

ITEM: 09/025  
Doc: 4

**MEETING:** Trust Board, 18<sup>th</sup> February 2009 : Part 1

**TITLE:** Emergency department Healthcare Commission patient satisfaction survey results.

**SUMMARY:**

The attached report sets out Whittington Hospital scores in the third survey Emergency Department survey undertaken by the Healthcare Commission (previous surveys were undertaken in 2003 and 2004). It relates to patients aged 16+ who accessed ED care during January to March 2008.

Benchmarked against other London Trusts the Whittington ED department scores largely fell into the 'mid range' category (middle 60% of trusts). 3 scores fell in to the bottom 20% of trusts (convenience of car parking, length of visit to ED, amount of information about care and treatment) and two scores fell in to the top 20% of trusts (information re. medication side effects, information re. who to contact if concerned).

The attached short cover paper sets out:

- **areas of improvement since the 2004 survey:** environment, information to patients on discharge, reduction in complaints.

- **areas identified for improvement in the 2008 survey:** information about care and treatment, waiting times, car parking.

- **improvements made since the survey was undertaken** (i.e. over the last 12 months): environment, increased senior clinical leadership.

- **future challenges and actions:** senior clinical decision making early in the pathway, patient experience and customer care skills, information and communication, cleanliness.

It is proposed to establish an ED Transformation Board, chaired by the Chief Executive, to ensure the service is able to respond positively to the opportunities and challenges in the current environment. Improving the patient experience is fundamental to this. It is envisaged that the Board will meet quarterly for a period of 12 – 24 months.

**ACTION:** For information.

**REPORT FROM:** Helen Brown

--

<b>SPONSORED BY:</b>
----------------------

<b>Financial Validation</b>	
-----------------------------	--

Lead: Director of Finance	
---------------------------	--

<b>Compliance with statute, directions, policy, guidance</b>	
--	--

Lead: All directors	
---------------------	--

<b>Compliance with Healthcare Commission Core/Developmental Standards</b>	<b>Reference:</b>
---	-------------------

Lead: Director of Nursing & Clinical Development	C17 – The Healthcare organisation actively seeks and responds to the views of patients and members of the public in the development and delivery of its services.
--	---

<b>Compliance with Auditors' Local Evaluation standards (ALE)</b>	<b>Reference:</b>
---	-------------------

Lead: Director of Finance	
---------------------------	--

<b>Compliance with requirements of FT application and monitoring regime</b>	<b>Reference:</b>
---	-------------------

Lead: Director of Strategy & Performance	
--	--

## **1. Introduction and Overview**

The attached report sets out Whittington Hospital scores in the third survey Emergency Department survey undertaken by the Healthcare Commission (previous surveys were undertaken in 2003 and 2004). It relates to patients aged 16+ who accessed ED care during January to March 2008.

Analysis of some previous patient surveys has suggested that patterns of responses differ between London trusts and trusts outside London. For the first time results for London trusts have therefore been presented separately from other regions (i.e. benchmarked against each other rather than against national norms).

In this context the Whittington ED department scores largely fell into the 'mid range' category (middle 60% of trusts). 3 scores fell in to the bottom 20% of trusts (convenience of car parking, length of visit to ED, amount of information about care and treatment) and two scores fell in to the top 20% of trusts (information re. medication side effects, information re. who to contact if concerned).

The ED team is participating in the hospital's Customer Focused Marketing programme to develop and collect patient satisfaction metrics, including the net promoter score, and is fully committed to collecting and responding to patient feedback.

## **2. Areas improved since the 2004 Survey**

Due to changes in methodology it is difficult to make direct comparisons between the 2008 survey and the 2004 survey.

However, since the 2004 survey there have been improvements made to the ED environment, a focus on staff attitude and responsiveness, as well as the 'Right Care, Right Place' work which has linked appropriate patients back into primary care based services.

The Department also worked to improve the information available to patients on discharge and this has clearly paid dividends in terms of the high scores the service scored in this domain of the survey.

There has been a significant reduction in the number of complaints received relating to the care provided by ED since 2004.

## **3. Areas identified for improvement in the 2008 Survey and through local patient experience work.**

The 2008 survey indicates relatively low levels of patient satisfaction in relation to the amount of information given about care and treatment, as well as dissatisfaction with the amount of time spent in ED. This ties

in with findings from the Healthcare Commission's urgent care review that indicates that whilst the service performs well on the 4 hour maximum wait target, patients are nonetheless waiting relatively longer than the average. The service also scores low for car parking (which is not surprising given our location and relatively constrained site.)

The service has recently piloted local patient experience surveys in line with the Trust's Customer Focused marketing strategy and whilst the response rate has been low, similar issues have been identified in relation to waiting times and communication with patients.

#### **4. Improvements made since the survey was undertaken**

Since the 2008 survey was undertaken significant investment has been made in the ED environment with new reception and waiting facilities now in place. The new flooring has made a particular impact in terms of improving the appearance of the department and 'white rocking' of clinical areas will improve cleanliness / infection control as well as the overall appearance of the department.

Three new consultant medical staff have recently been recruited to the service, two of whom are now in post with the third due to start in May. The Paediatric ED opened in December 2008. A Nurse Consultant has been appointed to lead the department and took up post in January 2009. These new clinical appointments will substantially boost clinical leadership capacity within the team, building on the skills and commitment of the existing team and providing an opportunity for transformational change within the service over the coming months.

#### **5. Future challenges / actions.**

##### **5.1 ED Transformation programme / oversight**

- Establish an ED Transformation Board, chaired by the Chief Executive, to ensure the service is able to respond positively to opportunities and challenges in the current environment.

##### **5.2 Senior clinical decision making early in pathway**

- Review of medical and nursing workforce model, including options to move to increased consultant presence (evenings/ weekends)
- Development of proposals to establish primary care led urgent care centre / response to IPCT Urgent Care Strategy.

##### **5.3 Patient Experience and Customer Care skills**

- Continued focus on local mechanisms to capture patient experience linked to Trust's Customer Focused Marketing Strategy.
- OD programme to support improved Customer Care to be developed / implemented.

#### **5.4 Information and communication**

- Increased availability of written information / materials re. common clinical conditions that present in ED.
- Information screen with regular updated information re waiting times in the department.
- 24/7 availability reception cover (increased support from medical records)

#### **5.5 Cleanliness**

- Integrate management of facilities services assistants into ED team.

Helen Brown  
23/02/2009