

Inpatient Survey 2013

STATES OF JERSEY HEALTH & SOCIAL SERVICES

FINAL REPORT

JULY 2013

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SECTION 1
 Introduction

States of Jersey Inpatient Survey 2013

States of Jersey Health & Social Services

Background to the survey

The results presented here are from the States of Jersey Inpatient Survey 2013, carried out by Picker Institute Europe on behalf of the States of Jersey Health & Social Services. The survey is based on a sample of consecutively discharged inpatients who attended the Trust in March 2013.

The purpose of the survey is to understand what patients think of healthcare services provided by the Trust. All trusts used a standard survey methodology and standard questions, as specified for the Inpatient Survey 2012 by the NHS Patient Survey Co-ordination Centre, based at Picker Institute Europe. The questionnaire reflects the priorities and concerns of patients and is based upon what is most important from the patient's perspective. The questionnaire was developed through consultation with patients, clinicians and trusts. A copy of the questionnaire is provided in Appendix 2 of this report.

The questionnaires used for the Inpatient Survey 2012 were developed by the NHS Patient Survey Co-ordination Centre. Further information about how the questionnaire for this survey was developed can be found on the NHS Surveys website www.nhssurveys.org.uk.

Survey methodology

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

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

About your respondents

A total of 850 patients from your Trust were sent a questionnaire. 832 were eligible for the survey, of which 456 returned a completed questionnaire, giving a response rate of 55%.

Key facts about the 456 inpatients who responded to the survey:

- 38% of patients were on a waiting list/planned in advance and 52% came as an emergency or urgent case.
- 57% had an operation or procedure during the stay.
- 43% were male; 56% were female and 1% did not reply.
- 0% were aged 16-39; 0% were aged 40-59; 0% were aged 60-69 and 0% were aged 70+; 0% did not reply.

Your results

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

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

Problem scores

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

What is a problem score?

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

How are problem scores calculated?

We calculate the problem scores by combining response categories.

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

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

How should we use problem scores?

As the name suggests, problem scores indicate where there may be a problem within the trust, and may need further investigation. It is useful to keep in mind, that **lower scores reflect better performance**. Where there are high problem scores, or scores that are high in comparison with other trusts, this area should be highlighted as a potential problem area that needs to be looked at further. By targeting these areas, you can hopefully start to bring about real quality improvement for your patients.

Problem scores are an **interpretation of the data** made by the Picker Institute. Any comparisons made within the Trust (internal benchmarks, historic comparisons) or between trusts (external benchmarks) are made using these scores. When data is provided to the Care Quality Commission, only the raw data is provided, not the problem scores.

Targeted questions

In response to client feedback and in the interests of accuracy we use derived questions to produce more meaningful scores for questions that **may not be applicable to all respondents**, but are not preceded by a filter question – in other words, all those that have a response code such as *I did not have any hospital food*, or *I did not use a toilet or bathroom*. The purpose is to produce more precise indicators of where the problems lie within the Trust. For each question of this nature we have therefore re-calculated the scores, **excluding those respondents to whom the question does not apply**. The new calculation will be illustrated in an **additional question (e.g. Q7+)**.

Low numbers of respondents

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

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

Confidence intervals

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

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

Example: For a particular question, 300 patients responded, of which 25% answered 'yes'. From the table above, we can see that for 300 respondents the confidence interval would be

+/- 4.9%. We would therefore estimate that the true results could be between 20.1% and 29.9%. However, if only 50 patients responded, and 25% answered 'yes', the confidence intervals would be +/- 12% so the true result could be between 13% and 37%.

Significant differences

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

The report

This report has been designed to be used alongside our on-line results system:
<https://www.picker-results.org>

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

How to use this report

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

- **Identify any questions where you consider the results to be unacceptable for your trust.** The problem score summary is the first step to pick out any questions where the results are significantly better/worse than the 'Picker' average. The next step is to go to the frequency tables for that question to get the detailed response from your patients. You may also wish to feed back on the issues where your trust is above average.
- **Address the issues where you have worsened over time.** Are there particular issues that are getting worse over time? Our report highlights significant changes from your previous survey and the longer term trends over the last 8 years. Our Online results system also presents these trends in graphical form.
- **Are there issues of higher importance to your patients?** Which issues are of high, medium or low importance to your patients? You may find our *Discussion paper: the core domains of inpatient experience* useful in identifying important issues, and results from the most important questions are set out in your Executive Summary. Please contact the survey team to request a copy of the discussion paper; it can also be found on our website: <http://www.pickereurope.org/>.
- **Is there scope to improve on this issue?** Look at the benchmarking charts to see the range of scores. This will give you an indication as to what is a realistic ambition.
- **Identify departments, specialties or sites within the trust that are worse than others** and areas of good practice that others can learn from. Go to the Internal benchmark section of the report, or the benchmarking sections of the online results system to see where this is the case.
- **Are there any useful parallels with your staff data?** Happy staff makes for happy patients right? For those trusts that also do the NHS Staff Survey with us, this year we have included a short analysis of the two datasets side by side. This is an area of work we will be growing for future surveys.

Visit www.pickereurope.org to access our educational resources and for more information on how we can help you to use your survey results to improve services.

Our Quality Improvement team can be commissioned to run workshops or deliver presentations and practical sessions that are tailored specifically to your Trust's needs. Our exciting new programme - *Moving Beyond Measurement* - offers dedicated and practical support in turning your patient and staff experience surveys into real and sustainable improvements in service quality.

To contact a member of our Quality Improvement team about *Moving Beyond Measurement*, or to share examples of good practice from within your organisation, email quality@pickereurope.ac.uk, or telephone 01865 208100.



SECTION 2

Survey Response

survey activity

Survey Response

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

- mailing dates
- response rates
- freephone calls

Survey: States of Jersey Inpatient Survey 2013

NHS Trust: States of Jersey Health & Social Services

Month of Sample:

Dates of Fieldwork:

Initial Mailing	29 May 2013
First Reminder	12 June 2013
Final Reminder	26 June 2013

Response Rate:	<u>Initial Mailing</u>	850
	Returned completed	456
	Ineligible - returned undelivered	7
	Ineligible - deceased	10
	Too ill/Opt out	56
	Ineligible - other	1
	Total Eligible	832
	Returned completed	456
	Overall Response Rate	54.8%
	<small>(total returned as a percentage of total eligible)</small>	
	Average Response Rate	48.0%
	<small>(based on all 69 'Picker' Trusts in the 2012 Inpatient Survey)</small>	

The Picker Institute runs a **Freephone** Helpline for patients. The lines are open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 43 calls to the Freephone helpline, which included 0 LanguageLine calls.



SECTION 3

 **Problem Score Summary**

overview of results by section

Problem Score Summary

This section shows your problem score* for each question and a comparison against the average score for all Picker Institute Europe trusts. The Picker Institute worked with 69 trusts on the 2012 Inpatient survey. Your results have been compared with the others that we worked with, to identify areas where your results are better or worse than the average. They help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement.

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

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

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

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

Lower scores are better

A. ADMISSION TO HOSPITAL

		Trust	Average	
A3	A&E Department: not enough/too much information about condition or treatment	19 %	22 %	
A4	A&E Department: not given enough privacy when being examined or treated	19 %	22 %	
A5	A&E Department: did not always have confidence and trust in doctors and nurses	19 %	24 %	
A6	A&E Department: waited 4 hours or more for admission to bed on a ward	15 %	28 %	
A7	Planned admission: not offered a choice of hospitals	71 %	62 %	
A8	Planned admission: should have been admitted sooner	34 %	21 %	
A9	Planned admission: not given enough notice of admission date	6 %	3 %	
A10	Planned admission: not given choice of admission date	68 %	65 %	
A11	Planned admission: admission date changed by hospital	11 %	18 %	
A12	Planned admission: specialist not given all the necessary information	2 %	4 %	
A13	Planned admission: not given printed information about condition or treatment	28 %	21 %	
A14	Admission: process not at all or fairly organised	27 %	34 %	
A15	Admission: had to wait long time to get to bed on ward	27 %	34 %	
A16	Admission: member of staff did not explain reason for wait	36 %	46 %	

B. THE HOSPITAL AND WARD

		Trust	Average	
B2+	Hospital: shared sleeping area with opposite sex	15 %	8 %	▬
B4+	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	5 %	5 %	
B5+	Hospital: patients using bath or shower area who shared it with opposite sex	17 %	12 %	▬
B6+	Care: did not always get help in getting to the bathroom when needed	17 %	27 %	+
B7+	Hospital: didn't get enough information about ward routines	63 %	65 %	
B8	Hospital: bothered by noise at night from other patients	37 %	39 %	
B9	Hospital: bothered by noise at night from staff	16 %	20 %	+
B10	Hospital: room or ward not very or not at all clean	1 %	3 %	+
B11+	Hospital: toilets not very or not at all clean	4 %	6 %	
B12	Hospital: felt threatened by other patients or visitors	3 %	3 %	
B13+	Hospital: nowhere to keep personal belongings safely	73 %	61 %	▬
B14	Hospital: Not all staff introduced themselves	27 %	30 %	
B15	Hospital: hand-wash gels not available or empty	6 %	4 %	▬
B16	Hospital: bothered by other patients' visitors	11 %	11 %	
B17+	Hospital: food was fair or poor	29 %	42 %	+
B18	Hospital: not always healthy food on hospital menu	35 %	32 %	
B19	Hospital: not offered a choice of food	17 %	21 %	
B20+	Hospital: patients did not get the food they ordered	13 %	23 %	+
B21+	Hospital: did not always get enough help from staff to eat meals	24 %	33 %	+

C. DOCTORS

		Trust	Average	
C1+	Doctors: did not always get clear answers to questions	35 %	30 %	▬
C2	Doctors: did not always have confidence and trust	20 %	19 %	
C3	Doctors: talked in front of patients as if they were not there	29 %	24 %	▬
C4+	Doctors: did not always get opportunity to talk to when needed	50 %	47 %	
C5	Doctors: some/none knew enough about condition/treatment	11 %	11 %	

D. NURSES

		Trust	Average	
D1+	Nurses: did not always get clear answers to questions	23 %	30 %	+
D2	Nurses: did not always have confidence and trust	13 %	24 %	+
D3	Nurses: talked in front of patients as if they weren't there	15 %	19 %	+
D4	Nurses: sometimes, rarely or never enough on duty	33 %	40 %	+
D5+	Nurses: did not always get the opportunity to talk to when needed	30 %	37 %	+
D6	Nurses: some/none knew enough about condition/treatment	11 %	16 %	+

E. YOUR CARE AND TREATMENTS

		Trust	Average	
E1	Care: staff contradict each other	27 %	31 %	
E2	Care: wanted to be more involved in decisions	43 %	44 %	
E3	Care: not enough (or too much) information given on condition or treatment	19 %	20 %	
E4+	Care: not enough opportunity for family to talk to doctor	51 %	52 %	
E5+	Care: could not always find staff member to discuss concerns with	53 %	60 %	
E6+	Care: not always enough emotional support from hospital staff	34 %	43 %	+
E7	Care: not always enough privacy when discussing condition or treatment	26 %	26 %	
E8	Care: not always enough privacy when being examined or treated	10 %	10 %	
E10	Care: staff did not do everything to help control pain	21 %	29 %	+
E11+	Care: more than 5 minutes to answer call button	11 %	17 %	+
E13+	Tests: results not explained in a way that could be understood	36 %	39 %	

