

Patient survey report 2016

2016 Children and young people's inpatient and day case
survey

Norfolk and Norwich University Hospitals NHS Foundation Trust

NHS patient survey programme 2016 Children and young people's inpatient and day case survey

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.

2016 Children and young people's inpatient and day case survey

To improve the quality of services 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 2016 survey of children and young people involved 132 acute and specialist NHS trusts across England. We received 34,708 completed questionnaires, a response rate of 26%. Patients were eligible to participate in the survey if they were admitted to hospital as an inpatient or day case and aged between 15 days and 15 years old when discharged between the 1 November and 31 December 2016¹. Full sampling criteria can be found in the survey instruction manual (see further information section).

The 2016 survey of children and young people used three different questionnaires, each one appropriate for a different age group:

- The 0-7 questionnaire; sent to patients aged between 15 days and 7 years old at the time of discharge.
- The 8-11 questionnaire; sent to patients aged between 8 and 11 years old at the time of discharge.
- The 12-15 questionnaire; sent to patients aged between 12 and 15 years old at the time of discharge.

Copies of the questionnaires are available here: <http://www.nhssurveys.org/surveys/1009>

Questionnaires sent to those aged 8-11 and 12-15 had a short section for the child or young person to complete, followed by a separate section for their parent or carer to complete. Where a child was aged 0-7, the questionnaire was completed entirely by their parent or carer.

Fieldwork for the survey (the period during which questionnaires were sent out and returned) took place between February 2017 and June 2017.

The children and young people's inpatient and day case survey is part of a wider programme of NHS patient surveys, which covers a range of topics including adult inpatients, emergency departments, 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 used to support CQC inspections. NHS Improvement will use the results to guide its work to improve the quality of care provided by NHS Trusts and Foundation Trusts.

¹Five trusts sampled back to 1 October 2016 in order to achieve the minimum sample size.

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.

Results presented in this report are grouped depending on i) whether parent and carers or children and young people were asked the question and ii) whether the question was common across multiple questionnaires or unique to one. As a result, there are five different benchmark groups:

- Children aged 8-11; questions which were asked of children in the 8-11 questionnaire only.
- Young people aged 12-15; questions which were asked of young people in the 12-15 questionnaire only.
- Children and young people aged 8-15; questions which were asked of both children and young people and were common across the 8-11 and 12-15 questionnaires.
- Parents and carers of children aged 0-7; questions which were asked of parents or carers in the 0-7 questionnaire only.
- Parents and carers of children and young people aged 0-15; questions which were asked of parents or carers and were common across the 0-7, 8-11 and 12-15 questionnaires.

This report shows the same data as published on the CQC website (www.cqc.org.uk/childrensurvey). 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.

As multiple versions of the questionnaire were used, a mapping tool has been developed which provides information on:

- Full question text
- Question number within each questionnaire version
- Benchmark group which answered the question
- Whether the question was scored or not,

The mapping tool is available at: <http://www.nhssurveys.org/surveys/1009>

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 parents and carers 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 by age group (survey version), route of admission (emergency or elective) and length of stay (0 or 1+ overnight stays) 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-admission type-length of stay profile reflects the national age-admission type-length of stay 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 trust performance. For example, they may be a descriptive question which asks respondents if their

child's attendance was an emergency or planned. Alternatively 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 "During their stay in hospital, did your child have any operations or procedures?"

For full details of the scoring please see the 'Survey 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 for all trusts score (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. 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.

Results for 2016 are not comparable with previous surveys owing to differences in the methodology used. Children and young people were sampled at a different time of year which may impact on any change in results.

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/953>

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>

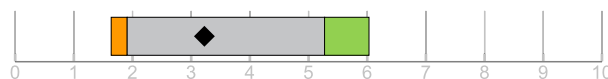
This survey used, under licence, questionnaires originally developed and owned by Picker Institute Europe.

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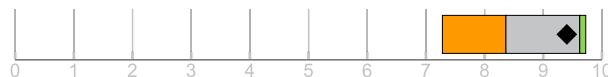
Going to hospital (answered if the patient's visit was planned or they were on a waiting list)

Parents/carers of 0 to 7 year olds were asked:

Did the hospital give you a choice of admission dates?



Did the hospital change your child's admission date at all?



