



Making patients' views count

Outpatient Survey 2011

YORK HOSPITALS NHS FOUNDATION TRUST

FINAL REPORT

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SECTION 1 Introduction

Outpatient Survey 2011 York Hospitals NHS Foundation Trust

Background to the survey

The results presented here are from the National Outpatient Survey 2011, carried out by Picker Institute Europe on behalf of the York Hospitals NHS Foundation Trust. This survey is part of a series of annual patient surveys required by the Care Quality Commission for all NHS Acute trusts in England. The Picker Institute was commissioned by 74 trusts to undertake the Outpatient Survey 2011. The survey is based on a random sample of outpatients who attended an appointment during May 2011.

The purpose of the survey is to understand what outpatients think of healthcare services provided by the Trust. All trusts used a standard survey methodology and standard questions, as specified by the Co-ordination Centre for the NHS Patient Survey Programme, 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 questionnaire used for the Outpatient Survey 2011 was developed by the Co-ordination Centre for the NHS Patient Survey Programme. Further information about how the questionnaire for this survey was developed can be found on the NHS Surveys website: http://www.nhssurveys.org/

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 weeks and another questionnaire after a further 2 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:

http://www.nhssurveys.org/Filestore//documents/OP11_Guidance_Manual_v1.pdf

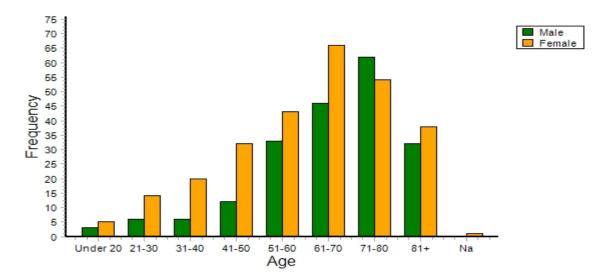
About your respondents

A total of 850 outpatients from your Trust were sent a questionnaire. 839 were eligible for the survey, of which 474 returned a completed questionnaire, giving a response rate of 56%. The average response rate for the 74 'Picker' trusts was 49%.

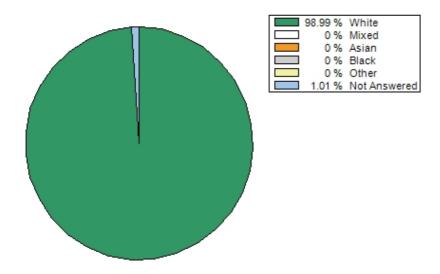
Key facts about the 474 patients who responded to the survey:

- 70% of respondents had visited the Outpatients Department before for the same condition, whereas 29% had not.
- 42% reported having tests (including x-rays, scans or blood tests) during their visit, and 33% of patients had treatment during the appointment.

• 42% of survey respondents were male and 58% were female (0% did not answer). The age range of male and female patients is shown in the graph below:



• The following graph shows the ethnic background of your survey respondents:



Your results

- 95% of patients reported their overall rating of care as good, very good or excellent.
- 91% of outpatients were treated with respect and dignity *all of the time* at the Outpatients Department.
- 87% of respondents were *definitely* given enough privacy when discussing their condition or treatment.
- 86% definitely had confidence and trust in the doctor examining and treating them.
- 72% of patients were *definitely* involved as much as they wanted to be in decisions about their care and treatment.

Problem scores

Most patients are highly appreciative of the care they receive. However, it is evident that there is also room for improving the outpatient 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.

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 doctor examining and treating you?', we have combined the responses 'Yes, to some extent' and 'No', to create a single problem score. Asterisks indicate which response categories have been combined to create the problem score.

EXAMPLE DATA ONLY

Patier	nts who saw a Doctor	n	%
Yes	s, definitely	180	78.9
* Yes	s, to some extent	35	15.4
* No		8	3.5
No	t answered	5	2.2
Proble	em Score:18.9%	228	

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 use a toilet*. 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. Q42+)**.

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 respondents 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 respondents answering is relatively small.

Confidence intervals

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

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

Example: For a particular question, 300 patients responded, of which 25% answered 'yes'. From the table above, we can see that for 300 respondents the confidence interval would be \pm 4.9%. We would therefore estimate that the true results could be between 20.1% and 29.9%. However, if only 50 patients responded, and 25% answered 'yes', the confidence intervals would be \pm 1.2% so the true result could be between 13% and 37%.

Significant differences

In the report we have identified questions where there are significant differences between your Trust and the 'Picker average' (the average score for the 74 trusts who contracted the Picker Institute to run their survey), or between your Trust's results 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 differences in 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 are also encouraged 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 surveys. Our online results system also presents these trends in graphical
 form. Please refer to the Historical section.
- Are there issues of higher importance to your patients? Which issues are of high, medium or low importance to your patients?
- Is there scope to improve? Look at the external benchmarking charts to see the range of scores across all trusts. 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 internal benchmarking sections of the online results system to see where this is the case.

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

Moving beyond measurement

To further support you in effectively using your patient experience data, our improvement team offer a range of tailored and practical approaches which include:

- A review of your current approaches to patient experience data collection, reporting and improvement work
- Staff training and development programmes
- Process improvement and implementation support
- Workshops and deliberative events for staff and patients

For more information or advice on using your survey data to improve services, please contact Danielle Swain by emailing danielle.swain@pickereurope.ac.uk or telephoning 01865 208100.



SECTION 2 Survey Response survey activity

Survey Response

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

- mailing dates
- response rates
- freephone calls

Survey: Outpatient Survey 2011

NHS Trust: York Hospitals NHS Foundation Trust

Dates of Fieldwork: Initial Mailing 12 July 2011

First Reminder 26 July 2011 Final Reminder 09 August 2011

Response Rate: Initial Mailing 850

Returned completed	474
Ineligible - returned undelivered	4
Ineligible - deceased	6
Too ill/Opt out	68
Ineligible - other	1
Total Eligible	839
Total Eligible	039
Returned completed	474
Overall Response Rate (total returned as a percentage of total eligible)	56.5%
Average Response Rate (based on all Picker Trusts)	48.7%

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 11 calls to the Freephone Helpline, which included 0 LanguageLine calls.



Problem Score Summary overview of results by section

Problem Score Summary

This section shows your problem score* for each question and a comparison against the average score for all Picker Institute Europe trusts. The Picker Institute worked with 74 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 realistic scope for improvement.

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

scores significantly better than average

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

Lower scores are better

A. BEFORE THE APPOINTMENT

		Trust	Average
A2+	Had to wait more than 5 months for an appointment	2 %	2 %
A 5	Not given choice of appointment time	56 %	60 %
A6	Appointment changed to later date by hospital	18 %	23 % 👪
Α7	Not fully aware what would happen during appointment	55 %	54 %
A8	Not given name of person that appointment would be with	26 %	28 %
Α9	Appointment not with person told it would be with	16 %	21 % 🖽

B. ARRIVAL AT THE HOSPITAL

		Trust	Average
B1+	Could not find a convenient place to park	14 %	35 % 🛨
B2	Not easy to find way to Outpatients Department	7 %	17 % 🖽
B3	Courtesy of receptionist was fair, poor or very poor	5 %	7 % 👪
B4	Other patients could overhear discussions with receptionist	63 %	72 % 👪

C. WAITING IN THE HOSPITAL

		Trust	
C1	Appointment started more than 15 minutes after stated time	31 %	40 % 👪
C2	Patient waited for longer than they were told, or were not told how long the wait would be	65 %	69 %
C3	Patient not told why they had to wait	70 %	67 %
C4	Nobody apologised for the delay when waiting to be seen	50 %	47 %
C5+	Unable to immediately find a place to sit in waiting area	2 %	4 % 👪
C6+	No suitable magazines or newspapers provided in the waiting area	32 %	32 %

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

D. HOSPITAL ENVIRONMENT AND FACILITIES

		Trust	Average
D1	Outpatients Department not clean	1 %	1 %
D2+	Toilets at the Outpatients Department not clean	2 %	5 % 🖽
D3	No leaflets or posters about hand washing	3 %	6 % 🖽
D4	Hand-wash gels not available or empty	4 %	10 % 🖽
D5+	Patients unable to get suitable food or drink	17 %	20 %

E. TESTS AND TREATMENT

		Trust	Average
E2	Patient not clearly told why they needed tests	21 %	22 %
E3	Staff did not clearly explain what would happen during test	22 %	24 %
E4	Patient not told when they would find out test results	20 %	21 %
E5	Patient not told how they would find out test results	14 %	16 %
E6+	Staff did not clearly explain test results	29 %	32 %
E7+	Did not get clear answers to questions about test results	28 %	30 %
E9	Patient did not know they would be undergoing treatment	13 %	15 %
E10	Not fully told before treatment what would happen	20 %	22 %
E11	Risks and/or benefits not fully explained before treatment	29 %	26 %
E12+	Questions not fully answered before treatment	16 %	20 %
E13	Not clearly told how treatment had gone	23 %	26 %

F. SEEING A DOCTOR

		l rust	Average
F2	Did not have enough time to fully discuss health or medical problem with doctor	24 %	23 %
F3	Doctor did not know enough about medical history	11 %	15 % 🖶
F4+	Doctor did not fully explain reasons for treatment/ action	18 %	21 %
F5	Doctor did not fully listen to what patient had to say	15 %	18 %
F6+	Doctor did not always give clear answers to questions	23 %	26 %
F7	Did not have full confidence and trust in doctor	12 %	17 % 🖶
F8+	Did not completely discuss worries or fears with doctor	29 %	31 %

G. SEEING ANOTHER PROFESSIONAL

		Trust	Average
G3+	Did not have enough time to discuss medical problem with other health professional	25 %	25 %
G4+	Other member of staff did not fully explain reasons for treatment/ action	21 %	21 %
G5	Other member of staff did not listen fully to what patient had to say	20 %	18 %
G6+	Other member of staff did not always give clear answers to questions	22 %	23 %
G7	Did not have full confidence and trust in other member of staff	15 %	16 %
G8	Other member of staff did not know enough about medical history	14 %	15 %
G9+	Did not completely discuss worries or fears with other health professional	36 %	34 %

H. OVERALL ABOUT THE APPOINTMENT

		Trust	Average
H1+	Do not always see the same doctor or member of staff	53 %	59 % 👪
H2	Not all staff introduced themselves	27 %	28 %
H3	Staff talked in front of patient as if they weren't there	12 %	12 %
H4	Not enough or no information given about condition or treatment	14 %	16 %
H5	Not given complete privacy when discussing condition / treatment	11 %	13 % 🖽
H6	Not given complete privacy when being examined or treated	5 %	9 % 🖽
H7	Staff contradicted one another	9 %	12 % 🖽
Н8	Not fully involved in decisions about care or treatment	25 %	27 %
H10	Staff did not ask patient what was important to them in managing their condition or illness	12 %	11 %
H11	Appointment did not help patient to better manage their condition or illness	15 %	13 %
H13	Not asked permission for medical student to be present	8 %	13 %
H14	Patient upset because medical student was present	2 %	4 %
H15	Patient had questions about care and treatment but did not discuss	8 %	11 %

J. LEAVING THE OUTPATIENTS DEPARTMENT

		Trust	Average
J2	Patient not fully involved in decisions over best medication	48 %	40 %
J3	Patient not fully told how to take new medications	17 %	15 %
J4	Patient not fully told purpose of new medications	16 %	17 %
J5	Patient not told fully about side effects of medications	41 %	44 %
J7	Reason for change to existing medication not fully explained	22 %	17 %
J8+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	50 %	41 %
J9	Not given any written or printed information about condition/treatment but would have liked it	15 %	19% 🖶
J10	Not told what would happen next	8 %	8 %
J11	Not told fully about what danger signals to watch for	27 %	32 % 👪
J12	Patient not given information on who to contact	27 %	32 % 🖽

K. OVERALL IMPRESSION

		i rust	Average
K1	Reason for visit not dealt with completely to patients satisfaction	23 %	25 %
K2	Overall - Outpatients Department not at all/fairly organised	30 %	38 % 👪
К3	Overall - not always treated with respect or dignity	8 %	12 % 🖶
K4	Overall - care rated as fair or poor	4 %	5 %
K5	Overall - would not recommend this Outpatients Department to family and friends	3 %	3 %



Ranked Problem Scores where most patients report room for improvement

Ranked Problem Scores

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

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

scores significantly better than average
scores significantly worse than average

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

Lower scores are better

Problem scores 50%+

		Trust	Average
C3	Patient not told why they had to wait	70 %	67 %
C2	Patient waited for longer than they were told, or were not told how long the wait would be	65 %	69 %
B4	Other patients could overhear discussions with receptionist	63 %	72 % 👪
A5	Not given choice of appointment time	56 %	60 %
A7	Not fully aware what would happen during appointment	55 %	54 %
H1+	Do not always see the same doctor or member of staff	53 %	59 % 👪
C4	Nobody apologised for the delay when waiting to be seen	50 %	47 %
J8+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	50 %	41 %

Problem scores 40% - 49%

		Trust	Average
J2	Patient not fully involved in decisions over best medication	48 %	40 %
15	Patient not told fully about side effects of medications	41 %	44 %

Problem scores 30% - 39%

		Trust	Average
G9+	Did not completely discuss worries or fears with other health professional	36 %	34 %
C6+	No suitable magazines or newspapers provided in the waiting area	32 %	32 %
C1	Appointment started more than 15 minutes after stated time	31 %	40 % 🖽
K2	Overall - Outpatients Department not at all/fairly organised	30 %	38 % 🚦

