

# ○ Inpatient Survey 2009

## **States of Jersey Health & Social Services**

February 2010

Preliminary Report

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



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SECTION 1

○ Introduction



# Inpatient Survey 2009

## States of Jersey Health & Social Services

### Background to the survey

The results presented here are from the Inpatient Survey 2009, carried out by Picker Institute Europe on behalf of the States of Jersey Health & Social Services. This survey is part of a series of annual surveys required by the Care Quality Commission for all NHS Acute trusts in England. The Picker Institute was commissioned by 74 UK trusts to undertake the Inpatient Survey 2009. The survey is based on a sample of consecutively discharged inpatients who attended the Trust in June, July or August 2009.

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

The questionnaires used for the Inpatient Survey 2009 were developed by the NHS Patient Survey Co-ordination Centre. Further information about how the questionnaire for this survey was developed can be found on the NHS Surveys website [www.nhssurveys.org.uk](http://www.nhssurveys.org.uk).

### Survey methodology

The survey was undertaken by a postal questionnaire, sent to patients' home addresses. Patients were sent a questionnaire, a covering letter from the Trust's Chief Executive, a multiple language sheet offering help with the survey, 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 2-3 weeks and another questionnaire after a further 2-3 weeks.

The Picker Institute ran a freephone helpline for patients who had any queries or concerns about the survey. This included links to Languageline with immediate access to interpreters in over 100 languages. For a detailed description of the survey methodology, see the published guidance for this survey: [http://www.nhssurveys.org/Filestore/documents/Inpatient\\_2009\\_Guidance\\_manual\\_v2.pdf](http://www.nhssurveys.org/Filestore/documents/Inpatient_2009_Guidance_manual_v2.pdf)

### About your respondents

A total of 850 patients from your Trust were sent a questionnaire. 830 were eligible for the survey, of which 422 returned a completed questionnaire, giving a response rate of 51%. The response rate for your Inpatient survey in 2008 was 50%.

#### Key facts about the 422 inpatients who responded to the survey:

- 33 % of patients were on a waiting list/planned in advance and 60% came as an emergency or urgent case.
- 59 % had an operation or procedure during the stay.
- 47 % were male; 51% were female and 2% did not reply.
- 13% were aged 16-39; 29% were aged 40-59; 15% were aged 60-69 and 41% were aged 70+; 2% did not reply.
- 94% stated their ethnic background as White; 0% Mixed; 0% Asian/Asian British; 1% Black/Black British; 1% Chinese or other ethnic group and 4% 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 95%.
- Overall: doctors and nurses worked well together 94%.
- Doctors: always had the confidence and trust 79%.
- Hospital: room or ward was very/fairly clean 99%.
- Hospital: toilets and bathrooms were very/fairly clean 97%.
- Hospital: hand-wash gels visible and available for patients and visitors to use 86%.
- Care: always enough privacy when being examined or treated 86%.
- Surgery: risks and benefits clearly explained 75%.

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

## Problem scores

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' 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 for 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 Care Quality 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. Q7+)**.

## 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.

## How to use this report

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

- **Identify any questions where you consider the results to be unacceptable for your trust.** The problem score summary is the first step to pick out any questions where the results are significantly better/worse than the 'Picker' average. The next step is to go to the frequency tables for that question to get the detailed response from your patients. You may also wish to feed back on the issues where your trust is above average.
- **Address the issues where you have worsened over time.** Are there particular issues that are getting worse over time? Our report highlights significant changes from your previous survey and the longer term trends over the last 4 years. Our Online results system also presents these trends in graphical form.
- **Are there issues of higher importance to your patients?** Which issues are of high, medium or low importance to your patients? You may find our *Discussion paper: the core domains of inpatient experience* useful in identifying important issues. Please contact the survey team to request a copy; it can also be found on our website: <http://www.pickereurope.org/>.
- **Where have we got worse over time and are also below the 'Picker' average.** This is set out in your Executive Summary.
- **Is there scope to improve on this issue?** Look at the benchmarking charts to see the range of scores. This will give you an indication as to what is a realistic ambition.
- **Identify departments, specialties or sites within the trust that are worse than others** and areas of good practice that others can learn from. Go to the Internal benchmark section of the report, or the benchmarking sections of the online results system to see where this is the case.

Visit [www.pickereurope.org](http://www.pickereurope.org) to access our educational resources and for more information on how we can help you to use your survey results to improve services.

Our Quality Improvement team can be commissioned to run workshops or deliver presentations and practical 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 organisation, 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 2009 (Jersey)

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

**Month of Sample:**

**Dates of Fieldwork:**

Initial Mailing	11 November 2009
First Reminder	25 November 2009
Second Reminder	18 January 2010

<b>Response Rate:</b>	<u>Initial Mailing</u>	<u>850</u>
	Returned completed	422
	Ineligible - returned undelivered	7
	Ineligible - deceased	10
	Too ill/Opt out	79
	Ineligible - other	3
	<b>Total Eligible</b>	<b>830</b>
	Returned completed	422
	<b>Overall Response Rate</b>	<b>48.1%</b>
	<small>(total returned as a percentage of total eligible)</small>	
	<b>Average Response Rate</b>	<b>50.8%</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 Europe trusts. The Picker Institute worked with 74 trusts on this survey. Your results have been compared with the others that we worked with, to identify areas where your results are better or worse than the average. They help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement.

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

 scores significantly better than average

 scores significantly worse than average

**Trust**

The problem score for your Trust

**Average**









Average score for all 'Picker' trusts

\* For an explanation of problem scores and significant differences please see Section 1.

Note that **lower scores indicate better performance**.

*Lower scores are better*

### A. ADMISSION TO HOSPITAL

		Trust	Average	
A3	Ambulance: crew not totally reassuring	7 %	9 %	
A4	Ambulance: crew did not explain care and treatment in a clear way	27 %	27 %	
A5+	Ambulance: crew did not do everything they could to help control pain	22 %	19 %	
A6	Ambulance: crew did not always treat with respect and dignity	4 %	5 %	
A7	Handover: more than 30 minutes before care handed over to A&E staff	1 %	5 %	
A8	Handover: ambulance service and A&E staff did not work well together	0 %	2 %	
A10	A&E Department: not enough/too much information about condition or treatment given	17 %	22 %	
A11	A&E Department: not given enough privacy when being examined or treated	20 %	22 %	
A12	A&E Department: waited 4 hours or more for admission to bed on a ward	14 %	24 %	
A13	Planned admission: not offered a choice of hospitals	71 %	61 %	
A16	Planned admission: should have been admitted sooner	26 %	22 %	
A17	Planned admission: not given choice of admission date	63 %	60 %	
A18	Planned admission: admission date changed by hospital	24 %	18 %	
A19	Planned admission: not given printed information about the hospital	41 %	20 %	
A20	Planned admission: not given printed information about condition or treatment	35 %	26 %	
A21	Admission: process not at all or fairly organised	32 %	33 %	
A22	Admission: had to wait long time to get to bed on ward	25 %	30 %	
A23	Admission: no explanation for wait in getting to bed on ward	41 %	42 %	

## B. THE HOSPITAL AND WARD

		Trust	Average	
B2	Hospital: shared sleeping area with opposite sex	14 %	18 %	+
B3	Hospital: bothered by sharing sleeping area with opposite sex	20 %	32 %	+
B5	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	4 %	15 %	+
B6	Hospital: patients moving ward bothered by sharing sleeping area with opposite sex	[25] %	36 %	
B7+	Hospital: patients using bath or shower area who shared it with opposite sex	11 %	21 %	+
B8	Hospital: didn't get enough information about ward routines	56 %	58 %	
B9	Hospital: bothered by noise at night from other patients	37 %	39 %	
B10	Hospital: bothered by noise at night from staff	11 %	21 %	+
B11	Hospital: room or ward not very or not at all clean	1 %	4 %	+
B12+	Hospital: toilets not very or not at all clean	2 %	7 %	+
B13	Hospital: felt threatened by other patients or visitors	2 %	4 %	+
B14+	Hospital: nowhere to keep personal belongings safely	80 %	63 %	-
B15	Hospital: no posters or leaflets asking patients to wash their hands or use hand-wash gels	7 %	4 %	-
B16	Hospital: hand-wash gels not available or empty	5 %	3 %	-
B17	Hospital: bothered by other patients' visitors	12 %	13 %	
B18+	Hospital: food was fair or poor	32 %	44 %	+
B19	Hospital: not always healthy food on hospital menu	37 %	34 %	
B20	Hospital: not offered a choice of food	22 %	21 %	
B21+	Hospital: patients did not get the food they ordered	15 %	26 %	+
B22+	Hospital: did not always get enough help from staff to eat meals	27 %	34 %	

## C. DOCTORS

		Trust	Average	
C1+	Doctors: did not always get clear answers to questions	36 %	31 %	-
C2	Doctors: did not always have confidence and trust	20 %	19 %	
C3	Doctors: talked in front of patients as if they were not there	30 %	27 %	
C4+	Doctors: did not always get opportunity to talk to when needed	49 %	47 %	
C5	Doctors: some/none knew enough about condition/treatment	11 %	11 %	
C6	Doctors: did not always wash or clean hands between touching patients	14 %	14 %	

## D. NURSES

		Trust	Average	
D1+	Nurses: did not always get clear answers to questions	30 %	35 %	+
D2	Nurses: did not always have confidence and trust	18 %	27 %	+
D3	Nurses: talked in front of patients as if they were not there	16 %	23 %	+
D4	Nurses: sometimes, rarely or never enough on duty	37 %	39 %	
D5	Nurses: some/none knew enough about condition/treatment	12 %	18 %	+
D6	Nurses: did not always wash or clean hands between touching patients	12 %	15 %	

## E. YOUR CARE AND TREATMENTS

		Trust	Average
E1	Care: staff contradict each other	31 %	34 %
E2	Care: wanted to be more involved in decisions	48 %	46 %
E3	Care: not enough (or too much) information given on condition or treatment	19 %	21 %
E4+	Care: not enough opportunity for family to talk to doctor	52 %	55 %
E5+	Care: could not always find staff member to discuss concerns with	52 %	57 %
E6	Care: not always enough privacy when discussing condition or treatment	31 %	29 %
E7	Care: not always enough privacy when being examined or treated	11 %	11 %
E9	Care: staff did not do everything to help control pain	21 %	28 %
E10+	Care: did not always get help in getting to the bathroom when needed	22 %	32 %
E11+	Care: more than 5 minutes to answer call button	7 %	16 %
E13+	Tests: results not explained in a way that could be understood	39 %	39 %

## F. OPERATIONS & PROCEDURES

		Trust	Average
F2	Surgery: risks and benefits not fully explained	20 %	17 %
F3	Surgery: what would be done during operation not fully explained	25 %	25 %
F4+	Surgery: questions beforehand not fully answered	24 %	23 %
F5	Surgery: not told how to expect to feel after operation or procedure	42 %	43 %
F6	Surgery: not enough time to discuss operation or procedure with consultant	33 %	31 %
F8	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	16 %	15 %
F9	Surgery: results not explained in clear way	29 %	34 %

## G. LEAVING HOSPITAL

		Trust	Average
G1	Discharge: did not feel involved in decisions about discharge from hospital	35 %	39 %
G2	Discharge: was delayed	30 %	39 %
G4	Discharge: delayed by 1 hour or more	69 %	83 %
G5	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	41 %	34 %
G6+	Discharge: not fully told purpose of medications	17 %	20 %
G7	Discharge: not fully told side-effects of medications	44 %	47 %
G8	Discharge: not told how to take medication clearly	17 %	19 %
G9	Discharge: not given completely clear written/printed information about medicines	28 %	30 %
G10	Discharge: not fully told of danger signals to look for	37 %	44 %
G11+	Discharge: family not given enough information to help	46 %	52 %
G12	Discharge: not told who to contact if worried	20 %	22 %
G13	Discharge: did not receive copies of letters sent between hospital doctors and GP	61 %	42 %
G14	Discharge: letters not written in a way that could be understood	36 %	26 %

## H. OVERALL

		Trust	Average	
H1	Overall: not treated with respect or dignity	14 %	20 %	+
H2	Overall: doctors and nurses working together fair or poor	4 %	7 %	+
H3	Overall: rating of care fair or poor	4 %	7 %	+
H4	Overall: worried about security of personal information held by the hospital	6 %	7 %	
H5	Overall: would not recommend this hospital to family/friends	2 %	5 %	+
H6	Overall: not asked to give views on quality of care	84 %	79 %	-
H7	Overall: no posters/leaflets seen explaining how to complain about care	56 %	41 %	-
H8	Overall: wanted to complain about care received	4 %	8 %	+
H9	Overall: not given enough information on how to complain	[80] %	83 %	

## J. ABOUT YOU

		Trust	Average	
J4+	Religious Beliefs: not always respected by hospital staff	9 %	10 %	
J5+	Religious beliefs: not always able to practice in hospital	7 %	17 %	+



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	
H6	Overall: not asked to give views on quality of care	84 %	79 %	🔴
H9	Overall: not given enough information on how to complain	[80] %	83 %	
B14+	Hospital: nowhere to keep personal belongings safely	80 %	63 %	🔴
A13	Planned admission: not offered a choice of hospitals	71 %	61 %	🔴
G4	Discharge: delayed by 1 hour or more	69 %	83 %	🟢
A17	Planned admission: not given choice of admission date	63 %	60 %	
G13	Discharge: did not receive copies of letters sent between hospital doctors and GP	61 %	42 %	🔴
H7	Overall: no posters/leaflets seen explaining how to complain about care	56 %	41 %	🔴
B8	Hospital: didn't get enough information about ward routines	56 %	58 %	
E5+	Care: could not always find staff member to discuss concerns with	52 %	57 %	
E4+	Care: not enough opportunity for family to talk to doctor	52 %	55 %	

### Problem scores 40% - 49%

		Trust	Average	
C4+	Doctors: did not always get opportunity to talk to when needed	49 %	47 %	
E2	Care: wanted to be more involved in decisions	48 %	46 %	
G11+	Discharge: family not given enough information to help	46 %	52 %	
G7	Discharge: not fully told side-effects of medications	44 %	47 %	
F5	Surgery: not told how to expect to feel after operation or procedure	42 %	43 %	
G5	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	41 %	34 %	🔴
A19	Planned admission: not given printed information about the hospital	41 %	20 %	🔴
A23	Admission: no explanation for wait in getting to bed on ward	41 %	42 %	

## Problem scores 30% - 39%











		Trust	Average
E13+	Tests: results not explained in a way that could be understood	39 %	39 %
D4	Nurses: sometimes, rarely or never enough on duty	37 %	39 %
G10	Discharge: not fully told of danger signals to look for	37 %	44 % +
B9	Hospital: bothered by noise at night from other patients	37 %	39 %
B19	Hospital: not always healthy food on hospital menu	37 %	34 %
C1+	Doctors: did not always get clear answers to questions	36 %	31 % -
G14	Discharge: letters not written in a way that could be understood	36 %	26 % -
G1	Discharge: did not feel involved in decisions about discharge from hospital	35 %	39 %
A20	Planned admission: not given printed information about condition or treatment	35 %	26 % -
F6	Surgery: not enough time to discuss operation or procedure with consultant	33 %	31 %
B18+	Hospital: food was fair or poor	32 %	44 % +
A21	Admission: process not at all or fairly organised	32 %	33 %
E6	Care: not always enough privacy when discussing condition or treatment	31 %	29 %
E1	Care: staff contradict each other	31 %	34 %
D1+	Nurses: did not always get clear answers to questions	30 %	35 % +
G2	Discharge: was delayed	30 %	39 % +
C3	Doctors: talked in front of patients as if they were not there	30 %	27 %

## Problem scores 20% - 29%














		Trust	Average
F9	Surgery: results not explained in clear way	29 %	34 %
G9	Discharge: not given completely clear written/printed information about medicines	28 %	30 %
A4	Ambulance: crew did not explain care and treatment in a clear way	27 %	27 %
B22+	Hospital: did not always get enough help from staff to eat meals	27 %	34 %
A16	Planned admission: should have been admitted sooner	26 %	22 %
F3	Surgery: what would be done during operation not fully explained	25 %	25 %
A22	Admission: had to wait long time to get to bed on ward	25 %	30 % +
B6	Hospital: patients moving ward bothered by sharing sleeping area with opposite sex	[25] %	36 %
A18	Planned admission: admission date changed by hospital	24 %	18 % -
F4+	Surgery: questions beforehand not fully answered	24 %	23 %
A5+	Ambulance: crew did not do everything they could to help control pain	22 %	19 %
B20	Hospital: not offered a choice of food	22 %	21 %
E10+	Care: did not always get help in getting to the bathroom when needed	22 %	32 % +
E9	Care: staff did not do everything to help control pain	21 %	28 % +
F2	Surgery: risks and benefits not fully explained	20 %	17 %
C2	Doctors: did not always have confidence and trust	20 %	19 %
B3	Hospital: bothered by sharing sleeping area with opposite sex	20 %	32 % +
G12	Discharge: not told who to contact if worried	20 %	22 %
A11	A&E Department: not given enough privacy when being examined or treated	20 %	22 %



