

Inspecting **Informing** Improving

Patient survey report 2007



Inpatient survey 2007

West Hertfordshire Hospitals NHS Trust

The Inpatient survey 2007 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

National NHS patient survey programme Survey of adult inpatients in the NHS 2007

The Healthcare Commission

The Healthcare Commission is the independent watchdog for healthcare in England. We have a statutory duty to assess and report on the quality and safety of services provided by the NHS and the independent sector, in order to promote continuous improvement in healthcare for the benefit of patients and the public.

Survey of adult inpatients 2007

To improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

This report provides the results of the fifth 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.

To understand the detailed survey results for each individual trust, there are national spreadsheets available on our website. These show the percentage of respondents from each trust that provided a particular response to all survey questions: www.healthcarecommission.org.uk/PatientSurveyInpatient2007. There is also a set of tables showing the national results for the 2007 survey, compared with the results for previous years where possible. 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, 2005 and 2006. They are part of a wider programme of NHS 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 (see further information section).

About the survey

The fifth survey of adult inpatients involved 166¹ acute and specialist NHS trusts. We received responses from just under 76,000 patients, a response rate of 56%. Patients were eligible for the survey if they were aged 16 years or older² had at least one overnight stay and were not admitted to maternity or psychiatric units.

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 response³. Therefore, the higher the score for each question, the better the trust is performing.

¹Although 166 trusts took part in the survey, the published results are based on 165. The results for one trust were not included in the publication due to data quality reasons.

²In 2004, the Healthcare Commission carried out a separate survey of children and young people (aged 0-17) 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 2007 survey presented here.

A 'scored' questionnaire showing the scores assigned to each question is available on our website (see 'Further Information' section). 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 (e.g. ticked 'Yes' to a particular question), it means that the trust has scored 80 out of a maximum of 100.

Percentage results for each question are presented in the national spreadsheets, which are available on our website. Please also note that it is not appropriate to score all questions within the questionnaire for benchmarking purposes. This is because not all of the questions assess the trusts in any way, or they may be 'filter questions' designed to filter out respondents to whom following questions do not apply. An example of such a question would be Q45 "During your stay in hospital, did you have an operation or procedure?"

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 represents the score for this trust. If the diamond is in the green section of the bar, for example, it means that 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's score, as a result of random fluctuation.

Since the score is based on a sample of inpatients in a trust rather than all inpatients, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval⁴ is calculated as a measure of how accurate the score is. We can be 95% certain that if everyone in the trust had been surveyed, the 'true' score would fall within this interval.

The white diamond (score) 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 responded.

³Trusts have differing profiles of patients. For example, one trust may have more male inpatients than another trust. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. Therefore, the results have been weighted by the age, sex and method of admission (emergency or elective) of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This approach is called standardisation, and ensures that each trust's age-sex-admission type profile reflects the national age-sex-admission type distribution (based on all of the respondents to the survey). It therefore enables results from trusts with different profiles of patients to be more accurately compared.

⁴A confidence interval is an upper and lower limit within which you have a stated level of confidence that the true mean (average) lies somewhere in that range. These are commonly quoted as 95% confidence intervals, which are constructed so that you can be 95% certain that the true mean lies between these limits. The width of the confidence interval gives some indication of how cautious we should be; a very wide interval may indicate that more data should be collected before any conclusions are made.

Notes on specific questions

Q13 and Q15: The information collected by Q13 (“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 Q15 (“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 Q13 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 2002, 2004 and 2005 surveys. This is due to a change in the questions’ wording and because the results for 2007 and 2006 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 (available on our website).

Q54, 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 on our website.

Further information

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

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

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 2007 survey of adult inpatient results, questionnaire and scoring can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyInpatient2007>

The 2006 survey of adult inpatient results 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>

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

<http://www.dh.gov.uk/en/Publicationsandstatistics/PublishedSurvey/NationalsurveyofNHSpatients/Nationalsurveyinpatients/index.htm>

More information on the 2007/2008 Annual Health Check is available on the Healthcare Commission website at:

<http://www.healthcarecommission.org.uk/healthcareproviders/serviceproviderinformation/annualhealthcheck/annualhealthcheck2007/2008.cfm>

Inpatient survey 2007

West Hertfordshire Hospitals NHS Trust

Admission to hospital

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 offered a choice of hospital for your first hospital appointment?

