

National NHS patient survey programme

National results from the 2014 Inpatient Survey



May 2015

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Summary

From April 2013 to March 2014, 15.3 million people were treated as an inpatient within the NHS.¹ Understanding people's experiences of care and treatment while they are an inpatient provides key information about the quality of services, and this can be used to drive improvement both nationally and locally.

The 2014 survey is the 12th annual survey of adult inpatients. This summary highlights key findings from the survey; it focuses on the overall experiences of inpatients and on responses that indicated highly positive or negative experiences across a set of questions.²

The following are the key facts from the 2014 survey:

Overall experience

- Most respondents (84%) rated their overall experience with a score of seven or above out of 10.

Dignity and respect

- 81% of respondents said that they were 'always' treated with dignity and respect.

Care from staff

- 77% of respondents said that they were 'always' well looked after by hospital staff.

Cleanliness

- 97% of respondents stated that the room or ward they were in was either 'very' (69%) or 'fairly' (28%) clean.
- 94% stated that toilets and bathrooms they used in hospital were either 'very' (62%) or 'fairly' (32%) clean.

Confidence in the staff

- 78% of respondents 'always' had confidence and trust in the nurses treating them (up from 77% in 2013) and 80% 'always' had confidence and trust in the doctors treating them.

1. Figures from:

www.hscic.gov.uk/searchcatalogue?productid=14896&q=title%3a%22Provisional+Monthly+Hospital+Episode+Statistics%22&sort=Relevance&size=10&page=1#top

2. This summary presents differences between 2014 and 2013 only when statistically significant.

Information about operations or procedures

- Of those respondents who had an operation or a procedure, most said that they received information about this. For example, 82% stated that a member of staff ‘completely’ explained the risks and benefits in a way they could understand and 75% stated that staff ‘completely’ explained what would be done.

However, the survey results also indicate some areas where peoples’ experiences of care were less positive, as described below:

Admission to hospital

- Most respondents were admitted to hospital as an emergency or urgent case (61%) and of these, most (85%, up from 84% in 2013) said that when they arrived at hospital they went to the accident and emergency department (A&E). Of these people, 10% said that while they were in A&E they were not given any information about their condition or treatment and a further 16% stated that they did not receive enough information.
- Nearly one in eight respondents (12%), who had a planned admission to hospital, or who were admitted from a waiting list, said they were not offered a choice of hospital for their first appointment but would have liked one.
- Over a third of **all** respondents said that from the time they arrived in hospital they ‘definitely’ (14%, up from 13% in 2013) or ‘to some extent’ (21%) had to wait a long time to get a bed on the ward.

Information and support while an inpatient

- One in 10 (10%) respondents said that they were not involved as much as they wanted to be in decisions about their care and treatment and 20% said that ‘not enough’ information about their condition or treatment was given to them.
- 14% of respondents (down from 15% in 2013) who had an operation or procedure stated that they were not told how they could expect to feel after the operation or procedure. And one in 10 respondents (10%) said that they didn’t receive an explanation from a member of staff about how the operation or procedure had gone in a way they could understand.
- Nearly one in four (24%, up from 23% in 2013) could not find a member of the hospital staff to talk to about their worries and fears, and 13% (down from 14% in 2013) did not get enough emotional support from hospital staff.³

3. Please note: respondents who said that they had no worries or fears, or that they did not need any emotional support have been excluded.

Mixed sex sleeping and bathroom/shower areas

- 10% of respondents stated that when they were first admitted to a ward they shared a sleeping area with patients of the opposite sex, and 13% stated that they used the same bathroom or shower area as patients of the opposite sex while staying in hospital.

Noise

- Over a third of respondents (39%) stated that they were bothered by noise at night from other patients and over one in five (21%, up from 20% in 2013) stated that they were bothered by noise at night from hospital staff.

Nursing levels and availability of staff

- Only 60% of respondents (up from 59% in 2013) felt there were 'always or nearly always' enough nurses on duty to care for them.
- Of the respondents who needed help to eat their meals, 17% said that they did not get enough help from staff and 19% 'sometimes' got enough help.
- Of those who used the call button, 18% said they waited 'more than five minutes' before they got help and 1% never got the help requested.

Leaving hospital

- Over two fifths of respondents (42%, up from 41% in 2013) said that their discharge was delayed, and the majority of these people (61%) were delayed because they had to wait for medicines. Nearly one in four (23%) of those who experienced a delay waited for longer than four hours.
- 32% of respondents (up from 31% in 2013) said that they were not given any written or printed information about what they should or should not do after leaving hospital. Thirty five percent said that they were not told about any danger signals they should watch out for when they went home. Forty one percent of those who had medication to take home said that they were not told about medication side effects to watch out for.
- In terms of how care is integrated, almost a fifth (18%) of respondents said that they did not have a conversation with hospital staff about whether they needed additional equipment in their home or if they needed any adaptations made to their home after leaving the hospital, but they would have liked to discuss this.⁴ Fifteen percent said that staff did not discuss with them whether they needed any further health or social care services after leaving hospital, but they would have liked to discuss this.⁵

4 & 5. Respondents who said that it was not necessary to discuss this have been excluded.

About the Inpatient survey 2014

The 12th survey of adult inpatients involved 154 acute and specialist NHS trusts. Responses were received from over 59,000 people, a response rate of 47%. In 2013, the response rate was 49%. People were eligible for the survey if they were aged 16 years or older, had spent at least one night in hospital and were not admitted to maternity or psychiatric units.

Trusts could choose to sample patients from either June, July or August 2014. They counted back from the last day of their chosen month, including every consecutive discharge, until they had selected 850 patients (or, for a small number of specialist trusts who could not reach the required sample size, until they had reached 1 January 2014). Fieldwork for the survey (the period during which questionnaires were sent out and returned) took place between September 2014 and January 2015. Five acute trusts did not participate in the survey as they were not eligible for inclusion, either because they are children's trusts or because they treat insufficient numbers of inpatients.⁶

Similar surveys of adult inpatients were also carried out in 2002 and then annually from 2004 to 2013. They are part of a wider programme of NHS patient surveys that cover a range of topics including A&E services, children's inpatient and day-case services, maternity services and community mental health services. To find out more about the programme and to see the results from previous surveys, please see the web links in the further information section ([Appendix E](#)).

Interpreting the results

This document provides the results from the 2014 inpatient survey, and compares them with those from 2013 where possible. Results for each question are presented in the order in which they appear in the questionnaire.

Where possible, the same questions are used to enable year-on-year comparisons. However, the questions are reviewed before each survey to determine whether any new questions are needed, to ensure the questionnaire is up to date and in line with current policy and practice. The ongoing work to develop the questionnaire has shown that all the questions are important to patients and/or to other stakeholders who use the survey data in their work, such as NHS England (see [Appendix C](#)). For more information about how the questionnaire was developed, please see the links in [Appendix E](#).

