

Patient survey report 2012



Accident and emergency department survey 2012
North West London Hospitals NHS Trust

The Accident and emergency department survey 2012 was designed, developed and co-ordinated by the Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe.



Making patients' views count

National NHS patient survey programme Accident and emergency department survey 2012

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. 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 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 and for the results from previous surveys, please see the links contained in the further information section.

The data in this report

This report shows how a trust scored for each question in the survey, compared with the range of results from all other trusts that took part. It is designed to help understand the performance of individual trusts, and to identify areas for improvement.

PLEASE NOTE: Benchmark reports for all national patient surveys have recently been re-designed. Due to this redesign, scores are now reported out of 10 rather than 100, and reports no longer show the top 20% and bottom 20% of scores. The groupings here are instead based on a statistical analysis involving the use of adjusted Z scores and winsorisation. More detail can be found in the Methodology section, and in the technical report (see link in the 'further information' section).

This report shows results as a graphical representation of the data that appears on a provider's profile on our website. The same data is shown on the website in a more simplified way, identifying whether a trust performed 'better' or 'worse' or 'about the same' as the majority of other trusts for each question.

You can also find on the CQC website the national overall results (as percentages of respondents) for the 2012 survey compared with those from 2004 and 2008, alongside a national summary highlighting the key issues.

Interpreting the report

This report provides a score for each question, and a score for each section¹. The scores for each question are generally grouped according to the sections of the questionnaire as completed by respondents. For example, the survey includes sections on 'doctors and nurses' and 'hospital environment and facilities' among others.

For each question in the survey, the individual responses were converted into scores on a scale of 0 to 10. A score of 10 represents the best possible response. Therefore, the higher the score for each question, the better the trust is performing².

It is not appropriate to score all questions in the questionnaire as 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 Q3 "Were you taken to the hospital in an ambulance?"

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

- If your trust's score lies in the orange section of the graph, its result is 'about the same' as most other trusts in the survey.
- If your trust's score lies in the red section of the graph, its result is 'worse' compared with most other trusts in the survey.
- If your trust's score lies in the green section of the graph, its result is 'better' compared with most other trusts in the survey.

The text to the right of the graph clearly states whether the score for your trust is 'about the same', 'better' or 'worse' compared with most other trusts in the survey.

A black diamond represents the score for this trust. The black diamond (score) is not shown for questions answered by fewer than 30 people because the uncertainty around the result would be too great. The trust will also not have a section score for the corresponding section, this is because the section data is not comparable with other trusts, as it is made up of fewer questions.

You may find that there is no red area, and/or no green area in the charts for some questions. This can occur in the analysis of the data and is an acceptable consequence of the statistical technique used. The size of the orange area is constructed by considering how different the scores for all trusts are across the range, as well as the confidence we can have in that particular trust's score (by looking at the number of respondents to that question). In some cases, this will lead to such a wide margin of error that the 'expected range' (the orange section) will be very wide, and therefore will also cover the highest or lowest scoring trusts for that question.

¹Labelled S1-S8 in the 'section scores' table

²Trusts have differing profiles of patients. For example, one trust may have more male patients than another. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. For example, older respondents tend to report more positive experiences than younger respondents, and women tend to report less positive experiences than men. This could potentially lead to a trust's results appearing better or worse than if they had a slightly different profile of patients. To account for this, we 'standardise' the data. Results have been standardised 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 helps to ensure 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 a more accurate comparison of results from trusts with different profiles of patients.

At the end of the report you will find tables containing the data used to create the graphs and background information about the patients that responded. In the table containing the data, you will also find the results for your trust from the 2008 survey and a column called 'change from 2008', which uses arrows to indicate whether the score for this year shows a statistically significant increase (up arrow), a statistically significant decrease (down arrow) or has shown no statistically significant change (no arrow) compared with 2008³. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. Where a result for 2008 is not shown, this is because the question was either new this year, or the question wording and/or the response categories have been changed, meaning that it is not possible to compare the results as we do not know if any change is caused by alterations in the survey instrument, or variation in a trust's performance⁴.

