

Annex B: Acute trusts – User Experience domain 2011/12

The source of the indicators for the User Experience domain is the 2010 adult inpatient survey. This forms part of the NHS national patient survey programme¹, which is coordinated by the Care Quality Commission (CQC). This survey programme collects structured and systematic feedback on the quality of service delivery from the patient/service users' point of view. In this way, it provides robust measures of NHS performance – at organisation, regional and national levels.

Performance on User Experience will be assessed by monitoring scores to a subset of survey questions, which are categorised under five distinct “themes” that patients identify as important to them, shown in Figure 1 below.

This broad approach has been used over recent years by both DH and CQC² so there is a continuity in the question sets that are used, which means that organisations can track their results over time. Performance will be assessed in the following way:

- Each organisation is scored on each of individual survey questions that make up the subset;
- An average score for each organisation is calculated for each of the five User Experience themes;
- For each theme, organisation performance is compared to the national average score for the theme. Organisations that score more than one standard deviation below the national average are deemed to have ‘failed’ on that indicator. This pass mark remains unchanged throughout 2011/12.
- The scores needed to pass are:

Figure 1: Scores needed by organisations to pass each theme	National average	Standard deviation	Score needed to pass
Access and waiting	83.8	3.9	79.8
Safe, high quality coordinated care	64.8	4.6	60.2
Better information more choice	67.2	4.5	62.7
Building closer relationships	83.0	3.4	79.6
Clean, friendly comfortable place to be	79.4	3.2	76.2

- Overall performance on the User Experience domain is then determined by counting the number of total ‘passes’ achieved, which is then used to classify performance. Each theme has an equal weighting in this process:

Performance Assessment	Score (out of 5 themes)
Underperforming	0 to 1 passes
Performance under review	2 to 3 passes
Performing	4 to 5 passes

1 Further details about the NHS national patient survey programme are available via the website of CQC and the national NHS patient survey coordination centre:

www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys.cfm
www.nhssurveys.org

2 Further information is available via the DH website, including background information on the methodology and measures, updates on nationally aggregated results, and data toolkits containing results for local organisations to use to help them understand their performance and prioritise areas for improvement: <http://transparency.dh.gov.uk/category/statistics/patient-experience/>

The questions feeding in to these five themes are shown in the table below:

Domain	Questions within domain
Access & waiting	Was your admission date changed by the hospital? [Waiting list only]
	How do you feel about the length of time you were on the waiting list before your admission to hospital? [Waiting list only]
	From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward? [All]
Safe, high quality, co-ordinated care	Sometimes, a member of staff will say one thing and another will say something quite different. Did this happen to you? [All]
	On the day you left hospital, was your discharge delayed for any reason? + What was the main reason for the delay? [All/All delayed]
	Did a member of staff tell you about any danger signals you should watch for after you went home? [All]
Better information, more choice	Were you involved as much as you wanted to be in decisions made about your care and treatment? [All]
	Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand? [All given medication]
	Did a member of staff tell you about medication side effects to watch for when you went home? [All given new medication and wanting an explanation]
Building closer relationships	When you had important questions to ask the doctor, did you get answers that you could understand? [All wanting an explanation]
	Did doctors talk in front of you as if you weren't there? [All]
	When you had important questions to ask a nurse, did you get answers that you could understand? [All wanting an explanation]
	Did nurses talk in front of you as if you weren't there? [All]
Clean, comfortable, friendly place to be	Were you ever bothered by noise at night from other patients? + Were you ever bothered by noise at night from hospital staff? [All]
	In your opinion, how clean was the hospital room or ward that you were in? [All]
	How would you rate the hospital food? [All who had food]
	Were you given enough privacy when being examined or treated? [All]
	Overall, did you feel you were treated with respect and dignity while you were in the hospital? [All]
	Do you think the hospital staff did everything they could to help control your pain? [All who were in pain]