

NORTHUMBRIA HEALTHCARE NHS FOUNDATION TRUST

Report to the Board of Directors. January 27th 2017.

Improving Patient Experience

Strategic Aim: To provide excellent patient-centric customer care.

This paper outlines our local approach to improving patient experience and our position at the end of December 2016.

The trust continues to carry out surveys on a scale that allows for reliable results to be available at a Trust, Site, Department, Speciality, Ward and individual consultant level.

The surveys have been designed to include all of the key questions from the questionnaire used in the CQC national patient survey programme but also include locally important priorities.

The Trust continues to demonstrate a strong overall performance towards achieving our strategic aim of excellent, person centred care.

Key strategic question: To what extent are we meeting our patients' expectations?

Patient Perspective Data: Inpatients (n=865)

Overall satisfaction, (rating the inpatient service as excellent, very good or good)

	Oct-16	Nov-16	Dec-16
Inpatient	95.3%	92.9%	95.5%
Day Case	96.6%	100.0%	95.8%

Patient Perspective Data: Outpatients (n=1075)

Overall satisfaction, (rating the inpatient service as excellent, very good or good)

	Oct-16	Nov-16	Dec-16
Outpatients	98.7%	98.8%	98.1%

Patient Perspective - Inpatients, October to December 2016

In this quarter, the inpatient results continue to be very good.

The average score for the Trust is 86%, and within the top 20% of Trusts in England (threshold 84%).

The Trust is in the top 20% of all trusts on 18 of the 19 most important questions for patients.

Overall, 94% of patients rated their care as excellent, very good or good.

Results remain consistently good but particularly for overall rating of care, respect and dignity, staff working well together, all aspects of communication with doctors and nurses, pain management, and cleanliness. The one question which the Trust is not in the top 20% of Trusts is about information to patients about medication side-effects, although the Trust still scores above the national average on this question.

Patient Perspective Domain Score by Site – Inpatients

Hospital	Score	Respondents
Hexham General Hospital	92%	63
Wansbeck General Hospital	88%	106
North Tyneside General Hospital	85%	138
The Northumbria Hospital	84%	291

Patient Perspective Domain Score by Specialty – Inpatients

Specialty	Score	Respondents
COLORECTAL SURGERY	93%	11
ORTHOPAEDICS	90%	180
UPPER GASTROINTESTINAL SURGERY	88%	13
GASTROENTEROLOGY	88%	39
RESPIRATORY MEDICINE	85%	27
GENERAL SURGERY	84%	44
CARDIOLOGY	84%	93
RESPIRATORY CARE	82%	24
GYNAECOLOGY	81%	19
GENERAL MEDICINE	81%	44

ELDERLY MEDICINE	80%	93
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***All results for Sites / Specialties with fewer than 30 responses must be viewed with caution.
Sites / Specialties with fewer than 10 respondents are not recorded.**

Patient Perspective – Outpatients, October to December 2016

The outpatient results for this quarter continue to be extremely good. On average the Trust is in the top 20% of all Trusts in England. It is in the top 20% for all 20 of the 20 most important questions to patients. The average score is 90%, with the threshold for the top 20% being 85%, and the NHS Best being 92%.

All sites have an overall score in the national top 20%. All specialties are in the top 20%, 99% of patients rate the Trust as excellent, very good or good.

Overall results are particularly good in the following areas: All aspects of communication between doctors and patients, and information given, involvement in decisions, discharge planning, cleanliness, letters copied to patients, overall ratings and respect and dignity.

Patient Perspective Domain Score by Site – Outpatients

Hospital	Score	Respondents
NSECH	92%	42
Hexham General Hospital	91%	266
Morpeth NHS Centre	91%	37
Wansbeck General Hospital	90%	396
North Tyneside General Hospital	90%	333

Patient Perspective Domain Score by Specialty – Outpatients

Specialty	Score	Respondents
COLORECTAL SURGERY	96%	16*
SPINAL SURGERY	95%	36
ELDERLY MEDICINE	94%	39
DIABETIC MEDICINE	93%	10*
UPPER GASTROINTESTINAL SURGERY	93%	31
CLINICAL ONCOLOGY	93%	29*
PLASTIC SURGERY	92%	28*
GASTROENTEROLOGY	91%	47
DENTAL/ORAL SURGERY	91%	10*
ORTHOPAEDICS	90%	372