Methodology

The categories described above are based on a statistic called the 'expected range', which is uniquely calculated for each trust for each question. This is the range within which we would expect a particular trust to score if it performed 'about the same' as most other trusts in the survey. The range takes into account the number of respondents from each trust as well as the scores for all other trusts. This means that where a trust is performing 'better' or 'worse' than the majority of other trusts, this is likely to be a true reflection of all patients that have visited the trust, rather than being unique to those who responded to the survey.

A technical document providing more detail about the methodology and the scoring applied to each question is available on our website (see further information section).

Further information

The full national results for the 2012 survey are on CQC's website, together with an A to Z list enabling you to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

www.cqc.org.uk/surveys/accidentandemergency

The results for previous A&E surveys can be found on the NHS surveys website at:

www.nhssurveys.org/surveys/296

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

www.nhssurveys.org/surveys/626

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

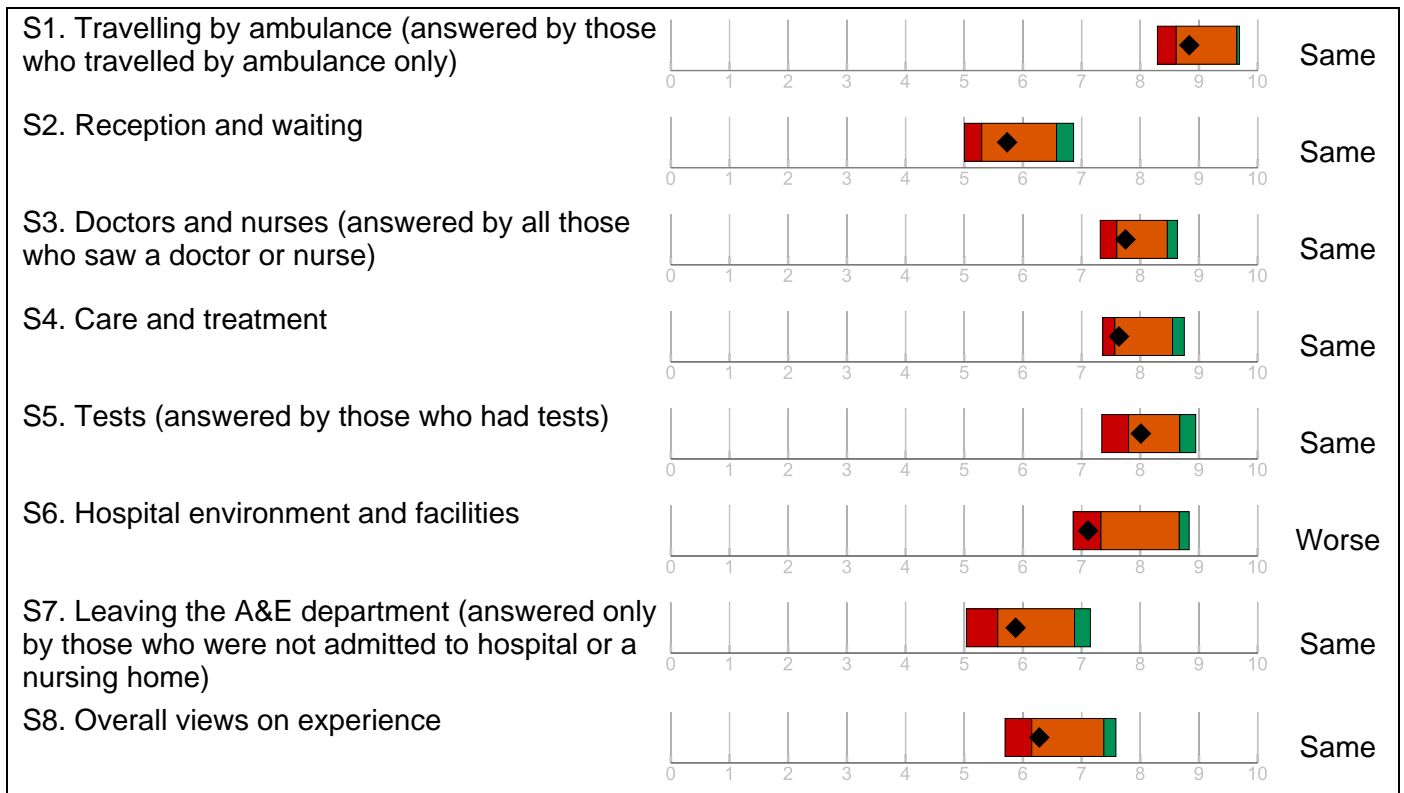
³Results were tested for significance using two-sample t-tests

