

Agenda Item 3.ii – Appendix 2

Report to:	Board of Directors Part 1	Date: 05 September 2024
Report from:	Chief Nurse	
Trust Objective/Strategy:	Governance: Patient Safety, Effectiveness of Care, Patient Experience and DIPC	
Title:	2023 NHS Adult Inpatient Survey	
Board Assurance Framework Entries:	Unable to provide safe, high-quality care BAF numbers: 742, 675, 1511 and 1878	
Regulatory Requirement:	CQC	
Equality Considerations:	None believed to apply	
Key Risks:	Non-compliance resulting in poor outcomes for patients and financial penalties	
For:	Information	

1. Purpose:

On 21st August 2024, the CQC published results for the 2023 NHS Adult Inpatient Survey that summarises the experiences of patients who used NHS adult inpatient services for at least one night during November 2023.

The Chief Nurse is pleased to inform the Board of the survey results in respect to Royal Papworth Hospital.

2. 2023 NHS Adult Inpatient Survey:

131 NHS trusts in England took part in the survey and nationally 63,573 patients who were an inpatient in November 2023 responded to the survey.

The survey report identifies NHS trusts where experiences of care were better or worse than expected when compared with survey results across all trusts in England. Each trust has been assigned one of five bands according to their overall performance across the survey: 'much better than expected', 'better than expected', 'about the same', 'worse than expected', 'much worse than expected'.

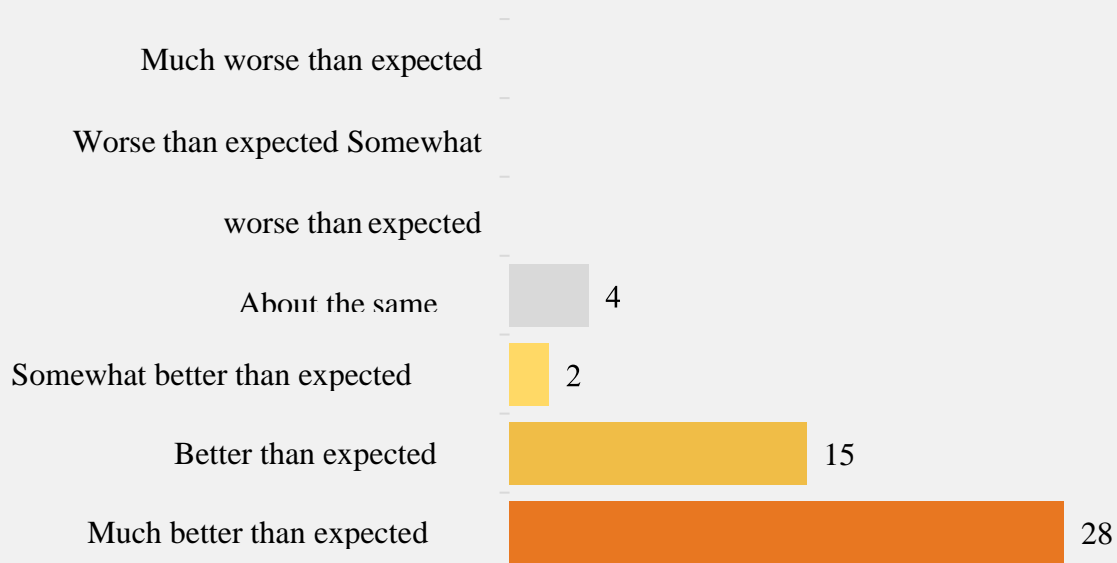
Along with eight other trusts, Royal Papworth Hospital has been placed in the top category of 'much better than expected' and, on average, patients rated the overall experience at the Trust as 9.2 out of 10. This is the fifth year in a row that the Trust has been named in the top category.

The Trust had a 65% response rate, compared to 62% last year.

