

Title: Patient Experience Survey, Royal Victoria Infirmary

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Date: 16 September 2011

1 Executive Summary

The survey demonstrated that overall patients were happy with the standard of comfort and environment on the wards, food provided and attitudes and efficiency of staff.

An action plan has been produced to address the specific issues raised by the survey.

2 Introduction/Background

The Newcastle upon Tyne Hospitals NHS Foundation Trust values all feedback it receives from patients in relation to the quality of the services the Trust provides.

Whilst there are several opportunities for patients, visitors and staff to provide feedback, the Governors' Quality of Patient Experience (QPE) Group are exploring different ways in which information can be gathered from patients in wards and departments. A staff governor, who is a member of the QPE Group proposed to undertake an audit to gain adult inpatient views whilst performing normal portering duties. This was agreed by the Group. This report provides the results of the survey.

3 Aims and Objectives

Aim

- To gain an awareness of the adult inpatient experience.

Objectives

- To ascertain patient views on specific aspects of their care including:
 - comfort and environment
 - food
 - attitude of staff.

4 Methodology

The survey was undertaken during the period 16th May 2011 – 2nd September 2011. Data analysis was undertaken by the Clinical Governance and Risk Department.

Interviews were taken with patients as they were being escorted to the radiology department. Patients were only included in the survey once they had given verbal consent.

6 Results

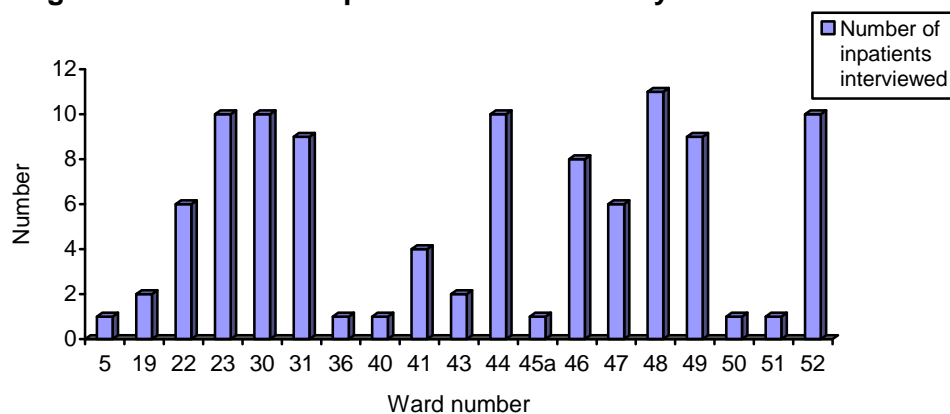
103 inpatients participated in this survey of which 55 (53.4%) patients were female and 48 (46.6%) patients were male.

- Table 1 and figure 1 summarises the wards where the patients were inpatients

Table 1 Number of inpatients interviewed by ward

Ward	Number of inpatients interviewed	Percentage of total inpatients interviewed
5	1	1%
19	2	1.9%
22	6	5.8%
23	10	9.7%
30	10	9.7%
31	9	8.7%
36	1	1%
40	1	1%
41	4	3.9%
43	2	1.9%
44	10	9.7%
45a	1	1%
46	8	7.7%
47	6	5.8%
48	11	10.7%
49	9	8.7%
50	1	1%
51	1	1%
52	10	9.7%
Total	103	

Figure 1 - Number of inpatients interviewed by RVI ward



Comfort and Environment

- 65 (63.1%) patients stated the comfort on the ward was good, 34 (33%) patients stated the comfort on the ward was satisfactory and four (3.9%) patients stated the comfort on the ward was poor. The patients who stated the comfort on the ward was poor were inpatients on ward 23 (two patients), ward 44 (one patient) and ward 19 (one patient).

- 25 (24.3%) patients stated that it was quiet on the ward during the night, 52 (50.5%) patients stated that the noise levels on the ward were satisfactory and 26 (25.2%) patients stated that it was noisy on the ward during the night. The patients who stated that it was noisy at night were from ward 19 (one patient), ward 22 (three patients), ward 23 (five patients), ward 30 (four patients), ward 31 (three patients), ward 36 (one patient), ward 44 (one patient), ward 47 (two patients), ward 48 (five patients) and ward 49 (one patient).
- 78 (75.7%) patients stated that their privacy was maintained, 24 (23.3%) patients stated that their privacy had not been maintained and one (1%) patient did not answer the question. The patients who stated their privacy had not been maintained were from ward 5 (one patient), ward 23 (three patients), ward 30 (one patient), ward 31 (four patients), ward 41 (one patient), ward 46 (five patients), ward 47 (two patients) and ward 48 (seven patients).
- 91 (88.3%) patients stated that their dignity had been maintained, 11 (10.7%) patients stated that their dignity had not been maintained and one (1%) patient did not answer the question. The patients who stated their dignity had not been maintained were from ward 5 (one patient), ward 19 (one patient), ward 23 (three patients), ward 30 (one patient), ward 43 (one patient), ward 46 (two patients) and ward 48 (two patients).

