



National Adult Inpatient Survey 2015

Pilot Study Report

THE CO-ORDINATION CENTRE FOR THE
NHS PATIENT SURVEY PROGRAMME

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Acknowledgements

The running of this pilot study was made possible by the four trusts who volunteered to participate. The CQC and the Co-ordination Centre wish to extend our thanks to Sheffield Teaching Hospitals NHS Foundation Trust, University College London Hospitals NHS Foundation Trust, Gloucestershire Hospitals NHS Foundation Trust and Nottingham University Hospitals NHS Trust.

Introduction

A pilot study was conducted during the NHS Adult Inpatient Survey 2015, in order to explore whether pre-approach letters and/or a redesigned questionnaire have an effect on the response rate for this survey.

This document provides a summary of the study's background and objectives, the methods used and the results. Finally, recommendations are made.

Background to the pilot study

A systematic review analysing the effects of methods to increase response rates to postal and electronic questionnaires (Edwards et al., 2002) showed pre-approach (or pre-contact, as it is termed in that study) to be one of the most beneficial interventions for improving response rates not currently used in the national survey programme. A pre-approach letter is (in the context of a patient survey) a letter sent to a patient to notify them that they will be receiving a questionnaire and containing details about when the patient can expect the questionnaire, what the content of the questionnaire is and giving details on how the patient can opt-out of the survey if they wish.

The current inpatient questionnaire design is identical to what was used in 2002 when the first national inpatient survey was carried out. A re-designed questionnaire was created for use in the pilot study to test if updating the questionnaire to a more modern style would encourage patients to respond. The re-designed questionnaire contained exactly the same questions, in the same order, as the questionnaire that was used in the 2015 national inpatients survey, but the layout and colour scheme were updated in an attempt to make the questionnaire more visually appealing and engaging.

In the aforementioned analysis (Edwards et al., 2002), use of a pre-contact letter was associated with final response rates with an odds ratio of 1.45 [1.29-1.63]. An equivalent effect size in the national survey, which currently has an average of a 47% response rate from n=1250 per trust, would equate to a 9% increase in response rates¹. Hence, the pilot study was set up to test the effects of:

¹ Note that the meta-analysis reviewed 47 studies, of which 28 showed a significant increase in response rates when using pre-contact. As the studies involved had very different basic response rates in control conditions, we would urge caution around the likely effect size – however, a 5% point increase in national survey response rates would still be a very important improvement.

- a) A pre-approach letter sent to participants ahead of the standard mail out (see appendix 1).
- b) A redesigned questionnaire (see appendix 2).
- c) The combination of both.

The research questions for this study were:

- Are pre-approach letters and/or redesigned questionnaires associated with improved overall response rates in the NHS inpatient survey?
- Do pre-approach letters and/or redesigned questionnaires increase representativeness of the NHS inpatient survey, and specifically do they improve response from groups that currently have comparatively low response rates?

Method

The research questions were tested using a case control design, where cases were the sample members that had received any of the three interventions (pre-approach letter only, redesigned questionnaire only, or both the pre-approach letter and redesigned questionnaire), and controls were the sample members who received the standard mail out.

The standard mailing approach for the national survey is to send out a first mailing (containing a questionnaire and accompanying survey documents), a first reminder (reminder letter only) and a second reminder (containing a reminder letter and questionnaire). In the pilot study, patients in a condition that was testing pre-approach letters received these letters two weeks prior to being sent the first mailing.

Four trusts that were already participating in the national NHS Inpatients Survey were recruited to participate in the pilot study:

1. Sheffield Teaching Hospitals NHS Foundation Trust
2. University College London Hospitals NHS Foundation Trust
3. Gloucestershire Hospitals NHS Foundation Trust
4. Nottingham University Hospitals NHS Trust

Each of these trusts recruited 1250 patients as part of the standard sample for the core survey. In addition they sampled a further 625 patients to be included in the pilot study. The length of time for the pilot's fieldwork was the same as for the national survey.

The allocation of the interventions was done as follows:

Trust	Intervention
Sheffield Teaching Hospitals NHS Foundation Trust	Pre-approach letter only
University College London Hospitals NHS Foundation Trust	Redesigned questionnaire only
Gloucestershire Hospitals NHS Foundation Trust	No intervention
Nottingham University Hospitals NHS Trust	Pre-approach letter and redesigned questionnaire

The control group for each trust comprised the data from the main 2015 inpatient survey.

Analyses conducted

Response and opt-out rates were compared between the pilot and main survey separately for each trust, and a chi-square test of independence applied. To control for differences in underlying response rate for particular patient groups, a generalized linear model (GZLM) was fitted to the response data for each trust, using a logit link function. Age group, gender and route of admission to hospital (from sample information) and survey wave (pilot/main) were entered as main effects.

An analysis of sub-group response rates (sub-groups of age, gender, ethnicity, and route of admission) was also run to investigate if there were any significant effects of the interventions on any of these sub-groups. Ethnicity was divided into two sub-groups: 'White British' and 'Other'. This was done to ensure an analysis could be run – with the small numbers of respondents in the pilot study if ethnicity was not grouped in this way it would mean the vast majority of sub-groups would have to have their numbers suppressed as they would have less than 30 respondents. Unfortunately this means we cannot draw any conclusions about whether either intervention had a significant effect on a specific ethnic group (other than White British).

Differences in time to respond were evaluated separately for each trust using Kaplan-Meier survival analysis. This analysis was completed to investigate if pre-approach letters encouraged respondents to complete the questionnaire when they received the first mailing, thus reducing the need for reminder mailings.

Results

Analysis of response rates

The response rates for the four trusts are shown in Table 1. The results exhibited a small increase in response rate for three trusts (including one without intervention), and a small decrease for the trust implementing both interventions.

