

Emergency department: key findings



© 2005 Commission for Healthcare Audit and Inspection

Items may be reproduced free of charge in any format or medium provided that they are not for commercial resale. This consent is subject to the material being reproduced accurately and provided that it is not used in a derogatory manner or misleading context.

The material should be acknowledged as (c) 2005 Commission for Healthcare Audit and Inspection with the title of the document specified.

Applications for reproduction should be made in writing to:
Chief Executive, Commission for Healthcare Audit and Inspection, 103-105 Bunhill Row, London, EC1Y 8TG.

This information is available in other formats and languages on request. Please telephone 0845 601 3012.

ISBN: 1-84562-013-5

The emergency survey 2004/2005 was designed, developed and coordinated by the NHS survey advice centre at Picker Institute Europe



What is the Healthcare Commission?

The Healthcare Commission exists to promote improvement in the quality of NHS and independent healthcare across England and Wales. It is a new organisation, which started work on April 1st 2004. 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 takes over some responsibilities from other commissions. It:

- replaces the work of the Commission for Health Improvement (CHI), which closed on March 31st 2004
- takes over the private and voluntary healthcare functions of the National Care Standards Commission, which also ceased to exist on March 31st 2004
- picks up the elements of the Audit Commission's work which relate to efficiency, effectiveness and economy of healthcare

In taking over the functions of CHI, the Healthcare Commission now has responsibility for the programme of national patient surveys initiated by CHI.

Contents

Section 1	Introduction	4
1.1	Who took part in the survey?	
Section 2	Arriving at the emergency department	6
2.1	Getting there	
2.2	Receptionist	
2.3	Waiting	
Section 3	Doctors and nurses	8
3.1	Answers to questions	
3.2	Confidence and trust	
3.3	Acknowledging patients	
Section 4	Patient care and treatment	10
4.1	Information and involvement in decisions	
4.2	Staffing levels	
4.3	Privacy	
4.4	Tests	
4.5	Pain	
Section 5	Hospital environment and facilities	12
5.1	Cleanliness	
5.2	Safety	
Section 6	Leaving the emergency department	13
6.1	Information on medicines	
6.2	Other information	
Section 7	Overall	14
Section 8	Conclusions	15
Section 9	Appendix	
	Tables of results	16
	References	33
	Acknowledgements	33

Section 1

Introduction

Asking patients what they think about the care and treatment they have received is an important step towards improving the quality of care, and to ensuring that local health services are meeting patients' needs. A useful way of doing this is by carrying out surveys of patients who have recently used the health service.

During 2004/2005 the Healthcare Commission is carrying out four national surveys asking patients across England about their experiences of emergency departments, outpatients, mental health and primary care services. The NHS Surveys Advice Centre at Picker Institute Europe have developed the questionnaires and methodology.

Our programme of surveys of patients is aligned with our new approach to assessment, outlined in the consultation document, *Assessment for improvement – Our approach* (available on the Healthcare Commission website). We are required to carry out an annual review of each NHS organisation and will assess performance in relation to the Government's new core and developmental healthcare standards. Part of this is looking at what matters most to patients, carers and members of the public.

The first emergency department survey was published in 2003¹. This report summarises the key findings of the 2004/2005 emergency department survey and highlights differences with the 2003 results.

The survey results show that overall waiting times in emergency departments have improved and that patients' confidence in doctors and nurses remains high. However, there are concerns about cleanliness, and information given to patients when they leave the emergency department needs to improve.

The results of the survey and the experiences of patients in each NHS trust are available in detailed reports and can be found on the Healthcare Commission website (<http://www.healthcarecommission.org.uk/PatientSurveyAandE2004>).

¹ Accident and emergency (A&E) patient survey 2003. Commission for Health Improvement, London.

1.1 Who took part in the survey?

This survey was carried out in all 153 acute NHS trusts in England that have an emergency department that treats adults. Each trust identified a list of 850 randomly selected patients who had attended its emergency department during June, July or August 2004. Patients were eligible if they were aged 16 years or over. People who attended minor injuries units and medical or surgical admissions units were excluded from taking part in the survey.

The sampled patients were sent a postal questionnaire with a covering letter and up to two reminders were sent to those who did not respond.

Questionnaires were sent to 129,948 patients and completed questionnaires were received from 55,339 patients. This represents a response rate of 44%, after undelivered questionnaires and deceased patients had been accounted for. Response rates varied among trusts, from 26% to 59%. This compares to a response rate of 46% for the 2003 survey, with response rates varying among trusts from 26% to 61%.

The 2003 and 2004/2005 survey results were compared on all of the 39 questions that were directly comparable. That is, comparisons were made on those questions that were unchanged between the two surveys, or for which response options could be matched up in a way that made them comparable. All differences that are noted in this report are statistically significant.

The questionnaire was designed to reflect the issues that patients have told us matter to them. It was largely composed of closed questions, but the final section invited people to comment in their own words on things that were particularly good about their care and things that could be improved. The quotes in colour are drawn from these comments.

Of all those patients who returned completed questionnaires:

- 54% were women
- 26% were aged 16 to 35 years, 24% were aged 36 to 50 years, 22% were aged 51 to 65 years and 28% were aged 66 or over
- 93% were White, 3% Asian or Asian British, 2% Black or Black British and 1% were of mixed race, Chinese or other ethnic groups
- 61% of patients rated their own health as between good and excellent in the previous four weeks, and 39% very poor, poor or fair

It is important to compare the demographic characteristics of the respondents and those who did not respond to the survey, as the respondents may not be representative of all patients who use an NHS trust. The highest response rate (65%) came from male patients aged 66 years or over. The second highest response rate, at 64%, was from females in the 51 to 65 years old age group. Response rates were lowest for men aged 16 to 35 at 23%

Section 2

Arriving at the emergency department

Arriving at the emergency department

Emergency departments provide a range of services, from treating people with major injuries, admitting those who have unexpectedly fallen ill to hospital, and seeing to people with less serious health problems.

2.1 Getting there

Compared to the results of the 2003 survey, fewer respondents to the 2004/2005 survey had used an ambulance to get to the emergency department (28% in 2004/2005 compared with 31% in 2003). A higher percentage of patients used a car to get to the emergency department in 2004/2005 than in 2003 (an increase of 3%).

2.2 Receptionists

Twenty three per cent of all patients said the courtesy of receptionist was good, 9% rated it as fair and 3% said it was either poor or very poor. Twenty nine per cent rated the courtesy of the emergency department receptionist as excellent, and 36% as very good.

