

## **Patient survey comparison**

N.B. Please do go onto the website to compare our scores with those of other trusts: [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk) go to 'survey of inpatients' scroll down to 'more information about survey of inpatients' then scroll down to 'individual benchmark reports for each NHS Trust A-Z'. It's buried quite deep but if you persevere you'll find it.

### **1. Admission to hospital**

The questions this year were quite different to those offered in 2004. Also I'm not sure that the questions about treatment by the ambulance crew are that relevant since patients who are receiving medication from ambulance staff come via London Ambulance Service and not this Trust so they are not counted here.

However, patients aren't happy with the waiting system in emergency department or with the information they are being given about what's wrong with them. It would seem, however, that there is a lot to be said about public perception here - whole we seem to be average for length of time patients wait for a bed, their perception is that they are waiting too long. Looks like this is a national problem though.

Barnet and Chase Farm – Scored average marks in all areas except length of wait before admission onto a ward and length of time on the waiting list.

North Middlesex – Only achieved average marks for admission to a bed on a ward and for offering a choice of admission dates. All other areas were in the bottom 20per cent

Royal Free - Achieved average marks in most areas but were in the bottom 20per cent in three areas - giving enough notice of the date of admission, changing date of admission and waits to get onto a ward.

UCLH – The best of the bunch but a mixed bag none the less. In the top 20per cent for choice of admission dates but the bottom 20per cent for changing admission dates and giving enough notice of dates of admission. Scored average in all other areas.

### **2. The hospital and ward**

Views on this were polarised

Worse - number of people on mixed sex wards has increased and we are bothering people during the night with noise both from other patients and staff

Better - Toilets and bathrooms considerably cleaner and the hospital food has improved!

Barnet and Chase Farm – Average scores for mixed sex wards, noise at night and cleanliness of wards/rooms but bottom 20 per cent for toilet and bathroom cleanliness and food.

North Middlesex– Scored in the bottom 20per cent for all questions in this section

Royal Free – Rated very well for mixed sex wards, average for noise at night, but in the bottom 20per cent for cleanliness of wards, toilets and bathrooms and hospital food.

UCLH – Scored average in all categories but were borderline average/bad on staff making noise at night and cleanliness of toilets and bathrooms.

### **3. Doctors**

For this area, our scores are actually the same as last year but have come out worse as it would appear that public expectation has risen across the board.

Barnet and Chase Farm – Average scores except for confidence in doctor, where the score was in the bottom 20 per cent.

North Middlesex – Average for doctors cleaning their hands, in bottom 20 per cent for giving answers that patients can understand and at the very bottom of the bottom for confidence and trust in doctors and doctors talking on front of patients as if they weren't there.

Royal Free – Scored average in all areas

UCLH – Scored average in all areas except doctors talking as if patients weren't there where they were in the bottom 20 per cent. Hand washing scored the higher end of average.

### **4. Nurses**

Overall great news - we scored average in all areas but this showed a notable improvement on last year. Well done nurses!

Barnet and Chase Farm – Bottom 20 per cent for nurses answering questions comprehensibly and confidence and trust in nurses, but average scores for all others. Borderline poor/average for hand washing.

North Middlesex – Scored very badly in the communication questions – almost off the bottom of the scale for nurses talking in front of patients as if they weren't there. Average scores for hand washing and having enough nurses to care for patients.

Royal Free – Scored in the bottom end of average in all questions but were borderline bad for patient confidence in nurses' treatment.

UCLH – Scored average for hand washing and having enough nurses, borderline bad for nurses answering questions in a manner that could be understood. In the bottom 20 per cent for confidence in the nurses and talking in front of patients as if they weren't there.

### **5. Your care and treatment**

In this whole area, our scores are either the same or better than last year. We are doing really well on giving patients enough privacy.