Table 1: Response rates for pilot and main survey

		Survey Wave			
		Main survey		Pilot	
		Count	Column %	Count	Column %
Sheffield Teaching Hospitals NHS Foundation Trust (Pre-approach only)	Did not respond including opted out or ineligible	653	55.0%	309	52.8%
	Responded	534	45.0%	276	47.2%
University College London Hospitals NHS Foundation Trust (Redesigned questionnaire only)	Did not respond including opted out or ineligible	698	58.2%	343	56.7%
	Responded	502	41.8%	262	43.3%
Gloucestershire Hospitals NHS Foundation Trust (Control)	Did not respond including opted out or ineligible	610	50.5%	291	48.9%
	Responded	597	49.5%	304	51.1%
Nottingham University Hospitals NHS Trust (Pre-approach and redesigned questionnaire)	Did not respond including opted out or ineligible	611	51.6%	323	54.1%
	Responded	573	48.4%	274	45.9%

Applying the chi-square test to each trust's results, none of the differences were statistically significant at the 95% level.

The results of the GZLM are reported in Table 2 in terms of the significance tests for each factor. Adjusting for patient demographics, the effect of survey wave (national survey or pilot study) on response propensity was not statistically significant for any of the trusts at the 95% level.

Table 2: Tests of GZLM model effects

Sheffield Teaching Hospitals NHS Foundation Trust (Pre-approach only)		Type III		
	Likelihood Ratio	Chi-Square	df	Sig.
(Intercept)	25.727		1	.000
Survey	.500		1	.480
Gender from sample information	.342		1	.559
Age group from sample information only	129.363		3	.000
Route recoded to planned or emergency	49.069		1	.000
University College London Hospitals NHS Foundation Trust (Redesigned questionnaire only)		Type III		
	Likelihood Ratio	Chi-Square	df	Sig.
(Intercept)	83.835		1	.000
Survey	.972		1	.324
Gender from sample information	3.372		1	.066
Age group from sample information only	119.330 ^b		3	.000
Route recoded to planned or emergency	29.860		1	.000
Gloucestershire Hospitals NHS Foundation Trust (Control)		Type III		
	Likelihood Ratio	Chi-Square	df	Sig.
(Intercept)	7.417		1	.006
Survey	.655		1	.418
Gender from sample information	.243		1	.622
Age group from sample information only	145.391		3	.000
Route recoded to planned or emergency	20.580		1	.000
Nottingham University Hospitals NHS Trust (Pre-approach and redesigned questionnaire)		Type III		
	Likelihood Ratio	Chi-Square	df	Sig.
(Intercept)	9.922		1	.002
Survey	1.445		1	.229
Gender from sample information	8.571		1	.003
Age group from sample information only	143.797		3	.000
Route recoded to planned or emergency	74.941		1	.000

Dependent Variable: Response to survey

There were some small differences in opt-out rates between the two survey waves. This is illustrated in table 3. Opt-out rates were lower in the pilot study group for all trusts except for Nottingham, who received both interventions. However a chi-square test was applied to the data and none of these differences were found to be statistically significant at the 95% level.

Table 3: Opt-out rates

		Main survey		Pilot	
		Count	Column Valid N %	Count	Column Valid N %
Sheffield Teaching Hospitals NHS Foundation Trust <i>(Pre-approach only)</i>	Other outcome	1222	97.8%	617	98.7%
	Too ill, opted out, returned blank	28	2.2%	8	1.3%
University College London Hospitals NHS Foundation Trust <i>(Redesigned questionnaire only)</i>	Other outcome	1224	97.9%	615	98.4%
	Too ill, opted out, returned blank	26	2.1%	10	1.6%
Gloucestershire Hospitals NHS Foundation Trust <i>(Control)</i>	Other outcome	1204	96.3%	610	97.6%
	Too ill, opted out, returned blank	46	3.7%	15	2.4%
Nottingham University Hospitals NHS Trust <i>(Pre-approach and redesigned questionnaire)</i>	Other outcome	1217	97.4%	600	96.0%
	Too ill, opted out, returned blank	33	2.6%	25	4.0%

The sub-group analysis only identified one significant effect. 36-50 year olds in the condition that received both pre-approach letters and the re-designed questionnaire (Nottingham University Hospitals NHS Trust) were significantly less likely to respond than their counterparts in the national survey. As a large number of comparisons were made this is most likely a false positive.

Table 4: Sub-group analysis: Age

						Survey			
						Main survey		Pilot	
						Count	Column Valid N %	Count	Column Valid N %
Department of Health NHS Trustcode	Sheffield Teaching Hospitals NHS Foundation Trust	Age group from sample information only	16-35	Adjusted response rate	Did not respond including opted out or ineligible	137 _a	81.5%	72 _a	87.8%
					Responded	31 _a	18.5%	10 _a	12.2%
			36-50	Adjusted response rate	Did not respond including opted out or ineligible	129 _a	62.9%	60 _a	65.2%
					Responded	76 _a	37.1%	32 _a	34.8%
	51-65	Adjusted response rate	Did not respond including opted out or ineligible	145 _a	49.5%	58 _a	42.3%		
			Responded	148 _a	50.5%	79 _a	57.7%		
	>65	Adjusted response rate	Did not respond including opted out or ineligible	242 _a	46.4%	119 _a	43.4%		
			Responded	279 _a	53.6%	155 _a	56.6%		
	University College London Hospitals NHS Foundation Trust	Age group from sample information only	16-35	Adjusted response rate	Did not respond including opted out or ineligible	185 _a	80.4%	86 _a	74.8%
					Responded	45 _a	19.6%	29 _a	25.2%
			36-50	Adjusted response rate	Did not respond including opted out or ineligible	164 _a	62.8%	88 _a	64.7%
					Responded	97 _a	37.2%	48 _a	35.3%
51-65			Adjusted response rate	Did not respond including opted out or ineligible	162 _a	53.3%	87 _a	49.4%	
				Responded	142 _a	46.7%	89 _a	50.6%	
>65	Adjusted response rate	Did not respond including opted out or ineligible	187 _a	46.2%	82 _a	46.1%			
		Responded	218 _a	53.8%	96 _a	53.9%			
Gloucestershire Hospitals NHS Foundation Trust	Age group from sample information only	16-35	Adjusted response rate	Did not respond including opted out or ineligible	138 _a	83.6%	68 _a	73.9%	
				Responded	27 _a	16.4%	24 _a	26.1%	
		36-50	Adjusted response rate	Did not respond including opted out or ineligible	105 _a	66.0%	44 _a	60.3%	
				Responded	54 _a	34.0%	29 _a	39.7%	
		51-65	Adjusted response rate	Did not respond including opted out or ineligible	118 _a	45.9%	57 _a	43.2%	
				Responded	139 _a	54.1%	75 _a	56.8%	

