

# Young Inpatients Survey 2012

STATES OF JERSEY HEALTH & SOCIAL SERVICES

FINAL REPORT

JULY 2012

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SECTION 1  
 Introduction



# Young Inpatients Survey 2012

## States of Jersey Health & Social Services

### Background to the survey

The results presented here are from the Paediatric Inpatients Survey 2012, 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 inpatients think of the healthcare services provided by your Trust, in order to inform service improvements. Both paediatric inpatients and their parents/carers were invited to give their feedback.

### Survey Development

Two existing paediatric inpatient questionnaires from the voluntary 2008 Young Inpatients Survey were revised by the Picker Institute Europe in 2010, in collaboration with Sheffield Children's Hospital and Birmingham Children's Hospital. One survey was originally aimed at paediatric inpatients aged 5yrs+, and the other was aimed at the parents/carers of paediatric inpatients aged 0-4yrs. The age range of the children's questionnaire was increased from 5yrs+ to 8yrs+ for the 2010 survey to maximise child involvement and completion. The children's survey was made motivating to young patients by amending question phrasing, making the text more child-friendly, inserting illustrations and colour, and changing the overall layout. The questionnaires were cognitively tested in Oxfordshire during April and May 2010 on young hospital inpatients and their parents/carers, and amended according to the feedback received. These new versions of the paediatric inpatient survey were originally conducted in 2010 with 27 NHS Trusts, repeated in 2011 with 12 Trusts, and have recently been conducted again for 15 Trusts this year.

### Questionnaires

Two questionnaire versions were used for the 2012 paediatric inpatient surveys:

- **Version 1 (P1) - for parents/carers of inpatients 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 (YP1) - for children (paediatric inpatients) 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 sample of 329 paediatric inpatients that were discharged from your trust was submitted. Of these patients, 189 were aged 7yrs or under at the time of sampling, and their parents/carers were sent the parents version of the questionnaire. The 140 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 inpatients 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 meeting with a small group of staff 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 further, 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 Amy Tallett or another member of the Picker Institute Survey Team on 01865 208115 or email [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 trusts who take part. 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 people which left you feeling confused?*' 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:**

T31 - (25) Were you ever told different things by different people which left you feeling confused?

All	This Trust	
	n	%
* Yes, a lot	19	<b>6.3</b>
* Yes, sometimes	92	<b>30.6</b>
No, never	185	<b>61.5</b>
Not answered	5	<b>1.7</b>
<b>Problem score - This Trust 36.9 %</b>	<b>301</b>	

The problem score for the above example would be interpreted as: *37% of survey respondents were told different things by different people.*

Some questions were only asked to parents/carers, some were only asked to children, 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) or 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. Q18+)**.

## 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.

For question numbering, 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.

## Low numbers of respondents

The questionnaire 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. Furthermore, not all questions are asked to both parents *and* children, some are asked only to parents or only to children. 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 took part), or between your Trust this year and your previous survey(s) (where this data is available). By 'significant' difference, we mean that the finding is statistically reliable and that the difference is likely to be '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%.

## Historical Data

- There have been three previous Paediatric Inpatient surveys, one in 2004 (mandatory), one in 2008 (voluntary), one in 2010 (voluntary), and one in 2011 (voluntary).
- Where possible, comparisons have been made between the current 2012 survey and the previous inpatient surveys (for those who participated).
- Comparisons are only made on questions that can be directly compared (taking into account questionnaire changes).
- Please note that any historical comparisons must be **interpreted with caution** due to the changes in the target age group for each questionnaire:
  - In 2004 and 2008, the children's questionnaire was aimed at inpatients aged 5yrs+. This was increased to inpatients aged 8yrs+ for the 2010, 2011 and 2012 surveys.
  - In 2004 and 2008, the parent questionnaire was sent to parents/carers of inpatients aged 0-4yrs. This was altered to parents/carers of inpatients aged 0-7yrs for the 2010-2012 surveys.





SECTION 2

# Survey Response

*survey activity*



## Survey Response

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

- mailing dates
- response rates
- freephone calls
- respondent profile

## Survey Activity

### Young Inpatients Survey 2012

### States of Jersey Health & Social Services

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Dates of Fieldwork:	Initial Mailing	17 April 2012	329
	First Reminder	04 May 2012	259
	Second Reminder	25 May 2012	206

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Response Rate:	Receipt Type	Number
	<b>Parents - Returned completed (paper)</b>	78
	<b>Parents - Completed (Online)</b>	8
	Opt Out - Parents Survey (Web)	0
	Parents - Ineligible - returned undelivered	0
	Parents - Ineligible - deceased	0
	Parents - Too ill/Opt out	8
	Parents - Ineligible - other	0
	<b>Children's - Returned completed (paper)</b>	65
	<b>Children's - Completed (Online)</b>	3
	Opt Out - Children's Survey (Web)	0
	Children's - Ineligible - returned undelivered	1
	Children's - Ineligible - deceased	0
	Children's - Too ill/Opt out	11
	Children's - Ineligible - other	0

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Number of patients in the original sample:	329
Total number of eligible patients:	328
Returned completed:	154
<b>Response Rate</b>	<b>47.0%</b>
Average Response Rate:	33.7%

#### Response rate by survey type;

	Mailing Qty	Returned Completed	% Completed
Parents of young patients aged 0-7	189	86	46%
Young patients aged 8-17	140	68	49%

The Picker Institute runs a **Freephone Helpline** for survey respondents. The lines were open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 0 calls to the Freephone helpline.



## About your respondents

A total of 329 young patients and parents from your Trust were sent a questionnaire. 328 were eligible for the survey, of which 154 returned a completed questionnaire, giving a response rate of 47%. The average response rate for the survey (across all Trusts) was 34%.

### Key facts about your respondents:

- 51% were male; 48% were female and 1% did not reply.
- 56% of returned questionnaires were the parent/carer version, and 44% were the young patients' questionnaire.
- 93% stated their ethnic background as White; 4% Mixed; 0% Asian/Asian British; 1% Black/Black British; 1% Chinese or other ethnic group and 2% did not state their background.
- 67% of respondents were classed as inpatients and 33% were daycases.
- 50% of admissions were emergency whereas 47% of attendances were planned.
- Including the visit in question, 81% of paediatric inpatients had stayed in hospital on a ward just once, 16% two or three times, and 1% four times or more.

### Overall ratings of Hospital Care

- 97% of young inpatients aged 8yrs+ rated their hospital care as excellent, very good or good, with 1% rating it as OK or bad.
- 99% of parents/carers rated their child's overall hospital care as excellent, very good or good, with 1% rating it as fair or poor.

### Who answered the questionnaires?

- The parent's questionnaire was sent to the parent/guardian of young inpatients aged 0-7 yrs, 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 inpatients aged 8-17 yrs. Section 1 was designed to be completed by the child themselves, with some help from their parent or carer if needed. Section 2 was designed to be completed by the parent or carer who accompanied the child to hospital.

The following questions were included in the questionnaires to show who answered the different surveys/sections. The percentage of questionnaires that were completed by the young patients or by their parent/carer are as follows:

### Parent Survey (sent to parents of young inpatients aged 0-7 yrs), Q58 - Who was the **main person** who answered the questions on this questionnaire?

The young person who was a patient in the hospital	0.0%
The parent or carer of the patient	91.9%
Both patient and parent/carer together	7.0%
Not Answered	1.2%

### Children's Survey, Section 1 (designed to be completed by young inpatients aged 8-17 yrs), Q41 - Who was the **main person** who answered the questions in this section (section 1) of the questionnaire?

Me, the young person who was a patient in the hospital	69.1%
My parent or carer	4.4%
Both patient (child) and parent/carer together	25.0%
Not Answered	1.5%

Children's Survey, Section 2 (designed to be completed by parents/carers of young inpatients aged 8-17 yrs), Q68 - Who was the **main person** who answered the questions in this section (section 2) of the questionnaire?

Me, the parent or carer	85.3%
Me, the young patient	0.0%
Both child and parent/carers together	14.7%
Not Answered	0.0%



SECTION 3

# ○ Problem Score Summary

*overview of results by section*



## Problem Score Summary

This section shows your problem score for each question and a comparison against the average score for all 15 NHS trusts in the survey. Problem scores help you to focus on areas where there is 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 an operation' 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 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. GOING INTO HOSPITAL

		Trust	Average
T2	(2) Did not fully know before child's hospital visit what was going to happen	31 %	35 %
T3	Hospital changed date of admission (planned visits)	9 %	15 %
T4	(3) Not invited to visit the hospital and meet the staff and would have liked to (planned visits)	12 %	14 %

## B. THE HOSPITAL WARD

		Trust	Average
T5	(4) Child stayed on an adult ward	3 %	4 %
T8	(8) Ward not well designed for child's age group	46 %	50 %
T9	(9) Hospital room or ward not clean	3 %	4 %
T10	(10) Did not feel that child was always safe on the hospital ward	11 %	18 %
T11+	(11+) Staff did not do everything they could do make child less scared or frightened	18 %	27 %
T12	(12) Child was disturbed by noise from other patients	23 %	39 %
T13	(13) Child was disturbed by noise from hospital staff	7 %	17 %
T14	(14) Did not feel that friends and family were always welcome to visit	21 %	27 %
T15	(15) Not enough toys, games and things to do on ward for child's age group	16 %	27 %
T16	(16) Staff did not play with child but would have liked	14 %	18 %
T17+	(17+) Hospital food rated as OK or Bad	34 %	49 %
T18	(18) No choice of hospital food	12 %	8 %

## C. DOCTORS

		Trust	Average
T20+	(20+) Doctors did not talk clearly to child about how they were going to look after them	36 %	34 %
T21	<b>Doctors did not give parents clear information about child's care and treatment</b>	14 %	20 %
T22+	(21+) Doctors did not fully talk to child about their worries	34 %	35 %
T23	<b>Doctors talked to other staff in front of parent &amp; child as if they were not there</b>	9 %	19 %
T24	<b>Parents did not always have confidence and trust in doctors treating child</b>	18 %	21 %



## D. NURSES

		Trust	Average
T25+	(22+) Nurses did not talk clearly to child about how they were going to look after them	21 %	26 %
T26	<b>Nurses did not give parents clear information about child's care and treatment</b>	16 %	21 %
T27+	(23+) Nurses did not always give child help when they needed it	19 %	27 %
T28	<b>Nurses talked to other staff in front of parent and child as if they were not there</b>	8 %	17 %
T29	(24) Not always enough nurses to look after child in hospital	22 %	36 %
T30	<b>Parent did not always have confidence and trust in nurses treating child</b>	12 %	22 %


## E. LOOKING AFTER YOUR CHILD IN HOSPITAL

		Trust	Average
T31	(25) Told different things by different people	29 %	35 %
T32	<b>Parent not fully involved in decisions about child's care</b>	21 %	28 %
T32a	<b>(C26) Child not fully involved in decisions about how they were looked after</b>	50 %	57 %
T33	(27) Not always given somewhere private to talk to doctors and nurses	32 %	54 %
T34	(28) Not always given somewhere private when child was examined or treated	17 %	29 %


## F. FACILITIES FOR PARENTS & CARERS

		Trust	Average
T35+	Parents not always able to buy cooked meals on premises	47 %	40 %
T36	Parent had no access to tea and coffee facilities	11 %	22 % 
T37+	Parent not able to stay overnight but wanted to	2 %	3 %
T38	Facilities for parents staying overnight rated as fair/poor	14 %	23 % 



## G. PAIN

		Trust	Average
T40	(30) Did not feel that staff did everything they could to help ease child's pain	20 %	30 % 




## H. OPERATIONS

		Trust	Average
T41a	<b>(32) Child not fully told what would be done during operation</b>	[24] %	17 %
T41b+	<b>(C33+) Doctor did not answer child's questions about operation in a way they could understand</b>	[15] %	19 %
T42+	Doctor did not fully explain risks/benefits of operation to parent	15 %	14 %
T43+	Parent not told what would be done during operation	15 %	15 %
T44+	Parent did not get clear answers to questions about operation	9 %	12 %
T46	Parent not told how child would be put to sleep or pain controlled, in way could understand	5 %	9 %
T47+	(35+) Child not told how they would be put to sleep or pain controlled, in a way could understand	15 %	16 %
T48	Staff did not fully explain to parent how child's operation had gone	16 %	23 %
T48a	<b>(C36) Staff did not fully explain to child how their operation had gone</b>	[15] %	28 % 

## I. LEAVING HOSPITAL

		Trust	Average
T50	Parent not given enough information about how child should use the medicines	9 %	9 %
T51	Discharge: Had to wait for medicines or to see a doctor before going home	46 %	48 %
T52	Parent not fully told about danger signals to watch for at home	29 %	33 %
T53	(37) Not told when child could continue normal activities	20 %	29 % 
T54	(38) Not told what to do or who to contact if worried when home	16 %	28 % 
T55	Did not receive written information but would have liked it	14 %	16 %

## J. AND FINALLY...

		Trust	Average
T56	(39) Parent/child felt that they were not always listened to	21 %	29 % 
T57	Parents rated their child's overall care as fair or poor	1 %	6 % 
T57a	<b>Child rated their overall care as OK or bad</b>	2 %	7 % 







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 patients.

Please note that not all questions are based on all patients, so a problem score may relate only to 'those who had an operation' 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
T32a	(C26) Child not fully involved in decisions about how they were looked after	50 %	57 %

### Problem scores 40% - 49%

		Trust	Average
T35+	Parents not always able to buy cooked meals on premises	47 %	40 %
T51	Discharge: Had to wait for medicines or to see a doctor before going home	46 %	48 %
T8	(8) Ward not well designed for child's age group	46 %	50 %

### Problem scores 30% - 39%

		Trust	Average
T20+	(20+) Doctors did not talk clearly to child about how they were going to look after them	36 %	34 %
T22+	(21+) Doctors did not fully talk to child about their worries	34 %	35 %
T17+	(17+) Hospital food rated as OK or Bad	34 %	49 % ⊕
T33	(27) Not always given somewhere private to talk to doctors and nurses	32 %	54 % ⊕
T2	(2) Did not fully know before child's hospital visit what was going to happen	31 %	35 %

## Problem scores 20% - 29%

		Trust	Average	
T52	<b>Parent not fully told about danger signals to watch for at home</b>	29 %	33 %	
T31	(25) Told different things by different people	29 %	35 %	
T41a	<b>(32) Child not fully told what would be done during operation</b>	[24] %	17 %	
T12	(12) Child was disturbed by noise from other patients	23 %	39 %	+
T29	(24) Not always enough nurses to look after child in hospital	22 %	36 %	+
T32	<b>Parent not fully involved in decisions about child's care</b>	21 %	28 %	+
T56	(39) Parent/child felt that they were not always listened to	21 %	29 %	+
T14	(14) Did not feel that friends and family were always welcome to visit	21 %	27 %	
T25+	(22+) Nurses did not talk clearly to child about how they were going to look after them	21 %	26 %	
T40	(30) Did not feel that staff did everything they could to help ease child's pain	20 %	30 %	+
T53	(37) Not told when child could continue normal activities	20 %	29 %	+

## Problem scores 10% - 19%

		Trust	Average	
T27+	(23+) Nurses did not always give child help when they needed it	19 %	27 %	+
T24	<b>Parents did not always have confidence and trust in doctors treating child</b>	18 %	21 %	
T11+	(11+) Staff did not do everything they could do make child less scared or frightened	18 %	27 %	+
T34	(28) Not always given somewhere private when child was examined or treated	17 %	29 %	+
T15	(15) Not enough toys, games and things to do on ward for child's age group	16 %	27 %	+
T54	(38) Not told what to do or who to contact if worried when home	16 %	28 %	+
T48	<b>Staff did not fully explain to parent how child's operation had gone</b>	16 %	23 %	
T26	<b>Nurses did not give parents clear information about child's care and treatment</b>	16 %	21 %	
T48a	<b>(C36) Staff did not fully explain to child how their operation had gone</b>	[15] %	28 %	+
T41b+	<b>(C33+) Doctor did not answer child's questions about operation in a way they could understand</b>	[15] %	19 %	
T47+	(35+) Child not told how they would be put to sleep or pain controlled, in a way could understand	15 %	16 %	
T42+	<b>Doctor did not fully explain risks/benefits of operation to parent</b>	15 %	14 %	
T43+	<b>Parent not told what would be done during operation</b>	15 %	15 %	
T55	<b>Did not receive written information but would have liked it</b>	14 %	16 %	
T21	<b>Doctors did not give parents clear information about child's care and treatment</b>	14 %	20 %	
T38	<b>Facilities for parents staying overnight rated as fair/poor</b>	14 %	23 %	+
T16	(16) Staff did not play with child but would have liked	14 %	18 %	
T30	<b>Parent did not always have confidence and trust in nurses treating child</b>	12 %	22 %	+
T18	(18) No choice of hospital food	12 %	8 %	
T4	(3) Not invited to visit the hospital and meet the staff and would have liked to (planned visits)	12 %	14 %	
T10	(10) Did not feel that child was always safe on the hospital ward	11 %	18 %	+
T36	<b>Parent had no access to tea and coffee facilities</b>	11 %	22 %	+

