

NHS Acute Trusts Survey of Emergency Departments 2003

Gateshead Health 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?

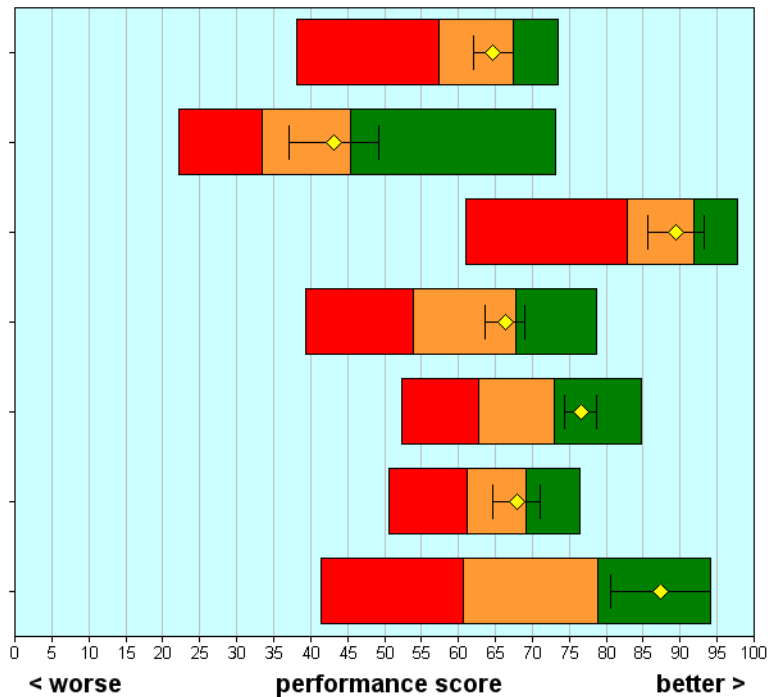
Was the priority system fair?

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

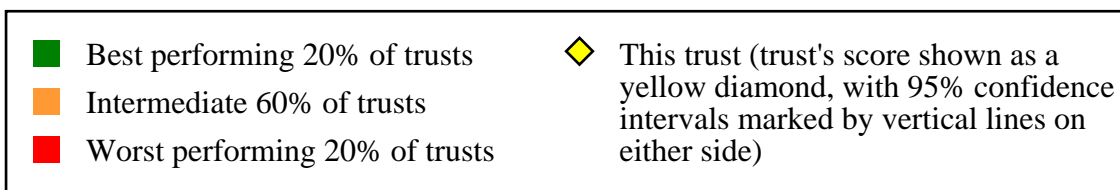
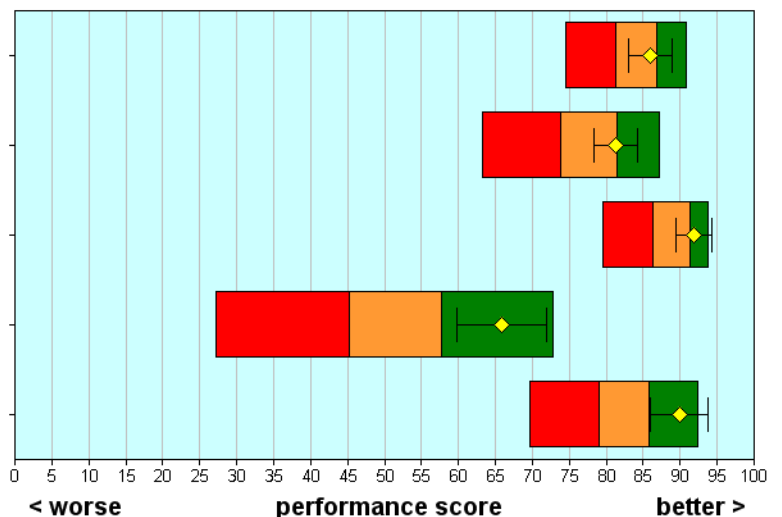
Did you have confidence and trust in the doctors and nurses?

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?



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Better information, more choice

Did a doctor/nurse explain condition/treatment?

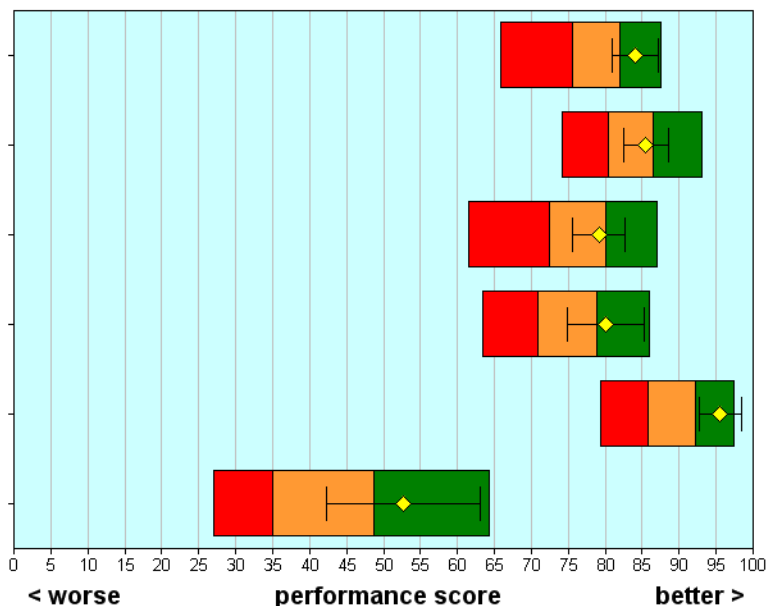
Were you given the right amount of information about your condition/treatment?

