

National Children's Inpatient and Day Case Survey 2014

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Background

- To improve the quality of services that the NHS delivers
- Asking people who have recently used local health services to tell us about their experiences.
- This survey focused on young patients who were admitted to hospital as inpatients or for treatment as day case patients.
- 137 acute and specialist NHS trusts across England participated.
- Received feedback about the care of nearly 19,000 young patients - response rate of 27%.
- **SASH response rate 23%**

Methodology

- Total 300 children who were Inpatients/Daycases during July, August and September 2014
- Selected using the inclusion and exclusion criteria
 - aged between 0-15 years
 - not staying in hospital at the time patients were sampled
 - not 'well babies' i.e. newborn babies where the mother is the primary patient
- Split between the following categories
 - All Parents and Carers (0-15yrs)
 - Children and Young people (8-15yrs)
 - Parents and Carers (0-7yrs)
- Areas where responses <30 there are no scores available (11 questions)

National Areas of good Care

	National Score	SASH Score
8-15 year olds said that when they had an operation or procedure staff told them what to expect	91%	75%
8-15 year olds said that they felt safe on the ward all the time	89%	94%
8-15 year olds said that hospital staff talked to them about how they were going to care for them in a way that they could understand	82%	83%
8-15 year olds said that when they experienced pain, staff did everything they could to help control it	80%	86%
Most children said they had good overall experiences of care, with children scoring their overall experience as seven or above out of 10	87%	90%
Parents or carers agreed that their child's experience had been this positive	88%	94%

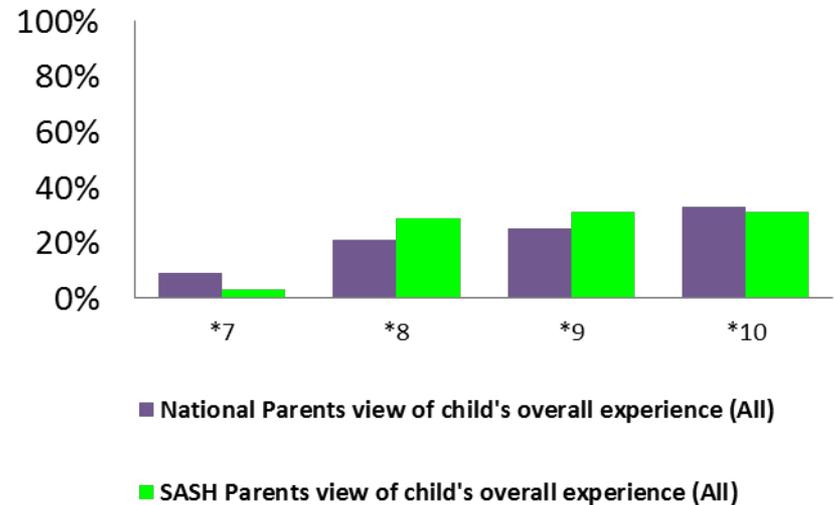
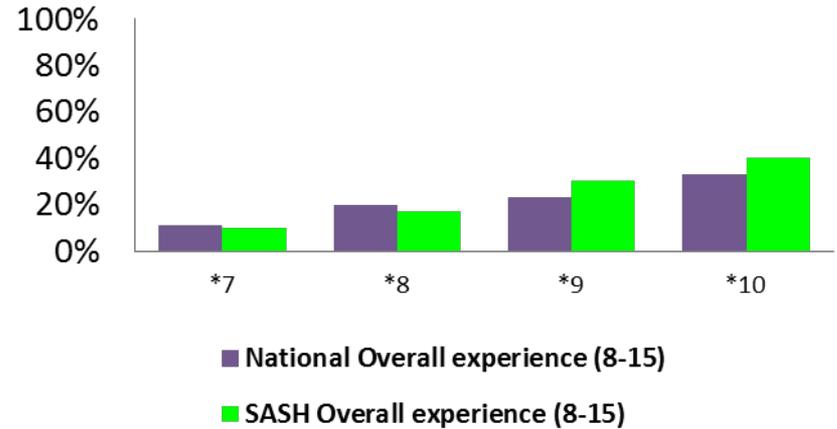
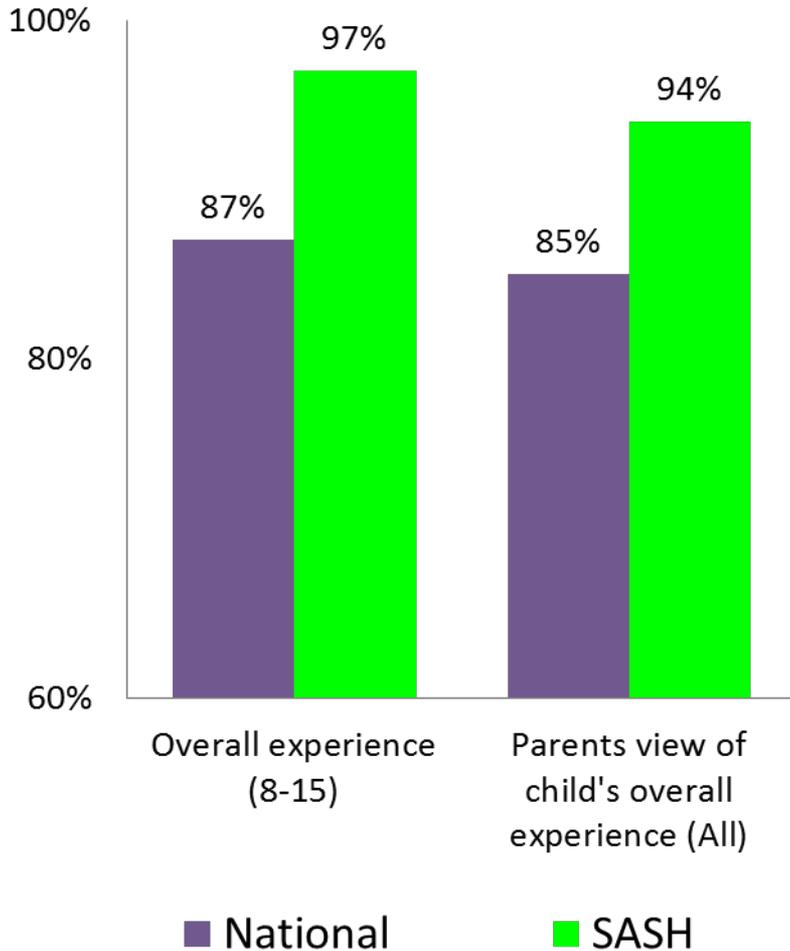
National Areas of poor Care

