

NORTHUMBRIA HEALTHCARE NHS FOUNDATION TRUST

Report to the Board of Directors. April 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 March 2017.

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=833)

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

	Jan-17	Feb-17	Mar-17
Inpatient	98.5%	98.2%	95.3%
Day Case	96.1%	99.0%	100.0%

Patient Perspective Data: Outpatients (n=939)

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

	Jan-17	Feb-17	Mar-17
Outpatients	99.3%	97.8%	98.3%

Patient Perspective - Inpatients, January to April 2017

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

The average score for the Trust is 87.3%, and within the top 20% of Trusts in England (threshold 84%).

The Trust is in the top 20% of all trusts on 17 of the 19 most important questions for patients. The two questions on information about medicines are marginally outside the top 20% of Trusts.

Overall, 97% 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, cleanliness and hand-washing. The one area in which the Trust scores outside of the top 20% of Trusts is information on the purpose and side-effects of medicines.

Patient Perspective Domain Score by Site – Inpatients

Hospital	Score	Respondents
Hexham General Hospital	94%	66
Wansbeck General Hospital	86%	240
North Tyneside General Hospital	86%	20*
The Northumbria Hospital	85%	118

Patient Perspective Domain Score by Specialty – Inpatients

Specialty	Score	Respondents
ORTHOPAEDICS	92%	128
UPPER GASTROINTESTINAL SURGERY	88%	15*
RESPIRATORY CARE	86%	10*
GENERAL MEDICINE	86%	54
CARDIOLOGY	86%	77
GENERAL SURGERY	86%	35
ELDERLY MEDICINE	85%	93
GASTROENTEROLOGY	84%	36
RESPIRATORY MEDICINE	83%	42

*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, January to April 2017

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 19 of the 20 most important questions to patients. The average score is 90.2%, 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, except Gynaecology are in the top 20%, 98% 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. The one question not in the top 20% of Trusts is; Before treatment, did a member of staff explain what would happen?

Patient Perspective Domain Score by Site – Outpatients

Hospital	Score	Respondents
Blyth Community Hospital	94%	10*
Berwick Infirmary	92%	16*
Hexham General Hospital	91%	230
Wansbeck General Hospital	91%	368
North Tyneside General Hospital	90%	246
The Northumbria Hospital	88%	46
Morpeth NHS Centre	85%	34

Patient Perspective Domain Score by Specialty – Outpatients

Specialty	Score	Respondents
DIABETIC MEDICINE	94%	14*
HAEMATOLOGY	94%	26*
SPINAL SURGERY	93%	30
ENDOCRINOLOGY	93%	11*
GYNAECOLOGICAL ONCOLOGY	92%	13*
CLINICAL ONCOLOGY	92%	30
ELDERLY MEDICINE	91%	36
GASTROENTEROLOGY	91%	44
BREAST SURGERY	91%	68
UROLOGY	91%	68
RHEUMATOLOGY	90%	72
CARDIOLOGY	90%	53
ORTHOPAEDICS	90%	291
COLORECTAL SURGERY	90%	45

RESPIRATORY CARE	89%	62
GYNAECOLOGY	83%	34
DIABETIC MEDICINE	94%	14*

*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, January to April 2017

Overall, the Emergency Department results continue to be good. The Trust is the top 20% of all trusts in England on 23 of the 27 questions that are comparable with national data. The average score of 82.7% is almost 1% up on the previous quarter, with the threshold for the top 20% being 78%. Results vary across the sites, average scores are: Hexham 86%, North Tyneside 82%, Wansbeck 80% & the Northumbria Hospital 75%.

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 and pain control.

