

National NHS patient survey programme Accident and Emergency Department Survey 2012

Full national results with 2004 and 2008 comparisons

The Care Quality Commission

The Care Quality Commission is the independent regulator of health care and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act.

Whether services are provided by the NHS, local authorities or by private or voluntary organisations, we make sure that people get better care. This is because we:

- Focus on quality and act swiftly to eliminate poor quality care, and
- Make sure care is centred on people's needs and protects their rights.

Accident and Emergency Department Survey 2012

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.

The results of surveys are mainly for NHS trusts to use to help them improve their performance. CQC has included data from this survey in the Quality and Risk Profile (QRP) for each provider. The QRP contributes to our assessment of providers' compliance with the essential standards of quality and safety set by the Government. The Department of Health will also use the results for performance assessment, improvement and regulatory purposes.

The fourth survey of accident and emergency (A&E) patients involved 147 acute and specialist NHS trusts with a major accident and emergency department.¹ We received responses from nearly 46,000 patients, which is a response rate of 38%. Patients were eligible to take part in the survey if they were aged 16 years or older, were not hospital inpatients at the time of the survey, and if they attended A&E in January, February or March 2012 (sampling month chosen by the trust). Women who had attended A&E primarily to obtain contraception, who suffered a miscarriage or another form of abortive pregnancy outcome while at the hospital, and patients

¹ Trusts were eligible to participate if they had a major or consultant led 24 hour service with full resuscitation facilities and designated accommodation for the reception of accident and emergency patients.

with a concealed pregnancy were not included in this survey. Survey fieldwork took place between May and September 2012.

Similar surveys of A&E departments were also carried out in 2003, 2004 and 2008. They are part of a wider programme of NHS patient surveys, which covers a range of topics including mental health services, adult inpatient and adult outpatient services. To find out more about our programme, please visit our website (see further information section).

The tables in this report show national results for A&E surveys carried out in 2004 and 2008. Results from 2003 can be found on the survey Coordination Centre website here: www.nhssurveys.org/surveys/29

Interpreting the tables

The tables present the national results for each question asked in 2012, and in 2004 and 2008, where comparable.² The survey years are shown across the top of the table, with the responses for each question down the side. The bottom row shows the 'number of respondents,' that is the number of people that the results are based on.

The tables show all specific responses to a question. Responses such as "don't know" or "can't remember" are not shown, as these do not help evaluate performance.

The tables present percentage figures rounded to the nearest whole number, so the values given for any question will not always add up to 100%.

Where the columns for 2004 or 2008 are missing, this means that we cannot compare the results, either because the question was not asked previously, or because the question wording and/or the response categories have been changed. As a consequence, the results are no longer comparable because we do not know if any change is caused by alterations in the survey itself or by variation in service performance.

² The results from each trust are given equal weight in calculating the England (national) results. Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average. To correct this we apply a 'weight' to the data. As a result of applying this weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts.

Notes on specific questions

Due to errors generating questionnaires, results are excluded for the following questions:

Q10, Q32 and Q51: Brighton and Sussex University Hospitals NHS Trust

Q16 and Q43: Calderdale and Huddersfield NHS Foundation Trust

Q28: University Hospitals of Leicester NHS Trust

For Q36, data from two trusts have been excluded as there were less than 30 responses.

Filter questions

Not all of the questions in the survey were to be answered by everybody. Some questions are not applicable to everyone: for example, if a respondent did not travel to hospital in an ambulance (Q3), then they skip Q4 and Q5 as they are not relevant to them.

Statistical significance

We carried out statistical tests on the data to determine whether there had been any statistically significant changes in the results for 2012 compared with the surveys carried out in 2008 and 2004.³ A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. The final columns of the tables use 'up' and 'down' arrows to indicate whether there has been a 'statistically significant' change.

↑ shows that there has been a statistically significant increase in results

↓ shows that there has been a statistically significant decrease in results.

Where a cell in the final two columns is blank, there has been no statistically significant change.

For example, in the table for question 19, we can see that there has been a statistically significant increase in the proportion of respondents who said that they were 'definitely' given enough privacy when being examined or treated in the A&E department - as indicated by an 'up' arrow. There have been corresponding

³ We used z-tests of the column proportions using the Bonferroni method to correct for multiple comparisons only (for questions with three years of comparable data).

decreases in the proportion responding 'to some extent' and 'no' - as indicated by a 'down' arrows.

