

Patient survey report 2018

2018 Children and Young People's Patient Experience Survey

West Hertfordshire Hospitals NHS Trust

NHS Patient Survey Programme 2018 Children and Young People's Patient Experience 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.

2018 Children and Young People's Patient Experience 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 2018 survey of children and young people involved 129 acute and specialist NHS trusts across England. We received 33,179 completed questionnaires, a response rate of 25%. Patients were eligible to participate in the survey if they were admitted to hospital and aged between 15 days and 15 years old when discharged between the 1st of November and the 31st December 2018¹. Full sampling criteria can be found in the sampling instructions (see further information section).

The 2018 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://nhssurveys.org/surveys/survey/01-children-patient-experience/year/2018/>

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 2019 and June 2019.

The children and young people's 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.

This research was carried out in accordance with the international standard for organisations conducting social research (accreditation to ISO20252:2012; certificate number GB08/74322).

¹Five trusts sampled back to 1 October 2018 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 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.
- 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.
- 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 on the NHS surveys website (<https://nhssurveys.org/wp-content/surveys/01-children-patient-experience/04-analysis-reporting/2018/Question%20Mapping.xlsx>).

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 children. 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. Standardisation enables a more accurate comparison of results from trusts with different population profiles. In most cases standardisation will not have a large impact on results; it does, however, make comparisons between trusts as fair as possible.

Scoring

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 the questions in the questionnaire because some do not assess the trust's performance. For example, some questions are included for descriptive or statistical

purposes, such as X2 “Was your child’s visit to hospital planned or an emergency?”. Alternatively, some questions are routing questions, designed to filter out respondents to whom following questions do not apply. An example of routing question is X33 “During their stay in hospital, did your child have any operations or procedures?”.

For full details of question 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 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. Tables also show the response rate for your trust and demographic information about the people that responded.

Where available, your trust’s scores for the 2016 survey are also displayed in these tables. In the column called “Change from 2016”, arrows 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 result is very unlikely to have occurred by chance. Significance is tested using a two-sample t-test with a significance level of 0.05.

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 (see below). Comparisons are also not shown if a trust has merged with other trusts since the 2016 survey, with impacts on

services for children and young people, or if a trust committed a sampling error in 2016.

Notes on question comparability

The following three evaluative questions were new for the 2018 survey:

- X51 “If you used the hospital Wi-Fi, was it good enough to do what you wanted?” (benchmark group: children and young people aged 8-15).
- X11 “If your child used the hospital Wi-Fi to entertain themselves, was it good enough to do what they wanted?” (benchmark group: parents and carers of children aged 0-7).
- X26 “If you had been unhappy with your child’s care and treatment, do you feel that you could have told hospital staff?” (benchmark group: parents and carers of children and young people aged 0-15).

As such, there are no historical survey results for these questions.

The following three questions were modified for the 2018 survey and it is therefore not possible to compare 2018 scores with those from 2016:

- X46: “Were you treated with dignity and respect by the people looking after your child?” was included in all three questionnaires for the first time. As a result, the benchmark group has changed from parents and carers of children aged 0-7 to parents and carers of children aged 0-15.
- X59: “If you had any worries, did a member of staff talk with you about them?”, where response options were changed.
- X31: “How would you rate the facilities for parents or carers staying overnight?”, where response options to the filter question X30 “Did you stay overnight with your child during their most recent visit to hospital” were changed.

Please also note that question X63: “During your time in hospital, did you have any operations or procedures?”, a routing question for two children and young people’s questions on operations and procedures, did not feature the example “such as having your tonsils taken out” in 2018. This is because cognitive testing revealed that the example biased children’s responses (they were likely to fail to report they had an operation or procedure because they didn’t specifically have their tonsils taken out). Nationally, a larger proportion of children reported an operation or procedure this year (+5%) than in 2016. Historical comparisons have been maintained at trust level and nationally.

For further details of questionnaire changes please see the [survey development report](http://nhssurveys.org/wp-content/surveys/01-children-patient-experience/01-design-development/2018/Survey%20development%20report.pdf). (<http://nhssurveys.org/wp-content/surveys/01-children-patient-experience/01-design-development/2018/Survey%20development%20report.pdf>)

Notes on particular questions

Retrospective cleaning was applied to the 2016 data for X28, Did you have access to hot drinks facilities in the hospital? (Cross ALL that apply), to align the 2016 cleaning approach with the one undertaken for 2018. Thus, the figures presented for 2016 data here may differ slightly from the data in the 2016 publication.

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/childrensurvey

Full details of the methodology of the survey can be found at:

<https://nhssurveys.org/surveys/survey/01-children-patient-experience/year/2018/>

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.

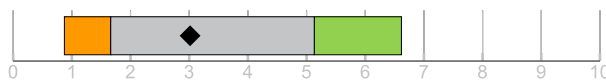
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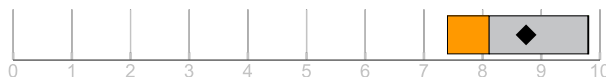
GOING TO HOSPITAL

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

X3. Did the hospital give you a choice of admission dates?



X4. Did the hospital change your child's admission date at all?



