

National Children and Young People Survey 2016 26 March 2018

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Agenda Item No:11.7

Trust Board Report

Meeting Date:	26 th March 2018
Title:	National Children and Young People Survey 2016
Executive Summary:	<p>The following report summarises the results of the National Children and Young People Survey 2016. Patients were eligible to participate in the survey if they were admitted to hospital as in inpatient or day case and aged between 15 days and 15 years old when discharged between 1 November and 31 November 2016.</p> <p>The survey of children and young people used three different questionnaires, each one appropriate for a different age group.</p>
Action Requested:	Receive
For the attention of the Board	<p>With a mailing of 1250 questionnaires and a total of 248 returned completed, the Trust had a response rate of 20%.</p> <p>8 questions were showing a significant reduction in score (more than 5%) – all of which were responded to by the parent/carer and related to a variety of issues such as privacy, dignity, and the complexity or lack of information given.</p> <p>32 questions showed no significant change in score since 2014. 0 questions showed a statistically significant improvement.</p> <p>4 questions were in the highest 20% of Trust scores relating to ability to ask questions and information upon discharge.</p> <p>None of the questions relating to discharge experienced a decline in score.</p> <p>The Trust scored in the bottom 20% of Trusts on 39 questions.</p> <p>The activities available for children and young people have scored low. This relates to both ward play activities and distraction activities during treatment/procedures.</p>
Assure	Assurance provided on the compliance with the Care Quality Commission mandatory survey for Children and Young People which is part of a wider programme of NHS patient surveys, which covers a range of topics including adult inpatients, emergency departments and maternity services.
Advise	Areas of concern are the areas where there has been a significant reduction in score and where the Trust scores in the lowest 20% of Trusts nationally.

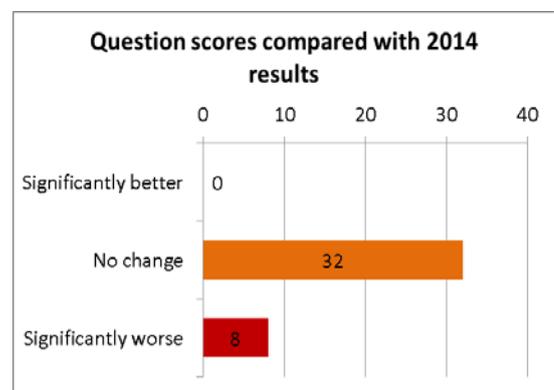
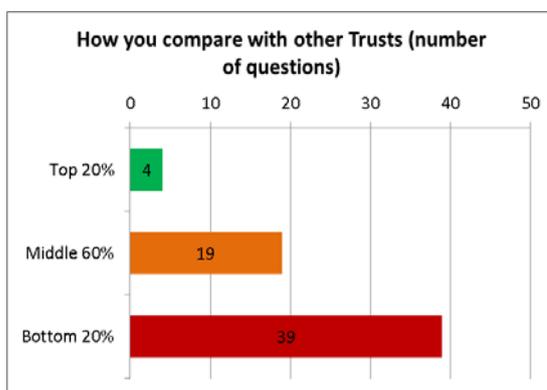
Alert	
Author + Contact Details:	Alison Dowling, Head of Patient Experience and Public Involvement Tel 01902 695363 alison.dowling1@nhs.net
Links to Trust Strategic Objectives	<ol style="list-style-type: none"> 1. Create a culture of compassion, safety and quality 2. Proactively seek opportunities to develop our services 3. To have an effective and well integrated local health and care system that operates efficiently 6. Be in the top 25% of all key performance indicators
Resource Implications:	None

CQC Domains	<p>Safe: patients, staff and the public are protected from abuse and avoidable harm.</p> <p>Effective: care, treatment and support achieves good outcomes, helping people maintain quality of life and is based on the best available evidence.</p> <p>Caring: staff involve and treat everyone with compassion, kindness, dignity and respect.</p> <p>Responsive: services are organised so that they meet people's needs.</p> <p>Well-led: the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.</p>
Equality and Diversity Impact	None
Risks: BAF/ TRR	
Risk: Appetite	
Public or Private:	
Other formal bodies involved:	
References	http://www.cqc.org.uk/provider/RL4/survey/14#undefined
NHS Constitution:	<p>In determining this matter, the Board should have regard to the Core principles contained in the Constitution of:</p> <ul style="list-style-type: none"> • Equality of treatment and access to services • High standards of excellence and professionalism • Service user preferences • Cross community working • Best Value • Accountability through local influence and scrutiny

