

Listening to patients

The Whittington Hospital NHS Trust
National Inpatient Survey



2006



contents

CONTENTS.....	1
INTRODUCTION.....	2
EXECUTIVE SUMMARY.....	4
CHARACTERISTICS OF THE RESPONDENTS.....	8
ADMISSION TO HOSPITAL.....	10
THE HOSPITAL & WARD.....	15
DOCTORS.....	18
NURSES.....	20
CARE & TREATMENT.....	22
OPERATIONS & PROCEDURES.....	27
LEAVING HOSPITAL.....	30
OVERALL.....	34
NATIONAL TRENDS.....	36
HEALTH CHECK CORE STANDARDS.....	37
SURVEY RESULTS.....	45



introduction

The National Inpatient Survey was undertaken by Quality Health for The Whittington Hospital NHS Trust between September and December 2006.

The survey required a sample of 850 inpatients to be drawn from those patients being discharged during June, July, or August 2006 who had had a stay of at least one night in hospital. There were a number of categories of patients excluded from the survey e.g. psychiatric patients and maternity patients.

Response Rate

The target response rate for the survey set nationally was to achieve at least 60% from the usable sample, and the number of usable responses should be at least 500.

At The Whittington 369 completed surveys were returned from the sample of 850. A group of 37 patients were excluded from the sample for the following reasons:

- | | |
|-------------------------------------|----|
| • Moved / not known at this address | 12 |
| • Ineligible | 1 |
| • Deceased | 24 |

The overall response rate for The Whittington Hospital NHS Trust was 45% (369 usable responses from a final sample of 813).

Report Contents

This Report contains sections that describe the results from the survey, and sets out the full results in the same format as they appear in the questionnaire. It provides an analysis of issues where the Trust is achieving good results as well as areas where management action is required.

It also provides comparisons of both the Trust results against those of other Trusts in the Quality Health database who undertook the National Patients Survey (headed Trust and All), and the 2006 National Patients Survey results compared to those achieved in the 2005 Survey, where questions are comparable.



In these comparisons, after each result there is an indicator showing whether the Trust's performance is better (↗) or not as good as (↘) the national or previous results (by 5% or more), or if scores have remained fairly static (-).

This Report also shows the results from questions in the survey which will be used by the Healthcare Commission in their assessment of Health Check, and pulls together all the Report's conclusions and action points into an Executive Summary.

The questionnaire provided space for patients to write their own comments about any aspect of the service. The comments received are set out verbatim in a separate supplement to this Report.



executive summary

This section pulls together the conclusions and action points from each section of the Report to give an overview of the Trust's results and areas for consideration for action planning.

Admission

Trust scores in relation to other Trusts on issues relating to admission are generally mixed.

Overall Trust scores on admission issues are also mixed compared to last year.

ACTION

Emergency Admissions:

- Assess the need for further action on waits over 4 hours for admission from A&E and MAU.
- Review the provision of verbal information to patients in A&E and MAU.

Waiting List Admissions:

- Review waiting list times for cold admissions.
- Ensure that all patients being admitted through the list are given a choice of admission date to suit their circumstances.
- Review the reasons for changes of admission date by the hospital particularly where this happens twice or more.

The Hospital and Ward

Trust scores in relation to other Trusts on issues relating to the hospital and ward environment are generally lower.

Overall Trust scores on hospital and ward environment issues are mixed compared to last year.



ACTION

- Review progress on eliminating mixed gender rooms, bays and bathroom facilities in the light of information contained in the survey.
- Review the reasons for the apparent high levels of noise from other patients and from staff at night.
- Review the cleaning contract in the light of lower than average scores for cleanliness in both wards and bathroom facilities.
- Many patients rate the food as only fair or poor. Review food quality and the operation of the catering contract.

Doctors

Trust scores in relation to other Trusts on issues relating to doctors are generally lower.

Overall Trust scores on doctors are mixed compared to last year.

ACTION

- Further address communication issues between doctors and patients through the training and induction of junior staff; survey results typically show that about a quarter of the patients do not understand answers to questions given by doctors.
- Reinforce policies on hand washing / use of alcohol gel to all clinicians and initiate spot checks for compliance.

Nurses

Trust scores in relation to other Trusts on issues relating to nurses are generally lower or about the same.

Overall Trust scores on nurses have remained about the same since last year.

ACTION

- As with doctors, some patients found information from nurses hard to understand, or limited in extent. Review communication skills and competences amongst all nursing staff and especially on induction to the Trust.
- Review staffing levels and skill mix in the light of patient perceptions of nurse staffing levels.
- Reinforce policies on hand washing / use of alcohol gel to all nursing staff and initiate spot checks for compliance.



Care and Treatment

Trust scores in relation to other Trusts on issues relating to care and treatment are generally lower.

Overall Trust scores on care and treatment have remained about the same or fallen back since last year.

ACTION

- Some patients said that one member of staff would say one thing and another would say something quite different. Discuss with nurses and doctors methods by which reduction in the amount of conflicting information given to patients can be achieved.
- Some patients would like to be more involved in decisions made about their care. Review methods by which staff can involve patients in decisions about their care and treatment.
- Clarify the responsibility of Ward Managers / Nurse in Charge to ensure that feeding of patients always takes place where required by suitable members of staff. Undertake spot checks to ensure compliance with supervisory requirements.
- Some patients' families were said not to have had the opportunity to talk to a doctor. Ensure that appropriate signs are placed on all wards indicating that family can speak to a relevant clinician. Review the admission process to ensure that all patients are aware that their family can have such conversations with clinicians.
- There was some criticism of privacy particularly when discussing condition or treatment. Examine ways of improving privacy around the patient's bed, where most such discussions take place.
- Improve the quality and simplicity of written information available to patients on the ward. Consider appointing an information lead on each ward from existing staff.
- Examine the location and reasons for some criticism of pain control on wards, giving due weight to concentrations of concern in particular specialties and locations.

Operations and Procedures

Trust scores in relation to other Trusts on issues relating to operations and procedures are generally lower or about the same.

Overall Trust scores on operations and procedures have remained about the same or improved since last year.

ACTION

- Review methods by which patients are told about post-operative outcomes and how they might expect to feel after any operation or procedure.



Leaving Hospital

Trust scores in relation to other Trusts on issues relating to leaving hospital are generally lower or about the same.

Overall Trust scores on leaving hospital are mixed compared to last year.

ACTION

- The main reason for delays in discharge was patients having to wait for medication to take home. Examine further the mechanisms and processes by which discharge prescriptions are ordered and delivered to the discharging ward.
- Improve verbal and written information to patients on common and / or important side-effects of medication, with the aim of imparting information that is simple, clear, and memorable.
- Many patients did not think that they were told adequately what danger signals to look for regarding their condition or illness after discharge. Review verbal and written information strategies for transmission of information on danger signals to the patient.
- Ensure all patients are told who to contact if they are worried about their condition or treatment after returning home.
- Increase the visibility and transparency of communications passing from clinical teams to GPs, and ensure that there are robust arrangements in place to copy such letters to patients in every clinical team.

Overall

Trust scores in relation to other Trusts on issues relating to the patients' overview of their stay are generally lower or about the same.

Overall Trust scores on the patients' overview of their stay have remained about the same since last year.

ACTION

- Ensure that patients have information about how to complain about the care they receive if they need to.

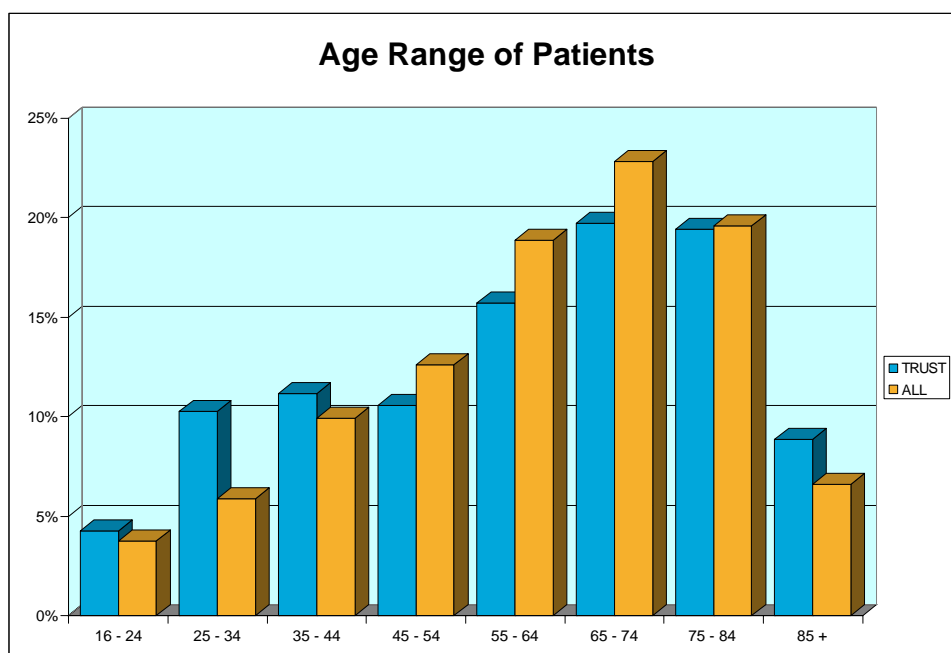


characteristics of the respondents

Details of the characteristics of the patients who responded are set out below. Gender, age, and ethnic background breakdown is crucial, as it is clear from Quality Health's research into patient attitudes over many years that there are significant variations in the views of patients because of demographic differences. There are also differences between patients depending on their route of entry to hospital and the specialty of treatment because of the nature of the patient's medical problems.

1. GENDER AND AGE PROFILE

42% of patients were men, 58% were women. The survey asked patients to stipulate their year of birth. This information has been amalgamated into age groups. The chart shows the proportion of patients in each age group compared to the national average.



2. AGE ON LEAVING FULL-TIME EDUCATION

51% of the patients said they left full-time education before the age of 16. 30% said they were 19 years of age or over, and 2% were still in full-time education.

3. RATING OF HEALTH

Patients were asked to rate their health during the past 4 weeks. 6% said it was excellent, and a further 15% said it was very good. 22% said it was poor or very poor.



4. LONG-STANDING ILLNESS

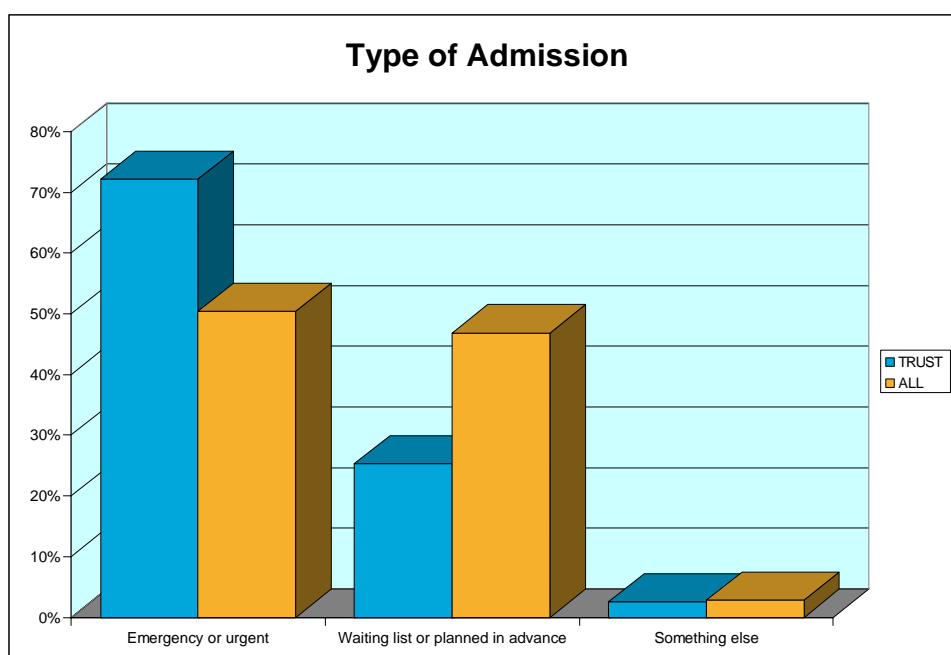
54% of patients said they had a long-standing physical or mental health problem or disability. 52% of these patients said their condition definitely affected their day-to-day activities.

5. ETHNICITY

57% of patients classified themselves as White British; 49 (15%) described themselves as Black or Black British (African, Caribbean or other Black background) and 21 (6%) described themselves as Asian or Asian British (Indian, Pakistani, Bangladeshi or other Asian background).

