picker Institute Europe

Making patients' views count

NHS

Inpatient Survey 2012

YORK HOSPITALS NHS FOUNDATION TRUST

FINAL REPORT

FEBRUARY 2013

Trust ID: RCB UKINP2012/14

picker Institute Europe

Making patients' views count

Contacting Picker Institute Europe

How to contact us:

Picker Institute Europe Survey Team:

Amanda Attwood
Grace Baker
Josianne Breeden
Stephen Bough
Sarah-Ann Burger
Matt Cadby
Andrew Cameron
Lucas Daly
Harriet Hay
Thomas Hodson
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 2013 Picker Institute Europe. All rights reserved.

Copyright 2013 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 2013 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 1

Introduction

Copyright 2013 Picker Institute Europe. All rights reserved.

Inpatient Survey 2012
York Hospitals NHS Foundation Trust

Background to the survey

The results presented here are from the Inpatient Survey 2012, 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 69 UK trusts to undertake the Inpatient Survey 2012. The survey is based on a sample of consecutively discharged inpatients who attended the Trust in June, July or August 2012.

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

Survey methodology

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

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

About your respondents

A total of 1686 patients from your Trust were sent a questionnaire. 1514 were eligible for the survey, of which 851 returned a completed questionnaire, giving a response rate of 56%. The response rate for your Inpatient survey in 2011 was 54%.

Key facts about the 851 inpatients who responded to the survey:

- 29% of patients were on a waiting list/planned in advance and 64% came as an emergency or urgent case.
- 53% had an operation or procedure during the stay.
- 49% were male; 50% were female and 1% did not reply.
- 7% were aged 16-39; 18% were aged 40-59; 21% were aged 60-69 and 52% were aged 70+; 2% did not reply.

Copyright 2013 Picker Institute Europe. All rights reserved.

Your results

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

- Overall: 77% rated care 7+ out of 10.
- Overall: treated with respect and dignity 78%.
- Doctors: always had confidence and trust 80%.
- Hospital: room or ward was very/fairly clean 95%.
- Hospital: toilets and bathrooms were very/fairly clean 95%.
- 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 2013 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 2013 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 2013 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.

- **Are there any useful parallels with your staff data?** Happy staff makes for happy patients right? For those trusts that also do the NHS Staff Survey with us, this year we have included a short analysis of the two datasets side by side. This is an area of work we will be growing for future surveys.

Copyright 2013 Picker Institute Europe. All rights reserved.

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

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

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

Copyright 2013 Picker Institute Europe. All rights reserved.

Your CQC Report

Introduction

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

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

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

There are three key differences between the reports:

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

The survey data

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

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

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

Treatment of the data

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

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

Copyright 2013 Picker Institute Europe. All rights reserved.

Copyright 2013 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 2

Survey Response

survey activity

Copyright 2013 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 2012

NHS Trust: York Hospitals NHS Foundation Trust

Hospitals / sites: SCARBOROUGH GENERAL HOSPITAL
YORK HOSPITAL

Month of Sample:

Dates of Fieldwork:

Initial Mailing	19 October 2012
First Reminder	09 November 2012
Final Reminder	23 November 2012

Response Rate:

Initial Mailing	1686
Returned completed	851
Ineligible - returned undelivered	27
Ineligible - deceased	30
Too ill/Opt out	107
Ineligible - other	8
Total Eligible	1514
Returned completed	851
Overall Response Rate (total returned as a percentage of total eligible)	**56.2%**
Average Response Rate (based on all Picker Trusts)	**48.0%**

The Picker Institute runs a **Freephone** Helpline for patients. The lines are open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 67 calls to the Freephone helpline, which included 0 LanguageLine calls.

Copyright 2013 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 3

Problem Score Summary

overview of results by section

Copyright 2013 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 69 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	22 %	22 %	
A4	A&E Department: not given enough privacy when being examined or treated	23 %	22 %	
A5	A&E Department: did not always have confidence and trust in doctors and nurses	25 %	24 %	
A6	A&E Department: waited 4 hours or more for admission to bed on a ward	26 %	28 %	
A7	Planned admission: not offered a choice of hospitals	64 %	62 %	
A8	Planned admission: should have been admitted sooner	16 %	21 %	➕
A9	Planned admission: not given enough notice of admission date	4 %	3 %	
A10	Planned admission: not given choice of admission date	61 %	65 %	
A11	Planned admission: admission date changed by hospital	15 %	18 %	
A12	Planned admission: specialist not given all the necessary information	4 %	4 %	
A13	Planned admission: not given printed information about condition or treatment	20 %	21 %	
A14	Admission: process not at all or fairly organised	36 %	34 %	
A15	Admission: had to wait long time to get to bed on ward	32 %	34 %	
A16	Admission: member of staff did not explain reason for wait	42 %	46 %	

Copyright 2013 Picker Institute Europe. All rights reserved.

B. THE HOSPITAL AND WARD

		Trust	Average	
B2+	Hospital: shared sleeping area with opposite sex	6 %	8 %	+
B4+	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	3 %	5 %	+
B5+	Hospital: patients using bath or shower area who shared it with opposite sex	14 %	12 %	
B6+	Care: did not always get help in getting to the bathroom when needed	25 %	27 %	
B7+	Hospital: didn't get enough information about ward routines	65 %	65 %	
B8	Hospital: bothered by noise at night from other patients	42 %	39 %	−
B9	Hospital: bothered by noise at night from staff	18 %	20 %	
B10	Hospital: room or ward not very or not at all clean	3 %	3 %	
B11+	Hospital: toilets not very or not at all clean	4 %	6 %	+
B12	Hospital: felt threatened by other patients or visitors	3 %	3 %	
B13+	Hospital: nowhere to keep personal belongings safely	44 %	61 %	+
B14	Hospital: Not all staff introduced themselves	34 %	30 %	−
B15	Hospital: hand-wash gels not available or empty	5 %	4 %	
B16	Hospital: bothered by other patients' visitors	9 %	11 %	
B17+	Hospital: food was fair or poor	34 %	42 %	+
B18	Hospital: not always healthy food on hospital menu	28 %	32 %	+
B19	Hospital: not offered a choice of food	17 %	21 %	+
B20+	Hospital: patients did not get the food they ordered	21 %	23 %	
B21+	Hospital: did not always get enough help from staff to eat meals	35 %	33 %	

C. DOCTORS

		Trust	Average
C1+	Doctors: did not always get clear answers to questions	30 %	30 %
C2	Doctors: did not always have confidence and trust	19 %	19 %
C3	Doctors: talked in front of patients as if they were not there	26 %	24 %
C4+	Doctors: did not always get opportunity to talk to when needed	49 %	47 %
C5	Doctors: some/none knew enough about condition/treatment	12 %	11 %

D. NURSES

		Trust	Average	
D1+	Nurses: did not always get clear answers to questions	30 %	30 %	
D2	Nurses: did not always have confidence and trust	22 %	24 %	
D3	Nurses: talked in front of patients as if they weren't there	20 %	19 %	
D4	Nurses: sometimes, rarely or never enough on duty	39 %	40 %	
D5+	Nurses: did not always get the opportunity to talk to when needed	41 %	37 %	−
D6	Nurses: some/none knew enough about condition/treatment	17 %	16 %	

Copyright 2013 Picker Institute Europe. All rights reserved.

E. YOUR CARE AND TREATMENTS

		Trust	Average
E1	Care: staff contradict each other	31 %	31 %
E2	Care: wanted to be more involved in decisions	45 %	44 %
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	52 %	52 %
E5+	Care: could not always find staff member to discuss concerns with	62 %	60 %
E6+	Care: not always enough emotional support from hospital staff	44 %	43 %
E7	Care: not always enough privacy when discussing condition or treatment	29 %	26 %
E8	Care: not always enough privacy when being examined or treated	11 %	10 %
E10	Care: staff did not do everything to help control pain	31 %	29 %
E11+	Care: more than 5 minutes to answer call button	15 %	17 %
E13+	Tests: results not explained in a way that could be understood	38 %	39 %

F. OPERATIONS & PROCEDURES

		Trust	Average
F2+	Surgery: risks and benefits not fully explained	17 %	18 %
F3+	Surgery: what would be done during operation not fully explained	23 %	25 %
F4+	Surgery: questions beforehand not fully answered	21 %	20 %
F5	Surgery: not told how to expect to feel after operation or procedure	42 %	42 %
F6	Surgery: not enough time to discuss operation or procedure with consultant	31 %	30 %
F8	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	19 %	14 %
F9	Surgery: results not explained in clear way	30 %	33 %

G. LEAVING HOSPITAL

		Trust	Average
G1+	Discharge: did not feel involved in decisions about discharge from hospital	46 %	45 %
G2	Discharge: Not given notice about when discharge would be	43 %	43 %
G3	Discharge: was delayed	37 %	39 %
G5	Discharge: delayed by 1 hour or more	86 %	85 %
G6	Discharge: not told how long delay in discharge would be	70 %	67 %
G7	Discharge: not given a reason for delay in discharge	30 %	29 %
G8	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	28 %	30 %
G9+	Discharge: not fully told purpose of medications	22 %	23 %
G10+	Discharge: not fully told side-effects of medications	58 %	59 %
G11+	Discharge: not told how to take medication clearly	23 %	23 %
G12+	Discharge: not given completely clear written/printed information about medicines	29 %	26 %
G13+	Discharge: not fully told of danger signals to look for	54 %	55 %
G14+	Discharge: Family or home situation not considered	37 %	37 %
G15+	Discharge: family not given enough information to help	49 %	50 %
G16	Discharge: not told who to contact if worried	19 %	20 %
G17+	Discharge: Staff did not discuss need for additional equipment or home adaptation	14 %	17 %
G18+	Discharge: Staff did not discuss need for further health or social care services	13 %	15 %
G19	Discharge: did not receive copies of letters sent between hospital doctors and GP	43 %	34 %
G20	Discharge: letters between hospital doctors and GP not written in a way that could be understood	21 %	23 %

Copyright 2013 Picker Institute Europe. All rights reserved.

H. OVERALL

		Trust	Average	
H1	Overall: not treated with respect or dignity	21 %	20 %	
H2+	Overall: rated experience as less than 7/10	18 %	18 %	
H3	Overall: not asked to give views on quality of care	84 %	76 %	▬
H4	Overall: Did not receive any information explaining how to complain	62 %	61 %	
H5	Overall: wanted to complain about care received	8 %	8 %	

Copyright 2013 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 2013 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	
G5	Discharge: delayed by 1 hour or more	86 %	85 %	
H3	Overall: not asked to give views on quality of care	84 %	76 %	➖
G6	Discharge: not told how long delay in discharge would be	70 %	67 %	
B7+	Hospital: didn't get enough information about ward routines	65 %	65 %	
A7	Planned admission: not offered a choice of hospitals	64 %	62 %	
E5+	Care: could not always find staff member to discuss concerns with	62 %	60 %	
H4	Overall: Did not receive any information explaining how to complain	62 %	61 %	
A10	Planned admission: not given choice of admission date	61 %	65 %	
G10+	Discharge: not fully told side-effects of medications	58 %	59 %	
G13+	Discharge: not fully told of danger signals to look for	54 %	55 %	
E4+	Care: not enough opportunity for family to talk to doctor	52 %	52 %	

Problem scores 40% - 49%

		Trust	Average	
G15+	Discharge: family not given enough information to help	49 %	50 %	
C4+	Doctors: did not always get opportunity to talk to when needed	49 %	47 %	
G1+	Discharge: did not feel involved in decisions about discharge from hospital	46 %	45 %	
E2	Care: wanted to be more involved in decisions	45 %	44 %	
E6+	Care: not always enough emotional support from hospital staff	44 %	43 %	
B13+	Hospital: nowhere to keep personal belongings safely	44 %	61 %	➕
G19	Discharge: did not receive copies of letters sent between hospital doctors and GP	43 %	34 %	➖
G2	Discharge: Not given notice about when discharge would be	43 %	43 %	
B8	Hospital: bothered by noise at night from other patients	42 %	39 %	➖
A16	Admission: member of staff did not explain reason for wait	42 %	46 %	
F5	Surgery: not told how to expect to feel after operation or procedure	42 %	42 %	
D5+	Nurses: did not always get the opportunity to talk to when needed	41 %	37 %	➖

Copyright 2013 Picker Institute Europe. All rights reserved.

Problem scores 30% - 39%

		Trust	Average	
D4	Nurses: sometimes, rarely or never enough on duty	39 %	40 %	
E13+	Tests: results not explained in a way that could be understood	38 %	39 %	
G3	Discharge: was delayed	37 %	39 %	
G14+	Discharge: Family or home situation not considered	37 %	37 %	
A14	Admission: process not at all or fairly organised	36 %	34 %	
B21+	Hospital: did not always get enough help from staff to eat meals	35 %	33 %	
B14	Hospital: Not all staff introduced themselves	34 %	30 %	−
B17+	Hospital: food was fair or poor	34 %	42 %	+
A15	Admission: had to wait long time to get to bed on ward	32 %	34 %	
F6	Surgery: not enough time to discuss operation or procedure with consultant	31 %	30 %	
E1	Care: staff contradict each other	31 %	31 %	
E10	Care: staff did not do everything to help control pain	31 %	29 %	
C1+	Doctors: did not always get clear answers to questions	30 %	30 %	
D1+	Nurses: did not always get clear answers to questions	30 %	30 %	
F9	Surgery: results not explained in clear way	30 %	33 %	
G7	Discharge: not given a reason for delay in discharge	30 %	29 %	

Problem scores 20% - 29%

		Trust	Average	
E7	Care: not always enough privacy when discussing condition or treatment	29 %	26 %	
G12+	Discharge: not given completely clear written/printed information about medicines	29 %	26 %	
G8	Discharge: not given any written/printed information about what they should or should not do after leaving hospital	28 %	30 %	
B18	Hospital: not always healthy food on hospital menu	28 %	32 %	+
A6	A&E Department: waited 4 hours or more for admission to bed on a ward	26 %	28 %	
C3	Doctors: talked in front of patients as if they were not there	26 %	24 %	
A5	A&E Department: did not always have confidence and trust in doctors and nurses	25 %	24 %	
B6+	Care: did not always get help in getting to the bathroom when needed	25 %	27 %	
G11+	Discharge: not told how to take medication clearly	23 %	23 %	
F3+	Surgery: what would be done during operation not fully explained	23 %	25 %	
A4	A&E Department: not given enough privacy when being examined or treated	23 %	22 %	
A3	A&E Department: not enough/too much information about condition or treatment	22 %	22 %	
G9+	Discharge: not fully told purpose of medications	22 %	23 %	
D2	Nurses: did not always have confidence and trust	22 %	24 %	
B20+	Hospital: patients did not get the food they ordered	21 %	23 %	
F4+	Surgery: questions beforehand not fully answered	21 %	20 %	
G20	Discharge: letters between hospital doctors and GP not written in a way that could be understood	21 %	23 %	
H1	Overall: not treated with respect or dignity	21 %	20 %	
D3	Nurses: talked in front of patients as if they weren't there	20 %	19 %	
A13	Planned admission: not given printed information about condition or treatment	20 %	21 %	

Copyright 2013 Picker Institute Europe. All rights reserved.

Problem scores 10% - 19%

		Trust	Average	
G16	Discharge: not told who to contact if worried	19 %	20 %	
C2	Doctors: did not always have confidence and trust	19 %	19 %	
F8	Surgery: anaesthetist / other member of staff did not fully explain how would put to sleep or control pain	19 %	14 %	−
E3	Care: not enough (or too much) information given on condition or treatment	18 %	20 %	
H2+	Overall: rated experience as less than 7/10	18 %	18 %	
B9	Hospital: bothered by noise at night from staff	18 %	20 %	
F2+	Surgery: risks and benefits not fully explained	17 %	18 %	
D6	Nurses: some/none knew enough about condition/treatment	17 %	16 %	
B19	Hospital: not offered a choice of food	17 %	21 %	+
A8	Planned admission: should have been admitted sooner	16 %	21 %	+
E11+	Care: more than 5 minutes to answer call button	15 %	17 %	
A11	Planned admission: admission date changed by hospital	15 %	18 %	
G17+	Discharge: Staff did not discuss need for additional equipment or home adaptation	14 %	17 %	
B5+	Hospital: patients using bath or shower area who shared it with opposite sex	14 %	12 %	
G18+	Discharge: Staff did not discuss need for further health or social care services	13 %	15 %	
C5	Doctors: some/none knew enough about condition/treatment	12 %	11 %	
E8	Care: not always enough privacy when being examined or treated	11 %	10 %	

Problem scores 0% - 9%

		Trust	Average	
B16	Hospital: bothered by other patients' visitors	9 %	11 %	
H5	Overall: wanted to complain about care received	8 %	8 %	
B2+	Hospital: shared sleeping area with opposite sex	6 %	8 %	+
B15	Hospital: hand-wash gels not available or empty	5 %	4 %	
A12	Planned admission: specialist not given all the necessary information	4 %	4 %	
B11+	Hospital: toilets not very or not at all clean	4 %	6 %	+
A9	Planned admission: not given enough notice of admission date	4 %	3 %	
B12	Hospital: felt threatened by other patients or visitors	3 %	3 %	
B10	Hospital: room or ward not very or not at all clean	3 %	3 %	
B4+	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	3 %	5 %	+

Copyright 2013 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 5

Historical Comparisons

comparing results with previous years

Copyright 2013 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
2012 The problem score for 2012

Lower scores are better

A. ADMISSION TO HOSPITAL

		2004	2005	2006	2007	2008	2009	2010	2011	2012	
A3	A&E Department: not enough/too much information about condition or treatment	-	-	19 %	14 %	17 %	19 %	15 %	18 %	22 %	
A4	A&E Department: not given enough privacy when being examined or treated	-	18 %	15 %	17 %	16 %	20 %	25 %	16 %	23 %	−
A6	A&E Department: waited 4 hours or more for admission to bed on a ward	-	10 %	8 %	13 %	16 %	15 %	14 %	14 %	26 %	−
A7	Planned admission: not offered a choice of hospitals	-	-	-	-	-	63 %	64 %	62 %	64 %	
A8	Planned admission: should have been admitted sooner	29 %	18 %	17 %	20 %	17 %	19 %	18 %	16 %	16 %	
A10	Planned admission: not given choice of admission date	67 %	64 %	69 %	59 %	61 %	60 %	59 %	61 %	61 %	
A11	Planned admission: admission date changed by hospital	23 %	8 %	9 %	11 %	15 %	20 %	15 %	8 %	15 %	−
A13	Planned admission: not given printed information about condition or treatment	22 %	22 %	25 %	19 %	19 %	20 %	20 %	17 %	20 %	
A14	Admission: process not at all or fairly organised	-	-	-	-	-	31 %	27 %	27 %	36 %	−
A15	Admission: had to wait long time to get to bed on ward	30 %	21 %	20 %	23 %	23 %	24 %	25 %	27 %	32 %	

Copyright 2013 Picker Institute Europe. All rights reserved.

B. THE HOSPITAL AND WARD

		2004	2005	2006	2007	2008	2009	2010	2011	2012
B2+	Hospital: shared sleeping area with opposite sex	-	-	12 %	8 %	-	13 %	4 %	6 %	6 %
B4+	Hospital: patients in more than one ward, sharing sleeping area with opposite sex	-	-	1 %	1 %	-	2 %	1 %	4 %	3 %
B5+	Hospital: patients using bath or shower area who shared it with opposite sex	-	-	16 %	15 %	18 %	17 %	13 %	13 %	14 %
B6+	Care: did not always get help in getting to the bathroom when needed	-	-	24 %	26 %	29 %	31 %	30 %	28 %	25 %
B7+	Hospital: didn't get enough information about ward routines	-	-	-	-	-	75 %	67 %	69 %	65 %
B8	Hospital: bothered by noise at night from other patients	42 %	37 %	34 %	33 %	40 %	38 %	35 %	40 %	42 %
B9	Hospital: bothered by noise at night from staff	18 %	17 %	16 %	17 %	17 %	19 %	23 %	21 %	18 %
B10	Hospital: room or ward not very or not at all clean	18 %	12 %	9 %	5 %	7 %	5 %	3 %	4 %	3 %
B11+	Hospital: toilets not very or not at all clean	-	-	12 %	8 %	12 %	8 %	5 %	5 %	4 %
B12	Hospital: felt threatened by other patients or visitors	-	-	-	2 %	3 %	4 %	2 %	2 %	3 %
B13+	Hospital: nowhere to keep personal belongings safely	-	-	-	60 %	53 %	52 %	47 %	50 %	44 %
B15	Hospital: hand-wash gels not available or empty	-	-	-	-	-	2 %	1 %	2 %	5 %
B16	Hospital: bothered by other patients' visitors	-	-	-	-	-	13 %	8 %	8 %	9 %
B17+	Hospital: food was fair or poor	-	-	35 %	38 %	37 %	43 %	43 %	43 %	34 %
B18	Hospital: not always healthy food on hospital menu	-	31 %	31 %	30 %	30 %	32 %	33 %	29 %	28 %
B19	Hospital: not offered a choice of food	-	-	17 %	19 %	17 %	24 %	20 %	19 %	17 %
B20+	Hospital: patients did not get the food they ordered	-	-	-	-	-	22 %	20 %	19 %	21 %
B21+	Hospital: did not always get enough help from staff to eat meals	-	-	31 %	35 %	29 %	38 %	26 %	31 %	35 %

C. DOCTORS

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

D. NURSES

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

Copyright 2013 Picker Institute Europe. All rights reserved.

E. YOUR CARE AND TREATMENTS

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

F. OPERATIONS & PROCEDURES

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

Copyright 2013 Picker Institute Europe. All rights reserved.

