

# **National NHS patient survey programme**

## **Survey of adult inpatients in the NHS 2007**

### **The Healthcare Commission**

The Healthcare Commission is the independent watchdog for healthcare in England. We have a statutory duty to assess and report on the quality and safety of services provided by the NHS and the independent sector, in order to promote continuous improvement in healthcare for the benefit of patients and the public.

### **Survey of adult inpatients 2007**

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

The fifth survey of adult inpatients involved 165 acute and specialist NHS trusts<sup>1</sup>. We received responses from just under 76,000 patients, a response rate of 56%. Patients were eligible for the survey if they were aged 16 years or older, had at least one overnight stay and were not admitted to maternity or psychiatric units.

Similar surveys of adult inpatients were also carried out in 2002, 2004, 2005 and 2006. They are part of a wider programme of NHS patient surveys which covers a range of topics including community mental health, services for children and young people, accident and emergency care for adults and ambulance and primary care services. To find out more about the programme, please visit our website.

This document provides tables showing the national results for the inpatient survey for the years 2002, 2005, 2006 and 2007. Results for the 2004 survey are not presented here, as they are not directly comparable with the other years<sup>2</sup>. The questionnaire for 2007, and those from previous surveys, are available on our website.

On the website you can also access a benchmark report for each trust, showing how it performed compared with national benchmarks, and a set of Excel spreadsheets showing the percentage results for each question for each trust together with national results.

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<sup>1</sup> Although 166 trusts took part in the survey, the published results are based on 165. The results for the Royal National Orthopaedic Hospital NHS Trust are not included in the publication due to an error in the sampling by the trust.

<sup>2</sup> In 2004, the Healthcare Commission carried out a separate survey of children and young people (aged 0-17) and consequently only those aged 18 years and over were included in the sample for the 2004 adult inpatients survey. As a result, the results for the 2004 survey were based on patients aged 18 years and over and are therefore not directly comparable to other years.

## Interpreting the tables

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

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

Where the column for a particular year is missing, the question was not asked in that year. For example, the table for question 2 ("When you arrived at the hospital, did you go to the Emergency Department?") does not have a column for 2002 because this question was not asked then. Some new questions were asked in 2007 and it is therefore not possible to provide comparative data. An example of this is question 6 ("When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?").

## Filter questions

Not all of the questions in the survey were to be answered by everybody. Some questions are not applicable to everyone: for example, if a patient did not go through the emergency department, then that person was not asked the questions about this, but was 'filtered' to another part of the questionnaire. Examples of this are questions 3, 4 and 5 which show only the results for people who went through the emergency department.

## Statistical significance

We carried out statistical tests on the data to determine whether there had been any 'statistically significant' changes in the results for 2007 compared with other years. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance<sup>4</sup>.

The final two columns of the tables use up and down arrows to indicate whether there has been a 'statistically significant' change between 2007 and 2006, and also between 2007 and 2002 (when the first survey of inpatients was carried out)<sup>5</sup>:

↑ shows that there has been a statistically significant **increase** in results

↓ shows that there has been a statistically significant **decrease** in results.

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

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<sup>3</sup> Results presented in the tables have been rounded up or down to whole numbers. If you add two response categories together (such as 'very good' and 'good') you may get a figure which is slightly different to the figures in the press release. This because these used results to two decimal places

<sup>4</sup> z-tests of the column proportions using the Bonferroni method correcting for multiple comparisons only were used (for questions with three or more years of comparable data)

<sup>5</sup> A full set of tables showing the significance for all surveys is available from the Healthcare Commission on request. These tables display the results to two decimal places. Please contact: [patient.survey@healthcarecommission.org.uk](mailto:patient.survey@healthcarecommission.org.uk)

For example, in the table for question 3 it can be seen that between 2007 and 2006, there has been a significant decrease in the proportion of respondents to say that they were not given enough information about their treatment or condition when they were in the emergency room. There has been a significant increase in the proportion to say they were given the right amount of information and a significant decrease in the proportion to report that they were not given any information.

