Patient survey report 2014

National children's inpatient and day case survey 2014

Northampton General Hospital NHS Trust

National NHS patient survey programme
National children's inpatient and day case survey 2014

The Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England.

Our purpose is to make sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and we encourage them to make improvements.

Our role is to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety, and to publish what we find, including performance ratings to help people choose care.

National children's inpatient and day case survey 2014

To improve the quality of services that the NHS delivers, it is important to understand what people think about their care and treatment. One way of doing this is by asking people who have recently used local health services to tell us about their experiences.

This survey focused on young patients who were admitted to hospital as inpatients or for treatment as day case patients. One hundred and thirty seven acute and specialist NHS trusts across England participated. We received feedback about the care of nearly 19,000 young patients, which is a response rate of 27%. Young patients were eligible to take part in the survey if they were:

- aged between 0-15 years
- not staying in hospital at the time patients were sampled
- not 'well babies' i.e. newborn babies where the mother is the primary patient
- were admitted to hospital in August 2014 (some trusts also sampled patients who were admitted in July or September also)

Questionnaires and reminders were sent to patients between October 2014 and January 2014.

The children's survey is part of a wider programme of NHS patient surveys, which covers a range of services including acute adult inpatients, A&E, maternity services and community mental health services. To find out more about our programme and the results from previous surveys, please see the links in the further information section.

The Care Quality Commission will use the results from this survey in our regulation, monitoring and inspection of NHS acute trusts in England. We will use data from the survey in our system of Intelligent Monitoring, which provides inspectors with an assessment of risk in areas of care within an NHS trust that need to be followed up. The survey data will also be included in the data packs that we produce for inspections.

NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold them to account for the outcomes they achieve. The NHS Trust Development Authority will use the results to inform quality and governance assessments as part of their Oversight Model for NHS Trusts.

Interpreting the report

This report shows how a trust scored for each evaluative question in the survey, compared with other trusts. It uses an analysis technique called the '**expected range**' to determine if your trust is performing 'about the same', 'better' or 'worse' compared with other trusts. For more information, please see the 'methodology' section below. This approach is designed to help understand the performance of individual trusts, and to identify areas for improvement.

Throughout the report, results are presented for two main groups of respondents: children and young people, and their parents or carers. Each of these groups used different questionnaires although both focused on the care provided to the young patient. In this report, results are

presented using feedback from the following groups:

- children and young people aged 8-15 years
- parents and carers of patients aged 0-15 years
- parents and carers of patients aged 0-7 years (where questions were only asked of this group)

Responses from parents and carers are divided into these two groups because children under 8 years of age were not asked any questions. Parents and carers of these children were therefore asked more questions than the parents and carers of older children.

This report shows the same data as published on the CQC website available at the following link: www.cqc.org.uk/childrenssurvey

Standardisation

Trusts have differing profiles of people who use their services. For example, one trust may have more younger patients than another trust. This can potentially affect the results because carers or parents may answer questions in different ways, depending on certain characteristics of their children. For example, the parents of older children may report more positive experiences than those of younger respondents. This could potentially lead to a trust's results appearing better or worse than if they had a slightly different profile of people.

To account for this, we 'standardise' the data. Results have been standardised in different ways for the different groups that took part in this survey. The data provided by children aged 8-15 has been standardised by route of admission (whether a patient was admitted as an emergency or their admission was planned) and the type of stay (day case or inpatient). The data provided by parents or carers of children aged 0-15 has been standardised by the same two variables plus survey age group (whether the child was aged 0-7 or 8-15). This helps to ensure that each trust's profile reflects the national distribution (based on all of the respondents to the survey). It therefore enables a more accurate comparison of results from trusts with different population profiles. In most cases this will not have a large impact on trust results; it does, however, make comparisons between trusts as fair as possible.

Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale from 0 to 10. A score of 10 represents the best possible response and a score of zero the worst. The higher the score for each question, the better the trust is performing.

It is not appropriate to score all questions in the questionnaire as not all of the questions assess the trusts in any way, for example, they may be may be 'routing questions' designed to filter out respondents to whom following questions do not apply.

For full details of the scoring please see the technical document (see further information section).

