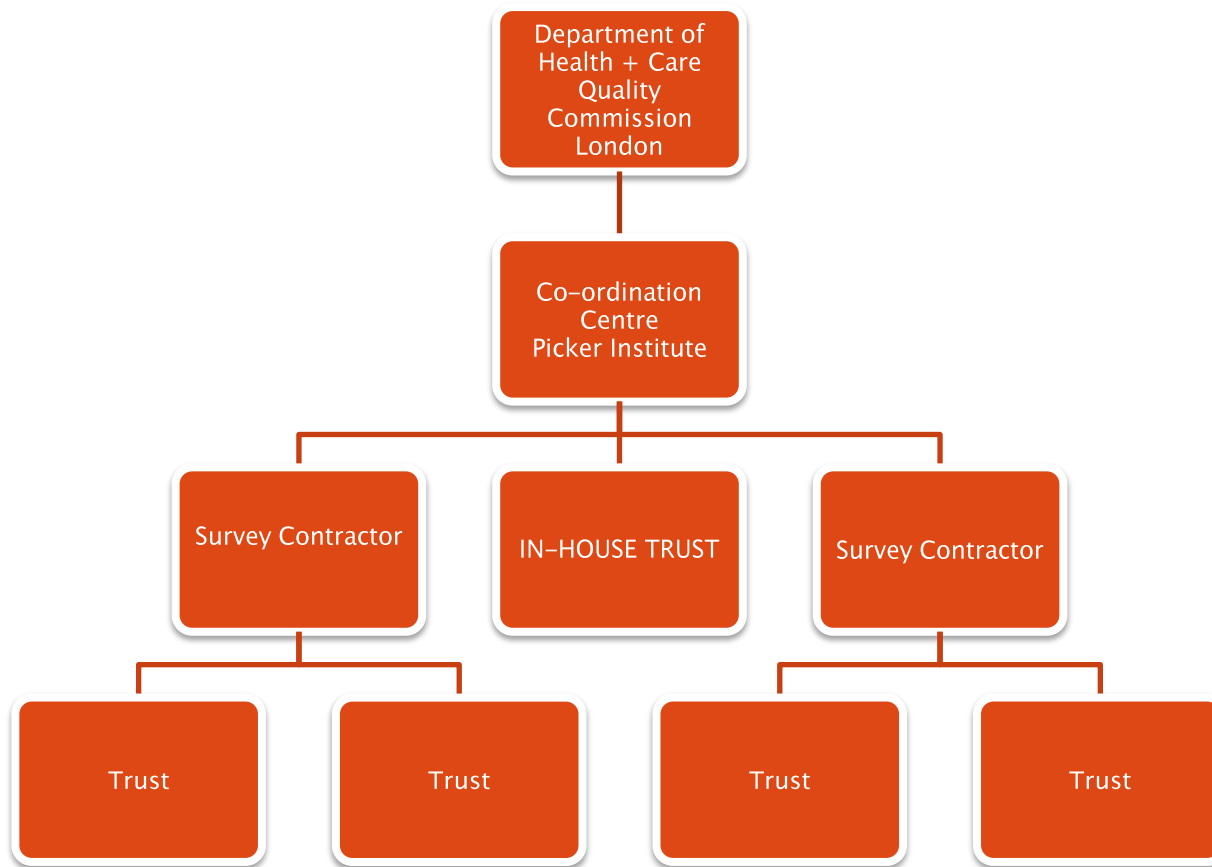


○ Inpatient Survey 2011: New Benchmark Report

13 April 2012

Sheena MacCormick, Chris Graham,
Steve Sizmur

National NHS Surveys: Structure



Total of 162 Acute Trusts

CQC Documentation

- Unweighted tables
- Benchmark report
- Better/Same/Worse report
- Comparison report (2010 versus 2011)

Benchmark graphs

2010

Admission to hospital

How much information about your condition did you get in the A&E Department?

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

How long did you wait from arriving at A&E to be admitted to a bed on a ward?

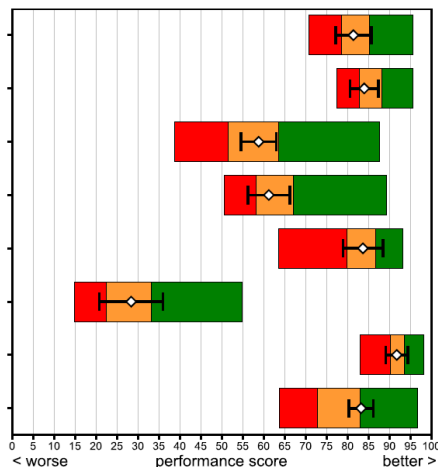
Overall, how long did you wait from being referred to hospital to be admitted?

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

Were you given a choice of admission dates?

Was your admission date changed by the hospital?

Upon arrival, did you feel that you had to wait a long time to get to a bed on a ward?



2011

The Emergency/A&E Department (answered by emergency patients only)

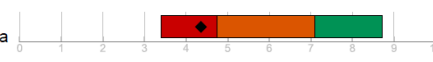
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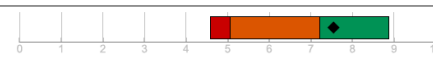


Q5. Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?



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

Q8. Overall, from the time you first talked to a health professional about being referred to hospital, how long did you wait to be admitted to hospital?



Q9. How do you feel about the length of time you were on the waiting list?



Q10. Were you given a choice of admission dates?



Q11. Was your admission date changed by the hospital?



Waiting to get to a bed on a ward

Q12. 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?



Raw data to scored data

Q41 Were you involved as much as you wanted to be in decisions about your care and treatment?

	Frequency	Percent
1 Yes, definitely	206	48.6
2 Yes, to some extent	177	41.7
3 No	41	9.7
Total	424	100.0

- The score for this question is 70 (out of 100) or 7.0 (out of 10)
- In order to get to the scored data, the raw data is first ‘standardised’ (or weighted) and then scored.

Why standardise/weight data

- We know that certain groups of people answer differently
- For example, patients who are admitted as an emergency tend to be more negative than planned admissions
- Females tend to be more negative than males
- Younger people tend to be more negative than older people

Why standardise/weight data

- So if we didn't standardise the data, some Trusts would get better results purely because they have a greater proportion of the more positive groups (and vice versa).
- So to make the results fairer we 'standardise' all trusts to the national average.

Weighting group	National results 2010 %	Example Trust %	Standardisation Weight (=nat average/trust)
Emergency admission			
Men 35 and under	1.7	2.1	0.810
Men 36-50	3.4	4.0	0.850
Men 51-65	7.0	5.4	1.296
Men 66+	14.9	18.7	0.797
Women 35 and under	3.5	4.4	0.795
Women 36-50	4.3	5.8	0.741
Women 51-65	6.4	5.8	1.103
Women 66+	16.2	17.5	0.926
Planned admission			
Men 35 and under	1.0	0	0.000
Men 36-50	2.0	1.6	1.250
Men 51-65	5.7	4.4	1.295
Men 66+	10.0	8.6	1.163
Women 35 and under	2.0	1.2	1.667
Women 36-50	4.6	5.1	0.902
Women 51-65	7.2	5.6	1.286
Women 66+	10.2	9.6	1.063
Total	100%	100%	

Q41 Were you involved as much as you wanted to be in decisions about your care and treatment?

