

**Item: 8.4**

<b>Report to:</b>	NHS Hull CCG Board Meeting
<b>Date of Meeting:</b>	24 <sup>th</sup> July 2020
<b>Title of Report:</b>	Patient Experience – Annual Report 2019/20
<b>Presented by:</b>	Robert Thompson, Head of Nursing & Quality
<b>Author:</b>	Robert Thompson, Head of Nursing & Quality

**STATUS OF THE REPORT:**

To approve	<input type="checkbox"/>	To endorse	<input type="checkbox"/>
To ratify	<input type="checkbox"/>	To discuss	<input type="checkbox"/>
To consider	<input type="checkbox"/>	For information	<input type="checkbox"/>
To note	<input checked="" type="checkbox"/>		

**PURPOSE OF REPORT:**  
The purpose of this report is to provide a review of Patient Experience information and data in relation to three of our key providers during the period 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020

**RECOMMENDATIONS:**  
The CCG Board is asked to:

- a. Note the content of the report

**REPORT EXEMPT FROM PUBLIC DISCLOSURE**      No       Yes

**CCG STRATEGIC OBJECTIVE**

4. Ensure that patient and public views contribute to the integrated commissioning process through a rolling programme of engagement.
9. Promote health and wellbeing resilience to help tackle inequalities, using the

assets (people and places) available from communities themselves.

*Short summary as to how the report links to the CCG's strategic objectives*

This report summarises patient and public views from a number of sources including to monitor quality, inform decision making, and support the reduction of health inequalities through communities.

**IMPLICATIONS:** *(summary of key implications, including risks, associated with the paper),*

Finance	None
HR	None
Quality	Deteriorating patient experience scores in latest CQC Patient Surveys to be noted in Quality Meetings
Safety	None

**ENGAGEMENT:** *(Explain what engagement has taken place e.g. Partners, patients and the public prior to presenting the paper and the outcome of this)*

On-going discussions with providers regarding the types of patient experience information that the CCG requires.

**LEGAL ISSUES:** *(Summarise key legal issues / legislation relevant to the report)*

None

**EQUALITY AND DIVERSITY ISSUES:** (summary of impact, if any, of CCG's duty to promote equality and diversity based on Equality Impact Analysis (EIA). **All** reports relating to new services, changes to existing services or CCG strategies / policies **must** have a valid EIA and will not be received by the Committee if this is not appended to the report)

	<b>Tick relevant box</b>
An Equality Impact Analysis/Assessment is not required for this report.	X
An Equality Impact Analysis/Assessment has been completed and approved by the lead Director for Equality and Diversity. As a result of performing the analysis/assessment there are no actions arising from the analysis/assessment.	
An Equality Impact Analysis/Assessment has been completed and there are actions arising from the analysis/assessment and these are included in section xx in the enclosed report.	

**THE NHS CONSTITUTION:** (How the report supports the NHS Constitution)

- 1) Quality of care and environment
- 2) Involvement in your healthcare and in the NHS

## **PATIENT EXPERIENCE – ANNUAL REPORT 2019/20**

### **1. INTRODUCTION**

The purpose of this report is to provide a review of Patient Experience information and data and assurance in relation to three of our key providers during the period 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020.

From 5<sup>th</sup> August 2019, the Patient Relations/PALS service along with Patient Experience functions transferred to the Quality and Clinical Governance Directorate of NHS Hull CCG. This change has enabled greater integration with the Quality and Safety teams.

### **2. BACKGROUND**

The aim of the patient experience report is to provide summary information and highlights, links are embedded to provide the more detailed information and reports in some sections. The patient experience information is aligned to four groups.

- **Assurance**  
The Board, needs to be assured of the patient experience performance of the providers of commissioned services. This section focuses on how the provider is currently performing in relation to patient experience.
- **Aspiration**  
This is fed by service specific intelligence relating to patient experience and is essential in identifying and supporting service improvement and provision. By using national survey results we can benchmark and measure how local providers perform, compare with services across England. Therefore ensuring services commissioned are both valued locally and perform well nationally.
- **Awareness**  
The report focuses on organisations and how they are responding to patients, carers and the public, listening to their concerns and priorities. The reports will identify themes, trends and highlight any emerging issues from other forms of intelligence including from the Care Quality Commission (CQC) website Patient Opinion, the NHS website as well as richer information from the Friends and Family test, complaints and PALs activity.
- **Affect**  
This section tracks how patient experience results have affected commissioning decisions and the delivery of services.

### 3. ASSURANCE

#### 3.1 Friends and Family Test (FFT)

Since April 2013 providers have been required to report Friends and Family responses in A&E, Inpatients and Maternity services. General Practice adopted FFT from December 2014, and Mental Health Services and Community Service from October 2014. Friends and Family Test Guidance [\(can be found here\)](#)

Friends and Family test data is included within Quality Meeting data submission and therefore in the monthly Quality and Performance reports for all providers. The reports tend to focus on numbers of responses returned and the percentages in the different categories. Where some narrative has been included it has allowed issues to be addressed for example lack of signage and refreshments in Unplanned Care Centres.

However local response rates are variable and particular issues with volume and consistency of responses have been highlighted within Maternity services and A&E. The CCG has been working with Hull University Teaching Hospitals (HUTH) to develop action plans to improve uptake of FFT within these services. In HUTH this has included the use of smartphones and SMS to make it easier for patients to leave Friends and Family feedback.

During 2019/20 both Humber and CHCP had made changes with regards to how they use Friends and Family Test data. Both organisations now have live reporting dashboards with regards to Friends and Family Test allowing their frontline staff to log on and see on a live basis how the organisation is doing giving them the chance to respond in real time to some of the feedback given.

The new FFT guidance came into effect from 1<sup>st</sup> April 2020 and the new FFT guidance is available.

#### 3.2 Improved Assurance

The new FFT guidance was be circulated to all of the CCG's main providers. The plan was for all future Quality Reports from March 2020 will be checked to ensure that providers are compliant with the new approach to the FFT. However submission of Friends and Family Test data by providers was suspended in March 2020 as part of the COVID19 response.

### 4. ASPIRATION

#### 4.1 Maternity Services Survey 2019 [Published January 2020]

This survey looked at the experiences of women over 16, who gave birth in February 2019. Responses were received from 164 people at HUTH

Hull University Teaching Hospitals NHS Trust (HUTH) scored "about the same" as other Trusts in all but one section in the anonymised data comparison.

Improving Indicators	↑	9
Deteriorating Indicators	↓	8
Indicators Same	→	2

Compared to 2018 HUTH data suggested a drop in patient satisfaction with regards to :

- Labour and birth
- Behaviour of staff during labour and birth

Whereas patient satisfaction care after the birth showed a marked improvement on 2018.

A summary of the data and comparisons with previous years can be found in Appendix one.

