



City Hospitals Sunderland NHS Foundation Trust
South Tyneside NHS Foundation Trust

South Tyneside and Sunderland Healthcare Group

Summary of patient insight (Path to Excellence Phase 1a)

Version 1.0: Final version	
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1.0 Introduction

The Path to Excellence programme has gathered patient, service user and carer insight across the phase 1a areas of care as part of a comprehensive engagement process to inform the scenario development process during autumn, 2016. This report summarises the extent and format of engagement, together with the insight that this has provided. A full report is available on the Path to Excellence website via <https://pathtoexcellence.org.uk/wp-content/uploads/2017/05/A-review-of-patient-insight-South-Tyneside-and-Sunderland-Version-4.pdf>

2.0 Reach and methodology

Feedback was obtained from the following number of service users and carers, using the following means.

2.1 Stroke engagement activity detailed analysis

Campaign	Survey returns	Facebook promotion results – Link clicks	Facebook promotion - Reach	Face to face interviews
NHS Path to Excellence Stroke Carer	18	857	60,564	11
NHS Path to Excellence Stroke Survivor Postal survey to 542 acute patients	227	544	34,486	33

2.2 Maternity engagement activity detailed analysis

Campaign	Survey returns	Post engagement results (Facebook)	Facebook – Reach	Face to Face interviews
NHS Path to Excellence Experiences of maternity	805	1400	33, 824	36
NHS Path to Excellence Planning to have a baby	202	282	9, 298	N/A

2.4 Gynaecology engagement activity detailed analysis

Campaign	Survey returns	Post engagements results (Facebook)	Facebook – reach	Face to face interviews
Path to Excellence Experiences of Gynaecology Care	137	1014	48764	18

2.5 Paediatrics engagement activity detailed analysis

Campaign	Survey returns	Post engagements results (Facebook)	Facebook – reach	Face to face interviews
Path to Excellence Children’s Health Care (paediatrics)	53	1073	26823	N/A

3.0 What our engagement told us

3.1 Stroke services

The following summarises the local insight available for stroke services, with regards to patients’ experiences. Firstly, a survey was undertaken to explore the opinions and experiences of individuals who have had a stroke in the last two years and received their treatment in either South Tyneside District Hospital or Sunderland Royal Hospital. This survey was completed by 219 respondents; 63% of which had received their treatment at Sunderland Royal Hospital and 37% at South Tyneside

District Hospital. The survey was supplemented with qualitative insight from a number of interviews carried out with 25 inpatients, 5 outpatients and 8 carers from across the two areas.

3.1.1 Admission to hospital

75% of survey respondents perceived that they were admitted to hospital as soon as they thought it was necessary, whilst 7% felt that they should have been admitted a lot sooner and 6% a bit sooner. A greater proportion of those who received their treatment at Sunderland Royal Hospital indicated that they were admitted at the right time, compared to those treated at South Tyneside District Hospital (81% & 66%, respectively).

60% of survey respondents stated that they were admitted to a bed on a ward in a stroke unit, while 26% were admitted to an acute assessment ward. A greater proportion of those who received their treatment at Sunderland Royal Hospital indicated that they were admitted to a stroke unit, compared to those who received their treatment at South Tyneside District Hospital (63% & 54% respectively). The majority stayed on a stroke unit for most of their stay (83%).

Most inpatients who took part in the interviews perceived that it was very important that they received their care in a specialist unit. This was felt to ensure that they were treated by specialist staff who understood their needs.

The majority of inpatients and carers indicated that they, or the patient that they cared for, received diagnostic tests and/or initial interventions either straight away or within a few hours of admission to hospital. Of the inpatients that could recall this information, all were seen by a stroke consultant either on the same day (12 respondents) or the day after their stroke (10 respondents).

3.1.2 Health professionals in hospital

Nearly two thirds of survey respondents stated that they were always able to get answers from doctors that they could understand (60%), whilst a similar proportion were able to get answers from the nursing staff (57%). Equivalent proportions stated that they had full confidence and trust in the doctors and nursing staff who cared for them (83% & 82% respectively).

