

National NHS patient survey programme Survey of adult inpatients 2013

Full national results with 2012 comparisons

The Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England.

Our purpose is to make sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and we encourage them to make improvements. Our role is to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety, and to publish what we find, including performance ratings to help people choose care.

Survey of adult inpatients 2013

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.

Information drawn from the survey will be used by the Care Quality Commission as part of our new Hospital Intelligent Monitoring. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold them to account for the outcomes they achieve. The Trust Development Authority will use the results to inform the quality and governance assessment as part of their Oversight Model for NHS Trusts.

The eleventh survey of adult inpatients involved 156 acute and specialist NHS trusts. We received responses from over 62,000 patients, which is a response rate of 49%. Patients were eligible for the survey if they were aged 16 years or older, had spent at least one night in hospital and were not admitted to maternity or psychiatric units. Trusts were given the choice of sampling from June, July or August 2013. Trusts counted back from the last day of their chosen month, including every consecutive discharge, until they had selected 850 patients (or, for a small number of specialist trusts who could not reach the required sample size, until they had reached 1st January 2013). Fieldwork took place between September 2013 and January 2014.

Similar surveys of adult inpatients were also carried out in 2002 and from 2004 to 2012. They are part of a wider programme of NHS patient surveys, which cover a range of topics including maternity, outpatient and A&E services, ambulances, and community mental health services. To find out more about our programme and for the results from previous surveys, please see the links contained in the further information section.

This document provides tables showing the national results for the adult inpatient surveys carried out in 2013, compared with 2012 where possible.

Interpreting the tables

The tables present the national results for each question for 2013 and 2012. 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 on which the results are based.

Where a result for 2012 is not shown, this is because the question was either new this year, or the question wording and/or the response categories have been changed. It is therefore not possible to compare the results as we do not know if any change is caused by alterations in the survey instrument, or variation in a trust's performance.

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. 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%.

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. This has been applied to all questions except for the demographic questions at the end of the report (Q71-Q78) which show national data without weighting applied, as it is more appropriate to present the real percentages of respondents, rather than average figures.

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 not have an operation or procedure (Q41), then they are instructed to skip Q42-Q48.

Notes on specific questions

Q5: ("When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?"). This question excludes 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 policies differ outside of England.

Q11, Q13 and Q14: Two trusts (Birmingham Women's NHS Foundation Trust and Liverpool Women's NHS Foundation Trust) are excluded from the reporting of mixed-sex accommodation because they provide services for female patients only.

Q74 and Q75: The survey included two questions with a response option to "cross all that apply". Where this is the case we have presented percentages for each option, out

of all those eligible to answer that question, because some respondents will have selected more than one category. This means that the results may add up to over 100%.

Statistical significance

We carried out statistical tests on the data to determine whether there had been any statistically significant changes in the results for 2013 compared with the last time the survey was conducted in 2012 (a z-test was used to compare data between the two years). A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. The final column of the tables use 'up' and 'down' arrows to indicate whether there has been a 'statistically significant' change.

↑ 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.

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 for question 16 where the proportions of respondents who say that there were hand-wash gels available for patients and visitors to use is the same in 2012 and 2013, yet there is an arrow indicating a significant change. 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.

Further information

The full national results are on the CQC website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

www.cqc.org.uk/Inpatientsurvey2013

The results for the adult inpatient surveys from 2002 to 2012 can be found at:

<http://www.nhssurveys.org/surveys/425>

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

<http://www.nhssurveys.org/surveys/705>

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

www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

More information on CQC's Intelligent Monitoring is available on the CQC website at:

<http://www.cqc.org.uk/public/hospital-intelligent-monitoring>

ADMISSION TO HOSPITAL

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

	Survey Year		Significant change between 12 and 13
	2012	2013	
Emergency or urgent	59%	61%	↑
Waiting list or planned in advance	38%	36%	↓
Something else	3%	3%	
Number of respondents	61625	59768	

Answered by all

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

	Survey Year		Significant change between 12 and 13
	2012	2013	
Emergency or urgent	61%	63%	↑
Waiting list or planned in advance	39%	37%	↓
Number of respondents	59807	58013	

