

## CQC Urgent and Emergency Care Patient Experience Survey

### Summary of Dorset Providers

#### Introduction

The CQC published the results of the survey on 23 October 2019. The survey was undertaken by questionnaires to patients who had used the services in September 2018 and were sent out in the period October 2018 – March 2019.

#### Survey outline

Two questionnaires were used as the surveys were tailored to each service type and the results are reported separately at Trust and overall England level. Type 1 services include A&E departments and Type 3 services include urgent care centres, urgent treatment centres and minor injury units. The survey only includes Type 3 services that are directly managed by an acute NHS trust, therefore only Type 1 surveys were conducted for Dorset providers as Urgent Care is delivered in collaboration with other services. People aged 16 years or older were considered eligible and exclusions included anyone who had a planned attendance at an outpatient clinic run within A&E (such as a fracture clinic); patients who were admitted to hospital via Medical or Surgical Admissions Units.

People were asked to answer questions about different aspects of their care and treatment and based on their responses, each Trust was scored out of 10 for each question. CQC also allocated a rating of Better, About the same or Worse;

- Better: the trust is better for that particular question compared to most other trusts that took part in the survey,
- About the same: the trust is performing about the same for that particular question as most other trusts that took part in the survey,
- Worse: the trust did not perform as well for that particular question compared to most other trusts that took part in the survey.

Questions were grouped to reflect the patient experience of the various stages of their pathway through the Emergency Department with general themes throughout on communication, information giving and waiting times. Arrival included ambulance handover and time taken to be examined by clinician. Doctors and Nurses covered time taken to talk about condition, being listened to, involving family or carers and confidence and trust. Care and treatment included privacy and pain control whilst environment covered cleanliness, safety and access to food and drink.

#### Summarised results

The following table gives the response rates and results for the Dorset provider Trusts and those that also receive significant numbers of Dorset residents.

|                                  | <b>DCH</b> | <b>PHFT</b> | <b>RBCH</b> | <b>YDH</b> | <b>SFT</b> |
|----------------------------------|------------|-------------|-------------|------------|------------|
| Response rate (out of 1250 sent) | 488        | 444         | 382         | 442        | 579        |

| Question grouping score (out of 10) and rating |            |            |          |                      |            |
|--|------------|------------|----------|----------------------|------------|
| Arrival  | 8.6 Better | 8.5 Better | 8.0 same | 8.4 same             | 8.4 same   |
| Waiting  | 7 Better   | 6.8 Better | 6.4 same | 6.6 same             | 6.6 same   |
| Doctors and Nurses                             | 8.8 same   | 8.9 Better | 8.3 same | 8.5 same             | 8.7 same   |
| Care and treatment                             | 8.7 same   | 8.9 Better | 8.3 same | 8.4 same             | 8.7 same   |
| Tests  | 8.4 same   | 8.4 Better | 7.3 same | 8.3 same             | 8.2 same   |
| Environment and facilities                     | 8.8 same   | 8.7 same   | 8.3 same | 8.5 same             | 8.8 same   |
| Leaving A&E                                    | 7.4 Better | 7.1 same   | 6.5 same | 6.6 same             | 6.8 same   |
| Respect and Dignity                            | 9.4 same   | 9.5 Better | 9.0 same | 9.2 same             | 9.5 Better |
| OVERALL  | 8.6 Better | 8.7 Better | 8.1 same | 8.3 same             | 8.4 same   |
| TRUST CQC RATING                               | GOOD       | GOOD       | GOOD     | Requires Improvement | GOOD       |

### Conclusion

All Dorset Trusts were found to be performing about the same or better than other Trusts participating in the survey. Poole and Dorset County Hospitals were found to be providing a better patient experience overall.

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