

TRUST BOARD PUBLIC – APRIL 2015

Agenda Item Number: 77/15  
Enclosure Number: (6)

<b>Subject:</b>	National Accident and Emergency Patient Experience Survey 2014 - results
<b>Prepared by:</b> <b>Sponsored by:</b> <b>Presented by:</b>	Sarah Balchin, Head of Patient Experience Cathy Stone, Director of Nursing Cathy Stone, Director of Nursing
<b>Purpose of paper</b>	To report the results of the national survey to the Board
<b>Key points for Trust Board members</b> <i>Briefly summarise in bullet point format the main points and key issues that the Trust Board members should focus on including conclusions and proposals</i>	The report shows no significant improvements or deteriorations since the last survey. The survey reports trust performance as “about the same” as other trusts in England.
<b>Options and decisions required</b> <i>Clearly identify options that are to be considered and any decisions required</i>	The Board is asked to note the results of the survey.
<b>Next steps / future actions:</b> <i>Clearly identify what will follow the Trust Board’s discussion</i>	The Emergency Medicine Governance Group is responsible for the implementation and monitoring of the plan. The plan will be integrated into the EM Quality Improvement Plan.
<b>Consideration of legal issues (including Equality Impact Assessment)?</b>	Nil to note.
<b>Consideration of Public and Patient Involvement and Communications Implications?</b>	Nil to note.

**Links to Portsmouth Hospitals NHS Trust Board Strategic Aims, Assurance Framework/Corporate Risk Register**

<b>Strategic Aim</b>	<b>STRATEGIC AIM 1: DELIVER SAFE, HIGH QUALITY PATIENT CENTERED CARE</b>
<b>BAF/Corporate Risk Register Reference (if applicable)</b>	N/A
<b>Risk Description</b>	N/A
<b>CQC Reference</b>	Caring

<b>Committees/Meetings at which paper has been approved:</b>	<b>Date</b>
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# National Accident and Emergency Department Patient Experience Survey

## 2014 Results

### 1.0 Introduction

The purpose of this paper is to present to the Trust Board the results of the 2014 national Accident and Emergency Survey.

### 2.0 National Survey

The Accident and Emergency Survey was previously undertaken in 2012, the purpose of which is to understand and improve the quality of care provided to patients. The survey samples 850 patients who attended the trust Accident and Emergency Department during January 2014.

The response rate for the trust was 284 which reflects a 35% response rate against a national response rate of 34%.

### 3.0 Results

The report highlighted that the number of patients admitted to the trust was 30% higher than other Trusts.

There was no significant change in any of the responses by patients from the 2012 survey.

Table 1: Summary of 2014 A&E patient scores

Survey Section	Score	Benchmark against other Trusts
Arrival at A&E	7.7/10	About the same
Waiting times	6.1/10	About the same
Doctors and nurses	8.1/10	About the same
Care and treatment	7.7/10	About the same
Tests	8.3/10	About the same
Hospital environment and facilities	8.4/10	About the same
Leaving A&E	6.5/10	About the same

### 4.0 Areas for improvement

Whilst there were no areas which gave cause for concern, the Trust wishes to be performing in the upper quartile for patient experience. Therefore 7 key areas have been identified as areas for improvement.

Namely:

1. Handover time from the Ambulance Service to the A&E Department
2. Privacy around reception areas

3. Information about waiting times
4. Consistency of information provision
5. Partnership in care
6. Medication information
7. Advice regarding support following discharge

The Emergency Medicine Clinical Governance Group has incorporated areas for improvement into the quality improvement plan. A bi monthly written progress report is provided to the Patient Experience Steering Group, which reports to the Governance and Quality Committee and is monitored through the monthly performance reviews.

### **5.0 Progress to date.**

It has previously been reported the survey was undertaken in January 2014. The following improvements have been reported since January 2014:

#### *Improvement Area 1*

The Trust has reported a significant improvement in both ambulance handover times and patient first assessment times.

#### *Improvement Area 2*

A ticket machine has been installed within the reception area. Patients are then called in order to the reception desk individually rather than queuing at the reception desk.

#### *Improvement Area 3*

An information leaflet "Why are we waiting" has been introduced to support the verbal and LED signage provided.

#### *Improvement Areas 4 &5*

Work is on-going in the area to provide education and support to staff. The Matron has introduced patient audit and communication board. The Trust sit and see will be shortly piloted in the Emergency Department.

#### *Improvement Area 6*

There has been an increase in the pharmacy support to the department.

#### *Improvement Area 7*

Emergency Nurse Practitioners are providing more information at the point of discharge.

### **6.0 Conclusion**

The survey results identify that overall patient satisfaction is in line with other trusts nationally. A plan of improvement is however in progress and positive outcomes have already been reported.

Sarah Balchin, Head of Patient Experience  
Tamsin Enticknap-Green, Head of Nursing for Emergency Medicine