Care Quality Commission

Survey Coordination Centre

Patient survey report 2017

Survey of adult inpatients 2017

United Lincolnshire Hospitals NHS Trust

NHS Patient Survey Programme
Survey of adult inpatients 2017

The Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care in England. We make sure health and social care services provide people with safe, effective, compassionate, high-quality care, and we encourage care services to improve. Our role is to register care providers, and to monitor, inspect and rate services. If a service needs to improve, we take action to make sure this happens. We speak with an independent voice, publishing regional and national views of the major quality issues in health and social care.

Survey of adult inpatients 2017

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 health services to tell us about their experiences.

The fifteenth survey of adult inpatients involved 148 acute and specialist NHS trusts across England. Responses were received from 72,778 people, a response rate of 41%. Patients were eligible for the survey if they were aged 16 years or older, had spent at least one night in hospital and were not admitted to maternity or psychiatric units. Trusts sampled patients discharged during July 2017[1]. Trusts counted back from the last day of July 2017, including every consecutive discharge, until they had selected 1250 patients (or, for a small number of specialist trusts who could not reach the required sample size, until they had reached 1st January 2017). Fieldwork took place between September 2017 and January 2018.

Surveys of adult inpatients were also carried out in 2002 and annually from 2004 to 2016. They are part of a wider programme of NHS patient surveys, which cover a range of topics including emergency departments, children's inpatient and day-cases, maternity services and community mental health services. To find out more about our programme and for the results from previous surveys, please see the links contained 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 CQC Insight, which provides inspectors with an assessment of performance in areas of care within an NHS trust that need to be followed up. Survey data will also be use to support CQC 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 and Social Care will hold them to account for the outcomes they achieve. NHS Improvement will use the results to guide its work to improve the quality of care provided by NHS Trusts and Foundation Trusts.

Interpreting the report

This report shows how a trust scored for each question in the survey, compared with the range of results from all other trusts that took part. 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.

A 'section' score is also provided, labelled S1-S11 in the 'section scores'. The scores for each question are grouped according to the sections of the questionnaire, for example, 'the hospital and ward', 'doctors', 'nurses' and so forth.

This report shows the same data as published on the CQC website (http://www.cqc.org.uk/surveys/inpatient). The CQC website displays the data in a simplified way, identifying whether a trust performed 'better', 'worse' or 'about the same' as the majority of other trusts for each question and section.

[1] 37 trusts sampled additional months because of small patient throughputs.

Standardisation

Trusts have differing profiles of people who use their services. For example, one trust may have more male inpatients than another trust. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. For example, older respondents tend to report more positive experiences than younger respondents, and women tend to report less positive experiences than men. 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 by the age, sex and method of admission (emergency or elective) of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This helps to ensure that each trust's age-sex-admission type profile reflects the national age-sex-admission type distribution (based on all of the respondents to the survey). Standardisation 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. For example, they may be descriptive questions such as Q1 asking respondents if their inpatient stay was planned in advance or an emergency; or they may be 'routing questions' designed to filter out respondents to whom following questions do not apply. An example of a routing question would be Q44 "During your stay in hospital, did you have an operation or procedure?" 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 grey 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 orange 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 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.

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 orange 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 score for all trusts (no orange 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. These tables also show the response rate for your trust and background information about the people that responded.

Scores from last year's survey are also displayed. The column called 'change from 2016' uses arrows to indicate whether the score for this year shows a statistically significant increase (up arrow), a statistically significant decrease (down arrow) or has shown no statistically significant change (no arrow) compared with 2016. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. Significance is tested using a two-sample t-test.

Where a result for 2016 is not shown, this is because the question was either new this year, or the question wording and/or the response categories have been changed. It is therefore not possible to compare the results as we do not know if any change is caused by alterations in the survey instrument, or variation in a trust's performance. Comparisons are also not able to be shown if a trust has merged with other trusts since the 2016 survey, or if a trust committed a sampling error in 2016. Please note that comparative data are not shown for sections as the questions contained in each section can change year on year.

Notes on specific questions

Please note that a variety of acute trusts take part in this survey and not all questions are applicable to every trust. The section below details modifications to certain questions, in some cases this will apply to all trusts, in other cases only to some trusts.

All trusts

Q36: Two new response options, “I was not given any information about my treatment or condition” and “Don’t know/ can’t remember”, were added to question 36 (“How much information about your condition or treatment was given to you?”). As a result data is no longer comparable to the same question in 2016.

Q50 and Q51: The information collected by Q50 “On the day you left hospital, was your discharge delayed for any reason?” and Q51 “What was the main reason for the delay?” are presented together to show whether a patient's discharge was delayed by reasons attributable to the hospital. The combined question in this report is labelled as Q51 and is worded as: “Discharge delayed due to wait for medicines/to see doctor/for ambulance.”

