

# Patient survey report 2015



## Survey of adult inpatients 2015

Norfolk and Norwich University Hospitals NHS Foundation Trust

Survey of adult inpatients 2015



Making patients' views count

# NHS patient survey programme

## Survey of adult inpatients 2015

### The Care Quality Commission

The Care Quality Commission is the independent regulator of health care and adult social care services in England. Our purpose is to 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 our independent voice, publishing regional and national views of the major quality issues in health and social care.

## Survey of adult inpatients 2015

To improve the quality of services that the NHS delivers, it is important to understand what people think about their care and treatment. One way of doing this is by asking people who have recently used health services to tell us about their experiences.

The thirteenth survey of adult inpatients involved 149 (one trust was excluded from the national results due to errors when drawing their sample) acute and specialist NHS trusts. Responses were received from 83,116 people, a response rate of 47%. Patients were eligible for the survey if they were aged 16 years or older, had spent at least one night in hospital and were not admitted to maternity or psychiatric units. Trusts sampled patients discharged during July 2015<sup>1</sup>. Trusts counted back from the last day of July 2015, including every consecutive discharge, until they had selected 1250 patients (or, for a small number of specialist trusts who could not reach the required sample size, until they had reached 1st January 2015). Fieldwork took place between September 2015 and January 2016.

Similar surveys of adult inpatients were also carried out in 2002 and annually from 2004 to 2014. They are part of a wider programme of NHS patient surveys, which cover a range of topics including A&E services, children's inpatient and day-case services, 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 risk in areas of care within an NHS trust that need to be followed up. The survey data will also be included in the data packs that we produce for inspections. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold them to account for the outcomes they achieve. The NHS Trust Development Authority will use the results to inform quality and governance activities as part of their Oversight Model for NHS Trusts.

## Interpreting the report

This report shows how a trust scored for each question in the survey, compared with the range of results from all other trusts that took part. It uses an analysis technique called the '**expected range**' to determine if your trust is performing 'about the same', 'better' or 'worse' compared with other trusts. For more information, please see the 'methodology' section below. This approach is designed to help understand the performance of individual trusts, and to identify areas for improvement.

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

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

<sup>1</sup>43 trusts sampled additional months because of small patient throughputs.

## Standardisation

Trusts have differing profiles of people who use their services. For example, one trust may have more male inpatients than another trust. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. For example, older respondents tend to report more positive experiences than younger respondents, and women tend to report less positive experiences than men. This could potentially lead to a trust's results appearing better or worse than if they had a slightly different profile of people.

To account for this, we standardise the data. Results have been standardised by the age, sex and method of admission (emergency or elective) of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This helps to ensure that each trust's age-sex-admission type profile reflects the national age-sex-admission type distribution (based on all of the respondents to the survey). Standardisation therefore enables a more accurate comparison of results from trusts with different population profiles. In most cases this will not have a large impact on trust results; it does, however, make comparisons between trusts as fair as possible.

## Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale from 0 to 10. A score of 10 represents the best possible response and a score of zero the worst. The higher the score for each question, the better the trust is performing.

It is not appropriate to score all questions in the questionnaire as not all of the questions assess the trusts. For example, they may be descriptive questions such as Q1 asking respondents if their inpatient stay was planned in advance or an emergency; or they may be 'routing questions' designed to filter out respondents to whom following questions do not apply. An example of a routing question would be Q43 "During your stay in hospital, did you have an operation or procedure?" For full details of the scoring please see the technical document (see further information section).

## Graphs

The graphs in this report show how the score for the trust compares to the range of scores achieved by all trusts taking part in the survey. The black diamond shows the score for your trust. The graph is divided into three sections:

- If your trust's score lies in the orange 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 red 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 red 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 red section). This could be because there were few respondents and / or a lot of variation in their answers.

Please note that if fewer than 30 respondents have answered a question, no score will be displayed for this question (or the corresponding section). This is because the uncertainty around the result is too great. A technical document providing more detail about the methodology and the scoring applied to each question is available on the CQC website (see further information section).

## Tables

At the end of the report you will find tables containing the data used to create the graphs. These tables also show the response rate for your trust and background information about the people that responded.

Scores from last year's survey are also displayed. The column called 'change from 2014' uses arrows to indicate whether the score for this year shows a statistically significant increase (up arrow), a statistically significant decrease (down arrow) or has shown no statistically significant change (no arrow) compared with 2014. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. Significance is tested using a two-sample t-test.

Where a result for 2014 is not shown, this is because the question was either new this year, or the question wording and/or the response categories have been changed. It is therefore not possible to compare the results as we do not know if any change is caused by alterations in the survey instrument, or variation in a trust's performance. Comparisons are also not able to be shown if a trust has merged with other trusts since the 2014 survey, or if a trust committed a sampling error, in 2014. Please note that comparative data is not shown for sections as the questions contained in each section can change year on year.

