## TO: HEALTH OVERVIEW AND SCRUTINY PANEL 3 JULY 2014

## THE PATIENTS' EXPERIENCE Assistant Chief Executive

#### 1 PURPOSE OF REPORT

1.1 This report invites the Health Overview and Scrutiny (O&S) Panel to review: the latest inpatient survey results for the three hospital trusts, also the current information from the NHS Choices website, for the NHS Foundation Trusts providing most secondary NHS services to Bracknell Forest residents.

#### 2 RECOMMENDATION

That the Health Overview and Scrutiny Panel:

- 2.1 Considers the results of the adult inpatient surveys for Frimley Park, Heatherwood & Wexham Park, and Royal Berkshire hospitals Trusts, attached.
- 2.2 Considers the NHS Choices information concerning the nearby NHS Trusts, at Appendix 1.
- 2.3 Receives the views of the Bracknell and Ascot Clinical Commissioning Group on the quality of patient care at Frimley Park, Royal Berkshire and Heatherwood & Wexham Park Hospitals NHS Foundation Trusts.
- 2.4 Determines whether to make any further enquiries based on the surveys and NHS Choices information.

#### 3 SUPPORTING INFORMATION

3.1 The Health O&S Panel has previously decided to obtain direct knowledge of the service user's perspective of public services, through a regular flow of relevant and timely information about the quality of NHS services provided to Bracknell Forest residents. This is to include inpatient survey results and the NHS Choices information.

#### 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 Health and Social Care Information Centre (HSCIC)
- the <u>Care Quality Commission (CQC)</u>
- many other health and social care organisations

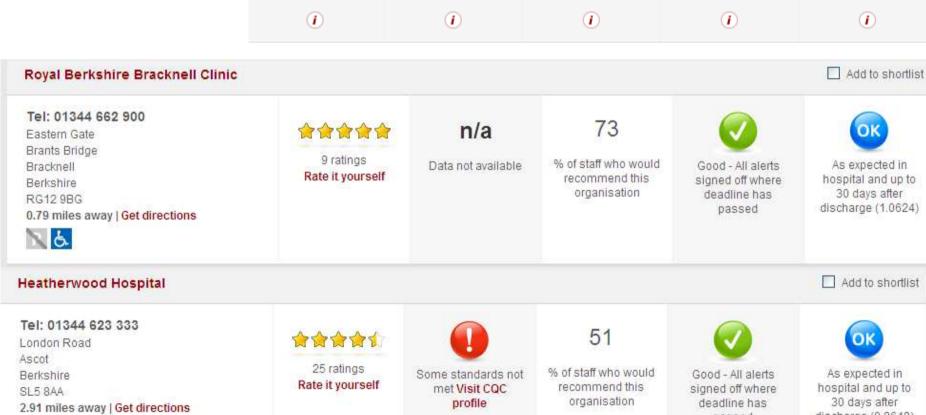
# ALTERNATIVE OPTIONS CONSIDERED/ ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS/ EQUALITIES IMPACT ASSESSMENT/ STRATEGIC RISK MANAGEMENT ISSUES / OTHER OFFICERS/ CONSULTATION — Not applicable

## Contact for further information

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#### **NHS Choices** Care Quality Mortality rate Recommended Responding to users rating Commission by staff patient safety national alerts standards (i) (i) (i) (i) (i)





passed

discharge (0.9648)

Appendix 1

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

#### Add to shortlist Frimley Park Hospital Tel: 01276604604 84 ОК PPPPP Portsmouth Road Camberley 175 ratings % of staff who would All standards met Good - All alerts As expected in Surrey Rate it yourself Visit CQC profile recommend this hospital and up to signed off where **GU16 7UJ** organisation deadline has 30 days after 6.68 miles away | Get directions discharge (0.9281) passed P & 3 King Edward Vii Hospital Add to shortlist

Tel: 01753 860 441

St Leonards Road Windsor Berkshire SL4 3DP 7.21 miles away | Get directions





No ratings yet Rate it yourself



All standards met Visit CQC profile 73

% of staff who would recommend this organisation

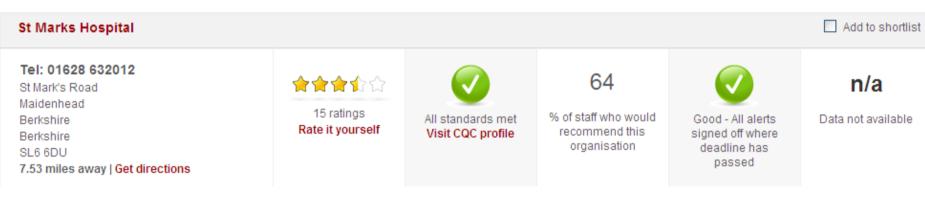


Good - All alerts signed off where deadline has passed



As expected in hospital and up to 30 days after discharge (1.0624)

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





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

## Wexham Park Hospital

Tel: 01753 633000

Wexham Street Slough Berkshire SL2 4HL

11.19 miles away | Get directions





142 ratings Rate it yourself



Enforcement action in progress Visit CQC profile 51

% of staff who would recommend this organisation



Good - All alerts signed off where deadline has passed



Add to shortlist

As expected in hospital and up to 30 days after discharge (0.9648)

# **Prospect Park Hospital**

Telephone: 0118 960 5000

Address: Honey End Lane, Tilehurst, Reading, Berkshire, RG30 4EJ



24 ratings More information about NHS Choices user ratings



Some standards not met <u>Visit CQC</u> profile



Good - All alerts signed off where deadline has passed

#### **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.

## **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.

#### **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.