

# THE KEY FINDINGS REPORT FOR THE 2005 INPATIENTS SURVEY

THE ACUTE CO-ORDINATION CENTRE FOR THE  
NHS ACUTE PATIENT SURVEY PROGRAMME

Jason Boyd  
Research Associate

Chris Graham  
Research Associate

Caroline Powell  
Deputy Chief Executive

Picker Institute Europe

## Contacts

The Acute Co-ordination Centre for the NHS Patient Survey Programme†  
Picker Institute Europe  
King's Mead House  
Oxpens Road  
Oxford  
OX1 1RX

Tel: 01865 208127  
Fax: 01865 208101  
E-mail: [acute@pickereurope.ac.uk](mailto:acute@pickereurope.ac.uk)  
Website: [www.nhssurveys.org](http://www.nhssurveys.org)

## Key personnel

Sally Donovan  
Esther Howell  
Jason Boyd  
Chris Graham

This document is available from the Acute Co-ordination Centre website at:  
**[www.NHSSurveys.org](http://www.NHSSurveys.org)**

---

† Previously the NHS Patient Survey Advice Centre

---

## Contents

---

1	Executive summary.....	1
2	Introduction.....	4
3	Admission to hospital .....	5
4	The hospital and ward .....	9
5	Doctors and nurses.....	12
6	Patient care and treatment.....	14
7	Pain.....	17
8	Operations and procedures.....	18
9	Leaving hospital .....	19
10	Conclusions .....	20
11	Appendices .....	21
	Appendix 1: About the national patient survey programme .....	21
	Appendix 2: Who took part in the survey? .....	24
	Appendix 3: Tables of results.....	27
	Appendix 4: Comparison tables for respondents aged 18 years and over .....	46
	Appendix 5: Demographic breakdown of respondents and non-respondents.....	58
	Appendix 6: Year on year comparisons of respondent demographics.....	61
12	References .....	62

---

# 1 Executive summary

## The national patient survey programme

The national patient survey programme, owned by the Department of Health, is one of the largest patient survey programmes in the world. The Healthcare Commission assumed responsibility for the programme in April 2004, funding the co-ordination centre role and overseeing implementation of the programme. The survey programme provides a unique opportunity to monitor the experiences of healthcare and is an important part of the Healthcare Commission's new annual health check.

Acute hospitals provide emergency and inpatient care throughout England, including services such as surgery, rehabilitation, laboratory and diagnostics, as well as outpatient care. Since 2003, the Healthcare Commission (and its predecessor the Commission for Health Improvement) has asked patients about their experiences of inpatient services. This report provides the key findings from the survey of patients who were inpatients in all acute hospitals in England between April and September 2005. Where appropriate, these findings are compared with those from 2002 and 2004.

Over 80,000 people responded to the 2005 Inpatient survey, a response rate of 59%. Fifty-four percent of respondents were admitted as emergencies and 46% were planned admissions.

### 1.1 Key findings

#### Emergency Department

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. This survey cannot be used directly to measure this standard because, for example, it only includes those patients who are admitted to hospital and it excludes children and young people. Nevertheless, for those respondents who were admitted from the emergency department the survey shows consistent improvement over time. Three quarters of all emergency admissions to hospital waited less than the four hour guideline, an improvement of one percentage point since 2004 and nine percentage points since 2002. However, fewer of these emergency patients are being admitted quickly (within one hour), down to 32% from 43% in 2004, and those waiting at least one but less than four hours has increased from 32% to 44% in 2005. Those waiting four hours or more has reduced from 26% in 2004 to 25% in 2005.

#### Waiting list or planned admission

For those on a waiting list, more patients were offered a choice of admission date this year than last year, up three percentage points to 27%, although 20% had their admission date changed at least once. Ninety-six percent of respondents said they were given enough notice of their date of admission. Ninety-two percent of patients said they waited nine months or less to be admitted, and more people thought they were admitted as soon as was necessary (up four percentage points from 2002 to 72%). There has also been an improvement over the three years in how long both urgent and planned admission patients felt that they had to wait to get to a bed on a ward, with almost three quarters (73%) saying they didn't have to wait a long time to get to a bed on a ward compared with 69% in 2004 and 67% in 2002.

## The hospital and ward

Overall, more than a fifth (22%) of patients said that they had shared a room or bay with a member of the opposite sex for at least part of their stay. However, responses to this question may be influenced by a patient's route into hospital. Patients who entered the hospital through the emergency department (31%) were more likely to report having shared a room or bay with a member of the opposite sex compared with patients who had a planned admission (11%). Fewer patients are being disturbed by noise at night from other patients (down 2 percentage points from 2004 to 37%) or from staff (down from 19% in 2004 to 18%).

The surveys have indicated relatively stable perceptions of hospital cleanliness. The majority of patients in the 2005 survey (92%) felt their hospital room or ward was either very clean or fairly clean. The surveys also demonstrate that a persistent minority is less satisfied. In both 2005 and 2002, 8% reported their ward as either not very clean or not at all clean compared with 9% in 2004. Perceptions of the cleanliness of toilets and bathrooms follow a very similar pattern with 86% of patients describing them as 'very' or 'fairly' clean. Again, the minority of patients reporting negative perceptions appears very consistent at 13% in 2005 and 12% in both 2004 and 2002. However, there has been a trend for fewer patients rating wards and hospital rooms as "very clean" and more rating them as "fairly clean".

The survey asked patients if they knew whether hospital staff washed or cleaned their hands between touching patients. Many patients were unable to answer this question with 39% of patients reporting that they did not know or could not remember if doctors had washed or cleaned their hands and 25% for nurses. This is likely to be the case where, for example, hand basins are not within the patient's sight. Those patients who could remember reported that as far as they knew:

- two in three doctors 'always' washed or cleaned their hands between touching patients (67%)
- 69% of nurses 'always' washed or cleaned their hands between touching patients.

## Your care and treatment

Staff communication with patients has shown slight improvement in some areas, but not in others. Eighty-one percent of respondents in 2005 'always' had complete confidence and trust in the doctors, and 74% 'always' had complete confidence and trust in the nurses. More patients said that doctors always gave answers they could understand (67%) than in 2004 (65%), but nurses were less likely to (65%) than in 2004 (68%). More patients also said that staff gave conflicting information in 2005 more often than in previous surveys. Thirty-four percent of patients reported this happened 'often' (7%) or 'sometimes' (27%) while they were an inpatient in 2005, increasing from 31% in 2004 and 30% in 2002.

Overall, 92% of respondents rated the care they received as excellent, very good or good. Just over half of the respondents said that they were 'definitely' involved in decisions about their care as much as they would have liked (53%), but only 6% of respondents were asked to give their views on the quality of care while in hospital. Only 35% of patients received copies of letters between hospital doctors and their family doctor, even though this is set out as a requirement in the NHS Plan.<sup>3</sup>

Most respondents reported that they were 'always' given enough privacy when discussing their condition or treatment (71%) and when being examined or treated (88%). While fewer patients experienced pain while in hospital (down to 66% from 67% in 2004, and 68% in 2002) no change was reported on how well staff dealt with the pain with 73% saying staff 'definitely' did everything they could to help control their pain, the same as in 2004 and 2002. Although there was no change between 2004 and 2005 in the percentage of patients saying that, in their opinion, there

were always or nearly always enough nurses on duty to care for them (58%), fewer patients (59%) said the call button was answered within two minutes than in 2004 (63%). Of those who needed help to eat their meals, 18% said they did not get help and 21% that they only got help 'sometimes'.

## Operations and procedures

More than two thirds of patients had an operation or procedure while in hospital (68%), and 81% of these patients said they were 'completely' informed about the risks and benefits of the operation or procedure by a member of staff in ways that they could understand. Almost three quarters of patients (74%) said a member of staff 'completely' explained what would be done during the operation or procedure, and 76% of patients said that they had their questions answered 'completely' in a way that they could understand. More than half of respondents said a member of staff gave them a complete explanation of how they could expect to feel afterward the operation or procedure (55%). Eighty-four percent were given an anaesthetic prior to the operation or procedure and, of these, 83% said the anaesthetist had explained how he or she would put them to sleep in a way they could 'completely' understand with 12% saying they understood the explanation 'to some extent'. Sixty-three percent of patients said they were informed about the outcome of the operation or procedure afterwards in a way that they could 'completely' understand.

## Leaving hospital

Thirty-eight percent of patients had their discharge delayed, and more than half of these were delayed two hours or more (53%). Forty-two percent said a member of staff had not told them about medication side-effects to watch for after they went home, and 20% said they were not given clear written information about the medication they took home with a further 18% saying that they only had such information 'to some extent'. Forty percent said they were not told about any danger signs they should watch for after they went home, and almost a quarter (24%) said they were not told who to contact if they were worried about their condition when they went home.

## 2 Introduction

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

The survey was carried out in all 169 acute and specialist NHS trusts in England with adult inpatients. Each trust identified a list of 850 eligible patients who had been consecutively discharged in the period June – August 2005<sup>‡</sup>. Patients were eligible if they were 16 years or older, had at least one overnight stay, and were not maternity or psychiatry patients.

However, 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. To enable this survey to be compared with previous years, this report focuses on respondents who were aged 18 years and over. For this reason, the figures used in this report differ slightly from those available in the benchmark and national tables where data for all those aged 16 years and over has been used. Only significant trends are reported and all differences noted in this report are significant at the 1% level ( $p < 0.05$ , Bonferroni method). Due to rounding, the sum of responses may not equal 100%.

More information on methodology and tables showing the results based on all adults aged 16 and over are included in the appendices.

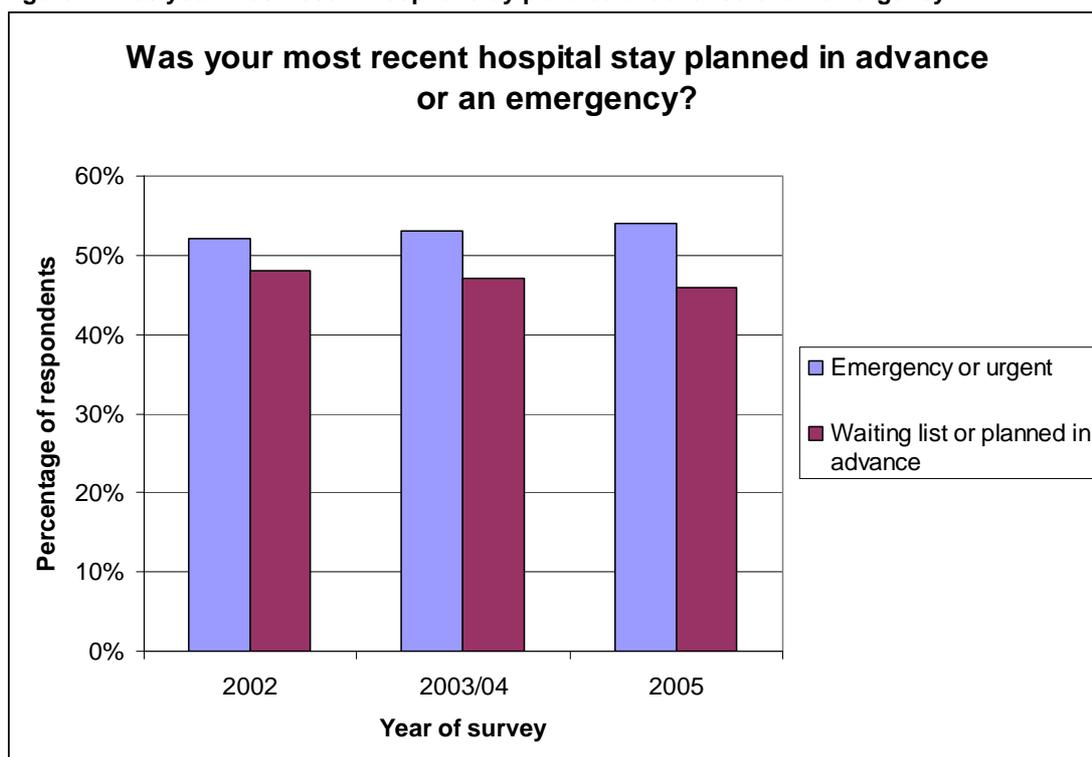
---

<sup>‡</sup> Three trusts also included patients discharged during September in their sample to increase low sample numbers

### 3 Admission to hospital

Survey findings reported here relate only to patients who were admitted to hospital. Eighty-five percent (Hospital Activity Statistics, Department of Health, 2006) of patients who attend emergency departments are not subsequently admitted and so these results, while they tell us about the experiences of a very large group of people, 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. Overall, 46% of survey respondents were admitted from a waiting list, while 54% had experienced an emergency or urgent admission.

