

# NHS Acute Trusts Survey of Emergency Departments 2003

## East Kent Hospitals NHS Trust

For details on how to interpret these charts and tables, please refer to the document on the patient survey results section of the CHI website. The trusts results are not shown where there are fewer than 30 responses to a question.

### Access and waiting

How long did you wait for your priority to be assessed?

Were you told your priority level?

Was the priority system fair?

How long did you wait to be examined?

Overall how long were you in the emergency department?

How long did you wait for tests to be carried out?

How long did you wait to get to a room or ward and bed?



### Safe, high quality, coordinated care

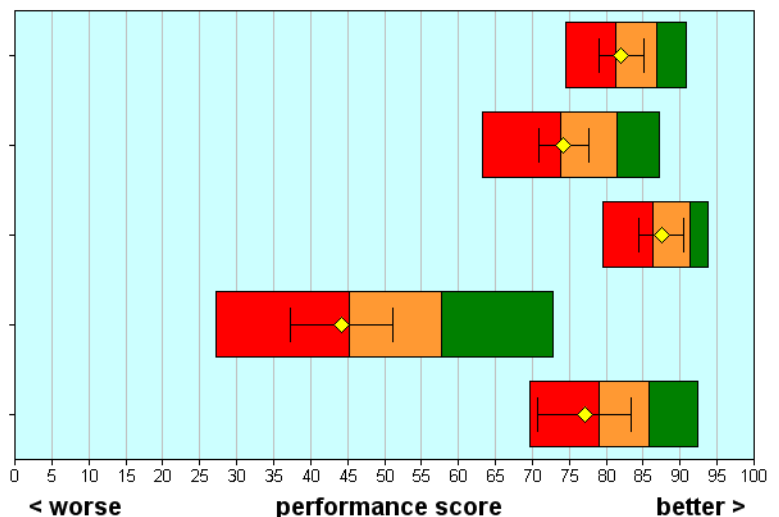
Did you have confidence and trust in the doctors and nurses?

Did doctors and nurses know enough about your condition or treatment?

Did different members of staff give conflicting information?

Were you told about danger signals to watch for after leaving the emergency department?

Were you told who to contact afterwards, if worried about condition/treatment?



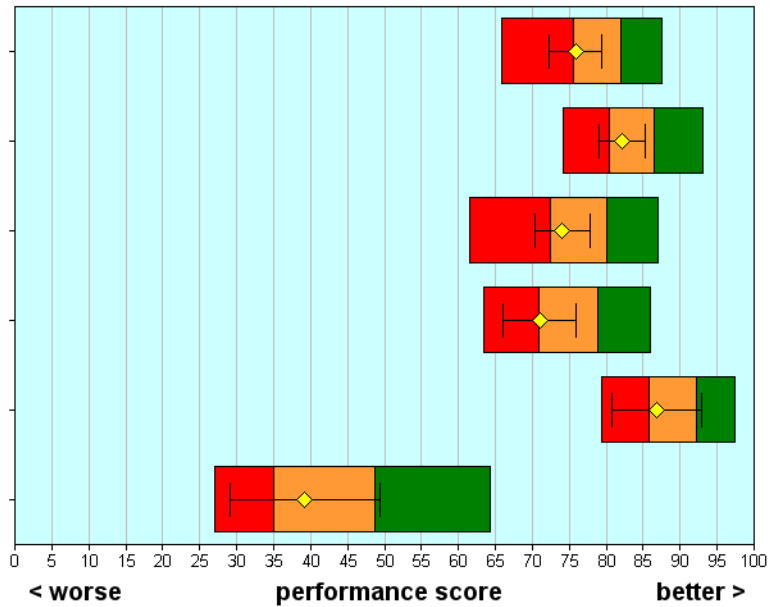
|                                                                    |                                                                                                                                                                   |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <span style="color: green;">■</span> Best performing 20% of trusts | <span style="color: yellow;">◆</span> This trust (trust's score shown as a yellow diamond, with 95% confidence intervals marked by vertical lines on either side) |
| <span style="color: orange;">■</span> Intermediate 60% of trusts   |                                                                                                                                                                   |
| <span style="color: red;">■</span> Worst performing 20% of trusts  |                                                                                                                                                                   |