G. LEAVING HOSPITAL

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

H. OVERALL

		2004	2005	2006	2007	2008	2009	2010	2011	2012
H1	Overall: not treated with respect or dignity	20 %	21 %	16 %	19 %	19 %	23 %	18 %	17 %	21 %
H3	Overall: not asked to give views on quality of care	-	88 %	90 %	88 %	84 %	86 %	83 %	79 %	84 %
H5	Overall: wanted to complain about care received	-	-	-	6 %	7 %	5 %	7 %	6 %	8 %

Copyright 2013 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 6

External Benchmarks

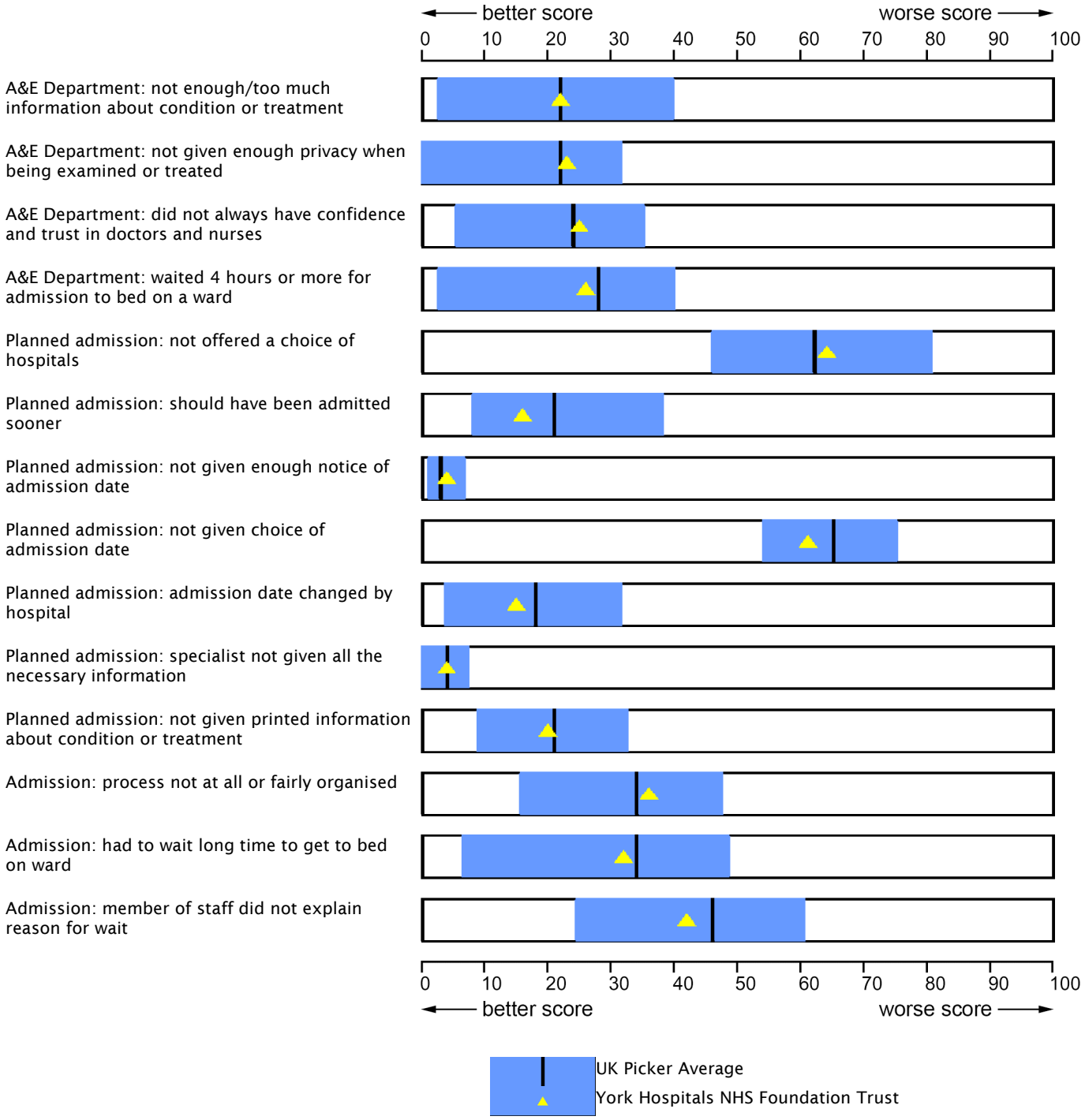
comparing results with other trusts

Copyright 2013 Picker Institute Europe. All rights reserved.

External Benchmarks

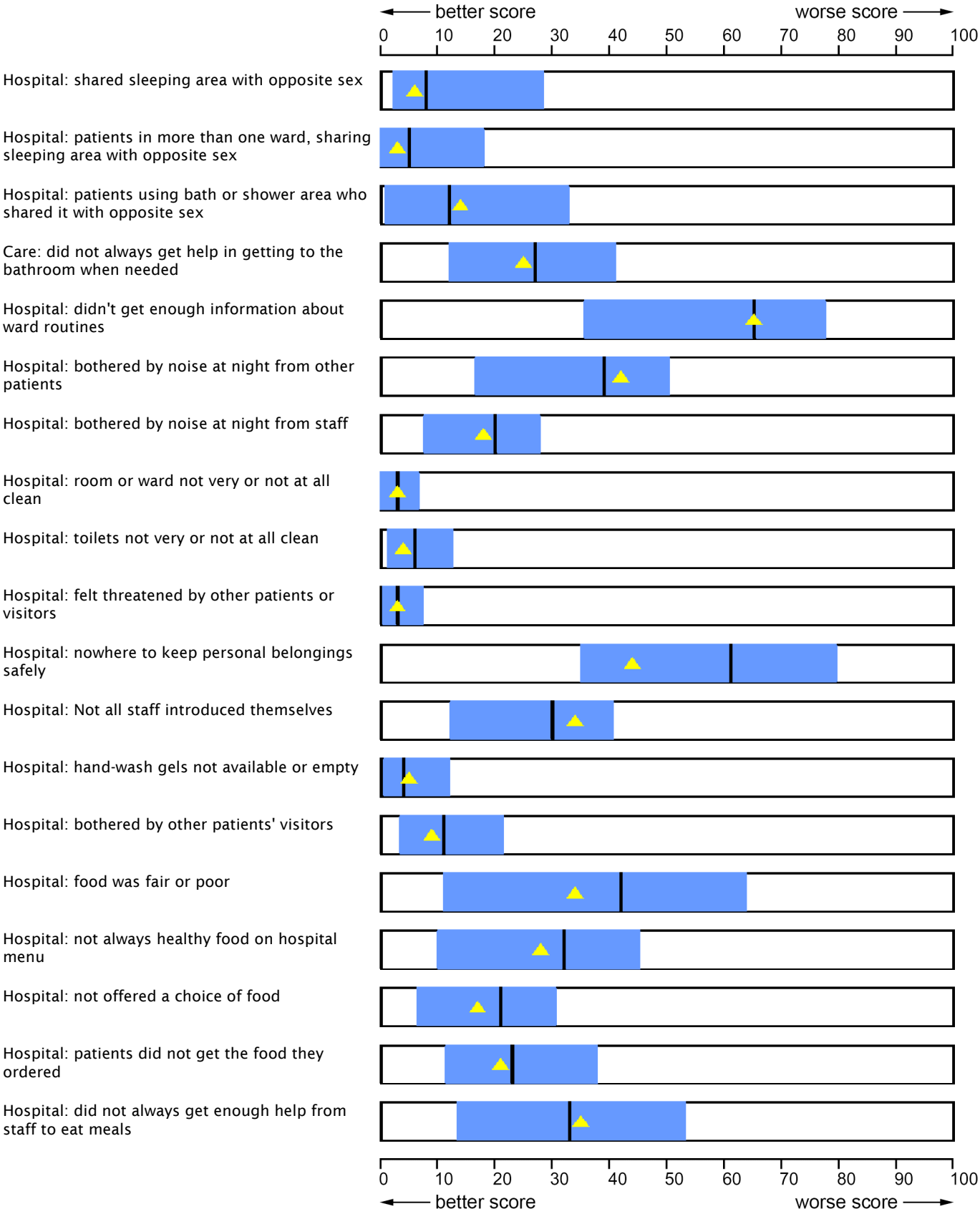
This section shows how your Trust compared to all trusts who commissioned Picker Institute Europe for this survey (69 trusts). The range of scores are shown as a blue bar from the best score (to the left), to the worst (to the right). The average is the black line. Your Trust is shown as the yellow triangle.

A. ADMISSION TO HOSPITAL



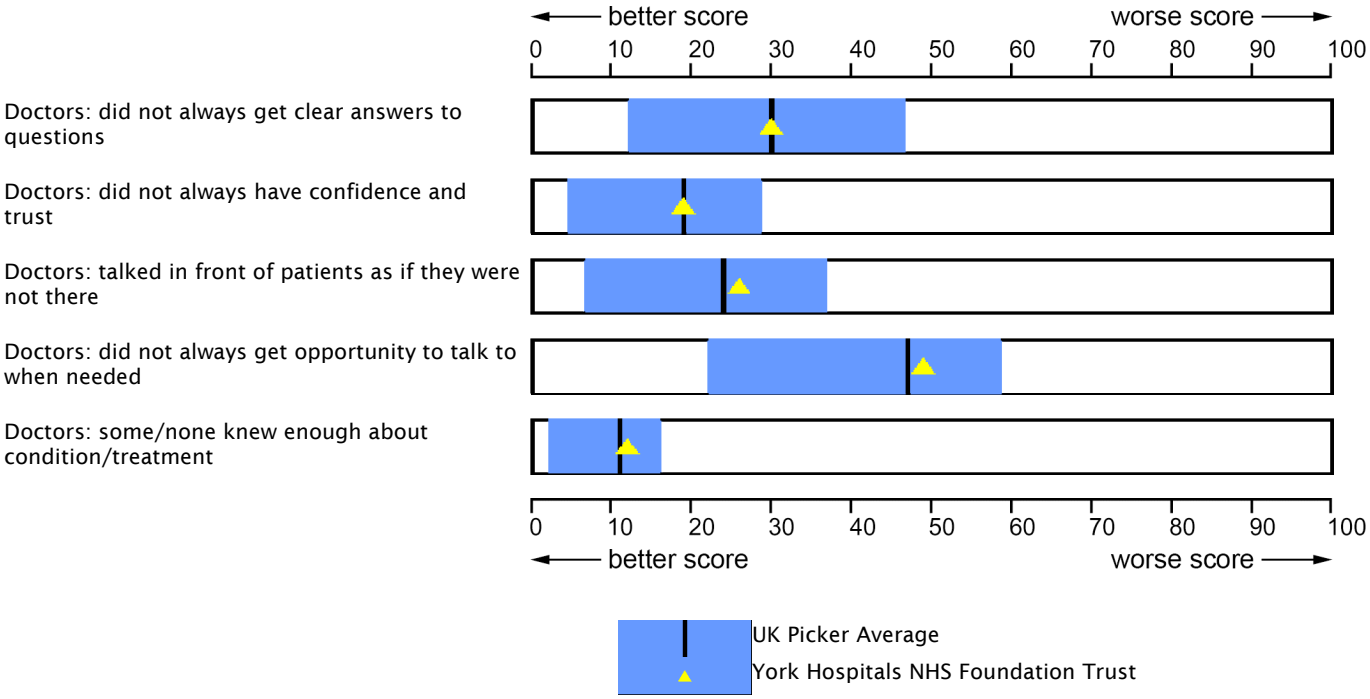
Copyright 2013 Picker Institute Europe. All rights reserved.

B. THE HOSPITAL AND WARD



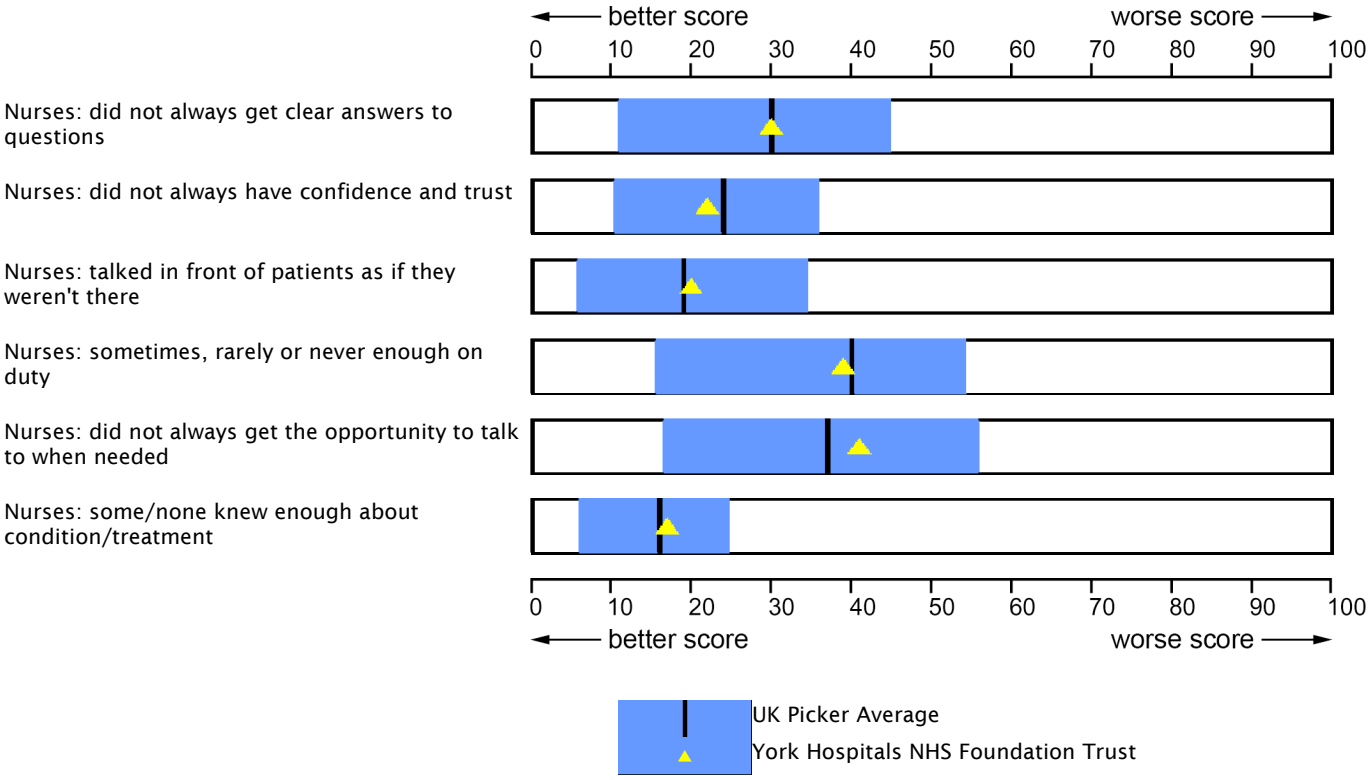
Copyright 2013 Picker Institute Europe. All rights reserved.

C. DOCTORS



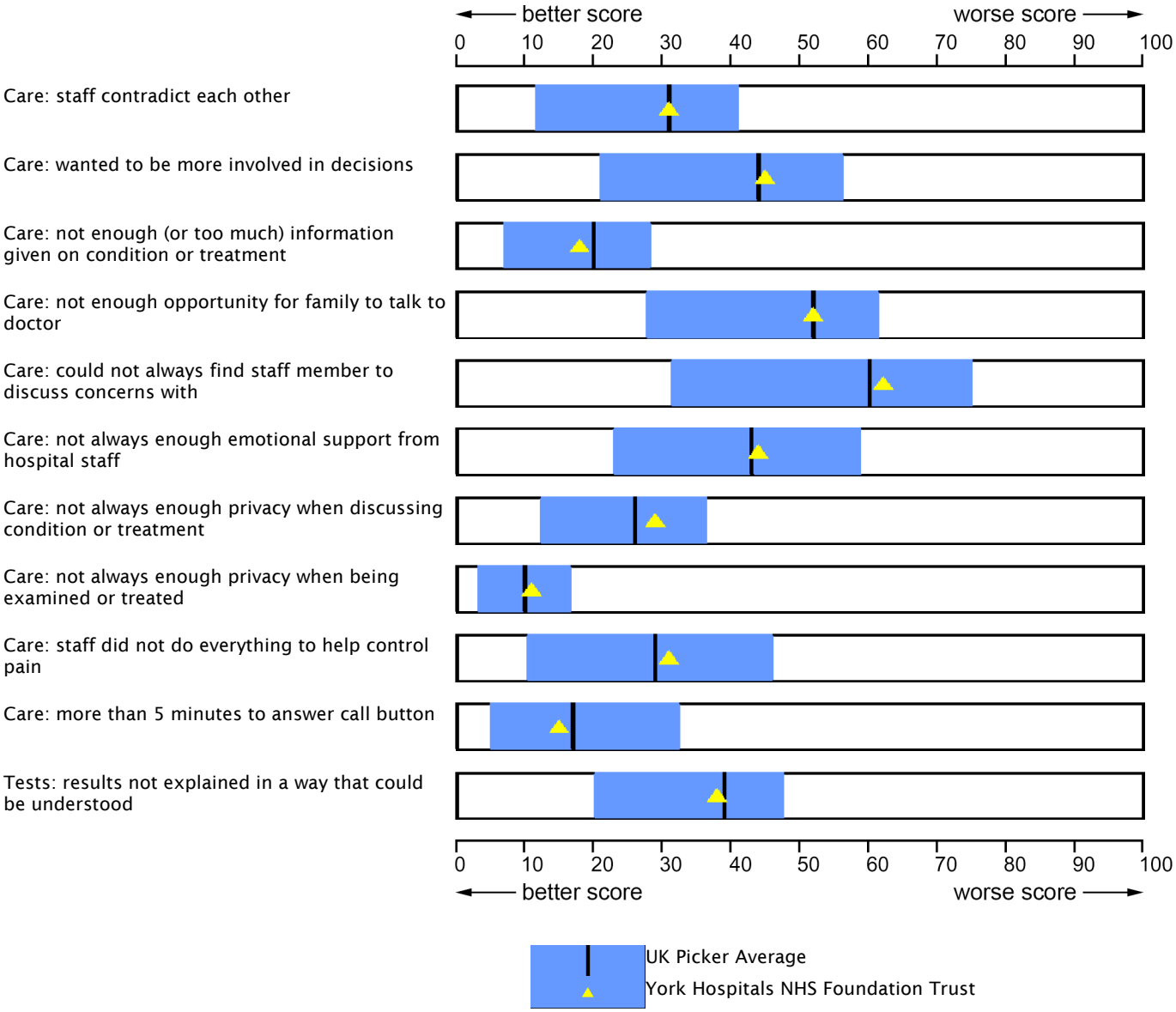
Copyright 2013 Picker Institute Europe. All rights reserved.

D. NURSES



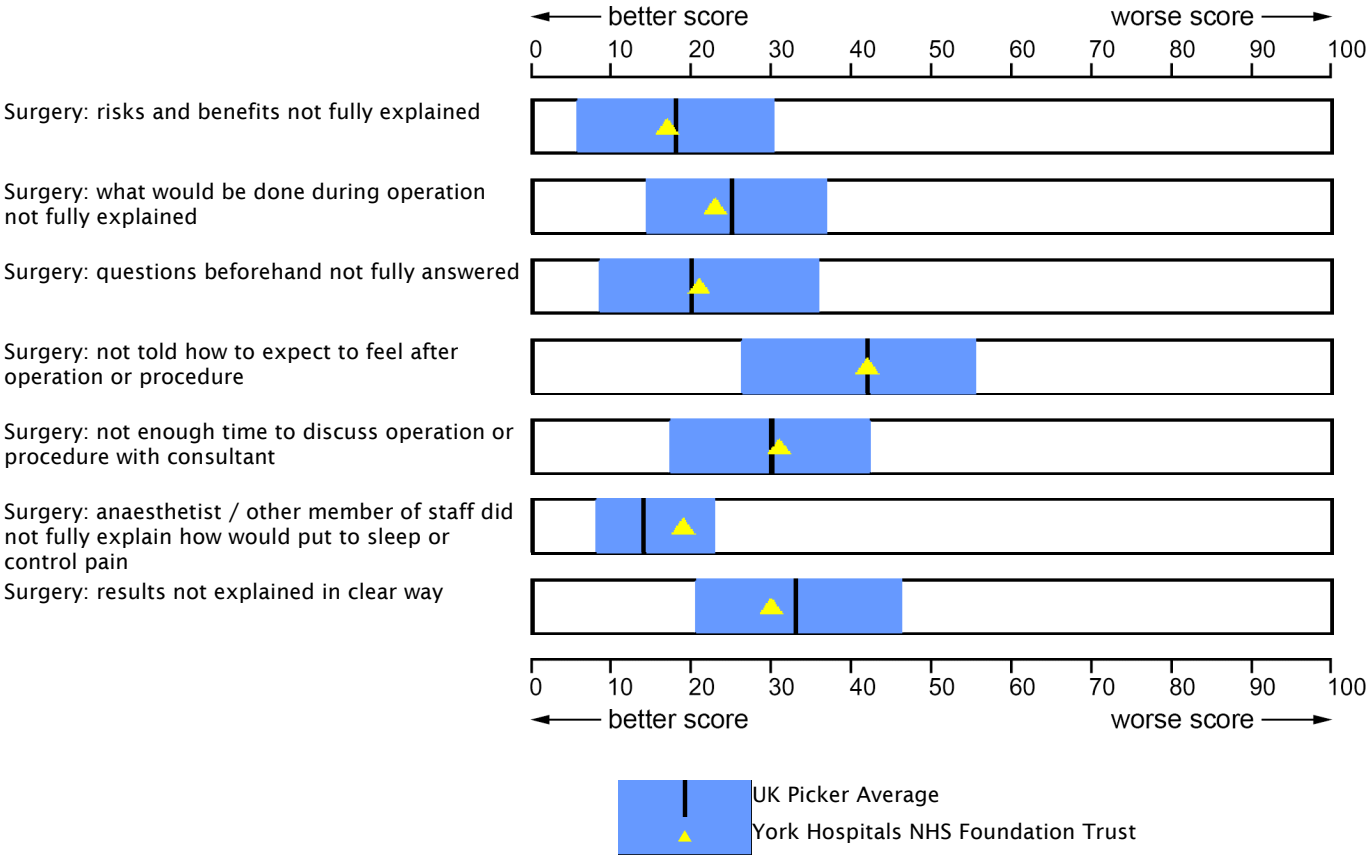
Copyright 2013 Picker Institute Europe. All rights reserved.

E. YOUR CARE AND TREATMENTS



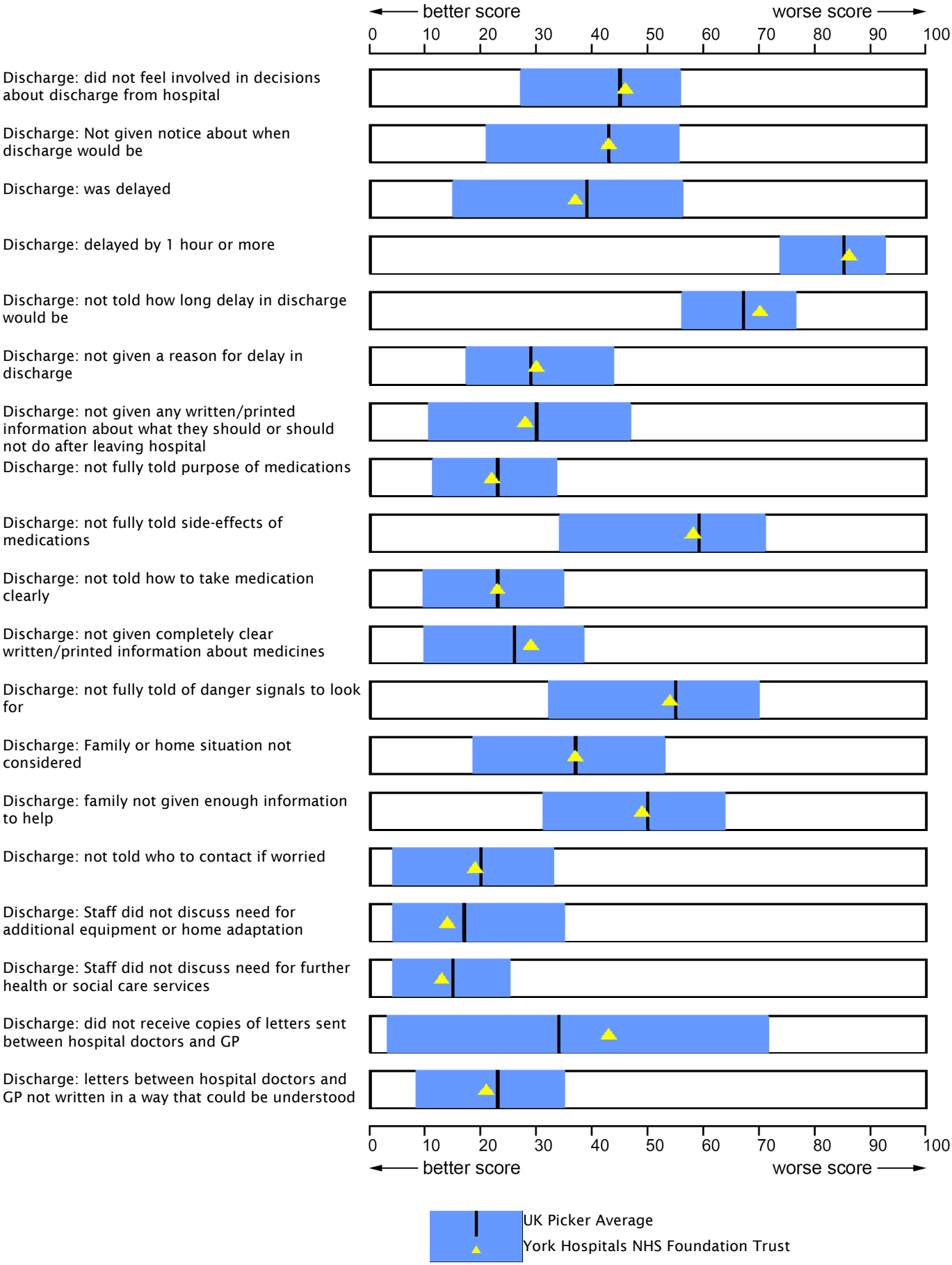
Copyright 2013 Picker Institute Europe. All rights reserved.