⁴Please note that comparative data is only shown for question data, and not for the section data.

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Section scores

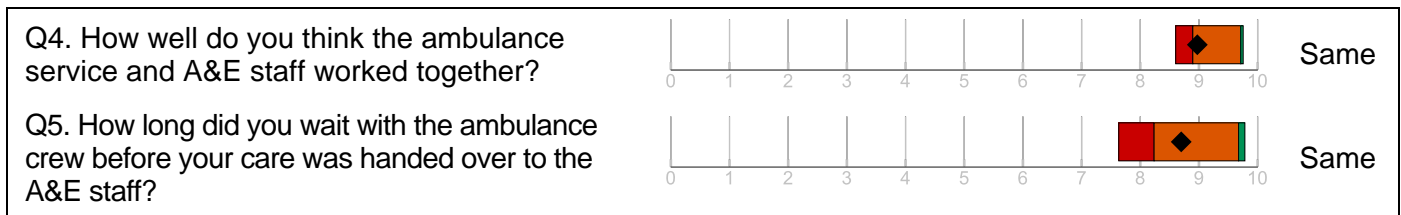


■ Best performing trusts ◆ This trust
■ About the same
■ Worst performing trusts
 This trust's results are not shown if there were fewer than 30 respondents.

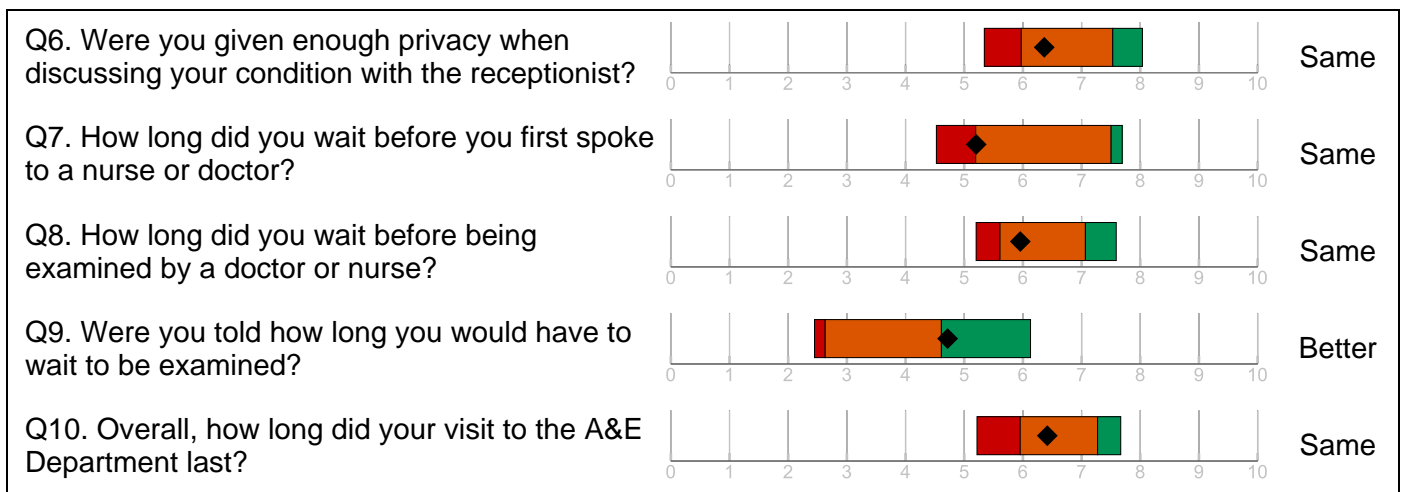
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Travelling by ambulance (answered by those who travelled by ambulance only)



