

THE KEY FINDINGS REPORT FOR THE 2006 INPATIENT SURVEY

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NHS HOSPITAL PATIENT SURVEY PROGRAMME

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1 Executive summary

The national patient survey programme

The national patient survey programme is the longest established, and one of the largest, patient survey programmes in the world. The Healthcare Commission assumed responsibility for the programme in April 2004, funding the design, development and co-ordination of the surveys and overseeing implementation of the programme. The survey programme provides a unique opportunity to monitor patients' experiences of healthcare and is an important part of the Healthcare Commission's annual health check of NHS trusts.

Acute hospitals provide emergency and planned care, including services such as surgery, rehabilitation, and laboratory and diagnostic testing. Since 2003, the Healthcare Commission (and its predecessor the Commission for Health Improvement) has regularly asked patients about their experiences of inpatient services. This report details the key findings from a survey of patients who were discharged from acute hospitals in England between the start of June and the end of August 2006¹. Where significant differences exist between years, comparisons are made with the findings of the 2002 and 2005 surveys; likewise, comparisons are not reported when no significant difference exists between years.

During autumn 2006, almost 81,000 patients responded to a survey asking about their recent experiences as an inpatient at one of 167 acute and specialist NHS hospital trusts in England². This represents an overall response rate of 59%. To be eligible to take part in the survey, patients had to be aged 16 or older and have had at least one overnight stay in hospital during summer 2006. This survey did not include users of maternity or psychiatric services. Just over half of those who responded were women (55%), most were aged over 50 (74%), and 5% were from a minority ethnic group. Respondents were admitted to hospital in one of two ways:

- urgently via the emergency department (55%)
- planned admission via a GP referral waiting list (45%)

1.1 Key findings

Most patients reported positive experiences of their care in hospital. However, more aspects of care have worsened in the 2006 inpatient survey than have improved. Many of the aspects that patients said had declined could be linked to decreased staff availability in hospital trusts, while targeted areas such as sanitation and waiting lists times have improved. This suggests that while management of hospital trusts in England is being refined and improved, many critical aspects of care at grassroots levels are worsening.

¹ Although a small proportion (<2%) of patients who were discharged earlier than June 2006 were included in the total sample. This was necessary to generate the correct sample size for each trust and in compliance with the survey guidance.

² All English acute NHS trusts took part in the survey with the sole exception of Moorfields Eye Hospital NHS Foundation Trust, who now treat too few people as inpatients to be able to generate a large enough sample for the survey.

Key findings summary

Improvements have been identified in the following areas:

- 84% of patients whose admission was planned waited six months or less, compared with 78% in 2005
- 74% said they were admitted as soon as they thought necessary, compared with 72% in 2005
- more patients reported that doctors (69%) and nurses (71%) 'always' washed or cleaned their hands between touching patients, compared with 67% and 69% in 2005
- more patients said they received copies of letters sent between the hospital and their family doctor (37%) than in 2005 (35%)

Some aspects of care continue to be well regarded by a large majority of patients:

- 90% of patients 'definitely' found ambulance staff reassuring
- most patients (88%) said they 'always' had enough privacy when being treated or examined
- 81% of patients said they 'always' had complete confidence and trust in doctors treating them
- 81% of those who had an operation or procedure said they were appropriately informed about the risks and benefits of the procedure

However:

- 28% of patients admitted via the emergency department reported that they waited more than four hours for admission to a bed on a ward, slightly more than in 2005 (25%)
- more patients (15%) said it took staff more than five minutes to answer the call button, compared with 13% in 2005
- of those who needed help to eat their meals, fewer (58%) said they always received it, down from 62% in 2005
- of those patients taking medicines home, 76% said they were told about the purposes of the medicines in a way they could 'completely' understand, down from 79% in 2002. The proportion of patients saying they were told 'completely' about any side effects has also fallen, from 40% in 2005 to 37%. However, more patients said they were given clear written or printed information about their medicines in 2006, up from 62% in 2005 to 65%.

Improved

More patients reported high levels of ward and bathroom cleanliness than in 2005, back up to the level of cleanliness reported in the first inpatient survey in 2002. Hand washing and cleaning by staff has also shown significant improvement with more patients saying doctors and nurses 'always' washed their hands than in 2005. Waiting times for planned admissions have decreased, and more patients received written information and copies of letters sent between the hospital and their GP.

Worsened

However other aspects of care, especially the care of patients most dependent on staff and many elements of staff-patient communications, have worsened since 2005. More patients said that too few nurses were on duty, that there were delays in responding when they used call buttons, and that they did not receive help to eat their meals if they needed it.

Performance had also deteriorated in other areas since 2005, specifically the emergency department. Slightly more respondents admitted from the emergency department said they waited longer than the four-hour target for admission to a bed on a ward. A greater proportion of

emergency department patients also said they were given too little information about their treatment or condition and had inadequate privacy while in the emergency department.

Regarding discharge, fewer respondents said that staff told them about the danger signals to watch for after they returned home, and similarly fewer said they were provided with complete information on the purposes and side effects of medication they were to take home.

Ambulance care

Just over half (54%) of the patients who were admitted to hospital as an emergency in 2006 travelled by ambulance, which is slightly more than in 2005. As in previous years, ambulance staff received positive ratings from respondents. Nine out of 10 patients said they 'definitely' found ambulance staff reassuring, and 67% said the ambulance crew 'definitely' explained their care and treatment in a way they could understand. Just over three-quarters of patients (76%) said that everything possible had been done to help control their pain.

The emergency department

Compared with 2005 (25%), a greater proportion of respondents (28%) reported waiting longer than four hours for admission to a bed on a ward after they had arrived at the emergency department.

Fewer patients (77%) said they were 'definitely' given enough privacy during examinations and treatment in the emergency department, compared with 79% in 2005. A further 20% said they had enough privacy 'to some extent'. Of those admitted through an emergency department in 2006, a greater proportion (17%) said they had not received enough information about their treatment or condition, than in 2005 (15%). The proportion of people who said they received the 'right amount' of information decreased slightly from 73% in 2005 to 72% in 2006.

Waiting list or planned admissions

Overall, 95% of patients said they had been on a waiting list for less than nine months, compared with 92% in 2005. The percentage of patients who said they waited six months or less also increased from 78% in 2005 to 84% in 2006. The results show a significant shift towards achievement of the national waiting time target of six months or less.

More people (74%) said they thought they had been admitted 'as soon as necessary', up from 68% in 2002 and 72% in 2005. The proportion of people who felt they should have been admitted 'a lot sooner' fell to 8%, compared with 9% in 2005 and 12% in 2002. More than a quarter (27%) of those admitted from a waiting list said they were offered a choice of admission date, but one-fifth (20%) reported that the hospital had changed their admission date at least once: similar to the 2005 survey finding, but slightly lower than in 2002 (22%).

Ward and hospital environment

The survey asked a series of questions to determine whether respondents had stayed in a mixed-sex ward, and if so, at which point during their hospital stay. Compliance with the Department of Health's commitment to provide single-sex sleeping accommodation is measured by the Healthcare Commission's assessment of Core Standard C20b. This recognises that in areas such as critical care units and emergency departments, the clinical needs of patients take priority over segregation by gender, but trusts are still expected to do all that they reasonably can to provide separate sleeping areas for men and women. Accordingly, the survey results exclude those who said that they had stayed in a critical care area (CCA), and they look separately at emergency and

planned admissions. We also separate out those respondents who were moved from one ward to another as this may further indicate they were originally in a critical care unit or emergency department.

Just under a third (30%) of patients who were admitted to hospital as an emergency said that they shared a sleeping area such as a room or bay with a member of the opposite sex when they were first admitted. For respondents who were admitted as an emergency then moved to another ward this proportion then falls to 16%.

About one in ten patients (11%) who had a planned admission to hospital said that they shared a sleeping area such as a room or bay with a member of the opposite sex when they were first admitted to hospital. This proportion remained the same (11%) for those patients who were later moved to another ward.

Thirty per cent of all patients reported sharing a bathroom or shower area with patients of the opposite sex, while a further 2% said they shared facilities at least once during their stay because that area contained special bathing equipment that they needed.

Compared with 2005, a slightly greater proportion of patients reported being bothered by noise at night. Thirty-eight per cent were bothered by noise made by other patients, compared with 37% in 2005, and 19% were bothered by noise made by hospital staff (18% in 2005).

The majority of patients (88%) rated the cleanliness of hospital toilets and bathrooms as 'very clean' or 'fairly clean', compared with 87% in 2005. Over nine in ten patients (93%) described the cleanliness of the hospital room or ward in which they were staying as 'very clean' or 'fairly clean' compared with 92% in 2005. There has been a slight improvement in the proportion of patients rating the cleanliness of their room or ward as 'very clean', up from 52% in 2005 to 53% in 2006. However, this is less than 2002, when 56% of patients rated the cleanliness of their room and ward as 'very clean'.

This is the second year in which a question has been asked about hand washing or cleaning, and some improvement is apparent. Sixty-nine per cent of patients reported that doctors 'always' washed or cleaned their hands in 2006 compared with 67% in 2005, and 71% of patients said that nurses did so, compared with 69% in 2005.

Seventy per cent of patients said they 'always' had enough privacy when discussing their condition or treatment on the ward (compared with 71% in 2005), and a further 22% said that they 'sometimes' had enough privacy. Most patients (88%) were content with the level of privacy when being treated or examined, the same percentage as in 2005.

Since 2002, there has been little change in how patients have rated hospital food. As in 2002 (53%) and 2005 (54%), just over half of the patients surveyed in 2006 (54%) rated the food as 'very good' or 'good' and almost four-fifths (79%) said they were given a choice of food while in hospital.

Relationships with hospital staff

More than four in five patients (81%) 'always' had complete confidence and trust in the doctor treating them. Seventy-three per cent of patients reported that they 'always' had complete confidence and trust in the nurses treating them in 2006, slightly fewer than in the 2005 survey (74%).

Doctors were more likely to answer questions in a way that patients could 'always' understand (68%), building on improvements seen in 2005 (67%) and in the 2002 survey (65%). More than

four-fifths of patients (84%) reported that their family and friends had an opportunity to talk to a doctor if they wanted to. However, only two-fifths (42%) of patients said that, when leaving hospital, their family or someone else close to them 'definitely' got all the information they needed to help them recover. A further 24% received this information 'to some extent'.

Those aspects of communication highlighted in the 2005 survey as deteriorating have continued to get worse: 35% of patients reported that staff 'sometimes' or 'often' gave conflicting information, an increase from 34% in 2005 and 31% in 2002. There has been a steady increase in the proportion of patients saying they were unable to find a member of hospital staff to talk to about their fears or worries, up from 17% in 2002 to 22% in 2006.

When asked about relationships between hospital staff, nine in ten patients (92%) rated the way doctors and nurses worked together as 'good,' 'very good' or 'excellent', but fewer patients rated this working relationship as 'excellent', falling from 38% in 2005 to 36% in 2006.

Care and treatment of patients

Just over half of respondents (52%) said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment, with a further 37% saying they were involved 'to some extent'. There has been a slight increase in the percentage of patients saying they were not involved as much as they wanted to be, up from 10% in 2005 to 11% in 2006. Again, as in 2005, almost four-fifths of patients (79%) said they were given the right amount of information about their treatment or condition, but more patients said that they were given too little, up from 20% in 2005 to 21% in 2006.

There has been a slight decrease in the percentage of patients who said they were 'always' treated with respect and dignity, down to 78% from 79% in 2005. Also, only 7% of respondents said they were asked to give their views on the quality of care they received while in hospital, and only 18% recalled being given information about how they could make a complaint should they wish to.

Slightly more patients in 2006 said they experienced pain while in hospital (67%, compared with 66% in 2005). There was no significant change in how well staff dealt with patients' pain, with 72% of patients saying staff definitely did everything they could to help control it.

In 2006, more patients (15%) said that it took more than five minutes for a member of staff to answer the call button, compared with 13% in 2005. Of those patients who needed help to eat their meals, fewer (58%) said they always received it, down from 62% in 2005. The rise in the proportion of these patients saying they did not get enough help from staff to eat their meals is of concern, increasing from 18% in 2005 to 20% in 2006.

Operations and procedures

More than two-thirds (68%) of patients responding to the survey had an operation or procedure while in hospital. They reported little change in the quality of the information compared with the 2005 survey. Of those patients undergoing operations or procedures, four-fifths (81%) said they were appropriately informed about the risks and benefits of their procedure, and around three-quarters (76%) said they had their questions answered in a way they could 'completely' understand before their operation or procedure. Almost three-quarters of patients (74%) said they were told what would be done during the operation or procedure. Of those who received some form of anaesthetic, 84% said they received complete explanations from the anaesthetist about what would happen.

Results have improved in terms of patients saying they were told how they could expect to feel after the operation, with over half (56%) saying they were told 'completely' compared with 55% in

2005. There has also been an improvement in the proportion of patients who say they were fully informed about how the operation and procedure had gone in a way they could understand, rising from 63% in 2005 to 64% in 2006.

Leaving hospital

Nearly two in every five patients (38%) said their discharge was delayed when they left hospital. More than one-fifth (21%) of these patients were delayed for four hours or more. The most common reason for experiencing a delay was waiting for medicines to take home (61%). There has been no significant change in these figures since the 2005 survey.

Of those patients taking medicines home, only 76% said they were told about the purposes of the medicines in a way they could understand 'completely', down from 79% in 2002. A further 16% said they were informed 'to some extent'. The proportion of patients who said they were told 'completely' about the side effects has also fallen, from 40% in 2005 to 37%, with another 18% feeling informed 'to some extent'. More patients said, however, that they were given clear written or printed information about their medicines in 2006, up from 62% in 2005 to 65%.

There has been a slight decrease in the number of patients who said that staff 'completely' informed them of any danger signs they should watch for after they went home, falling from 40% in 2005 to 39% in 2006. Almost a quarter of respondents (24%) said they were not told who to contact if they were worried about their condition after leaving hospital. A greater proportion of patients (37%) reported receiving copies of letters between their hospital doctors and their family doctor, up from 35% in 2005.

2 Introduction

The Department of Health commissioned the Picker Institute to design and co-ordinate the first national inpatient survey in 2002. The survey was repeated in 2004, 2005 and in 2006. This report summarises key findings from the 2006 survey and highlights differences with the 2002, 2005 and 2006 results. The 2006 findings were used by the Healthcare Commission as part of its annual health check to measure the quality of care being provided to patients (see [Annual health check ratings](#)).

The survey was carried out in all 167 acute and specialist NHS trusts in England that had sufficient numbers of adult inpatients to take part. Each trust identified a list of 850 eligible patients who had been consecutively discharged in the period June – August 2006. Patients were eligible if they were 16 years or older, had at least one overnight stay, and were not admitted to maternity or psychiatric wards.

Because a separate survey of children and young people (aged 0-17 years) took place in 2004, only those aged 18 years and over were included in the sample for the 2004 inpatients survey. This report focuses on the experiences of all patients 16 years and over and compares the results from 2006 with those from 2002 and 2005. The 2004 results are not discussed here due to the difference in the sample for that year. Z-tests were used to test for differences between years and all differences noted in this report are significant at the 5% level ($p < 0.05$)¹. Appendicised tables present data to one decimal place, but where values are discussed in the text of the report, these are rounded up from two decimal places. Due to rounding, the sum of responses discussed in the report may not always equal 100%.

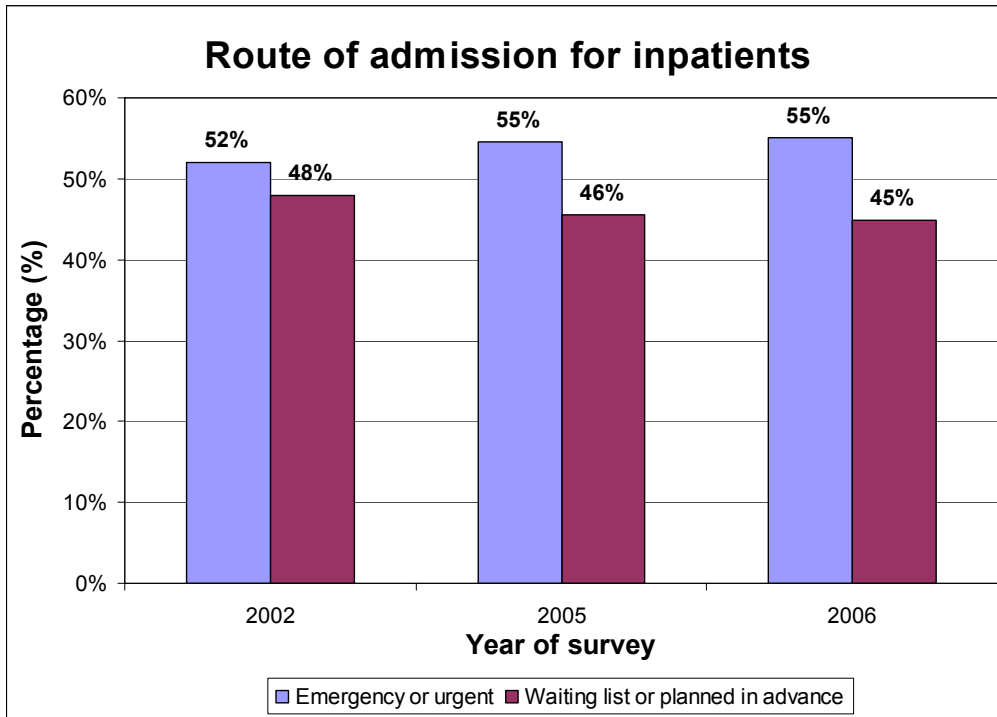
More information on the methods and tables showing the results of this survey are included in the appendices.

¹ The Bonferroni correction for multiple comparisons was used in cases where data was available for all three years

3 Admission to hospital

Overall, 55% of survey respondents had experienced an emergency or urgent admission, while 45% were admitted from a waiting list or for a planned admission.