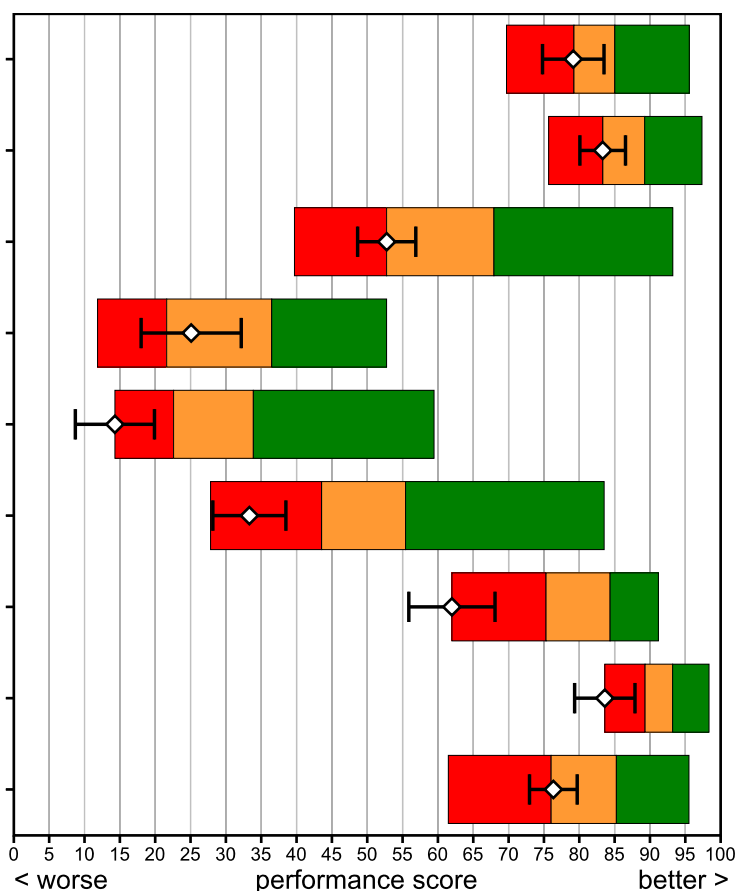
Were you given a choice of admission dates?

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?

Upon arrival, 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.

Inpatient survey 2007

West Hertfordshire Hospitals NHS Trust

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?

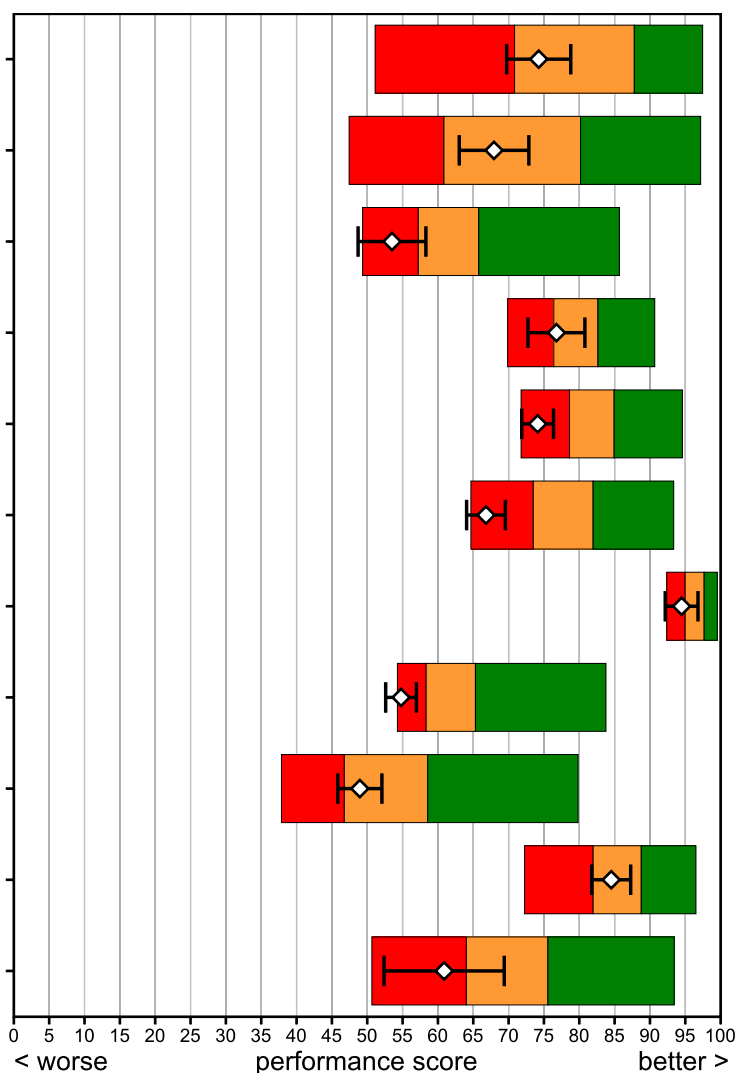
Did you feel threatened during your stay in hospital by other patients or visitors?

