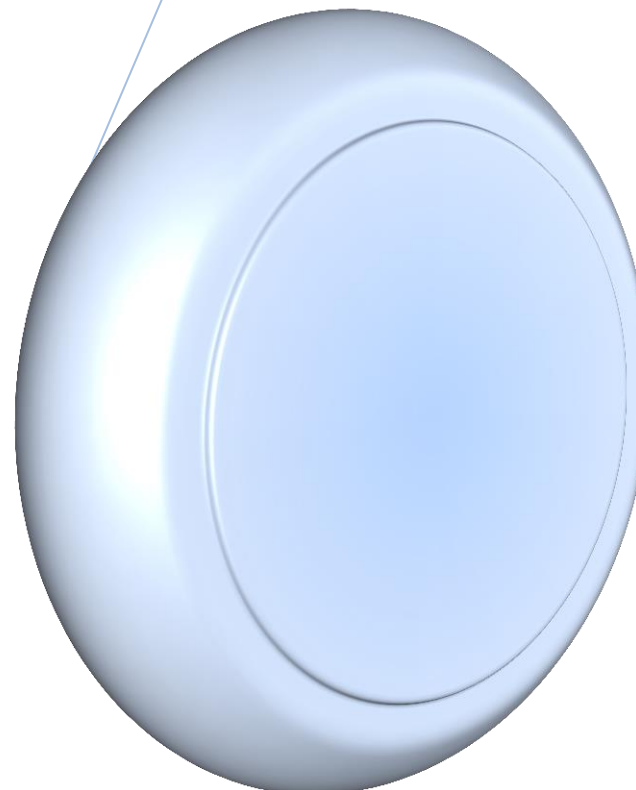




Patient experience on the front line

Gathering patient experience at the point of delivery in UHL - Maternity services

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Executive Summary

Leicester City CCG and Healthwatch Leicester City are working together to engage with patients and the public at several different Out and In patient clinics across the University Hospitals of Leicester (UHL).

This report has been jointly written by Healthwatch Leicester City and Leicester City Clinical Commissioning Group.

Through a tailored survey conducted electronically and face to face at the clinic sites we will build a first hand and up to date picture of the patient experience at a time of significant challenge and change in the NHS.

This is the first report of the series and captures a representation of the patient experience of Maternity services.

In total 90 responses were captured and some key findings are:

- 55% of respondents who answered the question about their overall satisfaction of the service said it was either Excellent or Good.
- Communication with patients was cited as the most common reason as a barrier to a positive experience.
- Patients from the City perceive a better patient experience than those from the County.
- Patients felt that the overall experience at the Leicester General Site is better than at Leicester Royal Infirmary.
- The patient experience across many demographic groups is perceived to be similar, with the exception of members of the Hindu and Muslim faiths consistently scored much higher than other faith groups and overall scores.

After sharing our findings report with the University Hospitals of Leicester they commented -

“I would like to thank Healthwatch Leicester City and Leicester City CCG for their report as it is priceless information for us to use in conjunction with the data we already collect to improve our service. One of the ways we present any changes we make in the Unit based on women’s feedback is in a ‘you said we did’ format as enclosed (Appendix 5). The staff have embraced the feedback and the changes we have made. We will strive to improve our women’s experience. “-

Joan Morrissey - Midwifery Matron

We are now looking to highlight our findings with the LLR - Local Maternity Services board, which is a part of the Better Care Together programme. It is our aim to ensure these findings are brought into the Better Births LLR Transformation Plan for Maternity Services.

Introduction

Understanding and accurately representing patient experience has never been so important given the current pressures on the NHS. Front line services are often reported as overstretched and under-resourced but also (potentially) about to undergo their biggest reform since its inception.

The Healthwatch Leicester City Development Officer and Leicester City Clinical Commissioning Group (CCG) Patient Experience Manager, who were both on the Engagement and Patient Experience Group (EPEG), agreed to work together to build a better picture of patient experience as close to the front line as possible.

This report will share and analyse the findings of the first hospital service visited and surveyed but is part of a larger programme looking to give a patient perspective on a number of clinical services:

- Maternity
- Urology
- Radiology

Healthwatch Leicester City has supported similar engagement work, when they jointly worked with Healthwatch Leicestershire and surveyed patients in 4 different departments of the Leicester Royal Infirmary¹. Building on this and through analysis of patient feedback through numerous sources e.g. first hand patient feedback, feedback websites (Patient Opinion, NHS Choices) and through local² and national press³ reporting the patient survey was drafted and the University Hospitals of Leicester (UHL) services to visit were identified.

To allow better comparison across the different outpatient services visited a patient survey was designed which would require only minimal adjustment for use in each service. Extra questions were asked as part of the online survey. This was done as it was felt those completing the survey online would have finished their use of the service and would be able to give an overall assessment.

The key focus of this work is to bring together the patient experience of those using the service, which can be used to inform commissioning plans going forward.

Methodology

Initial planning of the survey work was undertaken with the support of the Patient and Public Involvement team of UHL.

The survey template which was developed to be used both online and face to face was brought together using issues highlighted through local intelligence and based on national work on patient experience surveys by NHS England and the Picker Institute.

