



Insight

Nottingham University Hospitals NHS Trust
CQC Inspection Evidence

September 2015

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Introduction

Healthwatch Nottingham and Healthwatch Nottinghamshire were approached by the Care Quality Commission (CQC) to support the planning process for the 2015 inspection of Nottingham University Hospitals NHS Trust.

This report presents a summary of the patient experiences of the acute services provided by the Trust. The experiences are collected through four main channels:

- Direct methods include Healthwatch engagement activities, our websites, telephone and email.
- Our online monitoring system collects evidence from Twitter, blogs and news sites.
- Patient Opinion, although this data has only been collected by Healthwatch Nottinghamshire since May 2015.
- Information sharing data includes experiences passed to us from neighbouring Healthwatch.

Only experiences collected between 1st February 2014 and 2nd September 2015 were included. Evidence collected by the two Healthwatch organisations is presented together.

What the report includes

When experiences are collected we undertake the following:

- **Ensure that it is attached to the right service name or provider.** Where the service name cannot be identified i.e. Queens Medical Centre or Nottingham City Hospital, the experience is attached to the provider e.g. Nottingham University Hospitals NHS Trust.
- **Add a sentiment to the experience.** All experiences are therefore identified as being positive, negative or mixed.
- **Identify the key themes of the experience.** We use a set list of codes we have developed to do this which include a main theme, and a sub theme where necessary. Each experience can have up to three themes.

Each experience was also then retrospectively coded against the CQC eight core services for inspection. Where we could not confidently ascertain the core service being referenced we identified these as unknown. Experiences were identified as not applicable to core service if no reference was made to clinical care. This typically involved comments about the facilities and surroundings of the hospital sites and administration and management of the services.

There are three main summaries within the report, one for all experiences related to the provider, and one for each of the hospital sites.

Each summary contains an overview of the evidence collected and then an overall look at the sentiment of experiences and the most frequently identified positive and negative themes of the experience. This is followed by a summary of the sentiment, sources of collection and themes of experiences by core service (where we have applicable experiences). Where the core service is unknown these experiences are not included. They are included in the overall provider summary.

Nottingham University Hospitals NHS Trust

This summary is based on all experiences collected related to the provider. This includes those experiences attached to both Queens Medical Centre (QMC) and Nottingham City Hospital, and those where we were unable to identify the site of provision.

Summary of evidence collected

536 patient experiences were gathered between 1st February 2014 and 31st August 2015.

Almost two thirds of the experiences were collected through our online monitoring as illustrated in figure 1.

Figure 1 Sources of experiences collected

Base: All experiences (n= 536)



Figure 2 Experiences gathered by site

Base: All experiences (n= 536)

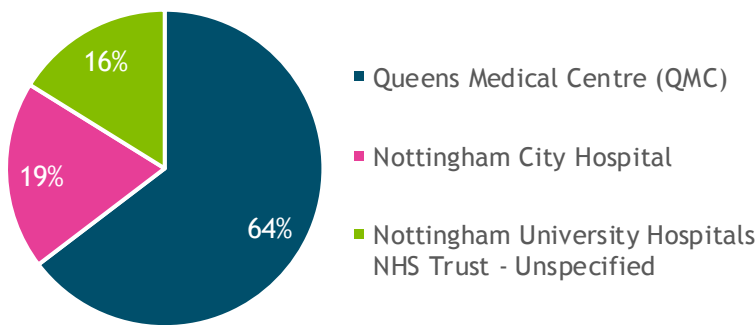
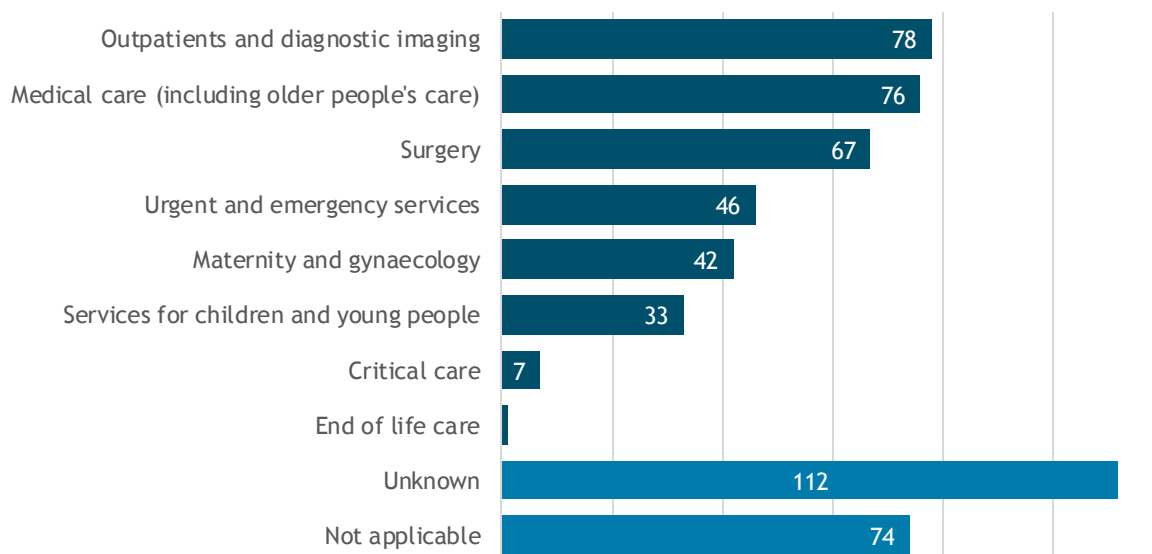


Figure 3 Number of experiences by core service

Base: All experiences (n= 536)



Overall experience

Overall, as illustrated in figure 4, half of all the experiences collected about Nottingham University Hospitals NHS Trust were positive. A further 6% were mixed, including both positive and negative issues.

Figure 4 Sentiment of experiences
Base: All experiences (n= 536)

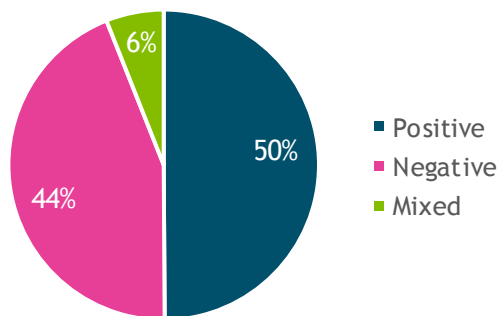
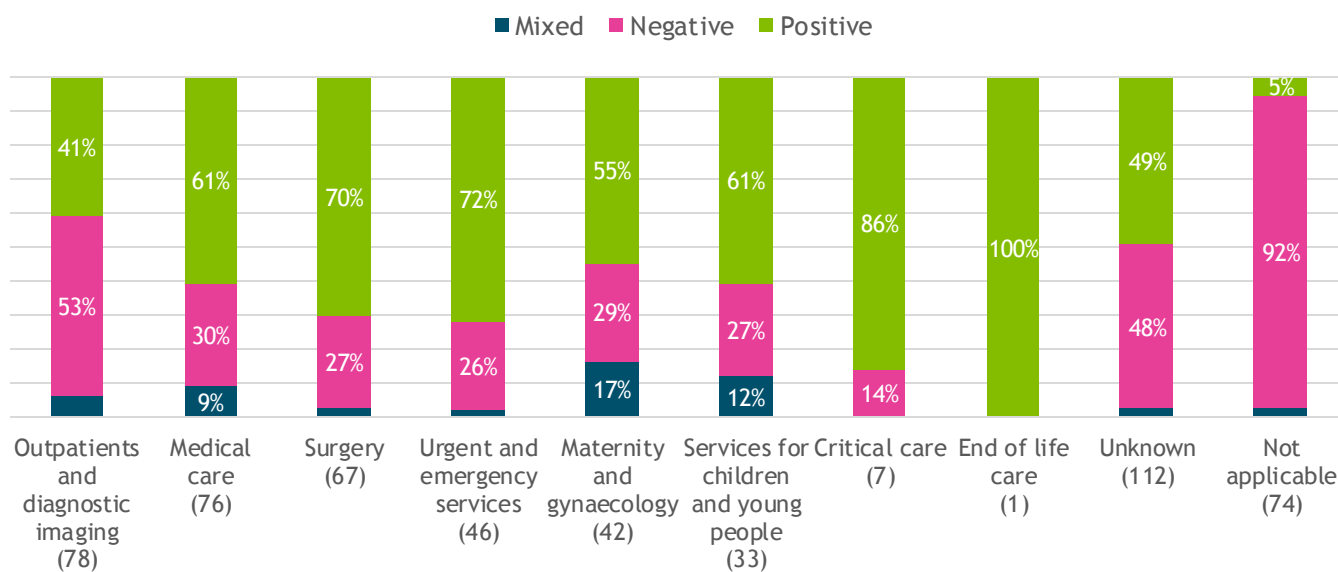
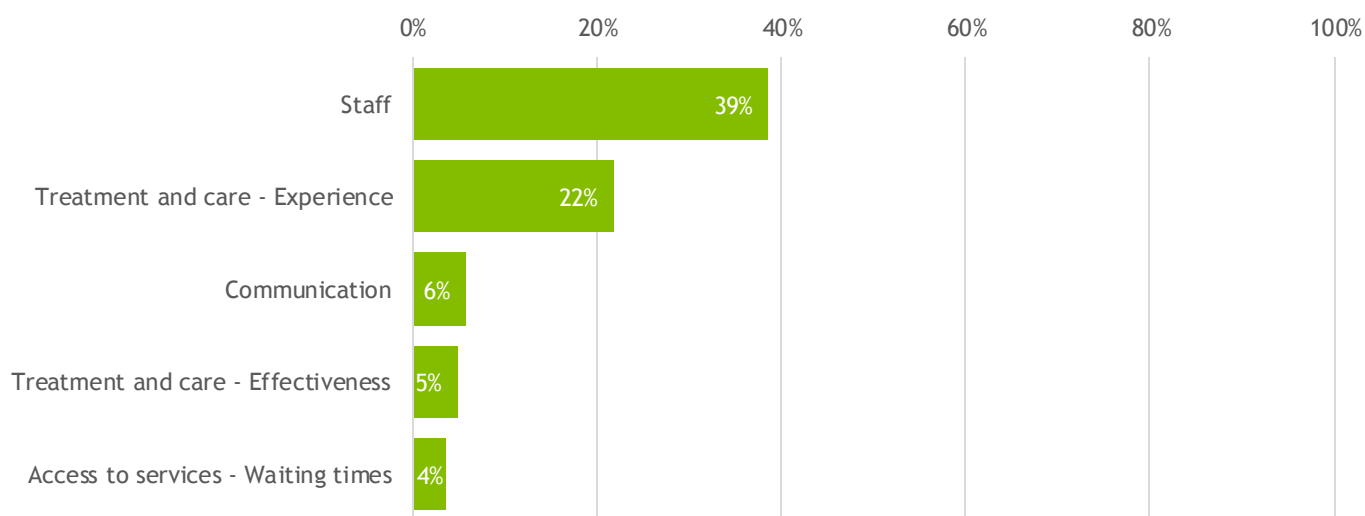


Figure 5 Sentiment of experiences by core service
Base: All evidence (n= 536)



What people talked about

Figure 6 Top five positive themes of experiences
Base: All experiences (n=536)



Over a third of all experiences made a positive reference to the staff they had encountered during their experience.