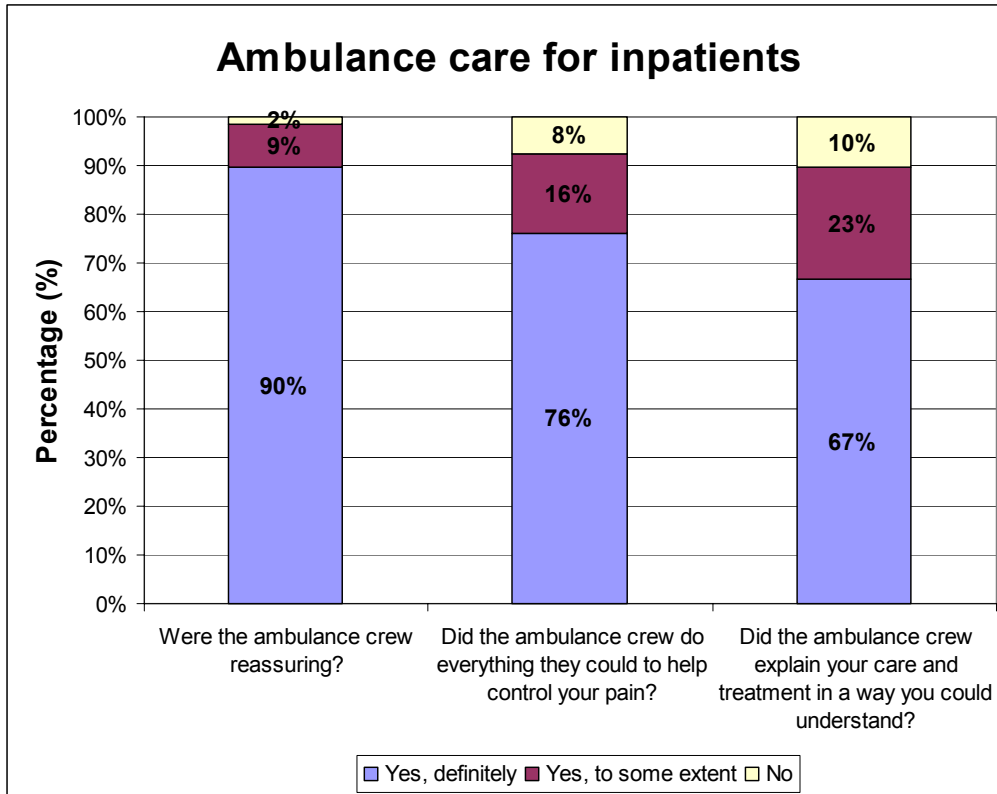
Figure 1: Was your most recent hospital stay planned in advance or an emergency?



3.1 Ambulance services

Just over half (54%) of the patients who were admitted to hospital as an emergency in 2006 travelled by ambulance, which is slightly more than in 2005 (53%). As in previous years, ambulance staff received positive ratings for the services they provided to patients admitted through the emergency department, and no significant changes were reported this year. Nine out of 10 patients 'definitely' found ambulance staff reassuring, while an additional 9% reported they were to some extent. Two thirds (67%) said that the ambulance crew 'definitely' explained their care and treatment in a way they could understand, but 23% said this only occurred to some extent and the remaining 10% did not get an explanation they could understand. Just over three-quarters of patients (76%) said that everything possible had been done to help control their pain, while 16% said that this happened to some extent and 8% said the ambulance crew did not do everything they could to help control their pain.

Figure 2: Respondents' experiences of ambulance care before admission as an inpatient



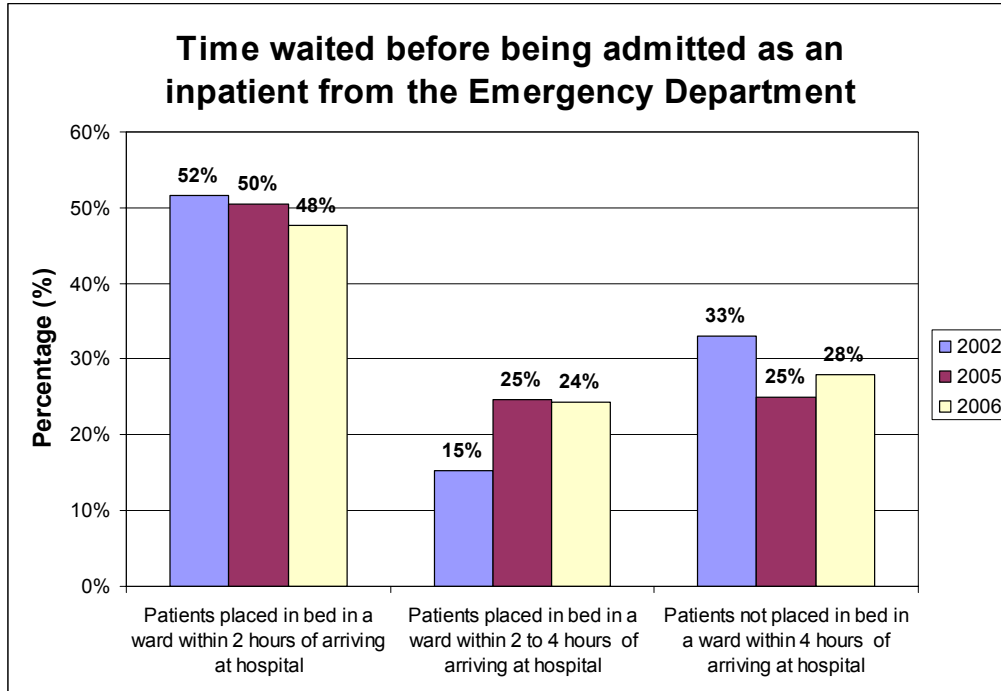
3.2 The Emergency Department

Just over half of the respondents to this survey (55%) had an emergency or urgent admission to hospital, and of these, the majority (87%) went to the Emergency Department (specifically casualty, accident and emergency (A&E), or a medical or surgical admissions unit) when they arrived at the hospital. The survey findings reported here relate only to patients who were admitted to hospital (85% of patients who attend emergency departments are not subsequently admitted (Hospital Activity Statistics, Department of Health, 2006)).

A maximum four-hour wait in the emergency department from arrival to admission, transfer or discharge has been an operational standard in the NHS since 2005. However, these results cannot be used to give a definitive assessment of the operational standard for waits in the emergency department from arrival to admission, transfer or discharge because of exclusions made during the sampling for this survey. Specifically, we exclude patients aged less than 16 years and so children and young people admitted through the emergency department are not included in these survey findings, nor are maternity patients, psychiatric patients, private patients and patients without a UK postal address, as well as those patients not admitted for an inpatient stay.

Nevertheless, a larger proportion of respondents said they waited longer than four hours for admission to a bed on a ward after they had arrived at the emergency department in this survey (28%) compared with 2005 (25%). Fewer people reported being admitted more quickly than the target time after arriving at the emergency department, with 48% saying they waited less than two hours, compared with 50% in 2005 and 52% in 2002.

Figure 3: Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?



Of those admitted through an emergency department, a greater proportion in 2006 (17%) said they had not received enough information about their treatment or condition compared with 2005 (15%), and an additional 11% said they were not given any information about their treatment or condition while in the emergency department. The proportion of people who said they received the 'right amount' of information decreased slightly from 73% in 2005 to 72% in 2006, and the proportion who were given 'too much' information remained below 1%.

Fewer patients (77%) said they were 'definitely' given enough privacy during examinations or treatment in the emergency department (compared with 79% in 2005) and a further 20% of patients said they had enough privacy 'to some extent'. The proportion of respondents who said they were not given enough privacy remained at 2%.

3.3 Waiting list or planned admissions

The NHS plan (2000)¹ set a target that the maximum waiting time for elective inpatient admission should be six months by the end of 2005, this target being decreased further in the framework document "National Standards, Local Action"² which aims "to ensure that by 2008, no-one waits more than 18 weeks from GP referral to hospital treatment".

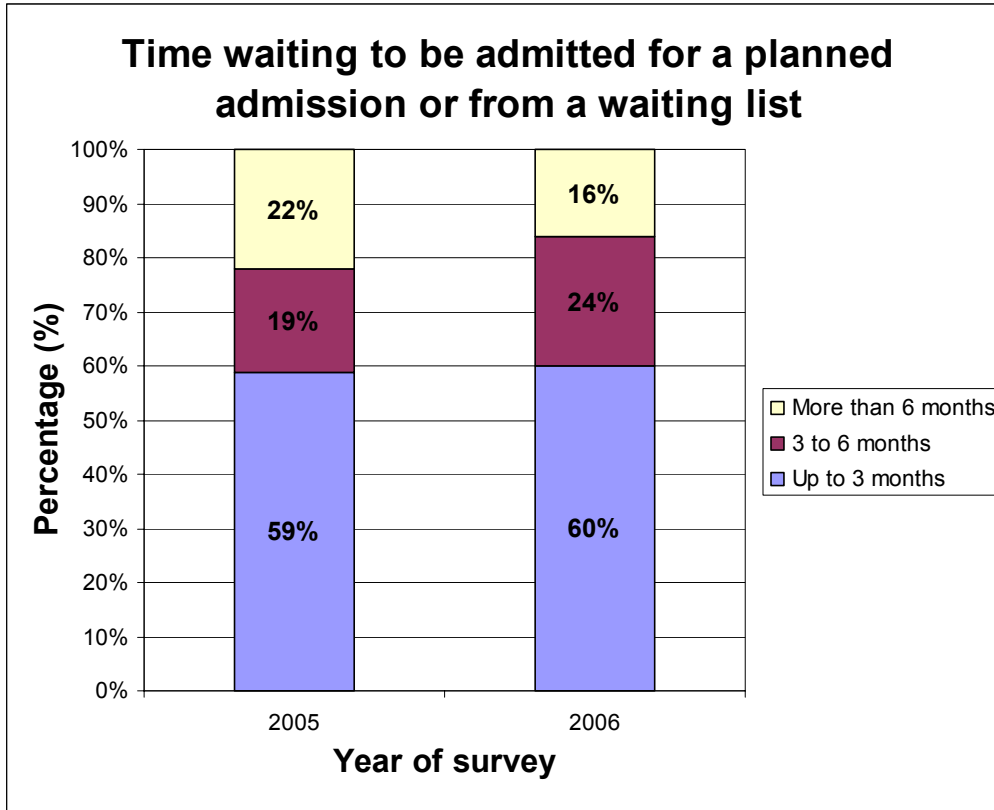
The 2006 inpatients survey sampled those discharged between April 2006 and August 2006. Most patients (84%) said they were admitted within this six-month target, although another 11% said they were admitted between six and nine months after being told they needed to go to hospital and a further five percent said that they waited more than nine months. Waiting list times have

¹ Secretary of State for Health. *The NHS Plan*, page 105. London: the stationery office, 2000.

² Department of Health, *National Standards, Local Action: Health and Social Care Standards and Planning Framework 2005/06-2007/08*. London: Department of Health, 2004.

improved since the 2005 survey and the proportion of patients seen within the current target has increased by six percentage points.

Figure 4: Overall, from the time you were first told you needed to be admitted to hospital, how long did you wait to be admitted?

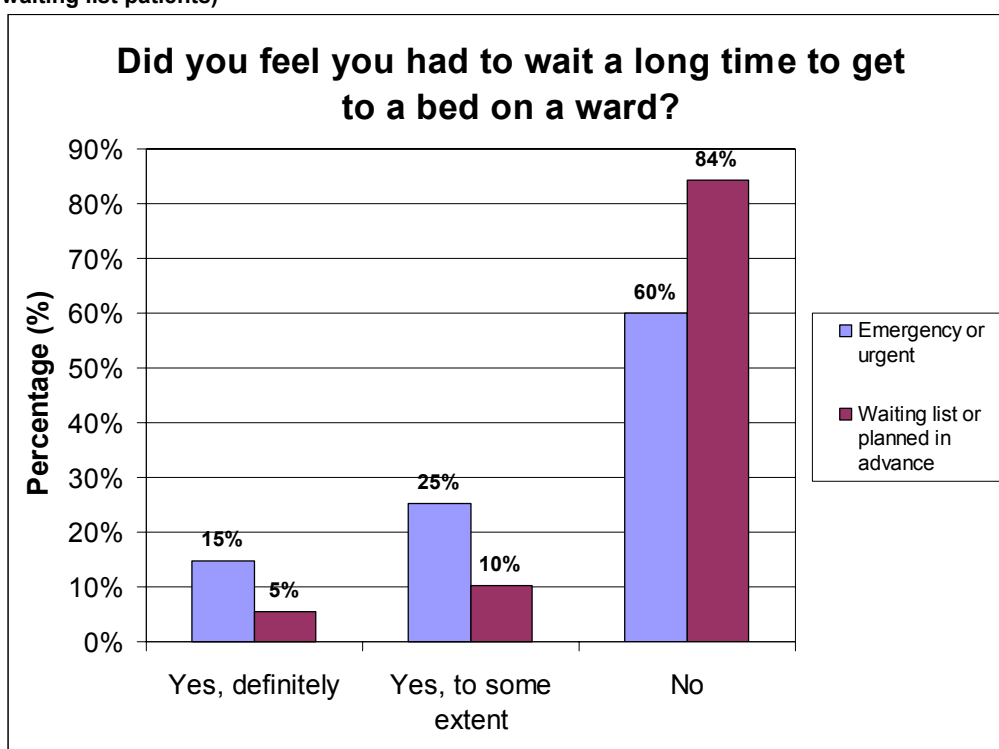


Almost three quarters of respondents (74%) said they thought they had been admitted ‘as soon as necessary’, up from 68% in 2002 and 72% in 2005. Only 8% said they should have been admitted ‘a lot sooner’, down from 12% in 2002 and 9% in 2005. As in 2005, 27% of patients whose admission to hospital was planned in advance were given a choice of admission date, but a fifth of respondents (20%) reported their admission date was subsequently changed by the hospital (17% said that this happened once and 3% said two or three changes were made to their admission date). This remains unchanged from the 2005 findings.

4 The hospital and ward

In 2006, more patients said that it felt like they had to wait a long time to get to a bed on a ward after arriving at hospital, with the proportion saying they 'definitely' had a long wait increasing from 9% in 2005 to 11% in 2006. Likewise, there has been an increase in the proportion who felt they had to wait a long time 'to some extent', increasing from 18% in 2005 to 19% in 2006. This is still an improvement on the 2002 findings where 13% of patients said they 'definitely' felt they had a long wait and another 20% felt this 'to some extent'. Patients who arrived for a planned admission were less likely to say that it felt like they had to wait a long time to get a bed on a ward, with 84% of respondents saying they did not have a long wait, compared with 60% of emergency patients.

Figure 5: Did you feel you had to wait a long time to be admitted to a bed on a ward? (Emergency patients vs. waiting list patients)



4.1 Sharing facilities with patients of the opposite sex

In 1997, the Department of Health issued a clear public commitment to eliminating mixed-sex accommodation for hospital inpatients¹. Two objectives designed to deliver single-sex accommodation in acute trusts were set for the NHS. They apply to all NHS trusts providing inpatient accommodation. The objectives are:

1. to ensure that appropriate organisational arrangements are in place to secure good standards of privacy and dignity for hospital patients
2. to achieve the Patient's Charter standard for segregated washing and toilet facilities across the NHS

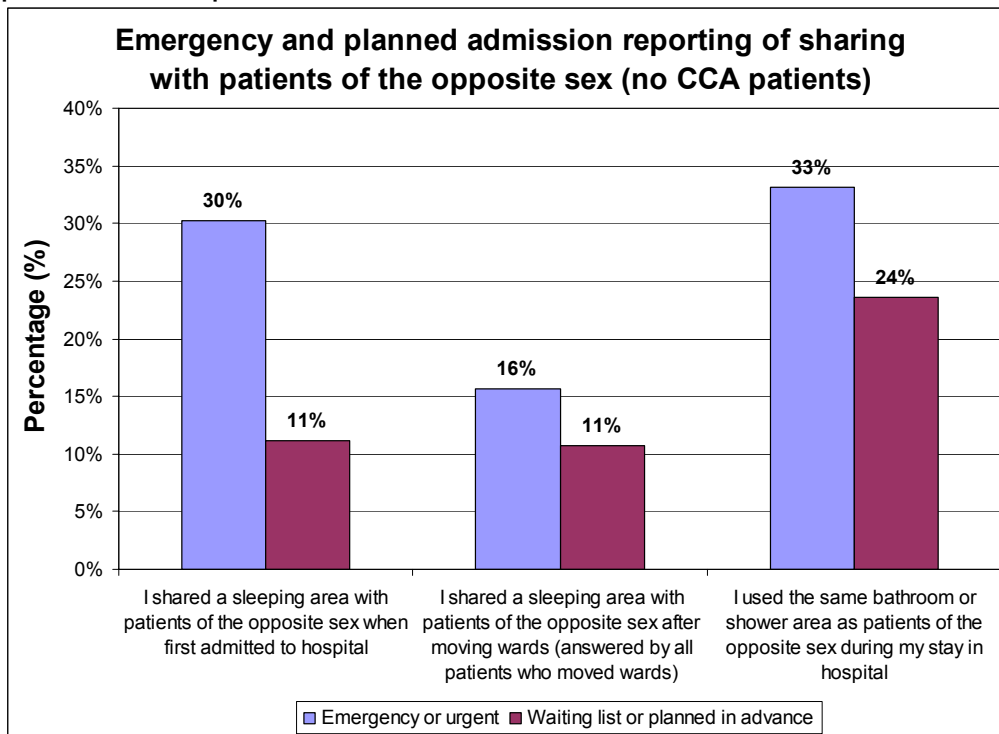
¹ Department of Health. *The Patient's Charter privacy and dignity and the provision of single sex hospital accommodation*. London: Department of Health, 1997.

