



## **2018 Children and Young People’s Patient Experience 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 Children and Young People’s Survey in November 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 November.

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 similar to that provided within the published benchmark reports, and is detailed below. 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](mailto:patient.survey@cqc.org.uk).

### **2018 Children and Young People’s Patient Experience Survey**

To improve the quality of services 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 2018 survey of children and young people involved 129 acute and specialist NHS trusts across England. Patients were eligible to participate in the survey if they were admitted to hospital and aged between 15 days and 15 years old when discharged between the 1 November and 31 December 2018. Full sampling criteria can be found in the [sampling instructions](#).

The 2018 survey of children and young people featured three different questionnaires, each one appropriate for a different age group:

- The 0 to 7 questionnaire; sent to patients aged between 15 days and 7 years old at the time of discharge.
- The 8 to 11 questionnaire; sent to patients aged between 8 and 11 years old at the time of discharge.
- The 12 to 15 questionnaire; sent to patients aged between 12 and 15 years old at the time of discharge.

Copies of the questionnaires are available [here](#).

Questionnaires sent to those aged 8 to 11 and 12 to 15 had a short section for the child or young person to complete, followed by a separate section for their parent or carer to complete. Where a child was aged 0 to 7, the questionnaire was completed entirely by their parent or carer.

Fieldwork for the survey (the period during which questionnaires were sent out and returned) took place between February 2019 and June 2019.

## **Making fair comparisons between trusts**

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

To account for this, we 'standardise' the data. Results have been standardised by age group (survey version), route of admission (emergency or elective) and length of stay (0 or 1+ overnight stays) of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. Standardisation enables a more accurate comparison of results from trusts with different population profiles. In most cases standardisation will not have a large impact on results; it does, however, make comparisons between trusts as fair as possible.

## **Scoring**

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 the questions in the questionnaire because some do not assess the trust's performance. For example, some questions are included for descriptive or statistical purposes, such as X2 "Was your child's visit to hospital planned or an emergency?". Alternatively, some questions are routing questions, designed to filter out respondents to whom following questions do not apply. An example of routing question is X33 "During their stay in hospital, did your child have any operations or procedures?".

For full details of question scoring please see the Technical Document.

## **Interpreting your data**

The 'about the same', 'better' and 'worse' categories are based on a statistic called the 'expected range' which determines the range within which the trust's score could fall without differing significantly from the average. 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'. This means that where a trust's survey results have been identified as 'better' or 'worse' than the majority of other trusts, it is very unlikely that these results have occurred by chance.

If fewer than 30 service users have answered a question, a score will not be displayed for this question. 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 called 'change from 2016' arrows indicate whether the score for this year has increased significantly (up arrow), decreased significantly (down arrow) or has not significantly changed from 2016 (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.

Where a result for 2016 is not shown, this is either because the question was new this year, or the question wording and/or the response categories have changed. It is therefore not possible to compare the results as we do not know if any change is caused by alterations to the survey instrument, or variation in a trust's performance. For information

on question changes in the 2018 questionnaire, please see the [Survey Development Report](#). Comparisons are also not able to be shown if a trust has merged with other trusts since the 2016 survey, or if a trust committed a sampling error in 2016.

## Notes on specific questions

The following three evaluative questions were new for the 2018 survey:

- X51 “If you used the hospital Wi-Fi, was it good enough to do what you wanted?” (benchmark group: children and young people aged 8 to 15).
- X11 “If your child used the hospital Wi-Fi to entertain themselves, was it good enough to do what they wanted?” (benchmark group: parents and carers of children aged 0 to 7).
- X26 “If you had been unhappy with your care and treatment, do you feel that you could have told hospital staff?” (benchmark group: parents and carers of children and young people aged 0 to 15).

As such, there are no historical survey results for these questions.

The following three questions were modified for the 2018 survey and it is therefore not possible to compare 2018 scores with those from 2016:

- X46: “Were you treated with dignity and respect by the people looking after your child?” was included in all three questionnaires for the first time. As a result, the benchmark group has changed from parents and carers of children aged 0 to 7 to parents and carers of children aged 0 to 15.
- X59: “If you had any worries, did a member of staff talk with you about them?”, where response options were changed.
- X31: “How would you rate the facilities for parents or carers staying overnight?”, where response options to the filter question X30 “Did you stay overnight with your child during their most recent visit to hospital” were changed.

Please note that question X63: During your time in hospital, did you have any operations or procedures?, a routing question for two children and young people’s questions on operations and procedures, did not feature the example “such as having your tonsils taken out” in 2018. This is because cognitive testing revealed that the example biased children’s responses (they were likely to fail to report they had an operation or procedure because they didn’t specifically have their tonsils taken out). Historical comparisons have been maintained at trust level and nationally.