[The full report can be found here](#)

#### 4.2 Adult Inpatient Survey 2018 [Published June 2019]

This survey looked at the experiences of 76,668 (45% response rate) people over 16, who were discharged from hospital during July 2018. Exclusions included; Patients whose treatment related to maternity or, patients admitted for planned termination of pregnancy, day-case patients, and private patients (non-NHS).

Responses were received from 535 people at Hull University Teaching Hospitals NHS Trust (HUTH) – an increase on the 146 respondents in 2017. HUTH scored “about the same” as other Trusts on all sections. In 2017 HUTH scored “worse” than other trusts on nursing levels and for feeling that there were enough nurses on duty to care for them. Also in 2017 HUTH scored “better” than other trusts on privacy; being given enough privacy when being examined or treated in A&E

Improving Indicators	↑	18
Deteriorating Indicators	↓	41
Indicators Same	→	13

The report suggested a drop in patient satisfaction across a significant number of summary indicators in the survey from 2017 to 2018, specifically :

- A&E
- Waiting lists and admissions
- Waiting to get a bed
- The hospital and ward
- Doctors
- Operations and procedures
- Leaving hospital
- Overall experience

With only the following areas staying the same :

- Nurses
- Care and treatment

A summary of the data and comparisons with previous years can be found in Appendix two

[The full report can be found here](#)

#### 4.3 Community Mental Health Services 2019 [Published November 2019]

This survey looked at the experiences of 12,551 people aged 18 and over, who received care or treatment for a mental health condition. Responses were received from 268 people at Humber NHS Foundation Trust.

In 2019 and 2018 Humber NHS Foundation Trust scored “about the same” as other Trusts for all indicators in the anonymised comparison.

Improving Indicators	↑	10
Deteriorating Indicators	↓	21
Indicators Same	→	4

The report suggested a drop in patient satisfaction across a significant number of summary indicators in the survey from 2018 to 2019, specifically

- Organising care
- Planning care
- Reviewing care
- Crisis care
- Medicines
- NHS Therapies
- Overall views of care and services

Improvements were only shown in the following areas :

- Health and social care workers
- Support and wellbeing

A summary of the data and comparisons with previous years can be found in Appendix three

[The full report can be found here](#)

#### **4.4 Children and Young People Survey 2019 [Published November 2019]**

This survey looked at the experiences of 33,179 children and young people who were admitted to hospital in November and December 2018.

Responses were received from 358 patients at Hull University Teaching Hospitals NHS Trust. HUTH scored better than other Trusts in a total of 15 indicators in the anonymous comparison.

Previous years comparisons are not available due to it being the first year the survey was run.

Areas where HUTH did better than other Trusts included :

- Suitability of the ward
- Food
- Understanding what staff say
- Able to ask questions
- Questions being answered
- Support when worried
- Talking to a doctor or nurse alone
- Pain management
- Information before an operation or procedure
- Information after an operation or procedure
- What to do in case of further concerns
- Information about next steps
- Advice on self care
- Friendliness
- Being well looked after

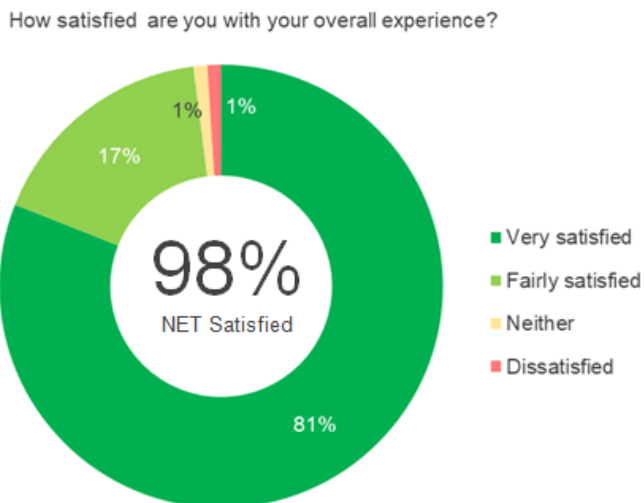
A summary of the data can be found in Appendix four

#### 4.5 City Health Care Partnership (CHCP) Patient Survey 2018/19

From April 2018 to April 2019, 2,361 patients were surveyed across all appropriate services with quotas being drawn from levels of usage. All interviews were undertaken by trained and experienced SMSR (Market Research Company) staff. CHCP report that the methodological approach for the consultation remained consistent with the three years previous, with all surveys being undertaken via interviewer-led completion.

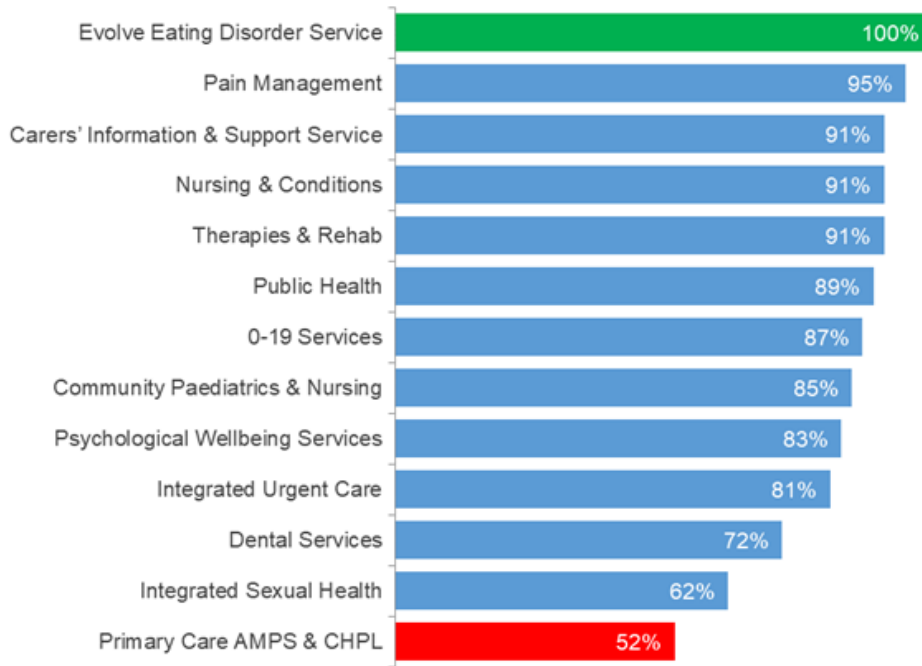
The needs of each service and their users were taken into consideration when deciding if the interviews would be undertaken in-situ or over the telephone. For some services, mixed methodology was used to maximise response rates for hard to reach patients. A small number of surveys were self-completed due to the sensitive nature of the service.

