



Inpatient Survey 2013

YORK TEACHING HOSPITALS NHS FOUNDATION TRUST

FINAL REPORT

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SECTION 1Introduction

Inpatient Survey 2013 York Teaching Hospitals NHS Foundation Trust

Background to the survey

The results presented here are from the Inpatient Survey 2013, carried out by Picker Institute Europe on behalf of the York Teaching Hospitals NHS Foundation Trust. This survey is part of a series of annual surveys required by the Care Quality Commission for all NHS Acute trusts in England. The Picker Institute was commissioned by 76 UK trusts to undertake the Inpatient Survey 2013. The survey is based on a sample of consecutively discharged inpatients who attended the Trust in June, July or August 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 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 2013 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. 820 were eligible for the survey, of which 425 returned a completed questionnaire, giving a response rate of 52%. The response rate for your Inpatient survey in 2012 was 56%.

Key facts about the 425 inpatients who responded to the survey:

- 24% of patients were on a waiting list/planned in advance and 67% came as an emergency or urgent case.
- 53% had an operation or procedure during the stay.
- 46% were male; 53% were female and 1% did not reply.
- 7% were aged 16-39; 22% were aged 40-59; 20% were aged 60-69 and 48% were aged 70+: 2% did not reply.

Your results

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

- Overall: 77% rated care 7+ out of 10.
- Overall: treated with respect and dignity 81%.
- Doctors: always had confidence and trust 81%.
- Hospital: room or ward was very/fairly clean 98%.
- Hospital: toilets and bathrooms were very/fairly clean 96%.
- Care: always enough privacy when being examined or treated 89%.

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.

| All Patients | n | % |
|----------------|-----|------|
| Yes, always | 459 | 82.7 |
| Yes, sometimes | 85 | 15.3 |
| No | 7 | 1.3 |
| Not answered | 4 | 0.7 |

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.

| Number of | Confidence Interval |
|--------------------|---------------------|
| <u>respondents</u> | <u>(+/-)</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 ntervals would be +/- 12% so the true result could be between 13% and 37%. | | | | |
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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 6 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.

Visit <u>www.pickereurope.org</u> 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.

Your CQC Report

Introduction

For each national survey your trust is provided with two final reports: one from the Picker Institute and one from the Care Quality Commission (CQC).

The reports have different purposes, which require that the survey data is presented in different ways. The Picker report is designed to be used for action planning by individual trusts, to improve their performance. The CQC benchmarking report is a national overview, comparing trusts to one another and identifying the trusts that are performing out of the 'expected range'. The Picker report is published in early February, the CQC report in late April.

We strongly recommend that you use the Picker Report as the starting point and evidence base for any quality improvement work you undertake.

There are three key differences between the reports:

- 1. The survey data
- 2. Treatment of the survey data
- 3. Scoring the survey data

The survey data

The Picker Report includes all questions and all patients in the survey, whereas the CQC report only includes a core set of questions and data from the standard 850 sample of patients.

The majority of our trusts use the Picker Institute extended questionnaire, which is four pages longer than the CQC core questionnaire. We offer this questionnaire to enable trusts to get the most from the survey. This additional data is not submitted to the CQC.

Similarly, many of our trusts choose to boost their sample over the standard 850 patients. This approach makes the data more robust and provides comparative breakdowns: such as by ward, site or specialty. The CQC are only given data from the standard 850 patients when compiling the benchmarking reports.

Treatment of the data

Your Picker report simply presents the responses of your patients. In contrast, the CQC report is based on data that has been standardised by age, gender and route of admission. Standardisation is used to avoid penalising trusts simply because of their demographic makeup. Groups that are underrepresented compared to the national average have more weight added to their responses to even this out. We know that younger respondents are more likely to report a negative experience of care, as are females when compared to males, and emergency admissions when compared to elective patients.

Trusts may well find that the picture appears more positive or negative when this standardisation is applied to the data. It can therefore be useful, if you have seen great change in your results from one year to the next, to look at the proportions of these groups within your own sample. The one most likely to change significantly from one year to the next is the route of admission. So before your CQC report is published, it is useful to know if these proportions have changed at your trust. Please contact Lucas Daly if you wish to see if these proportions have changed at your trust: lucas.daly@pickereurope.ac.uk





SECTION 2 Survey Response survey activity

Survey Response

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

mailing datesresponse ratesfreephone calls

Survey: Inpatient Survey 2013

NHS Trust: York Teaching Hospitals NHS

Foundation Trust

Hospitals / sites: SCARBOROUGH GENERAL HOSPITAL

YORK HOSPITAL

Month of Sample:

Dates of Fieldwork: Initial Mailing 04 October 2013

First Reminder 25 October 2013 Final Reminder 08 November 2013

Response Rate: Initial Mailing 850

| Returned Completed | 425 |
|--|-------|
| Ineligible - returned undelivered | 12 |
| Ineligible - deceased | 17 |
| Too ill/Opt out | 56 |
| Ineligible - other | 1 |
| | |
| Total Eligible | 820 |
| Returned completed | 425 |
| Overall Response Rate (total returned as a percentage of total eligible) | 51.8% |
| Average Response Rate (based on all Picker Trusts) | 46.0% |

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 41 calls to the Freephone helpline, which included 0 LanguageLine calls.



SECTION 3Problem 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 76 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

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

Lower scores are better

A. ADMISSION TO HOSPITAL

| | | Trust | Average |
|-----|--|-------|---------|
| A3 | A&E Department: not enough/too much information about condition or treatment | 21 % | 21 % |
| A4 | A&E Department: not given enough privacy when being examined or treated | 21 % | 21 % |
| A5 | A&E Department: did not always have confidence and trust in doctors and nurses | 23 % | 24 % |
| A6 | A&E Department: waited 4 hours or more for admission to bed on a ward | 27 % | 28 % |
| A7 | Planned admission: not offered a choice of hospitals | 71 % | 63 % |
| A8 | Planned admission: should have been admitted sooner | 15 % | 21 % 🖶 |
| A9 | Planned admission: not given enough notice of admission date | 4 % | 4 % |
| A10 | Planned admission: not given choice of admission date | 67 % | 65 % |
| A11 | Planned admission: admission date changed by hospital | 13 % | 18 % 🖶 |
| A12 | Planned admission: specialist not given all the necessary information | 3 % | 3 % |
| A13 | Planned admission: not given printed information about condition or treatment | 28 % | 22 % |
| A14 | Admission: process not at all or fairly organised | 33 % | 32 % |
| A15 | Admission: had to wait long time to get to bed on ward | 31 % | 33 % |
| A16 | Admission: member of staff did not explain reason for wait | 39 % | 45 % |

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

B. THE HOSPITAL AND WARD

| | | Trust | Average | |
|------|---|-------|---------|---|
| B2+ | Hospital: shared sleeping area with opposite sex | 4 % | 8 % | + |
| B4+ | Hospital: patients in more than one ward, sharing sleeping area with opposite sex | 2 % | 5 % | + |
| B5+ | Hospital: patients using bath or shower area who shared it with opposite sex | 11 % | 12 % | |
| B6+ | Care: did not always get help in getting to the bathroom when needed | 27 % | 27 % | |
| B7+ | Hospital: didn't get enough information about ward routines | 67 % | 63 % | |
| B8 | Hospital: bothered by noise at night from other patients | 41 % | 38 % | |
| В9 | Hospital: bothered by noise at night from staff | 21 % | 19 % | |
| B10 | Hospital: room or ward not very or not at all clean | 1 % | 3 % | + |
| B11+ | Hospital: toilets not very or not at all clean | 3 % | 6 % | + |
| B12 | Hospital: felt threatened by other patients or visitors | 3 % | 3 % | |
| B13+ | Hospital: nowhere to keep personal belongings safely | 38 % | 58 % | + |
| B14 | Hospital: Not all staff introduced themselves | 34 % | 29 % | |
| B15 | Hospital: hand-wash gels not available or empty | 4 % | 4 % | |
| B16 | Hospital: bothered by other patients' visitors | 9 % | 11 % | |
| B17+ | Hospital: food was fair or poor | 40 % | 42 % | |
| B18 | Hospital: not always healthy food on hospital menu | 27 % | 31 % | |
| B19 | Hospital: not offered a choice of food | 20 % | 20 % | |
| B20+ | Hospital: patients did not get the food they ordered | 22 % | 22 % | |
| B21+ | Hospital: did not always get enough help from staff to eat meals | 26 % | 34 % | |

C. DOCTORS

| | | Trust | Average | ı |
|-----|--|-------|---------|---|
| C1+ | Doctors: did not always get clear answers to questions | 26 % | 30 % | |
| C2 | Doctors: did not always have confidence and trust | 18 % | 19 % | |
| C3 | Doctors: talked in front of patients as if they were not there | 20 % | 24 % 👯 | |
| C4+ | Doctors: did not always get opportunity to talk to when needed | 49 % | 46 % | |
| C5 | Doctors: some/none knew enough about condition/treatment | 9 % | 11 % | |

D. NURSES

| | | Trust | Average |
|-----|---|-------|---------|
| D1+ | Nurses: did not always get clear answers to questions | 29 % | 31 % |
| D2 | Nurses: did not always have confidence and trust | 23 % | 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 | 39 % | 41 % |
| D5+ | Nurses: did not always get the opportunity to talk to when needed | 39 % | 37 % |
| D6 | Nurses: some/none knew enough about condition/treatment | 16 % | 16 % |

E. YOUR CARE AND TREATMENTS

| | | Trust | Average |
|------|--|-------|---------|
| E1 | Care: staff contradict each other | 31 % | 31 % |
| E2 | Care: wanted to be more involved in decisions | 41 % | 43 % |
| E3 | Care: not enough (or too much) information given on condition or treatment | 22 % | 20 % |
| E4+ | Care: not enough opportunity for family to talk to doctor | 56 % | 50 % |
| E5+ | Care: could not always find staff member to discuss concerns with | 55 % | 58 % |
| E6+ | Care: not always enough emotional support from hospital staff | 46 % | 43 % |
| E7 | Care: not always enough privacy when discussing condition or treatment | 26 % | 25 % |
| E8 | Care: not always enough privacy when being examined or treated | 9 % | 10 % |
| E10 | Care: staff did not do everything to help control pain | 29 % | 29 % |
| E11+ | Care: more than 5 minutes to answer call button | 14 % | 17 % |
| E13+ | Tests: results not explained in a way that could be understood | 39 % | 37 % |

F. OPERATIONS & PROCEDURES

| | | Trust | Average |
|-----|--|-------|---------|
| F2+ | Surgery: risks and benefits not fully explained | 15 % | 17 % |
| F3+ | Surgery: what would be done during operation not fully explained | 23 % | 23 % |
| F4+ | Surgery: questions beforehand not fully answered | 23 % | 21 % |
| F5 | Surgery: not told how to expect to feel after operation or procedure | 39 % | 42 % |
| F6 | Surgery: not enough time to discuss operation or procedure with consultant | 34 % | 29 % |
| F8 | Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain | 13 % | 15 % |
| F9 | Surgery: results not explained in clear way | 31 % | 31 % |

G. LEAVING HOSPITAL

| | | | Average |
|------|---|------|---------|
| G1+ | Discharge: did not feel involved in decisions about discharge from hospital | 46 % | 45 % |
| G2 | Discharge: Not given notice about when discharge would be | 39 % | 43 % |
| G3 | Discharge: was delayed | 38 % | 40 % |
| G5 | Discharge: delayed by 1 hour or more | 87 % | 85 % |
| G6 | Discharge: not told how long delay in discharge would be | 73 % | 68 % |
| G7 | Discharge: not given a reason for delay in discharge | 27 % | 30 % |
| G8 | Discharge: not given any written/printed information about what they should or should not do after leaving hospital | 30 % | 29 % |
| G9+ | Discharge: not fully told purpose of medications | 24 % | 23 % |
| G10+ | Discharge: not fully told side-effects of medications | 62 % | 58 % |
| G11+ | Discharge: not told how to take medication clearly | 23 % | 23 % |
| G12+ | Discharge: not given completely clear written/printed information about medicines | 24 % | 25 % |
| G13+ | Discharge: not fully told of danger signals to look for | 55 % | 54 % |
| G14+ | Discharge: Family or home situation not considered | 38 % | 36 % |
| G15+ | Discharge: family not given enough information to help | 46 % | 48 % |
| G16 | Discharge: not told who to contact if worried | 20 % | 20 % |
| G17+ | Discharge: Staff did not discuss need for additional equipment or home adaptation | 15 % | 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 | 36 % | 31 % |
| G20 | Discharge: letters between hospital doctors and GP not written in a way that could be understood | 15 % | 23 % |

H. OVERALL

| | | Trust | Average |
|-----|---|-------|---------|
| H1 | Overall: not treated with respect or dignity | 17 % | 19 % |
| H2+ | Overall: rated experience as less than 7/10 | 18 % | 17 % |
| Н3 | Overall: not asked to give views on quality of care | 68 % | 68 % |
| H4 | Overall: Did not receive any information explaining how to complain | 63 % | 58 % 💻 |
| 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
Average 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 | 87 % | 85 % |
| G6 | Discharge: not told how long delay in discharge would be | 73 % | 68 % |
| A7 | Planned admission: not offered a choice of hospitals | 71 % | 63 % |
| Н3 | Overall: not asked to give views on quality of care | 68 % | 68 % |
| B7+ | Hospital: didn't get enough information about ward routines | 67 % | 63 % |
| A10 | Planned admission: not given choice of admission date | 67 % | 65 % |
| H4 | Overall: Did not receive any information explaining how to complain | 63 % | 58 % 💻 |
| G10+ | Discharge: not fully told side-effects of medications | 62 % | 58 % |
| E4+ | Care: not enough opportunity for family to talk to doctor | 56 % | 50 % |
| E5+ | Care: could not always find staff member to discuss concerns with | 55 % | 58 % |
| G13+ | Discharge: not fully told of danger signals to look for | 55 % | 54 % |

Problem scores 40% - 49%

| | | Trust | Average |
|------|---|-------|---------|
| C4+ | Doctors: did not always get opportunity to talk to when needed | 49 % | 46 % |
| G1+ | Discharge: did not feel involved in decisions about discharge from hospital | 46 % | 45 % |
| E6+ | Care: not always enough emotional support from hospital staff | 46 % | 43 % |
| G15+ | Discharge: family not given enough information to help | 46 % | 48 % |
| B8 | Hospital: bothered by noise at night from other patients | 41 % | 38 % |
| E2 | Care: wanted to be more involved in decisions | 41 % | 43 % |
| B17+ | Hospital: food was fair or poor | 40 % | 42 % |

Problem scores 30% - 39%

| | | Trust | Average |
|------|---|-------|---------|
| A16 | Admission: member of staff did not explain reason for wait | 39 % | 45 % |
| F5 | Surgery: not told how to expect to feel after operation or procedure | 39 % | 42 % |
| G2 | Discharge: Not given notice about when discharge would be | 39 % | 43 % |
| E13+ | Tests: results not explained in a way that could be understood | 39 % | 37 % |
| D4 | Nurses: sometimes, rarely or never enough on duty | 39 % | 41 % |
| D5+ | Nurses: did not always get the opportunity to talk to when needed | 39 % | 37 % |
| B13+ | Hospital: nowhere to keep personal belongings safely | 38 % | 58 % 🛨 |
| G3 | Discharge: was delayed | 38 % | 40 % |
| G14+ | Discharge: Family or home situation not considered | 38 % | 36 % |
| G19 | Discharge: did not receive copies of letters sent between hospital doctors and GP | 36 % | 31 % |
| F6 | Surgery: not enough time to discuss operation or procedure with consultant | 34 % | 29 % |
| B14 | Hospital: Not all staff introduced themselves | 34 % | 29 % |
| A14 | Admission: process not at all or fairly organised | 33 % | 32 % |
| F9 | Surgery: results not explained in clear way | 31 % | 31 % |
| A15 | Admission: had to wait long time to get to bed on ward | 31 % | 33 % |
| E1 | Care: staff contradict each other | 31 % | 31 % |
| G8 | Discharge: not given any written/printed information about what they should or should not do after leaving hospital | 30 % | 29 % |

Problem scores 20% - 29%

| | | Trust | Average |
|------------|---|-------|---------|
| D1+ | Nurses: did not always get clear answers to questions | 29 % | 31 % |
| E10 | Care: staff did not do everything to help control pain | 29 % | 29 % |
| A13 | Planned admission: not given printed information about condition or treatment | 28 % | 22 % |
| B6+ | Care: did not always get help in getting to the bathroom when needed | 27 % | 27 % |
| A6 | A&E Department: waited 4 hours or more for admission to bed on a ward | 27 % | 28 % |
| G7 | Discharge: not given a reason for delay in discharge | 27 % | 30 % |
| B18 | Hospital: not always healthy food on hospital menu | 27 % | 31 % |
| C1+ | Doctors: did not always get clear answers to questions | 26 % | 30 % |
| E7 | Care: not always enough privacy when discussing condition or treatment | 26 % | 25 % |
| B21+ | Hospital: did not always get enough help from staff to eat meals | 26 % | 34 % |
| G12+ | Discharge: not given completely clear written/printed information about medicines | 24 % | 25 % |
| G9+ | Discharge: not fully told purpose of medications | 24 % | 23 % |
| F4+ | Surgery: questions beforehand not fully answered | 23 % | 21 % |
| D2 | Nurses: did not always have confidence and trust | 23 % | 24 % |
| 4 5 | A&E Department: did not always have confidence and trust in doctors and nurses | 23 % | 24 % |
| G11+ | Discharge: not told how to take medication clearly | 23 % | 23 % |
| F3+ | Surgery: what would be done during operation not fully explained | 23 % | 23 % |
| B20+ | Hospital: patients did not get the food they ordered | 22 % | 22 % |
| E3 | Care: not enough (or too much) information given on condition or treatment | 22 % | 20 % |
| В9 | Hospital: bothered by noise at night from staff | 21 % | 19 % |
| 43 | A&E Department: not enough/too much information about condition or treatment | 21 % | 21 % |
| A 4 | A&E Department: not given enough privacy when being examined or treated | 21 % | 21 % |
| C3 | Doctors: talked in front of patients as if they were not there | 20 % | 24 % |
| B19 | Hospital: not offered a choice of food | 20 % | 20 % |
| G16 | Discharge: not told who to contact if worried | 20 % | 20 % |
| | | | |

Problem scores 10% - 19%

| | | Trust | Average |
|------|--|-------|---------|
| C2 | Doctors: did not always have confidence and trust | 18 % | 19 % |
| H2+ | Overall: rated experience as less than 7/10 | 18 % | 17 % |
| H1 | Overall: not treated with respect or dignity | 17 % | 19 % |
| D6 | Nurses: some/none knew enough about condition/treatment | 16 % | 16 % |
| D3 | Nurses: talked in front of patients as if they weren't there | 15 % | 19 % |
| G17+ | Discharge: Staff did not discuss need for additional equipment or home adaptation | 15 % | 17 % |
| G20 | Discharge: letters between hospital doctors and GP not written in a way that could be understood | 15 % | 23 % 🛨 |
| F2+ | Surgery: risks and benefits not fully explained | 15 % | 17 % |
| A8 | Planned admission: should have been admitted sooner | 15 % | 21 % 🕶 |
| G18+ | Discharge: Staff did not discuss need for further health or social care services | 14 % | 15 % |
| E11+ | Care: more than 5 minutes to answer call button | 14 % | 17 % |
| F8 | Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain | 13 % | 15 % |
| A11 | Planned admission: admission date changed by hospital | 13 % | 18 % 🖽 |
| B5+ | Hospital: patients using bath or shower area who shared it with opposite sex | 11 % | 12 % |

Problem scores 0% - 9%

| | | Trust | Average |
|------|---|-------|---------|
| C5 | Doctors: some/none knew enough about condition/treatment | 9 % | 11 % |
| B16 | Hospital: bothered by other patients' visitors | 9 % | 11 % |
| E8 | Care: not always enough privacy when being examined or treated | 9 % | 10 % |
| H5 | Overall: wanted to complain about care received | 5 % | 8 % 🛨 |
| Α9 | Planned admission: not given enough notice of admission date | 4 % | 4 % |
| B15 | Hospital: hand-wash gels not available or empty | 4 % | 4 % |
| B2+ | Hospital: shared sleeping area with opposite sex | 4 % | 8 % 🛨 |
| B12 | Hospital: felt threatened by other patients or visitors | 3 % | 3 % |
| A12 | Planned admission: specialist not given all the necessary information | 3 % | 3 % |
| B11+ | Hospital: toilets not very or not at all clean | 3 % | 6 % 🛨 |
| B4+ | Hospital: patients in more than one ward, sharing sleeping area with opposite sex | 2 % | 5 % 🖶 |
| B10 | Hospital: room or ward not very or not at all clean | 1 % | 3 % 🖶 |



SECTION 5Historical 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 year's survey are indicated as follows:

| + | scores significantly better than previous survey | 2004 | The problem score for 2004 |
|---|--|------|----------------------------|
| — | scores significantly worse than previous survey | 2005 | The problem score for 2005 |
| | | 2006 | The problem score for 2006 |
| | | 2007 | The problem score for 2007 |
| | | 2008 | The problem score for 2008 |
| | | 2009 | The problem score for 2009 |
| | | 2010 | The problem score for 2010 |
| | | 2011 | The problem score for 2011 |
| | | 2012 | The problem score for 2012 |
| | | 2013 | The problem score for 2013 |

