

1. Introduction

- 1.1. The national Inpatient and Outpatient Surveys have recently been published and for the first time have been conducted in tandem with Inpatient and Outpatient surveys being undertaken at a local level.
- 1.2. In reviewing the findings of both the national surveys in conjunction with local surveys we are in a unique position to corroborate results and evaluate any discrepancies between the results at a national and local level.
- 1.3. The internal Patient Experience Project was established in January 2009 and the subsequent deployment of thirty electronic devices has been rolled out throughout 2009/2010 in order to capture real time patient feedback.
- 1.4. This report will outline the highlights of each national survey and cross tabulate them with local findings to inform the discussion for improving Patient Experience for the coming year.

2. Care Quality Commission (CQC) Outpatient Department Survey 2009

- 2.1. The Survey was carried out between March – April 2009 coupled with additional fieldwork carried out between July – October 2009.
 - 2.2. The difficulty in benchmarking historical trends regarding the survey findings were difficult as last time a survey of this nature was carried out was the Outpatient Survey 2004/05, carried out by the then titled Healthcare Commission.
 - 2.3. There were 834 surveys despatched with 367 completed surveys returned giving a response rate of 44%.
 - 2.4. Of these responses 62% were Female and 74% from White respondents reflecting a respective national response of 57% and 93%.
 - 2.5. In general the results were disappointing in that the majority of responses appeared towards the lower confidence interval. This reflected the performance of London trusts across the locality and as highlighted in Appendix 1 results are comparable to that of neighbouring trusts.
 - 2.6. The survey was broken down into seven key themes
 - 2.4.1 Before the Appointment
 - 2.4.2 Waiting
 - 2.4.3 Hospital environment and facilities
 - 2.4.4 Seeing a Doctor
 - 2.4.5 Seeing another Professional
 - 2.4.6 Overall about the appointment
 - 2.4.7 Test and treatment
 - 2.4.8 Leaving the Outpatients department
 - 2.4.9 Overall Impressions
- 2.5 **Before the Appointment** The Whittington's score increased or remained the same throughout this series of questions.

- 2.5.1 The Whittington performed in the top 20% of Trusts for offering a choice of appointment times. In many cases this is reflected in the trusts performance surrounding the usage of Choose & Book.
- 2.5.2 Compared to the Royal Free, UCLH and the NMUH the Whittington results around these were similar.
- 2.5.3 The only exception was around a new question added to the survey – ‘Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?’ The Whittington was in the lower 20% for this question.
- 2.6 **Waiting** The Whittington performed comparably against local trusts but nationally performed poorly.
- 2.6.1 Particularly poor was the low score regarding the question, ‘Were you told you would have to wait?’ Here the trust gained a score of 21/100.
- 2.7 **Hospital environment and facilities** The trust performed reasonably well regarding the cleanliness of the Outpatient Department and the Outpatient Department toilets. This was in the context of a high national performance
- 2.8 **Seeing a Doctor** The results in this category were similar to that of the previous Outpatient Survey
- 2.8.1 Compared to local trusts the trust performed particularly well in regard to the following questions ‘Did you have confidence in and trust in the doctor examining and treating you?’ and ‘Did the doctor listen to what you had to say?’
- 2.9 **Seeing another Professional** In regard to these two questions the Whittington performed poorly especially in regard to the following question ‘If you had important questions to ask him/her did you get answers you could understand?’
- 2.10 **Overall about the appointment** The Whittington did not improve upon historical performance.
- 2.10.1 Although the trust scored similarly in most categories to local trusts the trust performed significantly worse regarding privacy around the discussion of treatment. Interestingly the trust performed far better in the subsequent question regarding privacy when being examined.
- 2.10.2 Nationally this was a high performing category with all seven questions scoring between 72-95 out of 100.
- 2.10 **Tests and Treatment** Another nationally high performing category the Whittington did well compared with local neighbouring trusts and outperformed both the RFH and NMUH in regard to discussing results with patients.
- 2.11 **Leaving the Outpatients department** This series of questions varied in the quality of responses suggesting a polarised view of the leaving process
- 2.11.1 The Trust scored highly in informing patients on how and why to take medication and saw an improvement in results surrounding the purpose of medication
- 2.11.2 In regard to explaining the side effects of medicine, the trust performed poorly against local trusts although nationally the responses were generally poor.

2.11.3 The trust also performed significantly lower than the RFH and UCLH in regard to patients and GP's receiving copies of letters. Again the national performance regarding this was poor.

2.12 Overall Impressions. The trust performed comparably well against local trusts but struggled nationally appearing in the lower confidence interval for all questions.

2.12.1 In particular the trust performed lower in regard to the level of perceived organisation within the department.

2.12.2 Two of the four questions within this section have formed part of the Patient Survey being run internally for the past number of months.

Overall how would you rate the care in the Outpatients Dept?

Overall do you feel you were treated with respect and dignity in the Outpatients Dept?

3. CQC National Inpatient Survey 2009/Quality Health National Inpatient Survey 2009

3.1 The Inpatient Survey took place between September 2009 and January 2010

3.2 A sample size of 850 patients discharged during June, July or August 2009 who had at least one night in hospital excluding maternity and psychiatric patients.

3.3 The number of responses was 329 (40% response rate)

3.4 Of these responses 56% were Female and 59% from White respondents

3.5 The overall performance within the survey was a slight improvement upon 2008 results. This slight improvement was across most areas, notably in regard to the mixed sex accommodation and results regarding discharge overall care and treatment

3.6 Two different reports were conducted using the findings of this survey, the first published by Quality Health and the second published by the CQC, this was broken down into eight individual sections.