	National Score	SASH Score	Variance
Parents and carers felt staff were not always aware of their child's medical history before treating them	41%	43% (7.7)	-2%
Parents and carers said they were definitely not encouraged to be involved in decisions about their child's care and treatment	35%	34% (8.4)	1%
Parents and carers said staff were not always available when their child needed attention	32%	31% (8.6)	1%
One in eight children (8-15) were not told who to talk to or what to do if they were worried about anything when they got home.	24%	18%	6%
One in five parents or carers were not given any written information to take home about their child's condition or treatment, but they would have liked some	20%	4% (9.7)	16%

SASH Highlights

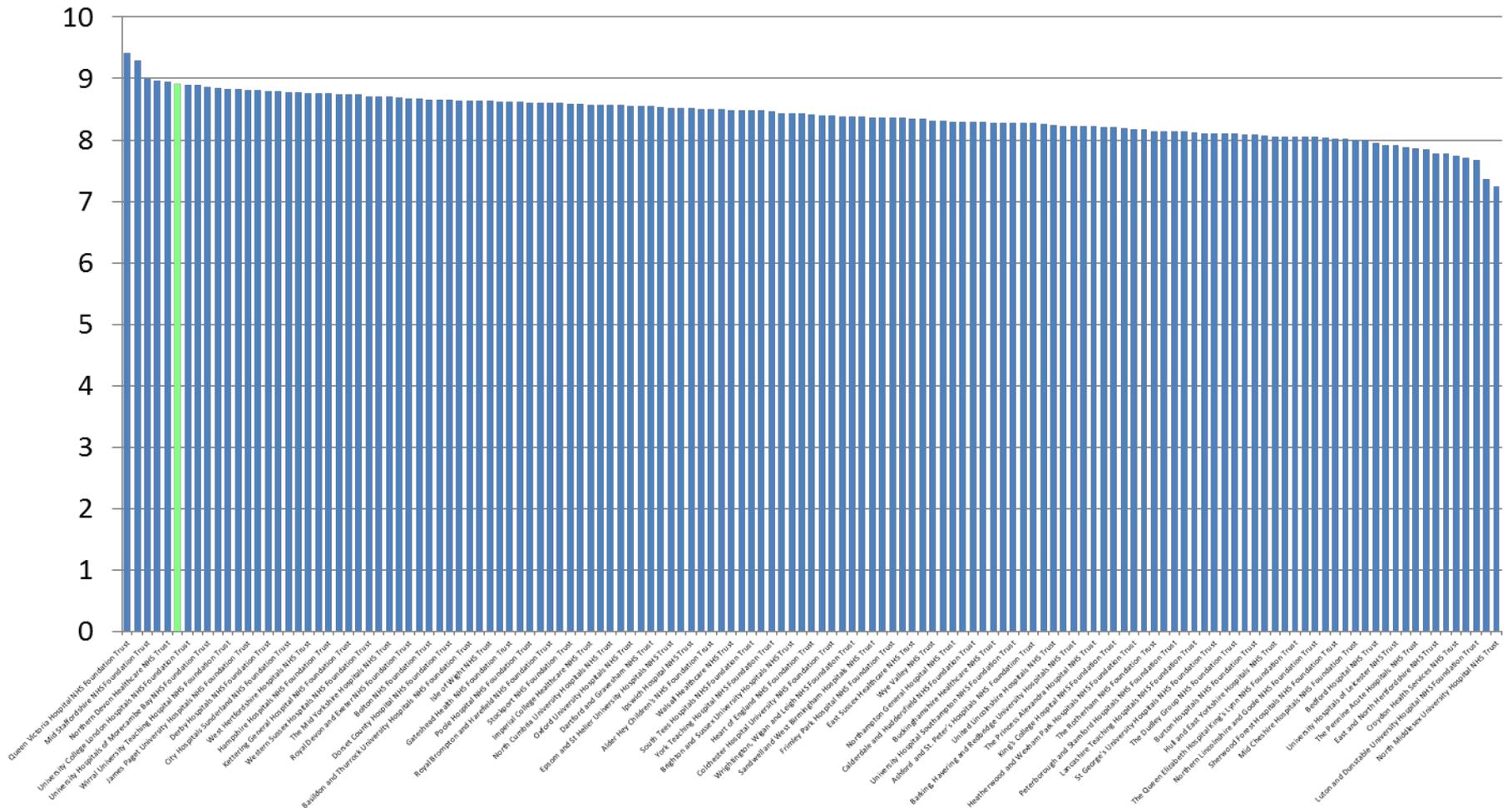
- Local headline data
 - 4 areas where we were rated better than most other trusts
 - Parents and carers of 0 to 7 year olds said:
 - Their child was well looked after by hospital staff
 - Staff treated them with respect and dignity
 - All parents and carers said:
 - Staff asked if they had any questions about their child's care
 - They were given written information about the child's condition or treatment to take home

Overall Experience



National View of Parents view of child's overall experience (All)

