

# ○ Inpatient Survey 2008

**States of Jersey Health & Social  
Services**

**March 2009**

Final Report

[www.pickereurope.org](http://www.pickereurope.org) | <https://www.picker-results.org>



<b>Section 1</b>	Introduction
<b>Section 2</b>	Survey Response <i>survey activity</i>
<b>Section 3</b>	Problem Score Summary <i>overview of results by section</i>
<b>Section 4</b>	Ranked Problem Scores <i>where most patients report room for improvement</i>
<b>Section 5</b>	Historical Comparisons <i>comparing results with previous years</i>
<b>Section 6</b>	External Benchmarks <i>comparing results with other trusts</i>
<b>Section 7</b>	Internal Benchmarks <i>comparing results within the trust</i>
<b>Appendix 1</b>	Frequency Tables <i>a detailed breakdown of your results</i>
<b>Appendix 2</b>	Questionnaire





## SECTION 1

# ○ Introduction



# Inpatient Survey 2008

## States of Jersey Health & Social Services

### Background to the Survey

The results presented here are from the Inpatient Survey 2008, carried out by Picker Institute Europe on behalf of the States of Jersey Health & Social Services. This survey is identical to that which is required by the Healthcare Commission for all NHS Acute trusts in England as part of an ongoing series of surveys investigating patient experience. The Picker Institute was commissioned by 71 UK trusts to undertake the Inpatient Survey 2008. The survey is based on a sample of patients discharged from the Trust in June, July or August 2008.

The survey is a repeat of one undertaken in 2006. 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 Co-ordination Centre for the National Inpatient Survey, based at the Picker Institute. The questionnaire reflects the priorities and concerns of patients and is based upon what is most important from the patients' perspective. The questionnaire was developed through consultation with patients, clinicians and trusts. A series of focus groups were run with patients to identify their main concerns. A copy of the questionnaire is provided in the Appendix of this report.

The questionnaires used for the Inpatient Survey 2008 were developed by the NHS Acute Co-ordination Centre, based at the Picker Institute. Further information about how the questionnaire for this survey was developed can be found on the NHS Surveys website ([www.nhssurveys.org](http://www.nhssurveys.org)).

### 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 Chief Executive, a multiple language sheet offering help with the survey, 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 card after 2 weeks and another questionnaire after a further 2 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:

[http://www.nhssurveys.org/Filestore/documents/Guidance\\_manual\\_for\\_2008\\_inpatient\\_survey\\_v4.pdf](http://www.nhssurveys.org/Filestore/documents/Guidance_manual_for_2008_inpatient_survey_v4.pdf)

### About your respondents

A total of 846 patients from your Trust were sent a questionnaire. 829 were eligible for the survey, of which 416 returned a completed questionnaire, giving a response rate of 50.2%. The average response rate for your inpatient surveys in 2005 and 2006 was 50%. Key facts about the 416 inpatients who responded to the survey:

- 37% of patients were on a waiting list/planned in advance and 57% of these came as an emergency or urgent case.
- 62% had an operation or procedure during their stay.
- 44 % were male; 54% were female and 2% did not reply.
- 11% were aged 16-39, 27% were aged 40-59, 18% were aged 60-69 and 42% were aged 70+. 2% did not reply.

- 89% stated their ethnic background as White; 0% Mixed; 0% Asian/Asian British; 0% Black/Black British; 0% Chinese or other ethnic group and 10% did not state their background.



## Your results

This survey has highlighted the many positive aspects of the patient experience. The majority of your patients reported that:

- Overall: rating of care was good/excellent 94%.
- Overall: doctors and nurses worked well together 95%.
- Doctors: always had the confidence and trust 81%.
- Hospital: room or ward was very/fairly clean 96%.
- Care: always enough privacy when being examined or treated 86%.
- Care: less than 5 minutes to answer call button 86%.
- Surgery: risks and benefits clearly explained 78%.

Most patients are highly appreciative of the care they receive. However, it is evident that there is also room for improving the patient experience. The Picker Institute 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

At the Picker Institute, we use the concept of '**problem scores**' 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 Institute trusts. 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.

### *What is a problem score?*

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.

### *How are problem scores calculated?*

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.

<b>C2 - Did you have confidence and trust in the doctors treating you?</b>		
All Patients	n	%
Yes, always	459	<b>82.7</b>
* Yes, sometimes	85	<b>15.3</b>
* No	7	<b>1.3</b>
Not answered	4	<b>0.7</b>
<b>Problem Score: 16.6%</b>	555	

## How should we use problem scores?

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. By targeting these areas, you can hopefully start to bring about real quality improvement to your patients.

Problem scores are an **interpretation of the data** made by the Picker Institute. 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 Healthcare Commission, only the raw data is provided, not the problem scores.

## 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. Q24+)**.

## Low numbers of respondents

The questionnaire used includes some filter questions, whereby only relevant questions are asked of patients. So, for example, patients that have reported not having tests would not be asked subsequent questions about tests, and 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.

## 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%.

## 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.

## The Report

This report has been designed to be used alongside our on-line results system:

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

We aim to help you to identify the key issues for improvement from the patient's perspective. 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.

### Effectively using your survey results

Your survey results can be used to help set priorities for delivering better services for patients. Our quality improvement work is designed to help health professionals use patient feedback to improve the quality of the care they provide. An important focus of our work is to identify and share good practice.

We provide the following tools to help you make best use of your patient survey results.

- Database of good practice examples: A collection of practical examples that have improved the patient experience. It is easy to use and access is free. Visit [www.pickereurope.org](http://www.pickereurope.org) to sign up and find out how others are making a difference to patient care.
- Educational guides: A series of booklets to help you plan the communication of your results, identify priorities for quality improvement and develop successful action plans.
- Improving Patients' Experience – Sharing Good Practice: factsheets focusing on specific areas of patient care featuring case studies.

Visit [www.pickereurope.org](http://www.pickereurope.org) for more information on all of our educational activities.

Our Quality Improvement team can be commissioned to run workshops or deliver presentations and information sessions that are tailored specifically to your Trust's needs

To contact a member of our Quality Improvement team or to share examples of good practice from within your Trust, email [quality@pickereurope.ac.uk](mailto:quality@pickereurope.ac.uk). or telephone 01865 208100.





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 2008

**NHS Trust:** States of Jersey Health & Social Services

<b>Dates of Fieldwork:</b>	Initial Mailing	12 November 2008
	First Reminder	28 November 2008
	Final Reminder	12 December 2008

<b>Response Rate:</b>	<u>Initial Mailing</u>	<u>846</u>	
	Returned completed	416	
	Ineligible - returned undelivered	6	
	Ineligible - deceased	11	
	Too ill/Opt out	59	
	Ineligible - other	0	
	Total Eligible	829	
	Returned completed	416	
<b>Overall Response Rate</b>	<b>50.2%</b>		
<small>(total returned as a percentage of total eligible)</small>			
<b>Average Response Rate</b>	<b>51.5%</b>		
<small>(based on all Picker Trusts)</small>			

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 2 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 trusts. The Picker Institute worked with 71 trusts nationwide on the Inpatient survey in 2008. 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*

### A. Admission to Hospital

		Trust	Average	
A3	Ambulance: crew not totally reassuring	3 %	9 %	
A4	Ambulance: crew did not fully explain care and treatment in a clear way	22 %	26 %	
A5+	Ambulance: crew did not do everything they could to control pain	15 %	21 %	
A6	Ambulance: crew did not always treat with respect and dignity	0 %	5 %	
A8	Emergency Department: order in which patients seen was not fair	4 %	4 %	
A9	Emergency Department: not enough/too much information about condition or treatment given	16 %	22 %	
A10	Emergency Department: not given enough privacy when being examined or treated	16 %	20 %	
A11	Emergency Department: waited 4 hours or more for admission to bed on a ward	18 %	25 %	
A12	Planned admission: no choice of hospital for first appointment with specialist	78 %	58 %	
A15	Planned admission: should have been admitted sooner	12 %	21 %	
A16	Planned admission: not given choice of admission date	60 %	60 %	
A17	Planned admission: admission date changed by hospital	10 %	18 %	
A18	Planned admission: not given printed information about the hospital	35 %	19 %	
A19	Planned admission: not given printed information about condition or treatment	35 %	25 %	
A20	Admission: had to wait long time to get to a bed	24 %	28 %	
A21	Admission: no explanation for wait to get to a bed	41 %	42 %	

## B. The Hospital and Ward

		Trust	Average	
B2	Hospital: shared sleeping area with opposite sex	11 %	21 %	+
B3	Patients who minded sharing sleeping area with patients of opposite sex	[24] %	31 %	
B5	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	6 %	16 %	+
B6	Patients who moved wards, who minded sharing sleeping areas with patients of the opposite sex	[0] %	34 %	
B7+	Hospital: patients using bath or shower area who shared it with opposite sex	15 %	25 %	+
B8	Hospital: bothered by noise at night from other patients	37 %	37 %	
B9	Hospital: bothered by noise at night from staff	12 %	19 %	+
B10	Hospital: room or ward not very or not at all clean	2 %	4 %	+
B11+	Hospital: toilets not very or not at all clean	3 %	8 %	+
B12	Hospital: felt threatened by other patients or visitors	2 %	3 %	
B13+	Hospital: nowhere to keep personal belongings safely	80 %	64 %	-
B14+	Hospital: food was fair or poor	27 %	41 %	+
B15	Hospital: not always healthy food on hospital menu	30 %	32 %	
B16	Hospital: not offered a choice of food	18 %	20 %	
B17+	Hospital: did not always get enough help from staff to eat meals	22 %	32 %	+

## C. Doctors

		Trust	Average	
C1+	Doctors: did not always get clear answers to questions	27 %	30 %	
C2	Doctors: did not always have confidence and trust	18 %	18 %	
C3	Doctors: talked in front of you as if you were not there	26 %	26 %	
C4+	Doctors: did not always get opportunity to talk to when needed	40 %	46 %	+
C5	Doctors: some/none knew enough about condition/treatment	8 %	11 %	
C6	Doctors: did not always wash or clean hands between touching patients	16 %	15 %	

## D. Nurses

		Trust	Average	
D1+	Nurses: did not always get clear answers to questions	20 %	32 %	+
D2	Nurses: did not always have confidence and trust	16 %	25 %	+
D3	Nurses: talked in front of you as if you were not there	14 %	21 %	+
D4	Nurses: sometimes, rarely or never enough on duty	27 %	39 %	+
D5	Nurses: some/none knew enough about condition/treatment	8 %	17 %	+
D6	Nurses: did not always wash or clean hands between touching patients	16 %	17 %	

## E. Your Care and Treatment

		Trust	Average	
E1	Care: staff contradict each other	26 %	33 %	+
E2	Care: wanted to be more involved in decisions	36 %	45 %	+
E3	Care: not enough (or too much) information given on condition or treatment	15 %	19 %	+
E4+	Care: not enough opportunity for family to talk to doctor	46 %	53 %	+
E5+	Care: could not always find staff member to discuss concerns with	51 %	55 %	
E6	Care: not always enough privacy when discussing condition or treatment	27 %	28 %	
E7	Care: not always enough privacy when being examined or treated	12 %	11 %	
E9	Care: staff did not do everything to help control pain	18 %	26 %	+
E10+	Care: did not always get help in getting to the bathroom when needed	15 %	30 %	+
E11+	Care: more than 5 minutes to answer call button	5 %	14 %	+
E13	Tests: results not explained well / not explained at all	40 %	42 %	

## F. Operations & Procedures

		Trust	Average	
F2	Surgery: risks and benefits not fully explained	19 %	16 %	
F3	Surgery: what would be done during operation not fully explained	24 %	23 %	
F4+	Surgery: questions beforehand not fully answered	23 %	22 %	
F5	Surgery: not told fully how could expect to feel after operation or procedure	40 %	40 %	
F7	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	15 %	14 %	
F8	Surgery: results not explained in clear way	29 %	33 %	

## G. Leaving Hospital

		Trust	Average	
G1	Discharge: did not feel involved in decisions about discharge from hospital	31 %	38 %	+
G2	Discharge: was delayed	29 %	37 %	+
G4	Discharge: delayed by 1 hour or more	79 %	82 %	
G5	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	43 %	34 %	-
G6+	Discharge: not fully told purpose of medications	13 %	19 %	+
G7	Discharge: not fully told side-effects of medications	39 %	44 %	+
G8	Discharge: not told how to take medication clearly	13 %	17 %	
G9	Discharge: not given completely clear written/printed information about medicines	29 %	29 %	
G10	Discharge: not fully told of danger signals to look for	34 %	42 %	+
G11+	Discharge: family not given enough information to help	41 %	51 %	+
G12	Discharge: not told who to contact if worried	19 %	20 %	
G13	Discharge: did not receive copies of letters sent between hospital doctors and GP	63 %	49 %	-

## J. Overall

		Trust	Average	
J1	Overall: not treated with respect or dignity	13 %	19 %	+
J2	Overall: doctors and nurses working together fair or poor	3 %	6 %	+
J3	Overall: rating of care fair or poor	4 %	7 %	+
J4	Not confident that the hospital is keeping personal information or health records secure and confidential	5 %	8 %	+
J5	Overall: would not recommend this hospital to family/friends	2 %	6 %	+
J6	Overall: not asked to give views on quality of care	87 %	81 %	=
J7	Overall: no posters/leaflets seen explaining how to complain about care	54 %	44 %	=
J8	Overall: wanted to complain about care received	5 %	7 %	
J9	Overall: not given enough information on how to complain	[76] %	81 %	

## K. About You

		Trust	Average	
K4+	Religious Beliefs: not always respected by hospital staff	2 %	9 %	+
K5+	Religious beliefs: not always able to practice in hospital	8 %	13 %	



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**






The problem score for your Trust

**Average**





Average score for all Picker trusts

*Lower scores are better*







### Problem scores 50%+

		Trust	Average	
J6	Overall: not asked to give views on quality of care	87 %	81 %	
B13+	Hospital: nowhere to keep personal belongings safely	80 %	64 %	
G4	Discharge: delayed by 1 hour or more	79 %	82 %	
A12	Planned admission: no choice of hospital for first appointment with specialist	78 %	58 %	
J9	Overall: not given enough information on how to complain	[76] %	81 %	
G13	Discharge: did not receive copies of letters sent between hospital doctors and GP	63 %	49 %	
A16	Planned admission: not given choice of admission date	60 %	60 %	
J7	Overall: no posters/leaflets seen explaining how to complain about care	54 %	44 %	
E5+	Care: could not always find staff member to discuss concerns with	51 %	55 %	

### Problem scores 40% - 49%

		Trust	Average	
E4+	Care: not enough opportunity for family to talk to doctor	46 %	53 %	
G5	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	43 %	34 %	
A21	Admission: no explanation for wait to get to a bed	41 %	42 %	
G11+	Discharge: family not given enough information to help	41 %	51 %	
C4+	Doctors: did not always get opportunity to talk to when needed	40 %	46 %	
E13	Tests: results not explained well / not explained at all	40 %	42 %	
F5	Surgery: not told fully how could expect to feel after operation or procedure	40 %	40 %	

### Problem scores 30% - 39%

		Trust	Average	
G7	Discharge: not fully told side-effects of medications	39 %	44 %	
B8	Hospital: bothered by noise at night from other patients	37 %	37 %	
E2	Care: wanted to be more involved in decisions	36 %	45 %	
A18	Planned admission: not given printed information about the hospital	35 %	19 %	
A19	Planned admission: not given printed information about condition or treatment	35 %	25 %	
G10	Discharge: not fully told of danger signals to look for	34 %	42 %	
G1	Discharge: did not feel involved in decisions about discharge from hospital	31 %	38 %	
B15	Hospital: not always healthy food on hospital menu	30 %	32 %	