- Patients wanted to express their thanks and gratitude to the staff for the care they had received. For example,

“...thank you, you'll never know how much I appreciate u.”

“A massive thank you to the staff at both QMC and City Hospital his have been fantastic with me today.”
- Words like ‘Amazing’, ‘Wonderful’ and ‘Incredible’ were frequently used to describe members of staff.

The majority of experiences made reference to the high standard of quality and care provided and specifically attributed this to the staff they encountered. For example,

“...received amazing care and support from the staff...”

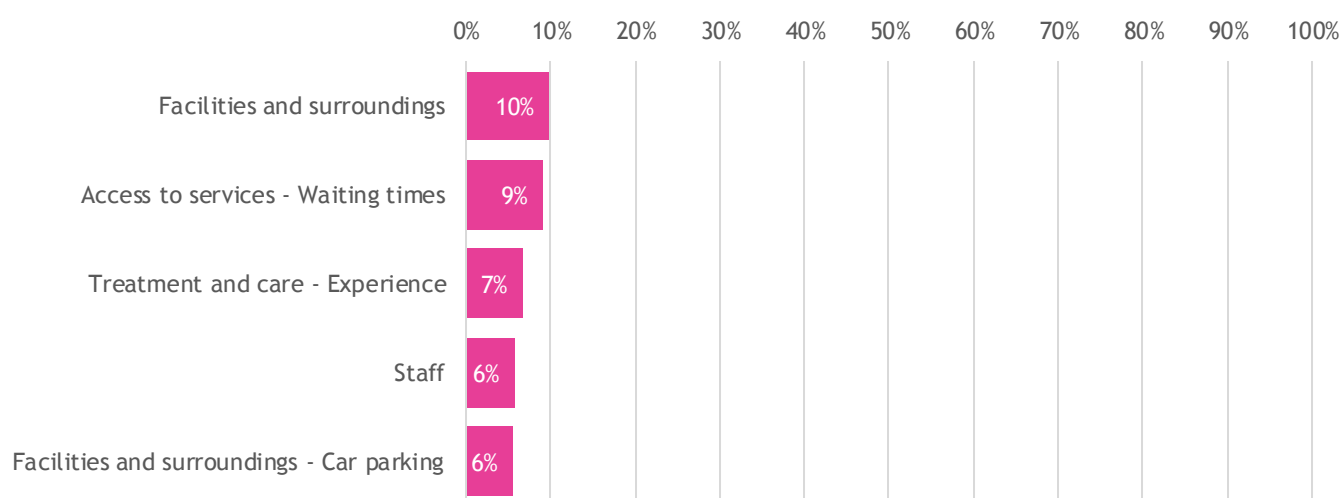
“...they couldn't have taken better care of me.”

“...the nurses at QMC were excellent, couldn't have asked for better care...”

“...amazing care offered to my little girl. Couldn't have asked for more.”

Figure 7 Top five negative themes of experiences

Base: All experiences (n=536)



There were five key issues identified within the general facilities and surroundings comments (excluding issues about car parking which are identified separately):

- **Smoking:** Over a quarter (27%; 15 experiences) of experiences identifying facilities and surroundings issues talked about smoking. This was very unpleasant for many and raised particular concerns for pregnant patients visiting the antenatal department and families with new born babies. For example,

“...today I passively smoked whilst in an antenatal consultation. Then again on my way out...”

“It's lovely to bring my baby boy out of #QMC (Queens Medical centre, Nottingham) into a wall of smoke!”
- **Maintenance of facilities and equipment:** 15% (8 experiences) talked about the general maintenance of the hospital site. For example,

“Also appears gents don't need a loo seat at QMC!!!”

“Concerns about waste bins and sink out of order.”
- **Cleanliness of facilities:** 12% (7 experiences) identified an issue with the general cleanliness of facilities, most frequently referring to toilets. For example,

“Went Qmc hospital yesterday, public toilets had urine on floor and poo on seat”
- **Navigation of facilities:** 12% (7 experiences) identified that they found the sites difficult to navigate due to a lack of maps and had ‘got lost’. For example,

“Getting lost in QMC is not how I planned to spend my day.”

“Lost inside queens medical centre- these signs do not point to where they say!! Help me!”

- **Food:** 11% (6 experiences) identified that the food was a poor quality, that there was not enough of it and that when it wasn't eaten it was stored and served again at a later date. For example,
“QMC notts how are poorly people supposed to get well with poor food oh & not enough food.”
“He also made comments about the choice and availability of food on offer and the fact that there have been suggestions that it has been refrozen if not eaten for another day.”

Queens Medical Centre (QMC)

This summary is based on all experiences identified as relating to services delivered at Queens Medical Centre (QMC).

Summary of evidence collected

344 experiences gathered of services delivered at Queens Medical Centre (QMC).

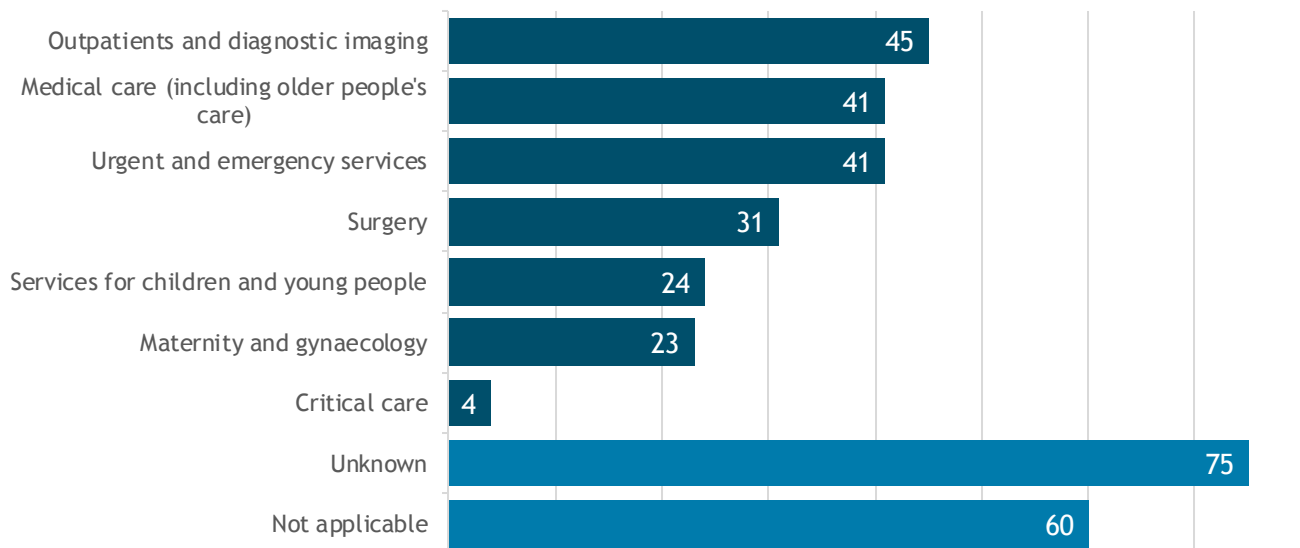
Figure 8 Sources of experiences

Base: Queens Medical Centre (QMC) experiences (n=344)



Figure 9 Number of experiences by core service

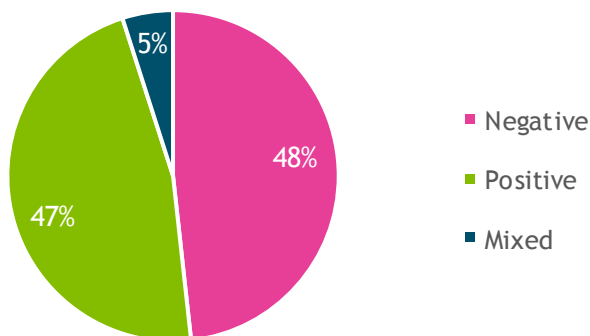
Base: Queens Medical Centre (QMC) experiences (n=344)



Overall experience

Figure 10 Sentiment of experiences

Base: Queens Medical Centre (QMC) experiences (n=344)



What people talked about

Figure 11 Top five positive themes of experiences

Base: Queens Medical Centre (QMC) experiences (n=344)