Lower scores are better

A. ADMISSION TO HOSPITAL

| | | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 |
|------------|--|------|------|------|------|------|------|------|------|------|------|
| 43 | A&E Department: not enough/too much information about condition or treatment | - | - | 19 % | 14 % | 17 % | 19 % | 15 % | 18 % | 22 % | 21 % |
| 4 4 | A&E Department: not given enough privacy when being examined or treated | - | 18 % | 15 % | 17 % | 16 % | 20 % | 25 % | 16 % | 23 % | 21 % |
| \ 5 | A&E Department: did not always have confidence and trust in doctors and nurses | - | - | - | - | - | - | - | - | 25 % | 23 % |
| 46 | A&E Department: waited 4 hours or more for admission to bed on a ward | - | 10 % | 8 % | 13 % | 16 % | 15 % | 14 % | 14 % | 26 % | 27 % |
| 47 | Planned admission: not offered a choice of hospitals | - | - | - | - | - | 63 % | 64 % | 62 % | 64 % | 71 % |
| 8 | Planned admission: should have been admitted sooner | 29 % | 18 % | 17 % | 20 % | 17 % | 19 % | 18 % | 16 % | 16 % | 15 % |
| 49 | Planned admission: not given enough notice of admission date | - | - | - | - | - | - | - | - | 4 % | 4 % |
| 110 | Planned admission: not given choice of admission date | 67 % | 64 % | 69 % | 59 % | 61 % | 60 % | 59 % | 61 % | 61 % | 67 % |
| 111 | Planned admission: admission date changed by hospital | 23 % | 8 % | 9 % | | | | | 8 % | 15 % | 13 % |
| 113 | Planned admission: not given printed information about condition or treatment | 22 % | 22 % | 25 % | 19 % | 19 % | 20 % | 20 % | 17 % | 20 % | 28 % |
| A14 | Admission: process not at all or fairly organised | - | - | - | - | - | 31 % | 27 % | 27 % | 36 % | 33 % |
| 415 | Admission: had to wait long time to get to bed on ward | 30 % | 21 % | 20 % | 23 % | 23 % | 24 % | 25 % | 27 % | 32 % | 31 % |
| A16 | Admission: member of staff did not explain reason for wait | - | - | - | - | - | - | - | - | 42 % | 39 % |

B. THE HOSPITAL AND WARD

| | | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 |
|------|---|------|------|------|------|------|------|------|------|------|---------------|
| B2+ | Hospital: shared sleeping area with opposite sex | - | - | 12 % | 8 % | - | 13 % | 4 % | 6 % | 6 % | 4 % |
| B4+ | Hospital: patients in more than one ward, sharing sleeping area with opposite sex | - | - | 1 % | 1 % | - | 2 % | 1 % | 4 % | 3 % | 2 % |
| B5+ | Hospital: patients using bath or shower area who shared it with opposite sex | - | - | 16 % | 15 % | 18 % | 17 % | 13 % | 13 % | 14 % | 11 % |
| B6+ | Care: did not always get help in getting to the bathroom when needed | - | - | 24 % | 26 % | 29 % | 31 % | 30 % | 28 % | 25 % | 27 % |
| B7+ | Hospital: didn't get enough information about ward routines | - | - | - | - | - | 75 % | 67 % | 69 % | 65 % | 67 % |
| B8 | Hospital: bothered by noise at night from other patients | 42 % | 37 % | 34 % | 33 % | 40 % | 38 % | 35 % | 40 % | 42 % | 41 % |
| В9 | Hospital: bothered by noise at night from staff | 18 % | 17 % | 16 % | 17 % | 17 % | 19 % | 23 % | 21 % | 18 % | 21 % |
| B10 | Hospital: room or ward not very or not at all clean | 18 % | 12 % | 9 % | 5 % | 7 % | 5 % | 3 % | 4 % | 3 % | 1 % 🛨 |
| B11+ | Hospital: toilets not very or not at all clean | - | - | 12 % | 8 % | 12 % | 8 % | 5 % | 5 % | 4 % | 3 % |
| B12 | Hospital: felt threatened by other patients or visitors | - | - | - | 2 % | 3 % | 4 % | 2 % | 2 % | 3 % | 3 % |
| B13+ | Hospital: nowhere to keep personal belongings safely | - | - | - | 60 % | 53 % | 52 % | 47 % | 50 % | 44 % | 38 % |
| B14 | Hospital: Not all staff introduced themselves | - | - | - | - | - | - | - | - | 34 % | 34 % |
| B15 | Hospital: hand-wash gels not available or empty | - | - | - | - | - | 2 % | 1 % | 2 % | 5 % | 4 % |
| B16 | Hospital: bothered by other patients' visitors | - | - | - | - | - | 13 % | 8 % | 8 % | 9 % | 9 % |
| B17+ | Hospital: food was fair or poor | - | - | 35 % | 38 % | 37 % | 43 % | 43 % | 43 % | 34 % | 40 % = |
| B18 | Hospital: not always healthy food on hospital menu | - | 31 % | 31 % | 30 % | 30 % | 32 % | 33 % | 29 % | 28 % | 27 % |
| B19 | Hospital: not offered a choice of food | - | - | 17 % | 19 % | 17 % | 24 % | 20 % | 19 % | 17 % | 20 % |
| B20+ | Hospital: patients did not get the food they ordered | - | - | - | - | - | 22 % | 20 % | 19 % | 21 % | 22 % |
| B21+ | Hospital: did not always get enough help from staff to eat meals | - | - | 31 % | 35 % | 29 % | 38 % | 26 % | 31 % | 35 % | 26 % |

C. DOCTORS

| | | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 |
|-----|--|------|------|------|------|------|------|------|------|------|--------|
| C1+ | Doctors: did not always get clear answers to questions | - | - | 23 % | 29 % | 25 % | 27 % | 24 % | 27 % | 30 % | 26 % |
| C2 | Doctors: did not always have confidence and trust | 19 % | 16 % | 13 % | 14 % | 15 % | 18 % | 16 % | 14 % | 19 % | 18 % |
| C3 | Doctors: talked in front of patients as if they were not there | 24 % | 21 % | 19 % | 19 % | 22 % | 23 % | 21 % | 20 % | 26 % | 20 % 🕶 |
| C4+ | Doctors: did not always get opportunity to talk to when needed | - | - | 43 % | 41 % | 41 % | 49 % | 41 % | 44 % | 49 % | 49 % |
| C5 | Doctors: some/none knew enough about condition/treatment | 10 % | 9 % | 8 % | 9 % | 9 % | 12 % | 7 % | 7 % | 12 % | 9 % |

D. NURSES

| | | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 |
|-----|---|------|------|------|------|------|------|------|------|------|--------|
| D1+ | Nurses: did not always get clear answers to questions | - | - | 28 % | 29 % | 32 % | 33 % | 28 % | 30 % | 30 % | 29 % |
| D2 | Nurses: did not always have confidence and trust | 24 % | 26 % | 23 % | 25 % | 24 % | 27 % | 24 % | 23 % | 22 % | 23 % |
| D3 | Nurses: talked in front of patients as if they weren't there | 18 % | 20 % | 16 % | 16 % | 18 % | 21 % | 18 % | 18 % | 20 % | 15 % 🕶 |
| D4 | Nurses: sometimes, rarely or never enough on duty | 42 % | 42 % | 41 % | 45 % | 46 % | 38 % | 33 % | 40 % | 39 % | 39 % |
| D5+ | Nurses: did not always get the opportunity to talk to when needed | - | - | - | - | - | - | - | - | 41 % | 39 % |
| D6 | Nurses: some/none knew enough about condition/treatment | 15 % | 16 % | 15 % | 17 % | 15 % | 19 % | 13 % | 14 % | 17 % | 16 % |

E. YOUR CARE AND TREATMENTS

| | 2. 1001 6, 112 / 110 1112 / 11112 | | | | | | | | | | | |
|------|--|------|------|------|------|------|------|------|------|------|------|--|
| | | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | |
| E1 | Care: staff contradict each other | 28 % | 30 % | 28 % | 24 % | 30 % | 31 % | 32 % | 34 % | 31 % | 31 % | |
| E2 | Care: wanted to be more involved in decisions | 42 % | 40 % | 42 % | 40 % | 44 % | 44 % | 42 % | 40 % | 45 % | 41 % | |
| E3 | Care: not enough (or too much) information given on condition or treatment | 19 % | 17% | 15 % | 15 % | 15 % | 20 % | 14 % | 18 % | 18% | 22 % | |
| E4+ | Care: not enough opportunity for family to talk to doctor | - | - | 52 % | 53 % | 60 % | 61 % | 55 % | 57 % | 52 % | 56 % | |
| E5+ | Care: could not always find staff member to discuss concerns with | - | - | 51 % | 58 % | 56 % | 54 % | 57 % | 54 % | 62 % | 55 % | |
| E6+ | Care: not always enough emotional support from hospital staff | - | - | - | - | - | - | - | 39 % | 44 % | 46 % | |
| E7 | Care: not always enough privacy when discussing condition or treatment | 30 % | 31 % | 28 % | 27 % | 29 % | 30 % | 26 % | 27 % | 29 % | 26 % | |
| E8 | Care: not always enough privacy when being examined or treated | 15 % | 12 % | 10 % | 13 % | 11 % | 13 % | 10 % | 9 % | 11 % | 9 % | |
| E10 | Care: staff did not do everything to help control pain | 29 % | 27 % | 22 % | 22 % | 24 % | 26 % | 24 % | 27 % | 31 % | 29 % | |
| E11+ | Care: more than 5 minutes to answer call button | - | - | 8 % | 12 % | 13 % | 12 % | 15 % | 13 % | 15 % | 14 % | |
| E13+ | Tests: results not explained in a way that could be understood | - | - | - | - | - | 41 % | 37 % | 35 % | 38 % | 39 % | |

F. OPERATIONS & PROCEDURES

| | | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 |
|-----|--|------|------|------|------|------|------|------|------|------|------|
| F2+ | Surgery: risks and benefits not fully explained | - | - | 14 % | 12 % | 18 % | 18 % | 16 % | 16 % | 17 % | 15 % |
| F3+ | Surgery: what would be done during operation not fully explained | - | - | 19 % | 18 % | 24 % | 22 % | 25 % | 24 % | 23 % | 23 % |
| F4+ | Surgery: questions beforehand not fully answered | - | - | 17 % | 16 % | 22 % | 19 % | 19 % | 20 % | 21 % | 23 % |
| F5 | Surgery: not told how to expect to feel after operation or procedure | - | 37 % | 38 % | 34 % | 40 % | 43 % | 38 % | 46 % | 42 % | 39 % |
| F6 | Surgery: not enough time to discuss operation or procedure with consultant | - | - | - | - | - | 31 % | 28 % | 32 % | 31 % | 34 % |
| F8 | Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain | - | - | - | 8 % | 10 % | 14 % | 12 % | 12 % | 19 % | 13 % |
| F9 | Surgery: results not explained in clear way | 34 % | 31 % | 28 % | 21 % | 28 % | 31 % | 29 % | 30 % | 30 % | 31 % |

G. LEAVING HOSPITAL

| J. L | LAVING HOSFITAL | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 |
|------|---|------|------|------|------|------|------|------|------|------|--------|
| G1+ | Discharge: did not feel involved in | | - | - | 36 % | 37 % | 43 % | 41 % | 42 % | 46 % | 46 % |
| | decisions about discharge from hospital | | | | | | | | | | |
| G2 | Discharge: Not given notice about when discharge would be | - | - | - | - | - | - | - | - | 43 % | 39 % |
| G3 | Discharge: was delayed | 33 % | 32 % | 30 % | 32 % | 35 % | 34 % | 35 % | 40 % | 37 % | 38 % |
| G5 | Discharge: delayed by 1 hour or more | 84 % | 80 % | 81 % | 84 % | 83 % | 82 % | 81 % | 86 % | 86 % | 87 % |
| G6 | Discharge: not told how long delay in discharge would be | - | - | - | - | - | - | 71 % | 66 % | 70 % | 73 % |
| G7 | Discharge: not given a reason for delay in discharge | - | - | - | - | - | - | 37 % | 34 % | 30 % | 27 % |
| G8 | Discharge: not given any written/printed information about what they should or should not do after leaving hospital | 40 % | 34 % | 40 % | 29 % | 30 % | 30 % | 23 % | 33 % | 28 % | 30 % |
| G9+ | Discharge: not fully told purpose of medications | - | - | 19 % | 16 % | 16 % | 23 % | 18 % | 21 % | 22 % | 24 % |
| G10+ | Discharge: not fully told side-effects of medications | - | - | 55 % | 58 % | 54 % | 59 % | 56 % | 56 % | 58 % | 62 % |
| G11+ | Discharge: not told how to take medication clearly | - | - | - | 18 % | 20 % | 24 % | 22 % | 22 % | 23 % | 23 % |
| G12+ | Discharge: not given completely clear written/printed information about medicines | - | 34 % | 28 % | 21 % | 27 % | 29 % | 29 % | 30 % | 29 % | 24 % |
| G13+ | Discharge: not fully told of danger signals to look for | - | - | 55 % | 52 % | 53 % | 58 % | 47 % | 50 % | 54 % | 55 % |
| G14+ | Discharge: Family or home situation not considered | - | - | - | - | - | - | - | - | 37 % | 38 % |
| G15+ | Discharge: family not given enough information to help | - | - | 53 % | 43 % | 49 % | 51 % | 48 % | 46 % | 49 % | 46 % |
| G16 | Discharge: not told who to contact if worried | 15 % | 17 % | 18 % | 18 % | 17 % | 22 % | 16 % | 17 % | 19 % | 20 % |
| G17+ | Discharge: Staff did not discuss need for additional equipment or home adaptation | - | - | - | - | - | - | - | - | 14 % | 15 % |
| G18+ | Discharge: Staff did not discuss need for further health or social care services | - | - | - | - | - | - | - | - | 13 % | 14 % |
| G19 | Discharge: did not receive copies of letters sent between hospital doctors and GP | - | 50 % | 53 % | 46 % | 40 % | 46 % | 44 % | 40 % | 43 % | 36 % ┺ |
| G20 | Discharge: letters between hospital doctors and GP not written in a way that could be understood | - | - | - | - | - | 26 % | 19 % | 24 % | 21 % | 15 % |

H. OVERALL

| | | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 |
|-----|---|------|------|------|------|------|------|------|------|------|--------|
| H1 | Overall: not treated with respect or dignity | 20 % | 21 % | 16 % | 19 % | 19 % | 23 % | 18 % | 17 % | 21 % | 17 % |
| H2+ | Overall: rated experience as less than 7/10 | - | - | - | - | - | - | - | - | 18 % | 18 % |
| Н3 | Overall: not asked to give views on quality of care | - | 88 % | 90 % | 88 % | 84 % | 86 % | 83 % | 79 % | 84 % | 68 % 🕶 |
| H4 | Overall: Did not receive any information explaining how to complain | - | - | - | - | - | - | - | - | 62 % | 63 % |
| H5 | Overall: wanted to complain about care received | - | - | - | 6 % | 7 % | 5 % | 7 % | 6 % | 8 % | 5 % 👪 |

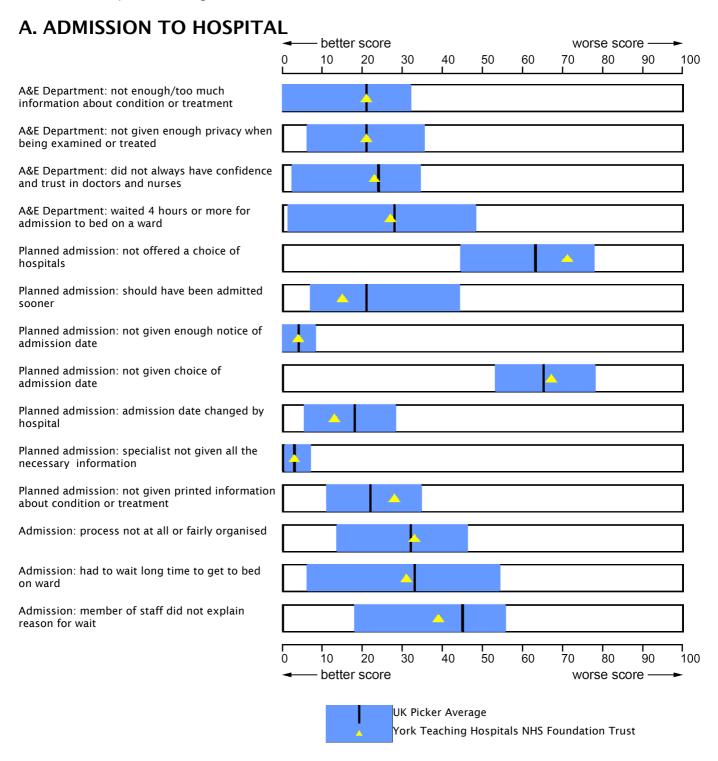


SECTION 6External Benchmarks

comparing results with other trusts

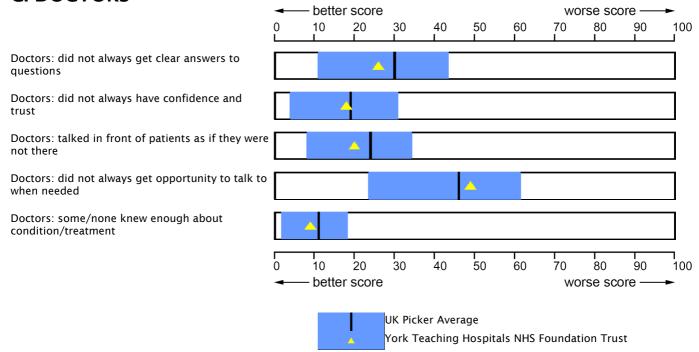
External Benchmarks

This section shows how your Trust compared to all trusts who commissioned Picker Institute Europe for this survey (76 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.

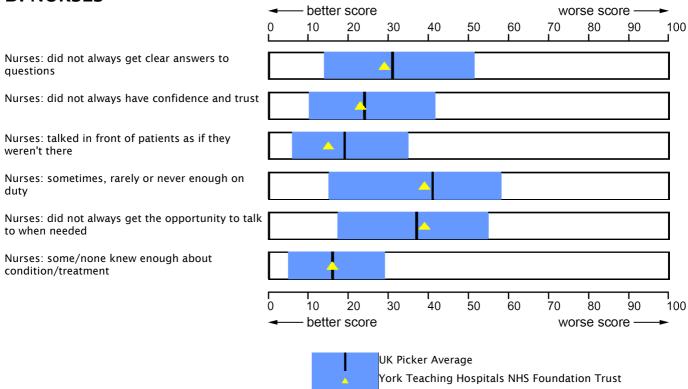


B. THE HOSPITAL AND WARD better score worse score 10 20 30 40 50 60 70 80 100 Hospital: shared sleeping area with opposite sex Hospital: patients in more than one ward, sharing sleeping area with opposite sex Hospital: patients using bath or shower area who shared it with opposite sex Care: did not always get help in getting to the bathroom when needed Hospital: didn't get enough information about ward routines Hospital: bothered by noise at night from other patients Hospital: bothered by noise at night from staff Hospital: room or ward not very or not at all clean Hospital: toilets not very or not at all clean Hospital: felt threatened by other patients or visitors Hospital: nowhere to keep personal belongings safely Hospital: Not all staff introduced themselves Hospital: hand-wash gels not available or empty Hospital: bothered by other patients' visitors Hospital: food was fair or poor Hospital: not always healthy food on hospital menu Hospital: not offered a choice of food Hospital: patients did not get the food they ordered Hospital: did not always get enough help from staff to eat meals 10 . 20 30 40 50 60 . 70 80 90 . 100 better score worse score -

C. DOCTORS

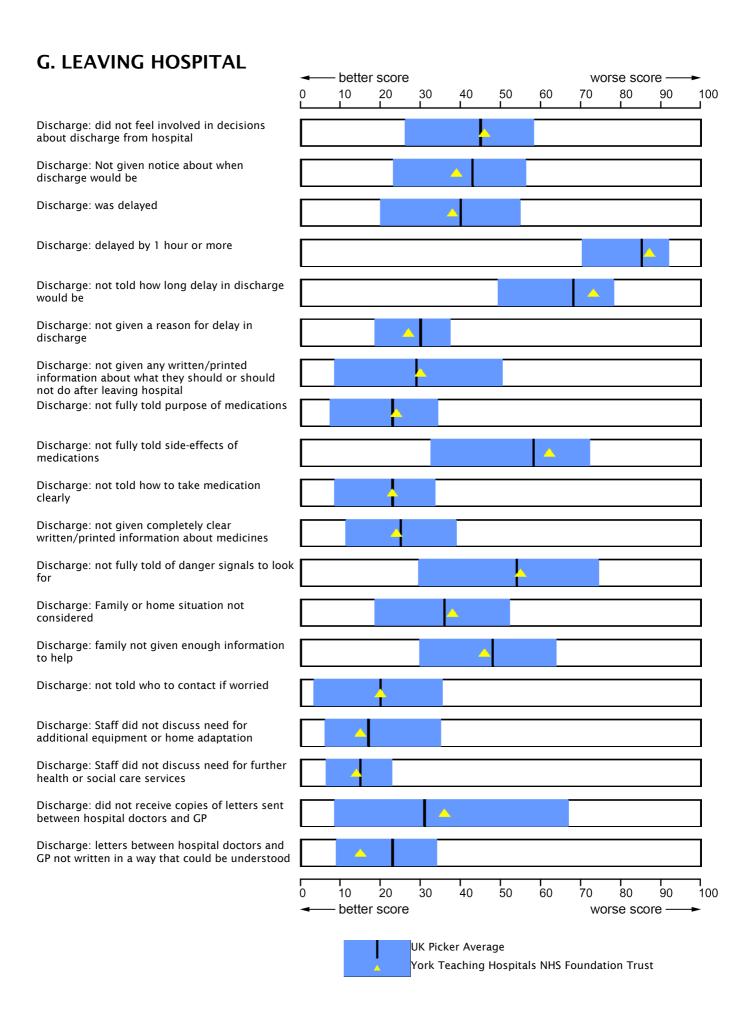


D. NURSES

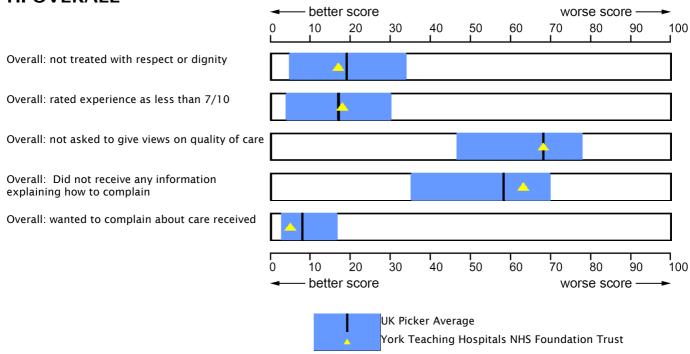


E. YOUR CARE AND TREATMENTS better score worse score -10 20 30 40 50 60 70 80 100 Care: staff contradict each other Care: wanted to be more involved in decisions Care: not enough (or too much) information given on condition or treatment Care: not enough opportunity for family to talk to doctor Care: could not always find staff member to discuss concerns with Care: not always enough emotional support from hospital staff Care: not always enough privacy when discussing condition or treatment Care: not always enough privacy when being examined or treated Care: staff did not do everything to help control Care: more than 5 minutes to answer call button Tests: results not explained in a way that could be understood 10 20 30 40 50 60 . 70 80 90 100 0 better score worse score -UK Picker Average York Teaching Hospitals NHS Foundation Trust

F. OPERATIONS & PROCEDURES better score worse score -70 10 20 30 40 50 60 80 100 Surgery: risks and benefits not fully explained Surgery: what would be done during operation not fully explained Surgery: questions beforehand not fully answered Surgery: not told how to expect to feel after operation or procedure Surgery: not enough time to discuss operation or procedure with consultant Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain Surgery: results not explained in clear way 10 20 40 50 60 **7**0 30 80 90 100 better score worse score -UK Picker Average York Teaching Hospitals NHS Foundation Trust



H. OVERALL





SECTION 7Internal Benchmarks

comparing results within the trust

Internal Benchmarks

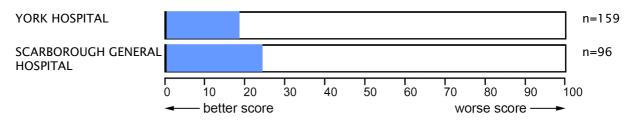
This section shows how the scores for each site, department or specialty compare. The green bars show the percentage of patients who are not completely satisfied with a particular aspect, represented by the problem score rating. Remember that the lower scores (i.e. smaller bars) are better, the larger the bar, the greater the problem.

| Locality | Mailing Qty | Completed |
|------------------------------|-------------|-----------|
| YORK HOSPITAL | 592 | 298 |
| SCARBOROUGH GENERAL HOSPITAL | 258 | 127 |

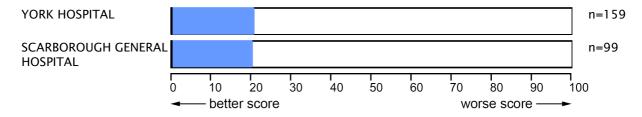
Where fewer than 50 patients have answered a particular question, the result should be treated with caution as the number of respondents is relatively small.