Reception and waiting



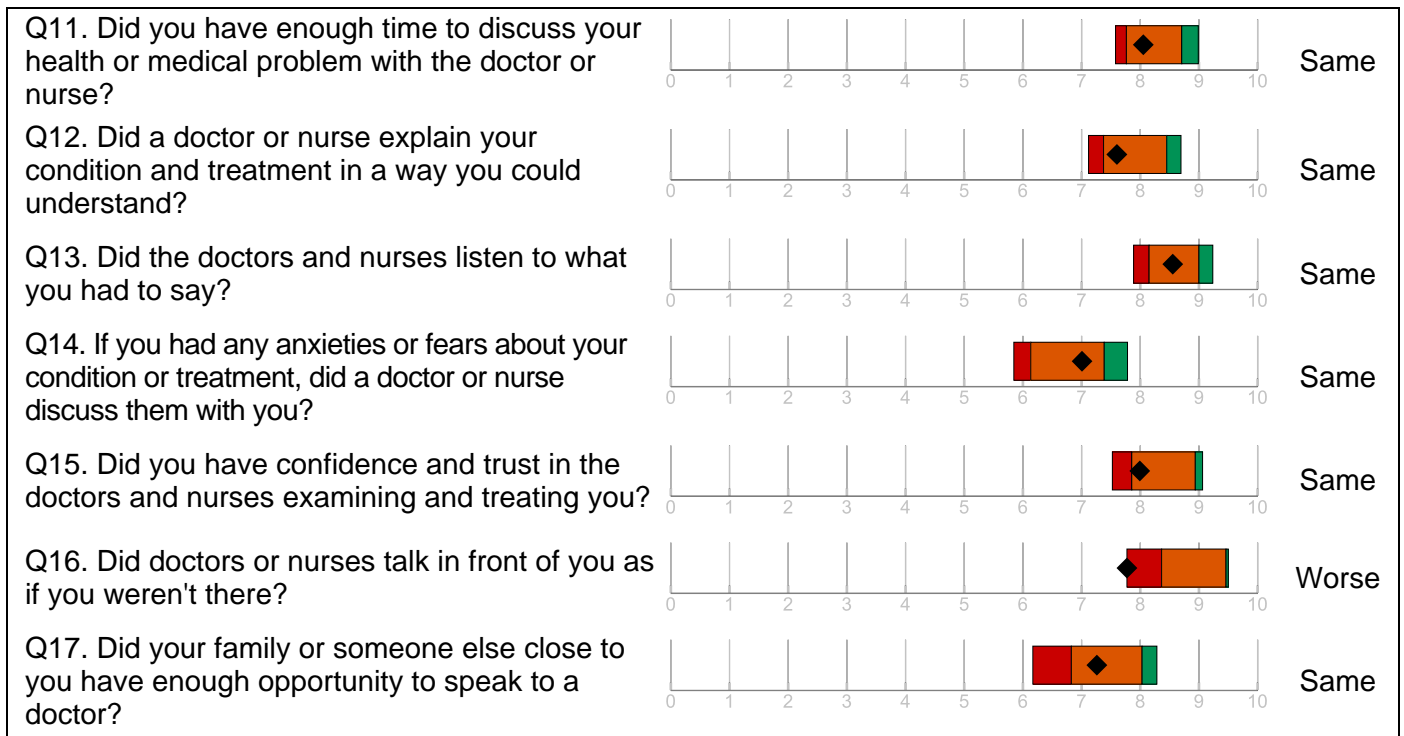
| | | | |
|---|-------------------------|---|------------|
|  | Best performing trusts |  | This trust |
|  | About the same | | |
|  | Worst performing trusts | | |

