

**HEALTH OVERVIEW AND SCRUTINY PANEL
3 OCTOBER 2013**

**THE PATIENTS' EXPERIENCE
Assistant Chief Executive**

1 PURPOSE OF REPORT

- 1.1 This new routine report invites the Health Overview and Scrutiny Panel to consider the current information from the NHS Choices website, for the NHS Foundation Trusts providing most secondary NHS services to Bracknell Forest residents.

2 RECOMMENDATIONS

That the Health Overview and Scrutiny Panel:

- 2.1 Considers the NHS Choices information concerning the nearby NHS Trusts**
2.2 Determines whether to make any further enquiries based on that information.

3 SUPPORTING INFORMATION

- 3.1 The Panel's Working Group on the Francis report has identified a need to regularly present the Panel with information on the patients' experience of NHS services, along with other high level information on the performance of the NHS trusts principally providing NHS services to Bracknell Forest residents. The Working Group has not yet reached a view on the full extent of that information but in the interim, the Panel Chairman has agreed that it would be sensible to commence regular reports using the information from the 'NHS Choices' website.

- 3.2 NHS Choices (www.nhs.uk) is the UK's biggest health website. It provides a comprehensive health information service, including more than 20,000 regularly updated articles. There are also hundreds of thousands of entries in more than 50 directories that can be used to find, choose and compare health services in England.













The site draws together the knowledge and expertise of:









- [NHS Evidence](#), formerly the National Library for Health
- the [Health and Social Care Information Centre \(HSCIC\)](#)
- the [Care Quality Commission \(CQC\)](#)
- many other health and social care organisations










ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION – Not applicable











Contact for further information

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| | NHS Choices users rating | Recommended by staff | Friends and Family Test score: Inpatient | Responding to patient safety alerts | Mortality rate | Care Quality Commission national standards | MRSA |
|--|--|---|--|---|--|---|-----------------------------|
| Heatherwood Hospital | | | | | | | |
| <p>Tel: 01344 623 333 London Road Ascot Berkshire SL5 8AA 2.58 miles away Get directions</p>  |  17 ratings Rate it yourself | <p>51</p> <p>% of staff who would recommend this organisation</p> |  In the normal range (score: 82 from 156 responses) More detail |  Poor - Some alerts not signed off after deadline |  As expected in hospital and up to 30 days after discharge (1.0278) |  Some standards not met Visit CQC profile | New information coming soon |
| Frimley Park Hospital | | | | | | | |
| <p>Tel: 01276604604 Portsmouth Road Frimley Surrey GU16 7UJ 6.78 miles away Get directions</p>  |  148 ratings Rate it yourself | <p>84</p> <p>% of staff who would recommend this organisation</p> |  In the normal range (score: 73 from 976 responses) More detail |  Good - All alerts signed off where deadline has passed |  As expected in hospital and up to 30 days after discharge (0.904) |  All standards met Visit CQC profile | New information coming soon |

| | NHS Choices users rating | Recommended by staff | Friends and Family Test score: Inpatient | Responding to patient safety alerts | Mortality rate | Care Quality Commission national standards | MRSA |
|---|---|--|--|---|---|--|--|
| King Edward VII Hospital | | | | | | | |
| <p>Tel: 01753 860 441 St Leonards Road Windsor Berkshire SL4 3DP 6.92 miles away Get directions</p>  |  No ratings yet Rate it yourself | <p>73 % of staff who would recommend this organisation</p> | <p>n/a Data not available</p> |  Good - All alerts signed off where deadline has passed |  As expected in hospital and up to 30 days after discharge (1.0686) |  All standards met Visit CQC profile | <p>n/a Data not available</p> |
| St Marks Hospital | | | | | | | |
| <p>Tel: 01628 632012 St. Marks Road Maidenhead Berkshire Berkshire SL6 6DU 7.40 miles away Get directions</p> |  12 ratings Rate it yourself | <p>64 % of staff who would recommend this organisation</p> | <p>n/a Data not available</p> |  Good - All alerts signed off where deadline has passed | <p>n/a Data not available</p> |  All standards met Visit CQC profile | <p>n/a Data not available</p> |

