



The wood for the trees-

Ward level results for Trustwide improvement

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The CQC National Inpatient Survey

- Nationally mandated survey which runs each year within Adult Inpatient Wards
- Based on what Picker identified through research as the areas that mean the most to patients
- Patient's who were admitted to a hospital ward in July/August time may be issued a survey
- Results are published in July the following year
- Each question is given a score out of 10
- Reports show whether the trust has performed as 'Better' 'About the Same' or 'Worse' than the national average for the same year
- Trusts can also see where questions have statistically significantly improved or decreased since the previous year



The problem

- No progress in improving results
- Year on year increase in the amount of questions within the 'Worse' nationally - hitting 10 in 2016
- Lack of ownership of the results - *'that's not my ward'*
- Inability to monitor progress and predict future results
- Corporate led action plans = disengaged workforce



What needed to change



WE NEEDED INFORMATION
AT WARD LEVEL



WE NEEDED IT QUICKER



The solution

- 3 members of Team NGH Visited Northumbria in July 2016 to see how they were achieving excellent patient experience
- Commissioned Patient Perspective to undertake a condensed version of the national inpatient survey
- The NGH mini-national survey was born!



The Survey



Questions from the Inpatient survey - based on what matters most to patients and areas of underperformance



500 surveys sent every month- 2 weeks after patients' have left



Results are produced quarterly at Trustwide and ward level



Each ward receives details on how they compare nationally



Lessons Learnt along the way



Monthly ward level data didn't work- not enough responses



For some wards, face to face still works better (long stay wards)



Sample Ward		
April 2019 to date		
Responses in this report: 128		
Ward Environment		
Q2	Were you ever bothered by noise at night from hospital staff?	89% Top 20 %
Q3	Were you ever bothered by noise at night from other patients?	63% Middle 60%
Q4	In your opinion, how clean was the hospital room or ward that you were in?	96% Top 20 %
Q5	How clean were the toilets and bathrooms that you used in hospital?	94% Top 20 %
Q6	How would you rate the hospital food?	66% Top 20 %
Q7	Did you get enough help from staff to eat your meals?	71% Middle 60%
Average Score		80% Top 20 %
Doctors		
Q8	When you had important questions to ask a doctor, did you get answers that you could understand?	77% Bottom 20%
Q9	Did you have confidence and trust in the doctors treating you?	87% Bottom 20%
Q10	Did doctors talk in front of you as if you weren't there?	85% Middle 60%
Q11	As far as you know, did doctors wash or clean their hands between touching patients?	87% Middle 60%
Average Score		84% Middle 60%
Nurses		
Q12	When you had important questions to ask a nurse, did you get answers that you could understand?	87% Top 20 %
Q13	Did you have confidence and trust in the nurses treating you?	95% Top 20 %
Q14	Did nurses talk in front of you as if you weren't there?	90% Middle 60%
Q15	As far as you know, did nurses wash or clean their hands between touching patients?	88% Middle 60%
Q16	Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	80% Middle 60%
Average Score		88% Top 20 %
Care and Treatment		
Q17	Were you involved as much as you wanted to be in decisions about your care and treatment?	72% Middle 60%
Q18	How much information about your condition or treatment was given to you?	88% Middle 60%
Q19	Were you given enough privacy when discussing your condition or treatment?	86% Middle 60%
Q20	Were you given enough privacy when being examined or treated?	96% Top 20 %
Q21	Did you find someone on the hospital staff to talk to about your worries and fears?	72% Top 20 %
Q22	Do you think the hospital staff did everything they could to help control your pain?	88% Top 20 %
Average Score		84% Top 20 %
Discharge Planning		
Q24	Did you feel you were involved in decisions about your discharge from hospital?	55% Worse than worst Trust
Q25	On the day you left hospital, was your discharge delayed for any reason?	60% Better than best Trust
Q28	Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?	70% Top 20 %
Q29	Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?	87% Top 20 %
Q30	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	88% Top 20 %
Q31	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	85% Top 20 %
Q32	Did a member of staff tell you about medication side-effects to watch for when you went home?	54% Top 20 %
Q33	Did a member of staff tell you about any danger signals you should watch for after you went home?	48% Bottom 20%
Q34	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	74% Middle 60%
Average Score		69% Middle 60%
Overall		
Q1	Overall, how would you rate the care you received?	80%
Q40	During your hospital stay, were you ever asked to give your views on the quality of your care?	16% Middle 60%
Q35	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	95% Top 20 %
Q36	How would you rate how well the doctors and nurses worked together?	82%
Q37	Have you ever recommended your local hospital to a friend or relative in the past?	48%
Q38	How likely are you to recommend our ward to friends and family if they needed similar care or treatment?	84%
Q39	If you had to decide today whether you would choose Northampton General Hospital to provide your care, do you think you would:	86%
Ward/ National Comparison Score		77.8% Middle 60%

