

Inspecting **Informing** Improving

Patient survey report 2006



Inpatient survey 2005

Whipps Cross University Hospital NHS Trust

The survey of adult inpatients 2005 was designed, developed and coordinated by the NHS Surveys Advice Centre at Picker Institute Europe



making patients' views count

The Healthcare Commission

The Healthcare Commission exists to promote improvements in the quality of healthcare and public health in England. We are committed to making a real difference to the delivery of healthcare and to promoting continuous improvement for the benefit of patients and the public. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

The Healthcare Commission was created under the Health and Social Care (Community Health and Standards) Act 2003. The organisation has a range of new functions and took over some responsibilities from other Commissions.

We have a statutory duty to assess the performance of healthcare organisations in the NHS and award annual ratings of performance, to coordinate inspections and reviews of healthcare organisations carried out by others, and register organisations providing healthcare in the independent sector on an annual basis.

We have created an entirely new approach to assessing and reporting on the performance of healthcare organisations - our annual health check - which will examine a much broader range of factors enabling us to focus on what really matters to patients and the public.

Introduction

Understanding what patients think about the care and treatment they receive is crucial to improving the quality of care being delivered by the NHS and to ensuring that local health services meet the needs of patients and the public. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

In 2004, the Healthcare Commission carried out seven national surveys of patients covering topics as diverse as hospital inpatient care for adults, services for children and young people, ambulance services and outpatient services.

In 2005, we revisited three areas already covered by the survey programme - mental health, primary care and adult inpatient services - again asking patients to give us their views about the care and treatment they have received.

The first adult inpatient survey was carried out in 2002 and repeated in 2004. In 2005, the third adult inpatient survey involved 169 acute and specialist NHS trusts that care for adult inpatients, and responses were received from 82,994 patients.

This report compares the results for the inpatient survey in this trust with results for other trusts. 165 of the 169 trusts involved in the 2005 inpatient survey are included in the comparison. Four trusts are excluded from this comparison because their survey excluded patients who stayed for fewer than two nights or because some of the age and sex data were corrupted and, as a result, could not be standardised¹.

Interpreting the report

For each question in the survey, the individual responses were scored on a scale of 0 to 100. A score of 100 represents the best possible response¹.

Each bar represents the range of results for each question across the 165 trusts that took part in the survey and have collected comparable information.

The bar is divided into three coloured segments:

- the left hand end (coloured red) shows the scores for the 20% of trusts with the lowest scores
- the right hand end (coloured green) shows the scores for the 20% of trusts with the highest scores
- the middle section (coloured orange) represents the range of scores for the remaining 60% of trusts

The score for this trust is shown on each bar by a white diamond. So, for example, if the diamond is in the green section of the bar, the trust is in the best 20% of trusts in England.

The line either side of the diamond shows the amount of uncertainty surrounding the trust value, as a result of random fluctuation².

¹ The results have been weighted by the age and sex of respondents. The trust-level results are standardised, so that their age-sex profile reflects the national age-sex distribution (based on all of the survey respondents). This is so that results can be compared between trusts with different patient profiles.

² This is the 95% confidence interval indicating that in 95% of cases we can expect the true value to be within this range. Where fewer than 30 people answered a question at this trust the diamond is not shown because the uncertainty around the result would be too great. Note also that when identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

The data used for the charts is shown in table 1. Table 2 gives background information about the patients that we surveyed.

Further information

Full details of the survey methodology can be found at:

http://www.nhssurveys.org/docs/Inpatient_Surveys_Guidance_2005_V8_3.pdf

More information on the programme of surveys of NHS patients is available on the NHS Surveys Advice Centre website:

<http://www.nhssurveys.org/>

The results of the 2005 survey of adult inpatients, the questionnaire and scoring can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyInpatient2005>

The results of the 2002 survey of adult inpatients can be found at the Department of Health website:

<http://www.dh.gov.uk/PublicationsAndStatistics/PublishedSurvey/NationalSurveyOfNHSPatients/fs/en>

The results of the 2004 survey of adult inpatients results can be found at:

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

More information on the 2005/2006 rating of NHS performance is available on the Healthcare Commission website

www.healthcarecommission.org.uk/ratings

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Admission to hospital

Were the ambulance crew reassuring?

Did the ambulance crew explain your care and treatment in a way you could understand?

Did the ambulance crew do everything they could to help control your pain?

