Hospital Services Review

Prepared for: South Yorkshire & Bassetlaw Accountable Care System

February 2018

Simon Driver
Research Director
sdriver@djsresearch.com
3 Pavilion Lane, Strines, Stockport, Cheshire, SK6 7GH
+44 (0)1663 767 857
djsresearch.co.uk
Report structure

1. Overview
2. Methodology & demographics
3. Importance of service elements
4. Use of services in South Yorkshire & Bassetlaw
5. What makes a positive overall experience?
6. Improvement in care
7. Summary
This document contains a top-level summary of results from 1,000 telephone interviews with a representative sample of residents from South Yorkshire and Bassetlaw.

This report also includes data from an online survey and self-completed data entry forms set up to give people a say on the South Yorkshire, Bassetlaw and Chesterfield Hospital Services Review.

All responses to the telephone interviews and the majority of the self-completion questions are open responses, whereas the slides covering the ‘Importance of service elements’ are ranking the importance of provided options.
Methodology

A quantitative approach, using a 10 minute CATI survey to conduct interviews with a sample of the population covering the regions specified. If those interviewed had experienced the hospital services in question they were asked to provide feedback on the service experienced.

1,000 overall

The telephone interviews were supplemented with data from an online survey and self-completion forms. This data is not representative of the population as the link and self-completion forms were open to anyone to complete.

545 overall

The data in this report is presented as separate sets; for residents who took part in the CATI survey and for self-completers. This because the profiles of these groups are inherently different; those completing the self-completion survey have pro-actively chosen to feedback on the review whereas the CATI respondents are more representative of the general population.

DJS Research carried out desk research to identify:

- How individual hospitals/trusts/CCGs are performing against the national average
- How different aspects of care vary amongst regions
- How improvements can be made to provide an all-round better service

The desk research supplements the data gathered from the telephone interviews for this project.

This data was collected from various sources including NHS Digital, NHS Choices, Care Opinion and Healthwatch. These websites can be found in the appendix along with additional data.

CATI Fieldwork was carried out between 22nd November 2017 and 5th January 2018
### Residents Survey: demographic distribution

#### Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>372</td>
<td>37%</td>
</tr>
<tr>
<td>Female</td>
<td>628</td>
<td>63%</td>
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#### Service engaged

<table>
<thead>
<tr>
<th>Service Description</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care during pregnancy and for mother-and-baby (Maternity)</td>
<td>69</td>
<td>7%</td>
</tr>
<tr>
<td>Urgent and Emergency care (care when you need it unexpectedly)</td>
<td>228</td>
<td>23%</td>
</tr>
<tr>
<td>Care for poorly children who need a hospital service</td>
<td>73</td>
<td>7%</td>
</tr>
<tr>
<td>Care for people who have a stroke</td>
<td>52</td>
<td>5%</td>
</tr>
<tr>
<td>Care for stomach and intestine conditions</td>
<td>64</td>
<td>6%</td>
</tr>
<tr>
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<td>685</td>
<td>69%</td>
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#### Region

<table>
<thead>
<tr>
<th>Region</th>
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<th>%</th>
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<tbody>
<tr>
<td>Barnsley</td>
<td>161</td>
<td>16%</td>
</tr>
<tr>
<td>Bassetlaw</td>
<td>81</td>
<td>8%</td>
</tr>
<tr>
<td>Chesterfield</td>
<td>74</td>
<td>7%</td>
</tr>
<tr>
<td>Doncaster</td>
<td>179</td>
<td>18%</td>
</tr>
<tr>
<td>Rotherham</td>
<td>171</td>
<td>17%</td>
</tr>
<tr>
<td>Sheffield</td>
<td>334</td>
<td>33%</td>
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#### Age

<table>
<thead>
<tr>
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<th>N</th>
<th>%</th>
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<tbody>
<tr>
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<td>142</td>
<td>14%</td>
</tr>
<tr>
<td>35-54</td>
<td>364</td>
<td>36%</td>
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<tr>
<td>55+</td>
<td>477</td>
<td>48%</td>
</tr>
<tr>
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<td>17</td>
<td>2%</td>
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#### Limited activity

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<tr>
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<th>%</th>
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<tbody>
<tr>
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</tr>
<tr>
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<td>15%</td>
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<td>70%</td>
</tr>
<tr>
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<td>1%</td>
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</table>

#### NHS Employee

<table>
<thead>
<tr>
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<th>%</th>
</tr>
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<tbody>
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<td>8%</td>
</tr>
<tr>
<td>No</td>
<td>916</td>
<td>92%</td>
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### Gender

<table>
<thead>
<tr>
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<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>113</td>
<td>21%</td>
</tr>
<tr>
<td>Female</td>
<td>404</td>
<td>74%</td>
</tr>
<tr>
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<td>28</td>
<td>5%</td>
</tr>
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### Region

<table>
<thead>
<tr>
<th>Region</th>
<th>N</th>
<th>%</th>
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<tbody>
<tr>
<td>Barnsley</td>
<td>174</td>
<td>32%</td>
</tr>
<tr>
<td>Bassetlaw</td>
<td>52</td>
<td>10%</td>
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<tr>
<td>Chesterfield</td>
<td>75</td>
<td>14%</td>
</tr>
<tr>
<td>Doncaster</td>
<td>31</td>
<td>6%</td>
</tr>
<tr>
<td>Rotherham</td>
<td>96</td>
<td>18%</td>
</tr>
<tr>
<td>Sheffield</td>
<td>100</td>
<td>18%</td>
</tr>
<tr>
<td>Other</td>
<td>17</td>
<td>3%</td>
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### Service engaged

<table>
<thead>
<tr>
<th>Service</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care during pregnancy and for mother-and-baby (Maternity)</td>
<td>176</td>
<td>32%</td>
</tr>
<tr>
<td>Urgent and Emergency care (care when you need it unexpectedly)</td>
<td>332</td>
<td>61%</td>
</tr>
<tr>
<td>Care for poorly children who need a hospital service</td>
<td>169</td>
<td>31%</td>
</tr>
<tr>
<td>Care for people who have a stroke</td>
<td>57</td>
<td>10%</td>
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<tr>
<td>Care for stomach and intestine conditions</td>
<td>122</td>
<td>22%</td>
</tr>
<tr>
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<td>87</td>
<td>16%</td>
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### Age

