

National NHS patient survey programme

Survey of adult inpatients 2011

Full national results with 2010 comparisons

The Care Quality Commission

The Care Quality Commission is the independent regulator of health care and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act. Whether services are provided by the NHS, local authorities or by private or voluntary organisations, we focus on:

- Identifying risks to the quality and safety of people's care
- Acting swiftly to help eliminate poor-quality care.
- Making sure care is centered on people's needs and protects their rights.

Survey of adult inpatients 2011

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 survey results are primarily intended for use by NHS trusts to help them improve their performance. The CQC has included data in its Quality and Risk Profiles to assess compliance with the essential standards set by the government, and has published data for all NHS trusts on our website.

The ninth survey of adult inpatients involved 161¹ acute and specialist NHS trusts. We received responses from more than 70,000 patients, a response rate of 53%. Patients were eligible for the survey if they were aged 16 years or older, had at least one overnight stay, were not admitted to maternity or psychiatric units and were seen by the trust in June, July or August 2011² (sampling month chosen by the trust). Fieldwork took place October 2011 to January 2012.

Similar surveys of adult inpatients were also carried out in 2002, 2004, 2005, 2006, 2007, 2008, 2009 and 2010. They are part of a wider programme of NHS patient surveys, which covers a range of topics including mental health services and outpatient services. To find out more about our programme, please visit our website (see further information section).

This document provides tables showing the national results for the adult inpatient surveys carried out in 2010 and 2011

¹ Although respondents from 162 trusts took part in the survey, these results are based on 161. One trust was excluded from the publication due to a sampling error.

² Some trusts who could not achieve the required sample size sampled back further.

Interpreting the tables

The tables present the national results for each question for 2010 and 2011.³ The survey years are shown across the top of the table, with the responses for each question down the side. The bottom row shows the 'number of respondents' that is the number of people that the results are based on.

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

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

Notes on specific questions

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

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

The results for Q18 ("After you moved, did you mind sharing a sleeping area, for example room or bay with patients of the opposite sex?) are not shown as not enough respondents answered this question.

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 (Q51), then they skip Q52-Q58 as they are not relevant to them.

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

Statistical significance

We carried out statistical tests on the data to determine whether there had been any statistically significant changes in the results for 2011 compared with the last time the survey was carried out in 2010.⁴ A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. The final column of the tables use 'up' and 'down' arrows to indicate whether there has been a 'statistically significant' change.

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

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

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

For example, in the table for question four, it can be seen that there has been a statistically significant increase in the proportion of respondents to say that they were 'definitely' given enough privacy when being examined or treated in the A&E Department - as indicated by an 'up' arrow. There has been a corresponding decrease in the proportion to respond 'to some extent' - as indicated by a 'down' arrow

In some of the tables, the arrows suggest that there has been a significant change but the results look the same. An example of this can be seen for question 21 where the proportions of respondents who say that they were or were not bothered by noise at night from hospital staff is the same in 2010 and 2011, yet there are arrows indicating a significant change. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a small observable difference would be shown. Some of the changes in the survey results are very small, but because of the large number of respondents that took part, they are statistically significant.

⁴ We used a z-test to compare data between 2010 and 2011.

Further information

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

www.cqc.org.uk/Inpatientsurvey2011

The results for the adult inpatient surveys from 2002 to 2010 can be found at:

www.nhssurveys.org/surveys/292

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

www.dh.gov.uk/en/Publicationsandstatistics/PublishedSurvey/NationalsurveyofNHSpatients/Nationalsurveyinpatients/index.htm

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

www.nhssurveys.org/

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

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

More information on Quality and Risk Profiles (QRP) can be found at:

www.cqc.org.uk/organisations-we-regulate/registered-services/quality-and-risk-profiles-qrps

ADMISSION TO HOSPITAL

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Emergency or urgent	57%	58%	↑
Waiting list or planned in advance	41%	39%	↓
Something else	3%	3%	
Number of respondents	64057	67966	