CARDIOLOGY	90%	67
UROLOGY	90%	86
RESPIRATORY CARE	89%	75
PAIN MANAGEMENT	89%	12*
BREAST SURGERY	88%	79
RHEUMATOLOGY	87%	69
ENDOCRINOLOGY	86%	22*

***All results for sites / specialties with fewer than 30 responses must be viewed with caution.
Sites / Specialties with fewer than 10 respondents are not recorded.**

Patient Perspective – Accident & Emergency, October to December 2016

Overall, the Emergency Department results continue to be good. The Trust is the top 20% of all trusts in England on 22 of the 27 questions that are comparable with national data. The average score of 82% is the same as the previous quarter, with the threshold for the top 20% being 78%. Results vary across the sites, average scores are: Hexham 85%, North Tyneside 83%, Wansbeck 79% and the Northumbria Hospital 78%.

Overall, results are good in these areas: privacy, Information on waiting times, communication with doctors and nurses, cleanliness of the department and toilets, planning for leaving hospital, overall ratings and respect and dignity. There is room for improvement in these areas: actual waiting times until triage and waiting times to seeing a doctor or nurse, pain control and Information on medicines.

	Trust	HGH	NTGH	WGH	NSECH
Q2. Were you given enough privacy when discussing your condition with the receptionist?	74%	76%	76%	64%	80%
Q3. How long did you wait before you first spoke to a nurse or doctor?	65%	75%	61%	60%	72%
Q4. From the time you first arrived in the Emergency Department, how long did you wait before being first examined by a doctor or nurse?	67%	74%	64%	64%	71%
Q5. Were you told how long you would have to wait to be examined?	49%	54%	52%	41%	47%
Q6. How long did your visit to the Emergency Department last?	80%	84%	78%	79%	73%
Q7. Did you have enough time to discuss your health or medical problem with a doctor?	93%	95%	94%	89%	86%
Q8. While you were in the Emergency Department, did a doctor or nurse explain your condition or treatment in a way you could understand?	92%	94%	94%	89%	81%
Q9. Did the doctors and nurses listen to what you had to say?	94%	95%	94%	92%	90%
Q10. If you had any worries or fears about your condition or treatment, did a doctor or nurse discuss them with you?	84%	89%	87%	76%	77%
Q11. Did you have confidence and trust in the doctors and nurses??	90%	92%	93%	87%	86%
Q12. Did doctors or nurses talk in front of you as if you weren't there?	93%	96%	92%	93%	94%
Q13. While you were in the Emergency Department, how much information was given to you?	88%	89%	88%	88%	77%
Q14. Were you given enough privacy when discussing your condition?	94%	93%	94%	95%	93%
Q15. Were you given enough privacy when being examined or treated?	97%	97%	97%	98%	94%
Q16. Sometimes a member of staff will say one thing and another something quite different - did this happen to you?	91%	91%	92%	89%	93%
Q17. Were you involved as much as you wanted to be in decisions about your care and treatment	86%	86%	87%	83%	79%
Q19. Did a member of staff explain the results of the tests in a way you could understand?	83%	86%	83%	81%	75%
Q21. Do you think the hospital staff did everything they could to help control your pain?	76%	81%	81%	66%	71%

