

National NHS patient survey programme

Survey of adult inpatients 2008

Full national results with historical comparisons

About the Care Quality Commission

The Care Quality Commission (CQC) is the new independent regulator of all health and adult social care in England. We inspect all health and adult social care services in England, whether they're provided by the NHS, local authorities, private companies or voluntary organisations. And, we protect the interests of people detained under the Mental Health Act. We make sure that essential common standards of quality are met everywhere care is provided, from hospitals to private care homes, and we work towards their improvement. We promote the rights and interests of people who use services and we have a wide range of enforcement powers to take action on their behalf if services are unacceptably poor.

Our work brings together independent regulation of health, mental health and adult social care for the first time. Before April 1st 2009, this work was carried out by the Healthcare Commission, the Mental Health Act Commission and the Commission for Social Care Inspection.

Our aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes, or anywhere else that care is provided.

Survey of adult inpatients 2008

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 2008 adult inpatients survey involved 165 acute NHS trusts. We received responses from over 72,000 patients, a response rate of 54%. Patients were eligible for the survey if they were 16 years or older, had at least one overnight stay, and were not admitted to maternity or psychiatric wards. The sample was taken from patients discharged from hospital in June, July or August 2008.

Similar surveys of adult inpatients were carried out in 2002, 2004¹, 2005, 2006 and 2007. They are part of a wider programme of NHS patient surveys, which covers a range of topics including hospital emergency departments, outpatients, mental health, services and ambulance and primary care services. To find out more about the programme, please visit our website (see further information section).

This document provides tables showing the national results for the adult inpatient surveys carried out in 2002, 2005, 2006, 2007 and 2008. The questionnaire for 2008 is available on our website, along with those from previous surveys.

¹ 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. The 2004 results are therefore not discussed here due to differences in the sample.

Interpreting the tables

The tables present the results for each question for each year that it has been asked². The survey years are shown across the top of the table, with the responses for each question down the side. The bottom row shows the 'number of respondents' – that is the number of people that the results are based on.

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

If the column for a particular year is missing, it means that the question was not asked in that year, or that the results are no longer comparable due to a change in question wording. Some new questions were asked in 2008 and it is therefore not possible to provide comparative data. An example of this is question 7 (“Who referred you to see a specialist?”).

The two women's trusts (Birmingham Women's Foundation Trust and Liverpool Women's Hospital NHS Foundation Trust) are **excluded** from the reporting of mixed-sex accommodation (questions 14, 15, 17, 18 and 19) because they only treat female patients³.

At the end of the document is a section showing the results of 'crosstabulations' which were used to explore the data for Q14, Q15, Q17 and Q18 which ask respondents whether they shared a sleeping area (such as a room or bay) with patients of the opposite sex. 'Crosstabulations' means that the results questions are analysed together to understand the relationship between them.

Filter questions

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

Statistical significance

We carried out statistical tests on the data to determine whether there had been any statistically significant changes in the results for 2008 compared with other years. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance⁴.

The final two columns of the tables use 'up' and 'down' arrows to indicate whether there has been a 'statistically significant' change between 2008 and 2007 (the last time the survey was carried out), and also between 2008 and 2002 (when the first survey was carried out)⁵:

² 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 reported elsewhere, because these used results to at least two decimal places. Likewise, columns may not add up to exactly 100%, due to the rounding.

³ The figures for 2006 and 2007 provided here for questions 14, 17 and 19 may differ slightly from those previously published as the all women trusts had not been excluded.

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

⁵ A full set of tables showing the significance for all surveys is available from the Care Quality Commission on request. These tables display the results to two decimal places. Please contact: patient.survey@cqc.org.uk

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

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

For example, in the table for question 9 it can be seen that between 2002 and 2008, there has been a significant increase in the proportion of respondents saying that they were admitted as soon as they thought was necessary – as indicated by an ‘up’ arrow. There have been corresponding decreases for the other response options. Each of these response options are shown in the table to be significantly less in the 2008 results than those from 2002, by an arrow pointing downward.

