

National NHS patient survey programme

Survey of adult inpatients 2010

Full national results with historical comparisons

The Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act.

Whether services are provided by the NHS, local authorities, private companies or voluntary organisations, we make sure that people get better care. We do this by:

- Driving improvement across health and adult social care.
- Putting people first and championing their rights.
- Acting swiftly to remedy bad practice.
- Gathering and using knowledge and expertise, and working with others.

Survey of adult inpatients 2010

To improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

The seventh survey of adult inpatients involved 161 acute and specialist NHS trusts¹. We received responses from more than 66,000 patients, a response rate of 50%. Patients were eligible for the survey if they were aged 16 years or older, had at least one overnight stay and were not admitted to maternity or psychiatric units.

Similar surveys of adult inpatients were also carried out in 2002, 2004², 2005, 2006, 2007, 2008 and 2009. They are part of a wider programme of NHS patient surveys, which covers a range of topics including mental health services, outpatient services and ambulance services. To find out more about our programme, please visit our website (see further information section).

This document provides tables showing the national results for the adult inpatient surveys carried out in 2002, 2005, 2006, 2007, 2008, 2009 and 2010.

¹ Although respondents from 162 trusts took part in the survey, these results are based on 161. One trust was excluded from the publication due sampling and methodological errors by the trust.

² In 2004, the Healthcare Commission (predecessor to the Care Quality Commission) carried out a separate survey of children and young people (aged 0-17) and consequently only those aged 18 years and over were included in the sample for the 2004 adult inpatients survey. The 2004 results are therefore not discussed here due to differences in the sample. Please also note that no survey was carried out in 2003.

Interpreting the tables

The tables present the national results for each question for each year that it has been asked.³ The survey years are shown across the top of the table, with the responses for each question down the side. The bottom row shows the 'number of respondents' that is the number of people that the results are based on.

The tables show all specific responses to a question. Responses such as "don't know" or "can't remember" are not shown, as these do not help evaluate performance.

If the column for a particular year is missing, it means that the question was not asked in that year, or that the results are no longer comparable due to a change in wording to the question or response categories.

The tables present percentage figures rounded to the nearest whole number, so the values given for any question will not always add up to 100%.

Notes on specific questions

Please note that the results to Q6 ("When you were referred to see a specialist, were you offered a choice of hospital for your first appointment?") and Q8 ("Overall, from the time you first talked to this health professional about being referred to a hospital, how long did you wait to be admitted to hospital?") exclude patients who were not referred for a planned admission to hospital by a GP or health professional in England (i.e. their care was not bought or 'commissioned' in England but in Northern Ireland, Scotland or Wales). This is because waiting time and hospital choice policies differ outside of England.

Two trusts (Birmingham Women's Foundation Trust and Liverpool Women's Hospital NHS Foundation Trust) are excluded from the reporting of mixed-sex accommodation (questions 14, 15, 17, 18 and 19) because they provide services for female patients only.

Filter questions

Not all of the questions in the survey were to be answered by everybody. Some questions are not applicable to everyone: for example, if a respondent did have an operation or procedure (Q50), then they skip Q51-Q57 as they are not relevant to them.

³ The results from each trust are given equal weight in calculating the England (national) results. Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average. To correct this we apply a 'weight' to the data. As a result of applying this weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts.

Statistical significance

We carried out statistical tests on the data to determine whether there had been any statistically significant changes in the results for 2010 compared with other years.⁴ A statistically significant difference means that the change in the results is very unlikely to have occurred by chance.

The final two columns of the tables use 'up' and 'down' arrows to indicate whether there has been a 'statistically significant' change between 2010 and 2009 (the last time the survey was carried out), and also between 2010 and 2002 (when the first survey was carried out):

- ↑ shows that there has been a statistically significant increase in results
- ↓ shows that there has been a statistically significant decrease in results.

Where a cell in the final two columns is blank, there has been no statistically significant change.

For example, in the table for question 9 it can be seen that between 2002 and 2010, there has been a significant increase in the proportion of respondents saying that they were admitted as soon as they thought was necessary - as indicated by an 'up' arrow. There have, however, been no significant changes between 2009 and 2010.

In some of the tables, the arrows suggest that there has been a significant change but the results look the same. An example of this can be seen in the table for question 26 where the 'No' percentage is the same for 2009 and for 2010 (4%) but there is an upward arrow to show there has been a significant increase. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a small observable difference would be shown. Some of the changes in the survey results are very small, but because of the large number of respondents that took part, they are statistically significant.

⁴ We used z-tests of the column proportions using the Bonferroni method correcting for multiple comparisons only (for questions with three years of comparable data).

Further information

Full details of the methodology of the survey can be found at:

<http://www.nhssurveys.org/>

More information on the programme of NHS patient surveys is available at:

<http://www.cqc.org.uk/nationalfindings/surveys.cfm>

The 2010 survey of adult inpatient results, questionnaire and scoring can be found at:

<http://www.cqc.org.uk/PatientSurveyInpatient2010>

The 2009 survey of adult inpatient results, questionnaire and scoring can be found at:

<http://www.cqc.org.uk/PatientSurveyInpatient2009>

The results for the adult inpatient surveys 2004-2008 can be found on the National Archives website:

<http://webarchive.nationalarchives.gov.uk/20100402185114/http://www.cqc.org.uk/usingcareservices/healthcare/patientsurveys.cfm>

The 2002 survey of adult inpatient results (published by the Department of Health) can be found at:

<http://www.dh.gov.uk/en/Publicationsandstatistics/PublishedSurvey/NationalsurveyofNHSpatients/Nationalsurveyinpatients/index.htm>

The results for each trust will also be available under the organisation search tool of the CQC website:

<http://caredirectory.cqc.org.uk/caredirectory/searchthecaredirectory.cfm>

(Enter a postcode or organisation name, then scroll down to 'What people said about this trust')

ADMISSION TO HOSPITAL

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

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Emergency or urgent	52%	53%	54%	54%	55%	55%	57%	↑	↑
Waiting list or planned in advance	48%	44%	44%	43%	42%	42%	41%	↓	↓
Something else	-	3%	3%	3%	3%	3%	3%		
Number of respondents	89815	77840	77665	73355	70020	66946	64057		

Answered by all

Q1v2 Was your most recent hospital stay planned in advance or an emergency?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Emergency or urgent	52%	55%	55%	56%	57%	57%	58%	↑	↑
Waiting list or planned in advance	48%	45%	45%	44%	43%	43%	42%	↓	↓
Number of respondents	89815	75774	75540	71417	68171	65079	62289		

Answered by all but filtered to remove respondents who said they were admitted for "something else"

THE ACCIDENT AND EMERGENCY DEPARTMENT

Q2 When you arrived at the hospital, did you go to the A&E Department?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes	86%	87%	88%	88%	87%	87%	
No	14%	13%	12%	12%	13%	13%	
Number of respondents	41348	42648	40960	39793	37985	37316	

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

Q3 While you were in the A&E Department, how much information about your treatment or condition was given to you?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Not enough	15%	17%	16%	17%	16%	17%	
Right amount	73%	72%	74%	73%	73%	73%	
Too much	0%	0%	1%	1%	0%	1%	
I was not given any information about my treatment/condition	11%	11%	10%	9%	10%	9%	↓
Number of respondents	35243	37315	32535	31960	29703	29309	

Answered by all who went to the A&E Department upon arrival

Note: respondents who stated that they did not know / could not remember have been excluded

Q4 Were you given enough privacy when being examined or treated in the A&E Department?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, definitely	79%	77%	75%	76%	75%	74%	
Yes, to some extent	19%	20%	23%	22%	23%	24%	
No	2%	2%	2%	2%	2%	2%	
Number of respondents	35877	37783	35347	34412	32223	31738	

Answered by all who went to the A&E Department upon arrival

Note: respondents who stated that they did not know / could not remember have been excluded

Q5 Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Less than 1 hour	26%	23%	21%	22%	22%	22%	20%	↓	↓
At least 1 hour but less than 2 hours	13%	19%	18%	18%	18%	18%	17%		↑
At least 2 hours but less than 4 hours	15%	25%	24%	24%	25%	25%	26%		↑
At least 4 hours but less than 8 hours	19%	19%	22%	21%	22%	22%	23%	↑	↑
8 hours or longer	15%	6%	6%	6%	6%	6%	7%	↑	↓
I did not have to wait	13%	9%	9%	8%	8%	7%	7%		↓
Number of respondents	46549	33692	35922	34528	33543	31689	31152		

Answered by all who went to the A&E Department upon arrival

Note: respondents who stated that they could not remember have been excluded

WAITING LIST OR PLANNED ADMISSION

Q6 When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?

	Survey Year		Significant change between 09 and 10
	2009	2010	
Yes	31%	32%	
No, but I would have liked a choice	10%	10%	
No, but I did not mind	59%	58%	↓
Number of respondents	30860	28693	

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

Notes:

This question has been filtered to exclude patients who were not referred for a planned admission to hospital by a GP or health professional in England (i.e. their care was not bought or 'commissioned' in England but in Northern Ireland, Scotland or Wales). This is because hospital choice and waiting time policies differ outside of England.

Respondents who stated that they did not know / could not remember have been excluded

Q7 Who referred you to see a specialist?

	Survey Year			Significant change between 09 and 10
	2008	2009	2010	
A doctor from my local general practice	71%	72%	71%	
Any other doctor or specialist	24%	25%	25%	
A practice nurse or nurse practitioner	2%	1%	2%	
Any other health professional (for example, a dentist, optometrist or physiotherapist)	3%	2%	3%	
Number of respondents	32853	31647	29415	

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

Note: respondents who stated that they did not know / could not remember have been excluded

Q8 Overall, from the time you first talked to this health professional about being referred to hospital, how long did you wait to be admitted to hospital?

	Survey Year			Significant change between 09 and 10
	2008	2009	2010	
Up to 1 month	29%	30%	30%	
1 to 2 months	25%	26%	26%	
3 to 4 months	23%	23%	23%	
5 to 6 months	10%	9%	10%	
More than 6 months	13%	12%	12%	
Number of respondents	30491	29271	26995	

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

Note: This question has been filtered to exclude patients who were not referred for a planned admission to hospital by a GP or health professional in England (i.e. their care was not bought or 'commissioned' in England but in Northern Ireland, Scotland or Wales). This is because hospital choice and waiting time policies differ outside of England.

