

## **2020 Children and Young People’s Patient Experience Survey: Early release of CQC benchmark results**

This report provides benchmark results for Wirral University Teaching Hospital NHS Foundation Trust, in advance of national publication of the 2020 Children and Young People’s Survey in December. It contains the same scoring and ‘banding’ (how your trust performed compared to other trusts across England), but does not include national scores. These national results can only be shared at official publication of the survey results in December.

By sharing results now, you will be able to see how your trust performed on individual questions in advance of the national publication.

This year we have amended our analysis and reporting in an attempt to provide trusts with more granular feedback from the survey. Previously all questions were banded as either ‘better’, ‘about the same’ or ‘worse’, for 2020 we now also report where trust results are ‘much worse’, ‘somewhat worse’, ‘somewhat better’ or ‘much better’.

If you require any assistance, have any queries, or would like to provide feedback on the format of this report, please contact the CQC Surveys Team at: [patient.survey@cqc.org.uk](mailto:patient.survey@cqc.org.uk).

### **2020 Children and Young People’s Patient Experience Survey**

To improve the quality of services the NHS delivers, it is important to understand what people think about their care and treatment. One way of doing this is by asking people who have recently used health services to tell us about their experiences.

The 2020 survey of children and young people involved 125 acute and specialist NHS trusts across England. Patients were eligible to participate in the survey if they were admitted to hospital and aged between 15 days and 15 years old when discharged between the 1 November 2020 and 31 January 2021. Full sampling criteria can be found in the sampling instructions.

The 2020 survey of children and young people featured three different questionnaires, each one appropriate for a different age group:

- The 0-7 questionnaire; sent to patients aged between 15 days and 7 years old at the time of discharge.
- The 8-11 questionnaire; sent to patients aged between 8 and 11 years old at the time of discharge.
- The 12-15 questionnaire; sent to patients aged between 12 and 15 years old at the time of discharge.

Copies of the questionnaires are available on the NHS surveys website.

Questionnaires sent to those aged 8-11 and 12-15 had a short section for the child or young person to complete, followed by a separate section for their parent or carer to complete. Where a child was aged 0-7, the questionnaire was completed entirely by their parent or carer.

Fieldwork for the survey (the period during which questionnaires were sent out and returned) took place between March 2021 and July 2021.

## **Making fair comparisons between trusts**

Trusts have differing profiles of people who use their services. For example, one trust may have more younger patients than another trust, or a greater proportion of emergency patients than another trust. Such differences can potentially affect survey results because children, young people, or their parents and carers, may tend to answer questions in different ways depending on their or their child's characteristics (e.g. age) or type of experience (e.g. emergency versus planned admission).

To account for this, we 'standardise' the data. Results have been standardised by age group (survey version), route of admission (emergency or elective) and length of stay (0 or 1+ overnight stays) of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. Standardisation enables a more accurate comparison of results from trusts with different population profiles. In most cases standardisation will not have a large impact on results; it does, however, make comparisons between trusts as fair as possible.

## **Scoring**

For each question in the survey that can be scored, individual responses are converted into scores on a scale of 0 to 10. For each question, a score of 10 is assigned to the most positive response and a score of 0 to the least positive. The higher the score, the better the trust's results.

It is not appropriate to score all questions because some of them do not assess a trust's performance. For example, the primary purpose of some questions is to filter out ineligible respondents.

## **Interpreting your data**

The better and worse categories, displayed in the column with the header '2020 band', are based on a statistic called the 'expected range'. It determines the range within which your trust's score could fall without differing significantly from the average score of all trusts taking part in the survey. If the trust's performance is outside of this range, its performance is significantly above or below what would be expected. If it is within this range, we say that its performance is 'about the same'.

Where a trust's survey results have been identified as better or worse than the majority of trusts, it is very unlikely that these results have occurred by chance. If your trust's results are 'about the same', this column will be empty.