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

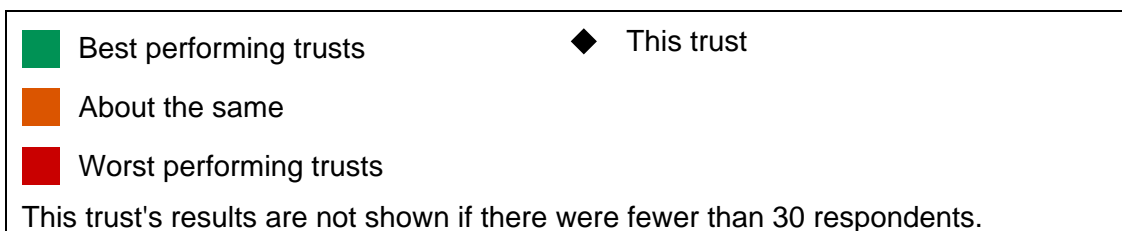
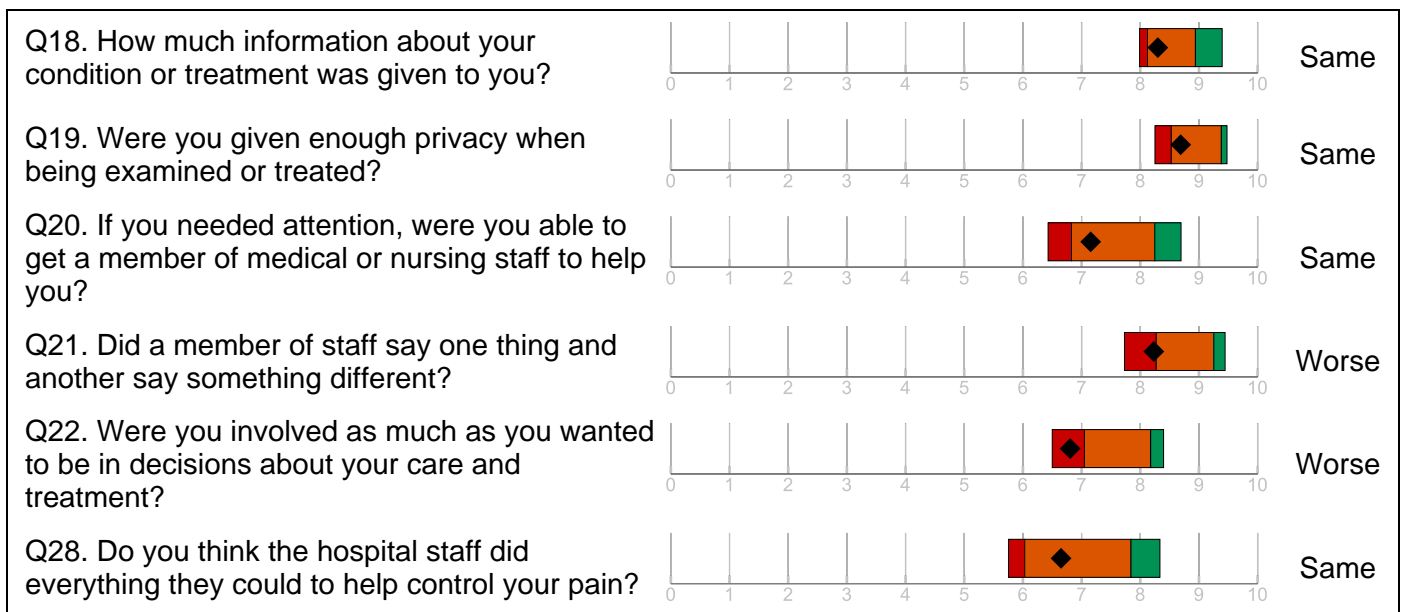
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Doctors and nurses (answered by all those who saw a doctor or nurse)