“Reception knew who I was when I walked in the next day for an appointment and called me by my first name. All staff made me feel valued and not just a number, and made me feel at ease.”

“Reception could be improved. The person I saw was quite abrupt and ‘matter of fact’. Patients attending A&E departments need reassurance and friendliness, particularly if they are in pain. A smile works wonders.”

2.3 Waiting

On arrival at the emergency department the 2004/2005 survey showed that:

- 47% of patients had to wait up to 15 minutes before they first spoke to a doctor or nurse
- 29% of patients had to wait between 16 and 30 minutes
- 14% of patients had to wait between 31 and 60 minutes
- 10% of patients had to wait over an hour before they first spoke to a doctor or nurse

“It took far less time than I anticipated and everyone was being seen, helped and spoken to (about 20 patients, including one who was disruptive). I was very satisfied. Thank you.”

In the 2004/2005 survey the majority of patients thought that the order in which they were seen was fair (90%). This is an improvement on the 2003 results, which showed that 87% of patients thought that the order in which they were seen was fair.

“On arrival, the department was crowded and I anticipated a long wait. However, when the extent of my injury was apparent and it was obvious I was in severe pain, I received prompt attention.”

Section 2

Arriving at the emergency department

Nationally, patients had to wait a shorter time to be examined by a doctor or nurse practitioner in 2004/2005 than in 2003:

- 75% of patients reported that they were examined by a doctor or nurse practitioner within one hour, compared to 66% in 2003
- 22% of patients said they waited between one and four hours to be examined, compared to 27% in 2003
- 3% of patients said they had to wait over four hours before being examined by a doctor or nurse practitioner, compared to 7% in 2003

For patients who had to wait, 56% were not told how long they would have to wait to be examined. This represents a decrease of 2% since the 2003 survey.

Compared with the 2003 survey, fewer patients in 2004/2005 reported that they had to wait longer than they had been told, a decrease from 13% in 2003 to 10% in 2004/2005. In 2004/2005 more patients (16%) said that they had to wait for less time than they had been told, and 2% more patients reported that they had to wait as long as they had been told.

“Keeping patients informed is very much appreciated. To be met by polite and courteous staff costs nothing but makes all the difference.”

“I think getting seen to should be a lot quicker and nurses should check up on the patient more frequently to see how they are feeling and to tell you how much longer you will have to wait.”

The NHS Plan (2000)² set a target that: “By 2004 no-one should be waiting more than four hours in accident and emergency from arrival to admission, transfer or discharge.” In 2003 the Department of Health set a standard that 98% of patients should not be waiting more than four hours in accident and emergency from arrival to admission, transfer or discharge. The scope of this survey means that waiting times reported by patients cannot be directly compared with waiting time data from NHS trusts. However, it provides the opportunity to assess trends overtime.

Overall, patients' visits to the emergency department were shorter in 2004/2005.

- 77% of patients reported that they stayed in the emergency department for no more than four hours, compared with 69% in 2003
- 18% of patients reported that they stayed between four and eight hours, whereas in 2003 this figure was 22%
- the percentage of patients who reported they stayed longer than eight hours fell from 9% in 2003 to 6% in 2004

² The NHS Plan: a plan for investment, a plan for reform. 2000. Department of Health.

Section 3

Doctors and nurses

Doctors and nurses

It is important for patients to have confidence and trust in members of staff and to feel they are able to communicate with them.

3.1 Answers to questions

The 2004/2005 emergency department survey showed that 66% of patients felt that they definitely had enough time to discuss their health or medical problem with the doctor or nurse. This is an increase of 4% since 2003. Similarly, the 2004/2005 survey found that more patients felt that they always got an explanation about their condition and treatment from a doctor or a nurse that they could understand (67% compared with 65% in 2003).

Nearly three quarters (74%) of patients felt that they had definitely been listened to by the doctors and nurses when they had something to say, and 23% thought they had been listened to to some extent. This indicates a slight improvement compared to the 2003 survey results, which showed 73% of patients felt that they were definitely listened to by the doctors and nurses.

“The doctor was very thorough. He explained everything very clearly and helped me to understand what had happened.”

“When doctors have seen you, you feel that they do not sometimes listen properly and you feel that you are wasting your time even going to the hospital. Even though the doctor knows best and you put your faith in them.”

Just over half (51%) of the respondents with anxieties and fears felt that they had been completely able to discuss their concerns with a doctor or nurse, 32% had discussed them to some extent and 16% did not feel able to discuss their anxieties and fears. Compared with the 2003 survey, this represents a 2% increase in the proportion of patients who felt that they were able to discuss their concerns completely.

“A full explanation was given to me by both the doctor and sister prior to any procedure taking place. This ensured I was relaxed at all times.”

3.2 Confidence and trust

Patients' confidence and trust in staff partly reflects their perception of staff's knowledge and competence. This can include the staff's knowledge of their condition or of the treatment needed.

Responses to questions relating to patients' confidence and trust in staff were similar to those in 2003. Seventy three per cent of patients who saw a doctor or nurse had complete confidence and trust in the doctors and nurses examining them, and 22% felt that they only had this to some extent. The remaining 5% of patients did not have any confidence and trust in the doctors and nurses.

Slightly fewer patients in 2004/2005 felt that all doctors and nurses knew enough about their condition or treatment (1% decrease) and more patients in 2004/2005 thought that most staff knew enough (1% increase). Seventeen per cent of respondents said that only some staff knew enough or that none of the staff knew enough. This figure has not changed since 2003.

“The nurse's prognosis was very helpful and thorough; I was very impressed with her knowledge and care.”

“Communication skills of the doctor were poor, leaving me feeling unsure of his ability to diagnose my problem. He may have known what he was doing but didn't inspire confidence.”

Section 3

Doctors and nurses

3.3 Acknowledging patients

Eleven per cent of patients felt that doctors and nurses had talked in front of them as if they were not there to some extent, and 6% reported that this definitely happened. There has been no change in these figures since the 2003 survey.

“As an elderly person, it was lovely to have all staff, even cleaners, show you such respect.”

An important way of demonstrating respect is by introducing yourself. Sixty one per cent of respondents said that all the staff treating and assessing them introduced themselves. However 39% of patients felt that only some, very few or none of the staff introduced themselves.

“Someone came over and did a diabetes check and took my blood pressure. They were not in uniform and had no ID card and they did not introduce themselves. I was not sure if it was a patient pretending to be a nurse or not.”

Section 4

Patient care and treatment

Patient care and treatment

4.1 Information and involvement in decisions

Patients should be involved as much as possible in decisions about their care and given information about their condition. This survey shows that over three quarters of patients (77%) felt that they were given the right amount of information, compared with 75% in 2003. Fewer patients in 2004/2005 reported that they were not given any information at all while they were in the emergency department (7% compared with 9% in 2003). Less than 1% of all respondents complained that they were given too much information.