Q52: Information from Q50 and Q51 has been used to score Q52 “How long was the delay?” This assesses the length of a delay to discharge for reasons attributable to the hospital.

Q53 and Q56: Respondents who answered Q53 “Where did you go after leaving hospital?” as “I was transferred to another hospital” were not scored for question Q56 (“Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?”). This decision was taken as there is not a requirement for hospital transfers.

Trusts with female patients only

Q11: If your trust offers services to women only, a trust score for Q11 “While in hospital, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?” is not shown.

Trusts with no A&E Department

Q3 and Q4: The results to these questions are not shown for trusts that do not have an A&E department.

Questions added and removed for 2017

The following questions are new for 2017 and will therefore have no comparative results:

Q11: “While in hospital, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?"

Q13: “Did the hospital staff explain the reasons for being moved in a way you could understand?”

Q22: “During your time in hospital, did you get enough to drink?

Q31: “Did you have confidence and trust in any other clinical staff treating you (e.g. physiotherapists, speech therapists, psychologists)?

Q43: “If you needed attention, were you able to get a member of staff to help you within a reasonable time?”

Q63: “Did the doctors or nurses give your family, friends or carers all the information they needed to help care for you?”

Q71: “Did you feel well looked after by the non-clinical hospital staff (e.g. cleaners, porters, catering staff)?”

The following questions were removed from the 2017 questionnaire (2016 numbering):

Q13: “After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?”

Q14: “While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?”

Q18: “How clean were the toilets and bathrooms that you used in hospital?”

Q19: “Did you feel threatened during your stay in hospital by other patients or visitors?”

Q44: “How many minutes after you used the call button did it usually take before you got the help you needed?”

Q46: “Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?”

Q47: “Beforehand, did a member of staff explain what would be done during the operation or procedure?”

Q50: “Before the operation or procedure, were you given an anaesthetic or medication to put you to sleep or control your pain?”

Q51: “Before the operation or procedure, did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?”

Q73: “During your time in hospital did you feel well looked after by hospital staff?”

For more information on questionnaire redevelopment and the rationale behind adding or removing individual questions please refer to the Survey Development Report, available here: http://www.nhssurveys.org/survey/2008

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):
http://www.cqc.org.uk/inpatientsurvey

The results for the adult inpatient surveys from 2002 to 2016 can be found at:
http://www.nhssurveys.org/surveys/425

Full details of the methodology of the survey can be found at:
http://www.nhssurveys.org/surveys/1084

More information on the programme of NHS patient surveys is available at:
http://www.cqc.org.uk/content/surveys

More information about how CQC monitors hospitals is available on the CQC website at:
http://www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals

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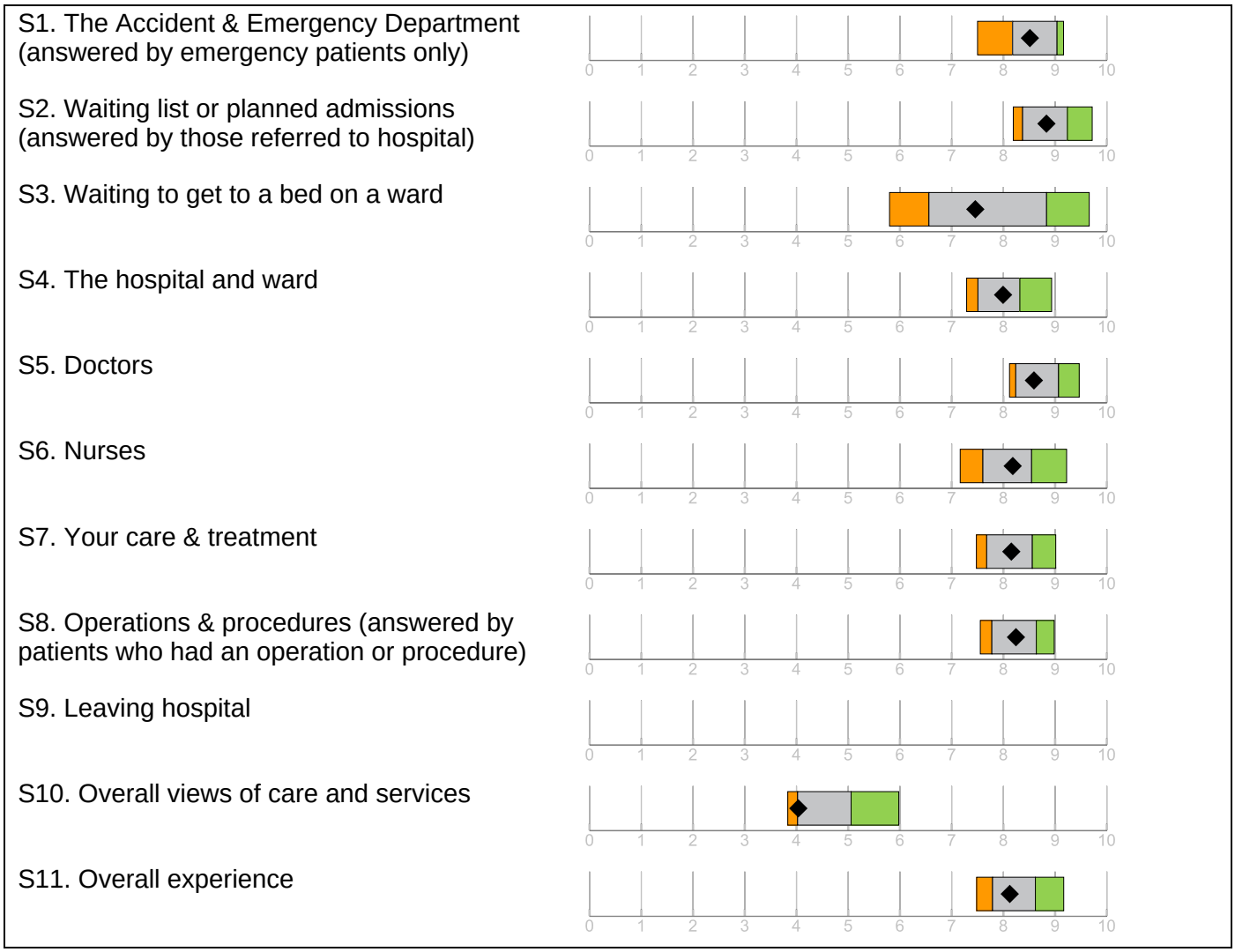
United Lincolnshire Hospitals NHS Trust