## Problem scores 0% - 9%

		Trust	Average	
T23	Doctors talked to other staff in front of parent & child as if they were not there	9 %	19 %	+
T3	Hospital changed date of admission (planned visits)	9 %	15 %	
T44+	Parent did not get clear answers to questions about operation	9 %	12 %	
T50	Parent not given enough information about how child should use the medicines	9 %	9 %	
T28	Nurses talked to other staff in front of parent and child as if they were not there	8 %	17 %	+
T13	(13) Child was disturbed by noise from hospital staff	7 %	17 %	+
T46	Parent not told how child would be put to sleep or pain controlled, in way could understand	5 %	9 %	
T5	(4) Child stayed on an adult ward	3 %	4 %	
T9	(9) Hospital room or ward not clean	3 %	4 %	
T37+	Parent not able to stay overnight but wanted to	2 %	3 %	
T57a	Child rated their overall care as OK or bad	2 %	7 %	+
T57	Parents rated their child's overall care as fair or poor	1 %	6 %	+





SECTION 5

 **External Benchmarks**  
*comparing results with other trusts*





## External Benchmarks

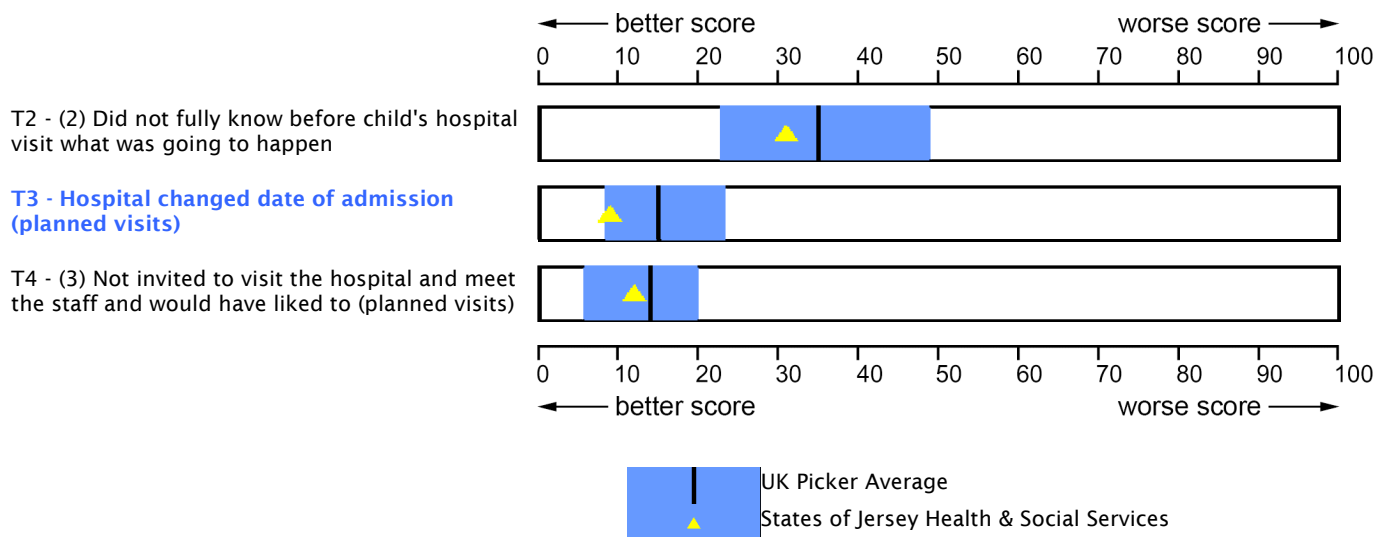
This section shows how your Trust compared to all 15 NHS trusts in this survey. The range of scores is shown as a blue bar from the best score (to the left), to the worst (to the right). The average across all trusts is the black line. The score for States of Jersey Health & Social Services is shown as the yellow triangle.

