

Service Evaluation

Questionnaire for Ward 6 Patients at Bishop Auckland Hospitals

Introduction

As part of ongoing service evaluation, Integrated Medical Specialties (IMS) care group carried out a patient experience evaluation of their inpatient stay at Ward 6, Bishop Auckland Hospital (BAH) and transfer from an acute site base ward at either University Hospital of North Durham (UHND) or Darlington Memorial Hospital (DMH).

Methodology

A questionnaire (Appendix 1) containing 23 questions, was drafted with topics aimed to discuss how the patient rated their experience and to glean information to suggest and support service development in order to improve delivery of best patient experience.

The evaluation is made up of feedback from patients on the ward and a random selection from those recently discharged.

The sample group was identified with the assistance of the ward manager, to identify all patients able to participate and interviews were undertaken by an IMS operational manager, during October 2018.

Ward 6 Sample Groups:

- Inpatients : 14
- Recently discharged: 6

For the purpose of this report the following abbreviations have been used:

- B06 – Ward 6, Bishop Auckland Hospital

Limitations

Question 1 - Participation in the study was very good and those interviewed were very willing to share information. However, there is a limitation to be considered regarding length of stay at each site when interviewing some patients as, due to the nature of their illness, they could not recall details fully.

Question 3 – Seven patients were uncertain about their length of stay at specific hospital sites, therefore it was not possible to calculate an average length of stay from the information gleaned.

Question 8 – The three patients who stated they had not been involved in decisions about discharge were still receiving intense care and not approaching close to discharge.

Summary of findings

The majority of patients were very complimentary regarding care in all inpatient areas and their comments added value to the overall picture regarding their general experience during this episode of inpatient care. The main points from the analysis are:

- The majority of patients interviewed had been transferred from either DMH or UHND and while they were all complimentary about all care received, some did express a preference for Ward 6 and the majority found the transfer from one site to another either poor or satisfactory; only one patient rated the transfer experience as excellent.
- The majority of patients interviewed planned to go to their own home/went home following their inpatient stay and felt that that support from health and social care professionals was in place for those who required it. The majority were confident that there was a clear plan for their care needs following discharge.
- The small sample of 20 patients provided a snapshot only of patient experience; a wider study would be required to provide a more comprehensive evaluation. While patients were extremely complimentary overall, some patients expressed concerns about their experience during transfer from one hospital site to another.
- During the patient interview process it was apparent some patients and family had participated in discussion with ward staff and local representatives regarding changes to Ward 6 BAH, in that they explained they had signed a petition to oppose any changes to the current service. This should be considered when reviewing the overall outcome of the study as this may have resulted in bias opinion.

Analysis of Findings

Date: updated 02/11/2018 Data collected: 30/10/2018 – 01/11/18	Sites/Wards: Ward 6 BAH (B06) Patients
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1. Which hospital were you originally admitted to?

The number of patients being transferred from acute sites was marginal.

DMH	UHND	Ward 16, BAH
10	8	2

2. Which town do you live in?

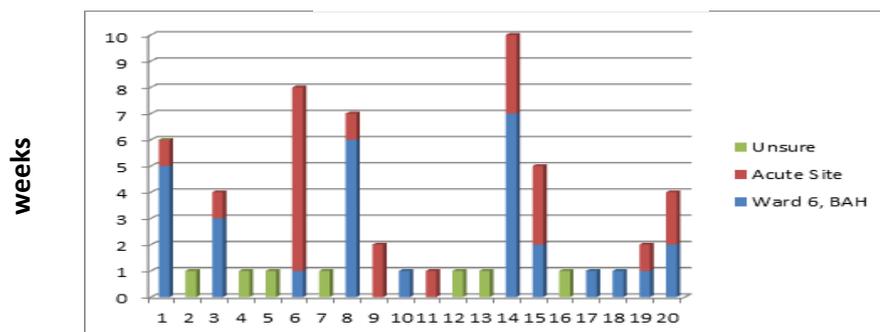
Area	% of Patients
South Durham	70%
North Durham	20%
East Durham	5%
North Yorks	5%

Town	No. of Patients
Darlington	8
Bishop Auckland	4
Great Lumley	2
Durham	1
Thornley	1
Heighington	1
Reeth	1
Sildon	1
Richmond	1

3. How long have you been in hospital during this stay?

Seven patients were uncertain about their length of stay at specific hospital sites, therefore it was not possible to calculate an average length of stay from the information gleaned. The chart below demonstrates length of stay (LoS) as reported by patients during the interview.