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

THE ACCIDENT & EMERGENCY DEPARTMENT

Q2 When you arrived at the hospital, did you go to the A&E Department (also known as the Emergency Department / Casualty / Medical or Surgical Admissions unit)?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	88%	84%	↓
No	12%	16%	↑
Number of respondents	38310	38411	

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 condition or treatment was given to you?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Not enough	16%	16%	
Right amount	74%	75%	↑
Too much	1%	0%	↓
I was not given any information about my treatment/condition	10%	9%	
Number of respondents	30102	28783	

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 12 and 13
	2012	2013	
Yes, definitely	76%	78%	↑
Yes, to some extent	22%	20%	↓
No	2%	2%	
Number of respondents	32475	31533	

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

WAITING LIST OR PLANNED ADMISSION

Q5 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 12 and 13
	2012	2013	
Yes	28%	27%	
No, but I would have liked a choice	11%	11%	
No, but I did not mind	61%	61%	
Number of respondents	25729	25169	

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 policies differ outside of England.

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

Q6 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 12 and 13
	2012	2013	
I was admitted as soon as I thought was necessary	76%	76%	
I should have been admitted a bit sooner	16%	15%	
I should have been admitted a lot sooner	8%	8%	
Number of respondents	26508	25851	

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

Q7 Was your admission date changed by the hospital?

	Survey Year		Significant change between 12 and 13
	2012	2013	
No	80%	81%	
Yes, once	16%	16%	
Yes, 2 or 3 times	3%	3%	
Yes, 4 times or more	0%	0%	
Number of respondents	26896	26290	

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

Q8 In your opinion, had the specialist you saw in hospital been given all of the necessary information about your condition or illness from the person who referred you?

	Survey Year
	2013
Yes, definitely	82%
Yes, to some extent	15%
No	3%
Number of respondents	25904

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

ALL TYPES OF ADMISSION

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

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, definitely	14%	13%	
Yes, to some extent	21%	21%	
No	66%	66%	↑
Number of respondents	62898	61005	

Answered by all

THE HOSPITAL & WARD

Q10 While in hospital, did you ever stay in a critical care area (e.g. Intensive Care Unit, High Dependency Unit or Coronary Care Unit)?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	21%	22%	↑
No	79%	78%	↓
Number of respondents	59801	58069	

Answered by all

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

Q11 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 12 and 13
	2012	2013	
Yes	9%	10%	↑
No	91%	90%	↓
Number of respondents	62603	60588	

Answered by all

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

Q12 During your stay in hospital, how many wards did you stay in?

	Survey Year		Significant change between 12 and 13
	2012	2013	
1	63%	62%	
2	29%	30%	
3 or more	8%	8%	
Number of respondents	62667	60588	

Answered by all

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

Q13 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 12 and 13
	2012	2013	
Yes	7%	7%	
No	93%	93%	
Number of respondents	23109	22627	

Answered by all who stayed in two or more wards

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

Q14 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 12 and 13
	2012	2013	
Yes	13%	13%	
Yes, because it had special bathing equipment that I needed	1%	1%	
No	86%	86%	
Number of respondents	56090	53893	

Answered by all

Notes:

Birmingham Women's NHS Foundation Trust and Liverpool Women's 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.

Q15 Were you ever bothered by noise at night from other patients?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	39%	39%	
No	61%	61%	
Number of respondents	63081	61027	

Answered by all

Q16 Were you ever bothered by noise **at night** from **hospital staff**?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	20%	20%	↓
No	80%	80%	↑
Number of respondents	63184	61197	

Answered by all

Q17 In your opinion, how clean was the hospital room or ward that **you** were in?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Very clean	68%	69%	↑
Fairly clean	29%	28%	↓
Not very clean	2%	2%	
Not at all clean	1%	1%	
Number of respondents	63741	61689	

Answered by all

Q18 How clean were the toilets and bathrooms that **you** used in hospital?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Very clean	61%	62%	↑
Fairly clean	33%	32%	↓
Not very clean	5%	5%	
Not at all clean	1%	1%	
Number of respondents	61639	59587	

Answered by all

Note: respondents who stated that they did not use a toilet or bathroom have been excluded