Report Details	
1	<p><u>National Children and Young People Survey 2016 – published by the CQC November 2017.</u></p> <p>This report summarises the headline findings of the 2016 National Children and Young People's Survey.</p> <p>There were three version of the questionnaire, for children aged 0-7yr olds (answered by parents/carers of children only), the other two being questionnaires 8-12yrs and 12-15 years (both answered by parents/carers and children). For the purposes of reporting, the questions for adults within questionnaires for 8-11yrs and 12-15yrs have been aggregated together with the response from questionnaire 0-7yrs, where questions are comparative.</p> <p>For these analyses the figures have been calculated based on the 2014 national data and then weighted the data to account for changes to the demographics of responders this year.</p> <p>For example, with the inclusion of type 3 departments this year significantly more responses were about emergency admissions in 2017 than 2014 and this has been accounted for in the analysis. The age and sex which both influence the way that people respond have also been considered for weighting purposes.</p> <ul style="list-style-type: none"> • With a mailing of 1250 questionnaires and a total of 248 returned completed, the Trust had a response rate of 20%. • 8 questions were showing a significant reduction in score (more than 5%) – all of which were responded to by the parent/carer and related to a variety of issues such as privacy, dignity, and the complexity or lack of information

given.

- 32 questions showed no significant change in score since 2014.
 - 0 questions showed a statistically significant improvement.
 - 4 questions were in the highest 20% of Trust scores relating to ability to ask questions and information upon discharge.
 - None of the questions relating to discharge experienced a decline in score
 - The Trust scored in the bottom 20% of Trusts on 39 questions.
 - The activities available for children and young people have scored low. This relates to both ward play activities and distraction activities during treatment/procedures.
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- 8 questions were showing a significant reduction in score (more than 5%)
 - 4 questions were in the highest 20% of Trust scores
 - 39 questions were in the lowest 20% of Trust scores



Significant Changes since 2014

- Did the hospital change your child's admission date at all?
- Was your child given enough privacy when receiving care and treatment?
- Did members of staff treating your child communicate with them in a way that your child could understand?
- Were members of staff available when your child needed attention?
- When you left hospital, did you know what was going to happen next with your child's care?
- Do you feel that your child was well looked after by the hospital staff?
- Were you treated with dignity and respect by the people looking after your child?
- Overall, my child had a very poor--very good experience

The highest scoring questions (in top 20% of Trusts)

- C7 Y7 Did you feel able to ask staff questions?
- C16 Y17 Did a member of staff tell you who to talk to if you were worried about anything when you got home?
- C17 Y18 When you left hospital, did you know what was going to happen next with your care?
- Y12 If you wanted, were you able to talk to a doctor or nurse without your parent or carer being there?

(C-Children's questions; Y-Young People's questions)

The Low scoring questions (in bottom 20% of Trusts)

Parents/Carers

- Did the hospital change your child's admission date at all?
- Did the ward where your child stayed have appropriate equipment or adaptations for your child's physical or medical needs?
- How clean do you think the hospital room or ward was that your child was in?
- Was your child given enough privacy when receiving care and treatment?
- Were there enough things for your child to do in the hospital?
- Did staff play with your child at all while they were in hospital?
- Did new members of staff treating your child introduce themselves?
- Did members of staff treating your child give you information about their care and treatment in a way that you could understand?
- Did members of staff treating your child communicate with them in a way that your child could understand?
- Did a member of staff agree a plan for your child's care with you?
- Did you have confidence and trust in the members of staff treating your child?
- Did staff involve you in decisions about your child's care and treatment?
- Were you given enough information to be involved in decisions about your child's care and treatment?
- Did hospital staff keep you informed about what was happening whilst your child was in hospital?
- Were you able to ask staff any questions you had about your child's care?
- Did different staff give you conflicting information?
- Did you feel that staff looking after your child knew how to care for their individual or special needs?
- Were members of staff available when your child needed attention?
- Did the members of staff caring for your child work well together?
- Did you have access to hot drinks facilities?
- Were you able to prepare food in the hospital if you wanted to?
- How would you rate the facilities for parents or carers staying overnight?
- If your child felt pain while they were at the hospital, do you think staff did everything they could to help them?
- During any operations or procedures, did staff play with your child or do anything to distract them?
- Afterwards, did staff explain to you how the operations or procedures had gone?
- Were you given enough information about how your child should use the medicine?
- Did a member of staff give you advice about caring for your child after you went home?
- Do you feel that the people looking after your child listened to you?
- Do you feel that the people looking after your child were friendly?
- Do you feel that your child was well looked after by the hospital staff?
- Do you feel that you (the parent/carer) were well looked after by hospital staff?
- Were you treated with dignity and respect by the people looking after your child?