6. ROUTE OF ADMISSION

72% of patients said they were emergency or urgent admissions and 25% said they were waiting list or planned in advance. 3% of patients said they had some other form of admission, which could possibly include transfers from other hospitals or self-admission for a condition previously treated at the hospital.



Of those patients who said they were emergency admissions, 55% travelled to hospital by ambulance (54% nationally), and 96% said they went to the emergency department (Casualty, A&E, Medical or Surgical Admissions Unit) when they arrived at hospital.

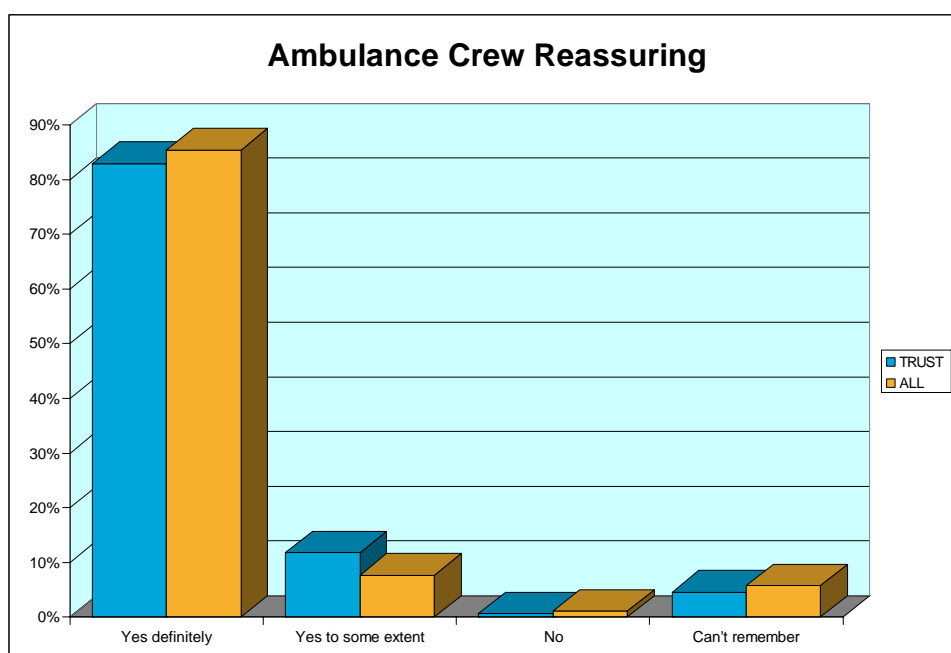


admission to hospital

EMERGENCY CARE

1. AMBULANCE CREWS

83% of those patients travelling to hospital by ambulance said the ambulance crew was definitely reassuring; only 1 said they were not reassuring.



70% of ambulance patients said the crew definitely explained their care and treatment in a way they could understand; 11% could not remember.

Of those patients going to hospital by ambulance who were in pain, 80% said the crew definitely did everything they could to control the pain; 5% said they did not do everything they could.

2. INFORMATION

Patients were asked how much information was given to them in the Emergency Department about their condition or treatment; 70% said the right amount, 19% said they were not given enough. Overall, 10% of the patients said they were not given any information on these matters.

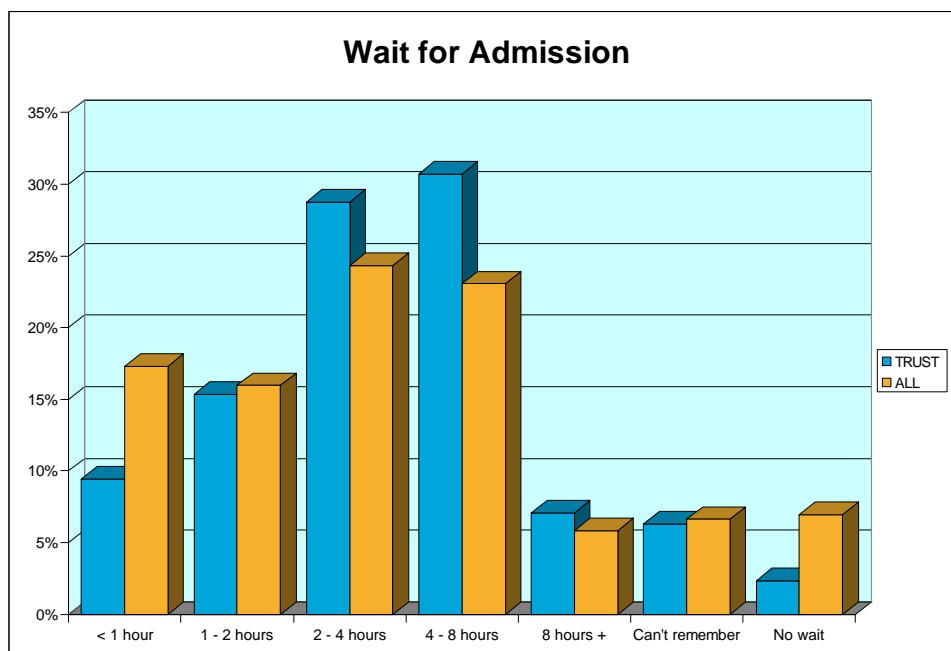
3. PRIVACY

69% of patients said they were definitely given enough privacy when being examined or treated in the Emergency Department; 4% said they were not.



4. WAITING FOR ADMISSION

2% of emergency admission patients said they did not have to wait for admission to a bed on a ward; a further 9% said they waited less than an hour. 7% said they waited 8 hours or longer.



11

WAITING LIST OR PLANNED ADMISSION

5. CHOICE OF ADMISSION DATES

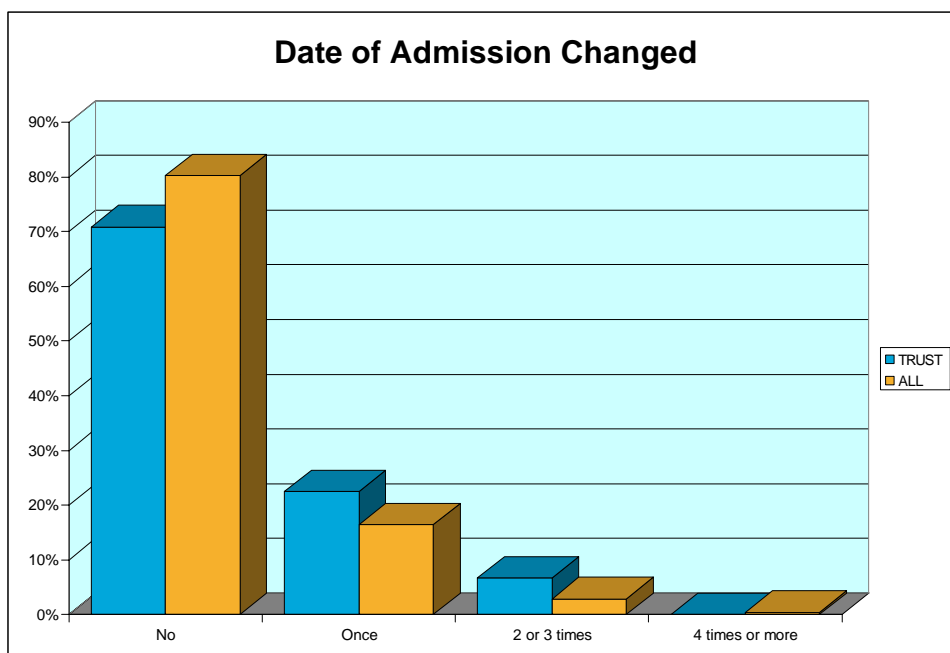
36% of waiting list patients said they were given a choice of admission dates; 60% were not given a choice.

6. WAIT BEFORE ADMISSION

46% of waiting list patients waited 3 months or less before admission; 9% waited more than 9 months. 12% of waiting list patients thought they should have been admitted a lot sooner than they were; a further 18% thought they should have been admitted a bit sooner.

7. ORGANISATION OF ADMISSION

71% of waiting list patients said their admission date was not changed by the hospital. However, 23% said it was changed once, and a further 7% said it was changed twice or more.



ALL TYPES OF ADMISSION

8. WAIT FOR A BED

19% of all patients thought they definitely had a long wait before getting to a bed on a ward; a further 26% thought the wait was long 'to some extent'.



COMPARISONS WITH OTHER TRUSTS IN 2006

	Trust	All	Com
~ Patients travelling to hospital by ambulance definitely found the crew reassuring	83%	85%	■
~ The crew definitely explained the patient's care and treatment in a way they could understand	70%	61%	↗
~ The crew definitely did everything they could to help control the patient's pain	80%	78%	■
~ Patients were given the right amount of information about their condition or treatment in A&E	70%	72%	■
~ Patients were definitely given enough privacy when being examined or treated in A&E	69%	77%	↘
~ The wait before being admitted to a bed on a ward for emergency patients was less than 4 hours	54%	58%	■
~ Patients were given a choice of admission dates	36%	26%	↗
~ The wait to be admitted for waiting list patients was more than 9 months	9%	5%	■
~ Patients feeling they were admitted as soon as they thought necessary	70%	74%	■
~ The hospital did not change the admission date	71%	80%	↘
~ The wait to get to a bed on a ward was definitely a long time	19%	11%	↘

COMPARISONS WITH 2005 SURVEY RESULTS

	2005	2006	Com
~ Patients travelling to hospital by ambulance definitely found the crew reassuring	81%	83%	■
~ The crew definitely explained the patient's care and treatment in a way they could understand	61%	70%	↗
~ The crew definitely did everything they could to help control the patient's pain	68%	80%	↗
~ Patients were given the right amount of information about their condition or treatment in A&E	70%	70%	■
~ Patients were definitely given enough privacy when being examined or treated in A&E	76%	69%	↘
~ The wait before being admitted to a bed on a ward for emergency patients was less than 4 hours	55%	54%	■
~ Patients were given a choice of admission dates	35%	36%	■
~ The wait to be admitted for waiting list patients was more than 9 months	5%	9%	■
~ Patients feeling they were admitted as soon as they thought necessary	67%	70%	■
~ The hospital did not change the admission date	74%	71%	■
~ The wait to get to a bed on a ward was definitely a long time	15%	19%	■



CONCLUSIONS

Trust scores in relation to other Trusts on issues relating to admission are generally mixed.

Overall Trust scores on admission issues are also mixed compared to last year.

ACTION

Emergency Admissions:

- Assess the need for further action on waits over 4 hours for admission from A&E and MAU.
- Review the provision of verbal information to patients in A&E and MAU.

Waiting List Admissions:

- Review waiting list times for cold admissions.
- Ensure that all patients being admitted through the list are given a choice of admission date to suit their circumstances.
- Review the reasons for changes of admission date by the hospital particularly where this happens twice or more.



the hospital & ward

1. CRITICAL CARE AREAS

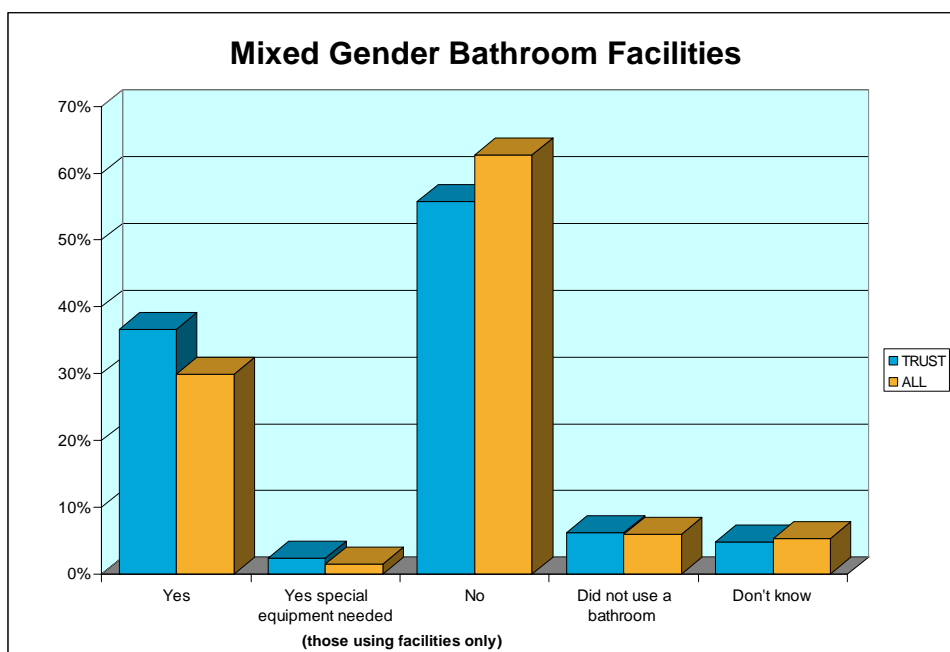
Patient were asked if they ever stayed in a critical care area (Intensive Care Unit, High Dependency Unit, Coronary Care Unit) while in hospital, 14% said that they did.