Key findings from the survey are summarised below

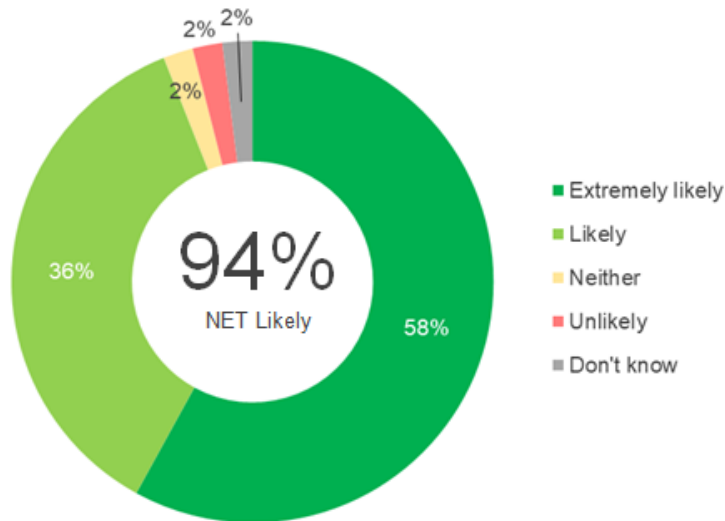




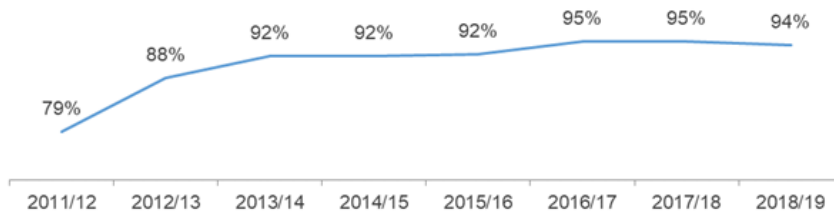
How satisfied are you with your overall experience? **VERY SATISFIED**



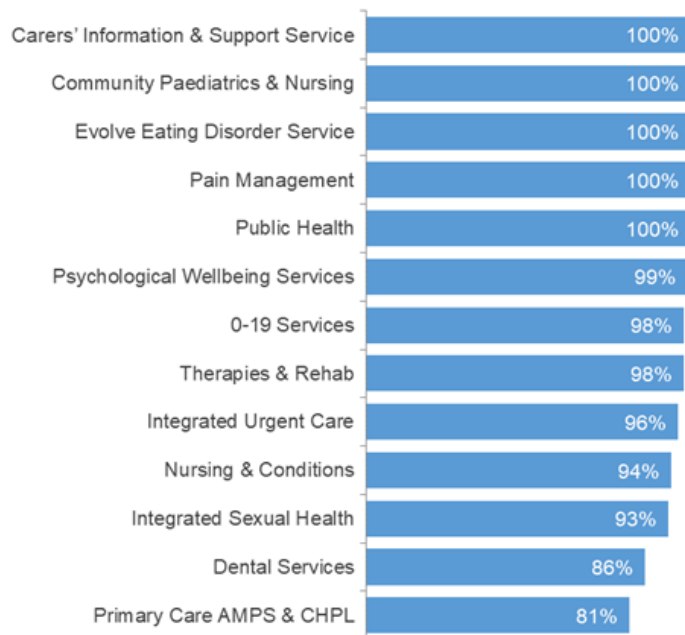
How likely are you to recommend our clinic/service to friends and family if they needed similar care or treatment?



How likely are you to recommend our clinic/service to friends and family if they needed similar care or treatment? **NET Likely**



How likely are you to recommend our clinic/service to friends and family if they needed similar care or treatment? **NET LIKELY**



From comments made the following was identified as what CHCP did particularly well

- Helpful / resolved my issue / got medication
- Nice manner / friendly staff
- Provided information / answered questions
- Caring / supportive
- Generally satisfied / everything was good

Areas where CHCP could do better included

- Improve appointment system and availability
- Waiting times
- Better access (e.g. parking)
- Better waiting room facilities / food

#### **4.6 Healthwatch National Health & Social Care Reports Up to December 2019**

Up to and including the latest report "What People Are Telling Us" Healthwatch nationally collected views and experiences of health and social care from their network.

Their reports give a national summary of what the public are saying about primary care, secondary care and social care. Highlights are :

##### **GPs, Pharmacist and other Primary Care Support**

- People want more comfort and privacy in waiting rooms
- Getting an appointment is difficult especially if you have communication problems
- Poor staff attitude is affecting peoples experience
- People with poor IT skills feel excluded from digital developments

- GP's are reluctant to make referrals and chase up referrals, as a result people are waiting a long time to see a Specialist
- Poor communication regarding practice mergers and closures has led to people are experiencing de-registration from their practices without notice
- NHS Dentist availability is a problem so is getting an appointment
- Lack of transparency about dental charges
- Patients are reporting poor communication between GP and Pharmacies leading to problems in accessing prescriptions
- Patients are reporting medicine shortages at Community Pharmacies
- Securing supportive and helpful advice to deal with continence issues can be problematic and is not integrated with social care

### **Hospitals including Urgent and Emergency Care**

- Expensive care parking fees and lack of information about help for people on low incomes
- People are not getting information about long waits for appointments
- Repeated cancellations and lack of information about cancellations
- People don't know how to get urgent dental care and 111 often has inaccurate information about it
- It can often take 3 to 12 hours to be seen in Emergency Care
- Confidentiality and privacy in A&E is a problem
- There are problems getting interpreters
- Hospitals often don't provide adequate levels of personal and environmental hygiene

### **Social Care**

- Paying for care is a worry and people don't know where to find help about it
- Not all care homes actively seek information on peoples personal choices to build into care plans

### **Mental Health**

- Interim support can really help people while they are waiting a long time for assessments and appointments
- Mental health medications are not always reviewed and monitored regularly
- Handwritten prescriptions often cause problems
- Relatives would like to be more involved in their loved one's care
- Children and adults are waiting a long time for the help they feel they need
- Lack of information about waiting times meaning people believe they have been removed
- People with mental health issues and challenges do not feel they are being listened to

## **5.0 AWARENESS**

### **5.1 People's Panel June 2019**

This survey was conducted throughout June 2019 to July 2019. 3,300 people were surveyed

Questions covered the following topics:

- Climate Change (Hull City Council)
- Humberside Fire and Rescue Service (HFRS)
- Self-care and Prescriptions (Hull CCG)