Problem scores 20% - 29%

1101	nem scores 20% - 29%	Trust	Average
E6+	Staff did not clearly explain test results	29 %	32 %
E11	Risks and/or benefits not fully explained before treatment	29 %	26 %
F8+	Did not completely discuss worries or fears with doctor	29 %	31 %
E7+	Did not get clear answers to questions about test results	28 %	30 %
J12	Patient not given information on who to contact	27 %	32 % 🖶
J11	Not told fully about what danger signals to watch for	27 %	32 % 🖶
H2	Not all staff introduced themselves	27 %	28 %
A8	Not given name of person that appointment would be with	26 %	28 %
G3+	Did not have enough time to discuss medical problem with other health professional	25 %	25 %
Н8	Not fully involved in decisions about care or treatment	25 %	27 %
F2	Did not have enough time to fully discuss health or medical problem with doctor	24 %	23 %
F6+	Doctor did not always give clear answers to questions	23 %	26 %
E13	Not clearly told how treatment had gone	23 %	26 %
K1	Reason for visit not dealt with completely to patients satisfaction	23 %	25 %
J7	Reason for change to existing medication not fully explained	22 %	17 %
G6+	Other member of staff did not always give clear answers to questions	22 %	23 %
E3	Staff did not clearly explain what would happen during test	22 %	24 %
E2	Patient not clearly told why they needed tests	21 %	22 %
G4+	Other member of staff did not fully explain reasons for treatment/ action	21 %	21 %
E4	Patient not told when they would find out test results	20 %	21 %
E10	Not fully told before treatment what would happen	20 %	22 %
G5	Other member of staff did not listen fully to what patient had to say	20 %	18 %

Problem scores 10% - 19%

		Trust	Average
F4+	Doctor did not fully explain reasons for treatment/ action	18 %	21 %
A6	Appointment changed to later date by hospital	18 %	23 % 🖶
D5+	Patients unable to get suitable food or drink	17 %	20 %
J3	Patient not fully told how to take new medications	17 %	15 %
E12+	Questions not fully answered before treatment	16 %	20 %
A9	Appointment not with person told it would be with	16 %	21 % 🛨
J4	Patient not fully told purpose of new medications	16 %	17 %
G7	Did not have full confidence and trust in other member of staff	15 %	16 %
J9	Not given any written or printed information about condition/treatment but would have liked it	15 %	19% 🖽
H11	Appointment did not help patient to better manage their condition or illness	15 %	13 %
F5	Doctor did not fully listen to what patient had to say	15 %	18 %
H4	Not enough or no information given about condition or treatment	14 %	16 %
B1+	Could not find a convenient place to park	14 %	35 % 🛨
E5	Patient not told how they would find out test results	14 %	16 %
G8	Other member of staff did not know enough about medical history	14 %	15 %
E9	Patient did not know they would be undergoing treatment	13 %	15 %
F7	Did not have full confidence and trust in doctor	12 %	17% 🖶
H10	Staff did not ask patient what was important to them in managing their condition or illness	12 %	11 %
H3	Staff talked in front of patient as if they weren't there	12 %	12 %
F3	Doctor did not know enough about medical history	11 %	15 % 🛨
H5	Not given complete privacy when discussing condition / treatment	11 %	13 % 🖽

Problem scores 0% - 9%

		Trust	Average	
H7	Staff contradicted one another	9 %	12 %	Ŧ
H15	Patient had questions about care and treatment but did not discuss	8 %	11 %	
H13	Not asked permission for medical student to be present	8 %	13 %	
К3	Overall - not always treated with respect or dignity	8 %	12 %	÷
J10	Not told what would happen next	8 %	8 %	
B2	Not easy to find way to Outpatients Department	7 %	17 %	÷
Н6	Not given complete privacy when being examined or treated	5 %	9 %	÷
В3	Courtesy of receptionist was fair, poor or very poor	5 %	7 %	÷
D4	Hand-wash gels not available or empty	4 %	10 %	÷
K4	Overall - care rated as fair or poor	4 %	5 %	
D3	No leaflets or posters about hand washing	3 %	6 %	÷
K5	Overall - would not recommend this Outpatients Department to family and friends	3 %	3 %	
D2+	Toilets at the Outpatients Department not clean	2 %	5 %	÷
A2+	Had to wait more than 5 months for an appointment	2 %	2 %	
H14	Patient upset because medical student was present	2 %	4 %	
C5+	Unable to immediately find a place to sit in waiting area	2 %	4 %	÷
D1	Outpatients Department not clean	1 %	1 %	
וט	Outpatients Department not clean	1 70	1 70	



Historical Comparisons comparing results with previous years

Historical Comparisons

The Outpatient Survey is undertaken every 2-3 years. The last national mandated Outpatient Survey was in 2009. 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. Please note that the 2007 survey was a voluntary survey undertaken by the Picker Institute Europe, so data will only be shown if your trust took part. Significant differences are indicated as follows:

- scores significantly better than 2009 survey
- scores significantly worse than 2009 survey

Lower scores are better

A. BEFORE THE APPOINTMENT

		2003	2004	2007	2009	2011
A5	Not given choice of appointment time	-	71 %	-	65 %	56 % 👪
A6	Appointment changed to later date by hospital	-	20 %	-	17 %	18 %
Α7	Not fully aware what would happen during appointment	55 %	56 %	-	60 %	55 %
Α8	Not given name of person that appointment would be with	21 %	22 %	-	24 %	26 %
Α9	Appointment not with person told it would be with	18 %	18 %	-	17 %	16 %

B. ARRIVAL AT THE HOSPITAL

		2003	2004	2007	2009	2011
B1+	Could not find a convenient place to park	-	38 %	-	34 %	14 % 🕶
B2	Not easy to find way to Outpatients Department	-	-	-	9 %	7 %
В3	Courtesy of receptionist was fair, poor or very poor	-	-	-	5 %	5 %
B4	Other patients could overhear discussions with receptionist	-	60 %	-	71 %	63 % 🖶

C. WAITING IN THE HOSPITAL

		2003	2004	2007	2009	2011
C1	Appointment started more than 15 minutes after stated time	-	39 %	-	38 %	31 % 🕶
C2	Patient waited for longer than they were told, or were not told how long the wait would be	-	75 %	-	65 %	65 %
C3	Patient not told why they had to wait	-	76 %	-	73 %	70 %
C5+	Unable to immediately find a place to sit in waiting area	-	-	-	3 %	2 %

D. HOSPITAL ENVIRONMENT AND FACILITIES

		2003	2004	2007	2009	2011
D1	Outpatients Department not clean	5 %	2 %	-	2 %	1 %
D2+	Toilets at the Outpatients Department not clean	-	6 %	-	2 %	2 %
D3	No leaflets or posters about hand washing	-	-	-	4 %	3 %
D4	Hand-wash gels not available or empty	-	-	-	7 %	4 % 🖶
D5+	Patients unable to get suitable food or drink	-	11 %	-	18 %	17 %

E. TESTS AND TREATMENT

		2003	2004	2007	2009	2011
E3	Staff did not clearly explain what would happen during test	-	-	-	18 %	22 %
E6+	Staff did not clearly explain test results	-	-	-	23 %	29 %
E7+	Did not get clear answers to questions about test results	-	-	-	23 %	28 %
E9	Patient did not know they would be undergoing treatment	24 %	17 %	-	10 %	13 %
E10	Not fully told before treatment what would happen	16 %	17 %	-	14 %	20 %
E11	Risks and/or benefits not fully explained before treatment	21 %	23 %	-	17 %	29 % 🗖
E12+	Questions not fully answered before treatment	-	17 %	-	13 %	16 %
E13	Not clearly told how treatment had gone	26 %	22 %	-	17 %	23 %

F. SEEING A DOCTOR

		2003	2004	2007	2009	2011
F2	Did not have enough time to fully discuss health or medical problem with doctor	24 %	23 %	-	18 %	24 % 🗖
F3	Doctor did not know enough about medical history	12 %	13 %	-	12 %	11 %
F4+	Doctor did not fully explain reasons for treatment/ action	-	21 %	-	19 %	18 %
F5	Doctor did not fully listen to what patient had to say	20 %	20 %	-	18 %	15 %
F6+	Doctor did not always give clear answers to questions	-	31 %	-	27 %	23 %
F7	Did not have full confidence and trust in doctor	15 %	18 %	-	12 %	12 %
F8+	Did not completely discuss worries or fears with doctor	-	-	-	26 %	29 %

G. SEEING ANOTHER PROFESSIONAL

		2003	2004	2007	2009	2011
G3+	Did not have enough time to discuss medical problem with other health professional	-	-	-	24 %	25 %
G4+	Other member of staff did not fully explain reasons for treatment/action	-	17 %	-	20 %	21 %
G5	Other member of staff did not listen fully to what patient had to say	21 %	13 %	-	19 %	20 %
G6+	Other member of staff did not always give clear answers to questions	-	18 %	-	22 %	22 %
G7	Did not have full confidence and trust in other member of staff	16 %	10 %	-	18 %	15 %
G8	Other member of staff did not know enough about medical history	13 %	9 %	-	17 %	14 %
G9+	Did not completely discuss worries or fears with other health professional	-	-	-	28 %	36 %

H. OVERALL ABOUT THE APPOINTMENT

		2003	2004	2007	2009	2011
H1+	Do not always see the same doctor or member of staff	56 %	59 %	-	52 %	53 %
H3	Staff talked in front of patient as if they weren't there	12 %	8 %	-	9 %	12 %
H4	Not enough or no information given about condition or treatment	17 %	13 %	-	18 %	14 %
H5	Not given complete privacy when discussing condition / treatment	10 %	11 %	-	11 %	11 %
Н6	Not given complete privacy when being examined or treated	5 %	6 %	-	6 %	5 %
H7	Staff contradicted one another	8 %	9 %	-	10 %	9 %
Н8	Not fully involved in decisions about care or treatment	23 %	23 %	-	26 %	25 %
H15	Patient had questions about care and treatment but did not discuss	-	12 %	-	10 %	8 %

J. LEAVING THE OUTPATIENTS DEPARTMENT

	2003	2004	2007	2009	2011
Patient not fully involved in decisions over best medication	-	-	-	29 %	48 % 🗖
Patient not fully told how to take new medications	9 %	10 %	-	11 %	17 %
Patient not fully told purpose of new medications	12 %	11 %	-	10 %	16 %
Patient not told fully about side effects of medications	42 %	40 %	-	36 %	41 %
Did not receive copies of all letters sent between hospital	-	65 %	-	57 %	50 % 🕶
doctors and family doctor (GP)					
	14 %	18 %	-	17 %	15 %
Not told what would happen next	-	-	-	6 %	8 %
Not told fully about what danger signals to watch for	25 %	24 %	-	30 %	27 %
Patient not given information on who to contact	-	27 %	-	28 %	27 %
	Patient not fully told how to take new medications Patient not fully told purpose of new medications Patient not told fully about side effects of medications Did not receive copies of all letters sent between hospital doctors and family doctor (GP) Not given any written or printed information about condition/treatment but would have liked it Not told what would happen next Not told fully about what danger signals to watch for	Patient not fully involved in decisions over best medication Patient not fully told how to take new medications 9 % Patient not fully told purpose of new medications 12 % Patient not told fully about side effects of medications 42 % Did not receive copies of all letters sent between hospital doctors and family doctor (GP) Not given any written or printed information about 14 % condition/treatment but would have liked it Not told what would happen next - Not told fully about what danger signals to watch for 25 %	Patient not fully involved in decisions over best medication Patient not fully told how to take new medications Patient not fully told purpose of new medications Patient not told fully about side effects of medications Patient not told fully about side effects of medications Patient not told fully about side effects of medications Patient not told fully about side effects of medications Patient not told fully about side effects of medications Patient not told fully about side effects of medications Patient not fully with told was medications Patient not fully about side effects of medications Patient not fully with told was medications Patient not fully about side effects of medications Patient not fully with told was medications Patient not fully about side effects of medications Patient not fully about side effects of medications Patient not fully about side effects of medications Patient not fully side with told was medications Patient not fully with told was medications Patient not fully about side effects of medications Patient not fully was medications Patient not fully about side effects of medications Patient not fully with told was medications Patient not fully about side effects of medications Patient not fully was medications Patient	Patient not fully involved in decisions over best medication Patient not fully told how to take new medications Patient not fully told purpose of new medications Patient not told fully about side effects of medications Patient not told fully about side effects of medications Did not receive copies of all letters sent between hospital doctors and family doctor (GP) Not given any written or printed information about condition/treatment but would have liked it Not told what would happen next Not told fully about what danger signals to watch for Not told fully about what danger signals to watch for	Patient not fully involved in decisions over best medication Patient not fully told how to take new medications Patient not fully told purpose of new medications Patient not fully told purpose of new medications 12 % 11 % - 10 % Patient not told fully about side effects of medications 42 % 40 % - 36 % Did not receive copies of all letters sent between hospital doctors and family doctor (GP) Not given any written or printed information about condition/treatment but would have liked it Not told what would happen next Not told fully about what danger signals to watch for 25 % 24 % - 30 %

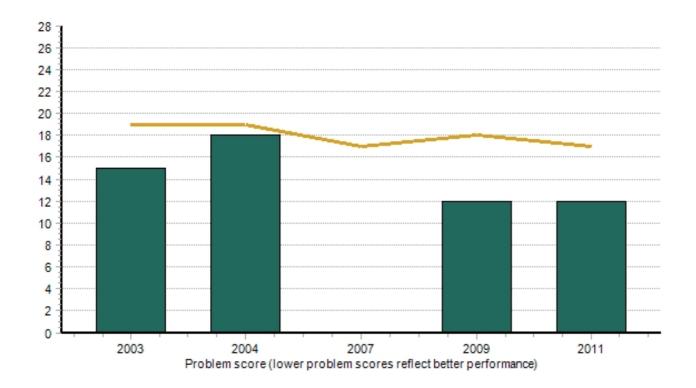
K. OVERALL IMPRESSION

		2003	2004	2007	2009	2011
K1	Reason for visit not dealt with completely to patients satisfaction	22 %	22 %	-	21 %	23 %
K2	Overall - Outpatients Department not at all/fairly organised	40 %	33 %	-	31 %	30 %
К3	Overall - not always treated with respect or dignity	12 %	10 %	-	10 %	8 %
K4	Overall - care rated as fair or poor	6 %	4 %	-	4 %	4 %
K5	Overall - would not recommend this Outpatients Department to family and friends	3 %	2 %	-	3 %	3 %

You can also use the Picker Results site to automatically generate historical graphs, which allow you to view your progress on each question alongside the national trend. This can help you to analyse whether changes in your performance are in line with what is happening in the wider NHS, or if they are exceptional in some way. To generate one of these charts, go to the historical data tab on the site and then simply click the small bar chart icon to the right of the question. An example chart is shown below.

