

# ○ Paediatric Outpatient Survey 2011

## States of Jersey Health & Social Services

August 2011

Final Report

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SECTION 1  
 Introduction



# Young Outpatients Survey 2011

## States of Jersey Health & Social Services

### Background to the survey

The results presented here are from the Paediatric Outpatients Survey 2011, carried out by Picker Institute Europe on behalf of States of Jersey Health & Social Services. The purpose of the survey is to understand what young outpatients think of healthcare services provided by your Trust, in order to inform service improvements. Both paediatric outpatients and their parents/carers were invited to give their feedback.

### Survey Development

Two surveys were generated by the Picker Institute Europe in collaboration with Sheffield Children's Hospital. These were based loosely on the adult National Outpatient Survey 2009, but also informed by previous research by the Picker Institute with children (the development of the Paediatric Inpatient Surveys in 2004 and 2008). One survey was aimed at paediatric outpatients aged 8yrs+, and the other was aimed at the parents/carers of paediatric outpatients aged 0-7yrs, encouraging input from their child where possible. The children's survey was made motivating to young patients by amending question phrasing, making the text more child-friendly, inserting illustrations/colour, and changing the overall layout. The questionnaires were cognitively tested in Oxfordshire during September and October 2009 on recent young outpatients and their parents/carers. This resulted in several changes to the surveys, after which the amended surveys were retested on a new sample of young outpatients. The paediatric outpatient survey was piloted with recent outpatients from Sheffield Children's Hospital in 2009, and successfully rolled out to 17 NHS trusts in 2010. It has been repeated again this year with a further 7 NHS trusts.

### Questionnaires

Two questionnaire versions were used for the paediatric outpatient survey:

- **Version 1 ('P') - for parents/carers of outpatients aged 0-7yrs:** this was designed to be completed by the parent or carer who accompanied the child to hospital, with the input of the young patient if they were able.
- **Version 2 ('YP') - for children (paediatric outpatients) aged 8-17yrs:** this was designed to be completed by the young patient themselves, with some help from their parent or carer if needed. A short section at the end of the children's survey was designed to be completed by the parent or carer.

### Survey methodology

A random sample of 850 young patients who attended an outpatient appointment at your trust across April 2011 was submitted. Of these patients, 425 were aged 7yrs or under at the time of sampling, and their parents/carers were sent the parents version of the questionnaire. 425 patients aged 8yrs or above were sent the children's survey. The survey was undertaken using a postal questionnaire, sent to patients' home addresses, followed by two reminder mailings to non-responders. Surveys sent to outpatients aged 0-15yrs were addressed to their parent or guardian.

Patients were sent a questionnaire, a covering letter from the trust, 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. In addition to the paper version of the questionnaire, patients were also given the option to complete the survey online. The covering letters and reminder cards included a link to the online version of the questionnaire along with a unique online log-in code.

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. Patients wishing to opt-out of the survey could do so by returning the questionnaire blank, or by calling the freephone helpline. They could also opt-out via the online version of the survey.

## Using your Survey Results

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

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

Patients had the option of adding additional comments at the end of the questionnaire. These verbatim comments are available on our online results system (<https://www.picker-results.org>) under the 'Respondent Comments' option. We encourage you to look at your patient comments to help further understand your results.

If you would like any help interpreting your results, then we are able to come and do an on-site presentation of key findings at your trust. Alternatively we can hold a small meeting to talk through your results. Both of these options are included in your survey package at no additional cost. If you would like to discuss either of these options, please contact Amy Tallett on 01865 208115 or [amy.tallett@pickereurope.ac.uk](mailto:amy.tallett@pickereurope.ac.uk).

### Effectively using your Survey Results

Communicating results and setting priorities for service improvement across your organisation is key to ensuring that changes are implemented successfully. Patients and staff should be involved in developing an action plan and any resulting quality improvement activities.

Our Quality Improvement Team can be commissioned to run workshops or deliver presentations and action-planning sessions that are tailored specifically to your Trust's needs.

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

If you have any questions about this report, please contact Bridget Hopwood or Amy Tallett at the Picker Institute on 01865 208100 or email [bridget.hopwood@pickereurope.ac.uk](mailto:bridget.hopwood@pickereurope.ac.uk) / [amy.tallett@pickereurope.ac.uk](mailto:amy.tallett@pickereurope.ac.uk).



## Problem scores

At the Picker Institute, we use the concept of '**problem scores**' as a summary measure, to help monitor your results over time and to show how your Trust compares to the average score for all Picker Institute trusts. We hope that you will find problem scores a helpful way of targeting areas in need of attention within your Trust – this in turn can help you to bring about real quality improvement for your patients.

### What is a problem score?

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

### How are problem scores calculated?

We calculate the problem scores by combining the response categories. For example, for the following question '*Were you ever told different things by different members of staff?*' we have combined the responses '*Yes, a lot*' and '*Yes, sometimes*', to create a single problem score. Asterisks on the frequency tables indicate which response categories have been combined to create the problem score:

#### Example data only:

T56 - (29) Were you ever told different things by different members of staff?

All	This Trust		All trusts	
	n	%	n	%
* Yes, a lot	12	<b>4.8</b>	165	<b>4.4</b>
* Yes, sometimes	38	<b>15.3</b>	658	<b>17.4</b>
No, never	196	<b>79.0</b>	2909	<b>76.9</b>
Not answered	2	<b>0.8</b>	52	<b>1.4</b>
<b>Problem score - This Trust 20.2 %</b>	248		3784	
<b>Problem score - All trusts 21.7%</b>				

Some questions were only asked to parents/carers, some were only asked to young outpatients, and other questions were asked to both parents/carers *and* young patients. These can be distinguished by the colour of the question:

- Questions asked to both parents/carers *and* to children are displayed in **black** text, as above.
- Questions asked to parents/carers only will be displayed in **blue** text
- Questions asked only to children will be displayed in **red** text

### 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**. Large problem scores should be highlighted as potential problem areas that need to be investigated. By targeting these areas, you can hopefully start to bring about real quality improvement to your patients. Problem scores are an **interpretation of the data** made by the Picker Institute. Any comparisons made within the Trust (internal benchmarks) and between Trusts (external benchmarks) are made using these 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 use a toilet*. 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. Q17+)**.

## Question numbering and colour-coding

Throughout the report, questions and problem scores shown in black text represent data asked to both parents *and* children. Those in red text are for child-only data, whereas those in blue text are parent-only data.

The T question number reflects the question number in the parent's survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

## Low numbers of respondents

The questionnaire used includes some filter questions, whereby only relevant questions are asked of patients. For example, patients that reported not having an operation or procedure would not be asked subsequent questions about operations. 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, e.g. [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' (the average score across the 15 trusts that conducted the 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.

## Rounding of percentages

Note that throughout the report (with the exception of the Frequency Tables) partial percentages have been rounded to the nearest full number. For example 12.8% is rounded up to 13%, while 5.3% would be rounded down to 5%.



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
- respondent profile

## Survey Activity

### Young Outpatients Survey 2011

### States of Jersey Health & Social Services

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Dates of Fieldwork:	Initial Mailing	03 June 2011	850
	First Reminder	17 June 2011	741
	Second Reminder	01 July 2011	635

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Response Rate:	Receipt Type	Number
	<b>Parents - Returned completed (paper)</b>	195
	<b>Parents - Completed (Online)</b>	6
	Opt Out - Parents Survey (Web)	1
	Parents - Ineligible - returned undelivered	2
	Parents - Ineligible - deceased	0
	Parents - Too ill/Opt out	19
	Parents - Ineligible - other	0
	<b>Children's - Returned completed (paper)</b>	167
	<b>Children's - Completed (Online)</b>	3
	Opt Out - Children's Survey (Web)	0
	Children's - Ineligible - returned undelivered	3
	Children's - Ineligible - deceased	0
	Children's - Too ill/Opt out	29
	Children's - Ineligible - other	0

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Number of patients in the original sample:	850
Total number of eligible patients:	845
Returned completed:	371
<b>Response Rate</b>	<b>43.9%</b>
Average Response Rate:	34.7%

#### Response rate by survey type;

	Mailing Qty	Returned Completed	% Completed
Parents of young patients aged 0-7	425	201	47%
Young patients aged 8-17	425	170	40%

## About your respondents

A total of 850 patients from your Trust were sent a questionnaire. 845 were eligible for the survey, of which 371 returned a completed questionnaire, giving a response rate of 44%. The average response rate for the survey was 35%.

### Key facts about your respondents:

- 48% were male; 51% were female and 1% did not reply.
- 54% of returned questionnaires were the parent/carer version, and 46% were the young patients' questionnaire.
- 96% stated their ethnic background as White; 2% Mixed; 1% Asian/Asian British; 1% Black/Black British; 0% Chinese or other ethnic group and 1% did not state their background.
- 58% of patients had visited the outpatient department previously, for the same condition, whereas 40% had not.
- 36% waited up to 6 weeks for their most recent outpatient appointment, with 22% waiting between 6 weeks and 3 months. 11% had to wait more than 3 months, whereas 15% of patients have a regular appointment. 7% of patients were referred urgently (e.g. from GP or from A&E).

### Overall ratings of Hospital Care

- 68% of young outpatients aged 8yrs+ felt that they were looked after very well during their hospital visit, and 29% said fairly well. 4% of children stated that they were not looked after very well or at all well.
- 98% of parents/carers rated their child's overall hospital care as excellent, very good or good, with 2% rating it as fair or poor.

### Who answered the questionnaires?

The parent's questionnaire was sent to the parent or guardian of young outpatients aged 0-7yrs, and designed to be completed by the parent or carer who accompanied the child to hospital, with the input of the young patient if they were able. The children's questionnaire was sent to young outpatients aged 8-17yrs and designed to be completed by the patient themselves, with some help from their parent or carer if needed. A short section at the end of the children's survey was designed to be completed by the parent or carer who accompanied the child to hospital.

The number and percent of questionnaires that were completed by the young patient or the parent/carer are as follows:

### Parent Survey, Q63 - Who was the **main person** who answered the questions on this questionnaire?

Parents of young outpatients aged 0-7yrs	N	%
Me, the parent or carer	188	93.5%
Both child (patient) and parent/carer together	10	5.0%
Not Answered	3	1.5%

### Children's Survey, Section 1 (designed to be completed by children), Q35 - Who was the **main person** who answered the questions in *this section* (section 1) of the questionnaire?

Young outpatients aged 8-18yrs	N	%
Me, the child (patient)	100	58.8%
My parent or carer	17	10.0%
Both patient (child) and parent/carer together	50	29.4%
Not Answered	3	1.8%

Children's Survey, Section 2 (designed to be completed by parents/carers), Q59 - Who was the **main person** who answered the questions in *this section* (section 2) of the questionnaire?

<b>Parents of young outpatients aged 8-18yrs</b>	<b>N</b>	<b>%</b>
Me, the parent/carer	111	65.3%
Me, the young patient	13	7.6%
Both child and parent/carer together	43	25.3%
Not Answered	3	1.8%







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 the 7 NHS trusts in the survey. Problem scores help you to focus on areas where there is plenty of scope for improvement, in addition to areas where you are performing well.

### Problem Scores

- Lower scores reflect better performance\*
- Please refer to the Frequency Tables section of this report for a breakdown of how each problem score has been calculated.
- Problem scores are rounded up or down to the nearest whole number
- Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

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

Please note that not all questions are based on all patients, so a problem score may relate only to 'those who had tests' for example. You would therefore need to use the frequency tables (at the end of this report) to check the sample size of those who responded, to establish whether each of the problem areas will be a particular area of focus for you. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets, e.g. [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.


Blue text = parent data

Red text = child data

Black text = combined (parent and child) data

The T number reflects the question number in the parent's survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

 scores significantly better than average

 scores significantly worse than average

**Trust**

**Average**

The problem score for your Trust

Average score for all Trusts

*Lower scores are better*

## A. Before the Appointment

		Trust	Average
T1+	Waited more than 3 months for an appointment	14 %	15 %
T2	Amount of time waiting for an appointment was not fully acceptable	34 %	38 %
T3	Appointment changed to a later date by the hospital	16 %	21 % 
T4	Not given choice of appointment dates	42 %	31 % 
T6	Child never sees the same healthcare professional	8 %	13 % 
T7	Parent did not fully know before appointment what was going to happen	52 %	57 %
T7a	(1) Child did not fully know before their appointment what was going to happen	57 %	53 %

## B. Arrival at the Hospital

		Trust	Average	
T8+	Could not find a convenient place to park	21 %	40 %	+
T9+	Not easy to find way to the right department	15 %	26 %	+
T10	Reception staff were not completely friendly and approachable	17 %	21 %	
T11	Booking-in process at reception was fairly or not at all organised	23 %	30 %	+

## C. Waiting for your child's appointment

		Trust	Average	
T12+	Unable to immediately find a place to sit in waiting area	4 %	9 %	+
T13	Appointment started more than 15 minutes after stated time	21 %	34 %	+
T14	Patient not told that they would have to wait	68 %	66 %	
T15	(2) Not enough for child's age group to do when waiting to be seen	36 %	47 %	+

## D. Hospital Facilities

		Trust	Average	
T16	(3) Outpatients department not clean	0 %	2 %	+
T17+	(4+) Toilets at the outpatient department not clean	4 %	7 %	+
T18+	Did not have access to suitable food and drinks	44 %	41 %	
T19	Parent needed facilities that were not available	4 %	4 %	

## E. Seeing a Doctor

		Trust	Average	
T22	Doctors did not introduce themselves to parent	2 %	4 %	
T23+	(6+) Doctors did not introduce themselves to child	9 %	9 %	
T24	Doctors did not talk clearly to parent about child's condition/ treatment	12 %	15 %	
T25+	Doctors did not always give parent clear answers to questions	19 %	23 %	
T25a	(7) Doctor was not always friendly and helpful	15 %	13 %	
T26+	(8+) Doctors did not speak to child in a way they could fully understand	30 %	31 %	
T27+	Doctors did not talk with child about their questions or worries	[9] %	15 %	
T27b	(10) Doctors did not talk with child about their questions or worries	[32] %	18 %	
T28	Parent did not have full confidence and trust in doctors	12 %	18 %	
T29	Doctors did not know enough about child's medical history	14 %	17 %	
T31	Amount of time spent with doctor was not fully acceptable	15 %	20 %	+

## F. Seeing another Healthcare Professional

		Trust	Average	
T34+	Other healthcare professional did not always give clear answers to parents questions	16 %	22 %	
T34a	(14) Other healthcare professional was not always friendly and helpful	13 %	12 %	
T35+	(15+) Other healthcare professional did not speak to child in a way they could fully understand	23 %	17 %	
T36	Parent did not have full confidence and trust in other healthcare professional	16 %	18 %	

## G. Tests and X-rays

		Trust	Average
T38	Parent not clearly told why child needed test(s)	8 %	12 %
T39	Parent not fully told before test(s) what was going to happen	20 %	20 %
T40+	(17+) Child not fully told before test(s) what was going to happen	25 %	21 %
T41	(18) Test results not fully explained or never received	25 %	25 %
T42+	(19+) Did not get clear answers to questions about test results	31 %	30 %

## H. Overall about the appointment

		Trust	Average
T44	(21) Purpose of new medication not clearly explained	10 %	15 %
T45	(22) Not given enough information about how to use new medication	12 %	20 %
T46	Not told fully about medication side effects to watch for	[58] %	56 %
T47	(23) Did not receive written or printed information about child's condition or treatment but would have liked it	10 %	14 %
T48	Printed information was not completely clear/easy to understand	[20] %	16 %
T50	(25) Not given clear instructions on child's new action	12 %	14 %
T51+	(26+) Not told when child could carry on their usual activities	26 %	32 %
T52+	(27+) Not told what to do or who to contact if worried after the appointment	18 %	24 %
T53	Parent not told what would happen next	6 %	6 %
T54	Staff talked in front of parent as if they weren't there	7 %	13 %
T55	(28) Child not given enough privacy when being treated or examined	13 %	17 %
T56	(29) Staff contradict one another	17 %	20 %
T57	Parent not involved enough in decisions about child's care and treatment	16 %	21 %
T57a	(30) Child not fully involved in decisions about what happened to them in hospital	32 %	32 %
T57b	(31) Child was scared or frightened during their appointment	37 %	31 %

## I. Overall Impression

		Trust	Average
T58	Overall - reason for visit not dealt with completely to parents satisfaction	14 %	23 %
T59	Overall - outpatients department fairly or not at all organised	24 %	37 %
T59a	(33) Overall - child felt they were not always listened to by hospital staff	29 %	28 %
T60	Overall - child's care rated as fair or poor	2 %	4 %
T60a	(34) Overall - child felt they were not looked after very well	4 %	2 %
T61	Parent wanted to complain about child's hospital appointment	4 %	5 %





SECTION 4

# ○ Ranked Problem Scores

*where most patients report room for improvement*





## Ranked Problem Scores

This section ranks your problem scores from the highest score (most respondents reporting room for improvement) to the lowest 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 young outpatients.