In some of the tables, the arrows suggest that there has been a significant change but the results look the same. An example of this can be seen for question 8 where the proportions of respondents who say that they waited 'more than 1 hour but no more than 2 hours' before being examined by a doctor or nurse is the same in 2008 and 2012, yet there are arrows indicating a significant change. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a small difference could be seen. Some of the changes in the survey results are very small, but because of the large number of respondents that took part, they are statistically significant.

Further information

The full national results are published on CQC's website, together with an A to Z list of results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

www.cqc.org.uk/accidentandemergency

The results for the adult Accident and Emergency surveys from 2003 to 2008 can be found at:

www.nhssurveys.org/surveys/296

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

www.nhssurveys.org/survey/1145

More information on the programme of NHS patient surveys is available at:

www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

More information on Quality and Risk Profiles (QRP) can be found at:

www.cqc.org.uk/organisations-we-regulate/registered-services/quality-and-risk-profiles-qrps

ARRIVAL AT THE ACCIDENT & EMERGENCY DEPARTMENT

Q1 Before your most recent visit to A&E, had you previously been to A&E about the same condition or something related to it?

	2012
Yes, within the previous week	5%
Yes, between one week and one month earlier	8%
Yes, more than a month earlier	18%
No	69%
Number of respondents	42497

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

Q2 Who advised you to go to the A&E Department? (Tick ONE only- if more than one option applies, tick the MAIN source of advice)

	2012
The ambulance service	24%
A doctor or nurse at a walk-in centre or minor injuries unit	4%
A GP out of hours service	4%
A GP from my local surgery	14%
Some other health professional (e.g. NHS Direct nurse)	8%
Somebody else (e.g. friend, relative, colleague)	16%
No-one, I decided that I needed to go	29%
Number of respondents	43665

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

Travelling by ambulance

Q3 Were you taken to the hospital in an ambulance?

	2012
Yes	39%
No	61%
Number of respondents	44307

Answered by all

Q4 How well do you think the ambulance service and A&E staff worked together?

	2012
Very well	83%
Fairly well	15%
Not very well	2%
Not at all well	1%
Number of respondents	16830

Answered by all who travelled to hospital by ambulance

Note: respondents who stated that they did not know / could not remember have been excluded

Q5 Once you arrived at hospital, how long did you wait with the ambulance crew before your care was handed over to the A&E staff?

	2012
I did not have to wait	47%
Up to 15 minutes	29%
16 - 30 minutes	14%
31 - 60 minutes	5%
More than 1 hour but no more than 2 hours	3%
More than 2 hours	2%
Number of respondents	16214

Answered by all who travelled to hospital by ambulance

Note: respondents who stated that they did not know / could not remember have been excluded

Reception

Q6 Were you given enough privacy when discussing your condition with the receptionist?

	Survey Year		Sig change 2008-2012
	2008	2012	
Yes, definitely	41%	48%	↑
Yes, to some extent	44%	39%	↓
No	15%	13%	↓
Number of respondents	37080	34389	

Answered by all

Note: respondents who did not discuss their condition with a receptionist have been excluded

WAITING

Q7 How long did you wait before you first spoke to a nurse or doctor?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
0 -15 minutes	47%	40%	38%	↓	↓
16-30 minutes	29%	31%	29%		↓
31-60 minutes	14%	16%	18%	↑	↑
More than 60 minutes	10%	13%	15%	↑	↑
Number of respondents	52465	46325	42301		

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

Q8 From the time you first arrived at the A&E Department, how long did you wait before being examined by a doctor or nurse?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
I did not have to wait	16%	15%	13%	↓	↓
1 - 30 minutes	38%	36%	36%	↓	
31 - 60 minutes	21%	22%	22%	↑	
More than 1 hour but no more than 2 hours	13%	15%	15%	↑	↑
More than 2 hours but no more than 4 hours	9%	10%	10%	↑	↑
More than 4 hours	3%	2%	3%		↑
Number of respondents	52239	46619	42280		

Answered by all

Note: respondents who stated that they did not see a doctor or nurse or that they could not remember have been excluded

Q8_2 From the time you first arrived at the A&E Department, how long did you wait before being examined by a doctor or nurse? (aggregated version)