Specifically, single-sex accommodation is defined as separate sleeping areas for men and women, and segregated bathroom and toilet facilities for men and women. In an acute hospital setting, some areas are excluded from these standards - including critical care areas (intensive care units, coronary care units or high dependency units) and admission wards. Respondents to the 2006 inpatient survey who said they did stay in a critical care area (CCA) have been excluded from the following analysis and the remaining patients divided into planned admissions and emergency admissions (as some admission wards are not included in gender segregation guidance).

This survey asked a series of questions to determine whether respondents had shared a sleeping area (for example, a room or bay) with patients of the opposite sex while in hospital, and if so, at which point during their hospital stay. When first admitted to hospital, just under a third (30%) of patients who were admitted to hospital as an emergency said that they shared a sleeping area with a member of the opposite sex, compared with about one in ten patients (11%) who had a planned admission to hospital.

Of the respondents who did not stay in a critical care area, 27% stayed in more than one ward. It was more common for patients admitted as an emergency to say they moved wards (40%) than for planned admission patients (13%). For emergency admission respondents who were moved to another ward, the proportion who said they shared a sleeping area fell to 16%. The proportion of planned admission respondents remained the same at 11%.

Figure 6: Differences in responses to question on mixed-sex wards and bathrooms between emergency and planned admission patients



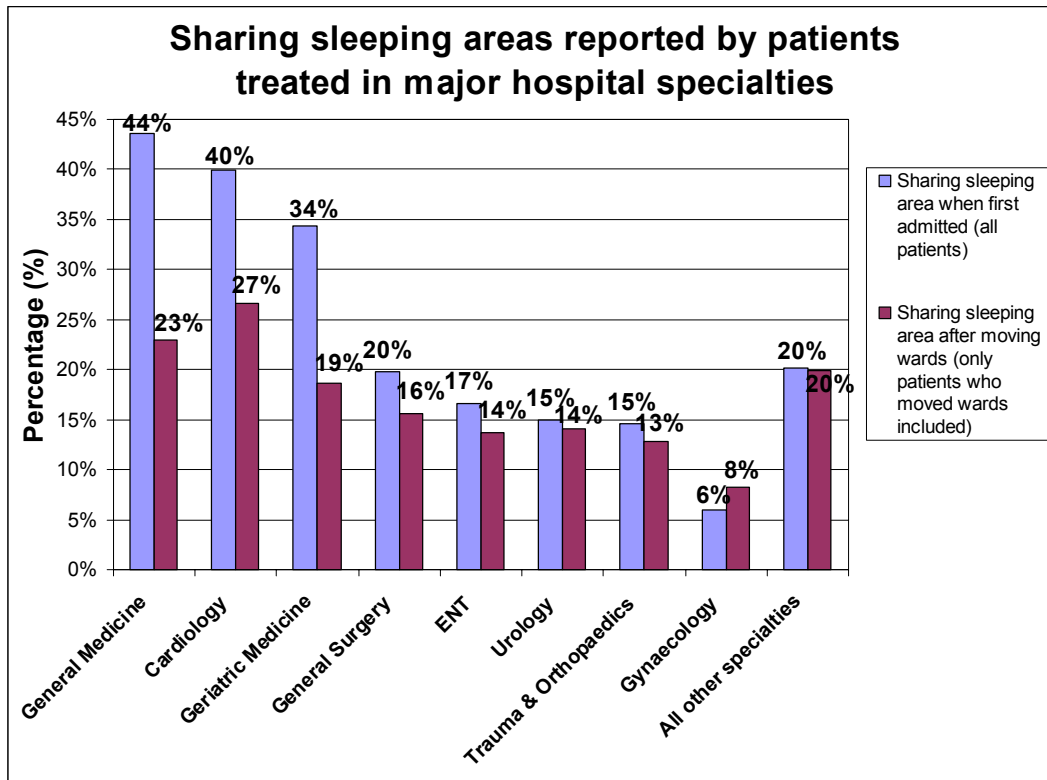
In 2004, when the Department of Health last collected data on mixed sex accommodation, 99% of NHS trusts reported they were compliant with provision of single-sex sleeping accommodation, and 97% toilets and bathrooms segregated by gender (excluding Critical Care Areas, admission wards and small group housing units). This and previous inpatient surveys have, however, shown that patients perceptions of sharing sleeping areas do not agree with this data. Patients may have different standards of segregation from the hospital trust. As discussed in a recent report by the

Chief Nursing Officer for the Department of Health (2007)¹; for example, dividing a dormitory style ward (Nightingale ward) using wood and glass panelling may satisfy requirements for “good standards of privacy and dignity”, but may not be sufficient to meet patients’ expectations of not sharing a sleeping area with members of the opposite sex.

Thirty per cent of all patients said they shared a bathroom or shower area with patients of the opposite sex, while a further 2% said they shared facilities at least once during their stay because that area contained special bathing equipment that they needed. Large differences were also observed between the reporting of sharing bathrooms or shower areas depending on the respondent’s route of admission to hospital. After removing patients who stayed in a critical care area, 33% of emergency patients said they shared a bathroom or shower area compared with 24% of patients admitted from a waiting list. Men reported sharing a bathroom area more frequently (30%) than women did (27%), and the patients in the middle two age bands (31-50 and 51-65 years) were more likely to say they shared (both 31%) than the youngest patients (30%) or the oldest patients (24%).

There is great variability between the reporting of sharing with patients of the opposite gender depending on what specialty the patient was seen by. Patients admitted under General Medicine were most likely to report sharing a sleeping area when first admitted to hospital (44%) but, if a patient moved wards, this proportion was almost halved (23%). Patients admitted under a Cardiology or Geriatric Medicine consultant also reported higher than average rates of sharing (40% and 34% respectively) and, again, large improvements were seen for those patients who moved wards. Gynaecology patients were the least likely to report sharing when they first arrived at hospital (6%), but this group were more likely (8%) to share a sleeping area if they needed to move wards.

Figure 7: Differences in reporting sharing sleeping areas with patients of the opposite sex by hospital specialty



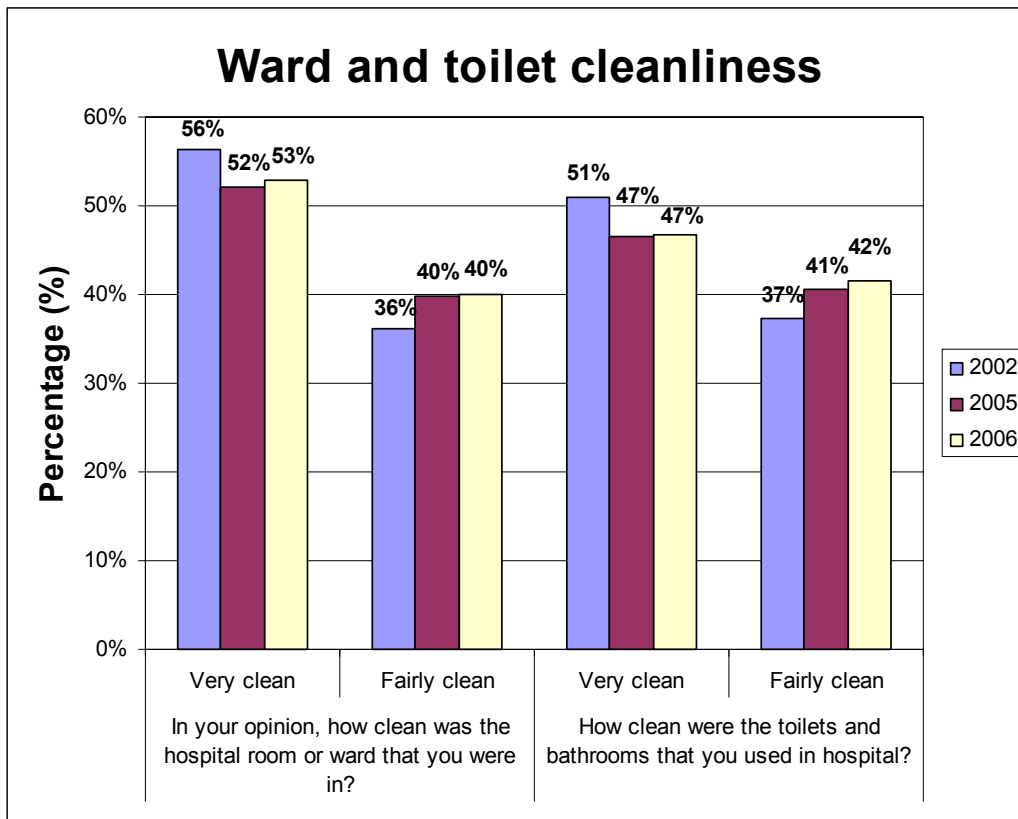
¹ Department of Health. Privacy and Dignity – A report by the Chief Nursing Officer into mixed sex accommodation in hospitals. London: Department of Health, 2007.

4.2 Cleanliness

Over nine in ten patients (93%) described the cleanliness of the hospital room or ward in which they were staying as 'very clean' or 'fairly clean' compared with 92% in 2005. There has been a slight improvement in the proportion of patients rating the cleanliness of their room or ward as 'very clean', up from 52% in 2005 to 53% in 2006. This is less than in 2002, when 56% of patients rated the cleanliness of their room and ward as 'very clean'.

The majority of patients (88%) rated the cleanliness of hospital toilets and bathrooms as 'very clean' or 'fairly clean', compared with 87% in 2005. This improvement has resulted from more patients rating the toilets and bathrooms as 'fairly clean' and fewer rating them as 'not at all clean'.

Figure 8: Cleanliness levels of the ward or room, and toilets as rated by respondents



4.3 Cleanliness

There has been little change in how patients have rated hospital food since 2002. Just over half of the patients surveyed in 2006 (54%) rated the food as 'very good' or 'good', the same as in 2005 and slightly more than in 2002 (53%). Almost four-fifths of patients (79%) said they were 'always' given a choice of food while in hospital and a further 16% said they were offered a choice 'sometimes'.

4.4 Noise on hospital wards

More patients in 2006 said they were bothered at night by noise from both other patients and staff than in 2005. Thirty-eight percent were bothered by noise made by other patients, compared with 37% in 2005, and 19% were bothered by noise made by hospital staff, compared with 18% in 2005.

5 Doctors and nurses

When asked about relationships between hospital staff, more than nine out of ten patients (92%) rated the way doctors and nurses worked together as 'good,' 'very good' or 'excellent', although fewer patients rated this as 'excellent', falling from 38% in 2005 to 36% in 2006.

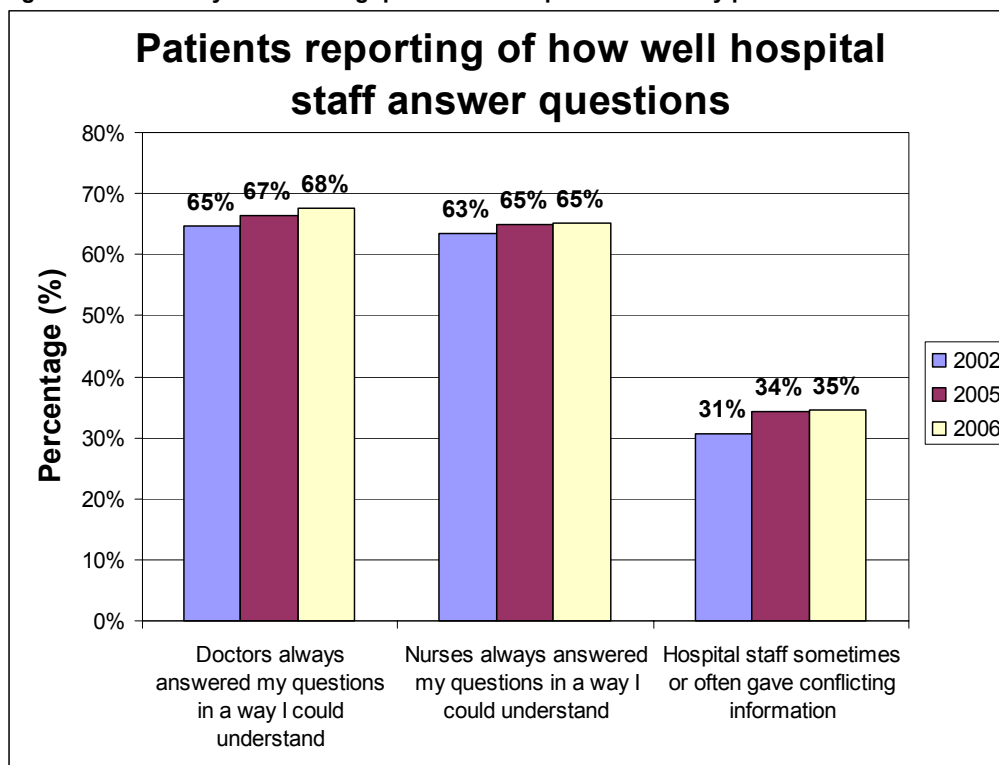
5.1 Answers to questions

Doctors were more likely to 'always' reply to patients' questions with answers that they could understand (68%) in 2006, building on improvements seen in 2005 (67%) from the 2002 survey (65%). In 2006, 65% of patients said that nurses 'always' gave answers that they could understand, while another 30% said they did so 'sometimes'.

More than two fifths of patients said that their family and friends definitely (43%) had an opportunity to talk to a doctor if they wanted to and 40% responding they did 'to some extent'. Only two-fifths (42%) of patients, however, said that when leaving hospital their family or someone else close to them 'definitely' got all the information they needed to help them recover. A further 24% received this information 'to some extent'.

When patients were asked whether hospital staff had given them conflicting information, 35% of patients said that staff 'sometimes' or 'often' gave conflicting information, an increase from 34% in 2005 and 31% in 2002.

Figure 9: Staff ability at answering questions from patients in a way patients could understand



5.2 Confidence and trust

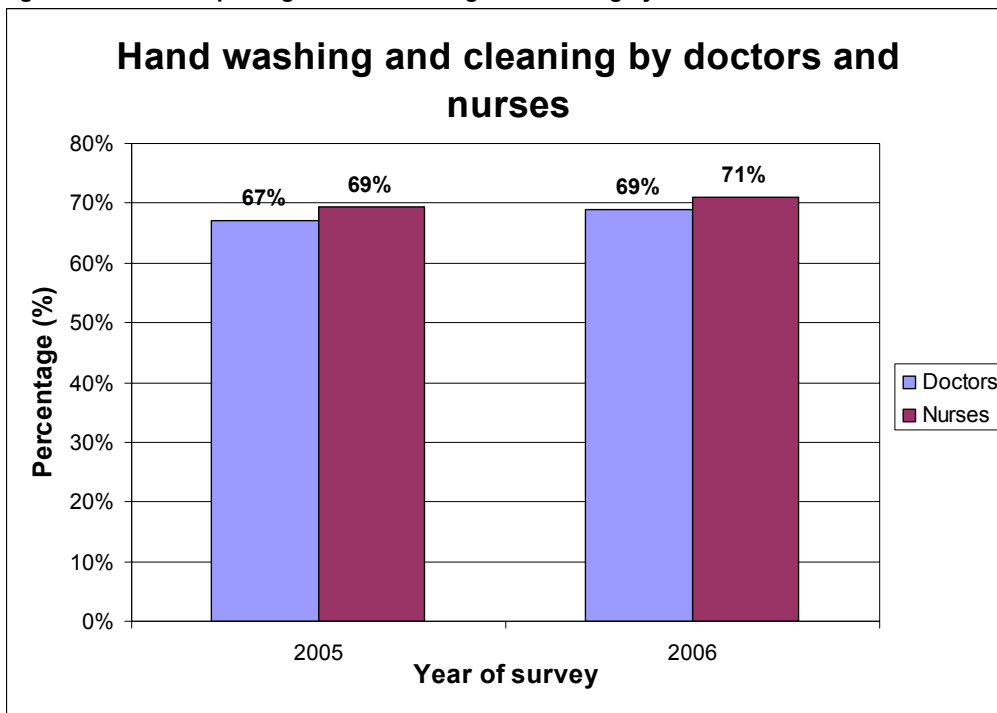
It was more common for patients in this survey to say they 'always' had confidence and trust in the doctors that treated them than in their nurses. Most respondents (81%) said that they 'always' had confidence and trust in the doctors treating them and another 16% 'sometimes' had confidence. There has been no change in these findings since the 2005 survey. Fewer patients 'always' had confidence and trust in the nurses treating them (73%) than in 2005 (74%), while another 23% 'sometimes' had confidence.

Twenty-eight percent of respondents reported that doctors 'often' or 'sometimes' spoke to others in front of them as if they were not there. It was less common for patients to say that nurses did this, with 22% of patients saying nurses 'often' or 'sometimes' spoke in front of them as if they were not present.

5.3 Hand washing and cleaning

The report by the National Audit Office on "the management and control of hospital acquired infection in acute NHS trusts in England" (2000)¹ states that "about one in eleven patients at any one time has an infection caught in hospital" and this could be the primary cause of 5,000 patient deaths in the UK each year. It also discusses how handwashing is "regarded by many as one of the most effective preventative measures against hospital acquired infection, and is one example of good practice that needs to be more widely implemented".

Figure 10: Patient reporting of hand washing and cleaning by doctors and nurses



¹ Comptroller and Auditor General of the National Audit Office. *The Management and Control of Hospital Acquired Infection in Acute NHS Trusts in England*, pages 1 and 7. London: the stationery office, 2000.

This is the second year that questions have been asked about hand washing or cleaning by staff, and improvement has been reported for both doctors and nurses. More patients were unable to answer these questions in 2006 with 41% of patients saying that they did not know or could not remember if doctors had washed or cleaned their hands and 27% saying this with respect to nurses, an increase of two percentage points for both groups since 2005. This is likely to be the case where, for example, hand basins were not within the patient's sight. Of those who could answer the questions, 69% said that doctors 'always' washed or cleaned their hands in 2006 compared with 67% in 2005, and 71% of patients said that nurses 'always' did this compared with 69% in 2005. The use of gloves or barrier cream by staff was not asked about in this survey.