			>65	Adjusted response rate	Did not respond including opted out or ineligible	249 _a	39.8%	122 _a	40.9%
					Responded	377 _a	60.2%	176 _a	59.1%
Nottingham University Hospitals NHS Trust	Age group from sample information only	16-35		Adjusted response rate	Did not respond including opted out or ineligible	167 _a	80.7%	63 _a	80.8%
					Responded	40 _a	19.3%	15 _a	19.2%
		36-50		Adjusted response rate	Did not respond including opted out or ineligible	82 _a	58.2%	70 _b	72.9%
					Responded	59 _a	41.8%	26 _b	27.1%
		51-65		Adjusted response rate	Did not respond including opted out or ineligible	115 _a	45.8%	63 _a	48.5%
					Responded	136 _a	54.2%	67 _a	51.5%
		>65		Adjusted response rate	Did not respond including opted out or ineligible	247 _a	42.2%	127 _a	43.3%
					Responded	338 _a	57.8%	166 _a	56.7%

Note: Values in the same row and subtable not sharing the same subscript are significantly different at $p < .05$ in the two-sided test of equality for column proportions. Cells with no subscript are not included in the test. Tests assume equal variances.

Table 5: Sub-group analysis: Gender

						Survey			
						Main survey		Pilot	
						Count	Column Valid N %	Count	Column Valid N %
Department of Health NHS Trustcode	Sheffield Teaching Hospitals NHS Foundation Trust	Gender from sample information	Male	Adjusted response rate	Did not respond including opted out or ineligible	317 _a	55.4%	152 _a	52.8%
					Responded	255 _a	44.6%	136 _a	47.2%
		Female	Adjusted response rate	Did not respond including opted out or ineligible	336 _a	54.6%	157 _a	52.9%	
				Responded	279 _a	45.4%	140 _a	47.1%	
	University College London Hospitals NHS Foundation Trust	Gender from sample information	Male	Adjusted response rate	Did not respond including opted out or ineligible	363 _a	58.9%	163 _a	58.0%
					Responded	253 _a	41.1%	118 _a	42.0%
		Female	Adjusted response rate	Did not respond including opted out or ineligible	335 _a	57.4%	180 _a	55.6%	
				Responded	249 _a	42.6%	144 _a	44.4%	
	Gloucestershire Hospitals NHS Foundation Trust	Gender from sample information	Male	Adjusted response rate	Did not respond including opted out or ineligible	301 _a	49.3%	129 _a	49.0%
					Responded	310 _a	50.7%	134 _a	51.0%
		Female	Adjusted response rate	Did not respond including opted out or ineligible	309 _a	51.8%	162 _a	48.8%	
				Responded	287 _a	48.2%	170 _a	51.2%	
Nottingham University Hospitals NHS Trust	Gender from sample information	Male	Adjusted response rate	Did not respond including opted out or ineligible	311 _a	55.3%	162 _a	54.0%	
				Responded	251 _a	44.7%	138 _a	46.0%	
	Female	Adjusted response rate	Did not respond including opted out or ineligible	300 _a	48.2%	161 _a	54.2%		
			Responded	322 _a	51.8%	136 _a	45.8%		

Note: Values in the same row and subtable not sharing the same subscript are significantly different at $p < .05$ in the two-sided test of equality for column proportions. Cells with no subscript are not included in the test. Tests assume equal variances.

Table 6: Sub-group analysis: Ethnicity

						Survey			
						Main survey		Pilot	
						Count	Column Valid N %	Count	Column Valid N %
Department of Health NHS Trustcode	Sheffield Teaching Hospitals NHS Foundation Trust	White British	Other	Adjusted response rate	Did not respond including opted out or ineligible	81 _a	76.4%	39 _a	73.6%
					Responded	25 _a	23.6%	14 _a	26.4%
		White British	Other	Adjusted response rate	Did not respond including opted out or ineligible	525 _a	52.6%	255 _a	51.2%
					Responded	474 _a	47.4%	243 _a	48.8%
	University College London Hospitals NHS Foundation Trust	White British	Other	Adjusted response rate	Did not respond including opted out or ineligible	231 _a	65.8%	117 _a	61.3%
					Responded	120 _a	34.2%	74 _a	38.7%
		White British	Other	Adjusted response rate	Did not respond including opted out or ineligible	324 _a	56.4%	150 _a	52.4%
					Responded	250 _a	43.6%	136 _a	47.6%
	Gloucestershire Hospitals NHS Foundation Trust	White British	Other	Adjusted response rate	Did not respond including opted out or ineligible	26 _a	53.1%	12 _a	60.0%
					Responded	23 _a	46.9%	8 _a	40.0%
		White British	Other	Adjusted response rate	Did not respond including opted out or ineligible	517 _a	49.9%	248 _a	47.8%
					Responded	520 _a	50.1%	271 _a	52.2%
	Nottingham University Hospitals NHS Trust	White British	Other	Adjusted response rate	Did not respond including opted out or ineligible	83 _a	70.9%	43 _a	75.4%
					Responded	34 _a	29.1%	14 _a	24.6%
		White British	Other	Adjusted response rate	Did not respond including opted out or ineligible	447 _a	50.5%	234 _a	52.7%
					Responded	439 _a	49.5%	210 _a	47.3%

Note: Values in the same row and subtable not sharing the same subscript are significantly different at $p < .05$ in the two-sided test of equality for column proportions. Cells with no subscript are not included in the test. Tests assume equal variances.