For those respondents who were well enough to be involved in decisions about their care, 64% felt that they were involved as much as they wanted to be, 27% felt involved to some extent and 9% reported they were not involved as much as they wanted to be in these decisions. These are similar to the results of the 2003 survey.

“I was most annoyed with my treatment when shown my x-rays. The specialist barely flashed it at me before putting it away. He left me guessing where my bone had been broken and how best to keep it comfortable!”

Patients were asked whether hospital staff gave them conflicting information. Most respondents (84%) said that this did not happen, 10% reported that it had happened to some extent, and 6% said that it had definitely happened. Respondents' views had not changed since 2003.

4.2 Staffing levels

In order for patients to receive individual attention and care, it is essential that there is an adequate number of staff available to care for them. For those respondents who needed attention, 57% were always able to get a member of staff to help them, 33% were able to get help sometimes, and 7% could not find a member of staff to help them. The remaining 3% had a member of staff with them all the time.

4.3 Privacy

Patients were asked if they were given enough privacy when discussing their condition or treatment and when they were being examined. Seventy two per cent of patients said they definitely had enough privacy when discussing their condition, and 80% that they definitely had enough privacy when being examined. This represents an improvement since the 2003 survey of 2% for both responses.

“All conversations can be heard, as there are only curtains between the cubicles. Better confidentiality would have been appreciated.”

Section 4

Patient care and treatment

4.4 Tests

When patients were asked if they had any tests (such as x-rays, scans or blood tests) when they visited the emergency department 62% of them said “yes” in 2004/2005.

This survey showed that for patients who underwent tests, 62% were given the results in a way that they could understand, nearly a quarter were able to understand to some extent, and 9% did not have the results explained to them in a way they could understand. These results are similar to those of the 2003 survey. However there was a small increase (1%) in the percentage of patients who said that they were never told the results of the tests.

“It would have been nice to get the test results back before I left the hospital.”

4.5 Pain

Experiencing pain is common for patients so it is particularly important that hospital staff manage it effectively. Most patients (69%) experienced pain while they were in the emergency department. Of these 67% reported that they were in pain all or most of the time. For respondents who requested pain medicine:

- 21% said they received it straight away
- 47% said they received it between one and 15 minutes
- 24% said it took over 15 minutes to receive it
- 9% reported that they did not receive any

The 2003 survey reported a similar pattern, although slightly more patients received pain medicine within 15 minutes (2%).

“The sister in A&E was very quick with the pain relief and fluids and staff were kind and concerned about the pain level.”

Of those patients who suffered pain during their emergency department stay, 84% felt that either the hospital staff did everything they could to help control it or that they were helped to some extent (compared with 82% in 2003). That left 16% feeling that staff did not do everything that they could, but this 16% is a slight improvement since 2003.

Section 5

Hospital environment and facilities

Hospital environment and facilities

5.1 Cleanliness

Forty five per cent of patients rated the emergency department as 'very clean'. This represents a 4% decrease compared to the 2003 survey. There has been an increase in the percentage of patients rating the department as 'fairly clean' (46% compared to 43% in 2003). Two per cent of patients reported that the emergency department was 'not at all clean'. This has not changed since the 2003 survey.

The toilets in the emergency department were rated 'very clean' by just over a third of patients (39%), in comparison to 43% of patients in 2003. The number of patients rating the toilets as 'fairly clean' has increased by 2% (45% compared to 42% in 2003). Similar to the 2003 survey, 5% of patients reported the toilets were 'not at all clean'.

“Staff wore gloves but never washed between procedures.”

“The toilets in the public area of A&E were a disgrace – I've seen public toilets cleaner. With MRSA this causes me great concern.”

These figures, along with the direct quotes from patients, indicate the level of concern about infection rates.

5.2 Safety

The number of patients feeling threatened or bothered in emergency department appears to have decreased. In 2004/2005, 91% of patients said that they did not feel threatened or bothered by other patients. This is an increase of 2% since 2003.

Section 6

Leaving the emergency department

Leaving the emergency department

6.1 Information on medicines

Comparison of the two surveys reveals that slightly more patients in 2004/2005 reported that they were prescribed or ordered new medications (38% compared to 37% in 2003).

This survey asked patients discharged with new medications about the information they received on how to take it, the purpose of the medication, and any side effects. Most patients (85%) were given an explanation of how to take the new medications. As in the 2003 survey, almost all patients (81%) received a complete explanation of the medication's purpose. Regarding the explanation of possible side effects, fewer patients were not given any information in 2004/2005 (49% compared to 51% in 2003). Thirty six per cent of patients were given a full explanation of possible side effects, and 16% were given some information.

“I wish I'd been told what side effects to look for from my penicillin. I experienced a severe allergic reaction and did not realise early enough what was making me so ill and so kept taking the tablets and getting worse.”

“I would have liked to know what my problem was and why I was given a certain medication.”

6.2 Other information

Most patients (63%) were given at least some information on the danger signals to watch for following discharge from the emergency department, although 37% were not given any. There does not appear to be any difference in this since 2003.

Forty two per cent of patients were not told when they could resume normal activities. Two thirds of patients said they knew who to contact if they were worried about their condition after leaving the emergency department, which clearly leaves one third who did not know who to contact.

“Information on my injury (broken ankle) could have been more thorough. For example, when to return to work, whether to put weight on my leg, exercises to do.”

“I was not informed how soon my injury was expected to improve. It did not, and now my doctor has had to arrange x-rays and further treatment. A little more information would have been more helpful.”

Section 7

Overall

The majority of patients (68%) felt that the main reason they went to the emergency department was dealt with completely satisfactorily. Twenty five per cent thought it was dealt with satisfactorily to some extent, and 8% felt it was not dealt with to their satisfaction.

Eighty eight per cent of patients rated the care they received in the emergency department as good, very good or excellent. This is an increased overall percentage of patients who received what they perceived to be excellent care at 34% in 2004/2005, an improvement of 2% from 2003.

Four per cent of patients felt they were never treated with respect and dignity during their visit. The percentage of patients that felt they were treated with respect and dignity all of the time has increased (79% compared with 77% in 2003).

“Having read all the bad press about the declining NHS standards, I was most impressed by all concerned at the emergency department. Well done to everyone concerned. And yes I did tell other people how well I had been treated.”