Please note that not all questions are based on all patients, so a problem score may relate only to 'those who had tests' for example. You would therefore need to use the frequency tables to check the sample size of those who responded, to establish whether each of the problem areas will be a particular area of focus for you. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets, e.g. [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Blue text = parent data

Red text = child data

Black text = combined (parent and child) data

The T number reflects the question number in the parents survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

🟢 scores significantly better than average

🔴 scores significantly worse than average

**Trust**

**Average**

The problem score for your Trust

Average score for all Trusts

*Lower scores are better*

### Problem scores 50%+

		Trust	Average
T14	Patient not told that they would have to wait	68 %	66 %
T46	Not told fully about medication side effects to watch for	[58] %	56 %
T7a	(1) Child did not fully know before their appointment what was going to happen	57 %	53 %
T7	Parent did not fully know before appointment what was going to happen	52 %	57 %





### Problem scores 40% - 49%

		Trust	Average
T18+	Did not have access to suitable food and drinks	44 %	41 %
T4	Not given choice of appointment dates	42 %	31 % 🔴

### Problem scores 30% - 39%

		Trust	Average
T57b	(31) Child was scared or frightened during their appointment	37 %	31 %
T15	(2) Not enough for child's age group to do when waiting to be seen	36 %	47 % 🟢
T2	Amount of time waiting for an appointment was not fully acceptable	34 %	38 %
T57a	(30) Child not fully involved in decisions about what happened to them in hospital	32 %	32 %
T27b	(10) Doctors did not talk with child about their questions or worries	[32] %	18 %
T42+	(19+) Did not get clear answers to questions about test results	31 %	30 %
T26+	(8+) Doctors did not speak to child in a way they could fully understand	30 %	31 %







## Problem scores 20% - 29%

		Trust	Average
T59a	<b>(33) Overall - child felt they were not always listened to by hospital staff</b>	29 %	28 %
T51+	(26+) Not told when child could carry on their usual activities	26 %	32 %
T41	(18) Test results not fully explained or never received	25 %	25 %
T40+	(17+) Child not fully told before test(s) what was going to happen	25 %	21 %
T59	<b>Overall - outpatients department fairly or not at all organised</b>	24 %	37 % 
T11	<b>Booking-in process at reception was fairly or not at all organised</b>	23 %	30 % 
T35+	(15+) Other healthcare professional did not speak to child in a way they could fully understand	23 %	17 %
T13	<b>Appointment started more than 15 minutes after stated time</b>	21 %	34 % 
T8+	<b>Could not find a convenient place to park</b>	21 %	40 % 
T48	<b>Printed information was not completely clear/easy to understand</b>	[20] %	16 %
T39	<b>Parent not fully told before test(s) what was going to happen</b>	20 %	20 %

## Problem scores 10% - 19%

		Trust	Average
T25+	<b>Doctors did not always give parent clear answers to questions</b>	19 %	23 %
T52+	(27+) Not told what to do or who to contact if worried after the appointment	18 %	24 % 
T56	(29) Staff contradict one another	17 %	20 %
T10	<b>Reception staff were not completely friendly and approachable</b>	17 %	21 %
T57	<b>Parent not involved enough in decisions about child's care and treatment</b>	16 %	21 %
T36	<b>Parent did not have full confidence and trust in other healthcare professional</b>	16 %	18 %
T34+	<b>Other healthcare professional did not always give clear answers to parents questions</b>	16 %	22 %
T3	<b>Appointment changed to a later date by the hospital</b>	16 %	21 % 
T31	<b>Amount of time spent with doctor was not fully acceptable</b>	15 %	20 % 
T9+	<b>Not easy to find way to the right department</b>	15 %	26 % 
T25a	<b>(7) Doctor was not always friendly and helpful</b>	15 %	13 %
T58	<b>Overall - reason for visit not dealt with completely to parents satisfaction</b>	14 %	23 % 
T1+	<b>Waited more than 3 months for an appointment</b>	14 %	15 %
T29	<b>Doctors did not know enough about child's medical history</b>	14 %	17 %
T55	(28) Child not given enough privacy when being treated or examined	13 %	17 % 
T34a	<b>(14) Other healthcare professional was not always friendly and helpful</b>	13 %	12 %
T50	(25) Not given clear instructions on child's new action	12 %	14 %
T28	<b>Parent did not have full confidence and trust in doctors</b>	12 %	18 %
T24	<b>Doctors did not talk clearly to parent about child's condition/ treatment</b>	12 %	15 %
T45	(22) Not given enough information about how to use new medication	12 %	20 %
T47	(23) Did not receive written or printed information about child's condition or treatment but would have liked it	10 %	14 %
T44	(21) Purpose of new medication not clearly explained	10 %	15 %

## Problem scores 0% - 9%

		Trust	Average
T27+	Doctors did not talk with child about their questions or worries	[9] %	15 %
T23+	(6+) Doctors did not introduce themselves to child	9 %	9 %
T6	Child never sees the same healthcare professional	8 %	13 % 
T38	Parent not clearly told why child needed test(s)	8 %	12 %
T54	Staff talked in front of parent as if they weren't there	7 %	13 % 
T53	Parent not told what would happen next	6 %	6 %
T17+	(4+) Toilets at the outpatient department not clean	4 %	7 % 
T12+	Unable to immediately find a place to sit in waiting area	4 %	9 % 
T61	Parent wanted to complain about child's hospital appointment	4 %	5 %
T60a	<b>(34) Overall - child felt they were not looked after very well</b>	4 %	2 %
T19	Parent needed facilities that were not available	4 %	4 %
T60	Overall - child's care rated as fair or poor	2 %	4 % 
T22	Doctors did not introduce themselves to parent	2 %	4 %
T16	(3) Outpatients department not clean	0 %	2 % 





SECTION 5

 **External Benchmarks**

*comparing results with other trusts*



## External Benchmarks

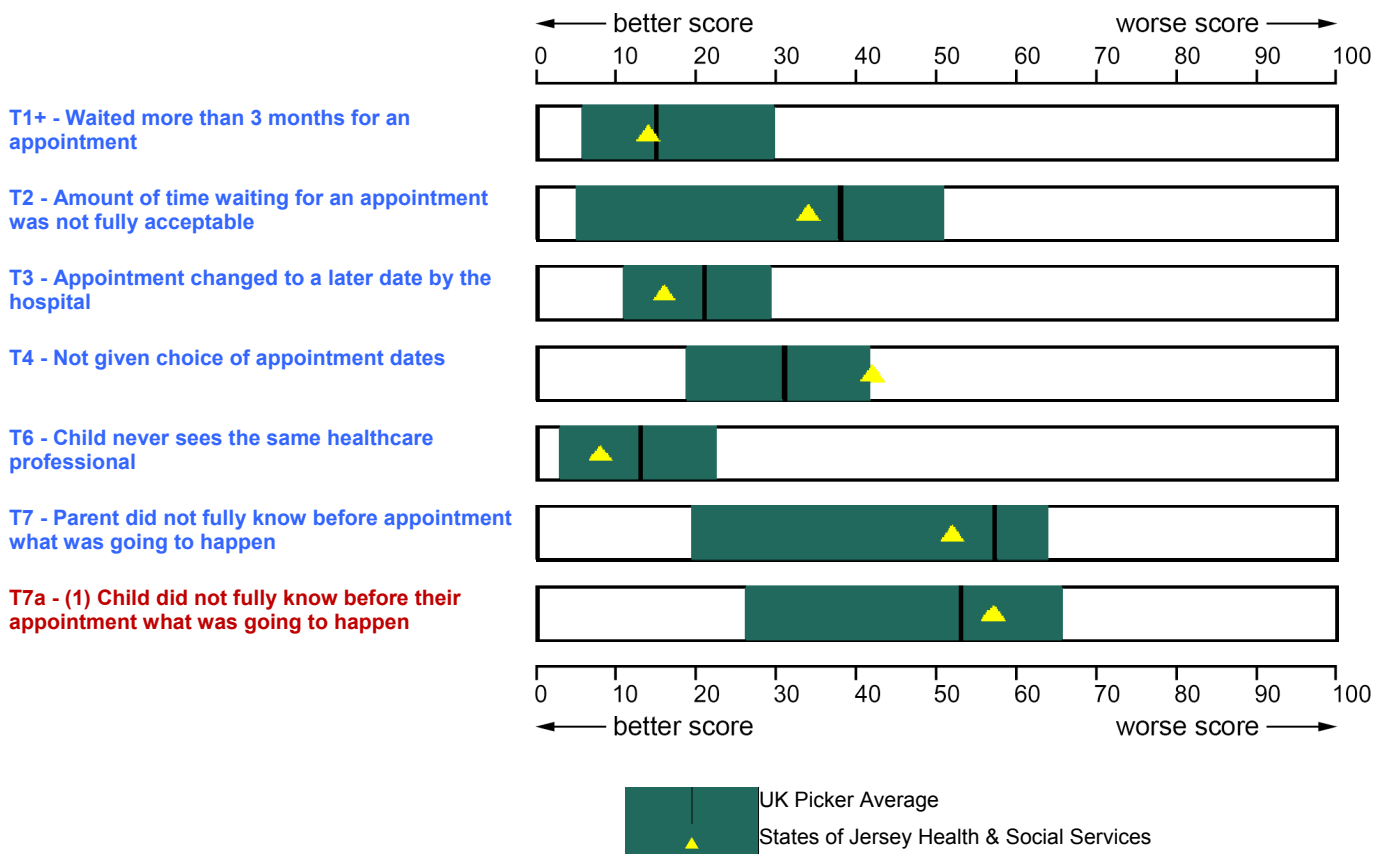
This section shows how your Trust compares to all 7 NHS trusts in this survey. The range of scores is shown as a green bar from the best score (to the left), to the worst (to the right). The average across all trusts is the black line. The score for States of Jersey Health & Social Services is shown as the yellow triangle.

