

# CARE QUALITY COMMISSION (CQC) INPATIENT SURVEY 2021

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TAKING  IN OUR CARE

  
Barking, Havering and Redbridge  
University Hospitals  
NHS Trust

# 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	↓	7.3
Overall experience	7.9	↓	7.4

	2020		2021
Feedback on care	1.4	↑	2.4



# 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.