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

How would you rate the hospital food?

Were you offered a choice of food?

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



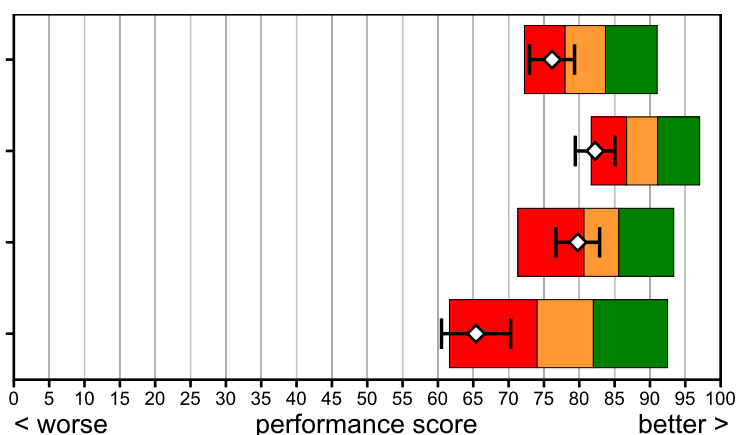
Doctors

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?



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Nurses

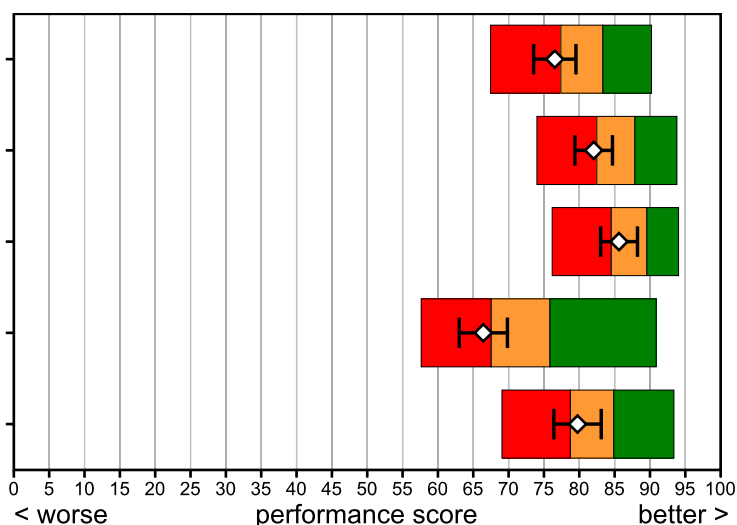
When you had questions to ask a nurse, did you get answers you could understand?

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?

