



Appendix 1

Royal United Hospital

Patient Experience Tracker

Board Summary

Period of report: 1 July 2011 – 30 September 2011; Quarter 2 (Q2),

Report compiled by: Theresa Hegarty, Head of Patient Experience;
Max Warner-Holt, Team Administrator.

Date compiled: October 2011

Executive summary

The data contained within the tables and charts that follow reflects patient feedback obtained through using the 10 electronic Patient Experience Tracker (PET) units within the Royal United Hospital (RUH).

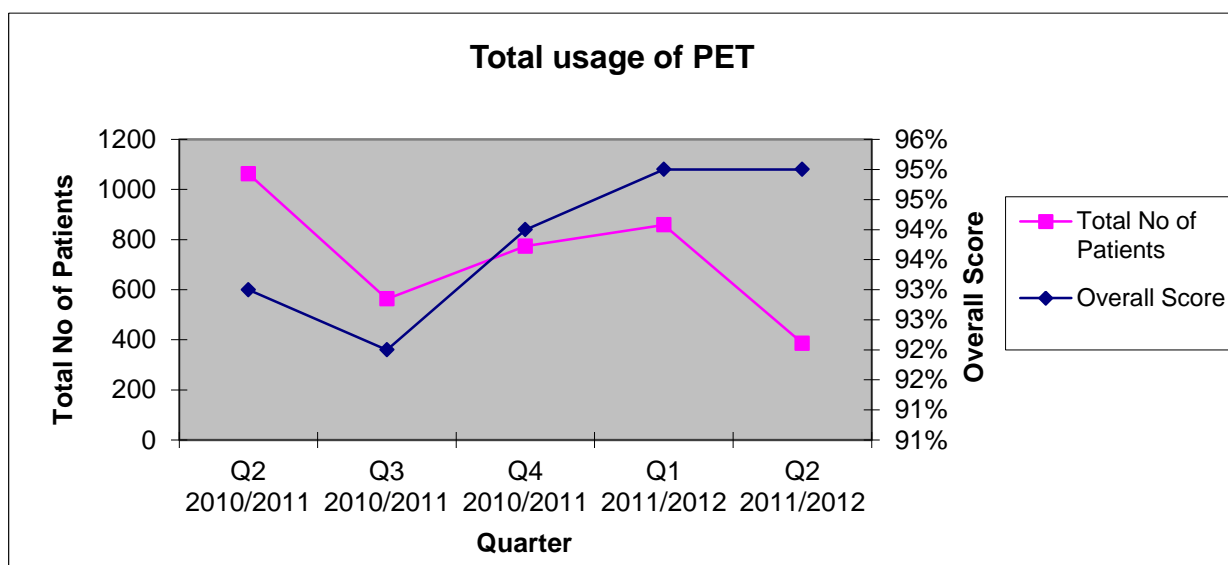
RUH target score	90%
Overall score for Q2	95%
Number of times PET was used in Q2	386

Graphs contained in this report show the results to all the questions asked by the PET where it is available for patients to be used, on the following wards and areas: Medical Short Stay Unit (MSSU); Acute Stroke Unit; Cardiac Ward; Haygarth Ward; Treatment Centre; Philip Yeoman Ward; Charlotte Ward; Children's Ward; Chemotherapy Day Care; Pre-operative Assessment Unit (POAS). The PET questions have been specified in previous reports for reference.

There are plans in progress to phase out the existing devices and use the new technology from Dr Foster/Meridian which will allow more useful data collection.

Usage of the PET in Q2:

Use of the PET decreased significantly in Q2.



Use of the PET needs to be increased further to provide viable and stable results.

Examples of action taken following patient feedback via the PET in Q2:

Cleaning Team

The cleaning team have had a challenging quarter with some wards, having reduced cleaning hours as a result of some vacancies, staff sickness and annual leave. This had led to mixed results with some wards not meeting the required cleaning standards. Five new ward cleaning staff have been recently recruited and work is continuing to reduce sickness and to ensure staff are utilised as effectively as possible. Some of the auditing of cleaning standards has also been reduced during this quarter as cleaning supervisors have also assisted with ward and outbreak cleaning.