<table>
<thead>
<tr>
<th>Age</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 35</td>
<td>104</td>
<td>19%</td>
</tr>
<tr>
<td>35-54</td>
<td>240</td>
<td>44%</td>
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<tr>
<td>55+</td>
<td>194</td>
<td>36%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>7</td>
<td>1%</td>
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</table>

### Limited activity

<table>
<thead>
<tr>
<th>Limited activity</th>
<th>N</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>Yes limited a lot</td>
<td>35</td>
<td>6%</td>
</tr>
<tr>
<td>Yes limited a little</td>
<td>100</td>
<td>18%</td>
</tr>
<tr>
<td>No</td>
<td>371</td>
<td>68%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>39</td>
<td>7%</td>
</tr>
</tbody>
</table>

### NHS Employee

<table>
<thead>
<tr>
<th>NHS Employee</th>
<th>N</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>150</td>
<td>28%</td>
</tr>
<tr>
<td>No</td>
<td>377</td>
<td>69%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>18</td>
<td>3%</td>
</tr>
</tbody>
</table>
Overall experience of services in South Yorkshire & Bassetlaw
What makes a positive overall experience?

Soft skills (including staff being empathetic, caring and friendly) and being satisfied with the overall service are the most influential factors for residents. Among the self-completion consultation there was more of a focus on staff knowledge and expertise.

![Bar chart showing the factors influencing positive experiences.]

**Residents Survey**
- Staff soft skills: 28%
- Satisfied with service overall: 9%
- Overall quality of care: 19%
- Staff (incl. specialists/ paramedics/ midwives) knowledgeable/ professional/ expertise: 16%
- Dissatisfied with the level of care: 9%
- Availability of/ ease of/ speed of getting appointments: 4%
- All staff busy/ overworked/ understaffed (incl. doctors and nurses): 5%

**Self-completion Consultation**
- Staff soft skills: 35%
- Satisfied with service overall: 23%
- Overall quality of care: 17%
- Staff (incl. specialists/ paramedics/ midwives) knowledgeable/ professional/ expertise: 26%
- Dissatisfied with the level of care: 3%
- Availability of/ ease of/ speed of getting appointments: 9%
- All staff busy/ overworked/ understaffed (incl. doctors and nurses): 9%

Q02. Firstly, we would like to know what made your experience of these services good. Some ideas might include: the nurses, doctors and other staff you met; the care you received; how easy it was to get an appointment; the information you were given; your understanding of what would happen next or anything else that meant you had a positive experience? *Only codes above 8% in Representative data shown

Base: Respondents with experience of at least one of the services: Residents Survey (315), Self-completion consultation (435)

*Only codes above 8% in Representative data shown*
Priority areas

In order to deliver a positive experience, the key areas to focus on are staff soft skills, the overall service and the quality of care.

Staff soft skills

“It was a brilliant experience made so by the caring staff, lovely calm feel to the hospital. I was able to look around first, before going in to labour which greatly reassured me.”

Rotherham

“My late husband was in the stomach and intestines service when he died. The staff, doctors and nurses were superb and so compassionate and caring.”

Barnsley

Overall service

“Went in for heart surgery at Bassetlaw. Ended up with a pacemaker. The entire service from the medic, to the ambulance to the doctors was brilliant from everyone involved.”

Bassetlaw

“Had a heart attack and received first rate care all through my stay in hospital including an operation at the Northern General Sheffield.”

Sheffield

Quality of care

“Excellent service received for two of my children on all occasions. It was close to home and excellent quality.”

Chesterfield

“My daughter went to hospital seriously. The trainee GP realised it was more than an ear infection. He admitted her to hospital. I felt his care and intelligence meant she had a full recovery.”

Doncaster

The soft skills of the staff at any hospital seem to be the key area to delivering a positive experience.

Many respondents commented that the overall service from start to finish was good and so left them with a positive experience.

The overall high quality of care received by respondents has meant many of them had a good experience.

Q02. Firstly, we would like to know what made your experience of these services good. Some ideas might include: the nurses, doctors and other staff you met; the care you received; how easy it was to get an appointment; the information you were given; your understanding of what would happen next or anything else that meant you had a positive experience? Base: Respondents with experience of at least one of the services: Residents Survey (315), Self-completion consultation (304)
What can be done differently or better?

A fifth of residents (20%) want to see an improved quality of care. Among those who responded to the self-completion consultation, improved quality of care (14%) and improved response times (14%) are the main suggestions.
Priority areas

The largest proportion believed nothing could have been done differently or better with the service they received. Others believe the quality of care and waiting times could have been different.

For the majority, nothing about their service could have been done differently or better.

A poor quality of care left some respondents feeling there was a definite need for improvement.

Quality of care

“I worry about the amount of clinical supervision. Junior doctors don’t have access to the appropriate expertise which can lead to bad decisions. The questions they asked were frightening and little knowledge held.”

Bassetlaw

“I had to have my cast taken off three times because the lady put it on wrong.”

Sheffield

Waiting times

“More available appointments. It takes one month to see the doctor.”

Chesterfield

“They couldn’t give us an appointment, they weren’t very organised and we had to wait ages.”

Rotherham

Long waiting times for things such as appointments and ambulances could be improved for the people of South Yorkshire and Bassetlaw.

Nothing

“I don’t think anything could have been done better.”

Doncaster

“There is nothing I can think of that could have been done differently and again the distance and time to get to hospital is the most important to us.”

Barnsley

For the majority, nothing about their service could have been done differently or better.

11 Q03 Please tell us if you think there is anything we could have done differently or better with the service you received.

Base: Respondents with experience of at least one of the services: Residents Survey (315), Self-completion consultation (304)
Maternity care in Focus
Improvements for Maternity care

Increased staffing and improved quality of care are the two key priorities for maternity services among South Yorkshire and Bassetlaw residents.