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

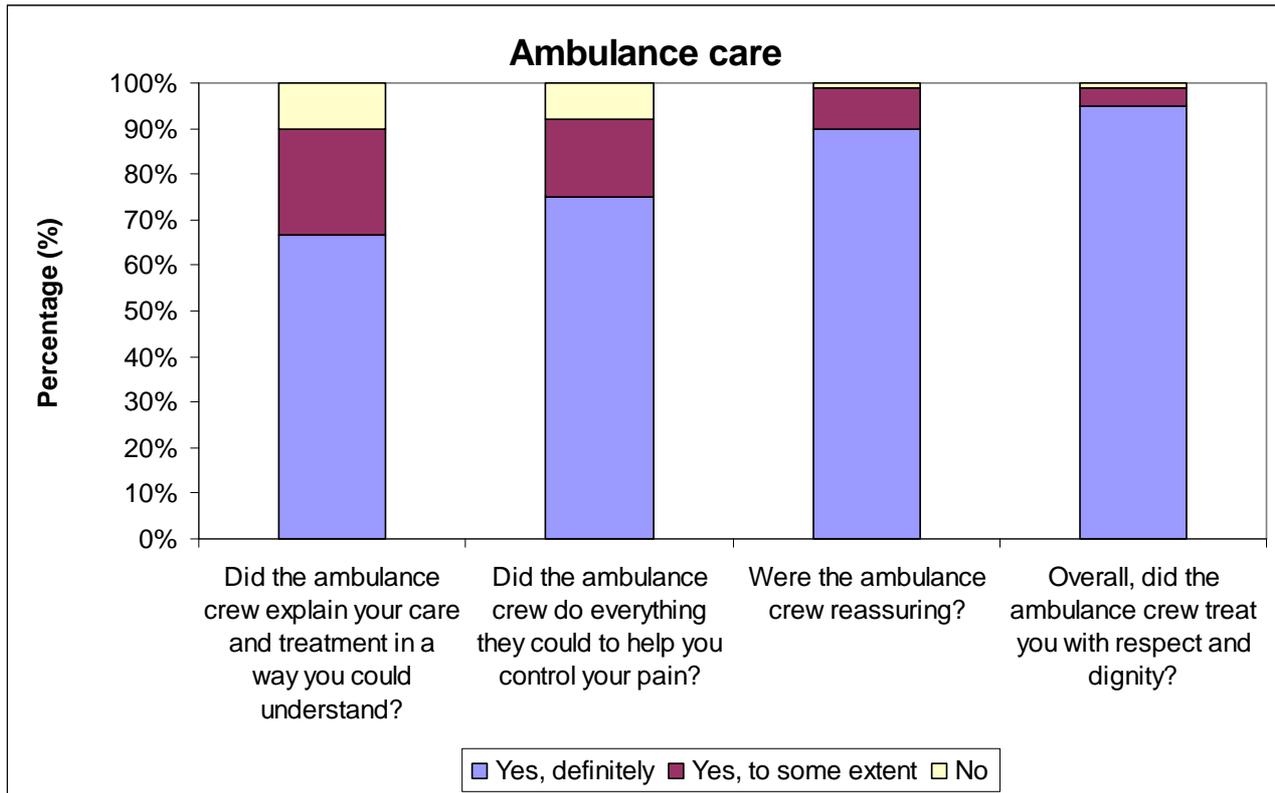


#### 3.1 Emergency care

Over half of those admitted to hospital as an emergency travelled there by ambulance (53%), and most of these said the ambulance crew were definitely reassuring (90%).

Two thirds (66%) said the ambulance crew explained their care and treatment in a way they could 'definitely' understand, and a further 23% said they understood 'to some extent'. Three quarters said the ambulance crew 'definitely' did everything they could to help control their pain. Most people using ambulance services to travel to the hospital said they were definitely treated with respect and dignity (95%) and only 1% reported they were not.

**Figure 2: Respondents experience of ambulance care**



### 3.2 The Emergency Department

Just over half of people (54%) had an emergency or urgent admission to hospital, and of these, the majority (86%) went through the Emergency Department when they arrived at the hospital.

Most people thought the order in which patients were seen in the Emergency Department was fair (95%) and 73% received the right amount of information about their treatment or condition while there. Fifteen percent said they were not given enough information, and 11% said they were not provided with any information. Almost four fifths (79%) of patients said they 'definitely' had enough privacy when being treated or examined in the Emergency Department, 2% said they were not given enough privacy.

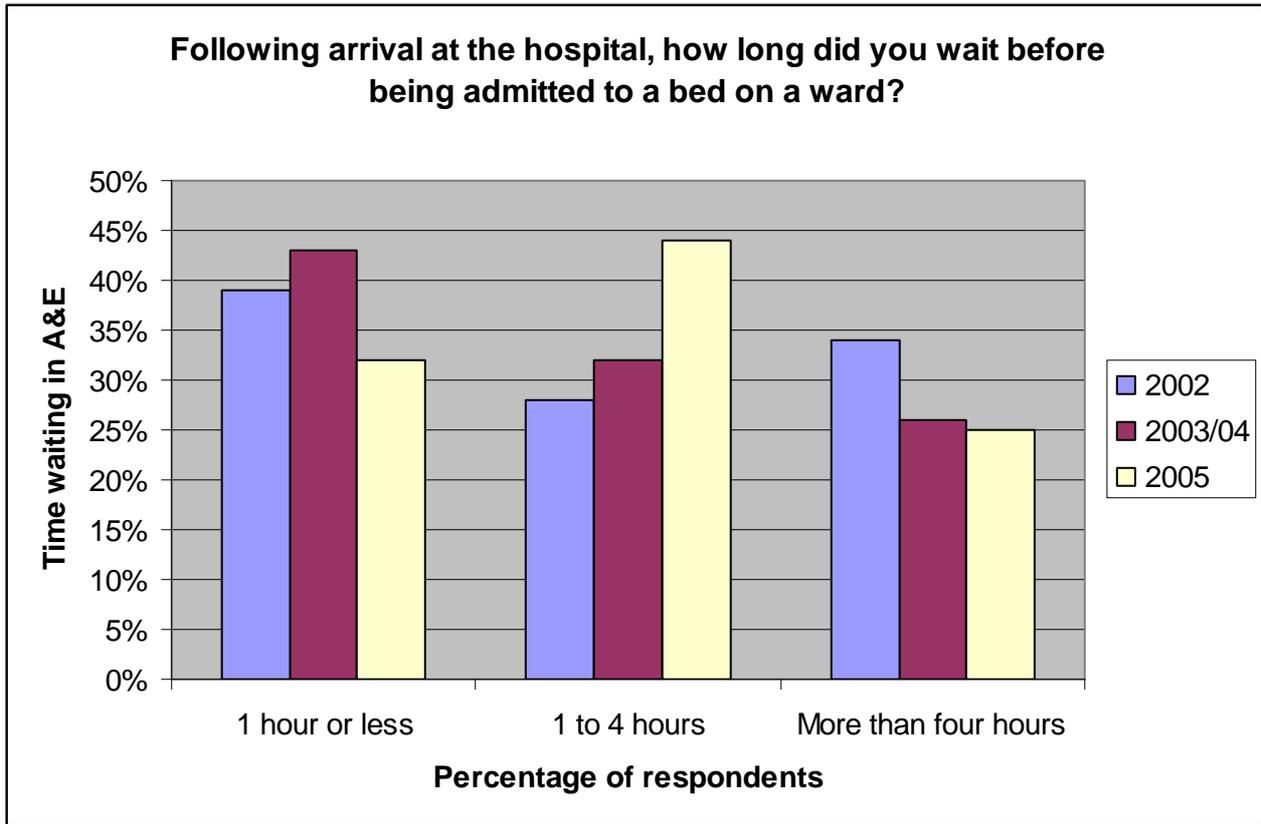
A maximum four hour wait in the emergency department from arrival to admission, transfer or discharge has been an operational standard in the NHS since 2005. For patients who were admitted to the hospital via the emergency department:

- 32% were admitted to a bed on a ward in less than 1 hour
- 44% waited more than one but less than four hours
- 25% waited at least four hours.

The four hour standard was met in 76% of cases. This builds upon the improvement in 2004 (74% of patients) and from 2002 (66%).

Fewer people had to wait four hours or longer before being admitted to a bed on a ward from the Emergency Department (down to 25%, from 26% in 2004 and 34% in 2002), although greater numbers of people were waiting between one and four hours in 2005 than in 2002 or 2004 (44% in 2005, up from 32% in 2004 and 28% in 2002). There has also been a substantial decrease in the numbers of people admitted within one hour, down from 43% in 2004 to 32% in 2005.

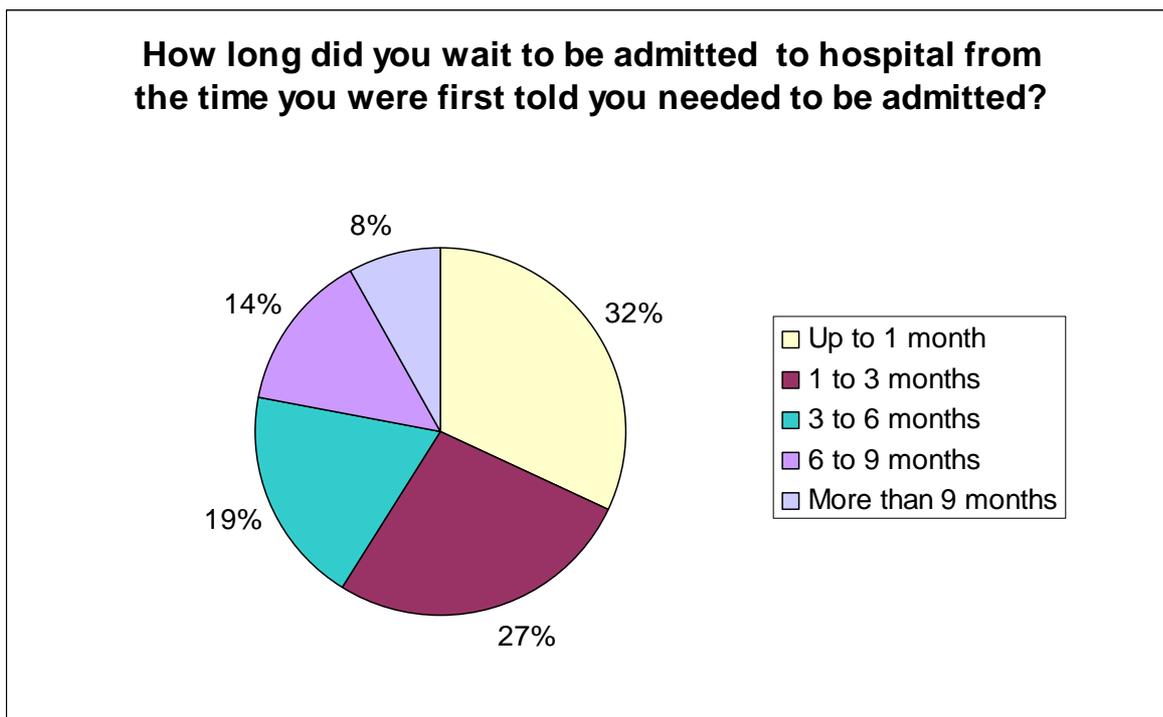
Figure 3: Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?



### 3.3 Waiting list or planned admissions

The NHS plan states that by April 2004<sup>3</sup>, the maximum waiting time for elective admissions should be nine months. From the end of 2005, this target is reduced to six months. The 2005 Inpatients survey sampled those seen between April 2005 and September 2005. The vast majority (92%) were admitted within this nine month target.

**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?**



Nearly three quarters of patients felt they were admitted as soon as necessary (72%), although 19% felt they should have been admitted a bit sooner and 9% felt they should have been admitted a lot sooner. There has been a small but continual improvement in the proportion responding positively, rising from 2004 (70%) and 2002 (68%).

**Table 1: How do you feel about the length of time you were on the waiting list before your admission to hospital?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>I was admitted as soon as I thought necessary</b>	68%	70%	72%
<b>I should have been admitted a bit sooner</b>	19%	19%	19%
<b>I should have been admitted a lot sooner</b>	12%	11%	9%
<b>Total number of specific responses</b>	42979	38855	37638

For patients whose admission to hospital was planned in advance, 27% were given a choice of admission date, three percentage points more than in 2004 (24%). Twenty percent of people reported their admission date was changed by the hospital (17% reporting a single change, 3% reporting two or three changes). Most people said they were given enough notice of their date of admission (96%), the same proportion as in the previous surveys.

