picker Institute Europe

Making patients' views count

NHS

Inpatient Survey 2011

YORK HOSPITALS NHS FOUNDATION TRUST

FINAL REPORT

FEBRUARY 2012

Trust ID: RCB UKINP2011/01

picker Institute Europe

Making patients' views count

Contacting Picker Institute Europe

How to contact us:

Picker Institute Europe Survey Team:

Amanda Attwood
Stephen Bough
Matt Cadby
Andrew Cameron
Lucas Daly
Bridget Hopwood
Yasmin Jennings
Tim Markham
Amy Tallett
Lisa Yorke

Picker Institute Europe
Buxton Court
3 West Way
Oxford
OX2 0JB

Tel: 01865 208 100
Fax: 01865 208 101

Email: surveys@pickereurope.ac.uk
Website: www.pickereurope.org
Results website: www.picker-results.org

Charity Registration No: 1081688

Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

Section 1 Introduction

Section 2 Survey Response
survey activity

Section 3 Problem Score Summary
overview of results by section

Section 4 Ranked Problem Scores
where most patients report room for improvement

Section 5 Historical Comparisons
comparing results with previous years

Section 6 External Benchmarks
comparing results with other trusts

Section 7 Internal Benchmarks
comparing results within the trust

Appendix 1 Frequency Tables
a detailed breakdown of your results

Appendix 2 Questionnaire

Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 1

Introduction

Copyright 2012 Picker Institute Europe. All rights reserved.

Inpatient Survey 2011
York Hospitals NHS Foundation Trust

Background to the survey

The results presented here are from the Inpatient Survey 2011, carried out by Picker Institute Europe on behalf of the York 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 73 UK trusts to undertake the Inpatient Survey 2011. The survey is based on a sample of consecutively discharged inpatients who attended the Trust in June, July or August 2011.

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 2011 were developed by the NHS Patient Survey Co-ordination Centre. Further information about how the questionnaire for this survey was developed can be found on the NHS Surveys website www.nhssurveys.org.uk.

Survey methodology

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

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

About your respondents

A total of 850 patients from your Trust were sent a questionnaire. 832 were eligible for the survey, of which 450 returned a completed questionnaire, giving a response rate of 54%. The response rate for your Inpatient survey in 2010 was 54%.

Key facts about the 450 inpatients who responded to the survey:

- 34% of patients were on a waiting list/planned in advance and 58% came as an emergency or urgent case.
- 60% had an operation or procedure during the stay.
- 47% were male; 48% were female and 6% did not reply.
- 10% were aged 16-39; 20% were aged 40-59; 24% were aged 60-69 and 41% were aged 70+; 5% did not reply.

Copyright 2012 Picker Institute Europe. All rights reserved.

Your results

This survey has highlighted the many positive aspects of the patient experience. The majority of your patients reported that:

- Overall: rating of care was good/excellent 90%.
- Overall: doctors and nurses worked well together 89%.
- Doctors: always had confidence and trust 84%.
- Hospital: room or ward was very/fairly clean 95%.
- Hospital: toilets and bathrooms were very/fairly clean 94%.
- Hospital: hand-wash gels visible and available for patients and visitors to use 93%.
- Care: always enough privacy when being examined or treated 88%.

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

Problem scores

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

What is a problem score?

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

How are problem scores calculated?

We calculate the problem scores by combining response categories.

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

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

All Patients	n	%
Yes, always	459	**82.7**
* Yes, sometimes	85	**15.3**
* No	7	**1.3**
Not answered	4	**0.7**
Problem Score: 16.6%	555	

Copyright 2012 Picker Institute Europe. All rights reserved.

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 respondents	Confidence Interval (+/-)
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

Copyright 2012 Picker Institute Europe. All rights reserved.

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

Copyright 2012 Picker Institute Europe. All rights reserved.

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

Our Quality Improvement team can be commissioned to run workshops or deliver presentations and practical sessions that are tailored specifically to your Trust's needs. Our exciting new programme - *Moving Beyond Measurement* - offers dedicated and practical

Copyright 2012 Picker Institute Europe. All rights reserved.

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.

Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 2

Survey Response

survey activity

Copyright 2012 Picker Institute Europe. All rights reserved.

Survey Response

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

- mailing dates
- response rates
- freephone calls

Survey: Inpatient Survey 2011

NHS Trust: York Hospitals NHS Foundation Trust

Month of Sample:

Dates of Fieldwork:

Initial Mailing	21 October 2011
First Reminder	11 November 2011
Final Reminder	25 November 2011

Response Rate:

Initial Mailing	850
Returned completed	450
Ineligible - returned undelivered	8
Ineligible - deceased	10
Too ill/Opt out	56
Ineligible - other	0
Total Eligible	832
Returned completed	450
Overall Response Rate (total returned as a percentage of total eligible)	**54.1%**
Average Response Rate (based on all Picker Trusts)	**49.6%**

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

Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 3

Problem Score Summary

overview of results by section

Copyright 2012 Picker Institute Europe. All rights reserved.

Problem Score Summary

This section shows your problem score* for each question and a comparison against the average score for all Picker Institute Europe trusts. The Picker Institute worked with 73 trusts on this survey. Your results have been compared with the others that we worked with, to identify areas where your results are better or worse than the average. They help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement.

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

➕ scores significantly better than average		**Trust**	The problem score for your Trust
➖ scores significantly worse than average		**Average**	Average score for all 'Picker' trusts

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

Lower scores are better

A. ADMISSION TO HOSPITAL

		Trust	Average	
A3	A&E Department: not enough/too much information about condition or treatment	18 %	21 %	
A4	A&E Department: not given enough privacy when being examined or treated	16 %	22 %	➕
A5	A&E Department: waited 4 hours or more for admission to bed on a ward	14 %	26 %	➕
A6	Planned admission: not offered a choice of hospitals	62 %	61 %	
A9	Planned admission: should have been admitted sooner	16 %	23 %	➕
A10	Planned admission: not given choice of admission date	61 %	63 %	
A11	Planned admission: admission date changed by hospital	8 %	19 %	➕
A12	Planned admission: not given printed information about condition or treatment	17 %	20 %	
A13	Admission: process not at all or fairly organised	27 %	32 %	➕
A14	Admission: had to wait long time to get to bed on ward	27 %	31 %	➕
A15	Admission: no explanation for wait in getting to bed on ward	40 %	45 %	

Copyright 2012 Picker Institute Europe. All rights reserved.

B. THE HOSPITAL AND WARD

		Trust	Average	
B2+	Hospital: shared sleeping area with opposite sex	6 %	8 %	
B3	Hospital: bothered by sharing sleeping area with opposite sex	[12] %	24 %	+
B5+	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	4 %	5 %	
B6	Hospital: patients moving ward bothered by sharing sleeping area with opposite sex	[33] %	30 %	
B7+	Hospital: patients using bath or shower area who shared it with opposite sex	13 %	13 %	
B8+	Hospital: didn't get enough information about ward routines	69 %	68 %	
B9	Hospital: bothered by noise at night from other patients	40 %	38 %	
B10	Hospital: bothered by noise at night from staff	21 %	20 %	
B11	Hospital: room or ward not very or not at all clean	4 %	3 %	
B12+	Hospital: toilets not very or not at all clean	5 %	6 %	
B13	Hospital: felt threatened by other patients or visitors	2 %	3 %	+
B14+	Hospital: nowhere to keep personal belongings safely	50 %	63 %	+
B15	Hospital: no posters or leaflets asking patients to wash their hands or use hand-wash gels	4 %	5 %	
B16	Hospital: hand-wash gels not available or empty	2 %	3 %	+
B17	Hospital: bothered by other patients' visitors	8 %	11 %	+
B18+	Hospital: food was fair or poor	43 %	43 %	
B19	Hospital: not always healthy food on hospital menu	29 %	33 %	
B20	Hospital: not offered a choice of food	19 %	20 %	
B21+	Hospital: patients did not get the food they ordered	19 %	22 %	
B22+	Hospital: did not always get enough help from staff to eat meals	31 %	33 %	

C. DOCTORS

		Trust	Average	
C1+	Doctors: did not always get clear answers to questions	27 %	31 %	
C2	Doctors: did not always have confidence and trust	14 %	19 %	+
C3	Doctors: talked in front of patients as if they were not there	20 %	25 %	+
C4+	Doctors: did not always get opportunity to talk to when needed	44 %	47 %	
C5	Doctors: some/none knew enough about condition/treatment	7 %	11 %	+
C6	Doctors: did not always wash or clean hands between touching patients	11 %	11 %	

D. NURSES

		Trust	Average
D1+	Nurses: did not always get clear answers to questions	30 %	34 %
D2	Nurses: did not always have confidence and trust	23 %	26 %
D3	Nurses: talked in front of patients as if they weren't there	18 %	21 %
D4	Nurses: sometimes, rarely or never enough on duty	40 %	40 %
D5	Nurses: some/none knew enough about condition/treatment	14 %	17 %
D6	Nurses: did not always wash or clean hands between touching patients	11 %	13 %

Copyright 2012 Picker Institute Europe. All rights reserved.

E. YOUR CARE AND TREATMENTS

		Trust	Average	
E1	Care: staff contradict each other	34 %	33 %	
E2	Care: wanted to be more involved in decisions	40 %	46 %	+
E3	Care: not enough (or too much) information given on condition or treatment	18 %	20 %	
E4+	Care: not enough opportunity for family to talk to doctor	57 %	55 %	
E5+	Care: could not always find staff member to discuss concerns with	54 %	58 %	
E6+	Care: not always enough emotional support from hospital staff	39 %	44 %	
E7	Care: not always enough privacy when discussing condition or treatment	27 %	27 %	
E8	Care: not always enough privacy when being examined or treated	9 %	10 %	
E10	Care: staff did not do everything to help control pain	27 %	27 %	
E11+	Care: did not always get help in getting to the bathroom when needed	28 %	32 %	
E12+	Care: more than 5 minutes to answer call button	13 %	17 %	+
E14+	Tests: results not explained in a way that could be understood	35 %	39 %	

F. OPERATIONS & PROCEDURES

		Trust	Average
F2+	Surgery: risks and benefits not fully explained	16 %	18 %
F3+	Surgery: what would be done during operation not fully explained	24 %	25 %
F4+	Surgery: questions beforehand not fully answered	20 %	22 %
F5	Surgery: not told how to expect to feel after operation or procedure	46 %	43 %
F6	Surgery: not enough time to discuss operation or procedure with consultant	32 %	31 %
F8	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	12 %	15 %
F9	Surgery: results not explained in clear way	30 %	32 %

G. LEAVING HOSPITAL

		Trust	Average	
G1+	Discharge: did not feel involved in decisions about discharge from hospital	42 %	44 %	
G2	Discharge: was delayed	40 %	40 %	
G4	Discharge: delayed by 1 hour or more	86 %	84 %	
G5	Discharge: not told how long delay in discharge would be	66 %	66 %	
G6	Discharge: not given a reason for delay in discharge	34 %	31 %	
G7	Discharge: not enough time spent explaining health and care after arrival home	20 %	24 %	+
G8	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	33 %	34 %	
G9+	Discharge: not fully told purpose of medications	21 %	24 %	
G10+	Discharge: not fully told side-effects of medications	56 %	61 %	
G11+	Discharge: not told how to take medication clearly	22 %	24 %	
G12	Discharge: not given completely clear written/printed information about medicines	30 %	29 %	
G13+	Discharge: not fully told of danger signals to look for	50 %	55 %	
G14+	Discharge: family not given enough information to help	46 %	50 %	
G15+	Discharge: not told when to resume usual activities	42 %	50 %	+
G16	Discharge: not told who to contact if worried	17 %	20 %	
G17	Discharge: did not receive copies of letters sent between hospital doctors and GP	40 %	34 %	−
G18	Discharge: letters not written in a way that could be understood	24 %	25 %	

Copyright 2012 Picker Institute Europe. All rights reserved.

H. OVERALL

		Trust	Average
H1	Overall: not treated with respect or dignity	17 %	20 %
H2	Overall: doctors and nurses working together fair or poor	6 %	8 %
H3	Overall: rating of care fair or poor	6 %	8 %
H4	Overall: worried about security of personal information held by the hospital	5 %	7 %
H5	Overall: would not recommend this hospital to family/friends	7 %	6 %
H6	Overall: not asked to give views on quality of care	79 %	77 %
H7	Overall: no posters/leaflets seen explaining how to complain about care	39 %	39 %
H8	Overall: wanted to complain about care received	6 %	7 %
H9	Overall: not given enough information on how to complain	[93] %	82 %
H101	Overall: patients treated unfairly because of age	3 %	3 %
H102	Overall: patients treated unfairly because of gender	0 %	0 %
H103	Overall: patients treated unfairly because of race / ethnic background	0 %	0 %
H104	Overall: patients treated unfairly because of religion	0 %	0 %
H105	Overall: patients treated unfairly because of sexual orientation	0 %	0 %
H106	Overall: patients treated unfairly because of disability	2 %	2 %
H107	Overall: patients treated unfairly for another reason	2 %	3 %

J. ABOUT YOU

		Trust	Average
J8+	Religious Beliefs: not always respected by hospital staff	9 %	10 %
J9+	Religious beliefs: not always able to practice in hospital	15 %	17 %

Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 4

Ranked Problem Scores

where most patients report room for improvement

Copyright 2012 Picker Institute Europe. All rights reserved.

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		**Trust**	The problem score for your Trust
➖ scores significantly worse than average		**Average**	Average score for all Picker trusts

Lower scores are better

Problem scores 50%+

		Trust	Average	
H9	Overall: not given enough information on how to complain	[93] %	82 %	➖
G4	Discharge: delayed by 1 hour or more	86 %	84 %	
H6	Overall: not asked to give views on quality of care	79 %	77 %	
B8+	Hospital: didn't get enough information about ward routines	69 %	68 %	
G5	Discharge: not told how long delay in discharge would be	66 %	66 %	
A6	Planned admission: not offered a choice of hospitals	62 %	61 %	
A10	Planned admission: not given choice of admission date	61 %	63 %	
E4+	Care: not enough opportunity for family to talk to doctor	57 %	55 %	
G10+	Discharge: not fully told side-effects of medications	56 %	61 %	
E5+	Care: could not always find staff member to discuss concerns with	54 %	58 %	
B14+	Hospital: nowhere to keep personal belongings safely	50 %	63 %	➕
G13+	Discharge: not fully told of danger signals to look for	50 %	55 %	

Problem scores 40% - 49%

		Trust	Average	
G14+	Discharge: family not given enough information to help	46 %	50 %	
F5	Surgery: not told how to expect to feel after operation or procedure	46 %	43 %	
C4+	Doctors: did not always get opportunity to talk to when needed	44 %	47 %	
B18+	Hospital: food was fair or poor	43 %	43 %	
G15+	Discharge: not told when to resume usual activities	42 %	50 %	➕
G1+	Discharge: did not feel involved in decisions about discharge from hospital	42 %	44 %	
G2	Discharge: was delayed	40 %	40 %	
D4	Nurses: sometimes, rarely or never enough on duty	40 %	40 %	
E2	Care: wanted to be more involved in decisions	40 %	46 %	➕
A15	Admission: no explanation for wait in getting to bed on ward	40 %	45 %	
B9	Hospital: bothered by noise at night from other patients	40 %	38 %	
G17	Discharge: did not receive copies of letters sent between hospital doctors and GP	40 %	34 %	➖

Copyright 2012 Picker Institute Europe. All rights reserved.

Problem scores 30% - 39%

		Trust	Average
E6+	Care: not always enough emotional support from hospital staff	39 %	44 %
H7	Overall: no posters/leaflets seen explaining how to complain about care	39 %	39 %
E14+	Tests: results not explained in a way that could be understood	35 %	39 %
E1	Care: staff contradict each other	34 %	33 %
G6	Discharge: not given a reason for delay in discharge	34 %	31 %
G8	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	33 %	34 %
B6	Hospital: patients moving ward bothered by sharing sleeping area with opposite sex	[33] %	30 %
F6	Surgery: not enough time to discuss operation or procedure with consultant	32 %	31 %
B22+	Hospital: did not always get enough help from staff to eat meals	31 %	33 %
D1+	Nurses: did not always get clear answers to questions	30 %	34 %
F9	Surgery: results not explained in clear way	30 %	32 %
G12	Discharge: not given completely clear written/printed information about medicines	30 %	29 %

Problem scores 20% - 29%

		Trust	Average
B19	Hospital: not always healthy food on hospital menu	29 %	33 %
E11+	Care: did not always get help in getting to the bathroom when needed	28 %	32 %
A13	Admission: process not at all or fairly organised	27 %	32 %
E7	Care: not always enough privacy when discussing condition or treatment	27 %	27 %
C1+	Doctors: did not always get clear answers to questions	27 %	31 %
E10	Care: staff did not do everything to help control pain	27 %	27 %
A14	Admission: had to wait long time to get to bed on ward	27 %	31 %
G18	Discharge: letters not written in a way that could be understood	24 %	25 %
F3+	Surgery: what would be done during operation not fully explained	24 %	25 %
D2	Nurses: did not always have confidence and trust	23 %	26 %
G11+	Discharge: not told how to take medication clearly	22 %	24 %
G9+	Discharge: not fully told purpose of medications	21 %	24 %
B10	Hospital: bothered by noise at night from staff	21 %	20 %
C3	Doctors: talked in front of patients as if they were not there	20 %	25 %
G7	Discharge: not enough time spent explaining health and care after arrival home	20 %	24 %
F4+	Surgery: questions beforehand not fully answered	20 %	22 %

Copyright 2012 Picker Institute Europe. All rights reserved.