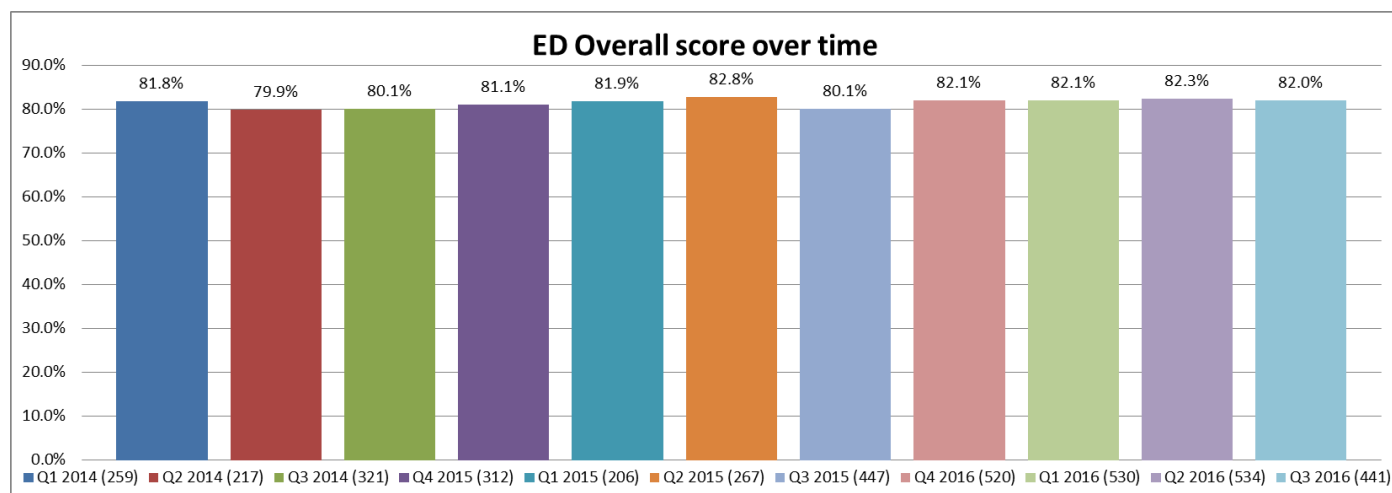
Q22. In your opinion, how clean was the Emergency Department?	92%	95%	92%	90%	96%
Q23. How clean were the toilets in the Emergency Department?	88%	86%	92%	87%	91%
Q24. While you were in the Emergency Department, did you ever feel threatened or bothered by other patients?	96%	99%	97%	93%	95%
Q26. Did a member of staff explain the purpose of the medications in a way you could understand?	91%	88%	96%	89%	86%
Q27. Did a member of staff tell you about medication side effects?	54%	52%	53%	57%	57%
Q28. Did a member of staff tell you about any danger signals to watch for after you went home?	63%	68%	71%	60%	54%
Q29. Did staff tell you who to contact if you were worried about your condition or treatment after you left the Emergency Department?	84%	91%	82%	80%	74%
Q30. Was the main reason you went to the Emergency Department dealt with to your satisfaction?	84%	85%	87%	81%	79%
Q31. Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?	95%	95%	96%	94%	95%
Q32. Overall, how would you rate the care you received in the Emergency Department?	85%	88%	88%	80%	84%
Q33. Have you ever recommended your local hospital to a friend or relative in the past?	43%	51%	42%	36%	24%
Q34. How likely are you to recommend your local hospital now?	79%	83%	79%	75%	74%
Q35. If you had to decide today whether you would choose Northumbria Healthcare to provide your care, do you think you would:	88%	91%	88%	83%	84%

