

**Inspecting Informing Improving**



Patient survey report 2004

- young patients



The survey of young patient 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 hospital 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 by carrying 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, paediatric 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. This report summarises the key findings of the 2004 young patient survey.

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 [www.healthcommission.org.uk](http://www.healthcommission.org.uk)

## Who took part in the survey?

The survey was carried out in 150 NHS acute and specialist trusts. Each trust identified a list of 850 eligible patients who had been discharged from the trust counting back from the last date of either November 2003 or January 2004. Four of the trusts identified a list of only 500 eligible patients as they had too few young patients. Patients were eligible to take part if they had been treated as inpatients or day cases in any part of the trust including adult wards, were aged 0 to 17 years and were not maternity or psychiatry patients. 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 125,827 young patients and 62,277 completed questionnaires were returned. This represents a 50% response rate once undelivered questionnaires and deceased patients had been accounted for. Response rates varied between trusts from 32% to 64%.

The questionnaire covers the standards for hospital care for children<sup>2</sup>, and these standards are referred to in the report. The questionnaire was largely composed of closed questions, but the final section invited respondents to comment in their own words on things that were particularly good about their care and things that could be improved. The quotes in boxes throughout this report are drawn from these comments and illustrate the survey findings.

Young patients of all ages, but particularly those aged 12 years and over, were encouraged to fill in the questionnaires themselves, or with the help of their parents. The survey results show that, of respondents:

- 56% were male
- 42% were aged 0 to five years, 27% six to 11 years, 18% 12 to 15 years and 13% 16 to 17 years
- 90% of young patients were white, 4% Asian or Asian British, 2% were Black or Black British, 3% mixed race, Chinese or from other ethnic groups
- 8% considered themselves to be, or were considered by their parent to be, disabled
- 74% had been admitted to hospital once in the last six months, 21% two or three times and 5% four times or more

The main person completing the questionnaire was the parent in 66% of cases, both the parent and young patient together in 17% of cases and the young patient alone in 16% of cases. Comparisons between the different age groups show that:

- for young patients aged 0 to five, the parent completed the questionnaire in 95% of cases
- for those aged six to 11 years, 76% of questionnaires were completed by a parent
- for young patients aged 12 to 15 years, 38% completed the questionnaire themselves, 38% completed it with their parent and 24% of parents completed it
- for those aged 16 to 17 years, two thirds filled in the questionnaire themselves, 23% completed it with help from a parent, and 10% were completed by parents

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 young patients who use an NHS trust. Completed questionnaires were returned for equal proportions of male and female patients. Response rates were lowest for 16 to 17 year old males at 40% than for other age and sex groups (50% to 53%).

Information on the patients' ethnic group was available for 72% of respondents. Of those, completed questionnaires were returned by:

- 53% of white respondents
- 45% of Chinese, mixed or any other ethnic group
- 41% of Black or Black British respondents
- 40% of Asian or Asian British respondents

## Admission to hospital

Overall, 58% of young patients were admitted to hospital as an emergency (after dialling 999, being referred by their GP or calling NHS direct) and 42% of admissions were planned in advance. Of those patients whose admission was an emergency, 62% went to the A&E department, and 38% went straight to the ward.

## Emergency admissions

For those that were seen in the A&E department, 49% of respondents thought the care they received was fairly organised, 44% very organised and 7% did not feel that the care in the emergency department was at all organised.

For patients who were admitted to the hospital via A&E:

5% did not have to wait before admission to a room or ward and bed

18% waited less than one hour

21% waited at least one hour but less than two hours before admission to a room or ward and bed

30% waited at least two hours but less than four hours

21% waited at least four hours but less than eight hours

4% waited eight hours or longer

“I think that I had to wait for too long before I was admitted to my ward. I think it would be better if people in the accident and emergency department didn't have to wait for so long”

## Planned admissions

For patients whose admission to hospital was planned, 29% were given a choice of admission date. Patients often comment that they find it distressing to have their admission dates changed, and this is particularly upsetting for young patients. The admission date was changed at least once by the hospital in 15% of cases. Two thirds of respondents thought they were admitted to hospital as soon as was necessary.

Three quarters of young patients were invited to visit the hospital and meet the staff before admission. Over half (58%) of those who visited said that this helped them when they were actually admitted.

“The opportunity to visit the ward prior to the operation was very helpful”

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“The opportunity to visit the ward prior to the operation was very helpful”

## The hospital and ward

The majority of young patients (66%) were inpatients, and 34% were day cases. Overall, 8% of respondents thought that young patients admitted via A&E and planned routes had to wait a long time to get to a bed on a ward.

## Environment and setting

Care should be delivered in a safe, suitable and child friendly environment. During admission to hospital, 85% of young patients stayed on a children's ward, 5% on an adult ward and 4% on an adolescent or teenage ward.

Comparing the age of the young patient with the type of ward they were on, the majority of 0 to 15 year olds were on a children's ward. For those aged 16 to 17 years, 43% were on a children's ward, 34% on an adult ward and 12% on an adolescent or teenage ward. Of those young patients who would have preferred to be on an adolescent ward, 58% were actually on a children's ward and 16% on an adult ward.

"I was placed in a ward with people from the elder generation. Although they were very interesting to talk to, I would find it better and more relaxing if I could share a ward with some one of my own age or in the same age bracket"

"I would have preferred to have stayed on an adolescents/teenagers ward as I found the crying of younger children/infants distressing and disturbing and I was also extremely bored as I am sure other young people in my age group would be"

The ward was thought to be a safe and secure place by 73% of respondents. Over a quarter of patients were bothered by noise at night from other patients and 10% by noise from hospital staff.

"I found it very difficult to sleep due to light and noise from within and outside our shared room"

Just over half the respondents rated the ward as very clean, while 38% rated it fairly clean and 5% thought the ward was not clean. Around 8% of respondents thought that the toilets and bathroom were not clean. Just under half thought the ward was nicely decorated.

"The room was bright and clean and a nice place for a child to be despite the circumstances"

"I think the children's ward is a lovely bright and colourful place which made his visit very positive and hardly scary at all like he expected"

The visiting hours for patients staying overnight were thought to be about right by 93% of respondents. The majority (78%) said that friends and relatives were welcome to visit.

## Play and recreation

Children visiting or staying in hospital have a basic need for play and recreation. This need should be met routinely in all hospital departments that provide a service to children<sup>1</sup>.

Sixty per cent of respondents thought there were definitely enough toys and entertainment facilities on the ward, and a further 30% thought this to some extent. These were thought to be very good or good by 74% and fair or poor by 26%. Only 10% of young patients felt bored most of the time during their hospital admission.

