

Patient and Carer Experience

Local Questionnaire Food and Drink Survey Results Quarter 3, 2016/17

Quarter 3: RUH Questionnaires

Changes in reporting Patient Experience Questionnaire responses.

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

- Keep questionnaires 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 3 questionnaire asked inpatients for their views regarding the food service we provide.

The following questionnaire 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.

Ward name	Total completed
ACE – Older Persons Unit	6
Cardiac Ward	17
Charlotte Ward	12
Cheselden Ward	1
Combe Ward	9
Emergency Department	3
Forrester Brown Ward	3
Haygarth Ward	4
Mary Ward	3
Medical Assessment Unit	31
Medical Short Stay	28
Midford Ward	9
Obs Unit	10
Parry Ward	15
Phillip Yeoman Ward	3
Pulteney Ward	11
Robin Smith Ward	11
Surgical Admissions Unit	6
Surgical Short Stay Unit	4
Waterhouse Ward	5
William Budd Ward	4
Grand Total	195

Quarter 3: Inpatient Food Questionnaire based on 195 Questionnaires

Positive Responses

Q3. Were you given a choice of food for your meals?
98.42% (187) responded 'Yes', 'Given choice of breakfast'

Yes	No
98.42%	1.58%

Q11. Did you feel you got enough to drink?
95.29% (182) responded 'Yes, always'
 'Constantly topping my jug up, tea and coffee when I asked for it'

Yes, always	Yes, sometimes	No
95.29%	3.66%	1.05%

Q4. How would you rate the temperature of your food?
93.19% (178) responded 'just right'
 'Well cooked and well presented. Very impressed generally'

Just right	Too cold	Too hot
93.19%	3.66%	3.14%

Q5. Was the portion size right for you?
88.02% (169) responded 'just right'
 'Asked for small portions and received them'

Just right	Too little	Too much
88.02%	2.60%	9.38%

Some of the 'too much' responses have supporting comments such as 'Not feeling like food at the moment'.

Q8. If you did miss a meal, were you provided with something to eat when you returned to the ward or were able to eat again?

Yes	No	Not Applicable
11.52%	2.62%	85.86%

Quarter 3: Inpatient Food Questionnaire based on 195 Questionnaires

Areas for Improvement

Q6. Were you offered a second portion?

70.37% (133) responded 'No', Whilst the percentage is high, some of the 'No' responses are supported by comments such as 'I did not want any more'

Yes, always	Yes, sometimes	No
12.17%	17.46%	70.37%

Q12. Were you made aware that you could have fresh fruit in addition to pudding at lunch and in the evening?

31.28% (61) responded 'No'

Yes	No
68.72%	31.28%

Q10. Were you made aware that meals were available for people with specific dietary requirements?

19.14% (31) responded 'No'

Yes	No
80.86%	19.14%

Q7. Did you ever miss a meal you were expecting to have? This should be reviewed in conjunction with Q8.

Yes	No
15.63%	84.38%

Q13. Were there any foods you would have liked which you were not offered?

Yes	No
15.05%	84.95%

Comment sample:

'Quorn dishes or soya'
'Fish and chips'

Quarter 3: Inpatient Food Questionnaire based on 195 Questionnaires

Q9. Do you have specific dietary requirements?

Cultural/ religious	1.06%
Dairy-free	0.53%
Diabetic	12.77%
Food allergy	0.53%
Gluten-free	3.19%
Low fat	0.53%
Low sodium	0.53%
No	74.47%
Other (Please state)	1.60%
Texture modified	0.53%
Vegetarian	4.26%

Q14. Was there any food/ drink you particularly liked?

Comment sample:

'Porridge is nice'
'Cauliflower cheese'

Q15. Was there any food/ drink you particularly disliked?

Comment sample:

'Ham crumble not that nice'
'Tea was bad'

Q16. Was there any food or drink that you felt could be improved?

Comment sample:

'Generally meals are a bit stodgy. Would have liked more salad offered. But probably a question of finance'
'Provide squash as do not always feel like tea /coffee'

Quarter 3: Inpatient Food Questionnaire based on 195 Questionnaires

Summary

Positive responses focus mainly around the meals/ drinks patients had on the wards e.g. *choice, temperature, portion size*.

Two of the three **negative responses** are linked to questions regarding *awareness* i.e. information about the availability of fruit or meals for specific dietary requirements.

Overall, it is unclear from the patient comments whether the negative responses are due to patients not reading the relevant information on the menu, the information not being explicit enough on the menu for patients to understand, or if staff have not communicated the information (with a couple of exceptions where patients mention the menu or being told by staff).

The highest negative response was in reference to **Q6 - Were you offered a second portion?** - 70.37% (133) responded 'No'. Wards where responses were exclusively 'No' are- ED, Mary Ward, Phillip Yeoman, Robin Smith and William Budd. However, some respondents commented '*Already eaten enough anyway*'.

This patient feedback will be used by the Nutrition and Hydration Group to review their on-going work plans.