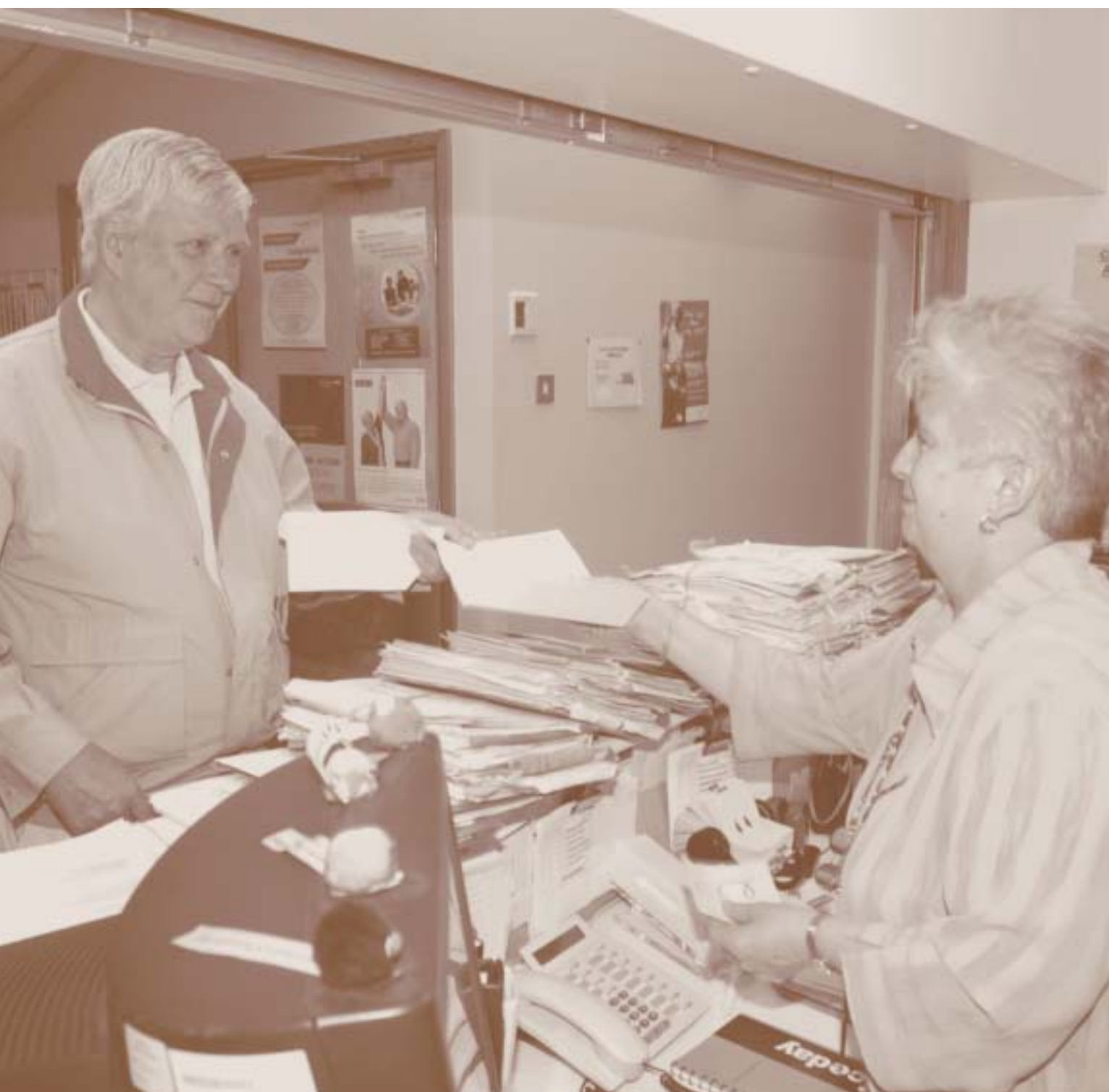


## Outpatient department: key findings



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The outpatient survey of patients 2004/2005 was designed, developed and coordinated by the NHS survey advice centre at Picker Institute Europe



### **What is the Healthcare Commission?**

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 1st 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 31st 2004
- takes over the private and voluntary healthcare functions of the National Care Standards Commission, which also ceased to exist on March 31st 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.



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## Section 1

# Introduction

Asking patients what they think about the care and treatment they have received is an important step towards improving the quality of care, and to ensuring that local health services are meeting patients' needs. A useful way of doing this is by carrying out surveys of patients who have recently used the health service.

During 2004/2005, the Healthcare Commission is carrying out four national surveys, asking patients across England about their experiences of A&E and outpatient departments, mental health and primary care services. The NHS Surveys Advice Centre at Picker Institute Europe developed the questionnaires and methodology.

Our programme of surveys of patients is aligned with our new approach to assessment, outlined in the consultation document, *Assessment for improvement – Our approach* (available on the Healthcare Commission website). We are required to carry out an annual review of each NHS organisation and will assess performance in relation to the Government's new core and developmental healthcare standards. Part of this is looking at what matters most to patients, carers and members of the public.

The first outpatient survey was published in 2003<sup>1</sup>. This report summarises the key findings of the 2004/2005 outpatient survey and highlights differences with the 2003 results.

The survey results show that waiting times for appointments have improved and that patients' confidence in doctors and nurses is high. However, there are concerns about cleanliness and privacy, and the way patients are involved in and informed about their care needs to improve.

The results of the survey and the experiences of patients in each NHS trust are available in detailed reports and can be found at [www.healthcarecommission.org.uk/PatientSurveyOutpatients2004](http://www.healthcarecommission.org.uk/PatientSurveyOutpatients2004).

<sup>1</sup> Outpatient Survey 2003, Commission for Health Improvement

### 1.1 Who took part in the survey?

The outpatients survey 2004/2005 was carried out in all 169 acute NHS trusts in England that have outpatient facilities. Maternity and psychiatric clinics were not included. Each NHS trust identified 850 patients who had attended its outpatient department in June, July or August 2004. Any patient aged 16 or over was eligible to participate in the survey.

Sampled patients were sent a postal questionnaire and a covering letter. Patients who did not respond were sent up to two reminders.

In total, 143,596 patients were sent questionnaires and 84,280 completed questionnaires were returned. The overall response rate was 59% once undelivered questionnaires and questionnaires sent to deceased patients had been accounted for. Response rates varied among trusts, from between 38% and 78%. The 2003 outpatient survey had an overall response rate of 63%, with response rates varying from between 34% and 76%.

The 2003 and 2004/2005 survey results were compared on all of the 43 questions that were directly comparable. That is, comparisons were made on 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. All differences that are noted in this report are statistically significant.

The questionnaire was designed to reflect the issues that patients have told us matter to them. It was largely composed of closed questions, but the final section invited people to comment in their own words on things that were particularly good about their care and things that could be improved. The quotes in colour, which illustrate the findings in this report, are drawn from these comments.

Of those patients who returned completed questionnaires:

- 59% were female
- 10% were aged 16 to 35 years; 17% were aged 36 to 50; 29% were aged 51 to 65; and 43% were aged 66 or over
- 94% were white; 3% were Asian or Asian British; 2% were Black or Black British and 1% were of mixed race or from Chinese or other ethnic groups
- 31% rated their own health as fair in the previous four weeks; 28% and 29% reported their health as either good or very good/excellent respectively and 12% said they were in poor or very poor health

It is important to compare the demographic characteristics of the responders and non-responders to the survey, as the respondents may not be representative of all patients who use an NHS trust. The highest response rate (71%) came from men aged 66 years or over. The second highest response rate, at 69%, was from women in the 51-65 years old age group. Response rates were lowest for men aged 16-35 at 30%.

## Section 2

### Before the appointment

#### Before the appointment

Patients were asked a series of questions about the process leading up to their actual outpatient appointment. Ninety eight per cent said an appointment had been scheduled for them before they attended.

