients
- Patients being able to get food outside of normal mealtimes

Results where patient experience could be improved

- Staff discussing with patients their need for equipment at home on discharge
- Staff taking into accounts patients cultural needs
- Patients being able to take their medications they brought into hospital with them
- Patients being prevented from sleeping due to room temperature
- Patients understanding information on discharge, regarding what they should / should not do after leaving the hospital

Action plans will be developed for each of the sections where patients feel the Trust could improve on patient experience whilst under our care.

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 is follow up calls to patients once discharged. The questions from the follow up calls are aligned to the question identified in the national in-patient survey. We also ask patients and families/carer's for feedback when conducting the quality assessment framework – the EECS. Other surveys conducted are the family and friends test (FFT), in all clinical areas.

Summary and Conclusion

LHCH has always been rated highly by its patients in the National Inpatient Survey, results for 2024 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. 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.

Preparation has commenced for informing patients of the 2025 survey requirements. There will be a slight change to the question asked regarding doctors and nurses which may be a combined question to allow patients to give opinion on other professionals who also care for them whilst in hospital and during their discharge from hospital.

Recommendations

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