Unstandardised data

	Frequency	Percent
1 Yes, definitely	206	48.6
2 Yes, to some extent	177	41.7
3 No	41	9.7
Total	424	100.0

Standardised data

	Frequency	Percent
1 Yes, definitely	209.69	49.9
2 Yes, to some extent	170.22	40.5
3 No	40.03	9.5
Total	419.94	100.0

So how does the above become a score of 7?

The next step is to score the data

A scored version of the questionnaire is available on the NHS surveys web site

IP11_Core Quest_10_Scored_v1.pdf Adobe Reader

File Edit View Document Tools Window Help

7 / 13 100% Find

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

10 1 Yes, always
5 2 Yes, sometimes
0 3 No
- 4 Don't know / Can't remember

YOUR CARE AND TREATMENT

40. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

0 1 Yes, often
5 2 Yes, sometimes
10 3 No

41. Were you involved as much as you wanted to be in decisions about your care and treatment?

10 1 Yes, definitely
5 2 Yes, to some extent
0 3 No

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

10 1 Yes, definitely
5 2 Yes, to some extent
0 3 No
- 4 No family or friends were involved
- 5 My family did not want or need information
- 6 I did not want my family or friends to talk to a doctor

44. Did you find someone on the hospital staff to talk to about your worries and fears?

10 1 Yes, definitely
5 2 Yes, to some extent
0 3 No
- 4 I had no worries or fears

45. Do you feel you got enough emotional support from hospital staff during your stay?

10 1 Yes, always
5 2 Yes, sometimes
0 3 No
- 4 I did not need any emotional support

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Why score the data?

Q41 Were you involved as much as you wanted to be in decisions about your care and treatment?

	<u>Trust A</u>	<u>Trust B</u>
Yes, definitely	59%	59%
Yes, to some extent	10%	39%
No	31%	2%

How to score the data

- To score the data simply multiply the standardised data by the score and then divide by the base.

• eg

	Frequency		Score	Totals
1 Yes, definitely	209.69	x	10	2096.918
2 Yes, to some extent	170.22	x	5	851.078
3 No	40.03	x	0	0
Total	419.94			

- $2948/420 = 7$ out of 10 (or 70 out of 100)

Benchmark graphs

2010

Admission to hospital

How much information about your condition did you get in the A&E Department?

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

How long did you wait from arriving at A&E to be admitted to a bed on a ward?

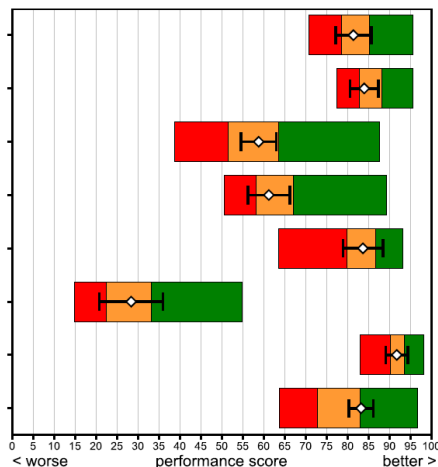
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Upon arrival, did you feel that you had to wait a long time to get to a bed on a ward?



2011

The Emergency/A&E Department (answered by emergency patients only)

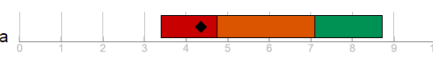
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Q4. Were you given enough privacy when being examined or treated in the A&E Department?

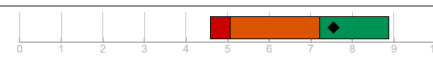


Q5. Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?



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

Q8. Overall, from the time you first talked to a health professional about being referred to hospital, how long did you wait to be admitted to hospital?



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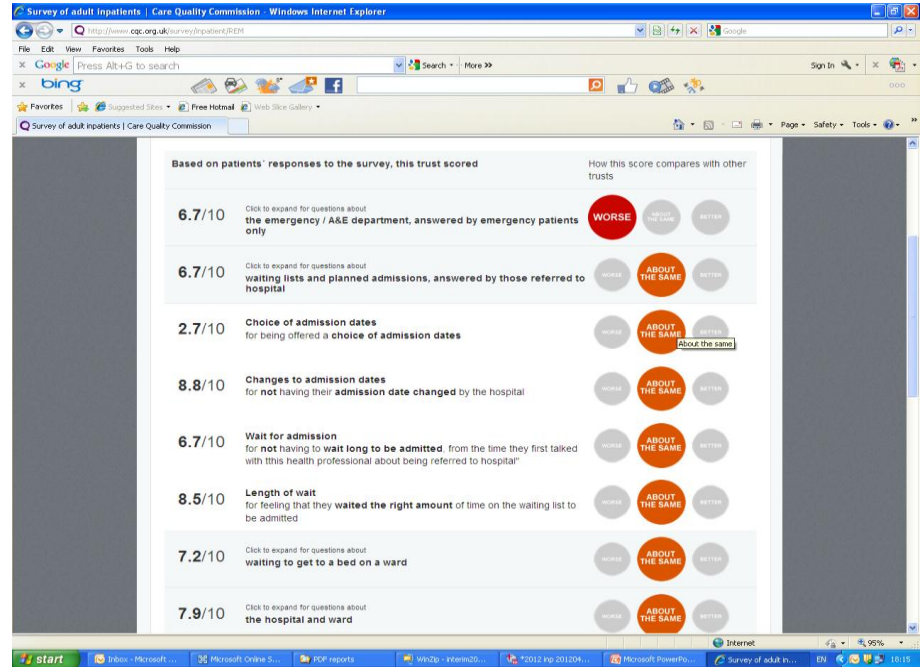
Waiting to get to a bed on a ward

Q12. 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?

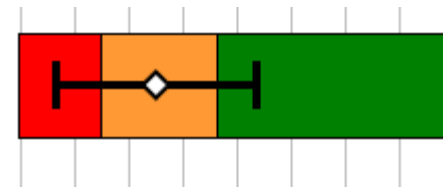


Why change?

