



# GOSH update

Information for referring clinicians

# Background and methodology

In spring 2010, Great Ormond Street Hospital commissioned independent market research agency, Ipsos MORI to conduct some research amongst some of the consultants and community paediatricians who refer patients to the hospital.

The aim of the survey was for the hospital to find out what referring clinicians think of the quality of care and service we provide to them. The interviews were conducted amongst clinicians who referred to a wide range of specialities in the hospital. One hundred interviews were conducted by the research agency with a variety of questions regarding new and existing patients, inpatient and outpatient attendances. We wanted to find out what you thought of the quality and timeliness of the information we provided to you and also how easy it was for you to get in contact with the relevant clinician in the hospital.

It was important for us to benchmark our results against those of other providers and therefore we asked you to state how we compared for a range of different types of patient.

Great Ormond Street Hospital compares relatively favourably with other providers when it comes to providing advice on patients who are known to us and also about new patients. Communication from outpatient services is more or less the same between Great Ormond Street Hospital and others, but worse when it comes to inpatient services.

## Satisfaction with service as a referrer

For each of the following, would you say that Great Ormond Street Hospital is better, worse or about the same as other providers that you work with?

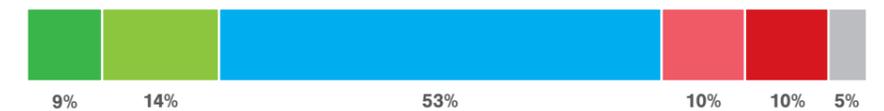
Advice about a patient who is already known about



Advice about a patient who is not already known about



Communication from outpatient services



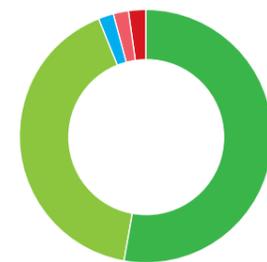
Communication from inpatient services



- Much better
- A little better
- About the same
- A little worse
- Much worse
- Don't know

## Overall satisfaction levels

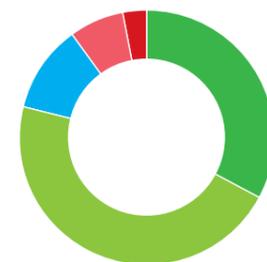
### Satisfaction with clinical care



Overall, how satisfied are you with the clinical care provided by Great Ormond Street Hospital?

- Very satisfied 53%
- Fairly satisfied 41%
- Neither/nor 2%
- Fairly dissatisfied 2%
- Very dissatisfied 2%

### Satisfaction with service as a referrer



How satisfied or dissatisfied are you with the service you receive as a referrer?

- Very satisfied 33%
- Fairly satisfied 46%
- Neither/nor 11%
- Fairly dissatisfied 7%
- Very dissatisfied 3%

We are pleased that the overall satisfaction levels for the quality of care provided to patients at the hospital is very high – with 94 per cent of those interviewed satisfied, of which 53 per cent were highly satisfied.

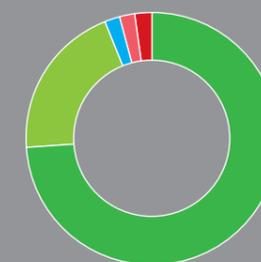
With regard to overall service to you as a referrer, the satisfaction scores are lower with 79 per cent of those interviewed satisfied and only 33 per cent highly satisfied. Ten per cent of you are dissatisfied and the hospital recognises that it needs to address this.

## Patient and family satisfaction

Ipsos MORI have conducted additional telephone surveys for us this year to find out what patients and families think of the service provided by Great Ormond Street Hospital.

While there are always areas that we can improve on, the feedback from patients and families is very positive about their experience of the hospital and there are high levels of confidence and trust in the care provided by doctors and nursing staff.

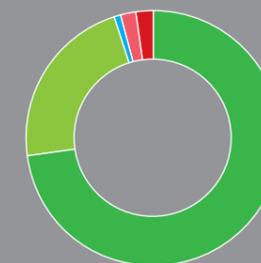
### Satisfaction with visit all patients and parents of patients



Overall, how satisfied or dissatisfied were you with your last visit to Great Ormond Street Hospital?

- Very satisfied 74%
- Fairly satisfied 20%
- Neither/nor 2%
- Fairly dissatisfied 2%
- Very dissatisfied 2%

### Satisfaction with visit outpatients and parents of outpatients



Overall, how satisfied or dissatisfied were you with your last visit to Great Ormond Street Hospital?

