

Inspecting **Informing** Improving

Patient survey report 2004/2005



Emergency department survey 2004/2005

Norfolk and Norwich University Hospital NHS Trust

The accident and emergency survey 2004/2005 was designed, developed and coordinated by the NHS Surveys Advice Centre at Picker Institute Europe



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 1st April 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 31st March 2004
- takes over the private and voluntary healthcare functions of the National Care Standards Commission, which also ceased to exist on 31st March 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.

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.

The Healthcare Commission has carried out seven national patient surveys in 2004. Surveys published in summer 2004 asked patients across England about their experiences of hospital inpatient care for adults, services for children and young people, ambulance services, mental health services and primary care services. In autumn 2004, two surveys asked patients about their experience of accident and emergency departments and of outpatient services. The accident and emergency survey 2004/2005 asked about patients' recent experience of emergency care. The survey involved 153 acute and specialist NHS trusts, and responses were received from more than 55,000 patients. The first accident and emergency survey was conducted by CHI in 2003.

This report compares the results of the accident and emergency survey in this trust with results for other hospital trusts. The results of this survey will be included in the 2005 NHS performance ratings.

Interpreting the report

For each question in the survey, the individual responses were scored on a scale of 0 to 100, depending on the extent to which the patient's experience could have been better. A score of 100 represents the best possible response. The average scores for each trust for each question were calculated¹.

Each bar represents the range of results across all trusts that took part in the survey for one question.

The bar is divided into three coloured segments:

- the left-hand end of the bar (coloured red) shows the scores for the 20% of trusts with the lowest scores
- the right-hand end of the bar (coloured green) shows the scores for the 20% of trusts with the highest scores
- the middle section of the bar (coloured orange) represents the range of scores for the remaining 60% of trusts

The score for this trust is shown on each bar by a white diamond. So, for example, if the diamond is in the green section of the bar, the trust is in the best 20% of trusts in England.

The line either side of the diamond shows the amount of uncertainty surrounding the trust value, as a result of random fluctuation².

The data used for the charts is shown in table 1. The second table gives background information about the patients surveyed.

¹ The results have been weighted by the age and sex of respondents. The trust-level results are standardised, so that their age-sex profile reflects the national age-sex distribution (based on all of the survey respondents). This is so that results can be compared between trusts with different patient profiles.

² This is the 95% confidence interval indicating that in 95% of cases we can expect the true value to be within this range. Where fewer than 30 people answered a question at this trust the diamond is not shown because the uncertainty around the result would be too great. Note also that when identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

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>

The 2003 accident and emergency survey results can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyAandE2003>

More information on the 2004/2005 NHS performance ratings is available on the Healthcare Commission website:

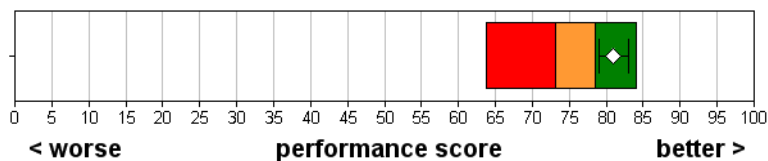
<http://www.healthcarecommission.org.uk/>

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Norfolk and Norwich University Hospital NHS Trust

Arrival at the emergency department

How would you rate the courtesy of the emergency department receptionist?