Blue text = parent data

Red text = child data

Black text = combined (parent and child) data

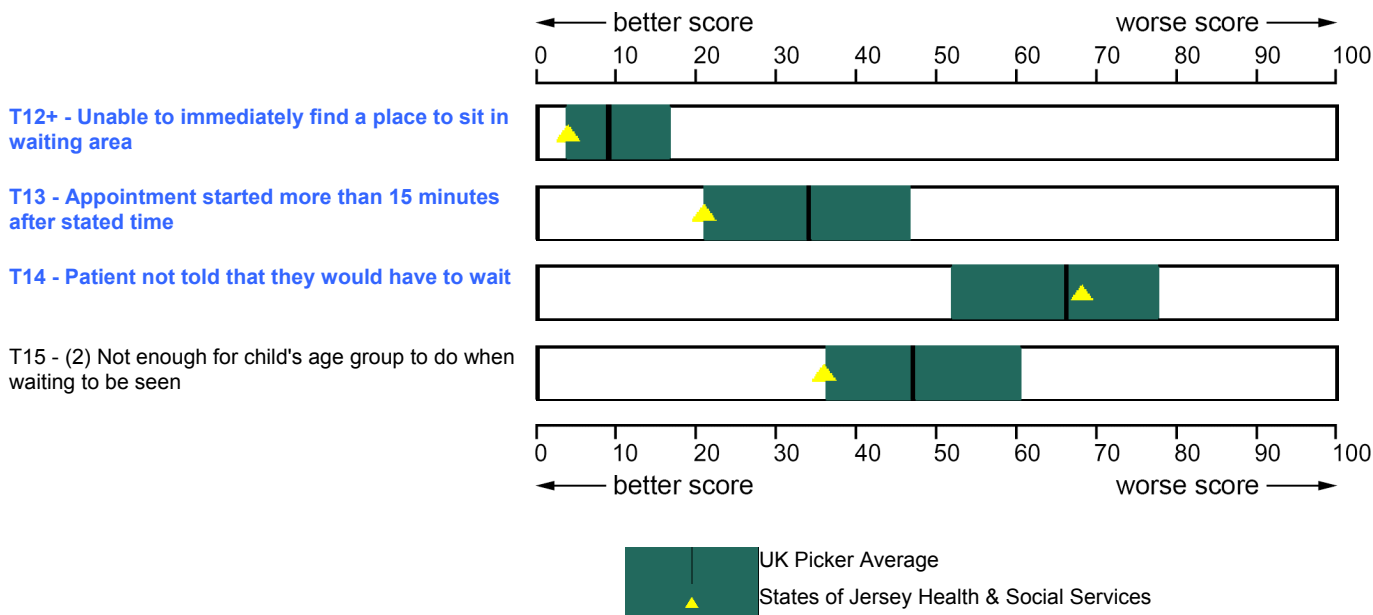
### A. Before the Appointment



## B. Arrival at the Hospital



## C. Waiting for your child's appointment

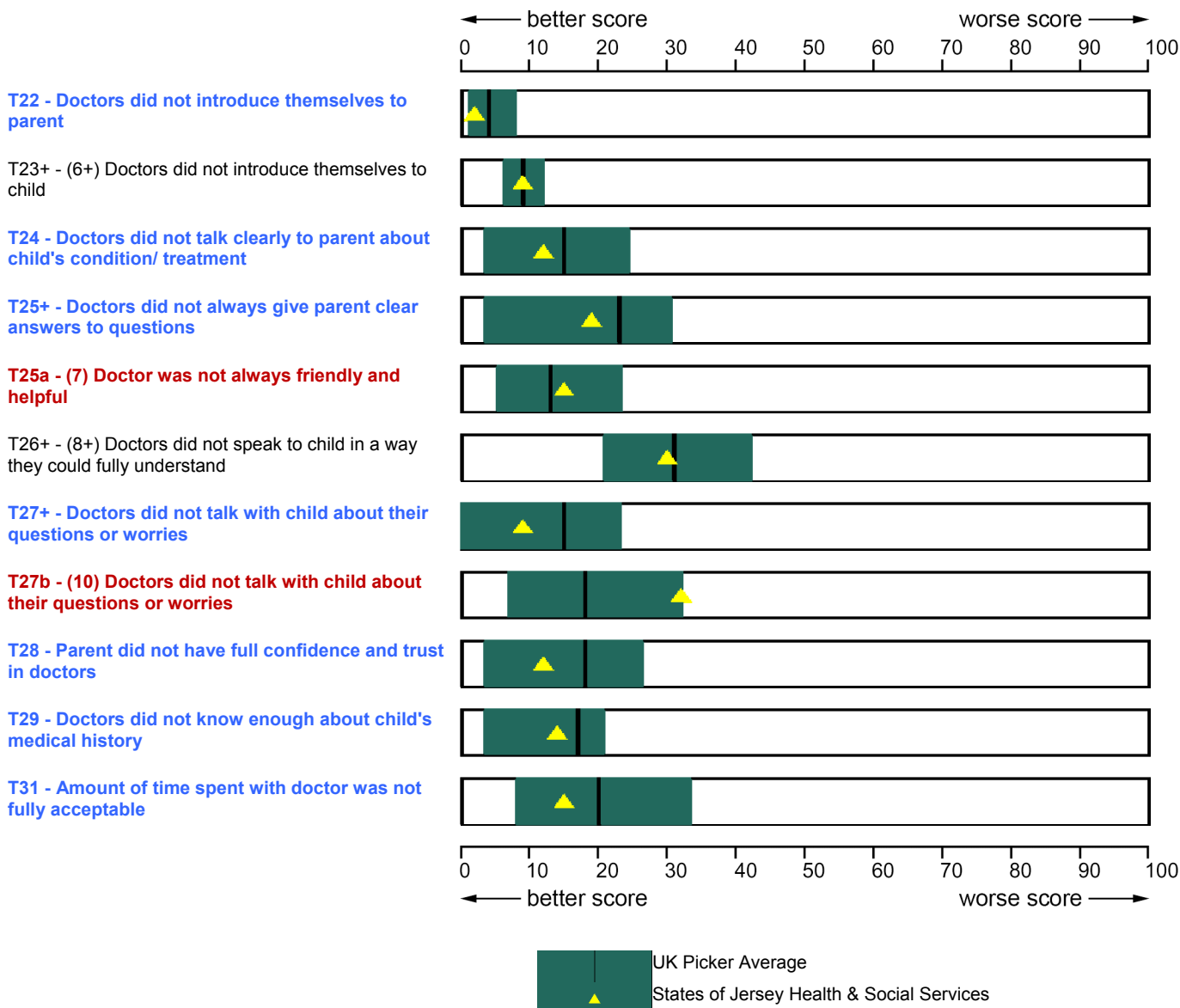




## D. Hospital Facilities



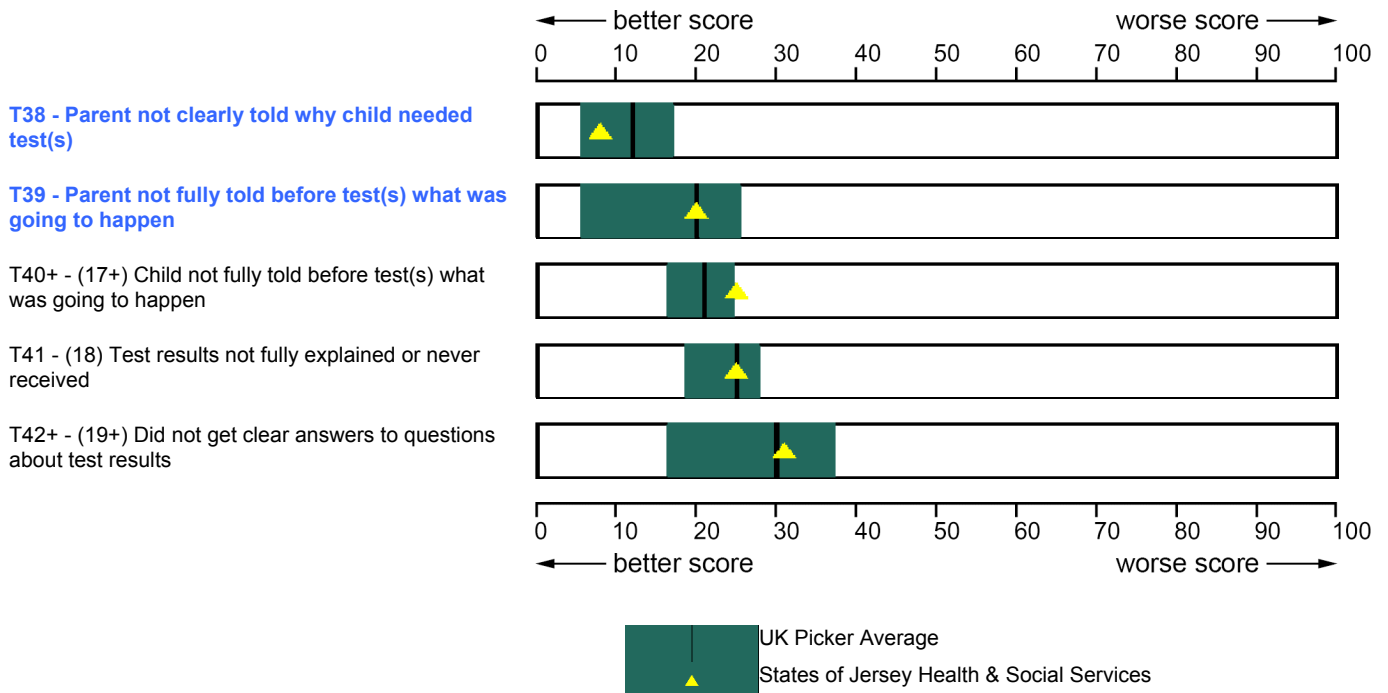
## E. Seeing a Doctor



## F. Seeing another Healthcare Professional

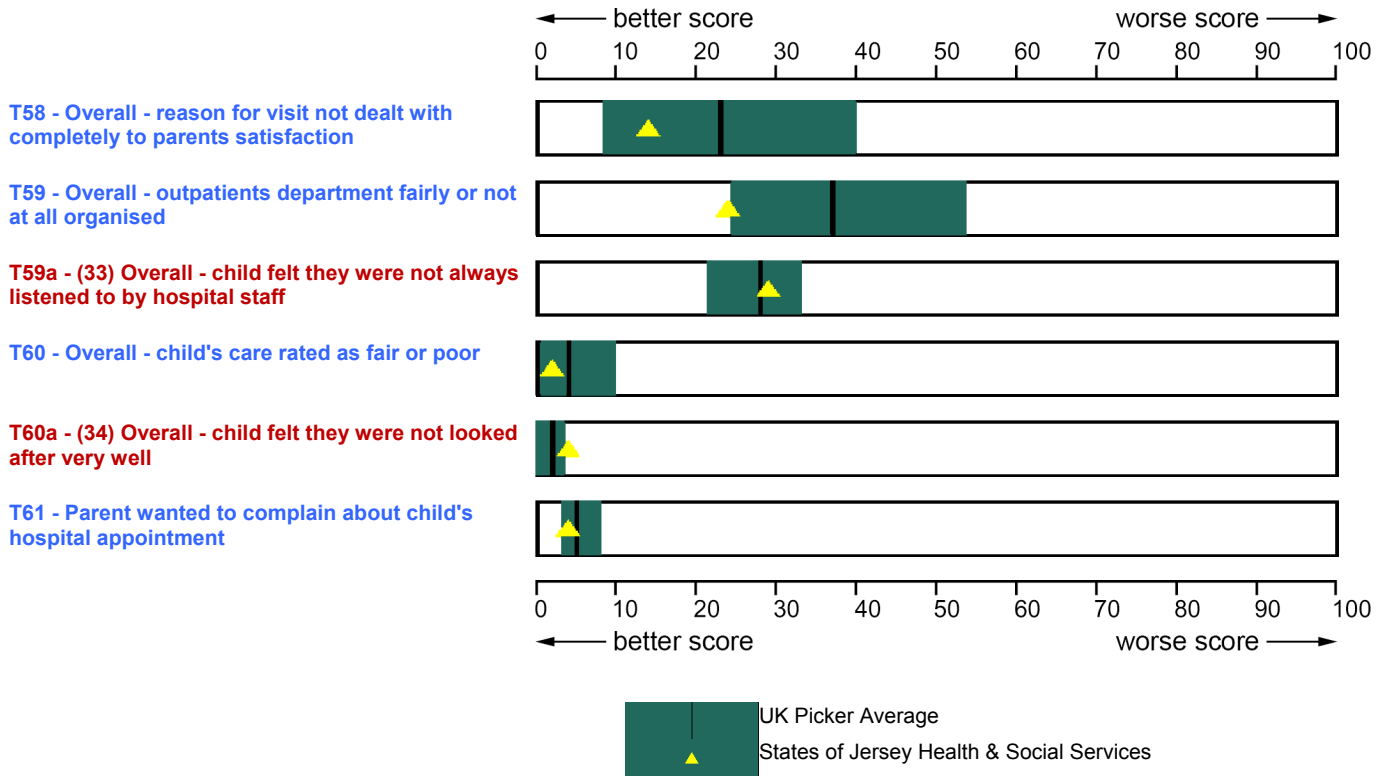


## G. Tests and X-rays





# I. Overall Impression







SECTION 6

 **Internal Benchmarks**

*comparing results within the trust*





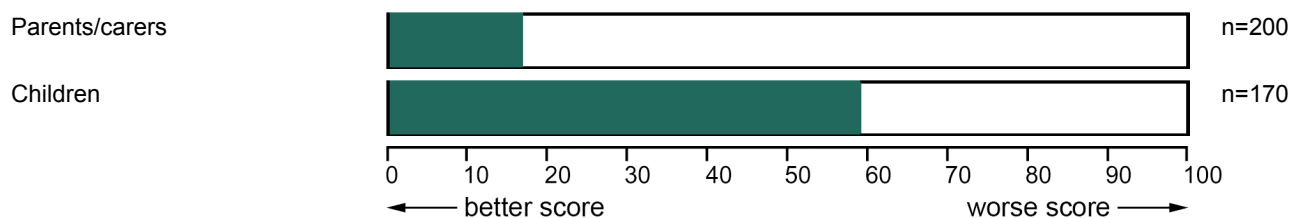
## Internal Benchmarks: Respondent Type

This section compares problem scores within your trust by respondent type (parent or child). Only data for questions that were asked to *both parents and children* are displayed. The green bars show the problem score, i.e. the percentage of patients who are not completely satisfied with a particular aspect of their care. Remember that lower scores (smaller bars) are better, whereas a larger bar indicates a greater problem. Where fewer than 50 patients have answered a particular question, the result should be treated with caution as the number of respondents is relatively small.

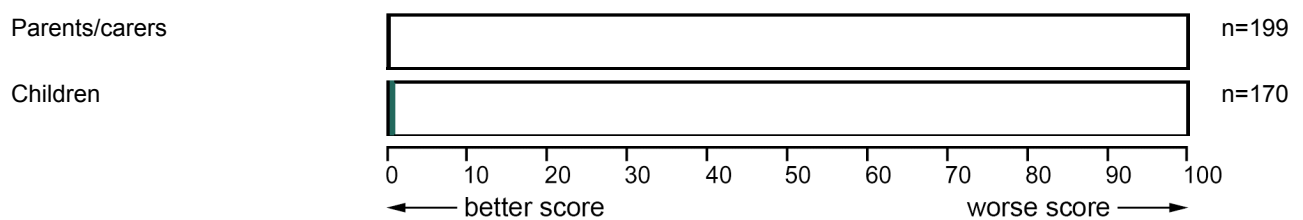
The '*Parents/carers*' data is from parents and carers. i.e. data from the parents' survey (aimed at parents of patients aged 0-7yrs) *and* from the parents' section of the children's survey (aimed at parents/carers of patients aged 8yrs+). The '*Children*' data is from the children's section of the children's survey (aimed at children aged 8yrs+).

The first question number ('T') reflects the question number in the parent survey, whereas the question number on the children's survey appears in brackets ( ).

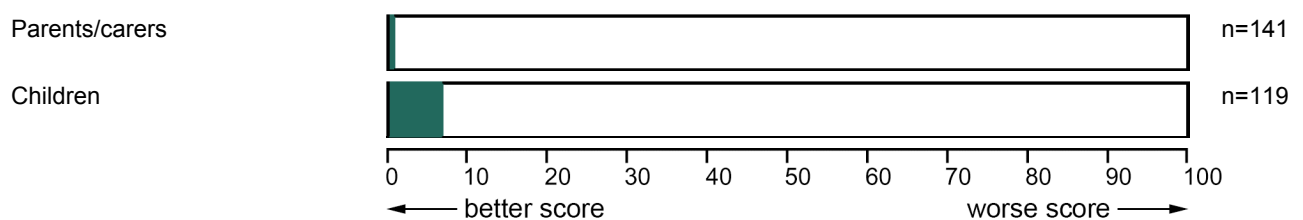
### T15 - (2) Not enough for child's age group to do when waiting to be seen



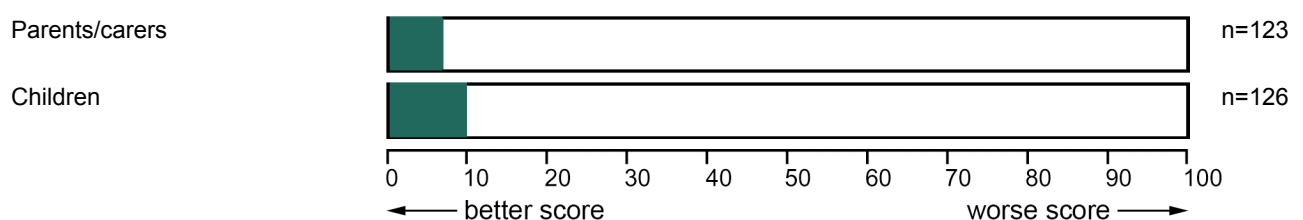
### T16 - (3) Outpatients department not clean



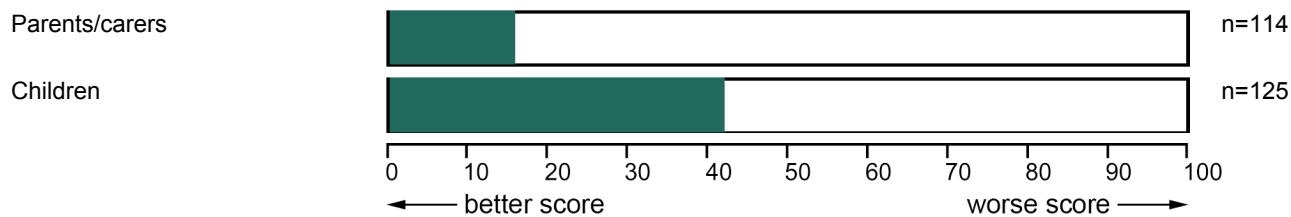
### T17+ - (4+) Toilets at the outpatient department not clean



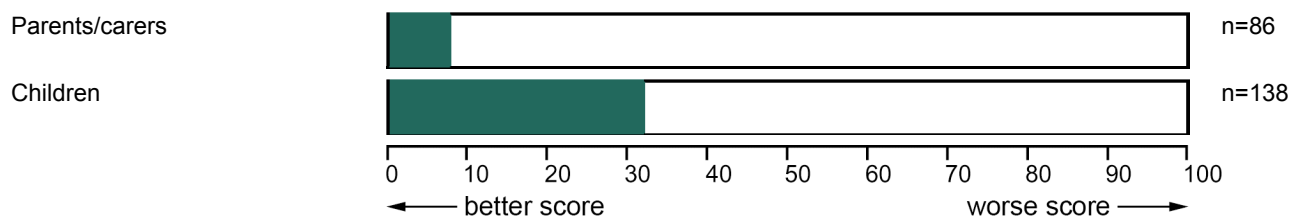
### T23+ - (6+) Doctors did not introduce themselves to child



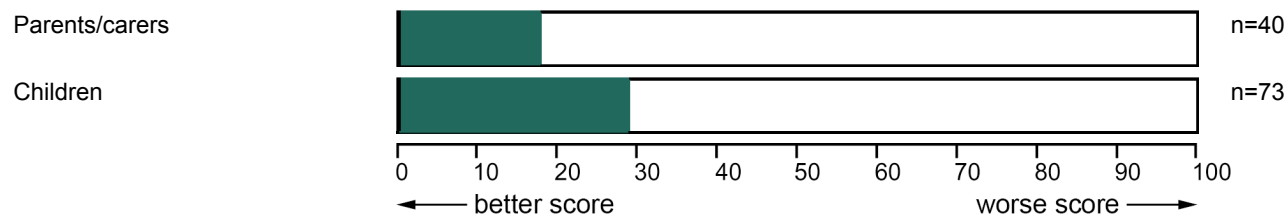
**T26+ - (8+) Doctors did not speak to child in a way they could fully understand**



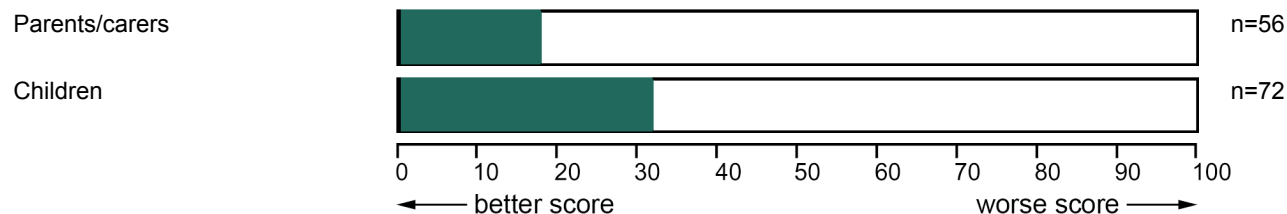
**T35+ - (15+) Other healthcare professional did not speak to child in a way they could fully understand**



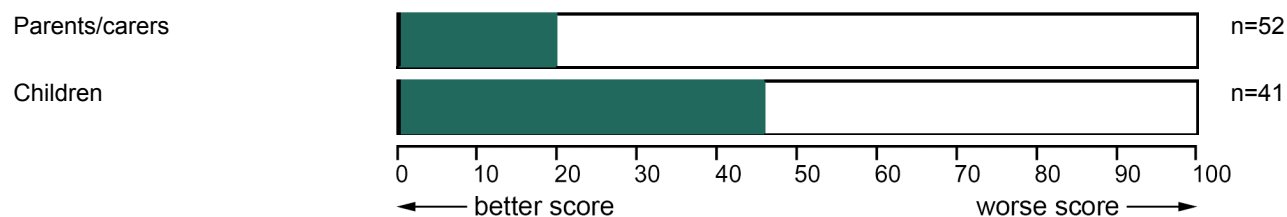
**T40+ - (17+) Child not fully told before test(s) what was going to happen**



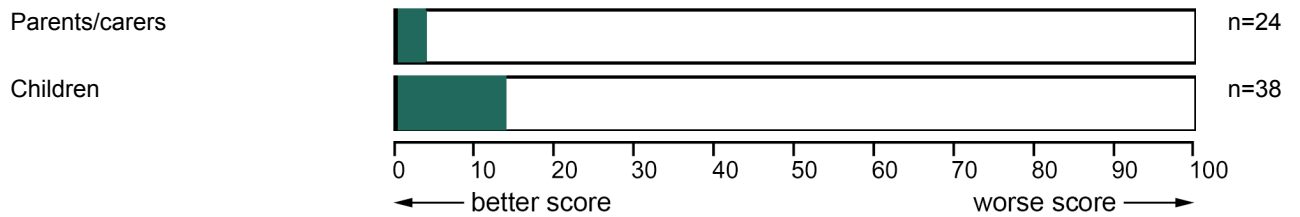
**T41 - (18) Test results not fully explained or never received**



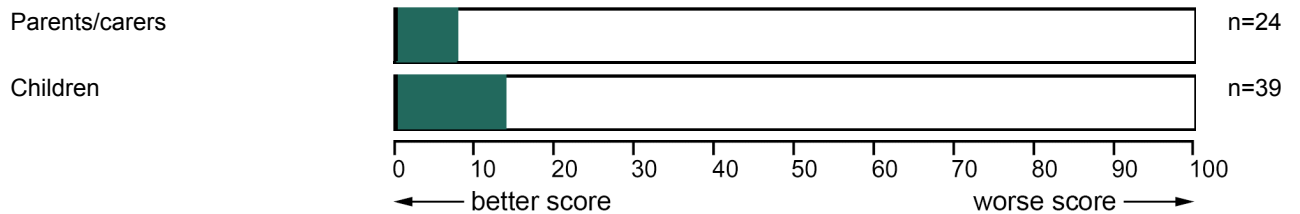
**T42+ - (19+) Did not get clear answers to questions about test results**



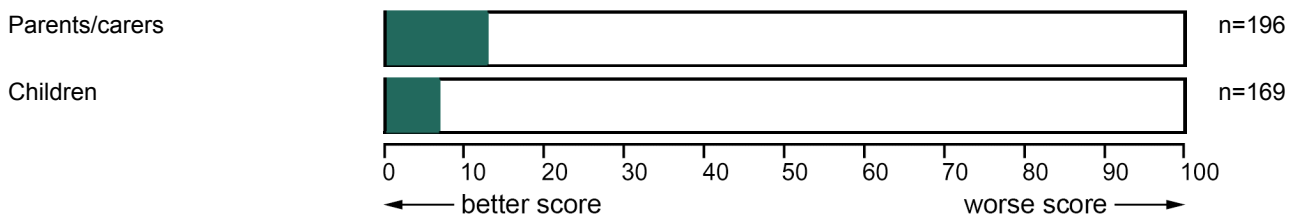
**T44 - (21) Purpose of new medication not clearly explained**



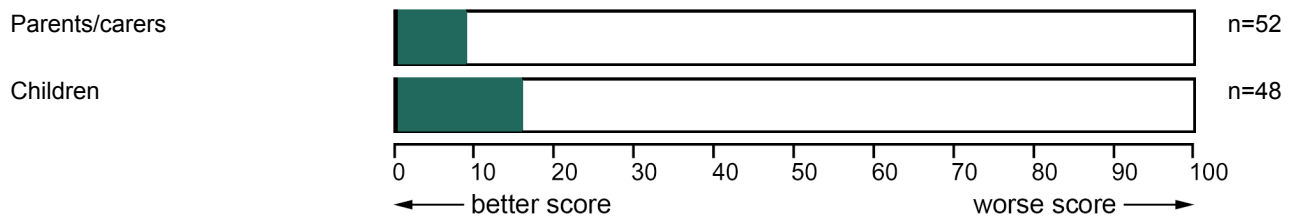
**T45 - (22) Not given enough information about how to use new medication**



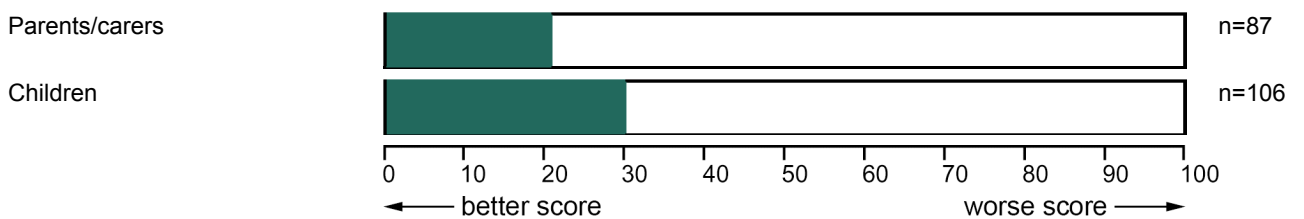
**T47 - (23) Did not receive written or printed information about child's condition or treatment but would have liked it**