## Problem scores 20% - 29%

		Trust	Average
F8	Surgery: results not explained in clear way	29 %	33 %
G2	Discharge: was delayed	29 %	37 % +
G9	Discharge: not given completely clear written/printed information about medicines	29 %	29 %
E6	Care: not always enough privacy when discussing condition or treatment	27 %	28 %
B14+	Hospital: food was fair or poor	27 %	41 % +
C1+	Doctors: did not always get clear answers to questions	27 %	30 %
D4	Nurses: sometimes, rarely or never enough on duty	27 %	39 % +
C3	Doctors: talked in front of you as if you were not there	26 %	26 %
E1	Care: staff contradict each other	26 %	33 % +
F3	Surgery: what would be done during operation not fully explained	24 %	23 %
B3	Patients who minded sharing sleeping area with patients of opposite sex	[24] %	31 %
A20	Admission: had to wait long time to get to a bed	24 %	28 %
F4+	Surgery: questions beforehand not fully answered	23 %	22 %
A4	Ambulance: crew did not fully explain care and treatment in a clear way	22 %	26 %
B17+	Hospital: did not always get enough help from staff to eat meals	22 %	32 % +
D1+	Nurses: did not always get clear answers to questions	20 %	32 % +

## Problem scores 10% - 19%

		Trust	Average
F2	Surgery: risks and benefits not fully explained	19 %	16 %
G12	Discharge: not told who to contact if worried	19 %	20 %
C2	Doctors: did not always have confidence and trust	18 %	18 %
E9	Care: staff did not do everything to help control pain	18 %	26 % 
A11	Emergency Department: waited 4 hours or more for admission to bed on a ward	18 %	25 % 
B16	Hospital: not offered a choice of food	18 %	20 %
A10	Emergency Department: not given enough privacy when being examined or treated	16 %	20 %
D2	Nurses: did not always have confidence and trust	16 %	25 % 
C6	Doctors: did not always wash or clean hands between touching patients	16 %	15 %
A9	Emergency Department: not enough/too much information about condition or treatment given	16 %	22 % 
D6	Nurses: did not always wash or clean hands between touching patients	16 %	17 %
E10+	Care: did not always get help in getting to the bathroom when needed	15 %	30 % 
A5+	Ambulance: crew did not do everything they could to control pain	15 %	21 %
E3	Care: not enough (or too much) information given on condition or treatment	15 %	19 % 
B7+	Hospital: patients using bath or shower area who shared it with opposite sex	15 %	25 % 
F7	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	15 %	14 %
D3	Nurses: talked in front of you as if you were not there	14 %	21 % 
G8	Discharge: not told how to take medication clearly	13 %	17 %
G6+	Discharge: not fully told purpose of medications	13 %	19 % 
J1	Overall: not treated with respect or dignity	13 %	19 % 
A15	Planned admission: should have been admitted sooner	12 %	21 % 
B9	Hospital: bothered by noise at night from staff	12 %	19 % 
E7	Care: not always enough privacy when being examined or treated	12 %	11 %
B2	Hospital: shared sleeping area with opposite sex	11 %	21 % 
A17	Planned admission: admission date changed by hospital	10 %	18 % 

## Problem scores 0% - 9%

		Trust	Average
C5	Doctors: some/none knew enough about condition/treatment	8 %	11 %
D5	Nurses: some/none knew enough about condition/treatment	8 %	17 % +
K5+	Religious beliefs: not always able to practice in hospital	8 %	13 %
B5	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	6 %	16 % +
J8	Overall: wanted to complain about care received	5 %	7 %
E11+	Care: more than 5 minutes to answer call button	5 %	14 % +
J4	Not confident that the hospital is keeping personal information or health records secure and confidential	5 %	8 % +
A8	Emergency Department: order in which patients seen was not fair	4 %	4 %
J3	Overall: rating of care fair or poor	4 %	7 % +
A3	Ambulance: crew not totally reassuring	3 %	9 % +
B11+	Hospital: toilets not very or not at all clean	3 %	8 % +
J2	Overall: doctors and nurses working together fair or poor	3 %	6 % +
B12	Hospital: felt threatened by other patients or visitors	2 %	3 %
B10	Hospital: room or ward not very or not at all clean	2 %	4 % +
K4+	Religious Beliefs: not always respected by hospital staff	2 %	9 % +
J5	Overall: would not recommend this hospital to family/friends	2 %	6 % +
A6	Ambulance: crew did not always treat with respect and dignity	0 %	5 %
B6	Patients who moved wards, who minded sharing sleeping areas with patients of the opposite sex	[0] %	34 %



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. Significant differences are indicated as follows:

 scores significantly better than previous survey

 scores significantly worse than previous survey






**2005** The problem score for 2005

**2006** The problem score for 2006


**2008** The problem score for 2008

*Lower scores are better*

### A. Admission to Hospital

		2005	2006	2008	
A3	Ambulance: crew not totally reassuring	-	11 %	3 %	
A4	Ambulance: crew did not fully explain care and treatment in a clear way	-	23 %	22 %	
A5+	Ambulance: crew did not do everything they could to control pain	-	19 %	15 %	
A6	Ambulance: crew did not always treat with respect and dignity	-	3 %	0 %	
A8	Emergency Department: order in which patients seen was not fair	-	4 %	4 %	
A11	Emergency Department: waited 4 hours or more for admission to bed on a ward	-	11 %	18 %	
A15	Planned admission: should have been admitted sooner	24 %	19 %	12 %	
A16	Planned admission: not given choice of admission date	64 %	62 %	60 %	
A17	Planned admission: admission date changed by hospital	9 %	8 %	10 %	
A18	Planned admission: not given printed information about the hospital	27 %	24 %	35 %	
A19	Planned admission: not given printed information about condition or treatment	38 %	27 %	35 %	
A20	Admission: had to wait long time to get to a bed	22 %	25 %	24 %	
A21	Admission: no explanation for wait to get to a bed	33 %	36 %	41 %	

### B. The Hospital and Ward

		2005	2006	2008	
B2	Hospital: shared sleeping area with opposite sex	-	13 %	11 %	
B5	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	-	5 %	6 %	
B7+	Hospital: patients using bath or shower area who shared it with opposite sex	-	14 %	15 %	
B8	Hospital: bothered by noise at night from other patients	32 %	37 %	37 %	
B9	Hospital: bothered by noise at night from staff	9 %	10 %	12 %	
B10	Hospital: room or ward not very or not at all clean	2 %	3 %	2 %	
B11+	Hospital: toilets not very or not at all clean	-	6 %	3 %	
B14+	Hospital: food was fair or poor	-	30 %	27 %	
B15	Hospital: not always healthy food on hospital menu	-	30 %	30 %	
B16	Hospital: not offered a choice of food	-	19 %	18 %	
B17+	Hospital: did not always get enough help from staff to eat meals	-	29 %	22 %	

## C. Doctors

		2005	2006	2008	
C1+	Doctors: did not always get clear answers to questions	-	38 %	27 %	+
C2	Doctors: did not always have confidence and trust	16 %	25 %	18 %	+
C3	Doctors: talked in front of you as if you were not there	20 %	33 %	26 %	+
C4+	Doctors: did not always get opportunity to talk to when needed	-	52 %	40 %	+
C5	Doctors: some/none knew enough about condition/treatment	9 %	14 %	8 %	+
C6	Doctors: did not always wash or clean hands between touching patients	-	18 %	16 %	

## D. Nurses

		2005	2006	2008	
D1+	Nurses: did not always get clear answers to questions	-	33 %	20 %	+
D2	Nurses: did not always have confidence and trust	16 %	20 %	16 %	
D3	Nurses: talked in front of you as if you were not there	14 %	20 %	14 %	+
D4	Nurses: sometimes, rarely or never enough on duty	30 %	35 %	27 %	+
D5	Nurses: some/none knew enough about condition/treatment	10 %	13 %	8 %	+
D6	Nurses: did not always wash or clean hands between touching patients	-	16 %	16 %	

## E. Your Care and Treatment

		2005	2006	2008	
E1	Care: staff contradict each other	24 %	31 %	26 %	
E2	Care: wanted to be more involved in decisions	37 %	45 %	36 %	+
E3	Care: not enough (or too much) information given on condition or treatment	19 %	19 %	15 %	
E4+	Care: not enough opportunity for family to talk to doctor	-	50 %	46 %	
E5+	Care: could not always find staff member to discuss concerns with	-	53 %	51 %	
E6	Care: not always enough privacy when discussing condition or treatment	27 %	32 %	27 %	
E7	Care: not always enough privacy when being examined or treated	11 %	14 %	12 %	
E9	Care: staff did not do everything to help control pain	17 %	18 %	18 %	
E10+	Care: did not always get help in getting to the bathroom when needed	-	23 %	15 %	+
E11+	Care: more than 5 minutes to answer call button	-	9 %	5 %	
E13	Tests: results not explained well / not explained at all	44 %	46 %	40 %	

## F. Operations & Procedures

		2005	2006	2008	
F2	Surgery: risks and benefits not fully explained	23 %	21 %	19 %	
F3	Surgery: what would be done during operation not fully explained	21 %	32 %	24 %	+
F4+	Surgery: questions beforehand not fully answered	-	29 %	23 %	
F5	Surgery: not told fully how could expect to feel after operation or procedure	-	46 %	40 %	
F7	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	-	20 %	15 %	
F8	Surgery: results not explained in clear way	33 %	41 %	29 %	+



## G. Leaving Hospital

		2005	2006	2008	
G2	Discharge: was delayed	25 %	28 %	29 %	
G4	Discharge: delayed by 1 hour or more	73 %	76 %	79 %	
G5	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	47 %	47 %	43 %	
G6+	Discharge: not fully told purpose of medications	-	20 %	13 %	+
G7	Discharge: not fully told side-effects of medications	42 %	41 %	39 %	
G9	Discharge: not given completely clear written/printed information about medicines	-	29 %	29 %	
G10	Discharge: not fully told of danger signals to look for	39 %	44 %	34 %	+
G11+	Discharge: family not given enough information to help	-	52 %	41 %	+
G12	Discharge: not told who to contact if worried	18 %	21 %	19 %	
G13	Discharge: did not receive copies of letters sent between hospital doctors and GP	-	61 %	63 %	

## J. Overall

		2005	2006	2008	
J1	Overall: not treated with respect or dignity	12 %	16 %	13 %	
J2	Overall: doctors and nurses working together fair or poor	4 %	6 %	3 %	+
J3	Overall: rating of care fair or poor	4 %	5 %	4 %	
J5	Overall: would not recommend this hospital to family/friends	3 %	3 %	2 %	
J6	Overall: not asked to give views on quality of care	-	82 %	87 %	-





SECTION 6

**○ External Benchmarks**

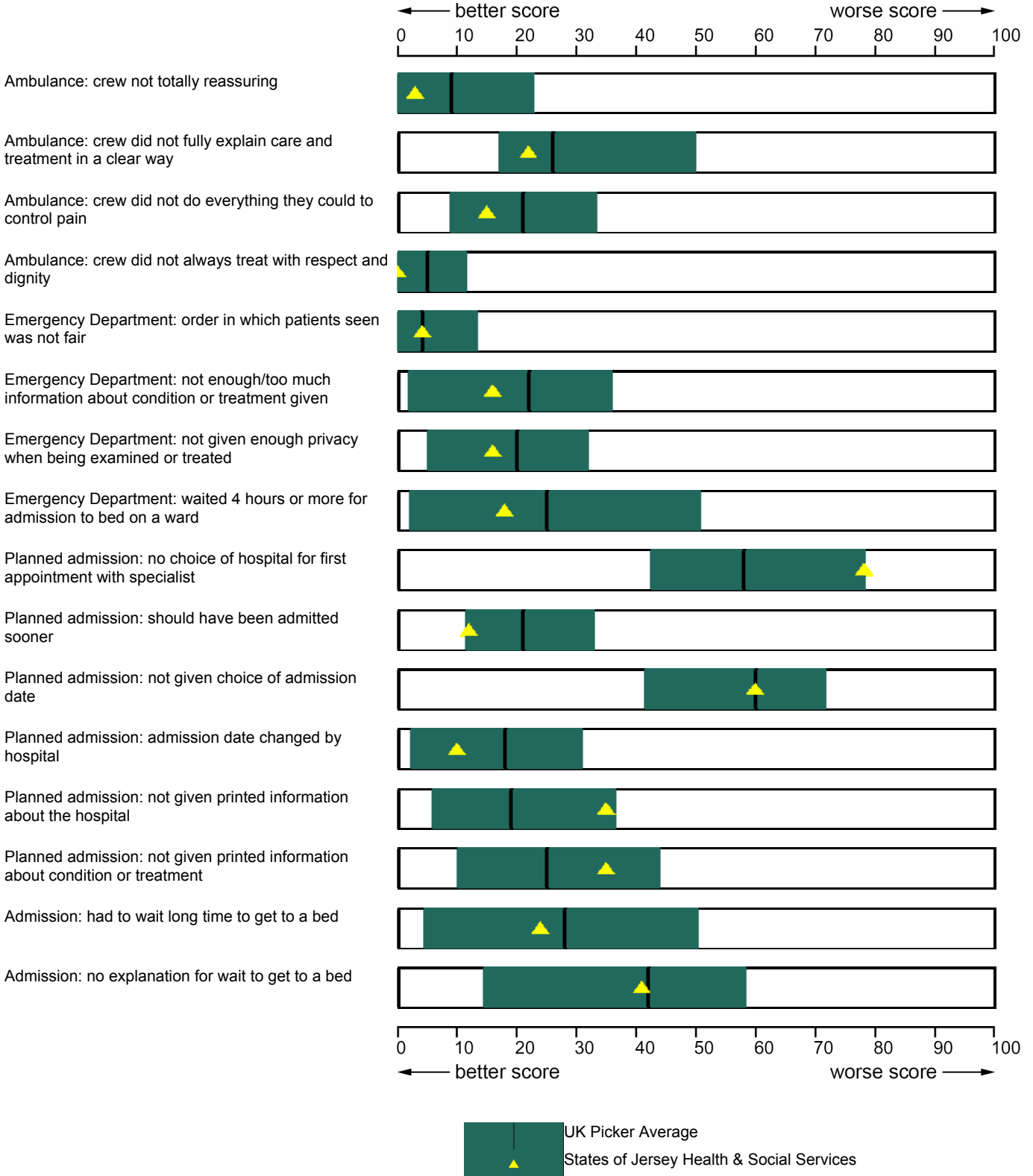
*comparing results with other trusts*



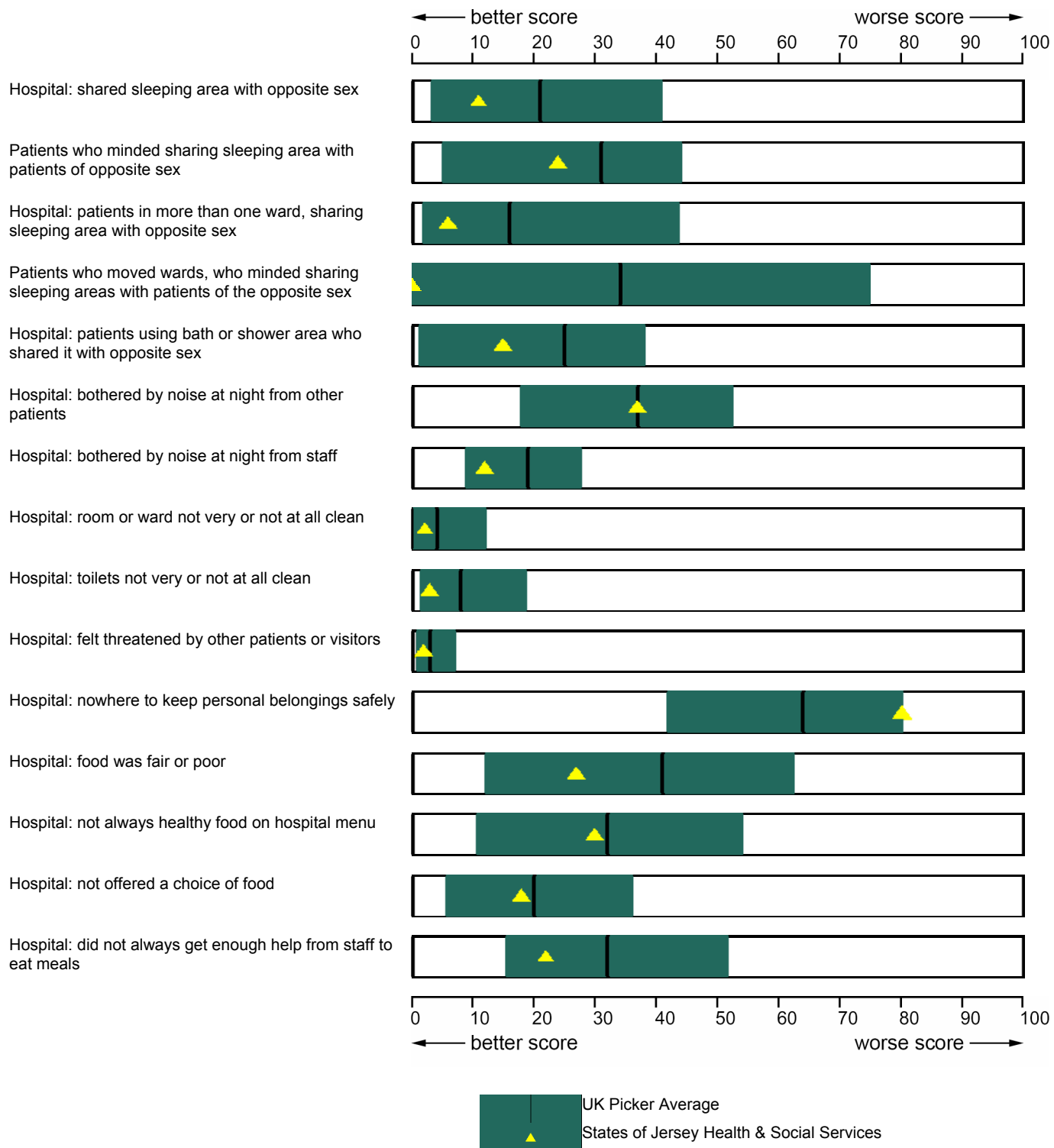
# External Benchmarks

This section shows how your Trust compared to all Picker Institute trusts in this survey (71 trusts). The range of scores are shown as a green 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.

