

Inspecting **Informing** Improving

Patient survey report 2008



Emergency department survey 2008  
North West London Hospitals NHS Trust

The national Emergency department survey 2008 was designed, developed and co-ordinated by the Acute Surveys Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe.



*making patients' views count*

# National NHS patient survey programme

## Emergency department survey 2008

### The Healthcare Commission

The Healthcare Commission is the independent watchdog for healthcare in England. We have a statutory duty to assess and report on the quality and safety of services provided by the NHS and the independent sector, in order to promote continuous improvement in healthcare for the benefit of patients and the public.

### Emergency department survey 2008

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.

This report provides the results of the third survey of emergency departments for NHS trusts in England. It shows how each trust scored for each question in the survey, in comparison with national benchmark results. It should be used to understand the trust's performance, and to identify areas for improvement.

A further set of tables shows the national (England) results<sup>1</sup> for the 2008 survey (available on our website) compared with the results for the previous surveys where possible. These documents were produced by the Acute Surveys Coordination Centre at the Picker Institute.

Similar surveys of emergency departments were carried out in 2003 and 2004. They are part of a wider programme of NHS patient surveys, which covers a range of topics including hospital inpatient services, community mental health, health services for children and young people, and ambulance and primary care services. To find out more about our programme, please visit our website (see further information section).

### About the survey

The third emergency department survey involved 151 acute NHS trusts. We received responses from almost 50,000 patients, a response rate of 40%. Patients were eligible for the survey if they were aged 16 years or older and had attended the emergency department in January, February or March 2008.

### Interpreting the report

These benchmark reports are calculated by converting responses to particular questions into scores. For each question in the survey, the individual responses were scored on a scale of 0 to 100. A score of 100 represents the best possible response<sup>2</sup>. Therefore, the higher the score for each question, the better the trust is performing.

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<sup>1</sup>The results for England are displayed in the tables as percentage of respondents for England, rather than scored data as presented here.

<sup>2</sup>Trusts have differing profiles of patients. For example, one trust may have more male patients than another trust. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. Therefore, the results have been weighted by the age and sex of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This approach is called standardisation, and ensures that each trust's age-sex profile reflects the national age-sex distribution (based on all of the respondents to the survey). It therefore enables results from trusts with different profiles of patients to be more accurately compared. 3

A 'scored' questionnaire showing the scores assigned to each question is available on our website (see 'Further information' section). Please note: the scores are not percentages, so a score of 80 does not mean that 80% of people who have used services in the trust have had a particular experience (for example, they ticked 'Yes' to a particular question) rather, it means that the trust has scored 80 out of a maximum of 100.

Please also note that it is not appropriate to score all questions within the questionnaire for benchmarking purposes. This is because not all of the questions assess the trusts in any way, or they may be 'filter questions' designed to filter out respondents to whom following questions do not apply. An example of a filter question would be Q24 "Were you in any pain while you were in the emergency department?"

The graphs included in this report display the scores for this trust, compared with national benchmarks. Each bar represents the range of results for each question across all trusts that took part in the survey. In the graphs, the bar is divided into three sections:

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

A white diamond represents the score for this trust. If the diamond is in the green section of the bar for example, it means that the trust is among the top 20% of trusts in England for that question.

The line on either side of the diamond shows the amount of uncertainty surrounding the trust's score, as a result of random fluctuation.

Since the score is based on a sample of people who attended the emergency department in a trust rather than all people who attended, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval<sup>3</sup> is calculated as a measure of how accurate the score is. We can be 95% certain that if everyone in the trust had been surveyed, the 'true' score would fall within this interval.

The white diamond (score) is not shown for questions answered by fewer than 30 people because the uncertainty around the result would be too great. When identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

At the end of the report you will find the data used for the charts and background information about the patients that responded.

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<sup>3</sup>A confidence interval is an upper and lower limit within which you have a stated level of confidence that the true mean (average) lies somewhere in that range. These are commonly quoted as 95% confidence intervals, which are constructed so that you can be 95% certain that the true mean lies between these limits. The width of the confidence interval gives some indication of how cautious we should be; a very wide interval may indicate that more data should be collected before any conclusions are made.