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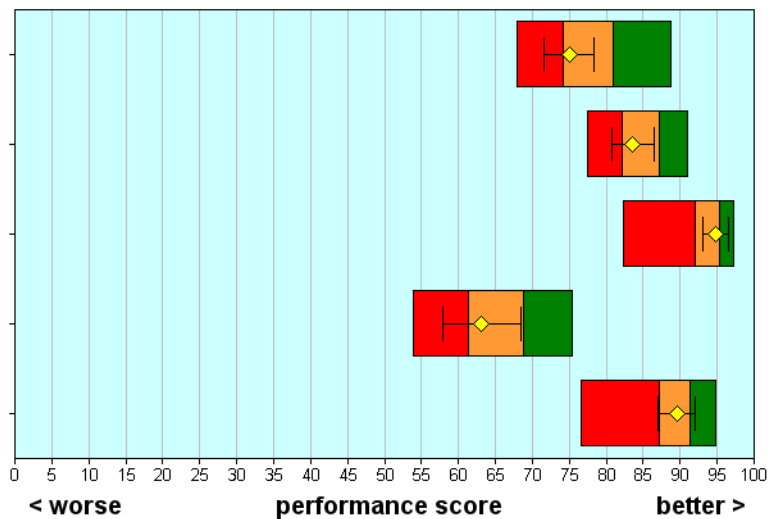
### Better information, more choice

- Did a doctor/nurse explain condition/treatment?
- Were you given the right amount of information about your condition/treatment?
- Were you involved in decisions about your care and treatment?
- Were the results of tests explained?
- Were the purposes of medications explained?
- Were you informed of medication side effects to watch for?



### Building relationships

- Did you have enough time to discuss your problem with the doctor/nurse?
- Did doctors/nurses listen to what you had to say?
- Were doctors/nurses not telling you things you wanted to know?
- Did a doctor or nurse discuss any anxieties you had about your condition/treatment?
- Did doctors/nurses talk in front of you as if you weren't there?



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### Clean, comfortable, friendly place to be

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

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

Were you given enough privacy when being examined or treated?

How much of the time were you in pain while in the emergency department?

How long did you wait for pain medicine after requesting it?

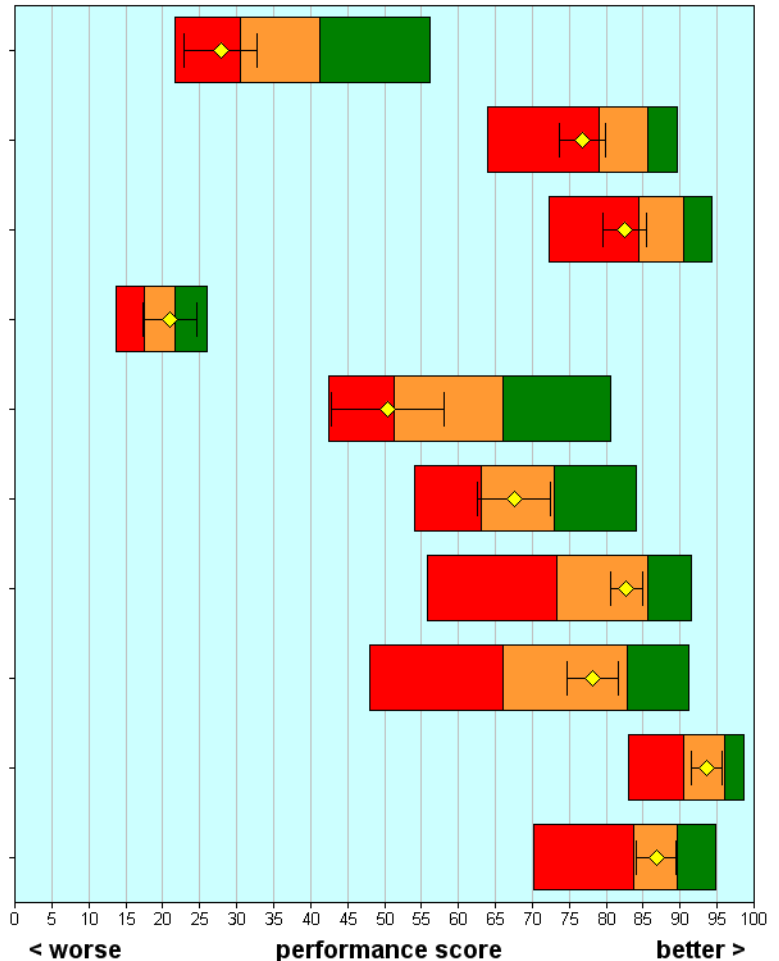
Did hospital staff do everything they could to help control pain?

How clean was the emergency department?

How clean were the toilets in the emergency department?