■ Best performing trusts

■ About the same

■ Worst performing trusts

'Better/Worse'

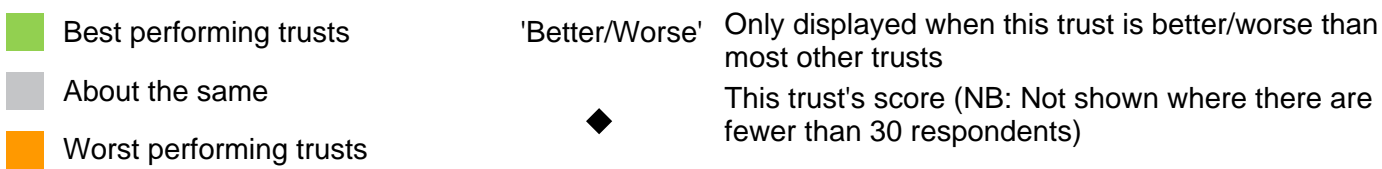
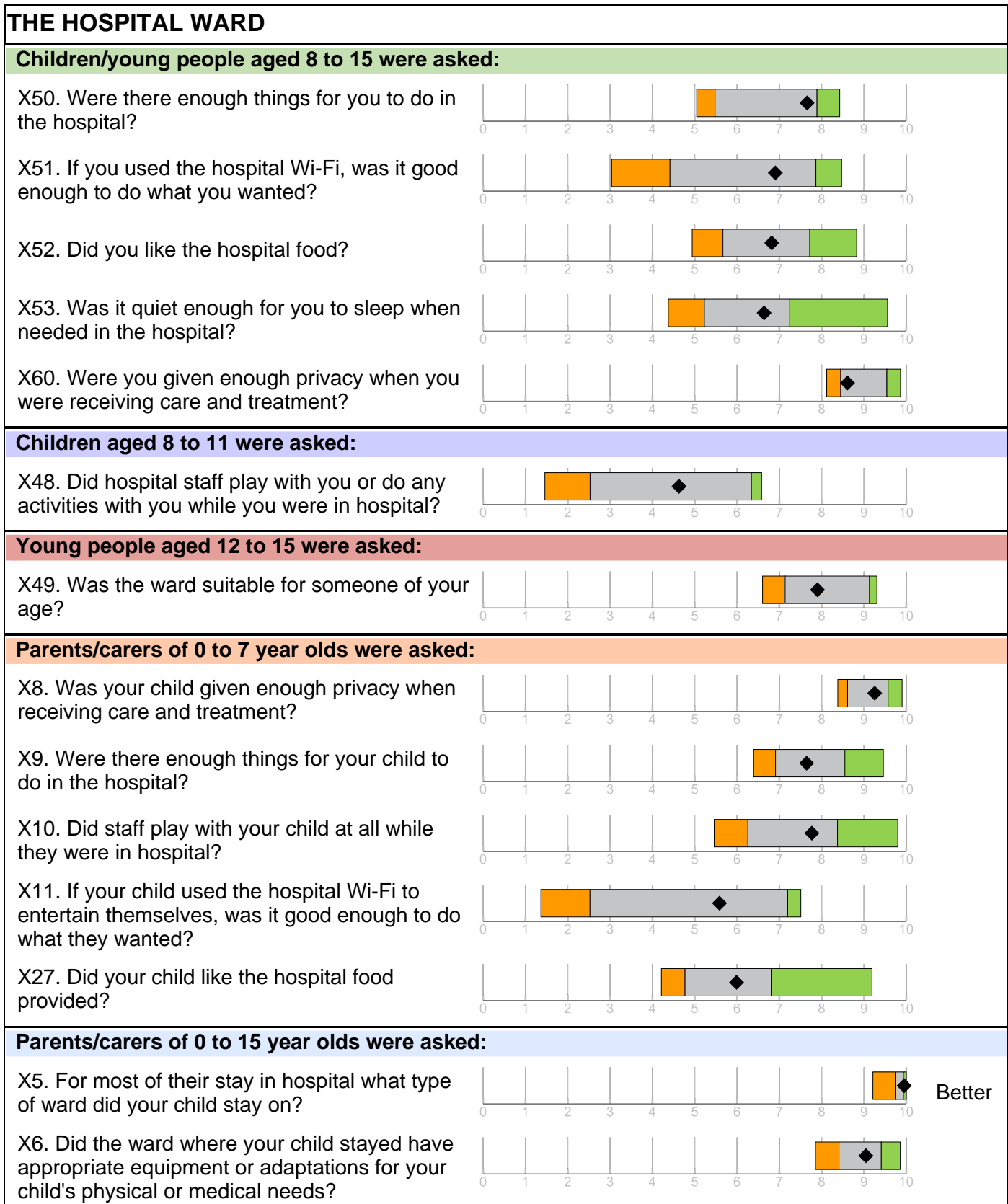
Only displayed when this trust is better/worse than most other trusts