Eighty per cent of all respondents reported that they had to wait up to three months for an appointment, regardless of whether or not this was their first or follow up visit. Ten per cent said they waited between three and five months and approximately 1% of patients reported a wait of 12 months or more. Less than 1% of patients waited over 18 months for an appointment.

For patients who have had one or more appointments at an outpatient department relating to a certain condition, there may be specific reasons related to their care which mean that they have to wait longer for subsequent appointments. Patients attending the outpatient department for the first time for a particular condition had slightly shorter wait times than patients attending for follow up visits. Of the 36% of patients attending the department for the first time, 83% were seen within three months.

These findings show an improvement from the 2003 survey, with fewer patients waiting over three months for a first appointment (25% in 2003 compared to 17% in 2004). The number of patients waiting 12 months or more for a first time appointment also decreased from 2% in 2003 to 1% in 2004/2005. These results suggest that trusts are moving in the right direction to meet waiting time targets outlined in The NHS Plan, which states that maximum wait times for an outpatient appointment will be three months by the end of 2005<sup>2</sup>.

New to the 2004 survey was a question about whether or not patients were given a choice of appointment time. Thirty per cent of patients reported that they were given a choice of appointment times, 54% were not offered a choice but did not need or want one, and 16% were not offered a choice but would have liked one.

“I had to cancel an appointment in July as I was away on holiday, and another appointment was sent which again I had to change. When I did this, I was very rudely told that as I changed two appointments, no more appointments would be sent out to me.”

A question about whether patients knew what would happen to them during their appointments was also new to the 2004/2005 survey. Forty per cent of patients replied that they definitely knew what would happen and 44% knew what would happen to some extent. The remaining 16% did not know what would happen to them during their appointment.

In 2004/2005, 20% of patients reported that their appointment was changed at least once, and 4% that the appointment was changed at least twice or more. Less than 1% of patients reported four or more changes to appointment times.

“Over the past two years, I have had several outpatient appointments. Without exception, I always receive a letter advising that my initial appointment has been changed to one several months later.”

“I often find that appointments booked in advance (ie four months) are changed and no reason given. Very difficult for shift workers trying to book days off!”

<sup>2</sup> The NHS Plan: a plan for investment, a plan for reform. 2000. Department of Health



## Section 3

### Waiting

#### Waiting

Patients reported the following waiting times in the 2004/2005 survey:

- 20% were seen on time, or early
- 10% waited up to five minutes
- 25% waited between six and 15 minutes
- 21% waited between 16 and 30 minutes
- 14% waited between 31 and 60 minutes
- 7% waited more than one hour but no more than two hours
- 2% waited more than two hours

The time spent waiting in the department for the appointment to start improved slightly between the 2003 and 2004/2005 surveys. The number of patients reporting being seen on time or early increased from 19% in 2003 to 20% in 2004/2005. The number of patients waiting 16 to 30 minutes decreased from 23% in 2003 to 21% in 2004. These results are similar to the 2004/2005 A&E department survey findings, which also showed a decrease in waiting times.

“Things seem to have improved. You don’t have to wait as long as before.”

“On my second visit, I was really surprised how I was seen to so quickly; I was in and out within half an hour.”

“Being called in to see the doctor bang on time was fantastic.”

In 2004/2005, 65% of patients said they were not informed of how long they would have to wait. This is a 1% increase since the 2003 survey. Of the patients who were told how long they had to wait, 34% reported waiting longer than they were told, 13% a shorter time. Twenty five per cent of patients were told why they had to wait to be seen, 32% were not told, but would have liked to be told, and 43% were not told, but didn’t mind.

“Due to the wait before being seen, I had to rush and constantly keep a check on the time so I wasn’t late to pick up my child. It would have been better, since the hospital knew well in advance, to have phoned me and let me know the doctor was running late.”

“After finding out why they were running later with my appointment, one of the nurses kept me informed at all times what was happening and why, and that I had not been forgotten.”

“On the day, I was seen in six areas of hospital, five of which apologised for any delay, however short. This courtesy helped allay my fears of being at the hospital.”

## Section 4

### Hospital environment and facilities

#### Hospital environment and facilities

##### 4.1 Cleanliness

In 2004/2005, patients were less likely to rate the department as very clean instead of fairly clean than they were in 2003. Fifty three per cent of patients found the outpatient department very clean in 2004/2005, compared to 60% in 2003. However, the number of patients rating the department as fairly clean increased from 38% in 2003 to 43% in 2004. Three per cent of patients rated the department not very clean in 2004/2005, 1% more than in 2003.

This trend was also reflected in responses about the cleanliness of toilets. Half the respondents found the toilets to be very clean, 5% less than 2003. As with overall cleanliness, there was an increase in the number of patients who rated the toilets as fairly clean (41% in 2004/2005 compared to 38% in 2003). There was also a 2% increase in the number of patients who said the toilets were not very clean or not at all clean.

“On arrival at the day ward, I was directed to a cubicle which furnished a trolley and armchair. I noticed that the trolley had the disposable plastic/paper sheet, used by the last patient, still in place.”

“In an age when MRSA has a high profile, I was not particularly impressed with the cleanliness in the toilets.”

These figures, along with the direct quotes from patients, indicate the level of concern about infection rates.

##### 4.2 Moving around the department

Most patients (97%) found it easy to get around the outpatient department. There was a similar result for those patients with longstanding physical or mental health problems or disabilities that affect their daily lives. Ninety six per cent of these patients reported that it was easy to get through the main entrance and move around the department.

## Section 5

### Seeing a doctor or other healthcare professional

#### Seeing a doctor or other healthcare professional

Between 2003 and 2004/2005, the number of patients who saw a doctor during their outpatient visit was slightly fewer. Eighty two per cent of patients said that they saw a doctor at some point during their outpatient appointment compared to 84% in 2003. Of these, 51% said they spent 10 minutes or less with their doctor, compared to 50% in 2003. In answer to whether or not they had enough time to discuss their problem, 75% of patients felt the time allocated was sufficient, compared to 74% in 2003. Similar to the 2003 survey, 22% felt they were only able to discuss their health to a certain extent and 3% felt they were not able to discuss it at all.

Just over half of patients (55%) saw a member of staff other than a doctor during their visit. Of these, 61% saw a nurse, 19% saw a radiographer, 6% saw a physiotherapist and 14% saw 'someone else'. These findings are similar to those of 2003.

#### 5.1 Communication

Patients were asked several questions about communication with hospital staff during their outpatient appointment and feedback highlights several key issues. Seventy nine per cent of patients felt the doctor definitely listened to what they had to say, 19% that the doctor listened to some extent and 2% felt he/she was not listening at all.

Sixty nine per cent of patients said that they got answers from their doctor that they understood, 26% said they understood answers to some extent and 3% did not understand answers at all. The results are slightly better for patients who saw other healthcare professionals, with 72% of patients saying that they definitely understood answers to their questions. This is an improvement of 1% since 2003. These findings did not vary significantly between 2003 and 2004/2005.

“The nurse specialist for chronic pain management was an outstanding example to promote best practice for nursing care. Her professional status only enhanced my belief that at some point in the future, I will be able to reach my own goals to improve my health.”

“The doctor I saw on my last visit was really nice. She gave me time to ask all my questions and she discussed all my concerns with me. I’ve always found the staff friendly and helpful.”

“I benefited greatly from my outpatient appointment by having my illness explained to me in terms that I was able to understand. This helps to reduce my stress and anxiety and enables me to deal with and come to terms with my illness.”

#### 5.2 Confidence and trust

Patients have fairly high levels of confidence in doctors and other healthcare professionals. Eighty one per cent of patients had complete confidence and trust in their treating doctor, but 16% had some reservations, and 3% reported no confidence or trust at all. Levels of confidence in other professional staff were similar. As with doctors, 81% of patients reported complete confidence in nurses. Of those who saw a physiotherapist or radiographer, 83% of these patients had complete confidence in them. These findings are very similar to those in 2003.

Similar to the findings in 2003, 81% of patients found that doctors were very familiar with their medical history, 13% felt they did not know enough and 6% felt they knew little to nothing about their personal condition.