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

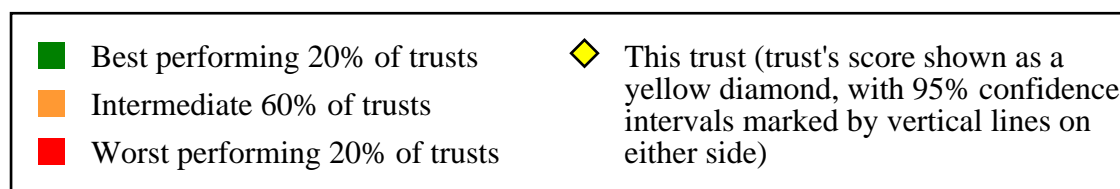
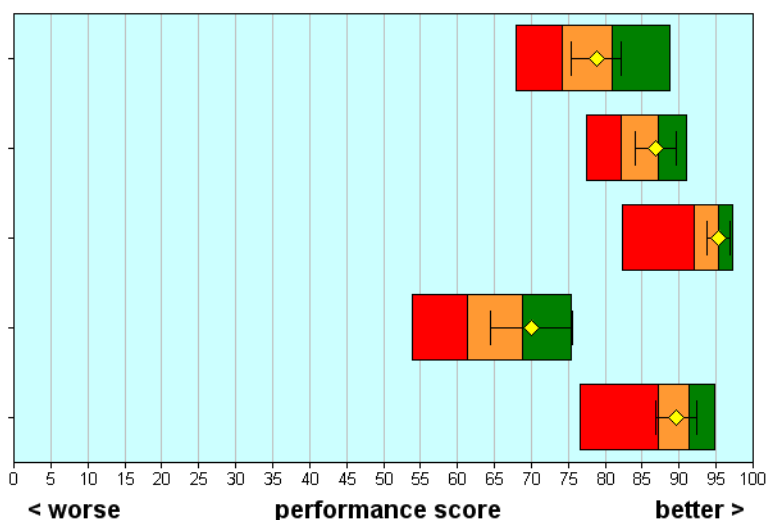
Did you have enough time to discuss your problem with the doctor/nurse?

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?

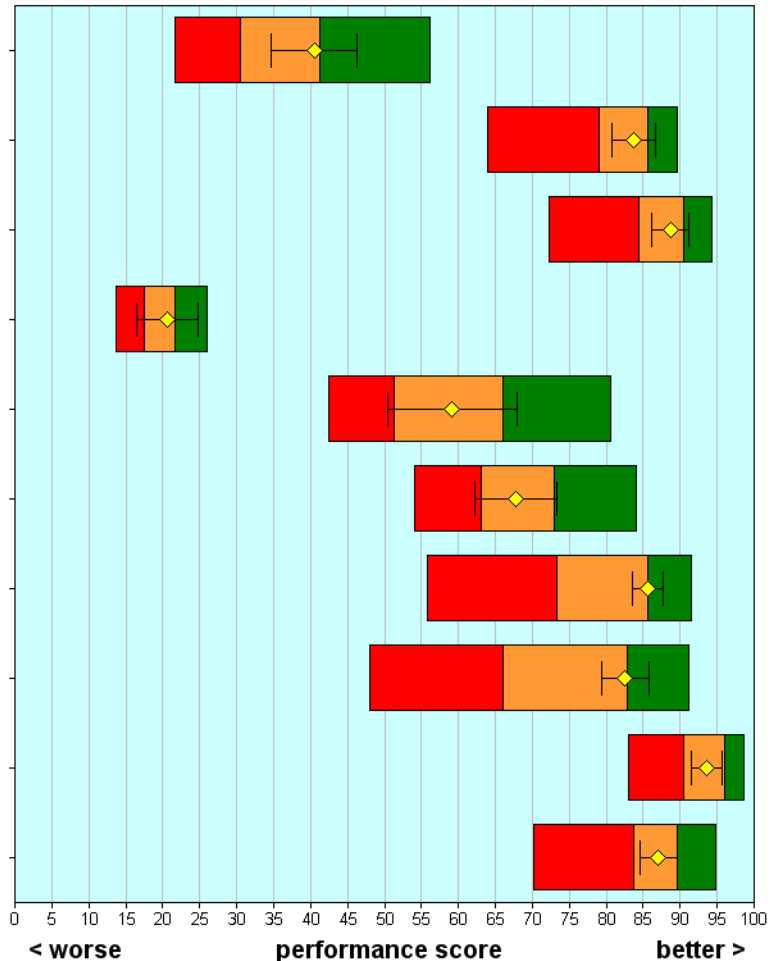
Did hospital staff do everything they could to help control pain?