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 38 where the ‘Yes, often’ percentage is the same for 2002 and for 2008 (7%) 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.

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.cqc.org.uk/nationalfindings/surveys.cfm>

The 2008 survey of adult inpatient results, questionnaire and scoring can be found at:

<http://www.cqc.org.uk/PatientSurveyInpatient2008>

The 2007 survey of adult inpatient results can be found at:

<http://www.cqc.org.uk/PatientSurveyInpatient2007>

The 2006 survey of adult inpatient results can be found at:

<http://www.cqc.org.uk/PatientSurveyInpatient2006>

The 2005 survey of adult inpatient results can be found at:

<http://www.cqc.org.uk/PatientSurveyInpatients2005>

The 2004 survey of adult inpatient results can be found at:

<http://www.cqc.org.uk/PatientSurveyInpatient2004>

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

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

More information on the 2008/2009 Annual Health Check is available on the Care Quality Commission website at:

<http://www.cqc.org.uk/ahc0809>

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

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Emergency or urgent	52%	53%	54%	54%	55%	↑	↑
Waiting list or planned in advance	48%	44%	44%	43%	42%	↓	↓
Something else	-	3%	3%	3%	3%		
Number of respondents	89815	77840	77665	73355	70020		

Answered by all

Q1v2 Was your most recent hospital stay planned in advance or an emergency? (aggregated results)

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Emergency or urgent	52%	55%	55%	56%	57%	↑	↑
Waiting list or planned in advance	48%	45%	45%	44%	43%	↓	↓
Number of respondents	89815	75774	75540	71417	68171		

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 07 and 08
	2005	2006	2007	2008	
Yes	86%	87%	88%	88%	
No	14%	13%	12%	12%	
Number of respondents	41348	42648	40960	39793	

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 07 and 08
	2005	2006	2007	2008	
Not enough	15%	17%	16%	17%	↑
Right amount	73%	72%	74%	73%	
Too much	0%	0%	1%	1%	
I was not given any information about my treatment/condition	11%	11%	10%	9%	
Number of respondents	35243	37315	32535	31960	

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 07 and 08
	2005	2006	2007	2008	
Yes, definitely	79%	77%	75%	76%	↑
Yes, to some extent	19%	20%	23%	22%	↓
No	2%	2%	2%	2%	
Number of respondents	35877	37783	35347	34412	

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 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Less than 1 hour	26%	23%	21%	22%	22%		↓
At least 1 hour but less than 2 hours	13%	19%	18%	18%	18%		↑
At least 2 hours but less than 4 hours	15%	25%	24%	24%	25%		↑
At least 4 hours but less than 8 hours	19%	19%	22%	21%	22%	↑	↑
8 hours or longer	15%	6%	6%	6%	6%		↓
I did not have to wait	13%	9%	9%	8%	8%	↓	↓
Number of respondents	46549	33692	35922	34528	33543		

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		Significant change between 07 and 08
	2007	2008	
Yes	28%	33%	↑
No	72%	67%	↓
Number of respondents	34339	32233	

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

Q7 Who referred you to see a specialist?

	Survey Year
	2008
A doctor from my local general practice	71%
Any other doctor or specialist	24%
A practice nurse or nurse practitioner	2%
Any other health professional (for example, a dentist, optometrist or physiotherapist)	3%
Number of respondents	32853

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 this health professional about being referred to hospital, how long did you wait to be admitted to hospital?⁶

	Survey Year
	2008
Up to 1 month	29%
1 to 2 months	25%
3 to 4 months	23%
5 to 6 months	10%
More than 6 months	13%
Number of respondents	30864

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 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
I was admitted as soon as I thought was necessary	68%	72%	74%	72%	76%	↑	↑
I should have been admitted a bit sooner	19%	19%	18%	18%	16%	↓	↓
I should have been admitted a lot sooner	12%	9%	8%	10%	8%	↓	↓
Number of respondents	43893	37863	37266	34378	32907		

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

⁶ It is not possible to compare waiting times for admission to hospital with data from previous years due to a change in question wording which means that the data is no longer comparable.