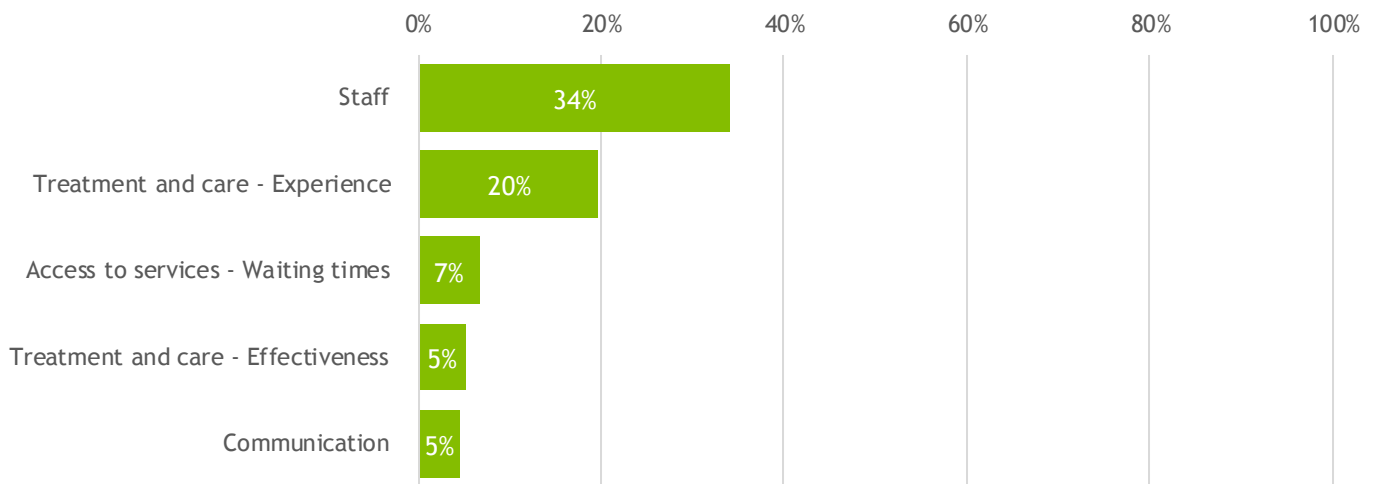
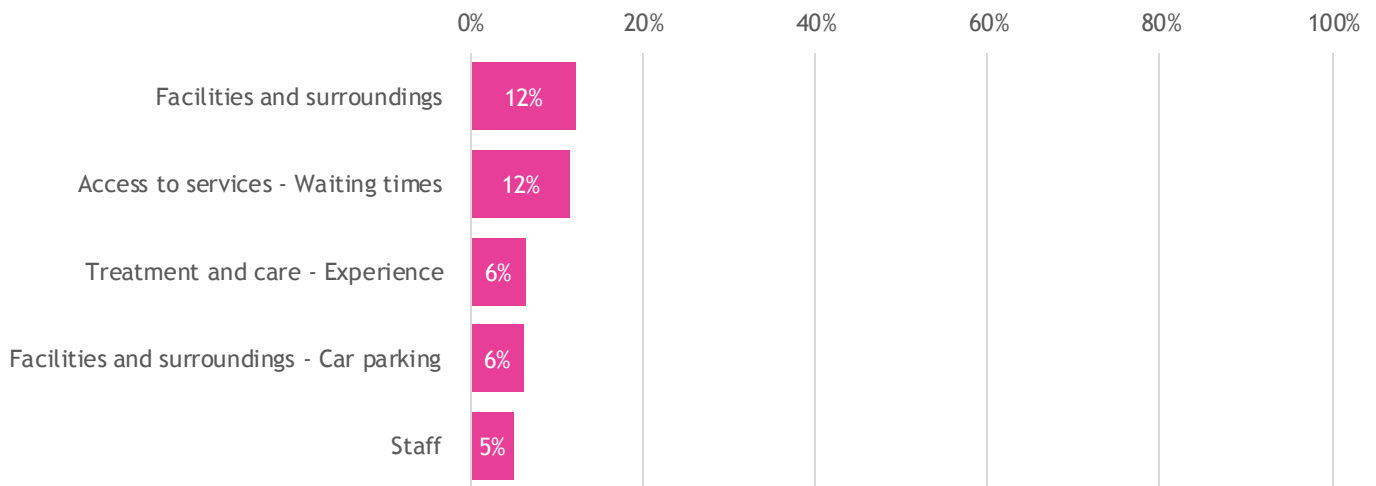


Figure 12 Top five negative themes of experiences

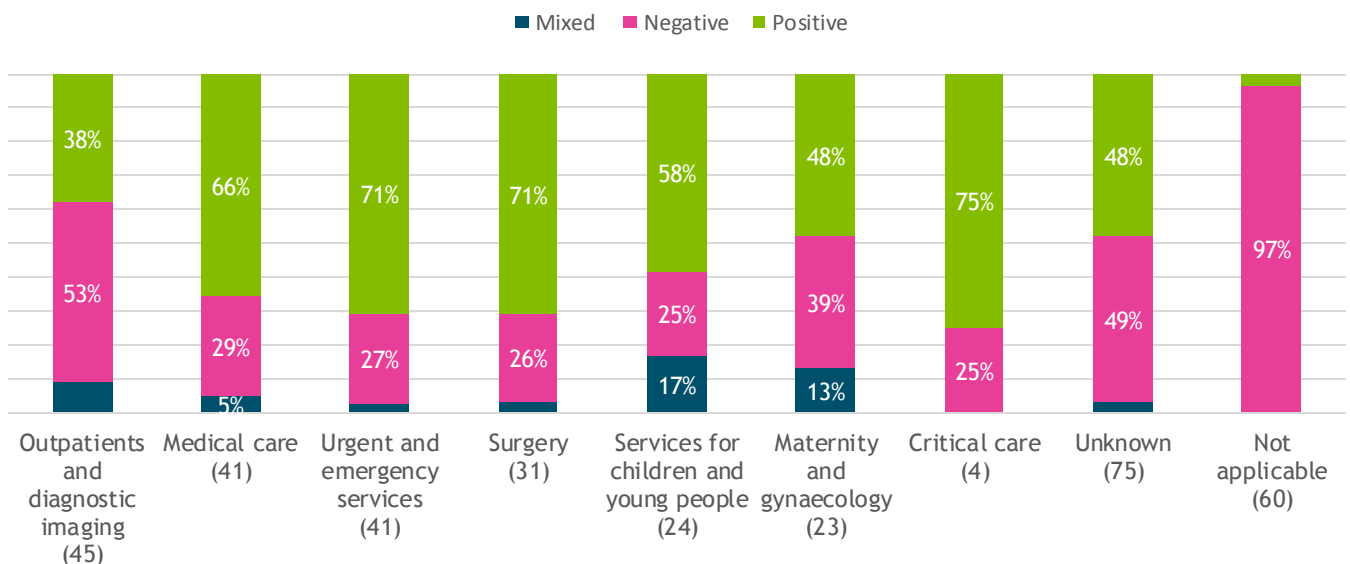
Base: Queens Medical Centre (QMC) experiences (n=344)



Experiences by coreservice

Figure 13 Sentiment of experiences by core service

Base: Queens Medical Centre (QMC) experiences (n=344)



Outpatients and diagnostic imaging

Figure 14 Sentiment of Outpatient experiences

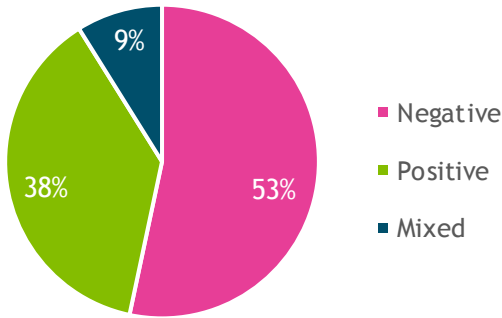
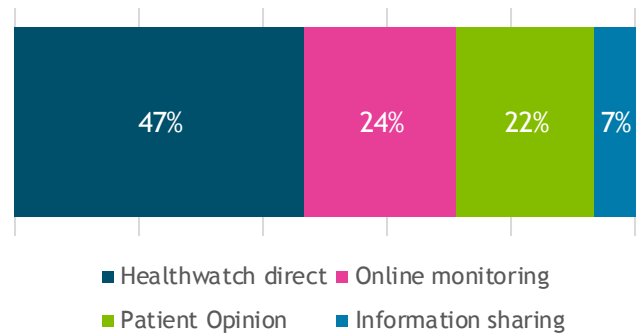


Figure 15 Sources of experiences collected

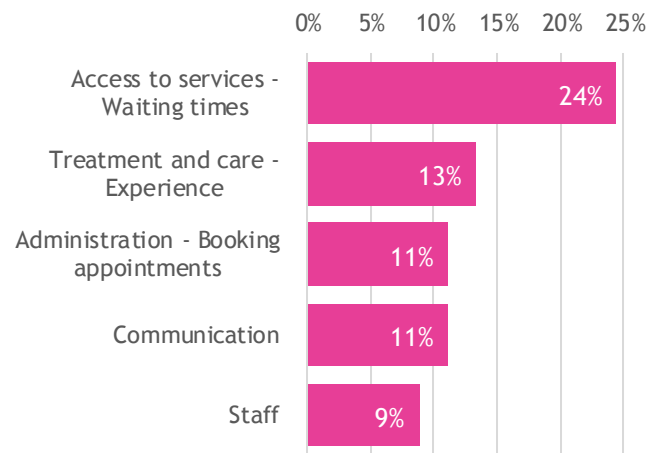


Base: Queens Medical Centre (QMC experiences) of Outpatients services (n=45)

Figure 16 Top five positive themes of experiences



Figure 17 Top five negative themes of experiences



Source: Queens Medical Centre (QMC experiences) of Outpatients services (n=45)

Negative comments about waiting times related to delays in receiving appointments and delays whilst in the hospital facility waiting for their appointment, for example,

“Commentator is waiting for annual check appointment at the eye clinic QMC. We are now in May 2104 and it still hasn’t arrived. Commentator called in February and was told he will be hearing from hospital soon.”

“Been sat waiting in this clinic for over an hour.”

Frustrations about delays in receiving appointments were often accompanied by comments related to the administrative processes behind this, for example,

“...he has received 2 letters for 2 appointments relating to his eyes. This means he will have to make 2 visits to the hospital in the same week. It would be convenient for patients to be given such appointments to take place on the same day. This would make it so much easier.”

“I had an eye appointment booked at QMC. The appointment was cancelled, only for them to send a new rearranged appointment for exactly the same date and time!”

“The admin system is appalling. Communication to get an appointment is dreadful. When eventually I did get an appointment (4 months later after chasing) I got there and was told the doctor was on holiday.”

Medical care (including older persons care)

Figure 18 Sentiment of Medical care experiences

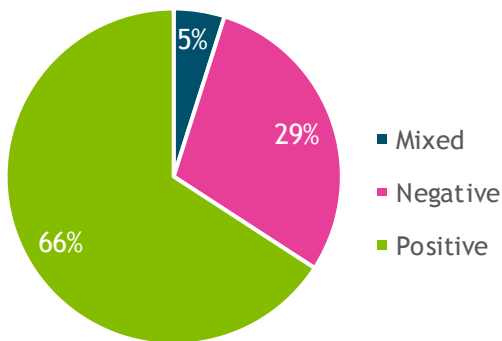
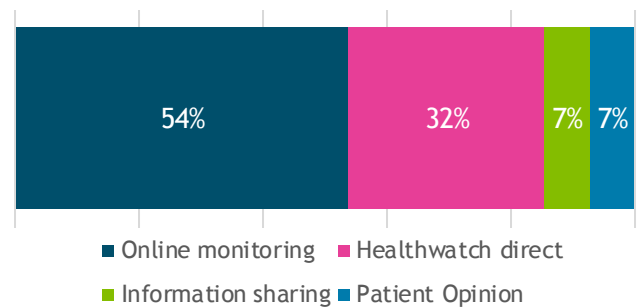


Figure 19 Sources of experiences collected



Base: Queens Medical Centre (QMC experiences) of Medical care services (n=41)

