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Inpatient Survey 2015

WESTON AREA HEALTH NHS TRUST

Final Report

FEBRUARY 2016

Picker Institute Europe

Picker Institute Europe is an international charity dedicated to ensuring the highest quality health and social care for all, always. We are here to:

- Influence policy and practice so that health and social care systems are always centred around people's needs and preferences.
- Inspire the delivery of the highest quality care, developing tools and services which enable all experiences to be better understood.
- Empower those working in health and social care to improve experiences by effectively measuring, and acting upon, people's feedback.

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SECTION 1

Introduction

Inpatient Survey 2015

Weston Area Health NHS Trust

Background to the survey

The results presented here are from the Inpatient Survey 2015, carried out by Picker Institute Europe on behalf of the Weston Area Health NHS Trust. This survey is part of a series of annual surveys required by the Care Quality Commission for all NHS Acute trusts in England. The Picker Institute was commissioned by 81 UK trusts to undertake the Inpatient Survey 2015. The survey is based on a sample of consecutively discharged inpatients who attended the Trust in July 2015.

The purpose of the survey is to understand what patients think of healthcare services provided by the Trust. All trusts used a standard survey methodology and standard questions, as specified by the NHS Patient Survey Co-ordination Centre, based at Picker Institute Europe. The questionnaire reflects the priorities and concerns of patients and is based upon what is most important from the perspective of the patient. The questionnaire was developed through consultation with patients, clinicians and trusts. A copy of the questionnaire is provided in Appendix 2 of this report.

The questionnaire used for the Inpatient Survey 2015 were developed by the NHS Patient Survey Co-ordination Centre. Further information about how the questionnaire for this survey was developed can be found on the NHS Surveys website www.nhssurveys.org.uk.

Survey methodology

The survey was undertaken by a postal questionnaire, sent to patients' home addresses. Patients were sent a questionnaire, a covering letter from the Trust's Chief Executive, a multiple language sheet offering help with the survey, a CQC flyer and a freepost envelope. Patients wishing to complete the survey filled it in and returned it to the Picker Institute in the freepost envelope. Non-responders were sent a reminder letter after 2-3 weeks and another questionnaire after a further 2-3 weeks.

The Picker Institute ran a freephone helpline for patients who had any queries or concerns about the survey. This included links to Languageline with immediate access to interpreters in over 100 languages. For a detailed description of the survey methodology, see the published guidance for this survey:

About your respondents

A total of 1250 patients from your Trust were sent a questionnaire. 1175 were eligible for the survey, of which 580 returned a completed questionnaire, giving a response rate of 49%. The response rate for your Inpatient survey in 2014 was 48%.

Key facts about the 580 inpatients who responded to the survey:

- 23% of patients were on a waiting list/planned in advance and 75% came as an emergency or urgent case.
- 51% had an operation or procedure during the stay.
- 47% were male; 53% were female.
- 5% were aged 16-39; 18% were aged 40-59; 21% were aged 60-69 and 56% were aged 70+.

Your results

This survey has highlighted the many positive aspects of the patient experience.

- Overall: 82% rated care 7+ out of 10.
- Overall: treated with respect and dignity 83%.
- Doctors: always had confidence and trust 77%.
- Hospital: room or ward was very/fairly clean 98%.
- Hospital: toilets and bathrooms were very/fairly clean 97%.
- Care: always enough privacy when being examined or treated 91%.

Most patients are highly appreciative of the care they receive. However, it is evident that there is also room for improving the patient experience. Picker Institute Europe uses a simple summary score to show you where your patients think there is a problem or room for improvement regarding a specific aspect of care.

Problem scores

Problem scores are used by the Picker Institute as a summary measure to help monitor your results over time and to show how your Trust compares to the average score for all 'Picker' trusts. Any comparisons made within the Trust (internal benchmarks, historic comparisons) or between trusts (external benchmarks) are made using these scores. When data is provided to the Care Quality Commission, only the raw data is provided, not the problem scores.

We hope that you will find problem scores a helpful way of targeting areas in need of attention within your Trust – this in turn can help you to bring about real quality improvement for your patients. By targeting these areas, you can hopefully start to bring about real quality improvement for your patients.

How are problem scores calculated?

The problem score shows the percentage of patients for each question who, by their response, indicated that a particular aspect of their care could have been improved. We have found this to be the simplest summary measure that focuses on quality improvement.

We calculate the problem scores by combining response categories.

For example, for the following question 'Did you have confidence and trust in the doctors treating you?' we have combined the responses 'Yes, sometimes' and 'No', to create a single problem score. Asterisks indicate which response categories have been combined to create the problem score.

25 – Did you have confidence and trust in the doctors treating you?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	487	72.6	26679	80.8
*Yes, sometimes	150	22.4	5266	16.0
*No	34	5.1	1066	3.2
Problem score – This Trust 27.4%		671	33011	
Problem score – All trusts 19.2%				

How should Problem scores be used?

As the name suggests, problem scores indicate where there may be a problem within the trust, and may need further investigation. It is useful to keep in mind, that **lower scores reflect better performance**. Where there are high problem scores, or scores that are high in comparison with other trusts, this area should be highlighted as a potential problem area that needs to be looked at further.

Targeted questions

In response to client feedback and in the interests of accuracy we use derived questions to produce more meaningful scores for questions that **may not be applicable to all respondents**, but are not preceded by a filter question – in other words, all those that have a response code such as *I did not have any hospital food*, or *I did not use a toilet or bathroom*. The purpose is to produce more precise indicators of where the problems lie within the Trust. For each question of this nature we have therefore re-calculated the scores, **excluding those respondents to whom the question does not apply**. The new calculation will be illustrated in an **additional question (e.g. Q14+)**.

No replies

To achieve greater accuracy to the problem score percentage all non-respondents for each question are removed from the calculation. This ensures that your trust's performance indicators have been provided by survey respondents only. For a full list of frequency tables please see Appendix 1.

Low numbers of respondents

The questionnaire used includes some filter questions, whereby only relevant questions are asked of patients. So, for example, patients reporting not being given new medications would not be asked subsequent questions about their medicines.

This means that fewer patients will answer some of the questions in the questionnaire. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Significant differences

In the report we have identified questions where there are significant differences between your Trust and the 'Picker' average, or between your Trust this year and the previous survey. By 'significant' difference, we mean that the finding is statistically reliable and that the difference is 'real'. The calculation used to test the statistical significance of scores was the two-sample t-test.

Confidence intervals

The survey undertaken was with a sample of patients. As the survey was not of all patients, the results may not be totally accurate. However, we can estimate the level of confidence we should have in the results. The table below shows the level of confidence we would have for various numbers of respondents.

<u>Number of respondents</u>	<u>Confidence Interval (+/-)</u>
50	12.0%
100	8.5%
200	6.0%
300	4.9%
400	4.2%
500	3.8%
600	3.5%

Example: For a particular question, 300 patients responded, of which 25% answered 'yes'. From the table above, we can see that for 300 respondents the confidence interval would be +/- 4.9%. We would therefore estimate that the true results could be between 20.1% and 29.9%. However, if only 50 patients responded, and 25% answered 'yes', the confidence intervals would be +/- 12% so the true result could be between 13% and 37%.

The report

We aim to help you to identify the key issues for improvement from the perspective of the patient. We have presented the results in a number of ways to help you answer important questions about the survey results. Patients had the option of adding additional comments at the end of the questionnaire. These verbatim comments can be found on the results website under Respondent Comments.

How to use this report

When deciding which areas to act upon, we suggest you address each section of the questionnaire. A useful approach is to look at a particular section and follow these steps:

- **Identify any questions where you consider the results to be unacceptable for your trust.**
The problem score summary is the first step to pick out any questions where the results are significantly better/worse than the 'Picker' average. The next step is to go to the frequency tables for that question to get the detailed response from your patients. You may also wish to feed back on the issues where your trust better than average.
- **Address the issues where you have worsened over time.** Are there particular issues that are getting worse over time? Our report highlights significant changes from your previous survey and the longer term trends over the last 4 years. Our online results system also presents these trends in graphical form.
- **Is there scope to improve on this issue?** Look at the benchmarking charts to see the range of scores. This will give you an indication as to what is a realistic ambition.
- **Identify specialties or sites within the trust that are worse than others** and areas of good practice that others can learn from. Go to the Internal Benchmark section of the report, or the benchmarking sections of the online results system to see where this is the case.

Picker Online Results

This report has been designed to be used alongside our online results system:

<https://www.picker-results.org>.

An instructional video is now available and is designed to help with your site navigation. Please contact a member of the team to request this video.

You can access this easy to use online portal for the scores and frequencies contained in this report along extra features, including:

- **Respondent comments:** Patient Freetext Comments are available online and downloadable in Excel format. Comments can also be filtered online by specialty (if applicable).
- **Historical Graphs:** On the Historical page click on the small graph icon by each question to view your trust's historical trends against the 'Picker average'.
- **Site and Specialty scores:** You can quickly view site and specialty problem score breakdowns. Individual Site and Specialty reports are also available to download from the Final Report page.

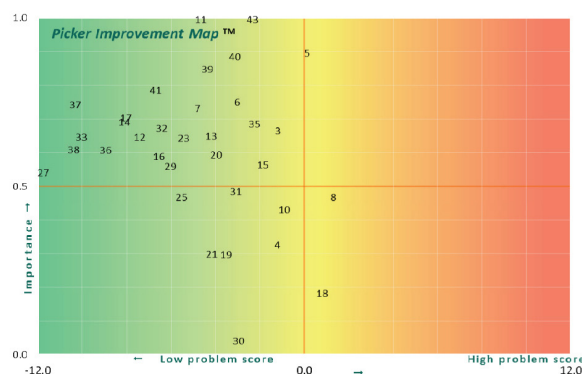
To be set up with access to Picker Results or for further information please contact a member of the Surveys Team at surveys@pickereurope.ac.uk.

Also available:

Picker Improvement Maps™

Are there issues of higher importance to your patients? Which issues are of high, medium or low importance to your patients? You can request our latest innovation Picker Improvement Maps™.

These easy to use maps help you prioritise areas for improvement by analysing the result for each question alongside how important they are to patients.



Spider Chart Reports

We have designed this tool to give you an easy, visual summary of your results to questions relating to the same area of the survey.

It should help to highlight key areas for concern and improvement, and show themes within each area. The report shows your performance against the Picker average, comparing your problem scores with the overall trust average, and historically.



Your CQC Report

Introduction

For each national survey your trust is provided with two final reports: one from the Picker Institute and one from the Care Quality Commission (CQC).

We strongly recommend that you use the Picker Report as the starting point and evidence base for any quality improvement work you undertake.

	Picker Report	CQC Report
Purpose	To assist individual trusts in improving the experience of their patients	A national overview that identifies trusts that performing outside of the 'expected range'
Publication	Jan/Feb	April
Scoring	Problem Scores	Points based system
Weighting	None	Standardised by ROA, Gender, Age
Respondents	Boosted samples available	Only 1250

Purpose

The reports have different purposes, which require that the survey data is presented in different ways. The Picker report is designed to be used for action planning by individual trusts, to improve their performance. The CQC benchmarking report is a national overview, comparing trusts to one another and identifying the trusts that are performing out of the 'expected range'.

Publication

The Picker report is published in January, 3-4 weeks after the close of fieldwork. The CQC report is generally published later in April.

Scoring

The Picker report uses problem scores to help trusts identify areas for improvement historically and against the trust average (see Section 1, *Problem Scores*). In the CQC report individual responses are converted into scores on a scale from 0-10, with 10 representing the best possible score and 0 the worst.

To find a significant difference between problem scores, either by average or historically, the Picker report uses the two-sample t-test (see Section 1 *Significant differences*). The CQC report uses an analysis technique called the 'expected range' to determine whether a trust is performing the 'same', 'better' or 'worse' than other trusts.

Weighting

Your Picker report simply presents the responses of your patients. In contrast, the CQC report is based on data that has been standardised by age, gender and route of admission.

Standardisation is used to avoid penalising trusts simply because of their demographic make-up. Groups that are underrepresented compared to the national average have more weight added to their responses to even this out. We know that younger respondents are more likely to report a negative experience of care, as are females when compared to males, and emergency admissions when compared to elective patients.

Trusts may well find that the picture appears more positive or negative when this standardisation is applied to the data. It can therefore be useful, if you have seen great change in your results from one year to the next, to look at the proportions of these groups within your own sample. The one most likely to change significantly from one year to the next is the route of admission. So before your CQC report is published, it is useful to know if these proportions have changed at your trust.

Please contact Vincent Coole if you wish to see if these proportions have changed at your trust:

vincent.coole@pickereurope.ac.uk.

Respondents

The Picker Report includes all questions and all patients in the survey, whereas the CQC report only includes a core set of questions and data from the standard 1250 sample of patients.

Many of our trusts choose to boost their sample over the standard 1250 patients. This approach makes the data more robust and provides comparative breakdowns: such as site or specialty. The CQC are only given data from the standard 1250 patients when compiling the benchmarking reports.

SECTION 2

Survey Response

survey activity

Survey Response

This section of the report shows the activity recorded for the survey, including:

- mailing dates
- response rates
- freephone calls

Survey: Inpatient Survey 2015

NHS Trust: Weston Area Health NHS Trust

Month of Sample:

Dates of Fieldwork:	Initial Mailing	03 September 2015
	First Reminder	24 September 2015
	Final Reminder	15 October 2015

Response Rate:	Initial Mailing	1250
	Completed questionnaire - Hardcopy	580
	Ineligible - returned undelivered	24
	Ineligible - deceased	49
	Too ill/Opt out	42
	Ineligible - other	2
	Total Eligible	1175
	Returned completed	580
	Overall Response Rate <small>(total returned as a percentage of total eligible)</small>	49.4%
	Average Response Rate <small>(based on all Picker Trusts)</small>	45.1%

The Picker Institute runs a **Freephone** Helpline for patients. The lines are open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 21 calls to the Freephone helpline, which included 0 LanguageLine calls.

SECTION 3



Problem Score Summary

overview of results by section

Problem Score Summary

This section shows your problem score* for each question and a comparison against the average score for all Picker Institute Europe trusts. The Picker Institute worked with 81 trusts on this survey. Your results have been compared with the others that we worked with, to identify areas where your results are better or worse than the average. They help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement.

Significant differences* between your Trust and the average are indicated as follows:



-  scores significantly better than average
-  scores significantly worse than average

Trust The problem score for your Trust
Average Average score for all 'Picker' trusts







* For an explanation of problem scores and significant differences please see Section 1.
Note that **lower scores indicate better performance**.