Section scores

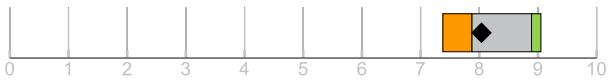


Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
About the same	◆	This trust's score (NB: Not shown where there are fewer than 30 respondents)
Worst performing trusts		

Survey of adult inpatients 2017
United Lincolnshire Hospitals NHS Trust

The Accident & Emergency Department (answered by emergency patients only)

Q3. While you were in the A&E Department, how much information about your condition or treatment was given to you?



Q4. Were you given enough privacy when being examined or treated in the A&E Department?

Waiting list or planned admissions (answered by those referred to hospital)

Q6. How do you feel about the length of time you were on the waiting list?

Q7. Was your admission date changed by the hospital?

Q8. Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?

Waiting to get to a bed on a ward

Q9. From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?

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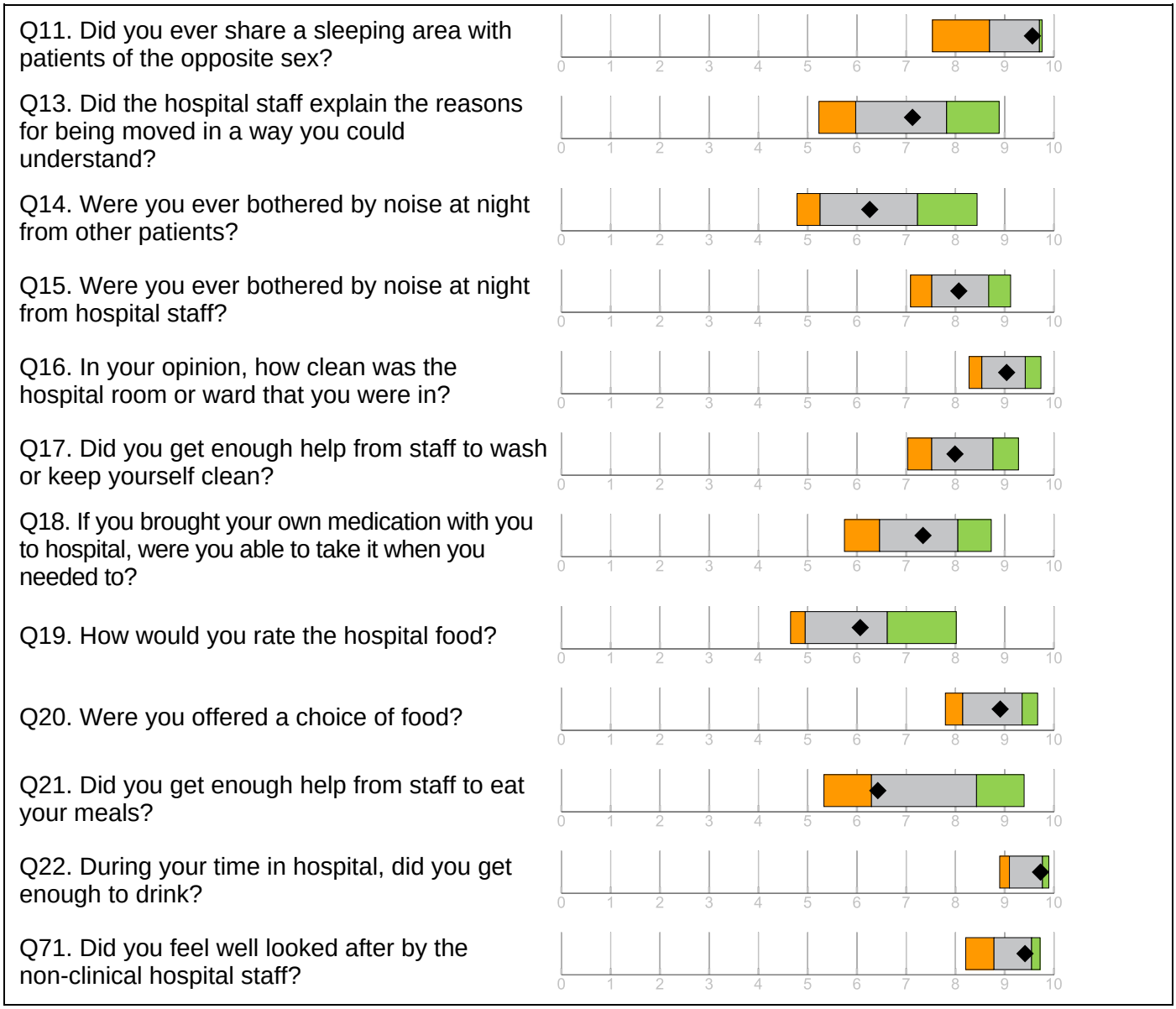
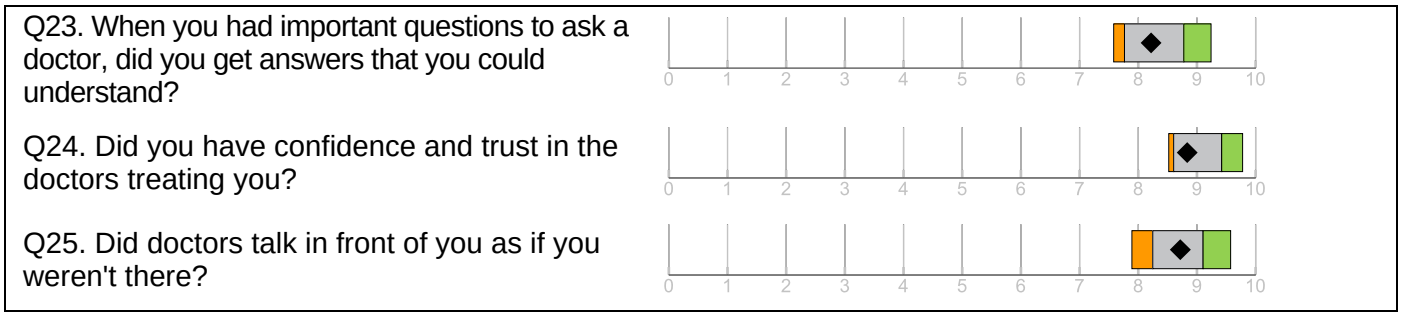
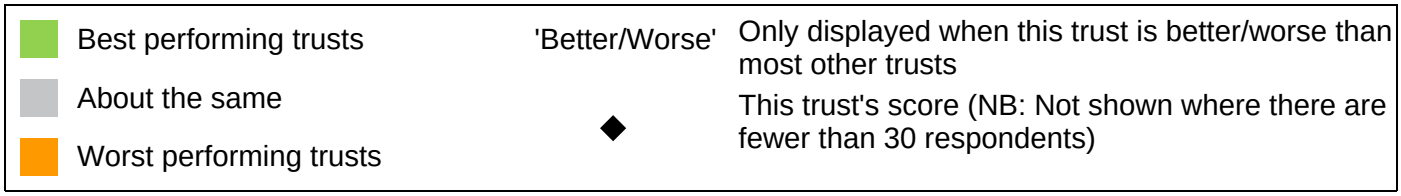
The hospital and ward



Doctors





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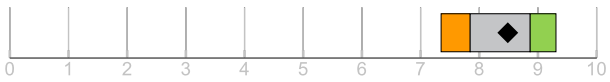
Nurses

Q26. When you had important questions to ask a nurse, did you get answers that you could understand?

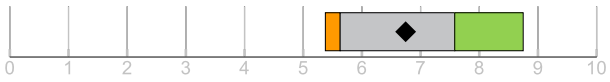


Q27. Did you have confidence and trust in the nurses treating you?

Q28. Did nurses talk in front of you as if you weren't there?

Q29. In your opinion, were there enough nurses on duty to care for you in hospital?