Problem scores 10% - 19%

		Trust	Average	
B20	Hospital: not offered a choice of food	19 %	20 %	
B21+	Hospital: patients did not get the food they ordered	19 %	22 %	
A3	A&E Department: not enough/too much information about condition or treatment	18 %	21 %	
E3	Care: not enough (or too much) information given on condition or treatment	18 %	20 %	
D3	Nurses: talked in front of patients as if they weren't there	18 %	21 %	
A12	Planned admission: not given printed information about condition or treatment	17 %	20 %	
H1	Overall: not treated with respect or dignity	17 %	20 %	
G16	Discharge: not told who to contact if worried	17 %	20 %	
A4	A&E Department: not given enough privacy when being examined or treated	16 %	22 %	+
F2+	Surgery: risks and benefits not fully explained	16 %	18 %	
A9	Planned admission: should have been admitted sooner	16 %	23 %	+
J9+	Religious beliefs: not always able to practice in hospital	15 %	17 %	
C2	Doctors: did not always have confidence and trust	14 %	19 %	+
D5	Nurses: some/none knew enough about condition/treatment	14 %	17 %	
A5	A&E Department: waited 4 hours or more for admission to bed on a ward	14 %	26 %	+
B7+	Hospital: patients using bath or shower area who shared it with opposite sex	13 %	13 %	
E12+	Care: more than 5 minutes to answer call button	13 %	17 %	+
F8	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	12 %	15 %	
B3	Hospital: bothered by sharing sleeping area with opposite sex	[12] %	24 %	+
D6	Nurses: did not always wash or clean hands between touching patients	11 %	13 %	
C6	Doctors: did not always wash or clean hands between touching patients	11 %	11 %	

Copyright 2012 Picker Institute Europe. All rights reserved.

Problem scores 0% - 9%

		Trust	Average	
E8	Care: not always enough privacy when being examined or treated	9 %	10 %	
J8+	Religious Beliefs: not always respected by hospital staff	9 %	10 %	
A11	Planned admission: admission date changed by hospital	8 %	19 %	+
B17	Hospital: bothered by other patients' visitors	8 %	11 %	+
C5	Doctors: some/none knew enough about condition/treatment	7 %	11 %	+
H5	Overall: would not recommend this hospital to family/friends	7 %	6 %	
H8	Overall: wanted to complain about care received	6 %	7 %	
H3	Overall: rating of care fair or poor	6 %	8 %	
B2+	Hospital: shared sleeping area with opposite sex	6 %	8 %	
H2	Overall: doctors and nurses working together fair or poor	6 %	8 %	
H4	Overall: worried about security of personal information held by the hospital	5 %	7 %	
B12+	Hospital: toilets not very or not at all clean	5 %	6 %	
B5+	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	4 %	5 %	
B15	Hospital: no posters or leaflets asking patients to wash their hands or use hand-wash gels	4 %	5 %	
B11	Hospital: room or ward not very or not at all clean	4 %	3 %	
H101	Overall: patients treated unfairly because of age	3 %	3 %	
B16	Hospital: hand-wash gels not available or empty	2 %	3 %	+
B13	Hospital: felt threatened by other patients or visitors	2 %	3 %	+
H107	Overall: patients treated unfairly for another reason	2 %	3 %	
H106	Overall: patients treated unfairly because of disability	2 %	2 %	
H102	Overall: patients treated unfairly because of gender	0 %	0 %	
H103	Overall: patients treated unfairly because of race / ethnic background	0 %	0 %	
H104	Overall: patients treated unfairly because of religion	0 %	0 %	
H105	Overall: patients treated unfairly because of sexual orientation	0 %	0 %	

Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 5

Historical Comparisons

comparing results with previous years

Copyright 2012 Picker Institute Europe. All rights reserved.

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
− scores significantly worse than previous survey

2004 The problem score for 2004
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

Lower scores are better

A. ADMISSION TO HOSPITAL

		2004	2005	2006	2007	2008	2009	2010	2011	
A3	A&E Department: not enough/too much information about condition or treatment	-	-	19 %	14 %	17 %	19 %	15 %	18 %	
A4	A&E Department: not given enough privacy when being examined or treated	-	18 %	15 %	17 %	16 %	20 %	25 %	16 %	+
A5	A&E Department: waited 4 hours or more for admission to bed on a ward	-	10 %	8 %	13 %	16 %	15 %	14 %	14 %	
A6	Planned admission: not offered a choice of hospitals	-	-	-	-	-	63 %	64 %	62 %	
A9	Planned admission: should have been admitted sooner	29 %	18 %	17 %	20 %	17 %	19 %	18 %	16 %	
A10	Planned admission: not given choice of admission date	67 %	64 %	69 %	59 %	61 %	60 %	59 %	61 %	
A11	Planned admission: admission date changed by hospital	23 %	8 %	9 %	11 %	15 %	20 %	15 %	8 %	+
A12	Planned admission: not given printed information about condition or treatment	22 %	22 %	25 %	19 %	19 %	20 %	20 %	17 %	
A13	Admission: process not at all or fairly organised	-	-	-	-	-	31 %	27 %	27 %	
A14	Admission: had to wait long time to get to bed on ward	30 %	21 %	20 %	23 %	23 %	24 %	25 %	27 %	
A15	Admission: no explanation for wait in getting to bed on ward	28 %	41 %	42 %	35 %	32 %	42 %	37 %	40 %	

Copyright 2012 Picker Institute Europe. All rights reserved.

B. THE HOSPITAL AND WARD

		2004	2005	2006	2007	2008	2009	2010	2011
B2+	Hospital: shared sleeping area with opposite sex	-	-	12 %	8 %	-	13 %	4 %	6 %
B3	Hospital: bothered by sharing sleeping area with opposite sex	-	-	-	-	38 %	37 %	44 %	12 %
B5+	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	-	-	1 %	1 %	-	2 %	1 %	4 %
B6	Hospital: patients moving ward bothered by sharing sleeping area with opposite sex	-	-	-	-	31 %	31 %	44 %	33 %
B7+	Hospital: patients using bath or shower area who shared it with opposite sex	-	-	16 %	15 %	18 %	17 %	13 %	13 %
B8+	Hospital: didn't get enough information about ward routines	-	-	-	-	-	75 %	67 %	69 %
B9	Hospital: bothered by noise at night from other patients	42 %	37 %	34 %	33 %	40 %	38 %	35 %	40 %
B10	Hospital: bothered by noise at night from staff	18 %	17 %	16 %	17 %	17 %	19 %	23 %	21 %
B11	Hospital: room or ward not very or not at all clean	18 %	12 %	9 %	5 %	7 %	5 %	3 %	4 %
B12+	Hospital: toilets not very or not at all clean	-	-	12 %	8 %	12 %	8 %	5 %	5 %
B13	Hospital: felt threatened by other patients or visitors	-	-	-	2 %	3 %	4 %	2 %	2 %
B14+	Hospital: nowhere to keep personal belongings safely	-	-	-	60 %	53 %	52 %	47 %	50 %
B15	Hospital: no posters or leaflets asking patients to wash their hands or use hand-wash gels	-	-	-	-	-	4 %	5 %	4 %
B16	Hospital: hand-wash gels not available or empty	-	-	-	-	-	2 %	1 %	2 %
B17	Hospital: bothered by other patients' visitors	-	-	-	-	-	13 %	8 %	8 %
B18+	Hospital: food was fair or poor	-	-	35 %	38 %	37 %	43 %	43 %	43 %
B19	Hospital: not always healthy food on hospital menu	-	31 %	31 %	30 %	30 %	32 %	33 %	29 %
B20	Hospital: not offered a choice of food	-	-	17 %	19 %	17 %	24 %	20 %	19 %
B21+	Hospital: patients did not get the food they ordered	-	-	-	-	-	22 %	20 %	19 %
B22+	Hospital: did not always get enough help from staff to eat meals	-	-	31 %	35 %	29 %	38 %	26 %	31 %

C. DOCTORS

		2004	2005	2006	2007	2008	2009	2010	2011
C1+	Doctors: did not always get clear answers to questions	-	-	23 %	29 %	25 %	27 %	24 %	27 %
C2	Doctors: did not always have confidence and trust	19 %	16 %	13 %	14 %	15 %	18 %	16 %	14 %
C3	Doctors: talked in front of patients as if they were not there	24 %	21 %	19 %	19 %	22 %	23 %	21 %	20 %
C4+	Doctors: did not always get opportunity to talk to when needed	-	-	43 %	41 %	41 %	49 %	41 %	44 %
C5	Doctors: some/none knew enough about condition/treatment	10 %	9 %	8 %	9 %	9 %	12 %	7 %	7 %
C6	Doctors: did not always wash or clean hands between touching patients	-	18 %	13 %	17 %	13 %	15 %	11 %	11 %

Copyright 2012 Picker Institute Europe. All rights reserved.

D. NURSES

		2004	2005	2006	2007	2008	2009	2010	2011
D1+	Nurses: did not always get clear answers to questions	-	-	28 %	29 %	32 %	33 %	28 %	30 %
D2	Nurses: did not always have confidence and trust	24 %	26 %	23 %	25 %	24 %	27 %	24 %	23 %
D3	Nurses: talked in front of patients as if they weren't there	18 %	20 %	16 %	16 %	18 %	21 %	18 %	18 %
D4	Nurses: sometimes, rarely or never enough on duty	42 %	42 %	41 %	45 %	46 %	38 %	33 %	40 %
D5	Nurses: some/none knew enough about condition/treatment	15 %	16 %	15 %	17 %	15 %	19 %	13 %	14 %
D6	Nurses: did not always wash or clean hands between touching patients	-	21 %	17 %	18 %	15 %	14 %	14 %	11 %

E. YOUR CARE AND TREATMENTS

		2004	2005	2006	2007	2008	2009	2010	2011
E1	Care: staff contradict each other	28 %	30 %	28 %	24 %	30 %	31 %	32 %	34 %
E2	Care: wanted to be more involved in decisions	42 %	40 %	42 %	40 %	44 %	44 %	42 %	40 %
E3	Care: not enough (or too much) information given on condition or treatment	19 %	17 %	15 %	15 %	15 %	20 %	14 %	18 %
E4+	Care: not enough opportunity for family to talk to doctor	-	-	52 %	53 %	60 %	61 %	55 %	57 %
E5+	Care: could not always find staff member to discuss concerns with	-	-	51 %	58 %	56 %	54 %	57 %	54 %
E7	Care: not always enough privacy when discussing condition or treatment	30 %	31 %	28 %	27 %	29 %	30 %	26 %	27 %
E8	Care: not always enough privacy when being examined or treated	15 %	12 %	10 %	13 %	11 %	13 %	10 %	9 %
E10	Care: staff did not do everything to help control pain	29 %	27 %	22 %	22 %	24 %	26 %	24 %	27 %
E11+	Care: did not always get help in getting to the bathroom when needed	-	-	24 %	26 %	29 %	31 %	30 %	28 %
E12+	Care: more than 5 minutes to answer call button	-	-	8 %	12 %	13 %	12 %	15 %	13 %
E14+	Tests: results not explained in a way that could be understood	-	-	-	-	-	41 %	37 %	35 %

F. OPERATIONS & PROCEDURES

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

Copyright 2012 Picker Institute Europe. All rights reserved.

G. LEAVING HOSPITAL

		2004	2005	2006	2007	2008	2009	2010	2011
G1+	Discharge: did not feel involved in decisions about discharge from hospital	-	-	-	36 %	37 %	43 %	41 %	42 %
G2	Discharge: was delayed	33 %	32 %	30 %	32 %	35 %	34 %	35 %	40 %
G4	Discharge: delayed by 1 hour or more	84 %	80 %	81 %	84 %	83 %	82 %	81 %	86 %
G5	Discharge: not told how long delay in discharge would be	-	-	-	-	-	-	71 %	66 %
G6	Discharge: not given a reason for delay in discharge	-	-	-	-	-	-	37 %	34 %
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 %
G9+	Discharge: not fully told purpose of medications	-	-	19 %	16 %	16 %	23 %	18 %	21 %
G10+	Discharge: not fully told side-effects of medications	-	-	55 %	58 %	54 %	59 %	56 %	56 %
G11+	Discharge: not told how to take medication clearly	-	-	-	18 %	20 %	24 %	22 %	22 %
G12	Discharge: not given completely clear written/printed information about medicines	-	34 %	28 %	21 %	27 %	29 %	29 %	30 %
G13+	Discharge: not fully told of danger signals to look for	-	-	55 %	52 %	53 %	58 %	47 %	50 %
G14+	Discharge: family not given enough information to help	-	-	53 %	43 %	49 %	51 %	48 %	46 %
G16	Discharge: not told who to contact if worried	15 %	17 %	18 %	18 %	17 %	22 %	16 %	17 %
G17	Discharge: did not receive copies of letters sent between hospital doctors and GP	-	50 %	53 %	46 %	40 %	46 %	44 %	40 %
G18	Discharge: letters not written in a way that could be understood	-	-	-	-	-	26 %	19 %	24 %

H. OVERALL

		2004	2005	2006	2007	2008	2009	2010	2011
H1	Overall: not treated with respect or dignity	20 %	21 %	16 %	19 %	19 %	23 %	18 %	17 %
H2	Overall: doctors and nurses working together fair or poor	6 %	7 %	5 %	7 %	6 %	6 %	7 %	6 %
H3	Overall: rating of care fair or poor	7 %	7 %	6 %	7 %	6 %	6 %	8 %	6 %
H4	Overall: worried about security of personal information held by the hospital	-	-	-	-	9 %	7 %	5 %	5 %
H5	Overall: would not recommend this hospital to family/friends	6 %	6 %	4 %	4 %	5 %	5 %	6 %	7 %
H6	Overall: not asked to give views on quality of care	-	88 %	90 %	88 %	84 %	86 %	83 %	79 %
H7	Overall: no posters/leaflets seen explaining how to complain about care	-	-	-	43 %	41 %	46 %	39 %	39 %
H8	Overall: wanted to complain about care received	-	-	-	6 %	7 %	5 %	7 %	6 %
H9	Overall: not given enough information on how to complain	-	-	-	85 %	81 %	79 %	78 %	93 %

J. ABOUT YOU

		2004	2005	2006	2007	2008	2009	2010	2011
J8+	Religious Beliefs: not always respected by hospital staff	-	-	-	7 %	6 %	9 %	10 %	9 %
J9+	Religious beliefs: not always able to practice in hospital	-	-	-	-	12 %	17 %	10 %	15 %

Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 6

External Benchmarks

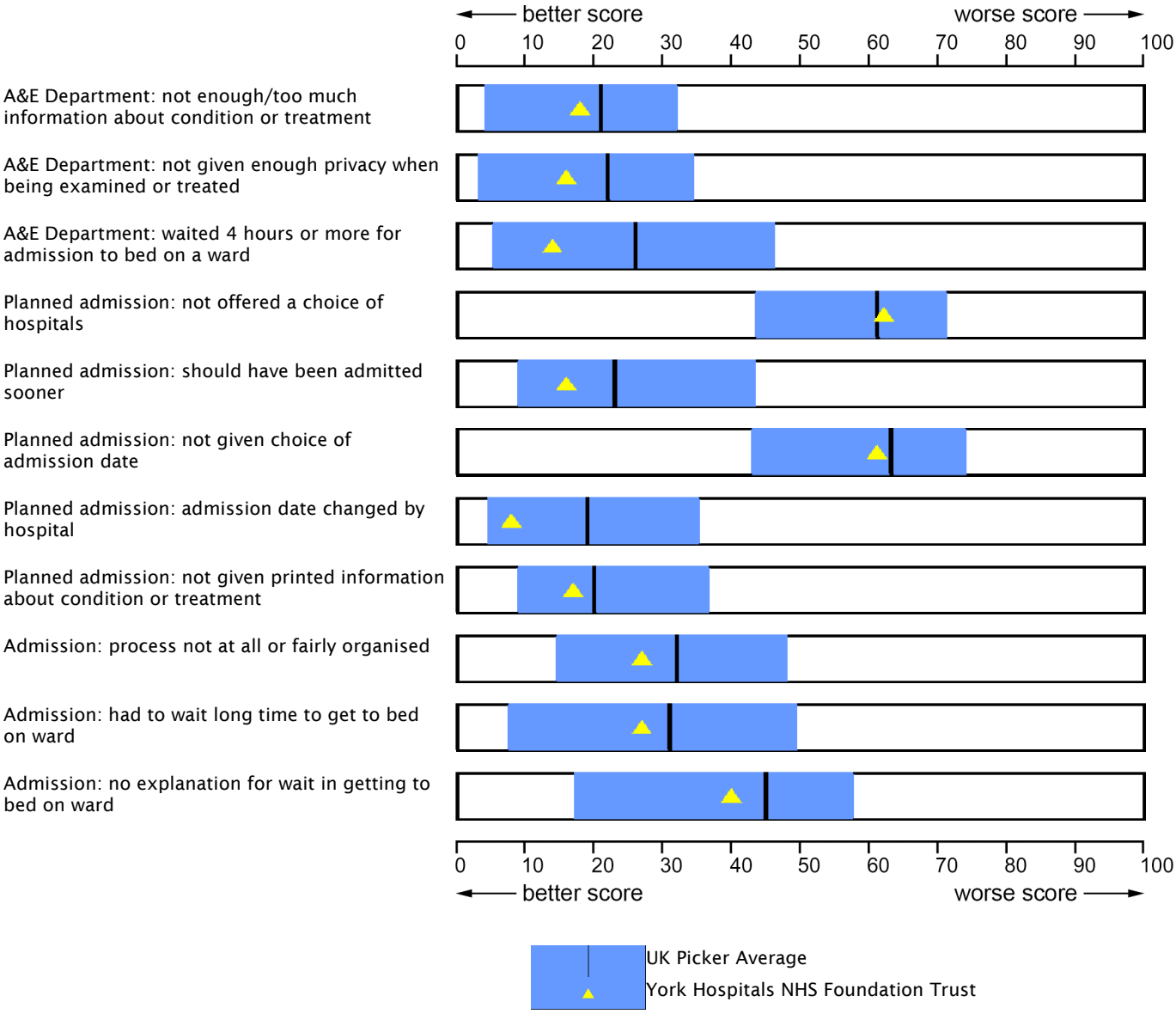
comparing results with other trusts

Copyright 2012 Picker Institute Europe. All rights reserved.