“The facilities for children, the toys and playroom were excellent”

“There are lots of young toys for younger children but there didn’t seem to be much for an older child to do”

“I thought that the entertainment in the adolescent bay was excellent. There was a wide range of videos and bedside TVs were very entertaining”

<sup>1</sup>It has been recommended that all children staying in hospital have daily access to a play specialist. Fifty-three per cent of children who stayed in hospital overnight had a chance to see a play leader.

“The play ladies were a big part of helping my son recover by keeping him entertained at a very difficult time”

## Education

Staff, facilities and equipment are required to meet the ongoing educational needs of children and young people staying in hospital. Half the young patients who stayed overnight in hospital would have liked help with their education, but were not offered it.

“Although it was a short stay we were still involved in the school education which made my son’s stay feel more normal”

## Hospital food

When talking to children and young people about what is important to them in hospital, food is a recurring theme and source of considerable criticism at all ages<sup>1</sup>. Of those respondents who ate food during their stay, just under half thought the hospital food was fair or poor, with only 38% reporting it as good and 14% as very good.

“Children’s food did not have healthy options. Often there was only white bread, minimal vegetables and fruit and too much kid’s junk food like nuggets and waffles”

“The food was cooked when needed by our child rather than fixed mealtimes, which was good”

## Doctors and nurses

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

## Confidence and trust

Three quarters of respondents said they always had confidence and trust in the doctor treating them, while 22% reported that they sometimes had confidence and trust, and 3% said they did not. Seventy-six per cent of respondents always had confidence and trust in the nurse treating them, 22% sometimes and 3% not at all.

## Respect

Patients often commented that doctors and nurses talked in front of them as if they were not there. A small proportion of respondents (5%) reported that doctors talked in front of them as if they were not there and 3% reported that nurses talked in front of them as if they were not there.

Twice as many young patients, compared to parents, reported that doctors often talked in front of them as if they were not there.

“Staff were organised and communicated well with each other and with us. The doctors and nurses were patient and caring. They took every opportunity to check that we had the information and facilities we needed. They approached us - we didn't have to chase after them”

## Emotional support

When the young patient had worries or fears 63% felt able to discuss these with a doctor and a nurse respectively, and 30% felt able to do this to some extent. Sixty per cent of young patients said that nurses gave them emotional support and comfort when they needed it, 30% said this to some extent, and 10% felt they did not get this support.

“The nurses were very patient and understanding about all my fears of being alone – they provided me with emotional support”

## **Patient care and treatment**

### **Information and involvement in decisions**

Children, young people and parents can only participate fully as partners in care if they have access to accurate information that is valid, relevant, up-to-date, timely, understandable and developmentally, ethically and culturally appropriate.

This is an area in which there is considerable room for improvement. Just under a third of parents said they were not involved as much as they wanted to be in decisions about the young patients' care and treatment. Forty-seven per cent of young patients said they were not involved in decisions as much as they wanted to be during their hospital stay. Of the young patients who completed the questionnaire themselves, a greater proportion said that they were definitely involved in decisions as much as they wanted to be, compared to the same response given by the parent or guardian completing the questionnaire.

The majority of respondents (73%) reported that doctors definitely gave parents information about their care and treatment in a way they could understand, and 23% reported having this information to some extent. The responses about information from nurses was similar.

“The medical care by the doctors was good. They were sensitive and explained things properly”

Lower proportions of young patients, than parents, received information about their care and treatment in a way they could understand. Fifty-seven percent of young patients reported that doctors definitely gave them such information, and a further 33% had this information from doctors to some extent. Sixty-four percent of young patients definitely had this information from nurses, and a further 29% had this information to some extent.

More than two fifths of patients said that all or most of the doctors who treated them knew enough about their condition and the proportion was similar for nurses.

### **Involving family and friends**

A parent's presence is recognised as a positive factor in aiding the child's recovery and their practical contribution to care at the bedside is often essential. A large percentage of respondents (91%) thought that the parent or guardian was involved in the young patients' care the right amount but 8% thought they were involved too much.

### **Privacy**

Every effort should be made to respect a child's need for privacy. Most respondents reported that they were given enough privacy when discussing their treatment and being examined. However, 7% of patients reported that they were not given enough privacy when discussing their condition, and 4% were not given enough privacy when being examined.

“Doctors and nurses respected his privacy even though he is so young”

“The beds are too close together, we have sat several times within one to two feet of dying children who eventually may be moved into a private room but we could hear everything the family or medical staff were saying. The curtains may be pulled around the bed but this doesn't make it soundproof or entirely private”

## Staffing levels

In order for patients to receive individual attention and care it is essential to have an adequate number of nurses to care for them. While 64% reported that there were always or nearly always enough nurses, 29% reported that there were enough only sometimes and 7% that there were rarely or never enough nurses.

“Nursing staff were able to make time to spend with patients even though they were very busy and sometimes short staffed”

A quarter of young patients received help immediately when pressing the call button. Forty-one per cent were attended to within one to two minutes and 21% of patients within three to five minutes. Ten per cent had to wait more than five minutes and 3% said that they did not receive help when they used the call button.

Just under two thirds (65%) of young patients who required help from hospital staff to use the bathroom or toilet said that they got help in time but 12% reported that they did not. Just over half the patients received help with eating meals at the time it was needed. Twenty-eight per cent reported that this only happened sometimes and 19% did not get the help they needed.

## Pain

Pain is unpleasant, delays recovery, and adds to the trauma of illness, injury and clinical procedures. Of the 61% of young patients who suffered pain during their hospital stay, 23% reported that they were in pain all or most of the time, 52% some of the time and 25% occasionally. The majority (69%) said that the hospital staff did everything they could to help control it.

## Operations and procedures

Just under half the young patients (46%) had an operation or procedure carried out during their hospital stay.

Of those patients who had an operation, 84% reported that the surgeon explained completely to the parent what would be done during the operation, and a further 12% had an explanation to some extent. Sixty-eight per cent reported that the surgeon explained completely to the young patient what would be done during the operation, and 22% had this explanation to some extent.

“ The consultant was excellent in explaining about the operation beforehand. We felt as though we could put our trust in him during our son’s operation”

“The attention and care taken to discuss the operation was superb”

The risks and benefits of the operation were explained completely by the surgeon in a way that could be understood in 77% of cases, and a further 15% received an explanation of risks and benefits to some extent. Before the operation the surgeon or doctors answered questions about the surgery in a way that was completely understood by 79%.