Graphs

The graphs in this report show how the score for the trust compares to the range of scores achieved by all trusts taking part in the survey. The black diamond shows the score for your trust. The graph is divided into three sections:

- If your trust's score lies in the orange section of the graph, its result is 'about the same' as most other trusts in the survey.
- If your trust's score lies in the red section of the graph, its result is 'worse' compared with most other trusts in the survey.
- If your trust's score lies in the green section of the graph, its result is 'better' compared with most other trusts in the survey.

The text to the right of the graph clearly states whether the score for your trust is 'better' or 'worse' compared with most other trusts in the survey. If there is no text the score is 'about the same'. These groupings are based on a rigorous statistical analysis of the data, as described in the following 'methodology' section.
Graphs are presented based upon themes, under each theme will be both the data from adults and from children/young patients.

Methodology

The 'about the same,' 'better' and 'worse' categories are based on an analysis technique called the '**expected range**' which determines the range within which the trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust and the scores for all other trusts. If the trust's performance is outside of this range, it means that it performs significantly above/below what would be expected. If it is within this range, we say that its performance is 'about the same'. This means that where a trust is performing 'better' or 'worse' than the majority of other trusts, it is very unlikely to have occurred by chance.

In some cases there will be no red and/or no green area in the graph. This happens when the expected range for your trust is so broad it encompasses either the highest possible score for all trusts (no green section) or the lowest possible for all trusts score (no red section). This could be because there were few respondents and / or a lot of variation in their answers.

Please note that if fewer than 30 respondents have answered a question, no score will be displayed for this question (or the corresponding section). This is because the uncertainty around the result is too great.

A technical document providing more detail about the methodology and the scoring applied to each question is available on the CQC website (see further information section).

Tables

At the end of the report you will find tables containing the data used to create the graphs, the response rate for your trust and background information about the young people and their parents and carers that responded.

Further information

The full national results are on the CQC website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):
www.cqc.org.uk/childrenssurvey

Full details of the methodology of the survey can be found at:
http://www.nhssurveys.org/surveys/769

More information on the programme of NHS patient surveys is available at:
www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

More information on CQC's hospital intelligent monitoring system is available on the CQC website:
http://www.cqc.org.uk/public/hospital-intelligent-monitoring

National children's inpatient and day case survey 2014
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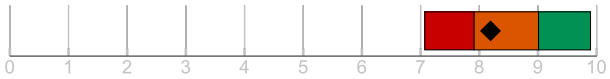
Going to hospital

Children and young people said:

When arriving at the hospital, they were told what would happen to them whilst there

All parents and carers said:

Hospital staff told them what would happen to their child in hospital



Parents and carers of 0 to 7 year olds said:

The hospital gave them a choice of admission dates

The hospital did not change the admission date

Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
About the same	◆	This trust's score (NB: Not shown where there are fewer than 30 respondents)
Worst performing trusts		

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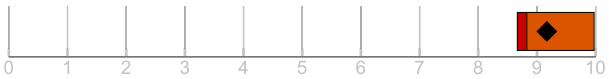
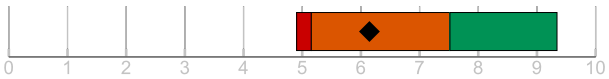
The hospital ward

Children and young people said:

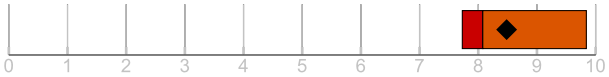
They felt safe on the hospital ward



They liked the hospital food



They were given enough privacy when receiving care and treatment

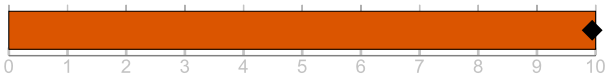


All parents and carers said:

The ward had appropriate equipment or adaptations for their child

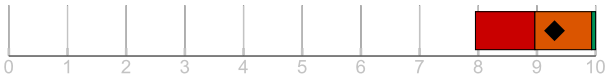
The hospital room or ward their child stayed on was clean

Their child did not stay on an adult ward

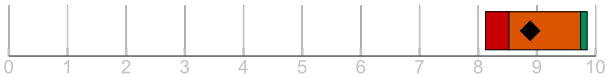


Parents and carers of 0 to 7 year olds said:

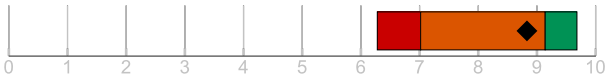
They felt their child was safe on the hospital ward



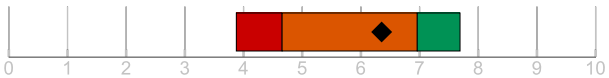
Their child was given enough privacy when receiving care and treatment



There were appropriate things for their child to play with on the ward



Their child liked the hospital food



Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
About the same	◆	This trust's score (NB: Not shown where there are fewer than 30 respondents)
Worst performing trusts		

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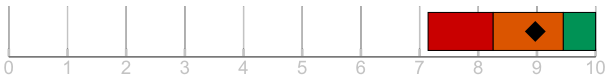
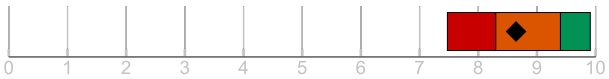
Hospital staff

All parents and carers said:

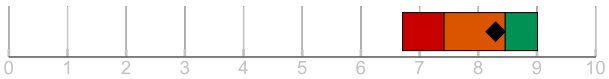
A member of staff agreed a plan with them for the child's care



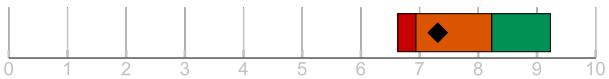
They had confidence and trust in the members of staff treating their child



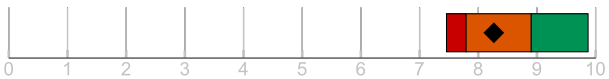
They were encouraged to be involved in decisions about the child's care and treatment



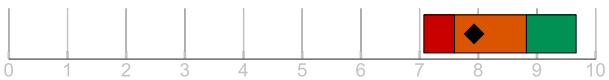
Members of staff were aware of the child's medical history



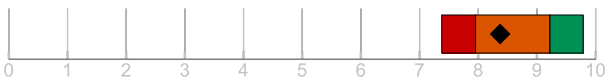
Staff knew how to care for the child's individual or special needs



Staff were available when their child needed attention

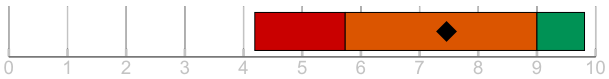


Members of staff caring for their child worked well together



Parents and carers of 0 to 7 year olds said:

The hospital staff played with their child while they were in hospital



Their child was well looked after by hospital staff

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Worst performing trusts		

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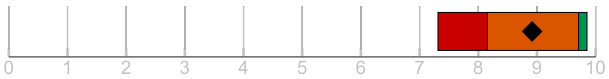
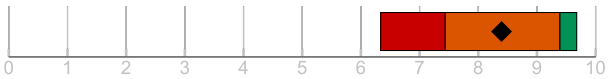
Speaking with patients and providing information

Children and young people said:

Staff talked to them in a way they could understand



Someone at the hospital talked to them about any worries they had



The people looking after them listened to them

The people looking after them were friendly

All parents and carers said:

Staff gave them information about the child's condition and treatment in a way they could understand

Hospital staff kept them informed about what was happening whilst the child was in hospital

Staff asked if they had any questions about their child's care

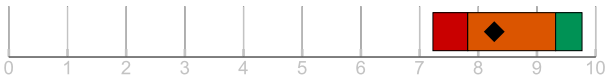
Parents and carers of 0 to 7 year olds said:

New members of staff treating the child introduced themselves

Members of staff communicated with the child in a way they could understand

They were not told different things by different people, which left them feeling confused

The people looking after their child listened to them



The people looking after their child were friendly

Staff treated them with respect and dignity

Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
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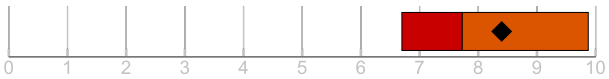
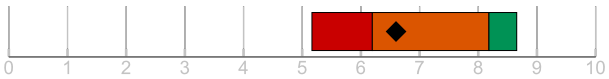
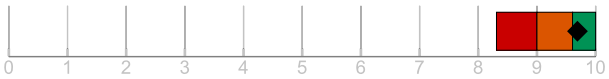
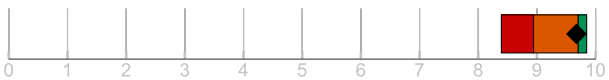
Facilities for parents and carers

