

THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST

COUNCIL OF GOVERNORS

YOUNG PATIENTS' SURVEY 2008 - SUMMARY REPORT

<b>Report Purpose:</b>	<input type="checkbox"/>
<b>Decision / Approval</b>	<input type="checkbox"/>
<b>Discussion</b>	<input checked="" type="checkbox"/>
<b>Information</b>	<input type="checkbox"/>

**Brief description of the item and any significant issues:**

This paper describes the outcomes of a recent survey of young patients (<18 years) and the learning points for the Trust.

An action plan is also attached.

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YOUNG PATIENTS' SURVEY 2008 - SUMMARY REPORT

EXECUTIVE SUMMARY

The Trust obtained charitable funds to take part in a voluntary survey of young patients in order to gain an understanding of the children's perspective of their care and make improvements to services for this patient group.

Overall 92% of young patients rated the quality of care as 'Excellent', 'Very Good' or 'Good' (4% rated care as 'OK', 4% did not answer the question). No patients rated their care as 'Bad'.

The results of the survey have been received in a timely manner in order to respond with improvements and actions all ready underway as part of the Transforming Newcastle Hospitals (TNH) project, which includes the development of the dedicated Children's Hospital.

This paper provides a summary of the findings and progress to date on the issues that young patients and parents report.

RECOMMENDATION

To receive the results of the young patients survey 2008.

**Caroline McGarry**  
**Patient, Carer and Public Involvement Co-ordinator**  
**30<sup>th</sup> June 2008**

# THE NEWCASTLE UPON TYNE HOSPITALS NHS FOUNDATION TRUST

## COUNCIL OF GOVERNORS

### YOUNG PATIENTS' SURVEY 2008

#### 1. INTRODUCTION

The Trust is committed to involving patient, carers and the public at all levels in order to ensure that services are planned around the needs of patients and that year on year improvements in the patient experience are achieved.

This paper summarises the findings from the Young Patients' Survey 2008.

#### 2. VOLUNTARY SURVEY OF YOUNG PATIENTS 2008

The last national survey for young patients was carried out in 2004. This survey went some way in establishing the wants and needs of young patients but the results showed that a large proportion of the completed surveys reflected parents' views of their child's visit to hospital, rather than the views of the young patient.

The national patient survey programme did not include plans to repeat the young patients' survey however, a voluntary survey was announced by the Picker Institute. The Trust obtained charitable funds to take part in this survey in order to gain an understanding of the children's perspective of their care in order to improve the services for this patient group.

#### 3. PURPOSE AND METHODOLOGY

The purpose of the survey was to understand what young patients think of healthcare services provided by the Trust. Compared to the 2004 survey, this questionnaire had more emphasis on the experience of care from the patient's perspective, with all of the young patients aged 5-17 sent a questionnaire to complete rather than the parents of patients aged 0-11 sent the questionnaire as in the 2004 survey. In this survey, parents of patients aged 0-4 were sent a separate questionnaire. The questionnaire was developed by Picker Institute in collaboration with Birmingham Children's Hospital and built on the 2004 survey questions. Several revisions were made to the questionnaire in order to make it more relevant and motivating to the target respondents – such as reducing the length, including illustrations and using child-friendly language.

The survey was sent to a random sample of 842 patients who attended as an inpatient or day case in November 2007. A response rate of 46.1% was achieved.

#### 4. RESULTS

Patients and parents rated the overall quality of care received as follows:

	<b>Young Patients</b>		<b>Parents</b>
Excellent	53%	Excellent	52%
Very Good	32%	Very Good	33%
Good	7%	Good	10%
OK	4%	Fair	3%
Bad	0%	Poor	0%
Not answered	4%	Not answered	3%

27 Trusts elected to take part in the young patients' survey and it is pleasing to note that the Trust scored significantly better than the average on 32 questions. These 32 areas covered the following:

**Note – lower scores are better as the scores indicate where problems are reported**

	<b>Trust</b>	<b>Average</b>
Hospital changed date of admission (planned visits)	12 %	16 %
Child on adult ward	2 %	3 %
Hospital room or ward not clean	3 %	6 %
Toilets and bathrooms not clean	6 %	11 %
Child not safe on hospital ward	19 %	23 %
Disturbed by noise from other patients	32 %	37 %
Did not feel friends and family were always welcome to visit	19 %	26 %
Doctors did not give parents clear information about child's care and treatment	13 %	19 %
Doctors talked to other staff in front of parent/patient as if they were not there	15 %	23 %
Parents did not always have confidence and trust in doctors treating child	13 %	19 %
Nurses did not talk clearly to child about how they were going to look after them	19 %	33 %
Nurses did not give parents clear information about child's care and treatment	15 %	22 %
Not enough nurses to look after child in hospital all or most of time	33 %	39 %
Parents did not always have confidence and trust in nurses treating child	15 %	23 %
Parents or child told different things by different people	27 %	33 %
Not always given somewhere private to talk to doctors and nurses	53 %	61 %
Not always given somewhere private when being examined or treated	24 %	34 %
Not given help from staff to use bathroom or toilet	21 %	32 %
Parents not always able to take part in care of child	5 %	9 %
No access to tea and coffee making facilities while on ward	11 %	27 %