Lower scores are better



ADMISSION TO HOSPITAL

		Trust	Average	
3	A&E Department: not enough/too much information about condition or treatment	23 %	22 %	
4	A&E Department: not given enough privacy when being examined or treated	19 %	21 %	
5	Planned admission: not offered a choice of hospitals	50 %	68 %	
6	Planned admission: should have been admitted sooner	37 %	24 %	
7	Planned admission: admission date changed by hospital	26 %	20 %	
8	Planned admission: specialist not given all the necessary information	2 %	3 %	
9	Admission: had to wait long time to get to bed on ward	36 %	32 %	

THE HOSPITAL AND WARD

		Trust	Average	
11a	Hospital: shared sleeping area with opposite sex	5 %	8 %	
13a	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	5 %	5 %	
14+	Hospital: patients using bath or shower area who shared it with opposite sex	4 %	12 %	
15	Hospital: bothered by noise at night from other patients	49 %	39 %	
16	Hospital: bothered by noise at night from staff	23 %	20 %	
17	Hospital: room or ward not very or not at all clean	2 %	3 %	
18+	Hospital: toilets not very or not at all clean	3 %	5 %	
19	Hospital: felt threatened by other patients or visitors	4 %	3 %	
20	Hospital: hand-wash gels not available or empty	6 %	4 %	
21+	Hospital: food was fair or poor	36 %	39 %	
22	Hospital: not offered a choice of food	18 %	20 %	
23+	Hospital: did not always get enough help from staff to eat meals	39 %	34 %	

DOCTORS

		Trust	Average	
24+	Doctors: did not always get clear answers to questions	33 %	30 %	
25	Doctors: did not always have confidence and trust	23 %	19 %	
26	Doctors: talked in front of patients as if they were not there	27 %	23 %	

NURSES

		Trust	Average	
27+	Nurses: did not always get clear answers to questions	37 %	30 %	■
28	Nurses: did not always have confidence and trust	23 %	22 %	
29	Nurses: talked in front of patients as if they weren't there	22 %	18 %	■
30	Nurses: sometimes, rarely or never enough on duty	42 %	38 %	

YOUR CARE AND TREATMENT

		Trust	Average	
31	Care: staff did not always work well together	24 %	21 %	
32	Care: staff contradict each other	32 %	31 %	
33	Care: wanted to be more involved in decisions	49 %	41 %	■
34	Care: did not always have confidence in the decisions made	34 %	27 %	■
35	Care: not enough (or too much) information given on condition or treatment	23 %	20 %	
36+	Care: could not always find staff member to discuss concerns with	64 %	59 %	
37+	Care: not always enough emotional support from hospital staff	46 %	41 %	
38	Care: not always enough privacy when discussing condition or treatment	24 %	23 %	
39	Care: not always enough privacy when being examined or treated	9 %	9 %	
41	Care: staff did not do everything to help control pain	31 %	29 %	
42+	Care: more than 5 minutes to answer call button	19 %	17 %	

OPERATIONS & PROCEDURES

		Trust	Average	
44+	Surgery: risks and benefits not fully explained	20 %	17 %	
45+	Surgery: what would be done during operation not fully explained	24 %	23 %	
46+	Surgery: questions beforehand not fully answered	21 %	21 %	
47	Surgery: not told how to expect to feel after operation or procedure	42 %	40 %	
49	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	18 %	14 %	
50	Surgery: results not explained in clear way	32 %	31 %	

LEAVING HOSPITAL

		Trust	Average	
51+	Discharge: did not feel involved in decisions about discharge from hospital	51 %	44 %	■
52	Discharge: Not given notice about when discharge would be	50 %	43 %	■
53	Discharge: was delayed	43 %	41 %	
55	Discharge: delayed by 1 hour or more	85 %	85 %	
57+	Discharge: did always get enough support from health or social care professionals.	53 %	44 %	■
58	Discharge: not always a plan in place for continuing care when transferred	[32] %	30 %	
59	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	47 %	33 %	■
60+	Discharge: not fully told purpose of medications	35 %	25 %	■
61+	Discharge: not fully told side-effects of medications	67 %	59 %	■
62+	Discharge: not told how to take medication clearly	31 %	24 %	■
63+	Discharge: not given completely clear written/printed information about medicines	39 %	27 %	■
64+	Discharge: not fully told of danger signals to look for	62 %	56 %	■
65+	Discharge: Family or home situation not considered	41 %	36 %	
66+	Discharge: family not given enough information to help	60 %	51 %	■
67	Discharge: not told who to contact if worried	26 %	20 %	■
68+	Discharge: Staff did not discuss need for additional equipment or home adaptation	21 %	19 %	
69+	Discharge: Staff did not discuss need for further health or social care services	21 %	17 %	■

OVERALL

		Trust	Average	
70	Overall: not treated with respect or dignity	17 %	16 %	
71	Overall: did not always feel well looked after by staff	23 %	20 %	
72+	Overall: rated experience as less than 7/10	19 %	15 %	
73	Overall: not asked to give views on quality of care	74 %	69 %	■
74	Overall: Did not receive any information explaining how to complain	66 %	59 %	■

SECTION 4

Ranked Problem Scores

where most patients report room for improvement

Ranked Problem Scores

This section ranks the scores from the highest problem score (most respondents reporting room for improvement) to lowest problem score (fewest respondents reporting room for improvement). Focusing on areas with high problem scores could potentially improve the patient experience for a large proportion of your patients.

Significant differences between your Trust and the average are indicated as follows:

- + scores significantly better than average
- scores significantly worse than average

Trust
Average

The problem score for your Trust
Average score for all Picker trusts

Lower scores are better

Problem scores 50%+

		Trust	Average	
55	Discharge: delayed by 1 hour or more	85 %	85 %	
73	Overall: not asked to give views on quality of care	74 %	69 %	-
61+	Discharge: not fully told side-effects of medications	67 %	59 %	-
74	Overall: Did not receive any information explaining how to complain	66 %	59 %	-
36+	Care: could not always find staff member to discuss concerns with	64 %	59 %	
64+	Discharge: not fully told of danger signals to look for	62 %	56 %	-
66+	Discharge: family not given enough information to help	60 %	51 %	-
57+	Discharge: did always get enough support from health or social care professionals.	53 %	44 %	-
51+	Discharge: did not feel involved in decisions about discharge from hospital	51 %	44 %	-
5	Planned admission: not offered a choice of hospitals	50 %	68 %	+
52	Discharge: Not given notice about when discharge would be	50 %	43 %	-

Problem scores 40% - 49%

		Trust	Average	
33	Care: wanted to be more involved in decisions	49 %	41 %	-
15	Hospital: bothered by noise at night from other patients	49 %	39 %	-
59	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	47 %	33 %	-
37+	Care: not always enough emotional support from hospital staff	46 %	41 %	
53	Discharge: was delayed	43 %	41 %	
47	Surgery: not told how to expect to feel after operation or procedure	42 %	40 %	
30	Nurses: sometimes, rarely or never enough on duty	42 %	38 %	
65+	Discharge: Family or home situation not considered	41 %	36 %	

Problem scores 30% - 39%

		Trust	Average	
63+	Discharge: not given completely clear written/printed information about medicines	39 %	27 %	■
23+	Hospital: did not always get enough help from staff to eat meals	39 %	34 %	
27+	Nurses: did not always get clear answers to questions	37 %	30 %	■
6	Planned admission: should have been admitted sooner	37 %	24 %	■
21+	Hospital: food was fair or poor	36 %	39 %	
9	Admission: had to wait long time to get to bed on ward	36 %	32 %	
60+	Discharge: not fully told purpose of medications	35 %	25 %	■
34	Care: did not always have confidence in the decisions made	34 %	27 %	■
24+	Doctors: did not always get clear answers to questions	33 %	30 %	
32	Care: staff contradict each other	32 %	31 %	
58	Discharge: not always a plan in place for continuing care when transferred	[32] %	30 %	
50	Surgery: results not explained in clear way	32 %	31 %	
41	Care: staff did not do everything to help control pain	31 %	29 %	
62+	Discharge: not told how to take medication clearly	31 %	24 %	■

Problem scores 20% - 29%

		Trust	Average	
26	Doctors: talked in front of patients as if they were not there	27 %	23 %	■
67	Discharge: not told who to contact if worried	26 %	20 %	■
7	Planned admission: admission date changed by hospital	26 %	20 %	
31	Care: staff did not always work well together	24 %	21 %	
38	Care: not always enough privacy when discussing condition or treatment	24 %	23 %	
45+	Surgery: what would be done during operation not fully explained	24 %	23 %	
28	Nurses: did not always have confidence and trust	23 %	22 %	
16	Hospital: bothered by noise at night from staff	23 %	20 %	■
3	A&E Department: not enough/too much information about condition or treatment	23 %	22 %	
25	Doctors: did not always have confidence and trust	23 %	19 %	■
71	Overall: did not always feel well looked after by staff	23 %	20 %	
35	Care: not enough (or too much) information given on condition or treatment	23 %	20 %	
29	Nurses: talked in front of patients as if they weren't there	22 %	18 %	■
69+	Discharge: Staff did not discuss need for further health or social care services	21 %	17 %	■
68+	Discharge: Staff did not discuss need for additional equipment or home adaptation	21 %	19 %	
46+	Surgery: questions beforehand not fully answered	21 %	21 %	
44+	Surgery: risks and benefits not fully explained	20 %	17 %	

Problem scores 10% - 19%

		Trust	Average	
4	A&E Department: not given enough privacy when being examined or treated	19 %	21 %	
42+	Care: more than 5 minutes to answer call button	19 %	17 %	
72+	Overall: rated experience as less than 7/10	19 %	15 %	
49	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	18 %	14 %	
22	Hospital: not offered a choice of food	18 %	20 %	
70	Overall: not treated with respect or dignity	17 %	16 %	

Problem scores 0% - 9%

		Trust	Average	
39	Care: not always enough privacy when being examined or treated	9 %	9 %	
20	Hospital: hand-wash gels not available or empty	6 %	4 %	■
13a	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	5 %	5 %	
11a	Hospital: shared sleeping area with opposite sex	5 %	8 %	+
14+	Hospital: patients using bath or shower area who shared it with opposite sex	4 %	12 %	+
19	Hospital: felt threatened by other patients or visitors	4 %	3 %	
18+	Hospital: toilets not very or not at all clean	3 %	5 %	+
17	Hospital: room or ward not very or not at all clean	2 %	3 %	
8	Planned admission: specialist not given all the necessary information	2 %	3 %	

SECTION 5

Historical Comparisons

comparing results with previous years

Historical Comparisons

The Inpatient survey is currently repeated on an annual basis – by looking at changes in results over time it is possible to focus on those areas where performance might be slipping. Examining areas where performance has improved will help you to measure the effects of any service improvements that have been put in place.

This section shows the problem scores for this year's survey and a comparison against the scores from the previous surveys. Please note that no replies have been removed from the problem score percentage. To ensure consistency with previous surveys the scores below show historical trends as far back as 2011. Significant differences from the previous year's survey are indicated as follows:

- + scores significantly better than previous survey
- scores significantly worse than previous survey

Lower scores are better

ADMISSION TO HOSPITAL

		2011	2012	2013	2014	2015
3	A&E Department: not enough/too much information about condition or treatment	24 %	23 %	23 %	26 %	23 %
4	A&E Department: not given enough privacy when being examined or treated	22 %	20 %	22 %	21 %	19 %
5	Planned admission: not offered a choice of hospitals	63 %	53 %	60 %	59 %	50 %
6	Planned admission: should have been admitted sooner	34 %	24 %	27 %	33 %	37 %
7	Planned admission: admission date changed by hospital	22 %	21 %	22 %	25 %	26 %
8	Planned admission: specialist not given all the necessary information	-	-	3 %	4 %	2 %
9	Admission: had to wait long time to get to bed on ward	34 %	41 %	40 %	40 %	36 %

THE HOSPITAL AND WARD

		2011	2012	2013	2014	2015
11a	Hospital: shared sleeping area with opposite sex	4 %	7 %	8 %	7 %	5 %
13a	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	2 %	2 %	2 %	3 %	5 %
14+	Hospital: patients using bath or shower area who shared it with opposite sex	3 %	5 %	5 %	4 %	4 %
15	Hospital: bothered by noise at night from other patients	54 %	51 %	47 %	44 %	49 %
16	Hospital: bothered by noise at night from staff	25 %	26 %	20 %	23 %	23 %
17	Hospital: room or ward not very or not at all clean	3 %	4 %	3 %	3 %	2 %
18+	Hospital: toilets not very or not at all clean	3 %	4 %	4 %	4 %	3 %
19	Hospital: felt threatened by other patients or visitors	4 %	5 %	5 %	4 %	4 %
20	Hospital: hand-wash gels not available or empty	2 %	7 %	5 %	6 %	6 %
21+	Hospital: food was fair or poor	42 %	43 %	40 %	40 %	36 %
22	Hospital: not offered a choice of food	18 %	21 %	18 %	17 %	18 %
23+	Hospital: did not always get enough help from staff to eat meals	35 %	29 %	41 %	39 %	39 %

DOCTORS

		2011	2012	2013	2014	2015
24+	Doctors: did not always get clear answers to questions	36 %	36 %	38 %	35 %	33 %
25	Doctors: did not always have confidence and trust	25 %	24 %	24 %	23 %	23 %
26	Doctors: talked in front of patients as if they were not there	29 %	31 %	29 %	32 %	27 %

NURSES

		2011	2012	2013	2014	2015
27+	Nurses: did not always get clear answers to questions	39 %	37 %	36 %	32 %	37 %
28	Nurses: did not always have confidence and trust	29 %	30 %	27 %	26 %	23 %
29	Nurses: talked in front of patients as if they weren't there	23 %	26 %	22 %	24 %	22 %
30	Nurses: sometimes, rarely or never enough on duty	48 %	51 %	47 %	42 %	42 %

YOUR CARE AND TREATMENT

		2011	2012	2013	2014	2015
32	Care: staff contradict each other	34 %	35 %	32 %	31 %	32 %
33	Care: wanted to be more involved in decisions	51 %	56 %	50 %	53 %	49 %
34	Care: did not always have confidence in the decisions made	-	-	-	32 %	34 %
35	Care: not enough (or too much) information given on condition or treatment	25 %	28 %	25 %	23 %	23 %
36+	Care: could not always find staff member to discuss concerns with	68 %	65 %	64 %	66 %	64 %
37+	Care: not always enough emotional support from hospital staff	49 %	46 %	48 %	45 %	46 %
38	Care: not always enough privacy when discussing condition or treatment	29 %	28 %	27 %	23 %	24 %
39	Care: not always enough privacy when being examined or treated	11 %	11 %	11 %	10 %	9 %
41	Care: staff did not do everything to help control pain	34 %	31 %	27 %	33 %	31 %
42+	Care: more than 5 minutes to answer call button	25 %	26 %	20 %	23 %	19 %

