



Health Select Committee 15th July 2009

Report from the Director of Policy & Regeneration

For Action

Wards Affected:
ALL

North West London NHS Hospitals Trust 2008 Adult In-patient Survey Results

1.0 Summary

- 1.1 The results of the 2008 adult in-patient survey for North West London NHS Hospitals Trust have been released. In headline terms the trust showed significant improvement (improvement of 5% or more) in 33 out of 65 questions since 2007 and significant decline (5% or more) in 3 out of 65 questions.
- 1.2 The results of the survey are now reported in two ways. The new scoring method makes a comparison of the trust's scores against others and it is determined whether the trust scores worse, about the same or better than other trusts. Under this method, NWL Hospitals scored:
- Worse than other trusts for 24/61 questions
 - About the same as other trusts for 37/61 questions
 - The trust did not perform better than other trusts for any questions.
- 1.3 Under the old scoring method the trust performed:
- In the bottom 20% for 40/61 questions
 - In the middle 60% for 20/61 questions
 - In the top 20% for 1/61 questions
- 1.4 The results of the survey, plus analysis from North West London NHS Hospitals Trust are included in an appendix to this report.

2.0 Recommendations

- 2.1 Health Select Committee is recommended to consider the results of the North West London NHS Hospitals Trust 2008 Adult In-patient Survey and question officers from the trust on the progress they have made in addressing the issues raised by the survey results.

3.0 Detail

- 3.1 The results of the 2008 adult in-patient surveys have been released. North West London NHS Hospitals Trust has considered the results of its survey and produced a summary report and action plan, both of which are included as an appendix to this covering report.
- 3.2 The annual in-patient survey is commissioned by the Care Quality Commission and is used to validate trust's Health Check declarations and inform annual performance ratings. It is also a useful source of information for the Health Select Committee to consider as it records the views of a significant number of patients (in this case, 342 people responded, which equates to 2% of in-patients at the trust in 2008/09).
- 3.3 In headline terms the trust showed significant improvement (improvement of 5% or more) in 33 out of 65 questions since 2007 and significant decline (5% or more) in 3 out of 65 questions.
- 3.4 The results of the survey are now reported in two ways. The new scoring method makes a comparison of the trust's scores against others. It is determined whether the trust scores worse, about the same or better than other trusts. This is the method that the Care Quality Commission believes is the key information, as statistical details have been analysed for the lay audience. Under this scoring method, NWL Hospitals scored:
- Worse than other trusts for 24/61 questions
 - About the same as other trusts for 37/61 questions
 - The trust did not perform better than other trusts for any questions.
- 3.5 Under the old scoring method the trust performed:
- In the bottom 20% for 40/61 questions
 - In the middle 60% for 20/61 questions
 - In the top 20% for 1/61 questions
- 3.6 It should be noted that under the old scoring method the results need to be considered with the confidence intervals for each question also in mind.
- 3.7 The in-patient survey has shown that the hospital trust is the lowest performing in the country in the following areas:
- Being treated with dignity and respect
 - Help at mealtimes
 - Trust and confidence in doctors (as was the case in 2007)
 - Pain control
 - Doctors and nurses working well together
 - Answering questions about operations / procedures
- 3.8 Whilst the survey isn't designed to bring about exact rankings for trusts on specific questions, and the results aren't presented in that way, steps will be taken to address these specific issues.
- 3.9 In response to the survey results the hospital trust board has decided to focus on issues where questions show performance is 10% or more below the known national average. These areas are:

- Waiting
 - Time on the waiting list
 - Admission date changes
 - Waiting longer than 2 minutes after pressing call button
 - Delays on discharge (one quarter of these for over 4 hours)
- Pain control
- Help at mealtimes
- Respect & Dignity including Communication
 - Trust & confidence in doctors
 - Trust & confidence in nurses
 - Understandable answers from nurses
 - Finding someone to talk to about worries & fears
 - Understandable answers to pre-operative questions
 - Being treated with respect & dignity
 - Doctors & nurses working well together
- Cleanliness

3.10 The Health Select Committee should question officers from the hospital trust on performance in these areas in particular, so that they can be confident that steps are being taken to address these issues.

3.11 Full details of the survey results, plus the hospital trust's analysis and action plan is included as an appendix to this report.

4.0 Financial Implications

4.1 None

5.0 Legal Implications

5.1 None

6.0 Diversity Implications

6.1 None

7.0 Staffing/Accommodation Implications (if appropriate)

7.1 None

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