“My notes were mislaid for about 10 days and, therefore, the consultant could not refresh his memory as to the type of operation he had undertaken.”

## Section 5

### Seeing a doctor or other healthcare professional

“I see three different consultants. They all know my condition and what each of the others is doing, remarkable achievement. I feel completely confident with them.”

“Both the doctor and the nurse knew who I was and all my medical background without having to read through my folder during my appointment. An excellent department where patients feel at ease and have confidence in the staff.”

Sixty four per cent of patients had visited the outpatient department before for the same condition. However, only 35% of patients saw the same doctor every time, 48% reported sometimes seeing the same doctor and 17% said they never saw the same doctor twice.

“Follow up appointments are usually with junior members of a consultant’s team, who have never met you. They rarely seem to have had time to read your notes, and may be unaware of tests you’ve had...”

“I expected to see the consultant who was going to perform my operation but saw his registrar instead. He did explain the operation and also the risks involved but didn’t know that I’d had a scan the previous week.”

“I saw the same doctor I had seen at a previous appointment which made the appointment more comfortable as I had confidence in the doctor.”

While 88% of patients received consistent information from different members of staff, 11% have received either entirely or partially conflicting information. These findings were comparable to 2003 survey results.

“I see a different doctor nearly every time and they all have different opinions.”

“I was pleased to have the doctor’s instructions confirmed by the surgeon, who came to explain that no surgery was necessary and explain what to do if I experience a recurrence of symptoms. This was most reassuring.”

While 69% of patients were introduced to all examining and treating staff during their time in the department, 23% were only introduced to some of the staff and 8% received no introductions at all.

#### 5.3 Feeling involved in options for treatment

In 2004/2005, 76% of patients felt the doctor explained their treatment or action completely, 21% felt it was explained to some extent and 3% felt it was not explained at all. Similarly, while 80% of patients felt the right amount of information was given to them about their treatment, 12% would have liked more information and 8% said they were not given any information at all. These findings are identical to those of the 2003 survey.

“I didn’t understand the next steps of my treatment and options available to me, and left feeling confused and had to ring back the following day and still am a little unsure.”

“I would have liked more time to discuss future treatment with the consultant.”

“I was given clear explanations and listened to with great care. The appointment was intelligent and caring. Very good.”

There is also some concern that patients are not as involved in decisions about their care as they would like to be. As in 2003, 70% of patients felt that they were fully involved in decisions, 24% that they were only involved to some extent, and 6% that they were not involved at all.

## Section 6

### Acknowledging patients

#### Acknowledging patients

In some cases patients felt that staff talked in front of them as if they were not there (3%). Nine per cent of patients reported that this happened to some extent.

“I feel staff are not very professional. They prefer to discuss their personal lives among themselves, rather than do the job they are paid to do. Patients seem to come a very poor second. I always feel like I am disturbing them whenever I have come.”

#### 6.1 Privacy

Generally, patients reported that their privacy had been respected, both when being examined and when discussing their condition or treatment. Eighty seven per cent of patients felt they were definitely given enough privacy to discuss their conditions or treatment, but 12% felt they had only partial privacy and 1% did not feel they had been given enough privacy at all. Similarly, 90% said they had enough privacy when being examined, 8% felt they had partial privacy, and 1% felt they had no privacy at all.

“Privacy during examination could be improved. Right now it takes place in a room that can be divided by curtains.”

Several patients reported that they did not feel the receptionist treated their personal details with respect, and that private information was not conveyed sensitively.

“Patient data protection in reception (needs improvement). When reception was busy, I was trying to give new address and having it repeated back to me in front of other patients.”

## Section 7

### Tests and treatment

#### Tests and treatment

##### 7.1 Tests

As in 2003, 61% of patients had some tests, including blood tests, scans and x-rays during their outpatient appointment in 2004/2005. Of these patients:

- 71% said that they had the reason for the tests explained to them in a way they understood. Nineteen per cent received an explanation they understood to some extent and 10% did not have the reason for their tests explained at all
- nearly a quarter (24%) of patients were not told how they would find out the results of their tests
- 59% of respondents had their test results explained in a way they fully understood. Twenty three per cent partially understood the results and 12% did not understand results at all. Five per cent of patients were never told the results of their tests

Although figures from the 2003 and 2004/2005 surveys roughly compare, there was a 1% decrease in patient understanding of the reasons for their tests and a 2% decrease in the number of patients who were informed how they would find out their test results.

##### 7.2 Treatment

Before any treatment, patients should be told exactly what to expect and what the risks of the procedure are. In 2004/2005, 30% of patients who visited the outpatient department received treatment. Of these, 77% had the treatment explained to them beforehand. Nineteen per cent had the treatment explained to them to a certain extent only, and 5% did not have it explained at all. Sixty eight per cent of patients felt the benefits and/or risks of their treatment were fully explained to them, and 21% had them explained to some extent. Overall, this reflects an improvement since the 2003 survey as 11% received no explanation in 2004/2005, compared to 12% in 2003.

**“More information about the treatment should be enclosed with the standard letter.”**

## Section 8

### Leaving the outpatient department

#### Leaving the outpatient department

##### 8.1 Information on medicines

Twenty eight per cent of patients were prescribed a new medication during their outpatient appointment. Of these, 85% said that a member of staff completely explained how to take new medication, and 10% were given some information. Eighty two per cent of patients received a complete explanation about the purpose of the medication, and a further 13% of patients received a partial explanation. Fewer than half of patients (43%) were told about the potential side effects of their new medication, while 19% were given some information and 39% received no information about side effects whatsoever. These findings were similar to 2003.

##### 8.2 Other information

The 2004/2005 survey results show that 41% of patients received information from staff on the danger signals related to their illness or treatment, that they should watch for after they went home. This is a 2% decrease since 2003. Of the remaining 59%, 21% of patients felt they only had partial information, this is a 1% increase since 2003. Thirty seven per cent said they had no information about danger signals at all. Thirty eight per cent of patients said they were not given any information about who to contact if they were concerned after they left the outpatient department. In addition, many of the patients who were given this type of information said it was difficult to access the necessary support services.

**“Leaflets given on my condition were photocopies of photocopies and images and information were not easy to decipher.”**

Sixteen per cent of patients received copies of letters about them that were sent from the hospital to their GP and vice versa. Six per cent received copies of some but not all letters, and 78% did not receive any copies.

**“I would have liked to have copies of the letters. I think it would be nice to have a help line because sometimes you come away and think of questions you wanted to ask but forgot to, and maybe they could find out the answer for you or explain it in more detail.”**

## Section 9

### Overall

#### Overall

Overall, 72% of patients felt that the main reason they went to the outpatient department was dealt with to their complete satisfaction. A further 24% reported they were satisfied 'to some extent'. This represents no change since the 2003 survey. Eighty seven per cent felt that they were treated with dignity and respect all of the time, and 12% felt they were treated this way some of the time.

Fifty eight per cent of patients thought the department they visited was well organised, which represents a 1% decrease from 2003. Other patients found the department either fairly organised (39%, compared to 38% in 2003) or not at all organised (3%).

**“Within the hospital, I have visited a variety of outpatient departments and they vary significantly in their efficiency and competence.”**

Over three quarters of patients (78%) rated their care as either excellent or very good, 16% found it good and 5% fair. Two per cent of patients described the care as either poor or very poor. These findings are identical to those of the 2003 survey.

**“I have always been treated with respect. I find the staff very helpful and supportive. I do not have any fear in attending appointments because I'm made to feel comfortable and am able to ask questions.”**

**“The staff who treated me and discussed my condition with me were both approachable and professional. I felt I had been cared for when I left the department.”**



## Section 10

### Conclusions

#### Conclusions

Overall impressions of the outpatient department are favourable, with the majority of patients reporting high satisfaction levels with both the quality of their care and their experience within the department. However there are few improvements when the 2004/2005 survey results are compared with those from 2003. The greatest improvement is the length of time patients are waiting to receive their first appointment, with 7% more patients being seen within three months in 2004/2005 than in 2003. Delays in actual appointment times have also improved slightly, with 1% more patients being seen on time or early in 2004/2005 than in 2003.