- To make data scores in line with those provided on the CQC website
<http://www.cqc.org.uk/surveys/inpatient>



- To make it easier for Trusts to see whether they are performing better, worse or about the same as other trusts

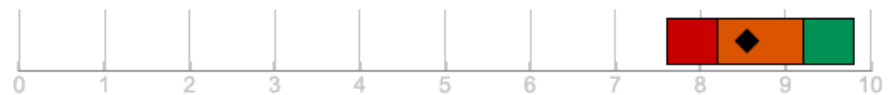


The Emergency/A&E Department (answered by emergency patients only)

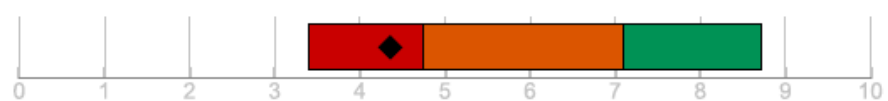
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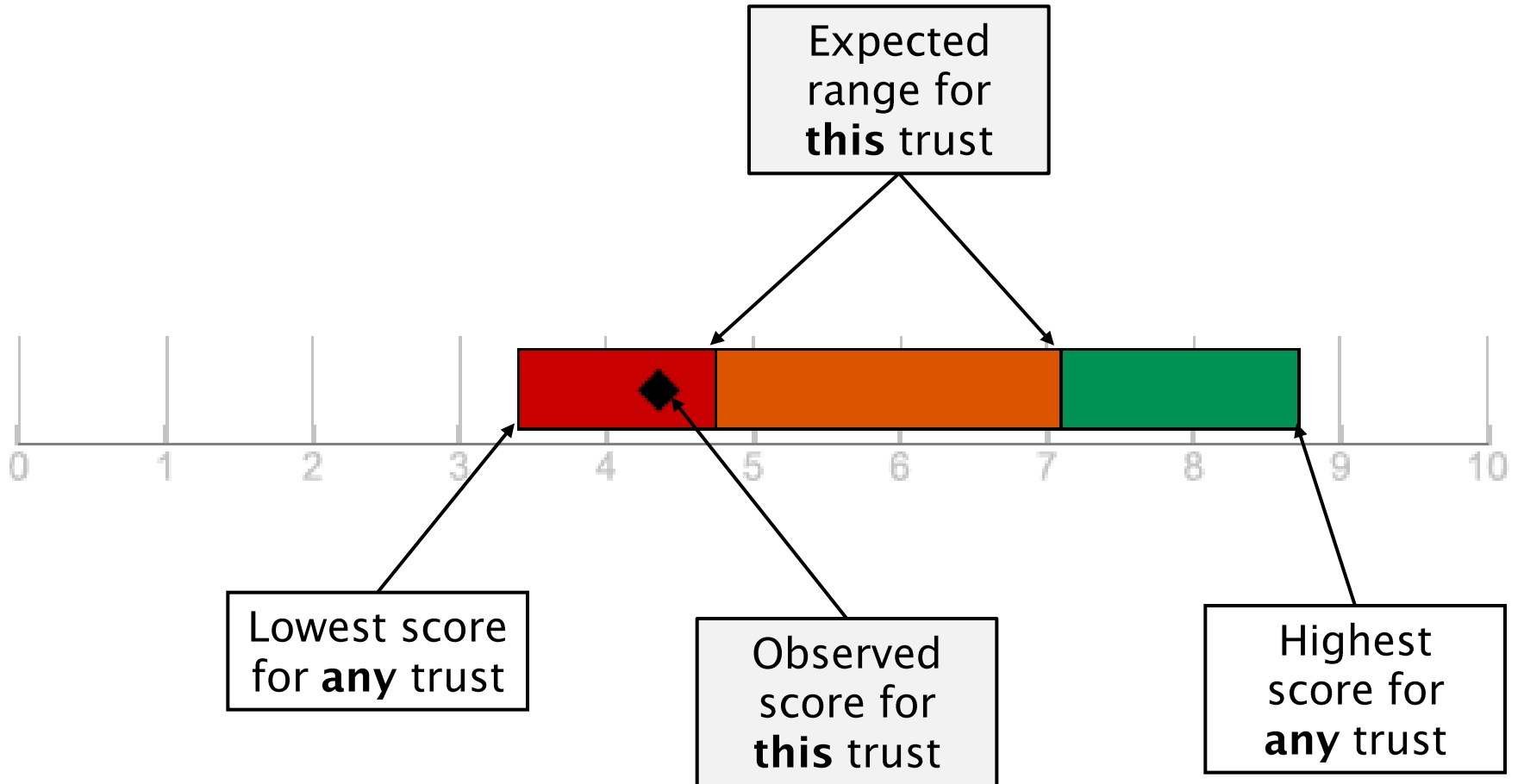


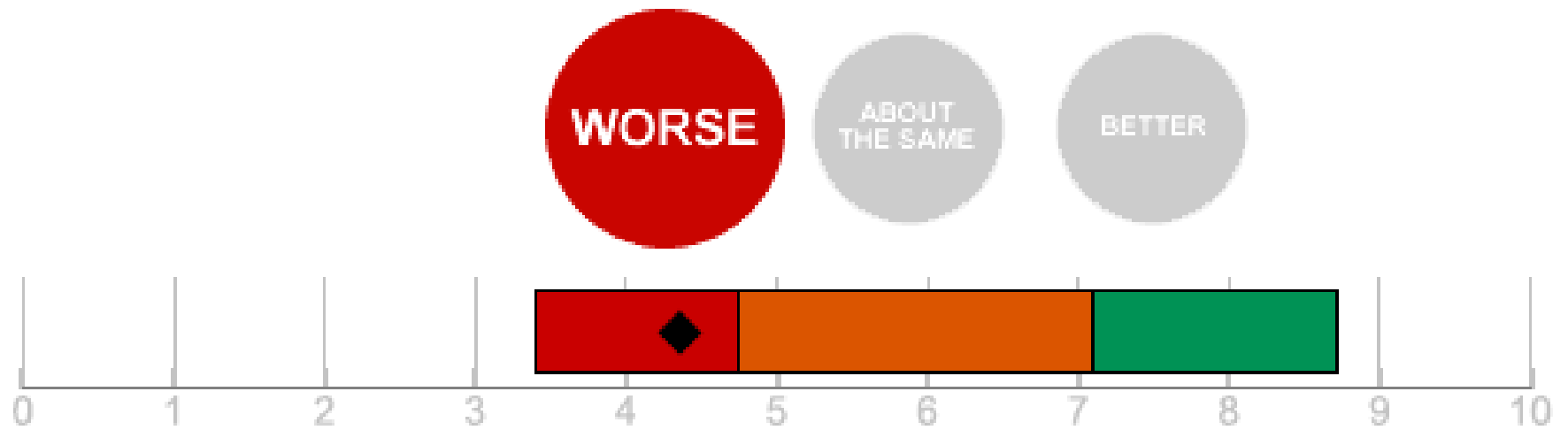
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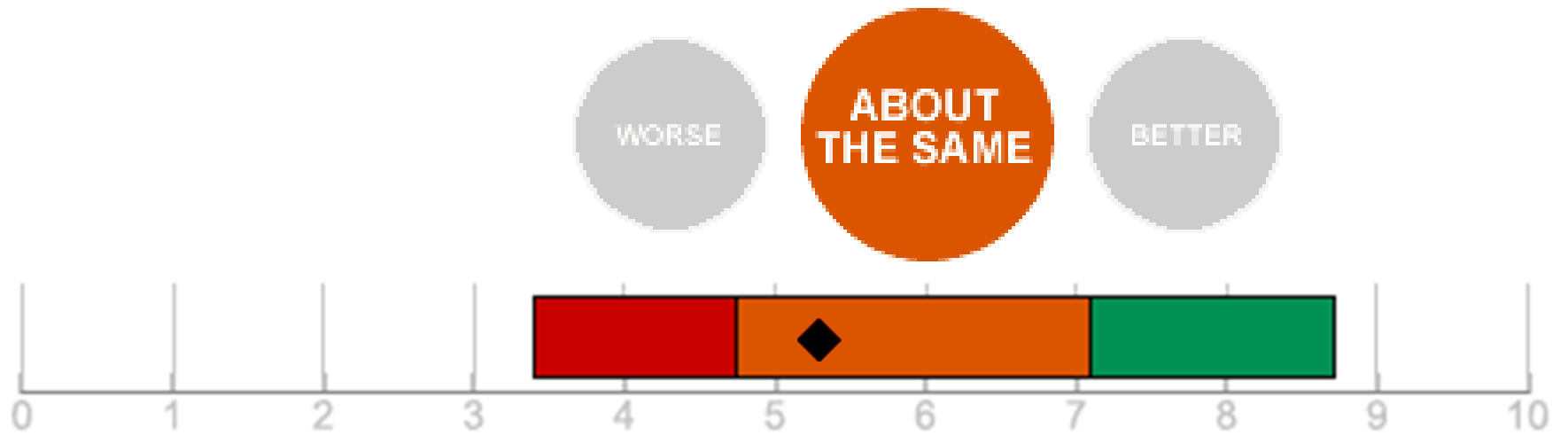