■ Best performing trusts

■ About the same

■ Worst performing trusts

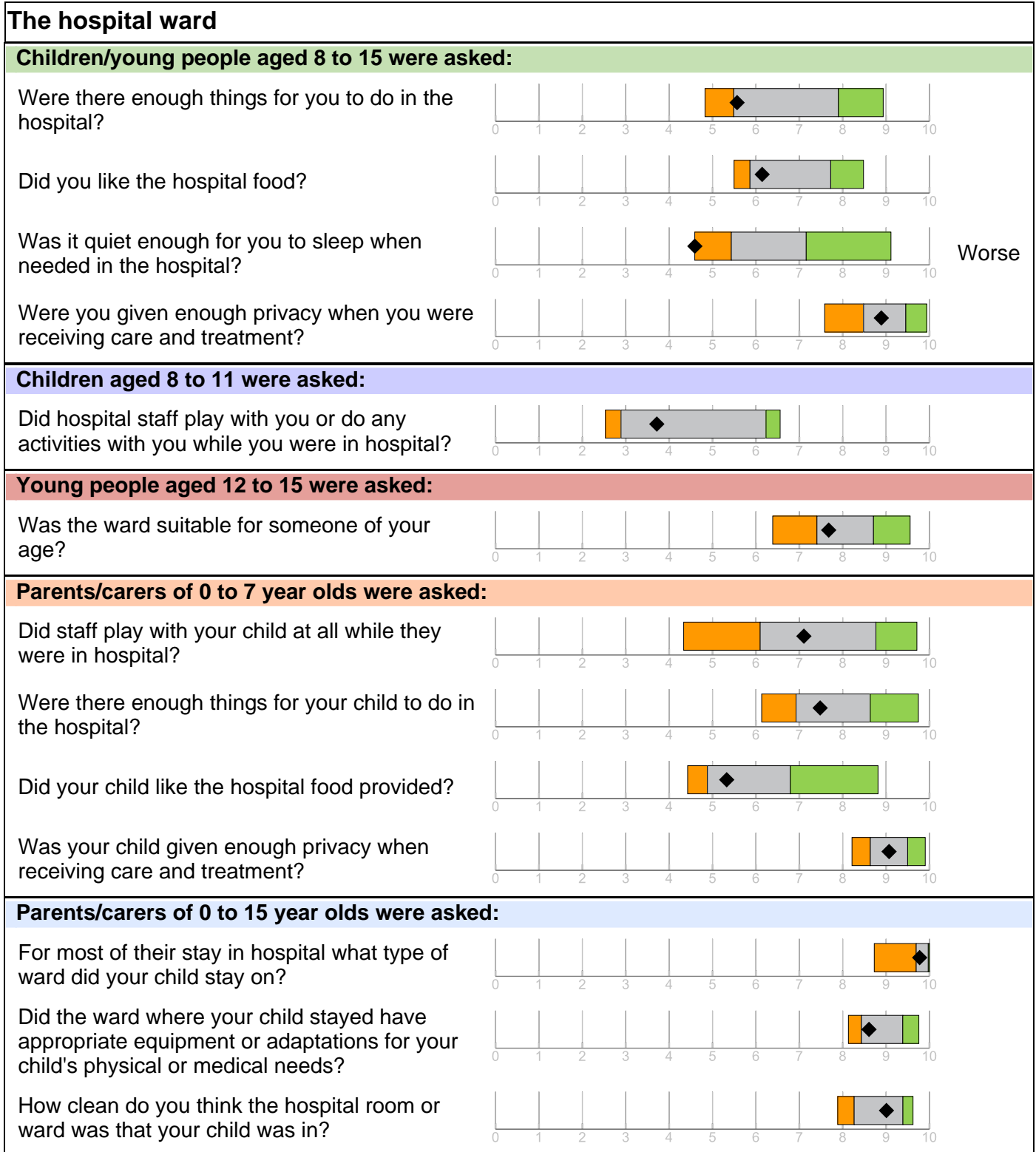
'Better/Worse' Only displayed when this trust is better/worse than most other trusts







This trust's score (NB: Not shown where there are fewer than 30 respondents)

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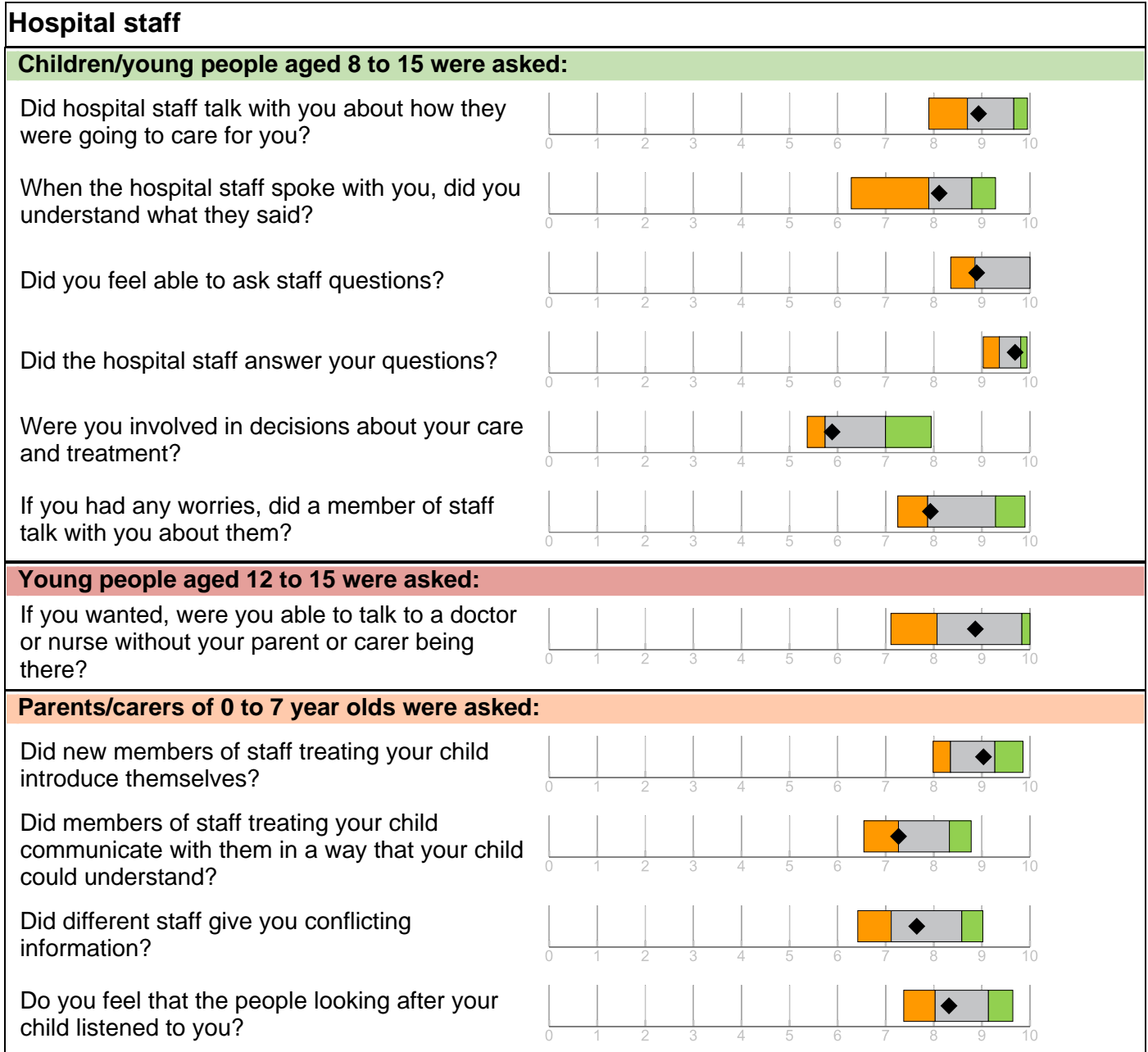
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	Best performing trusts	'Better/Worse' Only displayed when this trust is better/worse than most other trusts
	About the same	
	Worst performing trusts	
		This trust's score (NB: Not shown where there are fewer than 30 respondents)