## Notes on specific questions

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

### All trusts

**Q11 and Q13:** The information collected by Q11 "When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?" and Q13 "After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?" are presented together to show whether the patient has ever shared a sleeping area with patients of the opposite sex. The combined question is numbered in this report as Q11 and has been reworded as "Did you ever share a sleeping area with patients of the opposite sex?" Please note that the information based on Q11 cannot be compared to similar information collected from surveys prior to 2006. This is due to a change in the question's wording and because the results for 2006 onwards have excluded patients who have stayed in a critical care area, which almost always accommodates patients of both sexes.

**Q31:** "In your opinion, did the members of staff caring for you well work together?" is a new question in 2015 and it is therefore not possible to compare with 2014.

**Q53 and Q54:** The information collected by Q53 "On the day you left hospital, was your discharge delayed for any reason?" and Q54 "What was the main reason for the delay?" are presented together to show whether a patient's discharge was delayed by reasons attributable to the hospital. The combined question in this report is labelled as Q54 and is worded as: "Discharge delayed due to wait for medicines/to see doctor/for ambulance."

**Q55:** Information from Q53 and Q54 has been used to score Q55 "How long was the delay?" This assesses the length of a delay to discharge for reasons attributable to the hospital.

**Q56, Q57 and Q58:** "Where did you go after leaving hospital?", "After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?" and "When you transferred to another hospital or went to a nursing or residential home, was there a plan in place for continuing your care?" are new questions in 2015 and it is therefore not possible to compare with 2014.

**Q58:** This question does not contribute to the Section score for 'Leaving hospital' (Section 9), though is displayed for trusts where 30 or more respondents answered this question. In the instances where 30 or more respondents answered this question, the question score is displayed for the trust. If the row for Q58 is blank, this means that less than 30 responses were received for this question.

### **Trusts with female patients only**

**Q11, Q13 and Q14:** If your trust offers services to women only, a trust score for Q11 "Did you ever share a sleeping area with patients of the opposite sex?" and Q14 "While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?" is not shown.

### **Trusts with no A&E Department**

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

## **Further information**

The full national results are on the CQC website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

<http://www.cqc.org.uk/inpatientsurvey>

The results for the adult inpatient surveys from 2002 to 2014 can be found at:

<http://www.nhssurveys.org/surveys/425>

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

<http://www.nhssurveys.org/surveys/833>

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/content/monitoring-nhs-acute-hospitals>

# Survey of adult inpatients 2015

## Norfolk and Norwich University Hospitals NHS Foundation Trust

### Section scores

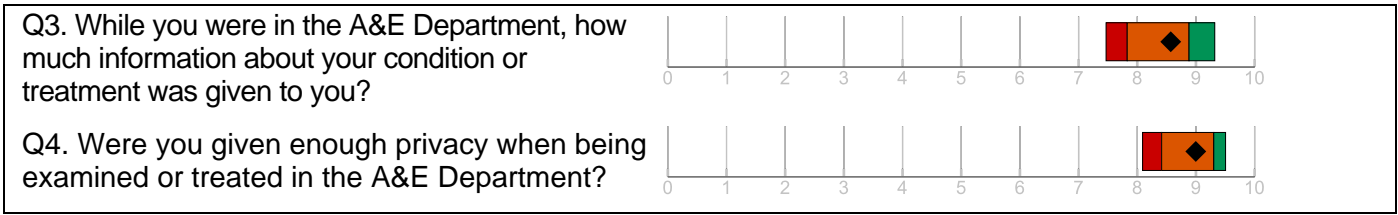


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

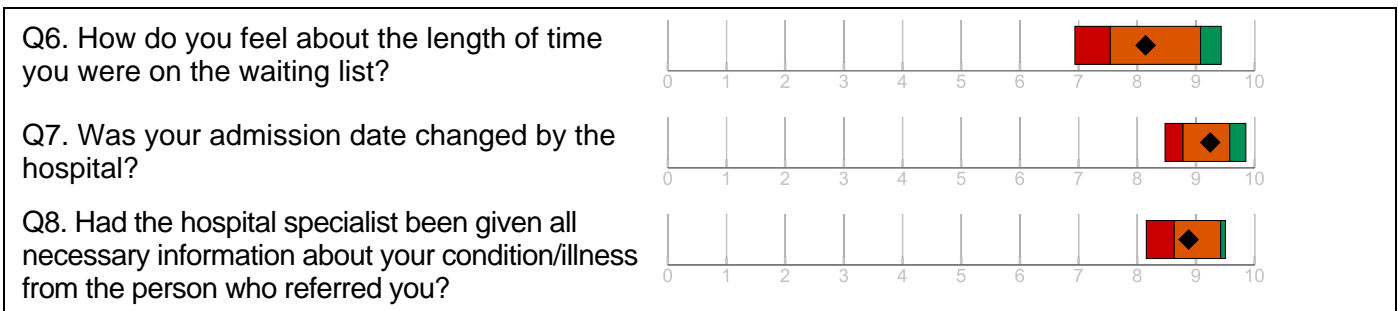
# Survey of adult inpatients 2015

## Norfolk and Norwich University Hospitals NHS Foundation Trust

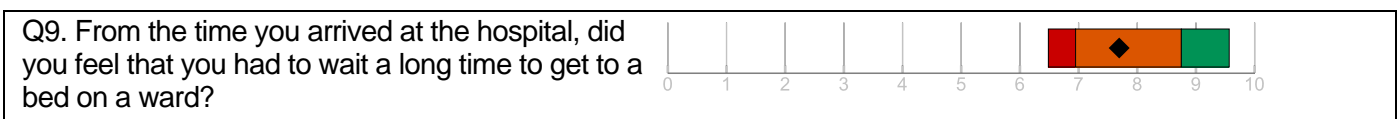
### The Emergency/A&E Department (answered by emergency patients only)