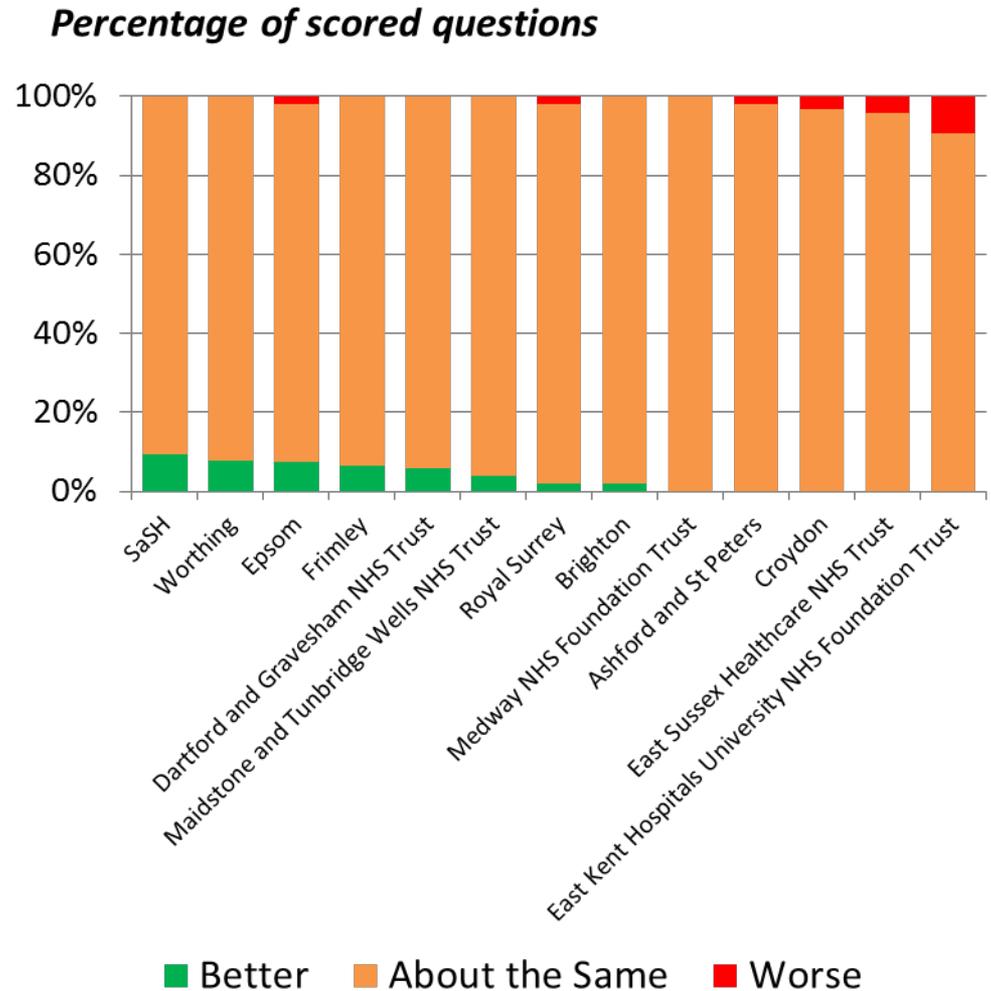
Overall experience - mean score



KSS and Neighbouring Trusts

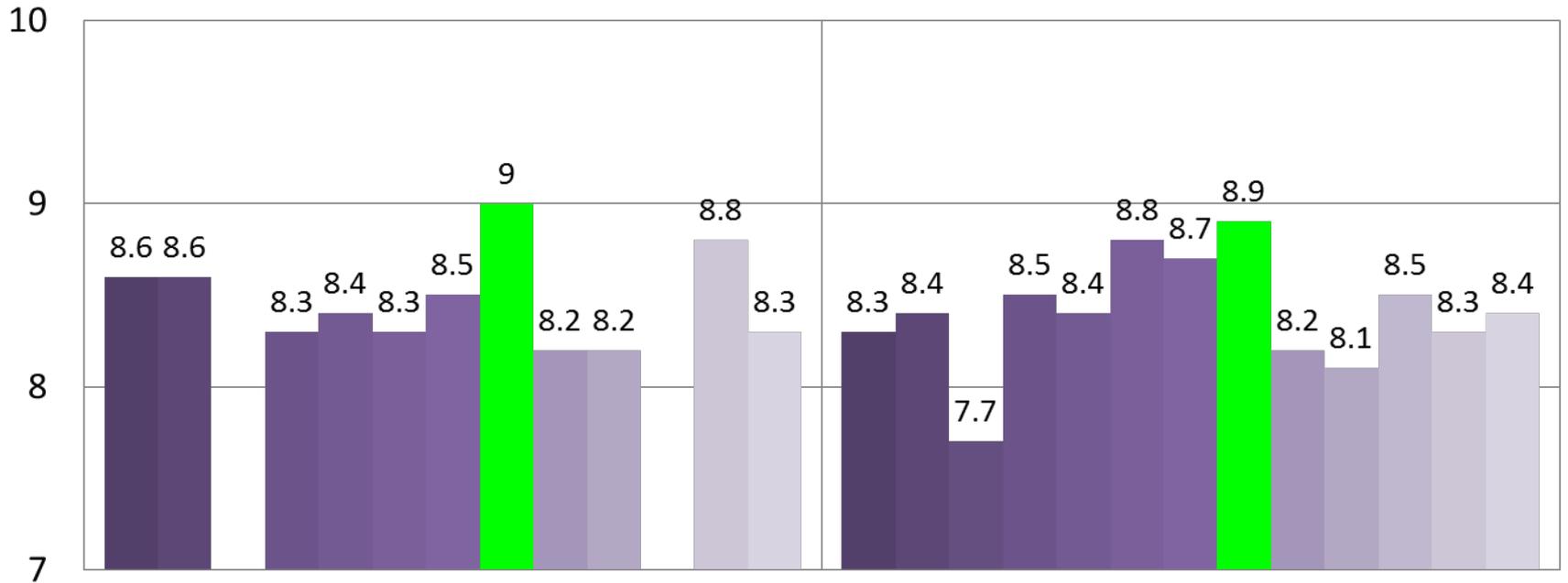
When comparing outcome data against 14 KSS and neighbouring trusts

- 48% of SASH's scored questions were ranked top or equal top
- Majority of the highest scored questions related to hospital staff
- We achieved the highest score for overall experience



Overall Experience

KSS and Neighbouring Trusts



Overall experience (8-15)

Parents view of child's overall experience (All)

- Ashford and St Peters
- Croydon
- Frimley
- Worthing
- East Kent Hospitals University NHS Foundation Trust
- Dartford and Gravesham NHS Trust
- Maidstone and Tunbridge Wells NHS Trust