Each table shows the year of the survey at the top and the responses for each question on the left. The number of respondents shown on the bottom row is the number of people on which the results are based.

Where there is no result for 2013, this is because the question was new in 2014. There were two new questions introduced in 2014 (see 'Notes' on specific questions).

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 evaluate performance.

6. These trusts are: Alder Hey Children's NHS Foundation Trust, Sheffield Children's NHS Foundation Trust, Great Ormond Street Hospital for Children NHS Foundation Trust, Birmingham Children's Hospital NHS Foundation Trust and Moorfields Eye Hospital NHS Foundation Trust.

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

Filter questions

Not all of the questions in the survey are meant to be answered by all respondents. Some questions are not applicable to everyone: for example, if a respondent did not have an operation or procedure (Q42), then they were instructed to skip Q43 to Q49, which ask about experiences of operations and procedures.

Methodology

Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average if the average was calculated across all respondents. To avoid this, a 'weight' is applied to the data. By applying this weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts. This has been applied to all questions except for the demographic questions at the end of the report (Q71 to Q78), which show national data without weighting applied, as it is more appropriate to present the real percentages of respondents, rather than average figures.

Statistical significance

Statistical tests were used on the data to determine whether there had been any statistically significant changes in the results for 2014 compared with the last time the survey was conducted in 2013 (a 'z-test' set to 95% significance was used to compare data between the two years). A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. The final column of the tables displays '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 is no statistically significant change.

In some tables, the arrows suggest that there has been a significant change but the results look the same. This is because although the analysis was carried out on data to several decimal places, 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, it would show a small observable difference. Some of the changes in the results are very small, but because of the large number of respondents, they are statistically significant.

Notes on specific questions

Q5: (“When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?”). This question excludes patients who were not referred for a planned admission to hospital by a GP or health professional in England (i.e. their care was not bought or ‘commissioned’ in England but in Northern Ireland, Scotland or Wales). This is because policies on hospital choice differ outside of England.

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

Q33: “Did you have confidence in the decisions made about your condition or treatment?” was a new question in 2014 and it is therefore not possible to compare with 2013.

Q67: “During your time in hospital did you feel well looked after by hospital staff?” was a new question in 2014 and it is therefore not possible to compare with 2013.

Q74 and Q75: The survey included two questions with a response option to “cross all that apply”. Where this is the case, the percentages for each option out of all those who answered that question are shown because some respondents will have selected more than one category. This means that the results may add up to over 100%.

Please note that the data cleaning rules for Q74 and Q75 have been updated for this survey, therefore results are not comparable with previous surveys. For more information please see the data cleaning guidance available at: www.nhssurveys.org/survey/1518.

Survey results

Admission to hospital

The first three sections of the questionnaire separate elective admissions and emergency admissions. This allows us to ask questions specifically about people's experiences when they were admitted to hospital as an emergency or urgent case, compared with the experiences of people whose admission was planned or from a waiting list.

The fourth section looks at how long people had to wait to get a bed on a ward, regardless of how they were admitted to hospital.

Why do we ask these questions?

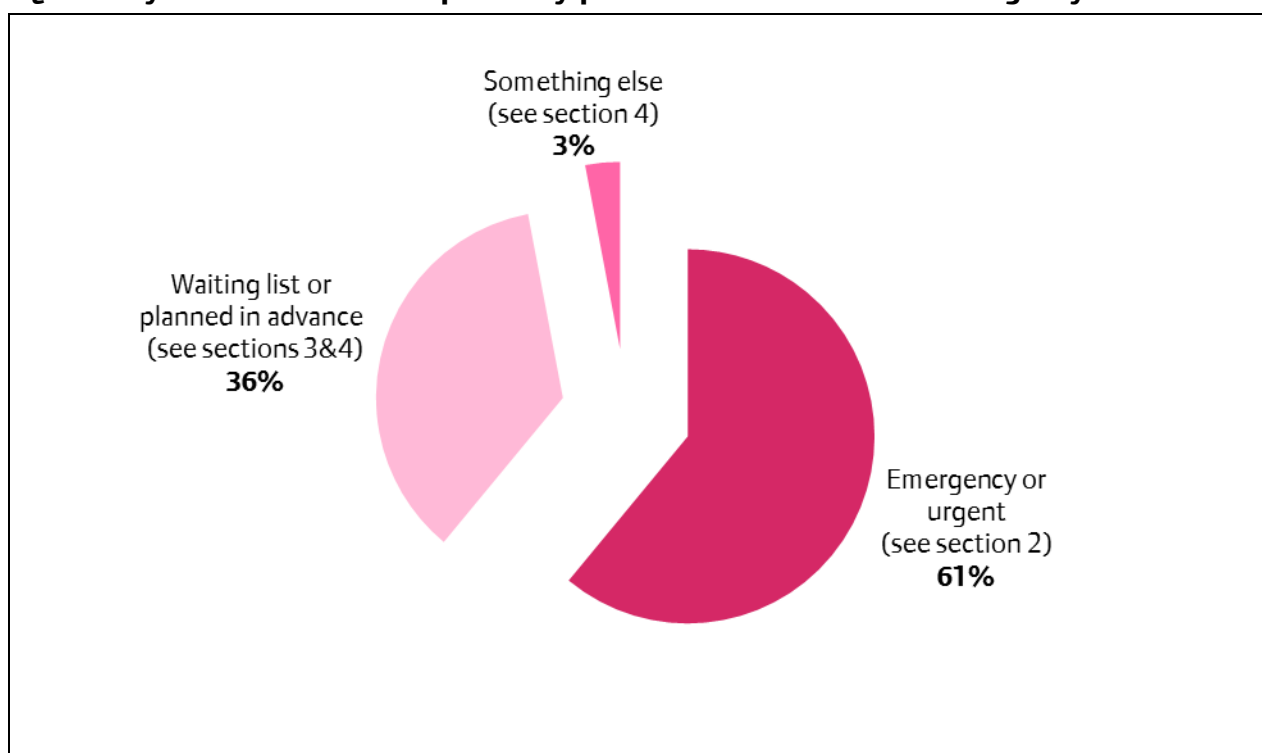
The National Institute for Health and Care Excellence (NICE) has a Quality Standard for patient experience in adult NHS services, which outlines 14 quality statements about patient experience. These are reflected in the survey, as sections 1 to 4 in the questionnaire cover aspects of patient information, privacy and personal preferences. For further details about the NICE quality statements, please see [Appendix A](#)).

Other data

[Appendix A](#) also provides details about data on waiting times, which is collected by NHS England.

Section 1: Admission to hospital

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



Answered by all.

Note: no significant changes between 2014 and 2013.

Number of respondents: 56,484.