Table 7: Sub-group analysis: Route of admission

						Survey			
						Main survey		Pilot	
						Count	Column Valid N %	Count	Column Valid N %
Department of Health NHS Trustcode	Sheffield Teaching Hospitals NHS Foundation Trust	Route recoded to planned or emergency	Emergency	Adjusted response rate	Did not respond including opted out or ineligible	480 _a	61.2%	230 _a	59.3%
					Responded	304 _a	38.8%	158 _a	40.7%
		Planned	Adjusted response rate	Did not respond including opted out or ineligible	157 _a	42.0%	75 _a	39.9%	
				Responded	217 _a	58.0%	113 _a	60.1%	
	University College London Hospitals NHS Foundation Trust	Route recoded to planned or emergency	Emergency	Adjusted response rate	Did not respond including opted out or ineligible	263 _a	66.9%	120 _a	59.1%
					Responded	130 _a	33.1%	83 _a	40.9%
		Planned	Adjusted response rate	Did not respond including opted out or ineligible	417 _a	53.8%	211 _a	54.8%	
				Responded	358 _a	46.2%	174 _a	45.2%	
Gloucestershire Hospitals NHS Foundation Trust	Route recoded to planned or emergency	Emergency	Adjusted response rate	Did not respond including opted out or ineligible	490 _a	54.3%	232 _a	52.5%	
				Responded	413 _a	45.7%	210 _a	47.5%	
	Planned	Adjusted response rate	Did not respond including opted out or ineligible	114 _a	38.5%	58 _a	38.4%		
			Responded	182 _a	61.5%	93 _a	61.6%		
Nottingham University Hospitals NHS Trust	Route recoded to planned or emergency	Emergency	Adjusted response rate	Did not respond including opted out or ineligible	494 _a	59.1%	246 _a	59.3%	
				Responded	342 _a	40.9%	169 _a	40.7%	
	Planned	Adjusted response rate	Did not respond including opted out or ineligible	103 _a	32.7%	67 _a	40.6%		
			Responded	212 _a	67.3%	98 _a	59.4%		

Note: Values in the same row and subtable not sharing the same subscript are significantly different at $p < .05$ in the two-sided test of equality for column proportions. Cells with no subscript are not included in the test. Tests assume equal variances.

Analysis of time-to-respond

The time-to-respond for each trust is shown for pilot and main survey waves in Figure 1 to Figure 4.

Please note: 'First mailing' in the graphs below refers to the first mailing (i.e. the first mailing with a questionnaire), rather than the pre-approach letter mailing.

