

**TO: HEALTH OVERVIEW AND SCRUTINY PANEL
2 JULY 2015**

**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 hospitals providing most acute services to Bracknell Forest residents, 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 Health, Heatherwood & Wexham Park, and Royal Berkshire hospitals, attached.**
- 2.2 **Considers the NHS Choices information concerning the nearby NHS Trusts, at Appendix 1.**
- 2.3 **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) 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

Unrestricted

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 inspection ratings	Recommended by staff	Open and honest reporting	Infection control and cleanliness	Mortality rate	Food: Choice and Quality
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Frimley Park Hospital Add to shortlist


Tel: 01276 604604
 Portsmouth Road
 Camberley
 Surrey
 GU16 7UJ
 1.1 miles away | [Get directions](#)



 234 ratings
[Rate it yourself](#)



 Outstanding
[Visit CQC profile](#)


 Among the best
 with a value of
 89%


 Among the best



 Among the best



 As expected
 in hospital
 and up to
 30 days
 after
 discharge
 (0.9311)



 88.8%
 Within
 the
 middle
 range


Heatherwood Hospital Add to shortlist

London Road
 Ascot
 Berkshire
 SL5 8AA
 2.2 miles away | [Get directions](#)


 2 ratings
[Rate it yourself](#)


 No rating [Visit CQC profile](#)












 Among the best
 with a value of
 89%


















 Among the best

n/a
 No relevant
 data
 available


 As expected
 in hospital
 and up to
 30 days
 after
 discharge
 (0.9311)





n/a
 Data not
 available

	NHS Choices users rating	Care Quality Commission inspection ratings	Recommended by staff	Open and honest reporting	Infection control and cleanliness	Mortality rate	Food: Choice and Quality
King Edward Vii Hospital <input type="checkbox"/> Add to shortlist							
St. Leonards Road Windsor Berkshire SL4 3DP 7.0 miles away Get directions	 3 ratings Rate it yourself	n/a Data not available	 Among the best with a value of 89%	 Among the best	n/a No relevant data available	 As expected in hospital and up to 30 days after discharge	n/a Data not available
Prospect Park Hospital <input type="checkbox"/> Add to shortlist							
Tel: 0118 960 5000 Honey End Lane Tilehurst Reading Berkshire RG30 4EJ 12.3 miles away Get directions   	 26 ratings Rate it yourself	n/a Data not available	 Within expected range with a value of 71%	n/a No relevant data available	n/a No relevant data available	n/a Not available for independent or specialist hospitals	 99.2% Within the middle range

	NHS Choices users rating	Care Quality Commission inspection ratings	Recommended by staff	Open and honest reporting	Infection control and cleanliness	Mortality rate	Food: Choice and Quality
Royal Berkshire Hospital <input type="checkbox"/> Add to shortlist							
<p>Tel: 0118 322 5111 London Road Craven Road Reading Berkshire RG1 5AN 10.0 miles away Get directions</p> <p>  </p>	<p> 264 ratings Rate it yourself</p>	<p> Requires Improvement Visit CQC profile</p>	<p> Within expected range with a value of 72%</p>	<p> among the worst</p>	<p> As expected</p>	<p> As expected in hospital and up to 30 days after discharge (1.0371)</p>	<p> 83.3% Among the worst</p>
St Mark's Hospital <input type="checkbox"/> Add to shortlist							
<p>Tel: 01628 632012 St Mark's Road Maidenhead Berkshire Berkshire SL6 6DU 1.0 miles away Get directions</p> <p>  </p>	<p> 13 ratings Rate it yourself</p>	<p>n/a Data not available</p>	<p> Within expected range with a value of 71%</p>	<p>n/a No relevant data available</p>	<p>n/a No relevant data available</p>	<p>n/a Not available for independent or specialist hospitals</p>	<p> 95.2% Within the middle range</p>

Unrestricted

NHS Choices users rating	Care Quality Commission inspection ratings	Recommended by staff	Open and honest reporting	Infection control and cleanliness	Mortality rate	Food: Choice and Quality
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Wexham Park Hospital						<input type="checkbox"/> Add to shortlist	
<p>Tel: 01753 633000 Wexham Slough Berkshire SL2 4HL 11.2 miles away Get directions</p>	<p> 15 ratings Rate it yourself</p>	<p>n/a Data not available</p>	<p> Among the best with a value of 89%</p>	<p> Among the best</p>	<p>n/a No relevant data available</p>	<p> As expected in hospital and up to 30 days after discharge (0.9311)</p>	<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.

Care Quality Commission Inspection Ratings

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 most recent national NHS staff survey.

Open and Honest Reporting

This is a new indicator that combines several other indicators to give an overall picture of whether the hospital has a good patient safety incident reporting culture.

Infection and cleanliness

This is a new combined (composite) indicator that describes how well the organisation is performing on preventing infections and cleaning. It is constructed from the existing data displayed on NHS Choices regarding the number of C. difficile and MRSA infections and patients' views on the cleanliness of wards.

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.

Food: Choice and Quality

This indicator shows the results of the 2014 Patient-Led Assessments of the Care Environment, and shows a combined score for choice and quality of food.