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Did not wait or waited less than 60 minutes	74%	73%	71%	↓	↓
60+ minutes	26%	27%	29%	↑	↑
Number of respondents	52239	46619	42280		

Answered by all

Note: respondents who stated that they did not see a doctor or nurse or that they could not remember have been excluded

Q9 Were you told how long you would have to wait to be examined?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes, but the wait was shorter	16%	15%	14%	↓	↓
Yes, and I had to wait about as long as I was told	18%	18%	17%	↓	↓
Yes, but the wait was longer	10%	11%	10%		↓
No, I was not told	56%	56%	59%	↑	↑
Number of respondents	40497	36655	33878		

Answered by all who waited to be examined by a doctor or a nurse

Note: respondents who stated that they did not know / could not remember have been excluded

Q10 Overall, how long did your visit to the A&E Department last?

	2012
Up to 1 hour	13%
More than 1 hour but no more than 2 hours	20%
More than 2 hours but no more than 4 hours	33%
More than 4 hours but no more than 6 hours	17%
More than 6 hours but no more than 8 hours	7%
More than 8 hours but no more than 12 hours	3%
More than 12 hours but no more than 24 hours	3%
More than 24 hours	3%
Number of respondents	41699

Answered by all

Note: respondents who stated that they could not remember have been excluded

The responses to this question for Brighton and Sussex University Hospitals have been excluded due to an error in their questionnaire

Q10_1 Overall, how long did your visit to the A&E Department last? (4-8 hours aggregated)

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Up to 1 hour	19%	15%	13%	↓	↓
More than 1 hour but no more than 2 hours	26%	24%	20%	↓	↓
More than 2 hours but no more than 4 hours	32%	34%	33%	↑	↓
More than 4 hours but no more than 8 hours	18%	19%	24%	↑	↑
More than 8 hours but no more than 12 hours	3%	3%	3%	↑	↑
More than 12 hours but no more than 24 hours	1%	2%	3%	↑	↑
More than 24 hours	2%	3%	3%	↑	↑
Number of respondents	51677	46140	41699		

Answered by all

Note: respondents who stated that they could not remember have been excluded

The responses to this question for Brighton and Sussex University Hospitals have been excluded due to an error in their questionnaire

Q10_2 Overall, how long did your visit to the A&E Department last? (aggregated version)

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Up to 4 hours	77%	73%	67%	↓	↓
More than 4 hours	23%	27%	33%	↑	↑
Number of respondents	51677	46140	41699		

Answered by all

Note: respondents who stated that they could not remember have been excluded

The responses to this question for Brighton and Sussex University Hospitals have been excluded due to an error in their questionnaire

DOCTORS AND NURSES

Q11 Did you have enough time to discuss your health or medical problem with the doctor or nurse?

	Survey Year			Sig change 2004-2012	Sig change 2008-2012
	2004	2008	2012		
Yes, definitely	66%	69%	70%	↑	
Yes, to some extent	27%	26%	25%	↓	↓
No	6%	5%	5%	↓	↑
Number of respondents	53399	48141	44010		

Answered by all

Note: respondents who did not see a doctor or nurse have been excluded

Q12 While you were in the A&E Department, did a doctor or nurse explain your condition and treatment in a way you could understand?

	Survey Year			Sig change 2004-2012	Sig change 2008-2012
	2004	2008	2012		
Yes, completely	67%	67%	66%	↓	↓
Yes, to some extent	26%	27%	27%		
No	7%	7%	8%	↑	↑
Number of respondents	50979	46249	41769		

Answered by all who saw a doctor or nurse

Note: respondents who said they did not need an explanation have been excluded

Q13 Did the doctors and nurses listen to what you had to say?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes, definitely	74%	76%	75%	↑	
Yes, to some extent	23%	21%	21%	↓	
No	3%	3%	4%	↑	↑
Number of respondents	53154	48209	43741		

Answered by all who saw a doctor or nurse

Q14 If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes, completely	51%	53%	52%		↓
Yes, to some extent	32%	32%	30%	↓	↓
No	16%	15%	17%	↑	↑
Number of respondents	34261	32917	30355		

Answered by all who saw a doctor or nurse

Note: respondents who said they did not have any anxieties or fears have been excluded

Q15 Did you have confidence and trust in the doctors and nurses examining and treating you?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes, definitely	73%	73%	73%		
Yes, to some extent	22%	22%	21%	↓	↓
No	5%	5%	5%	↑	↑
Number of respondents	53284	48491	43910		

Answered by all who saw a doctor or nurse

Q16 Did doctors or nurses talk in front of you as if you weren't there?

