



Inpatient Survey 2008

States of Jersey Health & Social Services

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How are your results reported?

The Picker Institute presents your survey results in the form of **problem scores**. The problem score shows the percentage of patients for each question who, by their response, have indicated that this particular aspect of their care could have been improved.

The questionnaire includes 83 questions which have been analysed in this way. A detailed explanation of how problem scores are calculated is provided in Appendix 1 of the full report, but the following should be kept in mind when looking at your results:

- **Lower problem scores are better**
- Problem scores highlight issues that need **further investigation**
- Problem scores are a **simple summary** measure used for comparison and for helping to focus on areas for quality improvement
- Problem scores are an **interpretation of the results** by the Picker Institute – the Healthcare Commission will not see the problem scores

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Introduction

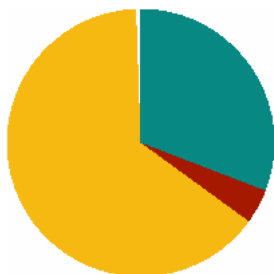
This document summarises the findings from the Inpatient Survey 2008, carried out by Picker Institute Europe, on behalf of States of Jersey Health & Social Services.

The Picker Institute was commissioned by 71 trusts to undertake the Inpatient Survey 2008. A total of 846 patients from your Trust were sent a questionnaire. 829 patients were eligible for the survey, of which 416 returned a completed questionnaire, giving a response rate of 50.2%. The average response rate for the 71 Picker Institute trusts was 51.5%.

Your results at a glance

Have we improved since the 2006 survey?

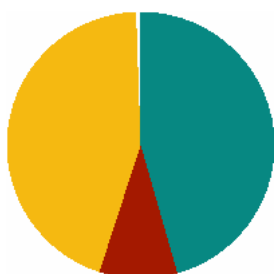
A total of 68 questions were used in both the 2006 and 2008 surveys. Compared to the 2006 survey, your Trust is:



- Significantly BETTER on 21 questions
- Significantly WORSE on 3 questions
- The scores show no significant difference on 44 questions

How do we compare to other trusts?

The survey showed that your Trust is:



- Significantly BETTER than average on 38 questions
- Significantly WORSE than average on 8 questions
- The scores were average on 37 questions

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Understanding your results

Survey results highlight areas that need improvement to provide a better service for patients. When deciding upon the improvements you would like to make there are a number of ways of looking at the results to decide which issues to focus on first.

Compare results over time - have you improved since the 2006 survey?

The Inpatient survey is currently repeated on an annual basis. Looking at trends over time helps to focus attention on improvements and on those areas where performance might be slipping.


Comparisons to the data from 2005 to present are available in Section 5 of the full report.

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The Trust has improved significantly on the following questions:

Lower scores are better 

	2006	2008
Ambulance: crew not totally reassuring	11 %	3 %
Ambulance: crew did not always treat with respect and dignity	3 %	0 %
Planned admission: should have been admitted sooner	19 %	12 %
Hospital: toilets not very or not at all clean	6 %	3 %
Doctors: did not always get clear answers to questions	38 %	27 %
Doctors: did not always have confidence and trust	25 %	18 %
Doctors: talked in front of you as if you were not there	33 %	26 %
Doctors: did not always get opportunity to talk to when needed	52 %	40 %
Doctors: some/none knew enough about condition/treatment	14 %	8 %
Nurses: did not always get clear answers to questions	33 %	20 %
Nurses: talked in front of you as if you were not there	20 %	14 %
Nurses: sometimes, rarely or never enough on duty	35 %	27 %
Nurses: some/none knew enough about condition/treatment	13 %	8 %
Care: wanted to be more involved in decisions	45 %	36 %
Care: did not always get help in getting to the bathroom when needed	23 %	15 %
Surgery: what would be done during operation not fully explained	32 %	24 %
Surgery: results not explained in clear way	41 %	29 %
Discharge: not fully told purpose of medications	20 %	13 %
Discharge: not fully told of danger signals to look for	44 %	34 %
Discharge: family not given enough information to help	52 %	41 %
Overall: doctors and nurses working together fair or poor	6 %	3 %