Outpatient Survey 2011 York Hospitals NHS Foundation Trust

25/F7 Did you have confidence and trust in the doctor examining and treating you?



- Problem scores are a summary score showing the percentage of respondents reporting room for improvement
- Green bars show your trust's problem score for the question
- Orange line shows the Picker average problem score
- Bars below the orange line show scores that are better than the Picker average

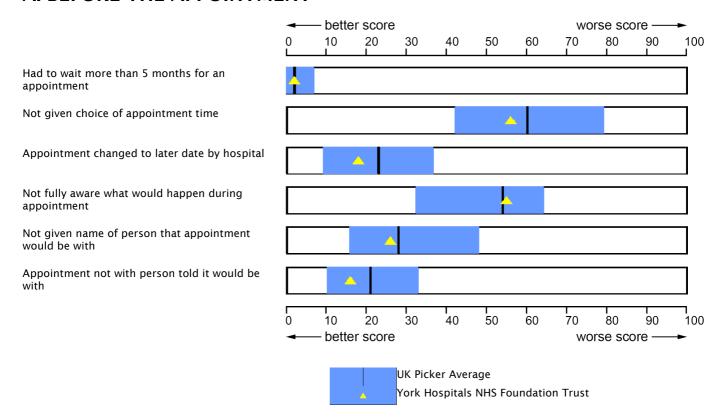


External Benchmarks comparing results with other trusts

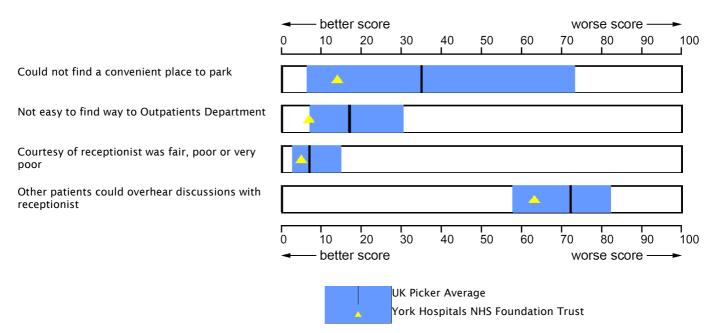
External Benchmarks

This section shows how your Trust compared to all trusts who commissioned Picker Institute Europe for this survey (74 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.

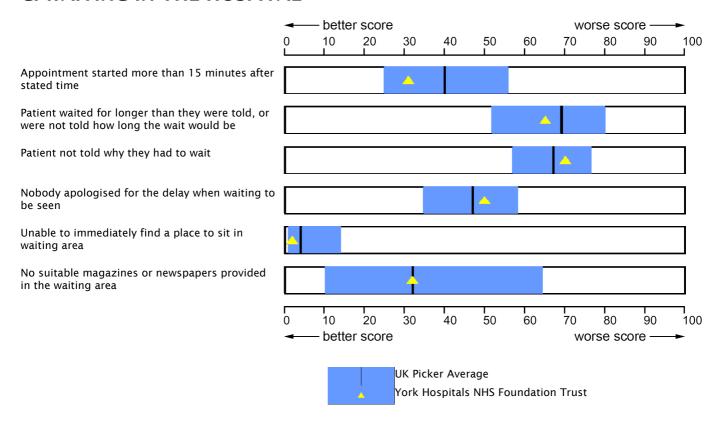
A. BEFORE THE APPOINTMENT



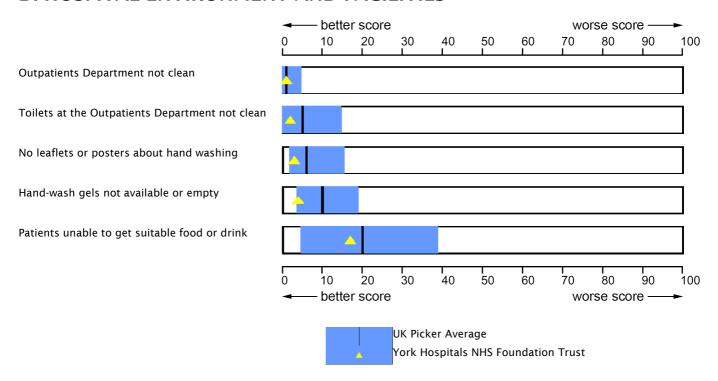
B. ARRIVAL AT THE HOSPITAL



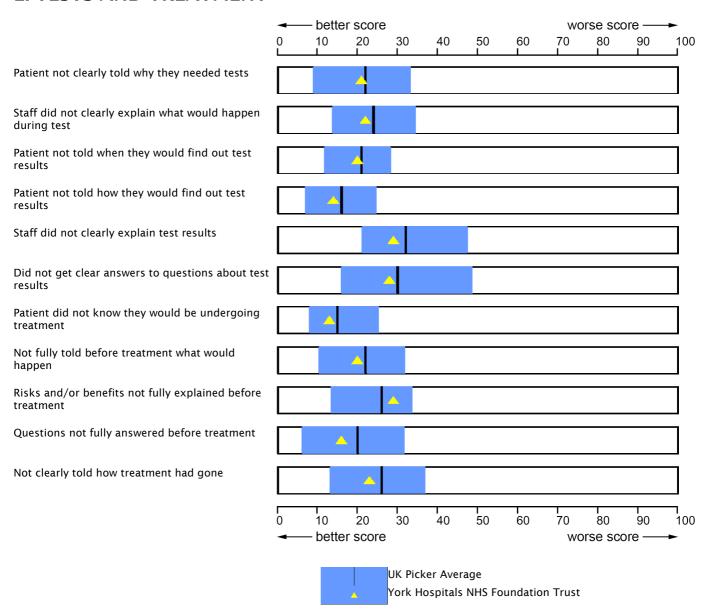
C. WAITING IN THE HOSPITAL



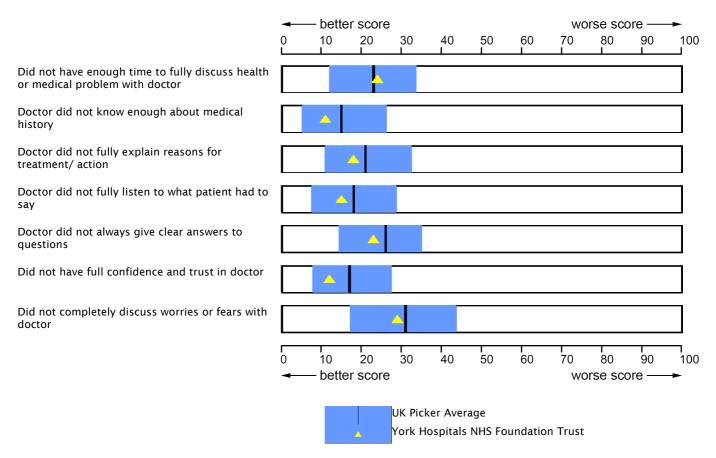
D. HOSPITAL ENVIRONMENT AND FACILITIES



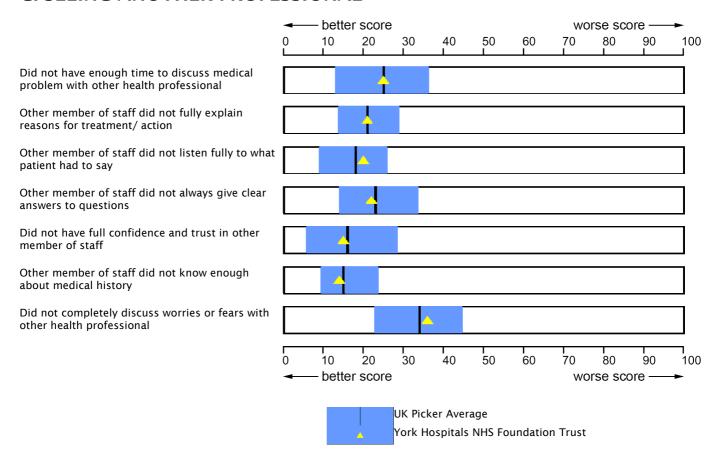
E. TESTS AND TREATMENT



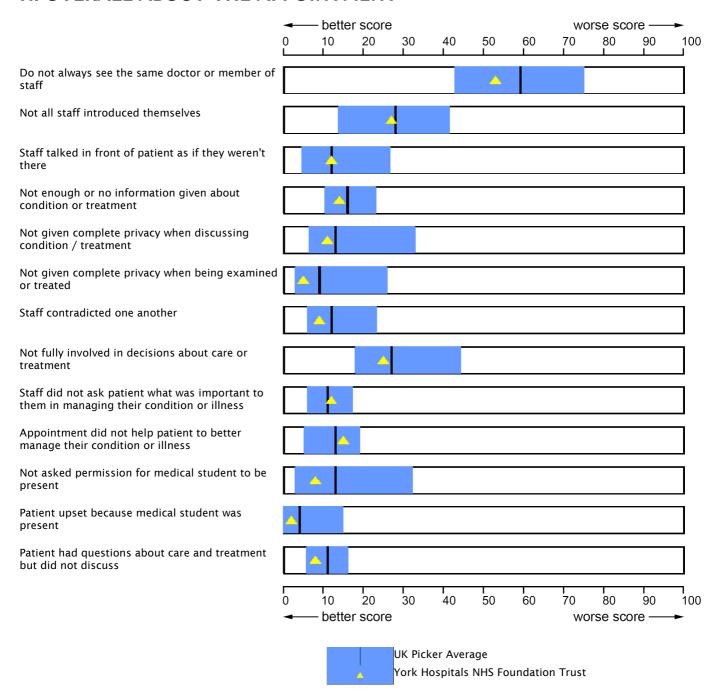
F. SEEING A DOCTOR



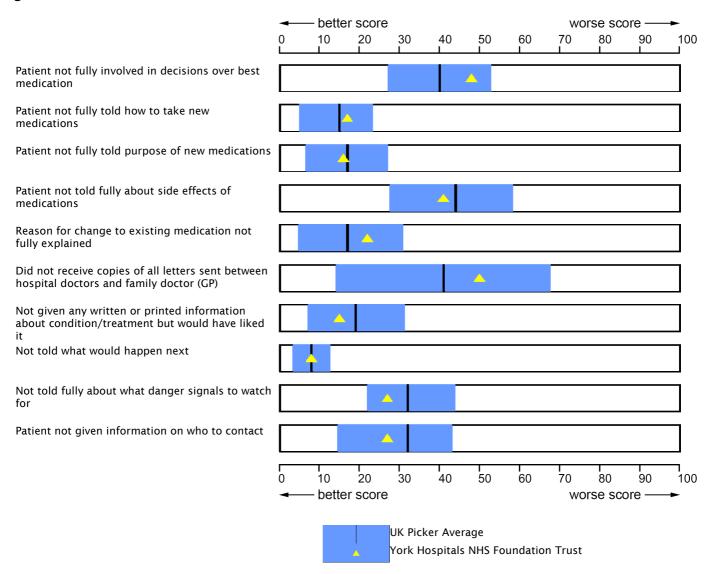
G. SEEING ANOTHER PROFESSIONAL



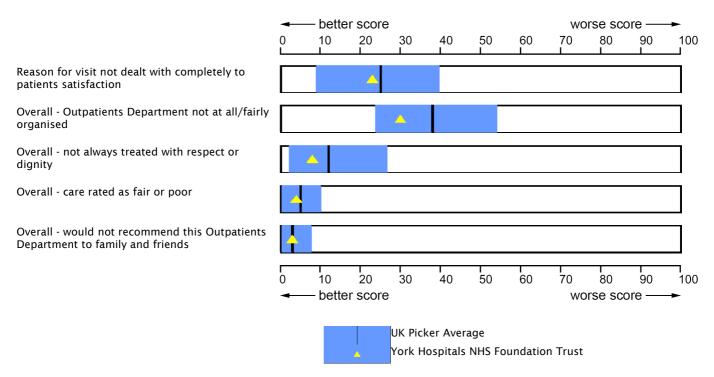
H. OVERALL ABOUT THE APPOINTMENT



J. LEAVING THE OUTPATIENTS DEPARTMENT



K. OVERALL IMPRESSION





Internal Benchmarks comparing results within the trust

Internal Benchmarks

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

Tel: 01865 208100 Fax: 01865 208101

Email: surveys@pickereurope.ac.uk



Appendix 1 Frequency Tables a detailed breakdown of your results

Frequency Tables

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

A. BEFORE THE APPOINTMENT

A1 - Have you ever visited this Outpatients Department before for the same condition?