## Further information

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

<http://www.nhssurveys.org/surveys/326>

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

<http://www.healthcarecommission.org.uk/nationalfindings/surveys/patientsurveys.cfm>

The 2008 emergency department survey results, the questionnaire and scoring can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyEmergency2008.cfm>

The 2004 emergency department survey results can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyEmergency2004.cfm>

The 2003 emergency department survey results can be found at:

<http://www.healthcarecommission.org.uk/PatientSurveyEmergency2003.cfm>

More information on the 2008/2009 annual health check is available on our website at:

<http://www.healthcarecommission.org.uk/guidanceforhealthcarestaff/nhsstaff/annualhealthcheck/annualhealthcheck2008/09.cfm>

# Emergency department survey 2008

## North West London Hospitals NHS Trust

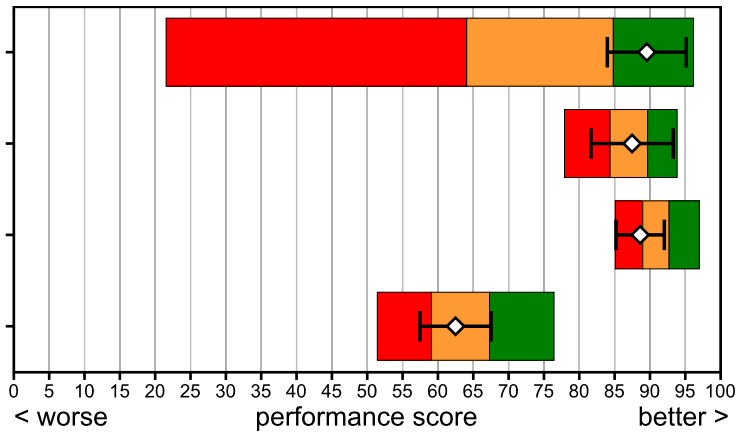
### Arrival at the Emergency Department

Was it possible to find a convenient place to park in the hospital car park?

Did the ambulance crew explain your care and treatment in a way you could understand?

Overall, how would you rate the care you received from the ambulance service?

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



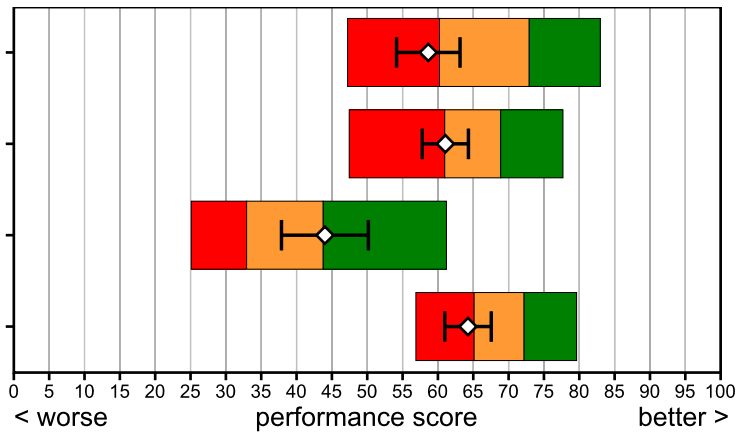
### Waiting

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

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

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

Overall, how long did your visit to the Emergency Department last?



<span style="color: green;">■</span> Best performing 20% of trusts	<span style="color: orange;">◇</span> This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
<span style="color: red;">■</span> Intermediate 60% of trusts	
<span style="color: green;">■</span> Worst performing 20% of trusts	

This trust's results are not shown if there were fewer than 30 respondents.

