

Accident and Emergency Department Survey 2014

STATES OF JERSEY HEALTH & SOCIAL SERVICES

FINAL REPORT

SEPTEMBER 2014

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Picker Institute Europe has UKAS accredited certification for ISO20252:2012 (cert. no. GB08/74322) and ISO27001:2005 (cert. no. GB10/80275). Picker Institute Europe is registered under the Data Protection Act 1998 (Z4942556).

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SECTION 1
 Introduction

Accident and Emergency Department Survey 2014

States of Jersey Health & Social Services

Background to the survey

The results presented here are from the Accident and Emergency Department Survey 2014, carried out by Picker Institute Europe on behalf of States of Jersey Health & Social Services. The survey is based on a random selection of A&E attendees in January, February or March 2014. Please note that the word "Trust" is referring to your Hospital.

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

The questionnaires used for the Accident and Emergency Department Survey 2014 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. 827 were eligible for the survey, of which 391 returned a completed questionnaire, giving a response rate of 47%. The average response rate for the 2012 National Survey was 34%.

Key facts about the 391 patients who responded to the survey:

- 20% of patients have previously been to A&E for the same condition or something related.
- 47% of patients say they have a long-standing condition.
- 15% of patients arrived at the trust by Ambulance.
- 85% of patients went home at the end of their A&E visit.
- 89% of patients spent less than 4 hours in A&E during their last visit.
- 50% were male; 50% were female.
- 27% were aged 16-39; 37% were aged 40-59; 15% were aged 60-69 and 20% were aged 70+

Your results

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

- The new overall rating question which is a scale from 0-10, 86% of patients scored 7 or better. The average score is 8 which compares with an average of 8 for all 'Picker' trusts.
- The Accident and Emergency Department was fairly clean/very clean, 99%.
- Received test results before leaving the trust, 91%.
- They did not feel threatened by other patients, 96%.
- Overall patients felt treated with respect and dignity, 84%.

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 'Were you involved as much as you wanted to be in decisions about your care and treatment?' we have combined the responses 'Yes, to some extent' and 'No', to create a single problem score. Asterisks indicate which response categories have been combined to create the problem score.

Patients well enough to be involved	This Trust	
	n	%
Yes, definitely	150	55.1
*Yes, to some extent	89	32.7
*No	33	12.1
Problem score - This Trust	272	44.9%
Problem score - All trusts		37.4%

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 was not distressed*, or *I did not see a doctor or a nurse*. 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. Q10+)**.

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. Our Online results system also presents these changes 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.

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. To

contact a member of our Quality Improvement, 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: Accident and Emergency Department
Survey 2014

NHS Trust: States of Jersey Health & Social Services

Dates of Fieldwork:

Initial Mailing	22 May 2014
First Reminder	06 June 2014
Final Reminder	20 June 2014

Response Rate:	<u>Initial Mailing</u>	850
	Completed questionnaire - Hardcopy	391
	Ineligible - returned undelivered	21
	Ineligible - deceased	0
	Too ill/Opt out	22
	Ineligible - other	2
	Total Eligible	827
	Returned completed	391
	Overall Response Rate	47.3%
	<small>(total returned as a percentage of total eligible)</small>	
	Average Response Rate	32.0%
	<small>(based on all Picker Trusts)</small>	

The Picker Institute runs a **Freephone** Helpline for patients. The lines are open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 19 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 73 trusts on this survey. Your results have been compared with the others that we worked with, to identify areas where your results are better or worse than the average. They help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement.

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

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

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

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

Lower scores are better

ARRIVAL AT THE EMERGENCY DEPARTMENT

		Trust	Average	
4	Ambulance: waited more than 30 minutes for care to be handed over to A&E staff	3 %	10 %	+
5+	Arrival: not enough privacy when discussing condition with receptionist	53 %	48 %	

WAITING

		Trust	Average	
6	Waiting: waited more than 15 minutes before speaking to doctor or nurse	44 %	57 %	+
7+	Waiting: had to wait more than 2 hours to be examined	5 %	12 %	+
8	Waiting: not told how long would have to wait to be examined	53 %	60 %	+
9+	Waiting: overall, visit to emergency department more than 4 hours	9 %	36 %	+

DOCTORS AND NURSES

		Trust	Average	
10+	Doctors/nurses: not enough time to discuss health or medical problems	20 %	28 %	+
11+	Doctors/nurses: did not fully explain condition and treatment	24 %	32 %	+
12	Doctors/nurses: did not fully listen to patient	19 %	23 %	
13+	Doctors/nurses: did not fully discuss patient anxieties or fears	40 %	45 %	
14	Doctors/nurses: did not have complete confidence and trust	21 %	26 %	+
15	Doctors/nurses: talked in front of patient as if not there	12 %	16 %	+
16+	Doctors/nurses: did not have an opportunity to talk to a doctor	38 %	40 %	

YOUR CARE AND TREATMENT

		Trust	Average	
17	Care: not enough information given on condition or treatment	17 %	22 %	+
18	Care: not enough privacy when being examined or treated	21 %	19 %	
19+	Care: not always able to get help from staff when needed	27 %	40 %	+
20	Care: staff contradict each other	12 %	17 %	+
21+	Care: wanted to be more involved in decisions	34 %	37 %	
22+	Care: not reassured by staff if distressed	37 %	47 %	+

TESTS

		Trust	Average	
24	Patient not clearly told why they needed these tests	11 %	27 %	+
25+	Tests: did not receive test results before leaving A&E	7 %	21 %	+
26	Tests: results not fully explained	19 %	22 %	

PAIN

		Trust	Average	
29	Pain: waited more than 15 minutes to get pain relief medication	19 %	33 %	+
30	Pain: staff did not do everything to help control pain	26 %	35 %	+

HOSPITAL ENVIRONMENT AND FACILITIES

		Trust	Average	
31+	Hospital: emergency department not very or not at all clean	1 %	5 %	+
32	Hospital: felt bothered or threatened by other patients	4 %	7 %	+
33+	Hospital: unable to get suitable refreshments	38 %	30 %	

LEAVING THE EMERGENCY DEPARTMENT

		Trust	Average	
36+	Leaving: not fully told purpose of medication	14 %	13 %	
37+	Leaving: not fully told about medication side effects	49 %	60 %	
38+	Leaving: not fully told when to resume normal activities	53 %	58 %	
39+	Leaving: family or home situation not taken into account	67 %	58 %	-
40+	Leaving: not fully told about danger signals to look for	56 %	56 %	
41	Leaving: not told who to contact if worried	27 %	27 %	

OVERALL

		Trust	Average	
42	Overall: not treated with respect or dignity	16 %	21 %	+
43+	Overall: Score 0-6	14 %	20 %	+



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	
39+	Leaving: family or home situation not taken into account	67 %	58 %	-
40+	Leaving: not fully told about danger signals to look for	56 %	56 %	
38+	Leaving: not fully told when to resume normal activities	53 %	58 %	
8	Waiting: not told how long would have to wait to be examined	53 %	60 %	+
5+	Arrival: not enough privacy when discussing condition with receptionist	53 %	48 %	

Problem scores 40% - 49%

		Trust	Average	
37+	Leaving: not fully told about medication side effects	49 %	60 %	
6	Waiting: waited more than 15 minutes before speaking to doctor or nurse	44 %	57 %	+
13+	Doctors/nurses: did not fully discuss patient anxieties or fears	40 %	45 %	

Problem scores 30% - 39%

		Trust	Average	
33+	Hospital: unable to get suitable refreshments	38 %	30 %	
16+	Doctors/nurses: did not have an opportunity to talk to a doctor	38 %	40 %	
22+	Care: not reassured by staff if distressed	37 %	47 %	+
21+	Care: wanted to be more involved in decisions	34 %	37 %	

Problem scores 20% - 29%

		Trust	Average	
19+	Care: not always able to get help from staff when needed	27 %	40 %	+
41	Leaving: not told who to contact if worried	27 %	27 %	
30	Pain: staff did not do everything to help control pain	26 %	35 %	+
11+	Doctors/nurses: did not fully explain condition and treatment	24 %	32 %	+
14	Doctors/nurses: did not have complete confidence and trust	21 %	26 %	+
18	Care: not enough privacy when being examined or treated	21 %	19 %	
10+	Doctors/nurses: not enough time to discuss health or medical problems	20 %	28 %	+

Problem scores 10% - 19%

		Trust	Average	
12	Doctors/nurses: did not fully listen to patient	19 %	23 %	
26	Tests: results not fully explained	19 %	22 %	
29	Pain: waited more than 15 minutes to get pain relief medication	19 %	33 %	+
17	Care: not enough information given on condition or treatment	17 %	22 %	+
42	Overall: not treated with respect or dignity	16 %	21 %	+
43+	Overall: Score 0-6	14 %	20 %	+
36+	Leaving: not fully told purpose of medication	14 %	13 %	
20	Care: staff contradict each other	12 %	17 %	+
15	Doctors/nurses: talked in front of patient as if not there	12 %	16 %	+
24	Patient not clearly told why they needed these tests	11 %	27 %	+

Problem scores 0% - 9%

		Trust	Average	
9+	Waiting: overall, visit to emergency department more than 4 hours	9 %	36 %	+
25+	Tests: did not receive test results before leaving A&E	7 %	21 %	+
7+	Waiting: had to wait more than 2 hours to be examined	5 %	12 %	+
32	Hospital: felt bothered or threatened by other patients	4 %	7 %	+
4	Ambulance: waited more than 30 minutes for care to be handed over to A&E staff	3 %	10 %	+
31+	Hospital: emergency department not very or not at all clean	1 %	5 %	+



SECTION 5

○ Historical Comparisons

comparing results with previous years

Historical Comparisons

The National Accident and Emergency Department survey was last conducted in 2012 – 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 average scores from the previous National survey in 2012. Significant differences are indicated as follows:

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

- 2012** The problem score for 2012
- 2013** The problem score for 2013
- 2014** The problem score for 2014

Lower scores are better

ARRIVAL AT THE EMERGENCY DEPARTMENT

		2012	2013	2014	
4	Ambulance: waited more than 30 minutes for care to be handed over to A&E staff	10 %	-	3 %	+
5+	Arrival: not enough privacy when discussing condition with receptionist	52 %	-	53 %	

WAITING

		2012	2013	2014	
6	Waiting: waited more than 15 minutes before speaking to doctor or nurse	59 %	-	44 %	+
7+	Waiting: had to wait more than 2 hours to be examined	13 %	-	5 %	+
8	Waiting: not told how long would have to wait to be examined	61 %	-	53 %	+
9+	Waiting: overall, visit to emergency department more than 4 hours	33 %	-	9 %	+

DOCTORS AND NURSES

		2012	2013	2014	
10+	Doctors/nurses: not enough time to discuss health or medical problems	30 %	-	20 %	+
11+	Doctors/nurses: did not fully explain condition and treatment	34 %	-	24 %	+
12	Doctors/nurses: did not fully listen to patient	25 %	-	19 %	+
13+	Doctors/nurses: did not fully discuss patient anxieties or fears	48 %	-	40 %	+
14	Doctors/nurses: did not have complete confidence and trust	27 %	-	21 %	+
15	Doctors/nurses: talked in front of patient as if not there	-	-	12 %	
16+	Doctors/nurses: did not have an opportunity to talk to a doctor	40 %	-	38 %	

YOUR CARE AND TREATMENT

		2012	2013	2014	
17	Care: not enough information given on condition or treatment	22 %	-	17 %	+
18	Care: not enough privacy when being examined or treated	19 %	-	21 %	
19+	Care: not always able to get help from staff when needed	41 %	-	27 %	+
20	Care: staff contradict each other	17 %	-	12 %	+
21+	Care: wanted to be more involved in decisions	38 %	-	34 %	
22+	Care: not reassured by staff if distressed	-	-	37 %	

TESTS

		2012	2013	2014	
24	Patient not clearly told why they needed these tests	27 %	-	11 %	+
25+	Tests: did not receive test results before leaving A&E	21 %	-	7 %	+
26	Tests: results not fully explained	23 %	-	19 %	

PAIN

		2012	2013	2014	
29	Pain: waited more than 15 minutes to get pain relief medication	-	-	19 %	
30	Pain: staff did not do everything to help control pain	42 %	-	26 %	+

HOSPITAL ENVIRONMENT AND FACILITIES

		2012	2013	2014	
31+	Hospital: emergency department not very or not at all clean	5 %	-	1 %	+
32	Hospital: felt bothered or threatened by other patients	7 %	-	4 %	+
33+	Hospital: unable to get suitable refreshments	32 %	-	38 %	

LEAVING THE EMERGENCY DEPARTMENT

		2012	2013	2014	
36+	Leaving: not fully told purpose of medication	16 %	-	14 %	
37+	Leaving: not fully told about medication side effects	61 %	-	49 %	+
38+	Leaving: not fully told when to resume normal activities	61 %	-	53 %	+
39+	Leaving: family or home situation not taken into account	60 %	-	67 %	
40+	Leaving: not fully told about danger signals to look for	60 %	-	56 %	
41	Leaving: not told who to contact if worried	28 %	-	27 %	

OVERALL

		2012	2013	2014	
42	Overall: not treated with respect or dignity	22 %	-	16 %	+
43+	Overall: Score 0-6	23 %	-	14 %	+



SECTION 6

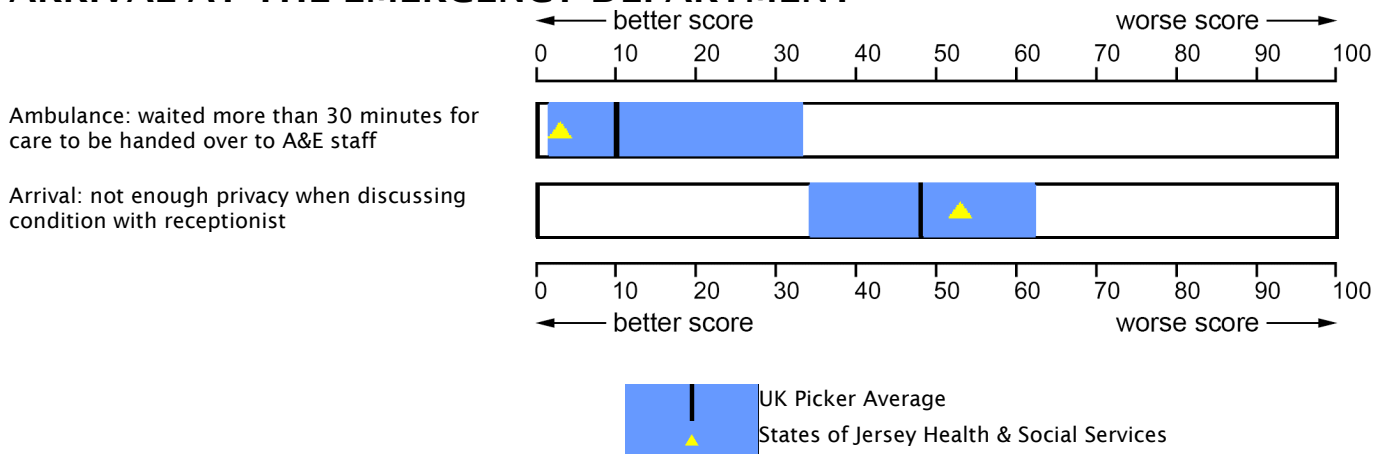
○ External Benchmarks

comparing results with other trusts

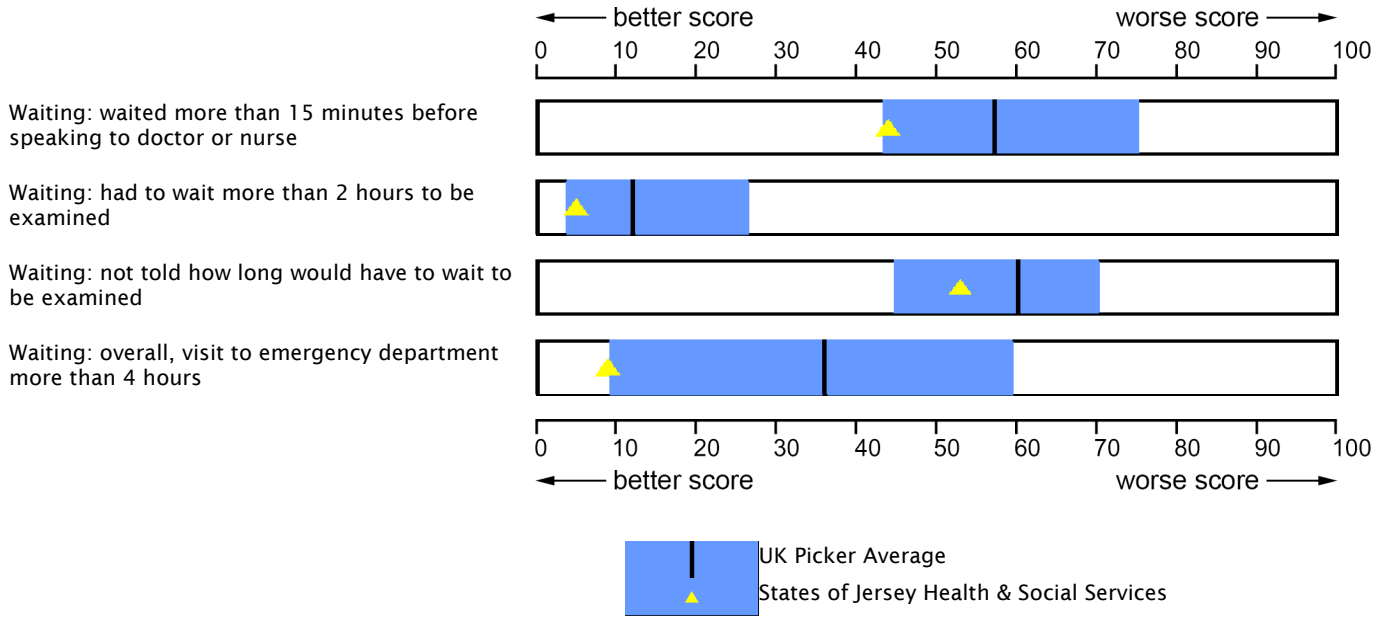
External Benchmarks

This section shows how your Trust compared to all trusts who commissioned Picker Institute Europe for this survey (73 trusts). The range of scores are shown as a blue bar from the best score (to the left), to the worst (to the right). The average is the black line. Your Trust is shown as the yellow triangle.