	Th	iis Trust		All trusts
All Patients	n	%	n	%
Yes	333	70.3	22129	67.5
No	137	28.9	9942	30.3
Not answered	4	0.8	693	2.1
	474		32764	

A2 - From the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for your appointment?

	This	Trust		All trusts
Patients who had not visited the department before for the same condition	n	%	n	%
Up to 1 month	62	44.0	4563	42.9
1 month to 6 weeks	36	25.5	2506	23.6
More than 6 weeks but no more than 3 months	19	13.5	1526	14.3
More than 3 months but no more than 5 months	5	3.5	407	3.8
More than 5 months but no more than 12 months	2	1.4	191	1.8
More than 12 months but no more than 18 months	1	0.7	31	0.3
More than 18 months	0	0.0	16	0.2
I went to Outpatients without an appointment	8	5.7	396	3.7
Don't know/Can't remember	2	1.4	318	3.0
Not answered	6	4.3	681	6.4
	141		10635	

A2+ - From the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for your appointment?

	This	s Trust		All trusts	
Patients with a pre-booked appointment, who had not visited the department before	n	%	n	%	
Up to 1 month	62	46.6	4563	44.6	
1 month to 6 weeks	36	27.1	2506	24.5	
More than 6 weeks but no more than 3 months	19	14.3	1526	14.9	
More than 3 months but no more than 5 months	5	3.8	407	4.0	
More than 5 months but no more than 12 months	2	1.5	191	1.9	
More than 12 months but no more than 18 months	1	0.8	31	0.3	
* More than 18 months	0	0.0	16	0.2	
Don't know / Can't remember	2	1.5	318	3.1	
Not answered	6	4.5	681	6.7	
Problem score - This Trust 2.3 %	133		10239		

Problem score - All trusts 2.3%

A3 - Did your symptoms or condition get worse while you were waiting for your appointment?

	This	Trust		All trusts
Patients who had not visited the department before for the same condition	n	%	n	%
Yes, definitely	6	4.3	891	8.4
Yes, to some extent	31	22.0	2150	20.2
No	96	68.1	6754	63.5
Don't know / Can't remember	3	2.1	361	3.4
Not answered	5	3.5	479	4.5
	141		10635	

A4 - In the last 12 months, how many times (including this one) have you visited the Outpatient Department for any condition?

	Т	his Trust		All trusts	
All Patients	n	%	n	%	
This was the only time	83	17.5	6862	20.9	
2 to 3 times	209	44.1	14178	43.3	
4 to 8 times	124	26.2	7531	23.0	
More than 8 times	51	10.8	3637	11.1	
Not answered	7	1.5	556	1.7	
	474		32764		

A5 - Were you given a choice of appointment times?

	Ihis	Irust		All trusts
All Patients	n	%	n	%
Yes	196	41.4	12120	37.0
* No, but I did not need/want a choice	215	45.4	14789	45.1
* No, but I would have liked a choice	51	10.8	4876	14.9
Don't know/Can't remember	8	1.7	636	1.9
Not answered	4	0.8	343	1.0
Problem score - This Trust 56.1 %	474		32764	

Problem score - All trusts 60.0%

A6 - Was your appointment changed to a later date by the hospital?

	This	This Trust		
All Patients	n	%	n	%
No	382	80.6	24970	76.2
* Yes, once	73	15.4	5847	17.8
* Yes, 2 or 3 times	11	2.3	1418	4.3
* Yes, 4 times or more	2	0.4	119	0.4
Not answered	6	1.3	410	1.3
Problem score - This Trust 18.1 %	474		32764	

Problem score - All trusts 22.5%

A7 - Before your appointment, did you know what would happen to you during the appointment?

		Trust		All trusts	
All Patients	n	%	n	%	
Yes, definitely	209	44.1	14569	44.5	
* Yes, to some extent	209	44.1	13532	41.3	
* No	53	11.2	4332	13.2	
Not answered	3	0.6	331	1.0	
Problem score - This Trust 55.3 %	474		32764		

Problem score - All trusts 54.4%

A8 - Before your appointment, were you given the name of the person that the appointment was with?

	This	This Trust		
All Patients	n	%	n	%
Yes	343	72.4	19011	70.6
* No	125	26.4	7541	28.0
Not answered	6	1.3	391	1.5
Problem score - This Trust 26.4 %	474		26943	

Problem score - All trusts 28.0%

A9 - When you arrived, was your appointment with the person you were told it would be with?

	This	Trust		All trusts
Patients given the name of who the appointment was with	n	%	n	%
Yes	283	81.1	14422	74.3
* No, and I was not happy about it	13	3.7	857	4.4
* No, but I did not mind	44	12.6	3286	16.9
Don't know / Can't remember	4	1.1	423	2.2
Not answered	5	1.4	414	2.1
Problem score - This Trust 16.3 %	349		19402	

Problem score - All trusts 21.3%

B. ARRIVAL AT THE HOSPITAL

B1 - Was it possible to find a convenient place to park in the hospital car park?

	Th	This Trust		
All Patients	n	%	n	%
Yes	239	50.4	11482	42.6
No	41	8.6	6448	23.9
I did not need to find a place to park	187	39.5	8408	31.2
Don't know / Can't remember	3	0.6	104	0.4
Not answered	4	0.8	501	1.9
	474		26943	

B1+ - Was it possible to find a convenient place to park in the hospital car park?

	This	Trust		All trusts
Patients who needed to find a place to park	n	%	n	%
Yes	239	83.3	11482	61.9
* No	41	14.3	6448	34.8
Don't know / Can't remember	3	1.0	104	0.6
Not answered	4	1.4	501	2.7
Problem score - This Trust 14.3 %	287		18535	

Problem score - All trusts 34.7%

B2 - Once you arrived at the hospital, was it easy to find your way to the Outpatients Department?

	This	This Trust		
All Patients	n	%	n	%
Yes, definitely	434	91.6	21919	81.4
* Yes, but it could be improved	32	6.8	3950	14.7
* No	2	0.4	774	2.9
Don't know / Can't remember	3	0.6	77	0.3
Not answered	3	0.6	223	0.8
Problem score - This Trust 7.2 %	474		26943	

Problem score - All trusts 17.4%

B3 - When you arrived at the Outpatients Department, how would you rate the courtesy of the receptionist?

	This	This Trust		
All Patients	n	%	n	%
Excellent	210	44.3	9158	34.0
Very good	174	36.7	10564	39.2
Good	66	13.9	5069	18.8
* Fair	20	4.2	1562	5.8
* Poor	2	0.4	250	0.9
* Very poor	0	0.0	99	0.4
Not answered	2	0.4	241	0.9
Problem score - This Trust 4.6 % Problem score - All trusts 7.1%	474		26943	

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B4 - In the reception area, could other patients overhear what you talked about with the receptionist?

	This	Trust		All trusts	
All Patients	n	%	n	%	
* Yes, and I was not happy about it	28	5.9	2090	7.8	
* Yes, but I did not mind	269	56.8	17389	64.5	
No, others could not overhear	127	26.8	4991	18.5	
Don't know / Can't say	50	10.5	2160	8.0	
Not answered	0	0.0	313	1.2	
Problem score - This Trust 62.7 %	474		26943		

Problem score - All trusts 72.3%

C. WAITING IN THE HOSPITAL

C1 - How long after the stated appointment time did the appointment start?

	This	Trust		All trusts
All Patients	n	%	n	%
Seen on time, or early	117	24.7	7158	21.8
Waited up to 5 minutes	65	13.7	3793	11.6
Waited 6 - 15 minutes	123	25.9	7794	23.8
* Waited 16 - 30 minutes	77	16.2	6029	18.4
* Waited 31 - 60 minutes	45	9.5	4071	12.4
Waited more than 1 hour but no more than 2 hours	21	4.4	2214	6.8
* Waited more than 2 hours	6	1.3	748	2.3
Don't know/ Can't remember	14	3.0	505	1.5
Not answered	6	1.3	452	1.4
Problem score - This Trust 31.4 %	474		32764	

Problem score - All trusts 39.8%

C2 - Were you told how long you would have to wait?

	This	s Trust		All trusts
Patients who had to wait over 15 minutes for their appointment	n	%	n	%
Yes, but the wait was shorter	6	3.6	713	5.1
Yes, and I had to wait about as long as was told	37	21.9	2788	19.9
* Yes, but the wait was longer	20	11.8	1839	13.1
* No, I was not told	90	53.3	7800	55.6
Don't know/ Can't remember	13	7.7	561	4.0
Not answered	3	1.8	318	2.3
Problem score - This Trust 65.1 %	169		14019	

Problem score - All trusts 68.9%

C3 - Were you told why you had to wait?

	This	Trust		All trusts
Patients who had to wait over 15 minutes for their appointment	n	%	n	%
Yes	32	18.9	2865	24.8
* No, but I would have liked an explanation	52	30.8	3559	30.9
* No, but I did not mind	67	39.6	4214	36.5
Don't know/ Can't remember	13	7.7	531	4.6
Not answered	5	3.0	362	3.1
Problem score - This Trust 70.4 %	169		11531	

Problem score - All trusts 67.4%

C4 - Did someone apologise for the delay?

	This	Trust		All trusts
Patients who had to wait over 15 minutes for their appointment	n	%	n	%
Yes	74	43.8	5545	48.1
* No, but I would have liked an apology	30	17.8	2067	17.9
* No, but I did not mind	55	32.5	3408	29.6
Not answered	10	5.9	511	4.4
Problem score - This Trust 50.3 %	169		11531	

Problem score - All trusts 47.4%

C5 - Were you able to find a place to sit in the waiting area?

	Thi	s Trust		All trusts
All Patients	n	%	n	%
Yes, I found a place to sit straight away	457	96.4	25261	93.8
Yes, but I had to wait for a seat	8	1.7	918	3.4
No, I could not find a place to sit	2	0.4	205	0.8
I did not want to find a place to sit	1	0.2	118	0.4
Don't know / Can't remember	2	0.4	33	0.1
Not answered	4	0.8	408	1.5
	474		26943	

C5+ - Were you able to find a place to sit in the waiting area?

	This	Trust		All trusts
Patients who wanted to find a place to sit in the waiting area	n	%	n	%
Yes, I found a place to sit straight away	457	96.6	25261	94.2
* Yes, but I had to wait for a seat	8	1.7	918	3.4
* No, I could not find a place to sit	2	0.4	205	0.8
Don't know / Can't remember	2	0.4	33	0.1
Not answered	4	0.8	408	1.5
Problem score - This Trust 2.1 %	473		26825	

Problem score - All trusts 4.2%

C6 - Were suitable magazines or newspapers provided in the waiting area?

	Th	is Trust	All trusts	
All Patients	n	%	n	%
Yes	198	41.8	11798	43.8
No	106	22.4	6539	24.3
I did not want/need any	139	29.3	6574	24.4
Don't know / Can't remember	25	5.3	1509	5.6
Not answered	6	1.3	523	1.9
	474		26943	

C6+ - Were suitable magazines or newspapers provided in the waiting area?

	This	Trust		All trusts
Patients who wanted newspapers or magazines	n	%	n	%
Yes	198	59.1	11798	57.9
* No	106	31.6	6539	32.1
Don't know / Can't remember	25	7.5	1509	7.4
Not answered	6	1.8	523	2.6
Problem score - This Trust 31.6 %	335		20369	

Problem score - All trusts 32.1%

D. HOSPITAL ENVIRONMENT AND FACILITIES

D1 - In your opinion, how clean was the Outpatients Department?

	Thi	This Trust		
All Patients	n	%	n	%
Very clean	321	67.7	20930	63.9
Fairly clean	137	28.9	10785	32.9
* Not very clean	5	1.1	427	1.3
* Not at all clean	0	0.0	49	0.1
Can't say	9	1.9	338	1.0
Not answered	2	0.4	235	0.7
Problem score - This Trust 1.1 %	474		32764	

Problem score - All trusts 1.4%

D2 - How clean were the toilets at the Outpatients Department?

		nis Trust	All trusts	
All Patients	n	%	n	%
Very clean	223	47.0	13198	40.3
Fairly clean	77	16.2	7822	23.9
Not very clean	7	1.5	898	2.7
Not at all clean	0	0.0	168	0.5
I did not use a toilet	166	35.0	10379	31.7
Not answered	1	0.2	299	0.9
	474		32764	

D2+ - How clean were the toilets at the Outpatients Department?

	This	Trust		All trusts
Patients who used a toilet in the outpatients department	n	%	n	%
Very clean	223	72.4	13198	59.0
Fairly clean	77	25.0	7822	34.9
* Not very clean	7	2.3	898	4.0
* Not at all clean	0	0.0	168	0.8
Not answered	1	0.3	299	1.3
Problem score - This Trust 2.3 %	308		22385	

Problem score - All trusts 4.8%

D3 - Did you see any posters or leaflets in the Outpatients Department asking patients and visitors to wash their hands or to use hand-wash gels?

	This	Trust		All trusts
All Patients	n	%	n	%
Yes	423	89.2	22041	81.8
* No	16	3.4	1707	6.3
Can't remember	34	7.2	2932	10.9
Not answered	1	0.2	263	1.0
Problem score - This Trust 3.4 %	474		26943	

Problem score - All trusts 6.3%

D4 - Were hand-wash gels available for patients and visitors to use?