Q19 Did you feel threatened during your stay in hospital by other patients or visitors?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	3%	3%	
No	97%	97%	
Number of respondents	63521	61634	

Answered by all

Q20 Were hand-wash gels available for patients and visitors to use?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	96%	96%	
Yes, but they were empty	1%	2%	↑
I did not see any hand-wash gels	3%	3%	
Number of respondents	61448	59538	

Answered by all

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

Q21 How would you rate the hospital food?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Very good	21%	21%	↑
Good	36%	36%	↓
Fair	30%	29%	↓
Poor	13%	14%	↑
Number of respondents	61050	59046	

Answered by all

Note: respondents who stated that they did not have hospital food have been excluded

Q22 Were you offered a choice of food?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, always	79%	79%	↑
Yes, sometimes	15%	15%	
No	6%	6%	↓
Number of respondents	62790	60658	

Answered by all

Q23 Did you get enough help from staff to eat your meals?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, always	64%	64%	
Yes, sometimes	19%	19%	
No	17%	17%	
Number of respondents	16454	16556	

Answered by all

Note: respondents who stated that they did not need help to eat meals have been excluded

DOCTORS

Q24 When you had important questions to ask a doctor, did you get answers that you could understand?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, always	68%	69%	↑
Yes, sometimes	26%	26%	
No	6%	5%	↓
Number of respondents	56790	55205	

Answered by all

Note: respondents who stated that they had no need to ask questions have been excluded

Q25 Did you have confidence and trust in the doctors treating you?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, always	80%	81%	
Yes, sometimes	17%	16%	
No	3%	3%	
Number of respondents	63488	61479	

Answered by all

Q26 Did doctors talk in front of you as if you weren't there?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, often	5%	5%	
Yes, sometimes	19%	19%	↓
No	75%	76%	↑
Number of respondents	63008	61268	

Answered by all

NURSES

Q27 When you had important questions to ask a nurse, did you get answers that you could understand?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, always	70%	69%	
Yes, sometimes	26%	27%	↑
No	4%	4%	
Number of respondents	56257	54569	

Answered by all

Note: respondents who stated that they had no need to ask questions have been excluded

Q28 Did you have confidence and trust in the nurses treating you?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, always	76%	77%	
Yes, sometimes	20%	20%	
No	3%	3%	
Number of respondents	63618	61668	

Answered by all

Q29 Did nurses talk in front of you as if you weren't there?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, often	4%	4%	
Yes, sometimes	15%	15%	
No	81%	81%	
Number of respondents	63501	61099	

Answered by all

Q30 In your opinion, were there enough nurses on duty to care for you in hospital?

	Survey Year		Significant change between 12 and 13
	2012	2013	
There were always or nearly always enough nurses	59%	59%	
There were sometimes enough nurses	30%	30%	
There were rarely or never enough nurses	11%	11%	↑
Number of respondents	63426	61497	

Answered by all

YOUR CARE & TREATMENT

Q31 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 12 and 13
	2012	2013	
Yes, often	7%	7%	
Yes, sometimes	25%	24%	↓
No	68%	69%	↑
Number of respondents	63506	61407	

Answered by all

Q32 Were you involved as much as you wanted to be in decisions about your care and treatment?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, definitely	55%	56%	↑
Yes, to some extent	35%	34%	↓
No	10%	10%	
Number of respondents	63279	61167	

Answered by all

Q33 How much information about your condition or treatment was given to **you**?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Not enough	20%	20%	↓
The right amount	79%	80%	↑
Too much	1%	1%	
Number of respondents	63466	61376	

Answered by all

Q34 Did you find someone on the hospital staff to talk to about your worries and fears?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, definitely	38%	40%	↑
Yes, to some extent	38%	36%	↓
No	23%	23%	
Number of respondents	37549	36521	

Answered by all
 Note: respondents who stated that they had no worries or fears have been excluded

Q35 Do you feel you got enough emotional support from hospital staff during your stay?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, always	56%	57%	↑
Yes, sometimes	30%	29%	↓
No	15%	14%	
Number of respondents	40568	39225	

Answered by all
 Note: respondents who stated that they did not need any emotional support have been excluded