Length of stay per patient



From the information collated from patients, the total number of weeks in BAH equated to 31 weeks, 20 weeks for acute sites and an additional sum of 14 weeks for those patients who were unsure of length of stay and at specific sites.

4. How convenient is this hospital location for your family to visit?

Poor	Satisfactory	Good	Very Good	Excellent
6	4	5	2	3

5. Thinking about your length of stay on this ward, has it been:

Too long	Just right	Not long enough	Unsure
6	6	3	5

6. How would you rate the care you have received so far?

Poor	Satisfactory	Good	Very Good	Excellent
0	5	3	4	8

7. Have you experienced any delays i.e. treatment or discharge planning?

- *Worse at Darlington – everything took longer due to bigger hospital*
- *Waiting for bed pads*
- *Awaiting therapy following amputation of limb*

No delays – 17

8. Did you feel you were involved in decisions about your discharge from hospital?

Yes	To Some extent	No	I didn't want involvement
7	5	5	3

9. Where did/will you go after leaving hospital?

Home	Friend/Family	Another hospital	Residential nursing
15	1	1	3

10. After leaving hospital, did/will you get enough support from health or social care professionals to help you recover and manage your condition?

Yes	Some Extent	No but would have been useful	No, not required
9	2	0	9

11. When leaving hospital, did/will you know what would happen next with your care?

Yes	Some extent	No	Not necessary
12	3	4	1

12. Was the care and support you expected available when you needed it?

Yes	No	None expected
19	0	1

13. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

Yes	Sometimes	No
20	0	0

14. How did you find the change from one hospital to another?

Poor	Satisfactory	Good	Very Good	Excellent	Can't Remember
5	7	6	0	1	1

15. What did you like best during this hospital stay?

Comments:
<ul style="list-style-type: none"> • <i>It's alright – no problems</i> • <i>Excellent at Bishop Auckland Hospital</i> • <i>Pleasant at Bishop Auckland Hospital</i> • <i>Everything good</i> • <i>Prefer Bishop Auckland Hospital</i> • <i>Staff Excellent</i> • <i>Staff & food</i> • <i>Good company and staff</i> • <i>Nice staff</i> • <i>Just accepted what was offered</i> • <i>Friendly staff</i> • <i>Unhappy as had a fall in hospital</i> • <i>All staff marvellous and polite</i>

16. If you could change anything, what would it be?

Comments:
<ul style="list-style-type: none"> • <i>It's getting colder</i> • <i>More foot care</i> • <i>Lunch nearer 13:00</i> • <i>Closer to Reeth, Richmond</i> • <i>Ambulance journey jerky x 2</i> • <i>Darlington Memorial food unsatisfactory – dietary requirements wrong every day for 5 days</i> • <i>Not having to go from one hospital to another</i>

17. Do you have any other comments you would like to share?

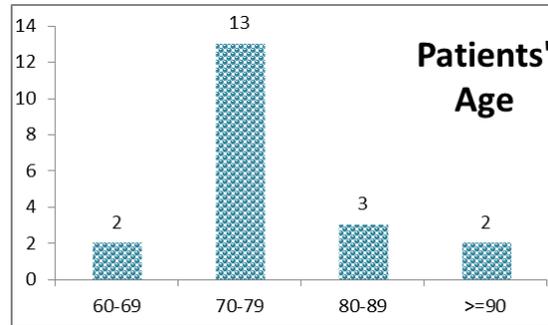
Comments:
<ul style="list-style-type: none"> • <i>Exceptionally good care</i> • <i>Way above expectations</i> • <i>Couldn't be better</i> • <i>Unfamiliar with Bishop Auckland area</i> • <i>Very well treated</i> • <i>It's clean and the people are nice</i> • <i>It was cold and late when I was transferred to BAH</i> • <i>Staff excellent</i> • <i>Everything brilliant</i>