Section 8

Conclusions

The views of patients about their experience of emergency departments have improved in a number of areas since the last national survey in emergency departments, conducted in 2003. More patients report that their visit to the emergency department lasted less than four hours, and patients report shorter waits at each stage of treatment in the emergency department. There have also been improvements, although on a smaller scale, in communication by staff, information provided to patients about their care and treatment, and in patients' satisfaction with the amount of time they had to see the doctor.

Some aspects of patients' experience of care in the emergency department have remained the same, or deteriorated. Patients continue to report high levels of confidence and trust in staff, and to being treated with respect and dignity. Information provided to patients on discharge remains a concern, with a substantial proportion of patients leaving the emergency department without information about side effects of medicines, danger signals to look out for and when to resume normal activities. Patients' perception of the cleanliness of emergency departments shows a decline: fewer patients report that the emergency department was 'very clean', although the proportion of people reporting that the department was not at all clean has not increased.

Overall, patients report high and increasing levels of satisfaction with the care received in emergency departments, but there is still considerable scope to improve the information provided to patients.

Section 9

Appendix: tables of results

National average results are presented for each question, along with tables comparing respondents and those who did not respond, and comparisons with responses to relevant questions in the 2003 survey.

The results reported are results for the average NHS trust in England. The national average is calculated from adding up the overall results for each participating organisation. The responses from each trust therefore have an equal influence over the national average, regardless of differences in response rate between trusts.

The average number of patients per trust giving a specific response to each question was found, and then the number of responders in each individual trust was divided by this figure. This produces a ratio for each trust and for each question of the number of people responding in that trust by the average number of people responding in all trusts. These values are used to 'weight' the results so that all trusts have an equal influence regardless of their response rates.

The only exceptions to this approach were in the demographic figures, for example age, sex and ethnic group. These figures are given as true, non 'weighted', percentages, as it is more appropriate to present the real percentages of sampled patients and respondents, rather than average figures.

Tables of results: Trust-based national averages for all questions

9.1 Arriving at the emergency department

Q1. How did you travel to the hospital?		
	National average %	Number
In an ambulance	28	
By car	57	
By taxi	6	
On foot	3	
On public transport	5	
Other	1	
Total specific responses		54,234
Missing responses		1,105

Answered by all

Q2. How would you rate the courtesy of the emergency department receptionist?		
	National average %	Number
Excellent	29	
Very good	36	
Good	23	
Fair	9	
Poor	2	
Very poor	1	
Total specific responses		49,828
I did not see a receptionist		4,496
Missing responses		1,015

Answered by all

Q3. How long did you wait before you first spoke to a nurse or doctor?		
	National average %	Number
0 to 15 minutes	47	
16 to 30 minutes	29	
31 to 60 minutes	14	
More than 60 minutes	10	
Total specific responses		52,465
Don't know/can't remember		1,926
Missing responses		948

Answered by all

Q4. Overall, did you think the order in which patients were seen was fair?		
	National average %	Number
Yes	90	
No	10	
Total specific responses		40,181
Can't say/don't know		13,971
Missing responses		1,187

Answered by all

Q5. From the time you first arrived at the emergency department, how long did you wait before being examined by a doctor or nurse practitioner?		
	National average %	Number
I did not have to wait	16	
one to 30 minutes	38	
31 to 60 minutes	21	
More than one hour but no more than two hours	13	
More than two hours but no more than four hours	9	
More than four hours	3	
Total specific responses		52,239
Can't remember		1,309
I did not see a doctor or nurse practitioner		289
Missing responses		1,502

Answered by all

Q6. Were you told how long you would have to wait to be examined?		
	National average %	Number
Yes, but the wait was shorter	16	
Yes, and I had to wait about as long as I was told	18	
Yes, but the wait was longer	10	
No, I was not told	56	
Total specific responses		40,497
Don't know/can't remember		4,441
Missing responses		481

Answered by all patients except those who did not have to wait and those who did not see a doctor or nurse practitioner

Q7. Overall, how long did your visit to the emergency department last?		
	National average %	Number
Up to one hour	19	
More than one hour but no more than two hours	26	
More than two hours but no more than four hours	32	
More than four hours but no more than eight hours	18	
More than eight hours but no more than 12 hours	3	
More than 12 hours but no more than 24 hours	1	
More than 24 hours	2	
Total specific responses		51,677
Can't remember		1,824
Missing responses		1,838

Answered by all

Section 9

Appendix: Tables of results

9.2 Doctors and nurses

Q8. Did you have enough time to discuss your health or medical problem with the doctor or nurse?		
	National average %	Number
Yes, definitely	66	
Yes, to some extent	27	
No	6	
Total specific responses		53,399
I did not see a doctor or a nurse		373
Missing responses		1,567

Answered by all

Q9. While you were in the emergency department, did a doctor or nurse explain your condition and treatment in a way you could understand?		
	National average %	Number
Yes, completely	67	
Yes, to some extent	26	
No	7	
Total specific responses		50,979
I did not need an explanation		2,254
Missing responses		400

Answered by patients who saw a doctor or nurse

Q10. Did the doctors and nurses listen to what you had to say?		
	National average %	Number
Yes, definitely	74	
Yes, to some extent	23	
No	3	
Total specific responses		53,154
Missing responses		476

Answered by patients who saw a doctor or nurse

Q11. If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?		
	National average %	Number
Yes, completely	51	
Yes, to some extent	32	
No	16	
Total specific responses		34,261
I did not have anxieties or fears		18,665
Missing responses		715

Answered by patients who saw a doctor or nurse

Q12. Did you have confidence and trust in the doctors and nurses examining and treating you?		
	National average %	Number
Yes, definitely	73	
Yes, to some extent	22	
No	5	
Total specific responses		53,284
Missing responses		394

Answered by patients who saw a doctor or nurse

Q13. In your opinion, did the doctors and nurses in the emergency department know enough about your condition or treatment?		
	National average %	Number
All of them knew enough	54	
Most of them knew enough	28	
Only some of them knew enough	12	
None of them knew enough	5	
Total specific responses		47,391
Don't know/can't say		5,674
Missing responses		616

Answered by patients who saw a doctor or nurse

Q14. Did doctors or nurses talk in front of you as if you weren't there?		
	National average %	Number
Yes, definitely	6	
Yes, to some extent	11	
No	84	
Total specific responses		53,049
Missing responses		620

Answered by patients who saw a doctor or nurse

Section 9

Appendix: Tables of results

9.3 Patient care and treatment

Q15. While you were in the emergency department, how much information about your condition or treatment was given to you?