Mike Newport, Hotel Services Manager

Haygarth Ward

We have used our PET results and poor cleaning audits to reinforce the need for a consistent and high quality cleaning [service](#) on the ward.

Staff on Haygarth Ward continue to work hard to improve the results to the questions but the score to the question: *Is the ward clean?* continues to deteriorate. This is causing a detrimental effect on ward staff motivation to make improvements to the other PET questions, as it is perceived that patient feedback is not being acted on. The Cleaning Audits seem to have ceased, the last one was done 2 months ago. The matrons are aware and have met with domestic managers but still there has been no change.

Amie Briggs, Ward Manager, Haygarth Ward

Charlotte Ward

On this ward there are 2 excellent cleaners and Cleaning Audits score consistently high but because the quality/look of the flooring appears grubby, patients tend to think the ward floors are not clean.

Carolyn Phillips, Ward Manager, Charlotte ward

Acute Stroke Unit

The number of patients that are reporting that they are being kept well informed has improved although this is still the most likely question to have the lowest scores. We are still striving to improve this through working with the Stroke Association to provide more information and support.

I have also discussed the score with the ward cleaning team as they were unaware that patients were being asked about ward cleanliness.

The PET device was broken so there were no scores entered for several weeks in Q2, while it was being mended.

Dionne Wilkinson, Senior Sister, Acute Stroke Unit

Children's Ward

The Sister made efforts to make the PET more attractive for children to use by placing it on a board with soldiers on it; unfortunately the device was broken and results are limited in Q2 while the staff have been arranging for it to be mended.

Sue Wheeler, Sister, Children's Ward

Chemotherapy Day Care

The use of the PET reduced significantly during the summer holidays when the Project Search student was not available; due to pressure of work, staff are not easily able to issue the PET without a student.

Caroline Gilleece, Matron, Oncology

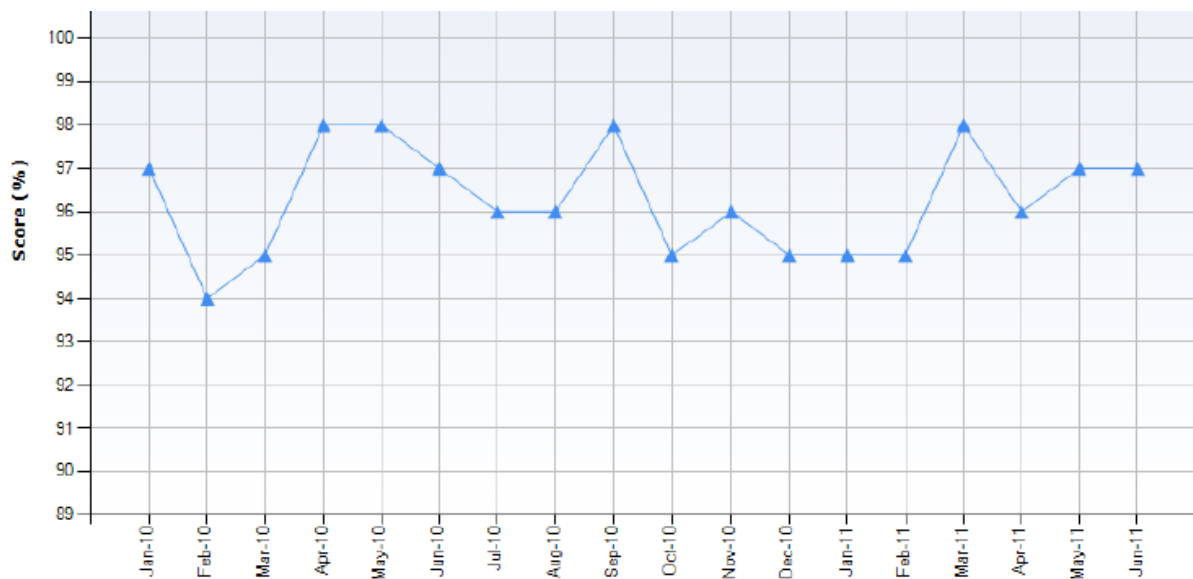
Patient Experience Tracker (PET) results for Q2, 2011/12

Please find the question asked above the graph; the graph marks the overall score for each question by month, showing progress. The RUH target score is 90%; answers are weighted to reflect positive/negative levels of patient feedback.