## Problem scores 10% - 19%

		Trust	Average
E3	Care: not enough (or too much) information given on condition or treatment	19 %	21 %
D2	Nurses: did not always have confidence and trust	18 %	27 % 
G6+	Discharge: not fully told purpose of medications	17 %	20 %
G8	Discharge: not told how to take medication clearly	17 %	19 %
A10	A&E Department: not enough/too much information about condition or treatment given	17 %	22 % 
D3	Nurses: talked in front of patients as if they were not there	16 %	23 % 
F8	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	16 %	15 %
B21+	Hospital: patients did not get the food they ordered	15 %	26 % 
B2	Hospital: shared sleeping area with opposite sex	14 %	18 % 
H1	Overall: not treated with respect or dignity	14 %	20 % 
C6	Doctors: did not always wash or clean hands between touching patients	14 %	14 %
A12	A&E Department: waited 4 hours or more for admission to bed on a ward	14 %	24 % 
D5	Nurses: some/none knew enough about condition/treatment	12 %	18 % 
D6	Nurses: did not always wash or clean hands between touching patients	12 %	15 %
B17	Hospital: bothered by other patients' visitors	12 %	13 %
C5	Doctors: some/none knew enough about condition/treatment	11 %	11 %
E7	Care: not always enough privacy when being examined or treated	11 %	11 %
B7+	Hospital: patients using bath or shower area who shared it with opposite sex	11 %	21 % 
B10	Hospital: bothered by noise at night from staff	11 %	21 % 

## Problem scores 0% - 9%

		Trust	Average
J4+	Religious Beliefs: not always respected by hospital staff	9 %	10 %
J5+	Religious beliefs: not always able to practice in hospital	7 %	17 % 
B15	Hospital: no posters or leaflets asking patients to wash their hands or use hand-wash gels	7 %	4 % 
E11+	Care: more than 5 minutes to answer call button	7 %	16 % 
A3	Ambulance: crew not totally reassuring	7 %	9 %
H4	Overall: worried about security of personal information held by the hospital	6 %	7 %
B16	Hospital: hand-wash gels not available or empty	5 %	3 % 
H2	Overall: doctors and nurses working together fair or poor	4 %	7 % 
A6	Ambulance: crew did not always treat with respect and dignity	4 %	5 %
H3	Overall: rating of care fair or poor	4 %	7 % 
B5	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	4 %	15 % 
H8	Overall: wanted to complain about care received	4 %	8 % 
B12+	Hospital: toilets not very or not at all clean	2 %	7 % 
B13	Hospital: felt threatened by other patients or visitors	2 %	4 % 
H5	Overall: would not recommend this hospital to family/friends	2 %	5 % 
A7	Handover: more than 30 minutes before care handed over to A&E staff	1 %	5 % 
B11	Hospital: room or ward not very or not at all clean	1 %	4 % 
A8	Handover: ambulance service and A&E staff did not work well together	0 %	2 %





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	<b>2005</b>	The problem score for 2005
	scores significantly worse than previous survey	<b>2006</b>	The problem score for 2006
		<b>2008</b>	The problem score for 2008
		<b>2009</b>	The problem score for 2009

*Lower scores are better*

### A. ADMISSION TO HOSPITAL

		2005	2006	2008	2009
A3	Ambulance: crew not totally reassuring	-	11 %	3 %	7 %
A4	Ambulance: crew did not explain care and treatment in a clear way	-	23 %	22 %	27 %
A6	Ambulance: crew did not always treat with respect and dignity	-	3 %	0 %	4 % 
A10	A&E Department: not enough/too much information about condition or treatment given	-	-	16 %	17 %
A11	A&E Department: not given enough privacy when being examined or treated	-	-	16 %	20 %
A12	A&E Department: waited 4 hours or more for admission to bed on a ward	-	11 %	18 %	14 %
A16	Planned admission: should have been admitted sooner	24 %	19 %	12 %	26 % 
A17	Planned admission: not given choice of admission date	64 %	62 %	60 %	63 %
A18	Planned admission: admission date changed by hospital	9 %	8 %	10 %	24 % 
A19	Planned admission: not given printed information about the hospital	27 %	24 %	35 %	41 %
A20	Planned admission: not given printed information about condition or treatment	38 %	27 %	35 %	35 %
A22	Admission: had to wait long time to get to bed on ward	22 %	25 %	24 %	25 %
A23	Admission: no explanation for wait in getting to bed on ward	33 %	36 %	41 %	41 %

## B. THE HOSPITAL AND WARD

		2005	2006	2008	2009
B2	Hospital: shared sleeping area with opposite sex	-	13 %	11 %	14 %
B3	Hospital: bothered by sharing sleeping area with opposite sex	-	-	24 %	20 %
B5	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	-	5 %	6 %	4 %
B6	Hospital: patients moving ward bothered by sharing sleeping area with opposite sex	-	-	0 %	25 %
B7+	Hospital: patients using bath or shower area who shared it with opposite sex	-	14 %	15 %	11 %
B9	Hospital: bothered by noise at night from other patients	32 %	37 %	37 %	37 %
B10	Hospital: bothered by noise at night from staff	9 %	10 %	12 %	11 %
B11	Hospital: room or ward not very or not at all clean	2 %	3 %	2 %	1 %
B12+	Hospital: toilets not very or not at all clean	-	6 %	3 %	2 %
B13	Hospital: felt threatened by other patients or visitors	-	-	2 %	2 %
B14+	Hospital: nowhere to keep personal belongings safely	-	-	80 %	80 %
B18+	Hospital: food was fair or poor	-	30 %	27 %	32 %
B19	Hospital: not always healthy food on hospital menu	-	30 %	30 %	37 %
B20	Hospital: not offered a choice of food	-	19 %	18 %	22 %
B22+	Hospital: did not always get enough help from staff to eat meals	-	29 %	22 %	27 %

## C. DOCTORS

		2005	2006	2008	2009
C1+	Doctors: did not always get clear answers to questions	-	38 %	27 %	36 %
C2	Doctors: did not always have confidence and trust	16 %	25 %	18 %	20 %
C3	Doctors: talked in front of patients as if they were not there	20 %	33 %	26 %	30 %
C4+	Doctors: did not always get opportunity to talk to when needed	-	52 %	40 %	49 %
C5	Doctors: some/none knew enough about condition/treatment	9 %	14 %	8 %	11 %
C6	Doctors: did not always wash or clean hands between touching patients	-	18 %	16 %	14 %

## D. NURSES

		2005	2006	2008	2009
D1+	Nurses: did not always get clear answers to questions	-	33 %	20 %	30 %
D2	Nurses: did not always have confidence and trust	16 %	20 %	16 %	18 %
D3	Nurses: talked in front of patients as if they were not there	14 %	20 %	14 %	16 %
D4	Nurses: sometimes, rarely or never enough on duty	30 %	35 %	27 %	37 %
D5	Nurses: some/none knew enough about condition/treatment	10 %	13 %	8 %	12 %
D6	Nurses: did not always wash or clean hands between touching patients	-	16 %	16 %	12 %

## E. YOUR CARE AND TREATMENTS

		2005	2006	2008	2009
E1	Care: staff contradict each other	24 %	31 %	26 %	31 %
E2	Care: wanted to be more involved in decisions	37 %	45 %	36 %	48 % <span style="color: red;">■</span>
E3	Care: not enough (or too much) information given on condition or treatment	19 %	19 %	15 %	19 %
E4+	Care: not enough opportunity for family to talk to doctor	-	50 %	46 %	52 %
E5+	Care: could not always find staff member to discuss concerns with	-	53 %	51 %	52 %
E6	Care: not always enough privacy when discussing condition or treatment	27 %	32 %	27 %	31 %
E7	Care: not always enough privacy when being examined or treated	11 %	14 %	12 %	11 %
E9	Care: staff did not do everything to help control pain	17 %	18 %	18 %	21 %
E10+	Care: did not always get help in getting to the bathroom when needed	-	23 %	15 %	22 %
E11+	Care: more than 5 minutes to answer call button	-	9 %	5 %	7 %

## F. OPERATIONS & PROCEDURES

		2005	2006	2008	2009
F2	Surgery: risks and benefits not fully explained	23 %	21 %	19 %	20 %
F3	Surgery: what would be done during operation not fully explained	21 %	32 %	24 %	25 %
F4+	Surgery: questions beforehand not fully answered	-	29 %	23 %	24 %
F5	Surgery: not told how to expect to feel after operation or procedure	-	46 %	40 %	42 %
F8	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	-	20 %	15 %	16 %
F9	Surgery: results not explained in clear way	33 %	41 %	29 %	29 %


## G. LEAVING HOSPITAL

		2005	2006	2008	2009
G1	Discharge: did not feel involved in decisions about discharge from hospital	-	-	31 %	35 %
G2	Discharge: was delayed	25 %	28 %	29 %	30 %
G4	Discharge: delayed by 1 hour or more	73 %	76 %	79 %	69 %
G5	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	47 %	47 %	43 %	41 %
G6+	Discharge: not fully told purpose of medications	-	20 %	13 %	17 %
G7	Discharge: not fully told side-effects of medications	42 %	41 %	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 %	28 %
G10	Discharge: not fully told of danger signals to look for	39 %	44 %	34 %	37 %
G11+	Discharge: family not given enough information to help	-	52 %	41 %	46 %
G12	Discharge: not told who to contact if worried	18 %	21 %	19 %	20 %
G13	Discharge: did not receive copies of letters sent between hospital doctors and GP	-	61 %	63 %	61 %

## H. OVERALL

		2005	2006	2008	2009
H1	Overall: not treated with respect or dignity	12 %	16 %	13 %	14 %
H2	Overall: doctors and nurses working together fair or poor	4 %	6 %	3 %	4 %
H3	Overall: rating of care fair or poor	4 %	5 %	4 %	4 %
H4	Overall: worried about security of personal information held by the hospital	-	-	5 %	6 %
H5	Overall: would not recommend this hospital to family/friends	3 %	3 %	2 %	2 %
H6	Overall: not asked to give views on quality of care	-	82 %	87 %	84 %
H7	Overall: no posters/leaflets seen explaining how to complain about care	-	-	54 %	56 %
H8	Overall: wanted to complain about care received	-	-	5 %	4 %
H9	Overall: not given enough information on how to complain	-	-	76 %	80 %

## J. ABOUT YOU

		2005	2006	2008	2009
J4+	Religious Beliefs: not always respected by hospital staff	-	-	2 %	9 % 





SECTION 6

 **External Benchmarks**

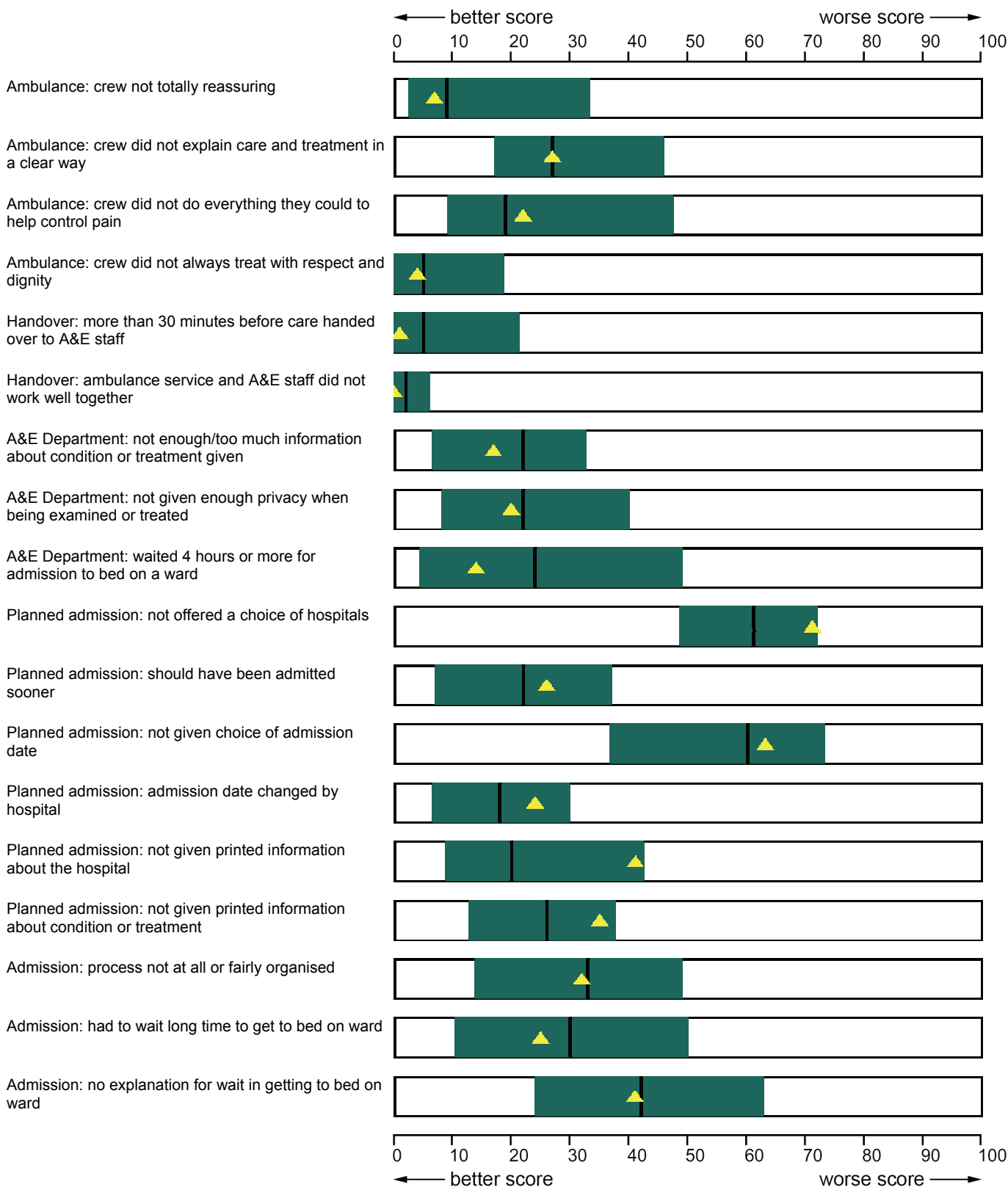
*comparing results with other trusts*



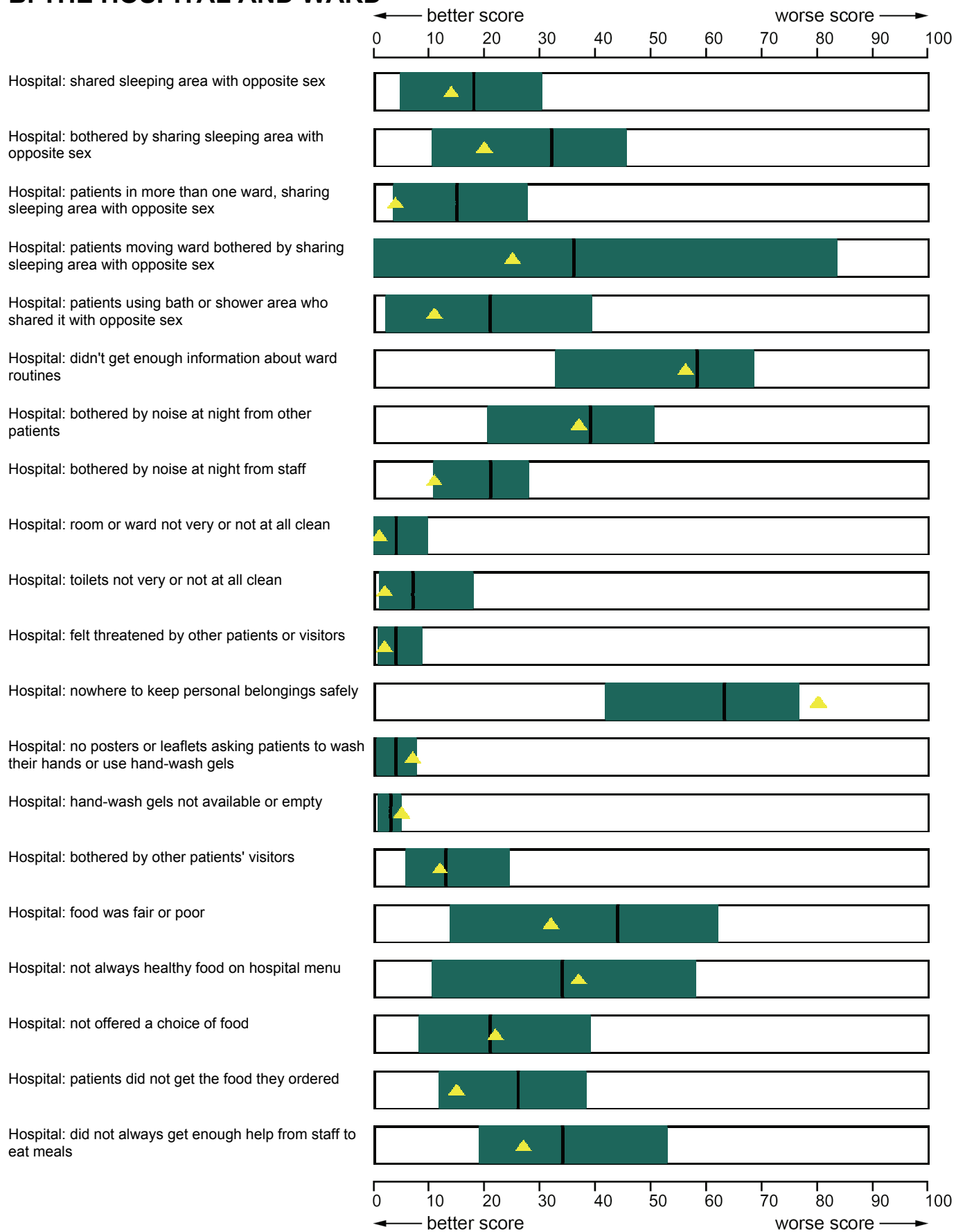
## External Benchmarks

This section shows how your Trust compared to all trusts who commissioned Picker Institute Europe for this survey (74 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.