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

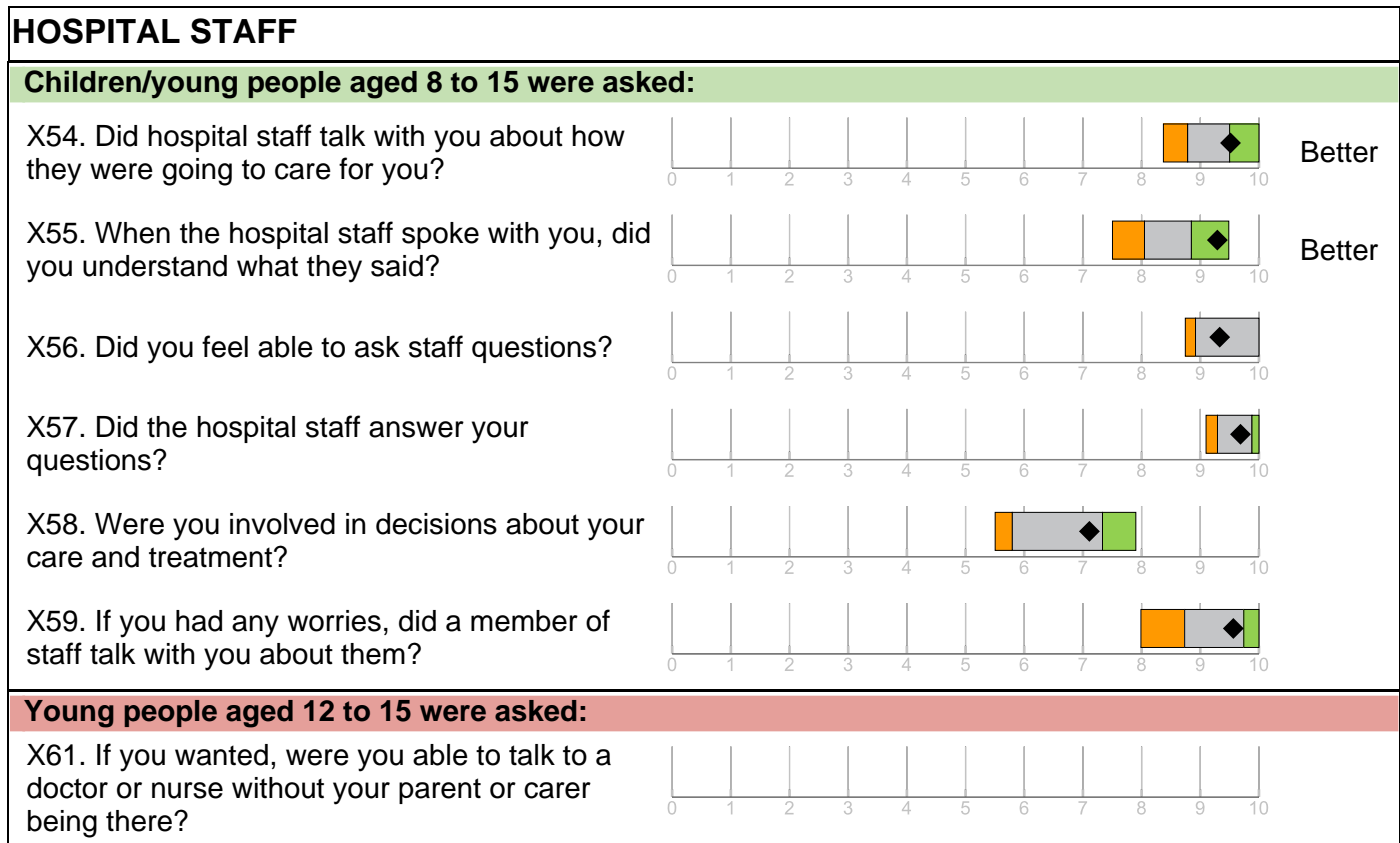
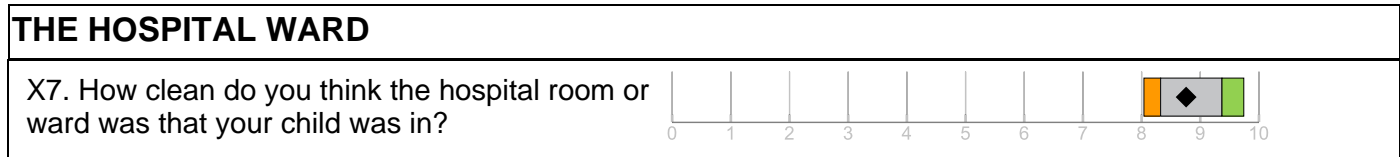
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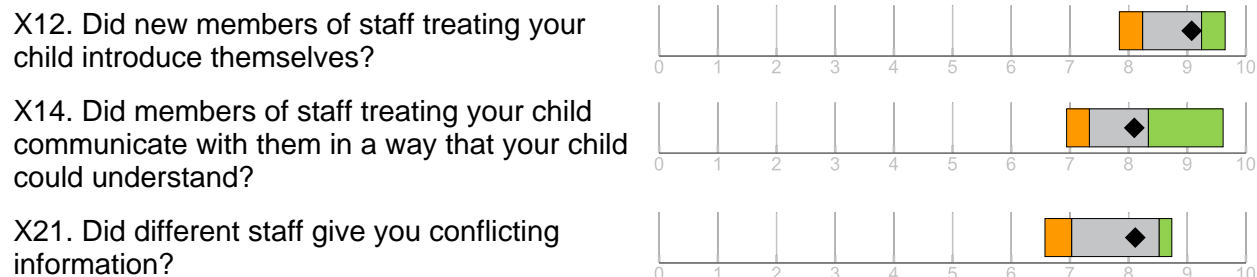
<ul style="list-style-type: none"> Best performing trusts About the same Worst performing trusts 	<p>'Better/Worse' Only displayed when this trust is better/worse than most other trusts</p> <p>◆ This trust's score (NB: Not shown where there are fewer than 30 respondents)</p>
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HOSPITAL STAFF