## 4 The hospital and ward

There has been an improvement over the three survey years in how long patients felt they had to wait before getting to a bed on the ward, regardless of how they were admitted to hospital. Nine percent reported they ‘definitely’ had to wait a long time, compared with 11% in 2004 and 13% in 2002.

Overall, more than a fifth (22%) of patients said that they had shared a room or bay with a member of the opposite sex for at least part of their stay. However, responses to this question may be influenced by a patient’s route into hospital. Patients who entered the hospital through the emergency department (31%) were more likely to report having shared a room or bay with a member of the opposite sex compared with patients who had a planned admission (11%). Fewer patients reported being bothered by noise at night from other patients (37%, compared with 39% in 2004) and by staff (18%, compared with 19% in 2004).

**Table 2: Were you ever bothered by noise at night?**

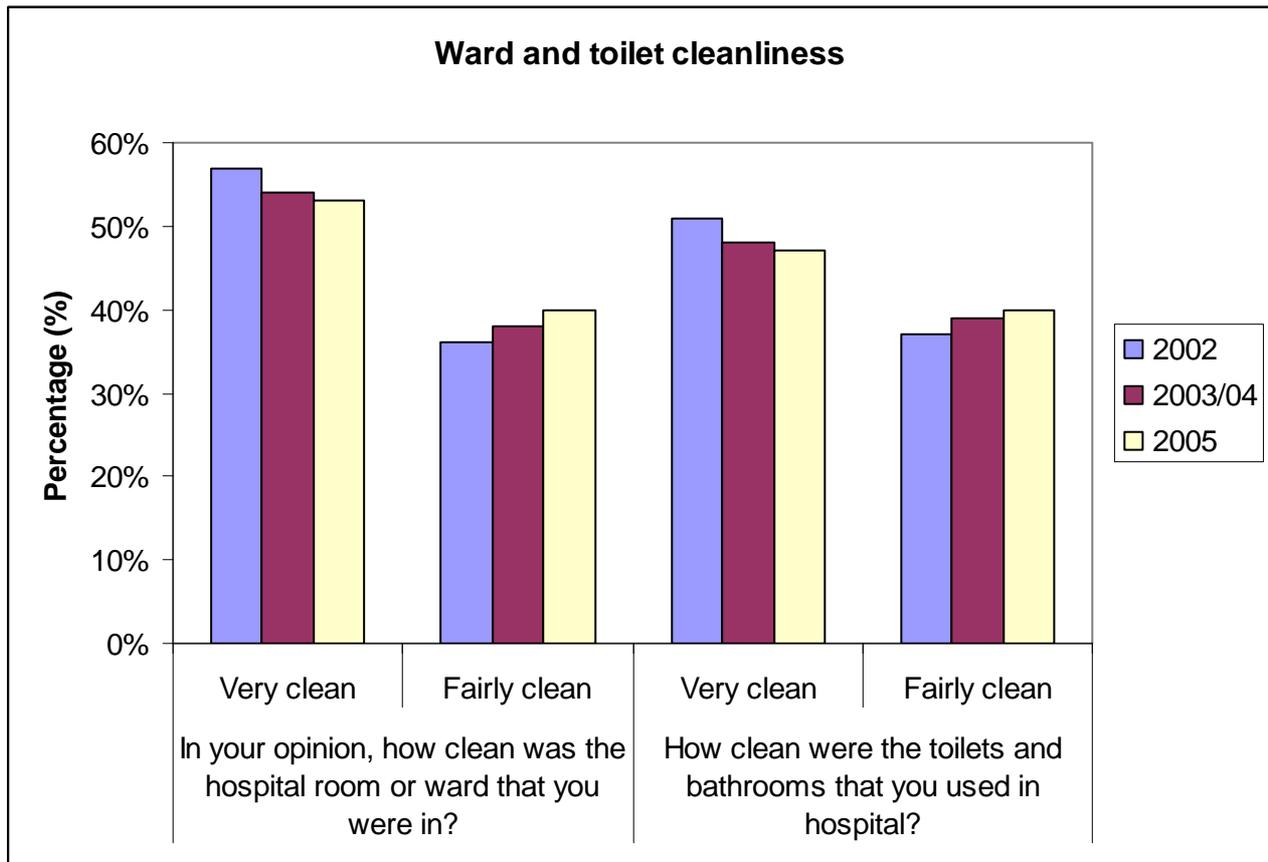
	From other patients		From hospital staff	
	2004	2005	2004	2005
	Percent	Percent	Percent	Percent
<b>Yes</b>	39%	37%	19%	18%
<b>No</b>	61%	63%	81%	82%
<b>Total number of specific responses</b>	86008	78315	85990	78418

### 4.1 Cleanliness and food

The surveys have indicated relatively stable perceptions of hospital cleanliness. The majority of patients in the 2005 survey (92%) felt their hospital room or ward was either very clean or fairly clean. The surveys also demonstrate that a persistent minority is less satisfied. In both 2005 and 2002, 8% reported their ward as either not very clean or not at all clean compared with 9% in 2004. Perceptions of the cleanliness of toilets and bathrooms follow a very similar pattern with 86% of patients describing them as ‘very’ or ‘fairly’ clean. Again, the minority of patients reporting negative perceptions appears very consistent at 13% in 2005 and 12% in both 2004 and 2002. However, there has been a trend for fewer patients rating wards and hospital rooms as “very clean” and more rating them as “fairly clean”. In 2002, 56% of patients rated wards or hospital rooms as very clean, dropping to 54% in 2004 and 52% in 2005. Patients’ perception of toilet cleanliness has also decreased from 51% saying toilets were very clean in 2002, to 48% in 2004 and 46% in 2005.

It is likely that results reflect rising public concern with hospital cleanliness. Patient expectations will usually impact on patient survey results and, while hospital cleanliness may in fact be improving, patients seem less willing to accept the standards they are currently confronted with. The Audit Commission’s recent review of hospital cleanliness noted disparity between how patients rated the cleanliness of ward and toilets and the ratings by patient environment action teams (PEAT) which were until recently managed by NHS Estates. These PEAT reviews have reported progressive improvements in the scores for cleanliness in hospitals in England over the past few years. Patient expectations will usually impact on patient survey scores and, while hospital cleanliness may in fact be improving, patients seem less willing to accept the standards they perceive.

Figure 5: Cleanliness levels of the ward or room, and toilets as rated by respondents

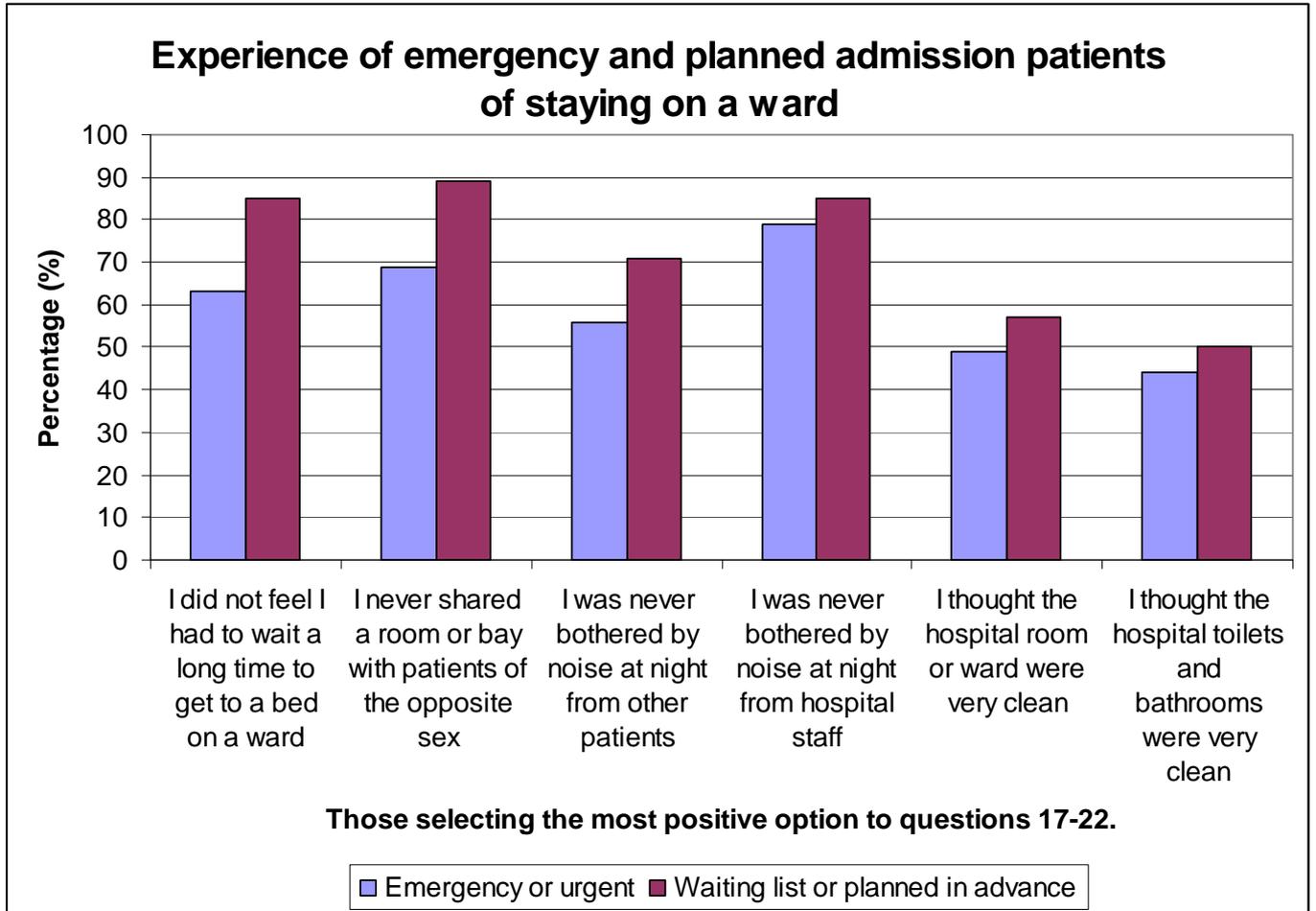


Slightly more people rated the quality of the food as good (36%) or very good (18%) than fair (31%) or poor (15%). Of those respondents saying that they needed help (25%) from staff to eat their meals, 62% said they 'always' received it and 21% said they 'sometimes' received help. Eighteen percent said they received no help from staff at mealtime, even though they said they needed it.

## 4.2 Emergency admission and waiting list patients' views of the ward and hospital

Analysis suggests that patients admitted to hospital via the emergency department receive a very different first impression of hospital to those patients with a planned admission. Although these questions ask specifically about the period after the patient left the emergency room, significant differences can be still observed between urgent and planned admission patients. These differences are reflected in how the patient rates the hospital and ward for issues such as cleanliness, noise and sharing rooms or bays with members of the opposite sex. Patients admitted for an emergency tend to report their experiences as being more negative than those who had a planned admission as shown in Figure 6 below.

Figure 6: Differences in reporting of hospital and ward between routes of admission



## 5 Doctors and nurses

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

When asked to rate how well the doctors or nurses worked together, 38% described this as excellent, 39% as 'very good' and 15% as 'good'. There was no change from 2004.

### 5.1 Answers to questions

When patients had **important questions** to ask a doctor, 67% said that they always got an answer that they could understand, a slight improvement from 2004 (65%). Similarly, 65% of patients said they always received answers they could understand from nurses, down from 68% in 2004 but still better than 2002 (64%).

### 5.2 Respect and trust

Patients often comment that doctors and nurses talked in front of them as if they were not there. In this survey, six percent of patients reported that doctors did this 'often' and 22% did so 'sometimes', while five percent said nurses did so often and 17% sometimes.

Eighty-one percent of patients said they always had **confidence and trust** in the doctor treating them, while 17% reported that they "sometimes" had confidence and trust. Only 3% said they had no confidence in the doctors treating them. Seventy-four percent always had confidence and trust in the nurse treating them, 23% sometimes and 3% not at all.