Patient Perspective Accident & Emergency – National Comparisons

	Trust	UK Mean	UK>20%	UK Best
Q2. Were you given enough privacy when discussing your condition with the receptionist?	74%	63	67%	76
Q3. How long did you wait before you first spoke to a nurse or doctor?	65%	67	73%	83
Q4. From the time you first arrived in the Emergency Department, how long did you wait before being first examined by a doctor or nurse?	67%	65	69%	78
Q5. Were you told how long you would have to wait to be examined?	49%	39	44%	61
Q6. How long did your visit to the Emergency Department last?	80%	69	72%	80
Q7. Did you have enough time to discuss your health or medical problem with a doctor?	93%	83	85%	88
Q8. While you were in the Emergency Department, did a doctor or nurse explain your condition or treatment in a way you could understand?	92%	81	83%	86
Q9. Did the doctors and nurses listen to what you had to say?	94%	86	88%	92
Q10. If you had any worries or fears about your condition or treatment, did a doctor or nurse discuss them with you?	84%	69	72%	77
Q11. Did you have confidence and trust in the doctors and nurses examining you?	90%	84	86%	90
Q12. Did doctors or nurses talk in front of you as if you weren't there?	93%	90	92%	94
Q13. While you were in the Emergency Department, how much information was given to you?	88%	85	87%	91
Q15. Were you given enough privacy when being examined or treated?	97%	89	91%	93
Q16. Sometimes a member of staff will say one thing and another something quite different - did this happen to you?	91%	89	91%	95
Q17. Were you involved as much as you wanted to be in decisions about your care and treatment?	86%	77	80%	85
Q19. Did a member of staff explain the results of the tests in a way you could understand?	83%	75	78%	85
Q21. Do you think the hospital staff did everything they could to help control your pain?	76%	73	77%	84
Q22. In your opinion, how clean was the Emergency Department?	92%	78	82%	87
Q23. How clean were the toilets in the Emergency Department?	88%	73	79%	85
Q24. While you were in the Emergency Department, did you ever feel threatened or bothered by other patients?	96%	94	96%	98
Q26. Did a member of staff explain the purpose of the medications in a way you could understand?	91%	91	93%	98
Q27. Did a member of staff tell you about medication side effects to watch for?	54%	46	51%	66
Q28. Did a member of staff tell you about any danger signals to watch for after you went home?	63%	53	57%	66

Q29. Did staff tell you who to contact if you were worried about your condition or treatment after you left the Emergency Department?	84%	68	72%	81
Q30. Was the main reason you went to the Emergency Department dealt with to your satisfaction?	84%	80	83%	87
Q31. Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?	95%	87	89%	93

Patient Perspective Accident & Emergency – Score Over time



Real Time programme : Key strategic question: Do we know what is important to our patients?

Our real time programme, built around the evidence of things associated with a positive experience of care, continues to demonstrate consistently high standards across all sites. October to December 2016 is based on the views of 1616 people.

Real time Ward and site summary October – December 2016

NSECH	No of patients surveyed	Coordination	Respect & dignity	Involvement	Doctors	Nurses	Cleanliness	Pain Control	Medicines	Noise at Night	Kindness & Compassion	Domain Average	Recommendation
Ward 1	47	9.34	9.95	9.87	9.87	9.96	9.80	9.79	8.16	9.55	10.00	9.63	9.95
Ward 3	53	9.79	9.91	9.65	9.92	9.98	10.00	9.81	8.28	9.74	9.91	9.70	9.58
Ward 4	40	9.78	10.00	9.53	9.94	9.96	9.84	10.00	7.80	9.25	10.00	9.61	9.94
Ward 6	26	9.54	9.90	9.62	9.77	9.97	9.81	9.62	7.69	9.25	10.00	9.52	10.00
Ward 7	73	9.69	9.97	9.60	9.74	9.88	9.73	9.70	8.38	9.26	9.93	9.59	9.68
Ward 9	46	9.65	9.89	9.51	9.89	9.93	9.83	9.73	8.08	9.35	9.89	9.57	9.89
HASU	25	9.80	10.00	9.46	9.87	9.97	9.85	10.00	7.48	9.40	10.00	9.58	10.00
Ward 10	74	9.83	10.00	9.86	9.94	9.98	9.87	10.00	7.17	9.83	9.97	9.64	9.76
Ward 12	62	9.80	9.96	9.85	9.92	10.00	9.78	10.00	7.93	9.42	9.96	9.66	10.00
Ward 16	60	9.71	9.75	9.69	10.00	9.93	10.00	9.83	8.31	9.92	9.79	9.69	9.58
Critical Care	28	9.73	9.91	9.80	9.97	9.97	9.80	10.00	9.49	9.44	10.00	9.81	9.82
Paediatrics	43	9.85	10.00	9.97	9.92	9.98	9.79	10.00	9.11	9.85	10.00	9.85	9.94
	577	9.72	9.94	9.71	9.90	9.96	9.84	9.87	8.12	9.55	9.94	9.65	9.82