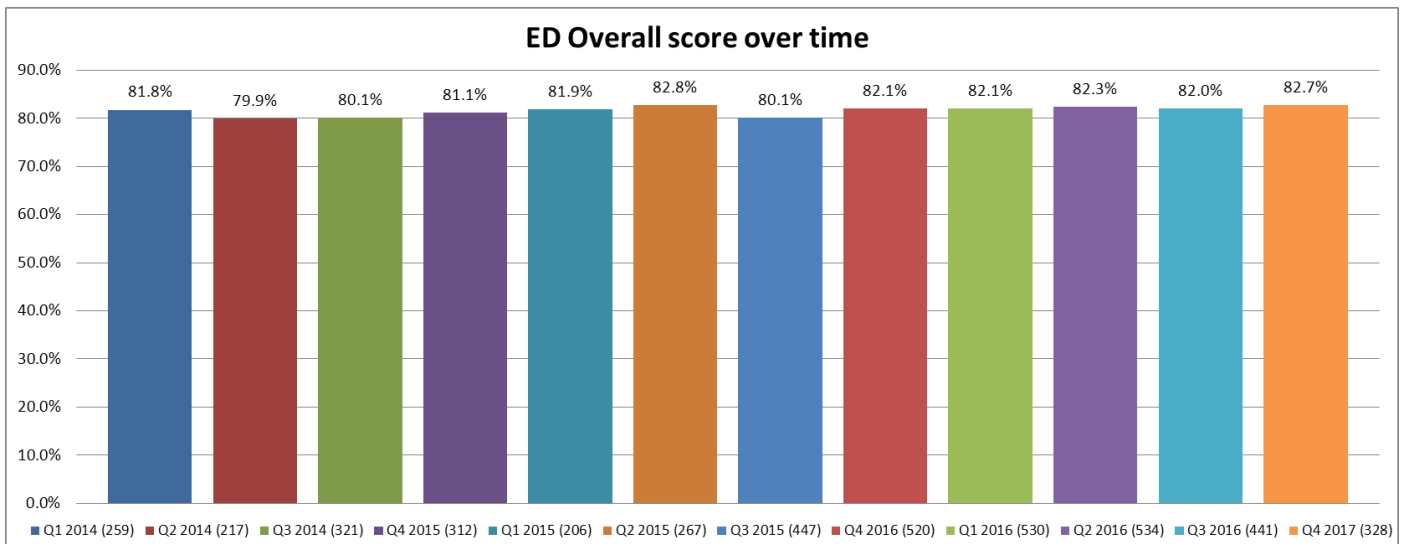
	Trust	HGH	NTGH	WGH	NSECH
Q2. Were you given enough privacy when discussing your condition with the receptionist?	76%	86%	67%	70%	76%
Q3. How long did you wait before you first spoke to a nurse or doctor?	62%	81%	52%	54%	53%
Q4. From the time you first arrived in the Emergency Department, how long did you wait before being first examined by a doctor or nurse?	66%	73%	61%	63%	52%
Q5. Were you told how long you would have to wait to be examined?	54%	55%	56%	52%	45%
Q6. How long did your visit to the Emergency Department last?	81%	82%	79%	82%	58%
Q7. Did you have enough time to discuss your health or medical problem with a doctor?	93%	95%	93%	91%	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?	90%	91%	93%	87%	77%
Q9. Did the doctors and nurses listen to what you had to say?	93%	96%	94%	88%	85%
Q10. If you had any worries or fears about your condition or treatment, did a doctor or nurse discuss them with you?	82%	86%	80%	80%	64%
Q11. Did you have confidence and trust in the doctors and nurses?	90%	90%	94%	86%	86%
Q12. Did doctors or nurses talk in front of you as if you weren't there?	95%	97%	95%	93%	95%
Q13. While you were in the Emergency Department, how much information was given to you?	88%	90%	96%	79%	77%
Q14. Were you given enough privacy when discussing your condition?	95%	98%	94%	94%	89%
Q15. Were you given enough privacy when being examined or treated?	97%	99%	96%	96%	95%
Q16. Sometimes a member of staff will say one thing and another something quite different - did this happen to you?	95%	96%	95%	95%	89%
Q17. Were you involved as much as you wanted to be in decisions about your care and treatment?	86%	89%	86%	82%	81%
Q19. Did a member of staff explain the results of the tests in a way you could understand?	88%	90%	86%	88%	82%
Q21. Do you think the hospital staff did everything they could to help control your pain?	75%	82%	79%	65%	73%
Q22. In your opinion, how clean was the Emergency Department?	93%	96%	89%	94%	92%
Q23. How clean were the toilets in the Emergency Department?	90%	92%	82%	96%	88%
Q24. While you were in the ED, did you ever feel threatened or bothered by other patients?	96%	96%	96%	95%	99%
Q26. Did a member of staff explain the purpose of the medications in a way you could understand?	94%	97%	88%	98%	83%
Q27. Did a member of staff tell you about medication side effects?	60%	69%	52%	59%	57%
Q28. Did a member of staff tell you about any danger signals to watch for after you went home?	62%	69%	63%	61%	55%
Q29. Did staff tell you who to contact if you were worried about your condition or treatment after you left the Emergency Department?	80%	87%	79%	75%	71%
Q30. Was the main reason you went to the Emergency Department dealt with to your satisfaction?	86%	86%	89%	83%	77%
Q31. Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?	94%	97%	95%	90%	92%
Q32. Overall, how would you rate the care you received in the Emergency Department?	87%	89%	86%	85%	79%
Q33. Have you ever recommended your local hospital to a friend or relative in the past?	45%	49%	52%	33%	17%