Most survey respondents felt that all the doctors who treated them knew enough about stroke (70%), with 16% perceiving that most of the doctors knew enough. A smaller proportion indicated that all the nursing staff who treated them knew enough about stroke (57%), with a further 29% perceiving that most of the nursing staff knew enough.

Nearly a third of survey respondents indicated that the hospital doctors often or sometimes, talked in front of them, as if they weren't there (10% & 20% respectively). Nursing staff were felt to do this less frequently (9% indicated that nurses often talked in front of them & 18% some of the time).

65% of survey respondents felt there was always or nearly always enough staff on duty to care for them in hospital, with a further 24% perceiving that there was enough staff available some of the time.

When survey respondents were given the opportunity to elaborate further on the treatment they received, many commented upon the excellent standard of care, particularly the kindness and professionalism of the staff. Some respondents specifically mentioned hospital staff (doctors, consultants and nurses) in response to what they believed was particularly good about their stroke care and also the services delivered by the physiotherapy team, occupational therapists and the community stroke team.

3.1.3 Care and treatment in hospital

Over half of survey respondents felt involved in decisions about their care and treatment (57%), with a further 33% perceiving that they were to some extent. A slightly larger proportion of those who received their treatment at Sunderland Royal Hospital indicated that they weren't involved in decisions, compared to those who received their treatment at South Tyneside District Hospital (12% & 5% respectively).

The majority of carers who took part in face-to-face interviews stated that they also felt listened to and involved in the patient's care, in addition to perceiving that the staff offered support and advice to them as well as the patient.

Most survey respondents indicated that they could understand all or most of the information they were given in hospital (61%), with a further 26% stating that they could understand some of it. Those who received their care at South Tyneside District Hospital were more likely to have been able to understand all or most of the information, compared to those who received their care at Sunderland Royal Hospital (66% & 58%, respectively).

Over half of survey respondents felt their stroke diagnosis was discussed with them (56%), while 29% felt that it had, to some extent. A greater proportion of those who received their treatment at Sunderland Royal Hospital indicated that their stroke diagnosis had been discussed with them, compared to those who received their treatment at South Tyneside District Hospital (60% & 49%, respectively).

The vast majority of inpatients who took part in the interviews, indicated that they were provided with the right type and amount of care in hospital. The most important

aspect of their care was perceived to be helping them to get back to normal i.e. being able to walk, talk, drink and eat. The majority felt that with the help of the nursing staff they were able to achieve what they wanted.

The highest proportion of survey respondents indicated that they always received support to go to the toilet or use a bed pan (71%), and the lowest proportion that they always received support for emotional problems (45%).

60% of survey respondents stated that they were always able to choose a healthy meal from the hospital menu. Those who received treatment at South Tyneside District Hospital were more likely to indicate that they could always get a healthy meal compared to those treated at Sunderland Royal Hospital (66% & 56% respectively).

A very small proportion stated that they often received contradictory information from health professionals while in hospital (6%), while 16% did some of the time. Those who received their care at South Tyneside District Hospital were more likely to indicate that they did receive contradictory information (28%) compared to those who received treatment at Sunderland Royal Hospital (19%).

The majority of survey respondents felt that they were always treated with dignity and respect while in hospital (86%).

3.1.4 Leaving hospital

Just 40% of survey respondents indicated that they received information about dietary changes to help prevent a future stroke before leaving hospital, whilst 54% stated they received information about physical activity. However, a much greater proportion of those who smoked (23%) said that they received information about stopping smoking (76%).

Over half of survey respondents indicated that they received an explanation about their medication that they could understand (53%), whilst 69% perceived that they received enough information about how to take their medication while they were in hospital. Respondents were less likely to have been informed about the side effects of their medication, with just 25% indicating that they received this information. Furthermore, 63% stated that the hospital staff informed them about whom to contact if they were worried about their condition or treatment after they left hospital.