Q10 Were you given a choice of admission dates?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes	27%	27%	27%	30%	↑
No	73%	73%	73%	70%	↓
Number of respondents	38042	37738	34767	32473	

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

Q11 Was your admission date changed by the hospital?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
No	78%	80%	80%	79%	80%	↑	↑
Yes, once	17%	17%	17%	18%	17%		
Yes, 2 or 3 times	4%	3%	3%	3%	3%		↓
Yes, 4 times or more	1%	0%	0%	0%	0%		↓
Number of respondents	44319	38730	38047	35572	33382		

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

Q12 From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, definitely	13%	9%	11%	11%	11%		↓
Yes, to some extent	20%	18%	19%	18%	19%	↑	
No	67%	73%	71%	71%	69%	↓	↑
Number of respondents	90156	77850	78188	73617	70378		

Answered by all

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

	Survey Year			Significant change between 07 and 08
	2006	2007	2008	
Yes	19%	20%	21%	
No	81%	80%	79%	
Number of respondents	75151	70938	67451	

Answered by all

Q14 When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?⁷

	Survey Year			Significant change between 07 and 08
	2006	2007	2008	
Yes	25%	24%	24%	
No	75%	76%	76%	
Number of respondents	77890	73612	69855	

Answered by all

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

	Survey Year
	2008
Yes	32%
No	68%
Number of respondents	16383

Answered by all who shared a sleeping area when first admitted

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

	Survey Year			Significant change between 07 and 08
	2006	2007	2008	
1	66%	65%	64%	
2	27%	28%	28%	
3 or more	7%	8%	8%	
Number of respondents	77841	73555	70096	

Answered by all

Q17 After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

	Survey Year			Significant change between 07 and 08
	2006	2007	2008	
Yes	19%	18%	17%	↓
No	81%	82%	83%	↑
Number of respondents	25941	25172	24387	

⁷ At the end of this document is a section showing the results of 'crosstabulations' which were used to explore the data for Q14, Q15, Q17 and Q18. 'Crosstabulations' means that the results questions are analysed together to understand the relationship between them.

Answered by all who stayed in two or more wards

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

	Survey Year
	2008
Yes	38%
No	62%
Number of respondents	2066

Answered by all who shared a sleeping area after moving wards

Q19 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 07 and 08
	2006	2007	2008	
Yes	30%	30%	30%	
Yes, because it had special bathing equipment that I needed	2%	2%	2%	
No	68%	68%	69%	
Number of respondents	68312	64782	61610	

Answered by all

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

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes	37%	38%	38%	39%	↑
No	63%	62%	62%	61%	↓
Number of respondents	78844	78996	74402	70950	

Answered by all

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

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes	18%	19%	20%	21%	
No	82%	81%	80%	79%	
Number of respondents	78944	78920	74421	71025	

Answered by all

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

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Very clean	56%	52%	53%	53%	60%	↑	↑
Fairly clean	36%	40%	40%	40%	35%	↓	↓
Not very clean	6%	6%	6%	6%	4%	↓	↓
Not at all clean	2%	2%	2%	1%	1%	↓	↓
Number of respondents	93628	79599	79579	75039	71590		

Answered by all

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

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Very clean	51%	46%	47%	47%	52%	↑	↑
Fairly clean	37%	40%	42%	42%	39%	↓	↑
Not very clean	9%	10%	9%	9%	7%	↓	↓
Not at all clean	3%	3%	3%	3%	2%	↓	↓
Number of respondents	91714	77995	77601	72924	69617		