Q30. Did you know which nurse was in charge of looking after you? (this would have been a different person after each shift change)



Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
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Worst performing trusts		

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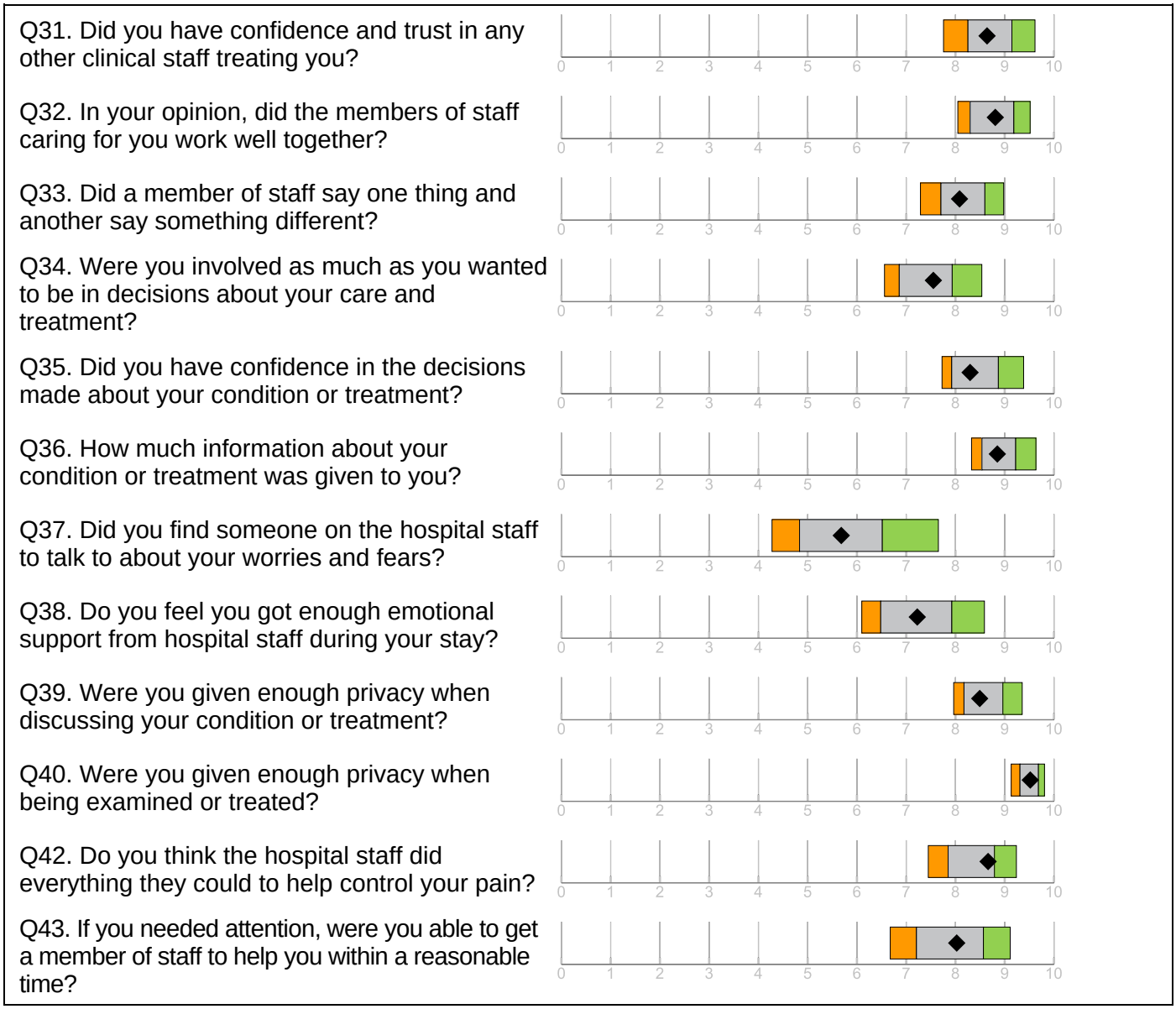
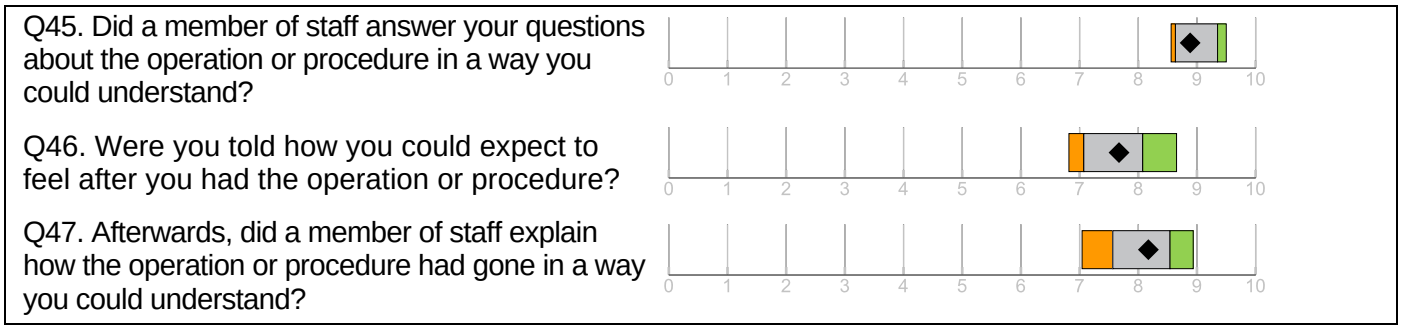
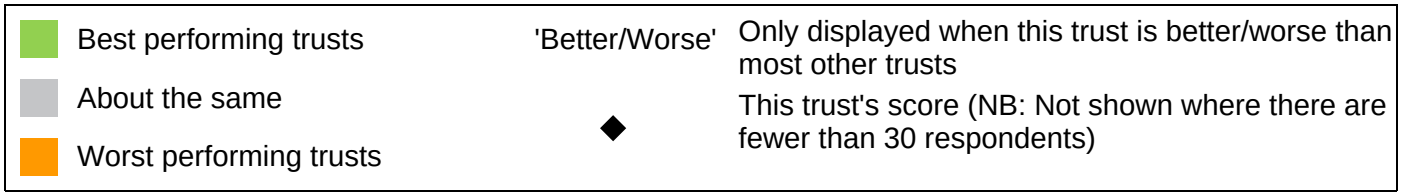
Your care & treatment