## A. Admission to Hospital

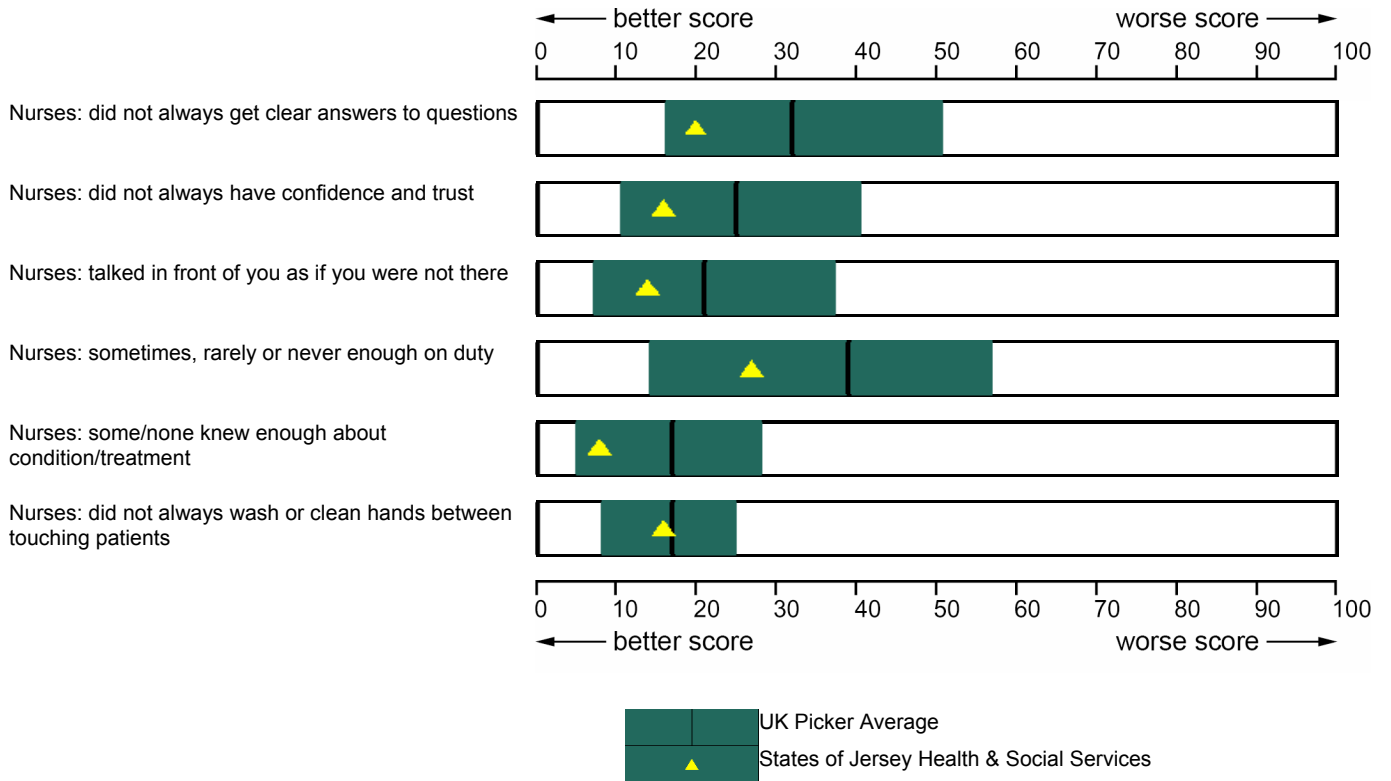


## B. The Hospital and Ward





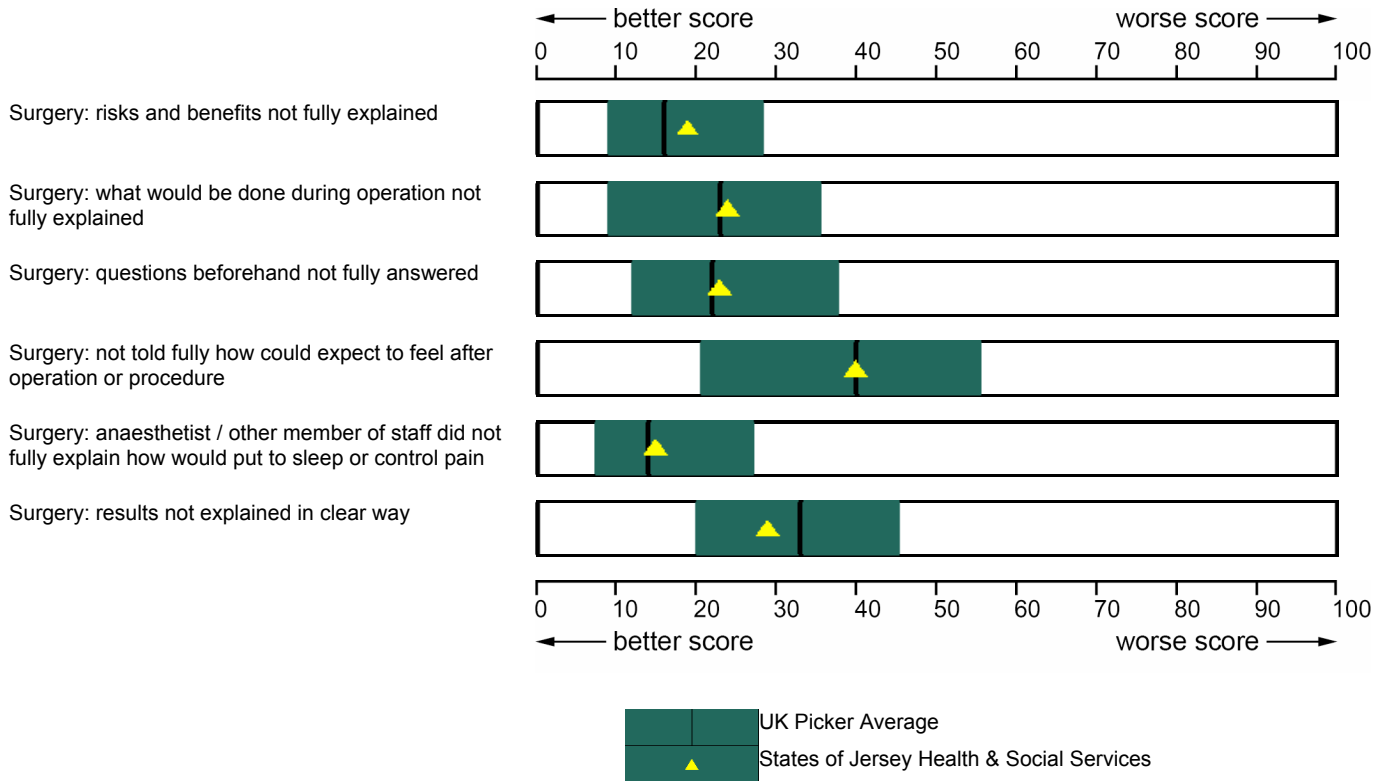
## D. Nurses



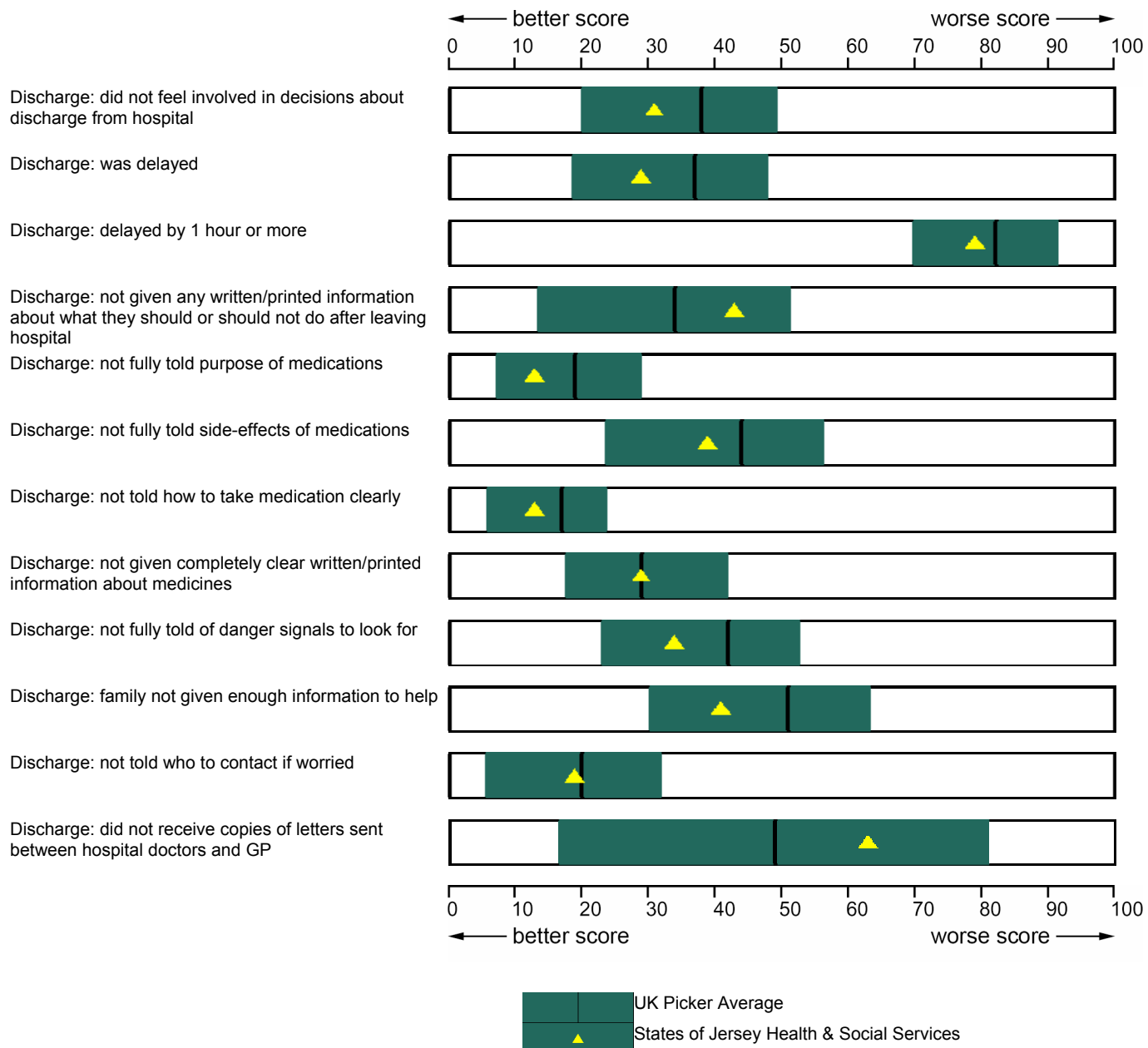




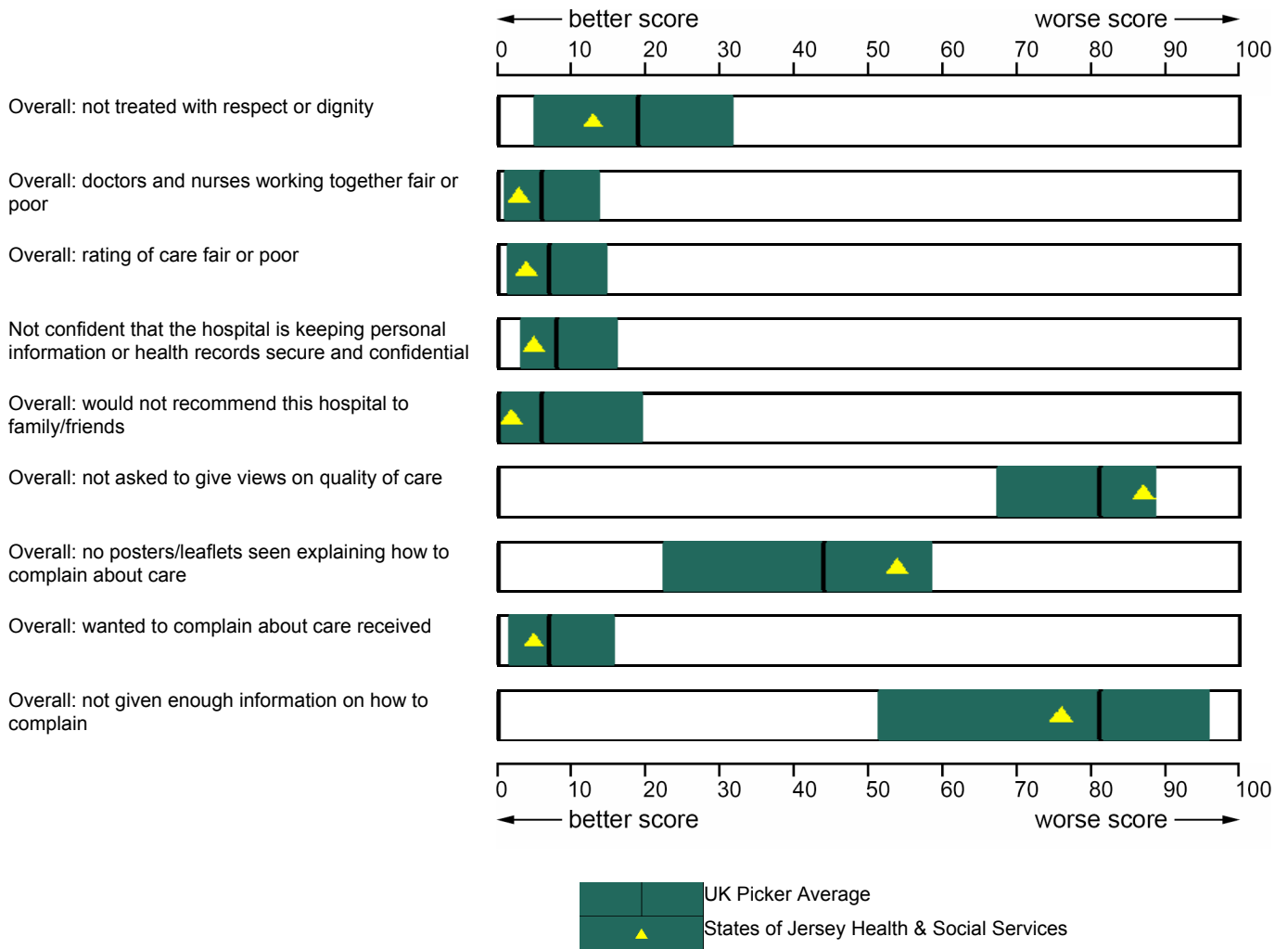
## F. Operations & Procedures



## G. Leaving Hospital



## J. Overall









SECTION 7

**○ Internal Benchmarks**

*comparing results within the trust*





## Internal Benchmarks

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

Tel: 01865 208100

Fax: 01865 208101

Email: [surveys@pickereurope.ac.uk](mailto:surveys@pickereurope.ac.uk)





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.