3.1.5 Following discharge from hospital

The majority of survey respondents rated the care they received as excellent or very good (47% & 29% respectively). Furthermore, the vast majority of those who

participated in the interviews highly rated the care and treatment that they or the individual they cared for received.

84% of survey respondents required rehabilitation after leaving hospital. Of these, 65% felt that their needs and wishes were considered when their rehabilitation was being planned. 76% of patients required services after leaving hospital, of which 80% indicated that all the services were arranged for them, and a further 14% stated that some of the services were arranged for them.

Two thirds of survey respondents stated that they had mobility problems after leaving hospital (67%). Of these, 61% indicated that they got enough treatment to help them improve their mobility. Of the 36% of patients who had communication difficulties, 57% felt that they received the support they required. Those who received their treatment at South Tyneside District Hospital were more likely to indicate that they did not get the support they required for both of these areas of care, compared to those who received their care at Sunderland Royal Hospital.

3.1.6 Satisfaction with service

When survey respondents were given the opportunity to elaborate further on the care and treatment they received, many commented upon the aftercare as being particularly good in relation to their overall care.

A high level of satisfaction was also observed among the outpatients sampled, with all stating that they were happy or very happy with the follow-up support and appointments they received. The majority felt that the support they had received had been tailored to their needs, and that this was important in aiding their recovery and rehabilitation. Only one individual felt they hadn't received enough support and felt let down by the service.

Suggestions made to improve the service included greater support for patients, improved communication to ensure patients receive better explanations of their conditions and course of treatment, improved aftercare and improved facilities (e.g. beds being made more often, quieter wards, better standard of food).

3.1.7 Structure of services

Individuals who took part in the interviews had the opportunity to comment on the structure of services. 16 respondents stated a preference for keeping services localised, whilst 14 respondents preferred a model of having all stroke services centralised in one location.

Despite these findings, the majority of inpatients and carers who took part in the interviews stated that they would not be happy or would face issues if they or the

patient that they cared for were transferred to another hospital for their stroke care. This was mainly due to the perceived difficulty that carers and family members would have in travelling to the hospital and the patient being further from home. These concerns were also raised among some survey respondents.

3.2 Maternity services

The following summarises the local insight available for both maternity services, with regard to patients' experiences. In the Autumn of 2016 two surveys were undertaken to explore the opinions and experiences of women, and their partners, who;

1. Are planning to have a baby in the next two years; a total of 209 individuals from Sunderland and South Tyneside responded to the survey.
2. Are currently pregnant or have had a baby in the last two years in South Tyneside District Hospital or Sunderland Royal Hospital; a total of 799 individuals responded to the survey, 20% of which were currently pregnant and 80% had given birth in the last two years - 58% had given birth at Sunderland Royal Hospital and 35% at South Tyneside District Hospital.

This insight was supplemented with qualitative insight gathered through facilitated interviews with 18 women receiving their maternity care at South Tyneside District Hospital and three women who were inpatients on the delivery suite at Sunderland Royal Hospital.

3.2.1 Antenatal care

Among those who had given birth in the last two years, the majority stated that they were offered a choice of hospitals to give birth in (41%), whilst 9% were offered a choice of giving birth in a midwife led unit, 5% in a consultant led unit and 11% a home birth. Approximately a third indicated that they were not provided with any choice (32%).

For those survey respondents who were expecting a baby, a similar proportion indicated that they have been offered a choice of hospitals (48%, compared to 41% of those who had given birth in the last two years), whilst 21% have been offered a choice of giving birth in a midwife led unit, 4% in a consultant led unit and 6% a home birth. However, a notably smaller proportion stated that they haven't been given any choices, compared to those who had given birth in the last two years (12% & 32%, respectively). In both survey samples, those individuals who had given birth in the last two years and those currently pregnant, from South Tyneside were much more likely to indicate that they were provided with a choice of hospitals, compared to those who lived in Sunderland.

For those who are planning to have a baby in the next two years, being able to have a choice about where they can give birth was perceived to be important (42% felt that it was extremely important and 33% very important). Furthermore, the most important factor for these individuals in deciding where to give birth was having consultant and midwife care in the same location, closely followed by the proximity of the service to where they live.