2. MIXED GENDER FACILITIES

There were a number of new questions added to the questionnaire this year about mixed gender facilities both on first admission and after any subsequent ward change. Patients were asked when they were first admitted to a bed on a ward, whether they had to share a sleeping area (e.g. room or bay) with patients of the opposite sex, 31% said that they did have to share.

Patients who moved to other wards were then asked if they had to share a sleeping area with patients of the opposite sex, 33% said that they did. Patients were also asked about shared bathroom or shower areas. 37% of patients said they did use the same facilities as patients of the opposite sex; 56% said they did not.

15



3. THE WARDS

65% of the patients stayed on one ward during their stay in hospital, 27% said they stayed on two wards, and 8% stayed on three or more.

4. BOTHERED BY NOISE AT NIGHT

48% of the patients said they were bothered by noise at night from other patients; and 21% were bothered by noise from staff.



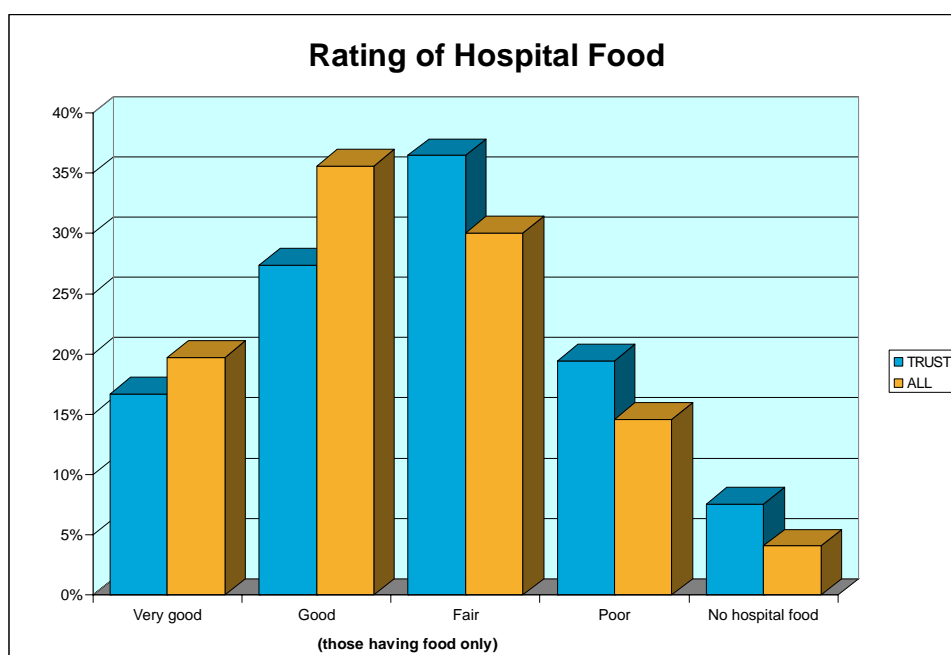
5. WARD AND BATHROOM CLEANLINESS

43% of patients thought the room or ward they were in was very clean; 42 patients (12%) said the ward was not very clean or not at all clean.

37% of those patients that used bathrooms and toilets said they were very clean. 72 patients (20% of those using) said they were not very clean or not at all clean.

6. HOSPITAL FOOD

17% of the patients who had food in hospital thought that it was very good and a further 27% thought it was good; 19% said that it was poor.



75% of patients said they were always offered a choice of food.



COMPARISONS WITH OTHER TRUSTS IN 2006

	Trust	All	Com
~ Shared a sleeping area with patients of the opposite sex when first admitted	31%	24%	↙
~ Shared a sleeping area with patients of the opposite sex after moving wards	33%	20%	↙
~ Used same bathroom or shower area as patients of the opposite sex	37%	30%	↙
~ Bothered by noise at night from other patients	48%	37%	↙
~ Bothered by noise at night from staff	21%	18%	-
~ The hospital room or ward was very clean	43%	53%	↙
~ The toilets and bathrooms were very clean	37%	48%	↙
~ The hospital food was very good	17%	20%	-
~ Always offered a choice of food	75%	79%	↙

COMPARISONS WITH 2005 SURVEY RESULTS

	2005	2006	Com
~ Bothered by noise at night from other patients	36%	48%	↙
~ Bothered by noise at night from staff	21%	21%	-
~ The hospital room or ward was very clean	40%	43%	-
~ The toilets and bathrooms were very clean	31%	37%	↗
~ The hospital food was very good	12%	17%	↗

CONCLUSIONS

Trust scores in relation to other Trusts on issues relating to the hospital and ward environment are generally lower.

Overall Trust scores on hospital and ward environment issues are mixed compared to last year.

ACTION

- Review progress on eliminating mixed gender rooms, bays and bathroom facilities in the light of information contained in the survey.
- Review the reasons for the apparent high levels of noise from other patients and from staff at night.
- Review the cleaning contract in the light of lower than average scores for cleanliness in both wards and bathroom facilities.
- Many patients rate the food as only fair or poor. Review food quality and the operation of the catering contract.



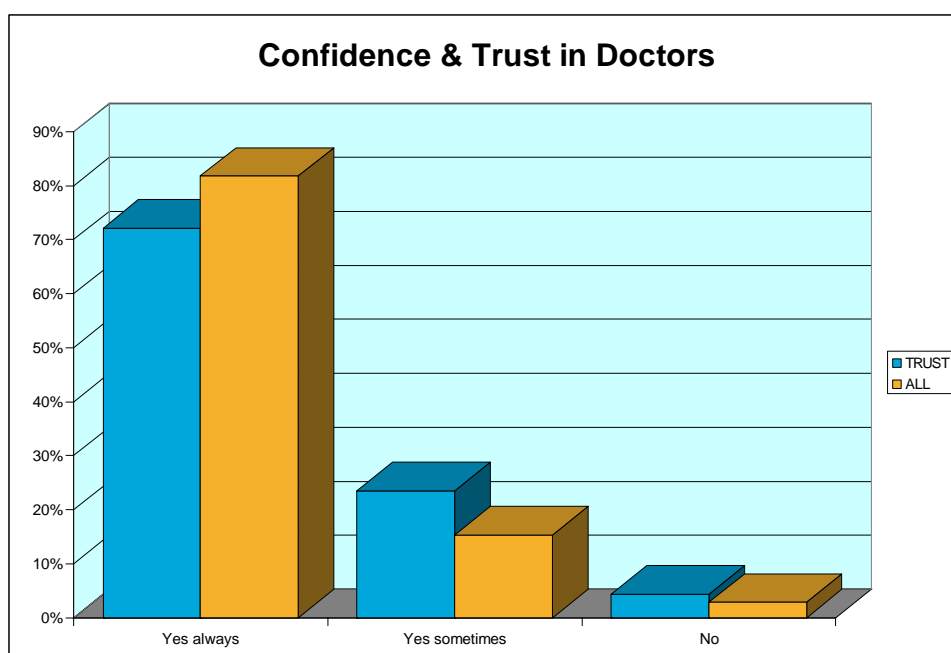
doctors

1. TALKING TO DOCTORS

62% of patients who had important questions to ask a doctor said they always understood the answers they were given. 6% said they did not understand, and a further 32% said they only sometimes did.

2. CONFIDENCE AND TRUST

72% of the patients said they always had confidence and trust in the doctors treating them; 4% said they did not.



18

3. DOCTORS ATTITUDE TO PATIENTS

13% of patients said that doctors often talked in front of them as if they were not there; 63% said that they did not.

4. HYGIENE

45% of patients said that, as far as they knew, doctors always washed or cleaned their hands between touching patients; 8% said they did not wash or clean them. 36% did not know if they did or not.



COMPARISONS WITH OTHER TRUSTS IN 2006

	Trust	All	Com
~ Doctors always gave understandable answers to important questions	62%	69%	↙
~ Always had confidence and trust in the doctors	72%	82%	↙
~ Doctors did not talk in front of patients as if they were not there	63%	74%	↙
~ Doctors always washed or cleaned their hands between touching patients	45%	41%	▪

COMPARISONS WITH 2005 SURVEY RESULTS

	2005	2006	Com
~ Doctors always gave understandable answers to important questions	65%	62%	▪
~ Always had confidence and trust in the doctors	79%	72%	↙
~ Doctors did not talk in front of patients as if they were not there	67%	63%	▪
~ Doctors always washed or cleaned their hands between touching patients	39%	45%	↗

CONCLUSIONS

Trust scores in relation to other Trusts on issues relating to doctors are generally lower.

Overall Trust scores on doctors are mixed compared to last year.

ACTION

- Further address communication issues between doctors and patients through the training and induction of junior staff; survey results typically show that about a quarter of the patients do not understand answers to questions given by doctors.
- Reinforce policies on hand washing / use of alcohol gel to all clinicians and initiate spot checks for compliance.

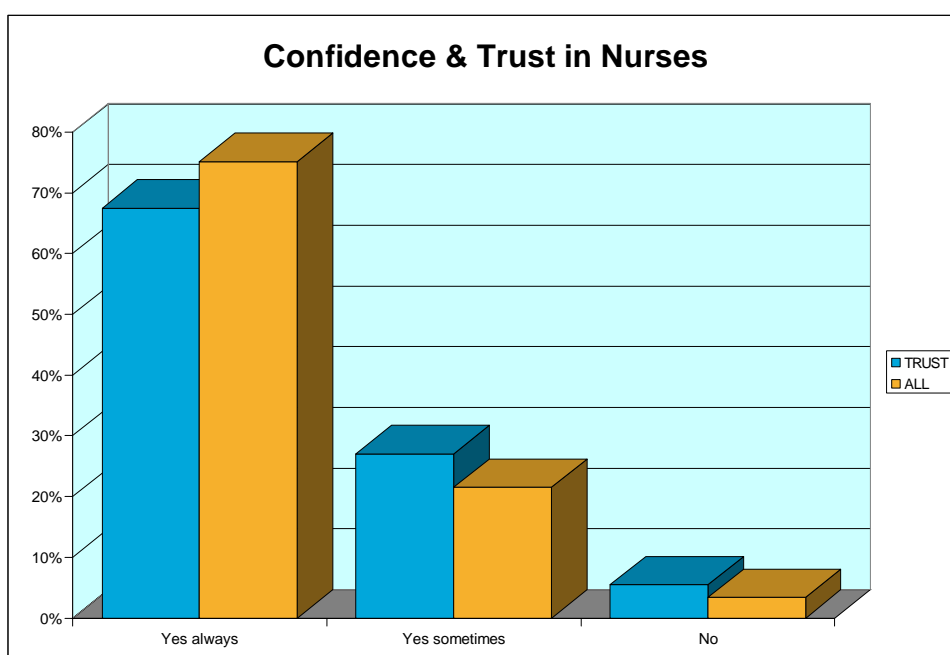


1. TALKING TO NURSES

60% of patients who had important questions to ask a nurse said they always understood the answers they were given. 7% said they did not understand, and a further 33% said they only sometimes did.

2. CONFIDENCE AND TRUST

67% of the patients said they always had confidence and trust in the nurses treating them; 5% said they did not.



20

3. NURSES ATTITUDE TO PATIENTS

11% of patients said that nurses often talked in front of them as if they were not there; 69% said they did not.

4. ENOUGH NURSES

59% of patients said there were always or nearly always enough nurses on duty to care for them; 10% said there rarely or never were enough.

5. HYGIENE

48% of patients said that, as far as they knew, nurses always washed or cleaned their hands between touching patients; 6% said they did not wash or clean them. 33% did not know if they did or not.