### A. Admission to Hospital

#### A1 - Was your most recent hospital stay planned in advance or an emergency?

All Patients	This Trust		All trusts	
	n	%	n	%
Emergency or urgent	239	<b>57.5</b>	15794	<b>49.7</b>
Waiting list or planned in advance	153	<b>36.8</b>	13997	<b>44.1</b>
Something else	12	<b>2.9</b>	868	<b>2.7</b>
Not answered	12	<b>2.9</b>	1108	<b>3.5</b>
	416		31,767	

#### A2 - Did you travel to the hospital by ambulance?

Patients who were not planned admission or waiting list	This Trust		All trusts	
	n	%	n	%
Yes	125	<b>47.5</b>	8501	<b>53.4</b>
No	128	<b>48.7</b>	6936	<b>43.6</b>
Not answered	10	<b>3.8</b>	480	<b>3.0</b>
	263		15,917	

#### A3 - Were the ambulance crew reassuring?

Patients who travelled to hospital by ambulance	This Trust		All trusts	
	n	%	n	%
Yes, definitely	111	<b>88.8</b>	7163	<b>84.3</b>
* Yes, to some extent	3	<b>2.4</b>	635	<b>7.5</b>
* No	1	<b>0.8</b>	111	<b>1.3</b>
Don't know / Can't remember	9	<b>7.2</b>	480	<b>5.6</b>
Not answered	1	<b>0.8</b>	112	<b>1.3</b>
<b>Problem score - This Trust 3.2 %</b>	125		8,501	
<b>Problem score - All trusts 8.8%</b>				

#### A4 - Did the ambulance crew explain your care and treatment in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who travelled to hospital by ambulance				
Yes, definitely	80	<b>64.0</b>	5122	<b>60.3</b>
* Yes, to some extent	22	<b>17.6</b>	1581	<b>18.6</b>
* No	6	<b>4.8</b>	619	<b>7.3</b>
Don't know / Can't remember	15	<b>12.0</b>	1000	<b>11.8</b>
Not answered	2	<b>1.6</b>	179	<b>2.1</b>
<b>Problem score - This Trust 22.4 %</b>	125		8,501	
<b>Problem score - All trusts 25.9%</b>				

#### A5 - Did the ambulance crew do everything they could to help control your pain?

	This Trust		All trusts	
	n	%	n	%
Patients who travelled to hospital by ambulance				
Yes, definitely	79	<b>63.2</b>	4905	<b>57.7</b>
Yes, to some extent	13	<b>10.4</b>	948	<b>11.2</b>
No	2	<b>1.6</b>	409	<b>4.8</b>
I did not have any pain	25	<b>20.0</b>	1913	<b>22.5</b>
Not answered	6	<b>4.8</b>	326	<b>3.8</b>
	125		8,501	

#### A5+ - Did the ambulance crew do everything they could to help control your pain?

	This Trust		All trusts	
	n	%	n	%
Patients in pain who travelled by ambulance				
Yes, definitely	79	<b>79.0</b>	4905	<b>74.5</b>
* Yes, to some extent	13	<b>13.0</b>	948	<b>14.4</b>
* No	2	<b>2.0</b>	409	<b>6.2</b>
Not answered	6	<b>6.0</b>	326	<b>4.9</b>
<b>Problem score - This Trust 15.0 %</b>	100		6,588	
<b>Problem score - All trusts 20.6%</b>				

#### A6 - Overall, did the ambulance crew treat you with respect and dignity?

	This Trust		All trusts	
	n	%	n	%
Patients who travelled to hospital by ambulance				
Yes, definitely	116	<b>92.8</b>	7602	<b>89.4</b>
* Yes, to some extent	0	<b>0.0</b>	349	<b>4.1</b>
* No	0	<b>0.0</b>	67	<b>0.8</b>
Don't know / Can't remember	6	<b>4.8</b>	334	<b>3.9</b>
Not answered	3	<b>2.4</b>	149	<b>1.8</b>
<b>Problem score - This Trust 0.0 %</b>	125		8,501	
<b>Problem score - All trusts 4.9%</b>				

### A7 - When you arrived at the hospital, did you go to the Emergency Department (Casualty/A&E/Medical or Surgical Admissions Unit)?

Emergency Admissions	This Trust		All trusts	
	n	%	n	%
Yes	228	<b>86.7</b>	14668	<b>82.5</b>
No	10	<b>3.8</b>	1911	<b>10.8</b>
Not answered	25	<b>9.5</b>	1191	<b>6.7</b>
	263		17,770	

### A8 - Did you think the order in which patients were seen in the Emergency Department was fair?

Patients admitted via Emergency Department	This Trust		All trusts	
	n	%	n	%
Yes	175	<b>69.2</b>	9740	<b>68.8</b>
* No	10	<b>4.0</b>	595	<b>4.2</b>
Can't say / Don't know	44	<b>17.4</b>	2887	<b>20.4</b>
Not answered	24	<b>9.5</b>	933	<b>6.6</b>
<b>Problem score - This Trust 4.0 %</b>	253		14,155	
<b>Problem score - All trusts 4.2%</b>				

### A9 - While you were in the Emergency Department, how much information about your condition or treatment was given to you?

Patients admitted via Emergency Department	This Trust		All trusts	
	n	%	n	%
* Not enough	24	<b>9.5</b>	2122	<b>13.4</b>
Right amount	163	<b>64.4</b>	9595	<b>60.5</b>
* Too much	1	<b>0.4</b>	81	<b>0.5</b>
* I was not given any information about my treatment or condition	15	<b>5.9</b>	1271	<b>8.0</b>
Don't know / Can't remember	34	<b>13.4</b>	1605	<b>10.1</b>
Not answered	16	<b>6.3</b>	1185	<b>7.5</b>
<b>Problem score - This Trust 15.8 %</b>	253		15,859	
<b>Problem score - All trusts 21.9%</b>				

### A10 - Were you given enough privacy when being examined or treated in the Emergency Department?

Patients admitted via Emergency Department	This Trust		All trusts	
	n	%	n	%
Yes, definitely	183	<b>72.3</b>	10913	<b>68.8</b>
* Yes, to some extent	34	<b>13.4</b>	2918	<b>18.4</b>
* No	7	<b>2.8</b>	279	<b>1.8</b>
Don't know / Can't remember	11	<b>4.3</b>	737	<b>4.6</b>
Not answered	18	<b>7.1</b>	1012	<b>6.4</b>
<b>Problem score - This Trust 16.2 %</b>	253		15,859	
<b>Problem score - All trusts 20.2%</b>				

### A11 - Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

	This Trust		All trusts	
	n	%	n	%
Patients admitted via Emergency Department				
Less than 1 hour	52	<b>20.6</b>	2782	<b>17.5</b>
At least 1 hour but less than 2 hours	51	<b>20.2</b>	2482	<b>15.7</b>
At least 2 hours but less than 4 hours	49	<b>19.4</b>	3488	<b>22.0</b>
* At least 4 hours but less than 8 hours	38	<b>15.0</b>	3106	<b>19.6</b>
* 8 hours or longer	7	<b>2.8</b>	884	<b>5.6</b>
Can't remember	20	<b>7.9</b>	1181	<b>7.4</b>
I did not have to wait	17	<b>6.7</b>	932	<b>5.9</b>
Not answered	19	<b>7.5</b>	1004	<b>6.3</b>
<b>Problem score - This Trust 17.8 %</b>	253		15,859	
<b>Problem score - All trusts 25.2%</b>				

### A12 - When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?

	This Trust		All trusts	
	n	%	n	%
Waiting list or planned admission patients				
Yes	11	<b>5.9</b>	4982	<b>29.1</b>
* No	147	<b>78.2</b>	9957	<b>58.2</b>
Don't know / Can't remember	2	<b>1.1</b>	789	<b>4.6</b>
Not answered	28	<b>14.9</b>	1371	<b>8.0</b>
<b>Problem score - This Trust 78.2 %</b>	188		17,099	
<b>Problem score - All trusts 58.2%</b>				

### A13 - Who referred you to see a specialist?

	This Trust		All trusts	
	n	%	n	%
Waiting list or planned admission patients				
A doctor from my local general practice	132	<b>70.2</b>	10271	<b>60.1</b>
Any other doctor or specialist	31	<b>16.5</b>	4379	<b>25.6</b>
A practice nurse or nurse practitioner	3	<b>1.6</b>	231	<b>1.4</b>
Any other health professional (for example, a dentist, optometrist or physiotherapist)	4	<b>2.1</b>	332	<b>1.9</b>
Don't know / Can't remember	1	<b>0.5</b>	273	<b>1.6</b>
Not answered	17	<b>9.0</b>	1613	<b>9.4</b>
	188		17,099	



**A14 - Overall, from the time you first talked to this health professional about being referred to a hospital, how long did you wait to be admitted to hospital?**

Waiting list or planned admission patients	This Trust		All trusts	
	n	%	n	%
Up to 1 month	42	<b>22.3</b>	4236	<b>24.8</b>
1 to 2 months	54	<b>28.7</b>	3708	<b>21.7</b>
3 to 4 months	35	<b>18.6</b>	3273	<b>19.1</b>
5 to 6 months	9	<b>4.8</b>	1347	<b>7.9</b>
More than 6 months	17	<b>9.0</b>	1791	<b>10.5</b>
Don't know / Can't remember	6	<b>3.2</b>	786	<b>4.6</b>
Not answered	25	<b>13.3</b>	1958	<b>11.5</b>
	188		17,099	

**A15 - How do you feel about the length of time you were on the waiting list before your admission to hospital?**

Waiting list or planned admission patients	This Trust		All trusts	
	n	%	n	%
I was admitted as soon as I thought was necessary	139	<b>73.9</b>	11692	<b>68.4</b>
* I should have been admitted a bit sooner	11	<b>5.9</b>	2381	<b>13.9</b>
* I should have been admitted a lot sooner	12	<b>6.4</b>	1192	<b>7.0</b>
Not answered	26	<b>13.8</b>	1834	<b>10.7</b>
<b>Problem score - This Trust 12.3 %</b>	188		17,099	
<b>Problem score - All trusts 20.9%</b>				

**A16 - Were you given a choice of admission dates?**

Waiting list or planned admission patients	This Trust		All trusts	
	n	%	n	%
Yes	49	<b>26.1</b>	4771	<b>27.9</b>
* No	113	<b>60.1</b>	10290	<b>60.2</b>
Don't know /Can't remember	2	<b>1.1</b>	414	<b>2.4</b>
Not answered	24	<b>12.8</b>	1624	<b>9.5</b>
<b>Problem score - This Trust 60.1 %</b>	188		17,099	
<b>Problem score - All trusts 60.2%</b>				

**A17 - Was your admission date changed by the hospital?**

Waiting list or planned admission patients	This Trust		All trusts	
	n	%	n	%
No	148	<b>78.7</b>	12445	<b>72.8</b>
* Yes, once	16	<b>8.5</b>	2514	<b>14.7</b>
* Yes, 2 or 3 times	2	<b>1.1</b>	474	<b>2.8</b>
* Yes, 4 times or more	0	<b>0.0</b>	34	<b>0.2</b>
Not answered	22	<b>11.7</b>	1632	<b>9.5</b>
<b>Problem score - This Trust 9.6 %</b>	188		17,099	
<b>Problem score - All trusts 17.7%</b>				

**A18 - Before being admitted to hospital, were you given any printed information about the hospital?**

	This Trust		All trusts	
	n	%	n	%
Waiting list or planned admission patients				
Yes	97	<b>51.6</b>	10769	<b>70.9</b>
* No	65	<b>34.6</b>	2946	<b>19.4</b>
Not answered	26	<b>13.8</b>	1465	<b>9.7</b>
<b>Problem score - This Trust 34.6 %</b>	188		15,180	
<b>Problem score - All trusts 19.4%</b>				

**A19 - Before being admitted to hospital, were you given any printed information about your condition or treatment?**

	This Trust		All trusts	
	n	%	n	%
Waiting list or planned admission patients				
Yes	97	<b>51.6</b>	9864	<b>65.0</b>
* No	65	<b>34.6</b>	3758	<b>24.8</b>
Not answered	26	<b>13.8</b>	1558	<b>10.3</b>
<b>Problem score - This Trust 34.6 %</b>	188		15,180	
<b>Problem score - All trusts 24.8%</b>				

**A20 - 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?**

	This Trust		All trusts	
	n	%	n	%
All Patients				
* Yes, definitely	29	<b>7.0</b>	3237	<b>10.2</b>
* Yes, to some extent	70	<b>16.8</b>	5636	<b>17.7</b>
No	305	<b>73.3</b>	21901	<b>68.9</b>
Not answered	12	<b>2.9</b>	993	<b>3.1</b>
<b>Problem score - This Trust 23.8 %</b>	416		31,767	
<b>Problem score - All trusts 27.9%</b>				

**A21 - Did a member of staff explain why you had to wait?**

	This Trust		All trusts	
	n	%	n	%
Patients who had to wait a long time to get a bed on ward				
Yes	56	<b>56.6</b>	4221	<b>54.3</b>
* No	41	<b>41.4</b>	3267	<b>42.0</b>
Not answered	2	<b>2.0</b>	283	<b>3.6</b>
<b>Problem score - This Trust 41.4 %</b>	99		7,771	
<b>Problem score - All trusts 42%</b>				

## B. The Hospital and Ward

### B1 - 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	48	<b>11.5</b>	6277	<b>19.8</b>
No	344	<b>82.7</b>	23237	<b>73.1</b>
Don't know / Can't remember	14	<b>3.4</b>	1317	<b>4.1</b>
Not answered	10	<b>2.4</b>	936	<b>2.9</b>
	416		31,767	

### B2 - 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	46	<b>11.1</b>	6619	<b>20.8</b>
No	361	<b>86.8</b>	24441	<b>76.9</b>
Not answered	9	<b>2.2</b>	707	<b>2.2</b>
<b>Problem score - This Trust 11.1 %</b>	416		31,767	
<b>Problem score - All trusts 20.8%</b>				

### B3 - When you were first admitted, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

Patients who minded sharing a sleeping area with patients of the opposite sex when first admitted	This Trust		All trusts	
	n	%	n	%
* Yes	11	<b>23.9</b>	2041	<b>30.8</b>
No	34	<b>73.9</b>	4387	<b>66.3</b>
Not answered	1	<b>2.2</b>	191	<b>2.9</b>
<b>Problem score - This Trust 23.9 %</b>	46		6,619	
<b>Problem score - All trusts 30.8%</b>				

### B4 - During your stay in hospital, how many wards did you stay in?

All Patients	This Trust		All trusts	
	n	%	n	%
1	318	<b>76.4</b>	20561	<b>64.7</b>
2	72	<b>17.3</b>	7983	<b>25.1</b>
3 or more	16	<b>3.8</b>	2285	<b>7.2</b>
Don't know / Can't remember	2	<b>0.5</b>	344	<b>1.1</b>
Not answered	8	<b>1.9</b>	594	<b>1.9</b>
	416		31,767	