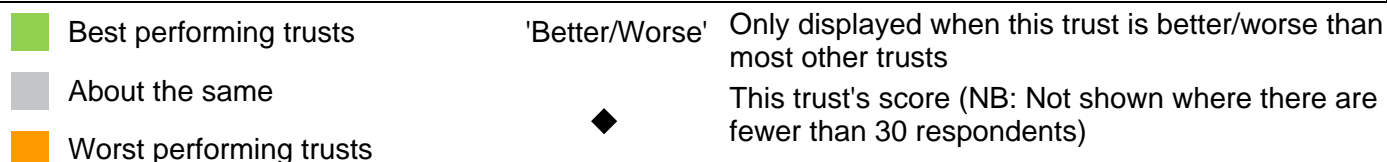
Parents/carers of 0 to 7 year olds were asked:



Parents/carers of 0 to 15 year olds were asked:

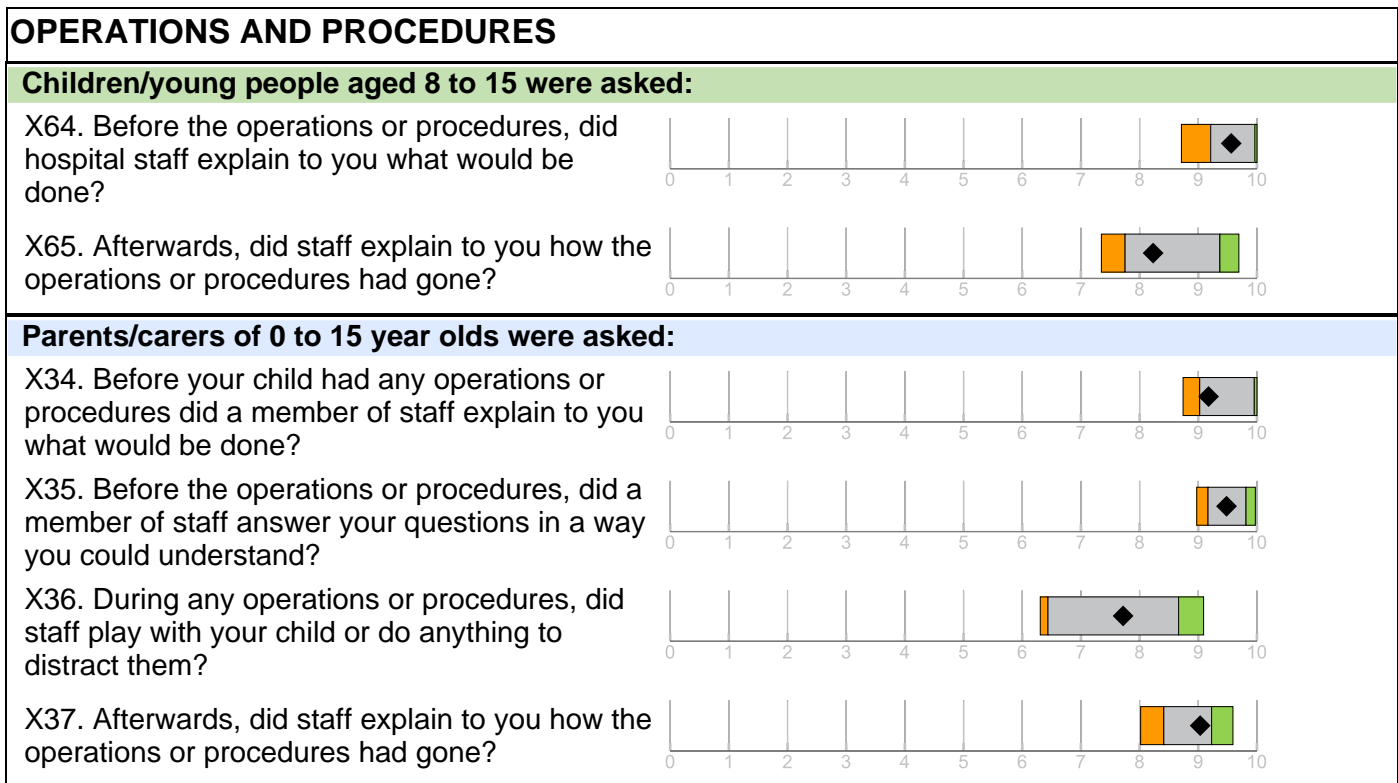
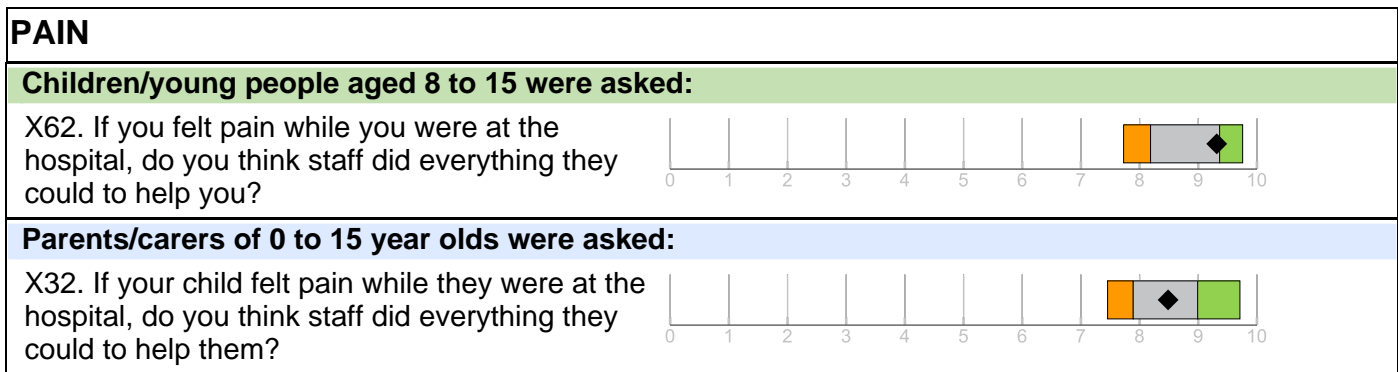
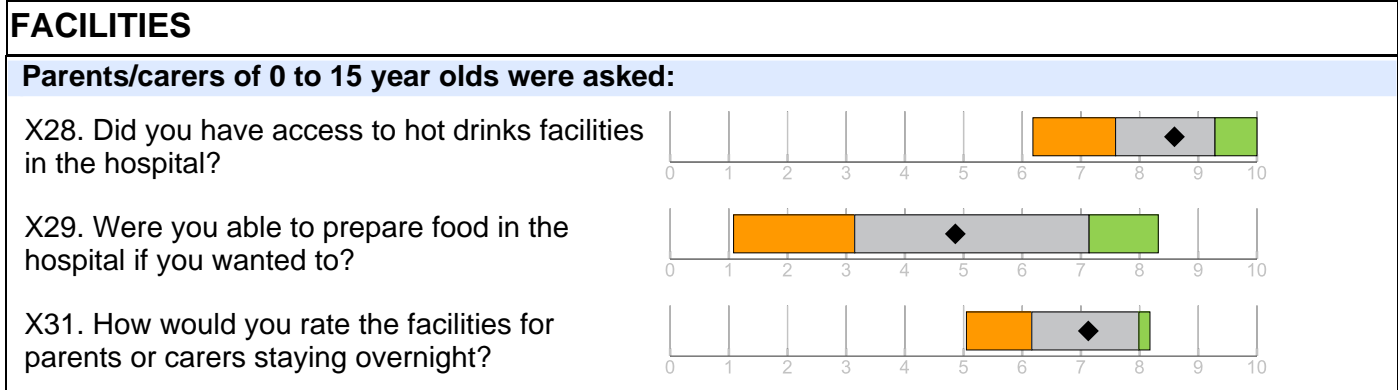