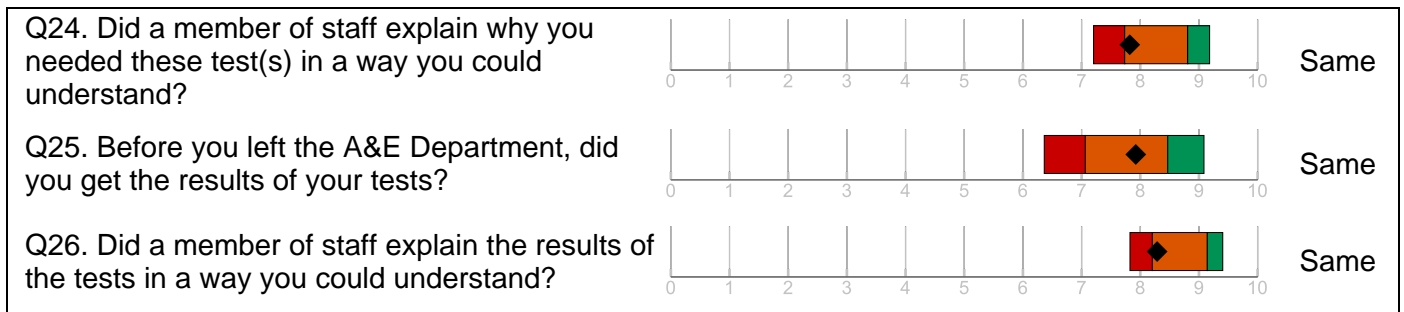
Care and treatment



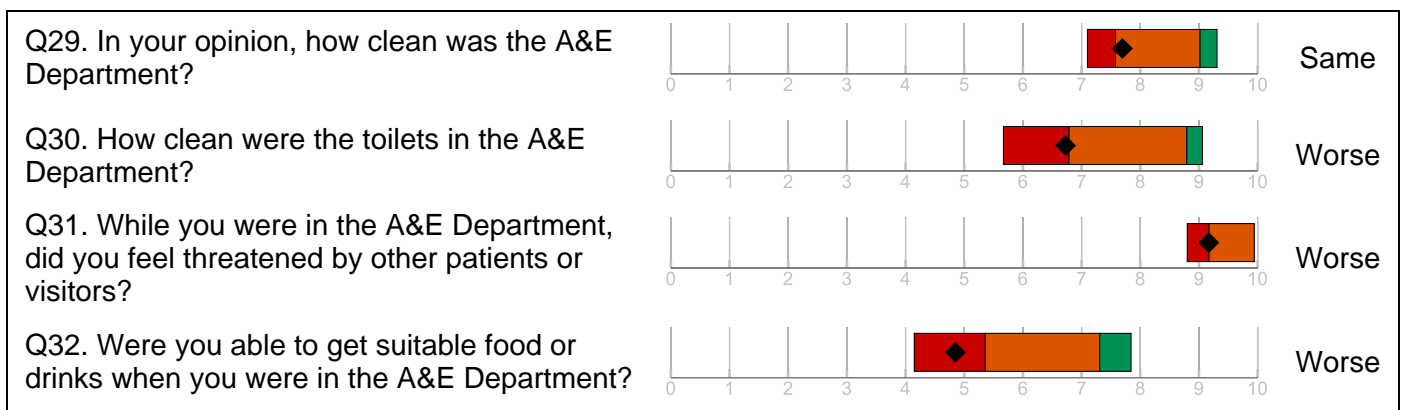
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Tests (answered by those who had tests)