Answered by all

	Survey Year		Significant change between 10 and 11
	2010	2011	
Emergency or urgent	58%	60%	↑
Waiting list or planned in advance	42%	40%	↓
Number of respondents	62289	66035	

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

THE ACCIDENT AND EMERGENCY DEPARTMENT

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	87%	87%	
No	13%	13%	
Number of respondents	37316	41207	

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Not enough	17%	16%	↓
Right amount	73%	74%	↑
Too much	1%	0%	
I was not given any information about my treatment/condition	9%	10%	
Number of respondents	29309	32108	

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

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	74%	76%	↑
Yes, to some extent	24%	22%	↓
No	2%	2%	
Number of respondents	31738	34887	

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

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Less than 1 hour	20%	20%	
At least 1 hour but less than 2 hours	17%	17%	
At least 2 hours but less than 4 hours	26%	25%	
At least 4 hours but less than 8 hours	23%	23%	
8 hours or longer	7%	7%	
I did not have to wait	7%	7%	↑
Number of respondents	31152	34165	

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

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

WAITING LIST OR PLANNED ADMISSION

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	32%	29%	↓
No, but I would have liked a choice	10%	10%	
No, but I did not mind	58%	61%	↑
Number of respondents	28693	29265	

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

Notes:

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

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

Q7 Who referred you to see a specialist?

	Survey Year		Significant change between 10 and 11
	2010	2011	
A doctor from my local general practice	71%	70%	↓
Any other doctor or specialist	25%	26%	↑
A practice nurse or nurse practitioner	2%	2%	↑
Any other health professional (for example, a dentist, optometrist or physiotherapist)	3%	2%	
Number of respondents	29415	29910	

Answered by all whose most recent admission to hospital was waiting list or planned in advance
 Note: respondents who stated that they did not know / could not remember have been excluded

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Up to 1 month	30%	30%	
1 to 2 months	26%	24%	↓
3 to 4 months	23%	22%	↓
5 to 6 months	10%	10%	
More than 6 months	12%	14%	↑
Number of respondents	26995	27371	

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

Notes:

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

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

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 10 and 11
	2010	2011	
I was admitted as soon as I thought was necessary	75%	73%	↓
I should have been admitted a bit sooner	16%	17%	
I should have been admitted a lot sooner	9%	10%	↑
Number of respondents	29191	29807	

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

Q10 Were you given a choice of admission dates?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	28%	27%	↓
No	72%	73%	↑
Number of respondents	28754	29245	

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

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

Q11 Was your admission date changed by the hospital?

	Survey Year		Significant change between 10 and 11
	2010	2011	
No	79%	79%	
Yes, once	17%	17%	
Yes, 2 or 3 times	3%	3%	
Yes, 4 times or more	0%	0%	
Number of respondents	29705	30282	

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

ALL TYPES OF ADMISSION

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	13%	12%	
Yes, to some extent	20%	20%	
No	67%	67%	
Number of respondents	63754	68547	

Answered by all

THE HOSPITAL AND WARD

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	21%	22%	
No	79%	78%	
Number of respondents	60984	65474	

Answered by all

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	14%	10%	↓
No	86%	90%	↑
Number of respondents	63380	68344	

Answered by all

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	31%	26%	↓
No	69%	74%	↑
Number of respondents	8247	5863	

Answered by all who shared a sleeping area when first admitted

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
1	63%	64%	
2	28%	28%	
3 or more	8%	8%	
Number of respondents	63637	68409	

Answered by all

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	10%	7%	↓
No	90%	93%	↑
Number of respondents	22784	24466	

Answered by all who stayed in two or more wards

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	18%	15%	↓
Yes, because it had special bathing equipment that I needed	2%	2%	↑
No	80%	84%	↑
Number of respondents	56362	60714	

Answered by all

Notes:

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

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	40%	39%	↓
No	60%	61%	↑
Number of respondents	64123	69034	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	21%	21%	↓
No	79%	79%	↑
Number of respondents	64097	69022	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Very clean	66%	67%	↑
Fairly clean	31%	30%	↓
Not very clean	3%	3%	↓
Not at all clean	1%	0%	↓
Number of respondents	64794	69699	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Very clean	59%	60%	↑
Fairly clean	35%	34%	↓
Not very clean	5%	5%	↓
Not at all clean	1%	1%	↓
Number of respondents	62871	67333	

Answered by all who used toilets and bathrooms

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	4%	3%	↓
No	96%	97%	↑
Number of respondents	64495	69669	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, and I could lock it if I wanted to	33%	34%	↑
Yes, but I could not lock it	62%	61%	↓
No	4%	5%	↑
Number of respondents	57437	60837	

Answered by all who took belongings into hospital

Note: respondents who stated that they did not know / could not remember and who did not take any belongings to hospital have been excluded

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	96%	95%	↓
No	4%	5%	↑
Number of respondents	61503	64711	

Answered by all

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	97%	96%	↓
Yes, but they were empty	1%	1%	
I did not see any hand-wash gels	2%	2%	↑
Number of respondents	62896	66592	

Answered by all

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

Q28 How would you rate the hospital food?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Very good	21%	20%	
Good	36%	35%	↓
Fair	30%	30%	
Poor	13%	15%	↑
Number of respondents	62601	66867	

Answered by all who had hospital food

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

Q29 Were you offered a choice of food?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	79%	79%	
Yes, sometimes	15%	15%	
No	6%	6%	
Number of respondents	64221	68633	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	64%	62%	↓
Yes, sometimes	18%	19%	↑
No	18%	19%	↑
Number of respondents	19682	19663	

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

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

DOCTORS

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	67%	67%	
Yes, sometimes	27%	27%	
No	6%	6%	
Number of respondents	59118	61823	

Answered by all

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	80%	80%	
Yes, sometimes	17%	17%	
No	3%	3%	↑
Number of respondents	65176	69557	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, often	6%	6%	
Yes, sometimes	21%	20%	↓
No	72%	73%	↑
Number of respondents	64878	69288	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	78%	79%	↑
Yes, sometimes	15%	15%	
No	7%	7%	↓
Number of respondents	40554	41962	

Answered by all

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

NURSES

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	66%	66%	
Yes, sometimes	29%	29%	
No	5%	5%	
Number of respondents	59148	62403	

Answered by all

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	74%	74%	↓
Yes, sometimes	22%	22%	
No	3%	4%	
Number of respondents	65410	69781	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, often	5%	5%	
Yes, sometimes	17%	17%	
No	78%	78%	
Number of respondents	65202	69557	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
There were always or nearly always enough nurses	60%	58%	↓
There were sometimes enough nurses	30%	31%	↑
There were rarely or never enough nurses	10%	11%	↑
Number of respondents	65078	69494	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	79%	80%	↑
Yes, sometimes	17%	16%	↓
No	4%	4%	
Number of respondents	47916	49403	

Answered by all

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

YOUR CARE AND TREATMENT

Q40 Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, often	8%	8%	
Yes, sometimes	27%	26%	↓
No	65%	66%	↑
Number of respondents	65083	69456	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	52%	52%	
Yes, to some extent	37%	37%	
No	11%	11%	
Number of respondents	64834	69235	

Answered by all

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Not enough	22%	21%	↓
The right amount	78%	78%	↑
Too much	1%	1%	
Number of respondents	65074	69428	

Answered by all

Q43 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	43%	42%	↓
Yes, to some extent	40%	41%	↑
No	17%	17%	
Number of respondents	44666	47792	

Answered by all

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

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

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	41%	40%	
Yes, to some extent	38%	37%	
No	22%	22%	↑
Number of respondents	40036	42375	

Answered by all

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

Q45 Do you feel you got enough emotional support from hospital staff during your stay?

