

Inspecting **Informing** Improving

Patient survey report 2007



Inpatient survey 2006

Maidstone and Tunbridge Wells NHS Trust

The survey of adult inpatients 2006 was designed, developed and coordinated by the Acute Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe



making patients' views count

NHS patient survey programme

Survey of adult inpatients in the NHS 2006

The Healthcare Commission is the health watchdog. We exist to promote improvements in the quality of healthcare and public health in England and 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.

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.

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

This report contains the results of our fourth survey of adult inpatients in NHS trusts in England. It shows how each trust scored for each question in the survey, in comparison with national benchmark results. It should be used to understand the trust's performance, and to identify areas for improvement.

National spreadsheets presenting the percentage of respondents from each trust providing a particular response to each scored survey question are available on the Healthcare Commission website at www.healthcarecommission.org.uk/PatientSurveyInpatient2006. These should be used to understand each individual trust's detailed survey results. A briefing note that provides a commentary on the key national findings and highlights changes from previous surveys is also available. These documents were produced by the Acute Coordination Centre at the Picker Institute Europe.

Similar surveys of adult inpatients were also carried out in 2002, 2004 and 2005. They are part of a wider programme of patient surveys, which covers a range of topics including community mental health, health services for children and young people, accident and emergency care for adults, and ambulance and primary care services. To find out more about our programme, please visit our website.

About the survey

Our fourth survey of adult inpatients involved 167 acute and specialist NHS trusts. We received responses from more than 80,000 patients. Patients were eligible for the survey if they were aged 16 years or older, had at least one overnight stay and were not patients of maternity or psychiatric services.

The benchmark reports are based on all responding patients aged 16 years and over. In 2004, the Healthcare Commission carried out a separate survey of children and young people (aged 0-17 years) and consequently only those aged 18 years and over were included in the sample for the 2004 adult inpatients survey. As a result, the benchmark reports for the 2004 survey were based on patients aged 18 years and over and are therefore not directly comparable to the reports for the 2006 survey presented here.

In 2006, Moorfields Eye Hospital NHS Foundation Trust was excluded from the survey as all patients were treated as day cases.

Interpreting the report

These benchmark reports are calculated by converting responses to particular questions into scores. 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. Therefore, the higher the score for each question, the better the trust is performing.

A 'scored' questionnaire showing the scores assigned to each question can be downloaded from our website. Please note: the scores are **not percentages**, so a score of 80 does not mean that 80% of people who have used services in the trust have had a particular experience, but that the trust has scored 80 out of 100. Please also note that it is not appropriate to score all questions within the questionnaire for benchmarking purposes. Percentage results are presented in the national spreadsheets, which are available on our website.

The graphs included in this report display the scores for this trust, compared with national benchmarks. Each bar represents the range of results for each question across all trusts that took part in the survey. In the graphs, the bar is divided into three sections:

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

A white diamond shows the score for this trust. If the diamond is in the green section of the bar, the trust is among the top 20% of trusts in England for that question.

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

Since the score is based on a sample of inpatients in a trust rather than on everyone, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval² is calculated as a measure of how accurate the score is. We can be 95% sure that if everyone in the trust had been interviewed, the 'true' score would fall within this interval.

The diamond is not shown for questions answered by fewer than 30 people because the uncertainty around the result would be too great. When identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

At the end of the report you will find the data used for the charts, and background information about the patients that were surveyed.

¹ Trusts will have differing profiles of patients. For example, one trust may have more male inpatients than another trust. This can potentially affect the results because some people tend to answer questions in a different way than others. Therefore, the results have been weighted by the age, sex and mode of admission (emergency or elective) of respondents to ensure that no trust will appear better or worse than another because of its sample profile. The results for each trust are standardised, so that their age-sex-admission type profile reflects the national age-sex-admission type distribution (based on all of the respondents to the survey). This enables results from trusts with different profiles of patients to be compared.

² A confidence interval is given by an upper and lower limit within which you have a stated level of confidence that the true mean (average) lies. These are commonly quoted as 95% confidence intervals, which are constructed so that you are 95% confident that the true mean lies between the limits. The width of the confidence interval gives us some idea about how uncertain we are; a very wide interval may indicate that more data should be collected before any conclusions are made.