The importance of having access to a local service was also evident during the facilitated interviews with women from both South Tyneside District Hospital and Sunderland Royal Hospital, who indicated that the primary reason that they chose this hospital was the proximity of the service to where they live, and the convenience for them, their partners and family in accessing the service.

Among those survey respondents currently receiving their antenatal care, the majority indicated that they see the same midwife at each of their check-ups (70%), that their midwife is aware of their medical history (68%), that they are given enough time to ask questions and discuss their pregnancy (75%), and that their midwife listens to them (82%). However, a slightly lower proportion stated that their midwife asks them about their emotional wellbeing (64%).

The vast majority of those who were pregnant perceived that they are always spoken to in a way that they can understand during their antenatal appointments (86%), this is compared to a figure of 75% for those who have given birth in the last two years. Furthermore, 80% of those who were expecting indicated that they are always involved in decisions about their care; a much greater proportion than those who had given birth in the last two years (61%).

3.2.2 Labour and delivery

For those survey respondents who had given birth in the last two years;

- 77% indicated that they were always spoken to in a way that they could understand during their labour and birth.
- 69% indicated that they were always involved in decisions about their care.
- 79% stated that they were always treated with dignity and respect.
- 72% had complete confidence and trust in the staff who cared for them.
- 86% indicated that their birthing partner was involved in their care as much as they wanted to be.

3.2.3 Postnatal care

In relation to their postnatal care, just over half of survey respondents who had given birth in the last two years stated that they were always given the information or explanations they required (54%), while a further 28% felt that they were some of the time. Furthermore, 65% of survey respondents perceived that they were always treated with kindness and understanding.

Approximately two thirds of survey respondents indicated that their partner was able to stay with them as much as they liked in hospital (63%). However, 23% stated that their partner was restricted to visiting hours, 8% that there was no accommodation

for them to stay and 4% that they were not able to stay for another reason. A notably larger proportion of those who had given birth at Sunderland Royal Hospital indicated that their partner (or someone else close) had stayed with them in hospital, compared to those who had given birth at South Tyneside District Hospital (72% & 51%, respectively).

Equivalent proportions of survey respondents rated the hospital room or ward, and toilet and bathroom facilities as very clean (69% & 68%, respectively).

Satisfaction with service

All survey respondents who had given birth in the last two years or were expecting a baby, were asked if there was anything particularly good about the care they received, or are currently receiving. From this respondents highly commended the staff, many describing them as 'amazing', 'brilliant' and 'fantastic'. Many respondents made references to specific individuals and the exemplary care they had received from them.

On the other hand, the most respondents identified that they would change the postnatal care they received (9%). Many of these individuals commented upon how busy and overstretched the staff on the ward were, and how this impacted upon the care they received.

Suggestions to improve the service delivered included; improved attitude of health professionals / retraining of health professionals to be less rude, improved postnatal care, better facilities for partners to stay in the hospital (particularly raised by those who had given birth in South Tyneside where this was identified as an issue), consistency of midwife throughout the maternity pathway and improved staffing on wards and in antenatal clinics.

3.2.4 Structure of services

Furthermore, those who had given birth in the last two years were asked if there would have been any issues if they had to deliver their baby in another hospital. The main concern raised by these respondents was the distance they would have had to travel, as well as the transport issues they would have faced (13% of respondents).

In the facilitated interviews, it was found that although most had a preference to receive all their maternity care at their local hospital, due to the proximity and the familiarity they have with the service, the majority weren't too concerned if they had to receive aspects of their care at another hospital. Those that did express concerns, were concerned how they would travel to the hospital with others stating that they would like an explanation as to why it was necessary for them to travel. Just one

individual had experience of being transferred between different hospitals during her last pregnancy and this individual had found the experience very unsettling.

3.3 Paediatric services

A local survey was undertaken to capture the opinions and experiences of individuals whose child had stayed as an inpatient or an outpatient on either the short stay unit at South Tyneside District Hospital or been admitted to one of the children's wards at Sunderland Royal Hospital, in the last two years (52 individuals responded to the survey).