	This	This Trust		
All Patients	n	%	n	%
Yes	425	89.7	21158	78.5
* Yes, but they were empty	4	0.8	510	1.9
* I did not see any hand-wash gels	17	3.6	2211	8.2
Can't remember	27	5.7	2725	10.1
Not answered	1	0.2	339	1.3
Problem score - This Trust 4.4 % Problem score - All trusts 10.1%	474		26943	

D5 - Were you able to get suitable food and drinks when you were in the Outpatients Department?

	Thi	s Trust		All trusts
All Patients	n	%	n	%
Yes	180	38.0	10809	40.1
No	39	8.2	2911	10.8
I was told not to eat or drink before my appointment	23	4.9	755	2.8
I didn't know if I was allowed to eat or drink	6	1.3	548	2.0
I did not want anything to eat or drink	219	46.2	11300	41.9
Not answered	7	1.5	620	2.3
	474		26943	

D5+ - Were you able to get suitable food and drinks when you were in the Outpatients Department?

	This	Trust		All trusts
Patients who wanted something to eat or drink	n	%	n	%
Yes	180	79.6	10809	75.4
* No	39	17.3	2911	20.3
Not answered	7	3.1	620	4.3
Problem score - This Trust 17.3 %	226		14340	

Problem score - All trusts 20.4%

E. TESTS AND TREATMENT

E1 - Did you have any tests (such as x-rays, scans or blood tests) when you last visited the Outpatients Department?

	Th	iis Trust		All trusts
All Patients	n	%	n	%
Yes	198	41.8	15925	48.6
No	270	57.0	16300	49.7
Not answered	6	1.3	539	1.6
	474		32764	

E2 - Did a member of staff explain why you needed these test(s) in a way you could understand?

	This	This Trust		
Patients who had test(s)	n	%	n	%
Yes, completely	135	66.2	10206	62.0
* Yes, to some extent	38	18.6	2675	16.2
* No	5	2.5	924	5.6
I did not need an explanation	21	10.3	2096	12.7
Not answered	5	2.5	563	3.4
Problem score - This Trust 21.1 %	204		16464	

Problem score - All trusts 21.8%

E3 - Did a member of staff explain what would happen during your test in a way you could understand?

	This	Trust		All trusts
Patients who had test(s)	n	%	n	%
Yes, completely	154	75.5	9763	72.4
* Yes, to some extent	33	16.2	2177	16.1
* No	11	5.4	1010	7.5
Not answered	6	2.9	543	4.0
Problem score - This Trust 21.6 %	204		13493	

Problem score - All trusts 23.5%

E4 - Did a member of staff tell you when you would find out the results of your test(s)?

	This	Trust		All trusts
Patients who had test(s)	n	%	n	%
Yes	143	70.1	9312	69.0
* No	41	20.1	2778	20.6
Not sure / Can't remember	11	5.4	866	6.4
Not answered	9	4.4	537	4.0
Problem score - This Trust 20.1 %	204		13493	

Problem score - All trusts 20.6%

E5 - Did a member of staff tell you how you would find out the results of your test(s)?

	This	Trust		All trusts
Patients who had test(s)	n	%	n	%
Yes	133	65.2	10686	64.9
* No	28	13.7	2628	16.0
Not sure / Can't remember	13	6.4	887	5.4
I did not need an explanation	23	11.3	1633	9.9
Not answered	7	3.4	630	3.8
Problem score - This Trust 13.7 %	204		16464	

Problem score - All trusts 16.0%

E6 - Did a member of staff explain the results of the tests in a way you could understand?

	This	s Trust	Trust	
Patients who had test(s)	n	%	n	%
Yes, definitely	105	51.5	7924	48.1
Yes, to some extent	29	14.2	2850	17.3
No	21	10.3	1455	8.8
Not sure / Can't remember	7	3.4	359	2.2
I was told I would get the results at a later date	30	14.7	2486	15.1
I was never told the results of the tests	4	2.0	634	3.9
Not answered	8	3.9	756	4.6
	204		16464	

E6+ - Did a member of staff explain the results of the tests in a way you could understand?

	This	This Trust			
Patients who received test results	n	%	n	%	
Yes, definitely	105	61.8	7924	59.4	
* Yes, to some extent	29	17.1	2850	21.4	
* No	21	12.4	1455	10.9	
Not sure / Can't remember	7	4.1	359	2.7	
Not answered	8	4.7	756	5.7	
Problem score - This Trust 29.4 %	170		13344		

Problem score - All trusts 32.3%

E7 - If you had questions to ask about the test results, did you get answers that you could understand?

	Thi	s Trust		All trusts
Patients who received test results	n	%	n	%
Yes, definitely	88	51.8	5902	54.1
Yes, to some extent	28	16.5	2105	19.3
No	5	2.9	409	3.7
I did not need to ask	35	20.6	1631	14.9
I did not have an opportunity to ask	5	2.9	277	2.5
Not answered	9	5.3	590	5.4
	170		10914	

E7+ - If you had questions to ask about the test results, did you get answers that you could understand?

	This	This Trust		
Patients who had questions about their test results	n	%	n	%
Yes, definitely	88	65.2	5902	63.6
* Yes, to some extent	28	20.7	2105	22.7
* No	5	3.7	409	4.4
* I did not have an opportunity to ask	5	3.7	277	3.0
Not answered	9	6.7	590	6.4
Problem score - This Trust 28.1 %	135		9283	

Problem score - All trusts 29.9%

E8 - During your Outpatient appointment, did you have any treatment for your condition?

All Patients	Th	This Trust		
	n	%	n	%
Yes	156	32.9	10548	32.2
No	310	65.4	21490	65.6
Not answered	8	1.7	726	2.2
-	474		32764	

E9 - Before your appointment, did you know that you would be undergoing treatment?

	This	This Trust		
Patients who had treatment during appointment	n	%	n	%
Yes	136	82.9	7272	78.6
* No, and I did not mind that I wasn't told	18	11.0	1175	12.7
* No, but I would have liked to know	3	1.8	219	2.4
Not answered	7	4.3	589	6.4
Problem score - This Trust 12.8 %	164		9255	

Problem score - All trusts 15.1%

E10 - Before the treatment did a member of staff explain what would happen?

	This		All trusts	
Patients who had treatment during appointment	n	%	n	%
Yes, definitely	124	75.6	7740	68.7
* Yes, to some extent	26	15.9	1957	17.4
* No	6	3.7	505	4.5
I did not want an explanation	5	3.0	489	4.3
Not answered	3	1.8	583	5.2
Problem score - This Trust 19.5 %	164		11274	

Problem score - All trusts 21.7%

E11 - Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?

	This		All trusts	
Patients who had treatment during appointment	n	%	n	%
Yes, definitely	97	59.1	6799	60.3
* Yes, to some extent	35	21.3	1986	17.6
* No	12	7.3	961	8.5
I did not want an explanation	15	9.1	922	8.2
Not answered	5	3.0	606	5.4
Problem score - This Trust 28.7 %	164		11274	

Problem score - All trusts 26.0%

E12 - Before the treatment did a member of staff answer your questions in a way you could understand?

	This	Trust		All trusts
Patients who had treatment during appointment	n	%	n	%
Yes, definitely	114	69.5	5892	63.7
Yes, to some extent	19	11.6	1404	15.2
No	4	2.4	217	2.3
I did not have any questions	23	14.0	1230	13.3
Not answered	4	2.4	512	5.5
	164		9255	

E12+ - Before the treatment did a member of staff answer your questions in a way you could understand?

•	This	Trust		All trusts
Patients who had questions about their treatment	n	%	n	%
Yes, definitely	114	80.9	5892	73.4
Yes, to some extent	19	13.5	1404	17.5
No	4	2.8	217	2.7
Not answered	4	2.8	512	6.4
Problem score - This Trust 16.3 %	141		8025	

Problem score - All trusts 20.1%

E13 - Afterwards, did a member of staff explain how the treatment had gone in a way you could understand?

	This		All trusts		
Patients who had treatment during appointment	n	%	n	%	
Yes, completely	121	73.8	6076	65.7	
* Yes, to some extent	31	18.9	1923	20.8	
* No, I did not get an explanation I could understand	7	4.3	462	5.0	
No, but they explained it to a friend or family member	2	1.2	112	1.2	
Not answered	3	1.8	682	7.4	
Problem score - This Trust 23.2 %	164		9255		

Problem score - All trusts 25.7%

F. SEEING A DOCTOR

F1 - Was any part of your outpatient appointment with a doctor?

		This Trust		
All Patients	n	%	n	%
Yes	349	73.6	25718	78.5
No	112	23.6	6297	19.2
Not answered	13	2.7	749	2.3
	474		32764	

F2 - Did you have enough time to discuss your health or medical problem with the doctor?

	This	This Trust		
Patients who saw a Doctor	n	%	n	%
Yes, definitely	267	73.8	19862	75.0
* Yes, to some extent	74	20.4	5176	19.6
* No	12	3.3	881	3.3
Not answered	9	2.5	548	2.1
Problem score - This Trust 23.8 %	362		26467	

Problem score - All trusts 22.8%

F3 - Did the doctor seem aware of your medical history?

	This	Trust		All trusts	
Patients who saw a Doctor	n	%	n	%	
He/she knew enough	293	80.9	20588	77.8	
* He/she knew something but not enough	29	8.0	2819	10.7	
* He/she knew little or nothing	10	2.8	1164	4.4	
Don't know/ Can't say	22	6.1	1336	5.0	
Not answered	8	2.2	560	2.1	
Problem score - This Trust 10.8 %	362		26467		

Problem score - All trusts 14.9%

F4 - Did the doctor explain the reasons for any treatment or action in a way that you could understand?

	Thi	s Trust		All trusts
Patients who saw a Doctor	n	%	n	%
Yes, completely	268	74.0	18887	71.4
Yes, to some extent	59	16.3	4650	17.6
No	4	1.1	604	2.3
I did not need an explanation	7	1.9	704	2.7
No treatment or action was needed	18	5.0	1037	3.9
Not answered	6	1.7	585	2.2
-	362		26467	

F4+ - Did the doctor explain the reasons for any treatment or action in a way that you could understand?

	This	This Trust			
Patients who saw a doctor and needed treatment or action	n	%	n	%	
Yes, completely	268	77.9	18887	74.3	
* Yes, to some extent	59	17.2	4650	18.3	
* No	4	1.2	604	2.4	
I did not need an explanation	7	2.0	704	2.8	
Not answered	6	1.7	585	2.3	
Problem score - This Trust 18.3 %	344		25430		
D 11 All : 20.50/					

Problem score - All trusts 20.6%

F5 - Did the doctor listen to what you had to say?

	This	Trust		All trusts
Patients who saw a Doctor	n	%	n	%
Yes, definitely	302	83.4	21076	79.6
* Yes, to some extent	45	12.4	4282	16.2
* No	8	2.2	481	1.8
Not answered	7	1.9	628	2.4
Problem score - This Trust 14.6 %	362		26467	

Problem score - All trusts 17.9%

F6 - If you had important questions to ask the doctor, did you get answers that you could understand?

	Thi	This Trust		
Patients who saw a Doctor	n	%	n	%
Yes, definitely	230	63.5	16717	63.2
Yes, to some extent	57	15.7	5063	19.1
No	9	2.5	638	2.4
I did not need to ask	51	14.1	3206	12.1
I did not have an opportunity to ask	6	1.7	285	1.1
Not answered	9	2.5	558	2.1
	362		26467	

F6+ - If you had important questions to ask the doctor, did you get answers that you could understand?

	This	All trusts		
Patients who saw a doctor and had important questions	n	%	n	%
Yes, definitely	230	74.0	16717	71.9
* Yes, to some extent	57	18.3	5063	21.8
* No	9	2.9	638	2.7
* I did not have an opportunity to ask	6	1.9	285	1.2
Not answered	9	2.9	558	2.4
Problem score - This Trust 23.2 %	311		23261	-

Problem score - All trusts 25.6%

F7 - Did you have confidence and trust in the doctor examining and treating you?

		Trust	All trusts	
Patients who saw a Doctor	n	%	n	%
Yes, definitely	311	85.9	21399	80.9
* Yes, to some extent	38	10.5	3836	14.5
* No	7	1.9	701	2.6
Not answered	6	1.7	531	2.0
Problem score - This Trust 12.4 %	362		26467	

Problem score - All trusts 17.1%

F8 - If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

		is Trust		All trusts	
Patients who saw a Doctor	n	%	n	%	
Yes, completely	187	51.7	11070	51.0	
Yes, to some extent	61	16.9	4103	18.9	
No	18	5.0	1133	5.2	
I did not have worries or fears	86	23.8	4815	22.2	
Not answered	10	2.8	586	2.7	
	362		21707		

F8+ - If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

	This Trust			All trusts		
Patients who saw a doctor and had worries or fears	n	%	n	%		
Yes, completely	187	67.8	11070	65.5		
* Yes, to some extent	61	22.1	4103	24.3		
* No	18	6.5	1133	6.7		
Not answered	10	3.6	586	3.5		
Problem score - This Trust 28.6 %	276		16892			

Problem score - All trusts 30.8%

G. SEEING ANOTHER PROFESSIONAL

G1 - Was all or part of your Outpatient appointment with any member of staff, other than a doctor?

All Patients	Th	This Trust		
	n	%	n	%
Yes	281	59.3	18566	56.7
No	172	36.3	13078	39.9
Not answered	21	4.4	1120	3.4
	474		32764	

G2 - Who was the main person, other than a doctor, you saw?

	This Trust		All trusts	
Patients who saw a health professional other than a doctor	n	%	n	%
A nurse	159	52.6	10544	53.6
A physiotherapist	12	4.0	1442	7.3
A radiographer	45	14.9	2786	14.2
Someone else	38	12.6	2289	11.6
Not answered	48	15.9	2625	13.3
	302		19686	

G3 - Did you have enough time to discuss your health or medical problem with him/her?

