

THE DEVELOPMENT REPORT FOR THE NHS ADULT INPATIENT SURVEY 2012



Making patients' views count

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1 Introduction

National surveys of adult inpatients have been carried out in all acute trusts¹ in England in 2002, and annually since 2004. The average response rate to the 2011 survey was 53%. In 2012 the survey will be conducted again as part of the NHS Patient Survey Programme. The survey will give acute trusts information on inpatient care to facilitate targeted quality improvement. The data also constitute a National Statistic on patient experience in the NHS. CQC include data from the survey in its Quality and Risk Profiles to assess compliance with the essential standards set by the government.

As in previous surveys, all trusts will be required to include a set of 'core' questions in their questionnaire and will also have the option of supplementing this with additional items from a bank of validated questions. The methodological approach remains unchanged from prior surveys.

Each year minor adjustments are made to the questionnaire in order to fulfil different strategic requirements as well as part of a process of continual improvement. Minor changes may also be made to other survey documentation. This document provides a record of all changes that have been made to the 2011 survey documents in preparation for the 2012 inpatient survey.

¹ Those trusts that only treat children (Alder Hey Children's NHS Foundation Trust, Birmingham Children's Hospital NHS Foundation Trust, Great Ormond Street Hospital NHS Trust and Sheffield Children's NHS Trust) were not eligible for participation. Moorfields Eye Hospital NHS Foundation Trust has not participated in recent years as they treat too small a number of inpatients to make up an inpatient sample.

2 Amendments to the core questionnaire

2.1 Questions removed from the core questionnaire and added to the question bank

The following questions have been removed from the core questionnaire for 2012, but remain available in the question bank. Questions are numbered according to the 2012 sample bank questionnaire, as available on the NHS survey website www.nhssurveys.org/surveys/655. Details regarding the reason for removal are provided below each question.

A22. Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

- This question has been removed from the core questionnaire as a result of feedback from the Department of Health. The Department of Health stated that they are committed to seeking patients' views on how long they wait before being admitted to a bed on a ward, but this information is already available from Hospital Episode Statistics (HES): the total time in A&E indicator is split between admitted and non-admitted patients, consequently the mean, 95th percentile and longest wait of a patient are available from this data.

A26. Were you given a choice of admission dates?

- Results have shown little change over the last few years (just under 30% of respondents are given a choice, and just over 70% are not, with the majority of respondents reporting that they 'did not mind' not being given a choice). Furthermore, the 2006 Importance Study² conducted by Picker Institute Europe, identified this question as not of major importance to patients.

B3. When you were first admitted, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

- This question was not scored when it was included in the core questionnaire therefore results at trust level are unavailable. However, the national results show a general downward trend in the proportion responding that they 'mind sharing' in recent years. This question follows on from a question asking respondents if they had shared a room or bay with a member of the opposite sex when first admitted; the proportion responding 'no' has been increasing (90% in 2011) meaning that this subsequent question is not relevant to the majority of respondents.

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http://www.nhssurveys.org/Filestore/documents/Findings_and_development_of_the_2006_Inpatients_Importance_study_final.pdf

B21. Did you have somewhere to keep your personal belongings whilst on the ward?

- This question is no longer required by stakeholders and was not considered to be of high importance to patients according to the 2006 Importance Study³ conducted by Picker Institute Europe.

E6. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

- Results for this question have changed little in recent years, with 42% responding 'Yes, definitely', 41% responding 'Yes, to some extent' and 17% responding 'No' in 2011. Moreover, it was considered that the information on the involvement of family members is already adequately collected by Q61 in the core (Did doctors or nurses give your family or someone close to you all the information they needed to help care for you?).

2.2 Questions removed from the core questionnaire and not added to the question bank

The following questions have been removed from the core inpatient questionnaire for 2012, but have not been added to the question bank. Questions are numbered according to the 2011 core questionnaire, as available on the NHS surveys website at:

<http://www.nhssurveys.org/surveys/609>. Details regarding the reason for removal are provided below each question.