Figure 1: Response function for pilot and main survey

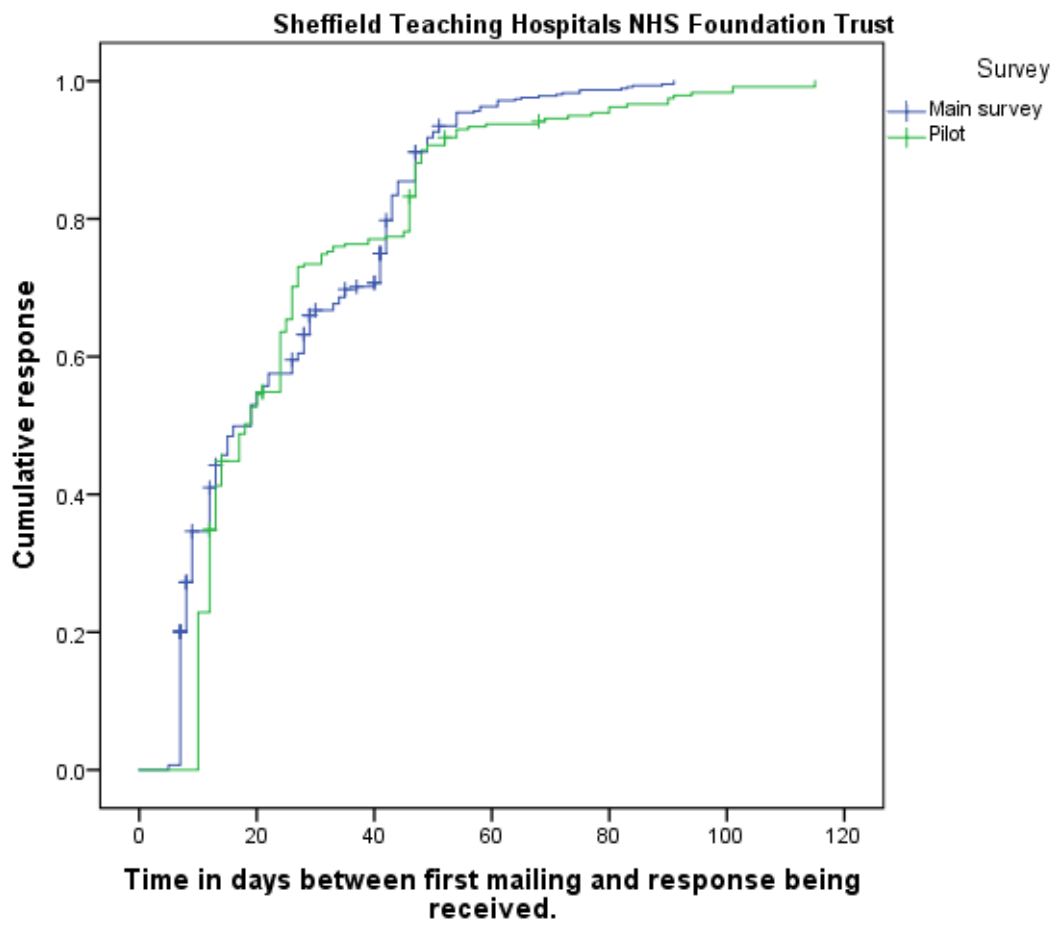


Figure 2: Response function for pilot and main survey

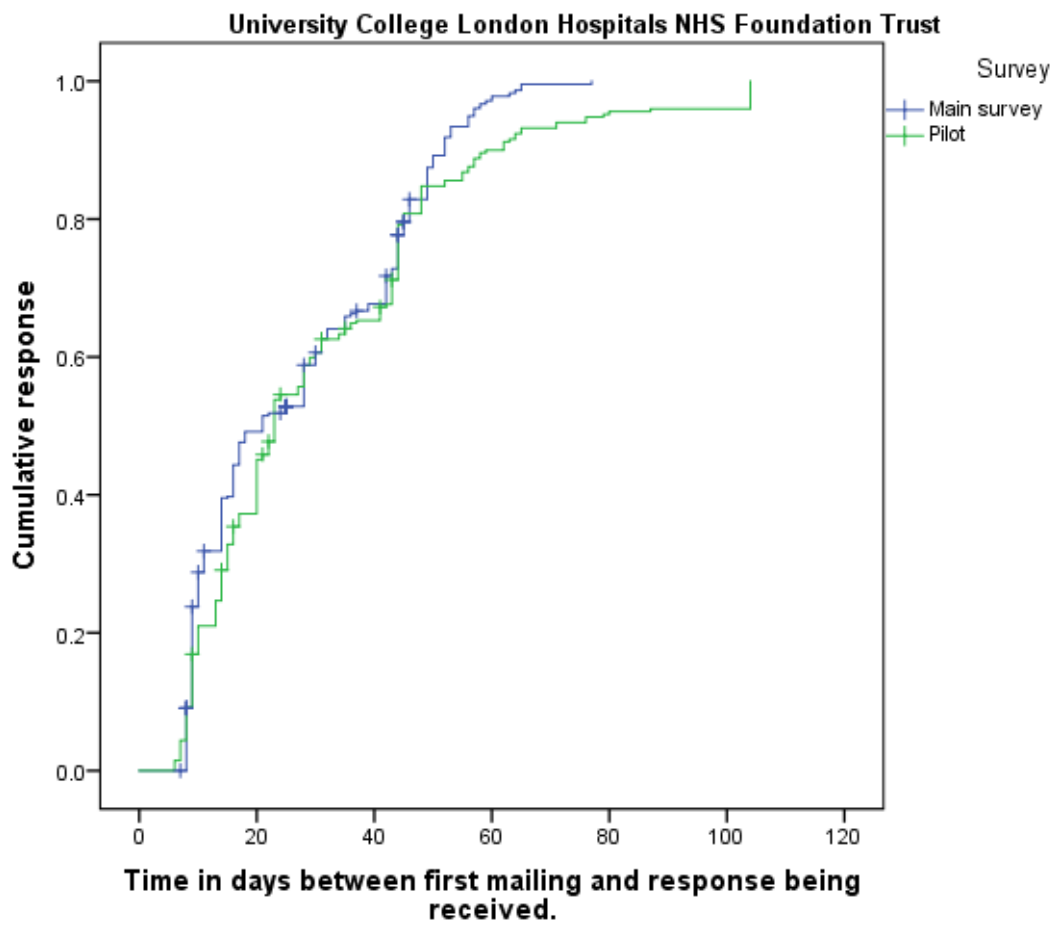


Figure 3: Response function for pilot and main survey

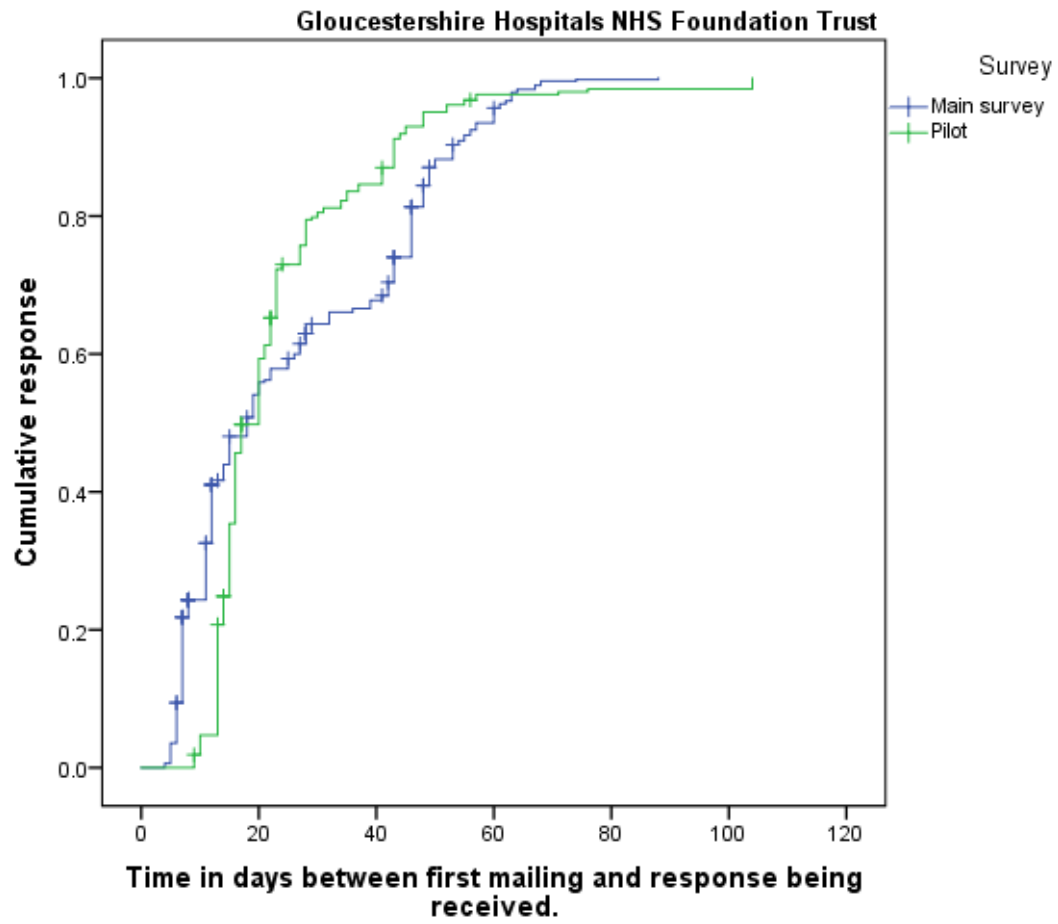
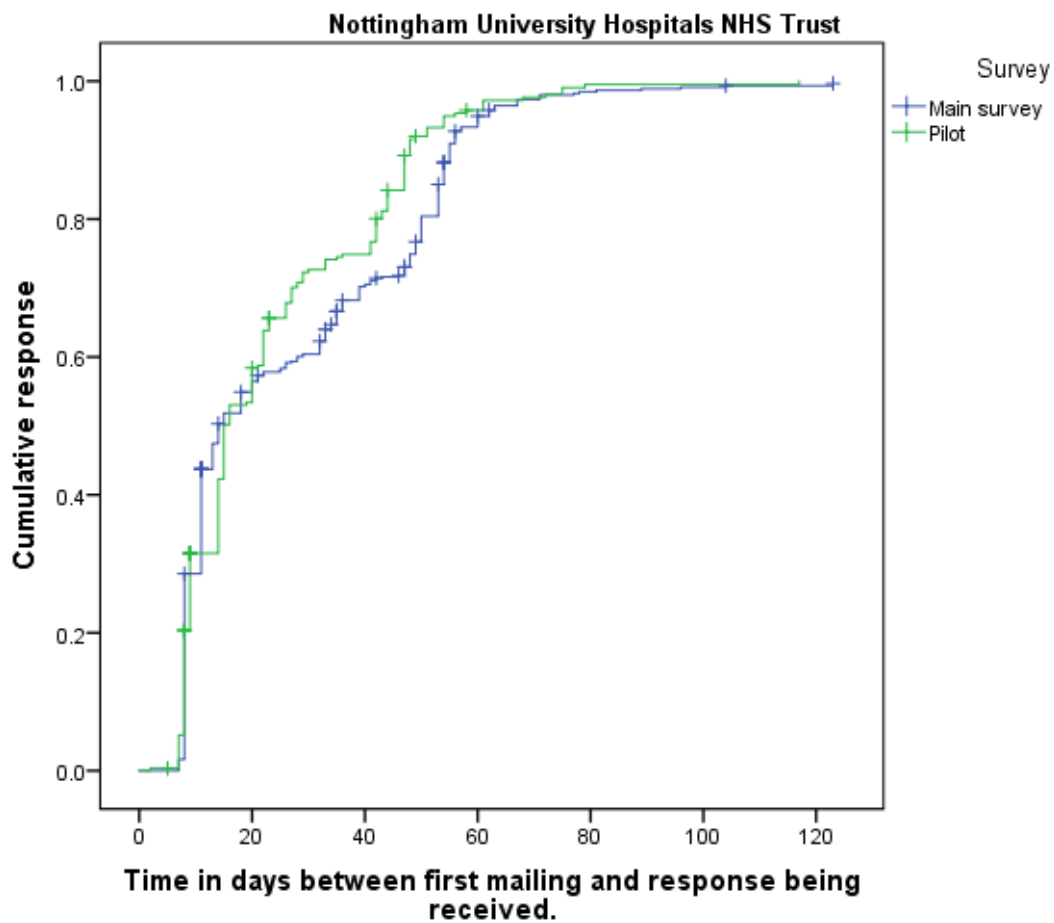


