

## Cover Sheet

Public Trust Board Meeting: Wednesday 13 November 2024

TB2024.92

---

**Title:** CQC National Inpatient Survey 2023

---

---

**Status:** For Information

**History:**

---

---

**Board Lead:** Chief Nursing Officer

**Author:** Caroline Heason, Head of Patient Experience

Marilyn Rackstraw, Patient Experience & Engagement Lead

**Confidential:** No

**Key Purpose:** Assurance, Performance.

---

## Executive Summary

1. The report details the 2023 Adult Inpatient Survey (IP23) findings, and outlines related action plans and reporting.
2. The 2023 survey included patients over 16 who spent at least one night in an acute hospital in November 2023, excluding maternity or psychiatric units.
3. Respondents answered 61 questions about their stay, covering care quality, hospital admission, staff interactions, and overall experience.
4. Out of 162,492 invited patients, the survey achieved a response rate of 41.7%, with 63,573 participants. The report underscores both the positive outcomes and areas for improvement.
5. Patients expressed strong confidence in doctors and nurses, noting that they were treated with respect and dignity, shown kindness and compassion, and provided with sufficient dietary provisions.
6. Key areas for improvement include patient discharge procedures, wait times, and post-discharge support.
7. The Trust was placed among the top five in numerous categories within the Southeast Region and did not rank in the bottom five in any category.
8. The Trust exceeded expectations in eight questions, especially in terms of providing information and confidence in doctors.
9. Action plans at both the ward level and across the entire Trust will be created to tackle areas requiring improvement, with updates on progress presented to the appropriate committees.

## Recommendations

10. The Trust Board is asked to:
  - Note the contents of this report and the plans for improvement.

## CQC National Inpatient Survey 2023

---

### 1. Purpose

1.1. The purpose of the paper is to:

1.1.1. Provide details of the 2023 Adult Inpatient Survey (IP23).

1.1.2. Explain the results from the IP23, associated action plans and reporting.

### 2. Background

2.1. The sample for the 2023 Adult Inpatient Survey (IP23) comprised patients aged over 16 who spent a minimum of one night in an acute hospital during November 2023. Patients admitted to maternity or psychiatric units were excluded from the sample.

2.2. CQC published the amended IP23 survey benchmark results on 25th September 2023<sup>1</sup> and the Trust received the ward level results on 4th October.

### 3. National Results

3.1. 162,492 patients invited to participate across 131 acute and specialist NHS trusts and 63,573 patients (41.7%) responded.

3.2. The national positive results are itemised in Table 1 below.

Interactions with staff:	Meeting individual needs:	Involvement in care:
Confidence (Doctors - 80% and Nurses - 78%).	Take meds from home (70%).	Included in conversations (75%).
Respect & Dignity (82%).	Dietary requirements met (75%).	
Kindness & compassion (80%).	Enough to drink (88%).	
Questions answered (72%).		

*Table 1: National positive results.*

3.3. The national areas for improvement are itemised in Table 2 below:

Patient discharge from hospital	Waiting times:
Not involved in discharge decisions (29%).	Wanted to be admitted 'a bit sooner' (23%) and a lot sooner' (19%).
Not enough notice (48%).	Health deteriorated while waiting to be admitted to hospital 43%, 49% remained the same.
Not enough support after discharge (46%).	Waiting to long for a bed (18%).
Knew what would happen with their care post discharge (44%).	

Table 2: National areas for improvement

3.4. Though the national results show that person centred care is being provided, patients voiced their dissatisfaction with the logistics of hospital admission and discharge.

3.5. Reports indicated that older individuals, male respondents, elective patients, those with a one-night stay in hospital, and those not deemed frail or disabled had a more positive experience.

3.6. Conversely, the experience was reported to be less positive among younger individuals, those requiring emergency care, people with disabilities, Dementia/Alzheimer's Disease/cognitive decline, reduced physical mobility, those considered frail, and those with neurological or long-term health conditions.

#### 4. Regional and Integrated Care Board (ICB) Results

4.1. The Trust was in the top five Trusts across the Southeast Region for the sections in Table 3 below. The Trust was not in the bottom five for any section results.