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



### Waiting to get to a bed on a ward



	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)



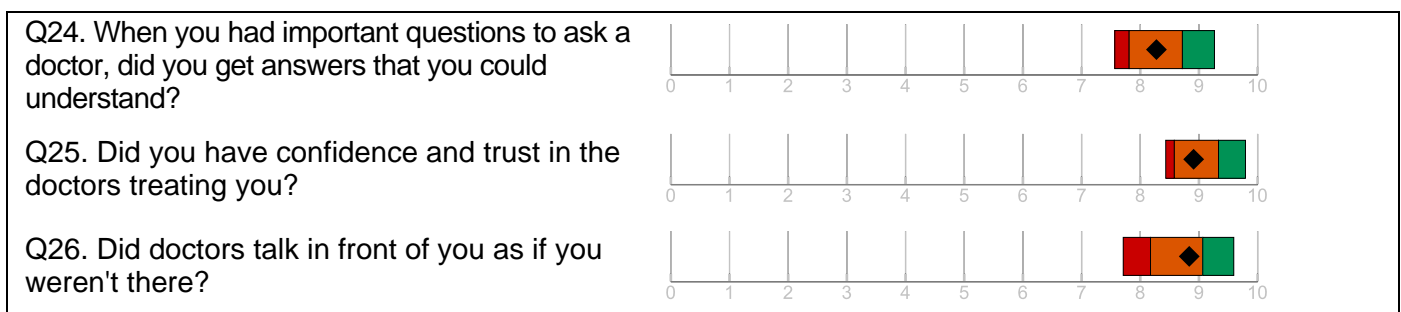
# Survey of adult inpatients 2015





## Norfolk and Norwich University Hospitals