Notes on specific questions

Q16 and Q18 The information collected by Q16 (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?) and Q18 (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?) are presented together to show whether the patient has ever shared a sleeping area with patients of the opposite sex. The combined question is numbered in this report as Q16 and has been reworded as 'Did you ever share a sleeping area with patients of the opposite sex?'

In addition, the information based on these questions cannot be compared to similar information collected in the previous inpatient surveys. This is because the 2006 results have excluded patients who have stayed in a critical care area, which almost always accommodates patients of both sexes. For further details, please see the 'scored' questionnaire which shows the scores assigned to each question. This may be downloaded from our website at the address provided in the 'Further Information' section below.

Q55 and Q56 Information from Q54 (On the day you left hospital, was your discharge delayed for any reason?) has been used to score the results for Q55 (What was the main reason for the delay (in discharge?)) and Q56 (How long was the delay to discharge?). Further scoring information is available from the questionnaire posted on our website.

Further information

Full details of the methodology of the survey can be found at
http://www.nhssurveys.org/docs/Guidance_manual_for_2006_Inpatient_survey.pdf

More information on the programme of NHS patient surveys is available on the patient survey section of the website at
<http://www.healthcarecommission.org.uk/nationalfindings/surveys/patientsurveys.cfm>

The 2006 survey of adult inpatient results, questionnaire and scoring can be found at
<http://www.healthcarecommission.org.uk/PatientSurveyInpatient2006>

The 2005 survey of adult inpatient results can be found at
<http://www.healthcarecommission.org.uk/PatientSurveyInpatient2005>

The 2004 survey of adult inpatient results can be found at
<http://www.healthcarecommission.org.uk/PatientSurveyInpatient2004>

More information on the 2005/2006 NHS performance ratings is available on the Healthcare Commission website at
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?

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?

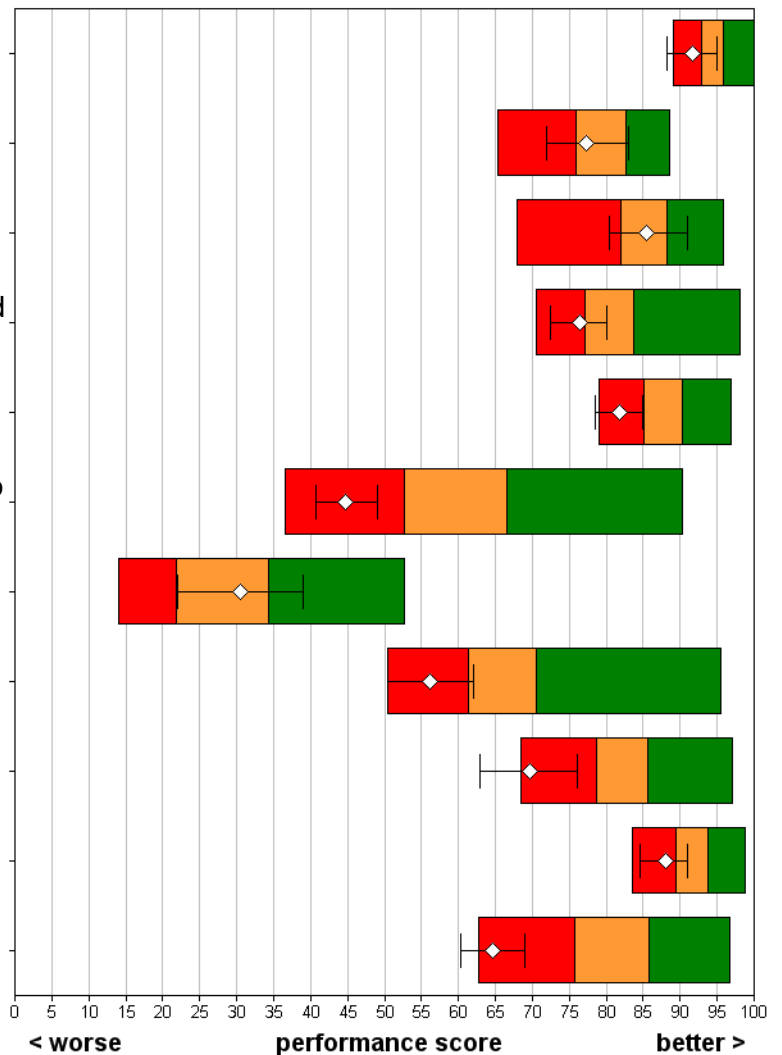
Were you given a choice of admission dates?