- Very satisfied 73%
- Fairly satisfied 22%
- Neither/nor 1%
- Fairly dissatisfied 2%
- Very dissatisfied 2%

The full results of our patient and family satisfaction studies are to be found on our website [www.ich.ucl.ac.uk/about\\_gosh/priorities\\_progress/survey\\_results/patient\\_family\\_surveys.html](http://www.ich.ucl.ac.uk/about_gosh/priorities_progress/survey_results/patient_family_surveys.html)

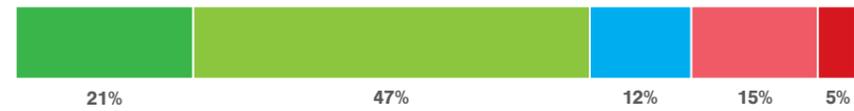
# Communications and access to clinicians

The following charts tell us your thoughts on how we respond to various types of patients. The consistent view from the survey is that the quality of information provided is better than the speed with which the information is available and also how easy it is to talk to the relevant clinician in the hospital.

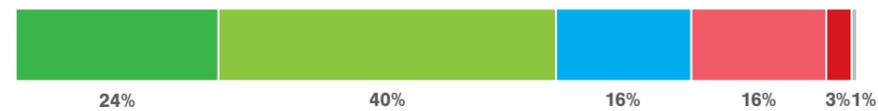
## Returning patient

Thinking about when you contact Great Ormond Street Hospital about a patient who is already known to them, overall how satisfied or dissatisfied are you with the following?

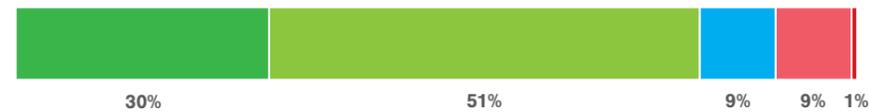
The speed with which they respond



The ease of access to an appropriate clinician



The overall quality of the response

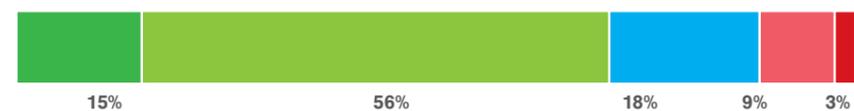


- Very satisfied
- Fairly satisfied
- Neither/nor
- Fairly dissatisfied
- Very dissatisfied
- Don't know

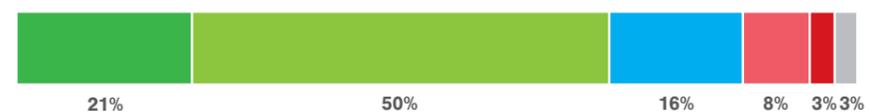
## New patient

Thinking about when you contact Great Ormond Street Hospital about a patient who is not already known to them, overall how satisfied or dissatisfied are you with the following?

The speed with which they respond



The ease of access to an appropriate clinician



The overall quality of the response

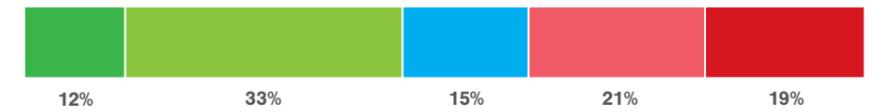


- Very satisfied
- Fairly satisfied
- Neither/nor
- Fairly dissatisfied
- Very dissatisfied
- Don't know

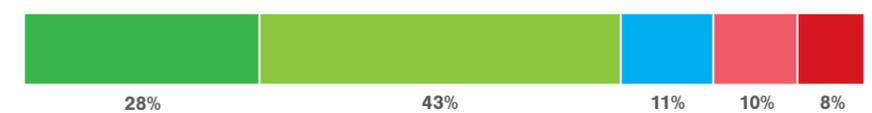
## Referrals to outpatient services

Thinking about when you have referred patients to Great Ormond Street Hospital outpatient services, overall how satisfied or dissatisfied are you with the following?

The time it takes them to write to you about the patient after their appointment



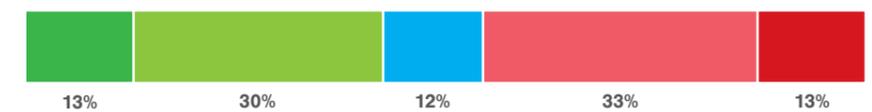
The overall quality of the communication you receive about the patient after their appointment



## Satisfaction with discharge summaries

Thinking about discharge summaries or letters overall, how satisfied or dissatisfied are you with the following?

The time it takes to receive this letter



The quality of information it contains



- Very satisfied
- Fairly satisfied
- Neither/nor
- Fairly dissatisfied
- Very dissatisfied
- Don't know

# What we've done and the next steps

The results of the survey have been shared with the Trust Board, Management Board and individual units within the hospital. The Trust Board has designated improving services to referrers as one of the top priorities for this year and has asked Barbara Buckley, Co-Medical Director and Robert Burns, Deputy Chief Operating Officer, to take this issue forward. Barbara and Robert are leading a hospital-wide steering group tasked at improving services to referrers and each of our clinical units are actively involved in this project.

We won't be able to solve everything overnight, but we will be making progress as quickly as possible. The areas that we have highlighted as being our initial priorities are:

- Discharge summaries and outpatient letters – improving their timeliness and adopting processes to ensure they are copied to all the relevant clinicians.
- Ensuring that we reduce the number of refused emergency or urgent transfers and that they are accepted in a timely manner with good communication throughout the process.
- The improvement of general administration services throughout the Trust – eg answering phones, accurate contact details, efficient switchboard services.
- More collaborative work with key referrers to develop smooth patient pathways and protocols.