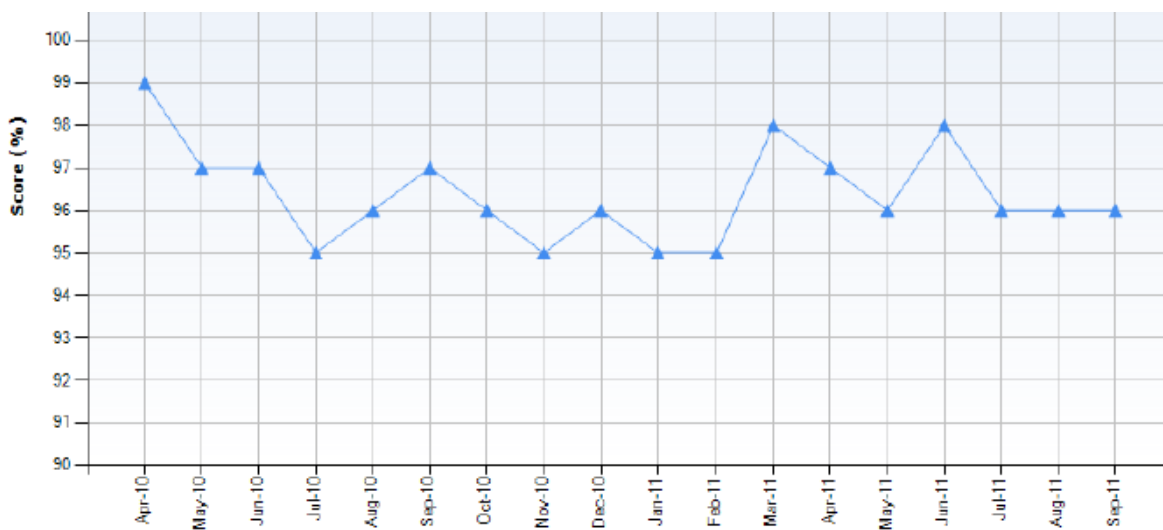
- Collective overall score to individual questions from the following Wards:** Medical Short Stay Unit (MSSU); Cardiac; Acute Stroke Unit; Haygarth; Treatment Centre; Philip Yeoman; Charlotte:

The overall score is for the period from 1 July – 30 September (Q2).

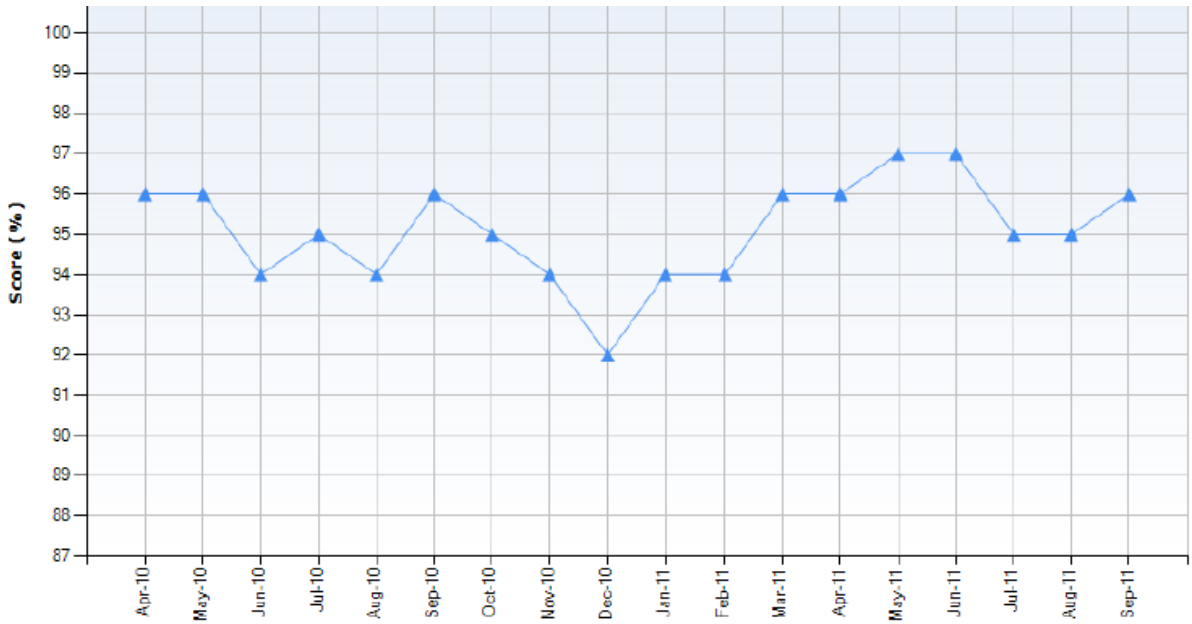
Question: *Are the staff kind and friendly?* Overall score 97%:



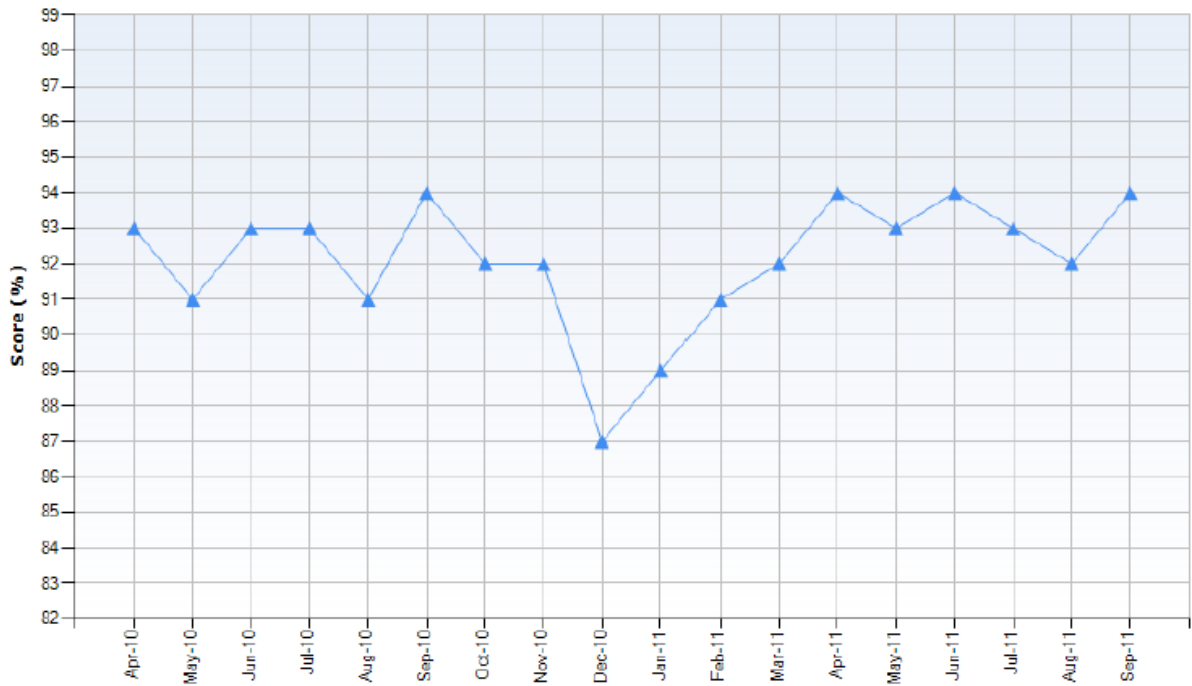
Question: *Are you being treated with dignity and respect?* Overall score 96%:



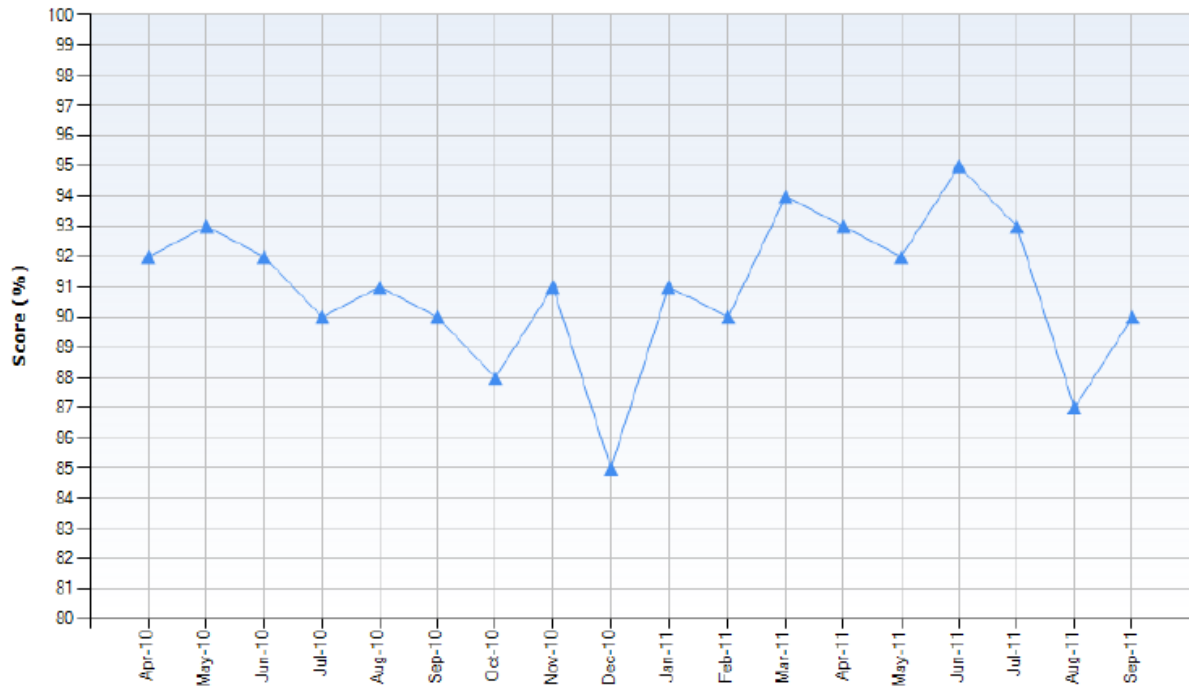
Question: Do the staff work together as a team? Overall Score 95%:



Question: Are you being kept well informed? Overall Score 93%:

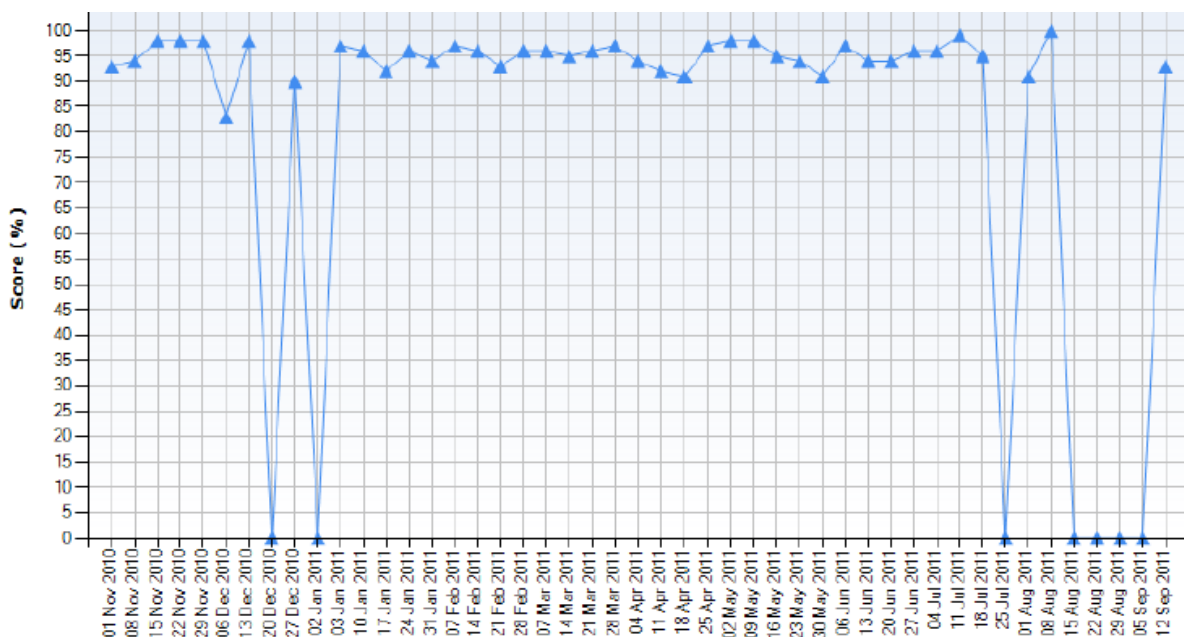


Question: *Is the ward clean?* Overall Score 91%:



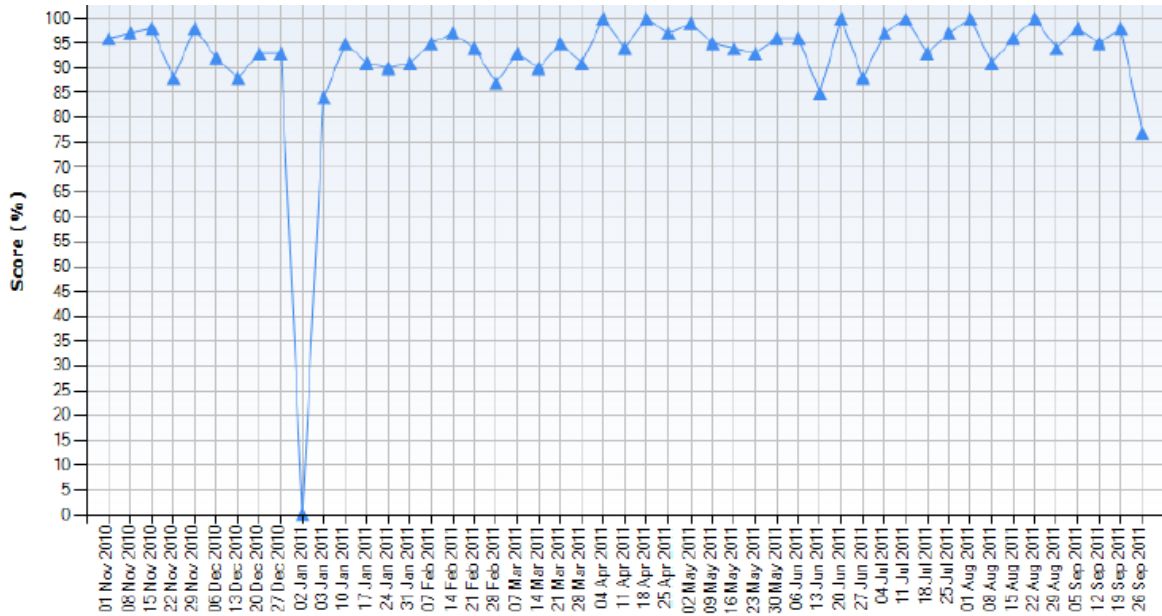
2. Collective overall score to all questions asked by PET used in Chemotherapy Day Care (PET began to be used here March 2010):

Overall score to all questions: Score 97%:



3. Collective overall score to all questions asked by PET used in Pre-Operative Assessment Unit (PET began to be used here July 2010):

Overall score to all questions: **Score 96%:**



4. Collective overall score to all questions asked by PET used on the Children's Ward

Overall score to all questions: **Score 90%:**