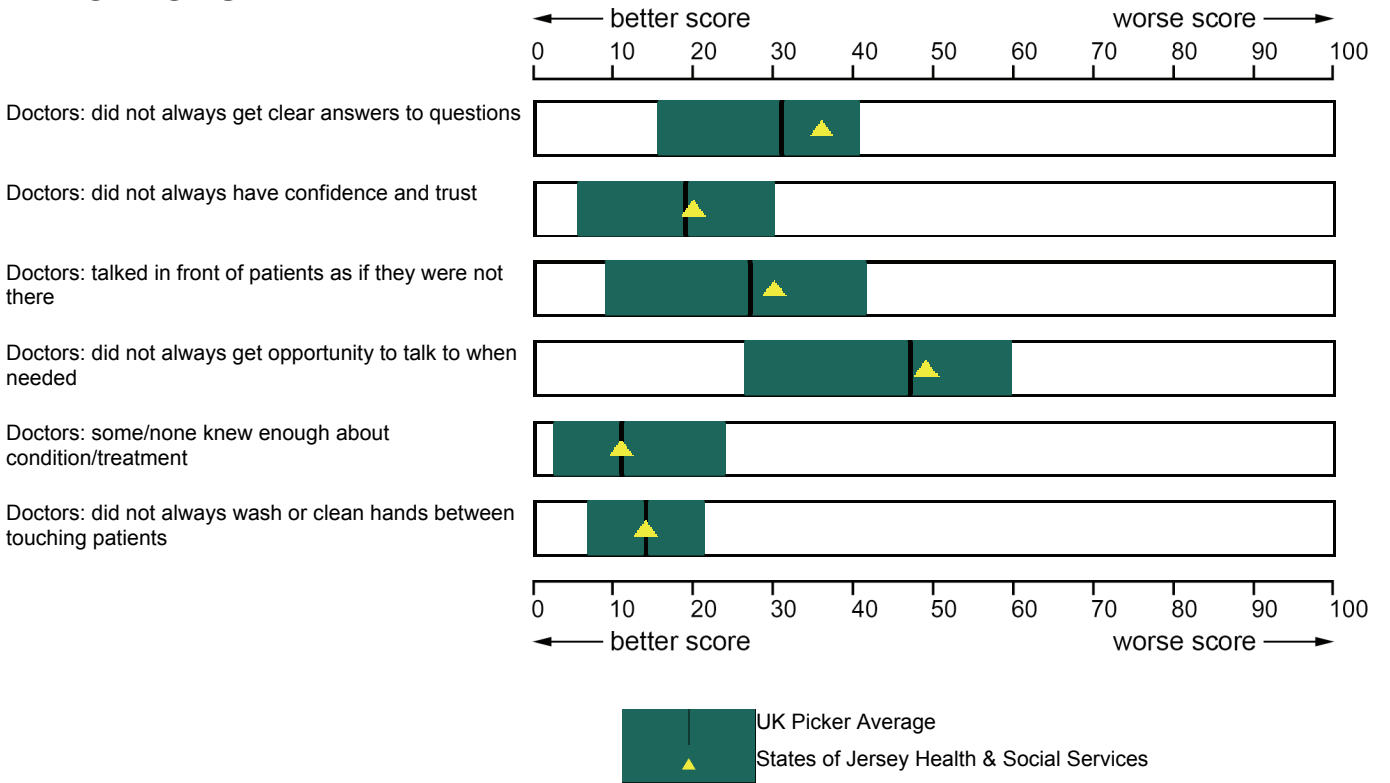
### A. ADMISSION TO HOSPITAL



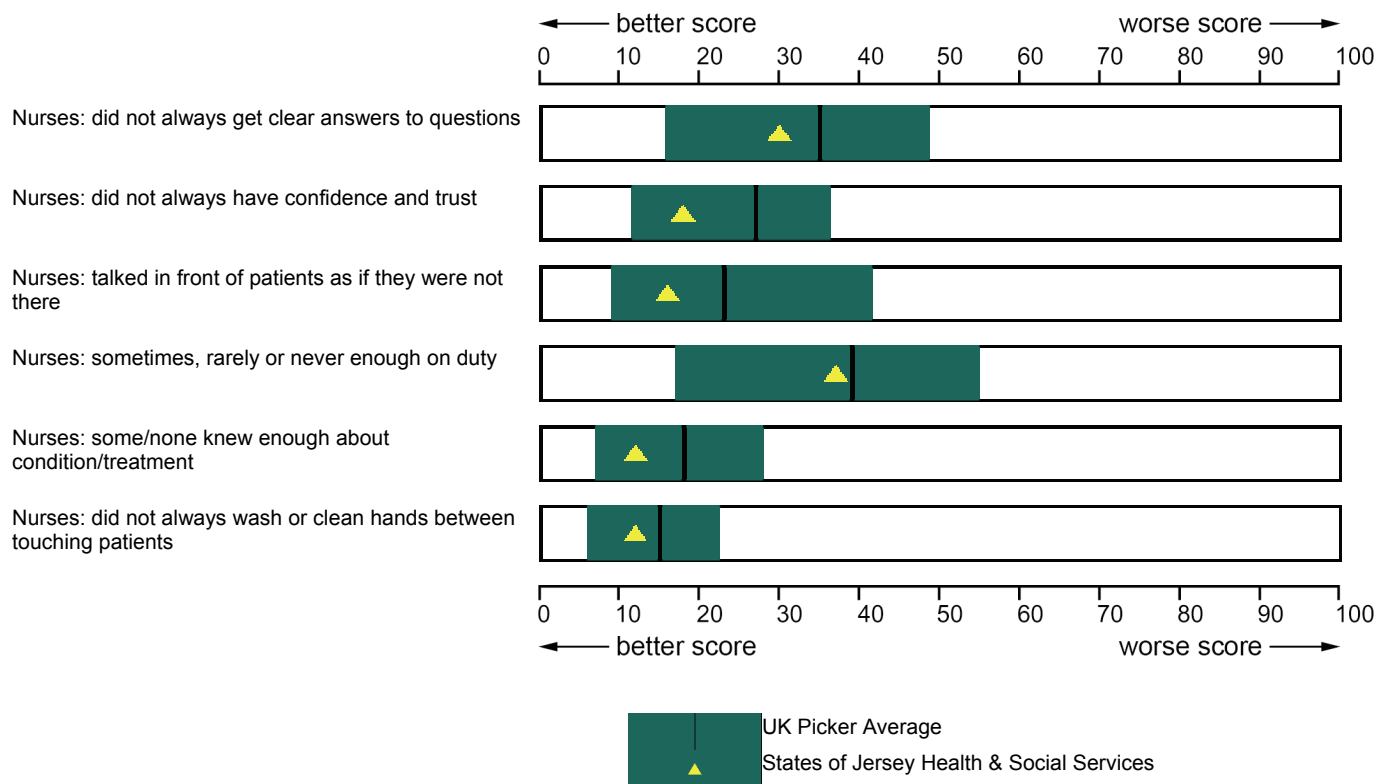
## B. THE HOSPITAL AND WARD



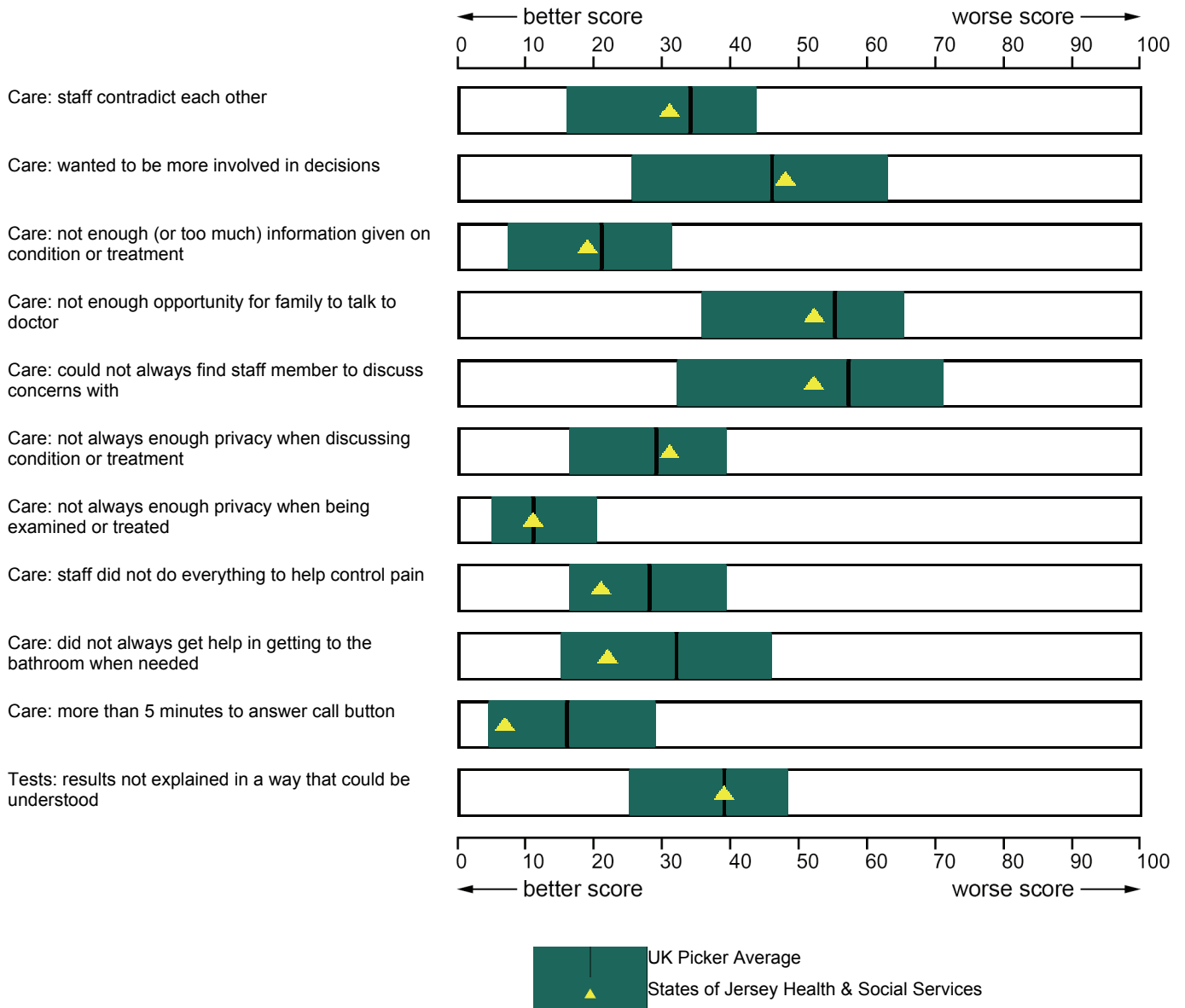
# C. DOCTORS



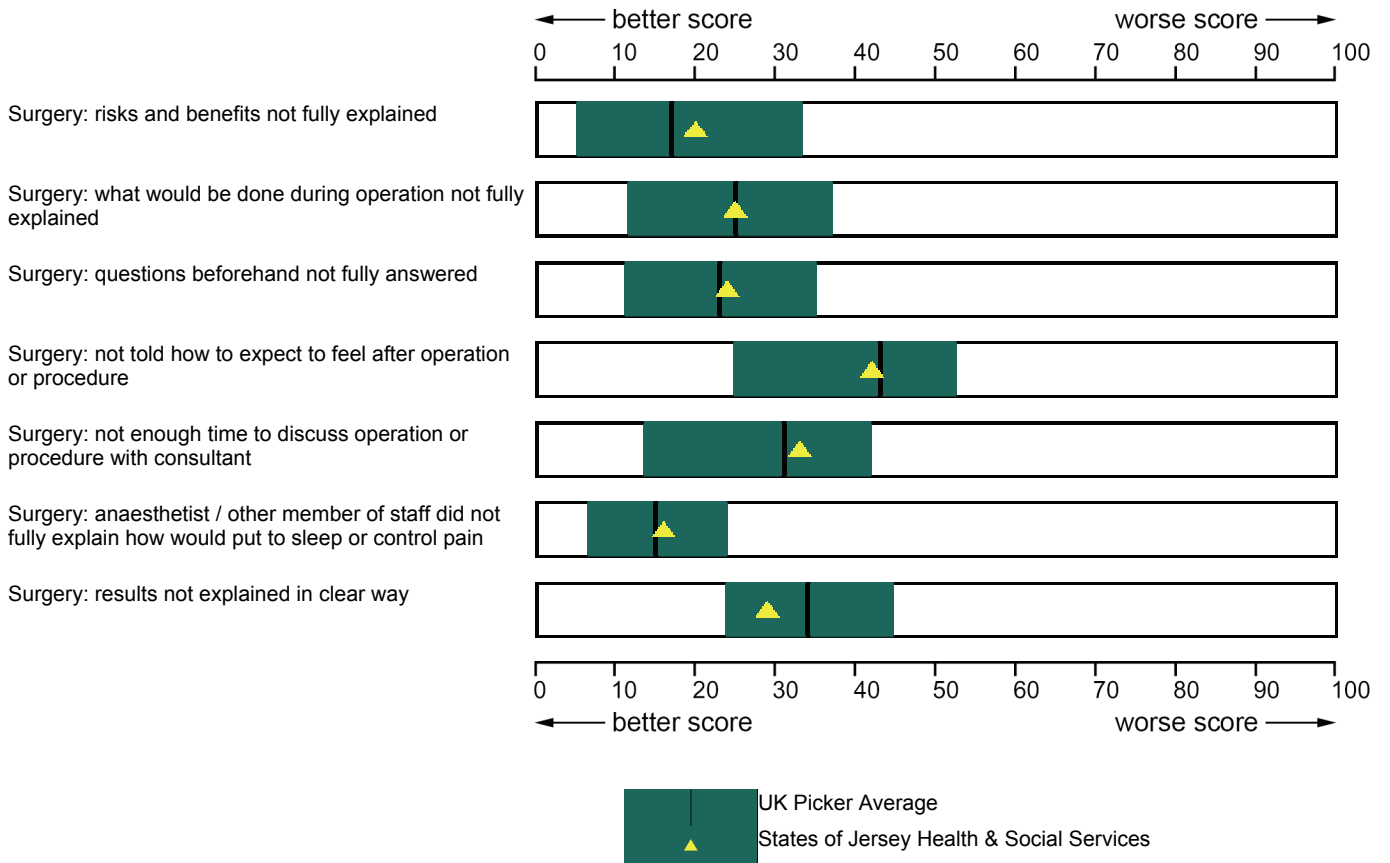
## D. NURSES



# E. YOUR CARE AND TREATMENTS

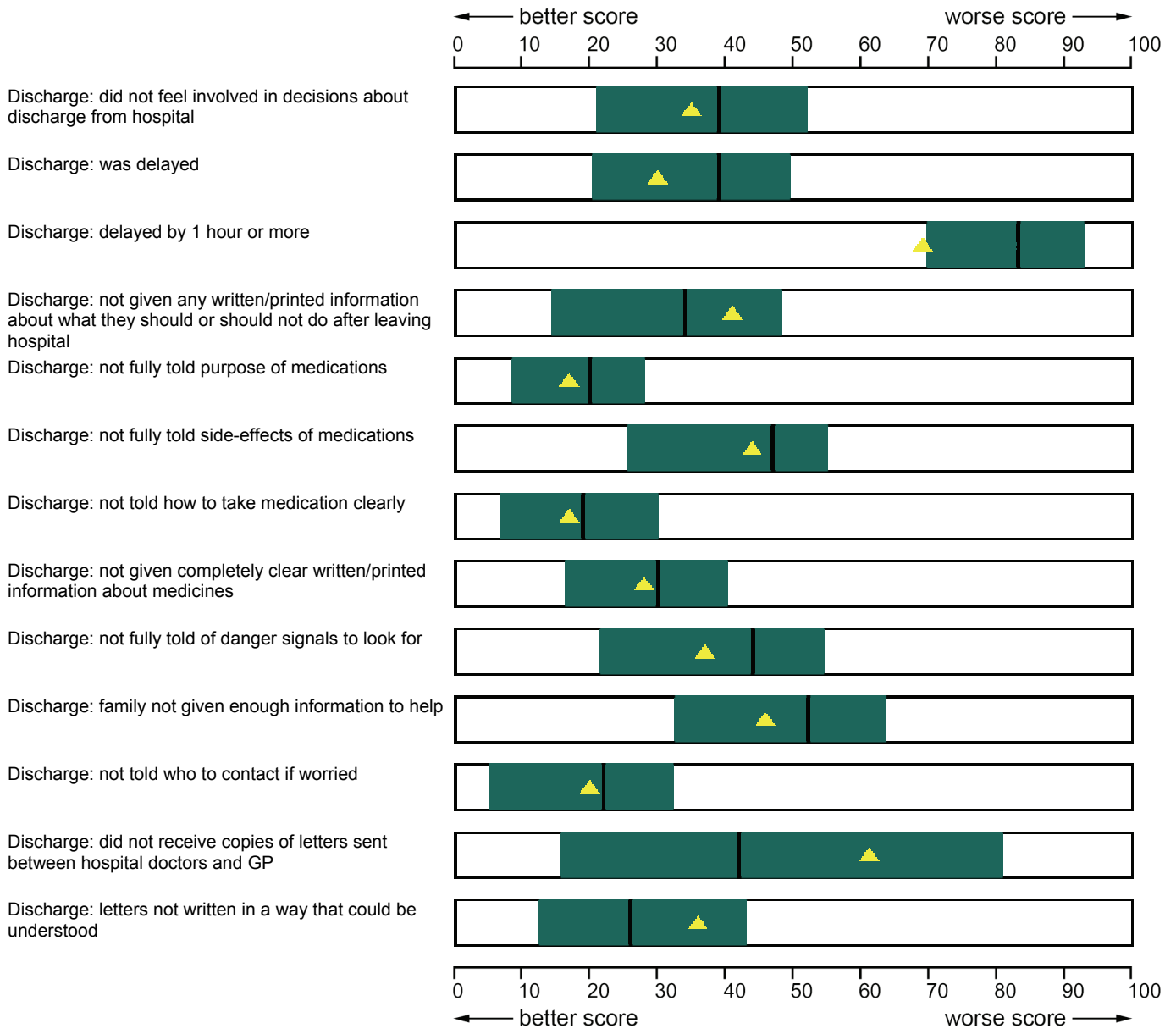




# F. OPERATIONS & PROCEDURES



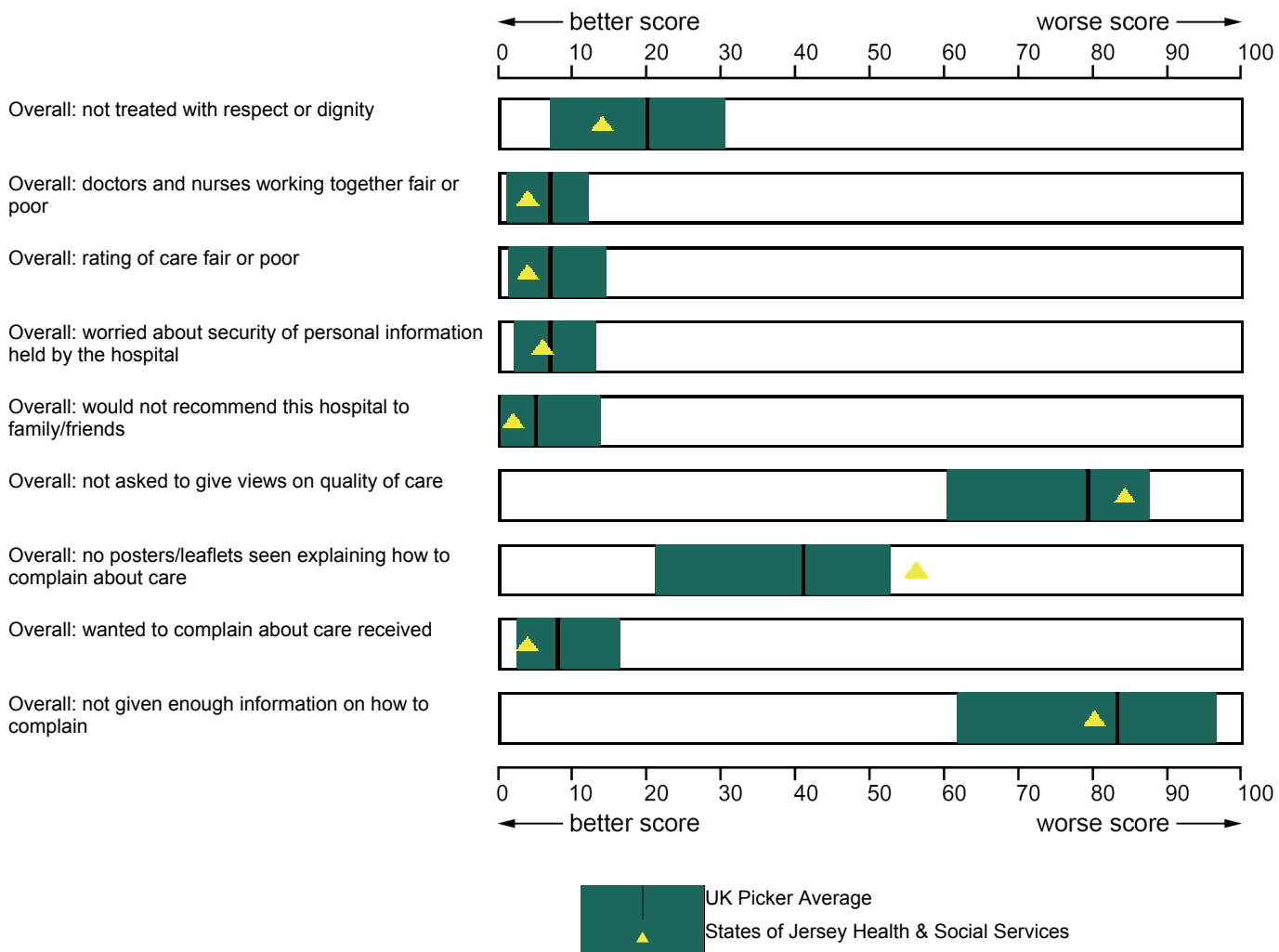


# G. LEAVING HOSPITAL

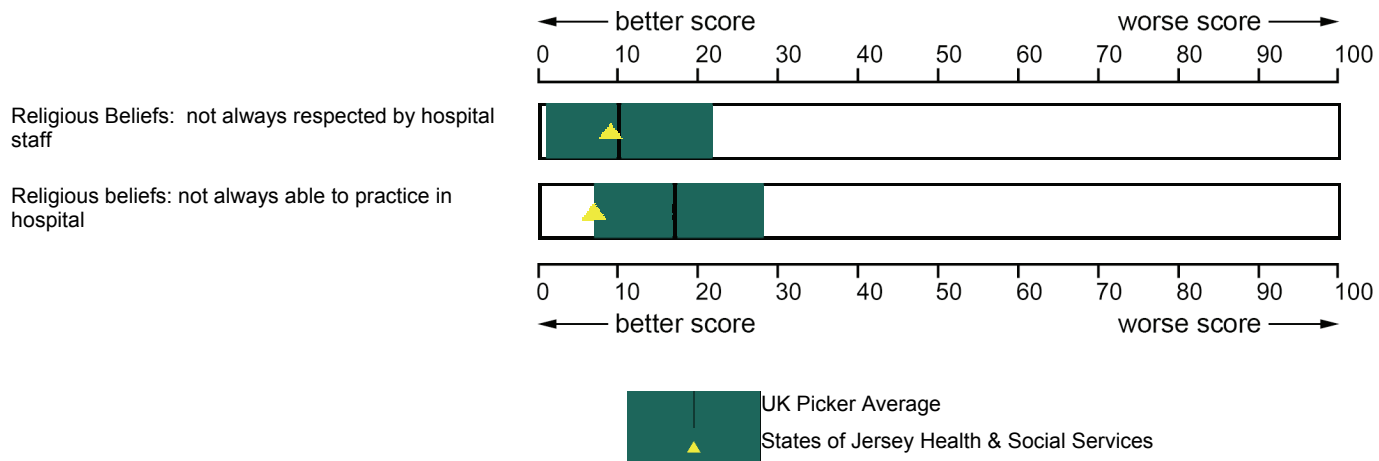


 UK Picker Average  
 States of Jersey Health & Social Services

## H. OVERALL



## J. ABOUT YOU







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

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Appendix 1

# Frequency Tables

*a detailed breakdown of your results*



## Frequency Tables

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

### 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	253	<b>60.0</b>	17799	<b>51.0</b>
Waiting list or planned in advance	141	<b>33.4</b>	14843	<b>42.5</b>
Something else	9	<b>2.1</b>	1037	<b>3.0</b>
Not answered	19	<b>4.5</b>	1248	<b>3.6</b>
	422		34,927	

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

Emergency admissions	This Trust		All trusts	
	n	%	n	%
Yes	148	<b>52.7</b>	7810	<b>53.6</b>
No	125	<b>44.5</b>	6181	<b>42.4</b>
Not answered	8	<b>2.8</b>	575	<b>3.9</b>
	281		14,566	

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

Patients who travelled to hospital by ambulance	This Trust		All trusts	
	n	%	n	%
Yes, definitely	126	<b>85.1</b>	6573	<b>84.2</b>
* Yes, to some extent	7	<b>4.7</b>	613	<b>7.8</b>
* No	3	<b>2.0</b>	102	<b>1.3</b>
Don't know / Can't remember	11	<b>7.4</b>	460	<b>5.9</b>
Not answered	1	<b>0.7</b>	62	<b>0.8</b>
<b>Problem score - This Trust 6.7 %</b>	148		7,810	
<b>Problem score - All trusts 9.2%</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	78	<b>52.7</b>	4764	<b>61.0</b>
* Yes, to some extent	26	<b>17.6</b>	1481	<b>19.0</b>
* No	14	<b>9.5</b>	596	<b>7.6</b>
Don't know / Can't remember	24	<b>16.2</b>	840	<b>10.8</b>
Not answered	6	<b>4.1</b>	129	<b>1.7</b>
<b>Problem score - This Trust 27.1 %</b>	148		7,810	
<b>Problem score - All trusts 26.6%</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	70	<b>47.3</b>	4416	<b>56.5</b>
Yes, to some extent	17	<b>11.5</b>	828	<b>10.6</b>
No	9	<b>6.1</b>	365	<b>4.7</b>
Don't know / Can't remember	19	<b>12.8</b>	533	<b>6.8</b>
I did not have any pain	31	<b>20.9</b>	1544	<b>19.8</b>
Not answered	2	<b>1.4</b>	124	<b>1.6</b>
	148		7,810	

#### 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	70	<b>59.8</b>	4416	<b>70.5</b>
* Yes, to some extent	17	<b>14.5</b>	828	<b>13.2</b>
* No	9	<b>7.7</b>	365	<b>5.8</b>
Don't know / Can't remember	19	<b>16.2</b>	533	<b>8.5</b>
Not answered	2	<b>1.7</b>	124	<b>2.0</b>
<b>Problem score - This Trust 22.2 %</b>	117		6,266	
<b>Problem score - All trusts 19.0%</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	133	<b>89.9</b>	7011	<b>89.8</b>
* Yes, to some extent	3	<b>2.0</b>	324	<b>4.1</b>
* No	3	<b>2.0</b>	68	<b>0.9</b>
Don't know / Can't remember	7	<b>4.7</b>	348	<b>4.5</b>
Not answered	2	<b>1.4</b>	59	<b>0.8</b>
<b>Problem score - This Trust 4.0 %</b>	148		7,810	
<b>Problem score - All trusts 5.0%</b>				

**A7 - Once you had arrived at hospital, how long did you wait with the ambulance crew before your care was handed over to the A&E staff?**

Patients who travelled to hospital by ambulance	This Trust		All trusts	
	n	%	n	%
I did not have to wait	117	<b>79.1</b>	4534	<b>58.1</b>
Up to 15 minutes	6	<b>4.1</b>	1553	<b>19.9</b>