NTGH	No of patients surveyed	Coordination	Respect & dignity	Involvement	Doctors	Nurses	Cleanliness	Pain Control	Medicines	Noise at Night	Kindness & Compassion	Domain Average	Recommendation
3	29	9.78	9.91	9.91	9.89	9.86	9.72	10.00	8.12	9.05	9.83	9.61	9.82
5	36	9.55	9.93	9.76	9.81	9.88	9.78	10.00	7.19	9.62	9.93	9.55	9.72
7	42	9.67	10.00	9.64	9.63	9.94	9.68	9.75	8.60	9.14	9.82	9.59	9.17
8	51	9.80	10.00	9.97	9.93	9.98	9.73	10.00	9.38	9.44	10.00	9.82	9.95
12	60	9.44	9.75	9.53	9.70	9.72	9.50	9.95	8.39	9.48	9.88	9.53	9.46
15	34	9.08	9.78	9.57	9.90	10.00	9.98	9.92	8.75	9.08	9.93	9.60	9.34
18	37	9.55	9.93	9.57	9.69	9.68	9.56	9.85	7.17	8.78	10.00	9.38	9.72
22	28	9.82	9.91	9.87	9.88	9.91	9.98	10.00	8.82	9.63	10.00	9.78	9.73

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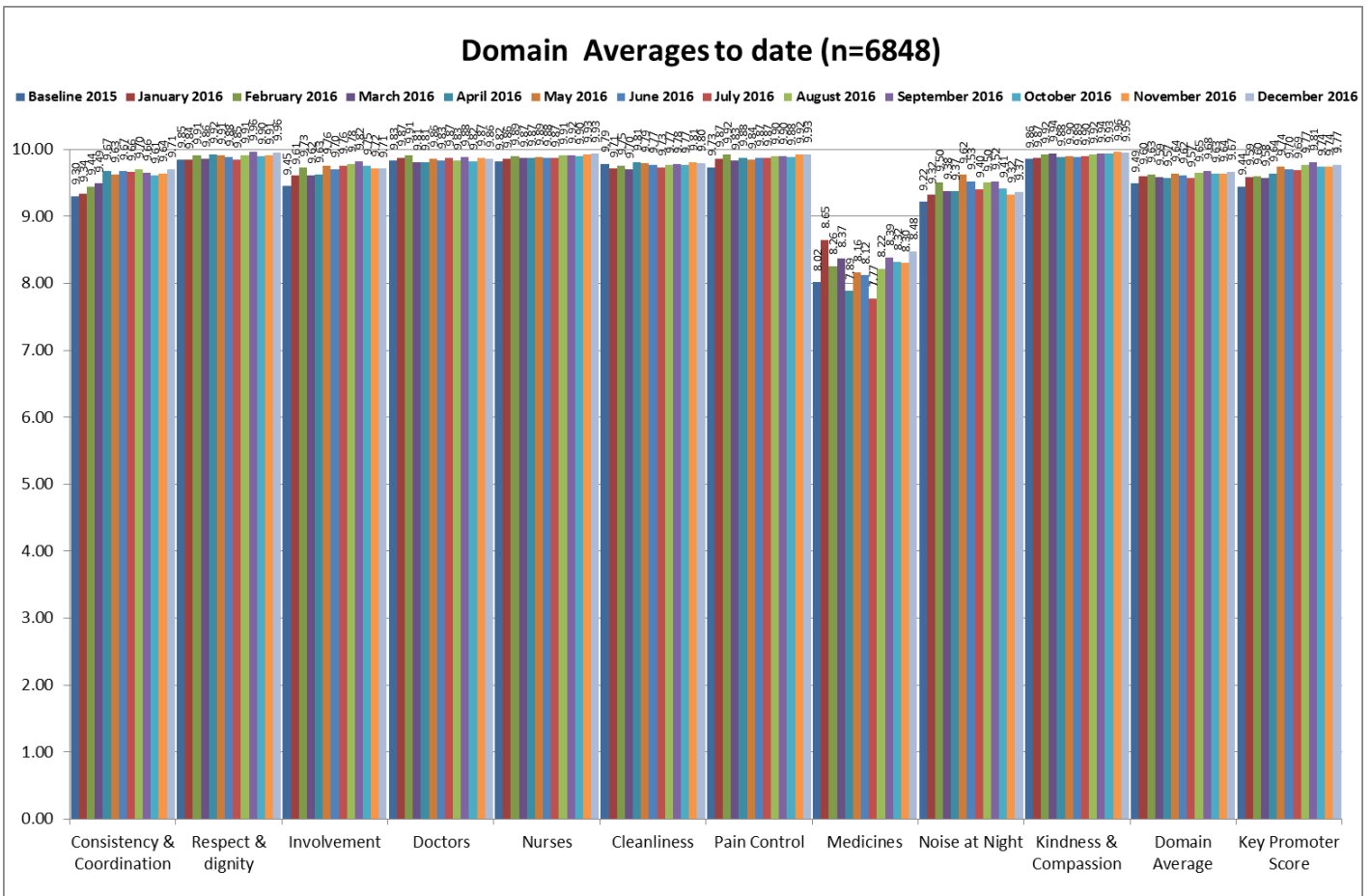
23	20	9.15	9.50	9.36	9.70	9.85	9.29	9.80	10.00	8.98	9.88	9.55	9.70
24	27	9.54	10.00	9.26	9.56	9.75	9.63	10.00	6.80	9.54	10.00	9.41	9.54
Pall Care	28	9.60	9.73	9.73	9.97	9.94	9.74	9.81	8.77	9.45	10.00	9.67	9.29
	392	9.56	9.87	9.67	9.79	9.86	9.69	9.92	8.36	9.31	9.93	9.59	9.58

