

## Cover Sheet

Trust Board Meeting in Public: Wednesday 18 January 2023

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**Title:** 2021 Adult Inpatient Survey Results

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**Status:** For Information

**History:** Annual Reporting

**Board Lead:** Chief Nursing Officer

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**Confidential:** No

**Key Purpose:** Assurance, Performance.

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## Executive Summary

1. The results for the Adult Inpatient survey 2021 were published by the Care Quality Commission (CQC) on 29<sup>th</sup> September 2022. The CQC published a full slide pack of results, with full Trust benchmarking and comparison data for last year included for each section and question.
2. 473 patients responded to the survey. The response rate for the Trust was 40.8%. This is a decline from last year's response rate, however there was a decline in response rate seen nationally across most Trusts.
3. According to CQC benchmarking of this survey, the Trust scored better than other Trusts in 3 questions and there were no questions in which the Trust scored worse than other Trusts.
4. The Trust also improved their score compared to last year's survey in 2 questions.
5. The Trust score for patient's overall experience was 83%. This was 2% higher than the national average of 81% and place them within the top performing Trusts within their region. The highest score nationally was 94% and the lowest 74%
6. The report from the CQC summarised the results and set out 5 areas where patient experience in the Trust is best and 5 areas where patient experience could improve.
7. The 5 areas identified as best were:
  1. Contact: patients being given information about who to contact if they were worried about their condition or treatment after leaving hospital
  2. Waiting to get to a bed: patients feeling that they waited the right amount of time to get to a bed on a ward after they arrived at the hospital
  3. Food outside set mealtimes: patients being able to get hospital food outside of set meal times, if needed
  4. Information on discharge: patients being given information about what they should or should not do after leaving hospital
  5. Information about medicines to take at home: patients being given information about medicines they were to take at home
8. The 5 areas where the Trust could improve were identified as:
  1. Help with eating: patients being given enough help from staff to eat meals, if needed
  2. Taking medication: patients being able to take medication they brought to hospital when needed
  3. Quality of food: patients describing the hospital food as good
  4. Disturbance from hospital lighting: patients not being bothered at night by hospital lighting

5. Expectations after the operation or procedure: patients being given an explanation from staff, before their operation or procedure, of how they might feel afterwards
9. The results were presented to NMAHP, and the Patient Experience met with each of the divisions management teams to discuss results, actions plans and improvements.

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## 2021 Adult Inpatient Survey Results

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### 1. Purpose

1.1. The purpose of the paper is to:

- Provide background details of the 2021 Adult Inpatient Survey (IP21)
- Explain the results from the IP21.
- Provide details of dissemination, meetings with the divisions and expectations set for divisions to develop action plans and work to make improvements.

### 2. Background

- 2.1. The sample for the 2021 survey included patients over the aged of 16 who spent at least one night in hospital during November 2021. The study sample excluded patients who were admitted to maternity or psychiatric units.
- 2.2. Respondents were asked 85 questions in total, 74 questions about their stay and their care, followed by 10 additional demographic questions and 1 free text 'other comments' question.
- 2.3. Questions about care cover several themes including admission and discharge, care whilst in hospital, communication, medication, and privacy and dignity.

### 3. Survey

- 3.1. This year's survey was conducted using a push-to-web methodology (offering both online and paper completion). Participants were contacted via letter following their stay encouraging them to go online to complete a web questionnaire.
- 3.2. The results this year are comparable with the 2020 survey, which means the Trust's results over the two years can be compared and improvements or declines in scores can be assessed. Trend data is therefore incorporated into the report this year alongside the benchmarking data.
- 3.3. The CQC analysis has been conducted using a technique called 'expected range.' This involves determining the Trust's score within an average range of all Trust's taking part in this survey. If the Trust's score is outside of this average range this signifies that the Trust is scoring significantly above or below the expected average. If the score is within range, it is reported as being 'about the same.'

#### 4. Results

4.1. The complete IP21 results and summary slides are attached:

- IP21 Oxford University Hospitals NHS Foundation Trust
- IP21 Trust Results RTH
- NIP21 Thematically coded comments
- NIP21 OUH Ward Scores
- IP21 Summary
- SUWON IP21
- NOTSSCaN IP21
- MRC IP21

4.2. The IP21 results published by CQC are presented and benchmarked against other Trusts.

4.3. The IP21 Results for Oxford University Hospital's Trust, are in summary:

4.3.1. 1,250 patients were invited to take part, with 473 completing giving the Trust a 40% response rate.

4.3.2. The average response rate for all Trusts was 39% meaning the Trust was 1% above average response.

4.3.3. The response rate for the Trust for last year's survey was 51%, meaning OUH has seen an 11% decline in their response rate. The decline in response rate was seen nationally with other Trusts also seeing a decline in their rates.

4.4. Results show that:

- The Trust results were better than other trusts for 3 questions.
- The Trust results were worse than other trusts for 0 questions.
- The Trust's results were about the same as other trusts for 44 questions.