### **Self-Care and Prescriptions**

- Respondents are most likely to agree that the NHS should ensure it gets value for money (85%).
- A high proportion also agrees that:
  - The NHS needs to free up more GP time for patients with serious conditions (75%)
  - The NHS needs to use tech and IT to support self-care for minor illnesses (73%)
  - The NHS needs to use tech and IT to improve access to services e.g. online consultations, booking online (72%)
  - The NHS needs to help people self-care for minor illnesses (e.g. colds, stomach upset, ear ache etc.) (68%).
- Whilst the majority of respondents agreed with the statement, respondents were least likely to agree that the NHS needs to save money (54%).
- If a panel respondent, or someone they cared for, experienced one of the seven mild or infrequent health conditions listed in the survey, then in all instances, the significant majority of respondents would either get advice from a pharmacy or buy over the counter medicine.
- Respondents would see a pharmacist for eye problems (67%), skin problems (39%) and foot problems (46%). Conversely they would tend towards over the counter medicine for scalp problems (44%), digestive problems (40%), insect bites or stings (41%) and minor pain, discomfort or fever (44%).
- Just over half of respondents (57%) currently pay for prescriptions (including those with a pre-payment certificate).
- Two thirds of respondents (66%) require a regular or repeat prescription for themselves or someone they care for. Those respondents who require a regular or repeat prescription, either for themselves or someone they care for, vary in regards to how many items they receive on repeat prescription. The largest proportion (37%) receives 2 to 3 items on regular or repeat prescription.
- The majority of respondents (72%) agree that the NHS should stop prescribing medicine that can be bought over the counter for less than the prescriptions charge. This figure falls to 57% of respondents who agree that the NHS should stop prescribing medicine that can be bought over the counter regardless of the cost.
- Respondents who do not currently pay for their prescription are significantly less likely to agree that the NHS should stop prescribing medicine that can be bought over the counter for less than the prescriptions charge (66%).
- Similarly, respondents who do require a regular or repeat prescription are significantly less likely to agree that the NHS should stop prescribing medicine that can be bought over the counter for less than the prescriptions charge (67%).
- The significant majority of respondents agree that the NHS should stop giving prescriptions for:
  - Conditions that will get better by themselves (80%)
  - Conditions that lend themselves to self-care (80%)
  - Vitamins / minerals and probiotics that may or may not be effective (82%).
- Respondents who do not require a regular or repeat prescription are significantly more likely to agree that the NHS should stop giving prescriptions for all of the items listed.

## 5.2 People's Panel January 2020

This survey was conducted throughout January 2020 to February 202. 1,506 people were surveyed

Questions covered the following topics:

- Self-Reported Wellbeing (Hull City Council Insight)
- Pets (Hull City Council Customer Services)
- Waste and Recycling Packs (Hull City Council Street Scene)
- Health and Wellbeing Board (Hull City Council Public Health / CCG)

### Self-Reported Wellbeing

- The majority of respondents to this People's Panel survey are happy (65%).
- Just over half also tend to feel worthwhile (56%) and healthy (51%).
- Whilst 58% of respondents say that they don't feel lonely; nearly a quarter (23%) say that they do feel lonely.
- Most notably; only around a third of respondents (36%) said that they don't feel anxious whilst an equivalent proportion (36%) said that they do feel anxious.

### Health and Wellbeing Board

- It is clear from the results that the majority of respondents have little knowledge about the Health and Wellbeing Board.
- Over half of respondents say they have not heard of the Board (59%) and that they do not understand the role of the Board (60%).
- Nearly three quarters (73%) say they did not know that they could attend Health and Wellbeing Board meetings and that they do not know how to request to attend Board meetings (80%).
- However, over a third (38%) of respondents agree that whilst they do not want to attend meetings themselves they would like to be kept up to date with their work.
- And just under half of respondents (46%) agree they would attend Health and Wellbeing Board meetings if there was a topic being discussed which interested them.
- When asked what they thought the priorities of the Health and wellbeing Board should be; respondents were significantly more likely to identify Mental Health as a priority.
- Over half of respondents (56%) identified children and young people's mental health as one of the top three priorities.
- Similarly half (50%) identified adult's mental health as a top three priority.
- Interestingly, traditional areas of health focus like obesity and smoking were identified as low priorities. 44% of respondents said obesity was a bottom three priority, whilst 56% of respondents identified smoking amongst the bottom three priorities.

## 6.0 AFFECT

### 6.1 CQC Patient Survey Results

The details of the Patient Survey Results for Adult Inpatients, Community Mental Health and Children and Young People will be discussed in Quality Meetings with various providers. Action plans will be requested where required.

## **6.2 Patient Panel Feedback- Self Care & Prescriptions**

Details will be fed back to Primary Care colleagues involved in work reviewing Minor Ailments, Community Ophthalmic Referral Refinement Scheme (CORRS) and other Primary Care Enhanced Service development work.

Changes to repeat medication i.e. move to making things “over the counter” has caused anxiety and confusion. People rely heavily on their local chemist for minor ailments. There are concerns that changes to the Community “Pharmacy Cares” scheme and the national contract could have an impact on service provision in this area.

It is worth noting that following feedback to the Patient Relations Team from patients and concerns raised by GP Practices action has already been taken with regards to changes to repeat prescription. The plans to stop prescribing over the counter medication are currently suspended and more communications being distributed with regards to the changes to patients, GP Practices and Community Pharmacies.

## **6.3 Peoples Panel – Health & Well Being Board & Mental Health**

The Peoples Panel on the Health and Wellbeing Board indicates that people have little understanding of the functioning of the Board. In addition the population of Hull seem to place more emphasis on mental health issues especially for children than on physical health needs like obesity. This gives further evidence of the need for easily accessible and available mental health services especially for children. This information will be fed back to Commissioners regarding the redesign and commissioning of mental health services especially those for children.

## **6.4 Healthwatch Intelligence Report**

Themes fed back to Primary Care colleagues for Primary Care Quality & Performance Committee e.g. the issue around Primary Care Digital Solutions which will be picked up in Primary Care Quality and Performance and also the new Primary Care IT Group which is to be re-launched. Issues have already been addressed in new Primary Care Network Lead Managers attended by the Head of Nursing & Quality around access to IT solutions.

The Head of Nursing & Quality and the Patient Relations Manager have already made arrangements to meet with Healthwatch on a monthly basis to discuss their Intelligence Report. The meetings will attempt to triangulate Healthwatch findings with information received by the CCG Patient Relations Team.

## **6.5 CQC Maternity Services Survey**

Issues identified in the report will be fed into the Local Maternity Services (LMS) meeting.

## **7.0 Future Developments – Patient Experience**

This is the first Patient Experience Annual Report since the Patient Relations Function was transferred from Communications and Engagement to the Quality Team. Further work is required to develop the monitoring of Patient Experience and how it contributes to the Commissioning Cycle of the CCG.

At present Patient Experience work tends to be retrospective, looking back at what has “already happened” rather than looking forward to using the information to change the way services are commissioned and already provided. Moving the Patient Relation function to the Quality Team has already begun to address this. The Patient Relations Officer now reviews and provides feedback on quality reports from providers before and during Quality meetings. Other changes include the planned regular triangulation meetings with

Healthwatch and looking at ways of triangulating patient survey data with complaints data and serious incident data to identify issues and services that require attention to improve patient safety and experience.