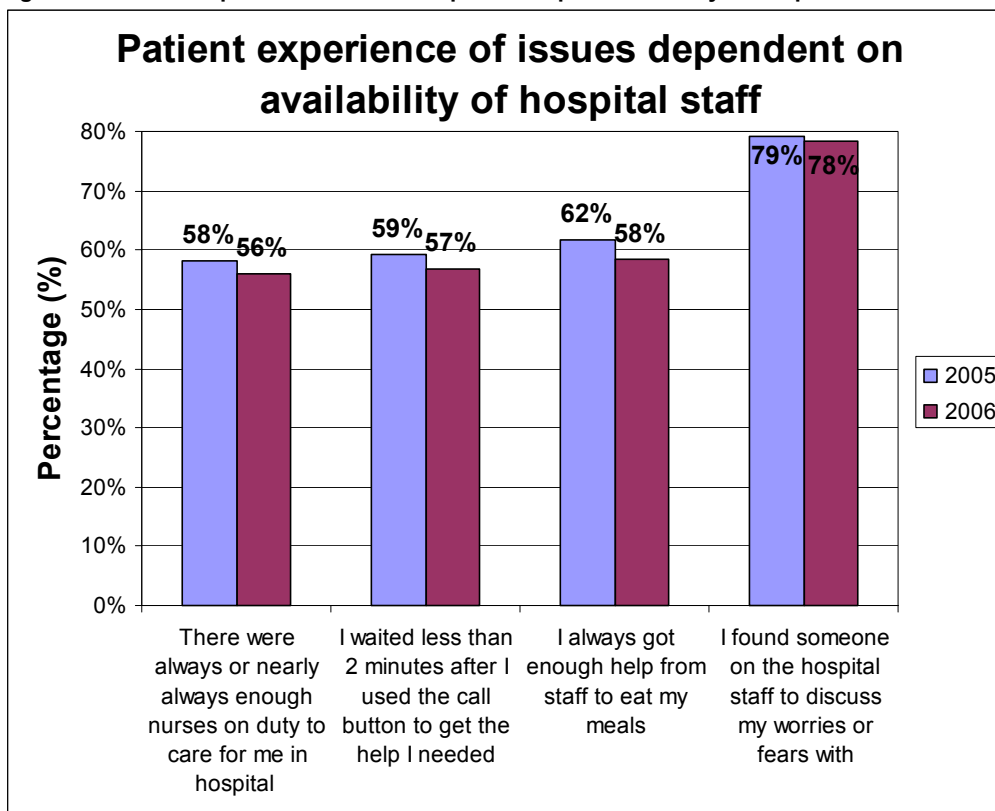
6 Patient care and treatment

6.1 Availability of staff

More patients in 2006 said that in their opinion, there were not always enough nurses on duty to care for them while in hospital (44%) than in 2005 (42%). Because the decreasing number of staff in NHS hospitals was a frequent news story in 2006, it is possible that the effect of the media stories might influence patients' perceptions of this issue. To clarify this issue we investigated the change in three questions that we thought would be most heavily influenced by the decrease in availability of nurses.

In 2006, more patients (15%) said that it took more than five minutes for a member of staff to answer the call button, compared with 13% in 2005. Responses from hospital staff to the call button within two minutes fell, from 59% in 2005 to 57% this year. Of those patients who needed help to eat their meals, fewer (58%) said they 'always' received it, down from 62% in 2005. There was also an increase in the proportion of patients saying they did not get enough help from staff to eat their meals, increasing from 18% in 2005 to 20% in 2006. Fewer patients said they were able to find someone on the hospital staff with whom they could discuss their worries or fears: this was down from 83% in 2002, to 79% in 2005, and to 78% in 2006. These 'associated' issues would suggest that hospital staff, specifically nurses, had less time available to spend with each patient in 2006.

Figure 11: Patient experience of issues dependent upon availability of hospital staff

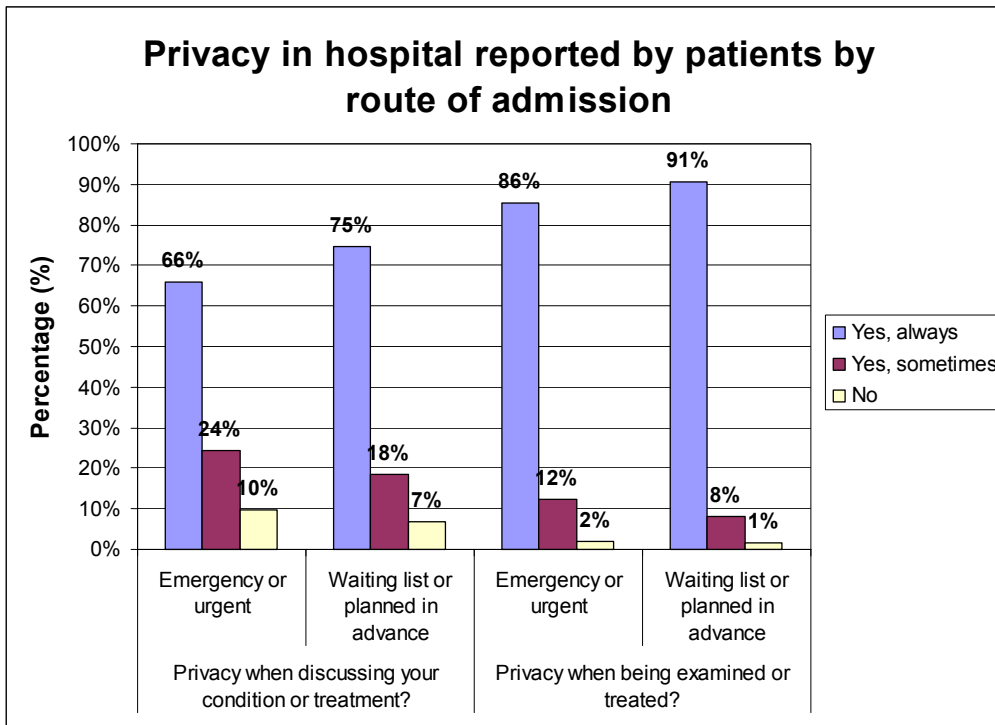


6.2 Privacy

Seventy per cent of patients said that they 'always' had enough privacy when discussing their condition or treatment (compared with 71% in 2005), and a further 22% said that they 'sometimes' had enough privacy. Most patients (88%) were content with the level of privacy when being treated or examined, the same percentage as in 2005, while an additional 11% 'sometimes' had enough privacy. One explanation for this is that the use of curtains to partition rooms containing multiple patients is effective visually (resulting in increased privacy during examinations), but comments made by staff and patients may be freely overheard by other patients and visitors.

Patients who arrived at hospital for a planned admission reported having a greater degree of privacy compared with those admitted as an emergency, with 75% of patients saying they were always given enough privacy when discussing their condition or treatment (compared with 66% of urgent admissions), and 91% saying they always had enough privacy when being treated or examined (compared with 86% of urgent admissions).

Figure 12: Privacy in hospital reported by patients admitted through the emergency department or from a waiting list



6.3 Overall

As in 2005, over three quarters of patients (77%) rated the care that they received in hospital as excellent or very good, 15% as good, 6% as fair, and only 2% as poor. A wide variation was seen across hospital trusts, with the percentage of respondents rating their overall care as 'excellent' or 'very good' ranging from 56-95%. There has been a slight decrease in the percentage of patients who said they were 'always' treated with respect and dignity, down from 79% in 2005 to 78% in 2006. Only 7% of respondents said they were asked to give their views on the quality of care they received while in hospital (ranging from 2-33% nationally), and only 18% recalled being given

information about how they could complain about their care if they felt this was necessary (ranging from 6-39%).

Just over half of respondents (52%) said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment, with 37% saying they were involved 'to some extent'. There has been a slight fall in the percentage of patients who said they were as involved as they wanted to be in decisions about their care and treatment (down from 53% in 2005), and a corresponding increase in those who said they were not involved as much as they wanted to be, up to 11% from 10% in 2005. Patients arriving at hospital for a planned admission were significantly more likely to say that they were fully involved in decision-making (61% were 'definitely' involved) compared with those admitted for an emergency (46%).

As in 2005, almost four-fifths of patients (79%) said they were given the right amount of information about their treatment or condition, but more patients said that they were given too little, up from 20% in 2005 to 21% in 2006.

7 Pain

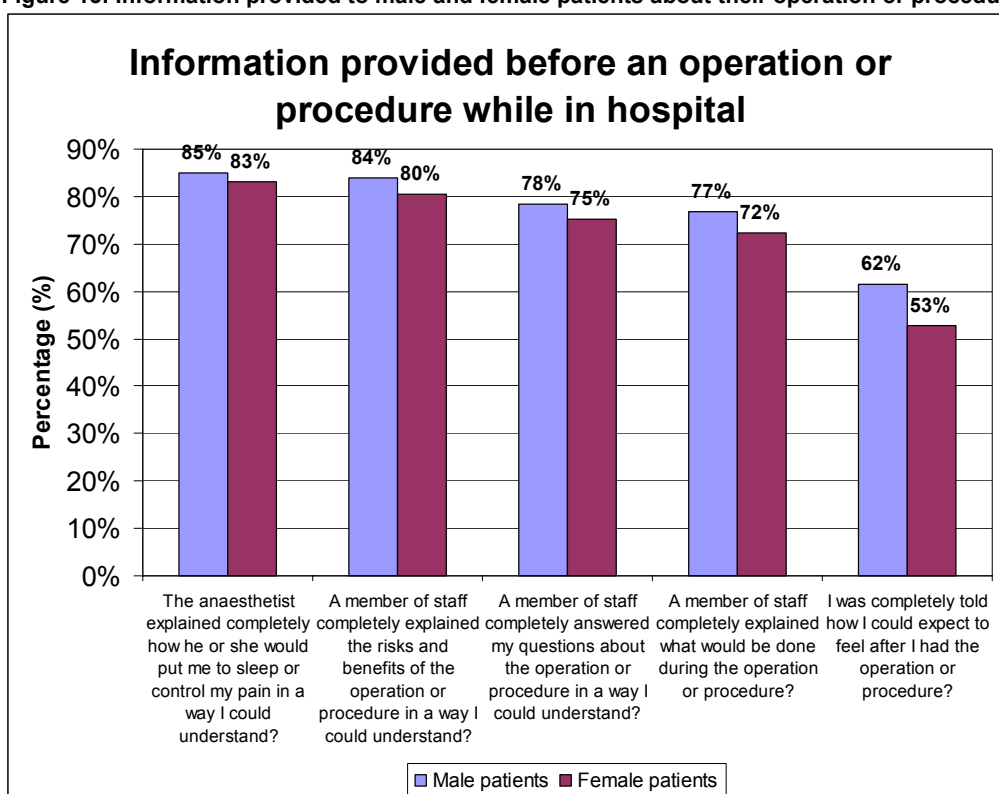
Two thirds of patients (67%) reported experiencing pain during their stay in hospital, up slightly from 66% on 2005 but still fewer than in 2002 (68%). Of these, 72% thought that the hospital staff did everything they could to help control their pain and this has not changed significantly in the three survey years this report discusses. Another 23% of patients thought they were helped to control their pain to some extent, the same proportion as in 2005 but more than in 2002 (22%).

8 Operations and procedures

More than two-thirds (68%) of patients responding to the survey had an operation or procedure while in hospital, a slightly smaller proportion than in 2005. They reported little change in the quality of the information they received compared with the 2005 survey.

Of those patients undergoing an operation or procedure in 2006, more than four-fifths (81%) said that they were 'completely' informed about the risks and benefits of their procedure, but with fewer patients (15%) saying they were informed 'to some extent' than in 2005. Almost three-quarters of patients (74%) said they were 'completely' told what would be done during their operation or procedure and another 21% were told 'to some extent'. This is unchanged from 2005. About three-quarters (76%) said they had their questions answered in a way they could 'completely' understand before their operation or procedure and 20% were answered 'to some extent'. Results have improved in terms of patients saying they were told how they could expect to feel after their operation or procedure, with over half (56%) saying they were told 'completely' compared with 55% in 2005. Smaller proportions of patients said they were not informed about this (16%) or that they were told how they could expect to feel 'to some extent' (28%).

Figure 13: Information provided to male and female patients about their operation or procedure while in hospital



As in 2005, 84% of patients said they were given an anaesthetic to control their pain or help them sleep and, of those, 84% said they received complete explanations from the anaesthetist about what would happen with another 12% saying they received these 'to some extent'. The proportion of patients who say they were fully informed about how the operation and procedure had gone in a way they could understand was 64%, but 24% were only told to some extent and another 13% said that they were not told at all. Female patients were less likely than male patients to say that they received 'complete' information from staff for all relevant questions asked in the survey, which is consistent with the findings in the 2005 inpatient survey.

9 Leaving hospital

9.1 Discharge delays

Patients frequently experience delays to their discharge¹ and almost two in every five patients in the 2006 survey (38%) said their discharge was delayed when they left hospital. Of those patients who had their discharge delayed:

- 18% were delayed up to one hour
- 29% were delayed between one and two hours
- 32% were delayed between two and four hours
- 21% were delayed more than four hours.

The most common reason for experiencing a delay was having to wait for medicines to take home (61%), but 17% were delayed because they needed to see a doctor before discharge and 8% needed to wait for hospital transport. There has been no significant change in these figures since the 2005 survey. Just over half of patients (51%) waiting for medication had their discharge delayed by two hours or less, compared with 41% of those waiting to see a doctor or waiting for hospital transport.

Patients aged 16-35 (42%) were more likely to say they had a delayed discharge than any other age group, as were male patients (39%) when compared with women (37%). Patients who stayed at trusts inside London (46%) were also more likely to report a delayed discharge than those outside London (38%), as well as reporting longer waits when delays did occur.

9.2 Information about medicines

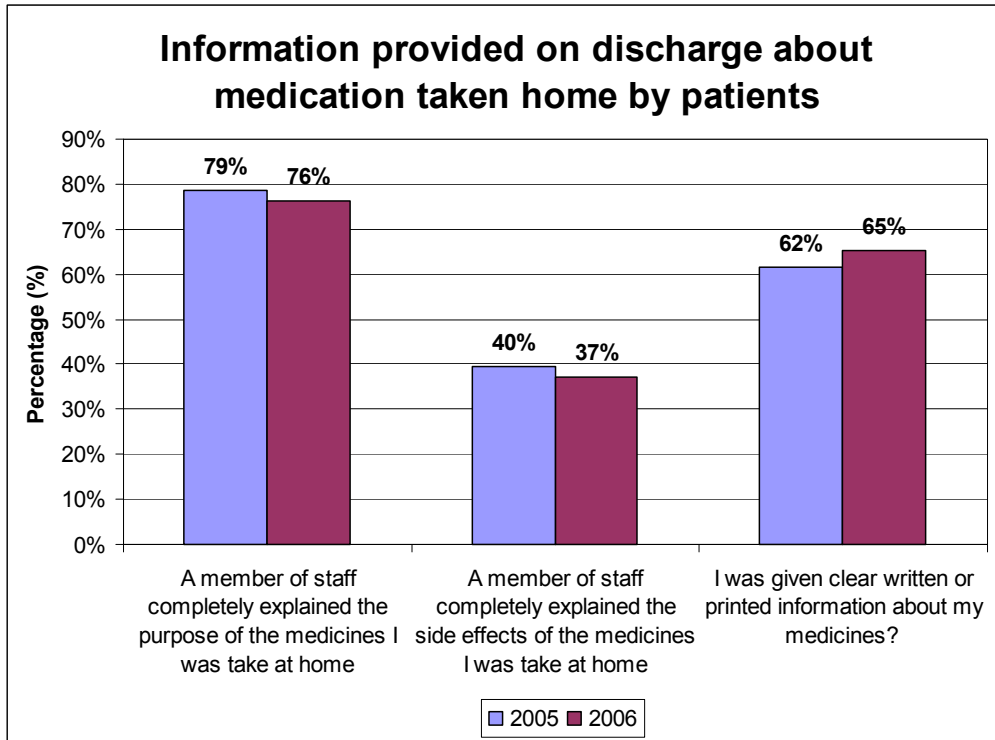
Patients discharged with medicines to take home were asked about the information they received regarding the purpose and side effects of the medication. Approximately three quarters (76%) of those requiring an explanation said they received complete information on the purpose of the medications, down from 79% in 2005. Only 37% of patients taking medicines home said they were given a complete explanation of the medication's possible side effects (down from 40% in 2005) and a further 18% only received an explanation 'to some extent'.

European Community Directive 2001/83² states that all medicines to be taken home by inpatients must contain written or printed instructions designed to be clear and understandable by patients. Sixty-five percent of respondents said they were given complete and clear written or printed information about their take-home medicines (up from 62% in 2005) while the percentage who said they received no written or printed information fell from 20% in 2005 to 18%.

¹ The key findings report for the 2005 inpatient survey, Picker Institute Europe, Oxford, UK.
http://www.nhssurveys.org/docs/Key_Findings_Report_for_the_2005_Inpatients_Survey.doc

² European Community Directive 2001/83 EC (the provisions formerly in Directive 92/27 EEC).

Figure 14: Information provided about medication for patients to take home



Since 2002, there has been a slight decrease in the number of patients who said that staff ‘completely’ informed them about any danger signals they should watch for after they went home, falling from 41% in 2002 to 39% in 2005, and remaining stable in 2006. A further 21% said they were told only ‘to some extent’ of danger signals to watch for after leaving hospital.

Fewer patients said that hospital staff definitely gave family members or someone close to them enough information to help them recover (42%) than in 2005 or 2002 (both 43%). While most patients (76%) knew who to contact if they were worried about their condition or treatment after leaving hospital, this represents a statistically significant decrease from the findings of the 2005 survey.