Care during pregnancy and for mother-and-baby (Maternity)

<table>
<thead>
<tr>
<th>All residents</th>
<th>All residents who have used maternity care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved quality of care</td>
<td>Increased staffing</td>
</tr>
<tr>
<td>12%</td>
<td>28%</td>
</tr>
<tr>
<td>Increased staffing</td>
<td>Improved quality of care</td>
</tr>
<tr>
<td>10%</td>
<td>20%</td>
</tr>
<tr>
<td>Services available locally</td>
<td>Continuity of care</td>
</tr>
<tr>
<td>7%</td>
<td>13%</td>
</tr>
<tr>
<td>Continuity of care</td>
<td>Improved communication</td>
</tr>
<tr>
<td>6%</td>
<td>10%</td>
</tr>
<tr>
<td>Nothing</td>
<td>Nothing</td>
</tr>
<tr>
<td>6%</td>
<td>9%</td>
</tr>
<tr>
<td>DK/NA</td>
<td>DK/NA</td>
</tr>
<tr>
<td>47%</td>
<td>25%</td>
</tr>
</tbody>
</table>

Q04A. In your opinion what would make care during pregnancy and for mother-and-baby (Maternity) the best it could be? Base: All residents (1,000), All residents who have used maternity care (69). *Only codes above 5% in Representative data shown.
Among those who proactively responded to the consultation, local services, increased staffing and improved facilities are the top three priorities.

**Care during pregnancy and for mother-and-baby (Maternity)**

<table>
<thead>
<tr>
<th>All self-completion consultation survey</th>
<th>All self-completion consultation survey who have used maternity care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services available locally</td>
<td>Increased staffing</td>
</tr>
<tr>
<td>Increased staffing</td>
<td>Improved facilities</td>
</tr>
<tr>
<td>Improved facilities</td>
<td>Services available locally</td>
</tr>
<tr>
<td>Improved quality of care</td>
<td>Improved quality of care</td>
</tr>
<tr>
<td>DK/NA</td>
<td>Continuity of care</td>
</tr>
<tr>
<td></td>
<td>Nothing</td>
</tr>
</tbody>
</table>

20% Services available locally  
15% Increased staffing  
14% Improved facilities  
12% Improved quality of care  
28% DK/NA  
26% Increased staffing  
24% Improved facilities  
22% Services available locally  
11% Improved quality of care  
11% Continuity of care  
11% Nothing

Q04A. In your opinion what would make care during pregnancy and for mother-and-baby (Maternity) the best it could be? Base: All responding to the consultation (545), All responding to the consultation who have used maternity care (176). *Only codes above 13% in Self-completion data shown.
Labour can be a stressful time and therefore high quality care is important to have. People want to be listened to and see their concerns acted upon.

During pregnancy and labour, people want to feel supported by experienced midwives, rather than being left alone to deliver a baby themselves.

Increased staffing

“When my daughter-in-law was in hospital there was hardly any nurses to look after her so it was like she was going through it on her own, especially in the labour ward.”

Bassetlaw

“More staff would help, for more personal care for the mothers. They have to run about. When someone is pregnant, they need reassurance.”

Doncaster

Local services

“Local care close to home.”

Chesterfield

“Making sure there’s maternity within 15 or 20 minutes.”

Rotherham

Priority areas

Concerning Maternity care, the areas to focus on to deliver the best experience for mother and baby are the quality of care, staffing and local services.

Q04A In your opinion what would make care during pregnancy and for mother-and-baby (Maternity) the best it could be? Base: All respondents (1,377)
Q05. In relation to the five services we have been asking about, have you had or seen any examples of excellent care anywhere else in the last two years?

Base: All Respondents (n=1377)
Maternity and the friends and family test (FFT)

All trusts scored highly in the FFT and are likely to be recommended to friends and family. Over nine in ten respondents are very likely to recommend the Rotherham NHS Foundation Trust’s antenatal care, whereas just over two-thirds are very likely to recommend the same care at Sheffield Teaching Hospitals NHS Foundation Trust.

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**Antenatal care**

- **The Rotherham NHS Foundation Trust**: 100% likely to recommend
- **Barnsley Hospital NHS Foundation Trust**: 100% likely to recommend
- **Doncaster and Bassetlaw Hospitals NHS Foundation Trust**: 100% likely to recommend
- **Chesterfield Royal Hospital NHS Foundation Trust**: 94% likely to recommend
- **Sheffield Teaching Hospitals NHS Foundation Trust**: 93% likely to recommend

How likely are you to recommend our antenatal service to friends and family if they needed similar care or treatment? Data as of October 2017.
Maternity and the friends and family test (FFT)

Respondents at the Rotherham NHS Foundation Trust (100%) are the most likely to recommend maternity care based on the birth setting.

<table>
<thead>
<tr>
<th>Birth setting</th>
<th>Likely to Recommend</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Rotherham NHS Foundation Trust (n=59)</td>
<td>100%</td>
</tr>
<tr>
<td>Chesterfield Royal Hospital NHS Foundation Trust (n=8)</td>
<td>100%</td>
</tr>
<tr>
<td>Doncaster and Bassetlaw Hospitals NHS Foundation Trust (n=106)</td>
<td>99%</td>
</tr>
<tr>
<td>Barnsley Hospital NHS Foundation Trust (n=46)</td>
<td>96%</td>
</tr>
<tr>
<td>Sheffield Teaching Hospitals NHS Foundation Trust (n=146)</td>
<td>95%</td>
</tr>
</tbody>
</table>

How likely are you to recommend our labour ward/birthing unit to friends and family if they needed similar care or treatment? Data as of October 2017.
Maternity and the friends and family test (FFT)

Respondents at Doncaster and Bassetlaw Hospitals NHS Foundation Trust are the least likely to recommend the maternity care there based on the postnatal ward service...

The Rotherham NHS Foundation Trust (n=76)
- 14% Very unlikely
- 86% Likely

Chesterfield Royal Hospital NHS Foundation Trust (n=7)
- 29% Very unlikely
- 71% Likely

Barnsley Hospital NHS Foundation Trust (n=46)
- 20% Very unlikely
- 74% Likely

Sheffield Teaching Hospitals NHS Foundation Trust (n=123)
- 16% Very unlikely
- 77% Likely

Doncaster and Bassetlaw Hospitals NHS Foundation Trust (n=102)
- 2% Very unlikely
- 72% Likely

How likely are you to recommend our postnatal ward to friends and family if they needed similar care or treatment? Data as of October 2017.
Maternity and the friends and family test (FFT)

...whereas they’re the most likely to be very likely to recommend the Doncaster and Bassetlaw Hospitals NHS Foundation Trust based on the Postnatal community service.