4.5. The CQC benchmarked questions that the Trust scored better than other trusts were:

No.	Question
39	Before you left hospital, were you given any information about what you should or should not do after leaving hospital? This includes any verbal, written or online information.
41	Thinking about any medicine you were to take at home, were you given any of the following: <ul style="list-style-type: none"> <li>- An explanation of the purpose of the medicine</li> <li>- An explanation on side effects</li> <li>- An explanation of how to take the medicine</li> <li>- Written information about your medicine</li> </ul>
43	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

Table 1: Questions whereby OUH scored better than other Trusts

4.6. As there is comparable trend data for this year's survey, the results also show that:

- There were 2 questions this year where there was an increase in Trust score compared to last year's results.
- There were 27 questions this year where there was no change in Trust score compared to last year's results.
- There were 12 questions this year where there was a decrease in Trust score compared to last year's results.

4.7. The CQC benchmarked questions that there was an increase in Trust score compared to last year's result were:

No.	Question	Change
39	Before you left hospital, were you given any information about what you should or should not do after leaving hospital? This includes any verbal, written or online information.	+8%
49	During your hospital stay, were you ever asked to give your views on the quality of your care?	+5%

Table 2: Questions whereby OUH improved their score from last year's survey

4.8. The CQC benchmarked questions that there was a decrease in Trust scored compared to last year's result were:

No.	Question	Change
3	How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?	-4%
9	Did you get enough help from staff to wash or keep yourself clean?	-4%
10	If you brought medication with you to hospital, were you able to take it when you needed to?	-9%
15	During your time in hospital, did you get enough to drink?	-3%
20	Did you have confidence and trust in the nurses treating you?	-2%
22	In your opinion, were there enough nurses on duty to care for you in hospital?	-7%
29	Do you think the hospital staff did everything they could to help control your pain?	-4%
30	Were you able to get a member of staff to help you when you needed attention?	-4%
35	To what extent did staff involve you in decisions about you leaving hospital?	-5%
36	To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?	-5%

42	Before you left hospital, did you know what would happen next with your care?	-5%
46	After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?	-9%

Table 3: Questions whereby OUH score decline compared to last year's survey

4.9. This year the Trust also received free text comment analysis alongside the quantitative findings from the survey.

4.10. The comments were categorised into 4 different areas:

1. Hospital Environment/ Facilities
2. Staff
3. Care and Treatment
4. Pathway of Care

4.11. There was a total of 1136 comments made, and the following table shows the split of comments by themes and sentiment:

Theme	Positive	Negative
Hospital Environment/ Facilities	48	120
Staff	301	94
Care and Treatment	226	151
Pathway of Care	94	102

Table 3: Free text comment analysis- split by theme and sentiment

4.12. A number of PFI related results were identified and reported back to the PFI leads so that this feedback could be shared and recognised by the providers.

4.13. This was also split out by location, in order to assess the scores across the four different hospital sites, and the different providers at each.

4.14. This included scores linked to the quality of the food and the cleanliness on the wards:

Question 8. How clean was the hospital room or ward that you were in?

OUH Trust Score	National Average	2020 OUH score
91%	91%	93%

Question 11- Were you offered food that met any dietary needs or requirements that you had?

OUH Trust Score	National Average	2020 OUH score
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84%	83%	86%
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## Question 12- How would you rate hospital food?

OUH Trust Score	National Average	2020 OUH score
66%	70%	70%

## Question 14 – Were you able to get hospital food outside of set mealtimes? (this question was not asked in the 2020 survey)

OUH Trust Score	National Average
67%	59

- 4.15. The sampling month for the 2021 survey was in November of 2021, around the same time in which the new PFI provider's contract started for the John Radcliffe Hospital. It is therefore likely these scores do not reflect the impact made by the change in the provider and it will be important to assess next year's scores in order to see if there are any changes.
- 4.16. In addition to the core sample, The Trust also requested for an additional sample of 1250 patients. This allows the Trust to have Divisional, Directorate and Ward level data and gives the wards clear direction and focus to help them build their actions plans.
- 4.17. The summary results were presented to the Nursing, Midwifery and AHP Board (NMAHP) and to the Deputy Divisional Nurses.
- 4.18. Patient Experience then organised and facilitated meetings with SUWON, NOTSSCAN and MRC alongside the deputy divisional nurses for their teams. In these meetings, Patient Experience presented Trust results, divisional breakdowns and also ward level data for all themes and questions.
- 4.19. The data was presented to show the division, directorate, or ward where they sat against Trust average, and they were provided with a summary slide detailing the areas where their patient experience is good and the areas where their patient experience could improve.
- 4.20. The divisions were also shown this data in comparison to their scores from last year's survey, to see the areas where they have made improvements or seen a decline.
- 4.21. Progress for each division is to be reported via their Divisional Performance reviews meetings.
- 4.22. Patient Experience will continue to work with the divisions to support these actions and continue to build on the ongoing improvement work.

**5. Next Steps**

- 5.1. Divisions are currently developing their action plans, which will be reported via Divisional performance reviews during 2023. The Patient Experience team are working with the Performance and Assurance team to develop and confirm the format and arrangements for this.
- 5.2. The divisions will also update their progress at Nursing Midwifery and AHP Board (NMAHP)
- 5.3. The Media and Comms team will also work to publish updates on the improvement work being undertaken.
- 5.4. The Patient Experience and Information teams will continue to facilitate and coordinate arrangements for IP22.