WGH	No of patients surveyed	Coordination	Respect & dignity	Involvement	Doctors	Nurses	Cleanliness	Pain Control	Medicines	Noise at Night	Kindness & Compassion	Domain Average	Recommendation
2	50	9.65	9.90	9.81	9.89	9.95	9.80	10.00	8.71	9.43	10.00	9.71	9.85
3	58	9.70	9.91	9.62	9.94	9.94	9.76	9.94	8.07	9.22	9.91	9.60	9.53
4	57	9.76	9.87	9.69	9.74	9.93	9.81	9.94	8.03	9.10	9.96	9.58	9.91
5	29	9.57	10.00	9.78	9.88	9.94	9.86	9.91	8.16	8.79	10.00	9.59	9.83
11b	16	9.06	10.00	9.63	9.72	9.84	9.49	10.00	9.05	9.38	9.84	9.60	9.22
10+11a	66	9.79	10.00	9.93	9.92	9.96	9.84	9.92	8.52	9.30	10.00	9.72	9.92
9	29	9.78	10.00	9.91	9.94	10.00	9.70	10.00	7.96	8.92	9.91	9.61	9.66
Pall Care	25	9.60	10.00	9.88	9.73	9.93	9.88	10.00	8.93	9.05	10.00	9.70	9.70
	330	9.68	9.95	9.78	9.86	9.95	9.79	9.96	8.36	9.18	9.96	9.65	9.76

HGH	No of patients surveyed	Coordination	Respect & dignity	Involvement	Doctors	Nurses	Cleanliness	Pain Control	Medicines	Noise at Night	Kindness & Compassion	Domain Average	Recommendation
2	37	9.39	9.93	9.81	9.74	9.86	9.90	9.91	8.21	9.34	10.00	9.61	9.73
3	40	9.88	10.00	9.98	10.00	10.00	9.73	10.00	9.34	9.75	10.00	9.87	9.94
4	42	9.43	9.82	9.59	9.87	9.86	9.71	9.80	9.58	9.65	9.94	9.73	10.00
	119	9.57	9.92	9.79	9.87	9.91	9.77	9.90	9.08	9.59	9.98	9.74	9.89