	National average %	Number
Not enough	15	
Right amount	77	
Too much	0	
Not given any information about treatment or condition	7	
Total specific responses		53,512
Missing responses		1,827

Answered by all

Q16. Were you given enough privacy when discussing your condition or treatment?

	National average %	Number
Yes, definitely	72	
Yes, to some extent	24	
No	4	
Total specific responses		54,099
Missing responses		1,240

Answered by all

Q17. Were you given enough privacy when being examined or treated?

	National average %	Number
Yes, definitely	80	
Yes, to some extent	17	
No	3	
Total specific responses		54,125
Missing responses		1,214

Answered by all

Q18. If you needed attention, were you able to get a member of staff to help you?

	National average %	Number
Yes, always	57	
Yes, sometimes	33	
No, I could not find a member of staff to help me	7	
A member of staff was with me all the time	3	
Total specific responses		35,760
I did not need attention		18,131
Missing responses		1,448

Answered by all

Q19. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you in the emergency department?

	National average %	Number
Yes, definitely	6	
Yes, to some extent	10	
No	84	
Total specific responses		54,150
Missing responses		1,189

Answered by all

Q20. Were you involved as much as you wanted to be in decisions about your care and treatment?

	National average %	Number
Yes, definitely	64	
Yes, to some extent	27	
No	9	
Total specific responses		50,808
Not well enough to be involved in decisions about care		3,036
Missing responses		1,495

Answered by all

Q21. Did the staff treating and assessing you introduce themselves?

	National average %	Number
Yes, all of the staff introduced themselves	61	
Some of the staff introduced themselves	29	
Very few or none of the staff introduced themselves	10	
Total specific responses		50,030
Don't know/can't remember		4,194
Missing responses		1,115

Answered by all

Q22. Did you have any tests (such as x-rays, scans or blood tests) when you visited the emergency department?

	National average %	Number
Yes	62	
No	38	
Total specific responses		53,929
Missing responses		1,410

Answered by all

Section 9

Appendix: Tables of results

9.3 Patient care and treatment

Q23. Did a member of staff explain the results of the tests in a way you could understand?

	National average %	Number
Yes, definitely	62	
Yes, to some extent	24	
No	9	
I was never told the results of the tests	5	
Total specific responses		30,281
Not sure/can't remember		1,397
I was told that the results would be given at a later date		1,334
Missing responses		703

Answered by patients who had tests when they visited the emergency department

Q24. Were you in any pain while you were in the emergency department?

	National average %	Number
Yes	69	
No	31	
Total specific responses		53,859
Missing responses		1,480

Answered by all

Q25. While you were in the emergency department, how much of the time were you in pain?

	National average %	Number
All or most of the time	67	
Some of the time	27	
Occasionally	6	
Total specific responses		36,962
Missing responses		298

Answered by patients who experienced pain while they were in the emergency department

Q26. Did you request pain medicine?

	National average %	Number
Yes	30	
No	70	
Total specific responses		36,500
Missing responses		766

Answered by patients who experienced pain while they were in the emergency department

Q27. How many minutes after you requested pain medicine did it take before you got it?

	National average %	Number
0 minutes/right away	21	
One to five minutes	22	
Six to 10 minutes	15	
11 to 15 minutes	10	
16 to 30 minutes	11	
More than 30 minutes	13	
I asked for pain medicine but wasn't given any	9	
Total specific responses		10,619
Missing responses		281

Answered by patients who experienced pain and requested medicine while they were in the emergency department

Q28. Do you think the hospital staff did everything they could to help control your pain?

	National average %	Number
Yes, definitely	56	
Yes, to some extent	28	
No	16	
Total specific responses		32,249
Can't say/don't know		3,115
Missing responses		1,916

Answered by patients who experienced pain while they were in the emergency department

Section 9

Appendix: Tables of results

9.4 Hospital environment and facilities

Q29. In your opinion, how clean was the emergency department?		
	National average %	Number
Very clean	45	
Fairly clean	46	
Not very clean	7	
Not at all clean	2	
Total specific responses		51,675
Can't say		2,672
Missing responses		992

Answered by all

Q30. How clean were the toilets in the emergency department?		
	National average %	Number
Very clean	39	
Fairly clean	45	
Not very clean	12	
Not at all clean	5	
Total specific responses		27,516
I did not use a toilet		26,722
Missing responses		1,101

Answered by all

Q31. While you were in the emergency department, did you feel bothered or threatened by other patients?		
	National average %	Number
Yes, definitely	2	
Yes, to some extent	7	
No	91	
Total specific responses		54,192
Missing responses		1,147

Answered by all

9.5 Leaving the emergency department

Q32. What happened at the end of your visit to the emergency department?		
	National average %	Number
I was admitted to the same hospital as an inpatient	23	
I was transferred to a different hospital or nursing home	2	
I went home	71	
I went to stay with a friend or relative	2	
I went to stay somewhere else	2	
Total specific responses		53,854
Missing responses		1,485

Answered by all

Q33. Before you left the emergency department, were any new medications prescribed or ordered for you?		
	National average %	Number
Yes	38	
No	62	
Total specific responses		39,965
Missing responses		443

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department

Q34. Did a member of staff explain to you how to take the new medications?		
	National average %	Number
Yes, completely	85	
Yes, to some extent	11	
No	4	
Total specific responses		14,167
I did not need an explanation		755
Missing responses		137

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department and who had new medications prescribed or ordered

Section 9

Appendix: Tables of results

9.5 Leaving the emergency department

Q35. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?		
	National average %	Number
Yes, completely	81	
Yes, to some extent	14	
No	5	
Total specific responses		14,021
I did not need an explanation		889
Missing responses		156

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department and who had new medications prescribed or ordered

Q36. Did a member of staff tell you about medication side effects to watch for?		
	National average %	Number
Yes, completely	36	
Yes, to some extent	16	
No	49	
Total specific responses		11,211
I did not need an explanation		3,545
Missing responses		329

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department and who had new medications prescribed or ordered

Information

Q37. Did a member of staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?		
	National average %	Number
Yes, definitely	35	
Yes, to some extent	22	
No	42	
Total specific responses		24,014
I did not need an explanation		15,312
Missing responses		1,127

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department

Q38. Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?		
	National average %	Number
Yes, completely	39	
Yes, to some extent	24	
No	37	
Total specific responses		23,425
I did not need an explanation		16,026
Missing responses		999

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department

Q39. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the emergency department?		
	National average %	Number
Yes	66	
No	34	
Total specific responses		35,009
Don't know/can't remember		4,255
Missing responses		1,207

