

Report to:	Public Board of Directors	Agenda item:	8
Date of Meeting:	30 October 2019		

Title of Report:	National Urgent and Emergency Care Survey results 2018
Status:	For information
Board Sponsor:	Lisa Cheek, Director of Nursing and Midwifery
Author:	Sharon Manhi, Lead for Patient and Carer Experience
Appendices	Appendix A: CQC benchmarked Urgent and Emergency survey results Appendix B: CQC benchmarked Urgent Treatment Centre survey results 2018

1. Executive Summary of the Report

This report provides a summary of the results of the National **Urgent and Emergency Care Survey 2018**. Detailed results from the survey are attached at Appendix A for the Urgent and Emergency survey and Appendix B for the Urgent Treatment Centre.

The surveys are part of the National NHS Patient Survey Programme mandated by the Care Quality Commission (CQC). Two separate questionnaires were used - **one for the Emergency department** (type 1 services) and **one for the Urgent Treatment Centre** (type 3 services). Patients were eligible for the survey if they were aged 16 years or older and had attended the departments during September 2018. The survey takes place on a bi-annual basis.

The CQC will use the results from this survey in the regulation, monitoring and inspection of the Trust.

The report identifies areas where the Trust scored better than average together with areas where the Trust needs to improve.

2. Recommendations (Note, Approve, Discuss)

Board of Directors are requested to note the improvements identified in the report and agree the key areas of focus for 2019/20.

3. Legal / Regulatory Implications

The Trust is legally required to meet the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

4. Risk (Threats or opportunities, link to a risk on the Risk Register, Board Assurance Framework etc)

A failure to demonstrate systematic quality improvement in the delivery of patient care could risk the Trust's registration with the CQC and the reputation of the Trust.

5. Resources Implications (Financial / staffing)

A failure to comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009 could result in financial penalties.

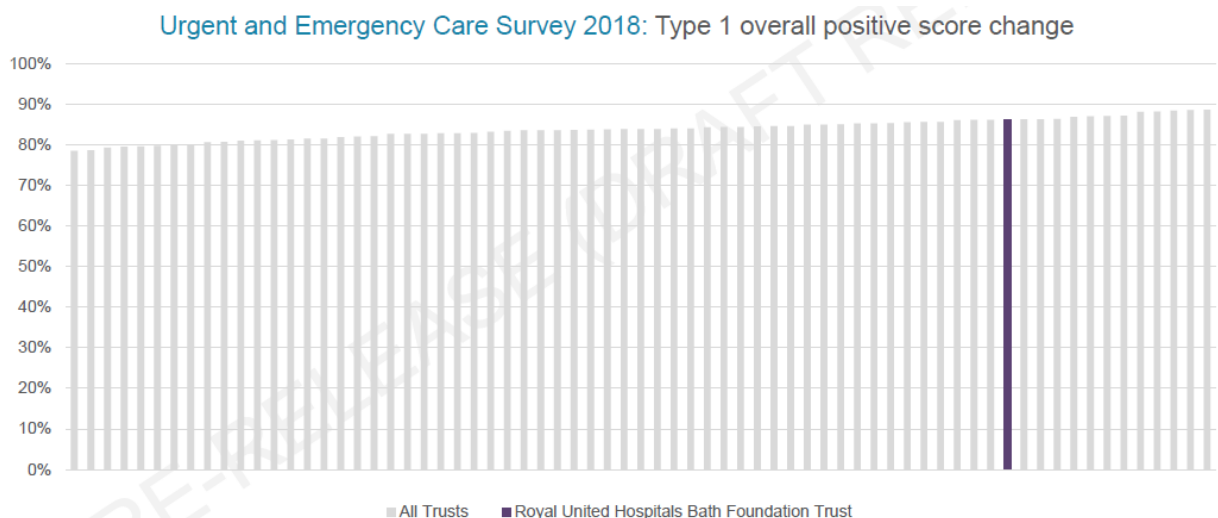
6.	Equality and Diversity
Ensures compliance with the Equality Delivery System (EDS) 2.	
7.	References to previous reports
National Emergency Survey results 2016 report to the Board of Directors	
8.	Freedom of Information
This report is not exempt from publication.	