Q36 Were you given enough privacy when discussing your condition or treatment?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, always	74%	75%	↑
Yes, sometimes	19%	18%	↓
No	7%	6%	
Number of respondents	63037	61046	

Answered by all

Q37 Were you given enough privacy when being examined or treated?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, always	90%	90%	
Yes, sometimes	9%	8%	
No	1%	1%	
Number of respondents	63587	61429	

Answered by all

Q38 Were you ever in any pain?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	64%	64%	
No	36%	36%	
Number of respondents	63079	60798	

Answered by all

Q39 Do you think the hospital staff did everything they could to help control your pain?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, definitely	70%	71%	↑
Yes, to some extent	24%	23%	↓
No	6%	6%	
Number of respondents	40766	39432	

Answered by all who experienced pain

Q40 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 12 and 13
	2012	2013	
0 minutes / right away	14%	14%	
1-2 minutes	38%	38%	
3-5 minutes	30%	29%	
More than 5 minutes	17%	17%	
I never got help when I used the call button	1%	1%	
Number of respondents	37840	36690	

Answered by all

Note: respondents who stated that they never used the call button have been excluded

OPERATIONS & PROCEDURES

Q41 During your stay in hospital, did you have an operation or procedure?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	62%	61%	↓
No	38%	39%	↑
Number of respondents	62808	60673	

Answered by all

Q42 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 12 and 13
	2012	2013	
Yes, completely	81%	82%	↑
Yes, to some extent	15%	15%	↓
No	4%	4%	
Number of respondents	38554	37036	

Answered by all who had an operation or procedure

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

Q43 Beforehand, did a member of staff explain what would be done during the operation or procedure?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, completely	74%	76%	↑
Yes, to some extent	21%	20%	↓
No	5%	5%	
Number of respondents	38390	36935	

Answered by all who had an operation or procedure

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

Q44 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 12 and 13
	2012	2013	
Yes, completely	78%	78%	
Yes, to some extent	19%	19%	
No	4%	4%	
Number of respondents	33672	32459	

Answered by all who had an operation or procedure

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

Q45 Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, completely	57%	57%	
Yes, to some extent	28%	28%	
No	15%	15%	
Number of respondents	39250	37399	

Answered by all who had an operation or procedure

Q46 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 12 and 13
	2012	2013	
Yes	85%	85%	
No	15%	15%	
Number of respondents	39083	37441	

Answered by all who had an operation or procedure

Q47 Before the operation or procedure, did the 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 12 and 13
	2012	2013	
Yes, completely	84%	84%	
Yes, to some extent	12%	11%	
No	4%	4%	
Number of respondents	33572	32152	

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

Q48 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 12 and 13
	2012	2013	
Yes, completely	66%	68%	↑
Yes, to some extent	23%	22%	↓
No	11%	10%	↓
Number of respondents	39081	37430	

Answered by all who had an operation or procedure

LEAVING HOSPITAL

Q49 Did you feel you were involved in decisions about your discharge from hospital?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, definitely	53%	54%	↑
Yes, to some extent	30%	30%	
No	16%	16%	↓
Number of respondents	61205	59088	

Answered by all

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

Q50 Were you given enough notice about when you were going to be discharged?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, definitely	56%	56%	
Yes, to some extent	31%	32%	↑
No	13%	13%	
Number of respondents	63320	61178	

Answered by all

Q51 On the day you left hospital, was your discharge delayed for any reason?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	41%	41%	
No	59%	59%	
Number of respondents	63035	60744	

Answered by all

Q52 What was the **MAIN** reason for the delay?