3.6.1 Admission

3.6.2 The Hospital and Ward

3.6.3 Doctors

3.6.4 Nurses

3.6.5 Care and Treatment

3.6.6 Operations and Procedures

3.6.7 Leaving Hospital

3.6.8 Overall

3.7 **Admissions** The trust performed better than last year in regard to admissions and performed higher than other trusts in this area. Areas of concern highlighted were around

3.7.1 Waiting times and verbal communications in ED and MAU

3.7.2 The trust performed comparatively well in the provision of choice for admission dates and subsequent information

3.7.3 The trust performed poorly in regard to subsequent changes in admission dates.

- 3.8 **The Hospital and Ward** The trust improved upon last year but remained significantly lower than other trusts in regard to responses in this category. Areas of note were
- 3.8.1 Although an improvement in performance there were still some mixed gender issues to resolve
- 3.8.2 Some issues regarding the cleanliness in both wards and some bathroom facilities
- 3.8.2.1 The food was considered to be only fair or poor and poor results in regard to the feeding of patients and the choice of food.
- 3.8.2.2 The trust performed well in regard to the provision of and information regarding hand-wash gels
- 3.9 **Doctors** Performance here was considered to be mixed but similar to that of 2008.
- 3.9.1 Issues were highlighted regarding the communication between clinicians and patients and the level of confidence patients had in doctors.
- 3.9.2 The trust performed poorly in regard to Doctors talking to patients 'as if they weren't there'.
- 3.10 **Nurses** Although still generally lower than the national benchmark there was a slight improvement in performance in this area.
- 3.10.1 As with doctors issues surrounding communication levels between nurses and patients were noted.
- 3.11 **Care and Treatment** Again an improvement upon last year's results and generally the same as other trusts. Areas highlighted were.
- 3.11.1 Inconsistent messages from staff and a lack of patient engagement and involvement in discussing decisions
- 3.11.2 Some criticism of privacy regarding these discussions
- 3.12 **Operations and Procedures** The trust performed the same as last year and was generally the same as other trusts.
- 3.12.1 The only issue highlighted was around communication regarding anaesthesia and post-operative outcomes could be improved.
- 3.13 **Leaving Hospital** Again an improvement upon last year but overall the results were mixed.
- 3.13.1 The main reason for delay in discharge was due to the wait for medications.
- 3.13.2 A lack of communication regarding the side effects of medication and what to look for in regard to danger signals relating to their condition or illness.
- 3.13.3 A lack of clarity relating to who patients should contact if their condition worsens.
- 3.13.4 There was a significant improvement in responses regarding the patients receiving letters sent between trust and the GP
- 3.14 **Overall** Trust scores have stayed about the same but the overview of their stay has improved.

3.15 A table can be found in Appendix 2 showing the local trust results in comparison to that of the Whittington. Coupled with this is the aggregated results that are placed upon the CQC website for public information, each area is given an individual rating out of 10.

4. Patient Experience Survey Project

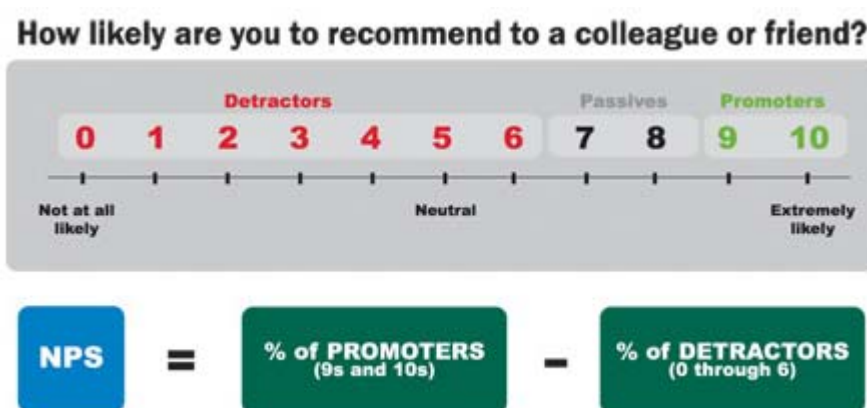
4.1 Thirty electronic devices capturing realtime patient experience data deployed throughout 2009/10 in the following areas.

- 4.1.1 Outpatient Clinics
- 4.1.2 Inpatient Wards
- 4.1.3 Day Treatment Centre
- 4.1.4 Emergency Department

4.2 Currently delivering feedback on a monthly basis asking six questions plus a supplementary two questions regarding mixed sex accomodation for the Inpatient surveys

- 4.2.1 Overall, how would you rate the care you received?
- 4.2.2 "I feel I was treated with dignity and respect" Do you....."
- 4.2.3 "I was involved as much as I wanted to be in the decisions about my care" Do you.....
- 4.2.4 Did you have confidence and trust in the nurses treating you?
- 4.2.5 Did you ever use the same bathroom or shower area as patients of the opposite sex?
- 4.2.6 Did you ever share a sleeping area with patients of the opposite sex?

4.3 There is also a supplementary question where we ask the net promoter recommendation question, which asks the patient to rate the trust on a scale of 1-10. The net promoter score is calculated using the following formula;



4.4 The internal surveys also ask a number of demographic questions such as.

- 4.4.1 Please specify your gender
- 4.4.2 Which age group are you?
- 4.4.3 Please state your ethnic group

4.5 Plus the opportunity for patients to add any further free text comments.

5. Internal Patient Experience Survey Results 2009/2010

5.1 The major challenge the trust faces regarding internal Patient Experience Surveys is increasing the response rates, enclosed is the response rates for the last six months by area.