9.3 Copies of correspondence

The NHS Plan¹ states that “patients often do not know why they are being referred, or what is being said about them”. To improve patient’s understanding about their treatment, the NHS Plan stated that “letters between clinicians about an individual patient’s care will be copied to the patient as of right”. The proportion of respondents in the 2006 survey who said that they did receive copies of letters sent between hospital doctors and their family doctor (GP) improved two percentage points from 2005 (35%) to 37% in 2006.

¹ Secretary of State for Health. *The NHS Plan*, page 88. London: the stationery office, 2000.

Appendices

Appendix 1: About the national patient survey programme

The national patient survey programme, which the Healthcare Commission assumed responsibility for in April 2004, is one of the largest patient survey programmes in the world. It provides a unique opportunity to monitor the experiences of healthcare and is an important part of the Healthcare Commission's new annual health check.

The national patient survey programme aims to:

- Provide feedback from patients to healthcare organisations which can be used locally for quality improvement
- Gather information about the experiences of people using services to inform performance assessments and Healthcare Commission inspections and reviews at a local level
- Assess the performance of healthcare providers and monitor the experiences of patients at a national level
- Allow healthcare organisations to compare their results so that best practice can be shared.

During 2006, the Healthcare Commission carried out four national surveys asking patients across England about their experiences of inpatient, maternity, mental health, and diabetes. The questionnaire and methodology used in the inpatient survey was developed by the Picker Institute.

The results of the survey and data on patients' experiences in each NHS trust are available in detailed reports and can be found on the Healthcare Commission website at [<http://www.healthcarecommission.org>].

How was the 2006 inpatient questionnaire developed?

Instruments to measure patients' experience were originally developed by researchers at Harvard Medical School with funds from the Picker/Commonwealth Program for Patient-Centred Care, a programme established in 1987 under the auspices of the Commonwealth Fund of New York¹. Patients were asked to report in detail on their experience of a particular provider at a specific point in time by responding to questions about whether or not certain processes or events occurred during the course of a specific episode of care². Responses to these types of questions are intended to be factual rather than evaluative and they are designed to help healthcare organisations to pinpoint problems more precisely³.

In 2002, Picker Institute Europe carried out further interviews and focus groups to adapt the Picker questionnaire for the English National Survey Programme. Surveys were also organised to determine patients' top priorities. The questionnaire was further refined in 2004 and 2005 to incorporate policy changes and to ensure that it included the questions that were the most useful in designing quality improvements. The full reports of the development of the 2002 inpatient survey,

¹ Beatrice DF, Thomas CP, Biles B. Grant making with an impact: the Picker / Commonwealth patient-centred care program. *Health Affairs* 1998; 17:236-44.

² Cleary PD and Edgman-Levitan S. Health care quality: incorporating consumer perspectives. *Journal of the American Medical Association* 1997; 278:608-12.

³ Secretary of State for Health. The NHS Plan. London: the stationery office, 2000.

and of its refinement for the 2004 and 2005 surveys, are available on the www.nhssurveys.org website^{1 2 3}.

Sampling

This survey was carried out in 167 English Acute NHS trusts with adult inpatients. Each trust identified a list of 850 eligible patients who had been consecutively discharged leading up to the last day of June, July, or August 2006. Patients were eligible if they were 16 years or older, had at least one overnight stay in hospital, and were not maternity patients, private patients, or psychiatric patients.

Comparisons between years

The Department of Health commissioned the first national inpatient survey in 2002 and the Healthcare Commission repeated this survey in 2004 and in 2005. This report summarises the key findings of the 2006 inpatient survey and highlights differences with the 2002 and 2005 results. The results from the 2004 survey are not included in comparisons due to differences in the sampling methodology ie only patients aged 18 years and over were included in the 2004 survey as separate survey of children and young people (aged 0-17 years) took place that year.

The 2002, 2005 and 2006 survey results were compared on all of the 33 questions that were directly comparable (i.e. those questions that were unchanged between the three surveys, or for which response options could be matched up in a way that allowed them to be compared). Further comparisons were made between 36 questions asked only in 2005 and 2006. Z-tests were used for significance and all differences that are noted in this report are significant using $\alpha=0.05$. Bonferroni correction was used for all multiple comparisons (ie where data was available for all three years).

Questionnaire and method

The questionnaire was composed of closed questions except for a final section that invited respondents to comment in their own words on the aspects that were particularly good about their care, and the aspects that could be improved. This information is available for trusts to use, but is not submitted to the Co-ordination Centre as part of the national patient survey programme.

Patients selected for the sample were sent a postal questionnaire and a covering letter. Up to two reminder letters were sent to non-respondents.

Calculation of trust-based national averages for responses to all questions

The weighted percentages presented in this report were calculated so that each trust had an equal influence on the final estimate. They therefore represent the results from the "average trust". If unweighted percentages had been used, the trusts' influence would not have been equal, since

¹ Reeves R, Coulter A, Jenkinson C, Cartwright J, Bruster S and Richards N. *Development and pilot testing of questionnaire for use in the acute NHS Trust inpatient survey programme*, 2002. <http://www.nhssurveys.org/docs/DevelopmentInpatientQuestionnaire.pdf> 2002. Oxford, Picker Institute Europe.

² Reeves R. *Preparation of Core Questionnaire for inpatient survey 2004*, 2004. http://www.nhssurveys.org/docs/Amendments_inpatient_survey.pdf 2004. Oxford, Picker Institute Europe.

³ Boyd J, Wood D and Reeves R. *Development and pilot testing of the questionnaire for use in acute adult inpatients survey*. 2005. http://www.nhssurveys.org/docs/Re-development_report_of_the_acute_adult_inpatients_survey_2005.pdf

some trusts had a higher response rate than others and would therefore contribute more to any percentage calculated in this way. The effect of this would have been to skew the national averages towards the averages for the trusts with the greatest response rates.

Our method ensures that all trusts had the same influence on the percentages, regardless of their response rate. That is, the proportion of responses to each response option for each individual question is calculated within each trust. The overall national percentage for a given response is then calculated as a mean of all the trusts' proportions.

This method provides a figure that represents every trust equally regardless of differential response rates.

The only exceptions to this approach were in the figures for demographics (sex, age, level of education, personal health evaluation, any disability and its effect on daily living, and ethnic group). These are given as simple percentages, as it is more appropriate to present the real percentages of sampled patients and respondents, rather than average figures.

Appendix 2: Who took part in the survey?

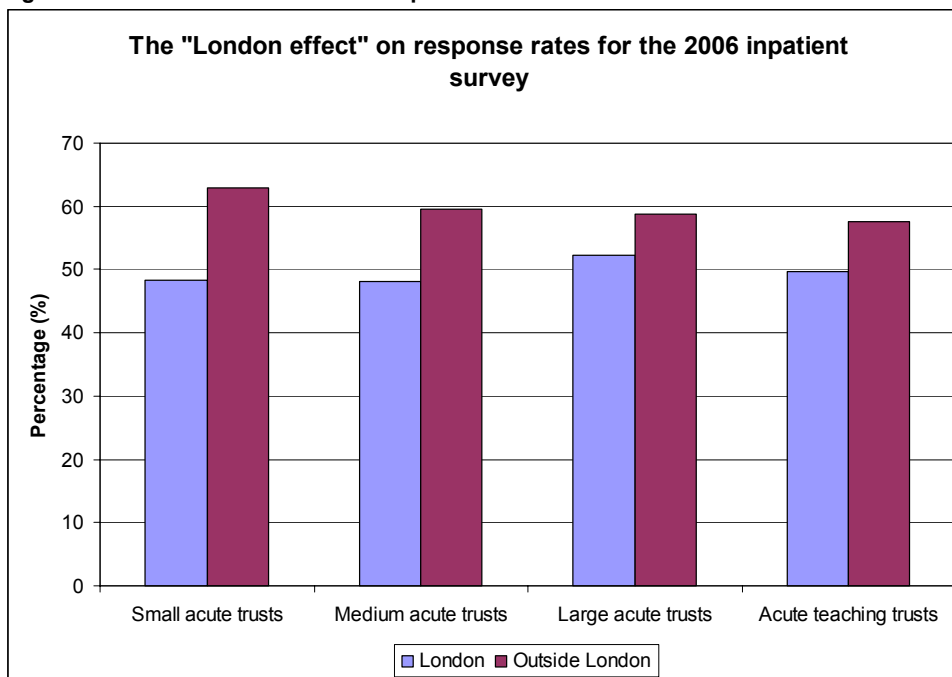
Questionnaires were sent to 141,447 patients and completed questionnaires were received from 80,694 respondents. This represents an adjusted response rate of 58.7% when undelivered questionnaires, ineligible patients, and deceased patients have been accounted for (adjusted response rates varying between trusts from 34.5% to 79.9%). This represents a slight decrease from the 2005 survey, which had an adjusted response rate of 59.3% (varying between trusts from 34.0% to 82.0%), but a larger decrease in response rate from 2002, which had an adjusted response rate of 64.2% (varying between trusts from 47.1% to 82.9%).

Outcome of sending questionnaire

	Number	Percent
Returned useable questionnaire	80694	57.0
Returned undelivered or pt moved house	1628	1.2
Patient died	2083	1.5
Too ill, opted out or returned blank questionnaire	7926	5.6
Patient not eligible to fill in questionnaire	340	0.2
Questionnaire not returned - reason not known	48776	34.5

Orthopaedic and acute specialist trusts had the highest average response rates for the survey (71.7% and 65.6% respectively), and London-based acute trusts had the lowest (averaging 49.1%). London-based trusts also had significantly lower response rates than those outside London (10.8 percentage points lower for all London trusts), although this difference was greater in small acute trusts (14.7 percentage points) than in medium (11.4 percentage points) or large trusts (6.5 percentage points).

Figure 15: The “London Effect” on response rates



Eighty trusts had a decreased response rate of more than one percentage point in the 2006 survey when compared with 2005, 19 trusts remained unchanged, and 68 trusts had an increased response rate of more than one percentage point.

Of all those patients who returned completed questionnaires (these figures are provided in the tables in Appendix 6):

- 54.6% were women
- 10.0% were aged 16-35 years, 15.9% 36-50 years, 26.3% were 51-65 years, 47.8% were 66 and over
- 94.5% were White, 2.7% Asian or Asian British, 1.8% Black or Black British, 0.6% were of mixed race, and 0.5% were Chinese or from other ethnic groups
- 53.9% of patients rated their own health as good, very good or excellent in the last four weeks, 46.1% very poor, poor or fair.

Approximately half of those responding said they had a long-standing health problem or disability (49.4%): 53.7% of these said this problem 'definitely' affected their daily activities and a further 39.7% said it did so 'to some extent'.

Demographics of respondents and non-respondents

It is important to compare the demographic characteristics of the respondents and non-respondents to the survey because respondents to a survey may not be representative of all patients that use a particular NHS trust. The sampling strategy is designed to approximate the population of patients at each participating NHS trust (these figures are provided in tables in Appendix 5).

Gender and age

The gender of the patient was known for nearly 100% of the patients included in the sample (this information was not available for eight patients in the sample). After patients who had died during the survey period or whose questionnaires were returned undelivered were removed from the sample, completed questionnaires were received from the same proportion of male and female patients in the sample (59.7%).

Age information was available for nearly 100% of the sample. Older patients were more likely to respond than younger ones and useable questionnaires were returned by:

- 36.8% of 16 to 35 year olds
- 52.4% of 36 to 50 year olds
- 67.9% of 51 to 65 year olds
- 64.6% of patients aged 66 years or over.

As in 2005 and 2002, the highest response rates were for female patients aged 51 to 65 (71.3%) then male patients aged 66 years or older (68.0%). The lowest response rates were for men aged 35 and under (29.7%) and women aged 35 and under (42.3%).

Ethnic group

Hospital recording of patients' ethnic group was available for 82.3% of the sample, up from 78.5% in 2005. Response rates varied by ethnic group and useable questionnaires were returned by:

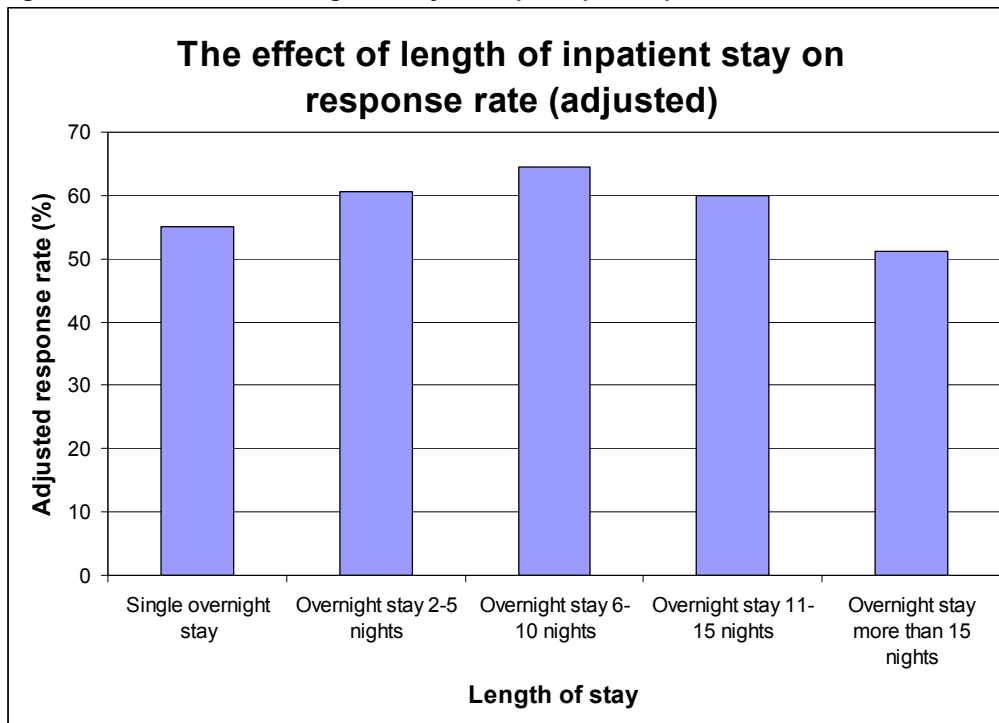
- 60.4% of white patients
- 43.8% of patients of mixed ethnic groups
- 39.3% of Asian or Asian British patients
- 42.8% of Black or Black British patients
- 52.4% of Chinese patients

- 42.1% of patients reported to belong to any other ethnic group
- 58.5% of patients whose ethnic group was not stated in the sample information.

Length of Stay

It is becoming more common for patients in the sample to have had only a single overnight stay (29.4%) compared with 2005 (26.2%). Over two thirds stayed five nights or less (67.7%) and the longest stay was 527 days. Patients who stayed between six and ten nights were most likely to respond to the survey, while those who stayed more than 15 nights and those who stayed only a single night were least likely to respond.

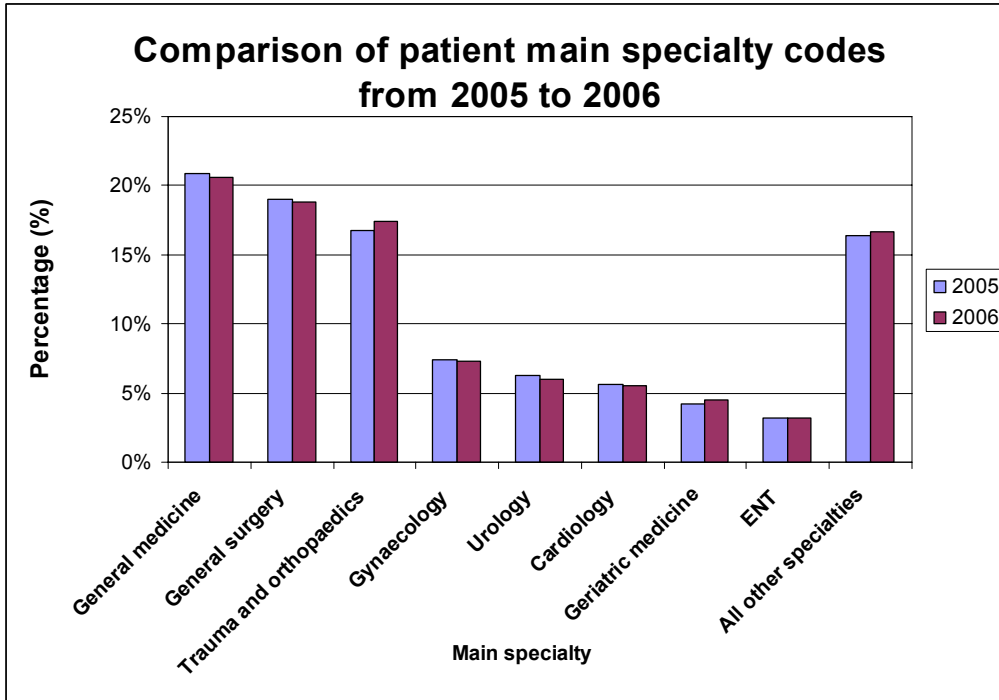
Figure 16: The effect of the length of stay in hospital upon response rate



Main Specialty

The main specialty reflects the specialty code of the consultant who was managing the patient's care immediately prior to discharge. This will not always capture the patient's whole journey, as they may move around the hospital trust depending on their clinical situation and needs. Most patients were covered by one of three main specialties: general medicine (23%), general surgery (18%), or trauma and orthopaedics (15%). Other departments represented by large numbers of patients were gynaecology (7%), geriatric medicine (6%), urology (5%) and cardiology (5%).

Figure 17: Proportion of patients in each main specialty codes compared with 2005 (sample information)



Patients discharged from the specialties of cardiology, trauma and orthopaedics and urology were more likely to respond to the survey, while response rates were lowest from those treated by the specialties of general medicine and geriatric medicine.

Appendix 3: Tables of results

Please note, due to rounding, the sum of some responses may not equal 100%.

Admission to Hospital

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

	National average %
Emergency or urgent	53.5%
Waiting list or planned in advance	43.7%
Something else	2.8%
Total specific responses	77665
Missing responses	3029

Answered by all

Q1_v2 Was your most recent hospital stay planned in advance or an emergency?