Better



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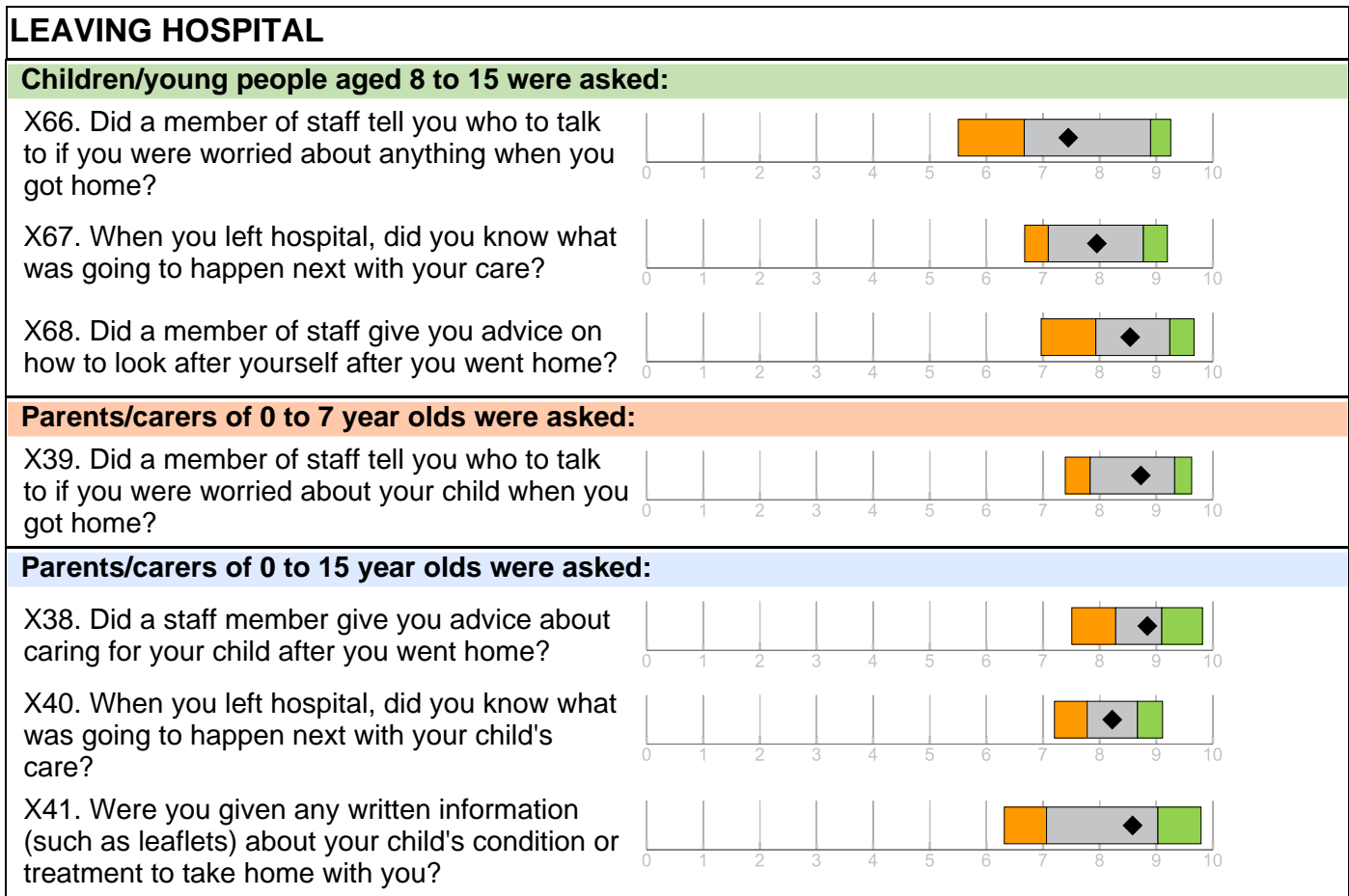
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	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