If fewer than 30 respondents have answered a question, a score will not be displayed for this question. This is because the uncertainty around the result is too great.

## Trend data

Scores from the 2018 survey are also displayed where available. In the column called 'change from 2018' arrows indicate whether the score for this year has increased significantly (up arrow), decreased significantly (down arrow) or has not significantly changed from 2018 (no arrow). A statistically significant difference means that the change in the result is unlikely to be due to chance. Significance is tested using a two-sample t-test.

Where a result for 2018 is not shown, this is either because the question was new this year, or the question wording and/or the response categories have changed. It is therefore not possible to compare the results as we do not know if any change is caused by alterations to the survey instrument, or variation in a trust's performance. For information on question changes in the 2020 questionnaire, please see the Survey Development Report. Comparisons are also not able to be shown if a trust has merged with other trusts since the 2018 survey, or if a trust committed a sampling error in 2018.

## Notes on specific questions

The following two evaluative questions were new for the 2020 survey and there are no historical survey results for these questions:

- X12. Were you able to be with your child as much as you needed to?
- X60. When you spoke to hospital staff, did they listen to what you had to say?

Scores for X24. Did you feel that staff looking after your child knew how to care for their needs? are not compared to 2018 because the question was substantially modified for the 2020 survey.

Scores for the following four questions on operations and procedures are not compared to 2018 because the filter question 'During your time in hospital, did you have any operations or procedures?' was modified to include an instruction to not include tests, scans and x-rays, to align with the NHS Data Dictionary definition of procedures:

- X35. Before your child had any operations or procedures did a member of staff explain to you what would be done?
- X36. Before the operations or procedures, did a member of staff answer your questions in a way you could understand?
- X37. During any operations or procedures, did staff play with your child or do anything to distract them?
- X38. Afterwards, did staff explain to you how the operations or procedures had gone?

Question X12. Were you able to be with your child as much as you needed to? is reported twice as X12a and X12b. This is due to a questionnaire error that resulted in a top box (most positive) answer of 'yes, definitely' for parents of children aged 12 to 15 but 'yes, always' for all other parents.

For further details of questionnaire changes please see the Survey Development Report.

## **Further information**

The full national results will be on the CQC website in December, together with a technical document outlining the methodology and the scoring applied to each question:

<https://www.cqc.org.uk/childrensurvey>

Full details of the survey methodology can be found at:

<https://nhssurveys.org/surveys/survey/01-children-patient-experience/year/2020/>

# Results for Wirral University Teaching Hospital NHS Foundation Trust: Executive Summary

## Respondents and response rate

- 130 Wirral University Teaching Hospital NHS Foundation Trust patients responded to the survey
- The response rate for Wirral University Teaching Hospital NHS Foundation Trust was 15.57%

## Banding

### Better

Your trust's results were much better than most trusts for **1** questions.

Your trust's results were better than most trusts for **3** questions.

Your trust's results were somewhat better than most trusts for **3** questions.

### Worse

Your trust's results were much worse than most trusts for **0** questions.

Your trust's results were worse than most trusts for **0** questions.

Your trust's results were somewhat worse than most trusts for **0** questions.

### Same

Your trust's results were about the same as other trusts for **54** questions.

# Tables of Results

Table 1: Going to hospital

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X3. Did the hospital give you a choice of admission dates?					
X4. Did the hospital change your child's admission date at all?				9.2	

Table 2: The Hospital Ward (children and young people)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Children/young people aged 8 to 15 were asked:</b>					
X51. Were there enough things for you to do in the hospital?	60	5.4		6.7	
X52. If you used the hospital Wi-Fi, was it good enough to do what you wanted?	40	7.1		7.1	
X53. Did you like the hospital food?	44	7.2		6.9	
X54. Was it quiet enough for you to sleep when needed in the hospital?	40	7.5		5.2	↑
X62. Were you given enough privacy when you were receiving care and treatment?	60	9.5		9.6	
<b>Children aged 8 to 11 were asked:</b>					
X49. Did hospital staff play with you or do any activities with you while you were in hospital?					
<b>Young people aged 12 to 15 were asked:</b>					
X50. Was the ward suitable for someone of your age?	36	8.3		8.1	

