

**TO: HEALTH OVERVIEW AND SCRUTINY PANEL
14 JANUARY 2016**

**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 current information from the NHS Choices website, for the NHS Foundation Trusts providing most secondary and acute NHS services to Bracknell Forest residents, and the results of the latest patient survey for the Berkshire Healthcare Trust.

2 RECOMMENDATIONS

That the Health Overview and Scrutiny Panel:

- 2.1 **Considers the NHS Choices information concerning the nearby NHS Trusts, at Appendix 1.**
2.2 **Considers the results of the 2015 patient survey for the Berkshire Healthcare NHS Foundation Trust .**

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 patient 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

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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Heatherwood Hospital Add to shortlist

<p>Tel: 01344 623333 London Road Ascot Berkshire SL5 8AA 2.7 miles away Get directions</p>	 8 ratings Rate it yourself	 No rating Visit CQC profile	 Among the best with a value of 89%	 Among the best	<p>n/a</p> No relevant data available	 As expected in hospital and up to 30 days after discharge (0.9254)	<p>n/a</p> No relevant data available
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Frimley Park Hospital Add to shortlist

<p>Tel: 01276 604604 Portsmouth Road Camberley Surrey GU16 7UJ 7.1 miles away Get directions</p> 	 246 ratings Rate it yourself	 Outstanding Visit CQC profile	 Among the best with a value of 89%	 Among the best	<p>n/a</p> No relevant data available	 As expected in hospital and up to 30 days after discharge (0.9254)	 88.8% Within the middle range
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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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King Edward VII Hospital Add to shortlist

St. Leonards Road
Windsor
Berkshire
SL4 3DP
6.7 miles away | [Get directions](#)



3 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 (0.9254)

n/a

No relevant data available

St Mark's Hospital Add to shortlist

Tel: 01628 632012
St Mark's Road
Maidenhead
Berkshire
Berkshire
SL6 6DU
7.1 miles away | [Get directions](#)



16 ratings
[Rate it yourself](#)

n/a

Not yet rated



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



95.2% 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
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Royal Berkshire Hospital <input type="checkbox"/> Add to shortlist							
<p>Tel: 0118 322 5111 London Road Craven Road Reading Berkshire RG1 5AN 9.4 miles away Get directions</p> <p>  </p>	<p> 302 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 best</p>	<p>n/a No relevant data available</p>	<p> As expected in hospital and up to 30 days after discharge (1.0159)</p>	<p> 83.3% Among the worst</p>
Wexham Park Hospital <input type="checkbox"/> Add to shortlist							
<p>Tel: 01753 633000 Wexham Slough Berkshire SL2 4HL 10.7 miles away Get directions</p> <p>  </p>	<p> 74 ratings Rate it yourself</p>	<p>n/a Not yet rated</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 (0.9254)</p>	<p>n/a No relevant data available</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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Prospect Park Hospital Add to shortlist

Tel: 0118 960 5000

Honey End Lane
Tilehurst
Reading
Berkshire
RG30 4EJ

11.5 miles away | [Get directions](#)



30 ratings
Rate it yourself



No rating **Visit CQC profile**



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

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 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.