# Emergency department survey 2008

## North West London Hospitals NHS Trust

### Doctors and Nurses

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

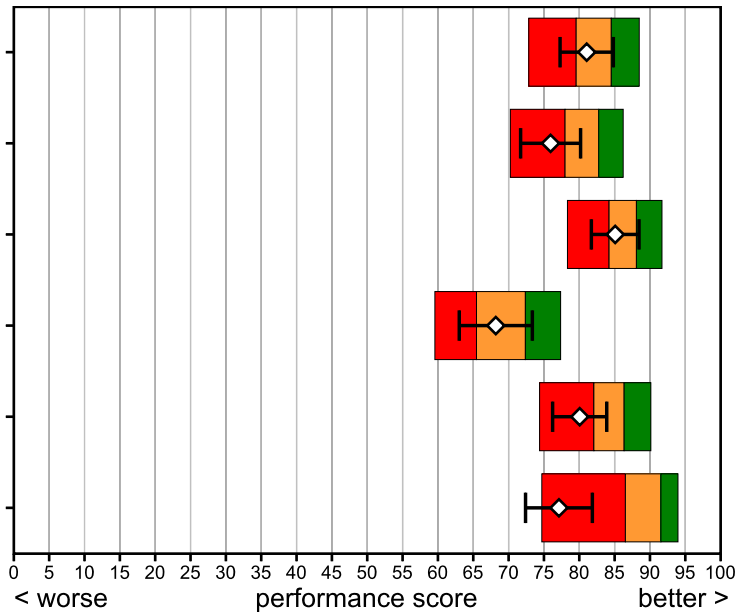
Did a doctor or nurse explain your condition and treatment in a way you could understand?

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

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

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

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



### Your care and treatment

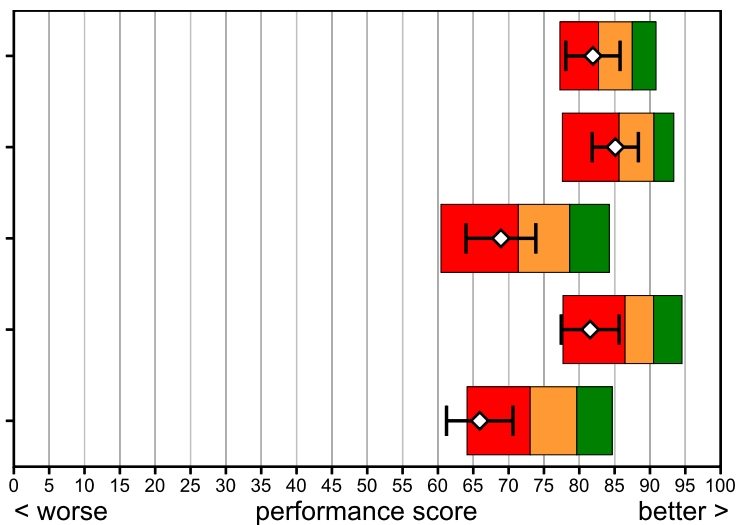
How much information about your condition or treatment was given to you?

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?

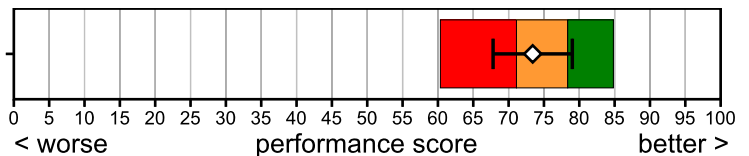
Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

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



### Tests

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



<ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: green; margin-right: 5px;"></span> Best performing 20% of trusts</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: orange; margin-right: 5px;"></span> Intermediate 60% of trusts</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: red; margin-right: 5px;"></span> Worst performing 20% of trusts</li> </ul>	<p>◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)</p>
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This trust's results are not shown if there were fewer than 30 respondents.

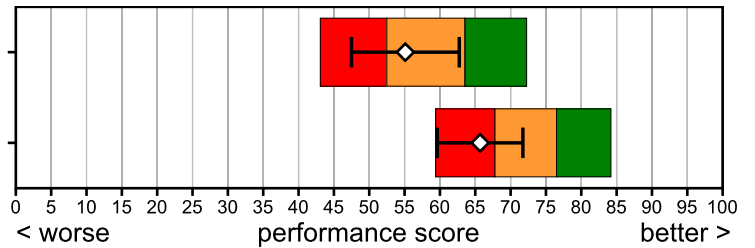
# Emergency department survey 2008

## North West London Hospitals NHS Trust

### Pain

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

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

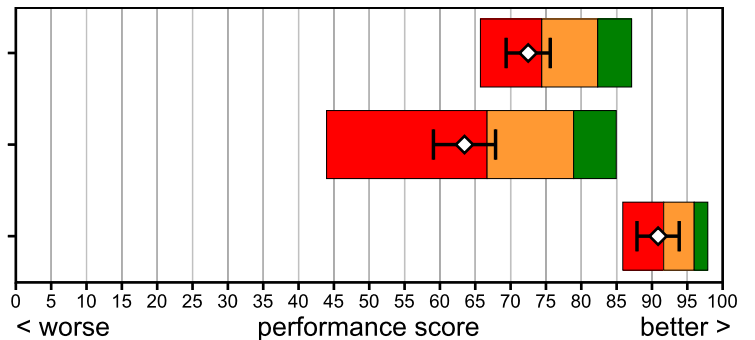


### Hospital environment and facilities

In your opinion, how clean was the Emergency Department?