F. OPERATIONS & PROCEDURES

		Trust	Average	
F2+	Surgery: risks and benefits not fully explained	18 %	18 %	
F3+	Surgery: what would be done during operation not fully explained	26 %	25 %	
F4+	Surgery: questions beforehand not fully answered	20 %	20 %	
F5	Surgery: not told how to expect to feel after operation or procedure	38 %	42 %	
F6	Surgery: not enough time to discuss operation or procedure with consultant	33 %	30 %	
F8	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	17 %	14 %	
F9	Surgery: results not explained in clear way	26 %	33 %	+

G. LEAVING HOSPITAL

		Trust	Average	
G1+	Discharge: did not feel involved in decisions about discharge from hospital	39 %	45 %	+
G2	Discharge: Not given notice about when discharge would be	35 %	43 %	+
G3	Discharge: was delayed	30 %	39 %	+
G5	Discharge: delayed by 1 hour or more	85 %	85 %	
G6	Discharge: not told how long delay in discharge would be	57 %	67 %	+
G7	Discharge: not given a reason for delay in discharge	18 %	29 %	+
G8	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	36 %	30 %	-
G9+	Discharge: not fully told purpose of medications	19 %	23 %	
G10+	Discharge: not fully told side-effects of medications	57 %	59 %	
G11+	Discharge: not told how to take medication clearly	18 %	23 %	+
G12+	Discharge: not given completely clear written/printed information about medicines	25 %	26 %	
G13+	Discharge: not fully told of danger signals to look for	54 %	55 %	
G14+	Discharge: Family or home situation not considered	29 %	37 %	+
G15+	Discharge: family not given enough information to help	46 %	50 %	
G16	Discharge: not told who to contact if worried	23 %	20 %	
G17+	Discharge: Staff did not discuss need for additional equipment or home adaptation	7 %	17 %	+
G18+	Discharge: Staff did not discuss need for further health or social care services	14 %	15 %	
G19	Discharge: did not receive copies of letters sent between hospital doctors and GP	61 %	34 %	-
G20	Discharge: letters between hospital doctors and GP not written in a way that could be understood	27 %	23 %	

H. OVERALL

		Trust	Average	
H1	Overall: not treated with respect or dignity	14 %	20 %	+
H2+	Overall: rated experience as less than 7/10	10 %	18 %	+
H3	Overall: not asked to give views on quality of care	82 %	76 %	-
H4	Overall: Did not receive any information explaining how to complain	73 %	61 %	-
H5	Overall: wanted to complain about care received	5 %	8 %	+



SECTION 4

 **Ranked Problem Scores**

where most patients report room for improvement

Ranked Problem Scores

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

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

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

Trust
Average

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

Lower scores are

better

Problem scores 50%+

		Trust	Average	
G5	Discharge: delayed by 1 hour or more	85 %	85 %	
H3	Overall: not asked to give views on quality of care	82 %	76 %	
H4	Overall: Did not receive any information explaining how to complain	73 %	61 %	
B13+	Hospital: nowhere to keep personal belongings safely	73 %	61 %	
A7	Planned admission: not offered a choice of hospitals	71 %	62 %	
A10	Planned admission: not given choice of admission date	68 %	65 %	
B7+	Hospital: didn't get enough information about ward routines	63 %	65 %	
G19	Discharge: did not receive copies of letters sent between hospital doctors and GP	61 %	34 %	
G6	Discharge: not told how long delay in discharge would be	57 %	67 %	
G10+	Discharge: not fully told side-effects of medications	57 %	59 %	
G13+	Discharge: not fully told of danger signals to look for	54 %	55 %	
E5+	Care: could not always find staff member to discuss concerns with	53 %	60 %	
E4+	Care: not enough opportunity for family to talk to doctor	51 %	52 %	
C4+	Doctors: did not always get opportunity to talk to when needed	50 %	47 %	

Problem scores 40% - 49%

		Trust	Average
G15+	Discharge: family not given enough information to help	46 %	50 %
E2	Care: wanted to be more involved in decisions	43 %	44 %

Problem scores 30% - 39%

		Trust	Average	
G1+	Discharge: did not feel involved in decisions about discharge from hospital	39 %	45 %	+
F5	Surgery: not told how to expect to feel after operation or procedure	38 %	42 %	
B8	Hospital: bothered by noise at night from other patients	37 %	39 %	
A16	Admission: member of staff did not explain reason for wait	36 %	46 %	+
E13+	Tests: results not explained in a way that could be understood	36 %	39 %	
G8	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	36 %	30 %	-
C1+	Doctors: did not always get clear answers to questions	35 %	30 %	-
B18	Hospital: not always healthy food on hospital menu	35 %	32 %	
G2	Discharge: Not given notice about when discharge would be	35 %	43 %	+
A8	Planned admission: should have been admitted sooner	34 %	21 %	-
E6+	Care: not always enough emotional support from hospital staff	34 %	43 %	+
F6	Surgery: not enough time to discuss operation or procedure with consultant	33 %	30 %	
D4	Nurses: sometimes, rarely or never enough on duty	33 %	40 %	+
D5+	Nurses: did not always get the opportunity to talk to when needed	30 %	37 %	+
G3	Discharge: was delayed	30 %	39 %	+

Problem scores 20% - 29%

		Trust	Average	
G14+	Discharge: Family or home situation not considered	29 %	37 %	+
C3	Doctors: talked in front of patients as if they were not there	29 %	24 %	-
B17+	Hospital: food was fair or poor	29 %	42 %	+
A13	Planned admission: not given printed information about condition or treatment	28 %	21 %	-
G20	Discharge: letters between hospital doctors and GP not written in a way that could be understood	27 %	23 %	
B14	Hospital: Not all staff introduced themselves	27 %	30 %	
E1	Care: staff contradict each other	27 %	31 %	
A14	Admission: process not at all or fairly organised	27 %	34 %	+
A15	Admission: had to wait long time to get to bed on ward	27 %	34 %	+
E7	Care: not always enough privacy when discussing condition or treatment	26 %	26 %	
F9	Surgery: results not explained in clear way	26 %	33 %	+
F3+	Surgery: what would be done during operation not fully explained	26 %	25 %	
G12+	Discharge: not given completely clear written/printed information about medicines	25 %	26 %	
B21+	Hospital: did not always get enough help from staff to eat meals	24 %	33 %	+
D1+	Nurses: did not always get clear answers to questions	23 %	30 %	+
G16	Discharge: not told who to contact if worried	23 %	20 %	
E10	Care: staff did not do everything to help control pain	21 %	29 %	+
C2	Doctors: did not always have confidence and trust	20 %	19 %	
F4+	Surgery: questions beforehand not fully answered	20 %	20 %	

Problem scores 10% - 19%

		Trust	Average	
A3	A&E Department: not enough/too much information about condition or treatment	19 %	22 %	
A4	A&E Department: not given enough privacy when being examined or treated	19 %	22 %	
A5	A&E Department: did not always have confidence and trust in doctors and nurses	19 %	24 %	
G9+	Discharge: not fully told purpose of medications	19 %	23 %	
E3	Care: not enough (or too much) information given on condition or treatment	19 %	20 %	
G11+	Discharge: not told how to take medication clearly	18 %	23 %	+
F2+	Surgery: risks and benefits not fully explained	18 %	18 %	
G7	Discharge: not given a reason for delay in discharge	18 %	29 %	+
B19	Hospital: not offered a choice of food	17 %	21 %	
B5+	Hospital: patients using bath or shower area who shared it with opposite sex	17 %	12 %	-
B6+	Care: did not always get help in getting to the bathroom when needed	17 %	27 %	+
F8	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	17 %	14 %	
B9	Hospital: bothered by noise at night from staff	16 %	20 %	+
A6	A&E Department: waited 4 hours or more for admission to bed on a ward	15 %	28 %	+
B2+	Hospital: shared sleeping area with opposite sex	15 %	8 %	-
D3	Nurses: talked in front of patients as if they weren't there	15 %	19 %	+
G18+	Discharge: Staff did not discuss need for further health or social care services	14 %	15 %	
H1	Overall: not treated with respect or dignity	14 %	20 %	+
B20+	Hospital: patients did not get the food they ordered	13 %	23 %	+
D2	Nurses: did not always have confidence and trust	13 %	24 %	+
E11+	Care: more than 5 minutes to answer call button	11 %	17 %	+
A11	Planned admission: admission date changed by hospital	11 %	18 %	+
C5	Doctors: some/none knew enough about condition/treatment	11 %	11 %	
B16	Hospital: bothered by other patients' visitors	11 %	11 %	
D6	Nurses: some/none knew enough about condition/treatment	11 %	16 %	+
H2+	Overall: rated experience as less than 7/10	10 %	18 %	+
E8	Care: not always enough privacy when being examined or treated	10 %	10 %	

Problem scores 0% - 9%

		Trust	Average	
G17+	Discharge: Staff did not discuss need for additional equipment or home adaptation	7 %	17 %	+
B15	Hospital: hand-wash gels not available or empty	6 %	4 %	-
A9	Planned admission: not given enough notice of admission date	6 %	3 %	
H5	Overall: wanted to complain about care received	5 %	8 %	+
B4+	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	5 %	5 %	
B11+	Hospital: toilets not very or not at all clean	4 %	6 %	
B12	Hospital: felt threatened by other patients or visitors	3 %	3 %	
A12	Planned admission: specialist not given all the necessary information	2 %	4 %	
B10	Hospital: room or ward not very or not at all clean	1 %	3 %	+



SECTION 5

○ Historical Comparisons

comparing results with previous years

Historical Comparisons

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

This section shows the problem scores for this year’s survey and a comparison against the scores from the previous surveys. Significant differences from the previous surveys are indicated as follows:

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

- 2005** The problem score for 2005
- 2006** The problem score for 2006
- 2008** The problem score for 2008
- 2009** The problem score for 2009
- 2013** The problem score for 2013

Lower scores are better

A. ADMISSION TO HOSPITAL

		2005	2006	2008	2009	2013
A3	A&E Department: not enough/too much information about condition or treatment	-	-	16 %	17 %	19 %
A4	A&E Department: not given enough privacy when being examined or treated	-	-	16 %	20 %	19 %
A6	A&E Department: waited 4 hours or more for admission to bed on a ward	-	11 %	18 %	14 %	15 %
A7	Planned admission: not offered a choice of hospitals	-	-	-	71 %	71 %
A8	Planned admission: should have been admitted sooner	24 %	19 %	12 %	26 %	34 %
A10	Planned admission: not given choice of admission date	64 %	62 %	60 %	63 %	68 %
A11	Planned admission: admission date changed by hospital	9 %	8 %	10 %	24 %	11 % 
A13	Planned admission: not given printed information about condition or treatment	38 %	27 %	35 %	35 %	28 %
A14	Admission: process not at all or fairly organised	-	-	-	32 %	27 %
A15	Admission: had to wait long time to get to bed on ward	22 %	25 %	24 %	25 %	27 %