Local survey responses between Sept 09 and Mar 10

		Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Total
Emergency Department	ED				214	215	169	197	795
Subtotal					214	215	169	197	795
Day Treatment Centre	Day Treatment Centre	14	52	59	30	43	58	43	299
Subtotal		14	52	59	30	43	58	43	299
Inpatient Wards	Betty Mansell	11	50	34	31	25	35	34	220
	Cavell							6	6
	Cloudsley						16	24	40
	Coyle						16	14	30
	Mary Seacole				68	44	33	72	217
	Mercers			69	38	2			109
	Meryick		22	14	10	8	16	16	86
	Montuschi				29	32	21	24	108
	Nightingale							48	48
	Thalassaemia						14	5	19
	Thorogood			28	17	7		10	62
	Victoria			26	11		27	41	105
Subtotal		11	72	171	204	118	178	294	1048
Outpatients	Clinic 1B	36	63	45	28	3	31	52	258
	Clinic 3A	7	47	27	19	17	29		146
	Clinic 3B	34	70	32	31	27	20	17	231
	Clinic 3C				116	92	109	125	442
	Clinic 3D	29	24	27	13	7	26		126
	Clinic 4A	14	29	42	24	23	25		157
	Clinic 4B	36	132	80	63	82	60	82	535
	Clinic 4C	24	39	29	21	26	13	20	172
	Clinic 4D				137	154	220	208	719
	Transport	11	15	9	14				49
Subtotal		191	419	291	466	431	533	504	2835
Total		216	543	521	914	807	938	1038	4977

5.2.1 It is proposed that reporting will move to a quarterly basis in order to generate a significant volume of responses to report to individual areas.

5.2.2 Areas will be monitored on a monthly basis in regard to the response rate and performance managed against targets around footfall in clinics and patient discharge volumes on the wards

5.2.3 It is also proposed that quarterly review sessions will be established facilitated by the Director of Primary Care and the Director of Nursing to discuss survey results and proposed service changes in forums based upon the geographical area.

5.2.4 It is also proposed that we look at methods of capturing individual clinician level detail. A trial is currently being carried out in Clinic 3A as part of the Cardiology CSE (Customer Service Excellence) review.

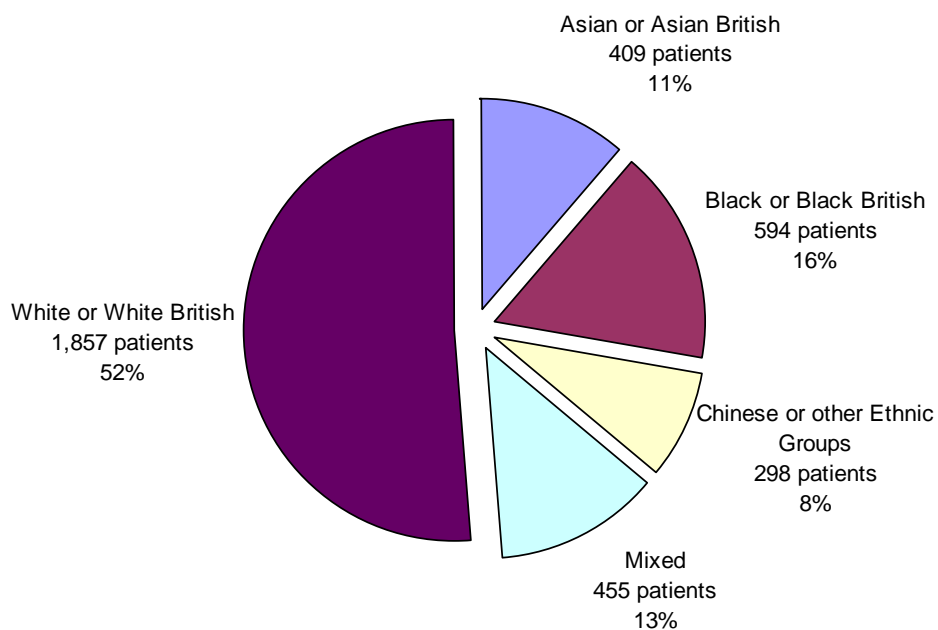
6. Results September 2009 – March 2010

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6.1 In this six month period we had 4,977 validated responses. By area this was;

- 2835 Outpatient Responses
- 1048 Inpatient Responses
- 795 Emergency Department Responses
- 299 Day Treatment Centre Responses

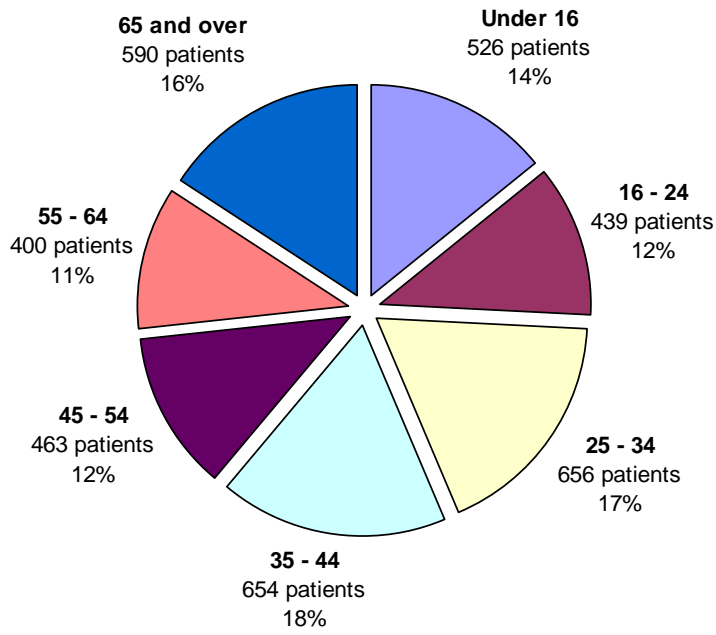
6.2 The Demographic split of these responses was far more diverse than both national patient surveys as outlined below.