Blue text = parent data

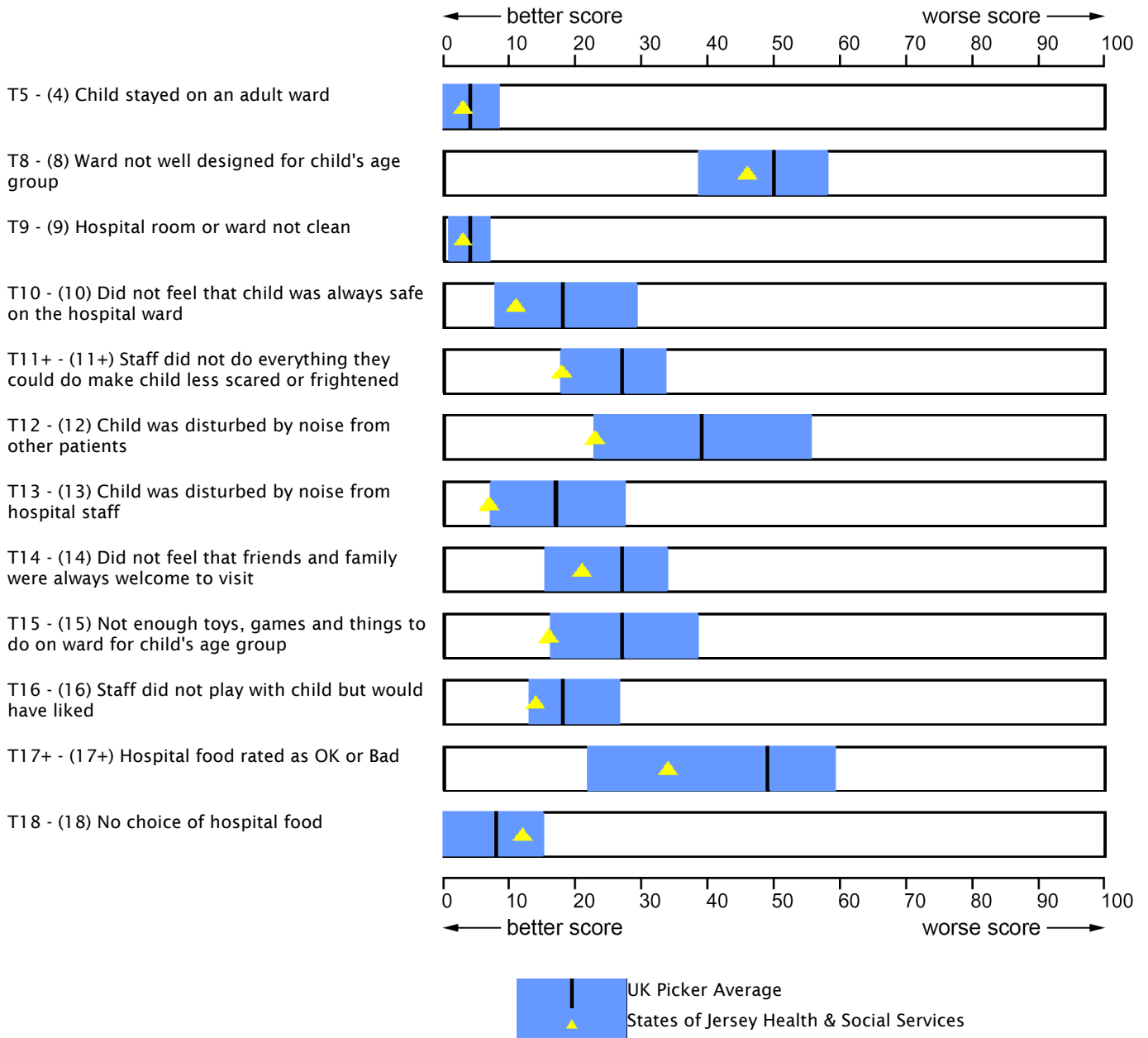
Red text = child data

Black text = combined (parent and child) data

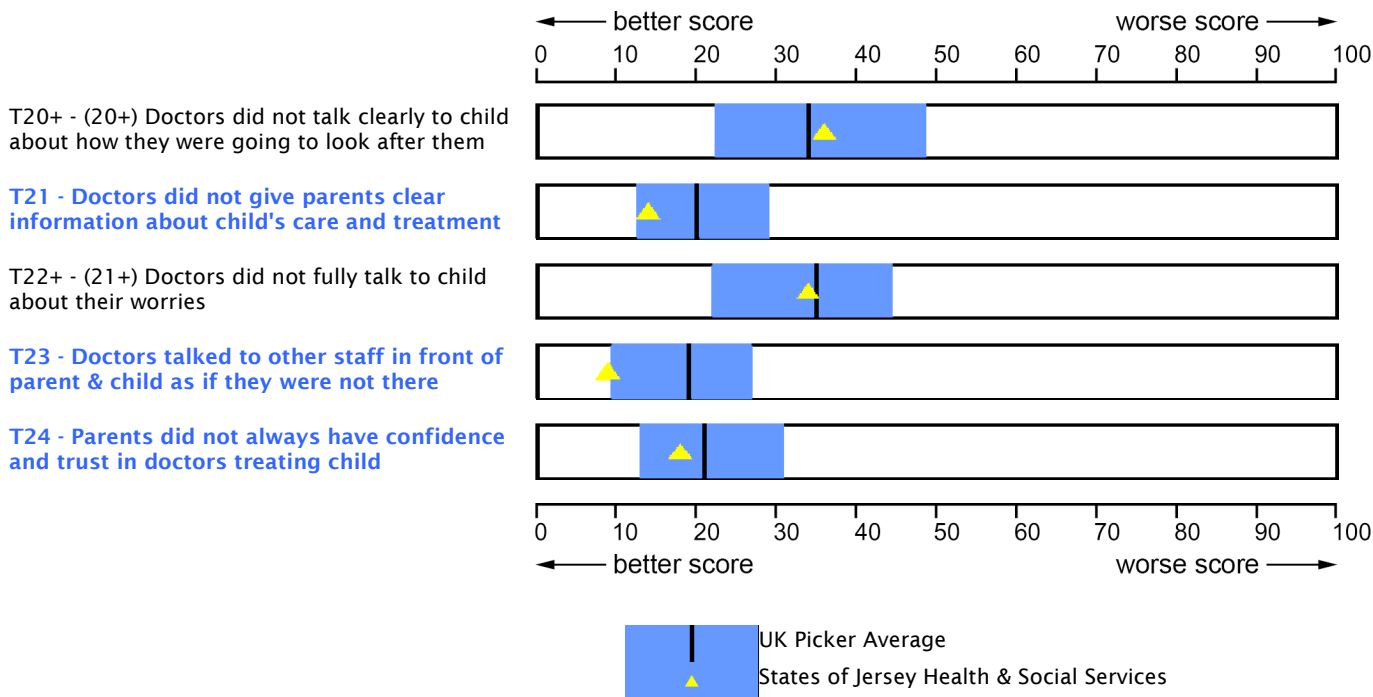
### A. GOING INTO HOSPITAL



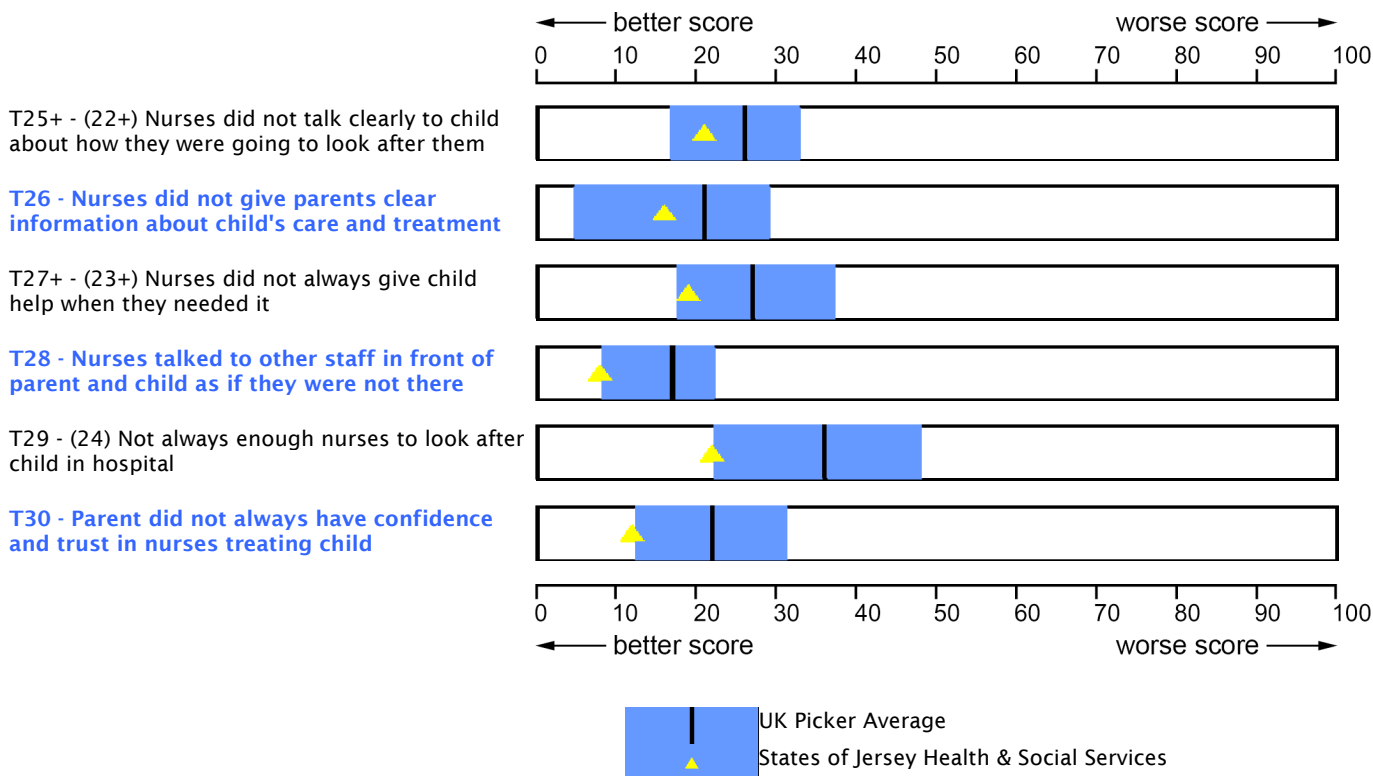
## B. THE HOSPITAL WARD



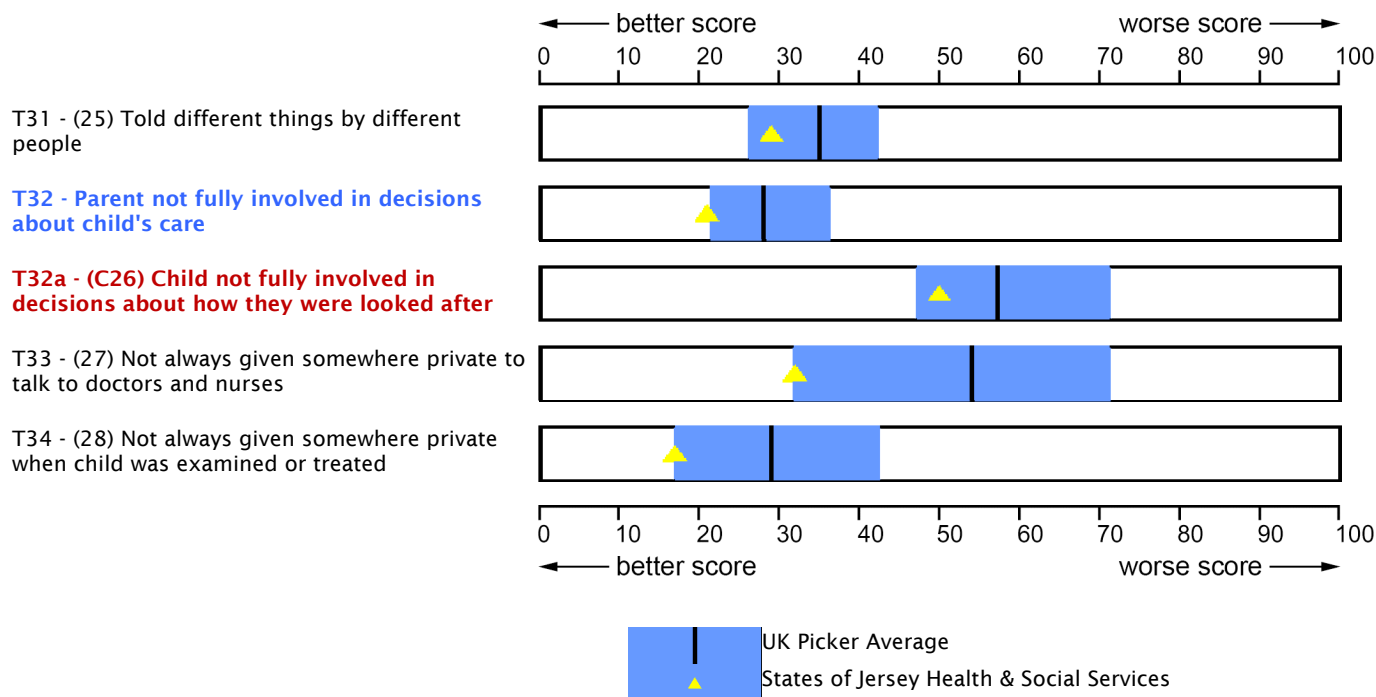
## C. DOCTORS



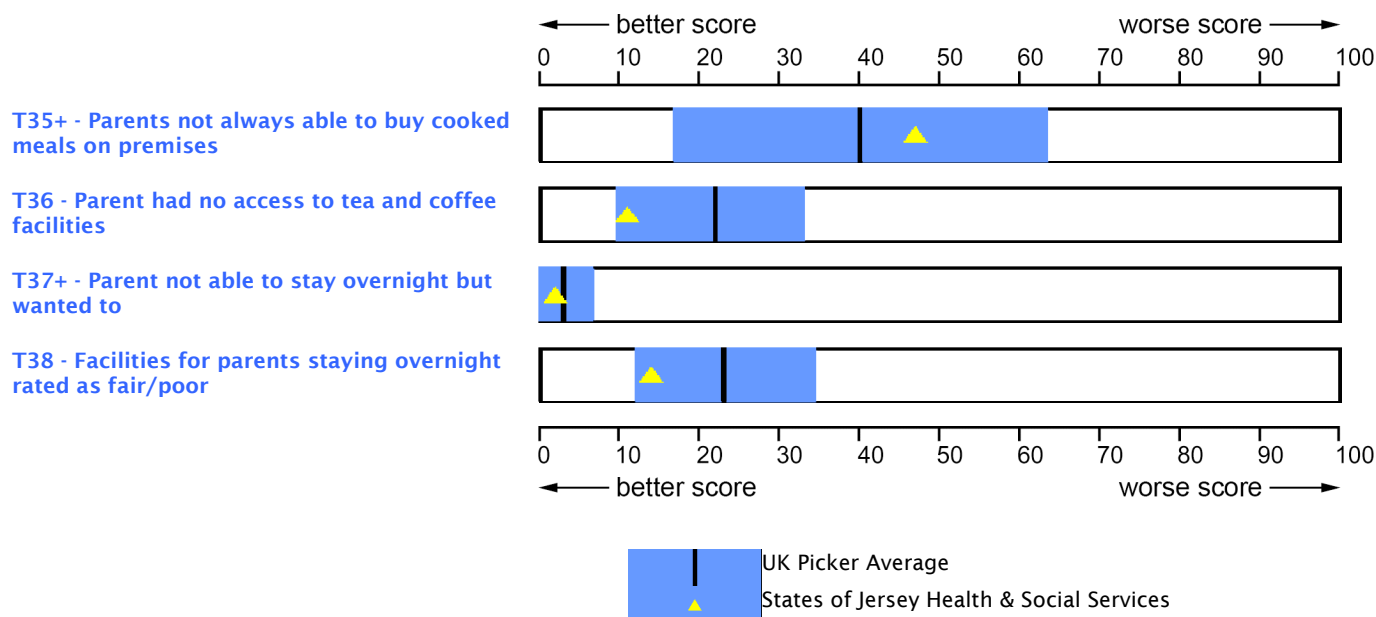
## D. NURSES



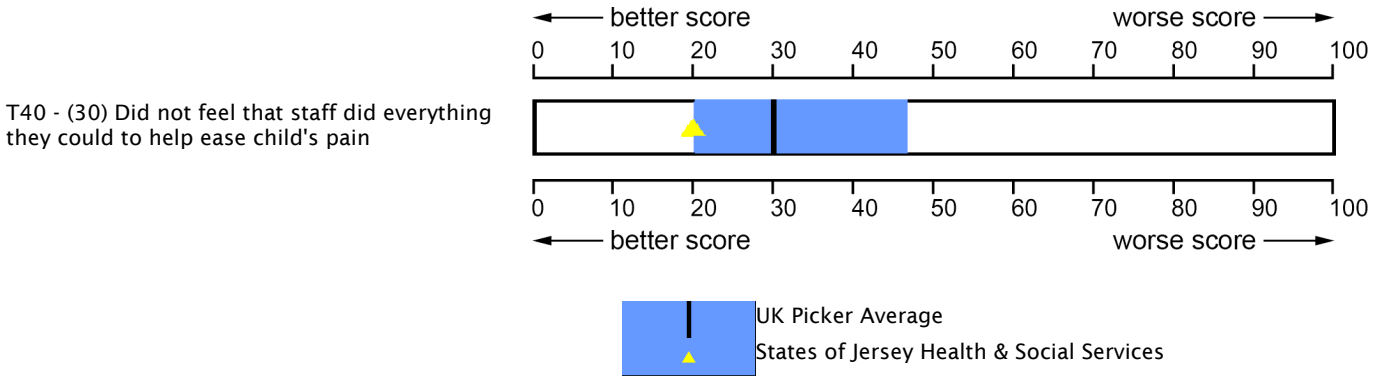
## E. LOOKING AFTER YOUR CHILD IN HOSPITAL



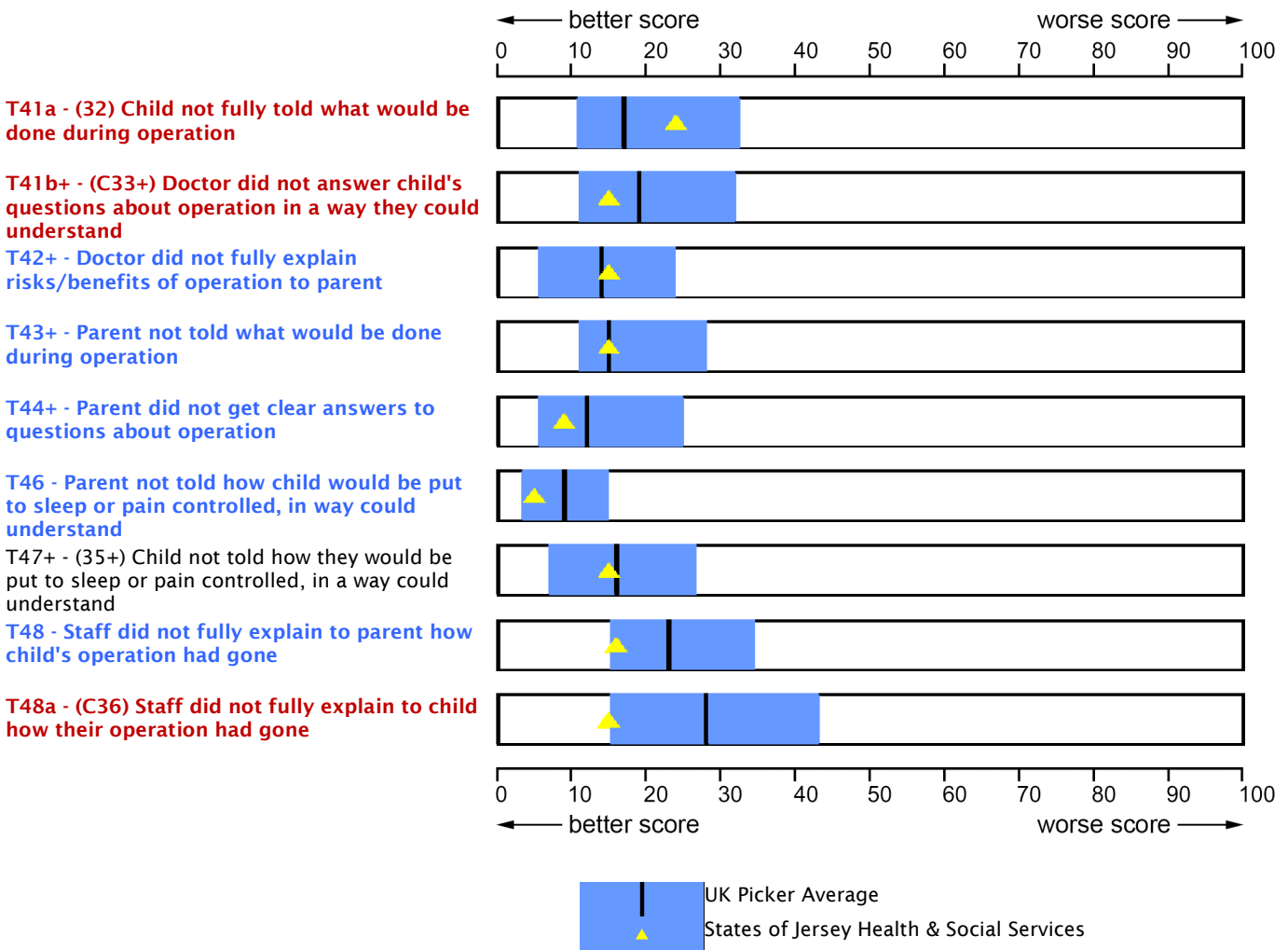
## F. FACILITIES FOR PARENTS & CARERS



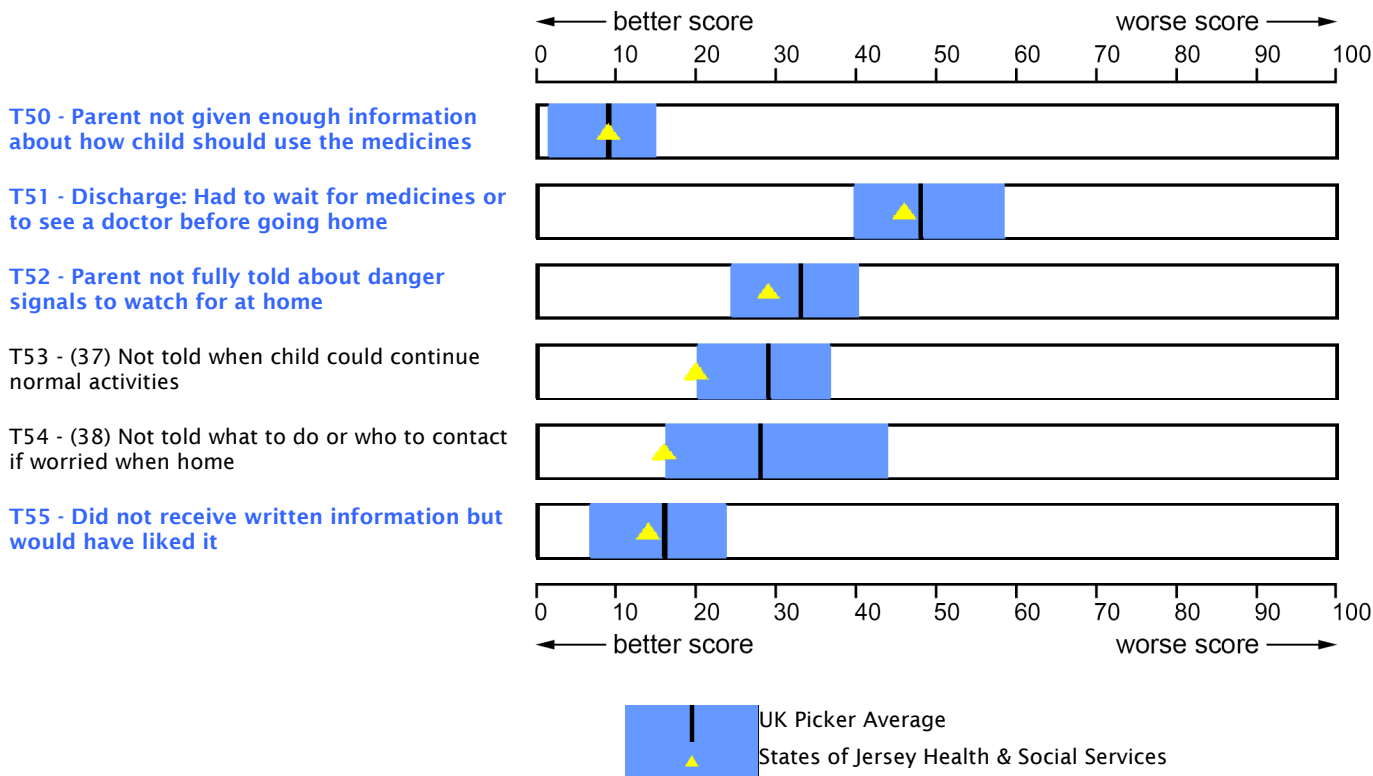
## G. PAIN



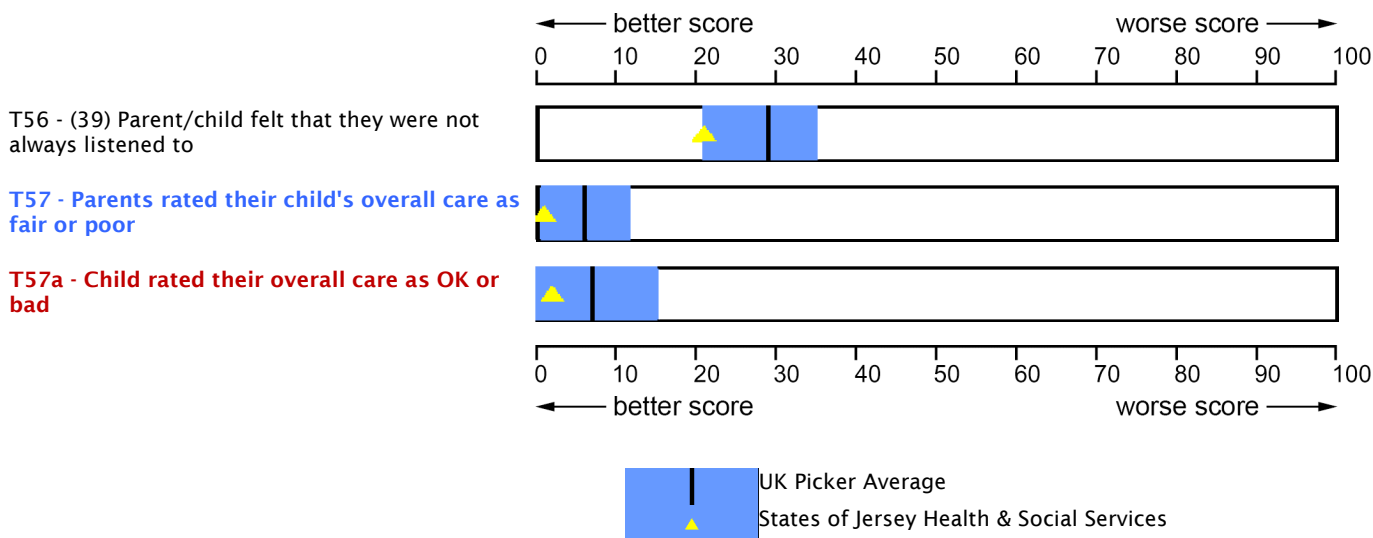
## H. OPERATIONS



# I. LEAVING HOSPITAL



# J. AND FINALLY...





SECTION 6

 **Internal Benchmarks**

*comparing results within the trust*





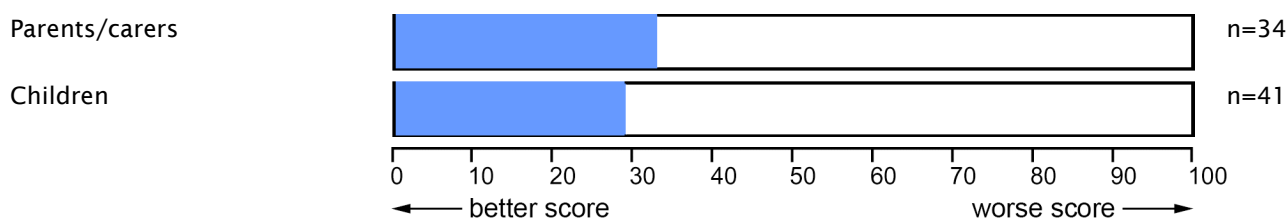
## Internal Benchmarks: Respondent Type

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 blue 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.

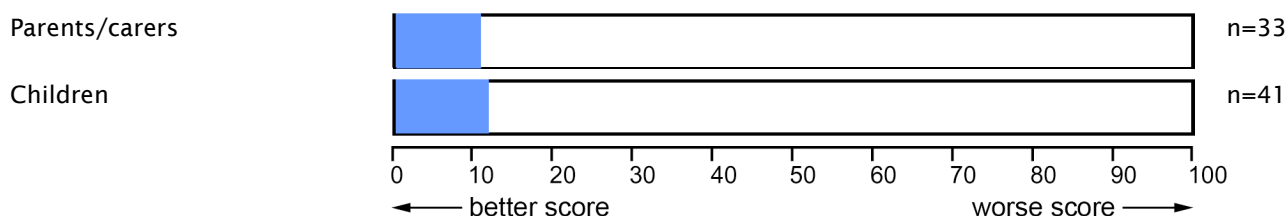
The '*Parents/carers*' data is from the parents' survey (aimed at parents of patients aged 0-7 yrs) *and* from the parents' section of the children's survey (aimed at parents/carers of patients aged 8 yrs+). The '*Children*' data is from the children's section of the children's survey (aimed at children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

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 ( ).