COMPARISONS WITH OTHER TRUSTS IN 2006

	Trust	All	Com
~ Nurses always gave understandable answers to important questions	60%	67%	↙
~ Always had confidence and trust in the nurses	67%	75%	↙
~ Nurses did not talk in front of patients as if they were not there	69%	80%	↙
~ There were always or nearly always enough nurses on duty to care for patients	59%	57%	▪
~ Nurses always washed or cleaned their hands between touching patients	48%	53%	▪

COMPARISONS WITH 2005 SURVEY RESULTS

	2005	2006	Com
~ Nurses always gave understandable answers to important questions	63%	60%	▪
~ Always had confidence and trust in the nurses	68%	67%	▪
~ Nurses did not talk in front of patients as if they were not there	76%	69%	↙
~ There were always or nearly always enough nurses on duty to care for patients	58%	59%	▪
~ Nurses always washed or cleaned their hands between touching patients	45%	48%	▪

CONCLUSIONS

Trust scores in relation to other Trusts on issues relating to nurses are generally lower or about the same.

Overall Trust scores on nurses have remained about the same since last year.

ACTION

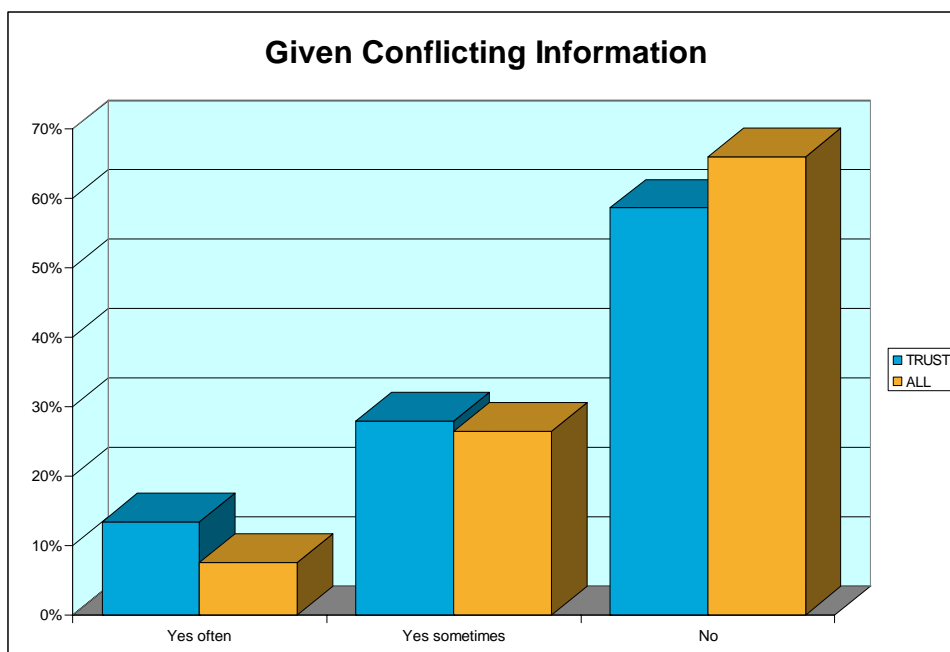
- As with doctors, some patients found information from nurses hard to understand, or limited in extent. Review communication skills and competences amongst all nursing staff and especially on induction to the Trust.
- Review staffing levels and skill mix in the light of patient perceptions of nurse staffing levels.
- Reinforce policies on hand washing / use of alcohol gel to all nursing staff and initiate spot checks for compliance.



care & treatment

1. CONFLICTING INFORMATION

13% of patients said they were often told one thing by one member of staff and something quite different by another; a further 28% said this sometimes was the case.



22

2. INVOLVED IN DECISION MAKING

46% of patients said they were definitely as involved as they wanted to be in decisions about their care and treatment; a further 40% said they were to some extent.

3. QUANTITY OF INFORMATION

28% of patients said they were not given enough information about their condition or treatment; 70% said they were given the right amount.

4. INFORMATION TO FAMILIES

16% of those patients whose families wanted to talk to a doctor said their family did not have enough opportunity to do so. 48% said they definitely did have enough opportunity and a further 35% said they did to some extent.

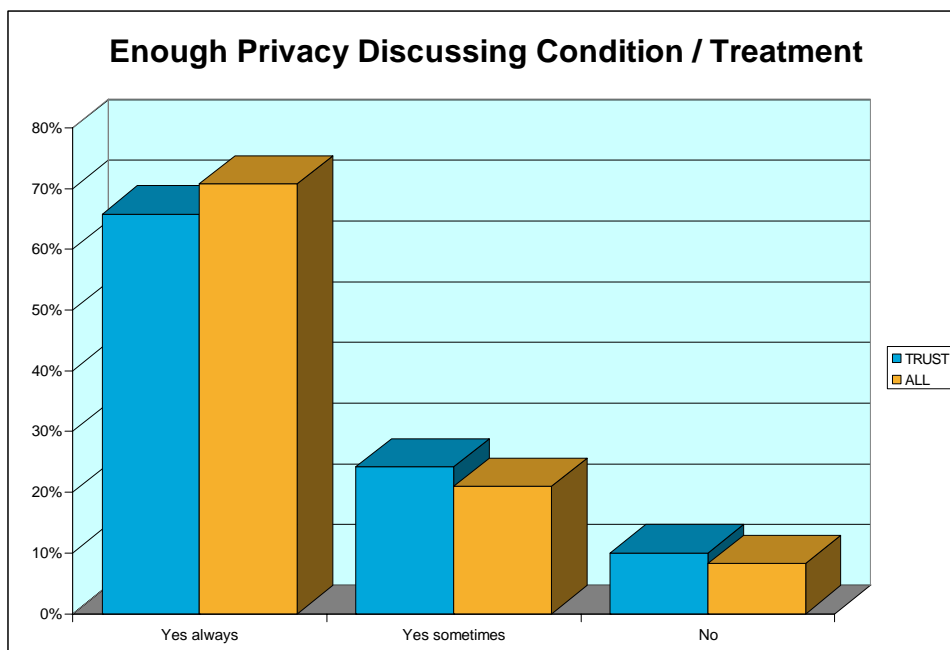


5. DISCUSSING WORRIES AND FEARS

Of those patients who had worries or fears, 36% said they definitely found someone on the hospital staff to talk to about them; a further 33% said they did to some extent. 31% of patients said they did not find anyone to talk to.

6. PRIVACY

66% of patients said they always were given enough privacy when discussing their condition or treatment. 10% said they were not given enough privacy, and a further 24% said they only sometimes were.



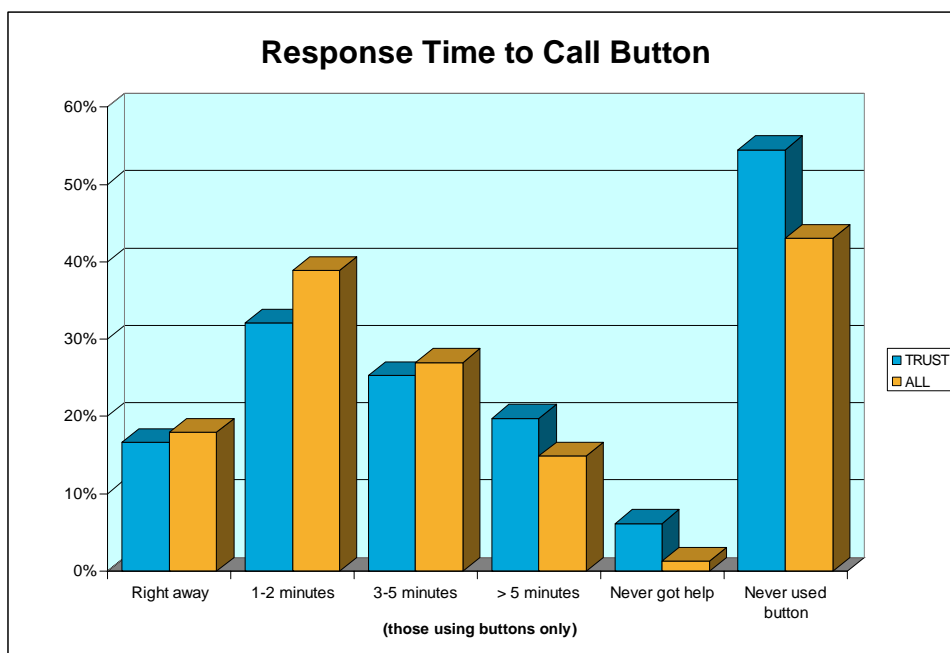
83% of patients felt they were always given enough privacy when being examined or treated. 14% said they sometimes were, and a further 3% said they were not given enough.

7. HELP FROM STAFF

Of those patients needing help from staff to eat their meals, 60% said they always got enough help; 22% said they did not get enough help.

8. USING CALL BUTTONS

Patients were asked how long it took after they used the call button for them to receive the help they needed. Of those patients using call buttons, 10 (6%) said they never received the help needed. 49% of patients said they received help either right away, or within 2 minutes; a further 25% received help within 3 to 5 minutes.



9. PAIN

66% of patients said they were in pain during their stay in hospital.

64% of patients in pain said hospital staff definitely did everything they could to help control the pain; 8% said they did not do everything they could, and a further 28% said they only did to some extent.



COMPARISONS WITH OTHER TRUSTS IN 2006

	Trust	All	Com
~ Members of staff never said different things	59%	66%	↙
~ Definitely involved as much as wanted to be in decisions about care and treatment	46%	54%	↙
~ Right amount of information was given about the patient's condition and treatment	70%	80%	↙
~ The patient's family definitely had enough opportunity to talk to a doctor if they wanted to	48%	43%	↗
~ There was definitely someone on the hospital staff to talk to about worries or fears	36%	44%	↙
~ Always given enough privacy when discussing condition or treatment	66%	71%	↙
~ Always given enough privacy when being examined or treated	83%	88%	↙
~ Always given enough help from staff to eat meals	60%	59%	-
~ Response to call buttons more than 5 minutes	20%	15%	↙
~ Hospital staff definitely did everything they could to help control pain	64%	73%	↙

25

COMPARISONS WITH 2005 SURVEY RESULTS

	2005	2006	Com
~ Members of staff never said different things	61%	59%	-
~ Definitely involved as much as wanted to be in decisions about care and treatment	44%	46%	-
~ Right amount of information was given about the patient's condition and treatment	75%	70%	↙
~ The patient's family definitely had enough opportunity to talk to a doctor if they wanted to	47%	48%	-
~ There was definitely someone on the hospital staff to talk to about worries or fears	34%	36%	-
~ Always given enough privacy when discussing condition or treatment	68%	66%	-
~ Always given enough privacy when being examined or treated	87%	83%	↙
~ Always given enough help from staff to eat meals	51%	60%	↗
~ Response to call buttons more than 5 minutes	15%	20%	↙
~ Hospital staff definitely did everything they could to help control pain	71%	64%	↙



CONCLUSIONS

Trust scores in relation to other Trusts on issues relating to care and treatment are generally lower.

Overall Trust scores on care and treatment have remained about the same or fallen back since last year.

ACTION

- Some patients said that one member of staff would say one thing and another would say something quite different. Discuss with nurses and doctors methods by which reduction in the amount of conflicting information given to patients can be achieved.
- Some patients would like to be more involved in decisions made about their care. Review methods by which staff can involve patients in decisions about their care and treatment.
- Clarify the responsibility of Ward Managers / Nurse in Charge to ensure that feeding of patients always takes place where required by suitable members of staff. Undertake spot checks to ensure compliance with supervisory requirements.
- Some patients' families were said not to have had the opportunity to talk to a doctor. Ensure that appropriate signs are placed on all wards indicating that family can speak to a relevant clinician. Review the admission process to ensure that all patients are aware that their family can have such conversations with clinicians.
- There was some criticism of privacy particularly when discussing condition or treatment. Examine ways of improving privacy around the patient's bed, where most such discussions take place.
- Improve the quality and simplicity of written information available to patients on the ward. Consider appointing an information lead on each ward from existing staff.
- Examine the location and reasons for some criticism of pain control on wards, giving due weight to concentrations of concern in particular specialties and locations.



operations & procedures

1. OPERATIONS AND PROCEDURES

54% of patients said they had an operation or procedure during their stay in hospital.