75% indicated that their child had received their hospital care at Sunderland Royal Hospital and 25% at South Tyneside District Hospital. Approximately two thirds of the children were treated as inpatients (65%), with the remaining 35% being treated as outpatients.

3.3.1 Admission to department

81% of children had been admitted to the paediatrics department following attendance at A&E. For 13% the admission had been planned by the child's consultant and 6% by the child's GP. Just over half of parents (52%) had tried to access the GP or call NHS 111 prior to their visit to A&E.

For 58% of parents, their child was required to stay in hospital for more than 24 hours; 83% of those whose children received their care at Sunderland Royal Hospital stayed for more than 24 hours, compared to 17% of those at South Tyneside District Hospital. Just two parents indicated that their child was transferred to another hospital.

44% of respondents felt they waited about the right amount of time between arriving at hospital and their child being assessed, with a further 21% stating that they didn't have to wait too long and 25% indicating that their wait was too long. Overall, parents whose children received their care at South Tyneside District Hospital were much more satisfied with the length of time they had to wait, compared to those whose children received their care at Sunderland Royal Hospital.

3.3.2 Care and treatment

79% felt that their child was always treated with kindness and compassion by the staff who cared for them and 83% that they were always given enough privacy when their child was being examined, treated, or their care discussed.

Furthermore, 75% stated that they were involved as much as they wanted to be in decisions relating to their child's care and treatment, while 83% had full trust and confidence in the staff who treated their child.

81% of children experienced fears and concerns whilst in hospital. 60% of the parents of these children felt that the staff were very good at easing their fears, and a further 29% were good at doing this.

The majority felt that their child got the care they required when they needed it the most (81%), with a further 15% indicating that they did to some extent. 80% of respondents felt that it was very easy/easy to ask and talk to a member of staff about the care and treatment of their child during their stay.

Furthermore, 13% had concerns about their child's safety during their stay in hospital, the children of these respondents had all received their care at Sunderland Royal Hospital.

3.3.3 Facilities

All parents that needed to stay overnight with their child were able to. 76% of parents who did stay were also offered facilities to use.

33% of those who indicated that their child required food during their stay in hospital, rated the food as very good, 17% as good, 13% as poor and 20% as very poor. All but one parent described the ward in which their child received their treatment as clean and tidy (98%).

3.3.4 Aftercare and discharge

54% of respondents stated that their child was prescribed new medication during their stay in hospital, of which the majority (79%) stated that they were given enough information about what the medication was and how their child should take it.

87% of parents were provided with information about their child's further care and treatment upon discharge. Of these, 89% felt that the information they were supplied was sufficient, whilst 11% felt that it wasn't.

3.3.5 Satisfaction with service

63% perceived the overall experience of the service as very good, with a further 29% describing it as good. Just a small proportion rated their experience as poor (4%).

When parents were given the opportunity to comment upon the care that their child received, they mostly described the attitude of health professionals using words such as 'reassuring', 'polite', 'friendly', 'happy' and 'wonderful'.

Parents perceived that receiving high quality, safe care from specialists and seeing the correct specialist who can deal with your child's illness was more important than

having an emergency paediatric unit close to home (80% compared to 52% respectively).

Some of the suggestions made by survey respondents to enhance the service delivered included; more competent and knowledgeable triage staff / improved training for support staff, shorter waiting times, improved food options for vegetarians and those with food allergies / intolerances, refreshments for parents who are unable to leave their child and new, modern beds for parents to stay in hospital.

3.4 Gynaecology services

A local survey was undertaken to capture the experiences of those who have used the gynaecology service in the last two years. 133 individuals responded to the survey, half had received their care at Sunderland Royal Hospital and half at South Tyneside District Hospital. In addition, 18 facilitated interviews were undertaken with women attending both hospitals as outpatients.

3.4.1 Admission to hospital

All those who participated in the facilitated interviews, indicated that they had automatically been referred to their local hospital for their care and treatment.