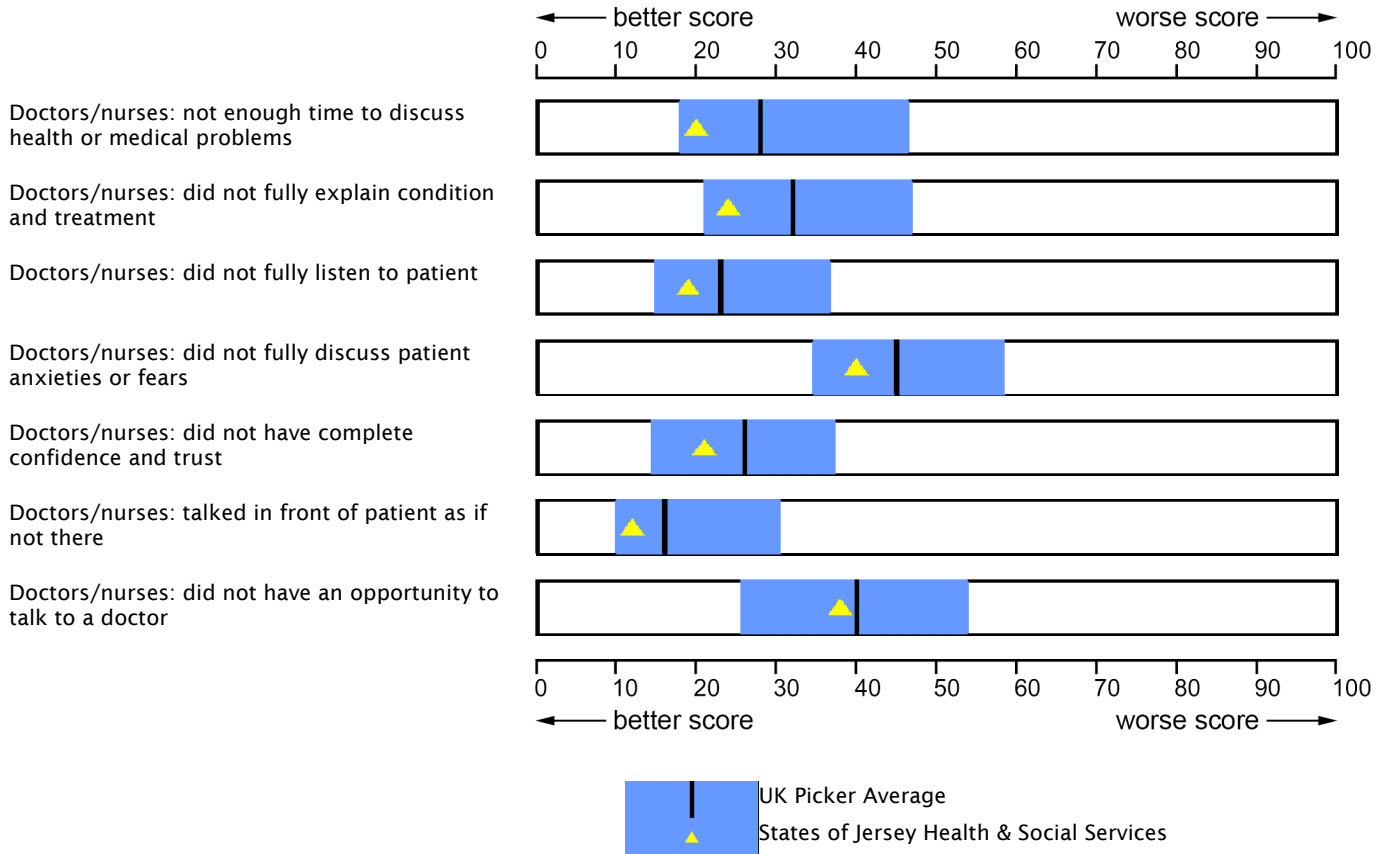
ARRIVAL AT THE EMERGENCY DEPARTMENT



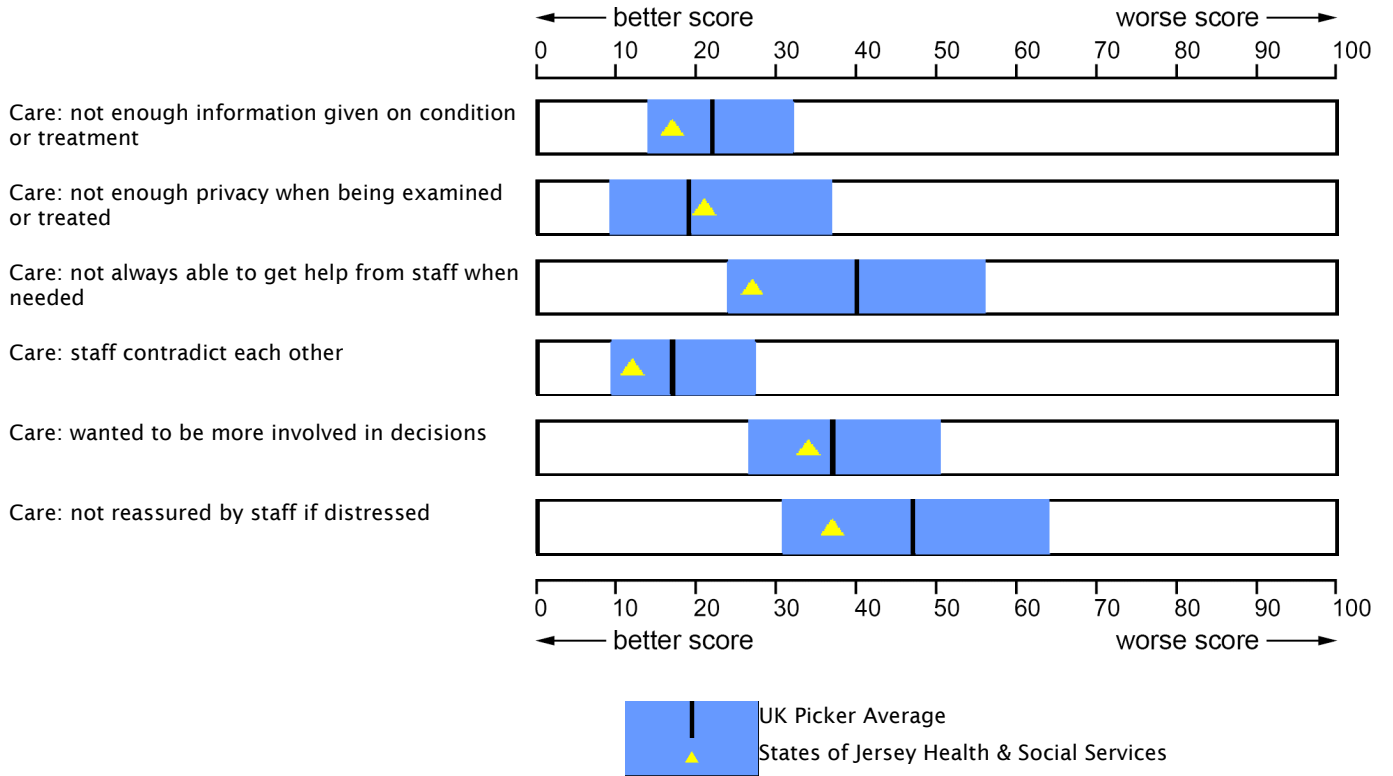
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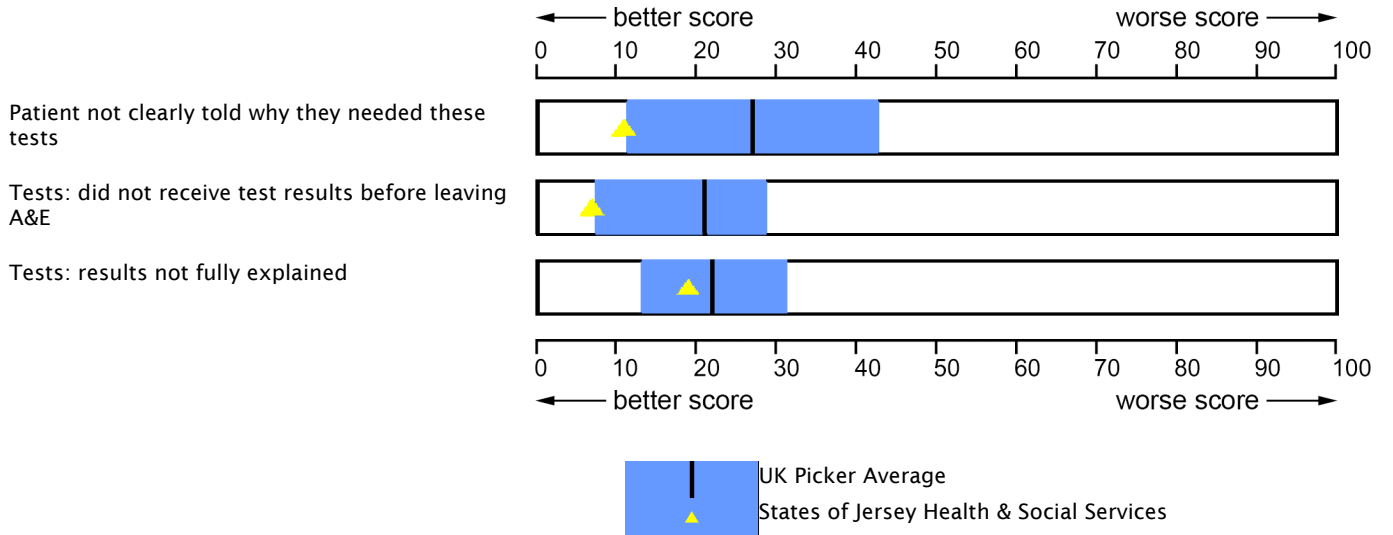
DOCTORS AND NURSES