The full report can be found on the following link: [RGM Royal Papworth Hospital NHS Foundation Trust.pdf](#). However, for ease of reference, I have pulled four key highlight charts for your attention. Below highlights comparison with other trusts, and comparison with last year's results:

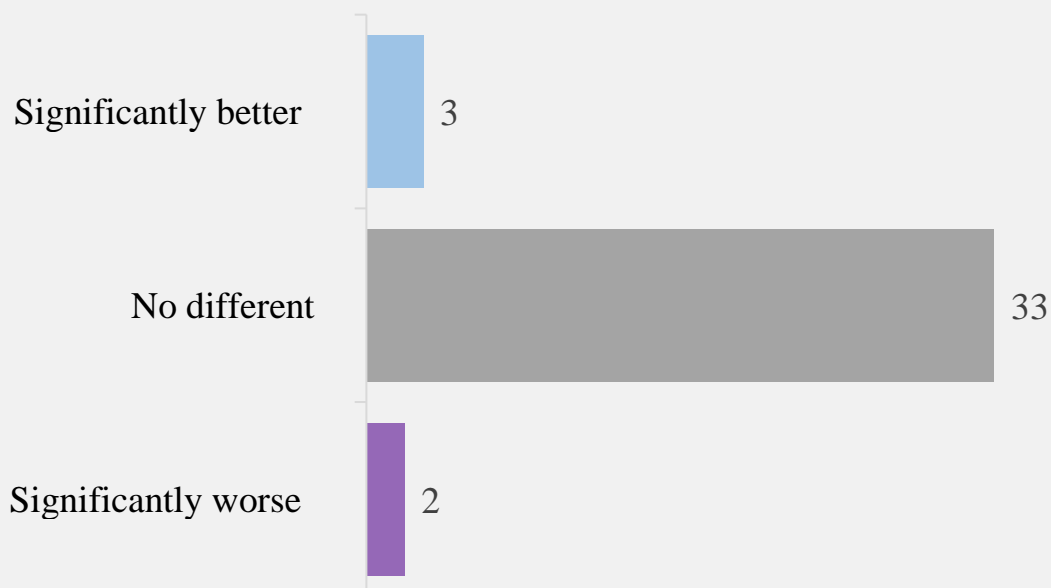
Comparison with other trusts

The **number of questions** at which your trust has performed better, worse, or about the same compared with all other trusts.



Comparison with last year's results

The **number of questions** at which your trust has performed statistically significantly better, significantly worse, or no different than your result from the previous year, 2023 vs 2022.



The below tables highlight the best and worst performances of the Trust relative to the national average:

Top five scores (compared with national average)

■ Your trust score ■ National average

0.0 2.0 4.0 6.0 8.0 10.0

Section 2 The hospital and ward

q6_8. Were you ever prevented from sleeping at night by any of the following? I was not prevented from sleeping

6.5

Section 2 The hospital and ward

q6_1. Were you ever prevented from sleeping at night by any of the following? Noise from other patients

9.5

Section 1 Admission to hospital

q5. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?

8.9

Section 2 The hospital and ward

q8. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?

8.8

Section 2 The hospital and ward

q15. Were you able to get hospital food outside of set meal times?

7.8

Bottom five scores (compared with national average)

■ Your trust score ■ National average

0.0 2.0 4.0 6.0 8.0 10.0

Section 7 Leaving hospital

q40. To what extent did you understand the information you were given about what you should or should not do after leaving hospital?

9.1

Section 7 Leaving hospital

q37. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any changes to your home, after leaving the hospital?

8.5

Section 2 The hospital and ward

q16. During your time in hospital, did you get enough to drink?

9.8

Section 5 Your care and treatment

q28. Were you given enough privacy when being examined or treated?

9.9

Section 7 Leaving hospital

q46. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?

6.7

Nationally, the survey results show that people's experiences of inpatient care have deteriorated since 2020 and the CQC reports that the survey results remain generally consistent with 2022 and 2021. Nationally it can be seen that experiences of hospital waiting times have continued to decline and that discharge from hospital remains a challenging part of people's experience of care and, although the Trust has scored well compared to national average, this is reflected in our bottom five scores.

The report has been shared with members of staff and will be discussed in team meetings. Learning from the report has already been enacted with, for example, the formation of a discharge task and finish group.

The Committee is asked to note that the report is being reviewed and areas for improvement are being actioned.

Recommendation: The Board of Directors is asked to note the contents of the document.