The Trust has worsened significantly on the following questions:

Lower scores are better 

	2006	2008
Emergency Department: waited 4 hours or more for admission to bed on a ward	11 %	18 %
Planned admission: not given printed information about the hospital	24 %	35 %
Overall: not asked to give views on quality of care	82 %	87 %

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Compare results with others


The Picker Institute ran Inpatient surveys for 71 trusts nationwide in 2008. Your results are shown alongside the others to help you make comparisons against the average for all trusts where the Picker Institute implemented the survey. They will help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement, as well as highlighting your successes.

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Your results were significantly better than the 'Picker average' for the following questions:

Lower scores are better 

	Trust	Average
Ambulance: crew not totally reassuring	3 %	9 %
Emergency Department: not enough/too much information about condition or treatment given	16 %	22 %
Emergency Department: waited 4 hours or more for admission to bed on a ward	18 %	25 %
Planned admission: should have been admitted sooner	12 %	21 %
Planned admission: admission date changed by hospital	10 %	18 %
Hospital: shared sleeping area with opposite sex	11 %	21 %
Hospital: patients in more than one ward, sharing sleeping area with opposite sex	6 %	16 %
Hospital: patients using bath or shower area who shared it with opposite sex	15 %	25 %
Hospital: bothered by noise at night from staff	12 %	19 %
Hospital: room or ward not very or not at all clean	2 %	4 %
Hospital: toilets not very or not at all clean	3 %	8 %
Hospital: food was fair or poor	27 %	41 %
Hospital: did not always get enough help from staff to eat meals	22 %	32 %
Doctors: did not always get opportunity to talk to when needed	40 %	46 %
Nurses: did not always get clear answers to questions	20 %	32 %
Nurses: did not always have confidence and trust	16 %	25 %
Nurses: talked in front of you as if you were not there	14 %	21 %
Nurses: sometimes, rarely or never enough on duty	27 %	39 %
Nurses: some/none knew enough about condition/treatment	8 %	17 %
Care: staff contradict each other	26 %	33 %
Care: wanted to be more involved in decisions	36 %	45 %
Care: not enough (or too much) information given on condition or treatment	15 %	19 %
Care: not enough opportunity for family to talk to doctor	46 %	53 %
Care: staff did not do everything to help control pain	18 %	26 %
Care: did not always get help in getting to the bathroom when needed	15 %	30 %
Care: more than 5 minutes to answer call button	5 %	14 %
Discharge: did not feel involved in decisions about discharge from hospital	31 %	38 %
Discharge: was delayed	29 %	37 %
Discharge: not fully told purpose of medications	13 %	19 %
Discharge: not fully told side-effects of medications	39 %	44 %
Discharge: not fully told of danger signals to look for	34 %	42 %
Discharge: family not given enough information to help	41 %	51 %
Overall: not treated with respect or dignity	13 %	19 %


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Overall: doctors and nurses working together fair or poor	3 %	6 %
Overall: rating of care fair or poor	4 %	7 %
Not confident that the hospital is keeping personal information or health records secure and confidential	5 %	8 %
Overall: would not recommend this hospital to family/friends	2 %	6 %
Religious Beliefs: not always respected by hospital staff	2 %	9 %

Your results were significantly worse than the 'Picker average' for the following questions:

Lower scores are better 

	Trust	Average
Planned admission: no choice of hospital for first appointment with specialist	78 %	58 %
Planned admission: not given printed information about the hospital	35 %	19 %
Planned admission: not given printed information about condition or treatment	35 %	25 %
Hospital: nowhere to keep personal belongings safely	80 %	64 %
Discharge: not given any written/printed information about what they should or should not do after leaving hospital	43 %	34 %
Discharge: did not receive copies of letters sent between hospital doctors and GP	63 %	49 %
Overall: not asked to give views on quality of care	87 %	81 %
Overall: no posters/leaflets seen explaining how to complain about care	54 %	44 %

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Setting priorities for action


Examining areas where your Trust's performance is above average **and** you have demonstrated improvements since last year provides a valuable opportunity to share good practice.