Care Quality Commission (CQC) Inpatient Survey 2018

1. Background

- 1.1. The **Urgent and Emergency survey 2018** results for the Emergency department only are based on the responses of 313 patients who attended the department in September 2018. The Trust's response rate was 35% compared to the national average of 30%. The survey was sent to patients aged 16 years and over.
- 1.2. The results allow us to identify where we performed '**better**', '**worse**' or '**about the same**' compared with most other Trusts. Comparisons to the Trust scores in 2016 are also included. The CQC uses the results from national surveys in their regulation, monitoring and inspection of acute Trusts. The results also form a key source of evidence to support the judgments and ratings they publish for acute trusts.
- The results were **better than most Trusts for 7 questions.**
 - The results were **worse than most Trusts for 0 questions.**
 - The results were **about the same as other Trusts for 29 questions.**
 - Compared to last year's survey the Trust also **scored significantly higher for one question** '*Did a member of staff explain the results of the tests in a way you could understand?*'
 - There were **no questions where the Trusts score was significantly worse.**

The table below shows the overall positive change in the score from the results in 2016 comparing the RUH to 69 other hospitals who used Picker to oversee the survey. The RUH is ranked 13/69.



2. Where the scores were better

a) Arrival in the Emergency department

Were you given enough privacy when discussing your condition with the receptionist? (8.5/10)

b) Waiting times

How long did you wait before you first spoke to a nurse or doctor? (7.1/10)

Sometimes, people will first talk to a doctor or nurse and be examined later. From the time you arrived, how long did you wait before being examined by a doctor or nurse? (7.4/10)

While you were waiting, were you able to get help from a member of staff? (8.8/10)

c) Doctors and nurses

While you were in A&E, did a doctor or nurse explain your condition and treatment in a way you could understand? (8.7/10)

d) Care and treatment

Do you think the hospital staff did everything they could to help control your pain? (8.3/10)

e) Tests

Did a member of staff explain the results of the tests in a way you could understand? (9.3/10) **This score to this question has also seen a significant improvement.**

Section	2018 Score	Band
Section 1. Arrival	8.8	Better
Section 2. Waiting Times	6.8	Better
Section 3. Doctors and Nurses	8.6	
Section 4. Care and Treatment	8.8	Better
Section 5. Tests	8.2	
Section 6. Environment and Facilities	8.4	
Section 7. Leaving	6.8	
Section 8. Respect and Dignity	9.4	
Section 9. Experience Overall	8.5	

The tables below showed very good overall scores for patient experience in the Emergency department.

Table 8: Respect and Dignity

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
45. Overall, did you feel you were treated with respect and dignity while you were in A&E?	303	9.4		9.1	

Table 9: Experience Overall

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
46. Overall, I had a very good experience	281	8.5		8.4	

3. Areas for improvement

a) Leaving the Emergency department

Did a member of staff tell you about medication side effects to watch out for? (4.9/10 compared to 5.7/10 in 2016)

Did a member of staff tell you when you could resume your usual activities, such as when to go back to work or drive? (5.7/10 compared to 5.6 in 2016)

4. Urgent Treatment Centre Survey results

4.1. 114 patients responded to the survey and the response rate was 28%. This is in line with the national average response rate.

There were **2 questions where the scores were particularly low and have been identified as areas for improvement:**

- Were you informed how long you would have to wait to be examined? (4.8/10)
- Were you able to get suitable food or drinks when you were at the urgent care centre? (6.6/10)

The tables below showed very good overall scores for patient experience in the Urgent Treatment Centre.

Table 10: Section Scores

Section	2018 Score	Band
Section 1. Arrival at the Urgent Care Centre	8.5	
Section 2. Waiting Times	6.0	
Section 3. Healthcare Professionals	8.8	
Section 4. Care and Treatment	8.9	
Section 5. Tests		
Section 6. Environment and Facilities	8.5	
Section 7. Leaving the Urgent Care Centre	8.0	
Section 8. Respect and Dignity	9.6	
Section 9. Experience Overall	8.8	

Table 8: Respect and Dignity

Question	Respondents	2018 Score	2018 Band
T42. Overall, did you feel you were treated with respect and dignity while you were in the urgent care centre?	113	9.6	

Table 9: Experience Overall

Question	Respondents	2018 Score	2018 Band
T43. Overall, I had a very good experience	103	8.8	

