

Isle of Wight Joint Strategic Needs Assessment: Core Dataset

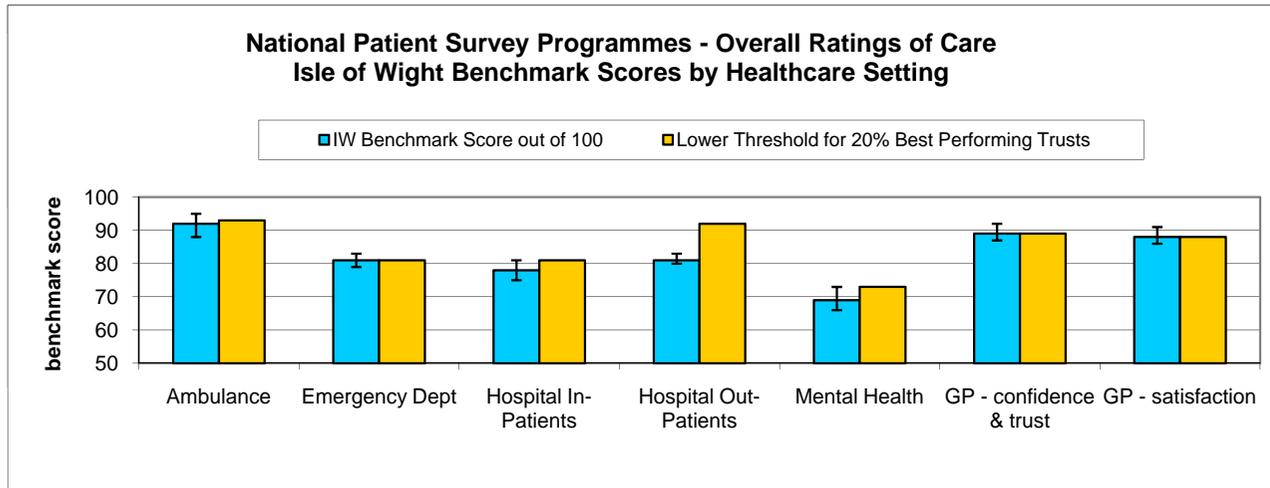
2009



Domain:	Services	Indicator:	National Patients Survey Programme findings for local institutions
Sub-Domain:	Voice	Indicator References:	JSNA Core Dataset number 68
Sub-sub- Domain:	User perspective on health care	Data Source:	NHS Patient Surveys
		Indicator definition:	see below

Isle of Wight: National Patients Survey Programme Findings - Overall Satisfaction with Care

Survey Year	Service	IW Benchmark Score out of 100	Lower Threshold for 20% Best Performing Trusts
2008	Ambulance	92	93
2008	Emergency Dept	81	81
2008	Hospital In-Patients	78	81
2004-05	Hospital Out-Patients	81	92
2008	Mental Health	69	73
2008	GP - confidence & trust	89	89
2008	GP - satisfaction	88	88



COMMENTARY

The Care Quality Commission (whose predecessor was the Healthcare Commission) commissions regular surveys of patients and users of healthcare services to find out about their experiences of healthcare.

The data and chart **above** show, for a number of Isle of Wight healthcare settings, findings in response to the question "*Overall how would you rate the care you received ?*"

For GP services, this specific question is not asked in surveys and so responses to the following questions are shown instead:

- *Did you have confidence and trust in the doctor ?*
- *Was the main reason you went to your GP practice dealt with to your satisfaction?*

PCT results are calculated by converting responses to particular questions into scores out of 100. Directly comparable England scores are not available, and so IW scores are compared with the threshold score for comparable healthcare settings in the top 20% nationally.

The Island score is the same as or statistically similar to the threshold score for 4 out of the 6 settings - this means that the Island score is among or close to the top 20% nationally. The IW is lower than the threshold score for 2 settings, Mental Health and Out-Patients Department, though it should be noted that the most recent Out-Patients survey is from 2004-05.

INDICATOR DEFINITION

Indicator:	National Patients Survey Programme findings for local institutions
Definition:	Patient satisfaction ratings with care they received (percentage responses converted into benchmark scores out of 100)
Numerator (number of people or events)	Patients who had received treatment in the healthcare setting and who were satisfied with the care they received.
Denominator (total population or events)	Patients who had received treatment in the healthcare setting.
Geographic Coverage	Primary Care Trust
Time period	As shown above.
Data Source(s)	Care Quality Commission - NHS Patient Surveys http://www.cqc.org.uk/usingcareservices/healthcare/patientsurveys.cfm
Significance for Health	Higher rates suggest better services. Lower rates suggest worse services.
Factors that might affect the Accuracy of this Indicator	