Covid-19 Inpatient Satisfaction Survey

We are carrying out a patient satisfaction survey of people admitted to LUHFT with suspected or confirmed Covid-19. The survey is simple to use and has been designed to not exclude people with learning difficulties or difficulties with reading. It consists of 10 yes/no questions with three free text/speech responses. It was piloted in 20 patients within the trust during April, was found to be suitable and well filled in, and is now ready to be implemented more widely. Initially, we are implementing on red/yellow wards on the third floor, sixth floor, and ninth floor of the Royal Liverpool site of LUHFT.

There will be an interim analysis of the first 100 patients who fill out the survey, learning and action points developed and implemented, and then further surveys conducted. The findings will be presented to the relevant directorates and written up as a poster and brief report. The survey has been registered with the Clinical Effectiveness Department as a Quality Improvement Project. Thank you for supporting this project!

Preferred method for data collection: tablet-based. The "Covid-19 Inpatient Survey" is now on LUHFT's online Patient Survey application, which can be accessed on ward tablets. This has the advantage of entering the data into the database without further actions being required. Please follow the steps below to access the survey on tablets:

1. Log in to the tablet with generic details (Username: ipad / Password: reporting)
2. Navigate to: http://rlbuhtapps/PatientSurvey/Default.aspx (icon may show on desktop or go to intranet)
3. Click on "Select Survey" & search for the patient using their RQ6 number, part of name, or date of birth
4. Select the patient using their RQ6 number and click "Proceed"
5. Now select the survey from the dropdown list: "Covid-19 Inpatient survey"
6. Select the ward on which the survey is being completed
7. Enter the date survey was taken & clicking "Next" should start the survey
8. To change the patient, click on "Change Patient"

Alternatives methods for data collection. Tablet-based survey data collection is the preferred method. The following alternative options may be used in collecting patient responses where a tablet is not available. You can contact the lead investigator tom.wingfield@liverpoolft.nhs.uk once you've completed surveys below to organise transcribing or collection of surveys.

1. Give the patient a paper copy of the survey to fill out. Once filled, place in an A4 plastic folder to be kept on the red area for 7 days or until transcribed by the survey team on the ward

2. Give the patient a paper copy of the survey to fill out. Report these responses to a colleague who is in green area of ward to transcribe onto an unfilled copy of the survey (e.g. avoiding infection control issues)

3. Ring the patient's mobile phone and do the survey over the phone onto a paper copy

Additional information. We suggest prefacing the survey when approaching a patient by saying something along the lines of "We would like to improve the service and care that we offer to people admitted to our hospital. Would you mind filling out a survey on your experiences? Your responses will be kept confidential and won't influence your care. We will review all responses as a team to understand what was good and what could be improved."

While they shouldn't influence responses, ward staff or family members (virtually), can support patients to fill out the survey, especially patients with reading or learning difficulties, or for whom English is not a first language, or for any other reason, ward staff or family members (virtually) can support patients to fill out the survey.

This is an opportunistic survey and not all patients with suspected or proven Covid-19 in LUHFT will be able to complete it. It is the ward team's responsibility to assess whether the patient is well enough to complete the survey.