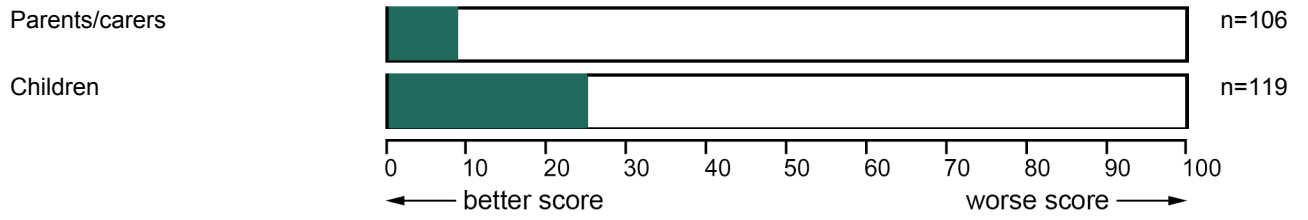
**T50 - (25) Not given clear instructions on child's new action**



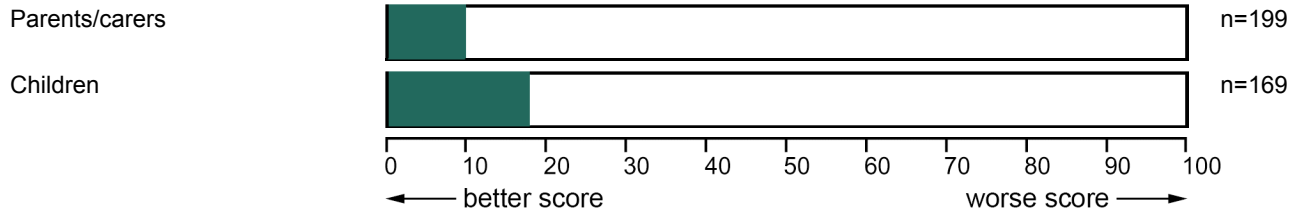
**T51+ - (26+) Not told when child could carry on their usual activities**



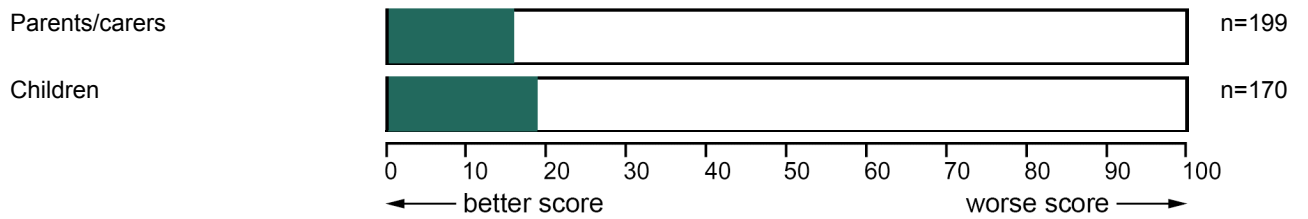
**T52+ - (27+) Not told what to do or who to contact if worried after the appointment**



**T55 - (28) Child not given enough privacy when being treated or examined**



**T56 - (29) Staff contradict one another**



## Internal Benchmarks: Hospital Site

This section shows a breakdown of problem scores by hospital site. Please note that this breakdown will only be available if site information was supplied with your patient sample at the start of the survey.





SECTION 7

# ○ Historical Comparisons

*comparing your results with previous years*





## Historical Comparisons

At present we don't have any data for your Trust for the previous survey.

If you do have the previous survey's data and you would like us to provide this analysis, please contact the survey team:

Tel: 01865 208100

Fax: 01865 208101

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





Section 8

# ○ Frequency Tables

*a detailed breakdown of your results by question*



## 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. Before the Appointment

#### T1 - Approximately how long did it take between finding out that your child needed an outpatient appointment to actually taking them to their appointment?

All parents	This Trust		All trusts	
	n	%	n	%
Up to 6 weeks	133	<b>35.8</b>	646	<b>34.1</b>
More than 6 weeks but less than 3 months	80	<b>21.6</b>	352	<b>18.6</b>
More than 3 months but less than 6 months	25	<b>6.7</b>	129	<b>6.8</b>
Between 6 and 12 months	13	<b>3.5</b>	62	<b>3.3</b>
More than 12 months	1	<b>0.3</b>	9	<b>0.5</b>
I took my child to the outpatient department without an appointment	15	<b>4.0</b>	60	<b>3.2</b>
My child has a regular appointment	55	<b>14.8</b>	364	<b>19.2</b>
My child was referred urgently (e.g. from GP or from A&E)	26	<b>7.0</b>	143	<b>7.6</b>
Don't know / Can't remember	7	<b>1.9</b>	49	<b>2.6</b>
Not answered	16	<b>4.3</b>	80	<b>4.2</b>
	371		1894	

#### T1+ - Approximately how long did it take between finding out that your child needed an outpatient appointment to actually taking them to their appointment?

Parents of children with a pre-booked appointment, excluding regular appointments	This Trust		All trusts	
	n	%	n	%
Up to 6 weeks	133	<b>48.4</b>	646	<b>48.7</b>
More than 6 weeks but less than 3 months	80	<b>29.1</b>	352	<b>26.5</b>
* More than 3 months but less than 6 months	25	<b>9.1</b>	129	<b>9.7</b>
* Between 6 and 12 months	13	<b>4.7</b>	62	<b>4.7</b>
* More than 12 months	1	<b>0.4</b>	9	<b>0.7</b>
Don't know / Can't remember	7	<b>2.5</b>	49	<b>3.7</b>
Not answered	16	<b>5.8</b>	80	<b>6.0</b>
<b>Problem score - This Trust 14.2 %</b>	275		1327	
<b>Problem score - All trusts 15.1%</b>				

#### T2 - Was this amount of time acceptable to you?

Parents of children with a pre-booked appointment, excluding regular appointments	This Trust		All trusts	
	n	%	n	%
Yes, definitely	166	<b>61.9</b>	746	<b>58.4</b>
* Yes, to some extent	73	<b>27.2</b>	359	<b>28.1</b>
* No	19	<b>7.1</b>	126	<b>9.9</b>
Not answered	10	<b>3.7</b>	47	<b>3.7</b>
<b>Problem score - This Trust 34.3 %</b>	268		1278	
<b>Problem score - All trusts 37.9%</b>				

### T3 - Was your child's appointment changed to a later date by the hospital?

Parents of children with a pre-booked appointment	This Trust		All trusts	
	n	%	n	%
No	272	<b>82.4</b>	1301	<b>76.9</b>
* Yes, once	42	<b>12.7</b>	255	<b>15.1</b>
* Yes, a few times	10	<b>3.0</b>	92	<b>5.4</b>
Not answered	6	<b>1.8</b>	43	<b>2.5</b>
<b>Problem score - This Trust 15.8 %</b>	330		1691	
<b>Problem score - All trusts 20.5%</b>				

### T4 - Were you given a choice of dates for your child's appointment?

Parents of children with a pre-booked appointment	This Trust		All trusts	
	n	%	n	%
Yes	43	<b>13.0</b>	405	<b>24.0</b>
No, but I had the option to change it	142	<b>43.0</b>	680	<b>40.2</b>
* No, but I did not need a choice	97	<b>29.4</b>	356	<b>21.1</b>
* No, but I would have liked a choice	41	<b>12.4</b>	172	<b>10.2</b>
Don't know / Can't remember	2	<b>0.6</b>	40	<b>2.4</b>
Not answered	5	<b>1.5</b>	38	<b>2.2</b>
<b>Problem score - This Trust 41.8 %</b>	330		1691	
<b>Problem score - All trusts 31.2%</b>				

### T5 - Has your child ever visited this outpatients department before, for the same condition?

All parents	This Trust		All trusts	
	n	%	n	%
Yes	214	<b>57.7</b>	1107	<b>58.4</b>
No	148	<b>39.9</b>	756	<b>39.9</b>
Not answered	9	<b>2.4</b>	31	<b>1.6</b>
	371		1894	

### T6 - Does your child see the same healthcare professional whenever they visit this department?

Parents of children who had visited the Outpatients Department before	This Trust		All trusts	
	n	%	n	%
Yes, always	110	<b>49.3</b>	530	<b>46.6</b>
Yes, sometimes	83	<b>37.2</b>	399	<b>35.1</b>
* No, never	18	<b>8.1</b>	145	<b>12.7</b>
Can't remember	7	<b>3.1</b>	32	<b>2.8</b>
Not answered	5	<b>2.2</b>	32	<b>2.8</b>
<b>Problem score - This Trust 8.1 %</b>	223		1138	
<b>Problem score - All trusts 12.7%</b>				

**T7 - Before you arrived at the hospital, did you know what was going to happen to your child during their appointment?**

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, completely	94	<b>46.8</b>	365	<b>41.6</b>
* Yes, to some extent	84	<b>41.8</b>	372	<b>42.4</b>
* No	20	<b>10.0</b>	128	<b>14.6</b>
Not answered	3	<b>1.5</b>	13	<b>1.5</b>
<b>Problem score - This Trust 51.7 %</b>	201		878	
<b>Problem score - All trusts 56.9%</b>				

**T7a - (1) Before your visit to hospital, did you know what was going to happen to you while you were there?**

	This Trust		All trusts	
	n	%	n	%
All children				
Yes, completely	73	<b>42.9</b>	470	<b>46.3</b>
* Yes, a bit	86	<b>50.6</b>	441	<b>43.4</b>
* No	11	<b>6.5</b>	100	<b>9.8</b>
Not answered	0	<b>0.0</b>	5	<b>0.5</b>
<b>Problem score - This Trust 57.1 %</b>	170		1016	
<b>Problem score - All trusts 53.2%</b>				

## B. Arrival at the Hospital

### T8 - Was it possible to find a convenient place to park in the hospital car park?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes	236	<b>63.6</b>	818	<b>43.2</b>
No	64	<b>17.3</b>	577	<b>30.5</b>
I did not need to find a place to park	64	<b>17.3</b>	444	<b>23.4</b>
Don't know / Can't remember	3	<b>0.8</b>	20	<b>1.1</b>
Not answered	4	<b>1.1</b>	35	<b>1.8</b>
	371		1894	

### T8+ - Was it possible to find a convenient place to park in the hospital car park?

	This Trust		All trusts	
	n	%	n	%
Parents of children who needed to park				
Yes	236	<b>76.9</b>	818	<b>56.4</b>
* No	64	<b>20.8</b>	577	<b>39.8</b>
Don't know / Can't remember	3	<b>1.0</b>	20	<b>1.4</b>
Not answered	4	<b>1.3</b>	35	<b>2.4</b>
<b>Problem score - This Trust 20.8 %</b>	307		1450	
<b>Problem score - All trusts 39.8%</b>				

### T9 - Once you arrived at the hospital, was it easy to find your way to the right department?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	260	<b>70.1</b>	1120	<b>59.1</b>
Yes, to some extent	42	<b>11.3</b>	344	<b>18.2</b>
Yes, I had been there before	58	<b>15.6</b>	338	<b>17.8</b>
No	5	<b>1.3</b>	58	<b>3.1</b>
Don't know / Can't remember	0	<b>0.0</b>	1	<b>0.1</b>
Not answered	6	<b>1.6</b>	33	<b>1.7</b>
	371		1894	

### T9+ - Once you arrived at the hospital, was it easy to find your way to the right department?

	This Trust		All trusts	
	n	%	n	%
Parents who had not visited the department previously				
Yes, definitely	260	<b>83.1</b>	1120	<b>72.0</b>
* Yes, to some extent	42	<b>13.4</b>	344	<b>22.1</b>
* No	5	<b>1.6</b>	58	<b>3.7</b>
Don't know / Can't remember	0	<b>0.0</b>	1	<b>0.1</b>
Not answered	6	<b>1.9</b>	33	<b>2.1</b>
<b>Problem score - This Trust 15.0 %</b>	313		1556	
<b>Problem score - All trusts 25.8%</b>				



### T10 - Were the reception staff friendly and approachable?

All parents	This Trust		All trusts	
	n	%	n	%
Yes, definitely	303	<b>81.7</b>	1465	<b>77.3</b>
* Yes, to some extent	55	<b>14.8</b>	352	<b>18.6</b>
* No	8	<b>2.2</b>	44	<b>2.3</b>
Not answered	5	<b>1.3</b>	33	<b>1.7</b>
<b>Problem score - This Trust 17.0 %</b>	371		1894	
<b>Problem score - All trusts 20.9%</b>				

### T11 - How well organised was the booking-in process at reception?

All parents	This Trust		All trusts	
	n	%	n	%
Very well organised	282	<b>76.0</b>	1297	<b>68.5</b>
* Fairly organised	77	<b>20.8</b>	532	<b>28.1</b>
* Not at all organised	9	<b>2.4</b>	33	<b>1.7</b>
Not answered	3	<b>0.8</b>	32	<b>1.7</b>
<b>Problem score - This Trust 23.2 %</b>	371		1894	
<b>Problem score - All trusts 29.8%</b>				

## C. Waiting for your child's appointment

### T12 - Were you able to find a place to sit in the waiting area?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, straight away	354	<b>95.4</b>	1690	<b>89.2</b>
Yes, but I had to wait for a seat	12	<b>3.2</b>	129	<b>6.8</b>
No, I could not find a place to sit	2	<b>0.5</b>	37	<b>2.0</b>
I did not want to find a place to sit	1	<b>0.3</b>	8	<b>0.4</b>
Don't know / Can't remember	1	<b>0.3</b>	5	<b>0.3</b>
Not answered	1	<b>0.3</b>	25	<b>1.3</b>
	371		1894	

### T12+ - Were you able to find a place to sit in the waiting area?

	This Trust		All trusts	
	n	%	n	%
Parents who wanted to find a place to sit				
Yes, straight away	354	<b>95.7</b>	1690	<b>89.6</b>
* Yes, but I had to wait for a seat	12	<b>3.2</b>	129	<b>6.8</b>
* No, I could not find a place to sit	2	<b>0.5</b>	37	<b>2.0</b>
Don't know / Can't remember	1	<b>0.3</b>	5	<b>0.3</b>
Not answered	1	<b>0.3</b>	25	<b>1.3</b>
<b>Problem score - This Trust 3.8 %</b>	370		1886	
<b>Problem score - All trusts 8.8%</b>				

### T13 - Approximately how long after your child's stated appointment time did their MAIN appointment start?

	This Trust		All trusts	
	n	%	n	%
All parents				
Seen on time or early	84	<b>22.6</b>	325	<b>17.2</b>
Waited up to 5 minutes	68	<b>18.3</b>	257	<b>13.6</b>
Waited 5 – 15 minutes	121	<b>32.6</b>	542	<b>28.6</b>
* Waited 16 – 30 minutes	48	<b>12.9</b>	320	<b>16.9</b>
* Waited 31 – 60 minutes	19	<b>5.1</b>	208	<b>11.0</b>
* Waited more than 1 hour	11	<b>3.0</b>	121	<b>6.4</b>
We went to the outpatient department without an appointment	6	<b>1.6</b>	38	<b>2.0</b>
Don't know / Can't remember	10	<b>2.7</b>	42	<b>2.2</b>
Not answered	4	<b>1.1</b>	41	<b>2.2</b>
<b>Problem score - This Trust 21.0 %</b>	371		1894	
<b>Problem score - All trusts 34.3%</b>				

## T14 - Were you told that you would have to wait?

Parents of children with a pre-booked appointment waiting over 5 minutes	This Trust		All trusts	
	n	%	n	%
Yes	54	<b>26.6</b>	301	<b>24.4</b>
* No, but I did not mind	92	<b>45.3</b>	446	<b>36.2</b>
* No, but I would have liked to have been told	46	<b>22.7</b>	363	<b>29.5</b>
There was a board with this information on	3	<b>1.5</b>	55	<b>4.5</b>
Don't know / Can't remember	3	<b>1.5</b>	28	<b>2.3</b>
Not answered	5	<b>2.5</b>	39	<b>3.2</b>
<b>Problem score - This Trust 68.0 %</b>	203		1232	
<b>Problem score - All trusts 65.7%</b>				

## T15 - (2) Was there enough for children to do in the waiting area (e.g. Books/magazines; toys/games)?

All	This Trust		All trusts	
	n	%	n	%
Yes	216	<b>58.2</b>	878	<b>46.4</b>
* Yes, but not for my/my child's age group	95	<b>25.6</b>	564	<b>29.8</b>
* No	39	<b>10.5</b>	320	<b>16.9</b>
Can't remember / Did not notice	20	<b>5.4</b>	111	<b>5.9</b>
Not answered	1	<b>0.3</b>	21	<b>1.1</b>
<b>Problem score - This Trust 36.1 %</b>	371		1894	
<b>Problem score - All trusts 46.7%</b>				

## D. Hospital Facilities

T16 - (3) How clean was the outpatients department that you visited?

All	This Trust		All trusts	
	n	%	n	%
Very clean	236	<b>63.6</b>	973	<b>51.4</b>
Quite clean	115	<b>31.0</b>	811	<b>42.8</b>
* Not very clean	1	<b>0.3</b>	36	<b>1.9</b>
* Not at all clean	0	<b>0.0</b>	2	<b>0.1</b>
Can't remember / Did not notice	17	<b>4.6</b>	63	<b>3.3</b>
Not answered	2	<b>0.5</b>	9	<b>0.5</b>
<b>Problem score - This Trust 0.3 %</b>	371		1894	
<b>Problem score - All trusts 2.0%</b>				

T17 - (4) How clean were the hospital toilets?

All	This Trust		All trusts	
	n	%	n	%
Very clean	151	<b>40.7</b>	610	<b>32.2</b>
Quite clean	90	<b>24.3</b>	550	<b>29.0</b>
Not very clean	8	<b>2.2</b>	73	<b>3.9</b>
Not at all clean	3	<b>0.8</b>	17	<b>0.9</b>
I did not use a toilet	106	<b>28.6</b>	610	<b>32.2</b>
Can't remember / Did not notice	8	<b>2.2</b>	22	<b>1.2</b>
Not answered	5	<b>1.3</b>	12	<b>0.6</b>
	371		1894	

T17+ - (4+) How clean were the hospital toilets?

