

**Inspecting Informing Improving**



Patient survey report 2004

- adult inpatients



The survey of adult inpatient service users was designed, developed and coordinated by the NHS survey advice centre at Picker Institute Europe.

The Healthcare Commission exists to promote improvement in the quality of NHS and independent healthcare across England and Wales. It is a new organisation, which started work on April 1<sup>st</sup> 2004. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

The Healthcare Commission was created under the Health and Social Care (Community Health and Standards) Act 2003. The organisation has a range of new functions and takes over some responsibilities from other commissions. It:

- replaces the work of the Commission for Health Improvement (CHI), which closed on March 31<sup>st</sup> 2004
- takes over the private and voluntary healthcare functions of the National Care Standards Commission, which also ceased to exist on March 31<sup>st</sup> 2004
- picks up the elements of the Audit Commission's work which relate to efficiency, effectiveness and economy of healthcare

In taking over the functions of CHI, the Healthcare Commission now has responsibility for the programme of national patient surveys initiated by CHI. This report relates to a patient survey that was begun by CHI but is published by the Healthcare Commission. The Healthcare Commission has full responsibility for this report.

## **Introduction**

An important step in improving hospitals and other health services to ensure they are meeting the needs of the patient is to ask the patients themselves about their experiences and opinions. One way of doing this is to carry out surveys of patients who have recently used the health service. The Healthcare Commission is responsible for carrying out national surveys of the NHS. By running these surveys across the country and publishing the results, the Healthcare Commission is able to provide important feedback about the experience patients have of their local health service.

The Healthcare Commission has carried out five national surveys asking patients across England about their experiences of mental health, inpatient, ambulance, hospital care for children and primary care services. The NHS surveys advice centre at Picker Institute Europe developed the questionnaires and methodology<sup>1</sup>.

This is one of five reports published by the Healthcare Commission and Picker Institute Europe that summarise the key findings from the surveys and describe the experiences of patients of each of these services. The first inpatient survey was conducted in 2002<sup>2</sup> and has been conducted again in 2004. This report summarises the key findings of the 2004 inpatient survey and highlights how the findings differ from 2002.

The Healthcare Commission will use the survey results as one way of assessing the performance of the NHS, and we expect individual trusts to use the results to identify how their services can be improved for patients.

Survey results for every NHS trust in England are available in detailed reports on <http://www.healthcarecommission.org.uk>

## **Who took part in the survey?**

This survey was carried out in all acute and specialist NHS trusts in England that care for adult inpatients. Each of the 169 trusts identified a list of 850 eligible patients who had been discharged from the trust counting back from the last date of September, October or November 2003. Patients were eligible to take part if they had had at least one overnight stay, were over 18 years old and were not maternity or psychiatry patients. The sampled patients were sent a postal questionnaire and a covering letter, and up to two reminder letters were sent to non-responders.

Questionnaires were sent to 143,322 patients and 88,308 completed questionnaires were returned. This represents a 63% response rate, once undelivered questionnaires and deceased patients had been accounted for. Response rates varied between trusts from 46% to 81%. This compares to an overall response rate of 64% for the 2002 survey, with response rates varying between trusts from 47% to 83%.

The 2002 and 2004 surveys results were compared on all of the 24 questions that were directly comparable, for example those questions that were unchanged between the two surveys, or for which response options could be matched up in a way that made them comparable. The 2002 survey included patients aged 16 and over, but the 2004 survey included patients aged 18 and over, since patients aged 0-18 were covered in the young patient survey. These comparative analyses included only patients aged 18 and over. All differences that are noted in this report are statistically significant.

The questionnaire was largely composed of closed questions, but the final section invited respondents to comment on things that were particularly good about their hospital stay and things that could be improved. The quotes in boxes throughout this report are drawn from these comments and illustrate the survey findings.

The survey results show that, of respondents:

- 54% were women
- 12% were aged 16 to 35 years, 17% 36 to 50 years, 27% 51 to 65 years, 33% 66 to 80 years and 12% 81 or over
- 95% were white, 2% Asian or Asian British, 2% black or black British, less than 1% were mixed race, Chinese or from other ethnic groups
- 53% of patients rated their own health as good to excellent in the previous four weeks, and 46% very poor, poor or fair

It is important to compare the demographic characteristics of the responders and non-responders to the survey, as the responders may not be representative of all patients that use an NHS trust. Completed questionnaires were returned by similar proportions of men and women. Response rates were highest for 51-81 year olds, and lowest for 18-35 year olds.