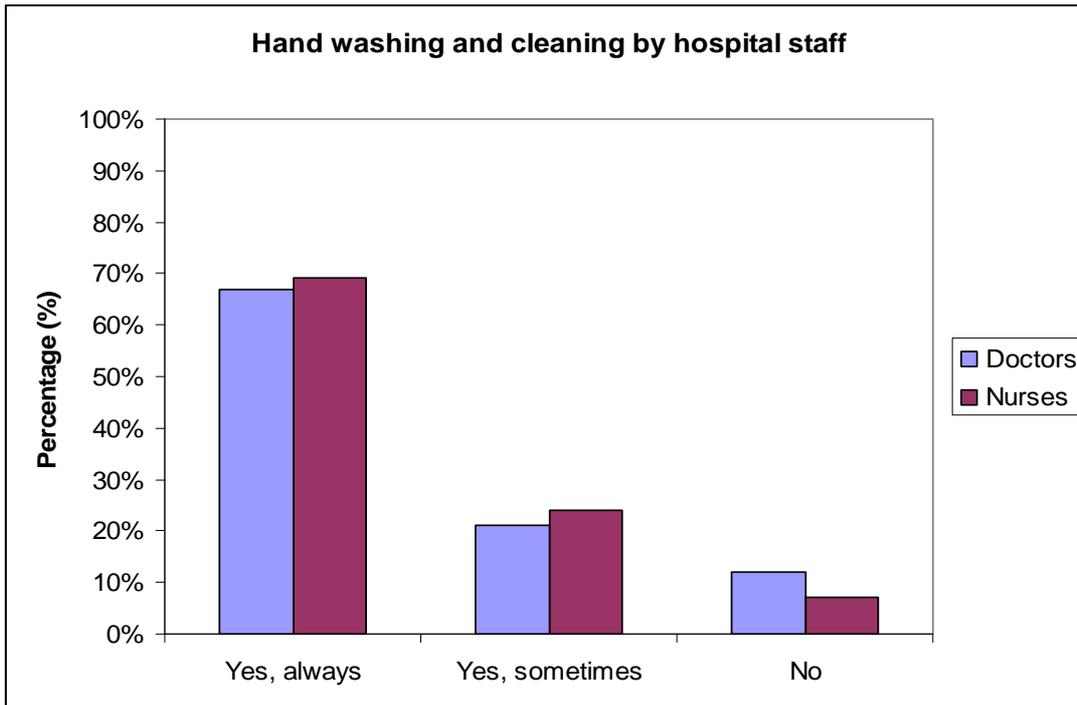
**Table 3: Did you have confidence and trust in the members of staff treating you?**

	Doctors		Nurses	
	2004	2005	2004	2005
	Percent	Percent	Percent	Percent
<b>Yes, always</b>	80%	81%	75%	74%
<b>Yes, sometimes</b>	17%	17%	22%	23%
<b>No</b>	3%	3%	3%	3%
<b>Total number of specific responses</b>	86724	79097	86282	79104

### 5.3 Hand washing and cleaning

Hand washing and cleaning reduces the risk of spreading infections in hospital. Observing hospital staff washing or cleaning their hands may reassure patients who are concerned about the risks of infection. The survey asked patients if they knew whether hospital staff washed or cleaned their hands between touching patients. Many patients were unable to answer this question with 39% of patients reporting that they did not know or could not remember if doctors had washed or cleaned their hands and 25% for nurses. This is likely to be the case where, for example, hand basins are not within the patient's sight. Those patients who could remember reported, that as far as they knew, over two thirds of doctors (67%) and nurses (69%) always' washed or cleaned their hands between touching patients. The use of gloves or barrier cream by doctors and nurses was not asked about in this survey – these extra response options will be considered for the 2007 survey.

Figure 7: Patient reporting of hand washing and cleaning by doctors and nurses



## 6 Patient care and treatment

### 6.1 Overall

Over three quarters of patients (77%) rated the care that they received in hospital as excellent or very good, 15% rated their care as good, 6% as fair, and only 2% of patients rated the care they received as poor. The percentage of patients reporting their care as 'excellent' is 2 percentage points lower than in 2004 but still higher than in 2002, and overall the percentage of patients reporting their care as excellent or very good has risen from 74% in 2002, to 77% in 2004 and 2005. The percentage of patients rating their care as poor has remained unchanged (at 2%) over the three surveys.

**Table 4: Overall, how would you rate the care you received?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Excellent</b>	38%	42%	40%
<b>Very good</b>	36%	35%	37%
<b>Good</b>	17%	14%	15%
<b>Fair</b>	7%	6%	6%
<b>Poor</b>	2%	2%	2%
<b>Total number of specific responses</b>	91275	85487	77797

A large majority (79%) said they were always treated with respect and dignity whilst they were in hospital. Eighteen percent reported they were sometimes treated with respect and dignity whereas 3% reported they were not treated with respect and dignity.

### 6.2 Information and involvement in decisions

Patients' preferences should be taken into account in decision-making about their care and treatment, but 37% of patients reported that they felt that they were only involved 'to some extent' and 10% that they were not involved in decisions about their care and treatment. Patients arriving at hospital for a planned admission reported being significantly more involved in decision-making (62% were 'definitely' involved) compared to those admitted for an emergency (46% reporting being definitely involved).

It is equally important that patients are given enough information about their condition. Seventy-nine percent of respondents said they were given the right amount of information, but 20% thought they had not been given enough. Only 6% were asked to give their views on the quality of care during their stay in hospital.

Just over two fifths of the patients who had worries or fears (42%) said that they were 'definitely' able to find a member of staff to discuss these with, and 37% that they could 'to some extent', but a fifth (21%) reported that they could not find anyone to discuss their concerns with. The percentage of respondents saying that they could not find anyone to discuss their concerns with has risen from 17% in 2002 and 20% in 2004.

Patients were asked whether hospital staff had given them conflicting information. Two thirds (66%) said that this did not happen, but 27% reported that this had sometimes happened and 7%

said this happened 'often'. This is slightly worse than in 2002 when 70% of patients reported that staff did not give conflicting information, and 2004 when 68% said this did not happen. The proportion saying that it happened 'often' has changed little, rising from 6% in 2002 and 2004 to 7% in 2005.

### 6.3 Involving family and friends

For those whose family members or close friends wanted to talk to a doctor, 44% said they were 'definitely' given the opportunity to do this, while 16% said they were unable to. This is an improvement from 2002 when 19% of patients reported they were unable to do so, but is the same proportion as in 2004.

### 6.4 Privacy

Most respondents reported that they were always given enough privacy when discussing their condition or treatment (71%) and being examined or treated (88%). However, 30% said they were not always given enough privacy when discussing their condition or treatment and 12% were not always given enough privacy when being examined or treated.

Patients arriving at hospital for a planned admission reported having a significantly higher level of privacy compared to those admitted for an emergency with 75% of patients reporting they were always given enough privacy when discussing their condition or treatment (compared to 67% of urgent admissions), and 91% reporting they always had enough privacy when being treated or examined (compared to 86% of urgent admissions).

**Table 5: Privacy in hospital and route of admission**

	Privacy when discussing your condition or treatment?		Privacy when being examined or treated?	
	Emergency or urgent	Waiting list or planned in advance	Emergency or urgent	Waiting list or planned in advance
<b>Were you given enough privacy?</b>				
<b>Yes, always</b>	67%	75%	86%	91%
<b>Yes, sometimes</b>	24%	18%	12%	8%
<b>No</b>	9%	6%	2%	1%
<b>Total number of specific responses</b>	39211	34529	39726	34879

There has been a slight improvement in both components of privacy, with the proportion of respondents who reported that they 'always' experienced enough privacy when discussing their condition with staff rising from 69% in 2004 to 71% in 2005, and with those being treated or examined, up one percentage point to 88%.

**Table 6: Were patients given enough privacy in hospital?**

	Privacy when discussing your condition or treatment?			Privacy when being examined or treated?		
	2002	2004	2005	2002	2004	2005
	Percent	Percent	Percent	Percent	Percent	Percent
<b>Yes, always</b>	69%	69%	71%	87%	87%	88%
<b>Yes, sometimes</b>	21%	22%	22%	10%	10%	10%
<b>No</b>	10%	9%	8%	3%	2%	2%
<b>Total number of specific responses</b>	89488	85087	77864	90883	86483	78827

## 6.5 Staffing levels

Fifty-eight percent of patients reported that, in their opinion, there were always or nearly always enough nurses on duty to care for them, 31% said there were only sometimes enough and 11% reported that there were rarely or never enough nurses on duty. There is no change from 2004.

Patients reported call buttons being answered sooner in 2004 when 63% said it was answered within two minutes compared with 59% in 2005. Those patients reporting that they usually waited longer than two minutes for help after using their call button has gone up to 41% in 2005 from 37% in 2004.

## 7 Pain

Two thirds of patients (66%) reported having pain during their hospital stay. Of these, 73% thought that the hospital staff did everything they could to help control their pain, 23% thought they were helped to some extent and 5% felt staff did not do enough to help.

While there has been a slight decrease across the three years in the number of patients experiencing pain while in hospital (down to 66% from 67% in 2004, and 68% in 2002), there has been no improvement in the proportion reporting that staff did everything they could to help control pain.

## 8 Operations and procedures

Any operations or procedures taking place in NHS hospitals require informed consent to be given in advance. Therefore providing accurate information before the procedure is as important as reporting the outcome of that procedure. More than two thirds of respondents had an operation or procedure in hospital (68%).

About four fifths of these (81%) said a member of staff ‘completely’ explained the risks and benefits of the operation or procedure in a way in which they could understand and fifteen percent received an explanation ‘to some extent’. Seventy-four percent of patients said they were ‘completely’ informed about what would happen during the operation or procedure, and 76% of those who had questions said they were answered in a way they could fully understand. Slightly more than half said they were told how they could expect to feel after the operation or procedure (55%) and 28% said they were given this information ‘to some extent’.

Eighty-four percent were given an anaesthetic prior to the operation or procedure. Of these, 83% said the anaesthetist had explained how he or she would put them to sleep in a way they could ‘completely’ understand with 12% saying they understood the explanation ‘to some extent’.

After the operation, less than two thirds of patients (63%) report that a member of staff explained to them how the operation or procedure had gone in a way that they could ‘completely’ understand. A further 24% reported that they had an explanation that they could understand ‘to some extent’, and 13% said they did not receive an explanation from staff, in a way that they could understand, as to how the operation or procedure had gone.

**Table 7: Information provided to patients about their operation or procedure while in hospital**

	Yes, completely	Yes, to some extent	No	Total specific responses
<b>Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?</b>	81%	15%	4%	52149
<b>Beforehand, did a member of staff explain what would be done during the operation or procedure?</b>	74%	21%	5%	51819
<b>Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?</b>	76%	21%	4%	45336
<b>Beforehand, were you told how you could expect to feel after you had the operation or procedure?</b>	55%	28%	16%	52798
<b>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?</b>	83%	12%	5%	44384
<b>After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?</b>	63%	24%	13%	51308

## 9 Leaving hospital

### 9.1 Discharge delays

Delays in being discharged can be upsetting and frustrating for patients. Over one third of patients (38%) reported that their discharge was delayed on the day that they left hospital, and of those:

- 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 main reasons reported for delay in discharge from hospital was waiting for medicines (61%) and waiting to see a doctor (17%). These were the same main reasons in 2004.

### 9.2 Information about medicines

Patients discharged with medicines to take home were asked about the information they received about the medication's purpose and side effects. The majority of those requiring an explanation said they received a complete explanation of the purpose of the medications (79%) but only 40% said they were given a complete explanation of the medication's possible side effects. However, there was a small improvement with fewer patients saying they were **not** told the side effects of the medication they took home (42% in 2005, compared with 43% in 2004 and 44% in 2002).

Sixty-two percent of respondents said they were given complete and clear written information about their take-home medicines and 18% said this happened to some extent. However, 20% of those who took medicines home said they received no written information at all.

Forty percent of respondents said they were not told by hospital staff about any danger signals they should watch for when they went home, and 21% were only told "to some extent". This is very similar to 2004.

Information to help the patients' recovery was given to family or friends of 67% of those whose family or friends were involved or who wanted such information. Most patients (76%) knew who to contact if they were worried about their condition or treatment after leaving hospital, although 24% said they were not given this information. This has not changed since 2002.

### 9.3 Copies of correspondence

The NHS Plan<sup>3</sup> 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 "letters between clinicians about an individual patient's care will be copied to the patient as of right". However, only 35% of respondents said that they did receive copies of letters sent between hospital doctors and their family doctor (GP).

# 10 Conclusions

This is the third national survey of adult inpatients in acute and specialist trusts in England, and describes the experience of over 80,000 patients.