<table>
<thead>
<tr>
<th>Trust</th>
<th>Likely (%)</th>
<th>Very Likely (%)</th>
<th>Don't know (%)</th>
<th>Very unlikely (%)</th>
<th>Unlikely (%)</th>
<th>Not likely nor unlikely (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doncaster and Bassetlaw Hospitals NHS Foundation Trust (n=21)</td>
<td>95%</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Chesterfield Royal Hospital NHS Foundation Trust (n=40)</td>
<td>85%</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>The Rotherham NHS Foundation Trust (n=112)</td>
<td>88%</td>
<td>99%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Barnsley Hospital NHS Foundation Trust (n=43)</td>
<td>88%</td>
<td>98%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Sheffield Teaching Hospitals NHS Foundation Trust (n=54)</td>
<td>81%</td>
<td>96%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

How likely are you to recommend our postnatal community service to friends and family if they needed similar care or treatment? Data as of October 2017.
Maternity care
The main theme emerging from the positive maternity comments relate to the staff. Different aspects of their care created the positive experience. Negative comments were only made by a very small minority.

- **Informative**: By informing the patients of what is going on and what is going to happen, nothing will surprise or startle the patient.

- **Reassuring**: First-time parents may not know when something is right or wrong. Reassurance can help them relax.

- **Listen**: Patients may have specific concerns and requests that they want addressed. By listening to and responding to these, it can help the patients feel more comfortable.

- **Put at ease**: Many midwives go out of their way to do anything that will help to put mothers at ease. This makes mothers feel well taken care of and safe.

“Very helpful and informative ladies showing compassion and excellent knowledge of procedures.”

“Very thorough service. All concerns listened to and responded to.”

Comments reviewed are from family and friends tests, care opinion and healthwatch.
Experiences of the ward

Respondents were allowed to rate different aspects of maternity care throughout the labour process on a scale of one to ten. Chesterfield Royal (35.5) scored the highest overall with Royal Hallamshire Hospital scoring lowest (32.5).

- Chesterfield Royal Hospital: Total 35.5
- Barnsley Hospital: Total 34.8
- Bassetlaw Hospital: Total 34.1
- Doncaster Royal Infirmary: Total 34.1
- Rotherham Hospital: Total 34
- Royal Hallamshire Hospital: Total 32.5

Able to move around in labour
Skin to skin contact with baby
Being left alone when worried
Involvement in decisions
Complaints about maternity care

The number of complaints about maternity care is expressed per 10,000 spells of care below. Chesterfield Royal Hospital receives the greatest number of complaints followed by Royal Hallamshire Hospital.

### Maternity care

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Number of complaints per 10,000 spells of care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chesterfield Royal Hospital</td>
<td>117.5</td>
</tr>
<tr>
<td>Royal Hallamshire Hospital</td>
<td>94.2</td>
</tr>
<tr>
<td>Montagu Hospital</td>
<td>85.2</td>
</tr>
<tr>
<td>Bassetlaw Hospital</td>
<td>85.2</td>
</tr>
<tr>
<td>Doncaster Royal Infirmary</td>
<td>85.2</td>
</tr>
<tr>
<td>Retford Hospital</td>
<td>85.2</td>
</tr>
<tr>
<td>Barnsley Hospital</td>
<td>55.3</td>
</tr>
<tr>
<td>Rotherham Hospital</td>
<td>40.7</td>
</tr>
</tbody>
</table>

(Number of complaints per 10,000 spells of care)
Urgent & Emergency Care in Focus
Improvements for Urgent & Emergency care
Response times and increased staffing are the two key priorities for Urgent and Emergency services among South Yorkshire and Bassetlaw residents.

Q04B In your opinion what would make care when you need it unexpectedly (Urgent and Emergency Care) the best it could be?
Base: All residents (1,000), All residents who have used Urgent and Emergency care (28). *Only codes above 8% in Representative data shown
Improvements for Urgent & Emergency care

Among those who proactively responded to the consultation, response times, services available locally and increased staffing are the top three priorities.

**Urgent & Emergency care**

<table>
<thead>
<tr>
<th>All self-completion consultation survey</th>
<th>All self-completion consultation survey who have used Urgent and Emergency care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response time</td>
<td>Response time</td>
</tr>
<tr>
<td>24%</td>
<td>26%</td>
</tr>
<tr>
<td>Services available locally</td>
<td>Services available locally</td>
</tr>
<tr>
<td>19%</td>
<td>21%</td>
</tr>
<tr>
<td>Increased staffing</td>
<td>Increased staffing</td>
</tr>
<tr>
<td>17%</td>
<td>20%</td>
</tr>
<tr>
<td>Appropriate admissions</td>
<td>Appropriate admissions</td>
</tr>
<tr>
<td>12%</td>
<td>14%</td>
</tr>
<tr>
<td>DK/NA</td>
<td>Improved communication</td>
</tr>
<tr>
<td>13%</td>
<td>9%</td>
</tr>
</tbody>
</table>
Quick response times with injuries priorities by severity is seen as the most effective and fair way of running Urgent and Emergency care.

By increasing the level of staff, it is believed this will reduce the pressure experienced by those working and therefore improve the level of care they provide.

More ambulances and longer opening hours are perceived to make Urgent and Emergency care the best it can be by improving access to the service.

**Priority areas**
The areas to focus on to deliver the best experience for Urgent and Emergency care patients are the response times, staffing and accessibility to the A&E department.

**Response times**
“Quick response times, make sure the patient is seen as fast as possible.”
*Sheffield*

“Rapid response so patient has best chance with whatever is happening.”
*Barnsley*

**Increased staffing**
“Enough staff working to allow staff to not be working under unnecessary pressure.”
*Rotherham*

“Increase staffing levels so that waiting times in A&E are reduced, also to reduce the stress on staff working there.”
*Chesterfield*

**Accessibility of A&E**
“Good access to out of hour services.”
*Doncaster*

“Better ambulance times. It took 30 minutes for an ambulance to come when an elderly woman fell and lay on a cold floor.”
*Bassetlaw*
Examples of excellent care elsewhere

Experiences of other hospitals tend to be in the vicinity of South Yorkshire and Bassetlaw. Examples of excellent Urgent and Emergency care are described as excellent, informative and skilful and they’re delivered at speed.