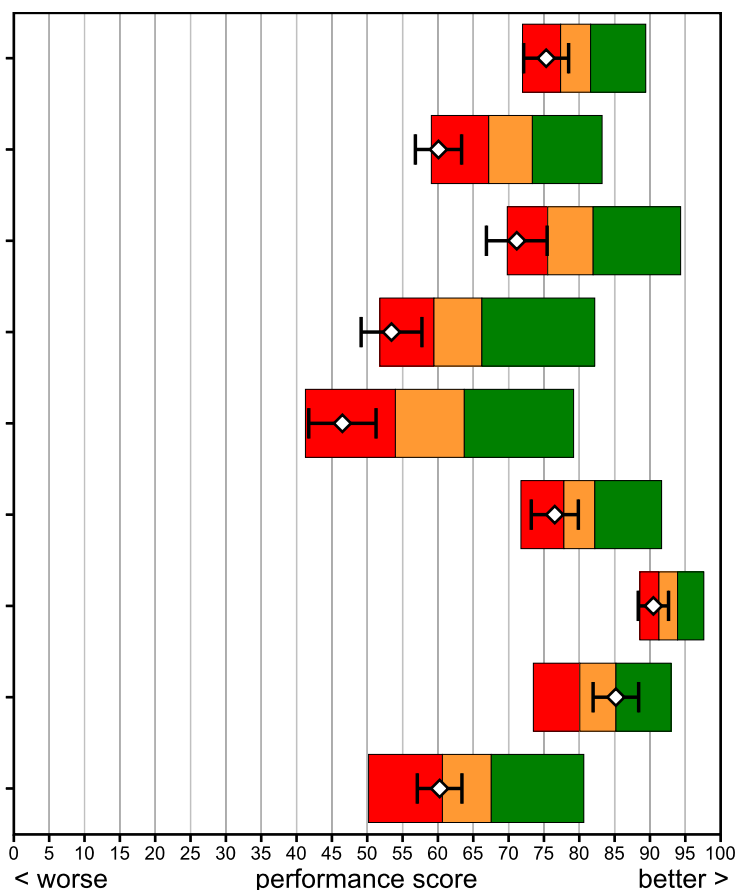
Did you find someone on the hospital staff to talk to about your worries and fears?

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

Were you given enough privacy when being examined or treated?

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

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



- Best performing 20% of trusts
- Intermediate 60% of trusts
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Operations and procedures

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

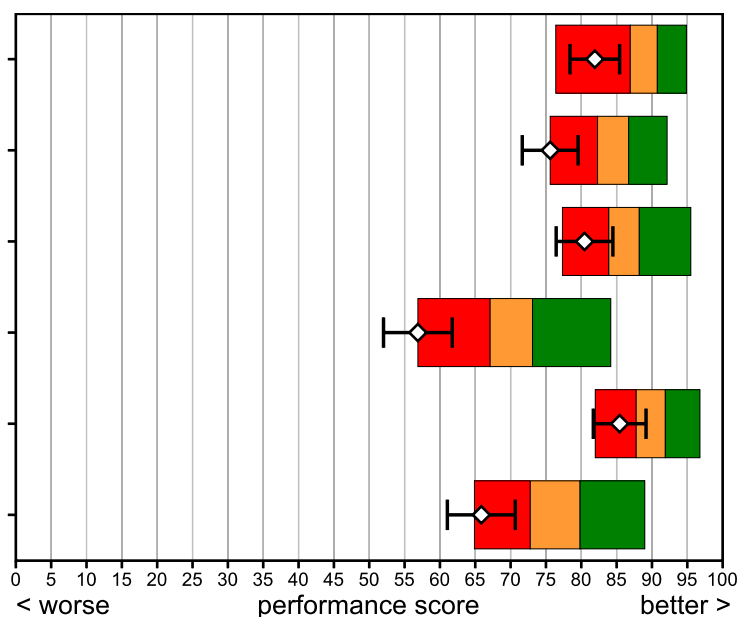
Did a member of staff explain what would be done during the operation or procedure?

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?



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Intermediate 60% of trusts

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Leaving hospital

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

What was the main reason for the delay?

How long was the delay to discharge?

Were you given any written information about what you should do after leaving hospital?