4.2 Survey comment analysis

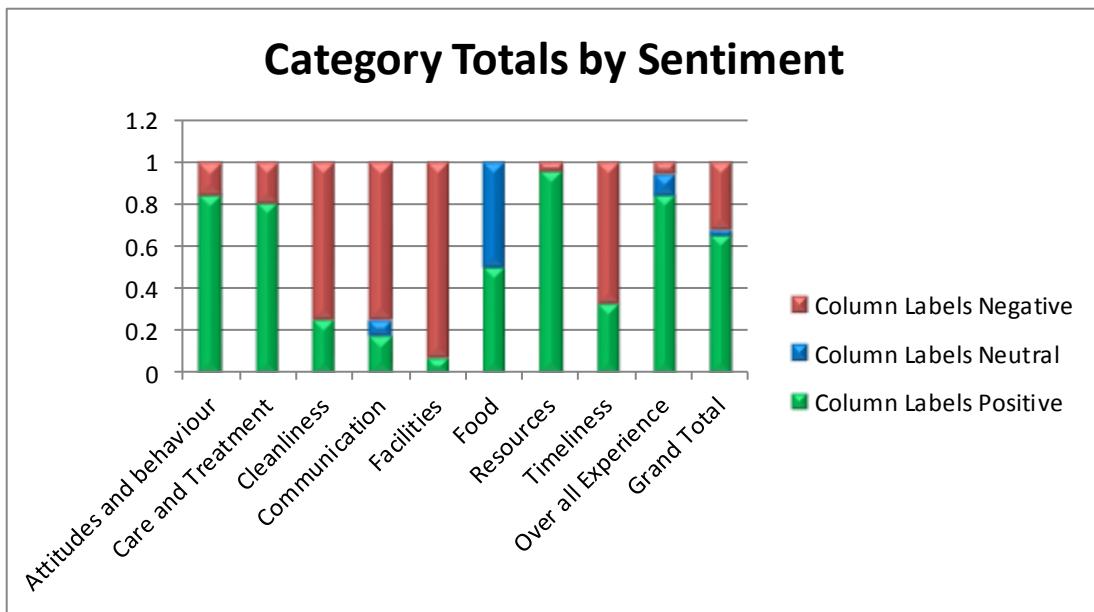
Overall 65% of the comments were positive, 32% negative, 3% neutral

Top 3 Categories with highest number of positive comments:

- Care & Treatment 34%
- Attitudes & behaviour 27%
- Overall experience 17%

Top 3 categories with highest number of negative comments:

- Timeliness 26% - mostly waiting in the waiting area, waiting to be seen
- Communication 24% - not listened to, lack of information / communication, poor / inappropriate / unclear communication
- Care and treatment 17% - lack of/ poor care and treatment



4.3 Patient comments

Emergency department

'I was treated thoroughly, promptly and with care and respect. I felt confident that the staff were giving me all the attention that I needed and that care was delivered in the warmest way and also friendliness to myself and my partner. Thank you.'

'I have nothing but praise for the outstanding treatment care and dedication of the R.U.H. in Bath. Thank you so much'

'A&E staff are fantastic people always busy & kind & helpful. Overworked looking after us all. Kind and friendly.'

'I could not fault the care I received up until my symptoms started to resolve & scan was clear. My diagnosis was not fully explained and different Drs told me different things and the nursing staff something else. I could hear the doctors discussing me at the nurses' station which I found upsetting. They decided I could go home, I wasn't given any aftercare advice and told to collect my new medication from pharmacy shop. It really affected me afterwards and left me with heightened anxiety it could happen again.'

Urgent Treatment Centre

'My treatment could easily have been given to me in the A and E Centre, preventing the need of my using a cubicle for 4 hours & then being transferred to the MAU ward overnight for my treatment the following day. I had been telephoned by the cancer/haematology dept. telling me to go to A & E to be given a unit of blood. If this had been given to me upon arrival I could have left the A & E unit within a couple of hours, instead of taking up a cubicle a valuable bed overnight to the day.'

'Urgent Treatment Centre was a much better experience and quicker than visiting own GP. Well done NHS!'

'The overall service was ok, I was treated well with regards dignity and respect but there seemed to be lack of any real concern with getting to the bottom of what was causing my trouble. It was a knee injury and I was in severe pain. Ultimately, I was prescribed codeine and told to visit my GP should the issue persist after a few days. I did this and after a prolonged period I used private healthcare to diagnose the problem. In short I felt the urgency showed at RUH was to get me out of the door rather than diagnose the problem. Is this what healthcare should be about?'