Overall, did the ambulance crew treat you with respect and dignity?

Did you think the order patients were seen in the Emergency Department was fair?

How much information about your condition did you get in the Emergency Department?

Were you given enough privacy when being examined in the Emergency Department?

How long did you wait before being admitted to a bed on a ward?

Were you given a choice of admission dates?

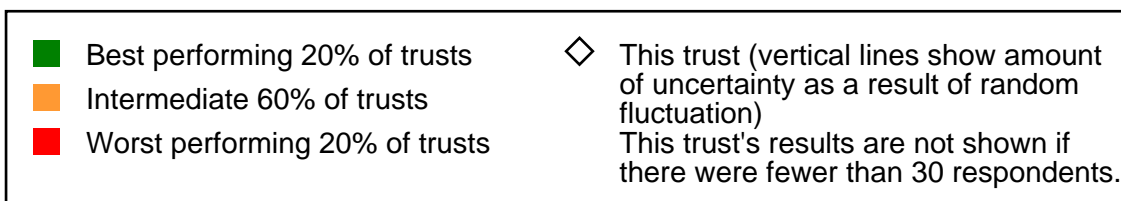
Overall, how long did you wait to be admitted to hospital?

How do you feel about the length of time you were on the waiting list?

Were you given enough notice of the date of your admission?

Was your admission date changed by the hospital?

Did you feel that you had to wait a long time to get to a bed on a ward?



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The hospital and ward

Did you ever share a room or bay with patients of the opposite sex?

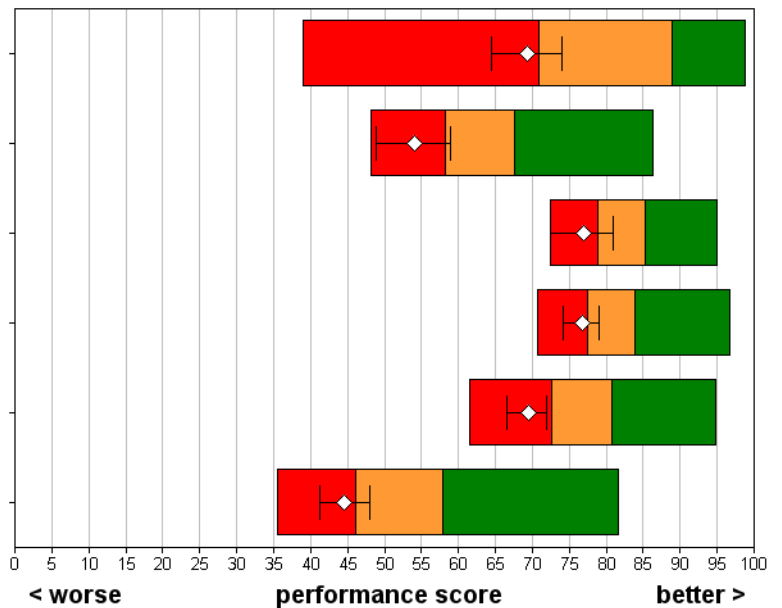
Were you ever bothered by noise at night from other patients?

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

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

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

How would you rate the hospital food?



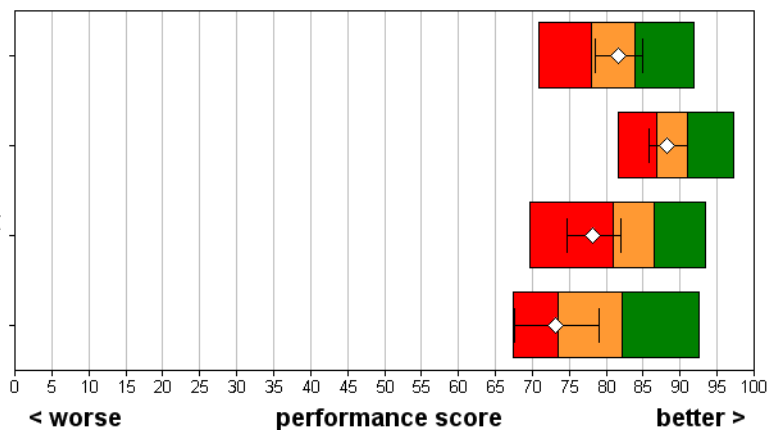
Doctors

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

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

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

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



| | | | |
|--|--|---|--|
| ■ Best performing 20% of trusts | ■ Intermediate 60% of trusts | ■ Worst performing 20% of trusts | ◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation) |
| | | | This trust's results are not shown if there were fewer than 30 respondents. |

