

5 HSRUW WR	Trust Board (Public)	\$ JHQGD LWHP	6)7
'DWH RI 0H	02 August 2018		

5 HSRUW 7LW O	National Inpatient Survey 2017 Analysis of the Care Quality Commission (CQC) Benchmark Report and Local Action Plans		
6WDWXV	,QIRUPDV	'LVFXVV	\$V VXUDG \$SSURYD O
			;
3UHSDUHGE\	Hazel Hardyman, Head of Customer Care Gill Sheppard, Clinical Governance Administrator		
([HFXWLYH 6S SUHVHQWLQJ	ROVRU Miss Lorna Wilkinson, Director of Nursing		
\$SSHQGLQHW DSSOLFDEOH	LI Non-applicable		

5HFRPPHQGDWLRQ
<p>Recommendation: Board members are invited to endorse this approach and note the contents of this report.</p> <p>Assurance: The results of the national inpatient survey 2017 for Salisbury District Hospital are in line with the picture across most other Trusts in England. Action plans are in place to make improvements wherever possible.</p>

([HFXWLYH 6XPPDU\

\$QDO\VLV RI WKH F&P&DUN 5HSRUW

- x SFT scored 'about the same' as most other Trusts in all 11 sections of the survey.
- x SFT scored 'better' than most other Trust in 1 of the 62 individual questions:-
 - o If patients had to move wards at night, the reasons for doing so were explained. (SFT 7.9; national average 7.1)
 - o Doctors clearly answering patients' questions. (-0.5)
 - o Patients having confidence and trust in the doctors treating them. (
 - o Doctors talking in front of patients as if they were not there. (-0.3)
 - o Patients being told about medication side effects to watch for after c

x

Salisbury's results can be viewed at http://nhssurveys.org/Filestore/IP17_BMK_Reports/IP17_RNZ.pdf

The results have been published on the Care Quality Commission's website. They show that Salisbury scored 'about the same' as most other Trusts in England for the 11 sections. For the individual questions, it scored 'better' for staff explaining the reason for patients needing to change wards at night.

The results can be viewed at <http://www.cqc.org.uk/provider/RNZ/survey/3#undefined>.

Respondents made 449 comments on things they felt were good about their stay and 351 comments on areas they felt could be improved. The top three areas where there were more positive than negative comments were staff in general, doctors and nurses. The three areas where there were more negative than positive comments were discharge, medicines and noise.

Themes arising from feedback received through the national patient survey, real-time feedback, Friends and Family Test, concerns and complaints have been considered by individual wards and action plans have been updated accordingly.

Real-time feedback questionnaires for 2018/19 have been adjusted to gather more detailed information where required. This information will subsequently feed into ward action plans.

Salisbury's scores were fairly evenly matched across all areas. Further details are provided in the report (Section 3.6).

The CQC noted that nationally, the majority of inpatients were happy with their care, had confidence in the doctors and nurses treating them and had a 'better' overall experience. However, survey respondents were less positive about arrangements and information received when leaving hospital, and those with a mental health condition reported a poorer than average experience across most question areas.

This was also reflected in Salisbury's results.

The results of the national inpatient survey 2017 for Salisbury District Hospital are in line with the picture across most other Trusts in England. Action plans are in place to make improvements wherever possible.

% R D U G \$ V V X U D Q F H ± 6 U D P D M Z R W L N F 3 U L R U L W L H V	Select as applicable
/ R F D O 6 H U W e will meet the needs of the local population by developing new ways of working which always put patients at the centre of all that we do	
6 S H F L D O L V W We will provide innovative, high quality specialist care delivering outstanding outcomes for a wider population	
, Q Q R Y D W e will promote new and better ways of working, always looking to achieve excellence and sustainability in how our services are delivered	
& D U M We will treat our patients, and their families, with care, kindness and compassion and keep them safe from avoidable harm	

3 •(2i3 •(2ç Pp€#-3>' 1A 37nα-§ ã/âhR rhR35̄P- ÖçîxªR åH@i!(7V° sh OE& f&...!mf- mæ! a*ââ T,, ' fu

3 8 5 3 2 6 (

- 1.1 This report sets out the results of the national inpatient survey 2017 for Salisbury NHS Foundation Trust (SFT) and local actions.

% \$ & . * 5 2 8 1 '

- 2.1 Salisbury NHS Foundation Trust participated in the 15th national inpatient survey between September 2017 and January 2018. Questionnaires were sent to 1,250 patients who had stayed at Salisbury District Hospital for at least one night during the months of June or July 2017.

5 (3 2 5 7 \$ 1 ' \$ 1 \$ / < 6 , 6

7 K H & 4 8 H Q F K P D U N 5 H S R U W

- 3.1.1 The Care Quality Commission (CQC) have produced a report for each acute Trust in England showing the results weighted against all other Trusts who participated in the survey. Weighting is applied in three specific areas:-

- a) a high percentage of responses from older people who tend to report more positive experiences than younger respondents;
- b) a high percentage of women respondents who tend to report less positive experiences than men;
- c) a high percentage of respondents from emergency admissions who tend to be

Example 2

3.1.4 The CQC expects Trusts to use the report to understand their own performance and to identify areas for improvement.

\$ Q D O \ V L V R I W K E F & P D U N 5 H S R U W

3.2.1 The survey contained 62 core questions which could be analysed. Other questions (known as filters) instructed respondents to skip certain questions or sections that did not apply to them.

3.2.2 The results are grouped into 11 sections and Trusts are scored for

3.2.4 SFT scored 'better' than most other Trusts in 1 of the 62 individual questions:-

4 X H V W L R Q	6) 7 V F R U	1 D W L F D Y H U D J H V F R U
Did the hospital staff explain the reasons for being moved in a way you could understand? [changing wards at night]	7.9	7.1

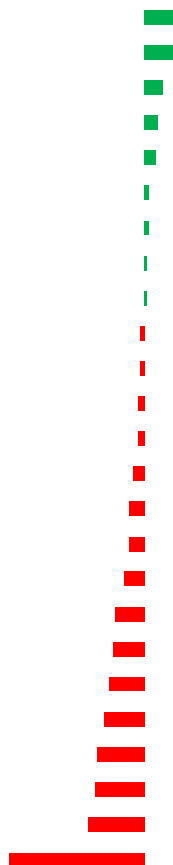
3.2.5 When compared with its own 2016 benchmark results, SFT showed a statistically significant increase in scores in two areas:-

4 X H V W L R Q	6) 7 V F R U	6) 7

11 sections. For the individual questions, it scored 'better' for staff explaining the reason for patients needing to change wards at night. The results can be viewed at <http://www.cqc.org.uk/provider/RNZ/survey/3#undefined>.

/RFD0 5HVXOWD \$ @ EVO\N|LW 6WHSV

3.5.1 In addition to the standard questions, patients were invited to make comments about anything which they felt was particularly good about their care or things that they felt could be improved. A total of 449 comments were received regarding things that were good about the patients' stay and 351 comments on things that they felt could be improved. These have been categorised and analysed to show the areas where further attention is required, as indicated in the graph below:



leaving hospital, and those with a mental health condition reported a poorer than average experience across most question areas. This was also reflected in Salisbury's results.

6800\$5<

- 4.1 The results of the national inpatient survey 2017 for Salisbury District Hospital are in line with the picture across most other Trusts in England. Action plans are in place to make improvements wherever possible.

5 (&200(1'\$7,21

Board members are invited to endorse this approach and note the contents of this report.

+D]HO +DUG\PDQ
+HDG&XIVWR&DUH

&OLQLFDO *RYHUQDQFH \$GPLQ