



# **Interim Measures for Patient Experience at the interfaces between NHS services**

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# Interim Measures for Patient Experience at the interfaces between NHS services

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Department of Health

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# Introduction

Numerous recent studies and external reports, such as the Future Forum King's Fund, Nuffield Trust and the Health Select Committee 14th report on Social Care, have demonstrated there is currently much interest in integration. They have highlighted how fragmented care is a concern for many people in health and social care, especially for those who have multiple, chronic conditions and long-term needs who need care from a myriad of NHS and social care services.

We want to see health and social care provided in a way that gets better outcomes and delivers personalised services, focused around individuals not organisations. People want services that feel joined up, flexible and seamless, and it can be a source of great frustration to them when that does not happen. We think that better integrated care, around the needs of patients, is crucial to providing higher quality, safer and more cost-effective services which improve outcomes and reduce inequalities.

The Department is responding to these external reports and exercises with an extensive analysis of integrated care and is developing a series of proposals to make solid progress in this area.

This note refers specifically to the ongoing work to measure people's experience of integrated care, and highlights the data sources already available that can help NHS organisations assess experience of integrated care locally.

# Measuring Patient Experience of Integration in the NHS

There is currently no single bespoke measure of patient experience of integration in or across the NHS.

The NHS Future Forum report on Integration<sup>1</sup> recommended that new patient experience measures should be developed to evaluate patients' experiences across whole journeys of care.

In response, the Department of Health committed to developing a way of gauging patient experience of integrated care within the NHS and between NHS and social care.

However, developing measures of integration between services is difficult due to the very large number of potential patient journeys. It will therefore take time to produce a robust, long-term approach to measurement.

As an interim step, the Department has identified **7 core questions** that relate to integration of care that are already asked in existing patient surveys. We are highlighting these questions on the basis that local areas may wish to use their local answers to them to develop a sense of how patients feel about integration between services locally at present. We recognise that there are significant limitations to these measures, not least that they do not cover wider care services, but the data should be currently available.

The questions we have identified are asked in a number of different surveys, and apply to a variety of NHS settings, so the answers will be of interest to

- Commissioners
- Primary providers
- Acute providers
- SHAs
- Health and Well Being Boards
- Patients, users, and representative groups including Health watch

Since the questions are taken from existing surveys, NHS organisations should already have the relevant baseline data for the majority of questions and can use this to assess their strengths and weaknesses in these areas, which are relevant to integrated care.

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<sup>1</sup> <http://healthandcare.dh.gov.uk/forum-report/>

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NHS Organisations can check their performance in relation to these questions in the linked spreadsheet:

<http://www.dh.gov.uk/health/2012/08/patient-experience-integration/#spreadsheet>

(Please note, this approach is an interim measure to gain insight in to how NHS organisations currently perform in relation to issues relevant to integration of care; it is not designed to be a long-term, comprehensive performance indicator or capture integration outside of the NHS, for example with local government and adult social care or public health.)

## The core integration questions

The 7 core integration questions are listed below, along with details of where organisations can find their local results.

Question	Survey	Latest results available at:	Next results available from:
How well does your care co-ordinator (or lead professional) organise the care and services you need?	Community Mental Health Survey 2011 (Q23)	<a href="http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys/community-mental-health-survey-2011">http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys/community-mental-health-survey-2011</a>	Publication of 2012 results expected in September 2012.
Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Adult Inpatients 2011 (Q70)	<a href="http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys/inpatient-survey-2011">http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys/inpatient-survey-2011</a>	Publication of 2012 results expected in April 2013
Did you receive copies of letters sent between hospital doctors and your family doctor (GP)? (Or the equivalent outpatient question – depending on response rate).	Adult Inpatients 2011 (Q71)	<a href="http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys/inpatient-survey-2011">http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys/inpatient-survey-2011</a>	Publication of 2012 results expected April 2013
Did the doctor seem aware of your medical history?	Adult Outpatients Survey 2011 (Q21)	<a href="http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys/outpatient-survey-2011">http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys/outpatient-survey-2011</a>	Survey is a rolling programme with different NHS service areas surveyed each year. There are no plans for an outpatient survey for 2012.
In the last 6 months, have you had enough support from local services or organisations to help you to manage your long-term health condition(s)?	GP survey 2011-12 (Q32)	<a href="http://www.gp-patient.co.uk/results/">http://www.gp-patient.co.uk/results/</a>	PCT and Practice Level results available from June 2012

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<p>Did the different people treating and caring for you (such as GP, hospital doctors, hospital nurses, specialist nurses, community nurses) work well together to give you the best possible care?</p>	<p>Cancer survey 2010 (Q65)</p>	<p><a href="http://www.quality-health.co.uk/cancer-reports.html">http://www.quality-health.co.uk/cancer-reports.html</a></p>	<p>2011-12 trust-level results expected in July 2012</p>
<p>Care at Home. When s/he was at home in the last three months of life, did all these services work well together?</p>	<p>National Bereavement (VOICES) Survey (Q4)</p>	<p><a href="http://www.dh.gov.uk/health/2012/07/voices/">http://www.dh.gov.uk/health/2012/07/voices/</a>  <a href="http://www.ons.gov.uk/ons/rel/subnational-health1/national-bereavement-survey--voices-/2011/stb-statistical-bulletin.html">http://www.ons.gov.uk/ons/rel/subnational-health1/national-bereavement-survey--voices-/2011/stb-statistical-bulletin.html</a></p>	<p>2012 report and question analysis (2010/11 data) is currently expected to be published at beginning of July 2012</p>

## Next steps and further work

The Department of Health will not be updating the linked spreadsheet but the questions will continue to be asked in future surveys. NHS organisations can review where they stand on particular aspects of service whenever new results are published using the links above.