B. THE HOSPITAL AND WARD

		2005	2006	2008	2009	2013
B2+	Hospital: shared sleeping area with opposite sex	-	13 %	11 %	14 %	15 %
B4+	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	-	5 %	6 %	4 %	5 %
B5+	Hospital: patients using bath or shower area who shared it with opposite sex	-	14 %	15 %	11 %	17 %
B6+	Care: did not always get help in getting to the bathroom when needed	-	23 %	15 %	22 %	17 %
B8	Hospital: bothered by noise at night from other patients	32 %	37 %	37 %	37 %	37 %
B9	Hospital: bothered by noise at night from staff	9 %	10 %	12 %	11 %	16 %
B10	Hospital: room or ward not very or not at all clean	2 %	3 %	2 %	1 %	1 %
B11+	Hospital: toilets not very or not at all clean	-	6 %	3 %	2 %	4 %
B12	Hospital: felt threatened by other patients or visitors	-	-	2 %	2 %	3 %
B13+	Hospital: nowhere to keep personal belongings safely	-	-	80 %	80 %	73 %
B15	Hospital: hand-wash gels not available or empty	-	-	-	5 %	6 %
B16	Hospital: bothered by other patients' visitors	-	-	-	12 %	11 %
B17+	Hospital: food was fair or poor	-	30 %	27 %	32 %	29 %
B18	Hospital: not always healthy food on hospital menu	-	30 %	30 %	37 %	35 %
B19	Hospital: not offered a choice of food	-	19 %	18 %	22 %	17 %
B20+	Hospital: patients did not get the food they ordered	-	-	-	15 %	13 %
B21+	Hospital: did not always get enough help from staff to eat meals	-	29 %	22 %	27 %	24 %

C. DOCTORS

		2005	2006	2008	2009	2013
C1+	Doctors: did not always get clear answers to questions	-	38 %	27 %	36 %	35 %
C2	Doctors: did not always have confidence and trust	16 %	25 %	18 %	20 %	20 %
C3	Doctors: talked in front of patients as if they were not there	20 %	33 %	26 %	30 %	29 %
C4+	Doctors: did not always get opportunity to talk to when needed	-	52 %	40 %	49 %	50 %
C5	Doctors: some/none knew enough about condition/treatment	9 %	14 %	8 %	11 %	11 %

D. NURSES

		2005	2006	2008	2009	2013
D1+	Nurses: did not always get clear answers to questions	-	33 %	20 %	30 %	23 %
D2	Nurses: did not always have confidence and trust	16 %	20 %	16 %	18 %	13 %
D3	Nurses: talked in front of patients as if they weren't there	14 %	20 %	14 %	16 %	15 %
D4	Nurses: sometimes, rarely or never enough on duty	30 %	35 %	27 %	37 %	33 %
D6	Nurses: some/none knew enough about condition/treatment	10 %	13 %	8 %	12 %	11 %

E. YOUR CARE AND TREATMENTS

		2005	2006	2008	2009	2013
E1	Care: staff contradict each other	24 %	31 %	26 %	31 %	27 %
E2	Care: wanted to be more involved in decisions	37 %	45 %	36 %	48 %	43 %
E3	Care: not enough (or too much) information given on condition or treatment	19 %	19 %	15 %	19 %	19 %
E4+	Care: not enough opportunity for family to talk to doctor	-	50 %	46 %	52 %	51 %
E5+	Care: could not always find staff member to discuss concerns with	-	53 %	51 %	52 %	53 %
E7	Care: not always enough privacy when discussing condition or treatment	27 %	32 %	27 %	31 %	26 %
E8	Care: not always enough privacy when being examined or treated	11 %	14 %	12 %	11 %	10 %
E10	Care: staff did not do everything to help control pain	17 %	18 %	18 %	21 %	21 %
E11+	Care: more than 5 minutes to answer call button	-	9 %	5 %	7 %	11 %
E13+	Tests: results not explained in a way that could be understood	-	-	-	39 %	36 %

F. OPERATIONS & PROCEDURES

		2005	2006	2008	2009	2013
F4+	Surgery: questions beforehand not fully answered	-	29 %	23 %	24 %	20 %
F5	Surgery: not told how to expect to feel after operation or procedure	-	46 %	40 %	42 %	38 %
F6	Surgery: not enough time to discuss operation or procedure with consultant	-	-	-	33 %	33 %
F8	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	-	20 %	15 %	16 %	17 %
F9	Surgery: results not explained in clear way	33 %	41 %	29 %	29 %	26 %

G. LEAVING HOSPITAL

		2005	2006	2008	2009	2013
G3	Discharge: was delayed	25 %	28 %	29 %	30 %	30 %
G5	Discharge: delayed by 1 hour or more	73 %	76 %	79 %	69 %	85 %
G8	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	47 %	47 %	43 %	41 %	36 %
G12+	Discharge: not given completely clear written/printed information about medicines	-	29 %	29 %	28 %	25 %
G15+	Discharge: family not given enough information to help	-	52 %	41 %	46 %	46 %
G16	Discharge: not told who to contact if worried	18 %	21 %	19 %	20 %	23 %
G19	Discharge: did not receive copies of letters sent between hospital doctors and GP	-	61 %	63 %	61 %	61 %
G20	Discharge: letters between hospital doctors and GP not written in a way that could be understood	-	-	-	36 %	27 %

H. OVERALL

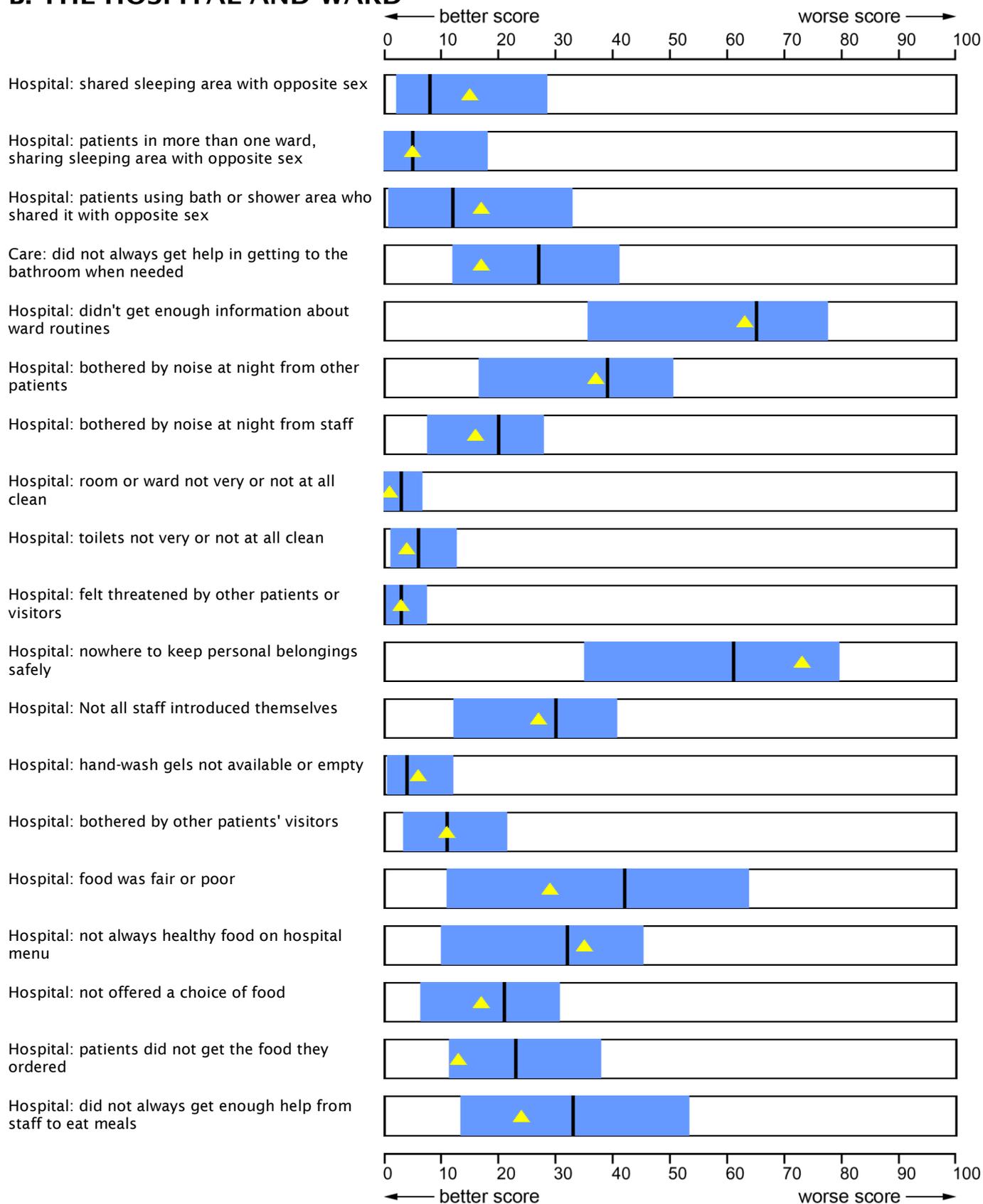
		2005	2006	2008	2009	2013
H1	Overall: not treated with respect or dignity	12 %	16 %	13 %	14 %	14 %
H3	Overall: not asked to give views on quality of care	-	82 %	87 %	84 %	82 %
H5	Overall: wanted to complain about care received	-	-	5 %	4 %	5 %