	Survey Year			Sig change 2004-2012	Sig change 2008-2012
	2004	2008	2012		
Yes, definitely	6%	6%	6%		
Yes, to some extent	11%	11%	10%		
No	84%	83%	84%		
Number of respondents	53049	48042	43488		

Answered by all who saw a doctor or nurse

The responses to this question for Calderdale and Huddersfield NHS Foundation Trust have been excluded due to an error in their questionnaire

Q17 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

	2012
Yes, definitely	60%
Yes, to some extent	29%
No	11%
Number of respondents	27279

Answered by all who saw a doctor or nurse

Note: respondents who stated their family or friends were not involved, did not need information, or where the respondent did not wish them to talk to a doctor have been excluded

YOUR CARE AND TREATMENT

Q18 While you were in the A&E Department, how much information about your condition or treatment was given to you?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Not enough	15%	15%	15%		
Right amount	77%	77%	77%		
Too much	0%	0%	1%		
I was not given any information about my condition or treatment	7%	7%	7%		↓
Number of respondents	53512	48165	44284		

Answered by all

Q19 Were you given enough privacy when being examined or treated?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes, definitely	80%	79%	81%	↑	↑
Yes, to some extent	17%	18%	16%	↓	↓
No	3%	3%	2%	↓	↓
Number of respondents	54125	48651	44526		

Answered by all

Q20 If you needed attention, were you able to get a member of medical or nursing staff to help you?

	2012
Yes, always	56%
Yes, sometimes	33%
No, I could not find a member of staff to help me	8%
A member of staff was with me all the time	3%
Number of respondents	30737

Answered by all

Note: respondents who said they did not need attention have been excluded

Q21 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 A&E Department?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes, definitely	6%	6%	7%	↑	↑
Yes, to some extent	10%	11%	11%		
No	84%	83%	82%	↓	
Number of respondents	54150	48449	44326		

Answered by all

Q22 Were you involved as much as you wanted to be in decisions about your care and treatment?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes, definitely	64%	62%	62%	↓	
Yes, to some extent	27%	28%	28%		
No	9%	10%	10%	↑	
Number of respondents	50808	45210	41440		

Answered by all

Note: respondents who were not well enough to be involved in decisions about their care have been excluded

TESTS

Q23 Did you have any tests (such as x-rays, scans or blood tests) when you visited the A&E Department?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes	62%	67%	71%	↑	↑
No	38%	33%	29%	↓	↓
Number of respondents	53929	48257	44303		

Answered by all

Q24 Did a member of staff explain why you needed these test(s) in a way you could understand?

	2012
Yes, completely	74%
Yes, to some extent	18%
No	8%
Number of respondents	31003

Answered by all who had tests (such as x-rays, scans or blood tests) whilst at the A&E Department

Q25 Before you left the A&E Department, did you get the results of your tests?

	2012
Yes	78%
No	22%
Number of respondents	27138

Answered by all who had tests (such as x-rays, scans or blood tests) whilst at the A&E Department

Note: respondents who were told their results would be given to them at a later date or stated that they did not know / could not remember have been excluded

Q26 Did a member of staff explain the results of the tests in a way you could understand?

	2012
Yes, definitely	77%
Yes, to some extent	20%
No	3%
Number of respondents	20722

Answered by all who had tests (such as x-rays, scans or blood tests) and received their results before leaving the A&E Department

Note: respondents who stated that they were not sure / could not remember have been excluded

PAIN

Q27 Were you in any pain while you were in the A&E Department?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes	69%	66%	64%	↓	↓
No	31%	34%	36%	↑	↑
Number of respondents	53859	48378	44280		

Answered by all

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

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes, definitely	56%	59%	56%		↓
Yes, to some extent	28%	27%	27%		
No	16%	14%	17%	↑	↑
Number of respondents	32249	27715	26071		

Answered by all who were in pain when in the A&E Department

Note: respondents who stated that they did not know / could not say have been excluded

The responses to this question for University Hospitals of Leicester NHS Trust have been excluded due to an error in their questionnaire