Waiting

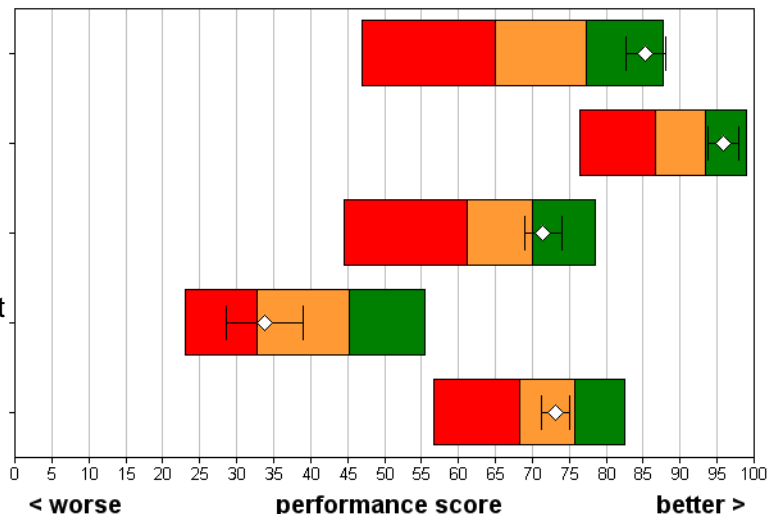
How long did you wait before you first spoke to a nurse or doctor?

Overall, did you think the order in which patients were seen was fair?

How long did you wait before being examined by a doctor or nurse practitioner?

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

Overall, how long did your visit to the emergency department last?



Doctors and nurses

Did you have enough time to discuss your health or medical problem?

Did a doctor or nurse explain your condition and treatment in a way you could understand?

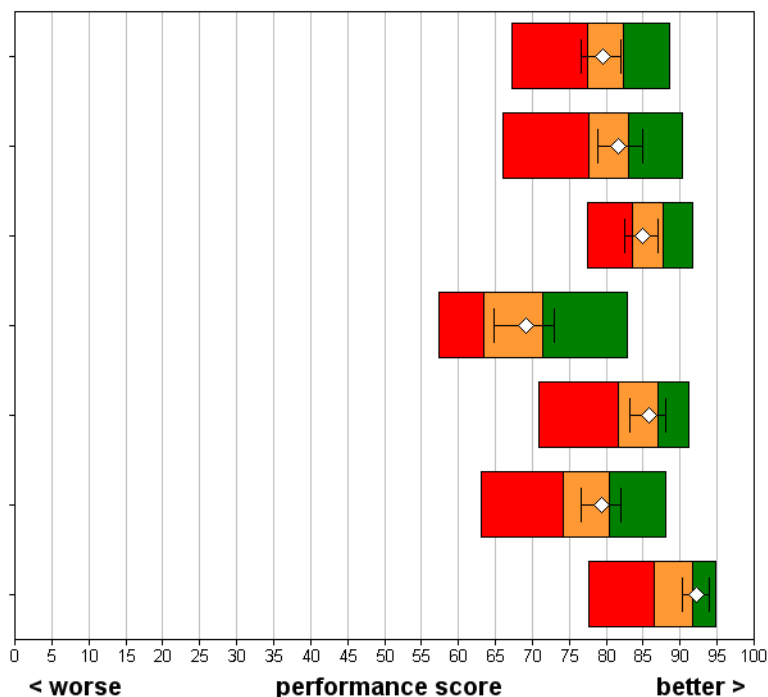
Did the doctors and nurses listen to what you had to say?

Did a doctor or nurse discuss any anxieties or fears you had about your condition?

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

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

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



■ Best performing 20% of trusts	■ Intermediate 60% of trusts	■ Worst performing 20% of trusts	◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
			This trust's results are not shown if there were fewer than 30 respondents.

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Your care and treatment

How much information about your condition or treatment was given to you?