Analysis of the pre-existing patient feedback online was undertaken as part of the preparation and planning of the work. To complete this patient and public comments through the Patient Experience and NHS Choices website was completed. This has been done over the last 2 years (2014-15 and 2015-16), see Appendix 2.

The survey was posted online through SurveyMonkey and it was planned to be open for 8 weeks to ensure that members of the public had ample time to respond. The online survey was sent out via email to all members of Leicester City CCG and Healthwatch Leicester City and to the membership of organisations within that membership. As we were aware some respondents might want to share their experience rather than fill in a survey, the option of leaving their experience in a free text format, through SurveyMonkey, was given. The option of a call back was also offered in case call costs were an obstacle.

Due to limitations on time and resource the decision was taken not to attempt to attend all the locations where maternity clinics were held. Whilst it was understood this would limit the reach of the survey we felt that as this was not an in-depth piece of work that this was acceptable.

With the support of Healthwatch Leicester City volunteers and staff members we attended the Maternity clinic in the Kensington Building at the Leicester Royal Infirmary in November 2016. Surveys were completed for 96% (47 out of 49) of the patients attending the clinics.

Results

90 responses to the survey were gathered through the online survey and face to face in the Maternity clinic:

- 47 survey response completed face to face
- 43 survey responses online

Of the 90 responses 2 were discounted as 1 was a duplication of a response, 1 had no contact information or survey responses.

	Excellent	Good	Average	Poor	Not applicable	Response Count
The overall experience of the service	32%	23%	19%	19%	6%	31
The experience of getting an appointment	23%	33%	13%	7%	23%	30
The co-ordination of different aspects of the service you experienced	23%	26%	23%	23%	6%	31
The overall interaction and attitude of staff	23%	32%	26%	16%	3%	31
The information provided about your condition and/or treatment	32%	29%	19%	16%	3%	31
Physical access to the service (such as getting into and around the building)	32%	32%	23%	10%	3%	31
Access to interpreters and translations	7%	7%	0%	0%	87%	30