- Overall, my child had a very poor--very good experience

Children/Young People

- C2 Y2 Were there enough things for you to do in the hospital?
- C10 Y10 If you had any worries, did a member of staff talk with you about them?
- C11 Y11 Were you given enough privacy when you were receiving care and treatment?
- C14 Y15 Before the operations or procedures, did hospital staff explain to you what would be done?
- C15 Y16 Afterwards, did staff explain to you how the operations or procedures had gone?
- C20 Y21 Overall, how well do you think you were looked after in hospital?

(C-Children's questions; Y- Young people's questions)

The CQC published results have indicated that the Trust is one of the 'outliner' Trusts as the results nationally as it has been identified as achieving 'much worse than expected' results for one age group (0-7 age group).

All of the questions where the Trust were in the top 20% of Trusts were answered by either children or young people directly and not their parent/carer.

The areas where most of the dissatisfaction was experienced from either children or young people directly was in relation to staff playing with or doing any activities with the patient (age 8-11) although this was mirrored by parents and carers for the age group 0-7 year olds.

Upon a deeper dive into the results it is noted that: 34% responded positively advising that staff did play with their child however 38% scored low but did not want/need them to do this with their child.

Parents/carers appeared to show a greater level of dissatisfaction in relation to:

Hospital staff

Age group 0 – 7 year olds

Staff introducing themselves
 Communicating with child in way which could be understood
 Conflicting information
 Being listened to

Age group 0 – 15 year olds

Clarity of information
 Ability to ask questions
 Availability of staff when child requires attention
 Knowledge of staff member to care for individual or special needs
 Involvement in decision making about care or agreement of care plan
 Trust and confidence in staff treating child

Facilities for parents and carers, and Pain Management 0- 15 group

Whilst hot drinks facilities were available the scores in relation to ability to prepare food in a hospital were low and facilities to stay overnight were in the worst performing trusts for scores.

If child was in pain, parents/carers did not feel that staff did everything they could to help them.

Operations and Procedures

During operations or procedures, did staff play with your child or do anything to distract them?

Leaving Hospital

All of the questions in this category were reported as positive and were all answered by children and young people themselves aged 8- 15

If worried after leaving hospital – who to talk to

What would happen next with care

Advice on after care

This is also replicated by the responses given by parents/carers for the age group 0 - 7 year olds.

A robust action plan has been compiled and will be monitored and reported against where appropriate.

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Appendices

1 Survey Questionnaires and scores.

2 Action Plan

OVERVIEW REPORT TO BOARD

The key headlines/issues and levels of assurance are set out below, and are graded as follows:

Assurance level*	Colour to use in 'Assurance level*' column below
Assured	Green – there are no gaps in assurance
Partially assured	Amber - there are gaps in assurance but we are assured appropriate action plans are in place to address these
Not assured	Red - there are significant gaps in assurance and we are not assured as to the adequacy of current action plans If red, commentary is needed in "Next Actions" to indicate what will move the matter to "full assurance"

Key issue	Assurance level*	Committee update	Next action(s)	Timescale
National comparisons show that the Trust are in the bottom 20% of Trusts for 39 questions.	Amber		A robust action plan has been compiled and will be monitored and reported against where appropriate.	Quarterly