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Nurses

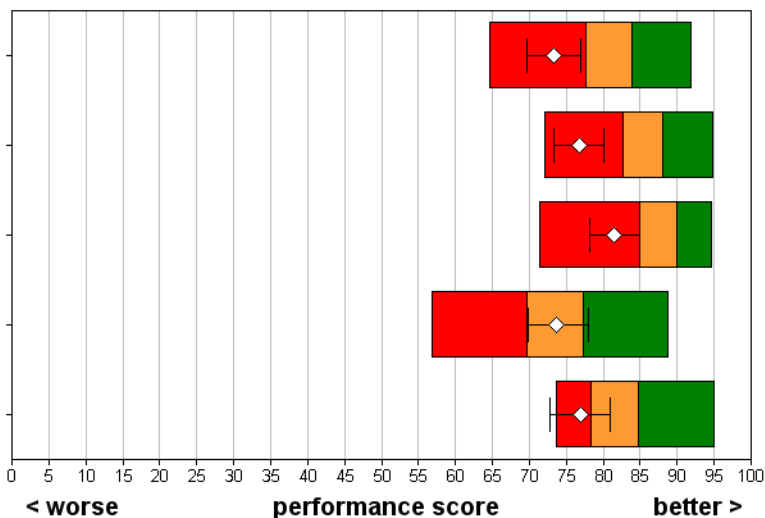
When you had questions to ask a nurse, did you get answers you could understand?

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

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

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

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



Your care and treatment

Did a member of staff say one thing and another say something different?

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

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

Did your family or someone close to you have enough opportunity to talk to a doctor?

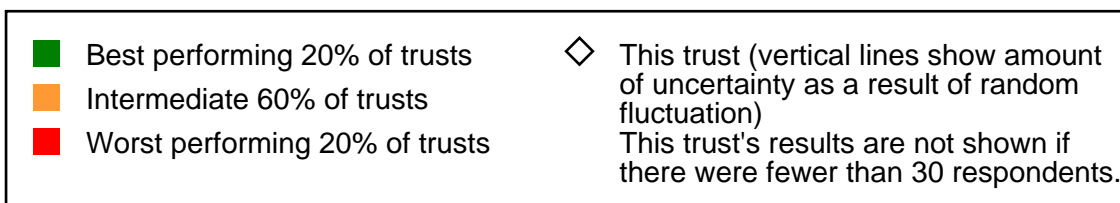
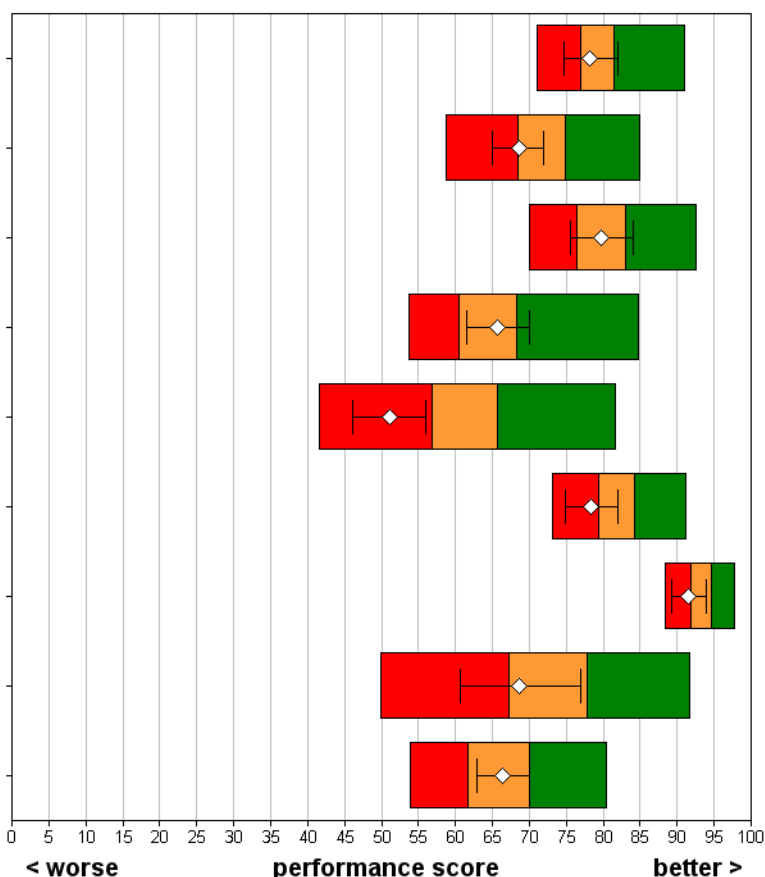
Did you find someone on the hospital staff to talk to about your worries and fears?