## **8.0 RECOMMENDATIONS**

It is recommended that the committee notes the content of this report.

Robert Thompson  
Head of Nursing & Quality  
7<sup>th</sup> July 2020

## Appendix 1

### Maternity Services Survey 2019 [Published January 2020]

Improving Indicators	↑	9
Deteriorating Indicators	↓	8
Indicators Same	→	2

Area	2017 Patient Response Score	2018 Patient Response Score	2019 Patient Response Score	2019 Results compared with other trusts
<b>Labour and birth</b>	<b>8.6/10</b>	<b>8.8/10</b>	<b>8.7/10 ↓</b>	About the same
Advice at the start of labour <i>Receiving appropriate advice and support</i>	7.8/10	8.3/10	8.6/10 ↑	About the same
Atmosphere <i>Staff helped to create a more comfortable atmosphere during labour</i>			7.7/10 NEW	About the same
Skin to skin contact <i>Having skin to skin contact with the baby shortly after birth</i>	9.0/10	9.6/10	8.5/10 ↓	WORSE
Partner involvement <i>Partners being involved as much as they wanted</i>	9.6/10	9.8/10	9.8/10 →	About the same
<b>Staff during labour and birth</b>	<b>8.6/10</b>	<b>8.8/10</b>	<b>8.6/10 ↓</b>	About the same
Staff introduction <i>Staff introducing themselves before examination or treatment</i>	9.1/10	9.3/10	9.2/10 ↓	About the same
Being left alone <i>Not being left alone by midwives or doctors at a time when it worried them</i>	7.2/10	7.2/10	8.5/10 ↑	About the same
Raising concerns <i>Concerns being taken seriously once raised</i>	7.9/10	8.4/10	8.2/10 ↓	About the same
Attention during labour <i>If attention was needed during labour and birth, a member of staff helped them within a reasonable amount of time</i>	8.3/10	8.9/10	9.2/10 ↑	About the same
Clear communication <i>Being spoken to during labour and birth, in a way they could understand</i>	9.4/10	9.4/10	9.3/10 ↓	About the same
Involvement in decisions <i>Being involved enough in decisions about their care during labour and birth</i>	8.7/10	8.6/10	8.5/10 ↓	About the same
Respect and dignity <i>Being treated with respect and dignity during labour and birth</i>	9.3/10	9.4/10 ↑	9.5/10 ↑	About the same
Confidence and trust <i>Having confidence and trust in the staff caring for them during labour and birth</i>	8.9/10	9.1/10 ↑	8.9/10 ↓	About the same
<b>Care in hospital after the birth</b>	<b>7.0/10</b>	<b>7.2/10</b>	<b>8.2/10 ↑</b>	About the same
Delay in discharge <i>Discharge from hospital being delayed</i>	5.4/10	5.6/10	5.8/10 ↑	About the same
Attention after birth <i>If attention was needed after the birth, a member of staff was there to help</i>			8.3/10 NEW	About the same



Information and explanations <i>Receiving the information and explanations they needed after the birth</i>	7.3/10	7.7/10	8.4/10 ↑	About the same
Kind and understanding care <i>Being treated with kindness and understanding by staff after the birth</i>	8.2/10	8.3/10	8.6/10 ↑	About the same
Partner length of stay <i>That their partner who was involved in their care was able to stay with them as much as they wanted</i>	5.3/10	4.4/10	8.9/10 ↑	About the same
Cleanliness of room or ward <i>Thinking the hospital room or ward was clean</i>	9.1/10	9.3/10	9.3/10 →	About the same

## Appendix 2

### Adult Inpatient Survey 2018 [Published June 2019]

Improving Indicators	↑	18
Deteriorating Indicators	↓	41
Indicators Same	→	13

Area	2017 Patient Response Score	2018 Patient Response Score	2018 Results compared with other trusts
<b>The Emergency / A&amp;E department</b>	<b>8.9/10</b>	<b>8.5/10 ↓</b>	About the same
Information <i>for being given enough information on their condition or treatment in A&amp;E</i>	8.6/10	8.0/10 ↓	About the same
Privacy <i>for being given enough privacy when being examined or treated in A&amp;E</i>	9.3/10	9.0/10 ↓	About the same
<b>Waiting lists and planned admissions</b>	<b>8.7/10</b>	<b>8.7/10 →</b>	About the same
Waiting to be admitted <i>for feeling that they waited the right amount of time on the waiting list before being admitted</i>	8.1/10	7.7/10 ↓	About the same
Changes to admission date <i>for not having their admission date changed by the hospital</i>	9.2/10	9.0/10 ↓	About the same
Transitions between services <i>that the specialist they saw in hospital had been given all the necessary information about their condition or illness from the person who referred them</i>	8.8/10	9.3/10 ↑	About the same
<b>Waiting to get to a bed on a ward</b>	<b>7.7/10</b>	<b>7.9/10 ↑</b>	About the same
Waiting to get to a bed on a ward <i>for feeling they did not have to wait a long time to get to a bed on a ward</i>	7.7/10	7.9/10 ↑	About the same
<b>The hospital and ward</b>	<b>8.0/10</b>	<b>7.9/10 ↓</b>	About the same
Single sex accommodation <i>for not having to share a sleeping area, such as a room or bay, with patients of the opposite sex</i>	9.3/10	9.2/10 ↓	About the same
Changing wards at night <i>for staff explaining the reason for needing to change wards at night</i>	7.0/10	6.7/10 ↓	About the same
Noise from other patients <i>for not being bothered by noise at night from other patients</i>	6.0/10	6.5/10 ↑	About the same
Cleanliness of rooms or wards <i>for the hospital room or ward being clean</i>	9.3/10	9.2/10 ↓	About the same
Help to wash and keep clean <i>for getting enough help to wash and keep clean</i>	8.1/10	8.1/10 →	About the same
Taking medication <i>for being able to take own medication when needed</i>	7.5/10	7.2/10 ↓	About the same
Quality of food <i>for describing the hospital food as good</i>	6.2/10	5.7/10 ↓	About the same
Choice of food <i>for having been offered a choice of food</i>	8.7/10	8.7/10 →	About the same