Demographic Split of Whittington Patient Surveys

6.3 The age groups represented were also of a wider range than those received by the annual Inpatient and Outpatient Surveys as displayed below.

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Demographic Split of Whittington Patient Surveys

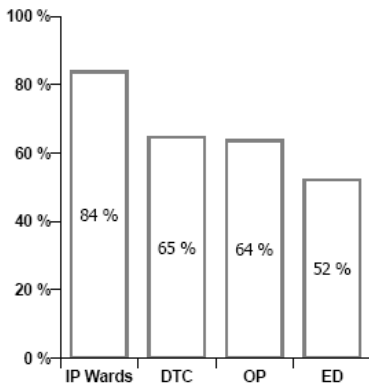
6.4 Below are the results for the questions aligned to those asked in the national patient survey for the same seven month period.

Patient survey comparison of ED, Outpatients, Inpatient Wards and DTC

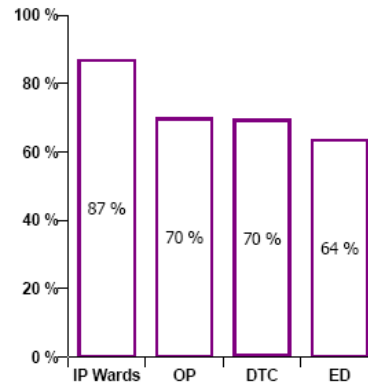
Number of surveys completed between Sep 09 and Mar 10: 4977

Percentage of patients who rated their care in the top two categories for the following questions:

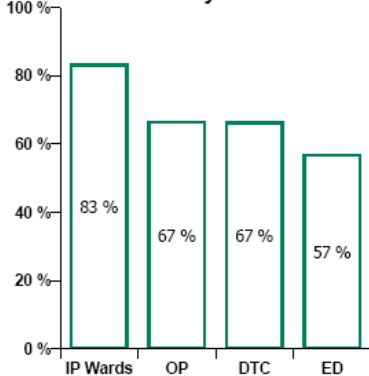
Overall, how would you rate the care you received?



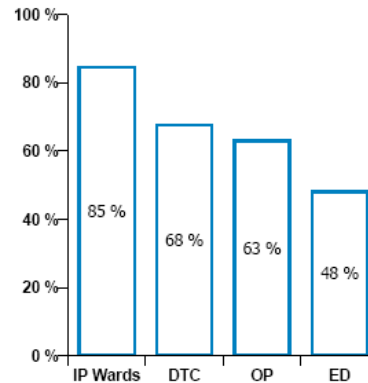
I feel I was treated with dignity and respect



I was involved as much as I wanted to be in the decisions about my care



Please rate the cleanliness of the hospital



6.5 As expected ED was the worst performing area in regard to most questions

6.6 The performance of the internal IP surveys was similar to those from the national survey.

6.7 The question, - **Overall, how would you rate the care you received?** Had a positive response rate of 8/10 for the national survey, echoing the 83% positive response rate at a local level. Similarly this was reflected in questions regarding dignity and respect

6.8 Both IP and OP performed significantly better in regard to questions relating to the environment.

6.9 Where the trust performed poorly at a national level was in regard to Patients' views and not being asked to give their views about the quality of the care they received during their stay in hospital. This reflects the poor response rate in some areas and indicates further communication work needs to be done to promote this.

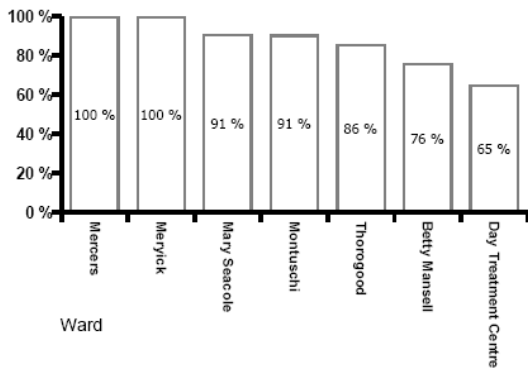
6.10 To improve performance and provide public/staff information, each clinical area now receives a poster with their historical results displayed (Appendix 3).

6.11 For service managers and divisional leads we are also producing comparative data based upon individual areas as displayed below.

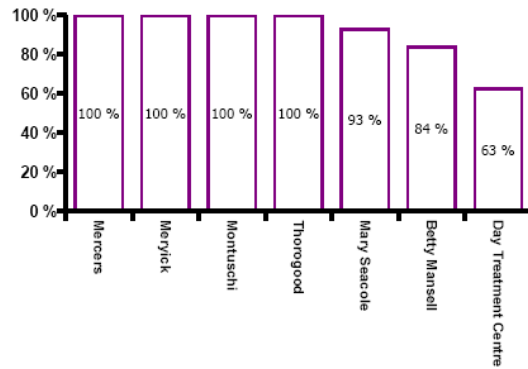
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Percentage of patients who rated the ward in the top two categories for the following questions:

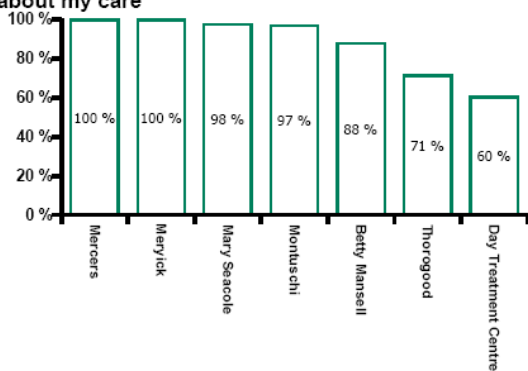
Overall, how would you rate the care you received?