The length of time interview respondents had to wait to be referred to the service varied significantly, with some waiting a few days or perceiving their wait as 'very quick', while others had to wait three to four weeks, and another three months. Furthermore, a handful of interview respondents had experienced delays whilst waiting in clinic for their appointment.

59% of survey respondents were treated as an outpatient, whilst 39% were treated as an inpatient. A greater proportion of those who received their care at South Tyneside District Hospital indicated that they were treated as an inpatient, compared to those who received their care at Sunderland Royal Hospital (47% & 32%, respectively).

For the majority of survey respondents, their hospital admission was planned by their consultant or GP (89%), however for 8% their admission followed attendance at A&E.

Overall, just 5% of survey respondents indicated that their treatment involved a transfer to a different site and 41% that they required a hospital stay of more than 24 hours.

3.4.2 Care and treatment in hospital

76% of survey respondents were required to have an operation, of these 43% indicated that they waited the right amount of time between the decision being made

that an operation was required and being operated on, with a further 30% stating that they didn't have to wait very long. However, 15% perceived that their wait was too long. Furthermore, 34% stated that they would have been willing to attend another hospital if it meant having their procedure sooner, while 38% would have preferred to have waited and have their procedure carried out at their local hospital.

Similarly, there was a mixed consensus among interview respondents as to whether they would be happy to receive aspects of their care and treatment at another hospital. Concerns related to how respondents would travel to the other hospital.

74% of survey respondents felt that they were always treated with kindness and compassion by the staff who cared for them, while 78% indicated that they were always given enough privacy when being examined, treated, or their care discussed. Furthermore, 71% of survey respondents stated that they were involved as much as they wanted to be in decisions relating to their care and treatment, while 75% had full trust and confidence in the staff who treated them.

76% of those that started new medication while in hospital felt that they were provided with sufficient information about why these were necessary and how they should take them. However, 18% perceived that they weren't provided with such information.

79% of those that had concerns or anxieties while in hospital perceived that it was very easy/easy to find a member of staff to talk to. However, 8% felt that it wasn't easy to talk to a member of staff, with many of these perceiving that the staff were too busy to spend time with patients - a theme evident in both hospitals.

80% of survey respondents underwent a procedure while in hospital, of these 68% felt that staff asked them often enough if they were in pain, with a further 24% stating that staff did to some extent.

45% of survey respondents rated the cleanliness of the ward as very good, with a further 41% rating the cleanliness as good. Just 2% rated the cleanliness as poor or very poor.

10% of those who received hospital food during their stay rated the food as very good and 35% as good. However, 8% rated the food as poor and 6% very poor.

80% of survey respondents were admitted to a ward or had a procedure as a day case, of these 75% felt that they were provided with sufficient information about what to expect, and 65% indicated that they received enough information on any further care or treatment they required.

71% of survey respondents were given contact information in case they were worried about their condition or treatment after leaving hospital, however 12% were not.

3.4.3 Satisfaction with service

63% of survey respondents rated their gynaecology experience as very good, with a further 23% perceiving it to be good. Just 5% stated that it was neither good nor poor, while 2% felt it was poor and 5% very poor.

When survey respondents were asked to elaborate on their gynaecology experience further, one of the strongest themes that emerged was the positive attitude and professionalism of the staff that cared for them, with 48% providing a response in relation to this. In contrast, 11% made a negative comment about their experience. Reasons for this included poor quality and choice of food, staff being too busy to spend time with patients, poor pain management, and patients being discharged too quickly from hospital when they weren't physically ready and/or without a diagnosis or information about the effectiveness of their procedure.

Suggestions made by survey respondents to enhance the service included reduced waiting times for referrals to the service, as well as on-the-day waiting times for appointments and procedures, improved postoperative care and improved patient-practitioner communication.

Survey respondents perceived that high quality, safe care from specialists and seeing the correct specialist who can deal with your illness were more important than having an emergency gynaecology unit close to home (85% & 77%, compared to 42%).