

## **Findings of the patient satisfaction survey conducted January/February 2007**

### **1 Methodology**

As part of the hospital's marketing activity, it has been agreed that a patient satisfaction survey amongst at least 100 respondents will be conducted every two months and the findings reported quarterly to HMB. The survey will be carried out in in-patients, outpatients and the emergency department and a timetable for the year is contained in appendix one.

The aim of the research is to find out how patients think the hospital performs in five areas believed to have an impact on patient choice. These are:

- The cleanliness of the hospital.
- The attitude and behaviour of staff.
- The efficiency of the organisation.
- The quality and appropriateness of the treatment given.
- The information provided to patients.

Patients are asked to answer five questions using a scale of one to five, with one being very poor and five being very good. A space for 'comments' is also given. The questionnaire is contained in appendix two.

On 22 January 2007 a pilot questionnaire was distributed to in-patients on 13 wards. Patients were asked to complete the questionnaire themselves, although relatives or staff could help if necessary. A total of 87 completed questionnaires were returned. The content and format of the questionnaire was then reviewed and, as a result of the feedback received, two of the questions were re-worded. On 19 February 2007 the revised questionnaire was distributed to in-patients on eight wards. A total of 64 completed questionnaires were returned. This report summarises the findings of the 151 questionnaires returned in January and February.

### **2 Main findings**

The results have been collated to give an overall view of the hospital and are also available by ward where there are ten or more respondents. However, the ward data should be treated with care as the number of patients surveyed is low.

Overall, the findings were largely positive with many respondents scoring 4s and some scoring 5s. However, patients were fairly consistent in giving lower scores to the efficiency of the hospital and how well informed they felt. The results for each question is summarised below.

#### ***How clean do you think the hospital is?***

Average score 4.08.

One respondent from Ifor ward and one from Reckitt ward said that cleanliness was good. A patient on Cearns ward commented that the showers

could be cleaner and two patients on Reckitt ward and Semple ward commented that the toilets should be cleaner.

***How welcoming and caring do you think our staff are?***

Average score 4.32.

25 patients made positive comments about staff, saying they were very good, very professional or extremely caring and that the nurses were helpful and friendly. Seven people made negative comments about staff, in particular the nurses, saying they were pushy and rude, had no time for patients and that the more junior staff were more caring. A number of people commented that there were not enough staff and that they did their best in the circumstances.

***How organised do you think we are?***

Average score 4.04

Two patients made comments about the doctors and staff not being very efficient and one patient said there was lots of rushing about to no purpose.

***What do you think about the treatment you have received?***

Average score 4.24.

Seven patients made positive comments about their treatment, including one person who said they couldn't have got better treatment if they went private. One patient said their treatment could have been a great deal better and swifter. Two patients said they had been readmitted due to being discharged without being properly investigated.

***How well informed do you feel?***

Average score 3.86

This question achieved the lowest average score. Eight patients made negative comments about communication from staff, saying that it was poor or that there was a lack of information. One person said they received different information from different staff. Two patients commented on the poor communication between staff, particularly between doctors and during handovers. Another patient said there was confusion amongst staff over the drug chart. Two positive comments were received.

***Other comments received***

Ten patients made a general comment that the hospital was very good. Four patients said that a TV or radio was needed and four said that the food was poor. Two patients commented that their wards were very noisy at night and three people made comments about the poor maintenance of the wards.

***Results by ward***

The number of respondents per ward varies and ranges from two to nineteen (see appendix three). The results for those wards receiving ten or more responses is summarised below:

Ward	How clean do you think the hospital is? (out of 5)	How welcoming and caring do you think our staff are? (out of 5)	How organised do you think we are? (out of 5)	What do you think about the treatment you have received? (out of 5)	How well informed do you feel? (out of 5)	Total (out of 25)
Cavell	4.25	4.33	4.25	4.17	3.25	20.25
Cearns Link	3.80	4.50	4.00	4.30	4.10	20.7
Coyle	4.00	4.12	3.59	4.12	3.59	19.41
Murray	3.65	4.18	3.59	4.00	3.94	19.35
Nightingale	4.91	5.00	4.45	4.73	4.18	23.27
Reckitt	3.87	4.60	3.87	4.53	3.80	20.67
Victoria	3.89	4.37	3.84	4.05	3.68	19.84

Nightingale ward consistently achieved the highest scores on each question and attained a total of 23.27 out of a possible 25. Murray ward achieved the lowest overall score of 19.35, with patients giving low scores in particular for cleanliness, organisation and how well informed patients' felt.

### 3 Conclusion

This first in-patient satisfaction survey gives a clear guide to areas that need to be addressed across the hospital and provides a baseline from which we can monitor performance. The findings will be reported back to all ward managers and will also be included in the 'patient care indicators' report being compiled by Deborah Wheeler for each ward. Progress against these reports will be monitored on an on-going basis.

The patient satisfaction survey will be repeated with in-patients in July and the findings compared. A similar survey will now be undertaken in outpatients during March and April and the findings reported to HMB in June.

## **Appendix 1**

### **Timetable for patient surveys during 2007**

The aim is to survey at least 100 patients every two months and the findings will be presented to HMB quarterly.

22/1/07	Inpatients
19/2/07	Inpatients
<b>7/3/07</b>	<b>Present findings to HMB</b>
March	Outpatients
April	Outpatients
May	ED
<b>6/6/07</b>	<b>Present findings to HMB</b>
June	ED
July	Inpatients
August	Inpatients
<b>5/9/07</b>	<b>Present findings to HMB</b>
September	Outpatients
October	Outpatients
November	ED
<b>5/12/07</b>	<b>Present findings to HMB</b>
December	ED

## **Appendix 2**

### **In-patient survey 19/2/07**

**The views of our patients are very important to us. We would be very grateful if you could take a few moments to answer the questions below. Please answer each question on a scale of 1 to 5, with 1 being very poor and 5 being very good.**

	<b>Very poor</b>			<b>Very good</b>	
How clean do you think the hospital is?	1	2	3	4	5
How welcoming and caring do you think our staff are?	1	2	3	4	5
How organised do you think we are?	1	2	3	4	5
How do you think about the treatment you have received?	1	2	3	4	5
How well informed do you feel?	1	2	3	4	5

Please use the space below to make any other comments:

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**Thank you very much.**

Ward: ..... Date: .....

### **Appendix 3**

#### **Wards surveyed during January and February**

<b>Ward</b>	<b>Number of respondents</b>		
	<b>22/1/07</b>	<b>19/2/07</b>	<b>TOTAL</b>
Betty Mansell	-	8	8
Cavell	4	8	12
Caerns Link	-	10	10
Cloudesley	3	5	8
Coyle	10	8	18
Ifor	5	-	5
MAU	8	-	8
Mercers	6	-	6
Meyrick	2	-	2
Montuschi	3	-	3
Murray	10	7	17
Nightingale	11	-	11
Reckitt	7	8	15
Semple	9	-	9
Victoria	9	10	19
<b>TOTAL</b>	<b>87</b>	<b>64</b>	<b>151</b>