Q9 How do you feel about the length of time you were on the waiting list before your admission to hospital?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
I was admitted as soon as I thought was necessary	68%	72%	74%	72%	76%	76%	75%		↑
I should have been admitted a bit sooner	19%	19%	18%	18%	16%	16%	16%		↓
I should have been admitted a lot sooner	12%	9%	8%	10%	8%	8%	9%		↓
Number of respondents	43893	37863	37266	34378	32907	31306	29191		

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

Q10 Were you given a choice of admission dates by the hospital?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes	27%	27%	27%	30%	29%	28%	
No	73%	73%	73%	70%	71%	72%	
Number of respondents	38042	37738	34767	32473	30725	28754	

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

Note: respondents who stated that they did not know / could not remember have been excluded

Q11 Was your admission date changed by the hospital?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
No	78%	80%	80%	79%	80%	80%	79%		↑
Yes, once	17%	17%	17%	18%	17%	17%	17%		
Yes, 2 or 3 times	4%	3%	3%	3%	3%	3%	3%		↓
Yes, 4 times or more	1%	0%	0%	0%	0%	0%	0%		↓
Number of respondents	44319	38730	38047	35572	33382	31852	29705		

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

ALL TYPES OF ADMISSION

Q12 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							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, definitely	13%	9%	11%	11%	11%	11%	13%	↑	↓
Yes, to some extent	20%	18%	19%	18%	19%	19%	20%	↑	
No	67%	73%	71%	71%	69%	69%	67%	↓	
Number of respondents	90156	77850	78188	73617	70378	67136	63754		

Answered by all

THE HOSPITAL AND WARD

Q13 While in hospital, did you ever stay in a critical care area (Intensive Care Unit, High Dependency Unit or Coronary Care Unit?)

	Survey Year					Significant change between 09 and 10
	2006	2007	2008	2009	2010	
Yes	19%	20%	21%	21%	21%	
No	81%	80%	79%	79%	79%	
Number of respondents	75151	70938	67451	64499	60984	

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

Q14 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?

	Survey Year					Significant change between 09 and 10
	2006	2007	2008	2009	2010	
Yes	25%	24%	24%	18%	14%	↓
No	75%	76%	76%	82%	86%	↑
Number of respondents	77890	73612	69855	66924	63380	

Answered by all

Note: Birmingham Women's Foundation Trust and Liverpool Women's Hospital NHS Foundation Trust have been excluded from this question because they provide services for female patients only.

Q15 When you were first admitted, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

	Survey Year			Significant change between 09 and 10
	2008	2009	2010	
Yes	32%	31%	31%	
No	68%	69%	69%	
Number of respondents	16383	12039	8247	

Answered by all who shared a sleeping area when first admitted

Note: Birmingham Women's Foundation Trust and Liverpool Women's Hospital NHS Foundation Trust have been excluded from this question because they provide services for female patients only.

Q16 During your stay in hospital, how many wards did you stay in?

	Survey Year					Significant change between 09 and 10
	2006	2007	2008	2009	2010	
1	66%	65%	64%	64%	63%	
2	27%	28%	28%	28%	28%	
3 or more	7%	8%	8%	8%	8%	
Number of respondents	77841	73555	70096	67152	63637	

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

Q17 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?

	Survey Year					Significant change between 09 and 10
	2006	2007	2008	2009	2010	
Yes	19%	18%	17%	13%	10%	↓
No	81%	82%	83%	87%	90%	↑
Number of respondents	25941	25172	24387	23756	22784	

Answered by all who stayed in two or more wards

Note: Birmingham Women's Foundation Trust and Liverpool Women's Hospital NHS Foundation Trust have been excluded from this question because they provide services for female patients only.

Q18 After you moved, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

	Survey Year			Significant change between 09 and 10
	2008	2009	2010	
Yes	38%	37%	37%	
No	62%	63%	63%	
Number of respondents	2066	773	321	

Answered by all who shared a sleeping area after moving wards

Note: Birmingham Women's Foundation Trust and Liverpool Women's Hospital NHS Foundation Trust have been excluded from this question because they provide services for female patients only.

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

	Survey Year					Significant change between 09 and 10
	2006	2007	2008	2009	2010	
Yes	30%	30%	30%	23%	18%	↓
Yes, because it had special bathing equipment that I needed	2%	2%	2%	2%	2%	
No	68%	68%	69%	75%	80%	↑
Number of respondents	68312	64782	61610	58991	56362	

Answered by all

Notes:

Birmingham Women's Foundation Trust and Liverpool Women's Hospital NHS Foundation Trust have been excluded from this question because they provide services for female patients only.

Respondents who stated that they did not know / could not remember, or that they did not use a bathroom or shower, have been excluded

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

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes	37%	38%	38%	39%	40%	40%	
No	63%	62%	62%	61%	60%	60%	
Number of respondents	78844	78996	74402	70950	67662	64123	

Answered by all

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

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes	18%	19%	20%	21%	21%	21%	
No	82%	81%	80%	79%	79%	79%	
Number of respondents	78944	78920	74421	71025	67687	64097	

Answered by all

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

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Very clean	56%	52%	53%	53%	60%	64%	66%	↑	↑
Fairly clean	36%	40%	40%	40%	35%	32%	31%	↓	↓
Not very clean	6%	6%	6%	6%	4%	3%	3%		↓
Not at all clean	2%	2%	2%	1%	1%	1%	1%		↓
Number of respondents	93628	79599	79579	75039	71590	68345	64794		

Answered by all

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

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Very clean	51%	46%	47%	47%	52%	57%	59%	↑	↑
Fairly clean	37%	40%	42%	42%	39%	36%	35%	↓	↓
Not very clean	9%	10%	9%	9%	7%	6%	5%	↓	↓
Not at all clean	3%	3%	3%	3%	2%	1%	1%		↓
Number of respondents	91714	77995	77601	72924	69617	66382	62871		

Answered by all who used toilets and bathrooms

Q24 Did you feel threatened during your stay in hospital by other patients or visitors?