	Survey Year
	2011
Yes, definitely	55%
Yes, to some extent	30%
No	15%
Number of respondents	45567

Answered by all

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

Q46 Were you given enough privacy when discussing your condition or treatment?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	71%	72%	↑
Yes, sometimes	21%	21%	
No	8%	8%	↓
Number of respondents	64310	69017	

Answered by all

Q47 Were you given enough privacy when being examined or treated?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	89%	89%	
Yes, sometimes	10%	10%	
No	2%	2%	↓
Number of respondents	65115	69495	

Answered by all

Q48 Were you ever in any pain?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	66%	66%	↓
No	34%	34%	↑
Number of respondents	64455	68567	

Answered by all

Q49 Do you think the hospital staff did everything they could to help control your pain?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	71%	71%	
Yes, to some extent	23%	23%	
No	6%	6%	
Number of respondents	42933	45675	

Answered by all who experienced pain

Q50 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 10 and 11
	2010	2011	
0 minutes/ right away	15%	15%	
1-2 minutes	38%	38%	
3-5 minutes	29%	29%	
More than 5 minutes	16%	17%	
I never got help when I used the call button	1%	2%	↑
Number of respondents	39122	41786	

Answered by all who used the call button

Note: respondents who stated that they did not use the call button have been excluded

OPERATIONS AND PROCEDURES

Q51 During your stay in hospital, did you have an operation or procedure?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	66%	64%	↓
No	34%	36%	↑
Number of respondents	64402	68663	

Answered by all

Q52 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 10 and 11
	2010	2011	
Yes, completely	81%	80%	↓
Yes, to some extent	15%	16%	↑
No	4%	4%	
Number of respondents	42109	43203	

Answered by all who had an operation or procedure

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

Q53 Beforehand, did a member of staff explain what would be done during the operation or procedure?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, completely	74%	74%	
Yes, to some extent	21%	21%	
No	5%	5%	
Number of respondents	41610	43019	

Answered by all who had an operation or procedure

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

Q54 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 10 and 11
	2010	2011	
Yes, completely	77%	76%	
Yes, to some extent	20%	20%	
No	4%	4%	
Number of respondents	37006	38100	

Answered by all who had an operation or procedure

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

Q55 Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, completely	57%	56%	↓
Yes, to some extent	28%	28%	
No	15%	16%	
Number of respondents	42351	43824	

Answered by all who had an operation or procedure

Q56 Before the operation or procedure, were you given an anesthetist or medication to put you to sleep or control your pain?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	87%	86%	↓
No	13%	14%	↑
Number of respondents	42058	43545	

Answered by all who had an operation or procedure

Q57 Before the operation or procedure, did an anesthetist 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 10 and 11
	2010	2011	
Yes, completely	84%	84%	↓
Yes, to some extent	11%	12%	
No	4%	4%	↑
Number of respondents	36623	37749	

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

Q58 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 10 and 11
	2010	2011	
Yes, completely	65%	66%	↑
Yes, to some extent	23%	23%	
No	12%	11%	
Number of respondents	42009	43511	

Answered by all who had an operation or procedure

LEAVING HOSPITAL

Q59 Did you feel you were involved in decisions about your discharge from hospital?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	54%	54%	
Yes, to some extent	30%	30%	
No	16%	16%	
Number of respondents	58077	61812	

Answered by all

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

Q60 On the day you left hospital, was your discharge delayed for any reason?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	40%	41%	
No	60%	59%	
Number of respondents	64214	68878	

Answered by all

Q61 What was the main reason for the delay?