- Smashing
  - “Minor surgery in Chesterfield’s A&E. I had a septic finger that was attended to cleanly and efficiently. The cardiac rehab people are excellent.”
    - Barnsley

- Informative
  - “The A&E in Pontefract is a lot quicker than in Barnsley hospital.”
    - Barnsley

- Speed
  - “I know when you go to places to A&E you have to wait but you are kept in the loop, and at Sheffield you get it explained to you but in Rotherham you don’t get that at all.”
    - Rotherham

- Skilful
  - “My recent experience of accessing services in Barnsley Hospital especially urgent and emergency care all standards of interpretation services have been good. Important that skills and qualifications are adequate so they are equipped to do the job.”
    - Barnsley

  - “My daughter became ill on holiday and the urgent care centre at Louth in terms of the waiting time and staff support.”
    - Barnsley

Q05. In relation to the five services we have been asking about, have you had or seen any examples of excellent care anywhere else in the last two years?
Base: All Respondents
Urgent and emergency care and the FFT

Urgent and emergency care users at Rotherham NHS Foundation Trust (93%) are the most likely to recommend their Trust.

NET: Likely to Recommend

93%
88%
87%
87%
87%
81%

The Rotherham NHS Foundation Trust (n=178)
Sheffield Children's NHS Foundation Trust (n=107)
Sheffield Teaching Hospitals NHS Foundation Trust (n=1303)
Barnsley Hospital NHS Foundation Trust (n=512)
Doncaster and Bassetlaw Hospitals NHS Foundation Trust (n=349)
Chesterfield Royal Hospital NHS Foundation Trust (n=234)

How likely are you to recommend our A&E service to friends and family if they needed similar care or treatment? Data as of October 2017.
Urgent and emergency care
The main themes emerging from the positive comments relate to the **staff** and **good service**. Negative comments were only made by a very small minority about the **waiting time**.

- **Friendly**
  Polite, welcoming staff with a friendly nature create a positive experience for A&E patients.

- **Helpful**
  Patients in A&E are often in a vulnerable position in need of aid. Any help from staff has a lasting, positive impact on patients.

- **Informative**
  Letting patients know how long they have to wait, what is going to happen and what will be done to help them is key to providing a good experience.

- **Efficient**
  The short wait time in A&E and quick treatment is noted by many respondents as being a positive factor.

Comments reviewed are from family and friends tests, care opinion and healthwatch.

“**You are very friendly, helpful staff and have helped me the best you can.**”

“**The wait time was very short even though id been advised 2 hrs minimum.**”
What percentage of patients are seen within four hours?

Almost all (97%) of patients at Sheffield’s Children Hospital are seen within four hours. The operational standard for A&E waiting times is that 95% of patients should be admitted, transferred or discharged within 4 hours of their arrival at an A&E department. All other hospitals fall below this standard.

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheffield Children's Hospital</td>
<td>97%</td>
</tr>
<tr>
<td>Bassetlaw Hospital</td>
<td>90%</td>
</tr>
<tr>
<td>Doncaster Royal Infirmary</td>
<td>90%</td>
</tr>
<tr>
<td>Barnsley Hospital</td>
<td>88%</td>
</tr>
<tr>
<td>Chesterfield Royal Hospital</td>
<td>88%</td>
</tr>
<tr>
<td>Northern General Hospital</td>
<td>84%</td>
</tr>
<tr>
<td>Royal Hallamshire Hospital</td>
<td>84%</td>
</tr>
<tr>
<td>Doncaster Gate Hospital</td>
<td>84%</td>
</tr>
<tr>
<td>Rotherham Hospital</td>
<td>84%</td>
</tr>
</tbody>
</table>
Care of poorly children in Focus
Improving response times is a key priority for care of poorly children among South Yorkshire and Bassetlaw residents. Over a fifth (22%) of those who have used the service believe nothing can be improved with the service.

**Improvements for care of poorly children**

Improving response times is a key priority for care of poorly children among South Yorkshire and Bassetlaw residents. Over a fifth (22%) of those who have used the service believe nothing can be improved with the service.

**Care of poorly children**

### All residents

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response time</td>
<td>15%</td>
</tr>
<tr>
<td>Nothing</td>
<td>10%</td>
</tr>
<tr>
<td>Improved quality of care</td>
<td>8%</td>
</tr>
<tr>
<td>Increased staffing</td>
<td>8%</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>7%</td>
</tr>
<tr>
<td>Services available locally</td>
<td>7%</td>
</tr>
</tbody>
</table>

### All residents who have used care of poorly children care

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nothing</td>
<td>22%</td>
</tr>
<tr>
<td>Increased staffing</td>
<td>15%</td>
</tr>
<tr>
<td>Improved quality of care</td>
<td>14%</td>
</tr>
<tr>
<td>Response time</td>
<td>12%</td>
</tr>
<tr>
<td>Increase funding for services</td>
<td>11%</td>
</tr>
<tr>
<td>Improve staff soft skills</td>
<td>10%</td>
</tr>
</tbody>
</table>
Improvements for care of poorly children

Among those who proactively responded to the consultation, local services, improved facilities and increased quality of care are the top three priorities.

All self-completion consultation survey

- Services available locally: 26%
- Improved facilities: 18%
- Improved quality of care: 14%
- Increased staffing: 10%
- Have specialist units available: 10%
- DK/NA: 22%

All self-completion consultation survey who have used care of poorly children care

- Improved facilities: 28%
- Services available locally: 27%
- Have specialist units available: 15%
- Improved quality of care: 14%
- Response time: 11%
- Knowledgeable staff: 10%

Q04C In your opinion what would make care for poorly children who need a hospital service the best it could be? Base: All responding to the consultation (545), All responding to the consultation who have used care of poorly children care (169) *Only codes above 9% in Self-completion data shown.
Visiting hospital can be a daunting experience for a child, therefore a good way to reduce anxiety during the trip is to make it as quick as possible.