How clean were the toilets in the Emergency Department?

While you were in the Emergency Department, did you feel bothered or threatened by other patients?



### Leaving the Emergency Department

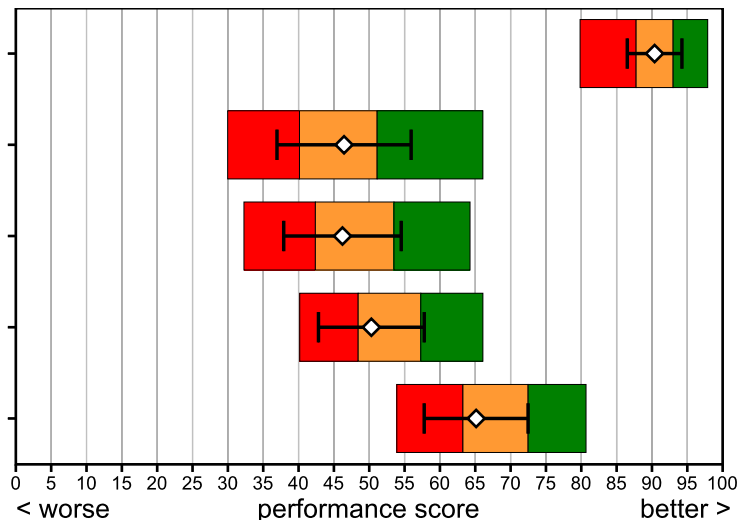
Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?

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 any danger signals regarding your illness or treatment to watch for?

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



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# Emergency department survey 2008

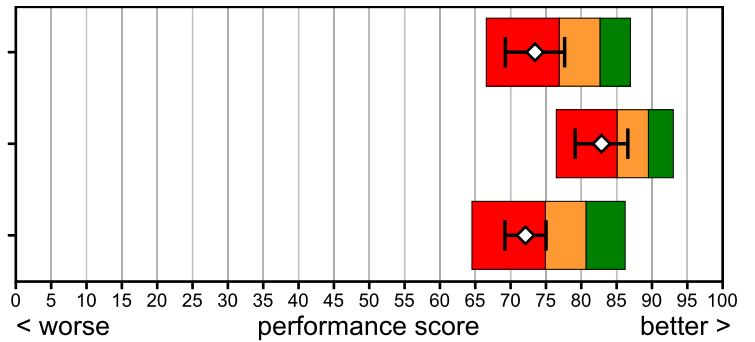
## North West London Hospitals NHS Trust

### Overall

Was the main reason you went to the Emergency Department dealt with to your satisfaction?

Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?

Overall, how would you rate the care you received in the Emergency Department?



<span style="color: green;">■</span> Best performing 20% of trusts	<span style="color: red;">◇</span> This trust (vertical lines show amount of uncertainty as a result of random fluctuation)
<span style="color: orange;">■</span> Intermediate 60% of trusts	
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This trust's results are not shown if there were fewer than 30 respondents.

