

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

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**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 ([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






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**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	Care Quality Commission national standards	Recommended by staff	Responding to patient safety alerts	Mortality rate
				






<b>Royal Berkshire Bracknell Clinic</b> <span style="float: right;"><input type="checkbox"/> Add to shortlist</span>					
<p><b>Tel: 01344 662 900</b>                      Eastern Gate                      Brants Bridge                      Bracknell                      Berkshire                      RG12 9BG                      0.79 miles away   <a href="#">Get directions</a></p> <p> </p>	<p style="text-align: center;">                      9 ratings  <a href="#">Rate it yourself</a></p>	<p style="text-align: center;"><b>n/a</b>                      Data not available</p>	<p style="text-align: center;"><b>73</b>                      % of staff who would recommend this organisation</p>	<p style="text-align: center;">                      Good - All alerts signed off where deadline has passed</p>	<p style="text-align: center;">                      As expected in hospital and up to 30 days after discharge (1.0624)</p>
<b>Heatherwood Hospital</b> <span style="float: right;"><input type="checkbox"/> Add to shortlist</span>					
<p><b>Tel: 01344 623 333</b>                      London Road                      Ascot                      Berkshire                      SL5 8AA                      2.91 miles away   <a href="#">Get directions</a></p> <p>  </p>	<p style="text-align: center;">                      25 ratings  <a href="#">Rate it yourself</a></p>	<p style="text-align: center;">                      Some standards not met <a href="#">Visit CQC profile</a></p>	<p style="text-align: center;"><b>51</b>                      % of staff who would recommend this organisation</p>	<p style="text-align: center;">                      Good - All alerts signed off where deadline has passed</p>	<p style="text-align: center;">                      As expected in hospital and up to 30 days after discharge (0.9648)</p>











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






Frimley Park Hospital <span style="float: right;"><input type="checkbox"/> Add to shortlist</span>				
<p><b>Tel: 01276604604</b>                      Portsmouth Road                      Camberley                      Surrey                      GU16 7UJ                      6.68 miles away   <a href="#">Get directions</a></p> <p>  </p>	<p>                      175 ratings  <a href="#">Rate it yourself</a></p>	<p>                      All standards met  <a href="#">Visit CQC profile</a></p>	<p>84                      % of staff who would recommend this organisation</p>	<p>                      Good - All alerts signed off where deadline has passed</p>
<p><b>King Edward VII Hospital</b> <span style="float: right;"><input type="checkbox"/> Add to shortlist</span></p>				
<p><b>Tel: 01753 860 441</b>                      St Leonards Road                      Windsor                      Berkshire                      SL4 3DP                      7.21 miles away   <a href="#">Get directions</a></p> <p></p>	<p>                      No ratings yet  <a href="#">Rate it yourself</a></p>	<p>                      All standards met  <a href="#">Visit CQC profile</a></p>	<p>73                      % of staff who would recommend this organisation</p>	<p>                      Good - All alerts signed off where deadline has passed</p>

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

St Marks Hospital <span style="float: right;"><input type="checkbox"/> Add to shortlist</span>					
<p><b>Tel: 01628 632012</b> St Mark's Road Maidenhead Berkshire Berkshire SL6 6DU 7.53 miles away   <a href="#">Get directions</a></p>	<p> 15 ratings <a href="#">Rate it yourself</a></p>	<p> All standards met <a href="#">Visit CQC profile</a></p>	<p>64 % of staff who would recommend this organisation</p>	<p> Good - All alerts signed off where deadline has passed</p>	<p><b>n/a</b> Data not available</p>
Royal Berkshire Hospital <span style="float: right;"><input type="checkbox"/> Add to shortlist</span>					
<p><b>Tel: 0118 322 5111</b> London Road Reading Berkshire RG1 5AN 9.17 miles away   <a href="#">Get directions</a></p> <p>  </p>	<p> 202 ratings <a href="#">Rate it yourself</a></p>	<p> All standards met <a href="#">Visit CQC profile</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 (1,0624)</p>

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

**Wexham Park Hospital**  Add to shortlist

<p><b>Tel: 01753 633000</b> Wexham Street Slough Berkshire SL2 4HL 11.19 miles away   <a href="#">Get directions</a></p> <p>  </p>	<p> 142 ratings <a href="#">Rate it yourself</a></p>	<p> Enforcement action in progress <a href="#">Visit CQC profile</a></p>	<p>51 % 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 (0.9648)</p>
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## 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  
[Visit CQC 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.