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

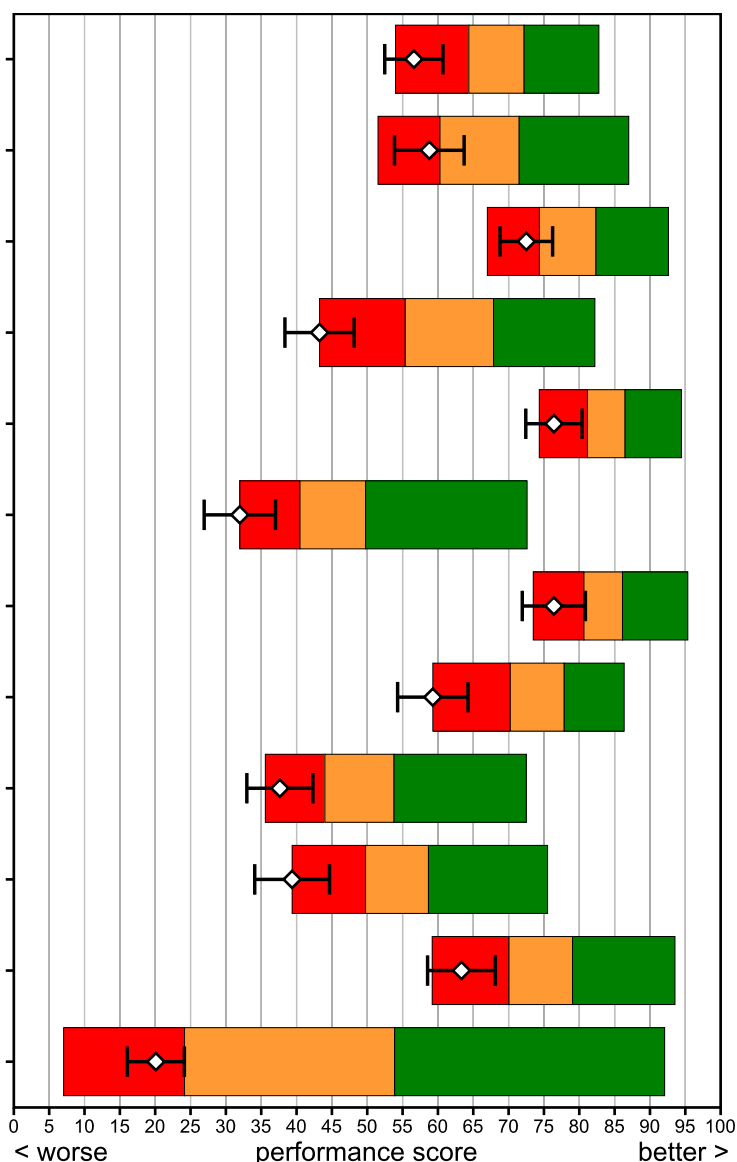
Were you given clear written information about your medicines?

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?



Best performing 20% of trusts

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Overall

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

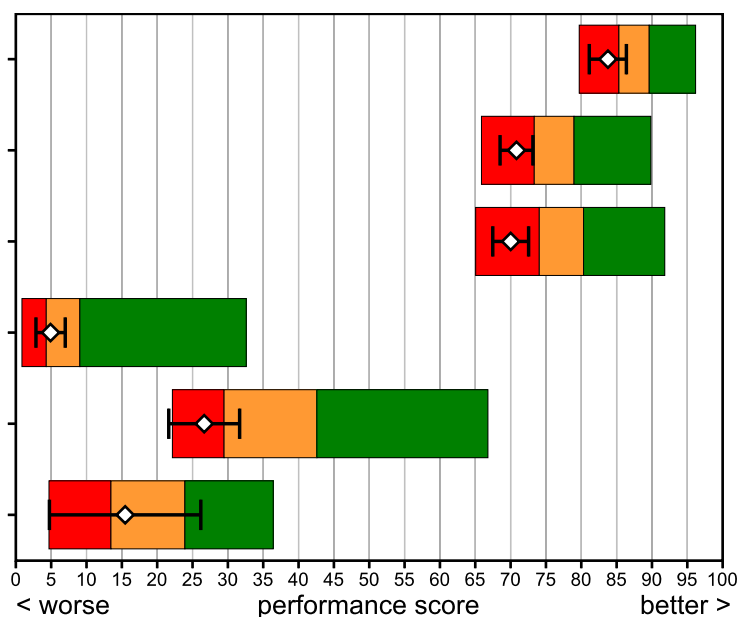
How would you rate how well the doctors and nurses worked together?