	Survey Year				Significant change between 09 and 10
	2007	2008	2009	2010	
Yes	4%	4%	4%	4%	
No	96%	96%	96%	96%	
Number of respondents	74961	71544	68294	64495	

Answered by all

Q25 Did you have somewhere to keep your personal belongings whilst on the ward?

	Survey Year				Significant change between 09 and 10
	2007	2008	2009	2010	
Yes, and I could lock it if I wanted to	28%	31%	32%	33%	↑
Yes, but I could not lock it	67%	65%	63%	62%	↓
No	4%	4%	4%	4%	
Number of respondents	65940	63041	59946	57437	

Answered by all who took belongings into hospital

Note: respondents who stated that they did not know / could not remember have been excluded

Q26 Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?

	Survey Year		Significant change between 09 and 10
	2009	2010	
Yes	96%	96%	↓
No	4%	4%	↑
Number of respondents	65009	61503	

Answered by all

Note: respondents who stated that could not remember have been excluded

Q27 Were hand-wash gels available for patients and visitors to use?

	Survey Year		Significant change between 09 and 10
	2009	2010	
Yes	97%	97%	↓
Yes, but they were empty	1%	1%	↑
I did not see any hand-wash gels	2%	2%	↑
Number of respondents	66240	62896	

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

Q28 How would you rate the hospital food?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Very good	18%	18%	18%	19%	21%	20%	21%		↑
Good	35%	36%	35%	36%	36%	35%	36%	↑	↑
Fair	31%	31%	31%	31%	30%	30%	30%		↓
Poor	16%	15%	15%	15%	14%	14%	13%	↓	↓
Number of respondents	89304	76133	76046	72073	68842	65527	62601		

Answered by all who had hospital food

Q29 Were you offered a choice of food?

	Survey Year					Significant change between 09 and 10
	2006	2007	2008	2009	2010	
Yes, always	79%	77%	78%	78%	79%	↑
Yes, sometimes	16%	16%	16%	16%	15%	↓
No	6%	7%	6%	6%	6%	
Number of respondents	75283	72868	70501	67366	64221	

Answered by all

Q30 Did you get enough help from staff to eat your meals?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, always	58%	62%	58%	60%	63%	63%	64%	↑	↑
Yes, sometimes	24%	21%	21%	20%	19%	19%	18%	↓	↓
No	18%	18%	20%	20%	18%	18%	18%		
Number of respondents	19049	19982	19041	20709	21079	20364	19682		

Answered by all who needed help from hospital staff to eat their meals

DOCTORS

Q31 When you had important questions to ask a doctor, did you get answers that you could understand?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, always	65%	67%	68%	67%	68%	67%	67%		↑
Yes, sometimes	29%	29%	27%	27%	27%	27%	27%		↓
No	6%	5%	5%	6%	5%	6%	6%		
Number of respondents	82038	72668	72653	67045	64722	61711	59118		

Answered by all

Note: respondents who stated that they did not need to ask any questions have been excluded

Q32 Did you have confidence and trust in the doctors treating you?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, always	80%	81%	80%	81%	80%	80%	
Yes, sometimes	17%	16%	17%	17%	17%	17%	
No	3%	3%	3%	3%	3%	3%	
Number of respondents	79625	79676	74989	71465	68271	65176	

Answered by all

Q33 Did doctors talk in front of you as if you weren't there?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, often	6%	6%	6%	6%	6%	6%	6%		
Yes, sometimes	23%	22%	22%	22%	22%	22%	21%		↓
No	71%	72%	72%	72%	72%	72%	72%		↑
Number of respondents	92764	79332	79224	74721	71292	67593	64878		

Answered by all

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

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, always	67%	69%	68%	74%	76%	78%	↑
Yes, sometimes	21%	19%	20%	18%	17%	15%	↓
No	12%	12%	12%	8%	7%	7%	
Number of respondents	47517	47145	44741	45651	42930	40554	

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

NURSES

Q35 When you had important questions to ask a nurse, did you get answers that you could understand?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, always	63%	65%	65%	65%	66%	65%	66%		↑
Yes, sometimes	31%	31%	30%	30%	29%	30%	29%		↓
No	6%	5%	5%	5%	5%	5%	5%		↓
Number of respondents	79115	72024	72345	66729	64282	61360	59148		

Answered by all

Note: respondents who stated that they did not need to ask any questions have been excluded

Q36 Did you have confidence and trust in the nurses treating you?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, always	74%	73%	74%	75%	74%	74%	
Yes, sometimes	23%	23%	23%	22%	23%	22%	
No	3%	4%	3%	3%	3%	3%	
Number of respondents	79635	79626	75091	71686	68173	65410	

Answered by all

Q37 Did nurses talk in front of you as if you weren't there?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, often	4%	5%	5%	5%	5%	5%	5%		↑
Yes, sometimes	15%	17%	17%	17%	17%	17%	17%		↑
No	81%	79%	78%	79%	78%	78%	78%		↓
Number of respondents	93092	79427	79403	74902	71437	67997	65202		

Answered by all

Q38 In your opinion, were there enough nurses on duty to care for you in hospital?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
There were always or nearly always enough nurses	58%	56%	56%	58%	59%	60%	
There were sometimes enough nurses	31%	32%	32%	31%	30%	30%	
There were rarely or never enough nurses	11%	12%	12%	11%	10%	10%	
Number of respondents	79425	79220	74872	71444	67984	65078	