2016 Children and young people's inpatient and day case survey

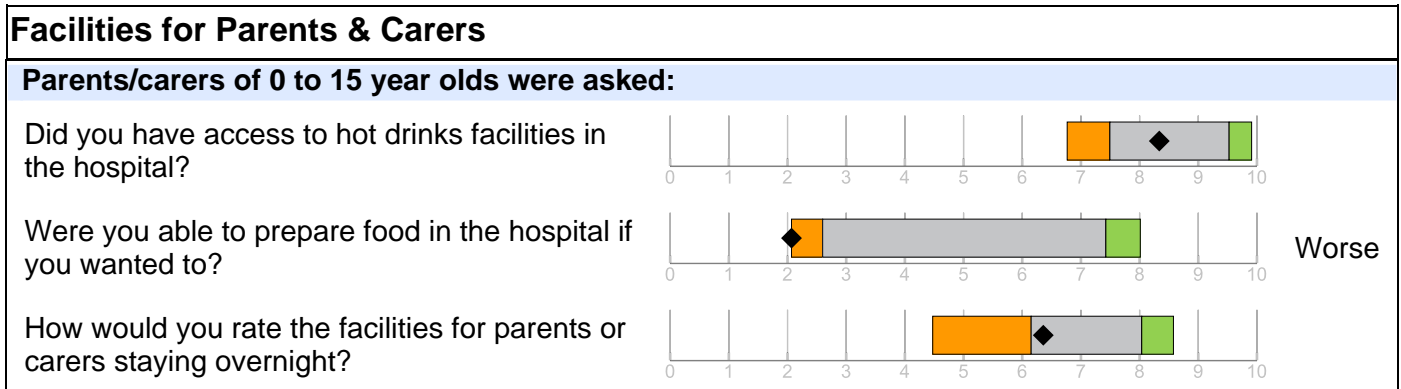
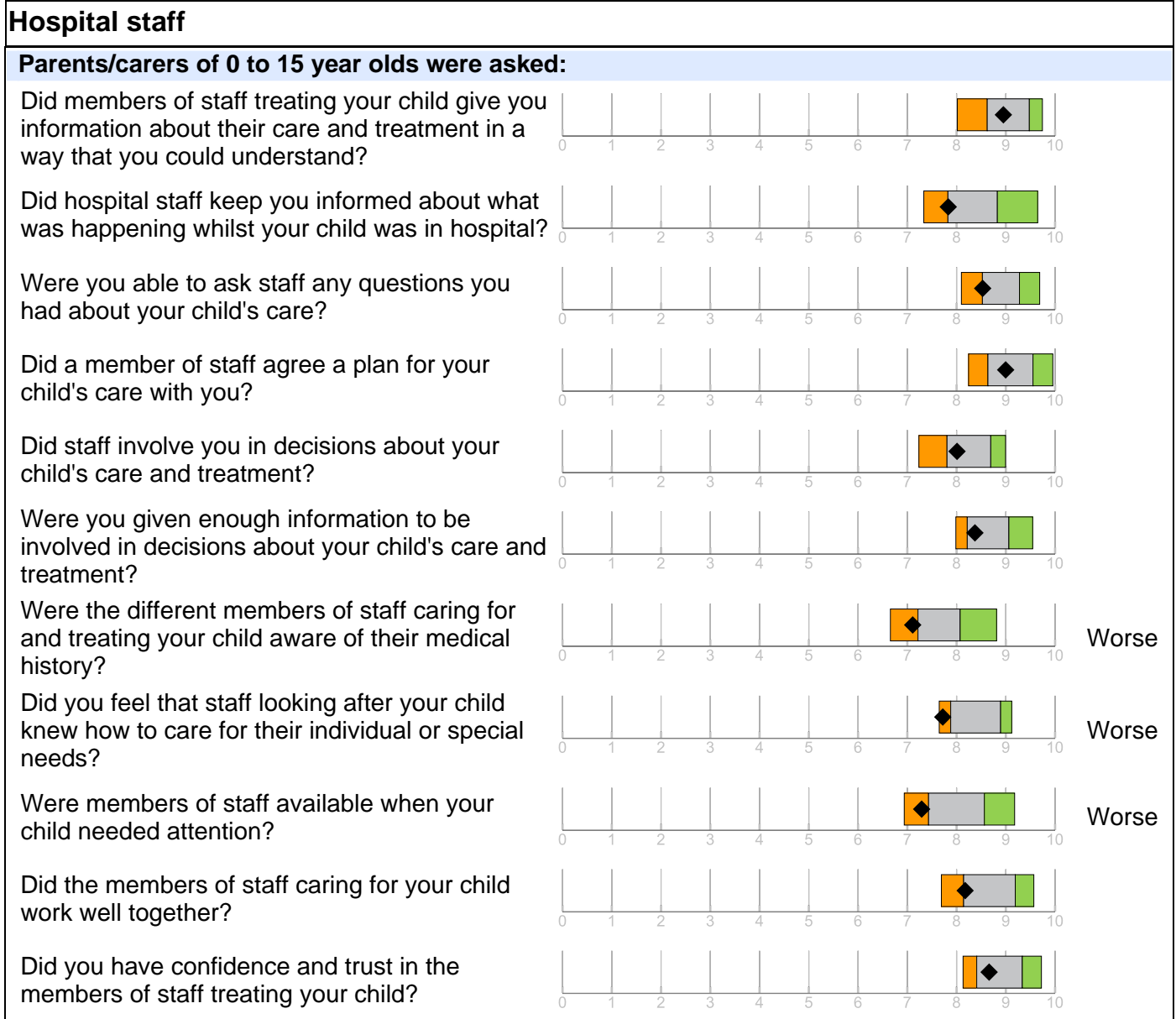
Norfolk and Norwich University Hospitals NHS Foundation Trust