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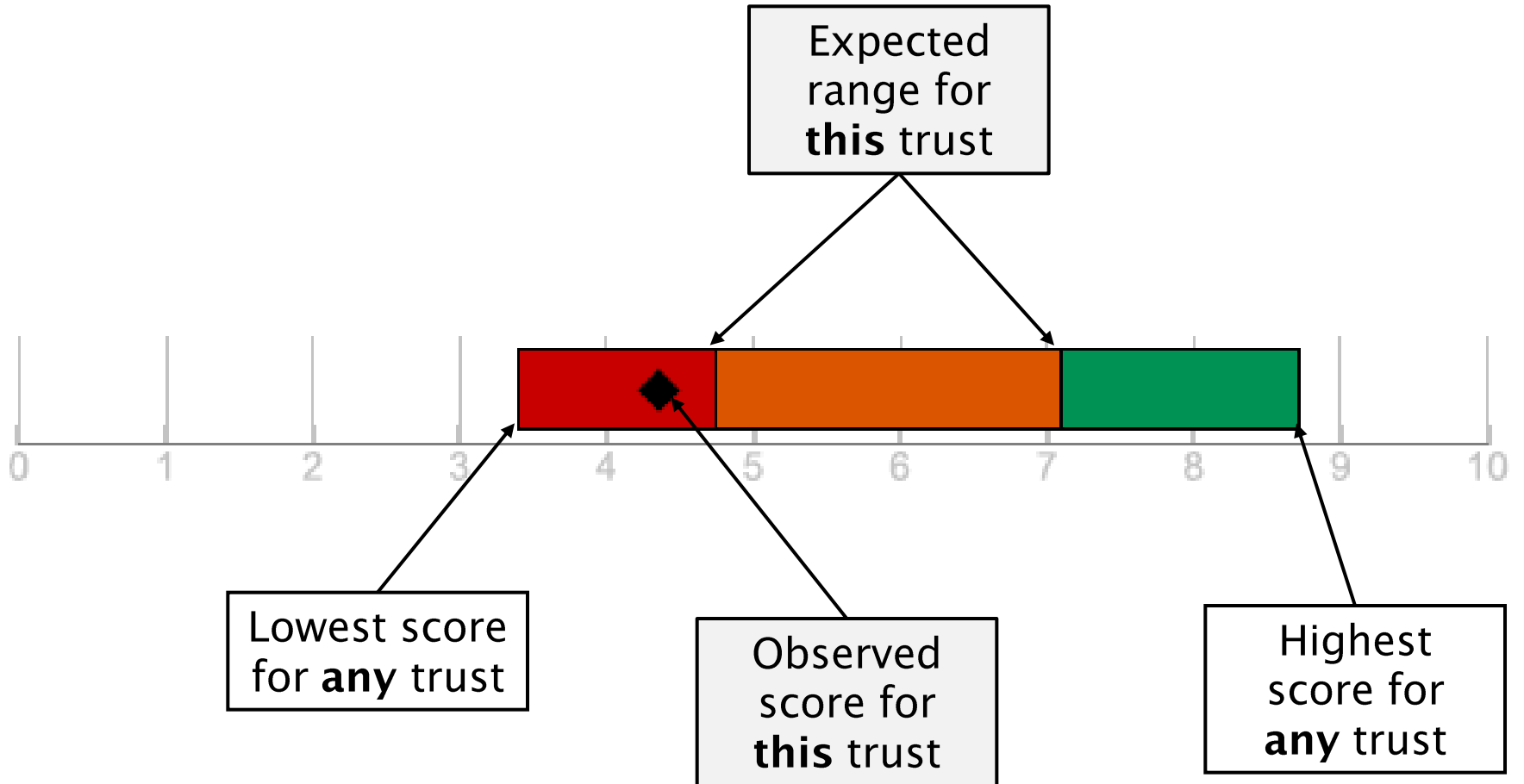