The area most of you expressed the greatest concern about was the whole process of inter-hospital transfers. There appear to be two main problems, firstly the ability for us to accept all clinically appropriate referrals and secondly our communication with you during this process and updating you after admission to Great Ormond Street Hospital.

Unfortunately, at the moment we cannot accept all referrals we receive due to capacity constraints, but our ultimate aim is to get to a stage where we never refuse a clinically appropriate emergency or urgent admission. We have a new clinical building opening within the next two years as part of our major redevelopment programme and, in the interim, have a number of additional schemes to increase our capacity. These are focused on the areas of highest emergency demand and include general surgery, cardiac surgery, neuro surgery, all intensive care areas, gastroenterology and haematology/oncology.

What we can improve without the need for additional physical resources is our communication with you. We fully accept that this is far from ideal and are looking at options of improving the process. This could involve establishing a single point of contact for referrers to the Trust, with us co-ordinating all the responses at our end, meaning referrers will not need to spend time trying to contact the person they require.

Over the past few months we have been focusing on improving our turnaround times for discharge summaries. We have achieved over 85 per cent completion within 24 hours in May 2010 and continue to consistently improve our processes to ensure that discharge summaries are sent within 24 hours of a patients discharge. We are also looking at implementing an emailing system to further improve the timeliness of discharge summaries.

We are very conscious that discharge summaries do not always get copied to all the relevant clinicians involved in a patient's care and we are currently undertaking an audit of this, with a view to looking at ways to ensure that this issue is addressed.

Forty per cent of referrers expressed dissatisfaction with the time it takes us to write to you following an outpatient appointment. We are very disappointed with this and are also currently auditing the timeliness and quality of our outpatient letters. We have a standard of five days and our aim is to ensure that we achieve this.

Our IT team will be heavily involved in our improvements to the service we give to referrers and we intend to develop as many safe and efficient electronic methods of communication as our referrers would like.

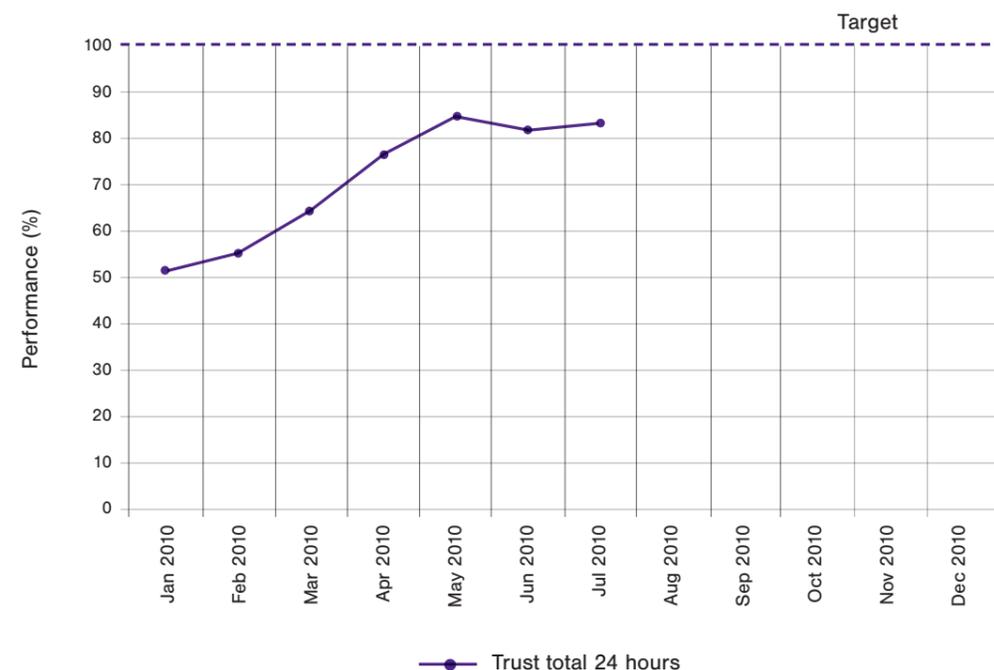
## Ongoing feedback and suggestions

We intend to produce this newsletter twice a year to update referrers on progress we are making. This newsletter will continue to focus on the improvements we aim to make on the service we are providing to referring clinicians.

## Outreach clinics

We asked you if Great Ormond Street Hospital running an outreach clinic in a specific specialty in your organisation would be beneficial. We received a positive response to this, especially for neurology and cardiology. If you would like to discuss the possibility of us running a certain specialty outreach clinic at your organisation then please contact Barbara or Robert.

**Trust wide discharge summary completion rates** (within 24 hours)



## Contact

If you would like to make suggestions or give more feedback about your experience of the hospital, please contact either Barbara or Robert on the details below:

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