NHS Foundation Trust

### The hospital and ward



### Doctors

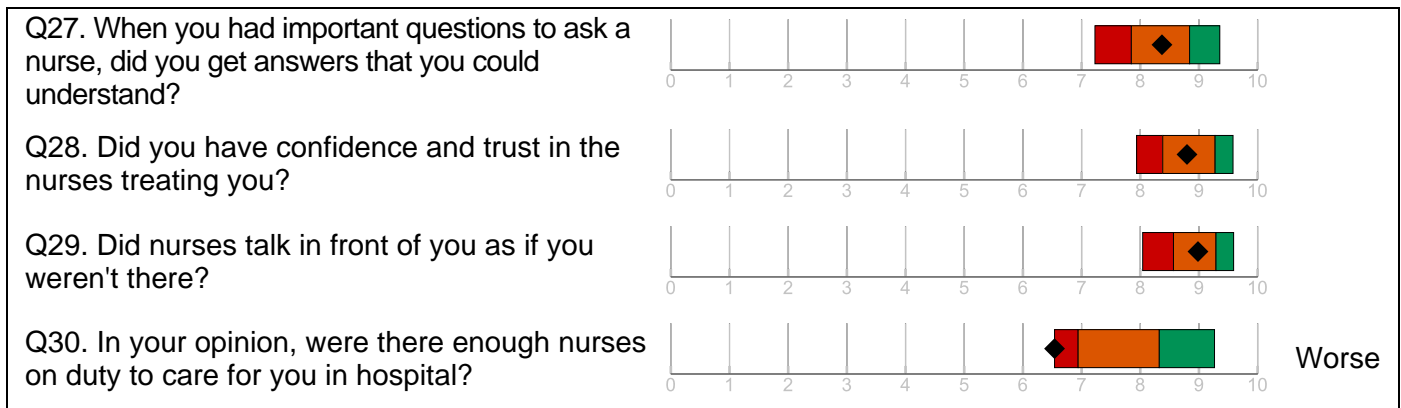


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

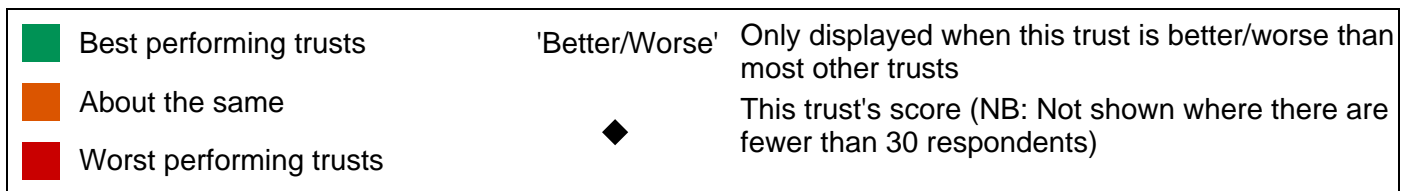
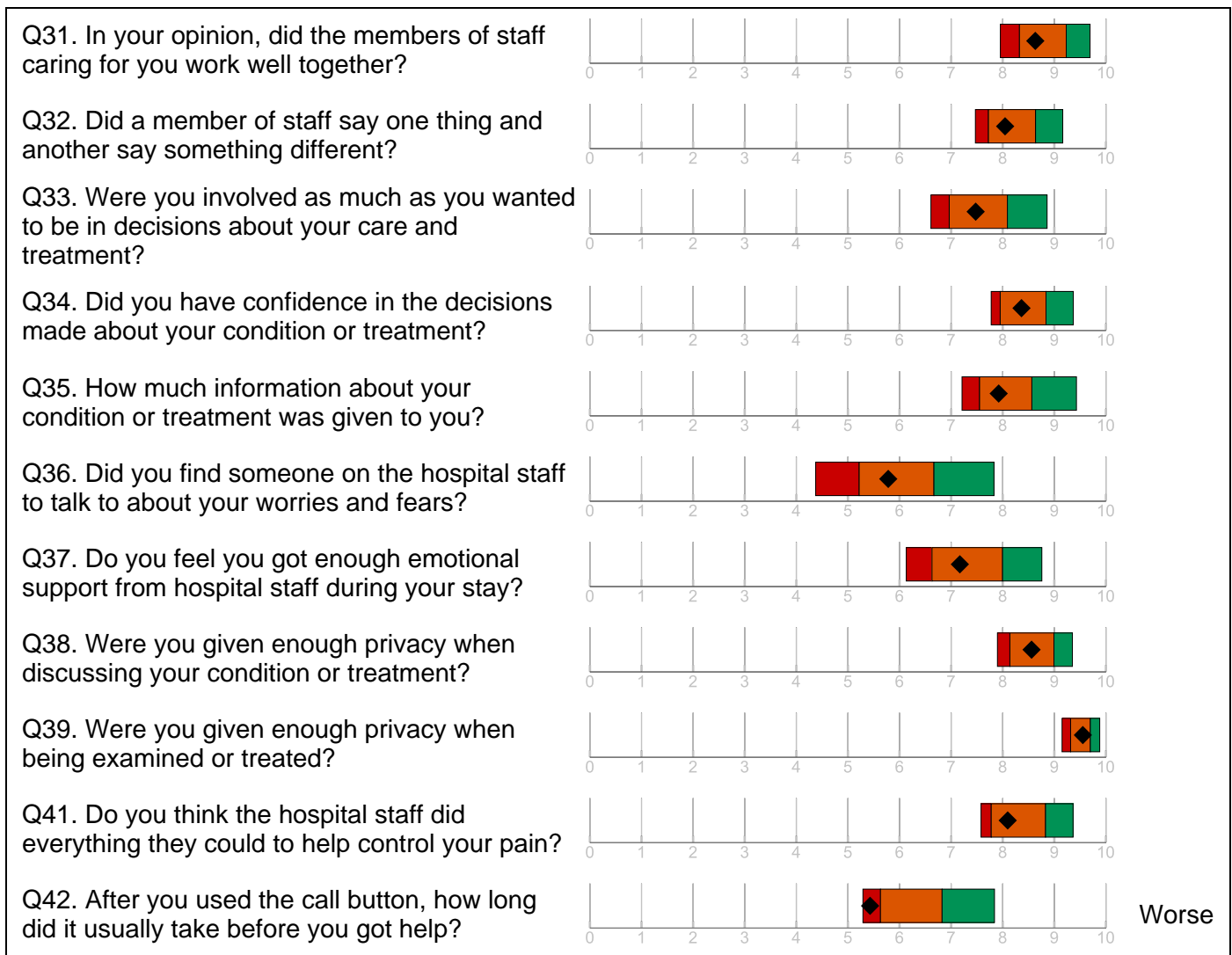
# Survey of adult inpatients 2015

