

**HEALTH OVERVIEW AND SCRUTINY PANEL  
7 JANUARY 2014**

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**THE PATIENTS' EXPERIENCE  
Assistant Chief Executive**

**1 PURPOSE OF REPORT**

- 1.1 This 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. At item 9 on the agenda, the Panel is being asked to consider the Working Group's recommendations on the full extent of that information but in the interim, the Panel Chairman has agreed that it would be sensible to have regular reports using the information from the 'NHS Choices' website.

- 3.2 NHS Choices ([www.nhs.uk](http://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






Richard Beaumont – 01344 352283  
e-mail: [richard.beaumont@bracknell-forest.gov.uk](mailto:richard.beaumont@bracknell-forest.gov.uk)









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NHS Choices users rating	Recommended by staff	Responding to patient safety alerts	Mortality rate	Care Quality Commission national standards
				






<span data-bbox="163 400 456 432">Heatherwood Hospital</span> <span data-bbox="1834 400 1928 427" style="float: right;">Remove</span>					
<p data-bbox="163 483 405 510"><b>Tel: 01344 623 333</b></p> <p data-bbox="163 518 506 675">London Road Ascot Berkshire SL5 8AA 2.58 miles away   <a href="#">Get directions</a></p> <p data-bbox="163 683 309 727">  </p>	<p data-bbox="696 507 882 544"></p> <p data-bbox="696 571 882 628">21 ratings <b>Rate it yourself</b></p>	<p data-bbox="1021 499 1070 544">51</p> <p data-bbox="943 576 1155 660">% of staff who would recommend this organisation</p>	<p data-bbox="1267 488 1346 564"></p> <p data-bbox="1218 580 1391 692">Good - All alerts signed off where deadline has passed</p>	<p data-bbox="1525 488 1603 564"></p> <p data-bbox="1464 580 1659 692">As expected in hospital and up to 30 days after discharge (1.0278)</p>	<p data-bbox="1783 488 1861 564"></p> <p data-bbox="1715 580 1928 665">Some standards not met <b>Visit CQC profile</b></p>
<span data-bbox="163 783 443 815">Frimley Park Hospital</span> <span data-bbox="1834 783 1928 810" style="float: right;">Remove</span>					
<p data-bbox="163 869 389 896"><b>Tel: 01276604604</b></p> <p data-bbox="163 904 506 1061">Portsmouth Road Frimley Surrey GU16 7UJ 6.78 miles away   <a href="#">Get directions</a></p> <p data-bbox="163 1069 309 1114">  </p>	<p data-bbox="696 893 882 930"></p> <p data-bbox="696 954 882 1011">158 ratings <b>Rate it yourself</b></p>	<p data-bbox="1021 885 1070 930">84</p> <p data-bbox="943 962 1155 1046">% of staff who would recommend this organisation</p>	<p data-bbox="1267 869 1346 946"></p> <p data-bbox="1218 962 1391 1074">Good - All alerts signed off where deadline has passed</p>	<p data-bbox="1525 869 1603 946"></p> <p data-bbox="1464 962 1659 1074">As expected in hospital and up to 30 days after discharge (0.904)</p>	<p data-bbox="1783 869 1861 946"></p> <p data-bbox="1727 962 1917 1019">All standards met <b>Visit CQC profile</b></p>











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NHS Choices users rating	Recommended by staff	Responding to patient safety alerts	Mortality rate	Care Quality Commission national standards
				

King Edward VII Hospital					Remove	
<p><b>Tel: 01753 860 441</b> St Leonards Road Windsor Berkshire SL4 3DP 6.92 miles away   <a href="#">Get directions</a></p> 	<p> No ratings yet <a href="#">Rate it yourself</a></p>	<p>73 % of staff who would recommend this organisation</p>	<p> Good - All alerts signed off where deadline has passed</p>	<p> As expected in hospital and up to 30 days after discharge (1,0686)</p>	<p> All standards met <a href="#">Visit CQC profile</a></p>	
Upton Hospital					Remove	
<p>Albert Street Slough Berkshire SL1 2BJ 8.97 miles away   <a href="#">Get directions</a></p>	<p> 7 ratings <a href="#">Rate it yourself</a></p>	<p>64 % of staff who would recommend this organisation</p>	<p> Good - All alerts signed off where deadline has passed</p>	<p>n/a Data not available</p>	<p> All standards met <a href="#">Visit CQC profile</a></p>	

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NHS Choices users rating	Recommended by staff	Responding to patient safety alerts	Mortality rate	Care Quality Commission national standards
				

St Marks Hospital					<input type="checkbox"/> Add to shortlist
<p><b>Tel: 01628 632012</b> St. Marks Road Maidenhead Berkshire Berkshire SL6 6DU 7.40 miles away   <a href="#">Get directions</a></p>	<p> 11 ratings <a href="#">Rate it yourself</a></p>	<p>64 % of staff who would recommend this organisation</p>	<p> Good - All alerts signed off where deadline has passed</p>	<p>n/a Data not available</p>	<p> All standards met <a href="#">Visit CQC profile</a></p>
Royal Berkshire Hospital					<input checked="" type="checkbox"/> Add to shortlist - <a href="#">View</a>
<p><b>Tel: 0118 322 5111</b> London Road Reading Berkshire RG1 5AN 9.47 miles away   <a href="#">Get directions</a></p> <p>  </p>	<p> 157 ratings <a href="#">Rate it yourself</a></p>	<p>73 % of staff who would recommend this organisation</p>	<p> Good - All alerts signed off where deadline has passed</p>	<p> As expected in hospital and up to 30 days after discharge (1.0686)</p>	<p> All standards met <a href="#">Visit CQC profile</a></p>

	NHS Choices users rating	Recommended by staff	Responding to patient safety alerts	Mortality rate	Care Quality Commission national standards
					
<b>Wexham Park Hospital</b>					<input type="checkbox"/> Add to shortlist
<p><b>Tel: 01753 633000</b>                      Wexham Park Hospital                      Wexham                      Slough                      Berkshire                      SL2 4HL                      10.92 miles away   <a href="#">Get directions</a></p> 	 100 ratings <a href="#">Rate it yourself</a>	<p>51</p> % of staff who would recommend this organisation	 Good - All alerts signed off where deadline has passed	 As expected in hospital and up to 30 days after discharge (1.0278)	<input type="checkbox"/>  Enforcement action in progress <a href="#">Visit CQC profile</a>
<b>Prospect Park Hospital</b>					<input type="checkbox"/> Add to shortlist
<p><b>Tel: 0118 960 5000</b>                      Honey End Lane                      Tilehurst                      Reading                      Berkshire                      RG30 4EJ                      11.79 miles away   <a href="#">Get directions</a></p> 	 18 ratings <a href="#">Rate it yourself</a>	<p>64</p> % of staff who would recommend this organisation	 Good - All alerts signed off where deadline has passed	<p>n/a</p> Data not available	 Some standards not met <a href="#">Visit CQC profile</a>

## 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.

### **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.