National Children and Young People Survey 2016 questions

Number in questionnaire			Feedback received from:	Survey question	Performance		
0-7	8-11	12-15			Number of respondents	2016 score	2016 banding
Section 1: Going to hospital							
2	-	-	P 0-7	Did the hospital give you a choice of admission dates?	40	3.3	
3	-	-	P 0-7	Did the hospital change your child's admission date at all?	45	7.9	
Section 2: The hospital ward							
-	2	2	CYP 8-15	Were there enough things for you to do in the hospital?	107	5.9	
-	3	3	CYP 8-15	Did you like the hospital food?	78	6.4	
-	4	4	CYP 8-15	Was it quiet enough for you to sleep when needed in the hospital?	81	5.9	
-	11	11	CYP 8-15	Were you given enough privacy when you were receiving care and treatment?	108	8.7	
-	1	-	CYP 8-11	Did hospital staff play with you or do any activities with you while you were in hospital?	39	2.8	Worse
-	-	1	CYP 12-15	Was the ward suitable for someone of your age?	53	7.3	
9	-	-	P 0-7	Did staff play with your child at all while they were in hospital?	76	6.1	
8	-	-	P 0-7	Were there enough things for your child to do in the hospital?	127	6.1	Worse
24	-	-	P 0-7	Did your child like the hospital food provided?	71	5.7	
7	-	-	P 0-7	Was your child given enough privacy when receiving care and treatment?	139	8.7	

4	24	25	P 0-15	For most of their stay in hospital what type of ward did your child stay on?	242	9.9	
5	25	26	P 0-15	Did the ward where your child stayed have appropriate equipment or adaptations for your child's physical or medical needs?	191	8.2	Worse
6	26	27	P 0-15	How clean do you think the hospital room or ward was that your child was in?	244	8.4	

Section 3: Hospital staff

-	5	5	CYP 8-15	Did hospital staff talk with you about how they were going to care for you?	104	9.0	
-	6	6	CYP 8-15	When the hospital staff spoke with you, did you understand what they said?	107	8.4	
-	7	7	CYP 8-15	Did you feel able to ask staff questions?	87	9.8	Better
-	8	8	CYP 8-15	Did the hospital staff answer your questions?	85	9.6	
-	9	9	CYP 8-15	Were you involved in decisions about your care and treatment?	103	6.4	
-	10	10	CYP 8-15	If you had any worries, did a member of staff talk with you about them?	85	7.9	

-	-	12	CYP 12-15	If you wanted, were you able to talk to a doctor or nurse without your parent or carer being there?			
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10	-	-	P 0-7	Did new members of staff treating your child introduce themselves?	138	8.0	Worse
12	-	-	P 0-7	Did members of staff treating your child communicate with them in a way that your child could understand?	135	6.9	Worse
19	-	-	P 0-7	Did different staff give you conflicting information?	136	6.8	Worse
41	-	-	P 0-7	Do you feel that the people looking after your child listened to you?	138	7.5	Worse

11	27	28	P 0-15	Did members of staff treating your child give you information about their care and treatment in a way that you could understand?	247	8.5	Worse
17	32	33	P 0-15	Did hospital staff keep you informed about what was happening whilst your child was in hospital?	247	7.5	Worse
18	33	34	P 0-15	Were you able to ask staff any questions you had about your child's care?	240	8.1	Worse
13	28	29	P 0-15	Did a member of staff agree a plan for your child's care with you?	232	8.5	Worse

15	30	31	P 0-15	Did staff involve you in decisions about your child's care and treatment?	241	7.9	
16	31	32	P 0-15	Were you given enough information to be involved in decisions about your child's care and treatment?	243	8.2	
20	34	35	P 0-15	Were the different members of staff caring for and treating your child aware of their medical history?	219	7.4	
21	35	36	P 0-15	Did you feel that staff looking after your child knew how to care for their individual or special needs?	208	7.7	Worse
22	36	37	P 0-15	Were members of staff available when your child needed attention?	234	6.9	Worse
23	37	38	P 0-15	Did the members of staff caring for your child work well together?	240	7.7	Worse
14	29	30	P 0-15	Did you have confidence and trust in the members of staff treating your child?	244	8.1	Worse

Section 4: Facilities for parents and carers

25	38	39	P 0-15	Did you have access to hot drinks facilities in the hospital?	245	8.0	
26	39	40	P 0-15	Were you able to prepare food in the hospital if you wanted to?	116	2.7	
28	41	42	P 0-15	How would you rate the facilities for parents or carers staying overnight?	98	5.7	Worse

Section 5: Pain management

-	12	13	CYP 8-15	If you felt pain while you were at the hospital, do you think staff did everything they could to help you?	91	8.7	
29	42	43	P 0-15	If your child felt pain while they were at the hospital, do you think staff did everything they could to help them?	203	7.4	Worse