Visualising uncertainty: funnel plots

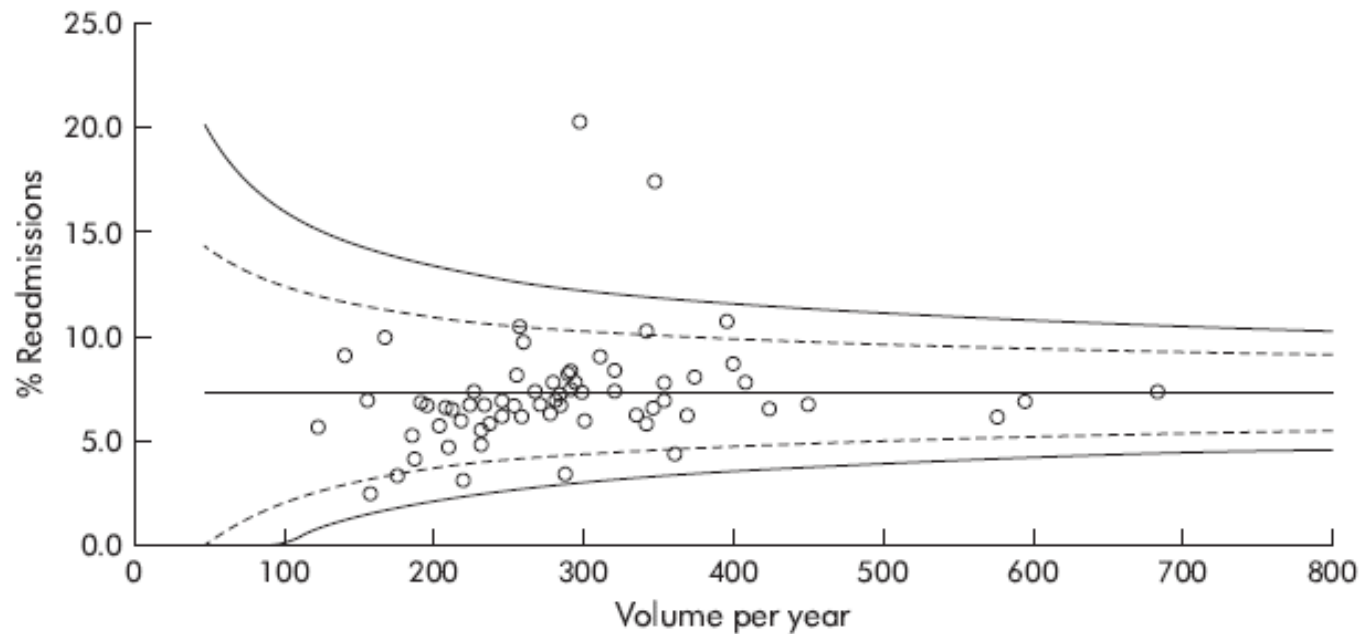


Figure 1 "Funnel plot" of emergency re-admission rates following treatment for a stroke in large acute or multi-service hospitals in England and Wales in 2000-1.

Source: Spiegelhalter, D. (2001). Funnel plots for institutional comparison. *Quality and Safety in Healthcare*, 11, 390-1.

Visualising uncertainty: funnel plots

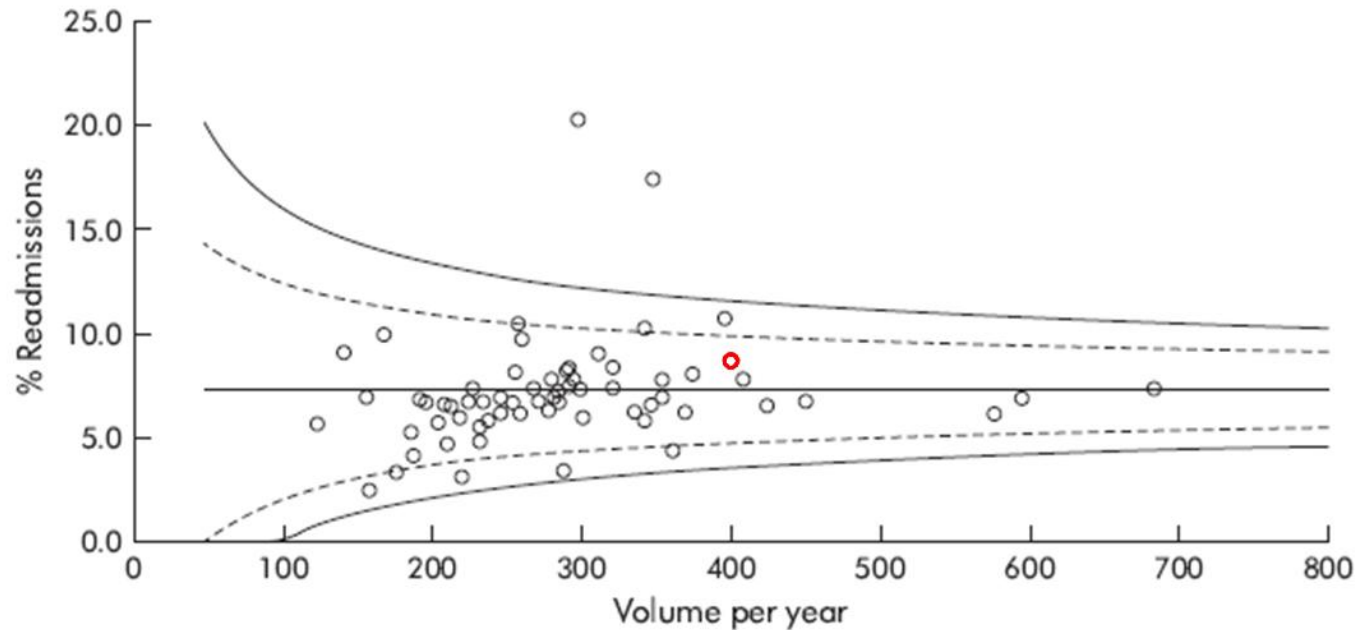


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Visualising uncertainty: funnel plots