External Benchmarks

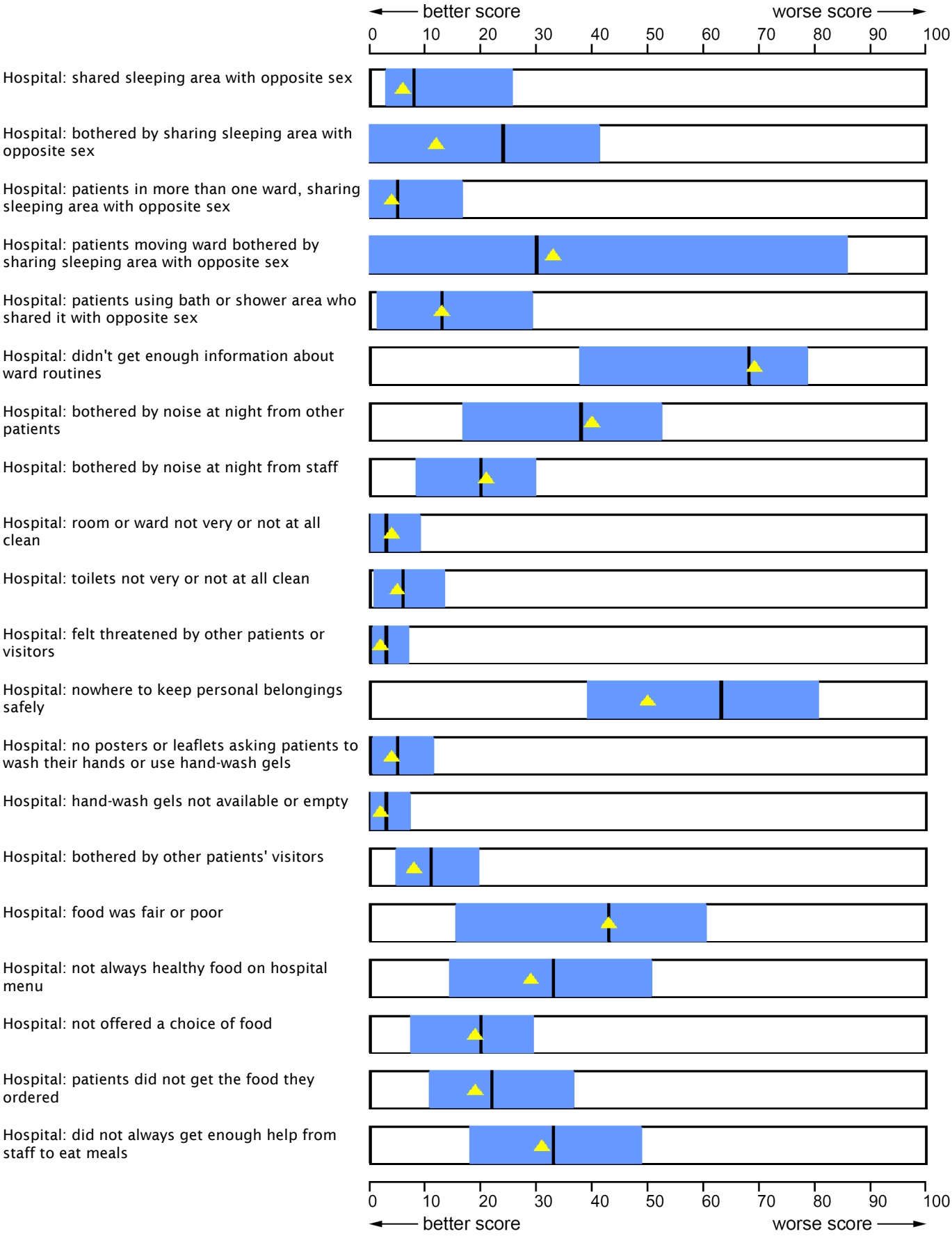
This section shows how your Trust compared to all trusts who commissioned Picker Institute Europe for this survey (73 trusts). The range of scores are shown as a blue bar from the best score (to the left), to the worst (to the right). The average is the black line. Your Trust is shown as the yellow triangle.

A. ADMISSION TO HOSPITAL



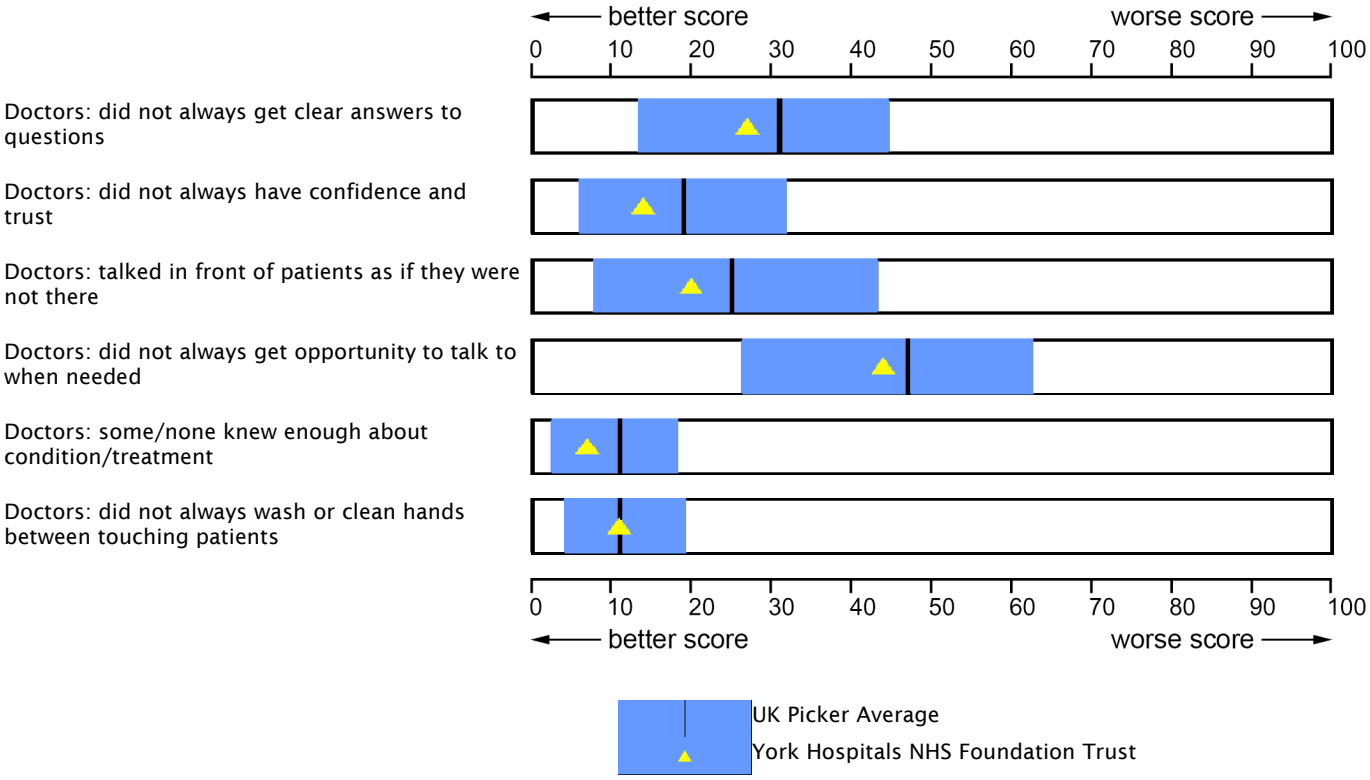
Copyright 2012 Picker Institute Europe. All rights reserved.

B. THE HOSPITAL AND WARD



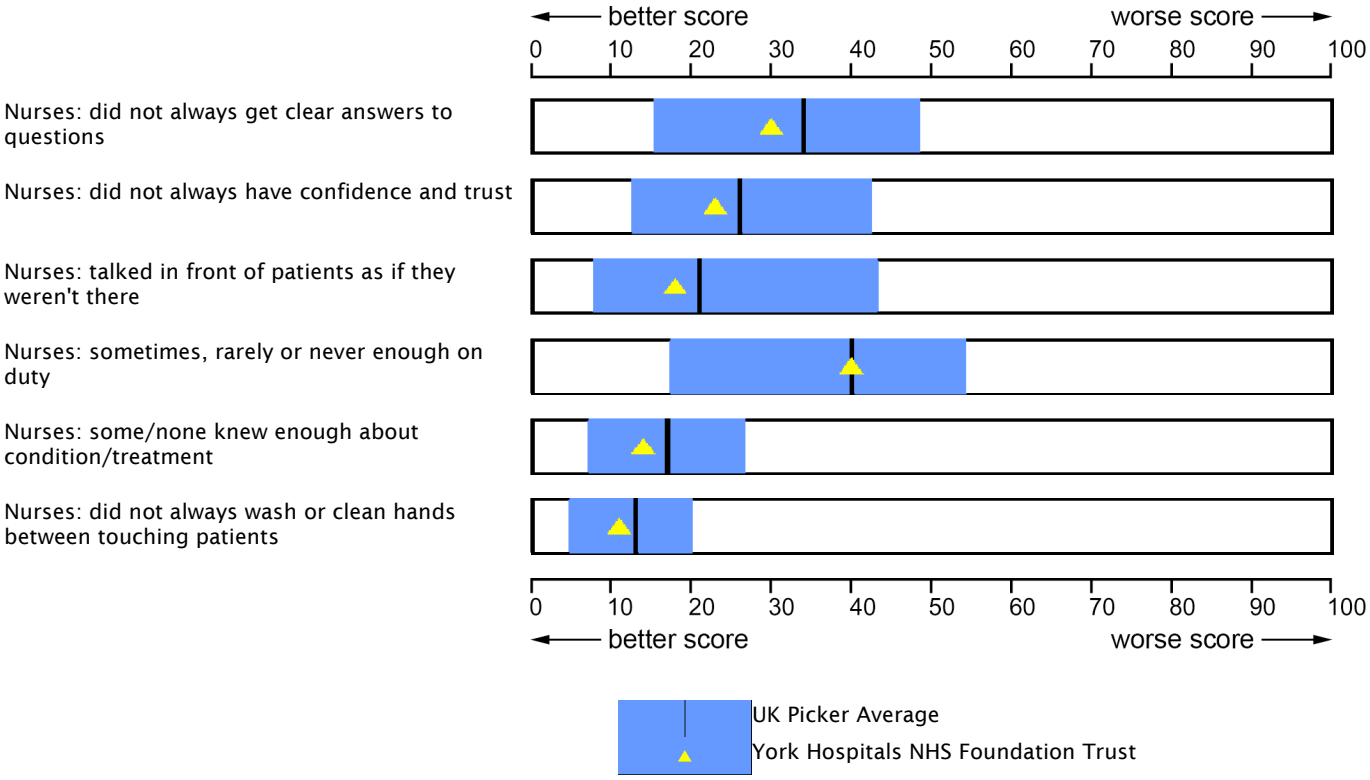
Copyright 2012 Picker Institute Europe. All rights reserved.

C. DOCTORS



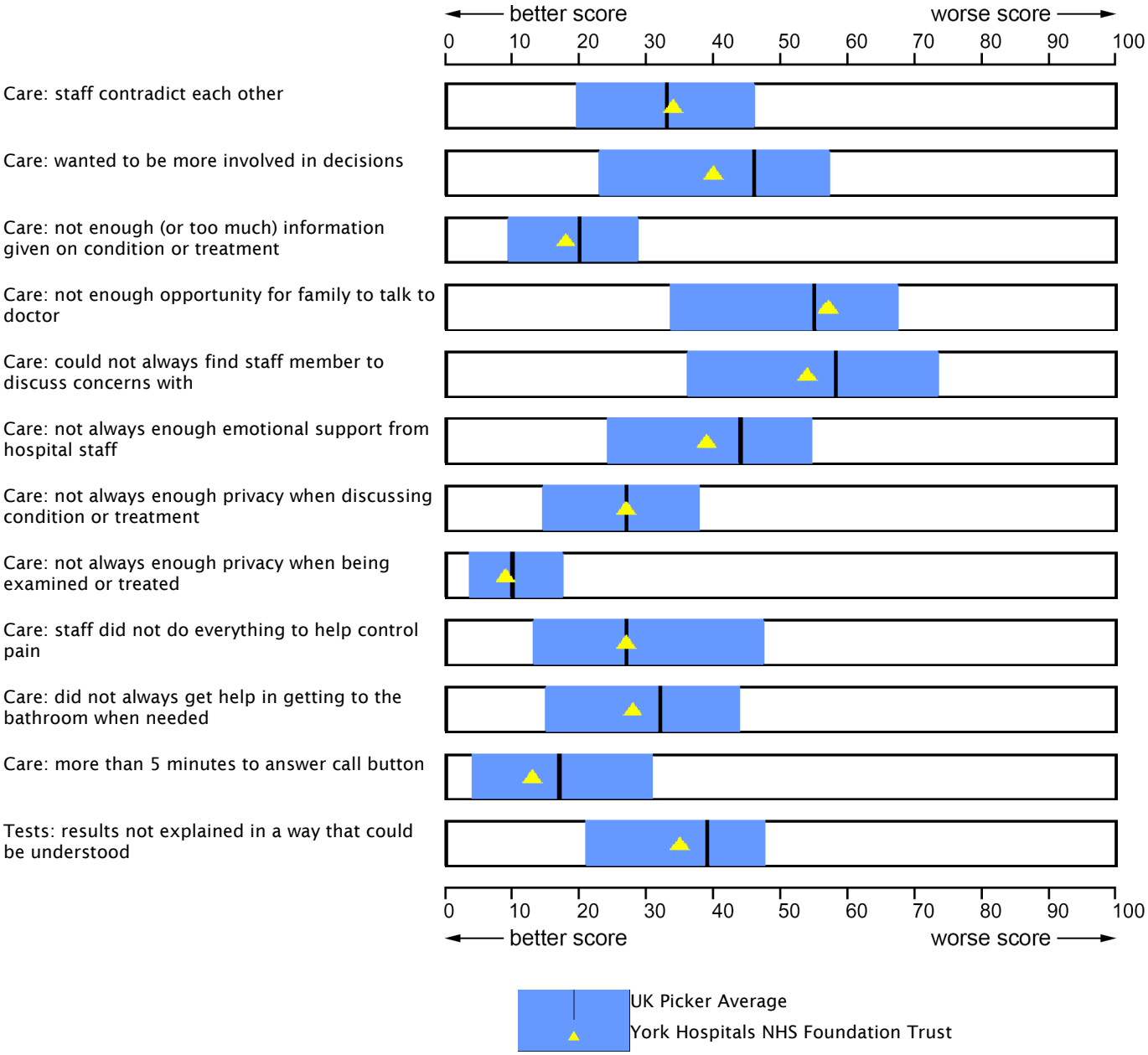
Copyright 2012 Picker Institute Europe. All rights reserved.

D. NURSES



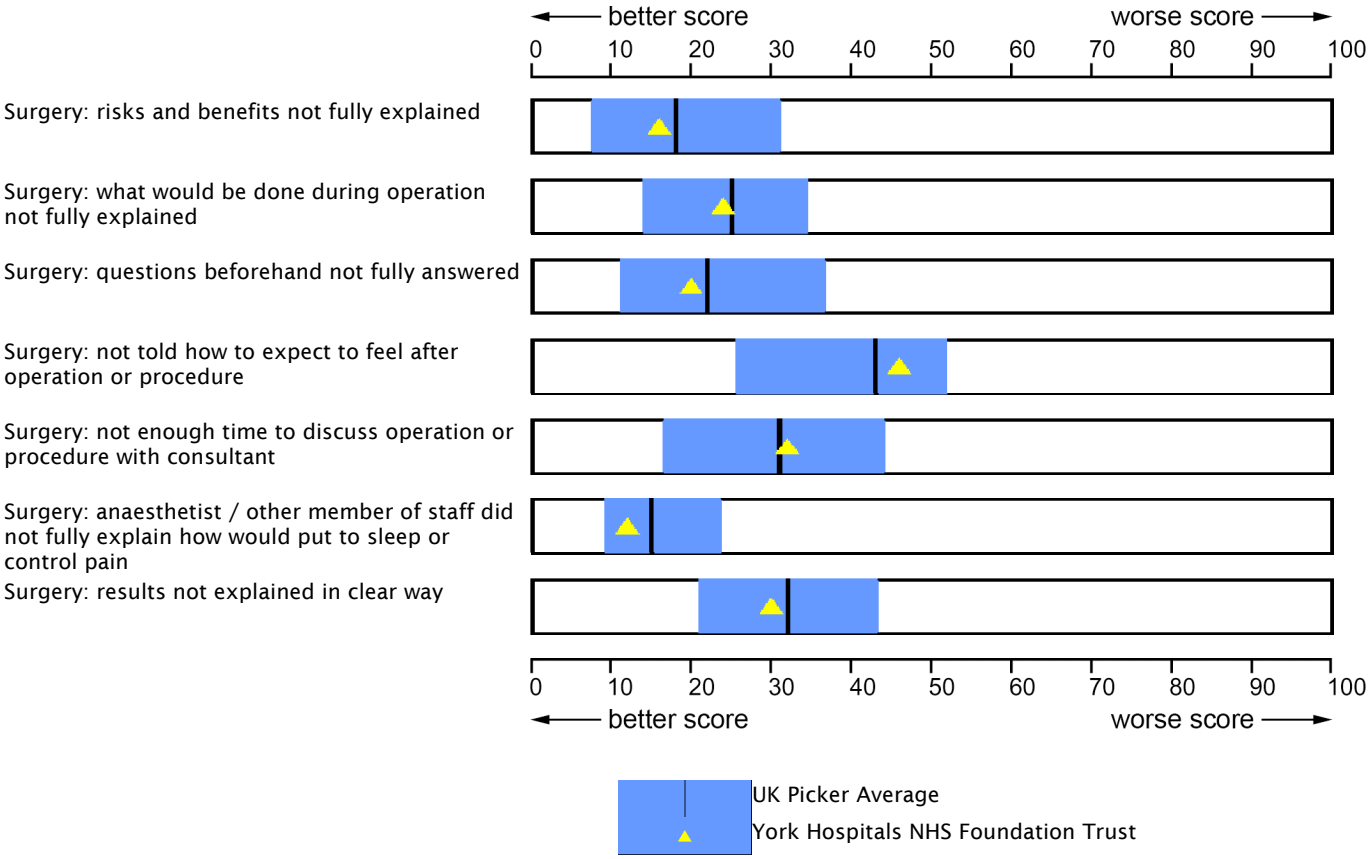
Copyright 2012 Picker Institute Europe. All rights reserved.