Section 6: Operations and procedures

-	14	15	CYP 8-15	Before the operations or procedures, did hospital staff explain to you what would be done?	69	9.2	
-	15	16	CYP 8-15	Afterwards, did staff explain to you how the operations or procedures had gone?	69	8.0	
31	44	45	P 0-15	Before your child had any operations or procedures did a member of staff explain to you what would be done?	122	9.5	
32	45	46	P 0-15	Before the operations or procedures, did a member of staff answer your questions in a way you could understand?	120	9.3	
33	46	47	P 0-15	During any operations or procedures, did staff play with your child or do anything to distract them?	91	6.3	Worse

34	47	48	P 0-15	Afterwards, did staff explain to you how the operations or procedures had gone?	123	8.3	
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Section 7: Medicines

36	49	50	P 0-15	Were you given enough information about how your child should use the medicine(s) (e.g. when to take it, or whether it should be taken with food)?	97	9.3	
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Section 8: Leaving hospital

-	16	17	CYP 8-15	Did a member of staff tell you who to talk to if you were worried about anything when you got home?	100	8.3	
-	17	18	CYP 8-15	When you left hospital, did you know what was going to happen next with your care?	108	8.2	
-	18	19	CYP 8-15	Did a member of staff give you advice on how to look after yourself after you went home?	101	8.6	

38	-	-	P 0-7	Did a member of staff tell you who to talk to if you were worried about your child when you got home?	130	8.6	
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39	51	52	P 0-15	When you left hospital, did you know what was going to happen next with your child's care?	221	8.0	
37	50	51	P 0-15	Did a staff member give you advice about caring for your child after you went home?	236	8.1	
40	52	53	P 0-15	Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?	164	7.3	

Section 9: Overall experience

-	19	20	CYP 8-15	Do you feel that the people looking after you were friendly?	108	9.2	
-	20	21	CYP 8-15	Overall, how well do you think you were looked after in hospital?	108	8.7	

42	-	-	P 0-7	Do you feel that the people looking after your child were friendly?	137	8.6	
43	-	-	P 0-7	Do you feel that your child was well looked after by the hospital staff?	137	7.9	Worse
45	-	-	P 0-7	Were you treated with dignity and respect by the people looking after your child?	137	8.3	Worse

44	53	54	P 0-15	Do you feel that you (the parent/carer) were well looked after by hospital staff?	241	7.0	Worse
46	54	55	P 0-15	Overall...	240	7.6	Worse

-  Children, aged 8-11
-  Young people, aged 12-15
-  Children & young people, aged 8-15
-  Parents/carers of children, aged 0-7
-  Parents/carers of children & young people, aged 0-15

2016 Children and young people's inpatient and day case survey action plan

This document is an action plan in response to the 2016 survey undertaken by the CQC. It was noted that the amount of respondents that replied was small, with a total of 248, a very small percentage of the amount of inpatients and day case patients that we would see per year.

It is also worth noting that some of these day case patients may have replied in response to their experience in Beynon Theatres. The paediatric department were aware of the inappropriate use of Beynon Theatres, and have since moved Day Cases out of that area completely. It is not know which area these responses pertain to. Furthermore, there is no qualitative information therefore some issues are difficult to address specifically.

Below are specific actions that have or will be put in place to address some of the issue below that were highlighted in the survey:

	Question	Actions required /completed	Timescale & Identified lead	Progress Update	Evidence	RAG rating
	7 Was your child given enough privacy when receiving care and treatment?	PAU triage area now undertaken in a room rather than behind a curtain in a busy waiting room.	Matron/Directorate Manager	CLOSED	PAU reconfiguration	
	22 Were members of staff available when your child needed attention?	Increased presence of junior and middle grades on shop floor. Increased presence of nurses on ward	Directorate Manager Matron/Ward Manager	CLOSED ON-GOING: Latest rotation of junior and middle grade doctors is at full complement which is supported by the employment of both junior and clinical senior fellows. ON-GOING : Sickness has decreased over the past 12 months and also maternity leave has reduced.	Copy of doctor's rota Sickness figures. Copy of off Duty	