Section 2: The accident & emergency department

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	84%	85%	↑
No	16%	15%	↓
Number of respondents	38,411	36,260	

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

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Not enough	16%	16%	
Right amount	75%	74%	↓
Too much	0%	1%	↑
I was not given any information about my treatment/condition	9%	10%	
Number of respondents	28,783	27,150	

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 2013 and 2014
	2013	2014	
Yes, definitely	78%	77%	↓
Yes, to some extent	20%	21%	↑
No	2%	2%	
Number of respondents	31,533	29,762	

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.

Section 3: Waiting list or planned admission

Q5. When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	27%	27%	
No, but I would have liked a choice	11%	12%	
No, but I did not mind	61%	62%	
Number of respondents	25,169	23,506	

Answered by all whose most recent admission to hospital was from a 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 policies on hospital choice differ outside of England.

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

Q6. How do you feel about the length of time you were on the waiting list before your admission to hospital?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
I was admitted as soon as I thought was necessary	76%	75%	↓
I should have been admitted a bit sooner	15%	16%	↑
I should have been admitted a lot sooner	8%	9%	
Number of respondents	25,851	24,278	

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

Q7. Was your admission date changed by the hospital?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
No	81%	80%	↓
Yes, once	16%	16%	
Yes, 2 or 3 times	3%	4%	↑
Yes, 4 times or more	0%	0%	
Number of respondents	26,290	24,778	

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

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, definitely	82%	82%	
Yes, to some extent	15%	15%	
No	3%	3%	
Number of respondents	25,904	24,412	

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

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

Section 4: All types of admission

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, definitely	13%	14%	↑
Yes, to some extent	21%	21%	
No	66%	65%	↓
Number of respondents	61,005	57,817	

Answered by all.

Experience of inpatient services (ward, staff, and care and treatment)

The fifth section in the questionnaire asks people about their experiences of the ward, including mixed-sex accommodation, cleanliness of the environment and about the food.

Sections 6, 7 and 8 examine people's experiences of their care and treatment, and about the doctors and nurses who treated them. These sections look at people's involvement in their care and the information people receive about their care and treatment, as well as key questions on privacy, emotional support and pain management.

Why do we ask these questions?

The National Institute for Health and Care Excellence (NICE) has a Quality Standard for patient experience in adult NHS services, which outlines 14 quality statements about patient experience. These are reflected in this survey, as sections 5 to 8 in the questionnaire cover aspects of effective interactions with staff and physical and psychological needs, which are covered by the statements. For further details, please see [Appendix A](#).

Other data

For details about levels of qualified nursing staff collected by the Health and Social Care Information Centre, please see [Appendix A](#).

For information on breaches on mixed-sex accommodation collected by NHS England, please see [Appendix A](#).

Section 5: The hospital and ward

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	22%	22%	
No	78%	78%	
Number of respondents	58,069	54,897	

Answered by all.

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

Q11. When you were *first* admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	10%	10%	
No	90%	90%	
Number of respondents	60,588	57,423	

Answered by all.

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

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
1	62%	62%	↓
2	30%	30%	
3 or more	8%	8%	
Number of respondents	60,588	57,205	

Answered by all.

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

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.

Q13. After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	7%	7%	
No	93%	93%	
Number of respondents	22,627	21,703	

Answered by all who stayed in two or more wards.

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

Q14. While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	13%	13%	
Yes, because it had special bathing equipment that I needed	1%	1%	
No	86%	86%	
Number of respondents	53,893	51,050	

Answered by all.

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

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

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	39%	39%	
No	61%	61%	
Number of respondents	61,027	57,798	

Answered by all.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	20%	21%	↑
No	80%	79%	↓
Number of respondents	61,197	57,767	

Answered by all.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Very clean	69%	69%	
Fairly clean	28%	28%	
Not very clean	2%	2%	
Not at all clean	1%	0%	
Number of respondents	61,689	58,191	

Answered by all.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Very clean	62%	62%	
Fairly clean	32%	32%	
Not very clean	5%	4%	
Not at all clean	1%	1%	
Number of respondents	59,587	56,061	

Answered by all.

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

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	3%	3%	
No	97%	97%	
Number of respondents	61,634	58,142	

Answered by all.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	96%	95%	↓
Yes, but they were empty	2%	2%	↑
I did not see any hand-wash gels	3%	3%	↑
Number of respondents	59,538	55,934	

Answered by all.

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

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.

Q21. How would you rate the hospital food?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Very good	21%	21%	
Good	36%	36%	
Fair	29%	28%	↓
Poor	14%	14%	
Number of respondents	59,046	55,659	

Answered by all.

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

Q22. Were you offered a choice of food?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, always	79%	79%	
Yes, sometimes	15%	15%	
No	6%	6%	
Number of respondents	60,658	57,203	

Answered by all.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, always	64%	63%	
Yes, sometimes	19%	19%	
No	17%	17%	
Number of respondents	16,556	16,595	

Answered by all.

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

Section 6: Doctors

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, always	69%	68%	↓
Yes, sometimes	26%	26%	↑
No	5%	5%	
Number of respondents	55,205	52,015	

Answered by all.

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

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.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, always	81%	80%	
Yes, sometimes	16%	16%	
No	3%	3%	
Number of respondents	61,479	57,964	

Answered by all.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, often	5%	5%	
Yes, sometimes	19%	19%	
No	76%	75%	
Number of respondents	61,268	57,875	

Answered by all.

Section 7: Nurses

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, always	69%	69%	
Yes, sometimes	27%	27%	
No	4%	4%	
Number of respondents	54,569	51,647	

Answered by all.

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

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, always	77%	78%	↑
Yes, sometimes	20%	19%	↓
No	3%	3%	
Number of respondents	61,668	58,116	

Answered by all.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, often	4%	4%	
Yes, sometimes	15%	15%	
No	81%	81%	
Number of respondents	61,099	58,044	

Answered by all.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
There were always or nearly always enough nurses	59%	60%	↑
There were sometimes enough nurses	30%	30%	
There were rarely or never enough nurses	11%	11%	↓
Number of respondents	61,497	57,996	

Answered by all.

Note: 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

Section 8: Your care and treatment

Q31. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, often	7%	7%	
Yes, sometimes	24%	25%	↑
No	69%	68%	↓
Number of respondents	61,407	57,944	

Answered by all.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, definitely	56%	56%	
Yes, to some extent	34%	34%	
No	10%	10%	↓
Number of respondents	61,167	57,785	

Answered by all.

Note: 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.

Q33. Did you have confidence in the decisions made about your condition or treatment?

	2014
Yes, always	71%
Yes, sometimes	23%
No	6%
Number of respondents	57,930

Answered by all.

Q34. How much information about your condition or treatment was given to you?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Not enough	20%	20%	
The right amount	80%	79%	
Too much	1%	1%	
Number of respondents	61,376	57,937	

Answered by all.