7. Who referred you to see a specialist?

- This question is not scored and relates to referral prior to admission which is the responsibility of the PCT, not the acute trust.

Thinking about the person who referred you to hospital...

8. Overall, from the time you first talked to this health professional about being referred to a hospital, how long did you wait to be admitted to hospital?

- This question has been removed following feedback from the Department of Health. While they are supportive of seeking patients' views about waiting times, they have concerns that this question does not match with the way that the NHS measures waiting times and consequently this question needs to be developed further. The Department of Health acknowledges that there will always be some difference between the patients perceived wait time and the NHS measurement of waiting times. They have asked the CQC to introduce an updated Question [8] to the inpatient survey, which is understood by patients and which aligns as far as possible with how the NHS measures patients' waiting times from referral to the start of their

³ *ibid.*

treatment. Pending successful development work an improved version of this question will be considered for introduction in 2013.

18. After you moved, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

- As with question B3 above, question 18 was not scored when included in the core questionnaire in 2011, thus results at trust level are not available. Question 18 is only applicable to a very small number of respondents meaning even national results could not be presented in 2011. Moreover, the results for B3 suggest a general downward trend in the proportion that 'mind sharing' in recent years.

26. Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?

- The results for this question show a strong ceiling effect indicating little scope for further improvement. Results have been consistently high for the three years in which this question has been asked. In 2011, 95% of respondents said that they saw posters or leaflets asking patients and visitors to wash their hands or use hand-wash gels.

34. As far as you know, did doctors wash or clean their hands between touching patients?

and

39. As far as you know, did nurses wash or clean their hands between touching patients?

- The results from both these questions in 2011 indicate a high proportion of respondents are unable to answer the questions. In 2011 20% said they 'did not know / could not remember' if doctors washed or cleaned their hands between touching patients and 15% said that they 'did not know / could not remember' if nurses had washed or cleaned their hands. The cognitive testing of the 2011 questionnaire also found that respondents struggled to answer these questions and recommended these questions be reviewed in 2012.

74. How would you rate how well the doctors and nurses worked together?

- Feedback from testing of the questionnaire in 2011 highlighted inconsistency in how this question is interpreted by patients.

75. Overall, how would you rate the care you received?

- A new overall question has been designed for the national patient survey programme (Q68 in the core questionnaire), see Section 2.3 below.

2.3 Questions added to the core questionnaire

Integration questions

Five questions have been added to the core questionnaire for the 2012 survey to explore issues of integration, as requested by stakeholders. More details are provided below. Questions are numbered according to the 2012 inpatient core questionnaire. All questions have been cognitively tested with recent inpatients to ensure they are appropriate for inclusion in the inpatient survey.

Exchange of information between healthcare professionals

A new question has been created to examine whether planned admission respondents consider that adequate information had been transferred between the referring healthcare professional and the hospital doctor.

8. In your opinion, had the specialist you saw in hospital been given all of the necessary information about your condition or illness from the person who referred you?

- 1 Yes
- 2 No
- 3 Don't know / can't remember

Discharge notice

A new question asking about discharge has been created to check that patients are discharged with appropriate advance warning.

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

Home situation

This question was moved from the 2011 inpatient question bank to the core questionnaire for 2012 in order to cover whether staff check details of patients' home situation before discharging them.

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

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 It was not necessary
- 5 Don't know / can't remember

Additional equipment

A new question has been created to cover whether patients are asked about special equipment/aids they might require on their return home.

63. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?

- 1 Yes
- 2 No, but I would have liked them to
- 3 No, it was not necessary to discuss it

Additional health and social care services

This question was taken from the 2011 question bank and moved to the core questionnaire for 2012 to check whether staff are ensuring that patients are offered the correct support on their discharge from hospital. The wording has been updated to better reflect the range of services that patients may need after their discharge from hospital. The response options have also been slightly amended from the question included in the 2011 inpatient question bank.