A. ADMISSION TO HOSPITAL

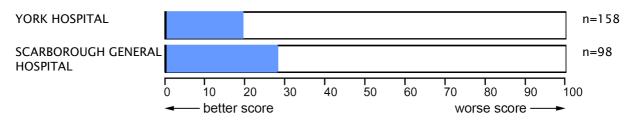
A3 - A&E Department: not enough/too much information about condition or treatment



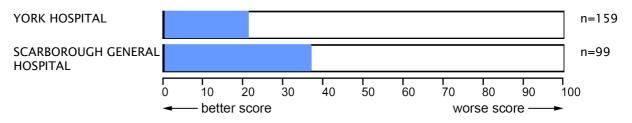
A4 - A&E Department: not given enough privacy when being examined or treated



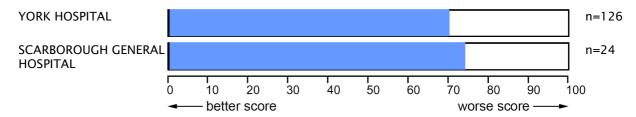
A5 - A&E Department: did not always have confidence and trust in doctors and nurses



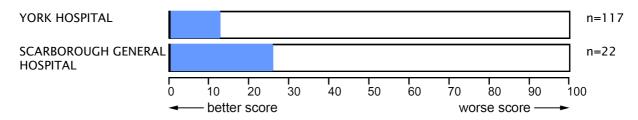
A6 - A&E Department: waited 4 hours or more for admission to bed on a ward



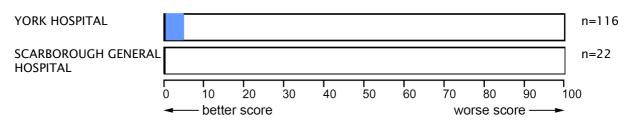
A7 - Planned admission: not offered a choice of hospitals



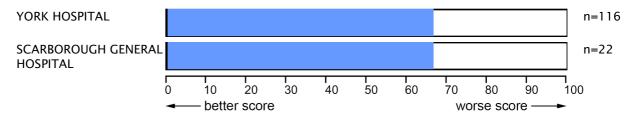
A8 - Planned admission: should have been admitted sooner



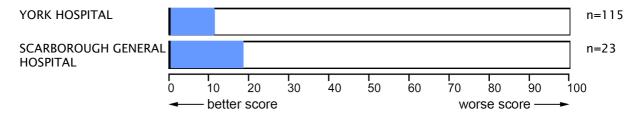
A9 - Planned admission: not given enough notice of admission date



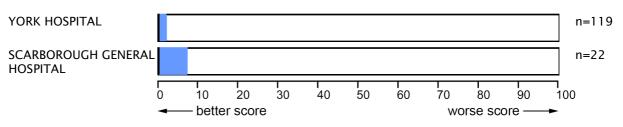
A10 - Planned admission: not given choice of admission date



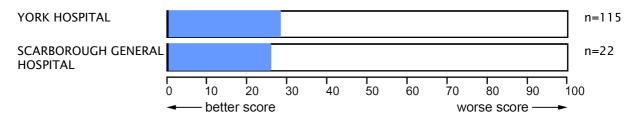
A11 - Planned admission: admission date changed by hospital



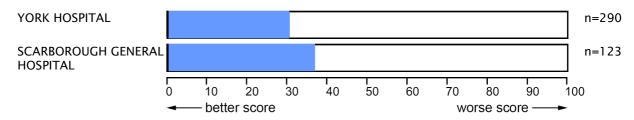
A12 - Planned admission: specialist not given all the necessary information



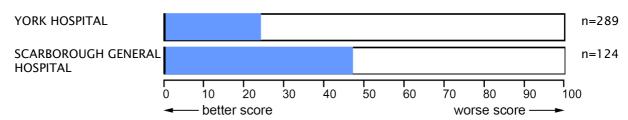
A13 - Planned admission: not given printed information about condition or treatment



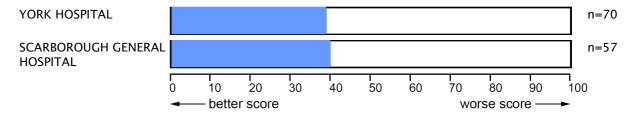
A14 - Admission: process not at all or fairly organised



A15 - Admission: had to wait long time to get to bed on ward

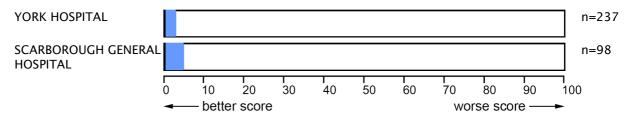


A16 - Admission: member of staff did not explain reason for wait

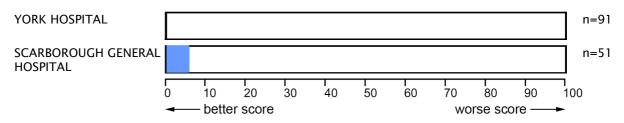


B. THE HOSPITAL AND WARD

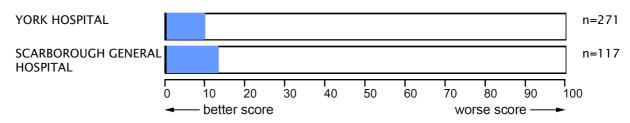
B2+ - Hospital: shared sleeping area with opposite sex



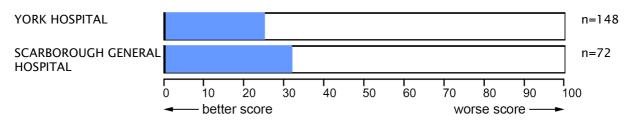
B4+ - Hospital: patients in more than one ward, sharing sleeping area with opposite sex



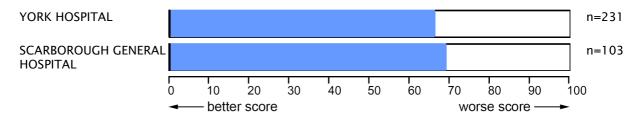
B5+ - Hospital: patients using bath or shower area who shared it with opposite sex



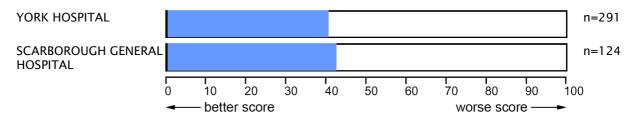
B6+ - Care: did not always get help in getting to the bathroom when needed



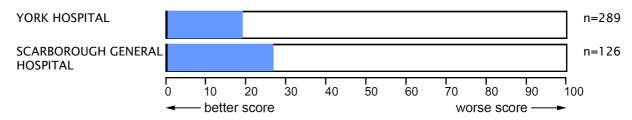
B7+ - Hospital: didn't get enough information about ward routines



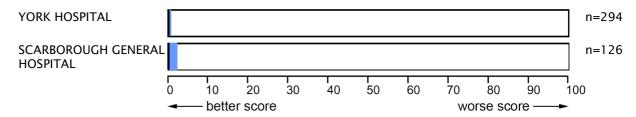
B8 - Hospital: bothered by noise at night from other patients



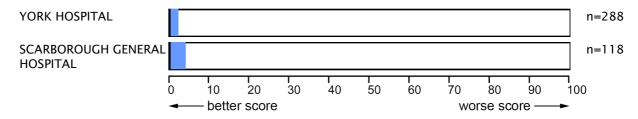
B9 - Hospital: bothered by noise at night from staff



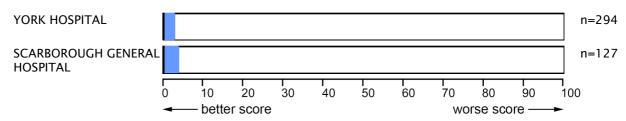
B10 - Hospital: room or ward not very or not at all clean



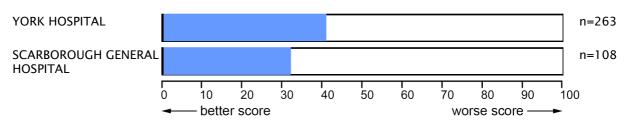
B11+ - Hospital: toilets not very or not at all clean



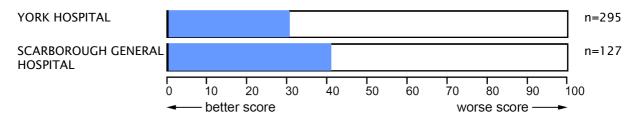
B12 - Hospital: felt threatened by other patients or visitors



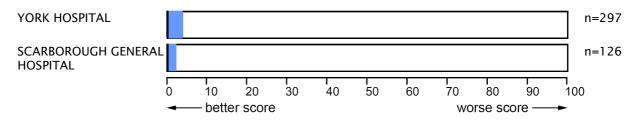
B13+ - Hospital: nowhere to keep personal belongings safely



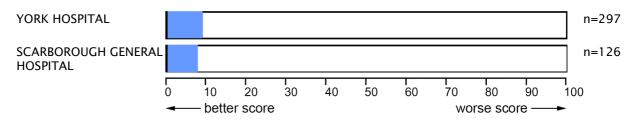
B14 - Hospital: Not all staff introduced themselves



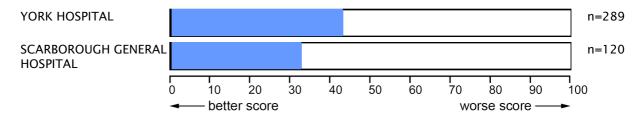
B15 - Hospital: hand-wash gels not available or empty



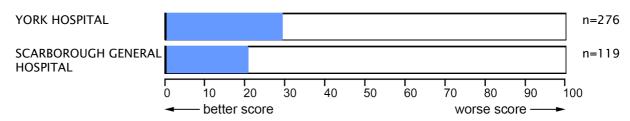
B16 - Hospital: bothered by other patients' visitors



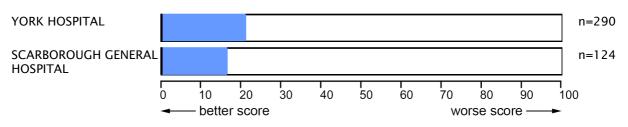
B17+ - Hospital: food was fair or poor



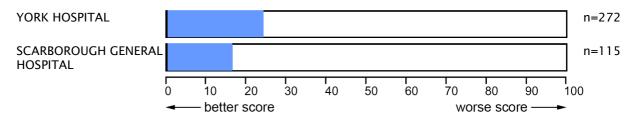
B18 - Hospital: not always healthy food on hospital menu



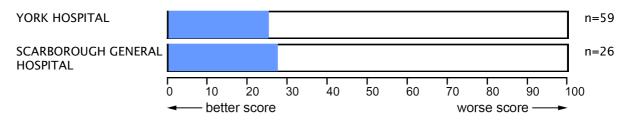
B19 - Hospital: not offered a choice of food



B20+ - Hospital: patients did not get the food they ordered

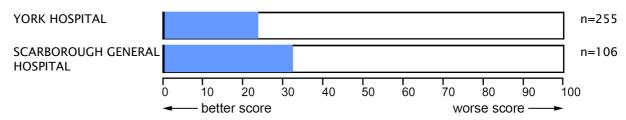


B21+ - Hospital: did not always get enough help from staff to eat meals

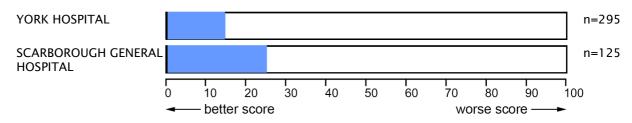


C. DOCTORS

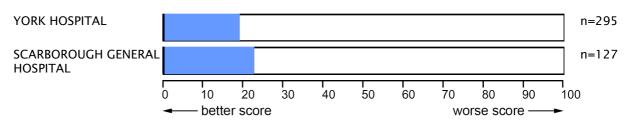
C1+ - Doctors: did not always get clear answers to questions



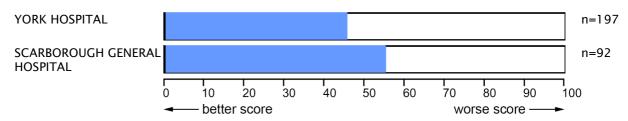
C2 - Doctors: did not always have confidence and trust



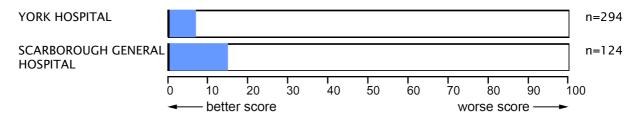
C3 - Doctors: talked in front of patients as if they were not there



C4+ - Doctors: did not always get opportunity to talk to when needed

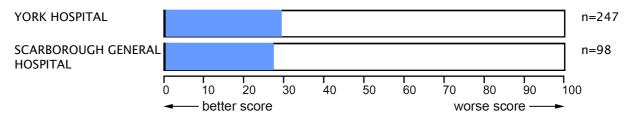


C5 - Doctors: some/none knew enough about condition/treatment

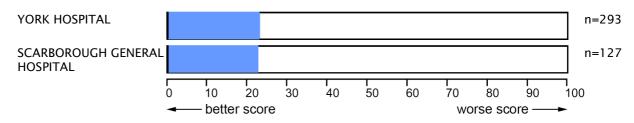


D. NURSES

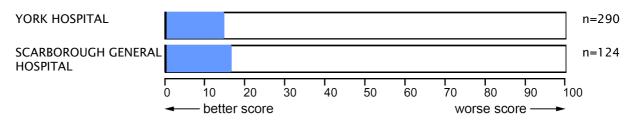
D1+ - Nurses: did not always get clear answers to questions



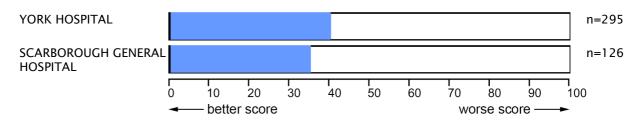
D2 - Nurses: did not always have confidence and trust



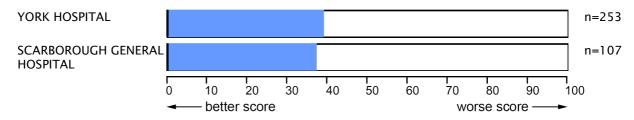
D3 - Nurses: talked in front of patients as if they weren't there



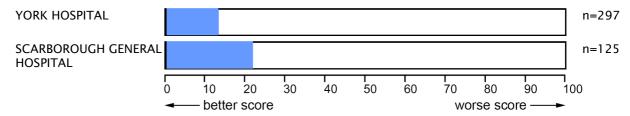
D4 - Nurses: sometimes, rarely or never enough on duty



D5+ - Nurses: did not always get the opportunity to talk to when needed

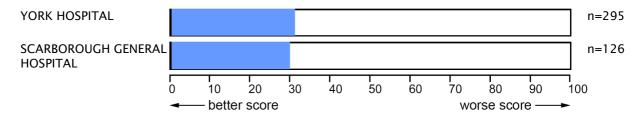


D6 - Nurses: some/none knew enough about condition/treatment

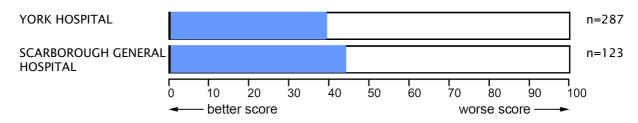


E. YOUR CARE AND TREATMENTS

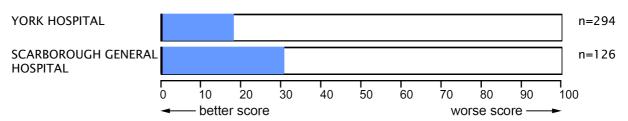
E1 - Care: staff contradict each other



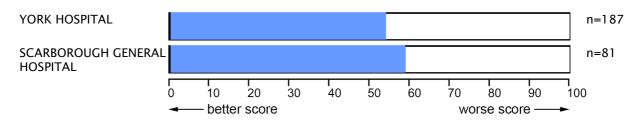
E2 - Care: wanted to be more involved in decisions



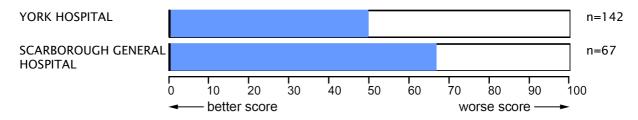
E3 - Care: not enough (or too much) information given on condition or treatment



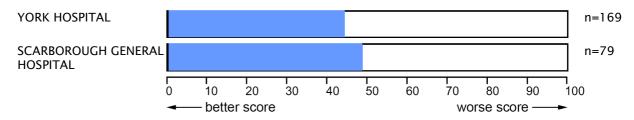
E4+ - Care: not enough opportunity for family to talk to doctor



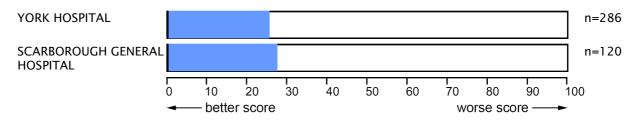
E5+ - Care: could not always find staff member to discuss concerns with



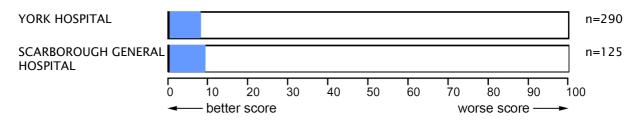
E6+ - Care: not always enough emotional support from hospital staff



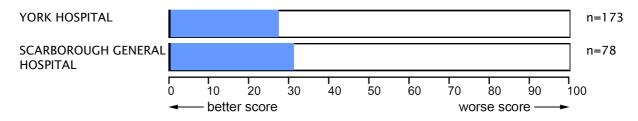
E7 - Care: not always enough privacy when discussing condition or treatment



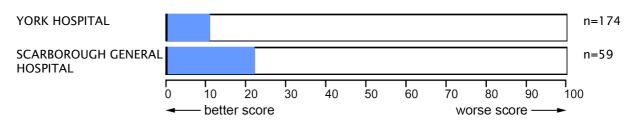
E8 - Care: not always enough privacy when being examined or treated



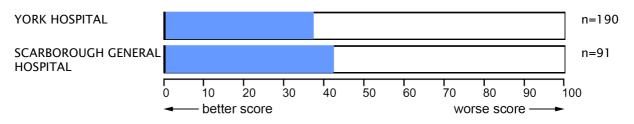
E10 - Care: staff did not do everything to help control pain