Barnet and Chase Farm – Borderline average/poor for staff contradicting each other, giving patients enough privacy and getting help from staff to eat meals. Bottom 20 per cent for patient involvement in care decisions and information about conditions. Average for all other areas.

North Middlesex – In the bottom 20 per cent for every question in this area except family or close relatives having opportunity to talk to a doctor, where they just managed to get an average score.

Royal Free – A mixed bag here. On the whole, average scores but in the bottom 20 per cent for staff contradicting one another, patients finding people on the staff to talk to if they were worried, and length of wait before the call button was answered.

UCLH – Average scores for all questions but in the bottom 20 per cent for staff contradicting each other.

## **6. Pain**

Much better - a marked improvement. Indicators have risen from 80 to 85, which puts us average with a range into the top 20 per cent of Trusts.

Barnet and Chase Farm – Scored about 81 putting them into the bottom 20 per cent.

North Middlesex – A score of about 77 puts them into the bottom 20 per cent

Royal Free – A score of 83 – average.

UCLH – A score 83 – average

## **7. Operations and procedures**

This is a new category but we come out as average in all areas except the last question where we are in the top 20 per cent for explaining to patients how their operation went.

Barnet and Chase Farm – Scored average in most areas apart for explaining how operations and procedures had gone, where they were in the bottom 20 per cent.

North Middlesex – Bottom 20 per cent in all areas but managed a borderline good for staff explaining how the operations and procedures had gone.

Royal Free – Bottom 20 per cent for explaining risks and benefits of operations and procedures. Average scores in all other areas.

UCLH – A good score in this section. In the top 20 per cent for explaining risks and benefits, being told how to expect to feel after the operation and explaining how the procedure had gone. Average scores in all other areas.

## **8. Leaving hospital**

Views on this were polarised

Worse - delays to discharge. Indicators dropped 7 from 78 last year to 71 but this put us into the bottom 20 per cent

Better - we are improving the contact information given if patients are worried after discharge.

Barnet and Chase Farm – Average in most areas but bottom 20 per cent for giving contact information for worries after discharge and borderline average/good for sending out copies of letters.

North Middlesex – Average scores for delay to discharge and receiving copies of letters between hospital and doctor. All other questions were bottom 20 per cent

Royal Free – Average scores for most areas except bottom 20 per cent for delay to discharge and contact details if worried after discharge.

UCLH – Very mixed results. Bottom 20 per cent for delay to discharge and providing contact details for any worries after discharge. Top 20 per cent for receiving copies of letters. Average for all other questions.

## **9. Overall**

All of these questions came out the same or better than last year. Patients rated us in the bottom 20 per cent for all of the overall questions last year but this year we are average.

- Dignity and respect

Barnet and Chase Farm – Bottom 20 per cent

North Middlesex – Bottom 20 per cent

Royal Free – Average

UCLH – Borderline average/poor

- Doctors and nurses working together

Barnet and Chase Farm - Average

North Middlesex – Bottom 20 per cent

Royal Free – Average

UCLH – Borderline average/poor

- Overall care received

Barnet and Chase Farm – Bottom 20 per cent

North Middlesex – Bottom 20 per cent

Royal Free – Borderline average/ poor

UCLH - Average

### **Overall conclusions for the Whittington:**

Our doctors are not good enough at informing people about their conditions and prescriptions or at communicating with patients in a way that they can understand.

On the two questions about hand washing by doctors and nurses, we came out average.

Though we are improving on the privacy we give patients, our score for dignity and respect more generally has stayed the same. However, again we are good-average rather than average due to public expectation.

Doctors and nurses appear to be improving the way they work together.

Asked to rate the care received overall, markers rose slightly from 71 to 74.

However, we had been in the bottom 20 per cent last year and now we are average.

**An improved performance on last year** - we are only in the bottom 20 per cent in 9 areas compared to 19 last year. We are in the top 20 per cent for three areas as opposed to two last year.

**In comparison to our neighbours, we are positioned somewhere between Royal Free and UCLH**