| | NHS Choices users rating | Recommended by staff | Friends and Family Test score: Inpatient | Responding to patient safety alerts | Mortality rate | Care Quality Commission national standards | MRSA |
|---|---|--|---|--|--|---|-----------------------------|
| Upton Hospital | | | | | | | |
| Albert Street Slough Berkshire SL1 2BJ 8.97 miles away Get directions |  7 ratings Rate it yourself | 64 % of staff who would recommend this organisation | n/a Data not available |  Good - All alerts signed off where deadline has passed | n/a Data not available |  All standards met Visit CQC profile | n/a Data not available |
| Royal Berkshire Hospital | | | | | | | |
| Tel: 0118 322 5111 London Road Reading Berkshire RG1 5AN 9.47 miles away Get directions  |  137 ratings Rate it yourself | 73 % of staff who would recommend this organisation |  Among the worst (score: 62 from 647 responses) More detail |  Good - All alerts signed off where deadline has passed |  As expected in hospital and up to 30 days after discharge (1.0686) |  All standards met Visit CQC profile | New information coming soon |

| | NHS Choices users rating | Recommended by staff | Friends and Family Test score: Inpatient | Responding to patient safety alerts | Mortality rate | Care Quality Commission national standards | MRSA |
|--|---|--|--|---|---|---|--|
| Wexham Park Hospital | | | | | | | |
| <p>Tel: 01753 633000 Wexham Park Hospital Wexham Slough Berkshire SL2 4HL 10.92 miles away Get directions</p>  |  92 ratings Rate it yourself | <p>51 % of staff who would recommend this organisation</p> |  In the normal range (score: 67 from 686 responses) More detail |  Poor - Some alerts not signed off after deadline |  As expected in hospital and up to 30 days after discharge (1.0278) |  Enforcement action in progress Visit CQC profile | New information coming soon |
| Prospect Park Hospital | | | | | | | |
| <p>Tel: 0118 960 5000 Honey End Lane Tilehurst Reading Berkshire RG30 4EJ 11.79 miles away Get directions</p>  |  17 ratings Rate it yourself | <p>64 % of staff who would recommend this organisation</p> | <p>n/a Data not available</p> |  Good - All alerts signed off where deadline has passed | <p>n/a Data not available</p> |  All standards met Visit CQC profile | <p>n/a Data not available</p> |

Explanatory Notes

NHS Choices User Ratings

The proportion of the people who rated this hospital on NHS Choices who would recommend the organisation's services to a friend.

Recommended by Staff

This measure shows whether staff agreed that if a friend or relative needed treatment they would be happy with the standard of care provided by the trust. The results are taken from the 2010 national NHS staff survey.

Friends and Family Test Score

This shows the result of the friends and family test that asks inpatients and patients discharged from Accident and Emergency whether they would recommend the ward or A&E department they have been treated in to friends and family if they needed similar care and treatment.

The score for each hospital is converted into a three-point scale, 'In the best 20%', 'In the worst 20%', and hospitals whose scores are in the middle 60% of scores are described as 'In the normal range'.

Responding to Patient Safety Alerts

Whether an NHS organisation is signing off its response to patient safety alerts that are issued by the National Patient Safety Agency. The 'Poor' category shows that the organisations has not signed off as complete **one or more** safety alerts for which the deadline has passed, the 'Good' category shows that the organisation has signed off **all** alerts for which the deadline has passed.

Mortality Rate

Whether the rate of deaths for an NHS Trust is better or worse than expected for the Trust based on the type of cases treated. The adjusted mortality ratio reflects deaths in hospital and within 30 days of discharge.

Care Quality Commission National Standards

As the independent regulator for health and adult social care in England, CQC check whether services are meeting their national standards of quality and safety.

MRSA

How many weeks it has been since the last MRSA infection in a hospital. MRSA stands for methicillin-resistant Staphylococcus aureus, which is a common skin bacterium that is resistant to a range of antibiotics.