	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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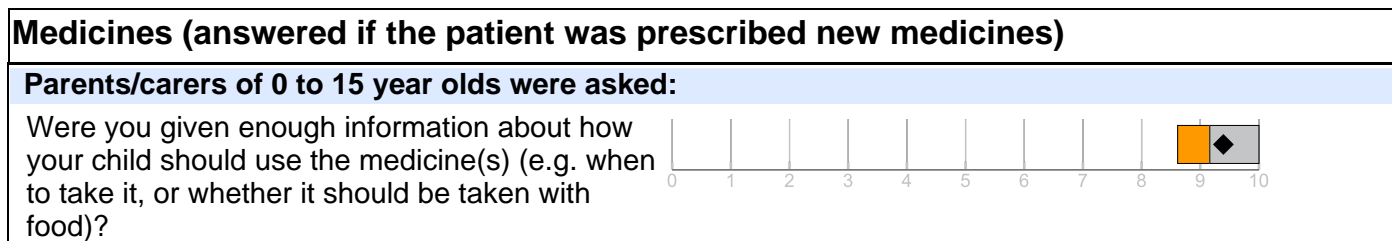
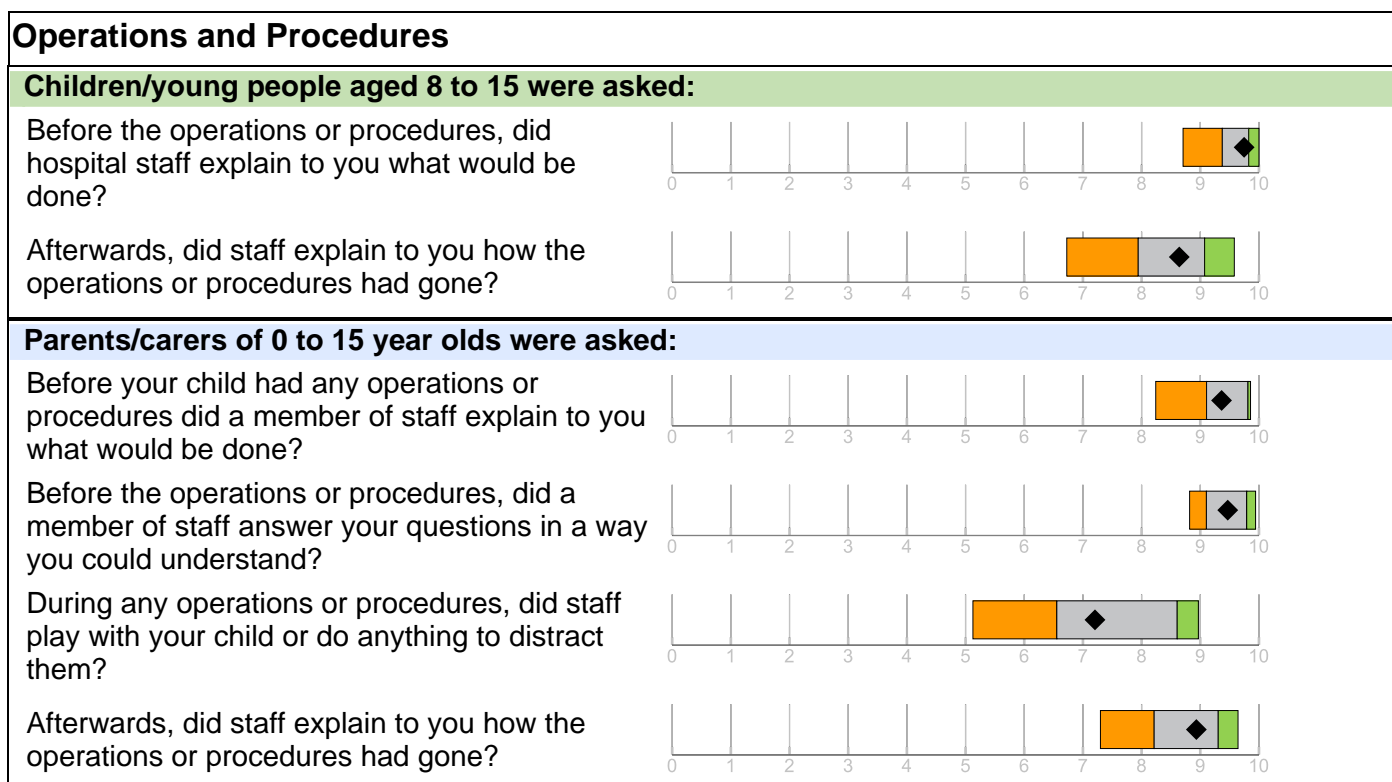
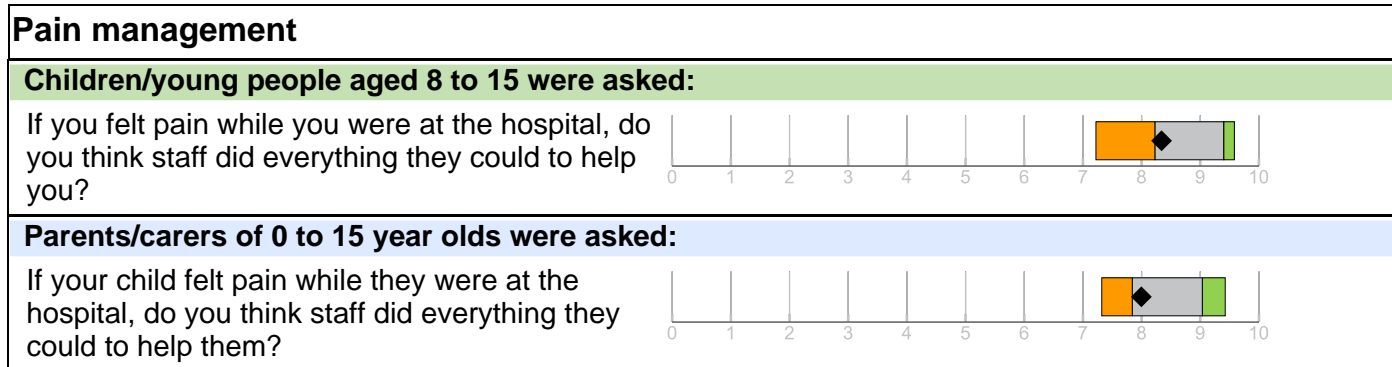