How clean was the emergency department?

How clean were the toilets in the emergency department?

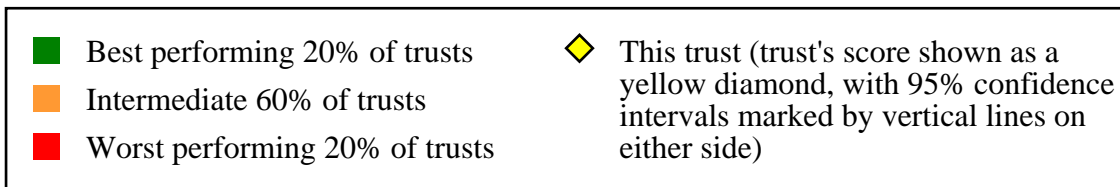
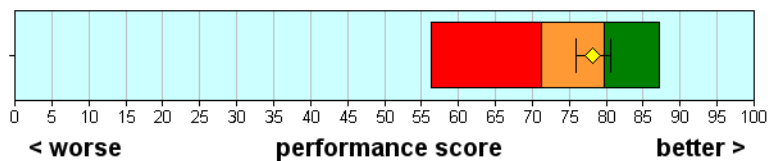
Did you feel threatened by other patients?

Were you treated with respect and dignity?



Overall impression

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



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	Scores for this NHS Trust	95% Confidence Intervals		Highest score achieved (all Trusts) Threshold score for the best 20% of NHS Trusts		Number of respondents (this Trust)
		Lower	Upper			
Access and waiting						
B1 How long did you wait for your priority to be assessed?	65	62	67	67	74	368
B2 Were you told your priority level?	43	37	49	45	73	316
B3 Was the priority system fair?	89	86	93	92	98	274
B4 How long did you wait to be examined?	66	64	69	68	79	361
B6 Overall how long were you in the emergency department?	77	74	79	73	85	365
E2 How long did you wait for tests to be carried out?	68	65	71	69	76	192
H2 How long did you wait to get to a room or ward and bed?	87	81	94	79	94	41
Safe, high quality, coordinated care						
C6 Did you have confidence and trust in the doctors and nurses?	86	83	89	87	91	379
C7 Did doctors and nurses know enough about your condition or treatment?	81	78	84	81	87	332
D6 Did different members of staff give conflicting information?	92	89	94	91	94	377
H6 Were you told about danger signals to watch for after leaving the emergency department?	66	60	72	58	73	223
H7 Were you told who to contact afterwards, if worried about condition/treatment?	90	86	94	86	92	233
Better information, more choice						
C2 Did a doctor/nurse explain condition/treatment?	84	81	87	82	88	362
D3 Were you given the right amount of information about your condition/treatment?	85	82	89	86	93	375
D7 Were you involved in decisions about your care and treatment?	79	76	83	80	87	355
E3 Were the results of tests explained?	80	75	85	79	86	192
H4 Were the purposes of medications explained?	96	93	98	92	97	107
H5 Were you informed of medication side effects to watch for?	53	42	63	49	64	93
Building relationships						
C1 Did you have enough time to discuss your problem with the doctor/nurse?	79	75	82	81	89	375
C3 Did doctors/nurses listen to what you had to say?	87	84	90	87	91	376
C4 Were doctors/nurses not telling you things you wanted to know?	95	94	97	95	97	373
C5 Did a doctor or nurse discuss any anxieties you had about your condition/treatment?	70	64	76	69	75	221
C8 Did doctors/nurses talk in front of you as if you weren't there?	90	87	92	91	95	377

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		Lower	Upper				
Clean, comfortable, friendly place to be							
B5	Were you told how long you would have to wait to be examined?	40	35	46	41	56	305
D4	Were you given enough privacy when discussing your condition/treatment?	84	81	87	86	90	382
D5	Were you given enough privacy when being examined or treated?	89	86	91	91	94	379
F2	How much of the time were you in pain while in the emergency department?	21	16	25	22	26	281
F4	How long did you wait for pain medicine after requesting it?	59	50	68	66	81	61
F5	Did hospital staff do everything they could to help control pain?	68	62	73	73	84	238
G1	How clean was the emergency department?	86	83	88	86	91	374
G2	How clean were the toilets in the emergency department?	83	79	86	83	91	168
G3	Did you feel threatened by other patients?	94	92	96	96	99	369
J1	Were you treated with respect and dignity?	87	85	90	90	95	378
Overall impression							
J2	Overall, how would you rate the care received in the emergency department?	78	76	81	80	87	379

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Background Information

The sample	This trust	All trusts
Number of respondents	387	59155
Response rate (percentage)	46	46

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	46	48
Female	54	52
Age group (percentage)	(%)	(%)
Aged 16 - 35	32	28
Aged 36 - 50	31	23
Aged 51 - 65	25	22
Aged 66 or older	13	27
Ethnic group (percentage)	(%)	(%)
White	96	89
Mixed	0	1
Asian or Asian British	0	3
Black or Black British	0	2
Chinese or other ethnic group	0	0
Not known	3	5