Q34. How likely are you to recommend your local hospital now?	79%	81%	79%	77%	63%
Q35. If you had to decide today whether you would choose Northumbria Healthcare to provide your care, do you think you would:	89%	91%	87%	88%	77%

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?	76%	63	67%	76
Q3. How long did you wait before you first spoke to a nurse or doctor?	62%	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?	66%	65	69%	78
Q5. Were you told how long you would have to wait to be examined?	54%	39	44%	61
Q6. How long did your visit to the Emergency Department last?	81%	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?	90%	81	83%	86
Q9. Did the doctors and nurses listen to what you had to say?	93%	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?	82%	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?	95%	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?	95%	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?	88%	75	78%	85
Q21. Do you think the hospital staff did everything they could to help control your pain?	75%	73	77%	84
Q22. In your opinion, how clean was the Emergency Department?	93%	78	82%	87
Q23. How clean were the toilets in the Emergency Department?	90%	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?	94%	91	93%	98
Q27. Did a member of staff tell you about medication side effects to watch for?	60%	46	51%	66
Q28. Did a member of staff tell you about any danger signals to watch for after you went home?	62%	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?	80%	68	72%	81
Q30. Was the main reason you went to the Emergency Department dealt with to your satisfaction?	86%	80	83%	87
Q31. Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?	94%	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. January to March 2017 is based on the views of 1877 people.