Lastly, please note that historical scores for question X28 have been re-issued following retrospective cleaning of the 2016 data. While for most trusts scores are only minorly impacted and 2018 scores are not impacted, some trust’s bandings (‘better’, ‘about the same’, ‘worse’) for this question in 2016 have changed. Affected trusts will be notified in due course.

For further details of questionnaire changes please see the [Survey Development Report](#).

## New features

This year, 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 (additionally, where there are five or fewer the questions will be identified).
- 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 2016.

## **Further information**

The full national results will be on the CQC website in November, 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):

<https://www.cqc.org.uk/childrensurvey>

Full details of the survey methodology can be found at:

<https://nhssurveys.org/surveys/survey/01-children-patient-experience/year/2018/>

# Results for The Royal Wolverhampton NHS Trust: Executive Summary

## Respondents and response rate

- 273 The Royal Wolverhampton NHS Trust patients responded to the survey
- The response rate for The Royal Wolverhampton NHS Trust was 22.05%

## Banding

Your trust's results were better than most trusts for **3** questions.

X49. Was the ward suitable for someone of your age?

X56. Did you feel able to ask staff questions?

X68. Did a member of staff give you advice on how to look after yourself after you went home?

Your trust's results were worse than most trusts for **9** questions.

Your trust's results were about the same as other trusts for **52** questions.

## Comparisons with last year's survey

Your trust's results were significantly higher ↑ this year for **7** questions.

Your trust's results were significantly lower ↓ this year for **0** questions.

There were no statistically significant differences between last year's and this year's results for **51** questions.

## Tables of Results

Table 1: Going to hospital

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X3. Did the hospital give you a choice of admission dates?	46	3.3		3.3	
X4. Did the hospital change your child's admission date at all?	53	9.0		7.9	

Table 2: The Hospital Ward (children and young people)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Children/young people aged 8 to 15 were asked:</b>					
X50. Were there enough things for you to do in the hospital?	91	6.7		5.9	
X51. If you used the hospital Wi-Fi, was it good enough to do what you wanted?	67	6.7			
X52. Did you like the hospital food?	68	6.4		6.4	
X53. Was it quiet enough for you to sleep when needed in the hospital?	64	6.4		5.9	
<b>Children aged 8 to 11 were asked:</b>					
X48. Did hospital staff play with you or do any activities with you while you were in hospital?	37	4.5		2.8	
<b>Young people aged 12 to 15 were asked:</b>					
X49. Was the ward suitable for someone of your age?	50	9.0	Better	7.3	↑

Table 3: The Hospital Ward (parents and carers)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X8. Was your child given enough privacy when receiving care and treatment?	171	8.5	Worse	8.7	
X9. Were there enough things for your child to do in the hospital?	159	7.2		6.1	↑
X10. Did staff play with your child at all while they were in hospital?	108	7.4		6.1	
X11. If your child used the hospital Wi-Fi to entertain themselves, was it good enough to do what they wanted?	79	5.0			
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X5. For most of their stay in hospital, what type of ward did your child stay on?	265	9.9		9.9	
X6. Did the ward where your child stayed have appropriate equipment or adaptations for your child's physical or medical needs?	211	8.8		8.2	
X7. How clean do you think the hospital room or ward was that your child was in?	267	8.5		8.4	

Table 4: The Hospital Staff (children and young people)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Children/young people aged 8 to 15 were asked:</b>					
X54. Did hospital staff talk with you about how they were going to care for you?	92	9.3		9.0	
X55. When the hospital staff spoke with you, did you understand what they said?	93	8.4		8.4	
X56. Did you feel able to ask staff questions?	81	9.9	Better	9.8	
X57. Did the hospital staff answer your questions?	79	9.4		9.6	
X58. Were you involved in decisions about your care and treatment?	87	6.8		6.4	
X59. If you had any worries, did a member of staff talk with you about them?	60	9.2			
X60. Were you given enough privacy when you were receiving care and treatment?	96	9.2		8.7	
<b>Children aged 12 to 15 were asked:</b>					
X61. If you wanted, were you able to talk to a doctor or nurse without your parent or carer being there?					