E11+ - Care: more than 5 minutes to answer call button

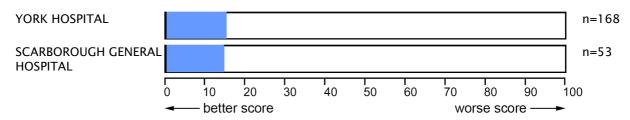


E13+ - Tests: results not explained in a way that could be understood

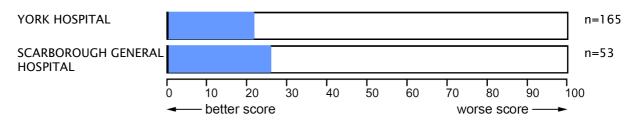


F. OPERATIONS & PROCEDURES

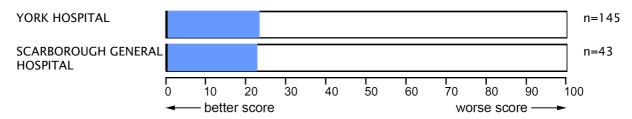
F2+ - Surgery: risks and benefits not fully explained



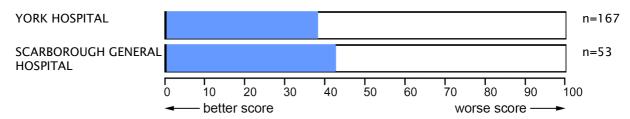
F3+ - Surgery: what would be done during operation not fully explained



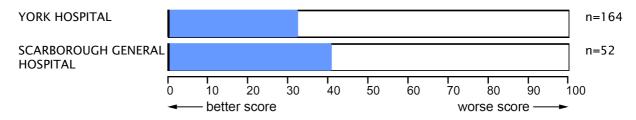
F4+ - Surgery: questions beforehand not fully answered



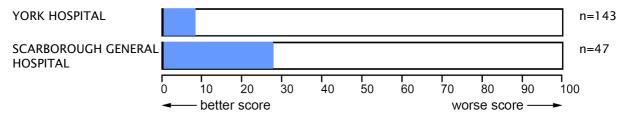
F5 - Surgery: not told how to expect to feel after operation or procedure



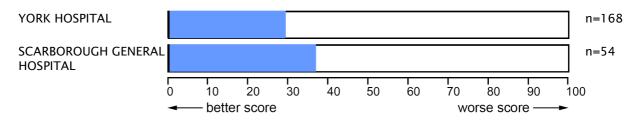
F6 - Surgery: not enough time to discuss operation or procedure with consultant



F8 - Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain

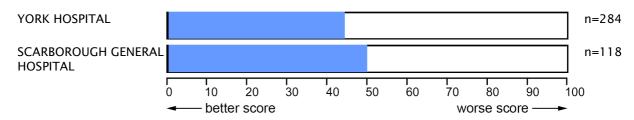


F9 - Surgery: results not explained in clear way

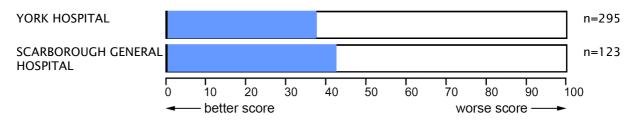


G. LEAVING HOSPITAL

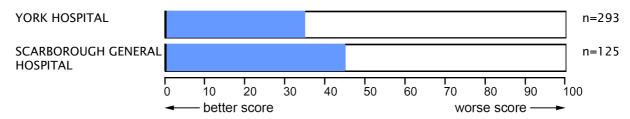
G1+ - Discharge: did not feel involved in decisions about discharge from hospital



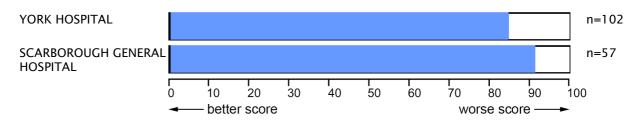
G2 - Discharge: Not given notice about when discharge would be



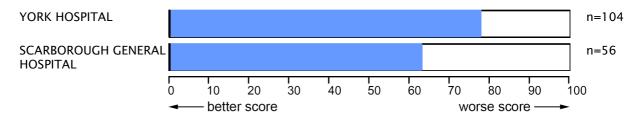
G3 - Discharge: was delayed



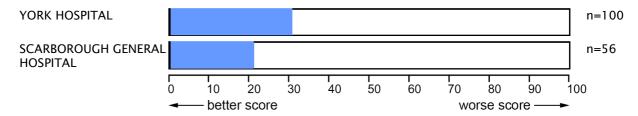
G5 - Discharge: delayed by 1 hour or more



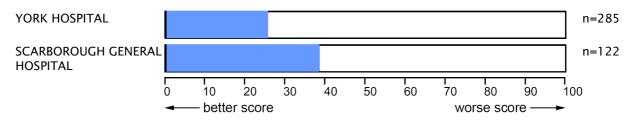
G6 - Discharge: not told how long delay in discharge would be



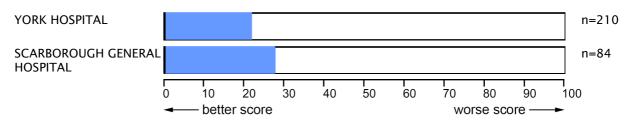
G7 - Discharge: not given a reason for delay in discharge



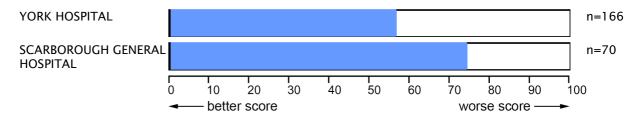
G8 - Discharge: not given any written/printed information about what they should or should not do after leaving hospital



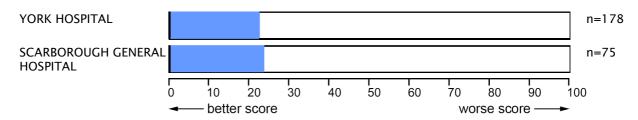
G9+ - Discharge: not fully told purpose of medications



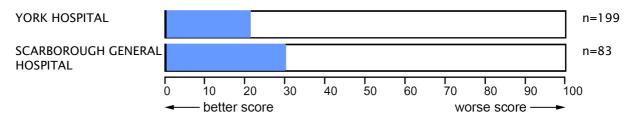
G10+ - Discharge: not fully told side-effects of medications



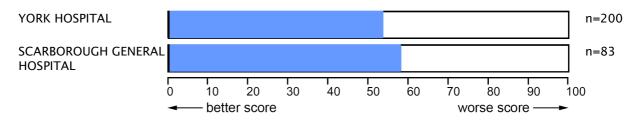
G11+ - Discharge: not told how to take medication clearly



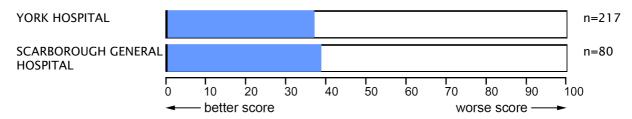
G12+ - Discharge: not given completely clear written/printed information about medicines



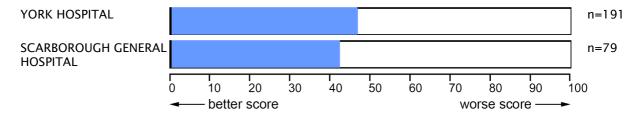
G13+ - Discharge: not fully told of danger signals to look for



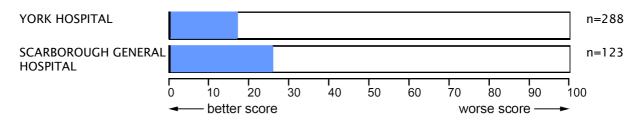
G14+ - Discharge: Family or home situation not considered



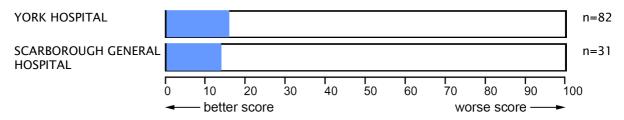
G15+ - Discharge: family not given enough information to help



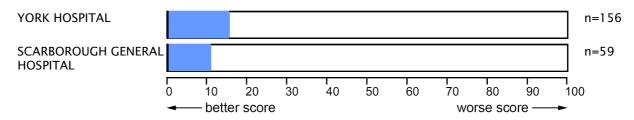
G16 - Discharge: not told who to contact if worried



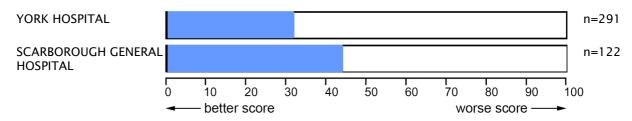
G17+ - Discharge: Staff did not discuss need for additional equipment or home adaptation



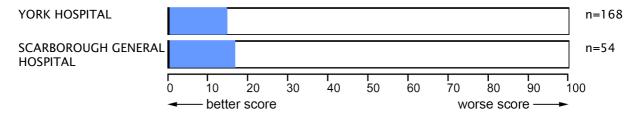
G18+ - Discharge: Staff did not discuss need for further health or social care services



G19 - Discharge: did not receive copies of letters sent between hospital doctors and GP

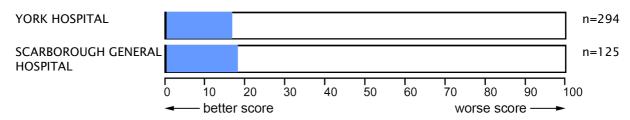


G20 - Discharge: letters between hospital doctors and GP not written in a way that could be understood

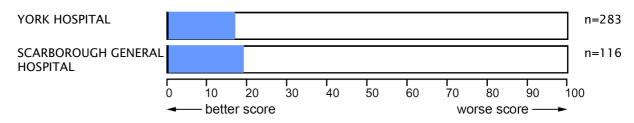


H. OVERALL

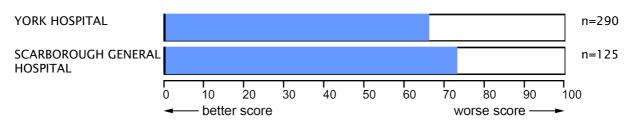
H1 - Overall: not treated with respect or dignity



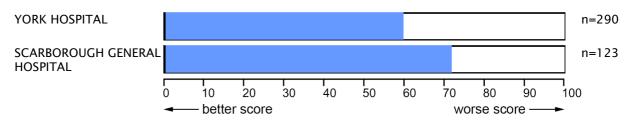
H2+ - Overall: rated experience as less than 7/10



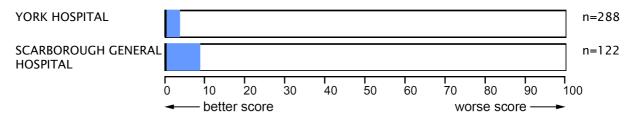
H3 - Overall: not asked to give views on quality of care



H4 - Overall: Did not receive any information explaining how to complain



H5 - Overall: wanted to complain about care received





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?

| | Thi | This Trust | | |
|------------------------------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Emergency or urgent | 286 | 67.3 | 18107 | 55.6 |
| Waiting list or planned in advance | 104 | 24.5 | 12191 | 37.4 |
| Something else | 13 | 3.1 | 922 | 2.8 |
| Not answered | 22 | 5.2 | 1364 | 4.2 |
| | 425 | | 32584 | |

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

| Emergency admissions | Th | This Trust | | |
|----------------------|-----|------------|-------|------|
| | n | % | n | % |
| Yes | 257 | 80.1 | 16790 | 82.3 |
| No | 50 | 15.6 | 2661 | 13.0 |
| Not answered | 14 | 4.4 | 942 | 4.6 |
| | 321 | | 20393 | |

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 | |
|---|------|-------|-------|------------|--|
| Patients admitted via A&E department | n | % | n | % | |
| * Not enough | 29 | 10.7 | 2308 | 13.0 | |
| Right amount | 162 | 59.8 | 10856 | 61.2 | |
| * Too much | 0 | 0.0 | 63 | 0.4 | |
| * I was not given any information about my treatment or condition | 27 | 10.0 | 1393 | 7.9 | |
| Don't know / Can't remember | 37 | 13.7 | 2067 | 11.7 | |
| Not answered | 16 | 5.9 | 1045 | 5.9 | |
| Problem score - This Trust 20.7% | 271 | | 17732 | | |

Problem score - All trusts 21.2%

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

| | This Trust | | | All trusts | |
|---|------------|------|-------|------------|--|
| Patients admitted via A&E department | n | % | n | % | |
| Yes, definitely | 190 | 70.1 | 12237 | 69.0 | |
| * Yes, to some extent | 56 | 20.7 | 3396 | 19.2 | |
| * No | 0 | 0.0 | 377 | 2.1 | |
| Don't know / Can't remember | 12 | 4.4 | 870 | 4.9 | |
| Not answered | 13 | 4.8 | 852 | 4.8 | |
| Problem score - This Trust 20.7% Problem score - All trusts 21.3% | 271 | | 17732 | | |

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 | This Trust | | |
|--------------------------------------|------|------------|-------|------|
| Patients admitted via A&E department | n | % | n | % |
| Yes, definitely | 194 | 71.6 | 7170 | 69.9 |
| * Yes, to some extent | 53 | 19.6 | 2102 | 20.5 |
| * No | 9 | 3.3 | 329 | 3.2 |
| Not answered | 15 | 5.5 | 661 | 6.4 |
| Problem score - This Trust 22.9% | 271 | | 10262 | |

Problem score - All trusts 23.7%

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

| | This | | All trusts | |
|--|------|------|------------|------|
| Patients admitted via A&E department | n | % | n | % |
| Less than 1 hour | 47 | 17.3 | 1529 | 14.9 |
| At least 1 hour but less than 2 hours | 42 | 15.5 | 1527 | 14.9 |
| At least 2 hours but less than 4 hours | 58 | 21.4 | 2438 | 23.8 |
| At least 4 hours but less than 8 hours | 59 | 21.8 | 2229 | 21.7 |
| 8 hours or longer | 15 | 5.5 | 592 | 5.8 |
| Can't remember | 23 | 8.5 | 812 | 7.9 |
| I did not have to wait | 14 | 5.2 | 509 | 5.0 |
| Not answered | 13 | 4.8 | 626 | 6.1 |
| Problem score - This Trust 27.3% | 271 | | 10262 | |

Problem score - All trusts 27.5%

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

| | This | This Trust | | |
|---|------|------------|-------|------|
| Waiting list or planned admissions | n | % | n | % |
| Yes | 26 | 15.5 | 3910 | 24.8 |
| * No, but I would have liked a choice | 10 | 6.0 | 1549 | 9.8 |
| * No, but I did not mind | 109 | 64.9 | 8471 | 53.6 |
| Don't know / Can't remember | 5 | 3.0 | 606 | 3.8 |
| Not answered | 18 | 10.7 | 1258 | 8.0 |
| Problem score - This Trust 70.8% Problem score - All trusts 63.4% | 168 | | 15794 | |

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

| | This | This Trust | | |
|---|------|------------|-------|------|
| Waiting list or planned admissions | n | % | n | % |
| I was admitted as soon as I thought was necessary | 114 | 67.9 | 10927 | 69.2 |
| * I should have been admitted a bit sooner | 16 | 9.5 | 2093 | 13.3 |
| * I should have been admitted a lot sooner | 9 | 5.4 | 1152 | 7.3 |
| Not answered | 29 | 17.3 | 1622 | 10.3 |
| Problem score - This Trust 14.9% | 168 | | 15794 | |
| Dualdana acaus All Auresta 20 E0/ | | | | |

Problem score - All trusts 20.5%

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

| This | s Trust | | All trusts |
|------|--------------------------|-------------------------------------|---|
| n | % | n | % |
| 127 | 75.6 | 9418 | 86.9 |
| 7 | 4.2 | 410 | 3.8 |
| 4 | 2.4 | 116 | 1.1 |
| 30 | 17.9 | 894 | 8.2 |
| 168 | | 10838 | |
| | n 127 7 4 30 | 127 75.6 7 4.2 4 2.4 30 17.9 | n % n 127 75.6 9418 7 4.2 410 4 2.4 116 30 17.9 894 |

Problem score - All trusts 3.8%

A10 - Were you given a choice of admission dates?

| | This | This Trust | | |
|------------------------------------|------|------------|-------|------|
| Waiting list or planned admissions | n | % | n | % |
| Yes | 20 | 11.9 | 2453 | 22.6 |
| * No | 112 | 66.7 | 7080 | 65.3 |
| Don't know / Can't remember | 6 | 3.6 | 348 | 3.2 |
| Not answered | 30 | 17.9 | 957 | 8.8 |
| Problem score - This Trust 66.7% | 168 | | 10838 | |

Problem score - All trusts 65.3%

A11 - Was your admission date changed by the hospital?

| | This | This Trust | | |
|------------------------------------|------|------------|-------|------|
| Waiting list or planned admissions | n | % | n | % |
| No | 117 | 69.6 | 11509 | 72.9 |
| * Yes, once | 16 | 9.5 | 2318 | 14.7 |
| * Yes, 2 or 3 times | 5 | 3.0 | 459 | 2.9 |
| * Yes, 4 times or more | 0 | 0.0 | 49 | 0.3 |
| Not answered | 30 | 17.9 | 1459 | 9.2 |
| Problem score - This Trust 12.5% | 168 | | 15794 | |

Problem score - All trusts 17.9%

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?

| | This | s Trust | | All trusts |
|------------------------------------|------|---------|-------|------------|
| Waiting list or planned admissions | n | % | n | % |
| Yes, definitely | 115 | 68.5 | 11715 | 74.2 |
| Yes, to some extent | 19 | 11.3 | 2036 | 12.9 |
| * No | 5 | 3.0 | 419 | 2.7 |
| Don't know / can't remember | 2 | 1.2 | 350 | 2.2 |
| Not answered | 27 | 16.1 | 1274 | 8.1 |
| Problem score - This Trust 3.0% | 168 | | 15794 | |

Problem score - All trusts 2.7%

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

| | This | Trust | | All trusts |
|------------------------------------|------|-------|-------|------------|
| Waiting list or planned admissions | n | % | n | % |
| Yes | 90 | 53.6 | 7596 | 70.1 |
| * No | 47 | 28.0 | 2328 | 21.5 |
| Not answered | 31 | 18.5 | 914 | 8.4 |
| Problem score - This Trust 28.0% | 168 | | 10838 | |

Problem score - All trusts 21.5%

A14 - How organised was the admission process?

| | This | s Trust | All trusts | |
|----------------------------------|------|---------|------------|------|
| All Patients | n | % | n | % |
| Very organised | 275 | 64.7 | 13355 | 65.2 |
| * Fairly organised | 118 | 27.8 | 5722 | 27.9 |
| * Not at all organised | 20 | 4.7 | 832 | 4.1 |
| Not answered | 12 | 2.8 | 569 | 2.8 |
| Problem score - This Trust 32.5% | 425 | | 20478 | |

Problem score - All trusts 32.0%

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?

| | | s Trust | | All trusts | |
|----------------------------------|-----|---------|-------|------------|--|
| All Patients | n | % | n | % | |
| * Yes, definitely | 54 | 12.7 | 4154 | 12.7 | |
| * Yes, to some extent | 78 | 18.4 | 6725 | 20.6 | |
| No | 281 | 66.1 | 20820 | 63.9 | |
| Not answered | 12 | 2.8 | 885 | 2.7 | |
| Problem score - This Trust 31.1% | 425 | | 32584 | | |

Problem score - All trusts 33.4%

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

| | This | Trust | | All trusts |
|--|------|-------|------|------------|
| Patients who felt they had to wait a long time to get to a bed on a ward | n | % | n | % |
| Yes | 64 | 48.5 | 2984 | 46.1 |
| No, but I would have liked an explanation | 27 | 20.5 | 1697 | 26.2 |
| No, but I did not mind | 25 | 18.9 | 1220 | 18.8 |
| Don't know / can't remember | 11 | 8.3 | 426 | 6.6 |
| Not answered | 5 | 3.8 | 150 | 2.3 |
| Problem score - This Trust 39.4% | 132 | | 6477 | |

Problem score - All trusts 45.0%

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)?

| | Th | s Trust | | All trusts |
|-----------------------------|-----|---------|-------|------------|
| All Patients | n | % | n | % |
| Yes | 84 | 19.8 | 6863 | 21.1 |
| No | 317 | 74.6 | 23352 | 71.7 |
| Don't know / Can't remember | 18 | 4.2 | 1630 | 5.0 |
| Not answered | 6 | 1.4 | 739 | 2.3 |
| | 425 | | 32584 | |

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?

| | Th | This Trust | | All trusts | |
|--------------|-----|------------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes | 29 | 6.8 | 3230 | 9.9 | |
| No | 389 | 91.5 | 28748 | 88.2 | |
| Not answered | 7 | 1.6 | 606 | 1.9 | |
| | 425 | | 32584 | | |

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?

| | This Trust | | | All trusts | |
|---|------------|------|-------|------------|--|
| Patients who did not stay in critical care area | n | % | n | % | |
| * Yes | 12 | 3.5 | 2001 | 7.8 | |
| No | 323 | 94.7 | 23208 | 90.2 | |
| Not answered | 6 | 1.8 | 512 | 2.0 | |
| Problem score - This Trust 3.5% | 341 | | 25721 | | |
| Problem score - All trusts 7.8% | | | | | |

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

| | Th | is Trust | | All trusts |
|-----------------------------|-----|----------|-------|------------|
| All Patients | n | % | n | % |
| 1 | 214 | 50.4 | 19945 | 61.2 |
| 2 | 164 | 38.6 | 9088 | 27.9 |
| 3 or more | 32 | 7.5 | 2511 | 7.7 |
| Don't know / Can't remember | 5 | 1.2 | 456 | 1.4 |
| Not answered | 10 | 2.4 | 584 | 1.8 |
| | 425 | | 32584 | |

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?

| | This | This Trust | | |
|--------------------------------|------|------------|-------|------|
| Patients in more than one ward | n | % | n | % |
| Yes | 11 | 5.6 | 902 | 7.8 |
| No | 183 | 93.4 | 10483 | 90.4 |
| Not answered | 2 | 1.0 | 214 | 1.8 |
| | 196 | | 11599 | |

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?

