

CQC Adult Inpatients Survey 2023:

A summary of results for the three acute hospital trusts in Norfolk

August 2024

The purpose of this summary is to highlight the results of the Adult Inpatient Survey for the year 2023, recently published by the Care Quality Commission (CQC). In this report we will focus on the three hospital trusts located in Norfolk; The Norfolk and Norwich University Hospital, The James Paget University Hospital in Gorleston, and The Queen Elizabeth Hospital in King's Lynn. At the end of this summary, a table can be found which presents the individual trust's scores for each section alongside the national average. The CQC's 2023 Adult Inpatient Survey Report can be found here: <https://www.cqc.org.uk/publications/surveys/adult-inpatient-survey>. The individual reports for each acute trust in Norfolk can be found, referenced at the end of this summary.

Background

The CQC's Adult Inpatient Survey is a countrywide survey that has taken place annually since 2002, to better understand the quality of inpatient healthcare across England. The 2023 survey captured the experiences of 63,573 people that had stayed overnight in any of the 131 acute NHS trusts in England in November of the same year. Respondents were asked to share their views on the care they received while being an inpatient- these included questions ranging from the quality of communication with staff to the standard of food and drink provided. Each NHS trust invited 1250 patients to take part, and the survey received an overall response rate of 42%.

Overall, the findings of the survey highlight that patients experience of care has varied little in comparison to the previous survey carried out in 2022- however, compared to the year 2020, these experiences are still deemed to be worse. Key findings relate to experiences in accessing inpatient care, and patient discharge.

Key Findings of the three acute trusts

For every survey question, each trust's performance was benchmarked against all other trusts in the study to ascertain whether they had performed better, worse or as expected in relation to the other trusts across the country. Each score given is out of 10.

The Norfolk & Norwich University Hospitals NHS Foundation Trust

The Norfolk & Norwich University Hospitals NHS Foundation Trust (NNUH) received 621 responses to the survey and was given a score of 8.0 out of 10 for overall inpatient experience, in comparison to 2022 where it scored 7.8. The NNUH scored poorly when compared to all other trusts regarding opportunities for patient feedback. When inpatients were asked "During your hospital stay, were you ever given the opportunity to give your views on the quality of your care?" the trust received a rating of 2.5/10, markedly lower than the national average of 3.6. In fact, this rating placed the NNUH as the 8th worst trust for providing patients with opportunities to feedback.

Areas where the trust received a rating that was 'worse than expected' included patients experience of the hospital's food, where the NNUH received a 6.2 rating compared to a national average of 6.9. Patients also gave the trust a low score in relation to people being kept up at night due to noise from other patients- obtaining a 5.6, with the national average being 6.6. The trust performed 'somewhat worse than expected' in responses to the question "In your opinion, were there enough nurses on duty to care for you in hospital?". This sentiment is also shared when patients were asked if they were able to get a member of staff to help when they needed attention.

Interestingly, despite the national trend of patients being dissatisfied with their discharge process, the NNUH performed above the national average on some questions within this section of the survey. In terms

of discussions relating to additional equipment or home arrangements post-discharge, patients rated the trust 8.6 which is above the national average of 8.2. Across most other sections, the NNUH performed 'about the same' as all other trusts across England.

The James Paget University Hospital NHS Foundation Trust

The James Paget University Hospital NHS Foundation Trust (JPUH) received 504 responses to the survey and was given an 8.3 for overall patient experience, compared to 8.4 in 2022. It is worth noting that the JPUH received the highest overall rating of the three acute trusts in Norfolk. The trust received a 'worse than expected' rating when patients were asked about the length of time they had to wait prior to their admission to hospital, scoring a 5.7 out of 10, while the national average sat at 7.0. Positively, this is the only section in which the JPUH scored significantly lower than other trusts.

In several categories, the JPUH performed 'somewhat better' and 'better than expected' compared to other trusts in the country. Most notably, the trust received a 4.5/10 when it came to providing patients with chances to provide feedback, a whole point better than the national average and two points better than the NNUH. The JPUH also scored highly regarding the food provided by the hospital, receiving a 7.8 compared to the average of 6.9 nationally. Similarly to the NNUH, the trust scored above average when it came to additional home equipment and conversations around patient discharge, scoring an 8.9 while the national average was 8.2. It appears that both the JPUH and NNUH bucked the wider trend of patient dissatisfaction in the discharge process. The trust also performed well when compared to all other trusts when providing an understandable explanation to patients as to why they had to change wards during the night, with the national average being 6.7, and the James Paget receiving a 7.6/10.

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust (QEH) received 505 responses to the inpatient survey and scored a 7.8/10 for overall patient experience which is the same rating it received in 2022. This score is the lowest out of the three acute trusts found in Norfolk. While the NNUH and JPUH appeared to have gone against the national trend of patients having issues relating to their discharge from hospital, the QEH however does align with the national analysis. In fact, the QEH received the 11th worst score across the country for a trust regarding patients leaving hospital. The trust scored poorly regarding the amount of notice given prior to discharge; information given about what you should/shouldn't do upon discharge; and details of who to contact should you be concerned post discharge. For this final question the QEH received a 6.5 compared to the national average of 7.5/10.

Inpatients perspective of doctors was 'worse than expected' at the trust, with the hospital receiving the lowest score (8.6/10 compared to 9.0 nationally) when people were asked as to whether they had trust and confidence in their doctors. The QEH also performed 'somewhat worse than expected' in terms of whether there were enough nurses on duty to care for patients, receiving a 6.8 compared to 7.4/10 nationally. People also found that they had been given contradictory information by staff during their stay at the trust with the hospital scoring a 7.1 against the national average of 7.7/10.

Disclaimer: Prior to the publication of this report, the CQC released a statement, highlighting issues surrounding the data for question 6 of the survey- in relation to sleep in the hospital. This also then affects the entirety of section 2. Once the CQC have provided an updated version of the survey, this report will be updated accordingly.

Ratings for each Norfolk trust by survey section

	Section 1. Admission to Hospital	Section 2. The hospital and ward	Section 3. Doctors	Section 4. Nurses	Section 5. Your care and treatment	Section 6. Virtual Wards	Section 7. Leaving hospital	Section 8. Feedback on the quality of your care	Section 9. Kindness and compassion	Section 10. Respect and dignity	Section 11. Overall experience
National Average	7.10	7.40	8.70	8.40	8.20	7.10	7.00	3.50	9.10	9.20	8.10
NNUH	7.00	7.40	9.00	8.30	8.20	7.20	7.00	2.50	9.00	9.10	8.00
JPUH	6.60	7.80	8.80	8.40	8.20	6.80	7.10	4.50	9.10	9.20	8.30
QEH	6.60	7.40	8.40	8.10	7.80	6.60	6.50	3.30	8.70	9.00	7.80

References

CQC Adult Inpatient Survey 2023: <https://www.cqc.org.uk/publications/surveys/adult-inpatient-survey>