HEALTH OVERVIEW AND SCRUTINY PANEL 7 JANUARY 2014

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 (<u>www.nhs.uk</u>) 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 <u>Health and Social Care Information Centre (HSCIC)</u>
- 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	Responding to patient safety alerts	Mortality rate	Care Quality Commission national standards
(I)	•	•	•	•

Heatherwood Hospital

Tel: 01344 623 333

London Road Ascot

Berkshire SL5 8AA

2.58 miles away | Get directions





21 ratings Rate it yourself 51

% 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)



Remove

Remove

Some standards not met Visit CQC profile

Frimley Park Hospital

Tel: 01276604604

Portsmouth Road Frimley Surrey GU16 7UJ 6.78 miles away | Get directions





158 ratings Rate it yourself 84

% 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 (0.904)



All standards met Visit CQC profile

NHS Choices users rating	Recommended by staff	Responding to patient safety alerts	Mortality rate	Care Quality Commission national standards
•	•	•	①	•

King Edward Vii Hospital Remove Tel: 01753 860 441 OK 73 **** St Leonards Road Windsor No ratings yet % of staff who would Good - All alerts As expected in All standards met Berkshire Rate it yourself

6.92 miles away | Get directions P

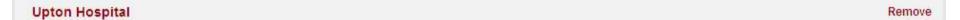
SL4 3DP



recommend this organisation

signed off where deadline has passed

hospital and up to 30 days after discharge (1.0686) Visit CQC profile



Albert Street Slough Berkshire SL12BJ 8.97 miles away | Get directions



7 ratings Rate it yourself 64

% of staff who would recommend this organisation



Good - All alerts signed off where deadline has passed

n/a

Data not available



All standards met Visit CQC profile

Recommended

Responding to

Mortality rate

Care Quality

NHS Choices

	users rating	by staff	patient safety alerts		Commission national standards
	(i)	(i)	(i)	(i)	(i)
St Marks Hospital					Add to shortlist
Tel: 01628 632012 St. Marks Road Maidenhead Berkshire Berkshire SL6 6DU 7.40 miles away Get directions	11 ratings Rate it yourself	64 % of staff who would recommend this organisation	Good - All alerts signed off where deadline has passed	n/a Data not available	All standards met Visit CQC profile
Royal Berkshire Hospital				V	Add to shortlist - View
Tel: 0118 322 5111 London Road Reading Berkshire RG1 5AN 9.47 miles away Get directions	157 ratings Rate it yourself	73 % 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 (1.0686)	All standards met Visit CQC profile

	NHS Choices users rating	Recommended by staff	Responding to patient safety alerts	Mortality rate	Care Quality Commission national standards
	(i)	<u>(i)</u>	<u>(i)</u>	(i)	(i)
Wexham Park Hospital					Add to shortlist
Tel: 01753 633000 Wexham Park Hospital Wexham Slough Berkshire SL2 4HL 10.92 miles away Get directions	100 ratings Rate it yourself	51 % 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)	Enforcement action in progress Visit CQC profile
Prospect Park Hospital					Add to shortlist
Tel: 0118 960 5000 Honey End Lane Tilehurst Reading Berkshire RG30 4EJ 11.79 miles away Get directions	18 ratings Rate it yourself	% of staff who would	d Good - All alerts signed off where deadline has passed	n/a Data not available	Some standards not met Visit CQC profile

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.