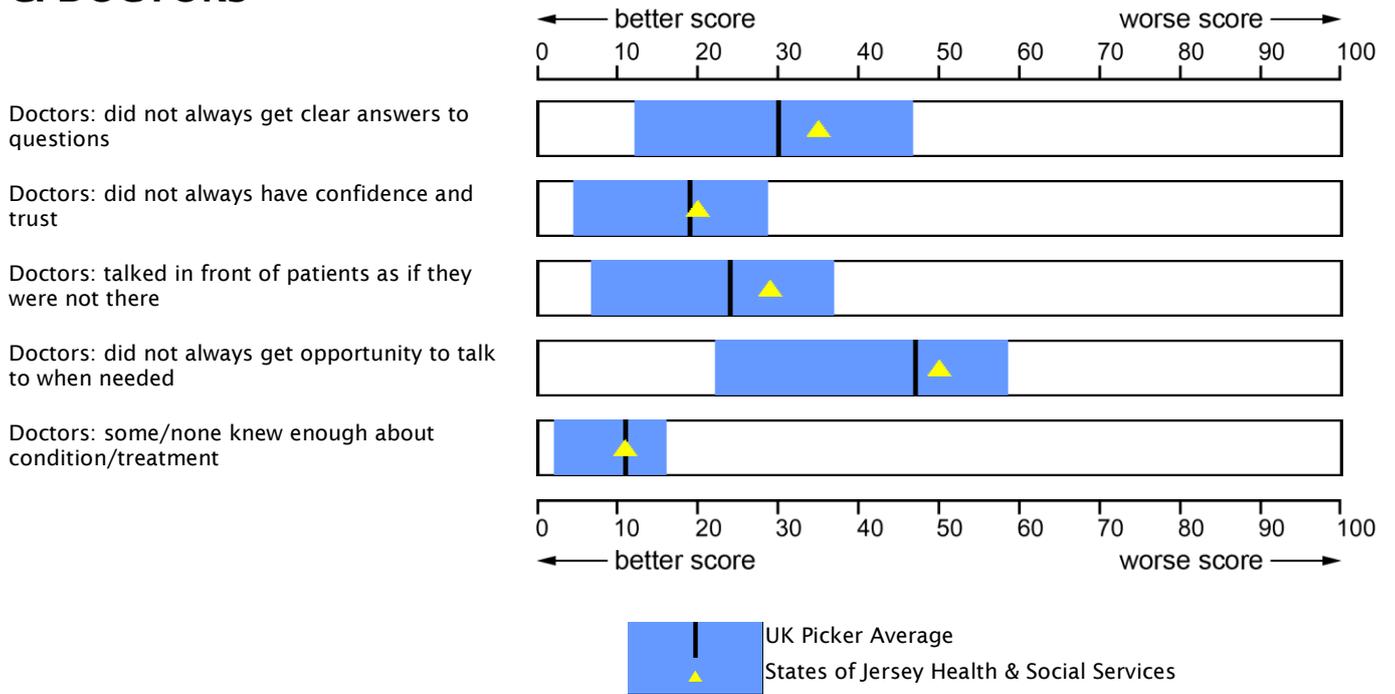
SECTION 6

 **External Benchmarks**
comparing results with other trusts

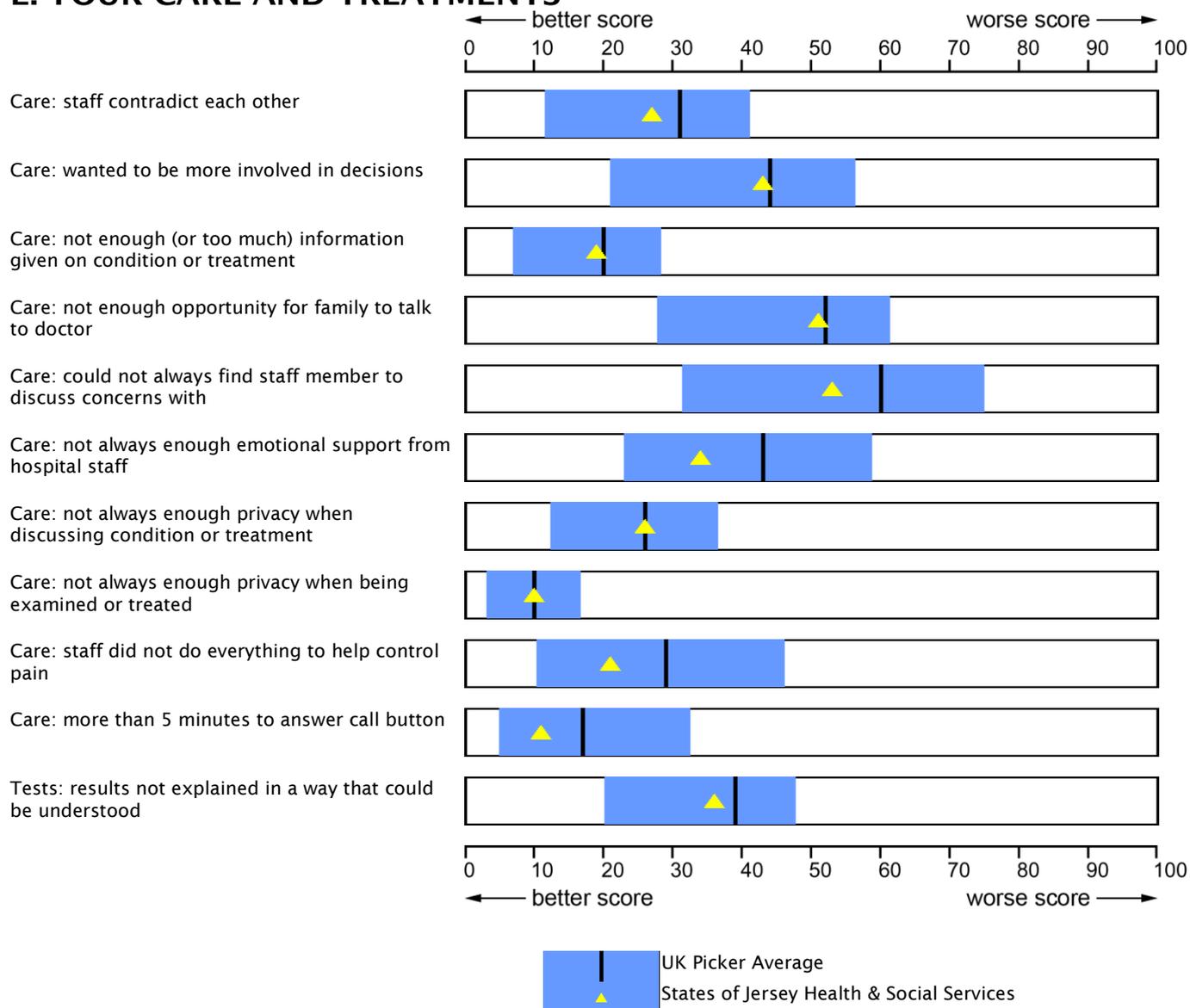
B. THE HOSPITAL AND WARD



C. DOCTORS



E. YOUR CARE AND TREATMENTS





SECTION 7

 Internal Benchmarks

comparing results within the trust

Internal Benchmarks

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

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Appendix 1

Frequency Tables

a detailed breakdown of your results

Frequency Tables

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

A. ADMISSION TO HOSPITAL

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
Emergency or urgent	236	51.8	16371	53.2
Waiting list or planned in advance	172	37.7	12186	39.6
Something else	24	5.3	836	2.7
Not answered	24	5.3	1365	4.4
	456		30758	

A2 - When you arrived at the hospital, did you go to the A&E Department (the Emergency Department / Casualty / Medical or Surgical Admissions Unit)?

	This Trust		All trusts	
	n	%	n	%
Emergency admissions				
Yes	251	88.4	15466	83.3
No	16	5.6	1857	10.0
Not answered	17	6.0	1249	6.7
	284		18572	

A3 - While you were in the A&E Department, how much information about your condition or treatment was given to you?

	This Trust		All trusts	
	n	%	n	%
Patients admitted via A&E department				
* Not enough	28	10.4	2253	13.5
Right amount	173	64.6	9922	59.4
* Too much	1	0.4	84	0.5
* I was not given any information about my treatment or condition	23	8.6	1343	8.0
Don't know / Can't remember	26	9.7	1737	10.4
Not answered	17	6.3	1376	8.2
Problem score - This Trust 19.4%	268		16715	
Problem score - All trusts 22.0%				

A4 - Were you given enough privacy when being examined or treated in the A&E Department?

	This Trust		All trusts	
	n	%	n	%
Patients admitted via A&E department				
Yes, definitely	190	70.9	10986	65.7
* Yes, to some extent	46	17.2	3274	19.6
* No	6	2.2	368	2.2
Don't know / Can't remember	11	4.1	765	4.6
Not answered	15	5.6	1322	7.9
Problem score - This Trust 19.4%	268		16715	
Problem score - All trusts 21.8%				

A5 - While you were in the A&E Department, did you have confidence and trust in the doctors and nurses examining and treating you?

	This Trust		All trusts	
	n	%	n	%
Patients admitted via A&E department				
Yes, definitely	198	73.9	7698	66.7
* Yes, to some extent	47	17.5	2447	21.2
* No	5	1.9	346	3.0
Not answered	18	6.7	1045	9.1
Problem score - This Trust 19.4%	268		11536	
Problem score - All trusts 24.2%				

A6 - Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

	This Trust		All trusts	
	n	%	n	%
Patients admitted via A&E department				
Less than 1 hour	57	21.3	1729	15.0
At least 1 hour but less than 2 hours	35	13.1	1704	14.8
At least 2 hours but less than 4 hours	75	28.0	2622	22.7
* At least 4 hours but less than 8 hours	35	13.1	2485	21.5
* 8 hours or longer	6	2.2	710	6.2
Can't remember	20	7.5	815	7.1
I did not have to wait	24	9.0	594	5.1
Not answered	16	6.0	877	7.6
Problem score - This Trust 15.3%	268		11536	
Problem score - All trusts 27.7%				

A7 - When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?

	This Trust		All trusts	
	n	%	n	%
Waiting list or planned admissions				
Yes	19	9.3	3801	24.9
* No, but I would have liked a choice	17	8.3	1390	9.1
* No, but I did not mind	129	62.9	8121	53.1
Don't know / Can't remember	8	3.9	505	3.3
Not answered	32	15.6	1475	9.6
Problem score - This Trust 71.2%	205		15292	
Problem score - All trusts 62.2%				

A8 - How do you feel about the length of time you were on the waiting list before your admission to hospital?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
I was admitted as soon as I thought was necessary	111	54.1	10248	67.0
* I should have been admitted a bit sooner	46	22.4	2169	14.2
* I should have been admitted a lot sooner	23	11.2	1094	7.2
Not answered	25	12.2	1781	11.6
Problem score - This Trust 33.7%	205		15292	
Problem score - All trusts 21.3%				

A9 - When you were told you would be going into hospital, were you given enough notice of your date of admission?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
Yes, enough notice	171	83.4	10042	85.5
* No, not enough notice	13	6.3	375	3.2
Don't know / can't remember	0	0.0	123	1.0
Not answered	21	10.2	1199	10.2
Problem score - This Trust 6.3%	205		11739	
Problem score - All trusts 3.2%				

A10 - Were you given a choice of admission dates?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
Yes	38	18.5	2535	21.6
* No	139	67.8	7582	64.6
Don't know / Can't remember	5	2.4	360	3.1
Not answered	23	11.2	1262	10.8
Problem score - This Trust 67.8%	205		11739	
Problem score - All trusts 64.6%				

A11 - Was your admission date changed by the hospital?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
No	162	79.0	10992	71.9
* Yes, once	22	10.7	2252	14.7
* Yes, 2 or 3 times	1	0.5	409	2.7
* Yes, 4 times or more	0	0.0	37	0.2
Not answered	20	9.8	1602	10.5
Problem score - This Trust 11.2%	205		15292	
Problem score - All trusts 17.6%				

A12 - In your opinion, had the specialist you saw in hospital been given all of the necessary information about your condition or illness from the person who referred you?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
Yes	177	86.3	12707	83.1
* No	5	2.4	568	3.7
Don't know / can't remember	4	2.0	522	3.4
Not answered	19	9.3	1495	9.8
Problem score - This Trust 2.4%	205		15292	
Problem score - All trusts 3.7%				

A13 - Before being admitted to hospital, were you given any printed information about your condition or treatment?

Waiting list or planned admissions	This Trust		All trusts	
	n	%	n	%
Yes	125	61.0	8059	68.7
* No	58	28.3	2405	20.5
Not answered	22	10.7	1275	10.9
Problem score - This Trust 28.3%	205		11739	
Problem score - All trusts 20.5%				

A14 - How organised was the admission process?

All Patients	This Trust		All trusts	
	n	%	n	%
Very organised	323	70.8	14205	63.5
* Fairly organised	115	25.2	6564	29.4
* Not at all organised	7	1.5	939	4.2
Not answered	11	2.4	645	2.9
Problem score - This Trust 26.8%	456		22353	
Problem score - All trusts 33.6%				

A15 - From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, definitely	30	6.6	4012	13.0
* Yes, to some extent	91	20.0	6311	20.5
No	324	71.1	19466	63.3
Not answered	11	2.4	969	3.2
Problem score - This Trust 26.5%	456		30758	
Problem score - All trusts 33.6%				

A16 - Did a member of staff explain why you had to wait?