Real time Ward and site summary January – March 2017

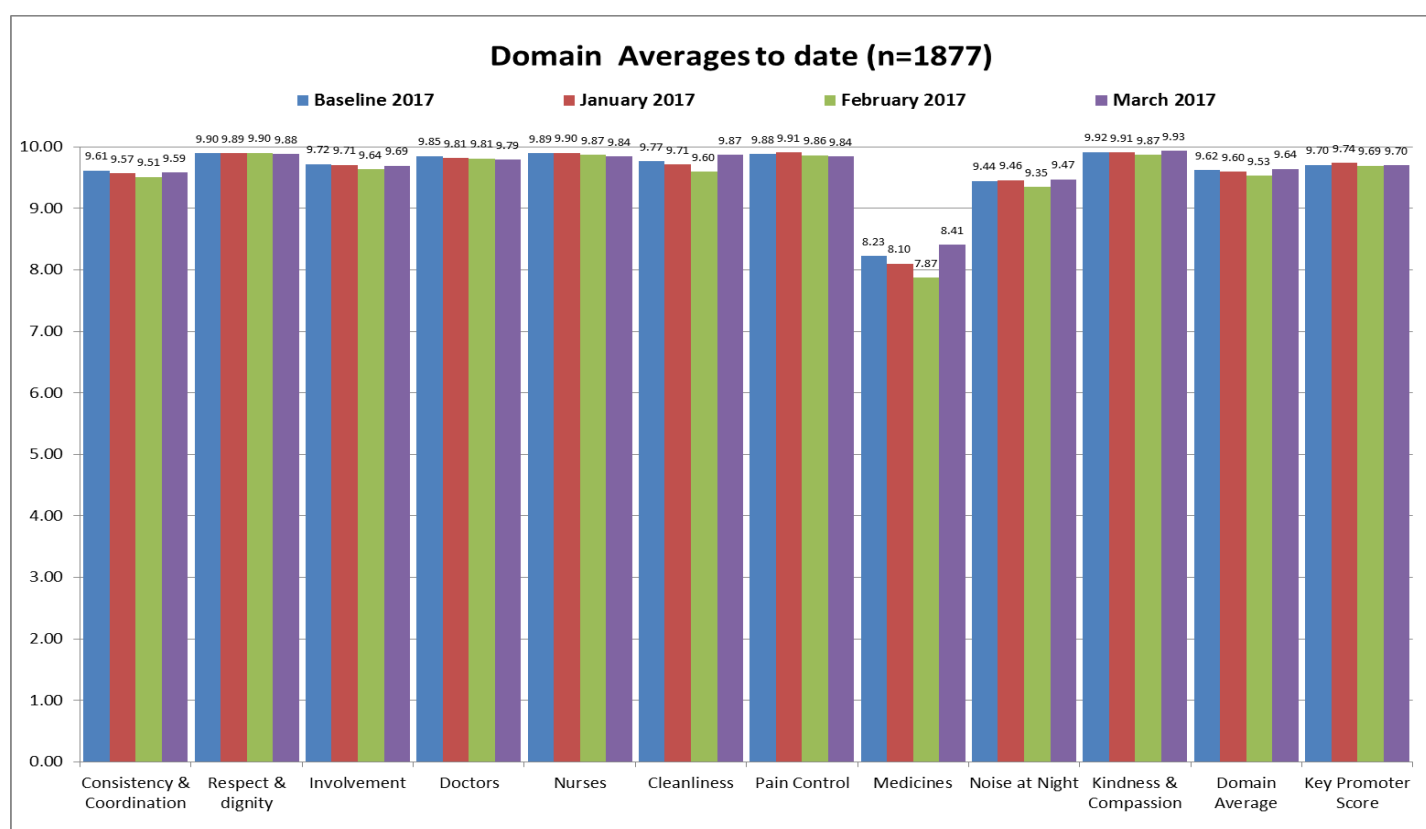
NSECH	No of Patients Surveyed	Coordination	Respect & dignity	Involve-ment	Doctors	Nurses	Clean-ness	Pain Control	Medicines	Noise at Night	Kindness & Compassion	Domain Average	Recom-mendation
Ward 1	75	9.44	9.90	9.63	9.89	9.82	9.75	9.93	8.36	9.40	10.00	9.61	9.86
Ward 3	84	9.72	9.94	9.54	9.82	9.95	9.89	9.75	8.13	9.66	9.91	9.63	9.64
Ward 4	56	9.42	9.96	9.29	9.66	9.85	9.81	9.46	7.42	9.42	9.73	9.40	9.78
Ward 6	41	9.33	9.76	9.45	9.75	9.90	9.68	9.68	7.16	9.44	9.63	9.38	9.68
Ward 7	70	9.52	9.86	9.67	9.85	9.86	9.57	9.73	6.91	9.62	9.89	9.45	9.50
Ward 9	47	9.71	9.84	9.59	9.76	9.84	9.75	9.83	7.60	9.44	9.84	9.52	9.79
HASU	38	9.70	10.00	9.80	9.82	9.93	9.89	9.65	7.72	9.87	10.00	9.64	9.85
Ward 10	72	9.61	10.00	9.88	9.85	9.99	9.81	10.00	7.56	9.65	9.90	9.62	9.93
Ward 12	63	9.78	9.84	9.81	9.77	9.93	9.77	9.95	8.65	9.54	9.96	9.70	9.96
Ward 16	56	9.51	9.96	9.65	9.91	9.93	9.99	9.81	8.76	9.96	9.78	9.72	9.55
Critical Care	24	9.68	10.00	9.87	9.86	10.00	9.90	10.00	8.47	9.58	10.00	9.74	9.79
Paediatrics	53	9.79	9.95	9.84	9.85	9.94	9.73	9.85	9.49	9.74	9.81	9.80	9.81
	679	9.60	9.92	9.66	9.82	9.91	9.79	9.81	8.01	9.61	9.87	9.60	9.76