Those who used a toilet	This Trust		All trusts	
	n	%	n	%
Very clean	151	<b>57.0</b>	610	<b>47.5</b>
Quite clean	90	<b>34.0</b>	550	<b>42.8</b>
* Not very clean	8	<b>3.0</b>	73	<b>5.7</b>
* Not at all clean	3	<b>1.1</b>	17	<b>1.3</b>
Can't remember / Did not notice	8	<b>3.0</b>	22	<b>1.7</b>
Not answered	5	<b>1.9</b>	12	<b>0.9</b>
<b>Problem score - This Trust 4.2 %</b>	265		1284	
<b>Problem score - All trusts 7.0%</b>				

### T18 - Did you have access to food and drinks during your hospital visit?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	111	<b>29.9</b>	623	<b>32.9</b>
Yes, but they were not suitable	5	<b>1.3</b>	66	<b>3.5</b>
No	98	<b>26.4</b>	453	<b>23.9</b>
We did not want any food or drink	134	<b>36.1</b>	637	<b>33.6</b>
Can't remember / Did not notice	16	<b>4.3</b>	70	<b>3.7</b>
Not answered	7	<b>1.9</b>	45	<b>2.4</b>
	371		1894	

### T18+ - Did you have access to food and drinks during your hospital visit?

	This Trust		All trusts	
	n	%	n	%
Parents who wanted food or drink				
Yes, definitely	111	<b>46.8</b>	623	<b>49.6</b>
* Yes, but they were not suitable	5	<b>2.1</b>	66	<b>5.3</b>
* No	98	<b>41.4</b>	453	<b>36.0</b>
Can't remember / Did not notice	16	<b>6.8</b>	70	<b>5.6</b>
Not answered	7	<b>3.0</b>	45	<b>3.6</b>
<b>Problem score - This Trust 43.5 %</b>	237		1257	
<b>Problem score - All trusts 41.3%</b>				

### T19 - Did you need any other facilities during your hospital visit that were not available (e.g. baby changing facilities)?

	This Trust		All trusts	
	n	%	n	%
All parents				
* Yes	13	<b>3.5</b>	80	<b>4.2</b>
No	353	<b>95.1</b>	1770	<b>93.5</b>
Not answered	5	<b>1.3</b>	44	<b>2.3</b>
<b>Problem score - This Trust 3.5 %</b>	371		1894	
<b>Problem score - All trusts 4.2%</b>				

## E. Seeing a Doctor

T21 - (5) Was all or part of your outpatient appointment with a doctor?

All	This Trust		All trusts	
	n	%	n	%
Yes	267	<b>72.0</b>	1507	<b>79.6</b>
No	96	<b>25.9</b>	347	<b>18.3</b>
Not answered	8	<b>2.2</b>	40	<b>2.1</b>
	371		1894	

T22 - Did the doctor(s) introduce themselves to you?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes	138	<b>95.2</b>	620	<b>91.6</b>
* No	3	<b>2.1</b>	24	<b>3.5</b>
Don't know / Can't remember	2	<b>1.4</b>	22	<b>3.2</b>
Not answered	2	<b>1.4</b>	11	<b>1.6</b>
<b>Problem score - This Trust 2.1 %</b>	145		677	
<b>Problem score - All trusts 3.5%</b>				

T23 - (6) Did doctor(s) introduce themselves to child?

Those who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes	198	<b>72.0</b>	1096	<b>70.8</b>
No	22	<b>8.0</b>	122	<b>7.9</b>
Child was too young	19	<b>6.9</b>	162	<b>10.5</b>
Don't know / Can't remember	29	<b>10.5</b>	135	<b>8.7</b>
Not answered	7	<b>2.5</b>	32	<b>2.1</b>
	275		1547	

T23+ - (6+) Did doctor(s) introduce themselves to child?

Those who saw a doctor (where child was old enough)	This Trust		All trusts	
	n	%	n	%
Yes	198	<b>77.3</b>	1096	<b>79.1</b>
* No	22	<b>8.6</b>	122	<b>8.8</b>
Don't know / Can't remember	29	<b>11.3</b>	135	<b>9.7</b>
Not answered	7	<b>2.7</b>	32	<b>2.3</b>
<b>Problem score - This Trust 8.6 %</b>	256		1385	
<b>Problem score - All trusts 8.8%</b>				

## T24 - Did the doctor(s) talk to you about your child's condition and treatment in a way that you could understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who saw a doctor				
Yes, definitely	125	<b>86.2</b>	568	<b>83.9</b>
* Yes, to some extent	17	<b>11.7</b>	98	<b>14.5</b>
* No	0	<b>0.0</b>	5	<b>0.7</b>
Not answered	3	<b>2.1</b>	6	<b>0.9</b>
<b>Problem score - This Trust 11.7 %</b>	145		677	
<b>Problem score - All trusts 15.2%</b>				

## T25 - If you had any questions to ask the doctor(s) about your child's condition or treatment, did you get clear answers?

	This Trust		All trusts	
	n	%	n	%
Parents of children who saw a doctor				
Yes, completely	110	<b>75.9</b>	501	<b>74.0</b>
Yes, to some extent	24	<b>16.6</b>	138	<b>20.4</b>
No	2	<b>1.4</b>	10	<b>1.5</b>
I had questions but did not have an opportunity to ask them	1	<b>0.7</b>	4	<b>0.6</b>
I did not have any questions	6	<b>4.1</b>	15	<b>2.2</b>
Not answered	2	<b>1.4</b>	9	<b>1.3</b>
	145		677	

## T25+ - If you had any questions to ask the doctor(s) about your child's condition or treatment, did you get clear answers?

	This Trust		All trusts	
	n	%	n	%
Parents of children who saw a doctor and had questions				
Yes, completely	110	<b>79.1</b>	501	<b>75.7</b>
* Yes, to some extent	24	<b>17.3</b>	138	<b>20.8</b>
* No	2	<b>1.4</b>	10	<b>1.5</b>
* I had questions but did not have an opportunity to ask them	1	<b>0.7</b>	4	<b>0.6</b>
Not answered	2	<b>1.4</b>	9	<b>1.4</b>
<b>Problem score - This Trust 19.4 %</b>	139		662	
<b>Problem score - All trusts 23.0%</b>				

## T25a - (7) Was the doctor friendly and helpful?

	This Trust		All trusts	
	n	%	n	%
Children who saw a doctor				
Yes, completely	105	<b>80.8</b>	736	<b>84.6</b>
* Yes, a bit	16	<b>12.3</b>	103	<b>11.8</b>
* No	3	<b>2.3</b>	14	<b>1.6</b>
Not answered	6	<b>4.6</b>	17	<b>2.0</b>
<b>Problem score - This Trust 14.6 %</b>	130		870	
<b>Problem score - All trusts 13.4%</b>				

## T26 - (8) Did doctor(s) speak to child in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who saw a doctor				
Yes definitely/completely	166	<b>60.4</b>	893	<b>57.7</b>
Yes, to some extent/a bit	66	<b>24.0</b>	369	<b>23.9</b>
No	7	<b>2.5</b>	45	<b>2.9</b>
Child too young to understand	28	<b>10.2</b>	215	<b>13.9</b>
Not answered	8	<b>2.9</b>	25	<b>1.6</b>
	275		1547	

## T26+ - (8+) Did doctor(s) speak to child in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who saw a doctor (where child was old enough)				
Yes definitely/completely	166	<b>67.2</b>	893	<b>67.0</b>
* Yes, to some extent/a bit	66	<b>26.7</b>	369	<b>27.7</b>
* No	7	<b>2.8</b>	45	<b>3.4</b>
Not answered	8	<b>3.2</b>	25	<b>1.9</b>
<b>Problem score - This Trust 29.6 %</b>	247		1332	
<b>Problem score - All trusts 31.1%</b>				

## T27 - If your child had any questions or worries, did the doctor(s) talk with your child about them?

	This Trust		All trusts	
	n	%	n	%
Parents of children who saw a doctor				
Yes	39	<b>26.9</b>	137	<b>20.2</b>
No	4	<b>2.8</b>	26	<b>3.8</b>
My child did not have any questions or worries	56	<b>38.6</b>	194	<b>28.7</b>
My child was too young to understand	44	<b>30.3</b>	305	<b>45.1</b>
Not answered	2	<b>1.4</b>	15	<b>2.2</b>
	145		677	

## T27+ - If your child had any questions or worries, did the doctor(s) talk with your child about them?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had questions or worries (where child was old enough)				
Yes	39	<b>86.7</b>	137	<b>77.0</b>
* No	4	<b>8.9</b>	26	<b>14.6</b>
Not answered	2	<b>4.4</b>	15	<b>8.4</b>
<b>Problem score - This Trust 8.9 %</b>	45		178	
<b>Problem score - All trusts 14.6%</b>				



### T27a - (9) Did you have any questions or worries when you were with the doctor?

Children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes	39	<b>30.0</b>	291	<b>33.4</b>
No	86	<b>66.2</b>	562	<b>64.6</b>
Not answered	5	<b>3.8</b>	17	<b>2.0</b>
	130		870	

### T27b - (10) Did you talk with the doctor about these questions or worries?

Children who saw a doctor and had questions or worries	This Trust		All trusts	
	n	%	n	%
Yes	25	<b>56.8</b>	238	<b>77.3</b>
* No	14	<b>31.8</b>	56	<b>18.2</b>
Not answered	5	<b>11.4</b>	14	<b>4.5</b>
<b>Problem score - This Trust 31.8 %</b>	44		308	
<b>Problem score - All trusts 18.2%</b>				

### T27c - (11) Why didn't you talk with the doctor about these questions or worries?

Children who did not talk with doctor about their questions or worries	This Trust		All trusts	
	n	%	n	%
I was too shy to ask	7	<b>36.8</b>	26	<b>37.1</b>
I forgot to ask	1	<b>5.3</b>	11	<b>15.7</b>
I didn't have time to ask	1	<b>5.3</b>	2	<b>2.9</b>
The doctor didn't have time to listen	0	<b>0.0</b>	4	<b>5.7</b>
I was worried other people would hear	1	<b>5.3</b>	3	<b>4.3</b>
Other (please write in below)	2	<b>10.5</b>	7	<b>10.0</b>
Not answered	7	<b>36.8</b>	17	<b>24.3</b>
	19		70	

### T28 - Did you have confidence and trust in the doctor(s) treating your child?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	124	<b>85.5</b>	544	<b>80.4</b>
* Yes, to some extent	17	<b>11.7</b>	109	<b>16.1</b>
* No	1	<b>0.7</b>	15	<b>2.2</b>
Not answered	3	<b>2.1</b>	9	<b>1.3</b>
<b>Problem score - This Trust 12.4 %</b>	145		677	
<b>Problem score - All trusts 18.3%</b>				

### T29 - Did the doctor(s) seem aware of your child's medical history?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
They knew enough	117	<b>80.7</b>	524	<b>77.4</b>
* They knew something but not enough	15	<b>10.3</b>	78	<b>11.5</b>
* They knew little or nothing	5	<b>3.4</b>	34	<b>5.0</b>
Don't know / Can't remember	4	<b>2.8</b>	31	<b>4.6</b>
Not answered	4	<b>2.8</b>	10	<b>1.5</b>
<b>Problem score - This Trust 13.8 %</b>	145		677	
<b>Problem score - All trusts 16.5%</b>				

### T30 - How long was your child with the doctor for?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Up to 5 minutes	33	<b>10.5</b>	131	<b>7.7</b>
5-10 minutes	128	<b>40.6</b>	626	<b>37.0</b>
11-20 minutes	96	<b>30.5</b>	572	<b>33.8</b>
21-30 minutes	23	<b>7.3</b>	171	<b>10.1</b>
More than 30 minutes	8	<b>2.5</b>	87	<b>5.1</b>
Can't remember	11	<b>3.5</b>	33	<b>1.9</b>
My child did not see a doctor	7	<b>2.2</b>	38	<b>2.2</b>
Not answered	9	<b>2.9</b>	35	<b>2.1</b>
	315		1693	

### T31 - Was the length of this appointment acceptable to you?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes, completely	255	<b>82.8</b>	1285	<b>77.6</b>
* Yes, to some extent	44	<b>14.3</b>	292	<b>17.6</b>
* No	3	<b>1.0</b>	45	<b>2.7</b>
Not answered	6	<b>1.9</b>	33	<b>2.0</b>
<b>Problem score - This Trust 15.3 %</b>	308		1655	
<b>Problem score - All trusts 20.4%</b>				

## F. Seeing another Healthcare Professional

T32 - (12) Did child see a member of staff other than a doctor?

All	This Trust		All trusts	
	n	%	n	%
Yes	240	<b>64.7</b>	1299	<b>68.6</b>
No	113	<b>30.5</b>	545	<b>28.8</b>
Not answered	18	<b>4.9</b>	50	<b>2.6</b>
	371		1894	

T33 - (13) Who was the main other person that you/your child saw?

Those who saw another healthcare professional	This Trust		All trusts	
	n	%	n	%
A nurse	117	<b>45.3</b>	709	<b>52.6</b>
A physiotherapist	8	<b>3.1</b>	48	<b>3.6</b>
A radiographer	20	<b>7.8</b>	117	<b>8.7</b>
An optometrist	40	<b>15.5</b>	129	<b>9.6</b>
Someone else	36	<b>14.0</b>	188	<b>13.9</b>
Not answered	37	<b>14.3</b>	158	<b>11.7</b>
	258		1349	

**T34 - If you had questions to ask this person about your child's condition or treatment, did you get clear answers?**

Parents of children who saw another healthcare professional	This Trust		All trusts	
	n	%	n	%
Yes, definitely	79	<b>66.9</b>	361	<b>64.0</b>
Yes, to some extent	14	<b>11.9</b>	89	<b>15.8</b>
No	1	<b>0.8</b>	13	<b>2.3</b>
I had questions but did not have an opportunity to ask them	2	<b>1.7</b>	6	<b>1.1</b>
I did not have any questions	12	<b>10.2</b>	75	<b>13.3</b>
Not answered	10	<b>8.5</b>	20	<b>3.5</b>
	118		564	

**T34+ - If you had questions to ask this person about your child's condition or treatment, did you get clear answers?**

Parents of children who saw another healthcare professional and who had questions	This Trust		All trusts	
	n	%	n	%
Yes, definitely	79	<b>74.5</b>	361	<b>73.8</b>
* Yes, to some extent	14	<b>13.2</b>	89	<b>18.2</b>
* No	1	<b>0.9</b>	13	<b>2.7</b>
* I had questions but did not have an opportunity to ask them	2	<b>1.9</b>	6	<b>1.2</b>
Not answered	10	<b>9.4</b>	20	<b>4.1</b>
<b>Problem score - This Trust 16.0 %</b>	106		489	
<b>Problem score - All trusts 22.1%</b>				

### T34a - (14) Was this person friendly and helpful?

	This Trust		All trusts	
	n	%	n	%
Children who saw another healthcare professional				
Yes, completely	119	<b>85.0</b>	683	<b>87.1</b>
* Yes, a bit	14	<b>10.0</b>	82	<b>10.5</b>
* No	4	<b>2.9</b>	9	<b>1.1</b>
Not answered	3	<b>2.1</b>	10	<b>1.3</b>
<b>Problem score - This Trust 12.9 %</b>	140		784	
<b>Problem score - All trusts 11.6%</b>				

### T35 - (15) Did this staff member speak to child in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who saw another healthcare professional				
Yes definitely/completely	165	<b>64.0</b>	945	<b>70.1</b>
Yes, to some extent/a bit	50	<b>19.4</b>	195	<b>14.5</b>
No	3	<b>1.2</b>	14	<b>1.0</b>
Child too young to understand/Can't remember	29	<b>11.2</b>	162	<b>12.0</b>
Not answered	11	<b>4.3</b>	32	<b>2.4</b>
	258		1348	

### T35+ - (15+) Did this staff member speak to child in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who saw another healthcare professional (where child was old enough)				
Yes definitely/completely	165	<b>70.2</b>	945	<b>78.7</b>
* Yes, to some extent/a bit	50	<b>21.3</b>	195	<b>16.2</b>
* No	3	<b>1.3</b>	14	<b>1.2</b>
Can't remember	6	<b>2.6</b>	15	<b>1.2</b>
Not answered	11	<b>4.7</b>	32	<b>2.7</b>
<b>Problem score - This Trust 22.6 %</b>	235		1201	
<b>Problem score - All trusts 17.4%</b>				

### T36 - Did you have confidence and trust in this staff member?

	This Trust		All trusts	
	n	%	n	%
Parents of children who saw another healthcare professional				
Yes, definitely	90	<b>76.3</b>	440	<b>78.0</b>
* Yes, to some extent	19	<b>16.1</b>	95	<b>16.8</b>
* No	0	<b>0.0</b>	9	<b>1.6</b>
Not answered	9	<b>7.6</b>	20	<b>3.5</b>
<b>Problem score - This Trust 16.1 %</b>	118		564	
<b>Problem score - All trusts 18.4%</b>				

## G. Tests and X-rays

T37 - (16) Did child have any tests during their hospital visit (such as x-rays, scans or blood tests)?

All	This Trust		All trusts	
	n	%	n	%
Yes	127	<b>34.2</b>	798	<b>42.2</b>
No	229	<b>61.7</b>	1057	<b>55.8</b>
Not answered	15	<b>4.0</b>	38	<b>2.0</b>
	371		1893	

**T38 - Did a member of staff explain to you why your child needed these tests in a way you could understand?**

Parents of children who had tests	This Trust		All trusts	
	n	%	n	%
Yes, completely	51	<b>77.3</b>	255	<b>82.0</b>
* Yes, to some extent	5	<b>7.6</b>	30	<b>9.6</b>
* No	0	<b>0.0</b>	8	<b>2.6</b>
Not answered	10	<b>15.2</b>	18	<b>5.8</b>
<b>Problem score - This Trust 7.6 %</b>	66		311	
<b>Problem score - All trusts 12.2%</b>				

**T39 - Before the test(s), did someone tell you what was going to happen?**

Parents of children who had tests	This Trust		All trusts	
	n	%	n	%
Yes, completely	44	<b>66.7</b>	231	<b>74.3</b>
* Yes, to some extent	10	<b>15.2</b>	47	<b>15.1</b>
* No	3	<b>4.5</b>	16	<b>5.1</b>
Not answered	9	<b>13.6</b>	17	<b>5.5</b>
<b>Problem score - This Trust 19.7 %</b>	66		311	
<b>Problem score - All trusts 20.3%</b>				

T40 - (17) Before test(s), did someone tell child what was going to happen?

