# CARE QUALITY COMMISSION (CQC) INPATIENT SURVEY 2021

ONEL JHOSC January 2023

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# **CQC ANNUAL INPATIENT SURVEY 2021**

- The survey looked at the experiences of people aged 16 or over, who stayed at least one night in hospital in November 2021
- 1,250 people were invited to take part in the survey and 320 responded (28 per cent)
- Historically, we have not shown signs of sustainable improvement and disappointingly, many areas received a worse rating compared to our 2020 results
- Over the last year since the survey was undertaken, we've been working hard to improve, and feedback from our patients shows the changes we're making are having a positive impact



## **OVERVIEW OF INPATIENT SURVEY RESULTS**

	2020	2021
Nurses	8.2	7.6
Care and treatment	7.9	7.2
Leaving hospital	6.5	6.2
Respect and dignity	8.8	8.2





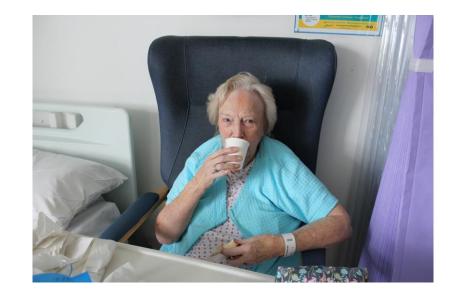
	2020	2021
Admission to Hospital	6.8	6.3
The hospital and ward	7.7	7.1
Doctors	8.5 【	8.1
Operations and procedures	8.0 4	7.3
Overall experience	7.9	7.4



## **OVERVIEW OF INPATIENT SURVEY RESULTS**

#### Where patient experience is best

- Being asked to give their views on the quality of their care
- Not being bothered by noise at night from other patients
- Getting enough to drink whilst in hospital
- Given enough privacy when being examined or treated
- Given enough help from staff to eat meals, if needed



Calculated by comparing our results with the average of all trusts. These are the five results for our Trust that are highest compared with the average of all trusts.



## **OVERVIEW OF INPATIENT SURVEY RESULTS**

#### Where we need to improve

- Feeling that they waited the right amount of time to get to a bed on a ward after they arrived at the hospital
- Staff explaining reasons for ward changes during the night
- Being given information about further health or social care services they may need after leaving hospital
- Being given information about who to contact if they were worried about their condition or treatment after leaving hospital
- Being given enough support from health or social care services to help them recover or manage their condition after leaving hospital



Calculated by comparing our results with the average of all trusts. These are the five results for our Trust that are lowest compared with the average of all trusts.



### HOW WE'RE IMPROVING OUR PATIENTS' EXPERIENCE

#### Our latest initiatives include:

- Patient panels: patients and relatives invited to feedback to the staff involved in their care and return to learn about changes introduced as a result. The first panel launches in January, focusing on child health
- Listening events and focus groups, ensuring patients can tell us what they want about their experience, rather than answering specific questions we've asked them
- Patient partner and volunteer discussions with patients to feedback to staff
- Improved discharge process, including the reintroduction of post-discharge wellbeing calls and letters to check the patient is doing well since going home and to capture feedback on their experience with us
- A dedicated Patient Experience team member allocated to each division, to work alongside clinical staff and focus on the individual issues affecting different wards
- Review of our Ward Accreditation patient experience questions; Healthwatch are being asked to undertake the survey
- Recent audits are promising, with many areas showing improvement on the inpatient survey results



### **OUR INTERNAL AUDIT RESULTS**

Between January and August 2022, we conducted a replica inpatient survey by asking patients the bottom 20 questions from our 2021 CQC inpatient survey results.

- 8 showed significant improvement
- 10 showed improvement
- 1 showed no change
- 1 significantly deteriorated

We are determined to do better in the 2022 survey. There is a lot more we can do and we're continuing to drive forward changes, working with our patients to focus on those that matter to them.

