

<b>TRUST BOARD IN PUBLIC</b>	<b>Date:</b> 25 <sup>th</sup> April 2013	
	<b>Agenda Item:</b> 2.3	
<b>REPORT TITLE:</b>	National Inpatient Survey Results 2012	
<b>EXECUTIVE SPONSOR:</b>	Des Holden – Medical Director	
<b>REPORT AUTHOR:</b>	Jonathan Parr – Clinical Governance Compliance Manager	
<b>REPORT DISCUSSED PREVIOUSLY:</b> (name of sub-committee/group & date)	Management Board for Quality & Risk 23rd January 2013	
<b>Purpose of the Report and Action Required:</b>		(√)
The Board is asked to note the report.	<b>Approval</b>	
	<b>Discussion</b>	√
	<b>Information</b>	
<b>Summary of Key Issues</b>		
<p>This report presents the results of the 2012 National Inpatient Survey.</p> <p>The 2012 results show significant improvements since 2011.</p>		
<b>Relationship to Trust Corporate Objectives &amp; Assurance Framework:</b>		
Objective 1: Deliver Safe, High Quality Coordinated Care		
Objective 2. Ensure Patients are cared for and cared about		
Objective 4. Become a Sustainable, Effective Organisation		
<b>Corporate Impact Assessment:</b>		
<b>Legal and regulatory implications</b>	The results of the survey are used by the CQC in reviewing the Trusts compliance with the Essential Standards of Quality & Safety.	
<b>Financial implications</b>	Discussed in the context of commissioners & patients right to receive high quality care	
<b>Patient Experience/Engagement</b>	Patient experience and engagement is one of the Trusts strategic objectives.	
<b>Risk &amp; Performance Management</b>	Assurance given on the patient experience	
<b>NHS Constitution/Equality &amp; Diversity/Communication</b>	Improvements give assurance that the Trust is meeting the requirements of the NHS Constitution and Equality legislation.	
<b>Attachments:</b>		
Survey of adult inpatients 2012: Surrey and Sussex Healthcare NHS Trust – Care Quality Commission		

## TRUST BOARD REPORT – APRIL 2013 NATIONAL INPATIENT SURVEY RESULTS 2012

### 1. Introduction

The NHS national survey programme is part of the government's commitment to ensure that patient feedback is obtained so that it can be used to inform the continued development and improvement of healthcare services.

Each trust is legally obliged to carry out a survey of patient views on their recent healthcare experiences. This includes inpatients, outpatients, specialist services such as cancer and maternity services. These national surveys are used to compare performance between trusts and to monitor improvements to services over time.

As well as providing information for each trust, the surveys are also used by the Care Quality Commission to measure and monitor performance between trusts locally and nationally.

The National Inpatient Survey is the only survey which is carried out annually for every acute Trust in England.

Each Trust is asked to sample 850 from either June, July or August 2012, selecting inpatients who meet the following criteria

- 16 years old and over
- At least one overnight stay
- Excludes maternity

The Trust continues to sample patients seen in August for accurate comparison and the actual fieldwork took place between October 2012 – January 2013.

### 2. Results

Nationally the tenth survey of adult inpatients involved 156 acute and specialist NHS trusts, with received responses from just over 64,500 patients, which is a response rate of 51%. SaSH achieved a response rate of 52% (422 returned surveys). Benchmarked results were published by the CQC website for every Trust on Tuesday 16<sup>th</sup> April 2013.

The new set of groupings developed for the 2011 survey have continued into this year, so we can now accurately look at the trend over the last year, which was unavailable for 2011 due to a change in methodology. Scores are presented in the following categories and the number of scores the Trust received in each category are outlined in Table 1.

**Table 1**

Rating	No. of responses in this category for 2011	No. of responses in this category for 2012
<b>Green</b> – ‘better’ compared with most other trusts in the survey	0	1
<b>Amber</b> – ‘about the same’ as most other trusts in the survey	44	68
<b>Red</b> – ‘worse’ compared with most other trusts in the survey	30	1
Total	74	70

The 2012 survey shows quite categorically a dramatic improvement in our scores across the board since the 2011 results, the most notable being the shift from thirty falling in to the ‘worse’ category to just one, and the Trust also scoring one in the ‘best’ category.

Accepting that there is still much room for further improvement, as these result still put us overall in the ‘about the same’ category, this is positive news overall for patients, staff alike

The only ‘worse’ rated area was:

*Were the letters written in a way that you could understand?*

Whilst the one question where the Trust scored ‘best’ was:

*Were you given enough privacy when being examined or treated?*

Additionally, the CQC also indicates where the 2012 score is significantly higher or lower than 2011 score, and in the case of our results, significant improvements were noted in twenty-four of the categories, with not significantly lower scores.

These results are also expected to impact positively on our CQC Quality and Risk Profile which uses these results in it’s calculations across many of the outcomes.

Whilst the full set of national data is not available to download at present, a comparison can be quickly made across Trusts in the South-East Coast region on their performance in the 10 sub-categories of the survey (See Table 2). Once again, the Trust compares favourably as one of the 7 Trusts not to have a sub-category score in the ‘worse’ category, bearing in mind last year, this the Trust had 6 in this category.

	Green	Amber	Red
Ashford and St Peter's Hospitals NHS Foundation Trust	0	10	0
Brighton and Sussex University Hospitals NHS Trust	0	9	1
Dartford and Gravesham NHS Trust	0	9	1
East Kent Hospitals University NHS Foundation Trust	0	10	0
East Sussex Healthcare NHS Trust	0	10	0

Frimley Park Hospital NHS Foundation Trust	1	9	0
Maidstone and Tunbridge Wells NHS Trust	0	9	1
Medway NHS Foundation Trust	0	9	1
Royal Surrey County Hospital NHS Foundation Trust	0	10	0
<b>Surrey &amp; Sussex Healthcare NHS Trust</b>	<b>0</b>	<b>10</b>	<b>0</b>
Western Sussex Hospitals NHS Trust	0	10	0

(Individual Trust reports are available in PDF format for every acute trust on the CQC website)

### 3. The Next Steps

Work will now be undertaken with each Division to consider how best to make further improvements in relation to the results of the full survey going forward, focusing on areas where the score is near the bottom of the 'Amber' category range or where our score fell or was in the 'Red'. In addition with the implementation of the Your Care Matters, we can actively monitor our progress against the key indicators which are used from the National Inpatient Survey in the Performance Framework so that any actions can be monitored to ensure our scores continue to improve. This will be monitored by the Patient Experience Group, reporting to the Management Board for Quality & Risk.

### 4. Recommendation

The Board is asked to receive the 2012 National Inpatient Survey and review this report to decide if any further action/information is required.

Des Holden – Medical Director  
National Inpatient Survey Results 2012  
April 2013