Answered by all

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

	Survey Year		Significant change between 07 and 08
	2007	2008	
Yes	4%	4%	
No	96%	96%	
Number of respondents	74961	71544	

Answered by all

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

	Survey Year		Significant change between 07 and 08
	2007	2008	
Yes, and I could lock it if I wanted to	28%	31%	↑
Yes, but I could not lock it	67%	65%	↓
No	4%	4%	
Number of respondents	65940	63041	

Answered by all

Q26 How would you rate the hospital food?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Very good	18%	18%	18%	19%	21%	↑	↑
Good	35%	36%	35%	36%	36%		↑
Fair	31%	31%	31%	31%	30%	↓	↓
Poor	16%	15%	15%	15%	14%	↓	↓
Number of respondents	89304	76133	76046	72073	68842		

Answered by all

Q27 Were you offered a choice of food?

	Survey Year			Significant change between 07 and 08
	2006	2007	2008	
Yes, always	79%	77%	78%	↑
Yes, sometimes	16%	16%	16%	↓
No	6%	7%	6%	↓
Number of respondents	75283	72868	70501	

Answered by all

Q28 Did you get enough help from staff to eat your meals?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, always	58%	62%	58%	60%	63%	↑	↑
Yes, sometimes	24%	21%	21%	20%	19%		↓
No	18%	18%	20%	20%	18%	↓	
Number of respondents	19049	19982	19041	20709	21079		

Answered by all

Q29 When you had important questions to ask a doctor, did you get answers that you could understand?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, always	65%	67%	68%	67%	68%		↑
Yes, sometimes	29%	29%	27%	27%	27%		↓
No	6%	5%	5%	6%	5%		↓
Number of respondents	82038	72668	72653	67045	64722		

Answered by all

Q30 Did you have confidence and trust in the doctors treating you?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, always	80%	81%	80%	81%	
Yes, sometimes	17%	16%	17%	17%	
No	3%	3%	3%	3%	
Number of respondents	79625	79676	74989	71465	

Answered by all

Q31 Did doctors talk in front of you as if you weren't there?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, often	6%	6%	6%	6%	6%		
Yes, sometimes	23%	22%	22%	22%	22%		↓
No	71%	72%	72%	72%	72%		↑
Number of respondents	92764	79332	79224	74721	71292		

Answered by all

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

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, always	67%	69%	68%	74%	↑
Yes, sometimes	21%	19%	20%	18%	↓
No	12%	12%	12%	8%	↓
Number of respondents	47517	47145	44741	45651	

Answered by all

Q33 When you had important questions to ask a nurse, did you get answers that you could understand?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, always	63%	65%	65%	65%	66%	↑	↑
Yes, sometimes	31%	31%	30%	30%	29%		↓
No	6%	5%	5%	5%	5%		↓
Number of respondents	79115	72024	72345	66729	64282		

Answered by all

Q34 Did you have confidence and trust in the nurses treating you?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, always	74%	73%	74%	75%	↑
Yes, sometimes	23%	23%	23%	22%	↓
No	3%	4%	3%	3%	
Number of respondents	79635	79626	75091	71686	

Answered by all

Q35 Did nurses talk in front of you as if you weren't there?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, often	4%	5%	5%	5%	5%		↑
Yes, sometimes	15%	17%	17%	17%	17%		↑
No	81%	79%	78%	79%	78%		↓
Number of respondents	93092	79427	79403	74902	71437		

Answered by all

Q36 In your opinion, were there enough nurses on duty to care for you in hospital?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
There were always or nearly always enough nurses	58%	56%	56%	58%	↑
There were sometimes enough nurses	31%	32%	32%	31%	↓
There were rarely or never enough nurses	11%	12%	12%	11%	↓
Number of respondents	79425	79220	74872	71444	

Answered by all

Q37 As far as you know, did nurses wash or clean their hands between touching patients?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, always	69%	71%	70%	76%	↑
Yes, sometimes	24%	23%	23%	20%	↓
No	7%	6%	7%	4%	↓
Number of respondents	58990	57669	54804	54789	