Patients who felt they had to wait a long time to get to a bed on a ward	This Trust		All trusts	
	n	%	n	%
Yes	68	56.2	3431	46.9
* No, but I would have liked an explanation	18	14.9	2078	28.4
* No, but I did not mind	26	21.5	1289	17.6
Don't know / can't remember	4	3.3	424	5.8
Not answered	5	4.1	97	1.3
Problem score - This Trust 36.4%	121		7319	
Problem score - All trusts 46.0%				

B. THE HOSPITAL AND WARD

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	72	15.8	6337	20.6
No	351	77.0	21990	71.5
Don't know / Can't remember	17	3.7	1515	4.9
Not answered	16	3.5	916	3.0
	456		30758	

B2 - When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	89	19.5	3068	10.0
No	354	77.6	27188	88.4
Not answered	13	2.9	502	1.6
	456		30758	

B2+ - When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?

Patients who did not stay in critical care area	This Trust		All trusts	
	n	%	n	%
* Yes	58	15.1	1944	8.0
No	313	81.5	22046	90.3
Not answered	13	3.4	431	1.8
Problem score - This Trust 15.1%	384		24421	
Problem score - All trusts 8.0%				

B3 - During your stay in hospital, how many wards did you stay in?

All Patients	This Trust		All trusts	
	n	%	n	%
1	305	66.9	19169	62.3
2	108	23.7	8287	26.9
3 or more	27	5.9	2448	8.0
Don't know / Can't remember	4	0.9	359	1.2
Not answered	12	2.6	495	1.6
	456		30758	

B4 - After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

Patients in more than one ward	This Trust		All trusts	
	n	%	n	%
Yes	11	8.1	821	7.6
No	122	90.4	9760	90.9
Not answered	2	1.5	154	1.4
	135		10735	

B4+ - After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

Patients in more than one ward who did not stay in critical care area	This Trust		All trusts	
	n	%	n	%
* Yes	4	4.7	381	5.3
No	80	93.0	6596	91.6
Not answered	2	2.3	223	3.1
Problem score - This Trust 4.7%	86		7200	
Problem score - All trusts 5.3%				

B5 - While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	74	16.2	3625	11.8
Yes, because it had special bathing equipment that I needed	3	0.7	296	1.0
No	326	71.5	23182	75.4
I did not use a bathroom or shower	20	4.4	1577	5.1
Don't know / Can't remember	18	3.9	1429	4.6
Not answered	15	3.3	649	2.1
	456		30758	

B5+ - While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

Patients who used a bathroom or shower area	This Trust		All trusts	
	n	%	n	%
* Yes	74	17.0	3625	12.4
Yes, because it had special bathing equipment that I needed	3	0.7	296	1.0
No	326	74.8	23182	79.4
Don't know / Can't remember	18	4.1	1429	4.9
Not answered	15	3.4	649	2.2
Problem score - This Trust 17.0%	436		29181	
Problem score - All trusts 12.4%				

B6 - When you needed help from staff getting to the bathroom or toilet, did you get it in time?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	224	49.1	8853	39.6
Yes, sometimes	34	7.5	2551	11.4
No	14	3.1	874	3.9
I did not need help	172	37.7	9563	42.8
Not answered	12	2.6	512	2.3
	456		22353	

B6+ - When you needed help from staff getting to the bathroom or toilet, did you get it in time?

	This Trust		All trusts	
	n	%	n	%
Patients who needed help getting to the bathroom or toilet				
Yes, always	224	78.9	8853	69.2
* Yes, sometimes	34	12.0	2551	19.9
* No	14	4.9	874	6.8
Not answered	12	4.2	512	4.0
Problem score - This Trust 16.9%	284		12790	
Problem score - All trusts 26.8%				

B7 - When you reached the ward, did you get enough information about ward routines, such as timetables and rules?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, definitely	126	27.6	5984	26.8
Yes, to some extent	98	21.5	5538	24.8
No	131	28.7	6534	29.2
I did not need information	90	19.7	3844	17.2
Not answered	11	2.4	453	2.0
	456		22353	

B7+ - When you reached the ward, did you get enough information about ward routines, such as timetables and rules?

	This Trust		All trusts	
	n	%	n	%
Patients who needed information about ward routines				
Yes, definitely	126	34.4	5984	32.3
* Yes, to some extent	98	26.8	5538	29.9
* No	131	35.8	6534	35.3
Not answered	11	3.0	453	2.4
Problem score - This Trust 62.6%	366		18509	
Problem score - All trusts 65.2%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	169	37.1	11945	38.8
No	277	60.7	18227	59.3
Not answered	10	2.2	586	1.9
Problem score - This Trust	37.1%			
Problem score - All trusts			38.8%	

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

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	73	16.0	6059	19.7
No	377	82.7	24136	78.5
Not answered	6	1.3	563	1.8
Problem score - This Trust	16.0%			
Problem score - All trusts			19.7%	

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

All Patients	This Trust		All trusts	
	n	%	n	%
Very clean	355	77.9	20808	67.7
Fairly clean	91	20.0	8774	28.5
* Not very clean	3	0.7	672	2.2
* Not at all clean	0	0.0	196	0.6
Not answered	7	1.5	308	1.0
Problem score - This Trust	0.7%			
Problem score - All trusts			2.8%	

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

All Patients	This Trust		All trusts	
	n	%	n	%
Very clean	321	70.4	18036	58.6
Fairly clean	102	22.4	9803	31.9
Not very clean	15	3.3	1345	4.4
Not at all clean	4	0.9	324	1.1
I did not use a toilet or bathroom	9	2.0	929	3.0
Not answered	5	1.1	321	1.0
	456		30758	

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

	This Trust		All trusts	
	n	%	n	%
Patients who used a toilet or bathroom				
Very clean	321	71.8	18036	60.5
Fairly clean	102	22.8	9803	32.9
* Not very clean	15	3.4	1345	4.5
* Not at all clean	4	0.9	324	1.1
Not answered	5	1.1	321	1.1
Problem score - This Trust 4.3%	447		29829	
Problem score - All trusts 5.6%				

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
* Yes	13	2.9	1006	3.3
No	432	94.7	29341	95.4
Not answered	11	2.4	411	1.3
Problem score - This Trust 2.9%	456		30758	
Problem score - All trusts 3.3%				

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, and I could lock it if I wanted to	89	19.5	6991	31.3
Yes, but I could not lock it	271	59.4	11301	50.6
No	24	5.3	871	3.9
I did not take any belongings to hospital	49	10.7	2255	10.1
Don't know / Can't remember	11	2.4	599	2.7
Not answered	12	2.6	336	1.5
	456		22353	

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

	This Trust		All trusts	
	n	%	n	%
Patients who took personal belongings to hospital				
Yes, and I could lock it if I wanted to	89	21.9	6991	34.8
* Yes, but I could not lock it	271	66.6	11301	56.2
* No	24	5.9	871	4.3
Don't know / Can't remember	11	2.7	599	3.0
Not answered	12	2.9	336	1.7
Problem score - This Trust 72.5%	407		20098	
Problem score - All trusts 60.6%				

B14 - Did the staff treating and examining you introduce themselves?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, all of the staff introduced themselves	321	70.4	15209	68.0
* Some of the staff introduced themselves	109	23.9	5820	26.0
* Very few or none of the staff introduced themselves	15	3.3	832	3.7
Don't know / can't remember	2	0.4	320	1.4
Not answered	9	2.0	172	0.8
Problem score - This Trust 27.2%	456		22353	
Problem score - All trusts 29.8%				

B15 - Were hand-wash gels available for patients and visitors to use?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	391	85.7	28245	91.8
* Yes, but they were empty	8	1.8	430	1.4
* I did not see any hand-wash gels	21	4.6	740	2.4
Don't know / Can't remember	27	5.9	1058	3.4
Not answered	9	2.0	285	0.9
Problem score - This Trust 6.4%	456		30758	
Problem score - All trusts 3.8%				

B16 - Were you ever bothered by other patients' visitors?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, often	8	1.8	400	1.8
* Yes, sometimes	41	9.0	1969	8.8
No	401	87.9	19748	88.3
Not answered	6	1.3	236	1.1
Problem score - This Trust 10.7%	456		22353	
Problem score - All trusts 10.6%				

B17 - How would you rate the hospital food?

All Patients	This Trust		All trusts	
	n	%	n	%
Very good	148	32.5	6227	20.2
Good	159	34.9	10581	34.4
Fair	104	22.8	8550	27.8
Poor	25	5.5	3799	12.4
I did not have any hospital food	14	3.1	1265	4.1
Not answered	6	1.3	336	1.1
	456		30758	

B17+ - How would you rate the hospital food?

Patients who had hospital food	This Trust		All trusts	
	n	%	n	%
Very good	148	33.5	6227	21.1
Good	159	36.0	10581	35.9
* Fair	104	23.5	8550	29.0
* Poor	25	5.7	3799	12.9
Not answered	6	1.4	336	1.1
Problem score - This Trust 29.2%	442		29493	
Problem score - All trusts 41.9%				

B18 - Was there healthy food on the hospital menu?

Patients who had hospital food	This Trust		All trusts	
	n	%	n	%
Yes, always	238	54.6	12093	57.0
* Yes, sometimes	133	30.5	5901	27.8
* No	19	4.4	858	4.0
Don't know / Can't remember	40	9.2	2174	10.2
Not answered	6	1.4	201	0.9
Problem score - This Trust 34.9%	436		21227	
Problem score - All trusts 31.8%				

B19 - Were you offered a choice of food?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	367	80.5	23719	77.1
* Yes, sometimes	60	13.2	4432	14.4
* No	18	3.9	1893	6.2
Not answered	11	2.4	714	2.3
Problem score - This Trust 17.1%	456		30758	
Problem score - All trusts 20.6%				

B20 - Did you get the food you ordered?

Patients who were offered a choice of food	This Trust		All trusts	
	n	%	n	%
Yes, always	357	83.6	15189	74.1
Yes, sometimes	47	11.0	4222	20.6
No	8	1.9	458	2.2
I did not have any hospital food	6	1.4	390	1.9
Not answered	9	2.1	229	1.1
	427		20488	

B20+ - Did you get the food you ordered?

	This Trust		All trusts	
	n	%	n	%
Patients who took up the offer of a choice of food				
Yes, always	357	84.8	15189	75.6
* Yes, sometimes	47	11.2	4222	21.0
* No	8	1.9	458	2.3
Not answered	9	2.1	229	1.1
Problem score - This Trust 13.1%	421		20098	
Problem score - All trusts 23.3%				

B21 - Did you get enough help from staff to eat your meals?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	84	18.4	4776	15.5
Yes, sometimes	18	3.9	1485	4.8
No	13	2.9	1266	4.1
I did not need help to eat meals	327	71.7	22315	72.6
Not answered	14	3.1	916	3.0
	456		30758	

B21+ - Did you get enough help from staff to eat your meals?