Over 90% of people rated their care as excellent, very good or good, and, encouragingly, there are a number of areas where services have improved since the last survey in 2004, or consistently since 2002:

- Greater numbers of patients admitted through the Emergency Department are waiting less than four hours before being admitted to a bed on a ward. This is a trend of continuous improvement over each of the three survey years
- More patients admitted from waiting lists were given a choice of admission date, up from 24% in 2004 to 27%
- More people felt they were admitted as soon as necessary, again an improvement across all three survey years
- Fewer patients felt they definitely had to wait a long time to get a bed on a ward
- There has been a slight improvement in doctors giving answers to patients that they can understand across the three survey years.

In some areas, patients reported more negative experiences in 2005 than in previous surveys:

- There has been a decrease in the proportion of patients describing the cleanliness of both the wards and the toilets as 'very clean' and a corresponding increase in the proportion of patients describing them as 'fairly clean'
- It has become more common for patients to report that different members of staff are 'sometimes' giving them conflicting information
- Patients who used the call button waited longer to get help.

While the results for the 2005 inpatient survey overall are generally positive and show that patients are broadly satisfied with the care they receive, many important aspects of patients' experience have remained static since the first inpatient survey three years ago. Areas that have been specifically targeted (such as waiting times) show improvement, yet issues such as provision of information and communication with health professionals, which are high priorities for most patients, show almost no change since 2002. These topics need more attention from staff if patients' experience is to improve.

# 11 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 2005, the Healthcare Commission carried out three national surveys asking patients across England about their experiences of inpatient, mental health, and primary care services. The questionnaires and methodology were developed by the Picker Institute.

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

### How was the 2005 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 York.<sup>1</sup> 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 care.<sup>2</sup> 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 precisely.<sup>3</sup>

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 the questions that were the most useful for designing quality improvements were included. The full reports of the development of the 2002 inpatient survey, and of its refinement for the 2004 and 2005 surveys are available on the [www.nhssurveys.org](http://www.nhssurveys.org) website.<sup>4, 5, 6</sup>

### Sampling

This survey was carried out in all 169 English Acute NHS trusts with adult inpatients. Each trust identified a list of 850 eligible patients who had been consecutively discharged in the period June – August 2005. Three trusts also included patients discharged during September in their sample to

increase low sample numbers. Patients were eligible if they were 16 years or older, had at least one overnight stay, and were not maternity or psychiatry patients.

Four trusts were excluded from the national results used in this report because their data could not be used. Three trusts were excluded because they excluded all patients who had a single overnight stay (28% of patients stayed a single night nationally), and another trust because some of the data were corrupted.

## Comparisons between years

The Department of Health commissioned the first national inpatient survey in 2002 and the Healthcare Commission repeated this survey in 2004. This report summarises the key findings of the 2005 inpatient survey and highlights differences with the 2002 and 2004 results. The 2002, 2004 and 2005 survey results were compared on all of the 30 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 16 questions asked only in 2004 and 2005. All differences that are noted in this report are significant at the 1% level.

In 2002 and 2005, all patients aged 16 years and older were included in the sample. However, 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. Consequently, all data presented in this report will deal with patients aged 18 years and over from all three survey years.

## Questionnaire and method

The questionnaire was composed of closed questions except for a final section which invited respondents to comment in their own words on things that were particularly good about their care, and things that could be improved.

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 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 true 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 139,562 patients and completed questionnaires were received from 80,793 respondents (representing a response rate of 59% when undelivered questionnaires and deceased patients had been accounted for). 535 of these questionnaires were received from respondents aged below 18 years. These are not used in this comparative report.

Of the 138,164 questionnaires sent to those aged 18 years and over, 80,258 completed useable questionnaires were received, a response rate of 59% (varying between trusts, from 34% to 82%). This compares with a response rate of 63% for the 2004 survey (response rate range 46-81%) and 64% for the 2002 survey (response rate range 47-83%).

The largest decreases in response rates have come from trusts located within London and from Teaching trusts, but 109 trusts (66%) experienced a decrease in response rate, ranging from a 1% to 21% decrease. Forty-four trusts (27%) saw an increase in response rate (a range of 1 to 12% increase), and 12 remained unchanged (7%). There has also been a disproportionate decrease in younger people responding, and non-white ethnic groups, especially from the Chinese group.

Of all those patients who returned completed questionnaires:

- 54% were women
- 10% were aged 18-35 years, 16% 36-50 years, 27% were 51-65 years, 47% were 66 and over
- 95% were White, 3% Asian or Asian British, 2% Black or Black British, 1% were of mixed race, and less than 1% were Chinese or from other ethnic groups
- 54% of patients rated their own health as good, very good or excellent in the last four weeks, 46% very poor, poor or fair.

Half of those responding said they had a long-standing health problem or disability, and 53% of these said this problem 'definitely' affected their daily activities and 40% 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, as the respondents may not be representative of all patients that use an NHS Trust.

### Sex and age

The sex of the patient was known for nearly 100% of the patients included in the sample. After patients who had died or whose questionnaires were returned undelivered were removed from the sample, completed questionnaires were received from:

- 59% of male patients
- 60% of female patients.

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:

- 37% of 18 to 35 year olds
- 52% of 36 to 50 year olds
- 69% of 51 to 65 year olds
- 65% of patients aged 66 years or over.

The highest response rates were for female patients aged 51 to 65 (71%) then male patients aged 66 years or older (69%). The lowest response rates were for men aged 35 and under (29%) and

women aged 35 and under (43%). The groups with highest and lowest response rates remain unchanged from the 2004 survey.

## Ethnic group

Sample information on the patients' ethnic group was available for 79% of the sample. Response rates varied by ethnic group and useable questionnaires were returned by:

- 61% of white patients
- 47% of patients of mixed ethnic groups
- 41% of Asian or Asian British patients
- 43% of Black or Black British patients
- 46% of Chinese patients
- 50% of patients reported to belong to any other ethnic group
- 58% of patients whose ethnic group was not stated in the sample information.

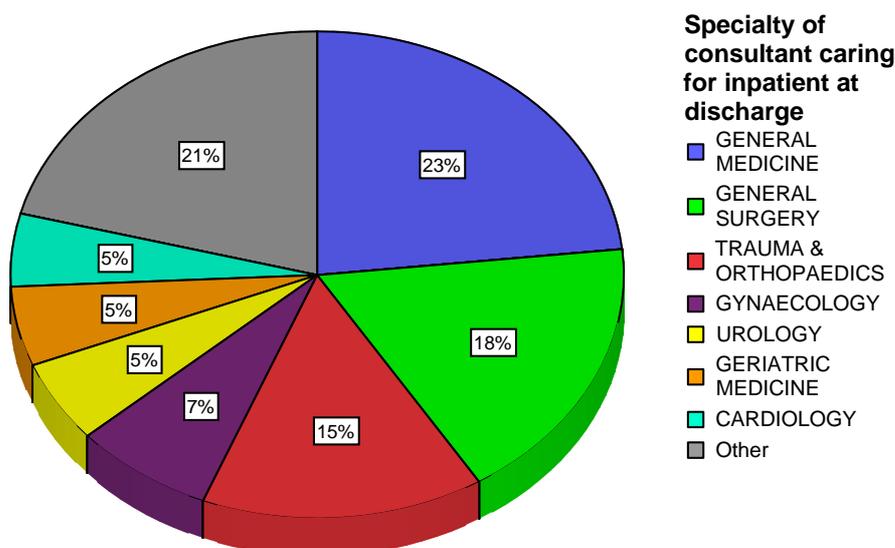
## Length of Stay

It was most common for patients in the total sample to stay a single night (26%), and two thirds stayed five nights or less. The longest stay was 495 days. There was no significant difference in length of stay between those responding to the survey and non-respondents.

## Main Specialty

The main specialty reflects the specialty code of the consultant who was managing the patient immediately prior to discharge. This will not always capture the whole patient's 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%), and trauma and orthopaedics (15%). Other departments represented by large patient numbers were gynaecology (7%), geriatric medicine (5%), urology (5%) and cardiology (5%).

### Specialty by proportion of responders for 2005 inpatient survey



Patients discharged from the specialties of general surgery, urology, and trauma and orthopaedics were more likely to respond to the survey. Response rates were lower 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?

	All respondents	Respondents aged eighteen years and over
Emergency or urgent	53%	53%
Waiting list or planned in advance	44%	44%
Something else	3%	3%
Total specific responses	77840	77310
Missing responses	2953	2948

Answered by all

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

	All respondents	Respondents aged eighteen years and over
Emergency or urgent	53%	54%
Waiting list or planned in advance	47%	46%
Total specific responses	75774	75264
Something else	2066	2046
Missing responses	2953	2948

Answered by all

#### Q2 Did you travel to the hospital by ambulance?

	All respondents	Respondents aged eighteen years and over
Yes	53%	53%
No	47%	47%
Total specific responses	42831	42514
Missing responses	422	419

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

#### Q3 Were the ambulance crew reassuring?

	All respondents	Respondents aged eighteen years and over
Yes, definitely	89%	90%
Yes, to some extent	9%	9%
No	1%	1%
Total specific responses	22327	22229
Don't know/ Can't remember	1280	1266
Missing responses	240	239

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?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	66%	66%
Yes, to some extent	23%	23%
No	10%	10%
Total specific responses	20428	20342
Don't know/ Can't remember	2882	2856
Missing responses	524	523

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?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	75%	75%
Yes, to some extent	17%	17%
No	8%	8%
Total specific responses	17782	17686
I did not have any pain	5273	5258
Missing responses	785	783

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

**Q6 Overall, did the ambulance crew treat you with respect and dignity?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	95%	95%
Yes, to some extent	4%	4%
No	1%	1%
Total specific responses	22665	22565
Don't know/ Can't remember	885	873
Missing responses	295	294

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

**Q7 When you arrived at the hospital, did you go to the Emergency Department?**

	All respondents	Respondents aged eighteen years and over
Yes	86%	86%
No	14%	14%
Total specific responses	41348	41032
Missing responses	1776	1772

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

**Q8 Did you think the order in which patients were seen in the Emergency Department was fair?**

	All respondents	Respondents aged eighteen years and over
Yes	95%	95%
No	5%	5%
Total specific responses	28147	27940
Can't say/ Don't know	8192	8123
Missing responses	863	859

Answered by all who went to the Emergency Department upon arrival

**Q9 While you were in the Emergency Department, how much information about your condition or treatment was given to you?**

	All respondents	Respondents aged eighteen years and over
Not enough	15%	15%
Right amount	73%	73%
Too much	0%	0%
I was not given any information about my treatment/condition	11%	11%
Total specific responses	35243	34970
Missing responses	1889	1883

Answered by all who went to the Emergency Department upon arrival

**Q10 Were you given enough privacy when being examined or treated in the Emergency Department?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	79%	79%
Yes, to some extent	19%	19%
No	2%	2%
Total specific responses	35877	35602
Missing responses	1439	1434

Answered by all who went to the Emergency Department upon arrival

**Q11 Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?**

	All respondents	Respondents aged eighteen years and over
I did not have to wait	9%	9%
Less than 1 hour	23%	23%
At least 1 hour but less than 2 hours	19%	19%
At least 2 hours but less than 4 hours	25%	25%
At least 4 hours but less than 8 hours	19%	19%
8 hours or longer	6%	6%
Total specific responses	33692	33439
Can't remember	2704	2684
Missing responses	1086	1080

Answered by all who went to the Emergency Department upon arrival

**Q12 Were you given a choice of admission dates?**

	All respondents	Respondents aged eighteen years and over
Yes	27%	27%
No	73%	73%
Total specific responses	38042	37820
Don't know/ Can't remember	1004	993
Missing responses	2792	2774

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

**Q13 Overall, from the time you were first told you needed to be admitted to hospital, how long did you wait to be admitted?**

	All respondents	Respondents aged eighteen years and over
Up to 1 month	32%	32%
1 to 3 months	27%	27%
3 to 6 months	19%	19%
6 to 9 months	14%	14%
More than 9 months	8%	8%
Total specific responses	36574	36366
Don't know/ Can't remember	1070	1056
Missing responses	3920	3891

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

**Q14 How do you feel about the length of time you were on the waiting list before your admission to hospital?**

	All respondents	Respondents aged eighteen years and over
I was admitted as soon as I thought necessary	72%	72%
I should have been admitted a bit sooner	19%	19%
I should have been admitted a lot sooner	9%	9%
Total specific responses	37863	37638
Missing responses	3805	3779