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department

Section 9

Appendix: Tables of results

9.6 Overall

Q40. Was the main reason you went to the emergency department dealt with to your satisfaction?		
	National average %	Number
Yes, completely	68	
Yes, to some extent	25	
No	8	
Total specific responses		53,907
Missing responses		1,432

Answered by all

Q41. Overall, did you feel you were treated with respect and dignity while you were in the emergency department?		
	National average %	Number
Yes, all of the time	79	
Yes, sometimes	17	
No	4	
Total specific responses		54,079
Missing responses		1,260

Answered by all

Q42. Overall, how would you rate the care you received in the emergency department?		
	National average %	Number
Excellent	34	
Very good	36	
Good	18	
Fair	8	
Poor	3	
Very poor	2	
Total specific responses		54,078
Missing responses		1,261

Answered by all

Section 9

Appendix: Tables of results

9.7 Demographic information

Q43. Percentage of those responding to the survey by sex		
	Proportion %	Total
Male	46	
Female	54	
Total specific responses		55,332
Missing data		7

Answered by all – data taken from response but if missing taken from sample data

Q44. Percentage of those responding to the survey by age group		
	Proportion %	Total
16 to 35 years	26	
36 to 50 years	24	
51 to 65 years	22	
66 years and over	28	
Total specific responses		55,339
Missing data		0

Answered by all – year of birth grouped, data taken from response but if missing taken from sample data

Q45. How old were you when you left full time education?		
	Proportion %	Total
16 years or less	60	
17 or 18 years	19	
19 years or over	17	
Still in full time education	4	
Total specific responses		52,725
Missing responses		2,614

Answered by all

Q46. Overall how would you rate your health during the past four weeks?		
	Proportion %	Total
Excellent	13	
Very good	22	
Good	26	
Fair	25	
Poor	11	
Very poor	3	
Total specific responses		53,962
Missing responses		1,377

Answered by all

Q47. Do you have a long standing physical or mental health problem or disability?		
	Proportion %	Total
Yes	39	
No	61	
Total specific responses		53,386
Missing responses		1,953

Answered by all

Q48. Does this problem or disability affect your day-to-day activities?		
	Proportion %	Total
Yes, definitely	46	
Yes, to some extent	43	
No	11	
Total specific responses		21,045
Missing responses		194

Answered by patients who have a long standing physical or mental health problem or disability

Q49. Percentage of those responding to the survey by ethnic group		
	Proportion %	Total
White	93	
Asian or Asian British	3	
Black or Black British	2	
Chinese, mixed, or other ethnic group	1	
Total specific responses		54,560
Missing data		779

Answered by all – data taken from response but if missing taken from sample data

Section 9

Appendix: Tables of results

9.8 Response rates for demographic groups

Note: Adjusted response rates were calculated by dividing the total number of respondents by the total number of patients that were sent questionnaires. This does not include those to whom questionnaires could not be delivered and those who were reported to have died since the survey began.

Adjusted response rates by sex		
Percentage returning completed questionnaires		
Sex	Adjusted response rate %	Number of patients in group
Male	39	65,115
Female	49	61,578
Missing data		420
Overall response rate	44	127,113

Adjusted response rates by age group		
Percentage returning completed questionnaires		
Age Group	Adjusted response rate %	Number of patients in group
16 to 35 years	29	49,798
36 to 50 years	42	31,227
51 to 65 years	61	20,214
66 years and over	60	25,853
Missing data		21
Overall response rate	44	127,113

Adjusted response rates by sex and age group			
Percentage returning completed questionnaire			
Sex	Age group	Adjusted response rate (%)	Number of patients in group
Male	16 to 35 years	23	27,374
	36 to 50 years	37	16,984
	51 to 65 years	58	10,239
	66 years and over	65	10,513
	Missing data		5
Female	16 to 35 years	36	22,274
	36 to 50 years	47	14,147
	51 to 65 years	64	9,914
	66 years and over	58	15,238
	Missing data		5
Missing data			420
Overall response rate		44	127,113

Adjusted response rates by ethnic group		
Percentage returning completed questionnaires		
Ethnic Group	Adjusted response rate %	Number of patients in group
White	61	82,734
Asian or Asian British	44	4,199
Black or Black British	44	3,044
Chinese, mixed, or other ethnic group	53	1,389
Missing data		35,747
Overall response rate	44	127,113

Section 9

Appendix: Tables of results

9.9 Comparison of survey years

Tables of differences between comparable items in the 2003 and 2004/2005 emergency department surveys using trust-based national averages

Please note:

All values are percentages except for the total number of specific responses which are count values.

All percentages are rounded to whole numbers, which may account for apparent inconsistencies between the columns showing results for each year, and the difference column.

The percentage difference between years is calculated by subtracting the 2003 survey results from the 2004/2005 survey results. That is, responses with positive values indicate a higher proportion of patients choosing this response in the 2004/2005 survey compared with the 2003 and vice versa.

The question numbering relates to the 2004/2005 survey.

The results from the 2003 survey have been weighted to ensure all trusts have an equal influence over the national average, regardless of the trust's response rate. The method for weighting is given in the previous section (2004/2005 results). Several of the 2003 survey percentages presented here will differ slightly from those originally published in summer 2003, as the original figures were not weighted.

There are a number of questions where certain responses were included in the original 2003 emergency department survey results but have been omitted from this comparative analysis (since they are not specific responses). These are:

- Q5: 'I did not see a doctor or nurse practitioner'
- Q20: 'I was not well enough to be involved in decisions about my care'
- Q9, Q35, Q36, Q38: 'I did not need an explanation'

Section 9

Appendix: Tables of results

Q1. How did you travel to the hospital?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
In an ambulance	31%	28%	-2.6
By car	54%	57%	2.6
By taxi	6%	6%	-.6
On foot	3%	3%	.2
On public transport	5%	5%	.4
Other	1%	1%	.1
Number of total specific responses	58,190	54,234	

Answered by all

Q4. Overall, did you think the order in which patients were seen was fair?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes	87%	90%	3.2
No	13%	10%	-3.2
Number of total specific responses	37,051	40,181	

Answered by all

Q5. From the time you first arrived at the emergency department, how long did you wait before being examined by a doctor or nurse practitioner?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
I did not have to wait	15%	16%	.8
one to 30 minutes	33%	38%	4.3
31 to 60 minutes	18%	21%	3.2
More than one hour but no more than two hours	14%	13%	-.8
More than two hours but no more than four hours	13%	9%	-3.7
More than four hours	7%	3%	-3.8
Number of total specific responses	55,606	52,239	