	Thi	s Trust		All trusts
Patients who saw a health professional other than a doctor	n	%	n	%
Yes, definitely	176	58.3	9449	58.5
Yes, to some extent	48	15.9	2626	16.3
No	16	5.3	686	4.2
I did not need to discuss it with him/her	50	16.6	2786	17.2
Not answered	12	4.0	611	3.8
	302		16158	

G3+ - Did you have enough time to discuss your health or medical problem with him/her?

	This Trust		All trusts	
Patients who needed to discuss health or medical problem	n	%	n	%
Yes, definitely	176	69.8	9449	70.7
* Yes, to some extent	48	19.0	2626	19.6
* No	16	6.3	686	5.1
Not answered	12	4.8	611	4.6
Problem score - This Trust 25.4 %	252		13372	

Problem score - All trusts 24.6%

G4 - Did he/she explain the reasons for any treatment or action in a way that you could understand?

es, definitely es, to some extent	This	All trusts		
Patients who saw a health professional other than a doctor	n	%	n	%
Yes, definitely	204	67.5	10109	62.6
Yes, to some extent	40	13.2	2391	14.8
No	19	6.3	680	4.2
I did not want an explanation	8	2.6	1069	6.6
No treatment or action was needed	19	6.3	1251	7.7
Not answered	12	4.0	658	4.1
	302		16158	

G4+ - Did he/she explain the reasons for any treatment or action in a way that you could understand?

	This	Trust		All trusts
Patients who saw a health professional other than a doctor and needed treatment or action	n	%	n	%
Yes, definitely	204	72.1	10109	67.8
* Yes, to some extent	40	14.1	2391	16.0
* No	19	6.7	680	4.6
I did not want an explanation	8	2.8	1069	7.2
Not answered	12	4.2	658	4.4
Problem score - This Trust 20.8 %	283		14907	

Problem score - All trusts 20.5%

G5 - Did he/she listen to what you had to say?

	This	Trust		All trusts	
Patients who saw a health professional other than a doctor	n	%	n	%	
Yes, definitely	229	75.8	12133	75.1	
* Yes, to some extent	47	15.6	2456	15.2	
* No	12	4.0	498	3.1	
Not answered	14	4.6	1071	6.6	
Problem score - This Trust 19.5 %	302		16158		

Problem score - All trusts 18.2%

G6 - If you had important questions to ask him/her, did you get answers that you could understand?

	Th	is Trust		All trusts
Patients who saw a health professional other than a doctor	n	%	n	%
Yes, definitely	167	55.3	10999	55.9
Yes, to some extent	38	12.6	2858	14.5
No	6	2.0	388	2.0
I did not need to ask	73	24.2	4408	22.4
I did not have an opportunity to ask	6	2.0	239	1.2
Not answered	12	4.0	794	4.0
	302		19686	

G6+ - If you had important questions to ask him/her, did you get answers that you could understand?

	This	This Trust		
Patients who needed to ask important questions to other health professional	n	%	n	%
Yes, definitely	167	72.9	10999	72.0
* Yes, to some extent	38	16.6	2858	18.7
* No	6	2.6	388	2.5
* I did not have an opportunity to ask	6	2.6	239	1.6
Not answered	12	5.2	794	5.2
Problem score - This Trust 21.8 % Problem score - All trusts 22.7%	229		15278	

G7 - Did you have confidence and trust in him/her?

	This		All trusts	
Patients who saw a health professional other than a doctor	n	%	n	%
Yes, definitely	243	80.5	15324	77.8
* Yes, to some extent	41	13.6	2895	14.7
* No	5	1.7	332	1.7
Not answered	13	4.3	1135	5.8
Problem score - This Trust 15.2 % Problem score - All trusts 16.4%	302		19686	

G8 - Did he/she seem aware of your medical history?

	This	This Trust			
Patients who saw a health professional other than a doctor	n	%	n	%	
He/she knew enough	209	69.2	10587	65.5	
* He/she knew something but not enough	23	7.6	1387	8.6	
* He/she knew little or nothing	18	6.0	1093	6.8	
Can't say	39	12.9	2427	15.0	
Not answered	13	4.3	664	4.1	
Problem score - This Trust 13.6 % Problem score - All trusts 15.2%	302		16158		

G9 - If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

	This	s Trust		All trusts
Patients who saw a health professional other than a doctor	n	%	n	%
Yes, completely	119	39.4	6607	40.9
Yes, to some extent	48	15.9	2500	15.5
No	24	7.9	1319	8.2
I did not have worries or fears	102	33.8	4962	30.7
Not answered	9	3.0	770	4.8
	302		16158	

G9+ - If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

	This	Trust		All trusts
Patients who saw a health professional other than a doctor and had worries or fears	n	%	n	%
Yes, completely	119	59.5	6607	59.0
* Yes, to some extent	48	24.0	2500	22.3
* No	24	12.0	1319	11.8
Not answered	9	4.5	770	6.9
Problem score - This Trust 36.0 %	200		11196	

Problem score - All trusts 34.0%

H. OVERALL ABOUT THE APPOINTMENT

H1 - Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

	Th	nis Trust	All trusts	
All Patients	n	%	n	%
This was my first visit	79	16.7	5963	18.2
Yes, always	152	32.1	9503	29.0
Yes, sometimes	163	34.4	11946	36.5
No, never	46	9.7	3791	11.6
Can't remember	19	4.0	796	2.4
Not answered	15	3.2	765	2.3
	474		32764	

H1+ - Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

	This		All trusts	
Patients who have visited this Outpatients Department before	n	%	n	%
Yes, always	152	38.5	9503	35.5
* Yes, sometimes	163	41.3	11946	44.6
* No, never	46	11.6	3791	14.1
Can't remember	19	4.8	796	3.0
Not answered	15	3.8	765	2.9
Problem score - This Trust 52.9 %	395		26801	

Problem score - All trusts 58.7%

H2 - Did the staff treating and examining you introduce themselves?

	Ihis		All trusts	
First time visitors and those who do not always see the same staff member	n	%	n	%
Yes, all of the staff introduced themselves	216	67.1	15381	66.1
* Some of the staff introduced themselves	66	20.5	4998	21.5
* Very few or none of the staff introduced themselves	20	6.2	1498	6.4
Don't know/Can't remember	8	2.5	749	3.2
Not answered	12	3.7	635	2.7
Problem score - This Trust 26.7 %	322		23261	

Problem score - All trusts 27.8%

H3 - Did doctors and/or other staff talk in front of you as if you weren't there?

	This	s Trust		All trusts
All Patients	n	%	n	%
* Yes, definitely	13	2.7	1237	3.8
* Yes, to some extent	42	8.9	2834	8.6
No	405	85.4	27909	85.2
Not answered	14	3.0	784	2.4
Problem score - This Trust 11.6 %	474		32764	

Problem score - All trusts 12.4%

H4 - While you were in the Outpatients Department, how much information about your condition or treatment was given to you?

	Ihis	Irust		All trusts
All Patients	n	%	n	%
* Not enough	48	10.1	3406	10.4
Right amount	392	82.7	26479	80.8
Too much	0	0.0	134	0.4
* I was not given any information about my treatment or condition	20	4.2	1891	5.8
Not answered	14	3.0	854	2.6
Problem score - This Trust 14.3 %	474		32764	_

Problem score - All trusts 16.1%

H5 - Were you given enough privacy when discussing your condition or treatment?

This	Trust		All trusts
n	%	n	%
411	86.7	27595	84.2
47	9.9	3975	12.1
3	0.6	422	1.3
13	2.7	772	2.4
474		32764	_
	n 411 47 3 13	411 86.7 47 9.9 3 0.6 13 2.7	n % n 411 86.7 27595 47 9.9 3975 3 0.6 422 13 2.7 772

Problem score - All trusts 13.4%

H6 - Were you given enough privacy when being examined or treated?

	This	This Trust		
All Patients	n	%	n	%
Yes, definitely	432	91.1	23759	88.2
* Yes, to some extent	22	4.6	2154	8.0
* No	2	0.4	207	0.8
Not answered	18	3.8	823	3.1
Problem score - This Trust 5.1 %	474		26943	_

Problem score - All trusts 8.8%

H7 - Sometimes in a hospital or clinic, a member of staff will say one thing and another will say something quite different. Did this happen to you?

	This	This Trust		
All Patients	n	%	n	%
* Yes, definitely	14	3.0	1386	4.2
* Yes, to some extent	28	5.9	2645	8.1
No	418	88.2	28106	85.8
Not answered	14	3.0	627	1.9
Problem score - This Trust 8.9 %	474		32764	

Problem score - All trusts 12.3%

H8 - Were you involved as much as you wanted to be in decisions about your care and treatment?

		This Trust		
All Patients	n	%	n	%
Yes, definitely	341	71.9	23002	70.2
* Yes, to some extent	98	20.7	7055	21.5
* No	18	3.8	1769	5.4
Not answered	17	3.6	938	2.9
Problem score - This Trust 24.5 %	474		32764	

Problem score - All trusts 26.9%

H9 - Was your appointment about a long term condition or illness that you need ongoing care or treatment for?

	Th	This Trust		
All Patients	n	%	n	%
Yes	325	68.6	22424	68.4
No	131	27.6	9249	28.2
Not answered	18	3.8	1091	3.3
	474		32764	

H10 - Did doctors and/or staff ask you what was important to you in managing your condition or illness?

	This	This Trust		
Patients attending about their long-term condition	n	%	n	%
Yes, definitely	123	35.9	9277	39.5
Yes, to some extent	82	23.9	5390	22.9
No, but I would have liked this	42	12.2	2675	11.4
This was not necessary	82	23.9	5200	22.1
Not answered	14	4.1	973	4.1
Problem score - This Trust 12.2 %	343		23515	

Problem score - All trusts 11.3%

H11 - Did your appointment help you to feel that you could better manage your condition or illness?

	This	This Trust		
Patients attending about their long-term condition	n	%	n	%
Yes, definitely	117	34.1	8457	36.0
Yes, to some extent	91	26.5	7016	29.8
^k No	51	14.9	3035	12.9
This was not necessary	70	20.4	4090	17.4
Not answered	14	4.1	917	3.9
Problem score - This Trust 14.9 %	343		23515	

Problem score - All trusts 12.9%

H12 - Were medical students present when you were being treated or examined?

	Th	This Trust		
All Patients	n	%	n	%
Yes	80	16.9	4247	15.8
No	386	81.4	22149	82.2
Not answered	8	1.7	547	2.0
	474		26943	

H13 - Were you asked for permission for medical students to be present when you were being treated or examined?

	This	Trust		All trusts
Those who had a medical student present	n	%	n	%
Yes	75	85.2	3727	77.7
* No	7	8.0	622	13.0
Not answered	6	6.8	445	9.3
Problem score - This Trust 8.0 %	88		4794	
Problem score - All trusts 13.0%				

H14 - Were you upset because medical students were present?

	This	This Trust		
Those who had a medical student present	n	%	n	%
* Yes	2	2.3	166	3.5
No	80	90.9	4154	86.6
Not answered	6	6.8	474	9.9
Problem score - This Trust 2.3 % Problem score - All trusts 3.5%	88		4794	

H15 - Did you have any questions about your care and treatment that you wanted to discuss but did not?

	This	This Trust			
All Patients	n	%	n	%	
* Yes	40	8.4	2881	10.7	
No	424	89.5	23287	86.4	
Not answered	10	2.1	775	2.9	
Problem score - This Trust 8.4 % Problem score - All trusts 10.7%	474		26943		

H16 - Why didn't you discuss these questions?

	This	Trust		All trusts	
Patients who had questions but did not discuss them	n	%	n	%	
I was embarrassed about mentioning them	3	6.0	284	7.8	
I forgot to mention them	9	18.0	991	27.1	
I didn't have time to mention them	15	30.0	799	21.9	
The member of staff didn't have time to listen	11	22.0	796	21.8	
There were too many interruptions	4	8.0	264	7.2	
There was not enough privacy	1	2.0	151	4.1	
I didn't know who to ask	6	12.0	408	11.2	
Not answered	11	22.0	906	24.8	
	50		3547		

J. LEAVING THE OUTPATIENTS DEPARTMENT

J1 - Before you left the Outpatients Department, were any new medications prescribed or ordered for you?

		This Trust		
All Patients	n	%	n	%
Yes	103	21.7	7681	23.4
No	362	76.4	24460	74.7
Not answered	9	1.9	623	1.9
-	474		32764	

J2 - Were you involved as much as you wanted to be in decisions about the best medicine for you?

		Trust	All trusts	
Patients prescribed new medication(s)	n	%	n	%
Yes, definitely	50	44.6	3640	52.9
* Yes, to some extent	29	25.9	1620	23.6
* No	25	22.3	1111	16.2
Not answered	8	7.1	504	7.3
Problem score - This Trust 48.2 %	112		6875	

Problem score - All trusts 39.7%

J3 - Did a member of staff explain to you how to take the new medications?

	This	This Trust			
Patients prescribed new medication(s)	n	%	n	%	
Yes, completely	73	65.2	5898	71.0	
* Yes, to some extent	15	13.4	878	10.6	
* No	4	3.6	347	4.2	
I did not need an explanation	12	10.7	608	7.3	
Not answered	8	7.1	573	6.9	
Problem score - This Trust 17.0 %	112		8304		

Problem score - All trusts 14.7%

J4 - Did a member of staff explain the purpose of the medications you were to take home in a way you could understand?

