

Annex B: Acute trusts - User Experience domain 2010/11

The source of the indicators for User Experience domain is the 2009 adult inpatient survey, which forms part of the NHS national patient survey programme¹ which is coordinated by the Care Quality Commission (CQC). This 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.

The indicators underpinning this domain are derived from the five measures used in PSA 19.1 (*Better Care For All*²) and Vital Signs B15 (the self reported experience of patients/users³). Performance is assessed using the same methodology as CQC in the 2009/10 Periodic Review for the 'patient experience' national priority indicator⁴.

This means that performance will be assessed by monitoring scores to a subset of survey questions, which are categorised under 5 distinct "themes" or "dimensions", that patients identify as service priorities. Confirmation of the five broad headings that that make up this domain are set out below:

- Access and waiting
- Safe, high quality coordinated care
- Better information more choice
- Building closer relationships
- Clean, friendly comfortable place to be

The scoring system used in this element of the Performance Framework is based on the scoring and methodology used by CQC in the 2009/10 Periodic Review. This means that:

- Each organisation is scored on the subset of questions that make up the performance assessment
- The average score is calculated for each of the five User Experience dimensions
- Each of the five dimension scores are then summed to form a single measure of overall User Experience

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:

<http://www.cqc.org.uk/usingcareservices/healthcare/patientsurveys.cfm>

<http://www.nhssurveys.org/>

² Further information is available via the DH website, including background information on the PSA target, progress updates, and data toolkits for local organisations to use to prioritise areas for improvement:

<http://www.dh.gov.uk/en/Publicationsandstatistics/PublishedSurvey/NationalsurveyofNHSpatients/index.htm>

³ The NHS Operating Framework for 2010-11 (including Vital Signs) is available via the DH website:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_110107

⁴ Further information is available via the CQC website:

<http://www.cqc.org.uk/guidanceforprofessionals/nhstrusts/annualassessments/periodicreview2009/10/existingcommitment/experienceofpatientsacsp.cfm>

- The performance of each organisation is then assessed by comparing the overall User Experience measure with the national average (calculated in terms of the number of standard deviations the score each organisation obtains is from the national average)
- Based on this comparison, each organisation is then rated in one of three performance categories:
 - Satisfactory = *Performing* (Green)
 - Below Average = *Performance under review* (Amber)
 - Poor = *Underperforming* (Red)

Rating	Criteria
Satisfactory = <i>Performing</i> (Green)	Organisation score \geq national average minus 2 standard deviations
Below Average = <i>Performance under review</i> (Amber)	Organisation score $<$ national average minus 2 standard deviations
Poor = <i>Underperforming</i> (Red)	Organisation score \leq national average minus 3 standard deviations

Within the overall Performance Framework, User Experience is used as a moderator of overall organisational performance. This means that if an organisation is rated as *Performing* on all other domains but is *Poor/Underperforming* on User Experience, then it will be categorised overall as having its *Performance under review*. In this way, an organisation's performance is moderated by its score on User Experience.

The five User Experience dimensions are all derived from the results to a subset of questions from the 2009 adult inpatient survey. Each survey question is scored out of 100 using the following steps:

- Multiple-choice responses to questions are converted into a score using a pre-defined scoring regime (eg yes completely = 100; yes to some extent = 50, No = 0)
- Scores are standardised by age and gender and whether the admission route was emergency or elective, to make comparisons between Trusts fair
- Standardised scores are used to calculate an organisation average score on that question

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

Experience of patients – adult inpatient survey	
Access & waiting	Score for patients who report that their admission date was not changed by the hospital (base: all admitted via

	waiting list)
	Score for patients who report that they think they were admitted to hospital as soon as they thought necessary (base: all admitted via waiting list)
	Score for patients who report that on arrival at the hospital they did not have to wait a long time to get to a room/bed (base: all)
Safe high quality coordinated care	Score for patients who report that hospital staff did not provide them with conflicting information (base: all)
	Score for patients who report that their discharge was not delayed (base: all)
	Score for patients who report that hospital staff informed them about danger signals to look for after they went home (base: all)
Better information, more choice	Score for patients who report that they were involved as much they wanted to be in decisions about their care/treatment (base: all)
	Score for patients who report that hospital staff explained the purpose of the medicines they were to take home in a way they could understand (base: all given medication)
	Score for patients who report that hospital staff told them about the medication side effects to watch for when they went home (base: all)
Building closer relationships	Score for patients who report that they could get answers from hospital doctors in a way they could understand to any questions they had (base: all)
	Score for patients who report that doctors did not talk in front of them as if they weren't there (base: all)
	Score for patients who report that they could get answers from hospital nurses in a way they could understand to any questions they had (base: all)
	Score for patients who say that hospital nurses did not talk in front of them as if they weren't there (base: all)
Clean friendly comfortable place to be	Score for patients who report not being bothered by noise at night from other patients and staff (base: all)
	Score for patients who report that the ward/room they were in was clean (base: all)
	Score for patients who report that the hospital food was good (base: all)

	Score for patients who say they were given enough privacy when being examined/treated (base: all)
	Score for patients who report that they were treated with respect and dignity while they were in hospital (base: all)
	Score for patients who report that hospital staff did all they could to help to control their pain (base: all)