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?

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?



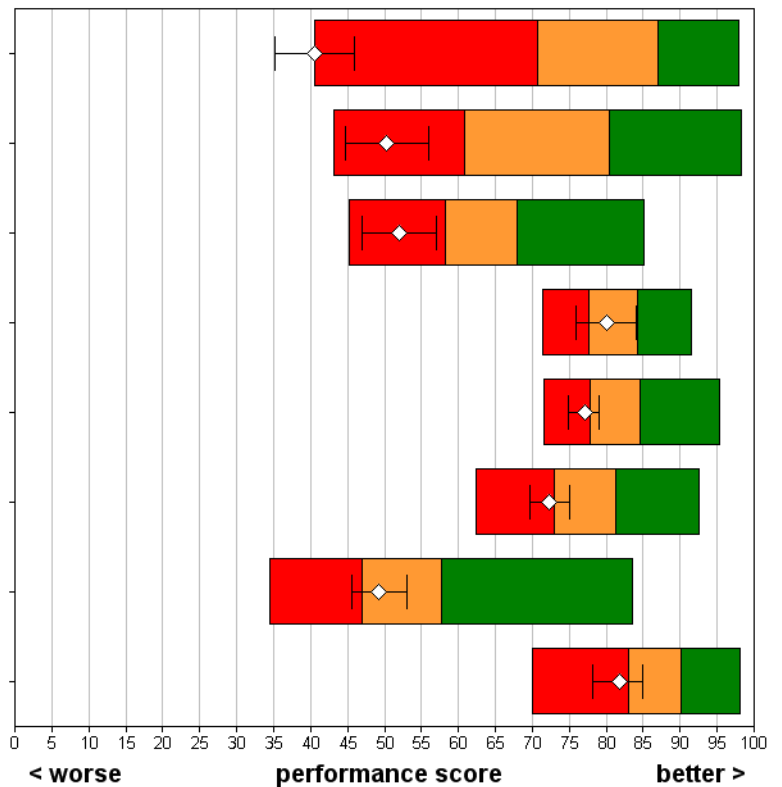
■ Best performing 20% of trusts	■ Intermediate 60% of trusts	■ Worst performing 20% of trusts	◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
			This trust's results are not shown if there were fewer than 30 respondents.

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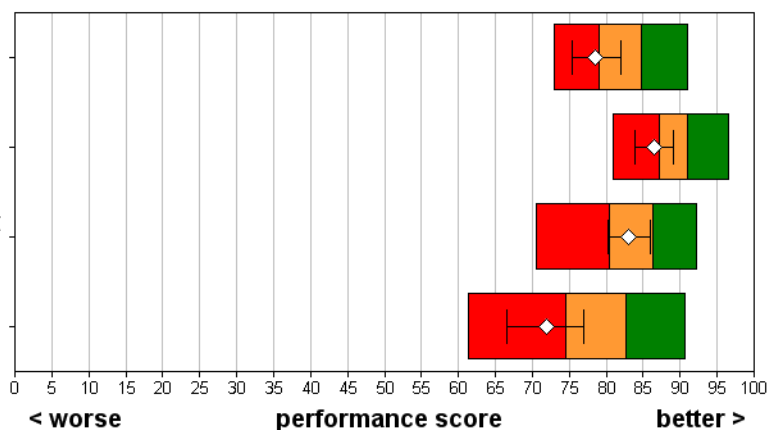
The hospital and ward

- Did you ever share a sleeping area with patients of the opposite sex?
- Did you ever use the same bathroom or shower area as 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?
- Were you offered a choice of 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
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Nurses