Answered by all

YOUR CARE AND TREATMENT

Q39 As far as you know, did nurses wash or clean their hands between touching patients?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, always	69%	71%	70%	76%	79%	79%	
Yes, sometimes	24%	23%	23%	20%	18%	17%	
No	7%	6%	7%	4%	4%	4%	
Number of respondents	58990	57669	54804	54789	50929	47916	

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

Q40 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							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, often	7%	7%	8%	7%	7%	8%	8%		↑
Yes, sometimes	24%	27%	27%	27%	26%	27%	27%		↑
No	69%	66%	65%	66%	66%	65%	65%		↓
Number of respondents	93059	79258	79271	74637	71264	67841	65083		

Answered by all

Q41 Were you involved as much as you wanted to be in decisions about your care and treatment?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, definitely	53%	52%	51%	52%	52%	52%	
Yes, to some extent	37%	37%	38%	37%	37%	37%	
No	10%	11%	11%	10%	11%	11%	
Number of respondents	78852	78875	74350	70991	67611	64834	

Answered by all

Q42 How much information about your condition or treatment was given to you?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Not enough	20%	21%	21%	21%	21%	22%	
The right amount	79%	79%	79%	79%	78%	78%	
Too much	1%	1%	1%	1%	1%	1%	
Number of respondents	79243	79146	74668	71168	67839	65074	

Answered by all

Q43 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							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, definitely	42%	44%	43%	43%	44%	42%	43%		
Yes, to some extent	38%	40%	40%	40%	40%	40%	40%		↑
No	19%	16%	16%	17%	16%	17%	17%		↓
Number of respondents	64545	54302	54683	50257	48706	46063	44666		

Answered by all

Note: respondents who stated that family or friends were not involved / family or friends did not want or need information / the respondent did not want family or friends to talk to the doctor have been excluded

Q44 Did you find someone on the hospital staff to talk to about your worries and fears?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, definitely	43%	42%	42%	40%	41%	41%	41%		↓
Yes, to some extent	39%	37%	36%	38%	37%	38%	38%		↓
No	17%	21%	22%	22%	22%	22%	22%		↑
Number of respondents	60887	49902	50593	44576	43435	41596	40036		

Answered by all

Note: respondents who stated that they did not have any worries or fears have been excluded

Q45 Were you given enough privacy when discussing your condition or treatment?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, always	68%	71%	70%	69%	70%	70%	71%	↑	↑
Yes, sometimes	21%	22%	22%	22%	22%	22%	21%	↓	
No	10%	8%	9%	9%	8%	8%	8%		↓
Number of respondents	91613	78392	78247	73644	70521	67187	64310		

Answered by all

Q46 Were you given enough privacy when being examined or treated?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, always	87%	88%	88%	87%	88%	88%	89%		↑
Yes, sometimes	10%	10%	11%	11%	10%	10%	10%		↓
No	3%	2%	2%	2%	2%	2%	2%		↓
Number of respondents	93064	79357	79286	74623	71381	68012	65115		

Answered by all

Q47 Were you ever in any pain?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes	68%	66%	67%	66%	66%	67%	66%		↓
No	32%	34%	33%	34%	34%	33%	34%		↑
Number of respondents	91652	77645	77410	73399	69906	67336	64455		

Answered by all

Q48 Do you think the hospital staff did everything they could to help control your pain?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, definitely	72%	73%	72%	71%	72%	71%	71%		↓
Yes, to some extent	22%	23%	23%	23%	23%	23%	23%		↑
No	6%	5%	5%	6%	6%	6%	6%		↑
Number of respondents	62322	50919	52022	49163	46937	44926	42933		

Answered by all who experienced pain

Q49 How many minutes after you used the call button did it usually take before you got the help you needed?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
0 minutes/ right away	19%	18%	17%	17%	16%	15%	
1-2 minutes	40%	39%	39%	39%	38%	38%	
3-5 minutes	27%	27%	28%	28%	29%	29%	
More than 5 minutes	13%	15%	15%	15%	15%	16%	↑
I never got help when I used the call button	1%	2%	1%	2%	2%	1%	
Number of respondents	43758	44466	42861	42026	40295	39122	

Answered by all who used the call bell

OPERATIONS AND PROCEDURES

Q50 During your stay in hospital, did you have an operation or procedure?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes	69%	68%	68%	67%	67%	66%	↓
No	31%	32%	32%	33%	33%	34%	↑
Number of respondents	77178	77266	72824	69589	66996	64402	

Answered by all

Q51 Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, completely	81%	81%	81%	82%	81%	81%	
Yes, to some extent	15%	15%	15%	15%	15%	15%	
No	4%	4%	4%	3%	3%	4%	
Number of respondents	52531	52372	49566	46809	44470	42109	

Answered by all who had an operation or procedure

Note: respondents who stated that they did not want an explanation have been excluded

Q52 Beforehand, did a member of staff explain what would be done during the operation or procedure?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, completely	74%	74%	74%	74%	74%	74%	
Yes, to some extent	21%	21%	21%	21%	21%	21%	
No	5%	5%	5%	5%	5%	5%	
Number of respondents	52198	52020	49309	46454	44225	41610	

Answered by all who had an operation or procedure

Note: respondents who stated that they did not want an explanation have been excluded

Q53 Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, completely	76%	76%	76%	76%	76%	77%	
Yes, to some extent	21%	20%	21%	21%	20%	20%	
No	4%	4%	4%	3%	3%	4%	
Number of respondents	45681	45675	43276	41401	39280	37006	

Answered by all who had an operation or procedure

Note: respondents who stated that they did not have any questions have been excluded