| | This | All trusts | | |
|---|------|------------|------|------|
| Patients in more than one ward who did not stay in critical care area | n | % | n | % |
| * Yes | 3 | 2.1 | 400 | 5.3 |
| No | 139 | 97.2 | 7074 | 93.0 |
| Not answered | 1 | 0.7 | 136 | 1.8 |
| Problem score - This Trust 2.1% | 143 | | 7610 | |

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?

| | This | s Trust | | All trusts |
|---|------|---------|-------|------------|
| All Patients | n | % | n | % |
| Yes | 44 | 10.4 | 3675 | 11.3 |
| Yes, because it had special bathing equipment that I needed | 2 | 0.5 | 320 | 1.0 |
| No | 328 | 77.2 | 24348 | 74.7 |
| I did not use a bathroom or shower | 24 | 5.6 | 1739 | 5.3 |
| Don't know / Can't remember | 14 | 3.3 | 1653 | 5.1 |
| Not answered | 13 | 3.1 | 849 | 2.6 |
| | 425 | | 32584 | |

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

| | This | This Trust | | |
|---|------|------------|-------|------|
| Patients who used a bathroom or shower area | n | % | n | % |
| Yes | 44 | 11.0 | 3675 | 11.9 |
| Yes, because it had special bathing equipment that I needed | 2 | 0.5 | 320 | 1.0 |
| No | 328 | 81.8 | 24348 | 78.9 |
| Don't know / Can't remember | 14 | 3.5 | 1653 | 5.4 |
| Not answered | 13 | 3.2 | 849 | 2.8 |
| Problem score - This Trust 11.0% | 401 | | 30845 | |
| Dualsland agency All towards 11 00/ | | | | |

Problem score - All trusts 11.9%

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

| | Th | is Trust | | All trusts |
|---------------------|-----|----------|-------|------------|
| All Patients | n | % | n | % |
| Yes, always | 157 | 36.9 | 8238 | 40.2 |
| Yes, sometimes | 48 | 11.3 | 2389 | 11.7 |
| No | 15 | 3.5 | 801 | 3.9 |
| I did not need help | 195 | 45.9 | 8464 | 41.3 |
| Not answered | 10 | 2.4 | 586 | 2.9 |
| | 425 | | 20478 | |

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

| | This Trust | | | All trusts | |
|--|------------|------|-------|------------|--|
| Patients who needed help getting to the bathroom or toilet | n | % | n | % | |
| Yes, always | 157 | 68.3 | 8238 | 68.6 | |
| * Yes, sometimes | 48 | 20.9 | 2389 | 19.9 | |
| * No | 15 | 6.5 | 801 | 6.7 | |
| Not answered | 10 | 4.3 | 586 | 4.9 | |
| Problem score - This Trust 27.4% | 230 | | 12014 | | |

Problem score - All trusts 26.6%

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

| | Th | nis Trust | | All trusts |
|----------------------------|-----|-----------|-------|------------|
| All Patients | n | % | n | % |
| Yes, definitely | 99 | 23.3 | 5831 | 28.5 |
| Yes, to some extent | 89 | 20.9 | 4879 | 23.8 |
| No | 146 | 34.4 | 5843 | 28.5 |
| I did not need information | 75 | 17.6 | 3397 | 16.6 |
| Not answered | 16 | 3.8 | 528 | 2.6 |
| | 425 | | 20478 | |

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

| | This Trust | | | All trusts | |
|--|------------|------|-------|------------|--|
| Patients who needed information about ward routines | n | % | n | % | |
| Yes, definitely | 99 | 28.3 | 5831 | 34.1 | |
| * Yes, to some extent | 89 | 25.4 | 4879 | 28.6 | |
| * No | 146 | 41.7 | 5843 | 34.2 | |
| Not answered | 16 | 4.6 | 528 | 3.1 | |
| Problem score - This Trust 67.1% Problem score - All trusts 62.8% | 350 | | 17081 | | |

Inpatient Survey 2013

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

| | This | Trust | | All trusts |
|---|------|-------|-------|------------|
| All Patients | n | % | n | % |
| * Yes | 175 | 41.2 | 12471 | 38.3 |
| No | 240 | 56.5 | 19256 | 59.1 |
| Not answered | 10 | 2.4 | 857 | 2.6 |
| Problem score - This Trust 41.2% Problem score - All trusts 38.3% | 425 | | 32584 | |

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

| | Thi | This Trust | | |
|----------------------------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| * Yes | 91 | 21.4 | 6232 | 19.1 |
| No | 324 | 76.2 | 25740 | 79.0 |
| Not answered | 10 | 2.4 | 612 | 1.9 |
| Problem score - This Trust 21.4% | 425 | | 32584 | |

Problem score - All trusts 19.1%

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

| | Thi | s Trust | | All trusts |
|---------------------------------|-----|---------|-------|------------|
| All Patients | n | % | n | % |
| Very clean | 288 | 67.8 | 22410 | 68.8 |
| Fairly clean | 127 | 29.9 | 8813 | 27.0 |
| * Not very clean | 4 | 0.9 | 804 | 2.5 |
| * Not at all clean | 1 | 0.2 | 177 | 0.5 |
| Not answered | 5 | 1.2 | 380 | 1.2 |
| Problem score - This Trust 1.2% | 425 | | 32584 | |

Problem score - All trusts 3.0%

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

| • | This Trust | | | All trusts | |
|------------------------------------|------------|------|-------|------------|--|
| All Patients | n | % | n | % | |
| Very clean | 274 | 64.5 | 19445 | 59.7 | |
| Fairly clean | 120 | 28.2 | 9923 | 30.5 | |
| Not very clean | 9 | 2.1 | 1419 | 4.4 | |
| Not at all clean | 3 | 0.7 | 332 | 1.0 | |
| I did not use a toilet or bathroom | 13 | 3.1 | 1064 | 3.3 | |
| Not answered | 6 | 1.4 | 401 | 1.2 | |
| | 425 | | 32584 | | |

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

| | This | This Trust | | |
|--|------|------------|-------|------|
| Patients who used a toilet or bathroom | n | % | n | % |
| Very clean | 274 | 66.5 | 19445 | 61.7 |
| Fairly clean | 120 | 29.1 | 9923 | 31.5 |
| * Not very clean | 9 | 2.2 | 1419 | 4.5 |
| * Not at all clean | 3 | 0.7 | 332 | 1.1 |
| Not answered | 6 | 1.5 | 401 | 1.3 |
| Problem score - This Trust 2.9% | 412 | | 31520 | _ |

Problem score - All trusts 5.6%

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

| | This | s Trust | | All trusts |
|---------------------------------|------|---------|-------|------------|
| All Patients | n | % | n | % |
| * Yes | 14 | 3.3 | 1100 | 3.4 |
| No | 407 | 95.8 | 31101 | 95.4 |
| Not answered | 4 | 0.9 | 383 | 1.2 |
| Problem score - This Trust 3.3% | 425 | | 32584 | |

Problem score - All trusts 3.4%

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

| | This Trust | | | All trusts | |
|---|------------|------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes, and I could lock it if I wanted to | 212 | 49.9 | 6787 | 33.1 | |
| Yes, but I could not lock it | 136 | 32.0 | 9948 | 48.6 | |
| No | 9 | 2.1 | 757 | 3.7 | |
| I did not take any belongings to hospital | 47 | 11.1 | 2060 | 10.1 | |
| Don't know / Can't remember | 14 | 3.3 | 569 | 2.8 | |
| Not answered | 7 | 1.6 | 357 | 1.7 | |
| | 425 | | 20478 | | |

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

| | This | | All trusts | |
|--|------|------|------------|------|
| Patients who took personal belongings to hospital | n | % | n | % |
| Yes, and I could lock it if I wanted to | 212 | 56.1 | 6787 | 36.8 |
| * Yes, but I could not lock it | 136 | 36.0 | 9948 | 54.0 |
| * No | 9 | 2.4 | 757 | 4.1 |
| Don't know / Can't remember | 14 | 3.7 | 569 | 3.1 |
| Not answered | 7 | 1.9 | 357 | 1.9 |
| Problem score - This Trust 38.4% Problem score - All trusts 58.1% | 378 | | 18418 | |

Innationt Survey 2012

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

| | This | This Trust | | |
|---|------|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, all of the staff introduced themselves | 273 | 64.2 | 13963 | 68.2 |
| * Some of the staff introduced themselves | 124 | 29.2 | 5267 | 25.7 |
| * Very few or none of the staff introduced themselves | 19 | 4.5 | 750 | 3.7 |
| Don't know / can't remember | 6 | 1.4 | 307 | 1.5 |
| Not answered | 3 | 0.7 | 191 | 0.9 |
| Problem score - This Trust 33.6% Problem score - All trusts 29.4% | 425 | | 20478 | |

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

| | This | This Trust | | |
|------------------------------------|------|------------|-------|------|
| All Patients | n | % | n | % |
| Yes | 387 | 91.1 | 29804 | 91.5 |
| * Yes, but they were empty | 5 | 1.2 | 472 | 1.4 |
| * I did not see any hand-wash gels | 10 | 2.4 | 832 | 2.6 |
| Don't know / Can't remember | 21 | 4.9 | 1163 | 3.6 |
| Not answered | 2 | 0.5 | 313 | 1.0 |
| Problem score - This Trust 3.5% | 425 | | 32584 | |

Problem score - All trusts 4.0%

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

| | Tr | iis Trust | | All trusts | |
|--|-----|-----------|-------|------------|--|
| All Patients | n | % | n | % | |
| * Yes, often | 7 | 1.6 | 356 | 1.7 | |
| * Yes, sometimes | 30 | 7.1 | 1906 | 9.3 | |
| No | 386 | 90.8 | 18057 | 88.2 | |
| Not answered | 2 | 0.5 | 159 | 0.8 | |
| Problem score - This Trust 8.7% Problem score - All trusts 11.0% | 425 | | 20478 | | |

B17 - How would you rate the hospital food?

| | Th | This Trust | | |
|----------------------------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Very good | 98 | 23.1 | 6714 | 20.6 |
| Good | 145 | 34.1 | 10943 | 33.6 |
| Fair | 122 | 28.7 | 8892 | 27.3 |
| Poor | 44 | 10.4 | 4249 | 13.0 |
| I did not have any hospital food | 11 | 2.6 | 1365 | 4.2 |
| Not answered | 5 | 1.2 | 421 | 1.3 |
| | 425 | | 32584 | |

B17+ - How would you rate the hospital food?

| | Thi | This Trust | | |
|--|-----|------------|-------|------|
| Patients who had hospital food | n | % | n | % |
| Very good | 98 | 23.7 | 6714 | 21.5 |
| Good | 145 | 35.0 | 10943 | 35.1 |
| * Fair | 122 | 29.5 | 8892 | 28.5 |
| * Poor | 44 | 10.6 | 4249 | 13.6 |
| Not answered | 5 | 1.2 | 421 | 1.3 |
| Problem score - This Trust 40.1% Problem score - All trusts 42.1% | 414 | | 31219 | |

B18 - Was there healthy food on the hospital menu?

| | This | This Trust | | |
|----------------------------------|------|------------|-------|------|
| Patients who had hospital food | n | % | n | % |
| Yes, always | 244 | 59.7 | 11004 | 56.8 |
| * Yes, sometimes | 95 | 23.2 | 5215 | 26.9 |
| * No | 15 | 3.7 | 738 | 3.8 |
| Don't know / Can't remember | 41 | 10.0 | 1924 | 9.9 |
| Not answered | 14 | 3.4 | 503 | 2.6 |
| Problem score - This Trust 26.9% | 409 | | 19384 | |

Problem score - All trusts 30.7%

B19 - Were you offered a choice of food?

| | | is Trust | | All trusts | |
|---|-----|----------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes, always | 330 | 77.6 | 25175 | 77.3 | |
| * Yes, sometimes | 65 | 15.3 | 4692 | 14.4 | |
| * No | 19 | 4.5 | 1874 | 5.8 | |
| Not answered | 11 | 2.6 | 843 | 2.6 | |
| Problem score - This Trust 19.8% Problem score - All trusts 20.2% | 425 | | 32584 | | |

B20 - Did you get the food you ordered?

| | Thi | This Trust | | |
|--|-----|------------|-------|------|
| Patients who were offered a choice of food | n | % | n | % |
| Yes, always | 301 | 76.2 | 14220 | 75.4 |
| Yes, sometimes | 79 | 20.0 | 3690 | 19.6 |
| No | 7 | 1.8 | 406 | 2.2 |
| I did not have any hospital food | 4 | 1.0 | 341 | 1.8 |
| Not answered | 4 | 1.0 | 211 | 1.1 |
| | 395 | | 18868 | |

B20+ - Did you get the food you ordered?

| | This Trust | | | All trusts | |
|--|------------|------|-------|------------|--|
| Patients who took up the offer of a choice of food | n | % | n | % | |
| Yes, always | 301 | 77.0 | 14220 | 76.8 | |
| * Yes, sometimes | 79 | 20.2 | 3690 | 19.9 | |
| * No | 7 | 1.8 | 406 | 2.2 | |
| Not answered | 4 | 1.0 | 211 | 1.1 | |
| Problem score - This Trust 22.0% | 391 | | 18527 | _ | |

Problem score - All trusts 22.1%

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

| | Th | This Trust | | |
|----------------------------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, always | 60 | 14.1 | 5235 | 16.1 |
| Yes, sometimes | 16 | 3.8 | 1644 | 5.0 |
| No | 9 | 2.1 | 1455 | 4.5 |
| I did not need help to eat meals | 329 | 77.4 | 23339 | 71.6 |
| Not answered | 11 | 2.6 | 911 | 2.8 |
| | 425 | | 32584 | |

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

| | This | This Trust | | |
|---------------------------------------|------|------------|------|------|
| Patients who needed help to eat meals | n | % | n | % |
| Yes, always | 60 | 62.5 | 5235 | 56.6 |
| * Yes, sometimes | 16 | 16.7 | 1644 | 17.8 |
| * No | 9 | 9.4 | 1455 | 15.7 |
| Not answered | 11 | 11.5 | 911 | 9.9 |
| Problem score - This Trust 26.0% | 96 | | 9245 | |

Problem score - All trusts 33.5%

C. DOCTORS

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

| | Th | This Trust | | |
|----------------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, always | 264 | 62.1 | 20075 | 61.6 |
| Yes, sometimes | 77 | 18.1 | 7422 | 22.8 |
| No | 20 | 4.7 | 1440 | 4.4 |
| I had no need to ask | 55 | 12.9 | 3155 | 9.7 |
| Not answered | 9 | 2.1 | 492 | 1.5 |
| | 425 | | 32584 | |

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

| | This | This Trust | | |
|--|------|------------|-------|------|
| Patients who had questions to ask a doctor | n | % | n | % |
| Yes, always | 264 | 71.4 | 20075 | 68.2 |
| * Yes, sometimes | 77 | 20.8 | 7422 | 25.2 |
| * No | 20 | 5.4 | 1440 | 4.9 |
| Not answered | 9 | 2.4 | 492 | 1.7 |
| Problem score - This Trust 26.2% | 370 | | 29429 | |

Problem score - All trusts 30.1%

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

| | | This Trust | | |
|----------------------------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, always | 344 | 80.9 | 25933 | 79.6 |
| * Yes, sometimes | 66 | 15.5 | 5203 | 16.0 |
| * No | 10 | 2.4 | 1027 | 3.2 |
| Not answered | 5 | 1.2 | 421 | 1.3 |
| Problem score - This Trust 17.9% | 425 | | 32584 | |

Problem score - All trusts 19.1%

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

| | This | This Trust | | |
|----------------------------------|------|------------|-------|------|
| All Patients | n | % | n | % |
| * Yes, often | 14 | 3.3 | 1775 | 5.4 |
| * Yes, sometimes | 72 | 16.9 | 6099 | 18.7 |
| No | 336 | 79.1 | 24135 | 74.1 |
| Not answered | 3 | 0.7 | 575 | 1.8 |
| Problem score - This Trust 20.2% | 425 | | 32584 | |

Problem score - All trusts 24.2%

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

| | Th | This Trust | | |
|-----------------------------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, always | 147 | 34.6 | 7816 | 38.2 |
| Yes, sometimes | 109 | 25.6 | 5385 | 26.3 |
| No | 33 | 7.8 | 1490 | 7.3 |
| I had no need to talk to a doctor | 134 | 31.5 | 5431 | 26.5 |
| Not answered | 2 | 0.5 | 356 | 1.7 |
| | 425 | | 20478 | |

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

| | This | Trust | | All trusts |
|---|------|-------|-------|------------|
| Patients who needed to talk to a doctor | n | % | n | % |
| Yes, always | 147 | 50.5 | 7816 | 51.9 |
| * Yes, sometimes | 109 | 37.5 | 5385 | 35.8 |
| * No | 33 | 11.3 | 1490 | 9.9 |
| Not answered | 2 | 0.7 | 356 | 2.4 |
| Problem score - This Trust 48.8% | 291 | | 15047 | |

Problem score - All trusts 45.7%

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

| | This | This Trust | | |
|--|------|------------|-------|------|
| All Patients | n | % | n | % |
| All the doctors knew enough | 252 | 59.3 | 12507 | 61.1 |
| Most of the doctors knew enough | 94 | 22.1 | 4265 | 20.8 |
| * Only some of the doctors knew enough | 33 | 7.8 | 1692 | 8.3 |
| * None of the doctors knew enough | 7 | 1.6 | 463 | 2.3 |
| Can't say | 32 | 7.5 | 1253 | 6.1 |
| Not answered | 7 | 1.6 | 298 | 1.5 |
| Problem score - This Trust 9.4% | 425 | | 20478 | |

Problem score - All trusts 10.5%

D. NURSES

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

| | Th | This Trust | | |
|----------------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, always | 245 | 57.6 | 19559 | 60.0 |
| Yes, sometimes | 90 | 21.2 | 7700 | 23.6 |
| No | 10 | 2.4 | 1194 | 3.7 |
| I had no need to ask | 78 | 18.4 | 3761 | 11.5 |
| Not answered | 2 | 0.5 | 370 | 1.1 |
| | 425 | | 32584 | |

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

| | | Trust | All trusts | |
|---|-----|-------|------------|------|
| Patients who had questions to ask a nurse | n | % | n | % |
| Yes, always | 245 | 70.6 | 19559 | 67.9 |
| * Yes, sometimes | 90 | 25.9 | 7700 | 26.7 |
| * No | 10 | 2.9 | 1194 | 4.1 |
| Not answered | 2 | 0.6 | 370 | 1.3 |
| Problem score - This Trust 28.8% | 347 | | 28823 | |

Problem score - All trusts 30.9%

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

| | | is Trust | | All trusts | |
|----------------------------------|-----|----------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes, always | 322 | 75.8 | 24433 | 75.0 | |
| * Yes, sometimes | 86 | 20.2 | 6801 | 20.9 | |
| * No | 12 | 2.8 | 1000 | 3.1 | |
| Not answered | 5 | 1.2 | 350 | 1.1 | |
| Problem score - This Trust 23.1% | 425 | | 32584 | | |

Problem score - All trusts 23.9%

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

| | In | s Irust | | All trusts |
|----------------------------------|-----|---------|-------|------------|
| All Patients | n | % | n | % |
| * Yes, often | 12 | 2.8 | 1376 | 4.2 |
| * Yes, sometimes | 53 | 12.5 | 4712 | 14.5 |
| No | 349 | 82.1 | 25641 | 78.7 |
| Not answered | 11 | 2.6 | 855 | 2.6 |
| Problem score - This Trust 15.3% | 425 | | 32584 | |

Problem score - All trusts 18.7%

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

| n 9 | S n | 0/ |
|-----------------|---|--|
| |) 11 | % |
| 56 60. 2 | 18817 | 57.7 |
| 19 28. 0 | 9631 | 29.6 |
| 46 10. 8 | 3706 | 11.4 |
| 4 0.9 | 430 | 1.3 |
| 25 | 32584 | |
| | 56 60. 2 19 28. 0 46 10. 8 | 56 60.2 18817 19 28.0 9631 46 10.8 3706 4 0.9 430 |

Problem score - All trusts 40.9%

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

| Yes, always | | nis Trust | | All trusts | |
|----------------------------------|-----|-----------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes, always | 220 | 51.8 | 11408 | 55.7 | |
| Yes, sometimes | 125 | 29.4 | 6052 | 29.6 | |
| No | 15 | 3.5 | 701 | 3.4 | |
| I had no need to talk to a nurse | 62 | 14.6 | 2089 | 10.2 | |
| Not answered | 3 | 0.7 | 228 | 1.1 | |
| | 425 | | 20478 | | |

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

| | | Trust | All trusts | | |
|--|-----|-------|------------|------|--|
| Patients who needed to talk to a nurse | n | % | n | % | |
| Yes, always | 220 | 60.6 | 11408 | 62.0 | |
| * Yes, sometimes | 125 | 34.4 | 6052 | 32.9 | |
| * No | 15 | 4.1 | 701 | 3.8 | |
| Not answered | 3 | 0.8 | 228 | 1.2 | |
| Problem score - This Trust 38.6% | 363 | | 18389 | - | |

Problem score - All trusts 36.7%

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

| • | This | Trust | | All trusts |
|---------------------------------------|------|-------|-------|------------|
| All Patients | n | % | n | % |
| All of the nurses knew enough | 165 | 38.8 | 9061 | 44.2 |
| Most of the nurses knew enough | 148 | 34.8 | 6504 | 31.8 |
| * Only some of the nurses knew enough | 58 | 13.6 | 2606 | 12.7 |
| * None of the nurses knew enough | 10 | 2.4 | 574 | 2.8 |
| Can't say | 41 | 9.6 | 1496 | 7.3 |
| Not answered | 3 | 0.7 | 237 | 1.2 |
| Problem score - This Trust 16.0% | 425 | | 20478 | |

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?