Food

- 29 (28.1%) patients stated the breakfast was good, 55 (53.4%) patients stated the breakfast was satisfactory, 18 (17.5%) patients stated that the breakfast was poor and one (1%) patient did not answer the question. The patients who stated the breakfast was poor were inpatients on ward 23 (three patients), ward 30 (two patients), ward 31 (one patient), ward 41 (one patient), ward 44 (two patients), ward 46 (three patients), ward 47 (two patients), ward 48 (one patient), ward 49 (two patients) and ward 52 (one patient).
- 57 (55.3%) patients stated that the midday meal was good, 43 (41.7%) patients stated that the midday meal was satisfactory and three (2.9%) patients stated that the midday meal was poor. The patients who stated the midday meal was poor were inpatients on ward 44 (two patients) and ward 47 (one patient).
- 51 (49.5%) patients stated that their evening meal was good, 43 (41.7%) patients stated that their evening meal was satisfactory and nine (8.7%) patients stated that their evening meal was poor. The patients who stated their evening meal was poor were inpatients from ward 19 (one patient), ward 31 (two patients), ward 44 (one patient), ward 46 (one patient), ward 47 (two patients) and ward 48 (two patients).
- Meals which were particularly enjoyed by patients included salads (recorded on 12 occasions), roast dinners (reported on eight occasions), casseroles (reported on six occasions), cottage pie (reported on six occasions) and puddings (reported on five occasions).
- Meals which were not particularly enjoyed by patients included soup (reported on 17 occasions), sandwiches (reported on 11 occasions), tuna

(reported on eight occasions), vegetables (reported on seven occasions) and puddings (reported on six occasions).

Attitude and efficiency of the staff

- 78 (75.7%) patients thought the attitude of the nursing staff was good, 22 (21.4%) patients thought the attitude of the nursing staff was satisfactory and three (2.9%) patients thought the attitude of nursing staff was poor. The patients who stated the attitude of nursing staff was poor were inpatients on ward 23.
- 45 (43.7%) patients thought the attitude of the medical staff was good, 46 (44.7%) patients thought the attitude of the medical staff was satisfactory whilst 12 (11.6%) patients thought the attitude of medical staff was poor. The patients who thought the attitude of medical staff was poor were inpatients on ward 23 (two patients), ward 30 (one patient), ward 31 (one patient), ward 43 (one patient), ward 46 (three patients), ward 48 (three patients) and ward 49 (one patient).

General Comments

- 15 (14.6%) patients stated that they were very happy with the care they had received.
- 12 (11.6%) patients stated that the staff were always helpful.
- Nine (8.7%) patients were either unhappy at having to pay for the television or thought the costs too expensive.

The following comments were all received on a single separate occasion:

- Patient from ward 22 stated that staff were under pressure to do a good job and they achieved this
- Patient from ward 23 stated that they had had to ask for attention on more than one occasion
- Patient from ward 23 stated that whilst they had been given the option to wash it had taken a long time for the staff to come back to them
- Patient from ward 23 stated that everything was explained thoroughly
- Patient from ward 23 was unhappy at having been unattended in the shower
- Patient from ward 23 stated there appeared to be a lack of staff on the ward
- Patient from ward 30 stated that it takes too long when a nurse is required
- Patient from ward 30 stated they were lonely after being put into a side room
- Patient from ward 31 stated there was no public telephone on the ward
- Patient from ward 31 thought that there was a lack of privacy when a doctor was talking to them as only a curtain was between them and rest of ward
- Patient from ward 44 stated that the gravy should be kept separate from main meal
- Patient from ward 47 stated that there was no toast for breakfast

- Patient from ward 48 stated medical staff kept you “in the dark”
- Patient from ward 48 stated it was very hot on the ward
- Patient from ward 49 stated that the ward was nice and clean.

Conclusions

- 99 (96.1%) patients were either happy / satisfied with the comfort and environment of the ward on which they were an inpatient.
- Certain issues were highlighted in relation to the comfort and environment of the ward regarding patient privacy and dignity with 24 (23.3%) patients stating their privacy was not maintained and 11 (10.7%) patients stating their dignity was not maintained.
- 84 (81.5%) patients thought that the breakfast provided was good / satisfactory during their stay, 100 (97.1%) patients thought that the midday meal provided was good / satisfactory during their stay and 94 (91.3%) patients thought that the evening meal provided during their stay was good / satisfactory.
- 78 (75.7%) patients were happy with the attitude of the nursing staff on the ward whilst 45 (43.7%) patients were generally happy with the attitude of the medical staff.

Recommendations

The following recommendations are made on the basis of the findings:

- To feedback the results to the relevant stakeholders and agree an action plan.