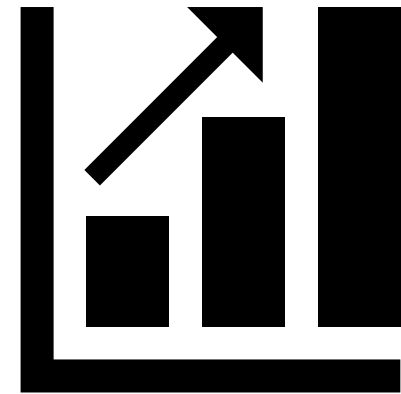
National Results				
Worst	Bottom 20%	Top 20%	Best	
74%	79%	85%	90%	
40%	59%	66%	85%	
80%	87%	91%	97%	
74%	82%	89%	95%	
44%	52%	61%	79%	
40%	69%	77%	88%	
61%	71%	78%	85%	
Worst	Bottom 20%	Top 20%	Best	
75%	79%	85%	94%	
84%	87%	91%	97%	
77%	82%	89%	94%	
81%	85%	88%	97%	
79%	83%	88%	96%	
Worst	Bottom 20%	Top 20%	Best	
69%	80%	85%	94%	
77%	87%	90%	96%	
78%	88%	91%	96%	
84%	87%	90%	97%	
69%	78%	83%	93%	
76%	84%	88%	95%	
Worst	Bottom 20%	Top 20%	Best	
62%	70%	75%	88%	
81%	86%	90%	97%	
77%	82%	87%	95%	
91%	94%	96%	99%	
41%	51%	58%	80%	
70%	79%	84%	93%	
70%	77%	82%	92%	
Worst	Bottom 20%	Top 20%	Best	
59%	66%	72%	84%	
14%	37%	49%	58%	
42%	58%	65%	81%	
61%	77%	86%	95%	
64%	78%	84%	95%	
70%	78%	85%	94%	
34%	42%	50%	74%	
40%	48%	56%	80%	
64%	72%	80%	97%	
51%	62%	70%	84%	
Worst	Bottom 20%	Top 20%	Best	
9%	14%	22%	44%	
85%	89%	93%	98%	
New Question				
New Question				
New Question				
New Question				
New Question				
63%	72.1%	77.5%	89%	

Ward Reports



Actioning for improvement

- Each ward is able to target their focus on the areas they are not doing so well in and monitor their progress
- Mini - national survey forum established to discuss results, look at improvement ideas and share best practice
- Results are shared through Patient Experience, Governance, Nursing councils and others
- Results circulated beyond wards, Pharmacy, Infection Prevention, QI and others
- Results triangulated with other metrics
- Individuals also requesting data - part of MSc project