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

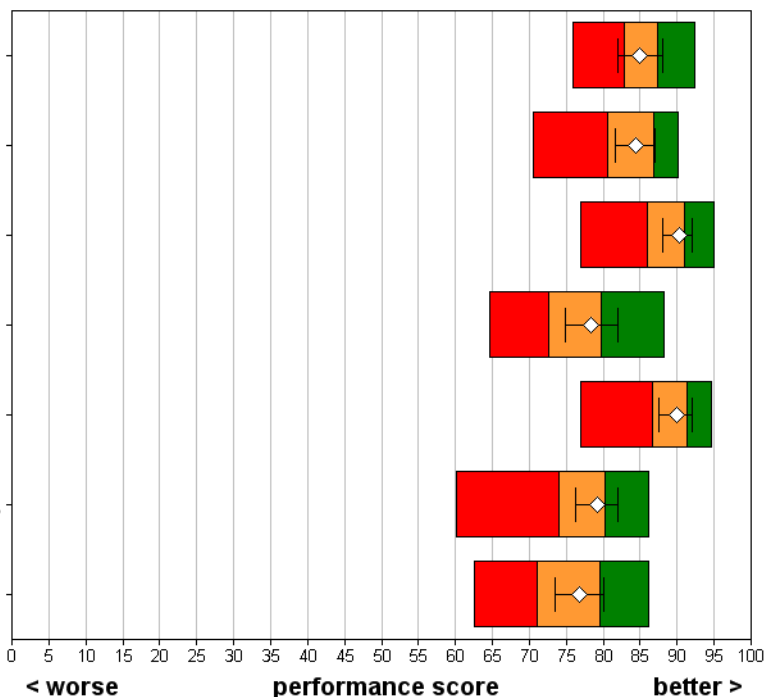
Were you given enough privacy when being examined or treated?

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

Did a member of staff say one thing and another say something quite different?

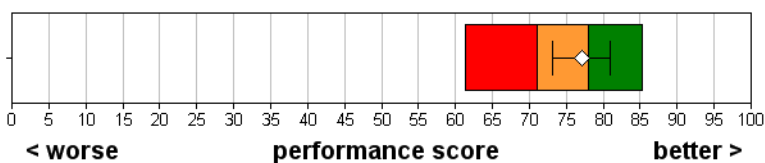
Were you involved as much as you wanted to be in decisions about your care and treatment?

Did the staff treating and assessing you introduce themselves?



Tests

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

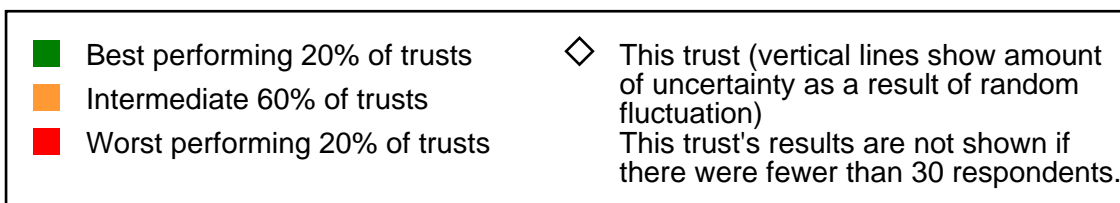
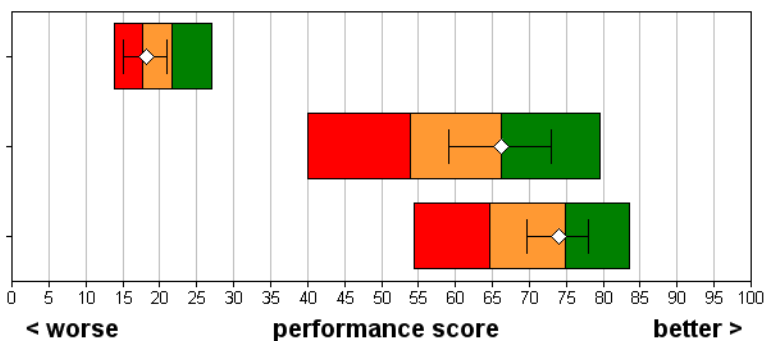


Pain

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

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

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



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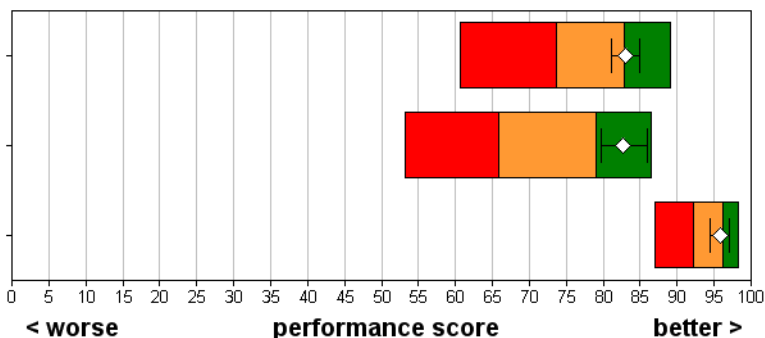
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Hospital environment and facilities

In your opinion, how clean was the emergency department?