NTGH	No of Patients Surveyed	Coordination	Respect & dignity	Involve-ment	Doctors	Nurses	Clean-ness	Pain Control	Medicines	Noise at Night	Kindness & Compassion	Domain Average	Recom-mendation
3	36	9.55	9.65	9.02	9.79	9.74	9.71	9.69	7.00	9.10	9.79	9.30	9.49
5	45	9.44	9.72	9.76	9.56	9.79	9.72	9.94	7.65	9.03	9.83	9.45	8.98
7	63	9.34	9.84	9.65	9.73	9.87	9.56	9.72	8.54	8.85	9.84	9.49	9.71
8	59	9.77	10.00	9.82	9.73	9.91	9.70	10.00	9.19	9.43	10.00	9.76	9.92
12	64	9.49	9.96	9.68	9.82	9.89	9.64	10.00	8.34	9.69	10.00	9.65	9.72
15	44	8.64	9.43	9.32	9.55	9.34	9.61	9.72	8.66	9.03	9.66	9.30	8.54
18	47	9.76	9.95	9.68	9.82	9.91	9.80	10.00	7.28	9.31	9.84	9.54	9.66
22	26	9.47	9.90	9.50	9.13	9.62	9.74	9.81	6.49	8.70	9.42	9.18	9.17
23	41	9.16	9.70	9.20	0.00	9.84	9.34	9.87	6.67	9.66	9.88	9.35	9.49
24 (2)	42	9.02	9.58	9.46	9.80	9.56	9.71	10.00	6.42	9.38	9.64	9.26	8.99
Pall Care	32	9.96	10.00	9.82	9.95	9.97	9.92	9.73	7.85	9.61	10.00	9.68	9.92
	499	9.42	9.80	9.56	9.71	9.78	9.67	9.87	7.81	9.27	9.83	9.48	9.45