The Results

NGH National Inpatient Year-On-Year Comparative Data

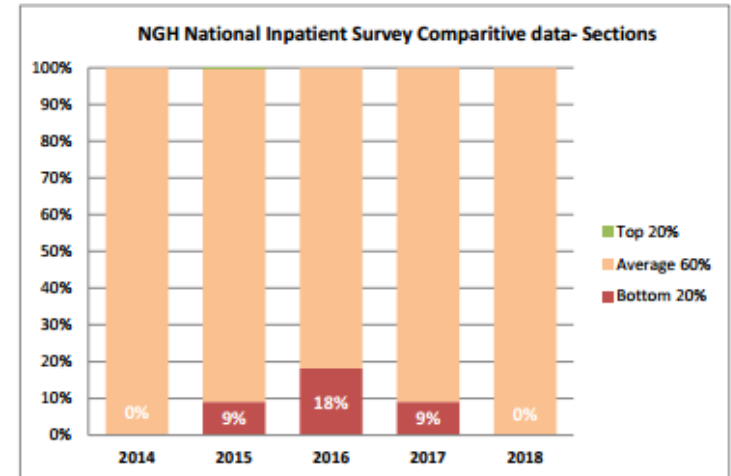
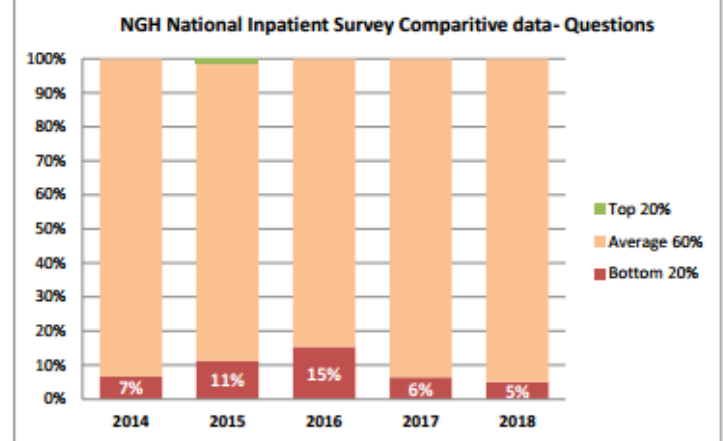
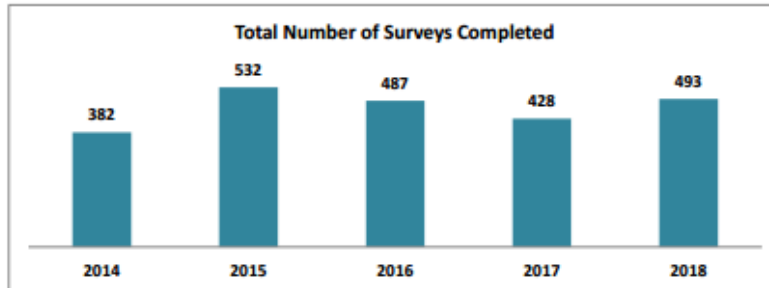
QUESTIONS	2014	2015	2016	2017	2018
Bottom 20% Questions	4	7	10	4	3
Average 60% Questions	56	54	55	58	57
Top 20% Questions	0	1	0	0	0
Total	60	62	65	62	60

Question %	2014	2015	2016	2017	2018
Bottom 20%	7%	11%	15%	6%	5%
Average 60%	93%	87%	85%	94%	95%
Top 20%	0%	2%	0%	0%	0%