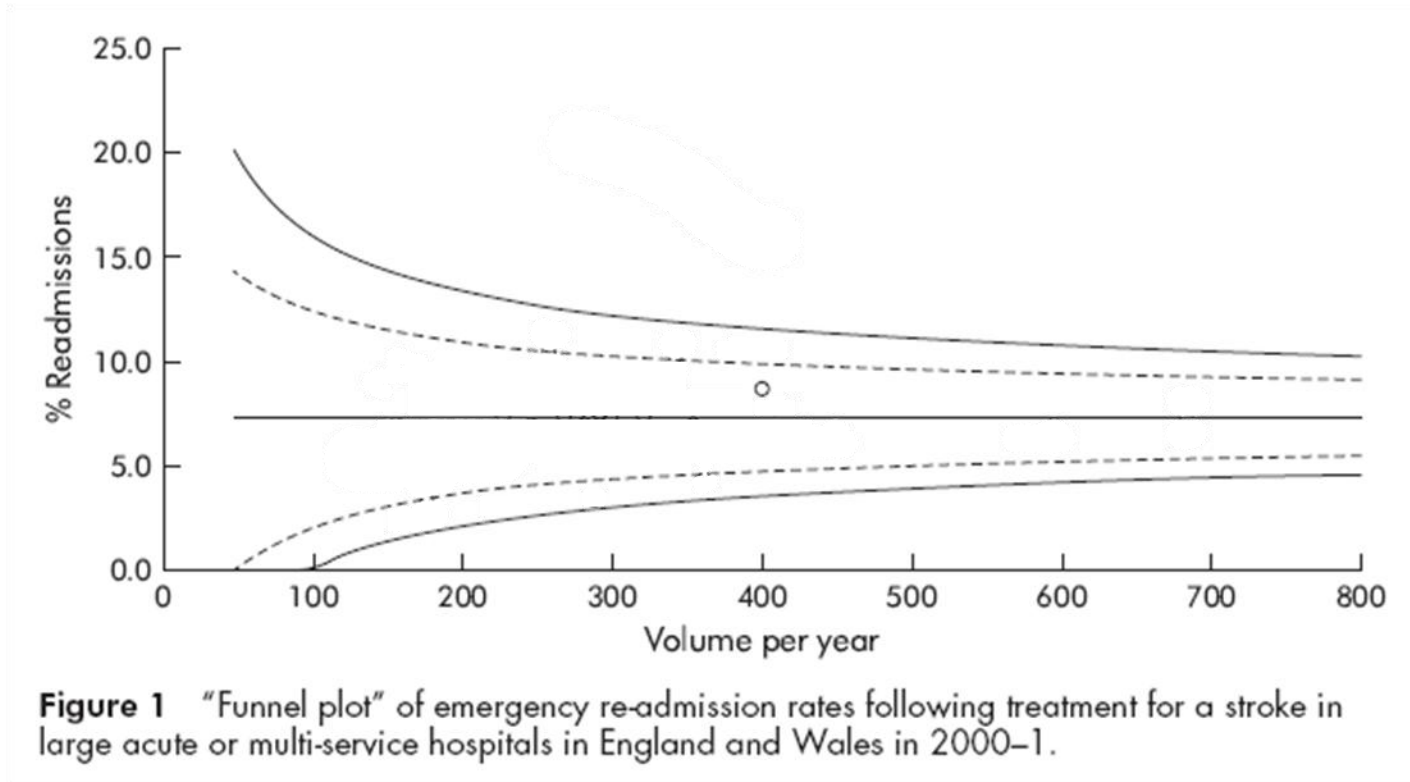


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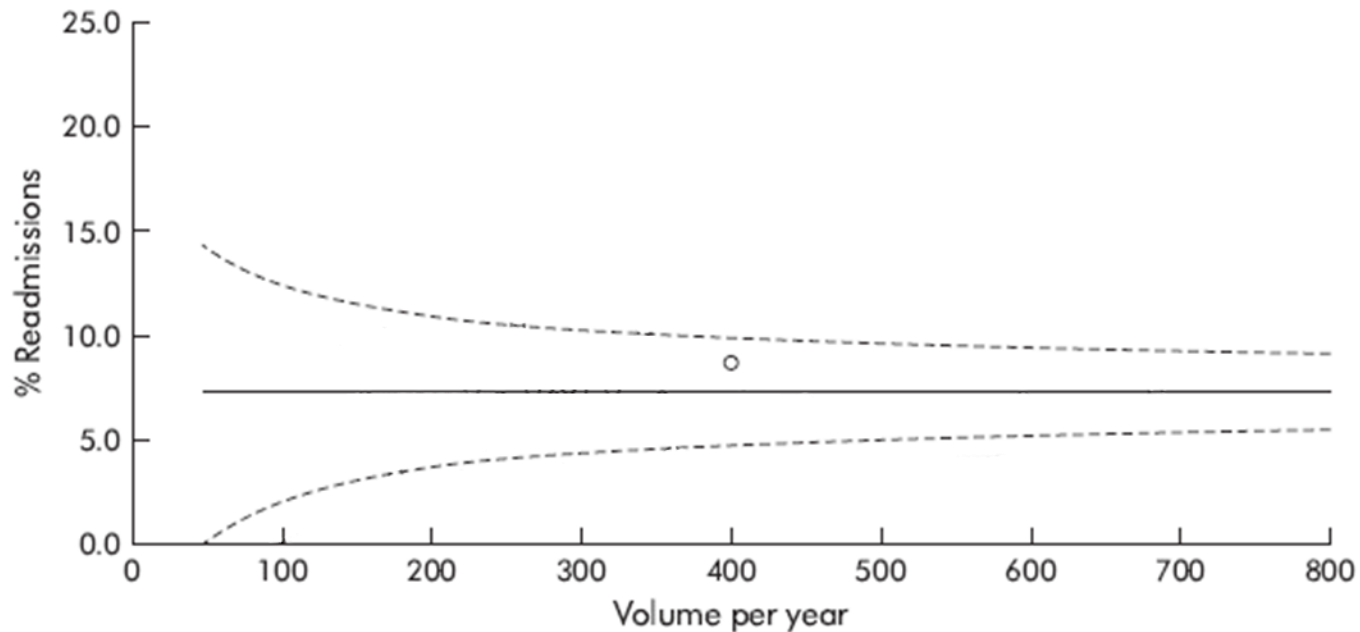
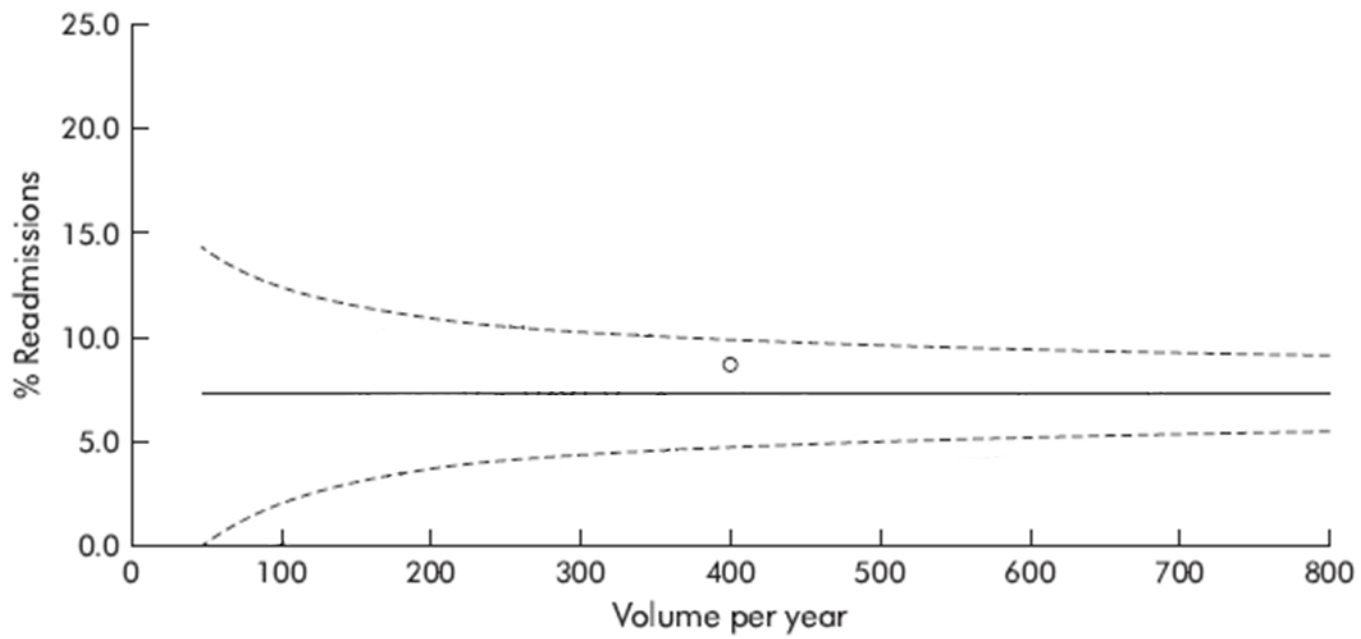
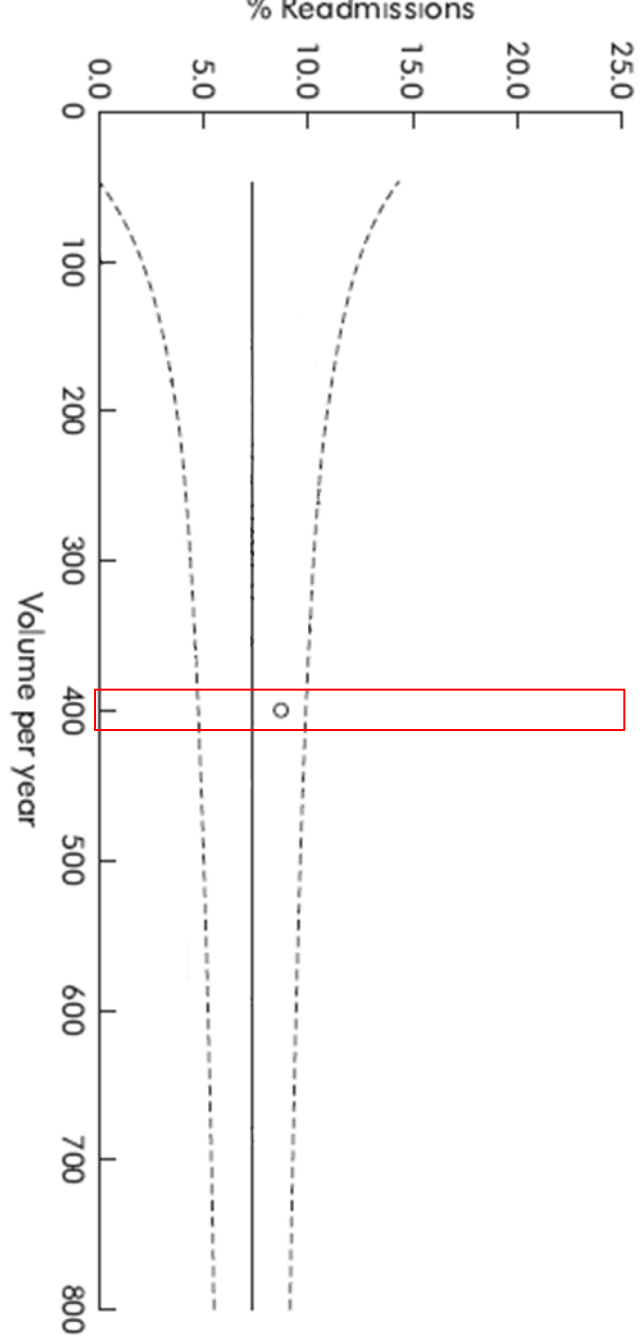
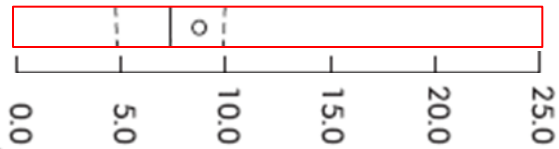