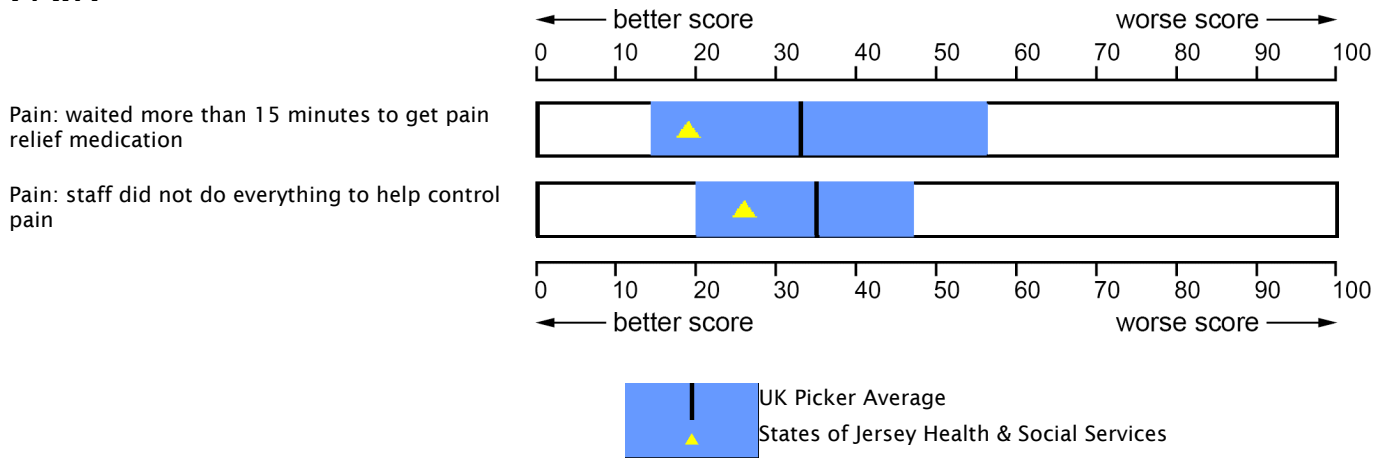
YOUR CARE AND TREATMENT



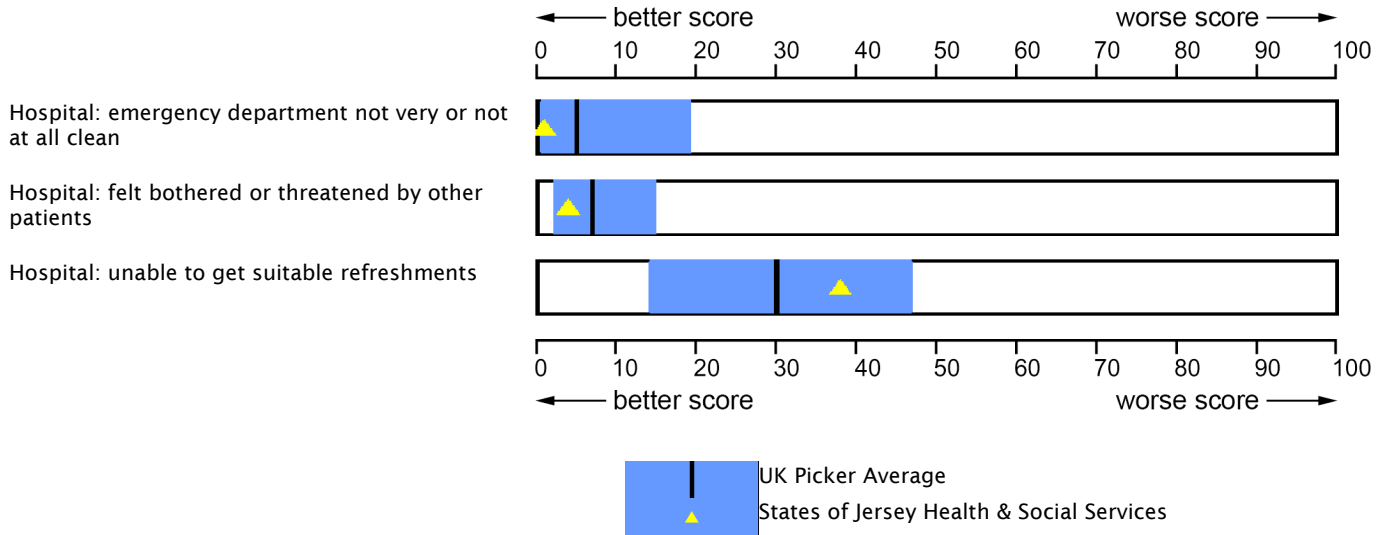
TESTS



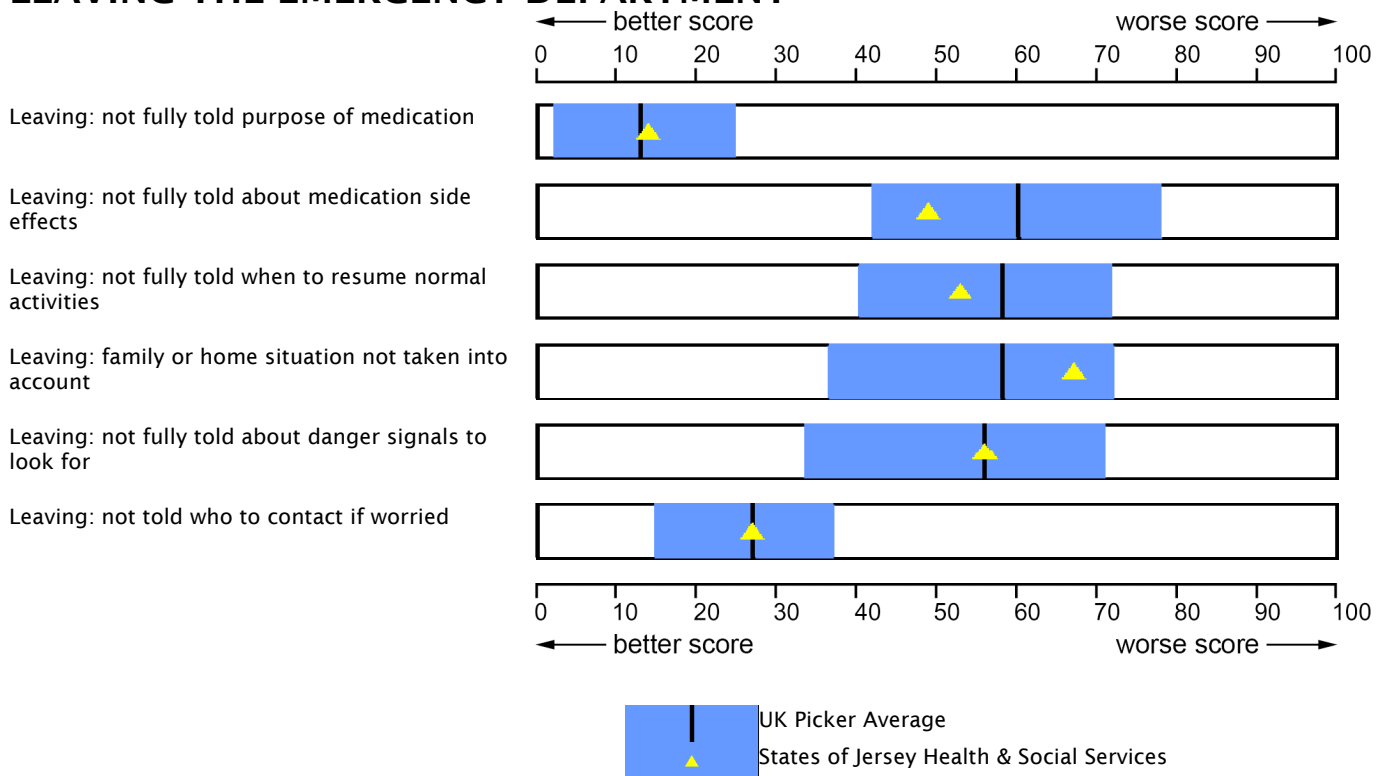
PAIN



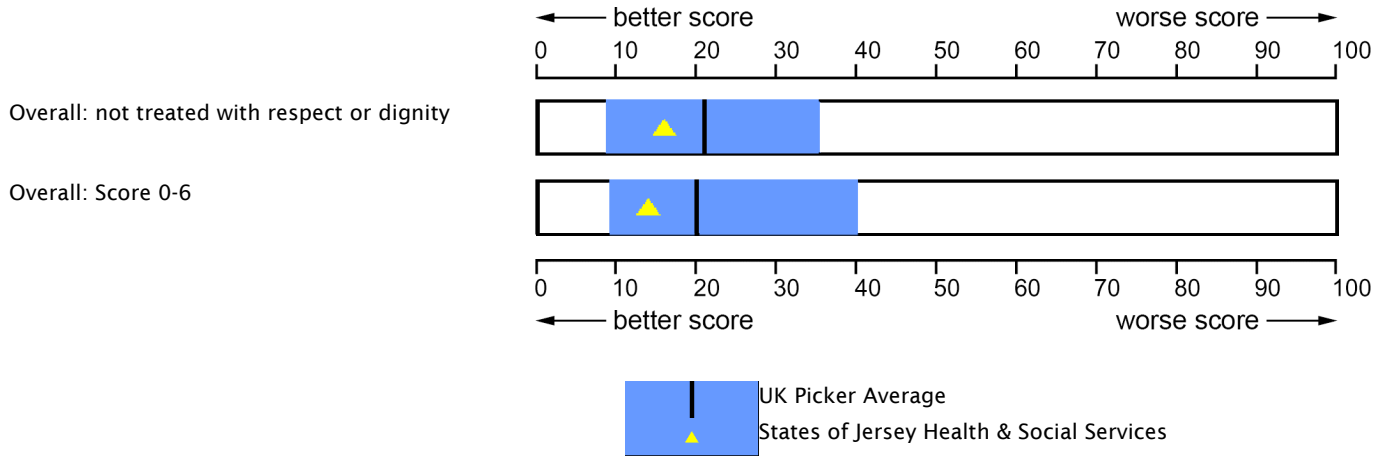
HOSPITAL ENVIRONMENT AND FACILITIES



LEAVING THE EMERGENCY DEPARTMENT



OVERALL





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.

ARRIVAL AT THE EMERGENCY DEPARTMENT

1 - Before your most recent visit to A&E, had you previously been to this A&E about the same condition or something related to it?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, within the previous week	13	3.4	982	4.9
Yes, between one week and one month earlier	20	5.2	1639	8.2
Yes, more than a month earlier	46	11.9	3651	18.4
No	299	77.3	12879	64.8
Don't know / can't remember	9	2.3	736	3.7
	387		19887	

2 - Who advised you to go to the A&E Department?