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

Were you given enough privacy when being examined or treated?

Did you get help from staff to eat your meals?

After you used the call button, how long did it usually take before you got help?

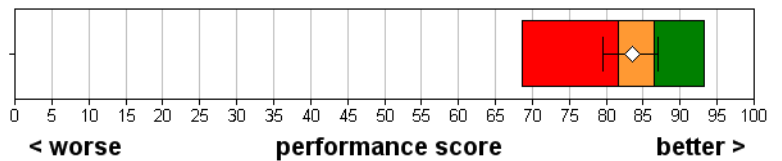


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Pain

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



Operations and procedures

Did a member of staff explain the risks and benefits of the operation or procedure?

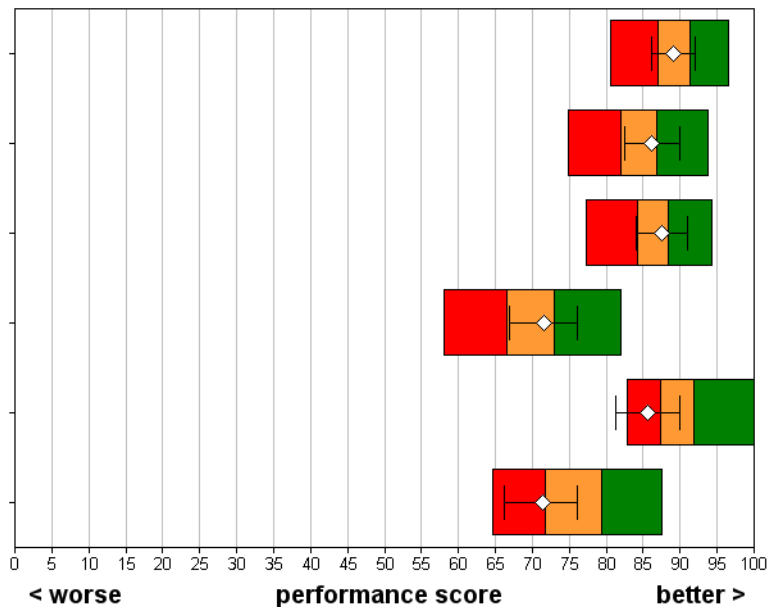
Did a member of staff explain what would be done during the operation or procedure?

Did a member of staff answer your questions about the operation or procedure?

Were you told how you could expect to feel after you had the operation or procedure?

Did the anaesthetist explain how he or she would put you to sleep or control your pain?

Afterwards, did a member of staff explain how the operation or procedure had gone?



| | |
|--|--|
| ■ Best performing 20% of trusts | ◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation) |
| ■ Intermediate 60% of trusts | This trust's results are not shown if there were fewer than 30 respondents. |
| ■ Worst performing 20% of trusts | |

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Leaving hospital

How long was the delay to discharge?

Did hospital staff explain the purpose of the medicines you were to take home?

Did a member of staff tell you about medication side effects to watch for?