Answered by all

Q38 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 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, often	7%	7%	8%	7%	7%		↑
Yes, sometimes	24%	27%	27%	27%	26%		↑
No	69%	66%	65%	66%	66%		↓
Number of respondents	93059	79258	79271	74637	71264		

Answered by all

Q39 Were you involved as much as you wanted to be in decisions about your care and treatment?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, definitely	53%	52%	51%	52%	↑
Yes, to some extent	37%	37%	38%	37%	↓
No	10%	11%	11%	10%	↓
Number of respondents	78852	78875	74350	70991	

Answered by all

Q40 How much information about your condition or treatment was given to you?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Not enough	20%	21%	21%	21%	
The right amount	79%	79%	79%	79%	
Too much	1%	1%	1%	1%	↑
Number of respondents	79243	79146	74668	71168	

Answered by all

Q41 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 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, definitely	42%	44%	43%	43%	44%		↑
Yes, to some extent	38%	40%	40%	40%	40%		↑
No	19%	16%	16%	17%	16%		↓
Number of respondents	64545	54302	54683	50257	48706		

Answered by all

Q42 Did you find someone on the hospital staff to talk to about your worries and fears?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, definitely	43%	42%	42%	40%	41%	↑	↓
Yes, to some extent	39%	37%	36%	38%	37%	↓	↓
No	17%	21%	22%	22%	22%		↑
Number of respondents	60887	49902	50593	44576	43435		

Answered by all

Q43 Were you given enough privacy when discussing your condition or treatment?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, always	68%	71%	70%	69%	70%	↑	↑
Yes, sometimes	21%	22%	22%	22%	22%		↑
No	10%	8%	9%	9%	8%	↓	↓
Number of respondents	91613	78392	78247	73644	70521		

Answered by all

Q44 Were you given enough privacy when being examined or treated?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, always	87%	88%	88%	87%	88%	↑	↑
Yes, sometimes	10%	10%	11%	11%	10%	↓	
No	3%	2%	2%	2%	2%	↓	↓
Number of respondents	93064	79357	79286	74623	71381		

Answered by all

Q45 Were you ever in any pain?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes	68%	66%	67%	66%	66%		↓
No	32%	34%	33%	34%	34%		↑
Number of respondents	91652	77645	77410	73399	69906		

Answered by all

Q46 Do you think the hospital staff did everything they could to help control your pain?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, definitely	72%	73%	72%	71%	72%		
Yes, to some extent	22%	23%	23%	23%	23%		
No	6%	5%	5%	6%	6%		
Number of respondents	62322	50919	52022	49163	46937		

Answered by all who experienced pain

Q47 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 07 and 08
	2005	2006	2007	2008	
0 minutes/ right away	19%	18%	17%	17%	
1-2 minutes	40%	39%	39%	39%	
3-5 minutes	27%	27%	28%	28%	
More than 5 minutes	13%	15%	15%	15%	
I never got help when I used the call button	1%	2%	1%	2%	
Number of respondents	43758	44466	42861	42026	

Answered by all

Q48 During your stay in hospital, did you have an operation or procedure?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes	69%	68%	68%	67%	↓
No	31%	32%	32%	33%	↑
Number of respondents	77178	77266	72824	69589	

Answered by all

Q49 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 07 and 08
	2005	2006	2007	2008	
Yes, completely	81%	81%	81%	82%	
Yes, to some extent	15%	15%	15%	15%	
No	4%	4%	4%	3%	↓
Number of respondents	52531	52372	49566	46809	

Answered by all who had an operation or procedure

Q50 Beforehand, did a member of staff explain what would be done during the operation or procedure?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, completely	74%	74%	74%	74%	
Yes, to some extent	21%	21%	21%	21%	
No	5%	5%	5%	5%	
Number of respondents	52198	52020	49309	46454	