■ Best performing trusts
■ About the same
■ Worst performing trusts

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

2016 Children and young people's inpatient and day case survey

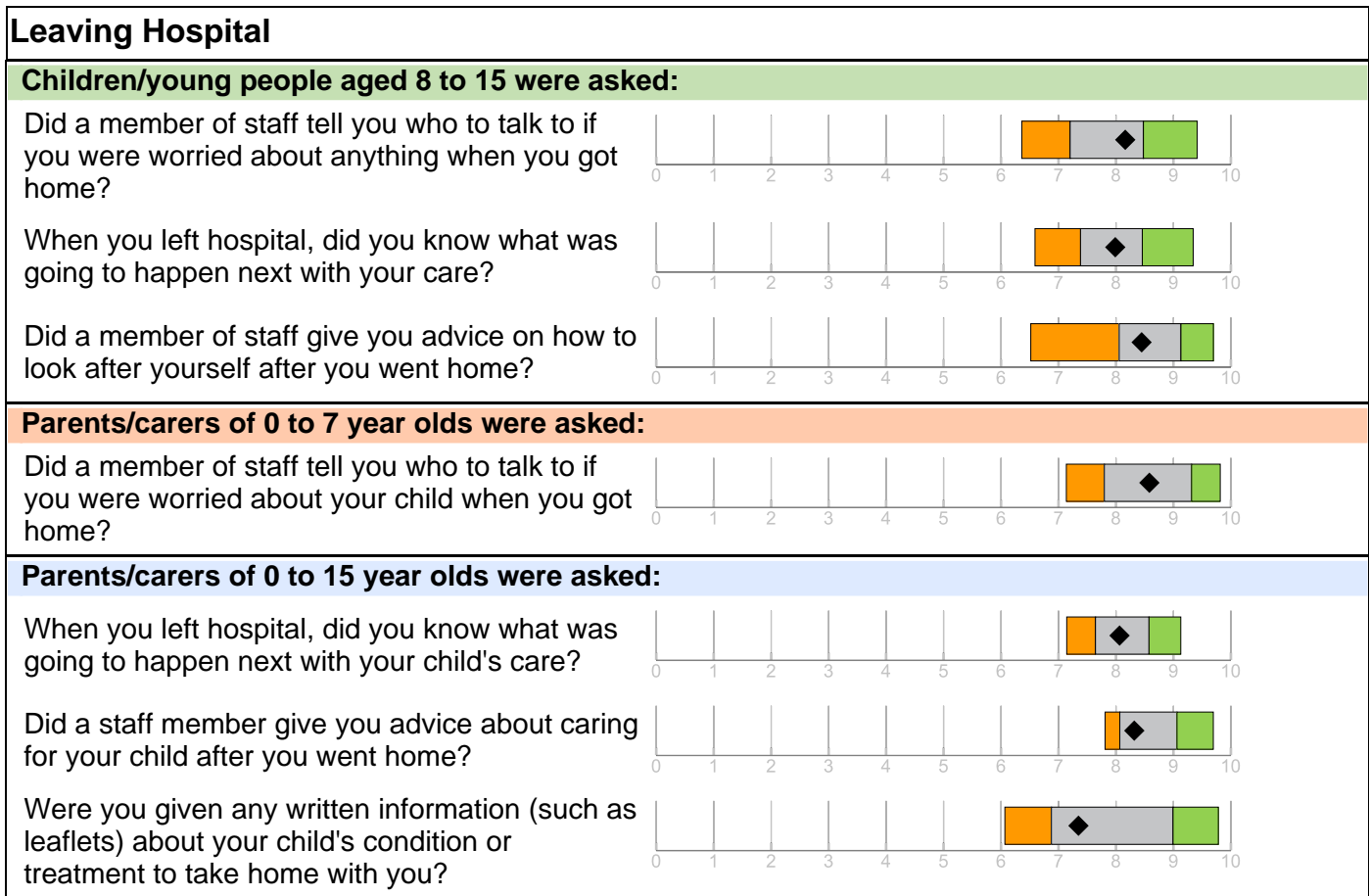
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	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