Those who had tests	This Trust		All trusts	
	n	%	n	%
Yes completely	75	<b>52.8</b>	477	<b>57.1</b>
Yes, to some extent/a bit	28	<b>19.7</b>	120	<b>14.4</b>
No	3	<b>2.1</b>	30	<b>3.6</b>
I/They already knew	7	<b>4.9</b>	59	<b>7.1</b>
Child too young to understand	17	<b>12.0</b>	109	<b>13.0</b>
Not answered	12	<b>8.5</b>	41	<b>4.9</b>
	142		836	

T40+ - (17+) Before test(s), did someone tell child what was going to happen?

	This Trust		All trusts	
	n	%	n	%
Those who had tests (where child was old enough)				
Yes completely	75	<b>60.0</b>	477	<b>65.6</b>
* Yes, to some extent/a bit	28	<b>22.4</b>	120	<b>16.5</b>
* No	3	<b>2.4</b>	30	<b>4.1</b>
I/They already knew	7	<b>5.6</b>	59	<b>8.1</b>
Not answered	12	<b>9.6</b>	41	<b>5.6</b>
<b>Problem score - This Trust 24.8 %</b>	125		727	
<b>Problem score - All trusts 20.6%</b>				

T41 - (18) After the test(s), did someone explain the results clearly?

	This Trust		All trusts	
	n	%	n	%
Those who had tests				
Yes completely	69	<b>48.6</b>	406	<b>48.6</b>
* Yes, to some extent/a bit	27	<b>19.0</b>	141	<b>16.9</b>
* No	6	<b>4.2</b>	49	<b>5.9</b>
I/We were told we would get the results another time	17	<b>12.0</b>	149	<b>17.8</b>
* I/we were never told the test results	3	<b>2.1</b>	17	<b>2.0</b>
No, but my parent/carer was told	6	<b>4.2</b>	31	<b>3.7</b>
Not answered	14	<b>9.9</b>	43	<b>5.1</b>
<b>Problem score - This Trust 25.4 %</b>	142		836	
<b>Problem score - All trusts 24.8%</b>				

T42 - (19) If you had any questions to ask about the test results, did you get clear answers?

	This Trust		All trusts	
	n	%	n	%
Those who had tests				
Yes, definitely/completely	61	<b>43.0</b>	377	<b>45.1</b>
Yes, to some extent/sometimes	25	<b>17.6</b>	129	<b>15.4</b>
No	4	<b>2.8</b>	31	<b>3.7</b>
I had questions but did not get chance to ask	3	<b>2.1</b>	21	<b>2.5</b>
I did not have any questions	37	<b>26.1</b>	234	<b>28.0</b>
Not answered	12	<b>8.5</b>	44	<b>5.3</b>
	142		836	

T42+ - (19+) If you had any questions to ask about the test results, did you get clear answers?

	This Trust		All trusts	
	n	%	n	%
Those who had questions about test results				
Yes, definitely/completely	61	<b>58.1</b>	377	<b>62.6</b>
* Yes, to some extent/sometimes	25	<b>23.8</b>	129	<b>21.4</b>
* No	4	<b>3.8</b>	31	<b>5.1</b>
* I had questions but did not get chance to ask	3	<b>2.9</b>	21	<b>3.5</b>
Not answered	12	<b>11.4</b>	44	<b>7.3</b>
<b>Problem score - This Trust 30.5 %</b>	105		602	
<b>Problem score - All trusts 30.1%</b>				

## H. Overall about the appointment

T43 - (20) Was child given any new medication(s) to take home with them that they had not had before?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	64	<b>17.3</b>	359	<b>19.0</b>
No	297	<b>80.1</b>	1494	<b>78.9</b>
Can't remember	5	<b>1.3</b>	24	<b>1.3</b>
Not answered	5	<b>1.3</b>	16	<b>0.8</b>
	371		1893	

T44 - (21) Did a member of staff explain the purpose of the new medication, in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Those prescribed new medication				
Yes, definitely/completely	53	<b>76.8</b>	282	<b>75.2</b>
* Yes, to some extent/a bit	5	<b>7.2</b>	44	<b>11.7</b>
* No	2	<b>2.9</b>	12	<b>3.2</b>
No but my parent or carer was told	1	<b>1.4</b>	16	<b>4.3</b>
Can't remember	1	<b>1.4</b>	2	<b>0.5</b>
Not answered	7	<b>10.1</b>	19	<b>5.1</b>
<b>Problem score - This Trust 10.1 %</b>	69		375	
<b>Problem score - All trusts 14.9%</b>				

T45 - (22) Were you given enough information about how to use the new medication(s)?

	This Trust		All trusts	
	n	%	n	%
Those prescribed new medication				
Yes, plenty of information	52	<b>75.4</b>	267	<b>71.2</b>
* Yes, some information	6	<b>8.7</b>	66	<b>17.6</b>
* No information at all	2	<b>2.9</b>	7	<b>1.9</b>
No, but my parent/carer was given this	3	<b>4.3</b>	16	<b>4.3</b>
Can't remember	0	<b>0.0</b>	3	<b>0.8</b>
Not answered	6	<b>8.7</b>	16	<b>4.3</b>
<b>Problem score - This Trust 11.6 %</b>	69		375	
<b>Problem score - All trusts 19.5%</b>				

**T46 - Did a member of staff tell you about the medication side effects to watch for?**

	This Trust		All trusts	
	n	%	n	%
Parents of children prescribed new medication				
Yes, completely	9	<b>34.6</b>	55	<b>36.9</b>
* Yes, to some extent	5	<b>19.2</b>	26	<b>17.4</b>
* No	10	<b>38.5</b>	58	<b>38.9</b>
Not answered	2	<b>7.7</b>	10	<b>6.7</b>
<b>Problem score - This Trust 57.7 %</b>	26		149	
<b>Problem score - All trusts 56.4%</b>				

T47 - (23) Were you given any written information about your/your child's condition or treatment?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	94	<b>25.3</b>	519	<b>27.4</b>
* No, but I would have liked it	38	<b>10.2</b>	258	<b>13.6</b>
No, but I did not need it	196	<b>52.8</b>	944	<b>49.9</b>
No, but I knew where to find it if I needed it	18	<b>4.9</b>	81	<b>4.3</b>
No, but my parent / carer was given this	19	<b>5.1</b>	63	<b>3.3</b>
Not answered	6	<b>1.6</b>	28	<b>1.5</b>
<b>Problem score - This Trust 10.2 %</b>	371		1893	
<b>Problem score - All trusts 13.6%</b>				

T48 - Was this information clear and easy to understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who received written or printed information				
Yes, definitely	35	<b>71.4</b>	194	<b>79.2</b>
* Yes, to some extent	10	<b>20.4</b>	37	<b>15.1</b>
* No	0	<b>0.0</b>	2	<b>0.8</b>
I did not read the information	0	<b>0.0</b>	0	<b>0</b>
Not answered	4	<b>8.2</b>	12	<b>4.9</b>
<b>Problem score - This Trust 20.4 %</b>	49		245	
<b>Problem score - All trusts 15.9%</b>				

T49 - (24) Was child told to do anything new after their appointment (e.g. new exercises, wear an eye patch)?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	100	<b>27.0</b>	474	<b>25.0</b>
No	266	<b>71.7</b>	1394	<b>73.6</b>
Not answered	5	<b>1.3</b>	25	<b>1.3</b>
	371		1893	

T50 - (25) Were you given clear instructions on how to do this?

	This Trust		All trusts	
	n	%	n	%
Those told to do something new				
Yes, completely	85	<b>81.0</b>	401	<b>80.4</b>
* Yes, to some extent/a bit	12	<b>11.4</b>	59	<b>11.8</b>
* No	1	<b>1.0</b>	9	<b>1.8</b>
No, but my parent/carers was told	2	<b>1.9</b>	5	<b>1.0</b>
Not answered	5	<b>4.8</b>	25	<b>5.0</b>
<b>Problem score - This Trust 12.4 %</b>	105		499	
<b>Problem score - All trusts 13.6%</b>				



T51 - (26) Did staff tell you when you/your child could carry on your/their usual activities, such as playing sport or returning to school?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, completely	141	<b>38.0</b>	617	<b>32.6</b>
Yes, to some extent/a bit	31	<b>8.4</b>	160	<b>8.5</b>
No	21	<b>5.7</b>	152	<b>8.0</b>
This was not needed/I already knew	170	<b>45.8</b>	923	<b>48.8</b>
Not answered	8	<b>2.2</b>	41	<b>2.2</b>
	371		1893	

T51+ - (26+) Did staff tell you when you/your child could carry on your/their usual activities, such as playing sport or returning to school?

	This Trust		All trusts	
	n	%	n	%
Those who needed this information				
Yes, completely	141	<b>70.1</b>	617	<b>63.6</b>
* Yes, to some extent/a bit	31	<b>15.4</b>	160	<b>16.5</b>
* No	21	<b>10.4</b>	152	<b>15.7</b>
Not answered	8	<b>4.0</b>	41	<b>4.2</b>
<b>Problem score - This Trust 25.9 %</b>	201		970	
<b>Problem score - All trusts 32.2%</b>				

T52 - (27) Were you told what to do or who to contact if worried after the appointment?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	163	<b>43.9</b>	773	<b>40.8</b>
No	41	<b>11.1</b>	290	<b>15.3</b>
This was not needed / I already knew	137	<b>36.9</b>	676	<b>35.7</b>
Can't remember	21	<b>5.7</b>	123	<b>6.5</b>
Not answered	9	<b>2.4</b>	31	<b>1.6</b>
	371		1893	

T52+ - (27+) Were you told what to do or who to contact if worried after the appointment?

	This Trust		All trusts	
	n	%	n	%
Those who needed this information				
Yes	163	<b>69.7</b>	773	<b>63.5</b>
* No	41	<b>17.5</b>	290	<b>23.8</b>
Can't remember	21	<b>9.0</b>	123	<b>10.1</b>
Not answered	9	<b>3.8</b>	31	<b>2.5</b>
<b>Problem score - This Trust 17.5 %</b>	234		1217	
<b>Problem score - All trusts 23.8%</b>				

**T53 - Before you left the hospital, were you told what would happen next (e.g. if your child needed another hospital appointment; if they needed to see their GP etc)?**

All parents	This Trust		All trusts	
	n	%	n	%
Yes	181	<b>90.0</b>	793	<b>90.3</b>
* No	11	<b>5.5</b>	56	<b>6.4</b>
Don't know / Can't remember	7	<b>3.5</b>	22	<b>2.5</b>
Not answered	2	<b>1.0</b>	7	<b>0.8</b>
<b>Problem score - This Trust 5.5 %</b>	201		878	
<b>Problem score - All trusts 6.4%</b>				

**T54 - Did doctors and/or other staff talk to each other in front of you as if you weren't there?**

All parents	This Trust		All trusts	
	n	%	n	%
* Yes, definitely	4	<b>2.0</b>	56	<b>6.4</b>
* Yes, to some extent	9	<b>4.5</b>	62	<b>7.1</b>
No	185	<b>92.0</b>	749	<b>85.3</b>
Not answered	3	<b>1.5</b>	11	<b>1.3</b>
<b>Problem score - This Trust 6.5 %</b>	201		878	
<b>Problem score - All trusts 13.4%</b>				

**T55 - (28) Was child given enough privacy when being treated or examined?**

All	This Trust		All trusts	
	n	%	n	%
Yes, definitely/completely	319	<b>86.0</b>	1543	<b>81.5</b>
* Yes, to some extent/a bit	36	<b>9.7</b>	268	<b>14.2</b>
* No	13	<b>3.5</b>	60	<b>3.2</b>
Not answered	3	<b>0.8</b>	22	<b>1.2</b>
<b>Problem score - This Trust 13.2 %</b>	371		1893	
<b>Problem score - All trusts 17.3%</b>				

**T56 - (29) Were you ever told different things by different members of staff?**

All	This Trust		All trusts	
	n	%	n	%
* Yes, a lot	9	<b>2.4</b>	59	<b>3.1</b>
* Yes, sometimes	55	<b>14.8</b>	327	<b>17.3</b>
No, never	305	<b>82.2</b>	1488	<b>78.6</b>
Not answered	2	<b>0.5</b>	19	<b>1.0</b>
<b>Problem score - This Trust 17.3 %</b>	371		1893	
<b>Problem score - All trusts 20.4%</b>				

### T57 - Were you involved as much as you wanted to be in decisions about your child's care and treatment?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	143	<b>71.1</b>	584	<b>66.5</b>
* Yes, to some extent	28	<b>13.9</b>	158	<b>18.0</b>
* No	5	<b>2.5</b>	26	<b>3.0</b>
It was not necessary	23	<b>11.4</b>	102	<b>11.6</b>
Not answered	2	<b>1.0</b>	8	<b>0.9</b>
<b>Problem score - This Trust 16.4 %</b>	201		878	
<b>Problem score - All trusts 21.0%</b>				

### T57a - (30) Did you have a say in deciding what happened to you in hospital?

	This Trust		All trusts	
	n	%	n	%
All children				
Yes, definitely	35	<b>20.6</b>	224	<b>22.1</b>
* Yes, a bit	23	<b>13.5</b>	168	<b>16.6</b>
* No	32	<b>18.8</b>	158	<b>15.6</b>
No, but my parent/carer did	23	<b>13.5</b>	127	<b>12.5</b>
It was not necessary	55	<b>32.4</b>	315	<b>31.0</b>
Not answered	2	<b>1.2</b>	23	<b>2.3</b>
<b>Problem score - This Trust 32.4 %</b>	170		1015	
<b>Problem score - All trusts 32.1%</b>				

### T57b - (31) Were you ever scared or frightened during this appointment?

	This Trust		All trusts	
	n	%	n	%
All children				
* Yes, a lot	14	<b>8.2</b>	67	<b>6.6</b>
* Yes, a bit	48	<b>28.2</b>	250	<b>24.6</b>
No, never	105	<b>61.8</b>	687	<b>67.7</b>
Not answered	3	<b>1.8</b>	11	<b>1.1</b>
<b>Problem score - This Trust 36.5 %</b>	170		1015	
<b>Problem score - All trusts 31.2%</b>				

## I. Overall Impression

### T58 - Was the main reason for your child's visit to the outpatient department dealt with to your satisfaction?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	170	<b>84.6</b>	673	<b>76.7</b>
* Yes, to some extent	25	<b>12.4</b>	176	<b>20.0</b>
* No	4	<b>2.0</b>	23	<b>2.6</b>
Not answered	2	<b>1.0</b>	6	<b>0.7</b>
<b>Problem score - This Trust 14.4 %</b>	201		878	
<b>Problem score - All trusts 22.7%</b>				

### T59 - How well organised was the outpatient department you visited?

	This Trust		All trusts	
	n	%	n	%
All parents				
Very well organised	151	<b>75.1</b>	549	<b>62.5</b>
* Fairly organised	47	<b>23.4</b>	297	<b>33.8</b>
* Not at all organised	2	<b>1.0</b>	26	<b>3.0</b>
Not answered	1	<b>0.5</b>	6	<b>0.7</b>
<b>Problem score - This Trust 24.4 %</b>	201		878	
<b>Problem score - All trusts 36.8%</b>				

### T59a - (33) Overall, do you feel that you were listened to by hospital staff?

	This Trust		All trusts	
	n	%	n	%
All children				
Yes, always	119	<b>70.0</b>	721	<b>71.0</b>
* Yes, sometimes	46	<b>27.1</b>	257	<b>25.3</b>
* No	4	<b>2.4</b>	25	<b>2.5</b>
Not answered	1	<b>0.6</b>	12	<b>1.2</b>
<b>Problem score - This Trust 29.4 %</b>	170		1015	
<b>Problem score - All trusts 27.8%</b>				

### T60 - Overall, how would you rate the care that your child received at the outpatient department?

	This Trust		All trusts	
	n	%	n	%
All parents				
Excellent	185	<b>49.9</b>	862	<b>45.5</b>
Very good	148	<b>39.9</b>	719	<b>38.0</b>
Good	29	<b>7.8</b>	217	<b>11.5</b>
* Fair	5	<b>1.3</b>	60	<b>3.2</b>
* Poor	3	<b>0.8</b>	20	<b>1.1</b>
Not answered	1	<b>0.3</b>	15	<b>0.8</b>
<b>Problem score - This Trust 2.2 %</b>	371		1893	
<b>Problem score - All trusts 4.2%</b>				

**T60a - (34) Overall, how well do you think you were looked after during your hospital visit?**

	This Trust		All trusts	
	n	%	n	%
All children				
Very well	115	<b>67.6</b>	676	<b>66.6</b>
Fairly well	49	<b>28.8</b>	311	<b>30.6</b>
* Not very well	4	<b>2.4</b>	18	<b>1.8</b>
* Not at all well	2	<b>1.2</b>	3	<b>0.3</b>
Not answered	0	<b>0.0</b>	7	<b>0.7</b>
<b>Problem score - This Trust 3.5 %</b>	170		1015	
<b>Problem score - All trusts 2.1%</b>				

**T61 - Did you want to complain about any aspect of your child's appointment?**

	This Trust		All trusts	
	n	%	n	%
All parents				
* Yes	14	<b>3.8</b>	94	<b>5.0</b>
No	355	<b>95.7</b>	1779	<b>94.0</b>
Not answered	2	<b>0.5</b>	20	<b>1.1</b>
<b>Problem score - This Trust 3.8 %</b>	371		1893	
<b>Problem score - All trusts 5.0%</b>				

**T62 - Did hospital staff give you the information you needed to do this?**

	This Trust		All trusts	
	n	%	n	%
Parents who wanted to complain				
Yes, completely	4	<b>25.0</b>	13	<b>11.4</b>
Yes, to some extent	2	<b>12.5</b>	16	<b>14.0</b>
No	8	<b>50.0</b>	64	<b>56.1</b>
Not answered	2	<b>12.5</b>	21	<b>18.4</b>
	16		114	

**T62a - (35) Who was the main person who answered the questions in this section (Section 1) of the questionnaire? (children's section of children's questionnaire)**

	This Trust		All trusts	
	n	%	n	%
All children				
Me, the child (patient)	100	<b>58.8</b>	641	<b>63.2</b>
Me, the parent / carer	17	<b>10.0</b>	110	<b>10.8</b>
Both child and parent/carer together	50	<b>29.4</b>	248	<b>24.4</b>
Not answered	3	<b>1.8</b>	16	<b>1.6</b>
	170		1015	

**T62b - Who was the main person who answered the questions in this section (Section 2) of the questionnaire? (parents section of children's questionnaire)**

	This Trust		All trusts	
	n	%	n	%
Parents (child questionnaire)				
Me, the parent or carer	111	<b>65.3</b>	712	<b>70.1</b>
Me, the young patient	13	<b>7.6</b>	79	<b>7.8</b>
Both child and parent/carer together	43	<b>25.3</b>	203	<b>20.0</b>
Not answered	3	<b>1.8</b>	21	<b>2.1</b>
	170		1015	

**T63 - Who was the main person who answered the questions on this questionnaire? (parents questionnaire)**

	This Trust		All trusts	
	n	%	n	%
All parents				
Me, the parent or carer	188	<b>93.5</b>	826	<b>94.1</b>
Both child (patient) and parent/carer together	10	<b>5.0</b>	42	<b>4.8</b>
Not answered	3	<b>1.5</b>	10	<b>1.1</b>
	201		878	

## J. About Your Child

T64 - (36) Is child male or female?