All Patients	This Trust		All trusts	
	n	%	n	%
The ambulance service	42	10.8	4989	28.4
A GP out of hours service	6	1.5	684	3.9
A GP from my local surgery	20	5.1	2786	15.9
Some other health professional (e.g. pharmacist)	22	5.7	790	4.5
Somebody else (e.g. friend, relative, colleague)	104	26.7	2767	15.8
No-one, I decided that I needed to go	193	49.6	5378	30.6
Don't know / can't remember	2	0.5	165	0.9
	389		17559	

3 - Were you taken to the hospital in an ambulance?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	58	14.9	8083	40.5
No	331	85.1	11887	59.5
	389		19970	

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

Patients who were taken to hospital by ambulance	This Trust		All trusts	
	n	%	n	%
I did not have to wait	42	72.4	3497	44.0
Up to 15 minutes	8	13.8	2040	25.7
16 - 30 minutes	3	5.2	1135	14.3
*31 - 60 minutes	2	3.4	415	5.2
*More than 1 hour but no more than 2 hours	0	0.0	203	2.6
*More than 2 hours	0	0.0	163	2.1
Don't know / can't remember	3	5.2	490	6.2
Problem score - This Trust 3.4%	58		7943	
Problem score - All trusts 9.8%				

5 - Were you given enough privacy when discussing your condition with the receptionist?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	164	42.2	8205	41.2
Yes, to some extent	132	33.9	5696	28.6
No	49	12.6	1748	8.8
I did not discuss my condition with a receptionist	44	11.3	4282	21.5
	389		19931	

5+ - Were you given enough privacy when discussing your condition with the receptionist?

Patients who discussed condition with receptionist	This Trust		All trusts	
	n	%	n	%
Yes, definitely	164	47.5	8205	52.4
*Yes, to some extent	132	38.3	5696	36.4
*No	49	14.2	1748	11.2
Problem score - This Trust 52.5%	345		15649	
Problem score - All trusts 47.6%				

WAITING

6 - How long did you wait before you first spoke to a nurse or doctor?

All Patients	This Trust		All trusts	
	n	%	n	%
0-15 minutes	211	54.5	7605	37.7
*16-30 minutes	98	25.3	5588	27.7
*31-60 minutes	51	13.2	3372	16.7
*More than 60 minutes	20	5.2	2539	12.6
Don't know / can't remember	7	1.8	1073	5.3
Problem score - This Trust 43.7%	387		20177	
Problem score - All trusts 57.0%				

7 - From the time you first arrived at the A&E Department, how long did you wait before being examined by a doctor or nurse?

All Patients	This Trust		All trusts	
	n	%	n	%
I did not have to wait	53	13.7	2549	12.8
1-30 minutes	180	46.5	6962	34.9
31-60 minutes	83	21.4	4250	21.3
More than 1 hour but no more than 2 hours	46	11.9	2856	14.3
More than 2 hours but no more than 4 hours	16	4.1	1928	9.7
More than 4 hours	2	0.5	511	2.6
Can't remember	7	1.8	801	4.0
I did not see a doctor or a nurse	0	0.0	87	0.4
	387		19944	

7+ - From the time you first arrived at the A&E Department, how long did you wait before being examined by a doctor or nurse?

Patients who saw a doctor or nurse	This Trust		All trusts	
	n	%	n	%
I did not have to wait	53	13.7	2549	12.8
1-30 minutes	180	46.5	6962	35.1
31-60 minutes	83	21.4	4250	21.4
More than 1 hour but no more than 2 hours	46	11.9	2856	14.4
*More than 2 hours but no more than 4 hours	16	4.1	1928	9.7
*More than 4 hours	2	0.5	511	2.6
Can't remember	7	1.8	801	4.0
Problem score - This Trust 4.7%	387		19857	
Problem score - All trusts 12.3%				

8 - Were you told how long you would have to wait to be examined?

	This Trust		All trusts	
	n	%	n	%
Patients who waited to see doctor or nurse				
Yes, but the wait was shorter	54	16.3	2139	12.7
Yes, and I had to wait about as long as I was told	58	17.5	2570	15.2
*Yes, but the wait was longer	19	5.7	1390	8.2
*No, I was not told	156	47.0	8700	51.5
Don't know / can't remember	45	13.6	2105	12.5
Problem score - This Trust 52.7%	332		16904	
Problem score - All trusts 59.7%				

9 - Overall, how long did your visit to the A&E Department last?

All Patients	This Trust		All trusts	
	n	%	n	%
Up to 1 hour	124	32.0	2241	11.2
More than 1 hour but no more than 2 hours	117	30.2	3737	18.7
More than 2 hours but no more than 4 hours	104	26.8	6315	31.6
More than 4 hours but no more than 6 hours	23	5.9	3577	17.9
More than 6 hours but no more than 8 hours	5	1.3	1396	7.0
More than 8 hours but no more than 12 hours	3	0.8	676	3.4
More than 12 hours but no more than 24 hours	0	0.0	493	2.5
More than 24 hours	4	1.0	636	3.2
Can't remember	8	2.1	939	4.7
	388		20010	

9+ - Overall, how long did your visit to the A&E Department last?

All Patients	This Trust		All trusts	
	n	%	n	%
Up to 1 hour	124	32.6	2241	11.8
More than 1 hour but no more than 2 hours	117	30.8	3737	19.6
More than 2 hours but no more than 4 hours	104	27.4	6315	33.1
*More than 4 hours but no more than 6 hours	23	6.1	3577	18.8
*More than 6 hours but no more than 8 hours	5	1.3	1396	7.3
*More than 8 hours but no more than 12 hours	3	0.8	676	3.5
*More than 12 hours but no more than 24 hours	0	0.0	493	2.6
*More than 24 hours	4	1.1	636	3.3
Problem score - This Trust 9.2%	380		19071	
Problem score - All trusts 35.5%				

DOCTORS AND NURSES

10 - Did you have enough time to discuss your health or medical problem with the doctor or nurse?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, definitely	312	80.0	14287	71.2
Yes, to some extent	65	16.7	4688	23.4
No	11	2.8	940	4.7
I did not see a doctor or nurse	2	0.5	151	0.8
	390		20066	

10+ - Did you have enough time to discuss your health or medical problem with the doctor or nurse?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a doctor or nurse				
Yes, definitely	312	80.4	14287	71.7
*Yes, to some extent	65	16.8	4688	23.5
*No	11	2.8	940	4.7
Problem score - This Trust 19.6%	388		19915	
Problem score - All trusts 28.3%				

11 - While you were in the A&E Department, did a doctor or nurse explain your condition and treatment in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a doctor or nurse				
Yes, completely	284	73.6	12729	64.5
Yes, to some extent	70	18.1	4711	23.9
No	17	4.4	1361	6.9
I did not need an explanation	15	3.9	929	4.7
	386		19730	

11+ - While you were in the A&E Department, did a doctor or nurse explain your condition and treatment in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients needing an explanation who saw a doctor or nurse				
Yes, completely	284	76.5	12729	67.7
*Yes, to some extent	70	18.9	4711	25.1
*No	17	4.6	1361	7.2
Problem score - This Trust 23.5%	371		18801	
Problem score - All trusts 32.3%				

12 - Did the doctors and nurses listen to what you had to say?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a doctor or nurse				
Yes, definitely	312	80.8	15200	77.3
*Yes, to some extent	63	16.3	3859	19.6
*No	11	2.8	605	3.1
Problem score - This Trust 19.2%	386		19664	
Problem score - All trusts 22.7%				

13 - If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a doctor or nurse				
Yes, completely	140	36.4	7775	39.5
Yes, to some extent	55	14.3	4155	21.1
No	40	10.4	2118	10.8
I did not have any anxieties or fears	150	39.0	5649	28.7
	385		19697	

13+ - If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?

	This Trust		All trusts	
	n	%	n	%
Patients with anxieties or fears who saw a doctor or nurse				
Yes, completely	140	59.6	7775	55.3
*Yes, to some extent	55	23.4	4155	29.6
*No	40	17.0	2118	15.1
Problem score - This Trust 40.4%	235		14048	
Problem score - All trusts 44.7%				

14 - Did you have confidence and trust in the doctors and nurses examining and treating you?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a doctor or nurse				
Yes, definitely	304	78.8	14646	74.4
*Yes, to some extent	62	16.1	4058	20.6
*No	20	5.2	978	5.0
Problem score - This Trust 21.2%	386		19682	
Problem score - All trusts 25.6%				

15 - Did doctors or nurses talk to each other about you as if you weren't there?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a doctor or nurse				
*Yes, definitely	14	3.6	1048	5.3
*Yes, to some extent	30	7.8	2129	10.9
No	340	88.5	16421	83.8
Problem score - This Trust 11.5%	384		19598	
Problem score - All trusts 16.2%				

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

Patients who saw a doctor or nurse	This Trust		All trusts	
	n	%	n	%
Yes, definitely	110	28.6	7438	38.2
Yes, to some extent	48	12.5	3463	17.8
No	19	4.9	1434	7.4
No family or friends were involved	149	38.8	4827	24.8
My family or friends did not want or need information	44	11.5	1790	9.2
I did not want my family or friends to talk to a doctor	14	3.6	538	2.8
	384		19490	

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

Patients who wanted to talk to a doctor and saw a doctor or nurse	This Trust		All trusts	
	n	%	n	%
Yes, definitely	110	62.1	7438	60.3
*Yes, to some extent	48	27.1	3463	28.1
*No	19	10.7	1434	11.6
Problem score - This Trust 37.9%	177		12335	
Problem score - All trusts 39.7%				

YOUR CARE AND TREATMENT

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

All Patients	This Trust		All trusts	
	n	%	n	%
*Not Enough	44	11.4	2990	14.9
Right amount	320	82.7	15581	77.8
Too much	1	0.3	97	0.5
*I was not given any information about my condition or treatment	22	5.7	1364	6.8
Problem score - This Trust 17.1%	387		20032	
Problem score - All trusts 21.7%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	307	78.9	16351	81.3
*Yes, to some extent	78	20.1	3241	16.1
*No	4	1.0	518	2.6
Problem score - This Trust 21.1%	389		20110	
Problem score - All trusts 18.7%				

19 - If you needed attention, were you able to get a member of medical or nursing staff to help you?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, always	165	42.6	8244	41.3
Yes, sometimes	56	14.5	4601	23.0
No, I could not find a member of staff to help me	10	2.6	1050	5.3
A member of staff was with me all the time	12	3.1	362	1.8
I did not need attention	144	37.2	5705	28.6
	387		19962	

19+ - If you needed attention, were you able to get a member of medical or nursing staff to help you?