		Trust	All trusts	
Patients prescribed new medication(s)	n	%	n	%
Yes, completely	78	69.6	5847	70.4
* Yes, to some extent	15	13.4	1059	12.8
* No	3	2.7	305	3.7
I did not need an explanation	8	7.1	576	6.9
Not answered	8	7.1	517	6.2
Problem score - This Trust 16.1 %	112		8304	

Problem score - All trusts 16.5%

J5 - Did a member of staff tell you about medication side effects to watch for?

		Trust		All trusts	
Patients prescribed new medication(s)	n	%	n	%	
Yes, completely	34	30.4	2827	34.0	
* Yes, to some extent	18	16.1	1344	16.2	
* No	28	25.0	2315	27.9	
I did not need this type of information	23	20.5	1253	15.1	
Not answered	9	8.0	565	6.8	
Problem score - This Trust 41.1 %	112		8304		

Problem score - All trusts 43.9%

J6 - If you were taking any medication before your outpatient appointment, were any changes made to this medication?

	This	Trust		All trusts
All Patients	n	%	n	%
Yes	47	9.9	4118	12.6
No	288	60.8	20529	62.7
I was not taking any medication before my appointment	123	25.9	6965	21.3
Not answered	16	3.4	1152	3.5
-	474		32764	

J7 - Did a member of staff explain the reason for the change to your medication in a way that you could understand?

	This	This Trust		
Patients who had changes made to their existing medication	n	%	n	%
Yes, definitely	29	46.0	3024	57.4
* Yes, to some extent	8	12.7	647	12.3
* No	6	9.5	237	4.5
I did not need an explanation	7	11.1	273	5.2
Not answered	13	20.6	1089	20.7
Problem score - This Trust 22.2 %	63		5270	

Problem score - All trusts 16.8%

J8 - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

		s Trust		All trusts	
All Patients	n	%	n	%	
Yes, as far as I know I received copies of all letters	123	25.9	13229	40.4	
I received copies of some but not all letters	24	5.1	2758	8.4	
No, I did not receive copies of any letters	212	44.7	10728	32.7	
I do not know if any letters were sent	87	18.4	4517	13.8	
I asked not to receive copies of letters	2	0.4	306	0.9	
Not answered	26	5.5	1226	3.7	
	474		32764		

J8+ - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	This Trust			All trusts	
Patients who did not opt out of receiving letters	n	%	n	%	
Yes, as far as I know I received copies of all letters	123	26.1	13229	40.8	
* I received copies of some but not all letters	24	5.1	2758	8.5	
* No, I did not receive copies of any letters	212	44.9	10728	33.1	
I do not know if any letters were sent	87	18.4	4517	13.9	
Not answered	26	5.5	1226	3.8	
Problem score - This Trust 50.0 %	472		32458		

Problem score - All trusts 41.3%

J9 - Before you left the Outpatients Department, were you given any written or printed information about your condition or treatment?

	This	Trust		All trusts
All Patients	n	%	n	%
Yes	155	32.7	7207	26.7
* No, but I would have liked it	71	15.0	5059	18.8
No, but I did not need this type of information	238	50.2	14016	52.0
Not answered	10	2.1	661	2.5
Problem score - This Trust 15.0 %	474		26943	

Problem score - All trusts 18.7%

J10 - Before you left the Outpatients Department, were you told what would happen next (e.g. whether you needed another outpatients appointment, to see your GP etc)?

		This Trust		
All Patients	n	%	n	%
Yes	415	87.6	23672	87.9
* No	37	7.8	2165	8.0
Don't know / Can't remember	15	3.2	580	2.2
Not answered	7	1.5	526	2.0
Problem score - This Trust 7.8 %	474		26943	

Problem score - All trusts 8.0%

J11 - Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?

	This	This Trust		
All Patients	n	%	n	%
Yes, completely	114	24.1	8658	26.4
* Yes, to some extent	57	12.0	3846	11.7
* No	72	15.2	6504	19.9
I did not need this type of information	219	46.2	12924	39.4
Not answered	12	2.5	832	2.5
Problem score - This Trust 27.2 %	474		32764	

Problem score - All trusts 31.5%

J12 - Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

		Trust	All trusts	
All Patients	n	%	n	%
Yes	299	63.1	18864	57.6
* No	130	27.4	10639	32.5
Don't know / Can't remember	31	6.5	2139	6.5
Not answered	14	3.0	1122	3.4
Problem score - This Trust 27.4 %	474		32764	

Problem score - All trusts 32.4%

K. OVERALL IMPRESSION

K1 - Was the main reason you went to the Outpatients Department dealt with to your satisfaction?

	This	This Trust		
All Patients	n	%	n	%
Yes, completely	361	76.2	24088	73.5
* Yes, to some extent	93	19.6	7040	21.5
* No	15	3.2	1228	3.7
Not answered	5	1.1	408	1.2
Problem score - This Trust 22.8 %	474		32764	

Problem score - All trusts 25.2%

K2 - How well organised was the Outpatients Department you visited?

		is Trust		All trusts
All Patients	n	%	n	%
* Not at all organised	5	1.1	684	2.5
* Fairly organised	138	29.1	9498	35.3
Very well organised	323	68.1	16404	60.9
Not answered	8	1.7	357	1.3
Problem score - This Trust 30.2 %	474		26943	

Problem score - All trusts 37.8%

K3 - Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?

	This	Trust	All trusts	
All Patients	n	%	n	%
Yes, all of the time	430	90.7	28609	87.3
* Yes, some of the time	34	7.2	3424	10.5
* No	4	0.8	374	1.1
Not answered	6	1.3	357	1.1
Problem score - This Trust 8.0 %	474		32764	

Problem score - All trusts 11.5%

K4 - Overall, how would you rate the care you received at the Outpatients Department?

·	Thi	This Trust		
All Patients	n	%	n	%
Excellent	237	50.0	13736	41.9
Very good	163	34.4	12835	39.2
Good	49	10.3	4222	12.9
* Fair	16	3.4	1164	3.6
* Poor	2	0.4	279	0.9
* Very poor	1	0.2	153	0.5
Not answered	6	1.3	375	1.1
Problem score - This Trust 4.0 %	474		32764	

Problem score - All trusts 4.8%

$\mathsf{K5}$ - Would you recommend this Outpatients Department to your family and friends?

		is Trust		All trusts	
All Patients	n	%	n	%	
Yes, definitely	339	71.5	18379	68.2	
Yes, probably	108	22.8	7105	26.4	
* No	12	2.5	878	3.3	
Not answered	15	3.2	581	2.2	
Problem score - This Trust 2.5 %	474		26943		

Problem score - All trusts 3.2%

L. YOUR BACKGROUND

L1 - Are you male or female?

		is Trust	All trusts		
All Patients	n	%	n	%	
Male	200	42.2	13836	42.2	
Female	273	57.6	18665	57.0	
Not answered	1	0.2	263	0.8	
	474		32764		

L2 - What was your year of birth?

	Th	This Trust		
All Patients	n	%	n	%
20 or under	8	1.7	390	1.2
21-30 years	20	4.2	1130	3.4
31-40 years	26	5.5	2038	6.2
41-50 years	44	9.3	3511	10.7
51-60 years	76	16.0	5139	15.7
61-70 years	112	23.6	7840	23.9
71-80 years	116	24.5	7615	23.2
81 or over	70	14.8	4739	14.5
Not answered	2	0.4	362	1.1
	474		32764	

L3 - Do you have any of the following long-standing conditions?

	This	Trust		All trusts
All Patients	n	%	n	%
Deafness or severe hearing impairment	61	12.9	3977	12.1
Blindness or partially sighted	28	5.9	1623	5.0
A long-standing physical condition	125	26.4	9365	28.6
A learning disability	7	1.5	363	1.1
A mental health condition	13	2.7	936	2.9
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	129	27.2	9873	30.1
No, I do not have a long-standing condition	164	34.6	11021	33.6
Not answered	33	7.0	2101	6.4
	474		31963	

L4 - Does this condition(s) cause you difficulty with any of the following?

	This	s Trust		All trusts
Patients who have a long-standing condition	n	%	n	%
Everyday activities that people your age can usually do	138	44.5	10895	50.1
At work, in education, or training	53	17.1	3128	14.4
Access to buildings, streets or vehicles	47	15.2	4535	20.9
Reading or writing	25	8.1	2177	10.0
People's attitudes to you because of your condition	26	8.4	2248	10.3
Communicating, mixing with others, or socialising	60	19.4	3528	16.2
Any other activity	42	13.5	3725	17.1
No difficulty with any of these	101	32.6	6174	28.4
Not answered	28	9.0	10895 3128 4535 2177 2248 3528 3725 6174	9.4
	310		21223	

L5 - To which of these ethnic groups would you say you belong? (Tick ONE only)

	This	Trust		All trusts
All Patients	n	%	n	%
British	460	97.0	27857	85.0
Irish	1	0.2	532	1.6
Any other White background	4	0.8	1081	3.3
White and Black Caribbean	0	0.0	107	0.3
White and Black African	1	0.2	43	0.1
White and Asian	1	0.2	59	0.2
Any other Mixed background	0	0.0	53	0.2
Indian	1	0.2	497	1.5
Pakistani	0	0.0	206	0.6
Bangladeshi	0	0.0	76	0.2
Any other Asian background	0	0.0	138	0.4
Caribbean	0	0.0	262	0.8
African	0	0.0	238	0.7
Any other Black background	0	0.0	22	0.1
Chinese	0	0.0	87	0.3
Any other	0	0.0	56	0.2
Not answered	6	1.3	1449	4.4
	474		32763	



Appendix 2 **Questionnaire**



Making patients' views count



Outpatients Questionnaire

What is the survey about?

This survey is about your **most recent** Outpatients appointment at the NHS 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 most questions please tick clearly inside one box using a black or blue pen. For some questions you will be instructed that you may tick more than one box.

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

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

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

Questions or help?

If you have any questions about this survey, please call the Picker Institute Euro FREEPHONE helpline number: 0800 783 2896	эре
	ı
Taking part in this survey is voluntary.	

Your answers will be treated in confidence.

Please return this questionnaire in the envelope provided, to:

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

mo	st recent visit A. BEFOR Have you eve	to the Outpatient Department. E THE APPOINTMENT er visited this Outpatients before for the same condition? →Go to A4	A4.	In the last 12 months, how many times (including this one) have you visited the Outpatient Department for any condition? This was the only time 2 to 3 times 4 to 8 times
	₂ No	→Go to A2		More than 8 times
	an appointment outpatients of for your appoon of the property	nonth to 6 weeks In 6 weeks but no more than 3 In 3 months but no more than 5 In 5 months but no more than 12 In 12 months but no more than 18 In 18 months Outpatients without an appointment ow / Can't remember In the promise or condition get worse re waiting for your appointment?	A5.	inking about your most recent visit to the tpatient Department Were you given a choice of appointment times: Yes
	Yes, defin	nitely ome extent		Yes, to some extent No
	No Don't kno	ow / Can't remember	A8.	Before your appointment, were you given the name of the person that the appointment was with?
				1 Yes → Go to A9
				. □ No →Go to B1

A9.	When you arrived, was your appointment with the person you were told it would be with?	B4.	In the reception area, could other patients overhear what you talked about with the receptionist?
	₁ Yes		<u> </u>
	No, and I was not happy about it		Yes, and I was not happy about it
	₃ No, but I did not mind		Yes, but I did not mind
	Don't know / Can't remember		No, others could not overhear
			Don't know / Can't say
	B. ARRIVAL AT THE HOSPITAL		C. WAITING IN THE HOSPITAL
B1.	Was it possible to find a convenient place to park in the hospital car park?		II thinking about your <u>most recent</u> visit to
	₁ Yes		e Outpatient Department
	₂ No	C1.	How long after the stated appointment time did the appointment start?
	₃ I did not need to find a place to park		Seen on time, or early →Go to C5
	Don't know / Can't remember		2 Waited up to 5 minutes →Go to C5
D 0			3 Waited 6 - 15 minutes → Go to C5
BZ.	Once you arrived at the hospital, was it easy to find your way to the Outpatients Department?		Waited 16 - 30 minutes →Go to C2
	₁☐ Yes, definitely		₅ Waited 31 - 60 minutes → Go to C2
	Yes, but it could be improved		Waited more than 1 hour but no
	₃ No		more than 2 hours → Go to C2
	Don't know / Can't remember		Waited more than 2 hours →Go to C2
	4—		Bon't know / Can't remember →Go to C2
B3.	When you arrived at the Outpatients Department, how would you rate the courtesy of the receptionist?	C2.	Were you told how long you would have to wait?
	Excellent		Yes, but the wait was shorter
	₂ Very good		Yes and I had to wait about as long as I was
	₃ ☐ Good		told
	₄		Yes, but the wait was longer
	₅ Poor		No, I was not told
	₆ Very poor		5 Don't know / Can't remember
	· · · · · · · · · · · · · · · · · · ·	i	