Version included in the 2011 bank questionnaire:

G20. Did hospital staff discuss with you whether you would need any health or social care services after leaving hospital? (e.g. district nurse, care assistant, physiotherapist or social worker)

- Yes
- No
- It was not necessary to discuss it

Modified version included in the 2012 core questionnaire:

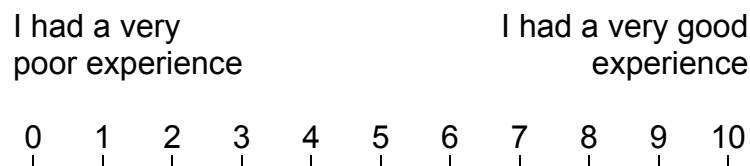
64. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)

- Yes
- No, but I would have liked them to
- No, it was not necessary to discuss it

Overall experience question

A new question on overall experience has also been added to the core questionnaire as a result of a recent project to test and develop a new overarching measure of patient experience that could be used in a number of different settings⁴.

68. Overall... (**Please circle a number**)



2.4 Changes to the wording of core questions

Modifications have been made to the following core questions previously included in the 2011 core questionnaire. Details are provided below. Questions are numbered according to

⁴ Graham, C. And MacCormick, S. (2012) Overarching questions for patient surveys: development report for the Care Quality Commission (CQC). Picker Institute Europe. Available at: <http://www.nhssurveys.org/survey/1186>

the 2011 and 2012 core questionnaires. All amended questions have been cognitively tested with recent inpatients.

Involvement in discharge

The following question has been modified for the 2012 survey due to feedback from Landspítali, Iceland. Cognitive testing of this question by Landspítali, in the form included in the 2011 inpatient core questionnaire, indicated that respondents were “irritated” with the fourth response option, finding it disrespectful to have an option of not being involved in this decision. For this reason the fourth response option was modified as shown below to read ‘I did not want to be involved’.

Version included in the 2011 core questionnaire:

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to be involved

Modified version included in the 2012 core questionnaire:

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not **want** to be involved

Medicines

Cognitive testing revealed that this question may be difficult to answer for respondents who had been prescribed medication they had taken before. This question was the only question in the set of questions on medicines without the option ‘I did not need an explanation/I did not need to be told how to take my medication’. To take account of this, an additional response option has been added, as shown below.

Version included in the 2011 core questionnaire:

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

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / Can't remember

Modified version included in the 2012 core questionnaire:

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

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need this
- 5 Don't know / can't remember

Complaints

This question has been modified for the 2012 core questionnaire due to concerns from stakeholders that the question was too narrow, asking only about seeing posters or leaflets and not taking account of other ways that information on complaints might have been communicated. The wording of the question has been modified in order to address this issue, as shown below.

Version included in the 2011 core questionnaire:

77. While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

Modified version included in the 2012 core questionnaire:

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

- 1 Yes
- 2 No
- 3 Not sure / don't know

3 Amendments to the question bank

3.1 Questions removed from the question bank

A number of questions have been removed from the question bank for the 2012 inpatient survey. Details of the reasons for removal are provided below for each question. Question numbers refer to the position of the question in the 2011 inpatient sample bank questionnaire.

A11. How organised was the care you received in the A&E Department?

- This question was included in the core questionnaire in 2002 and 2004, but was subsequently removed after feedback from trusts suggesting the results were of limited use with regard to quality improvement. The question may also be open to different interpretation by respondents; it could be referring to different staff in A&E or different services. No trusts included this question in 2011.

A12. For most of the time, were you waiting in..?

- This was included as a core question in the 2002 inpatient survey, but subsequently removed due to difficulties evaluating the question, i.e. whether it was appropriate for patients to be waiting where they were. Moreover, it was not considered of particularly high importance to patients. No trusts included this question in 2011.

A20. Did you see any posters or leaflets in the A&E Department asking patients and visitors to wash their hands or to use hand-wash gels?

- The equivalent question in the hospital and ward section of the core questionnaire has been removed for the 2012 survey due to ceiling effects (see Section 2.2 above). For consistency A20 has also been removed from the question bank. No trusts included this question in 2011.

