What do service users think of intermediate care services?

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The Patients Association
Content

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- Overview of the PREM results from NAIC 2018
Intermediate care
Patient Reported Experience Measure (PREM)
Background to the development of the PREM – a reminder

- First developed in NAIC 2013 in conjunction with the Patients Association (bed and home only)
- In NAIC 2014, extended to re-ablement services
- Validated tool – Bradford Institute for Health Research; re-validated every year
- 15 questions covering various domains of patient experience
- An open narrative question
- Same PREM utilised in home and re-ablement; different PREM for bed reflecting different care settings
- No PREM in crisis response due to short-term nature of service
- “I” style questions in line with “National Voices”
PREM logistics

- A supplement to the 6 page service user questionnaire (completed by the clinical teams)
- Handed to the patient / carer on discharge from the intermediate care services
- Patient / carer also given a freepost envelope to send the completed PREM
- An external company collates the findings & NHSBN analyses
- Full results available in the online benchmarking toolkit – compares individual services with national average positions
- Some results in the bespoke dashboard reports
- PREM Summary Score development
- PREM data collection period from 21st May - 31st August 2018
- No service user identifiable information
- 80 consecutive referrals to home and re-ablement; 50 consecutive referrals to bed
Overview of the PREM results from NAIC 2018
## Services participating in the PREM 2018

<table>
<thead>
<tr>
<th>Service user questionnaires returned</th>
<th>Service user questionnaires returned</th>
<th>PREMs returned</th>
<th>PREMs returned</th>
<th>TOTALS</th>
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<tbody>
<tr>
<td>4,602</td>
<td>5,149</td>
<td>2,430</td>
<td>696</td>
<td>5,039</td>
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<tr>
<td>1,956</td>
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</table>
PREM summary score

- Developed to enable services to have one overall score (rather than 15 different findings)
- Validated by Bradford Institute for Health Research
- Should be used by services to track progress over the years of the audit (not necessarily to compare between services)
- Median rather than mean position to be used
- Overall PREM summary scores have not changed between the last 3 iterations of the audit, however individual services should review their summary score changes on the online benchmarking toolkit where the scores are more likely to be sensitive to change
Overview of the PREM results from NAIC 2018

Waits for care

“The length of time I had to wait for my care to start from the community team was reasonable”

Answer “yes”

- 96%
- 98%

Treated with respect & dignity

“Overall, I felt I was treated with respect and dignity whilst I was receiving my care from this service”

Answer “yes always”

- 97%
- 91%
- 96%
Overview of the PREM results from NAIC 2018

<table>
<thead>
<tr>
<th>Aims of service</th>
<th>Involvement in setting aims</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;I was aware of what we were aiming to achieve e.g. to be mobile at home, to be independent at home&quot;</td>
<td>&quot;I was involved in setting these aims&quot;</td>
</tr>
<tr>
<td>Answer &quot;yes&quot;</td>
<td></td>
</tr>
<tr>
<td>![Home icon]</td>
<td>98%</td>
</tr>
<tr>
<td>![Bed icon]</td>
<td>95%</td>
</tr>
<tr>
<td>![People icon]</td>
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<tr>
<td>![Bed icon]</td>
<td>68%</td>
</tr>
<tr>
<td>![People icon]</td>
<td>78%</td>
</tr>
</tbody>
</table>
Overview of the PREM results from NAIC 2018

Involvement in care

“*I was as involved in discussions and decisions about my care, support and treatment as I wanted to be*”

- Answer “yes, definitely”
  - 81%
  - 63%
  - 79%

“*Staff gave my family or somebody close to me all the information they needed to help care for me*”

- Answer “yes, definitely”
  - 70%
  - 71%
  - 69%
Overview of the PREM results from NAIC 2018

Services stopping

“I was given enough notice about when my care from the community team was going to stop”
Answer “yes definitely”

75%

“I was involved indecisions about when I would go home”
Answer “yes definitely”

61%
Overview of the PREM results from NAIC 2018

Social isolation

“Since having care from this service, my ability to maintain social contact has improved”

Answer “yes definitely”

- 49%
- 46%
- 51%
PREM open narrative question analysis

- 43% were positive statements overall
- 8.3% made a negative comment, this was most common in bed based services with a negative response rate of 9.5%
- Home based – 6.9% negative comments
- Re-ablement – 8.3% negative comments
- The most commonly cited subject of praise was the staff with 663 instances of staff members being mentioned in a positive context
- The second most positive area was service users referencing the high standard of care they received with 438 instances of care being mentioned in a positive context
- Many patients offering positive comments highlight the names of certain staff members in particular

The NAIC PREM has one of the largest responses on service user experience in the NHS
Many service users found home based services helpful, with the service type recording the lowest proportion of negative comments of all service types.

Where negative comments were left, they often pertained to the short duration of the service or issues regarding the timing of visits.

“I was most impressed with the service provided and the speed that it was put into operation. The staff were always cheerful and informative and I felt quite sad when they ceased coming and I am full of praise for the service.”

“Whilst we fully understand that services are very busy, appointment times were often only arranged 20 minutes before arrival and often disrupted care or routine. 24-48hr notice would be great - even just a text service with a 6 hour time slot”
Although comments regarding the staff were largely positive on the whole, where negative comments were expressed they largely concerned with:

- a lack of communication with patients regarding the intermediate care process
- miscommunication with other services e.g. the acute hospitals and social care, that hindered the patients experience.

“My wife benefited considerably from her 3 weeks stay. The two physiotherapists who treated her were excellent, and whole staff cared for her very well indeed. They all deserve many thanks”
PREM open narrative responses – re-ablement

- Re-ablement service users commented on the high standard of the service and the quality of care they received from staff.
- Similarly to home based services, a common improvement suggestion was more communication and flexibility regarding the timing of visits.

“I was very nervous at first but soon became relaxed and at ease. This was due to care received by different carers. I felt my best interest was their aim - delivered with kindness, respect and friendliness. Huge thanks to everybody concerned”

“The staff who visited me were very good and efficient. I understand it is difficult but a stated time for visits would have been better”
Questions and comments

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