	This Trust		All trusts	
	n	%	n	%
Patients who needed help to eat meals				
Yes, always	84	65.1	4776	56.6
* Yes, sometimes	18	14.0	1485	17.6
* No	13	10.1	1266	15.0
Not answered	14	10.9	916	10.8
Problem score - This Trust 24.0%	129		8443	
Problem score - All trusts 32.6%				

C. DOCTORS

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	248	54.4	18882	61.4
Yes, sometimes	110	24.1	6934	22.5
No	27	5.9	1387	4.5
I had no need to ask	65	14.3	3170	10.3
Not answered	6	1.3	385	1.3
	456		30758	

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

Patients who had questions to ask a doctor	This Trust		All trusts	
	n	%	n	%
Yes, always	248	63.4	18882	68.4
* Yes, sometimes	110	28.1	6934	25.1
* No	27	6.9	1387	5.0
Not answered	6	1.5	385	1.4
Problem score - This Trust 35.0%	391		27588	
Problem score - All trusts 30.2%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	361	79.2	24596	80.0
* Yes, sometimes	78	17.1	4860	15.8
* No	13	2.9	927	3.0
Not answered	4	0.9	375	1.2
Problem score - This Trust 20.0%	456		30758	
Problem score - All trusts 18.8%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, often	35	7.7	1666	5.4
* Yes, sometimes	98	21.5	5851	19.0
No	314	68.9	22717	73.9
Not answered	9	2.0	524	1.7
Problem score - This Trust 29.2%	456		30758	
Problem score - All trusts 24.4%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	149	32.7	8234	36.8
Yes, sometimes	126	27.6	5955	26.6
No	30	6.6	1721	7.7
I had no need to talk to a doctor	143	31.4	6071	27.2
Not answered	8	1.8	372	1.7
	456		22353	

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

Patients who needed to talk to a doctor	This Trust		All trusts	
	n	%	n	%
Yes, always	149	47.6	8234	50.6
* Yes, sometimes	126	40.3	5955	36.6
* No	30	9.6	1721	10.6
Not answered	8	2.6	372	2.3
Problem score - This Trust 49.8%	313		16282	
Problem score - All trusts 47.1%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
All the doctors knew enough	237	52.0	13385	59.9
Most of the doctors knew enough	115	25.2	4706	21.1
* Only some of the doctors knew enough	44	9.6	1923	8.6
* None of the doctors knew enough	5	1.1	471	2.1
Can't say	48	10.5	1555	7.0
Not answered	7	1.5	313	1.4
Problem score - This Trust 10.7%	456		22353	
Problem score - All trusts 10.7%				

D. NURSES

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	298	65.4	18651	60.6
Yes, sometimes	83	18.2	7120	23.1
No	6	1.3	1092	3.6
I had no need to ask	64	14.0	3565	11.6
Not answered	5	1.1	330	1.1
	456		30758	

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

Patients who had questions to ask a nurse	This Trust		All trusts	
	n	%	n	%
Yes, always	298	76.0	18651	68.6
* Yes, sometimes	83	21.2	7120	26.2
* No	6	1.5	1092	4.0
Not answered	5	1.3	330	1.2
Problem score - This Trust 22.7%	392		27193	
Problem score - All trusts 30.2%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	397	87.1	23087	75.1
* Yes, sometimes	50	11.0	6331	20.6
* No	7	1.5	1015	3.3
Not answered	2	0.4	325	1.1
Problem score - This Trust 12.5%	456		30758	
Problem score - All trusts 23.9%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, often	19	4.2	1319	4.3
* Yes, sometimes	47	10.3	4631	15.1
No	388	85.1	24431	79.4
Not answered	2	0.4	377	1.2
Problem score - This Trust 14.5%	456		30758	
Problem score - All trusts 19.3%				

D4 - In your opinion, were there enough nurses on duty to care for you in hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
There were always or nearly always enough nurses	305	66.9	18154	59.0
* There were sometimes enough nurses	113	24.8	8920	29.0
* There were rarely or never enough nurses	35	7.7	3276	10.7
Not answered	3	0.7	408	1.3
Problem score - This Trust 32.5%	456		30758	
Problem score - All trusts 39.7%				

D5 - If you ever needed to talk to a nurse, did you get the opportunity to do so?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	282	61.8	12396	55.5
Yes, sometimes	110	24.1	6721	30.1
No	12	2.6	776	3.5
I had no need to talk to a nurse	49	10.7	2220	9.9
Not answered	3	0.7	240	1.1
	456		22353	

D5+ - If you ever needed to talk to a nurse, did you get the opportunity to do so?

Patients who needed to talk to a nurse	This Trust		All trusts	
	n	%	n	%
Yes, always	282	69.3	12396	61.6
* Yes, sometimes	110	27.0	6721	33.4
* No	12	2.9	776	3.9
Not answered	3	0.7	240	1.2
Problem score - This Trust 30.0%	407		20133	
Problem score - All trusts 37.2%				

D6 - In your opinion, did the nurses who treated you know enough about your condition or treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
All of the nurses knew enough	234	51.3	9853	44.1
Most of the nurses knew enough	127	27.9	7092	31.7
* Only some of the nurses knew enough	46	10.1	2801	12.5
* None of the nurses knew enough	3	0.7	671	3.0
Can't say	41	9.0	1735	7.8
Not answered	5	1.1	201	0.9
Problem score - This Trust 10.7%	456		22353	
Problem score - All trusts 15.5%				

E. YOUR CARE AND TREATMENTS

E1 - Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, often	24	5.3	2092	6.8
* Yes, sometimes	100	21.9	7443	24.2
No	327	71.7	20834	67.7
Not answered	5	1.1	389	1.3
Problem score - This Trust 27.2%	456		30758	
Problem score - All trusts 31.0%				

E2 - Were you involved as much as you wanted to be in decisions about your care and treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	257	56.4	16804	54.6
* Yes, to some extent	144	31.6	10376	33.7
* No	50	11.0	3069	10.0
Not answered	5	1.1	509	1.7
Problem score - This Trust 42.5%	456		30758	
Problem score - All trusts 43.7%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
* Not enough	83	18.2	5968	19.4
The right amount	363	79.6	24134	78.5
* Too much	5	1.1	219	0.7
Not answered	5	1.1	437	1.4
Problem score - This Trust 19.3%	456		30758	
Problem score - All trusts 20.1%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	129	28.3	6895	30.8
Yes, to some extent	101	22.1	5746	25.7
No	42	9.2	2130	9.5
No family or friends were involved	52	11.4	2383	10.7
My family did not want or need information	97	21.3	3856	17.3
I did not want my family or friends to talk to a doctor	27	5.9	954	4.3
Not answered	8	1.8	389	1.7
	456		22353	

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

	This Trust		All trusts	
	n	%	n	%
Patients with family or friends who wanted to talk to a doctor				
Yes, definitely	129	46.1	6895	45.5
* Yes, to some extent	101	36.1	5746	37.9
* No	42	15.0	2130	14.1
Not answered	8	2.9	389	2.6
Problem score - This Trust 51.1%	280		15160	
Problem score - All trusts 52.0%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	109	23.9	6777	22.0
Yes, to some extent	93	20.4	6669	21.7
No	41	9.0	4022	13.1
I had no worries or fears	205	45.0	12800	41.6
Not answered	8	1.8	490	1.6
	456		30758	

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

Patients who had worries or fears	This Trust		All trusts	
	n	%	n	%
Yes, definitely	109	43.4	6777	37.7
* Yes, to some extent	93	37.1	6669	37.1
* No	41	16.3	4022	22.4
Not answered	8	3.2	490	2.7
Problem score - This Trust 53.4%	251		17958	
Problem score - All trusts 59.5%				

E6 - Do you feel you got enough emotional support from hospital staff during your stay?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	178	39.0	10758	35.0
Yes, sometimes	67	14.7	5664	18.4
No	28	6.1	2832	9.2
I did not need any emotional support	172	37.7	11049	35.9
Not answered	11	2.4	455	1.5
	456		30758	

E6+ - Do you feel you got enough emotional support from hospital staff during your stay?

	This Trust		All trusts	
	n	%	n	%
Patients who needed emotional support				
Yes, always	178	62.7	10758	54.6
* Yes, sometimes	67	23.6	5664	28.7
* No	28	9.9	2832	14.4
Not answered	11	3.9	455	2.3
Problem score - This Trust 33.5%	284		19709	
Problem score - All trusts 43.1%				

E7 - Were you given enough privacy when discussing your condition or treatment?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	320	70.2	22065	71.7
* Yes, sometimes	81	17.8	5951	19.3
* No	39	8.6	2039	6.6
Not answered	16	3.5	703	2.3
Problem score - This Trust 26.3%	456		30758	
Problem score - All trusts 26.0%				

E8 - Were you given enough privacy when being examined or treated?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, always	399	87.5	27184	88.4
* Yes, sometimes	39	8.6	2689	8.7
* No	8	1.8	453	1.5
Not answered	10	2.2	432	1.4
Problem score - This Trust 10.3%	456		30758	
Problem score - All trusts 10.2%				

E9 - Were you ever in any pain?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	302	66.2	19706	64.1
No	140	30.7	10448	34.0
Not answered	14	3.1	604	2.0
	456		30758	

E10 - Do you think the hospital staff did everything they could to help control your pain?

	This Trust		All trusts	
	n	%	n	%
Patients who experienced pain				
Yes, definitely	235	77.8	13778	69.9
* Yes, to some extent	54	17.9	4588	23.3
* No	9	3.0	1186	6.0
Not answered	4	1.3	154	0.8
Problem score - This Trust 20.9%	302		19706	
Problem score - All trusts 29.3%				

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
0 minutes / right away	48	10.5	2496	8.1
1-2 minutes	125	27.4	7045	22.9
3-5 minutes	71	15.6	5371	17.5
More than 5 minutes	27	5.9	3058	9.9
I never got help when I used the call button	7	1.5	261	0.8
I never used the call button	157	34.4	11598	37.7
Not answered	21	4.6	929	3.0
	456		30758	

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

	This Trust		All trusts	
	n	%	n	%
Patients who used the call button				
0 minutes / right away	48	16.1	2496	13.0
1-2 minutes	125	41.8	7045	36.8
3-5 minutes	71	23.7	5371	28.0
* More than 5 minutes	27	9.0	3058	16.0
* I never got help when I used the call button	7	2.3	261	1.4
Not answered	21	7.0	929	4.8
Problem score - This Trust 11.4%	299		19160	
Problem score - All trusts 17.3%				

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	303	66.4	15609	69.8
No	143	31.4	6362	28.5
Not answered	10	2.2	382	1.7
	456		22353	

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

Patients who had tests	This Trust		All trusts	
	n	%	n	%
Yes, definitely	166	54.8	8186	52.4
Yes, to some extent	80	26.4	3964	25.4
No	14	4.6	1066	6.8
Not sure / Can't remember	14	4.6	680	4.4
I was told I would get the results at a later date	16	5.3	734	4.7
I was never told the results of tests	10	3.3	726	4.7
Not answered	3	1.0	253	1.6
	303		15609	

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

Patients who did not have to wait until a later date for results	This Trust		All trusts	
	n	%	n	%
Yes, definitely	166	57.8	8186	55.0
* Yes, to some extent	80	27.9	3964	26.6
* No	14	4.9	1066	7.2
Not sure / Can't remember	14	4.9	680	4.6
* I was never told the results of tests	10	3.5	726	4.9
Not answered	3	1.0	253	1.7
Problem score - This Trust 36.2%	287		14875	
Problem score - All trusts 38.7%				

F. OPERATIONS & PROCEDURES

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	259	56.8	19249	62.6
No	177	38.8	10815	35.2
Not answered	20	4.4	694	2.3
	456		30758	

F2 - Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

Patients who had an operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes, completely	205	79.2	15287	79.4
Yes, to some extent	39	15.1	2779	14.4
No	6	2.3	625	3.2
I did not want an explanation	5	1.9	388	2.0
Not answered	4	1.5	170	0.9
	259		19249	

F2+ - Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

Patients who wanted an explanation about risks and benefits of operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes, completely	205	80.7	15287	81.1
* Yes, to some extent	39	15.4	2779	14.7
* No	6	2.4	625	3.3
Not answered	4	1.6	170	0.9
Problem score - This Trust 17.7%	254		18861	
Problem score - All trusts 18.0%				

F3 - Beforehand, did a member of staff explain what would be done during the operation or procedure?