16-30 minutes	8	<b>5.4</b>	551	<b>7.1</b>
* 31-60 minutes	1	<b>0.7</b>	217	<b>2.8</b>
* More than 1 hour but no more than 2 hours	1	<b>0.7</b>	117	<b>1.5</b>
* More than 2 hours but no more than 3 hours	0	<b>0.0</b>	51	<b>0.7</b>
* More than 3 hours	0	<b>0.0</b>	40	<b>0.5</b>
Don't know / Can't remember	11	<b>7.4</b>	580	<b>7.4</b>
Not answered	4	<b>2.7</b>	167	<b>2.1</b>
<b>Problem score - This Trust 1.4 %</b>	148		7,810	
<b>Problem score - All trusts 5.4%</b>				

**A8 - How well do you think the ambulance service and A&E staff worked together?**

Patients who travelled to hospital by ambulance	This Trust		All trusts	
	n	%	n	%
Very well	116	<b>78.4</b>	5737	<b>73.5</b>
Fairly well	18	<b>12.2</b>	1194	<b>15.3</b>
* Not very well	0	<b>0.0</b>	108	<b>1.4</b>
* Not at all well	0	<b>0.0</b>	32	<b>0.4</b>
Don't know / Can't remember	10	<b>6.8</b>	552	<b>7.1</b>
Not answered	4	<b>2.7</b>	187	<b>2.4</b>
<b>Problem score - This Trust 0.0 %</b>	148		7,810	
<b>Problem score - All trusts 1.8%</b>				

**A9 - When you arrived at the hospital, did you go to the A&E Department (the Emergency Department / Casualty / Medical or Surgical Admissions Unit)?**

Emergency admissions	This Trust		All trusts	
	n	%	n	%
Yes	245	<b>87.2</b>	16306	<b>81.2</b>
No	16	<b>5.7</b>	2171	<b>10.8</b>
Not answered	20	<b>7.1</b>	1607	<b>8.0</b>
	281		20,084	

### A10 - While you were in the A&E Department, how much information about your condition or treatment was given to you?

Patients admitted via A&E department	This Trust		All trusts	
	n	%	n	%
* Not enough	25	<b>9.4</b>	2392	<b>13.4</b>
Right amount	161	<b>60.8</b>	10473	<b>58.5</b>
* Too much	1	<b>0.4</b>	71	<b>0.4</b>
* I was not given any information about my treatment or condition	18	<b>6.8</b>	1541	<b>8.6</b>
Don't know / Can't remember	39	<b>14.7</b>	1882	<b>10.5</b>
Not answered	21	<b>7.9</b>	1554	<b>8.7</b>
<b>Problem score - This Trust 16.6 %</b>	265		17,913	
<b>Problem score - All trusts 22.4%</b>				

### A11 - Were you given enough privacy when being examined or treated in the A&E Department?

Patients admitted via A&E department	This Trust		All trusts	
	n	%	n	%
Yes, definitely	178	<b>67.2</b>	11756	<b>65.6</b>
* Yes, to some extent	47	<b>17.7</b>	3516	<b>19.6</b>
* No	5	<b>1.9</b>	386	<b>2.2</b>
Don't know / Can't remember	17	<b>6.4</b>	839	<b>4.7</b>
Not answered	18	<b>6.8</b>	1416	<b>7.9</b>
<b>Problem score - This Trust 19.6 %</b>	265		17,913	
<b>Problem score - All trusts 21.8%</b>				

### A12 - Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

Patients admitted via A&E department	This Trust		All trusts	
	n	%	n	%
Less than 1 hour	63	<b>23.8</b>	3244	<b>18.1</b>
At least 1 hour but less than 2 hours	54	<b>20.4</b>	2909	<b>16.2</b>
At least 2 hours but less than 4 hours	54	<b>20.4</b>	3981	<b>22.2</b>
* At least 4 hours but less than 8 hours	33	<b>12.5</b>	3365	<b>18.8</b>
* 8 hours or longer	3	<b>1.1</b>	937	<b>5.2</b>
Can't remember	23	<b>8.7</b>	1202	<b>6.7</b>
I did not have to wait	18	<b>6.8</b>	941	<b>5.3</b>
Not answered	17	<b>6.4</b>	1334	<b>7.4</b>
<b>Problem score - This Trust 13.6 %</b>	265		17,913	
<b>Problem score - All trusts 24.0%</b>				

### A13 - When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
Yes	17	<b>9.6</b>	4986	<b>26.8</b>
* No, but I would have liked a choice	7	<b>4.0</b>	1594	<b>8.6</b>
* No, but I didn't mind	118	<b>66.7</b>	9732	<b>52.3</b>
Don't know / Can't remember	8	<b>4.5</b>	532	<b>2.9</b>
Not answered	27	<b>15.3</b>	1777	<b>9.5</b>
<b>Problem score - This Trust 70.7 %</b>	177		18,621	
<b>Problem score - All trusts 60.8%</b>				