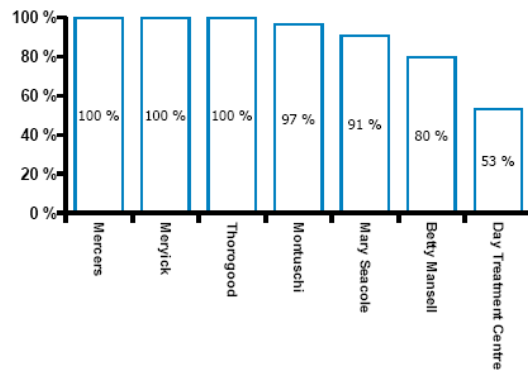
I feel I was treated with dignity and respect



I was involved as much as I wanted to be in the decisions about my care

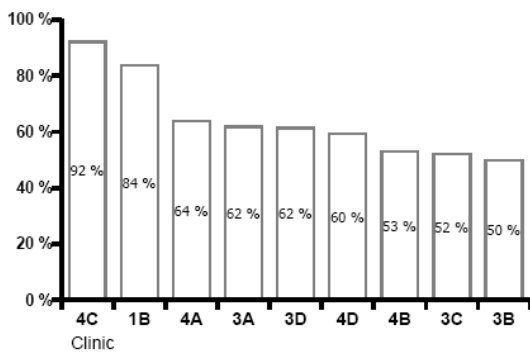


Please rate the cleanliness of the hospital

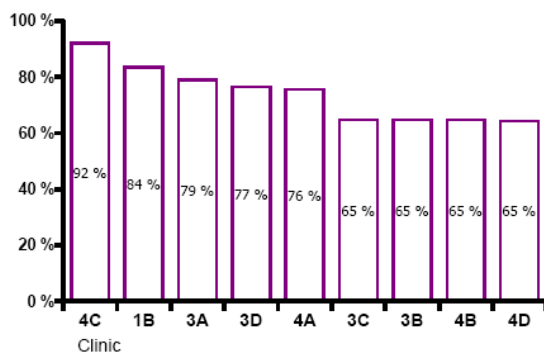


Percentage of patients who rated the clinic in the top two categories for the following questions:

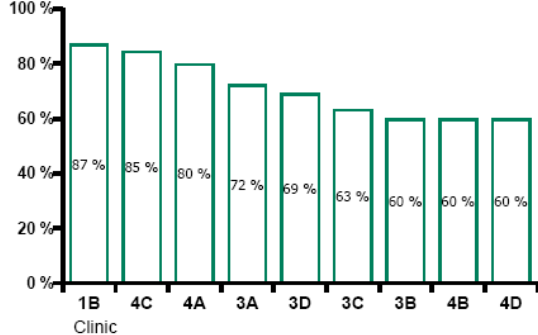
Overall, how would you rate the care you received?



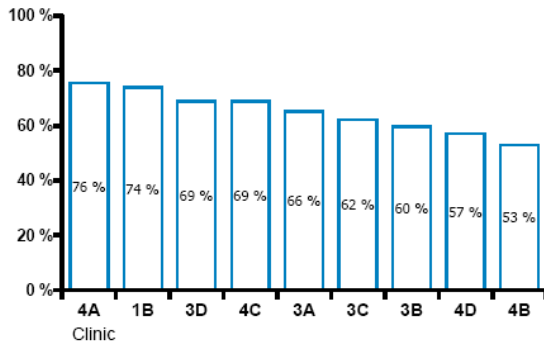
I feel I was treated with dignity and respect