**Response time**

“A nice calm bright environment that doesn’t look like a hospital and to be seen in good time because it’s a frightening experience and they don’t want to be waiting around.”

Sheffield

“Quick service, cause things can go wrong quite quickly, and quick response times because they’re a bit more vulnerable.”

Rotherham

**Quality of care**

“They [Doctors] struggled to put a cannula in and didn’t seem to know what to do. There could have been a specific nurse practitioner on the paediatric ward who can do something like that because nurses are a lot more hands on whereas the new consultants aren’t good at it.”

Rotherham

**Local services**

“Reopen the children’s ward at night at Bassetlaw so poorly children don’t have to travel. So their siblings are not left for long periods without a parent who has to travel to Doncaster.”

Barnsley

“Access to facility locally to prevent children and parents from travelling.”

Sheffield

**Experienced specialists are required in order to improve the service.**

Better local services would stop parents and children having to travel stressful distances in order to access good quality services.
Examples of excellent care elsewhere

Experiences of other hospitals tend to be in the vicinity of South Yorkshire and Bassetlaw. With regards to care of poorly children, Sheffield's Children Hospital was held in very high regard.

“Excellent care and age appropriate speaking Sheffield children's hospital.”

“Excellent care at the hospital in Sheffield.”

“Our children are under Sheffield and John Radcliffe hospitals but the staff are very good at Bassetlaw.”

“Our children are under Sheffield and John Radcliffe hospitals but the staff are very good at Bassetlaw.”

“Excellent care at the hospital in Sheffield.”

“My grandchildren have had excellent care at the hospital in Sheffield.”

“Excellent care and age appropriate speaking Sheffield children's hospital.”

“Some of our children are under Sheffield and John Radcliffe hospitals but the staff are very good at Bassetlaw.”

“Excellent care at the hospital in Sheffield.”

“The children’s hospital Oldham royal is excellent.”

“Sheffield general hospital and Sheffield children hospital, is under one clinic but transfers from one place to another but both are excellent.”

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“Sheffield general hospital and Sheffield children hospital, is under one clinic but transfers from one place to another but both are excellent.”
Care for poorly children

The main themes emerging from the positive comments relate to the staff and the treatment and care. Negative comments were made by a small minority about the waiting time.

- **Informative**: Good communication is essential to a positive experience for both parent and child. Parents need to remain informed of what is happening to their children for a positive experience.

- **Professional**: Being professional by treating patients and family with dignity and respect creates a positive outlook from the patients.

- **Treatment**: Good treatment from the staff towards the children not only helps the children recover but helps the parents relax as they know their children are in safe hands.

- **Reassure**: Staff will recognise certain conditions in children that are not critical and can reassure parents that they will be okay. This can reduce their stress and help deliver a positive experience.

“**All three shifts on nurses that looked after her were amazing and treated her with the upmost dignity and respect.**”

“I was very relieved that it [treatment] was so good. I have anxiety, and a bad experience could have put me back a lot.”

Comments reviewed are from care opinion and healthwatch.
Improvements for Stroke Care

Increased response time and improved aftercare are the two key priorities for Stroke care among South Yorkshire and Bassetlaw residents. Over a fifth (21%) of those who have used the service believe nothing can be improved with the service.

Q04D  In your opinion what would make care for people who have a stroke the best it could be?
Base: All residents (1,000), All residents who have used Stroke care (52). *Only codes above 5% in Representative data shown.
Among those who proactively responded to the consultation, improved response times, local services and improved aftercare are the top three priorities.

All self-completion consultation survey

- Response time: 18%
- Services available locally: 17%
- Improved aftercare: 14%
- Knowledgeable staff: 10%
- Improved quality of care: 9%
- DK/NA: 30%

All self-completion consultation survey who have used Stroke care

- Response time: 19%
- Services available locally: 18%
- Improved aftercare: 16%
- Improved quality of care: 14%
- Improved communication: 14%
- DK/NA: 14%

Q04D In your opinion what would make care for people who have a stroke the best it could be? Base: All responding to the consultation (545), All responding to the consultation who have used Stroke care (57) *Only codes above 8% in Self-completion data shown.
Response time is a critical factor for someone who has had a stroke, as any delay leads to a worsening of the patients condition.

Response time

“Immediate stroke services available where you can get the drugs to treat the patients as soon as possible.”
Barnsley

“Quick response time to prevent patients from getting worse.”
Chesterfield

Improve aftercare

“Aftercare is important to help the patient understand and deal with a different way of life after suffering a stroke.”
Rotherham

“The aftercare should be improved as it’s so important. There’s a lot of patients stuck in hospital because of the lack of aftercare.”
Sheffield

“Aftercare should be improved as it’s so important. There’s a lot of patients stuck in hospital because of the lack of aftercare.”
Sheffield

Quality of care

“It’s the quality of care that is important and whoever helps are the types of people that you want in your own home.”
Sheffield

“There should be trained staff to deal with this locally, not giving even more stress to the patient/relatives with an ambulance journey to Doncaster.”
Barnsley

Aftercare is considered important as this affects speed of recovery and the patients ability to deal with their condition.

Respondents want a high quality of care to ensure their loved ones are safe and so to help reduce unnecessary stress.

Q04D In your opinion what would make care for people who have a stroke the best it could be? Base: All respondents (1,377)
Examples of excellent care elsewhere

Experiences of other hospitals tend to be in the vicinity of South Yorkshire and Bassetlaw. With regards to Stroke care.

“Communication”

“My brother in law had a stroke, the ambulance men were brilliant, the doctors and nurses were brilliant and the aftercare. The fact that they were there. They explained what was going on in laymen’s terms so that we understood it.”

Bassetlaw

“The service I have received at the Rotherham stroke unit has been impeccable. Staff keep me informed every step of the way and tell you what they are going to do. They make you feel reassured.”

Rotherham

“Accessible”

“My sister is in stroke unit at Kendray and I feel it has been a good service. I like how quickly the care has been given initially and that she is now recovering.”

Barnsley

“My father had brilliant care at Birmingham Heartlands Hospital stroke unit, until he was moved to a different hospital.”

Rotherham

“Brilliant”

“Stroke team at Doncaster are brilliant.”

