

Analysis Method Notice

Percentage of adults who reported that they were very satisfied or fairly satisfied about the care that they received at an NHS hospital

This notice describes an Analysis Method that has been developed for use in the production of published national outcome indicators, performance measures and/or currencies, which are derived directly from NHS Wales data.

The Analysis Method has been reviewed by the Analysis Methodologies Group and its output submitted to the Welsh Information Standards Board (WISB) for potential accreditation.

*It should be noted that, where the data flow on which the analysis is being undertaken has not been reviewed by WISB (see 'Status of WISB Data Standards Assurance' below), accreditation of the analysis method **cannot** be interpreted as an approval of the underlying data standards or the quality of the data used.*

It is recognised that formal review and/or assurance of the data flow may have been undertaken by other bodies, where those data are being formally published; for example, as 'Official Statistics'. In such circumstances, users of this method are advised to contact the relevant organisations should they require further information on the underlying quality of the specified data source.

For further details about the group, including Terms of Reference and membership, please visit the following website:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=56696>

WISB Reference: ISRN 2018 / 002

Please address enquiries about this Analysis Method the NHS Wales Informatics Service Data Standards Team.

E-mail: data.standards@wales.nhs.uk / Tel: 029 2050 2539

WISB Analysis Method Appraisal Assessment	Accredited This Analysis Method has been appraised by WISB and is felt to: <ul style="list-style-type: none"> • Meet the specified indicator requirement, in that it is suitable for its calculation / derivation; • Is reproducible by organisations, where appropriate.
WISB Analysis Method Appraisal Outcome(s)	

Status of Data Standards Assurance	WISB Reviewed The data used in this Analysis Method are based on data item standards that have been through the Information Standards Assurance Process.
WISB Decision	Approved
Data Standards Assurance Outcome(s)	

Indicator

Percentage of adults who reported that they were very satisfied or fairly satisfied about the care that they received at an NHS hospital

Target:

Annual improvement

Rationale / Context

Improving health outcomes by ensuring the quality and safety of services are enhanced.

As outlined in the Health and Care Standards (2015) every person in Wales who uses health services or supports others to do so, whether in hospital, primary care, their community or in their own home has the right to receive excellent care as well as advice and support to maintain their health. One of the key aims of the Health and Care Standards, along with the Framework for Assuring Service User Experience (2015) is to ensure that people: have positive first and lasting impressions of health services; receive care in a safe, supportive, healing environment and; have an understanding of and involvement in care. These aims are also determinants of good service user experience, based on national and local published evidence.

Relates to:

Health and Care Standards (April 2015)

<http://gov.wales/docs/dhss/publications/150402standardsen.pdf>

Listening and Learning from Feedback: Framework for Assuring Service User Experience 2015

<http://gov.wales/docs/dhss/publications/151231whc061en.pdf>

Data Source(s)

The National Survey for Wales

Definitions:**Definitional Guidance:****Data Items:**

n/a

Terms:

n/a

Detailed Specification

Respondents who have had an appointment at an NHS hospital in the last 12 months were asked overall, how satisfied or dissatisfied they were with the care that they received. The respondent was requested to think about the last time that they had an appointment at an NHS hospital.

A hospital appointment is defined as: an outpatient (a patient who is not admitted to a hospital bed); day

patient (a patient who is admitted to a hospital bed but does not need an overnight stay) or; an inpatient (a patient who stays at the hospital overnight).

'Satisfied' is defined as 'very satisfied' or 'fairly satisfied'.

'Dissatisfied' is defined as 'very dissatisfied' or 'fairly dissatisfied'.

Other response options include 'neither satisfied nor dissatisfied'.

Respondents are aged 16 years and over when the survey is completed.

Results from the National Survey are subject to a margin of uncertainty. The randomly selected sample of the population may give a slightly different result from the results that would be obtained if the whole of the population were surveyed. The National Survey Technical Report provides further details on confidence intervals and coefficients of variation.

<http://gov.wales/statistics-and-research/national-survey/design-methodology/technical-information/?lang=en>

Data is published on an all Wales basis and by the health board. Health board data is based upon where the respondents resides (local authority). Therefore, data may include Welsh residents who accesses health services in England or whose hospital is in a different health board area to where the individual lives.

Calculation:

Numerator

The number of respondents aged 16 and over who said that were satisfied with the care that they received at a hospital appointment.

Denominator

The number of respondents aged 16 and over who provided an answer to the question on how satisfied or dissatisfied they were with the care that they received the last time they attended a hospital appointment.

Reporting Format / Frequency

Reporting Frequency	Annual
Time Delay of Reported Data?	Data collected during the previous financial year will be published in the following June. Latest data covered 2014-15 (published June 2015).

Discussion Points / Areas for Future Development

This section details any areas the Analysis Methodologies Group felt needed further consideration / review by the 'owner' of the method.

Appendix A – Additional Information

- The National Survey for Wales commenced in 2016-17. Data for this measure will only be reported if the question is included in future surveys.
- Data has been collected for 2012-13, 2013-14, 2014-15.
- There was no survey in 2015-16.

Appendix B – SQL Code (where applicable)

n/a