Figure 20 Top five positive themes of experiences

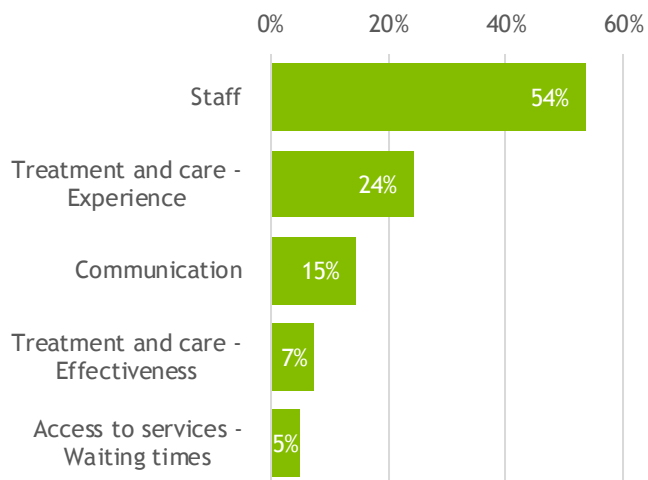
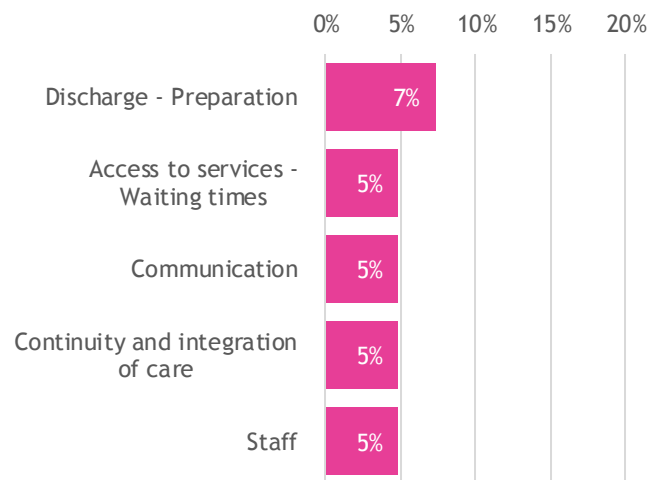


Figure 21 Top five negative themes of experiences



Base: Queens Medical Centre (QMC experiences) of Medical care services (n=41)

Two of the negative experiences which referenced patients being prepared for discharge identified issues related to their take home medication from the hospital pharmacy,

"...got the prescription from QMC last night, but when they let me out their pharmacist wasn't open."

"He arrived home by ambulance with a bag full of tablets and had been given no instructions on what to take or when. Commentator looked in the bag and there was a sheet detailing which tablets to take each day however this had not been pointed out to him even though he clearly struggles to see because he was registered blind. The hospital had sent him home with not only the tablets issued by them but also the ones he had taken with him into hospital. Some of the tablets were different branding therefore he would probably have taken one of each not knowing he was taking a double dose."

Two of the three experiences also referenced issues related to communication which affected how 'ready' the patients or their carers felt they were for their discharge,

"The Commentator asked the nurse in charge why he was being discharged and she said because he was now able to look after himself. That day was first time he had showered and shaved himself since he had been in hospital. The nurse went to look in the notes to ascertain what had been agreed with the Social Worker. There was nothing documented in the notes to say a conversation had taken place between the Social Worker and the patient."

"Lady rang very concerned about the mixed messages that she is getting regarding when her husband is to be discharged...His wife is concerned that they will discharge him before he is fit to leave."

Urgent and emergency services

Figure 22 Sentiment of emergency experiences

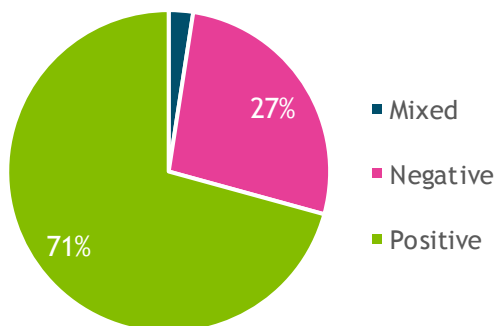
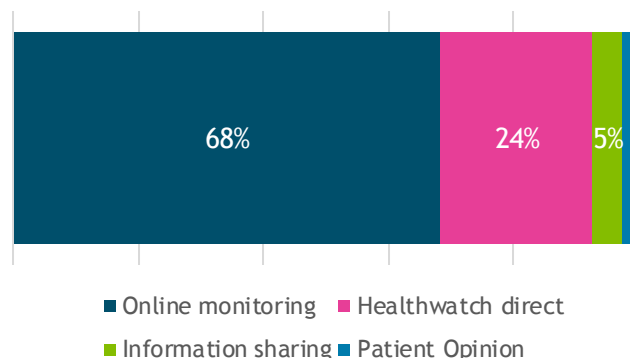


Figure 23 Sources of experiences collected



Base: Queens Medical Centre (QMC experiences) of Urgent and emergency services (n=41)

Figure 24 Positive themes referenced in more than one experience

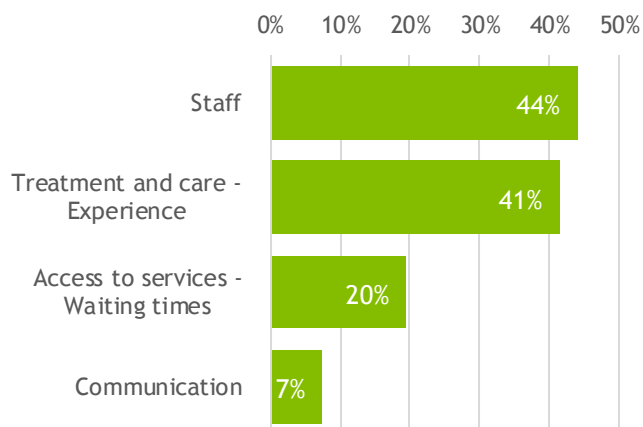
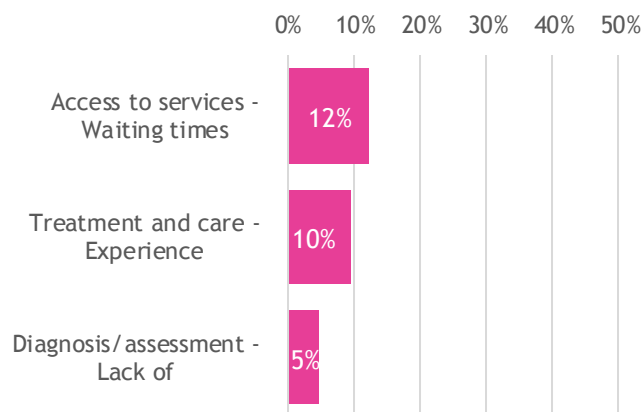


Figure 25 Negative themes referenced in more than one experience



Base: Queens Medical Centre (QMC experiences) of Urgent and emergency services (n=41)

Experiences referencing waiting times commented on the time they spent in the accident and emergency department before being seen. For example,

“Queens medical centre absolutely disgusting taken over 3 hours to be seen with suspected heart problems.”

“He took her to the Accident & Emergency Department. It was midnight. A young doctor saw the patient at 5am.”

Surgery

Figure 26 Sentiment of surgery experiences

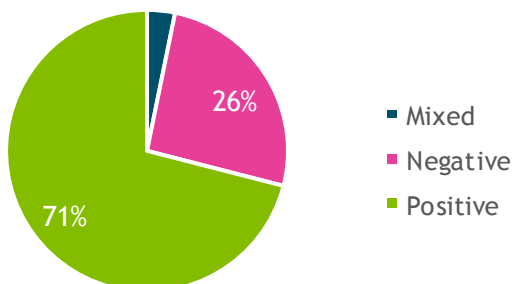
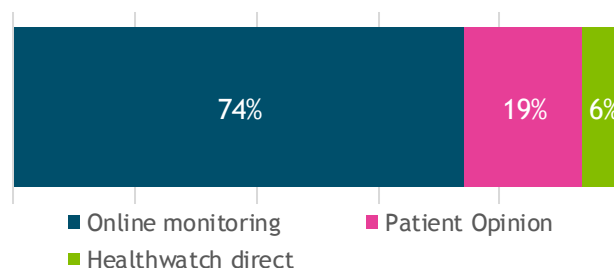


Figure 27 Sources of experiences collected



Base: Queens Medical Centre (QMC experiences) of Surgery services (n=31)

Figure 28 Positive themes referenced in more than one experience

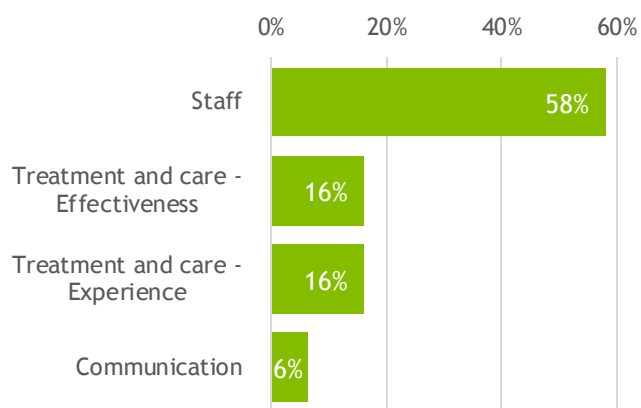
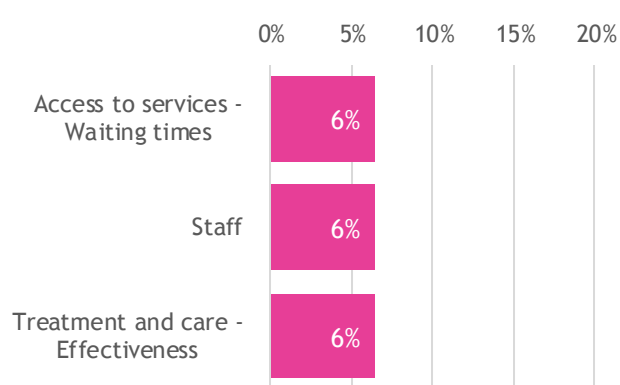


Figure 29 Negative themes referenced in more than one experience



Base: Queens Medical Centre (QMC experiences) of Surgery services (n=31)

The two negative comments relating to waiting times referenced operations being postponed on numerous occasions, one whilst waiting at home and whilst one whilst as an inpatient.

The two negative experiences of staff within surgery services related to a lack of compassion for emotionally distressed patients,

“My dad on E14 is recovering physically after op but constantly weeping, moaning and frightened... [Staff are] only interested in his physical recovery. They are ignoring his distress.”

“E14 again. Elderly lady weeping as husband wheeled to theatre for risky op. NOT ONE nurse bothered to attempt support.”