2016 Children and young people's inpatient and day case survey

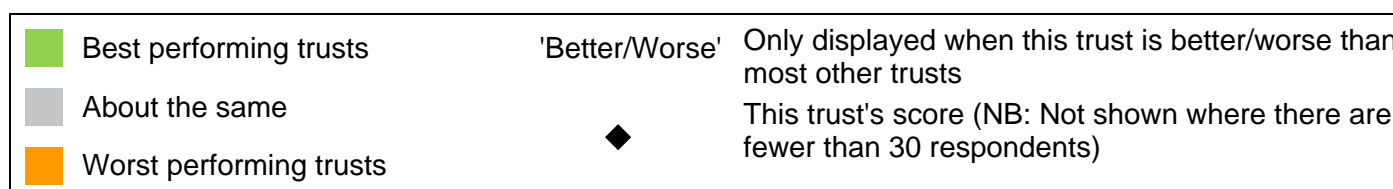
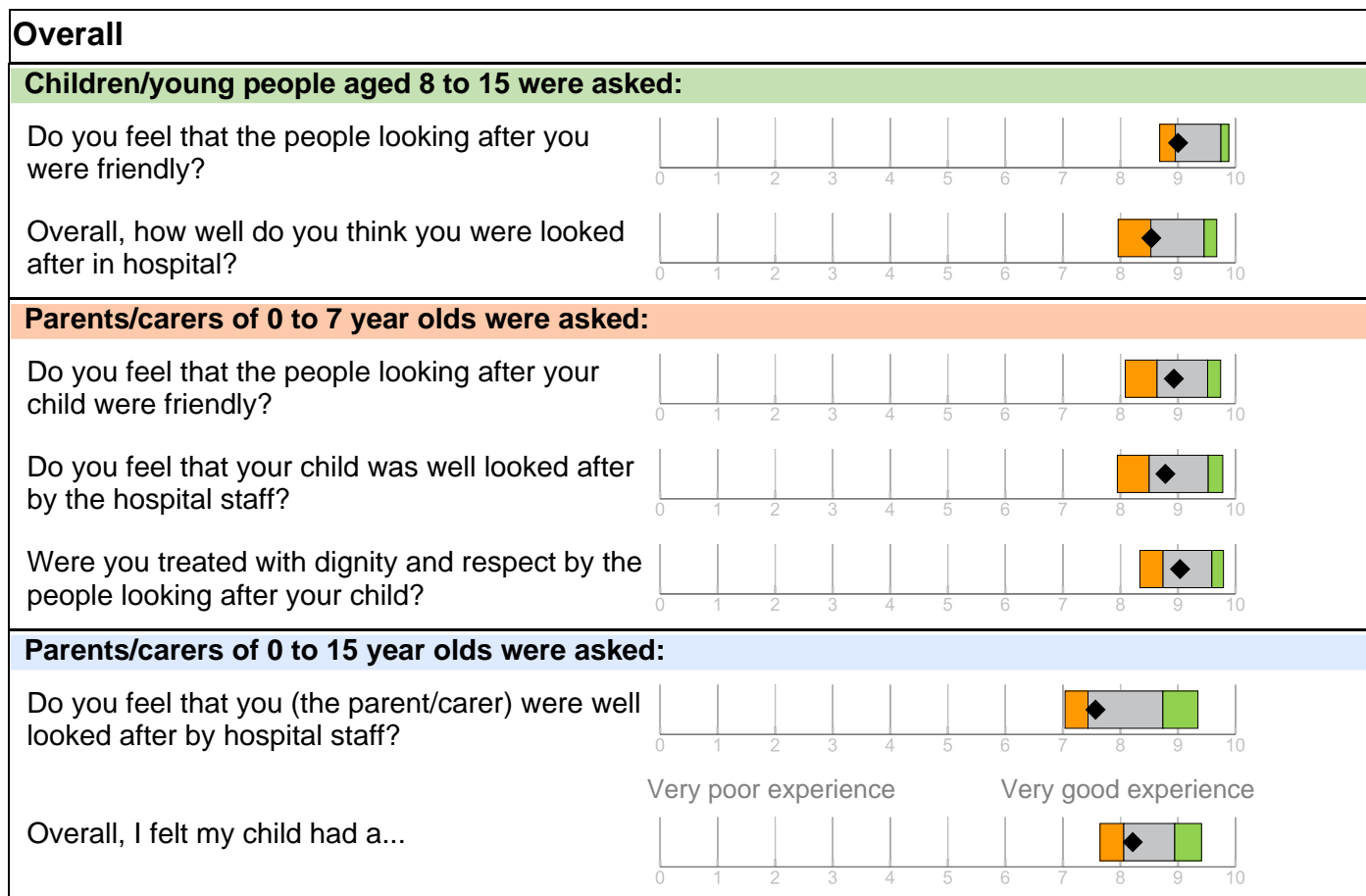
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	Best performing trusts		
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2016 Children and young people's inpatient and day case survey