F. OPERATIONS & PROCEDURES



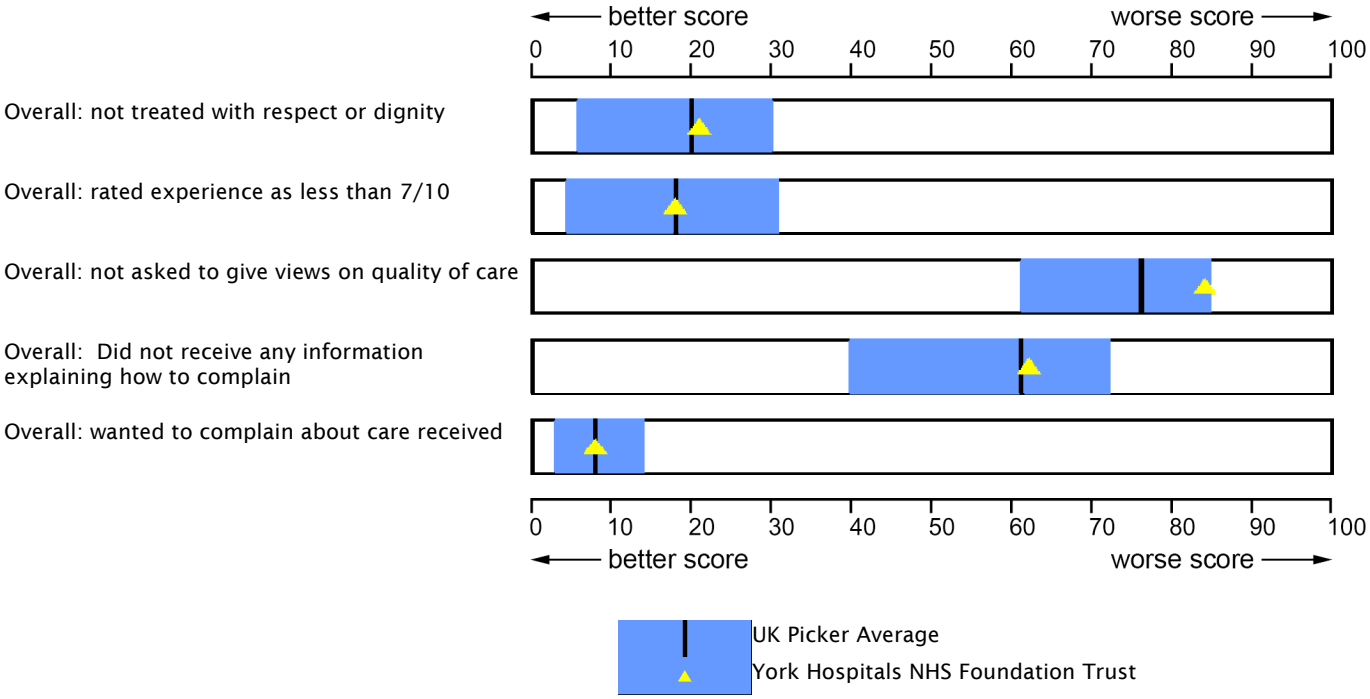
Copyright 2013 Picker Institute Europe. All rights reserved.

G. LEAVING HOSPITAL



Copyright 2013 Picker Institute Europe. All rights reserved.

H. OVERALL



Copyright 2013 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

SECTION 7

Internal Benchmarks

comparing results within the trust

Copyright 2013 Picker Institute Europe. All rights reserved.

Internal Benchmarks

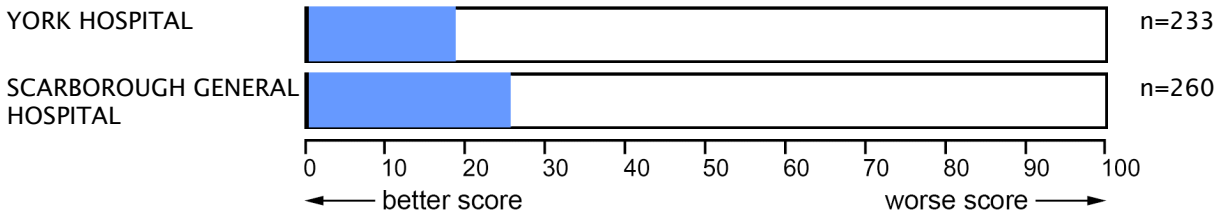
This section shows how the scores for each site, department or specialty compare. The green bars show the percentage of patients who are not completely satisfied with a particular aspect, represented by the problem score rating. Remember that the lower scores (i.e. smaller bars) are better, the larger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

Locality	Mailing Qty	Completed
YORK HOSPITAL	850	429
SCARBOROUGH GENERAL HOSPITAL	842	417

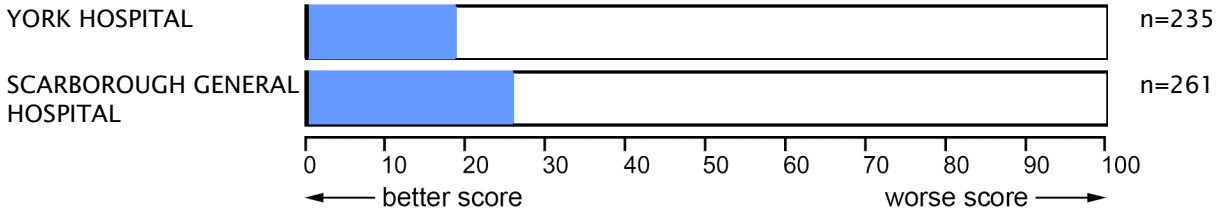
Where fewer than 50 patients have answered a particular question, the result should be treated with caution as the number of respondents is relatively small.

A. ADMISSION TO HOSPITAL

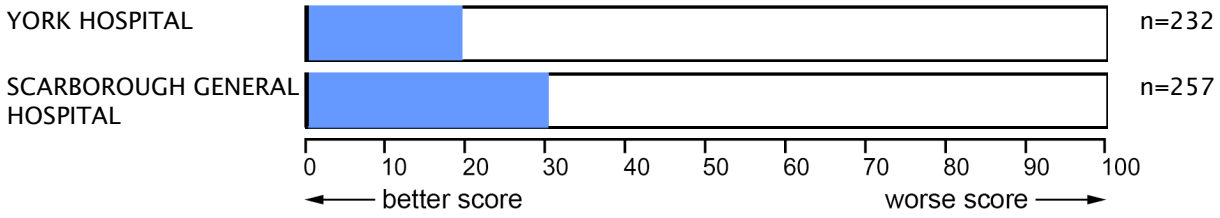
A3 - A&E Department: not enough/too much information about condition or treatment



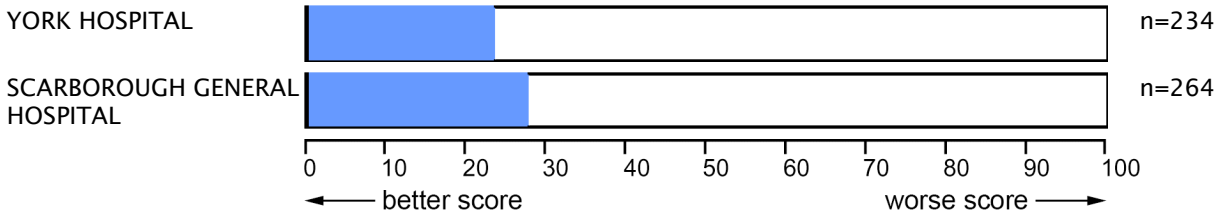
A4 - A&E Department: not given enough privacy when being examined or treated



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

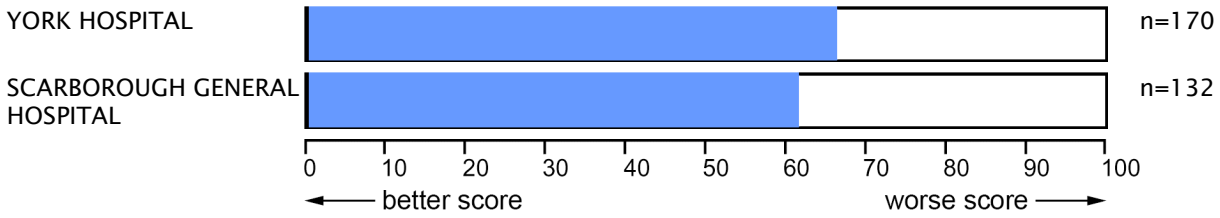


A6 - A&E Department: waited 4 hours or more for admission to bed on a ward

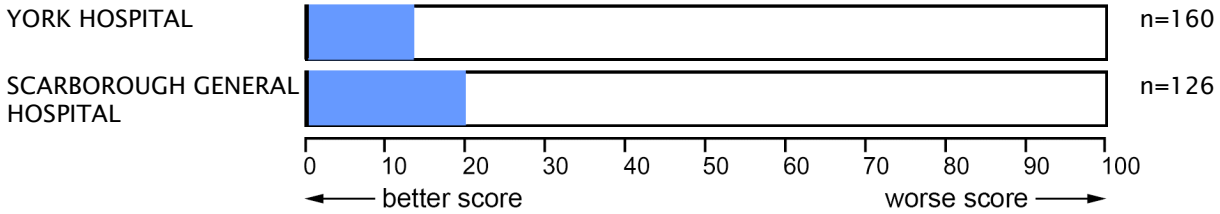


Copyright 2013 Picker Institute Europe. All rights reserved.

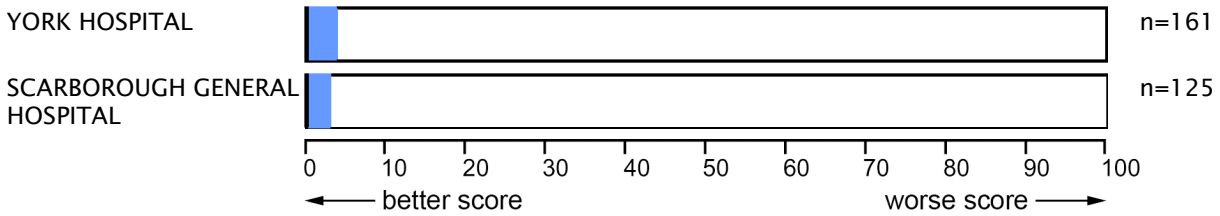
A7 - Planned admission: not offered a choice of hospitals



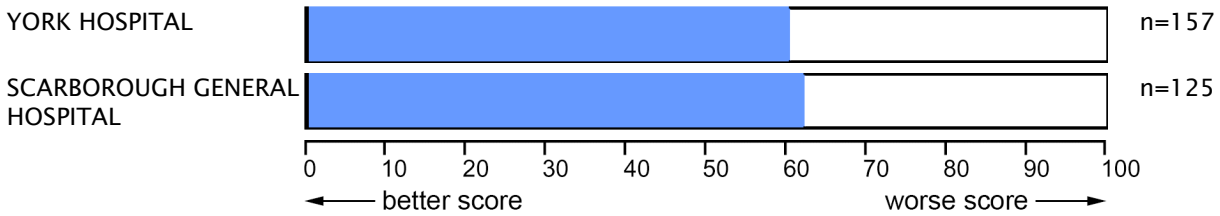
A8 - Planned admission: should have been admitted sooner



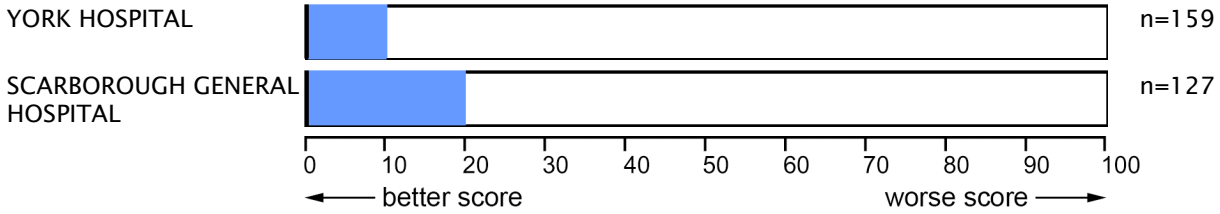
A9 - Planned admission: not given enough notice of admission date



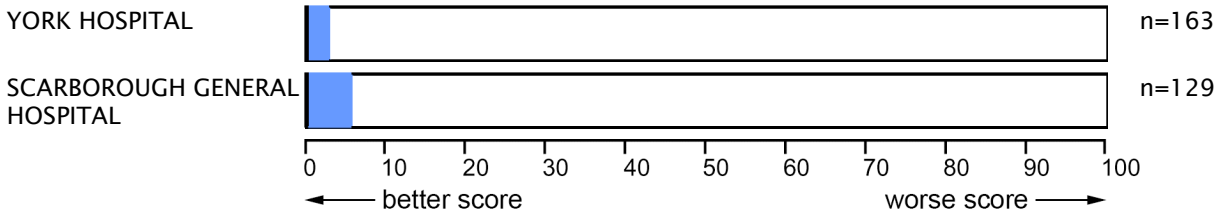
A10 - Planned admission: not given choice of admission date



A11 - Planned admission: admission date changed by hospital

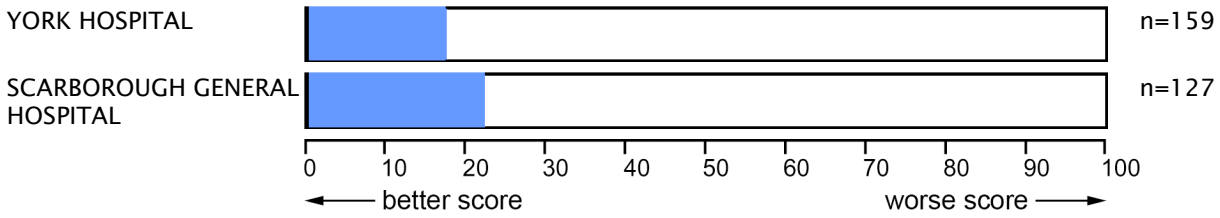


A12 - Planned admission: specialist not given all the necessary information

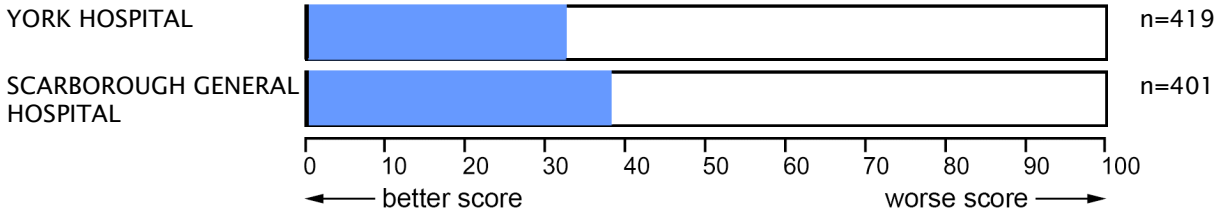


Copyright 2013 Picker Institute Europe. All rights reserved.

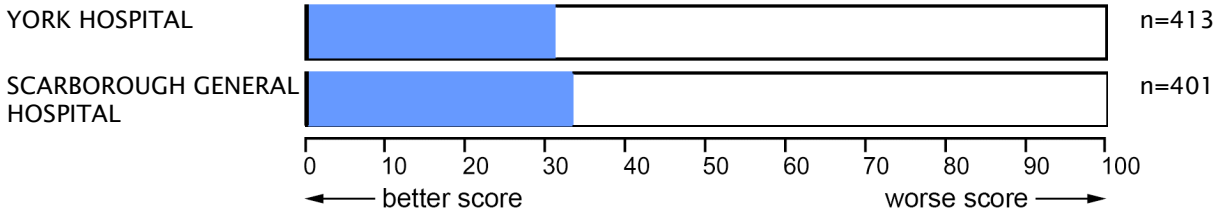
A13 - Planned admission: not given printed information about condition or treatment



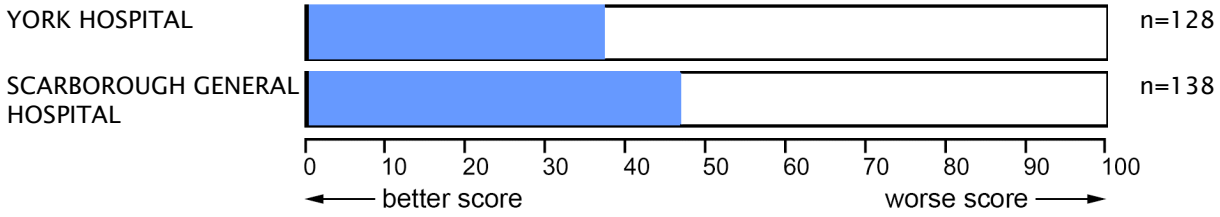
A14 - Admission: process not at all or fairly organised



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



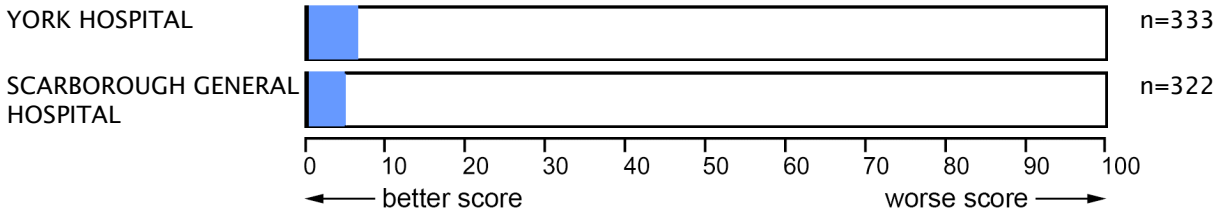
A16 - Admission: member of staff did not explain reason for wait



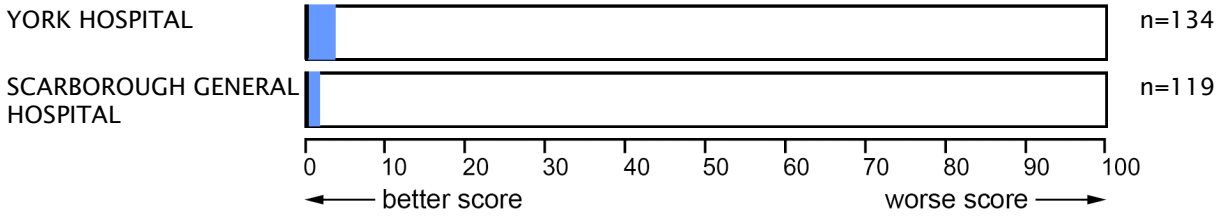
Copyright 2013 Picker Institute Europe. All rights reserved.

B. THE HOSPITAL AND WARD

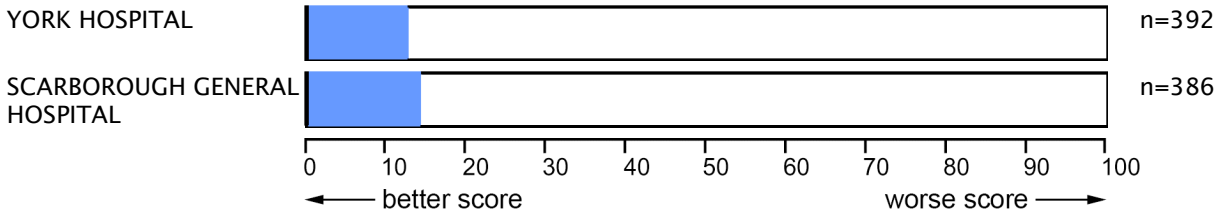
B2+ - Hospital: shared sleeping area with opposite sex



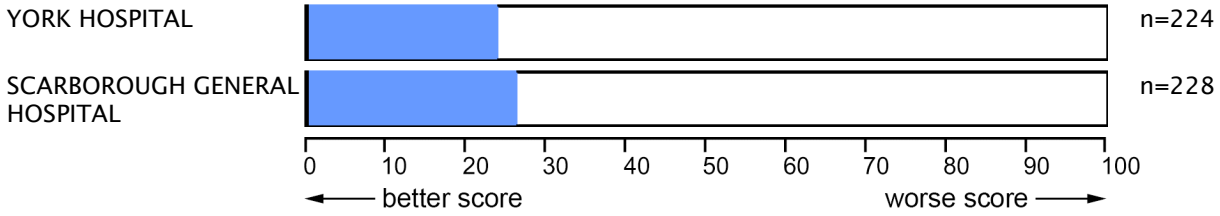
B4+ - Hospital: patients in more than one ward, sharing sleeping area with opposite sex



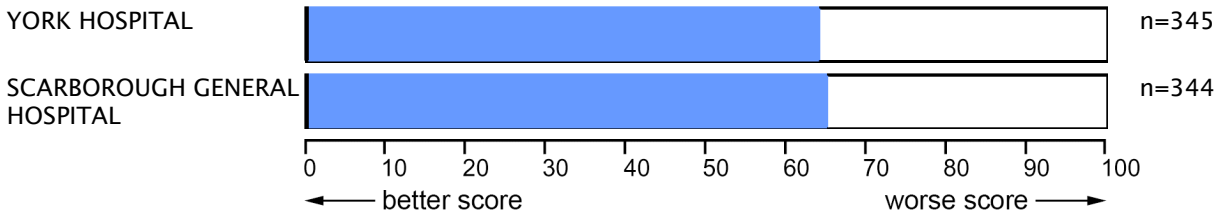
B5+ - Hospital: patients using bath or shower area who shared it with opposite sex



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

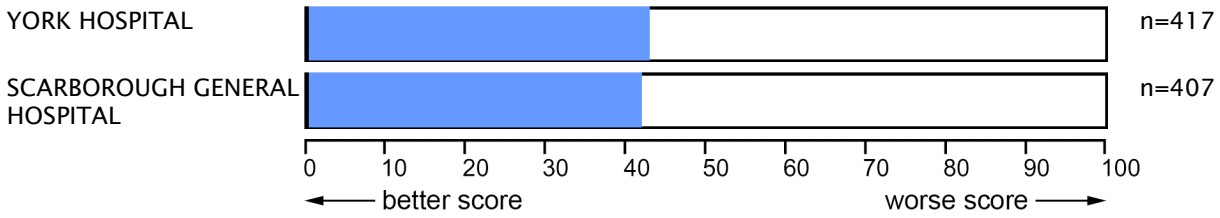


B7+ - Hospital: didn't get enough information about ward routines

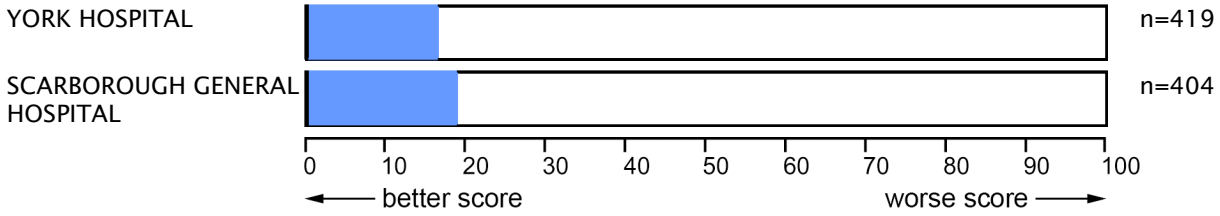


Copyright 2013 Picker Institute Europe. All rights reserved.