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?

Did you see any posters or leaflets explaining how to complain about the care you received?

If you wanted to complain, did hospital staff give you the information you needed to do this?



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| | | 95% Confidence Interval | | Threshold for the highest scoring 20% of NHS Trusts | | Highest score achieved (all trusts) | | Number of respondents (this trust) |
|------------------------------|----------------------------------------------------------------------------------------|-------------------------|-------|-----------------------------------------------------|-----------------------------------------------------|-------------------------------------|-----|------------------------------------|
| | | Lower | Upper | Threshold for the lowest scoring 20% of NHS Trusts | Threshold for the highest scoring 20% of NHS Trusts | | | |
| Admission to hospital | | | | | | | | |
| Q3 | How much information about your condition did you get in the Emergency Department? | 79 | 75 | 83 | 79 | 85 | 96 | 243 |
| Q4 | Were you given enough privacy when being examined in the Emergency Department? | 83 | 80 | 87 | 83 | 89 | 97 | 255 |
| Q5 | How long did you wait before being admitted to a bed on a ward? | 53 | 49 | 57 | 53 | 68 | 93 | 255 |
| Q6 | Were you offered a choice of hospital for your first hospital appointment? | 25 | 18 | 32 | 22 | 36 | 53 | 150 |
| Q7 | Were you given a choice of admission dates? | 14 | 9 | 20 | 23 | 34 | 59 | 149 |
| Q8 | Overall, how long did you wait to be admitted to hospital? | 33 | 28 | 38 | 44 | 55 | 84 | 143 |
| Q9 | How do you feel about the length of time you were on the waiting list? | 62 | 56 | 68 | 75 | 84 | 91 | 155 |
| Q10 | Was your admission date changed by the hospital? | 84 | 79 | 88 | 89 | 93 | 98 | 158 |
| Q11 | Upon arrival, did you feel that you had to wait a long time to get to a bed on a ward? | 76 | 73 | 80 | 76 | 85 | 96 | 435 |
| The hospital and ward | | | | | | | | |
| Q13 | Did you ever share a sleeping area with patients of the opposite sex? | 74 | 70 | 79 | 71 | 88 | 97 | 352 |
| Q16 | Did you ever use the same bathroom or shower area as patients of the opposite sex? | 68 | 63 | 73 | 61 | 80 | 97 | 360 |
| Q17 | Were you ever bothered by noise at night from other patients? | 53 | 49 | 58 | 57 | 66 | 86 | 440 |
| Q18 | Were you ever bothered by noise at night from hospital staff? | 77 | 73 | 81 | 76 | 83 | 91 | 436 |
| Q19 | In your opinion, how clean was the hospital room or ward that you were in? | 74 | 72 | 76 | 79 | 85 | 95 | 438 |
| Q20 | How clean were the toilets and bathrooms that you used in hospital? | 67 | 64 | 70 | 73 | 82 | 93 | 421 |
| Q21 | Did you feel threatened during your stay in hospital by other patients or visitors? | 94 | 92 | 97 | 95 | 98 | 100 | 438 |
| Q22 | Did you have somewhere to keep your personal belongings whilst on the ward? | 55 | 53 | 57 | 58 | 65 | 84 | 400 |
| Q23 | How would you rate the hospital food? | 49 | 46 | 52 | 47 | 59 | 80 | 417 |
| Q24 | Were you offered a choice of food? | 85 | 82 | 87 | 82 | 89 | 97 | 431 |
| Q25 | Did you get enough help from staff to eat your meals? | 61 | 52 | 69 | 64 | 76 | 93 | 94 |