OPERATIONS & PROCEDURES

		2011	2012	2013	2014	2015
44+	Surgery: risks and benefits not fully explained	20 %	23 %	23 %	22 %	20 %
45+	Surgery: what would be done during operation not fully explained	27 %	26 %	25 %	28 %	24 %
46+	Surgery: questions beforehand not fully answered	24 %	26 %	24 %	27 %	21 %
47	Surgery: not told how to expect to feel after operation or procedure	42 %	50 %	45 %	43 %	42 %
49	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	18 %	15 %	15 %	22 %	18 %
50	Surgery: results not explained in clear way	31 %	35 %	35 %	39 %	32 %

LEAVING HOSPITAL

		2011	2012	2013	2014	2015
51+	Discharge: did not feel involved in decisions about discharge from hospital	48 %	57 %	50 %	51 %	51 %
52	Discharge: Not given notice about when discharge would be	-	56 %	50 %	52 %	50 %
53	Discharge: was delayed	52 %	51 %	48 %	45 %	43 %
55	Discharge: delayed by 1 hour or more	88 %	89 %	91 %	82 %	85 %
59	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	41 %	42 %	35 %	40 %	47 %
60+	Discharge: not fully told purpose of medications	35 %	34 %	28 %	36 %	35 %
61+	Discharge: not fully told side-effects of medications	70 %	72 %	67 %	70 %	67 %
62+	Discharge: not told how to take medication clearly	32 %	35 %	27 %	38 %	31 %
63+	Discharge: not given completely clear written/printed information about medicines	35 %	39 %	34 %	40 %	39 %
64+	Discharge: not fully told of danger signals to look for	65 %	68 %	65 %	67 %	62 %
65+	Discharge: Family or home situation not considered	-	40 %	36 %	42 %	41 %
66+	Discharge: family not given enough information to help	58 %	60 %	57 %	56 %	60 %
67	Discharge: not told who to contact if worried	29 %	29 %	28 %	29 %	26 %
68+	Discharge: Staff did not discuss need for additional equipment or home adaptation	-	17 %	22 %	22 %	21 %
69+	Discharge: Staff did not discuss need for further health or social care services	-	17 %	20 %	20 %	21 %

OVERALL

		2011	2012	2013	2014	2015
70	Overall: not treated with respect or dignity	24 %	23 %	22 %	20 %	17 %
71	Overall: did not always feel well looked after by staff	-	-	-	28 %	23 %
72+	Overall: rated experience as less than 7/10	-	21 %	21 %	21 %	19 %
73	Overall: not asked to give views on quality of care	84 %	82 %	70 %	73 %	74 %
74	Overall: Did not receive any information explaining how to complain	-	69 %	63 %	63 %	66 %

SECTION 6

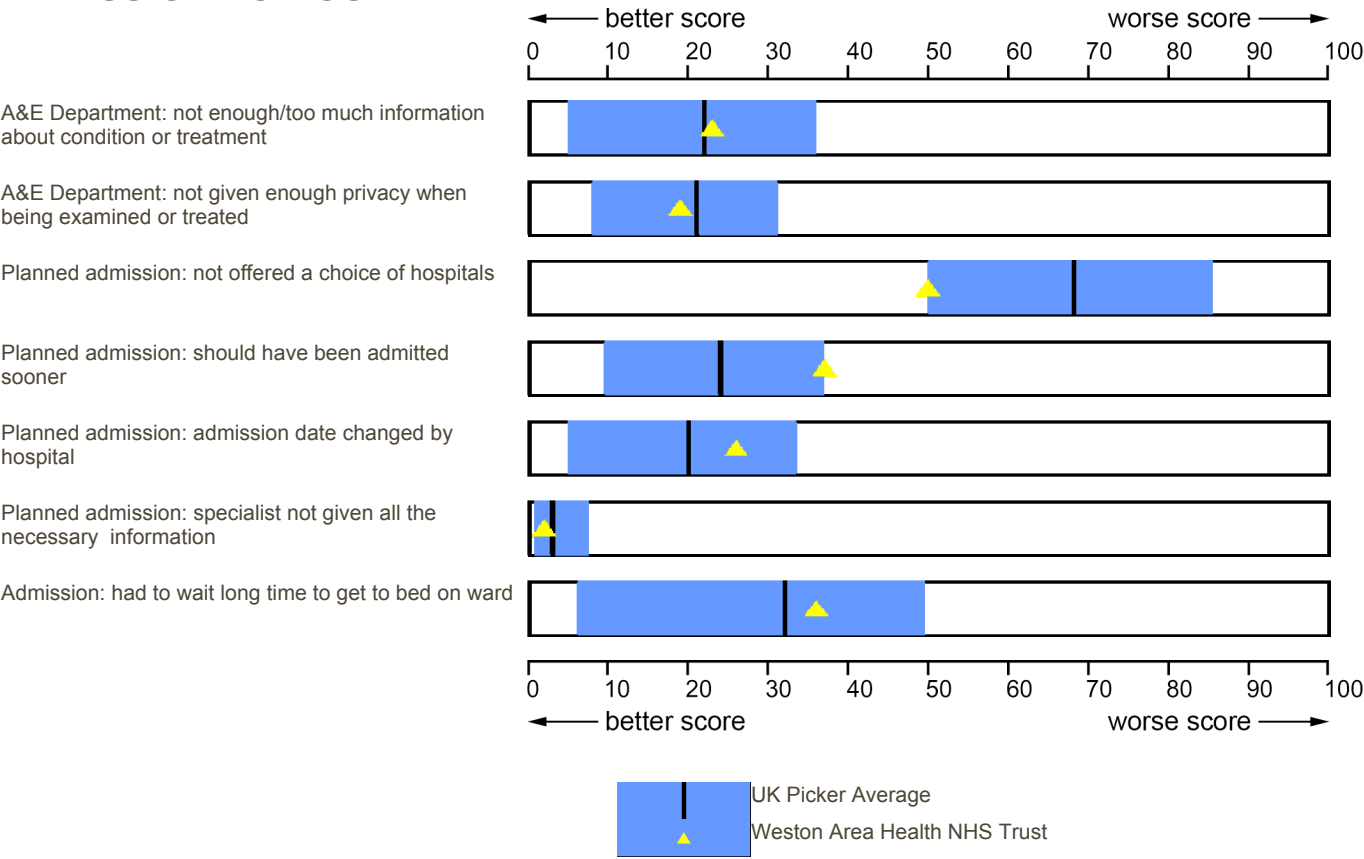
External Benchmarks

comparing results with other trusts

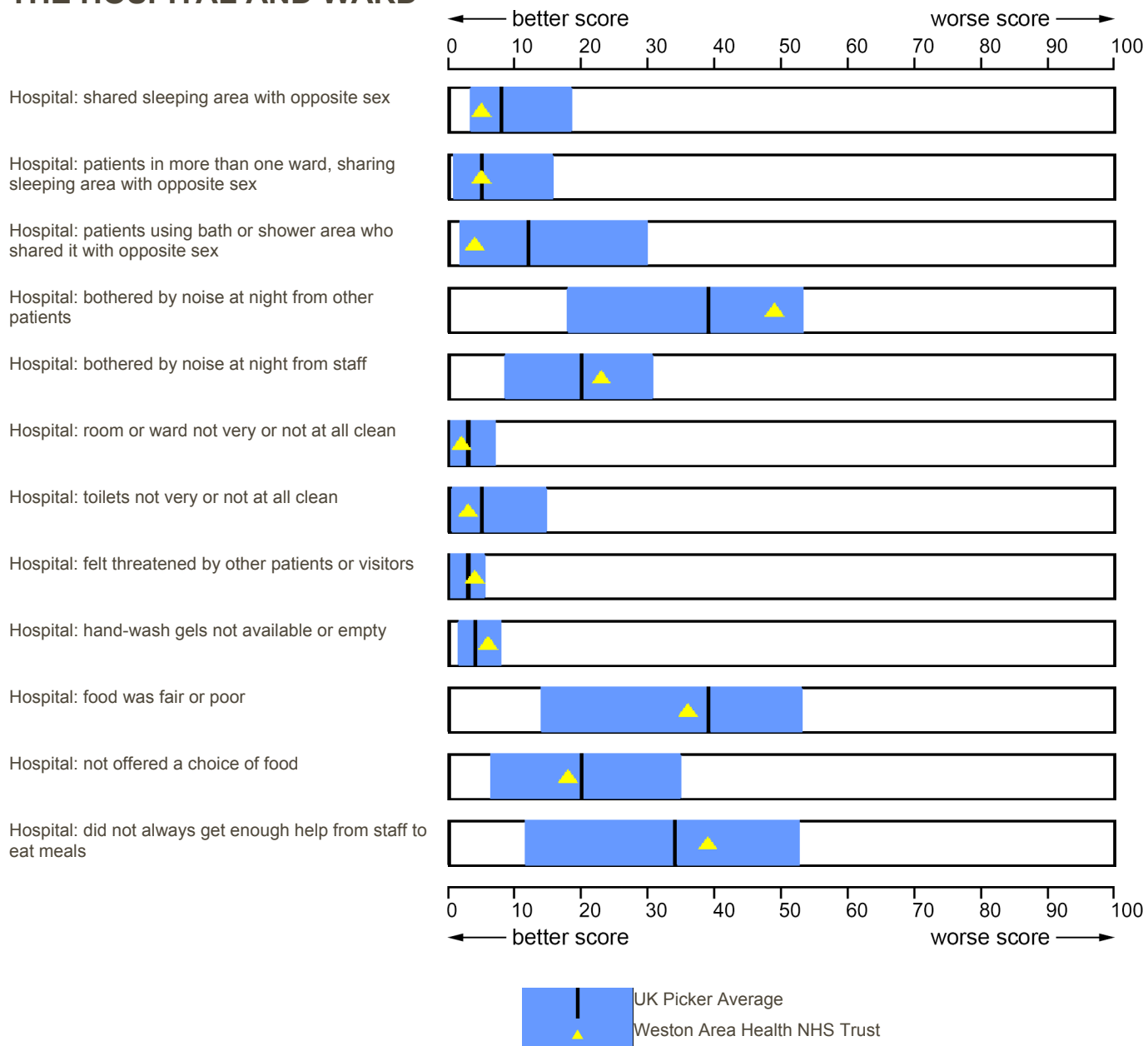
External Benchmarks

This section shows how your Trust compared to all trusts who commissioned Picker Institute Europe for this survey (81 trusts). The range of scores are shown as a blue bar from the best score (to the left), to the worst (to the right). The average is the black line. Your Trust is shown as the yellow triangle.