A doctor or nurse discussed worries or fears about the surgery or operation with the young patient in 62% of cases, with 25% of young patients having some discussion of worries and fears. Just over half said that a doctor or nurse explained accurately how the young patient would feel after surgery, and 31% had some explanation about this.

“We would have liked more explained to us on how our son would be after the operation. He was in a lot of pain and no one made us aware of the fact that he would be before the operation. Because of this we felt unprepared for how awful he felt”

After the operation the surgeon or doctor explained how the operation had gone in a way that was understood for 69% of respondents, with 11% having some explanation, and 11% reporting that the outcome of the operation was not explained.

“We were spoken to immediately after the operation by the surgeon - excellent practice”

“ We saw no doctor after the operation. I had to ask a nurse how it went- nobody bothered to come and explain anything to us”

## Leaving hospital

The majority of respondents (85%) thought that the young patient was discharged from hospital at the right time. For those patients requiring services following discharge, a large percentage (77%) had these arranged for them by hospital staff.

## Discharge delays

Delays in discharge from hospital can be an upsetting and frustrating experience for patients. Just under one-third of young patients reported that their discharge was delayed.

- 20% were delayed for up to one hour
- 31% delayed longer than one hour but no longer than two hours

- 33% delayed longer than two hours but no longer than four hours
- 16% longer than four hours

The main reason reported for delay in discharge from hospital was waiting for medication (49%). Others were delayed because they had to wait to see a doctor (35%) or wait for an ambulance (1%).

“Waiting for hours for the medicines is unreasonable”

## Information about medication

Patients discharged with medication were asked about the information they received about the medication’s purpose, and possible side effects. The majority received a complete explanation of the purpose of the medication. Only 51% of patients were given a full explanation of possible side effects, with 18% having some explanation and 31% no explanation about side effects. Almost all were given enough information about how to use the medication.

## Other information at discharge

A large percentage of patients (91%) were told who to contact if there were concerns about their condition following discharge from hospital.

Most young patients were given some information about danger signals to watch for when at home and when they could carry on with normal activities such as playing sport. However, 14% did not receive any information about danger signals and 16% did not receive information about resuming normal activities.

“We would have liked a warning on what may go wrong or complications after discharge”

## Overall

Ninety-three per cent of young patients rated the care they received in hospital as good, very good or excellent, and 92% of young patients thought that the doctors and nurses worked well together.

Three quarters of young patients (77%) said that they were always treated with respect and dignity while in hospital, and 20% said this happened to some extent.

“I was pleased that I was treated like a young adult not a child”

## Parents and carers

Facilities should cater for parents and siblings, with suitable provision for staying over night. These must include access to meals and relaxation, and must respect parents’ privacy<sup>1</sup>.



For the parent(s) who accompanied the child or young patient to hospital only 59% were able to buy cooked meals for themselves on the hospital premises as often as they wanted. Tea and coffee was available for 75%, but 15% were not offered these facilities and would have liked them.

“I did not feel I could leave my child for any length of time so a mobile sandwich/drinks trolley would be very useful”

Over a quarter of parents were bothered by noise from other patients during the hospital stay and 14% were bothered by noise from other hospital staff.

Sixty-two per cent of parents reported that they would have liked to stay in hospital over night with their child, and most (95%) were given the chance to do so at all times.

The majority of parents (70%) who stayed in hospital over night with the young patient rated the facilities as good to excellent. A large proportion of these (87%) were offered a bed near the young patient.

## Conclusions

This is the first survey of the hospital care received by children and young people. It describes the experience of over 62,000 people aged under 18 who were inpatients or day patients in acute and specialist hospitals in England. The questionnaire was completed by the young patient, by patients with their parent or guardian, or by the parent or guardian on their own.

In over 90% of cases respondents rated the care they received as excellent, very good or good. In particular, communication with staff was rated highly, with parents and children reporting high levels of confidence and trust in staff, and feeling that they were able to discuss their worries and concerns. Respondents reported that, compared with children, parents were more involved in decisions about care, and provided with more information.

Information provided on discharge from hospital about what to expect, danger signals and medication was rated highly, although many children experienced delays at discharge. There is still scope to improve the explanations given about procedures and the risks, benefits and expected outcomes of treatments. Respondents also reported that around a third of parents wanted to be more involved in decisions about care, and nearly half of young patients wanted to be more involved.

The survey found that wards were generally felt to be safe and secure which is obviously a high priority for children and parents, and that facilities for parents are good. However, there is considerable variation between trusts in the quality of facilities for parents. Facilities for adolescents and older children require improvement: of the young patients that would have preferred to have been on an adolescent ward, 58% were actually on a children's ward and 16% on an adult ward.

## **Tables of results**

National average results are presented for each question, along with tables comparing respondents and non-respondents, and selected cross-tabulations.

The results reported are results for the average NHS trust. 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.

However, the information about the demographics (for example age, sex and ethnic group) has not been adjusted in this way, as it is more appropriate to report the actual percentages of these variables, rather than adjusting them for variations among trusts.

## Admission to Hospital

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

	National average %	Number
Emergency/dialled 999/immediately referred	58	
Waiting list or planned in advance	42	
Total specific responses		55466
Missing responses		1214
Something else		5548

Answered by all

## Emergency or immediately referred

**Q2 When you arrived at hospital where did you go first?**

	National average %	Number
Straight to the ward	38	
Accident and Emergency Department.	62	
Total specific responses		36924
Missing responses		484

Answered by patients who were admitted as an emergency patient or who were immediately referred

**Q3 Following arrival at the hospital, how long did you wait before you were admitted to a bed on a ward?**

	National average %	Number
Less than 1 hour	18	
At least 1 hour but less than 2 hours	21	
At least 2 hours but less than 4 hours	30	
At least 4 hours but less than 8 hours	21	
8 hours or longer	4	
We did not have to wait.	5	
Total specific responses		22076
Missing responses		526
Can't remember		559

Answered by patients who were admitted as an emergency patient or who were immediately referred

**Q4 How organised was the care you received in A&E or medical Admissions Unit?**

	National average %	Number
Not at all organised	7	
Fairly organised	49	
Very organised.	44	
Total specific responses		22935
Missing responses		235

Answered by patients who were admitted as an emergency patient or who were immediately referred

**Waiting list or planned admission****Q5 How do you feel about the length of time you were on the waiting list before admission to hospital?**

	National average %	Number
Admitted as soon as thought was necessary	69	
Should have been admitted a bit sooner	22	
Should have been admitted a lot sooner.	9	
Total specific responses		21900
Missing responses		2073

Answered by patients who were on the waiting list or who had their admission planned in advance