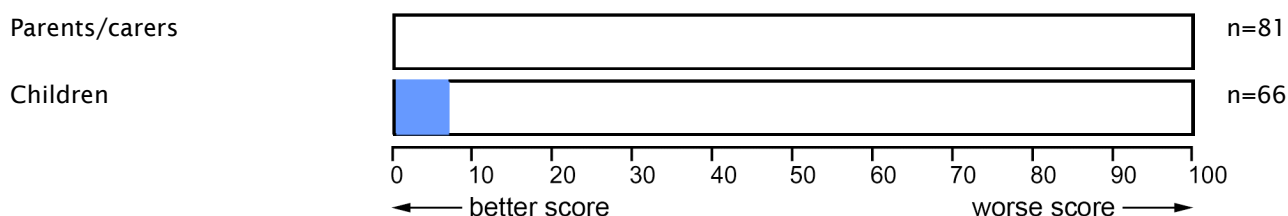
### T2 - (2) Did not fully know before child's hospital visit what was going to happen



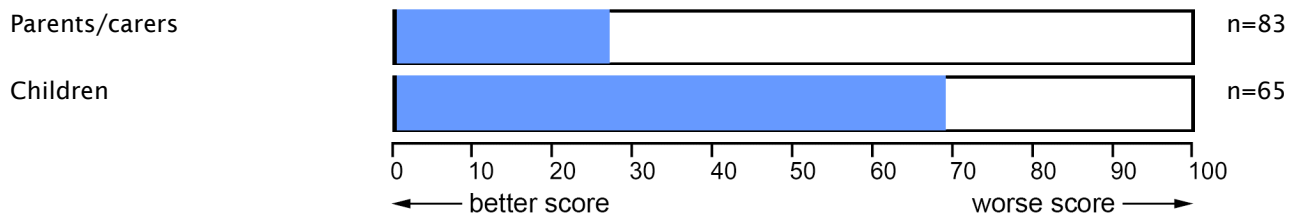
### T4 - (3) Not invited to visit the hospital and meet the staff and would have liked to (planned visits)



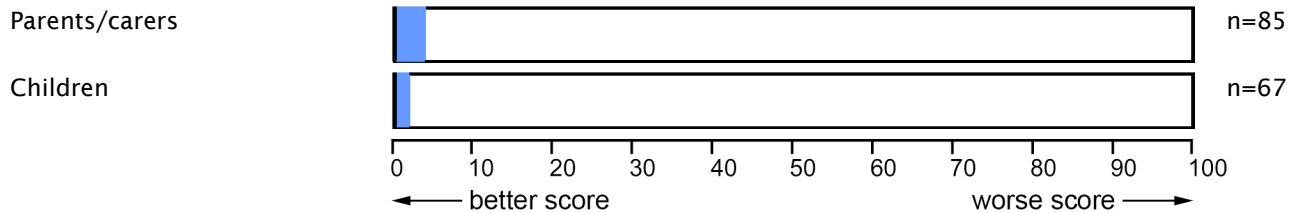
### T5 - (4) Child stayed on an adult ward



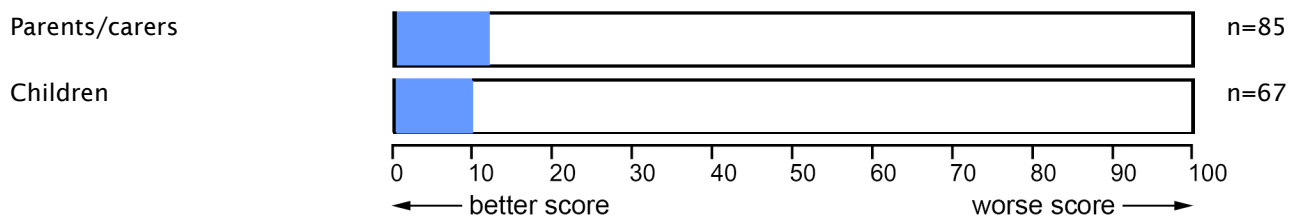
**T8 - (8) Ward not well designed for child's age group**



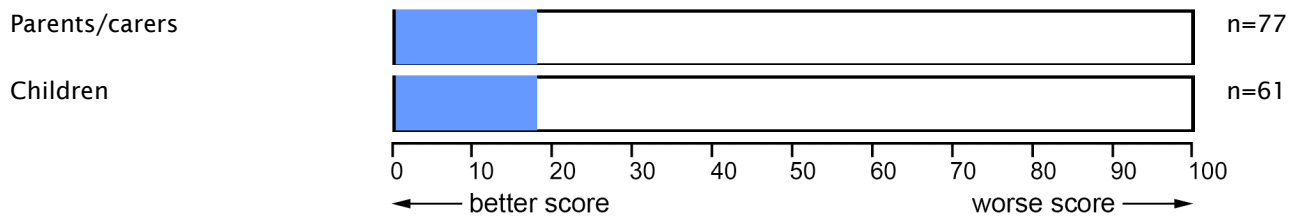
**T9 - (9) Hospital room or ward not clean**



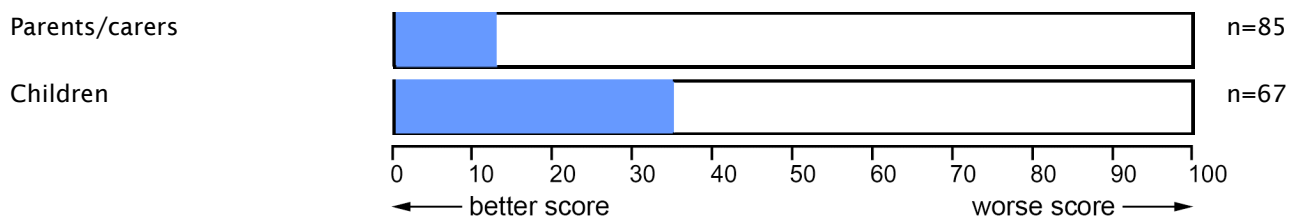
**T10 - (10) Did not feel that child was always safe on the hospital ward**



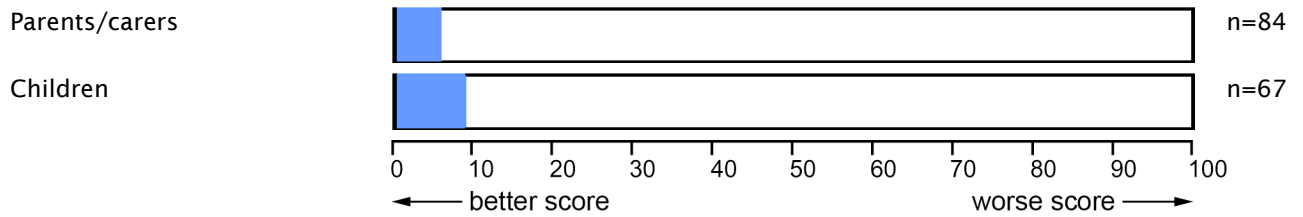
**T11+ - (11+) Staff did not do everything they could do make child less scared or frightened**



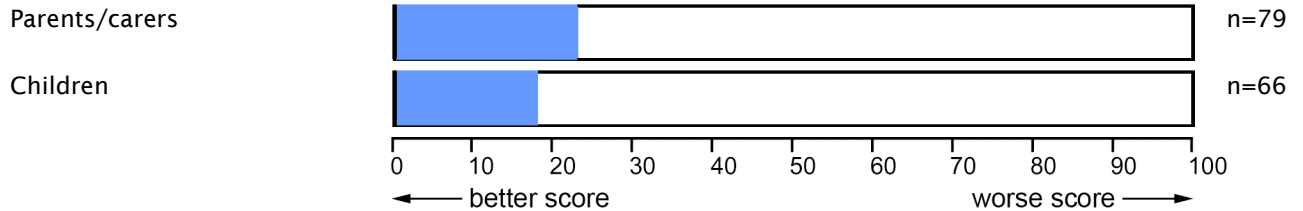
**T12 - (12) Child was disturbed by noise from other patients**



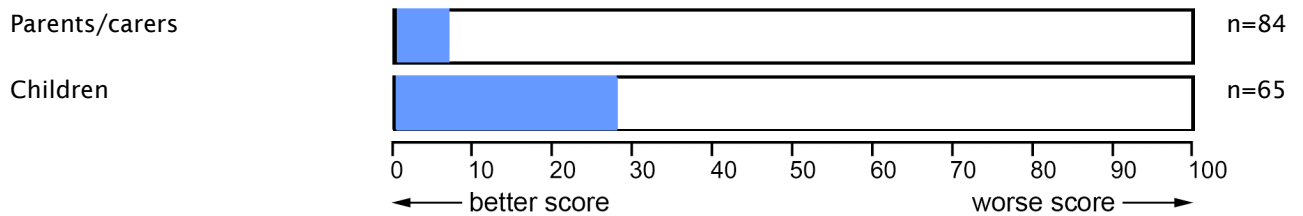
**T13 - (13) Child was disturbed by noise from hospital staff**



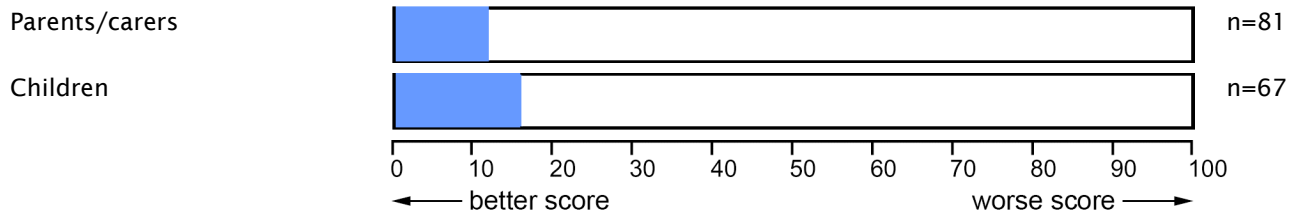
**T14 - (14) Did not feel that friends and family were always welcome to visit**



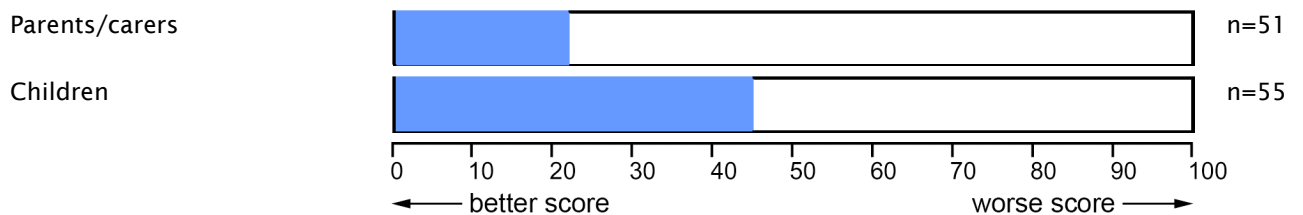
**T15 - (15) Not enough toys, games and things to do on ward for child's age group**



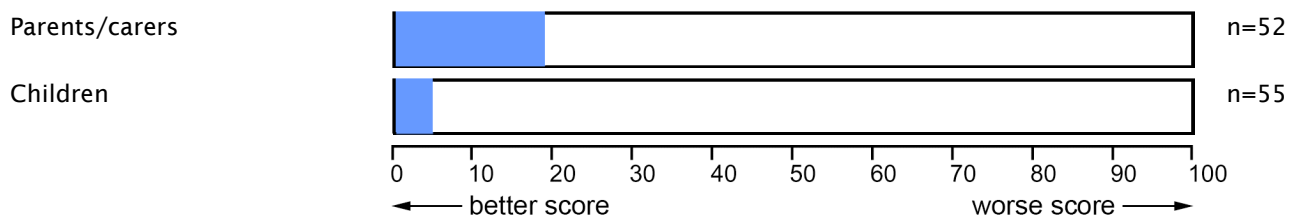
**T16 - (16) Staff did not play with child but would have liked**



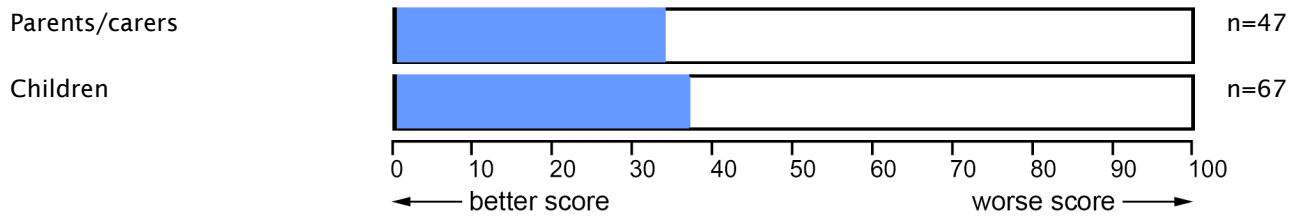
**T17+ - (17+) Hospital food rated as OK or Bad**



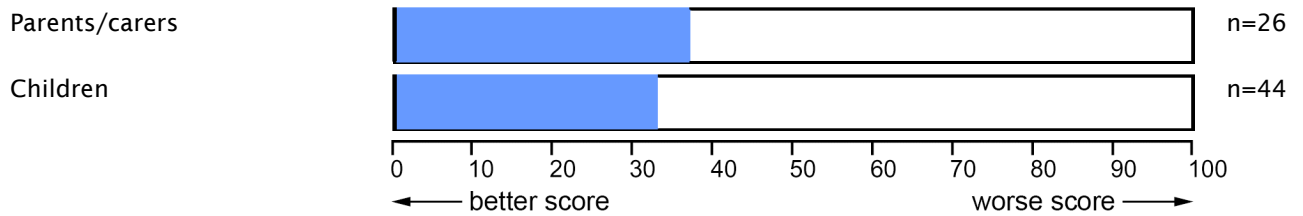
**T18 - (18) No choice of hospital food**



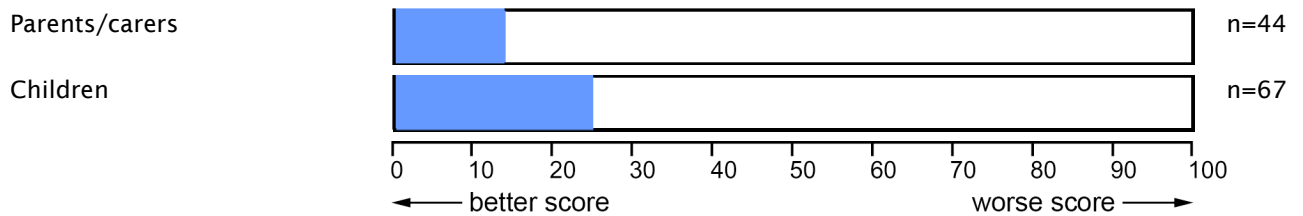
**T20+ - (20+) Doctors did not talk clearly to child about how they were going to look after them**



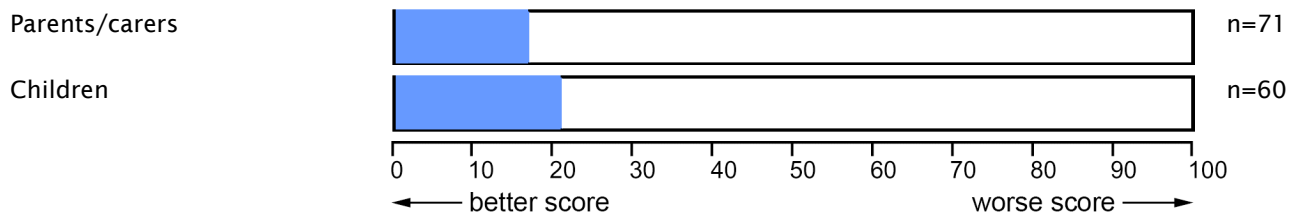
**T22+ - (21+) Doctors did not fully talk to child about their worries**



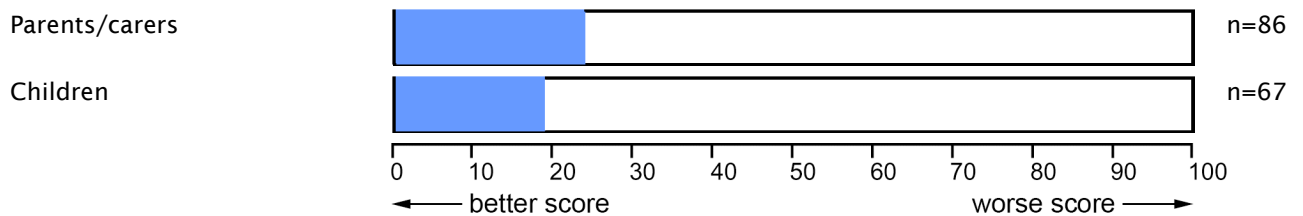
**T25+ - (22+) Nurses did not talk clearly to child about how they were going to look after them**



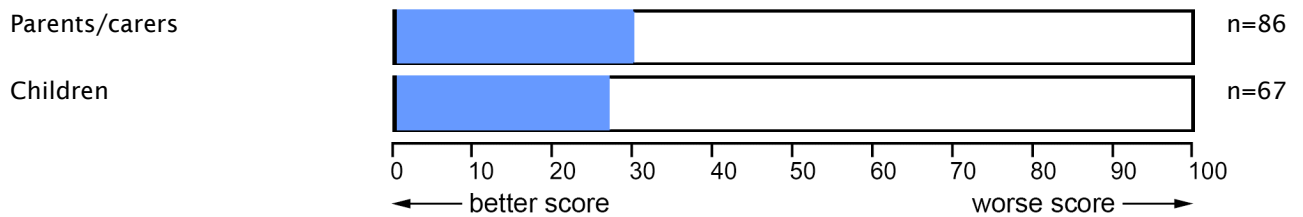
**T27+ - (23+) Nurses did not always give child help when they needed it**



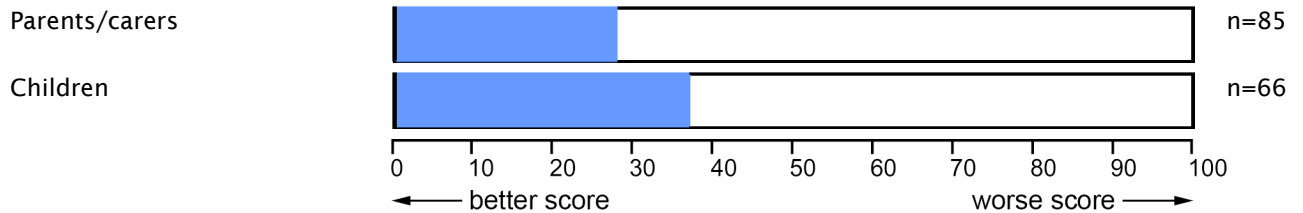
**T29 - (24) Not always enough nurses to look after child in hospital**