Q35. Did you find someone on the hospital staff to talk to about your worries and fears?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, definitely	40%	39%	↓
Yes, to some extent	36%	37%	
No	23%	24%	↑
Number of respondents	36,521	35,366	

Answered by all.

Note: respondents who stated that they had no worries or fears have been excluded.

Q36. Do you feel you got enough emotional support from hospital staff during your stay?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, always	57%	58%	↑
Yes, sometimes	29%	29%	
No	14%	13%	↓
Number of respondents	39,225	37,614	

Answered by all.

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

Q37. Were you given enough privacy when discussing your condition or treatment?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, always	75%	75%	
Yes, sometimes	18%	19%	
No	6%	6%	↓
Number of respondents	61,046	57,908	

Answered by all.

Note: 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.

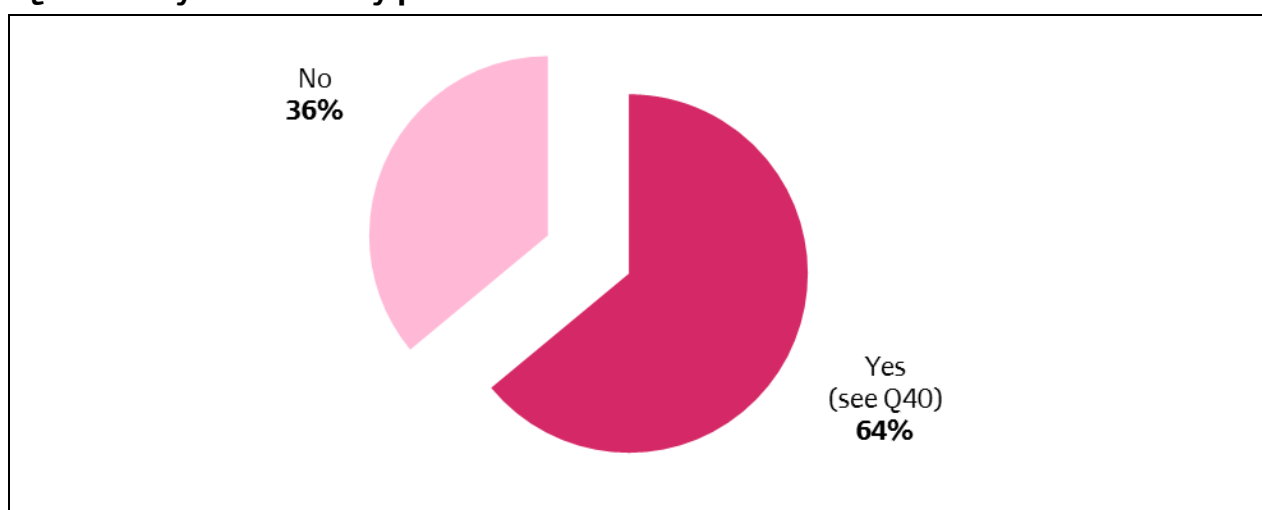
Q38. Were you given enough privacy when being examined or treated?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, always	90%	91%	↑
Yes, sometimes	8%	8%	↓
No	1%	1%	
Number of respondents	61,429	58,179	

Answered by all.

Note: 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.

Q39. Were you ever in any pain?



Answered by all.

Note: no significant changes between 2014 and 2013.

Number of respondents: 57,731.

Q40. Do you think the hospital staff did everything they could to help control your pain?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, definitely	71%	70%	↓
Yes, to some extent	23%	24%	↑
No	6%	6%	
Number of respondents	39,432	36,473	

Answered by all who experienced pain.

Q41. 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 2013 and 2014
	2013	2014	
0 minutes / right away	14%	13%	↓
1-2 minutes	38%	38%	
3-5 minutes	29%	30%	↑
More than 5 minutes	17%	18%	
I never got help when I used the call button	1%	1%	
Number of respondents	36,690	34,812	

Answered by all.

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

Operations and procedures

The ninth section in the questionnaire asks people about their experiences of any operations or procedures they had while an inpatient.

Why do we ask these questions?

The NICE Quality Standard for patient experience in adult NHS services includes ensuring that healthcare professionals help patients to understand relevant treatment options, including the risks and benefits. For further details, please see [Appendix A](#).

Section 9: Operations and procedures

Q42. During your stay in hospital, did you have an operation or procedure?



Answered by all.

Note: no significant changes between 2014 and 2013.

Number of respondents: 57,300.

Q43. 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 2013 and 2014
	2013	2014	
Yes, completely	82%	82%	
Yes, to some extent	15%	15%	
No	4%	4%	
Number of respondents	37,036	35,111	

Answered by all who had an operation or procedure.

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

Q44. Beforehand, did a member of staff explain what would be done during the operation or procedure?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, completely	76%	75%	
Yes, to some extent	20%	20%	
No	5%	5%	
Number of respondents	36,935	34,946	

Answered by all who had an operation or procedure.

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

Q45. 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 2013 and 2014
	2013	2014	
Yes, completely	78%	77%	
Yes, to some extent	19%	19%	
No	4%	4%	
Number of respondents	32,459	30,853	

Answered by all who had an operation or procedure.

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

Q46. Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, completely	57%	58%	
Yes, to some extent	28%	28%	
No	15%	14%	↓
Number of respondents	37,399	35,720	

Answered by all who had an operation or procedure.

Q47. 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 2013 and 2014
	2013	2014	
Yes	85%	85%	
No	15%	15%	
Number of respondents	37,441	35,481	

Answered by all who had an operation or procedure.

Q48. Before the operation or procedure, did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, completely	84%	84%	
Yes, to some extent	11%	11%	
No	4%	4%	
Number of respondents	32,152	30,342	

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

Q49. 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 2013 and 2014
	2013	2014	
Yes, completely	68%	68%	
Yes, to some extent	22%	22%	
No	10%	10%	
Number of respondents	37,430	35,572	

Answered by all who had an operation or procedure.

Leaving hospital

The 10th section in the questionnaire asks people about their experiences of leaving hospital, how involved they were in the process, and about the information they received at discharge. This section also looks at how well different services are integrated by asking about equipment and services that patients may need once they leave hospital.

Why do we ask these questions?

All patients should be involved, as much as they would like to be, in decisions around leaving hospital and should receive the right information and support.

The NICE Quality Standard for patient experience in adult NHS services includes ensuring that patients receive information and are involved in decision making as well as being made aware of who to contact and how about ongoing care needs. For further details, please see [Appendix A](#).

Other data

For details of the information on delays collected by NHS England, please see [Appendix A](#).

Section 10: Leaving hospital

Q50. Did you feel you were involved in decisions about your discharge from hospital?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, definitely	54%	54%	
Yes, to some extent	30%	30%	
No	16%	16%	
Number of respondents	59,088	55,895	

Answered by all.