In some of the tables, the arrows suggest that there has been a significant change but the results look the same. An example of this can be seen in the table for question 1 where the 'emergency or urgent' percentage is the same for 2006 (54%) and for 2007 (54%) but there is an upward arrow to show there has been a significant increase. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a small observable difference would be shown. Some of the changes in the survey results are very small, but because of the large number of respondents that took part, they are statistically significant. Tables showing the results to two decimal places are available upon request to the Healthcare Commission. Please contact: [patient.survey@healthcarecommission.org.uk](mailto:patient.survey@healthcarecommission.org.uk)

## **Further information**

Full details of the methodology of the survey can be found at:  
**<http://www.nhssurveys.org/>**

More information on the programme of NHS patient surveys is available on the patient survey section of the website at:  
**<http://www.healthcarecommission.org.uk/nationalfindings/surveys/patientsurveys.cfm>**

The 2007 survey of adult inpatient results, questionnaire and scoring can be found at:  
**<http://www.healthcarecommission.org.uk/PatientSurveyInpatient2007>**

The 2006 survey of adult inpatient results can be found at:  
**<http://www.healthcarecommission.org.uk/PatientSurveyInpatient2006>**

The 2005 survey of adult inpatient results can be found at:  
**<http://www.healthcarecommission.org.uk/PatientSurveyInpatient2005>**

The 2004 survey of adult inpatient results can be found at:  
**<http://www.healthcarecommission.org.uk/PatientSurveyInpatient2004>**

The 2002 survey of adult inpatient results (published by DH) can be found at:  
**<http://www.dh.gov.uk/en/Publicationsandstatistics/PublishedSurvey/NationalsurveyofNHSpatisnts/Nationalsurveyinpatients/index.htm>**

More information on the 2007/2008 annual health check is available at:  
**<http://www.healthcarecommission.org.uk/healthcareproviders/serviceproviderinformation/annualhealthcheck/annualhealthcheck2007/2008.cfm>**

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Emergency or urgent	52%	53%	54%	54%	↑	↑
Waiting list or planned in advance	48%	44%	44%	43%		↓
Something else	0%	3%	3%	3%		
<i>Number of respondents</i>	<i>89815</i>	<i>77840</i>	<i>77665</i>	<i>73355</i>		

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Emergency or urgent	52%	55%	55%	56%		↑
Waiting list or planned in advance	48%	45%	45%	44%		↓
<i>Number of respondents</i>	<i>89815</i>	<i>75774</i>	<i>75540</i>	<i>71417</i>		

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

**Q2 When you arrived at the hospital, did you go to the Emergency Department?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes	86%	87%	88%	↑
No	14%	13%	12%	↓
<i>Number of respondents</i>	<i>41348</i>	<i>42648</i>	<i>40960</i>	

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

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Not enough	15%	17%	16%	↓
Right amount	73%	72%	74%	↑
Too much	0%	0%	1%	
I was not given any information about my treatment/condition	11%	11%	10%	↓
<i>Number of respondents</i>	<i>35243</i>	<i>37315</i>	<i>32535</i>	

Answered by all who went to the Emergency Department upon arrival

**Q4 Were you given enough privacy when being examined or treated in the Emergency Department?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, definitely	79%	77%	75%	↓
Yes, to some extent	19%	20%	23%	↑
No	2%	2%	2%	
<i>Number of respondents</i>	<i>35877</i>	<i>37783</i>	<i>35347</i>	

Answered by all who went to the Emergency Department upon arrival

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Less than 1 hour	26%	23%	21%	22%	↑	↓
At least 1 hour but less than 2 hours	13%	19%	18%	18%		↑
At least 2 hours but less than 4 hours	15%	25%	24%	24%		↑
At least 4 hours but less than 8 hours	19%	19%	22%	21%		↑
8 hours or longer	15%	6%	6%	6%		↓
I did not have to wait	13%	9%	9%	8%	↓	↓
<i>Number of respondents</i>	<i>46549</i>	<i>33692</i>	<i>35922</i>	<i>34528</i>		

Answered by all who went to the Emergency Department upon arrival

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

	Survey Year
	2007
Yes	28%
No	72%
<i>Number of respondents</i>	<i>34339</i>

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

**Q7 Were you given a choice of admission dates?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes	27%	27%	27%	
No	73%	73%	73%	
<i>Number of respondents</i>	<i>38042</i>	<i>37738</i>	<i>34767</i>	

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

**Q8 Overall, from the time you first talked to your GP about being referred to hospital, how long did you wait to be admitted to hospital?**

	Survey Year
	2007
Up to 1 month	22%
1 to 2 months	19%
3 to 4 months	22%
5 to 6 months	15%
More than 6 months	21%
<i>Number of respondents</i>	<i>31058</i>