Norfolk and Norwich University Hospitals NHS Foundation Trust



**2016 Children and young people's inpatient and day case survey
Norfolk and Norwich University Hospitals NHS Foundation
Trust**

	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)
Going to hospital (answered if the patient's visit was planned or they were on a waiting list)				
Parents/carers of 0 to 7 year olds were asked:				
Did the hospital give you a choice of admission dates?	3.2	1.6	6.0	61
Did the hospital change your child's admission date at all?	9.4	7.3	9.7	68
The hospital ward				
Children/young people aged 8 to 15 were asked:				
Were there enough things for you to do in the hospital?	5.6	4.8	8.9	165
Did you like the hospital food?	6.1	5.5	8.5	119
Was it quiet enough for you to sleep when needed in the hospital?	4.6	4.6	9.1	110
Were you given enough privacy when you were receiving care and treatment?	8.9	7.6	9.9	168
Children aged 8 to 11 were asked:				
Did hospital staff play with you or do any activities with you while you were in hospital?	3.7	2.5	6.6	52
Young people aged 12 to 15 were asked:				
Was the ward suitable for someone of your age?	7.7	6.4	9.6	95
Parents/carers of 0 to 7 year olds were asked:				
Did staff play with your child at all while they were in hospital?	7.1	4.3	9.7	89
Were there enough things for your child to do in the hospital?	7.5	6.1	9.7	180
Did your child like the hospital food provided?	5.3	4.4	8.8	87
Was your child given enough privacy when receiving care and treatment?	9.1	8.2	9.9	205
Parents/carers of 0 to 15 year olds were asked:				
For most of their stay in hospital what type of ward did your child stay on?	9.8	8.7	10.0	358
Did the ward where your child stayed have appropriate equipment or adaptations for your child's physical or medical needs?	8.6	8.1	9.8	284
How clean do you think the hospital room or ward was that your child was in?	9.0	7.9	9.6	368

2016 Children and young people's inpatient and day case survey
Norfolk and Norwich University Hospitals NHS Foundation
Trust