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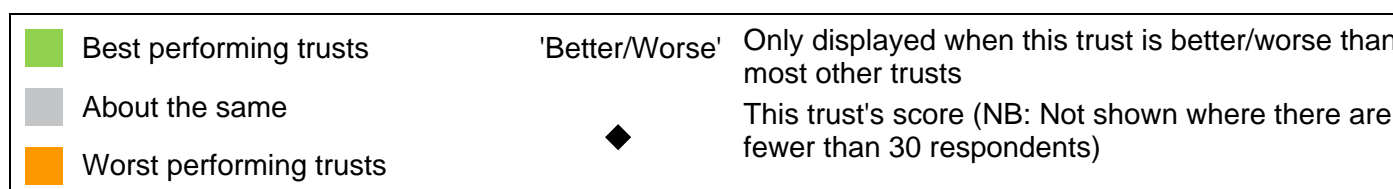
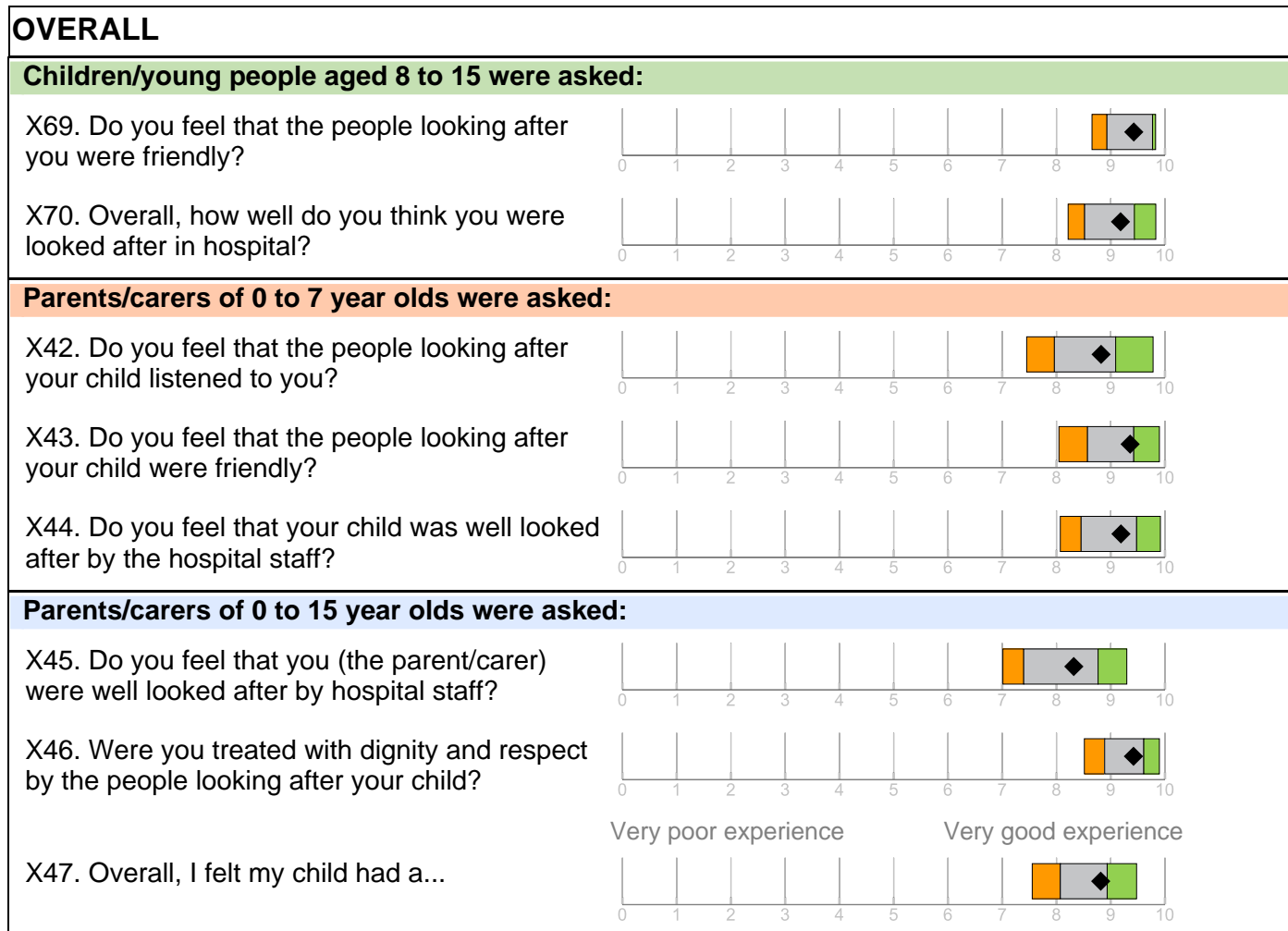
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	Best performing trusts		
	About the same		
	Worst performing trusts		
			'Better/Worse' Only displayed when this trust is better/worse than most other trusts
			This trust's score (NB: Not shown where there are fewer than 30 respondents)