I was involved as much as I wanted to be in the decisions about my care



Please rate the cleanliness of the hospital

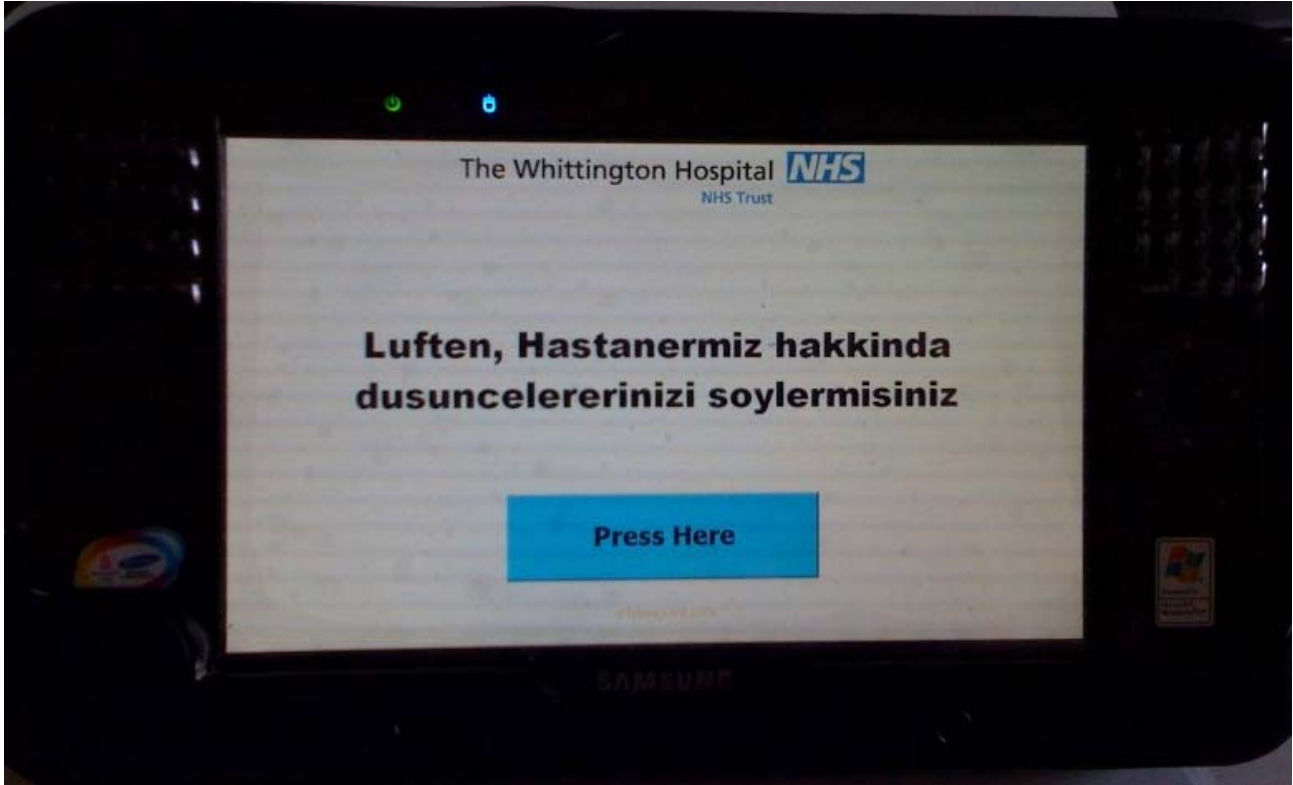


Clinics with fewer than 10 completed surveys have been removed from these charts.

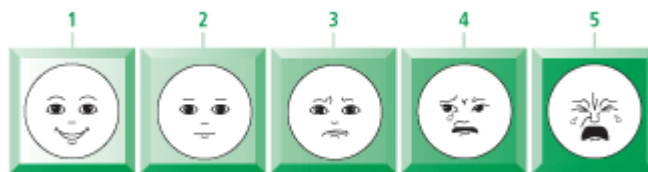
7. Multiple Language/Iconography

7.1 In order to appeal to a wider demographic the surveys will be using both icon driven questions for paediatric patients and those with learning difficulties

7.2 We have also begun the process of translating the questions into multiple languages with a mobile Turkish device recently being deployed within the trust.



7.3 We are looking to deploy iconography upon devices in the forthcoming months in paediatric areas using similar designs to the one below.



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	The Whittington Hospital	Royal Free Hampstead	University College London Hospital	North Middlesex University Hospital
Before the appointment				
Q1 From the time you were first told you needed an appointment, how long did you wait?	84	83	79	83
Q2 Were you given a choice of appointment times?	77	66	79	75
Q3 Before your appointment, did you know what would happen to you during the appointment?	58	63	62	60
Q4 Was your appointment changed to a later date by the hospital?	88	89	90	88
Q6 Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?	54	61	62	60
Waiting				
Q7 How long after the stated appointment time did the appointment start?	60	54	57	58
Q8 Were you told how long you would have to wait?	27	29	38	29
Q9 Were you told why you had to wait?	40	47	49	42
Hospital environment and facilities				
Q10 In your opinion, how clean was the Outpatients Department?	84	84	86	78
Q11 How clean were the toilets at the Outpatients Department?	78	79	80	71
Seeing a doctor				
Q13 Did you have enough time to discuss your health or medical problem with the doctor?	84	82	88	83
Q15 Did the doctor explain the reasons for any treatment or action in a way that you could understand?	83	84	87	84
Q16 Did the doctor listen to what you had to say?	89	88	92	87
Q17 If you had important questions to ask the doctor, did you get answers that you could understand?	81	81	85	80
Q18 Did you have confidence and trust in the doctor examining and treating you?	88	87	87	85
Q19 Did the doctor seem aware of your medical history?	86	87	88	85
Seeing another professional				
Q22 If you had important questions to ask him/her, did you get answers that you could understand?	78	87	85	81
Q23 Did you have confidence and trust in him/her?	86	88	86	84
Overall about the appointment				
Q24 Did doctors and/or other staff talk in front of you as if you weren't there?	87	89	90	85
Q25 How much information about your condition or treatment was given to you?	85	88	86	87
Q26 Were you given enough privacy when discussing your condition or treatment?	88	93	90	92
Q27 Were you given enough privacy when being examined or treated?	93	94	95	92
Q28 Did a member of staff say one thing and another say something different?	85	88	91	86
Q29 Were you involved as much as you wanted to be in decisions about your care and treatment?	76	76	79	74
Q30 Did the staff treating and examining you introduce themselves?	84	84	91	80
Tests and Treatment				
Q32 Did a member of staff explain why you needed these test(s) in a way you could understand?	78	82	81	77
Q33 Did a member of staff tell you how you would find out the results of your test(s)?	79	77	80	84
Q34 Did a member of staff explain the results of the tests in a way you could understand?	73	69	75	72
Q36 Before the treatment did a member of staff explain what would happen?	81	86	86	82
Q37 Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?	79	80	79	76
Leaving the outpatients department				
Q39 Did a member of staff explain to you how to take the new medications?	91	94	89	92
Q40 Did a member of staff explain the purpose of the medicines you were to take home?	88	88	86	87
Q41 Did a member of staff tell you about medication side effects to watch for?	46	51	63	54
Q42 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	53	65	85	41
Q43 Did a member of staff tell you about any danger signals you should watch for?	53	57	51	53
Q44 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	62	61	63	65
Overall impression				
Q45 Was the main reason you went to the Outpatients Department dealt with to your satisfaction?	79	82	82	78
Q46 How well organised was the Outpatients Department you visited?	69	71	74	67
Q47 Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?	87	90	90	87
Q48 Overall, how would you rate the care you received at the Outpatients Department?	78	78	81	75