## Emergency department survey 2008

### North West London Hospitals NHS Trust

	Scores for this NHS trust	95% Confidence Interval		Threshold for the lowest scoring 20% of NHS Trusts	Threshold for the highest scoring 20% of NHS Trusts	Highest score achieved (all trusts)	Number of respondents (this trust)	
		Lower	Upper					
<b>Arrival at the Emergency Department</b>								
Q3	Was it possible to find a convenient place to park in the hospital car park?	90	84	95	64	85	96	113
Q4	Did the ambulance crew explain your care and treatment in a way you could understand?	87	82	93	84	90	94	87
Q5	Overall, how would you rate the care you received from the ambulance service?	89	85	92	89	93	97	92
Q6	Were you given enough privacy when discussing your condition with the receptionist?	62	57	68	59	67	76	216
<b>Waiting</b>								
Q7	How long did you wait before you first spoke to a nurse or doctor?	59	54	63	60	73	83	252
Q8	How long did you wait before being examined by a doctor or nurse?	61	58	64	61	69	78	253
Q9	Were you told how long you would have to wait to be examined?	44	38	50	33	44	61	225
Q10	Overall, how long did your visit to the Emergency Department last?	64	61	68	65	72	80	251
<b>Doctors and Nurses</b>								
Q11	Did you have enough time to discuss your health or medical problem with the doctor or nurse?	81	77	85	80	85	88	265
Q12	Did a doctor or nurse explain your condition and treatment in a way you could understand?	76	72	80	78	83	86	258
Q13	Did the doctors and nurses listen to what you had to say?	85	82	88	84	88	92	265
Q14	If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?	68	63	73	65	72	77	218
Q15	Did you have confidence and trust in the doctors and nurses examining and treating you?	80	76	84	82	86	90	264
Q16	Did doctors or nurses talk in front of you as if you weren't there?	77	72	82	87	92	94	255

## Emergency department survey 2008

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		Lower	Upper				
<b>Your care and treatment</b>							
Q17 How much information about your condition or treatment was given to you?	82	78	86	83	87	91	267
Q18 Were you given enough privacy when being examined or treated?	85	82	88	86	91	93	265
Q19 If you needed attention, were you able to get a member of staff to help you?	69	64	74	71	79	84	206
Q20 Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	82	77	86	86	91	95	265
Q21 Were you involved as much as you wanted to be in decisions about your care and treatment?	66	61	71	73	80	85	254
<b>Tests</b>							
Q23 Did a member of staff explain the results of the tests in a way you could understand?	73	68	79	71	78	85	170
<b>Pain</b>							
Q26 How many minutes after you requested pain relief medication did it take before you got it?	55	47	63	52	64	72	68
Q27 Do you think the hospital staff did everything they could to help control your pain?	66	60	72	68	77	84	164
<b>Hospital environment and facilities</b>							
Q28 In your opinion, how clean was the Emergency Department?	72	69	76	74	82	87	255
Q29 How clean were the toilets in the Emergency Department?	63	59	68	67	79	85	178
Q30 While you were in the Emergency Department, did you feel bothered or threatened by other patients?	91	88	94	92	96	98	264
<b>Leaving the Emergency Department</b>							
Q33 Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?	90	87	94	88	93	98	98
Q34 Did a member of staff tell you about medication side effects to watch for?	46	37	56	40	51	66	87
Q35 Did a member of staff tell you when you could resume your usual activities?	46	38	55	42	53	64	130
Q36 Did a member of staff tell you about any danger signals regarding your illness or treatment to watch for?	50	43	58	48	57	66	140
Q37 Did hospital staff tell you who to contact if you were worried about your condition or treatment?	65	58	72	63	72	81	165

## Emergency department survey 2008

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	Lower	Upper	Lower	Upper				
<b>Overall</b>								
Q38 Was the main reason you went to the Emergency Department dealt with to your satisfaction?	73	69	78	77	83	87	264	
Q39 Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?	83	79	87	85	89	93	267	
Q40 Overall, how would you rate the care you received in the Emergency Department?	72	69	75	75	81	86	265	

## Emergency department survey 2008

### North West London Hospitals NHS Trust

#### Background information

<b>The sample</b>	<b>This trust</b>	<b>All trusts</b>
Number of respondents	273	49646
Response Rate (percentage)	33	40

<b>Demographic characteristics</b>	<b>This trust</b>	<b>All trusts</b>
Gender (percentage)	(%)	(%)
Male	40	45
Female	60	55
Age group (percentage)	(%)	(%)
Aged 35 and younger	33	23
Aged 36-50	20	22
Aged 51-65	22	23
Aged 66 and older	26	32
Ethnic group (percentage)	(%)	(%)
White	45	89
Mixed	3	1
Asian or Asian British	29	4
Black or Black British	14	3
Chinese or other ethnic group	1	0
Not known	7	3