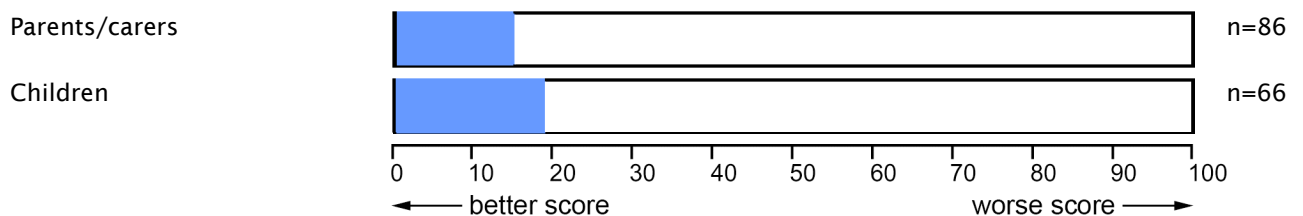
**T31 - (25) Told different things by different people**



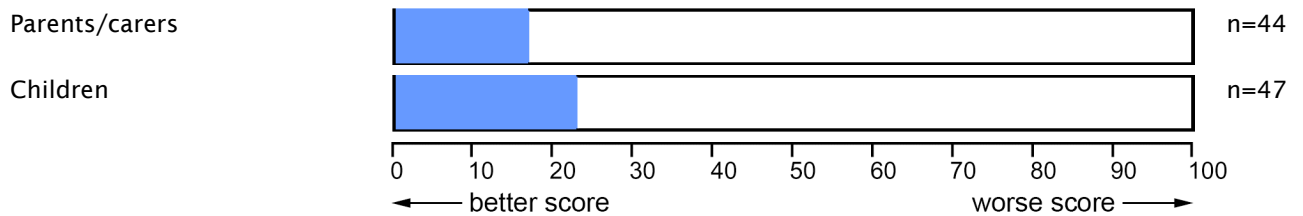
**T33 - (27) Not always given somewhere private to talk to doctors and nurses**



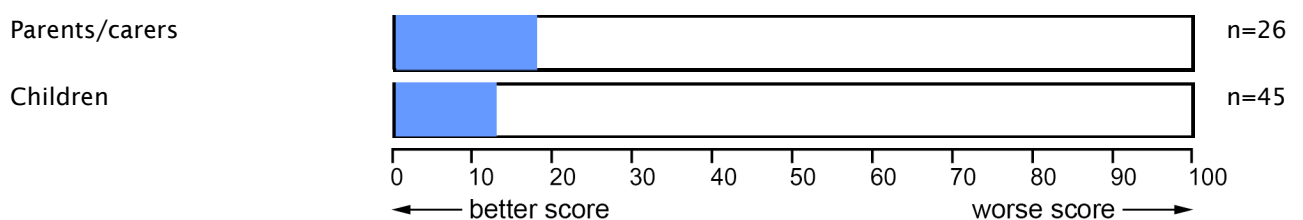
**T34 - (28) Not always given somewhere private when child was examined or treated**



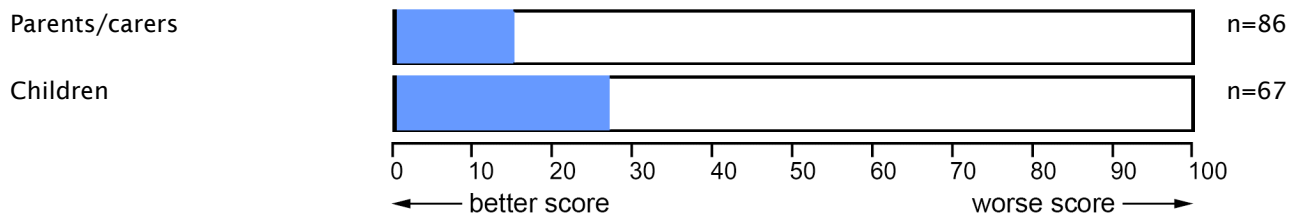
**T40 - (30) Did not feel that staff did everything they could to help ease child's pain**



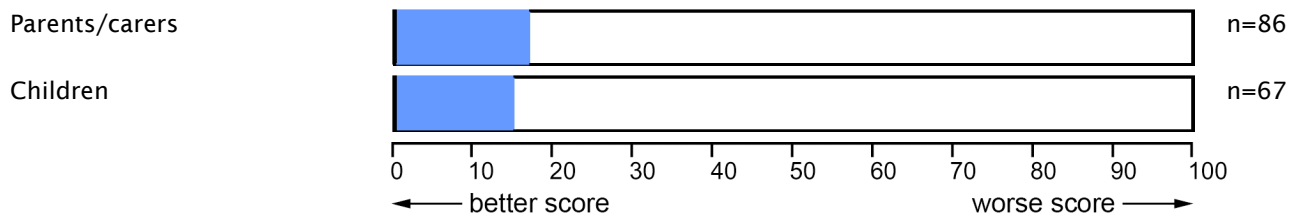
**T47+ - (35+) Child not told how they would be put to sleep or pain controlled, in a way could understand**



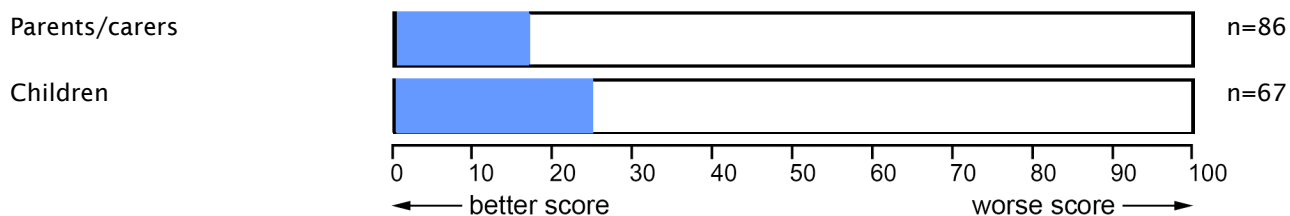
**T53 - (37) Not told when child could continue normal activities**



**T54 - (38) Not told what to do or who to contact if worried when home**



**T56 - (39) Parent/child felt that they were not always listened to**



## 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. The 'All trusts' data is the total data for all Trusts that participated.

### A. GOING INTO HOSPITAL

T1 - (1) Was visit to hospital planned or an emergency?

All	This Trust		All trusts	
	n	%	n	%
Emergency (went to A&E/ Casualty / came by ambulance etc)	77	50.0	1799	47.4
Planned visit / was on the waiting list	73	47.4	1905	50.2
Not answered	4	2.6	88	2.3
	154		3792	

T2 - (2) Before child went into hospital, did parent/child know what was going to happen to them while they were there?

Those with planned visits	This Trust		All trusts	
	n	%	n	%
Yes, completely	51	65.4	1264	63.4
* Yes, to some extent / sort of	24	30.8	626	31.4
* No	0	0.0	77	3.9
Not answered	3	3.8	28	1.4
<b>Problem score - This Trust 30.8%</b>	78		1995	
<b>Problem score - All trusts 35.2%</b>				

T3 - Did the hospital change the admission date at all?

Parents of children with planned visits	This Trust		All trusts	
	n	%	n	%
No	64	83.1	1610	80.8
* Yes, once	7	9.1	224	11.2
* Yes, a few times	0	0.0	74	3.7
Don't Know / Can't remember	2	2.6	25	1.3
Not answered	4	5.2	60	3.0
<b>Problem score - This Trust 9.1%</b>	77		1993	
<b>Problem score - All trusts 15.0%</b>				

T4 - (3) Before child went into hospital, was parent/child invited to visit and meet the people who were going to be looking after them?

Those with planned visits	This Trust		All trusts	
	n	%	n	%
Yes and did visit	37	47.4	710	35.6
Yes, but did not visit	1	1.3	92	4.6
* No, but would have liked to have visited	9	11.5	280	14.0
No, but did not want/need to visit	27	34.6	852	42.7
Not answered	4	5.1	61	3.1
<b>Problem score - This Trust 11.5%</b>	78		1995	
<b>Problem score - All trusts 14.0%</b>				

## B. THE HOSPITAL WARD

T5 - (4) For most of their stay in hospital, what type of ward did child stay on?

	This Trust		All trusts	
	n	%	n	%
All				
A children's ward	128	<b>83.1</b>	3151	<b>83.1</b>
* An adult / grown-ups ward	5	<b>3.2</b>	158	<b>4.2</b>
A teenage / adolescent ward	2	<b>1.3</b>	174	<b>4.6</b>
Other	12	<b>7.8</b>	187	<b>4.9</b>
Not answered	7	<b>4.5</b>	122	<b>3.2</b>
<b>Problem score - This Trust 3.2%</b>	154		3792	
<b>Problem score - All trusts 4.2%</b>				

**T5a - (C5) What type of ward did you want to stay on?**

	This Trust		All trusts	
	n	%	n	%
All children				
A children's ward	37	<b>54.4</b>	853	<b>53.3</b>
An adult / grown-ups ward	3	<b>4.4</b>	87	<b>5.4</b>
A teenage / adolescent ward	25	<b>36.8</b>	569	<b>35.6</b>
Not answered	3	<b>4.4</b>	90	<b>5.6</b>
	68		1599	

T6 - (6) Was the main ward that child stayed on for...

	This Trust		All trusts	
	n	%	n	%
All				
Boys only	3	<b>1.9</b>	153	<b>4.0</b>
Girls only	6	<b>3.9</b>	138	<b>3.6</b>
Mixed	97	<b>63.0</b>	2686	<b>70.8</b>
Had own room	43	<b>27.9</b>	673	<b>17.7</b>
Not answered	5	<b>3.2</b>	142	<b>3.7</b>
	154		3792	

T7 - (7) Is it important to you that there are separate wards for boys and girls?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, definitely	10	<b>6.5</b>	445	<b>11.7</b>
Yes, to some extent/sort of	28	<b>18.2</b>	873	<b>23.0</b>
No	113	<b>73.4</b>	2385	<b>62.9</b>
Not answered	3	<b>1.9</b>	89	<b>2.3</b>
	154		3792	



T8 - (8) Did you think that the ward was well designed for child's age group?

All	This Trust		All trusts	
	n	%	n	%
Yes, definitely	78	<b>50.6</b>	1785	<b>47.1</b>
* Yes, to some extent/sort of	53	<b>34.4</b>	1357	<b>35.8</b>
* No	17	<b>11.0</b>	553	<b>14.6</b>
Not answered	6	<b>3.9</b>	97	<b>2.6</b>
<b>Problem score - This Trust 45.5%</b>	154		3792	
<b>Problem score - All trusts 50.4%</b>				

T9 - (9) How clean do you think the hospital room or ward was that child was in?

All	This Trust		All trusts	
	n	%	n	%
Very clean	113	<b>73.4</b>	2234	<b>58.9</b>
Quite clean	35	<b>22.7</b>	1372	<b>36.2</b>
* Not very clean	3	<b>1.9</b>	109	<b>2.9</b>
* Not at all clean	1	<b>0.6</b>	26	<b>0.7</b>
Not answered	2	<b>1.3</b>	51	<b>1.3</b>
<b>Problem score - This Trust 2.6%</b>	154		3792	
<b>Problem score - All trusts 3.6%</b>				

T10 - (10) Did parent/child feel that child was safe on the hospital ward?

All	This Trust		All trusts	
	n	%	n	%
Yes, all of the time	135	<b>87.7</b>	3035	<b>80.0</b>
* Yes, most of the time	15	<b>9.7</b>	640	<b>16.9</b>
* No	2	<b>1.3</b>	56	<b>1.5</b>
Not answered	2	<b>1.3</b>	61	<b>1.6</b>
<b>Problem score - This Trust 11.0%</b>	154		3792	
<b>Problem score - All trusts 18.4%</b>				

T11 - (11) Do you feel that hospital staff did everything they could to make child feel less scared or frightened in hospital?

All	This Trust		All trusts	
	n	%	n	%
Yes, completely	113	<b>73.4</b>	2428	<b>64.0</b>
Yes, to some extent/sort of	23	<b>14.9</b>	765	<b>20.2</b>
No	2	<b>1.3</b>	170	<b>4.5</b>
Child was not scared or frightened	13	<b>8.4</b>	358	<b>9.4</b>
Not answered	3	<b>1.9</b>	71	<b>1.9</b>
	154		3792	

T11+ - (11+) Do you feel that hospital staff did everything they could to make child feel less scared or frightened in hospital?

	This Trust		All trusts	
	n	%	n	%
Those who were scared or frightened				
Yes, completely	113	<b>80.1</b>	2428	<b>70.7</b>
* Yes, to some extent/sort of	23	<b>16.3</b>	765	<b>22.3</b>
* No	2	<b>1.4</b>	170	<b>5.0</b>
Not answered	3	<b>2.1</b>	71	<b>2.1</b>
<b>Problem score - This Trust 17.7%</b>	141		3434	
<b>Problem score - All trusts 27.2%</b>				

T12 - (12) Was child ever disturbed by noise from other patients?

	This Trust		All trusts	
	n	%	n	%
All				
* Yes	35	<b>22.7</b>	1491	<b>39.3</b>
No	117	<b>76.0</b>	2247	<b>59.3</b>
Not answered	2	<b>1.3</b>	54	<b>1.4</b>
<b>Problem score - This Trust 22.7%</b>	154		3792	
<b>Problem score - All trusts 39.3%</b>				

T13 - (13) Was child ever disturbed by noise from hospital staff?

	This Trust		All trusts	
	n	%	n	%
All				
* Yes	11	<b>7.1</b>	631	<b>16.6</b>
No	140	<b>90.9</b>	3097	<b>81.7</b>
Not answered	3	<b>1.9</b>	64	<b>1.7</b>
<b>Problem score - This Trust 7.1%</b>	154		3792	
<b>Problem score - All trusts 16.6%</b>				

T14 - (14) Did you feel friends and family were welcome to visit?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, always	113	<b>73.4</b>	2552	<b>67.3</b>
* Yes, most of the time	28	<b>18.2</b>	796	<b>21.0</b>
* No	4	<b>2.6</b>	234	<b>6.2</b>
Not answered	9	<b>5.8</b>	210	<b>5.5</b>
<b>Problem score - This Trust 20.8%</b>	154		3792	
<b>Problem score - All trusts 27.2%</b>				

T15 - (15) Did child have enough suitable toys, games and things to do on the ward?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	105	<b>68.2</b>	2126	<b>56.1</b>
* Yes, but not for child's age group	19	<b>12.3</b>	545	<b>14.4</b>
* No	6	<b>3.9</b>	488	<b>12.9</b>
Can't remember / Did not notice or use	19	<b>12.3</b>	536	<b>14.1</b>
Not answered	5	<b>3.2</b>	97	<b>2.6</b>
<b>Problem score - This Trust 16.2%</b>	154		3792	
<b>Problem score - All trusts 27.2%</b>				

T16 - (16) Did any staff play or do any activities with child while in hospital?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	28	<b>18.2</b>	1094	<b>28.9</b>
* No, but would have liked this	21	<b>13.6</b>	666	<b>17.6</b>
No, but didn't want / need them to do this	99	<b>64.3</b>	1940	<b>51.2</b>
Not answered	6	<b>3.9</b>	92	<b>2.4</b>
<b>Problem score - This Trust 13.6%</b>	154		3792	
<b>Problem score - All trusts 17.6%</b>				

T17 - (17) How good was the hospital food given to child?

	This Trust		All trusts	
	n	%	n	%
All				
Very good	32	<b>20.8</b>	454	<b>12.0</b>
Good	37	<b>24.0</b>	781	<b>20.6</b>
OK	35	<b>22.7</b>	941	<b>24.8</b>
Bad	2	<b>1.3</b>	316	<b>8.3</b>
Did not have hospital food	44	<b>28.6</b>	1209	<b>31.9</b>
Not answered	4	<b>2.6</b>	91	<b>2.4</b>
	154		3792	

T17+ - (17+) How good was the hospital food given to child?

	This Trust		All trusts	
	n	%	n	%
Those who had hospital food				
Very good	32	<b>29.1</b>	454	<b>17.6</b>
Good	37	<b>33.6</b>	781	<b>30.2</b>
* OK	35	<b>31.8</b>	941	<b>36.4</b>
* Bad	2	<b>1.8</b>	316	<b>12.2</b>
Not answered	4	<b>3.6</b>	91	<b>3.5</b>
<b>Problem score - This Trust 33.6%</b>	110		2583	
<b>Problem score - All trusts 48.7%</b>				

T18 - (18) Was there a choice of food?

	This Trust		All trusts	
	n	%	n	%
Those who had hospital food				
Yes, there was lots of choice	22	<b>20.0</b>	901	<b>34.9</b>
Yes, there was a little bit of choice	72	<b>65.5</b>	1395	<b>54.0</b>
* No choice given	13	<b>11.8</b>	214	<b>8.3</b>
Not answered	3	<b>2.7</b>	73	<b>2.8</b>
<b>Problem score - This Trust 11.8%</b>	110		2583	
<b>Problem score - All trusts 8.3%</b>				

T19 - (19) What could have been better about the hospital food?