	Survey Year		Significant change between 10 and 11
	2010	2011	
I had to wait for medicines	61%	60%	
I had to wait to see the doctor	16%	15%	
I had to wait for an ambulance	9%	10%	↑
Something else	14%	14%	
Number of respondents	24634	26531	

Answered by all who experienced a delayed discharge

Q62 How long was the delay?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Up to 1 hour	16%	16%	
Longer than 1 hour but no longer than 2 hours	28%	28%	
Longer than 2 hour but no longer than 4 hours	33%	33%	
Longer than 4 hours	23%	23%	
Number of respondents	25820	27958	

Answered by all who experienced a delayed discharge

Q63 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 10 and 11
	2010	2011	
Yes	65%	65%	
No	35%	35%	
Number of respondents	63664	68010	

Answered by all

Q64 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 10 and 11
	2010	2011	
Yes, completely	75%	74%	
Yes, to some extent	17%	17%	
No	9%	9%	
Number of respondents	49051	52510	

Answered by all

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

Q65 Did a member of staff tell you about medication side effects to watch for when you went home?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, completely	37%	38%	
Yes, to some extent	19%	19%	
No	44%	43%	↓
Number of respondents	41999	44620	

Answered by all who took medicines home

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

Q66 Were you told how to take your medication in a way you could understand?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	75%	75%	
Yes, to some extent	15%	15%	
No	10%	10%	
Number of respondents	43314	46042	

Answered by all who took medicines home

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

Q67 Were you given clear written or printed information about your medicines?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, completely	67%	68%	↑
Yes, to some extent	16%	16%	↓
No	17%	17%	↓
Number of respondents	53017	56266	

Answered by all who took medicines home

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

Q68 Did a member of staff tell you about any danger signals you should watch for after you went home?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, completely	41%	42%	
Yes, to some extent	21%	21%	
No	38%	38%	↓
Number of respondents	49522	51962	

Answered by all

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

Q69 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 10 and 11
	2010	2011	
Yes, definitely	44%	46%	↑
Yes, to some extent	23%	23%	
No	32%	31%	↓
Number of respondents	43430	46605	

Answered by all

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

Q70 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 10 and 11
	2010	2011	
Yes	76%	77%	↑
No	24%	24%	↓
Number of respondents	59505	62143	

Answered by all

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

Q71 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, I received copies	53%	59%	↑
No, I did not receive copies	47%	41%	↓
Number of respondents	58746	62223	

Answered by all

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

Q72 Were the letters written in a way that you could understand?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, definitely	74%	74%	
Yes, to some extent	23%	23%	
No	3%	3%	↓
Number of respondents	30442	35874	

Answered by all who received copies of letters

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

OVERALL

Q73 Overall, did you feel you were treated with respect and dignity while you were in the hospital?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes, always	79%	79%	
Yes, sometimes	18%	18%	
No	3%	3%	
Number of respondents	64343	68824	

Answered by all

Q74 How would you rate how well the doctors and nurses worked together?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Excellent	39%	40%	↑
Very good	39%	38%	↓
Good	14%	14%	
Fair	6%	6%	
Poor	2%	2%	
Number of respondents	64024	68385	

Answered by all

Q75 Overall, how would you rate the care you received?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Excellent	43%	43%	
Very good	35%	35%	↓
Good	14%	14%	
Fair	6%	6%	
Poor	2%	3%	
Number of respondents	64270	68601	

Answered by all

Q76 During your hospital stay, were you ever asked to give your views on the quality of your care?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	12%	13%	↑
No	88%	87%	↓
Number of respondents	58877	62134	

Answered by all

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

Q77 While in hospital, did you see any posters or leaflets explaining how to complain about the care you received?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Yes	42%	42%	
No	58%	58%	
Number of respondents	47216	49745	

Answered by all

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

ABOUT YOU

Q78 Who was the main person or people that filled in this questionnaire?