E. YOUR CARE AND TREATMENTS



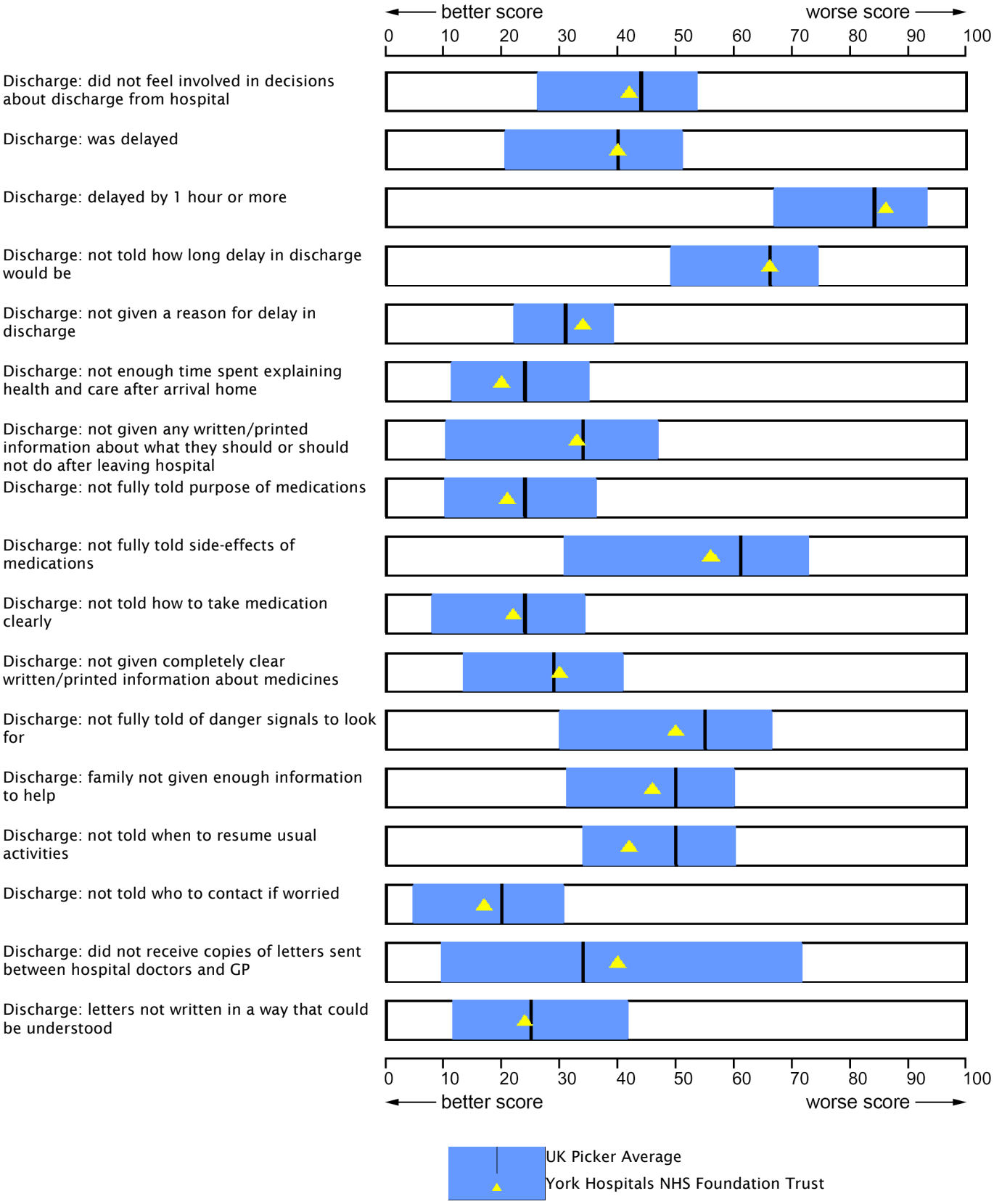
Copyright 2012 Picker Institute Europe. All rights reserved.

F. OPERATIONS & PROCEDURES



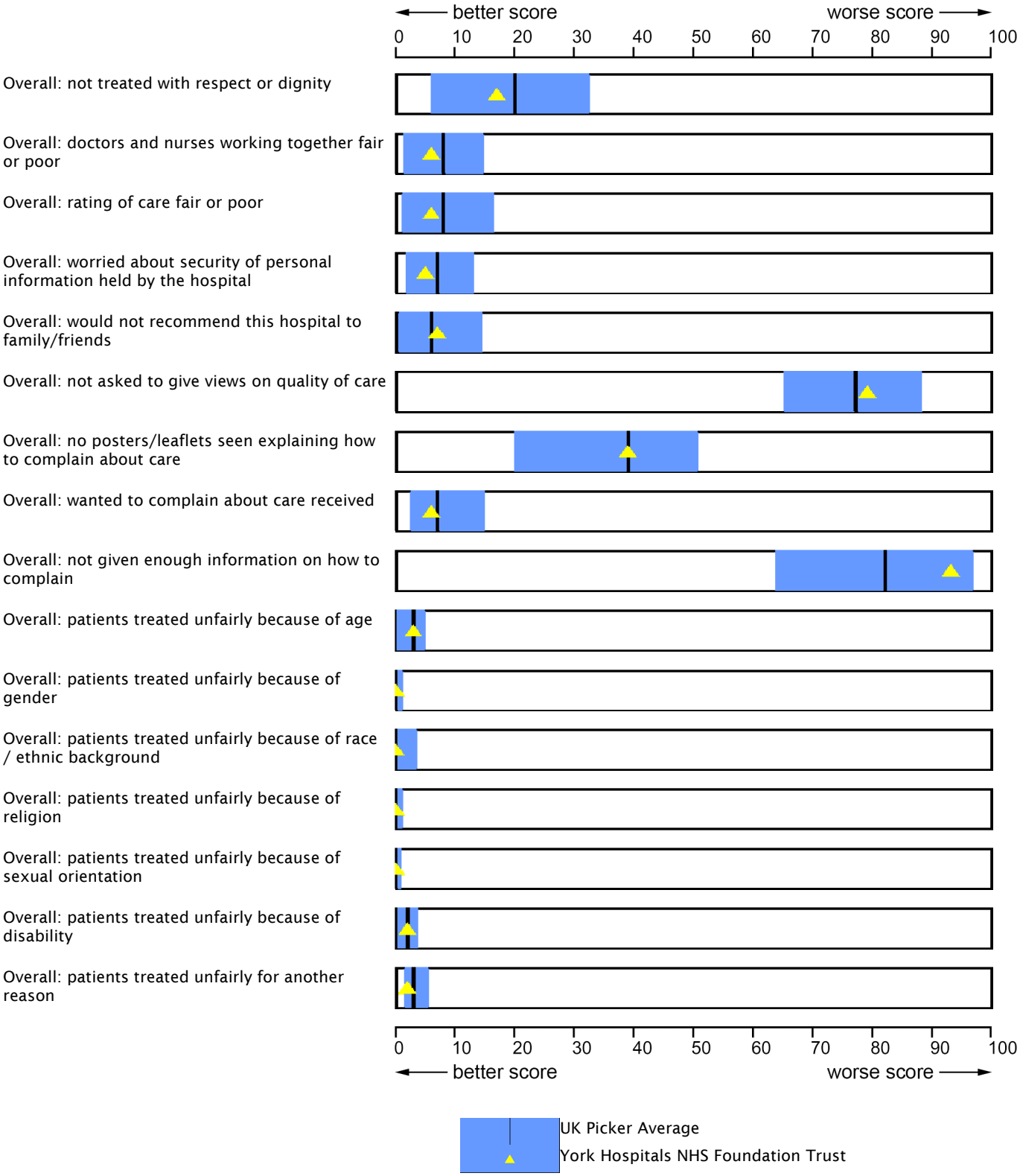
Copyright 2012 Picker Institute Europe. All rights reserved.

G. LEAVING HOSPITAL



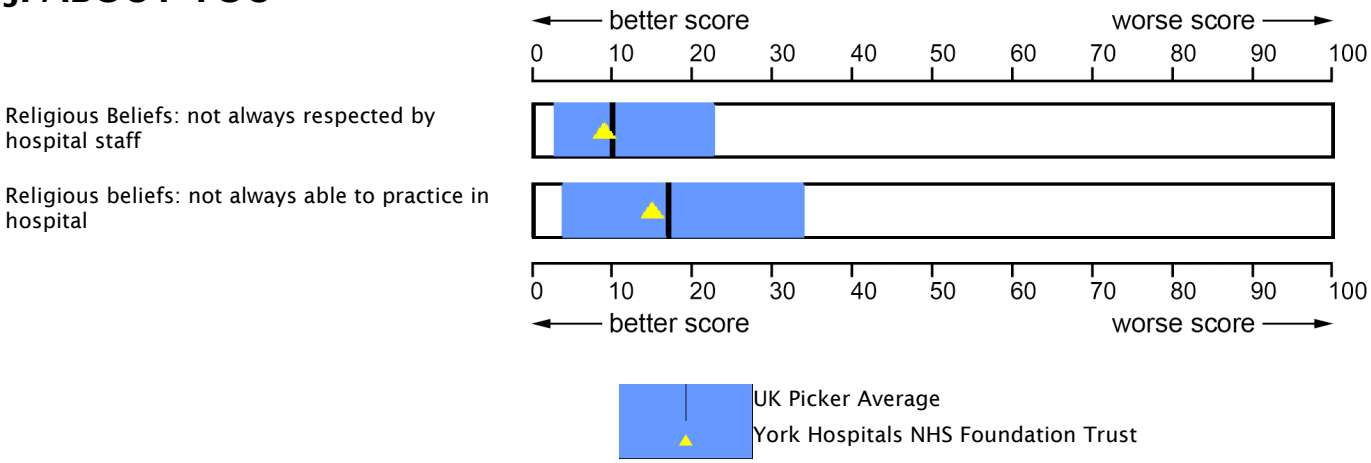
Copyright 2012 Picker Institute Europe. All rights reserved.

H. OVERALL



Copyright 2012 Picker Institute Europe. All rights reserved.

J. ABOUT YOU



Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 7

Internal Benchmarks

comparing results within the trust

Copyright 2012 Picker Institute Europe. All rights reserved.

Internal Benchmarks

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

Tel: 01865 208100
Fax: 01865 208101

Email: surveys@pickereurope.ac.uk

Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

Appendix 1

Frequency Tables

a detailed breakdown of your results

Copyright 2012 Picker Institute Europe. All rights reserved.

Frequency Tables

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

A. ADMISSION TO HOSPITAL

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

	This Trust		All trusts	
All Patients	n	%	n	%
Emergency or urgent	260	**57.8**	17269	**52.2**
Waiting list or planned in advance	151	**33.6**	13541	**40.9**
Something else	15	**3.3**	843	**2.5**
Not answered	24	**5.3**	1439	**4.3**
	450		33092	

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

	This Trust		All trusts	
Emergency admissions	n	%	n	%
Yes	232	**77.6**	16228	**83.0**
No	43	**14.4**	2098	**10.7**
Not answered	24	**8.0**	1225	**6.3**
	299		19551	

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	21	**8.2**	2180	**12.5**
Right amount	156	**60.9**	10528	**60.3**
* Too much	0	**0.0**	87	**0.5**
* I was not given any information about my treatment or condition	25	**9.8**	1451	**8.3**
Don't know / Can't remember	25	**9.8**	1809	**10.4**
Not answered	29	**11.3**	1398	**8.0**
Problem score - This Trust 18.0 %	256		17453	
Problem score - All trusts 21.3%				

Copyright 2012 Picker Institute Europe. All rights reserved.

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	171	**66.8**	11498	**65.9**
* Yes, to some extent	38	**14.8**	3524	**20.2**
* No	4	**1.6**	365	**2.1**
Don't know / Can't remember	16	**6.2**	834	**4.8**
Not answered	27	**10.5**	1232	**7.1**
Problem score - This Trust 16.4 %	256		17453	
Problem score - All trusts 22.3%				

A5 - Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

	This Trust		All trusts	
Patients admitted via A&E department	n	%	n	%
Less than 1 hour	60	**23.4**	2979	**17.1**
At least 1 hour but less than 2 hours	44	**17.2**	2594	**14.9**
At least 2 hours but less than 4 hours	52	**20.3**	3954	**22.7**
* At least 4 hours but less than 8 hours	32	**12.5**	3586	**20.5**
* 8 hours or longer	3	**1.2**	989	**5.7**
Can't remember	23	**9.0**	1221	**7.0**
I did not have to wait	20	**7.8**	998	**5.7**
Not answered	22	**8.6**	1132	**6.5**
Problem score - This Trust 13.7 %	256		17453	
Problem score - All trusts 26.2%				

A6 - When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?

	This Trust		All trusts	
Waiting list or planned admissions	n	%	n	%
Yes	41	**18.8**	4466	**26.5**
* No, but I would have liked a choice	15	**6.9**	1473	**8.7**
* No, but I did not mind	119	**54.6**	8790	**52.1**
Don’t know / Can’t remember	5	**2.3**	548	**3.2**
Not answered	38	**17.4**	1587	**9.4**
Problem score - This Trust 61.5 %	218		16864	
Problem score - All trusts 60.9%				

Copyright 2012 Picker Institute Europe. All rights reserved.

A7 - Who referred you to see a specialist?

Waiting list or planned admissions	This Trust n	This Trust %	All trusts n	All trusts %
A doctor from my local general practice	129	**59.2**	9800	**58.1**
Any other doctor or specialist	39	**17.9**	4477	**26.5**
A practice nurse or nurse practitioner	5	**2.3**	260	**1.5**
Any other health professional (for example, a dentist, optometrist or physiotherapist)	4	**1.8**	331	**2.0**
Don't know / Can't remember	5	**2.3**	275	**1.6**
Not answered	36	**16.5**	1721	**10.2**
	218		16864	

A8 - Overall, from the time you first talked to this health professional about being referred to a hospital, how long did you wait to be admitted to hospital?

Waiting list or planned admissions	This Trust n	This Trust %	All trusts n	All trusts %
Up to 1 month	63	**28.9**	4041	**24.0**
1 to 2 months	45	**20.6**	3366	**20.0**
3 to 4 months	28	**12.8**	3093	**18.3**
5 to 6 months	11	**5.0**	1415	**8.4**
More than 6 months	15	**6.9**	1969	**11.7**
Don't know / Can't remember	7	**3.2**	888	**5.3**
Not answered	49	**22.5**	2092	**12.4**
	218		16864	

A9 - How do you feel about the length of time you were on the waiting list before your admission to hospital?

	Waiting list or planned admissions	This Trust n	This Trust %	All trusts n	All trusts %
	I was admitted as soon as I thought was necessary	143	**65.6**	10984	**65.1**
*	I should have been admitted a bit sooner	23	**10.6**	2497	**14.8**
*	I should have been admitted a lot sooner	12	**5.5**	1430	**8.5**
	Not answered	40	**18.3**	1953	**11.6**
	Problem score - This Trust 16.1 %	218		16864	
	Problem score - All trusts 23.3%				

A10 - Were you given a choice of admission dates?

	Waiting list or planned admissions	This Trust n	This Trust %	All trusts n	All trusts %
	Yes	41	**18.8**	4067	**24.1**
*	No	133	**61.0**	10541	**62.5**
	Don't know / Can't remember	5	**2.3**	483	**2.9**
	Not answered	39	**17.9**	1773	**10.5**
	Problem score - This Trust 61.0 %	218		16864	
	Problem score - All trusts 62.5%				

Copyright 2012 Picker Institute Europe. All rights reserved.

A11 - Was your admission date changed by the hospital?

		This Trust		All trusts	
	Waiting list or planned admissions	n	%	n	%
	No	161	**73.9**	11935	**70.8**
*	Yes, once	16	**7.3**	2680	**15.9**
*	Yes, 2 or 3 times	2	**0.9**	481	**2.9**
*	Yes, 4 times or more	0	**0.0**	39	**0.2**
	Not answered	39	**17.9**	1729	**10.3**
	Problem score - This Trust 8.3 %	218		16864	
	Problem score - All trusts 19.0%				

A12 - 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	145	**66.5**	9020	**70.3**
*	No	38	**17.4**	2540	**19.8**
	Not answered	35	**16.1**	1266	**9.9**
	Problem score - This Trust 17.4 %	218		12826	
	Problem score - All trusts 19.8%				

A13 - How organised was the admission process?

		This Trust		All trusts	
	All Patients	n	%	n	%
	Very organised	307	**68.2**	15669	**64.7**
*	Fairly organised	112	**24.9**	6794	**28.0**
*	Not at all organised	11	**2.4**	982	**4.1**
	Not answered	20	**4.4**	778	**3.2**
	Problem score - This Trust 27.3 %	450		24223	
	Problem score - All trusts 32.1%				

A14 - 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?

		This Trust		All trusts	
	All Patients	n	%	n	%
*	Yes, definitely	40	**8.9**	3741	**11.3**
*	Yes, to some extent	80	**17.8**	6484	**19.6**
	No	309	**68.7**	21818	**65.9**
	Not answered	21	**4.7**	1049	**3.2**
	Problem score - This Trust 26.7 %	450		33092	
	Problem score - All trusts 30.9%				

A15 - Did a member of staff explain why you had to wait?