Patients who needed help from staff	This Trust		All trusts	
	n	%	n	%
Yes, always	165	67.9	8244	57.8
*Yes, sometimes	56	23.0	4601	32.3
*No, I could not find a member of staff to help me	10	4.1	1050	7.4
A member of staff was with me all the time	12	4.9	362	2.5
Problem score - This Trust 27.2%	243		14257	
Problem score - All trusts 39.6%				

20 - Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you in the A&E Department?

All Patients	This Trust		All trusts	
	n	%	n	%
*Yes, definitely	18	4.6	1327	6.6
*Yes, to some extent	27	6.9	2103	10.5
No	344	88.4	16605	82.9
Problem score - This Trust 11.6%	389		20035	
Problem score - All trusts 17.1%				

21 - 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	252	64.9	11663	58.5
Yes, to some extent	101	26.0	5164	25.9
No	28	7.2	1814	9.1
I was not well enough to be involved in decisions about my care	7	1.8	1302	6.5
	388		19943	

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

Patients well enough to be involved	This Trust		All trusts	
	n	%	n	%
Yes, definitely	252	66.1	11663	62.6
*Yes, to some extent	101	26.5	5164	27.7
*No	28	7.3	1814	9.7
Problem score - This Trust 33.9%	381		18641	
Problem score - All trusts 37.4%				

22 - If you were feeling distressed while you were in the A&E Department, did a member of staff help to reassure you?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	81	20.9	4315	21.5
Yes, to some extent	25	6.4	2491	12.4
No	26	6.7	1972	9.8
I was not distressed	249	64.2	10488	52.3
Not sure / can't remember	7	1.8	803	4.0
	388		20069	

22+ - If you were feeling distressed while you were in the A&E Department, did a member of staff help to reassure you?

Patients distressed while at A&E	This Trust		All trusts	
	n	%	n	%
Yes, definitely	81	58.3	4315	45.0
*Yes, to some extent	25	18.0	2491	26.0
*No	26	18.7	1972	20.6
Not sure / can't remember	7	5.0	803	8.4
Problem score - This Trust 36.7%	139		9581	
Problem score - All trusts 46.6%				

TESTS

23 - Did you have any tests (such as x-rays, scans or blood tests) when you visited the A&E Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	207	53.6	14701	73.6
No	179	46.4	5280	26.4
	386		19981	

24 - Did a member of staff explain why you needed these test(s) in a way you could understand?

Patients who had tests	This Trust		All trusts	
	n	%	n	%
Yes, completely	180	88.7	10570	73.1
*Yes, to some extent	14	6.9	2712	18.8
*No	9	4.4	1181	8.2
Problem score - This Trust 11.3%	203		14463	
Problem score - All trusts 26.9%				

25 - Before you left the A&E Department, did you get the results of your tests?

Patients who had tests	This Trust		All trusts	
	n	%	n	%
Yes	173	87.8	9754	68.4
No	14	7.1	2727	19.1
I was told that the results of the tests would be given to me at a later date	6	3.0	986	6.9
Don't know / can't remember	4	2.0	783	5.5
	197		14250	

25+ - Before you left the A&E Department, did you get the results of your tests?

Patients who were not told they would receive their test results at a later date	This Trust		All trusts	
	n	%	n	%
Yes	173	90.6	9754	73.5
*No	14	7.3	2727	20.6
Don't know / can't remember	4	2.1	783	5.9
Problem score - This Trust 7.3%	191		13264	
Problem score - All trusts 20.6%				

26 - Did a member of staff explain the results of the tests in a way you could understand?

Patients who received the results of their tests	This Trust		All trusts	
	n	%	n	%
Yes, definitely	137	79.2	7343	76.7
*Yes, to some extent	31	17.9	1829	19.1
*No	2	1.2	276	2.9
Not sure / can't remember	3	1.7	122	1.3
Problem score - This Trust 19.1%	173		9570	
Problem score - All trusts 22.0%				

PAIN

27 - Were you in any pain while you were in the A&E Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	267	69.4	12129	60.8
No	118	30.6	7835	39.2
	385		19964	

28 - Did you request pain relief medication?

Patients who experienced pain	This Trust		All trusts	
	n	%	n	%
Yes	67	26.0	3770	32.4
No	91	35.3	4785	41.1
I was offered or given pain relief medication without asking	100	38.8	3074	26.4
	258		11629	

29 - How many minutes after you requested pain relief medication did it take before you got it?

Patients who requested pain relief medication	This Trust		All trusts	
	n	%	n	%
0 minutes / right away	19	29.2	562	15.5
1 - 5 minutes	19	29.2	813	22.4
6 - 10 minutes	8	12.3	622	17.1
11 - 15 minutes	7	10.8	453	12.5
*16 - 30 minutes	4	6.2	434	11.9
*More than 30 minutes	2	3.1	463	12.7
*I asked for pain relief medication but wasn't given any	6	9.2	289	7.9
Problem score - This Trust 18.5%	65		3636	
Problem score - All trusts 32.6%				

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

Patients who experienced pain	This Trust		All trusts	
	n	%	n	%
Yes, definitely	182	69.5	6722	57.4
*Yes, to some extent	46	17.6	2590	22.1
*No	21	8.0	1453	12.4
Can't say / don't know	13	5.0	941	8.0
Problem score - This Trust 25.6%	262		11706	
Problem score - All trusts 34.5%				

HOSPITAL ENVIRONMENT AND FACILITIES

31 - In your opinion, how clean was the A&E Department?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Very clean	293	75.3	11515	56.9
Fairly clean	86	22.1	7069	34.9
Not very clean	4	1.0	726	3.6
Not at all clean	0	0.0	161	0.8
Can't say	6	1.5	763	3.8
	389		20234	

31+ - In your opinion, how clean was the A&E Department

	This Trust		All trusts	
	n	%	n	%
Patients who were able to comment on cleanliness				
Very clean	293	76.5	11515	59.1
Fairly clean	86	22.5	7069	36.3
*Not very clean	4	1.0	726	3.7
*Not at all clean	0	0.0	161	0.8
Problem score - This Trust 1.0%	383		19471	
Problem score - All trusts 4.6%				

32 - While you were in the A&E Department, did you feel threatened by other patients or visitors?

	This Trust		All trusts	
	n	%	n	%
All Patients				
*Yes, definitely	5	1.3	366	1.8
*Yes, to some extent	12	3.1	1010	5.0
No	373	95.6	18822	93.2
Problem score - This Trust 4.4%	390		20198	
Problem score - All trusts 6.8%				

33 - Were you able to get suitable food or drinks when you were in the A&E Department?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	76	19.8	6560	32.9
No	47	12.3	2851	14.3
I was told not to eat or drink	11	2.9	1058	5.3
I did not know if I was allowed to eat or drink	25	6.5	1185	5.9
I did not want anything to eat or drink	224	58.5	8301	41.6
	383		19955	

33+ - Were you able to get suitable food or drinks when you were in the A&E Department?

Patients who wanted refreshments	This Trust		All trusts	
	n	%	n	%
Yes	76	61.8	6560	69.7
*No	47	38.2	2851	30.3
Problem score - This Trust 38.2%	123		9411	
Problem score - All trusts 30.3%				

LEAVING THE EMERGENCY DEPARTMENT

34 - What happened at the end of your visit to the A&E Department?

All Patients	This Trust		All trusts	
	n	%	n	%
I was admitted to the same hospital	34	8.7	6077	30.4
I was transferred to a different hospital or to a nursing home	2	0.5	537	2.7
I went home	331	84.9	12714	63.6
I went to stay with a friend or relative	13	3.3	444	2.2
I went to stay somewhere else	10	2.6	214	1.1
	390		19986	

35 - Before you left the A&E Department, were any new medications prescribed for you?

Patients discharged from care	This Trust		All trusts	
	n	%	n	%
Yes	107	30.4	4345	33.3
No	245	69.6	8708	66.7
	352		13053	

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

Patients discharged from care with new medication	This Trust		All trusts	
	n	%	n	%
Yes, completely	88	83.0	3597	84.0
Yes, to some extent	12	11.3	466	10.9
No	2	1.9	89	2.1
I did not need an explanation	4	3.8	129	3.0
	106		4281	

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

Patients with new medication who needed an explanation	This Trust		All trusts	
	n	%	n	%
Yes, completely	88	86.3	3597	86.6
*Yes, to some extent	12	11.8	466	11.2
*No	2	2.0	89	2.1
Problem score - This Trust 13.7%	102		4152	
Problem score - All trusts 13.4%				

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

	This Trust		All trusts	
	n	%	n	%
Patients discharged from care with new medication				
Yes, completely	42	39.3	1387	32.5
Yes, to some extent	7	6.5	574	13.4
No	34	31.8	1480	34.7
I did not need this type of information	24	22.4	828	19.4
	107		4269	

37+ - Did a member of staff tell you about medication side effects to watch for?