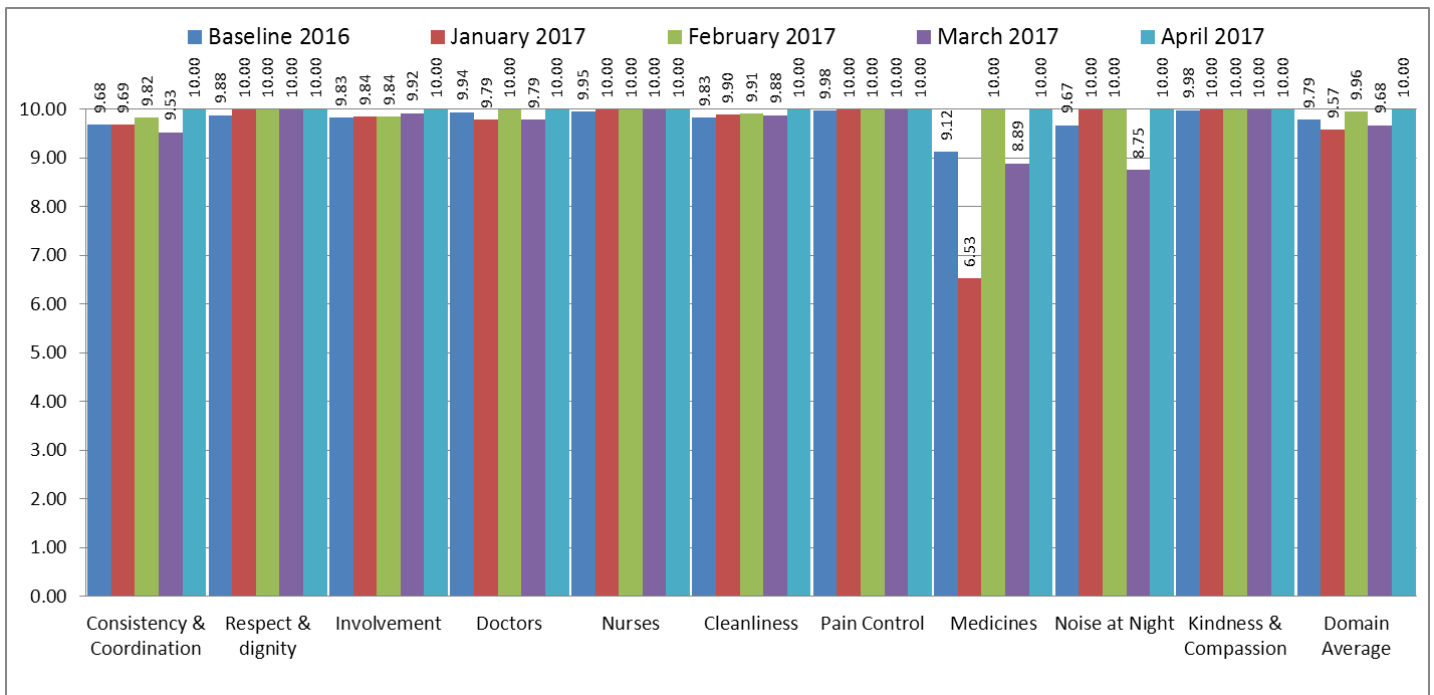
WGH	No of Patients Surveyed	Coordination	Respect & dignity	Involve-ment	Doctors	Nurses	Clean-ness	Pain Control	Medicines	Noise at Night	Kindness & Compassion	Domain Average	Recom-mendation
2	64	9.71	9.96	9.74	9.77	9.90	9.64	10.00	8.73	9.36	9.96	9.68	9.88
1 (3)	56	9.58	9.91	9.45	9.83	9.87	9.51	9.73	7.24	9.06	10.00	9.42	10.00
4 (6,17)	45	9.81	10.00	9.79	9.75	9.87	9.71	9.93	8.06	9.21	10.00	9.61	9.83
5 (8)	24	9.58	9.90	9.69	9.76	9.90	9.46	10.00	7.62	8.75	10.00	9.54	9.38
10+11a	71	9.60	10.00	9.93	9.98	9.95	9.70	9.89	8.40	9.65	9.96	9.71	9.96
9	27	9.72	10.00	9.64	9.81	9.91	9.68	10.00	8.58	9.07	10.00	9.64	9.90
Pall Care	34	9.85	10.00	9.88	9.95	10.00	9.87	10.00	9.50	9.62	10.00	9.87	9.93

	321	9.68	9.97	9.74	9.85	9.91	9.66	9.92	8.29	9.31	9.98	9.64	9.88
HGH	No of Patients Surveyed	Coordination	Respect & dignity	Involve-ment	Doctors	Nurses	Clean-liness	Pain Control	Medicines	Noise at Night	Kindness & Compassion	Domain Average	Recom-mendation
2	51	9.18	9.80	9.76	9.88	9.89	9.62	10.00	8.19	9.22	10.00	9.56	9.65
3	41	9.79	10.00	10.00	10.00	10.00	9.91	9.94	9.47	10.00	10.00	9.91	9.94
4	54	9.43	9.68	9.68	9.87	9.80	9.70	9.77	9.38	9.55	9.91	9.68	9.77
	146	9.44	9.81	9.80	9.91	9.89	9.73	9.90	8.99	9.56	9.96	9.70	9.77
Ward	No of Patients Surveyed	Coordination	Respect & dignity	Involve-ment	Doctors	Nurses	Clean-liness	Pain Control	Medicines	Noise at Night	Kindness & Compassion	Domain Average	Recom-mendation
Blyth 2	42	9.43	9.88	9.82	9.83	9.86	9.78	10.00	6.05	9.61	10.00	9.43	9.69
Blyth 3	60	9.52	10.00	9.84	9.86	9.89	9.84	10.00	8.07	9.10	10.00	9.61	9.82
Whalton Unit	46	9.76	10.00	9.86	9.78	9.94	9.75	9.93	9.07	9.35	10.00	9.74	9.95
Alnwick 1	32	9.77	10.00	9.76	9.84	9.81	9.73	9.84	8.98	9.30	10.00	9.70	9.84
Berwick 1	33	9.73	10.00	9.83	9.89	9.90	9.79	10.00	8.51	9.02	9.92	9.66	9.92
Haltwhistle 1	19	9.54	9.74	9.81	9.95	9.96	9.79	10.00	10.00	9.80	10.00	9.86	9.87
Trust Wide	1877	9.56	9.89	9.68	9.81	9.87	9.73	9.87	8.11	9.43	9.90	9.59	9.71