All	This Trust		All trusts	
	n	%	n	%
Male	178	<b>48.0</b>	975	<b>51.5</b>
Female	190	<b>51.2</b>	906	<b>47.9</b>
Not answered	3	<b>0.8</b>	12	<b>0.6</b>
	371		1893	

T65 - (37) How old is child now?

All	This Trust		All trusts	
	n	%	n	%
Under 1 yr	16	<b>4.3</b>	113	<b>6.0</b>
1-3 yrs	55	<b>14.8</b>	262	<b>13.8</b>
4-5 yrs	57	<b>15.4</b>	241	<b>12.7</b>
6-8 yrs	67	<b>18.1</b>	237	<b>12.5</b>
8-11 yrs	76	<b>20.5</b>	343	<b>18.1</b>
12-15 yrs	73	<b>19.7</b>	458	<b>24.2</b>
16-18 yrs	17	<b>4.6</b>	183	<b>9.7</b>
Not answered	10	<b>2.7</b>	56	<b>3.0</b>
	371		1893	

**T66 - Does your child have any of the following long-standing conditions?  
(Tick ALL that apply)**

All parents	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	7	<b>1.9</b>	51	<b>2.7</b>
Blindness or partially sighted	21	<b>5.7</b>	63	<b>3.3</b>
Any other long-standing physical disability	6	<b>1.6</b>	109	<b>5.8</b>
A learning disability	13	<b>3.5</b>	135	<b>7.1</b>
A mental health condition	4	<b>1.1</b>	38	<b>2.0</b>
Another long-standing condition (e.g. cancer, diabetes, epilepsy)	17	<b>4.6</b>	247	<b>13.0</b>
No long-standing condition	259	<b>69.8</b>	1105	<b>58.4</b>
Not answered	62	<b>16.7</b>	310	<b>16.4</b>
	371		1893	

### T67 - Which of these best describes your child's ethnic background?


All parents	This Trust		All trusts	
	n	%	n	%
White (e.g. British, Irish, European)	356	<b>96.0</b>	1493	<b>78.9</b>
Mixed (e.g. White and Asian)	6	<b>1.6</b>	66	<b>3.5</b>
Asian / Asian British (e.g. Indian)	3	<b>0.8</b>	171	<b>9.0</b>
Black / Black British	2	<b>0.5</b>	57	<b>3.0</b>
Chinese	0	<b>0.0</b>	7	<b>0.4</b>
Any other ethnic group	1	<b>0.3</b>	63	<b>3.3</b>
Not answered	3	<b>0.8</b>	36	<b>1.9</b>
	371		1893	

### T68 - What is the main language spoken at home? (Tick ONE only)

All parents	This Trust		All trusts	
	n	%	n	%
English	311	<b>83.8</b>	1591	<b>84.0</b>
Other European language	45	<b>12.1</b>	100	<b>5.3</b>
Asian language (such as Hindi, Gujarati, Punjabi, Urdu, Sylheti, Bengali, Chinese, Thai)	1	<b>0.3</b>	102	<b>5.4</b>
African language (such as Swahili, Hausa, Yoruba)	1	<b>0.3</b>	16	<b>0.8</b>
Other, including British Sign Language	2	<b>0.5</b>	29	<b>1.5</b>
Not answered	11	<b>3.0</b>	55	<b>2.9</b>
	371		1893	





Appendix 1  
 Questionnaire





# How was your child's visit to hospital?

## What is the survey about?

This survey is about your child's most recent **Outpatients appointment** at the NHS hospital named in the letter enclosed with this questionnaire.

## Who should complete the questionnaire?

The questions have been designed to be answered **by the person who accompanied the child to hospital**, with the help of that child if they are able.

## Completing the Questionnaire

- For each question please tick  clearly inside one box using a black or blue pen.
  - Sometimes a box that you tick will instruct you to go to another question.
- Don't worry if you make a mistake; simply cross it out and put a tick in the correct box.
  - Please **do not** write your name or address anywhere on the questionnaire.

Alternatively, you can complete the survey online:

<http://www.outpatientsurvey-parents.co.uk>

## Questions or help?

If you have any queries about the questionnaire, please call the FREEPHONE helpline on **0800 783 2896**.

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



Online ID:

**Please return this questionnaire in the freepost envelope provided**  
Freepost Plus RSHK-XBRS-RKRJ, Picker Institute Europe, 10 Warboys Airfield Industrial Estate,  
Warboys, HUNTINGDON, PE28 2SH

Please remember, this questionnaire is about **your child's most recent Outpatient appointment**

## A. Before the Appointment

1. Approximately how long did it take between finding out that your child needed an outpatient appointment to actually taking them to their appointment?
  - 1  Up to 6 weeks → Go to 2
  - 2  More than 6 weeks but less than 3 months → Go to 2
  - 3  More than 3 months but less than 6 months → Go to 2
  - 4  Between 6 and 12 months → Go to 2
  - 5  More than 12 months → Go to 2
  - 6  I took my child to the outpatient department without an appointment → Go to 5
  - 7  My child has a regular appointment → Go to 3
  - 8  My child was referred urgently (e.g. from GP or from A&E) → Go to 5
  - 9  Don't know / Can't remember → Go to 3
2. Was this amount of time **acceptable** to you?
  - 1  Yes, definitely
  - 2  Yes, to some extent
  - 3  No
3. Was your child's appointment changed to a later date **by the hospital**?
  - 1  No
  - 2  Yes, once
  - 3  Yes, a few times
4. Were you given a **choice of dates** for your child's appointment?
  - 1  Yes
  - 2  No, but I had the option to change it
  - 3  No, but I did not need a choice
  - 4  No, but I would have liked a choice
  - 5  Don't know / Can't remember

5. Has your child ever visited this outpatient department before, for the same condition?
  - 1  Yes → Go to 6
  - 2  No → Go to 7
6. Does your child see the same healthcare professional whenever they visit this department?
  - 1  Yes, always
  - 2  Yes, sometimes
  - 3  No, never
  - 4  Can't remember
7. Before you arrived at the hospital, did you know **what was going to happen to your child** during their appointment?
  - 1  Yes, completely
  - 2  Yes, to some extent
  - 3  No

## B. Arrival at the Hospital

8. Was it possible to find a convenient place to park in the hospital car park?
  - 1  Yes
  - 2  No
  - 3  I did not need to find a place to park
  - 4  Don't know / Can't remember
9. Once you arrived at the hospital, was it easy to find your way to the right department?
  - 1  Yes, definitely
  - 2  Yes, to some extent
  - 3  Yes, I had been there before
  - 4  No
  - 5  Don't know / Can't remember
10. Were the reception staff friendly and approachable?
  - 1  Yes, definitely
  - 2  Yes, to some extent
  - 3  No

11. How well organised was the booking-in process at reception?

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

### C. Waiting for your child's appointment

12. Were you able to find a place to sit in the waiting area?

- 1  Yes, straight away
- 2  Yes, but I had to wait for a seat
- 3  No, I could not find a place to sit
- 4  I did not want to find a place to sit
- 5  Don't know / Can't remember

13. Approximately how long after your child's **stated appointment time** did their MAIN appointment start?

- 1  Seen on time or early → **Go to 15**
- 2  Waited up to 5 minutes → **Go to 15**
- 3  Waited 5 – 15 minutes → **Go to 14**
- 4  Waited 16 – 30 minutes → **Go to 14**
- 5  Waited 31 – 60 minutes → **Go to 14**
- 6  Waited more than 1 hour → **Go to 14**
- 7  We went to the outpatient department without an appointment → **Go to 15**
- 8  Don't know / Can't remember → **Go to 15**

14. Were you **told** that you would have to wait?

- 1  Yes
- 2  No, but I did not mind
- 3  No, but I would have liked to have been told
- 4  There was a board with this information on
- 5  Don't know / Can't remember

15. Was there enough **for children to do** in the waiting area (e.g. books/magazines; toys/games)?

- 1  Yes
- 2  Yes, but not for my child's age group
- 3  No
- 4  Can't remember / Did not notice

### D. Hospital Facilities

16. In your opinion, how **clean** was the outpatient department that you and your child visited?

- 1  Very clean
- 2  Quite clean
- 3  Not very clean
- 4  Not at all clean
- 5  Can't remember / Did not notice

17. In your opinion, how clean were the **toilets** in the outpatient department?

- 1  Very clean
- 2  Quite clean
- 3  Not very clean
- 4  Not at all clean
- 5  *I did not use a toilet*
- 6  Can't remember / Did not notice

18. Did you have access to **food and drinks** during your hospital visit?

- 1  Yes, definitely
- 2  Yes, but they were not suitable
- 3  No
- 4  *We did not want any food or drink*
- 5  Can't remember / Did not notice

19. Did you need any **other facilities** during your hospital visit that were not available (e.g. baby changing facilities)?

- 1  Yes → **Go to 20**
- 2  No → **Go to 21**

20. Please state what facilities were not available:

### E. Seeing a Doctor

21. Was all or part of your child's outpatient appointment with a **doctor**?

- 1  Yes → **Go to 22**
- 2  No → **Go to 32**

22. Did the doctor(s) introduce themselves to **you**?

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

23. Did the doctor(s) introduce themselves to **your child**?

- 1  Yes
- 2  No
- 3  *My child was too young*
- 4  Don't know / Can't remember

24. Did the doctor(s) talk to you about your child's condition and treatment in a way that you could **understand**?

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

25. If you had any questions to ask the doctor(s) about your child's condition or treatment, did you get **clear answers**?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  I had questions but did not have an opportunity to ask them
- 5  I did not have any questions

26. Do you feel that the doctor(s) **spoke to your child** in a way that **they** could understand?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  *My child was too young to understand*

27. If your child had any **questions or worries**, did the doctor(s) talk with your child about them?

- 1  Yes
- 2  No
- 3  My child did not have any questions or worries
- 4  *My child was too young to understand*

28. Did you have **confidence and trust** in the doctor(s) treating your child?

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

29. Did the doctor(s) seem aware of your child's **medical history**?

- 1  They knew enough
- 2  They knew something but not enough
- 3  They knew little or nothing
- 4  Don't know / Can't remember

30. How long was your child with the doctor for?

- 1  Up to 5 minutes
- 2  5 – 10 minutes
- 3  11 – 20 minutes
- 4  21 – 30 minutes
- 5  More than 30 minutes
- 6  Can't remember

31. Was the length of this appointment acceptable to you?

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

## F. Seeing another Healthcare Professional

32. Was your child treated or examined by a member of staff **other than a doctor**?

- 1  Yes → **Go to 33**
- 2  No → **Go to 37**

33. Who was the **main** other person your child saw?

- 1  A nurse
- 2  A physiotherapist
- 3  A radiographer
- 4  An optometrist (eye doctor)
- 5  Someone else (**Please write in box**)

34. If **you** had questions to ask this person about your child's condition or treatment, did you get clear answers?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  I had questions but did not have an opportunity to ask them
- 5  I did not have any questions

35. Do you feel that this staff member spoke to **your child** in a way that **they** could understand?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  *My child was too young to understand*

36. Did you have **confidence and trust** in this staff member?

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

## G. Tests and X-rays

37. Did your child have any **tests** during their hospital visit (such as x-rays, scans or blood tests)?

- 1  Yes → **Go to 38**
- 2  No → **Go to 43**

38. Did a member of staff explain to you **why your child needed these tests** in a way you could understand?

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

39. Before the test(s), did someone tell **you** what was going to happen?

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

40. Before the test(s), did someone tell **your child** what was going to happen?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  They already knew
- 5  *My child was too young*

41. After the test(s), did someone **explain the results** clearly to you?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  We were told that we would get the results at a later date
- 5  *We were never told the test results*

42. If you had any questions to ask about your child's test results, did you get **clear answers**?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  I had questions but did not have an opportunity to ask them
- 5  I did not have any questions

## H. Overall about the appointment

### MEDICINES

43. Was your child given any **new medication(s)** to take home with them **that they had not had before** (including tablets and creams)?

- 1  Yes → **Go to 44**
- 2  No → **Go to 47**

44. Did a member of staff explain the **purpose** of your child's new medication(s), in a way you could understand?

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

45. Were you given enough information about how your child should **use** their new medication(s)?

- 1  Yes, plenty of information
- 2  Yes, some information
- 3  No information at all

46. Did a member of staff tell you about the **medication side effects** to watch for?

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

### INFORMATION

47. Were you given any **written or printed information** about your child's condition or treatment?

- 1  Yes → **Go to 48**
- 2  No, but I would have liked it → **Go to 49**
- 3  No, but I did not need it → **Go to 49**
- 4  No, but I knew where to find it if I needed it → **Go to 49**

48. Was this information **clear and easy to understand**?

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

49. Was your child told to do **anything new** after their appointment (e.g. new exercises, wear an eye patch)?

- 1  Yes → **Go to 50**
- 2  No → **Go to 51**

50. Were you given **clear instructions** on how to do this?

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

51. Did a member of staff tell you when your child could **carry on their usual activities** (e.g. playing sport; returning to school)?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  This was not needed / I already knew



52. Were you told **what to do** (e.g. who to contact or what danger signals to look for) if you were worried about your child's condition or treatment after you left hospital?

- 1  Yes
- 2  No
- 3  This was not needed / I already knew
- 4  Can't remember

53. Before you left the hospital, were you told **what would happen next** (e.g. if your child needed another hospital appointment; if they needed to see their GP etc)?

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

## GENERAL

54. Did doctors and/or other staff **talk to each other in front of you** as if you weren't there?

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

55. Do you feel that your child was given **enough privacy** when being treated or examined?

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

56. 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, a lot
- 2  Yes, sometimes
- 3  No, never

57. Were you involved as much as you wanted to be in decisions about your child's care and treatment?

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

## I. Overall Impression

58. Was the main reason for your child's visit to the outpatient department dealt with to your satisfaction?

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

59. How well **organised** was the outpatient department you visited?

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

60. Overall, how would you rate the **care** that your child received at the outpatient department?

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

61. Did you want to **complain** about any aspect of your child's hospital appointment?

- 1  Yes → [Go to 62](#)
- 2  No → [Go to 63](#)

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

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

63. Who was the **main person** who answered the questions on this questionnaire?

- 1  Me, the **parent or carer**
- 2  **Both** child (patient) and parent/carer together

## J. About Your Child

64. Is your child male or female?

- 1  Male
- 2  Female

65. How old is your child **now**?

\_\_\_\_\_ **years**

66. Does your child have any of the following long-standing conditions? (Tick **ALL** that apply)

- 1  Deafness or severe hearing impairment
- 2  Blindness or partially sighted
- 3  Any other long-standing physical disability
- 4  A learning disability
- 5  A mental health condition
- 6  Another long-standing condition (e.g. cancer, diabetes, epilepsy) **please write in box:**

- 7  No long-standing condition

67. Which of these best describes your child's ethnic background? (Tick **ONE only**)

- 1  White (e.g. British, Irish, European)
- 2  Mixed (e.g. White and Asian)
- 3  Asian / Asian British (e.g. Indian)
- 4  Black / Black British
- 5  Chinese
- 6  Any other ethnic group

68. What is the **main** language spoken at home? (Tick **ONE only**)

- 1  English
- 2  Other European language
- 3  Asian language (such as Hindi, Gujarati, Punjabi, Urdu, Sylheti, Bengali, Chinese, Thai)
- 4  African language (such as Swahili, Hausa, Yoruba)
- 5  Other, including British Sign Language

## Any Other Comments?

If there is anything else you would like to tell us about your child's hospital visit then please do so here (continue on another sheet if necessary)

Was there anything **particularly good** about your child's hospital visit?

Was there anything that **could have been improved**?

Is there **anything else** you want to say?

**THANK YOU FOR YOUR HELP**

Please post this questionnaire back in the **FREEPOST** envelope provided.  
**NO STAMP IS NEEDED.**



# How was your visit to hospital?

## Your chance to have your say

### What is the survey about?

This survey is about your **most recent** visit to an **Outpatient Department** at the hospital named in the letter that came with this questionnaire.

### Who is the questionnaire for?

**Section 1:** This section should be completed by you, the young patient. If you need some help to fill it out, then please ask your parent, carer, or whoever was with you during your hospital visit.