## Admission to hospital

Fifty-three per cent of all acute inpatients were admitted to hospital as an emergency after dialling 999, being referred by their GP or calling NHS Direct. Forty-seven per cent of patient admissions were planned in advance.

For those patients who were admitted through accident and emergency, 61% thought the care they received was very organised, 35% fairly organised, and 5% that the care was not at all organised. In 2002 57% of patients reported that care was very organised in accident and emergency.

For patients who were admitted to hospital through accident and emergency:

- 16% did not have to wait before admission to a room or ward and bed
- 41% waited less than two hours before admission to a room or ward and bed
- 18% waited two to four hours
- 19% waited four to eight hours
- 7% waited eight hours or longer

This shows a marked improvement in waiting times since the 2002 survey when 15% of patients waited more than eight hours for admission, and only 13% were admitted immediately.

“Admission from accident and emergency to the wards could not be faulted”

“The long delays in the emergency/accident department waiting for a bed were a cause for concern”

For patients whose admission to hospital was planned, almost a quarter were given a choice of admission date and 9% were given a choice of hospital. The admission date was changed at least once by the hospital in 21% of cases. In general 96% of patients felt they were given enough notice of the admission date. The majority of patients felt they were admitted as soon as they thought was necessary, but 30% thought they should have been admitted sooner.

## The hospital and ward

Eleven per cent of patient felt that they definitely had to wait a long time to get to a bed on a ward, 19% felt they had to wait too long to some extent and 69% did not feel that they had to wait too long.

During their stay 22% shared a room with people from the opposite sex.

“I don’t think it is a good idea to mix men and women in the same ward; at times it became very embarrassing”

Over one third of patients (39%) were bothered by noise at night from other patients, while 19% were bothered by noise from hospital staff.

“Some patients, through no fault of their own, were very noisy in the night and made sleep very difficult”

Just over half the respondents rated the ward as very clean, 38% rated it clean and 9% thought the ward was not clean. In 2004 fewer patients thought the toilets and bathrooms in hospital were very clean than in 2002, with 51% reporting them as very clean in 2002 and 48% in 2004. Twelve per cent of respondents in 2004 thought the toilets were not clean.

“The general cleanliness of the ward could have been greatly improved”

Of those respondents who ate hospital food during their stay, more than half thought it was good or very good, and 15% said it was poor.

“The food was top class, very varied and was presented nicely”

## Doctors and nurses

It is important for patients to have confidence and trust in members of staff and to feel they are able to communicate with them.

## Answers to questions

Two thirds of patients said that they always got an answer that they could understand from a doctor, and 29% sometimes got answers they could understand. Similarly 68% of patients reported they always received answers they could understand from nurses, and 28% sometimes received answers they could understand. This indicates an improvement compared to the 2002 survey results, which showed that 63% of patients felt they always got answers they could understand from a nurse.

“The doctors were very good and explained my treatment clearly. They treated me as an individual and gained my trust”

## Confidence and trust

Most patients (80%) said that they always had confidence and trust in the doctor treating them, 17% reported that they sometimes had confidence and trust, and 3% said they did not. Three quarters of patients always had confidence and trust in the nurse treating them, 22% sometimes and 3% not at all.

“Staff were all caring and very professional in their approach and at the same time friendly”

“The nursing staff were happy in their work which in turn encourages recovery”

## Respect

Patients often commented that doctors and nurses talked in front of them as if they were not there. This was most commonly reported about doctors in this survey, with 28% of patients reporting that it occurred often or some of the time. One in five patients experienced this with nurses.

## Patient care and treatment

### Information and involvement in decisions

Patients should be involved in decisions about their care as much as possible and given information about their condition. Nearly half reported that they would have liked to be more involved in decisions about their care and treatment. The majority of patients felt they were given the right amount of information, although 20% thought they had been given too little, and 1% too much.

Forty-two per cent of patients who had worries or fears said that they found a member of staff they were able to discuss them with, 38% were able to discuss their worries and fears to some extent, and a fifth reported that they were unable to find anyone to discuss them with.

“The surgeons were very caring, helpful and informative prior to and after my operation”

“I would have liked more information about what they were going to do, what they did and how you would feel after an operation”

“I was very frightened about having an operation but the surgeon put me at ease (I had never had an operation before). He made me feel a lot better about it and I didn't feel quite as nervous”

Patients were asked whether hospital staff had given them conflicting information. Most respondents (68%) said that this did not happen, although a quarter reported that it had sometimes happened, and 6% said it had happened often.