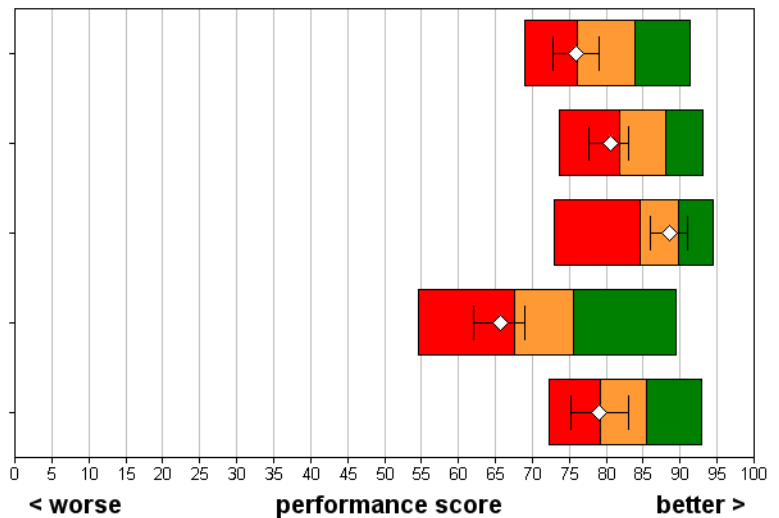
When you had questions to ask a nurse, did you get answers you could understand?

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?

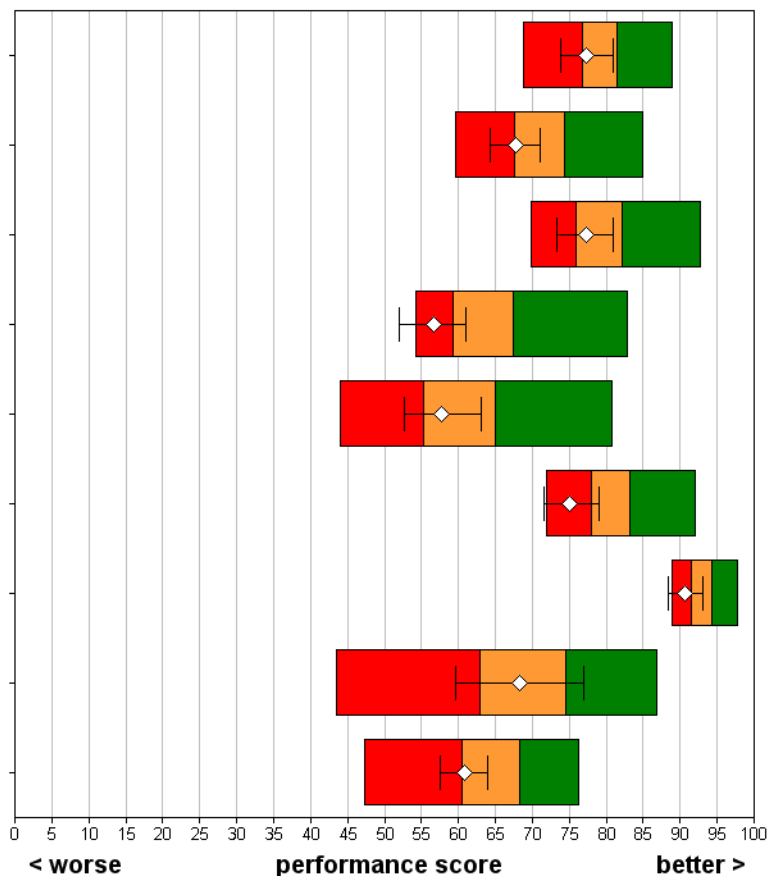
Did you find someone on the hospital staff to talk to about your worries and fears?

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

Were you given enough privacy when being examined or treated?

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

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



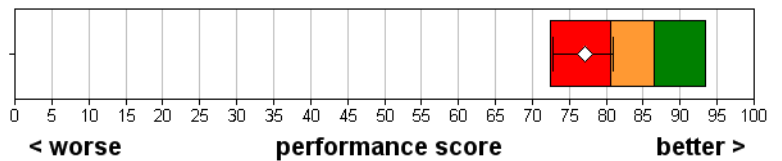
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Pain

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?