**Q6 Were you given a choice of admission date?**

	National average %	Number
Yes	29	
No	71	
Total specific responses		20686
Missing responses		1868
Don't know/can't remember		1420

Answered by patients who were on the waiting list or who had their admission planned in advance

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

	National average %	Number
No	82	
Yes, once	15	
Yes, 2 or 3 times	3	
Yes, 4 times or more.	0	
Total specific responses		22091
Missing responses		1881

Answered by patients who were on the waiting list or who had their admission planned in advance

**Q8 Before you were admitted, were you invited to visit the hospital and meet the staff?**

	National average %	Number
Yes and we did visit	60	
Yes but we did not visit	15	
No, and we would have liked to visit	25	
Total specific responses		13405
Missing responses		2173
No, but we did not want to visit .		8395

Answered by patients who were on the waiting list or who had their admission planned in advance

**Q9 Did visiting the hospital and meeting the staff help you when you were actually admitted?**

	National average %	Number
Yes, definitely	58	
Yes, to some extent	35	
No.	8	
Total specific responses		8125
Missing responses		113

Answered by patients who were on the waiting list or who had their admission planned in advance

**All types of admission****Q10 Did you feel that you had to wait a long time to get a bed on a ward?**

	National average %	Number
Yes, definitely	8	
Yes, to some extent	16	
No.	76	
Total specific responses		60467
Missing responses		1761

Answered by all

## The hospital and ward

**Q11 For most of your stay in hospital, what type of ward were you on?**

	National average %	Number
A children's ward	85	
An adult ward	5	
An adolescent or teenager ward	4	
Other.	6	
Total specific responses		61313
Missing responses		915

Answered by all

**Q12 What type of ward would you prefer to stay on?**

	National average %	Number
A children's ward	80	
An adult ward	3	
An adolescent or teenager ward	15	
Other.	2	
Total specific responses		60158
Missing responses		2070

Answered by all

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

	National average %	Number
Very clean	56	
Fairly clean	38	
Not very clean	4	
Not at all clean.	1	
Total specific responses		61732
Missing responses		496

Answered by all

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

	National average %	Number
Very clean	51	
Fairly clean	41	
Not very clean	6	
Not at all clean	2	
Total specific responses		54621
Missing responses		622
She, he did not use a toilet or bathroom.		6985

Answered by all

**Q15 In your opinion did the ward look nicely decorated?**

	National average %	Number
Yes, definitely	49	
Yes, to some extent	43	
No.	7	
Total specific responses		61550
Missing responses		678

Answered by all

**Q16 Were there enough toys and or entertainment facilities on the ward?**

	National average %	Number
Yes, definitely	60	
Yes, to some extent	30	
No	10	
Total specific responses		51755
Missing responses		1174
I was not able to use these facilities		3160
I did not want/need to use these facilities		6139

Answered by all



**Q17 How would you rate the toys and or entertainment facilities on the ward?**

	National average %	Number
Very good	35	
Good	39	
Fair	19	
Poor	7	
Total specific responses		51622
Missing responses		1366
I was not able to use these facilities		3216
I did not want/need to use these facilities		6024

Answered by all

**Q18 Were you ever bored during your stay in hospital?**

	National average %	Number
Yes, most or all of the time	10	
Some of the time	45	
Hardly ever or not at all.	45	
Total specific responses		58683
Missing responses		3545

Answered by all

**Q19 How would you rate the hospital food you were given?**

	National average %	Number
Very good	14	
Good	38	
Fair	32	
Poor	16	
Total specific responses		43579
Missing responses		1428
I did not have any hospital food		17221

Answered by all

**Q20 Did you feel that the hospital ward was a safe and secure place?**

	National average %	Number
Yes, definitely	73	
Yes, to some extent	25	
No.	2	
Total specific responses		61506
Missing responses		722

Answered by all

**Q21 Were you ever bothered by noise from other patients?**

	National average %	Number
Yes	29	
No.	71	
Total specific responses		61164
Missing responses		1064

Answered by all

**Q22 Were you ever bothered by noise from hospital staff?**

	National average %	Number
Yes	10	
No.	90	
Total specific responses		61170
Missing responses		1058

Answered by all

**Q23 Did you stay overnight in hospital?**

	National average %	Number
Yes	66	
No.	34	
Total specific responses		61294
Missing responses		934

Answered by all

**Q24 Did you have a chance to see a play leader during your hospital stay?**

	National average %	Number
Yes	53	
No	47	
Total specific responses		25234
Missing responses		1847
I did not need/want to see a play leader		7199
I did not know that there was a play leader		6348

Answered by patients who stayed in hospital overnight

**Q25 Were you given help with your education while in hospital?**

	National average %	Number
Yes	50	
No, but it was needed	50	
Total specific responses		8549
Missing responses		1024
I did not need help with education		31059

Answered by patients who stayed in hospital overnight

**Q26 Did you think the visiting hours were....?**

	National average %	Number
Not strict enough	2	
About right	93	
Too strict	5	
Total specific responses		31135
Missing responses		620
I did not know the visiting hours		8882

Answered by patients who stayed in hospital overnight

**Q27 Did you feel friends or other relatives were welcome to visit you?**

	National average %	Number
Yes, definitely	78	
Yes, to some extent	20	
No.	2	
Total specific responses		39380
Missing responses		1293

Answered by patients who stayed in hospital overnight

## Doctors

**Q28 Did doctors give your parent or guardian information about your care and treatment in a way that they could understand?**

	National average %	Number
Yes, definitely	73	
Yes, to some extent	23	
No.	4	
Total specific responses		61688
Missing responses		540

Answered by all

**Q29 Did doctors give you the patient information about your care and treatment in a way that you could understand?**

	National average %	Number
Yes, definitely	57	
Yes, to some extent	33	
No	10	
Total specific responses		42740
Missing responses		808
It was not necessary		18680

Answered by all

**Q30 If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?**

	National average %	Number
Yes, completely	63	
Yes, to some extent	30	
No	6	
Total specific responses		53030
Missing responses		499
I did not have worries or fears		8699

Answered by all

**Q31 Did you have confidence and trust in the doctors treating you?**

	National average %	Number
Yes, always	75	
Yes, sometimes	22	
No.	3	
Total specific responses		61695
Missing responses		533

Answered by all

**Q32 Did doctors talk in front of you as if you were not there?**

	National average %	Number
Yes, often	5	
Yes, sometimes	18	
No.	77	
Total specific responses		61523
Missing responses		705