## Involving family and friends

For those whose family members or close friends wanted to talk to a doctor almost half were definitely given the opportunity to do this, 39% to some extent and 16% no opportunity. This represents a 3% increase in the patients who reported that opportunities were definitely given, compared to the 42% result in 2002. The percentage of patients reporting that there was no opportunity for a family member or someone close to talk to a doctor fell by 3% from 19% in 2002.



## Privacy

Almost all respondents were given enough privacy when being examined. Sixty-nine percent of patients were always given enough privacy when discussing their condition or treatment, 22% were sometimes given enough privacy and 9% were not.

“My privacy was maintained throughout”

“Some doctors talk very loudly although the curtains were closed around the bed for privacy. The doctor’s diagnosis and proposed care plans could be heard by most other patients and visitors on the ward”

## Staffing levels

In order for patients to receive individual attention and care it is essential that an adequate number of nurses are available to care for them. Over half the patients reported that there were always or nearly always enough nurses on duty, but almost a third reported that there were enough nurses only some of the time and 11% that there were rarely or never enough nurses.

“There were not enough nurses to give proper care and attention to patients needs”

The majority of patients received help within one to two minutes of pressing the call button, and a quarter were attended to within three to five minutes. However, 11% had to wait more than five minutes and 1% said that they did not receive help when they used the call button.

## Pain

Of the two thirds of patients who suffered pain during their hospital stay, 73% felt that the hospital staff did everything they could to help control it. A fifth thought they were helped to some extent and 5% felt this was not the case.

“I was in a lot of pain but it was always relieved promptly”

“I was in a lot of pain following surgery which I wasn't expecting - this could have been handled better”

## Tests

For patients who underwent tests, x-rays or scans, the majority were performed on time, almost a quarter were sometimes on time and 8% never had them performed on time. Compared to the 2002 survey results, 3% fewer patients thought that tests, x-rays or scans were always performed on time in 2004.

## Leaving Hospital

### Discharge delays

Delays in being discharged from hospital can be upsetting and frustrating for patients. Over one third of patients reported that their discharge from hospital was delayed on the day they left.

- 47% were delayed for up to two hours
- 32% delayed for between two and four hours
- 20% over four hours

The main reason reported for delay in discharge from hospital was waiting for medicines (62% of cases). Waiting to see a doctor for was the reason for delay for 16% of respondents and waiting for an ambulance the reason for delay for 9%.

“When I was due for discharge the ambulance arrived but medicines were not ready. Then by the time the medicines were ready there were no ambulances”

## Information on medicines

Patients discharged with medication were asked about the information they received about the purpose of the medication, and any side effects. Almost all patients received a complete explanation of the medication's purpose. Thirty-nine per cent of patients were given a full explanation of possible side effects, 18% were given some information, and 43% were not given information. The percentage of patients that completely understood the explanation by staff of the purposes of medication to be taken at home fell from 79% in 2002 to 77% in 2004.

The majority of patients were given at least some information on the danger signals to watch for following discharge from hospital, although just over a third were not given any such information. Doctors and nurses gave information to family or friends to help the patients' recovery in over two thirds of cases. Most patients knew who to contact if they were worried about their condition after leaving hospital, although 24% were not given this information.

## Overall

Ninety-one per cent of patients rated the care that they received in hospital as good, very good or excellent. The percentage of patients receiving what they perceived to be excellent care overall increased to 42% in 2004, an improvement of 4% from 2002.

Almost all patients (93%) thought that the doctors and nurses worked well together.

Over two thirds (79%) of patients said that they were always treated with respect and dignity while they were in hospital, 18% were treated with respect and dignity sometimes and 3% said they were not treated with respect and dignity.

“I was treated with dignity and compassion all through my stay”

## Conclusions

This is the second survey of inpatient care in acute and specialist trusts in England, and describes the experiences of more than 88,000 adults who were admitted to hospital.

Over 90% of people rated their care as excellent, very good or good, and, notably, there were a number of areas where services have improved since the last survey in 2002:

- there has been a reduction in the number of emergency patients waiting a long time before admission to a room or ward and bed, with 26% waiting more than four hours, compared to 33% in 2002. Patients also reported that the organisation of care in emergency departments has improved
- more patients reported that they got answers they could understand from nurses, and more patients felt that there was an opportunity for their family to talk to a doctor, compared with two years ago

In some areas, patients reported more negative experiences than in 2002. Fewer had results of tests on time, fewer felt that the purpose of medication was explained, and fewer thought that toilets and bathrooms were very clean.