Figure 4: Response function for pilot and main survey



The response functions show some small differences in response timing between the two waves. The cross-over pattern of the main survey and pilot study curves invalidates the statistical significance test present in this analysis, so we cannot be sure if there are any statistically significant differences in time to respond for any of the conditions. However, when evaluating the graphs by sight they appear not to be of any practical significance. Some of the largest differences were associated with Gloucestershire Hospitals, where the pilot survey followed exactly the same method as the main survey.

Conclusions and recommendations

This pilot study explored the effect of pre-approach letters, a redesigned questionnaire, or both, on response rates. The results have been presented as a simple chi-square for each trust, and GZLM for each trust controlling for patient route of admission, age group and sex (from sample information). Neither the response rates nor the time-to-respond showed a significant effect for the pilot.

The reason why the success of pre-approach letters identified in other research (Edwards et al., 2002) has not been replicated here is hard to pinpoint. There are numerous interacting factors that determine if someone replies to a questionnaire. The results from this study suggest that the success of pre-approach letters may not be replicable across all types of surveys. A recent pilot study conducted within the GP patient survey also found that pre-approach letters had no significant effect on response rates (Nicolaas, Smith, Pickering & Branson, 2015).

Based on the results, our recommendation would be twofold. First, no changes need to be made to the questionnaires or the mail out at present, as the current approach did not seem to be improved by the use of either or their combination. Hence, we suggest that alternative options to improve response rates should be reviewed.

References

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Appendix 1: Pre-approach letter

[Date]

Dear [Patient/patient name]

Adult Inpatient Survey

I am writing to you because you have recently had a hospital stay at [Hospital name or NHS Trust Name] and we would like to ask you about your views on the care that you received. We will send you a questionnaire asking you about the care you received in the hospital in about [two] weeks' time. We are sending these questionnaires to [1250] of our recent patients to collect their views; your feedback is very important in helping us gain a picture of the care you received.

Your questionnaire will include instructions and a freepost envelope to send us your answers, so it will cost you nothing to respond. It should take about twenty minutes to complete the survey, which is completely voluntary.

About the survey

This survey is part of a national study run by your hospital trust, Picker Institute Europe, and the Care Quality Commission (CQC). The CQC is the **independent regulator of health and social care in England** and they will use the results from the survey to compare hospital trusts across England. Please see <http://www.cqc.org.uk/content/inpatient-survey-2014> for the results of last year's survey.

Results from the survey will be given to the hospital as this helps the staff to understand your views. None of the staff who treated you will know if you respond, it will not affect your future care, and all your answers are **entirely confidential**.

How are my details being used?

Your personal data are held in accordance with the Data Protection Act 1998 and the NHS Confidentiality Code of Practice. [NHS Trust name] has a leaflet for patients explaining how your personal information is used and handled, and what your rights are under the Data Protection Act 1998. If you would like further information or a copy of the leaflet, please write to the hospital trust, or call [survey FREEPHONE / helpline]. Answers to common questions about the survey and data from it may be found online at www.nhssurveys.org/faq.