There are certain areas where the survey findings have shown a decline in patients' experience of care. There has been a decline in patients' perception of the cleanliness of hospital facilities, with 6% fewer patients finding the outpatient department very clean and 5% fewer patients finding the toilets very clean. The 2004/2005 survey results highlight the need for better communication between staff and patients, particularly on information about tests and information given to patients immediately before they leave the outpatient department, about medication and danger signals to watch out for.

The 2004/2005 survey included new questions addressing current policy initiatives. Thirty per cent of patients in the 2004/2005 survey were offered a choice of where they were referred and 22% of patients received copies of some or all letters between their GP and the hospital. Tracking changes over time will enable individual NHS providers and others to monitor progress with implementing changes in the NHS, and addressing the range of issues which are of concern to patients.

# Appendix: tables of results

National average results are presented for each question, along with tables comparing respondents and those who did not respond, and comparisons with responses to relevant questions in the 2003 survey.

The results reported are results for the average NHS trust in England. The national average is calculated from adding up the overall results for each participating organisation. The responses from each trust therefore have an equal influence over the national average, regardless of differences in response rate between trusts.

The average number of patients per trust giving a specific response to each question was found, and then the number of respondents in each individual trust was divided by this figure. This produces a ratio for each trust and for each question of the number of people responding in that trust by the average number of people responding in all trusts. These values are used to 'weight' the results so that all trusts have an equal influence regardless of their response rates.

The only exceptions to this approach were in the demographic figures, for example age, sex and ethnic group. These are given as true, 'non-weighted', 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

### Before the appointment

Q1. Overall, from the time you were told you needed an appointment to the time you went to the outpatient department, how long did you wait for an appointment?		
	National average %	Number
Up to one month	35	
One month to six weeks	22	
More than six weeks but no more than three months	23	
More than three months but no more than five months	10	
More than five months but no more than 12 months	8	
More than 12 months but no more than 18 months	1	
More than 18 months	0	
Total specific responses		73,642
I went to outpatients without an appointment		1,777
Don't know/can't remember		3,727
Missing responses		5,134

Answered by all

Q1. For first time appointments only – overall, from the time you were first told you needed an appointment to the time you went to the outpatient department, how long did you wait for an appointment?		
	National average %	Number
Up to one month	36	
One month to six weeks	23	
More than six weeks but no more than three months	24	
More than three months but no more than five months	10	
More than five months but no more than 12 months	6	
More than 12 months but no more than 18 months	1	
More than 18 months	0	
Total specific responses		26,496
I went to outpatients without an appointment		1,096
Don't know/can't remember		995
Missing responses		987

Answered by those patients visiting the outpatient department for the first time (answered 'no' to question 30: Have you ever visited this outpatient department before, for the same condition?)

Q2. Were you given a choice of appointment times?		
	National average %	Number
Yes	30	
No, but I did not need/want a choice	54	
No, but I would have liked a choice	16	
Total specific responses		81,161
Don't know/can't remember		1,298
Missing responses		1,821

Answered by all

Q3. Before your appointment, did you know what would happen to you during the appointment?		
	National average %	Number
Yes, definitely	40	
Yes, to some extent	44	
No	16	
Total specific responses		83,072
Missing responses		1,208

Answered by all

Q4. Was your appointment changed to a later date by the hospital?		
	National average %	Number
No	79	
Yes, once	16	
Yes, two or three times	4	
Yes, four times or more	0	
Total specific responses		82,619
Missing responses		1,661

Answered by all

## Appendix tables of results

### Waiting

Q5. How long after the stated appointment time did the appointment start?		
	National average %	Number
Seen on time, or early	20	
Waited up to five minutes	10	
Waited six to 15 minutes	25	
Waited 16 to 30 minutes	21	
Waited 31 to 60 minutes	14	
Waited more than one hour but no more than two hours	7	
Waited more than two hours	2	
Total specific responses		80,763
Don't know/can't remember		1,310
Missing responses		2,207

Answered by all

Q6. Were you told how long you would have to wait?		
	National average %	Number
Yes, but the wait was shorter	5	
Yes, and I had to wait about as long as I was told	19	
Yes, but the wait was longer	12	
No, I was not told	65	
Total specific responses		36,222
Don't know/can't remember		1,358
Missing responses		453

Answered by patients who had to wait over 15 minutes after the stated appointment time for their appointment to start

For patients who were told how long they had to wait, how accurate was the waiting time you were given? (based on responses to Q6)		
	National average %	Number
The wait was shorter	13	
I had to wait about as long as I was told	53	
The wait was longer	34	
Total specific responses		12,690
I was not told about wait time		23,532
Don't know/can't remember		1,358
Missing responses		453

Answered by patients who had to wait over 15 minutes after the stated appointment time and were told how long they would have to wait for their appointment to start

Q7. Were you told why you had to wait?		
	National average %	Number
Yes	25	
No, but I would have liked an explanation	32	
No, but I didn't mind	43	
Total specific responses		35,513
Don't know/can't remember		1,467
Missing responses		1,033

Answered by patients who had to wait over 15 minutes after the stated appointment time for their appointment to start

### Hospital environment and facilities

Q8. Was it easy to get through the main entrance and move around the outpatient department?		
	National average %	Number
Yes, it was easy	97	
No, it was difficult	3	
Total specific responses		82,769
Don't know/can't remember		518
Missing responses		993

Answered by all

Q8. For patients with a disability – was it easy to get through the main entrance and move around the outpatient department?		
	National average %	Number
Yes, it was easy	96	
No, it was difficult	4	
Total specific responses		38836
Don't know/can't remember		252
Missing responses		447

Answered by patients who reported that they had a long-standing physical or mental health problem or disability (answered 'yes' to Q54) and that this problem affected their day to day activities (answered 'yes, definitely' or 'yes to some extent' to Q55)

Q9. In your opinion, how clean was the outpatient department?		
	National average %	Number
Very clean	53	
Fairly clean	43	
Not very clean	3	
Not at all clean	0	
Total specific responses		81,931
Can't say		1,518
Missing responses		831

Answered by all

Q10. How clean were the toilets at the outpatient department?		
	National average %	Number
Very clean	50	
Fairly clean	41	
Not very clean	7	
Not at all clean	2	
Total specific responses		56,556
I did not use a toilet		26,757
Missing responses		967

Answered by all

## Seeing a doctor

Q11. Was all or part of your outpatient appointment with a doctor?		
	National average %	Number
Yes	82	
No	18	
Total specific responses		82,228
Missing responses		2,052

Answered by all

Q12. Did you have enough time to discuss your health or medical problem with the doctor?		
	National average %	Number
Yes, definitely	75	
Yes, to some extent	22	
No	3	
Total specific responses		67,191
Missing responses		858

Answered by patients who had all or part of their appointment with a doctor

Q13. How long were you with the doctor?		
	National average %	Number
Up to five minutes	10	
Six to 10 minutes	41	
11 to 20 minutes	37	
21 to 30 minutes	8	
31 minutes or longer	3	
Total specific responses		65,236
Can't remember		2,011
Missing responses		839

Answered by patients who had all or part of their appointment with a doctor

Q14. Did the doctor explain the reasons for any treatment or action in a way that you could understand?		
	National average %	Number
Yes, completely	76	
Yes, to some extent	21	
No	3	
Total specific responses	100	64,048
I did not need an explanation		1,423
No treatment or action was needed		1,990
Missing responses		643

Answered by patients who had all or part of their appointment with a doctor

Q15. Did the doctor listen to what you had to say?		
	National average %	Number
Yes, definitely	79	
Yes, to some extent	19	
No	2	
Total specific responses		67,320
Missing responses		758

Answered by patients who had all or part of their appointment with a doctor

Q16. If you had important questions to ask the doctor, did you get answers that you could understand?		
	National average %	Number
Yes, definitely	69	
Yes, to some extent	26	
No	3	
I did not have an opportunity to ask	2	
Total specific responses		56,647
I did not need to ask		10,459
Missing responses		978