### A14 - Who referred you to see a specialist?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
A doctor from my local general practice	128	<b>72.3</b>	11160	<b>59.9</b>
Any other doctor or specialist	22	<b>12.4</b>	4894	<b>26.3</b>
A practice nurse or nurse practitioner	2	<b>1.1</b>	246	<b>1.3</b>
Any other health professional (for example, a dentist, optometrist or physiotherapist)	6	<b>3.4</b>	356	<b>1.9</b>
Don't know / Can't remember	3	<b>1.7</b>	273	<b>1.5</b>
Not answered	16	<b>9.0</b>	1692	<b>9.1</b>
	177		18,621	

### A15 - 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 admissions	This Trust		All trusts	
	n	%	n	%
Up to 1 month	35	<b>19.8</b>	4692	<b>25.2</b>
1 to 2 months	29	<b>16.4</b>	3893	<b>20.9</b>
3 to 4 months	39	<b>22.0</b>	3401	<b>18.3</b>
5 to 6 months	17	<b>9.6</b>	1418	<b>7.6</b>
More than 6 months	20	<b>11.3</b>	1966	<b>10.6</b>
Don't know / Can't remember	17	<b>9.6</b>	967	<b>5.2</b>
Not answered	20	<b>11.3</b>	2284	<b>12.3</b>
	177		18,621	

### A16 - How do you feel about the length of time you were on the waiting list before your admission to hospital?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
I was admitted as soon as I thought was necessary	111	<b>62.7</b>	12459	<b>66.9</b>
* I should have been admitted a bit sooner	31	<b>17.5</b>	2576	<b>13.8</b>
* I should have been admitted a lot sooner	15	<b>8.5</b>	1431	<b>7.7</b>
Not answered	20	<b>11.3</b>	2155	<b>11.6</b>
<b>Problem score - This Trust 26.0 %</b>	177		18,621	
<b>Problem score - All trusts 21.5%</b>				

### A17 - Were you given a choice of admission dates?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
Yes	38	<b>21.5</b>	4892	<b>26.3</b>
* No	112	<b>63.3</b>	11214	<b>60.2</b>
Don't know /Can't remember	4	<b>2.3</b>	542	<b>2.9</b>
Not answered	23	<b>13.0</b>	1973	<b>10.6</b>
<b>Problem score - This Trust 63.3 %</b>	177		18,621	
<b>Problem score - All trusts 60.2%</b>				

### A18 - Was your admission date changed by the hospital?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
No	115	<b>65.0</b>	13436	<b>72.2</b>
* Yes, once	38	<b>21.5</b>	2734	<b>14.7</b>
* Yes, 2 or 3 times	5	<b>2.8</b>	553	<b>3.0</b>
* Yes, 4 times or more	0	<b>0.0</b>	53	<b>0.3</b>
Not answered	19	<b>10.7</b>	1845	<b>9.9</b>
<b>Problem score - This Trust 24.3 %</b>	177		18,621	
<b>Problem score - All trusts 17.9%</b>				

### A19 - Before being admitted to hospital, were you given any printed information about the hospital?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
Yes	87	<b>49.2</b>	10352	<b>70.4</b>
* No	72	<b>40.7</b>	2952	<b>20.1</b>
Not answered	18	<b>10.2</b>	1409	<b>9.6</b>
<b>Problem score - This Trust 40.7 %</b>	177		14,713	
<b>Problem score - All trusts 20.1%</b>				



## A20 - 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 admissions				
Yes	100	<b>56.5</b>	9531	<b>64.8</b>
* No	61	<b>34.5</b>	3797	<b>25.8</b>
Not answered	16	<b>9.0</b>	1385	<b>9.4</b>
<b>Problem score - This Trust 34.5 %</b>	177		14,713	
<b>Problem score - All trusts 25.8%</b>				

## A21 - How organised was the admission process?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Very organised	275	<b>65.2</b>	16815	<b>63.9</b>
* Fairly organised	123	<b>29.1</b>	7510	<b>28.5</b>
* Not at all organised	10	<b>2.4</b>	1098	<b>4.2</b>
Not answered	14	<b>3.3</b>	897	<b>3.4</b>
<b>Problem score - This Trust 31.5 %</b>	422		26,320	
<b>Problem score - All trusts 32.7%</b>				

## A22 - 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	30	<b>7.1</b>	3949	<b>11.3</b>
* Yes, to some extent	76	<b>18.0</b>	6627	<b>19.0</b>
No	305	<b>72.3</b>	23151	<b>66.3</b>
Not answered	11	<b>2.6</b>	1200	<b>3.4</b>
<b>Problem score - This Trust 25.1 %</b>	422		34,927	
<b>Problem score - All trusts 30.3%</b>				

## A23 - Did a member of staff explain why you had to wait?

	This Trust		All trusts	
	n	%	n	%
Patients who waited to get to a bed on ward				
Yes	63	<b>59.4</b>	4324	<b>55.3</b>
* No	43	<b>40.6</b>	3290	<b>42.1</b>
Not answered	0	<b>0.0</b>	199	<b>2.5</b>
<b>Problem score - This Trust 40.6 %</b>	106		7,813	
<b>Problem score - All trusts 42.1%</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	60	<b>14.2</b>	7241	<b>20.7</b>
No	336	<b>79.6</b>	25289	<b>72.4</b>
Don't know / Can't remember	17	<b>4.0</b>	1469	<b>4.2</b>
Not answered	9	<b>2.1</b>	928	<b>2.7</b>
	422		34,927	

### 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	60	<b>14.2</b>	6422	<b>18.4</b>
No	355	<b>84.1</b>	27733	<b>79.4</b>
Not answered	7	<b>1.7</b>	772	<b>2.2</b>
<b>Problem score - This Trust 14.2 %</b>	422		34,927	
<b>Problem score - All trusts 18.4%</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 in a mixed sex room or bay when first admitted	This Trust		All trusts	
	n	%	n	%
* Yes	12	<b>20.0</b>	2066	<b>32.2</b>
No	45	<b>75.0</b>	4226	<b>65.8</b>
Not answered	3	<b>5.0</b>	130	<b>2.0</b>
<b>Problem score - This Trust 20.0 %</b>	60		6,422	
<b>Problem score - All trusts 32.2%</b>				

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

All Patients	This Trust		All trusts	
	n	%	n	%
1	295	<b>69.9</b>	21901	<b>62.7</b>
2	89	<b>21.1</b>	9094	<b>26.0</b>
3 or more	19	<b>4.5</b>	2810	<b>8.0</b>
Don't know / Can't remember	8	<b>1.9</b>	423	<b>1.2</b>
Not answered	11	<b>2.6</b>	699	<b>2.0</b>
	422		34,927	

**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	4	<b>3.7</b>	1766	<b>14.8</b>
No	103	<b>95.4</b>	9810	<b>82.4</b>
Not answered	1	<b>0.9</b>	328	<b>2.8</b>
<b>Problem score - This Trust 3.7 %</b>	108		11,904	
<b>Problem score - All trusts 14.8%</b>				

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

Patients in a mixed sex room or bay after moving ward	This Trust		All trusts	
	n	%	n	%
* Yes	1	<b>25.0</b>	640	<b>36.2</b>
No	3	<b>75.0</b>	1078	<b>61.0</b>
Not answered	0	<b>0.0</b>	48	<b>2.7</b>
<b>Problem score - This Trust 25.0 %</b>	4		1,766	
<b>Problem score - All trusts 36.2%</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	45	<b>10.7</b>	6978	<b>20.0</b>
Yes, because it had special bathing equipment that I needed	14	<b>3.3</b>	462	<b>1.3</b>
No	299	<b>70.9</b>	22786	<b>65.2</b>
I did not use a bathroom or shower	19	<b>4.5</b>	1822	<b>5.2</b>
Don't know / Can't remember	21	<b>5.0</b>	1739	<b>5.0</b>
Not answered	24	<b>5.7</b>	1140	<b>3.3</b>
	422		34,927	

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

Patients who used a bathroom or shower area	This Trust		All trusts	
	n	%	n	%
* Yes	45	<b>11.2</b>	6978	<b>21.1</b>
Yes, because it had special bathing equipment that I needed	14	<b>3.5</b>	462	<b>1.4</b>
No	299	<b>74.2</b>	22786	<b>68.8</b>
Don't know / Can't remember	21	<b>5.2</b>	1739	<b>5.3</b>
Not answered	24	<b>6.0</b>	1140	<b>3.4</b>
<b>Problem score - This Trust 11.2 %</b>	403		33,105	
<b>Problem score - All trusts 21.1%</b>				

**B8 - When you reached the ward, did you get enough information about ward routines, such as timetables and rules?**

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	99	<b>23.5</b>	6819	<b>25.9</b>
* Yes, to some extent	99	<b>23.5</b>	6685	<b>25.4</b>
* No	136	<b>32.2</b>	8622	<b>32.8</b>
I did not need information	75	<b>17.8</b>	3505	<b>13.3</b>
Not answered	13	<b>3.1</b>	689	<b>2.6</b>
<b>Problem score - This Trust 55.7 %</b>	422		26,320	
<b>Problem score - All trusts 58.2%</b>				

**B9 - Were you ever bothered by noise at night from other patients?**

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	156	<b>37.0</b>	13675	<b>39.2</b>
No	255	<b>60.4</b>	20457	<b>58.6</b>
Not answered	11	<b>2.6</b>	795	<b>2.3</b>
<b>Problem score - This Trust 37.0 %</b>	422		34,927	
<b>Problem score - All trusts 39.2%</b>				

**B10 - Were you ever bothered by noise at night from hospital staff?**

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	45	<b>10.7</b>	7310	<b>20.9</b>
No	367	<b>87.0</b>	26839	<b>76.8</b>
Not answered	10	<b>2.4</b>	778	<b>2.2</b>
<b>Problem score - This Trust 10.7 %</b>	422		34,927	
<b>Problem score - All trusts 20.9%</b>				

**B11 - 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	311	<b>73.7</b>	22403	<b>64.1</b>
Fairly clean	106	<b>25.1</b>	10845	<b>31.1</b>
* Not very clean	2	<b>0.5</b>	1032	<b>3.0</b>
* Not at all clean	0	<b>0.0</b>	219	<b>0.6</b>
Not answered	3	<b>0.7</b>	428	<b>1.2</b>
<b>Problem score - This Trust 0.5 %</b>	422		34,927	
<b>Problem score - All trusts 3.6%</b>				

## B12 - How clean were the toilets and bathrooms that you used in hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
Very clean	294	<b>69.7</b>	19240	<b>55.1</b>
Fairly clean	108	<b>25.6</b>	11977	<b>34.3</b>
Not very clean	9	<b>2.1</b>	1895	<b>5.4</b>
Not at all clean	0	<b>0.0</b>	477	<b>1.4</b>
I did not use a toilet or bathroom	7	<b>1.7</b>	914	<b>2.6</b>
Not answered	4	<b>0.9</b>	424	<b>1.2</b>
	422		34,927	

## B12+ - How clean were the toilets and bathrooms that you used in hospital?

Patients who used a toilet or bathroom	This Trust		All trusts	
	n	%	n	%
Very clean	294	<b>70.8</b>	19240	<b>56.6</b>
Fairly clean	108	<b>26.0</b>	11977	<b>35.2</b>
* Not very clean	9	<b>2.2</b>	1895	<b>5.6</b>
* Not at all clean	0	<b>0.0</b>	477	<b>1.4</b>
Not answered	4	<b>1.0</b>	424	<b>1.2</b>
<b>Problem score - This Trust 2.2 %</b>	415		34,013	
<b>Problem score - All trusts 7.0%</b>				

## B13 - Did you feel threatened during your stay in hospital by other patients or visitors?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	9	<b>2.1</b>	1299	<b>3.7</b>
No	409	<b>96.9</b>	33172	<b>95.0</b>
Not answered	4	<b>0.9</b>	456	<b>1.3</b>
<b>Problem score - This Trust 2.1 %</b>	422		34,927	
<b>Problem score - All trusts 3.7%</b>				

## B14 - Did you have somewhere to keep your personal belongings whilst on the ward?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, and I could lock it if I wanted to	58	<b>13.7</b>	10508	<b>30.1</b>
Yes, but I could not lock it	296	<b>70.1</b>	18623	<b>53.3</b>
No	5	<b>1.2</b>	1295	<b>3.7</b>
I did not take any belongings to hospital	44	<b>10.4</b>	3118	<b>8.9</b>
Don't know / Can't remember	9	<b>2.1</b>	699	<b>2.0</b>
Not answered	10	<b>2.4</b>	684	<b>2.0</b>
	422		34,927	

### B14+ - 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	58	<b>15.3</b>	10508	<b>33.0</b>
* Yes, but I could not lock it	296	<b>78.3</b>	18623	<b>58.5</b>
* No	5	<b>1.3</b>	1295	<b>4.1</b>
Don't know / Can't remember	9	<b>2.4</b>	699	<b>2.2</b>
Not answered	10	<b>2.6</b>	684	<b>2.2</b>
<b>Problem score - This Trust 79.6 %</b>	378		31,809	
<b>Problem score - All trusts 62.6%</b>				

### B15 - Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	344	<b>81.5</b>	31491	<b>90.2</b>
* No	29	<b>6.9</b>	1254	<b>3.6</b>
Don't know / Can't remember	43	<b>10.2</b>	1775	<b>5.1</b>
Not answered	6	<b>1.4</b>	407	<b>1.2</b>
<b>Problem score - This Trust 6.9 %</b>	422		34,927	
<b>Problem score - All trusts 3.6%</b>				

### B16 - Were hand-wash gels available for patients and visitors to use?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	362	<b>85.8</b>	32418	<b>92.8</b>
* Yes, but they were empty	3	<b>0.7</b>	352	<b>1.0</b>
* I did not see any hand-wash gels	17	<b>4.0</b>	566	<b>1.6</b>
Can't remember	31	<b>7.3</b>	1179	<b>3.4</b>
Not answered	9	<b>2.1</b>	412	<b>1.2</b>
<b>Problem score - This Trust 4.7 %</b>	422		34,927	
<b>Problem score - All trusts 2.6%</b>				

### B17 - Were you ever bothered by other patients' visitors?

	This Trust		All trusts	
	n	%	n	%
All Patients				
* Yes, often	7	<b>1.7</b>	589	<b>2.2</b>
* Yes, sometimes	43	<b>10.2</b>	2746	<b>10.4</b>
No	363	<b>86.0</b>	22650	<b>86.1</b>
Not answered	9	<b>2.1</b>	335	<b>1.3</b>
<b>Problem score - This Trust 11.9 %</b>	422		26,320	
<b>Problem score - All trusts 12.7%</b>				

## B18 - How would you rate the hospital food?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Very good	107	<b>25.4</b>	6839	<b>19.6</b>
Good	159	<b>37.7</b>	11386	<b>32.6</b>
Fair	105	<b>24.9</b>	9951	<b>28.5</b>
Poor	25	<b>5.9</b>	4756	<b>13.6</b>
I did not have any hospital food	16	<b>3.8</b>	1416	<b>4.1</b>
Not answered	10	<b>2.4</b>	579	<b>1.7</b>
	422		34,927	

## B18+ - How would you rate the hospital food?

	This Trust		All trusts	
	n	%	n	%
Patients who had hospital food				
Very good	107	<b>26.4</b>	6839	<b>20.4</b>
Good	159	<b>39.2</b>	11386	<b>34.0</b>
* Fair	105	<b>25.9</b>	9951	<b>29.7</b>
* Poor	25	<b>6.2</b>	4756	<b>14.2</b>
Not answered	10	<b>2.5</b>	579	<b>1.7</b>
<b>Problem score - This Trust 32.1 %</b>	406		33,511	
<b>Problem score - All trusts 43.9%</b>				

## B19 - Was there healthy food on the hospital menu?

	This Trust		All trusts	
	n	%	n	%
Patients who had hospital food				
Yes, always	207	<b>52.3</b>	13574	<b>54.8</b>
* Yes, sometimes	130	<b>32.8</b>	7317	<b>29.5</b>
* No	16	<b>4.0</b>	1215	<b>4.9</b>
Don't know / Can't remember	36	<b>9.1</b>	2238	<b>9.0</b>
Not answered	7	<b>1.8</b>	431	<b>1.7</b>
<b>Problem score - This Trust 36.8 %</b>	396		24,775	
<b>Problem score - All trusts 34.4%</b>				

## B20 - Were you offered a choice of food?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	320	<b>75.8</b>	26642	<b>76.3</b>
* Yes, sometimes	67	<b>15.9</b>	5141	<b>14.7</b>
* No	24	<b>5.7</b>	2193	<b>6.3</b>
Not answered	11	<b>2.6</b>	951	<b>2.7</b>
<b>Problem score - This Trust 21.6 %</b>	422		34,927	
<b>Problem score - All trusts 21.0%</b>				