Table 1. Overall responses from online survey responses

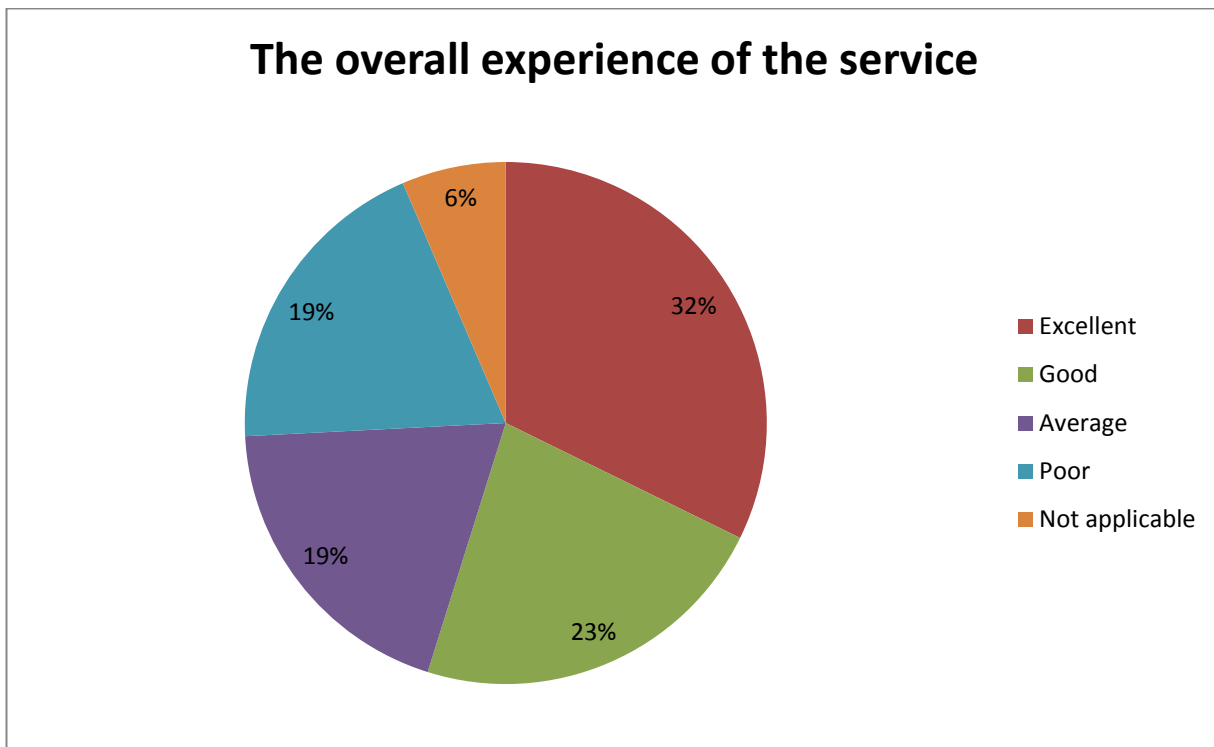


Table 2 - Overall responses from online and face to face surveys

Answer Options	Strongly agree	Partly agree	Partly disagree	Strongly disagree	Not applicable	Response Count
The appointment was offered at a convenient time	55%	30%	1%	1%	13%	77
I did not experience any long wait before being seen	31%	24%	15%	19%	11%	74
I was treated in a respectful way during my treatment	63%	16%	8%	7%	7%	75
I was informed of any delays whilst waiting for my appointment/treatment	23%	12%	16%	24%	25%	75
I have not had to repeat myself repeat myself to different doctors/consultants to explain my medical condition each time I see a new person	22%	25%	13%	17%	22%	76
I felt that I was listened to by the person providing care and/or treatment	49%	29%	5%	9%	8%	76
I received clear explanations for tests, results, treatment and risks	52%	19%	15%	5%	9%	75
I was able to comment about the care and treatment received at the time	40%	23%	11%	8%	18%	73
I received timely pain relief and medication	27%	17%	3%	11%	42%	71
The length of the appointment/ consultation/ treatment was reasonable	43%	27%	6%	9%	16%	70
The person accompanying me received all the information they need to help me	36%	16%	5%	7%	36%	73
The purpose of the medication I was prescribed has been explained to me, as well as possible side effects to watch out for	33%	15%	8%	1%	42%	73
I have been told about the danger signals regarding my pregnancy to watch out for after I go home	42%	24%	7%	8%	19%	74
I had all the health issues that caused the visit addressed appropriately	45%	25%	8%	7%	15%	73

Case examples

11 responses received online left contact information for a call back.

A number of attempts were made to contact the above respondents over the telephone, however contact was only successful with 3 respondents.

Of the 3 respondents, 2 were patients who had used the services and 1 respondent was a professional working with new mothers.

Case 1

The patient stated that they had given birth to multiple children over a number of occasions. Some had been born at LRI and one at LGH, which was in 2015. Their overall rating for the service was that it was 'brilliant'. However, they felt that there were areas of concern, mainly due to the level of activity of the department and what they felt was a shortage of staff.

Patient said:

'When I had been admitted onto the maternity ward (LGH) I had trouble locating the named midwife. I had to physically get out of bed to find a nurse to monitor the foetus. It was clear that not all staff are trained to a suitable level. I had been admitted to undergo a C-section after being told that the baby was in a breach position. After being monitored they changed their decision to induce and I delivered my child through a natural birth. The staff were very caring and provided excellent care apart from these problems.

On reflection I feel that the treatment I received at LGH was better than my experiences at LRI, and this is because the services at LRI were even shorter staffed. Also, I felt that I was not always listened to at LRI by staff that had very strong opinions and attitudes of their own.

The other problem was the extended wait to be discharged. I was told that I had to wait until doctors had signed off the relevant discharge paperwork. Although there clearly appeared to be doctors around in the vicinity on the ward, it took a further 6 hours before I was discharged and was able to go home.'

Case 2

Patient has had children on multiple occasions at LRI, the last one in 2009. They stated that they cannot fault the service in any way, and only have totally positive feedback for the maternity service. The patient now undertakes voluntary care duties at the hospital whenever they are available.

Analysis

When comparing the results for the different demographic groups, if the difference between the responses was less than 10% this was taken to show no significant difference in the groups responses.

If there was a difference of 10% - 15% between the groups response this was seen as a difference between the group's responses.

If there was a difference of more the 15% between the group's responses this was seen as a significant difference between the group's responses.

It would be impractical to report on all the findings however the tabulated responses are available on request from Leicester City CCG and Healthwatch Leicester City.

Overall experience responses from online survey

During the review of response levels from different demographic groups, it was decided not to analyse group responses with only 1 or 2 responses, as their very low response levels would unfairly affect the overall analysis of the groups. This meant for questions 1 to 6 (asking about the overall experience) there was no analysis between Ethnicities or for those with Disabilities. Also the demographic sub groups which were not included in the analysis were:

- Age - 16-24
- Religion - Hindu
- Religion - Other religion

1) The overall experience was felt to be excellent or good by 56% of respondents.

Patients who live in the City feel they receive a better experience of the service - Leicester City 73%, compared to 40% respondents from the county.

The overall experience is perceived to be better at the General Hospital 58% who attended at the General Hospital. 47% at the Royal Infirmary

No difference across age groups

Respondents who practiced no religion or were Muslim rated the overall experience higher than Christian respondents - No religion (63%) - Muslim (67%) - Christian (46%)

Reasons given for a poor rating

'Could the staff take patients seriously as not all women in labour throw themselves on the floor in tears. Why wasn't I believed? This is why my husband missed the birth - he'd been told to go as it was past 11.00pm and I wasn't in labour apparently. This time as I'm pregnant I will throw myself on the floor and shout and scream to please the midwife and convince then I'm in labour.' - Patient

- 2) The experience of getting an appointment was rated to be excellent or good by 57% of all respondents.

Respondents living in the City felt much more positive about getting an appointment. - Leicester City 80%, 40% County.