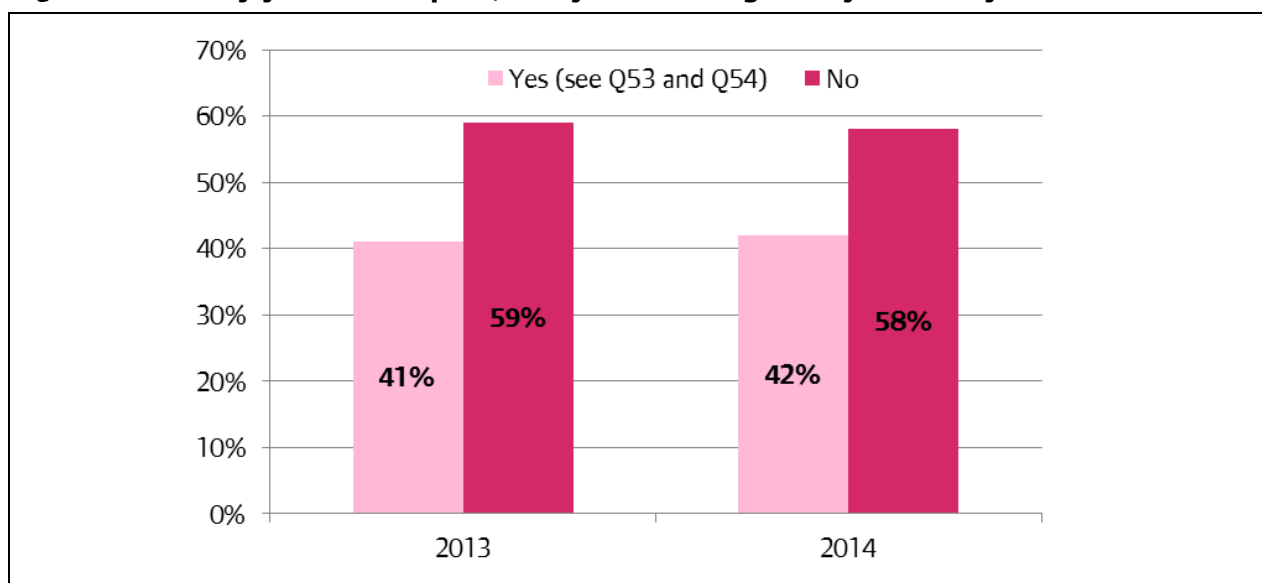
Note: respondents who stated that they did not want to be involved have been excluded.

Q51. Were you given enough notice about when you were going to be discharged?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, definitely	56%	55%	
Yes, to some extent	32%	32%	
No	13%	13%	
Number of respondents	61,178	57,956	

Answered by all.

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



Answered by all.

Note: significant increase between 2014 and 2013 for 'yes'. Significant decrease between 2014 and 2013 for 'no'.

Number of respondents: (2014) 57,565 (2013) 60,744.

Q53. What was the MAIN reason for the delay?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
I had to wait for medicines	62%	61%	
I had to wait to see the doctor	14%	14%	
I had to wait for an ambulance	10%	11%	↑
Something else	14%	14%	
Number of respondents	23,636	23,380	

Answered by all who experienced a delayed discharge.

Q54. How long was the delay?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Up to 1 hour	15%	15%	
Longer than 1 hour but no longer than 2 hours	28%	28%	
Longer than 2 hours but no longer than 4 hours	33%	33%	
Longer than 4 hours	24%	23%	
Number of respondents	24,712	24,344	

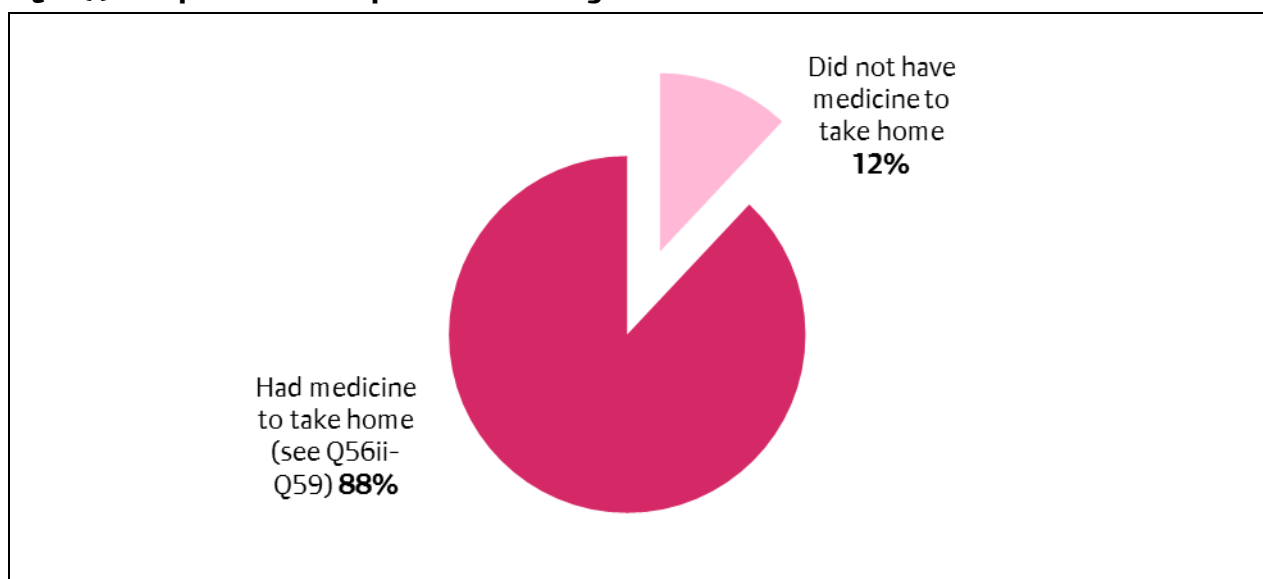
Answered by all who experienced a delayed discharge.

Q55. 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 2013 and 2014
	2013	2014	
Yes	69%	68%	↓
No	31%	32%	↑
Number of respondents	60,334	57,182	

Answered by all.

Q56(i). Proportion of respondents having medicines to take home



Answered by all.

Notes: Note: no significant changes between 2014 and 2013.

Number of respondents: 57,707.

The questionnaire does not specifically ask respondents if they were prescribed medication but the above chart is derived from Q56. Response categories of 'Yes completely,' 'Yes to some extent,' 'No' and 'I did not need an explanation' are considered as those who had medicines to take home and 'I had no medicines' are those who did not have medicines to take home.

Q56(ii). 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 2013 and 2014
	2013	2014	
Yes, completely	75%	75%	
Yes, to some extent	16%	17%	
No	8%	8%	
Number of respondents	45,988	43,702	

Answered by all.

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

Q57. Did a member of staff tell you about medication *side effects* to watch for when you went home?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, completely	39%	39%	
Yes, to some extent	19%	20%	
No	42%	41%	
Number of respondents	39,634	37,755	

Answered by all who took medicines home.