## B21 - Did you get the food you ordered?

	This Trust		All trusts	
	n	%	n	%
Patients who were offered a choice of food				
Yes, always	322	<b>83.2</b>	17245	<b>71.9</b>
Yes, sometimes	50	<b>12.9</b>	5464	<b>22.8</b>
No	7	<b>1.8</b>	596	<b>2.5</b>
I did not have any hospital food	5	<b>1.3</b>	435	<b>1.8</b>
Not answered	3	<b>0.8</b>	245	<b>1.0</b>
	387		23,985	

## B21+ - Did you get the food you ordered?

	This Trust		All trusts	
	n	%	n	%
Patients who took up the offer of a choice of food				
Yes, always	322	<b>84.3</b>	17245	<b>73.2</b>
* Yes, sometimes	50	<b>13.1</b>	5464	<b>23.2</b>
* No	7	<b>1.8</b>	596	<b>2.5</b>
Not answered	3	<b>0.8</b>	245	<b>1.0</b>
<b>Problem score - This Trust 14.9 %</b>	382		23,550	
<b>Problem score - All trusts 25.7%</b>				

## B22 - Did you get enough help from staff to eat your meals?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	91	<b>21.6</b>	6755	<b>19.3</b>
Yes, sometimes	19	<b>4.5</b>	2041	<b>5.8</b>
No	21	<b>5.0</b>	2069	<b>5.9</b>
I did not need help to eat meals	274	<b>64.9</b>	22912	<b>65.6</b>
Not answered	17	<b>4.0</b>	1150	<b>3.3</b>
	422		34,927	

## B22+ - 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	91	<b>61.5</b>	6755	<b>56.2</b>
* Yes, sometimes	19	<b>12.8</b>	2041	<b>17.0</b>
* No	21	<b>14.2</b>	2069	<b>17.2</b>
Not answered	17	<b>11.5</b>	1150	<b>9.6</b>
<b>Problem score - This Trust 27.0 %</b>	148		12,015	
<b>Problem score - All trusts 34.2%</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	234	<b>55.5</b>	21438	<b>61.4</b>
Yes, sometimes	115	<b>27.3</b>	8254	<b>23.6</b>
No	24	<b>5.7</b>	1726	<b>4.9</b>
I had no need to ask	40	<b>9.5</b>	3006	<b>8.6</b>
Not answered	9	<b>2.1</b>	503	<b>1.4</b>
	422		34,927	

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

Patients who had questions to ask a doctor	This Trust		All trusts	
	n	%	n	%
Yes, always	234	<b>61.3</b>	21438	<b>67.2</b>
* Yes, sometimes	115	<b>30.1</b>	8254	<b>25.9</b>
* No	24	<b>6.3</b>	1726	<b>5.4</b>
Not answered	9	<b>2.4</b>	503	<b>1.6</b>
<b>Problem score - This Trust 36.4 %</b>	382		31,921	
<b>Problem score - All trusts 31.3%</b>				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	333	<b>78.9</b>	27737	<b>79.4</b>
* Yes, sometimes	69	<b>16.4</b>	5653	<b>16.2</b>
* No	15	<b>3.6</b>	1084	<b>3.1</b>
Not answered	5	<b>1.2</b>	453	<b>1.3</b>
<b>Problem score - This Trust 20.0 %</b>	422		34,927	
<b>Problem score - All trusts 19.3%</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	25	<b>5.9</b>	2240	<b>6.4</b>
* Yes, sometimes	101	<b>23.9</b>	7209	<b>20.6</b>
No	287	<b>68.0</b>	24862	<b>71.2</b>
Not answered	9	<b>2.1</b>	616	<b>1.8</b>
<b>Problem score - This Trust 29.8 %</b>	422		34,927	
<b>Problem score - All trusts 27.1%</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	160	<b>37.9</b>	10359	<b>39.4</b>
Yes, sometimes	134	<b>31.8</b>	7549	<b>28.7</b>
No	30	<b>7.1</b>	2104	<b>8.0</b>
I had no need to talk to a doctor	90	<b>21.3</b>	5885	<b>22.4</b>
Not answered	8	<b>1.9</b>	423	<b>1.6</b>
	422		26,320	

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

Patients who needed to talk to a doctor	This Trust		All trusts	
	n	%	n	%
Yes, always	160	<b>48.2</b>	10359	<b>50.7</b>
* Yes, sometimes	134	<b>40.4</b>	7549	<b>36.9</b>
* No	30	<b>9.0</b>	2104	<b>10.3</b>
Not answered	8	<b>2.4</b>	423	<b>2.1</b>
<b>Problem score - This Trust 49.4 %</b>	332		20,435	
<b>Problem score - All trusts 47.2%</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	225	<b>53.3</b>	15574	<b>59.2</b>
Most of the doctors knew enough	110	<b>26.1</b>	5766	<b>21.9</b>
* Only some of the doctors knew enough	37	<b>8.8</b>	2433	<b>9.2</b>
* None of the doctors knew enough	11	<b>2.6</b>	502	<b>1.9</b>
Can't say	33	<b>7.8</b>	1705	<b>6.5</b>
Not answered	6	<b>1.4</b>	340	<b>1.3</b>
<b>Problem score - This Trust 11.4 %</b>	422		26,320	
<b>Problem score - All trusts 11.2%</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	163	<b>38.6</b>	17137	<b>49.1</b>
* Yes, sometimes	34	<b>8.1</b>	3421	<b>9.8</b>
* No	24	<b>5.7</b>	1398	<b>4.0</b>
Don't know / Can't remember	197	<b>46.7</b>	12453	<b>35.7</b>
Not answered	4	<b>0.9</b>	518	<b>1.5</b>
<b>Problem score - This Trust 13.8 %</b>	422		34,927	
<b>Problem score - All trusts 13.8%</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	254	<b>60.2</b>	19996	<b>57.3</b>
Yes, sometimes	108	<b>25.6</b>	9496	<b>27.2</b>
No	7	<b>1.7</b>	1540	<b>4.4</b>
I had no need to ask	42	<b>10.0</b>	3372	<b>9.7</b>
Not answered	11	<b>2.6</b>	523	<b>1.5</b>
	422		34,927	

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

Patients who had questions to ask a nurse	This Trust		All trusts	
	n	%	n	%
Yes, always	254	<b>66.8</b>	19996	<b>63.4</b>
* Yes, sometimes	108	<b>28.4</b>	9496	<b>30.1</b>
* No	7	<b>1.8</b>	1540	<b>4.9</b>
Not answered	11	<b>2.9</b>	523	<b>1.7</b>
<b>Problem score - This Trust 30.2 %</b>	380		31,555	
<b>Problem score - All trusts 35.0%</b>				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	340	<b>80.6</b>	25012	<b>71.6</b>
* Yes, sometimes	68	<b>16.1</b>	8117	<b>23.2</b>
* No	6	<b>1.4</b>	1272	<b>3.6</b>
Not answered	8	<b>1.9</b>	526	<b>1.5</b>
<b>Problem score - This Trust 17.5 %</b>	422		34,927	
<b>Problem score - All trusts 26.9%</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	14	<b>3.3</b>	1916	<b>5.5</b>
* Yes, sometimes	55	<b>13.0</b>	5951	<b>17.0</b>
No	341	<b>80.8</b>	26436	<b>75.7</b>
Not answered	12	<b>2.8</b>	624	<b>1.8</b>
<b>Problem score - This Trust 16.3 %</b>	422		34,927	
<b>Problem score - All trusts 22.5%</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	257	<b>60.9</b>	20730	<b>59.4</b>
* There were sometimes enough nurses	114	<b>27.0</b>	10076	<b>28.8</b>
* There were rarely or never enough nurses	43	<b>10.2</b>	3490	<b>10.0</b>
Not answered	8	<b>1.9</b>	631	<b>1.8</b>
<b>Problem score - This Trust 37.2 %</b>	422		34,927	
<b>Problem score - All trusts 38.8%</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	196	<b>46.4</b>	10860	<b>41.3</b>
Most of the nurses knew enough	136	<b>32.2</b>	8310	<b>31.6</b>
* Only some of the nurses knew enough	45	<b>10.7</b>	3899	<b>14.8</b>
* None of the nurses knew enough	7	<b>1.7</b>	788	<b>3.0</b>
Can't say	30	<b>7.1</b>	2003	<b>7.6</b>
Not answered	8	<b>1.9</b>	460	<b>1.7</b>
<b>Problem score - This Trust 12.4 %</b>	422		26,320	
<b>Problem score - All trusts 17.8%</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	239	<b>56.6</b>	20356	<b>58.3</b>
* Yes, sometimes	38	<b>9.0</b>	4384	<b>12.6</b>
* No	13	<b>3.1</b>	905	<b>2.6</b>
Don't know / Can't remember	123	<b>29.1</b>	8647	<b>24.8</b>
Not answered	9	<b>2.1</b>	635	<b>1.8</b>
<b>Problem score - This Trust 12.1 %</b>	422		34,927	
<b>Problem score - All trusts 15.1%</b>				

## E. YOUR CARE AND TREATMENTS

**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	22	<b>5.2</b>	2600	<b>7.4</b>
* Yes, sometimes	107	<b>25.4</b>	9260	<b>26.5</b>
No	280	<b>66.4</b>	22360	<b>64.0</b>
Not answered	13	<b>3.1</b>	707	<b>2.0</b>
<b>Problem score - This Trust 30.6 %</b>	422		34,927	
<b>Problem score - All trusts 34.0%</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	206	<b>48.8</b>	18146	<b>52.0</b>
* Yes, to some extent	168	<b>39.8</b>	12263	<b>35.1</b>
* No	36	<b>8.5</b>	3666	<b>10.5</b>
Not answered	12	<b>2.8</b>	852	<b>2.4</b>
<b>Problem score - This Trust 48.3 %</b>	422		34,927	
<b>Problem score - All trusts 45.6%</b>				

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

All Patients	This Trust		All trusts	
	n	%	n	%
* Not enough	75	<b>17.8</b>	7024	<b>20.1</b>
The right amount	328	<b>77.7</b>	26950	<b>77.2</b>
* Too much	3	<b>0.7</b>	249	<b>0.7</b>
Not answered	16	<b>3.8</b>	704	<b>2.0</b>
<b>Problem score - This Trust 18.5 %</b>	422		34,927	
<b>Problem score - All trusts 20.8%</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	121	<b>28.7</b>	10038	<b>28.7</b>
Yes, to some extent	104	<b>24.6</b>	9356	<b>26.8</b>
No	39	<b>9.2</b>	3748	<b>10.7</b>
No family or friends were involved	56	<b>13.3</b>	3651	<b>10.5</b>
My family did not want or need information	77	<b>18.2</b>	5729	<b>16.4</b>
I did not want my family or friends to talk to a doctor	13	<b>3.1</b>	1541	<b>4.4</b>
Not answered	12	<b>2.8</b>	864	<b>2.5</b>
	422		34,927	

**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	121	<b>43.8</b>	10038	<b>41.8</b>
* Yes, to some extent	104	<b>37.7</b>	9356	<b>39.0</b>
* No	39	<b>14.1</b>	3748	<b>15.6</b>
Not answered	12	<b>4.3</b>	864	<b>3.6</b>
<b>Problem score - This Trust 51.8 %</b>	276		24,006	
<b>Problem score - All trusts 54.6%</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	109	<b>25.8</b>	8641	<b>24.7</b>
Yes, to some extent	92	<b>21.8</b>	7722	<b>22.1</b>
No	42	<b>10.0</b>	4812	<b>13.8</b>
I had no worries or fears	164	<b>38.9</b>	12979	<b>37.2</b>
Not answered	15	<b>3.6</b>	773	<b>2.2</b>
	422		34,927	

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

Patients who had worries or fears	This Trust		All trusts	
	n	%	n	%
Yes, definitely	109	<b>42.2</b>	8641	<b>39.4</b>
* Yes, to some extent	92	<b>35.7</b>	7722	<b>35.2</b>
* No	42	<b>16.3</b>	4812	<b>21.9</b>
Not answered	15	<b>5.8</b>	773	<b>3.5</b>
<b>Problem score - This Trust 52.0 %</b>	258		21,948	
<b>Problem score - All trusts 57.1%</b>				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	271	<b>64.2</b>	23728	<b>67.9</b>
* Yes, sometimes	95	<b>22.5</b>	7376	<b>21.1</b>
* No	35	<b>8.3</b>	2768	<b>7.9</b>
Not answered	21	<b>5.0</b>	1055	<b>3.0</b>
<b>Problem score - This Trust 30.8 %</b>	422		34,927	
<b>Problem score - All trusts 29.0%</b>				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	365	<b>86.5</b>	30333	<b>86.8</b>
* Yes, sometimes	42	<b>10.0</b>	3394	<b>9.7</b>
* No	5	<b>1.2</b>	584	<b>1.7</b>
Not answered	10	<b>2.4</b>	616	<b>1.8</b>
<b>Problem score - This Trust 11.2 %</b>	422		34,927	
<b>Problem score - All trusts 11.4%</b>				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	299	<b>70.9</b>	22546	<b>64.6</b>
No	107	<b>25.4</b>	11409	<b>32.7</b>
Not answered	16	<b>3.8</b>	972	<b>2.8</b>
	422		34,927	

### 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	230	<b>76.9</b>	16010	<b>71.0</b>
* Yes, to some extent	50	<b>16.7</b>	5029	<b>22.3</b>
* No	13	<b>4.3</b>	1298	<b>5.8</b>
Not answered	6	<b>2.0</b>	209	<b>0.9</b>
<b>Problem score - This Trust 21.0 %</b>	299		22,546	
<b>Problem score - All trusts 28.1%</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	176	<b>41.7</b>	9012	<b>34.2</b>
Yes, sometimes	46	<b>10.9</b>	3419	<b>13.0</b>
No	6	<b>1.4</b>	1070	<b>4.1</b>
I did not need help	180	<b>42.7</b>	12111	<b>46.0</b>
Not answered	14	<b>3.3</b>	708	<b>2.7</b>
	422		26,320	

**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	176	<b>72.7</b>	9012	<b>63.4</b>
* Yes, sometimes	46	<b>19.0</b>	3419	<b>24.1</b>
* No	6	<b>2.5</b>	1070	<b>7.5</b>
Not answered	14	<b>5.8</b>	708	<b>5.0</b>
<b>Problem score - This Trust 21.5 %</b>	242		14,209	
<b>Problem score - All trusts 31.6%</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	39	<b>9.2</b>	3203	<b>9.2</b>
1-2 minutes	123	<b>29.1</b>	7985	<b>22.9</b>
3-5 minutes	75	<b>17.8</b>	5764	<b>16.5</b>
More than 5 minutes	19	<b>4.5</b>	3104	<b>8.9</b>
I never got help when I used the call button	0	<b>0.0</b>	370	<b>1.1</b>
I never used the call button	144	<b>34.1</b>	13354	<b>38.2</b>
Not answered	22	<b>5.2</b>	1147	<b>3.3</b>
	422		34,927	



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

	This Trust		All trusts	
	n	%	n	%
Patients who used the call button				
0 minutes/right away	39	<b>14.0</b>	3203	<b>14.8</b>
1-2 minutes	123	<b>44.2</b>	7985	<b>37.0</b>
3-5 minutes	75	<b>27.0</b>	5764	<b>26.7</b>
* More than 5 minutes	19	<b>6.8</b>	3104	<b>14.4</b>
* I never got help when I used the call button	0	<b>0.0</b>	370	<b>1.7</b>
Not answered	22	<b>7.9</b>	1147	<b>5.3</b>
<b>Problem score - This Trust 6.8 %</b>	278		21,573	
<b>Problem score - All trusts 16.1%</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	272	<b>64.5</b>	18415	<b>70.0</b>
No	140	<b>33.2</b>	7392	<b>28.1</b>
Not answered	10	<b>2.4</b>	513	<b>1.9</b>
	422		26,320	

**E13 - Did the 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, definitely	136	<b>50.0</b>	9572	<b>52.0</b>
Yes, to some extent	65	<b>23.9</b>	4669	<b>25.4</b>
No	18	<b>6.6</b>	1297	<b>7.0</b>
Not sure / Can't remember	15	<b>5.5</b>	659	<b>3.6</b>
I was told I would get the results at a later date	13	<b>4.8</b>	929	<b>5.0</b>
I was never told the results of tests	17	<b>6.2</b>	901	<b>4.9</b>
Not answered	8	<b>2.9</b>	388	<b>2.1</b>
	272		18,415	

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

Patients who did not have to wait until a later date for results	This Trust		All trusts	
	n	%	n	%
Yes, definitely	136	<b>52.5</b>	9572	<b>54.7</b>
* Yes, to some extent	65	<b>25.1</b>	4669	<b>26.7</b>
* No	18	<b>6.9</b>	1297	<b>7.4</b>
Not sure / Can't remember	15	<b>5.8</b>	659	<b>3.8</b>
* I was never told the results of tests	17	<b>6.6</b>	901	<b>5.2</b>
Not answered	8	<b>3.1</b>	388	<b>2.2</b>
<b>Problem score - This Trust 38.6 %</b>	259		17,486	
<b>Problem score - All trusts 39.3%</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	250	<b>59.2</b>	22849	<b>65.4</b>
No	152	<b>36.0</b>	10921	<b>31.3</b>
Not answered	20	<b>4.7</b>	1157	<b>3.3</b>
	422		34,927	