HOSPITAL ENVIRONMENT AND FACILITIES

Q29 In your opinion, how clean was the A&E Department?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Very clean	45%	44%	55%	↑	↑
Fairly clean	46%	47%	39%	↓	↓
Not very clean	7%	7%	4%	↓	↓
Not at all clean	2%	2%	1%	↓	↓
Number of respondents	51675	46587	43113		

Answered by all

Note: respondents who stated that they could not say have been excluded

Q30 How clean were the toilets in the A&E Department?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Very clean	39%	38%	48%	↑	↑
Fairly clean	45%	46%	40%	↓	↓
Not very clean	12%	12%	9%	↓	↓
Not at all clean	5%	5%	3%	↓	↓
Number of respondents	27516	26051	25848		

Answered by all

Note: respondents who stated that they did not use a toilet have been excluded

Q31 While you were in the A&E Department, did you feel threatened by other patients or visitors?

	2012
Yes, definitely	2%
Yes, to some extent	5%
No	93%
Number of respondents	44600

Answered by all

Q32 Were you able to get suitable food or drinks when you were in the A&E Department?

	2012
Yes	54%
No	26%
I was told not to eat or drink	9%
I did not know if I was allowed to eat or drink	11%
Number of respondents	23731

Answered by all

Note: respondents who stated that they did not want anything to eat or drink have been excluded
The responses to this question for Brighton and Sussex University Hospitals have been excluded due to an error in their questionnaire

LEAVING THE A&E DEPARTMENT

Q33 What happened at the end of your visit to the A&E Department?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
I was admitted to the same hospital	23%	27%	30%	↑	↑
I was transferred to a different hospital or to a nursing home	2%	2%	2%	↑	
I went home	71%	67%	65%	↓	↓
I went to stay with a friend or relative	2%	3%	2%	↓	↓
I went to stay somewhere else	2%	1%	1%	↓	
Number of respondents	53854	48667	44540		

Answered by all

Medications

Q34 Before you left the A&E Department, were any new medications prescribed for you?

	Survey Year		Sig change
	2008	2012	2008-2012
Yes	36%	34%	↓
No	64%	66%	↑
Number of respondents	34114	30007	

Answered by all who were discharged from hospital

Q35 Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?

	Survey Year			Sig change 2004-2012	Sig change 2008-2012
	2004	2008	2012		
Yes, completely	81%	84%	83%	↑	
Yes, to some extent	14%	13%	13%		
No	5%	4%	3%	↓	
Number of respondents	14021	11721	9780		

Answered by all who were discharged from hospital and prescribed new medications

Note: respondents who stated that they did not need an explanation have been excluded

Q36 Did a member of staff tell you about medication side effects to watch for?

	Survey Year			Sig change 2004-2012	Sig change 2008-2012
	2004	2008	2012		
Yes, completely	36%	37%	39%	↑	↑
Yes, to some extent	16%	17%	17%		
No	49%	45%	44%	↓	
Number of respondents	11211	9692	8215		

Answered by all who were discharged from hospital and prescribed new medications

Note: respondents who stated that they did not need this type of information have been excluded

Responses from two trusts have also been excluded from this question as each had less than 30 respondents

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?

	Survey Year			Sig change 2004-2012	Sig change 2008-2012
	2004	2008	2012		
Yes, definitely	35%	37%	38%	↑	↑
Yes, to some extent	22%	23%	22%		
No	42%	41%	40%	↓	
Number of respondents	24014	20524	17629		

Answered by all who were discharged from hospital

Note: respondents who stated that they did not need this type of information have been excluded

Q38 Did hospital staff take your family or home situation into account when you were leaving the A&E Department?

	2012
Yes, completely	35%
Yes, to some extent	17%
No	48%
Number of respondents	12350

Answered by all who were discharged from hospital

Note: respondents who stated that it was not necessary or they did not know / could not remember have been excluded

Q39 Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?

	Survey Year			Sig change 2004-2012	Sig change 2008-2012
	2004	2008	2012		
Yes, completely	39%	40%	40%		
Yes, to some extent	24%	25%	24%		
No	37%	35%	36%	↓	
Number of respondents	23425	21326	18195		

Answered by all who were discharged from hospital

Note: respondents who stated that they did not need this information have been excluded

Q40 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the A&E Department?