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

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
I was admitted as soon as I thought was necessary	68%	72%	74%	72%	↓	↑
I should have been admitted a bit sooner	19%	19%	18%	18%		↓
I should have been admitted a lot sooner	12%	9%	8%	10%	↑	↓
<i>Number of respondents</i>	<i>43893</i>	<i>37863</i>	<i>37266</i>	<i>34378</i>		

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

**Q10 Was your admission date changed by the hospital?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
No	78%	80%	80%	79%	↓	
Yes, once	17%	17%	17%	18%		↑
Yes, 2 or 3 times	4%	3%	3%	3%		↓
Yes, 4 times or more	1%	0%	0%	0%		↓
<i>Number of respondents</i>	<i>44319</i>	<i>38730</i>	<i>38047</i>	<i>35572</i>		

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

**Q11 From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, definitely	13%	9%	11%	11%		↓
Yes, to some extent	20%	18%	19%	18%		↓
No	67%	73%	71%	71%		↑
<i>Number of respondents</i>	<i>90156</i>	<i>77850</i>	<i>78188</i>	<i>73617</i>		

Answered by all

**Q12 While in hospital, did you ever stay in a critical care area (Intensive Care Unit, High Dependency Unit or Coronary Care Unit)?**

	Survey Year		Significant change between 06 and 07
	2006	2007	
Yes	19%	20%	↑
No	81%	80%	↓
<i>Number of respondents</i>	<i>75151</i>	<i>70938</i>	

Answered by all

**Q13 When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?**

	Survey Year		Significant change between 06 and 07
	2006	2007	
Yes	25%	24%	↓
No	75%	76%	↑
<i>Number of respondents</i>	<i>78834</i>	<i>74515</i>	

Answered by all

**Q14 During your stay in hospital, how many wards did you stay in?**

	Survey Year		Significant change between 06 and 07
	2006	2007	
1	66%	65%	↓
2	27%	28%	↑
3 or more	7%	8%	
<i>Number of respondents</i>	<i>77841</i>	<i>73555</i>	

Answered by all

**Q15 After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?**

	Survey Year		Significant change between 06 and 07
	2006	2007	
Yes	19%	18%	↓
No	81%	82%	↑
<i>Number of respondents</i>	<i>26255</i>	<i>25481</i>	

Answered by all who stayed in two or more wards

**Q16 While staying in the hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?**

	Survey Year		Significant change between 06 and 07
	2006	2007	
Yes	30%	30%	
Yes, because it had special bathing equipment that I needed	2%	2%	↓
No	68%	69%	↑
<i>Number of respondents</i>	<i>69140</i>	<i>65577</i>	

Answered by all

**Q17 Were you ever bothered by noise at night from other patients?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes	37%	38%	38%	↑
No	63%	62%	62%	↓
<i>Number of respondents</i>	<i>78844</i>	<i>78996</i>	<i>74402</i>	

Answered by all



**Q18 Were you ever bothered by noise at night from hospital staff?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes	18%	19%	20%	↑
No	82%	81%	80%	↓
<i>Number of respondents</i>	<i>78944</i>	<i>78920</i>	<i>74421</i>	

Answered by all

**Q19 In your opinion, how clean was the hospital room or ward that you were in?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Very clean	56%	52%	53%	53%		↓
Fairly clean	36%	40%	40%	40%		↑
Not very clean	6%	6%	6%	6%		
Not at all clean	2%	2%	2%	1%		↓
<i>Number of respondents</i>	<i>93628</i>	<i>79599</i>	<i>79579</i>	<i>75039</i>		

Answered by all

**Q20 How clean were the toilets and bathrooms that you used in hospital?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Very clean	51%	46%	47%	47%		↓
Fairly clean	37%	40%	42%	42%		↑
Not very clean	9%	10%	9%	9%		
Not at all clean	3%	3%	3%	3%		↓
<i>Number of respondents</i>	<i>91714</i>	<i>77995</i>	<i>77601</i>	<i>72924</i>		

Answered by all

**Q21 Did you feel threatened during your stay in hospital by other patients or visitors?**

	Survey Year
	2007
Yes	4%
No	96%
<i>Number of respondents</i>	<i>74961</i>

Answered by all

**Q22 Did you have somewhere to keep your personal belongings whilst on the ward?**

	Survey Year
	2007
Yes, and I could lock it if I wanted to	28%
Yes, but I could not lock it	67%
No	4%
<i>Number of respondents</i>	<i>65940</i>