Answered by all

**Q33 In your opinion, did the doctor(s) who treated you know enough about your condition or treatment?**

	National average %	Number
All the doctors knew enough	60	
Most of the doctors knew enough	26	
Only some of the doctors knew enough	11	
None of the doctors knew enough	3	
Total specific responses		57219
Missing responses		650
Can't say		4359

Answered by all

**Nurses****Q34 Did nurses give your parent or guardian information about your care and treatment in a way that they could understand?**

	National average %	Number
Yes, definitely	76	
Yes, to some extent	21	
No.	4	
Total specific responses		61714
Missing responses		514

Answered by all

**Q35 Did nurses give you the patient information about your care and treatment in a way that you could understand?**

	National average %	Number
Yes, definitely	64	
Yes, to some extent	29	
No	7	
Total specific responses		42192
Missing responses		863
It was not necessary		19173

Answered by all

**Q36 If you had any worries or fears about your condition or treatment, did a nurse discuss them with you?**

	National average %	Number
Yes, completely	63	
Yes, to some extent	30	
No	8	
Total specific responses		51450
Missing responses		668
I did not have worries or fears		10110

Answered by all

**Q37 Did you have confidence and trust in the nurses treating you?**

	National average %	Number
Yes, always	76	
Yes, sometimes	22	
No.	3	
Total specific responses		61619
Missing responses		609

Answered by all

**Q38 While you were in hospital, did nurses give you emotional support and comfort when you needed it?**

	National average %	Number
Yes, definitely	60	
Yes, to some extent	30	
No	10	
Total specific responses		41179
Missing responses		787
It was not necessary		20262

Answered by all

**Q39 Did nurses talk in front of you as if you were not there?**

	National average %	Number
Yes, often	3	
Yes, sometimes	12	
No.	85	
Total specific responses		61487
Missing responses		741

Answered by all

**Q40 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	64	
There were sometimes enough nurses	29	
There were rarely or never enough nurses.	7	
Total specific responses		61229
Missing responses		999

Answered by all

**Q41 In your opinion, did the nurses who treated you know enough about your condition or treatment?**

	National average %	Number
All of the nurses knew enough	51	
Most of the nurses knew enough	34	
Only some of the nurses knew enough	12	
None of the nurses knew enough	3	
Total specific responses		56384
Missing responses		785
Can't say		5059

Answered by all

## Care and treatment

**Q42 Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you during your hospital stay?**

	National average %	Number
Yes, often	8	
Yes, sometimes	25	
No.	68	
Total specific responses		61517
Missing responses		711

Answered by all

**Q43 Was your parent or guardian involved as much as they wanted to be in decisions about your care and treatment?**

	National average %	Number
Yes, definitely	69	
Yes, to some extent	25	
No.	6	
Total specific responses		61436
Missing responses		792

Answered by all

**Q44 Were you the patient 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	35	
No	12	
Total specific responses		36258
Missing responses		1311
I was not able to be involved		24659

Answered by all

**Q45 How much did your parent or guardian participate in your care, such as feeding or bathing?**

	National average %	Number
Not enough	1	
The right amount	91	
Too much	8	
Total specific responses		37798
Missing responses		1184
It was not necessary		23246

Answered by all



**Q46 Were you given enough privacy when discussing your condition or treatment?**

	National average %	Number
Yes, always	70	
Yes, sometimes	23	
No.	7	
Total specific responses		60486
Missing responses		1742

Answered by all

**Q47 Were you given enough privacy when you were being examined or treated?**

	National average %	Number
Yes, always	80	
Yes, sometimes	16	
No.	4	
Total specific responses		60990
Missing responses		1238

Answered by all

**Q48 When you needed help from staff in using the bathroom or toilet, did you get it in time?**

	National average %	Number
Yes, always	65	
Yes, sometimes	24	
No	12	
Total specific responses		15254
Missing responses		1488
I did not need help from the staff		45486

Answered by all

**Q49 When you needed help from staff in eating meals, did you get it at the time it was needed?**

	National average %	Number
Yes, always	53	
Yes, sometimes	28	
No	19	
Total specific responses		11016
Missing responses		1674
I did not need help from the staff		49538

Answered by all

**Q50 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	25	
1-2 minutes	41	
3-5 minutes	21	
More than 5 minutes	10	
Never got help when using the call button	3	
Total specific responses		16310
Missing responses		1525
I/we never used the call button		44393

Answered by all

**Pain**

**Q51 Were you ever in pain?**

	National average %	Number
Yes	61	
No.	39	
Total specific responses		60814
Missing responses		1414

Answered by all

**Q52 During your stay in hospital, how much of the time were you in pain?**

	National average %	Number
All or most of the time	23	
Some of the time	52	
Occasionally.	25	
Total specific responses		36659
Missing responses		347

Answered by patients who experienced pain during their hospital stay

**Q53 Do you think the hospital staff did everything they could to help control your pain?**

	National average %	Number
Yes, definitely	69	
Yes, to some extent	25	
No.	6	
Total specific responses		36672
Missing responses		369

Answered by patients who experienced pain during their hospital stay

## Operations and procedures

**Q54 During your stay in hospital did you have an operation?**

	National average %	Number
Yes	46	
No.	54	
Total specific responses		61281
Missing responses		947

Answered by all

**Q55 Before the operation, did the surgeon explain to your parent or guardian what would be done during the operation?**

	National average %	Number
Yes, completely	84	
Yes, to some extent	12	
No	2	
It was explained by someone else	2	
Total specific responses		28602
Missing responses		248
Parent or guardian did not want an explanation.		74

Answered by patients who had an operation during their stay in hospital

**Q56 Before the operation, did the surgeon explain to you the patient what would be done during the operation?**

	National average %	Number
Yes, completely	68	
Yes, to some extent	22	
No	6	
It was explained by someone else	4	
Total specific responses		23919
Missing responses		377
I was not able to understand		4626

Answered by patients who had an operation during their stay in hospital

**Q57 Before the operation, did the surgeon explain the risks and benefits of the surgery to you in away that you could understand?**

	National average %	Number
Yes, completely	77	
Yes, to some extent	16	
No	5	
It was explained by someone else	3	
Total specific responses		28464
Missing responses		288
My parent/guardian did not want an explanation		175

Answered by patients who had an operation during their stay in hospital

**Q58 Before the operation did the surgeon or any of the other doctors answer your questions about the surgery in a way that you could understand?**

	National average %	Number
Yes, completely	79	
Yes, to some extent	17	
No	2	
It was explained by someone else	1	
Total specific responses		25982
Missing responses		255
I did not have any questions		2687