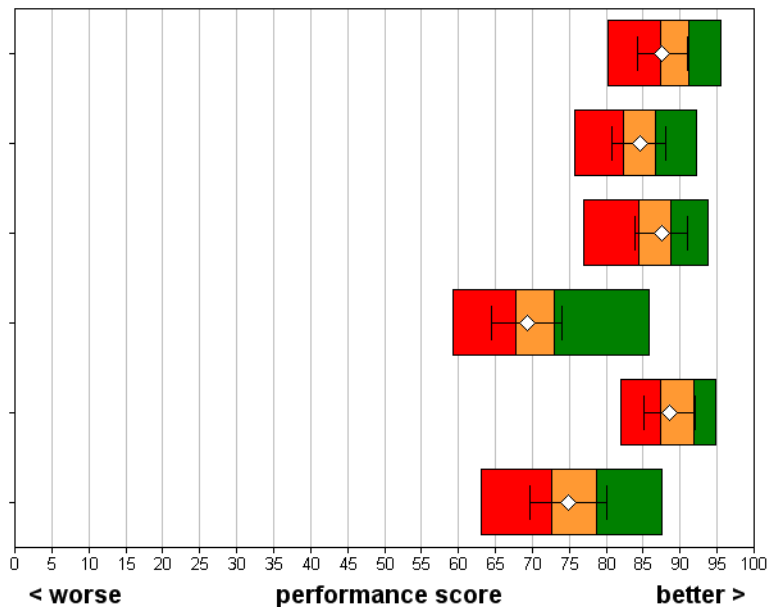
Did a member of staff explain what would be done during the operation or procedure?

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	■ Intermediate 60% of trusts	■ Worst performing 20% of trusts	◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
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Leaving hospital

What was the main reason for the delay?

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?

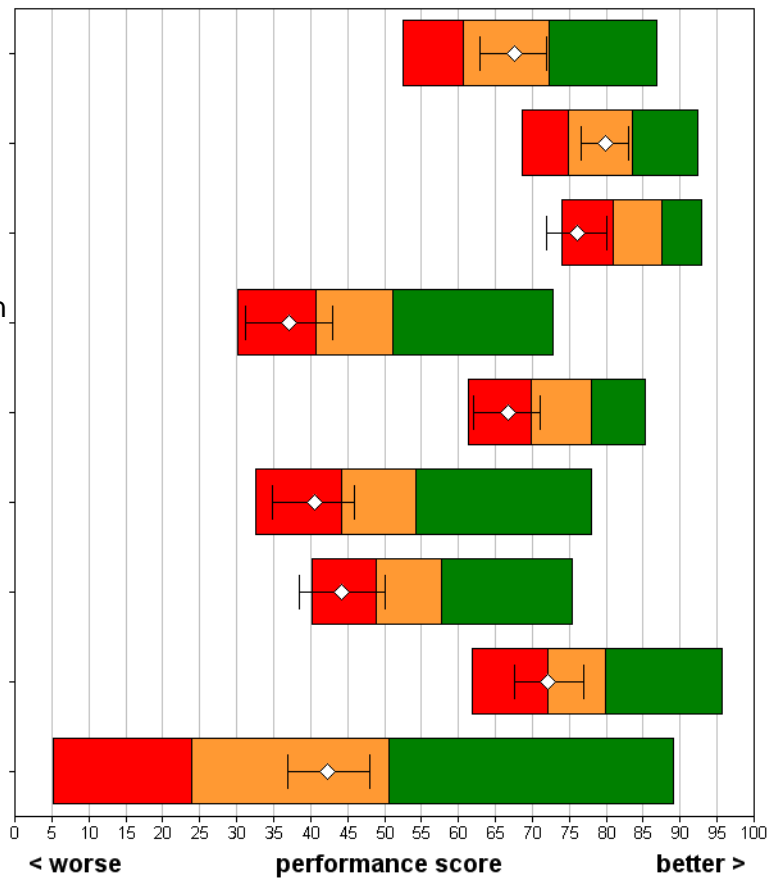
Were you given clear written information about your medicines?