Table 3: The Hospital Ward (parents and carers)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X8. Was your child given enough privacy when receiving care and treatment?	67	9.5		9.1	
X9. Were there enough things for your child to do in the hospital?	62	6.1		7.6	↓
X10. Did staff play with your child at all while they were in hospital?	39	7.0		7.8	
X11. If your child used the hospital Wi-Fi to entertain themselves, was it good enough to do what they wanted?	35	5.4		5.8	
X28. Did your child like the hospital food provided?	37	6.6		6.5	
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X5. For most of their stay in hospital what type of ward did your child stay on?	125	9.9		9.9	
X6. Did the ward where your child stayed have appropriate equipment or adaptations for your child's physical or medical needs?	90	9.1		9.1	

Table 3: The Hospital Ward (parents and carers) (*continued*)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
X7. How clean do you think the hospital room or ward was that your child was in?	126	9.6	Somewhat better	9.2	↑

Table 4: The Hospital Staff (children and young people)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Children/young people aged 8 to 15 were asked:</b>					
X55. Did hospital staff talk with you about how they were going to care for you?	59	9.3		9.7	
X56. When the hospital staff spoke with you, did you understand what they said?	59	8.2		8.6	
X57. Did you feel able to ask staff questions?	50	9.3		9.9	
X58. Did the hospital staff answer your questions?	45	9.7		9.5	
X59. Were you involved in decisions about your care and treatment?	53	6.5		7.0	
X60. When you spoke to hospital staff, did they listen to what you had to say?	54	9.0			
X61. If you had any worries, did a member of staff talk with you about them?	33	9.2		10.0	
X63. If you wanted, were you able to talk to a doctor or nurse without your parent or carer being there?					

Table 5: The Hospital Staff (parents and carers)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X13. Did new members of staff treating your child introduce themselves?	67	9.2		9.1	
X15. Did members of staff treating your child communicate with them in a way that your child could understand?	66	8.3		7.8	
X22. Did different staff give you conflicting information?	66	8.5		7.9	
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X14. Did members of staff treating your child give you information about their care and treatment in a way that you could understand?	129	9.5		9.5	
X16. Did a member of staff agree a plan for your child's care with you?	122	9.5		9.2	
X17. Did you have confidence and trust in the members of staff treating your child?	128	9.3		9.0	

Table 5: The Hospital Staff (parents and carers) (*continued*)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
X18. Did staff involve you in decisions about your child's care and treatment?	128	8.7		8.7	
X19. Were you given enough information to be involved in decisions about your child's care and treatment?	128	9.2		9.1	
X20. Did hospital staff keep you informed about what was happening whilst your child was in hospital?	126	9.2	Somewhat better	8.6	↑
X21. Were you able to ask staff any questions you had about your child's care?	122	9.5	Somewhat better	9.0	
X23. Were the different members of staff caring for and treating your child aware of their medical history?	113	7.7		8.0	
X24. Did you feel that staff looking after your child knew how to care for their needs?	126	8.8			
X25. Were members of staff available when your child needed attention?	126	9.1	Better	8.2	↑
X26. Did the members of staff caring for your child work well together?	126	9.3		8.8	

Table 5: The Hospital Staff (parents and carers) (*continued*)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
X27. If you had been unhappy with your child's care and treatment, do you feel that you could have told hospital staff?	129	8.4		8.0	

Table 6: Facilities (parents and carers)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X29. Did you have access to hot drinks facilities in the hospital?	127	7.5		8.2	
X30. Were you able to prepare food in the hospital if you wanted to?	51	3.1		5.4	↓
X32. How would you rate the facilities for parents or carers staying overnight?	62	8.4	Better	8.0	