	Survey Year
	2011
The patient (named on the front of the questionnaire)	84%
A friend or relative of the patient	6%
Both patient and friend/relative together	9%
The patient with help of a health professional	0%
Number of respondents	68536

Answered by all

YOUR OWN HEALTH STATE TODAY

Q79 Do you have any of the following long-standing conditions? Tick all that apply

	Survey Year		Significant change between 10 and 11
	2010	2011	
I have a long-standing condition involving deafness or hearing impairment	14%	13%	↓
I have a long-standing condition involving blindness or partially sighted	5%	5%	
I have a long-standing condition involving a physical condition	29%	31%	↑
I have a long-standing condition involving a learning disability	1%	1%	
I have a long-standing condition involving a mental health condition	5%	5%	
I have a long-standing condition involving an illness such as cancer, HIV, diabetes, CHD, or epilepsy	30%	31%	
I do not have a long-standing condition	39%	38%	↓
Total specific responses	59738	65134	

Answered by all

Q80 Does this condition(s) cause you difficulty with any of the following? Tick all that apply

	Survey Year		Significant change between 10 and 11
	2010	2011	
This condition causes me difficulty with everyday activities that people of my age can usually do	54%	61%	↑
This condition causes me difficulty at work, in education, or training	14%	14%	
This condition causes me difficulty with access to buildings, streets, or vehicles	27%	28%	↑
This condition causes me difficulty with reading or writing	12%	13%	↑
This condition causes me difficulty with people's attitudes to me because of my condition	11%	12%	↑
This condition causes me difficulty with communicating, mixing with others, or socialising	19%	20%	↑
This condition causes me difficulty with any other activities	15%	16%	↑
This condition does not cause me difficulty with any of these	32%	26%	↓
Total specific responses	40875	39990	

Answered by those with a long-standing condition

Q81. What is your ethnic group?

	Survey Year
	2011
White	95%
Mixed	1%
Asian or Asian British	3%
Black or Black British	2%
Arab or other ethnic group	0%
Number of respondents	67037

Answered by all - response data only

Q82. Are you male or female?

	Survey Year		Significant change between 10 and 11
	2010	2011	
Male	46%	46%	↑
Female	54%	54%	↓
Number of respondents	64355	68774	

Answered by all - response data only

Q83. What was your year of birth?

	Survey Year		Significant change between 10 and 11
	2010	2011	
16-35	8%	8%	
36-50	14%	13%	↓
51-65	26%	26%	↓
66-80	35%	36%	
>80	16%	17%	↑
Number of respondents	64162	69232	

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

Q84. What is your religion?

	Survey Year
	2011
No religion	15%
Buddhist	0%
Christian	79%
Hindu	1%
Jewish	1%
Muslim	2%
Sikh	0%
Other	1%
I would prefer not to say	1%
Number of respondents	68824

Answered by all

Q85. Which of the following best describes how you think of yourself?

	Survey Year
	2011
Heterosexual/straight	94%
Gay/Lesbian	1%
Bisexual	0%
Other	1%
I would prefer not to say	4%
Number of respondents	65941

Answered by all

CROSSTABLATIONS

'Crosstabulations' means that the results from two questions are analysed together to understand the relationship between them.

Q1: Was your most recent hospital stay planned in advance or an emergency? **BY** Q14: When you were **first** admitted to a bed on a ward, did you share a sleeping area, for example, a room or bay, with patients of the opposite sex?

		Survey Year		Significant change between 10 and 11
		2010	2011	
Emergency or urgent	Yes	14%	9%	↓
	No	86%	91%	↑
Planned or waiting list	Yes	6%	5%	↓
	No	94%	95%	↑

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

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

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

		Survey Year		Significant change between 10 and 11
		2010	2011	
Emergency or urgent	Yes	35%	29%	↓
	No	65%	71%	↑
Planned or waiting list	Yes	24%	23%	
	No	76%	77%	

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

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

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

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

		Survey Year		Significant change between 10 and 11
		2010	2011	
Emergency or urgent	Yes	7%	4%	↓
	No	93%	96%	↑
Planned or waiting list	Yes	5%	5%	
	No	95%	95%	

Answered by those who stayed in more than one ward

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

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

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

		Survey Year		Significant change between 10 and 11
		2010	2011	
One day length of stay	Yes, always	70%	71%	
	Yes, sometimes	17%	17%	
	No	13%	13%	
More than one day length of stay	Yes, always	82%	83%	
	Yes, sometimes	14%	14%	
	No	3%	3%	

Answered by all