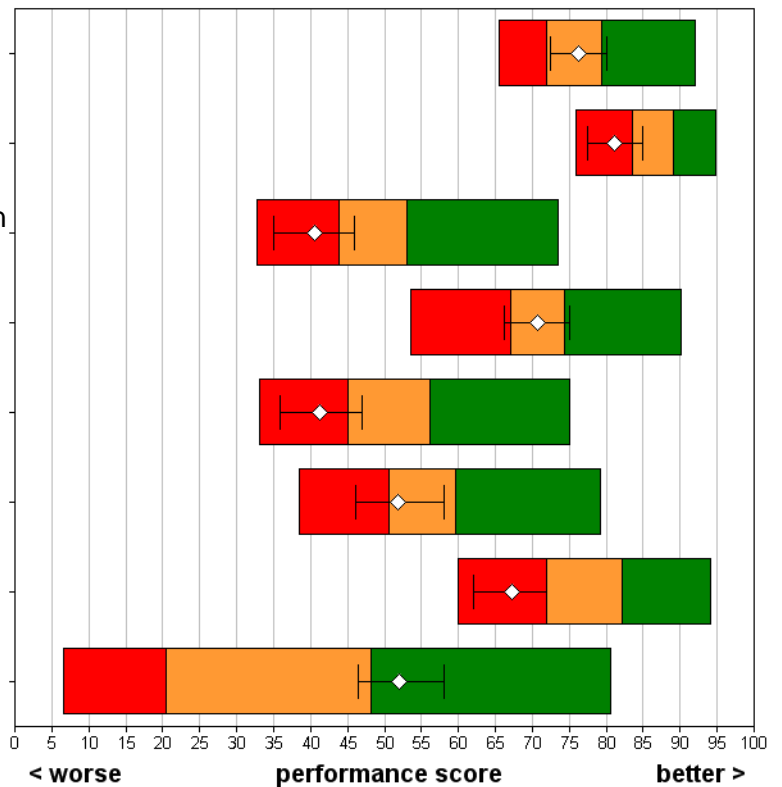
Were you given clear written information about your medicines?

Did a member of staff tell you about any danger signals you should watch for?

Did hospital staff give your family or someone close to you all the information they needed?

Did hospital staff tell you who to contact if you were worried about your condition?

Did you receive copies of letters sent between hospital doctors and your family doctor?



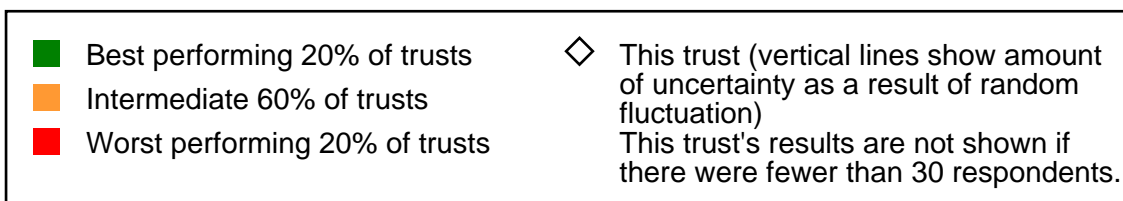
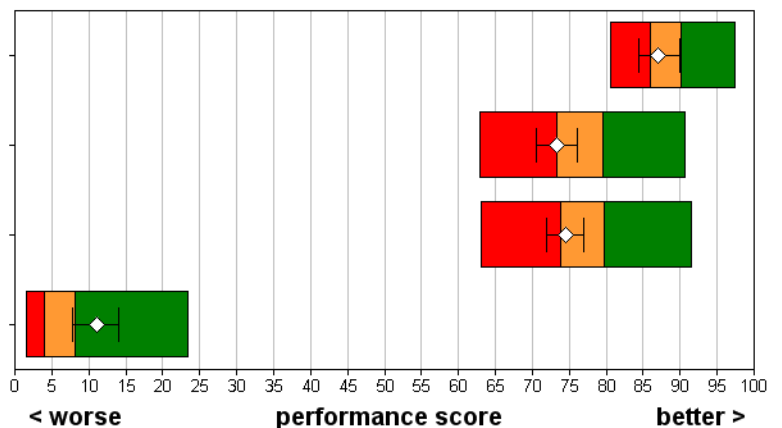
Overall

Did you feel you were treated with respect and dignity while you were in the hospital?

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

Overall, how would you rate the care you received?

While in hospital, were you ever asked to give your views on the quality of your care?