Those who had hospital food	This Trust		All trusts	
	n	%	n	%

## C. DOCTORS

T20 - (20) Did the doctors talk to child about how they were going to look after them, in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, definitely	70	45.5	1862	49.1
Yes, to some extent/sort of	34	22.1	843	22.2
No	7	4.5	186	4.9
Can't remember	3	1.9	63	1.7
Child too young to understand	39	25.3	773	20.4
Not answered	1	0.6	65	1.7
	154		3792	

T20+ - (20+) Did the doctors talk to child about how they were going to look after them, in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
All where child was not too young to understand				
Yes, definitely	70	60.9	1862	61.7
* Yes, to some extent/sort of	34	29.6	843	27.9
* No	7	6.1	186	6.2
Can't remember	3	2.6	63	2.1
Not answered	1	0.9	65	2.2
<b>Problem score - This Trust 35.7%</b>	115		3019	
<b>Problem score - All trusts 34.1%</b>				

**T21 - Did doctors give you information about your child's care and treatment in a way that you could understand?**

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	129	83.8	2985	78.7
* Yes, to some extent	20	13.0	668	17.6
* No	2	1.3	86	2.3
Not answered	3	1.9	53	1.4
<b>Problem score - This Trust 14.3%</b>	154		3792	
<b>Problem score - All trusts 19.9%</b>				

T22 - (21) If child had any worries, did doctor talk with child about them?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, completely	45	29.2	1266	33.4
Yes, to some extent/sort of	18	11.7	507	13.4
No	7	4.5	201	5.3
Child did not have any worries	33	21.4	649	17.1
Child too young to understand	48	31.2	1098	29.0
Not answered	3	1.9	71	1.9
	154		3792	

T22+ - (21+) If child had any worries, did doctor talk with child about them?

	This Trust		All trusts	
	n	%	n	%
Those who had worries				
Yes, completely	45	<b>61.6</b>	1266	<b>61.9</b>
* Yes, to some extent/sort of	18	<b>24.7</b>	507	<b>24.8</b>
* No	7	<b>9.6</b>	201	<b>9.8</b>
Not answered	3	<b>4.1</b>	71	<b>3.5</b>
<b>Problem score - This Trust 34.2%</b>	73		2045	
<b>Problem score - All trusts 34.6%</b>				

T23 - Did doctors talk to other hospital staff in front of you and your child, as if you were not there?

	This Trust		All trusts	
	n	%	n	%
All parents				
* Yes, a lot	1	<b>1.2</b>	105	<b>4.8</b>
* Yes, sometimes	7	<b>8.1</b>	320	<b>14.6</b>
No	78	<b>90.7</b>	1741	<b>79.4</b>
Not answered	0	<b>0.0</b>	27	<b>1.2</b>
<b>Problem score - This Trust 9.3%</b>	86		2193	
<b>Problem score - All trusts 19.4%</b>				

T24 - Did you have confidence and trust in the doctors treating your child?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, always	124	<b>80.5</b>	2942	<b>77.6</b>
* Yes, sometimes	26	<b>16.9</b>	675	<b>17.8</b>
* No	2	<b>1.3</b>	116	<b>3.1</b>
Not answered	2	<b>1.3</b>	59	<b>1.6</b>
<b>Problem score - This Trust 18.2%</b>	154		3792	
<b>Problem score - All trusts 20.9%</b>				

## D. NURSES

T25 - (22) Did the nurses talk to child about how they were going to look after them in a way that they could understand?

All	This Trust		All trusts	
	n	%	n	%
Yes, definitely	85	55.2	2041	53.8
Yes, to some extent/sort of	21	13.6	620	16.4
No	2	1.3	143	3.8
Can't remember	3	1.9	85	2.2
Child too young to understand	42	27.3	853	22.5
Not answered	1	0.6	50	1.3
	154		3792	

T25+ - (22+) Did the nurses talk to child about how they were going to look after them in a way that they could understand?

All where child was old enough to understand	This Trust		All trusts	
	n	%	n	%
Yes, definitely	85	75.9	2041	69.4
* Yes, to some extent/sort of	21	18.8	620	21.1
* No	2	1.8	143	4.9
Can't remember	3	2.7	85	2.9
Not answered	1	0.9	50	1.7
<b>Problem score - This Trust 20.5%</b>	112		2939	
<b>Problem score - All trusts 26.0%</b>				

**T26 - Did nurses give you information about your child's care and treatment in a way that you could understand?**

All parents	This Trust		All trusts	
	n	%	n	%
Yes, definitely	128	83.1	2949	77.8
* Yes, to some extent	23	14.9	678	17.9
* No	1	0.6	119	3.1
Not answered	2	1.3	46	1.2
<b>Problem score - This Trust 15.6%</b>	154		3792	
<b>Problem score - All trusts 21.0%</b>				

T27 - (23) While in hospital, did the nurses give child help when they needed it?

All	This Trust		All trusts	
	n	%	n	%
Yes, definitely	106	68.8	2336	61.6
Yes, to some extent/sort of	23	14.9	751	19.8
No	2	1.3	126	3.3
It was not necessary	22	14.3	536	14.1
Not answered	1	0.6	43	1.1
	154		3792	

T27+ - (23+) While in hospital, did the nurses give child help when they needed it?

	This Trust		All trusts	
	n	%	n	%
Those who thought help was necessary				
Yes, definitely	106	<b>80.3</b>	2336	<b>71.7</b>
* Yes, to some extent/sort of	23	<b>17.4</b>	751	<b>23.1</b>
* No	2	<b>1.5</b>	126	<b>3.9</b>
Not answered	1	<b>0.8</b>	43	<b>1.3</b>
<b>Problem score - This Trust 18.9%</b>	132		3256	
<b>Problem score - All trusts 26.9%</b>				

T28 - Did nurses talk to other hospital staff in front of you and your child, as if you were not there?

	This Trust		All trusts	
	n	%	n	%
All parents				
* Yes, a lot	0	<b>0.0</b>	81	<b>3.7</b>
* Yes, sometimes	7	<b>8.1</b>	287	<b>13.1</b>
No	79	<b>91.9</b>	1806	<b>82.4</b>
Not answered	0	<b>0.0</b>	19	<b>0.9</b>
<b>Problem score - This Trust 8.1%</b>	86		2193	
<b>Problem score - All trusts 16.8%</b>				

T29 - (24) Do you think that there were enough nurses to look after child in hospital?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, all or most of the time	119	<b>77.3</b>	2365	<b>62.4</b>
* Yes, sometimes	32	<b>20.8</b>	1022	<b>27.0</b>
* No, not really or never	2	<b>1.3</b>	350	<b>9.2</b>
Not answered	1	<b>0.6</b>	55	<b>1.5</b>
<b>Problem score - This Trust 22.1%</b>	154		3792	
<b>Problem score - All trusts 36.2%</b>				

T30 - Did you have confidence and trust in the nurses treating your child?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, always	133	<b>86.4</b>	2913	<b>76.8</b>
* Yes, sometimes	19	<b>12.3</b>	717	<b>18.9</b>
* No	0	<b>0.0</b>	111	<b>2.9</b>
Not answered	2	<b>1.3</b>	51	<b>1.3</b>
<b>Problem score - This Trust 12.3%</b>	154		3792	
<b>Problem score - All trusts 21.8%</b>				



## E. LOOKING AFTER YOUR CHILD IN HOSPITAL

T31 - (25) Were you ever told different things by different people which left you feeling confused?

All	This Trust		All trusts	
	n	%	n	%
* Yes, a lot	4	2.6	285	7.5
* Yes, sometimes	40	26.0	1028	27.1
No, never	109	70.8	2431	64.1
Not answered	1	0.6	48	1.3
<b>Problem score - This Trust</b>	<b>28.6%</b>			
<b>Problem score - All trusts</b>			<b>34.6%</b>	

T32 - Were you involved as much as you wanted to be in decisions about your child's care and treatment?

All parents	This Trust		All trusts	
	n	%	n	%
Yes, definitely	119	77.3	2654	70.0
* Yes, to some extent	30	19.5	875	23.1
* No	3	1.9	195	5.1
Not answered	2	1.3	68	1.8
<b>Problem score - This Trust</b>	<b>21.4%</b>			
<b>Problem score - All trusts</b>			<b>28.2%</b>	

T32a - (C26) Did you have as much say as you wanted in deciding how you were looked after in hospital?

All children	This Trust		All trusts	
	n	%	n	%
Yes, definitely	33	48.5	632	39.5
* Yes, sort of	24	35.3	620	38.8
* No	10	14.7	287	17.9
Not answered	1	1.5	60	3.8
<b>Problem score - This Trust</b>	<b>50.0%</b>			
<b>Problem score - All trusts</b>			<b>56.7%</b>	

T33 - (27) Was parent/child given somewhere private to talk with doctors or nurses about how child was going to be looked after?

All	This Trust		All trusts	
	n	%	n	%
Yes, always	102	66.2	1642	43.3
* Yes, sometimes	23	14.9	692	18.2
* No	26	16.9	1337	35.3
Not answered	3	1.9	121	3.2
<b>Problem score - This Trust</b>	<b>31.8%</b>			
<b>Problem score - All trusts</b>			<b>53.5%</b>	

T34 - (28) Was child given somewhere private when being examined or treated?

All	This Trust		All trusts	
	n	%	n	%
Yes, always	126	<b>81.8</b>	2621	<b>69.1</b>
* Yes, sometimes	13	<b>8.4</b>	639	<b>16.9</b>
* No	13	<b>8.4</b>	451	<b>11.9</b>
Not answered	2	<b>1.3</b>	81	<b>2.1</b>
<b>Problem score - This Trust 16.9%</b>	154		3792	
<b>Problem score - All trusts 28.7%</b>				

## F. FACILITIES FOR PARENTS & CARERS

### T35 - Were you able to buy cooked meals for yourself on the hospital premises?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, as often as I wanted	38	24.7	1412	37.2
Yes, but not as often as I wanted	6	3.9	540	14.2
No	33	21.4	463	12.2
Did not want/need cooked meals	71	46.1	1288	34.0
Not answered	6	3.9	89	2.3
	154		3792	

### T35+ - Were you able to buy cooked meals for yourself on the hospital premises?

	This Trust		All trusts	
	n	%	n	%
Parents who wanted/needed cooked meals				
Yes, as often as I wanted	38	45.8	1412	56.4
* Yes, but not as often as I wanted	6	7.2	540	21.6
* No	33	39.8	463	18.5
Not answered	6	7.2	89	3.6
<b>Problem score - This Trust 47.0%</b>	83		2504	
<b>Problem score - All trusts 40.1%</b>				

### T36 - Did you have access to tea and coffee facilities in the hospital?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes	134	87.0	2884	76.1
* No, but I would have liked them	9	5.8	506	13.3
* No, but I did not mind	8	5.2	321	8.5
Not answered	3	1.9	81	2.1
<b>Problem score - This Trust 11.0%</b>	154		3792	
<b>Problem score - All trusts 21.8%</b>				

### T37 - Did you ever stay overnight in hospital with your child?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes	76	49.4	2016	53.2
No, but I wanted to	2	1.3	85	2.2
No, but I did not want or need to	21	13.6	353	9.3
My child did not stay overnight	51	33.1	1265	33.4
Not answered	4	2.6	73	1.9
	154		3792	

### T37+ - Did you ever stay overnight in hospital with your child?

Parents of children who stayed overnight	This Trust		All trusts	
	n	%	n	%
Yes	76	<b>73.8</b>	2016	<b>79.8</b>
* No, but I wanted to	2	<b>1.9</b>	85	<b>3.4</b>
No, but I did not want or need to	21	<b>20.4</b>	353	<b>14.0</b>
Not answered	4	<b>3.9</b>	73	<b>2.9</b>
<b>Problem score - This Trust 1.9%</b>	103		2527	
<b>Problem score - All trusts 3.4%</b>				

### T38 - How would you rate the facilities for parents or carers staying overnight?

Parents who stayed overnight	This Trust		All trusts	
	n	%	n	%
Excellent	17	<b>21.2</b>	370	<b>17.7</b>
Very good	18	<b>22.5</b>	593	<b>28.4</b>
Good	30	<b>37.5</b>	556	<b>26.6</b>
* Fair	7	<b>8.8</b>	366	<b>17.5</b>
* Poor	4	<b>5.0</b>	123	<b>5.9</b>
Not answered	4	<b>5.0</b>	81	<b>3.9</b>
<b>Problem score - This Trust 13.8%</b>	80		2089	
<b>Problem score - All trusts 23.4%</b>				

## G. PAIN

T39 - (29) Was child ever in any pain?

All	This Trust		All trusts	
	n	%	n	%
Yes	92	<b>59.7</b>	2370	<b>62.5</b>
No	60	<b>39.0</b>	1348	<b>35.5</b>
Not answered	2	<b>1.3</b>	74	<b>2.0</b>
	154		3792	

T40 - (30) Do you think the doctors and nurses did everything they could to help ease child's pain?

Those who experienced pain	This Trust		All trusts	
	n	%	n	%
Yes, definitely	72	<b>76.6</b>	1640	<b>67.1</b>
* Yes, to some extent/sort of	13	<b>13.8</b>	603	<b>24.7</b>
* No	6	<b>6.4</b>	129	<b>5.3</b>
Not answered	3	<b>3.2</b>	72	<b>2.9</b>
<b>Problem score - This Trust 20.2%</b>	94		2444	
<b>Problem score - All trusts 30.0%</b>				

## H. OPERATIONS

T41 - (31) During their stay in hospital, did child have an operation or procedure?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	76	<b>49.4</b>	1975	<b>52.1</b>
No	71	<b>46.1</b>	1719	<b>45.3</b>
Not answered	7	<b>4.5</b>	98	<b>2.6</b>
	154		3792	

**T41a - (32) Before the operation, did the doctor tell you what would be done during the operation?**

	This Trust		All trusts	
	n	%	n	%
Children who had an operation				
Yes, completely	34	<b>73.9</b>	862	<b>79.2</b>
* Yes, sort of	9	<b>19.6</b>	161	<b>14.8</b>
* No	2	<b>4.3</b>	19	<b>1.7</b>
Not answered	1	<b>2.2</b>	47	<b>4.3</b>
<b>Problem score - This Trust 23.9%</b>	46		1089	
<b>Problem score - All trusts 16.5%</b>				

**T41b - (C33) Before the operation, did a doctor answer your questions about the operation in a way you could understand?**

	This Trust		All trusts	
	n	%	n	%
Children who had an operation				
Yes, completely	27	<b>58.7</b>	707	<b>64.9</b>
Yes, sort of	5	<b>10.9</b>	163	<b>15.0</b>
No	0	<b>0.0</b>	19	<b>1.7</b>
I did not have any questions	13	<b>28.3</b>	153	<b>14.0</b>
Not answered	1	<b>2.2</b>	47	<b>4.3</b>
	46		1089	

**T41b+ - (C33+) Before the operation, did a doctor answer your questions about the operation in a way you could understand?**

	This Trust		All trusts	
	n	%	n	%
Children who had an operation and had questions				
Yes, completely	27	<b>81.8</b>	707	<b>75.5</b>
* Yes, sort of	5	<b>15.2</b>	163	<b>17.4</b>
* No	0	<b>0.0</b>	19	<b>2.0</b>
Not answered	1	<b>3.0</b>	47	<b>5.0</b>
<b>Problem score - This Trust 15.2%</b>	33		936	
<b>Problem score - All trusts 19.4%</b>				

### T42 - Before the operation, did the doctor explain the risks and benefits of the surgery to you in a way you could understand?

Parents of children who had an operation	This Trust		All trusts	
	n	%	n	%
Yes, completely	66	79.5	1652	79.7
Yes, to some extent	10	12.0	243	11.7
No	2	2.4	43	2.1
It was explained by someone else	0	0.0	32	1.5
I did not want an explanation	0	0.0	2	0.1
Not answered	5	6.0	101	4.9
	83		2073	

### T42+ - Before the operation, did the doctor explain the risks and benefits of the surgery to you in a way you could understand?