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	The Whittington	The Royal Free	UCLH	The North Middlesex
Admission to hospital				
Q3 How much information about your condition did you get in the A&E Department?	86	80	76	77
Q4 Were you given enough privacy when being examined or treated in the A&E Department?	85	90	87	84
Q5 How long did you wait from arriving at A&E to be admitted to a bed on a ward?	59	59	69	55
Q8 Overall, how long did you wait from being referred to hospital to be admitted?	67	64	63	63
Q9 How do you feel about the length of time you were on the waiting list?	87	82	83	80
Q10 Were you given a choice of admission dates?	43	25	31	42
Q11 Was your admission date changed by the hospital?	92	91	92	87
Q12 Upon arrival, did you feel that you had to wait a long time to get to a bed on a ward?	78	71	83	72
The hospital and ward				
Q14 Did you ever share a sleeping area with patients of the opposite sex?	86	88	92	76
Q19 Did you ever use the same bathroom or shower area as patients of the opposite sex?	85	86	74	72
Q20 Were you ever bothered by noise at night from other patients?	57	57	65	53
Q21 Were you ever bothered by noise at night from hospital staff?	80	74	82	70
Q22 In your opinion, how clean was the hospital room or ward that you were in?	85	86	90	80
Q23 How clean were the toilets and bathrooms that you used in hospital?	77	81	84	72
Q24 Did you feel threatened during your stay in hospital by other patients or visitors?	96	91	95	95
Q25 Did you have somewhere to keep your personal belongings whilst on the ward?	61	62	69	62
Q26 Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?	96	94	94	95
Q27 Were hand-wash gels available for patients and visitors to use?	97	96	98	95
Q28 How would you rate the hospital food?	49	44	53	49
Q29 Were you offered a choice of food?	83	84	89	84
Q30 Did you get enough help from staff to eat your meals?	74	71	68	66
Doctors				
Q31 When you had important questions to ask a doctor, did you get answers that you could understand?	83	79	85	80
Q32 Did you have confidence and trust in the doctors treating you?	88	87	91	86
Q33 Did doctors talk in front of you as if you weren't there?	79	80	82	78
Q34 As far as you know, did doctors wash or clean their hands between touching patients?	89	86	90	84
Nurses				
Q35 When you had important questions to ask a nurse, did you get answers that you could understand?	82	72	81	72
Q36 Did you have confidence and trust in the nurses treating you?	85	80	83	79
Q37 Did nurses talk in front of you as if you weren't there?	84	80	86	79
Q38 In your opinion, were there enough nurses on duty to care for you in hospital?	79	70	77	73
Q39 As far as you know, did nurses wash or clean their hands between touching patients?	89	84	89	86
Your care and treatment				
Q40 Did a member of staff say one thing and another say something different?	80	74	80	75
Q41 Were you involved as much as you wanted to be in decisions about your care?	72	70	75	62
Q42 How much information about your condition or treatment was given to you?	82	78	81	76
Q43 Did your family or someone close to you have enough opportunity to talk to a doctor?	71	63	71	64
Q44 Did you find someone on the hospital staff to talk to about your worries and fears?	59	54	63	52
Q45 Were you given enough privacy when discussing your condition or treatment?	85	77	83	81
Q46 Were you given enough privacy when being examined or treated?	94	91	94	95
Q48 Do you think the hospital staff did everything they could to help control your pain?	83	82	85	80
Q49 After you used the call button, how long did it usually take before you got help?	65	55	63	58

Patient Experience Results and Strategy
The Whittington Hospital NHS Trust

	The Whittington	The Royal Free	UCLH	The North Middlesex
Operations & Procedures				
Q51 Did a member of staff explain the risks and benefits of the operation or procedure?	90	89	92	88
Q52 Did a member of staff explain what would be done during the operation or procedure?	86	86	84	81
Q53 Did a member of staff answer your questions about the operation or procedure?	90	83	87	84
Q54 Were you told how you could expect to feel after you had the operation or procedure?	75	68	73	70
Q56 Did the anaesthetist explain how he or she would put you to sleep or control your pain?	94	91	88	87
Q57 Afterwards, did a member of staff explain how the operation or procedure had gone?	81	79	77	72
Leaving Hospital				
Q58 Did you feel you were involved in decisions about your discharge from hospital?	73	64	75	68
Q60 What was the main reason for the delay?	64	52	59	61
Q61 How long was the delay to discharge?	74	68	72	75
Q62 Were you given any written information about what you should do after leaving hospital?	64	61	64	56
Q63 Did hospital staff explain the purpose of the medicines you were to take home?	87	82	84	81
Q64 Did a member of staff tell you about medication side effects to watch for?	54	45	47	45
Q65 Were you told how to take your medication in a way you could understand?	85	81	87	78
Q66 Were you given clear written information about your medicines?	82	77	77	71
Q67 Did a member of staff tell you about any danger signals you should watch for?	52	47	51	47
Q68 Did hospital staff give your family or someone close to you all the information they needed?	64	51	61	52
Q69 Did hospital staff tell you who to contact if you were worried about your condition?	73	65	77	65
Q70 Did you receive copies of letters sent between hospital doctors and your family doctor?	73	71	80	34
Q71 Were the letters written in a way that you could understand?	89	83	83	79
Overall				
Q72 Did you feel you were treated with respect and dignity while you were in the hospital?	91	84	89	83
Q73 How would you rate how well the doctors and nurses worked together?	80	75	81	71
Q74 Overall, how would you rate the care you received?	80	75	84	70
Q75 While in hospital, were you ever asked to give your views on the quality of your care?	18	11	25	17
Q76 Did you see any posters or leaflets explaining how to complain about the care you	38	41	52	37
Q77 Did you want to complain about the care you received in hospital?	94	87	93	86