Answered by patients who had all or part of their appointment with a doctor

Q17. Did you have confidence and trust in the doctor examining and treating you?		
	National average %	Number
Yes, definitely	81	
Yes, to some extent	16	
No	3	
Total specific responses		67,381
Missing responses		705

Answered by patients who had all or part of their appointment with a doctor

Q18. Did the doctor seem aware of your medical history?		
	National average %	Number
He/she knew enough	81	
He/she knew something but not enough	13	
He/she knew little or nothing	6	
Total specific responses		61,784
Don't know/can't say		5,401
Missing responses		1,069

Answered by patients who had all or part of their appointment with a doctor

## Appendix tables of results

### Seeing another healthcare professional

Q19. Was all or part of your outpatient appointment with any member of staff other than a doctor?		
	National average %	Number
Yes, definitely	55	
No	45	
Total specific responses		80,374
Missing responses		3,906

Answered by all

Q20. Who was the main other person you saw?		
	National average %	Number
A nurse	61	
A physiotherapist	6	
A radiographer	19	
Someone else	14	
Total specific responses		40,177
Missing responses		4,356

Answered by patients who had all or part of their appointment with a member of staff other than a doctor

Q21. If you had important questions to ask him/her, did you get answers that you could understand?		
	National average %	Number
Yes, definitely	72	
Yes, to some extent	22	
No	3	
I did not have an opportunity to ask	2	
Total specific responses		32,827
I did not need to ask		10,927
Missing responses		935

Answered by patients who had all or part of their appointment with another healthcare professional

Q22. Did you have confidence and trust in him/her?		
	National average %	Number
Yes, definitely	82	
Yes, to some extent	16	
No	2	
Total specific responses		43,631
Missing responses		1,075

Answered by patients who had all or part of their appointment with another healthcare professional

Nurse – if you had important questions to ask him/her, did you get answers that you could understand?		
	National average %	Number
Yes, definitely	74	
Yes, to some extent	22	
No	3	
I did not have an opportunity to ask	1	
Total specific responses		18,224
I did not need to ask		5,769
Missing responses		338

Answered by patients who had all or part of their appointment with a nurse

Nurse – did you have confidence and trust in him/her?		
	National average %	Number
Yes, definitely	82	
Yes, to some extent	16	
No	2	
Total specific responses		23,900
Missing responses		431

Answered by patients who had all or part of their appointment with a nurse

Physiotherapist – if you had important questions to ask him/her, did you get answers that you could understand?		
	National average %	Number
Yes, definitely	77	
Yes, to some extent	20	
No	2	
I did not have an opportunity to ask	1	
Total specific responses		2,310
I did not need to ask		151
Missing responses		42

Answered by patients who had all or part of their appointment with a physiotherapist

Physiotherapist – did you have confidence and trust in him/her?		
	National average %	Number
Yes, definitely	83	
Yes, to some extent	15	
No	2	
Total specific responses		2,443
Missing responses		60

Answered by patients who had all or part of their appointment with a physiotherapist

Radiographer – if you had important questions to ask him/her, did you get answers that you could understand?		
	National average %	Number
Yes, definitely	66	
Yes, to some extent	25	
No	5	
I did not have an opportunity to ask	4	
Total specific responses		4,797
I did not need to ask		2,863
Missing responses		129

Answered by patients who had all or part of their appointment with a radiographer

Radiographer – did you have confidence and trust in him/her?		
	National average %	Number
Yes, definitely	83	
Yes, to some extent	15	
No	2	
Total specific responses	100	7,640
Missing responses	0	149

Answered by patients who had all or part of their appointment with a radiographer

## Overall about the appointment

Q23. Did doctors and/or other staff talk in front of you as if you weren't there?		
	National average %	Number
Yes, definitely	3	
Yes, to some extent	9	
No	88	
Total specific responses		82,026
Missing responses		2,254

Answered by all

Q24. In the outpatient department, how much information about your condition or treatment was given to you?		
	National average %	Number
Not enough	12	
Right amount	80	
Too much	0	
Not given any information about my treatment or condition	8	
Total specific responses		81,734
Missing responses		2,546

Answered by all

Q25. Were you given enough privacy when discussing your condition or treatment?		
	National average %	Number
Yes, definitely	87	
Yes, to some extent	12	
No	1	
Total specific responses		82,465
Missing responses		1,815

Answered by all

Q26. Were you given enough privacy when being examined or treated?		
	National average %	Number
Yes, definitely	90	
Yes, to some extent	8	
No	1	
Total specific responses		82,116
Missing responses		2,164

Answered by all

## Appendix tables of results

### Overall about the appointment

Q27. Sometimes, a member of staff will say one thing and another will say something quite different. Did this happen to you?		
	National average %	Number
Yes, definitely	4	
Yes, to some extent	7	
No	88	
Total specific responses		82,818
Missing responses		1,462

Answered by all

Q28. Were you involved as much as you wanted to be in decisions made about your care and treatment?		
	National average %	Number
Yes, definitely	70	
Yes, to some extent	24	
No	6	
Total specific responses	100	81,896
Missing responses	0	2,384

Answered by all

Q29. Did the staff treating and examining you introduce themselves?		
	National average %	Number
Yes, all of the staff introduced themselves	69	
Some of the staff introduced themselves	23	
Very few or none of the staff introduced themselves	8	
Total specific responses	100	78,048
Don't know/can't remember	0	3,701
Missing responses	0	2,531

Answered by all

Q30. Have you ever visited this outpatient department before, for the same condition?		
	National average %	Number
Yes	64	
No	36	
Total specific responses	100	81,967
Missing responses	0	2,313

Answered by all

Q31. Do you see the same doctor or other member of staff whenever you go to the outpatient department?		
	National average %	Number
Yes, always	35	
Yes, sometimes	48	
No, never	17	
Total specific responses		50,529
Can't remember		1,379
Missing responses		944

Answered by all



## Tests and treatment

Q32. Did you have any tests when you visited the outpatient department?		
	National average %	Number
Yes	61	
No	39	
Total specific responses	100	81,964
Missing responses	0	2,316

Answered by all

Q33. Did a member of staff explain why you needed the test(s) in a way you could understand?		
	National average %	Number
Yes, completely	71	
Yes, to some extent	19	
No	10	
Total specific responses		49,665
Missing responses		692

Answered by patients who had tests when they visited the outpatient department

Q34. Did a member of staff tell you how you would find out the results of your test(s)?		
	National average %	Number
Yes	76	
No	24	
Total specific responses		46,106
Not sure /can't remember		3,295
Missing responses		965

Answered by patients who had tests when they visited the outpatient department

Q35. Did a member of staff explain the results of the test in a way you could understand?		
	National average %	Number
Yes, definitely	59	
Yes, to some extent	23	
No	12	
I was never told the results of the tests	5	
Total specific responses		40,433
Not sure /can't remember		1,357
Told that the results would be given to me at a later date		7,072
Missing responses		1,516

Answered by patients who had tests when they visited the outpatient department

Q36. During your outpatient appointment, did you have any treatment for your condition?		
	National average %	Number
Yes	30	
No	70	
Total specific responses		81,374
Missing responses		2,906

Answered by all

Q37. Before the treatment, did a member of staff explain what would happen?		
	National average %	Number
Yes, definitely	77	
Yes, to some extent	19	
No	5	
Total specific responses		23,717
I did not want an explanation		751
Missing responses		488

Answered by patients who had treatment for their condition during their outpatient appointment

Q38. Before the treatment, did a member of staff explain any risks and/or benefits in a way you could understand?		
	National average %	Number
Yes, definitely	68	
Yes, to some extent	21	
No	11	
Total specific responses		22,572
I did not want an explanation		1,738
Missing responses		780

Answered by patients who had treatment for their condition during their outpatient appointment