		This Trust		All trusts	
	Patients who waited to get to a bed on ward	n	%	n	%
	Yes	67	**55.8**	3900	**53.1**
*	No	48	**40.0**	3295	**44.9**
	Not answered	5	**4.2**	150	**2.0**
	Problem score - This Trust 40.0 %	120		7345	
	Problem score - All trusts 44.9%				

Copyright 2012 Picker Institute Europe. All rights reserved.

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)?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	98	**21.8**	6884	**20.8**
No	309	**68.7**	23583	**71.3**
Don't know / Can't remember	26	**5.8**	1701	**5.1**
Not answered	17	**3.8**	924	**2.8**
	450		33092	

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	
All Patients	n	%	n	%
Yes	41	**9.1**	3292	**9.9**
No	403	**89.6**	29144	**88.1**
Not answered	6	**1.3**	656	**2.0**
	450		33092	

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	22	**6.2**	2009	**7.8**
No	324	**92.0**	23173	**90.2**
Not answered	6	**1.7**	518	**2.0**
Problem score - This Trust 6.2 % **Problem score - All trusts 7.8%**	352		25700	

B3 - When you were first admitted, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

	This Trust		All trusts	
Patients in a mixed sex room or bay when first admitted	n	%	n	%
* Yes	5	**12.2**	794	**24.1**
No	35	**85.4**	2394	**72.7**
Not answered	1	**2.4**	104	**3.2**
Problem score - This Trust 12.2 % **Problem score - All trusts 24.1%**	41		3292	

Copyright 2012 Picker Institute Europe. All rights reserved.

B4 - During your stay in hospital, how many wards did you stay in?

All Patients	This Trust n	This Trust %	All trusts n	All trusts %
1	246	**54.7**	20842	**63.0**
2	153	**34.0**	8661	**26.2**
3 or more	40	**8.9**	2555	**7.7**
Don't know / Can't remember	5	**1.1**	391	**1.2**
Not answered	6	**1.3**	643	**1.9**
	450		33092	

B5 - After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

Patients in more than one ward	This Trust n	This Trust %	All trusts n	All trusts %
Yes	15	**7.8**	865	**7.7**
No	176	**91.2**	10109	**90.1**
Not answered	2	**1.0**	242	**2.2**
	193		11216	

B5+ - After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

	Patients in more than one ward who did not stay in critical care area	This Trust n	This Trust %	All trusts n	All trusts %
*	Yes	6	**4.4**	366	**5.1**
	No	128	**94.8**	6727	**93.1**
	Not answered	1	**0.7**	133	**1.8**
	Problem score - This Trust 4.4 %	135		7226	
	Problem score - All trusts 5.1%				

B6 - After you moved, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

	Patients in a mixed sex room or bay after moving ward	This Trust n	This Trust %	All trusts n	All trusts %
*	Yes	5	**33.3**	255	**29.5**
	No	10	**66.7**	592	**68.4**
	Not answered	0	**0.0**	18	**2.1**
	Problem score - This Trust 33.3 %	15		865	
	Problem score - All trusts 29.5%				

Copyright 2012 Picker Institute Europe. All rights reserved.

B7 - While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	52	**11.6**	3942	**11.9**
Yes, because it had special bathing equipment that I needed	6	**1.3**	636	**1.9**
No	327	**72.7**	24343	**73.6**
I did not use a bathroom or shower	35	**7.8**	1689	**5.1**
Don't know / Can't remember	19	**4.2**	1591	**4.8**
Not answered	11	**2.4**	891	**2.7**
	450		33092	

B7+ - While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

	This Trust		All trusts	
Patients who used a bathroom or shower area	n	%	n	%
* Yes	52	**12.5**	3942	**12.6**
Yes, because it had special bathing equipment that I needed	6	**1.4**	636	**2.0**
No	327	**78.8**	24343	**77.5**
Don't know / Can't remember	19	**4.6**	1591	**5.1**
Not answered	11	**2.7**	891	**2.8**
Problem score - This Trust 12.5 % **Problem score - All trusts 12.6%**	415		31403	

B8 - When you reached the ward, did you get enough information about ward routines, such as timetables and rules?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, definitely	110	**24.4**	5957	**24.6**
Yes, to some extent	110	**24.4**	5995	**24.7**
No	152	**33.8**	7881	**32.5**
I did not need information	70	**15.6**	3796	**15.7**
Not answered	8	**1.8**	594	**2.5**
	450		24223	

B8+ - 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	110	**28.9**	5957	**29.2**
* Yes, to some extent	110	**28.9**	5995	**29.3**
* No	152	**40.0**	7881	**38.6**
Not answered	8	**2.1**	594	**2.9**
Problem score - This Trust 68.9 % **Problem score - All trusts 67.9%**	380		20427	

Copyright 2012 Picker Institute Europe. All rights reserved.

B9 - Were you ever bothered by noise at night from other patients?

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes	178	**39.6**	12544	**37.9**
No	267	**59.3**	19873	**60.1**
Not answered	5	**1.1**	675	**2.0**
Problem score - This Trust 39.6 %	450		33092	
Problem score - All trusts 37.9%				

B10 - Were you ever bothered by noise at night from hospital staff?

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes	94	**20.9**	6687	**20.2**
No	349	**77.6**	25706	**77.7**
Not answered	7	**1.6**	699	**2.1**
Problem score - This Trust 20.9 %	450		33092	
Problem score - All trusts 20.2%				

B11 - In your opinion, how clean was the hospital room or ward that you were in?

	This Trust		All trusts	
All Patients	n	%	n	%
Very clean	296	**65.8**	21979	**66.4**
Fairly clean	131	**29.1**	9654	**29.2**
* Not very clean	15	**3.3**	894	**2.7**
* Not at all clean	2	**0.4**	161	**0.5**
Not answered	6	**1.3**	404	**1.2**
Problem score - This Trust 3.8 %	450		33092	
Problem score - All trusts 3.2%				

B12 - How clean were the toilets and bathrooms that you used in hospital?

	This Trust		All trusts	
All Patients	n	%	n	%
Very clean	276	**61.3**	19138	**57.8**
Fairly clean	131	**29.1**	10611	**32.1**
Not very clean	17	**3.8**	1516	**4.6**
Not at all clean	4	**0.9**	342	**1.0**
I did not use a toilet or bathroom	15	**3.3**	1030	**3.1**
Not answered	7	**1.6**	455	**1.4**
	450		33092	

Copyright 2012 Picker Institute Europe. All rights reserved.

B12+ - How clean were the toilets and bathrooms that you used in hospital?

		This Trust		All trusts	
	Patients who used a toilet or bathroom	n	%	n	%
	Very clean	276	**63.4**	19138	**59.7**
	Fairly clean	131	**30.1**	10611	**33.1**
*	Not very clean	17	**3.9**	1516	**4.7**
*	Not at all clean	4	**0.9**	342	**1.1**
	Not answered	7	**1.6**	455	**1.4**
	Problem score - This Trust 4.8 %	435		32062	
	Problem score - All trusts 5.8%				

B13 - Did you feel threatened during your stay in hospital by other patients or visitors?

		This Trust		All trusts	
	All Patients	n	%	n	%
*	Yes	8	**1.8**	1127	**3.4**
	No	438	**97.3**	31592	**95.5**
	Not answered	4	**0.9**	373	**1.1**
	Problem score - This Trust 1.8 %	450		33092	
	Problem score - All trusts 3.4%				

B14 - 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	193	**42.9**	9843	**29.7**
Yes, but I could not lock it	192	**42.7**	17319	**52.3**
No	13	**2.9**	1401	**4.2**
I did not take any belongings to hospital	37	**8.2**	3157	**9.5**
Don't know / Can't remember	11	**2.4**	782	**2.4**
Not answered	4	**0.9**	590	**1.8**
	450		33092	

B14+ - Did you have somewhere to keep your personal belongings whilst on the ward?

		This Trust		All trusts	
	Patients who took personal belongings to hospital	n	%	n	%
	Yes, and I could lock it if I wanted to	193	**46.7**	9843	**32.9**
*	Yes, but I could not lock it	192	**46.5**	17319	**57.9**
*	No	13	**3.1**	1401	**4.7**
	Don't know / Can't remember	11	**2.7**	782	**2.6**
	Not answered	4	**1.0**	590	**2.0**
	Problem score - This Trust 49.6 %	413		29935	
	Problem score - All trusts 62.5%				

Copyright 2012 Picker Institute Europe. All rights reserved.

B15 - Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?

		This Trust		All trusts	
	All Patients	n	%	n	%
	Yes	375	**83.3**	28323	**85.6**
*	No	18	**4.0**	1729	**5.2**
	Can't remember	48	**10.7**	2686	**8.1**
	Not answered	9	**2.0**	354	**1.1**
	Problem score - This Trust 4.0 %	450		33092	
	Problem score - All trusts 5.2%				

B16 - Were hand-wash gels available for patients and visitors to use?

		This Trust		All trusts	
	All Patients	n	%	n	%
	Yes	417	**92.7**	30080	**90.9**
*	Yes, but they were empty	5	**1.1**	423	**1.3**
*	I did not see any hand-wash gels	4	**0.9**	706	**2.1**
	Don't know / Can't remember	17	**3.8**	1549	**4.7**
	Not answered	7	**1.6**	334	**1.0**
	Problem score - This Trust 2.0 %	450		33092	
	Problem score - All trusts 3.4%				

B17 - Were you ever bothered by other patients' visitors?

		This Trust		All trusts	
	All Patients	n	%	n	%
*	Yes, often	2	**0.4**	427	**1.8**
*	Yes, sometimes	34	**7.6**	2203	**9.1**
	No	407	**90.4**	21359	**88.2**
	Not answered	7	**1.6**	234	**1.0**
	Problem score - This Trust 8.0 %	450		24223	
	Problem score - All trusts 10.9%				

B18 - How would you rate the hospital food?

	This Trust		All trusts	
All Patients	n	%	n	%
Very good	82	**18.2**	6689	**20.2**
Good	158	**35.1**	11035	**33.3**
Fair	141	**31.3**	9246	**27.9**
Poor	43	**9.6**	4323	**13.1**
I did not have any hospital food	17	**3.8**	1343	**4.1**
Not answered	9	**2.0**	456	**1.4**
	450		33092	

Copyright 2012 Picker Institute Europe. All rights reserved.

B18+ - How would you rate the hospital food?

	This Trust		All trusts	
Patients who had hospital food	n	%	n	%
Very good	82	**18.9**	6689	**21.1**
Good	158	**36.5**	11035	**34.8**
* Fair	141	**32.6**	9246	**29.1**
* Poor	43	**9.9**	4323	**13.6**
Not answered	9	**2.1**	456	**1.4**
Problem score - This Trust 42.5 % **Problem score - All trusts 42.7%**	433		31749	

B19 - Was there healthy food on the hospital menu?

	This Trust		All trusts	
Patients who had hospital food	n	%	n	%
Yes, always	249	**58.7**	12627	**55.1**
* Yes, sometimes	114	**26.9**	6536	**28.5**
* No	10	**2.4**	1034	**4.5**
Don't know / Can't remember	48	**11.3**	2468	**10.8**
Not answered	3	**0.7**	253	**1.1**
Problem score - This Trust 29.2 % **Problem score - All trusts 33.0%**	424		22918	

B20 - Were you offered a choice of food?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	350	**77.8**	25631	**77.5**
* Yes, sometimes	63	**14.0**	4533	**13.7**
* No	23	**5.1**	2012	**6.1**
Not answered	14	**3.1**	916	**2.8**
Problem score - This Trust 19.1 % **Problem score - All trusts 19.8%**	450		33092	

B21 - Did you get the food you ordered?

	This Trust		All trusts	
Patients who were offered a choice of food	n	%	n	%
Yes, always	327	**79.2**	16720	**75.6**
Yes, sometimes	71	**17.2**	4293	**19.4**
No	5	**1.2**	494	**2.2**
I did not have any hospital food	4	**1.0**	392	**1.8**
Not answered	6	**1.5**	203	**0.9**
	413		22102	

Copyright 2012 Picker Institute Europe. All rights reserved.

B21+ - 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	327	**80.0**	16720	**77.0**
* Yes, sometimes	71	**17.4**	4293	**19.8**
* No	5	**1.2**	494	**2.3**
Not answered	6	**1.5**	203	**0.9**
Problem score - This Trust 18.6 %	409		21710	
Problem score - All trusts 22.0%				

B22 - Did you get enough help from staff to eat your meals?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	71	**15.8**	5780	**17.5**
Yes, sometimes	18	**4.0**	1695	**5.1**
No	22	**4.9**	1749	**5.3**
I did not need help to eat meals	321	**71.3**	22741	**68.7**
Not answered	18	**4.0**	1127	**3.4**
	450		33092	

B22+ - Did you get enough help from staff to eat your meals?

	This Trust		All trusts	
Patients who needed help to eat meals	n	%	n	%
Yes, always	71	**55.0**	5780	**55.8**
* Yes, sometimes	18	**14.0**	1695	**16.4**
* No	22	**17.1**	1749	**16.9**
Not answered	18	**14.0**	1127	**10.9**
Problem score - This Trust 31.0 %	129		10351	
Problem score - All trusts 33.3%				

Copyright 2012 Picker Institute Europe. All rights reserved.

C. DOCTORS

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	284	**63.1**	19497	**58.9**
Yes, sometimes	87	**19.3**	7567	**22.9**
No	21	**4.7**	1579	**4.8**
I had no need to ask	51	**11.3**	3882	**11.7**
Not answered	7	**1.6**	567	**1.7**
	450		33092	

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

	This Trust		All trusts	
Patients who had questions to ask a doctor	n	%	n	%
Yes, always	284	**71.2**	19497	**66.7**
* Yes, sometimes	87	**21.8**	7567	**25.9**
* No	21	**5.3**	1579	**5.4**
Not answered	7	**1.8**	567	**1.9**
Problem score - This Trust 27.1 %	399		29210	
Problem score - All trusts 31.3%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	376	**83.6**	26283	**79.4**
* Yes, sometimes	51	**11.3**	5191	**15.7**
* No	14	**3.1**	1067	**3.2**
Not answered	9	**2.0**	551	**1.7**
Problem score - This Trust 14.4 %	450		33092	
Problem score - All trusts 18.9%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes, often	19	**4.2**	1945	**5.9**
* Yes, sometimes	73	**16.2**	6422	**19.4**
No	349	**77.6**	24064	**72.7**
Not answered	9	**2.0**	661	**2.0**
Problem score - This Trust 20.4 %	450		33092	
Problem score - All trusts 25.3%				

Copyright 2012 Picker Institute Europe. All rights reserved.

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

All Patients	This Trust n	This Trust %	All trusts n	All trusts %
Yes, always	177	**39.3**	9045	**37.3**
Yes, sometimes	118	**26.2**	6597	**27.2**
No	29	**6.4**	1914	**7.9**
I had no need to talk to a doctor	117	**26.0**	6206	**25.6**
Not answered	9	**2.0**	461	**1.9**
	450		24223	

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

Patients who needed to talk to a doctor	This Trust n	This Trust %	All trusts n	All trusts %
Yes, always	177	**53.2**	9045	**50.2**
* Yes, sometimes	118	**35.4**	6597	**36.6**
* No	29	**8.7**	1914	**10.6**
Not answered	9	**2.7**	461	**2.6**
Problem score - This Trust 44.1 % **Problem score - All trusts 47.2%**	333		18017	

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

All Patients	This Trust n	This Trust %	All trusts n	All trusts %
All the doctors knew enough	282	**62.7**	14327	**59.1**
Most of the doctors knew enough	99	**22.0**	5041	**20.8**
* Only some of the doctors knew enough	29	**6.4**	2256	**9.3**
* None of the doctors knew enough	3	**0.7**	499	**2.1**
Can’t say	28	**6.2**	1661	**6.9**
Not answered	9	**2.0**	439	**1.8**
Problem score - This Trust 7.1 % **Problem score - All trusts 11.4%**	450		24223	

C6 - As far as you know, did doctors wash or clean their hands between touching patients?

All Patients	This Trust n	This Trust %	All trusts n	All trusts %
Yes, always	225	**50.0**	15957	**48.2**
* Yes, sometimes	39	**8.7**	2607	**7.9**
* No	10	**2.2**	1163	**3.5**
Don't know / Can't remember	168	**37.3**	12771	**38.6**
Not answered	8	**1.8**	594	**1.8**
Problem score - This Trust 10.9 % **Problem score - All trusts 11.4%**	450		33092	

Copyright 2012 Picker Institute Europe. All rights reserved.

D. NURSES

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	265	**58.9**	19208	**58.0**
Yes, sometimes	102	**22.7**	8524	**25.8**
No	17	**3.8**	1414	**4.3**
I had no need to ask	56	**12.4**	3475	**10.5**
Not answered	10	**2.2**	471	**1.4**
	450		33092	

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

	This Trust		All trusts	
Patients who had questions to ask a nurse	n	%	n	%
Yes, always	265	**67.3**	19208	**64.9**
* Yes, sometimes	102	**25.9**	8524	**28.8**
* No	17	**4.3**	1414	**4.8**
Not answered	10	**2.5**	471	**1.6**
Problem score - This Trust 30.2 %	394		29617	
Problem score - All trusts 33.6%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	337	**74.9**	24091	**72.8**
* Yes, sometimes	91	**20.2**	7390	**22.3**
* No	13	**2.9**	1197	**3.6**
Not answered	9	**2.0**	414	**1.3**
Problem score - This Trust 23.1 %	450		33092	
Problem score - All trusts 25.9%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes, often	18	**4.0**	1612	**4.9**
* Yes, sometimes	62	**13.8**	5378	**16.3**
No	362	**80.4**	25594	**77.3**
Not answered	8	**1.8**	508	**1.5**
Problem score - This Trust 17.8 %	450		33092	
Problem score - All trusts 21.1%				

Copyright 2012 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
All Patients	n	%	n	%
There were always or nearly always enough nurses	256	**56.9**	19392	**58.6**
* There were sometimes enough nurses	140	**31.1**	9708	**29.3**
* There were rarely or never enough nurses	41	**9.1**	3433	**10.4**
Not answered	13	**2.9**	559	**1.7**
Problem score - This Trust 40.2 %	450		33092	
Problem score - All trusts 39.7%				

D5 - 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	173	**38.4**	10007	**41.3**
Most of the nurses knew enough	164	**36.4**	7745	**32.0**
* Only some of the nurses knew enough	56	**12.4**	3454	**14.3**
* None of the nurses knew enough	8	**1.8**	738	**3.0**
Can’t say	42	**9.3**	1954	**8.1**
Not answered	7	**1.6**	325	**1.3**
Problem score - This Trust 14.2 %	450		24223	
Problem score - All trusts 17.3%				

D6 - As far as you know, did nurses wash or clean their hands between touching patients?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	263	**58.4**	18919	**57.2**
* Yes, sometimes	46	**10.2**	3576	**10.8**
* No	5	**1.1**	817	**2.5**
Don't know / Can't remember	129	**28.7**	9289	**28.1**
Not answered	7	**1.6**	491	**1.5**
Problem score - This Trust 11.3 %	450		33092	
Problem score - All trusts 13.3%				

Copyright 2012 Picker Institute Europe. All rights reserved.