### 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	188	<b>75.2</b>	18381	<b>80.4</b>
* Yes, to some extent	40	<b>16.0</b>	3231	<b>14.1</b>
* No	11	<b>4.4</b>	704	<b>3.1</b>
I did not want an explanation	6	<b>2.4</b>	343	<b>1.5</b>
Not answered	5	<b>2.0</b>	190	<b>0.8</b>
<b>Problem score - This Trust 20.4 %</b>	250		22,849	
<b>Problem score - All trusts 17.2%</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	172	<b>68.8</b>	16466	<b>72.1</b>
* Yes, to some extent	45	<b>18.0</b>	4614	<b>20.2</b>
* No	18	<b>7.2</b>	1032	<b>4.5</b>
I did not want an explanation	8	<b>3.2</b>	511	<b>2.2</b>
Not answered	7	<b>2.8</b>	226	<b>1.0</b>
<b>Problem score - This Trust 25.2 %</b>	250		22,849	
<b>Problem score - All trusts 24.7%</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	151	<b>60.4</b>	15191	<b>66.5</b>
Yes, to some extent	43	<b>17.2</b>	3919	<b>17.2</b>
No	6	<b>2.4</b>	672	<b>2.9</b>
I did not have any questions	45	<b>18.0</b>	2821	<b>12.3</b>
Not answered	5	<b>2.0</b>	246	<b>1.1</b>
	250		22,849	

**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 an operation/procedure and had questions				
Yes, completely	151	<b>73.7</b>	15191	<b>75.8</b>
* Yes, to some extent	43	<b>21.0</b>	3919	<b>19.6</b>
* No	6	<b>2.9</b>	672	<b>3.4</b>
Not answered	5	<b>2.4</b>	246	<b>1.2</b>
<b>Problem score - This Trust 23.9 %</b>	205		20,028	
<b>Problem score - All trusts 22.9%</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	141	<b>56.4</b>	12765	<b>55.9</b>
* Yes, to some extent	66	<b>26.4</b>	6432	<b>28.2</b>
* No	39	<b>15.6</b>	3288	<b>14.4</b>
Not answered	4	<b>1.6</b>	364	<b>1.6</b>
<b>Problem score - This Trust 42.0 %</b>	250		22,849	
<b>Problem score - All trusts 42.5%</b>				

**F6 - Did you have enough time to discuss your operation or procedure with the consultant?**

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure				
Yes, definitely	162	<b>64.8</b>	11759	<b>67.1</b>
* Yes, to some extent	56	<b>22.4</b>	3931	<b>22.4</b>
* No	26	<b>10.4</b>	1562	<b>8.9</b>
Not answered	6	<b>2.4</b>	265	<b>1.5</b>
<b>Problem score - This Trust 32.8 %</b>	250		17,517	
<b>Problem score - All trusts 31.4%</b>				

**F7 - 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	222	<b>88.8</b>	19690	<b>86.2</b>
No	22	<b>8.8</b>	2737	<b>12.0</b>
Not answered	6	<b>2.4</b>	422	<b>1.8</b>
	250		22,849	

**F8 - 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	182	<b>82.0</b>	16526	<b>83.9</b>
* Yes, to some extent	24	<b>10.8</b>	2270	<b>11.5</b>
* No	12	<b>5.4</b>	696	<b>3.5</b>
Not answered	4	<b>1.8</b>	198	<b>1.0</b>
<b>Problem score - This Trust 16.2 %</b>	222		19,690	
<b>Problem score - All trusts 15.1%</b>				

**F9 - After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?**

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure				
Yes, completely	170	<b>68.0</b>	14595	<b>63.9</b>
* Yes, to some extent	50	<b>20.0</b>	5207	<b>22.8</b>
* No	23	<b>9.2</b>	2578	<b>11.3</b>
Not answered	7	<b>2.8</b>	469	<b>2.1</b>
<b>Problem score - This Trust 29.2 %</b>	250		22,849	
<b>Problem score - All trusts 34.1%</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	208	<b>49.3</b>	17078	<b>48.9</b>
* Yes, to some extent	98	<b>23.2</b>	8936	<b>25.6</b>
* No	49	<b>11.6</b>	4775	<b>13.7</b>
I did not need to be involved	56	<b>13.3</b>	3403	<b>9.7</b>
Not answered	11	<b>2.6</b>	735	<b>2.1</b>
<b>Problem score - This Trust 34.8 %</b>	422		34,927	
<b>Problem score - All trusts 39.3%</b>				

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

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	126	<b>29.9</b>	13618	<b>39.0</b>
No	285	<b>67.5</b>	20427	<b>58.5</b>
Not answered	11	<b>2.6</b>	882	<b>2.5</b>
<b>Problem score - This Trust 29.9 %</b>	422		34,927	
<b>Problem score - All trusts 39.0%</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	77	<b>61.1</b>	7795	<b>57.2</b>
I had to wait to see the doctor	25	<b>19.8</b>	2107	<b>15.5</b>
I had to wait for an ambulance	4	<b>3.2</b>	1137	<b>8.3</b>
Something else	8	<b>6.3</b>	1645	<b>12.1</b>
Not answered	12	<b>9.5</b>	934	<b>6.9</b>
	126		13,618	

### G4 - How long was the delay?

Patients whose discharge was delayed	This Trust		All trusts	
	n	%	n	%
Up to 1 hour	34	<b>27.0</b>	2054	<b>15.1</b>
* Longer than 1 hour but no longer than 2 hours	36	<b>28.6</b>	3845	<b>28.2</b>
* Longer than 2 hours but no longer than 4 hours	36	<b>28.6</b>	4459	<b>32.7</b>
* Longer than 4 hours	15	<b>11.9</b>	3027	<b>22.2</b>
Not answered	5	<b>4.0</b>	233	<b>1.7</b>
<b>Problem score - This Trust 69.1 %</b>	126		13,618	
<b>Problem score - All trusts 83.2%</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	226	<b>53.6</b>	21858	<b>62.6</b>
* No	172	<b>40.8</b>	11903	<b>34.1</b>
Not answered	24	<b>5.7</b>	1166	<b>3.3</b>
<b>Problem score - This Trust 40.8 %</b>	422		34,927	
<b>Problem score - All trusts 34.1%</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	256	<b>60.7</b>	19870	<b>56.9</b>
Yes, to some extent	45	<b>10.7</b>	4234	<b>12.1</b>
No	22	<b>5.2</b>	2004	<b>5.7</b>
I did not need an explanation	39	<b>9.2</b>	3382	<b>9.7</b>
I had no medicines	39	<b>9.2</b>	4205	<b>12.0</b>
Not answered	21	<b>5.0</b>	1232	<b>3.5</b>
	422		34,927	

**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 who were given medicines to take home	This Trust		All trusts	
	n	%	n	%
Yes, completely	256	<b>66.8</b>	19870	<b>64.7</b>
* Yes, to some extent	45	<b>11.7</b>	4234	<b>13.8</b>
* No	22	<b>5.7</b>	2004	<b>6.5</b>
I did not need an explanation	39	<b>10.2</b>	3382	<b>11.0</b>
Not answered	21	<b>5.5</b>	1232	<b>4.0</b>
<b>Problem score - This Trust 17.4 %</b>	383		30,722	
<b>Problem score - All trusts 20.3%</b>				

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

Patients who were given medicines to take home	This Trust		All trusts	
	n	%	n	%
Yes, completely	99	<b>27.3</b>	8553	<b>29.0</b>
* Yes, to some extent	52	<b>14.4</b>	4165	<b>14.1</b>
* No	107	<b>29.6</b>	9636	<b>32.7</b>
I did not need an explanation	102	<b>28.2</b>	6780	<b>23.0</b>
Not answered	2	<b>0.6</b>	356	<b>1.2</b>
<b>Problem score - This Trust 44.0 %</b>	362		29,490	
<b>Problem score - All trusts 46.8%</b>				

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

	This Trust		All trusts	
	n	%	n	%
Patients who were given medicines to take home				
Yes, definitely	215	<b>59.4</b>	17708	<b>60.0</b>
* Yes, to some extent	39	<b>10.8</b>	3469	<b>11.8</b>
* No	22	<b>6.1</b>	2009	<b>6.8</b>
I did not need to be told how to take my medication	84	<b>23.2</b>	6002	<b>20.4</b>
Not answered	2	<b>0.6</b>	302	<b>1.0</b>
<b>Problem score - This Trust 16.9 %</b>	362		29,490	
<b>Problem score - All trusts 18.6%</b>				

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

	This Trust		All trusts	
	n	%	n	%
Patients who were given medicines to take home				
Yes, completely	238	<b>65.7</b>	18852	<b>63.9</b>
* Yes, to some extent	46	<b>12.7</b>	4311	<b>14.6</b>
* No	55	<b>15.2</b>	4596	<b>15.6</b>
Don't know / Can't remember	16	<b>4.4</b>	1124	<b>3.8</b>
Not answered	7	<b>1.9</b>	607	<b>2.1</b>
<b>Problem score - This Trust 27.9 %</b>	362		29,490	
<b>Problem score - All trusts 30.2%</b>				

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, completely	119	<b>28.2</b>	10317	<b>29.5</b>
* Yes, to some extent	68	<b>16.1</b>	5495	<b>15.7</b>
* No	89	<b>21.1</b>	9782	<b>28.0</b>
It was not necessary	126	<b>29.9</b>	7918	<b>22.7</b>
Not answered	20	<b>4.7</b>	1415	<b>4.1</b>
<b>Problem score - This Trust 37.2 %</b>	422		34,927	
<b>Problem score - All trusts 43.7%</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	132	<b>31.3</b>	10211	<b>29.2</b>
Yes, to some extent	59	<b>14.0</b>	5098	<b>14.6</b>
No	74	<b>17.5</b>	7569	<b>21.7</b>
No family or friends were involved	63	<b>14.9</b>	5073	<b>14.5</b>
My family or friends did not want or need information	72	<b>17.1</b>	5492	<b>15.7</b>
Not answered	22	<b>5.2</b>	1484	<b>4.2</b>
	422		34,927	

**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 whose family or friends needed information on how to care for them	This Trust		All trusts	
	n	%	n	%
Yes, definitely	132	<b>46.0</b>	10211	<b>41.9</b>
* Yes, to some extent	59	<b>20.6</b>	5098	<b>20.9</b>
* No	74	<b>25.8</b>	7569	<b>31.1</b>
Not answered	22	<b>7.7</b>	1484	<b>6.1</b>
<b>Problem score - This Trust 46.4 %</b>	287		24,362	
<b>Problem score - All trusts 52.0%</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	277	<b>65.6</b>	23607	<b>67.6</b>
* No	83	<b>19.7</b>	7611	<b>21.8</b>
Don't know/ Can't remember	41	<b>9.7</b>	2439	<b>7.0</b>
Not answered	21	<b>5.0</b>	1270	<b>3.6</b>
<b>Problem score - This Trust 19.7 %</b>	422		34,927	
<b>Problem score - All trusts 21.8%</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	107	<b>25.4</b>	16259	<b>46.6</b>
* No, I did not receive copies	258	<b>61.1</b>	14792	<b>42.4</b>
Not sure / Don't know	38	<b>9.0</b>	2514	<b>7.2</b>
Not answered	19	<b>4.5</b>	1362	<b>3.9</b>
<b>Problem score - This Trust 61.1 %</b>	422		34,927	
<b>Problem score - All trusts 42.4%</b>				

## G14 - Were the letters written in a way that you could understand?

Patients who received copies of letters between the hospital and their GP	This Trust		All trusts	
	n	%	n	%
Yes, definitely	64	<b>59.8</b>	11631	<b>71.5</b>
* Yes, to some extent	30	<b>28.0</b>	3747	<b>23.0</b>
* No	8	<b>7.5</b>	513	<b>3.2</b>
Not sure / Don't know	3	<b>2.8</b>	175	<b>1.1</b>
Not answered	2	<b>1.9</b>	193	<b>1.2</b>
<b>Problem score - This Trust 35.5 %</b>	107		16,259	
<b>Problem score - All trusts 26.2%</b>				

## H. OVERALL

### H1 - 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	355	<b>84.1</b>	27051	<b>77.5</b>
* Yes, sometimes	57	<b>13.5</b>	5982	<b>17.1</b>
* No	2	<b>0.5</b>	997	<b>2.9</b>
Not answered	8	<b>1.9</b>	897	<b>2.6</b>
<b>Problem score - This Trust 14.0 %</b>	422		34,927	
<b>Problem score - All trusts 20.0%</b>				

### H2 - How would you rate how well the doctors and nurses worked together?

All Patients	This Trust		All trusts	
	n	%	n	%
Excellent	175	<b>41.5</b>	14227	<b>40.7</b>
Very good	167	<b>39.6</b>	12437	<b>35.6</b>
Good	54	<b>12.8</b>	4713	<b>13.5</b>
* Fair	15	<b>3.6</b>	1791	<b>5.1</b>
* Poor	2	<b>0.5</b>	664	<b>1.9</b>
Not answered	9	<b>2.1</b>	1095	<b>3.1</b>
<b>Problem score - This Trust 4.1 %</b>	422		34,927	
<b>Problem score - All trusts 7.0%</b>				

### H3 - Overall, how would you rate the care you received?

All Patients	This Trust		All trusts	
	n	%	n	%
Excellent	198	<b>46.9</b>	15484	<b>44.3</b>
Very good	156	<b>37.0</b>	11452	<b>32.8</b>
Good	45	<b>10.7</b>	4436	<b>12.7</b>
* Fair	13	<b>3.1</b>	1795	<b>5.1</b>
* Poor	3	<b>0.7</b>	772	<b>2.2</b>
Not answered	7	<b>1.7</b>	988	<b>2.8</b>
<b>Problem score - This Trust 3.8 %</b>	422		34,927	
<b>Problem score - All trusts 7.3%</b>				

### H4 - 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	373	<b>88.4</b>	22388	<b>85.1</b>
* No	25	<b>5.9</b>	1942	<b>7.4</b>
Not answered	24	<b>5.7</b>	1990	<b>7.6</b>
<b>Problem score - This Trust 5.9 %</b>	422		26,320	
<b>Problem score - All trusts 7.4%</b>				

### H5 - Would you recommend this hospital to your family and friends?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	325	<b>77.0</b>	17860	<b>67.9</b>
Yes, probably	76	<b>18.0</b>	6191	<b>23.5</b>
* No	9	<b>2.1</b>	1419	<b>5.4</b>
Not answered	12	<b>2.8</b>	850	<b>3.2</b>
<b>Problem score - This Trust 2.1 %</b>	422		26,320	
<b>Problem score - All trusts 5.4%</b>				

### H6 - 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	21	<b>5.0</b>	3589	<b>10.3</b>
* No	354	<b>83.9</b>	27502	<b>78.7</b>
Don't know / Can't remember	39	<b>9.2</b>	2843	<b>8.1</b>
Not answered	8	<b>1.9</b>	993	<b>2.8</b>
<b>Problem score - This Trust 83.9 %</b>	422		34,927	
<b>Problem score - All trusts 78.7%</b>				

### H7 - 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	68	<b>16.1</b>	10869	<b>31.1</b>
* No	236	<b>55.9</b>	14335	<b>41.0</b>
Don't know / Can't remember	103	<b>24.4</b>	8601	<b>24.6</b>
Not answered	15	<b>3.6</b>	1122	<b>3.2</b>
<b>Problem score - This Trust 55.9 %</b>	422		34,927	
<b>Problem score - All trusts 41.0%</b>				

### H8 - Did you want to complain about the care you received in hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	15	<b>3.6</b>	2625	<b>7.5</b>
No	394	<b>93.4</b>	31035	<b>88.9</b>
Not answered	13	<b>3.1</b>	1267	<b>3.6</b>
<b>Problem score - This Trust 3.6 %</b>	422		34,927	
<b>Problem score - All trusts 7.5%</b>				

## H9 - 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	1	<b>6.7</b>	217	<b>11.6</b>
* Yes, to some extent	1	<b>6.7</b>	296	<b>15.9</b>
* No	11	<b>73.3</b>	1258	<b>67.5</b>
Not answered	2	<b>13.3</b>	93	<b>5.0</b>
<b>Problem score - This Trust 80.0 %</b>	15		1,864	
<b>Problem score - All trusts 83.4%</b>				

## J. ABOUT YOU

### J1 - Are you male or female?

All Patients	This Trust		All trusts	
	n	%	n	%
Male	199	<b>47.2</b>	15422	<b>44.2</b>
Female	215	<b>50.9</b>	18817	<b>53.9</b>
Not answered	8	<b>1.9</b>	688	<b>2.0</b>
	422		34,927	