No difference between the Royal and the General in getting an appointment

No difference across age groups

Respondents from the Muslim faith rated much higher than those with no religion or who were Christian - Muslim 80%, No religion 50% and Christian 46%

Reasons given for a poor rating

'At my first appointment I waited 3 hours in the appointment room with my sister before being seen....and when we asked about the reason for the delay I was told "I don't know"

'Waiting times - no acknowledgement of delays' - Patient

'I am always here for too long and never informed of the reasons for the delays' - Patient

- 3) The co-ordination of different aspects of the service was experienced as excellent or good by 48% of all respondents

Better perceived co-ordination if you're a City resident-

60% City residents, 40% County residents

Better perceived co-ordination at the General

53% General, 40% at the Royal

Better co-ordination (or perceived) for patients aged 35-59

57% group aged 35-59, 36% aged 25-34

Better co-ordination rating from those of the Muslim faith

38% No religion, 46% Christian and 83% Muslim

Reasons given for a poor rating

'Refusal to read and believe previous maternity notes for second baby' - Patient

'I wasn't sure why I was at the clinic, and when asked I said I was referred by my GP' - Patient

- 4) The overall interaction and attitude with staff was felt to be excellent or good by 55%.

City patients rated the staff interaction and attitude higher at the General - 63% at the General, compared with 47% at the Royal Infirmary.

Better interaction and staff attitude at the General -

Respondents aged 25-34 rated better interaction and staff attitude

64% age group 25-34, 50% 35-59 age group

Rated highest from those of the Muslim Faith -

67% - Muslim, 38% Christians, 63% - No religion

Reasons given for a poor rating

'The midwife was not looking in my direction when I was going through my labour pains. I felt so alone...'- Patient

'The midwife decided that I was not in labour and wanted to send me home, without having read my notes - all my labours had been quick and I have a strong pain threshold. She spoke to me in a very patronising manner. My baby was born less than an hour after she said I was not in labour. Midwives need to listen to patients - especially mums who have already had a number of children and know their bodies, and not to speak to people in a condescending mocking tone!'- Patient

'Woefully inadequate communication, resulting in a terrifying ordeal to get to the delivery stage where I was alone, in pain, losing blood, and feeling thoroughly patronised.'- Patient

'The staff ruined a huge part of my life and my experiences contributed to postnatal depression and my son nearly going into care.'- Patient

- 5) The information provided to patients about their condition and/or treatment was felt to be excellent or good by 61%.

Patients living in the City rated the information provided on their condition or treatment higher than those living in the County-

Leicester City 80% compared to 47% of respondents from the county.

No difference observed between the Royal and General for information provided.

No difference between ratings of the 25-34 and 35-59 age groups

Highest rating from those of the Muslim faith-

Muslim 83%, Christian 46% and No religion 63%

Reasons given for a poor rating

'Overworked midwives and consultants, but no bedside manner and failure to fully explain procedures'- Patient

'Didn't fully understand the process - so have done a lot of research myself, as I have not been told anything about my pregnancy'- Patient

'There is not enough support in relation to what to expect in relation to certain aspects of care - the birth and breastfeeding.'- Patient

- 6) Physical access to the service (such as getting into and around the building) was felt to be excellent or good by 65% overall of all respondents.

Felt to be better access at the General

General 74%, Royal 40%

Better perceived access from City residents

City residents 73%, from County residents 60%

No difference across age groups

Best access rating from Muslim respondents

Muslim 83%, Christians 54%, No religion 63%

Reasons given for a poor rating

'Car parking is a major issue with the Leicester Royal Infirmary' - Patient

'Not very clearly signposted in Jarvis building' - Patient

'The Kensington building is on the top of a large steep hill, not great when you are expecting or in labour.' - Patient

- 7) The access to interpreters and translations was felt to be not applicable for 87% but the (13%) who did use them felt them to be excellent or good.

Themes

Often a common issue between patients and health services, communication⁽⁴⁾⁽⁵⁾ can be a significant barrier to the best patient experience possible.

Before a patient has even attended their first clinic, they should know why they are attending a clinic and have all the necessary information about their care.

Patients understand with appointments that there may be delays but when they are forced to wait a long time there needs to be better communication as to why it's happening. Patients can often feel ignored when they are forced to wait long periods with no explanation. However if there is a clear and understandable explanation for delays then most patients would be content to wait patiently.

Effective communication between patients and clinical staff is vital to minimise stress and anxiety at all stages of their treatment. Examples of poor communication shared through surveys left patients feeling patronised or not knowing what was going on.

Specific Patient experience questions asked both online and face to face

Overall 77 respondents answered questions in relation to their specific experiences.
(Percentage figures quoted refer those who rated fully agree or partially agree)