Answered by all

Q6. Were you told how long you would have to wait to be examined?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, but the wait was shorter	13%	16%	2.6
Yes, and I had to wait about as long as I was told	16%	18%	1.7
Yes, but the wait was longer	13%	10%	-2.4
No, I was not told	58%	56%	-1.9
Number of total specific responses	43,989	40,497	

Answered by all patients except those who did not have to wait and those who did not see a doctor or nurse practitioner

Q7. Overall, how long did your visit to the emergency department last?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Up to one hour	17%	19%	2.2
More than one hour but no more than two hours	21%	26%	4.5
More than two hours but no more than four hours	31%	32%	1.6
More than four hours but no more than eight hours	22%	18%	-4.9
More than eight hours but no more than 12 hours	5%	3%	-2.5
More than 12 hours but no more than 24 hours	2%	1%	-1.0
More than 24 hours	2%	2%	.1
Number of total specific responses	55,053	51,677	

Answered by all

Q8. Did you have enough time to discuss your health or medical problem with the doctor or nurse?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	62%	66%	4.0
Yes, to some extent	30%	27%	-2.7
No	8%	6%	-1.4
Number of total specific responses	56,560	53,399	

Answered by all

Section 9

Appendix: Tables of results

Q9. While you were in the emergency department, did a doctor or nurse explain your condition and treatment in a way you could understand?

	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, completely	65%	67%	1.8
Yes, to some extent	27%	26%	-.7
No	8%	7%	-1.1
Number of total specific responses	53,959	50,979	

Answered by patients who saw a doctor or a nurse

Q10. Did the doctors and nurses listen to what you had to say?

	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	73%	74%	1.3
Yes, to some extent	23%	23%	-.7
No	4%	3%	-.7
Number of total specific responses	56,813	53,154	

Answered by patients who saw a doctor or a nurse

Q11. If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?

	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, completely	49%	51%	2.1
Yes, to some extent	31%	32%	.8
No	19%	16%	-2.8
Number of total specific responses	34,870	34,261	

Answered by patients who saw a doctor or a nurse

Q12. Did you have confidence and trust in the doctors and nurses examining and treating you?

	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	73%	73%	-.2
Yes, to some extent	22%	22%	.5
No	5%	5%	-.3
Number of total specific responses	57,251	53,284	

Answered by patients who saw a doctor or a nurse

Q13. In your opinion, did the doctors and nurses in the emergency department know enough about your condition or treatment?

	Year emergency survey carried out		% difference
	2003	2004/2005	between years
All of them knew enough	55%	54%	-1.0
Most of them knew enough	27%	28%	1.4
Only some of them knew enough	12%	12%	-.3
None of them knew enough	5%	5%	-.1
Number of total specific responses	50,258	47,391	

Answered by patients who saw a doctor or a nurse

Q14. Did doctors or nurses talk in front of you as if you weren't there?

	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	6%	6%	.0
Yes, to some extent	11%	11%	.2
No	84%	84%	-.2
Number of total specific responses	56,772	53,049	

Answered by patients who saw a doctor or a nurse

Section 9

Appendix: Tables of results

Q15. While you were in the emergency department, how much information about your condition or treatment was given to you?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Not enough	16%	15%	-.5
Right amount	75%	77%	2.2
Too much	0%	0%	.0
Not given any information about treatment or condition	9%	7%	-1.7
Number of total specific responses	56,847	53,512	

Answered by all

Q16. Were you given enough privacy when discussing your condition and treatment?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	70%	72%	1.9
Yes, to some extent	25%	24%	-.8
No	6%	4%	-1.2
Number of total specific responses	57,302	54,099	

Answered by all

Q17. Were you given enough privacy when being examined or treated?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	78%	80%	1.6
Yes, to some extent	19%	17%	-1.1
No	3%	3%	-.5
Number of total specific responses	57,322	54,125	

Answered by all

Q19. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you in the emergency department?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	7%	6%	-.5
Yes, to some extent	10%	10%	.6
No	84%	84%	-.1
Number of total specific responses	57,350	54,150	

Answered by all

Q20. Were you involved as much as you wanted to be in decisions about your care and treatment?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	63%	64%	.7
Yes, to some extent	27%	27%	.1
No	10%	9%	-.9
Not well enough to be involved in decisions about care	0%	0%	.0
Number of total specific responses	56,883	53,844	

Answered by all

Q23. Did a member of staff explain the results of the test in a way you could understand?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	63%	62%	-.6
Yes, to some extent	24%	24%	.0
No	10%	9%	-.6
I was never told the results of the tests	3%	5%	1.1
Number of total specific responses	29,397	30,281	

Answered by patients who had tests when they visited the emergency department

Section 9

Appendix: Tables of results

Q24. Were you in any pain while you were in the emergency department?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes	70%	69%	-1.3
No	30%	31%	1.3
Number of total specific responses	57,405	53,859	

Answered by all

Q25. While you were in the emergency department, how much of the time were you in pain?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
All or most of the time	67%	67%	-.3
Some of the time	27%	27%	.6
Occasionally	6%	6%	-.3
Number of total specific responses	40,153	36,962	

Answered by all

Q26. Did you request pain medicine?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes	30%	30%	.3
No	70%	70%	-.3
Number of total specific responses	39,681	36,500	

Answered by patients who experienced pain whilst they were in the emergency department

Q27. How many minutes after you requested pain medicine did it take before you got it?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
0 minutes/right away	21%	21%	.0
one to five minutes	22%	22%	.2
six to 10 minutes	14%	15%	1.7
11 to 15 minutes	10%	10%	.0
16 to 30 minutes	10%	11%	.4
More than 30 minutes	14%	13%	-1.0
I asked for pain medicine but wasn't given any	10%	9%	-1.3
Number of total specific responses	11,649	10,619	

Answered by patients who experienced pain and requested medicine whilst they were in the emergency department

Q28. Do you think the hospital staff did everything they could to help control your pain?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Yes, definitely	55%	56%	1.5
Yes, to some extent	27%	28%	.7
No	18%	16%	-2.3
Number of total specific responses	34,510	32,249	

Answered by patients who experienced pain whilst they were in the emergency department

Q29. In your opinion, how clean was the emergency department?			
	Year emergency survey carried out		% difference
	2003	2004/2005	between years
Very clean	48%	45%	-3.8
Fairly clean	43%	46%	3.2
Not very clean	7%	7%	.6
Not at all clean	2%	2%	.0
Number of total specific responses	55,384	51,675	

Answered by all

Section 9

Appendix: Tables of results

Q30. How clean were the toilets in the emergency department?			
	Year emergency survey carried out		% difference between years
	2003	2004/2005	
Very clean	43%	39%	-4.2
Fairly clean	42%	45%	2.4
Not very clean	10%	12%	1.7
Not at all clean	5%	5%	.1
Number of total specific responses	30,582	27,516	

