



2018 Adult Inpatient Survey: Early release of CQC benchmark results

This report provides benchmark results for The Royal Wolverhampton NHS Trust, in advance of national publication of the 2018 Adult Inpatient Survey in June 2019. It contains the same scoring and 'banding' (how your trust performed compared to other trusts across England), but does not include national scores. These national results can only be shared at official publication of the survey results in June.

By sharing results now, you will be able to see how your trust performed on individual questions in advance of the national publication.

Information on how to interpret this information is detailed below. The methodology is identical to that used in the main benchmark reports soon to be published. If you require any assistance, have any queries, or would like to provide feedback on the format of this report, please contact the CQC Surveys Team at: patient.survey@cqc.org.uk.

2018 Adult Inpatient Survey

The 2018 survey of adult inpatient's experiences involved 144 NHS acute trusts in England. We received responses from 76,668 patients, a response rate of 45%. Patients were eligible for the survey if they were aged 16 years or older, had spent at least one night in hospital during July 2018¹ and were not admitted to maternity or psychiatric units. Fieldwork for the survey (the time during which questionnaires were sent out and returned) took place between September and December 2018.

CQC will use the results from the survey in the regulation, monitoring and inspection of NHS trusts in England. Survey data will be used in CQC's 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 England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health and Social Care will hold them to account for the outcomes they achieve. NHS Improvement will use the results to inform their oversight model for the NHS.

Making fair comparisons between trusts

People's characteristics, such as age and gender can influence their experience of care and the way they report it. For example, men tend in general to report more positive experiences than women and older people than younger ones. Since trusts have differing profiles of people who use their services, this could potentially affect their results and make trust comparisons difficult. A trust's results could appear better or worse than if they had a slightly different profile of people.

¹39/145 (27%) trusts also sampled additional months because of small patient throughputs.

To account for this, we 'standardise' the data, i.e. we apply a weight to individual responses to account for differences in demographic profile between trusts. For each trust, results have been standardised by age, gender and method of admission (emergency or elective) of respondents to reflect the 'national' age-gender-admission type distribution (based on all respondents to the survey). This helps to ensure that no trust will appear better or worse than another because of its respondent profile.

Scoring

For each question in the survey that can be scored, individual responses are converted into scores on a scale of 0 to 10. For each question, a score of 10 is assigned to the most positive response and a score of 0 to the least positive. The higher the score, the better the trust's results.

It is not appropriate to score all questions because some of them do not assess a trust's performance. For example, the primary purpose of some questions is to filter out ineligible respondents. For full details of the scoring please see the technical document, which has been provided to trust survey leads alongside this report.

Interpreting your data

The 'better' and 'worse' categories, displayed in the column with the header '2018 Band' in the tables below, are based on an analysis technique called the 'expected range'. It determines the range within which your trust's score could fall without differing significantly from the average score of all trusts taking part in the survey. If the trust's performance is outside of this range, its performance is significantly above or below what would be expected. If it is within this range, we say that its performance is 'about the same'.

Where a trust's survey results have been identified as 'better' or 'worse' than the majority of trusts, it is very unlikely that these results have occurred by chance. If your trust's results are 'about the same', this column will be empty.

If fewer than 30 respondents have answered a question, a score will not be displayed for this question (or the corresponding section). This is because the uncertainty around the result is too great.

Scores from last year's survey are also displayed where available. In the column with the header 'Change from 2017' arrows indicate whether the score for this year has increased significantly (up arrow), decreased significantly (down arrow) or has not significantly changed from 2017 (no arrow). A statistically significant difference means that the change in the result is unlikely to be due to chance. Significance is tested using a two-sample t-test. Please note that historical comparisons are not provided for section scores as the questions contained in each section can change.

Where a result for 2017 is not shown, this is either because the trust's score for that year's survey were suppressed due to insufficient respondent numbers, the question was new this year, or the question wording and/or the response categories have considerably changed. For information on question changes in the 2018 questionnaire, please see the next section ('notes on specific questions'). Comparisons are also not shown if a trust has merged with other trusts since the 2017 survey, or if a trust committed a sampling error in 2017.

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

- Q50 and Q51: The information collected by Q50 “On the day you left hospital, was your discharge delayed for any reason?” and Q51 “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 Q51 and is worded as: “Discharge delayed due to wait for medicines/to see doctor/for ambulance.”

- Q52: Information from Q50 and Q51 has been used to score Q52 “How long was the delay?”. This assesses the length of a delay to discharge for reasons attributable to the hospital.
- Q53 and Q56: Respondents who answered Q53 “Where did you go after leaving hospital?” as “I was transferred to another hospital” were not scored for question Q56 (“Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?”). This decision was taken as there is not a requirement for hospital transfers.