Q54 Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, completely	55%	56%	56%	57%	56%	57%	
Yes, to some extent	28%	28%	28%	28%	28%	28%	
No	16%	16%	16%	15%	15%	15%	
Number of respondents	53179	53002	50200	47314	44997	42351	

Answered by all who had an operation or procedure

Q55 Before the operation or procedure, were you given an anaesthetic or medication to put you to sleep or control your pain?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes	84%	84%	87%	87%	86%	87%	
No	16%	16%	13%	13%	14%	13%	
Number of respondents	52798	52648	49837	46801	44751	42058	

Answered by all who had an operation or procedure

Q56 Before the operation or procedure, did an anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, completely	83%	84%	84%	84%	84%	84%	
Yes, to some extent	12%	12%	12%	11%	12%	11%	
No	5%	5%	5%	4%	4%	4%	
Number of respondents	44738	44765	43672	40917	38833	36623	

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

Q57 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						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, completely	63%	64%	65%	65%	64%	65%	
Yes, to some extent	24%	24%	23%	23%	24%	23%	
No	13%	13%	12%	12%	12%	12%	
Number of respondents	52878	52651	50051	46917	44701	42009	

Answered by all who had an operation or procedure

LEAVING HOSPITAL

Q58 Did you feel you were involved in decisions about your discharge from hospital?

	Survey Year				Significant change between 09 and 10
	2007	2008	2009	2010	
Yes, definitely	53%	54%	55%	54%	
Yes, to some extent	30%	30%	30%	30%	
No	17%	16%	16%	16%	
Number of respondents	65843	63214	60845	58077	

Answered by all

Note: respondents who stated that they did not need to be involved have been excluded

Q59 On the day you left hospital, was your discharge delayed for any reason?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes	38%	38%	39%	40%	40%	40%	
No	62%	62%	61%	60%	60%	60%	
Number of respondents	77864	77912	73659	70092	67309	64214	

Answered by all

Q60 What was the main reason for the delay?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
I had to wait for medicines	61%	61%	61%	60%	61%	61%	
I had to wait to see the doctor	17%	17%	17%	17%	16%	16%	
I had to wait for an ambulance	8%	8%	9%	9%	9%	9%	
Something else	13%	14%	14%	14%	14%	14%	
Number of respondents	28372	28376	27218	26703	25381	24634	

Answered by all who experienced a delayed discharge

Q61 How long was the delay?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Up to 1 hour	18%	18%	17%	17%	16%	16%	
Longer than 1 hour but no longer than 2 hours	29%	29%	30%	29%	29%	28%	
Longer than 2 hour but no longer than 4 hours	32%	32%	33%	32%	32%	33%	
Longer than 4 hours	21%	21%	20%	21%	22%	23%	
Number of respondents	29481	29704	28413	27864	26594	25820	

Answered by all who experienced a delayed discharge

Q62 Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

	Survey Year				Significant change between 09 and 10
	2007	2008	2009	2010	
Yes	61%	63%	63%	65%	↑
No	39%	37%	37%	35%	↓
Number of respondents	72937	69741	66819	63664	

Answered by all

Q63 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							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, completely	79%	79%	76%	76%	76%	75%	75%		↓
Yes, to some extent	14%	15%	16%	16%	16%	16%	17%		↑
No	7%	7%	8%	8%	8%	9%	9%		↑
Number of respondents	69454	59902	59904	55957	53666	51013	49051		

Answered by all

Note: respondents who stated that they did not need an explanation or had no medicines have been excluded

Q64 Did a member of staff tell you about medication side effects to watch for when you went home?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, completely	39%	40%	37%	36%	38%	36%	37%		↓
Yes, to some extent	16%	18%	18%	18%	18%	18%	19%		↑
No	44%	42%	45%	46%	44%	45%	44%	↓	
Number of respondents	55300	48565	50033	47627	45699	43771	41999		

Answered by all who took medicines home

Note: respondents who stated that they did not need an explanation have been excluded

Q65 Were you told how to take your medication in a way you could understand?

	Survey Year				Significant change between 09 and 10
	2007	2008	2009	2010	
Yes, definitely	76%	76%	75%	75%	
Yes, to some extent	15%	15%	15%	15%	
No	9%	9%	10%	10%	
Number of respondents	49225	47285	45080	43314	

Answered by all who took medicines home

Note: respondents who stated that they did not need to be told how to take their medication have been excluded

Q66 Were you given clear written or printed information about your medicines?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, completely	62%	65%	66%	67%	66%	67%	
Yes, to some extent	18%	17%	16%	15%	16%	16%	
No	20%	18%	18%	18%	18%	17%	
Number of respondents	63254	64338	60648	57813	55127	53017	

Answered by all who took medicines home

Note: respondents who stated that they did not know / could not remember have been excluded

Q67 Did a member of staff tell you about any danger signals you should watch for after you went home?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, completely	41%	40%	39%	39%	40%	39%	41%	↑	
Yes, to some extent	20%	21%	21%	21%	21%	21%	21%		
No	39%	40%	40%	41%	39%	40%	38%	↓	
Number of respondents	89670	58366	58043	55795	53143	51019	49522		

Answered by all

Note: respondents who stated that it was not necessary have been excluded

Q68 Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, definitely	43%	43%	42%	43%	44%	44%	44%		
Yes, to some extent	24%	24%	24%	22%	23%	23%	23%		
No	33%	33%	34%	35%	33%	33%	32%		
Number of respondents	63867	52903	53682	50019	47755	45831	43430		

Answered by all

Note: respondents who stated no family or friends were involved, or that family or friends did not want or need information have been excluded

Q69 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes	76%	76%	74%	75%	75%	76%	↑
No	24%	24%	26%	25%	25%	24%	↓
Number of respondents	71536	72233	68594	65401	61855	59505	

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

Q70 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes, I received copies	35%	37%	39%	43%	47%	53%	↑
No, I did not receive copies	65%	63%	61%	57%	53%	47%	↓
Number of respondents	71433	71522	67723	64779	61365	58746	

Answered by all

Note: respondents who stated that they were not sure / did not know have been excluded

Q71 Were the letters written in a way that you could understand?