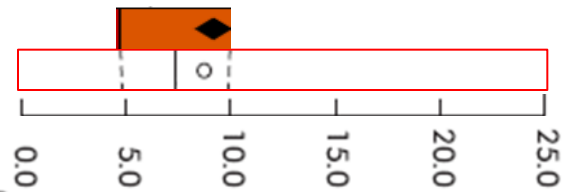
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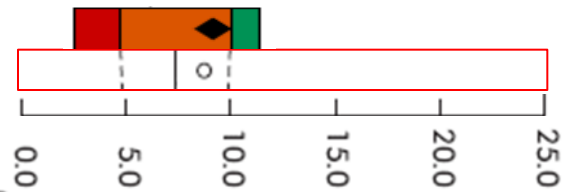
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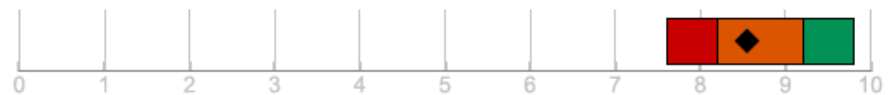


The Emergency/A&E Department (answered by emergency patients only)

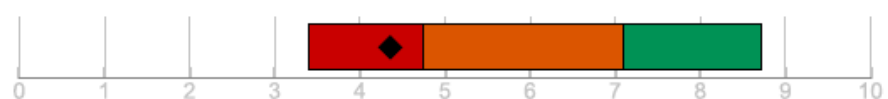
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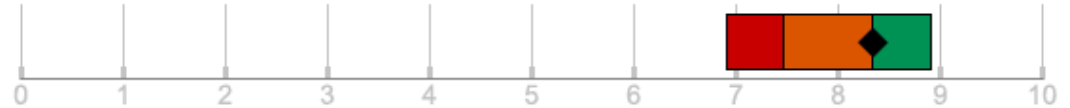


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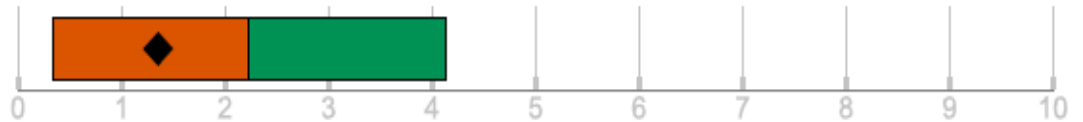


What happens if?

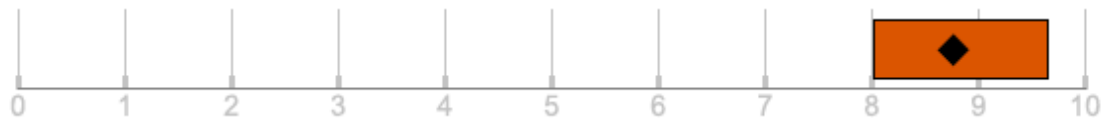
- Trust score is on the line



- There is no red (or green) on my chart

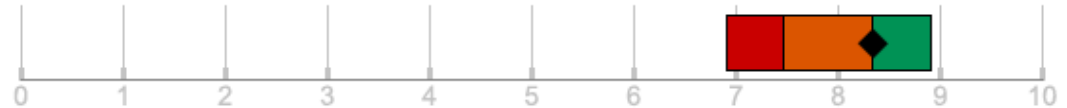


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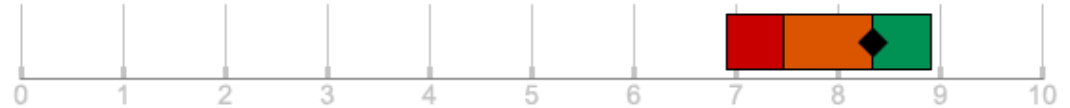
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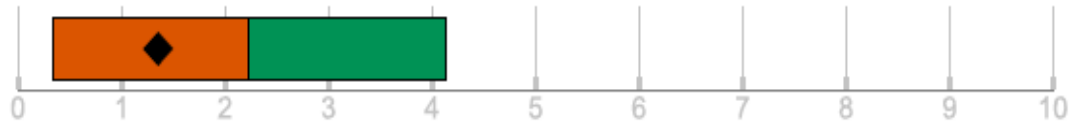
	A	B	C	D	E	F
1	Question	Question text	Score2011	Lower limit of the expected range	Upper limit of the expected range	Category 2011
31	Q34	As far as you know, did doctors wash or clean their hands between touching patients?	9.1	8.09	9.18	About the same

What happens if?