A25. How would you rate the courtesy of the A&E Department staff?

- This question has never been a core question. Concerns have been expressed by stakeholders over the broad range of staff the question is referring to (e.g. receptionists, porters, doctors, nurses) as well as the issue of it potentially overlapping with questions about the courtesy of specific staff. No trusts included this question in 2011.

A28. Were you given a choice about which hospital you were admitted to?

- This question is similar to the core question 'When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment' (Q5 in the 2012 core questionnaire). Due to this overlap, and the fact that choice is of relatively low importance to patients, this question has been removed from the 2012 question bank. Only one trust included this question in 2011.

A29. Overall, did you get enough information about the different hospitals to make your choice?

- This question asks about something which is not attributable to the acute trust, presuming that information is supplied prior to referral. Moreover, it is difficult to evaluate the findings from the question. If a respondent selects 'Not enough', it may be because they didn't get enough information from their GP, or that the information they were directed to was not as comprehensive as they would have liked. No trusts included this question in 2011.

A30. Was the information about different hospitals easy to understand?

- This question was removed for the same reasons as A29 above. No trusts included this question in 2011.

C8. Did you ever think that doctors were deliberately not telling you certain things that you wanted to know?

and

D8. Did you ever think that nurses were deliberately not telling you certain things that you wanted to know?

- These questions have never been core questions. Moreover, there are a number of other questions about communication between patients and doctors/nurses that provide more useful information for quality improvement. No trusts included either of these questions in 2011.

E24. Did you feel you could refuse any tests that you did not agree with or did not want?

- This question was cognitively tested for potential inclusion in the 2011 inpatient core questionnaire, however results from the testing indicated that patients seem to interpret the question in different ways and it was therefore not recommended to be included. No trusts included this question in 2011.

H5. Are you confident that the hospital is keeping your personal information / health records secure and confidential?

- This question has been removed due to its subjective nature. It seems unlikely that patients are able to answer this question accurately hence data collected by this question is likely to be misleading.

H6. Would you recommend this hospital to your family and friends?

- The Co-ordination Centre has done extensive research into questions which ask patients to 'recommend' care and have found that this type of question does not test well with patients. Due to the lack of reliability in patient responses to this type of question, it has been removed.

J2-J6. Your own health state today (EQ5D). (This question asks participants to indicate their health state with regards to mobility, self-care, usual activities, pain/discomfort and anxiety/depression)

- This measure requires substantial space in the questionnaire and its use must be agreed with the copyright holders, EuroQol Group (which would be fairly complex to organise at a local level). Moreover, there is some overlap between this question and the questions identifying limiting long-term conditions.

3.2 Questions added to the question bank

The following question was suggested by the Co-ordination Centre for the 2012 survey as there are currently no questions in the inpatient survey which ask about the amount of time patients had to discuss their care and treatment, yet other surveys within the NHS patient survey programme carry similar such questions. The question was cognitively tested for inclusion in the 2012 inpatient core questionnaire, but was added to the bank given limits on questionnaire space.

C4. Did you feel you had enough time to discuss your care and treatment with a doctor?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

3.3 Changes to the wording of bank questions

A number of small amendments have been made to the wording of questions contained in the question bank for the 2012 survey. More details are provided below each question. Questions are numbered according to the 2012 sample bank questionnaire.

Confidence and trust in doctors and nurses in A&E

This question, below, was modified in order to bring the response options in line with the same question included in the 2012 A&E Department survey.

Version included in the 2011 inpatient bank questionnaire:

A16. While you were in the A&E Department, did you have confidence and trust in the doctors and nurses examining and treating you?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

Modified version included in the 2012 inpatient bank questionnaire:

A14. While you were in the A&E Department, did you have confidence and trust in the doctors and nurses examining and treating you?

- 1 Yes, **definitely**
- 2 Yes, **to some extent**
- 3 No

Doctors or nurses talking in front of patients

As with the above question, this question has been modified to keep it in line with the same question included in the 2012 A&E Department core questionnaire.