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Very good	18%	18%	18%	19%	↑	↑
Good	35%	36%	35%	36%		
Fair	31%	31%	31%	31%	↓	
Poor	16%	15%	15%	15%		↓
<i>Number of respondents</i>	<i>89304</i>	<i>76133</i>	<i>76046</i>	<i>72073</i>		

Answered by all but filtered to exclude those who said they did not have any hospital food

**Q24 Were you offered a choice of food?**

	Survey Year		Significant change between 06 and 07
	2006	2007	
Yes, always	79%	77%	↓
Yes, sometimes	16%	16%	↑
No	6%	7%	↑
<i>Number of respondents</i>	75283	72868	

Answered by all

**Q25 Did you get enough help from staff to eat your meals?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, always	58%	62%	58%	60%	↑	↑
Yes, sometimes	24%	21%	21%	20%	↓	↓
No	18%	18%	20%	20%		↑
<i>Number of respondents</i>	19049	19982	19041	20709		

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, always	65%	67%	68%	67%		↑
Yes, sometimes	29%	29%	27%	27%		↓
No	6%	5%	5%	6%	↑	↓
<i>Number of respondents</i>	82038	72668	72653	67045		

Answered by all

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, always	80%	81%	80%	
Yes, sometimes	17%	16%	17%	
No	3%	3%	3%	
<i>Number of respondents</i>	79625	79676	74989	

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, often	6%	6%	6%	6%		
Yes, sometimes	23%	22%	22%	22%		↓
No	71%	72%	72%	72%		↑
<i>Number of respondents</i>	<i>92764</i>	<i>79332</i>	<i>79224</i>	<i>74721</i>		

Answered by all

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, always	67%	69%	68%	↓
Yes, sometimes	21%	19%	20%	
No	12%	12%	12%	↑
<i>Number of respondents</i>	<i>47517</i>	<i>47145</i>	<i>44741</i>	

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, always	63%	65%	65%	65%		↑
Yes, sometimes	31%	31%	30%	30%		↓
No	6%	5%	5%	5%		↓
<i>Number of respondents</i>	<i>79115</i>	<i>72024</i>	<i>72345</i>	<i>66729</i>		

Answered by all

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, always	74%	73%	74%	
Yes, sometimes	23%	23%	23%	
No	3%	4%	3%	↓
<i>Number of respondents</i>	<i>79635</i>	<i>79626</i>	<i>75091</i>	

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, often	4%	5%	5%	5%		↑
Yes, sometimes	15%	17%	17%	17%		↑
No	81%	79%	78%	79%		↓
<i>Number of respondents</i>	<i>93092</i>	<i>79427</i>	<i>79403</i>	<i>74902</i>		

Answered by all

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
There were always or nearly always enough nurses	58%	56%	56%	
There were sometimes enough nurses	31%	32%	32%	
There were rarely or never enough nurses	11%	12%	12%	
<i>Number of respondents</i>	<i>79425</i>	<i>79220</i>	<i>74872</i>	

Answered by all

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, always	69%	71%	70%	↓
Yes, sometimes	24%	23%	23%	↑
No	7%	6%	7%	
<i>Number of respondents</i>	<i>58990</i>	<i>57669</i>	<i>54804</i>	

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, often	7%	7%	8%	7%	↓	↑
Yes, sometimes	24%	27%	27%	27%		↑
No	69%	66%	65%	66%	↑	↓
<i>Number of respondents</i>	<i>93059</i>	<i>79258</i>	<i>79271</i>	<i>74637</i>		

Answered by all

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, definitely	53%	52%	51%	↓
Yes, to some extent	37%	37%	38%	↑
No	10%	11%	11%	
<i>Number of respondents</i>	<i>78852</i>	<i>78875</i>	<i>74350</i>	

Answered by all

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Not enough	20%	21%	21%	
The right amount	79%	79%	79%	
Too much	1%	1%	1%	
<i>Number of respondents</i>	<i>79243</i>	<i>79146</i>	<i>74668</i>	

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, definitely	42%	44%	43%	43%		
Yes, to some extent	38%	40%	40%	40%		↑
No	19%	16%	16%	17%		↓
<i>Number of respondents</i>	<i>64545</i>	<i>54302</i>	<i>54683</i>	<i>50257</i>		