## Norfolk and Norwich University Hospitals NHS Foundation Trust

### Nurses



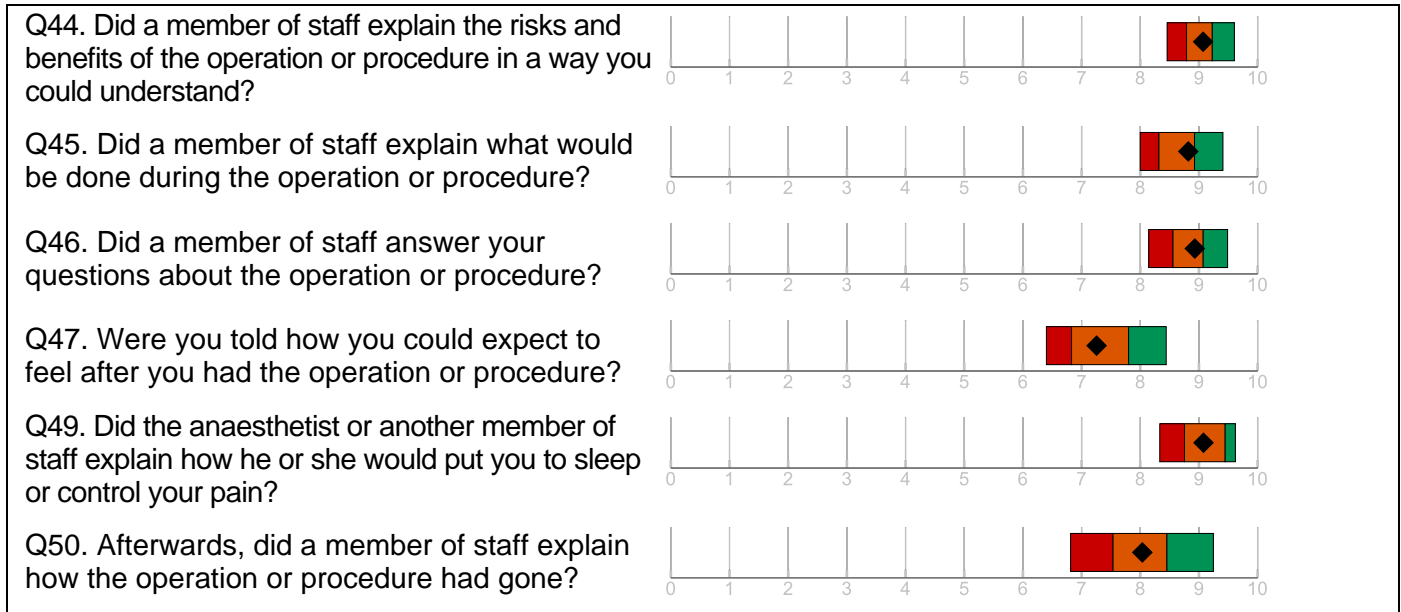
### Care and treatment



# Survey of adult inpatients 2015

## Norfolk and Norwich University Hospitals NHS Foundation Trust

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

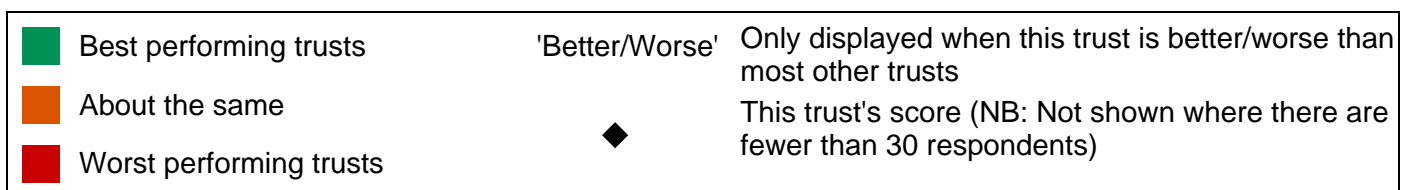
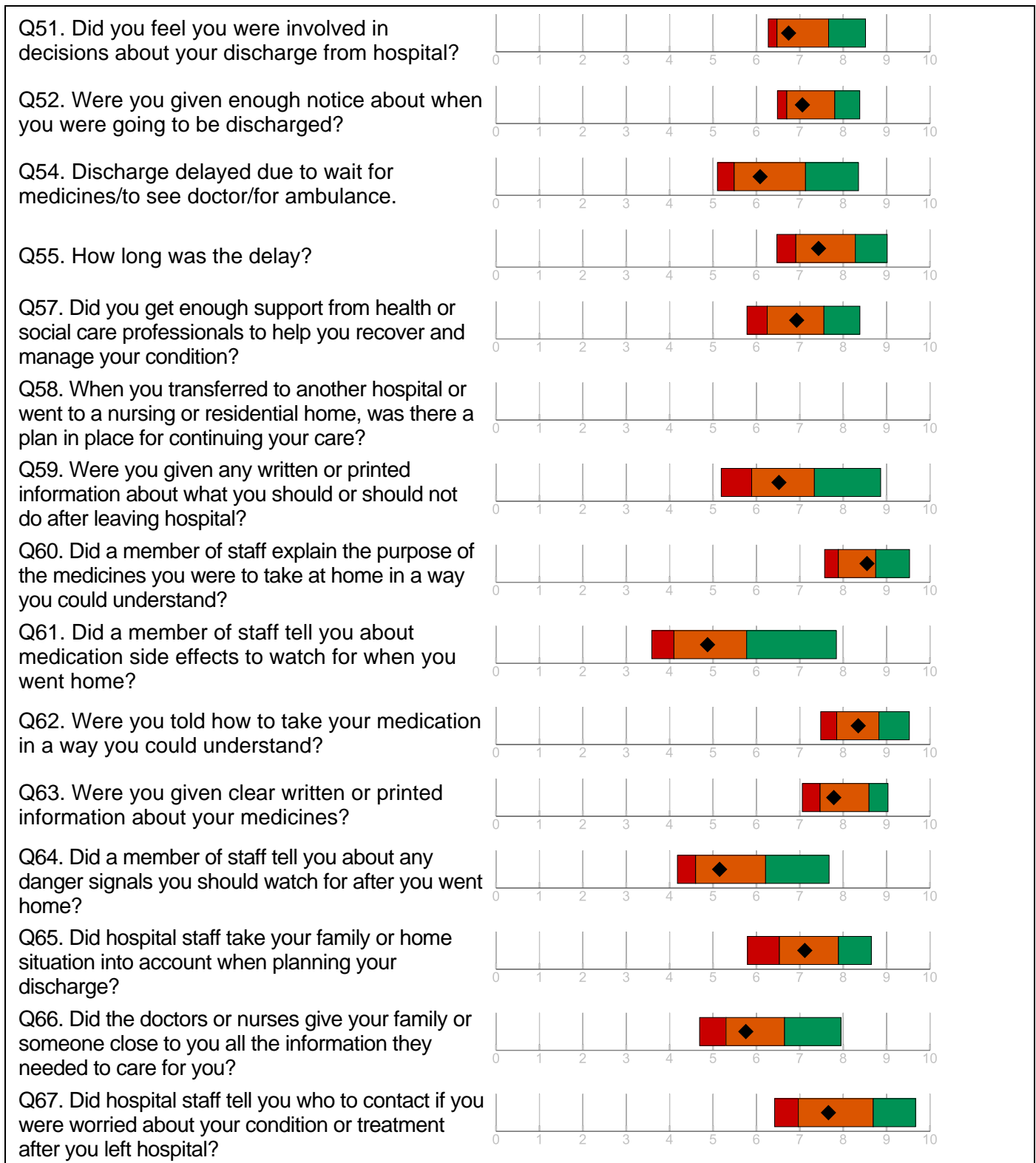