Despite improvements, and the continuing high degree of confidence and trust that patients have in doctors and nurses, the detailed responses from patients identify three areas where basic standards of care could be improved:

- the hospital environment, with levels of cleanliness, noise, lack of privacy and mixed sex wards remain a problem for some patients
- information for patients and their involvement in and understanding of their care. This is fundamental to patients giving consent to treatment and exercising choice
- delays on the day of discharge home from hospital, and poor or lacking advice about medication side effects, problems to look out for, and when patients should resume activities of daily life

## **Appendix: Tables of results**

National average results are presented for each question, along with tables comparing respondents and non-respondents, and comparisons of results with the 2002 survey, for relevant questions.

The results reported are results for the average NHS trust in England. The responses from each trust have an equal influence over the national average, regardless of differences in response rate between trusts.

The proportion of responses to each response option for each individual question was calculated for each trust. The overall national average for a given response was then calculated as an average of all the trusts' proportions.

The only exceptions to this approach were in the figures for the demographics (for example age, sex and ethnic group). These are given as simple percentages, as it is more appropriate to present the real percentages of sampled patients and respondents, rather than average figures.

## Tables of results: Trust based national averages for all questions

### Admission to hospital

**Q1 Was your hospital stay planned in advance or an emergency?**

	National average %	Number
Emergency/dialled 999/immediately referred by GP or NHS direct	53	
Waiting list or planned in advance	47	
Total specific responses		80593
Missing responses		4147
Something else		3568

Answered by all

### Emergency or immediately referred

**Q2 How organised was the care you received in A&E (or the medical admissions unit)?**

	National average %	Number
Not at all organised	5	
Fairly organised	35	
Very organised	61	
Total specific responses		41912
Missing responses		1144

Answered by emergency patients

**Q3 Following arrival at the hospital, how long did you wait before admission to a room or ward and bed?**

	National average %	Number
Less than 1 hour	27	
At least 1 hour but less than 2 hours	14	
At least 2 hours but less than 4 hours	18	
At least 4 hours but less than 8 hours	19	
8 hours or longer	7	
I did not have to wait	16	
Total specific responses		40198
Missing responses		1261
Can't remember		1685

Answered by emergency patients

## Waiting list or planned admission

**Q4 How do you feel about the length of time you were on the waiting list before your admission to hospital?**

	National average %	Number
I was admitted as soon as I thought necessary	70	
I should have been admitted a bit sooner	19	
I should have been admitted a lot sooner	11	
Total specific responses		38855
Missing responses		3700

Answered by patients who had been on a waiting list

**Q5 When you were told you would be going into hospital were you given enough notice of the date of your admission?**

	National average %	Number
Yes, enough notice	96	
No, not enough notice	4	
Total specific responses		39089
Missing responses		3481

Answered by patients who had been on a waiting list

**Q6 Were you given a choice of admission date by the hospital?**

	National average %	Number
Yes	24	
No	76	
Don't know/can't remember		1301
Total specific responses		37659
Missing responses		3585

Answered by patients who had been on a waiting list

**Q7 Was your admission date changed by the hospital?**

	National average %	Number
No	79	
Yes, once	17	
Yes, 2 or 3 times	4	
Yes, 4 times or more	0	
Total specific responses		38961
Missing responses		3563

Answered by patients who had been on a waiting list

**Q8 Were you given a choice about which hospital you were admitted to?**

	National average %	Number
Yes	9	
No	91	
Don't know/can't remember		457
Total specific responses		38793
Missing responses		3365

Answered by patients who had been on a waiting list

## All types of admission

**Q9 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?**

	National average %	Number
Yes, definitely	11	
Yes, to some extent	19	
No	69	
Total specific responses		85252
Missing responses		3056

Answered by all

## The hospital and ward

**Q10 During your stay in hospital, did you ever share a room or bay with patients of the opposite sex?**

	National average %	Number
Yes	22	
No	78	
Total specific responses		86235
Missing responses		2073

Answered by all

**Q11 Were you ever bothered by noise at night from other patients?**

	National average %	Number
Yes	39	
No	61	
Total specific responses		86008
Missing responses		2300

Answered by all



**Q12 Were you ever bothered by noise at night from hospital staff?**

	National average %	Number
Yes	19	
No	81	
Total specific responses		85990
Missing responses		2318

Answered by all

**Q13 In your opinion, how clean was the hospital room or ward that you were in?**

	National average %	Number
Very clean	54	
Fairly clean	38	
Not very clean	7	
Not at all clean	2	
Total specific responses		86792
Missing responses		1516

Answered by all

**Q14 How clean were the toilets and bathrooms that you used in hospital?**

	National average %	Number
Very clean	48	
Fairly clean	39	
Not very clean	9	
Not at all clean	3	
Total specific responses		84970
Missing responses		1677
I did not use a toilet or bathroom		1661