Table 5: The Hospital Staff (parents and carers)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X12. Did new members of staff treating your child introduce themselves?	176	7.8	Worse	8.0	
X14. Did members of staff treating your child communicate with them in a way that your child could understand?	171	7.1	Worse	6.9	
X21. Did different staff give you conflicting information?	170	6.8	Worse	6.8	
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X13. Did members of staff treating your child give you information about their care and treatment in a way that you could understand?	269	8.7	Worse	8.5	
X15. Did a member of staff agree a plan for your child's care with you?	251	8.7		8.5	
X16. Did you have confidence and trust in the members of staff treating your child?	269	8.6		8.1	
X17. Did staff involve you in decisions about your child's care and treatment?	265	8.2		7.9	
X18. Were you given enough information to be involved in decisions about your child's care and treatment?	266	8.4		8.2	
X19. Did hospital staff keep you informed about what was happening whilst your child was in hospital?	265	8.1		7.5	↑
X20. Were you able to ask staff any questions you had about your child's care?	261	8.6		8.1	↑

Table 5: The Hospital Staff (parents and carers) (*continued*)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
X22. Were the different members of staff caring for and treating your child aware of their medical history?	242	7.5		7.4	
X23. Did you feel that staff looking after your child knew how to care for their individual or special needs?	222	8.0		7.7	
X24. Were members of staff available when your child needed attention?	247	7.6		6.9	↑
X25. Did the members of staff caring for your child work well together?	260	8.5		7.7	↑
X26. If you had been unhappy with your child's care and treatment, do you feel that you could have told hospital staff?	266	7.6			

Table 6: Facilities (parents and carers)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X27. Did your child like the hospital food provided?	92	6.3		5.7	
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X28. Did you have access to hot drinks facilities in the hospital?	264	8.2		8.1	
X29. Were you able to prepare food in the hospital if you wanted to?	133	3.1	Worse	2.7	
X31. How would you rate the facilities for parents or carers staying overnight?	113	6.4			

Table 7: Pain (children and young people and parents)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Children/young people aged 8 to 15 were asked:</b>					
X62. If you felt pain while you were at the hospital, do you think staff did everything they could to help you?	78	8.2		8.7	
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X32. If your child felt pain while they were at the hospital, do you think staff did everything they could to help them?	220	8.0		7.4	

Table 8: Operations and Procedures (children and young people)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Children/young people aged 8 to 15 were asked:</b>					
X64. Before the operations or procedures, did hospital staff explain to you what would be done?	54	9.4		9.2	
X65. Afterwards, did staff explain to you how the operations or procedures had gone?	54	8.4		8.0	

Table 9: Operations and Procedures (parents and carers)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X34. Before your child had any operations or procedures did a member of staff explain to you what would be done?	103	9.3		9.5	
X35. Before the operations or procedures, did a member of staff answer your questions in a way you could understand?	102	9.3		9.3	
X36. During any operations or procedures, did staff play with your child or do anything to distract them?	74	6.9		6.3	
X37. Afterwards, did staff explain to you how the operations or procedures had gone?	101	8.5		8.3	

Table 10: Leaving Hospital (children and young people)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Children/young people aged 8 to 15 were asked:</b>					
X66. Did a member of staff tell you who to talk to if you were worried about anything when you got home?	91	8.0		8.3	
X67. When you left hospital, did you know what was going to happen next with your care?	96	7.8		8.2	
X68. Did a member of staff give you advice on how to look after yourself after you went home?	90	9.2	Better	8.6	

Table 11: Leaving Hospital (parents and carers)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X39. Did a member of staff tell you who to talk to if you were worried about your child when you got home?	164	8.5		8.6	
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X38. Did a staff member give you advice about caring for your child after you went home?	256	8.4		8.1	
X40. When you left hospital, did you know what was going to happen next with your child's care?	251	8.1		8.0	
X41. Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?	186	7.5		7.3	

Table 12: Overall (children and young people)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Children/young people aged 8 to 15 were asked:</b>					
X69. Do you feel that the people looking after you were friendly?	96	9.3		9.2	
X70. Overall, how well do you think you were looked after in hospital?	96	8.8		8.7	

Table 13: Overall (parents and carers)

Question	Respondents	2018 Score	2018 Band	2016 Score	Change from 2016
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X42. Do you feel that the people looking after your child listened to you?	175	7.8	Worse	7.5	
X43. Do you feel that the people looking after your child were friendly?	175	8.3	Worse	8.6	
X44. Do you feel that your child was well looked after by the hospital staff?	172	8.3	Worse	7.9	
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X45. Do you feel that you (the parent/carer) were well looked after by hospital staff?	264	7.7		7.0	↑
X46. Were you treated with dignity and respect by the people looking after your child?	266	8.9			
X47. Overall. I felt that my child had a very good experience	265	8.1		7.6	

Table 14: Demographic Information

Characteristic	%
Total respondents	273
Response rate	22.1
<b>Gender</b>	
Male	52.4
Female	47.6
<b>Age</b>	
Aged 0-7	64.8
Aged 8-11	16.5
Aged 12-15	18.7
<b>Ethnicity</b>	
White	56.0
Multiple ethnic groups	10.6
Asian or Asian British	19.8
Black or Black British	6.2
Arab or other ethnic group	0.7
Not known	6.6