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| | Scores for this NHS trust | 95% Confidence Intervals | | Highest score achieved (all trusts) | | Number of respondents (this trust) | |
|------------------------------|---|--------------------------|-------|--|----|------------------------------------|-----|
| | | Lower | Upper | Threshold score for the best 20% of NHS trusts | | | |
| Admission to hospital | | | | | | | |
| Q3 | Were the ambulance crew reassuring? | 96 | 93 | 98 | 96 | 100 | 127 |
| Q4 | Did the ambulance crew explain your care and treatment in a way you could understand? | 82 | 77 | 87 | 82 | 89 | 120 |
| Q5 | Did the ambulance crew do everything they could to help control your pain? | 89 | 84 | 94 | 88 | 96 | 107 |
| Q6 | Overall, did the ambulance crew treat you with respect and dignity? | 97 | 94 | 99 | 98 | 100 | 133 |
| Q8 | Did you think the order patients were seen in the Emergency Department was fair? | 90 | 85 | 94 | 97 | 100 | 176 |
| Q9 | How much information about your condition did you get in the Emergency Department? | 82 | 77 | 86 | 84 | 92 | 224 |
| Q10 | Were you given enough privacy when being examined in the Emergency Department? | 88 | 85 | 91 | 91 | 100 | 231 |
| Q11 | How long did you wait before being admitted to a bed on a ward? | 55 | 51 | 59 | 70 | 96 | 214 |
| Q12 | Were you given a choice of admission dates? | 23 | 16 | 30 | 33 | 50 | 129 |
| Q13 | Overall, how long did you wait to be admitted to hospital? | 61 | 55 | 68 | 70 | 94 | 130 |
| Q14 | How do you feel about the length of time you were on the waiting list? | 79 | 72 | 85 | 85 | 95 | 134 |
| Q15 | Were you given enough notice of the date of your admission? | 95 | 90 | 99 | 98 | 100 | 136 |
| Q16 | Was your admission date changed by the hospital? | 89 | 85 | 92 | 94 | 98 | 136 |
| Q17 | Did you feel that you had to wait a long time to get to a bed on a ward? | 79 | 76 | 83 | 87 | 98 | 381 |
| The hospital and ward | | | | | | | |
| Q18 | Did you ever share a room or bay with patients of the opposite sex? | 69 | 65 | 74 | 89 | 99 | 392 |
| Q19 | Were you ever bothered by noise at night from other patients? | 54 | 49 | 59 | 68 | 86 | 396 |
| Q20 | Were you ever bothered by noise at night from hospital staff? | 77 | 73 | 81 | 85 | 95 | 393 |
| Q21 | In your opinion, how clean was the hospital room or ward that you were in? | 77 | 74 | 79 | 84 | 97 | 394 |
| Q22 | How clean were the toilets and bathrooms that you used in hospital? | 69 | 67 | 72 | 81 | 95 | 389 |
| Q23 | How would you rate the hospital food? | 45 | 41 | 48 | 58 | 82 | 377 |

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| | Scores for this NHS trust | 95% Confidence Intervals | | Threshold score for the best 20% of NHS trusts | Highest score achieved (all trusts) | Number of respondents (this trust) |
|---|---------------------------|--------------------------|-------|--|-------------------------------------|------------------------------------|
| | | Lower | Upper | | | |
| Doctors | | | | | | |
| Q24 When you had questions to ask a doctor, did you get answers you could understand? | 82 | 79 | 85 | 84 | 92 | 363 |
| Q25 Did you have confidence and trust in the doctors treating you? | 88 | 86 | 91 | 91 | 97 | 395 |
| Q26 Did doctors talk in front of you as if you weren't there? | 78 | 75 | 82 | 86 | 93 | 392 |
| Q27 As far as you know, did doctors wash or clean their hands between touching patients? | 73 | 68 | 79 | 82 | 93 | 237 |
| Nurses | | | | | | |
| Q28 When you had questions to ask a nurse, did you get answers you could understand? | 73 | 70 | 77 | 84 | 92 | 369 |
| Q29 Did you have confidence and trust in the nurses treating you? | 77 | 73 | 80 | 88 | 95 | 399 |
| Q30 Did nurses talk in front of you as if you weren't there? | 82 | 78 | 85 | 90 | 95 | 392 |
| Q31 In your opinion, were there enough nurses on duty to care for you in hospital? | 74 | 70 | 78 | 77 | 89 | 398 |
| Q32 As far as you know, did nurses wash or clean their hands between touching patients? | 77 | 73 | 81 | 85 | 95 | 283 |
| Your care and treatment | | | | | | |
| Q33 Did a member of staff say one thing and another say something different? | 78 | 75 | 82 | 81 | 91 | 398 |
| Q34 Were you involved as much as you wanted to be in decisions about your care? | 69 | 65 | 72 | 75 | 85 | 393 |
| Q35 How much information about your condition or treatment was given to you? | 80 | 76 | 84 | 83 | 92 | 396 |
| Q36 Did your family or someone close to you have enough opportunity to talk to a doctor? | 66 | 62 | 70 | 68 | 85 | 292 |
| Q37 Did you find someone on the hospital staff to talk to about your worries and fears? | 51 | 46 | 56 | 66 | 82 | 258 |
| Q38 Were you given enough privacy when discussing your condition or treatment? | 78 | 75 | 82 | 84 | 91 | 389 |
| Q39 Were you given enough privacy when being examined or treated? | 92 | 89 | 94 | 95 | 98 | 395 |
| Q40 Did you get help from staff to eat your meals? | 69 | 61 | 77 | 78 | 92 | 98 |
| Q41 After you used the call button, how long did it usually take before you got help? | 66 | 63 | 70 | 70 | 80 | 185 |
| Pain | | | | | | |
| Q43 Did you think the hospital staff did everything they could to help control your pain? | 83 | 80 | 87 | 87 | 93 | 246 |

