

ITEM: 7

MEETING:
Trust Board 19 July 2006

TITLE: 2005 Inpatient Survey

SUMMARY: Attached is the Healthcare Commission report from the 2005 inpatient survey, which will contribute towards the Trust Performance Assessment, due to be published in September (formerly star ratings).

The survey shows a definite improvement from the 2004 results across the majority of areas. A summary is also attached, which was prepared by Anna Turner. Direct comparison between the two surveys shows:

2004: Best 20% - 2 questions
Intermediate – 19 questions
Worst 20% - 19 questions

2005: Best 20% - 3 questions
Intermediate – 32 questions
Worst 20% - 9 questions

The key area of concern from the results is patients' experience of a mixed sex ward, which has deteriorated by nearly 50% (from 77 in 2004 to 42 in 2005). Patients' experience of noise on wards has also deteriorated, from a score of 61 in 2004 to 53 in 2005. We will not be producing a specific action plan, but will incorporate the work into existing projects, e.g. Essence of Care.

ACTION: for information

REPORT FROM: *Deborah Wheeler, Director of Nursing and Clinical Development*

Financial details supplied/checked by: Not applicable
(Name of finance officer)

Recommendations contained within this paper have been checked for compliance with relevant statute and regulations/directions/policy as follows:

Not applicable
(Relevant law/direction etc.)
(Name)