Services for children and young people

Figure 30 Sentiment of children’s service experiences

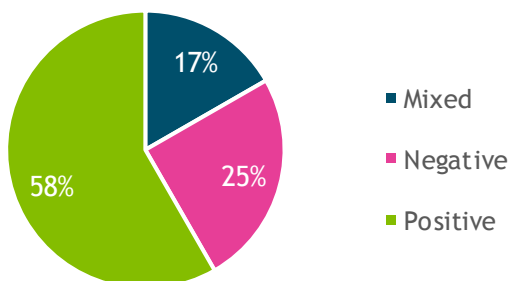
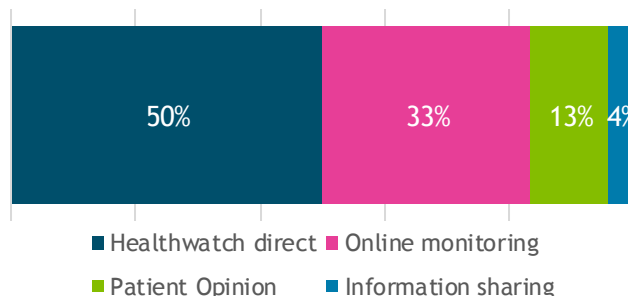


Figure 31 Sources of experiences collected



Source: Queens Medical Centre (QMC) experiences of services for children and young people (n=24)

Figure 32 Top five positive themes of experiences

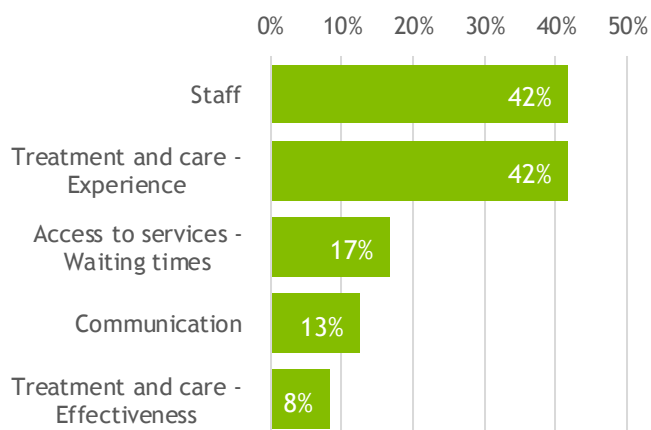
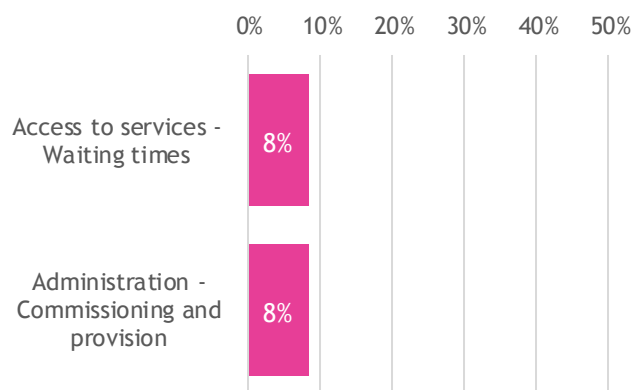


Figure 33 Negative themes referenced in more than one experience



Base: Queens Medical Centre (QMC) experiences of services for children and young people (n=24)

Maternity and gynaecology

Figure 34 Sentiment of maternity experiences

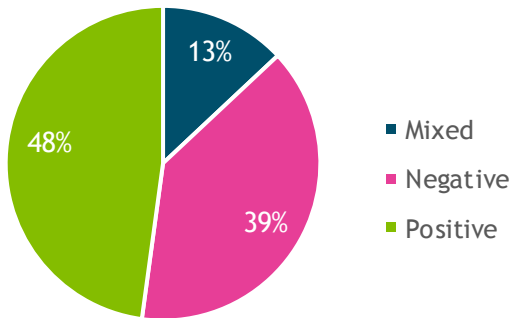
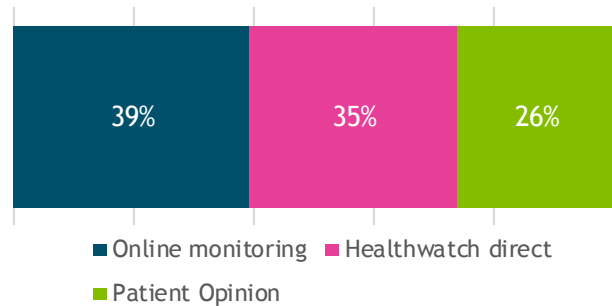


Figure 35 Sources of experiences collected



Base: Queens Medical Centre (QMC) experiences of maternity and gynaecology services (n=23)

Figure 36 Positive themes referenced in more than one experience

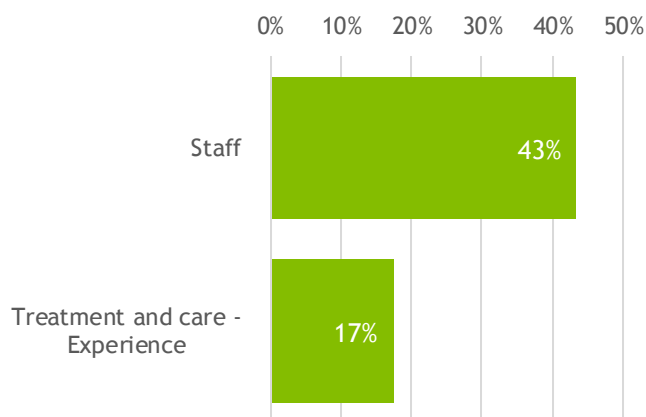
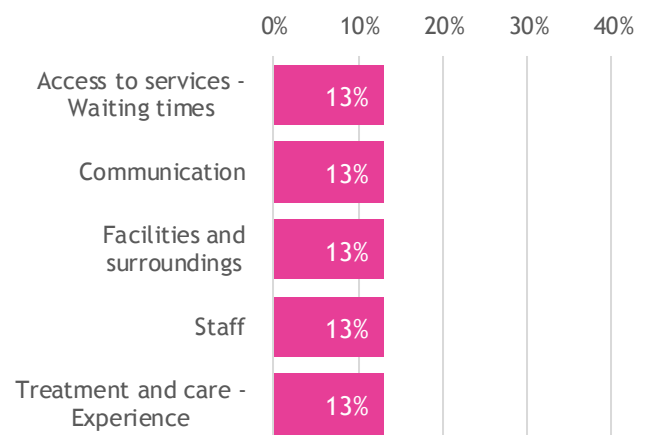


Figure 37 Negative themes referenced in more than one experience



Base: Queens Medical Centre (QMC) experiences of maternity and gynaecology services (n=23)

Negative experiences referencing waiting times were discussing waiting times whilst in the hospital facilities awaiting their appointment, for example,

“Timekeeping of appointments: I can wait over an hour regularly, which is too long if you have a young child or newborn baby.”

The experiences of poor communication related to verbal communication with staff members,

“I was baffled by some of the comments made by some staff members whom are meant to be working in a caring role and dealing with vulnerable women who maybe going through traumatic pregnancy issues.”

“I had a problem though with one of the midwives when my son was born. She didn't listen to my concerns, and made me feel as if my opinion didn't matter.”

“Asking at the reception every hour for how much longer we have to wait...and every time we been told no longer than another half an hour.”

Critical care

Only 4 experiences of critical care services were collected through online monitoring. Of these:

- 3 experiences were positive;
- 1 experience was negative.

Positive experiences all made reference to the staff they encountered,

“Staff at Nottingham QMC Critical Care ward have been amazing all of them.”

“The staff are true Angels...”

“These intensive care nurses at QMC are fantastic.”

The negative experience discussed an administrative process they felt wasn't appropriate for the situation,

“I had an electronic patient satisfaction survey pushed under my nose while still in High Dependency at Queen's Medical Centre, Nottingham. Not sure what the protocols are for patient satisfaction surveys, but personally I would have preferred to do one after discharge, with fewer drugs in my system and without a clinician standing over me while I did it. Of course we all want to be nice about 'our' NHS, but should not feel under pressure to fill in an electronic survey without time for reflection, just to meet some bureaucratic target.”

Core service not applicable

Figure 38 Sentiment of not applicable experiences

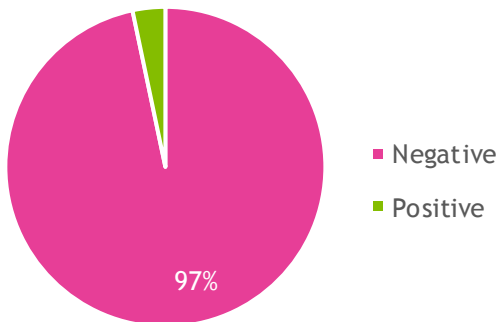
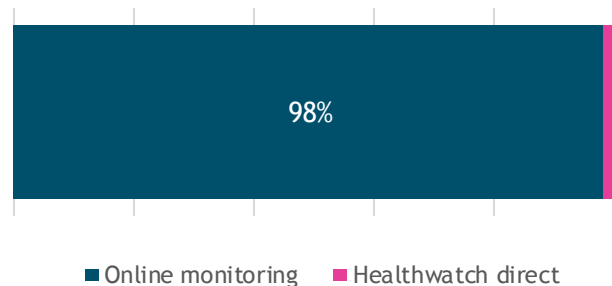


Figure 39 Sources of experiences collected



Base: Queens Medical Centre (QMC) experiences not applicable to a core service (n=60)

Over 90% of comments not related to a core service referenced the facilities and surroundings at Queens Medical Centre (QMC). There were two key themes of experiences gathered which did not apply to a core service delivered at QMC:

- **Car parking:** Over a third (36%) of all experiences not applicable to a core service talked about the car parking on site at Queens Medical Centre. A third of these comments were general comments about their poor experience, those which specified issues made reference to the availability of spaces,

“Both public car parks full and every available space inc double yellows taken!”

“Queens Medical Centre in Nottingham. Literally no spaces anywhere!”

“Would love a parking space at qmc.”

- **Smoking:** A fifth (23%) of all people leaving comments not related to core services were related to smoking outside the main entrance of Queens Medical Centre (QMC). This was very unpleasant for many and raised particular concerns for pregnant patients visiting the antenatal department and families with new born babies. For example,

“...today I passively smoked whilst in an antenatal consultation. Then again on my way out...”

“It's lovely to bring my baby boy out of #QMC (Queens Medical centre, Nottingham) into a wall of smoke!”

Other facilities and surroundings issues identified in four experiences were cleanliness of facilities and navigation, for example,

“Went Qmc hospital yesterday, public toilets had urine on floor and poo on seat.”