Hospital environment and facilities



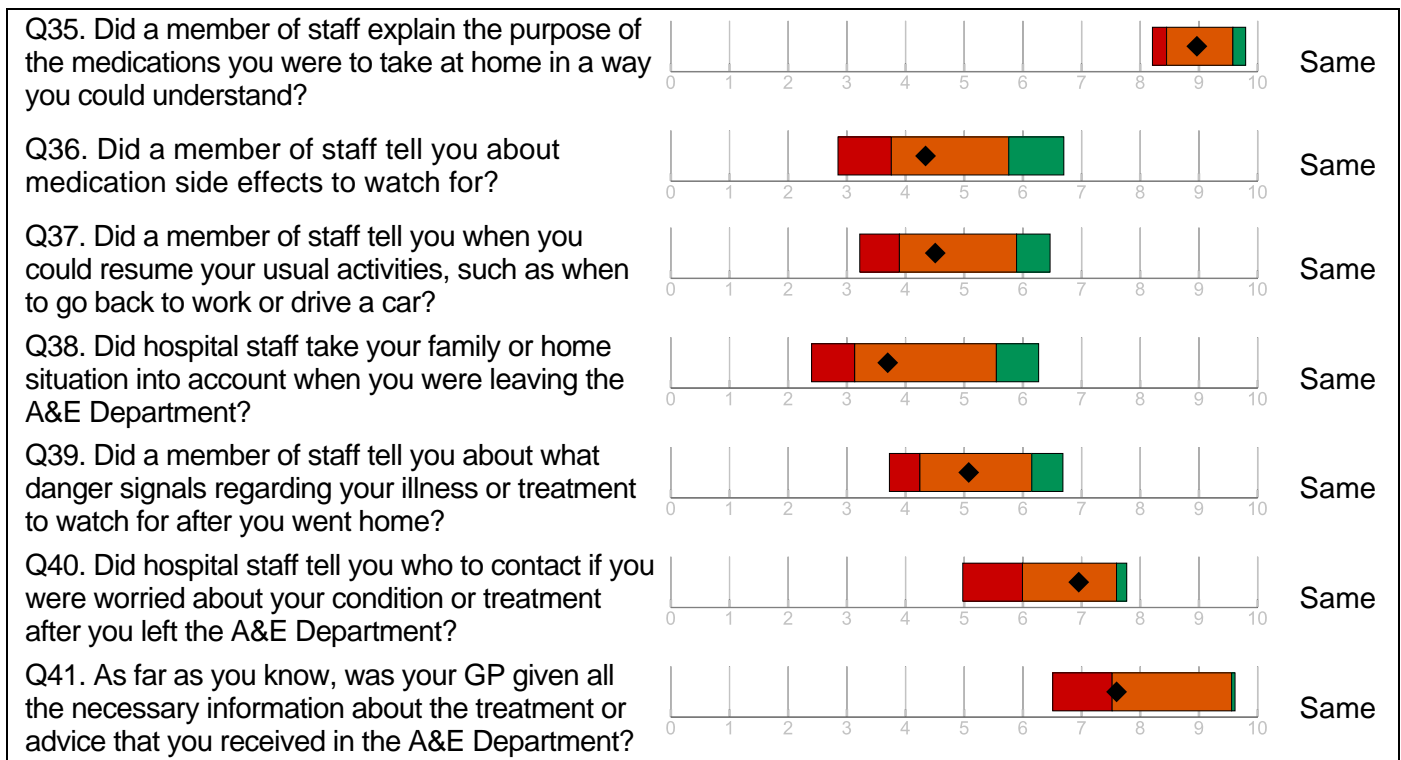
| | | | |
|--|-------------------------|--|------------|
| | Best performing trusts | | This trust |
| | About the same | | |
| | Worst performing trusts | | |

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

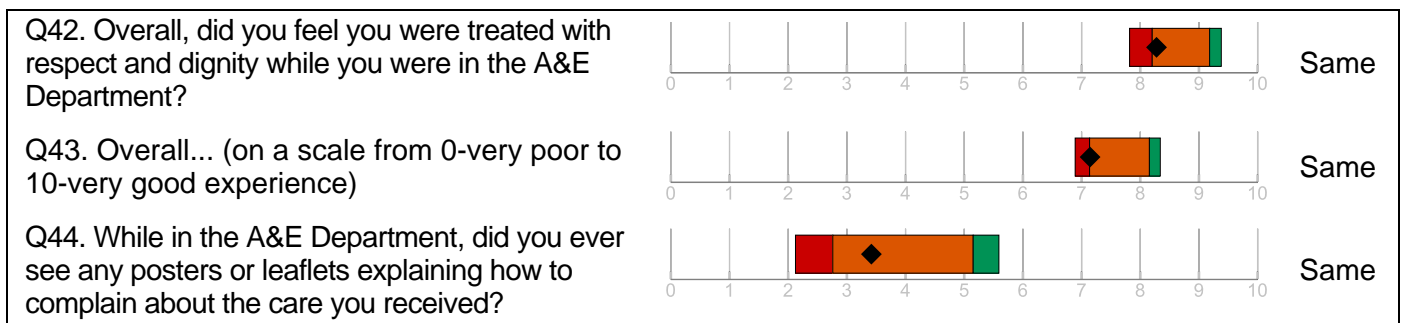
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Leaving the A&E department (answered only by those who were not admitted to hospital or a nursing home)