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

# Survey of adult inpatients 2015

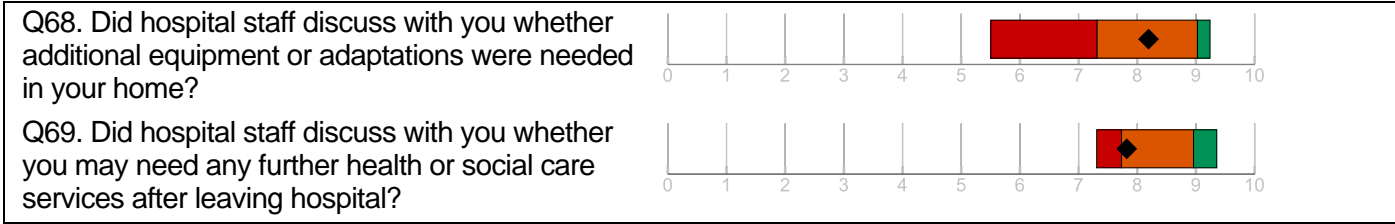
## Norfolk and Norwich University Hospitals NHS Foundation Trust

### Leaving hospital

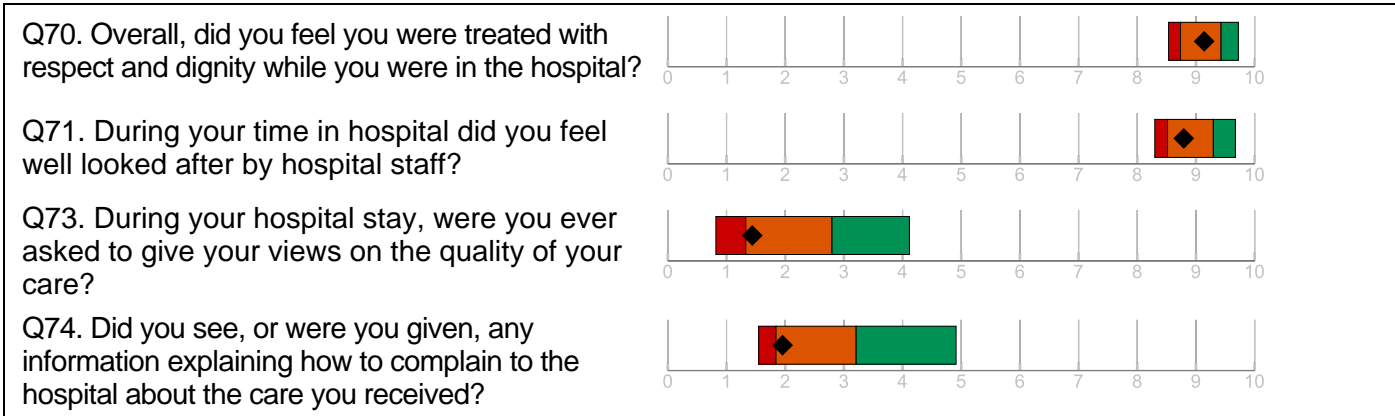


# Survey of adult inpatients 2015

## Norfolk and Norwich University Hospitals NHS Foundation Trust



### Overall views of care and services



### Overall experience



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

## Survey of adult inpatients 2015

### Norfolk and Norwich University Hospitals NHS Foundation Trust

	Scores for this NHS trust			Number of respondents (this trust)	2014 scores for this NHS trust	Change from 2014
	Lowest trust score achieved	Highest trust score achieved				
<b>The Emergency/A&amp;E Department (answered by emergency patients only)</b>						
S1	Section score	8.8	7.9	9.4		
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	8.6	7.5	9.3	283	8.3
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	9.0	8.1	9.5	313	9.1
<b>Waiting list and planned admissions (answered by those referred to hospital)</b>						
S2	Section score	8.8	8.2	9.5		
Q6	How do you feel about the length of time you were on the waiting list?	8.1	6.9	9.4	265	8.3
Q7	Was your admission date changed by the hospital?	9.2	8.5	9.9	271	9.4
Q8	Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	8.9	8.2	9.5	267	9.3 ↓
<b>Waiting to get to a bed on a ward</b>						
S3	Section score	7.7	6.5	9.6		
Q9	From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?	7.7	6.5	9.6	620	7.6

↑ or ↓

Indicates where 2015 score is significantly higher or lower than 2014 score (NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2014 data is available.

## Survey of adult inpatients 2015

### Norfolk and Norwich University Hospitals NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2014 scores for this NHS trust	Change from 2014
<b>The hospital and ward</b>						
S4 Section score	8.2	7.7	9.1			
Q11 Did you ever share a sleeping area with patients of the opposite sex?	9.5	7.9	9.8	488	9.6	
Q14 Did you ever use the same bathroom or shower area as patients of the opposite sex?	8.7	6.5	9.9	563	8.7	
Q15 Were you ever bothered by noise at night from other patients?	5.7	4.8	8.5	623	5.4	
Q16 Were you ever bothered by noise at night from hospital staff?	7.7	7.0	9.3	621	7.8	
Q17 In your opinion, how clean was the hospital room or ward that you were in?	8.8	8.2	9.7	629	8.9	
Q18 How clean were the toilets and bathrooms that you used in hospital?	8.4	7.7	9.5	612	8.4	
Q19 Did you feel threatened during your stay in hospital by other patients or visitors?	9.7	9.4	10.0	627	9.6	