“...mud in hospital.”

“Got to go to the QMC tomorrow by myself and it's 1000% guaranteed that I will get lost.”

“Lost inside queens medical centre- these signs do not point to where they say!! Help me!”

Nottingham City Hospital

This summary is based on all experiences identified as relating to services delivered at Nottingham City Hospital.

Summary of evidence collected

104 experiences gathered of services delivered at Nottingham City Hospital.

Figure 40 Sources of experiences collected
Base: Nottingham City Hospital experiences (n=104)

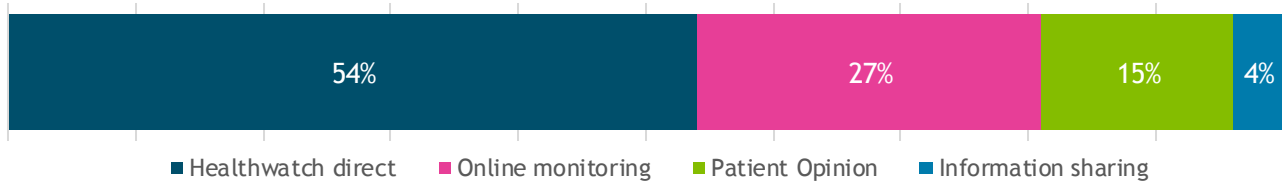
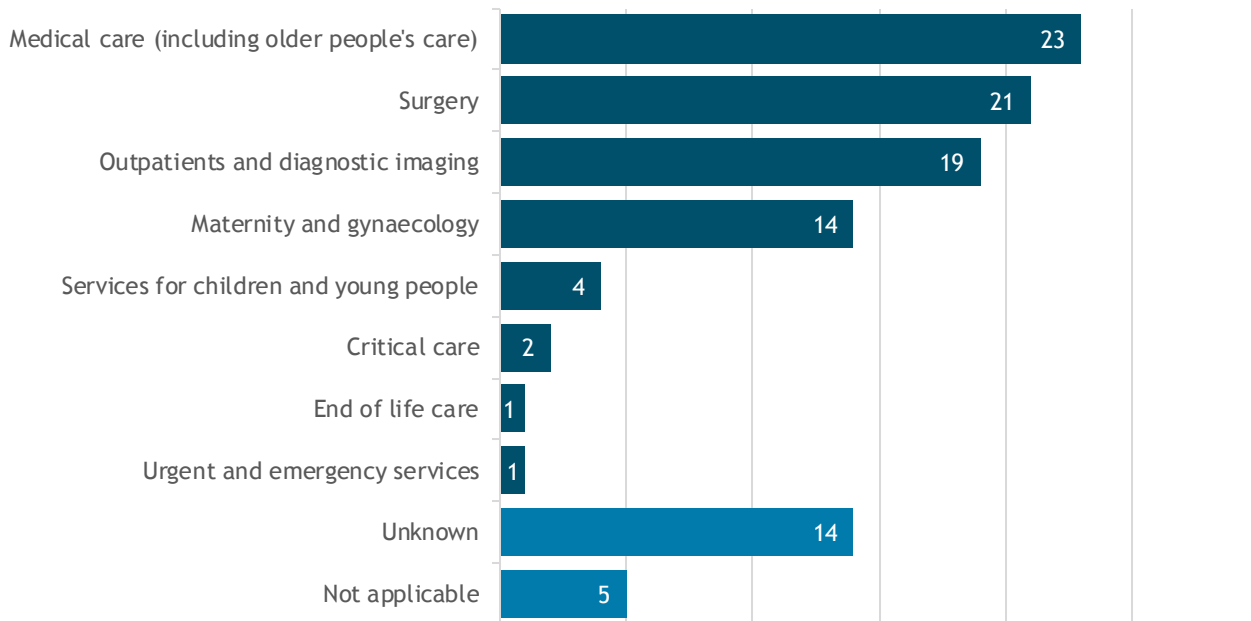
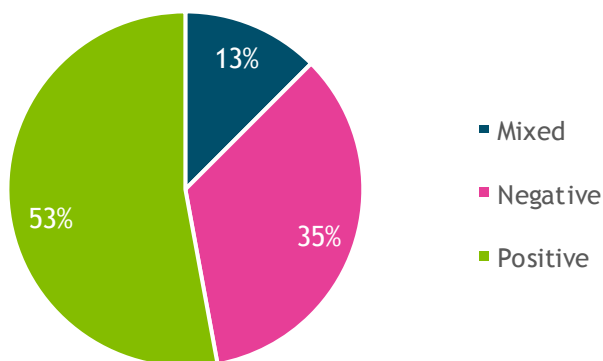


Figure 41 Number of experiences by core service
Base: Nottingham City Hospital experiences (n=104)



Overall experience

Figure 42 Sentiment of experiences collected
Source: Nottingham City Hospital experiences (n=104)



What people talked about

Figure 43 Top five positive themes of experiences

Base: Nottingham City Hospital experiences (n=104)

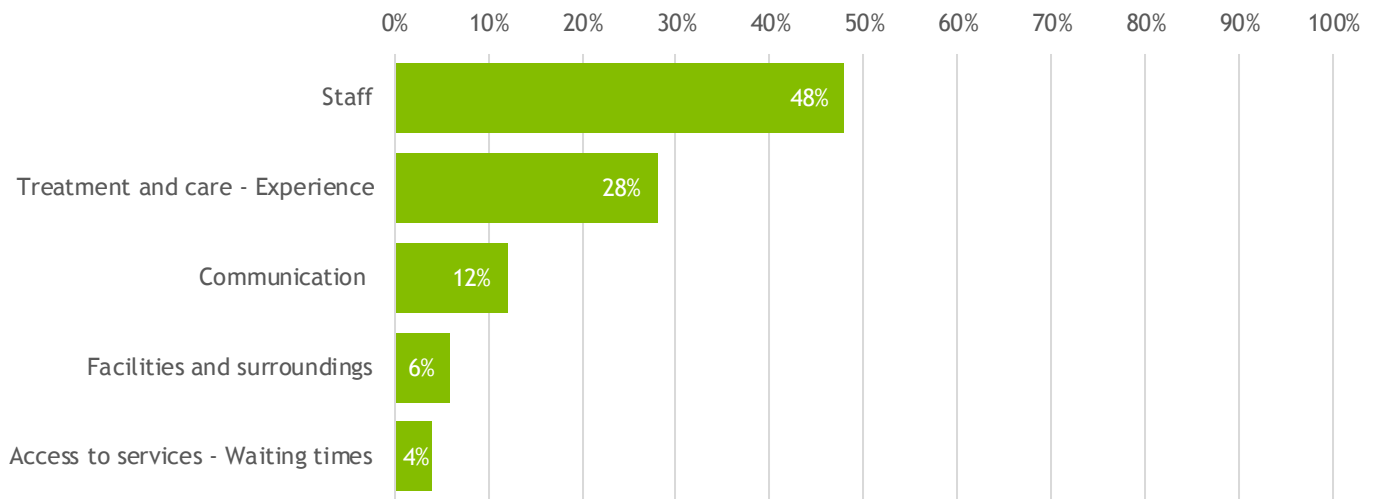
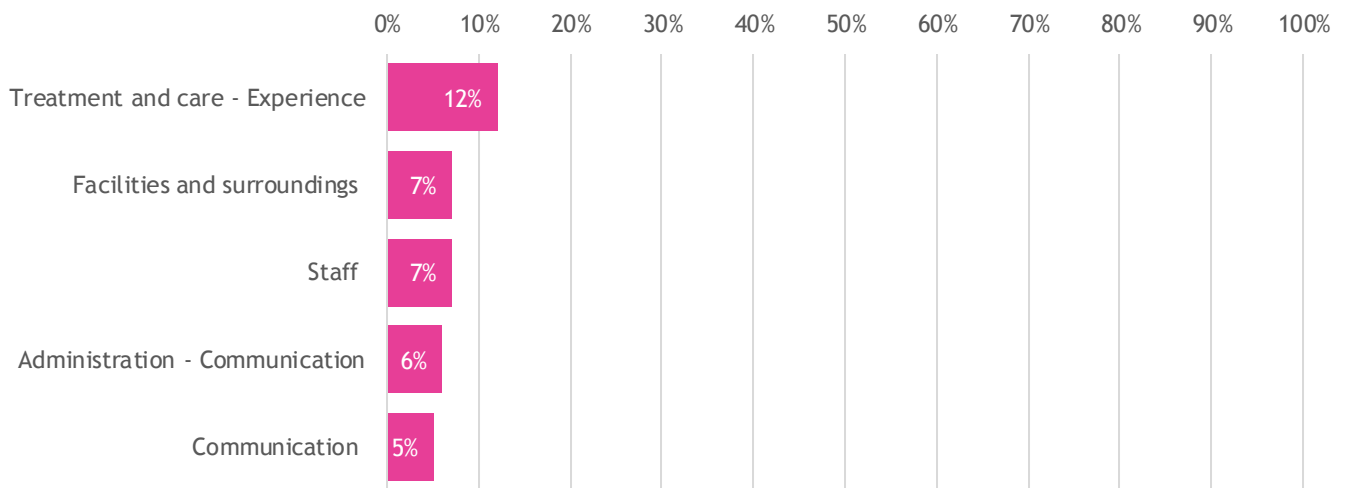