'I was impressed that the nurse who saw me trusted that I understood my condition and what was needed to calm it down. She had authority to prescribe the correct medication and we did not have to involve a doctor. The treatment was appropriate and professional I normally go into A&Ebecause of the wait - but I was seen and dealt with very quickly.'

5. Next steps


A medical student undertook a focussed piece of work asking patients in more detail about how best to communicate with them about their medications as this was an area where the Trust scores were lower. Following discussions with staff and patients a 'key questions' card was developed (see below). A total of 50 patients were given the card and their feedback was collated.

KEY QUESTIONS


Royal United Hospitals Bath
NHS Foundation Trust
Emergency Department

You might find the answers to these questions useful. Please ask before you leave if you are unsure. There is space on the back of this card for you to write down any other questions you may have.

For all patients:

 • **When can I start doing my normal activities again?**

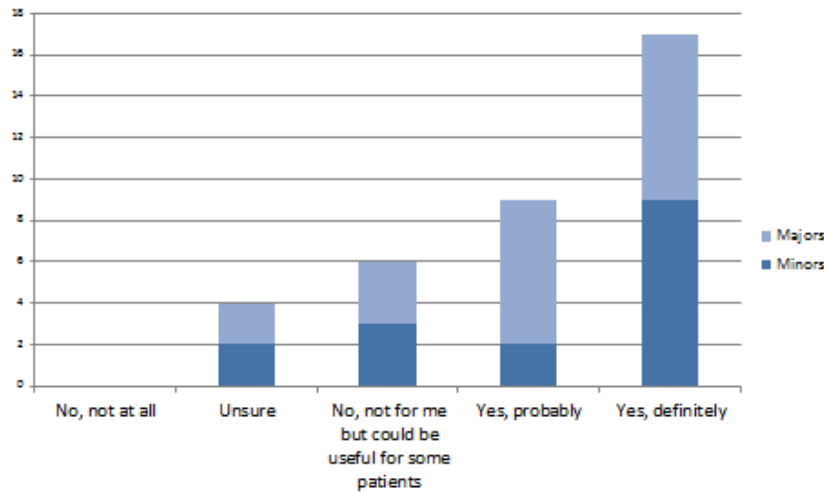
For patients who are prescribed any new medication:

 • **What is the reason for this medication?**

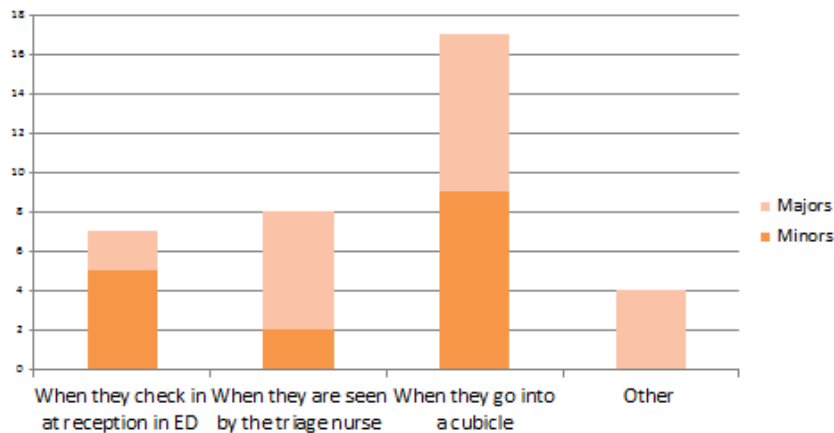
 • **What are the common side effects of this medication?**



Would this card be useful for you as a patient?



When would be the best time to give this card to patients?



The pilot is now complete and Dr Price, acting Consultant who oversees the permanent middle grade doctors will progress this project which will allow for longer term continuity.

There will also be a focus on improving communication with patients waiting to be seen in the Urgent Treatment Centre and a review of the waiting area.

Results for Royal United Hospitals Bath NHS Foundation Trust: Executive Summary

Respondents and response rate

- 313 Royal United Hospitals Bath NHS Foundation Trust patients responded to the survey
- The response rate for Royal United Hospitals Bath NHS Foundation Trust was 34.93%

Banding

Your trust's results were better than most trusts for **7** questions.

Your trust's results were worse than most trusts for **0** questions.

Your trust's results were about the same as other trusts for **29** questions.