Help with eating <i>for being given enough help from staff to eat meals, if needed</i>	7.1/10	7.2/10 ↑	About the same
Having enough to drink <i>for having enough to drink whilst in hospital</i>	9.3/10	9.5/10 ↑	About the same
Being well looked after <i>for feeling well looked after by non-clinical hospital staff</i>	9.3/10	9.2/10 ↓	About the same
<b>Doctors</b>	<b>8.6/10</b>	<b>8.4/10 ↓</b>	About the same
Answers to questions <i>for doctors answering their questions in a way they could understand</i>	8.3/10	8.0/10 ↓	About the same
Confidence and trust <i>for having confidence and trust in the doctors treating them</i>	9.0/10	9.0/10 →	About the same
Acknowledging patients <i>for doctors not talking in front of them, as if they weren't there</i>	8.5/10	8.4/10 ↓	About the same
<b>Nurses</b>	<b>8.0/10</b>	<b>8.0/10 →</b>	About the same
Answers to questions <i>for nurses answering their questions in a way they could understand</i>	8.4/10	8.3/10 ↓	About the same
Confidence and trust <i>for having confidence and trust in the nurses treating them</i>	8.9/10	9.0/10 ↑	About the same
Acknowledging patients <i>for doctors not talking in front of them, as if they weren't there</i>	9.0/10	9.1/10 ↑	About the same
Enough nurses <i>for feeling that there were enough nurses on duty to care for them</i>	6.6/10	7.3/10 ↑	About the same
Nurse in charge of care <i>for knowing which nurse was in charge of looking after them</i>	6.8/10	6.4/10 ↓	About the same
<b>Care and treatment</b>	<b>8.1/10</b>	<b>8.1/10 →</b>	About the same
Confidence and trust <i>for having confidence and trust in any other clinical staff (e.g. physiotherapists, speech therapists, psychologists) treating them</i>	8.6/10	8.8/10 ↑	About the same
Staff teamwork <i>for the staff caring for them working well together</i>	8.8/10	8.7/10 ↓	About the same
Communication <i>for not being told one thing by a member of staff and something quite different by another</i>	8.2/10	8.1/10 ↓	About the same
Involvement in decisions <i>for being involved as much as they wanted to be in decisions about their care and treatment</i>	7.4/10	7.3/10 ↓	About the same
Confidence in decisions <i>for having confidence in decisions made about their condition or treatment</i>	8.5/10	8.4/10 ↓	About the same
Information <i>for being given enough information on their condition or treatment</i>	8.6/10	8.8/10 ↑	About the same
Talking about worries and fears <i>for finding a member of hospital staff to talk to about any worries and fears, if needed</i>	5.6/10	6.1/10 ↑	About the same
Emotional support <i>for receiving enough emotional support from hospital</i>	7.2/10	7.2/10 ↑	About the same

<i>staff, if needed</i>			
Privacy for discussions <i>for being given enough privacy when discussing their condition or treatment</i>	8.5/10	8.5/10 →	About the same
Privacy for examinations <i>for being given enough privacy when being examined or treated</i>	9.5/10	9.6/10 ↑	About the same
Pain control <i>for those who were ever in pain, that hospital staff did all they could to help control their pain</i>	8.4/10	8.3/10 ↓	About the same
Getting help from staff <i>for being able to get help from a member of staff within a reasonable time</i>	7.6/10	7.7/10 ↑	About the same
<b>Operations and procedures</b>	<b>8.2/10</b>	<b>8.0/10 ↓</b>	About the same
Answers to questions <i>for having any questions answered in a way they could understand, before the operation or procedure</i>	9.0/10	8.8/10 ↓	About the same
Expectations after the operation <i>for being told how they could expect to feel after the operation or procedure</i>	7.5/10	7.4/10 ↓	About the same
After the operation <i>for being told how the operation or procedure had gone in a way they could understand</i>	8.0/10	7.8/10 ↓	About the same
<b>Leaving hospital</b>	<b>7.0/10</b>	<b>6.9/10 ↓</b>	About the same
Involvement in decisions <i>for being involved in decisions about their discharge from hospital, if they wanted to be</i>	6.9/10	6.8/10 ↓	About the same
Notice of discharge <i>for being given enough notice about when they were going to be discharged</i>	7.2/10	7.1/10 ↓	About the same
Delays to discharge <i>for not being delayed on the day they were discharged from hospital</i>	6.5/10	6.1/10 ↓	About the same
Length of delay to discharge <i>for not being delayed for a long time</i>	7.6/10	7.3/10 ↓	About the same
Support after discharge <i>for those who went home, receiving enough support from health and social care professionals, if they needed this</i>	6.2/10	6.7/10 ↑	About the same
Care after discharge <i>for knowing what would happen next with their care when leaving hospital</i>	6.7/10	6.7/10 →	About the same
Advice at discharge <i>for being given written or printed information about what they should or should not do after leaving hospital</i>	6.4/10	6.6/10 ↑	About the same
Purpose of medicines <i>for having the purpose of medicines explained to them in a way they could understand (those given medicines to take home)</i>	8.3/10	8.2/10 ↓	About the same
Medication side effects <i>for being told about medication side effects to watch out for (those given medicines to take home)</i>	4.7/10	4.6/10 ↓	About the same
Taking medication <i>for being told how to take medication in a way they could understand (those given medicines to take home)</i>	8.3/10	8.2/10 ↓	About the same
Information about medicines <i>for being given clear written or printed information about medicines (those given medicines to take home)</i>	7.7/10	7.5/10 ↓	About the same
Danger signals <i>for being told about any danger signals to watch for after</i>	5.4/10	5.4/10 →	About the same

going home			
Home and family situation for hospital staff considering their family and home situation when planning their discharge, if this was necessary	7.3/10	7.3/10 →	About the same
Information for family or friends for information being given to family or friends, about how to help care for them, if needed	5.9/10	6.3/10 ↑	About the same
Contact for being told who to contact if worried about their condition or treatment after leaving hospital	8.1/10	7.8/10 ↓	About the same
Equipment and adaptations in the home for hospital staff discussing if any equipment, or home adaptations were needed when leaving hospital	8.0/10	7.7/10 ↓	About the same
Health and social care services for hospital staff discussing if any further health or social care services were needed when leaving hospital	8.0/10	7.8/10 ↓	About the same
<b>Overall views of care and services</b>	<b>4.5/10</b>	<b>3.4/10 ↓</b>	About the same
Respect and dignity for being treated with respect and dignity	9.1/10	9.1/10 →	About the same
Patients' views for being asked to give their views about the quality of their care, during their hospital stay	1.8/10	1.1/10 ↓	About the same
Information about complaints for seeing, or being given, any information explaining how to complain to the hospital about care received	2.7/10	2.1/10 ↓	About the same
<b>Overall experience</b>	<b>8.2/10</b>	<b>8.2/10 →</b>	About the same
Overall view of inpatient services for feeling that overall they had a good experience	<b>8.2/10</b>	<b>8.2/10 →</b>	About the same

[The full report can be found here](#)