**B5 - 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	5	<b>5.7</b>	1601	<b>15.6</b>
No	83	<b>94.3</b>	8411	<b>81.9</b>
Not answered	0	<b>0.0</b>	256	<b>2.5</b>
<b>Problem score - This Trust 5.7 %</b>	88		10,268	
<b>Problem score - All trusts 15.6%</b>				

**B6 - After you moved, did you mind sharing a sleeping area, for example a room or a bay, with patients of the opposite sex?**

Patients who minded sharing a sleeping area with patients of the opposite sex after being moved	This Trust		All trusts	
	n	%	n	%
* Yes	0	<b>0.0</b>	545	<b>34.0</b>
No	3	<b>60.0</b>	1006	<b>62.8</b>
Not answered	2	<b>40.0</b>	50	<b>3.1</b>
<b>Problem score - This Trust 0.0 %</b>	5		1,601	
<b>Problem score - All trusts 34%</b>				

**B7 - While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?**

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	58	<b>13.9</b>	7355	<b>23.2</b>
Yes, because it had special bathing equipment that I needed	9	<b>2.2</b>	543	<b>1.7</b>
No	292	<b>70.2</b>	19542	<b>61.5</b>
I did not use a bathroom or shower	23	<b>5.5</b>	1708	<b>5.4</b>
Don't know / Can't remember	14	<b>3.4</b>	1720	<b>5.4</b>
Not answered	20	<b>4.8</b>	899	<b>2.8</b>
	416		31,767	

**B7+ - While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?**

Patients using bath and shower area	This Trust		All trusts	
	n	%	n	%
* Yes	58	<b>14.8</b>	7355	<b>24.5</b>
Yes, because it had special bathing equipment that I needed	9	<b>2.3</b>	543	<b>1.8</b>
No	292	<b>74.3</b>	19542	<b>65.0</b>
Don't know / Can't remember	14	<b>3.6</b>	1720	<b>5.7</b>
Not answered	20	<b>5.1</b>	899	<b>3.0</b>
<b>Problem score - This Trust 14.8 %</b>	393		30,059	
<b>Problem score - All trusts 24.5%</b>				

**B8 - Were you ever bothered by noise at night from other patients?**

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	155	<b>37.3</b>	11702	<b>36.8</b>
No	257	<b>61.8</b>	19480	<b>61.3</b>
Not answered	4	<b>1.0</b>	585	<b>1.8</b>
<b>Problem score - This Trust 37.3 %</b>	416		31,767	
<b>Problem score - All trusts 36.8%</b>				

**B9 - Were you ever bothered by noise at night from hospital staff?**

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	50	<b>12.0</b>	6168	<b>19.4</b>
No	360	<b>86.5</b>	25042	<b>78.8</b>
Not answered	6	<b>1.4</b>	557	<b>1.8</b>
<b>Problem score - This Trust 12.0 %</b>	416		31,767	
<b>Problem score - All trusts 19.4%</b>				

**B10 - In your opinion, how clean was the hospital room or ward that you were in?**

All Patients	This Trust		All trusts	
	n	%	n	%
Very clean	319	<b>76.7</b>	19515	<b>61.4</b>
Fairly clean	82	<b>19.7</b>	10518	<b>33.1</b>
* Not very clean	7	<b>1.7</b>	1126	<b>3.5</b>
* Not at all clean	3	<b>0.7</b>	266	<b>0.8</b>
Not answered	5	<b>1.2</b>	342	<b>1.1</b>
<b>Problem score - This Trust 2.4 %</b>	416		31,767	
<b>Problem score - All trusts 4.4%</b>				

**B11 - How clean were the toilets and bathrooms that you used in hospital?**

All Patients	This Trust		All trusts	
	n	%	n	%
Very clean	274	<b>65.9</b>	16523	<b>52.0</b>
Fairly clean	115	<b>27.6</b>	11547	<b>36.3</b>
Not very clean	7	<b>1.7</b>	1972	<b>6.2</b>
Not at all clean	5	<b>1.2</b>	535	<b>1.7</b>
I did not use a toilet or bathroom	9	<b>2.2</b>	837	<b>2.6</b>
Not answered	6	<b>1.4</b>	353	<b>1.1</b>
	416		31,767	

### B11+ - How clean were the toilets and bathrooms that you used in hospital?

	This Trust		All trusts	
	n	%	n	%
Patients using toilet and bathroom facilities				
Very clean	274	<b>67.3</b>	16523	<b>53.4</b>
Fairly clean	115	<b>28.3</b>	11547	<b>37.3</b>
* Not very clean	7	<b>1.7</b>	1972	<b>6.4</b>
* Not at all clean	5	<b>1.2</b>	535	<b>1.7</b>
Not answered	6	<b>1.5</b>	353	<b>1.1</b>
<b>Problem score - This Trust 2.9 %</b>	407		30,930	
<b>Problem score - All trusts 8.1%</b>				

### B12 - Did you feel threatened during your stay in hospital by other patients or visitors?

	This Trust		All trusts	
	n	%	n	%
All Patients				
* Yes	10	<b>2.4</b>	1049	<b>3.3</b>
No	401	<b>96.4</b>	30314	<b>95.4</b>
Not answered	5	<b>1.2</b>	404	<b>1.3</b>
<b>Problem score - This Trust 2.4 %</b>	416		31,767	
<b>Problem score - All trusts 3.3%</b>				

### B13 - Did you have somewhere to keep your personal belongings whilst on the ward?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, and I could lock it if I wanted to	63	<b>15.1</b>	9281	<b>29.2</b>
Yes, but I could not lock it	293	<b>70.4</b>	17524	<b>55.2</b>
No	7	<b>1.7</b>	1004	<b>3.2</b>
I did not take any belongings to hospital	42	<b>10.1</b>	2783	<b>8.8</b>
Don't know / Can't remember	5	<b>1.2</b>	579	<b>1.8</b>
Not answered	6	<b>1.4</b>	596	<b>1.9</b>
	416		31,767	

### B13+ - Did you have somewhere to keep your personal belongings whilst on the ward?

	This Trust		All trusts	
	n	%	n	%
Patients who took personal belongings to hospital				
Yes, and I could lock it if I wanted to	63	<b>16.8</b>	9281	<b>32.0</b>
* Yes, but I could not lock it	293	<b>78.3</b>	17524	<b>60.5</b>
* No	7	<b>1.9</b>	1004	<b>3.5</b>
Don't know / Can't remember	5	<b>1.3</b>	579	<b>2.0</b>
Not answered	6	<b>1.6</b>	596	<b>2.1</b>
<b>Problem score - This Trust 80.2 %</b>	374		28,984	
<b>Problem score - All trusts 63.9%</b>				

## B14 - How would you rate the hospital food?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Very good	123	<b>29.6</b>	6711	<b>21.1</b>
Good	159	<b>38.2</b>	10813	<b>34.0</b>
Fair	82	<b>19.7</b>	8753	<b>27.6</b>
Poor	27	<b>6.5</b>	3839	<b>12.1</b>
I did not have any hospital food	16	<b>3.8</b>	1245	<b>3.9</b>
Not answered	9	<b>2.2</b>	406	<b>1.3</b>
	416		31,767	

## B14+ - How would you rate the hospital food?

	This Trust		All trusts	
	n	%	n	%
Patients who had hospital food				
Very good	123	<b>30.8</b>	6711	<b>22.0</b>
Good	159	<b>39.8</b>	10813	<b>35.4</b>
* Fair	82	<b>20.5</b>	8753	<b>28.7</b>
* Poor	27	<b>6.8</b>	3839	<b>12.6</b>
Not answered	9	<b>2.2</b>	406	<b>1.3</b>
<b>Problem score - This Trust 27.3 %</b>	400		30,522	
<b>Problem score - All trusts 41.3%</b>				

## B15 - Was there healthy food on the hospital menu?

	This Trust		All trusts	
	n	%	n	%
All patients (who had hospital food)				
Yes, always	228	<b>58.3</b>	15225	<b>56.8</b>
* Yes, sometimes	106	<b>27.1</b>	7624	<b>28.5</b>
* No	11	<b>2.8</b>	1016	<b>3.8</b>
Don't know / Can't remember	38	<b>9.7</b>	2400	<b>9.0</b>
Not answered	8	<b>2.0</b>	518	<b>1.9</b>
<b>Problem score - This Trust 29.9 %</b>	391		26,783	
<b>Problem score - All trusts 32.3%</b>				

## B16 - Were you offered a choice of food?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	320	<b>76.9</b>	24629	<b>77.5</b>
* Yes, sometimes	57	<b>13.7</b>	4458	<b>14.0</b>
* No	16	<b>3.8</b>	1805	<b>5.7</b>
Not answered	23	<b>5.5</b>	875	<b>2.8</b>
<b>Problem score - This Trust 17.5 %</b>	416		31,767	
<b>Problem score - All trusts 19.7%</b>				

### B17 - Did you get enough help from staff to eat your meals?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	98	<b>23.6</b>	6278	<b>19.8</b>
Yes, sometimes	17	<b>4.1</b>	1741	<b>5.5</b>
No	16	<b>3.8</b>	1660	<b>5.2</b>
I did not need help to eat meals	266	<b>63.9</b>	21104	<b>66.4</b>
Not answered	19	<b>4.6</b>	984	<b>3.1</b>
	416		31,767	

### B17+ - 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	98	<b>65.3</b>	6278	<b>58.9</b>
* Yes, sometimes	17	<b>11.3</b>	1741	<b>16.3</b>
* No	16	<b>10.7</b>	1660	<b>15.6</b>
Not answered	19	<b>12.7</b>	984	<b>9.2</b>
<b>Problem score - This Trust 22.0 %</b>	150		10,663	
<b>Problem score - All trusts 31.9%</b>				



## C. Doctors

### C1 - 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	264	<b>63.5</b>	19780	<b>62.3</b>
Yes, sometimes	88	<b>21.2</b>	7290	<b>22.9</b>
No	13	<b>3.1</b>	1400	<b>4.4</b>
I had no need to ask	45	<b>10.8</b>	2883	<b>9.1</b>
Not answered	6	<b>1.4</b>	414	<b>1.3</b>
	416		31,767	

### C1+ - When you had important questions to ask a doctor, did you get answers that you could understand?

Patients with important questions to ask doctors	This Trust		All trusts	
	n	%	n	%
Yes, always	264	<b>71.2</b>	19780	<b>68.5</b>
* Yes, sometimes	88	<b>23.7</b>	7290	<b>25.2</b>
* No	13	<b>3.5</b>	1400	<b>4.8</b>
Not answered	6	<b>1.6</b>	414	<b>1.4</b>
<b>Problem score - This Trust 27.2 %</b>	371		28,884	
<b>Problem score - All trusts 30.1%</b>				

### C2 - Did you have confidence and trust in the doctors treating you?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	335	<b>80.5</b>	25553	<b>80.4</b>
* Yes, sometimes	69	<b>16.6</b>	4899	<b>15.4</b>
* No	7	<b>1.7</b>	866	<b>2.7</b>
Not answered	5	<b>1.2</b>	449	<b>1.4</b>
<b>Problem score - This Trust 18.3 %</b>	416		31,767	
<b>Problem score - All trusts 18.1%</b>				

### C3 - Did doctors talk in front of you as if you weren't there?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, often	19	<b>4.6</b>	1762	<b>5.5</b>
* Yes, sometimes	88	<b>21.2</b>	6618	<b>20.8</b>
No	303	<b>72.8</b>	22896	<b>72.1</b>
Not answered	6	<b>1.4</b>	491	<b>1.5</b>
<b>Problem score - This Trust 25.8 %</b>	416		31,767	
<b>Problem score - All trusts 26.4%</b>				

#### C4 - If you ever needed to talk to a doctor, did you get the opportunity to do so?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	182	<b>43.8</b>	11185	<b>39.6</b>
Yes, sometimes	98	<b>23.6</b>	7905	<b>28.0</b>
No	26	<b>6.2</b>	2083	<b>7.4</b>
I had no need to talk to a doctor	105	<b>25.2</b>	6656	<b>23.5</b>
Not answered	5	<b>1.2</b>	448	<b>1.6</b>
	416		28,277	

#### C4+ - If you ever needed to talk to a doctor, did you get the opportunity to do so?

Patients needing the opportunity to talk to doctors	This Trust		All trusts	
	n	%	n	%
Yes, always	182	<b>58.5</b>	11185	<b>51.7</b>
* Yes, sometimes	98	<b>31.5</b>	7905	<b>36.6</b>
* No	26	<b>8.4</b>	2083	<b>9.6</b>
Not answered	5	<b>1.6</b>	448	<b>2.1</b>
<b>Problem score - This Trust 39.9 %</b>	311		21,621	
<b>Problem score - All trusts 46.2%</b>				

#### C5 - In your opinion, did the doctors who treated you know enough about your condition or treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
All the doctors knew enough	254	<b>61.1</b>	16982	<b>60.1</b>
Most of the doctors knew enough	89	<b>21.4</b>	6051	<b>21.4</b>
* Only some of the doctors knew enough	27	<b>6.5</b>	2425	<b>8.6</b>
* None of the doctors knew enough	7	<b>1.7</b>	568	<b>2.0</b>
Can't say	31	<b>7.5</b>	1871	<b>6.6</b>
Not answered	8	<b>1.9</b>	380	<b>1.3</b>
<b>Problem score - This Trust 8.2 %</b>	416		28,277	
<b>Problem score - All trusts 10.6%</b>				

#### C6 - As far as you know, did doctors wash or clean their hands between touching patients?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	165	<b>39.7</b>	15638	<b>49.2</b>
* Yes, sometimes	42	<b>10.1</b>	3419	<b>10.8</b>
* No	25	<b>6.0</b>	1410	<b>4.4</b>
Don't know / Can't remember	176	<b>42.3</b>	10853	<b>34.2</b>
Not answered	8	<b>1.9</b>	447	<b>1.4</b>
<b>Problem score - This Trust 16.1 %</b>	416		31,767	
<b>Problem score - All trusts 15.2%</b>				

## D. Nurses

### D1 - 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	284	<b>68.3</b>	18956	<b>59.7</b>
Yes, sometimes	64	<b>15.4</b>	7995	<b>25.2</b>
No	9	<b>2.2</b>	1239	<b>3.9</b>
I had no need to ask	50	<b>12.0</b>	3258	<b>10.3</b>
Not answered	9	<b>2.2</b>	319	<b>1.0</b>
	416		31,767	

### D1+ - When you had important questions to ask a nurse, did you get answers that you could understand?

Patients with important questions to ask nurses	This Trust		All trusts	
	n	%	n	%
Yes, always	284	<b>77.6</b>	18956	<b>66.5</b>
* Yes, sometimes	64	<b>17.5</b>	7995	<b>28.0</b>
* No	9	<b>2.5</b>	1239	<b>4.3</b>
Not answered	9	<b>2.5</b>	319	<b>1.1</b>
<b>Problem score - This Trust 20.0 %</b>	366		28,509	
<b>Problem score - All trusts 32.4%</b>				

### D2 - Did you have confidence and trust in the nurses treating you?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	339	<b>81.5</b>	23689	<b>74.6</b>
* Yes, sometimes	63	<b>15.1</b>	6798	<b>21.4</b>
* No	4	<b>1.0</b>	992	<b>3.1</b>
Not answered	10	<b>2.4</b>	288	<b>0.9</b>
<b>Problem score - This Trust 16.1 %</b>	416		31,767	
<b>Problem score - All trusts 24.5%</b>				

### D3 - Did nurses talk in front of you as if you were not there?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, often	12	<b>2.9</b>	1609	<b>5.1</b>
* Yes, sometimes	47	<b>11.3</b>	5119	<b>16.1</b>
No	349	<b>83.9</b>	24645	<b>77.6</b>
Not answered	8	<b>1.9</b>	394	<b>1.2</b>
<b>Problem score - This Trust 14.2 %</b>	416		31,767	
<b>Problem score - All trusts 21.2%</b>				