2. INFORMATION BEFOREHAND

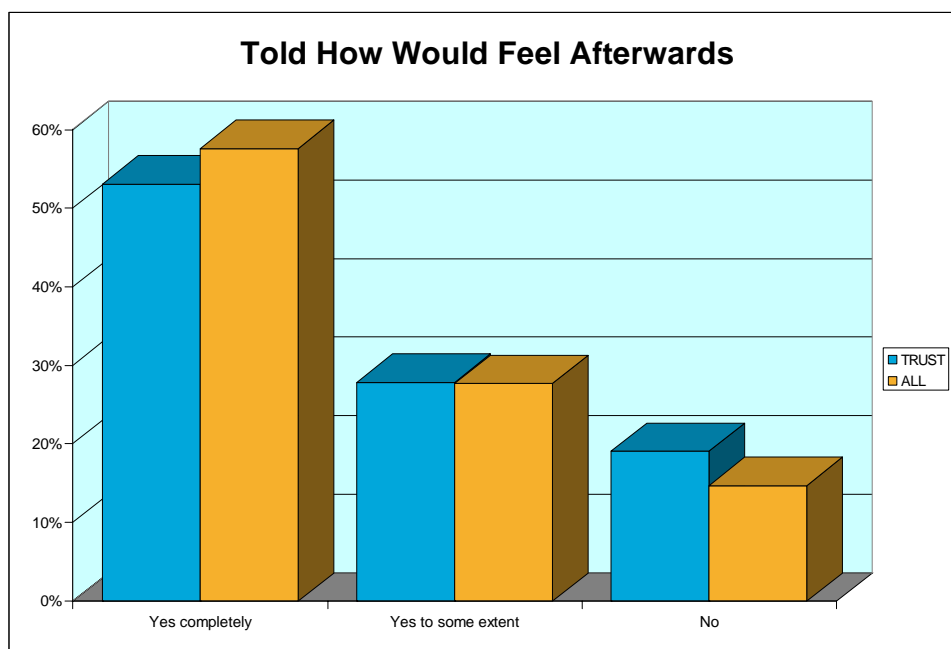
Of those patients having operations or procedures who wanted explanations, 76% said staff explained the risks and benefits completely in a way they could understand; 5% said they were not explained.

Patients were also asked if staff explained what would be done during the operation or procedure. 71% said staff explained what would be done completely in a way they could understand; 8% said this was not explained.

72% of patients who had questions, said a member of staff answered them completely in a way they could understand.

3. TOLD WHAT TO EXPECT POST OPERATION

Patients were asked if they were told how they could expect to feel after they had their operation or procedure. 53% said they were told completely; 19% said they were not told.





4. ANAESTHESIA

82% of patients were given an anaesthetic before their operation or procedure. Of these patients, 82% said the Anaesthetist explained completely how the anaesthetic would work in a way they could understand.

5. OUTCOME

60% of patients said a member of staff had explained completely to them how the operation or procedure had gone in a way they could understand; 12% said it had not been explained.

COMPARISONS WITH OTHER TRUSTS IN 2006

	Trust	All	Com
~ A member of staff explained completely the risks and benefits of the operation or procedure	76%	83%	↙
~ A member of staff explained completely what would be done during the operation or procedure	71%	75%	-
~ A member of staff answered questions completely about the operation or procedure	72%	78%	↙
~ The patient was told completely how they could expect to feel after the operation or procedure	53%	58%	↙
~ The anaesthetist explained completely how he or she would put the patient to sleep or control the pain	82%	84%	-
~ A member of staff explained completely how the operation or procedure had gone	60%	65%	↙

COMPARISONS WITH 2005 SURVEY RESULTS

	2005	2006	Com
~ A member of staff explained completely the risks and benefits of the operation or procedure	72%	76%	-
~ A member of staff explained completely what would be done during the operation or procedure	72%	71%	-
~ A member of staff answered questions completely about the operation or procedure	69%	72%	-
~ The patient was told completely how they could expect to feel after the operation or procedure	42%	53%	↗
~ The anaesthetist explained completely how he or she would put the patient to sleep or control the pain	77%	82%	↗
~ A member of staff explained completely how the operation or procedure had gone	62%	60%	-



CONCLUSIONS

Trust scores in relation to other Trusts on issues relating to operations and procedures are generally lower or about the same.

Overall Trust scores on operations and procedures have remained about the same or improved since last year.

ACTION

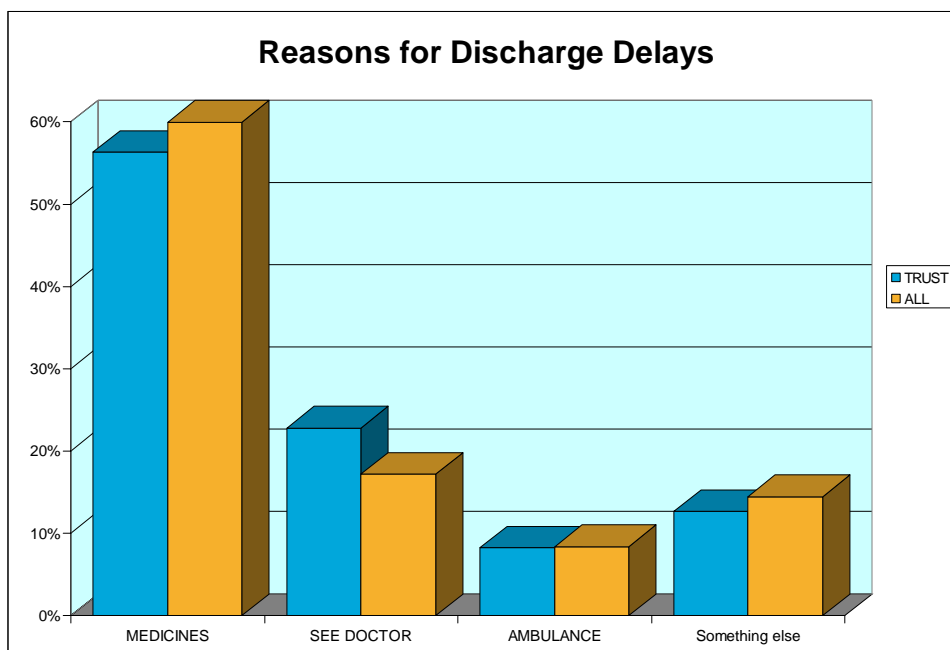
- Review methods by which patients are told about post-operative outcomes and how they might expect to feel after any operation or procedure.



leaving hospital

1. TIMING OF DISCHARGE & DELAYS

54% of patients said their discharge was not delayed. The chart shows the main reasons for the delays in discharge that did occur.



38% of the patients whose discharge was delayed said they waited no longer than 2 hours; 24% waited more than 4 hours.

2. EXPLANATIONS ABOUT HOME CARE & MEDICATION

79% of those patients taking medication home who needed an explanation said the purpose of the medicines was explained completely in a way they could understand. 6% said it was not explained, and a further 15% felt it was only explained to some extent.

Of those patients who said they needed an explanation, 36% said a member of staff told them completely about side-effects of medication to watch for; 47% said they were not told and a further 16% said they were only told to some extent.

71% of patients said they were given clear written information about their medicines.

3. DANGER SIGNALS

37% of patients who thought it was necessary said that they were told completely what danger signals to watch for regarding their illness or treatment after they went home; 42% said they were not told, and a further 21% said they were only told to some extent.

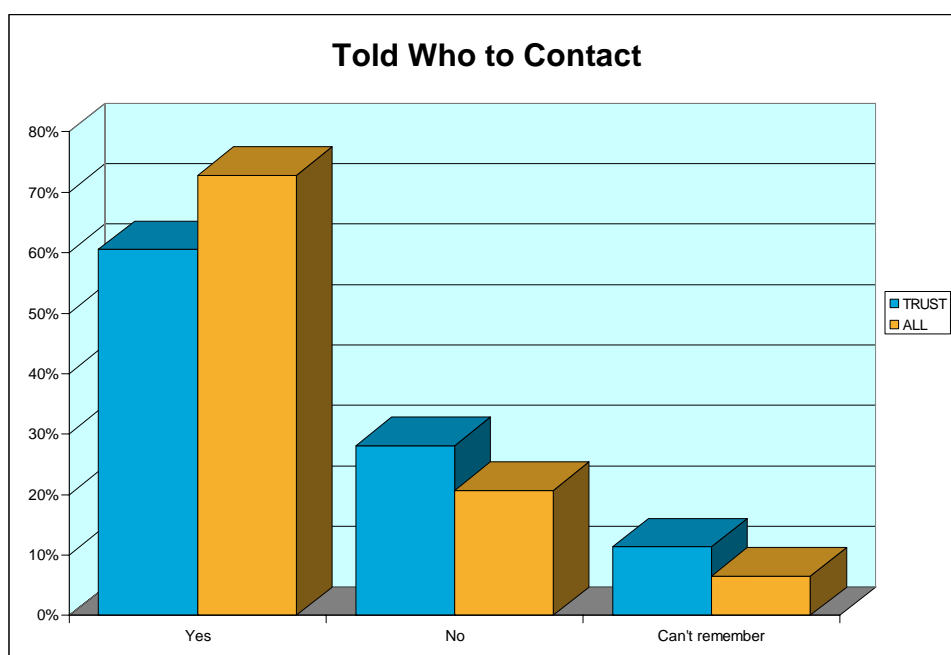


4. HOME SITUATION & INFORMATION TO FAMILIES

Of those patients whose families needed information 44% said that their family had definitely been given all the information needed to help them recover; 32% said their family had not been given the information needed, and a further 24% said they had only been given such information to some extent.

5. CONTACT AFTER LEAVING HOSPITAL

Patients were asked if they were told who to contact if they were worried about their condition or treatment after leaving hospital. 61% of patients said they were told; 28% said they were not told.



31

6. AFTERCARE

47% of patients said they received copies of letters sent between hospital doctors and their GP; 7% were not sure or did not know if they had received copies.



COMPARISONS WITH OTHER TRUSTS IN 2006

	Trust	All	Com
~ Patient's discharge was delayed	46%	39%	↙
~ Discharge was delayed due to a wait for medicines	56%	60%	-
~ Discharge was delayed for longer than 4 hours	24%	23%	-
~ Staff explained completely the purpose of medicines	79%	79%	-
~ The patient was told completely about side effects to watch for	36%	41%	↙
~ The patient was given completely clear written information about their medicines	71%	67%	-
~ Staff told the patient completely about any danger signals to watch for	37%	42%	↙
~ The patient's family was given all the information they needed to help recovery	44%	44%	-
~ Staff told the patient who to contact if they were worried about their condition or treatment	61%	73%	↙
~ The patient received copies of letters sent between hospital doctors and their GP	47%	34%	↗

32

COMPARISONS WITH 2005 SURVEY RESULTS

	2005	2006	Com
~ The patient's discharge was delayed	41%	46%	↙
~ Discharge was delayed due to a wait for medicines	53%	56%	-
~ Discharge was delayed for longer than 4 hours	23%	24%	-
~ Staff explained completely the purpose of medicines	82%	79%	-
~ The patient was told completely about side effects to watch for	40%	36%	-
~ The patient was given completely clear written information about their medicines	61%	71%	↗
~ Staff told the patient completely about any danger signals to watch for	39%	37%	-
~ The patient's family was given all the information they needed to help recovery	43%	44%	-
~ Staff told the patient who to contact if they were worried about their condition or treatment	59%	61%	-
~ The patient received copies of letters sent between hospital doctors and their GP	40%	47%	↗



CONCLUSIONS

Trust scores in relation to other Trusts on issues relating to leaving hospital are generally lower or about the same.

Overall Trust scores on leaving hospital are mixed compared to last year.

ACTION

- The main reason for delays in discharge was patients having to wait for medication to take home. Examine further the mechanisms and processes by which discharge prescriptions are ordered and delivered to the discharging ward.
- Improve verbal and written information to patients on common and / or important side-effects of medication, with the aim of imparting information that is simple, clear, and memorable.
- Many patients did not think that they were told adequately what danger signals to look for regarding their condition or illness after discharge. Review verbal and written information strategies for transmission of information on danger signals to the patient.
- Ensure all patients are told who to contact if they are worried about their condition or treatment after returning home.
- Increase the visibility and transparency of communications passing from clinical teams to GPs, and ensure that there are robust arrangements in place to copy such letters to patients in every clinical team.



overall

1. RESPECT AND DIGNITY

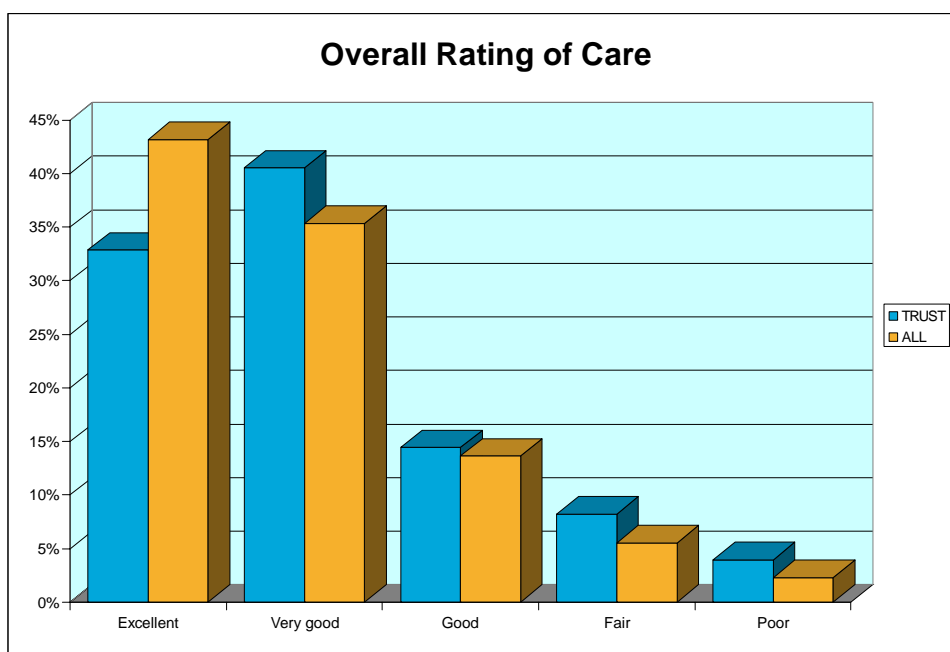
72% patients said they were always treated with respect and dignity while they were in hospital; 5% said they were not.