Operations & procedures (answered by patients who had an operation or procedure)





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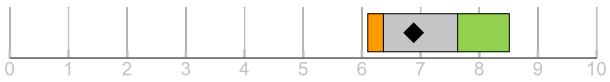
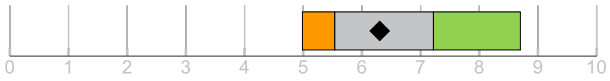
Leaving hospital

Q48. Did you feel you were involved in decisions about your discharge from hospital?



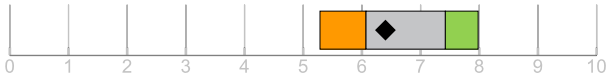
Q49. Were you given enough notice about when you were going to be discharged?

Q51. Discharge delayed due to wait for medicines/to see doctor/for ambulance.



Q52. How long was the delay?

Q54. Did you get enough support from health or social care professionals to help you recover and manage your condition?

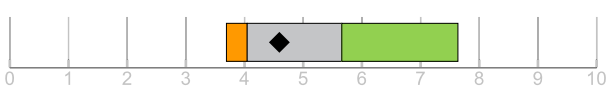


Q55. When you left hospital, did you know what would happen next with your care?

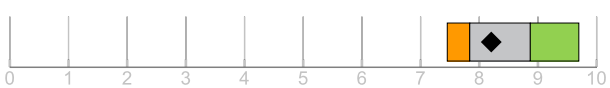
Q56. Were you given any written or printed information about what you should or should not do after leaving hospital?

Q57. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

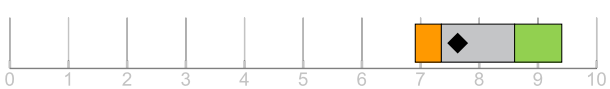
Q58. Did a member of staff tell you about medication side effects to watch for when you went home?



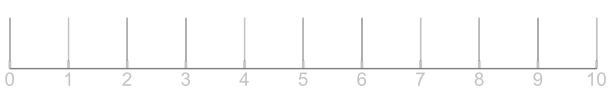
Q59. Were you told how to take your medication in a way you could understand?



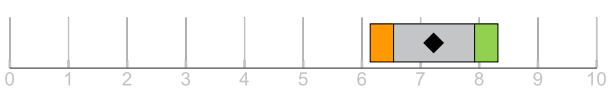
Q60. Were you given clear written or printed information about your medicines?



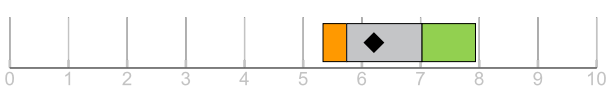
Q61. Did a member of staff tell you about any danger signals you should watch for after you went home?



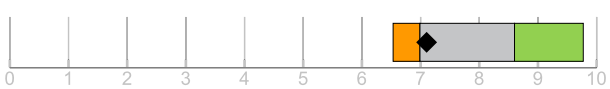
Q62. Did hospital staff take your family or home situation into account when planning your discharge?



Q63. Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?



Q64. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?