#### D4 - 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	294	<b>70.7</b>	18932	<b>59.6</b>
* There were sometimes enough nurses	86	<b>20.7</b>	9375	<b>29.5</b>
* There were rarely or never enough nurses	27	<b>6.5</b>	3110	<b>9.8</b>
Not answered	9	<b>2.2</b>	350	<b>1.1</b>
<b>Problem score - This Trust 27.2 %</b>	416		31,767	
<b>Problem score - All trusts 39.3%</b>				

#### D5 - In your opinion, did the nurses who treated you know enough about your condition or treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
All of the nurses knew enough	221	<b>53.1</b>	11744	<b>41.5</b>
Most of the nurses knew enough	128	<b>30.8</b>	9309	<b>32.9</b>
* Only some of the nurses knew enough	25	<b>6.0</b>	3943	<b>13.9</b>
* None of the nurses knew enough	7	<b>1.7</b>	803	<b>2.8</b>
Can't say	27	<b>6.5</b>	2167	<b>7.7</b>
Not answered	8	<b>1.9</b>	311	<b>1.1</b>
<b>Problem score - This Trust 7.7 %</b>	416		28,277	
<b>Problem score - All trusts 16.8%</b>				

#### D6 - As far as you know, did nurses wash or clean their hands between touching patients?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	225	<b>54.1</b>	18881	<b>59.4</b>
* Yes, sometimes	53	<b>12.7</b>	4478	<b>14.1</b>
* No	12	<b>2.9</b>	928	<b>2.9</b>
Don't know / Can't remember	117	<b>28.1</b>	7056	<b>22.2</b>
Not answered	9	<b>2.2</b>	424	<b>1.3</b>
<b>Problem score - This Trust 15.6 %</b>	416		31,767	
<b>Problem score - All trusts 17%</b>				

## E. Your Care and Treatment

### E1 - 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	18	<b>4.3</b>	2144	<b>6.7</b>
* Yes, sometimes	88	<b>21.2</b>	8178	<b>25.7</b>
No	306	<b>73.6</b>	20961	<b>66.0</b>
Not answered	4	<b>1.0</b>	484	<b>1.5</b>
<b>Problem score - This Trust 25.5 %</b>	416		31,767	
<b>Problem score - All trusts 32.5%</b>				

### E2 - 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	259	<b>62.3</b>	17030	<b>53.6</b>
* Yes, to some extent	125	<b>30.0</b>	11098	<b>34.9</b>
* No	26	<b>6.2</b>	3057	<b>9.6</b>
Not answered	6	<b>1.4</b>	582	<b>1.8</b>
<b>Problem score - This Trust 36.2 %</b>	416		31,767	
<b>Problem score - All trusts 44.6%</b>				

### E3 - How much information about your condition or treatment was given to you?

All Patients	This Trust		All trusts	
	n	%	n	%
* Not enough	58	<b>13.9</b>	5815	<b>18.3</b>
The right amount	343	<b>82.5</b>	25117	<b>79.1</b>
* Too much	4	<b>1.0</b>	260	<b>0.8</b>
Not answered	11	<b>2.6</b>	575	<b>1.8</b>
<b>Problem score - This Trust 14.9 %</b>	416		31,767	
<b>Problem score - All trusts 19.1%</b>				

**E4 - If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?**

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	133	<b>32.0</b>	9649	<b>30.4</b>
Yes, to some extent	94	<b>22.6</b>	8335	<b>26.2</b>
No	28	<b>6.7</b>	3218	<b>10.1</b>
No family or friends were involved	47	<b>11.3</b>	3266	<b>10.3</b>
My family did not want or need information	81	<b>19.5</b>	5328	<b>16.8</b>
I did not want my family or friends to talk to a doctor	22	<b>5.3</b>	1206	<b>3.8</b>
Not answered	11	<b>2.6</b>	765	<b>2.4</b>
	416		31,767	

**E4+ - If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?**

Patients with family or friends who wanted to talk to a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	133	<b>50.0</b>	9649	<b>43.9</b>
* Yes, to some extent	94	<b>35.3</b>	8335	<b>37.9</b>
* No	28	<b>10.5</b>	3218	<b>14.6</b>
Not answered	11	<b>4.1</b>	765	<b>3.5</b>
<b>Problem score - This Trust 45.8 %</b>	266		21,967	
<b>Problem score - All trusts 52.6%</b>				

**E5 - Did you find someone on the hospital staff to talk to about your worries and fears?**

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	104	<b>25.0</b>	8137	<b>25.6</b>
Yes, to some extent	80	<b>19.2</b>	6738	<b>21.2</b>
No	36	<b>8.7</b>	4007	<b>12.6</b>
I had no worries or fears	189	<b>45.4</b>	12265	<b>38.6</b>
Not answered	7	<b>1.7</b>	620	<b>2.0</b>
	416		31,767	

### E5+ - 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	104	<b>45.8</b>	8137	<b>41.7</b>
* Yes, to some extent	80	<b>35.2</b>	6738	<b>34.6</b>
* No	36	<b>15.9</b>	4007	<b>20.5</b>
Not answered	7	<b>3.1</b>	620	<b>3.2</b>
<b>Problem score - This Trust 51.1 %</b>	227		19,502	
<b>Problem score - All trusts 55.1%</b>				

### E6 - Were you given enough privacy when discussing your condition or treatment?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	285	<b>68.5</b>	21869	<b>68.8</b>
* Yes, sometimes	87	<b>20.9</b>	6578	<b>20.7</b>
* No	27	<b>6.5</b>	2424	<b>7.6</b>
Not answered	17	<b>4.1</b>	896	<b>2.8</b>
<b>Problem score - This Trust 27.4 %</b>	416		31,767	
<b>Problem score - All trusts 28.3%</b>				

### E7 - Were you given enough privacy when being examined or treated?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	359	<b>86.3</b>	27825	<b>87.6</b>
* Yes, sometimes	44	<b>10.6</b>	2995	<b>9.4</b>
* No	5	<b>1.2</b>	475	<b>1.5</b>
Not answered	8	<b>1.9</b>	472	<b>1.5</b>
<b>Problem score - This Trust 11.8 %</b>	416		31,767	
<b>Problem score - All trusts 10.9%</b>				

### E8 - Were you ever in any pain?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	269	<b>64.7</b>	20179	<b>63.5</b>
No	130	<b>31.2</b>	10298	<b>32.4</b>
Not answered	17	<b>4.1</b>	1290	<b>4.1</b>
	416		31,767	

### E9 - Do you think the hospital staff did everything they could to help control your pain?

Patients who experienced pain	This Trust		All trusts	
	n	%	n	%
Yes, definitely	216	<b>80.3</b>	14672	<b>72.7</b>
* Yes, to some extent	38	<b>14.1</b>	4294	<b>21.3</b>
* No	11	<b>4.1</b>	1035	<b>5.1</b>
Not answered	4	<b>1.5</b>	178	<b>0.9</b>
<b>Problem score - This Trust 18.2 %</b>	269		20,179	
<b>Problem score - All trusts 26.4%</b>				

### E10 - When you needed help from staff getting to the bathroom or toilet, did you get it in time?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	174	<b>41.8</b>	10039	<b>35.5</b>
Yes, sometimes	25	<b>6.0</b>	3397	<b>12.0</b>
No	8	<b>1.9</b>	1105	<b>3.9</b>
I did not need help	199	<b>47.8</b>	13095	<b>46.3</b>
Not answered	10	<b>2.4</b>	641	<b>2.3</b>
	416		28,277	

### E10+ - When you needed help from staff getting to the bathroom or toilet, did you get it in time?

Patients who needed help getting to the bathroom or toilet	This Trust		All trusts	
	n	%	n	%
Yes, always	174	<b>80.2</b>	10039	<b>66.1</b>
* Yes, sometimes	25	<b>11.5</b>	3397	<b>22.4</b>
* No	8	<b>3.7</b>	1105	<b>7.3</b>
Not answered	10	<b>4.6</b>	641	<b>4.2</b>
<b>Problem score - This Trust 15.2 %</b>	217		15,182	
<b>Problem score - All trusts 29.7%</b>				



**E11 - How many minutes after you used the call button did it usually take before you got the help you needed?**

All Patients	This Trust		All trusts	
	n	%	n	%
0 minutes/right away	46	<b>11.1</b>	3271	<b>10.3</b>
1-2 minutes	110	<b>26.4</b>	7508	<b>23.6</b>
3-5 minutes	55	<b>13.2</b>	4863	<b>15.3</b>
More than 5 minutes	9	<b>2.2</b>	2368	<b>7.5</b>
I never got help when I used the call button	3	<b>0.7</b>	330	<b>1.0</b>
I never used the call button	172	<b>41.3</b>	12362	<b>38.9</b>
Not answered	21	<b>5.0</b>	1065	<b>3.4</b>
	416		31,767	

**E11+ - How many minutes after you used the call button did it usually take before you got the help you needed?**

Patients who needed to use the call button	This Trust		All trusts	
	n	%	n	%
0 minutes/right away	46	<b>18.9</b>	3271	<b>16.9</b>
1-2 minutes	110	<b>45.1</b>	7508	<b>38.7</b>
3-5 minutes	55	<b>22.5</b>	4863	<b>25.1</b>
* More than 5 minutes	9	<b>3.7</b>	2368	<b>12.2</b>
* I never got help when I used the call button	3	<b>1.2</b>	330	<b>1.7</b>
Not answered	21	<b>8.6</b>	1065	<b>5.5</b>
<b>Problem score - This Trust 4.9 %</b>	244		19,405	
<b>Problem score - All trusts 13.9%</b>				

**E12 - During your stay in hospital, did you have any tests, x-rays or scans other than blood or urine tests?**

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	264	<b>63.5</b>	19358	<b>68.5</b>
No	135	<b>32.5</b>	8256	<b>29.2</b>
Not answered	17	<b>4.1</b>	663	<b>2.3</b>
	416		28,277	

**E13 - Did a doctor or nurse explain the results of the tests in a way that you could understand?**

Patients who had tests	This Trust		All trusts	
	n	%	n	%
Yes, completely	155	<b>58.7</b>	10788	<b>55.7</b>
* Yes, to some extent	71	<b>26.9</b>	5226	<b>27.0</b>
* No	14	<b>5.3</b>	1338	<b>6.9</b>
* I was never told the results of tests	20	<b>7.6</b>	1624	<b>8.4</b>
Not answered	4	<b>1.5</b>	382	<b>2.0</b>
<b>Problem score - This Trust 39.8 %</b>	264		19,358	
<b>Problem score - All trusts 42.3%</b>				

## F. Operations & Procedures

### F1 - During your stay in hospital, did you have an operation or procedure?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	258	<b>62.0</b>	20961	<b>66.0</b>
No	134	<b>32.2</b>	9593	<b>30.2</b>
Not answered	24	<b>5.8</b>	1213	<b>3.8</b>
	416		31,767	

### F2 - 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	201	<b>77.9</b>	17129	<b>81.7</b>
* Yes, to some extent	36	<b>14.0</b>	2736	<b>13.1</b>
* No	12	<b>4.7</b>	604	<b>2.9</b>
I did not want an explanation	7	<b>2.7</b>	310	<b>1.5</b>
Not answered	2	<b>0.8</b>	182	<b>0.9</b>
<b>Problem score - This Trust 18.7 %</b>	258		20,961	
<b>Problem score - All trusts 15.9%</b>				

### F3 - 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	182	<b>70.5</b>	15489	<b>73.9</b>
* Yes, to some extent	50	<b>19.4</b>	3920	<b>18.7</b>
* No	12	<b>4.7</b>	872	<b>4.2</b>
I did not want an explanation	10	<b>3.9</b>	432	<b>2.1</b>
Not answered	4	<b>1.6</b>	248	<b>1.2</b>
<b>Problem score - This Trust 24.1 %</b>	258		20,961	
<b>Problem score - All trusts 22.9%</b>				

### F4 - Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

Patients who had an operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes, completely	162	<b>62.8</b>	13908	<b>66.4</b>
Yes, to some extent	44	<b>17.1</b>	3532	<b>16.9</b>
No	6	<b>2.3</b>	499	<b>2.4</b>
I did not have any questions	42	<b>16.3</b>	2729	<b>13.0</b>
Not answered	4	<b>1.6</b>	293	<b>1.4</b>
	258		20,961	

**F4+ - 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 questions for staff before an operation/procedure				
Yes, completely	162	<b>75.0</b>	13908	<b>76.3</b>
* Yes, to some extent	44	<b>20.4</b>	3532	<b>19.4</b>
* No	6	<b>2.8</b>	499	<b>2.7</b>
Not answered	4	<b>1.9</b>	293	<b>1.6</b>
<b>Problem score - This Trust 23.2 %</b>	216		18,232	
<b>Problem score - All trusts 22.1%</b>				

**F5 - 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	149	<b>57.8</b>	12235	<b>58.4</b>
* Yes, to some extent	69	<b>26.7</b>	5525	<b>26.4</b>
* No	33	<b>12.8</b>	2854	<b>13.6</b>
Not answered	7	<b>2.7</b>	347	<b>1.7</b>
<b>Problem score - This Trust 39.5 %</b>	258		20,961	
<b>Problem score - All trusts 40%</b>				

**F6 - 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	218	<b>84.5</b>	18109	<b>86.4</b>
No	35	<b>13.6</b>	2442	<b>11.7</b>
Not answered	5	<b>1.9</b>	410	<b>2.0</b>
	258		20,961	

**F7 - 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	183	<b>83.9</b>	15355	<b>84.8</b>
* Yes, to some extent	24	<b>11.0</b>	1910	<b>10.5</b>
* No	8	<b>3.7</b>	657	<b>3.6</b>
Not answered	3	<b>1.4</b>	187	<b>1.0</b>
<b>Problem score - This Trust 14.7 %</b>	218		18,109	
<b>Problem score - All trusts 14.2%</b>				

**F8 - After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?**

Patients who had an operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes, completely	177	<b>68.6</b>	13653	<b>65.1</b>
* Yes, to some extent	56	<b>21.7</b>	4569	<b>21.8</b>
* No	18	<b>7.0</b>	2255	<b>10.8</b>
Not answered	7	<b>2.7</b>	484	<b>2.3</b>
<b>Problem score - This Trust 28.7 %</b>	258		20,961	
<b>Problem score - All trusts 32.6%</b>				

## G. Leaving Hospital

### G1 - Did you feel you were involved in decisions about your discharge from hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	236	<b>56.7</b>	15575	<b>49.0</b>
* Yes, to some extent	90	<b>21.6</b>	8022	<b>25.3</b>
* No	39	<b>9.4</b>	4107	<b>12.9</b>
I did not need to be involved	41	<b>9.9</b>	3317	<b>10.4</b>
Not answered	10	<b>2.4</b>	746	<b>2.3</b>
<b>Problem score - This Trust 31.0 %</b>	416		31,767	
<b>Problem score - All trusts 38.2%</b>				

### G2 - On the day you left hospital, was your discharge delayed for any reason?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	119	<b>28.6</b>	11839	<b>37.3</b>
No	282	<b>67.8</b>	18943	<b>59.6</b>
Not answered	15	<b>3.6</b>	985	<b>3.1</b>
<b>Problem score - This Trust 28.6 %</b>	416		31,767	
<b>Problem score - All trusts 37.3%</b>				

### G3 - What was the MAIN reason for the delay? (Tick ONE only)

Patients whose discharge was delayed	This Trust		All trusts	
	n	%	n	%
I had to wait for medicines	74	<b>62.2</b>	6842	<b>57.8</b>
I had to wait to see the doctor	18	<b>15.1</b>	1833	<b>15.5</b>
I had to wait for an ambulance	3	<b>2.5</b>	915	<b>7.7</b>
Something else	11	<b>9.2</b>	1468	<b>12.4</b>
Not answered	13	<b>10.9</b>	781	<b>6.6</b>
	119		11,839	