Ward	No of patients surveyed	Coordination	Respect & dignity	Involvement	Doctors	Nurses	Cleanliness	Pain Control	Medicines	Noise at Night	Kindness & Compassion	Domain Average	Recommendation
BCH 2	32	9.45	9.84	9.82	9.80	9.74	9.84	9.92	8.31	7.97	9.84	9.45	9.67
BCH 3	33	9.24	9.77	9.53	9.72	9.77	9.79	9.83	8.42	9.34	9.92	9.53	9.32
Whalton Unit	45	9.65	10.00	9.73	9.83	10.00	9.81	10.00	8.95	9.14	10.00	9.71	9.94
Alnwick 1	36	9.93	10.00	9.97	9.88	10.00	9.85	10.00	8.87	9.24	10.00	9.77	9.93
Berwick 1	28	9.91	10.00	9.66	9.94	10.00	9.93	10.00	8.90	9.55	10.00	9.79	10.00
Haltwhistle 1	24	9.90	10.00	9.79	9.85	9.96	9.97	9.90	9.17	9.69	9.90	9.81	9.90
Trustwide	1616	9.65	9.92	9.73	9.85	9.92	9.79	9.91	8.38	9.37	9.95	9.65	9.75

Domain Average performance 2016



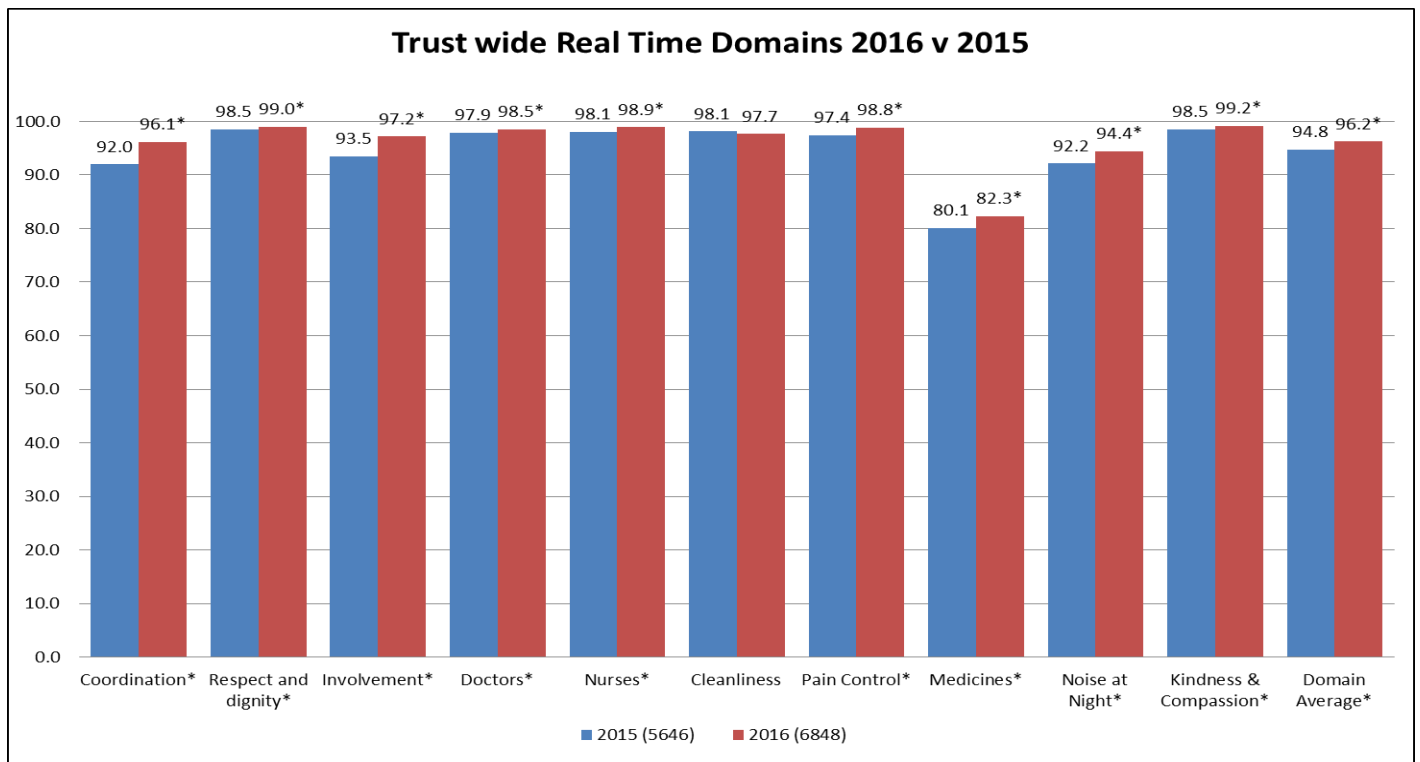
Real Time performance 2016 v 2015

There have been significant improvements in our care over the last 12 months, when compared with real time results in 2015. Since the new emergency care hospital opened in the summer of 2015, the domain average has increased from 94.8% in 2015 to 96.2% in 2016. The increase of 1.4% is statistically significantly better. We have seen an significant improvement in 9 of the 10 domains;