Trusts with female patients only

- Q11: If your trust offers services to women only, the score for Q11 “While in hospital, did you ever share a sleeping area, for example a room or bay, with 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.

Notes on question comparability

The following questions were new questions for 2018, and it is therefore not possible to compare with previous years:

- Q66 - Was the care and support you expected available when you needed it? (section 9 “Leaving hospital”)
- Q69 - During this hospital stay, did anyone discuss with you whether you would like to take part in a research study? (section 10 “Overall views of care and services”)

The following question was removed from the 2018 questionnaire (2017 numbering):

- Q59 - Were you told how to take your medication in a way you could understand?

Executive Summary

For this year’s Adult Inpatient survey, we have added a brief executive summary section to this report, which provides you with an overview of your trust’s results. The executive summary presents, in text, the following information:

- The total number of respondents and response rate for your trust.

- The number of questions where your trust did 'better', 'worse' or 'about the same' as most other trusts.
- Comparisons with last year's survey. The number of questions where your trust's scores were significantly higher or lower this year in comparison to last year.

Further information

The full national results will be available on the CQC website in June, together with an A to Z list to view the results for each trust and the technical document which outlines the survey methodology and the scoring applied to each question:

www.cqc.org.uk/inpatientsurvey

Results for The Royal Wolverhampton NHS Trust: Executive Summary

Respondents and response rate

- 512 The Royal Wolverhampton NHS Trust inpatients responded to the survey
- The response rate for The Royal Wolverhampton NHS Trust was 42.6%

Banding

Your trust's results were better than most trusts for **0** questions.

Your trust's results were worse than most trusts for **1** questions.

70. During your hospital stay, were you ever asked to give your views on the quality of your care?

Your trust's results were about the same as other trusts for **62** questions.

Comparisons with last year's survey

Your trust's results were significantly higher ↑ this year for **0** questions.

Your trust's results were significantly lower ↓ this year for **3** questions.

- 18. If you brought your own medication with you to hospital, were you able to take it when you needed to?
- 47. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?
- 70. During your hospital stay, were you ever asked to give your views on the quality of your care?

There were no statistically significant differences between last year's and this year's results for **58** questions.

Tables of Results

Table 1: The Accident and Emergency Department

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
3. While you were in the A+E Department, how much information about your condition or treatment was given to you?	255	8.4		8.6	
4. Were you given enough privacy when being examined or treated in the A+E Department?	290	9.1		9.1	

Table 2: Waiting List or Planned Admission

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
6. How do you feel about the length of time you were on the waiting list before your admission to hospital?	187	8.3		8.4	
7. Was your admission date changed by the hospital?	190	9.3		9.5	
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?	186	9.3		8.8	

Table 3: Waiting to Get to a Bed on a Ward

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
9. 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?	495	7.9		8.1	

Table 4: The Hospital and Ward

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
11. While in hospital, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?	503	9.3		9.3	
13. Did the hospital staff explain the reasons for being moved in a way you could understand?	112	6.2		7.1	
14. Were you ever bothered by noise at night from other patients?	498	6.7		6.5	
15. Were you ever bothered by noise at night from hospital staff?	497	8.3		8.3	
16. In your opinion, how clean was the hospital room or ward that you were in?	501	9.1		9.0	
17. Did you get enough help from staff to wash or keep yourself clean?	323	8.1		8.1	
18. If you brought your own medication with you to hospital, were you able to take it when you needed to?	284	6.9		7.8	↓
19. How would you rate the hospital food?	481	6.0		5.7	
20. Were you offered a choice of food?	494	8.9		8.8	
21. Did you get enough help from staff to eat your meals?	114	7.5		7.6	
22. During your time in hospital, did you get enough to drink?	486	9.4		9.3	
72. Did you feel well looked after by the non-clinical hospital staff (e.g. cleaners, porters, catering staff)?	453	9.0		9.1	

Table 5: Doctors

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
23. When you had important questions to ask a doctor, did you get answers that you could understand?	442	8.2		8.2	
24. Did you have confidence and trust in the doctors treating you?	498	8.9		8.9	
25. Did doctors talk in front of you as if you weren't there?	500	8.6		8.7	

Table 6: Nurses

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
26. When you had important questions to ask a nurse, did you get answers that you could understand?	431	8.1		8.1	
27. Did you have confidence and trust in the nurses treating you?	502	8.9		8.8	
28. Did nurses talk in front of you as if you weren't there?	500	8.9		8.8	
29. In your opinion, were there enough nurses on duty to care for you in hospital?	500	7.2		7.4	
30. Did you know which nurse was in charge of looking after you (this would have been a different person after each shift change)?	500	6.0		6.4	