Answered by all who had an operation or procedure

Q51 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 07 and 08
	2005	2006	2007	2008	
Yes, completely	76%	76%	76%	76%	
Yes, to some extent	21%	20%	21%	21%	
No	4%	4%	4%	3%	↓
Number of respondents	45681	45675	43276	41401	

Answered by all who had an operation or procedure

Q52 Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, completely	55%	56%	56%	57%	
Yes, to some extent	28%	28%	28%	28%	
No	16%	16%	16%	15%	↓
Number of respondents	53179	53002	50200	47314	

Answered by all who had an operation or procedure

Q53 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 07 and 08
	2005	2006	2007	2008	
Yes	84%	84%	87%	87%	
No	16%	16%	13%	13%	
Number of respondents	52798	52648	49837	46801	

Answered by all who had an operation or procedure

Q54 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 07 and 08
	2005	2006	2007	2008	
Yes, completely	83%	84%	84%	84%	
Yes, to some extent	12%	12%	12%	11%	
No	5%	5%	5%	4%	
Number of respondents	44738	44765	43672	40917	

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

Q55 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 07 and 08
	2005	2006	2007	2008	
Yes, completely	63%	64%	65%	65%	
Yes, to some extent	24%	24%	23%	23%	
No	13%	13%	12%	12%	
Number of respondents	52878	52651	50051	46917	

Answered by all who had an operation or procedure

Q56 Did you feel you were involved in decisions about your discharge from hospital?

	Survey Year		Significant change between 07 and 08
	2007	2008	
Yes, definitely	53%	54%	↑
Yes, to some extent	30%	30%	
No	17%	16%	↓
Number of respondents	65843	63214	

Answered by all

Q57 On the day you left hospital, was your discharge delayed for any reason?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes	38%	38%	39%	40%	↑
No	62%	62%	61%	60%	↓
Number of respondents	77864	77912	73659	70092	

Answered by all

Q58 What was the main reason for the delay?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
I had to wait for medicines	61%	61%	61%	60%	
I had to wait to see the doctor	17%	17%	17%	17%	
I had to wait for an ambulance	8%	8%	9%	9%	
Something else	13%	14%	14%	14%	
Number of respondents	28372	28376	27218	26703	

Answered by all who experienced a delayed discharge

Q59 How long was the delay?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Up to 1 hour	18%	18%	17%	17%	
Longer than 1 hour but no longer than 2 hours	29%	29%	30%	29%	
Longer than 2 hour but no longer than 4 hours	32%	32%	33%	32%	
Longer than 4 hours	21%	21%	20%	21%	
Number of respondents	29481	29704	28413	27864	

Answered by all who experienced a delayed discharge

Q60 Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

	Survey Year		Significant change between 07 and 08
	2007	2008	
Yes, definitely	61%	63%	↑
No	39%	37%	↓
Number of respondents	72937	69741	

Answered by all

Q61 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 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, completely	79%	79%	76%	76%	76%		↓
Yes, to some extent	14%	15%	16%	16%	16%		↑
No	7%	7%	8%	8%	8%		↑
Number of respondents	69454	59902	59904	55957	53666		

Answered by all

Q62 Did a member of staff tell you about medication side effects to watch for when you went home?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, completely	39%	40%	37%	36%	38%	↑	↓
Yes, to some extent	16%	18%	18%	18%	18%		↑
No	44%	42%	45%	46%	44%	↓	
Number of respondents	55300	48565	50033	47627	45699		

Answered by all who took medicines home

Q63 Were you told how to take your medication in a way you could understand?

