

Press release – 14 February 2012

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Outpatient department survey results published today

The results of the Care Quality Commission's outpatient survey 2011 were published today, on 14th February 2012. The survey is one of the many ways in which we understand the patient experience at Wye Valley NHS Trust. It has shown overall improvement on 22 of the comparable 36 questions since 2009 with better than 5% improvement being shown in the following areas:

- Appointment Waiting Times
- Communication with Doctors and other healthcare professionals
- Explanations of the purpose of new medications

Compared with other organisations, the trust is well above average in appointments starting on time, which was a 7% improvement on the 2009 survey.

Areas where the Trust showed room for improvement included a 5% increase in the number of patients who wait more than 1 hour, and for those that are delayed, 65% are not told how long they would have to wait.

"We are pleased to score highly in any report, but when it is based on the experience of the patients, it makes it all the more meaningful. While appointment waiting times appear to be performing better, there is no room for complacency and we will be looking at areas where we need to improve in great detail."

Martin Woodford Chief Executive, Wye Valley NHS Trust

The survey, carried out by Patient Perspective on behalf of the trust, asked the views of 850 adults who had an outpatient appointment in May 2011. The outpatients were asked what they thought about different aspects of the care and treatment they received.

Wye Valley NHS Trust also uses real-time feedback mechanisms to monitor its services and is committed to improving the experiences of its patients and service users across the whole organisation.

END

Notes to editor:

- Wye Valley NHS Trust is the first integrated provider of acute, community and adult social care in England.
- The key principles of the organisation are to improve the health and well being of the people we serve in Herefordshire and the surrounding areas.
- With an estimated annual turnover of around £160million, we employ around 2,500 staff. As the first integrated provider of acute, community and social care in England, we aim to build new relationships between our staff, patients, service users and their carers, and with the wider community.
- We are a clinical and practitioner-led organisation owned by our local community and staff.
- We are also working towards Foundation Trust status with the aim of achieving it in 2013.

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