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

**Q15 When you were told you would be going into hospital, were you given enough notice of your date of admission?**

	All respondents	Respondents aged eighteen years and over
Yes, enough notice	96%	96%
No, not enough notice	4%	4%
Total specific responses	38655	38431
Missing responses	3303	3276

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

**Q16 Was your admission date changed by the hospital?**

	All respondents	Respondents aged eighteen years and over
No	80%	80%
Yes, once	17%	17%
Yes, 2 or 3 times	3%	3%
Yes, 4 times or more	0%	0%
Total specific responses	38730	38506
Missing responses	3244	3217

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

## The hospital and ward

**Q17 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?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	9%	9%
Yes, to some extent	18%	18%
No	73%	73%
Total specific responses	77850	77321
Missing responses	2943	2937

Answered by all

**Q18 During your stay in hospital, did you ever share a room or bay with patients of the opposite sex?**

	All respondents	Respondents aged eighteen years and over
Yes	22%	22%
No	78%	78%
Total specific responses	79201	78668
Missing responses	1592	1590

Answered by all

**Q18a Proportions of emergency and planned admission patients who shared a room or bay with patients of the opposite sex during their stay in hospital**

		Emergency or urgent	Waiting list or planned in advance
		Percent	Percent
During your stay in hospital, did you ever share a room or bay with patients of the opposite sex?	Yes	31%	11%
	No	69%	89%
	<b>Total specific responses</b>	39326	34653

**Q19 Were you ever bothered by noise at night from other patients?**

	All respondents	Respondents aged eighteen years and over
Yes	37%	37%
No	63%	63%
Total specific responses	78844	78315
Missing responses	1949	1943

Answered by all

**Q20 Were you ever bothered by noise at night from hospital staff?**

	All respondents	Respondents aged eighteen years and over
Yes	18%	18%
No	82%	82%
Total specific responses	78944	78418
Missing responses	1849	1840

Answered by all

**Q21 In your opinion, how clean was the hospital room or ward that you were in?**

	All respondents	Respondents aged eighteen years and over
Very clean	52%	52%
Fairly clean	40%	40%
Not very clean	6%	6%
Not at all clean	2%	2%
Total specific responses	79599	79066
Missing responses	1194	1192

Answered by all

**Q22 How clean were the toilets and bathrooms that you used in hospital?**

	All respondents	Respondents aged eighteen years and over
Very clean	46%	46%
Fairly clean	40%	40%
Not very clean	10%	10%
Not at all clean	3%	3%
Total specific responses	77995	77476
I did not use a toilet or bathroom	1630	1618
Missing responses	1168	1164

Answered by all

**Q23 How would you rate the hospital food?**

	All respondents	Respondents aged eighteen years and over
Very good	18%	18%
Good	36%	36%
Fair	31%	31%
Poor	15%	15%
Total specific responses	76133	75660
I did not have any hospital food	3325	3267
Missing responses	1335	1331

Answered by all

## Doctors

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

	All respondents	Respondents aged eighteen years and over
Yes, always	67%	67%
Yes, sometimes	29%	29%
No	5%	5%
Total specific responses	72668	72171
I had no need to ask	6804	6769
Missing responses	1321	1318

Answered by all

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

	All respondents	Respondents aged eighteen years and over
Yes, always	80%	81%
Yes, sometimes	17%	17%
No	3%	3%
Total specific responses	79625	79097
Missing responses	1168	1161

Answered by all

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

	All respondents	Respondents aged eighteen years and over
Yes, often	6%	6%
Yes, sometimes	22%	22%
No	72%	73%
Total specific responses	79332	78800
Missing responses	1461	1458

Answered by all

### Q27 As far as you know, did doctors wash or clean their hands between touching patients?

	All respondents	Respondents aged eighteen years and over
Yes, always	67%	67%
Yes, sometimes	21%	21%
No	12%	12%
Total specific responses	47517	47228
Don't know/ Can't remember	31767	31524
Missing responses	1509	1506

Answered by all

## Nurses

**Q28 When you had important questions to ask a nurse, did you get answers that you could understand?**

	All respondents	Respondents aged eighteen years and over
Yes, always	65%	65%
Yes, sometimes	31%	31%
No	5%	5%
Total specific responses	72024	71539
I had no need to ask	7595	7549
Missing responses	1174	1170

Answered by all

**Q29 Did you have confidence and trust in the nurses treating you?**

	All respondents	Respondents aged eighteen years and over
Yes, always	74%	74%
Yes, sometimes	23%	23%
No	3%	3%
Total specific responses	79635	79104
Missing responses	1158	1154

Answered by all

**Q30 Did nurses talk in front of you as if you weren't there?**

	All respondents	Respondents aged eighteen years and over
Yes, often	5%	5%
Yes, sometimes	17%	17%
No	79%	79%
Total specific responses	79427	78893
Missing responses	1366	1365

Answered by all

**Q31 In your opinion, were there enough nurses on duty to care for you in hospital?**

	All respondents	Respondents aged eighteen years and over
There were always or nearly always enough nurses	58%	58%
There were sometimes enough nurses	31%	31%
There were rarely or never enough nurses	11%	11%
Total specific responses	79425	78893
Missing responses	1368	1365

Answered by all

**Q32 As far as you know, did nurses wash or clean their hands between touching patients?**

	All respondents	Respondents aged eighteen years and over
Yes, always	69%	69%
Yes, sometimes	24%	24%
No	7%	7%
Total specific responses	58990	58654
Don't know/ Can't remember	20472	20276
Missing responses	1331	1328

Answered by all

## Your care and treatment

**Q33 Did members of staff say different things?**

	All respondents	Respondents aged eighteen years and over
Yes, often	7%	7%
Yes, sometimes	27%	27%
No	66%	66%
Total specific responses	79258	78729
Missing responses	1535	1529

Answered by all

**Q34 Were you involved as much as you wanted to be in decisions about your care and treatment?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	53%	53%
Yes, to some extent	37%	37%
No	10%	10%
Total specific responses	78852	78323
Missing responses	1941	1935

Answered by all

**Q34a Proportions of emergency and planned admission patients involved as much as they wanted to be in decisions about their care and treatment**

		Emergency or urgent	Waiting list or planned in advance
		Percent	Percent
<b>Were you involved as much as you wanted to be in decisions about your care and treatment?</b>	<b>Yes, definitely</b>	46%	62%
	<b>Yes, to some extent</b>	41%	32%
	<b>No</b>	13%	6%
<b>Total specific responses</b>		39407	34771

**Q35 How much information about your condition or treatment was given to you?**

	All respondents	Respondents aged eighteen years and over
Not enough	20%	20%
The right amount	79%	79%
Too much	1%	1%
Total specific responses	79243	78713
Missing responses	1550	1545

Answered by all

**Q36 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	44%	44%
Yes, to some extent	40%	40%
No	16%	16%
Total specific responses	54302	53792
No family or friends were involved	8173	8167
My family did not want or need information	13265	13252
I did not want my family or friends to talk to a doctor	2883	2881
Missing responses	2170	2166

Answered by all

**Q37 Did you find someone on the hospital staff to talk to about your worries and fears?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	42%	42%
Yes, to some extent	37%	37%
No	21%	21%
Total specific responses	49902	49513
I had no worries or fears	29039	28899
Missing responses	1852	1846

Answered by all

**Q38 Were you given enough privacy when discussing your condition or treatment?**

	All respondents	Respondents aged eighteen years and over
Yes, always	71%	71%
Yes, sometimes	22%	22%
No	8%	8%
Total specific responses	78392	77864
Missing responses	2401	2394

Answered by all

**Q39 Were you given enough privacy when being examined or treated?**

	All respondents	Respondents aged eighteen years and over
Yes, always	88%	88%
Yes, sometimes	10%	10%
No	2%	2%
Total specific responses	79357	78827
Missing responses	1436	1431

Answered by all

**Q40 Did you get help from staff to eat your meals?**

	All respondents	Respondents aged eighteen years and over
Yes, always	62%	62%
Yes, sometimes	21%	21%
No	18%	18%
Total specific responses	19982	19809
I did not need help to eat meals	58939	58593
Missing responses	1872	1856

Answered by all

**Q41 How many minutes after you used the call button did it usually take before you got the help you needed?**

	All respondents	Respondents aged eighteen years and over
0 minutes / right away	19%	19%
1-2 minutes	40%	40%
3-5 minutes	27%	27%
More than 5 minutes	13%	13%
I never got help when I used the call button	1%	1%
Total specific responses	43758	43463
I never used the call button	34781	34564
Missing responses	2254	2231

Answered by all

## Pain

**Q42 Were you ever in any pain?**

	All respondents	Respondents aged eighteen years and over
Yes	66%	66%
No	34%	34%
Total specific responses	77645	77125
Missing responses	3148	3133

Answered by all

**Q43 Did you think the hospital staff did everything they could to help control your pain?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	73%	73%
Yes, to some extent	23%	23%
No	5%	5%
Total specific responses	50919	50476
Missing responses	824	820

Answered by all who experienced pain

## Operations or procedures

**Q44 During your stay in hospital, did you have an operation or procedure?**

	All respondents	Respondents aged eighteen years and over
Yes	69%	68%
No	31%	32%
Total specific responses	77178	76655
Missing responses	3615	3603

Answered by all

**Q45 Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?**

	All respondents	Respondents aged eighteen years and over
Yes, completely	81%	81%
Yes, to some extent	15%	15%
No	4%	4%
Total specific responses	52531	52149
I did not want an explanation	1192	1191
Missing responses	583	582

Answered by all who had an operation or procedure

**Q46 Beforehand, did a member of staff explain what would be done during the operation or procedure?**

	All respondents	Respondents aged eighteen years and over
Yes, completely	74%	74%
Yes, to some extent	21%	21%
No	5%	5%
Total specific responses	52198	51819
I did not want an explanation	1447	1445
Missing responses	653	651

Answered by all who had an operation or procedure

**Q47 Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?**

	All respondents	Respondents aged eighteen years and over
Yes, completely	76%	76%
Yes, to some extent	21%	21%
No	4%	4%
Total specific responses	45681	45336
I did not have any questions	7909	7872
Missing responses	778	776

Answered by all who had an operation or procedure

**Q48 Beforehand, were you told how you could expect to feel after you had the operation or procedure?**

	All respondents	Respondents aged eighteen years and over
Yes, completely	55%	55%
Yes, to some extent	28%	28%
No	16%	16%
Total specific responses	53179	52798
Missing responses	1228	1224

Answered by all who had an operation or procedure

**Q49 Before the operation or procedure, were you given an anaesthetic to put you to sleep or control your pain?**

	All respondents	Respondents aged eighteen years and over
Yes	84%	84%
No	16%	16%
Total specific responses	52798	52419
Missing responses	1466	1461

Answered by all who had an operation or procedure

**Q50 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?**

	All respondents	Respondents aged eighteen years and over
Yes, completely	83%	83%
Yes, to some extent	12%	12%
No	5%	5%
Total specific responses	44738	44384
Missing responses	617	614

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

**Q51 After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?**

	All respondents	Respondents aged eighteen years and over
Yes, completely	63%	63%
Yes, to some extent	24%	24%
No	13%	13%
Total specific responses	52878	51308
Missing responses	1521	1449

Answered by all who had an operation or procedure

## Leaving hospital

### Q52 On the day you left hospital, was your discharge delayed for any reason?

	All respondents	Respondents aged eighteen years and over
Yes	38%	38%
No	62%	62%
Total specific responses	77864	77344
Missing responses	2929	2914

Answered by all

### Q53 What was the main reason for the delay?

	All respondents	Respondents aged eighteen years and over
I had to wait for medicines	61%	61%
I had to wait to see the doctor	17%	17%
I had to wait for an ambulance	8%	9%
Something else	13%	13%
Total specific responses	28372	28137
Missing responses	1643	1635

Answered by all who experienced a delayed discharge

### Q54 How long was the delay?

	All respondents	Respondents aged eighteen years and over
Up to 1 hour	18%	18%
Longer than 1 hour but no longer than 2 hours	29%	29%
Longer than 2 hour but no longer than 4 hours	32%	32%
Longer than 4 hours	21%	21%
Total specific responses	29481	29243
Missing responses	525	520

Answered by all who experienced a delayed discharge

### Q55 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

	All respondents	Respondents aged eighteen years and over
Yes, completely	79%	79%
Yes, to some extent	15%	15%
No	7%	7%
Total specific responses	59902	59483
I did not need an explanation	7803	7787
I had no medicines	9655	9571
Missing responses	3433	3417