Inpatient survey 2007

West Hertfordshire Hospitals NHS Trust

| | Scores for this NHS trust | 95% Confidence Interval | | Threshold for the lowest scoring 20% of NHS Trusts | | Threshold for the highest scoring 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? | 76 | 73 | 79 | 78 | 84 | 91 | 395 | | |
| Q27 Did you have confidence and trust in the doctors treating you? | 82 | 79 | 85 | 87 | 91 | 97 | 437 | | |
| Q28 Did doctors talk in front of you as if you weren't there? | 80 | 77 | 83 | 81 | 86 | 93 | 436 | | |
| Q29 As far as you know, did doctors wash or clean their hands between touching patients? | 65 | 61 | 70 | 74 | 82 | 92 | 273 | | |
| Nurses | | | | | | | | | |
| Q30 When you had questions to ask a nurse, did you get answers you could understand? | 77 | 74 | 80 | 77 | 83 | 90 | 392 | | |
| Q31 Did you have confidence and trust in the nurses treating you? | 82 | 79 | 85 | 82 | 88 | 94 | 440 | | |
| Q32 Did nurses talk in front of you as if you weren't there? | 86 | 83 | 88 | 85 | 90 | 94 | 442 | | |
| Q33 In your opinion, were there enough nurses on duty to care for you in hospital? | 66 | 63 | 70 | 68 | 76 | 91 | 439 | | |
| Q34 As far as you know, did nurses wash or clean their hands between touching patients? | 80 | 76 | 83 | 79 | 85 | 93 | 343 | | |
| Your care and treatment | | | | | | | | | |
| Q35 Did a member of staff say one thing and another say something different? | 75 | 72 | 79 | 77 | 82 | 89 | 432 | | |
| Q36 Were you involved as much as you wanted to be in decisions about your care? | 60 | 57 | 63 | 67 | 73 | 83 | 435 | | |
| Q37 How much information about your condition or treatment was given to you? | 71 | 67 | 75 | 76 | 82 | 94 | 437 | | |
| Q38 Did your family or someone close to you have enough opportunity to talk to a doctor? | 53 | 49 | 58 | 59 | 66 | 82 | 296 | | |
| Q39 Did you find someone on the hospital staff to talk to about your worries and fears? | 46 | 42 | 51 | 54 | 64 | 79 | 262 | | |
| Q40 Were you given enough privacy when discussing your condition or treatment? | 77 | 73 | 80 | 78 | 82 | 92 | 429 | | |
| Q41 Were you given enough privacy when being examined or treated? | 90 | 88 | 93 | 91 | 94 | 98 | 435 | | |
| Q43 Did you think the hospital staff did everything they could to help control your pain? | 85 | 82 | 88 | 80 | 85 | 93 | 285 | | |
| Q44 After you used the call button, how long did it usually take before you got help? | 60 | 57 | 63 | 61 | 68 | 81 | 264 | | |