- a) **85% felt that they were offered appointments at a convenient time.**
 90% City respondents, 77% county respondents
 No difference seen between the responses of different ethnicities
 90% at LRI agreed compared to 68% at LGH
 84% aged 35-59, 81% aged 25-34 and 100% aged 16-14.
 Muslim 100%, Hindu 100%, No religion 78%, Christian 77%, Other 75%
 100% Disabled, 84% Non-disabled
- b) **55% felt that they had not experienced long waits before being seen.**
 63% City respondents, 50% County respondents
 No difference seen between the responses of different ethnicities
 No difference seen between the Royal and the General sites.
 72% aged 16-24, 32% age 35-59, and 31% aged 25-34.
 Muslim 71%, Hindu 67%, No Religion 44%, Christian 50%, Other 25%
 No difference in response between respondents with disabilities and those with none.
- c) **78% felt they were treated in a respectful way during their treatment.**
 83% City respondents, 73% County respondents
 No difference seen between the responses of different ethnicities
 No difference seen between the Royal and the General sites.
 No difference seen between the difference age groups.
 Muslim 86%, Hindu 100%, No Religion 88%, Christian 71%, Other 25%
 No difference in response between respondents with disabilities and those with none
- d) **35% felt that they were informed of the reason for delays whilst waiting for their appointment/treatment.**
 No difference seen between the responses from City and County residents
 No difference seen between the responses of different ethnicities
 No difference seen between the Royal and the General sites
 57% 16 - 24 age, 42.5% aged 25-34, 36% aged 35-59.
 Muslim 57%, Hindu 67%, No Religion 30%, Christian 26%, Other 33%
 Disabled 50%, Non-disabled 33%
- e) **48% indicated that they did not have to repeat themselves to different doctors/consultants to explain their medical condition each time they saw a new person.**
 54% City, 43% County.
 33% White British, 50% BME.
 No difference seen between the Royal and the General sites
 57% age 16-24, 46% age 35-59 and 43% age 25-34.
 Muslim 57%, Hindu 83%, No Religion 39%, Christian 47%, Other 25%
 Disabled 25%, Non-disabled 46%

- f) 78% felt they were listened to by the person providing care and/or treatment.**
 87% City respondents, 66% County respondents
 No difference seen between the responses of different ethnicities
 No difference seen between the Royal and the General sites
 No difference seen between the difference age groups.
 Muslim 86%, Hindu 100%, No Religion 78%, Christian 70%, Other 50%
 No difference in response between respondents with disabilities and those with none
- g) 71% felt that they received clear explanations for tests, results, treatment and risks.**
 80% City, 60% County respondents
 No difference seen between the responses of different ethnicities
 73% at LRI, 63% at LGH.
 57% aged 16-14, 72% aged 35-59, 70% aged 25-34.
 Muslim 86%, Hindu 100%, No Religion 69%, Christian 61%, Other 25%.
 No difference in response between respondents with disabilities and those with none
- h) 63% felt able to comment about the care and treatment received at the time.**
 71% City 53% (18) County
 58% White British, 33.3% BME
 No difference seen between the Royal and the General sites.
 83% aged 16-14, 68% aged 25-34, 56% aged 35-59.
 Muslim 100%, Hindu 83%, No Religion 56%, Christian 60%, Other 0%
 Disabled 75%, Non-disabled 63%.
- i) 44% indicated that they received timely pain relief and medication.**
(This question received a high response rate (over 30%) for Not applicable, which should be taken into account when considering responses.)
- 39% City respondents, 50% County.
 37% White British, 20% BME
 37% at LRI, 58% at LGH.
 59% aged 16-14, 43% aged 25-34, 44% aged 35-59.
 Muslim 100%, Hindu 80%, No Religion 31%, Christian 41%, Other 25%.
 Disabled 25%, Non-disabled 48%
- j) 70% felt that the length of their appointment/ consultation/ treatment was reasonable**
 No difference seen between the responses from City and County residents
 No difference seen between the responses of different ethnicities
 71% at LRI, 58% at LGH.
 50% aged 16-14, 73% age 25-34, 67% aged 35-59.
 Muslim 71%, Hindu 83%, No Religion 73%, Christian 69%, Other 25%.
 No difference in response between respondents with disabilities and those with none

- k) 52% felt that the person accompanying them received all the information they needed to help the patient.**

(This question received a high response rate (over 30%) for Not applicable, which should be taken into account when considering responses.)

65% City, 41% County

No difference seen between the responses of different ethnicities

48% at LRI agreed 68.5% at LGH.

No difference seen between the difference age groups.

Muslim 71%, Hindu 83%, No Religion 61%, Christian 40%, Other 0%

No difference in response between respondents with disabilities and those with none

- l) 48% indicated that the purpose of the medication they were prescribed was explained to them, as well as possible side effects to watch out for.**

(This question received a high response rate (over 30%) for Not applicable, which should be taken into account when considering responses.)

54% City 44% County.

No difference seen between the responses of different ethnicities

40% at LRI, 53% at LGH.

No difference seen between the difference age groups.

Muslim 86%, Hindu 83%, No Religion 35%, Christian 43%, Other 25%

No difference in response between respondents with disabilities and those with none

- m) 66% stated that they were told about the danger signals regarding their pregnancy to watch out for after they went home**

No difference seen between the responses from City and County residents

No difference seen between the responses of different ethnicities

63% at LRI, 74% at LGH

57% aged 16-14, 60% aged 25-34, 81% aged 35-59.

Muslim 71 %, Hindu 67%, No Religion 61%, Christian 67%, Other 50%

Disabled 50%, Non-disabled 70%

- n) 70% felt that all the health issues that caused the visit were addressed appropriately**

83.5% City, 54.5% County

No difference seen between the responses of different ethnicities

No difference seen between the Royal and the General sites.

50% aged 16-14, 68% aged 25-34, 81% aged 35-59.

Muslim 100%, Hindu 100%, No Religion 71%, Christian 60%, Other 25%

Disabled 100%, Non-disabled 69%.