18. Are you male or female?

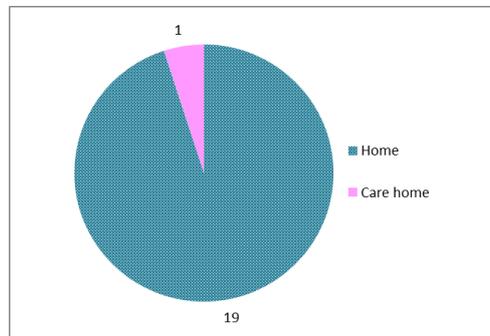
Female	11
Male	9

19. What was your year of birth?

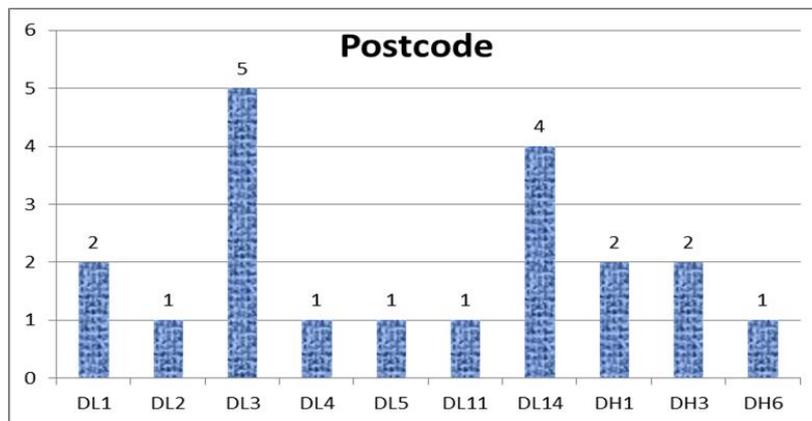
Patients interviewed ranged between 60 – 96 years of age.



20. What is your place of residence?



21. What is your postcode?



Appendix 1

Patient Experience Evaluation

Date	Site/Ward
	Ward 6 BAH

16. Which hospital were you originally admitted to?

17. Which town do you live in?

18. How long have you been in hospital during this stay?

Details of all sites (if possible):

19. How convenient is this hospital location for your family to visit?

- Poor
- Satisfactory
- Good
- Very Good
- Excellent

20. Thinking about your length of stay on this ward, has it been:

- Too long
- Just right
- Not long enough
- Unsure

21. How would you rate the care you have received so far?

- Poor
- Satisfactory
- Good
- Very Good
- Excellent

22. Have you experienced any delays i.e. treatment or discharge planning?

Please state	None

23. Did you feel you were involved in decisions about your discharge from hospital?

- Yes, definitely
- Yes, to some extent
- No
- I did not want to be involved

24. Where did/will you go after leaving hospital?

- I went home
- I went to stay with family or friends
- I was transferred to another hospital
- I went to a residential nursing home
- I went somewhere else

25. After leaving hospital, did/will you get enough support from health or social care professionals to help you recover and manage your condition?

- Yes, definitely
- Yes, to some extent
- No, but support would have been useful
- No, but I did not require support

26. When leaving hospital, did/will you know what would happen next with your care?

- Yes, definitely
- Yes, to some extent
- No
- It was not necessary

27. Was the care and support you expected available when you needed it?

- Yes
- No
- I did not expect any further care or support after I was discharged

28. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

- Yes, always
- Yes, sometimes
- No

29. How did you find the change from one hospital to another?

- Poor
- Satisfactory
- Good
- Very Good
- Excellent

30. What did you like best during this hospital stay?

Comments:

16. If you could change anything, what would it be?

Comments:

17. Do you have any other comments you would like to share?

Comments:

About You

18. Are you male or female?

- Male
- Female

19. What was your year of birth?

20. What is your place of residence?

- Home
- Care Home
- I live with family/loved ones

21. What is your postcode?