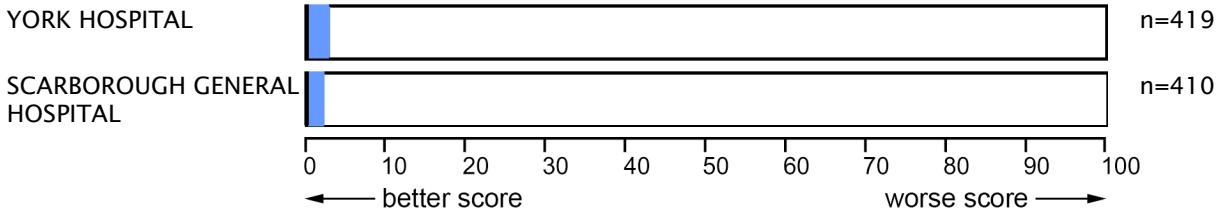
B8 - Hospital: bothered by noise at night from other patients



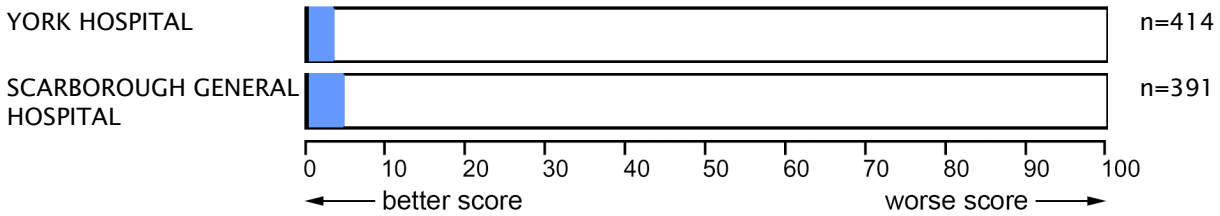
B9 - Hospital: bothered by noise at night from staff



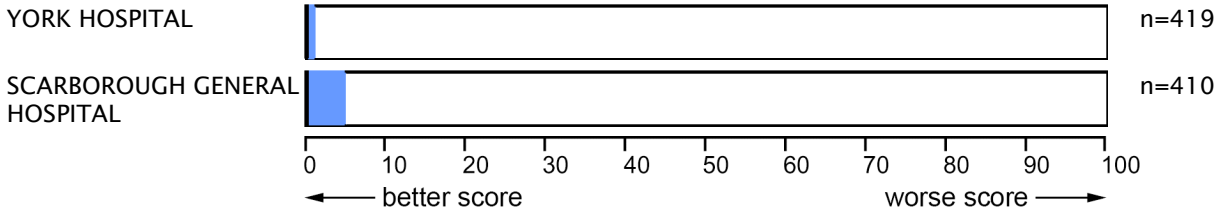
B10 - Hospital: room or ward not very or not at all clean



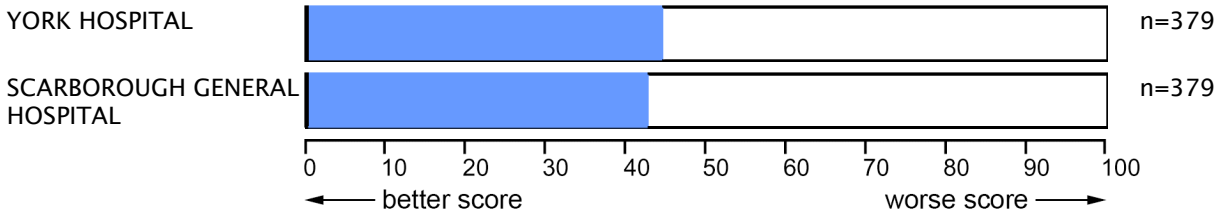
B11+ - Hospital: toilets not very or not at all clean



B12 - Hospital: felt threatened by other patients or visitors

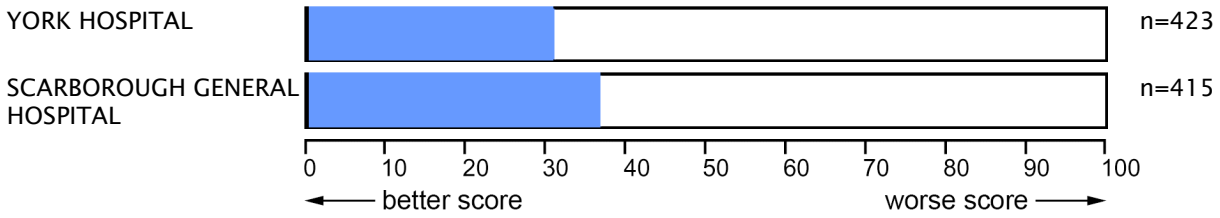


B13+ - Hospital: nowhere to keep personal belongings safely

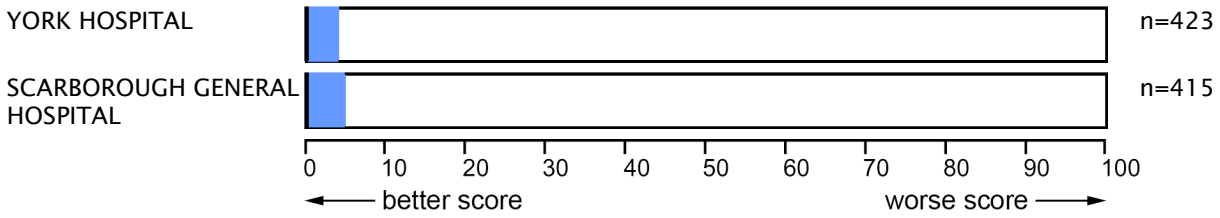


Copyright 2013 Picker Institute Europe. All rights reserved.

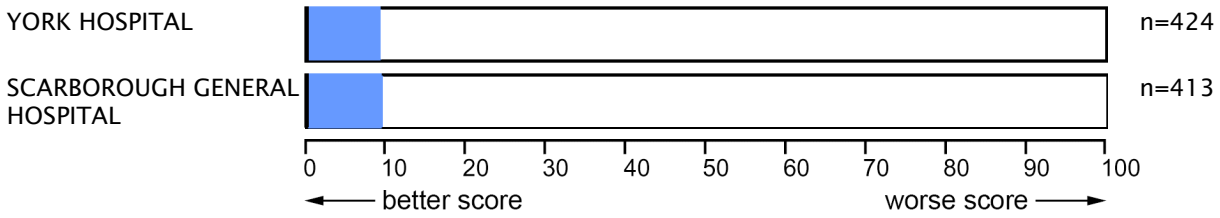
B14 - Hospital: Not all staff introduced themselves



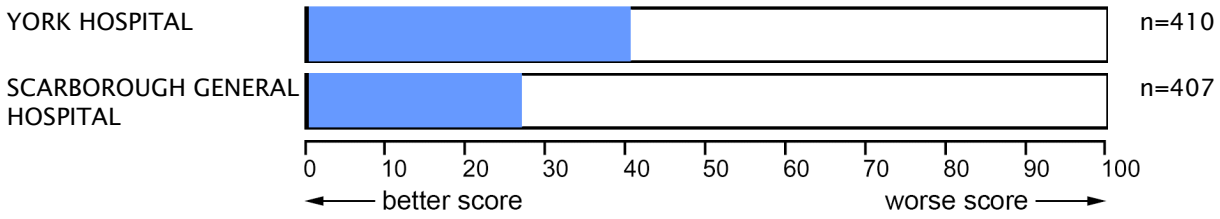
B15 - Hospital: hand-wash gels not available or empty



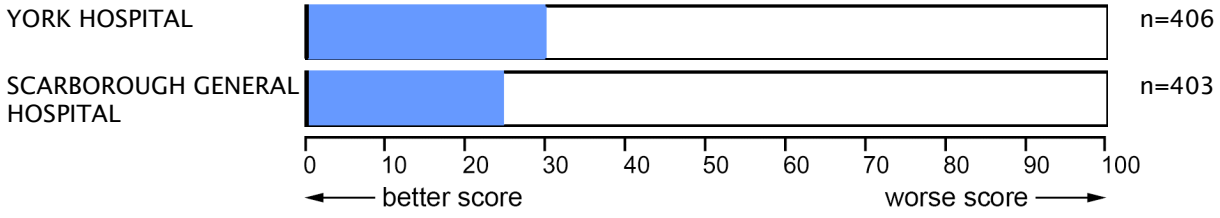
B16 - Hospital: bothered by other patients' visitors



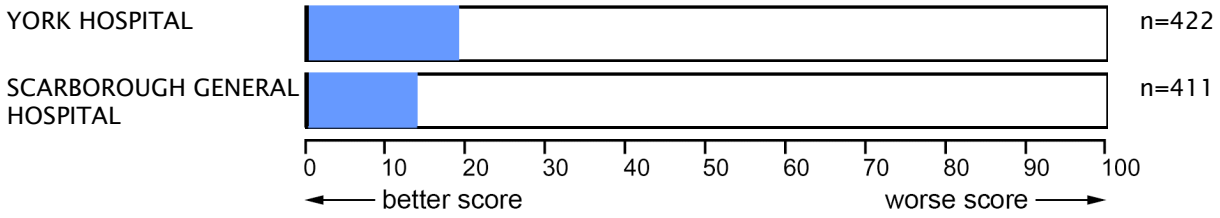
B17+ - Hospital: food was fair or poor



B18 - Hospital: not always healthy food on hospital menu

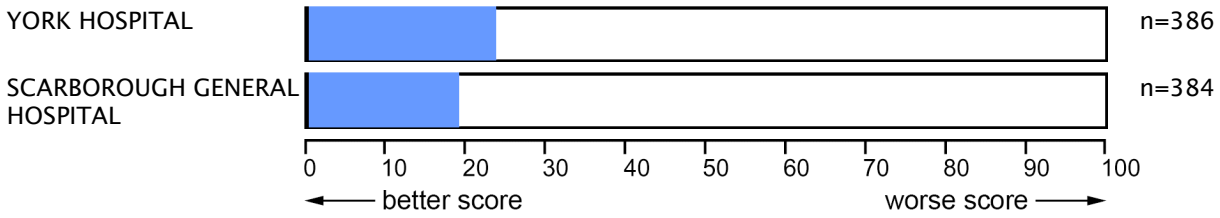


B19 - Hospital: not offered a choice of food

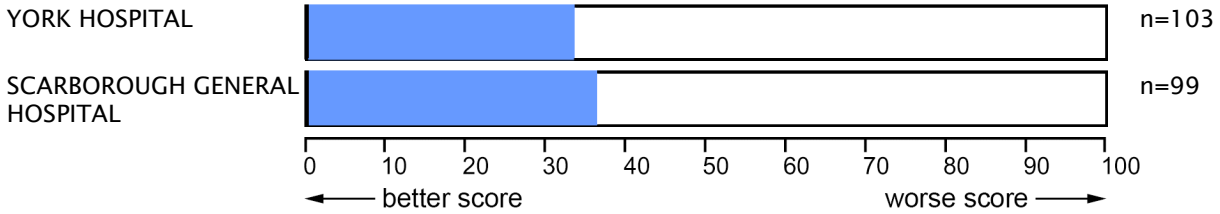


Copyright 2013 Picker Institute Europe. All rights reserved.

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



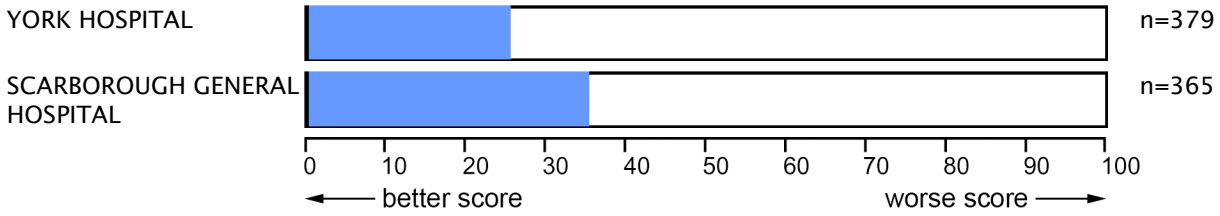
B21+ - Hospital: did not always get enough help from staff to eat meals



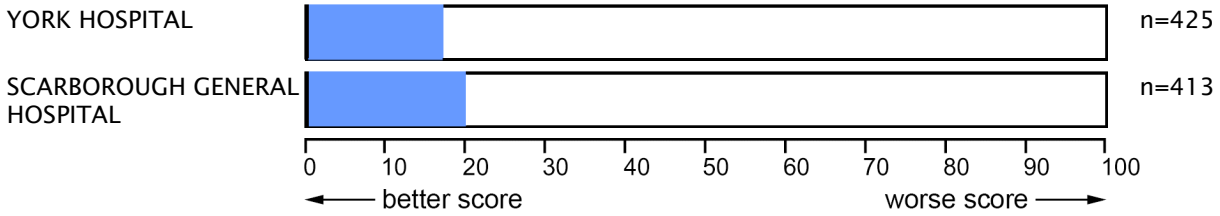
Copyright 2013 Picker Institute Europe. All rights reserved.

C. DOCTORS

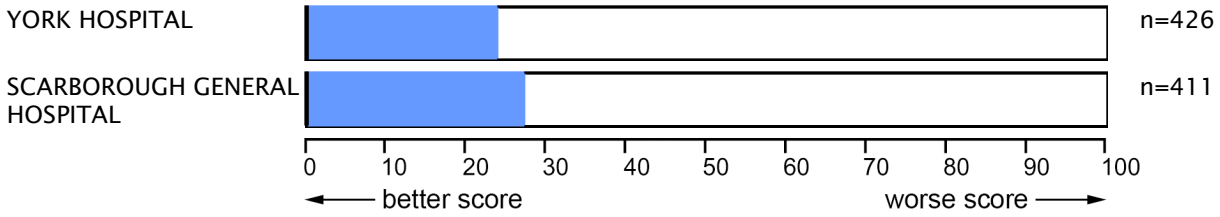
C1+ - Doctors: did not always get clear answers to questions



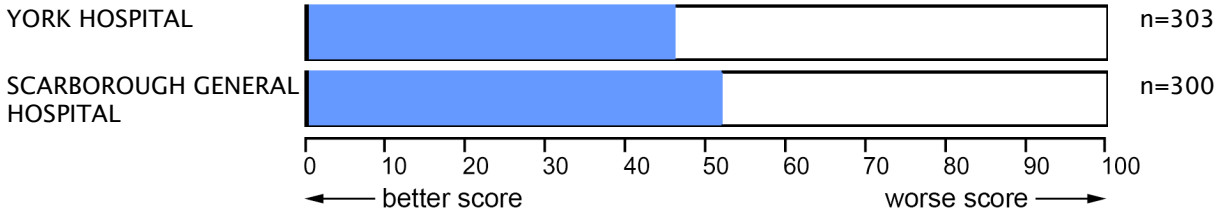
C2 - Doctors: did not always have confidence and trust



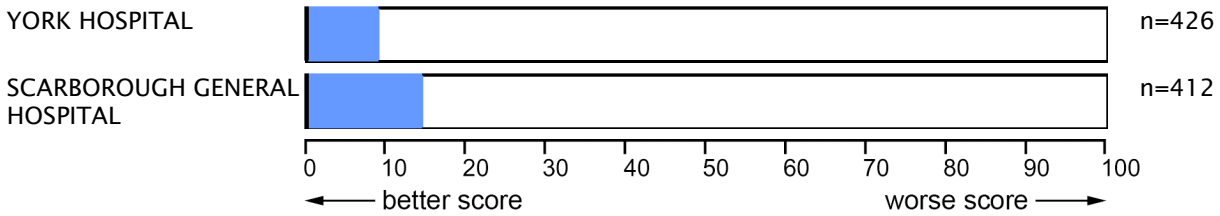
C3 - Doctors: talked in front of patients as if they were not there



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



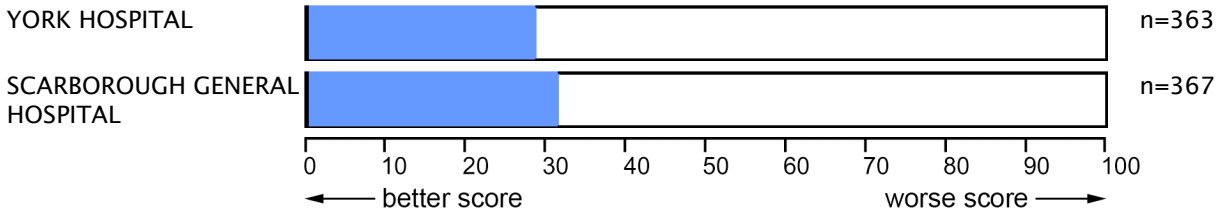
C5 - Doctors: some/none knew enough about condition/treatment



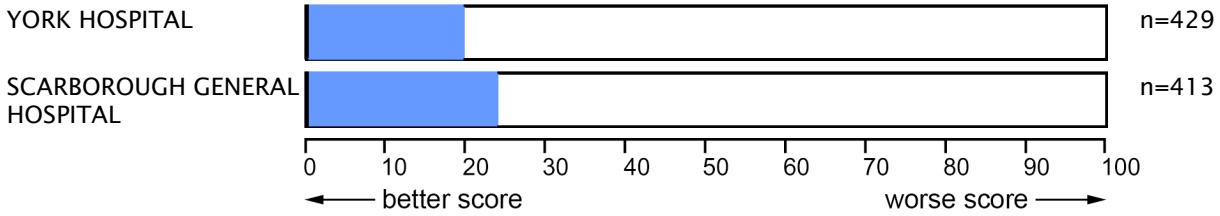
Copyright 2013 Picker Institute Europe. All rights reserved.

D. NURSES

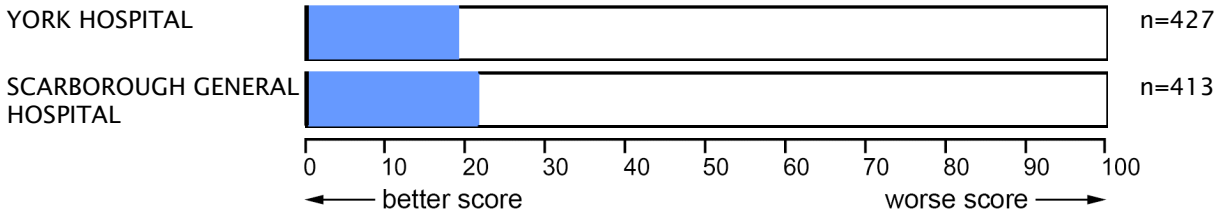
D1+ - Nurses: did not always get clear answers to questions



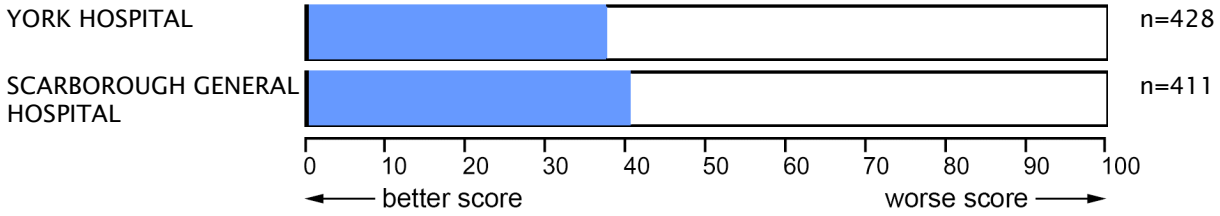
D2 - Nurses: did not always have confidence and trust



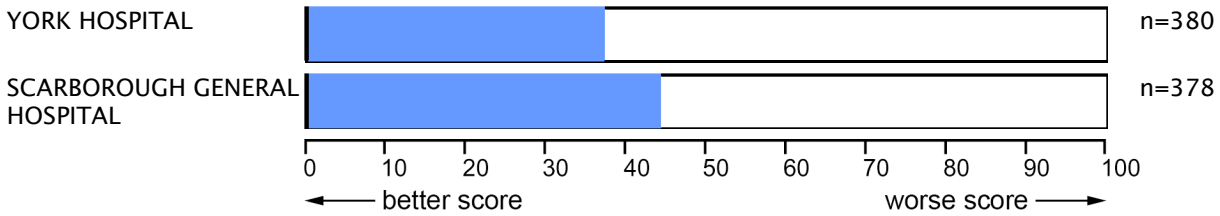
D3 - Nurses: talked in front of patients as if they weren't there



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

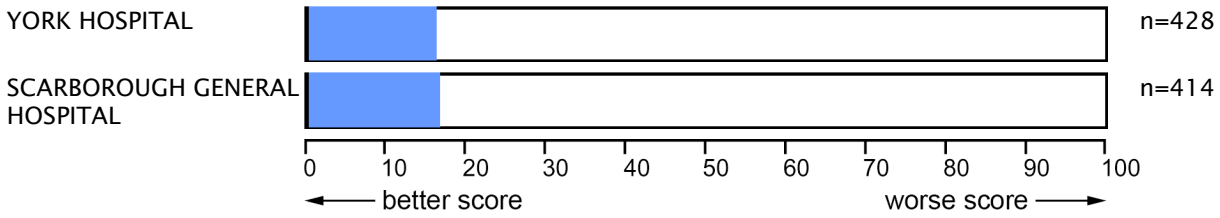


D5+ - Nurses: did not always get the opportunity to talk to when needed



Copyright 2013 Picker Institute Europe. All rights reserved.

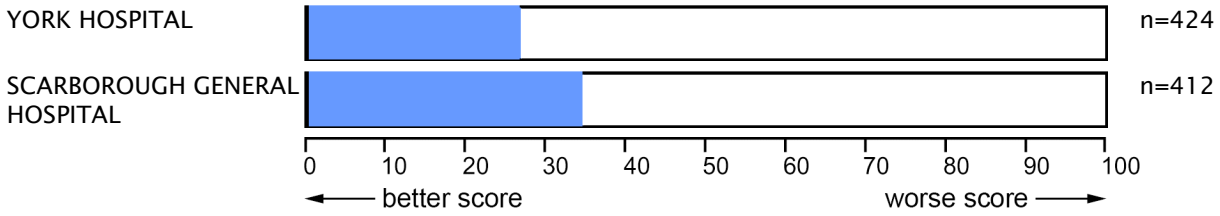
D6 - Nurses: some/none knew enough about condition/treatment



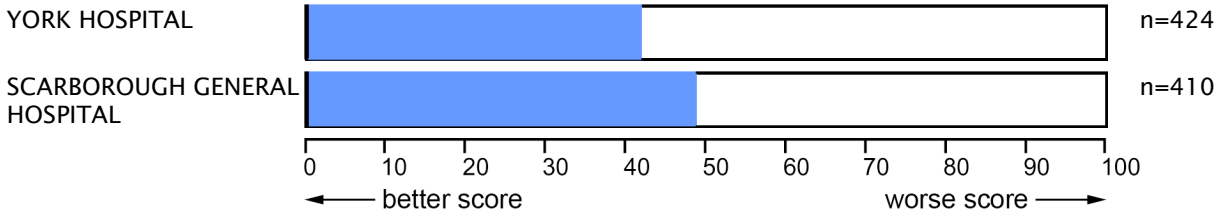
Copyright 2013 Picker Institute Europe. All rights reserved.