The Department has committed to work with CQC to develop and test new integration questions for future use in national NHS surveys, and this work has already started.

The Department has also commissioned research to look at potential approaches for evaluating patient experience along pathways, and within individual services, which should report in 2013.

We can expect the forthcoming Care and Support White Paper, building on a successful national engagement and joint venture with the NHS Future Forum, to set out proposals to further improve integration.

The recently published Information Strategy - The Power of Information reiterates the commitment that patients will be able to access their GP records online by 2015 – a step that will lead to better co-ordination of care, a critical element of integration.

# Criteria used to define the integration questions

To identify the short list of questions above, Departmental analysts looked at a range of existing surveys, identified a long list of questions which relate to integration, and then narrowed this down to those which were considered most useful. The longer list of questions may also be useful locally – see **Annex A** for details of the longer list.

All the survey questions highlighted tell us something about integration but focus on particular aspects. They do not cover all aspects of integration and nor do they provide a complete and balanced assessment of all services. They do however provide the best measures based on current sources.

Public and Patient Experience and Engagement team  
Department of Health  
August 2012

# Annex A – Existing survey questions that are relevant to integration

## Mental health Survey

Q21. Do you know who your Care Co-ordinator (or lead professional) is?

Q22. Can you contact your Care Co-ordinator (or lead professional) if you have a problem?

Q23. How well does your Care Co-ordinator (or lead professional) organise the care and services you need?

Q24. Do you understand what is in your NHS care plan?

Q32. Before the (care plan) review meeting, were you given a chance to talk to your care co-ordinator about what would happen?

## Adult inpatients

Q60. On the day you left hospital, was your discharge delayed for any reason?

Q61. What was the MAIN reason for the delay? (Tick ONE only)

- I had to wait for medicines
- I had to wait to see the doctor
- I had to wait for an ambulance

Q70. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

Q71. Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

## Adult outpatients:

Q21. Did the doctor seem aware of your medical history?

Q30. Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

Q46. Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

**Emergency Department Questionnaire (A&E)** – none in previous surveys (new questions being planned, but we've not seen yet)

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### **Maternity survey**

B13. If you saw a midwife for your antenatal check-ups, did you see the same one every time?

### **Cancer Survey**

Q2 After your GP first told you that you would need to see a hospital doctor, how long did you have to wait before your first appointment with a hospital doctor?

Q20. Were you given the name of a Clinical Nurse Specialist who would be in charge of your care?

Q50. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

Q52. After leaving hospital, were you given enough care and help from health or social services (For example, district nurses, home helps or physiotherapists)?

Q62. The last time you had an appointment with a cancer doctor, did they have the right documents, such as medical notes, x-rays and test results?

Q63. As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?

Q65. Did the different people treating and caring for you (such as GP, hospital doctors, hospital nurses, specialist nurses, community nurses) work well together to give you the best possible care?

### **GP Survey:**

Q32 In the last 6 months, have you had enough support from local services or organisations to help you to manage your long-term health condition(s)?

### **End of Life – VOICES survey (2012)**

Q4. Care at Home. When s/he was at home in the last three months of life, did all these services work well together?

Q27. Did the hospital services work well together with his/her GP and other services outside of the hospital?

### **Coronary Heart Disease Survey 2004:**

E8. Did hospital staff offer you the chance to be referred to a clinic or specialist service to help you stop smoking?

G1. After you left hospital, did you take part in a heart rehabilitation programme?

G14. If you have not taken part in a rehabilitation program, why haven't you?

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H1. As far as you know, was your GP given all the necessary information about your hospital visit?

H2. Are you on a programme so that your heart can be checked regularly?

### **Primary Care Trusts: National survey of people with diabetes 2006**

Q11. When you go for your diabetes check-up (where your test results and treatment are reviewed) how often does the doctor or nurse have your most up-to-date diabetes records to refer to?

Q13. Have you been given the phone number of a doctor or nurse who you can contact about your diabetes after hours (that is, on weekends and after 6pm on weeknights)?

Q56. Thinking about your most recent stay in hospital overnight, were the staff who cared for you aware that you had diabetes?

### **Published results - Stroke Follow-up Survey 2005**

Q8. Since you left hospital, have you had enough help with difficulties with speaking from the NHS?

Q9. Since you left hospital, have you had enough treatment to help improve your mobility (e.g. walking, moving your legs) from the NHS?

Q10. Since you left hospital, have you had enough help with emotional problems (such as confusion, depression or crying) from the NHS?

Q11. Since you left hospital, have health and social services given you enough information about stroke?

Q12. Since you left hospital, have you seen a health professional (e.g. doctor) to check how you are getting on with your medication (i.e. have your medicines been reviewed)?

Q14. Since you left hospital, have you had any 'home help' provided by social services (e.g. help with cleaning, washing clothes, shopping)?

Q15. Since you left hospital, has anyone from health or social services helped you with personal care (e.g. help with getting dressed or washed)?

Q23. After you left hospital, how long did you wait for an appointment at the outpatient department?

Q33. Since leaving hospital, how would you rate the care you have received for your stroke from health and social services?

### **PCT Survey 2008**

27 When you first saw the person you were referred to, did he/ she seem to have all the necessary information about you and your condition or treatment?

28 Did you receive copies of letters sent between the specialist and your GP?