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

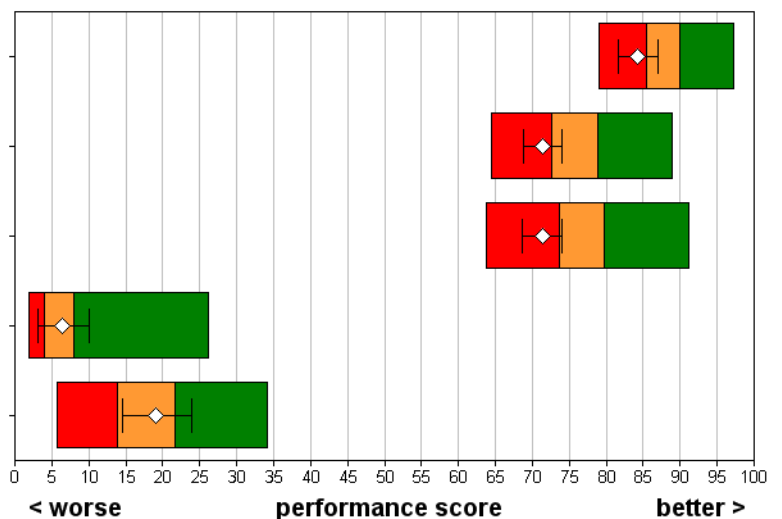
Did you feel you were treated with respect and dignity while you were in the hospital?

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?

Were you given information about how you could complain about the care you received?



■ Best performing 20% of trusts	◊ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
■ Intermediate 60% of trusts	
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Trust scores

	Scores for this NHS trust	95% Confidence Intervals		Threshold score for the best 20% of NHS trusts		Number of respondents (this trust)	
		Lower	Upper	Highest score achieved (all trusts)			
Admission to hospital							
Q3	Were the ambulance crew reassuring?	92	88	95	96	100	178
Q4	Did the ambulance crew explain your care and treatment in a way you could understand?	77	72	83	83	89	161
Q5	Did the ambulance crew do everything they could to help control your pain?	86	80	91	88	96	137
Q7	How much information about your condition did you get in the Emergency Department?	76	72	80	84	98	298
Q8	Were you given enough privacy when being examined in the Emergency Department?	82	79	85	90	97	302
Q9	How long did you wait before being admitted to a bed on a ward?	45	41	49	67	90	288
Q10	Were you given a choice of admission dates?	30	22	39	34	53	143
Q11	Overall, how long did you wait to be admitted to hospital?	56	50	62	71	95	140
Q12	How do you feel about the length of time you were on the waiting list?	70	63	76	86	97	139
Q13	Was your admission date changed by the hospital?	88	85	91	94	99	144
Q14	Did you feel that you had to wait a long time to get to a bed on a ward?	65	60	69	86	97	449
The hospital and ward							
Q16	Did you ever share a sleeping area with patients of the opposite sex?	41	35	46	87	98	398
Q19	Did you ever use the same bathroom or shower area as patients of the opposite sex?	50	45	56	80	98	373
Q20	Were you ever bothered by noise at night from other patients?	52	47	57	68	85	449
Q21	Were you ever bothered by noise at night from hospital staff?	80	76	84	84	91	452
Q22	In your opinion, how clean was the hospital room or ward that you were in?	77	75	79	85	95	458
Q23	How clean were the toilets and bathrooms that you used in hospital?	72	70	75	81	93	445
Q24	How would you rate the hospital food?	49	46	53	58	84	435
Q25	Were you offered a choice of food?	82	78	85	90	98	424