E. YOUR CARE AND TREATMENTS

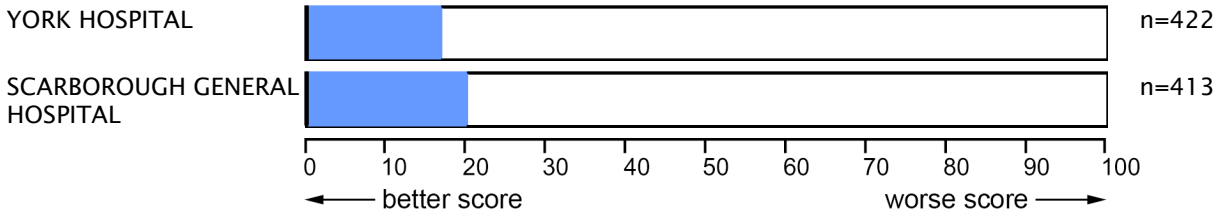
E1 - Care: staff contradict each other



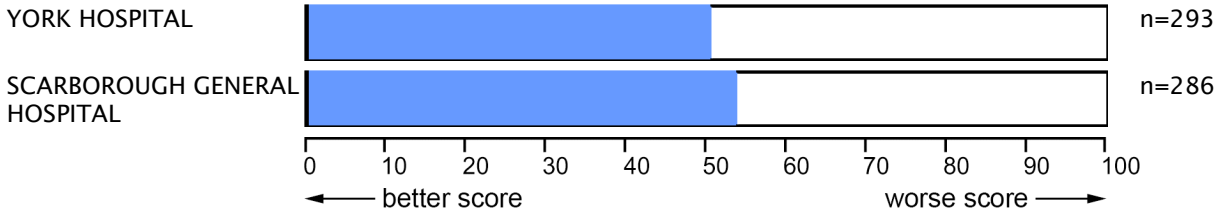
E2 - Care: wanted to be more involved in decisions



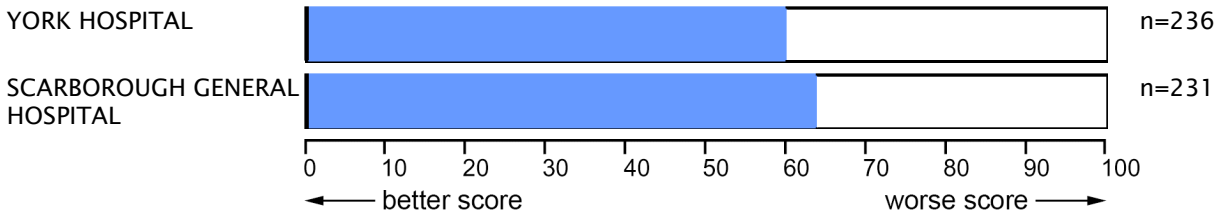
E3 - Care: not enough (or too much) information given on condition or treatment



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

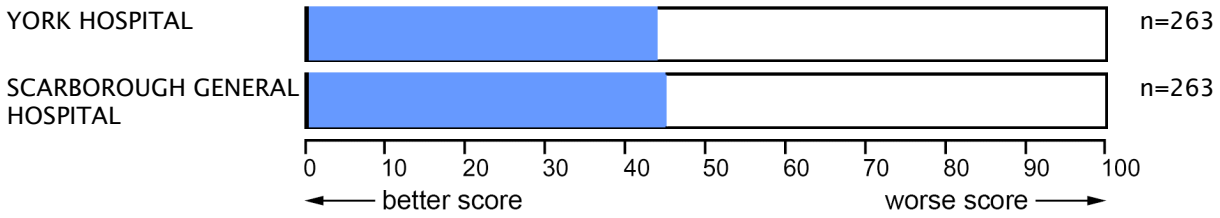


E5+ - Care: could not always find staff member to discuss concerns with

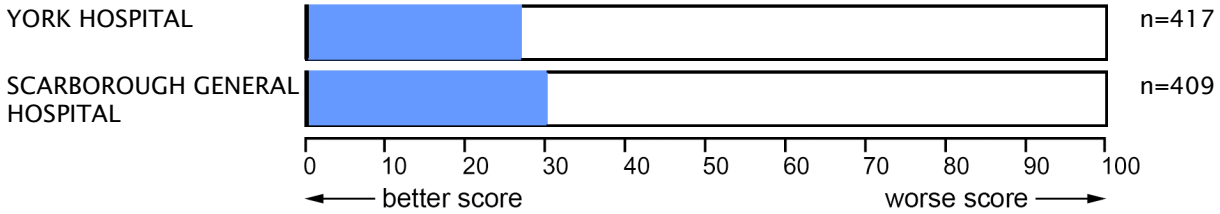


Copyright 2013 Picker Institute Europe. All rights reserved.

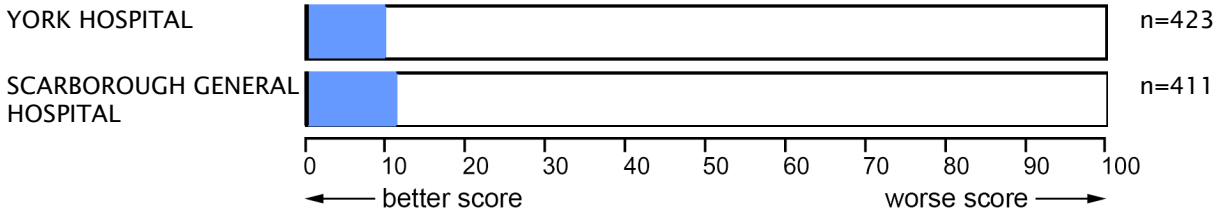
E6+ - Care: not always enough emotional support from hospital staff



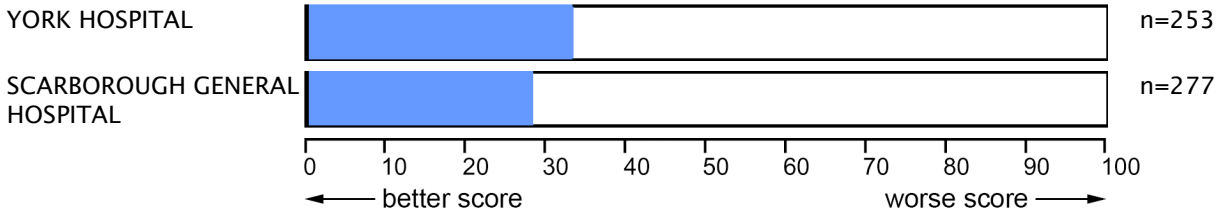
E7 - Care: not always enough privacy when discussing condition or treatment



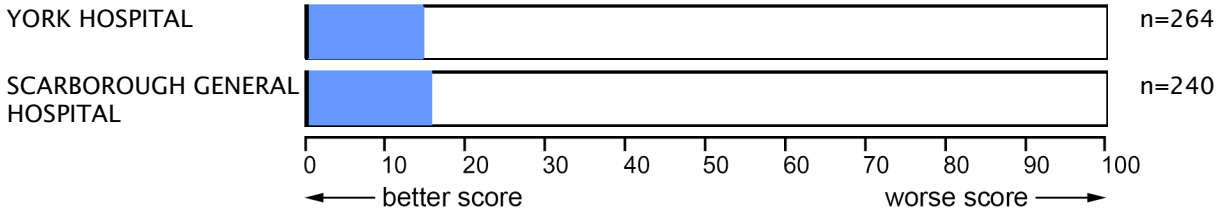
E8 - Care: not always enough privacy when being examined or treated



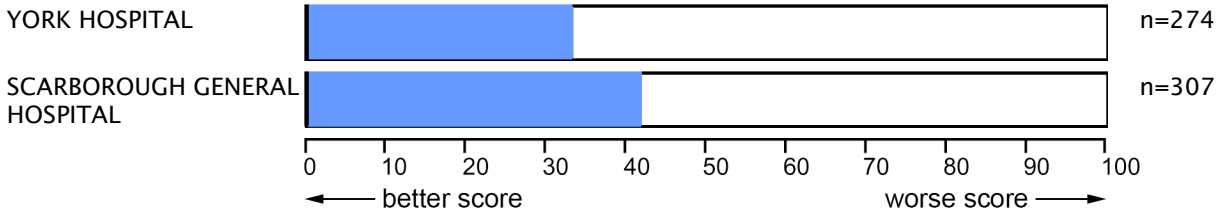
E10 - Care: staff did not do everything to help control pain



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



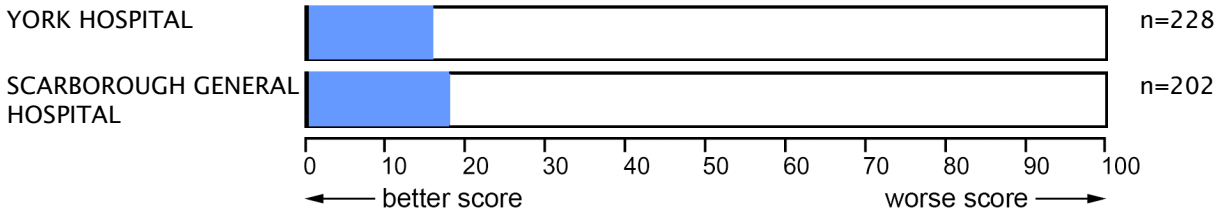
E13+ - Tests: results not explained in a way that could be understood



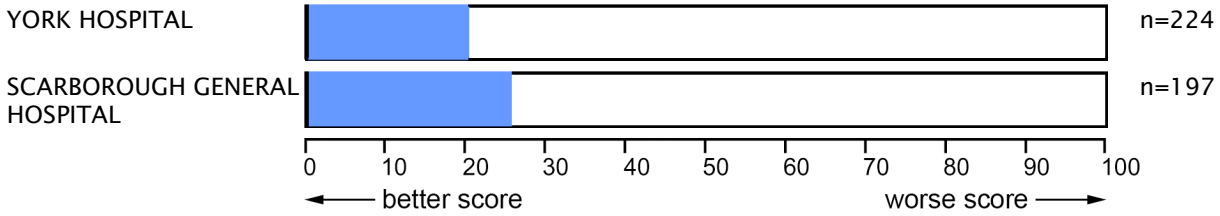
Copyright 2013 Picker Institute Europe. All rights reserved.

F. OPERATIONS & PROCEDURES

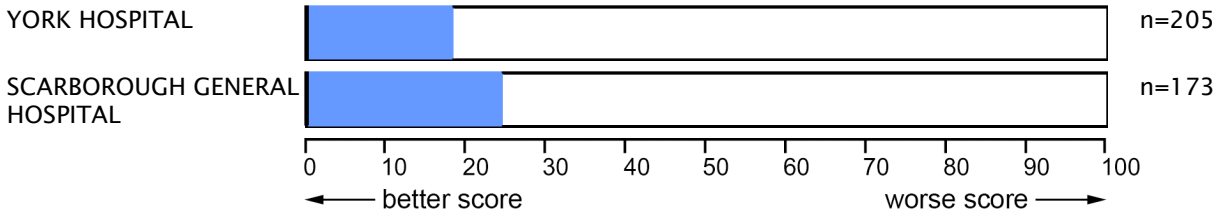
F2+ - Surgery: risks and benefits not fully explained



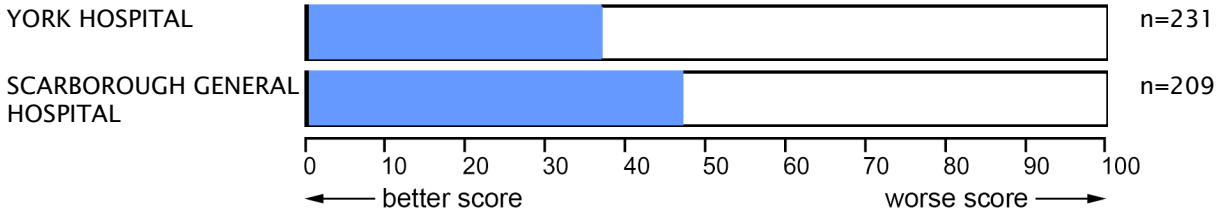
F3+ - Surgery: what would be done during operation not fully explained



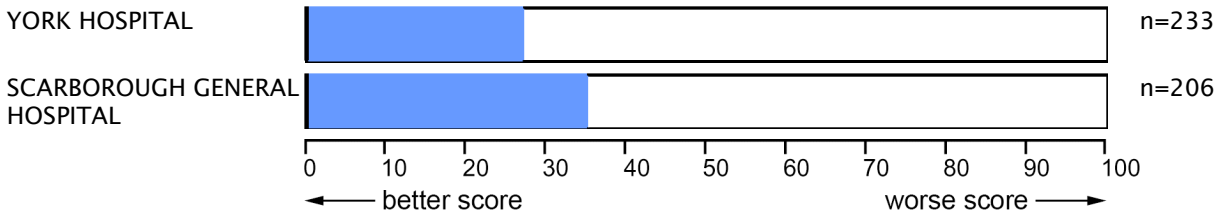
F4+ - Surgery: questions beforehand not fully answered



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

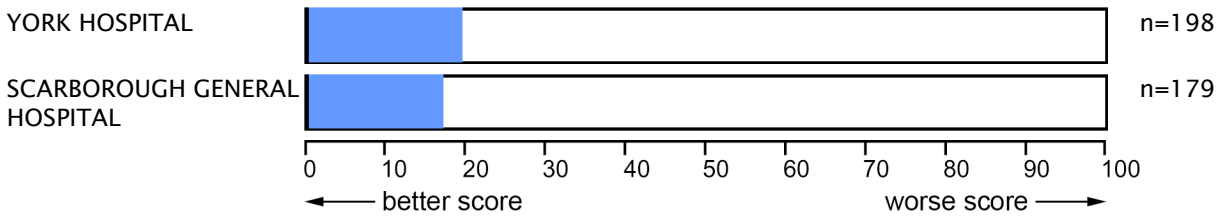


F6 - Surgery: not enough time to discuss operation or procedure with consultant

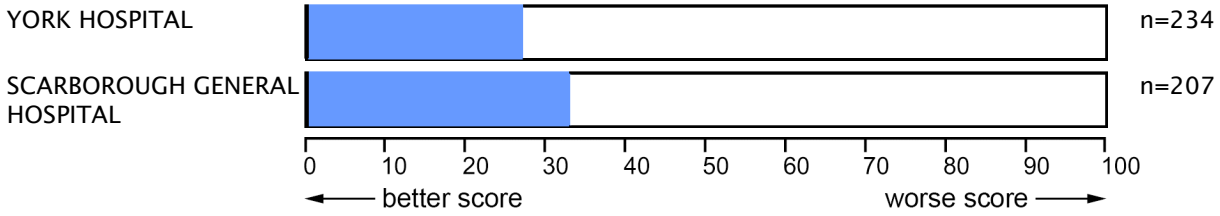


Copyright 2013 Picker Institute Europe. All rights reserved.

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



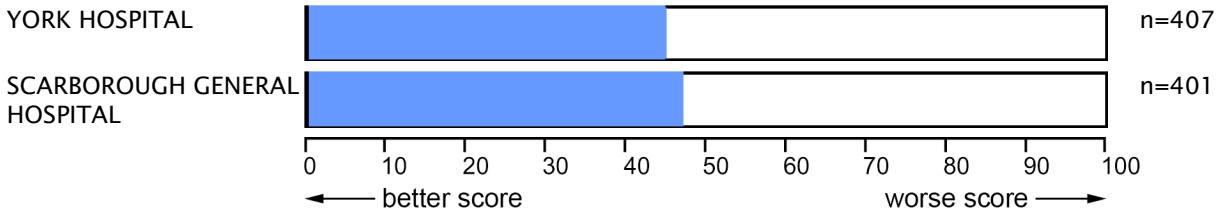
F9 - Surgery: results not explained in clear way



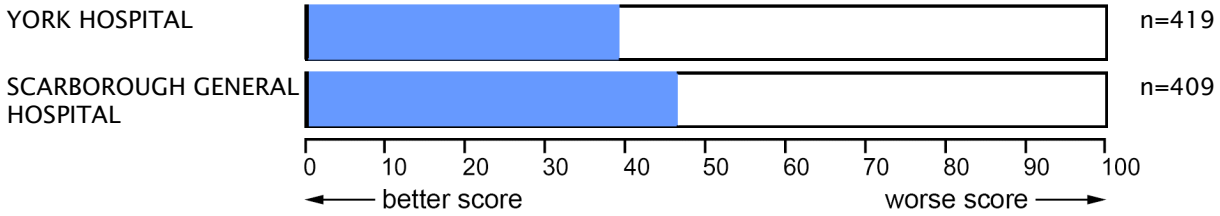
Copyright 2013 Picker Institute Europe. All rights reserved.

G. LEAVING HOSPITAL

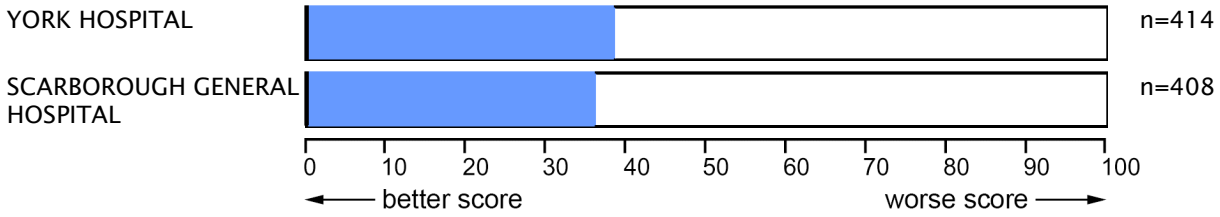
G1+ - Discharge: did not feel involved in decisions about discharge from hospital



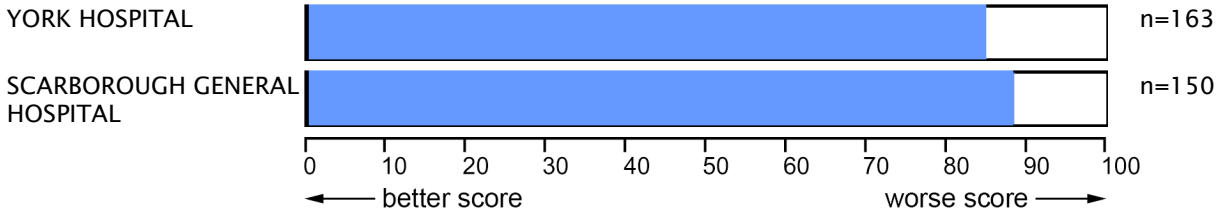
G2 - Discharge: Not given notice about when discharge would be



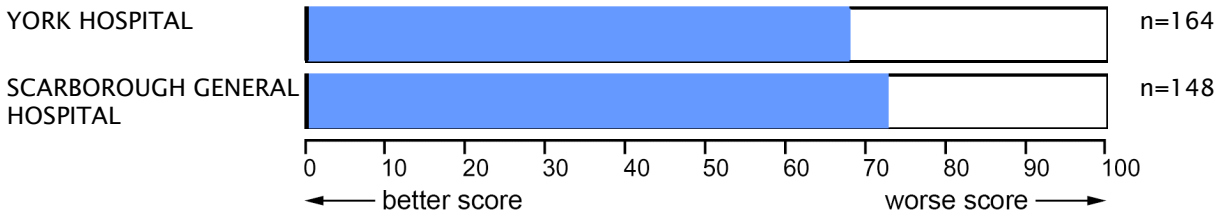
G3 - Discharge: was delayed



G5 - Discharge: delayed by 1 hour or more

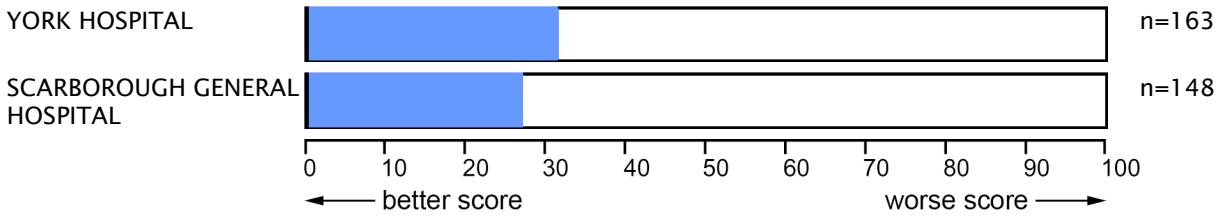


G6 - Discharge: not told how long delay in discharge would be

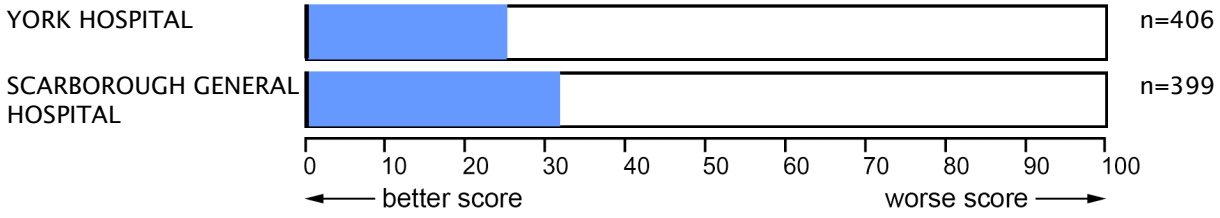


Copyright 2013 Picker Institute Europe. All rights reserved.

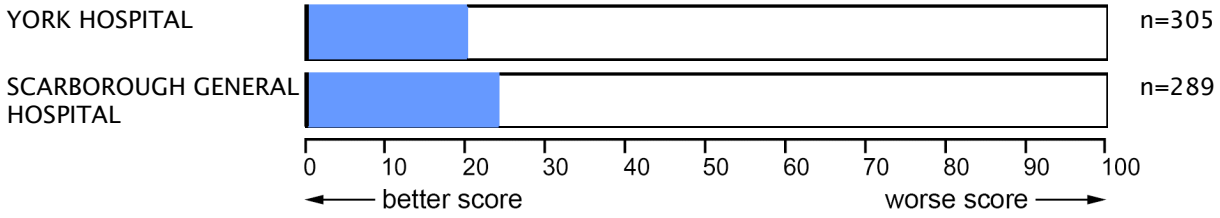
G7 - Discharge: not given a reason for delay in discharge



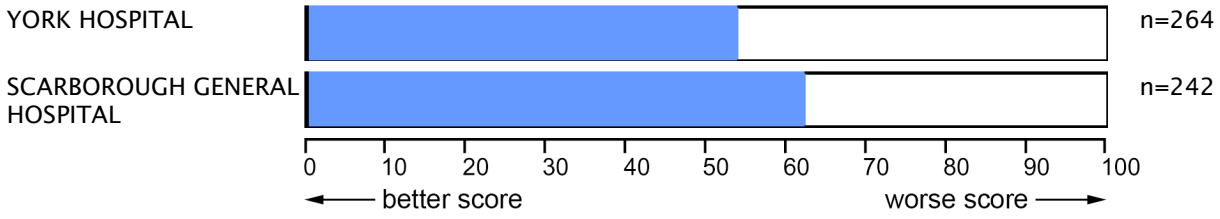
G8 - Discharge: not given any written/printed information about what they should or should not do after leaving hospital



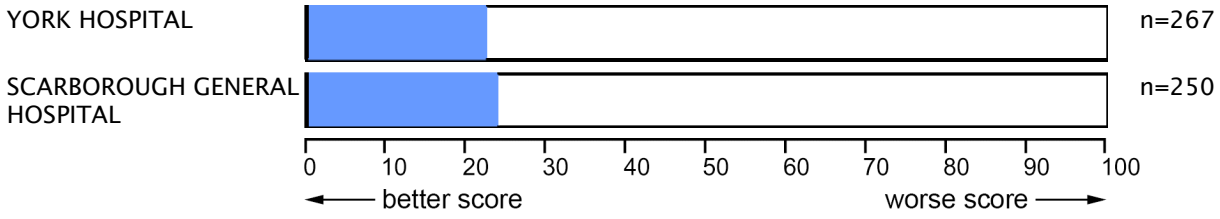
G9+ - Discharge: not fully told purpose of medications



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

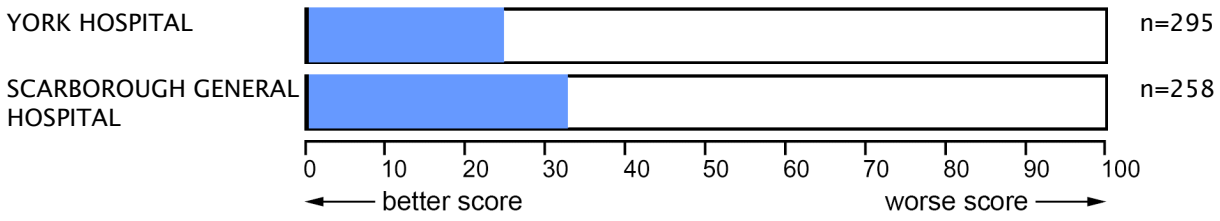


G11+ - Discharge: not told how to take medication clearly

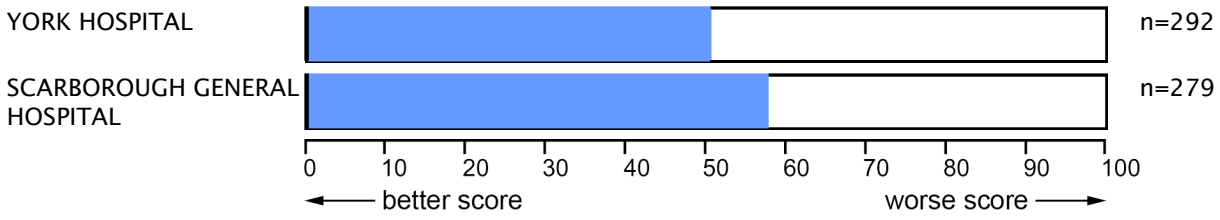


Copyright 2013 Picker Institute Europe. All rights reserved.