Q20 Were hand-wash gels available for patients and visitors to use?	9.7	9.2	9.9	611	9.6	
Q21 How would you rate the hospital food?	5.9	4.5	7.9	601	5.6	
Q22 Were you offered a choice of food?	9.0	7.8	9.6	617	9.0	
Q23 Did you get enough help from staff to eat your meals?	7.5	5.9	9.2	146	7.5	
<b>Doctors</b>						
S5 Section score	8.7	8.1	9.5			
Q24 When you had important questions to ask a doctor, did you get answers that you could understand?	8.3	7.6	9.3	565	8.3	
Q25 Did you have confidence and trust in the doctors treating you?	8.9	8.4	9.8	622	9.0	
Q26 Did doctors talk in front of you as if you weren't there?	8.8	7.7	9.6	628	8.7	
<b>Nurses</b>						
S6 Section score	8.2	7.5	9.4			
Q27 When you had important questions to ask a nurse, did you get answers that you could understand?	8.4	7.2	9.4	565	8.4	
Q28 Did you have confidence and trust in the nurses treating you?	8.8	7.9	9.6	629	8.8	
Q29 Did nurses talk in front of you as if you weren't there?	9.0	8.0	9.6	627	9.0	
Q30 In your opinion, were there enough nurses on duty to care for you in hospital?	6.5	6.5	9.3	629	6.6	

↑ or ↓

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## Survey of adult inpatients 2015

### Norfolk and Norwich University Hospitals NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2014 scores for this NHS trust	Change from 2014
<b>Care and treatment</b>						
S7 Section score	7.7	7.2	8.9			
Q31 In your opinion, did the members of staff caring for you work well together?	8.6	8.0	9.7	615		
Q32 Did a member of staff say one thing and another say something different?	8.0	7.5	9.2	629	8.2	
Q33 Were you involved as much as you wanted to be in decisions about your care and treatment?	7.5	6.6	8.9	624	7.6	
Q34 Did you have confidence in the decisions made about your condition or treatment?	8.4	7.8	9.4	626	8.3	
Q35 How much information about your condition or treatment was given to you?	7.9	7.2	9.4	624	8.0	
Q36 Did you find someone on the hospital staff to talk to about your worries and fears?	5.8	4.4	7.8	381	5.5	
Q37 Do you feel you got enough emotional support from hospital staff during your stay?	7.2	6.1	8.8	390	7.2	
Q38 Were you given enough privacy when discussing your condition or treatment?	8.6	7.9	9.4	625	8.8	
Q39 Were you given enough privacy when being examined or treated?	9.6	9.1	9.9	628	9.6	
Q41 Do you think the hospital staff did everything they could to help control your pain?	8.1	7.6	9.4	383	7.8	
Q42 After you used the call button, how long did it usually take before you got help?	5.4	5.3	7.8	418	5.1	

↑ or ↓

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(NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2014 data is available.