Figure 44 Top five negative themes of experiences

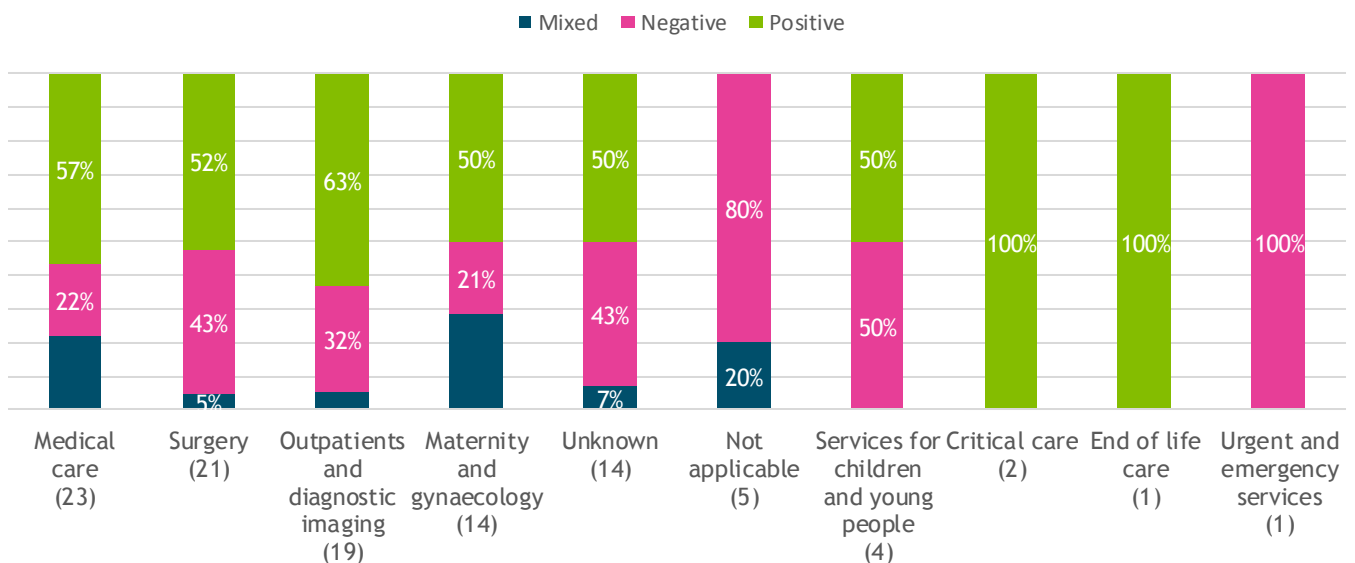
Base: Nottingham City Hospital experiences (n=104)



Experiences by core service

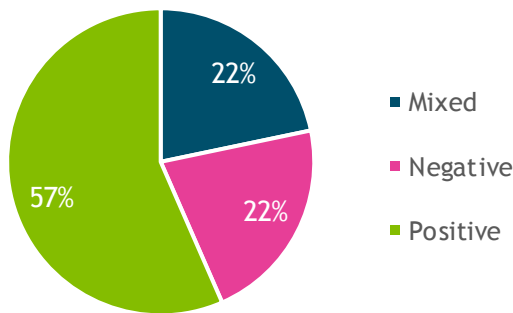
Figure 45 Sentiment of experiences by core service

Base: Nottingham City Hospital experiences (n=104)



Medical care

Figure 46 Sentiment of Medical care experiences



Base: Nottingham City Hospital experiences of medical care services (n=23)

Figure 47 Sources of experiences collected

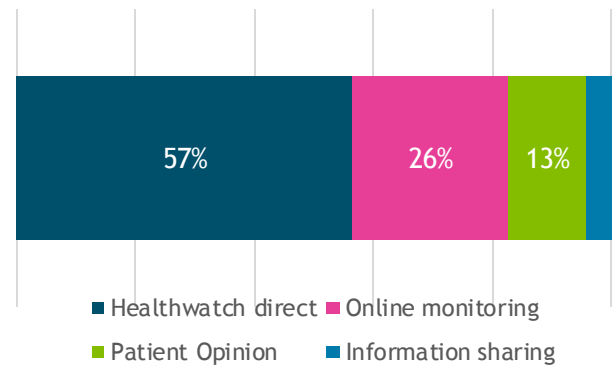
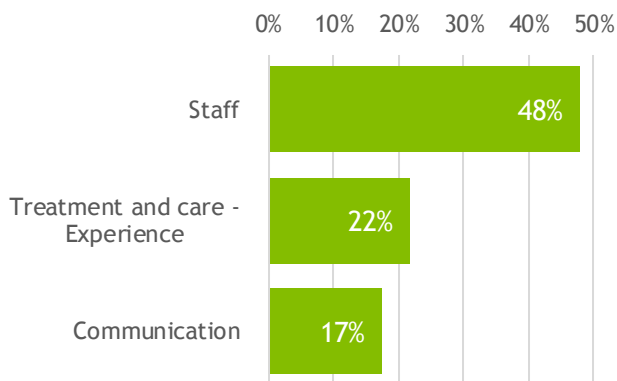
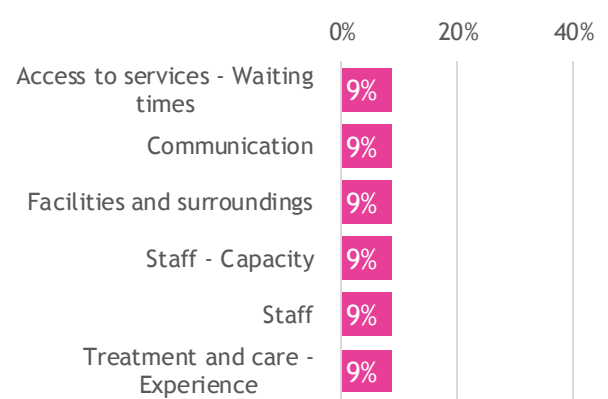


Figure 48 Positive themes referenced in more than one experience



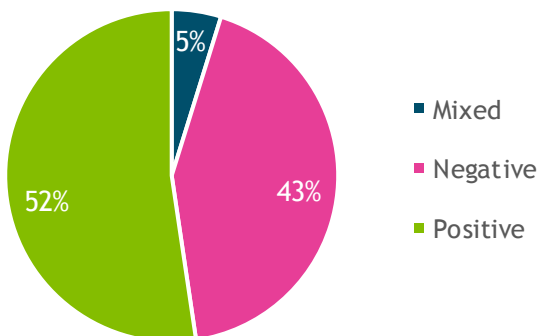
Base: Nottingham City Hospital experiences of medical care services (n=23)

Figure 49 Negative themes referenced in more than one experience



Surgery

Figure 50 Sentiment of surgery experiences



Base: Nottingham City Hospital experiences of surgery (n=21)

Figure 51 Sources of experiences collected

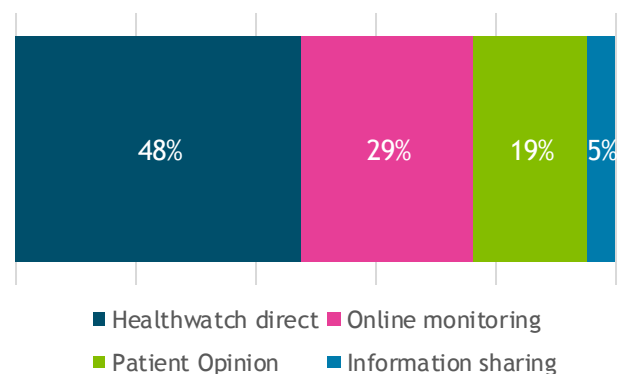


Figure 52 Positive themes of experiences

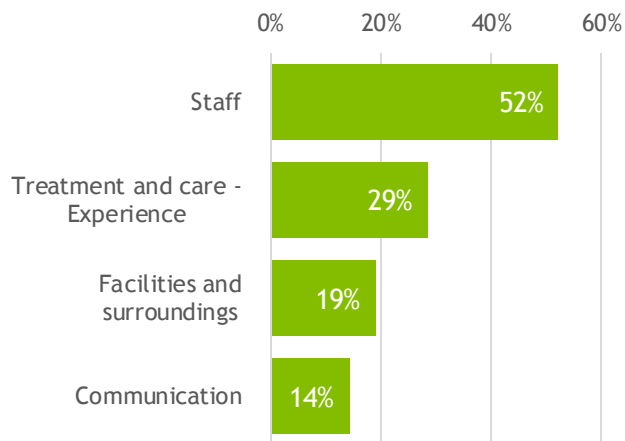
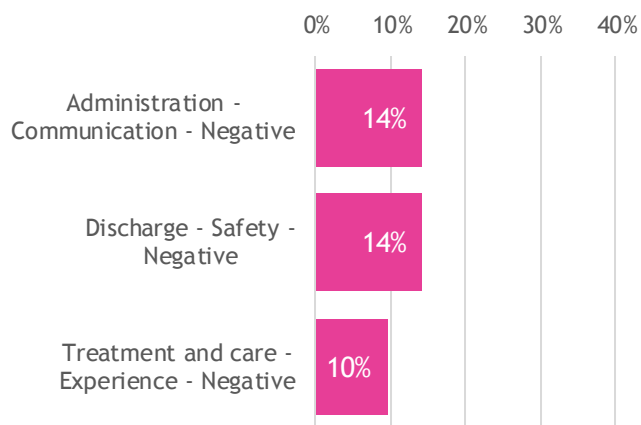


Figure 53 Negative themes referenced in more than one experience



Base: Nottingham City Hospital experiences of surgery (n=21)

The negative experiences which referenced poor communication from an administrative perspective were due to letters informing patients of delays to surgery being received late, or not being received at all. For example,

“Waiting for an operation. Pre-op was done before Christmas. No contact so patient called and was told Surgeon was away for months. Therefore the pre-op was unnecessary. Poor communication main issue.”

“When nothing happened, she called the consultant and spoke to his secretary. It seems they need to train people for the new procedure, and that they had asked him to come in for a pre-op meeting but he hadn’t attended. The lady said they did not receive a letter.”

“Surgery was delayed by 10 weeks because the paperwork went missing.”

Discharge comments included,

“Discharge made her feel vulnerable. Patient lives at home and supported by good friends but was very angry that medication not given and equipment incomplete at discharge.”

“Had a thyroid operation...and was discharged the next day from city hospital. As I had no help practically after the operation I hurt my shoulder and now receive physiotherapy. Post operation care not explained.”