Answered by all

Q31. While you were in the emergency department, did you feel bothered or threatened by other patients?			
	Year emergency survey carried out		% difference between years
	2003	2004/2005	
Yes, definitely	3%	2%	-.6
Yes, to some extent	8%	7%	-1.1
No	89%	91%	1.6
Number of total specific responses	57,593	54,192	

Answered by all

Q32. What happened at the end of your visit to the emergency department?			
	Year emergency survey carried out		% difference between years
	2003	2004/2005	
I was admitted to the same hospital as an inpatient	24%	23%	-.8
I was transferred to a different hospital or nursing home	2%	2%	-.1
I went home	70%	71%	.8
I went to stay with a friend or relative	3%	2%	-.3
I went to stay somewhere else	1%	2%	.5
Number of total specific responses	57,625	53,854	

Answered by all

Q33. Before you left the emergency department, were any new medications prescribed or ordered for you?			
	Year emergency survey carried out		% difference between years
	2003	2004/2005	
Yes	37%	38%	1.2
No	63%	62%	-1.2
Number of total specific responses	41,532	39,965	

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department

Q35. Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?			
	Year emergency survey carried out		% difference between years
	2003	2004/2005	
Yes, completely	82%	81%	-.9
Yes, to some extent	13%	14%	.6
No	5%	5%	.3
Number of total specific responses	14,271	14,021	

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department and were prescribed or ordered new medications

Q36. Did a member of staff tell you about medication side effects to watch for?			
	Year emergency survey carried out		% difference between years
	2003	2004/2005	
Yes, completely	35%	36%	.3
Yes, to some extent	14%	16%	1.6
No	51%	49%	-1.9
Number of total specific responses	11,599	11,211	

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department and were prescribed or ordered new medications

Section 9

Appendix: Tables of results

Q38. Did a member of staff tell you about any danger signals regarding your illness or treatment to watch for after you went home?

	Year emergency survey carried out 2003	Year emergency survey carried out 2004/2005	% difference between years
Yes, completely	40%	39%	-.4
Yes, to some extent	23%	24%	.4
No	37%	37%	.0
Number of total specific responses	25,800	23,425	

Answered by patients who were not admitted to hospital at the end of their visit to the emergency department

Q41. Overall, did you feel you were treated with respect and dignity while you were in the emergency department?

	Year emergency survey carried out 2003	Year emergency survey carried out 2004/2005	% difference between years
Yes, all of the time	77%	79%	1.8
Yes, sometimes	18%	17%	-.9
No	5%	4%	-.9
Number of total specific responses	57,596	54,079	

Answered by all

Q42. Overall, how would you rate the care you received in the emergency department?

	Year emergency survey carried out 2003	Year emergency survey carried out 2004/2005	% difference between years
Excellent	31%	34%	2.3
Very good	35%	36%	1.2
Good	19%	18%	-.9
Fair	9%	8%	-1.4
Poor	3%	3%	-.6
Very poor	2%	2%	-.5
Number of total specific responses	57,710	54,078	

Answered by all

Q43. Are you male or female?

	Year emergency survey carried out 2003	Year emergency survey carried out 2004/2005	% difference between years
Male	48%	46%	-2.0
Female	52%	54%	2.0
Number of total specific responses	59,423	55,332	

Answered by all – data taken from response but if missing taken from sample data

Q44. How old are you?

	Year emergency survey carried out 2003	Year emergency survey carried out 2004/2005	% difference between years
16 to 35 years	28%	26%	-1.8
36 to 50 years	23%	24%	.4
51 to 65 years	22%	22%	.2
66 years and over	27%	28%	1.3
Number of total specific responses	59,438	55,339	

Answered by all – data taken from response but if missing taken from sample data

Q45. How old were you when you left full time education?

	Year emergency survey carried out 2003	Year emergency survey carried out 2004/2005	% difference between years
16 years or less	60%	60%	.2
17 or 18 years	20%	19%	-.5
19 years or over	16%	17%	.9
Still in full time education	4%	4%	-.5
Number of total specific responses	56,629	52,725	

Answered by all

Q46. Overall, how would you rate your health during the past 4 weeks?

	Year emergency survey carried out 2003	Year emergency survey carried out 2004/2005	% difference between years
Excellent	13%	13%	.3
Very good	22%	22%	.5
Good	26%	26%	-.2
Fair	25%	25%	-.4
Poor	11%	11%	-.1
Very poor	3%	3%	.0
Number of total specific responses	57,807	53,962	

Answered by all

Q49. To which of these ethnic groups would you say you belong?

	Year emergency survey carried out 2003	Year emergency survey carried out 2004/2005	% difference between years
White	93%	93%	-.3
Asian or Asian British	3%	3%	.3
Black or Black British	2%	2%	.1
Chinese, Mixed, or other ethnic group	1%	1%	-.1
Number of total specific responses	57,624	54,560	

Answered by all – data taken from response but if missing taken from sample data

References

Acknowledgements

References

1. *Accident and emergency (A&E) patient survey 2003*.
Commission for Health Improvement. London.
[http://www.healthcarecommission.org.uk/
PatientSurveyAandE2003](http://www.healthcarecommission.org.uk/PatientSurveyAandE2003)
2. *The NHS Plan: a plan for investment, a plan for reform*.
Department of Health 2000
[http://www.dh.gov.uk/assetRoot/04/05/57/83/
04055783.pdf](http://www.dh.gov.uk/assetRoot/04/05/57/83/04055783.pdf)

Further information

Full details of the survey methodology can be found at:
http://www.nhssurveys.org/docs/Emergency_Guidance2005_V3.pdf

More information on the NHS Patient Survey Programme is available on the NHS Surveys Advice Centre website:
<http://www.nhssurveys.org/>

The questionnaire and scores given to each response can be found at:
<http://www.healthcarecommission.org.uk/PatientSurveyAandE2004>

More information on the 2004/2005 NHS performance ratings is available on the Healthcare Commission website: <http://www.healthcarecommission.org.uk/>

Acknowledgements

The Healthcare Commission would like to thank the patients and carers who responded to this survey, as well as the NHS trusts in England that participated. This report was written by Daniel Wood and Rachel Reeves of Picker Institute Europe.

Healthcare Commission

Finsbury Tower
103-105 Bunhill Row
London EC1Y 8TG

Telephone 020 7448 9200

Facsimile 020 7448 9222

Textphone 020 7448 9292

www.healthcarecommission.org.uk