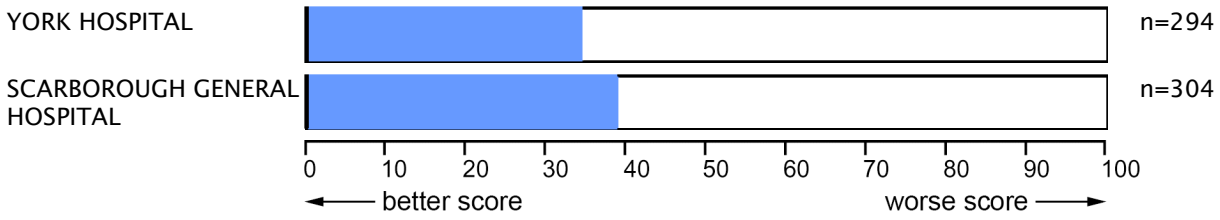
G12+ - Discharge: not given completely clear written/printed information about medicines



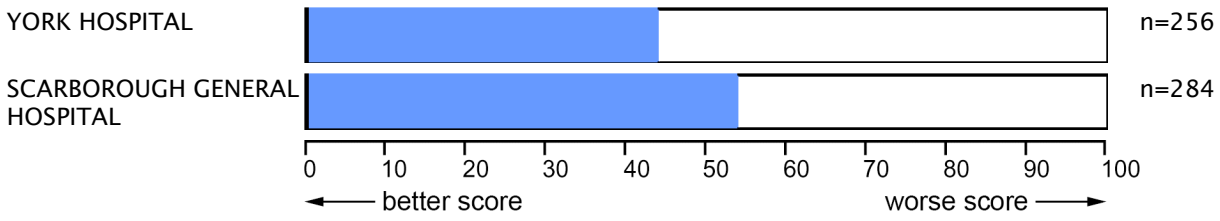
G13+ - Discharge: not fully told of danger signals to look for



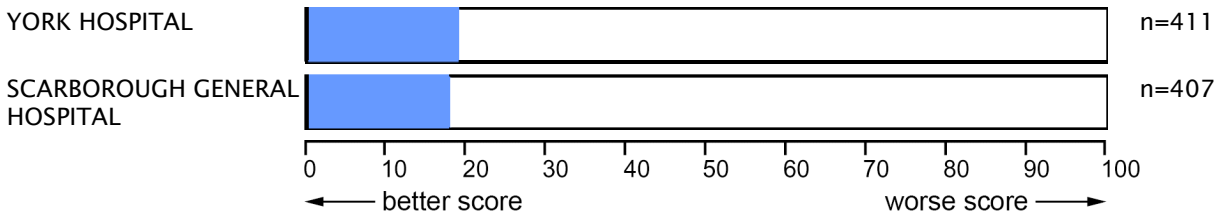
G14+ - Discharge: Family or home situation not considered



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

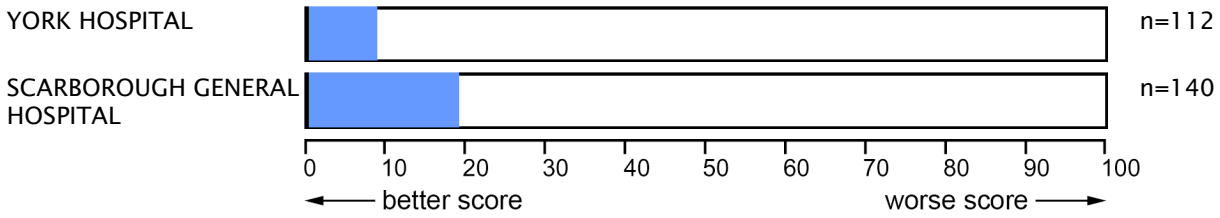


G16 - Discharge: not told who to contact if worried

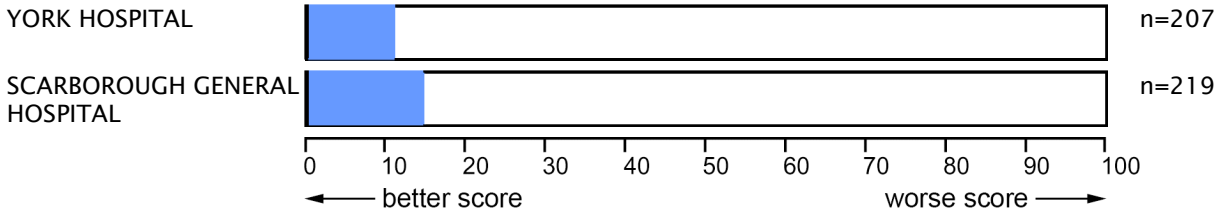


Copyright 2013 Picker Institute Europe. All rights reserved.

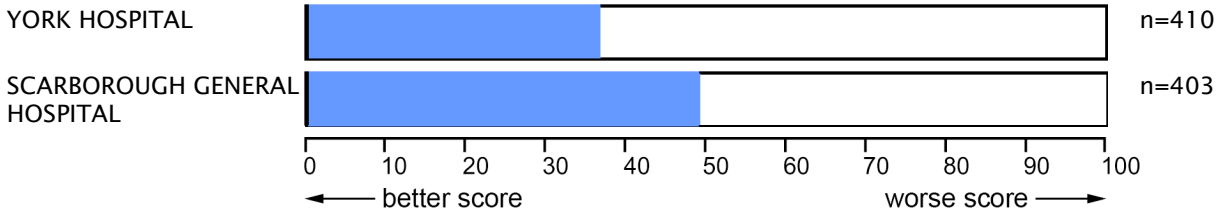
G17+ - Discharge: Staff did not discuss need for additional equipment or home adaptation



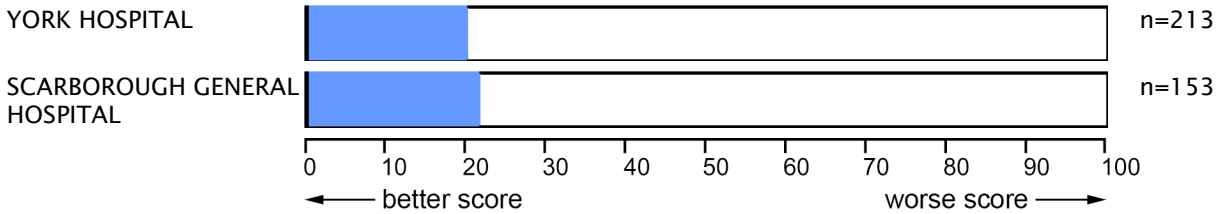
G18+ - Discharge: Staff did not discuss need for further health or social care services



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



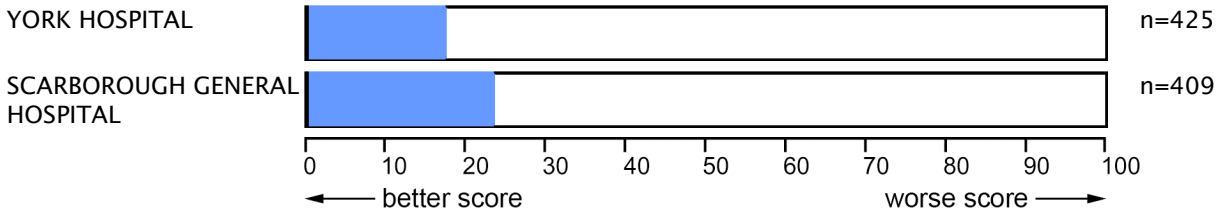
G20 - Discharge: letters between hospital doctors and GP not written in a way that could be understood



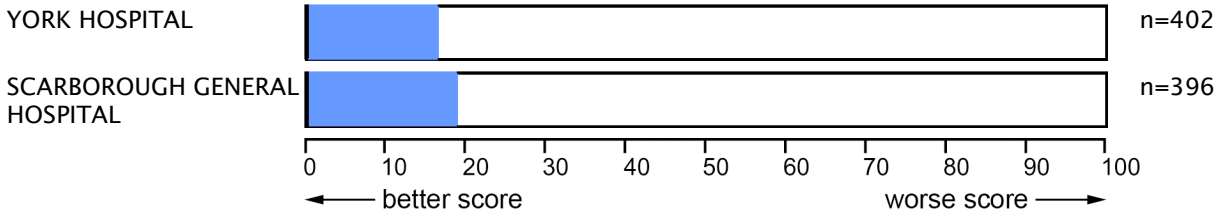
Copyright 2013 Picker Institute Europe. All rights reserved.

H. OVERALL

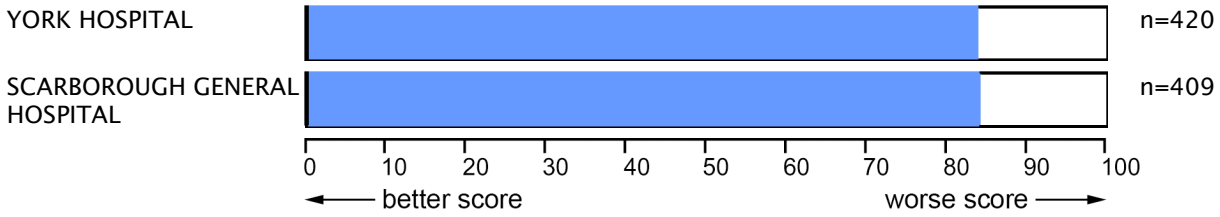
H1 - Overall: not treated with respect or dignity



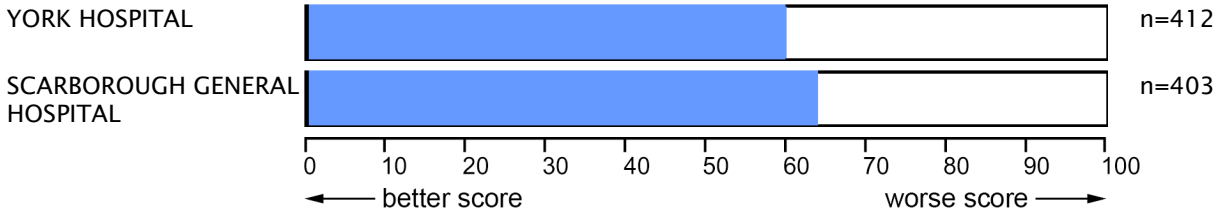
H2+ - Overall: rated experience as less than 7/10



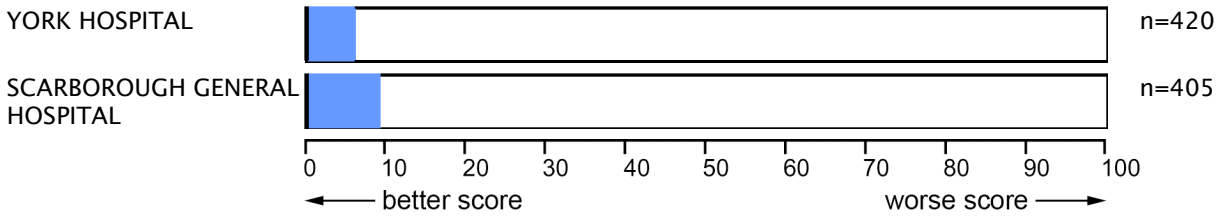
H3 - Overall: not asked to give views on quality of care



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



H5 - Overall: wanted to complain about care received



Copyright 2013 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

Appendix 1

Frequency Tables

a detailed breakdown of your results

Copyright 2013 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	543	**63.8**	16371	**53.2**
Waiting list or planned in advance	247	**29.0**	12186	**39.6**
Something else	26	**3.1**	836	**2.7**
Not answered	35	**4.1**	1365	**4.4**
	851		30758	

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

	This Trust		All trusts	
Emergency admissions	n	%	n	%
Yes	492	**81.5**	15466	**83.3**
No	71	**11.8**	1857	**10.0**
Not answered	41	**6.8**	1249	**6.7**
	604		18572	

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

	This Trust		All trusts	
Patients admitted via A&E department	n	%	n	%
* Not enough	63	**11.8**	2253	**13.5**
Right amount	304	**57.0**	9922	**59.4**
* Too much	4	**0.8**	84	**0.5**
* I was not given any information about my treatment or condition	52	**9.8**	1343	**8.0**
Don't know / Can't remember	71	**13.3**	1737	**10.4**
Not answered	39	**7.3**	1376	**8.2**
Problem score - This Trust 22.3%	533		16715	
Problem score - All trusts 22.0%				

Copyright 2013 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	353	**66.2**	10986	**65.7**
*	Yes, to some extent	112	**21.0**	3274	**19.6**
*	No	9	**1.7**	368	**2.2**
	Don't know / Can't remember	23	**4.3**	765	**4.6**
	Not answered	36	**6.8**	1322	**7.9**
	Problem score - This Trust 22.7%	533		16715	
	Problem score - All trusts 21.8%				

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

		This Trust		All trusts	
	Patients admitted via A&E department	n	%	n	%
	Yes, definitely	355	**66.6**	7698	**66.7**
*	Yes, to some extent	118	**22.1**	2447	**21.2**
*	No	17	**3.2**	346	**3.0**
	Not answered	43	**8.1**	1045	**9.1**
	Problem score - This Trust 25.3%	533		11536	
	Problem score - All trusts 24.2%				

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

		This Trust		All trusts	
	Patients admitted via A&E department	n	%	n	%
	Less than 1 hour	102	**19.1**	1729	**15.0**
	At least 1 hour but less than 2 hours	74	**13.9**	1704	**14.8**
	At least 2 hours but less than 4 hours	117	**22.0**	2622	**22.7**
*	At least 4 hours but less than 8 hours	115	**21.6**	2485	**21.5**
*	8 hours or longer	23	**4.3**	710	**6.2**
	Can't remember	39	**7.3**	815	**7.1**
	I did not have to wait	29	**5.4**	594	**5.1**
	Not answered	34	**6.4**	877	**7.6**
	Problem score - This Trust 25.9%	533		11536	
	Problem score - All trusts 27.7%				

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

		This Trust		All trusts	
	Waiting list or planned admissions	n	%	n	%
	Yes	64	**17.8**	3801	**24.9**
*	No, but I would have liked a choice	27	**7.5**	1390	**9.1**
*	No, but I did not mind	203	**56.5**	8121	**53.1**
	Don’t know / Can’t remember	12	**3.3**	505	**3.3**
	Not answered	53	**14.8**	1475	**9.6**
	Problem score - This Trust 64.1%	359		15292	
	Problem score - All trusts 62.2%				

Copyright 2013 Picker Institute Europe. All rights reserved.

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

		This Trust		All trusts	
	Waiting list or planned admissions	n	%	n	%
	I was admitted as soon as I thought was necessary	230	**64.1**	10248	**67.0**
*	I should have been admitted a bit sooner	42	**11.7**	2169	**14.2**
*	I should have been admitted a lot sooner	17	**4.7**	1094	**7.2**
	Not answered	70	**19.5**	1781	**11.6**
	Problem score - This Trust 16.4%	359		15292	
	Problem score - All trusts 21.3%				

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

		This Trust		All trusts	
	Waiting list or planned admissions	n	%	n	%
	Yes, enough notice	272	**75.8**	10042	**85.5**
*	No, not enough notice	13	**3.6**	375	**3.2**
	Don’t know / can’t remember	5	**1.4**	123	**1.0**
	Not answered	69	**19.2**	1199	**10.2**
	Problem score - This Trust 3.6%	359		11739	
	Problem score - All trusts 3.2%				

A10 - Were you given a choice of admission dates?

		This Trust		All trusts	
	Waiting list or planned admissions	n	%	n	%
	Yes	52	**14.5**	2535	**21.6**
*	No	219	**61.0**	7582	**64.6**
	Don't know / Can't remember	15	**4.2**	360	**3.1**
	Not answered	73	**20.3**	1262	**10.8**
	Problem score - This Trust 61.0%	359		11739	
	Problem score - All trusts 64.6%				

A11 - Was your admission date changed by the hospital?

		This Trust		All trusts	
	Waiting list or planned admissions	n	%	n	%
	No	236	**65.7**	10992	**71.9**
*	Yes, once	42	**11.7**	2252	**14.7**
*	Yes, 2 or 3 times	10	**2.8**	409	**2.7**
*	Yes, 4 times or more	1	**0.3**	37	**0.2**
	Not answered	70	**19.5**	1602	**10.5**
	Problem score - This Trust 14.8%	359		15292	
	Problem score - All trusts 17.6%				

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Waiting list or planned admissions	n	%	n	%
Yes	271	**75.5**	12707	**83.1**
* No	15	**4.2**	568	**3.7**
Don't know / can't remember	10	**2.8**	522	**3.4**
Not answered	63	**17.5**	1495	**9.8**
Problem score - This Trust 4.2%	359		15292	
Problem score - All trusts 3.7%				

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

	This Trust		All trusts	
Waiting list or planned admissions	n	%	n	%
Yes	219	**61.0**	8059	**68.7**
* No	71	**19.8**	2405	**20.5**
Not answered	69	**19.2**	1275	**10.9**
Problem score - This Trust 19.8%	359		11739	
Problem score - All trusts 20.5%				

A14 - How organised was the admission process?

	This Trust		All trusts	
All Patients	n	%	n	%
Very organised	522	**61.3**	14205	**63.5**
* Fairly organised	269	**31.6**	6564	**29.4**
* Not at all organised	34	**4.0**	939	**4.2**
Not answered	26	**3.1**	645	**2.9**
Problem score - This Trust 35.6%	851		22353	
Problem score - All trusts 33.6%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes, definitely	114	**13.4**	4012	**13.0**
* Yes, to some extent	160	**18.8**	6311	**20.5**
No	545	**64.0**	19466	**63.3**
Not answered	32	**3.8**	969	**3.2**
Problem score - This Trust 32.2%	851		30758	
Problem score - All trusts 33.6%				

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients who felt they had to wait a long time to get to a bed on a ward	n	%	n	%
Yes	142	**51.8**	3431	**46.9**
* No, but I would have liked an explanation	75	**27.4**	2078	**28.4**
* No, but I did not mind	40	**14.6**	1289	**17.6**
Don't know / can't remember	10	**3.6**	424	**5.8**
Not answered	7	**2.6**	97	**1.3**
Problem score - This Trust 42.0%	274		7319	
Problem score - All trusts 46.0%				

Copyright 2013 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	181	**21.3**	6337	**20.6**
No	607	**71.3**	21990	**71.5**
Don't know / Can't remember	36	**4.2**	1515	**4.9**
Not answered	27	**3.2**	916	**3.0**
	851		30758	

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	75	**8.8**	3068	**10.0**
No	762	**89.5**	27188	**88.4**
Not answered	14	**1.6**	502	**1.6**
	851		30758	

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

	This Trust		All trusts	
Patients who did not stay in critical care area	n	%	n	%
* Yes	38	**5.7**	1944	**8.0**
No	622	**92.8**	22046	**90.3**
Not answered	10	**1.5**	431	**1.8**
Problem score - This Trust 5.7% **Problem score - All trusts 8.0%**	670		24421	

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

	This Trust		All trusts	
All Patients	n	%	n	%
1	470	**55.2**	19169	**62.3**
2	279	**32.8**	8287	**26.9**
3 or more	79	**9.3**	2448	**8.0**
Don't know / Can't remember	10	**1.2**	359	**1.2**
Not answered	13	**1.5**	495	**1.6**
	851		30758	

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients in more than one ward	n	%	n	%
Yes	23	**6.4**	821	**7.6**
No	332	**92.7**	9760	**90.9**
Not answered	3	**0.8**	154	**1.4**
	358		10735	

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

	This Trust		All trusts	
Patients in more than one ward who did not stay in critical care area	n	%	n	%
* Yes	7	**2.7**	381	**5.3**
No	247	**96.5**	6596	**91.6**
Not answered	2	**0.8**	223	**3.1**
Problem score - This Trust 2.7% **Problem score - All trusts 5.3%**	256		7200	

B5 - 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	109	**12.8**	3625	**11.8**
Yes, because it had special bathing equipment that I needed	10	**1.2**	296	**1.0**
No	624	**73.3**	23182	**75.4**
I did not use a bathroom or shower	49	**5.8**	1577	**5.1**
Don't know / Can't remember	40	**4.7**	1429	**4.6**
Not answered	19	**2.2**	649	**2.1**
	851		30758	

B5+ - 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	109	**13.6**	3625	**12.4**
Yes, because it had special bathing equipment that I needed	10	**1.2**	296	**1.0**
No	624	**77.8**	23182	**79.4**
Don't know / Can't remember	40	**5.0**	1429	**4.9**
Not answered	19	**2.4**	649	**2.2**
Problem score - This Trust 13.6% **Problem score - All trusts 12.4%**	802		29181	

Copyright 2013 Picker Institute Europe. All rights reserved.

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

All Patients	This Trust n	This Trust %	All trusts n	All trusts %
Yes, always	333	**39.1**	8853	**39.6**
Yes, sometimes	89	**10.5**	2551	**11.4**
No	32	**3.8**	874	**3.9**
I did not need help	373	**43.8**	9563	**42.8**
Not answered	24	**2.8**	512	**2.3**
	851		22353	

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

	Patients who needed help getting to the bathroom or toilet	This Trust n	This Trust %	All trusts n	All trusts %
	Yes, always	333	**69.7**	8853	**69.2**
*	Yes, sometimes	89	**18.6**	2551	**19.9**
*	No	32	**6.7**	874	**6.8**
	Not answered	24	**5.0**	512	**4.0**
	Problem score - This Trust 25.3% **Problem score - All trusts 26.8%**	478		12790	

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

All Patients	This Trust n	This Trust %	All trusts n	All trusts %
Yes, definitely	226	**26.6**	5984	**26.8**
Yes, to some extent	212	**24.9**	5538	**24.8**
No	255	**30.0**	6534	**29.2**
I did not need information	129	**15.2**	3844	**17.2**
Not answered	29	**3.4**	453	**2.0**
	851		22353	

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

	Patients who needed information about ward routines	This Trust n	This Trust %	All trusts n	All trusts %
	Yes, definitely	226	**31.3**	5984	**32.3**
*	Yes, to some extent	212	**29.4**	5538	**29.9**
*	No	255	**35.3**	6534	**35.3**
	Not answered	29	**4.0**	453	**2.4**
	Problem score - This Trust 64.7% **Problem score - All trusts 65.2%**	722		18509	

Copyright 2013 Picker Institute Europe. All rights reserved.