Parents of children who had an operation and wanted an explanation	This Trust		All trusts	
	n	%	n	%
Yes, completely	66	79.5	1652	79.8
* Yes, to some extent	10	12.0	243	11.7
* No	2	2.4	43	2.1
It was explained by someone else	0	0.0	32	1.5
Not answered	5	6.0	101	4.9
<b>Problem score - This Trust 14.5%</b>	83		2071	
<b>Problem score - All trusts 13.8%</b>				

### T43 - Before the operation, did the doctor explain to you what would be done during the operation?

Parents of children who had an operation	This Trust		All trusts	
	n	%	n	%
Yes, completely	65	78.3	1629	78.6
Yes, to some extent	12	14.5	281	13.6
No	0	0.0	38	1.8
It was explained by someone else	0	0.0	20	1.0
I did not want an explanation	0	0.0	3	0.1
Not answered	6	7.2	102	4.9
	83		2073	

### T43+ - Before the operation, did the doctor explain to you what would be done during the operation?

Parents of children that had an operation and wanted an explanation	This Trust		All trusts	
	n	%	n	%
Yes, completely	65	78.3	1629	78.7
* Yes, to some extent	12	14.5	281	13.6
* No	0	0.0	38	1.8
It was explained by someone else	0	0.0	20	1.0
Not answered	6	7.2	102	4.9
<b>Problem score - This Trust 14.5%</b>	83		2070	
<b>Problem score - All trusts 15.4%</b>				

### T44 - Before the operation, did a doctor answer your questions about the operation in a way you could understand?

Parents of children who had an operation	This Trust		All trusts	
	n	%	n	%
Yes, completely	66	79.5	1635	78.9
Yes, to some extent	6	7.2	217	10.5
No	1	1.2	30	1.4
It was explained by someone else	0	0.0	24	1.2
I did not have any questions	5	6.0	63	3.0
Not answered	5	6.0	104	5.0
	83		2073	

### T44+ - Before the operation, did a doctor answer your questions about the operation in a way you could understand?

Parents of children who had an operation and had questions	This Trust		All trusts	
	n	%	n	%
Yes, completely	66	84.6	1635	81.3
* Yes, to some extent	6	7.7	217	10.8
* No	1	1.3	30	1.5
It was explained by someone else	0	0.0	24	1.2
Not answered	5	6.4	104	5.2
<b>Problem score - This Trust 9.0%</b>	78		2010	
<b>Problem score - All trusts 12.3%</b>				

### T45 - (34) Was child given an injection or some medicine to put them to sleep or control their pain during their operation?

Those who had an operation	This Trust		All trusts	
	n	%	n	%
Yes	76	91.6	1872	90.3
No	1	1.2	100	4.8
Not answered	6	7.2	101	4.9
	83		2073	

### T46 - Before the operation, did someone explain to you how they would put your child to sleep or control their pain in a way you could understand?

Parents of children who were put to sleep or pain controlled	This Trust		All trusts	
	n	%	n	%
Yes, completely	72	87.8	1681	85.2
* Yes, to some extent	2	2.4	142	7.2
* No	2	2.4	42	2.1
Not answered	6	7.3	108	5.5
<b>Problem score - This Trust 4.9%</b>	82		1973	
<b>Problem score - All trusts 9.3%</b>				



T47 - (35) Before the operation, did someone explain to child how they would be put to sleep or pain controlled in a way they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who were put to sleep or pain controlled				
Yes, completely	60	73.2	1358	68.7
Yes, to some extent/sort of	8	9.8	210	10.6
No	3	3.7	73	3.7
Child too young to understand	8	9.8	237	12.0
Not answered	3	3.7	100	5.1
	82		1978	

T47+ - (35+) Before the operation, did someone explain to child how they would be put to sleep or pain controlled in a way they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who were put to sleep or pain controlled, and were old enough to understand				
Yes, completely	60	81.1	1358	78.0
* Yes, to some extent/sort of	8	10.8	210	12.1
* No	3	4.1	73	4.2
Not answered	3	4.1	100	5.7
<b>Problem score - This Trust 14.9%</b>	74		1741	
<b>Problem score - All trusts 16.3%</b>				

T48 - After the operation, did any of the doctors or nurses explain to you (parent) how the operation had gone in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had an operation				
Yes, completely	65	78.3	1502	72.5
* Yes, to some extent	8	9.6	347	16.7
* No	5	6.0	123	5.9
Not answered	5	6.0	101	4.9
<b>Problem score - This Trust 15.7%</b>	83		2073	
<b>Problem score - All trusts 22.7%</b>				

T48a - (C36) After the operation, did any of the doctors or nurses explain to you how the operation had gone in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Children who had an operation				
Yes, completely	30	65.2	587	53.9
* Yes, sort of	5	10.9	207	19.0
* No	2	4.3	94	8.6
It was explained to my parent / carer	8	17.4	156	14.3
Not answered	1	2.2	45	4.1
<b>Problem score - This Trust 15.2%</b>	46		1089	
<b>Problem score - All trusts 27.6%</b>				

## I. LEAVING HOSPITAL

**T49 - Were you given any new medicines to take home with you for your child that they had not had before (including tablets and creams)?**

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes	56	<b>36.4</b>	1705	<b>45.0</b>
No	95	<b>61.7</b>	2022	<b>53.3</b>
Not answered	3	<b>1.9</b>	65	<b>1.7</b>
	154		3792	

**T50 - Were you given enough information about how your child should use the medicine(s) (e.g. when to take it, or whether it should be taken with food)?**

	This Trust		All trusts	
	n	%	n	%
Parents of children prescribed new medication(s)				
Yes, enough information	52	<b>88.1</b>	1552	<b>87.7</b>
* Some, but not enough	5	<b>8.5</b>	130	<b>7.3</b>
* No information at all	0	<b>0.0</b>	21	<b>1.2</b>
Not answered	2	<b>3.4</b>	67	<b>3.8</b>
<b>Problem score - This Trust 8.5%</b>	59		1770	
<b>Problem score - All trusts 8.5%</b>				

**T51 - On the day your child left hospital, did you have to wait for any reason before going home?**

	This Trust		All trusts	
	n	%	n	%
All parents				
* Yes, for medicines	23	<b>14.9</b>	928	<b>24.5</b>
* Yes, to see a doctor	48	<b>31.2</b>	872	<b>23.0</b>
Yes, for another reason	15	<b>9.7</b>	440	<b>11.6</b>
No, we did not have to wait	58	<b>37.7</b>	1216	<b>32.1</b>
Not answered	10	<b>6.5</b>	336	<b>8.9</b>
<b>Problem score - This Trust 46.1%</b>	154		3792	
<b>Problem score - All trusts 47.5%</b>				

**T52 - Did a member of staff tell you about what danger signals you should watch for after you went home?**

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	91	<b>59.1</b>	1900	<b>50.1</b>
* Yes, to some extent	33	<b>21.4</b>	774	<b>20.4</b>
* No	11	<b>7.1</b>	462	<b>12.2</b>
It was not necessary	16	<b>10.4</b>	515	<b>13.6</b>
Don't know / can't remember	3	<b>1.9</b>	85	<b>2.2</b>
Not answered	0	<b>0.0</b>	56	<b>1.5</b>
<b>Problem score - This Trust 28.6%</b>	154		3792	
<b>Problem score - All trusts 32.6%</b>				

T53 - (37) Did someone from the hospital tell parent/child when child could carry on their usual activities, such as playing sport or returning to school?

All	This Trust		All trusts	
	n	%	n	%
Yes, completely	90	<b>58.4</b>	1723	<b>45.4</b>
* Yes, to some extent/sort of	22	<b>14.3</b>	620	<b>16.4</b>
* No	9	<b>5.8</b>	468	<b>12.3</b>
It was not necessary	32	<b>20.8</b>	925	<b>24.4</b>
Not answered	1	<b>0.6</b>	56	<b>1.5</b>
<b>Problem score - This Trust 20.1%</b>	154		3792	
<b>Problem score - All trusts 28.7%</b>				

T54 - (38) Did someone from the hospital tell parent/child what to do or who to contact if you had any questions or were worried when home?

All	This Trust		All trusts	
	n	%	n	%
Yes, completely	128	<b>83.1</b>	2684	<b>70.8</b>
* Yes, to some extent/sort of	15	<b>9.7</b>	605	<b>16.0</b>
* No	10	<b>6.5</b>	455	<b>12.0</b>
Not answered	1	<b>0.6</b>	48	<b>1.3</b>
<b>Problem score - This Trust 16.2%</b>	154		3792	
<b>Problem score - All trusts 28.0%</b>				

T55 - Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?

All parents	This Trust		All trusts	
	n	%	n	%
Yes	66	<b>42.9</b>	1839	<b>48.5</b>
* No, but I would have liked it	22	<b>14.3</b>	608	<b>16.0</b>
No, but I did not need it	66	<b>42.9</b>	1282	<b>33.8</b>
Not answered	0	<b>0.0</b>	63	<b>1.7</b>
<b>Problem score - This Trust 14.3%</b>	154		3792	
<b>Problem score - All trusts 16.0%</b>				

## J. AND FINALLY...

T56 - (39) Do you feel that you were listened to by people looking after child?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, always	121	<b>78.6</b>	2665	<b>70.3</b>
* Yes, sometimes	31	<b>20.1</b>	931	<b>24.6</b>
* No	1	<b>0.6</b>	152	<b>4.0</b>
Not answered	1	<b>0.6</b>	44	<b>1.2</b>
<b>Problem score - This Trust 20.8%</b>	154		3792	
<b>Problem score - All trusts 28.6%</b>				

T57 - Overall, how would you rate the care your child received while in hospital?

	This Trust		All trusts	
	n	%	n	%
All parents				
Excellent	80	<b>51.9</b>	1677	<b>44.2</b>
Very good	57	<b>37.0</b>	1345	<b>35.5</b>
Good	16	<b>10.4</b>	476	<b>12.6</b>
* Fair	1	<b>0.6</b>	170	<b>4.5</b>
* Poor	0	<b>0.0</b>	70	<b>1.8</b>
Not answered	0	<b>0.0</b>	54	<b>1.4</b>
<b>Problem score - This Trust 0.6%</b>	154		3792	
<b>Problem score - All trusts 6.3%</b>				

T57a - Overall, how well do you think you were looked after while you were in hospital?

	This Trust		All trusts	
	n	%	n	%
All children				
Excellent	38	<b>55.9</b>	714	<b>44.7</b>
Very good	20	<b>29.4</b>	589	<b>36.8</b>
Good	8	<b>11.8</b>	170	<b>10.6</b>
* OK	1	<b>1.5</b>	81	<b>5.1</b>
* Bad	0	<b>0.0</b>	24	<b>1.5</b>
Not answered	1	<b>1.5</b>	21	<b>1.3</b>
<b>Problem score - This Trust 1.5%</b>	68		1599	
<b>Problem score - All trusts 6.6%</b>				

T58 - Who was the main person who answered the questions on this questionnaire? (parents questionnaire)

	This Trust		All trusts	
	n	%	n	%
All parents				
The young person who was a patient in the hospital	0	<b>0.0</b>	15	<b>0.7</b>
The parent or carer of the patient	79	<b>91.9</b>	2041	<b>93.1</b>
Both patient and parent/carer together	6	<b>7.0</b>	111	<b>5.1</b>
Not answered	1	<b>1.2</b>	26	<b>1.2</b>
	86		2193	

**T58a - Who was the main person who answered the questions in this section (section 1) of the questionnaire? (children's section of the children's questionnaire)**

All children	This Trust		All trusts	
	n	%	n	%
Me, the young person who was a patient in the hospital	47	<b>69.1</b>	972	<b>60.8</b>
My parent or carer	3	<b>4.4</b>	178	<b>11.1</b>
Both patient (child) and parent/carer together	17	<b>25.0</b>	423	<b>26.5</b>
Not answered	1	<b>1.5</b>	26	<b>1.6</b>
	68		1599	

**T58b - Who was the main person who answered the questions in this section (section 2) of the questionnaire? (parents section of the children's questionnaire)**

Parents - Section 2 of Childrens Survey	This Trust		All trusts	
	n	%	n	%
Me, the parent or carer	58	<b>85.3</b>	1331	<b>83.2</b>
Me, the young patient	0	<b>0.0</b>	38	<b>2.4</b>
Both child and parent/carer together	10	<b>14.7</b>	203	<b>12.7</b>
Not answered	0	<b>0.0</b>	27	<b>1.7</b>
	68		1599	

## K. ABOUT YOU

T59 - (42) Is child a boy or girl?

	This Trust		All trusts	
	n	%	n	%
All				
Boy	79	<b>51.3</b>	2093	<b>55.2</b>
Girl	74	<b>48.1</b>	1674	<b>44.1</b>
Not answered	1	<b>0.6</b>	25	<b>0.7</b>
	154		3792	

T60 - (43) How old is child?

	This Trust		All trusts	
	n	%	n	%
All				
Under 1 yr	16	<b>10.4</b>	248	<b>6.5</b>
1-3 yrs	35	<b>22.7</b>	919	<b>24.2</b>
4-5 yrs	18	<b>11.7</b>	550	<b>14.5</b>
6-8 yrs	17	<b>11.0</b>	443	<b>11.7</b>
8-11 yrs	24	<b>15.6</b>	514	<b>13.6</b>
12-15yrs	30	<b>19.5</b>	704	<b>18.6</b>
16-18yrs	12	<b>7.8</b>	338	<b>8.9</b>
Not answered	2	<b>1.3</b>	76	<b>2.0</b>
	154		3792	

**T61 - Including this visit, how many times has your child stayed in hospital on a ward in the past six months?**

	This Trust		All trusts	
	n	%	n	%
All parents				
Once	125	<b>81.2</b>	2546	<b>67.1</b>
Two or three times	24	<b>15.6</b>	780	<b>20.6</b>
Four times or more	1	<b>0.6</b>	285	<b>7.5</b>
Not answered	4	<b>2.6</b>	181	<b>4.8</b>
	154		3792	

**T62 - Which of these best describes your child's ethnic background? (Tick ONE only)**

	This Trust		All trusts	
	n	%	n	%
All parents				
White (e.g. British, Irish, European)	143	<b>92.9</b>	2806	<b>74.0</b>
Mixed (e.g. White and Asian)	6	<b>3.9</b>	146	<b>3.9</b>
Asian / Asian British (e.g. Indian)	0	<b>0.0</b>	421	<b>11.1</b>
Black / Black British	1	<b>0.6</b>	187	<b>4.9</b>
Chinese	0	<b>0.0</b>	31	<b>0.8</b>
Any Other Ethnic Group	1	<b>0.6</b>	129	<b>3.4</b>
Not answered	3	<b>1.9</b>	72	<b>1.9</b>
	154		3792	

**T63 - 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	2	<b>1.3</b>	86	<b>2.3</b>
Blindness or partially sighted	0	<b>0.0</b>	67	<b>1.8</b>
Any other long-standing physical disability	4	<b>2.6</b>	221	<b>5.8</b>
A learning disability	2	<b>1.3</b>	234	<b>6.2</b>
A mental health condition	0	<b>0.0</b>	58	<b>1.5</b>
Another long-standing condition (e.g. cancer, diabetes, epilepsy) please write in box:	11	<b>7.1</b>	553	<b>14.6</b>
No long-standing condition	119	<b>77.3</b>	2261	<b>59.6</b>
Not answered	18	<b>11.7</b>	628	<b>16.6</b>
	154		3792	







Appendix 1  
 Questionnaire





# How was your child's visit to hospital?

## Your chance to have your say...

### What is the survey about?

This survey is about your child's most recent stay (either **overnight** or as a **daycase**) at the hospital or NHS trust named in the letter that came with this questionnaire.


If you would prefer to complete the survey online please type the following web address into your web browser and follow the instructions on screen:

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

### Who is the questionnaire for?

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.

### Filling out the questionnaire

For each question please draw a cross  clearly inside one box using a black or blue pen. For some questions you will be instructed that you may cross more than one box. Do not worry if you make a mistake; simply fill in the incorrect box  and put a cross in the correct box.

### Questions or help?

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

It is up to you whether you want to take part in this survey – you do not have to

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

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

## Before you start, please remember:

These questions are about your child's **most recent** stay in the hospital named in the letter

### A. GOING INTO HOSPITAL

1. Was your child's visit to hospital planned or an emergency?

- 1  Emergency (went to A&E/ Casualty / came by ambulance etc) → **Go to Question 5**
- 2  Planned visit / was on the waiting list  
→ **Go to Question 2**

#### Planned visits only

2. Before your child went into hospital did you know what was going to happen to them while they were there?

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

3. Did the hospital change the admission date at all?

- 1  No
- 2  Yes, once
- 3  Yes, a few times
- 4  Don't know /Can't remember

4. Before your child went into hospital, were you invited to visit and meet the people who were going to be looking after them?

- 1  Yes and we did visit
- 2  Yes, but we did not visit
- 3  No, but we would have liked to have visited
- 4  No, but we did not want/need to visit

### B. THE HOSPITAL WARD

5. For **most** of their stay in hospital, what type of ward did your child stay on?

- 1  A children's ward
- 2  An adult / grown-ups ward
- 3  A teenage / adolescent ward
- 4  Other (please specify:)

6. Was the main ward that your child stayed on for:

- 1  Boys only
- 2  Girls only
- 3  Mixed
- 4  They had their own room

7. Is it important to you that there are separate wards for boys and girls?

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

8. Did you think that the ward was well designed for your child's age group?

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

9. How clean do you think the hospital room or ward was that your child was in?

- 1  Very clean
- 2  Quite clean
- 3  Not very clean
- 4  Not at all clean

10. Did you feel that your child was safe on the hospital ward?

- 1  Yes, all of the time
- 2  Yes, most of the time
- 3  No

11. Do you feel that hospital staff did everything they could to make your child **feel less scared or frightened** in hospital?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  My child was not scared or frightened

12. Was your child ever disturbed by noise from **other patients**?

- 1  Yes
- 2  No

13. Was your child ever disturbed by noise from **hospital staff**?

- 1  Yes
- 2  No

14. Did you feel friends and family were welcome to visit your child?

- 1  Yes, always
- 2  Yes, most of the time
- 3  No

### THINGS TO DO ON THE WARD

15. Did **your child** have enough suitable toys, games and things to do on the ward?

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

16. Did staff play or do any activities with your child at all while they were in hospital?

- 1  Yes
- 2  No, but I would have liked this
- 3  No, but I didn't want/need them to do this

### HOSPITAL FOOD

17. How good was the hospital food your child was given?

- 1  Very good → **Go to Question 18**
- 2  Good → **Go to Question 18**
- 3  OK → **Go to Question 18**
- 4  Bad → **Go to Question 18**
- 5  Child did not have hospital food → **Go to Question 20**

18. Was there a **choice** of food?

- 1  Yes, there was lots of choice
- 2  Yes, there was a little bit of choice
- 3  No choice given

19. What **could have been better** about the hospital food your child was given?

## C. DOCTORS

20. Did **doctors** talk to **your child** about how they were going to look after them, in a way that they could understand?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  Can't remember
- 5  Child too young to understand

21. Did **doctors** give **you** information about your child's care and treatment in a way that you could understand?

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

22. If your child had any worries, did a **doctor** talk with your child about them?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  They did not have any worries
- 5  Child too young to understand

23. Did **doctors** talk to other hospital staff in front of you and your child, as if you were not there?

- 1  Yes, a lot
- 2  Yes, sometimes
- 3  No

24. Did you have confidence and trust in the **doctors** treating your child?

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

## D. NURSES

25. Did the **nurses** talk to **your child** about how they were going to look after them in a way that they could understand?