Patients who had an operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes, completely	184	71.0	13880	72.1
Yes, to some extent	56	21.6	3849	20.0
No	10	3.9	849	4.4
I did not want an explanation	4	1.5	507	2.6
Not answered	5	1.9	164	0.9
	259		19249	

F3+ - Beforehand, did a member of staff explain what would be done during the operation or procedure?

	This Trust		All trusts	
	n	%	n	%
Patients who wanted an explanation about what would be done during operation/procedure				
Yes, completely	184	72.2	13880	74.1
* Yes, to some extent	56	22.0	3849	20.5
* No	10	3.9	849	4.5
Not answered	5	2.0	164	0.9
Problem score - This Trust 25.9%	255		18742	
Problem score - All trusts 25.1%				

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

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure				
Yes, completely	174	67.2	13051	67.8
Yes, to some extent	36	13.9	2803	14.6
No	7	2.7	537	2.8
I did not have any questions	38	14.7	2622	13.6
Not answered	4	1.5	236	1.2
	259		19249	

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

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure and had questions				
Yes, completely	174	78.7	13051	78.5
* Yes, to some extent	36	16.3	2803	16.9
* No	7	3.2	537	3.2
Not answered	4	1.8	236	1.4
Problem score - This Trust 19.5%	221		16627	
Problem score - All trusts 20.1%				

F5 - Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	This Trust		All trusts	
	n	%	n	%
Patients who had an operation/procedure				
Yes, completely	156	60.2	10899	56.6
* Yes, to some extent	69	26.6	5274	27.4
* No	30	11.6	2825	14.7
Not answered	4	1.5	251	1.3
Problem score - This Trust 38.2%	259		19249	
Problem score - All trusts 42.1%				

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

Patients who had an operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes, definitely	169	65.3	9850	68.6
* Yes, to some extent	56	21.6	2992	20.8
* No	29	11.2	1322	9.2
Not answered	5	1.9	187	1.3
Problem score - This Trust 32.8%	259		14351	
Problem score - All trusts 30.1%				

F7 - Before the operation or procedure, were you given an anaesthetic or medication to put you to sleep or control your pain?

Patients who had an operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes	231	89.2	16645	86.5
No	27	10.4	2329	12.1
Not answered	1	0.4	275	1.4
	259		19249	

F8 - Before the operation or procedure, did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?

Patients who had an operation/procedure under anaesthetic	This Trust		All trusts	
	n	%	n	%
Yes, completely	190	82.3	14101	84.7
* Yes, to some extent	31	13.4	1779	10.7
* No	7	3.0	610	3.7
Not answered	3	1.3	155	0.9
Problem score - This Trust 16.5%	231		16645	
Problem score - All trusts 14.4%				

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

Patients who had an operation/procedure	This Trust		All trusts	
	n	%	n	%
Yes, completely	185	71.4	12592	65.4
* Yes, to some extent	50	19.3	4321	22.4
* No	17	6.6	1997	10.4
Not answered	7	2.7	339	1.8
Problem score - This Trust 25.9%	259		19249	
Problem score - All trusts 32.8%				

G. LEAVING HOSPITAL

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	250	54.8	15753	51.2
Yes, to some extent	110	24.1	8777	28.5
No	59	12.9	4687	15.2
I did not need to be involved	24	5.3	1014	3.3
Not answered	13	2.9	527	1.7
	456		30758	

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

Patients who wanted to be involved in decisions about their discharge	This Trust		All trusts	
	n	%	n	%
Yes, definitely	250	57.9	15753	53.0
* Yes, to some extent	110	25.5	8777	29.5
* No	59	13.7	4687	15.8
Not answered	13	3.0	527	1.8
Problem score - This Trust 39.1%	432		29744	
Problem score - All trusts 45.3%				

G2 - Were you given enough notice about when you were going to be discharged?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	282	61.8	17050	55.4
* Yes, to some extent	129	28.3	9298	30.2
* No	29	6.4	3888	12.6
Not answered	16	3.5	522	1.7
Problem score - This Trust 34.6%	456		30758	
Problem score - All trusts 42.9%				

G3 - On the day you left hospital, was your discharge delayed for any reason?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	136	29.8	12116	39.4
No	306	67.1	17979	58.5
Not answered	14	3.1	663	2.2
Problem score - This Trust 29.8%	456		30758	
Problem score - All trusts 39.4%				

G4 - What was the MAIN reason for the delay? (Tick ONE only)

Patients whose discharge was delayed	This Trust		All trusts	
	n	%	n	%
I had to wait for medicines	84	61.8	7101	58.6
I had to wait to see the doctor	26	19.1	1626	13.4
I had to wait for an ambulance	5	3.7	1079	8.9
Something else	11	8.1	1510	12.5
Not answered	10	7.4	800	6.6
	136		12116	

G5 - How long was the delay?

Patients whose discharge was delayed	This Trust		All trusts	
	n	%	n	%
Up to 1 hour	19	14.0	1628	13.4
* Longer than 1 hour but no longer than 2 hours	49	36.0	3239	26.7
* Longer than 2 hours but no longer than 4 hours	52	38.2	3999	33.0
* Longer than 4 hours	14	10.3	3004	24.8
Not answered	2	1.5	246	2.0
Problem score - This Trust 84.6%	136		12116	
Problem score - All trusts 84.5%				

G6 - Did a member of staff tell you how long the delay would be?

Patients whose discharge was delayed	This Trust		All trusts	
	n	%	n	%
Yes	56	41.2	2579	30.4
* No	78	57.4	5716	67.3
Not answered	2	1.5	198	2.3
Problem score - This Trust 57.4%	136		8493	
Problem score - All trusts 67.3%				

G7 - Did a member of staff explain the reason for the delay?

Patients whose discharge was delayed	This Trust		All trusts	
	n	%	n	%
Yes	110	80.9	5808	68.4
* No	24	17.6	2470	29.1
Not answered	2	1.5	215	2.5
Problem score - This Trust 17.6%	136		8493	
Problem score - All trusts 29.1%				

G8 - Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	264	57.9	20443	66.5
* No	165	36.2	9191	29.9
Not answered	27	5.9	1124	3.7
Problem score - This Trust 36.2%	456		30758	
Problem score - All trusts 29.9%				

G9 - Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, completely	282	61.8	17785	57.8
Yes, to some extent	56	12.3	3807	12.4
No	16	3.5	1693	5.5
I did not need an explanation	34	7.5	3161	10.3
I had no medicines	49	10.7	3523	11.5
Not answered	19	4.2	789	2.6
	456		30758	

G9+ - Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

Patients with medicines who needed an explanation of purpose of medicines	This Trust		All trusts	
	n	%	n	%
Yes, completely	282	75.6	17785	73.9
* Yes, to some extent	56	15.0	3807	15.8
* No	16	4.3	1693	7.0
Not answered	19	5.1	789	3.3
Problem score - This Trust 19.3%	373		24074	
Problem score - All trusts 22.8%				

G10 - Did a member of staff tell you about medication side effects to watch for when you went home?

Patients who were given medicines to take home	This Trust		All trusts	
	n	%	n	%
Yes, completely	118	30.4	8016	30.3
Yes, to some extent	63	16.2	3856	14.6
No	101	26.0	8077	30.5
I did not need an explanation	98	25.3	6201	23.4
Not answered	8	2.1	296	1.1
	388		26446	

G10+ - Did a member of staff tell you about medication side effects to watch for when you went home?

	This Trust		All trusts	
	n	%	n	%
Patients with medicines who needed an explanation of side effects				
Yes, completely	118	40.7	8016	39.6
* Yes, to some extent	63	21.7	3856	19.0
* No	101	34.8	8077	39.9
Not answered	8	2.8	296	1.5
Problem score - This Trust 56.6%	290		20245	
Problem score - All trusts 58.9%				

G11 - Were you told how to take your medication in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who were given medicines to take home				
Yes, definitely	240	61.9	15644	59.2
Yes, to some extent	37	9.5	3000	11.3
No	17	4.4	1643	6.2
I did not need to be told how to take my medication	87	22.4	5899	22.3
Not answered	7	1.8	260	1.0
	388		26446	

G11+ - Were you told how to take your medication in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients with medicines who needed to be told how to take medication				
Yes, definitely	240	79.7	15644	76.1
* Yes, to some extent	37	12.3	3000	14.6
* No	17	5.6	1643	8.0
Not answered	7	2.3	260	1.3
Problem score - This Trust 17.9%	301		20547	
Problem score - All trusts 22.6%				

G12 - Were you given clear written or printed information about your medicines?

	This Trust		All trusts	
	n	%	n	%
Patients who were given medicines to take home				
Yes, completely	226	58.2	15353	58.1
Yes, to some extent	52	13.4	3380	12.8
No	30	7.7	2398	9.1
I did not need this	64	16.5	4379	16.6
Don't know / can't remember	9	2.3	657	2.5
Not answered	7	1.8	279	1.1
	388		26446	

G12+ - Were you given clear written or printed information about your medicines?

	This Trust		All trusts	
	n	%	n	%
Patients who needed written or printed information about medicines				
Yes, completely	226	69.8	15353	69.6
* Yes, to some extent	52	16.0	3380	15.3
* No	30	9.3	2398	10.9
Don't know / Can't remember	9	2.8	657	3.0
Not answered	7	2.2	279	1.3
Problem score - This Trust 25.3%	324		22067	
Problem score - All trusts 26.2%				

G13 - Did a member of staff tell you about any danger signals you should watch for after you went home?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, completely	134	29.4	9701	31.5
Yes, to some extent	71	15.6	4857	15.8
No	105	23.0	8244	26.8
It was not necessary	127	27.9	7131	23.2
Not answered	19	4.2	825	2.7
	456		30758	

G13+ - Did a member of staff tell you about any danger signals you should watch for after you went home?

Patients who needed to know about danger signals	This Trust		All trusts	
	n	%	n	%
Yes, completely	134	40.7	9701	41.1
* Yes, to some extent	71	21.6	4857	20.6
* No	105	31.9	8244	34.9
Not answered	19	5.8	825	3.5
Problem score - This Trust 53.5%	329		23627	
Problem score - All trusts 55.4%				

G14 - Did hospital staff take your family or home situation into account when planning your discharge?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, completely	203	44.5	12507	40.7
Yes, to some extent	56	12.3	4485	14.6
No	42	9.2	3790	12.3
It was not necessary	123	27.0	8413	27.4
Don't know / can't remember	15	3.3	862	2.8
Not answered	17	3.7	701	2.3
	456		30758	

G14+ - Did hospital staff take your family or home situation into account when planning your discharge?