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

Q58. Were you told how to *take* your medication in a way you could understand?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, definitely	76%	75%	
Yes, to some extent	15%	15%	
No	9%	9%	
Number of respondents	40,833	38,366	

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.

Q59. Were you given clear written or printed information about your medicines?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, completely	72%	72%	
Yes, to some extent	16%	16%	↑
No	12%	12%	
Number of respondents	42,322	39,578	

Answered by all who took medicines home.

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

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.

Q60. Did a member of staff tell you about any danger signals you should watch for after you went home?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, completely	43%	43%	
Yes, to some extent	21%	21%	
No	36%	35%	
Number of respondents	45,276	43,447	

Answered by all.

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

Q61. Did hospital staff take your family or home situation into account when planning your discharge?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, completely	61%	62%	
Yes, to some extent	21%	21%	
No	18%	17%	
Number of respondents	41,919	40,265	

Answered by all.

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

Q62. 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 2013 and 2014
	2013	2014	
Yes, definitely	50%	50%	
Yes, to some extent	22%	23%	↑
No	28%	27%	↓
Number of respondents	41,731	40,616	

Answered by all.

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

Q63. 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 2013 and 2014
	2013	2014	
Yes	77%	78%	↑
No	23%	22%	↓
Number of respondents	55,490	52,441	

Answered by all.

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

Q64. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	81%	82%	
No, but I would have liked them to	19%	18%	
Number of respondents	18,184	17,960	

Answered by all.

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

Q65. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	85%	85%	
No, but I would have liked them to	15%	15%	
Number of respondents	32,192	30,836	

Answered by all.

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

Overall experiences of care and treatment

This final section looks overall at people's experiences of care and treatment and whether patients were made aware of the complaints process if they had concerns about the quality of the care they had received.

Why do we ask these questions?

The NHS Constitution states that patients have the right to be treated with respect and dignity, the right to complain and that the NHS should actively encourage feedback.

The NICE Quality Standard for patient experience in adult NHS services includes ensuring that patients are treated with dignity and respect.

Other data

The NHS Constitution sets out the rights to which patients, public and staff are entitled, including rights about complaint and redress. For further details see:

www.gov.uk/government/publications/the-nhs-constitution-for-england.

For details of the NICE Quality standard for patient experience in adult NHS services, please see [Appendix A](#)).

Section 11: Overall

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes, always	81%	81%	↑
Yes, sometimes	16%	16%	↓
No	3%	3%	
Number of respondents	61,043	58,195	

Answered by all.

Note: 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.

Q67. During your time in hospital did you feel well looked after by hospital staff?

	2014
Yes, always	77%
Yes, sometimes	20%
No	3%
Number of respondents	58,076

Answered by all.

Q68. Overall

	Survey year			Significant change between 2012 and 2014	Significant change between 2013 and 2014
	2012	2013	2014		
0 (I had a very poor experience)	1%	1%	1%		
1	1%	1%	1%	↓	
2	1%	1%	1%	↓	↓
3	2%	2%	2%	↓	
4	2%	2%	2%	↓	
5	5%	5%	5%	↓	↓
6	6%	5%	5%	↓	
7	12%	11%	11%	↓	
8	24%	23%	24%		↑
9	20%	21%	22%	↑	↑
10 (I had a very good experience)	25%	27%	27%	↑	
Number of respondents	61,399	59,063	56,307		

Answered by all.

Notes: Question introduced in 2012.

Each year-to-year comparison was made with the threshold for statistical significance set to p=0.05.

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.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	21%	21%	↑
No	79%	79%	↓
Number of respondents	54,066	50,656	

Answered by all.

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

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.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Yes	25%	26%	↑
No	75%	74%	↓
Number of respondents	48,660	45,581	

Answered by all.

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

About the respondents

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
The patient (named on the front of the envelope)	85%	85%	
A friend or relative of the patient	6%	6%	
Both patient and friend/relative together	9%	8%	↓
The patient with the help of a health professional	0%	0%	
Number of respondents	60,344	56,777	

Answered by all.

Q72. Are you male or female?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Male	46%	47%	
Female	54%	53%	
Number of respondents	62,443	59,082	

Answered by all - response data and sample data (if response is missing).⁷

7. Gender is also provided in the information about patients to be included in the survey drawn by trusts known as the 'sample file'. If a respondent has not answered this question, information from the sample file is used instead.

Q73. What was your year of birth?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
16-35 years	7%	6%	↓
36-50 years	12%	11%	↓
51-65 years	24%	23%	↓
66-80 years	38%	39%	↑
>80 years	19%	20%	↑
Number of respondents	62,443	59,083	

Answered by all - response data and sample data (if response missing).

Age group calculated from year of birth. ⁸

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

	2014
I have deafness or severe hearing impairment	15%
I have blindness or are partially sighted	5%
I have a long-standing physical condition	29%
I have a learning disability	2%
I have a mental health condition	6%
I have a long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	33%
I do not have a long-standing condition	37%
Number of respondents	52,690

Answered by all.

Q75. Does this condition(s) cause you difficulty with any of the following?

	2014
My condition causes difficulties with everyday activities that people of my age can do	60%
My condition causes difficulties at work, in education or training	14%
My condition causes difficulties with access to buildings, streets or vehicles	30%

8. Year of birth is also provided in the information about patients to be included in the survey drawn by trusts known as the 'sample file'. If a respondent has not answered this question, information from the sample file is used instead.

My condition causes difficulties with reading or writing	14%
My condition causes difficulties with people's attitudes to me because of my condition	13%
My condition causes difficulties with communicating, mixing with others or socialising	23%
My condition causes difficulties with other activities	18%
My condition causes difficulties with none of these	27%
Number of respondents	31,527

Answered by all those with a long-standing condition.

Q76. What is your ethnic group?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
White	95%	95%	
Mixed	1%	1%	
Asian or Asian British	3%	3%	
Black or Black British	2%	1%	
Arab or other ethnic group	0%	0%	
Number of respondents	58,874	55,583	

Answered by all.

Q77. What is your religion?

	Survey year		Significant change between 2013 and 2014
	2013	2014	
No religion	15%	16%	
Buddhist	0%	0%	
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	78%	78%	
Hindu	1%	1%	
Jewish	1%	0%	↓
Muslim	2%	2%	
Sikh	0%	0%	
Other	1%	1%	
I would prefer not to say	2%	2%	
Number of respondents	58,110	55,093	

Answered by all.

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

	Survey year		Significant change between 2013 and 2014
	2013	2014	
Heterosexual / straight	94%	94%	
Gay / lesbian	1%	1%	
Bisexual	0%	0%	
Other	1%	1%	
I would prefer not to say	4%	4%	
Number of respondents	55,846	52,746	

Answered by all.