	Survey Year		Significant change between 12 and 13
	2012	2013	
I had to wait for medicines	62%	62%	
I had to wait to see the doctor	14%	14%	
I had to wait for an ambulance	10%	10%	
Something else	14%	14%	
Number of respondents	24354	23636	

Answered by all who experienced a delayed discharge

Q53 How long was the delay?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Up to 1 hour	16%	15%	
Longer than 1 hour but no longer than 2 hours	28%	28%	
Longer than 2 hours but no longer than 4 hours	33%	33%	
Longer than 4 hours	24%	24%	
Number of respondents	25335	24712	

Answered by all who experienced a delayed discharge

Q54 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 12 and 13
	2012	2013	
Yes	67%	69%	↑
No	33%	31%	↓
Number of respondents	61937	60334	

Answered by all

Q55 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 12 and 13
	2012	2013	
Yes, completely	75%	75%	
Yes, to some extent	17%	16%	
No	8%	8%	
Number of respondents	47643	45988	

Answered by all

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

Q56 Did a member of staff tell you about medication **side effects** to watch for when you went home?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, completely	38%	39%	↑
Yes, to some extent	19%	19%	
No	43%	42%	↓
Number of respondents	40857	39634	

Answered by all who took medicines home

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

Q57 Were you told how to **take** your medication in a way you could understand?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, definitely	76%	76%	
Yes, to some extent	15%	15%	
No	9%	9%	
Number of respondents	41575	40833	

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

Q58 Were you given clear written or printed information about your medicines?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, completely	71%	72%	↑
Yes, to some extent	16%	16%	
No	13%	12%	↓
Number of respondents	43333	42322	

Answered by all who took medicines home

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

Q59 Did a member of staff tell you about any danger signals you should watch for after you went home?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, completely	41%	43%	↑
Yes, to some extent	21%	21%	
No	38%	36%	↓
Number of respondents	47001	45276	

Answered by all

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

Q60 Did hospital staff take your family or home situation into account when planning your discharge?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, completely	60%	61%	↑
Yes, to some extent	21%	21%	
No	19%	18%	↓
Number of respondents	43335	41919	

Answered by all

Note: respondents who stated that it was not necessary, or that they did not know / could not remember, have been excluded

Q61 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 12 and 13
	2012	2013	
Yes, definitely	48%	50%	↑
Yes, to some extent	24%	22%	↓
No	29%	28%	↓
Number of respondents	42899	41731	

Answered by all

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

Q62 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 12 and 13
	2012	2013	
Yes	77%	77%	
No	23%	23%	
Number of respondents	57427	55490	

Answered by all

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

Q63 Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	81%	81%	
No, but I would have liked them to	19%	19%	
Number of respondents	18383	18184	

Answered by all

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

Q64 Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	84%	85%	↑
No, but I would have liked them to	16%	15%	↓
Number of respondents	32793	32192	

Answered by all

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

Q65 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, I received copies	61%	64%	↑
No, I did not receive copies	39%	36%	↓
Number of respondents	56868	55036	

Answered by all

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

Q66 Were the letters written in a way that you could understand?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, definitely	75%	76%	
Yes, to some extent	22%	22%	
No	3%	2%	↓
Number of respondents	34052	35143	

Answered by all who received copies of letters

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

OVERALL

Q67 Overall, did you feel you were treated with respect and dignity while you were in hospital?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes, always	80%	81%	↑
Yes, sometimes	17%	16%	↓
No	3%	3%	
Number of respondents	63336	61043	

Answered by all

Q68 Overall....

	Survey Year		Significant change between 12 and 13
	2012	2013	
0 (I had a very poor experience)	1%	1%	
1	1%	1%	
2	1%	1%	
3	2%	2%	
4	2%	2%	↓
5	5%	5%	↓
6	6%	5%	↓
7	12%	11%	↓
8	24%	23%	↓
9	20%	21%	↑
10 (I had a very good experience)	25%	27%	↑
Number of respondents	61399	59063	

Answered by all

Q69 During your hospital stay, were you ever asked to give your views on the quality of your care?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	14%	21%	↑
No	86%	79%	↓
Number of respondents	56594	54066	

Answered by all

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

Q70 Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Yes	22%	25%	↑
No	78%	75%	↓
Number of respondents	50223	48660	

Answered by all

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

ABOUT YOU

Q71 Who was the main person or people that filled in this questionnaire?

	Survey Year		Significant change between 12 and 13
	2012	2013	
The patient (named on the front of the envelope)	85%	85%	
A friend or relative of the patient	6%	6%	↑
Both patient and friend/relative together	9%	9%	
The patient with the help of a health professional	0%	0%	
Number of respondents	62456	60344	

Answered by all

Q72 Are you male or female?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Male	46%	46%	
Female	54%	54%	
Number of respondents	62899	60713	

Answered by all - response data only

Q73 What was your **year** of birth?