	Survey Year		Significant change between 07 and 08
	2007	2008	
Yes, definitely	76%	76%	↑
Yes, to some extent	15%	15%	
No	9%	9%	
Number of respondents	49225	47285	

Answered by all who took medicines home

Q64 Were you given clear written or printed information about your medicines?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, completely	62%	65%	66%	67%	↑
Yes, to some extent	18%	17%	16%	15%	
No	20%	18%	18%	18%	↓
Number of respondents	63254	64338	60648	57813	

Answered by all who took medicines home

Q65 Did a member of staff tell you about any danger signals you should watch for after you went home?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, completely	41%	40%	39%	39%	40%	↑	↓
Yes, to some extent	20%	21%	21%	21%	21%		
No	39%	40%	40%	41%	39%	↓	
Number of respondents	89670	58366	58043	55795	53143		

Answered by all

Q66 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 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, definitely	43%	43%	42%	43%	44%	↑	↑
Yes, to some extent	24%	24%	24%	22%	23%		↓
No	33%	33%	34%	35%	33%	↓	
Number of respondents	63867	52903	53682	50019	47755		

Answered by all

Q67 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 07 and 08
	2005	2006	2007	2008	
Yes	76%	76%	74%	75%	↑
No	24%	24%	26%	25%	↓
Number of respondents	71536	72233	68594	65401	

Answered by all

Q68 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes, I received copies	35%	37%	39%	43%	↑
No, I did not receive copies	65%	63%	61%	57%	↓
Number of respondents	71433	71522	67723	64779	

Answered by all

Q69 Overall, did you feel you were treated with respect and dignity while you were in the hospital?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Yes, always	79%	79%	78%	78%	79%	↑	↑
Yes, sometimes	18%	18%	18%	19%	18%	↓	
No	3%	3%	3%	3%	3%	↓	↓
Number of respondents	92961	79008	79030	74873	71184		

Answered by all

Q70 How would you rate how well the doctors and nurses worked together?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Excellent	38%	36%	39%	39%	
Very good	39%	40%	38%	39%	↑
Good	15%	16%	15%	14%	↓
Fair	6%	6%	6%	5%	↓
Poor	2%	2%	2%	2%	↓
Number of respondents	78465	78108	74365	70765	

Answered by all

Q71 Overall, how would you rate the care you received?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Excellent	38%	40%	41%	42%	43%	↑	↑
Very good	36%	37%	36%	35%	35%		↓
Good	17%	15%	15%	14%	14%	↓	↓
Fair	7%	6%	6%	6%	5%	↓	↓
Poor	2%	2%	2%	2%	2%		
Number of respondents	92902	78319	78539	74732	71044		

Answered by all

Q72 During your hospital stay, were you ever asked to give your views on the quality of your care?

	Survey Year				Significant change between 07 and 08
	2005	2006	2007	2008	
Yes	6%	7%	7%	9%	↑
No	94%	93%	93%	91%	↓
Number of respondents	72918	73453	69542	65584	

Answered by all

Q73 While in hospital, did you see any posters or leaflets explaining how to complain about the care you received?

	Survey Year		Significant change between 07 and 08
	2007	2008	
Yes	37%	38%	↑
No	63%	62%	↓
Number of respondents	56850	54163	

Answered by all

Q74 Did you want to complain about the care you received in hospital ?

	Survey Year		Significant change between 07 and 08
	2007	2008	
Yes	7%	8%	↑
No	93%	92%	↓
Number of respondents	72861	69920	

Answered by all

Proportions of those participating to the survey by sex

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Male	46%	46%	45%	45%	46%		
Female	54%	54%	55%	55%	54%		
Number of respondents	93149	78948	79017	74127	71268		

Answered by all - response data only

Proportions of those participating to the survey by age

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
16-35	12%	11%	10%	9%	9%		↓
36-50	16%	16%	16%	16%	15%		↓
51-65	25%	27%	26%	27%	27%		↑
66-80	33%	34%	34%	34%	34%		↑
>80	14%	13%	14%	14%	14%		
Number of respondents	93070	78593	78366	73576	70950		

Answered by all - response data only

Q77 Overall, how would you rate your health during the past 4 weeks?