Appendix A: Other sources of information related to the key findings

Waiting times

For further information on waiting times within A&E, please see NHS England's statistical release on A&E Attendances and Emergency Admissions. The data includes the number of patients who waited more than four hours from arrival to admission, transfer or discharge: www.england.nhs.uk/statistics/statistical-work-areas/ae-waiting-times-and-activity/.

For further information on elective admission waiting times, please see NHS England's statistical release on hospital activity: www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/quarterly-hospital-activity/.

The data does not measure people's experiences of waiting times and is therefore not directly comparable.

Mixed sex accommodation

For further information on breaches on mixed sex accommodation please see NHS England's statistical release. The data includes all breaches to mixed sex accommodation including by provider on a monthly basis: www.england.nhs.uk/statistics/statistical-work-areas/mixed-sex-accommodation/msa-data/.

The data does not measure people's experiences of accommodation and is not directly comparable.

Numbers of nurses

For further information on numbers of qualified nursing staff (including qualified nursing, midwifery and health visiting staff) please see the Health and Social Care Information Centre's statistical release on NHS Workforce Statistics. The data does not measure people's experiences of nurse numbers and is not directly comparable. The data includes the number of total qualified nursing staff: www.hscic.gov.uk/catalogue/PUB16973.

Delayed transfers of care

For further information on levels of delayed transfers of care, please see NHS England's statistical release. The data does not measure people's experiences of delays and is not directly comparable. The data includes the number of patients with a delayed transfer of care and information on the cause of those delays: www.england.nhs.uk/statistics/statistical-work-areas/delayed-transfers-of-care/.

Why we ask the questions

The inpatient questionnaire is continuously developed to ensure that it covers as many aspects about people's experiences of their care and treatment as is reasonable within a limited survey. While originally developed before the publication of many standards on patient experience, the survey aligns, as far as possible, with good practice in patient experience, taking into account the quality standard developed by NICE outlined below.

Quality standard for patient experience in adult NHS services

For further information on the NICE quality standard, please see the link below.
www.nice.org.uk/guidance/qs15.

The standard aims to provide the NHS with clear commissioning guidance on the components of a good patient experience. The quality standard gives evidence based statements for commissioners that provide the foundation for an 'NHS cultural shift' to a patient-centred service. The 14 quality statements are listed below for ease:

Statement 1: Patients are treated with dignity, kindness, compassion, courtesy, respect, understanding and honesty.

Statement 2: Patients experience effective interactions with staff who have demonstrated competency in relevant communication skills.

Statement 3: Patients are introduced to all healthcare professional involved in their care, and are made aware of the roles and responsibilities of the members of the healthcare team.

Statement 4: Patients have opportunities to discuss their health beliefs, concerns and preferences to inform their individualised care.

Statement 5: Patients are supported by healthcare professionals to understand relevant treatment options, including benefits, risks and potential consequences.

Statement 6: Patients are actively involved in shared decision making and supported by healthcare professionals to make fully informed choices about investigations, treatment and care that reflect which is important to them.

Statement 7: Patients are made aware that they have the right to choose, accept or decline treatment and these decisions are respected and supported.

Statement 8: Patients are made aware that they can ask for a second opinion.

Statement 9: Patients experience care that is tailored to their needs and personal preferences, taking into account their circumstances, their ability to access services and their coexisting conditions.

Statement 10: Patients have their physical and psychological needs regularly assessed and addressed, including nutrition, hydration, pain relief, personal hygiene and anxiety.

Statement 11: Patients experience continuity of care delivered, wherever possible, by the same healthcare professional or team throughout a single episode of care.

Statement 12: Patients experience coordinated care with clear and accurate information exchange between relevant health and social care professionals.

Statement 13: Patients preferences of sharing information with their partner, family members and/or carers are established, respected and reviewed throughout their care.

Statement 14: Patients are made aware of who to contact, how to contact them and when to make contact about their ongoing healthcare needs.

Appendix B: UK comparisons

Scotland and Northern Ireland also conduct surveys of inpatients, details of which can be found below. A similar survey is not currently undertaken in Wales.

The surveys are **not directly comparable** as they reflect people's experiences of different healthcare systems using different methodologies and questions. All systems do ask an 'overall question' asking about people's overall assessment of their care, although this is worded differently and in Northern Ireland, includes a different response scale. The measures are **not directly comparable** to the equivalent question in the inpatient survey questionnaire but can provide useful context.

Scotland

The results of the latest Scottish Inpatient Patient Experience survey were released on 26 August 2014. This survey was sent in January 2014 to a random sample of people aged 16 years or older who had an overnight hospital stay between April and September 2013.

'Overall' question:

Q66. Overall, I had a very good/poor experience of care (on a scale of 0 – 10 where 10 indicates 'I had a very good experience' and 0 indicates I had a very poor experience'.

Response: 72% of inpatients rating their experience between 8 and 10 on a scale of 0 to 10.

More information on the Scottish Inpatient Patient Experience survey is available at: www.careexperience.scot.nhs.uk/index.html.

Northern Ireland

The results of the first Inpatient Patient Experience Survey were released on 3 November 2014. This was a postal survey, where a questionnaire was posted to all eligible inpatients aged 16 years or older that had been discharged from a HSC hospital in Northern Ireland during a six-week period in March/April 2014.

'Overall' question:

Q53. Overall, how satisfied were you with the following aspects of your hospital experience? (d) Overall experience in hospital.

Response: 88% of inpatients responded that they were at least satisfied on a scale of 'Very satisfied', 'Satisfied', 'Neither', and 'Dissatisfied/very dissatisfied'.

More information on the Northern Ireland Inpatient Patient Experience survey is available at: www.dhsspsni.gov.uk/index/statistics/safetyquality/patient-experience.

Appendix C: Main uses of the survey data

NHS trusts, commissioners and patients

Trusts, and those who commission services, should use their results to identify and make the improvements they need to improve the experience of every patient.

The survey results are published on CQC's website to provide information to the public about people's experiences of care and to help inform choice.

Care Quality Commission

CQC uses the survey to support its regulatory functions and ensure that all patients receive safe, effective and compassionate care. We will use the survey results to support Intelligent Monitoring to help us to decide when, where, and what to inspect. The results will also form a key source of evidence to support the judgements and ratings that we publish for acute trusts.

More information about how CQC monitors hospitals is available on the CQC website at: www.cqc.org.uk/public/hospital-intelligent-monitoring

NHS England

NHS England use a set of questions from the NHS National Patient Survey Programme (specifically the Inpatient, Outpatient, Community Mental Health and A&E surveys) to produce a separate index measure called [the Overall Patient Experience Score](#). The score forms part of a regular statistical series that is updated alongside the publication of each respective national survey.

The scores are calculated in the same way each year, so that the experience of NHS users can be compared over time. As part of the supporting documentation, NHS England also produce and publish a [diagnostic tool](#) to help NHS managers and the general public understand what feeds in to the overall scores and to see how scores vary across individual NHS provider organisations.