	· ·		
C3.	Were you told why you had to wait?	D2.	How clean were the toilets at the Outpatients Department?
	₁ Yes		√ Very clean
	No, but I would have liked an explanation		Fairly clean
	₃ No, but I did not mind		Not very clean
	Don't know / Can't remember		Not at all clean
C4.	Did someone apologise for the delay?		₅ I did not use a toilet
	₁ Yes	D3	Did you are any nectors or leaflets in the
	No, but I would have liked an apology	<i>D</i> 3.	Did you see any posters or leaflets in the Outpatients Department asking patients and
	₃ No, but I did not mind		visitors to wash their hands or to use hand-wash gels?
C5	Were you able to find a place to sit in the		₁ Yes
00.	waiting area?		₂ No
	Yes, I found a place to sit straight away		₃ Can't remember
	Yes, but I had to wait for a seat	D4	Ware hand week gale available for nationts and
	₃ No, I could not find a place to sit	<i>D</i> 4.	Were hand-wash gels available for patients and visitors to use?
	^₄ I did not want to find a place to sit		₁ Yes
	5 Don't know / Can't remember		² Yes, but they were empty
CG	Ware quitable magazines er neuronanere		₃ I did not see any hand-wash gels
C 0.	Were suitable magazines or newspapers provided in the waiting area?		Can't remember
	₁ Yes	DS	Ware you able to get suitable food and drinks
	₂ No	<i>D</i> 3.	Were you able to get suitable food and drinks when you were in the Outpatients Department?
	₃ ☐ I did not want/need any		₁ Yes
	Don't know / Can't remember		₂ No
). HOSPITAL ENVIRONMENT AND		I was told not to eat or drink before my appointment
	FACILITIES		I didn't know if I was allowed to eat or drink
D1.	In your opinion, how clean was the Outpatients Department?		₅ I did not want anything to eat or drink
	₁ Very clean		
	₂☐ Fairly clean		
	₃ Not very clean		
	₄ Not at all clean		
	₅		

E. TESTS AND TREATMENT

Tes	Tests (e.g. x-rays or scans)			
E1.	Did you have any tests (such as x-rays, scans or blood tests) when you last visited the Outpatients Department?			
	₁ Yes →G	o to E2		
	₂ No →G	o to E8		
E2.	Did a member of staff explain why you needed these test(s) in a way you could understand?			
	Yes, complete	у		
	Yes, to some e	extent		
	₃ No			
	I did not need	an explanation		
E3.		taff explain what would ur test in a way you could		
	₁☐ Yes, complete	у		
	Yes, to some e	extent		
	₃ No			
E4.	Did a member of s find out the results	taff tell you when you would of your test(s)?		
	₁ Yes			
	₂ No			
	3 Not sure / Can	't remember		
E5.	Did a member of s find out the results	taff tell you how you would of your test(s)?		
	1 Yes			
	₂ No			
	3 Not sure / Can	't remember		
	₄ ☐ I did not need	an explanation		

E6.		er of staff explain the a way you could unde	
	₁☐ Yes, defi	nitely	→Go to E
	² Yes, to s	ome extent	→Go to E
	₃ No		→Go to E
	₄ Not sure	/ Can't remember	→Go to E
	I was told at a later	d I would get the result date	s →Go to E 8
	I was new the tests	ver told the results of	→Go to E
E7.	•	estions to ask about to get answers that y	
	₁☐ Yes, defi	nitely	
	² Yes, to s	ome extent	
	₃ No		
	4 I did not	need to ask	
	₅ I did not	have an opportunity to	ask
Tre	atment		
		mean any medical or a edure or therapy	surgical
E8.		outpatient appointmer atment for your condit	
	₁ Yes	→Go to E9	
	₂ No	→Go to F1	
E9.		appointment, did you le undergoing treatmer	
	1 Yes		
	No, and	I did not mind that I wa	ısn't told
	₃ No, but I	would have liked to kr	now

I	
E10. Before the treatment did a member of staff explain what would happen?	F2. Did you have enough time to discuss your health or medical problem with the doctor?
₁☐ Yes, definitely	₁☐ Yes, definitely
² Yes, to some extent	² Yes, to some extent
₃	₃ No
₄ I did not want an explanation	F2 Did the deater seems accordingly
- 44 - 5 6 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	F3. Did the doctor seem aware of your medical history?
E11. Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?	1 He/she knew enough
Yes, definitely	He/she knew something but not enough
Yes, to some extent	₃ He/she knew little or nothing
2 No	Don't know / Can't say
	F4. Did the doctor explain the reasons for any
₄	treatment or action in a way that you could understand?
E12. Before the treatment did a member of staff answer your questions in a way you could	₁☐ Yes, completely
understand?	² Yes, to some extent
Yes, definitely	₃ No
Yes, to some extent	₄ ☐ I did not need an explanation
₃ No	No treatment or action was needed
₄ ☐ I did not have any questions	J —
E13. Afterwards, did a member of staff explain how	F5. Did the doctor listen to what you had to say?
the treatment had gone in a way you could understand?	Yes, definitely
Yes, completely	Yes, to some extent
Yes, to some extent	₃ No
	
₃ No, I did not get an explanation I could understand	F6. If you had important questions to ask the doctor, did you get answers that you could understand?
No, but they explained it to a friend or family member	₁☐ Yes, definitely
E CEEING A BOOTOB	² Yes, to some extent
F. SEEING A DOCTOR	₃ No
F1. Was any part of your outpatient appointment with a doctor ?	₄ I did not need to ask
₁ Yes →Go to F2	$_{\scriptscriptstyle{5}}$ \square I did not have an opportunity to ask
no →Go to G1	

	· · · · · · · · · · · · · · · · · · ·	1	
F7.	Did you have confidence and trust in the doctor examining and treating you?	G4.	Did he/she explain the reasons for any treatment or action in a way that you could understand?
	Yes, definitely		Yes, definitely
	Yes, to some extent		Yes, to some extent
	₃ No		₂☐ No
F8.	If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?		I did not want an explanation No treatment or action was needed
	Yes, completely		5 —
	Yes, to some extent	G5.	Did he/she listen to what you had to say?
	₂ No		Yes, definitely
	☐ I did not have worries or fears		Yes, to some extent
	4 —		₃ No
	G. SEEING ANOTHER PROFESSIONAL	G6.	If you had important questions to ask him/her, did you get answers that you could understand?
G1.	 Was all or part of your outpatient appointment with any member of staff, other than a doctor? 		Yes, definitely
	₁ Yes →Go to G2		Yes, to some extent
	₂ No →Go to H1		₃ No
G2.	Who was the MAIN person, other than a doctor, you saw? (Tick ONE only)		 I did not need to ask I did not have an opportunity to ask
	₁ ☐ A nurse		
	² A physiotherapist	G7.	Did you have confidence and trust in him/her?
	₃ ☐ A radiographer		Yes, definitely
	Someone else (Please write in box)		Yes, to some extent
			₃ No
C2	Did you have an augh time to discuss your	G8.	Did he/she seem aware of your medical history?
GJ.	Did you have enough time to discuss your health or medical problem with him/her?		He/she knew enough
	₁ Yes, definitely		He/she knew something but not enough
	Yes, to some extent		He/she knew little or nothing
	₃ ☐ No		Can't say
	I did not need to discuss it with him/her		· ·

G9.	If you had any worries or fears about condition or treatment, did he/she with you?		H4.	While you were in the Outpatients Department, how much information about your condition or treatment was given to you ?
	₁ Yes, completely			₁ Not enough
	² Yes, to some extent			₂☐ Right amount
	₃☐ No			₃ Too much
	I did not have worries or fears			I was not given any information about my treatment or condition
	H. OVERALL ABOUT T APPOINTMENT	HE	H5.	Were you given enough privacy when discussing your condition or treatment?
H1.	Do you see the same doctor or oth of staff whenever you go to the Ou			Yes, definitely
	Department?	1 C - t - 110		Yes, to some extent
	This was my first visit	→Go to H2		₃ No
	² Yes, always	→Go to H3	H6.	Were you given enough privacy when being
	yes, sometimes	→Go to H2		examined or treated?
	No, never	→Go to H2		₁ Yes, definitely
	₅ Can't remember	→Go to H2		² Yes, to some extent
H2.	Did the staff treating and examining introduce themselves?	g you		₃ No
	Yes, all of the staff introduced the	hemselves	H7.	Sometimes in a hospital or clinic, a member of staff will say one thing and another will say something quite different. Did this happen to
	Some of the staff introduced the	emselves		you?
	³ Very few or none of the staff int themselves	roduced		Yes, definitely
	Don't know / Can't remember			Yes, to some extent
	*			₃ No
Н3.	Did doctors and/or other staff talk i as if you weren't there?	n front of you	H8.	Were you involved as much as you wanted to be in decisions about your care and treatment?
	Yes, definitely Yes, to some extent			Yes, definitely
				Yes, to some extent
	₃ No			
				₃ No
			H9.	Was your appointment about a long term condition or illness that you need ongoing care or treatment for?
				₁ Yes →Go to H10
				₂ No →Go to H12

H16. Why didn't you discuss these questions? (Tick ALL that apply) 1
₆ ☐ There was not enough privacy ₇ ☐ I didn't know who to ask
J. LEAVING THE OUTPATIENTS DEPARTMENT
Medications (e.g. medicines, tablets, ointments)
J1. Before you left the Outpatients Department, were any new medications prescribed or ordered for you?
₂ No →Go to J6
J2. Were you involved as much as you wanted to be in decisions about the best medicine for you?
Yes, definitely
Yes, to some extent
J3. Did a member of staff explain to you how to take the new medications? 1 Yes, completely 2 Yes, to some extent 3 No 4 I did not need an explanation

J4.	Did a member of staff explain the purpose of	Int	ormation		
	the medications you were to take at home in a way you could understand?	J8.	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?		
	Yes, completely Yes, to some extent		Yes, as far as I know I received copies of al		
			letters		
	₃ No		2 I received copies of some but not all letters		
	I did not need an explanation		₃ No, I did not receive copies of any letters		
			I do not know if any letters were sent		
J5.	Did a member of staff tell you about medication side effects to watch for?		₅ I asked not to receive copies of letters		
	Yes, completely	10	Defense and left the Outer thanks Department		
	Yes, to some extent	J9.	Before you left the Outpatients Department, were you given any written or printed information about your condition or treatment?		
	₃ No		Yes		
	I did not need this type of information		No, but I would have liked it		
J6.	If you were taking any medication before your outpatient appointment, were any changes made to this medication?		No, but I did not need this type of information		
	₁ Yes →Go to J7	J10	Before you left the Outpatients Department, were you told what would happen next (e.g. whether you needed another outpatients		
	2 No →Go to J8		appointment, to see your GP etc)?		
	I was not taking any medication before my appointment →Go to J8		1 Yes		
	before my appointment 700 to 00		₂ No		
J7.	Did a member of staff explain the reason for the change to your medication in a way that you could understand?		Don't know / Can't remember		
	Yes, definitely	J11	 Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home? 		
	Yes, to some extent		Yes, completely		
	₃ No		yes, to some extent		
	I did not need an explanation		n No		
			I did not need this type of information		
		J12	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

K. OVERALL IMPRESSION

K1.	Was the main reason you went to the Outpatients Department dealt with to your satisfaction?	L1.	Are	re you male or female? Male					
	Yes, completely		2	Female					
	Yes, to some extent	L2.	Wha	at was yo	our yea	r of birth	?		
	₃ No		(Ple	ase write	in) (e.g.	1	9	3 4
K2.	How well organised was the Outpatients Department you visited?			1	9				
	Not at all organised	L3.		you have ditions? (anding
	₂ Fairly organised								
	₃ Very well organised		1	impairme		vere heai	ning	→Go	to L4
K3.	Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?		2	Blindnes	s or pa	rtially sig	hted	→Go	to L4
			A long-standing physical condition →Go to L4				to L4		
	Yes, all of the time		4	A learnir	ng disab	oility		→Go	to L4
	Yes, some of the time		5	A menta	l health	conditio	n	→Go	to L4
	₃ No		A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy → Go to						4014
K4.	Overall, how would you rate the care you received at the Outpatients Department?		No, I do not have a						
	Excellent			long-sta	nding condition			→Go to L5	
	² Very good	L4.	 Does this condition(s) cause you difficulty with 						y with
	₃ ☐ Good		any	of the fo	llowing	? (Tick A	4 <i>LL</i> th	at app	oly)
	₄ ☐ Fair	Everyday activities that people your age causually do At work, in education, or training						your a	ge can
	₅ Poor								
	₆ Very poor		3	Access t	o buildi	ngs, stre	ets or v	vehicle	es
K5.	Would you recommend this Outpatients Department to your family and friends? Yes, definitely		Reading or writing						
			People's attitudes to you because of your condition						
	Yes, probably	Communicating, mixing with others, or socialising Any other activity						r	
	₃ No								
				No diffic	ulty with	n anv of t	these		

L. YOUR BACKGROUND

L5.	To which of these ethnic groups would you say you belong? (Tick ONE only)	M. ANY OTHER COMMENTS
	a. WHITE	If there is anything else you would like to tell us about your experiences in the Outpatients Department, please do so here.
	₂ Irish	Was there anything particularly good about your visit to the Outpatients Department?
	Any other white background (Please write in box)	
	b. MIXED	
	^₄ White and Black Caribbean	
	₅	
	₆ White and Asian	
	₇ ☐ Any other mixed background (Please write in box)	Was there anything that could have been improved?
	c. ASIAN OR ASIAN BRITISH	
	₈ Indian	
	₉ Pakistani	
	₁₀ ☐ Bangladeshi	
	Any other Asian background (Please write in box)	Any other comments?
	(reason area areas)	Any other comments:
	d. BLACK OR BLACK BRITISH	
	Caribbean	
	₁₃ ☐ African	
	Any other black background (Please write in box)	
	(reason area area.	
	e. CHINESE OR OTHER ETHNIC GROUP	THANK VOILVEDY MUCH FOR VOUR LIELD
	15 Chinese	THANK YOU VERY MUCH FOR YOUR HELP
	16 Any other ethnic group	Please check that you answered all the questions that apply to you.
	(Please write in box)	Please post this questionnaire back in the FREEPOST envelope provided.
		No stamp is needed.

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