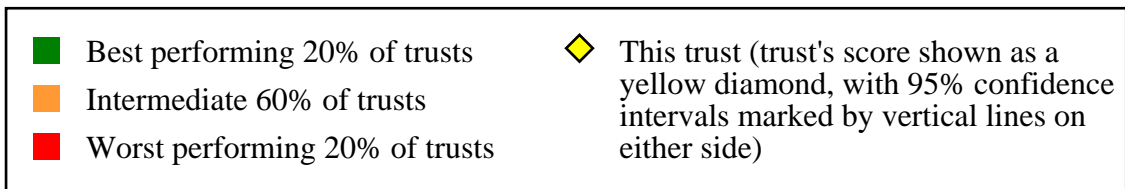
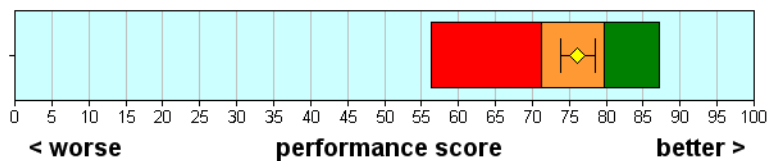
Did you feel threatened by other patients?

Were you treated with respect and dignity?



### Overall impression

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



# NHS Acute Trusts Survey of Emergency Departments 2003

## East Kent Hospitals NHS Trust

|                                             | Scores for this NHS Trust                                                               | 95% Confidence Intervals |       | Highest score achieved (all Trusts)<br>Threshold score for the best 20% of NHS Trusts |    | Number of respondents (this Trust) |     |
|---------------------------------------------|-----------------------------------------------------------------------------------------|--------------------------|-------|---------------------------------------------------------------------------------------|----|------------------------------------|-----|
|                                             |                                                                                         | Lower                    | Upper |                                                                                       |    |                                    |     |
| <b>Access and waiting</b>                   |                                                                                         |                          |       |                                                                                       |    |                                    |     |
| B1                                          | How long did you wait for your priority to be assessed?                                 | 59                       | 56    | 62                                                                                    | 67 | 74                                 | 374 |
| B2                                          | Were you told your priority level?                                                      | 32                       | 27    | 37                                                                                    | 45 | 73                                 | 340 |
| B3                                          | Was the priority system fair?                                                           | 87                       | 83    | 91                                                                                    | 92 | 98                                 | 274 |
| B4                                          | How long did you wait to be examined?                                                   | 62                       | 59    | 65                                                                                    | 68 | 79                                 | 378 |
| B6                                          | Overall how long were you in the emergency department?                                  | 64                       | 61    | 66                                                                                    | 73 | 85                                 | 372 |
| E2                                          | How long did you wait for tests to be carried out?                                      | 64                       | 60    | 67                                                                                    | 69 | 76                                 | 216 |
| H2                                          | How long did you wait to get to a room or ward and bed?                                 | 67                       | 62    | 73                                                                                    | 79 | 94                                 | 112 |
| <b>Safe, high quality, coordinated care</b> |                                                                                         |                          |       |                                                                                       |    |                                    |     |
| C6                                          | Did you have confidence and trust in the doctors and nurses?                            | 82                       | 79    | 85                                                                                    | 87 | 91                                 | 385 |
| C7                                          | Did doctors and nurses know enough about your condition or treatment?                   | 74                       | 71    | 78                                                                                    | 81 | 87                                 | 345 |
| D6                                          | Did different members of staff give conflicting information?                            | 87                       | 84    | 91                                                                                    | 91 | 94                                 | 384 |
| H6                                          | Were you told about danger signals to watch for after leaving the emergency department? | 44                       | 37    | 51                                                                                    | 58 | 73                                 | 152 |
| H7                                          | Were you told who to contact afterwards, if worried about condition/treatment?          | 77                       | 71    | 83                                                                                    | 86 | 92                                 | 174 |
| <b>Better information, more choice</b>      |                                                                                         |                          |       |                                                                                       |    |                                    |     |
| C2                                          | Did a doctor/nurse explain condition/treatment?                                         | 76                       | 72    | 79                                                                                    | 82 | 88                                 | 364 |
| D3                                          | Were you given the right amount of information about your condition/treatment?          | 82                       | 79    | 85                                                                                    | 86 | 93                                 | 374 |
| D7                                          | Were you involved in decisions about your care and treatment?                           | 74                       | 70    | 78                                                                                    | 80 | 87                                 | 347 |
| E3                                          | Were the results of tests explained?                                                    | 71                       | 66    | 76                                                                                    | 79 | 86                                 | 221 |
| H4                                          | Were the purposes of medications explained?                                             | 87                       | 81    | 93                                                                                    | 92 | 97                                 | 88  |
| H5                                          | Were you informed of medication side effects to watch for?                              | 39                       | 29    | 49                                                                                    | 49 | 64                                 | 70  |
| <b>Building relationships</b>               |                                                                                         |                          |       |                                                                                       |    |                                    |     |
| C1                                          | Did you have enough time to discuss your problem with the doctor/nurse?                 | 75                       | 72    | 78                                                                                    | 81 | 89                                 | 383 |
| C3                                          | Did doctors/nurses listen to what you had to say?                                       | 84                       | 81    | 86                                                                                    | 87 | 91                                 | 386 |
| C4                                          | Were doctors/nurses not telling you things you wanted to know?                          | 95                       | 93    | 97                                                                                    | 95 | 97                                 | 386 |
| C5                                          | Did a doctor or nurse discuss any anxieties you had about your condition/treatment?     | 63                       | 58    | 68                                                                                    | 69 | 75                                 | 226 |
| C8                                          | Did doctors/nurses talk in front of you as if you weren't there?                        | 90                       | 87    | 92                                                                                    | 91 | 95                                 | 382 |