Outpatients and diagnostic imaging

Figure 54 Sentiment of Outpatient experiences

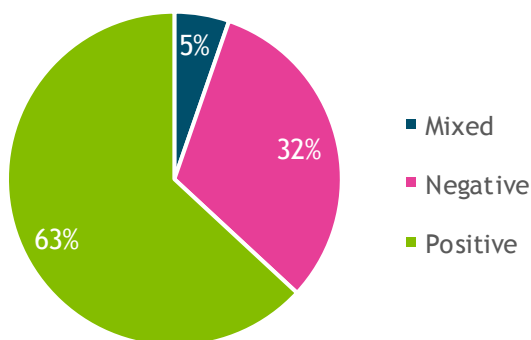
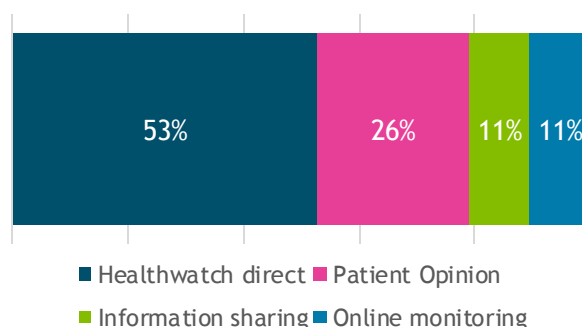


Figure 55 Sources of experiences collected



Base: Nottingham City Hospital experiences of Outpatients and diagnostic imaging services (n=19)

Figure 56 Top five positive themes of experiences

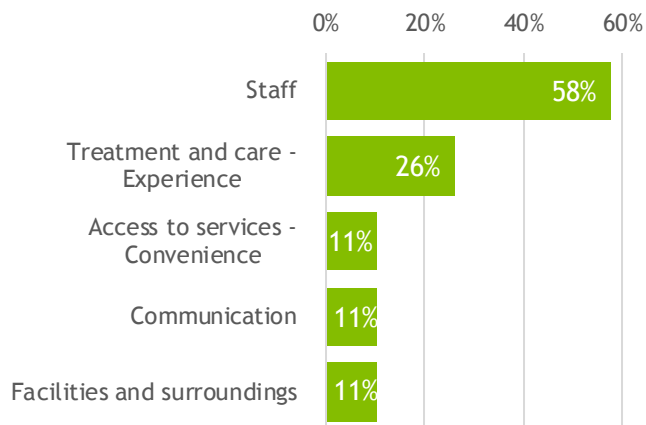
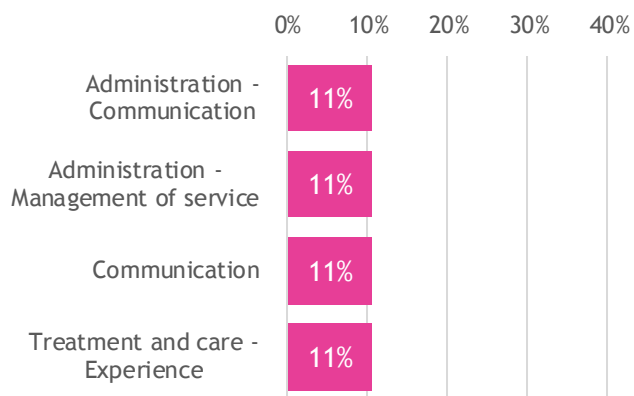


Figure 57 Negative themes referenced in more than one experience



Base: Nottingham City Hospital experiences of Outpatients and diagnostic imaging services (n=19)

Positive comments about staff in the outpatients and diagnostic imaging services frequently identified that they were ‘caring’ and ‘informative’ which helped to reassure patients. For example,

“They explained the two procedures they were going to have to carry out on me. They were friendly and put me at my ease straight away.”

Negative experiences were most likely to reference administrative processes. Two specifically identified the communication associated with getting appointments and results and how a lack of information in this communication created worry,

“She is still in pain and the hernia seems to be getting bigger. She has received a letter from the hospital saying that following her tests ‘there are no concerns’. The lady needs to know whether she will receive any treatment or pain relief and what to do next. She feels that there is a lack of information.”

“After the test on 27 April, no results were sent out. She chased these by phoning the hospital for results - then got a letter... Obviously she is worried, about her condition and doesn’t know what to do.”

Two patients felt that the time taken to receive results either directly or through other medical professionals was too slow,

“She has been told that a report will be sent to her by post in about three weeks. I think that is a poor service. Studying x-rays and reporting should not take that long...”

“I do not understand why the information about my husband cannot be passed electronically between Nottingham City and Royal Derby”

Maternity and gynaecology

Figure 58 Sentiment of Maternity experiences

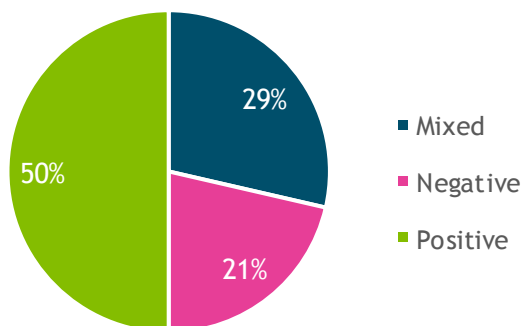
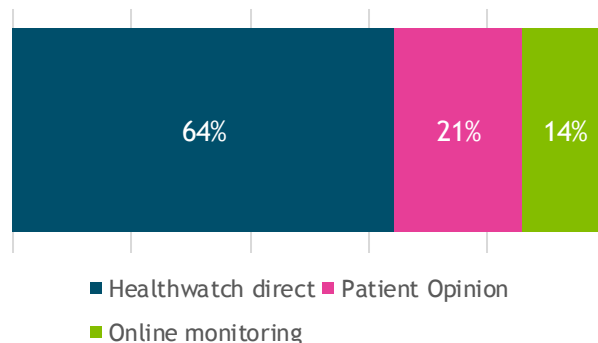


Figure 59 Sources of experiences collected



Base: Nottingham City Hospital experiences of Maternity and gynaecology services (n=14)

Figure 60 Positive themes referenced in more than one experience

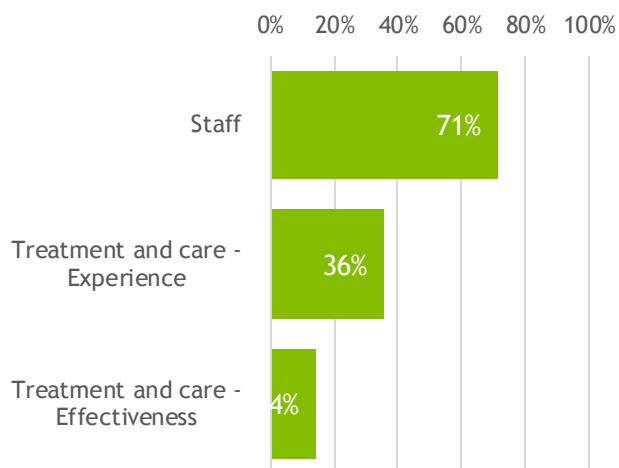
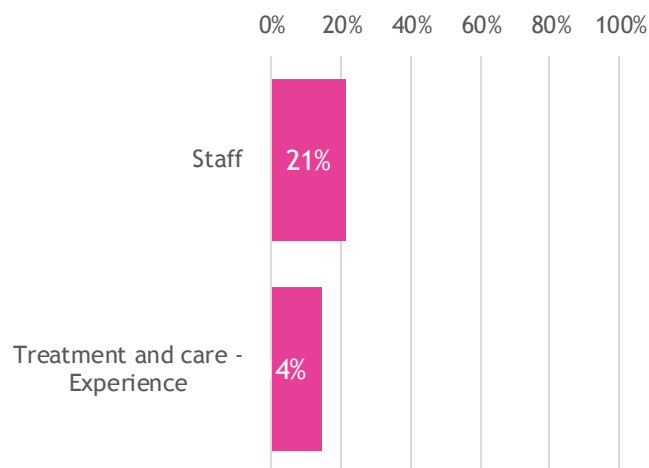


Figure 61 Negative themes referenced in more than one experience



Base: Nottingham City Hospital experiences of Maternity and gynaecology services (n=14)

Positive comments about staff were mostly generic, thanking them for the care they received on the unit. The following comments identified the positive attitude of the staff and the reassurance they provided,

“The midwives were friendly...”

“Felt really reassured and like someone was always there for me.”

“...the labour ward midwives where so caring & patient & not forgetting very reassuring. The Midwives on Lawrence ward where equally as good & ensured we had everything we needed to feel confident & happy to take our baby home!!”

The negative comments about staff made reference to poor attitudes and communications,

“I found the sonographer to be very dismissive.”

“I told the lady it was uncomfortable and was told “You’ll have to get used to this, you’ll get it a lot”... I really felt the first ladies attitude was not good. It was my first baby and I didn’t know what to expect.”

“Unfortunately some staff I found where very lazy, and never felt like they cared.”

Services for children and young people

Four experiences were collected about services for children and young people at Nottingham City Hospital. Of those experiences, 2 were positive and 2 were negative.

Two experiences related to the provision of children’s splints, and the decision to no longer provide a choice of colours and patterns for the child to choose from. One identified that they felt this impacts on the child’s experience of wearing and having the splint applied,

“My 7 year old son has got cerebral palsy and has worn splints from the age of 2, in this time he has always had the choice of what transfers he has had on his splints and this had made wearing them a little bit easier to manage. The casting appointment for splints can also be an upsetting time for both child and parent and this was also made a bit easier by sitting and choosing what transfers they would have on their splints.”

Hospital staff were central to the other two experiences collected,

“The Speech and Language Therapist at City Hospital really helped me. Mum was also there to fill them in with the information about me. The SALT spoke to me as well as mum- it is important that they speak to me as well.”

“They were excellent and very caring...The hospital was amazing, they made sure she wasn’t scared even though she was only 3. Child “It was amazing, I loved it! I had a needle in and it was fine”.”

Critical care

Two positive experiences about critical care services at Nottingham City Hospital were collected,

“My uncle is in Critical Care in the City and is receiving an amazing standard of love and concern. Thank you so, so much.”

“A local couple commented upon the care their daughter was receiving in the hospitals critical care unit at the City Hospital since last month (august 2014). They felt that the care she had been receiving was of a very high standard despite the circumstances. And that the staff were very professional and polite.”

End of life care

One positive experience of end of life care on the Hogarth Ward at Nottingham City Hospital was collected,

“Daughter reported how good the care had been at Hogarth ward City Hospital - end of life cancer care.”

Urgent and emergency services

One negative comment on the lack of urgent and emergency provision at Nottingham City Hospital was received,

“Really unhappy as daughter passed out at City Hospital but they would not look at her there, but sent her to A&E at QMC. Unhappy with the delay.”

Core service not applicable

Five experiences were collected which did not relate to a core medical service at Nottingham City Hospital. One of these had a mixed sentiment, whilst the other four were positive.

Four of the five experiences made reference to the facilities and surroundings at Nottingham City Hospital, all of these experiences were collected through our online monitoring.

- Two specifically referenced car parking at the hospital,
 - “If there’s a worse place to try and park than Nottingham city hospital, I’m yet to find it.”*
 - “Parking fees at #Nottingham City Hospital £4 for 2 hours, in town £3.50 all day?”*
- A third experience made reference to a lack of facilities for those travelling to the hospital on their cycles,
 - “Nottingham City hospital. Very disappointed. Hubbie taken pushbike to app and no bike lockers for public. Nothing he can chain his bike to.”*
- The fourth experience related to a lack of maps within the hospital corridors resulting in confusion,
 - “...Such a shame your lack of maps at city hosp site let you down! Difficult to navigate for important apt...”*

The final comment not applicable to a core service came directly through Healthwatch and related to the complaints procedure at City Hospital, specifically how complaints are communicated internally to the staff involved,

“His main issue is that the doctors and nurses implicated in the complaint still have not been told about his issues so the poor care will just continue for others. He feels it is all being covered up and the consultant is refusing to pass on his complaint to the staff involved.”