Comparisons with last year's survey

Your trust's results were significantly higher ↑ this year for **1** questions.

29. Did a member of staff explain the results of the tests in a way you could understand?

Your trust's results were significantly lower ↓ this year for **0** questions.

There were no statistically significant differences between last year's and this year's results for **28** questions.

Tables of Results

Table 1: Arrival at Accident and Emergency

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
5. Once you arrived at A&E, how long did you wait with the ambulance crew before your care was handed over to the A&E staff?	141	9.0		9.3	
6. Were you given enough privacy when discussing your condition with the receptionist?	239	8.5	Better	8.2	

Table 2: Waiting Times

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
8. How long did you wait before you first spoke to a nurse or doctor ?	288	7.1	Better	7.5	
9. Sometimes, people will first talk to a doctor or nurse and be examined later. From the time you arrived, how long did you wait before being examined by a doctor or nurse?	285	7.4	Better	7.2	
10. Were you informed how long you would have to wait to be examined?	191	4.0			
11. While you were waiting, were you able to get help from a member of staff?	115	8.8	Better		
12. Overall, how long did your visit to A&E last?	289	6.9		7.3	

Table 3: Doctors and Nurses

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
13. Did you have enough time to discuss your condition with the doctor or nurse?	302	8.7		8.7	
14. While you were in A&E, did a doctor or nurse explain your condition and treatment in a way you could understand?	288	8.7	Better	8.3	
15. Did the doctors and nurses listen to what you had to say?	299	8.9		9.0	
16. If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?	184	7.5		7.6	
17. Did you have confidence and trust in the doctors and nurses examining and treating you?	304	9.0		9.0	
18. Did doctors or nurses talk to each other about you as if you weren't there?	300	9.0		9.2	
20. If a family member, friend or carer wanted to talk to a doctor, did they have enough opportunity to do so?	176	8.0			

Table 4: Care and Treatment

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
21. While you were in A&E, how much information about your condition or treatment was given to you?	296	9.0		8.9	
22. Were you given enough privacy when being examined or treated?	303	9.3		9.2	
23. If you needed attention, were you able to get a member of medical or nursing staff to help you?	202	8.3		8.1	
24. Sometimes, a member of staff will say one thing and another will say something quite different. Did this happen to you?	301	9.2		9.2	
25. Were you involved as much as you wanted to be in decisions about your care and treatment?	277	8.5		8.2	
32. Do you think the hospital staff did everything they could to help control your pain?	154	8.3	Better		

Table 5: Tests

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
27. Did a member of staff explain why you needed these test(s) in a way you could understand?	220	8.5		8.6	
28. Before you left A&E, did you get the results of your tests?	193	8.0		8.4	
29. Did a member of staff explain the results of the tests in a way you could understand?	151	9.3	Better	8.8	↑
30. If you did not get the results of the tests when you were in A&E, did a member of staff explain how you would receive them?	38	6.9			

Table 6: Environment and Facilities

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
33. In your opinion, how clean was the A&E department?	287	8.5		8.7	
34. While you were in A&E, did you feel threatened by other patients or visitors?	307	9.7		9.7	
35. Were you able to get suitable food or drinks when you were in A&E?	188	7.1		6.9	

Table 7: Leaving A&E

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
38. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?	43	8.9		9.0	
39. Did a member of staff tell you about medication side effects to watch for?	31	4.9		5.7	
40. Did a member of staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?	98	5.7		5.6	
41. Did hospital staff take your family or home situation into account when you were leaving A&E?	82	5.7		6.0	
42. Did a member of staff tell you about what symptoms to watch for regarding your illness or treatment after you went home?	121	6.8			
43. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left A&E?	155	7.9		7.9	
44. Did staff give you enough information to help you care for your condition at home?	127	7.7			

Table 8: Respect and Dignity

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
45. Overall, did you feel you were treated with respect and dignity while you were in A&E?	303	9.4		9.1	

Table 9: Experience Overall

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
46. Overall, I had a very good experience	281	8.5		8.4	

Table 10: Section Scores

Section	2018 Score	Band
Section 1. Arrival	8.8	Better
Section 2. Waiting Times	6.8	Better
Section 3. Doctors and Nurses	8.6	
Section 4. Care and Treatment	8.8	Better
Section 5. Tests	8.2	
Section 6. Environment and Facilities	8.4	
Section 7. Leaving	6.8	
Section 8. Respect and Dignity	9.4	
Section 9. Experience Overall	8.5	

Results for Royal United Hospitals Bath NHS Foundation Trust: Executive Summary

Respondents and response rate

- 114 Royal United Hospitals Bath NHS Foundation Trust patients responded to the survey
- The response rate for Royal United Hospitals Bath NHS Foundation Trust was 28.36%

Banding

Your trust's results were better than most trusts for **0** questions.