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|                                                 | Scores for this NHS Trust                                                  | 95% Confidence Intervals |       | Highest score achieved (all Trusts)<br>Threshold score for the best 20% of NHS Trusts |    | Number of respondents (this Trust) |     |
|-------------------------------------------------|----------------------------------------------------------------------------|--------------------------|-------|---------------------------------------------------------------------------------------|----|------------------------------------|-----|
|                                                 |                                                                            | Lower                    | Upper |                                                                                       |    |                                    |     |
| <b>Clean, comfortable, friendly place to be</b> |                                                                            |                          |       |                                                                                       |    |                                    |     |
| B5                                              | Were you told how long you would have to wait to be examined?              | 28                       | 23    | 33                                                                                    | 41 | 56                                 | 291 |
| D4                                              | Were you given enough privacy when discussing your condition/treatment?    | 77                       | 74    | 80                                                                                    | 86 | 90                                 | 390 |
| D5                                              | Were you given enough privacy when being examined or treated?              | 82                       | 80    | 85                                                                                    | 91 | 94                                 | 387 |
| F2                                              | How much of the time were you in pain while in the emergency department?   | 21                       | 17    | 25                                                                                    | 22 | 26                                 | 274 |
| F4                                              | How long did you wait for pain medicine after requesting it?               | 50                       | 43    | 58                                                                                    | 66 | 81                                 | 78  |
| F5                                              | Did hospital staff do everything they could to help control pain?          | 68                       | 63    | 72                                                                                    | 73 | 84                                 | 240 |
| G1                                              | How clean was the emergency department?                                    | 83                       | 81    | 85                                                                                    | 86 | 91                                 | 372 |
| G2                                              | How clean were the toilets in the emergency department?                    | 78                       | 75    | 82                                                                                    | 83 | 91                                 | 210 |
| G3                                              | Did you feel threatened by other patients?                                 | 94                       | 92    | 96                                                                                    | 96 | 99                                 | 388 |
| J1                                              | Were you treated with respect and dignity?                                 | 87                       | 84    | 89                                                                                    | 90 | 95                                 | 385 |
| <b>Overall impression</b>                       |                                                                            |                          |       |                                                                                       |    |                                    |     |
| J2                                              | Overall, how would you rate the care received in the emergency department? | 76                       | 74    | 78                                                                                    | 80 | 87                                 | 385 |

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### Background Information

| <b>The sample</b>          | <b>This trust</b> | <b>All trusts</b> |
|----------------------------|-------------------|-------------------|
| Number of respondents      | 395               | 59155             |
| Response rate (percentage) | 47                | 46                |

| <b>Demographic characteristics</b> | <b>This trust</b> | <b>All trusts</b> |
|------------------------------------|-------------------|-------------------|
| Gender (percentage)                | (%)               | (%)               |
| Male                               | 46                | 48                |
| Female                             | 54                | 52                |
| Age group (percentage)             | (%)               | (%)               |
| Aged 16 - 35                       | 25                | 28                |
| Aged 36 - 50                       | 21                | 23                |
| Aged 51 - 65                       | 22                | 22                |
| Aged 66 or older                   | 32                | 27                |
| Ethnic group (percentage)          | (%)               | (%)               |
| White                              | 94                | 89                |
| Mixed                              | 0                 | 1                 |
| Asian or Asian British             | 1                 | 3                 |
| Black or Black British             | 0                 | 2                 |
| Chinese or other ethnic group      | 0                 | 0                 |
| Not known                          | 5                 | 5                 |