	National average %
Emergency or urgent	55.1%
Waiting list or planned in advance	44.9%
Total specific responses	75540
Something else	2125
Missing responses	3029

Answered by all

Q2 Did you travel to the hospital by ambulance?

	National average %
Yes	54.0%
No	46.0%
Total specific responses	44195
Missing responses	362

Answered by all whose most recent admission to hospital was emergency, urgent or other reason

Q3 Were the ambulance crew reassuring?

	National average %
Yes, definitely	89.5%
Yes, to some extent	8.9%
No	1.5%
Total specific responses	23075
Don't know/ Can't remember	1452
Missing responses	255

Answered by all who were admitted for an emergency, urgent or other reason and travelled via ambulance

Q4 Did the ambulance crew explain your care and treatment in a way you could understand?

	National average %
Yes, definitely	66.6%
Yes, to some extent	23.0%
No	10.4%
Total specific responses	21193
Don't know/ Can't remember	3089
Missing responses	499

Answered by all who were admitted for an emergency, urgent or other reason and travelled via ambulance

Q5 Did the ambulance crew do everything they could to help you control your pain?

	National average %
Yes, definitely	76.1%
Yes, to some extent	16.3%
No	7.6%
Total specific responses	18493
I did not have any pain	5431
Missing responses	863

Answered by all who were admitted for an emergency, urgent or other reason and travelled via ambulance

Q6 When you arrived at the hospital, did you go to the Emergency Department?

	National average %
Yes	86.6%
No	13.4%
Total specific responses	42648
Missing responses	1599

Answered by all who were admitted for an emergency, urgent or other reason

Q7 While you were in the Emergency Department, how much information about your treatment or condition was given to you?

	National average %
Not enough	16.5%
Right amount	72.2%
Too much	.5%
I was not given any information about my treatment/condition	10.8%
Total specific responses	37315
Missing responses	1590

Answered by all who went to the Emergency Department upon arrival

Q8 Were you given enough privacy when being examined or treated in the Emergency Department?

	National average %
Yes, definitely	77.4%
Yes, to some extent	20.5%
No	2.2%
Total specific responses	37783
Missing responses	1208

Answered by all who went to the Emergency Department upon arrival

Q9 Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

	National average %
Less than 1 hour	21.1%
At least 1 hour but less than 2 hours	17.5%
At least 2 hours but less than 4 hours	24.4%
At least 4 hours but less than 8 hours	21.9%
8 hours or longer	6.1%
I did not have to wait	9.0%
Total specific responses	35922
Can't remember	2753
Missing responses	1102

Answered by all who went to the Emergency Department upon arrival

Q10 Were you given a choice of admission dates?

	National average %
Yes	27.3%
No	72.7%
Total specific responses	37738
Don't know/ Can't remember	987
Missing responses	2104

Answered by all whose most recent admission to hospital was waiting list or planned in advance

Q11 Overall, from the time you were first told you needed to be admitted to hospital, how long did you wait to be admitted?

	National average %
Up to 1 month	32.8%
1 to 3 months	27.0%
3 to 6 months	23.9%
6 to 9 months	11.1%
More than 9 months	5.1%
Total specific responses	35990
Don't know/ Can't remember	1119
Missing responses	3536

Answered by all whose most recent admission to hospital was waiting list or planned in advance

Q12 How do you feel about the length of time you were on the waiting list before your admission to hospital?

	National average %
I was admitted as soon as I thought necessary	74.1%
I should have been admitted a bit sooner	17.7%
I should have been admitted a lot sooner	8.2%
Total specific responses	37266
Missing responses	3449

Answered by all whose most recent admission to hospital was waiting list or planned in advance

Q13 Was your admission date changed by the hospital?

	National average %
No	79.7%
Yes, once	16.8%
Yes, 2 or 3 times	3.1%
Yes, 4 times or more	.4%
Total specific responses	38047
Missing responses	2747

Answered by all whose most recent admission to hospital was waiting list or planned in advance

Q14 From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?

	National average %	Emergency patients %	Planned admission patients %
Yes, definitely	10.7%	14.7%	5.4%
Yes, to some extent	18.7%	25.3%	10.3%
No	70.6%	60.0%	84.2%
Total specific responses	78188	39160*	34298*
Missing responses	2506	-	-

Answered by all

* Based on respondents who answered both Q1 (route of admission) and Q14 (waiting time to get to a bed)

The hospital and ward

Q15 While in hospital, did you ever stay in a critical care area (Intensive Care Unit, High Dependency Unit or Coronary Care Unit)?

	National average %
Yes	18.9%
No	81.1%
Total specific responses	75151
Don't know/ Can't remember	3317
Missing responses	2226

Answered by all

Q16 When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?

	National average %
Yes	24.6%
No	75.4%
Total specific responses	78834
Missing responses	1860

Answered by all

Q16_v2 Proportions of emergency and planned admission patients who shared a room or bay with patients of the opposite sex when they first arrived at hospital (critical care patients excluded)

	Emergency patients %	Planned admission patients %
Yes	30.2%	11.2%
No	69.8%	88.8%
Total specific responses	28131	28656

Answered by all patients who did not stay in a Critical Care Area

Q17 During your stay in hospital, how many wards did you stay in?

	National average %
1	65.9%
2	26.7%
3 or more	7.4%
Total specific responses	77841
Don't know/ Can't remember	807
Missing responses	2046

Answered by all

Q17_v2 Proportions of emergency and planned admission patients who and how many wards they stayed in? (Critical care area patients excluded)

		During your stay in hospital, how many wards did you stay in?		
		1	2	3 or more
Was your most recent hospital stay planned in advance or an emergency?	Emergency or urgent	59.7%	33.0%	7.3%
	Waiting list or planned in advance	86.5%	12.1%	1.4%
Responses for all patients		73.2%	22.4%	4.3%

Answered by all patients with known route of admission and who did not stay in a Critical Care Area

Q18 After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

	National average %
Yes	18.6%
No	81.4%
Total specific responses	26255
Missing responses	576

Answered by all who stayed in two or more wards

Q18_v2 Proportions of emergency and planned admission patients who shared a room or bay with patients of the opposite sex after they moved hospital ward (or wards) (critical care patients excluded)

	Emergency patients %	Planned admission patients %
Yes	15.7%	10.7%
No	84.3%	89.3%
Total specific responses	11181	3834

Answered by all who stayed in two or more wards and who did not stay in a Critical Care Area

Q19 While staying in the hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

	National average %
Yes	30.1%
Yes, because it had special bathing equipment that I needed	1.9%
No	68.0%
Total specific responses	69140
I did not use a bathroom or shower	4748
Don't know/ Can't remember	4410
Missing responses	2396

Answered by all

Q19_v2 While staying in the hospital, did you ever use the same bathroom or shower area as patients of the opposite sex? (Critical care patients excluded) – sub-analysis by demographics

		While staying in the hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?		
		Yes	Yes, because it had special bathing equipment that I needed	No
Gender of respondent*	Male	29.5%	1.7%	68.8%
	Female	27.0%	1.4%	71.6%
	Total specific responses	14891	820	37372
Age group of respondent**	16-35 years	29.5%	1.4%	69.0%
	36-50 years	31.2%	1.2%	67.5%
	51 – 65 years	31.4%	1.5%	67.1%
	66 years and over	24.3%	1.7%	73.9%
	Total specific responses	14891	820	37371
Route of admission***	Emergency or urgent	33.1%	1.8%	65.1%
	Waiting list or planned	23.6%	1.2%	75.2%
	Total specific responses	14064	760	35102

* Based on respondents who answered Q19 (sharing bathroom areas) and had a known gender, and who did not stay in a Critical Care Area

** Based on respondents who answered Q19 (sharing bathroom areas) and had a known age, and who did not stay in a Critical Care Area

*** Based on respondents who answered both Q1 (route of admission) and Q19 (sharing bathroom areas), and who did not stay in a Critical Care Area

Q20 Were you ever bothered by noise at night from other patients?

	National average %
Yes	37.5%
No	62.5%
Total specific responses	78996
Missing responses	1698

Answered by all

Q21 Were you ever bothered by noise at night from hospital staff?

	National average %
Yes	19.1%
No	80.9%
Total specific responses	78920
Missing responses	1774

Answered by all

Q22 In your opinion, how clean was the hospital room or ward that you were in?

	National average %
Very clean	52.8%
Fairly clean	40.0%
Not very clean	5.8%
Not at all clean	1.5%
Total specific responses	79579
Missing responses	1115

Answered by all

Q23 How clean were the toilets and bathrooms that you used in hospital?

	National average %
Very clean	46.7%
Fairly clean	41.6%
Not very clean	8.8%
Not at all clean	2.9%
Total specific responses	77601
I did not use a toilet or bathroom	1942
Missing responses	1151

Answered by all

Q24 How would you rate the hospital food?

	National average %
Very good	18.3%
Good	35.3%
Fair	31.3%
Poor	15.2%
Total specific responses	76046
I did not have any hospital food	3386
Missing responses	1262

Answered by all

Q24_v2 How would you rate the hospital food?

	National average %
Very good	17.5%
Good	33.8%
Fair	29.9%
Poor	14.5%
I did not have any hospital food	4.3%
Total specific responses	79432
Missing responses	1262

Answered by all

Q25 Were you offered a choice of food?

	National average %
Yes, always	78.7%
Yes, sometimes	15.8%
No	5.5%
Total specific responses	75283
Missing responses	2025

Answered by all who had hospital food

Doctors

Q26 When you had important questions to ask a doctor, did you get answers that you could understand?

	National average %
Yes, always	67.5%
Yes, sometimes	27.4%
No	5.1%
Total specific responses	72653
I had no need to ask	6809
Missing responses	1232

Answered by all

Q27 Did you have confidence and trust in the doctors treating you?

	National average %
Yes, always	80.5%
Yes, sometimes	16.4%
No	3.1%
Total specific responses	79676
Missing responses	1018

Answered by all

Q28 Did doctors talk in front of you as if you weren't there?

	National average %
Yes, often	6.1%
Yes, sometimes	21.7%
No	72.2%
Total specific responses	79224
Missing responses	1470

Answered by all

Q29 As far as you know, did doctors wash or clean their hands between touching patients?

	National average %
Yes, always	69.0%
Yes, sometimes	19.4%
No	11.6%
Total specific responses	47145
Don't know/ Can't remember	32108
Missing responses	1441

Answered by all

Nurses

Q30 When you had important questions to ask a nurse, did you get answers that you could understand?

	National average %
Yes, always	65.2%
Yes, sometimes	30.0%
No	4.8%
Total specific responses	72345
I had no need to ask	7229
Missing responses	1120

Answered by all

Q31 Did you have confidence and trust in the nurses treating you?

	National average %
Yes, always	73.2%
Yes, sometimes	23.1%
No	3.7%
Total specific responses	79626
Missing responses	1068

Answered by all

Q32 Did nurses talk in front of you as if you weren't there?

	National average %
Yes, often	4.9%
Yes, sometimes	16.8%
No	78.3%
Total specific responses	79403
Missing responses	1291

Answered by all

Q33 In your opinion, were there enough nurses on duty to care for you in hospital?

	National average %
There were always or nearly always enough nurses	56.1%
There were sometimes enough nurses	31.6%
There were rarely or never enough nurses	12.4%
Total specific responses	79220
Missing responses	1474

Answered by all

Q34 As far as you know, did nurses wash or clean their hands between touching patients?

	National average %
Yes, always	71.1%
Yes, sometimes	22.6%
No	6.3%
Total specific responses	57669
Don't know/ Can't remember	21769
Missing responses	1256

Answered by all

Your care and treatment

Q35 Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

	National average %
Yes, often	7.7%
Yes, sometimes	26.8%
No	65.5%
Total specific responses	79271
Missing responses	1423

Answered by all

Q36 Were you involved as much as you wanted to be in decisions about your care and treatment?

	National average %	Emergency patients %	Planned admission patients %
Yes, definitely	52.1%	45.7%	61.1%
Yes, to some extent	37.0%	40.6%	31.9%
No	10.9%	13.7%	7.0%
Total specific responses	78875	39822*	34210*
Missing responses	1819	-	-

Answered by all

* Based on respondents who answered both Q1 (route of admission) and Q36 (involved in care)

Q37 How much information about your condition or treatment was given to you?

	National average %
Not enough	20.5%
The right amount	78.8%
Too much	.7%
Total specific responses	79146
Missing responses	1548

Answered by all

Q38 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

	National average %
Yes, definitely	43.3%
Yes, to some extent	40.4%
No	16.3%
Total specific responses	54683
No family or friends were involved	8484
My family did not want or need information	12683
I did not want my family or friends to talk to a doctor	2724
Missing responses	2120

Answered by all

Q39 Did you find someone on the hospital staff to talk to about your worries and fears?

	National average %
Yes, definitely	41.9%
Yes, to some extent	36.5%
No	21.7%
Total specific responses	50593
I had no worries or fears	28252
Missing responses	1849

Answered by all

Q40 Were you given enough privacy when discussing your condition or treatment?

	National average %
Yes, always	69.6%
Yes, sometimes	21.9%
No	8.5%
Total specific responses	78247
Missing responses	2447

Answered by all

Q41 Were you given enough privacy when being examined or treated?

	National average %
Yes, always	87.5%
Yes, sometimes	10.6%
No	1.9%
Total specific responses	79286
Missing responses	1408

Answered by all

Q42 Did you get enough help from staff to eat your meals?

	National average %
Yes, always	58.4%
Yes, sometimes	21.2%
No	20.4%
Total specific responses	19041
I did not need help to eat meals	59612
Missing responses	2041

Answered by all

Q43 How many minutes after you used the call button did it usually take before you got the help you needed?

	National average %
0 minutes/ right away	17.5%
1-2 minutes	39.3%
3-5 minutes	27.1%
More than 5 minutes	14.6%
I never got help when I used the call button	1.6%
Total specific responses	44466
I never used the call button	33748
Missing responses	2480

Answered by all

Pain

Q44 Were you ever in any pain?

	National average %
Yes	66.6%
No	33.4%
Total specific responses	77410
Missing responses	3284

Answered by all

Q45 Do you think the hospital staff did everything they could to help control your pain?

	National average %
Yes, definitely	72.0%
Yes, to some extent	22.9%
No	5.1%
Total specific responses	52022
Missing responses	741

Answered by all who experienced pain

Operations or procedures

Q46 During your stay in hospital, did you have an operation or procedure?

	National average %
Yes	67.6%
No	32.4%
Total specific responses	77266
Missing responses	3428

Answered by all

Q47 Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

	National average %
Yes, completely	81.4%
Yes, to some extent	14.8%
No	3.8%
Total specific responses	52372
I did not want an explanation	1058
Missing responses	476

Answered by all who had an operation or procedure

Q48 Beforehand, did a member of staff explain what would be done during the operation or procedure?

	National average %
Yes, completely	73.9%
Yes, to some extent	20.9%
No	5.2%
Total specific responses	52020
I did not want an explanation	1424
Missing responses	541

Answered by all who had an operation or procedure

Q49 Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

	National average %
Yes, completely	76.1%
Yes, to some extent	20.2%
No	3.7%
Total specific responses	45675
I did not have any questions	7695
Missing responses	708

Answered by all who had an operation or procedure

Q50 Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	National average %
Yes, completely	56.3%
Yes, to some extent	27.7%
No	16.0%
Total specific responses	53002
Missing responses	989

Answered by all who had an operation or procedure

Q51 Before the operation or procedure, were you given an anaesthetic to put you to sleep or control your pain?

	National average %
Yes	84.3%
No	15.7%
Total specific responses	52648
Missing responses	1134

Answered by all who had an operation or procedure

Q52 Before the operation or procedure, did the anaesthetist explain how he or she would put you to sleep or control your pain in a way you could understand?

	National average %
Yes, completely	83.6%
Yes, to some extent	11.8%
No	4.7%
Total specific responses	44765
Missing responses	634

Answered by all who had an operation or procedure and were given anaesthetic

Q53 After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand

	National average %
Yes, completely	63.7%
Yes, to some extent	23.7%
No	12.6%
Total specific responses	52651
Missing responses	1303

Answered by all who had an operation or procedure

Leaving hospital

Q54 On the day you left hospital, was your discharge delayed for any reason?

	National average %
Yes	38.0%
No	62.0%
Total specific responses	77912
Missing responses	2782

Answered by all

Q54_v2 On the day you left hospital, was your discharge delayed for any reason? – sub-analysis by demographics

		On the day you left hospital, was your discharge delayed for any reason?	
		Yes	No
Gender of respondent	Male	38.8%	61.2%
	Female	36.9%	63.1%
	Total specific responses	29414	48498
Age group of respondent	16-35 years	42.1%	57.9%
	36-50 years	39.8%	60.2%
	51 – 65 years	38.4%	61.6%
	66 years and over	35.8%	64.2%
	Total specific responses	29414	48497
Location of trust	London-based	45.9%	54.1%
	Outside London	38.2%	61.8%
	Total specific responses	21789	34894

Answered by all who provided specific responses for demographic questions and Q54 (delayed discharge)

Q55 What was the main reason for the delay?

	National average %
I had to wait for medicines	60.7%
I had to wait to see the doctor	17.0%
I had to wait for an ambulance	8.3%
Something else	14.0%
Total specific responses	28376
Missing responses	1844

Answered by all who experienced a delayed discharge

Q56 How long was the delay?

	National average %
Up to 1 hour	17.7%
Longer than 1 hour but no longer than 2 hours	29.1%
Longer than 2 hours but no longer than 4 hours	32.3%
Longer than 4 hours	20.9%
Total specific responses	29704
Missing responses	504

Answered by all who experienced a delayed discharge

Q57 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

	National average %
Yes, completely	76.2%
Yes, to some extent	15.7%
No	8.1%
Total specific responses	59904
I did not need an explanation	8404
I had no medicines	9177
Missing responses	3209

Answered by all

Q58 Did a member of staff tell you about medication side effects to watch for when you went home?