- 1  Yes, definitely
- 2  Yes, to some extent
- 3  No
- 4  Can't remember
- 5  Child too young to understand

26. Did **nurses** give **you** information about your child's care and treatment in a way that you could understand?

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

27. While in hospital, did the **nurses** give your child help when they needed it?

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

28. Did **nurses** talk to other hospital staff in front of you and your child, as if you were not there?

- 1  Yes, a lot
- 2  Yes, sometimes
- 3  No

29. Do you think that there were enough **nurses** to look after your child in hospital?

- 1  Yes, all or most of the time
- 2  Yes, sometimes
- 3  No, not really or never

30. Did you have confidence and trust in the **nurses** treating your child?

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

## E. LOOKING AFTER YOUR CHILD IN HOSPITAL

31. Were you ever told different things by different people, which left you feeling confused?

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

32. 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

33. Were you and your child given **somewhere private** to talk with doctors or nurses about how your child was going to be looked after?

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

34. Was your child given **somewhere private** when they were being examined or treated?

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

## F. FACILITIES FOR PARENTS & CARERS

35. Were you able to buy cooked meals for yourself on the hospital premises?

- 1  Yes, as often as I wanted
- 2  Yes, but not as often as I wanted
- 3  No
- 4  Did not want/need cooked meals

36. Did you have access to tea and coffee facilities in the hospital?

- 1  Yes
- 2  No, but I would have liked them
- 3  No, but I did not mind

37. Did you ever stay overnight in hospital with your child?

- 1  Yes → **Go to Question 38**
- 2  No, but I wanted to → **Go to Question 39**
- 3  No, but I did not want or need to → **Go to Question 39**
- 4  My child did not stay overnight → **Go to Question 39**

38. How would you rate the facilities for parents or carers staying overnight?

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

## G. PAIN

39. Was your child ever in any pain?

- 1  Yes → Go to Question 40  
2  No → Go to Question 41

40. Do you think the doctors and nurses did everything they could to help ease your child's pain?

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

## H. OPERATIONS

41. During their stay in hospital, did your child have an **operation or procedure**?

- 1  Yes → Go to Question 42  
2  No → Go to Question 49

42. Before the operation, did the surgeon **explain the risks and benefits** of the surgery to you in a way you could understand?

- 1  Yes, completely  
2  Yes, to some extent  
3  No  
4  It was explained by someone else  
5  I did not want an explanation

43. Before the operation did the doctor explain to you **what would be done** during the operation?

- 1  Yes, completely  
2  Yes, to some extent  
3  No  
4  It was explained by someone else  
5  I did not want an explanation

44. Before the operation, did a doctor **answer your questions** about the operation in a way you could understand?

- 1  Yes, completely  
2  Yes, to some extent  
3  No  
4  It was explained by someone else  
5  I did not have any questions

45. Was your child given an injection or some medicine to put them to sleep or control their pain during their operation?

- 1  Yes → Go to Question 46  
2  No → Go to Question 48

46. Before the operation, did someone explain **to you** how they would put your child to sleep or control their pain in a way you could understand?

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

47. Before the operation, did someone explain **to your child** how they would put them to sleep or control their pain in a way they could understand?

- 1  Yes, completely  
2  Yes, to some extent  
3  No  
4  Child was too young to understand

48. After the operation, did any of the doctors or nurses explain to you **how the operation had gone** in a way you could understand?

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



## I. LEAVING HOSPITAL

49. Were you given any **new medicines** to take home with you for your child that they had not had before (including tablets and creams)?

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

50. Were you given enough information about how your child should use the medicine(s) (e.g. when to take it, or whether it should be taken with food)?

- 1  Yes, enough information  
2  Some, but not enough  
3  No information at all

51. On the day your child left hospital, did you have to wait for any reason before going home?

- 1  Yes, for medicines  
2  Yes, to see a doctor  
3  Yes, for another reason (please specify):  
  
4  No, we did not have to wait

52. Did a member of staff tell you about what **danger signals** you should watch for after you went home?

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

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

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

54. Did someone from the hospital tell you what to do or who to contact if you had any questions when you got home or were worried about anything?

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

55. Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?

- 1  Yes  
2  No, but I would have liked it  
3  No, but I did not need it

## J. AND FINALLY...

56. Do you feel that you were listened to by the people looking after your child?

- 1  Yes, always  
2  Yes, sometimes  
3  No

57. Overall, how would you rate the care your child received while in hospital?

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

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

- 1  The **young person** who was a patient in the hospital  
2  The **parent or carer** of the patient  
3  **Both** patient and parent/carer together

## K. ABOUT YOUR CHILD

59. Is your child a boy or a girl?

1  Boy

2  Girl

60. How old is your child?

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

61. **Including this visit**, how many times has your child stayed in hospital on a ward in the past six months?

1  Once

2  Two or three times

3  Four times or more

62. 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

63. 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

## L. ANYTHING ELSE TO SAY?

If there is anything else you would like to say about your child's hospital stay, please do so here.

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

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

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

**Thanks very much 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 stay (either **overnight** or as a **daycase**) at the hospital or NHS trust named in the letter that came with this questionnaire.

If you would prefer to complete the survey online please type the following web address into your web browser and follow the instructions on screen:

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


## Who is the questionnaire for?

**Section 1** - These questions have been designed to be answered 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 most of your hospital stay.

**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** – These questions are for your parent or carer to complete (although you can complete it together if you wish)

## Filling out the questionnaire

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

## Questions or help?

If you have any queries about the questionnaire, please call the helpline on FREEPHONE **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!**

**Please return this questionnaire, in the envelope provided, to:**

Freeport 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** hospital stay
- 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. GOING INTO HOSPITAL

1. Was your visit to hospital **planned** or an **emergency**?
  - 1  Emergency (went to A&E / Casualty / came by ambulance) → **Go to Question 4**
  - 2  Planned visit / was on the waiting list → **Go to Question 2**
2. **Before** you went into hospital, did you know **what was going to happen to you** while you were there?
  - 1  Yes, completely
  - 2  Yes, sort of
  - 3  No
3. **Before** you went into hospital, were you invited to visit and meet the people who were going to be looking after you?
  - 1  Yes, and I did visit
  - 2  Yes, but I did not visit
  - 3  No, but I would have liked to have visited
  - 4  No, but I did not want/need to visit



## B. THE HOSPITAL WARD

4. For **most** of your stay in hospital, what type of ward did you stay on?
  - 1  A children's ward
  - 2  An adult / grown-ups ward
  - 3  A teenage / adolescent ward
  - 4  Other (please write in below)



5. What type of ward did you **want** to stay on?
  - 1  A children's ward
  - 2  An adult / grown-ups ward
  - 3  A teenage / adolescent ward
6. Was the main ward you stayed on for...
  - 1  Boys only
  - 2  Girls only
  - 3  Both boys and girls
  - 4  I had my own room
7. Is it important to you that there are separate wards for boys only and girls only?
  - 1  Yes, definitely
  - 2  Yes, sort of
  - 3  No
8. Did you think that the ward you stayed on was well designed for your age group?
  - 1  Yes, definitely
  - 2  Yes, sort of
  - 3  No
9. How clean do you think the hospital room or ward was that you were in?
  - 1  Very clean
  - 2  Quite clean
  - 3  Not very clean
  - 4  Not at all clean
10. Did you feel **safe** on the hospital ward?
  - 1  Yes, all of the time
  - 2  Yes, most of the time
  - 3  No
11. Do you feel that hospital staff did everything they could to make you **feel less scared or frightened** in hospital?
  - 1  Yes, completely
  - 2  Yes, sort of
  - 3  No
  - 4  I was not scared or frightened



12. Were you ever disturbed by noise from **other patients**?

- 1  Yes
- 2  No



13. Were you ever disturbed by noise from **people working** in the hospital?

- 1  Yes
- 2  No

14. Did you feel friends and family were **welcome to visit** you?

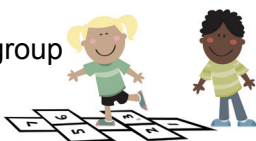
- 1  Yes, always
- 2  Yes, most of the time
- 3  No



### THINGS TO DO ON THE WARD

15. Did **you** have enough suitable toys, games and things to do on the ward?

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



16. Did hospital staff play or do any activities with you at all while you were in hospital?

- 1  Yes
- 2  No, but I would have liked this
- 3  No, but I didn't want / need them to do this

### HOSPITAL FOOD



17. How good was the hospital food you were given?

- 1  Very good → Go to Question 18
- 2  Good → Go to Question 18
- 3  OK → Go to Question 18
- 4  Bad → Go to Question 18
- 5  I did not have hospital food → Go to Question 20

18. Was there a **choice** of food?

- 1  Yes, there was lots of choice
- 2  Yes, there was a little bit of choice
- 3  No choice given

19. What **could have been better** about the hospital food you were given?

A large, empty speech bubble with a tail pointing towards the question, intended for the respondent to write their answer.

### C. DOCTORS

20. Did the **doctors** talk to you about **how they were going to look after you**, in a way that you could understand?

- 1  Yes, definitely
- 2  Yes, sort of
- 3  No
- 4  Can't remember



21. If you had any worries, did a **doctor talk with you** about them?

- 1  Yes, completely
- 2  Yes, sort of
- 3  No
- 4  I did not have any worries

### D. NURSES

22. Did the **nurses** talk to you **about how they were going to look after you** in a way that you could understand?

- 1  Yes, definitely
- 2  Yes, sort of
- 3  No
- 4  Can't remember



23. While you were in hospital, did the **nurses** give you help when you needed it?

- 1  Yes, definitely
- 2  Yes, sort of
- 3  No
- 4  It was not necessary



24. Do you think that there were enough **nurses** to look after you in hospital?

- 1  Yes, all or most of the time
- 2  Yes, sometimes
- 3  No, not really or never

## E. LOOKING AFTER YOU IN HOSPITAL

25. Were you ever told **different things by different people**, which left you feeling confused?

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

26. Did you have **as much say as you wanted** in deciding how you were looked after in hospital?

- 1  Yes, definitely
- 2  Yes, sort of
- 3  No



27. Were you given **somewhere private** to talk with doctors and nurses about how you were going to be looked after?

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

28. Were you given **somewhere private** when you were being examined or treated?

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



## F. PAIN

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

- 1  Yes → [Go to Question 30](#)
- 2  No → [Go to Question 31](#)

30. Do you think the doctors and nurses did **everything they could** to help make your pain go away?

- 1  Yes, definitely
- 2  Yes, sort of
- 3  No



## G. OPERATIONS

31. During your stay in hospital, did you have an **operation or procedure**? (Please ask your parent or carer if you are not sure)

- 1  Yes → [Go to Question 32](#)
- 2  No → [Go to Question 37](#)

32. Before the operation, did the doctor tell you **what would be done** during the operation?

- 1  Yes, completely
- 2  Yes, sort of
- 3  No

33. Before the operation, did a doctor **answer your questions** about the operation in a way you could understand?

- 1  Yes, completely
- 2  Yes, sort of
- 3  No
- 4  I did not have any questions



34. Were you given an injection or some medicine to **put you to sleep or control your pain** during your operation?

- 1  Yes → [Go to Question 35](#)
- 2  No → [Go to Question 36](#)

35. Before the operation, did someone explain **how** they would put you to sleep or control your pain in a way you could understand?

- 1  Yes, completely
- 2  Yes, sort of
- 3  No



36. After the operation, did any of the doctors or nurses **explain** to you how the operation had gone in a way you could understand?

- 1  Yes, completely
- 2  Yes, sort of
- 3  No
- 4  It was explained to my parent / carer



## H. LEAVING HOSPITAL

37. 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, sort of
- 3  No
- 4  It was not necessary

38. Did someone from the hospital tell you or your parent/carer **what to do or who to talk to** if you were worried about anything when you got home?

- 1  Yes, completely
- 2  Yes, sort of
- 3  No



## I. AND FINALLY...

39. Do you feel that you were **listened to** by the people looking after you?

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

40. Overall, how well do you think you were looked after while you were in hospital?

- 1  Excellent
- 2  Very good
- 3  Good
- 4  OK
- 5  Bad





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

- 1  Me, **the young person** who was a patient in the hospital
- 2  My **parent or carer**
- 3  Both patient (child) and parent/carer together

## J. ABOUT YOU

42. Are you a boy or a girl?

- 1  Boy 
- 2  Girl 

43. How old are you?

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

## K. ANYTHING ELSE TO SAY?

Was there anything you thought was **really good** while you were in hospital?

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

Thank you!



## 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 stay** in hospital.

44. Was your child's visit to hospital planned or an emergency?
- Emergency (went to A&E / Casualty / came by ambulance etc) → **Go to Question 46**
  - Planned visit / was on the waiting list  
→ **Go to Question 45**
45. Did the hospital change the admission date at all?
- No
  - Yes, once
  - Yes, a few times
  - Don't know / Can't remember

### Doctors & Nurses

46. Did the **doctors** give **you** information about your child's care and treatment in a way that you could understand?
- Yes, definitely
  - Yes, to some extent
  - No
47. Did you have confidence and trust in the **doctors** treating your child?
- Yes, always
  - Yes, sometimes
  - No

48. Did the **nurses** give **you** information about your child's care and treatment in a way that you could understand?
- Yes, definitely
  - Yes, to some extent
  - No
49. Did you have confidence and trust in the **nurses** treating your child?
- Yes, always
  - Yes, sometimes
  - No
50. Were you involved as much as you wanted to be in decisions about your child's care and treatment?
- Yes, definitely
  - Yes, to some extent
  - No

### Facilities for Parents & Carers

51. Were you able to buy cooked meals for yourself on the hospital premises?
- Yes, as often as I wanted
  - Yes, but not as often as I wanted
  - No
  - Did not want/need cooked meals
52. Did you have access to tea and coffee facilities in the hospital?
- Yes
  - No, but I would have liked them
  - No, but I did not mind
53. Did you ever stay overnight in hospital with your child?
- Yes → **Go to Question 54**
  - No, but I wanted to  
→ **Go to Question 55**
  - No, but I did not want or need to  
→ **Go to Question 55**
  - My child did not stay overnight  
→ **Go to Question 55**



54. How would you rate the facilities for parents or carers staying overnight?

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

## Operations

55. During their stay in hospital, did your child have an **operation or procedure**?

- 1  Yes → [Go to Question 56](#)
- 2  No → [Go to Question 62](#)

56. Before the operation, did the surgeon explain the **risks and benefits** of the surgery to you in a way you could understand?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  It was explained by someone else
- 5  I did not want an explanation

57. Before the operation, did the doctor explain to you **what would be done** during the operation?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  It was explained by someone else
- 5  I did not want an explanation

58. Before the operation, did the doctor **answer your questions** about the operation in a way you could understand?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  It was explained by someone else
- 5  I did not have any questions

59. Was your child given an injection or some medicine to put them to sleep or control their pain during their operation?

- 1  Yes → [Go to Question 60](#)
- 2  No → [Go to Question 61](#)

60. Before the operation, did someone **explain to you** how they would put your child to sleep or control their pain in a way you could understand?

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

61. After the operation, did any of the doctors or nurses explain to you **how the operation had gone** in a way you could understand?

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

## Medicines

62. Were you given any **new medicines** to take home with you for your child that they had not had before (including tablets and creams)?

- 1  Yes → [Go to Question 63](#)
- 2  No → [Go to Question 64](#)

63. Were you given enough information about how your child should use the medicine(s) (e.g. when to take it, or whether it should be taken with food)?

- 1  Yes, enough information
- 2  Some, but not enough
- 3  No information at all

## Leaving Hospital

64. On the day your child left hospital, did you have to wait for any reason before going home?

- 1  Yes, for medicines
- 2  Yes, to see a doctor
- 3  Yes, for another reason (please specify):
- 4  No, we did not have to wait

65. Did a member of staff tell you about what **danger signals** you should watch for after you went home?

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

66. Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?

- 1  Yes
- 2  No, but I would have liked it
- 3  No, but I did not need it

67. Overall, how would you rate the care your child received while in hospital?

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

68. 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

69. **Including this visit**, how many times has your child stayed in hospital on a ward in the past six months?

- 1  Once
- 2  Two or three times
- 3  Four times or more

70. 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

71. 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

### Anything Else to Say?

If there is anything else you would like to tell us about your child's hospital appointment (e.g. anything particularly good; 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.**



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