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

		This Trust		All trusts	
	All Patients	n	%	n	%
*	Yes	361	**42.4**	11945	**38.8**
	No	468	**55.0**	18227	**59.3**
	Not answered	22	**2.6**	586	**1.9**
	Problem score - This Trust 42.4%	851		30758	
	Problem score - All trusts 38.8%				

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

		This Trust		All trusts	
	All Patients	n	%	n	%
*	Yes	152	**17.9**	6059	**19.7**
	No	676	**79.4**	24136	**78.5**
	Not answered	23	**2.7**	563	**1.8**
	Problem score - This Trust 17.9%	851		30758	
	Problem score - All trusts 19.7%				

B10 - 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	588	**69.1**	20808	**67.7**
	Fairly clean	223	**26.2**	8774	**28.5**
*	Not very clean	16	**1.9**	672	**2.2**
*	Not at all clean	7	**0.8**	196	**0.6**
	Not answered	17	**2.0**	308	**1.0**
	Problem score - This Trust 2.7%	851		30758	
	Problem score - All trusts 2.8%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Very clean	526	**61.8**	18036	**58.6**
Fairly clean	250	**29.4**	9803	**31.9**
Not very clean	28	**3.3**	1345	**4.4**
Not at all clean	6	**0.7**	324	**1.1**
I did not use a toilet or bathroom	30	**3.5**	929	**3.0**
Not answered	11	**1.3**	321	**1.0**
	851		30758	

Copyright 2013 Picker Institute Europe. All rights reserved.

B11+ - 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	526	**64.1**	18036	**60.5**
Fairly clean	250	**30.5**	9803	**32.9**
* Not very clean	28	**3.4**	1345	**4.5**
* Not at all clean	6	**0.7**	324	**1.1**
Not answered	11	**1.3**	321	**1.1**
Problem score - This Trust 4.1%	821		29829	
Problem score - All trusts 5.6%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes	26	**3.1**	1006	**3.3**
No	808	**94.9**	29341	**95.4**
Not answered	17	**2.0**	411	**1.3**
Problem score - This Trust 3.1%	851		30758	
Problem score - All trusts 3.3%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, and I could lock it if I wanted to	397	**46.7**	6991	**31.3**
Yes, but I could not lock it	321	**37.7**	11301	**50.6**
No	19	**2.2**	871	**3.9**
I did not take any belongings to hospital	74	**8.7**	2255	**10.1**
Don't know / Can't remember	24	**2.8**	599	**2.7**
Not answered	16	**1.9**	336	**1.5**
	851		22353	

B13+ - 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	397	**51.1**	6991	**34.8**
* Yes, but I could not lock it	321	**41.3**	11301	**56.2**
* No	19	**2.4**	871	**4.3**
Don't know / Can't remember	24	**3.1**	599	**3.0**
Not answered	16	**2.1**	336	**1.7**
Problem score - This Trust 43.8%	777		20098	
Problem score - All trusts 60.6%				

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, all of the staff introduced themselves	540	**63.5**	15209	**68.0**
* Some of the staff introduced themselves	243	**28.6**	5820	**26.0**
* Very few or none of the staff introduced themselves	44	**5.2**	832	**3.7**
Don't know / can't remember	16	**1.9**	320	**1.4**
Not answered	8	**0.9**	172	**0.8**
Problem score - This Trust 33.7%	851		22353	
Problem score - All trusts 29.8%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	774	**91.0**	28245	**91.8**
* Yes, but they were empty	14	**1.6**	430	**1.4**
* I did not see any hand-wash gels	25	**2.9**	740	**2.4**
Don't know / Can't remember	30	**3.5**	1058	**3.4**
Not answered	8	**0.9**	285	**0.9**
Problem score - This Trust 4.6%	851		30758	
Problem score - All trusts 3.8%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes, often	13	**1.5**	400	**1.8**
* Yes, sometimes	67	**7.9**	1969	**8.8**
No	762	**89.5**	19748	**88.3**
Not answered	9	**1.1**	236	**1.1**
Problem score - This Trust 9.4%	851		22353	
Problem score - All trusts 10.6%				

B17 - How would you rate the hospital food?

	This Trust		All trusts	
All Patients	n	%	n	%
Very good	229	**26.9**	6227	**20.2**
Good	313	**36.8**	10581	**34.4**
Fair	220	**25.9**	8550	**27.8**
Poor	60	**7.1**	3799	**12.4**
I did not have any hospital food	21	**2.5**	1265	**4.1**
Not answered	8	**0.9**	336	**1.1**
	851		30758	

Copyright 2013 Picker Institute Europe. All rights reserved.

B17+ - How would you rate the hospital food?

	This Trust		All trusts	
Patients who had hospital food	n	%	n	%
Very good	229	**27.6**	6227	**21.1**
Good	313	**37.7**	10581	**35.9**
* Fair	220	**26.5**	8550	**29.0**
* Poor	60	**7.2**	3799	**12.9**
Not answered	8	**1.0**	336	**1.1**
Problem score - This Trust 33.7% **Problem score - All trusts 41.9%**	830		29493	

B18 - Was there healthy food on the hospital menu?

	This Trust		All trusts	
Patients who had hospital food	n	%	n	%
Yes, always	508	**61.8**	12093	**57.0**
* Yes, sometimes	213	**25.9**	5901	**27.8**
* No	13	**1.6**	858	**4.0**
Don't know / Can't remember	80	**9.7**	2174	**10.2**
Not answered	8	**1.0**	201	**0.9**
Problem score - This Trust 27.5% **Problem score - All trusts 31.8%**	822		21227	

B19 - Were you offered a choice of food?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	697	**81.9**	23719	**77.1**
* Yes, sometimes	98	**11.5**	4432	**14.4**
* No	43	**5.1**	1893	**6.2**
Not answered	13	**1.5**	714	**2.3**
Problem score - This Trust 16.6% **Problem score - All trusts 20.6%**	851		30758	

B20 - Did you get the food you ordered?

	This Trust		All trusts	
Patients who were offered a choice of food	n	%	n	%
Yes, always	609	**76.6**	15189	**74.1**
Yes, sometimes	151	**19.0**	4222	**20.6**
No	15	**1.9**	458	**2.2**
I did not have any hospital food	14	**1.8**	390	**1.9**
Not answered	6	**0.8**	229	**1.1**
	795		20488	

Copyright 2013 Picker Institute Europe. All rights reserved.

B20+ - Did you get the food you ordered?

	This Trust		All trusts	
Patients who took up the offer of a choice of food	n	%	n	%
Yes, always	609	**78.0**	15189	**75.6**
* Yes, sometimes	151	**19.3**	4222	**21.0**
* No	15	**1.9**	458	**2.3**
Not answered	6	**0.8**	229	**1.1**
Problem score - This Trust 21.3%	781		20098	
Problem score - All trusts 23.3%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	125	**14.7**	4776	**15.5**
Yes, sometimes	48	**5.6**	1485	**4.8**
No	30	**3.5**	1266	**4.1**
I did not need help to eat meals	627	**73.7**	22315	**72.6**
Not answered	21	**2.5**	916	**3.0**
	851		30758	

B21+ - 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	125	**55.8**	4776	**56.6**
* Yes, sometimes	48	**21.4**	1485	**17.6**
* No	30	**13.4**	1266	**15.0**
Not answered	21	**9.4**	916	**10.8**
Problem score - This Trust 34.8%	224		8443	
Problem score - All trusts 32.6%				

Copyright 2013 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	519	**61.0**	18882	**61.4**
Yes, sometimes	186	**21.9**	6934	**22.5**
No	44	**5.2**	1387	**4.5**
I had no need to ask	95	**11.2**	3170	**10.3**
Not answered	7	**0.8**	385	**1.3**
	851		30758	

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	519	**68.7**	18882	**68.4**
* Yes, sometimes	186	**24.6**	6934	**25.1**
* No	44	**5.8**	1387	**5.0**
Not answered	7	**0.9**	385	**1.4**
Problem score - This Trust 30.4%	756		27588	
Problem score - All trusts 30.2%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	685	**80.5**	24596	**80.0**
* Yes, sometimes	129	**15.2**	4860	**15.8**
* No	29	**3.4**	927	**3.0**
Not answered	8	**0.9**	375	**1.2**
Problem score - This Trust 18.6%	851		30758	
Problem score - All trusts 18.8%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes, often	38	**4.5**	1666	**5.4**
* Yes, sometimes	180	**21.2**	5851	**19.0**
No	624	**73.3**	22717	**73.9**
Not answered	9	**1.1**	524	**1.7**
Problem score - This Trust 25.6%	851		30758	
Problem score - All trusts 24.4%				

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	304	**35.7**	8234	**36.8**
Yes, sometimes	225	**26.4**	5955	**26.6**
No	78	**9.2**	1721	**7.7**
I had no need to talk to a doctor	233	**27.4**	6071	**27.2**
Not answered	11	**1.3**	372	**1.7**
	851		22353	

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

	This Trust		All trusts	
Patients who needed to talk to a doctor	n	%	n	%
Yes, always	304	**49.2**	8234	**50.6**
* Yes, sometimes	225	**36.4**	5955	**36.6**
* No	78	**12.6**	1721	**10.6**
Not answered	11	**1.8**	372	**2.3**
Problem score - This Trust 49.0%	618		16282	
Problem score - All trusts 47.1%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
All the doctors knew enough	503	**59.1**	13385	**59.9**
Most of the doctors knew enough	176	**20.7**	4706	**21.1**
* Only some of the doctors knew enough	73	**8.6**	1923	**8.6**
* None of the doctors knew enough	28	**3.3**	471	**2.1**
Can't say	63	**7.4**	1555	**7.0**
Not answered	8	**0.9**	313	**1.4**
Problem score - This Trust 11.9%	851		22353	
Problem score - All trusts 10.7%				

Copyright 2013 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	511	**60.0**	18651	**60.6**
Yes, sometimes	201	**23.6**	7120	**23.1**
No	22	**2.6**	1092	**3.6**
I had no need to ask	112	**13.2**	3565	**11.6**
Not answered	5	**0.6**	330	**1.1**
	851		30758	

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	511	**69.1**	18651	**68.6**
* Yes, sometimes	201	**27.2**	7120	**26.2**
* No	22	**3.0**	1092	**4.0**
Not answered	5	**0.7**	330	**1.2**
Problem score - This Trust 30.2%	739		27193	
Problem score - All trusts 30.2%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	659	**77.4**	23087	**75.1**
* Yes, sometimes	171	**20.1**	6331	**20.6**
* No	17	**2.0**	1015	**3.3**
Not answered	4	**0.5**	325	**1.1**
Problem score - This Trust 22.1%	851		30758	
Problem score - All trusts 23.9%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes, often	42	**4.9**	1319	**4.3**
* Yes, sometimes	130	**15.3**	4631	**15.1**
No	673	**79.1**	24431	**79.4**
Not answered	6	**0.7**	377	**1.2**
Problem score - This Trust 20.2%	851		30758	
Problem score - All trusts 19.3%				

Copyright 2013 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	512	**60.2**	18154	**59.0**
* There were sometimes enough nurses	246	**28.9**	8920	**29.0**
* There were rarely or never enough nurses	86	**10.1**	3276	**10.7**
Not answered	7	**0.8**	408	**1.3**
Problem score - This Trust 39.0%	851		30758	
Problem score - All trusts 39.7%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	448	**52.6**	12396	**55.5**
Yes, sometimes	274	**32.2**	6721	**30.1**
No	41	**4.8**	776	**3.5**
I had no need to talk to a nurse	80	**9.4**	2220	**9.9**
Not answered	8	**0.9**	240	**1.1**
	851		22353	

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

	This Trust		All trusts	
Patients who needed to talk to a nurse	n	%	n	%
Yes, always	448	**58.1**	12396	**61.6**
* Yes, sometimes	274	**35.5**	6721	**33.4**
* No	41	**5.3**	776	**3.9**
Not answered	8	**1.0**	240	**1.2**
Problem score - This Trust 40.9%	771		20133	
Problem score - All trusts 37.2%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
All of the nurses knew enough	328	**38.5**	9853	**44.1**
Most of the nurses knew enough	306	**36.0**	7092	**31.7**
* Only some of the nurses knew enough	115	**13.5**	2801	**12.5**
* None of the nurses knew enough	27	**3.2**	671	**3.0**
Can't say	71	**8.3**	1735	**7.8**
Not answered	4	**0.5**	201	**0.9**
Problem score - This Trust 16.7%	851		22353	
Problem score - All trusts 15.5%				

Copyright 2013 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	49	**5.8**	2092	**6.8**
* Yes, sometimes	212	**24.9**	7443	**24.2**
No	580	**68.2**	20834	**67.7**
Not answered	10	**1.2**	389	**1.3**
Problem score - This Trust 30.7%	851		30758	
Problem score - All trusts 31.0%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, definitely	454	**53.3**	16804	**54.6**
* Yes, to some extent	293	**34.4**	10376	**33.7**
* No	92	**10.8**	3069	**10.0**
Not answered	12	**1.4**	509	**1.7**
Problem score - This Trust 45.2%	851		30758	
Problem score - All trusts 43.7%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Not enough	147	**17.3**	5968	**19.4**
The right amount	683	**80.3**	24134	**78.5**
* Too much	10	**1.2**	219	**0.7**
Not answered	11	**1.3**	437	**1.4**
Problem score - This Trust 18.4%	851		30758	
Problem score - All trusts 20.1%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, definitely	267	**31.4**	6895	**30.8**
Yes, to some extent	234	**27.5**	5746	**25.7**
No	81	**9.5**	2130	**9.5**
No family or friends were involved	84	**9.9**	2383	**10.7**
My family did not want or need information	138	**16.2**	3856	**17.3**
I did not want my family or friends to talk to a doctor	26	**3.1**	954	**4.3**
Not answered	21	**2.5**	389	**1.7**
	851		22353	

Copyright 2013 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	267	**44.3**	6895	**45.5**
* Yes, to some extent	234	**38.8**	5746	**37.9**
* No	81	**13.4**	2130	**14.1**
Not answered	21	**3.5**	389	**2.6**
Problem score - This Trust 52.2%	603		15160	
Problem score - All trusts 52.0%				

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	172	**20.2**	6777	**22.0**
Yes, to some extent	187	**22.0**	6669	**21.7**
No	111	**13.0**	4022	**13.1**
I had no worries or fears	371	**43.6**	12800	**41.6**
Not answered	10	**1.2**	490	**1.6**
	851		30758	

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	172	**35.8**	6777	**37.7**
* Yes, to some extent	187	**39.0**	6669	**37.1**
* No	111	**23.1**	4022	**22.4**
Not answered	10	**2.1**	490	**2.7**
Problem score - This Trust 62.1%	480		17958	
Problem score - All trusts 59.5%				

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	289	**34.0**	10758	**35.0**
Yes, sometimes	162	**19.0**	5664	**18.4**
No	77	**9.0**	2832	**9.2**
I did not need any emotional support	313	**36.8**	11049	**35.9**
Not answered	10	**1.2**	455	**1.5**
	851		30758	

Copyright 2013 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	289	**53.7**	10758	**54.6**
* Yes, sometimes	162	**30.1**	5664	**28.7**
* No	77	**14.3**	2832	**14.4**
Not answered	10	**1.9**	455	**2.3**
Problem score - This Trust 44.4%	538		19709	
Problem score - All trusts 43.1%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	588	**69.1**	22065	**71.7**
* Yes, sometimes	168	**19.7**	5951	**19.3**
* No	75	**8.8**	2039	**6.6**
Not answered	20	**2.4**	703	**2.3**
Problem score - This Trust 28.6%	851		30758	
Problem score - All trusts 26.0%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, always	749	**88.0**	27184	**88.4**
* Yes, sometimes	72	**8.5**	2689	**8.7**
* No	18	**2.1**	453	**1.5**
Not answered	12	**1.4**	432	**1.4**
Problem score - This Trust 10.6%	851		30758	
Problem score - All trusts 10.2%				

E9 - Were you ever in any pain?

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	540	**63.5**	19706	**64.1**
No	292	**34.3**	10448	**34.0**
Not answered	19	**2.2**	604	**2.0**
	851		30758	

Copyright 2013 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	368	**68.1**	13778	**69.9**
*	Yes, to some extent	123	**22.8**	4588	**23.3**
*	No	43	**8.0**	1186	**6.0**
	Not answered	6	**1.1**	154	**0.8**
	Problem score - This Trust 30.7%	540		19706	
	Problem score - All trusts 29.3%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
0 minutes / right away	66	**7.8**	2496	**8.1**
1-2 minutes	191	**22.4**	7045	**22.9**
3-5 minutes	168	**19.7**	5371	**17.5**
More than 5 minutes	77	**9.0**	3058	**9.9**
I never got help when I used the call button	5	**0.6**	261	**0.8**
I never used the call button	314	**36.9**	11598	**37.7**
Not answered	30	**3.5**	929	**3.0**
	851		30758	

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

		This Trust		All trusts	
	Patients who used the call button	n	%	n	%
	0 minutes / right away	66	**12.3**	2496	**13.0**
	1-2 minutes	191	**35.6**	7045	**36.8**
	3-5 minutes	168	**31.3**	5371	**28.0**
*	More than 5 minutes	77	**14.3**	3058	**16.0**
*	I never got help when I used the call button	5	**0.9**	261	**1.4**
	Not answered	30	**5.6**	929	**4.8**
	Problem score - This Trust 15.3%	537		19160	
	Problem score - All trusts 17.3%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	619	**72.7**	15609	**69.8**
No	216	**25.4**	6362	**28.5**
Not answered	16	**1.9**	382	**1.7**
	851		22353	

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients who had tests	n	%	n	%
Yes, definitely	330	**53.3**	8186	**52.4**
Yes, to some extent	165	**26.7**	3964	**25.4**
No	30	**4.8**	1066	**6.8**
Not sure / Can't remember	29	**4.7**	680	**4.4**
I was told I would get the results at a later date	28	**4.5**	734	**4.7**
I was never told the results of tests	29	**4.7**	726	**4.7**
Not answered	8	**1.3**	253	**1.6**
	619		15609	

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

	This Trust		All trusts	
Patients who did not have to wait until a later date for results	n	%	n	%
Yes, definitely	330	**55.8**	8186	**55.0**
* Yes, to some extent	165	**27.9**	3964	**26.6**
* No	30	**5.1**	1066	**7.2**
Not sure / Can't remember	29	**4.9**	680	**4.6**
* I was never told the results of tests	29	**4.9**	726	**4.9**
Not answered	8	**1.4**	253	**1.7**
Problem score - This Trust 37.9%	591		14875	
Problem score - All trusts 38.7%				

Copyright 2013 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	449	**52.8**	19249	**62.6**
No	385	**45.2**	10815	**35.2**
Not answered	17	**2.0**	694	**2.3**
	851		30758	

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	358	**79.7**	15287	**79.4**
Yes, to some extent	63	**14.0**	2779	**14.4**
No	12	**2.7**	625	**3.2**
I did not want an explanation	10	**2.2**	388	**2.0**
Not answered	6	**1.3**	170	**0.9**
	449		19249	

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

	This Trust		All trusts	
Patients who wanted an explanation about risks and benefits of operation/procedure	n	%	n	%
Yes, completely	358	**81.5**	15287	**81.1**
* Yes, to some extent	63	**14.4**	2779	**14.7**
* No	12	**2.7**	625	**3.3**
Not answered	6	**1.4**	170	**0.9**
Problem score - This Trust 17.1%	439		18861	
Problem score - All trusts 18.0%				

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	325	**72.4**	13880	**72.1**
Yes, to some extent	87	**19.4**	3849	**20.0**
No	12	**2.7**	849	**4.4**
I did not want an explanation	17	**3.8**	507	**2.6**
Not answered	8	**1.8**	164	**0.9**
	449		19249	

Copyright 2013 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 wanted an explanation about what would be done during operation/procedure	n	%	n	%
Yes, completely	325	**75.2**	13880	**74.1**
* Yes, to some extent	87	**20.1**	3849	**20.5**
* No	12	**2.8**	849	**4.5**
Not answered	8	**1.9**	164	**0.9**
Problem score - This Trust 22.9% **Problem score - All trusts 25.1%**	432		18742	

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	299	**66.6**	13051	**67.8**
Yes, to some extent	68	**15.1**	2803	**14.6**
No	14	**3.1**	537	**2.8**
I did not have any questions	63	**14.0**	2622	**13.6**
Not answered	5	**1.1**	236	**1.2**
	449		19249	

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

	This Trust		All trusts	
Patients who had an operation/procedure and had questions	n	%	n	%
Yes, completely	299	**77.5**	13051	**78.5**
* Yes, to some extent	68	**17.6**	2803	**16.9**
* No	14	**3.6**	537	**3.2**
Not answered	5	**1.3**	236	**1.4**
Problem score - This Trust 21.2% **Problem score - All trusts 20.1%**	386		16627	

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	256	**57.0**	10899	**56.6**
* Yes, to some extent	128	**28.5**	5274	**27.4**
* No	59	**13.1**	2825	**14.7**
Not answered	6	**1.3**	251	**1.3**
Problem score - This Trust 41.6% **Problem score - All trusts 42.1%**	449		19249	

Copyright 2013 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	303	**67.5**	9850	**68.6**
* Yes, to some extent	91	**20.3**	2992	**20.8**
* No	48	**10.7**	1322	**9.2**
Not answered	7	**1.6**	187	**1.3**
Problem score - This Trust 31.0%	449		14351	
Problem score - All trusts 30.1%				

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

	This Trust		All trusts	
Patients who had an operation/procedure	n	%	n	%
Yes	384	**85.5**	16645	**86.5**
No	56	**12.5**	2329	**12.1**
Not answered	9	**2.0**	275	**1.4**
	449		19249	

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

	This Trust		All trusts	
Patients who had an operation/procedure under anaesthetic	n	%	n	%
Yes, completely	309	**80.5**	14101	**84.7**
* Yes, to some extent	61	**15.9**	1779	**10.7**
* No	10	**2.6**	610	**3.7**
Not answered	4	**1.0**	155	**0.9**
Problem score - This Trust 18.5%	384		16645	
Problem score - All trusts 14.4%				

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

	This Trust		All trusts	
Patients who had an operation/procedure	n	%	n	%
Yes, completely	310	**69.0**	12592	**65.4**
* Yes, to some extent	94	**20.9**	4321	**22.4**
* No	40	**8.9**	1997	**10.4**
Not answered	5	**1.1**	339	**1.8**
Problem score - This Trust 29.8%	449		19249	
Problem score - All trusts 32.8%				

Copyright 2013 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	430	**50.5**	15753	**51.2**
Yes, to some extent	246	**28.9**	8777	**28.5**
No	136	**16.0**	4687	**15.2**
I did not need to be involved	24	**2.8**	1014	**3.3**
Not answered	15	**1.8**	527	**1.7**
	851		30758	

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

	This Trust		All trusts	
Patients who wanted to be involved in decisions about their discharge	n	%	n	%
Yes, definitely	430	**52.0**	15753	**53.0**
* Yes, to some extent	246	**29.7**	8777	**29.5**
* No	136	**16.4**	4687	**15.8**
Not answered	15	**1.8**	527	**1.8**
Problem score - This Trust 46.2%	827		29744	
Problem score - All trusts 45.3%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, definitely	469	**55.1**	17050	**55.4**
* Yes, to some extent	256	**30.1**	9298	**30.2**
* No	107	**12.6**	3888	**12.6**
Not answered	19	**2.2**	522	**1.7**
Problem score - This Trust 42.7%	851		30758	
Problem score - All trusts 42.9%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes	317	**37.3**	12116	**39.4**
No	509	**59.8**	17979	**58.5**
Not answered	25	**2.9**	663	**2.2**
Problem score - This Trust 37.3%	851		30758	
Problem score - All trusts 39.4%				

Copyright 2013 Picker Institute Europe. All rights reserved.