	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)
Hospital staff				
Children/young people aged 8 to 15 were asked:				
Did hospital staff talk with you about how they were going to care for you?	8.9	7.9	9.9	164
When the hospital staff spoke with you, did you understand what they said?	8.1	6.3	9.3	163
Did you feel able to ask staff questions?	8.9	8.4	10.0	144
Did the hospital staff answer your questions?	9.7	9.0	9.9	132
Were you involved in decisions about your care and treatment?	5.9	5.4	7.9	161
If you had any worries, did a member of staff talk with you about them?	7.9	7.3	9.9	131
Young people aged 12 to 15 were asked:				
If you wanted, were you able to talk to a doctor or nurse without your parent or carer being there?	8.9	7.1	10.0	46
Parents/carers of 0 to 7 year olds were asked:				
Did new members of staff treating your child introduce themselves?	9.0	8.0	9.9	202
Did members of staff treating your child communicate with them in a way that your child could understand?	7.3	6.5	8.8	190
Did different staff give you conflicting information?	7.6	6.4	9.0	201
Do you feel that the people looking after your child listened to you?	8.3	7.4	9.6	203
Parents/carers of 0 to 15 year olds were asked:				
Did members of staff treating your child give you information about their care and treatment in a way that you could understand?	9.0	8.0	9.7	368
Did hospital staff keep you informed about what was happening whilst your child was in hospital?	7.8	7.3	9.6	364
Were you able to ask staff any questions you had about your child's care?	8.5	8.1	9.7	365
Did a member of staff agree a plan for your child's care with you?	9.0	8.2	10.0	343
Did staff involve you in decisions about your child's care and treatment?	8.0	7.2	9.0	364
Were you given enough information to be involved in decisions about your child's care and treatment?	8.4	8.0	9.5	364
Were the different members of staff caring for and treating your child aware of their medical history?	7.1	6.7	8.8	334
Did you feel that staff looking after your child knew how to care for their individual or special needs?	7.7	7.6	9.1	291
Were members of staff available when your child needed attention?	7.3	6.9	9.2	355
Did the members of staff caring for your child work well together?	8.2	7.7	9.6	357
Did you have confidence and trust in the members of staff treating your child?	8.7	8.1	9.7	367

2016 Children and young people's inpatient and day case survey
Norfolk and Norwich University Hospitals NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)
Facilities for Parents & Carers				
Parents/carers of 0 to 15 year olds were asked:				
Did you have access to hot drinks facilities in the hospital?	8.3	6.8	9.9	362
Were you able to prepare food in the hospital if you wanted to?	2.1	2.1	8.0	149
How would you rate the facilities for parents or carers staying overnight?	6.4	4.5	8.6	144
Pain management				
Children/young people aged 8 to 15 were asked:				
If you felt pain while you were at the hospital, do you think staff did everything they could to help you?	8.3	7.2	9.6	138
Parents/carers of 0 to 15 year olds were asked:				
If your child felt pain while they were at the hospital, do you think staff did everything they could to help them?	8.0	7.3	9.4	283
Operations and Procedures				
Children/young people aged 8 to 15 were asked:				
Before the operations or procedures, did hospital staff explain to you what would be done?	9.7	8.7	10.0	113
Afterwards, did staff explain to you how the operations or procedures had gone?	8.6	6.7	9.6	113
Parents/carers of 0 to 15 year olds were asked:				
Before your child had any operations or procedures did a member of staff explain to you what would be done?	9.4	8.2	9.9	186
Before the operations or procedures, did a member of staff answer your questions in a way you could understand?	9.5	8.8	9.9	183
During any operations or procedures, did staff play with your child or do anything to distract them?	7.2	5.1	9.0	110
Afterwards, did staff explain to you how the operations or procedures had gone?	8.9	7.3	9.6	183
Medicines (answered if the patient was prescribed new medicines)				
Parents/carers of 0 to 15 year olds were asked:				
Were you given enough information about how your child should use the medicine(s) (e.g. when to take it, or whether it should be taken with food)?	9.4	8.6	9.9	114

**2016 Children and young people's inpatient and day case survey
Norfolk and Norwich University Hospitals NHS Foundation
Trust**

	Scores for this NHS trust	Lowest trust score in England	Highest trust score in England	Number of respondents (this trust)
Leaving Hospital				
Children/young people aged 8 to 15 were asked:				
Did a member of staff tell you who to talk to if you were worried about anything when you got home?	8.2	6.4	9.4	139
When you left hospital, did you know what was going to happen next with your care?	8.0	6.6	9.3	168
Did a member of staff give you advice on how to look after yourself after you went home?	8.4	6.5	9.7	161
Parents/carers of 0 to 7 year olds were asked:				
Did a member of staff tell you who to talk to if you were worried about your child when you got home?	8.6	7.1	9.8	195
Parents/carers of 0 to 15 year olds were asked:				
When you left hospital, did you know what was going to happen next with your child's care?	8.1	7.1	9.1	342
Did a staff member give you advice about caring for your child after you went home?	8.3	7.8	9.7	347
Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?	7.3	6.1	9.8	215
Overall				
Children/young people aged 8 to 15 were asked:				
Do you feel that the people looking after you were friendly?	9.0	8.7	9.9	168
Overall, how well do you think you were looked after in hospital?	8.5	8.0	9.7	168
Parents/carers of 0 to 7 year olds were asked:				
Do you feel that the people looking after your child were friendly?	8.9	8.1	9.7	203
Do you feel that your child was well looked after by the hospital staff?	8.8	7.9	9.8	204
Were you treated with dignity and respect by the people looking after your child?	9.0	8.3	9.8	203
Parents/carers of 0 to 15 year olds were asked:				
Do you feel that you (the parent/carer) were well looked after by hospital staff?	7.6	7.0	9.3	365
Overall, I felt my child had a...	8.2	7.6	9.4	362

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Background information

The sample	This trust	All trusts
Number of respondents	374	34708
Response Rate (percentage)	30	26

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	56	55
Female	44	45
Ethnic group (percentage)	(%)	(%)
White	92	77
Multiple ethnic group	3	5
Asian or Asian British	3	8
Black or Black British	0	3
Arab or other ethnic group	0	1
Not known	2	6