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, definitely	43%	42%	42%	40%	↓	↓
Yes, to some extent	39%	37%	36%	38%	↑	↓
No	17%	21%	22%	22%		↑
<i>Number of respondents</i>	<i>60887</i>	<i>49902</i>	<i>50593</i>	<i>44576</i>		

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, always	68%	71%	70%	69%	↓	
Yes, sometimes	21%	22%	22%	22%		↑
No	10%	8%	9%	9%	↑	↓
<i>Number of respondents</i>	<i>91613</i>	<i>78392</i>	<i>78247</i>	<i>73644</i>		

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, always	87%	88%	88%	87%		
Yes, sometimes	10%	10%	11%	11%		↑
No	3%	2%	2%	2%		↓
<i>Number of respondents</i>	<i>93064</i>	<i>79357</i>	<i>79286</i>	<i>74623</i>		

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes	68%	66%	67%	66%		↓
No	32%	34%	33%	34%		↑
<i>Number of respondents</i>	<i>91652</i>	<i>77645</i>	<i>77410</i>	<i>73399</i>		

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, definitely	72%	73%	72%	71%		↓
Yes, to some extent	22%	23%	23%	23%		↑
No	6%	5%	5%	6%	↑	
<i>Number of respondents</i>	62322	50919	52022	49163		

Answered by all who experienced pain

**Q44 How many minutes after you used the call button did it usually take before you got the help you needed?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
0 minutes/ right away	19%	18%	17%	↓
1-2 minutes	40%	39%	39%	
3-5 minutes	27%	27%	28%	
More than 5 minutes	13%	15%	15%	
I never got help when I used the call button	1%	2%	1%	
<i>Number of respondents</i>	43758	44466	42861	

Answered by all

**Q45 During your stay in hospital, did you have an operation or procedure?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes	69%	68%	68%	
No	31%	32%	32%	
<i>Number of respondents</i>	77178	77266	72824	

Answered by all

**Q46 Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, completely	81%	81%	81%	
Yes, to some extent	15%	15%	15%	
No	4%	4%	4%	
<i>Number of respondents</i>	52531	52372	49566	

Answered by all who had an operation or procedure



**Q47 Beforehand, did a member of staff explain what would be done during the operation or procedure?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, completely	74%	74%	74%	
Yes, to some extent	21%	21%	21%	
No	5%	5%	5%	
<i>Number of respondents</i>	52198	52020	49309	

Answered by all who had an operation or procedure

**Q48 Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, completely	76%	76%	76%	
Yes, to some extent	21%	20%	21%	
No	4%	4%	4%	
<i>Number of respondents</i>	45681	45675	43276	

Answered by all who had an operation or procedure

**Q49 Beforehand, were you told how you could expect to feel after you had the operation or procedure?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, completely	55%	56%	56%	
Yes, to some extent	28%	28%	28%	
No	16%	16%	16%	
<i>Number of respondents</i>	53179	53002	50200	

Answered by all who had an operation or procedure

**Q50 Before the operation or procedure, were you given an anaesthetic or medication to put you to sleep or control your pain?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes	84%	84%	87%	↑
No	16%	16%	13%	↓
<i>Number of respondents</i>	52798	52648	49837	

Answered by all who had an operation or procedure

**Q51 Before the operation or procedure, did an anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, completely	83%	84%	84%	
Yes, to some extent	12%	12%	12%	
No	5%	5%	5%	
<i>Number of respondents</i>	<i>44738</i>	<i>44765</i>	<i>43672</i>	

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

**Q52 After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, completely	63%	64%	65%	↑
Yes, to some extent	24%	24%	23%	↓
No	13%	13%	12%	
<i>Number of respondents</i>	<i>52878</i>	<i>52651</i>	<i>50051</i>	

Answered by all who had an operation or procedure

**Q53 Did you feel you were involved in decisions about your discharge from hospital?**

	Survey Year
	2007
Yes, definitely	53%
Yes, to some extent	30%
No	17%
<i>Number of respondents</i>	<i>65843</i>

Answered by all

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes	38%	38%	39%	
No	62%	62%	61%	
<i>Number of respondents</i>	<i>77864</i>	<i>77912</i>	<i>73659</i>	