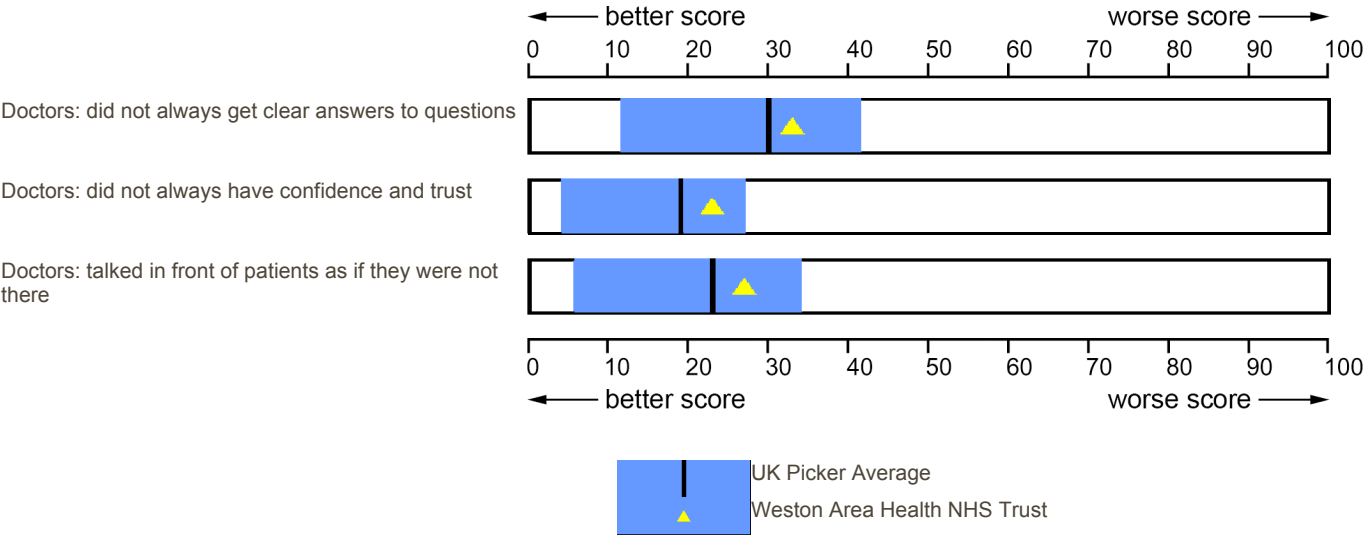
ADMISSION TO HOSPITAL



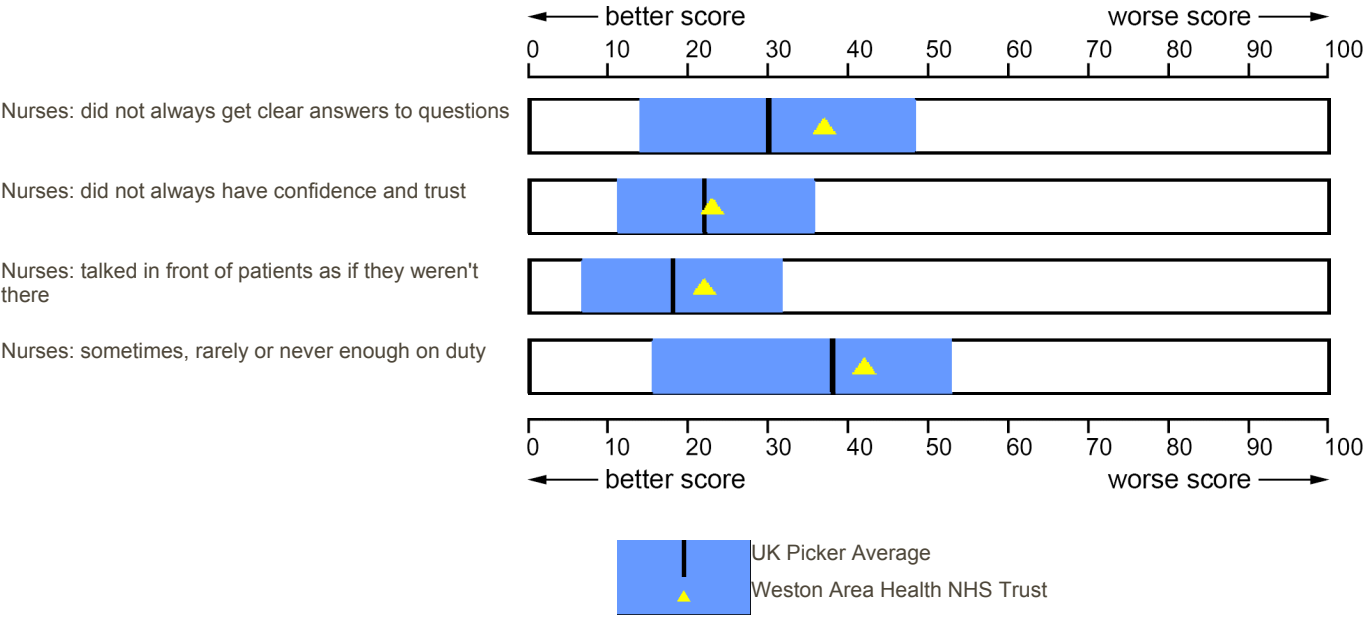
THE HOSPITAL AND WARD



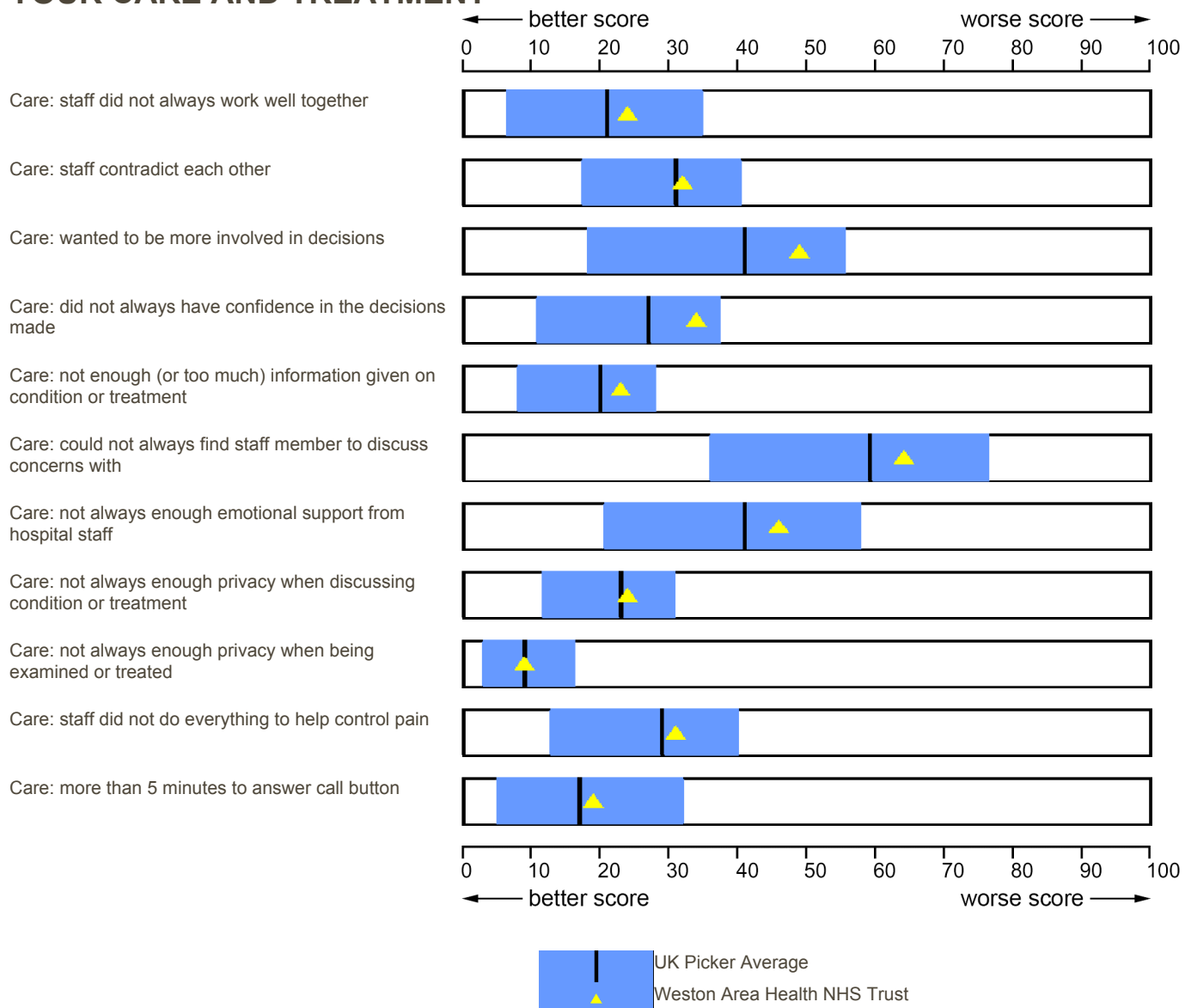
DOCTORS



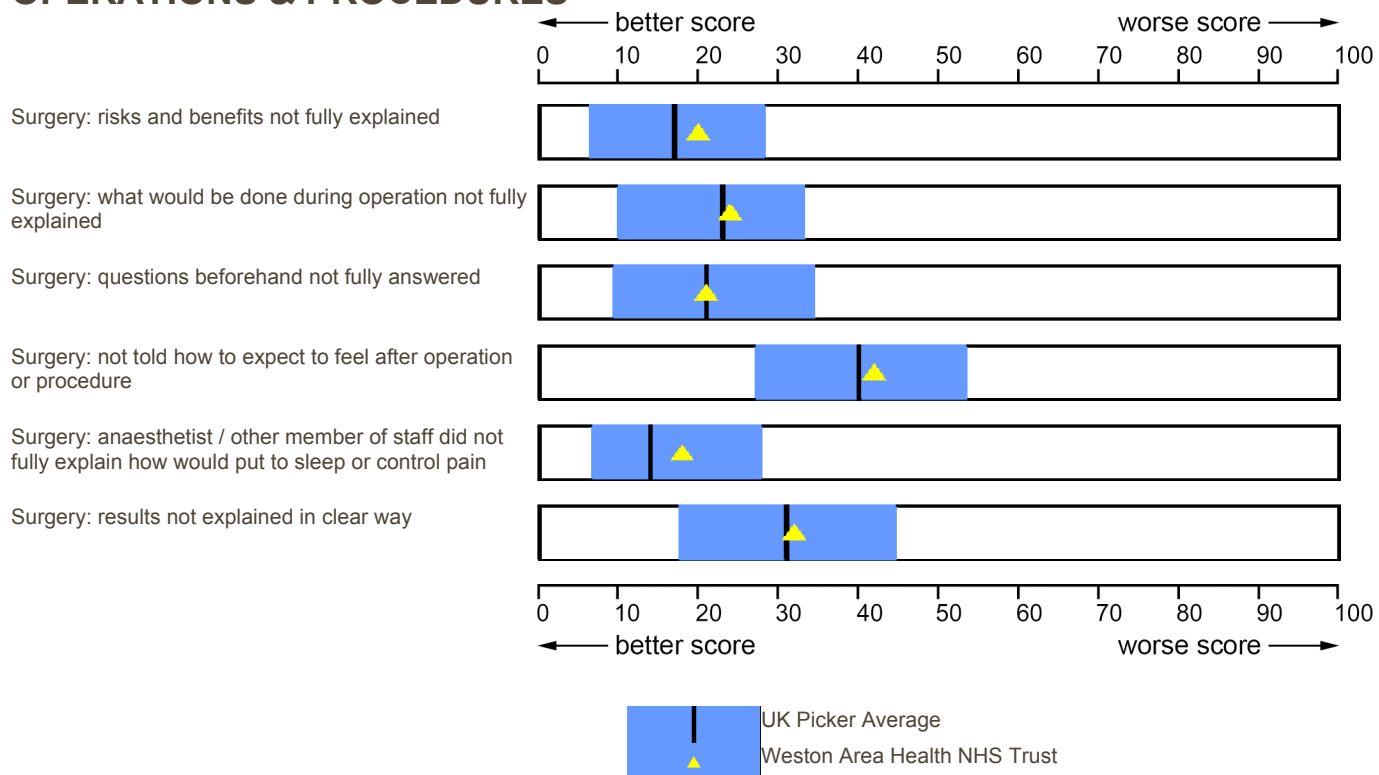
NURSES



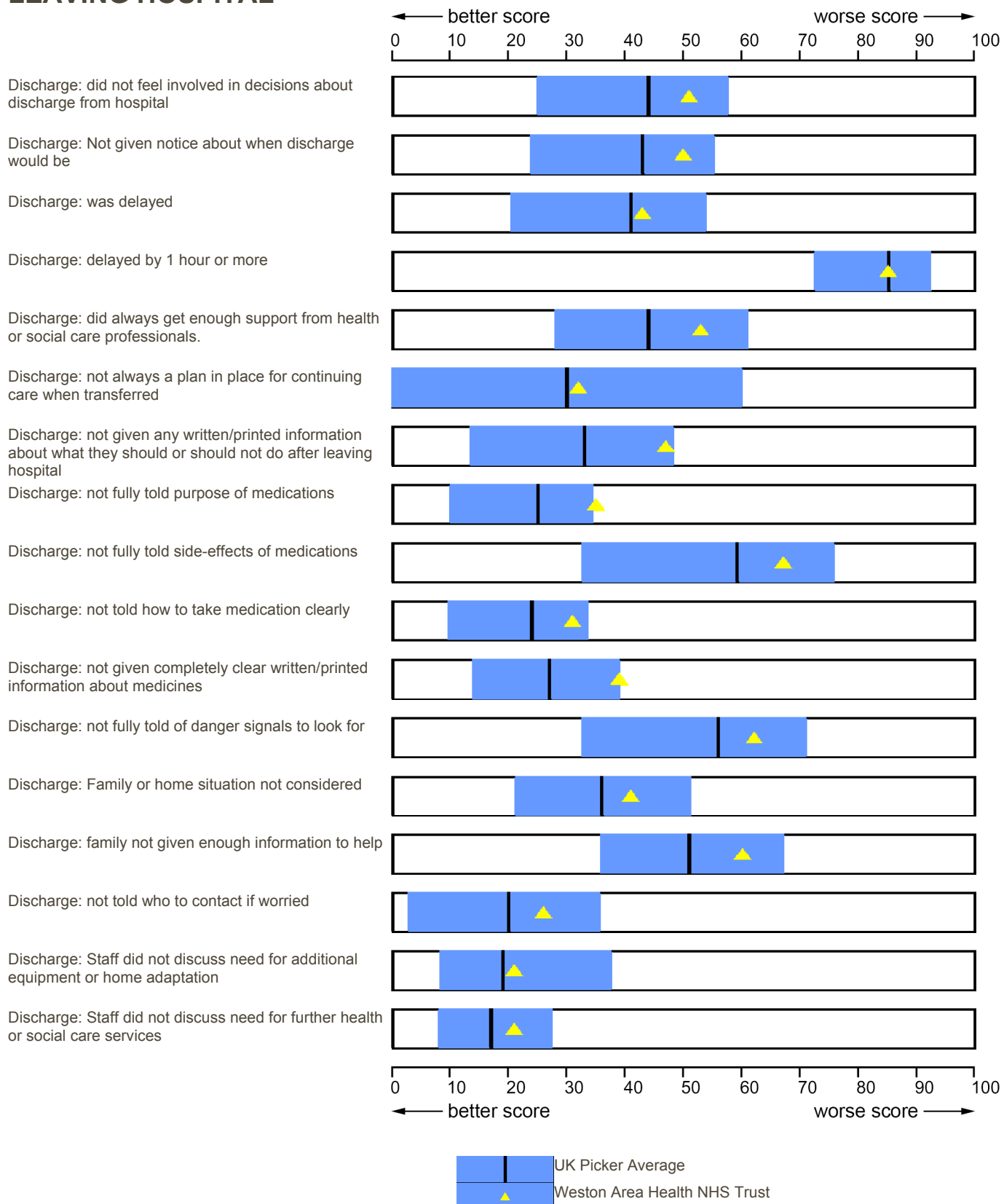
YOUR CARE AND TREATMENT



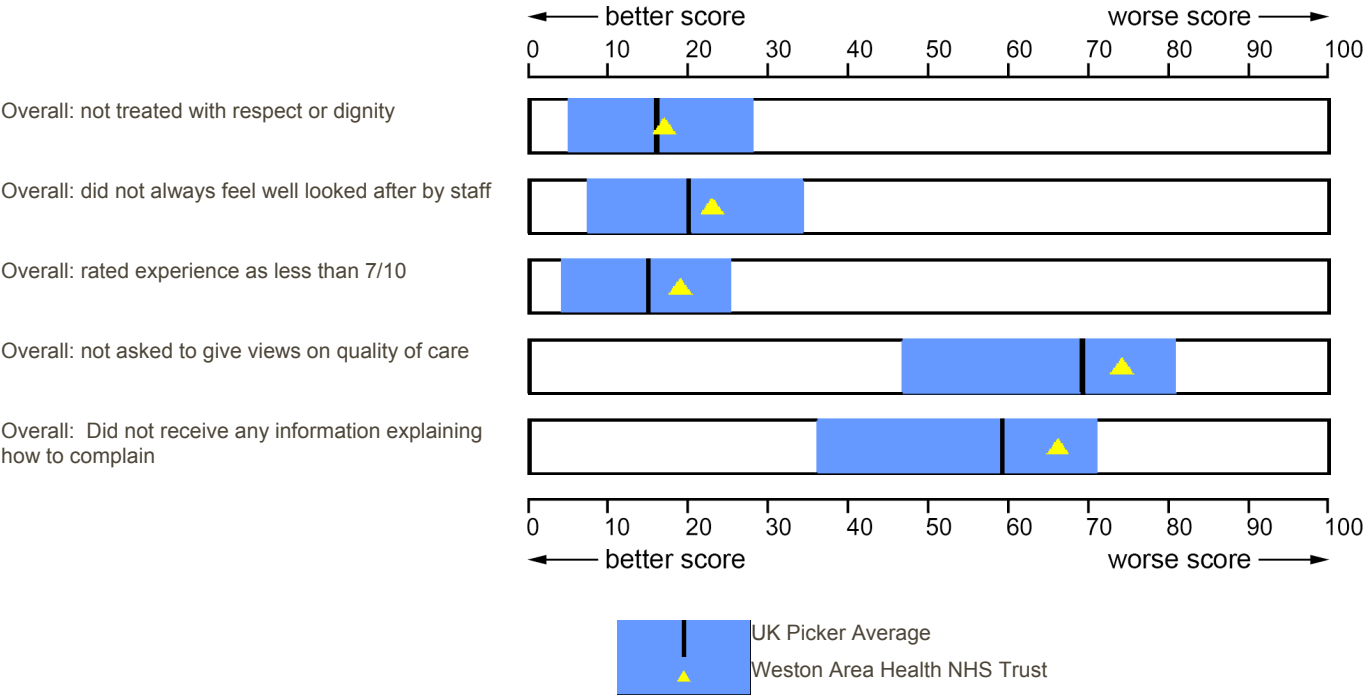
OPERATIONS & PROCEDURES



LEAVING HOSPITAL



OVERALL



SECTION 7

Internal Benchmarks

comparing results within the trust

Internal Benchmarks

This type of information can help to focus quality improvement initiatives.