2. STAFF WORKING TOGETHER

Patients were asked to rate how well they thought doctors and nurses worked together. 33% rated working together as excellent, a further 37% rated it as very good. 4% said working together was poor.

3. OVERALL RATING OF CARE

33% of patients rated their care as excellent, and a further 41% rated it as very good; 4% said care was poor.



34

4. QUALITY OF CARE

Patients were asked if, during their hospital stay, they were ever asked to give their views on the quality of the care they received. 9% of patients said they were asked.

5. COMPLAINTS PROCEDURE

15% of patients said they were given information on how to make a complaint about the care they received if they had one; 85% were not given this information.



COMPARISONS WITH OTHER TRUSTS IN 2006

	Trust	All	Com
~ The patient felt they were always treated with respect and dignity	72%	80%	↙
~ The rating for doctors and nurses working well together was excellent	33%	39%	↙
~ The rating for the care received was excellent	33%	43%	↙
~ The patient was asked to give their views on the quality of care during their hospital stay	9%	6%	▪
~ The patient was given information on how to complain about the care received	15%	17%	▪

COMPARISONS WITH 2005 SURVEY RESULTS

	2005	2006	Com
~ The patient felt they were always treated with respect and dignity	75%	72%	▪
~ The rating for doctors and nurses working well together was excellent	33%	33%	▪
~ The rating for the care received was excellent	30%	33%	▪
~ The patient was asked to give their views on the quality of care during their hospital stay	7%	9%	▪

CONCLUSIONS

Trust scores in relation to other Trusts on issues relating to the patients' overview of their stay are generally lower or about the same.

Overall Trust scores on the patients' overview of their stay have remained about the same since last year.

ACTION

- Ensure that patients have information about how to complain about the care they receive if they need to.



national trends

The national Inpatient Survey has now been running in much the same form for three years. Over this time a number of national trends have emerged.

Key Issues

- ◆ More emergency patients are waiting over 4 hours for admission in 2006: this score has risen from 27% to 36%.
- ◆ The choice agenda has not had a significant impact as yet: 23% of patients said they were given a choice of admission dates in 2004, 26% in 2006.
- ◆ However, fewer list patients wait over 6 months for admission: down from 24% to 15% this year; and more said they were admitted as soon as they thought was necessary.
- ◆ General Election Effect 2005: cleaning ratings dipped by 5 points in 2005 when samples were taken just after the General Election: they are back up 5 points in 2006 as the effect of the debate has worn off.
- ◆ Food ratings have risen by 5 points since 2004 on very good / good.
- ◆ Confidence and trust ratings for Doctors have remained fairly static; there has been a slight downward trend on nurses ratings.

What hasn't changed in real terms:

- + Information scores
- + Risks / benefits / information on operations and procedures
- + Pain scores
- + Number of patients saying their discharge was delayed
- + Explanations about medication purpose / side effects
- + Information on dangers signals, who to contact if worried
- + Respect and dignity felt by patients
- + Overall care scores excellent / very good

What has changed in real terms:

- + The length of wait for admission for list patients has shortened
- + More emergency patients are waiting 4 hours or more for admission
- + Cleaning ratings have bounced back after dipping last year
- + Food ratings are up since 2004
- + There is a slight downward trend on nurse ratings especially in some Trusts
- + There are slightly more patients getting copies of letters to GPs



health check core standards

The Healthcare Commission is to use a number of the patient surveys as data sources for the Commission's assessment of Trust declarations on Health Check. These include the Inpatient, OPD, A&E, Paediatrics and CHD Surveys.

This section pulls together the questions from the 2006 Inpatient Survey which have been specifically identified in the Healthcare Commission statement 'Criteria for Assessing Core Standards' (published July 2005).

The data in each question have been simplified, in all cases to one or two lines, which are most relevant to the assessment of performance. Complete sets of answers to each question are displayed in the survey results at the end of this report.

Each of the identified Health Check relevant questions is shown twice in the tables below: firstly highlighting how the Trust is performing compared to other Trusts, and secondly how the Trust has performed since last year.

37

Admission

Fifth Domain: Accessible & Responsive Care

Core Standard C18

"Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably"

A10	Were you given a choice of admission dates?	Trust	All	Com
	Yes	36%	26%	↗
A10	Were you given a choice of admission dates?	2005	2006	Com
	Yes	35%	36%	■

The Trust's performance compared to other Trusts on this question is above average.

The Trust's performance since last year on this question has stayed the same.



The Hospital and Ward

Sixth Domain: Care Environment & Amenities

Core Standard C20b

“Healthcare services are provided in environments which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality”

B6	Were you ever bothered by noise at night from other patients?	<i>Trust</i>	<i>All</i>	<i>Com</i>
	Yes	48%	37%	⬇️
B6	Were you ever bothered by noise at night from other patients?	<i>2005</i>	<i>2006</i>	<i>Com</i>
	Yes	36%	48%	⬇️
<hr/>				
B7	Were you ever bothered by noise at night from hospital staff?	<i>Trust</i>	<i>All</i>	<i>Com</i>
	Yes	21%	18%	▪
B7	Were you ever bothered by noise at night from hospital staff?	<i>2005</i>	<i>2006</i>	<i>Com</i>
	Yes	21%	21%	▪

The Trust’s performance compared to other Trusts on these questions is below average.

The Trust’s performance since last year on these questions has fallen or stayed the same.

Core Standard C21

“Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises”

B8	In your opinion, how clean was the hospital room or ward that you were in?	<i>Trust</i>	<i>All</i>	<i>Com</i>
	Very clean	43%	53%	⬇️
B8	In your opinion, how clean was the hospital room or ward that you were in?	<i>2005</i>	<i>2006</i>	<i>Com</i>
	Very clean	40%	43%	▪



B9	How clean were the toilets and bathrooms that you used in hospital?	Trust	All	Com
	Very clean	37%	48%	⬇️
B9	How clean were the toilets and bathrooms that you used in hospital?	2005	2006	Com
	Very clean	31%	37%	⬆️

The Trust's performance compared to other Trusts on these questions is below average.

The Trust's performance since last year on these questions has risen.

Fourth Domain: Patient Focus

Core Standard C15a

“Where food is provided healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet”

B10	How would you rate the hospital food?	Trust	All	Com
	Very good	17%	20%	-
	Good	27%	36%	⬇️
B10	How would you rate the hospital food?	2005	2006	Com
	Very good	12%	17%	⬆️
	Good	29%	27%	-

The Trust's performance compared to other Trusts on this question is below average.

The Trust's performance since last year on this question has risen.



Care and Treatment

Fourth Domain: Patient Focus

Core Standard C16

“Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care”

E1	Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	<i>Trust</i>	<i>All</i>	<i>Com</i>
	Yes, often	13%	8%	↙
	Yes, sometimes	28%	26%	-
E1	Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	2005	2006	Com
	Yes, often	9%	13%	-
	Yes, sometimes	30%	28%	-
E2	Were you involved as much as you wanted to be in decisions about your care and treatment?	<i>Trust</i>	<i>All</i>	<i>Com</i>
	Yes, definitely	46%	54%	↙
E2	Were you involved as much as you wanted to be in decisions about your care and treatment?	2005	2006	Com
	Yes, definitely	44%	46%	-
E3	How much information about your condition or treatment was given to you?	<i>Trust</i>	<i>All</i>	<i>Com</i>
	Not enough	28%	19%	↙
	Right amount	70%	80%	↙



E3	How much information about your condition or treatment was given to you?	2005	2006	Com
	Not enough	24%	28%	-
	Right amount	75%	70%	↙

H4	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	Trust	All	Com
	Yes, completely	79%	79%	-

H4	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	2005	2006	Com
	Yes, completely	82%	79%	-

H5	Did a member of staff tell you about medication side effects to watch for when you went home?	Trust	All	Com
	Yes, completely	36%	41%	↙

H5	Did a member of staff tell you about medication side effects to watch for when you went home?	2005	2006	Com
	Yes, completely	40%	36%	-

H6	Were you given clear written information about your medicines?	Trust	All	Com
	Yes, completely	71%	67%	-

H6	Were you given clear written information about your medicines?	2005	2006	Com
	Yes, completely	61%	71%	↗

The Trust's performance compared to other Trusts on these questions is below average.

The Trust's performance since last year on these questions has stayed about the same.



Leaving Hospital

Second Domain: Clinical & Cost Effectiveness

Core Standard C6

“Healthcare organisations co-operate with each other and social care organisations to ensure that patients’ individual needs are properly managed and met”

H7	Did a member of staff tell you about any danger signals you should watch for after you went home?	Trust	All	Com
	Yes, completely	37%	42%	↙
H7	Did a member of staff tell you about any danger signals you should watch for after you went home?	2005	2006	Com
	Yes, completely	39%	37%	▪
<hr/>				
H8	Did the doctors or nurses give your family or someone close to you all the information they needed to help you recover?	Trust	All	Com
	Yes, definitely	44%	44%	▪
H8	Did the doctors or nurses give your family or someone close to you all the information they needed to help you recover?	2005	2006	Com
	Yes, definitely	43%	44%	▪
<hr/>				
H9	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Trust	All	Com
	Yes	61%	73%	↙
H9	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	2005	2006	Com
	Yes	59%	61%	▪



H10	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	Trust	All	Com
	Yes, I received copies	47%	34%	↗
H10	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	2005	2006	Com
	Yes, I received copies	40%	47%	↗

The Trust's performance compared to other Trusts on these questions is mixed.

The Trust's performance since last year on these questions has risen.

43

Overall

Fourth Domain: Patient Focus

Core Standard C13a

“Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect”

J1	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	Trust	All	Com
	Yes, always	72%	80%	↘
J1	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	2005	2006	Com
	Yes, always	75%	72%	-

The Trust's performance compared to other Trusts on this question is below average.

The Trust's performance since last year on this question has stayed about the same.



◆ Health Check Developmental Standards

The Healthcare Commission published the guidance document, “Criteria for Assessing Developmental Standards in 2006/7” in December 2006. This is available for download on the Healthcare Commission website.

In 2006/7 the Commission is to assess progress on Developmental Standards in three Domains, namely Safety, Clinical and Cost Effectiveness, and Public Health. Patient Focus is NOT being assessed in 2006/7 as a Developmental Standard.

The December 2006 document stated that each of the Domains being assessed in 2006/7 will be applied to some kinds of Trusts only; Acute Trusts are covered only by two of the Domains, namely Safety and Clinical and Cost Effectiveness, for this financial year.

The December 2006 document identified the Core Standards which are being mapped across to the Developmental Standards (these are for 06/7 Core Standards C1, C2, C3, C4, C5 and C6). Each of these standards has been enhanced for the purposes of the Developmental Standards and criteria are set out to enable Acute Trusts to judge whether they have achieved “Fair”, “Good” or “Excellent” developmental progress in respect of each of these identified developmental areas.

No doubt the process for inclusion of the Patient Focus Domain and Standards in the Developmental Standards for 2006/7 will be similar.

Conceptually, in the Patient Focus Domain, these are likely to include:

- Organisational issues, where scores nationally in a particular Trust are relatively low (e.g. patients receiving copies of clinical letters).
- Waiting time scores where a national target has been set (e.g. list waiting times; time in A&E).
- Clinical issues where there is agreement on a desirable outcome.