Any significant difference between the overall score of a question and the specific groups response

For a table of all the differences between overall scores and the specific scores for each group please see Appendix 3 and 4.

Across all the groups we saw a similar level of scoring for questions, whilst this is not true for every question, across all groups, it can clearly be seen across a majority of questions and groups. This means that when a group scored a question either high or low, then other groups would tend to mark similarly high or low. This would suggest a common patient experience, either good or bad across our different demographic groups.

Difference between the General Hospital and the Royal Infirmary -

In the first set of questions the General scores higher for every question other than translation services (6 out of 7 questions) biggest difference in response was for physical access, which was rated 74% excellent or good for the General but only 40% for the Royal Infirmary.

For the specific questions there are much closer scores between the sites with less than 10% difference in scores for 8 questions but the General does score higher on more questions. The General site scored 21% higher for the question on patients receiving timely pain relief and 20% higher than the Royal for the question about the person accompanying the patient getting the needed information. Going against the trend the biggest difference between scores was for the getting an appointment at a convenient time with 22% difference between scores with the Royal Infirmary scoring much higher than the General with 90%.

White British compared to BME groups

As previously commented, the responses to the Overall questions were not analysed due to low group numbers.

When looking at the specific questions, we see no theme for a better patient experience, over the 14 questions asked the White British Group rated 7 questions (half) higher than the BME group. The biggest difference between the groups was in being able to comment about their care, with the BME group rating much lower (33%) than the White British group (58%). The next biggest difference between the groups was on the question about being advised of the danger signs in pregnancy with the BME group scoring much higher (83%) than the White British group (62%).

City - County

In the overall questions the City respondents are much more positive about the service scoring 73% with the County respondents scoring much lower (40%) on their overall experience. We see similar levels of scoring for the majority of the questions with the County group scoring in the 40s for each question. Only the question on physical access gets a higher score of 60% from the County group with the City group scoring higher with 73%.

For the specific questions we see a similar trend with 13 of the 14 questions scored higher by the city group. With only the question about receiving timely pain relief receiving a higher score from the County group (50%) than the City group (39%). The biggest difference with scoring across the groups is seen in the question about having all health issues addressed, with the City group scoring 83% and

the County group scoring on 54%. The next biggest difference is seen in the question about a person accompanying the patient got all the information they needed with the City group scoring 65% and the County group scoring 41%.

Differences across the ages

For the overall questions looking at the age ranges of 25-34 and 35-59 due to response levels we can see similar scores for the overall experience (57%) and getting an appointment (57%) but there is a big difference in the score for the question on co-ordination of difference services with the younger group scoring much lower (36%) than the older group (57%)

In the specific questions no age group gave more positive or negative responses than the other. The question with the biggest difference across scores was about waiting times with the 16-24 group rating much lower (29%), than the 25-34 group (56%) and the 35-59 group (60%). When asked about appointments being a reasonable length the 25-34 age group scored highest (73%) which whilst similar to the 35-59 age group was much higher than the 16-24 age group (50%). The 35-59 age group were much more positive about being told about the warning signs to look out for (81%) than the 25-34 group (60%) or the 16-24 group (57%). With similar differences in scores for the question that all health issues had been addressed, 16-24 (50%); 25-34 (68%); 35-59 (81%).

Disabled - Non disabled

For the overall questions, whilst there were a small number of responses from disabled patients which made any significant analysis difficult.

There was a lower score from patients with disabilities when asked about having to repeat themselves to different clinical staff (25%) compared the non-disabled group (46%). Those with a disability scored the services much higher when asked about having all health issues addressed (100%) than those without (68%). There is a similar scoring for the question on their appointment being offered at a convenient time for those with a disability (100%) compared to those without (84%)

Different religious groups

When looking at the response for the overall questions respondents who practice the Muslim faith gave the highest scores of all faith groups for each question. This is most clearly seen in the scoring for the question on the co-ordination of services with the Muslim group scoring 83%, No Religion group 38% and the Christian group 46%.

For the scores given to the specific questions the faith groups of Muslim and Hindu scoring higher than the other faith groups, even scoring high for questions other faith groups have scored much lower, as we see in the question about being able to comment about their care with the Muslim faith group scoring 100%, the Hindu faith group 83%, the Christian faith group 60% and No religion group 56%. The question with the closest scores across the groups is about the length of their appointment being appropriate; Muslim faith group 71%, Hindu faith group 83%, Christian faith group 60% and No religion group 73%.

Conclusions

Our results show a patient experience which does not offer a consistently positive experience. There is an inconsistency in the patient experience which is attributed to a number of factors but some of the main points raised from patients are:

- Communication - between patients and clinical staff or UHL itself and patients.
- Patient perceptions of staff shortages
- Co-ordination between different parts of the service

There are some marked differences between the different groups of patients and how they rated the service. Patients who were from Leicester City were much more positive about the service than their County equivalents. Also respondents from the Muslim and Hindu faiths were much more positive about the service than other faith groups. Whilst there was not a big difference on ratings for the different sites where the services are provided there was a consistently higher rating for the General site, with the Royal being particularly rated lower for physical access to the site.

It is important that the Maternity services review how patients are communicated with from when they attend the clinics and explaining any delays more effectively to when the patient is being cared for during delivery.