### G4 - How long was the delay?

Patients whose discharge was delayed	This Trust		All trusts	
	n	%	n	%
Up to 1 hour	22	<b>18.5</b>	1887	<b>15.9</b>
* Longer than 1 hour but no longer than 2 hours	42	<b>35.3</b>	3354	<b>28.3</b>
* Longer than 2 hours but no longer than 4 hours	37	<b>31.1</b>	3860	<b>32.6</b>
* Longer than 4 hours	15	<b>12.6</b>	2535	<b>21.4</b>
Not answered	3	<b>2.5</b>	203	<b>1.7</b>
<b>Problem score - This Trust 79.0 %</b>	119		11,839	
<b>Problem score - All trusts 82.3%</b>				

**G5 - Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?**

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	221	<b>53.1</b>	19710	<b>62.0</b>
* No	178	<b>42.8</b>	10849	<b>34.2</b>
Not answered	17	<b>4.1</b>	1208	<b>3.8</b>
<b>Problem score - This Trust 42.8 %</b>	416		31,767	
<b>Problem score - All trusts 34.2%</b>				

**G6 - Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?**

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, completely	269	<b>64.7</b>	18598	<b>58.5</b>
Yes, to some extent	34	<b>8.2</b>	3455	<b>10.9</b>
No	14	<b>3.4</b>	1719	<b>5.4</b>
I did not need an explanation	44	<b>10.6</b>	3089	<b>9.7</b>
I had no medicines	45	<b>10.8</b>	3956	<b>12.5</b>
Not answered	10	<b>2.4</b>	950	<b>3.0</b>
	416		31,767	

**G6+ - Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?**

Patients given medication to take home	This Trust		All trusts	
	n	%	n	%
Yes, completely	269	<b>72.5</b>	18598	<b>66.9</b>
* Yes, to some extent	34	<b>9.2</b>	3455	<b>12.4</b>
* No	14	<b>3.8</b>	1719	<b>6.2</b>
I did not need an explanation	44	<b>11.9</b>	3089	<b>11.1</b>
Not answered	10	<b>2.7</b>	950	<b>3.4</b>
<b>Problem score - This Trust 13.0 %</b>	371		27,811	
<b>Problem score - All trusts 18.6%</b>				

**G7 - Did a member of staff tell you about medication side effects to watch for when you went home?**

Patients given medication to take home	This Trust		All trusts	
	n	%	n	%
Yes, completely	119	<b>33.0</b>	8174	<b>30.4</b>
* Yes, to some extent	46	<b>12.7</b>	3662	<b>13.6</b>
* No	93	<b>25.8</b>	8154	<b>30.4</b>
I did not need an explanation	102	<b>28.3</b>	6485	<b>24.1</b>
Not answered	1	<b>0.3</b>	386	<b>1.4</b>
<b>Problem score - This Trust 38.5 %</b>	361		26,861	
<b>Problem score - All trusts 44%</b>				

### G8 - Were you told how to take your medication in a way you could understand?

Patients given medication to take home	This Trust		All trusts	
	n	%	n	%
Yes, definitely	229	<b>63.4</b>	16393	<b>61.0</b>
* Yes, to some extent	28	<b>7.8</b>	2860	<b>10.6</b>
* No	20	<b>5.5</b>	1581	<b>5.9</b>
I did not need to be told how to take my medication	80	<b>22.2</b>	5688	<b>21.2</b>
Not answered	4	<b>1.1</b>	339	<b>1.3</b>
<b>Problem score - This Trust 13.3 %</b>	361		26,861	
<b>Problem score - All trusts 16.5%</b>				

### G9 - Were you given clear written or printed information about your medicines?

Patients given medication to take home	This Trust		All trusts	
	n	%	n	%
Yes, completely	237	<b>65.7</b>	17346	<b>64.6</b>
* Yes, to some extent	50	<b>13.9</b>	3752	<b>14.0</b>
* No	53	<b>14.7</b>	4057	<b>15.1</b>
Don't know / Can't remember	16	<b>4.4</b>	1104	<b>4.1</b>
Not answered	5	<b>1.4</b>	602	<b>2.2</b>
<b>Problem score - This Trust 28.6 %</b>	361		26,861	
<b>Problem score - All trusts 29.1%</b>				

### G10 - Did a member of staff tell you about any danger signals you should watch for after you went home?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, completely	113	<b>27.2</b>	10088	<b>31.8</b>
* Yes, to some extent	57	<b>13.7</b>	4858	<b>15.3</b>
* No	85	<b>20.4</b>	8376	<b>26.4</b>
It was not necessary	149	<b>35.8</b>	7529	<b>23.7</b>
Not answered	12	<b>2.9</b>	916	<b>2.9</b>
<b>Problem score - This Trust 34.1 %</b>	416		31,767	
<b>Problem score - All trusts 41.7%</b>				



**G11 - Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?**

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	129	<b>31.0</b>	9692	<b>30.5</b>
Yes, to some extent	46	<b>11.1</b>	4658	<b>14.7</b>
No	54	<b>13.0</b>	6530	<b>20.6</b>
No family or friends were involved	80	<b>19.2</b>	4501	<b>14.2</b>
My family or friends did not want or need information	93	<b>22.4</b>	5384	<b>16.9</b>
Not answered	14	<b>3.4</b>	1002	<b>3.2</b>
	416		31,767	

**G11+ - Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?**

Patients with family or friends who wanted information	This Trust		All trusts	
	n	%	n	%
Yes, definitely	129	<b>53.1</b>	9692	<b>44.3</b>
* Yes, to some extent	46	<b>18.9</b>	4658	<b>21.3</b>
* No	54	<b>22.2</b>	6530	<b>29.8</b>
Not answered	14	<b>5.8</b>	1002	<b>4.6</b>
<b>Problem score - This Trust 41.1 %</b>	243		21,882	
<b>Problem score - All trusts 51.1%</b>				

**G12 - Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?**

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	294	<b>70.7</b>	22323	<b>70.3</b>
* No	77	<b>18.5</b>	6465	<b>20.4</b>
Don't know/ Can't remember	32	<b>7.7</b>	2122	<b>6.7</b>
Not answered	13	<b>3.1</b>	857	<b>2.7</b>
<b>Problem score - This Trust 18.5 %</b>	416		31,767	
<b>Problem score - All trusts 20.4%</b>				

**G13 - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?**

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, I received copies	109	<b>26.2</b>	12951	<b>40.8</b>
* No, I did not receive copies	262	<b>63.0</b>	15524	<b>48.9</b>
Not sure / Don't know	37	<b>8.9</b>	2573	<b>8.1</b>
Not answered	8	<b>1.9</b>	719	<b>2.3</b>
<b>Problem score - This Trust 63.0 %</b>	416		31,767	
<b>Problem score - All trusts 48.9%</b>				

## J. Overall

### J1 - 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	357	<b>85.8</b>	25319	<b>79.7</b>
* Yes, sometimes	50	<b>12.0</b>	5241	<b>16.5</b>
* No	2	<b>0.5</b>	773	<b>2.4</b>
Not answered	7	<b>1.7</b>	434	<b>1.4</b>
<b>Problem score - This Trust 12.5 %</b>	416		31,767	
<b>Problem score - All trusts 18.9%</b>				

### J2 - How would you rate how well the doctors and nurses worked together?

All Patients	This Trust		All trusts	
	n	%	n	%
Excellent	192	<b>46.2</b>	12768	<b>40.2</b>
Very good	158	<b>38.0</b>	12090	<b>38.1</b>
Good	45	<b>10.8</b>	4239	<b>13.3</b>
* Fair	10	<b>2.4</b>	1551	<b>4.9</b>
* Poor	1	<b>0.2</b>	485	<b>1.5</b>
Not answered	10	<b>2.4</b>	634	<b>2.0</b>
<b>Problem score - This Trust 2.6 %</b>	416		31,767	
<b>Problem score - All trusts 6.4%</b>				

### J3 - Overall, how would you rate the care you received?

All Patients	This Trust		All trusts	
	n	%	n	%
Excellent	222	<b>53.4</b>	14257	<b>44.9</b>
Very good	138	<b>33.2</b>	10981	<b>34.6</b>
Good	31	<b>7.5</b>	3899	<b>12.3</b>
* Fair	11	<b>2.6</b>	1496	<b>4.7</b>
* Poor	4	<b>1.0</b>	611	<b>1.9</b>
Not answered	10	<b>2.4</b>	523	<b>1.6</b>
<b>Problem score - This Trust 3.6 %</b>	416		31,767	
<b>Problem score - All trusts 6.6%</b>				

### J4 - Are you confident that the hospital is keeping your personal information / health records secure and confidential?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	372	<b>89.4</b>	24102	<b>85.2</b>
* No	20	<b>4.8</b>	2327	<b>8.2</b>
Not answered	24	<b>5.8</b>	1848	<b>6.5</b>
<b>Problem score - This Trust 4.8 %</b>	416		28,277	
<b>Problem score - All trusts 8.2%</b>				

### J5 - Would you recommend this hospital to your family and friends?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	332	<b>79.8</b>	18944	<b>67.0</b>
Yes, probably	65	<b>15.6</b>	7084	<b>25.1</b>
* No	7	<b>1.7</b>	1630	<b>5.8</b>
Not answered	12	<b>2.9</b>	619	<b>2.2</b>
<b>Problem score - This Trust 1.7 %</b>	416		28,277	
<b>Problem score - All trusts 5.8%</b>				

### J6 - During your hospital stay, were you ever asked to give your views on the quality of your care?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	23	<b>5.5</b>	2806	<b>8.8</b>
* No	361	<b>86.8</b>	25709	<b>80.9</b>
Don't know / Can't remember	24	<b>5.8</b>	2635	<b>8.3</b>
Not answered	8	<b>1.9</b>	617	<b>1.9</b>
<b>Problem score - This Trust 86.8 %</b>	416		31,767	
<b>Problem score - All trusts 80.9%</b>				

### J7 - While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	95	<b>22.8</b>	9902	<b>31.2</b>
* No	223	<b>53.6</b>	13872	<b>43.7</b>
Don't know / Can't remember	91	<b>21.9</b>	7289	<b>22.9</b>
Not answered	7	<b>1.7</b>	704	<b>2.2</b>
<b>Problem score - This Trust 53.6 %</b>	416		31,767	
<b>Problem score - All trusts 43.7%</b>				

### J8 - Did you want to complain about the care you received in hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	21	<b>5.0</b>	2107	<b>6.6</b>
No	379	<b>91.1</b>	28546	<b>89.9</b>
Not answered	16	<b>3.8</b>	1114	<b>3.5</b>
<b>Problem score - This Trust 5.0 %</b>	416		31,767	
<b>Problem score - All trusts 6.6%</b>				

## J9 - Did hospital staff give you the information you needed to do this?

Patients who wanted to complain	This Trust		All trusts	
	n	%	n	%
Yes, completely	3	<b>14.3</b>	233	<b>12.8</b>
* Yes, to some extent	3	<b>14.3</b>	276	<b>15.1</b>
* No	13	<b>61.9</b>	1199	<b>65.8</b>
Not answered	2	<b>9.5</b>	114	<b>6.3</b>
<b>Problem score - This Trust 76.2 %</b>	21		1,822	
<b>Problem score - All trusts 81%</b>				

## K. About You

### K1 - Are you male or female?

All Patients	This Trust		All trusts	
	n	%	n	%
Male	184	<b>44.2</b>	14177	<b>44.6</b>
Female	225	<b>54.1</b>	17142	<b>54.0</b>
Not answered	7	<b>1.7</b>	448	<b>1.4</b>
	416		31,767	

### K2 - What was your year of birth?

All Patients	This Trust		All trusts	
	n	%	n	%
Under 20	2	<b>0.5</b>	160	<b>0.5</b>
20-29	22	<b>5.3</b>	1287	<b>4.1</b>
30-39	22	<b>5.3</b>	2083	<b>6.6</b>
40-49	55	<b>13.2</b>	3464	<b>10.9</b>
50-59	57	<b>13.7</b>	4690	<b>14.8</b>
60-69	74	<b>17.8</b>	6924	<b>21.8</b>
70-79	108	<b>26.0</b>	7158	<b>22.5</b>
80-89	57	<b>13.7</b>	4403	<b>13.9</b>
90+	9	<b>2.2</b>	687	<b>2.2</b>
Not answered	10	<b>2.4</b>	911	<b>2.9</b>
	416		31,767	

### K3 - What is your religion?

All Patients	This Trust		All trusts	
	n	%	n	%
None	46	<b>11.1</b>	3212	<b>11.4</b>
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	306	<b>73.6</b>	20697	<b>73.2</b>
Muslim	0	<b>0.0</b>	618	<b>2.2</b>
Hindu	1	<b>0.2</b>	263	<b>0.9</b>
Sikh	0	<b>0.0</b>	164	<b>0.6</b>
Jewish	1	<b>0.2</b>	125	<b>0.4</b>
Buddhist	2	<b>0.5</b>	62	<b>0.2</b>
Any other religion	1	<b>0.2</b>	352	<b>1.2</b>
Not answered	59	<b>14.2</b>	2784	<b>9.8</b>
	416		28,277	

#### K4 - Were your religious beliefs respected by the hospital staff?

	This Trust		All trusts	
	n	%	n	%
Patients who have religious beliefs				
Yes, always	71	<b>22.8</b>	4878	<b>21.9</b>
Yes, sometimes	0	<b>0.0</b>	431	<b>1.9</b>
No	2	<b>0.6</b>	194	<b>0.9</b>
My beliefs were not an issue during my hospital stay	216	<b>69.5</b>	15154	<b>68.0</b>
Not answered	22	<b>7.1</b>	1622	<b>7.3</b>
	311		22,279	

#### K4+ - Were your religious beliefs respected by the hospital staff?

	This Trust		All trusts	
	n	%	n	%
Patients whose religious beliefs were an issue				
Yes, always	71	<b>74.7</b>	4878	<b>68.5</b>
* Yes, sometimes	0	<b>0.0</b>	431	<b>6.0</b>
* No	2	<b>2.1</b>	194	<b>2.7</b>
Not answered	22	<b>23.2</b>	1622	<b>22.8</b>
<b>Problem score - This Trust 2.1 %</b>	95		7,125	
<b>Problem score - All trusts 8.8%</b>				

#### K5 - Were you able to practice your religious beliefs in the way you want to in hospital?

	This Trust		All trusts	
	n	%	n	%
Patients who have religious beliefs				
Yes, always	48	<b>15.4</b>	3392	<b>15.2</b>
Yes, sometimes	3	<b>1.0</b>	505	<b>2.3</b>
No	3	<b>1.0</b>	290	<b>1.3</b>
I did not want or need to practice my religious beliefs whilst in hospital	231	<b>74.3</b>	16247	<b>72.9</b>
Not answered	26	<b>8.4</b>	1845	<b>8.3</b>
	311		22,279	

#### K5+ - Were you able to practice your religious beliefs in the way you want to in hospital?

	This Trust		All trusts	
	n	%	n	%
Patients who wished to practice their religious beliefs				
Yes, always	48	<b>60.0</b>	3392	<b>56.2</b>
* Yes, sometimes	3	<b>3.8</b>	505	<b>8.4</b>
* No	3	<b>3.8</b>	290	<b>4.8</b>
Not answered	26	<b>32.5</b>	1845	<b>30.6</b>
<b>Problem score - This Trust 7.6 %</b>	80		6,032	
<b>Problem score - All trusts 13.2%</b>				

## K6 - How old were you when you left full-time education?

All Patients	This Trust		All trusts	
	n	%	n	%
16 years or less	235	<b>56.5</b>	16762	<b>59.3</b>
17 or 18 years	95	<b>22.8</b>	4302	<b>15.2</b>
19 years or over	50	<b>12.0</b>	4259	<b>15.1</b>
Still in full-time education	3	<b>0.7</b>	426	<b>1.5</b>
Not answered	33	<b>7.9</b>	2527	<b>8.9</b>
	416		28,276	

## K7 - Overall, how would you rate your health during the past 4 weeks?

All Patients	This Trust		All trusts	
	n	%	n	%
Excellent	35	<b>8.4</b>	2495	<b>7.9</b>
Very good	85	<b>20.4</b>	5764	<b>18.1</b>
Good	105	<b>25.2</b>	8295	<b>26.1</b>
Fair	104	<b>25.0</b>	8982	<b>28.3</b>
Poor	39	<b>9.4</b>	3465	<b>10.9</b>
Very poor	12	<b>2.9</b>	992	<b>3.1</b>
Not answered	36	<b>8.7</b>	1773	<b>5.6</b>
	416		31,766	

