

Patient and Carer Experience

Quarter 4 – January - March 2017

Patient Experience Matters...



Quarter 4: Matrons' Quarter 4 Questionnaires

Changes in reporting Patient Experience Questionnaire responses.

During quarter 2 2016/17 we introduced our 'quarterly questionnaires'. Every quarter we change the focus of the questionnaire to a different aspect of care and treatment that patients are telling us is important to them. This means that:

- Questionnaires are kept short and easy to complete.
- We can undertake a more in-depth review of what patients and their carers are telling us is important to them (through FFT, PALS and complaints) and respond effectively to any themes/trends.
- The varied feedback can inform Trust projects, priorities and decision-making.

The quarter 4 questionnaire asked inpatients and outpatients for their views regarding their experience of Privacy, Dignity and Respect whilst at the hospital. Whilst the focus remains the same some variations in questions occur between inpatient and outpatients.

The following information presents an analysis of responses to questions with the highest percentage of positive responses and questions with the highest percentage of negative responses.

	Jan	Feb	Mar	Grand Total
ACE - Older Persons Unit		3		3
Cardiac Ward			7	7
Charlotte Ward	4		11	15
Children's Centre			5	5
Forrester Brown Ward	8	19	2	29
Haygarth Ward			1	1
Mary Ward			4	4
Medical Assessment Unit	9	5	2	16
Medical Short Stay	12		7	19
Medical Therapies Unit			2	2
Midford Ward			7	7
Obs Unit		1	5	6
Parry Ward			7	7
Phillip Yeoman Ward		13	8	21
Pulteney Ward	19	9	2	30
Respiratory Ward			2	2
Robin Smith Ward		6	15	21
Surgical Short Stay Unit	2	4	10	16
Waterhouse Ward			5	5
William Budd Ward			9	9
Grand Total	54	60	111	225

Quarter 4: Inpatient Privacy, Dignity & Respect Questionnaire based on 225 Questionnaires

Positive Responses

Q7. Do staff ensure you are given enough privacy when being examined or treated?

Yes, always	Yes, sometimes
98.65% (219)	1.35%

Q6. Do staff ensure your privacy and dignity are maintained when assisting you with personal hygiene?

Yes, always	Yes, sometimes
98.56% (205)	1.44%

Q9. Do staff ask for your consent before a physical examination?

Yes, always	Yes, sometimes
98.11% (208)	1.89%

Q4. Do staff call you by your preferred name?

Yes, always	Yes, sometimes	No
95.54% (214)	4.02%	0.45%

Q3. Do you feel staff treat you with respect?

Yes, always	Yes, sometimes	No
95.11% (214)	4.44%	0.44%

Q12. During this stay have you shared facilities with patients of the opposite sex? e.g. toilets, bathrooms

Yes, always	Yes, sometimes	No
6.44% (13)	5.45% (11)	88.12% (178)

Areas for Improvement

Q11. Do staff ask your consent for medical students to be present when you are being treated or examined?

Yes, always	Yes, sometimes	No
59.50%	1.65%	38.84% (47)

Q10. Are you offered a same sex chaperone whilst undergoing an intimate physical procedure or examination?

Yes, always	Yes, sometimes	No
56.16%	10.96% (8)	32.88% (24)

Q8. Do staff ensure hospital gowns/ pyjamas/ clothes etc, protect your modesty? Many of the freetext comments that support the 'Yes, sometimes & No' scores show concern regarding the size or design of the gowns.

Yes, always	Yes, sometimes	No
82.22%	9.78% (22)	8.00% (18)

Q5. Do staff respond to the call bell promptly? Whilst the 'No' response is low 2.22% (4) it should be considered in conjunction with the high response for 'Yes, sometimes' 35.56% (64)

Yes, always	Yes, sometimes	No
62.22%	35.56%	2.22%

Quarter 4: Outpatient Privacy, Dignity & Respect Questionnaire based on 73 Questionnaires

Positive Responses

Q5. Are you given enough privacy when discussing your condition or treatment?

Yes, always	Yes, sometimes
98.63% (72)	1.37%

Q6. Do you feel staff give you enough privacy when being examined or treated?

Yes, always	Yes, sometimes
98.63% (72)	1.37%

Q3. Do you feel staff treat you with respect?

Yes, always	Yes, sometimes
97.26% (71)	2.74%

Q4. When talking to a receptionist, do you feel consideration is given to the privacy of your personal information?

Yes, always	Yes, sometimes	No
94.44% (68)	4.17%	1.39%

Q7. Do staff ask for your consent before a physical examination?
94.20%

Yes, always	Yes, sometimes	No
94.20% (65)	2.90%	2.90%

Q10. Do staff ask your consent for medical students to be present when you are being treated or examined during your appointment?

Yes, always	No
92.68% (38)	7.32%

Q9. Are you offered a same sex chaperone whilst undergoing an intimate physical procedure or examination?

Yes, always	Yes, sometimes	No
92.59% (25)	3.70%	3.70%

Q11. Do you feel the facilities help staff to maintain your privacy?

Yes, definitely	Yes, to some extent
87.50% (63)	12.50% (9)

Q8. Do staff ensure hospital gowns protect your modesty?

Yes, always	Yes, sometimes
85.29% (29)	14.71% (5)

There are no significant 'negative' percentage response totals for the outpatient privacy, dignity and respect questionnaire.

Quarter 4: Inpatient & Outpatient Privacy, Dignity & Respect Questionnaire

Summary

Positive responses focus mainly around staff and how they maintain the privacy, dignity and respect of the patient during daily personal interactions. The outpatient questionnaire responses do not demonstrate any significant areas for concern.

There are two questions that received the highest negative responses from inpatients, although not significant for outpatients:

- **Do staff ask your consent for medical students to be present when you are being treated or examined?**
- **Are you offered a same sex chaperone whilst undergoing an intimate physical procedure or examination?**

There are also two inpatient questions that received a much higher quantity of free-text comments than any others:

- **Do staff respond to the call bell promptly?**
30% (68) of the responders provided comments, the majority of which correspond with **'No'** **'Yes, sometimes'** responses, the word 'busy' appears in just over 50% of the responses.

'Too busy'

'Not enough nurses-3 nurses looking after 26 beds is not enough'

'All depends if they are busy'

- **Do staff ensure hospital gowns/ pyjamas/ clothes etc, protect your modesty? 15%** of the respondents provided comments.

'Too small'

'Embarrassing for bigger people'

The Trust's Privacy, Dignity and Respect group have received the information and will identify actions as a result of the analysis of this patient experience feedback and add actions to their work list.