Department of Health

The National Patient Experience Survey Programme produces a number of key [indicators](#) that support the [NHS Outcomes Framework](#), specifically domain four: ensuring that people have a positive experience of care.

The Framework sets out the outcomes and corresponding indicators that the Department of Health uses to hold NHS England to account for improvements in health outcomes, as part of the government's Mandate to NHS England.

The NHS Trust Development Authority

The [NHS Trust Development Authority](#) will use the results to inform quality and governance activities as part of its Oversight Model for NHS Trusts.

Appendix D: Data limitations and revisions

Data limitations

When reading this report, please be aware of the limitations to the data.

As with any survey, statistics based on results from the inpatient survey are subject to different sources of error and this needs to be considered in the responses to the survey and/or the design of the survey. Although there are a number of potential sources of error, these are carefully controlled through rigorous development work in both the design of the questionnaire and sampling strategy, and extensive quality assurance at every stage.

These statistics relate to people who used NHS inpatient services at a particular point in time and the results are an indication of the average or typical quality of experience for that population.

Each participating organisation selected patients who were discharged from hospital on or before the last day of June, July or August 2014. The vast majority of respondents were treated during this period, although in some smaller trusts the sample period also covered earlier months.

The sample for the inpatient survey is of consecutive discharges from the chosen sampling month and counting backwards to achieve a sample size of 850. NHS records are large enough to minimise any *sampling error* (for example, errors arising, by chance, by selecting a set of patients who happened to have a more positive experience). The number of received responses is also large, usually around 60,000 for the Inpatient Survey, and sufficient to ensure that sampling error is very small. This sampling approach approximates a 'simple random sample' and can be considered representative of the population of all inpatients, providing the sample period is not atypical. This is unlikely given the size of samples selected. The risk of sample bias is therefore small.

The chances of *sampling mistakes* being made by NHS trusts (for example, mistakes arising due to incorrect sampling, such as by accidentally excluding certain patients) are minimised by multi-stage sample checks. Trusts receive a checklist to review their drawn sample. Those trusts that appoint an 'approved contractor'⁹ to undertake the survey on their behalf will have their sample reviewed by this company. Finally, all samples are checked by the Survey Co-ordination Centre at the [Picker Institute Europe](#), who will look for extraordinary errors that are more noticeable when pooling data together (for example, unusual or skewed age distributions). A report of these errors is produced each year and is published on the [NHS surveys website](#)¹⁰ (available here for the 2014 survey: www.nhssurveys.org/survey/1548).

9. These are companies that have been approved by the Care Quality Commission during a competitive tendering process to carry out surveys in the National Patient Survey Programme on behalf of NHS trusts. For more information please see: www.nhssurveys.org/approvedcontractors.

10. This website hosts all survey materials (questionnaires, covering letters, guidance manuals etc.) for all current and past surveys as well as results from previous surveys and development reports.

Trusts and approved contractors are encouraged to review this report to minimise recurrence of previously detected errors. The report shows that the incidence of both major and minor errors has decreased since centralised sample checking was introduced in 2006.

In 2014, a 'sampling checklist and declaration form' was introduced, which trusts are required to sign and submit with their sample. As well as helping to ensure that trusts have followed the sampling methodology as specified in the survey guidance, this form also helps to ensure that trusts maintain confidentiality by taking the required steps as specified in the guidance, such as only sharing the required variables.

Response rates for the survey have dropped since it was first launched. This is consistent with industry-wide trends in social and market research. As the response rates for surveys decline, the risk of *non-response bias* increases. Non-response bias is the risk that people who choose to respond to surveys have different characteristics and views than those who do not. This type of bias might arise, for example, if patients with more negative views of the service were more likely to respond. There is some evidence that patients from some demographic groups are less likely to respond, particularly those in Black and minority ethnic groups and younger people. This is partly addressed through statistical standardisation. However, it is difficult to directly assess non-response bias because of the lack of opportunity to measure the views of non-respondents. This is managed by using best practice methodologies to maximise response rates from all groups.

In terms of the design and implementation of the survey, a number of steps are taken to ensure its robustness. As with all surveys in the NHS patient survey programme, as well as consulting with relevant policy stakeholders (for example, NHS England, NHS trusts) patient involvement is fundamental to the design and development of a new questionnaire, or new questions. This helps to ensure that the content of the questionnaire reflects not only the requirements of stakeholders but also what is important and meaningful to patients. Questionnaires are cognitively tested with patients to ensure that questions are understood as intended. Pilot studies are also undertaken if needed (such as during the development of a new survey) to test either the full methodology or the sampling approach. There is an on-going programme of pilot work to test different approaches with the aim of increasing response rates and improving participation, particularly from groups known to be less likely to respond.

All surveys follow a strict methodology as specified in the survey guidance manual, which all trusts (or the contractors they appoint to run the survey on their behalf) must follow. Any deviation from the survey guidance, depending on severity, may result in data being excluded from published results.

In previous years, data from trusts has been rejected where standards have not been met, which has resulted in trust(s) being excluded and/or data for particular questions(s) being suppressed. **Please note that there were no data quality issues for the 2014 survey.**

The focus of this document is on national level (England) results. A different technique is used to analyse the trust data and standardised scores are provided at NHS trust level. A technical document is published setting out the methodology used for the trust scores (please see further information section, [Appendix E](#)).

Revisions

CQC publishes a [Revisions and Corrections Policy](#) relating to these statistics. The National Patient Experience Survey data is not subject to any scheduled revision as they capture the views of patients about their experiences of care at a specific point in time. All new survey results are therefore published on CQC's website and NHS Surveys, as appropriate, and previously published results for the same survey are not revised.

This policy sets out how CQC will respond if an error is identified within this and it becomes necessary to correct published data and/or reports.

Appendix E: Further information and feedback

Further information

The full national results are on CQC's 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/inpatientsurvey

The trust results for the adult inpatient surveys from 2002 and 2004-2013 are available at:

www.nhssurveys.org/surveys/425

Full details of the methodology of the survey, including questionnaires, letters sent to patients, instructions on how to carry out the survey and the survey development report, are available at:

www.nhssurveys.org/surveys/767

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

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

Further questions

This summary has been drafted by CQC's Survey Team and reflects the findings of the Adult Inpatient Survey 2014. The guidance above should help to answer any questions you have about the programme and you are advised to review that information carefully. However, if you wish to contact the Team directly, please contact Paul Williamson, User Voice Development Manager, Patient.Survey@cqc.org.uk.

Feedback

If you have any views, comments or suggestions on how we could improve this publication, please do contact Paul Williamson, User Voice Development Manager, Patient.Survey@cqc.org.uk.

CQC will review the information you provide and use it, as appropriate, to improve the statistics that we publish across the National Patient Survey Programme.

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