A number of the recommendations which have been highlighted in the Better Births report⁶, will address issues around communication and the co-ordination of services expectant and new mothers experience. It is now vital that the issues highlighted are represented to the local transformational plan⁷ looking to take forward the recommendations from the Better Births report

Considerations for the survey

With any survey work there are inherent problems or shortcomings that have to be acknowledged. In our work we are mindful that the face-to-face survey was only undertaken at the Royal Infirmary this was due to volunteer/staff resource and time constraints.

Due to the nature of the service we are mindful of the highly emotional nature of the topic being surveyed. This will have a big impact on the patient experience.

Next Steps

- The findings will be published and presented to the University Hospitals of Leicester Trust, The Leicester City Clinical Commissioning Group Governing Body and shared with other relevant Health Agencies.
- Highlight the report findings to the LLR Local Maternity Services board of the Better Care Together programme.
- Ensure patient feedback is taken into account in engagement on the Better Births - LLR Transformation Plan for Maternity Services
- Work with UHL to review the findings of the report and to implement any required actions or further work identified
- Continue the work programme in UHL services for Urology





Appendices.

1. Patient Survey (Completed face to face) - Click on survey to open in full (requires Adobe reader)



Please tell us about the quality of your most recent experience

Can you please answer the following questions to assist us with our statistical analysis

Service Site..... Date					
Which of these statements reflects your experience? <i>(Please tick underneath the most relevant picture)</i>	I strongly agree	I agree	I partly disagree	I strongly disagree	Not applicable
1. The appointment was offered at a convenient time.....					
2. I did not experience any long wait before being seen.....					
3. I was treated in a respectful way during my treatment					
4. I was informed of any delays whilst waiting for my appointment / treatment					
5. I have not had to repeat myself to different doctors/ consultants to explain my medical condition each time I see a new person					
6. I felt that I was listened to by the person providing care and/or treatment....					
7. I received clear explanations for tests, results, treatment and risks.....					
8. I was able to comment about the care and treatment received at the time.....					
9. I received timely pain relief and medication.....					
10. The length of the appointment/consultation was reasonable.....					
11. The person accompanying me received all the information they need to help me					
12. The purpose of the medication I was prescribed has been explained to me, as well as possible side effects to watch out for...					
13. I have been told about the danger signals regarding my pregnancy to watch out for after I go home					
14. I had all the health issues that caused the visit addressed appropriately					
If you have answered 'I partly disagree' or 'I strongly disagree' with any statement, could the service have done anything differently? Please explain how:					
If you wish to, please add any general comments about your experience here today					

2. Summary of Analysis of patient review of UHL's maternity services on NHS choices/Patient Opinion websites.

Period	Leicester General Hospital			Leicester Royal Infirmary	
	Positive feedback	Negative feedback		Positive feedback	Negative feedback
Qtr1 2015-16	2	1		1	1
Qtr2 2015-16	3	1		0	2
Qtr3 2015-16	5	2		7	4
Qtr4 2015-16	1	1		1	2
Qtr1 2016-17	1	1		1	1
Qtr2 2016-17	0	2		3	2
Qtr3 2016-17	4	1		3	5
Totals	16	9		16	17
Total positive feedback			32		
Total negative feedback			26		
Total			58		

Most patient reviews raised a number of themes

Positive patient feedback	
Number of times theme raised	Key themes from Patient feedback reviews
34 (58.6%)	Quality of staff care and treatment
25 (43%)	Dignity and respect
8 (13.8%)	Prompt assessment and treatment
7 (12%)	Involved and clear explanations given
Negative patient feedback	
Number of times theme raised	Key themes from Patient feedback reviews
20 (34.5%)	Lack of dignity, respect and care
18 (31%)	Poor communication with patient
13 (22.4%)	Rudeness/ attitude of staff
7 (12%)	Long waiting times for assessment/ treatment
7 (12%)	Level of cleanliness and noise
6 (10.3%)	Unclear explanations for tests/ results/ condition/ treatment
6 (10.3%)	Lack of information
6 (10.3%)	Lack of adequate staffing levels
5 (8.6%)	Accuracy of medical assessment

3. Difference between overall scores and specific group scores - Tabulated results

Table 3. Difference between overall scores and specific group scores for Overall questions

	Overall	General	Royal	City	County	25-34	35-59	No Religion	Christian	Muslim
The overall experience of the service	55%	3%	-8%	18%	-15%	2%	2%	7.66%	-8.68%	11.83%
The experience of getting an appointment	57%	1%	-3%	22%	-17%	0%	0%	-6.67%	-10.51%	23.33%
The co-ordination of different aspects of the service you experienced	48%	4%	-8%	12%	-8%	-13%	9%	-10.89%	-2.23%	34.95%
The overall interaction and attitude of staff	55%	8%	-8%	12%	-8%	9%	-5%	7.66%	-16.38%	11.83%
The information provided about your condition and/or treatment	61%	7%	-1%	19%	-15%	3%	-4%	1.21%	-15.14%	22.04%
Physical access to the service (such as getting into and around the building)	65%	9%	-25%	9%	-5%	0%	0%	-2.02%	-10.67%	18.82%
Access to interpreters and translations	13%	-3%	0%	0%	0%	1%	-6%	-13.33%	2.05%	3.33%