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	21	**4.7**	2447	**7.4**
* Yes, sometimes	130	**28.9**	8370	**25.3**
No	287	**63.8**	21697	**65.6**
Not answered	12	**2.7**	578	**1.7**
Problem score - This Trust 33.6 %	450		33092	
Problem score - All trusts 32.7%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, definitely	259	**57.6**	17234	**52.1**
* Yes, to some extent	147	**32.7**	11749	**35.5**
* No	33	**7.3**	3402	**10.3**
Not answered	11	**2.4**	707	**2.1**
Problem score - This Trust 40.0 %	450		33092	
Problem score - All trusts 45.8%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Not enough	78	**17.3**	6295	**19.0**
The right amount	356	**79.1**	25900	**78.3**
* Too much	2	**0.4**	294	**0.9**
Not answered	14	**3.1**	603	**1.8**
Problem score - This Trust 17.8 %	450		33092	
Problem score - All trusts 19.9%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, definitely	117	**26.0**	9492	**28.7**
Yes, to some extent	118	**26.2**	8936	**27.0**
No	51	**11.3**	3716	**11.2**
No family or friends were involved	56	**12.4**	3525	**10.7**
My family did not want or need information	77	**17.1**	5318	**16.1**
I did not want my family or friends to talk to a doctor	19	**4.2**	1357	**4.1**
Not answered	12	**2.7**	748	**2.3**
	450		33092	

Copyright 2012 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients with family or friends who wanted to talk to a doctor	n	%	n	%
Yes, definitely	117	**39.3**	9492	**41.5**
* Yes, to some extent	118	**39.6**	8936	**39.0**
* No	51	**17.1**	3716	**16.2**
Not answered	12	**4.0**	748	**3.3**
Problem score - This Trust 56.7 %	298		22892	
Problem score - All trusts 55.3%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, definitely	117	**26.0**	7910	**23.9**
Yes, to some extent	95	**21.1**	7326	**22.1**
No	49	**10.9**	4402	**13.3**
I had no worries or fears	181	**40.2**	12846	**38.8**
Not answered	8	**1.8**	608	**1.8**
	450		33092	

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

	This Trust		All trusts	
Patients who had worries or fears	n	%	n	%
Yes, definitely	117	**43.5**	7910	**39.1**
* Yes, to some extent	95	**35.3**	7326	**36.2**
* No	49	**18.2**	4402	**21.7**
Not answered	8	**3.0**	608	**3.0**
Problem score - This Trust 53.5 %	269		20246	
Problem score - All trusts 57.9%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	169	**37.6**	11846	**35.8**
Yes, sometimes	79	**17.6**	6461	**19.5**
No	35	**7.8**	3110	**9.4**
I did not need any emotional support	159	**35.3**	11156	**33.7**
Not answered	8	**1.8**	519	**1.6**
	450		33092	

Copyright 2012 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients who needed emotional support	n	%	n	%
Yes, always	169	**58.1**	11846	**54.0**
* Yes, sometimes	79	**27.1**	6461	**29.5**
* No	35	**12.0**	3110	**14.2**
Not answered	8	**2.7**	519	**2.4**
Problem score - This Trust 39.2 %	291		21936	
Problem score - All trusts 43.6%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	313	**69.6**	23261	**70.3**
* Yes, sometimes	78	**17.3**	6612	**20.0**
* No	44	**9.8**	2417	**7.3**
Not answered	15	**3.3**	802	**2.4**
Problem score - This Trust 27.1 %	450		33092	
Problem score - All trusts 27.3%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	395	**87.8**	29106	**88.0**
* Yes, sometimes	33	**7.3**	2954	**8.9**
* No	9	**2.0**	504	**1.5**
Not answered	13	**2.9**	528	**1.6**
Problem score - This Trust 9.3 %	450		33092	
Problem score - All trusts 10.4%				

E9 - Were you ever in any pain?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	287	**63.8**	21442	**64.8**
No	148	**32.9**	10773	**32.6**
Not answered	15	**3.3**	877	**2.7**
	450		33092	

Copyright 2012 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients who experienced pain	n	%	n	%
Yes, definitely	209	**72.8**	15383	**71.7**
* Yes, to some extent	64	**22.3**	4606	**21.5**
* No	13	**4.5**	1256	**5.9**
Not answered	1	**0.3**	197	**0.9**
Problem score - This Trust 26.8 %	287		21442	
Problem score - All trusts 27.3%				

E11 - When you needed help from staff getting to the bathroom or toilet, did you get it in time?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	155	**34.4**	8555	**35.3**
Yes, sometimes	48	**10.7**	3096	**12.8**
No	17	**3.8**	1145	**4.7**
I did not need help	221	**49.1**	10902	**45.0**
Not answered	9	**2.0**	525	**2.2**
	450		24223	

E11+ - 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	155	**67.7**	8555	**64.2**
* Yes, sometimes	48	**21.0**	3096	**23.2**
* No	17	**7.4**	1145	**8.6**
Not answered	9	**3.9**	525	**3.9**
Problem score - This Trust 28.4 %	229		13321	
Problem score - All trusts 31.8%				

E12 - How many minutes after you used the call button did it usually take before you got the help you needed?

	This Trust		All trusts	
All Patients	n	%	n	%
0 minutes / right away	36	**8.0**	2932	**8.9**
1-2 minutes	109	**24.2**	7447	**22.5**
3-5 minutes	89	**19.8**	5730	**17.3**
More than 5 minutes	32	**7.1**	3124	**9.4**
I never got help when I used the call button	3	**0.7**	331	**1.0**
I never used the call button	170	**37.8**	12575	**38.0**
Not answered	11	**2.4**	953	**2.9**
	450		33092	

Copyright 2012 Picker Institute Europe. All rights reserved.

E12+ - How many minutes after you used the call button did it usually take before you got the help you needed?

		This Trust		All trusts	
	Patients who used the call button	n	%	n	%
	0 minutes / right away	36	**12.9**	2932	**14.3**
	1-2 minutes	109	**38.9**	7447	**36.3**
	3-5 minutes	89	**31.8**	5730	**27.9**
*	More than 5 minutes	32	**11.4**	3124	**15.2**
*	I never got help when I used the call button	3	**1.1**	331	**1.6**
	Not answered	11	**3.9**	953	**4.6**
	Problem score - This Trust 12.5 %	280		20517	
	Problem score - All trusts 16.8%				

E13 - During your stay in hospital, did you have any tests, x-rays or scans other than blood or urine tests?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	321	**71.3**	16845	**69.5**
No	119	**26.4**	6912	**28.5**
Not answered	10	**2.2**	466	**1.9**
	450		24223	

E14 - Did a doctor or nurse explain the results of the tests in a way that you could understand?

	This Trust		All trusts	
Patients who had tests	n	%	n	%
Yes, definitely	186	**57.9**	8734	**51.8**
Yes, to some extent	69	**21.5**	4287	**25.4**
No	21	**6.5**	1155	**6.9**
Not sure / Can't remember	12	**3.7**	705	**4.2**
I was told I would get the results at a later date	9	**2.8**	807	**4.8**
I was never told the results of tests	18	**5.6**	785	**4.7**
Not answered	6	**1.9**	372	**2.2**
	321		16845	

E14+ - 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	186	**59.6**	8734	**54.5**
*	Yes, to some extent	69	**22.1**	4287	**26.7**
*	No	21	**6.7**	1155	**7.2**
	Not sure / Can't remember	12	**3.8**	705	**4.4**
*	I was never told the results of tests	18	**5.8**	785	**4.9**
	Not answered	6	**1.9**	372	**2.3**
	Problem score - This Trust 34.6 %	312		16038	
	Problem score - All trusts 38.8%				

Copyright 2012 Picker Institute Europe. All rights reserved.

F. OPERATIONS & PROCEDURES

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	269	**59.8**	21267	**64.3**
No	167	**37.1**	10900	**32.9**
Not answered	14	**3.1**	925	**2.8**
	450		33092	

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 had an operation/procedure	n	%	n	%
Yes, completely	218	**81.0**	17009	**80.0**
Yes, to some extent	32	**11.9**	2990	**14.1**
No	11	**4.1**	684	**3.2**
I did not want an explanation	5	**1.9**	419	**2.0**
Not answered	3	**1.1**	165	**0.8**
	269		21267	

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 needed an explanation about risks and benefits of operation/procedure	n	%	n	%
Yes, completely	218	**82.6**	17009	**81.6**
* Yes, to some extent	32	**12.1**	2990	**14.3**
* No	11	**4.2**	684	**3.3**
Not answered	3	**1.1**	165	**0.8**
Problem score - This Trust 16.3 % **Problem score - All trusts 17.6%**	264		20848	

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

	This Trust		All trusts	
Patients who had an operation/procedure	n	%	n	%
Yes, completely	199	**74.0**	15440	**72.6**
Yes, to some extent	51	**19.0**	4118	**19.4**
No	11	**4.1**	997	**4.7**
I did not want an explanation	5	**1.9**	517	**2.4**
Not answered	3	**1.1**	195	**0.9**
	269		21267	

Copyright 2012 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients who needed an explanation about what would be done during operation/procedure	n	%	n	%
Yes, completely	199	**75.4**	15440	**74.4**
* Yes, to some extent	51	**19.3**	4118	**19.8**
* No	11	**4.2**	997	**4.8**
Not answered	3	**1.1**	195	**0.9**
Problem score - This Trust 23.5 %	264		20750	
Problem score - All trusts 24.7%				

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

	This Trust		All trusts	
Patients who had an operation/procedure	n	%	n	%
Yes, completely	182	**67.7**	14184	**66.7**
Yes, to some extent	39	**14.5**	3459	**16.3**
No	7	**2.6**	615	**2.9**
I did not have any questions	38	**14.1**	2783	**13.1**
Not answered	3	**1.1**	226	**1.1**
	269		21267	

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

	This Trust		All trusts	
Patients who had an operation/procedure and had questions	n	%	n	%
Yes, completely	182	**78.8**	14184	**76.7**
* Yes, to some extent	39	**16.9**	3459	**18.7**
* No	7	**3.0**	615	**3.3**
Not answered	3	**1.3**	226	**1.2**
Problem score - This Trust 19.9 %	231		18484	
Problem score - All trusts 22.0%				

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

	This Trust		All trusts	
Patients who had an operation/procedure	n	%	n	%
Yes, completely	140	**52.0**	11670	**54.9**
* Yes, to some extent	81	**30.1**	6106	**28.7**
* No	42	**15.6**	3072	**14.4**
Not answered	6	**2.2**	419	**2.0**
Problem score - This Trust 45.7 %	269		21267	
Problem score - All trusts 43.2%				

Copyright 2012 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients who had an operation/procedure	n	%	n	%
Yes, definitely	176	**65.4**	10657	**67.0**
* Yes, to some extent	65	**24.2**	3502	**22.0**
* No	20	**7.4**	1427	**9.0**
Not answered	8	**3.0**	330	**2.1**
Problem score - This Trust 31.6 %	269		15916	
Problem score - All trusts 31.0%				

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	235	**87.4**	18349	**86.3**
No	28	**10.4**	2391	**11.2**
Not answered	6	**2.2**	527	**2.5**
	269		21267	

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	205	**87.2**	15468	**84.3**
* Yes, to some extent	22	**9.4**	1996	**10.9**
* No	7	**3.0**	693	**3.8**
Not answered	1	**0.4**	192	**1.0**
Problem score - This Trust 12.3 %	235		18349	
Problem score - All trusts 14.7%				

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 Trust		All trusts	
Patients who had an operation/procedure	n	%	n	%
Yes, completely	179	**66.5**	13887	**65.3**
* Yes, to some extent	60	**22.3**	4595	**21.6**
* No	21	**7.8**	2206	**10.4**
Not answered	9	**3.3**	579	**2.7**
Problem score - This Trust 30.1 %	269		21267	
Problem score - All trusts 32.0%				

Copyright 2012 Picker Institute Europe. All rights reserved.

G. LEAVING HOSPITAL

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, definitely	226	**50.2**	15817	**47.8**
Yes, to some extent	125	**27.8**	8562	**25.9**
No	46	**10.2**	4599	**13.9**
I did not need to be involved	39	**8.7**	3337	**10.1**
Not answered	14	**3.1**	777	**2.3**
	450		33092	

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

	This Trust		All trusts	
Patients who needed to be involved in decisions about their discharge	n	%	n	%
Yes, definitely	226	**55.0**	15817	**53.2**
* Yes, to some extent	125	**30.4**	8562	**28.8**
* No	46	**11.2**	4599	**15.5**
Not answered	14	**3.4**	777	**2.6**
Problem score - This Trust 41.6 %	411		29755	
Problem score - All trusts 44.2%				

G2 - On the day you left hospital, was your discharge delayed for any reason?

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes	182	**40.4**	13157	**39.8**
No	249	**55.3**	19138	**57.8**
Not answered	19	**4.2**	797	**2.4**
Problem score - This Trust 40.4 %	450		33092	
Problem score - All trusts 39.8%				

G3 - What was the MAIN reason for the delay? (Tick ONE only)

	This Trust		All trusts	
Patients whose discharge was delayed	n	%	n	%
I had to wait for medicines	99	**54.4**	7546	**57.4**
I had to wait to see the doctor	29	**15.9**	1854	**14.1**
I had to wait for an ambulance	11	**6.0**	1153	**8.8**
Something else	31	**17.0**	1709	**13.0**
Not answered	12	**6.6**	895	**6.8**
	182		13157	

Copyright 2012 Picker Institute Europe. All rights reserved.

G4 - How long was the delay?

	This Trust		All trusts	
Patients whose discharge was delayed	n	%	n	%
Up to 1 hour	20	**11.0**	1858	**14.1**
* Longer than 1 hour but no longer than 2 hours	60	**33.0**	3573	**27.2**
* Longer than 2 hours but no longer than 4 hours	58	**31.9**	4453	**33.8**
* Longer than 4 hours	39	**21.4**	3057	**23.2**
Not answered	5	**2.7**	216	**1.6**
Problem score - This Trust 86.3 %	182		13157	
Problem score - All trusts 84.2%				

G5 - Did a member of staff tell you how long the delay would be?

	This Trust		All trusts	
Patients whose discharge was delayed	n	%	n	%
Yes	54	**29.7**	3000	**32.1**
* No	120	**65.9**	6148	**65.9**
Not answered	8	**4.4**	185	**2.0**
Problem score - This Trust 65.9 %	182		9333	
Problem score - All trusts 65.9%				

G6 - Did a member of staff explain the reason for the delay?

	This Trust		All trusts	
Patients whose discharge was delayed	n	%	n	%
Yes	112	**61.5**	6244	**66.9**
* No	61	**33.5**	2905	**31.1**
Not answered	9	**4.9**	184	**2.0**
Problem score - This Trust 33.5 %	182		9333	
Problem score - All trusts 31.1%				

G7 - Before you left hospital, did the doctors and nurses spend enough time explaining about your health and care after you arrive home?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	337	**74.9**	17349	**71.6**
* No	91	**20.2**	5894	**24.3**
Not answered	22	**4.9**	980	**4.0**
Problem score - This Trust 20.2 %	450		24223	
Problem score - All trusts 24.3%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	277	**61.6**	20631	**62.3**
* No	150	**33.3**	11210	**33.9**
Not answered	23	**5.1**	1251	**3.8**
Problem score - This Trust 33.3 %	450		33092	
Problem score - All trusts 33.9%				

Copyright 2012 Picker Institute Europe. All rights reserved.

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

All Patients	This Trust n	This Trust %	All trusts n	All trusts %
Yes, completely	245	**54.4**	18677	**56.4**
Yes, to some extent	42	**9.3**	4285	**12.9**
No	30	**6.7**	1996	**6.0**
I did not need an explanation	46	**10.2**	3355	**10.1**
I had no medicines	61	**13.6**	3771	**11.4**
Not answered	26	**5.8**	1008	**3.0**
	450		33092	

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

	Patients with medicines who needed an explanation	This Trust n	This Trust %	All trusts n	All trusts %
	Yes, completely	245	**71.4**	18677	**71.9**
*	Yes, to some extent	42	**12.2**	4285	**16.5**
*	No	30	**8.7**	1996	**7.7**
	Not answered	26	**7.6**	1008	**3.9**
	Problem score - This Trust 21.0 %	343		25966	
	Problem score - All trusts 24.2%				

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

Patients who were given medicines to take home	This Trust n	This Trust %	All trusts n	All trusts %
Yes, completely	110	**30.3**	7917	**28.0**
Yes, to some extent	55	**15.2**	4190	**14.8**
No	95	**26.2**	8729	**30.8**
I did not need an explanation	96	**26.4**	7077	**25.0**
Not answered	7	**1.9**	400	**1.4**
	363		28313	

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

	Patients with medicines who needed an explanation	This Trust n	This Trust %	All trusts n	All trusts %
	Yes, completely	110	**41.2**	7917	**37.3**
*	Yes, to some extent	55	**20.6**	4190	**19.7**
*	No	95	**35.6**	8729	**41.1**
	Not answered	7	**2.6**	400	**1.9**
	Problem score - This Trust 56.2 %	267		21236	
	Problem score - All trusts 60.8%				

Copyright 2012 Picker Institute Europe. All rights reserved.