| | This | Trust | All trusts | | |
|----------------------------------|------|-------|------------|------|--|
| All Patients | n | % | n | % | |
| * Yes, often | 23 | 5.4 | 2229 | 6.8 | |
| * Yes, sometimes | 108 | 25.4 | 7736 | 23.7 | |
| No | 290 | 68.2 | 22156 | 68.0 | |
| Not answered | 4 | 0.9 | 463 | 1.4 | |
| Problem score - This Trust 30.8% | 425 | | 32584 | _ | |

Problem score - All trusts 30.6%

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

| | | This Trust | | |
|----------------------------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, definitely | 237 | 55.8 | 17863 | 54.8 |
| * Yes, to some extent | 132 | 31.1 | 10866 | 33.3 |
| * No | 41 | 9.6 | 3269 | 10.0 |
| Not answered | 15 | 3.5 | 586 | 1.8 |
| Problem score - This Trust 40.7% | 425 | | 32584 | |

Problem score - All trusts 43.4%

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

| | This | Trust | All trusts | |
|----------------------------------|------|-------|------------|------|
| All Patients | n | % | n | % |
| * Not enough | 92 | 21.6 | 6167 | 18.9 |
| The right amount | 327 | 76.9 | 25660 | 78.8 |
| * Too much | 1 | 0.2 | 257 | 0.8 |
| Not answered | 5 | 1.2 | 500 | 1.5 |
| Problem score - This Trust 21.9% | 425 | | 32584 | |

Problem score - All trusts 19.7%

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

| Yes, definitely | | This Trust | | |
|---|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, definitely | 115 | 27.1 | 6475 | 31.6 |
| Yes, to some extent | 118 | 27.8 | 5077 | 24.8 |
| No | 35 | 8.2 | 1879 | 9.2 |
| No family or friends were involved | 42 | 9.9 | 2208 | 10.8 |
| My family did not want or need information | 87 | 20.5 | 3574 | 17.5 |
| I did not want my family or friends to talk to a doctor | 21 | 4.9 | 886 | 4.3 |
| Not answered | 7 | 1.6 | 379 | 1.9 |
| | 425 | | 20478 | |

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 | | All trusts | |
|--|------|------|------------|------|
| Patients with family or friends who wanted to talk to a doctor | n | % | n | % |
| Yes, definitely | 115 | 41.8 | 6475 | 46.9 |
| * Yes, to some extent | 118 | 42.9 | 5077 | 36.8 |
| * No | 35 | 12.7 | 1879 | 13.6 |
| Not answered | 7 | 2.5 | 379 | 2.7 |
| Problem score - This Trust 55.6% | 275 | | 13810 | |

Problem score - All trusts 50.4%

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

| | Th | is Trust | | All trusts | |
|---------------------------|-----|----------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes, definitely | 89 | 20.9 | 7373 | 22.6 | |
| Yes, to some extent | 70 | 16.5 | 6811 | 20.9 | |
| No | 50 | 11.8 | 4371 | 13.4 | |
| I had no worries or fears | 207 | 48.7 | 13402 | 41.1 | |
| Not answered | 9 | 2.1 | 627 | 1.9 | |
| | 425 | | 32584 | | |

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

| | This | This Trust | | |
|--|------|------------|-------|------|
| Patients who had worries or fears | n | % | n | % |
| Yes, definitely | 89 | 40.8 | 7373 | 38.4 |
| * Yes, to some extent | 70 | 32.1 | 6811 | 35.5 |
| * No | 50 | 22.9 | 4371 | 22.8 |
| Not answered | 9 | 4.1 | 627 | 3.3 |
| Problem score - This Trust 55.0% Problem score - All trusts 58.3% | 218 | | 19182 | |

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

| | Th | This Trust | | |
|--------------------------------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, always | 131 | 30.8 | 11439 | 35.1 |
| Yes, sometimes | 77 | 18.1 | 5993 | 18.4 |
| No | 40 | 9.4 | 3013 | 9.2 |
| I did not need any emotional support | 169 | 39.8 | 11559 | 35.5 |
| Not answered | 8 | 1.9 | 580 | 1.8 |
| | 425 | | 32584 | |

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

| | Thi | This Trust | | |
|---------------------------------------|-----|------------|-------|------|
| Patients who needed emotional support | n | % | n | % |
| Yes, always | 131 | 51.2 | 11439 | 54.4 |
| * Yes, sometimes | 77 | 30.1 | 5993 | 28.5 |
| * No | 40 | 15.6 | 3013 | 14.3 |
| Not answered | 8 | 3.1 | 580 | 2.8 |
| Problem score - This Trust 45.7% | 256 | | 21025 | _ |

Problem score - All trusts 42.8%

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

| | This | All trusts | | |
|----------------------------------|------|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, always | 295 | 69.4 | 23676 | 72.7 |
| * Yes, sometimes | 78 | 18.4 | 6017 | 18.5 |
| * No | 33 | 7.8 | 2144 | 6.6 |
| Not answered | 19 | 4.5 | 747 | 2.3 |
| Problem score - This Trust 26.1% | 425 | | 32584 | |

Problem score - All trusts 25.0%

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

| | This | This Trust | | |
|---------------------------------|------|------------|-------|------|
| All Patients | n | % | n | % |
| Yes, always | 379 | 89.2 | 28829 | 88.5 |
| * Yes, sometimes | 27 | 6.4 | 2784 | 8.5 |
| * No | 9 | 2.1 | 438 | 1.3 |
| Not answered | 10 | 2.4 | 533 | 1.6 |
| Problem score - This Trust 8.5% | 425 | | 32584 | |

Problem score - All trusts 9.9%

E9 - Were you ever in any pain?

| | Th | iis Trust | All trusts | |
|--------------|-----|-----------|------------|------|
| All Patients | n | % | n | % |
| Yes | 256 | 60.2 | 20608 | 63.2 |
| No | 156 | 36.7 | 11208 | 34.4 |
| Not answered | 13 | 3.1 | 768 | 2.4 |
| - | 425 | | 32584 | |

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

| | This | This Trust | | |
|----------------------------------|------|------------|-------|------|
| Patients who experienced pain | n | % | n | % |
| Yes, definitely | 178 | 69.5 | 14430 | 70.0 |
| * Yes, to some extent | 59 | 23.0 | 4734 | 23.0 |
| * No | 14 | 5.5 | 1270 | 6.2 |
| Not answered | 5 | 2.0 | 174 | 0.8 |
| Problem score - This Trust 28.5% | 256 | | 20608 | |

Problem score - All trusts 29.1%

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

| | Th | This Trust | | |
|--|-----|------------|-------|------|
| All Patients | n | % | n | % |
| 0 minutes / right away | 35 | 8.2 | 2714 | 8.3 |
| 1-2 minutes | 87 | 20.5 | 7412 | 22.7 |
| 3-5 minutes | 76 | 17.9 | 5672 | 17.4 |
| More than 5 minutes | 34 | 8.0 | 3204 | 9.8 |
| I never got help when I used the call button | 1 | 0.2 | 264 | 0.8 |
| I never used the call button | 175 | 41.2 | 12258 | 37.6 |
| Not answered | 17 | 4.0 | 1060 | 3.3 |
| | 425 | | 32584 | |

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

| | This | This Trust | | |
|--|------|------------|-------|------|
| Patients who used the call button | n | % | n | % |
| 0 minutes / right away | 35 | 14.0 | 2714 | 13.4 |
| 1-2 minutes | 87 | 34.8 | 7412 | 36.5 |
| 3-5 minutes | 76 | 30.4 | 5672 | 27.9 |
| * More than 5 minutes | 34 | 13.6 | 3204 | 15.8 |
| * I never got help when I used the call button | 1 | 0.4 | 264 | 1.3 |
| Not answered | 17 | 6.8 | 1060 | 5.2 |
| Problem score - This Trust 14.0% | 250 | | 20326 | |

Problem score - All trusts 17.1%

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

| | Th | nis Trust | All trusts | |
|--------------|-----|-----------|------------|------|
| All Patients | n | % | n | % |
| Yes | 311 | 73.2 | 14421 | 70.4 |
| No | 101 | 23.8 | 5651 | 27.6 |
| Not answered | 13 | 3.1 | 406 | 2.0 |
| | 425 | | 20478 | |

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

| | This | s Trust | | All trusts |
|--|------|---------|-------|------------|
| Patients who had tests | n | % | n | % |
| Yes, definitely | 161 | 51.8 | 7844 | 54.4 |
| Yes, to some extent | 76 | 24.4 | 3571 | 24.8 |
| No | 16 | 5.1 | 892 | 6.2 |
| Not sure / Can't remember | 9 | 2.9 | 623 | 4.3 |
| I was told I would get the results at a later date | 26 | 8.4 | 640 | 4.4 |
| I was never told the results of tests | 19 | 6.1 | 577 | 4.0 |
| Not answered | 4 | 1.3 | 274 | 1.9 |
| | 311 | | 14421 | |

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

| | This | Trust | | All trusts | |
|--|------|-------|-------|------------|--|
| Patients who did not have to wait until a later date for results | n | % | n | % | |
| Yes, definitely | 161 | 56.5 | 7844 | 56.9 | |
| * Yes, to some extent | 76 | 26.7 | 3571 | 25.9 | |
| * No | 16 | 5.6 | 892 | 6.5 | |
| Not sure / Can't remember | 9 | 3.2 | 623 | 4.5 | |
| * I was never told the results of tests | 19 | 6.7 | 577 | 4.2 | |
| Not answered | 4 | 1.4 | 274 | 2.0 | |
| Problem score - This Trust 38.9% | 285 | | 13781 | | |

Problem score - All trusts 36.6%

F. OPERATIONS & PROCEDURES

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

| | | This Trust | | |
|--------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Yes | 224 | 52.7 | 20050 | 61.5 |
| No | 188 | 44.2 | 11692 | 35.9 |
| Not answered | 13 | 3.1 | 842 | 2.6 |
| | 425 | | 32584 | |

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

| | Thi | s Trust | All trusts | |
|---|-----|---------|------------|------|
| Patients who had an operation/procedure | n | % | n | % |
| Yes, completely | 187 | 83.5 | 16153 | 80.6 |
| Yes, to some extent | 25 | 11.2 | 2708 | 13.5 |
| No | 9 | 4.0 | 625 | 3.1 |
| I did not want an explanation | 1 | 0.4 | 371 | 1.9 |
| Not answered | 2 | 0.9 | 193 | 1.0 |
| | 224 | | 20050 | |

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

| | This | Trust | | All trusts |
|--|------|-------|-------|------------|
| Patients who wanted an explanation about risks and benefits of operation/procedure | n | % | n | % |
| Yes, completely | 187 | 83.9 | 16153 | 82.1 |
| * Yes, to some extent | 25 | 11.2 | 2708 | 13.8 |
| * No | 9 | 4.0 | 625 | 3.2 |
| Not answered | 2 | 0.9 | 193 | 1.0 |
| Problem score - This Trust 15.2% Problem score - All trusts 16.9% | 223 | | 19679 | |

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

| | This | This Trust | | |
|---|------|------------|-------|------|
| Patients who had an operation/procedure | n | % | n | % |
| Yes, completely | 168 | 75.0 | 14854 | 74.1 |
| Yes, to some extent | 43 | 19.2 | 3711 | 18.5 |
| No | 7 | 3.1 | 853 | 4.3 |
| I did not want an explanation | 4 | 1.8 | 482 | 2.4 |
| Not answered | 2 | 0.9 | 150 | 0.7 |
| | 224 | | 20050 | |

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

| | Thi | s Trust | | All trusts |
|--|-----|---------|-------|------------|
| Patients who wanted an explanation about what would be done during operation/procedure | n | % | n | % |
| Yes, completely | 168 | 76.4 | 14854 | 75.9 |
| * Yes, to some extent | 43 | 19.5 | 3711 | 19.0 |
| * No | 7 | 3.2 | 853 | 4.4 |
| Not answered | 2 | 0.9 | 150 | 0.8 |
| Problem score - This Trust 22.7% Problem score - All trusts 23.3% | 220 | | 19568 | |

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

| | Thi | This Trust | | |
|---|-----|------------|-------|------|
| Patients who had an operation/procedure | n | % | n | % |
| Yes, completely | 144 | 64.3 | 13490 | 67.3 |
| Yes, to some extent | 36 | 16.1 | 3061 | 15.3 |
| No | 8 | 3.6 | 550 | 2.7 |
| I did not have any questions | 34 | 15.2 | 2769 | 13.8 |
| Not answered | 2 | 0.9 | 180 | 0.9 |
| | 224 | | 20050 | |

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

| | This | | All trusts | |
|---|------|------|------------|------|
| Patients who had an operation/procedure and had questions | n | % | n | % |
| Yes, completely | 144 | 75.8 | 13490 | 78.1 |
| * Yes, to some extent | 36 | 18.9 | 3061 | 17.7 |
| * No | 8 | 4.2 | 550 | 3.2 |
| Not answered | 2 | 1.1 | 180 | 1.0 |
| Problem score - This Trust 23.2% Problem score - All trusts 20.9% | 190 | | 17281 | |

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

| | This | This Trust | | | |
|---|------|------------|-------|------|--|
| Patients who had an operation/procedure | n | % | n | % | |
| Yes, completely | 132 | 58.9 | 11410 | 56.9 | |
| * Yes, to some extent | 59 | 26.3 | 5499 | 27.4 | |
| * No | 29 | 12.9 | 2838 | 14.2 | |
| Not answered | 4 | 1.8 | 303 | 1.5 | |
| Problem score - This Trust 39.3% Problem score - All trusts 41.6% | 224 | | 20050 | | |

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

| | This | This Trust | | |
|---|------|------------|-------|------|
| Patients who had an operation/procedure | n | % | n | % |
| Yes, definitely | 139 | 62.1 | 9035 | 69.6 |
| * Yes, to some extent | 59 | 26.3 | 2689 | 20.7 |
| * No | 18 | 8.0 | 1082 | 8.3 |
| Not answered | 8 | 3.6 | 184 | 1.4 |
| Problem score - This Trust 34.4% | 224 | | 12990 | |

Problem score - All trusts 29.0%

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

| | This | Trust | | All trusts |
|---|------|-------|-------|------------|
| Patients who had an operation/procedure | n | % | n | % |
| Yes | 190 | 84.8 | 17204 | 85.8 |
| No | 33 | 14.7 | 2538 | 12.7 |
| Not answered | 1 | 0.4 | 308 | 1.5 |
| | 224 | | 20050 | |

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

| | This | Trust | | All trusts |
|---|------|-------|-------|------------|
| Patients who had an operation/procedure under anaesthetic | n | % | n | % |
| Yes, completely | 165 | 86.8 | 14551 | 84.6 |
| * Yes, to some extent | 15 | 7.9 | 1849 | 10.7 |
| * No | 10 | 5.3 | 640 | 3.7 |
| Not answered | 0 | 0.0 | 164 | 1.0 |
| Problem score - This Trust 13.2% | 190 | | 17204 | |

Problem score - All trusts 14.5%

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

| | This | All trusts | | |
|---|------|------------|-------|------|
| Patients who had an operation/procedure | n | % | n | % |
| Yes, completely | 152 | 67.9 | 13455 | 67.1 |
| * Yes, to some extent | 55 | 24.6 | 4184 | 20.9 |
| * No | 15 | 6.7 | 2020 | 10.1 |
| Not answered | 2 | 0.9 | 391 | 2.0 |
| Problem score - This Trust 31.2% | 224 | | 20050 | |

Problem score - All trusts 30.9%

G. LEAVING HOSPITAL

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

| | | is Trust | | All trusts | |
|-------------------------------|-----|----------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes, definitely | 215 | 50.6 | 16792 | 51.5 | |
| Yes, to some extent | 121 | 28.5 | 9222 | 28.3 | |
| No | 66 | 15.5 | 4903 | 15.0 | |
| I did not need to be involved | 19 | 4.5 | 1052 | 3.2 | |
| Not answered | 4 | 0.9 | 615 | 1.9 | |
| | 425 | | 32584 | | |

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

| | This | All trusts | | |
|---|------|------------|-------|------|
| Patients who wanted to be involved in decisions about their discharge | n | % | n | % |
| Yes, definitely | 215 | 53.0 | 16792 | 53.3 |
| * Yes, to some extent | 121 | 29.8 | 9222 | 29.2 |
| * No | 66 | 16.3 | 4903 | 15.5 |
| Not answered | 4 | 1.0 | 615 | 2.0 |
| Problem score - This Trust 46.1% | 406 | | 31532 | |

Problem score - All trusts 44.8%

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

| | Thi | s Trust | | All trusts | |
|--|-----|---------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes, definitely | 252 | 59.3 | 17930 | 55.0 | |
| * Yes, to some extent | 122 | 28.7 | 9992 | 30.7 | |
| * No | 44 | 10.4 | 4013 | 12.3 | |
| Not answered | 7 | 1.6 | 649 | 2.0 | |
| Problem score - This Trust 39.1% Problem score - All trusts 43.0% | 425 | | 32584 | | |

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

| | This | Trust | | All trusts |
|--|------|-------|-------|------------|
| All Patients | n | % | n | % |
| * Yes | 161 | 37.9 | 12937 | 39.7 |
| No | 257 | 60.5 | 18853 | 57.9 |
| Not answered | 7 | 1.6 | 794 | 2.4 |
| Problem score - This Trust 37.9% Problem score - All trusts 39.7% | 425 | | 32584 | |

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

| had to wait for medicines had to wait to see the doctor | Thi | This Trust | | |
|---|-----|------------|-------|------|
| Patients whose discharge was delayed | n | % | n | % |
| I had to wait for medicines | 91 | 56.5 | 7425 | 57.4 |
| I had to wait to see the doctor | 30 | 18.6 | 1803 | 13.9 |
| I had to wait for an ambulance | 9 | 5.6 | 1185 | 9.2 |
| Something else | 21 | 13.0 | 1664 | 12.9 |
| Not answered | 10 | 6.2 | 860 | 6.6 |
| | 161 | | 12937 | |

G5 - How long was the delay?

| | This | | All trusts | |
|--|------|------|------------|------|
| Patients whose discharge was delayed | n | % | n | % |
| Up to 1 hour | 19 | 11.8 | 1758 | 13.6 |
| * Longer than 1 hour but no longer than 2 hours | 59 | 36.6 | 3541 | 27.4 |
| * Longer than 2 hours but no longer than 4 hours | 46 | 28.6 | 4225 | 32.7 |
| * Longer than 4 hours | 35 | 21.7 | 3205 | 24.8 |
| Not answered | 2 | 1.2 | 208 | 1.6 |
| Problem score - This Trust 87.0% | 161 | | 12937 | |

Problem score - All trusts 84.8%

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

| | This | | All trusts | |
|---|------|------|------------|------|
| Patients whose discharge was delayed | n | % | n | % |
| Yes | 43 | 26.7 | 2402 | 30.7 |
| * No | 117 | 72.7 | 5289 | 67.5 |
| Not answered | 1 | 0.6 | 142 | 1.8 |
| Problem score - This Trust 72.7% Problem score - All trusts 67.5% | 161 | | 7833 | |

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

| | inis | irust | | All trusts |
|--------------------------------------|------|-------|------|------------|
| Patients whose discharge was delayed | n | % | n | % |
| Yes | 112 | 69.6 | 5338 | 68.1 |
| * No | 44 | 27.3 | 2321 | 29.6 |
| Not answered | 5 | 3.1 | 174 | 2.2 |
| Problem score - This Trust 27.3% | 161 | | 7833 | |

Problem score - All trusts 29.6%

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 Yes * No Not answered | Thi | s Trust | | All trusts | |
|-------------------------------------|-----|---------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes | 281 | 66.1 | 22096 | 67.8 | |
| * No | 126 | 29.6 | 9346 | 28.7 | |
| Not answered | 18 | 4.2 | 1142 | 3.5 | |
| Problem score - This Trust 29.6% | 425 | | 32584 | | |

Problem score - All trusts 28.7%

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

| | Th | nis Trust | All trusts | |
|-------------------------------|-----|-----------|------------|------|
| All Patients | n | % | n | % |
| Yes, completely | 222 | 52.2 | 18666 | 57.3 |
| Yes, to some extent | 50 | 11.8 | 3948 | 12.1 |
| No | 22 | 5.2 | 1882 | 5.8 |
| I did not need an explanation | 43 | 10.1 | 3412 | 10.5 |
| I had no medicines | 77 | 18.1 | 3815 | 11.7 |
| Not answered | 11 | 2.6 | 861 | 2.6 |
| | 425 | | 32584 | |

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

| | This | Trust | | All trusts | |
|---|------|-------|-------|------------|--|
| Patients with medicines who needed an explanation of purpose of medicines | n | % | n | % | |
| Yes, completely | 222 | 72.8 | 18666 | 73.6 | |
| * Yes, to some extent | 50 | 16.4 | 3948 | 15.6 | |
| * No | 22 | 7.2 | 1882 | 7.4 | |
| Not answered | 11 | 3.6 | 861 | 3.4 | |
| Problem score - This Trust 23.6% | 305 | | 25357 | | |

Problem score - All trusts 23.0%

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

| | Thi | This Trust | | All trusts | |
|--|-----|------------|-------|------------|--|
| Patients who were given medicines to take home | n | % | n | % | |
| Yes, completely | 87 | 25.8 | 8499 | 30.5 | |
| Yes, to some extent | 51 | 15.1 | 4062 | 14.6 | |
| No | 98 | 29.1 | 8325 | 29.8 | |
| I did not need an explanation | 96 | 28.5 | 6671 | 23.9 | |
| Not answered | 5 | 1.5 | 351 | 1.3 | |
| | 337 | | 27908 | | |

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

| | This | | All trusts | | |
|---|------|------|------------|------|--|
| Patients with medicines who needed an explanation of side effects | n | % | n | % | |
| Yes, completely | 87 | 36.1 | 8499 | 40.0 | |
| * Yes, to some extent | 51 | 21.2 | 4062 | 19.1 | |
| * No | 98 | 40.7 | 8325 | 39.2 | |
| Not answered | 5 | 2.1 | 351 | 1.7 | |
| Problem score - This Trust 61.8% | 241 | | 21237 | | |