The introduction of Developmental Standards means that Trusts will be judged on movement upwards towards a desired goal, and not just on whether they are close to the mean score for all Trusts.



survey results

This section of the report sets out the full results from the National Inpatients Survey ordered in exactly the same way as in the survey questionnaire sent to patients.

Where Trusts undertook the extended survey (i.e. included bank questions along side the core questions) or additional samples over and above the official sample of 850, results for these are also included in the results set out below.

◆ HOW TO READ THE COLUMNS OF FIGURES

The results are shown firstly in absolute numbers then as percentages. The first pair of columns show the results for the Trust in 2005; the second pair of columns show the results from 2006, and the third pair of columns show the results from all the hospitals where Quality Health undertook the National Inpatients Survey in 2006 (ALL).

The purpose of presenting the figures in this way is to give direct, at-a-glance, comparisons between the Trust's performance in 2005 and 2006, and between the Trust and other Trusts in the UK in 2006.

On some questions there are no results in the 2005 columns. This is because the question is either a new question this year or because the question has been substantially changed and is therefore not comparable with the 2006 question.

◆ CONVENTIONS

The percentages are calculated after excluding those patients that did not answer that particular question. All percentages are rounded to the nearest whole number. When added together, the percentages for all answers to a particular question may not total 100% because of this rounding.

The 'Missing' figures show the number of patients who did not reply to that particular question. In some cases, 'Missing' figure is quite high because it includes patients who did not answer that question or group of questions because it was not applicable to their circumstances (e.g. questions A2 and A3).

On some questions there are also some figures which are italicised. These figures have been recalculated to exclude responses where the question was not applicable to the patient's circumstances. For example, questions such as A5 about ambulance crews controlling pain, where both those not answering (Missing) and those saying they did not have any pain are excluded.

ADMISSION TO HOSPITAL	Total	2005	Total	2006	Total	All
A1. Was your most recent hospital stay planned in advance or an emergency?						
Emergency or urgent	284	68%	251	72%	10228	50%
Waiting list or planned in advance	128	31%	88	25%	9479	47%
Something else	5	1%	9	3%	562	3%
Missing	3		21		863	
A2. Did you travel to the hospital by ambulance?						
Yes	165	56%	152	55%	6050	54%
No	131	44%	122	45%	5078	46%
Missing	124		95		10004	
A3. Were the ambulance crew reassuring?						
Yes definitely	135	81%	126	83%	5158	85%
Yes to some extent	14	8%	18	12%	465	8%
No	7	4%	1	1%	70	1%
Don't know / Can't remember	10	6%	7	5%	347	6%
Missing	254		217		15092	
A4. Did the ambulance crew explain your care and treatment in a way you could understand?						
Yes definitely	99	61%	105	70%	3675	61%
Yes to some extent	35	22%	24	16%	1147	19%
No	9	6%	6	4%	418	7%
Don't know / Can't remember	19	12%	16	11%	747	12%
Missing	258		218		15145	
A5. Did the ambulance crew do everything they could to help control your pain?						
Yes definitely	86	68%	97	80%	3596	78%
Yes to some extent	26	20%	19	16%	717	16%
No	15	12%	6	5%	269	6%
I did not have any pain	33	21%	24	16%	1328	22%
Missing	260		223		15222	
A6. When you arrived at the hospital, did you go to the Emergency Department (Casualty / A&E / Medical or Surgical Admissions unit)?						
Yes	281	95%	254	96%	9654	89%
No	16	5%	10	4%	1133	11%
Missing	123		105		10345	
A7. While you were in the Emergency Department, how much information about your condition or treatment was given to you?						
Not enough	54	20%	47	19%	1589	17%
Right amount	193	70%	177	70%	6861	72%
Too much	1	0%	3	1%	50	1%
I was not given any information about my treatment or condition	27	10%	26	10%	1048	11%
Missing	145		116		11584	

ADMISSION TO HOSPITAL

	Total	2005	Total	2006	Total	All
A8. Were you given enough privacy when being examined or treated in the Emergency Department?						
Yes definitely	211	76%	178	69%	7382	77%
Yes to some extent	56	20%	71	27%	2045	21%
No	9	3%	10	4%	220	2%
Missing	144		110		11485	
A9. Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?						
Less than 1 hour	40	14%	24	9%	1712	17%
At least 1 hour but less than 2 hours	38	14%	39	15%	1581	16%
At least 2 hours but less than 4 hours	75	27%	73	29%	2412	24%
At least 4 hours but less than 8 hours	72	26%	78	31%	2279	23%
8 hours or longer	19	7%	18	7%	568	6%
Can't remember	22	8%	16	6%	653	7%
I did not have to wait	12	4%	6	2%	688	7%
Missing	142		115		11239	
A10. Were you given a choice of ADMISSION DATES?						
Yes	41	35%	48	36%	2978	26%
No	73	62%	79	60%	7985	70%
Don't know / Can't remember	4	3%	5	4%	406	4%
Missing	302		237		9763	
A11. Overall, from the time you were first told you needed to be admitted to hospital, how long did you wait to be admitted?						
Up to 1 month	33	28%	30	27%	3274	31%
1 to 3 months	33	28%	22	19%	2728	26%
3 to 6 months	26	22%	30	27%	2453	23%
6 to 9 months	12	10%	7	6%	1103	10%
More than 9 months	6	5%	10	9%	555	5%
Don't know / Can't remember	6	5%	14	12%	439	4%
Missing	304		256		10580	
A12. How do you feel about the length of time you were on the waiting list before your admission to hospital?						
I was admitted as soon as I thought was necessary	76	67%	80	70%	7948	74%
I should have been admitted a bit sooner	26	23%	21	18%	1944	18%
I should have been admitted a lot sooner	12	11%	14	12%	864	8%
Missing	306		254		10376	
A13. Was your admission date changed by the hospital?						
No	87	74%	85	71%	8819	80%
Yes once	24	21%	27	23%	1801	16%
Yes 2 or 3 times	5	4%	8	7%	316	3%
Yes 4 times or more	1	1%	0	0%	47	0%
Missing	303		249		10149	

ADMISSION TO HOSPITAL

Total 2005 Total 2006 Total All

A14. From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?

Yes definitely	59	15%	67	19%	2226	11%
Yes to some extent	127	32%	93	26%	3633	18%
No	216	54%	192	55%	14624	71%
Missing	18		17		649	

THE HOSPITAL & WARD

	Total	2005	Total	2006	Total	All
B1. While in hospital, did you ever stay in a critical care area (Intensive Care Unit, High Dependency Unit or Coronary Care Unit)?						
Yes	0	0%	49	14%	3354	16%
No	0	0%	281	80%	16387	80%
Don't know / Can't remember	0	0%	23	7%	809	4%
Missing	420		16		582	
B2. When you were first admitted to a bed on a ward, did you share a sleeping area, for example, a room or bay, with patients of the opposite sex?						
Yes	0	0%	110	31%	4850	24%
No	0	0%	247	69%	15782	76%
Missing	420		12		500	
B3. During your stay in hospital, how many wards did you stay in?						
1	0	0%	223	65%	13687	67%
2	0	0%	93	27%	5164	25%
3 or more	0	0%	27	8%	1340	7%
Don't know / Can't remember	0	0%	2	1%	222	1%
Missing	420		24		719	
B4. AFTER YOU MOVED to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?						
Yes	0	0%	42	33%	1323	20%
No	0	0%	85	67%	5327	80%
Missing	420		242		14482	
B5. While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?						
Yes	0	0%	121	37%	5757	30%
Yes because it had special bathing equipment that I needed	0	0%	8	2%	298	2%
No	0	0%	184	56%	12136	63%
I did not use a bathroom or shower	0	0%	22	6%	1226	6%
Don't know / Can't remember	0	0%	17	5%	1107	6%
Missing	420		17		608	
B6. Were you ever bothered by noise AT NIGHT from OTHER PATIENTS?						
Yes	145	36%	172	48%	7587	37%
No	262	64%	183	52%	13109	63%
Missing	13		14		436	
B7. Were you ever bothered by noise AT NIGHT from HOSPITAL STAFF?						
Yes	83	21%	73	21%	3803	18%
No	321	79%	279	79%	16853	82%
Missing	16		17		476	

THE HOSPITAL & WARD

	Total	2005	Total	2006	Total	All
B8. In your opinion, how clean was the hospital room or ward that you were in?						
Very clean	164	40%	154	43%	11131	54%
Fairly clean	197	48%	164	46%	8144	39%
Not very clean	43	10%	31	9%	1224	6%
Not at all clean	9	2%	11	3%	288	1%
Missing	7		9		345	
B9. How clean were the toilets and bathrooms that you used in hospital?						
Very clean	126	31%	132	37%	9742	48%
Fairly clean	192	48%	149	42%	8327	41%
Not very clean	59	15%	53	15%	1679	8%
Not at all clean	27	7%	19	5%	527	3%
I did not use a toilet or bathroom	8	2%	8	2%	509	2%
Missing	8		8		348	
B10. How would you rate the hospital food?						
Very good	44	12%	55	17%	3948	20%
Good	107	29%	90	27%	7090	36%
Fair	139	38%	120	36%	5968	30%
Poor	80	22%	64	19%	2870	14%
I did not have any hospital food	44	11%	27	8%	845	4%
Missing	6		13		411	
B11. Were you offered a choice of food?						
Yes always	0	0%	248	75%	15796	79%
Yes sometimes	0	0%	63	19%	2994	15%
No	0	0%	21	6%	1113	6%
Missing	420		37		1229	

DOCTORS

	Total	2005	Total	2006	Total	All
C1. When you had important questions to ask a doctor, did you get answers that you could understand?						
Yes always	247	65%	215	62%	13177	69%
Yes sometimes	112	29%	110	32%	4973	26%
No	22	6%	20	6%	876	5%
I had no need to ask	31	8%	22	6%	1723	8%
Missing	8		2		383	
C2. Did you have confidence and trust in the doctors treating you?						
Yes always	327	79%	264	72%	17039	82%
Yes sometimes	66	16%	86	23%	3200	15%
No	19	5%	16	4%	589	3%
Missing	8		3		304	
C3. Did doctors talk in front of you as if you weren't there?						
Yes often	44	11%	47	13%	1149	6%
Yes sometimes	93	23%	89	25%	4234	20%
No	273	67%	227	63%	15355	74%
Missing	10		6		394	
C4. As far as you know, did doctors wash or clean their hands between touching patients?						
Yes always	160	39%	162	45%	8447	41%
Yes sometimes	42	10%	43	12%	2407	12%
No	20	5%	29	8%	1396	7%
Don't know / Can't remember	189	46%	130	36%	8502	41%
Missing	9		5		380	

NURSES

	Total	2005	Total	2006	Total	All
D1. When you had important questions to ask a nurse, did you get answers that you could understand?						
Yes always	236	63%	203	60%	12813	67%
Yes sometimes	116	31%	112	33%	5408	28%
No	25	7%	23	7%	836	4%
I had no need to ask	38	9%	25	7%	1740	8%
Missing	5		6		335	
D2. Did you have confidence and trust in the nurses treating you?						
Yes always	280	68%	247	67%	15643	75%
Yes sometimes	115	28%	99	27%	4473	21%
No	19	5%	20	5%	697	3%
Missing	6		3		319	
D3. Did nurses talk in front of you as if you weren't there?						
Yes often	29	7%	41	11%	967	5%
Yes sometimes	71	17%	73	20%	3299	16%
No	314	76%	251	69%	16510	79%
Missing	6		4		356	
D4. In your opinion, were there enough nurses on duty to care for you in hospital?						
There were always or nearly always enough nurses	237	58%	213	59%	11847	57%
There were sometimes enough nurses	132	32%	114	31%	6389	31%
There were rarely or never enough nurses	42	10%	37	10%	2508	12%
Missing	9		5		388	
D5. As far as you know, did nurses wash or clean their hands between touching patients?						
Yes always	184	45%	176	48%	10973	53%
Yes sometimes	74	18%	49	13%	3216	15%
No	25	6%	20	6%	871	4%
Don't know / Can't remember	123	30%	118	33%	5742	28%
Missing	14		6		330	