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| | Scores for this NHS trust | 95% Confidence Intervals | | Threshold score for the best 20% of NHS trusts | Highest score achieved (all trusts) | Number of respondents (this trust) |
|--|---------------------------|--------------------------|-------|--|-------------------------------------|------------------------------------|
| | | Lower | Upper | | | |
| Operations and procedures | | | | | | |
| Q45 Did a member of staff explain the risks and benefits of the operation or procedure? | 89 | 86 | 92 | 91 | 96 | 238 |
| Q46 Did a member of staff explain what would be done during the operation or procedure? | 86 | 82 | 90 | 87 | 94 | 237 |
| Q47 Did a member of staff answer your questions about the operation or procedure? | 87 | 84 | 91 | 88 | 94 | 211 |
| Q48 Were you told how you could expect to feel after you had the operation or procedure? | 72 | 67 | 76 | 73 | 82 | 242 |
| Q50 Did the anaesthetist explain how he or she would put you to sleep or control your pain? | 86 | 81 | 90 | 92 | 100 | 203 |
| Q51 Afterwards, did a member of staff explain how the operation or procedure had gone? | 71 | 66 | 76 | 79 | 88 | 242 |
| Leaving hospital | | | | | | |
| Q54 How long was the delay to discharge? | 76 | 73 | 80 | 79 | 92 | 386 |
| Q55 Did hospital staff explain the purpose of the medicines you were to take home? | 81 | 77 | 85 | 89 | 95 | 320 |
| Q56 Did a member of staff tell you about medication side effects to watch for? | 41 | 35 | 46 | 53 | 74 | 264 |
| Q57 Were you given clear written information about your medicines? | 71 | 66 | 75 | 74 | 90 | 338 |
| Q58 Did a member of staff tell you about any danger signals you should watch for? | 41 | 36 | 47 | 56 | 75 | 285 |
| Q59 Did hospital staff give your family or someone close to you all the information they needed? | 52 | 46 | 58 | 60 | 79 | 258 |
| Q60 Did hospital staff tell you who to contact if you were worried about your condition? | 67 | 62 | 72 | 82 | 94 | 353 |
| Q61 Did you receive copies of letters sent between hospital doctors and your family doctor? | 52 | 46 | 58 | 48 | 81 | 354 |
| Overall | | | | | | |
| Q62 Did you feel you were treated with respect and dignity while you were in the hospital? | 87 | 84 | 90 | 90 | 97 | 388 |
| Q63 How would you rate how well the doctors and nurses worked together? | 73 | 71 | 76 | 80 | 91 | 387 |
| Q64 Overall, how would you rate the care you received? | 74 | 72 | 77 | 80 | 92 | 386 |
| Q65 While in hospital, were you ever asked to give your views on the quality of your care? | 11 | 8 | 14 | 8 | 23 | 359 |

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Background information

| The sample | This trust | All trusts |
|------------------------------------|-------------------|-------------------|
| Number of respondents | 404 | 80793 |
| Response rate (percentage) | 48 | 59 |
| Demographic characteristics | This trust | All trusts |
| Gender (percentage) | (%) | (%) |
| Male | 47 | 46 |
| Female | 53 | 54 |
| Age group (percentage) | (%) | (%) |
| Aged 35 and younger | 14 | 10 |
| Aged 36 - 50 | 15 | 16 |
| Aged 51 - 65 | 22 | 26 |
| Aged 66 and older | 50 | 47 |
| Ethnic group (percentage) | (%) | (%) |
| White | 79 | 91 |
| Mixed | 2 | 1 |
| Asian or Asian British | 9 | 3 |
| Black or Black British | 6 | 2 |
| Chinese or other ethnic group | 1 | 0 |
| Not known | 2 | 4 |