Answered by patients who had an operation during their stay in hospital

**Q59 Before the operation, did a doctor or nurse discuss your worries or fears about the surgery or operation with you the patient?**

	National average %	Number
Yes, completely	62	
Yes, to some extent	25	
No	11	
It was explained by someone else	2	
Total specific responses		19163
Missing responses		405
I did not have any worries or fears		3086
It was not necessary		6272

Answered by patients who had an operation during their stay in hospital

**Q60 Before the operation, did a doctor or nurse explain accurately how you would feel after surgery?**

	National average %	Number
Yes, completely	56	
Yes, to some extent	31	
No.	13	
Total specific responses		28642
Missing responses		282

Answered by patients who had an operation during their stay in hospital

**Q61 After the operation, did the surgeon or any of the other doctors explain how the operation had gone in a way you could understand?**

	National average %	Number
Yes, completely	69	
Yes, to some extent	20	
No.	11	
Total specific responses		28630
Missing responses		290

Answered by patients who had an operation during their stay in hospital

## Leaving hospital

**Q62 Do you feel you were discharged too early, at the right time, or too late?**

	National average %	Number
Too early	10	
At the right time	85	
Too late.	5	
Total specific responses		61124
Missing responses		1104

Answered by all

**Q63 On the day you left hospital, was your discharge delayed for any reason?**

	National average %	Number
Yes	31	
No.	69	
Total specific responses		61179
Missing responses		1049

Answered by all

**Q64 What was the main reason for the delay?**

	National average %	Number
Had to wait for medicines	49	
Had to wait to see the doctor	35	
Had to wait for an ambulance	1	
Something else.	15	
Total specific responses		18263
Missing responses		992

Answered by patients who had their discharge from hospital delayed

**Q65 How long was the delay?**

	National average %	Number
Up to 1 hour	20	
Longer than 1 hour but no longer than 2 hours	31	
Longer than 2 hours but no longer than 4 hours	33	
Longer than 4 hours.	16	
Total specific responses		18943
Missing responses		317

Answered by patients who had their discharge from hospital delayed

**Q66 Did a member of staff explain the purpose of the medicines you were given to take at home in a way you could understand?**

	National average %	Number
Yes, completely	85	
Yes, to some extent	13	
No	2	
Total specific responses		41358
Missing responses		1169
I/we did not need an explanation		1741
I was not given any medicines		17960

Answered by all

**Q67 Did a member of staff tell you about medication side effects to watch for when you went home?**

	National average %	Number
Yes, completely	51	
Yes, to some extent	18	
No	31	
Total specific responses		35173
Missing responses		457
I did not need/want an explanation		7644

Answered by patients who were given medicine to take home

**Q68 Were you given enough information about how to use the medicine(s) eg when to take it, how long you should take it for or whether it should be taken with food?**

	National average %	Number
Yes, enough information	90	
Some, but not enough	9	
No information at all, and I wanted some	2	
Total specific responses		39350
Missing responses		327
I did not need/want any information		3619

Answered by patients who were given medicine to take home

**Q69 Did a member of staff tell you about what danger signals you should watch for after you went home?**

	National average %	Number
Yes, completely	64	
Yes, to some extent	22	
No	14	
Total specific responses		49798
Missing responses		939
It was not necessary		9563
Don't know/can't remember		1928

Answered by all

**Q70 Did someone tell you when you could carry on your usual activities, such as playing sport or returning to school/work?**

	National average %	Number
Yes, completely	63	
Yes, to some extent	21	
No	16	
Total specific responses		42162
Missing responses		1241
It was not necessary		18825

Answered by all

**Q71 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	91	
No	9	
Total specific responses		56873
Missing responses		952
Don't know/can't remember		4403

Answered by all

**Q72 Did hospital staff arrange the services you would need after leaving hospital?**

	National average %	Number
Yes	77	
No but these services were needed	23	
Total specific responses		14663
Missing responses		1158
It was not necessary		46407

Answered by all



## Overall

**Q73 Did you feel that you were treated with respect and dignity while you were in the hospital?**

	National average %	Number
Yes, always	77	
Yes, sometimes	20	
No.	3	
Total specific responses		61511
Missing responses		717

Answered by all

**Q74 How would you rate how well the doctors and nurses worked together?**

	National average %	Number
Excellent	35	
Very good	40	
Good	17	
Fair	6	
Poor.	2	
Total specific responses		61415
Missing responses		813

Answered by all

**Q75 Overall, how would you rate the care you received?**

	National average %	Number
Excellent	41	
Very good	38	
Good	14	
Fair	5	
Poor.	2	
Total specific responses		61418
Missing responses		810

Answered by all

## About you (The patient)

### Q76 Are you male or female?

	National average	Total
Male	55%	
Female.	45%	
Base (n)		61702
Missing responses (n)		575

Answered by all.

### Q77 What is your (child's) year of birth?

	National average	Total
Year of birth	1996	
Base (n)		61572
Missing responses (n)		705

Answered by all.

### Q78 Do you consider yourself to be disabled?

	National average	Total
Yes	8%	
No.	92%	
Base (n)		61258
Missing responses (n)		1019

Answered by all.

### Q79 How many times have you been admitted to hospital in the past six months?

	National average	Total
Once	74%	
Two or three times	21%	
Four times or more.	5%	
Base (n)		59555
Missing responses (n)		2722

Answered by all.

**Q80 Up to this point in the questionnaire, who was the main person or people that filled it in?**

	National average	Total
Young person who was a patient in hospital	16%	
Parent or guardian of the patient	66%	
Both patient and parent,guardian together	17%	
Someone else.	1%	
Base (n)		61420
Missing responses (n)		857

Answered by all.

**Q81 To which of these ethnic groups would you say you belong?**

	National average	Total
White	89%	
Mixed	3%	
Asian or Asian British	5%	
Black or Black British	3%	
Chinese or other ethnic group	1%	
Base (n)		60480
Missing responses (n)		1797

Answered by all.