Top Five in the Southeast Region	Not in the Top Five in the Region
Section 1: Admission to Hospital	Section 8: Feedback on the quality of your care.
Section 2: Hospital and Ward	
Section 3: Doctors	

Section 4: Nurses	
Section 5: Your Care and Treatment	
Section 6: Virtual Wards	
Section 7: Leaving Hospital	
Section 9: Kindness and Compassion	
Section 10: Respect and Dignity	
Section 11: Overall Experience	

Table 3: Section results across the Southeast and ICB

## 5. Trust Results and Action plans

5.1. The Trust achieved somewhat better or better results compared with all other Trusts in eight questions. These are itemised in Table 4 below. The Trust did not score somewhat worse, worse or much worse in any questions.

Somewhat Better Than Expected	Better Than Expected
Q5. How do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?	Q18. Did you have confidence and trust in the doctors treating you?
Q17. When you asked doctors questions, did you get answers you could understand?	Q26. How much information about your condition or treatment was given to you?
Q36. To what extent did hospital staff involve your family and carers in discussions about your leaving hospital?	Q39. Before you left hospital, were you given any information about what you should or should not do after leaving hospital?
	Q41. Thinking about any medicine you were to take home, were you given enough information?
	Q43. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

Table 4: Somewhat Better and Better Results

5.2. As part of the analysis, CQC identified five areas where patient experience is best and where patient experience could improve. These results are summarised in the Figure 1, below.

**NHS**  
**NHS Adult Inpatient Survey 2023**  
 Results for Oxford University Hospitals NHS Foundation Trust



**Where patient experience is best**

- ✓ **Wait to get a bed:** The wait to get a bed on a ward after arrival
- ✓ **Leaving hospital:** Staff telling patients who to contact if worried about condition/treatment after leaving hospital
- ✓ **Food:** Patients being able to get hospital food outside of set meal times
- ✓ **Information while on virtual ward:** Patients feeling they were given enough information about care and treatment on virtual ward
- ✓ **Information about medicine to take at home:** Patients being given information about medicines they were to take at home

**Where patient experience could improve**

- **Leaving hospital:** Staff discussing with patient whether they would need any additional equipment in their home after leaving
- **Food:** Patients' rating of hospital food
- **Provide views on care:** Patients being given the opportunity to give views on the quality of their care while at hospital
- **Sleeping:** Patients being prevented from sleeping at night due to noise from staff
- **Drink:** Patients getting enough to drink

These topics are calculated by comparing your trust's results to the average of all trusts. "Where patient experience is best": These are the five results for your trust that are highest compared with the average of all trusts. "Where patient experience could improve": These are the five results for your trust that are lowest compared with the average of all trusts.

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2023. Between January 2024 and April 2024, a questionnaire was sent to 1250 inpatients at Oxford University Hospitals NHS Foundation Trust who had attended in late 2023. Responses were received from 521 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

Adult Inpatient Survey 2023 | RTH | Oxford University Hospitals NHS Foundation Trust



Figure 1: OUH CQC Summary Results

5.3. As indicated above patients had positive feedback regarding information on care in virtual wards, details about home medications, discharge procedures, and waiting times for beds. Conversely, they were unhappy with the quality of food, opportunities to share opinions about their care in the hospital, availability of beverages, discussions about necessary home equipment, and disturbances at night due to staff noise.

## 6. Ward, Division and Trust Level Action Plans and Reporting

- 6.1. The Trust has compiled ward-level results for each ward with more than 30 responses. In cases where ward-level data is unavailable, the performance metrics will be derived from the overall directorate or division. Each ward is expected to enhance their patient experience in areas where their scores, or those of their directorate, fall below average.
- 6.2. The Divisions will report updates on the ward-level action plans to the Patient, Carer and Family Experience Forum, Clinical Governance Committee and during the Divisional Performance Reviews.
- 6.3. The Deputy Chief Nursing Officer will set up and Chair a Patient Survey Delivery Group, which will report progress and will report quarterly to the Clinical Governance Committee.

## **7. Conclusion**

7.1. This report has summarised the findings of the Inpatient Survey 2023 and outlined steps to enhance patient experience in areas where the Trust and individual wards have performed below the national average.

## **8. Recommendations**

8.1. The Trust Board is asked to:

- Note and approve the contents of this report.