Answered by all

**Q15 How would you rate the hospital food?**

	National average %	Number
Very good	18	
Good	36	
Fair	31	
Poor	15	
Total specific responses		83248
Missing responses		1732
I did not have any hospital food		3328

Answered by all

## Doctors

**Q16 When you had important questions to ask a doctor, did you get answers that you could understand?**

	National average %	Number
Yes, always	65	
Yes, sometimes	29	
No	5	
Total specific responses		77787
Missing responses		1894
I had no need to ask		8627

Answered by all

**Q17 Did you have confidence and trust in the doctors treating you?**

	National average %	Number
Yes, always	80	
Yes, sometimes	17	
No	3	
Total specific responses		86724
Missing responses		1584

Answered by all

**Q18 Did doctors talk in front of you as if you weren't there?**

	National average %	Number
Yes, often	6	
Yes, sometimes	22	
No	72	
Total specific responses		86119
Missing responses		2189

Answered by all

## Nurses

**Q19 When you had important questions to ask a nurse, did you get answers that you could understand?**

	National average %	Number
Yes, always	68	
Yes, sometimes	28	
No	4	
Total specific responses		77138
Missing responses		1637
I had no need to ask		9533

Answered by all

**Q20 Did you have confidence and trust in the nurses treating you?**

	National average %	Number
Yes, always	75	
Yes, sometimes	22	
No	3	
Total specific responses		86282
Missing responses		2026

Answered by all

**Q21 Did nurses talk in front of you as if you weren't there?**

	National average %	Number
Yes, often	4	
Yes, sometimes	16	
No	80	
Total specific responses		86514
Missing responses		1794

Answered by all

**Q22 In your opinion, were there enough nurses on duty to care for you in hospital?**

	National average %	Number
There were always or nearly always enough nurses	58	
There were sometimes enough nurses	31	
There were rarely or never enough nurses	11	
Total specific responses		86323
Missing responses		1985

Answered by all

## Your care and treatment

**Q23 Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?**

	National average %	Number
Yes, often	6	
Yes, sometimes	25	
No	68	
Total specific responses		86309
Missing responses		1999

Answered by all

**Q24 Were you involved as much as you wanted to be in decisions about your care and treatment?**

	National average %	Number
Yes, definitely	52	
Yes, to some extent	36	
No	11	
Total specific responses		85773
Missing responses		2535

Answered by all

**Q25 How much information about you condition or treatment was given to you?**

	National average %	Number
Not enough	20	
The right amount	79	
Too much	1	
Total specific responses		86371
Missing responses		1937

Answered by all

**Q26 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?**

	National average %	Number
Yes, definitely	45	
Yes, to some extent	39	
No	16	
Total specific responses		58835
Missing responses		2838
No family or friends were involved		8613
My family did not want or need information		14527
I did not want my family or friends to talk to a doctor		3495

Answered by all

**Q27 Did you find someone on the hospital staff to talk to about your worries and fears?**

	National average %	Number
Yes, definitely	42	
Yes, to some extent	38	
No	20	
Total specific responses		53410
Missing responses		2473
I had no worries or fears		32425

Answered by all

**Q28 Were you given enough privacy when discussing your condition or treatment?**

	National average %	Number
Yes, always	69	
Yes, sometimes	22	
No	9	
Total specific responses		85087
Missing responses		3221

Answered by all

**Q29 Were you given enough privacy when being examined or treated?**

	National average %	Number
Yes, always	87	
Yes, sometimes	10	
No	2	
Total specific responses		86483
Missing responses		1825

Answered by all

**Q30 How many minutes after you used the call button did it usually take before you got the help you needed?**

	National average %	Number
0 minutes - right away	22	
1-2 minutes	41	
3-5 minutes	25	
More than 5 minutes	11	
I never got help when I used the call button	1	
Total specific responses		47046
Missing responses		2930
I never used the call button		38332

Answered by all

**Q31 During your stay in hospital, did you have any tests, x-rays or scans other than blood or urine tests?**

	National average %	Number
Yes	67	
No	33	
Total specific responses		85045
Missing responses		3263

Answered by all

**Q32 Were your scheduled tests, x-rays or scans performed on time?**

	National average %	Number
Yes, always	68	
Yes, sometimes	24	
No	8	
Total specific responses		55292
Missing responses		2640

Answered by those who had tests other than blood or urine tests

## Pain

**Q33 Were you ever in any pain?**

	National average %	Number
Yes	67	
No	33	
Total specific responses		84892
Missing responses		3416