## Parents and carers

**Q82 Were you able to buy cooked meals for your self on the hospital premises?**

	National average %	Number
Yes, as often as I wanted	59	
Yes, but not as often as I wanted	18	
No	23	
Total specific responses		56324
Missing responses		5904

Answered by all

**Q83 Did you have access to tea and coffee making facilities while you were on the ward?**

	National average %	Number
Yes	75	
No, but I would have liked them	15	
No, but I did not mind.	10	
Total specific responses		59716
Missing responses		2512

Answered by all

**Q84 Did you ever want to stay overnight with your child?**

	National average %	Number
Yes	63	
No.	37	
Total specific responses		56886
Missing responses		5342

Answered by all

**Q85 Were you ever given the chance to stay overnight when you wanted to?**

	National average %	Number
Yes, always	95	
Yes, sometimes	2	
No.	3	
Total specific responses		35714
Missing responses		351

Answered by parents who wanted to stay overnight with their children

**Q86 How would you rate the facilities for parents or guardians staying overnight?**

	National average %	Number
Excellent	17	
Very good	26	
Good	27	
Fair	20	
Poor.	11	
Total specific responses		34442
Missing responses		445

Answered by parents who did stay overnight

**Q87 Were you offered a bed near your child?**

	National average %	Number
Yes	87	
No, but I would have liked it	8	
No, but I did not mind.	4	
Total specific responses		34378
Missing responses		605

Answered by parents who did stay overnight

**Q88 Were you ever bothered by noise from other patients?**

	National average %	Number
Yes	29	
No.	71	
Total specific responses		57884
Missing responses		4344

Answered by all

**Q89 Were you ever bothered by noise from hospital staff?**

	National average %	Number
Yes	14	
No	86	
Total specific responses		57741
Missing responses		4487

Answered by all

## Response rates for demographic variables

### Adjusted response rates by age group

		Adjusted response rate	Total specific responses
<b>Age</b>	0-5 years	51%	51323
	6-11 years	53%	32267
	12-15 years	51%	21822
	16-17 years	44%	18405
	Missing	80%	10
<b>Total</b>		<b>50%</b>	<b>123827</b>

### Adjusted response rates by ethnic group

		Adjusted response rate	Total specific responses
<b>Ethnic category</b>	White	53%	73258
	Asian or Asian British	40%	5645
	Black or Black British	41%	2937
	Chinese, mixed or any other ethnic group	45%	6816
	Missing	49%	35171
<b>Total</b>		<b>50%</b>	<b>123827</b>

### Adjusted response rates by sex

		Adjusted response rate	Total specific responses
<b>Sex</b>	Male	50%	69077
	Female	50%	54638
	Missing	46%	112
<b>Total</b>		<b>50%</b>	<b>123827</b>

### Adjusted response rates by sex and age group

Sex	Age	Adjusted response rate	Total specific responses
Male	0-5 years	51%	29761
	6-11 years	53%	18521
	12-15 years	51%	11897
	16 and over	40%	8895
Female	0-5 years	50%	21514
	6-11 years	52%	13721
	12-15 years	53%	9909
	16 and over	47%	9492

## Crosstabulations

### Crosstabulation of actual and preferred ward types

		A children's ward	An adult ward	An adolescent or teenager ward	Other	Total specific responses	Missing responses
		National average	National average	National average	National average	Total	Total
What type of ward would you prefer to stay on	A children's ward	96%	1%	0.3%	3%	47754	231
	An adult ward	18%	72%	5%	5%	1723	18
	An adolescent or teenager ward	58%	16%	19%	6%	9183	116
	Other	20%	4%	2%	74%	1164	14
	Missing responses	59%	8%	4%	30%	1537	537
	National mean	50%	20%	6%	24%	61361	916

Answered by all

### Crosstabulation of age of patient and person completing the questionnaire

Q80. Up to this point in the questionnaire, who was the main person or people that filled it in?

	The young person who was a patient in the hospital	The parent or guardian of the patient	Both patient and parent/guardian together	Someone else	Total specific responses	Missing responses
0-5	1%	95%	4%	1%	25588	163
6-11	2%	76%	22%	0%	16725	147
12-15	38%	24%	38%	0%	10914	116
16-17	67%	9%	23%	1%	7839	82
Age unknown	13%	67%	19%	2%	356	349
National mean	24%	54%	21%	1%	61422	857

Answered by all

## Crosstabulation of selected questions with age

**Q11 For most of your stay in hospital, what type of ward were you on?**

	A children's ward	An adult ward	An adolescent or teenager ward	Other	Total specific responses	Missing responses
0-5	95%	0.4%	0.2%	4%	25440	311
6-11	93%	1%	1%	6%	16668	204
12-15	83%	2%	10%	6%	10842	188
16-17	43%	34%	12%	10%	7741	178
Age unknown	84%	6%	3%	7%	670	35
National mean	80%	9%	5%	7%	61361	916

Answered by all

**Q12 What type of ward would you prefer to stay on?**

	A children's ward	An adult ward	An adolescent or teenager ward	Other	Total specific responses	Missing responses
0-5	98%	0.2%	0.1%	2%	24989	762
6-11	98%	0.1%	1%	1%	16328	544
12-15	55%	1%	42%	2%	10660	370
16-17	15%	19%	62%	4%	7574	345
Age unknown	83%	5%	11%	1%	652	53
National mean	70%	5%	23%	2%	60203	2074

Answered by all

**Q28 Did doctors give you (the patient) information about your care and treatment in a way that you could understand?**

	Yes, definitely	Yes, to some extent	No	Total specific responses	Missing responses
0-5	70%	25%	4%	25548	203
6-11	78%	20%	3%	16753	119
12-15	78%	19%	3%	10921	109
16-17	69%	24%	7%	7844	75
Age unknown	66%	27%	6%	670	35
National mean	72%	23%	4%	61736	541

Answered by all



**Q32 Did doctors talk in front of you as if you were not there?**

	Yes, often	Yes, sometimes	No	Total specific responses	Missing responses
0-5	5%	18%	77%	25461	290
6-11	4%	13%	83%	16710	162
12-15	5%	20%	74%	10907	123
16-17	8%	24%	68%	7849	70
Age unknown	7%	19%	74%	645	60
National mean	6%	19%	75%	61572	705

Answered by all

**Q34 Did nurses give your parent or guardian information about your care and treatment in a way that you could understand?**

	Yes, definitely	Yes, to some extent	No	Total specific responses	Missing responses
0-5	75%	22%	4%	25565	186
6-11	80%	17%	3%	16772	100
12-15	79%	19%	3%	10933	97
16-17	67%	25%	8%	7835	84
Age unknown	66%	27%	8%	658	47
National mean	73%	22%	5%	61763	514

Answered by all

**Q39 Did nurses talk in front of you as if you were not there?**

	Yes, often	Yes, sometimes	No	Total specific responses	Missing responses
0-5	3%	12%	85%	25441	310
6-11	3%	9%	88%	16702	170
12-15	3%	13%	84%	10908	122
16-17	4%	15%	81%	7843	76
Age unknown	6%	15%	79%	642	63
National mean	4%	13%	83%	61536	741