	National average %
Yes, completely	37.3%
Yes, to some extent	18.0%
No	44.7%
Total specific responses	50033
I did not need an explanation	17985
Missing responses	1084

Answered by all who took medicines home

Q59 Were you given clear written or printed information about your medicines?

	National average %
Yes, completely	65.4%
Yes, to some extent	16.9%
No	17.7%
Total specific responses	64338
Don't know/ Can't remember	3046
Missing responses	1730

Answered by all who took medicines home

Q60 Did a member of staff tell you about any danger signals you should watch for after you went home?

	National average %
Yes, completely	38.9%
Yes, to some extent	20.7%
No	40.4%
Total specific responses	58043
It was not necessary	19338
Missing responses	3313

Answered by all

Q61 Did the doctors or nurses give your family or someone close to you all the information they needed to help you recover?

	National average %
Yes, definitely	42.2%
Yes, to some extent	23.7%
No	34.2%
Total specific responses	53682
No family or friends were involved	10748
My family or friends did not want or need information	12748
Missing responses	3516

Answered by all

Q62 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

	National average %
Yes	75.8%
No	24.2%
Total specific responses	72233
Don't know/ Can't remember	5382
Missing responses	3079

Answered by all

Q63 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	National average %
Yes, I received copies	37.4%
No, I did not receive copies	62.6%
Total specific responses	71522
Not sure/ Don't know	6484
Missing responses	2688

Answered by all

Overall

Q64 Overall, did you feel you were treated with respect and dignity while you were in the hospital?

	National average %
Yes, always	78.4%
Yes, sometimes	18.5%
No	3.2%
Total specific responses	79030
Missing responses	1664

Answered by all

Q65 How would you rate how well the doctors and nurses worked together?

	National average %
Excellent	36.2%
Very good	40.0%
Good	15.9%
Fair	6.0%
Poor	1.9%
Total specific responses	78108
Missing responses	2586

Answered by all

Q66 Overall, how would you rate the care you received?

	National average %
Excellent	40.8%
Very good	36.2%
Good	14.7%
Fair	5.9%
Poor	2.4%
Total specific responses	78539
Missing responses	2155

Answered by all

Q67 During your hospital stay, were you ever asked to give your views on the quality of your care?

	National average %
Yes	6.5%
No	93.5%
Total specific responses	73453
Don't know/ Can't remember	5076
Missing responses	2165

Answered by all

Q68 Were you given information on how you could complain about the hospital care you received?

	National average %
Yes	18.1%
No	81.9%
Total specific responses	76479
Missing responses	4215

Answered by all

About you

Proportions of those participating to the survey by sex

	Percentage
Male	45.4%
Female	54.6%
Total specific responses	80694
Missing data	0

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

Proportions of those participating to the survey by age group

	Percentage
16-35	10.0%
36-50	15.9%
51-65	26.3%
>65	47.8%
Total specific responses	80693
Missing data	1

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

Q71 How old were you when you left full-time education?

	Percentage
16 years or less	69.1%
17 or 18 years	16.1%
19 years or over	13.3%
Still in full-time education	1.5%
Total specific responses	76958
Missing responses	3736

Answered by all

Q72 Overall, how would you rate your health during the past 4 weeks?

	Percentage
Excellent	7.3%
Very good	18.9%
Good	27.6%
Fair	31.0%
Poor	11.7%
Very poor	3.5%
Total specific responses	78361
Missing responses	2333

Answered by all

Q73 Do you have a long-standing physical or mental health problem or disability?

	Percentage
Yes	49.4%
No	50.6%
Total specific responses	76939
Missing responses	3755

Answered by all

Q74 Does this problem or disability affect your day-to-day activities?

	Percentage
Yes, definitely	53.7%
Yes, to some extent	39.7%
No	6.6%
Total specific responses	38797
Missing responses	319

Answered by all who have a long-standing physical or mental health problem or disability.....

Proportions of those participating to the survey by ethnic group

	Percentage
White	91.9%
Mixed	.6%
Asian or Asian British	3.8%
Black or Black British	2.6%
Chinese or Other Ethnic Group	1.1%
Total specific responses	129984
Missing	11463

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

Appendix 4: Comparison tables for respondents for 2002, 2005 and 2006 results

Notes on significance between years

National surveys of adult inpatients have been carried out in 2006, 2005, 2004 and 2002. Because of an additional survey of the experiences of young inpatients in 2004 (ages 0 to 17 years), the sample for the national survey of adult inpatients in 2004 sampled those aged 18 and above. The 2002, 2005 and 2006 surveys sampled those aged 16 years and above. Because of this, the results for the 2004 survey of adult inpatients cannot be compared with those from 2002, 2005 and 2006. Only these three years are included in the comparison tables below.

Of the 68 questions asked in the 2006 inpatients survey (not including the 7 demographic questions), 61 could be compared with results from the 2005 inpatient survey and 28 with results from the 2002 inpatient survey.

Significance tests have been applied to all response options between surveys and are based on two-sided tests with significance level 0.05 using the Bonferroni method. Significant differences that exist are indicated in all comparison tables by the following symbols:

- ^a = significant difference between 2002 and 2005
- ^b = significant difference between 2002 and 2006
- ^c = significant difference between 2005 and 2006

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

	Survey Year		
	2002	2005	2006
Emergency or urgent	52.0% ^{a b}	53.0% ^a	53.5% ^b
Waiting list or planned in advance	48.0% ^{a b}	44.3% ^a	43.7% ^b
Something else	.0%	2.7%	2.8%
Total specific responses	89815	77840	77665

Q1a Was your most recent hospital stay planned in advance or an emergency? (only defined routes of admission included)

	Survey Year		
	2002	2005	2006
Emergency or urgent	52.0% ^{a b}	54.5% ^a	55.1% ^b
Waiting list or planned admission	48.0% ^{a b}	45.5% ^a	44.9% ^b
Total specific responses	89815	75774	75540

Q2 Did you travel to the hospital by ambulance?

	Survey Year	
	2005	2006
Yes	53.1% ^c	54.0% ^c
No	46.9% ^c	46.0% ^c
Total specific responses	42831	44195

Q3 Were the ambulance crew reassuring?

	Survey Year	
	2005	2006
Yes, definitely	89.5%	89.5%
Yes, to some extent	9.3%	8.9%
No	1.2% ^c	1.5% ^c
Total specific responses	22327	23075

Q4 Did the ambulance crew explain your care and treatment in a way you could understand?

	Survey Year	
	2005	2006
Yes, definitely	66.1%	66.6%
Yes, to some extent	23.5%	23.0%
No	10.4%	10.4%
Total specific responses	20428	21193

Q5 Did the ambulance crew do everything they could to help you control your pain?

	Survey Year	
	2005	2006
Yes, definitely	75.2%	76.1%
Yes, to some extent	16.9%	16.3%
No	7.8%	7.6%
Total specific responses	17782	18493

Q6 When you arrived at the hospital, did you go to the Emergency Department?

	Survey Year	
	2005	2006
Yes	85.6% ^c	86.6% ^c
No	14.4% ^c	13.4% ^c
Total specific responses	41348	42648

Q7 While you were in the Emergency Department, how much information about your treatment or condition was given to you?

	Survey Year	
	2005	2006
Not enough	15.5% ^c	16.5% ^c
Right amount	73.2% ^c	72.2% ^c
Too much	.4% ^c	.5% ^c
I was not given any information about my treatment/condition	11.0%	10.8%
Total specific responses	35243	37315

Q8 Were you given enough privacy when being examined or treated in the Emergency Department?

	Survey Year	
	2005	2006
Yes, definitely	78.6% ^c	77.4% ^c
Yes, to some extent	19.5% ^c	20.5% ^c
No	1.9% ^c	2.2% ^c
Total specific responses	35877	37783

Q9 Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

	Survey Year		
	2002	2005	2006
Less than 1 hour	25.9% ^{a b}	22.8% ^{a c}	21.1% ^{b c}
At least 1 hour but less than 2 hours	12.8% ^{a b}	18.9% ^{a c}	17.5% ^{b c}
At least 2 hours but less than 4 hours	15.3% ^{a b}	24.6% ^a	24.4% ^b
At least 4 hours but less than 8 hours	18.5% ^{a b}	19.4% ^{a c}	21.9% ^{b c}
8 hours or longer	14.6% ^{a b}	5.6% ^{a c}	6.1% ^{b c}
I did not have to wait	12.9% ^{a b}	8.7% ^{a c}	9.0% ^{b c}
Total specific responses	46549	33692	35922

Q10 Were you given a choice of admission dates?

	Survey Year	
	2005	2006
Yes	26.6% ^c	27.3% ^c
No	73.4% ^c	72.7% ^c
Total specific responses	38042	37738

Q11 Overall, from the time you were first told you needed to be admitted to hospital, how long did you wait to be admitted?

	Survey Year	
	2005	2006
Up to 1 month	31.9% ^c	32.8% ^c
1 to 3 months	26.9%	27.0%
3 to 6 months	19.1% ^c	23.9% ^c
6 to 9 months	14.1% ^c	11.1% ^c
More than 9 months	8.0% ^c	5.1% ^c
Total specific responses	36574	35990

Q12 How do you feel about the length of time you were on the waiting list before your admission to hospital?

	Survey Year		
	2002	2005	2006
I was admitted as soon as I thought was necessary	68.2% ^a	71.9% ^{a c}	74.1% ^{b c}
I should have been admitted a bit sooner	19.4% ^b	18.8% ^c	17.7% ^{b c}
I should have been admitted a lot sooner	12.5% ^{a b}	9.3% ^{a c}	8.2% ^{b c}
Total specific responses	43893	37863	37266

Q13 Was your admission date changed by the hospital?

	Survey Year		
	2002	2005	2006
No	78.3% ^{a b}	79.7% ^a	79.7% ^b
Yes, once	16.8%	16.8%	16.8%
Yes, 2 or 3 times	4.2% ^{a b}	3.2% ^a	3.1% ^b
Yes, 4 times or more	.7% ^{a b}	.3% ^a	.4% ^b
Total specific responses	44319	38730	38047

Q14 From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?

	Survey Year		
	2002	2005	2006
Yes, definitely	13.4% ^{a b}	9.3% ^{a c}	10.7% ^{b c}
Yes, to some extent	19.8% ^{a b}	18.0% ^{a c}	18.7% ^{b c}
No	66.8% ^{a b}	72.8% ^{a c}	70.6% ^{b c}
Total specific responses	90156	77850	78188

Q20 Were you ever bothered by noise at night from other patients?

	Survey Year	
	2005	2006
Yes	36.9% ^c	37.5% ^c
No	63.1% ^c	62.5% ^c
Total specific responses	78844	78996

Q21 Were you ever bothered by noise at night from hospital staff?

	Survey Year	
	2005	2006
Yes	17.9% ^c	19.1% ^c
No	82.1% ^c	80.9% ^c
Total specific responses	78944	78920

Q22 In your opinion, how clean was the hospital room or ward that you were in?

	Survey Year		
	2002	2005	2006
Very clean	56.3% ^{a b}	52.2% ^a	52.8% ^b
Fairly clean	36.2% ^{a b}	39.8% ^a	40.0% ^b
Not very clean	5.8% ^a	6.3% ^{a b}	5.8% ^c
Not at all clean	1.7%	1.7%	1.5%
Total specific responses	93628	79599	79579

Q23 How clean were the toilets and bathrooms that you used in hospital?

	Survey Year		
	2002	2005	2006
Very clean	51.0% ^{a b}	46.5% ^a	46.7% ^b
Fairly clean	37.3% ^{a b}	40.5% ^{a c}	41.6% ^{b c}
Not very clean	8.6% ^a	9.7% ^{a c}	8.8% ^c
Not at all clean	3.1% ^{a b}	3.4% ^{a c}	2.9% ^{b c}
Total specific responses	91714	77995	77601

Q24 How would you rate the hospital food?

	Survey Year		
	2002	2005	2006
Very good	17.9%	18.0%	18.3%
Good	35.3%	35.7%	35.3%
Fair	31.2%	31.2%	31.3%
Poor	15.6% ^a	15.1% ^a	15.2%
Total specific responses	89304	76133	76046

Q24_v2 How would you rate the hospital food?

	Survey Year		
	2002	2005	2006
Very good	17.2%	17.3%	17.5%
Good	33.8%	34.2%	33.8%
Fair	29.8%	29.8%	29.9%
Poor	14.8%	14.5%	14.5%
I did not have any hospital food	4.4%	4.2%	4.3%
Total specific responses	93279	79458	79432

Q26 When you had important questions to ask a doctor, did you get answers that you could understand?

	Survey Year		
	2002	2005	2006
Yes, always	64.7% ^{a b}	66.5% ^{a c}	67.5% ^{b c}
Yes, sometimes	29.2% ^b	28.8% ^c	27.4% ^{b c}
No	6.1% ^{a b}	4.7% ^{a c}	5.1% ^{b c}
Total specific responses	82038	72668	72653

Q27 Did you have confidence and trust in the doctors treating you?

	Survey Year	
	2005	2006
Yes, always	80.5%	80.5%
Yes, sometimes	16.7%	16.4%
No	2.8% ^c	3.1% ^c
Total specific responses	79625	79676

Q28 Did doctors talk in front of you as if you weren't there?

	Survey Year		
	2002	2005	2006
Yes, often	6.2% ^a	5.8% ^{a c}	6.1% ^c
Yes, sometimes	22.6% ^{a b}	21.8% ^a	21.7% ^b
No	71.2% ^{a b}	72.4% ^a	72.2% ^b
Total specific responses	92764	79332	79224

Q29 As far as you know, did doctors wash or clean their hands between touching patients?

	Survey Year	
	2005	2006
Yes, always	67.1% ^c	69.0% ^c
Yes, sometimes	20.9% ^c	19.4% ^c
No	11.9%	11.6%
Total specific responses	47517	47145

Q30 When you had important questions to ask a nurse, did you get answers that you could understand?

	Survey Year		
	2002	2005	2006
Yes, always	63.4% ^{a b}	64.9% ^a	65.2% ^b
Yes, sometimes	30.9% ^b	30.6% ^c	30.0% ^{b c}
No	5.7% ^{a b}	4.5% ^{a c}	4.8% ^{b c}
Total specific responses	79115	72024	72345

Q31 Did you have confidence and trust in the nurses treating you?

	Survey Year	
	2005	2006
Yes, always	73.8% ^c	73.2% ^c
Yes, sometimes	22.8%	23.1%
No	3.4% ^c	3.7% ^c
Total specific responses	79635	79626

Q32 Did nurses talk in front of you as if you weren't there?

	Survey Year		
	2002	2005	2006
Yes, often	4.2% ^{a b}	4.6% ^{a c}	4.9% ^{b c}
Yes, sometimes	14.7% ^{a b}	16.6% ^a	16.8% ^b
No	81.1% ^{a b}	78.8% ^{a c}	78.3% ^{b c}
Total specific responses	93092	79427	79403

Q33 In your opinion, were there enough nurses on duty to care for you in hospital?

	Survey Year	
	2005	2006
There were always or nearly always enough nurses	58.2% ^c	56.1% ^c
There were sometimes enough nurses	30.8% ^c	31.6% ^c
There were rarely or never enough nurses	11.0% ^c	12.4% ^c
Total specific responses	79425	79220

Q34 As far as you know, did nurses wash or clean their hands between touching patients?

	Survey Year	
	2005	2006
Yes, always	69.4% ^c	71.1% ^c
Yes, sometimes	23.9% ^c	22.6% ^c
No	6.7% ^c	6.3% ^c
Total specific responses	58990	57669

Q35 Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

	Survey Year		
	2002	2005	2006
Yes, often	6.5% ^{a b}	7.5% ^a	7.7% ^b
Yes, sometimes	24.1% ^{a b}	26.9% ^a	26.8% ^b
No	69.4% ^{a b}	65.7% ^a	65.5% ^b
Total specific responses	93059	79258	79271

Q36 Were you involved as much as you wanted to be in decisions about your care and treatment?

	Survey Year	
	2005	2006
Yes, definitely	53.1% ^{a c}	52.1% ^{b c}
Yes, to some extent	36.7% ^a	37.0% ^b
No	10.2% ^{a c}	10.9% ^{b c}
Total specific responses	78852	78875

Q37 How much information about your condition or treatment was given to you?

	Survey Year	
	2005	2006
Not enough	19.9% ^c	20.5% ^c
The right amount	79.4% ^c	78.8% ^c
Too much	.7%	.7%
Total specific responses	79243	79146

Q38 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

	Survey Year		
	2002	2005	2006
Yes, definitely	42.3% ^{a b}	44.4% ^{a c}	43.3% ^{b c}
Yes, to some extent	38.4% ^{a b}	40.0% ^a	40.4% ^b
No	19.4% ^{a b}	15.7% ^{a c}	16.3% ^{b c}
Total specific responses	64545	54302	54683

Q39 Did you find someone on the hospital staff to talk to about your worries and fears?

	Survey Year		
	2002	2005	2006
Yes, definitely	43.4% ^{a b}	42.4% ^a	41.9% ^b
Yes, to some extent	39.3% ^{a b}	36.9% ^a	36.5% ^b
No	17.2% ^{a b}	20.7% ^{a c}	21.7% ^{b c}
Total specific responses	60887	49902	50593

Q40 Were you given enough privacy when discussing your condition or treatment?

	Survey Year		
	2002	2005	2006
Yes, always	68.4% ^{a b}	70.6% ^{a c}	69.6% ^{b c}
Yes, sometimes	21.1% ^b	21.5%	21.9% ^b
No	10.4% ^{a b}	7.8% ^{a c}	8.5% ^{b c}
Total specific responses	91613	78392	78247

Q41 Were you given enough privacy when being examined or treated?