	This Trust		All trusts	
	n	%	n	%
Patients with new medication who needed information				
Yes, completely	42	50.6	1387	40.3
*Yes, to some extent	7	8.4	574	16.7
*No	34	41.0	1480	43.0
Problem score - This Trust 49.4%	83		3441	
Problem score - All trusts 59.7%				

38 - Did a member of staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?

	This Trust		All trusts	
	n	%	n	%
Patients discharged from care				
Yes, definitely	96	27.4	3106	23.8
Yes, to some extent	50	14.3	1479	11.3
No	58	16.6	2770	21.2
I did not need this type of information	146	41.7	5691	43.6
	350		13046	

38+ - Did a member of staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?

	This Trust		All trusts	
	n	%	n	%
Patients discharged from care who needed information				
Yes, definitely	96	47.1	3106	42.2
*Yes, to some extent	50	24.5	1479	20.1
*No	58	28.4	2770	37.7
Problem score - This Trust 52.9%	204		7355	
Problem score - All trusts 57.8%				

39 - Did hospital staff take your family or home situation into account when you were leaving the A&E Department?

Patients discharged from care	This Trust		All trusts	
	n	%	n	%
Yes, completely	39	11.3	2075	15.9
Yes, to some extent	19	5.5	903	6.9
No	70	20.2	2499	19.1
It was not necessary	214	61.8	7186	55.0
Don't know / can't remember	4	1.2	412	3.2
	346		13075	

39+ - Did hospital staff take your family or home situation into account when you were leaving the A&E Department?

Patients discharged from care whose home situation was relevant	This Trust		All trusts	
	n	%	n	%
Yes, completely	39	29.5	2075	35.2
*Yes, to some extent	19	14.4	903	15.3
*No	70	53.0	2499	42.4
Don't know / can't remember	4	3.0	412	7.0
Problem score - This Trust 67.4%	132		5889	
Problem score - All trusts 57.8%				

40 - Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?

Patients discharged from care	This Trust		All trusts	
	n	%	n	%
Yes, completely	79	22.8	3596	27.4
Yes, to some extent	52	15.0	1958	14.9
No	49	14.1	2658	20.3
I did not need this type of information	167	48.1	4891	37.3
	347		13103	

40+ - Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?

Patients discharged from care who needed information	This Trust		All trusts	
	n	%	n	%
Yes, completely	79	43.9	3596	43.8
*Yes, to some extent	52	28.9	1958	23.8
*No	49	27.2	2658	32.4
Problem score - This Trust 56.1%	180		8212	
Problem score - All trusts 56.2%				

41 - Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the A&E Department?

Patients discharged from care	This Trust		All trusts	
	n	%	n	%
Yes	215	61.4	8196	62.6
*No	94	26.9	3487	26.6
Don't know / can't remember	41	11.7	1411	10.8
Problem score - This Trust 26.9%	350		13094	
Problem score - All trusts 26.6%				

OVERALL

42 - Overall, did you feel you were treated with respect and dignity while you were in the A&E Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, all of the time	328	84.3	15882	79.2
*Yes, some of the time	44	11.3	3447	17.2
*No	17	4.4	734	3.7
Problem score - This Trust 15.7%	389		20063	
Problem score - All trusts 20.8%				

43 - Overall...

All Patients	This Trust		All trusts	
	n	%	n	%
0 - I had a very poor experience	3	0.8	215	1.1
1	4	1.1	222	1.1
2	3	0.8	267	1.4
3	6	1.6	420	2.2
4	3	0.8	510	2.6
5	20	5.3	1075	5.5
6	15	4.0	1149	5.9
7	36	9.5	2281	11.8
8	69	18.3	4248	21.9
9	103	27.2	3898	20.1
10 - I had a very good experience	115	30.4	4989	25.7
98	1	0.3	117	0.6
	378		19391	

43+ - Overall...

All patients who answered the question	This Trust		All trusts	
	n	%	n	%
*0 - I had a very poor experience	3	0.8	215	1.1
*1	4	1.1	222	1.2
*2	3	0.8	267	1.4
*3	6	1.6	420	2.2
*4	3	0.8	510	2.6
*5	20	5.3	1075	5.6
*6	15	4.0	1149	6.0
7	36	9.5	2281	11.8
8	69	18.3	4248	22.0
9	103	27.3	3898	20.2
10 - I had a very good experience	115	30.5	4989	25.9
Problem score - This Trust 14.3%	377		19274	
Problem score - All trusts 20.0%				

ABOUT YOU

44 - 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)	341	88.6	16918	84.6
A friend or relative of the patient	17	4.4	1406	7.0
Both patient and friend/relative together	25	6.5	1576	7.9
The patient with the help of a health professional	2	0.5	101	0.5
	385		20001	

45 - Are you male or female?

All Patients	This Trust		All trusts	
	n	%	n	%
Male	194	49.7	8972	44.6
Female	196	50.3	11146	55.4
	390		20118	

46 - What was your year of birth?

All Patients	This Trust		All trusts	
	n	%	n	%
Under 20	26	6.7	607	3.0
20-29	35	9.0	1420	7.1
30-39	44	11.4	1800	9.0
40-49	75	19.4	2400	11.9
50-59	70	18.1	3175	15.8
60-69	58	15.0	3638	18.1
70-79	45	11.6	3537	17.6
80-89	27	7.0	2773	13.8
90+	7	1.8	749	3.7
	387		20099	

47 - What is your religion?

All Patients	This Trust		All trusts	
	n	%	n	%
No religion	85	21.9	3532	17.7
Buddhist	4	1.0	101	0.5
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	281	72.4	14257	71.6
Hindu	1	0.3	272	1.4
Jewish	0	0.0	159	0.8
Muslim	1	0.3	719	3.6
Sikh	0	0.0	130	0.7
Other	5	1.3	280	1.4
I would prefer not to say	11	2.8	459	2.3
	388		19909	

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

All Patients	This Trust		All trusts	
	n	%	n	%
Heterosexual / straight	361	96.3	17731	92.2
Gay / lesbian	1	0.3	234	1.2
Bisexual	1	0.3	126	0.7
Other	2	0.5	182	0.9
I would prefer not to say	10	2.7	955	5.0
	375		19228	

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

All Patients	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	31	8.2	2214	11.5
Blindness or partially sighted	13	3.4	761	4.0
A long-standing physical condition	59	15.6	4300	22.4
A learning disability	10	2.6	405	2.1
A mental health condition	13	3.4	1184	6.2
Dementia	4	1.1	486	2.5
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	46	12.2	4157	21.6
No, I do not have a long-standing condition	246	65.1	9726	50.6
	378		19235	

50 - Does this condition(s) cause you difficulty with any of the following? (TICK ALL THAT APPLY)

Patients with a long-standing condition	This Trust		All trusts	
	n	%	n	%
Everyday activities that people your age can usually do	52	41.6	5245	57.2
At work, in education, or training	22	17.6	1327	14.5
Access to buildings, streets, or vehicles	21	16.8	2314	25.2
Reading or writing	16	12.8	1386	15.1
People's attitudes to you because of your condition	19	15.2	1331	14.5
Communicating, mixing with others, or socialising	29	23.2	2167	23.6
Any other activity	14	11.2	1442	15.7
No difficulty with any of these	46	36.8	2646	28.9
	125		9165	

51 - To which of these ethnic groups would you say you belong to?

All Patients	This Trust		All trusts	
	n	%	n	%
White: English / Welsh / Scottish / Northern Irish / British	320	89.1	16564	85.3
White: Irish	6	1.7	267	1.4
White: Gypsy or Irish Traveller	0	0.0	23	0.1
Any other White background	25	7.0	747	3.8
Mixed / Multiple Ethnic groups: White and Black Caribbean	1	0.3	62	0.3
Mixed / Multiple Ethnic groups: White and Black African	0	0.0	24	0.1
Mixed / Multiple Ethnic groups: White and Asian	2	0.6	68	0.4
Any other Mixed / multiple ethnic background	0	0.0	41	0.2
Asian / Asian British: Indian	2	0.6	419	2.2
Asian / Asian British: Pakistani	1	0.3	263	1.4
Asian / Asian British: Bangladeshi	0	0.0	84	0.4
Asian / Asian British: Chinese	0	0.0	82	0.4
Any other Asian background	1	0.3	164	0.8
Black / African / Caribbean / Black British: African	0	0.0	301	1.5
Black / African / Caribbean / Black British: Caribbean	0	0.0	190	1.0
Any other Black / African / Caribbean background	0	0.0	26	0.1
Other ethnic group: Arab	1	0.3	54	0.3
Any other ethnic group	0	0.0	41	0.2
	359		19420	



Appendix 2
 Questionnaire

Accident and Emergency (A&E) Department Questionnaire

What is the survey about?

This survey is about your **most recent** visit to the Accident and Emergency Department at the Jersey General Hospital. This department may also be referred to as casualty, the emergency department or A&E. It does not include other wards or units that you might have been moved to whilst you were at the hospital.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his/her point of view – not the point of view of the person who is helping.

Completing the questionnaire

For each question please 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.

Sometimes you will find the box you have crossed has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply fill in the box and put a cross in the correct box.

Please do not write your name or address anywhere on the questionnaire.

Questions or help?

If you have any questions, please call the helpline number given in the letter enclosed with this questionnaire.

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

ARRIVAL AT THE ACCIDENT & EMERGENCY DEPARTMENT

Please remember, this questionnaire is about your **most recent** visit to the Accident and Emergency Department (A&E) of the Jersey General Hospital.