Answered by all

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

	All respondents	Respondents aged eighteen years and over
Yes, completely	40%	40%
Yes, to some extent	18%	18%
No	42%	42%
Total specific responses	48565	48187
I did not need an explanation	18511	18456
Missing responses	927	921

Answered by all who took medicines home

**Q57 Were you given clear written information about your medicines?**

	All respondents	Respondents aged eighteen years and over
Yes, completely	62%	62%
Yes, to some extent	18%	18%
No	20%	20%
Total specific responses	63254	62848
Don't know/ Can't remember	3093	3062
Missing responses	1078	1076

Answered by all who took medicines home

**Q58 Did a member of staff tell you about any danger signals you should watch for after you went home?**

	All respondents	Respondents aged eighteen years and over
Yes, completely	40%	40%
Yes, to some extent	21%	21%
No	40%	40%
Total specific responses	58366	57931
It was not necessary	18748	18666
Missing responses	3679	3661

Answered by all

**Q59 Did the doctors or nurses give your family or someone close to you all the information they needed to help you recover?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	43%	43%
Yes, to some extent	24%	24%
No	33%	33%
Total specific responses	52903	52428
No family or friends were involved	11147	11136
My family or friends did not want or need information	12967	12934
Missing responses	3776	3760

Answered by all

**Q60 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?**

	All respondents	Respondents aged eighteen years and over
Yes	76%	76%
No	24%	24%
Total specific responses	71536	71075
Don't know/ Can't remember	5739	5682
Missing responses	3518	3501

Answered by all

**Q61 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?**

	All respondents	Respondents aged eighteen years and over
Yes, I received copies	35%	35%
No, I did not receive copies	65%	65%
Total specific responses	71433	71024
Not sure / don't know	6321	6210
Missing responses	3039	3024

Answered by all

**Overall**

**Q62 Overall, did you feel you were treated with respect and dignity while you were in the hospital?**

	All respondents	Respondents aged eighteen years and over
Yes, always	79%	79%
Yes, sometimes	18%	18%
No	3%	3%
Total specific responses	79008	78483
Missing responses	1785	1775

Answered by all

**Q63 How would you rate how well the doctors and nurses worked together?**

	All respondents	Respondents aged eighteen years and over
Excellent	38%	38%
Very good	39%	39%
Good	15%	15%
Fair	6%	6%
Poor	2%	2%
Total specific responses	78465	77946
Missing responses	2328	2312

Answered by all

**Q64 Overall, how would you rate the care you received?**

	All respondents	Respondents aged eighteen years and over
Excellent	40%	40%
Very good	37%	37%
Good	15%	15%
Fair	6%	6%
Poor	2%	2%
Total specific responses	78319	77797
Missing responses	2474	2461

Answered by all

**Q65 During your hospital stay, were you ever asked to give your views on the quality of your care?**

	All respondents	Respondents aged eighteen years and over
Yes	6%	6%
No	94%	94%
Total specific responses	72918	72450
Don't know/ Can't remember	5280	5226
Missing responses	2595	2582

Answered by all

**About you**

**Proportions of those responding to the survey by sex**

	All respondents	Respondents aged eighteen years and over
Male	46%	46%
Female	54%	54%
Total specific responses	80793	80258
Missing data	0	0

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

**Proportions of those responding to the survey by age group**

	All respondents	Respondents aged eighteen years and over
18-35	11%	10%
36-50	16%	16%
51-65	26%	27%
>65	47%	47%
Total specific responses	79527	79000
Missing data	1266	1258

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

**Q68 How old were you when you left full-time education?**

	All respondents	Respondents aged eighteen years and over
16 years or less	69%	70%
17 or 18 years	16%	16%
19 years or over	13%	13%
Still in full-time education	1%	1%
Total specific responses	76860	76338
Missing responses	3933	3920

Answered by all

**Q69 Overall, how would you rate your health during the past 4 weeks?**

	All respondents	Respondents aged eighteen years and over
Excellent	8%	7%
Very good	19%	19%
Good	28%	28%
Fair	31%	31%
Poor	12%	12%
Very poor	3%	3%
Total specific responses	78016	77496
Missing responses	2777	2762

Answered by all

**Q70 Do you have a long-standing physical or mental health problem or disability?**

	All respondents	Respondents aged eighteen years and over
Yes	50%	50%
No	50%	50%
Total specific responses	76532	76012
Missing responses	4261	4246

Answered by all

**Q71 Does this problem or disability affect your day-to-day activities?**

	All respondents	Respondents aged eighteen years and over
Yes, definitely	53%	53%
Yes, to some extent	40%	40%
No	7%	7%
Total specific responses	38123	38011
Missing responses	325	325

Answered by all

**Proportions of those responding to the survey by ethnic group**

	All respondents	Respondents aged eighteen years and over
White	95%	95%
Mixed	1%	1%
Asian or Asian British	3%	3%
Black or Black British	2%	2%
Chinese or Other Ethnic Group	0%	0%
Total specific responses	77964	77443
Missing	2829	2815

Answered by all

**Proportions of those responding to the survey by length of stay**

	All respondents	Respondents aged eighteen years and over
Single overnight stay	26%	26%
Overnight stay 2-5 nights	41%	40%
Overnight stay 6-10 nights	19%	19%
Overnight stay 11-15 nights	6%	6%
Overnight stay more than 15 nights	8%	8%
Total specific responses	78239	77728
Missing	2554	2530

Answered by all - data taken from sample data

**Proportions of those responding to the survey by discharge specialty**

	All respondents	Respondents aged eighteen years and over
general medicine	21%	21%
general surgery	19%	19%
trauma & orthopaedics	17%	17%
gynaecology	7%	7%
urology	6%	6%
cardiology	6%	6%
geriatric medicine	4%	4%
all other specialties	20%	20%
Total specific responses	80780	80258
Missing	13	13

Answered by all - data taken from sample data

## Appendix 4: Comparison tables for respondents aged 18 years and over

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

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Emergency or urgent	52%	51%	53%
Waiting list or planned in advance	48%	45%	44%
Something else	-	4%	3%
Number of total specific responses	87629	84242	77310

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

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Emergency or urgent	52%	53%	54%
Waiting list or planned in advance	48%	47%	46%
Number of total specific responses	87629	80593	75264

### Q11 Following arrival at the hospital, how long did wait before being admitted to a bed on a ward?

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
I did not have to wait	13%	16%	9%
Less than 1 hour	26%	27%	23%
At least 1 hour but less than 2 hours	13%	14%	19%
At least 2 hours but less than 4 hours	15%	18%	25%
At least 4 hours but less than 8 hours	19%	19%	19%
8 hours or longer	15%	7%	6%
Total number of specific responses	45270	40198	33439

### Q12 Were you given a choice of admission dates?

	Year of survey	
	2004	2005
	Percent	Percent
Yes	24%	27%
No	76%	73%
Total number of specific responses	37659	37820

**Q14 How do you feel about the length of time you were on the waiting list before your admission to hospital?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
I was admitted as soon as I thought necessary	68%	70%	72%
I should have been admitted a bit sooner	19%	19%	19%
I should have been admitted a lot sooner	12%	11%	9%
Number of total specific responses	42979	38855	37638

**Q15 When you were told you would be going into hospital, were you given enough notice of your date of admission?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes, enough notice	96%	96%	96%
No, not enough notice	4%	4%	4%
Number of total specific responses	43335	39089	38431

**Q16 Was your admission date changed by the hospital?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
No	78%	79%	80%
Yes, once	17%	17%	17%
Yes, 2 or 3 times	4%	4%	3%
Yes, 4 times or more	1%	0%	0%
Number of total specific responses	43378	38961	38506

**Q17 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?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes, definitely	13%	11%	9%
Yes, to some extent	20%	19%	18%
No	67%	69%	73%
Number of total specific responses	88045	85252	77321

**Q18 During your stay in hospital, did you ever share a room or bay with patients of the opposite sex?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes	26%	22%	22%
No	74%	78%	78%
Number of total specific responses	90741	86235	78668

**Q19 Were you ever bothered by noise at night from other patients?**

	Year of survey	
	2004	2005
	Percent	Percent
<b>Yes</b>	39%	37%
<b>No</b>	61%	63%
<b>Number of total specific responses</b>	86008	78315

**Q20 Were you ever bothered by noise at night from hospital staff?**

	Year of survey	
	2004	2005
	Percent	Percent
<b>Yes</b>	19%	18%
<b>No</b>	81%	82%
<b>Number of total specific responses</b>	85990	78418

**Q21 In your opinion, how clean was the hospital room or ward that you were in?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Very clean</b>	56%	54%	52%
<b>Fairly clean</b>	36%	38%	40%
<b>Not very clean</b>	6%	7%	6%
<b>Not at all clean</b>	2%	2%	2%
<b>Number of total specific responses</b>	91377	86792	79066

**Q22 How clean were the toilets and bathrooms that you used in hospital?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Very clean</b>	51%	48%	46%
<b>Fairly clean</b>	37%	39%	40%
<b>Not very clean</b>	9%	9%	10%
<b>Not at all clean</b>	3%	3%	3%
<b>Total number of specific responses</b>	89544	84970	77476

**Q23 How would you rate the hospital food?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Very good	18%	18%	18%
Good	35%	36%	36%
Fair	31%	31%	31%
Poor	16%	15%	15%
<b>Total number of specific responses</b>	87162	83248	75660

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

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes, always	65%	65%	67%
Yes, sometimes	29%	29%	29%
No	6%	5%	5%
<b>Total number of specific responses</b>	80101	77787	72171

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

	Year of survey	
	2004	2005
	Percent	Percent
Yes, always	80%	81%
Yes, sometimes	17%	17%
No	3%	3%
<b>Number of total specific responses</b>	86724	79097

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

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes, often	6%	6%	6%
Yes, sometimes	23%	22%	22%
No	71%	72%	72%
<b>Number of total specific responses</b>	90565	86119	78800

**Q28 When you had important questions to ask a nurse, did you get answers that you could understand?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Yes, always</b>	64%	68%	65%
<b>Yes, sometimes</b>	31%	28%	31%
<b>No</b>	6%	4%	5%
<b>Total number of specific responses</b>	77239	77138	71539

**Q29 Did you have confidence and trust in the nurses treating you?**

	Year of survey	
	2004	2005
	Percent	Percent
<b>Yes, always</b>	75%	74%
<b>Yes, sometimes</b>	22%	23%
<b>No</b>	3%	3%
<b>Number of total specific responses</b>	86282	79104

**Q30 Did nurses talk in front of you as if you weren't there?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Yes, often</b>	4%	4%	5%
<b>Yes, sometimes</b>	15%	16%	17%
<b>No</b>	81%	80%	79%
<b>Number of total specific responses</b>	90889	86514	78893

**Q31 In your opinion, were there enough nurses on duty to care for you in hospital?**

	Year of survey	
	2004	2005
	Percent	Percent
<b>There were always or nearly always enough nurses</b>	58%	58%
<b>There were sometimes enough nurses</b>	31%	31%
<b>There were rarely or never enough nurses</b>	11%	11%
<b>Number of total specific responses</b>	86323	78893

**Q33 Did members of staff say different things?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes, often	6%	6%	7%
Yes, sometimes	24%	25%	27%
No	70%	68%	66%
Number of total specific responses	90858	86309	78729

**Q34 Were you involved as much as you wanted to be in decisions about your care and treatment?**

	Year of survey	
	2004	2005
	Percent	Percent
Yes, definitely	52%	53%
Yes, to some extent	36%	37%
No	11%	10%
Number of total specific responses	85773	78323

**Q35 How much information about your condition or treatment was given to you?**

	Year of survey	
	2004	2005
	Percent	Percent
Not enough	20%	20%
The right amount	79%	79%
Too much	1%	1%
Number of total specific responses	86371	78713

**Q36 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes, definitely	42%	45%	44%
Yes, to some extent	38%	39%	40%
No	19%	16%	16%
Total number of specific responses	62824	58835	53792

**Q37 Did you find someone on the hospital staff to talk to about your worries and fears?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Yes, definitely</b>	44%	42%	42%
<b>Yes, to some extent</b>	39%	38%	37%
<b>No</b>	17%	20%	21%
<b>Total number of specific responses</b>	59346	53410	49513

**Q38 Were you given enough privacy when discussing your condition or treatment?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Yes, always</b>	69%	69%	71%
<b>Yes, sometimes</b>	21%	22%	22%
<b>No</b>	10%	9%	8%
<b>Total number of specific responses</b>	89488	85087	77864