## Appendix tables of results

### Leaving the outpatient department

Q39. Before you left the outpatient department, were any new medications prescribed or ordered for you?		
	National average %	Number
Yes	28	
No	72	
Total specific responses		81,896
Missing responses		2,384

Answered by all

Q40. Did a member of staff explain to you how to take the new medications?		
	National average %	Number
Yes, completely	85	
Yes, to some extent	10	
No	5	
Total specific responses		21,471
I did not need an explanation		1,327
Missing responses		311

Answered by patients who were prescribed or ordered new medications before they left the outpatient department

Q41. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?		
	National average %	Number
Yes, completely	82	
Yes, to some extent	13	
No	5	
Total specific responses		21,527
I did not need an explanation		1,233
Missing responses		354

Answered by patients who were prescribed or ordered new medications before they left the outpatient department

Q42. Did a member of staff tell you about medication side effects to watch for?		
	National average %	Number
Yes, completely	43	
Yes, to some extent	19	
No	39	
Total specific responses		19,357
I did not need this type of information		3,260
Missing responses		510

Answered by patients who were prescribed or ordered new medications before they left the outpatient department

Q43. Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?		
	National average %	Number
Yes, as far as I know I received copies of all letters	16	
I received copies of some but not all letters	6	
No, I did not receive copies of any letters	78	
Total specific responses		66,165
I do not know if any letters were sent		13,369
I asked not to receive copies of letters		642
Missing responses		4,104

Answered by all

Q44. Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?		
	National average %	Number
Yes, completely	41	
Yes, to some extent	21	
No	37	
Total specific responses		49,276
I did not need this type of information		31,419
Missing responses		3,585

Answered by all

Q45. 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	62	
No	38	
Total specific responses		74,687
Don't know/can't remember		5,255
Missing responses		4,338

Answered by all

## Overall impression

Q46. Was the main reason you went to the outpatient department dealt with to your satisfaction?		
	National average %	Number
Yes, completely	72	
Yes, to some extent	24	
No	4	
Total specific responses		82,440
Missing responses		1,840

Answered by all

Q47. How well organised was the outpatient department you visited?		
	National average %	Number
Not at all organised	3	
Fairly organised	39	
Very well organised	58	
Total specific responses		82,505
Missing responses		1,775

Answered by all

Q48. Overall, did you feel you were treated with respect and dignity while you were at the outpatient department?		
	National average %	Number
Yes, all of the time	87	
Yes, some of the time	12	
No	1	
Total specific responses		82,597
Missing responses		1,683

Answered by all

Q49. Overall, how would you rate the care you received at the outpatient department?		
	National average %	Number
Excellent	37	
Very good	41	
Good	16	
Fair	5	
Poor	1	
Very poor	1	
Total specific responses		82,568
Missing responses		1,712

Answered by all

## Your background

Q50. Proportions of those responding to the survey by sex		
	Proportion %	Total
Male	41	
Female	59	
Total specific responses		84,270
Missing data		10

Answered by all – data taken from response but if missing taken from sample data

Q51. Proportions of those responding to the survey by age group		
	Proportion %	Total
16 to 35 years	10	
36 to 50 years	17	
51 to 65 years	29	
66 years or over	43	
Total specific responses		84,278
Missing data		2

Answered by all – data taken from response but if missing taken from sample data

Q52. How old were you when you left full time education?		
	Proportion %	Total
16 years or less	67	
17 or 18 years	17	
19 years or over	15	
Still in full time education	1	
Total specific responses		81,083
Missing responses		3,197

Answered by all

Q53. Overall, how would you rate your health during the past four weeks?		
	Proportion %	Total
Excellent	9	
Very good	20	
Good	28	
Fair	31	
Poor	10	
Very poor	2	
Total specific responses		82,354
Missing responses		1,926

Answered by all

## Appendix tables of results

### Your background

Q54. Do you have a long standing physical or mental health problem or disability?		
	Proportion %	Total
Yes	55	
No	45	
Total specific responses		81,145
Missing responses		3,135

Answered by all

Q55. Does this problem or disability affect your day-to-day activities?		
	Proportion %	Total
Yes, definitely	45	
Yes, to some extent	44	
No	11	
Total specific responses		44,929
Missing responses		341

Answered by patients who have a long standing physical or mental health problem or disability

Q56. Proportions of those responding to the survey by ethnic group?		
	Proportion %	Total
White	94	
Asian or Asian British	3	
Black or Black British	2	
Chinese, Mixed, or other ethnic group	1	
Total specific responses		83,460
Missing responses		820

Answered by all – data taken from response but if missing taken from sample data

### Response rates for demographic groups

Adjusted response rates by sex		
Proportion returning completed questionnaire		
Sex	Adjusted response rate	Number of patients in group
Male	.58	60,386
Female	.60	81,964
Missing data		44
Overall response rate	.59	142,394

Adjusted response rates by age group		
Proportion returning completed questionnaire		
Age group	Adjusted response rate	Number of patients in group
16 to 35 years	.38	23,265
36 to 50 years	.51	28,403
51 to 65 years	.66	36,661
66 years or over	.68	53,884
Missing data		20
Overall response rate	.59	142,233

Adjusted response rates by age and sex group		
Proportion returning completed questionnaire		
Age and sex group	Adjusted response rate	Number of patients in group
Men 16 to 35 years	.30	8,947
Men 36 to 50 years	.45	11,099
Men 51 to 65 years	.63	16,217
Men 65 years or over	.71	24,033
Women 16 to 35 years	.43	14,315
Women 36 to 50 years	.55	17,299
Women 51 to 65 years	.69	20,438
Women 65 years or over	.66	29,839
Missing data		46
Overall response rate	.59	142,233

Adjusted response rates by ethnic group		
Proportion returning completed questionnaire		
Ethnic group	Adjusted response rate	Number of patients in group
White	.71	110,037
Asian or Asian British	.49	4,527
Black or Black British	.52	3,247
Chinese, Mixed, or Other Ethnic Group	.50	1,825
Missing data		22,758
Overall response rate	.59	142,394

## Comparison of 2003 and 2004/2005 results

### Tables of differences between comparable items in the 2003 and 2004/2005 outpatient department surveys using trust-based national averages

Please note:

All values are percentages except for the total number of specific responses which are count values.

All percentages are rounded to whole numbers, which may account for apparent inconsistencies between the columns showing results for each year, and the difference column.

The percentage difference between years is calculated by subtracting the 2003 survey results from the 2004/2005. That is, responses with positive values indicate a higher proportion of patients choosing this response in the 2004/2005 survey compared with the 2003 and vice versa.

The question numbering relates to the 2004/2005 survey.

The results from the 2003 survey have been weighted to ensure all trusts have an equal influence over the national average, regardless of the trust's response rate. The method for weighting is given in the previous section (2004/2005 results). Several of the 2003 survey percentages presented here will differ slightly from those originally published in summer 2003, as the original figures were not weighted.

There are a number of questions where certain responses were included in the original 2003 outpatient department survey results, but have been omitted from this comparative analysis (since they are not specific responses). These are:

- Q1 'I went to the outpatient department without an appointment'
- Q14 'Did not need an explanation'
- Q20 'Dietician' has been removed
- Q35 'I was told the results would be given at a later date'
- Q37, Q38, Q40, Q41, Q42 'I didn't want an explanation'
- Q44 'I did not need this type of information'.

## Appendix tables of results

### Q1. Overall, from the time you were told you needed an appointment to the time you went to the outpatient department, how long did you wait for an appointment?

	Year outpatient survey carried out 2003	Year outpatient survey carried out 2004/2005	% difference between years
Up to one month	38%	35%	-3.0
More than one month but no more than three months	37%	45%	8.6
More than three months but no more than five months	13%	10%	-3.2
More than five months but no more than 12 months	10%	8%	-1.8
More than 12 months but no more than 18 months	2%	1%	-.4
More than 18 months	1%	0%	-.2
Number of total specific responses	79,157	73,642	

Answered by all patients

### Q1. Overall, from the time you were told you needed an appointment to the time you went to the outpatient department, how long did you wait for an appointment?