Table 7: Your Care and Treatment

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
31. Did you have confidence and trust in any other clinical staff treating you (e.g. physiotherapists, speech therapists, psychologists)?	312	8.5		8.7	
32. In your opinion, did the members of staff caring for you work well together?	477	8.5		8.6	
33. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	498	8.1		8.0	
34. Were you involved as much as you wanted to be in decisions about your care and treatment?	494	7.2		7.0	
35. Did you have confidence in the decisions made about your condition or treatment?	493	8.4		8.3	
36. How much information about your condition or treatment was given to you?	473	8.9		9.0	
37. Did you find someone on the hospital staff to talk to about your worries and fears?	299	5.5		5.3	
38. Do you feel you got enough emotional support from hospital staff during your stay?	299	7.0		7.2	
39. Were you given enough privacy when discussing your condition or treatment?	495	8.7		8.4	
40. Were you given enough privacy when being examined or treated?	495	9.5		9.5	
42. Do you think the hospital staff did everything they could to help control your pain?	312	8.0		8.4	
43. If you needed attention, were you able to get a member of staff to help you within a reasonable time?	457	7.5		7.7	

Table 8: Operations and Procedures

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
45. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	291	8.9		9.0	
46. Beforehand, were you told how you could expect to feel after you had the operation or procedure?	308	7.6		7.8	
47. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	305	7.9		8.4	↓

Table 9: Leaving Hospital

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
48. Did you feel you were involved in decisions about your discharge from hospital?	477	6.9		6.8	
49. Were you given enough notice about when you were going to be discharged?	500	7.4		7.1	
51. Discharge delayed due to wait for medicines/to see doctor/for ambulance	467	6.3		6.0	
52. How long was the delay?	463	7.6		7.2	
54. After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?	272	6.3		6.5	
55. When you left hospital, did you know what would happen next with your care?	430	6.9		6.8	
56. Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	489	6.5		6.9	
57. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	376	8.2		8.3	
58. Did a member of staff tell you about medication side effects to watch for when you went home?	321	4.3		4.8	
59. Were you given clear written or printed information about your medicines?	360	7.8		8.0	
60. Did a member of staff tell you about any danger signals you should watch for after you went home?	380	5.4		5.6	

Table 9: Leaving Hospital (*continued*)

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
61. Did hospital staff take your family or home situation into account when planning your discharge?	321	7.4		7.3	
62. Did the doctors or nurses give your family, friends or carers all the information they needed to help care for you?	351	6.3		6.2	
63. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	458	7.7		8.1	
64. 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?	174	7.6		8.0	
65. 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)?	287	7.6		8.1	
66. Was the care and support you expected available when you needed it?	343	8.2			

Table 10: Overall Views of Care and Services

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
67. Overall, did you feel you were treated with respect and dignity while you were in the hospital?	505	8.9		9.0	
69. During this hospital stay, did anyone discuss with you whether you would like to take part in a research study?	440	1.7			
70. During your hospital stay, were you ever asked to give your views on the quality of your care?	433	0.6	Worse	1.2	↓
71. Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	410	1.6		2.0	

Table 11: Overall Experience

Question	Respondents	2018 Score	2018 Band	2017 Score	Change from 2017
68. Overall... I had a very good experience	488	8.2		8.3	

Table 12: Section Scores

Section	2018 Score	Band
Section 1. The Accident and Emergency Department	8.8	
Section 2. Waiting List or Planned Admission	9.0	
Section 3. Waiting to Get to a Bed on a Ward	7.9	
Section 4. The Hospital and Ward	7.9	
Section 5. Doctors	8.6	
Section 6. Nurses	7.8	
Section 7. Your Care and Treatment	8.0	
Section 8. Operations and Procedures	8.1	
Section 9. Leaving Hospital	7.0	
Section 10. Overall Views of Care and Services	3.2	
Section 11. Overall Experience	8.2	

Table 13: Demographic Information

Characteristic	%
Total respondents	512
Response rate	42.6
Gender	
Male	52.0
Female	48.0
Age	
16-35	4.3
36-50	7.1
51-65	23.7
>65	64.9
Ethnicity	
White	84.1
Multiple ethnic groups	1.0
Asian or Asian British	7.1
Black or Black British	1.6
Arab or other ethnic group	0.0
Not known	6.3

Table 14: Demographic Information (Continued)

Characteristic	%
Religion	
No religion	10.6
Buddhist	0.4
Christian	78.1
Hindu	2.3
Jewish	0.4
Muslim	0.2
Sikh	4.1
Other religion	2.1
Prefer not to say	1.9
Sexuality	
Heterosexual	94.0
Gay/lesbian	0.4
Bisexual	0.2
Other	1.1
Prefer not to say	4.3