

## Responses from QA Urgent Care Patient Discharge Survey October 2017:



50 patients who were discharged in July 2017 from Queen Alexandra Hospital (QA) provided feedback to Healthwatch Portsmouth who conducted patient satisfaction based surveys over the telephone. Healthwatch is highlighting here the opportunities for learning rather than the full results.

46 of these patients went straight home rather than needed transferring elsewhere. 23 of these patients did not need social care services to help them recover or manage their condition.

Healthwatch Portsmouth think that it is important to have in place the correct environment and support to help the patient remain well in their own home after leaving hospital.

### Survey results:

- Of the patients Medically Fit For Discharge, 14% were not able to leave.
  - Family and friends of 34% of those patients did not feel involved in resolving problems
- On the day of discharge 44% of patients were delayed (1 - 4 hours) before being discharged from hospital
  - delay in receiving medication was the cause in 73% of cases
- Patients did not feel involved in decisions about their discharge from hospital 30%
- Patient did not receive explanation from staff member about how to take medicines/potential side effects in a way that they could understand 20%
- 24% of patients did not feel they were given enough notice about when they were going to be discharged
- When leaving hospital 21% of patients were not aware what would happen next with their care
- Before leaving hospital 48% of patients did not receive written information on what to do/what not to do after leaving hospital
- 45% of patients did not feel they had been told about what to look out for after they went home
- 33% of patients did not feel that all the Information they needed about their care had been transferred by the doctors and nurses to a relative/friend
- 40% of patients did not feel that they were told who to contact if they were worried about their condition or treatment after leaving hospital
- 19% of patients did not feel that they or their relative received a copy of the discharge letter
- 21% of patients would have liked to have had a discussion with staff about whether they needed further health or social care services after leaving hospital (e.g. GP, physio, community nursing, support from social care or the voluntary sector)
- 65% of patients did not feel they were told by staff of future financial implications for ongoing care services
- 24% of patients did not feel that QA Hospital did not take into account the family or home situation when planning the patient's discharge

**General themes in free text feedback :** anxiety, delays in receiving care/discharge, worries about continuity of care, conflicting/no information. Overall there were 26 positive free text responses, 11 negative responses.

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