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Appendix 1

Frequency Tables

a detailed breakdown of your results

Frequency Tables

This section shows a breakdown of responses for each question. It also shows which groups of patients responded to each question and how the problem score was calculated. The response categories that have been combined to calculate the problem score are indicated with an asterisk.

ADMISSION TO HOSPITAL

1 - Was your most recent hospital stay planned in advance or an emergency?

All Patients	This Trust		All trusts	
	n	%	n	%
Emergency or urgent	424	75.2	25279	58.6
Waiting list or planned in advance	130	23.0	16477	38.2
Something else	10	1.8	1349	3.1
	564		43105	

2 - When you arrived at the hospital, did you go to the A&E Department (the Emergency Department / Casualty / Medical or Surgical Admissions Unit)?

Emergency admissions	This Trust		All trusts	
	n	%	n	%
Yes	422	96.8	23429	86.4
No	14	3.2	3701	13.6
	436		27130	

3 - While you were in the A&E Department, how much information about your condition or treatment was given to you?

Patients admitted via A&E department	This Trust		All trusts	
	n	%	n	%
*Not enough	55	13.2	3124	13.3
Right amount	265	63.7	15583	66.4
*Too much	0	0.0	108	0.5
*I was not given any information about my treatment or condition	42	10.1	1806	7.7
Don't know / Can't remember	54	13.0	2842	12.1
Problem score - This Trust 23.3%	416		23463	
Problem score - All trusts 21.5%				

4 - Were you given enough privacy when being examined or treated in the A&E Department?

Patients admitted via A&E department	This Trust		All trusts	
	n	%	n	%
Yes, definitely	314	73.9	17663	74.4
*Yes, to some extent	75	17.6	4389	18.5
*No	7	1.6	475	2.0
Don't know / Can't remember	29	6.8	1219	5.1
Problem score - This Trust 19.3%	425		23746	
Problem score - All trusts 20.5%				

5 - When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
Yes	59	41.8	5437	27.5
*No, but I would have liked a choice	13	9.2	1971	10.0
*No, but I did not mind	58	41.1	11537	58.3
Don't know / Can't remember	11	7.8	836	4.2
Problem score - This Trust 50.4%	141		19781	
Problem score - All trusts 68.3%				

6 - How do you feel about the length of time you were on the waiting list before your admission to hospital?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
I was admitted as soon as I thought was necessary	88	63.3	14661	76.1
*I should have been admitted a bit sooner	31	22.3	2963	15.4
*I should have been admitted a lot sooner	20	14.4	1645	8.5
Problem score - This Trust 36.7%	139		19269	
Problem score - All trusts 23.9%				

7 - Was your admission date changed by the hospital?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
No	105	74.5	15662	79.9
*Yes, once	30	21.3	3200	16.3
*Yes, 2 or 3 times	5	3.5	668	3.4
*Yes, 4 times or more	1	0.7	65	0.3
Problem score - This Trust 25.5%	141		19595	
Problem score - All trusts 20.1%				

8 - In your opinion, had the specialist you saw in hospital been given all of the necessary information about your condition or illness from the person who referred you?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
Yes, definitely	116	82.3	16146	81.4
Yes, to some extent	19	13.5	2628	13.3
*No	3	2.1	511	2.6
Don't know / can't remember	3	2.1	543	2.7
Problem score - This Trust 2.1%	141		19828	
Problem score - All trusts 2.6%				

9 - From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?

All Patients	This Trust		All trusts	
	n	%	n	%
*Yes, definitely	76	13.4	5453	12.3
*Yes, to some extent	127	22.4	8702	19.6
No	364	64.2	30226	68.1
Problem score - This Trust 35.8%	567		44381	
Problem score - All trusts 31.9%				

THE HOSPITAL AND WARD

10 - While in hospital, did you ever stay in a critical care area (Intensive Care Unit, High Dependency Unit or Coronary Care Unit)?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	106	18.6	9668	21.8
No	429	75.3	32415	73.0
Don't know / Can't remember	35	6.1	2349	5.3
	570		44432	

11 - When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	38	6.7	4126	9.3
No	525	93.3	40393	90.7
	563		44519	

11a - When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?

Patients who did not stay in critical care area	This Trust		All trusts	
	n	%	n	%
*Yes	21	4.6	2678	7.7
No	438	95.4	32271	92.3
Problem score - This Trust 4.6%	459		34949	
Problem score - All trusts 7.7%				

12 - During your stay in hospital, how many wards did you stay in?

All Patients	This Trust		All trusts	
	n	%	n	%
1	332	58.2	27557	62.1
2	187	32.8	12791	28.8
3 or more	42	7.4	3450	7.8
Don't know / Can't remember	9	1.6	592	1.3
	570		44390	

13 - After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

Patients in more than one ward	This Trust		All trusts	
	n	%	n	%
Yes	13	5.8	1103	6.8
No	212	94.2	15211	93.2
	225		16314	

13a - After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

	This Trust		All trusts	
	n	%	n	%
Patients in more than one ward who did not stay in critical care area				
*Yes	8	4.8	546	5.1
No	159	95.2	10155	94.9
Problem score - This Trust 4.8%	167		10701	
Problem score - All trusts 5.1%				

14 - While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	23	4.1	4888	11.1
Yes, because it had special bathing equipment that I needed	2	0.4	435	1.0
No	489	86.7	34399	77.8
I did not use a bathroom or shower	32	5.7	2372	5.4
Don't know / Can't remember	18	3.2	2097	4.7
	564		44191	

14+ - While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

	This Trust		All trusts	
	n	%	n	%
Patients who used a bathroom or shower area				
*Yes	23	4.3	4888	11.7
Yes, because it had special bathing equipment that I needed	2	0.4	435	1.0
No	489	91.9	34399	82.3
Don't know / Can't remember	18	3.4	2097	5.0
Problem score - This Trust 4.3%	532		41819	
Problem score - All trusts 11.7%				

15 - Were you ever bothered by noise at night from other patients?

	This Trust		All trusts	
	n	%	n	%
All Patients				
*Yes	276	48.9	17052	38.6
No	288	51.1	27165	61.4
Problem score - This Trust 48.9%	564		44217	
Problem score - All trusts 38.6%				

16 - Were you ever bothered by noise at night from hospital staff?

	This Trust		All trusts	
	n	%	n	%
All Patients				
*Yes	133	23.4	8795	19.8
No	435	76.6	35541	80.2
Problem score - This Trust 23.4%	568		44336	
Problem score - All trusts 19.8%				

17 - In your opinion, how clean was the hospital room or ward that you were in?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Very clean	403	70.8	31691	71.0
Fairly clean	154	27.1	11817	26.5
*Not very clean	11	1.9	949	2.1
*Not at all clean	1	0.2	207	0.5
Problem score - This Trust 2.1%	569		44664	
Problem score - All trusts 2.6%				

18 - How clean were the toilets and bathrooms that you used in hospital?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Very clean	374	65.5	27196	60.9
Fairly clean	142	24.9	13604	30.5
Not very clean	12	2.1	1840	4.1
Not at all clean	3	0.5	422	0.9
I did not use a toilet or bathroom	40	7.0	1608	3.6
	571		44670	

18+ - How clean were the toilets and bathrooms that you used in hospital?

	This Trust		All trusts	
	n	%	n	%
Patients who used a toilet or bathroom				
Very clean	374	70.4	27196	63.2
Fairly clean	142	26.7	13604	31.6
*Not very clean	12	2.3	1840	4.3
*Not at all clean	3	0.6	422	1.0
Problem score - This Trust 2.8%	531		43062	
Problem score - All trusts 5.3%				

19 - Did you feel threatened during your stay in hospital by other patients or visitors?

	This Trust		All trusts	
	n	%	n	%
All Patients				
*Yes	22	3.8	1466	3.3
No	553	96.2	43215	96.7
Problem score - This Trust 3.8%	575		44681	
Problem score - All trusts 3.3%				

20 - Were hand-wash gels available for patients and visitors to use?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	510	89.3	41058	91.9
*Yes, but they were empty	10	1.8	648	1.4
*I did not see any hand-wash gels	24	4.2	1151	2.6
Don't know / Can't remember	27	4.7	1839	4.1
Problem score - This Trust 6.0%	571		44696	
Problem score - All trusts 4.0%				

21 - How would you rate the hospital food?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Very good	126	22.2	9889	22.2
Good	220	38.7	16101	36.2
Fair	141	24.8	11656	26.2
Poor	55	9.7	5064	11.4
I did not have any hospital food	26	4.6	1805	4.1
	568		44515	

21+ - How would you rate the hospital food?

	This Trust		All trusts	
	n	%	n	%
Patients who had hospital food				
Very good	126	23.2	9889	23.2
Good	220	40.6	16101	37.7
*Fair	141	26.0	11656	27.3
*Poor	55	10.1	5064	11.9
Problem score - This Trust 36.2%	542		42710	
Problem score - All trusts 39.1%				

22 - Were you offered a choice of food?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	465	82.3	35035	79.7
*Yes, sometimes	75	13.3	6454	14.7
*No	25	4.4	2496	5.7
Problem score - This Trust 17.7%	565		43985	
Problem score - All trusts 20.3%				

23 - Did you get enough help from staff to eat your meals?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	103	18.5	8407	19.2
Yes, sometimes	44	7.9	2388	5.5
No	22	3.9	2017	4.6
I did not need help to eat meals	389	69.7	30993	70.8
	558		43805	

23+ - Did you get enough help from staff to eat your meals?

	This Trust		All trusts	
	n	%	n	%
Patients who needed help to eat meals				
Yes, always	103	60.9	8407	65.6
*Yes, sometimes	44	26.0	2388	18.6
*No	22	13.0	2017	15.7
Problem score - This Trust 39.1%	169		12812	
Problem score - All trusts 34.4%				

DOCTORS

24 - When you had important questions to ask a doctor, did you get answers that you could understand?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	340	59.8	28232	63.4
Yes, sometimes	133	23.4	10049	22.6
No	37	6.5	2026	4.6
I had no need to ask	59	10.4	4194	9.4
	569		44501	

24+ - When you had important questions to ask a doctor, did you get answers that you could understand?

Patients who had questions to ask a doctor	This Trust		All trusts	
	n	%	n	%
Yes, always	340	66.7	28232	70.0
*Yes, sometimes	133	26.1	10049	24.9
*No	37	7.3	2026	5.0
Problem score - This Trust 33.3%	510		40307	
Problem score - All trusts 30.0%				

25 - Did you have confidence and trust in the doctors treating you?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	437	76.9	36235	81.5
*Yes, sometimes	105	18.5	6840	15.4
*No	26	4.6	1395	3.1
Problem score - This Trust 23.1%	568		44470	
Problem score - All trusts 18.5%				

26 - Did doctors talk in front of you as if you weren't there?

All Patients	This Trust		All trusts	
	n	%	n	%
*Yes, often	33	5.8	2232	5.0
*Yes, sometimes	119	21.0	7995	18.0
No	415	73.2	34209	77.0
Problem score - This Trust 26.8%	567		44436	
Problem score - All trusts 23.0%				

NURSES

27 - When you had important questions to ask a nurse, did you get answers that you could understand?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	316	55.5	28144	63.0
Yes, sometimes	155	27.2	10358	23.2
No	28	4.9	1569	3.5
I had no need to ask	70	12.3	4606	10.3
	569		44677	

27+ - When you had important questions to ask a nurse, did you get answers that you could understand?

Patients who had questions to ask a nurse	This Trust		All trusts	
	n	%	n	%
Yes, always	316	63.3	28144	70.2
*Yes, sometimes	155	31.1	10358	25.8
*No	28	5.6	1569	3.9
Problem score - This Trust 36.7%	499		40071	
Problem score - All trusts 29.8%				

28 - Did you have confidence and trust in the nurses treating you?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	435	76.6	35026	78.4
*Yes, sometimes	109	19.2	8392	18.8
*No	24	4.2	1239	2.8
Problem score - This Trust 23.4%	568		44657	
Problem score - All trusts 21.6%				

29 - Did nurses talk in front of you as if you weren't there?

All Patients	This Trust		All trusts	
	n	%	n	%
*Yes, often	22	3.9	1760	3.9
*Yes, sometimes	105	18.5	6209	13.9
No	442	77.7	36634	82.1
Problem score - This Trust 22.3%	569		44603	
Problem score - All trusts 17.9%				

30 - In your opinion, were there enough nurses on duty to care for you in hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
There were always or nearly always enough nurses	329	58.1	27529	61.7
*There were sometimes enough nurses	168	29.7	12628	28.3
*There were rarely or never enough nurses	69	12.2	4433	9.9
Problem score - This Trust 41.9%	566		44590	
Problem score - All trusts 38.3%				

YOUR CARE AND TREATMENT

31 - In your opinion, did the members of staff caring for you work well together?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	413	72.5	33792	75.7
*Yes, sometimes	115	20.2	8057	18.0
*No	23	4.0	1424	3.2
Don't know / can't remember	19	3.3	1378	3.1
Problem score - This Trust 24.2%	570		44651	
Problem score - All trusts 21.2%				

32 - Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

All Patients	This Trust		All trusts	
	n	%	n	%
*Yes, often	44	7.7	2842	6.4
*Yes, sometimes	140	24.6	10877	24.4
No	384	67.6	30878	69.2
Problem score - This Trust 32.4%	568		44597	
Problem score - All trusts 30.8%				

33 - Were you involved as much as you wanted to be in decisions about your care and treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	287	50.7	26306	59.2
*Yes, to some extent	224	39.6	14296	32.2
*No	55	9.7	3849	8.7
Problem score - This Trust 49.3%	566		44451	
Problem score - All trusts 40.8%				

34 - Did you have confidence in the decisions made about your condition or treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	370	65.6	32628	73.2
*Yes, sometimes	146	25.9	9381	21.0
*No	48	8.5	2578	5.8
Problem score - This Trust 34.4%	564		44587	
Problem score - All trusts 26.8%				

35 - How much information about your condition or treatment was given to you?