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Trust scores

	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						
Q26 When you had questions to ask a doctor, did you get answers you could understand?	79	75	82	85	91	415
Q27 Did you have confidence and trust in the doctors treating you?	86	84	89	91	96	461
Q28 Did doctors talk in front of you as if you weren't there?	83	80	86	86	92	459
Q29 As far as you know, did doctors wash or clean their hands between touching patients?	72	67	77	83	91	253
Nurses						
Q30 When you had questions to ask a nurse, did you get answers you could understand?	76	73	79	84	91	402
Q31 Did you have confidence and trust in the nurses treating you?	81	78	83	88	93	459
Q32 Did nurses talk in front of you as if you weren't there?	89	86	91	90	95	459
Q33 In your opinion, were there enough nurses on duty to care for you in hospital?	66	62	69	76	89	463
Q34 As far as you know, did nurses wash or clean their hands between touching patients?	79	75	83	86	93	327
Your care and treatment						
Q35 Did a member of staff say one thing and another say something different?	77	74	81	81	89	457
Q36 Were you involved as much as you wanted to be in decisions about your care?	68	64	71	74	85	453
Q37 How much information about your condition or treatment was given to you?	77	73	81	82	93	457
Q38 Did your family or someone close to you have enough opportunity to talk to a doctor?	57	52	61	67	83	319
Q39 Did you find someone on the hospital staff to talk to about your worries and fears?	58	53	63	65	81	279
Q40 Were you given enough privacy when discussing your condition or treatment?	75	72	79	83	92	454
Q41 Were you given enough privacy when being examined or treated?	91	88	93	94	98	460
Q42 Did you get enough help from staff to eat your meals?	68	60	77	75	87	92
Q43 After you used the call button, how long did it usually take before you got help?	61	58	64	68	76	246

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Trust scores

	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			
Pain						
Q45 Did you think the hospital staff did everything they could to help control your pain?	77	73	81	87	93	278
Operations and procedures						
Q47 Did a member of staff explain the risks and benefits of the operation or procedure?	88	84	91	91	96	241
Q48 Did a member of staff explain what would be done during the operation or procedure?	85	81	88	87	92	238
Q49 Did a member of staff answer your questions about the operation or procedure?	87	84	91	89	94	202
Q50 Were you told how you could expect to feel after you had the operation or procedure?	69	64	74	73	86	241
Q52 Did the anaesthetist explain how he or she would put you to sleep or control your pain?	89	85	92	92	95	200
Q53 Afterwards, did a member of staff explain how the operation or procedure had gone?	75	70	80	79	87	237
Leaving hospital						
Q55 What was the main reason for the delay?	68	63	72	72	87	418
Q56 How long was the delay to discharge?	80	77	83	84	92	415
Q57 Did hospital staff explain the purpose of the medicines you were to take home?	76	72	80	88	93	338
Q58 Did a member of staff tell you about medication side effects to watch for?	37	31	43	51	73	285
Q59 Were you given clear written information about your medicines?	67	62	71	78	85	364
Q60 Did a member of staff tell you about any danger signals you should watch for?	41	35	46	54	78	327
Q61 Did hospital staff give your family or someone close to you all the information they needed?	44	39	50	58	75	305
Q62 Did hospital staff tell you who to contact if you were worried about your condition?	72	68	77	80	96	408
Q63 Did you receive copies of letters sent between hospital doctors and your family doctor?	42	37	48	51	89	403

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Trust scores

	Scores for this NHS trust	95% Confidence Intervals		Threshold score for the best 20% of NHS trusts		Number of respondents (this trust)
		Lower	Upper			
Overall						
Q64 Did you feel you were treated with respect and dignity while you were in the hospital?	84	82	87	90	97	456
Q65 How would you rate how well the doctors and nurses worked together?	71	69	74	79	89	449
Q66 Overall, how would you rate the care you received?	71	69	74	80	91	453
Q67 While in hospital, were you ever asked to give your views on the quality of your care?	6	3	10	8	26	428
Q68 Were you given information about how you could complain about the care you received?	19	15	24	22	34	444

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Background information

The sample	This trust	All trusts
Number of respondents	478	80694
Response rate (percentage)	57	59
Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	44	45
Female	56	55
Age group (percentage)	(%)	(%)
Aged 35 and younger	9	10
Aged 36 - 50	12	16
Aged 51 - 65	22	26
Aged 66 and older	58	48
Ethnic group (percentage)	(%)	(%)
White	96	91
Mixed	0	1
Asian or Asian British	0	2
Black or Black British	0	2
Chinese or other ethnic group	0	0
Not known	3	4