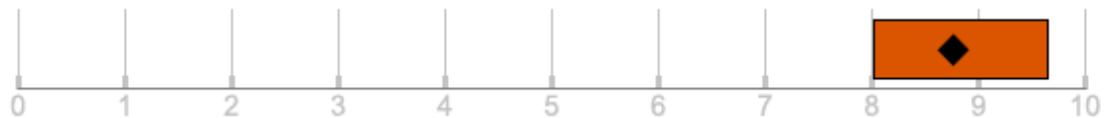
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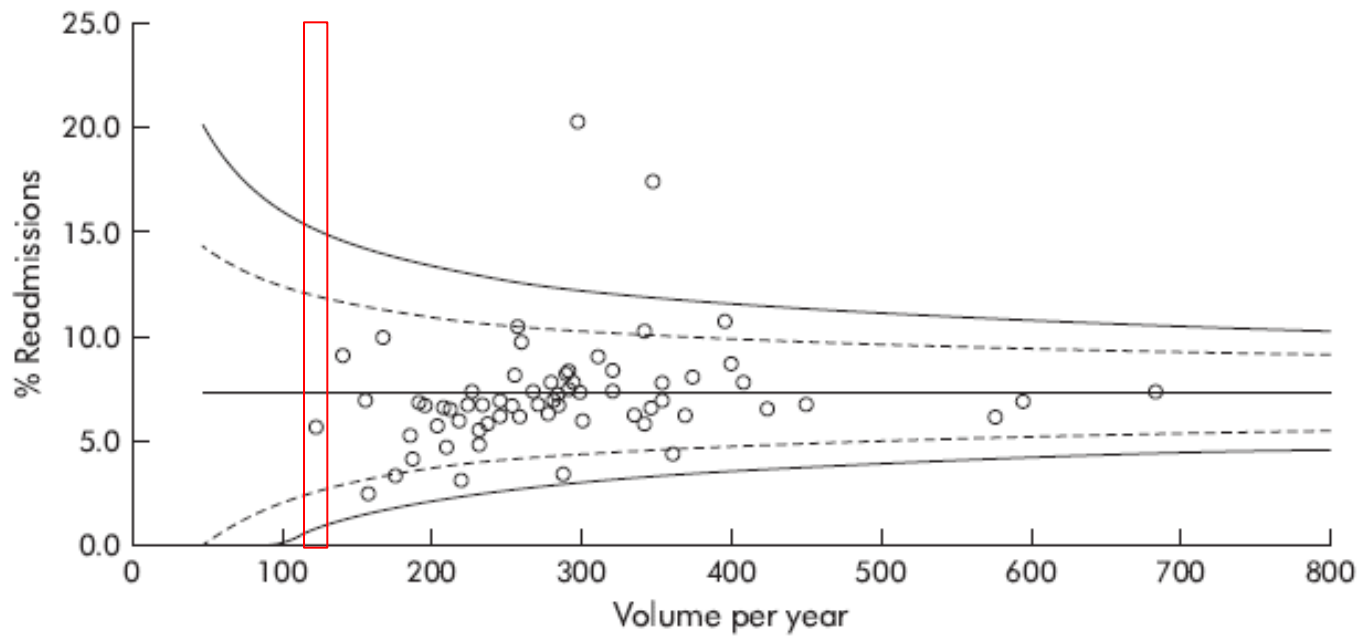
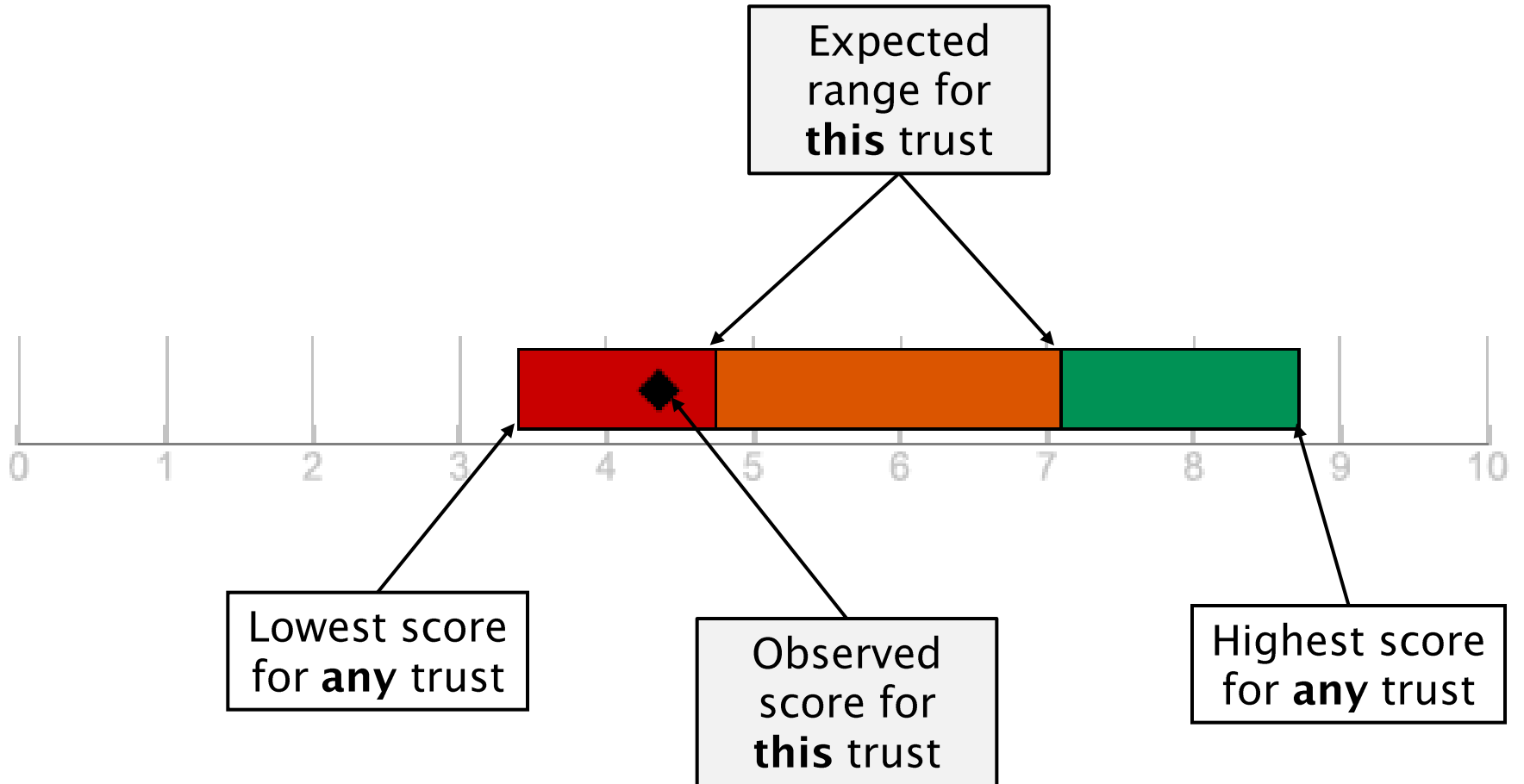


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