1. Before your most recent visit to A&E, had you previously been to this A&E about **the same condition** or something related to it?
 - 1 Yes, within the previous week
 - 2 Yes, between one week and one month earlier
 - 3 Yes, more than a month earlier
 - 4 No
 - 5 Don't know / can't remember

2. Who advised you to go to the A&E Department? (**Cross ONE only – if more than one option applies, cross the MAIN source of advice**)
 - 1 The ambulance service
 - 2 A GP out of hours service
 - 3 A GP from my local surgery
 - 4 Some other health professional (e.g. pharmacist)
 - 5 Somebody else (e.g. friend, relative, colleague)
 - 6 No-one, I decided that I needed to go
 - 7 Don't know / can't remember

3. Were you taken to the hospital in an ambulance?
 - 1 Yes → **Go to 4**
 - 2 No → **Go to 5**

4. Once you arrived at the hospital, how long did you wait with the ambulance crew before your care was handed over to the A&E staff?
 - 1 I did not have to wait
 - 2 Up to 15 minutes
 - 3 16 – 30 minutes
 - 4 31 – 60 minutes
 - 5 More than 1 hour but no more than 2 hours
 - 6 More than 2 hours
 - 7 Don't know / can't remember

5. Were you given enough privacy when discussing your condition with the receptionist?
 - 1 Yes, definitely
 - 2 Yes, to some extent
 - 3 No
 - 4 I did not discuss my condition with a receptionist

WAITING

6. How long did you wait before you **first spoke** to a nurse or doctor?
 - 1 0 -15 minutes
 - 2 16 - 30 minutes
 - 3 31- 60 minutes
 - 4 More than 60 minutes
 - 5 Don't know / can't remember

7. From the time you first arrived at the A&E Department, how long did you wait **before being examined** by a doctor or nurse?

- 1 I did not have to wait → **Go to 9**
- 2 1-30 minutes → **Go to 8**
- 3 31-60 minutes → **Go to 8**
- 4 More than 1 hour but no more than 2 hours → **Go to 8**
- 5 More than 2 hours but no more than 4 hours → **Go to 8**
- 6 More than 4 hours → **Go to 8**
- 7 Can't remember → **Go to 8**
- 8 I did not see a doctor or a nurse → **Go to 9**

8. Were you told **how long** you would have to wait to be examined?

- 1 Yes, but the wait was **shorter**
- 2 Yes, and I had to wait about as long as I was told
- 3 Yes, but the wait was **longer**
- 4 No, I was not told
- 5 Don't know / can't remember

9. Overall, how long did your visit to the **A&E Department** last?

- 1 Up to 1 hour
- 2 More than 1 hour but no more than 2 hours
- 3 More than 2 hours but no more than 4 hours
- 4 More than 4 hours but no more than 6 hours
- 5 More than 6 hours but no more than 8 hours
- 6 More than 8 hours but no more than 12 hours
- 7 More than 12 hours but no more than 24 hours
- 8 More than 24 hours
- 9 Can't remember

DOCTORS AND NURSES

Thinking about your experience in the A&E Department only....

10. Did you have **enough time** to discuss your health or medical problem with the doctor or nurse?

- 1 Yes, definitely → **Go to 11**
- 2 Yes, to some extent → **Go to 11**
- 3 No → **Go to 11**
- 4 I did not see a doctor or nurse → **Go to 17**

11. While you were in the A&E Department, did a doctor or nurse explain your condition and treatment in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation

12. Did the doctors and nurses listen to what you had to say?

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

13. If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not have anxieties or fears

14. Did you have confidence and trust in the doctors and nurses examining and treating you?

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

15. Did doctors or nurses talk to each other about you as if you weren't there?

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

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

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

YOUR CARE AND TREATMENT

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

- 1 Not enough
2 Right amount
3 Too much
4 I was not given any information about my condition or treatment

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

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

19. If **you** needed attention, were you able to get a member of medical or nursing staff to help you?

- 1 Yes, always
2 Yes, sometimes
3 No, I could not find a member of staff to help me
4 A member of staff was with me all the time
5 I did not need attention

20. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you in the A&E Department?

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

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

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 I was not well enough to be involved in decisions about my care

22. If you were feeling distressed while you were in the A&E Department, did a member of staff help to reassure you?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 I was not distressed
5 Not sure/ can't remember

TESTS

23. Did you have any tests (such as x-rays, scans or blood tests) when you visited the A&E Department?

- 1 Yes → **Go to 24**
2 No → **Go to 27**

24. Did a member of staff explain **why you needed** these test(s) in a way you could understand?

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

25. Before you left the A&E Department, did you get the **results** of your tests?

- 1 Yes → **Go to 26**
- 2 No → **Go to 27**
- 3 I was told that the results of the tests would be given to me at a later date → **Go to 27**
- 4 Don't know / can't remember → **Go to 27**

26. Did a member of staff explain the **results of the tests** in a way you could understand?

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

PAIN

27. Were you in any pain while you were in the A&E Department?

- 1 Yes → **Go to 28**
- 2 No → **Go to 31**

28. Did you request pain relief medication?

- 1 Yes → **Go to 29**
- 2 No → **Go to 30**
- 3 I was offered or given pain relief medication without asking → **Go to 30**

29. How many minutes after you requested pain relief medication did it take before you got it?

- 1 0 minutes / right away
- 2 1 – 5 minutes
- 3 6 – 10 minutes
- 4 11 – 15 minutes
- 5 16 – 30 minutes
- 6 More than 30 minutes
- 7 I asked for pain relief medication but wasn't given any

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

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

HOSPITAL ENVIRONMENT AND FACILITIES

31. In your opinion, how clean was the A&E Department?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 Can't say

32. While you were in the A&E Department, did you feel threatened by other patients or visitors?

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

33. Were you able to get suitable food or drinks when you were in the A&E Department?

- 1 Yes
- 2 No
- 3 I was told not to eat or drink
- 4 I did not know if I was allowed to eat or drink
- 5 I did not want anything to eat or drink

LEAVING THE A&E DEPARTMENT

34. What happened at the end of your visit to the A&E Department?

- 1 I was admitted to the same hospital
→ Go to 42
- 2 I was transferred to a different hospital or a nursing home
→ Go to 42
- 3 I went home
→ Go to 35
- 4 I went to stay with a friend or relative
→ Go to 35
- 5 I went to stay somewhere else → Go to 35

Medications (e.g. medicines, tablets, ointments)

35. Before you left the A&E Department, were any **new** medications prescribed for you?

- 1 Yes → Go to 36
- 2 No → Go to 38

36. Did a member of staff explain **the purpose** of the medications you were to take at home in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation

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

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need this type of information

Information

38. Did a member of staff tell you when you could **resume your usual activities**, such as when to go back to work or drive a car?

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

39. Did hospital staff take your **family or home situation** into account when you were leaving the A&E Department?

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

40. Did a member of staff tell you about what **danger signals** regarding your illness or treatment to watch for after you went home?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need this type of information

41. Did hospital staff tell you **who to contact** if you were worried about your condition or treatment after you left the A&E Department?

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

OVERALL

42. Overall, did you feel you were treated with respect and dignity while you were in the A&E Department?

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

43. Overall... (please circle a number)

I had a very poor experience

I had a very good experience

0 1 2 3 4 5 6 7 8 9 10

ABOUT YOU

44. Who was the main person or people that filled in this questionnaire?

- 1 The **patient** (named on the front of the envelope)
- 2 A **friend or relative** of the patient
- 3 **Both** patient and friend/relative together
- 4 The patient with the help of a health professional

Reminder: All questions should be answered from the point of view of the person named on the envelope, including these background questions.

45. Are you male or female?

- 1 Male
- 2 Female

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

(Please write in) e.g.

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

1	9		
---	---	--	--

47. What is your religion?

- 1 No religion
- 2 Buddhist
- 3 Christian (including Church of England, Catholic, Protestant, and other Christian denominations)
- 4 Hindu
- 5 Jewish
- 6 Muslim
- 7 Sikh
- 8 Other
- 9 I would prefer not to say

48. Which of the following best describes how you think of yourself?

- 1 Heterosexual / straight
- 2 Gay / lesbian
- 3 Bisexual
- 4 Other
- 5 I would prefer not to say

49. Do you have any of the following long-standing conditions? (CROSS ALL THAT APPLY)

- 1 Deafness or severe hearing impairment → Go to 50
- 2 Blindness or partially sighted → Go to 50
- 3 A long-standing physical condition → Go to 50
- 4 A learning disability → Go to 50
- 5 A mental health condition → Go to 50
- 6 Dementia → Go to 50
- 7 A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy → Go to 50
- 8 No, I do not have a long-standing condition → Go to 51

50. Does this condition(s) cause you difficulty with any of the following? (CROSS ALL THAT APPLY)

- 1 Everyday activities that people your age can usually do
- 2 At work, in education or training
- 3 Access to buildings, streets or vehicles
- 4 Reading or writing
- 5 People's attitudes to you because of your condition
- 6 Communicating, mixing with others or socialising
- 7 Any other activity
- 8 No difficulty with any of these

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

a. WHITE

- 1 English/Welsh/Scottish/Northern Irish/
British
- 2 Irish
- 3 Gypsy or Irish Traveller
- 4 Any other White background,
write in...

b. MIXED / MULTIPLE ETHNIC GROUPS

- 5 White and Black Caribbean
- 6 White and Black African
- 7 White and Asian
- 8 Any other Mixed/multiple ethnic
background, **write in...**

c. ASIAN / ASIAN BRITISH

- 9 Indian
- 10 Pakistani
- 11 Bangladeshi
- 12 Chinese
- 13 Any other Asian background,
write in...

**d. BLACK / AFRICAN / CARIBBEAN / BLACK
BRITISH**

- 14 African
- 15 Caribbean
- 16 Any other Black / African / Caribbean
background, **write in...**

e. OTHER ETHNIC GROUP

- 17 Arab
- 18 Any other ethnic group,
write in...

ANY OTHER COMMENTS

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

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.

No stamp is needed

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