Answered by all

**Q43 Was your parent or guardian involved as much as they wanted to be in decisions about your care and treatment?**

	Yes, definitely	Yes, to some extent	No	Total specific responses	Missing responses
0-5	66%	28%	6%	25462	289
6-11	71%	24%	5%	16682	190
12-15	75%	21%	4%	10900	130
16-17	66%	25%	9%	7799	120
Age unknown	63%	27%	10%	641	64
National mean	68%	25%	7%	61484	793

Answered by all

**Q44 Were you the patient involved as much as you wanted to be in decisions about your care and treatment?**

	Yes, definitely	Yes, to some extent	No	Total specific responses	Missing responses	Not able to be involved
0-5	39%	37%	24%	4843	707	20201
6-11	49%	38%	12%	13429	284	3159
12-15	59%	33%	8%	10187	145	698
16-17	58%	32%	9%	7424	89	407
Age unknown	53%	27%	20%	415	88	202
National mean	52%	33%	15%	36298	1313	24667

**Crosstabulations of selected questions with person completing the questionnaire**

**Q11 For most of your stay in hospital, what type of ward were you on?**

		A children's ward	An adult ward	An adolescent or teenager ward	Other	Total specific responses	Missing responses
Up to this point in the questionnaire, who was the main person or people that filled it in?	Young person who was a patient in hospital	58%	22%	12%	8%	9732	187
	Parent or guardian of the patient	93%	1%	1%	5%	40107	495
	Both patient and parent / guardian together	82%	6%	6%	6%	10426	175
	Someone else	81%	9%	5%	5%	291	9
	Q80 Missing response	82%	6%	5%	7%	807	50
	National mean	79%	9%	6%	6%	61363	916

Answered by all

**Q12 What type of ward would you prefer to stay on?**

		A children's ward	An adult ward	An adolescent or teenager ward	Other	Total specific responses	Missing responses
Up to this point in the questionnaire, who was the main person or people that filled it in?	Young person who was a patient in hospital	26%	13%	57%	3%	9603	316
	Parent or guardian of the patient	96%	0.4%	2%	2%	39297	1305
	Both patient and parent / guardian together	68%	3%	27%	2%	10227	374
	Someone else	76%	4%	17%	3%	289	11
	Q80 Missing response	79%	4%	16%	1%	789	68
	National mean	69%	5%	24%	2%	60205	2074

Answered by all

**Q28 Did doctors give you (the patient) information about your care and treatment in a way that you could understand?**

		Yes, definitely	Yes, to some extent	No	Total specific responses	Missing responses
Up to this point in the questionnaire, who was the main person or people that filled it in?	Young person who was a patient in hospital	72%	22%	5%	9812	107
	Parent or guardian of the patient	73%	24%	4%	40285	317
	Both patient and parent / guardian together	77%	19%	3%	10538	63
	Someone else	64%	29%	7%	295	5
	Q80 Missing response	71%	23%	6%	808	49
	National mean	72%	23%	5%	61738	541

Answered by all

**Q32 Did doctors talk in front of you as if you were not there?**

		Yes, often	Yes, sometimes	No	Total specific responses	Missing responses
Up to this point in the questionnaire, who was the main person or people that filled it in?	Young person who was a patient in hospital	8%	25%	67%	9851	68
	Parent or guardian of the patient	4%	16%	79%	40153	449
	Both patient and parent / guardian together	5%	17%	78%	10496	105
	Someone else	13%	23%	64%	290	10
	Q80 Missing response	7%	19%	74%	784	73
	National mean	7%	20%	73%	61574	705

Answered by all

**Q34 Did nurses give your parent or guardian information about your care and treatment in a way that you could understand?**

		Yes, definitely	Yes, to some extent	No	Total specific responses	Missing responses
Up to this point in the questionnaire, who was the main person or people that filled it in?	Young person who was a patient in hospital	71%	23%	6%	9808	111
	Parent or guardian of the patient	76%	20%	3%	40317	285
	Both patient and parent / guardian together	78%	18%	3%	10539	62
	Someone else	71%	22%	7%	295	5
	Q80 Missing response	71%	22%	7%	806	51
	National mean	74%	21%	5%	61765	514

Answered by all

**Q39 Did nurses talk in front of you as if you were not there?**

		Yes, often	Yes, sometimes	No	Total specific responses	Missing responses
		National average	National average	National average	Total	Total
Up to this point in the questionnaire, who was the main person or people that filled it in?	Young person who was a patient in hospital	4%	15%	81%	9837	82
	Parent or guardian of the patient	3%	11%	86%	40153	449
	Both patient and parent /guardian together	3%	12%	85%	10486	115
	Someone else	13%	14%	72%	290	10
	Q80 Missing response	5%	15%	80%	772	85
	National mean	6%	13%	81%	61538	741

Answered by all

**Q43 Was your parent or guardian involved as much as they wanted to be in decisions about your care and treatment?**

		Yes, definitely	Yes, to some extent	No	Total specific responses	Missing responses
		National average	National average	National average	Total	Total
Up to this point in the questionnaire, who was the main person or people that filled it in?	Young person who was a patient in hospital	69%	24%	8%	9763	156
	Parent or guardian of the patient	68%	27%	6%	40162	440
	Both patient and parent/ guardian together	73%	21%	5%	10508	93
	Someone else	67%	23%	11%	290	10
	Q80 Missing response	69%	22%	8%	763	94
	National mean	69%	23%	7%	61486	793

Answered by all

**Q44 Were you the patient involved as much as you wanted to be in decisions about your care and treatment?**

		Yes, definitely	Yes, to some extent	No	Total specific responses	Missing responses	Not able to be involved
Up to this point in the questionnaire, who was the main person or people that filled it in?	Young person who was a patient in hospital	60%	31%	10%	9332	100	487
	Parent or guardian of the patient	47%	38%	15%	17017	935	22650
	Both patient and parent / guardian together	57%	34%	9%	9270	134	1197
	Someone else	46%	33%	22%	184	16	100
	Q80 Missing response	54%	30%	17%	496	128	233
	National mean	52%	33%	14%	36299	1313	24667

Answered by all

## References

1. Ramm, J; Hopwood, B; and Reeves,R. Development and pilot testing of the NHS acute and specialist trust young patient survey. 2003. Oxford, Picker Institute Europe. [http://www.nhssurveys.org/docs/YP2004\\_Development\\_Report.pdf](http://www.nhssurveys.org/docs/YP2004_Development_Report.pdf)
2. Department of Health. *Getting the right start: National Service Framework for Children, Young People and Maternity Services. Part 1: Standard for hospital services 2003*

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The survey of mental health 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.