	Year outpatient survey carried out 2003	Year outpatient survey carried out 2004/2005	% difference between years
Up to one month	38%	36%	-2.3
More than one month but no more than three months	37%	47%	9.8
More than three months but no more than five months	13%	10%	-2.8
More than five months but no more than 12 months	10%	6%	-3.9
More than 12 months but no more than 18 months	1%	1%	-.7
More than 18 months	1%	0%	-.2
Number of total specific responses	18,019	26,496	

Answered by patients who were visiting the outpatients department for the first time for that condition

### Q5. How long after the stated appointment time did the appointment start?

	Year outpatient survey carried out 2003	Year outpatient survey carried out 2004/2005	% difference between years
Seen on time, or early	19%	20%	1.0
Waited up to five minutes	10%	10%	.2
Waited six to 15 minutes	25%	25%	.2
Waited 16 to 30 minutes	3%	21%	-1.2
Waited 31 to 60 minutes	14%	14%	-.2
Waited more than one hour but no more than two hours	8%	7%	-.2
Waited more than two hours	2%	2%	.2
Number of total specific responses	86,811	80,763	

Answered by all

Q6. Were you told how long you would have to wait?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, but the wait was shorter	5%	5%	-.6
Yes, and I had to wait about as long as I was told	19%	19%	-.6
Yes, but the wait was longer	12%	12%	.0
No, I was not told	64%	65%	1.2
Number of total specific responses	40,500	36,222	

Answered by patients who had to wait over 15 minutes after the stated appointment time for their appointment to start

Q7. Were you told why you had to wait?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes	25%	25%	-.1
No, but I would have liked an explanation	31%	32%	.8
No, but I didn't mind	43%	43%	-.7
Number of total specific responses	39,331	35,513	

Answered by patients who had to wait over 15 minutes after the stated appointment time for their appointment to start

Q9. In your opinion, how clean was the outpatient department?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Very clean	60%	53%	-6.3
Fairly clean	38%	43%	5.7
Not very clean	2%	3%	.6
Not at all clean	0%	0%	.1
Number of total specific responses	88,604	81,931	

Answered by all

Q10. How clean were the toilets at the outpatient department?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Very clean	55%	50%	-5.0
Fairly clean	38%	41%	3.2
Not very clean	5%	7%	1.5
Not at all clean	1%	2%	.3
Number of total specific responses	61,751	56,556	

Answered by all

Q11. Was all or part of your outpatient appointment with a doctor?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes	84%	82%	-1.7
No	16%	18%	1.7
Number of total specific responses	88,291	82,228	

Answered by all

Q12. Did you have enough time to discuss your health or medical problem with the doctor?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, definitely	74%	75%	.3
Yes, to some extent	22%	22%	-.2
No	3%	3%	-.1
Number of total specific responses	74,120	67,191	

Answered by patients who had all or part of their appointment with a doctor

## Appendix tables of results

### Q13. How long were you with the doctor?

	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Up to five minutes	10%	10%	.2
Six to 10 minutes	40%	41%	1.0
11 to 20 minutes	37%	37%	-.4
21 to 30 minutes	9%	8%	-.5
31 minutes or longer	3%	3%	-.3
Number of total specific responses	72,022	65,236	

Answered by patients who had all or part of their appointment with a doctor

### Q14. Did the doctor explain the reasons for any treatment or action in a way that you could understand?

	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, completely	76%	76%	.1
Yes, to some extent	22%	21%	-.2
No	3%	3%	.0
Number of total specific responses	69,746	64,048	

Answered by patients who had all or part of their appointment with a doctor

### Q15. Did the doctor listen to what you had to say?

	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, definitely	79%	79%	.1
Yes, to some extent	19%	19%	-.1
No	2%	2%	.0
Number of total specific responses	74,180	67,320	

Answered by patients who had all or part of their appointment with a doctor

### Q16. If you had important questions to ask the doctor, did you get answers that you could understand?

	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, definitely	69%	69%	.0
Yes, to some extent	26%	26%	.0
No	3%	3%	.1
I did not have an opportunity to ask	2%	2%	-.1
Number of total specific responses	61,787	56,647	

Answered by patients who had all or part of their appointment with a doctor

### Q17. Did you have confidence and trust in the doctor examining and treating you?

	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, definitely	82%	81%	-.5
Yes, to some extent	16%	16%	.3
No	2%	3%	.2
Number of total specific responses	74,381	67,381	

Answered by patients who had all or part of their appointment with a doctor

### Q18. Did the doctor seem aware of your medical history?

	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
He/she knew enough	82%	81%	-.6
He/she knew something but not enough	13%	13%	.5
He/she knew little or nothing	6%	6%	.2
Number of total specific responses	67,809	61,784	

Answered by patients who had all or part of their appointment with a doctor



Q19. Was all or part of your outpatient appointment with any member of staff other than a doctor?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, definitely	54%	55%	.3
No	46%	45%	-.3
Number of total specific responses	86,101	80,374	

Answered by all

Q20. Who was the main other person you saw?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
A nurse	62%	61%	-1.2
A physiotherapist	6%	6%	.3
A radiographer	18%	19%	1.4
Someone else	14%	14%	-.5
Number of total specific responses	42,035	40,177	

Answered by all

Q21. If you had important questions to ask him/her, did you get answers that you could understand?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, definitely	71%	72%	1.0
Yes, to some extent	23%	22%	-.8
No	3%	3%	-.1
I did not have an opportunity to ask	2%	2%	-.1
Number of total specific responses	34,834	32,827	

Answered by all

Q22. Did you have confidence and trust in him/her?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, definitely	82%	82%	-.8
Yes, to some extent	16%	16%	.3
No	2%	2%	.5
Number of total specific responses	47,036	43,631	

Answered by all

Nurse – if you had important questions to ask him/her, did you get answers that you could understand?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, definitely	73%	74%	1.1
Yes, to some extent	22%	22%	-.8
No	3%	3%	.0
I did not have an opportunity to ask	2%	1%	-.3
Number of total specific responses	18,507	18,224	

Answered by those who saw a nurse

Nurse – did you have confidence and trust in him/her?			
	Year outpatient survey carried out		% difference between years
	2003	2004/2005	
Yes, definitely	83%	82%	-1.1
Yes, to some extent	15%	16%	.8
No	1%	2%	.3
Number of total specific responses	24,868	23,900	

Answered by those who saw a nurse

## Appendix tables of results

### Physiotherapist – if you had important questions to ask him/her, did you get answers that you could understand?

	Year outpatient survey carried out 2003	Year outpatient survey carried out 2004/2005	% difference between years
Yes, definitely	76%	77%	1.4
Yes, to some extent	21%	20%	-1.6
No	2%	2%	-.1
I did not have an opportunity to ask	1%	1%	-.3
Number of total specific responses	2,263	2,310	

Answered by those who saw a physiotherapist

### Physiotherapist – did you have confidence and trust in him/her?

	Year outpatient survey carried out 2003	Year outpatient survey carried out 2004/2005	% difference between years
Yes, definitely	82%	83%	1.0
Yes, to some extent	16%	15%	-1.2
No	2%	2%	.2
Number of total specific responses	2,432	2,443	

Answered by those who saw a physiotherapist

### Radiographer – if you had important questions to ask him/her, did you get answers that you could understand?

	Year outpatient survey carried out 2003	Year outpatient survey carried out 2004/2005	% difference between years
Yes, definitely	67%	66%	-1.1
Yes, to some extent	24%	25%	.6
No	5%	5%	-.3
I did not have an opportunity to ask	4%	4%	.8
Number of total specific responses	4,886	4,797	

Answered by those who saw a radiographer

### Radiographer – did you have confidence and trust in him/her?

	Year outpatient survey carried out 2003	Year outpatient survey carried out 2004/2005	% difference between years
Yes, definitely	84%	83%	-.7
Yes, to some extent	15%	15%	.0
No	1%	2%	.7
Number of total specific responses	7,763	7,640	