- Coordination
- Respect & dignity
- Involvement
- Doctors
- Nurses
- Pain Control
- Medicines
- Noise at Night
- Kindness & Compassion

The only domain that didn't improve was cleanliness, which was neither significantly better or worse.

The chart below shows improvements made in the real Time ward visits.



(Significantly Better Score = *)

Friends and Family Test Update

In this quarter the percentage of patients who would extremely likely or likely recommend care is:

Inpatients and Day Case DH 98%, Accident & Emergency 90% and Maternity 98%.

Friends and Family Test – DH Inclusions only October to December 2016

IP FFT DH	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total	Score	Response Rate	Eligible	% of Extremely Likely & Likely
Oct-16	856	72	3	2	3	7	943	91	10.6%	8915	98%
Nov-16	1233	117	10	2	5	6	1373	89	14.7%	9320	98%
Dec-16	894	86	7	5	2	8	1002	89	11.9%	8410	98%
Q3 2016	2983	275	20	9	10	21	3318	89	12.5%	26645	98%

National Average score 77, National % of Extremely Likely & Likely 95%, Response rate 24.1%

Friends and Family Test - A&E October to December 2016

FFT AE	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total	Score	Response Rate	Eligible	% of Extremely Likely & Likely
Oct-16	392	133	27	13	17	6	588	58	4.9%	12027	89%
Nov-16	399	97	23	9	7	10	545	67	5.1%	10782	91%

Dec-16	321	99	22	9	8	9	468	61	4.0%	11698	90%
Q3 2016	1112	329	72	31	32	25	1601	62	4.6%	34507	90%

National average score 54, National % of Extremely Likely & Likely 86%, Response rate 12.8%

Friends and Family Test - Maternity October to December 2016

FFT Maternity	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total	Score	Response Rate	Eligible	% of Extremely Likely & Likely
Oct-16	278	41	6	0	0	0	325	84	22.8%	1426	98%
Nov-16	183	23	0	0	0	0	206	89	16.5%	1249	100%
Dec-16	243	17	3	0	2	2	267	90	20.3%	1315	97%
Q3 2016	704	81	9	0	2	2	798	87	20.0%	3990	98%

National average Score 74, National % of Extremely Likely & Likely 95%, Response rate 21.9%

Our Friends and Family response for emergency care has improved but remains poor in comparison to other organisations. Similarly our Friends and Family returns for inpatient data have also suffered over quarter 3, sitting at half the national average.

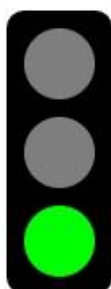
PENNA Awards 2016

Patient Experience Network (PEN) , a not for profit network which provides support for health care organisations wishing to improve the patient experience, has helped to shape and guide the development of approaches to improving patient experience over the last 6 years. PEN holds annual awards to celebrate best practice across the NHS.

Northumbria Healthcare has been short listed as finalists for the Patient Experience Network National Awards in 6 categories.

- **Environment of Care:** Mental Health Services for Older People – Transforming the Inpatient Environment at North Tyneside General Hospital
- **FFT & Patient Insight:** Compassion Based Training - Maternity Services
- **Including Social Care:** Ageing Well Allies
- **Staff Engagement/Improving Staff Experience:** Improving Staff Experience and Mental Health
- **Strengthening the Foundation:** Making 7 Day Services Work in Emergency Care – The Northumbria Way
- **Turning It Around When It Goes Wrong:** Compassion Based Training - Maternity Services

Traffic light and forward look



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Recommendations:

Trust Board members are asked to approve the contents of this report and note that the Trust is demonstrating a strong overall performance towards achieving our strategic aims.