Doncaster

“Speed”

Q05. In relation to the five services we have been asking about, have you had or seen any examples of excellent care anywhere else in the last two years?

Base: All Respondents
Stroke care
Staff stand out as the main theme commented on regarding Stroke care, with their friendly, helpful and professional nature playing an integral role in delivering a positive experience.

- **Friendly**
  Thoughtful staff with a friendly nature create a positive experience for patients suffering from a stroke.

- **Helpful**
  Patients in A&E are often in a vulnerable position in need of aid. Any help from staff has a lasting, positive impact on patients.

- **Professional**
  Being professional by treating patients and family with dignity and respect creates a positive outlook from the patients.

- **Positive**
  Patients appreciate they have suffered a negative experience having a stroke and acknowledge the positive attitude of staff creates a positive experience.

"Staff are full of knowledge. They work in a challenging area but are happy and friendly."

"All [staff] are such caring helpful smiling carers who go all the way and beyond to help. Best in the world. I will tell the world about our NHS."
Gastroenterology & endoscopy in Focus
Improvements for gastroenterology & endoscopy care

Response time, quality of care and facilities are the three key priorities for gastroenterology and endoscopy services among South Yorkshire and Bassetlaw.

Gastroenterology & endoscopy care

All residents

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response time</td>
<td>24%</td>
</tr>
<tr>
<td>Improved quality of care</td>
<td>13%</td>
</tr>
<tr>
<td>Nothing</td>
<td>8%</td>
</tr>
<tr>
<td>Improved facilities</td>
<td>7%</td>
</tr>
<tr>
<td>Improved communication</td>
<td>6%</td>
</tr>
</tbody>
</table>

All residents who have used gastroenterology and endoscopy care

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response time</td>
<td>27%</td>
</tr>
<tr>
<td>Nothing</td>
<td>23%</td>
</tr>
<tr>
<td>Improved communication</td>
<td>16%</td>
</tr>
<tr>
<td>Improved quality of care</td>
<td>14%</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>9%</td>
</tr>
</tbody>
</table>

Q04E In your opinion what would make care for stomach and intestine conditions including investigations (Gastroenterology and endoscopy) the best it could be? Base: All residents (1,000), All residents who have used gastroenterology and endoscopy care (64). *Only codes above 5% in Representative data shown.
Improvements for gastroenterology & endoscopy care

Among those who proactively responded to the consultation, local services, improved facilities and increased quality of care are the top three priorities.

Gastroenterology & endoscopy care

All self-completion consultation survey

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services available locally</td>
<td>14%</td>
</tr>
<tr>
<td>Response time</td>
<td>12%</td>
</tr>
<tr>
<td>Improved facilities</td>
<td>10%</td>
</tr>
<tr>
<td>Improved quality of care</td>
<td>10%</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>8%</td>
</tr>
<tr>
<td>DK/NA</td>
<td>39%</td>
</tr>
</tbody>
</table>

All self-completion consultation survey who have used gastroenterology and endoscopy care

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response time</td>
<td>20%</td>
</tr>
<tr>
<td>Services available locally</td>
<td>17%</td>
</tr>
<tr>
<td>Improved quality of care</td>
<td>15%</td>
</tr>
<tr>
<td>Knowledgeable staff</td>
<td>12%</td>
</tr>
<tr>
<td>Nothing</td>
<td>12%</td>
</tr>
<tr>
<td>DK/NA</td>
<td>20%</td>
</tr>
</tbody>
</table>

Q04E In your opinion what would make care for stomach and intestine conditions including investigations (Gastroenterology and endoscopy) the best it could be? Base: All responding to the consultation (545), All responding to the consultation who have used gastroenterology and endoscopy care (122). *Only codes above 7% in Self-completion data shown

46
Priority areas

Concerning gastroenterology and endoscopy care, the areas to focus on to deliver the best experience for these patients are the response time, the quality of care and facilities.

Response time

“Speed. If you have a stomach complaint, you want to get to the root of the problem and sort it out.”

Bassetlaw

“Even with the slightest complaint you need a speedy referral no matter what.”

Barnsley

Quality of care

“Just to get them out of pain as quick as possible until they're able to be seen.”

Doncaster

“The hospital needs to be providing a professional service, it’s not a revolutionary idea. The people of Worksop deserve and need first class care.”

Barnsley

Facilities

“Endoscopy services need to be available at all times in all hospitals. the practice of sending patients to hospitals out of the local area increases unneeded delays for patients.”

Sheffield

“I had an endoscopy a while ago and it was so horrible I wouldn't do it again. I think they should invest and do more research into a more modern approach.”

Sheffield

As stomach complaints can often be painful and unpleasant, a quick treatment to resolve these issues is seen as important.

Illnesses associated with gastroenterology are noted as embarrassing so a professional quality of care where they keep their dignity is important.

Invasive procedures used are seen to be very unpleasant, therefore it is thought better facilities would reduce the need to perform endoscopies.
Examples of excellent care elsewhere

Experiences of other hospitals tend to be in the vicinity of South Yorkshire and Bassetlaw. With regards to gastroenterology and endoscopy, Sheffield Hallamshire and Chesterfield are cited to be good at delivering gastroenterology and endoscopy care.

- **Facilities**
  - “Excellent care in gastroenterology in **Sheffield**, enabling quick service and good outcome.”
    - **Rotherham**
  - “Hallamshire hospital where I had very special tests done in the Gastroenterology department.”
    - **Doncaster**
  - “Sheffield Hallamshire hospital has always been excellent in their care for Gastro. Would not entertain Barnsley, Rotherham or Doncaster.”
    - **Barnsley**

- **Quick**
  - “From ourselves, I’m under the gastroenterology care; I’ve always received good care there, whether it’s because I’ve used it a lot in the past or I have a history of being there.”
    - **Sheffield**

- **Familiar**
  - “Endo consultants are all amazing. Patient care is the focal point all the way. They always seem to go the extra mile regardless of how busy they are.”
    - **Chesterfield**

- **Extra-mile**
  - “Endoscopy unit is very good at Chesterfield Royal Hospital.”
    - **Sheffield**

Q05. In relation to the five services we have been asking about, have you had or seen any examples of excellent care anywhere else in the last two years?