	Survey Year		
	2002	2005	2006
Yes, always	87.2% ^a	87.9% ^a	87.5%
Yes, sometimes	10.3%	10.4%	10.6%
No	2.6% ^{a b}	1.7% ^a	1.9% ^b
Total specific responses	93064	79357	79286

Q42 Did you get enough help from staff to eat your meals?

	Survey Year		
	2002	2005	2006
Yes, always	57.9% ^a	61.8% ^{a c}	58.4% ^c
Yes, sometimes	24.1% ^{a b}	20.6% ^a	21.2% ^b
No	17.9% ^b	17.7% ^c	20.4% ^{b c}
Total specific responses	19049	19982	19041

Q43 How many minutes after you used the call button did it usually take before you got the help you needed?

	Survey Year	
	2005	2006
0 minutes/ right away	19.1% ^c	17.5% ^c
1-2 minutes	40.2% ^c	39.3% ^c
3-5 minutes	26.5%	27.1%
More than 5 minutes	12.8% ^c	14.6% ^c
I never got help when I used the call button	1.4%	1.6%
Total specific responses	43758	44466

Q44 Were you ever in any pain?

	Survey Year		
	2002	2005	2006
Yes	67.9% ^{a b}	65.9% ^{a c}	66.6% ^{b c}
No	32.1% ^{a b}	34.1% ^{a c}	33.4% ^{b c}
Total specific responses	91652	77645	77410

Q45 Do you think the hospital staff did everything they could to help control your pain?

	Survey Year		
	2002	2005	2006
Yes, definitely	72.4%	72.6%	72.0%
Yes, to some extent	22.1% ^b	22.6%	22.9% ^b
No	5.5% ^{a b}	4.8% ^a	5.1% ^b
Total specific responses	62322	50919	52022

Q46 During your stay in hospital, did you have an operation or procedure?

	Survey Year	
	2005	2006
Yes	68.5% ^c	67.6% ^c
No	31.5% ^c	32.4% ^c
Total specific responses	77178	77266

Q47 Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

	Survey Year	
	2005	2006
Yes, completely	81.0%	81.4%
Yes, to some extent	15.3% ^c	14.8% ^c
No	3.6%	3.8%
Total specific responses	52531	52372

Q48 Beforehand, did a member of staff explain what would be done during the operation or procedure?

	Survey Year	
	2005	2006
Yes, completely	73.8%	73.9%
Yes, to some extent	20.8%	20.9%
No	5.4%	5.2%
Total specific responses	52198	52020

Q49 Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

	Survey Year	
	2005	2006
Yes, completely	75.7%	76.1%
Yes, to some extent	20.6%	20.2%
No	3.6%	3.7%
Total specific responses	45681	45675

Q50 Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	Survey Year	
	2005	2006
Yes, completely	55.2% ^c	56.3% ^c
Yes, to some extent	28.3% ^c	27.7% ^c
No	16.5% ^c	16.0% ^c
Total specific responses	53179	53002

Q51 Before the operation or procedure, were you given an anaesthetic to put you to sleep or control your pain?

	Survey Year	
	2005	2006
Yes	84.3%	84.3%
No	15.7%	15.7%
Total specific responses	52798	52648

Q52 Before the operation or procedure, did the anaesthetist explain how he or she would put you to sleep or control your pain in a way you could understand?

	Survey Year	
	2005	2006
Yes, completely	83.2%	83.6%
Yes, to some extent	12.0%	11.8%
No	4.8%	4.7%
Total specific responses	44738	44765

Q53 After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?

	Survey Year	
	2005	2006
Yes, completely	63.4%	63.7%
Yes, to some extent	23.8%	23.7%
No	12.8%	12.6%
Total specific responses	52878	52651

Q54 On the day you left hospital, was your discharge delayed for any reason?

	Survey Year	
	2005	2006
Yes	38.2%	38.0%
No	61.8%	62.0%
Total specific responses	77864	77912

Q55 What was the main reason for the delay?

	Survey Year	
	2005	2006
I had to wait for medicines	61.3%	60.7%
I had to wait to see the doctor	16.8%	17.0%
I had to wait for an ambulance	8.5%	8.3%
Something else	13.4% ^c	14.0% ^c
Total specific responses	28372	28376

Q56 How long was the delay?

	Survey Year	
	2005	2006
Up to 1 hour	17.7%	17.7%
Longer than 1 hour but no longer than 2 hours	29.4%	29.1%
Longer than 2 hours but no longer than 4 hours	32.2%	32.3%
Longer than 4 hours	20.6%	20.9%
Total specific responses	29481	29704

Q57 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

	Survey Year		
	2002	2005	2006
Yes, completely	79.0% ^b	78.5% ^c	76.2% ^{b c}
Yes, to some extent	14.0% ^{a b}	14.8% ^{a c}	15.7% ^{b c}
No	7.0% ^b	6.6% ^c	8.1% ^{b c}
Total specific responses	69454	59902	59904

Q58 Did a member of staff tell you about medication side effects to watch for when you went home?

	Survey Year		
	2002	2005	2006
Yes, completely	39.4% ^b	39.6% ^c	37.3% ^{b c}
Yes, to some extent	16.5% ^{a b}	18.1% ^a	18.0% ^b
No	44.1% ^a	42.3% ^{a c}	44.7% ^c
Total specific responses	55300	48565	50033

Q59 Were you given clear written or printed information about your medicines?

	Survey Year	
	2005	2006
Yes, completely	61.7% ^c	65.4% ^c
Yes, to some extent	18.1% ^c	16.9% ^c
No	20.2% ^c	17.7% ^c
Total specific responses	63254	64338

Q60 Did a member of staff tell you about any danger signals you should watch for after you went home?

	Survey Year		
	2002	2005	2006
Yes, completely	41.1% ^{a b}	39.8% ^a	38.9% ^b
Yes, to some extent	20.3%	20.7%	20.7%
No	38.7% ^{a b}	39.6% ^{a c}	40.4% ^{b c}
Total specific responses	89670	58366	58043

Q61 Did the doctors or nurses give your family or someone close to you all the information they needed to help you recover?

	Survey Year		
	2002	2005	2006
Yes, definitely	43.3% ^b	43.3% ^c	42.2% ^{b c}
Yes, to some extent	24.1%	24.0%	23.7%
No	32.7% ^b	32.7% ^c	34.2% ^{b c}
Total specific responses	63867	52903	53682

Q62 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

	Survey Year	
	2005	2006
Yes	76.4% ^c	75.8% ^c
No	23.6% ^c	24.2% ^c
Total specific responses	71536	72233

Q63 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	Survey Year	
	2005	2006
Yes, I received copies	34.6% ^c	37.4% ^c
No, I did not receive copies	65.4% ^c	62.6% ^c
Total specific responses	71433	71522

Q64 Overall, did you feel you were treated with respect and dignity while you were in the hospital?

	Survey Year		
	2002	2005	2006
Yes, always	78.5% ^a	79.0% ^{a c}	78.4% ^c
Yes, sometimes	18.2%	18.1%	18.5%
No	3.3% ^a	2.9% ^a	3.2%
Total specific responses	92961	79008	79030

Q65 How would you rate how well the doctors and nurses worked together?

	Survey Year	
	2005	2006
Excellent	38.1% ^c	36.2% ^c
Very good	38.8% ^c	40.0% ^c
Good	15.4% ^c	15.9% ^c
Fair	5.8%	6.0%
Poor	1.9%	1.9%
Total specific responses	78465	78108

Q66 Overall, how would you rate the care you received?

	Survey Year		
	2002	2005	2006
Excellent	38.0% ^{a b}	40.2% ^a	40.8% ^b
Very good	36.2% ^a	37.0% ^{a c}	36.2% ^c
Good	16.8% ^{a b}	14.8% ^a	14.7% ^b
Fair	6.7% ^{a b}	5.8% ^a	5.9% ^b
Poor	2.3%	2.2% ^c	2.4% ^c
Total specific responses	92902	78319	78539

Q67 During your hospital stay, were you ever asked to give your views on the quality of your care?

	Survey Year	
	2005	2006
Yes	6.4%	6.5%
No	93.6%	93.5%
Total specific responses	72918	73453

Q69. Are you male or female?

	Survey Year		
	2002	2005	2006
Male	46.4% ^{a b}	45.6% ^a	45.4% ^b
Female	53.6% ^{a b}	54.4% ^a	54.6% ^b
Total specific responses	93149	78948	79017

Q70. What was your year of birth? (banded into five age groups)

	Survey Year		
	2002	2005	2006
16-35 years	11.8% ^{a b}	10.6% ^{a c}	10.1% ^{b c}
36-50 years	16.2%	16.0%	16.1%
51-65 years	25.2% ^{a b}	26.6% ^a	26.4% ^b
66-80 years	32.9% ^{a b}	34.1% ^a	33.7% ^b
81 years or older	13.9% ^a	12.8% ^{a c}	13.6% ^c
Total specific responses	93070	78593	78366

Q71. How old were you when you left full-time education?

	Survey Year		
	2002	2005	2006
16 years or less	71.5% ^{a b}	69.5% ^a	69.1% ^b
17 or 18 years	15.5% ^{a b}	16.2% ^a	16.1% ^b
19 years or over	11.6% ^{a b}	12.9% ^{a c}	13.3% ^{b c}
Still in full-time education	1.4%	1.5%	1.5%
Total specific responses	90922	76860	76958

Q72. Overall, how would you rate your health during the past 4 weeks?

	Survey Year		
	2002	2005	2006
Excellent	8.2% ^{a b}	7.6% ^a	7.3% ^b
Very good	18.0% ^{a b}	19.2% ^a	18.9% ^b
Good	26.4% ^{a b}	27.5% ^a	27.6% ^b
Fair	32.4% ^{a b}	30.9% ^a	31.0% ^b
Poor	11.8%	11.6%	11.7%
Very poor	3.2% ^a	3.2% ^c	3.5% ^{b c}
Total specific responses	93157	78016	78361

Q73. Do you have a long-standing physical or mental health problem or disability?

	Survey Year	
	2005	2006
Yes	49.5%	49.4%
No	50.5%	50.6%
Total specific responses	76532	76939

Q74. Does this problem or disability affect your day-to-day activities?

	Survey Year	
	2005	2006
Yes, definitely	53.3%	53.7%
Yes, to some extent	40.1%	39.7%
No	6.6%	6.6%
Total specific responses	38123	38797

Q75. To which of these ethnic groups would you say you belong?

	Survey Year		
	2002	2005	2006
British	91.0% ^b	90.8% ^c	91.4% ^{b c}
Irish	2.0% ^{a b}	1.8% ^{a c}	1.6% ^{b c}
Any other White background	2.1% ^b	2.1% ^c	1.9% ^{b c}
White and Black Caribbean	.2%	.2%	.2%
White and Black African	.1%	.1%	.1%
White and Asian	.2%	.2%	.2%
Any other Mixed background	.1%	.1%	.1%
Indian	1.2%	1.3%	1.2%
Pakistani	.7%	.7%	.7%
Bangladeshi	.2%	.2%	.2%
Any other Asian background	.3% ^a	.4% ^{a c}	.4% ^c
Caribbean	.9%	.9%	.9%
African	.5% ^{a b}	.8% ^a	.7% ^b
Any other Black background	.3% ^{a b}	.1% ^a	.1% ^b
Chinese	.1%	.2%	.2%
Any other ethnic group	.1%	.2%	.1%
Total specific responses	90983	77964	77267

Q75. To which of these ethnic groups would you say you belong?

	Survey Year		
	2002	2005	2006
White	95.1% ^a	94.6% ^{a c}	95.0% ^c
Mixed	.6%	.6%	.6%
Asian or Asian British	2.3% ^a	2.6% ^a	2.5%
Black or Black British	1.7%	1.8%	1.7%
Chinese or other ethnic group	.3% ^a	.3% ^a	.3%
Total specific responses	90983	77964	77267

Appendix 5: Demographic breakdown of respondents and non-respondents

Gender of respondents and non-respondents

	Responded	Did not respond / Opted out
Male	57.6%	42.4%
Female	59.7%	40.3%
Total specific responses	80692	56704

Age groups of respondents and non-respondents

	Responded	Did not respond / Opted out
16-35	36.8%	63.2%
36-50	52.4%	47.6%
51-65	67.9%	32.1%
>65	64.6%	35.4%
Total specific responses	80691	56701

Age and Sex groups for respondents and non-respondents

	Responded	Did not respond / Opted out
Men 16-35	29.7%	70.3%
Men 36-50	45.8%	54.2%
Men 51-65	64.6%	35.4%
Men > 65	68.0%	32.0%
Women 18-35	42.3%	57.7%
Women 36-50	57.5%	42.5%
Women 51-65	71.3%	28.7%
Women > 65	61.7%	38.3%
Total specific responses	80691	56701

Ethnic category for respondents and non-respondents (sample ethnic category)

	Responded	Did not respond / Opted out
White	60.4%	39.6%
Mixed	43.8%	56.2%
Asian or Asian British	39.3%	60.7%
Black or Black British	42.8%	57.2%
Chinese	52.4%	47.6%
Other ethnic category	42.1%	57.9%
Ethnic group not stated	58.5%	41.5%
Total specific responses	80692	56704

Length of stay clusters for respondents and non-respondents

	Responded	Did not respond / Opted out
Single overnight stay	55.0%	45.0%
Overnight stay 2-5 nights	60.6%	39.4%
Overnight stay 6-10 nights	64.5%	35.5%
Overnight stay 11-15 nights	60.1%	39.9%
Overnight stay more than 15 nights	51.1%	48.9%
Total specific responses	80684	56704

Respondent and non-respondent differences in discharge specialty

	Responded	Did not respond / Opted out
General surgery	61.3%	38.7%
Urology	66.0%	34.0%
Trauma and orthopaedics	66.2%	33.8%
ENT	55.8%	44.2%
General medicine	52.8%	47.2%
Cardiology	68.6%	31.4%
Geriatric medicine	49.1%	50.9%
Gynaecology	59.8%	40.2%
All other specialties	55.5%	44.5%
Total specific responses	80692	56704

Respondent and non-respondent differences for trust cluster

	Responded	Did not respond / Opted out
Small acute outside London	63.0%	37.0%
Small acute London	48.2%	51.8%
Medium acute outside London	59.5%	40.5%
Medium acute London	48.2%	51.8%
Large acute outside London	58.8%	41.2%
Large acute London	52.3%	47.7%
Acute specialist	65.7%	34.3%
Orthopaedic	71.7%	28.3%
Acute teaching outside London	57.6%	42.4%
Acute teaching London	49.7%	50.3%
Multi-service	57.8%	42.2%
Total specific responses	80692	56704

Respondent and non-respondent differences for location of trust (London or not)

	Responded	Did not respond / Opted out
London Trust	48.2%	51.8%
Outside London Trust	59.0%	41.0%
Other	58.8%	41.2%
Total specific responses	80684	56704

Appendix 6: Year on year comparisons of respondent demographics

Respondents by sex

	Year of survey		
	2002	2005	2006
	Percent	Percent	Percent
Male	46.4%	45.6%	45.4%
Female	53.6%	54.4%	54.6%
Total number of specific responses	93149	80793	80694

Respondents by age group

	Year of survey		
	2002	2005	2006
16-35	11.5%	10.5%	10.0%
36-50	15.8%	15.8%	15.9%
51-65	24.6%	26.4%	26.3%
>65	45.7%	47.3%	47.8%
Number of total specific responses	95280	80793	80694

Respondents by age and sex

	Year of survey		
	2002	2005	2006
	Percent	Percent	Percent
Men 16-35	4.3%	3.5%	3.5%
Men 36-50	6.7%	6.2%	6.2%
Men 51-65	12.6%	12.7%	12.5%
Men > 65	22.8%	23.2%	23.2%
Women 16-35	7.5%	6.9%	6.5%
Women 36-50	9.5%	9.6%	9.8%
Women 51-65	12.6%	13.7%	13.7%
Women > 65	24.0%	24.2%	24.6%
Total number of specific responses	92022	80793	80693

Respondents by ethnic group

	Year of survey		
	2002	2005	2006
	Percent	Percent	Percent
White	95.1%	94.4%	94.5%
Mixed	.6%	.6%	.6%
Asian or Asian British	2.3%	2.7%	2.7%
Black or Black British	1.7%	1.8%	1.8%
Chinese or Other Ethnic Group	.3%	.4%	.5%
Total number of specific responses	90983	80206	80090

Respondents by health status

	Year of survey		
	2002	2005	2006
	Percent	Percent	Percent
Excellent	8.2%	7.6%	7.3%
Very good	18.0%	19.2%	18.9%
Good	26.4%	27.5%	27.6%
Fair	32.4%	30.9%	31.0%
Poor	11.8%	11.6%	11.7%
Very poor	3.2%	3.2%	3.5%
Total number of specific responses	93157	78016	78361

Respondents by eight most common main specialty codes

	Year of survey	
	2005	2006
	Percent	Percent
General medicine	20.9%	20.6%
General surgery	19.0%	18.8%
Trauma and orthopaedics	16.8%	17.4%
Gynaecology	7.4%	7.3%
Urology	6.3%	6.0%
Cardiology	5.6%	5.5%
Geriatric medicine	4.2%	4.5%
ENT	3.2%	3.2%
All other specialties	16.4%	16.7%
Total number of specific responses	80793	80694

Appendix 7: Sample information for all respondents

Proportions of those responding to the survey by length of stay

	All respondents
Single overnight stay	29.4%
Overnight stay 2-5 nights	38.3%
Overnight stay 6-10 nights	16.8%
Overnight stay 11-15 nights	6.3%
Overnight stay more than 15 nights	9.2%
Total specific responses	141447
Missing	8

Answered by all - data taken from sample data

Proportions of those responding to the survey by discharge specialty

	All respondents
general medicine	23.2%
general surgery	17.9%
trauma & orthopaedics	15.2%
gynaecology	7.0%
geriatric medicine	5.5%
urology	5.3%
cardiology	4.7%
ENT	3.3%
all other specialties	17.9%
Total specific responses	12
Missing	141447

Answered by all - data taken from sample data