

NWLH National Adult Inpatient Survey 2007
Report for Overview and Scrutiny Committee
10.07.08

The National Adult Inpatient Survey was undertaken Sept-Dec 2007. The survey required a sample of 850 inpatients drawn from those patients discharged during June 2007 who had at least one night in hospital. For NWLH, 342 surveys were returned (42%). The survey is overseen by the Healthcare Commission.

Positive and improving performance in 2007

- Overall, 86% of NWLH patients are generally satisfied with the care received.
- 63% of patients at NWLH feel the care received is “excellent” or “very good” (up from 61% in 2006)
- NWLH perform above the national average around choice of admission dates and choice of hospitals
- NWLH Doctors show above average performance for hand washing. This is a significant improvement from 2006 where NWLH performed in the bottom 20% of trusts for this question
- NWLH perform above average for copying letters to patients

Actions to improve the patient experience for choice of admission dates, hand washing and copying letters were all identified and undertaken in the NWLH 2006 Adult inpatient Survey Action Plan.

Areas of concern

- NWLH is in the 20% lowest performing Trusts Nationally for 44 out of 62 questions [71%]. However, it should be noted that this does not necessarily mean it received a *low / poor* score.
- NWLH performed in the bottom 20% nationally for the question on overall care.
- NWLH have the lowest performance in country for the questions:
 - Did you have Trusts and confidence in the Doctors treating you
 - Did you have Trusts and confidence in the Nurses treating you
 - Did you find someone on the hospital staff to talk about your worries and fears

Overall performance

Healthcare Commission aggregate scores for ‘Overall care’ from NWLH Inpatient surveys remain approximately constant over the past 3 years:

2005= 72/100 2006= 70/100 2007= 71/100

The national mean ‘Overall care’ figure has remained approximately the same over this period= 77/100

Other London performance

There are 30 other acute/specialist trusts in London that are included by the Healthcare commission in the survey. This table shows the highest and a selection of lowest performers in the question ‘Overall, how would you rate the care you received?’

Top performers		Selection of Lowest performers	
1.	The Royal Marsden NHS FT	19.	The Hillingdon Hospital NHS Trust
2.	Royal Brompton & Harefield NHS Trust	21.	West Middx U'iversity Hospital NHS Trust
3.	Royal Orthopaedic Hospital NHS Trust	25.	NWLH NHS Trust
4.	UCLH Hospitals NHS Foundation Trust	26.	North Middx U'iversity Hospital NHS Trust
5.	Chelsea & Westminster NHS Trust	28.	Mayday Healthcare NHS Trust
6.	Guy's and St Thomas' NHS FT	29.	Homerton University Hospital NHS FT
7.	St George's Healthcare NHS Trust	30.	Ealing Hospital NHS Trust

Healthcare Commission ratings for 'Quality of service'

The National Patient Survey results inform the Healthcare Commission Annual Healthcheck ratings for all Trusts. Of the bottom 10 Trusts in London four of these are rated 'Good' and six rated 'Fair' for quality of services by the Healthcare Commission. None of the bottom 10 London Trusts for patient experience are rated 'Weak' by the Healthcare Commission.

For 2007 NWLH were rated 'Good' by the Healthcare Commission for quality of services. This is an improvement from 2006 when NWLH were rated 'Fair'.

Action Planning

The trust recognises the importance of responding to the high expectations that our patients have. Improving the patient experience has been identified as one of the 6 key Trust priorities for 07/08. The Director of Nursing (NWLH Patient and Public Involvement lead) has identified 5 key areas from the survey findings for the trust to focus on:

- Involving patients in their care with focus on their worries and fears
- Actions to improve the Overall ratings of care
- Respect and Dignity of patients
- Cleanliness
- Patient safety, including safety of belongings

Key actions identified include:

- Patient focus groups and interviews to explore trust and confidence issues. The findings will be fed back to clinical staff and key staff behaviours monitored by Matrons
- Trust wide poster campaign asking patients to talk to staff if they have worries or fears
- Widespread communication of survey findings to key trust committees and engagement with ward based staff to identify local actions
- Posters to identify Matrons and Sisters to be made clearly visible at entrance to all Wards
- Re-introduction of ward rounds by nurses in charge of shift
- Matrons to promote and audit 'Red tray' program (to identify patients who need help with meals)
- Development of 'Patient stories' to be used by across the trust to ensure the patient voice is heard and acted upon
- Co-ordination with the Patient Environment Action Team (PEAT) programme actions to address cleaning and food issues
- Review of secure provision for patient belongings

Monitoring

The full action plan will be overseen by the Patient and Public Involvement and Partnership Committee (PIPCO). This group has a wide membership from our local stakeholders including LINK members, Hospital User Bank members, 'Carers' support' and 'Patients Association' representation, and Harrow and Brent PCT PPI representatives. PIPCO reports to the Trust Board via the Governance & Risk Committee.