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	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
GOING TO HOSPITAL						
Parents/carers of 0 to 7 year olds were asked:						
X3	Did the hospital give you a choice of admission dates?	3.0	0.9	6.6	44	3.4
X4	Did the hospital change your child's admission date at all?	8.7	7.4	9.8	48	8.3
THE HOSPITAL WARD						
Children/young people aged 8 to 15 were asked:						
X50	Were there enough things for you to do in the hospital?	7.7	5.0	8.4	85	6.5 ↑
X51	If you used the hospital Wi-Fi, was it good enough to do what you wanted?	6.9	3.0	8.5	56	
X52	Did you like the hospital food?	6.8	4.9	8.8	73	6.9
X53	Was it quiet enough for you to sleep when needed in the hospital?	6.6	4.4	9.6	60	6.8
X60	Were you given enough privacy when you were receiving care and treatment?	8.6	8.1	9.9	89	8.7
Children aged 8 to 11 were asked:						
X48	Did hospital staff play with you or do any activities with you while you were in hospital?	4.6	1.5	6.6	31	5.6
Young people aged 12 to 15 were asked:						
X49	Was the ward suitable for someone of your age?	7.9	6.6	9.3	46	7.8
Parents/carers of 0 to 7 year olds were asked:						
X8	Was your child given enough privacy when receiving care and treatment?	9.3	8.4	9.9	174	8.8 ↑
X9	Were there enough things for your child to do in the hospital?	7.6	6.4	9.5	159	7.8
X10	Did staff play with your child at all while they were in hospital?	7.8	5.5	9.8	87	7.5
X11	If your child used the hospital Wi-Fi to entertain themselves, was it good enough to do what they wanted?	5.6	1.4	7.5	72	
X27	Did your child like the hospital food provided?	6.0	4.2	9.2	79	5.4
Parents/carers of 0 to 15 year olds were asked:						
X5	For most of their stay in hospital what type of ward did your child stay on?	10.0	9.2	10.0	257	9.9
X6	Did the ward where your child stayed have appropriate equipment or adaptations for your child's physical or medical needs?	9.0	7.9	9.9	211	8.9
X7	How clean do you think the hospital room or ward was that your child was in?	8.8	8.0	9.7	260	8.8

↑ or ↓ Indicates where 2018 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2016 data is available.

2018 Children and Young People's Patient Experience Survey

West Hertfordshire 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
HOSPITAL STAFF						
Children/young people aged 8 to 15 were asked:						
X54	Did hospital staff talk with you about how they were going to care for you?	9.5	8.4	10.0	87	9.5
X55	When the hospital staff spoke with you, did you understand what they said?	9.3	7.5	9.5	87	8.4 ↑
X56	Did you feel able to ask staff questions?	9.3	8.7	10.0	82	9.8
X57	Did the hospital staff answer your questions?	9.7	9.1	10.0	77	9.3
X58	Were you involved in decisions about your care and treatment?	7.1	5.5	7.9	78	6.3
X59	If you had any worries, did a member of staff talk with you about them?	9.6	8.0	10.0	59	
Young people aged 12 to 15 were asked:						
X61	If you wanted, were you able to talk to a doctor or nurse without your parent or carer being there?	-	7.8	9.8		8.3

↑ or ↓

Indicates where 2018 score is significantly higher or lower than 2016 score
(NB: No arrow reflects no statistically significant change)
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2018 Children and Young People's Patient Experience Survey

West Hertfordshire 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
HOSPITAL STAFF						
Parents/carers of 0 to 7 year olds were asked:						
X12 Did new members of staff treating your child introduce themselves?	9.1	7.8	9.6	174	9.0	
X14 Did members of staff treating your child communicate with them in a way that your child could understand?	8.1	6.9	9.6	160	8.0	
X21 Did different staff give you conflicting information?	8.1	6.6	8.7	175	7.8	
Parents/carers of 0 to 15 year olds were asked:						
X13 Did members of staff treating your child give you information about their care and treatment in a way that you could understand?	9.3	8.4	9.7	263	9.1	
X15 Did a member of staff agree a plan for your child's care with you?	8.9	8.2	9.9	241	9.1	
X16 Did you have confidence and trust in the members of staff treating your child?	9.1	7.9	9.8	261	8.8	
X17 Did staff involve you in decisions about your child's care and treatment?	8.3	7.3	9.5	259	8.3	
X18 Were you given enough information to be involved in decisions about your child's care and treatment?	8.8	7.8	9.7	258	8.6	
X19 Did hospital staff keep you informed about what was happening whilst your child was in hospital?	8.6	7.5	9.8	261	8.2	
X20 Were you able to ask staff any questions you had about your child's care?	9.1	8.2	9.8	258	9.0	
X22 Were the different members of staff caring for and treating your child aware of their medical history?	7.8	6.9	9.2	225	7.6	
X23 Did you feel that staff looking after your child knew how to care for their individual or special needs?	8.9	7.6	9.6	213	8.1	↑
X24 Were members of staff available when your child needed attention?	8.1	7.1	9.1	253	8.0	
X25 Did the members of staff caring for your child work well together?	8.7	8.0	9.7	252	8.5	
X26 If you had been unhappy with your child's care and treatment, do you feel that you could have told hospital staff?	7.8	6.4	8.9	261		