The Trust has positive results on the following questions:

	Lower scores are better 		
	Average	2006	2008
Ambulance: crew not totally reassuring	9 %	11 %	3 %
Planned admission: should have been admitted sooner	21 %	19 %	12 %
Hospital: toilets not very or not at all clean	8 %	6 %	3 %
Doctors: did not always get opportunity to talk to when needed	46 %	52 %	40 %
Nurses: did not always get clear answers to questions	32 %	33 %	20 %
Nurses: talked in front of you as if you were not there	21 %	20 %	14 %
Nurses: sometimes, rarely or never enough on duty	39 %	35 %	27 %
Nurses: some/none knew enough about condition/treatment	17 %	13 %	8 %
Care: wanted to be more involved in decisions	45 %	45 %	36 %
Care: did not always get help in getting to the bathroom when needed	30 %	23 %	15 %
Discharge: not fully told purpose of medications	19 %	20 %	13 %
Discharge: not fully told of danger signals to look for	42 %	44 %	34 %
Discharge: family not given enough information to help	51 %	52 %	41 %
Overall: doctors and nurses working together fair or poor	6 %	6 %	3 %

In addition, focusing on the questions where your Trust's score is lower than average **and** performance has slipped since 2006 should help you to identify key priorities for service improvement.

The Trust has poor results on the following questions:

	Lower scores are better 		
	Average	2006	2008
Planned admission: not given printed information about the hospital	19 %	24 %	35 %
Overall: not asked to give views on quality of care	81 %	82 %	87 %

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Areas where patients report most problems

Questions where more than 50% of respondents reported room for improvement are listed below. Focusing on these areas could potentially improve the patient experience for a large proportion of your patients.

N.B. Questions where less than 50 patients answered the question have been highlighted with [-]

	Trust Average	The problem score for your Trust Average score for all Picker trusts	
		Trust	Average
			Lower scores are better
Overall: not asked to give views on quality of care		87 %	81 %
Hospital: nowhere to keep personal belongings safely		80 %	64 %
Discharge: delayed by 1 hour or more		79 %	82 %
Planned admission: no choice of hospital for first appointment with specialist		78 %	58 %
Overall: not given enough information on how to complain		[76] %	81 %
Discharge: did not receive copies of letters sent between hospital doctors and GP		63 %	49 %
Planned admission: not given choice of admission date		60 %	60 %
Overall: no posters/leaflets seen explaining how to complain about care		54 %	44 %
Care: could not always find staff member to discuss concerns with		51 %	55 %

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Next Steps

Communicating results and priorities for service improvement across the organisation and in your local area is key to ensuring that changes are implemented successfully. Patients and staff should be involved in developing an action plan and any resulting quality improvement activities.

Once priorities have been identified:

- Look at **internal benchmarks** (sites / specialties) – compare results within the trust to help identify problem areas
- Tie in with **other surveys** / PALS / complaints
- Look at **patient comments** for details and suggestions – available on-line (<https://www.picker-results.org>)
- Develop an **action plan**
- Raise awareness about the patient surveys – **publish** results and action plans
- **Additional analysis** available from the Picker Institute (including demographic / regional breakdowns).

We provide a range of tools to help you make best use of your patient survey results, including a database of good practice examples, educational guides and a range of factsheets. The Quality Improvement team can also be commissioned to run workshops or deliver presentations and information sessions that are tailored specifically to your trust's needs.

Further details of how to use your survey results, and links to these Quality Improvement tools are outlined in Section 1 of the full survey report (Effectively using your survey results).

If you need further assistance with understanding your results, or on any other aspect of the Inpatient Survey please contact **Angus Maxwell** or another member of the survey team at the Picker Institute (Tel: 01865 208100), who will be happy to help you.

Full contact details are listed overleaf.

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Contacting Picker Institute Europe

For more information about your Inpatient Survey 2008 Report please contact the Project Manager, Angus Maxwell or another member of the Picker Institute Survey Team.

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