

PRESS RELEASE – Wednesday June 13th, 2018

Inpatient survey reveals improvements in South Tyneside and Sunderland hospitals

A survey of patients' views of their care at hospitals in South Tyneside and Sunderland has produced encouraging results, with some scores demonstrating genuine improvement in a variety of important areas including privacy in A&E and explaining about operations.

South Tyneside and City Hospitals Sunderland NHS Foundation Trusts were among 148 acute and specialist NHS Trusts which took part in the Care Quality Commission's 2017 Adult Inpatient Survey, aimed at helping to improve patient experience.

Inpatients at South Tyneside District Hospital, Sunderland Royal Hospital and Sunderland Eye Infirmary were invited to participate. The questions covered A&E, waiting list and admission, the hospital and ward, the doctors and nurses, care and treatment, operations and procedures and leaving hospital. Overall, good experience improved at both Trusts and many scores showed a statistically significant increase.

Melanie Johnson, the Trusts' Executive Director of Nursing, Allied Health Professionals, and Patient Experience, said: "We need to know from our patients when we are doing things right and also, very importantly, when we get them wrong in order for us to make plans to put them right. The Adult Inpatient Survey provides valuable information to help us to do this.

"The latest results for both of our Trusts are encouraging for patients and staff, with a rating of 'better' – demonstrating genuine improvement that is unlikely to have happened by chance - for several questions. Our task now is to examine the results in close detail to establish where we need to improve services further."

For City Hospitals Sunderland NHS Foundation Trust, areas rated 'better' included: privacy when being examined or treated in A&E; length of time on the waiting list; getting understandable answers to questions from doctors; being advised what to expect to feel after an operation or procedure, and discharge from hospital.

Areas rated 'better' for South Tyneside NHS Foundation Trust, included: privacy when being examined or treated in A&E; members of staff working well together; involving patients in decisions about their discharge from hospital; patients receiving sufficient support after leaving hospital to help them recover and manage their condition at home, and hospital staff discussing any further health or social care services required after leaving hospital.

ENDS

Notes to editors

- Information drawn from the national Adult Inpatient Survey will be used by the Care Quality Commission in its CQC Insight system, which provides inspectors with an assessment of risk in areas of care within an NHS trust that need to be followed up. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health and Social Care will hold them to account for the outcomes they receive. NHS Improvement will use the results to inform quality and governance activities as part of their Oversight Model for NHS Trusts. The full national results are available on the CQC's website at www.cqc.org.uk/inpatientsurvey

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