Answered by all

**Q34 Did you think the hospital staff did everything they could to help control your pain?**

	National average %	Number
Yes, definitely	73	
Yes, to some extent	22	
No	5	
Total specific responses		56715
Missing responses		1035

Answered by those who experienced pain

## Leaving hospital

**Q35 On the day you left hospital, was your discharge delayed for any reason?**

	National average %	Number
Yes	38	
No	62	
Total specific responses		85052
Missing responses		3256

Answered by all

**Q36 What was the main reason for the delay?**

	National average %	Number
I had to wait for medicines	62	
I had to wait to see the doctor	16	
I had to wait for an ambulance	9	
Something else	13	
Total specific responses		30620
Missing responses		1618

Answered by those who were discharged later than intended due to a delay

**Q37 How long was the delay?**

	National average %	Number
Up to 1 hour	18	
Longer than 1 hour but no longer than 2 hours	29	
Longer than 2 hour but no longer than 4 hours	32	
Longer than 4 hours	20	
Total specific responses		31605
Missing responses		610

Answered by those who were discharged later than intended due to a delay



**Q38 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?**

	National average %	Number
Yes, completely	77	
Yes, to some extent	15	
No	7	
Total specific responses		64644
Missing responses		4090
I did not need an explanation		8957
I had no medicines		10617

Answered by all

**Q39 Did a member of staff tell you about medication side effects to watch for when you went home?**

	National average %	Number
Yes, completely	39	
Yes, to some extent	18	
No	43	
Total specific responses		51975
Missing responses		1444
I did not need an explanation		20641

Answered by those who had medicines to take at home

**Q40 Did a member of staff tell you about any danger signals you should watch for after you went home?**

	National average %	Number
Yes, completely	39	
Yes, to some extent	21	
No	40	
It was not necessary		22086
Total specific responses		60831
Missing responses		5391

Answered by all

**Q41 Did the doctors or nurses give your family or someone close to you all the information they needed to help you recover?**

	National average %	Number
Yes, definitely	43	
Yes, to some extent	24	
No	33	
Total specific responses		58788
Missing responses		4971
No family or friends were involved		10148
My family or friends did not want or need information		14401

Answered by all

**Q42 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?**

	National average %	Number
Yes	76	
No	24	
Don't know/can't remember		6931
Total specific responses		76991
Missing responses		4386

Answered by all

## Overall

**Q43 Overall, did you feel you were treated with respect and dignity while you were in the hospital?**

	National average %	Number
Yes, always	79	
Yes, sometimes	18	
No	3	
Total specific responses		86079
Missing responses		2229

Answered by all

**Q44 How would you rate how well the doctors and nurses worked together?**

	National average %	Number
Excellent	39	
Very good	39	
Good	15	
Fair	6	
Poor	2	
Total specific responses		85449
Missing responses		2859

Answered by all

**Q45 Overall, how would you rate the care you received?**

	National average %	Number
Excellent	42	
Very good	35	
Good	14	
Fair	6	
Poor	2	
Total specific responses		85487
Missing responses		2821

Answered by all

## About you

**Proportions of those responding to the survey by sex (Q46)**

	Proportion of responders	Total
Male	46%	
Female	54%	
Total specific responses		86119
Missing response		2205

Answered by all

**Proportions of those responding to the survey by age group**

	Proportion	Total
18-35	12%	
36-50	17%	
51-65	26%	
66-80	33%	
>80	12%	
Total specific responses		83415
Missing responses		4909

Based on patients' responses to question 47

**Proportions of those responding to the survey by ethnic group**

	Proportion	Total
White	95%	
Asian or Asian British	2%	
Black or Black British	2%	
Mixed race, Chinese, or other ethnic group	.5%	
Total specific responses		85267
Missing responses		3057

Based on patients' responses to question 50

**Proportions of those responding by self reported health in the last four weeks**

	Proportion	Total
Excellent	7%	
Very good	19%	
Good	27%	
Fair	31%	
Poor	12%	
Very poor	3%	
Total specific responses		85101
Missing responses		3223

Based on patients' responses to question 49

**Proportions of those responding by self rating of health in the last four weeks**

	Proportion	Total
Excellent, very good, or good	53%	
Fair, poor, or very poor	46%	
Total specific responses		85101
Missing responses		3223

Based on patients' responses to question 49

## Response rates for demographic groups

### Adjusted response rates by sex

Proportion returning completed questionnaire

Sex	Adjusted response rate	Total specific responses
Male	63%	64296
Female	64%	75055
Total	63%	139351