	Survey Year		Significant change between 12 and 13
	2012	2013	
16-35 years	7%	7%	
36-50 years	13%	12%	↓
51-65 years	25%	25%	↓
66-80 years	36%	37%	↑
>80 years	18%	19%	↑
Number of respondents	62396	60273	

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

Q74 Do you have any of the following long-standing conditions?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Deafness or severe hearing impairment	14%	14%	
Blindness or partially sighted	5%	5%	↓
A long-standing physical condition	27%	28%	
A learning disability	2%	2%	
A mental health condition	5%	5%	↑
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	31%	32%	↑
No, I do not have a long-standing condition	41%	40%	↓
Number of respondents	58309	56409	

Answered by all

Q75 Does this condition cause you difficulty with any of the following?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Everyday activities that people your age can usually do	58%	58%	
At work, in education, or training	13%	14%	
Access to buildings, streets or vehicles	28%	29%	
Reading or writing	13%	14%	
People's attitudes to you because of your condition	12%	12%	
Communicating, mixing with others, or socialising	20%	21%	↑
Any other activity	16%	16%	
No difficulty with any of these	30%	30%	
Number of respondents	34689	33926	

Answered by all those with a long-standing condition

Q76 What is your ethnic group?

	Survey Year		Significant change between 12 and 13
	2012	2013	
White	95%	95%	↑
Mixed	1%	1%	
Asian or Asian British	3%	3%	
Black or Black British	2%	2%	
Arab or other ethnic group	0%	0%	↓
Number of respondents	61303	58874	

Answered by all - response data only

Q77 What is your religion?

	Survey Year		Significant change between 12 and 13
	2012	2013	
No religion	14%	15%	↑
Buddhist	0%	0%	
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	79%	78%	↓
Hindu	1%	1%	
Jewish	1%	1%	
Muslim	2%	2%	
Sikh	1%	0%	
Other	1%	1%	
I would prefer not to say	2%	2%	
Number of respondents	60407	58110	

Answered by all

Q78 Which of the following best describes how you think of yourself?

	Survey Year		Significant change between 12 and 13
	2012	2013	
Heterosexual / straight	94%	94%	
Gay / lesbian	1%	1%	
Bisexual	0%	0%	
Other	1%	1%	
I would prefer not to say	4%	4%	
Number of respondents	57732	55846	

Answered by all

CROSSTABLATIONS

The below tables are 'crosstabulations' which means that the results from two different questions are analysed together to understand the relationship between them. Please note these tables are based on unweighted data. This means that the data has not been 'weighted' in the way described on page two of this document.

Q1 Was your most recent hospital stay planned in advance or an emergency? By Q11 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 12 and 13
		2012	2013	
Emergency or urgent	Yes	8%	8%	
	No	92%	92%	
Planned or waiting list	Yes	5%	6%	↑
	No	95%	94%	↓

Filtered to exclude respondents who said that they stayed in a critical care area at Q10
 Note: Birmingham Women's NHS Foundation Trust Liverpool Women's NHS Foundation Trust have been excluded from this question because they provide services for female patients only

Q1 Was your most recent hospital stay planned in advance or an emergency? By Q13 **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 12 and 13
		2012	2013	
Emergency or urgent	Yes	5%	5%	
	No	95%	95%	
Planned or waiting list	Yes	4%	4%	
	No	96%	96%	

Answered by all those who stayed in more than one ward
 Filtered to exclude respondents who said that they stayed in a critical care area at Q10
 Note: Birmingham Women's NHS Foundation Trust Liverpool Women's NHS Foundation Trust have been excluded from this question because they provide services for female patients only

Q22 Were you offered a choice of food? **BY** Length of stay in hospital (days)

		Survey Year		Significant change between 12 and 13
		2012	2013	
One day length of stay	Yes, always	71%	72%	↑
	Yes, sometimes	17%	17%	
	No	12%	11%	↓
More than one day length of stay	Yes, always	82%	83%	
	Yes, sometimes	14%	14%	
	No	3%	3%	

Answered by all