**NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE**

**NICE indicator validity assessment**

Assurance date: December 2020

Review date: December 2023

# Indicator IAP00047

# Patient experience of A&E services

# Validity assessment

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| **Domain** | **Notes** | **Assessment** |
| Importance | Indicator is part of the NHS outcomes framework domain 4 – Ensuring that people have a positive experience of care.  Nationally scores have increased slightly from 80.0 in 2008 to 81.8 in 2018, however methodology (collection period and changes to sampling and weighting methodology) changed in 2016 so it is advised not to compare pre and post 2016 data[[1]](#footnote-1). At Trust level in 2018 scores vary from 71.1 to 89.1. | Indicator is based on a recognized dataset.  Methodology changes make it difficult to measure progress over time. Variation exists across Trusts. |
| Evidence base | From IAP00047 CMS Text (provided by NICE):  “This indicator has been selected as part of a set of indicators – developed through a consultation process – that will be used to hold NHS England to account.  The indicator is part of domain 4, which reflects the importance of providing a positive experience of care for patients, service users and carers. It is now standard practice in healthcare systems worldwide to ask people to provide direct feedback on the quality of their experience, treatment and care.  This information will be used alongside additional information sources to provide local clinicians and managers with intelligence on the quality of local services from the patients’ and service users’ point of view. This information will help drive improvements in the quality of service design and delivery.” | Evidence base exists. This indicator aligns with NICE guidance on patient experience (CG138[[2]](#footnote-2)), albeit published after implementation of the indicator |
| Specification | Numerator: n/a, see methodology  Denominator: n/a, see methodology  Exclusions: Survey excludes under 16s, as well as anyone who had a planned attendance at an outpatient clinic run within A&E (such as a fracture clinic); patients who were admitted to hospital via Medical or Surgical Admissions Units and therefore have not visited A&E or an urgent care centre, patients attending primarily to obtain contraception (for example, the morning after pill), patients who suffered a miscarriage or another form of abortive pregnancy outcome while at the hospital, and patients with a concealed pregnancy.  Methodology: Composite indicator based on weighted average score (between 0 and 100) of the following 5 questions:   * Question 13: While you were in the A&E department, did a doctor or nurse explain your condition and treatment in a way you could understand? * Question 16: Did you have confidence and trust in the doctors and nurses examining and treating you? * Question 23: Were you involved as much as you wanted to be in decisions about your care and treatment? * Question 32: Do you think the hospital staff did everything they could to help control your pain * Question 44: Overall, did you feel you were treated with respect and dignity while you were in the A&E Department?   The survey is weighted by age and gender  Geography: England, Provider.  Data Source: Urgent and emergency care survey provided by the Care Quality Commission (CQC) – Official Statistics  Disclosure control: Suppressed if less than 30 people answer any of the five questions | The indicator has defined components necessary to construct the indicator. |
| Feasibility | All data from long running data sources. | Data has been flowing for some time and data sources will continue. |
| Acceptability | Nationally little variation over time. Variation exists across geography. | The indicator assesses performance that is attributable to or within the control of the audience.  The results of the indicator can be used to improve practice.  Value of the indicator may be more in relation to local investigation rather than solely comparison with other providers/national figures. |
| Risk | The survey questions may change from year to year so there is some risk that one of the questions used to construct this indicator may be removed and changed. | Potential impact of survey question changes on long running trend data. |

**Summary:** Indicator to be renewed.

**NHS Digital Indicator Reference:**

NHS Outcomes Framework - 4.3 Patient experience of A&E services

1. NHS Digital. NHS Outcomes Framework, Indicator Data (Excel file), Domain 4. 4.3 Patient experience of A & E services, Publication date November 2019 [↑](#footnote-ref-1)
2. Patient experience in adult NHS services: improving the experience of care for people using adult NHS services. Published 24 February 2012, <https://www.nice.org.uk/guidance/cg138> [↑](#footnote-ref-2)