### Adjusted response rates by age group

Proportion returning completed questionnaire

Age group	Adjusted response rate	Total specific responses
18-35 years	44%	20268
36-50 years	57%	24936
51-65 years	72%	31592
66-80 years	74%	39815
81 years or over	57%	22282
Total	64%	138893

### Adjusted response rate by age group and sex

Proportion returning completed questionnaire

Sex	Age group	Adjusted response rate	Total specific responses
Male	18-35 years	37%	8444
	36-50 years	52%	11042
	51-65 years	70%	15816
	66-80 years	74%	20373
	81 years or over	64%	8340
Female	18-35 years	49%	11814
	36-50 years	62%	13879
	51-65 years	74%	15745
	66-80 years	73%	19408
	81 years or over	54%	13923
Total		63%	138784

### Adjusted response rates by ethnic group

Proportion returning completed questionnaire

Ethnic Group from sample information	Adjusted response rate	Total specific responses
White	65%	90679
Asian or Asian British	47%	3961
Black or Black British	50%	2454
Mixed race, Chinese, or other ethnic group	56%	4626
Total	64%	101720

## Tables of differences between comparable items in the 2002 and 2004 inpatient surveys using trust based national averages

**Note: All figures are rounded to whole numbers which may account for apparent inconsistencies between the columns showing results for each year, and the difference column**

**Q2. How organised was the care you received in A&E (or the medical admissions unit)?**

	2002	2004	difference
Not at all organised	6%	5%	-1%
Fairly organised	37%	35%	-3%
Very organised	57%	61%	4%
Total specific responses	44522	41912	

Answered by emergency patients

**Q3. Following arrival at the hospital, how long did you wait before admission to a room or ward and bed?**

	Adult inpatient survey		
	2002	2004	change
Less than 4 hours a	67%	74%	7%
4 hours or longer b	34%	26%	-8%
Base (n)	43282	40198	

Answered by emergency patients (i.e. Q1 = 1)

- a. Summation of all response options that indicate a wait of less than 4 hours, including "I did not have to wait".
- b. Summation of all response options that indicate a wait of 4 hours or more

**Q4. How do you feel about the length of time you were on the waiting list before your admission to hospital?**

	2002	2004	difference
I was admitted as soon as I thought necessary	68%	70%	2%
I should have been admitted a bit sooner	20%	19%	-1%
I should have been admitted a lot sooner	12%	11%	-1%
Total specific responses	40928	38855	

Answered by patients who had been on a waiting list

**Q5. When you were told you would be going into hospital, were you given enough notice of your date of admission?**

	2002	2004	difference
Yes, enough notice	96%	96%	0%
No, not enough notice	4%	4%	0%
Total specific responses	41252	39089	

Answered by emergency patients

**Q7. Was your admission date changed by the hospital?**

	2002	2004	difference
No	78%	79%	1%
Yes, once	17%	17%	0%
Yes, 2 or 3 times	4%	4%	-1%
Yes, 4 times or more	1%	0%	0%
Total specific responses	41252	38961	

Answered by emergency patients



**Q9. From the time that you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward? (a)**

	2002	2004	difference
Yes, definitely	13%	11%	-2%
Yes, to some extent	20%	19%	-1%
No	67%	69%	3%
Total specific responses	89441	85252	

Answered by all

(a) In 2002 survey question reads "Did you feel that you had to wait a long time to get to your room or ward and bed?"

**Q10. During your stay in hospital, did you ever share a room or bay with patients of the opposite sex? (a)**

	2002	2004	difference
Yes	26%	22%	-4%
No	74%	78%	4%
Total specific responses	92240	86235	

Answered by all

(a) In 2002 survey question read "During your stay in hospital, did you ever share a room or ward with patients of the opposite sex?"

**Q13. In your opinion, how clean was the hospital room or ward that you were in?**

	2002	2004	difference
Very clean	56%	54%	-3%
Fairly clean	36%	38%	2%
Not very clean	6%	7%	1%
Not at all clean	2%	2%	0%
Total specific responses	92889	86792	

Answered by all

**Q14. How clean were the toilets and bathrooms that you used in hospital?**

	2002	2004	difference
Very clean	51%	48%	-3%
Fairly clean	37%	39%	2%
Not very clean	9%	9%	1%
Not at all clean	3%	3%	0%
Total specific responses	91002	84970	

Answered by all

**Q15. How would you rate the hospital food?**

	2002	2004	difference
Very good	18%	18%	0%
Good	35%	36%	1%
Fair	31%	31%	0%
Poor	16%	15%	-1%
Total specific responses	88629	83248	