## Survey of adult inpatients 2015

### Norfolk and Norwich University Hospitals NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2014 scores for this NHS trust	Change from 2014
<b>Operations and procedures (answered by patients who had an operation or procedure)</b>						
S8 Section score	8.5	7.8	9.2			
Q44 Did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	9.1	8.5	9.6	386	9.2	
Q45 Did a member of staff explain what would be done during the operation or procedure?	8.8	8.0	9.4	386	9.0	
Q46 Did a member of staff answer your questions about the operation or procedure?	8.9	8.1	9.5	345	9.0	
Q47 Were you told how you could expect to feel after you had the operation or procedure?	7.3	6.4	8.4	401	7.2	
Q49 Did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain?	9.1	8.3	9.6	328	8.9	
Q50 Afterwards, did a member of staff explain how the operation or procedure had gone?	8.0	6.8	9.2	396	8.1	

↑ or ↓

Indicates where 2015 score is significantly higher or lower than 2014 score  
(NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2014 data is available.

# Survey of adult inpatients 2015

## Norfolk and Norwich University Hospitals NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2014 scores for this NHS trust	Change from 2014
<b>Leaving hospital</b>						
S9 Section score	7.0	6.1	8.4			
Q51 Did you feel you were involved in decisions about your discharge from hospital?	6.7	6.3	8.5	601	6.4	
Q52 Were you given enough notice about when you were going to be discharged?	7.1	6.5	8.4	626	6.9	
Q54 Discharge delayed due to wait for medicines/to see doctor/for ambulance.	6.1	5.1	8.4	589	5.7	
Q55 How long was the delay?	7.4	6.5	9.0	582	7.1	
Q57 Did you get enough support from health or social care professionals to help you recover and manage your condition?	6.9	5.8	8.4	353		
Q58 When you transferred to another hospital or went to a nursing or residential home, was there a plan in place for continuing your care?	-	6.1	8.8			
Q59 Were you given any written or printed information about what you should or should not do after leaving hospital?	6.5	5.2	8.9	612	6.7	
Q60 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	8.5	7.6	9.5	480	8.3	
Q61 Did a member of staff tell you about medication side effects to watch for when you went home?	4.9	3.6	7.8	393	4.6	
Q62 Were you told how to take your medication in a way you could understand?	8.3	7.5	9.5	409	8.2	
Q63 Were you given clear written or printed information about your medicines?	7.8	7.1	9.0	421	8.0	
Q64 Did a member of staff tell you about any danger signals you should watch for after you went home?	5.2	4.2	7.7	470	5.2	
Q65 Did hospital staff take your family or home situation into account when planning your discharge?	7.1	5.8	8.6	402	7.0	
Q66 Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?	5.8	4.7	7.9	437	6.0	
Q67 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	7.7	6.4	9.7	557	7.6	
Q68 Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	8.2	5.5	9.2	179	8.1	
Q69 Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	7.8	7.3	9.4	321	8.4	

↑ or ↓ Indicates where 2015 score is significantly higher or lower than 2014 score (NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2014 data is available.

## Survey of adult inpatients 2015

### Norfolk and Norwich University Hospitals NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2014 scores for this NHS trust	Change from 2014
<b>Overall views of care and services</b>						
S10 Section score	5.3	5.0	7.1			
Q70 Overall, did you feel you were treated with respect and dignity while you were in the hospital?	9.1	8.5	9.7	617	9.0	
Q71 During your time in hospital did you feel well looked after by hospital staff?	8.8	8.3	9.7	615	8.5	
Q73 During your hospital stay, were you ever asked to give your views on the quality of your care?	1.4	0.8	4.1	547	1.3	
Q74 Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	2.0	1.5	4.9	470	2.3	
<b>Overall experience</b>						
S11 Section score	8.1	7.5	9.0			
Q72 Overall...	8.1	7.5	9.0	605	7.9	

↑ or ↓

Indicates where 2015 score is significantly higher or lower than 2014 score  
(NB: No arrow reflects no statistically significant change)  
Where no score is displayed, no 2014 data is available.

## Survey of adult inpatients 2015

### Norfolk and Norwich University Hospitals NHS Foundation Trust

#### Background information

The sample	This trust	All trusts
Number of respondents	631	83116
Response Rate (percentage)	54	47
Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	48	47
Female	52	53
Age group (percentage)	(%)	(%)
Aged 16-35	6	6
Aged 36-50	9	10
Aged 51-65	22	24
Aged 66 and older	63	60
Ethnic group (percentage)	(%)	(%)
White	95	90
Multiple ethnic group	0	1
Asian or Asian British	1	3
Black or Black British	0	1
Arab or other ethnic group	0	0
Not known	3	5
Religion (percentage)	(%)	(%)
No religion	20	15
Buddhist	0	0
Christian	76	78
Hindu	0	1
Jewish	0	0
Muslim	0	2
Sikh	0	0
Other religion	1	1
Prefer not to say	2	2
Sexual orientation (percentage)	(%)	(%)
Heterosexual/straight	96	94
Gay/lesbian	1	1
Bisexual	0	0
Other	1	1
Prefer not to say	3	4