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About the same	◆	This trust's score (NB: Not shown where there are fewer than 30 respondents)
Worst performing trusts		

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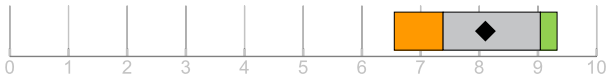
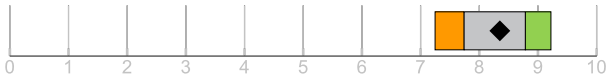
United Lincolnshire Hospitals NHS Trust

Q65. Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?



Q66. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?



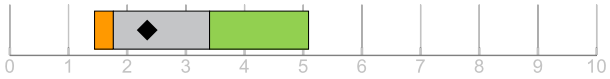
Overall views of care and services

Q67. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

Q69. During your hospital stay, were you ever asked to give your views on the quality of your care?

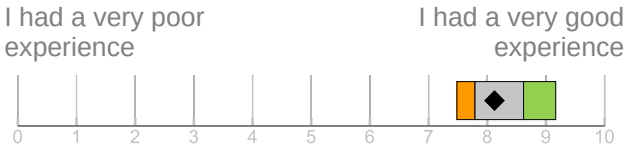
Worse

Q70. Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?



Overall experience

Q68. Overall...



Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
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United Lincolnshire Hospitals NHS Trust

		Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)	2016 scores for this NHS trust	Change from 2016
The Accident & Emergency Department (answered by emergency patients only)							
S1	Section score	8.5	7.5	9.2			
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	8.0	7.4	9.1	251	8.1	
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	9.0	7.5	9.5	282	8.8	
Waiting list or planned admissions (answered by those referred to hospital)							
S2	Section score	8.8	8.2	9.7			
Q6	How do you feel about the length of time you were on the waiting list?	8.5	6.3	9.7	162	8.1	
Q7	Was your admission date changed by the hospital?	9.0	8.1	9.9	165	9.2	
Q8	Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	9.0	8.3	9.6	161	8.9	
Waiting to get to a bed on a ward							
S3	Section score	7.5	5.8	9.7			
Q9	From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?	7.5	5.8	9.7	484	7.3	

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United Lincolnshire Hospitals NHS Trust

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The hospital and ward							
S4	Section score	8.0	7.3	8.9			
Q11	Did you ever share a sleeping area with patients of the opposite sex?	9.6	7.5	9.8	490		
Q13	Did the hospital staff explain the reasons for being moved in a way you could understand?	7.1	5.2	8.9	118		
Q14	Were you ever bothered by noise at night from other patients?	6.3	4.8	8.4	487	6.5	
Q15	Were you ever bothered by noise at night from hospital staff?	8.1	7.1	9.1	484	7.6	
Q16	In your opinion, how clean was the hospital room or ward that you were in?	9.0	8.3	9.7	487	8.9	
Q17	Did you get enough help from staff to wash or keep yourself clean?	8.0	7.0	9.3	281	8.1	
Q18	If you brought your own medication with you to hospital, were you able to take it when you needed to?	7.3	5.7	8.7	273	6.8	
Q19	How would you rate the hospital food?	6.1	4.7	8.0	469	6.0	
Q20	Were you offered a choice of food?	8.9	7.8	9.7	479	8.7	
Q21	Did you get enough help from staff to eat your meals?	6.4	5.3	9.4	85	7.7	↓
Q22	During your time in hospital, did you get enough to drink?	9.7	8.9	9.9	468		
Q71	Did you feel well looked after by the non-clinical hospital staff?	9.4	8.2	9.7	439		
Doctors							
S5	Section score	8.6	8.1	9.5			
Q23	When you had important questions to ask a doctor, did you get answers that you could understand?	8.2	7.6	9.2	424	7.9	
Q24	Did you have confidence and trust in the doctors treating you?	8.8	8.5	9.8	485	8.7	
Q25	Did doctors talk in front of you as if you weren't there?	8.7	7.9	9.6	483	8.6	

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Nurses							
S6	Section score	8.2	7.2	9.2			
Q26	When you had important questions to ask a nurse, did you get answers that you could understand?	8.5	7.3	9.3	411	8.4	
Q27	Did you have confidence and trust in the nurses treating you?	9.0	8.0	9.6	482	9.0	
Q28	Did nurses talk in front of you as if you weren't there?	9.1	8.0	9.6	483	9.0	
Q29	In your opinion, were there enough nurses on duty to care for you in hospital?	7.6	6.5	9.1	481	7.0	↑
Q30	Did you know which nurse was in charge of looking after you? (this would have been a different person after each shift change)	6.7	5.4	8.7	483	6.5	