Version included in the 2011 inpatient bank questionnaire:

A17. While you were in the A&E Department, did doctors and nurses talk in front of you as if you weren't there?

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

Modified version included in the 2012 inpatient bank questionnaire:

A15. While you were in the A&E Department, did doctors **or** nurses talk in front of you as if you weren't there?

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

Waiting for a bed on the ward

This question has been modified to bring it in line with a similar question included in the 2011 outpatient question bank.

Version included in the 2011 inpatient bank questionnaire:

A46. Did a member of staff explain why you had to wait?

- 1 Yes
- 2 No

Modified version included in the 2012 inpatient bank questionnaire:

A38. Did a member of staff explain why you had to wait?

- 1 Yes
- 2 No, but I would have liked an explanation
- 3 No, but I did not mind
- 4 Don't know / can't remember

Timing of tests and x-rays

For 2012, a fourth response option has been added to the following questions on the timing of tests and x-rays due to concerns that some respondents might not remember this information.

Versions included in the 2011 inpatient bank questionnaire:

E25. Were you told in advance when your tests, x-rays or scans were going to take place?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

E27. Did a member of staff explain why the scheduled tests were not performed on time?

- 1 Yes
- 2 No

Modified versions included in the 2012 inpatient bank questionnaire:

E23. Were you told in advance when your tests, x-rays or scans were going to take place?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 Don't know / can't remember

E25. Did a member of staff explain why the scheduled tests were not performed on time?

- 1 Yes
- 2 No
- 3 Don't know / can't remember

Notice of discharge for family

As with the questions on tests, this question on the amount of notice given before patients are discharged has had an additional response option added in order to allow for a patient to respond that they do not know.

Version included in the 2011 inpatient bank questionnaire:

G2. Were your family or someone close to you given enough notice about your discharge?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 No family or friends were involved

Modified version included in the 2012 inpatient bank questionnaire:

G3. Were your family or someone close to you given enough notice about your discharge?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 No family or friends were involved
- 5 Don't know / can't remember

Unfair treatment

A small amendment has been made to the question on unfair treatment to make it clear that the respondent can select more than one option.

Version included in the 2011 inpatient bank questionnaire:

H11. During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?

- ¹ Your age
- ² Your sex
- ³ Your race / ethnic background
- ⁴ Your religion
- ⁵ Your sexual orientation
- ⁶ A disability that you have
- ⁷ Another reason
- ⁸ None of these
- ⁹ Don't know

Modified version included in the 2012 inpatient bank questionnaire:

H8. During your hospital stay, do you feel that you were treated unfairly for any of the reasons below? **(Cross ALL boxes that apply)**

- 1 Your age
- 2 Your sex
- 3 Your race / ethnic background
- 4 Your religion
- 5 Your sexual orientation
- 6 A disability that you have
- 7 Another reason
- 8 None of these
- 9 Don't know

4 Additional changes for the 2012 inpatient survey

A number of other changes have been made to the survey this year as detailed below:

4.1 Changes to the instructions for completing the questionnaire

This year respondents have been asked to cross rather than tick boxes (e.g. instead of) in the instructions for completing the questionnaire contained on the front page of the questionnaire. This is because data scanning software can pick up a cross more accurately than a tick.

4.2 Additional data required

General Medical Practice Code (GMPC) is required to be included in both sample and final data submissions for the 2012 survey. This is the GP Practice code where the patient is registered e.g. A81001 is the Densham surgery in Stockton. This is in preparation for the future emergence of Clinical Commissioning Groups (CCG's).

Patients written comments to the questions included on the back page of the questionnaire (Was there anything particularly good about your hospital care?; Was there anything that could be improved?; Any other comments?) are also required to be submitted to the Co-ordination Centre along with final data submissions at the close of the 2012 inpatient survey.

4.3 Patient record numbers

The format of the patient record number has been revised for 2012. The number should be in the format IP12XXXNNNN where XXX is your 3-digit trust code and NNNN is the 4 digit number relating to your sampled patients, e.g.