If you do not want to take part, you can opt out by calling the [FREEPHONE] helpline number [/ helpline / us] on [phone number] [at no cost to yourself] and we will do our best to help. The line is open between [opening time] and [closing time], [days].

Thank you

[Yours faithfully/sincerely]
[Chief Executive Name]
Chief Executive
[NHS Trust Name]

Appendix 2: Redesigned questionnaire



NATIONAL INPATIENT SURVEY

Your experience of hospital care

Please answer the questions below by putting a cross clearly inside one box using a black or blue pen. For some questions you will be instructed that you may use more than one box. If you make a mistake, please fill in the box and put a cross in the correct box.

Taking part in this survey is voluntary. Your answers will be kept confidential.

If you have any questions, or need help completing this questionnaire, please call: 0808 801 0678

Please remember, this questionnaire is about your most recent stay at the hospital named in the accompanying letter.

ADMISSION TO HOSPITAL

- 1** Was your most recent hospital stay planned in advance or an emergency?
- 1 Emergency or urgent → Go to **2**
 - 2 Waiting list or planned in advance → Go to **5**
 - 3 Something else → Go to **2**

THE ACCIDENT & EMERGENCY DEPARTMENT

- 2** 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)?
- 1 Yes → Go to **3**
 - 2 No → Go to **5**

- 3** While you were in the A&E Department, how much information about your condition or treatment was given to you?
- 1 Not enough
 - 2 Right amount
 - 3 Too much
 - 4 I was not given any information about my treatment or condition
 - 5 Don't know / can't remember

- 4** Were you given enough privacy when being examined or treated in the A&E Department?
- 1 Yes, definitely
 - 2 Yes, to some extent
 - 3 No
 - 4 Don't know / can't remember

EMERGENCY & URGENTLY ADMITTED PATIENTS, now please go to question **9**

WAITING LIST & PLANNED ADMISSION PATIENTS, please continue to question **5**

WAITING LIST OR PLANNED ADMISSION

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

- 1 Yes
- 2 No, but I would have liked a choice
- 3 No, but I did not mind
- 4 Don't know / can't remember

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

- 1 I was admitted as soon as I thought was necessary
- 2 I should have been admitted a bit sooner
- 3 I should have been admitted a lot sooner

7 Was your admission date changed by the hospital?

- 1 No
- 2 Yes, once
- 3 Yes, 2 or 3 times
- 4 Yes, 4 times or more

8 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?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

ALL TYPES OF ADMISSION

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

THE HOSPITAL & WARD

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

- 1 Yes
- 2 No
- 3 Don't know / can't remember

11 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?

- 1 Yes
- 2 No

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

- 1 1 → Go to **14**
- 2 2 → Go to **13**
- 3 3 or more → Go to **13**
- 4 Don't know / can't remember → Go to **14**

13 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?

- 1 Yes
- 2 No

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

- 1 Yes
- 2 Yes, because it had special bathing equipment that I needed
- 3 No
- 4 I did not use a bathroom or shower
- 5 Don't know / can't remember

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

- 1 Yes
- 2 No

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

- 1 Yes
- 2 No

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

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean

18 In your opinion, how clean were the toilets or bathrooms that you used in hospital?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 I did not use a toilet or bathroom

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

- 1 Yes
- 2 No

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

- 1 Yes
- 2 Yes, but they were empty
- 3 I did not see any hand-wash gels
- 4 Don't know / can't remember

21 How would you rate the hospital food?

- 1 Very good
- 2 Good
- 3 Fair
- 4 Poor
- 5 I did not have any hospital food

22 Were you offered a choice of food?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 I did not need help to eat meals

DOCTORS

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 I had no need to ask

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

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

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

NURSES

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 I had no need to ask

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

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

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

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

- 1 There were always or nearly always enough nurses
- 2 There were sometimes enough nurses
- 3 There were rarely or never enough nurses

YOUR CARE & TREATMENT

31 In your opinion, did the members of staff caring for you work well treatment?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 Don't know / can't remember

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

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

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

- 1 Not enough
- 2 The right amount
- 3 Too much

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I had no worries or fears

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 I did not need any emotional support

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

40 Were you ever in any pain?
1 Yes → Go to **41**
2 No → Go to **42**

41 Do you think the hospital staff did everything they could to help control your pain?
1 Yes, definitely
2 Yes, to some extent
3 No

42 How many minutes after you used the call button did it usually take before you got the help you needed?
1 0 minutes / right away
2 1-2 minutes
3 3-5 minutes
4 More than 5 minutes
5 I never got help when I used the call button
6 I never used the call button

OPERATIONS & PROCEDURES

43 During your stay in hospital, did you have an operation or procedure?
1 Yes → Go to **44**
2 No → Go to **51**

44 Beforehand, did a member or staff explain the risks and benefits of the operation or procedure in a way you could understand?
1 Yes, completely
2 Yes, to some extent
3 No
4 I did not want an explanation

45 Beforehand, did a member of staff explain what would be done during the operation or procedure?
1 Yes, completely
2 Yes, to some extent
3 No
4 I did not want an explanation

46 Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?
1 Yes, completely
2 Yes, to some extent
3 No
4 I did not have any questions

47 Beforehand, were you told how you could expect to feel after you had the operation or procedure?
1 Yes, completely
2 Yes, to some extent
3 No

48 Before the operation or procedure, were you given an anesthetic or medication to put you to sleep or control your pain?
1 Yes → Go to **49**
2 No → Go to **50**

49 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?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

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

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

LEAVING HOSPITAL

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not want to be involved

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

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

- 1 Yes → Go to **54**
- 2 No → Go to **56**

54 What was the MAIN reason for the delay? (Cross ONE box only)

- 1 I had to wait for medicines
- 2 I had to wait to see the doctor
- 3 I had to wait for an ambulance
- 4 Something else

55 How long was the delay?

- 1 Up to 1 hour
- 2 Longer than 1 hour but no longer than 2 hours
- 3 Longer than 2 hours but no longer than 4 hours
- 4 Longer than 4 hours