YOUR CARE & TREATMENT

	Total	2005	Total	2006	Total	All
E1. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?						
Yes often	36	9%	49	13%	1572	8%
Yes sometimes	122	30%	102	28%	5497	26%
No	245	61%	214	59%	13684	66%
Missing	17		4		379	
E2. Were you involved as much as you wanted to be in decisions about your care and treatment?						
Yes definitely	176	44%	167	46%	11166	54%
Yes to some extent	170	42%	144	40%	7369	36%
No	58	14%	52	14%	2101	10%
Missing	16		6		496	
E3. How much information about your condition or treatment was given to YOU?						
Not enough	97	24%	102	28%	4024	19%
Right amount	307	75%	255	70%	16538	80%
Too much	3	1%	6	2%	138	1%
Missing	13		6		432	
E4. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?						
Yes definitely	128	47%	129	48%	6335	44%
Yes to some extent	109	40%	94	35%	5863	40%
No	34	13%	44	16%	2365	16%
No family or friends were involved	61	15%	51	14%	2316	11%
My family did not want or need information	43	11%	34	9%	3039	15%
I did not want my family or friends to talk to a doctor	27	7%	8	2%	656	3%
Missing	18		9		558	
E5. Did you find someone on the hospital staff to talk to about your worries and fears?						
Yes definitely	96	34%	94	36%	5865	44%
Yes to some extent	86	30%	86	33%	4744	35%
No	102	36%	82	31%	2832	21%
I had no worries or fears	122	30%	97	27%	7207	35%
Missing	14		10		484	
E6. Were you given enough privacy when discussing your condition or treatment?						
Yes always	270	68%	237	66%	14545	71%
Yes sometimes	97	24%	87	24%	4288	21%
No	33	8%	36	10%	1699	8%
Missing	20		9		600	

YOUR CARE & TREATMENT

	Total	2005	Total	2006	Total	All
E7. Were you given enough privacy when being examined or treated?						
Yes always	353	87%	302	83%	18275	88%
Yes sometimes	41	10%	51	14%	2119	10%
No	10	2%	12	3%	373	2%
Missing	16		4		365	
E8. Did you get enough help from staff to eat your meals?						
Yes always	72	51%	72	60%	3183	59%
Yes sometimes	41	29%	22	18%	1104	21%
No	28	20%	27	22%	1067	20%
I did not need help to eat meals	263	65%	234	66%	15256	74%
Missing	16		14		522	
E9. How many minutes after you used the call button did it usually take before you got the help you needed?						
0 minutes / right away	34	19%	27	17%	2088	18%
1-2 minutes	55	31%	52	32%	4556	39%
3-5 minutes	57	32%	41	25%	3170	27%
More than 5 minutes	26	15%	32	20%	1750	15%
I never got help when I used the call button	5	3%	10	6%	152	1%
I never used the call button	223	56%	194	54%	8753	43%
Missing	20		13		663	

PAIN	Total	2005	Total	2006	Total	All
F1. Were you ever in any pain?						
Yes	270	67%	228	66%	13638	67%
No	136	33%	120	34%	6841	33%
Missing	14		21		653	
F2. Do you think the hospital staff did everything they could to help control your pain?						
Yes definitely	206	71%	152	64%	10117	73%
Yes to some extent	64	22%	68	28%	3004	22%
No	21	7%	19	8%	712	5%
Missing	129		130		7299	

OPERATIONS & PROCEDURES

	Total	2005	Total	2006	Total	All
G1. During your stay in hospital, did you have an operation or procedure?						
Yes	232	57%	185	54%	14571	72%
No	174	43%	155	46%	5771	28%
Missing	14		29		790	
G2. Beforehand did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?						
Yes completely	163	72%	144	76%	11917	83%
Yes to some extent	45	20%	36	19%	2023	14%
No	17	8%	9	5%	461	3%
I did not want an explanation	13	5%	2	1%	281	2%
Missing	182		178		6450	
G3. Beforehand did a member of staff explain what would be done during the operation or procedure?						
Yes completely	165	72%	131	71%	10701	75%
Yes to some extent	38	17%	40	22%	2864	20%
No	25	11%	14	8%	699	5%
I did not want an explanation	9	4%	8	4%	382	3%
Missing	183		176		6486	
G4. Beforehand did a member of staff answer your questions about the operation or procedure in a way you could understand?						
Yes completely	137	69%	122	72%	9784	78%
Yes to some extent	47	24%	38	22%	2352	19%
No	15	8%	10	6%	439	3%
I did not have any questions	39	16%	25	13%	2063	14%
Missing	182		174		6494	
G5. Beforehand were you told how you could expect to feel after you had the operation or procedure?						
Yes completely	98	42%	103	53%	8356	57%
Yes to some extent	86	37%	54	28%	4044	28%
No	47	20%	37	19%	2149	15%
Missing	189		175		6583	
G6. Before the operation or procedure, were you given an anaesthetic to put you to sleep or control your pain?						
Yes	201	85%	155	82%	12165	84%
No	36	15%	34	18%	2264	16%
Missing	183		180		6703	
G7. Before the operation or procedure, did the anaesthetist explain how he or she would put you to sleep or control your pain in a way you could understand?						
Yes completely	158	77%	128	82%	10240	84%
Yes to some extent	30	15%	22	14%	1420	12%
No	18	9%	7	4%	537	4%
Missing	214		212		8935	

OPERATIONS & PROCEDURES

Total 2005 Total 2006 Total All

G8. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?

Yes completely	144	62%	117	60%	9387	65%
Yes to some extent	49	21%	54	28%	3347	23%
No	38	16%	23	12%	1726	12%
Missing	189		175		6672	

LEAVING HOSPITAL

	Total	2005	Total	2006	Total	All
H1. On the day you left hospital, was your discharge delayed for any reason?						
Yes	168	41%	161	46%	7971	39%
No	242	59%	187	54%	12438	61%
Missing	10		21		723	
H2. What was the MAIN reason for the delay?						
I had to wait for MEDICINES	91	53%	89	56%	4511	60%
I had to wait to SEE THE DOCTOR	40	23%	36	23%	1300	17%
I had to wait for an AMBULANCE	17	10%	13	8%	624	8%
Something else	25	14%	20	13%	1090	14%
Missing	247		211		13607	
H3. How long was the delay?						
Up to 1 hour	48	28%	33	19%	1356	17%
Longer than 1 hour but no longer than 2 hours	50	29%	32	19%	2243	28%
Longer than 2 hours but no longer than 4 hours	33	19%	64	38%	2609	32%
Longer than 4 hours	40	23%	41	24%	1821	23%
Missing	249		199		13103	
H4. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?						
Yes completely	285	82%	237	79%	12888	80%
Yes to some extent	40	12%	46	15%	2218	14%
No	21	6%	18	6%	1103	7%
I did not need an explanation	28	7%	26	7%	1848	9%
I had no medicines	31	8%	22	6%	2295	11%
Missing	15		20		780	
H5. Did a member of staff tell you about medication side effects to watch for when you went home?						
Yes completely	107	40%	93	36%	5538	41%
Yes to some extent	47	17%	42	16%	2389	18%
No	115	43%	121	47%	5532	41%
I did not need an explanation	110	29%	76	23%	4540	25%
Missing	41		37		3133	
H6. Were you given clear written information about your medicines?						
Yes completely	228	61%	235	71%	11929	67%
Yes to some extent	67	18%	48	15%	2752	15%
No	56	15%	39	12%	2527	14%
Don't know / Can't remember	22	6%	9	3%	673	4%
Missing	47		38		3251	

LEAVING HOSPITAL

	Total	2005	Total	2006	Total	All
H7. Did a member of staff tell you about any danger signals you should watch for after you went home?						
Yes completely	116	39%	101	37%	6503	42%
Yes to some extent	57	19%	57	21%	3285	21%
No	126	42%	115	42%	5682	37%
It was not necessary	101	25%	80	23%	4862	24%
Missing	20		16		800	
H8. Did the doctors or nurses give your family or someone close to you all the information they needed to help you recover?						
Yes definitely	113	43%	107	44%	6214	44%
Yes to some extent	71	27%	58	24%	3459	25%
No	79	30%	77	32%	4442	31%
No family or friends were involved	83	21%	60	17%	2689	13%
My family or friends did not want or need information	50	13%	48	14%	3458	17%
Missing	24		19		870	
H9. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?						
Yes	232	59%	213	61%	14830	73%
No	128	32%	99	28%	4229	21%
Don't know / Can't remember	34	9%	40	11%	1325	7%
Missing	26		17		748	
H10. Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?						
Yes I received copies	163	40%	166	47%	6931	34%
No I did not receive copies	197	49%	166	47%	11887	58%
Not sure / Don't know	43	11%	24	7%	1649	8%
Missing	17		13		665	

OVERALL

	Total	2005	Total	2006	Total	All
J1. Overall, did you feel you were treated with respect and dignity while you were in the hospital?						
Yes always	307	75%	257	72%	16447	80%
Yes sometimes	86	21%	82	23%	3520	17%
No	15	4%	16	5%	639	3%
Missing	12		14		526	
J2. How would you rate how well the doctors and nurses worked together?						
Excellent	134	33%	117	33%	8007	39%
Very good	150	37%	130	37%	7990	39%
Good	82	20%	64	18%	2950	14%
Fair	25	6%	28	8%	1144	6%
Poor	11	3%	13	4%	377	2%
Missing	18		17		664	
J3. Overall, how would you rate the care you received?						
Excellent	119	30%	116	33%	8852	43%
Very good	150	38%	143	41%	7298	35%
Good	92	23%	51	14%	2803	14%
Fair	27	7%	29	8%	1144	6%
Poor	12	3%	14	4%	470	2%
Missing	20		16		565	
J4. During your hospital stay, were you ever asked to give your views on the quality of your care?						
Yes	29	7%	31	9%	1281	6%
No	344	87%	294	84%	18012	88%
Don't know / Can't remember	24	6%	26	7%	1275	6%
Missing	23		18		564	
J5. Were you given information on how you could complain about the hospital care you received?						
Yes	0	0%	52	15%	3462	17%
No	0	0%	295	85%	16561	83%
Missing	420		22		1109	

ABOUT YOU

	Total	2005	Total	2006	Total	All
K1. Are you male or female?						
Male	167	42%	149	42%	9521	46%
Female	233	58%	209	58%	11164	54%
Missing	20		11		447	
K2. Age						
16 - 24	8	2%	15	4%	759	4%
25 - 34	29	7%	36	10%	1190	6%
34 - 45	37	9%	39	11%	2012	10%
45 - 54	58	15%	37	11%	2570	13%
54 - 65	82	21%	55	16%	3858	19%
65 - 74	79	20%	69	20%	4671	23%
75 - 84	69	18%	68	19%	4011	20%
85 +	32	8%	31	9%	1357	7%
Missing	26		19		704	
K3. How old were you when you left full-time education?						
16 years or less	221	59%	169	51%	13860	69%
17 or 18 years	58	16%	57	17%	3266	16%
19 years or over	86	23%	100	30%	2688	13%
Still in full-time education	7	2%	8	2%	295	1%
Missing	48		35		1023	
K4. Overall, how would you rate your health during the PAST 4 WEEKS?						
Excellent	14	4%	21	6%	1574	8%
Very good	57	15%	52	15%	4018	20%
Good	122	31%	83	24%	5613	27%
Fair	120	31%	119	34%	6263	31%
Poor	61	16%	56	16%	2343	11%
Very poor	19	5%	21	6%	670	3%
Missing	27		17		651	
K5. Do you have a long-standing physical or mental health problem or disability?						
Yes	207	53%	183	54%	9943	49%
No	182	47%	156	46%	10271	51%
Missing	31		30		918	
K6. Does this problem or disability affect your day-to-day activities?						
Yes definitely	124	56%	100	52%	5370	53%
Yes to some extent	73	33%	75	39%	4061	40%
No	23	10%	16	8%	708	7%
Missing	200		178		10993	

ABOUT YOU**Total 2005 Total 2006 Total All****K7. To which of these ethnic groups would you say you belong?**

British	216	55%	186	57%	18177	91%
Irish	46	12%	40	12%	382	2%
Any other White background	52	13%	25	8%	389	2%
White and Black Caribbean	2	1%	1	0%	40	0%
White and Black African	0	0%	2	1%	12	0%
White and Asian	1	0%	0	0%	31	0%
Any other mixed background	1	0%	1	0%	14	0%
Indian	8	2%	8	2%	258	1%
Pakistani	4	1%	3	1%	143	1%
Bangladeshi	9	2%	5	2%	45	0%
Any other Asian background	3	1%	5	2%	55	0%
Caribbean	26	7%	25	8%	177	1%
African	16	4%	22	7%	132	1%
Any other Black background	4	1%	2	1%	11	0%
Chinese	4	1%	3	1%	43	0%
Any other ethnic group	1	0%	1	0%	24	0%
Missing	27		40		1199	