**Note to Parent / carer:** If your child needs help with Section 1 then please **give the views of your child**. Children and adults can see things differently and it is the **child's** viewpoint and experience that we are collecting (you can give your views in section 2).

**Section 2:** This section is for your parent or carer to complete (although you can complete it together if you wish)

### Filling out the questionnaire

- For each question please tick  clearly inside one box using a black or blue pen.
  - Sometimes a box that you tick will send you to another question.
- Do not worry if you make a mistake; simply cross it out and tick the correct box.  
Please **do not** write your name or address on the questionnaire

**Alternatively, you can complete the survey online:**

<http://www.outpatientsurvey-children.co.uk>

### Questions or help?

If you have any queries about the questionnaire, please call the FREEPHONE helpline on **0800 783 2896**.

**It is up to you whether you want to take part in this survey**

**All answers are confidential – nobody will know who said what!**



Online ID:

**Please return this questionnaire in the freepost envelope provided**

Freepost Plus RSHK-XBRS-RKRJ, Picker Institute Europe, 10 Warboys Airfield Industrial Estate, Warboys, HUNTINGDON, PE28 2SH

# SECTION 1

This section is for the **CHILD (patient)**

## Before you start, please remember:

- These questions are about your **most recent** outpatients appointment
- If you are not sure how to answer a question, **ask your parent/carer** for help, but make sure you give **your point of view**

## A. Before the Appointment

1. Before your visit to hospital, did you know **what was going to happen to you** while you were there?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No



2. Was there **enough to do** when you were waiting to be seen (such as books/magazines, toys/games)?

- 1  Yes
- 2  Yes, but not for my age group
- 3  No
- 4  Can't remember / Did not notice





## B. The Hospital

3. How **clean** do you think the hospital was?

- 1  Very clean 
- 2  Quite clean
- 3  Not very clean
- 4  Not at all clean 
- 5  Can't remember / Did not notice

4. How clean were the **toilets** that you used at the hospital?

- 1  Very clean 
- 2  Quite clean
- 3  Not very clean
- 4  Not at all clean 
- 5  I did not use a toilet
- 6  Can't remember / Did not notice

## C. Seeing a Doctor

5. Did you see a **doctor** during your visit to hospital?

- 1  Yes → **Go to Question 6**
- 2  No → **Go to Question 12**

6. Did the doctor **tell you their name**?

- 1  Yes
- 2  No
- 3  Can't remember



7. Was the doctor **friendly and helpful**?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No



8. Did you **understand** what the doctor said to you?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No



9. Did you have any **questions or worries** when you were with the doctor?

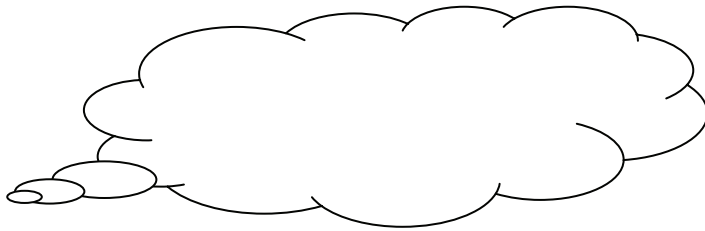
- 1  Yes → **Go to Question 10**
- 2  No → **Go to Question 12**

10. Did you **talk with the doctor** about these questions or worries?

- 1  Yes → **Go to Question 12**
- 2  No → **Go to Question 11**

11. Why didn't you talk with the doctor about these questions or worries?

- 1  I was too shy to ask
- 2  I forgot to ask
- 3  I didn't have time to ask
- 4  The doctor didn't have time to listen
- 5  I was worried other people would hear
- 6  Other (please write in below)



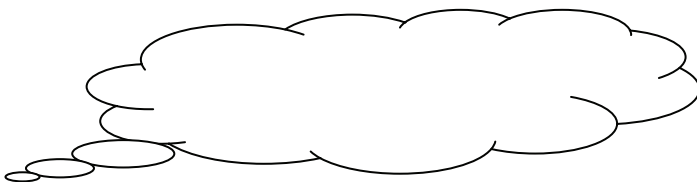
### D. Seeing another member of staff

12. During your appointment, did you see anyone else **other than a doctor**? Please ask your parent or carer if you are not sure

- 1  Yes → Go to Question 13
- 2  No → Go to Question 16

13. Who was the **main** other person you saw? (tick **ONE** only). Please ask your parent or carer if you are not sure.

- 1  A nurse
- 2  A physiotherapist
- 3  A radiographer (x-ray person)
- 4  An optometrist (eye doctor)
- 5  Someone else (please write below):



14. Was this person **friendly and helpful**?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No



15. Did you **understand** what they said to you?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No
- 4  Can't remember

### E. Tests and X-rays

16. During your hospital visit, did you have any **tests** (such as x-rays, scans or blood tests)?

- 1  Yes → Go to Question 17
- 2  No → Go to Question 20

17. Before the test or x-ray, did someone **tell you what was going to happen**?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No
- 4  I already knew



18. After the test or x-ray, did someone **tell you the results** in a way you could understand?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No
- 4  I was told I would get the results another time
- 5  I was never told the test results
- 6  No, but my parent/carer was told

19. If you had any questions about the test or x-ray results, did you get **answers that you could understand**?

- 1  Yes, completely
- 2  Yes, sometimes
- 3  No
- 4  I had questions but did not get the chance to ask them
- 5  I did not have any questions



## F. Overall about the Visit

### MEDICINES

20. Were you given any **new medicines** to take home with you that you had not had before (including tablets and creams)?

- 1  Yes → Go to Question 21
- 2  No → Go to Question 23
- 3  Can't remember → Go to Question 23

21. Did a member of staff explain to you **why** you had to take these medicines, **in a way you could understand**?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No
- 4  No, but my parent/carer was told
- 5  Can't remember



22. Were you given enough information about **how to use the medicine** (such as when to use it, or whether it should be taken with food)?

- 1  Yes, plenty of information
- 2  Yes, some information
- 3  No information at all
- 4  No, but my parent / carer was given this
- 5  Can't remember

### INFORMATION

23. Were you given any **written information** (such as leaflets) about why you were there?

- 1  Yes
- 2  No, but I would have liked it
- 3  No, but I did not need it
- 4  No, but I knew where to find it if I needed it
- 5  No, but my parent / carer was given this

24. Were you **told to do anything new** after your hospital appointment (such as new exercises; wearing an eye patch)?

- 1  Yes → Go to Question 25
- 2  No → Go to Question 26

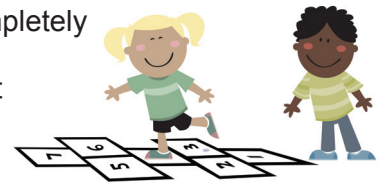
25. Were you given **clear instructions** on how to do this?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No
- 4  No, but my parent / carer was told



26. Did someone from the hospital tell you when you could carry on your usual activities, such as playing sport or returning to school?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No
- 4  This was not needed / I already knew



27. Did someone from the hospital tell you what to do or who to talk to if you were worried about anything after your appointment?

- 1  Yes
- 2  No
- 3  This was not needed / I already knew
- 4  Can't remember

### GENERAL

28. Were you **somewhere private** when you were with the doctor or nurse?

- 1  Yes, completely
- 2  Yes, a bit
- 3  No



29. Were you ever told different things by different members of staff, which left you feeling confused about what was happening?

- 1  Yes, a lot
- 2  Yes, sometimes
- 3  No, never





30. Did you have a say in **deciding what happened to you** in hospital?

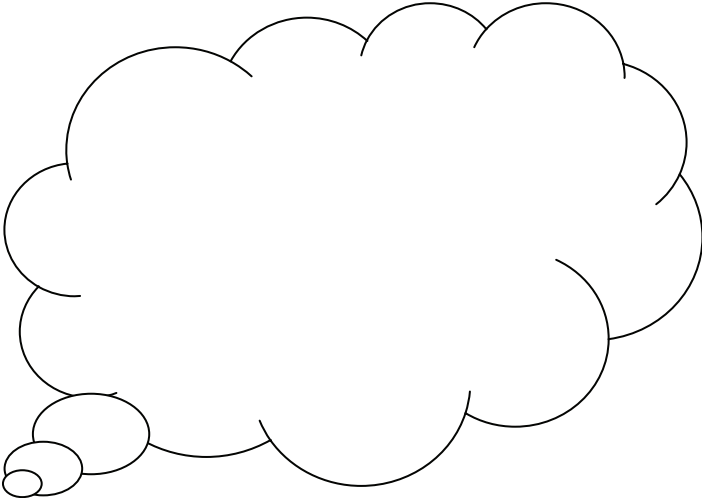
- 1  Yes, definitely
- 2  Yes, a bit
- 3  No
- 4  No, but my parent/carer did
- 5  It was not necessary



31. Were you ever **scared or frightened** during this appointment?

- 1  Yes, a lot → **Go to Question 32**
- 2  Yes, a bit → **Go to Question 32**
- 3  No, never → **Go to Question 33**

32. What were you scared or frightened of? (PLEASE WRITE IN)



### G. And Finally...

33. Overall, do you feel that **you were listened to** by hospital staff?

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



34. Overall, how well do you think you were **looked after** during your hospital visit?

- 1  Very well
- 2  Fairly well
- 3  Not very well
- 4  Not at all well





35. Who was the **main person** who answered the questions in *this* section (Section 1) of the questionnaire?

- 1  Me, the **child (patient)**
- 2  Me, the **parent / carer**
- 3  Both child and parent/carer together

### H. About You

36. Are you a boy or a girl?

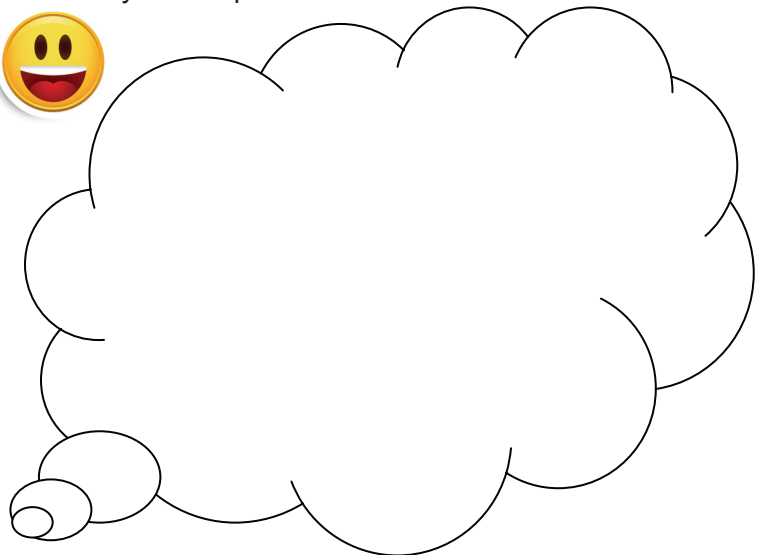
- 1  A boy (male) 
- 2  A girl (female) 

37. How old are you **now**?

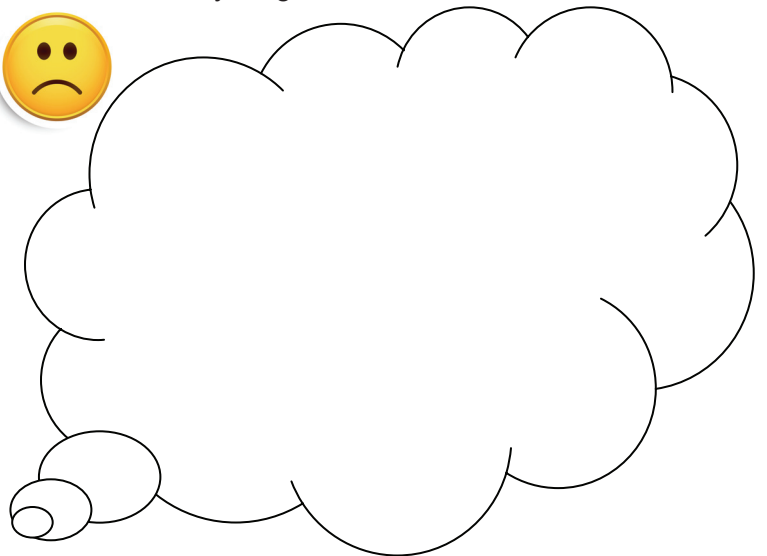
\_\_\_\_\_ years old

### I. Anything Else to Say?

Was there anything you thought was **really good** about your hospital visit?



Was there anything that could have been **better**?



Please now hand this survey to your parent or carer so they can fill out the following questions (unless you want to try them yourself).

## SECTION 2

This section is for the PARENT/CARER who accompanied the child to hospital

Please note: these questions are about your child's **most recent** outpatient appointment

### Before the Hospital Appointment

38. Approximately how long did it take between finding out that your child needed an appointment to actually taking them to their appointment?

- 1  Up to 6 weeks → Go to 39
- 2  More than 6 weeks but less than 3 months → Go to 39
- 3  More than 3 months but less than 6 months → Go to 39
- 4  Between 6 and 12 months → Go to 39
- 5  More than 12 months → Go to 39
- 6  I took my child to the outpatient department without an appointment → Go to 42
- 7  My child has a regular appointment → Go to 40
- 8  My child was referred urgently (e.g. from GP or from A&E) → Go to 42
- 9  Don't know / Can't remember → Go to 40

39. Was this amount of time **acceptable** to you?

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

40. Was your child's appointment changed to a later date **by the hospital**?

- 1  No
- 2  Yes, once
- 3  Yes, a few times

41. Were you given a **choice of dates** for your child's appointment?

- 1  Yes
- 2  No, but I had the option to change it
- 3  No, but I did not need a choice
- 4  No, but I would have liked a choice
- 5  Don't know / Can't remember

42. Has your child ever visited this outpatient department before, for the same condition?

- 1  Yes → Go to 43
- 2  No → Go to 44

43. Does your child see the same healthcare professional whenever they visit this department?

- 1  Yes, always
- 2  Yes, sometimes
- 3  No, never
- 4  Can't remember

### Arrival at the Hospital

44. Was it possible to find a convenient place to park in the hospital car park?

- 1  Yes
- 2  No
- 3  I did not need to find a place to park
- 4  Don't know / Can't remember

45. Once you arrived at the hospital, was it easy to find your way to the right department?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  Yes, I had been there before
- 4  No
- 5  Don't know / Can't remember

46. Were the reception staff friendly and approachable?

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



47. How well organised was the booking-in process at reception?

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

## Waiting for your child's appointment

48. Were you able to find a place to sit in the waiting area?

- 1  Yes, straight away
- 2  Yes, but I had to wait for a seat
- 3  No, I could not find a place to sit
- 4  I did not want to find a place to sit
- 5  Don't know / Can't remember

49. Approximately how long after your child's **stated appointment time** did their MAIN appointment start?

- 1  Seen on time or early → **Go to 51**
- 2  Waited up to 5 minutes → **Go to 51**
- 3  Waited 5 – 15 minutes → **Go to 50**
- 4  Waited 16 – 30 minutes → **Go to 50**
- 5  Waited 31 – 60 minutes → **Go to 50**
- 6  Waited more than 1 hour → **Go to 50**
- 7  We went to the outpatient department without an appointment → **Go to 51**
- 8  Don't know / Can't remember → **Go to 51**

50. Were you **told** that you would have to wait?

- 1  Yes
- 2  No, but I did not mind
- 3  No, but I would have liked to have been told
- 4  There was a board with this information on
- 5  Don't know / Can't remember

## About the Hospital Visit

51. Did you have access to food and drinks during your hospital visit?

- 1  Yes, definitely
- 2  Yes, but they were not suitable
- 3  No
- 4  *We did not want any food or drink*
- 5  Can't remember / Did not notice

52. Did you need any other facilities during your hospital visit that were not available (e.g. baby changing facilities)?

- 1  Yes → **Go to 53**
- 2  No → **Go to 54**

53. Please state what facilities were not available:

54. How long was your child with the doctor for?

- 1  Up to 5 minutes → **Go to 55**
- 2  5 – 10 minutes → **Go to 55**
- 3  11 – 20 minutes → **Go to 55**
- 4  21 – 30 minutes → **Go to 55**
- 5  More than 30 minutes → **Go to 55**
- 6  *My child did not see a doctor* → **Go to 56**
- 7  Can't remember → **Go to 56**

55. Was the length of this appointment acceptable to you?

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

56. Overall, how would you rate the care that your child received at the outpatient department?

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

57. Did you want to complain about any aspect of your child's hospital appointment?

- 1  Yes → **Go to 58**
- 2  No → **Go to 59**

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

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

59. Who was the **main person** who answered the questions in *this* section (Section 2) of the questionnaire?

- 1  Me, the **parent or carer**
- 2  Me, the **young patient**
- 3  **Both** child and parent/carer together

## About Your Child

60. Which of these best describes your child's ethnic background? (Tick **ONE** only)

- 1  White (e.g. British, Irish, European)
- 2  Mixed (e.g. White and Asian)
- 3  Asian / Asian British (e.g. Indian)
- 4  Black / Black British
- 5  Chinese
- 6  Any other ethnic group



61. What is the **main** language spoken at home? (Tick **ONE** only)

- 1  English
- 2  Other European language
- 3  Asian language (such as Hindi, Gujarati, Punjabi, Urdu, Sylheti, Bengali, Chinese, Thai)
- 4  African language (such as Swahili, Hausa, Yoruba)
- 5  Other, including British Sign Language

62. Does your child have any of the following long-standing conditions? (Tick **ALL** that apply)

- 1  Deafness or severe hearing impairment
- 2  Blindness or partially sighted
- 3  Any other long-standing physical disability
- 4  A learning disability
- 5  A mental health condition
- 6  Another long-standing condition (e.g. cancer, diabetes, epilepsy) **please write in box:**

- 7  No long-standing condition

## Any Other Comments?

If there is anything else you would like to tell us about your child's hospital appointment (e.g. anything particularly good or anything that could have been improved), please do so here:

**THANK YOU FOR YOUR HELP**

**Please post this questionnaire back in the FREEPOST envelope. NO STAMP IS NEEDED.**



# Contacting Picker Institute Europe

## How to contact us:

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