	This Trust		All trusts	
	n	%	n	%
All Patients				
*Not enough	127	22.4	8307	18.6
The right amount	440	77.5	35883	80.5
*Too much	1	0.2	373	0.8
Problem score - This Trust 22.5%	568		44563	
Problem score - All trusts 19.5%				

36 - Did you find someone on the hospital staff to talk to about your worries and fears?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, definitely	123	21.6	11006	24.7
Yes, to some extent	121	21.3	9924	22.3
No	94	16.5	6023	13.5
I had no worries or fears	231	40.6	17572	39.5
	569		44525	

36+ - Did you find someone on the hospital staff to talk to about your worries and fears?

	This Trust		All trusts	
	n	%	n	%
Patients who had worries or fears				
Yes, definitely	123	36.4	11006	40.8
*Yes, to some extent	121	35.8	9924	36.8
*No	94	27.8	6023	22.3
Problem score - This Trust 63.6%	338		26953	
Problem score - All trusts 59.2%				

37 - Do you feel you got enough emotional support from hospital staff during your stay?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	200	35.3	16777	37.6
Yes, sometimes	105	18.5	7975	17.9
No	66	11.6	3791	8.5
I did not need any emotional support	196	34.6	16055	36.0
	567		44598	

37+ - Do you feel you got enough emotional support from hospital staff during your stay?

	This Trust		All trusts	
	n	%	n	%
Patients who needed emotional support				
Yes, always	200	53.9	16777	58.8
*Yes, sometimes	105	28.3	7975	27.9
*No	66	17.8	3791	13.3
Problem score - This Trust 46.1%	371		28543	
Problem score - All trusts 41.2%				

38 - Were you given enough privacy when discussing your condition or treatment?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	428	75.8	34072	76.7
*Yes, sometimes	99	17.5	7682	17.3
*No	38	6.7	2684	6.0
Problem score - This Trust 24.2%	565		44438	
Problem score - All trusts 23.3%				

39 - Were you given enough privacy when being examined or treated?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	517	90.7	40694	91.0
*Yes, sometimes	46	8.1	3437	7.7
*No	7	1.2	574	1.3
Problem score - This Trust 9.3%	570		44705	
Problem score - All trusts 9.0%				

40 - Were you ever in any pain?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	378	66.4	27932	63.0
No	191	33.6	16417	37.0
	569		44349	

41 - Do you think the hospital staff did everything they could to help control your pain?

	This Trust		All trusts	
	n	%	n	%
Patients who experienced pain				
Yes, definitely	261	69.2	19929	71.3
*Yes, to some extent	92	24.4	6404	22.9
*No	24	6.4	1606	5.7
Problem score - This Trust 30.8%	377		27939	
Problem score - All trusts 28.7%				

42 - How many minutes after you used the call button did it usually take before you got the help you needed?

	This Trust		All trusts	
	n	%	n	%
All Patients				
0 minutes / right away	51	9.1	3842	8.8
1-2 minutes	120	21.5	10121	23.1
3-5 minutes	116	20.8	8093	18.5
More than 5 minutes	61	10.9	4276	9.8
I never got help when I used the call button	4	0.7	310	0.7
I never used the call button	206	36.9	17116	39.1
	558		43758	

42+ - How many minutes after you used the call button did it usually take before you got the help you needed?

	This Trust		All trusts	
	n	%	n	%
Patients who used the call button				
0 minutes / right away	51	14.5	3842	14.4
1-2 minutes	120	34.1	10121	38.0
3-5 minutes	116	33.0	8093	30.4
*More than 5 minutes	61	17.3	4276	16.0
*I never got help when I used the call button	4	1.1	310	1.2
Problem score - This Trust 18.5%	352		26642	
Problem score - All trusts 17.2%				

OPERATIONS & PROCEDURES

43 - During your stay in hospital, did you have an operation or procedure?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	296	53.3	27819	63.1
No	259	46.7	16257	36.9
	555		44076	

44 - Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

Patients who had an operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes, completely	230	77.2	22702	81.5
Yes, to some extent	40	13.4	3789	13.6
No	18	6.0	799	2.9
I did not want an explanation	10	3.4	582	2.1
	298		27872	

44+ - Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

Patients who wanted an explanation about risks and benefits of operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes, completely	230	79.9	22702	83.2
*Yes, to some extent	40	13.9	3789	13.9
*No	18	6.2	799	2.9
Problem score - This Trust 20.1%	288		27290	
Problem score - All trusts 16.8%				

45 - Beforehand, did a member of staff explain what would be done during the operation or procedure?

Patients who had an operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes, completely	221	73.7	20974	75.1
Yes, to some extent	46	15.3	5117	18.3
No	24	8.0	1138	4.1
I did not want an explanation	9	3.0	714	2.6
	300		27943	

45+ - Beforehand, did a member of staff explain what would be done during the operation or procedure?

	This Trust		All trusts	
	n	%	n	%
Patients who wanted an explanation about what would be done during operation/procedure				
Yes, completely	221	75.9	20974	77.0
*Yes, to some extent	46	15.8	5117	18.8
*No	24	8.2	1138	4.2
Problem score - This Trust 24.1%	291		27229	
Problem score - All trusts 23.0%				

46 - Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure				
Yes, completely	200	67.6	19193	68.7
Yes, to some extent	34	11.5	4264	15.3
No	19	6.4	734	2.6
I did not have any questions	43	14.5	3738	13.4
	296		27929	

46+ - Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure and had questions				
Yes, completely	200	79.1	19193	79.3
*Yes, to some extent	34	13.4	4264	17.6
*No	19	7.5	734	3.0
Problem score - This Trust 20.9%	253		24191	
Problem score - All trusts 20.7%				

47 - Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure				
Yes, completely	171	57.6	16735	60.3
*Yes, to some extent	85	28.6	7449	26.8
*No	41	13.8	3578	12.9
Problem score - This Trust 42.4%	297		27762	
Problem score - All trusts 39.7%				

48 - Before the operation or procedure, were you given an anaesthetic or medication to put you to sleep or control your pain?

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure				
Yes	241	82.5	23661	85.6
No	51	17.5	3974	14.4
	292		27635	

49 - Before the operation or procedure, did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure under anaesthetic				
Yes, completely	199	81.9	20338	86.1
*Yes, to some extent	32	13.2	2472	10.5
*No	12	4.9	807	3.4
Problem score - This Trust 18.1%	243		23617	
Problem score - All trusts 13.9%				

50 - After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure				
Yes, completely	202	68.5	19241	69.5
*Yes, to some extent	61	20.7	5954	21.5
*No	32	10.8	2471	8.9
Problem score - This Trust 31.5%	295		27666	
Problem score - All trusts 30.5%				

LEAVING HOSPITAL

51 - Did you feel you were involved in decisions about your discharge from hospital?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, definitely	272	47.8	24100	54.2
Yes, to some extent	184	32.3	12632	28.4
No	96	16.9	6320	14.2
I did not need to be involved	17	3.0	1406	3.2
	569		44458	

51+ - Did you feel you were involved in decisions about your discharge from hospital?

	This Trust		All trusts	
	n	%	n	%
Patients who wanted to be involved in decisions about their discharge				
Yes, definitely	272	49.3	24100	56.0
*Yes, to some extent	184	33.3	12632	29.3
*No	96	17.4	6320	14.7
Problem score - This Trust 50.7%	552		43052	
Problem score - All trusts 44.0%				

52 - Were you given enough notice about when you were going to be discharged?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, definitely	283	49.7	25310	56.9
*Yes, to some extent	197	34.6	13755	30.9
*No	89	15.6	5435	12.2
Problem score - This Trust 50.3%	569		44500	
Problem score - All trusts 43.1%				

53 - On the day you left hospital, was your discharge delayed for any reason?

	This Trust		All trusts	
	n	%	n	%
All Patients				
*Yes	243	43.0	17988	40.7
No	322	57.0	26237	59.3
Problem score - This Trust 43.0%	565		44225	
Problem score - All trusts 40.7%				

54 - What was the MAIN reason for the delay? (Tick ONE only)

	This Trust		All trusts	
	n	%	n	%
Patients whose discharge was delayed				
I had to wait for medicines	152	65.5	10734	62.4
I had to wait to see the doctor	33	14.2	2266	13.2
I had to wait for an ambulance	20	8.6	1816	10.6
Something else	27	11.6	2374	13.8
	232		17190	

55 - How long was the delay?

	This Trust		All trusts	
	n	%	n	%
Patients whose discharge was delayed				
Up to 1 hour	37	15.3	2698	15.0
*Longer than 1 hour but no longer than 2 hours	65	26.9	5034	27.9
*Longer than 2 hours but no longer than 4 hours	81	33.5	6018	33.4
*Longer than 4 hours	59	24.4	4266	23.7
Problem score - This Trust 84.7%	242		18016	
Problem score - All trusts 85.0%				

56 - Where did you go after leaving hospital?

	This Trust		All trusts	
	n	%	n	%
All Patients				
I went home	494	87.7	40071	90.3
I went to stay with family or friends	22	3.9	1815	4.1
I was transferred to another hospital	13	2.3	1075	2.4
I went to a residential nursing home	29	5.2	1034	2.3
I went somewhere else	5	0.9	380	0.9
	563		44375	

57 - After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, definitely	143	27.6	14161	34.0
Yes, to some extent	76	14.7	6125	14.7
No, but support would have been useful	86	16.6	4859	11.7
No, but I did not need any support	213	41.1	16523	39.7
	518		41668	

57+ - After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?

	This Trust		All trusts	
	n	%	n	%
Patients who went home or to stay with family or friends				
Yes, definitely	143	46.9	14161	56.3
*Yes, to some extent	76	24.9	6125	24.4
*No, but support would have been useful	86	28.2	4859	19.3
Problem score - This Trust 53.1%	305		25145	
Problem score - All trusts 43.7%				

58 - When you transferred to another hospital or went to a nursing or residential home, was there a plan in place for continuing your care?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, definitely	24	58.5	1199	62.8
*Yes, to some extent	9	22.0	421	22.0
*No	4	9.8	157	8.2
Don't know / can't say	4	9.8	133	7.0
Problem score - This Trust 31.7%	41		1910	
Problem score - All trusts 30.3%				

59 - Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	297	53.5	29186	66.8
*No	258	46.5	14524	33.2
Problem score - This Trust 46.5%	555		43710	
Problem score - All trusts 33.2%				

60 - Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, completely	260	46.3	25258	57.3
Yes, to some extent	77	13.7	5383	12.2
No	60	10.7	2893	6.6
I did not need an explanation	92	16.4	5191	11.8
I had no medicines	72	12.8	5339	12.1
	561		44064	

60+ - Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients with medicines who needed an explanation of purpose of medicines				
Yes, completely	260	65.5	25258	75.3
*Yes, to some extent	77	19.4	5383	16.1
*No	60	15.1	2893	8.6
Problem score - This Trust 34.5%	397		33534	
Problem score - All trusts 24.7%				

61 - Did a member of staff tell you about medication side effects to watch for when you went home?

	This Trust		All trusts	
	n	%	n	%
Patients who were given medicines to take home				
Yes, completely	115	23.8	11758	30.4
Yes, to some extent	64	13.3	5426	14.0
No	174	36.0	11539	29.9
I did not need an explanation	130	26.9	9899	25.6
	483		38622	

61+ - Did a member of staff tell you about medication side effects to watch for when you went home?

	This Trust		All trusts	
	n	%	n	%
Patients with medicines who needed an explanation of side effects				
Yes, completely	115	32.6	11758	40.9
*Yes, to some extent	64	18.1	5426	18.9
*No	174	49.3	11539	40.2
Problem score - This Trust 67.4%	353		28723	
Problem score - All trusts 59.1%				

62 - Were you told how to take your medication in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who were given medicines to take home				
Yes, definitely	243	49.9	22571	58.4
Yes, to some extent	45	9.2	4306	11.1
No	62	12.7	2651	6.9
I did not need to be told how to take my medication	137	28.1	9134	23.6
	487		38662	

62+ - Were you told how to take your medication in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients with medicines who needed to be told how to take medication				
Yes, definitely	243	69.4	22571	76.4
*Yes, to some extent	45	12.9	4306	14.6
*No	62	17.7	2651	9.0
Problem score - This Trust 30.6%	350		29528	
Problem score - All trusts 23.6%				

63 - Were you given clear written or printed information about your medicines?

	This Trust		All trusts	
	n	%	n	%
Patients who were given medicines to take home				
Yes, completely	213	44.0	22231	57.5
Yes, to some extent	66	13.6	4888	12.6
No	79	16.3	3519	9.1
I did not need this	114	23.6	6977	18.0
Don't know / can't remember	12	2.5	1077	2.8
	484		38692	

63+ - Were you given clear written or printed information about your medicines?

	This Trust		All trusts	
	n	%	n	%
Patients who needed written or printed information about medicines				
Yes, completely	213	57.6	22231	70.1
*Yes, to some extent	66	17.8	4888	15.4
*No	79	21.4	3519	11.1
Don't know / Can't remember	12	3.2	1077	3.4
Problem score - This Trust 39.2%	370		31715	
Problem score - All trusts 26.5%				

64 - Did a member of staff tell you about any danger signals you should watch for after you went home?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, completely	148	26.4	14629	33.3
Yes, to some extent	76	13.5	6773	15.4
No	170	30.3	11444	26.0
It was not necessary	167	29.8	11119	25.3
	561		43965	

64+ - Did a member of staff tell you about any danger signals you should watch for after you went home?

	This Trust		All trusts	
	n	%	n	%
Patients who needed to know about danger signals				
Yes, completely	148	37.6	14629	44.5
*Yes, to some extent	76	19.3	6773	20.6
*No	170	43.1	11444	34.8
Problem score - This Trust 62.4%	394		32846	
Problem score - All trusts 55.5%				

65 - Did hospital staff take your family or home situation into account when planning your discharge?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, completely	227	40.2	18143	41.1
Yes, to some extent	84	14.9	6042	13.7
No	86	15.2	5193	11.8
It was not necessary	152	26.9	13235	30.0
Don't know / can't remember	16	2.8	1522	3.4
	565		44135	

65+ - Did hospital staff take your family or home situation into account when planning your discharge?