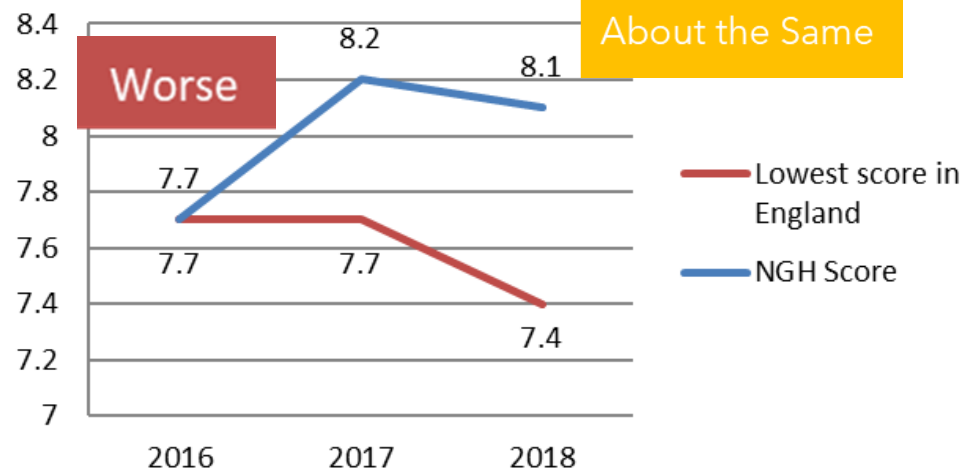
	2014	2015	2016	2017	2018
Total Number of Surveys	382	532	487	428	493

SECTIONS	2014	2015	2016	2017	2018
Bottom 20% Sections	0	1	2	1	0
Average 60% Sections	11	10	9	10	11
Top 20% Sections	0	0	0	0	0
Total	11	11	11	11	11

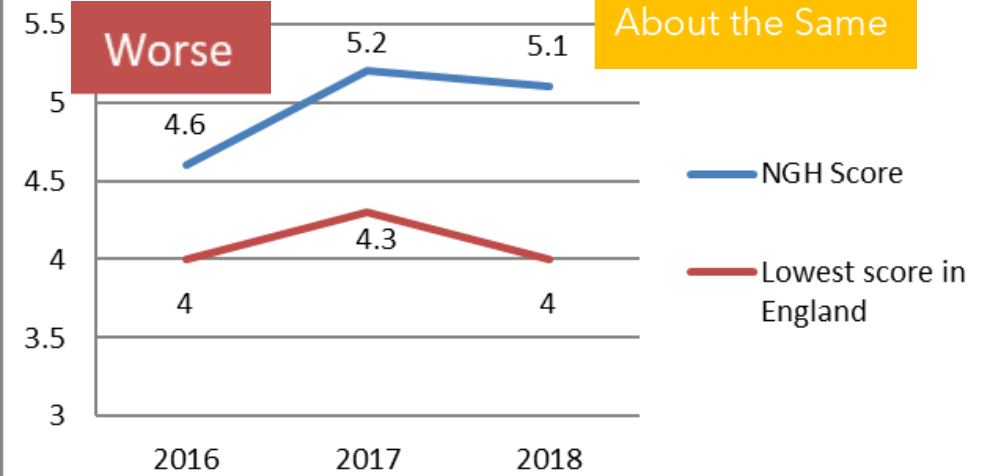
Sections %	2014	2015	2016	2017	2018
Bottom 20%	0%	9%	18%	9%	0%
Average 60%	100%	91%	82%	91%	100%
Top 20%	0%	0%	0%	0%	0%