Answered by all

**Q55 What was the main reason for the delay?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
I had to wait for medicines	61%	61%	61%	
I had to wait to see the doctor	17%	17%	17%	
I had to wait for an ambulance	8%	8%	9%	
Something else	13%	14%	14%	
<i>Number of respondents</i>	<i>28372</i>	<i>28376</i>	<i>27218</i>	

Answered by all who experienced a delayed discharge

**Q56 How long was the delay?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Up to 1 hour	18%	18%	17%	
Longer than 1 hour but no longer than 2 hours	29%	29%	30%	
Longer than 1 hour but no longer than 2 hours	32%	32%	33%	
Longer than 4 hours	21%	21%	20%	
<i>Number of respondents</i>	<i>29481</i>	<i>29704</i>	<i>28413</i>	

Answered by all who experienced a delayed discharge

**Q57 Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?**

	Survey Year
	2007
Yes	61%
No	39%
<i>Number of respondents</i>	<i>72937</i>

Answered by all

**Q58 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, completely	79%	79%	76%	76%		↓
Yes, to some extent	14%	15%	16%	16%		↑
No	7%	7%	8%	8%		↑
<i>Number of respondents</i>	<i>69454</i>	<i>59902</i>	<i>59904</i>	<i>55957</i>		

Answered by all

**Q59 Did a member of staff tell you about medication side effects to watch for when you went home?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, completely	39%	40%	37%	36%	↓	↓
Yes, to some extent	16%	18%	18%	18%		↑
No	44%	42%	45%	46%	↑	↑
<i>Number of respondents</i>	<i>55300</i>	<i>48565</i>	<i>50033</i>	<i>47627</i>		

Answered by all who took medicines home

**Q60 Were you told how to take your medication in a way you could understand?**

	Survey Year
	2007
Yes, definitely	76%
Yes, to some extent	15%
No	9%
<i>Number of respondents</i>	<i>49225</i>

Answered by all who took medicines home

**Q61 Were you given clear written or printed information about your medicines?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, completely	62%	65%	66%	
Yes, to some extent	18%	17%	16%	↓
No	20%	18%	18%	↑
<i>Number of respondents</i>	<i>63254</i>	<i>64338</i>	<i>60648</i>	

Answered by all who took medicines home

**Q62 Did a member of staff tell you about any danger signals you should watch for after you went home?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, completely	41%	40%	39%	39%		↓
Yes, to some extent	20%	21%	21%	21%		
No	39%	40%	40%	41%		↑
<i>Number of respondents</i>	<i>89670</i>	<i>58366</i>	<i>58043</i>	<i>55795</i>		

Answered by all

**Q63 Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, definitely	43%	43%	42%	43%	↑	
Yes, to some extent	24%	24%	24%	22%	↓	↓
No	33%	33%	34%	35%		↑
<i>Number of respondents</i>	<i>63867</i>	<i>52903</i>	<i>53682</i>	<i>50019</i>		

Answered by all

**Q64 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes	76%	76%	74%	↓
No	24%	24%	26%	↑
<i>Number of respondents</i>	<i>71536</i>	<i>72233</i>	<i>68594</i>	

Answered by all

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes, I received copies	35%	37%	39%	↑
No, I did not receive copies	65%	63%	61%	↓
<i>Number of respondents</i>	<i>71433</i>	<i>71522</i>	<i>67723</i>	

Answered by all

**Q66 Overall, did you feel you were treated with respect and dignity while you were in the hospital?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Yes, always	79%	79%	78%	78%		
Yes, sometimes	18%	18%	18%	19%		
No	3%	3%	3%	3%		
<i>Number of respondents</i>	<i>92961</i>	<i>79008</i>	<i>79030</i>	<i>74873</i>		

Answered by all

**Q67 How would you rate how well the doctors and nurses worked together?**

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Excellent	38%	36%	39%	↑
Very good	39%	40%	38%	↓
Good	15%	16%	15%	↓
Fair	6%	6%	6%	
Poor	2%	2%	2%	
<i>Number of respondents</i>	<i>78465</i>	<i>78108</i>	<i>74365</i>	

Answered by all

**Q68 Overall, how would you rate the care you received?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Excellent	38%	40%	41%	42%	↑	↑
Very good	36%	37%	36%	35%	↓	↓
Good	17%	15%	15%	14%		↓
Fair	7%	6%	6%	6%		↓
Poor	2%	2%	2%	2%		
<i>Number of respondents</i>	<i>92902</i>	<i>78319</i>	<i>78539</i>	<i>74732</i>		