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

Patients who were given medicines to take home	This Trust n	This Trust %	All trusts n	All trusts %
Yes, definitely	213	**58.7**	16446	**58.1**
Yes, to some extent	38	**10.5**	3284	**11.6**
No	24	**6.6**	1970	**7.0**
I did not need to be told how to take my medication	86	**23.7**	6336	**22.4**
Not answered	2	**0.6**	277	**1.0**
	363		28313	

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

Patients with medicines who needed an explanation	This Trust n	This Trust %	All trusts n	All trusts %
Yes, definitely	213	**76.9**	16446	**74.8**
* Yes, to some extent	38	**13.7**	3284	**14.9**
* No	24	**8.7**	1970	**9.0**
Not answered	2	**0.7**	277	**1.3**
Problem score - This Trust 22.4 % **Problem score - All trusts 23.9%**	277		21977	

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

Patients who were given medicines to take home	This Trust n	This Trust %	All trusts n	All trusts %
Yes, completely	234	**64.5**	18123	**64.0**
* Yes, to some extent	48	**13.2**	4114	**14.5**
* No	61	**16.8**	4193	**14.8**
Don't know / Can't remember	13	**3.6**	1365	**4.8**
Not answered	7	**1.9**	518	**1.8**
Problem score - This Trust 30.0 % **Problem score - All trusts 29.3%**	363		28313	

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

All Patients	This Trust n	This Trust %	All trusts n	All trusts %
Yes, completely	143	**31.8**	10397	**31.4**
Yes, to some extent	65	**14.4**	5076	**15.3**
No	104	**23.1**	8936	**27.0**
It was not necessary	109	**24.2**	7520	**22.7**
Not answered	29	**6.4**	1163	**3.5**
	450		33092	

Copyright 2012 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients who needed to know about danger signals	n	%	n	%
Yes, completely	143	**41.9**	10397	**40.7**
* Yes, to some extent	65	**19.1**	5076	**19.8**
* No	104	**30.5**	8936	**34.9**
Not answered	29	**8.5**	1163	**4.5**
Problem score - This Trust 49.6 %	341		25572	
Problem score - All trusts 54.8%				

G14 - 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	
All Patients	n	%	n	%
Yes, definitely	120	**26.7**	10193	**30.8**
Yes, to some extent	58	**12.9**	5160	**15.6**
No	79	**17.6**	6362	**19.2**
No family or friends were involved	72	**16.0**	4666	**14.1**
My family or friends did not want or need information	80	**17.8**	5471	**16.5**
Not answered	41	**9.1**	1240	**3.7**
	450		33092	

G14+ - 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	120	**40.3**	10193	**44.4**
* Yes, to some extent	58	**19.5**	5160	**22.5**
* No	79	**26.5**	6362	**27.7**
Not answered	41	**13.8**	1240	**5.4**
Problem score - This Trust 46.0 %	298		22955	
Problem score - All trusts 50.2%				

G15 - Did hospital staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, completely	151	**33.6**	7523	**31.1**
Yes, to some extent	65	**14.4**	3689	**15.2**
No	67	**14.9**	4601	**19.0**
I did not need this type of information	136	**30.2**	7494	**30.9**
Not answered	31	**6.9**	916	**3.8**
	450		24223	

Copyright 2012 Picker Institute Europe. All rights reserved.

G15+ - Did hospital staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?

	This Trust		All trusts	
Patients who needed to know when they could resume usual activities	n	%	n	%
Yes, completely	151	**48.1**	7523	**45.0**
* Yes, to some extent	65	**20.7**	3689	**22.1**
* No	67	**21.3**	4601	**27.5**
Not answered	31	**9.9**	916	**5.5**
Problem score - This Trust 42.0 %	314		16729	
Problem score - All trusts 49.6%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	313	**69.6**	22845	**69.0**
* No	77	**17.1**	6566	**19.8**
Don't know / Can't remember	30	**6.7**	2546	**7.7**
Not answered	30	**6.7**	1135	**3.4**
Problem score - This Trust 17.1 %	450		33092	
Problem score - All trusts 19.8%				

G17 - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, I received copies	197	**43.8**	18094	**54.7**
* No, I did not receive copies	178	**39.6**	11312	**34.2**
Not sure / Don't know	45	**10.0**	2638	**8.0**
Not answered	30	**6.7**	1048	**3.2**
Problem score - This Trust 39.6 %	450		33092	
Problem score - All trusts 34.2%				

G18 - 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	149	**75.6**	13287	**73.4**
* Yes, to some extent	44	**22.3**	4018	**22.2**
* No	3	**1.5**	447	**2.5**
Not sure / Don't know	1	**0.5**	145	**0.8**
Not answered	0	**0.0**	197	**1.1**
Problem score - This Trust 23.9 %	197		18094	
Problem score - All trusts 24.7%				

Copyright 2012 Picker Institute Europe. All rights reserved.

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	354	**78.7**	25852	**78.1**
*	Yes, sometimes	65	**14.4**	5565	**16.8**
*	No	13	**2.9**	983	**3.0**
	Not answered	18	**4.0**	692	**2.1**
	Problem score - This Trust 17.3 %	450		33092	
	Problem score - All trusts 19.8%				

H2 - How would you rate how well the doctors and nurses worked together?

		This Trust		All trusts	
	All Patients	n	%	n	%
	Excellent	174	**38.7**	13323	**40.3**
	Very good	170	**37.8**	11950	**36.1**
	Good	57	**12.7**	4401	**13.3**
*	Fair	16	**3.6**	1815	**5.5**
*	Poor	10	**2.2**	700	**2.1**
	Not answered	23	**5.1**	903	**2.7**
	Problem score - This Trust 5.8 %	450		33092	
	Problem score - All trusts 7.6%				

H3 - Overall, how would you rate the care you received?

		This Trust		All trusts	
	All Patients	n	%	n	%
	Excellent	182	**40.4**	14362	**43.4**
	Very good	167	**37.1**	11106	**33.6**
	Good	55	**12.2**	4305	**13.0**
*	Fair	19	**4.2**	1700	**5.1**
*	Poor	9	**2.0**	818	**2.5**
	Not answered	18	**4.0**	801	**2.4**
	Problem score - This Trust 6.2 %	450		33092	
	Problem score - All trusts 7.6%				

H4 - Are you confident that the hospital is keeping your personal information / health records secure and confidential?

		This Trust		All trusts	
	All Patients	n	%	n	%
	Yes	390	**86.7**	20947	**86.5**
*	No	22	**4.9**	1591	**6.6**
	Not answered	38	**8.4**	1685	**7.0**
	Problem score - This Trust 4.9 %	450		24223	
	Problem score - All trusts 6.6%				

Copyright 2012 Picker Institute Europe. All rights reserved.

H5 - Would you recommend this hospital to your family and friends?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, definitely	309	**68.7**	16137	**66.6**
Yes, probably	94	**20.9**	5963	**24.6**
* No	30	**6.7**	1489	**6.1**
Not answered	17	**3.8**	634	**2.6**
Problem score - This Trust 6.7 %	450		24223	
Problem score - All trusts 6.1%				

H6 - 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	28	**6.2**	3810	**11.5**
* No	357	**79.3**	25303	**76.5**
Don't know / Can't remember	48	**10.7**	3243	**9.8**
Not answered	17	**3.8**	736	**2.2**
Problem score - This Trust 79.3 %	450		33092	
Problem score - All trusts 76.5%				

H7 - While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	135	**30.0**	10287	**31.1**
* No	174	**38.7**	13036	**39.4**
Don't know / Can't remember	125	**27.8**	8940	**27.0**
Not answered	16	**3.6**	829	**2.5**
Problem score - This Trust 38.7 %	450		33092	
Problem score - All trusts 39.4%				

H8 - Did you want to complain about the care you received in hospital?

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes	28	**6.2**	1728	**7.1**
No	401	**89.1**	21839	**90.2**
Not answered	21	**4.7**	656	**2.7**
Problem score - This Trust 6.2 %	450		24223	
Problem score - All trusts 7.1%				

Copyright 2012 Picker Institute Europe. All rights reserved.

H9 - Did hospital staff give you the information you needed to do this?

		This Trust		All trusts	
	Patients who wanted to complain	n	%	n	%
	Yes, completely	2	**7.1**	216	**12.5**
*	Yes, to some extent	6	**21.4**	290	**16.8**
*	No	20	**71.4**	1134	**65.6**
	Not answered	0	**0.0**	88	**5.1**
	Problem score - This Trust 92.9 %	28		1728	
	Problem score - All trusts 82.4%				

H101 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Your age

		This Trust		All trusts	
	All Patients	n	%	n	%
*	Your age	13	**2.9**	613	**2.5**
	Not answered	437	**97.1**	23610	**97.5**
	Problem score - This Trust 2.9 %	450		24223	
	Problem score - All trusts 2.5%				

H102 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Your sex

		This Trust		All trusts	
	All Patients	n	%	n	%
*	Your sex	2	**0.4**	51	**0.2**
	Not answered	448	**99.6**	24172	**99.8**
	Problem score - This Trust 0.4 %	450		24223	
	Problem score - All trusts 0.2%				

H103 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Your race / ethnic background

		This Trust		All trusts	
	All Patients	n	%	n	%
*	Your race / ethnic background	1	**0.2**	77	**0.3**
	Not answered	449	**99.8**	24146	**99.7**
	Problem score - This Trust 0.2 %	450		24223	
	Problem score - All trusts 0.3%				

H104 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Your religion

		This Trust		All trusts	
	All Patients	n	%	n	%
*	Your religion	1	**0.2**	48	**0.2**
	Not answered	449	**99.8**	24175	**99.8**
	Problem score - This Trust 0.2 %	450		24223	
	Problem score - All trusts 0.2%				

Copyright 2012 Picker Institute Europe. All rights reserved.

H105 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Your sexual orientation

	This Trust		All trusts	
All Patients	n	%	n	%
* Your sexual orientation	1	**0.2**	27	**0.1**
Not answered	449	**99.8**	24196	**99.9**
Problem score - This Trust 0.2 %	450		24223	
Problem score - All trusts 0.1%				

H106 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...A disability that you have

	This Trust		All trusts	
All Patients	n	%	n	%
* A disability that you have	7	**1.6**	485	**2.0**
Not answered	443	**98.4**	23738	**98.0**
Problem score - This Trust 1.6 %	450		24223	
Problem score - All trusts 2.0%				

H107 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Another reason

	This Trust		All trusts	
All Patients	n	%	n	%
* Another reason	8	**1.8**	715	**3.0**
Not answered	442	**98.2**	23508	**97.0**
Problem score - This Trust 1.8 %	450		24223	
Problem score - All trusts 3.0%				

H108 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...None of these

	This Trust		All trusts	
All Patients	n	%	n	%
None of these	326	**72.4**	17514	**72.3**
Not answered	124	**27.6**	6709	**27.7**
	450		24223	

H109 - During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?...Don't know

	This Trust		All trusts	
All Patients	n	%	n	%
Don't know	23	**5.1**	1198	**4.9**
Not answered	427	**94.9**	23025	**95.1**
	450		24223	

Copyright 2012 Picker Institute Europe. All rights reserved.

J. ABOUT YOU

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

	This Trust		All trusts	
All Patients	n	%	n	%
The patient (named on the front of the envelope)	378	**84.0**	27489	**83.1**
A friend or relative of the patient	19	**4.2**	1638	**4.9**
Both patient and friend/relative together	36	**8.0**	2966	**9.0**
The patient with the help of a health professional	2	**0.4**	145	**0.4**
Not answered	15	**3.3**	854	**2.6**
	450		33092	

J2 - 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	63	**14.0**	3403	**10.3**
Blindness or partially sighted	21	**4.7**	1153	**3.5**
A long-standing physical condition	117	**26.0**	8389	**25.4**
A learning disability	3	**0.7**	388	**1.2**
A mental health condition	15	**3.3**	1295	**3.9**
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	135	**30.0**	6653	**20.1**
No, I do not have a long-standing condition	162	**36.0**	11898	**36.0**
Not answered	37	**8.2**	5173	**15.6**
	450		33092	

J3 - Does this condition(s) cause you difficulty with any of the following? (Tick All that apply)

	This Trust		All trusts	
All Patients	n	%	n	%
Everyday activities that people your age can usually do	151	**60.2**	9344	**58.3**
At work, in education, or training	34	**13.5**	2160	**13.5**
Access to buildings, streets, or vehicles	80	**31.9**	4276	**26.7**
Reading or writing	30	**12.0**	1888	**11.8**
People's attitudes to you because of your condition	27	**10.8**	1683	**10.5**
Communicating, mixing with others, or socialising	50	**19.9**	2995	**18.7**
Any other activity	37	**14.7**	2348	**14.7**
No difficulty with any of these	63	**25.1**	4062	**25.4**
Not answered	7	**2.8**	641	**4.0**
	251		16021	

Copyright 2012 Picker Institute Europe. All rights reserved.

J4 - What is your ethnic group?

	This Trust		All trusts	
All Patients	n	%	n	%
English/Welsh/Scottish/Northern Irish/British	415	**92.2**	28160	**85.1**
Irish	5	**1.1**	380	**1.1**
Gypsy or Irish Traveller	0	**0.0**	64	**0.2**
Any other White background	2	**0.4**	634	**1.9**
White and Black Caribbean	0	**0.0**	57	**0.2**
White and Black African	0	**0.0**	44	**0.1**
White and Asian	1	**0.2**	96	**0.3**
Any other Mixed / multiple ethnic background	0	**0.0**	32	**0.1**
Indian	2	**0.4**	489	**1.5**
Pakistani	0	**0.0**	266	**0.8**
Bangladeshi	1	**0.2**	103	**0.3**
Chinese	0	**0.0**	80	**0.2**
Any other Asian background	1	**0.2**	140	**0.4**
African	1	**0.2**	267	**0.8**
Caribbean	0	**0.0**	241	**0.7**
Any other Black / African / Caribbean background	0	**0.0**	31	**0.1**
Arab	0	**0.0**	48	**0.1**
Any other ethnic group	0	**0.0**	23	**0.1**
Not answered	22	**4.9**	1937	**5.9**
	450		33092	

J5 - Are you male or female?

	This Trust		All trusts	
All Patients	n	%	n	%
Male	210	**46.7**	14832	**44.8**
Female	214	**47.6**	17069	**51.6**
Not answered	26	**5.8**	1191	**3.6**
	450		33092	

J6 - What was your year of birth?

	This Trust		All trusts	
All Patients	n	%	n	%
Under 20	6	**1.3**	485	**1.5**
20-29	11	**2.4**	1235	**3.7**
30-39	30	**6.7**	1778	**5.4**
40-49	35	**7.8**	3250	**9.8**
50-59	56	**12.4**	4763	**14.4**
60-69	106	**23.6**	7332	**22.2**
70-79	106	**23.6**	7759	**23.4**
80-89	64	**14.2**	4731	**14.3**
90+	14	**3.1**	751	**2.3**
Not answered	22	**4.9**	1008	**3.0**
	450		33092	

Copyright 2012 Picker Institute Europe. All rights reserved.

J7 - What is your religion?

All Patients	This Trust n	This Trust %	All trusts n	All trusts %
No religion	62	**13.8**	5096	**15.4**
Buddhist	1	**0.2**	117	**0.4**
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	347	**77.1**	24374	**73.7**
Hindu	0	**0.0**	336	**1.0**
Jewish	1	**0.2**	257	**0.8**
Muslim	1	**0.2**	777	**2.3**
Sikh	0	**0.0**	196	**0.6**
Other	7	**1.6**	321	**1.0**
I would prefer not to say	3	**0.7**	407	**1.2**
Not answered	28	**6.2**	1211	**3.7**
	450		33092	

J8 - Were your religious beliefs respected by the hospital staff?

Patients who have religious beliefs	This Trust n	This Trust %	All trusts n	All trusts %
Yes, always	82	**22.8**	4219	**21.9**
Yes, sometimes	4	**1.1**	295	**1.5**
No	4	**1.1**	208	**1.1**
My beliefs were not an issue during my hospital stay	266	**73.9**	14039	**72.8**
Not answered	4	**1.1**	532	**2.8**
	360		19293	

J8+ - Were your religious beliefs respected by the hospital staff?

Patients whose religious beliefs were an issue	This Trust n	This Trust %	All trusts n	All trusts %
Yes, always	82	**87.2**	4219	**80.3**
* Yes, sometimes	4	**4.3**	295	**5.6**
* No	4	**4.3**	208	**4.0**
Not answered	4	**4.3**	532	**10.1**
Problem score - This Trust 8.5 % **Problem score - All trusts 9.6%**	94		5254	

J9 - Were you able to practise your religious beliefs in the way you want to in hospital?

Patients who have religious beliefs	This Trust n	This Trust %	All trusts n	All trusts %
Yes, always	52	**14.4**	2630	**13.6**
Yes, sometimes	6	**1.7**	375	**1.9**
No, never	4	**1.1**	277	**1.4**
I did not want or need to practice my religious beliefs whilst in hospital	292	**81.1**	15457	**80.1**
Not answered	6	**1.7**	554	**2.9**
	360		19293	

Copyright 2012 Picker Institute Europe. All rights reserved.

J9+ - Were you able to practise your religious beliefs in the way you want to in hospital?

	This Trust		All trusts	
Patients who wished to practice their religious beliefs	n	%	n	%
Yes, always	52	**76.5**	2630	**68.6**
* Yes, sometimes	6	**8.8**	375	**9.8**
* No, never	4	**5.9**	277	**7.2**
Not answered	6	**8.8**	554	**14.4**
Problem score - This Trust 14.7 %	68		3836	
Problem score - All trusts 17.0%				

J10 - Which of the following best describes how you think of yourself?