Inpatient survey 2007

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| | Scores for this NHS trust | 95% Confidence Interval | | Threshold for the lowest scoring 20% of NHS Trusts | | Threshold for the highest scoring 20% of NHS Trusts | | Highest score achieved (all trusts) | Number of respondents (this trust) |
|--------------------------------------------------------------------------------------------------|---------------------------|-------------------------|-------|----------------------------------------------------|----|-----------------------------------------------------|-----|-------------------------------------|------------------------------------|
| | | Lower | Upper | | | | | | |
| Operations and procedures | | | | | | | | | |
| Q46 Did a member of staff explain the risks and benefits of the operation or procedure? | 82 | 78 | 85 | 87 | 91 | 95 | 278 | | |
| Q47 Did a member of staff explain what would be done during the operation or procedure? | 76 | 72 | 80 | 82 | 87 | 92 | 270 | | |
| Q48 Did a member of staff answer your questions about the operation or procedure? | 80 | 76 | 84 | 84 | 88 | 95 | 235 | | |
| Q49 Were you told how you could expect to feel after you had the operation or procedure? | 57 | 52 | 62 | 67 | 73 | 84 | 285 | | |
| Q51 Did the anaesthetist explain how he or she would put you to sleep or control your pain? | 85 | 82 | 89 | 88 | 92 | 97 | 246 | | |
| Q52 Afterwards, did a member of staff explain how the operation or procedure had gone? | 66 | 61 | 71 | 73 | 80 | 89 | 279 | | |
| Leaving hospital | | | | | | | | | |
| Q53 Did you feel you were involved in decisions about your discharge from hospital? | 57 | 52 | 61 | 64 | 72 | 83 | 387 | | |
| Q55 What was the main reason for the delay? | 59 | 54 | 64 | 60 | 71 | 87 | 403 | | |
| Q56 How long was the delay to discharge? | 72 | 69 | 76 | 74 | 82 | 93 | 399 | | |
| Q57 Were you given any written information about what you should do after leaving hospital? | 43 | 38 | 48 | 55 | 68 | 82 | 420 | | |
| Q58 Did hospital staff explain the purpose of the medicines you were to take home? | 76 | 72 | 80 | 81 | 86 | 94 | 304 | | |
| Q59 Did a member of staff tell you about medication side effects to watch for? | 32 | 27 | 37 | 40 | 50 | 73 | 271 | | |
| Q60 Were you told how to take your medication in a way you could understand? | 76 | 72 | 81 | 81 | 86 | 95 | 263 | | |
| Q61 Were you given clear written information about your medicines? | 59 | 54 | 64 | 70 | 78 | 86 | 335 | | |
| Q62 Did a member of staff tell you about any danger signals you should watch for? | 38 | 33 | 42 | 44 | 54 | 73 | 328 | | |
| Q63 Did hospital staff give your family or someone close to you all the information they needed? | 39 | 34 | 45 | 50 | 59 | 76 | 284 | | |
| Q64 Did hospital staff tell you who to contact if you were worried about your condition? | 63 | 59 | 68 | 70 | 79 | 94 | 405 | | |
| Q65 Did you receive copies of letters sent between hospital doctors and your family doctor? | 20 | 16 | 24 | 24 | 54 | 92 | 404 | | |

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| | Scores for this NHS trust | 95% Confidence Interval | | Threshold for the lowest scoring 20% of NHS Trusts | Threshold for the highest scoring 20% of NHS Trusts | Highest score achieved (all trusts) | Number of respondents (this trust) |
|---------------------------------------------------------------------------------------------------|---------------------------|-------------------------|-------|----------------------------------------------------|-----------------------------------------------------|-------------------------------------|------------------------------------|
| | | Lower | Upper | | | | |
| Overall | | | | | | | |
| Q66 Did you feel you were treated with respect and dignity while you were in the hospital? | 84 | 81 | 86 | 85 | 90 | 96 | 435 |
| Q67 How would you rate how well the doctors and nurses worked together? | 71 | 69 | 73 | 73 | 79 | 90 | 432 |
| Q68 Overall, how would you rate the care you received? | 70 | 67 | 73 | 74 | 80 | 92 | 438 |
| Q69 While in hospital, were you ever asked to give your views on the quality of your care? | 5 | 3 | 7 | 4 | 9 | 33 | 417 |
| Q70 Did you see any posters or leaflets explaining how to complain about the care you received? | 27 | 22 | 32 | 29 | 43 | 67 | 317 |
| Q72 If you wanted to complain, did hospital staff give you the information you needed to do this? | 15 | 5 | 26 | 13 | 24 | 36 | 41 |

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Background information

| The sample | This trust | All trusts |
|----------------------------|------------|------------|
| Number of respondents | 448 | 75949 |
| Response Rate (percentage) | 55 | 56 |

| Demographic characteristics | This trust | All trusts |
|-------------------------------|------------|------------|
| Gender (percentage) | (%) | (%) |
| Male | 46 | 46 |
| Female | 54 | 54 |
| Age group (percentage) | (%) | (%) |
| Aged 35 and younger | 11 | 9 |
| Aged 36-50 | 15 | 15 |
| Aged 51-65 | 25 | 27 |
| Aged 66 and older | 49 | 49 |
| Ethnic group (percentage) | (%) | (%) |
| White | 88 | 91 |
| Mixed | 1 | 1 |
| Asian or Asian British | 4 | 2 |
| Black or Black British | 1 | 2 |
| Chinese or other ethnic group | 1 | 0 |
| Not known | 6 | 4 |