Answered by all

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

	Survey Year			Significant change between 06 and 07
	2005	2006	2007	
Yes	6%	7%	7%	↑
No	94%	93%	93%	↓
<i>Number of respondents</i>	<i>72918</i>	<i>73453</i>	<i>69542</i>	

Answered by all

**Q70 While in hospital, did you see any posters or leaflets explaining how to complain about the care you received?**

	Survey Year
	2007
Yes	37%
No	63%
<i>Number of respondents</i>	<i>56850</i>

Answered by all

**Q71 Did you want to complain about the care you received in hospital ?**

	Survey Year
	2007
Yes	7%
No	93%
<i>Number of respondents</i>	<i>72861</i>

Answered by all

**Q72 Did hospital staff give you the information you needed to do this?**

	Survey Year
	2007
Yes, completely	12%
Yes, to some extent	15%
No	73%
<i>Number of respondents</i>	<i>5183</i>

Answered by all who wanted to complain about the care they received in hospital

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Male	46%	46%	45%	45%		↓
Female	54%	54%	55%	55%		↑
<i>Number of respondents</i>	<i>93149</i>	<i>78948</i>	<i>79017</i>	<i>74127</i>		

Answered by all - response data only

**Proportions of those participating to the survey by age**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
16-35	12%	11%	10%	9%	↓	↓
36-50	16%	16%	16%	16%	↓	↓
51-65	25%	27%	26%	27%		↑
66-80	33%	34%	34%	34%		↑
>80	14%	13%	14%	14%		
<i>Number of respondents</i>	<i>93070</i>	<i>78593</i>	<i>78366</i>	<i>73576</i>		

Answered by all - response data only

**Q75 How old were you when you left full-time education?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
16 years or less	71%	69%	69%	69%		↓
17 or 18 years	16%	16%	16%	16%		↑
19 years or over	12%	13%	13%	13%		↑
Still in full-time education	1%	1%	1%	1%		
<i>Number of respondents</i>	<i>90922</i>	<i>76860</i>	<i>76958</i>	<i>72333</i>		

Answered by all

**Q76 Overall, how would you rate your health during the past 4 weeks?**

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
Excellent	8%	8%	7%	7%		↓
Very good	18%	19%	19%	19%		↑
Good	26%	28%	28%	28%		↑
Fair	32%	31%	31%	31%		↓
Poor	12%	12%	12%	12%		
Very poor	3%	3%	3%	3%		↑
<i>Number of respondents</i>	<i>93157</i>	<i>78016</i>	<i>78361</i>	<i>73550</i>		

Answered by all

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

	Survey Year				Significant change between 06 and 07	Significant change between 02 and 07
	2002	2005	2006	2007		
White	95%	95%	95%	95%		
Mixed	1%	1%	1%	1%		
Asian or Asian British	2%	3%	2%	3%		
Black or Black British	2%	2%	2%	2%		
Chinese or other ethnic group	0%	0%	0%	0%		↑
<i>Number of respondents</i>	<i>90983</i>	<i>77964</i>	<i>77267</i>	<i>72666</i>		

Answered by all - response data only



## Crosstabulations

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

Q1: Was your most recent hospital stay planned in advance or an emergency? **BY** Q13: When you were **first admitted** to a bed on a ward, did you share a sleeping area, for example, a room or bay, with patients of the opposite sex?

		Year of inpatient survey		Significant change between 06 and 07
		2006	2007	
<b>Emergency or urgent</b>	<b>Yes</b>	30%	29%	↓
	<b>No</b>	70%	71%	↑
<b>Waiting list or planned admission</b>	<b>Yes</b>	11%	10%	↓
	<b>No</b>	89%	90%	↑

Filtered to exclude respondents who said that they stayed in a critical care area at q12

Q1: Was your most recent hospital stay planned in advance or an emergency? **BY** Q15: After you **moved to another ward** (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

		Year of inpatient survey		Significant change between 06 and 07
		2006	2007	
<b>Emergency or urgent</b>	<b>Yes</b>	16%	15%	↓
	<b>No</b>	84%	85%	↑
<b>Waiting list or planned admission</b>	<b>Yes</b>	10%	9%	
	<b>No</b>	90%	91%	

Filtered to exclude respondents who said that they stayed in a critical care area at Q12