

**CQC Children and Young Persons Patient Experience Survey: Summary of Dorset Providers****Introduction**

The CQC published the results of the survey on 19 November 2019. The survey was undertaken by questionnaire to children and young people, and their parents and carers about aspects of their care during their hospital admission in November - December 2018.

**Survey outline**

Only hospitals with an inpatient ward for children and young people were included in the survey. Depending on the age grouping, either the children and young people themselves, or their parents and carers were asked to answer questions about different aspects of their care and treatment and based on their responses, each Trust was 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.

**Summarised results**

Questions were grouped to reflect the patient experience of the various stages of their time in the hospital and for each of the Dorset Trusts an overall score was not possible and only a rating was given. Where less than 30 responses to a question were received, this area was excluded from analysis (not applicable). For the Dorset County Hospital the questions relating to choice and change of admission date and pre and post procedure information were excluded. For both Trusts there were too few responses from 12-15 year olds in relation to the ability to talk to a nurse or doctor without a parent present to be analysed.

The following table gives the response rates and ratings for the relevant Dorset provider Trusts.

# 9.1

	<b>DCH</b>	<b>PHFT</b>
Response rate (number out of maximum 1250 sent)	167	307
<b>Question grouping rating</b>		
Going to Hospital	N/A	about the same
Hospital Ward	about the same	about the same
Hospital Staff	about the same	about the same
Facilities for Parent and Carers	about the same	about the same
Pain Management	about the same	about the same
Operations and procedures	about the same	about the same
Leaving Hospital	about the same	about the same
OVERALL	about the same	about the same
TRUST CQC RATING	<b>GOOD</b>	<b>GOOD</b>

## Conclusion

All Dorset Trusts were found to be performing about the same as other Trusts participating in the survey.

J. Swarbrick, Head of Nursing and Quality (Patient Safety and Risk) 13 February 2020