All parents and carers said:	
They had access to hot drinks facilities at the hospital	
The facilities for staying overnight for parents and carers were good	

Pain

Children and young people said:	
Hospital staff did everything they could to help their pain	
All parents and carers said:	
Hospital staff did everything they could to ease the child's pain	

Operations and procedures

Children and young people said:	
Someone told them what would be done, before the operation or procedure	
Someone from the hospital explained how the operation or procedure went, in a way they could understand	
All parents and carers said:	
Staff explained to parents and carers what would be done during the operation or procedure	 Better
Staff answered their questions about the operation or procedure, in a way they could understand	
Someone from the hospital explained how the operation or procedure had gone, in a way they could understand	

Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
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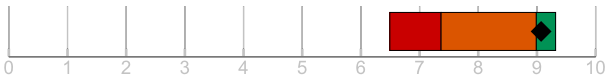
Being prepared to leave hospital

Children and young people said:

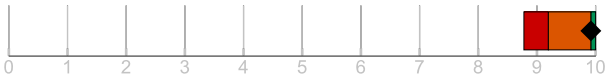
Hospital staff told them what to do or who to talk to if worried about anything when home



Better

All parents and carers said:

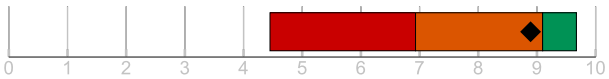
They were given enough information on how their child should use and take any new medicine



They were given advice on how to care for the child when home

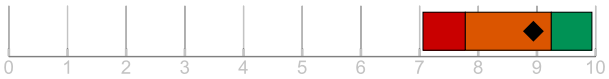
They were told what would happen next after the child left hospital

They were given written information about the child's condition or treatment to take home



Parents and carers of 0 to 7 year olds said:

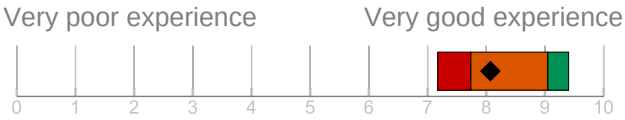
They were told what to do or who to talk to, if worried about their child when home



Overall experience

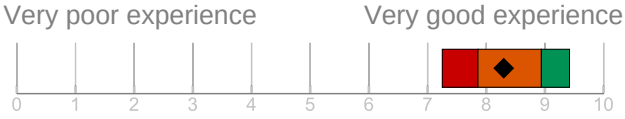
Children and young people said:

They had a good overall experience of care in the hospital



All parents and carers said:

They felt their child had a good experience of care in the hospital, overall



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	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)
Going to hospital				
Children and young people said:				
When arriving at the hospital, they were told what would happen to them whilst there	8.3	7.3	9.7	47
All parents and carers said:				
Hospital staff told them what would happen to their child in hospital	8.2	7.1	9.9	137
Parents and carers of 0 to 7 year olds said:				
The hospital gave them a choice of admission dates	-	1.6	7.1	
The hospital did not change the admission date	-	7.6	9.9	
The hospital ward				
Children and young people said:				
They felt safe on the hospital ward	9.2	8.7	9.9	48
They liked the hospital food	6.1	4.9	9.3	35
They were given enough privacy when receiving care and treatment	8.5	7.7	9.8	47
All parents and carers said:				
The ward had appropriate equipment or adaptations for their child	9.0	7.7	9.9	129
The hospital room or ward their child stayed on was clean	8.5	7.5	9.9	137
Their child did not stay on an adult ward	9.9	8.6	10.0	133
Parents and carers of 0 to 7 year olds said:				
They felt their child was safe on the hospital ward	9.3	8.0	10.0	89
Their child was given enough privacy when receiving care and treatment	8.9	8.1	9.9	89
There were appropriate things for their child to play with on the ward	8.8	6.3	9.7	81
Their child liked the hospital food	6.4	3.9	7.7	51