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Your care & treatment							
S7	Section score	8.2	7.5	9.0			
Q31	Did you have confidence and trust in any other clinical staff treating you?	8.6	7.8	9.6	270		
Q32	In your opinion, did the members of staff caring for you work well together?	8.8	8.0	9.5	463	8.6	
Q33	Did a member of staff say one thing and another say something different?	8.1	7.3	9.0	482	8.1	
Q34	Were you involved as much as you wanted to be in decisions about your care and treatment?	7.6	6.6	8.5	481	7.4	
Q35	Did you have confidence in the decisions made about your condition or treatment?	8.3	7.7	9.4	486	8.1	
Q36	How much information about your condition or treatment was given to you?	8.9	8.3	9.6	465		
Q37	Did you find someone on the hospital staff to talk to about your worries and fears?	5.7	4.3	7.7	289	5.7	
Q38	Do you feel you got enough emotional support from hospital staff during your stay?	7.2	6.1	8.6	296	7.5	
Q39	Were you given enough privacy when discussing your condition or treatment?	8.5	8.0	9.4	482	8.5	
Q40	Were you given enough privacy when being examined or treated?	9.5	9.1	9.8	485	9.5	
Q42	Do you think the hospital staff did everything they could to help control your pain?	8.7	7.4	9.2	303	8.2	
Q43	If you needed attention, were you able to get a member of staff to help you within a reasonable time?	8.0	6.7	9.1	439		
Operations & procedures (answered by patients who had an operation or procedure)							
S8	Section score	8.2	7.6	9.0			
Q45	Did a member of staff answer your questions about the operation or procedure in a way you could understand?	8.9	8.6	9.5	271	8.5	↑
Q46	Were you told how you could expect to feel after you had the operation or procedure?	7.7	6.8	8.7	283	7.4	
Q47	Afterwards, did a member of staff explain how the operation or procedure had gone in a way you could understand?	8.2	7.0	8.9	284	7.7	

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Leaving hospital							
S9	Section score	-	6.3	8.4			
Q48	Did you feel you were involved in decisions about your discharge from hospital?	6.9	6.1	8.5	466	6.7	
Q49	Were you given enough notice about when you were going to be discharged?	7.1	6.3	8.5	484	7.1	
Q51	Discharge delayed due to wait for medicines/to see doctor/for ambulance.	6.3	5.0	8.7	450	6.0	
Q52	How long was the delay?	7.6	6.4	9.2	442	7.4	
Q54	Did you get enough support from health or social care professionals to help you recover and manage your condition?	6.4	5.3	8.0	243	6.4	
Q55	When you left hospital, did you know what would happen next with your care?	-	6.1	8.4			
Q56	Were you given any written or printed information about what you should or should not do after leaving hospital?	5.8	5.6	9.3	467		
Q57	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	8.2	7.6	9.6	337	8.1	
Q58	Did a member of staff tell you about medication side effects to watch for when you went home?	4.6	3.7	7.6	303	4.3	
Q59	Were you told how to take your medication in a way you could understand?	8.2	7.5	9.7	299	8.1	
Q60	Were you given clear written or printed information about your medicines?	7.6	6.9	9.4	304	7.7	
Q61	Did a member of staff tell you about any danger signals you should watch for after you went home?	-	4.3	8.3			
Q62	Did hospital staff take your family or home situation into account when planning your discharge?	7.2	6.1	8.3	290	7.0	
Q63	Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?	6.2	5.3	7.9	316		
Q64	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	7.1	6.5	9.8	423	6.9	
Q65	Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	8.1	6.6	9.3	133	8.5	
Q66	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	8.4	7.2	9.2	236	8.2	

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Overall views of care and services							
S10	Section score	4.0	3.8	6.0			
Q67	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	9.0	8.5	9.7	478	9.0	
Q69	During your hospital stay, were you ever asked to give your views on the quality of your care?	0.8	0.7	3.6	420	0.9	
Q70	Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	2.3	1.4	5.1	377	2.2	
Overall experience							
S11	Section score	8.1	7.5	9.2			
Q68	Overall...	8.1	7.5	9.2	463	8.0	

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United Lincolnshire Hospitals NHS Trust

Background information

The sample	This trust	All trusts
Number of respondents	498	72778
Response Rate (percentage)	43	41

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	48	47
Female	52	53
Age group (percentage)	(%)	(%)
Aged 16-35	5	5
Aged 36-50	7	8
Aged 51-65	19	23
Aged 66 and older	69	64
Ethnic group (percentage)	(%)	(%)
White	92	90
Multiple ethnic group	0	1
Asian or Asian British	0	3
Black or Black British	0	1
Arab or other ethnic group	0	0
Not known	8	5
Religion (percentage)	(%)	(%)
No religion	14	16
Buddhist	0	0
Christian	82	77
Hindu	0	1
Jewish	0	0
Muslim	0	2
Sikh	0	0
Other religion	1	1
Prefer not to say	2	2
Sexual orientation (percentage)	(%)	(%)
Heterosexual/straight	93	94
Gay/lesbian	0	1
Bisexual	0	0
Other	1	1
Prefer not to say	5	4