How clean were the toilets in the emergency department?

Did you feel bothered or threatened by other patients?



Leaving the emergency department

Did a member of staff explain to you how to take the new medications?

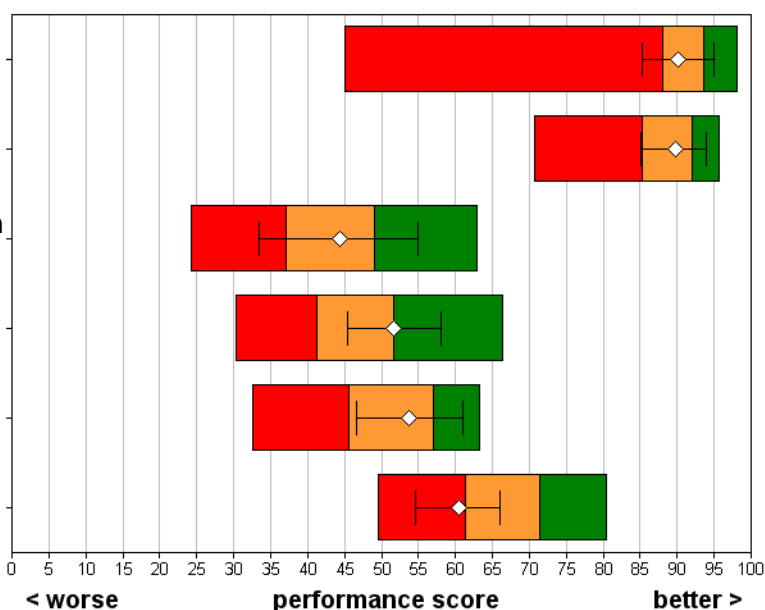
Did a member of staff explain the purposes of the medications?

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

Did a member of staff tell you when you could resume your usual activities?

Did a member of staff tell you about what danger signals to watch for?

Did hospital staff tell you who to contact if you were worried about your condition?

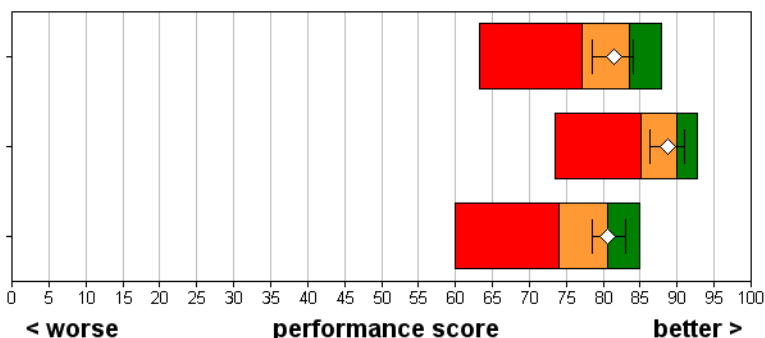


Overall

Was your visit to the emergency department dealt with to your satisfaction?

Overall, did you feel you were treated with respect and dignity?

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



■ Best performing 20% of trusts	■ Intermediate 60% of trusts	■ Worst performing 20% of trusts	◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
			This trust's results are not shown if there were fewer than 30 respondents.