56 Where did you go after leaving hospital

- 1 I went home → Go to **57**
- 2 I went to stay with family or friends → Go to **57**
- 3 I was transferred to another hospital → Go to **58**
- 4 I went to a residential nursing home → Go to **58**
- 5 I went somewhere else → Go to **59**

- 57** After leaving hospital, did you get enough support from health or social care professionals to help you recover and manage your condition?
- 1 Yes, definitely → Go to **59**
 - 2 Yes, to some extent → Go to **59**
 - 3 No, but support would have been useful → Go to **59**
 - 4 No, but I did not need any support → Go to **59**

- 58** When you transferred to another hospital or went to a nursing or residential home, was there a plan in place for continuing your care?
- 1 Yes, definitely
 - 2 Yes, to some extent
 - 3 No
 - 4 Don't know / can't say

- 59** Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?
- 1 Yes
 - 2 No

- 60** Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?
- 1 Yes, completely → Go to **61**
 - 2 Yes, to some extent → Go to **61**
 - 3 No → Go to **61**
 - 4 I did not need an explanation → Go to **61**
 - 5 I had no medicines → Go to **64**

- 61** Did a member of staff tell you about medication side effects to watch for when you went home?
- 1 Yes, completely
 - 2 Yes, to some extent
 - 3 No
 - 4 I did not need an explanation

- 62** Were you told how to take your medication in a way you could understand?
- 1 Yes, definitely
 - 2 Yes, to some extent
 - 3 No
 - 4 I did not need to be told how to take my medication

- 63** Were you given clear written or printed information about your medicines?
- 1 Yes, completely
 - 2 Yes, to some extent
 - 3 No
 - 4 I did not need this
 - 5 Don't know / can't remember

- 64** Did a member of staff tell you about any danger signals you should watch for after you went home?
- 1 Yes, completely
 - 2 Yes, to some extent
 - 3 No
 - 4 It was not necessary

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

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 It was not necessary
- 5 Don't know / can't remember

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 No family or friends were involved
- 5 My family or friends did not want or need information

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

- 1 Yes
- 2 No
- 3 Don't know / can't remember

68 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?

- 1 Yes
- 2 No, but I would have liked them to
- 3 No, it was not necessary to discuss it

69 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?)

- 1 Yes
- 2 No, but I would have liked them to
- 3 No, it was not necessary to discuss it

OVERALL

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

72 Overall... (Please circle a number)

I had a very poor experience I had a very good experience

0 1 2 3 4 5 6 7 8 9 10

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

- 1 Yes
- 2 No
- 3 Don't know / can't remember

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

- 1 Yes
- 2 No
- 3 Not sure / don't know

Reminder: All the questions should be answered from the point of view of the person named on the envelope. This includes the following background questions.

ABOUT YOU

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

- 1 The patient (named on the front of the envelope)
- 2 A friend or relative of the patient
- 3 Both patient and friend/relative together
- 4 The patient with the help of a health professional

76 Do you have any of the following long-standing conditions? (Cross ALL boxes that apply)

- 1 Deafness or severe hearing impairment → Go to **77**
- 2 Blindness or partially sighted → Go to **77**
- 3 A long-standing physical condition → Go to **77**
- 4 A learning disability → Go to **77**
- 5 A mental health condition → Go to **77**
- 6 Dementia → Go to **77**
- 7 A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy → Go to **77**
- 8 No, I do not have a long-standing condition → Go to **78**

77 Does this condition(s) cause you difficulty with any of the following? (Cross ALL boxes that apply)

- 1 Everyday activities that people your age can usually do
- 2 At work, in education, or training
- 3 Access to buildings, streets, or vehicles
- 4 Reading or writing
- 5 People's attitudes to you because of your condition
- 6 Communicating, mixing with others, or socialising
- 7 Any other activity
- 8 No difficulty with any of these

78 Are you male or female?

- 1 Male
- 2 Female

79 What was your year of birth?

(Please write in) e.g.

1	9	3	4
---	---	---	---

1	9	Y	Y
---	---	---	---

80 What is your religion?

- 1 No religion
- 2 Buddhist
- 3 Christian (including Church of England, Catholic, Protestant, and other Christian denominations)
- 4 Hindu
- 5 Jewish
- 6 Muslim
- 7 Sikh
- 8 Other
- 9 I would prefer not to say

81 Which of the following best describes how you think of yourself?

- 1 Heterosexual / straight
- 2 Gay / lesbian
- 3 Bisexual
- 4 Other
- 5 I would prefer not to say

82 What is your ethnic group? (Cross ONE box only)

a. WHITE

- 1 English / Welsh / Scottish / Northern Irish / British
- 2 Irish
- 3 Gypsy or Irish Traveller
- 4 Any other White background, write in...

--

b. MIXED / MULTIPLE ETHNIC GROUPS

- 5 White and Black Caribbean
- 6 White and Black African
- 7 White and Asian
- 8 Any other Mixed / multiple ethnic background, write in...

--

c. ASIAN / ASIAN BRITISH

- 9 Indian
- 10 Pakistani
- 11 Bangladeshi
- 12 Chinese
- 13 Any other Asian background, write in...

--

d. BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH

- 14 African
- 15 Caribbean
- 16 Any other Black / African / Caribbean background, write in...

--

e. OTHER ETHNIC GROUP

- 17 Arab
- 18 Any other ethnic group, write in...

--

OTHER COMMENTS

If there is anything you would like to tell us about your experiences in the hospital, please do so here.

Please note that the comments you provide in the box below will be looked at in full by the NHS Trust, CQC and researchers analysing the data. We will remove any information that could identify you before publishing any of your feedback.

Was there anything particularly good about your hospital care?

Was there anything that could be improved?

Any other comments?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.
No stamp is needed.

If you do not have your FREEPOST envelope, please return the questionnaire to:
FREEPOST PLUS RSHK-XBRS-RKRJ, Picker Institute Europe,
10 Warboys Airfield Industrial Estate, Warboys, Huntingdon, PE28 2SH