Your trust's results were worse than most trusts for **0** questions.

Your trust's results were about the same as other trusts for **28** questions.

Tables of Results

Table 1: Arrival at the Urgent Care Centre

Question	Respondents	2018 Score	2018 Band
T4. Were you given enough privacy when discussing your condition with the receptionist?	108	8.5	

Table 2: Waiting Times

Question	Respondents	2018 Score	2018 Band
T7. How long did you wait before you first spoke to a health professional?	83	7.2	
T8. Sometimes, people will first talk to a health professional and be examined later. From the time you arrived, how long did you wait before being examined?	80	5.6	
T9. Were you informed how long you would have to wait to be examined?	75	4.8	
T11. Overall, how long did your visit to the urgent care centre last?	111	6.4	

Table 3: Healthcare professionals

Question	Respondents	2018 Score	2018 Band
T12. Did you have enough time to discuss your condition with the health professional?	114	9.5	
T13. While you were in the urgent care centre, did a health professional explain your condition and treatment in a way you could understand?	107	8.8	
T14. Did the health professional listen to what you had to say?	113	9.3	
T15. If you had any anxieties or fears about your condition or treatment, did a health professional discuss them with you?	82	8.0	
T16. Did you have confidence and trust in the health professional examining and treating you?	114	9.0	
T17. Did health professionals talk to each other about you as if you weren't there?	77	8.8	
T19. If a family member, friend or carer wanted to talk to a health professional, did they have enough opportunity to do so?	61	8.7	

Table 4: Care and Treatment

Question	Respondents	2018 Score	2018 Band
T20. While you were at the urgent care centre, how much information about your condition or treatment was given to you?	112	9.3	
T21. Were you given enough privacy when being examined or treated?	112	9.7	
T22. Sometimes, a member of staff will say one thing and another will say something quite different. Did this happen to you?	112	9.4	
T23. Were you involved as much as you wanted to be in decisions about your care and treatment?	111	8.9	
T29. Do you think the staff did everything they could to help control your pain?	62	7.2	

Table 5: Tests

Question	Respondents	2018 Score	2018 Band
T25. Did a member of staff explain why you needed these test(s) in a way you could understand?	38	9.0	
T26. Before you left the urgent care centre, did you get the results of your tests?	33	8.3	
T27. Did a member of staff explain the results of the tests in a way you could understand?			

Table 6: Environment and Facilities

Question	Respondents	2018 Score	2018 Band
T30. In your opinion, how clean was the urgent care centre?	111	9.2	
T31. While you were in the urgent care centre, did you feel threatened by other patients or visitors?	113	9.7	
T32. Were you able to get suitable food or drinks when you were at the urgent care centre?	44	6.6	

Table 7: Leaving the urgent care centre

Question	Respondents	2018 Score	2018 Band
T37. Did a member of staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?	39	8.1	
T39. Did a member of staff tell you about what symptoms to watch for regarding your illness or treatment after you went home?	62	7.2	
T40. Did a member of staff tell you who to contact if you were worried about your condition or treatment after you left the urgent care centre?	83	8.7	
T41. Did staff give you enough information to help you care for your condition at home?	70	8.1	

Table 8: Respect and Dignity

Question	Respondents	2018 Score	2018 Band
T42. Overall, did you feel you were treated with respect and dignity while you were in the urgent care centre?	113	9.6	

Table 9: Experience Overall

Question	Respondents	2018 Score	2018 Band
T43. Overall, I had a very good experience	103	8.8	

Table 10: Section Scores

Section	2018 Score	Band
Section 1. Arrival at the Urgent Care Centre	8.5	
Section 2. Waiting Times	6.0	
Section 3. Healthcare Professionals	8.8	
Section 4. Care and Treatment	8.9	
Section 5. Tests		
Section 6. Environment and Facilities	8.5	
Section 7. Leaving the Urgent Care Centre	8.0	
Section 8. Respect and Dignity	9.6	
Section 9. Experience Overall	8.8	