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		Scores for this NHS trust	95% Confidence Intervals		Threshold score for the best 20% of NHS trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
			Lower	Upper			
Arrival at the emergency department							
2	How would you rate the courtesy of the emergency department receptionist?	81	79	83	79	84	384
Waiting							
3	How long did you wait before you first spoke to a nurse or doctor?	85	83	88	77	88	416
4	Overall, did you think the order in which patients were seen was fair?	96	94	98	93	99	332
5	How long did you wait before being examined by a doctor or nurse practitioner?	71	69	74	70	78	419
6	Were you told how long you would have to wait to be examined?	34	29	39	45	56	303
7	Overall, how long did your visit to the emergency department last?	73	71	75	76	82	421
Doctors and nurses							
8	Did you have enough time to discuss your health or medical problem with the doctor or nurse?	80	77	82	82	89	432
9	Did a doctor or nurse explain your condition and treatment in a way you could understand?	82	79	85	83	90	419
10	Did the doctors and nurses listen to what you had to say?	85	82	87	88	92	429
11	Did a doctor or nurse discuss any anxieties or fears you had about your condition or treatment?	69	65	73	71	83	275
12	Did you have confidence and trust in the doctors and nurses examining and treating you?	86	83	88	87	91	431
13	In your opinion, did the doctors and nurses know enough about your condition or treatment?	79	77	82	80	88	385
14	Did doctors or nurses talk in front of you as if you weren't there?	92	90	94	92	95	430
Your care and treatment							
15	How much information about your condition or treatment was given to you?	85	82	88	87	92	434
16	Were you given enough privacy when discussing your condition or treatment?	84	82	87	87	90	433
17	Were you given enough privacy when being examined or treated?	90	88	92	91	95	433
18	If you needed attention, were you able to get a member of staff to help you?	78	75	82	80	88	281
19	Did a member of staff say one thing and another say something quite different?	90	87	92	91	95	439
20	Were you involved as much as you wanted to be in decisions about your care and treatment?	79	76	82	80	86	416
21	Did the staff treating and assessing you introduce themselves?	77	73	80	79	86	405

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		Scores for this NHS trust	95% Confidence Intervals		Threshold score for the best 20% of NHS trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
			Lower	Upper			
Tests							
23	Did a member of staff explain the results of the tests in a way you could understand?	77	73	81	78	85	285
Pain							
25	While you were in the emergency department, how much of the time were you in pain?	18	15	21	22	27	318
27	How many minutes after you requested pain medicine did it take before you got it?	66	59	73	66	80	76
28	Do you think the hospital staff did everything they could to help control your pain?	74	70	78	75	84	272
Hospital environment and facilities							
29	In your opinion, how clean was the emergency department?	83	81	85	83	89	416
30	How clean were the toilets in the emergency department?	83	80	86	79	86	196
31	Did you feel bothered or threatened by other patients?	96	94	97	96	98	440
Leaving the emergency department							
34	Did a member of staff explain to you how to take the new medications?	90	85	95	94	98	92
35	Did a member of staff explain the purpose of the medications in a way you could understand?	90	85	94	92	96	90
36	Did a member of staff tell you about medication side effects to watch for?	44	33	55	49	63	74
37	Did a member of staff tell you when you could resume your usual activities?	52	45	58	52	66	203
38	Did a member of staff tell you about what danger signals to watch for after you went home?	54	47	61	57	63	155
39	Did hospital staff tell you who to contact if you were worried about your condition or treatment?	60	55	66	71	80	276
Overall							
40	Was the main reason you went to the emergency department dealt with to your satisfaction?	81	79	84	83	88	436
41	Overall, did you feel you were treated with respect and dignity?	89	86	91	90	93	434
42	Overall, how would you rate the care you received in the emergency department?	81	78	83	81	85	435

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Background information

The sample	This trust	All trusts
Number of respondents	447	55339
Response rate (percentage)	53	43
Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	47	46
Female	53	54
Age group (percentage)	(%)	(%)
Aged 16 - 35	30	26
Aged 36 - 50	24	24
Aged 51 - 65	21	22
Aged 66 or older	26	28
Ethnic group (percentage)	(%)	(%)
White	97	90
Mixed	1	1
Asian or Asian British	0	3
Black or Black British	0	2
Chinese or other ethnic group	0	0
Not known	2	3