National children's inpatient and day case survey 2014
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	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)
Hospital staff				
All parents and carers said:				
A member of staff agreed a plan with them for the child's care	9.0	7.1	10.0	126
They had confidence and trust in the members of staff treating their child	8.6	7.5	9.9	138
They were encouraged to be involved in decisions about the child's care and treatment	8.3	6.7	9.0	137
Members of staff were aware of the child's medical history	7.3	6.6	9.2	119
Staff knew how to care for the child's individual or special needs	8.3	7.5	9.9	130
Staff were available when their child needed attention	7.9	7.1	9.7	137
Members of staff caring for their child worked well together	8.4	7.4	9.8	133
Parents and carers of 0 to 7 year olds said:				
The hospital staff played with their child while they were in hospital	7.5	4.2	9.8	40
Their child was well looked after by hospital staff	8.8	7.9	10.0	88
Speaking with patients and providing information				
Children and young people said:				
Staff talked to them in a way they could understand	8.9	7.3	9.9	48
Someone at the hospital talked to them about any worries they had	8.4	6.3	9.7	37
The people looking after them listened to them	8.3	7.3	9.6	49
The people looking after them were friendly	9.6	8.3	10.0	49
All parents and carers said:				
Staff gave them information about the child's condition and treatment in a way they could understand	9.0	8.1	10.0	138
Hospital staff kept them informed about what was happening whilst the child was in hospital	8.3	7.1	9.4	136
Staff asked if they had any questions about their child's care	8.3	6.6	9.7	131
Parents and carers of 0 to 7 year olds said:				
New members of staff treating the child introduced themselves	8.8	7.4	9.5	89
Members of staff communicated with the child in a way they could understand	8.0	6.5	9.3	88
They were not told different things by different people, which left them feeling confused	8.4	6.7	10.0	88
The people looking after their child listened to them	8.3	7.2	9.8	88
The people looking after their child were friendly	8.7	7.7	9.8	88
Staff treated them with respect and dignity	8.9	8.1	10.0	87

National children's inpatient and day case survey 2014
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	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)
Facilities for parents and carers				
All parents and carers said:				
They had access to hot drinks facilities at the hospital	8.4	6.7	9.9	135
The facilities for staying overnight for parents and carers were good	6.6	5.2	8.7	75
Pain				
Children and young people said:				
Hospital staff did everything they could to help their pain	9.1	7.3	9.6	34
All parents and carers said:				
Hospital staff did everything they could to ease the child's pain	8.5	7.4	9.8	81
Operations and procedures				
Children and young people said:				
Someone told them what would be done, before the operation or procedure	9.6	8.1	9.9	30
Someone from the hospital explained how the operation or procedure went, in a way they could understand	-	6.6	9.5	
All parents and carers said:				
Staff explained to parents and carers what would be done during the operation or procedure	9.7	8.3	10.0	70
Staff answered their questions about the operation or procedure, in a way they could understand	9.7	8.4	9.8	69
Someone from the hospital explained how the operation or procedure had gone, in a way they could understand	8.6	7.6	9.8	71
Being prepared to leave hospital				
Children and young people said:				
Hospital staff told them what to do or who to talk to if worried about anything when home	9.1	6.5	9.3	43
All parents and carers said:				
They were given enough information on how their child should use and take any new medicine	9.9	8.8	10.0	48
They were given advice on how to care for the child when home	8.7	7.5	9.8	130
They were told what would happen next after the child left hospital	8.2	6.8	9.9	122
They were given written information about the child's condition or treatment to take home	8.9	4.5	9.7	86
Parents and carers of 0 to 7 year olds said:				
They were told what to do or who to talk to, if worried about their child when home	8.9	7.1	9.9	86

National children's inpatient and day case survey 2014
Northampton General Hospital NHS Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)
Overall experience				
Children and young people said:				
They had a good overall experience of care in the hospital	8.1	7.2	9.4	49
All parents and carers said:				
They felt their child had a good experience of care in the hospital, overall	8.3	7.3	9.4	135

National children's inpatient and day case survey 2014
Northampton General Hospital NHS Trust

Background information

The sample	This trust	All trusts
Number of respondents	138	18736
Response Rate (percentage)	30	27

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	51	56
Female	49	44
Ethnic group (percentage)	(%)	(%)
White	83	79
Multiple ethnic group	9	5
Asian or Asian British	3	8
Black or Black British	4	3
Arab or other ethnic group	0	1
Not known	1	4