Answered by those who saw a radiographer

### Q23. Did doctors and/or other staff talk in front of you as if you weren't there?

	Year outpatient survey carried out 2003	Year outpatient survey carried out 2004/2005	% difference between years
Yes, definitely	3%	3%	.4
Yes, to some extent	9%	9%	-.4
No	88%	88%	.0
Number of total specific responses	86,201	82,026	

Answered by all

### Q24. In the outpatient department, how much information about your condition or treatment was given to you?

	Year outpatient survey carried out 2003	Year outpatient survey carried out 2004/2005	% difference between years
Not enough	12%	12%	.4
Right amount	80%	80%	-.4
Too much	0%	0%	-.1
Not given any information about my treatment or condition	7%	8%	.1
Number of total specific responses	86,159	81,734	

Answered by all

<b>Q27. Sometimes, a member of staff will say one thing and another will say something quite different. Did this happen to you?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	4%	4%	.5
Yes, to some extent	7%	7%	.4
No	89%	88%	-.9
Number of total specific responses	87,667	82,818	

Answered by all

<b>Q28. Were you involved as much as you wanted to be in decisions made about your care and treatment?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	70%	70%	-.1
Yes, to some extent	24%	24%	.1
No	6%	6%	.1
Number of total specific responses	86905	81896	

Answered by all

<b>Q30. Have you ever visited this outpatient department before, for the same condition?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes	63%	64%	1.2
No	37%	36%	-1.2
Number of total specific responses	87,254	81,967	

Answered by all

<b>Q32. Did you have any tests when you visited the outpatient department?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes	62%	61%	-.3
No	38%	39%	.3
Number of total specific responses	86,581	81,964	

Answered by all

<b>Q33. Did a member of staff explain why you needed the test(s) in a way you could understand?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, completely	72%	71%	-1.1
Yes, to some extent	19%	19%	.5
No	9%	10%	.6
Number of total specific responses	52,972	49,665	

Answered by patients who had tests when they visited the outpatient department

<b>Q34. Did a member of staff tell you how you would find out the results of your test(s)?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes	78%	76%	-2.0
No	22%	24%	2.0
Number of total specific responses	48,580	46,106	

Answered by patients who had tests when they visited the outpatient department

## Appendix tables of results

<b>Q35. Did a member of staff explain the results of the test in a way you could understand?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	61%	59%	-1.5
Yes, to some extent	22%	23%	1.1
No	11%	12%	1.0
I was never told the results of the tests	6%	5%	-.5
Number of total specific responses	42,594	40,433	

Answered by patients who had tests when they visited the outpatient department

<b>Q36. During your outpatient appointment, did you have any treatment for your condition?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes	29%	30%	.9
No	71%	70%	-.9
Number of total specific responses	86,726	81,374	

Answered by all

<b>Q37. Before the treatment, did a member of staff explain what would happen?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	77%	77%	-.3
Yes, to some extent	18%	19%	1.2
No	5%	5%	-.9
Number of total specific responses	24,893	23,717	

Answered by patients who had treatment for their condition during their outpatient appointment

<b>Q38. Before the treatment, did a member of staff explain any risks and/or benefits in a way you could understand?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	67%	68%	.8
Yes, to some extent	21%	21%	.3
No	12%	11%	-1.2
Number of total specific responses	23,326	22,572	

Answered by patients who had treatment for their condition during their outpatient appointment

<b>Q39. Before you left the outpatient department, were any new medications prescribed or ordered for you?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes	29%	28%	-1.3
No	71%	72%	1.3
Number of total specific responses	87,044	81,896	

Answered by all

<b>Q40. Did a member of staff explain to you how to take the new medications?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, completely	86%	85%	-1.0
Yes, to some extent	10%	10%	.8
No	5%	5%	.2
Number of total specific responses	23,671	21,471	

Answered by patients who were prescribed or ordered new medications before they left the outpatient department

<b>Q41. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, completely	82%	82%	-.4
Yes, to some extent	13%	13%	.4
No	5%	5%	.1
Number of total specific responses	23,710	21,527	

Answered by patients who were prescribed or ordered new medications before they left the outpatient department

<b>Q42. Did a member of staff tell you about medication side effects to watch for?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, completely	42%	43%	.3
Yes, to some extent	19%	19%	-.6
No	39%	39%	.2
Number of total specific responses	20,862	19,357	

Answered by patients who were prescribed or ordered new medications before they left the outpatient department

<b>Q44. Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, completely	44%	41%	-2.4
Yes, to some extent	20%	21%	1.1
No	36%	37%	1.3
Number of total specific responses	46,744	49,276	

Answered by all

<b>Q47. How well organised was the outpatient department you visited?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Not at all organised	3%	3%	.2
Fairly organised	38%	39%	1.1
Very well organised	59%	58%	-1.2
Number of total specific responses	88,012	82,505	

Answered by all

<b>Q48. Overall, did you feel you were treated with respect and dignity while you were at the outpatient department?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Yes, all of the time	87%	87%	-.2
Yes, some of the time	12%	12%	.2
No	1%	1%	.0
Number of total specific responses	88,353	82,597	

Answered by all

<b>Q49. Overall, how would you rate the care you received at the outpatient department?</b>			
	Year outpatient survey carried out		% difference
	2003	2004/2005	between years
Excellent	37%	37%	.1
Very good	41%	41%	.1
Good	16%	16%	-.3
Fair	5%	5%	.0
Poor	1%	1%	.0
Very poor	0%	1%	.1
Number of total specific responses	88,395	82,568	

Answered by all

## Appendix tables of results

### Q50. Are you male or female?

	Year outpatient survey carried out 2003	2004/2005	% difference between years
Male	42%	41%	-.6
Female	58%	59%	.6
Number of total specific responses	88,561	84,270	

Answered by all – data taken from response but if missing taken from sample data

### Q51. How old are you?

	Year outpatient survey carried out 2003	2004/2005	% difference between years
16 to 35 years	11%	10%	-1.0
36 to 50 years	18%	17%	-.6
51 to 65 years	29%	29%	-.6
66 years or older	41%	43%	2.1
Number of total specific responses	89,050	84,278	

Answered by all – data taken from response but if missing taken from sample data

### Q52. How old were you when you left full time education?

	Year outpatient survey carried out 2003	2004/2005	% difference between years
16 years or less	66%	67%	.6
17 or 18 years	17%	17%	-.2
19 years or over	15%	15%	-.1
Still in full time education	2%	1%	-.3
Number of total specific responses	86,342	81,083	

Answered by all

### Q53. Overall, how would you rate your health during the past four weeks?

	Year outpatient survey carried out 2003	2004/2005	% difference between years
Excellent	17%	9%	-8.4
Very good	33%	20%	-12.9
Good	29%	28%	-.4
Fair	15%	31%	15.4
Poor	5%	10%	5.2
Very poor	1%	2%	1.2
Number of total specific responses	87,893	82,354	

Answered by all

### Q56. To which of these ethnic groups would you say you belong?

	Year outpatient survey carried out 2003	2004/2005	% difference between years
White	95%	94%	-.8
Asian or Asian British	2%	3%	.3
Black or Black British	2%	2%	.3
Chinese, Mixed, or other ethnic group	1%	1%	.2
Number of total specific responses	86,373	83,460	

Answered by all – data taken from response but if missing taken from sample data

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### Acknowledgements

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#### Further information

Full details of the survey methodology can be found at:  
[www.nhssurveys.org/docs/Outpatients\\_Guidance2005\\_V3.pdf](http://www.nhssurveys.org/docs/Outpatients_Guidance2005_V3.pdf)

More information on the NHS Patient Survey Programme is available on the NHS Surveys Advice Centre website:  
[www.nhssurveys.org](http://www.nhssurveys.org)

The questionnaire and scores given to each response can be found at: [www.healthcarecommission.org.uk/PatientSurvey/Outpatients2004](http://www.healthcarecommission.org.uk/PatientSurvey/Outpatients2004)

More information on the 2004/2005 NHS performance ratings is available on the Healthcare Commission website: [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

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