↑ or ↓

Indicates where 2018 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2016 data is available.

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West Hertfordshire 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
FACILITIES						
Parents/carers of 0 to 15 year olds were asked:						
X28 Did you have access to hot drinks facilities in the hospital?	8.6	6.2	10.0	256	8.3	
X29 Were you able to prepare food in the hospital if you wanted to?	4.9	1.1	8.3	103	3.4	↑
X31 How would you rate the facilities for parents or carers staying overnight?	7.1	5.0	8.2	113		
PAIN						
Children/young people aged 8 to 15 were asked:						
X62 If you felt pain while you were at the hospital, do you think staff did everything they could to help you?	9.3	7.7	9.8	73	8.7	
Parents/carers of 0 to 15 year olds were asked:						
X32 If your child felt pain while they were at the hospital, do you think staff did everything they could to help them?	8.5	7.5	9.7	191	8.6	
OPERATIONS AND PROCEDURES						
Children/young people aged 8 to 15 were asked:						
X64 Before the operations or procedures, did hospital staff explain to you what would be done?	9.6	8.7	10.0	63	9.6	
X65 Afterwards, did staff explain to you how the operations or procedures had gone?	8.2	7.3	9.7	63	8.1	
Parents/carers of 0 to 15 year olds were asked:						
X34 Before your child had any operations or procedures did a member of staff explain to you what would be done?	9.2	8.7	10.0	127	9.3	
X35 Before the operations or procedures, did a member of staff answer your questions in a way you could understand?	9.5	9.0	10.0	127	9.3	
X36 During any operations or procedures, did staff play with your child or do anything to distract them?	7.7	6.3	9.1	95	7.3	
X37 Afterwards, did staff explain to you how the operations or procedures had gone?	9.0	8.0	9.6	126	8.1	↑

↑ or ↓

Indicates where 2018 score is significantly higher or lower than 2016 score
(NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2016 data is available.

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	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
LEAVING HOSPITAL						
Children/young people aged 8 to 15 were asked:						
X66 Did a member of staff tell you who to talk to if you were worried about anything when you got home?	7.4	5.5	9.3	70	7.5	
X67 When you left hospital, did you know what was going to happen next with your care?	8.0	6.7	9.2	88	7.5	
X68 Did a member of staff give you advice on how to look after yourself after you went home?	8.5	7.0	9.7	88	8.4	
Parents/carers of 0 to 7 year olds were asked:						
X39 Did a member of staff tell you who to talk to if you were worried about your child when you got home?	8.7	7.4	9.6	168	8.1	
Parents/carers of 0 to 15 year olds were asked:						
X38 Did a staff member give you advice about caring for your child after you went home?	8.8	7.5	9.8	254	8.4	
X40 When you left hospital, did you know what was going to happen next with your child's care?	8.2	7.2	9.1	247	7.8	
X41 Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?	8.6	6.3	9.8	186	8.3	
OVERALL						
Children/young people aged 8 to 15 were asked:						
X69 Do you feel that the people looking after you were friendly?	9.4	8.7	9.8	90	9.4	
X70 Overall, how well do you think you were looked after in hospital?	9.2	8.2	9.8	88	9.1	
Parents/carers of 0 to 7 year olds were asked:						
X42 Do you feel that the people looking after your child listened to you?	8.8	7.5	9.8	175	8.6	
X43 Do you feel that the people looking after your child were friendly?	9.4	8.0	9.9	175	9.1	
X44 Do you feel that your child was well looked after by the hospital staff?	9.2	8.1	9.9	175	9.1	
Parents/carers of 0 to 15 year olds were asked:						
X45 Do you feel that you (the parent/carer) were well looked after by hospital staff?	8.3	7.0	9.3	262	7.8	
X46 Were you treated with dignity and respect by the people looking after your child?	9.4	8.5	9.9	263		
X47 Overall, I felt my child had a...	8.8	7.6	9.5	259	8.4	↑

↑ or ↓

Indicates where 2018 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2016 data is available.

2018 Children and Young People's Patient Experience Survey

West Hertfordshire Hospitals NHS Trust

Background information

The sample	This trust	All trusts
Number of respondents	265	33179
Response Rate (percentage)	26	25

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	60	55
Female	40	45
Age group (percentage)	(%)	(%)
Aged 0-7	66	59
Aged 8-11	16	19
Aged 12-15	18	21
Ethnic group (percentage)	(%)	(%)
White	69	77
Multiple ethnic group	9	5
Asian or Asian British	15	10
Black or Black British	3	4
Arab or other ethnic group	0	1
Not known	3	4