Appendix 2 cont

Inpatient Survey Summary Scores (Out of 10) <http://healthdirectory.cqc.org.uk/findcareservices/informationabouthealthcareservices/summaryinformation>

	Whittington	Royal Free	UCLH	Barnet & Chase	North Middlesex	Homerton	Mayday	Bart's	Newham	St George's	Hillingdon	Whipps Cross
Emergency department	7.7	7.6	7.7	7.2	7.2	7.8	7.2	8.2	7.4	7.6	7.2	7.4
Waiting lists and planned admissions	7.2	6.6	6.7	6.2	6.8	7	5.9	6.6	5.9	6.4	6.8	6.7
Waiting to get on a bed on a ward	7.8	7.1	8.3	7.4	7.2	7.5	7.4	7.7	7.5	7.5	7.6	7.7
The hospital and ward	7.9	7.8	8.1	7.7	7.4	7.5	7.5	7.7	7.7	7.5	7.9	7.7
Doctors	8.5	8.3	8.7	8.3	8.2	8.2	8	8.5	8.3	8.4	8.5	8.1
Nurses	8.4	7.7	8.3	7.9	7.8	7.6	7.4	8	7.7	7.9	8	8
Care and treatment	7.7	7.2	7.7	7.2	7.1	7.2	6.8	7.3	7.4	7.1	7.4	7.2
Operations and procedures	8.6	8.3	8.3	8.3	8	8.2	7.9	8.1	8.2	7.9	8.4	8
Leaving hospital	7.2	6.6	7.1	6.6	6.2	6.5	6.4	6.9	7.1	6.6	6.4	6.6
Overall views and experiences	6.7	6.2	7.1	6.5	6.1	6.2	6	6.4	6.6	6.2	6.5	6.1

	Whittington	Lewisham	Chelsea & Westminster	West Middlesex	Epsom	Ealing	King's College	Kingston	NWL	Guys	Imperial	Barking
Emergency department	7.7	7.2	8	7.4	7.4	7	7.6	7.2	7.1	7.7	7.6	7
Waiting lists and planned admissions	7.2	5.8	7.2	6.5	6.6	6.5	6.5	6.6	6.6	6.9	6.5	6.5
Waiting to get on a bed on a ward	7.8	7.8	8.2	7.6	7.8	6.4	7.8	7.7	7	7.9	7.5	7.3
The hospital and ward	7.9	7.9	7.7	7.6	7.8	7.6	7.7	8	7.5	7.9	7.7	7.8
Doctors	8.5	8.3	8.7	8.4	7.8	8	8.4	8.2	8	8.5	8.4	8
Nurses	8.4	7.9	8.1	7.9	8.3	7.7	7.9	8.1	7.6	8.3	8	7.9
Care and treatment	7.7	7.2	7.6	7.1	8.1	6.7	7.1	7.3	6.9	7.5	7.4	7.1
Operations and procedures	8.6	8.2	8.5	8.1	7.3	7.9	8	8	7.8	8.2	8	8
Leaving hospital	7.2	6.5	6.9	6.6	8	6.2	6.6	6.8	6.4	7	7	6.1
Overall views and experiences	6.7	6.3	6.5	6.3	6.6	6.1	6.6	6.1	5.8	6.6	6.4	5.8

Better than other Trusts

About the same as other Trusts

Worse than other Trusts

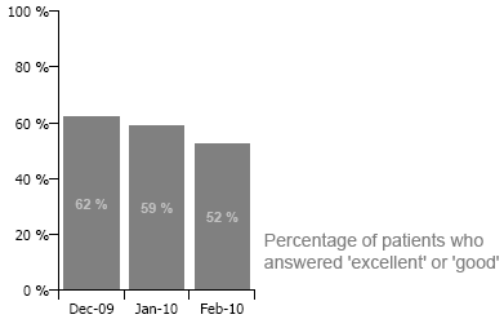
Appendix 3

Patient survey results for Clinic 3C

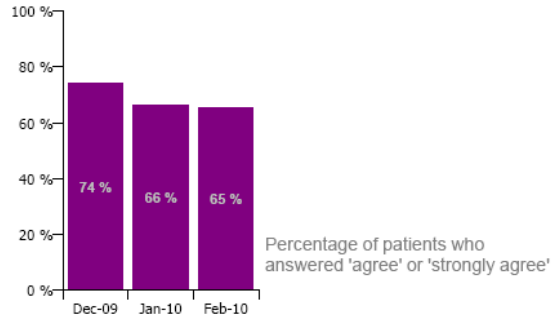
Number of surveys completed in February 2010: 109

In February 29 % of people said they would recommend this clinic to a friend or colleague

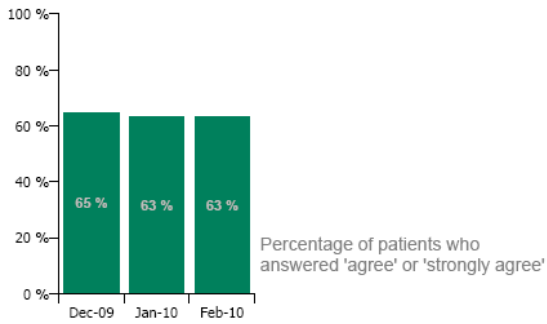
Overall, how would you rate the care you received?



I feel I was treated with dignity and respect



I was involved as much as I wanted to be in the decisions about my care



Please rate the cleanliness of the hospital