Problem score - All trusts 58.3%

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

| | Th | is Trust | | All trusts |
|---|-----|----------|-------|------------|
| Patients who were given medicines to take home | n | % | n | % |
| Yes, definitely | 194 | 57.6 | 16523 | 59.2 |
| Yes, to some extent | 35 | 10.4 | 3103 | 11.1 |
| No | 24 | 7.1 | 1849 | 6.6 |
| I did not need to be told how to take my medication | 79 | 23.4 | 6155 | 22.1 |
| Not answered | 5 | 1.5 | 278 | 1.0 |
| | 337 | | 27908 | |

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

| | This | | All trusts | |
|--|------|------|------------|------|
| Patients with medicines who needed to be told how to take medication | n | % | n | % |
| Yes, definitely | 194 | 75.2 | 16523 | 76.0 |
| * Yes, to some extent | 35 | 13.6 | 3103 | 14.3 |
| * No | 24 | 9.3 | 1849 | 8.5 |
| Not answered | 5 | 1.9 | 278 | 1.3 |
| Problem score - This Trust 22.9% | 258 | | 21753 | |

Problem score - All trusts 22.8%

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

| | Thi | s Trust | | All trusts |
|--|-----|---------|-------|------------|
| Patients who were given medicines to take home | n | % | n | % |
| Yes, completely | 197 | 58.5 | 16294 | 58.4 |
| Yes, to some extent | 39 | 11.6 | 3488 | 12.5 |
| No | 28 | 8.3 | 2550 | 9.1 |
| I did not need this | 57 | 16.9 | 4647 | 16.7 |
| Don't know / can't remember | 9 | 2.7 | 647 | 2.3 |
| Not answered | 7 | 2.1 | 282 | 1.0 |
| | 337 | | 27908 | |

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

| | This | | All trusts | |
|--|------|------|------------|------|
| Patients who needed written or printed information about medicines | n | % | n | % |
| Yes, completely | 197 | 68.2 | 16294 | 70.0 |
| * Yes, to some extent | 39 | 13.5 | 3488 | 15.0 |
| * No | 28 | 9.7 | 2550 | 11.0 |
| Don't know / Can't remember | 9 | 3.1 | 647 | 2.8 |
| Not answered | 7 | 2.4 | 282 | 1.2 |
| Problem score - This Trust 23.9% | 280 | | 23261 | |

Problem score - All trusts 25.3%

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

| | Th | nis Trust | All trusts | |
|----------------------|-----|-----------|------------|------|
| All Patients | n | % | n | % |
| Yes, completely | 119 | 28.0 | 10592 | 32.5 |
| Yes, to some extent | 60 | 14.1 | 5124 | 15.7 |
| No | 104 | 24.5 | 8208 | 25.2 |
| It was not necessary | 127 | 29.9 | 7739 | 23.8 |
| Not answered | 15 | 3.5 | 921 | 2.8 |
| | 425 | | 32584 | |

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

| | This | This Trust | | | |
|--|------|------------|-------|------|--|
| Patients who needed to know about danger signals | n | % | n | % | |
| Yes, completely | 119 | 39.9 | 10592 | 42.6 | |
| * Yes, to some extent | 60 | 20.1 | 5124 | 20.6 | |
| * No | 104 | 34.9 | 8208 | 33.0 | |
| Not answered | 15 | 5.0 | 921 | 3.7 | |
| Problem score - This Trust 55.0% | 298 | | 24845 | | |

Problem score - All trusts 53.7%

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

| | Th | nis Trust | | All trusts | |
|-----------------------------|-----|-----------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes, completely | 172 | 40.5 | 13504 | 41.4 | |
| Yes, to some extent | 59 | 13.9 | 4643 | 14.2 | |
| No | 56 | 13.2 | 3849 | 11.8 | |
| It was not necessary | 118 | 27.8 | 8942 | 27.4 | |
| Don't know / can't remember | 10 | 2.4 | 900 | 2.8 | |
| Not answered | 10 | 2.4 | 746 | 2.3 | |
| | 425 | | 32584 | | |

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

| | This | This Trust | | |
|---|------|------------|-------|------|
| Patients whose family or home situation needed to be taken into account | n | % | n | % |
| Yes, completely | 172 | 56.0 | 13504 | 57.1 |
| * Yes, to some extent | 59 | 19.2 | 4643 | 19.6 |
| * No | 56 | 18.2 | 3849 | 16.3 |
| Don't know / can't remember | 10 | 3.3 | 900 | 3.8 |
| Not answered | 10 | 3.3 | 746 | 3.2 |
| Problem score - This Trust 37.5% | 307 | | 23642 | |

Problem score - All trusts 35.9%

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

| | Th | is Trust | | All trusts | |
|---|-----|----------|-------|------------|--|
| All Patients | n | % | n | % | |
| Yes, definitely | 140 | 32.9 | 10787 | 33.1 | |
| Yes, to some extent | 58 | 13.6 | 4917 | 15.1 | |
| No | 72 | 16.9 | 5808 | 17.8 | |
| No family or friends were involved | 69 | 16.2 | 4354 | 13.4 | |
| My family or friends did not want or need information | 70 | 16.5 | 5717 | 17.5 | |
| Not answered | 16 | 3.8 | 1001 | 3.1 | |
| | 425 | | 32584 | | |

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 | |
|---|------|-------|------------|------|
| Patients whose family or friends needed information on how to care for them | n | % | n | % |
| Yes, definitely | 140 | 49.0 | 10787 | 47.9 |
| * Yes, to some extent | 58 | 20.3 | 4917 | 21.8 |
| * No | 72 | 25.2 | 5808 | 25.8 |
| Not answered | 16 | 5.6 | 1001 | 4.4 |
| Problem score - This Trust 45.5% | 286 | | 22513 | _ |

Problem score - All trusts 47.6%

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 |
|----------------------------------|------|-------|-------|------------|
| All Patients | n | % | n | % |
| Yes | 288 | 67.8 | 22728 | 69.8 |
| * No | 84 | 19.8 | 6410 | 19.7 |
| Don't know / Can't remember | 39 | 9.2 | 2593 | 8.0 |
| Not answered | 14 | 3.3 | 853 | 2.6 |
| Problem score - This Trust 19.8% | 425 | | 32584 | |

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?

| | Th | This Trust | | |
|--|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Yes | 94 | 22.1 | 7887 | 24.2 |
| No, but I would have liked them to | 19 | 4.5 | 1775 | 5.4 |
| No, it was not necessary to discuss it | 301 | 70.8 | 22099 | 67.8 |
| Not answered | 11 | 2.6 | 823 | 2.5 |
| | 425 | | 32584 | |

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?

| | This | Trust | | All trusts |
|--|------|-------|-------|------------|
| Patients who required discussion about equipment or home adaptations | n | % | n | % |
| Yes | 94 | 75.8 | 7887 | 75.2 |
| * No, but I would have liked them to | 19 | 15.3 | 1775 | 16.9 |
| Not answered | 11 | 8.9 | 823 | 7.8 |
| Problem score - This Trust 15.3% | 124 | | 10485 | |

Problem score - All trusts 16.9%

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)

| | This | s Trust | | All trusts |
|--|------|---------|-------|------------|
| All Patients | n | % | n | % |
| Yes | 183 | 43.1 | 14267 | 43.8 |
| No, but I would have liked them to | 32 | 7.5 | 2611 | 8.0 |
| No, it was not necessary to discuss it | 200 | 47.1 | 14832 | 45.5 |
| Not answered | 10 | 2.4 | 874 | 2.7 |
| | 425 | | 32584 | |

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)

| | This | s Trust | | All trusts |
|--|------|---------|-------|------------|
| Patients who required discussion about further health or social care | n | % | n | % |
| Yes | 183 | 81.3 | 14267 | 80.4 |
| * No, but I would have liked them to | 32 | 14.2 | 2611 | 14.7 |
| Not answered | 10 | 4.4 | 874 | 4.9 |
| Problem score - This Trust 14.2% | 225 | | 17752 | |
| Problem score - All trusts 14.7% | | | | |

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

| | | | All trusts | |
|-----|------------------------|--|---|--|
| n | % | n | % | |
| 224 | 52.7 | 18988 | 58.3 | |
| 151 | 35.5 | 9985 | 30.6 | |
| 38 | 8.9 | 2743 | 8.4 | |
| 12 | 2.8 | 868 | 2.7 | |
| 425 | | 32584 | | |
| | 224 151 38 12 | 224 52.7 151 35.5 38 8.9 12 2.8 | 224 52.7 18988 151 35.5 9985 38 8.9 2743 12 2.8 868 | |

Problem score - All trusts 30.6%

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

| | This | Trust | | All trusts |
|---|------|-------|-------|------------|
| Patients who received copies of letters between the hospital and their GP | n | % | n | % |
| Yes, definitely | 187 | 83.5 | 14357 | 75.6 |
| * Yes, to some extent | 33 | 14.7 | 3906 | 20.6 |
| * No | 1 | 0.4 | 372 | 2.0 |
| Not sure / Don't know | 1 | 0.4 | 116 | 0.6 |
| Not answered | 2 | 0.9 | 237 | 1.2 |
| Problem score - This Trust 15.2% | 224 | | 18988 | |

Problem score - All trusts 22.5%

H. OVERALL

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

| | This | Trust | | All trusts |
|----------------------------------|------|-------|-------|------------|
| All Patients | n | % | n | % |
| Yes, always | 346 | 81.4 | 25812 | 79.2 |
| * Yes, sometimes | 62 | 14.6 | 5287 | 16.2 |
| * No | 11 | 2.6 | 951 | 2.9 |
| Not answered | 6 | 1.4 | 534 | 1.6 |
| Problem score - This Trust 17.2% | 425 | | 32584 | _ |

Problem score - All trusts 19.1%

H2 - Overall...

| | Th | is Trust | | All trusts |
|-----------------------------------|-----|----------|-------|------------|
| All Patients | n | % | n | % |
| 0 - I had a very poor experience | 0 | 0.0 | 262 | 0.8 |
| 1 | 9 | 2.1 | 302 | 0.9 |
| 2 | 5 | 1.2 | 376 | 1.2 |
| 3 | 8 | 1.9 | 587 | 1.8 |
| 4 | 9 | 2.1 | 671 | 2.1 |
| 5 | 18 | 4.2 | 1555 | 4.8 |
| 6 | 25 | 5.9 | 1602 | 4.9 |
| 7 | 49 | 11.5 | 3450 | 10.6 |
| 8 | 104 | 24.5 | 7212 | 22.1 |
| 9 | 76 | 17.9 | 6495 | 19.9 |
| 10 - I had a very good experience | 96 | 22.6 | 8426 | 25.9 |
| 98 | 5 | 1.2 | 247 | 0.8 |
| Not answered | 21 | 4.9 | 1399 | 4.3 |
| | 425 | | 32584 | |

H2+ - Overall...

| | This | Trust | , | All trusts |
|--|------|-------|-------|------------|
| All valid responses | n | % | n | % |
| * O - I had a very poor experience | 0 | 0.0 | 262 | 0.8 |
| * 1 | 9 | 2.1 | 302 | 0.9 |
| * 2 | 5 | 1.2 | 376 | 1.2 |
| * 3 | 8 | 1.9 | 587 | 1.8 |
| * 4 | 9 | 2.1 | 671 | 2.1 |
| * 5 | 18 | 4.3 | 1555 | 4.8 |
| * 6 | 25 | 6.0 | 1602 | 5.0 |
| 7 | 49 | 11.7 | 3450 | 10.7 |
| 8 | 104 | 24.8 | 7212 | 22.3 |
| 9 | 76 | 18.1 | 6495 | 20.1 |
| 10 - I had a very good experience | 96 | 22.9 | 8426 | 26.1 |
| Not answered | 21 | 5.0 | 1399 | 4.3 |
| Problem score - This Trust 17.6% Problem score - All trusts 16.5% | 420 | | 32337 | |

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

| | This | Trust | | All trusts |
|----------------------------------|------|-------|-------|------------|
| All Patients | n | % | n | % |
| Yes | 77 | 18.1 | 6107 | 18.7 |
| * No | 290 | 68.2 | 22120 | 67.9 |
| Don't know / Can't remember | 48 | 11.3 | 3684 | 11.3 |
| Not answered | 10 | 2.4 | 673 | 2.1 |
| Problem score - This Trust 68.2% | 425 | | 32584 | |

Problem score - All trusts 67.9%

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 |
|----------------------------------|------|-------|-------|------------|
| All Patients | n | % | n | % |
| Yes | 70 | 16.5 | 6411 | 19.7 |
| * No | 269 | 63.3 | 18880 | 57.9 |
| Not sure / don't know | 74 | 17.4 | 6337 | 19.4 |
| Not answered | 12 | 2.8 | 956 | 2.9 |
| Problem score - This Trust 63.3% | 425 | | 32584 | |

Problem score - All trusts 57.9%

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

| | | s Trust | All trusts | |
|---------------------------------|-----|---------|------------|------|
| All Patients | n | % | n | % |
| * Yes | 22 | 5.2 | 1648 | 8.0 |
| No | 388 | 91.3 | 18110 | 88.4 |
| Not answered | 15 | 3.5 | 719 | 3.5 |
| Problem score - This Trust 5.2% | 425 | | 20477 | |

Problem score - All trusts 8.0%

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

| | Th | is Trust | | All trusts | |
|-------------------------------|-----|----------|-------|------------|--|
| All Patients | n | % | n | % | |
| Your age | 7 | 1.6 | 725 | 3.5 | |
| Your sex | 2 | 0.5 | 200 | 1.0 | |
| Your race / ethnic background | 2 | 0.5 | 182 | 0.9 | |
| Your religion | 2 | 0.5 | 158 | 0.8 | |
| Your sexual orientation | 2 | 0.5 | 105 | 0.5 | |
| A disability that you have | 10 | 2.4 | 591 | 2.9 | |
| Another reason | 10 | 2.4 | 750 | 3.7 | |
| None of these | 269 | 63.3 | 12336 | 60.2 | |
| Don't know | 14 | 3.3 | 784 | 3.8 | |
| Not answered | 0 | 0.0 | 0 | 0 | |
| | 425 | | 20478 | | |

J. ABOUT YOU

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

| | This | This Trust | | |
|--|------|------------|-------|------|
| All Patients | n | % | n | % |
| The patient (named on the front of the envelope) | 361 | 84.9 | 27063 | 83.1 |
| A friend or relative of the patient | 20 | 4.7 | 1791 | 5.5 |
| Both patient and friend/relative together | 34 | 8.0 | 2837 | 8.7 |
| The patient with the help of a health professional | 1 | 0.2 | 151 | 0.5 |
| Not answered | 9 | 2.1 | 742 | 2.3 |
| | 425 | | 32584 | |

J2 - Are you male or female?

| | Th | This Trust | | |
|--------------|-----|------------|-------|------|
| All Patients | n | % | n | % |
| Male | 194 | 45.6 | 14787 | 45.4 |
| Female | 225 | 52.9 | 17275 | 53.0 |
| Not answered | 6 | 1.4 | 522 | 1.6 |
| | 425 | | 32584 | |

J3 - What was your year of birth?

| | | is Trust | | All trusts | |
|--------------|-----|----------|-------|------------|--|
| All Patients | n | % | n | % | |
| Under 20 | 4 | 0.9 | 488 | 1.5 | |
| 20-29 | 10 | 2.4 | 1110 | 3.4 | |
| 30-39 | 17 | 4.0 | 1614 | 5.0 | |
| 40-49 | 35 | 8.2 | 3001 | 9.2 | |
| 50-59 | 59 | 13.9 | 4688 | 14.4 | |
| 60-69 | 86 | 20.2 | 7278 | 22.3 | |
| 70-79 | 123 | 28.9 | 7698 | 23.6 | |
| 80-89 | 69 | 16.2 | 4987 | 15.3 | |
| 90+ | 12 | 2.8 | 895 | 2.7 | |
| Not answered | 10 | 2.4 | 825 | 2.5 | |
| | 425 | | 32584 | | |

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

| | This | Trust | | All trusts | |
|--|------|-------|-------|------------|--|
| All Patients | n | % | n | % | |
| Deafness or severe hearing impairment | 59 | 13.9 | 3905 | 12.0 | |
| Blindness or partially sighted | 17 | 4.0 | 1359 | 4.2 | |
| A long-standing physical condition | 97 | 22.8 | 8125 | 24.9 | |
| A learning disability | 7 | 1.6 | 490 | 1.5 | |
| A mental health condition | 19 | 4.5 | 1605 | 4.9 | |
| A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy | 131 | 30.8 | 9504 | 29.2 | |
| No, I do not have a long-standing condition | 164 | 38.6 | 11895 | 36.5 | |
| Not answered | 0 | 0.0 | 0 | 0 | |
| | 425 | | 32584 | | |

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

| | This | This Trust | | |
|---|------|------------|-------|------|
| Patients with long standing conditions | n | % | n | % |
| Everyday activities that people your age can usually do | 124 | 54.1 | 9842 | 55.5 |
| At work, in education, or training | 23 | 10.0 | 2446 | 13.8 |
| Access to buildings, streets, or vehicles | 68 | 29.7 | 4866 | 27.5 |
| Reading or writing | 33 | 14.4 | 2337 | 13.2 |
| People's attitudes to you because of your condition | 24 | 10.5 | 2000 | 11.3 |
| Communicating, mixing with others, or socialising | 46 | 20.1 | 3543 | 20.0 |
| Any other activity | 27 | 11.8 | 2734 | 15.4 |
| No difficulty with any of these | 72 | 31.4 | 4975 | 28.1 |
| Not answered | 0 | 0.0 | 0 | 0 |
| | 229 | | 17718 | |

J6 - What is your ethnic group?

| | This | This Trust | | All trusts | |
|--|------|------------|-------|------------|--|
| All Patients | n | % | n | % | |
| English/Welsh/Scottish/Northern Irish/British | 408 | 96.0 | 27761 | 85.2 | |
| Irish | 3 | 0.7 | 439 | 1.3 | |
| Gypsy or Irish Traveller | 0 | 0.0 | 20 | 0.1 | |
| Any other White background | 3 | 0.7 | 618 | 1.9 | |
| White and Black Caribbean | 0 | 0.0 | 68 | 0.2 | |
| White and Black African | 0 | 0.0 | 38 | 0.1 | |
| White and Asian | 0 | 0.0 | 88 | 0.3 | |
| Any other Mixed / multiple ethnic background | 0 | 0.0 | 44 | 0.1 | |
| Indian | 1 | 0.2 | 529 | 1.6 | |
| Pakistani | 0 | 0.0 | 278 | 0.9 | |
| Bangladeshi | 1 | 0.2 | 80 | 0.2 | |
| Chinese | 2 | 0.5 | 80 | 0.2 | |
| Any other Asian background | 0 | 0.0 | 129 | 0.4 | |
| African | 0 | 0.0 | 328 | 1.0 | |
| Caribbean | 0 | 0.0 | 301 | 0.9 | |
| Any other Black / African / Caribbean background | 0 | 0.0 | 26 | 0.1 | |
| Arab | 0 | 0.0 | 42 | 0.1 | |
| Any other ethnic group | 0 | 0.0 | 28 | 0.1 | |
| Not answered | 7 | 1.6 | 1687 | 5.2 | |
| | 425 | | 32584 | | |

J7 - What is your religion?

| , , | This | Trust | All trusts | |
|--|------|-------|------------|------|
| All Patients | n | % | n | % |
| No religion | 59 | 13.9 | 4901 | 15.0 |
| Buddhist | 2 | 0.5 | 120 | 0.4 |
| Christian (including Church of England, Catholic, Protestant, and other Christian denominations) | 327 | 76.9 | 23315 | 71.6 |
| Hindu | 0 | 0.0 | 325 | 1.0 |
| Jewish | 0 | 0.0 | 225 | 0.7 |
| Muslim | 1 | 0.2 | 686 | 2.1 |
| Sikh | 0 | 0.0 | 174 | 0.5 |
| Other | 5 | 1.2 | 324 | 1.0 |
| I would prefer not to say | 6 | 1.4 | 477 | 1.5 |
| Not answered | 25 | 5.9 | 2037 | 6.3 |
| | 425 | | 32584 | |

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

| | Thi | s Trust | | All trusts |
|---------------------------|-----|---------|-------|------------|
| All Patients | n | % | n | % |
| Heterosexual/straight | 358 | 84.2 | 27450 | 84.2 |
| Gay/Lesbian | 1 | 0.2 | 299 | 0.9 |
| Bisexual | 1 | 0.2 | 140 | 0.4 |
| Other | 2 | 0.5 | 202 | 0.6 |
| I would prefer not to say | 15 | 3.5 | 1261 | 3.9 |
| Not answered | 48 | 11.3 | 3232 | 9.9 |
| | 425 | | 32584 | |



Appendix 2 O Questionnaire







INPATIENT QUESTIONNAIRE

What is the survey about?

This survey is about your **most recent** experience as an **inpatient** at the National Health Service hospital named in the letter enclosed with this questionnaire.

Who should complete the questionnaire?

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

Completing the questionnaire

For each question please 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 queries about the questionnaire, 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.