	Survey Year			Sig change 2004-2012	Sig change 2008-2012
	2004	2008	2012		
Yes	66%	68%	68%	↑	
No	34%	32%	32%	↓	
Number of respondents	35009	29870	26713		

Answered by all who were discharged from hospital

Note: respondents who stated that they did not know / could not remember have been excluded

Q41 As far as you know, was your GP given all the necessary information about the treatment or advice that you received in the A&E Department?

	2012
Yes	85%
No	15%
Number of respondents	13766

Answered by all who were discharged from hospital

Note: respondents who stated that no information was needed or they did not know have been excluded

OVERALL

Q42 Overall, did you feel you were treated with respect and dignity while you were in the A&E Department?

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Yes, all of the time	79%	78%	78%	↓	
Yes, some of the time	17%	18%	18%		
No	4%	4%	4%	↑	
Number of respondents	54079	48657	44497		

Answered by all

Q43 Overall.....

	2012
I had a very poor experience	1%
1	1%
2	2%
3	3%
4	3%
5	7%
6	7%
7	13%
8	22%
9	17%
I had a very good experience	24%
Number of respondents	39393

Answered by all

The responses to this question for Calderdale and Huddersfield NHS Foundation Trust have been excluded due to an error in their questionnaire

Q44 While in the A&E Department, did you ever see any posters or leaflets explaining how to complain about the care you received?

	2012
Yes	39%
No	61%
Number of respondents	24692

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

ABOUT YOU

Q45 Proportions of those responding to the survey by sex

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
Male	46%	45%	45%	↓	
Female	54%	55%	55%	↑	
Number of respondents	55332	49645	45594		

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

Q46 Proportions of those responding to the survey by age

	Survey Year			Sig change	Sig change
	2004	2008	2012	2004-2012	2008-2012
16-35	26%	23%	17%	↓	↓
36-50	24%	22%	19%	↓	↓
51-65	22%	23%	24%	↑	↑
66 years and over	28%	32%	40%	↑	↑
Number of respondents	55339	49645	45594		

Answered by all - data taken from response but if missing taken from sample data. Age groups calculated from year of birth.

Q47 What is your religion?

	2012
No religion	17%
Buddhist	0%
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	74%
Hindu	1%
Jewish	1%
Muslim	3%
Sikh	1%
Other	1%
I would prefer not to say	2%
Number of respondents	44245

Answered by all

Q48 Which of the following best describes how you think of yourself?

	2012
Heterosexual / straight	92%
Gay / lesbian	1%
Bisexual	1%
Other	1%
I would prefer not to say	5%
Number of respondents	42424

Answered by all

Q49 Do you have any of the following long-standing conditions?

	Survey Year		Sig change
	2008	2012	2008-2012
Deafness or severe hearing impairment	10%	11%	↑
Blindness or partially sighted	4%	4%	
A long-standing physical condition	23%	22%	↓
A learning disability	2%	2%	
A mental health condition	6%	6%	↑
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	19%	21%	↑
No, I do not have a long-standing condition	53%	52%	↓
Number of responses	45642	42104	

Answered by all

Q50 Does this condition(s) cause you difficulty with any of the following?

	Survey Year		Sig change
	2008	2012	2008-2012
Everyday activities that people your age can usually do	55%	55%	
At work, in education or training	18%	14%	↓
Access to buildings, streets or vehicles	23%	22%	↓
Reading or writing	14%	14%	
People's attitudes to you because of your condition	14%	13%	
Communicating, mixing with others or socialising	21%	21%	
Any other activity	15%	13%	↓
No difficulty with any of these	27%	30%	↑
Number of responses	21547	19742	

Answered by all with a long-standing condition

Q51 How many times (including this one) have you visited an A&E Department as a patient in the last 12 months?

	2012
This was the only time	53%
2 - 3 times	36%
4 - 5 times	6%
6 or more times	4%
Number of respondents	42353

Answered by all

Note: respondents who stated that they did not know / could not remember have been excluded

The responses to this question for Brighton and Sussex University Hospitals have been excluded due to an error in their questionnaire

Q52 To which of these ethnic groups would you say you belong?

	2012
White	92%
Mixed	1%
Asian or Asian British	4%
Black or Black British	2%
Arab or other ethnic group	0%
Number of respondents	43874

Answered by all