Table 7: Pain (children and young people and parents)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Children/young people aged 8 to 15 were asked:</b>					
X64. If you felt pain while you were at the hospital, do you think staff did everything they could to help you?	45	9.0		9.3	
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X33. If your child felt pain while they were at the hospital, do you think staff did everything they could to help them?	106	9.0		8.7	

Table 8: Operations and Procedures (children and young people)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Children/young people aged 8 to 15 were asked:</b>					
X66. Before the operations or procedures, did hospital staff explain to you what would be done?					
X67. Afterwards, did staff explain to you how the operations or procedures had gone?					

Table 9: Operations and Procedures (parents and carers)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X35. Before your child had any operations or procedures did a member of staff explain to you what would be done?	34	9.9	Better		
X36. Before the operations or procedures, did a member of staff answer your questions in a way you could understand?	33	9.8			
X37. During any operations or procedures, did staff play with your child or do anything to distract them?					
X38. Afterwards, did staff explain to you how the operations or procedures had gone?	34	9.9	Much better		

Table 10: Leaving Hospital (children and young people)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Children/young people aged 8 to 15 were asked:</b>					
X68. Did a member of staff tell you who to talk to if you were worried about anything when you got home?	53	8.6		8.6	
X69. When you left hospital, did you know what was going to happen next with your care?	61	8.3		8.2	
X70. Did a member of staff give you advice on how to look after yourself after you went home?	53	8.4		8.8	

Table 11: Leaving Hospital (parents and carers)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X40. Did a member of staff tell you who to talk to if you were worried about your child when you got home?	62	9.0		9.2	
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X39. Did a member of staff give you advice about caring for your child after you went home?	118	8.8		9.0	
X41. When you left hospital, did you know what was going to happen next with your child's care?	115	7.9		8.4	
X42. Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?	87	8.4		8.7	

Table 12: Overall (children and young people)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Children/young people aged 8 to 15 were asked:</b>					
X71. Do you feel that the people looking after you were friendly?	62	9.4		9.6	
X72. Overall, how well do you think you were looked after in hospital?	61	9.2		9.1	

Table 13: Overall (parents and carers)

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Parents/carers of 0 to 7 year olds were asked:</b>					
X43. Do you feel that the people looking after your child listened to you?	66	8.8		8.8	
X44. Do you feel that the people looking after your child were friendly?	66	9.2		9.4	
X45. Do you feel that your child was well looked after by the hospital staff?	66	9.5		9.3	
<b>Parents/carers of 0 to 15 year olds were asked:</b>					
X46. Do you feel that you (the parent/carer) were well looked after by hospital staff?	126	8.7		8.5	
X47. Were you treated with dignity and respect by the people looking after your child?	126	9.5		9.6	
X48. Overall... I felt that my child had a very good experience	126	9.0		8.9	
<b>Parents/carers of 0 to 11 year olds were asked:</b>					
X12a. Were you able to be with your child as much as you needed to?	90	9.6			

Table 13: Overall (parents and carers) *(continued)*

Question	Respondents	2020 Score	2020 Band	2018 Score	Change from 2018
<b>Parents/carers of 12 to 15 year olds were asked:</b>					
X12b. Were you able to be with your child as much as you needed to?	34	9.5			

Table 14: Demographic Information

Characteristic	Percent
Total respondents	130
Response rate	15.6
<b>Gender</b>	
Female/girl	53.1
Male/boy	46.1
Something else	0.8
Prefer not to say	0.0
<b>Age</b>	
Aged 0-7	52.3
Aged 8-11	18.5
Aged 12-15	29.2
<b>Ethnicity</b>	
White	90.0
Multiple ethnic groups	0.8
Asian or Asian British	3.1
Black or Black British	0.8
Arab or other ethnic group	0.0
Not known	5.4