	This Trust		All trusts	
	n	%	n	%
Patients whose family or home situation needed to be taken into account				
Yes, completely	227	55.0	18143	58.7
*Yes, to some extent	84	20.3	6042	19.6
*No	86	20.8	5193	16.8
Don't know / can't remember	16	3.9	1522	4.9
Problem score - This Trust 41.2%	413		30900	
Problem score - All trusts 36.4%				

66 - Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, definitely	156	28.0	14734	33.6
Yes, to some extent	91	16.3	6803	15.5
No	139	24.9	8806	20.1
No family or friends were involved	53	9.5	5035	11.5
My family or friends did not want or need information	119	21.3	8480	19.3
	558		43858	

66+ - Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?

	This Trust		All trusts	
	n	%	n	%
Patients whose family or friends needed information on how to care for them				
Yes, definitely	156	40.4	14734	48.6
*Yes, to some extent	91	23.6	6803	22.4
*No	139	36.0	8806	29.0
Problem score - This Trust 59.6%	386		30343	
Problem score - All trusts 51.4%				

67 - Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	352	63.2	31816	72.2
*No	145	26.0	8598	19.5
Don't know / Can't remember	60	10.8	3635	8.3
Problem score - This Trust 26.0%	557		44049	
Problem score - All trusts 19.5%				

68 - Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	150	26.8	10851	24.6
No, but I would have liked them to	40	7.1	2462	5.6
No, it was not necessary to discuss it	370	66.1	30717	69.8
	560		44030	

68+ - Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?

	This Trust		All trusts	
	n	%	n	%
Patients who required discussion about equipment or home adaptations				
Yes	150	78.9	10851	81.5
*No, but I would have liked them to	40	21.1	2462	18.5
Problem score - This Trust 21.1%	190		13313	
Problem score - All trusts 18.5%				

69 - Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	248	44.4	20493	46.6
No, but I would have liked them to	67	12.0	4107	9.3
No, it was not necessary to discuss it	244	43.6	19402	44.1
	559		44002	

69+ - Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)

Patients who required discussion about further health or social care	This Trust		All trusts	
	n	%	n	%
Yes	248	78.7	20493	83.3
*No, but I would have liked them to	67	21.3	4107	16.7
Problem score - This Trust 21.3%	315		24600	
Problem score - All trusts 16.7%				

OVERALL

70 - Overall, did you feel you were treated with respect and dignity while you were in the hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	473	82.7	37358	83.6
*Yes, sometimes	86	15.0	6242	14.0
*No	13	2.3	1070	2.4
Problem score - This Trust 17.3%	572		44670	
Problem score - All trusts 16.4%				

71 - During your time in hospital did you feel well looked after by hospital staff?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	440	77.3	35553	80.2
*Yes, sometimes	108	19.0	7659	17.3
*No	21	3.7	1144	2.6
Problem score - This Trust 22.7%	569		44356	
Problem score - All trusts 19.8%				

72 - Overall...

All Patients	This Trust		All trusts	
	n	%	n	%
0 - I had a very poor experience	6	1.1	299	0.7
1	5	0.9	362	0.9
2	8	1.5	421	1.0
3	13	2.4	653	1.5
4	10	1.9	754	1.8
5	30	5.6	1917	4.5
6	26	4.9	2032	4.8
7	62	11.6	4415	10.4
8	115	21.5	10305	24.3
9	119	22.3	9468	22.3
10 - I had a very good experience	137	25.7	11516	27.1
98	3	0.6	282	0.7
	534		42424	

72+ - Overall...

	This Trust		All trusts	
	n	%	n	%
All valid responses				
*0 - I had a very poor experience	6	1.1	299	0.7
*1	5	0.9	362	0.9
*2	8	1.5	421	1.0
*3	13	2.4	653	1.5
*4	10	1.9	754	1.8
*5	30	5.6	1917	4.5
*6	26	4.9	2032	4.8
7	62	11.7	4415	10.5
8	115	21.7	10305	24.5
9	119	22.4	9468	22.5
10 - I had a very good experience	137	25.8	11516	27.3
Problem score - This Trust 18.5%	531		42142	
Problem score - All trusts 15.3%				

73 - During your hospital stay, were you ever asked to give your views on the quality of your care?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	84	15.2	8133	18.5
*No	406	73.6	30379	69.2
Don't know / Can't remember	62	11.2	5366	12.2
Problem score - This Trust 73.6%	552		43878	
Problem score - All trusts 69.2%				

74 - Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	96	17.4	9027	20.7
*No	363	65.8	25889	59.2
Not sure / don't know	93	16.8	8793	20.1
Problem score - This Trust 65.8%	552		43709	
Problem score - All trusts 59.2%				

ABOUT YOU

75 - Who was the main person or people that filled in this questionnaire?

All Patients	This Trust		All trusts	
	n	%	n	%
The patient (named on the front of the envelope)	475	85.0	38033	86.5
A friend or relative of the patient	33	5.9	2242	5.1
Both patient and friend/relative together	48	8.6	3517	8.0
The patient with the help of a health professional	3	0.5	184	0.4
	559		43976	

76 - Do you have any of the following long-standing conditions? (Tick ALL that apply)

All Patients	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	85	15.9	5475	13.2
Blindness or partially sighted	26	4.9	1839	4.4
A long-standing physical condition	175	32.7	11462	27.6
A learning disability	11	2.1	701	1.7
A mental health condition	40	7.5	2409	5.8
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	154	28.8	13311	32.1
No, I do not have a long-standing condition	203	37.9	16532	39.8
	535		41529	

77 - Does this condition(s) cause you difficulty with any of the following? (Tick All that apply)

Patients with long standing conditions	This Trust		All trusts	
	n	%	n	%
Everyday activities that people your age can usually do	200	64.1	14289	59.8
At work, in education, or training	27	8.7	3505	14.7
Access to buildings, streets, or vehicles	110	35.3	6997	29.3
Reading or writing	52	16.7	3393	14.2
People's attitudes to you because of your condition	39	12.5	3087	12.9
Communicating, mixing with others, or socialising	80	25.6	5404	22.6
Any other activity	45	14.4	4201	17.6
No difficulty with any of these	74	23.7	6817	28.5
	312		23894	

78 - Are you male or female?

All Patients	This Trust		All trusts	
	n	%	n	%
Male	264	47.1	20469	46.5
Female	296	52.9	23573	53.5
	560		44042	

79 - What was your year of birth?

All Patients	This Trust		All trusts	
	n	%	n	%
Under 20	4	0.7	432	1.0
20-29	9	1.6	1198	2.8
30-39	13	2.3	1926	4.4
40-49	34	6.1	3501	8.1
50-59	66	11.9	6208	14.3
60-69	119	21.4	9642	22.2
70-79	145	26.1	10928	25.2
80-89	116	20.9	7904	18.2
90+	50	9.0	1710	3.9
	556		43449	

80 - What is your religion?

All Patients	This Trust		All trusts	
	n	%	n	%
No religion	103	18.4	6775	15.5
Buddhist	1	0.2	161	0.4
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	430	76.6	33631	76.8
Hindu	1	0.2	468	1.1
Jewish	1	0.2	277	0.6
Muslim	0	0.0	891	2.0
Sikh	0	0.0	229	0.5
Other	15	2.7	517	1.2
I would prefer not to say	10	1.8	844	1.9
	561		43793	

81 - Which of the following best describes how you think of yourself?

All Patients	This Trust		All trusts	
	n	%	n	%
Heterosexual/straight	508	94.4	39860	93.9
Gay/Lesbian	3	0.6	420	1.0
Bisexual	3	0.6	211	0.5
Other	8	1.5	329	0.8
I would prefer not to say	16	3.0	1632	3.8
	538		42452	

82 - What is your ethnic group?

All Patients	This Trust		All trusts	
	n	%	n	%
English/Welsh/Scottish/Northern Irish/British	542	98.7	38456	90.6
Irish	4	0.7	437	1.0
Gypsy or Irish Traveller	0	0.0	26	0.1
Any other White background	3	0.5	799	1.9
White and Black Caribbean	0	0.0	127	0.3
White and Black African	0	0.0	46	0.1
White and Asian	0	0.0	131	0.3
Any other Mixed / multiple ethnic background	0	0.0	56	0.1
Indian	0	0.0	703	1.7
Pakistani	0	0.0	330	0.8
Bangladeshi	0	0.0	85	0.2
Chinese	0	0.0	116	0.3
Any other Asian background	0	0.0	194	0.5
African	0	0.0	397	0.9
Caribbean	0	0.0	403	0.9
Any other Black / African / Caribbean background	0	0.0	42	0.1
Arab	0	0.0	65	0.2
Any other ethnic group	0	0.0	46	0.1
	549		42459	

Appendix 2

Questionnaire

INPATIENT QUESTIONNAIRE

What is the survey about?

This survey is about your **most recent** experience as an **inpatient** at the National Health Service hospital named in the letter enclosed with this questionnaire.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his / her point of view – not the point of view of the person who is helping.

Completing the questionnaire

For each question please cross ☒ clearly inside one box using a black or blue pen. For some questions you will be instructed that you may cross more than one box.

Sometimes you will find the box you have crossed has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply fill in the box ☐ and put a cross ☒ in the correct box.

Please **do not** write your name or address anywhere on the questionnaire.

Questions or help?

If you have any queries about the questionnaire, please call our helpline number:

0808 8010678

Taking part in this survey is voluntary. **Your answers will be treated in confidence.**

Please remember, this questionnaire is about your **most recent** stay at the hospital named in the accompanying letter.

ADMISSION TO HOSPITAL

1. Was your most recent hospital stay planned in advance or an emergency?

- ¹ ☐ Emergency or urgent → **Go to 2**
- ² ☐ Waiting list or planned in advance → **Go to 5**
- ³ ☐ Something else → **Go to 2**

THE ACCIDENT & EMERGENCY DEPARTMENT

2. When you arrived at the hospital, did you go to the A&E Department (also known as the Emergency Department, Casualty, Medical or Surgical Admissions unit)?

- ¹ ☐ Yes → **Go to 3**
- ² ☐ No → **Go to 5**

3. While you were in the A&E Department, how much information about your condition or treatment was given to you?

- ¹ ☐ Not enough
- ² ☐ Right amount
- ³ ☐ Too much
- ⁴ ☐ I was not given any information about my treatment or condition
- ⁵ ☐ Don't know / can't remember

4. Were you given enough privacy when being examined or treated in the A&E Department?

- ¹ ☐ Yes, definitely
- ² ☐ Yes, to some extent
- ³ ☐ No
- ⁴ ☐ Don't know / can't remember

EMERGENCY & URGENTLY ADMITTED PATIENTS, now please go to Question 9

WAITING LIST & PLANNED ADMISSION PATIENTS, please continue to Question 5

WAITING LIST OR PLANNED ADMISSION

5. When you were referred to see a specialist, were you offered a choice of hospital for your **first hospital appointment**?

- ¹ ☐ Yes
- ² ☐ No, but I would have liked a choice
- ³ ☐ No, but I did not mind
- ⁴ ☐ Don't know / can't remember

6. How do you feel about the length of time you were on the waiting list before your admission to hospital?

- ¹ ☐ I was admitted as soon as I thought was necessary
- ² ☐ I should have been admitted a bit sooner
- ³ ☐ I should have been admitted a lot sooner

7. Was your admission date changed by the hospital?

- 1 ☐ No
- 2 ☐ Yes, once
- 3 ☐ Yes, 2 or 3 times
- 4 ☐ Yes, 4 times or more

8. In your opinion, had the specialist you saw in hospital been given all of the necessary information about your condition or illness from the person who referred you?

- 1 ☐ Yes, definitely
- 2 ☐ Yes, to some extent
- 3 ☐ No
- 4 ☐ Don't know / can't remember

ALL TYPES OF ADMISSION

9. From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?

- 1 ☐ Yes, definitely
- 2 ☐ Yes, to some extent
- 3 ☐ No

THE HOSPITAL & WARD

10. While in hospital, did you ever stay in a critical care area (e.g. Intensive Care Unit, High Dependency Unit or Coronary Care Unit)?

- 1 ☐ Yes
- 2 ☐ No
- 3 ☐ Don't know / can't remember

11. When you were **first** admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?

- 1 ☐ Yes
- 2 ☐ No

12. During your stay in hospital, how many wards did you stay in?

- 1 ☐ 1 → Go to 14
- 2 ☐ 2 → Go to 13
- 3 ☐ 3 or more → Go to 13
- 4 ☐ Don't know / can't remember → Go to 14

13. **After you moved** to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

- 1 ☐ Yes
- 2 ☐ No

14. While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

- 1 ☐ Yes
- 2 ☐ Yes, because it had special bathing equipment that I needed
- 3 ☐ No
- 4 ☐ I did not use a bathroom or shower
- 5 ☐ Don't know / can't remember

15. Were you ever bothered by noise **at night** from **other patients**?

- 1 ☐ Yes
- 2 ☐ No

16. Were you ever bothered by noise **at night** from **hospital staff**?

- 1 ☐ Yes
2 ☐ No

17. In your opinion, how clean was the hospital room or ward that **you** were in?

- 1 ☐ Very clean
2 ☐ Fairly clean
3 ☐ Not very clean
4 ☐ Not at all clean

18. How clean were the toilets and bathrooms that **you** used in hospital?

- 1 ☐ Very clean
2 ☐ Fairly clean
3 ☐ Not very clean
4 ☐ Not at all clean
5 ☐ I did not use a toilet or bathroom

19. Did you feel threatened during your stay in hospital by other patients or visitors?

- 1 ☐ Yes
2 ☐ No

20. Were hand-wash gels available for patients and visitors to use?

- 1 ☐ Yes
2 ☐ Yes, but they were empty
3 ☐ I did not see any hand-wash gels
4 ☐ Don't know / can't remember

21. How would you rate the hospital food?

- 1 ☐ Very good
2 ☐ Good
3 ☐ Fair
4 ☐ Poor
5 ☐ I did not have any hospital food

22. Were you offered a choice of food?

- 1 ☐ Yes, always
2 ☐ Yes, sometimes
3 ☐ No

23. Did you get enough help from staff to eat your meals?

- 1 ☐ Yes, always
2 ☐ Yes, sometimes
3 ☐ No
4 ☐ I did not need help to eat meals

DOCTORS

24. When you had important questions to ask a doctor, did you get answers that you could understand?

- 1 ☐ Yes, always
2 ☐ Yes, sometimes
3 ☐ No
4 ☐ I had no need to ask

25. Did you have confidence and trust in the doctors treating you?

- 1 ☐ Yes, always
2 ☐ Yes, sometimes
3 ☐ No

26. Did doctors talk in front of you as if you weren't there?

- ¹ ☐ Yes, often
- ² ☐ Yes, sometimes
- ³ ☐ No

NURSES

27. When you had important questions to ask a nurse, did you get answers that you could understand?

- ¹ ☐ Yes, always
- ² ☐ Yes, sometimes
- ³ ☐ No
- ⁴ ☐ I had no need to ask

28. Did you have confidence and trust in the nurses treating you?

- ¹ ☐ Yes, always
- ² ☐ Yes, sometimes
- ³ ☐ No

29. Did nurses talk in front of you as if you weren't there?

- ¹ ☐ Yes, often
- ² ☐ Yes, sometimes
- ³ ☐ No

30. In your opinion, were there enough nurses on duty to care for **you** in hospital?

- ¹ ☐ There were always or nearly always enough nurses
- ² ☐ There were sometimes enough nurses
- ³ ☐ There were rarely or never enough nurses