	This Trust		All trusts	
	n	%	n	%
Patients whose family or home situation needed to be taken into account				
Yes, completely	203	61.0	12507	56.0
* Yes, to some extent	56	16.8	4485	20.1
* No	42	12.6	3790	17.0
Don't know / can't remember	15	4.5	862	3.9
Not answered	17	5.1	701	3.1
Problem score - This Trust 29.4%	333		22345	
Problem score - All trusts 37.0%				

G15 - Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, definitely	133	29.2	9821	31.9
Yes, to some extent	48	10.5	4825	15.7
No	78	17.1	5709	18.6
No family or friends were involved	76	16.7	4097	13.3
My family or friends did not want or need information	104	22.8	5420	17.6
Not answered	17	3.7	886	2.9
	456		30758	

G15+ - Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?

	This Trust		All trusts	
	n	%	n	%
Patients whose family or friends needed information on how to care for them				
Yes, definitely	133	48.2	9821	46.2
* Yes, to some extent	48	17.4	4825	22.7
* No	78	28.3	5709	26.9
Not answered	17	6.2	886	4.2
Problem score - This Trust 45.7%	276		21241	
Problem score - All trusts 49.6%				

G16 - Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	300	65.8	21539	70.0
* No	103	22.6	6067	19.7
Don't know / Can't remember	40	8.8	2378	7.7
Not answered	13	2.9	774	2.5
Problem score - This Trust 22.6%	456		30758	
Problem score - All trusts 19.7%				

G17 - Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	128	28.1	7318	23.8
No, but I would have liked them to	11	2.4	1690	5.5
No, it was not necessary to discuss it	303	66.4	20978	68.2
Not answered	14	3.1	772	2.5
	456		30758	

G17+ - Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?

Patients who required discussion about equipment or home adaptations	This Trust		All trusts	
	n	%	n	%
Yes	128	83.7	7318	74.8
* No, but I would have liked them to	11	7.2	1690	17.3
Not answered	14	9.2	772	7.9
Problem score - This Trust 7.2%	153		9780	
Problem score - All trusts 17.3%				

G18 - Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	177	38.8	13211	43.0
No, but I would have liked them to	31	6.8	2529	8.2
No, it was not necessary to discuss it	230	50.4	14230	46.3
Not answered	18	3.9	788	2.6
	456		30758	

G18+ - Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)

Patients who required discussion about further health or social care	This Trust		All trusts	
	n	%	n	%
Yes	177	78.3	13211	79.9
* No, but I would have liked them to	31	13.7	2529	15.3
Not answered	18	8.0	788	4.8
Problem score - This Trust 13.7%	226		16528	
Problem score - All trusts 15.3%				

G19 - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, I received copies	121	26.5	16996	55.3
* No, I did not receive copies	278	61.0	10367	33.7
Not sure / Don't know	41	9.0	2613	8.5
Not answered	16	3.5	782	2.5
Problem score - This Trust 61.0%	456		30758	
Problem score - All trusts 33.7%				

G20 - Were the letters written in a way that you could understand?

Patients who received copies of letters between the hospital and their GP	This Trust		All trusts	
	n	%	n	%
Yes, definitely	79	65.3	12725	74.9
* Yes, to some extent	25	20.7	3548	20.9
* No	8	6.6	401	2.4
Not sure / Don't know	5	4.1	129	0.8
Not answered	4	3.3	193	1.1
Problem score - This Trust 27.3%	121		16996	
Problem score - All trusts 23.2%				

H. OVERALL

H1 - Overall, did you feel you were treated with respect and dignity while you were in the hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	388	85.1	24250	78.8
* Yes, sometimes	53	11.6	5163	16.8
* No	9	2.0	892	2.9
Not answered	6	1.3	453	1.5
Problem score - This Trust 13.6%	456		30758	
Problem score - All trusts 19.7%				

H2 - Overall...

All Patients	This Trust		All trusts	
	n	%	n	%
0 - I had a very poor experience	2	0.4	265	0.9
1	1	0.2	302	1.0
2	2	0.4	345	1.1
3	4	0.9	570	1.9
4	5	1.1	718	2.3
5	15	3.3	1537	5.0
6	18	3.9	1613	5.2
7	39	8.6	3474	11.3
8	112	24.6	6977	22.7
9	91	20.0	5948	19.3
10 - I had a very good experience	140	30.7	7508	24.4
98	6	1.3	200	0.7
Not answered	21	4.6	1301	4.2
	456		30758	

H2+ - Overall...

	This Trust		All trusts	
	n	%	n	%
All valid responses				
* 0 - I had a very poor experience	2	0.4	265	0.9
* 1	1	0.2	302	1.0
* 2	2	0.4	345	1.1
* 3	4	0.9	570	1.9
* 4	5	1.1	718	2.3
* 5	15	3.3	1537	5.0
* 6	18	4.0	1613	5.3
7	39	8.7	3474	11.4
8	112	24.9	6977	22.8
9	91	20.2	5948	19.5
10 - I had a very good experience	140	31.1	7508	24.6
Not answered	21	4.7	1301	4.3
Problem score - This Trust 10.4%	450		30558	
Problem score - All trusts 17.5%				

H3 - During your hospital stay, were you ever asked to give your views on the quality of your care?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	27	5.9	3713	12.1
* No	375	82.2	23291	75.7
Don't know / Can't remember	47	10.3	3188	10.4
Not answered	7	1.5	566	1.8
Problem score - This Trust 82.2%	456		30758	
Problem score - All trusts 75.7%				

H4 - Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	46	10.1	5320	17.3
* No	332	72.8	18789	61.1
Not sure / don't know	62	13.6	5669	18.4
Not answered	16	3.5	980	3.2
Problem score - This Trust 72.8%	456		30758	
Problem score - All trusts 61.1%				

H5 - Did you want to complain about the care you received in hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	22	4.8	1864	8.3
No	421	92.3	19821	88.7
Not answered	13	2.9	668	3.0
Problem score - This Trust 4.8%	456		22353	
Problem score - All trusts 8.3%				

H6 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?

All Patients	This Trust		All trusts	
	n	%	n	%
Your age	19	4.2	915	3.7
Your sex	7	1.5	345	1.4
Your race / ethnic background	6	1.3	341	1.4
Your religion	5	1.1	352	1.4
Your sexual orientation	2	0.4	259	1.0
A disability that you have	9	2.0	812	3.3
Another reason	19	4.2	1024	4.1
None of these	308	67.5	13295	53.8
Don't know	21	4.6	915	3.7
Not answered	0	0.0	6466	26.2
	456		22353	

J. ABOUT YOU

J1 - Who was the main person or people that filled in this questionnaire?

All Patients	This Trust		All trusts	
	n	%	n	%
The patient (named on the front of the envelope)	371	81.4	25748	83.7
A friend or relative of the patient	22	4.8	1591	5.2
Both patient and friend/relative together	43	9.4	2639	8.6
The patient with the help of a health professional	11	2.4	118	0.4
Not answered	9	2.0	662	2.2
	456		30758	

J2 - Are you male or female?

All Patients	This Trust		All trusts	
	n	%	n	%
Male	196	43.0	14172	46.1
Female	254	55.7	16146	52.5
Not answered	6	1.3	440	1.4
	456		30758	

J3 - What was your year of birth?

All Patients	This Trust		All trusts	
	n	%	n	%
Under 20	0	0.0	259	0.8
20-29	0	0.0	1052	3.4
30-39	0	0.0	1486	4.8
40-49	0	0.0	2647	8.6
50-59	0	0.0	4198	13.6
60-69	0	0.0	6515	21.2
70-79	0	0.0	7255	23.6
80-89	0	0.0	5311	17.3
90+	0	0.0	1272	4.1
Not answered	0	0.0	763	2.5
	0		30758	

J4 - Do you have any of the following long-standing conditions? (Tick ALL that apply)

All Patients	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	45	9.9	3758	12.2
Blindness or partially sighted	13	2.9	1477	4.8
A long-standing physical condition	92	20.2	7417	24.1
A learning disability	3	0.7	483	1.6
A mental health condition	14	3.1	1386	4.5
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	109	23.9	8778	28.5
No, I do not have a long-standing condition	200	43.9	11514	37.4
Not answered	0	0.0	2857	9.3
	456		30758	

J5 - Does this condition(s) cause you difficulty with any of the following? (Tick All that apply)

Patients with long standing conditions	This Trust		All trusts	
	n	%	n	%
Everyday activities that people your age can usually do	104	48.6	8967	54.7
At work, in education, or training	35	16.4	2234	13.6
Access to buildings, streets, or vehicles	49	22.9	4338	26.5
Reading or writing	18	8.4	2023	12.3
People's attitudes to you because of your condition	21	9.8	1851	11.3
Communicating, mixing with others, or socialising	44	20.6	3164	19.3
Any other activity	20	9.3	2524	15.4
No difficulty with any of these	70	32.7	4668	28.5
Not answered	0	0.0	866	5.3
	214		16387	

J6 - What is your ethnic group?

All Patients	This Trust		All trusts	
	n	%	n	%
English/Welsh/Scottish/Northern Irish/British	375	82.2	26211	85.2
Irish	9	2.0	418	1.4
Gypsy or Irish Traveller	0	0.0	32	0.1
Any other White background	26	5.7	620	2.0
White and Black Caribbean	1	0.2	54	0.2
White and Black African	0	0.0	36	0.1
White and Asian	0	0.0	80	0.3
Any other Mixed / multiple ethnic background	0	0.0	32	0.1
Indian	0	0.0	533	1.7
Pakistani	0	0.0	252	0.8
Bangladeshi	0	0.0	86	0.3
Chinese	0	0.0	79	0.3
Any other Asian background	0	0.0	148	0.5
African	0	0.0	262	0.9
Caribbean	0	0.0	280	0.9
Any other Black / African / Caribbean background	0	0.0	23	0.1
Arab	0	0.0	65	0.2
Any other ethnic group	1	0.2	41	0.1
Not answered	44	9.6	1506	4.9
	456		30758	

J7 - What is your religion?

All Patients	This Trust		All trusts	
	n	%	n	%
No religion	56	12.3	4191	13.6
Buddhist	1	0.2	131	0.4
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	367	80.5	22513	73.2
Hindu	0	0.0	326	1.1
Jewish	2	0.4	207	0.7
Muslim	0	0.0	658	2.1
Sikh	0	0.0	188	0.6
Other	6	1.3	340	1.1
I would prefer not to say	5	1.1	506	1.6
Not answered	19	4.2	1698	5.5
	456		30758	

J8 - Which of the following best describes how you think of yourself?

All Patients	This Trust		All trusts	
	n	%	n	%
Heterosexual/straight	392	86.0	26039	84.7
Gay/Lesbian	3	0.7	241	0.8
Bisexual	4	0.9	103	0.3
Other	1	0.2	182	0.6
I would prefer not to say	14	3.1	1093	3.6
Not answered	42	9.2	3100	10.1
	456		30758	



Appendix 2
 Questionnaire