### Appendix 3

#### Community Mental Health Services 2019 [Published November 2019]

Improving Indicators	↑	10
Deteriorating Indicators	↓	21
Indicators Same	→	4

Area	2017 Patient Response Score	2018 Patient Response Score	2019 Patient Response Score	2019 Results compared with other trusts
<b>Health and social care workers</b>	<b>8.1/10</b>	<b>7.1/10</b>	<b>7.2/10 ↑</b>	About the same
<b>Time</b> for being given enough time to discuss their needs and treatment	8.1/10	7.4/10	7.2/10 ↓	About the same
<b>Understanding</b> for the person or people seen most recently understanding how their mental health needs affect other areas of their life	7.8/10	6.7/10	7.2/10 ↑	About the same
<b>Organising care</b>	<b>9.0/10</b>	<b>8.5/10</b>	<b>8.4/10 ↓</b>	About the same
<b>Being informed</b> for having been told who is in charge of organising their care and services	8.5/10	7.5/10	7.3/10 ↓	About the same
<b>Contact</b> for those told who is in charge of organising their care, being able to contact this person if concerned about their care	9.9/10	9.8/10	9.3/10 ↓	About the same
<b>Organisation</b> for those told who is in charge of organising their care, that this person organises the care and services they need well	8.5/10	8.2/10	8.6/10 ↑	About the same
<b>Planning care</b>	<b>7.4/10</b>	<b>7.0/10</b>	<b>6.8/10 ↓</b>	About the same
<b>Agreeing care</b> for having agreed with someone from NHS mental health services what care and services they will receive	6.2/10	6.1/10	5.5/10 ↓	About the same
<b>Involvement in planning care</b> for those who have agreed what care and services they will receive, being involved as much as they would like in agreeing this	7.9/10	7.1/10	7.4/10 ↑	About the same
<b>Personal circumstances</b> for those who have agreed what care and services they will receive, that this agreement takes into account their personal circumstances	8.1/10	7.7/10	7.4/10 ↓	About the same
<b>Reviewing Care</b>	<b>8.1/10</b>	<b>7.9/10</b>	<b>7.4/10 ↓</b>	About the same
<b>Care review</b> for having had a formal meeting with	7.8/10	8.1/10	7.2/10 ↓	About the same

someone from NHS mental health services to discuss how their care is working in the last 12 months				
<b>Shared decisions</b> for those who had had a formal meeting to discuss how their care is working, feeling that decisions were made together by them and the person seen	8.2/10	7.7/10	7.7/10 →	About the same
<b>Crisis care</b>	<b>7.0/10</b>	<b>7.0/10</b>	<b>6.8/10 ↓</b>	About the same
<b>Contact</b> for knowing who to contact out of office hours if they have a crisis	8.1/10	7.5/10	6.9/10 ↓	About the same
<b>Support during a crisis</b> for those who had contacted this person or team, receiving the help they needed	5.8/10	6.6/10	6.7/10 ↑	About the same
<b>Medicines</b>	<b>7.5/10</b>	<b>7.4/10</b>	<b>6.6/10 ↓</b>	About the same
<b>Involvement in decisions</b> for those receiving medicines, being involved as much as they wanted in decisions about medicines received	6.9/10	7.0/10	6.8/10 ↓	About the same
<b>Purpose of medication</b> for those receiving medicines, discussing the purpose of them, with someone from NHS mental health services			6.9/10 NEW	About the same
<b>Side effects</b> for those receiving medicines, discussing the possible side effects, with someone from NHS mental health services			5.5/10 NEW	About the same
<b>Medicine review</b> for those receiving medicines for 12 months or longer, that a mental health worker checked how they are getting on with their medicines	8.2/10	8.3/10	7.4/10 ↓	About the same
<b>NHS Therapies</b>	n/a	<b>7.6/10</b>	<b>7.3/10 ↓</b>	About the same
Were these NHS therapies explained to you in a way you could understand? (New question)	n/a	8.3/10	7.8/10 ↓	About the same
Were you involved as much as you wanted to be in deciding what NHS therapies to use? (New question)	n/a	6.9/10	6.8/10 ↓	About the same
<b>Support and wellbeing</b>	<b>5.9/10</b>	<b>4.6/10</b>	<b>4.8/10 ↑</b>	About the same
<b>Help finding support for physical health needs</b> for those with physical health needs receiving help or advice with finding support for this, if they needed this	6.4/10	4.6/10	4.6/10 →	About the same
<b>Help finding support for financial advice or benefits</b> for receiving help or advice with finding support for financial advice or benefits, if they needed this	5.7/10	4.4/10	4.5/10 ↑	About the same

<b>Help finding support for finding or keeping work</b> for receiving help or advice with finding support for finding or keeping work, if they needed this	5.0/10	4.1/10	4.4/10 ↑	About the same
<b>Local activities</b> for someone from NHS mental health services supporting them in taking part in a local activity, if they wanted this	5.1/10	4.8/10	5.6/10 ↑	About the same
<b>Involving family or friends</b> for NHS mental health services involving family or someone else close to them as much as they would like	7.8/10	6.4/10	7.0/10 ↑	About the same
<b>Information on support from others</b> for being given information about getting support from others with experiences of the same mental health needs, if they wanted this	4.4/10	3.1/10	2.9/10 ↓	About the same
<b>Overall views of care and services</b>	<b>7.7/10</b>	<b>7.2/10</b>	<b>7.0/10 ↓</b>	About the same
<b>Contact with services</b> for feeling that they have seen NHS mental health services often enough for their needs in the last 12 months	6.7/10	6.1/10	6.0/10 ↓	About the same
<b>Respect and dignity</b> for feeling that they were treated with respect and dignity by NHS mental health services	8.6/10	8.2/10	8.1/10 ↓	About the same
<b>Overall experience</b>	<b>7.4/10</b>	<b>6.9/10</b>	<b>6.9/10 →</b>	About the same
<b>Overall view of mental health services</b> for feeling that overall they had a good experience	7.4/10	6.9/10	6.9/10 →	About the same



## Appendix 4

### Children and Young People Survey 2019 [Published November 2019]

Area	2019 Patient Response Score	2019 Results compared with other Trusts
<b>Going to hospital</b>	n/a	n/a
<b>Suitability of ward</b> for young people feeling the ward they stayed on was suitable for their age	9.3/10	Better
<b>Things to do</b> for children and young people saying there were enough things to do in hospital	7.0/10	About the same
<b>Food</b> for children and young people saying they liked the food in hospital	7.6/10	About the same
<b>Sleep</b> for children and young people feeling it was quiet enough to sleep when needed in hospital	7.9/10	About the same
<b>Privacy</b> for children and young people feeling they had enough privacy during their care and treatment	9.4/10	About the same
<b>Type of ward stayed on</b> for children spending most or all of their stay on a ward designed for children or adolescents, and not on an adult ward	9.9/10	About the same
<b>Appropriate equipment or adaptations</b> for parents and carers saying the ward had the appropriate equipment or adaptations their child needed	8.9/10	About the same
<b>Cleanliness</b> for parents and carers saying the room or ward their child stayed on was clean	9.1/10	About the same
<b>Food for young children</b> for parents and carers saying their child liked the food in hospital	6.7/10	Better
<b>Privacy for younger children</b> for parents and carers feeling their child was given enough privacy during their care and treatment	9.3/10	About the same
<b>Enough things for younger children</b> for parents and carers saying there were enough things for their child to do in hospital	7.4/10	About the same
<b>Play for younger children</b> for parents and carers saying staff played with their child while in hospital	6.5/10	About the same
<b>Wi-Fi for younger children</b> for parents and carers saying the Wi-Fi was good enough for what their child wanted to use it for	3.2/10	About the same
<b>Hospital Staff</b>	n/a	n/a
<b>Speaking with staff</b> for children and young people saying staff spoke with them about how they were going to care for them	9.3/10	About the same
<b>Understanding what staff say</b> for children and young people saying they understood what staff said when speaking with them	9.0/10	Better
<b>Able to ask questions</b> for children and young people saying they were able to ask staff questions	9.7/10	Better