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
Excellent	8%	8%	7%	7%	8%	↑	
Very good	18%	19%	19%	19%	20%	↑	↑
Good	26%	28%	28%	28%	28%		↑
Fair	32%	31%	31%	31%	30%	↓	↓
Poor	12%	12%	12%	12%	11%	↓	↓
Very poor	3%	3%	3%	3%	3%	↓	
Number of respondents	93157	78016	78361	73550	69652		

Answered by all

Q78 Do you have any of the following long-standing conditions? Tick all that apply

	Survey Year		Significant change between 07 and 08
	2007	2008	
I have a long-standing condition involving deafness or hearing impairment	13%	12%	↓
I have a long-standing condition involving blindness or partially sighted	5%	4%	↓
I have a long-standing condition involving a physical condition	31%	30%	↓
I have a long-standing condition involving a learning disability	1%	1%	
I have a long-standing condition involving a mental health condition	4%	4%	
I have a long-standing condition involving an illness such as cancer, HIV, diabetes, CHD, or epilepsy	31%	31%	
I do not have a long-standing condition	39%	39%	↑
Total specific responses	69528	65900	

Answered by all

Q79 Does this condition(s) cause you difficulty with any of the following? Tick all that apply

	Survey Year		Significant change between 07 and 08
	2007	2008	
This condition causes me difficulty with everyday activities that people of my age can usually do	61%	54%	↓
This condition causes me difficulty at work, in education, or training	16%	14%	↓
This condition causes me difficulty with access to buildings, streets, or transport vehicles	29%	22%	↓
This condition causes me difficulty with reading or writing	12%	11%	↓
This condition causes me difficulty with people's attitudes to me because of my condition	12%	10%	↓
This condition causes me difficulty with communicating, mixing with others, or socialising	20%	17%	↓
This condition causes me difficulty with other activities	18%	16%	↓
This condition does not cause me difficulty with any of these	26%	34%	↑
Total specific responses	42393	45941	

Answered by those with a long-standing condition

Proportions of those participating to the survey by ethnic group

	Survey Year					Significant change between 07 and 08	Significant change between 02 and 08
	2002	2005	2006	2007	2008		
White	95%	95%	95%	95%	96%	↑	↑
Mixed	1%	1%	1%	1%	1%		
Asian or Asian British	2%	3%	2%	3%	2%	↓	↓
Black or Black British	2%	2%	2%	2%	1%	↓	↓
Chinese or other ethnic group	0%	0%	0%	0%	0%	↓	
Number of respondents	90983	77964	77267	72666	68098		

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** Q14: When you were **first** admitted to a bed on a ward, did you share a sleeping area, for example, a room or bay, with patients of the opposite sex?

		Year of inpatient survey			Significant change between 07 and 08
		2006	2007	2008	
Emergency or urgent	Yes	30%	29%	29%	
	No	70%	71%	71%	
Waiting list or planned admission	Yes	12%	10%	10%	
	No	88%	90%	90%	

Filtered to exclude respondents who said that they stayed in a critical care area at q13

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

		Year of inpatient survey
		2008
Emergency or urgent	Yes	37%
	No	63%
Waiting list or planned admission	Yes	28%
	No	72%

Filtered to exclude respondents who said that they stayed in a critical care area at q13

Q1: Was your most recent hospital stay planned in advance or an emergency? **BY** Q17: **After you moved** to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

		Year of inpatient survey			Significant change between 07 and 08
		2006	2007	2008	
Emergency or urgent	Yes	16%	15%	13%	↓
	No	84%	85%	86%	↑
Waiting list or planned admission	Yes	11%	10%	9%	
	No	89%	90%	91%	

Filtered to exclude respondents who said that they stayed in a critical care area at q13

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

		Year of inpatient survey
		2008
Emergency or urgent	Yes	43%
	No	47%
Waiting list or planned admission	Yes	36%
	No	64%

Filtered to exclude respondents who said that they stayed in a critical care area at q13