Domain Average performance 2017



Critical Care: At the beginning of April the Critical Care team at the Northumbria Hospital scored a domain average of 10 in our real time programme. This is a first perfect score recorded at the new hospital. The number of patients surveyed together with the number of survey questions means that there were 192 opportunities for someone to give less than a perfect answer to the question asked - The team deserve to feel exceptionally proud of the reliability and consistency of their excellent care.



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 86% and Maternity 98%.

Friends and Family Test – DH Inclusions only January to April 2017

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
Jan-17	917	73	9	3	3	10	1015	90	11.4%	8907	98%
Feb-17	1268	110	13	7	4	20	1422	89	16.8%	8477	97%
Mar-17	1874	191	22	3	8	5	2103	88	22.0%	9551	98%
Q4 16/17	4059	374	44	13	15	35	4540	89	16.9%	26935	98%

National Average score 78, National % of Extremely Likely & Likely 96%, Response rate 24.3%

Friends and Family Test - A&E January to April 2017

FFT AE	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total	Score	Response Rate	Eligible	% of Extremely Likely & Likely
Jan-17	562	187	45	34	40	10	878	51	8.1%	10787	85%
Feb-17	460	151	34	23	40	16	724	51	7.6%	9577	84%
Mar-17	650	171	39	24	43	10	937	59	8.0%	11717	88%
Q4 16/17	1672	509	118	81	123	36	2539	54	7.9%	32081	86%

National average score 57, National % of Extremely Likely & Likely 87%, Response rate 12.7%

Friends and Family Test - Maternity January to April 2017

FFT Maternity	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total	Score	Response Rate	Eligible	% of Extremely Likely & Likely
Jan-17	253	38	2	0	0	0	293	86	20.4%	1436	99%
Feb-17	278	80	4	5	1	0	368	73	27.8%	1325	97%
Mar-17	271	28	8	0	0	0	307	86	22.4%	1368	97%
Q4 16/17	802	146	14	5	1	0	968	81	23.4%	4129	98%

National average Score 75, National % of Extremely Likely & Likely 96%, Response rate 23.1%

Our Friends and Family response for emergency care has improved – our commissioners had asked that we achieve a 6% response rate by quarter 4 and we have exceeded this expectation. It nonetheless remains low in comparison to other organisations. The significant increase in February and March for inpatient Friends and Family returns is to be welcomed. It is now in line with the national average.

The comparatively low scores for performance in ED in January and February are of concern. They align with a below average patient perspective score for The Northumbria in quarter 4.

PENNA Awards 2016

The trust won the 'overall best trust' award at the Patient Experience Network (PEN) National Awards, the only awards which celebrate the delivery of outstanding patient experience by health and social care organisations. Northumbria, which had been nominated for six awards, was given the accolade in recognition of the wide variety of projects undertaken across Northumberland and North Tyneside, covering hospitals, community services and adult social care.

The trust also won an award, and was runner-up in another category, for an initiative to deliver training to staff in maternity to improve the quality of care and experience given to women having a baby.

The trust was runner-up in a further two award categories for enhancing staff's psychological health and effectiveness to have a positive effect on patient care and setting up a training programme for those who work with older people as 'Ageing Well allies'.

- **NHS Trust of the Year – Northumbria named overall winner**
- Winner; **FFT and Patient Insight for Improvement - Staff:** Maternity Services, Compassion Based Training
- Runner up; **Turning It Around When It Goes Wrong:** Maternity Services, Compassion Based Training
- Runner up; **Staff Engagement:** Improving Staff Experience & Mental Health
- Runner up: **Including Social Care to Improve the Experience:** Ageing Well Allies

Traffic light and forward look



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.