

Patient and Carer Experience

Local Survey Communication and Information Quarter 2, 2016

Quarter 2: RUH Surveys

Changes in reporting Patient Experience Survey responses.

During quarter 2 we introduced the first of our quarterly surveys. By changing the survey every quarter we can:

- Keep surveys short and easy to complete
- Be responsive to what patients and their carers are telling us is important to them (through FFT, PALS and complaints)
- Inform Trust projects, priorities and decision making.

The quarter 2 survey asked inpatients and outpatients for their views of how well we communicate and the written information we provide. *We recognise the challenges in gaining patient experience feedback in outpatient departments, therefore we recommend that the outpatient communication and information survey continues for quarter 3, to gain more meaningful data.*

The following survey information will focus on the analysis of responses to questions with the highest percentage of positive responses and questions with the highest percentage of negative responses, this will be shown for each survey.

The Patient Experience Team continue to work with the Business Intelligence Unit to develop effective formats to communicate patient 'feedback' information.

	Total Inpatient Surveys completed
ACE – Older Persons Unit	2
Acute Stroke Unit	4
Cardiac Ward	18
Charlotte Ward	35
Cheselden Ward	12
Children's Centre	11
Emergency Department	2
Eye Unit	1
Forrester Brown Ward	11
Medical Assessment Unit	11
Medical Short Stay	19
Obs Unit	7
Phillip Yeoman Ward	5
Pulteney Ward	21
Respiratory Ward	7
Robin Smith Ward	11
Surgical Admissions Unit	15
Surgical Short Stay Unit	12
William Budd Day Care	3
William Budd Ward	8
Grand Total	215

	Total Outpatient Surveys completed
Ambulatory care	2
Breast Unit	2
ESAC SAU	25
Gynaecology	18
Neurology	2
Oncology	12
Ophthalmology	13
Physiotherapy	1
Radiology	4
Radiotherapy	5
Grand Total	84

Quarter 2: Inpatient Communication & Information Survey Based on 215 Surveys

Positive Responses

Q1. Did staff communicate with you in a way that was clear and easy to understand? Of the 215 inpatients that completed the survey **92.56%** (199) responded, **'Yes, definitely'**

'Very informative'

'Always give me time to process what I was being told'

Q3. Did you feel able to ask questions? **92.96%** (198) responded **'Yes, definitely'**

'I always ask lots of questions and was given coherent answers'

Q6. Did you feel staff communicated effectively with each other regarding your care and treatment? **86.14%** (174) responded **'Yes, definitely'**

'Particularly with my status (a cancer patient), they communicated well with each other and that gave me confidence'

Q5. Did you feel staff communicated with you regularly and kept you informed? (179)

Yes, definitely	Yes, to some extent	No
84.04%	13.62%	2.35%

'Even during the night I was always provided with information'
Some of the 'free-text' comments for 'Yes, to some extent' reflect patient concerns.

'Nurses were fine but not getting answers from Drs'
'They were very busy'

Q2. If required, was support provided to communicate with staff?

Yes, definitely	Yes, to some extent	No
84.62%	6.92%	8.46%

Q4. Did you get answers to your questions that you could understand?

Yes, definitely	Yes, to some extent	No
83.25%	16.26%	0.49%

Some of the 'free-text' comments for 'Yes, to some extent' reflect patient concerns.

'Some staff difficult to understand fully'

Areas for Improvement

Q8. If required, were you given written information that was clear and easy to understand? **34.69%** (34) responded **'No'**

Yes, definitely	Yes, to some extent	No
59.18%	6.12%	34.69%

Q9. If required, were you given written information in the way/format that supported your needs? **19.72%** (14) responded **'No'**

Yes, definitely	Yes, to some extent	No
71.83%	8.45%	19.72%

Quarter 2: Inpatient Communication & Information Survey – Based on 215 Surveys

Q10. Were you given the right amount of written information about e.g. your condition, medication, discharge, etc?

Yes, definitely	Yes, to some extent	No
71.05%	10.53%	18.42%

Q7. Did staff talk about you in front of you as if you weren't there? (30) responded 'Yes, definitely'

Yes, definitely	Yes, to some extent	No
13.95%	9.30%	76.74%

All of the positive responses focus around patient experience of the communication they had with staff on the ward. The highest number of positive responses referred to staff communication being clear and easy to understand.

Unfortunately three of the four questions that received a more negative response were regarding the written information received by patients on the wards. The highest negative response was in reference to written information that was unclear and not easy to understand.

This patient feedback supports the provision of a project to provide guidance and advice to staff to improve the written information provided to patients and their carers.

Quarter 2: Outpatient Communication & Information Survey – Based on 84 Surveys

Positive Responses

As in the Inpatient Survey question 3 and question 1 have the highest positive response percentage.

Q3. Did you feel able to ask questions? Of the 84 outpatients that completed the survey **97.59%** (81) responded **‘Yes, definitely’**

*‘Was listened to and encouraged to ask questions’
‘Asked on several if I had any questions’*

Q1. Did staff communicate with you in a way that was clear and easy to understand? **96.39%** (80) responded **‘Yes, definitely’**

*‘Explained everything that was going to happen very clearly’
‘Very clear’*

Q4. Did you get answers that you could understand? **94.87%** (74) responded **‘Yes, definitely’**

Q5. Did you feel staff communicated with you regularly and kept you informed? **92.59%** (75) responded **‘Yes, definitely’**

Q6. Did you feel staff communicated effectively with each other regarding your care and treatment? **89.74%** (70) responded **‘Yes, definitely’**

Areas to improve

Q2. If required, was support provided to communicate with staff? Of the 84 outpatients that completed the survey **31.71%** (13) responded **‘No’**

Yes, definitely	Yes, to some extent	No
60.98%	7.32%	31.71%

Q7. Did staff talk about you in front of you as if you weren’t there? **18.29%** responded **‘Yes, definitely’** (15)

Yes, definitely	Yes, to some extent	No
18.29%	4.88%	76.83%

Q10. Were you given the right amount of written information about e.g. your condition, medication, discharge, etc?

Yes, definitely	Yes, to some extent	No
79.25%	3.77%	16.98%

Q8. If required, were you given written information that was clear and easy to understand?

Yes, definitely	No
83.33%	16.67%

Quarter 2: Outpatient Communication & Information Survey – Based on 84 Surveys

Q9. If required, were you given written information in the way/ format that supported your needs?

Yes, definitely	Yes, to some extent	No
77.50%	7.50%	15.00%

As with the inpatient results all of the positive responses focus around patient experience of the communication they had with staff on the ward. The highest number of positive responses referred patients feeling that were able to ask questions during their appointment.

Unfortunately three of the five questions that received a more negative response were regarding the written information received by patients on the wards. With patients responding that they did not receive the right amount of information and what they received was not clear and easy to understand.

This patient feedback supports the provision of a project to provide guidance and advice to staff to improve the written information provided to patients and their carers.

However, in addition, the outpatient results indicate that outpatients are not receiving the support they require to communicate with staff.

The results for the inpatient and outpatient surveys have been sent to the Matrons for their consideration and discussion.