YOUR CARE & TREATMENT

31. In your opinion, did the members of staff caring for you work well together?

- ¹ ☐ Yes, always
- ² ☐ Yes, sometimes
- ³ ☐ No
- ⁴ ☐ Don't know / can't remember

32. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

- ¹ ☐ Yes, often
- ² ☐ Yes, sometimes
- ³ ☐ No

33. Were you involved as much as you wanted to be in decisions about your care and treatment?

- ¹ ☐ Yes, definitely
- ² ☐ Yes, to some extent
- ³ ☐ No

34. Did you have confidence in the decisions made about your condition or treatment?

- ¹ ☐ Yes, always
- ² ☐ Yes, sometimes
- ³ ☐ No

35. How much information about your condition or treatment was given to **you**?

- ¹ ☐ Not enough
- ² ☐ The right amount
- ³ ☐ Too much

36. Did you find someone on the hospital staff to talk to about your worries and fears?

- ¹ ☐ Yes, definitely
- ² ☐ Yes, to some extent
- ³ ☐ No
- ⁴ ☐ I had no worries or fears

37. Do you feel you got enough emotional support from hospital staff during your stay?

- ¹ ☐ Yes, always
- ² ☐ Yes, sometimes
- ³ ☐ No
- ⁴ ☐ I did not need any emotional support

38. Were you given enough privacy when discussing your condition or treatment?

- ¹ ☐ Yes, always
- ² ☐ Yes, sometimes
- ³ ☐ No

39. Were you given enough privacy when being examined or treated?

- ¹ ☐ Yes, always
- ² ☐ Yes, sometimes
- ³ ☐ No

40. Were you ever in any pain?

- ¹ ☐ Yes **→ Go to 41**
- ² ☐ No **→ Go to 42**

41. Do you think the hospital staff did everything they could to help control your pain?

- ¹ ☐ Yes, definitely
- ² ☐ Yes, to some extent
- ³ ☐ No

42. How many minutes after you used the call button did it usually take before you got the help you needed?

- ¹ ☐ 0 minutes / right away
- ² ☐ 1-2 minutes
- ³ ☐ 3-5 minutes
- ⁴ ☐ More than 5 minutes
- ⁵ ☐ I never got help when I used the call button
- ⁶ ☐ I never used the call button

OPERATIONS & PROCEDURES

43. During your stay in hospital, did you have an operation or procedure?

- ¹ ☐ Yes **→ Go to 44**
- ² ☐ No **→ Go to 51**

44. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

- ¹ ☐ Yes, completely
- ² ☐ Yes, to some extent
- ³ ☐ No
- ⁴ ☐ I did not want an explanation

45. Beforehand, did a member of staff explain what would be done during the operation or procedure?

- ¹ ☐ Yes, completely
- ² ☐ Yes, to some extent
- ³ ☐ No
- ⁴ ☐ I did not want an explanation

46. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

- ¹ ☐ Yes, completely
- ² ☐ Yes, to some extent
- ³ ☐ No
- ⁴ ☐ I did not have any questions

47. Beforehand, were you told how you could expect to feel after you had the operation or procedure?

- ¹ ☐ Yes, completely
- ² ☐ Yes, to some extent
- ³ ☐ No

48. Before the operation or procedure, were you given an anaesthetic or medication to put you to sleep or control your pain?

- ¹ ☐ Yes **→ Go to 49**
- ² ☐ No **→ Go to 50**

49. Before the operation or procedure, did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?

- ¹ ☐ Yes, completely
- ² ☐ Yes, to some extent
- ³ ☐ No

50. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?

- ¹ ☐ Yes, completely
- ² ☐ Yes, to some extent
- ³ ☐ No

LEAVING HOSPITAL

51. Did you feel you were involved in decisions about your discharge from hospital?

- ¹ ☐ Yes, definitely
- ² ☐ Yes, to some extent
- ³ ☐ No
- ⁴ ☐ I did not want to be involved

52. Were you given enough notice about when you were going to be discharged?

- ¹ ☐ Yes, definitely
- ² ☐ Yes, to some extent
- ³ ☐ No

53. On the day you left hospital, was your discharge delayed for any reason?

- ¹ ☐ Yes **→ Go to 54**
- ² ☐ No **→ Go to 56**

54. What was the **MAIN** reason for the delay? (**Cross ONE box only**)

- ¹ ☐ I had to wait for **medicines**
- ² ☐ I had to wait to **see the doctor**
- ³ ☐ I had to wait for an **ambulance**
- ⁴ ☐ Something else

55. How long was the delay?

- 1 ☐ Up to 1 hour
- 2 ☐ Longer than 1 hour but no longer than 2 hours
- 3 ☐ Longer than 2 hours but no longer than 4 hours
- 4 ☐ Longer than 4 hours

56. Where did you go after leaving hospital?

- 1 ☐ I went home → **Go to 57**
- 2 ☐ I went to stay with family or friends → **Go to 57**
- 3 ☐ I was transferred to another hospital → **Go to 58**
- 4 ☐ I went to a residential nursing home → **Go to 58**
- 5 ☐ I went somewhere else → **Go to 59**

57. After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?

- 1 ☐ Yes, definitely → **Go to 59**
- 2 ☐ Yes, to some extent → **Go to 59**
- 3 ☐ No, but support would have been useful → **Go to 59**
- 4 ☐ No, but I did not need any support → **Go to 59**

58. When you transferred to another hospital or went to a nursing or residential home, was there a plan in place for continuing your care?

- 1 ☐ Yes, definitely
- 2 ☐ Yes, to some extent
- 3 ☐ No
- 4 ☐ Don't know / can't say

59. Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

- 1 ☐ Yes
- 2 ☐ No

60. Did a member of staff explain the **purpose** of the medicines you were to take at home in a way you could understand?

- 1 ☐ Yes, completely → **Go to 61**
- 2 ☐ Yes, to some extent → **Go to 61**
- 3 ☐ No → **Go to 61**
- 4 ☐ I did not need an explanation → **Go to 61**
- 5 ☐ I had no medicines → **Go to 64**

61. Did a member of staff tell you about medication **side effects** to watch for when you went home?

- 1 ☐ Yes, completely
- 2 ☐ Yes, to some extent
- 3 ☐ No
- 4 ☐ I did not need an explanation

62. Were you told how to **take** your medication in a way you could understand?

- 1 ☐ Yes, definitely
- 2 ☐ Yes, to some extent
- 3 ☐ No
- 4 ☐ I did not need to be told how to take my medication

63. Were you given clear written or printed information about your medicines?

- 1 ☐ Yes, completely
- 2 ☐ Yes, to some extent
- 3 ☐ No
- 4 ☐ I did not need this
- 5 ☐ Don't know / can't remember

64. Did a member of staff tell you about any danger signals you should watch for after you went home?

- 1 ☐ Yes, completely
- 2 ☐ Yes, to some extent
- 3 ☐ No
- 4 ☐ It was not necessary

65. Did hospital staff take your family or home situation into account when planning your discharge?

- 1 ☐ Yes, completely
- 2 ☐ Yes, to some extent
- 3 ☐ No
- 4 ☐ It was not necessary
- 5 ☐ Don't know / can't remember

66. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?

- 1 ☐ Yes, definitely
- 2 ☐ Yes, to some extent
- 3 ☐ No
- 4 ☐ No family or friends were involved
- 5 ☐ My family or friends did not want or need information

67. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

- 1 ☐ Yes
- 2 ☐ No
- 3 ☐ Don't know / can't remember

68. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?

- 1 ☐ Yes
- 2 ☐ No, but I would have liked them to
- 3 ☐ No, it was not necessary to discuss it

69. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)

- 1 ☐ Yes
- 2 ☐ No, but I would have liked them to
- 3 ☐ No, it was not necessary to discuss it

OVERALL

70. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

- 1 ☐ Yes, always
- 2 ☐ Yes, sometimes
- 3 ☐ No

71. During your time in hospital did you feel well looked after by hospital staff?

- 1 ☐ Yes, always
- 2 ☐ Yes, sometimes
- 3 ☐ No

72. Overall... (Please circle a number)

I had a very
poor experience

I had a very good
experience

0 1 2 3 4 5 6 7 8 9 10

73. During your hospital stay, were you ever asked to give your views on the quality of your care?

¹ ☐ Yes

² ☐ No

³ ☐ Don't know / can't remember

74. Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?

¹ ☐ Yes

² ☐ No

³ ☐ Not sure / don't know

Reminder: All the questions should be answered from the point of view of the person named on the envelope. This includes the following background questions.

ABOUT YOU

75. Who was the main person or people that filled in this questionnaire?

¹ ☐ The **patient** (named on the front of the envelope)

² ☐ A **friend or relative** of the patient

³ ☐ **Both** patient and friend/relative together

⁴ ☐ The patient with the help of a health professional

76. Do you have any of the following long-standing conditions? (**Cross ALL boxes that apply**)

¹ ☐ Deafness or severe hearing impairment → **Go to 77**

² ☐ Blindness or partially sighted → **Go to 77**

³ ☐ A long-standing physical condition → **Go to 77**

⁴ ☐ A learning disability → **Go to 77**

⁵ ☐ A mental health condition → **Go to 77**

⁶ ☐ A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy → **Go to 77**

⁷ ☐ No, I do not have a long-standing condition → **Go to 78**

77. Does this condition(s) cause you difficulty with any of the following? (**Cross ALL boxes that apply**)

¹ ☐ Everyday activities that people your age can usually do

² ☐ At work, in education, or training

³ ☐ Access to buildings, streets, or vehicles

⁴ ☐ Reading or writing

⁵ ☐ People's attitudes to you because of your condition

⁶ ☐ Communicating, mixing with others, or socialising

⁷ ☐ Any other activity

⁸ ☐ No difficulty with any of these

78. Are you male or female?

- 1 ☐ Male
- 2 ☐ Female

79. What was your **year** of birth?

(Please write in) e.g.

1	9	3	4
---	---	---	---

1	9	Y	Y
---	---	---	---

80. What is your religion?

- 1 ☐ No religion
- 2 ☐ Buddhist
- 3 ☐ Christian (including Church of England, Catholic, Protestant, and other Christian denominations)
- 4 ☐ Hindu
- 5 ☐ Jewish
- 6 ☐ Muslim
- 7 ☐ Sikh
- 8 ☐ Other
- 9 ☐ I would prefer not to say

81. Which of the following best describes how you think of yourself?

- 1 ☐ Heterosexual / straight
- 2 ☐ Gay / lesbian
- 3 ☐ Bisexual
- 4 ☐ Other
- 5 ☐ I would prefer not to say

82. What is your ethnic group? (**Cross ONE box only**)

a. WHITE

- 1 ☐ English / Welsh / Scottish / Northern Irish / British
- 2 ☐ Irish
- 3 ☐ Gypsy or Irish Traveller
- 4 ☐ Any other White background, **write in.....**

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b. MIXED / MULTIPLE ETHNIC GROUPS

- 5 ☐ White and Black Caribbean
- 6 ☐ White and Black African
- 7 ☐ White and Asian
- 8 ☐ Any other Mixed / multiple ethnic background, **write in.....**

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c. ASIAN / ASIAN BRITISH

- 9 ☐ Indian
- 10 ☐ Pakistani
- 11 ☐ Bangladeshi
- 12 ☐ Chinese
- 13 ☐ Any other Asian background, **write in....**

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d. BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH

- 14 ☐ African
- 15 ☐ Caribbean
- 16 ☐ Any other Black / African / Caribbean background, **write in.....**

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e. OTHER ETHNIC GROUP

- 17 ☐ Arab
- 18 ☐ Any other ethnic group, **write in.....**

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OTHER COMMENTS

If there is anything else you would like to tell us about your experiences in the hospital, please do so here.

Please note that the comments you provide in the box below will be looked at in full by the NHS Trust, CQC and researchers analysing the data. We will remove any information that could identify you before publishing any of your feedback.

Was there anything particularly good about your hospital care?

Was there anything that could be improved?

Any other comments?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

**Please post this questionnaire back in the FREEPOST envelope provided.
No stamp is needed.**

If you do not have your FREEPOST envelope, please return the questionnaire to:

**FREEPOST PLUS RSHK-XBRS-RKRJ,
Picker Institute Europe
10 Warboys Airfield Industrial Estate
Warboys
HUNTINGDON
PE28 2SH**

Quality Assurance & Information Security

Picker Institute Europe is wholly committed to delivering high quality surveys, research and service improvement in a way that ensures patient confidentiality and protects the reputation of our clients. To meet this commitment we will maintain our current certifications to ISO 20252 and ISO 27001, providing a guarantee that we handle all information securely and that we comply with the Data Protection Act 1998 and the Market Research Society's (MRS) Code of Conduct.

Our systems and processes include a thorough approach to assessing and mitigating risk, and ensuring business continuity. We have procedures in place to ensure that any sub-contractors we use conform to our quality and information security systems.

Our quality and information security management system seeks to continually improve the ways in which we work and the products we deliver to our clients. Picker Institute Europe aims to be an intelligent as well as a committed organisation that is always learning and developing new approaches.

In addition to the regular surveillance visits carried out by external bodies we have our own auditing and quality and information security management team. With the help of feedback from our clients, the team continuously monitors the quality of service we provide.

Quality Assurance and Information Security Management System Certificates

Picker Institute Europe operates an integrated quality system and is certified by SGS United Kingdom Ltd. to ISO20252:2012, the international standard for organisations conducting market and social research (certificate number GB08/74322). SGS are an UKAS accredited organisation No. 005 to EN 45012:1998 for management systems certification.

Picker Institute Europe has UKAS accredited certification for its information security management system (ISO27001:2005) from SGS (certificate number GB10/80275).

Picker Institute Europe is registered under the Data Protection Act 1998 (Z4942556).

Storage and retention of primary data

Paper questionnaires and qualitative recordings are retained for six months unless another retention period is agreed with the client. Any sensitive or confidential material is stored securely in line with our data protection policy (see above).

After six months these records are destroyed securely.

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