	Survey Year		Significant change between 09 and 10
	2009	2010	
Yes, definitely	73%	74%	↑
Yes, to some extent	24%	23%	↓
No	4%	3%	↓
Number of respondents	28169	30442	

Answered by all who received copies of letters

Note: respondents who stated that they were not sure / did not know have been excluded

OVERALL

Q72 Overall, did you feel you were treated with respect and dignity while you were in the hospital?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Yes, always	79%	79%	78%	78%	79%	79%	79%		↑
Yes, sometimes	18%	18%	18%	19%	18%	18%	18%		
No	3%	3%	3%	3%	3%	3%	3%		↓
Number of respondents	92961	79008	79030	74873	71184	67293	64343		

Answered by all

Q73 How would you rate how well the doctors and nurses worked together?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Excellent	38%	36%	39%	39%	41%	39%	↓
Very good	39%	40%	38%	39%	37%	39%	↑
Good	15%	16%	15%	14%	14%	14%	
Fair	6%	6%	6%	5%	5%	6%	
Poor	2%	2%	2%	2%	2%	2%	
Number of respondents	78465	78108	74365	70765	66921	64024	

Answered by all

Q74 Overall, how would you rate the care you received?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Excellent	38%	40%	41%	42%	43%	44%	43%	↓	↑
Very good	36%	37%	36%	35%	35%	35%	35%		↓
Good	17%	15%	15%	14%	14%	13%	14%		↓
Fair	7%	6%	6%	6%	5%	5%	6%		↓
Poor	2%	2%	2%	2%	2%	2%	2%		
Number of respondents	92902	78319	78539	74732	71044	67146	64270		

Answered by all

Q75 During your hospital stay, were you ever asked to give your views on the quality of your care?

	Survey Year						Significant change between 09 and 10
	2005	2006	2007	2008	2009	2010	
Yes	6%	7%	7%	9%	10%	12%	↑
No	94%	93%	93%	91%	90%	88%	↓
Number of respondents	72918	73453	69542	65584	67146	58877	

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

Q76 While in hospital, did you see any posters or leaflets explaining how to complain about the care you received?

	Survey Year				Significant change between 09 and 10
	2007	2008	2009	2010	
Yes	37%	38%	41%	42%	↑
No	63%	62%	59%	58%	↓
Number of respondents	56850	54163	67146	47216	

Answered by all

Q77 Did you want to complain about the care you received in hospital?

	Survey Year				Significant change between 09 and 10
	2007	2008	2009	2010	
Yes	7%	8%	8%	8%	
No	93%	92%	92%	92%	
Number of respondents	72861	69920	67146	63415	

Answered by all

ABOUT YOU

Q78. Are you male or female?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
Male	46%	46%	45%	45%	46%	46%	46%		
Female	54%	54%	55%	55%	54%	54%	54%		
Number of respondents	93149	78948	79017	74127	71268	67524	64355		

Answered by all - response data only

Q79. What was your year of birth?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
16-35	12%	11%	10%	9%	9%	9%	8%		↓
36-50	16%	16%	16%	16%	15%	15%	14%	↓	↓
51-65	25%	27%	26%	27%	27%	27%	26%		↑
66-80	33%	34%	34%	34%	34%	35%	35%	↑	↑
>80	14%	13%	14%	14%	14%	15%	16%		↑
Number of respondents	93070	78593	78366	73576	70950	66964	64162		

Answered by all - response data only. Age group calculated from year of birth

YOUR OWN HEALTH STATE TODAY

Q80 Which statement best describes your own health state today regarding mobility?

	Survey Year		Significant change between 09 and 10
	2009	2010	
I have no problems in walking about	49%	49%	
I have some problems in walking about	50%	50%	
I am confined to bed	1%	1%	
Total specific responses	66084	63176	

Answered by all

Q81 Which statement best describes your own health state today regarding self-care?

	Survey Year		Significant change between 09 and 10
	2009	2010	
I have no problems with self-care	75%	75%	↓
I have some problems washing or dressing myself	22%	22%	↑
I am unable to wash or dress myself	3%	3%	↑
Total specific responses	65732	62952	

Answered by all

Q82 Which statement best describes your own health state today regarding your usual activities (e.g. work, study, housework, family or leisure activities)?

	Survey Year		Significant change between 09 and 10
	2009	2010	
I have no problems with performing my usual activities	43%	42%	↓
I have some problems with performing my usual activities	44%	45%	↑
I am unable to perform my usual activities	13%	13%	
Total specific responses	65795	62937	

Answered by all

Q83 Which statement best describes your own health state today regarding pain/discomfort?

	Survey Year		Significant change between 09 and 10
	2009	2010	
I have no pain or discomfort	37%	37%	
I have moderate pain or discomfort	54%	54%	
I have extreme pain or discomfort	9%	9%	
Total specific responses	65727	62863	

Answered by all

Q84 Which statement best describes your own health state today regarding anxiety/depression?