- Brighton
- Epsom
- Royal Surrey
- SaSH
- Medway NHS Foundation Trust
- East Sussex Healthcare NHS Trust

Conclusions

- What we have achieved
 - Overall experience was overwhelmingly positive when compared to the national data
 - Overall experience show us to be best performing Trust within our region and other neighbouring Trusts
- Barriers - Report difficult to analyse
 - Not all questions had reportable responses
 - Split between peer groups
 - Only 23% response rate
 - No free text comments available
 - Can only identify trends
- Areas identified where improvements could be made
 - Improve Communication
 - More Engagement with families
 - Be Aware of the need for privacy especially in 8-15 year olds

CQC Key Inspection Questions

		SASH	QVH	High
Safe				
1. Keeping people safe	'Did the ward where your child stayed have appropriate equipment or adaptations for your child?'	9.2	9.9	9.9
	'How clean do you think the hospital room or ward was that your child was in?'	8.8	9.9	9.9
Effective				
1. Assessing patient's needs	'Did a member of staff agree a plan for your child's care with you?'	9.3	10	10
	'Did you think the hospital staff did everything they could to help ease your child's pain?'	-	-	9.8
2. Staff knowledge and experience	'Did you feel that staff looking after your child knew how to care for their individual or special needs?'	8.9	9.9	9.9
3. Working well together	'Did the members of staff caring for your child work well together?'	9.2	9.8	9.8
4. Staff being informed	'Were the different members of staff caring for and treating your child aware of their medical history?'	7.7	9.2	9.2

CQC Key Inspection Questions

		SASH	QVH	High
Caring				
1. Dignity, respect and compassion	'Were members of staff available when your child needed attention'	8.6	9.7	9.7
2. Involvement	'Did hospital staff keep you informed about what was happening whilst your child was in hospital?'	8.4	9.4	9.4
	'Did you have confidence and trust in the members of staff treating your child?'	9.2	9.9	9.9
Responsive				
Meeting people's needs	'Did you have access to hot drinks facilities in the hospital?'	9.6	9.3	9.9
	'How would you rate the facilities for parents or carers staying overnight?'	8.1	-	8.7

Other Areas

Children with a physical and/or learning disability or mental health condition

'All trusts must also do more to ensure that children with physical disabilities, a mental health condition or those with a learning disability are receiving care that meets their specific needs.'

- SASH Response
 - Recognise challenges
 - Working with stakeholders
 - Risk Register

Draft Action Plan

	Action	Responsibility	To be achieved
<ul style="list-style-type: none"> Share the results with all members of staff /committees and prepare action plan 	Present to Governance, Patient Experience, Paediatric team , other appropriate audiences	Joanne Farrell / Sara Cuming	July 2015
<ul style="list-style-type: none"> Parents and carers felt staff were not always aware of their child's medical history before treating them 	Annual Record keeping audit will evidence compliance of clerking of recording medical history within the case notes	Paed Cons/ Sara Cuming	Aug 2015
<ul style="list-style-type: none"> When arriving in hospital, Children were not always being told what would happen in hospital (8-15) (CQC) 	Included in Education and training, induction etc	Joanne Farrell/ Paed Education Cons	Sept 2015
<ul style="list-style-type: none"> Parents and carers said they were not definitely encouraged to be involved in decisions about their child's care and treatment (All) 			
<ul style="list-style-type: none"> Told different things by different people (0-7) 			
<ul style="list-style-type: none"> When Children had an operation or procedure staff did not tell them what to expect (8-15) 	Work with surgical specialties with improving engagement and communication with children and parents and what they should expect during their stay	Joanne Farrell/Surgical Gov/Specialties	Sept 2015
<ul style="list-style-type: none"> Parents & carers were not always provided with information before an operation or procedure (All) 			

Draft Action Plan

	Action	Responsibility	To be achieved
<ul style="list-style-type: none"> Staff did not always help to ease pain (All) 			
<ul style="list-style-type: none"> Children said they were not always given privacy when being examined (8-15) 	Cascade to all members of the paediatric team (inc. Drs) the need to maintain child's privacy at all times <ul style="list-style-type: none"> RHD when results shared Nursing team meetings 	Joanne Farrell	Sept 2015
<ul style="list-style-type: none"> Parent and carers did not always think the hospital room or ward was that their child was in was clean (CQC) 	TBA		
<ul style="list-style-type: none"> Parents and carers reported that members of staff were not always available when their child needed attention (CQC) 	TBA		
<ul style="list-style-type: none"> Parents and carers felt that staff looking after your child did not know how to care for their individual or special needs (CQC) 	Challenges identified Risk Register	Bill Kilvington	Ongoing