Not always able to stay overnight when wanted to	1 %	5 %
Did not feel that hospital staff did everything they could to help make pain go away	22 %	28 %
Child not told what would be done during operation	5 %	11 %
Child not told what would be done during operation	12 %	21 %
Parent not told what would be done during operation	7 %	14 %
Doctor did not completely answer parents' questions about the operation in a way they could understand	6 %	11 %
Doctor did not fully explain risks and benefits to parent in way could understand	9 %	16 %
Doctors did not fully explain to parent how operation had gone in a way could understand	15 %	22 %
Parent not told fully what was going to happen before test/x-ray	13 %	19 %
Not told who to contact if they had questions when they got home	25 %	32 %
Felt not taken seriously by people looking after child	22 %	28 %
Overall rating of care = Fair or Poor	3 %	6 %

The Trust was significantly worse than average on 1 question (Hospital food OK or bad) and the scores were average on 39 questions.

In comparison to the 2004 survey, (where the wording of the questionnaire allows comparisons to be made), the Trust has worsened significantly on the following questions:

- Disturbed by noise from hospital staff
- Not always given somewhere private to talk to doctors and nurses
- Not always given somewhere private when being examined or treated.

In order to identify areas where action should be taken to improve the patient experience, the following areas resulted in more than 50% of respondents reporting room for improvement:

- Child not always involved in decisions
- Had to wait before going home
- Not given choice of days for admission (planned visits)
- Hospital food OK or bad
- Child was bored during hospital stay
- Not always given somewhere private to talk to doctors and nurses

## 5. PROGRESS TO DATE

The results of the voluntary young patients' survey have been received in a timely manner in order to respond with improvements and actions all ready underway as

part of the Transforming Newcastle Hospitals (TNH) project, which includes the development of the dedicated Children's Hospital.

Children's Services will be producing a detailed action plan in response to the findings of the survey. The table in Appendix 1 summarises the issues raised by young patients and parents and progress to date.

6. ACTIONS

Publicise findings throughout the staff within the directorate of Children's Service and other Children's' areas in the Trust.

Children's Services to review to develop an action plan in response to the survey and address the issues raised by young patients.

**Caroline McGarry**  
**Patient, Carer and Public Involvement Co-ordinator**  
**30<sup>th</sup> June 2008**

Appendix 1 – Work in progress

<b>Issue</b>	<b>Specific</b>	<b>Current position and action</b>	<b>Further action identified</b>
Environmental	Privacy for discussions	Currently all wards are able to access private room for discussions. Staff reminded to need to offer privacy for consultations and discussions.	TNH – all wards will have access to rooms available for discussion and teaching purposes
			TNH – Three-quarters of the 245 beds will be single en-suite rooms with sufficient space for parents to stay at bedside
	Privacy for treatment	All wards have treatment room areas except the Surgical Day Unit	
	Patient facilities (relieve boredom)	All wards have dedicated play specialist Toys are routinely cleaned and checked by the play specialist	Review of working hours to increase availability over weekend period
			TNH – Cinema for patients TNH – Teenage Cancer Unit to be enhanced to provide more special space for patients and their friends in a ‘penthouse suite’
	Parent facilities	Parents have facility currently to make a drink but it is recognised that the availability of facilities varies across the wards.	TNH – Accommodation areas for families which will include sink, water boiler and fridge.
Noise at night	Staff reminded of need for lower noise levels. Adherence to uniform policy to be reviewed regarding wearing of rubber-soled shoes	TNH – Call buzzers turned to lower level during night	
Catering	Standard of food for children	Oncology patients receive vouchers to enable them to use café in Leazes Wing as an alternative to ward menu	Ongoing work with Catering department to increase menu available for children to offer adult menu with paediatric a la carte options.
	Availability of food for parents	Current practice is that breastfeeding mothers are offered food on ward	Matron to work with infection control regarding guidance on food to be brought into hospital
Information	Information and explanations given to	‘Clown doctors’ used to reassure and support individual patients.	TNH – Charitable funding gained to use ‘Amazing Interactives’ a company who produce materials and

	children	<p>Play specialists trained to work with young patients to explain procedures and what to expect in hospital.</p> <p>Comments from young patients will be used to target issues that scare or frighten them e.g. needles.</p> <p>NSF work is ongoing to standardise information available to patients/parents.</p> <p>Directorate has existing support groups and buddy systems for certain condition specific patients.</p>	support to distract and educate patients
Car parking	Costs of parking for parents staying with children	A discounted rate of £25.00 per week will apply on all sites	
Clinical	Pain management	NSF work to standardise pain tools in use within the Trust	Address training issue as part of specific induction training for paediatric nurses
			Gain increased support from Pain Team and training sessions regarding the management of epidurals within the ward environment
Discharge	Wait for discharge	Work ongoing by pharmacy to alleviate delays in discharge resulting from wait for discharge prescription e.g. increased use of pre-packed medicines	