Answered by all

**Q16. When you had important questions to ask a doctor, did you get answers that you could understand?**

	2002	2004	difference
Yes, always	65%	65%	0%
Yes, sometimes	29%	29%	0%
No	6%	5%	-1%
Total specific responses	81378	77787	

Answered by all

**Q18. Did doctors talk in front of you as if you weren't there?**

	2002	2004	difference
Yes, often	6%	6%	0%
Yes, sometimes	23%	22%	0%
No	71%	72%	1%
Total specific responses	92027	86119	

Answered by all

**Q19. When you had important questions to ask a nurse, did you always get answers that you could understand?**

	2002	2004	difference
Yes, always	63%	68%	4%
Yes, sometimes	31%	28%	-3%
No	6%	4%	-1%
Total specific responses	78463	77138	

Answered by all

**Q21. Did nurses talk in front of you as if you weren't there?**

	2002	2004	difference
Yes, often	4%	4%	0%
Yes, sometimes	15%	16%	1%
No	81%	80%	-1%
Total specific responses	92354	86514	

Answered by all

**Q23. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?**

	2002	2004	difference
Yes, often	6%	6%	0%
Yes, sometimes	24%	25%	1%
No	70%	68%	-1%
Total specific responses	92322	86309	

Answered by all

**Q26. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?**

	2002	2004	difference
Yes, definitely	42%	45%	2%
Yes, to some extent	38%	39%	1%
No	19%	16%	-4%
Total specific responses	63869	58835	

Answered by all

**Q28. Were you given enough privacy when discussing your condition or treatment?**

	2002	2004	difference
Yes, always	69%	69%	1%
Yes, sometimes	21%	22%	1%
No	10%	9%	-2%
Total specific responses	90879	85087	

Answered by all

**Q29. Were you given enough privacy when being examined or treated?**

	2002	2004	difference
Yes, always	87%	87%	0%
Yes, sometimes	10%	10%	0%
No	3%	2%	0%
Total specific responses	92326	86483	

Answered by all

**Q32. Were your scheduled tests, x-rays, or scans performed on time?**

	2002	2004	difference
Yes, always	71%	68%	-3%
Yes, sometimes	21%	24%	3%
No	8%	8%	0%
Total specific responses	59072	55292	

Answered by patients who had tests, x-rays, or scans other than blood or urine tests during their stay in hospital

**Q34. Do you think the hospital staff did everything they could do to help control your pain?**

	2002	2004	difference
Yes, definitely	73%	73%	1%
Yes, to some extent	22%	22%	0%
No	5%	5%	-1%
Total specific responses	60515	56715	

Answered by patients who were in pain at some point during their stay in hospital

**Q38. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?**

	2002	2004	difference
Yes, completely	79%	77%	-2%
Yes, to some extent	14%	15%	1%
No	7%	7%	0%
Total specific responses	68883	64644	

Answered by all

**Q39. Did a member of staff tell you about medication side effects to watch for when you went home?**

	2002	2004	difference
Yes, completely	39%	39%	-1%
Yes, to some extent	16%	18%	2%
No	44%	43%	-1%
Total specific responses	54071	51975	

Answered by patients who were given medicines to take at home

**Q40. Did a member of staff tell you about any danger signals you should watch for after you went home? (a)**

	2002	2004	difference
Yes, completely	41%	39%	-2%
Yes, to some extent	20%	21%	1%
No	39%	40%	1%
Total specific responses	88936	60831(b)	

Answered by all

(a) In 2002 survey question read "Did someone tell you about what danger signals regarding your illness or treatment to watch for after you went home?"

(b) 2004 survey includes an extra response option not included in 2002 survey: "It was not necessary"

**Q41. Did the doctors or nurses give your family or someone close to you all the information they need to help you recover?**

	2002	2004	difference
Yes, definitely	43%	43%	-1%
Yes, to some extent	24%	24%	0%
No	33%	33%	0%
Total specific responses	63190	58788	

Answered by all

**Q43. Overall, did you feel that you were treated with respect and dignity while you were in the hospital?**

	2002	2004	difference
Yes, always	79%	79%	1%
Yes, sometimes	18%	18%	0%
No	3%	3%	0%
Total specific responses	92222	86079	

Answered by all

**Q45. Overall, how would you rate the care you received?**

	2002	2004	difference
Excellent	38%	42%	4%
Very good	36%	35%	-1%
Good	17%	14%	-3%
Fair	7%	6%	-1%
Poor	2%	2%	0%
Total specific responses	92170	85487	

Answered by all

## **References**

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