**Q39 Were you given enough privacy when being examined or treated?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Yes, always</b>	87%	87%	88%
<b>Yes, sometimes</b>	10%	10%	10%
<b>No</b>	3%	2%	2%
<b>Number of total specific responses</b>	90883	86483	78827

**Q41 How many minutes after you used the call button did it usually take before you got the help you needed?**

	Year of survey	
	2004	2005
	Percent	Percent
<b>0 minutes / right away</b>	22%	19%
<b>1-2 minutes</b>	41%	40%
<b>3-5 minutes</b>	25%	27%
<b>More than 5 minutes</b>	11%	13%
<b>I never got help when I used the call button</b>	1%	1%
<b>Total number of specific responses</b>	47046	43463

**Q42 Were you ever in any pain?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Yes</b>	68%	67%	66%
<b>No</b>	32%	33%	34%
<b>Number of total specific responses</b>	89788	84892	77125

**Q43 Did you think the hospital staff did everything they could to help control your pain?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Yes, definitely</b>	73%	73%	73%
<b>Yes, to some extent</b>	22%	22%	23%
<b>No</b>	5%	5%	5%
<b>Number of total specific responses</b>	61005	56715	50476

**Q52 On the day you left hospital, was your discharge delayed for any reason?**

	Year of survey	
	2004	2005
	Percent	Percent
<b>Yes</b>	38%	38%
<b>No</b>	62%	62%
<b>Number of total specific responses</b>	85052	77344

**Q53 What was the main reason for the delay?**

	Year of survey	
	2004	2005
	Percent	Percent
<b>I had to wait for medicines</b>	62%	61%
<b>I had to wait to see the doctor</b>	16%	17%
<b>I had to wait for an ambulance</b>	9%	9%
<b>Something else</b>	13%	13%
<b>Number of total specific responses</b>	30620	28137

**Q54 How long was the delay?**

	Year of survey	
	2004	2005
	Percent	Percent
Up to 1 hour	18%	18%
Longer than 1 hour but no longer than 2 hours	29%	29%
Longer than 2 hour but no longer than 4 hours	32%	32%
Longer than 4 hours	20%	21%
<b>Number of total specific responses</b>	31605	29243

**Q55 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes, completely	79%	77%	79%
Yes, to some extent	14%	15%	15%
No	7%	7%	7%
<b>Total number of specific responses</b>	67996	64644	59483

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

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes, completely	39%	39%	40%
Yes, to some extent	16%	18%	18%
No	44%	43%	42%
<b>Total number of specific responses</b>	54168	51975	48187

**Q58 Did a member of staff tell you about any danger signals you should watch for after you went home?**

	Year of survey	
	2004	2005
	Percent	Percent
Yes, completely	39%	40%
Yes, to some extent	21%	21%
No	40%	40%
<b>Total number of specific responses</b>	60831	57931

**Q59 Did the doctors or nurses give your family or someone close to you all the information they needed to help you recover?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes, definitely	43%	43%	43%
Yes, to some extent	24%	24%	24%
No	33%	33%	33%
Total number of specific responses	62518	58788	52428

**Q60 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?**

	Year of survey	
	2004	2005
	Percent	Percent
Yes	76%	76%
No	24%	24%
Total number of specific responses	76991	71075

**Q62 Overall, did you feel you were treated with respect and dignity while you were in the hospital?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Yes, always	79%	79%	79%
Yes, sometimes	18%	18%	18%
No	3%	3%	3%
Total number of specific responses	91332	86079	78483

**Q63 How would you rate how well the doctors and nurses worked together?**

	Year of survey	
	2004	2005
	Percent	Percent
Excellent	39%	38%
Very good	39%	39%
Good	15%	15%
Fair	6%	6%
Poor	2%	2%
Total number of specific responses	85449	77946

**Q64 Overall, how would you rate the care you received?**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Excellent</b>	38%	42%	40%
<b>Very good</b>	36%	35%	37%
<b>Good</b>	17%	14%	15%
<b>Fair</b>	7%	6%	6%
<b>Poor</b>	2%	2%	2%
<b>Total number of specific responses</b>	91275	85487	77797

**Proportions of those responding to the survey by sex**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Male</b>	46%	46%	46%
<b>Female</b>	54%	54%	54%
<b>Total number of specific responses</b>	91744	86106	80258

**Proportions of those responding to the survey by age group**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>18-35</b>	9%	10%	10%
<b>36-50</b>	15%	16%	16%
<b>51-65</b>	23%	25%	27%
<b>&gt;65</b>	53%	49%	47%
<b>Total number of specific responses</b>	92786	83398	79000

**Proportions of those responding to the survey by education level**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>16 years or less</b>	72%	71%	70%
<b>17 or 18 years</b>	16%	16%	16%
<b>19 years or over</b>	12%	12%	13%
<b>Still in full-time education</b>	1%	1%	1%
<b>Total number of specific responses</b>	89669	83825	76338

**Proportions of those responding by self reported health in the last four weeks**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>Excellent</b>	8%	8%	7%
<b>Very good</b>	18%	19%	19%
<b>Good</b>	26%	27%	28%
<b>Fair</b>	32%	31%	31%
<b>Poor</b>	12%	12%	12%
<b>Very poor</b>	3%	3%	3%
<b>Total number of specific responses</b>	91109	85088	77496

**Proportions of those responding to the survey by ethnic group**

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
<b>White</b>	95%	95%	95%
<b>Mixed</b>	1%	1%	1%
<b>Asian or Asian British</b>	2%	3%	3%
<b>Black or Black British</b>	2%	2%	2%
<b>Chinese or Other Ethnic Group</b>	0%	1%	0%
<b>Total number of specific responses</b>	89587	87399	77443

## Appendix 5: Demographic breakdown of respondents and non-respondents

### Gender of respondents and non-respondents

			All respondents		Respondents aged eighteen years and over	
			Responded	Did not respond / opted out	Responded	Did not respond / opted out
Gender	Male	Count	36851	25938	36617	25512
		Percentage	58.7%	41.3%	58.9%	41.1%
	Female	Count	43942	29547	43641	29135
		Percentage	59.8%	40.2%	60.0%	40.0%

### Age groups of respondents and non-respondents

			All respondents		Respondents aged eighteen years and over	
			Responded	Did not respond / opted out	Responded	Did not respond / opted out
Age group	18-35	Count	8391	14231	7864	13393
		Percentage	37.1%	62.9%	37.0%	63.0%
	36-50	Count	12657	11476	12657	11476
		Percentage	52.4%	47.6%	52.4%	47.6%
	51-65	Count	21036	9643	21036	9643
		Percentage	68.6%	31.4%	68.6%	31.4%
	>65	Count	37443	20136	37443	20136
		Percentage	65.0%	35.0%	65.0%	35.0%

### Age and Sex groups for respondents and non-respondents

			All respondents		Respondents aged eighteen years and over	
			Responded	Did not respond / opted out	Responded	Did not respond / opted out
Age and Sex groups	Men 18-35	Count	2827	6766	2597	6340
		Percentage	29.5%	70.5%	29.1%	70.9%
	Men 36-50	Count	4967	5662	4967	5662
		Percentage	46.7%	53.3%	46.7%	53.3%
	Men 51-65	Count	10132	5150	10132	5150
		Percentage	66.3%	33.7%	66.3%	33.7%
	Men > 65	Count	18343	8360	18343	8360
		Percentage	68.7%	31.3%	68.7%	31.3%
	Women 18-35	Count	5564	7464	5267	7052
		Percentage	42.7%	57.3%	42.8%	57.2%
	Women 36-50	Count	7690	5814	7690	5814
		Percentage	56.9%	43.1%	56.9%	43.1%
	Women 51-65	Count	10904	4493	10904	4493
		Percentage	70.8%	29.2%	70.8%	29.2%
	Women > 65	Count	19100	11776	19100	11776
		Percentage	61.9%	38.1%	61.9%	38.1%

### Ethnic groups for respondents and non-respondents

			All respondents		Respondents aged eighteen years and over	
			Responded	Did not respond / opted out	Responded	Did not respond / opted out
	White	Count	59420	37576	59070	37068
		Percentage	61.3%	38.7%	61.4%	38.6%
	Mixed	Count	244	269	232	257
		Percentage	47.6%	52.4%	47.4%	52.6%
	Asian or Asian British	Count	1855	2647	1831	2611
		Percentage	41.2%	58.8%	41.2%	58.8%
	Black or Black British	Count	1233	1667	1225	1642
		Percentage	42.5%	57.5%	42.7%	57.3%
	Chinese	Count	107	122	105	121
		Percentage	46.7%	53.3%	46.5%	53.5%
	Other Ethnic Group	Count	957	965	947	943
		Percentage	49.8%	50.2%	50.1%	49.9%
	Missing information	Count	16977	12240	16848	12006
		Percentage	58.1%	41.9%	58.4%	41.6%

### Length of stay clusters for respondents and non-respondents

			All respondents		Respondents aged eighteen years and over	
			Responded	Did not respond / opted out	Responded	Did not respond / opted out
Length of stay	Single overnight stay	Count	20686	16570	20478	16218
		Percentage	55.5%	44.5%	55.8%	44.2%
	Overnight stay 2-5 nights	Count	31648	20303	31436	19967
		Percentage	60.9%	39.1%	61.2%	38.8%
	Overnight stay 6-10 nights	Count	14774	7991	14721	7921
		Percentage	64.9%	35.1%	65.0%	35.0%
	Overnight stay 11-15 nights	Count	5030	3308	5005	3287
		Percentage	60.3%	39.7%	60.4%	39.6%
	Overnight stay more than 15 nights	Count	6101	5715	6088	5696
		Percentage	51.6%	48.4%	51.7%	48.3%

**Respondent and non-respondent differences in discharge specialty**

			All respondents		Respondents aged eighteen years and over	
			Responded	Did not respond / opted out	Responded	Did not respond / opted out
Discharge specialty	Cardiology	Count	4545	2096	4543	2092
		Percentage	68.4%	31.6%	68.5%	31.5%
	Urology	Count	5102	2387	5090	2371
		Percentage	68.1%	31.9%	68.2%	31.8%
	Trauma and orthopaedics	Count	13594	6977	13468	6824
		Percentage	66.1%	33.9%	66.4%	33.6%
	General Surgery	Count	15390	9120	15286	8983
		Percentage	62.8%	37.2%	63.0%	37.0%
	Gynaecology	Count	5993	4203	5974	4148
		Percentage	58.8%	41.2%	59.0%	41.0%
	General medicine	Count	16898	14589	16850	14474
		Percentage	53.7%	46.3%	53.8%	46.2%
	Geriatric medicine	Count	3380	3647	3377	3639
		Percentage	48.1%	51.9%	48.1%	51.9%
	All other specialties	Count	15891	12467	15670	12117
		Percentage	56.0%	44.0%	56.4%	43.6%

## Appendix 6: Year on year comparisons of respondent demographics

### Respondents by age group

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
18-35	9%	10%	10%
36-50	15%	16%	16%
51-65	23%	25%	27%
>65	53%	49%	47%
<b>Number of total specific responses</b>	92786	83398	78064

### Respondents by ethnic group

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
White	95%	95%	95%
Mixed	1%	1%	1%
Asian or Asian British	2%	3%	3%
Black or Black British	2%	2%	2%
Chinese or Other Ethnic Group	0%	1%	0%
<b>Total number of specific responses</b>	89587	87399	77683

### Respondents by sex

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Male	46%	46%	46%
Female	54%	54%	54%
<b>Total number of specific responses</b>	91744	86106	77792

### Respondents by health status

	Year of survey		
	2002	2004	2005
	Percent	Percent	Percent
Excellent	8%	8%	7%
Very good	18%	19%	19%
Good	26%	27%	28%
Fair	32%	31%	31%
Poor	12%	12%	12%
Very poor	3%	3%	3%
<b>Total number of specific responses</b>	91109	85088	76894

## 12 References

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: Stationery Office, 2000.
4. 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.
5. Reeves R. Preparation of Core Questionnaire for inpatient survey 2004, 2004. [http://www.nhssurveys.org/docs/Amendments\\_inpatient\\_survey.pdf](http://www.nhssurveys.org/docs/Amendments_inpatient_survey.pdf) 2004. Oxford, Picker Institute Europe.
6. 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](http://www.nhssurveys.org/docs/Re-development_report_of_the_acute_adult_inpatients_survey_2005.pdf)
7. Chancellor of the Exchequer. 2002 Spending Review: New Public Spending Plans 2003-2006. July 2002.
8. European Community Directive 2001/83 EC (the provisions formerly in Directive 92/27 EEC).