<b>Questions being answered</b> for children and young people saying staff answered their questions	9.9/10	Better
<b>Involvement</b> for children and young people saying that they were involved in decisions about their care and treatment	6.6/10	About the same
<b>Support when worried</b> for children and young people saying that hospital staff spoke with them when they were worried	9.7/10	Better
<b>Talking to a doctor or nurse alone</b> for young people feeling able to speak with a doctor or nurse without a parent being there	9.8/10	Better
<b>Staff introducing themselves</b> for parents and carers saying that new staff introduced themselves	8.8/10	About the same
<b>Explanations parents and carers could understand</b> for parents and carers saying that staff gave them information in a way they could understand	9.1/10	About the same
<b>Communicating with young children</b> for parents and carers saying that staff communicated with their child in a way they could understand	7.4/10	About the same
<b>Planning care</b> for parents and carers saying staff agreed a plan for their child's care with them	9.2/10	About the same
<b>Confidence and trust</b> for parents and carers saying they had confidence and trust in staff treating their child	9.1/10	About the same
<b>Parent and carer involvement</b> for parents and carers being involved in decisions about their child's care and treatment	8.3/10	About the same
<b>Information</b> for parents and carers being given enough information to be involved in decisions about their child's care	8.7/10	About the same
<b>Keeping parents and carers informed</b> for parents and carers saying that staff kept them informed about their child's condition while they were in hospital	8.2/10	About the same
<b>Parents and carers able to ask questions</b> for parents and carers saying they were able to ask staff questions about their child's care	8.9/10	About the same
<b>Conflicting information</b> for parents and carers saying staff did not give them conflicting information	7.6/10	About the same
<b>Children's medical history</b> for parents and carers saying staff were aware of their child's medical history before caring and treating them	7.5/10	About the same
<b>Individual or special needs</b> for parents and carers saying staff knew how to care for their child's individual or special needs	8.4/10	About the same
<b>Help when needed</b> for parents and carers saying staff were available when their child needed attention	7.7/10	About the same
<b>Staff working together</b> for parents and carers saying the staff caring for their child worked well together	8.6/10	About the same
<b>Raise concerns</b> for parent and carers saying they would have felt comfortable telling staff if they had been unhappy with their child's care	7.8/10	About the same
<b>Facilities for Patients and Carers</b>	<b>n/a</b>	<b>n/a</b>
<b>Access to hot drinks</b> for parents and carers being able to access hot drinks	8.1/10	About the same

when in hospital		
<b>Food preparation</b> for parents and carers being able to prepare food in hospital	4.3/10	About the same
<b>Facilities for staying overnight</b> for parents and carers who stayed overnight saying facilities were good	7.6/10	About the same
<b>Pain Management</b>	<b>n/a</b>	<b>n/a</b>
<b>Pain management</b> for children and young people saying staff did everything they could to help their pain	9.4/10	Better
<b>Parent and carer's views on pain management</b> for parents and carers saying they thought staff did all they could to ease their child's pain	8.4/10	About the same
<b>Operations and Procedures</b>	<b>n/a</b>	<b>n/a</b>
<b>Information before an operation or procedure</b> for children and young people saying they were told what would be done before their operation or procedure	9.8/10	Better
<b>Information after an operation or procedure</b> for children and young people saying they were told how the operation or procedure had gone	9.7/10	Better
<b>Information for parents &amp; carers before an operation or procedure</b> for parents and carers saying they were told what would be done before their child's operation or procedure	9.5/10	About the same
<b>Answers to questions before an operation or procedure</b> for parents saying staff answered questions before their child's operation or procedure in a way they could understand	9.4/10	About the same
<b>Distracting a child during an operation or procedure</b> for parents and carers saying staff played with their child to distract them during the operation or procedure	8.0/10	About the same
<b>Information for parents &amp; carers after an operation or procedure</b> for parents and carers receiving an explanation about how the operation or procedure had gone	8.9/10	About the same
<b>Leaving Hospital</b>	<b>n/a</b>	<b>n/a</b>
<b>What to do in case of further concerns</b> for children and young people saying they were told who to contact if they were worried about anything when they got home	8.9/10	Better
<b>Information about next steps</b> for children and young people saying they were told what would happen next after they left hospital	8.8/10	Better
<b>Advice on self care</b> for children and young people saying they were given advice about how to care for themselves when they got home	9.7/10	Better
<b>Advice on caring for child</b> for parents and carers saying they were given advice about how to care for their child when they got home	8.7/10	About the same
<b>What to do if concerned about their child</b> for parents saying they were told who to contact if they had concerns when they got home	8.0/10	About the same
<b>Parents and carers being given information about next steps</b> for parents and carers saying they were told what would	8.2/10	About the same

happen next after their child left hospital		
<b>Information to take home</b> for parents and carers saying they given written information about their child's condition or treatment to take home	7.9/10	About the same
<b>Overall Experience</b>	<b>n/a</b>	<b>n/a</b>
<b>Friendliness</b> for children and young people saying that staff looking after them were friendly	9.8/10	Better
<b>Being well looked after</b> for children and young people saying that they were looked after well in hospital	9.6/10	Better
<b>Parents and carers feeling listened to</b> for parents and carers saying they felt staff listened to them	8.3/10	About the same
<b>Parents and carers feeling staff were friendly</b> for parents and carers saying the staff looking after their child were friendly	8.8/10	About the same
<b>Parents view of child being well looked after</b> for parents and carers saying that staff looked after their child well	6.6/10	About the same
<b>Parent and carer being well looked after</b> for parents and carers feeling they were looked after well when their child was in hospital	8.0/10	About the same
<b>Dignity and respect</b> for parents and carers saying they were treated with dignity and respect by staff looking after their child	9.3/10	About the same
<b>Parents view of child's overall experience</b> for parents and carers saying their child's overall patient experience was good	8.5/10	About the same