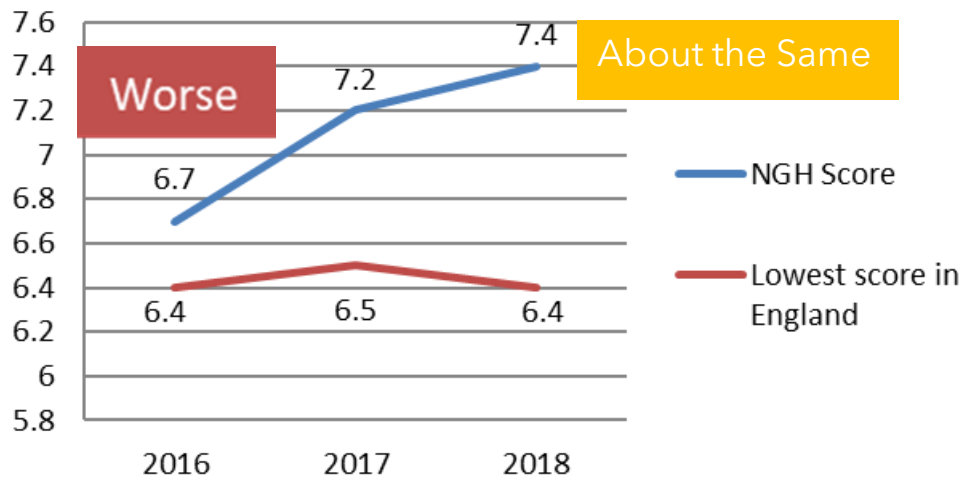
Confidence in Decisions



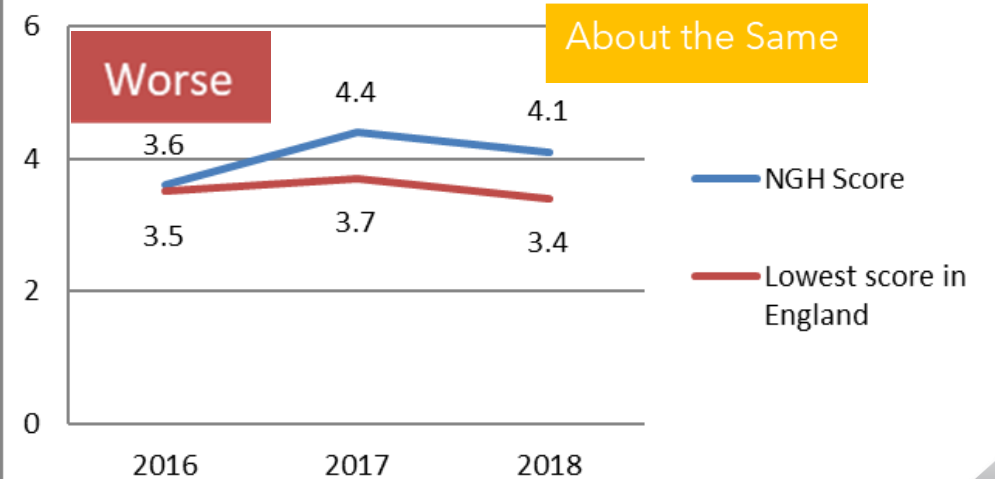
Danger Signals



Who to contact

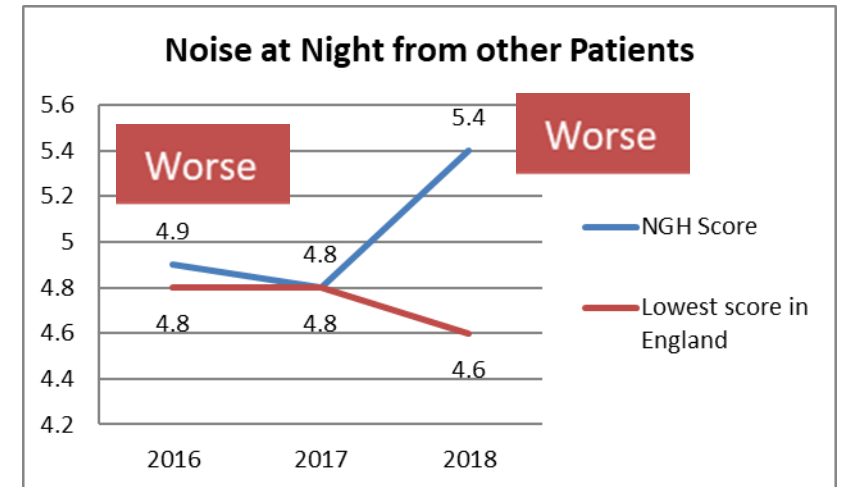


Medication side effects



Future Plans

- Still a way to go! We continue to look at the questions where we are not improving and identify improvements- can be challenging in current climate
- Reviewing the current methods with our provider to ensure we are getting the most from the survey
- Now live in ED!
- Ward buddying





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Thank you for listening!