	Survey Year		Significant change between 09 and 10
	2009	2010	
I am not anxious or depressed	67%	66%	
I am moderately anxious or depressed	30%	29%	
I am extremely anxious or depressed	4%	4%	↑
Total specific responses	65011	62255	

Answered by all

Q85 Do you have any of the following long-standing conditions? Tick all that apply

	Survey Year				Significant change between 09 and 10
	2007	2008	2009	2010	
I have a long-standing condition involving deafness or hearing impairment	13%	12%	14%	14%	
I have a long-standing condition involving blindness or partially sighted	5%	4%	5%	5%	
I have a long-standing condition involving a physical condition	31%	30%	30%	29%	
I have a long-standing condition involving a learning disability	1%	1%	1%	1%	
I have a long-standing condition involving a mental health condition	4%	4%	5%	5%	
I have a long-standing condition involving an illness such as cancer, HIV, diabetes, CHD, or epilepsy	31%	31%	30%	30%	
I do not have a long-standing condition	39%	39%	40%	39%	
Total specific responses	69528	65900	62953	59738	

Answered by all

Q86 Does this condition(s) cause you difficulty with any of the following? Tick all that apply

	Survey Year				Significant change between 09 and 10
	2007	2008	2009	2010	
This condition causes me difficulty with everyday activities that people of my age can usually do	61%	54%	54%	54%	
This condition causes me difficulty at work, in education, or training	16%	14%	14%	14%	
This condition causes me difficulty with access to buildings, streets, or transport vehicles	29%	22%	26%	27%	
This condition causes me difficulty with reading or writing	12%	11%	12%	12%	
This condition causes me difficulty with people's attitudes to me because of my condition	12%	10%	11%	11%	
This condition causes me difficulty with communicating, mixing with others, or socialising	20%	17%	18%	19%	
This condition causes me difficulty with other activities	18%	16%	15%	15%	
This condition does not cause me difficulty with any of these	26%	34%	32%	32%	
Total specific responses	42393	45941	43004	40875	

Answered by those with a long-standing condition

Q87. To which of these ethnic groups would you say that you belong?

	Survey Year							Significant change between 09 and 10	Significant change between 02 and 10
	2002	2005	2006	2007	2008	2009	2010		
White	95%	95%	95%	95%	96%	95%	95%		
Mixed	1%	1%	1%	1%	1%	1%	1%		
Asian or Asian British	2%	3%	2%	3%	2%	2%	3%		
Black or Black British	2%	2%	2%	2%	1%	2%	2%		
Chinese or other ethnic group	0%	0%	0%	0%	0%	0%	0%		
Number of respondents	90983	77964	77267	72666	68098	66988	63788		

Answered by all - response data only

CROSSTABLATIONS

The survey asked a series of questions about sharing sleeping areas with patients of the opposite sex. The below tables are 'crosstabulations' of these questions which means that the results are analysed together to understand the relationship between them.

Q1: Was your most recent hospital stay planned in advance or an emergency? **BY** Q14: 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?

		Survey Year					Significant change between 09 and 10
		2006	2007	2008	2009	2010	
Emergency or urgent	Yes	30%	29%	29%	21%	14%	↓
	No	70%	71%	71%	79%	86%	↑
Planned or waiting list	Yes	11%	10%	10%	8%	6%	↓
	No	89%	90%	90%	92%	94%	↑

Filtered to exclude respondents who said that they stayed in a critical care area at Q13

Q1: Was your most recent hospital stay planned in advance or an emergency? **BY** Q15: When you were **first** admitted, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

		Survey Year			Significant change between 09 and 10
		2008	2009	2010	
Emergency or urgent	Yes	37%	35%	35%	
	No	63%	65%	65%	
Planned or waiting list	Yes	28%	27%	24%	
	No	72%	73%	76%	

Answered by those who said they shared a sleeping area when first admitted

Filtered to exclude respondents who said that they stayed in a critical care area at Q13

Q1: Was your most recent hospital stay planned in advance or an emergency? **BY Q17: 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?

		Survey Year					Significant change between 09 and 10
		2006	2007	2008	2009	2010	
Emergency or urgent	Yes	16%	15%	13%	9%	7%	↓
	No	84%	85%	87%	91%	93%	↑
Planned or waiting list	Yes	11%	10%	9%	8%	5%	↑
	No	89%	90%	91%	92%	95%	↓

Answered by those who stayed in more than one ward

Filtered to exclude respondents who said that they stayed in a critical care area at Q13

Q1: Was your most recent hospital stay planned in advance or an emergency? **BY Q18: After you moved**, did you mind sharing a sleeping area, for example a room or bay, with patients of the opposite sex?

		Survey Year			Significant change between 09 and 10
		2008	2009	2010	
Emergency or urgent	Yes	43%	40%	43%	
	No	57%	60%	57%	
Planned or waiting list	Yes	36%	40%	40%	
	No	64%	60%	60%	

Answered by those who stayed in more than one ward and said they shared a sleeping area after moving

Filtered to exclude respondents who said that they stayed in a critical care area at Q13

Q29: Were you offered a choice of food **BY** Length of stay in hospital (days)

		Survey Year					Significant change between 09 and 10
		2006	2007	2008	2009	2010	
One day length of stay	Yes, always	70%	68%	69%	69%	70%	
	Yes, sometimes	18%	19%	18%	18%	17%	
	No	12%	14%	12%	13%	13%	
More than one day length of stay	Yes, always	82%	81%	82%	82%	82%	
	Yes, sometimes	15%	15%	15%	15%	14%	
	No	3%	4%	3%	4%	3%	

Answered by all