*Base: All Respondents*
Staff doing what they can to ensuring the patients are at ease during what can be a stressful period adds up to a positive experience.

Taking the time to explain what is and will be happening to the patient makes them feel comfortable in the knowledge that they know what is going on.

Punctual staff and keeping appointment times creates a positive experience as delays can cause unnecessary stress.

Short wait times before seeing the consultant can reduce anxiety and therefore create a positive experience.

“The doctor put me at ease and answered all my questions.”

“Very friendly staff, sort wait time and next appointment arranged.”

Comments reviewed are from family and friends tests, care opinion and healthwatch.
Importance of service elements
## Importance of service elements* (1 of 2)

<table>
<thead>
<tr>
<th>Service Element</th>
<th>NET Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>That there are enough qualified, permanent staff to run the service safely for patients</td>
<td>98%</td>
</tr>
<tr>
<td>That a service can run safely because the other services that regularly provide additional care around maternity, A&amp;E, stroke, children’s or gastroenterology are also provided</td>
<td>95%</td>
</tr>
<tr>
<td>That all patients can get to emergency services within safe travel times by ambulance</td>
<td>94%</td>
</tr>
<tr>
<td>That the care is as good as national guidance says it should be and how we deliver the care is as good as other areas in the country</td>
<td>93%</td>
</tr>
<tr>
<td>That ALL people in South Yorkshire and Chesterfield, not just people who live in one part of the area, can see the same level of highly specialised doctors and nurses and have access to the best technology for their care</td>
<td>90%</td>
</tr>
<tr>
<td>That the service can offer care that’s not just 9am-5pm Monday to Friday</td>
<td>90%</td>
</tr>
</tbody>
</table>

*This data is based on fixed options unlike all previous data which is based on free-text responses.*
**Importance of service elements** *(2 of 2)*

<table>
<thead>
<tr>
<th>Service Element</th>
<th>Importance</th>
<th>NET Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>That the doctors see enough patients to practice their skills regularly</td>
<td>61%</td>
<td>88%</td>
</tr>
<tr>
<td>That the service provides a wide range of training opportunities for trainees and supports all staff to develop their skills</td>
<td>54%</td>
<td>84%</td>
</tr>
<tr>
<td>That the service can meet required standards on waiting times</td>
<td>46%</td>
<td>81%</td>
</tr>
<tr>
<td>That staff, venues and equipment are used in the best possible way so that we aren’t wasting valuable staff skills and resources</td>
<td>51%</td>
<td>78%</td>
</tr>
<tr>
<td>That the service does not cost more to run that it currently does</td>
<td>17%</td>
<td>31%</td>
</tr>
</tbody>
</table>

*This data is based on fixed options unlike all previous data which is based on free-text responses.*
Overall areas for improvement
Summary

Staff are the key drivers to a positive healthcare experience. The most important factor to the people of South Yorkshire and Bassetlaw is that there are enough qualified staff to run healthcare services safely for patients. It is staff’s soft skills, such as their friendly and helpful nature, that creates a positive experience for residents.

Regarding the five service areas covered, improving the quality of care and the response times in which the care is delivered are the key areas that the residents of South Yorkshire and Bassetlaw believe would make the care the best it could be.
Thank you...

Report prepared by:

Simon Driver, Research Director
sdriver@djsresearch.com

Ryan Vonslow, Research Executive
rvonslow@djsresearch.com

Pavilion Lane, Strines, Stockport, Cheshire, SK6 7GH
+44 (0)1663 767 857
djsresearch.co.uk

For more information, visit our UK or International websites:
http://etudesmarketingangleterre.fr/
http://ricercadimercatoinghilterra.it/
Appendix

Websites used for desk research
https://www.nhs.uk/pages/home.aspx
https://digital.nhs.uk/
https://www.careopinion.org.uk/
https://www.healthwatch.co.uk/
Staff FFT test

Staff at the Sheffield Teaching Hospitals NHS Foundation Trust are the most likely to recommend their NHS organisation as a place of work to their family and friends.

<table>
<thead>
<tr>
<th>NHS Foundation Trust</th>
<th>Likely to Recommend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheffield Teaching Hospitals NHS Foundation Trust (n=1449)</td>
<td>73%</td>
</tr>
<tr>
<td>Sheffield Children’s NHS Foundation Trust (n=1187)</td>
<td>65%</td>
</tr>
<tr>
<td>Barnsley Hospital NHS Foundation Trust (n=528)</td>
<td>63%</td>
</tr>
<tr>
<td>Doncaster and Bassetlaw Hospitals NHS Foundation Trust (n=1830)</td>
<td>59%</td>
</tr>
<tr>
<td>The Rotherham NHS Foundation Trust (n=147)</td>
<td>56%</td>
</tr>
<tr>
<td>Chesterfield Royal Hospital NHS Foundation Trust (n=218)</td>
<td>55%</td>
</tr>
</tbody>
</table>

How likely are you to recommend the NHS organisation you work in to friends and family as a place of work? Data as of November 2017
Staff FFT test

Staff at the Sheffield Teaching Hospitals NHS Foundation Trust are the most likely to recommend their NHS organisation for care to their family and friends.

**Staff - Care**

<table>
<thead>
<tr>
<th>NHS Foundation Trust</th>
<th>Likely to Recommend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheffield Teaching Hospitals NHS Foundation Trust (n=1485)</td>
<td>91%</td>
</tr>
<tr>
<td>Sheffield Children’s NHS Foundation Trust (n=1190)</td>
<td>90%</td>
</tr>
<tr>
<td>Barnsley Hospital NHS Foundation Trust (n=528)</td>
<td>77%</td>
</tr>
<tr>
<td>Doncaster and Bassetlaw Hospitals NHS Foundation Trust (n=1839)</td>
<td>76%</td>
</tr>
<tr>
<td>Chesterfield Royal Hospital NHS Foundation Trust (n=219)</td>
<td>74%</td>
</tr>
<tr>
<td>The Rotherham NHS Foundation Trust (n=406)</td>
<td>51%</td>
</tr>
</tbody>
</table>

How likely are you to recommend the NHS organisation you work in to friends and family if they need care or treatment? Data as of November 2017.