## K8 - Do you have any of the following long-standing conditions?

All Patients	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	41	<b>9.9</b>	3342	<b>10.5</b>
Blindness or partially sighted	21	<b>5.0</b>	1261	<b>4.0</b>
A long-standing physical condition	96	<b>23.1</b>	8162	<b>25.7</b>
A learning disability	3	<b>0.7</b>	353	<b>1.1</b>
A mental health condition	16	<b>3.8</b>	1190	<b>3.7</b>
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	89	<b>21.4</b>	8659	<b>27.3</b>
No, I do not have a long-standing condition	168	<b>40.4</b>	11762	<b>37.0</b>
Not answered	49	<b>11.8</b>	3255	<b>10.2</b>
	416		31,760	

### K9 - Does this condition(s) cause you difficulty with any of the following?

Patients with a long-standing condition	This Trust		All trusts	
	n	%	n	%
Everyday activities that people your age can usually do	105	<b>52.8</b>	9698	<b>58.1</b>
At work, in education, or training	36	<b>18.1</b>	2475	<b>14.8</b>
Access to buildings, streets or vehicles	49	<b>24.6</b>	4447	<b>26.6</b>
Reading or writing	24	<b>12.1</b>	1790	<b>10.7</b>
People's attitudes to you because of your condition	17	<b>8.5</b>	1885	<b>11.3</b>
Communicating, mixing with others, or socialising	31	<b>15.6</b>	3033	<b>18.2</b>
Any other activity	24	<b>12.1</b>	2670	<b>16.0</b>
No difficulty with any of these	55	<b>27.6</b>	3951	<b>23.7</b>
Not answered	14	<b>7.0</b>	1117	<b>6.7</b>
	199		16,687	

### K10 - To which of these ethnic groups would you say you belong? (Tick ONE only)

All Patients	This Trust		All trusts	
	n	%	n	%
British	338	<b>81.2</b>	26464	<b>83.3</b>
Irish	8	<b>1.9</b>	586	<b>1.8</b>
Any other White background	25	<b>6.0</b>	950	<b>3.0</b>
White and Black Caribbean	0	<b>0.0</b>	43	<b>0.1</b>
White and Black African	0	<b>0.0</b>	52	<b>0.2</b>
White and Asian	0	<b>0.0</b>	74	<b>0.2</b>
Any other Mixed background	1	<b>0.2</b>	51	<b>0.2</b>
Indian	1	<b>0.2</b>	154	<b>0.5</b>
Pakistani	0	<b>0.0</b>	92	<b>0.3</b>
Bangladeshi	0	<b>0.0</b>	28	<b>0.1</b>
Any other Asian background	1	<b>0.2</b>	47	<b>0.1</b>
Caribbean	0	<b>0.0</b>	90	<b>0.3</b>
African	0	<b>0.0</b>	117	<b>0.4</b>
Any other Black background	0	<b>0.0</b>	8	<b>0.0</b>
Chinese	0	<b>0.0</b>	22	<b>0.1</b>
Any other	0	<b>0.0</b>	23	<b>0.1</b>
Not answered	42	<b>10.1</b>	2966	<b>9.3</b>
	416		31,767	





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 tick  clearly inside one box using a black or blue pen.

Sometimes you will find the box you have ticked 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 cross out the mistake and put a tick 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 the Picker Institute Europe FREEPHONE helpline number: 0800 783 2896.

Taking part in this survey is voluntary.

**Your answers will be treated in confidence.**



Please return this questionnaire to:  
Picker Institute Europe, FREEPOST NATW1240, Airfield Industrial Estate, Warboys, HUNTINGDON,  
PE28 2BR

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

## A. ADMISSION TO HOSPITAL

**A1.** Was your most recent hospital stay planned in advance or an emergency?

- 1  Emergency or urgent  
→ Go to Question A2
- 2  Waiting list or planned in advance  
→ Go to Question A12
- 3  Something else  
→ Go to Question A2

## EMERGENCY CARE

**A2.** Did you travel to the hospital by ambulance?

- 1  Yes → Go to Question A3
- 2  No → Go to Question A7

**A3.** Were the ambulance crew reassuring?

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

**A4.** Did the ambulance crew explain your care and treatment in a way you could understand?

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

**A5.** Did the ambulance crew do everything they could to help control your pain?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  I did not have any pain

**A6.** Overall, did the ambulance crew treat you with respect and dignity?

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

## THE EMERGENCY DEPARTMENT

**A7.** When you arrived at the hospital, did you go to the Emergency Department (Casualty / A&E / Medical or Surgical Admissions unit)?

- 1  Yes → Go to Question A8
- 2  No → Go to Question A12

**A8.** Did you think the order in which patients were seen in the Emergency Department was fair?

- 1  Yes
- 2  No
- 3  Can't say / Don't know

**A9.** While you were in the Emergency 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

**A10.** Were you given enough privacy when being examined or treated in the Emergency Department?

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

**A11.** Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

- 1  Less than 1 hour
- 2  At least 1 hour but less than 2 hours
- 3  At least 2 hours but less than 4 hours
- 4  At least 4 hours but less than 8 hours
- 5  8 hours or longer
- 6  Can't remember
- 7  I did not have to wait

**EMERGENCY & URGENTLY ADMITTED PATIENTS, now please go to Question A20**

**WAITING LIST & PLANNED ADMISSION PATIENTS, please continue to Question A12**

### **WAITING LIST OR PLANNED ADMISSION**

**A12.** When you were referred to see a specialist, were you offered a choice of **hospital** for your first hospital appointment?

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

**A13.** Who referred you to see a specialist?

- 1  A doctor from my local general practice
- 2  Any other doctor or specialist
- 3  A practice nurse or nurse practitioner
- 4  Any other health professional (for example, a dentist, optometrist or physiotherapist)
- 5  Don't know / Can't remember

**Thinking about the person who referred you to hospital...**

**A14.** Overall, from the time you first talked to this health professional about being referred to a hospital, how long did you wait to be admitted to hospital?

- 1  Up to 1 month
- 2  1 to 2 months
- 3  3 to 4 months
- 4  5 to 6 months
- 5  More than 6 months
- 6  Don't know / Can't remember

**A15.** 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

**A16.** Were you given a choice of **admission dates**?

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

**A17.** 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

**A18.** Before being admitted to hospital, were you given any printed information about **the hospital**?

- 1  Yes
- 2  No

**A19.** Before being admitted to hospital, were you given any printed information about **your condition or treatment**?

- 1  Yes
- 2  No

## ALL TYPES OF ADMISSION

**A20.** 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 → **Go to A21**
- 2  Yes, to some extent → **Go to A21**
- 3  No → **Go to B1**

**A21.** Did a member of staff explain why you had to wait?

- 1  Yes
- 2  No

## B. THE HOSPITAL AND WARD

**B1.** While in hospital, did you ever stay in a critical care area (Intensive Care Unit, High Dependency Unit or Coronary Care Unit)?

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

**B2.** 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 → **Go to B3**

2  No → **Go to B4**

**B3.** When you were **first** admitted, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

1  Yes

2  No

**B4.** During your stay in hospital, how many wards did you stay in?

1  1 → **Go to B7**

2  2 → **Go to B5**

3  3 or more → **Go to B5**

4  Don't know / Can't remember  
→ **Go to B7**

**B5.** **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 → **Go to Question B6**

2  No → **Go to Question B7**

**B6.** **After you moved**, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

1  Yes

2  No

**B7.** 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

**B8.** Were you ever bothered by noise **at night** from **other patients**?

1  Yes

2  No

**B9.** Were you ever bothered by noise **at night** from **hospital staff**?

1  Yes

2  No

**B10.** 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

**B11.**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

**B12.**Did you feel threatened during your stay in hospital by other patients or visitors?

- 1  Yes
- 2  No

**B13.**Did you have somewhere to keep your personal belongings whilst on the ward?

- 1  Yes, and I could lock it if I wanted to
- 2  Yes, but I could not lock it
- 3  No
- 4  I did not take any belongings to hospital
- 5  Don't know / Can't remember

**B14.**How would you rate the hospital food?

- 1  Very good → **Go to B15**
- 2  Good → **Go to B15**
- 3  Fair → **Go to B15**
- 4  Poor → **Go to B15**
- 5  I did not have any hospital food → **Go to B16**

**B15.**Was there healthy food on the hospital menu?

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

**B16.**Were you offered a choice of food?

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

**B17.**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

## **C. DOCTORS**

**C1.** 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

**C2.** Did you have confidence and trust in the doctors treating you?

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



**C3.** Did doctors talk in front of you as if you weren't there?

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

**C4.** If you ever needed to talk to a doctor, did you get the opportunity to do so?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  I had no need to talk to a doctor

**C5.** In your opinion, did the doctors who treated you know enough about your condition or treatment?

- 1  All the doctors knew enough
- 2  Most of the doctors knew enough
- 3  Only some of the doctors knew enough
- 4  None of the doctors knew enough
- 5  Can't say

**C6.** As far as you know, did doctors wash or clean their hands between touching patients?

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

## D. NURSES

**D1.** 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

**D2.** Did you have confidence and trust in the nurses treating you?

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

**D3.** Did nurses talk in front of you as if you weren't there?

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

**D4.** 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

**D5.** In your opinion, did the nurses who treated you know enough about your condition or treatment?

- 1  All of the nurses knew enough
- 2  Most of the nurses knew enough
- 3  Only some of the nurses knew enough
- 4  None of the nurses knew enough
- 5  Can't say

**D6.** As far as you know, did nurses wash or clean their hands between touching patients?

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

## **E. YOUR CARE AND TREATMENT**

**E1.** 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

**E2.** 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

**E3.** How much information about your condition or treatment was given to **you**?

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

**E4.** If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  No family or friends were involved
- 5  My family did not want or need information
- 6  I did not want my family or friends to talk to a doctor

**E5.** 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

**E6.** Were you given enough privacy when discussing your condition or treatment?

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

E7. Were you given enough privacy when being examined or treated?

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

E8. Were you ever in any pain?

- 1  Yes → **Go to Question E9**
- 2  No → **Go to Question E10**

E9. 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

E10. When you needed help from staff getting to the bathroom or toilet, did you get it in time?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  I did not need help

E11. 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

E12. During your stay in hospital, did you have any tests, x-rays or scans other than blood or urine tests?

- 1  Yes → **Go to E13**
- 2  No → **Go to F1**

E13. Did a doctor or nurse explain the results of the tests in a way that you could understand?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  I was never told the results of tests

## F. OPERATIONS & PROCEDURES

F1. During your stay in hospital, did you have an operation or procedure?

- 1  Yes → **Go to Question F2**
- 2  No → **Go to Question G1**

F2. 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

F3. 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

**F4.** 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

**F5.** 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

**F6.** 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 Question F7**
- 2  No → **Go to Question F8**

**F7.** 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

**F8.** 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

## G. LEAVING HOSPITAL

**G1.** 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 need to be involved

**G2.** On the day you left hospital, was your discharge delayed for any reason?

- 1  Yes → **Go to Question G3**
- 2  No → **Go to Question G5**

**G3.** What was the **MAIN** reason for the delay? (**Tick ONE 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

**G4.** 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

**G5.** 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

**G6.** 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 Question G7

2  Yes, to some extent

→ Go to Question G7

3  No → Go to Question G7

4  I did not need an explanation

→ Go to Question G7

5  I had no medicines

→ Go to Question G10

**G7.** 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

**G8.** 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

**G9.** Were you given clear written or printed information about your medicines?

1  Yes, completely

2  Yes, to some extent

3  No

4  Don't know / Can't remember

**G10.** 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

**G11.** 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

**G12.** 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

**G13.** Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

1  Yes, I received copies

2  No, I did not receive copies

3  Not sure / Don't know

## J. OVERALL

J1. 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

J2. How would you rate how well the doctors and nurses worked together?

- 1  Excellent  
2  Very good  
3  Good  
4  Fair  
5  Poor

J3. Overall, how would you rate the care you received?

- 1  Excellent  
2  Very good  
3  Good  
4  Fair  
5  Poor

J4. Are you confident that the hospital is keeping your personal information / health records secure and confidential?

- 1  Yes  
2  No

J5. Would you recommend this hospital to your family and friends?

- 1  Yes, definitely  
2  Yes, probably  
3  No

J6. 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

J7. While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?

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

J8. Did you want to complain about the care you received in hospital?

- 1  Yes → **Go to Question J9**  
2  No → **Go to Question K1**

J9. Did hospital staff give you the information you needed to do this?

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

## K. ABOUT YOU

K1. Are you male or female?

- 1  Male  
2  Female

K2. What was your **year** of birth?

(Please write in) e.g. 

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

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

**The following questions are optional. If you prefer, you may leave them blank.**

**K3.** What is your religion?

- 1  None → **Go to K6**
- 2  Christian (including Church of England, Catholic, Protestant and all other Christian denominations)  
→ **Go to K4**
- 3  Muslim → **Go to K4**
- 4  Hindu → **Go to K4**
- 5  Sikh → **Go to K4**
- 6  Jewish → **Go to K4**
- 7  Buddhist → **Go to K4**
- 8  Any other religion (Please write in box)

→ **Go to K4**

**K4.** Were your religious beliefs respected by the hospital staff?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  My beliefs were not an issue during my hospital stay

**K5.** Were you able to practise your religious beliefs in the way you want to in hospital?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No, never
- 4  I did not want or need to practice my religious beliefs whilst in hospital

**K6.** How old were you when you left full-time education?

- 1  16 years or less
- 2  17 or 18 years
- 3  19 years or over
- 4  Still in full-time education

**K7.** Overall, how would you rate your health during the **past 4 weeks**?

- 1  Excellent
- 2  Very good
- 3  Good
- 4  Fair
- 5  Poor
- 6  Very poor

**K8.** Do you have any of the following long-standing conditions? (**Tick ALL that apply**)

- 1  Deafness or severe hearing impairment → **Go to K9**
- 2  Blindness or partially sighted → **Go to K9**
- 3  A long-standing physical condition → **Go to K9**
- 4  A learning disability → **Go to K9**
- 5  A mental health condition → **Go to K9**
- 6  A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy → **Go to K9**
- 7  No, I do not have a long-standing condition → **Go to K10**

**K9.** Does this condition(s) cause you difficulty with any of the following? (**Tick ALL 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

**K10.** To which of these ethnic groups would you say you belong? (**Tick ONE only**)

**a. WHITE**

- 1  British
- 2  Irish
- 3  Any other White background  
(Please write in box)

**b. MIXED**

- 4  White and Black Caribbean
- 5  White and Black African
- 6  White and Asian
- 7  Any other Mixed background  
(Please write in box)

**c. ASIAN OR ASIAN BRITISH**

- 8  Indian
- 9  Pakistani
- 10  Bangladeshi
- 11  Any other Asian background  
(Please write in box)

**d. BLACK OR BLACK BRITISH**

- 12  Caribbean
- 13  African
- 14  Any other Black background  
(Please write in box)

**e. CHINESE OR OTHER ETHNIC GROUP**

- 15  Chinese
- 16  Any other ethnic group  
(Please write in box)



## **L. OTHER COMMENTS**

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

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.**





# Contacting Picker Institute Europe

## How to contact us:

### Picker Institute Europe Survey Team:

Bridget Hopwood  
Sheena MacCormick  
Dianna McDonald  
Tim Markham  
Nick Potheary  
Nick Richards

Picker Institute Europe  
Head Office  
King's Mead House  
Oxpens Road  
Oxford OX1 1RX

Tel: 01865 208100  
Fax: 01865 208101

Email: [surveys@pickereurope.ac.uk](mailto:surveys@pickereurope.ac.uk)  
Website: [www.pickereurope.org](http://www.pickereurope.org)  
Results website: [www.picker-results.org](http://www.picker-results.org)

Charity Registration No: 1081688

Printed on recycled paper