4. Difference between overall scores and specific group scores for Specific questions

Table 4 Difference between overall scores and specific group scores for Specific questions

	Overall	General	Royal	WB	BME	City	County	16-24	25-34	35-59	Dis	Non-Dis	Muslim	Non-Rel	Christ	Hindu	Other
The appointment was offered at a convenient time	84%	-16%	6%	-4%	-1%	6%	-7%	16%	-4%	0%	16%	-1%	16%	-7%	-7%	16%	-9%
I did not experience any long wait before being seen	55%	-8%	-1%	-9%	-22%	6%	-5%	-27%	1%	5%	-5%	0%	16%	-12%	-5%	11%	-30%
I was treated in a respectful way during my treatment	79%	0%	-2%	-4%	5%	4%	-6%	5%	1%	-2%	-4%	0%	7%	9%	-8%	21%	-54%
I was informed of any delays whilst waiting for my appointment/treatment	35%	7%	-5%	-5%	-18%	4%	-5%	-6%	0%	1%	15%	-1%	22%	-5%	-9%	32%	-1%
I have not had to repeat myself repeat myself to different doctors/consultants to explain my medical condition each time I see a new person	47%	-5%	0%	14%	3%	6%	-5%	10%	-5%	-1%	22%	-1%	10%	-8%	-1%	36%	-22%
I felt that I was listened to by the person providing care and/or treatment	78%	-4%	1%	11%	6%	10%	-12%	-6%	2%	-5%	-3%	-2%	8%	0%	-8%	22%	-28%
I received clear explanations for tests, results, treatment and risks	71%	-8%	3%	-8%	-11%	9%	-11%	-14%	-1%	1%	4%	-1%	15%	-2%	-9%	29%	-46%
I was able to comment about the care and treatment received at the time	63%	0%	-3%	-5%	-30%	8%	-10%	20%	4%	-7%	12%	0%	37%	-7%	-3%	20%	-63%
I received timely pain relief and medication	44%	14%	-7%	-6%	-24%	-5%	6%	13%	0%	0%	19%	4%	56%	-12%	-2%	36%	-19%
The length of the appointment/consultation/ treatment was reasonable	70%	-12%	1%	-3%	-20%	1%	-2%	-20%	3%	-2%	5%	-2%	1%	3%	-1%	13%	-45%
The person accompanying me received all the information they need to help me	52%	16%	-4%	-3%	-19%	13%	-11%	5%	-3%	2%	-2%	1%	19%	9%	-12%	31%	-52%
The purpose of the medication I was prescribed has been explained to me, as well as possible side effects to watch out for	48%	5%	-8%	14%	2%	6%	-4%	2%	-3%	6%	2%	1%	38%	-13%	-5%	35%	-23%
I have been told about the danger signals regarding my pregnancy to watch out for after I go home	66%	7%	-4%	-4%	17%	4%	-3%	-9%	-6%	15%	16%	4%	5%	-5%	0%	0%	-16%
I had all the health issues that caused the visit addressed appropriately	70%	4%	-1%	-6%	-3%	13%	-16%	-20%	-2%	11%	30%	-2%	30%	1%	-10%	30%	-45%

5. UHL response to the issues raised within the report.

<u>You said</u>	<u>We did</u>
Problems in locating the named midwife	Patient boards located above the beds on the wards are used now enabling women to look and see who is caring for her.
Staff shortages Over worked midwives and obstetricians	On-going recruitment of all grades of staff in Maternity and no vacancies at present in grades 2 and 3. 26 student midwives have been employed as Band 5 midwives who will be ready to start in Nov 17 A Band 5 recovery nurse has been employed at the LGH to care for women straight from theatre.
Extended wait for discharge	Where possible the medical staff are forwardly thinking as part of the discharge process and writing in the notes 'ready for home when midwifery staff happy' in the majority of cases enabling the midwives to make the decision. Ward rounds are also being improved where possible allowing a timely review of the woman
Lack of thorough reading of previous notes and believing the woman	Matron to highlight this on the weekly newsletter to reiterate to staff the importance.
Patronising manner from staff	Matron and ward managers to discuss this at ward meetings and during 1-1 meetings with staff.

<p>Inadequate communication, Didn't understand the process</p>	<p>On each ward the ward staff at midday does a bedside walk around to see every woman and discuss the plan for the rest of the day and answer any questions from the women or their partners. This has been in place since the spring and has received very positive feedback.</p>
<p>Lack of attentiveness and eye contact by midwife</p>	<p>Matron to highlight this on the weekly newsletter to reiterate to staff the importance.</p>
<p>Experience may have caused Post-natal depression</p>	<p>The birth reflections team has been increased and women are being referred or self-referring to this team for a debrief allowing them time to talk and go through the notes</p>
<p>Not enough support re: birth and breast feeding</p>	<p>Increased staffing will address this and also the Unit working towards the Breastfeeding BFI level 3 accreditation will improve breast feeding advice and support.</p>
<p>Car parking</p> <p>Signage</p>	<p>The visitors' multi storey car park on Havelock Street is much more convenient.</p> <p>Signage is much clearer around the hospital</p>

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