	This Trust		All trusts	
All Patients	n	%	n	%
Heterosexual/straight	381	**84.7**	28518	**86.2**
Gay/Lesbian	6	**1.3**	271	**0.8**
Bisexual	1	**0.2**	130	**0.4**
Other	3	**0.7**	286	**0.9**
I would prefer not to say	22	**4.9**	1492	**4.5**
Not answered	37	**8.2**	2395	**7.2**
	450		33092	

J11 - How old were you when you left full-time education?

	This Trust		All trusts	
All Patients	n	%	n	%
16 years or less	283	**62.9**	14554	**60.1**
17 or 18 years	56	**12.4**	4030	**16.6**
19 years or over	82	**18.2**	4007	**16.5**
Still in full-time education	4	**0.9**	366	**1.5**
Not answered	25	**5.6**	1266	**5.2**
	450		24223	

Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

Appendix 2

Questionnaire

Copyright 2012 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

NHS

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 tick ☑ clearly inside one box using a black or blue pen. For some questions you will be instructed that you may tick more than one box.

Sometimes you will find the box you have ticked 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 cross out the mistake and put a tick 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 Picker Institute Europe FREEPHONE helpline number: 0800 783 2896

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

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

Picker Institute Europe. Copyright 2011. Inpatient_2011_additional_questionnaire_v4.0_22/09/11

Please remember, this questionnaire is about your **most recent** stay at the hospital named in the accompanying letter.

A. ADMISSION TO HOSPITAL

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

1 ☐ Emergency or urgent ➔ **Go to A2**

2 ☐ Waiting list or planned in advance ➔ **Go to A6**

3 ☐ Something else ➔ **Go to A2**

THE ACCIDENT & EMERGENCY DEPARTMENT

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

1 ☐ Yes ➔ **Go to A3**

2 ☐ No ➔ **Go to A6**

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

1 ☐ Not enough

2 ☐ Right amount

3 ☐ Too much

4 ☐ I was not given any information about my treatment or condition

5 ☐ Don't know / Can't remember

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ Don't know / Can't remember

A5. Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

1 ☐ Less than 1 hour

2 ☐ At least 1 hour but less than 2 hours

3 ☐ At least 2 hours but less than 4 hours

4 ☐ At least 4 hours but less than 8 hours

5 ☐ 8 hours or longer

6 ☐ Can't remember

7 ☐ I did not have to wait

EMERGENCY & URGENTLY ADMITTED PATIENTS, now please go to Question A13

WAITING LIST & PLANNED ADMISSION PATIENTS, please continue to Question A6

WAITING LIST OR PLANNED ADMISSION

A6. When you were referred to see a specialist, were you offered a choice of hospital for your **first hospital appointment**?

1 ☐ Yes

2 ☐ No, but I would have liked a choice

3 ☐ No, but I did not mind

4 ☐ Don't know / Can't remember

A7. Who referred you to see a specialist?

1 ☐ A doctor from my local general practice

2 ☐ Any other doctor or specialist

3 ☐ A practice nurse or nurse practitioner

4 ☐ Any other health professional (for example, a dentist, optometrist or physiotherapist)

5 ☐ Don't know / Can't remember

Thinking about the person who referred you to hospital…

A8. Overall, from the time you first talked to this health professional about being referred to a hospital, how long did you wait to be admitted to hospital?

1 ☐ Up to 1 month

2 ☐ 1 to 2 months

3 ☐ 3 to 4 months

4 ☐ 5 to 6 months

5 ☐ More than 6 months

6 ☐ Don't know / Can't remember

A9. How do you feel about the length of time you were on the waiting list before your admission to hospital?

1 ☐ I was admitted as soon as I thought was necessary

2 ☐ I should have been admitted a bit sooner

3 ☐ I should have been admitted a lot sooner

A10. Were you given a choice of **admission dates**?

1 ☐ Yes

2 ☐ No

3 ☐ Don't know / Can't remember

A11. Was your admission date changed by the hospital?

1 ☐ No

2 ☐ Yes, once

3 ☐ Yes, 2 or 3 times

4 ☐ Yes, 4 times or more

A12. Before being admitted to hospital, were you given any printed information about **your condition or treatment**?

1 ☐ Yes

2 ☐ No

ALL TYPES OF ADMISSION

A13. How organised was the **admission process**?

1 ☐ Very organised

2 ☐ Fairly organised

3 ☐ Not at all organised

A14. 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 A15**

2 ☐ Yes, to some extent ➔ **Go to A15**

3 ☐ No ➔ **Go to B1**

A15. Did a member of staff explain why you had to wait?

1 ☐ Yes

2 ☐ No

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)?

1 ☐ Yes

2 ☐ No

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?

1 ☐ Yes ➔ **Go to B3**

2 ☐ No ➔ **Go to B4**

B3. When you were **first** admitted, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

1 ☐ Yes

2 ☐ No

B4. During your stay in hospital, how many wards did you stay in?

1 ☐ 1 ➔ **Go to B7**

2 ☐ 2 ➔ **Go to B5**

3 ☐ 3 or more ➔ **Go to B5**

4 ☐ Don't know / Can't remember ➔ **Go to B7**

B5. **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?

1 ☐ Yes ➔ **Go to B6**

2 ☐ No ➔ **Go to B7**

B6. **After you moved**, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

1 ☐ Yes

2 ☐ No

B7. While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

1 ☐ Yes

2 ☐ Yes, because it had special bathing equipment that I needed

3 ☐ No

4 ☐ I did not use a bathroom or shower

5 ☐ Don't know / Can't remember

B8. When you reached the ward, did you get enough information about ward routines, such as timetables and rules?

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ I did not need information

B9. Were you ever bothered by noise **at night** from **other patients**?

1 ☐ Yes

2 ☐ No

B10. Were you ever bothered by noise **at night** from **hospital staff**?

1 ☐ Yes

2 ☐ No

B11. In your opinion, how clean was the hospital room or ward that **you** were in?

1 ☐ Very clean

2 ☐ Fairly clean

3 ☐ Not very clean

4 ☐ Not at all clean

B12. How clean were the toilets and bathrooms that **you** used in hospital?

1 ☐ Very clean

2 ☐ Fairly clean

3 ☐ Not very clean

4 ☐ Not at all clean

5 ☐ I did not use a toilet or bathroom

B13. Did you feel threatened during your stay in hospital by other patients or visitors?

1 ☐ Yes

2 ☐ No

B14. 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

5 ☐ Don't know / Can't remember

Visitors

B15. Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?

1 ☐ Yes

2 ☐ No

3 ☐ Can't remember

B16. Were hand-wash gels available for patients and visitors to use?

1 ☐ Yes

2 ☐ Yes, but they were empty

3 ☐ I did not see any hand-wash gels

4 ☐ Don't know / Can't remember

B17. Were you ever bothered by other patients' visitors?

1 ☐ Yes, often

2 ☐ Yes, sometimes

3 ☐ No

Food

B18. How would you rate the hospital food?

1 ☐ Very good ➔ **Go to B19**

2 ☐ Good ➔ **Go to B19**

3 ☐ Fair ➔ **Go to B19**

4 ☐ Poor ➔ **Go to B19**

5 ☐ I did not have any hospital food ➔ **Go to B20**

B19. Was there healthy food on the hospital menu?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ Don't know / Can't remember

B20. Were you offered a choice of food?

1 ☐ Yes, always ➔ **Go to B21**

2 ☐ Yes, sometimes ➔ **Go to B21**

3 ☐ No ➔ **Go to B22**

B21. Did you get the food you ordered?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ I did not have any hospital food

B22. Did you get enough help from staff to eat your meals?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ I did not need help to eat meals

C. DOCTORS

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

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ I had no need to ask

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

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

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

1 ☐ Yes, often

2 ☐ Yes, sometimes

3 ☐ No

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

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ I had no need to talk to a doctor

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

1 ☐ All the doctors knew enough

2 ☐ Most of the doctors knew enough

3 ☐ Only some of the doctors knew enough

4 ☐ None of the doctors knew enough

5 ☐ Can't say

C6. As far as you know, did doctors wash or clean their hands between touching patients?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ Don't know / Can't remember

D. NURSES

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

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ I had no need to ask

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

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

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

1 ☐ Yes, often

2 ☐ Yes, sometimes

3 ☐ No

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

1 ☐ There were always or nearly always enough nurses

2 ☐ There were sometimes enough nurses

3 ☐ There were rarely or never enough nurses

D5. In your opinion, did the nurses who treated you know enough about your condition or treatment?

1 ☐ All of the nurses knew enough

2 ☐ Most of the nurses knew enough

3 ☐ Only some of the nurses knew enough

4 ☐ None of the nurses knew enough

5 ☐ Can't say

D6. As far as you know, did nurses wash or clean their hands between touching patients?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ Don't know / Can't remember

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?

1 ☐ Yes, often

2 ☐ Yes, sometimes

3 ☐ No

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

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

1 ☐ Not enough

2 ☐ The right amount

3 ☐ Too much

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ No family or friends were involved

5 ☐ My family did not want or need information

6 ☐ I did not want my family or friends to talk to a doctor

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ I had no worries or fears

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

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ I did not need any emotional support

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

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

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

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

Pain

E9. Were you ever in any pain?

1 ☐ Yes ➔ **Go to E10**

2 ☐ No ➔ **Go to E11**

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

E11. When you needed help from staff getting to the bathroom or toilet, did you get it in time?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ I did not need help

E12. How many minutes after you used the call button did it usually take before you got the help you needed?

1 ☐ 0 minutes / right away

2 ☐ 1-2 minutes

3 ☐ 3-5 minutes

4 ☐ More than 5 minutes

5 ☐ I never got help when I used the call button

6 ☐ I never used the call button

Tests

E13. During your stay in hospital, did you have any tests, x-rays or scans other than blood or urine tests?

1 ☐ Yes ➔ **Go to E14**

2 ☐ No ➔ **Go to F1**

E14. Did a doctor or nurse explain the results of the tests in a way that you could understand?

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ Not sure / Can't remember

5 ☐ I was told I would get the results at a later date

6 ☐ I was never told the results of tests

F. OPERATIONS & PROCEDURES

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

1 ☐ Yes ➔ **Go to F2**

2 ☐ No ➔ **Go to G1**

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

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ I did not want an explanation

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

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ I did not want an explanation

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

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ I did not have any questions

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

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

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

1 ☐ Yes ➔ **Go to F8**

2 ☐ No ➔ **Go to F9**

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?

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

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?

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

G. LEAVING HOSPITAL

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ I did not need to be involved

G2. On the day you left hospital, was your discharge delayed for any reason?

1 ☐ Yes ➔ **Go to G3**

2 ☐ No ➔ **Go to G7**

G3. What was the **MAIN** reason for the delay? (**Tick ONE only**)

1 ☐ I had to wait for **medicines**

2 ☐ I had to wait to **see the doctor**

3 ☐ I had to wait for an **ambulance**

4 ☐ Something else

G4. How long was the delay?

1 ☐ Up to 1 hour

2 ☐ Longer than 1 hour but no longer than 2 hours

3 ☐ Longer than 2 hours but no longer than 4 hours

4 ☐ Longer than 4 hours

G5. Did a member of staff tell you how long the delay would be?

1 ☐ Yes

2 ☐ No

G6. Did a member of staff explain the reason for the delay?

1 ☐ Yes

2 ☐ No

G7. Before you left hospital, did the doctors and nurses spend enough time explaining about your health and care after you arrive home?

1 ☐ Yes

2 ☐ No

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

1 ☐ Yes

2 ☐ No

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

1 ☐ Yes, completely
➔ **Go to G10**

2 ☐ Yes, to some extent
➔ **Go to G10**

3 ☐ No ➔ **Go to G10**

4 ☐ I did not need an explanation
➔ **Go to G10**

5 ☐ I had no medicines
➔ **Go to G13**

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

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ I did not need an explanation

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ I did not need to be told how to take my medication

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

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ 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

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ It was not necessary

G14. 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

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ No family or friends were involved

5 ☐ My family or friends did not want or need information

G15. Did hospital staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ I did not need this type of information

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

1 ☐ Yes

2 ☐ No

3 ☐ Don't know / Can't remember

G17. Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

1 ☐ Yes, I received copies ➔ **Go to G18**

2 ☐ No, I did not receive copies ➔ **Go to H1**

3 ☐ Not sure / Don't know ➔ **Go to H1**

G18. Were the letters written in a way that you could understand?

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ Not sure / Don't know

H. OVERALL

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

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

H2. How would you rate how well the doctors and nurses worked together?

1 ☐ Excellent

2 ☐ Very good

3 ☐ Good

4 ☐ Fair

5 ☐ Poor

H3. Overall, how would you rate the care you received?

1 ☐ Excellent

2 ☐ Very good

3 ☐ Good

4 ☐ Fair

5 ☐ Poor

H4. Are you confident that the hospital is keeping your personal information / health records secure and confidential?

1 ☐ Yes

2 ☐ No

H5. Would you recommend this hospital to your family and friends?

1 ☐ Yes, definitely

2 ☐ Yes, probably

3 ☐ No

H6. During your hospital stay, were you ever asked to give your views on the quality of your care?

1 ☐ Yes

2 ☐ No

3 ☐ Don't know / Can't remember

H7. While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?

1 ☐ Yes

2 ☐ No

3 ☐ Don't know / Can't remember

H8. Did you want to complain about the care you received in hospital?

1 ☐ Yes ➔ **Go to H9**

2 ☐ No ➔ **Go to H10**

H9. Did hospital staff give you the information you needed to do this?

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

H10. During your hospital stay, do you feel that you were treated unfairly for any of the reasons below?

1 ☐ Your age

2 ☐ Your sex

3 ☐ Your race / ethnic background

4 ☐ Your religion

5 ☐ Your sexual orientation

6 ☐ A disability that you have

7 ☐ Another reason

8 ☐ None of these

9 ☐ Don't know

J. ABOUT YOU

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

1 ☐ The **patient** (named on the front of the envelope)

2 ☐ A **friend or relative** of the patient

3 ☐ **Both** patient and friend/relative together

4 ☐ The patient with the help of a health professional

Reminder: All the questions should be answered from the point of view of the person named on the envelope. This includes the following background questions.

Your own health state today

J2. Do you have any of the following long-standing conditions? (**Tick ALL that apply**)

1 ☐ Deafness or severe hearing impairment ➔ **Go to J3**

2 ☐ Blindness or partially sighted ➔ **Go to J3**

3 ☐ A long-standing physical condition ➔ **Go to J3**

4 ☐ A learning disability ➔ **Go to J3**

5 ☐ A mental health condition ➔ **Go to J3**

6 ☐ A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy ➔ **Go to J3**

7 ☐ No, I do not have a long-standing condition ➔ **Go to J4**

J3. Does this condition(s) cause you difficulty with any of the following? (**Tick ALL that apply**)

1 ☐ Everyday activities that people your age can usually do

2 ☐ At work, in education, or training

3 ☐ Access to buildings, streets, or vehicles

4 ☐ Reading or writing

5 ☐ People's attitudes to you because of your condition

6 ☐ Communicating, mixing with others, or socialising

7 ☐ Any other activity

8 ☐ No difficulty with any of these

J4. What is your ethnic group? (**Tick ONE only**)

a. WHITE

1 ☐ English/Welsh/Scottish/Northern Irish/ British

2 ☐ Irish

3 ☐ Gypsy or Irish Traveller

4 ☐ Any other White background**, write in...**

b. MIXED / MULTIPLE ETHNIC GROUPS

5 ☐ White and Black Caribbean

6 ☐ White and Black African

7 ☐ White and Asian

8 ☐ Any other Mixed / multiple ethnic background, **write in...**

c. ASIAN / ASIAN BRITISH

9 ☐ Indian

10 ☐ Pakistani

11 ☐ Bangladeshi

12 ☐ Chinese

13 ☐ Any other Asian background, **write in...**

d. BLACK / AFRICAN /CARIBBEAN/BLACK BRITISH

14 ☐ African

15 ☐ Caribbean

16 ☐ Any other Black / African / Caribbean background, **write in...**

e. OTHER ETHNIC GROUP

17 ☐ Arab

18 ☐ Any other ethnic group, **write in...**

J5. Are you male or female?

1 ☐ Male

2 ☐ Female

J6. What was your **year** of birth?

(Please write in) e.g.

1	9	3	4

1	9	Y	Y

J7. What is your religion?

1 ☐ No religion ➔ **Go to J10**

2 ☐ Buddhist ➔ **Go to J8**

3 ☐ Christian (including Church of England, Catholic, Protestant, and other Christian denominations) ➔ **Go to J8**

4 ☐ Hindu ➔ **Go to J8**

5 ☐ Jewish ➔ **Go to J8**

6 ☐ Muslim ➔ **Go to J8**

7 ☐ Sikh ➔ **Go to J8**

8 ☐ Other ➔ **Go to J8**

9 ☐ I would prefer not to say ➔ **Go to J8**

J8. Were your religious beliefs respected by the hospital staff?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ My beliefs were not an issue during my hospital stay

J9. Were you able to practise your religious beliefs in the way you want to in hospital?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No, never

4 ☐ I did not want or need to practice my religious beliefs whilst in hospital

J10. 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

J11. How old were you when you left full-time education?

1 ☐ 16 years or less

2 ☐ 17 or 18 years

3 ☐ 19 years or over

4 ☐ Still in full-time education

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?

Was there anything that could be improved?

Any other comments?

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.

Picker Institute Europe
Buxton Court
3 West Way
Oxford OX2 0JB

Tel: +44 (0)1865 208100
Fax: +44 (0)1865 208101
info@pickereurope.ac.uk
www.pickereurope.org

Charity registered in England and Wales: 1081688
Company limited by guarantee registered in England and Wales: 03908160
Registered office: Buxton Court, 3 West Way, Oxford OX2 0JB

picker
Institute Europe

Making patients' views count