Please remember, this questionnaire is about A4. Were you given enough privacy when your most recent stay at the hospital named being examined or treated in the A&E Department? in the accompanying letter. A. ADMISSION TO HOSPITAL ² Yes, to some extent A1. Was your most recent hospital stay planned in advance or an emergency? ₃ □ No ☐ Emergency or urgent → Go to A2 □ Don't know / can't remember ² Waiting list or planned in advance → Go to A7 **A5.** While you were in the A&E Department, did you have confidence and trust in the ₃ ☐ Something else → Go to A2 doctors and nurses examining and treating you? THE ACCIDENT & EMERGENCY ² Ves. to some extent **DEPARTMENT** 3 D No **A2**. When you arrived at the hospital, did you go to the A&E Department (also known as the Emergency Department, Casualty, **A6.** Following arrival at the hospital, how long Medical or Surgical Admissions unit)? did you wait before being admitted to a bed on a ward? ₁ 🏻 Yes → Go to A3 ₁ ☐ Less than 1 hour → Go to A7 2 At least 1 hour but less than 2 hours 3 L At least 2 hours but less than 4 hours A3. While you were in the A&E Department, how much information about your 4 L At least 4 hours but less than 8 hours condition or treatment was given to you? ₅ □ 8 hours or longer ₁ ☐ Not enough ₅ □ Can't remember ² Right amount ₇ I did not have to wait 3 Too much **EMERGENCY & URGENTLY** ₄ ☐ I was not given any information about

EMERGENCY & URGENTLY ADMITTED PATIENTS, now please go to Question A14

WAITING LIST & PLANNED ADMISSION PATIENTS, please continue to Question A7

my treatment or condition

₅ □ Don't know / can't remember

WAITING LIST OR PLANNED ADMISSION

| A7. When you were referred to see a | 1 |
|---|--|
| specialist, were you offered a choice of hospital for your first hospital | 2 ☐ Yes, once |
| appointment? | ₃ ☐ Yes, 2 or 3 times |
| 1 Yes | 4 La Yes, 4 times or more |
| ₂ No, but I would have liked a choice | A12. In your opinion, had the specialist you |
| ₃ No, but I did not mind | saw in hospital been given all of the necessary information about your |
| ₄ ☐ Don't know / can't remember | condition or illness from the person who referred you? |
| A8. How do you feel about the length of time you were on the waiting list before your | ₁ ☐ Yes, definitely |
| admission to hospital? | ² Yes, to some extent |
| ₁ ☐ I was admitted as soon as I thought | ₃ □ No |
| was necessary | ₄ ☐ Don't know / can't remember |
| I should have been admitted a bit sooner | |
| ₃ ☐ I should have been admitted a lot sooner | A13. Before being admitted to hospital, were you given any printed information about your condition or treatment? |
| A9. When you were told you would be going | ₁ ☐ Yes |
| into hospital, were you given enough notice of your date of admission? | ₂ No |
| ₁ ☐ Yes, enough notice | 411 7/770 07 4714001011 |
| ₂ No, not enough notice | ALL TYPES OF ADMISSION |
| 3 Don't know / can't remember | A14. How organised was the admission process? |
| A10. Were you given a choice of admission dates? | ₁ ☐ Very organised |
| 1 D Yes | ₂ Fairly organised |
| _ | ₃ ☐ Not at all organised |
| ₂ ∐ No | - |
| ₃ | 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? |
| | ₁ ☐ Yes, definitely → Go to A16 |
| | ² ☐ Yes, to some extent → Go to A16 |
| | ₃ ☐ No → Go to B1 |

A11. Was your admission date changed by the hospital?

| had to wait? | wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex? |
|--|--|
| 2 No, but I would have liked an explanation | ₁ ☐ Yes |
| ₃ No, but I did not mind | ₂ No |
| ₄ ☐ Don't know / can't remember | B5. While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex? |
| B. THE HOSPITAL & WARD | ₁ ☐ Yes |
| B1. While in hospital, did you ever stay in a critical care area (e.g. Intensive Care Unit, High Dependency Unit or Coronary Care Unit)? | Yes, because it had special bathing equipment that I needed No |
| ₁ ☐ Yes | $_{\scriptscriptstyle 4}$ \square I did not use a bathroom or shower |
| ₂ No | ₅ ☐ Don't know / can't remember |
| ₃ ☐ Don't know / can't remember | |
| B2. When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex? | B6. When you needed help from staff getting to the bathroom or toilet, did you get it in time? ¹ Yes, always |
| ₁ ☐ Yes | ² Yes, sometimes |
| ₂ No | ₃ □ No |
| | 4 I did not need help |
| B3. During your stay in hospital, how many wards did you stay in? | B7. When you reached the ward, did you get enough information about ward routines, such as timetables and rules? |
| ₂ ☐ 2 → Go to B4 | ₁ ☐ Yes, definitely |
| ₃ ☐ 3 or more → Go to B4 | ₂ Yes, to some extent |
| Don't know / can't remember | ₃ □ No |
| → Go to B5 | 4 I did not need information |
| | B8. Were you ever bothered by noise at night from other patients? |
| | ₁ □ Yes |
| | ₂ \square No |

| B9. Were you ever bothered by noise at night from hospital staff? | B14. Did the staff treating and examining you introduce themselves? |
|---|---|
| 1 ☐ Yes 2 ☐ No | Yes, all of the staff introduced themselves Some of the staff introduced |
| B10. In your opinion, how clean was the hospital room or ward that you were in? Very clean Fairly clean Not very clean Not at all clean | themselves Very few or none of the staff introduced themselves Don't know / can't remember B15. Were hand-wash gels available for patients and visitors to use? Yes |
| B11. How clean were the toilets and bathrooms that you used in hospital? 1 Very clean | Yes, but they were empty I did not see any hand-wash gels Don't know / can't remember |
| Fairly clean Not very clean Not at all clean I did not use a toilet or bathroom | B16. Were you ever bothered by other patients' visitors? 1 Yes, often 2 Yes, sometimes |
| B12. Did you feel threatened during your stay in hospital by other patients or visitors? | ₃ □ No Food B17. How would you rate the hospital food? ₁ □ Very good → Go to B18 |
| B13. Did you have somewhere to keep your personal belongings whilst on the ward? 1 Yes, and I could lock it if I wanted to 2 Yes, but I could not lock it 3 No 4 I did not take any belongings to hospital | Good → Go to B18 |
| . Don't know / can't remember | |

| B18. Was there healthy food on the hospital menu? | c2. Did you have confidence and trust in the doctors treating you? |
|--|---|
| ₁ ☐ Yes, always | ₁ ☐ Yes, always |
| ₂ Yes, sometimes | ₂ Yes, sometimes |
| ₃ ☐ No | ₃ □ No |
| Don't know / can't remember | c3. Did doctors talk in front of you as if you weren't there? |
| B19. Were you offered a choice of food? | ₁ ☐ Yes, often |
| ₁ ☐ Yes, always → Go to B20 | ₂ Yes, sometimes |
| ₂ ☐ Yes, sometimes → Go to B20 | ₃ □ No |
| ₃ ☐ No → Go to B21 | C4. If you ever needed to talk to a doctor, did you get the opportunity to do so? |
| B20. Did you get the food you ordered? | ₁ ☐ Yes, always |
| ₁ ☐ Yes, always | ₂ Yes, sometimes |
| ₂ Yes, sometimes | ₃ |
| ₃ ☐ No | $_{\scriptscriptstyle 4}$ \square I had no need to talk to a doctor |
| ₄ ☐ I did not have any hospital food B21. Did you get enough help from staff to eat | C5. In your opinion, did the doctors who treated you know enough about your condition or treatment? |
| your meals? | ₁ ☐ All the doctors knew enough |
| ₁ ☐ Yes, always — | ₂ Most of the doctors knew enough |
| Yes, sometimesNo | ₃ ☐ Only some of the doctors knew enough |
| ₄ ☐ I did not need help to eat meals | ₄ ☐ None of the doctors knew enough |
| | ₅ ☐ Can't say |
| C. DOCTORS | D. NURSES |
| C1. When you had important questions to ask a doctor, did you get answers that you could understand? | D1 . When you had important questions to ask a nurse, did you get answers that you could understand? |
| ₁ ☐ Yes, always | ₁ ☐ Yes, always |
| ₂ Yes, sometimes | ² Yes, sometimes |
| ₃ □ No | ₃ □ No |
| ₄ ☐ I had no need to ask | ₄ ☐ I had no need to ask |

| D2. Did you have confidence and trust in the nurses treating you? | E. YOUR CARE & TREATMENT |
|--|--|
| Yes, always | E1. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this |
| ² Yes, sometimes | happen to you? |
| ₃ No | ₁ ☐ Yes, often |
| D3. Did nurses talk in front of you as if you weren't there? | ² Yes, sometimes |
| ₁ ☐ Yes, often | ₃ |
| 2 ☐ Yes, sometimes3 ☐ No | E2. Were you involved as much as you wanted to be in decisions about you care and treatment? |
| D4 . In your opinion, were there enough | ₁ ☐ Yes, definitely |
| nurses on duty to care for you in hospital? | ₂ ☐ Yes, to some extent |
| There were always or nearly always enough nurses | ₃ □ No |
| There were sometimes enough nurses | E3. How much information about you condition or treatment was given to you ? |
| ₃ ☐ There were rarely or never enough | ₁ ☐ Not enough |
| nurses | ₂ The right amount |
| D5. If you ever needed to talk to a nurse, did you get the opportunity to do so? | ₃ ☐ Too much |
| ₁ ☐ Yes, always | E4. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? |
| ₂ ☐ Yes, sometimes | ₁ ☐ Yes, definitely |
| ₃ ∐ No | ² Yes, to some extent |
| I had no need to talk to a nurse | ₃ □ No |
| D6. In your opinion, did the nurses who treated you know enough about your condition or treatment? | ³ ☐ No family or friends were involved |
| ₁ ☐ All of the nurses knew enough | My family did not want or need information |
| ₂ Most of the nurses knew enough | ₅ ☐ I did not want my family or friends to |
| 3 ☐ Only some of the nurses knew enough | talk to a doctor |
| $_{\scriptscriptstyle 4}$ \square None of the nurses knew enough | |
| ₅ ☐ Can't say | |

| E5. | Did you find someone on staff to talk to about your fears? | • | ev | - | hospital staff did d to help control your |
|--|--|------------------|------------------------|---------------------|---|
| 1 | ☐ Yes, definitely | | 1 | Yes, definitely | |
| 2 | Yes, to some extent | | 2 | Yes, to some ext | ent |
| 3 | . □ No | | 3 | No | |
| 4 | ☐ I had no worries or fears | ; | | | |
| E6. | Do you feel you got enou support from hospital staff stay? | | cal | _ | after you used the ually take before you ded? |
| | ☐ Yes, always | | 1 | 0 minutes / right a | away |
| | ☐ Yes, sometimes | | 2 | 1-2 minutes | |
| | ☐ No | | з 🔲 | 3-5 minutes | |
| | _ | | 4 | More than 5 minu | ıtes |
| 4 | ☐ I did not need any emotion | onal support | 5 | I never got help v | when I used the call |
| E7. Were you given enough privacy when discussing your condition or treatment? | 6 | I never used the | call button | | |
| 1 | ☐ Yes, always | | _ , | | |
| 2 | Yes, sometimes | | Tests | | |
| 3 | No No | | an | • • • | ospital, did you have or scans other than |
| E8. | Were you given enough peing examined or treated? | privacy when | | Yes | → Go to E13 |
| 1 | ☐ Yes, always | | 2 | No | → Go to F1 |
| 2 | Yes, sometimes | | E42 Dic | d a doctor or nurs | e explain the results |
| 3 | No No | | of | | way that you could |
| Pair | n | | ₁ \square | Yes, definitely | |
| EΩ | Were you ever in any pain? | | 2 | Yes, to some exte | ent |
| | _ | N On to E40 | з 🔲 | No | |
| | _ | → Go to E10 | ₄ \square | Not sure / can't re | emember |
| 2 | . ∐ No | → Go to E11 | | • | get the results at a |
| | | | , – | l was never told t | he regulte of toets |
| | | | 6 | i was nevel loid l | iie iesuits di lests |

F. OPERATIONS & **PROCEDURES**

| PROCEDURES | expect to feel or procedure? | after you had the operation |
|---|---|---|
| F1. During your stay in hospital, did you an operation or procedure? | ı have | oletely |
| ₁ ☐ Yes → Go to F | 2 Yes, to so | me extent |
| ₂ ☐ No → Go to C | ₃ □ No | |
| F2 . Beforehand, did a member of explain the risks and benefits coperation or procedure in a way could understand? | staff your operation your operation of the consultant? | e enough time to discuss on or procedure with the itely |
| ₁ ☐ Yes, completely | ₂ \square Yes, to so | me extent |
| ² Yes, to some extent | ₃ □ No | |
| 3 ☐ No 4 ☐ I did not want an explanation | you given an | peration or procedure, were anaesthetic or medication sleep or control your pain? |
| F3. Beforehand, did a member of explain what would be done durin operation or procedure? | 1 1 1 1 1 1 1 | → Go to F8 → Go to F9 |
| Yes, completely Yes, to some extent No I did not want an explanation | the anaesthe staff explain h to sleep or co could understa | |
| F4. Beforehand, did a member of answer your questions about operation or procedure in a way could understand? | the 2 LI Yes, to so | - |
| Yes, completely Yes, to some extent No | member of | ration or procedure, did a staff explain how the procedure had gone in a dunderstand? |
| ₃ ☐ No ₄ ☐ I did not have any questions | Yes, comp | • |
| | ₃ □ No | |

F5. Beforehand, were you told how you could

G6. Did a member of staff tell you how long G. LEAVING HOSPITAL the delay would be? G1. Did you feel you were involved in ₁ ☐ Yes decisions about your discharge from hospital? G7. Did a member of staff explain the reason ² Let Yes, to some extent for the delay? 1 Yes ₄ ☐ I did not want to be involved ₂ \square No G2. Were you given enough notice about G8. Before you left hospital, were you given when you were going to be discharged? any written or printed information about what you should or should not do after leaving hospital? ² Yes, to some extent ₁ □ Yes 3 D No G9. Did a member of staff explain the G3. On the day you left hospital, was your purpose of the medicines you were to discharge delayed for any reason? take at home in a way you could understand? ₁ □ Yes → Go to G4 ¹ Yes, completely → Go to G10 → Go to G8 ² Let Yes, to some extent → Go to G10 G4. What was the MAIN reason for the delay? 3 D No (Cross ONE box only) → Go to G10 ₄ ☐ I did not need an explanation 1 I had to wait for **medicines** → Go to G10 ² I had to wait to see the doctor ₅ ☐ I had no medicines → Go to G13 3 L I had to wait for an ambulance G10. Did a member of staff tell you about ₄ ☐ Something else medication side effects to watch for when you went home?

G5. How long was the delay?

than 2 hours

than 4 hours

² Longer than 1 hour but no longer

3 Longer than 2 hours but no longer

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₁ ☐ Up to 1 hour

₃ \square No

² Yes, to some extent

4 LI did not need an explanation

| G11. Were you told how to take your medication in a way you could understand? | G15. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you? |
|--|--|
| ₁ ☐ Yes, definitely | ₁ ☐ Yes, definitely |
| ₂ ☐ Yes, to some extent | ² D Yes, to some extent |
| ₃ ☐ No | ₃ □ No |
| I did not need to be told how to take my medication | ₄ ☐ No family or friends were involved |
| G12. Were you given clear written or printed information about your medicines? | 5 My family or friends did not want or need information |
| ₁ ☐ Yes, completely | G16. Did hospital staff tell you who to contact if you were worried about your condition |
| ₂ ☐ Yes, to some extent | or treatment after you left hospital? |
| ₃ □ No | ₁ ☐ Yes |
| ₄ ☐ I did not need this | ₂ |
| ₅ ☐ Don't know / can't remember | ₃ ☐ Don't know / can't remember |
| G13. Did a member of staff tell you about any danger signals you should watch for after you went home? 1 Yes, completely | 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? |
| ₂ ☐ Yes, to some extent | ₁ ☐ Yes |
| ₃ ☐ No | ₂ D No, but I would have liked them to |
| ₄ ☐ It was not necessary | ₃ ☐ No, it was not necessary to discuss it |
| G14. Did hospital staff take your family or home situation into account when planning your discharge? 1 Yes, completely 2 Yes, to some extent | 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 |
| ₃ ☐ No | voluntary sector) |
| ₄ ☐ It was not necessary | ₁ ☐ Yes |
| ₅ ☐ Don't know / can't remember | ² ☐ No, but I would have liked them to |
| | ₃ ☐ No, it was not necessary to discuss it |
| | 1 |

| could understand? Yes, definitely Yes, to some extent No Not sure / don't know H. OVERALL | G19. Did you receive copies of letters sent between hospital doctors and your family doctor (GP)? | H4. Did you see, or were you given, any information explaining how to complain to the hospital about the care you received? 1 Yes |
|---|---|--|
| G20. Were the letters written in a way that you could understand? Yes, definitely Yes, to some extent No Not sure / don't know | 2 ☐ No, I did not receive copies → Go to H1 | |
| H6. During your hospital stay, do you feel that you were treated unfairly for any of the reasons below? (Cross ALL boxes that apply) H. OVERALL H1. Overall, did you feel you were treated with respect and dignity while you were in the hospital? Yes, always Your race / ethnic background Your religion Your sexual orientation A disability that you have Another reason None of these Don't know H2. Overall (Please circle a number) I had a very good experience 1 2 3 4 5 6 7 8 9 10 3 2 3 4 5 6 7 8 9 10 4 3 3 4 5 6 7 8 9 10 5 3 4 5 6 7 8 9 10 6 4 5 6 7 8 9 10 7 5 6 7 8 9 10 8 7 7 8 9 10 9 8 9 10 9 9 10 | G20. Were the letters written in a way that you could understand? | you received in hospital? 1 Yes |
| H1. Overall, did you feel you were treated with respect and dignity while you were in the hospital? Yes, always Your race / ethnic background Your religion Your sexual orientation A disability that you have Another reason None of these Don't know H2. Overall (Please circle a number) had a very | ₃ □ No | you were treated unfairly for any of the reasons below? (Cross ALL boxes that |
| with respect and dignity while you were in the hospital? Yes, always Your race / ethnic background Your religion Your sexual orientation A disability that you have Another reason None of these Don't know Don't know During your hospital stay, were you ever asked to give your views on the quality of your care? Yes No | H. OVERALL | ₁ ☐ Your age |
| H2. Overall (Please circle a number) had a very | in the hospital? 1 Yes, always 2 Yes, sometimes | Your race / ethnic background Your religion Your sexual orientation A disability that you have Another reason |
| I had a very good poor experience 0 1 2 3 4 5 6 7 8 9 10 H3. During your hospital stay, were you ever asked to give your views on the quality of your care? 1 Yes 2 No | H2. Overall (Please circle a number) | _ |
| H3. During your hospital stay, were you ever asked to give your views on the quality of your care? 1 Yes 2 No | • | |
| asked to give your views on the quality of your care? 1 Yes 2 No | 0 1 2 3 4 5 6 7 8 9 10 | |
| ₂ □ No | asked to give your views on the quality of your care? | |
| | | |
| 3 — DOLL MOW / Gall Lenember | Don't know / can't remember | |

J. ABOUT YOU J1. Who was the main person or people that filled in this questionnaire? The patient (named on the front of the envelope) A friend or relative of the patient Both patient and friend/relative together The patient with the help of a health professional Reminder: All the questions should be answered from the point of view of the person named on the envelope. This includes the following background questions. J2. Are you male or female? ₁ ☐ Male ₂ Female J3. What was your year of birth?

(Please write in) e.g.

9

1

| | 1 | | Deafness or severe hear impairment | ing → Go to J5 | | | | | |
|-----|---|---|---|-------------------------|--|--|--|--|--|
| | 2 | | Blindness or partially sigh | nted → Go to J5 | | | | | |
| | 3 | | A long-standing physical | condition → Go to J5 | | | | | |
| | 4 | | A learning disability | → Go to J5 | | | | | |
| | 5 | | A mental health condition | Go to J5 | | | | | |
| | 6 | | A long-standing illness, s cancer, HIV, diabetes, ch disease, or epilepsy | | | | | | |
| | 7 | | No, I do not have a long-condition | standing → Go to J6 | | | | | |
| J5. | | Does this condition(s) cause you difficulty with any of the following? (Cross ALL boxes that apply) | | | | | | | |
| | 1 | | Everyday activities that p age can usually do | eople your | | | | | |
| | 2 | training | | | | | | | |
| | 3 | | Access to buildings, stree vehicles | ets, or | | | | | |
| | 4 | | Reading or writing | | | | | | |
| | 5 | | People's attitudes to you your condition | because of | | | | | |
| | 6 | | Communicating, mixing wor socialising | vith others, | | | | | |
| | 7 | | Any other activity | | | | | | |
| | 8 | | No difficulty with any of the | nese | | | | | |
| | | | | | | | | | |

J4. Do you have any of the following long-

that apply)

standing conditions? (Cross ALL boxes

9

3 | 4

| J6. What is your ethnic group? (Cross ONI box only) | J7. What is your religion? | | |
|---|--|--|--|
| a. WHITE | ₁ | | |
| English / Welsh / Scottish / Northern Irish / British Irish Gypsy or Irish Traveller | Buddhist Christian (including Church of England, Catholic, Protestant, and other Christian denominations) | | |
| Any other White background, write in b. MIXED / MULTIPLE ETHNIC GROUPS White and Black Caribbean White and Black African White and Asian Any other Mixed / multiple ethnic | Hindu Hindu Hindu Hindu Hindu Hindu White A service of the s | | |
| background, write in c. ASIAN / ASIAN BRITISH lndian Pakistani Bangladeshi Chinese Any other Asian background, write in | J8. 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 | | |
| d. BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH African Caribbean Any other Black / African / Caribbean background, write in | | | |
| e. OTHER ETHNIC GROUP 17 | | | |

K. OTHER COMMENTS

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

| Was there anything particularly good about your hospital care? | | | | | | | | |
|--|--|--|--|--|--|--|--|--|
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| Was there anything that could be improved? | | | | | | | | |
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| | | | | | | | | |
| Any other comments? | | | | | | | | |
| Any other comments? | | | | | | | | |
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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.

THIS PAGE HAS BEEN DELIBERATELY LEFT BLANK

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