				ON-GOING: nurse recruitment to fill vacancies.		
	3 Did the hospital change your child's admission date at all?	Create robust processes for the booking of TCIs and ensure that specialities are aware of the amount of TCIs that can be booked	Directorate Manager Directorate Manager	CLOSED Agreed amount of TCIs with Orthopaedics and Head and Neck on Wednesdays. No other issues identified with other directorates.	Copy of TCI lists.	
	5 Did the ward where your child stayed have appropriate equipment or adaptations for your child's physical or medical needs?	Recent PAU refurbishment and reconfiguration. Ward refurbishment completed meaning environment is fit for purpose.	Directorate Manager/Matron Directorate Manager/Matron	CLOSED Refurbishment taken place. CLOSED Refurbishment taken place.	Visit to PAU. Visit to ward.	
	6 How clean do you think the hospital room or ward was that your child was in?	Regular cleaning audit to take place. Refurbishment of PAU and A21 to ensure IP compliance.	Ward manager/Matron Directorate Manager/Matron	CLOSED Monthly ward environmental audits take place. Cleaning audits take place throughout the year. CLOSED Refurbishment completed.	Copy of audits and/or audit schedule. Visit to PAU.	
	8 Were there enough things for your child to do in the hospital?	Review of provision of activities available on ward	Ward manager/play specialists	CLOSED Vacancy for an additional 0.61 WTE band 4 play specialist recruited to.		

	9 Did staff play with your child at all while they were in hospital?	Increased play therapists.	Ward manager/play specialists	As above.		
	25 Did you have access to hot drinks facilities?	A21 has a hot drink facility; believe this may be pertaining to Beynon Ward?		CLOSED Regular hot drinks rounds are undertaken on the ward by the HCA staff during the day and evening.		
	28 How would you rate the facilities for parents or carers staying overnight?	Refurbishment of parent flat area.	COMPLETED	CLOSED New bed and bedding purchased, broken blinds replaced, all walls painted and now IP compliant, artwork donated.	Refurbishment completed	
	10 Did new members of staff treating your child introduce themselves?	Reiterate to staff the #hellomynameis campaign	Directorate Manger	CLOSED Monkey Wellbeing resources utilised around COPD and Ward which is a partner of #hellomynameis https://www.monkeywellbeing.com/	Evidence of information round the ward	

We believe that without contextual information, the questions below are difficult to address specifically and associate tangible actions to. Therefore, this report and the themes below **were discussed at the Paediatric Governance meeting on 26th January 2018 and circulated to staff for awareness.**

- 12 Did members of staff treating your child communicate with them in a way that your child could understand?
- 39 When you left hospital, did you know what was going to happen next with your child's care?
- 43 Do you feel that your child was well looked after by the hospital staff?
- 45 Were you treated with dignity and respect by the people looking after your child?
- 46 Overall, my child had a very poor--very good experience
- 11 Did members of staff treating your child give you information about their care and treatment in a way that you could understand?

- 12 Did members of staff treating your child communicate with them in a way that your child could understand?
- 13 Did a member of staff agree a plan for your child's care with you?
- 14 Did you have confidence and trust in the members of staff treating your child?
- 15 Did staff involve you in decisions about your child's care and treatment?
- 16 Were you given enough information to be involved in decisions about your child's care and treatment?
- 17 Did hospital staff keep you informed about what was happening whilst your child was in hospital?
- 18 Were you able to ask staff any questions you had about your child's care?
- 19 Did different staff give you conflicting information?
- 21 Did you feel that staff looking after your child knew how to care for their individual or special needs?
- 23 Did the members of staff caring for your child work well together?
- 29 If your child felt pain while they were at the hospital, do you think staff did everything they could to help them?
- 33 During any operations or procedures, did staff play with your child or do anything to distract them?
- 34 Afterwards, did staff explain to you how the operations or procedures had gone?
- 36 Were you given enough information about how your child should use the medicine?
- 37 Did a member of staff give you advice about caring for your child after you went home?
- 41 Do you feel that the people looking after your child listened to you?
- 42 Do you feel that the people looking after your child were friendly?
- 43 Do you feel that your child was well looked after by the hospital staff?
- 44 Do you feel that you (the parent/carer) were well looked after by hospital staff?
- 45 Were you treated with dignity and respect by the people looking after your child?
- C10 Y10 If you had any worries, did a member of staff talk with you about them?
- C11 Y11 Were you given enough privacy when you were receiving care and treatment?
- C14 Y15 Before the operations or procedures, did hospital staff explain to you what would be done?
- C15 Y16 Afterwards, did staff explain to you how the operations or procedures had gone?
- C20 Y21 Overall, how well do you think you were looked after in hospital?

Since the 2016 survey, the ward has gone through significant change, with both the ward area and PAU being refurbished. This has led to an increase in staff moral and patient experience on the ward. Furthermore, both consultant and JMS personnel has changed, therefore re-surveying may wield different results.