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

Patients whose discharge was delayed	This Trust n	This Trust %	All trusts n	All trusts %
I had to wait for medicines	174	**54.9**	7101	**58.6**
I had to wait to see the doctor	49	**15.5**	1626	**13.4**
I had to wait for an ambulance	28	**8.8**	1079	**8.9**
Something else	51	**16.1**	1510	**12.5**
Not answered	15	**4.7**	800	**6.6**
	317		12116	

G5 - How long was the delay?

	Patients whose discharge was delayed	This Trust n	This Trust %	All trusts n	All trusts %
	Up to 1 hour	40	**12.6**	1628	**13.4**
*	Longer than 1 hour but no longer than 2 hours	95	**30.0**	3239	**26.7**
*	Longer than 2 hours but no longer than 4 hours	112	**35.3**	3999	**33.0**
*	Longer than 4 hours	67	**21.1**	3004	**24.8**
	Not answered	3	**0.9**	246	**2.0**
	Problem score - This Trust 86.4%	317		12116	
	Problem score - All trusts 84.5%				

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

	Patients whose discharge was delayed	This Trust n	This Trust %	All trusts n	All trusts %
	Yes	90	**28.4**	2579	**30.4**
*	No	223	**70.3**	5716	**67.3**
	Not answered	4	**1.3**	198	**2.3**
	Problem score - This Trust 70.3%	317		8493	
	Problem score - All trusts 67.3%				

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

	Patients whose discharge was delayed	This Trust n	This Trust %	All trusts n	All trusts %
	Yes	218	**68.8**	5808	**68.4**
*	No	94	**29.7**	2470	**29.1**
	Not answered	5	**1.6**	215	**2.5**
	Problem score - This Trust 29.7%	317		8493	
	Problem score - All trusts 29.1%				

Copyright 2013 Picker Institute Europe. All rights reserved.

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	568	**66.7**	20443	**66.5**
* No	242	**28.4**	9191	**29.9**
Not answered	41	**4.8**	1124	**3.7**
Problem score - This Trust 28.4% **Problem score - All trusts 29.9%**	851		30758	

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, completely	459	**53.9**	17785	**57.8**
Yes, to some extent	104	**12.2**	3807	**12.4**
No	33	**3.9**	1693	**5.5**
I did not need an explanation	106	**12.5**	3161	**10.3**
I had no medicines	127	**14.9**	3523	**11.5**
Not answered	22	**2.6**	789	**2.6**
	851		30758	

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

	This Trust		All trusts	
Patients with medicines who needed an explanation of purpose of medicines	n	%	n	%
Yes, completely	459	**74.3**	17785	**73.9**
* Yes, to some extent	104	**16.8**	3807	**15.8**
* No	33	**5.3**	1693	**7.0**
Not answered	22	**3.6**	789	**3.3**
Problem score - This Trust 22.2% **Problem score - All trusts 22.8%**	618		24074	

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

	This Trust		All trusts	
Patients who were given medicines to take home	n	%	n	%
Yes, completely	209	**29.8**	8016	**30.3**
Yes, to some extent	93	**13.2**	3856	**14.6**
No	207	**29.5**	8077	**30.5**
I did not need an explanation	185	**26.4**	6201	**23.4**
Not answered	8	**1.1**	296	**1.1**
	702		26446	

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients with medicines who needed an explanation of side effects	n	%	n	%
Yes, completely	209	**40.4**	8016	**39.6**
* Yes, to some extent	93	**18.0**	3856	**19.0**
* No	207	**40.0**	8077	**39.9**
Not answered	8	**1.5**	296	**1.5**
Problem score - This Trust 58.0%	517		20245	
Problem score - All trusts 58.9%				

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

	This Trust		All trusts	
Patients who were given medicines to take home	n	%	n	%
Yes, definitely	397	**56.6**	15644	**59.2**
Yes, to some extent	87	**12.4**	3000	**11.3**
No	35	**5.0**	1643	**6.2**
I did not need to be told how to take my medication	179	**25.5**	5899	**22.3**
Not answered	4	**0.6**	260	**1.0**
	702		26446	

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

	This Trust		All trusts	
Patients with medicines who needed to be told how to take medication	n	%	n	%
Yes, definitely	397	**75.9**	15644	**76.1**
* Yes, to some extent	87	**16.6**	3000	**14.6**
* No	35	**6.7**	1643	**8.0**
Not answered	4	**0.8**	260	**1.3**
Problem score - This Trust 23.3%	523		20547	
Problem score - All trusts 22.6%				

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

	This Trust		All trusts	
Patients who were given medicines to take home	n	%	n	%
Yes, completely	374	**53.3**	15353	**58.1**
Yes, to some extent	99	**14.1**	3380	**12.8**
No	62	**8.8**	2398	**9.1**
I did not need this	139	**19.8**	4379	**16.6**
Don't know / can't remember	20	**2.8**	657	**2.5**
Not answered	8	**1.1**	279	**1.1**
	702		26446	

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients who needed written or printed information about medicines	n	%	n	%
Yes, completely	374	**66.4**	15353	**69.6**
* Yes, to some extent	99	**17.6**	3380	**15.3**
* No	62	**11.0**	2398	**10.9**
Don't know / Can't remember	20	**3.6**	657	**3.0**
Not answered	8	**1.4**	279	**1.3**
Problem score - This Trust 28.6%	563		22067	
Problem score - All trusts 26.2%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, completely	247	**29.0**	9701	**31.5**
Yes, to some extent	122	**14.3**	4857	**15.8**
No	206	**24.2**	8244	**26.8**
It was not necessary	243	**28.6**	7131	**23.2**
Not answered	33	**3.9**	825	**2.7**
	851		30758	

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	247	**40.6**	9701	**41.1**
* Yes, to some extent	122	**20.1**	4857	**20.6**
* No	206	**33.9**	8244	**34.9**
Not answered	33	**5.4**	825	**3.5**
Problem score - This Trust 53.9%	608		23627	
Problem score - All trusts 55.4%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, completely	347	**40.8**	12507	**40.7**
Yes, to some extent	139	**16.3**	4485	**14.6**
No	92	**10.8**	3790	**12.3**
It was not necessary	223	**26.2**	8413	**27.4**
Don’t know / can’t remember	24	**2.8**	862	**2.8**
Not answered	26	**3.1**	701	**2.3**
	851		30758	

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
Patients whose family or home situation needed to be taken into account	n	%	n	%
Yes, completely	347	**55.3**	12507	**56.0**
* Yes, to some extent	139	**22.1**	4485	**20.1**
* No	92	**14.6**	3790	**17.0**
Don't know / can't remember	24	**3.8**	862	**3.9**
Not answered	26	**4.1**	701	**3.1**
Problem score - This Trust 36.8%	628		22345	
Problem score - All trusts 37.0%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes, definitely	260	**30.6**	9821	**31.9**
Yes, to some extent	138	**16.2**	4825	**15.7**
No	145	**17.0**	5709	**18.6**
No family or friends were involved	103	**12.1**	4097	**13.3**
My family or friends did not want or need information	173	**20.3**	5420	**17.6**
Not answered	32	**3.8**	886	**2.9**
	851		30758	

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

	This Trust		All trusts	
Patients whose family or friends needed information on how to care for them	n	%	n	%
Yes, definitely	260	**45.2**	9821	**46.2**
* Yes, to some extent	138	**24.0**	4825	**22.7**
* No	145	**25.2**	5709	**26.9**
Not answered	32	**5.6**	886	**4.2**
Problem score - This Trust 49.2%	575		21241	
Problem score - All trusts 49.6%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	596	**70.0**	21539	**70.0**
* No	159	**18.7**	6067	**19.7**
Don't know / Can't remember	68	**8.0**	2378	**7.7**
Not answered	28	**3.3**	774	**2.5**
Problem score - This Trust 18.7%	851		30758	
Problem score - All trusts 19.7%				

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	211	**24.8**	7318	**23.8**
No, but I would have liked them to	41	**4.8**	1690	**5.5**
No, it was not necessary to discuss it	566	**66.5**	20978	**68.2**
Not answered	33	**3.9**	772	**2.5**
	851		30758	

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

	This Trust		All trusts	
Patients who required discussion about equipment or home adaptations	n	%	n	%
Yes	211	**74.0**	7318	**74.8**
* No, but I would have liked them to	41	**14.4**	1690	**17.3**
Not answered	33	**11.6**	772	**7.9**
Problem score - This Trust 14.4% **Problem score - All trusts 17.3%**	285		9780	

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	367	**43.1**	13211	**43.0**
No, but I would have liked them to	61	**7.2**	2529	**8.2**
No, it was not necessary to discuss it	391	**45.9**	14230	**46.3**
Not answered	32	**3.8**	788	**2.6**
	851		30758	

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

	This Trust		All trusts	
Patients who required discussion about further health or social care	n	%	n	%
Yes	367	**79.8**	13211	**79.9**
* No, but I would have liked them to	61	**13.3**	2529	**15.3**
Not answered	32	**7.0**	788	**4.8**
Problem score - This Trust 13.3% **Problem score - All trusts 15.3%**	460		16528	

Copyright 2013 Picker Institute Europe. All rights reserved.

G19 - 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	374	**43.9**	16996	**55.3**
* No, I did not receive copies	364	**42.8**	10367	**33.7**
Not sure / Don't know	80	**9.4**	2613	**8.5**
Not answered	33	**3.9**	782	**2.5**
Problem score - This Trust 42.8%	851		30758	
Problem score - All trusts 33.7%				

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

	This Trust		All trusts	
Patients who received copies of letters between the hospital and their GP	n	%	n	%
Yes, definitely	289	**77.3**	12725	**74.9**
* Yes, to some extent	70	**18.7**	3548	**20.9**
* No	8	**2.1**	401	**2.4**
Not sure / Don't know	2	**0.5**	129	**0.8**
Not answered	5	**1.3**	193	**1.1**
Problem score - This Trust 20.9%	374		16996	
Problem score - All trusts 23.2%				

Copyright 2013 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	663	**77.9**	24250	**78.8**
* Yes, sometimes	147	**17.3**	5163	**16.8**
* No	29	**3.4**	892	**2.9**
Not answered	12	**1.4**	453	**1.5**
Problem score - This Trust 20.7%	851		30758	
Problem score - All trusts 19.7%				

H2 - Overall...

	This Trust		All trusts	
All Patients	n	%	n	%
0 - I had a very poor experience	8	**0.9**	265	**0.9**
1	6	**0.7**	302	**1.0**
2	12	**1.4**	345	**1.1**
3	15	**1.8**	570	**1.9**
4	33	**3.9**	718	**2.3**
5	36	**4.2**	1537	**5.0**
6	42	**4.9**	1613	**5.2**
7	93	**10.9**	3474	**11.3**
8	193	**22.7**	6977	**22.7**
9	155	**18.2**	5948	**19.3**
10 - I had a very good experience	210	**24.7**	7508	**24.4**
98	8	**0.9**	200	**0.7**
Not answered	40	**4.7**	1301	**4.2**
	851		30758	

H2+ - Overall...

	This Trust		All trusts	
All valid responses	n	%	n	%
* 0 - I had a very poor experience	8	**0.9**	265	**0.9**
* 1	6	**0.7**	302	**1.0**
* 2	12	**1.4**	345	**1.1**
* 3	15	**1.8**	570	**1.9**
* 4	33	**3.9**	718	**2.3**
* 5	36	**4.3**	1537	**5.0**
* 6	42	**5.0**	1613	**5.3**
7	93	**11.0**	3474	**11.4**
8	193	**22.9**	6977	**22.8**
9	155	**18.4**	5948	**19.5**
10 - I had a very good experience	210	**24.9**	7508	**24.6**
Not answered	40	**4.7**	1301	**4.3**
Problem score - This Trust 18.0%	843		30558	
Problem score - All trusts 17.5%				

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	51	**6.0**	3713	**12.1**
* No	712	**83.7**	23291	**75.7**
Don't know / Can't remember	71	**8.3**	3188	**10.4**
Not answered	17	**2.0**	566	**1.8**
Problem score - This Trust 83.7%	851		30758	
Problem score - All trusts 75.7%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Yes	124	**14.6**	5320	**17.3**
* No	526	**61.8**	18789	**61.1**
Not sure / don't know	170	**20.0**	5669	**18.4**
Not answered	31	**3.6**	980	**3.2**
Problem score - This Trust 61.8%	851		30758	
Problem score - All trusts 61.1%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
* Yes	65	**7.6**	1864	**8.3**
No	765	**89.9**	19821	**88.7**
Not answered	21	**2.5**	668	**3.0**
Problem score - This Trust 7.6%	851		22353	
Problem score - All trusts 8.3%				

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

	This Trust		All trusts	
All Patients	n	%	n	%
Your age	37	**4.0**	915	**3.7**
Your sex	13	**1.4**	345	**1.4**
Your race / ethnic background	9	**1.0**	341	**1.4**
Your religion	6	**0.7**	352	**1.4**
Your sexual orientation	5	**0.5**	259	**1.0**
A disability that you have	35	**3.8**	812	**3.3**
Another reason	41	**4.5**	1024	**4.1**
None of these	488	**53.2**	13295	**53.8**
Don't know	29	**3.2**	915	**3.7**
Not answered	255	**27.8**	6466	**26.2**
	918		24724	

Copyright 2013 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)	709	**83.3**	25748	**83.7**
A friend or relative of the patient	37	**4.3**	1591	**5.2**
Both patient and friend/relative together	83	**9.8**	2639	**8.6**
The patient with the help of a health professional	7	**0.8**	118	**0.4**
Not answered	15	**1.8**	662	**2.2**
	851		30758	

J2 - Are you male or female?

	This Trust		All trusts	
All Patients	n	%	n	%
Male	418	**49.1**	14172	**46.1**
Female	423	**49.7**	16146	**52.5**
Not answered	10	**1.2**	440	**1.4**
	851		30758	

J3 - What was your year of birth?

	This Trust		All trusts	
All Patients	n	%	n	%
Under 20	7	**0.8**	259	**0.8**
20-29	22	**2.6**	1052	**3.4**
30-39	30	**3.5**	1486	**4.8**
40-49	57	**6.7**	2647	**8.6**
50-59	98	**11.5**	4198	**13.6**
60-69	178	**20.9**	6515	**21.2**
70-79	236	**27.7**	7255	**23.6**
80-89	163	**19.2**	5311	**17.3**
90+	43	**5.1**	1272	**4.1**
Not answered	17	**2.0**	763	**2.5**
	851		30758	

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
All Patients	n	%	n	%
Deafness or severe hearing impairment	109	**12.8**	3758	**12.2**
Blindness or partially sighted	48	**5.6**	1477	**4.8**
A long-standing physical condition	223	**26.2**	7417	**24.1**
A learning disability	19	**2.2**	483	**1.6**
A mental health condition	37	**4.3**	1386	**4.5**
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	254	**29.8**	8778	**28.5**
No, I do not have a long-standing condition	319	**37.5**	11514	**37.4**
Not answered	67	**7.9**	2857	**9.3**
	851		30758	

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

	This Trust		All trusts	
Patients with long standing conditions	n	%	n	%
Everyday activities that people your age can usually do	252	**54.2**	8967	**54.7**
At work, in education, or training	62	**13.3**	2234	**13.6**
Access to buildings, streets, or vehicles	140	**30.1**	4338	**26.5**
Reading or writing	68	**14.6**	2023	**12.3**
People's attitudes to you because of your condition	54	**11.6**	1851	**11.3**
Communicating, mixing with others, or socialising	97	**20.9**	3164	**19.3**
Any other activity	70	**15.1**	2524	**15.4**
No difficulty with any of these	121	**26.0**	4668	**28.5**
Not answered	27	**5.8**	866	**5.3**
	465		16387	

Copyright 2013 Picker Institute Europe. All rights reserved.

J6 - What is your ethnic group?

	This Trust		All trusts	
All Patients	n	%	n	%
English/Welsh/Scottish/Northern Irish/British	806	**94.7**	26211	**85.2**
Irish	3	**0.4**	418	**1.4**
Gypsy or Irish Traveller	2	**0.2**	32	**0.1**
Any other White background	5	**0.6**	620	**2.0**
White and Black Caribbean	0	**0.0**	54	**0.2**
White and Black African	1	**0.1**	36	**0.1**
White and Asian	1	**0.1**	80	**0.3**
Any other Mixed / multiple ethnic background	1	**0.1**	32	**0.1**
Indian	0	**0.0**	533	**1.7**
Pakistani	0	**0.0**	252	**0.8**
Bangladeshi	0	**0.0**	86	**0.3**
Chinese	1	**0.1**	79	**0.3**
Any other Asian background	0	**0.0**	148	**0.5**
African	1	**0.1**	262	**0.9**
Caribbean	0	**0.0**	280	**0.9**
Any other Black / African / Caribbean background	0	**0.0**	23	**0.1**
Arab	0	**0.0**	65	**0.2**
Any other ethnic group	0	**0.0**	41	**0.1**
Not answered	30	**3.5**	1506	**4.9**
	851		30758	

J7 - What is your religion?

	This Trust		All trusts	
All Patients	n	%	n	%
No religion	111	**13.0**	4191	**13.6**
Buddhist	4	**0.5**	131	**0.4**
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	662	**77.8**	22513	**73.2**
Hindu	1	**0.1**	326	**1.1**
Jewish	0	**0.0**	207	**0.7**
Muslim	0	**0.0**	658	**2.1**
Sikh	0	**0.0**	188	**0.6**
Other	8	**0.9**	340	**1.1**
I would prefer not to say	12	**1.4**	506	**1.6**
Not answered	53	**6.2**	1698	**5.5**
	851		30758	

Copyright 2013 Picker Institute Europe. All rights reserved.

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

	This Trust		All trusts	
All Patients	n	%	n	%
Heterosexual/straight	742	**87.2**	26039	**84.7**
Gay/Lesbian	3	**0.4**	241	**0.8**
Bisexual	3	**0.4**	103	**0.3**
Other	4	**0.5**	182	**0.6**
I would prefer not to say	22	**2.6**	1093	**3.6**
Not answered	77	**9.0**	3100	**10.1**
	851		30758	

Copyright 2013 Picker Institute Europe. All rights reserved.

picker Institute Europe

Making patients' views count

Appendix 2

Questionnaire

Copyright 2013 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 cross ☒ clearly inside one box using a black or blue pen. For some questions you will be instructed that you may cross more than one box.

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

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

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

Questions or help?

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

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

Picker Institute Europe. Copyright 2012.

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 A7**

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 A7**

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

A6. 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 A14

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

WAITING LIST OR PLANNED ADMISSION

A7. 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

A8. 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

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

1 ☐ Yes, enough notice

2 ☐ No, not enough notice

3 ☐ Don't know / can't remember

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

1 ☐ Yes

2 ☐ No

3 ☐ Don't know / can't remember

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

1 ☐ Yes

2 ☐ No

ALL TYPES OF ADMISSION

A14. How organised was the **admission process**?

1 ☐ Very organised

2 ☐ Fairly organised

3 ☐ Not at all organised

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

1 ☐ Yes, definitely ➔ **Go to A16**

2 ☐ Yes, to some extent ➔ **Go to A16**

3 ☐ No ➔ **Go to B1**

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

1 ☐ Yes

2 ☐ No, but I would have liked an explanation

3 ☐ No, but I did not mind

4 ☐ Don't know / can't remember

B. THE HOSPITAL & 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

2 ☐ No

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

1 ☐ 1 ➔ **Go to B5**

2 ☐ 2 ➔ **Go to B4**

3 ☐ 3 or more ➔ **Go to B4**

4 ☐ Don't know / can't remember ➔ **Go to B5**

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

1 ☐ Yes

2 ☐ No

B5. 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

B6. 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

B7. 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

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

1 ☐ Yes

2 ☐ No

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

1 ☐ Yes

2 ☐ No

B10. 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

B11. 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

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

1 ☐ Yes

2 ☐ No

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

1 ☐ Yes, and I could lock it if I wanted to

2 ☐ Yes, but I could not lock it

3 ☐ No

4 ☐ I did not take any belongings to hospital

5 ☐ Don't know / can't remember

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

1 ☐ Yes, all of the staff introduced themselves

2 ☐ Some of the staff introduced themselves

3 ☐ Very few or none of the staff introduced themselves

4 ☐ Don't know / can't remember

B15. 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

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

1 ☐ Yes, often

2 ☐ Yes, sometimes

3 ☐ No

Food

B17. How would you rate the hospital food?

1 ☐ Very good ➔ **Go to B18**

2 ☐ Good ➔ **Go to B18**

3 ☐ Fair ➔ **Go to B18**

4 ☐ Poor ➔ **Go to B18**

5 ☐ I did not have any hospital food ➔ **Go to B19**

B18. Was there healthy food on the hospital menu?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ Don't know / can't remember

B19. Were you offered a choice of food?

1 ☐ Yes, always ➔ **Go to B20**

2 ☐ Yes, sometimes ➔ **Go to B20**

3 ☐ No ➔ **Go to B21**

B20. Did you get the food you ordered?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ I did not have any hospital food

B21. 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

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. If you ever needed to talk to a nurse, 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 nurse

D6. 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

E. YOUR CARE & TREATMENT

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. 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

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

1 ☐ Yes ➔ **Go to E13**

2 ☐ No ➔ **Go to F1**

E13. 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 want to be involved

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

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

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

1 ☐ Yes ➔ **Go to G4**

2 ☐ No ➔ **Go to G8**

G4. What was the **MAIN** reason for the delay? (**Cross ONE box 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

G5. 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

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

1 ☐ Yes

2 ☐ No

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

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 ☐ I did not need this

5 ☐ 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 hospital staff take your family or home situation into account when planning your discharge?

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ It was not necessary

5 ☐ Don't know / can't remember

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

1 ☐ Yes, definitely

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

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

1 ☐ Yes

2 ☐ No, but I would have liked them to

3 ☐ No, it was not necessary to discuss it

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

1 ☐ Yes

2 ☐ No, but I would have liked them to

3 ☐ No, it was not necessary to discuss it

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

1 ☐ Yes, I received copies ➔ **Go to G20**

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

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

G20. 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. Overall... (**Please circle a number**)

I had a very poor experience — I had a very good experience

0 1 2 3 4 5 6 7 8 9 10

H3. 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

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

1 ☐ Yes

2 ☐ No

3 ☐ Not sure / don't know

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

1 ☐ Yes

2 ☐ No

H6. During your hospital stay, do you feel that you were treated unfairly for any of the reasons below? (**Cross ALL boxes that apply**)

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.

J2. Are you male or female?

1 ☐ Male

2 ☐ Female

J3. What was your **year** of birth?

(Please write in) e.g.

1	9	3	4

1	9	Y	Y

J4. Do you have any of the following long-standing conditions? (**Cross ALL boxes that apply**)

1 ☐ Deafness or severe hearing impairment ➔ **Go to J5**

2 ☐ Blindness or partially sighted ➔ **Go to J5**

3 ☐ A long-standing physical condition ➔ **Go to J5**

4 ☐ A learning disability ➔ **Go to J5**

5 ☐ A mental health condition ➔ **Go to J5**

6 ☐ A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy ➔ **Go to J5**

7 ☐ No, I do not have a long-standing condition ➔ **Go to J6**

J5. Does this condition(s) cause you difficulty with any of the following? (**Cross ALL boxes that apply**)

1 ☐ Everyday activities that 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

J6. What is your ethnic group? (**Cross ONE box 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....**

J7. What is your religion?

1 ☐ No religion

2 ☐ Buddhist

3 ☐ Christian (including Church of England, Catholic, Protestant, and other Christian denominations)

4 ☐ Hindu

5 ☐ Jewish

6 ☐ Muslim

7 ☐ Sikh

8 ☐ Other

9 ☐ I would prefer not to say

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

1 ☐ Heterosexual / straight

2 ☐ Gay / lesbian

3 ☐ Bisexual

4 ☐ Other

5 ☐ I would prefer not to say

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