### J2 - What was your year of birth?

All Patients	This Trust		All trusts	
	n	%	n	%
Under 20	6	<b>1.4</b>	443	<b>1.3</b>
20-29	18	<b>4.3</b>	1370	<b>3.9</b>
30-39	30	<b>7.1</b>	2199	<b>6.3</b>
40-49	46	<b>10.9</b>	3822	<b>10.9</b>
50-59	78	<b>18.5</b>	5232	<b>15.0</b>
60-69	63	<b>14.9</b>	7690	<b>22.0</b>
70-79	97	<b>23.0</b>	7773	<b>22.3</b>
80-89	61	<b>14.5</b>	4749	<b>13.6</b>
90+	13	<b>3.1</b>	725	<b>2.1</b>
Not answered	10	<b>2.4</b>	924	<b>2.6</b>
	422		34,927	

### J3 - What is your religion?

All Patients	This Trust		All trusts	
	n	%	n	%
None	51	<b>12.1</b>	3383	<b>12.9</b>
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	318	<b>75.4</b>	18441	<b>70.1</b>
Muslim	0	<b>0.0</b>	775	<b>2.9</b>
Hindu	0	<b>0.0</b>	328	<b>1.2</b>
Sikh	0	<b>0.0</b>	170	<b>0.6</b>
Jewish	1	<b>0.2</b>	194	<b>0.7</b>
Buddhist	4	<b>0.9</b>	93	<b>0.4</b>
Any other religion	5	<b>1.2</b>	314	<b>1.2</b>
Not answered	43	<b>10.2</b>	2622	<b>10.0</b>
	422		26,320	

#### J4 - Were your religious beliefs respected by the hospital staff?

	This Trust		All trusts	
	n	%	n	%
Patients who have religious beliefs				
Yes, always	88	<b>26.8</b>	4550	<b>22.4</b>
Yes, sometimes	6	<b>1.8</b>	427	<b>2.1</b>
No	4	<b>1.2</b>	225	<b>1.1</b>
My beliefs were not an issue during my hospital stay	213	<b>64.9</b>	13985	<b>68.8</b>
Not answered	17	<b>5.2</b>	1128	<b>5.6</b>
	328		20,315	

#### J4+ - Were your religious beliefs respected by the hospital staff?

	This Trust		All trusts	
	n	%	n	%
Patients whose religious beliefs were an issue				
Yes, always	88	<b>76.5</b>	4550	<b>71.9</b>
* Yes, sometimes	6	<b>5.2</b>	427	<b>6.7</b>
* No	4	<b>3.5</b>	225	<b>3.6</b>
Not answered	17	<b>14.8</b>	1128	<b>17.8</b>
<b>Problem score - This Trust 8.7 %</b>	115		6,330	
<b>Problem score - All trusts 10.3%</b>				

#### J5 - Were you able to practise your religious beliefs in the way you want to in hospital?

	This Trust		All trusts	
	n	%	n	%
Patients who have religious beliefs				
Yes, always	56	<b>17.1</b>	3207	<b>15.8</b>
Yes, sometimes	3	<b>0.9</b>	579	<b>2.9</b>
No, never	3	<b>0.9</b>	321	<b>1.6</b>
I did not want or need to practice my religious beliefs whilst in hospital	245	<b>74.7</b>	14854	<b>73.1</b>
Not answered	21	<b>6.4</b>	1354	<b>6.7</b>
	328		20,315	

#### J5+ - Were you able to practise 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	56	<b>67.5</b>	3207	<b>58.7</b>
* Yes, sometimes	3	<b>3.6</b>	579	<b>10.6</b>
* No, never	3	<b>3.6</b>	321	<b>5.9</b>
Not answered	21	<b>25.3</b>	1354	<b>24.8</b>
<b>Problem score - This Trust 7.2 %</b>	83		5,461	
<b>Problem score - All trusts 16.5%</b>				

## J6 - How old were you when you left full-time education?

All Patients	This Trust		All trusts	
	n	%	n	%
16 years or less	239	<b>56.6</b>	14323	<b>54.4</b>
17 or 18 years	83	<b>19.7</b>	4234	<b>16.1</b>
19 years or over	51	<b>12.1</b>	4689	<b>17.8</b>
Still in full-time education	8	<b>1.9</b>	392	<b>1.5</b>
Not answered	41	<b>9.7</b>	2682	<b>10.2</b>
	422		26,320	

## J7 - Which statement best describes your own health state today in terms of mobility?

All Patients	This Trust		All trusts	
	n	%	n	%
I have no problems in walking about	231	<b>54.7</b>	16433	<b>47.0</b>
I have some problems in walking about	165	<b>39.1</b>	16393	<b>46.9</b>
I am confined to bed	4	<b>0.9</b>	465	<b>1.3</b>
Not answered	22	<b>5.2</b>	1636	<b>4.7</b>
	422		34,927	

## J8 - Which statement best describes your own health state today in terms of self-care?

All Patients	This Trust		All trusts	
	n	%	n	%
I have no problems with self-care	341	<b>80.8</b>	25045	<b>71.7</b>
I have some problems washing or dressing myself	53	<b>12.6</b>	6956	<b>19.9</b>
I am unable to wash or dress myself	8	<b>1.9</b>	979	<b>2.8</b>
Not answered	20	<b>4.7</b>	1947	<b>5.6</b>
	422		34,927	

## J9 - Which statement best describes your own health state today in terms of your usual activities (e.g. work, study, homework, family, or leisure activities)?

All Patients	This Trust		All trusts	
	n	%	n	%
I have no problems with performing my usual activities	230	<b>54.5</b>	14643	<b>41.9</b>
I have some problems with performing my usual activities	128	<b>30.3</b>	14223	<b>40.7</b>
I am unable to perform my usual activities	44	<b>10.4</b>	4184	<b>12.0</b>
Not answered	20	<b>4.7</b>	1877	<b>5.4</b>
	422		34,927	



**J10 - Which statement best describes your own health state today in terms of pain/discomfort?**

All Patients	This Trust		All trusts	
	n	%	n	%
I have no pain or discomfort	173	<b>41.0</b>	12197	<b>34.9</b>
I have moderate pain or discomfort	205	<b>48.6</b>	17771	<b>50.9</b>
I have extreme pain or discomfort	25	<b>5.9</b>	3078	<b>8.8</b>
Not answered	19	<b>4.5</b>	1881	<b>5.4</b>
	422		34,927	

**J11 - Which statement best describes your own health state today in terms of anxiety/depression?**

All Patients	This Trust		All trusts	
	n	%	n	%
I am not anxious or depressed	274	<b>64.9</b>	21472	<b>61.5</b>
I am moderately anxious or depressed	101	<b>23.9</b>	9819	<b>28.1</b>
I am extremely anxious or depressed	17	<b>4.0</b>	1279	<b>3.7</b>
Not answered	30	<b>7.1</b>	2357	<b>6.7</b>
	422		34,927	

**J12 - Do you have any of the following long-standing conditions?**

All Patients	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	49	<b>11.6</b>	4097	<b>11.7</b>
Blindness or partially sighted	9	<b>2.1</b>	1532	<b>4.4</b>
A long-standing physical condition	89	<b>21.1</b>	9183	<b>26.3</b>
A learning disability	5	<b>1.2</b>	444	<b>1.3</b>
A mental health condition	14	<b>3.3</b>	1455	<b>4.2</b>
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	102	<b>24.2</b>	9876	<b>28.3</b>
No, I do not have a long-standing condition	174	<b>41.2</b>	12654	<b>36.2</b>
Not answered	42	<b>10.0</b>	3192	<b>9.1</b>
	422		34,927	


### J13 - Does this condition(s) cause you difficulty with any of the following?

Patients with long standing conditions	This Trust		All trusts	
	n	%	n	%
Everyday activities that people your age can usually do	106	<b>51.5</b>	10934	<b>57.3</b>
At work, in education, or training	32	<b>15.5</b>	2931	<b>15.4</b>
Access to buildings, streets or vehicles	43	<b>20.9</b>	5322	<b>27.9</b>
Reading or writing	30	<b>14.6</b>	2389	<b>12.5</b>
People's attitudes to you because of your condition	16	<b>7.8</b>	2291	<b>12.0</b>
Communicating, mixing with others, or socialising	38	<b>18.4</b>	3757	<b>19.7</b>
Any other activity	25	<b>12.1</b>	2939	<b>15.4</b>
No difficulty with any of these	67	<b>32.5</b>	4755	<b>24.9</b>
Not answered	11	<b>5.3</b>	952	<b>5.0</b>
	206		19,081	

### J14 - To which of these ethnic groups would you say you belong? (Tick ONE only)

All Patients	This Trust		All trusts	
	n	%	n	%
British	364	<b>86.3</b>	28736	<b>82.3</b>
Irish	7	<b>1.7</b>	756	<b>2.2</b>
Any other White background	26	<b>6.2</b>	1211	<b>3.5</b>
White and Black Caribbean	0	<b>0.0</b>	60	<b>0.2</b>
White and Black African	1	<b>0.2</b>	46	<b>0.1</b>
White and Asian	0	<b>0.0</b>	85	<b>0.2</b>
Any other Mixed background	0	<b>0.0</b>	63	<b>0.2</b>
Indian	0	<b>0.0</b>	565	<b>1.6</b>
Pakistani	0	<b>0.0</b>	269	<b>0.8</b>
Bangladeshi	0	<b>0.0</b>	90	<b>0.3</b>
Any other Asian background	0	<b>0.0</b>	277	<b>0.8</b>
Caribbean	1	<b>0.2</b>	439	<b>1.3</b>
African	2	<b>0.5</b>	357	<b>1.0</b>
Any other Black background	0	<b>0.0</b>	39	<b>0.1</b>
Chinese	2	<b>0.5</b>	94	<b>0.3</b>
Any other	2	<b>0.5</b>	103	<b>0.3</b>
Not answered	17	<b>4.0</b>	1737	<b>5.0</b>
	422		34,927	



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. For some questions you will be instructed that you may tick more than one box.

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, in the envelope provided, 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 A2
- 2  Waiting list or planned in advance  
→ Go to A13
- 3  Something else  
→ Go to A2

## EMERGENCY CARE

A2. Did you travel to the hospital by ambulance?

- 1  Yes → Go to A3
- 2  No → Go to A9

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  Don't know / Can't remember
- 5  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

A7. Once you had arrived at hospital, how long did you wait with the ambulance crew before your care was handed over to the A&E staff?

- 1  I did not have to wait
- 2  Up to 15 minutes
- 3  16-30 minutes
- 4  31-60 minutes
- 5  More than 1 hour but no more than 2 hours
- 6  More than 2 hours but no more than 3 hours
- 7  More than 3 hours
- 8  Don't know / Can't remember

**A8.** How well do you think the ambulance service and A&E staff worked together?

- 1  Very well
- 2  Fairly well
- 3  Not very well
- 4  Not at all well
- 5  Don't know / Can't remember

## **THE ACCIDENT & EMERGENCY DEPARTMENT**

**A9.** When you arrived at the hospital, did you go to the A&E Department (the Emergency Department / Casualty / Medical or Surgical Admissions unit)?

- 1  Yes → **Go to A10**
- 2  No → **Go to A13**

**A10.** While you were in the A&E Department, how much information about your condition or treatment was given to you?

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

**A11.** Were you given enough privacy when being examined or treated in the A&E Department?

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

**A12.** 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 A21**

**WAITING LIST & PLANNED  
ADMISSION PATIENTS, please  
continue to Question A13**

## **WAITING LIST OR PLANNED ADMISSION**

**A13.** When you were referred to see a specialist, were you offered a choice of hospital for your **first hospital appointment**?

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

**A14.** 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...**

**A15.** 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

**A16.** 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

**A17.** Were you given a choice of **admission dates**?

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

**A18.** 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

**A19.** Before being admitted to hospital, were you given any printed information about **the hospital**?

- 1  Yes
- 2  No

**A20.** Before being admitted to hospital, were you given any printed information about **your condition or treatment**?

- 1  Yes
- 2  No

## **ALL TYPES OF ADMISSION**

**A21.** How organised was the **admission process**?

- 1  Very organised
- 2  Fairly organised
- 3  Not at all organised

**A22.** 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 A23**
- 2  Yes, to some extent → **Go to A23**
- 3  No → **Go to B1**



**A23.** 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 B6**  
2  No → **Go to 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.** When you reached the ward, did you get enough information about ward routines, such as timetables and rules?

- 1  Yes, definitely  
2  Yes, to some extent  
3  No  
4  I did not need information

**B9.** Were you ever bothered by noise **at night** from **other patients**?

- 1  Yes  
2  No

**B10.** Were you ever bothered by noise **at night** from **hospital staff**?

- 1  Yes  
2  No

**B11.** 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

**B12.** 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

**B13.** Did you feel threatened during your stay in hospital by other patients or visitors?

- 1  Yes  
2  No

**B14.** 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

## Visitors

**B15.** Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?

- 1  Yes  
2  No  
3  Can't remember

**B16.** Were hand-wash gels available for patients and visitors to use?

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

**B17.** Were you ever bothered by other patients' visitors?

- 1  Yes, often  
2  Yes, sometimes  
3  No

## Food

**B18.** How would you rate the hospital food?

- 1  Very good → **Go to B19**  
2  Good → **Go to B19**  
3  Fair → **Go to B19**  
4  Poor → **Go to B19**  
5  I did not have any hospital food → **Go to B20**

**B19.** Was there healthy food on the hospital menu?

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

**B20.** Were you offered a choice of food?

- 1  Yes, always → **Go to B21**
- 2  Yes, sometimes → **Go to B21**
- 3  No → **Go to B22**

**B21.** Did you get the food you ordered?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No
- 4  I did not have any hospital food

**B22.** 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 TREATMENTS

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

### **Pain**

**E8.** Were you ever in any pain?

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

### Tests

**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, definitely
- 2  Yes, to some extent
- 3  No
- 4  Not sure / Can't remember
- 5  I was told I would get the results at a later date
- 6  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 F2**
- 2  No → **Go to 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.** Did you have **enough time** to discuss your operation or procedure with the consultant?

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

**F7.** 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 F8**
- 2  No → **Go to F9**

**F8.** 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

**F9.** 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 G3**
- 2  No → **Go to 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 G7**
- 2  Yes, to some extent  
→ **Go to G7**
- 3  No  
→ **Go to G7**
- 4  I did not need an explanation  
→ **Go to G7**
- 5  I had no medicines  
→ **Go to 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 → **Go to G14**
- 2  No, I did not receive copies  
→ **Go to H1**
- 3  Not sure / Don't know → **Go to H1**



**G14.** Were the letters written in a way that you could understand?

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

## H. OVERALL

**H1.** 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

**H2.** How would you rate how well the doctors and nurses worked together?

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

**H3.** Overall, how would you rate the care you received?

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

**H4.** Are you confident that the hospital is keeping your personal information / health records secure and confidential?

- 1  Yes
- 2  No

**H5.** Would you recommend this hospital to your family and friends?

- 1  Yes, definitely
- 2  Yes, probably
- 3  No

**H6.** 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

**H7.** 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

**H8.** Did you want to complain about the care you received in hospital?

- 1  Yes → **Go to H9**
- 2  No → **Go to J1**

**H9.** Did hospital staff give you the information you needed to do this?

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

## J. ABOUT YOU

J1. Are you male or female?

- 1  Male  
2  Female

J2. 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.*

J3. What is your religion?

- 1  None → Go to J6  
2  Christian (including Church of England, Catholic, Protestant and all other Christian denominations)  
→ Go to J4  
3  Muslim → Go to J4  
4  Hindu → Go to J4  
5  Sikh → Go to J4  
6  Jewish → Go to J4  
7  Buddhist → Go to J4  
8  Any other religion (Please write in box) → Go to J4

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J4. 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

J5. 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

J6. 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

## Your own health state today

By placing a tick in one box in each group below, please indicate which statements best describe your own health state **today**.

### J7. Mobility

- 1  I have no problems in walking about
- 2  I have some problems in walking about
- 3  I am confined to bed

### J8. Self-Care

- 1  I have no problems with self-care
- 2  I have some problems washing or dressing myself
- 3  I am unable to wash or dress myself

### J9. Usual Activities (e.g. work, study, housework, family or leisure activities)

- 1  I have no problems with performing my usual activities
- 2  I have some problems with performing my usual activities
- 3  I am unable to perform my usual activities

### J10. Pain / Discomfort

- 1  I have no pain or discomfort
- 2  I have moderate pain or discomfort
- 3  I have extreme pain or discomfort

### J11. Anxiety / Depression

- 1  I am not anxious or depressed
- 2  I am moderately anxious or depressed
- 3  I am extremely anxious or depressed

### J12. Do you have any of the following long-standing conditions? (Tick **ALL** that apply)

- 1  Deafness or severe hearing impairment → Go to J13
- 2  Blindness or partially sighted → Go to J13
- 3  A long-standing physical condition → Go to J13
- 4  A learning disability → Go to J13
- 5  A mental health condition → Go to J13
- 6  A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy → Go to J13
- 7  No, I do not have a long-standing condition → Go to J14

### J13. 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

**J14.** 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)**

## K. 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:

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