Overall views on experience



| | | | |
|--|-------------------------|--|------------|
| | Best performing trusts | | This trust |
| | About the same | | |
| | Worst performing trusts | | |

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

Accident and emergency department survey 2012

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| | Scores for this NHS trust | Lowest trust score achieved | Highest trust score achieved | Number of respondents (this trust) | 2008 scores for this NHS trust | Change from 2008 |
|---|---------------------------|-----------------------------|------------------------------|------------------------------------|--------------------------------|------------------|
| Travelling by ambulance (answered by those who travelled by ambulance only) | | | | | | |
| S1 Section score | 8.8 | 8.3 | 9.7 | | | |
| Q4 How well do you think the ambulance service and A&E staff worked together? | 9.0 | 8.6 | 9.8 | 118 | | |
| Q5 How long did you wait with the ambulance crew before your care was handed over to the A&E staff? | 8.7 | 7.6 | 9.8 | 114 | | |
| Reception and waiting | | | | | | |
| S2 Section score | 5.7 | 5.0 | 6.9 | | | |
| Q6 Were you given enough privacy when discussing your condition with the receptionist? | 6.4 | 5.3 | 8.0 | 220 | 6.2 | |
| Q7 How long did you wait before you first spoke to a nurse or doctor? | 5.2 | 4.5 | 7.7 | 281 | 5.9 | ↓ |
| Q8 How long did you wait before being examined by a doctor or nurse? | 6.0 | 5.2 | 7.6 | 284 | 6.1 | |
| Q9 Were you told how long you would have to wait to be examined? | 4.7 | 2.4 | 6.1 | 232 | 4.4 | |
| Q10 Overall, how long did your visit to the A&E Department last? | 6.4 | 5.2 | 7.7 | 271 | 6.4 | |
| Doctors and nurses (answered by all those who saw a doctor or nurse) | | | | | | |
| S3 Section score | 7.7 | 7.3 | 8.6 | | | |
| Q11 Did you have enough time to discuss your health or medical problem with the doctor or nurse? | 8.1 | 7.6 | 9.0 | 286 | 8.1 | |
| Q12 Did a doctor or nurse explain your condition and treatment in a way you could understand? | 7.6 | 7.1 | 8.7 | 279 | 7.6 | |
| Q13 Did the doctors and nurses listen to what you had to say? | 8.6 | 7.9 | 9.2 | 288 | 8.5 | |
| Q14 If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you? | 7.0 | 5.8 | 7.8 | 227 | 6.8 | |
| Q15 Did you have confidence and trust in the doctors and nurses examining and treating you? | 8.0 | 7.5 | 9.1 | 286 | 8.0 | |
| Q16 Did doctors or nurses talk in front of you as if you weren't there? | 7.8 | 7.8 | 9.5 | 289 | 7.7 | |
| Q17 Did your family or someone else close to you have enough opportunity to speak to a doctor? | 7.3 | 6.2 | 8.3 | 200 | | |

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| | Scores for this NHS trust | Lowest trust score achieved | Highest trust score achieved | Number of respondents (this trust) | 2008 scores for this NHS trust | Change from 2008 |
|---|---------------------------|-----------------------------|------------------------------|------------------------------------|--------------------------------|------------------|
| Care and treatment | | | | | | |
| S4 Section score | 7.6 | 7.4 | 8.8 | | | |
| Q18 How much information about your condition or treatment was given to you? | 8.3 | 8.0 | 9.4 | 290 | 8.2 | |
| Q19 Were you given enough privacy when being examined or treated? | 8.7 | 8.3 | 9.5 | 292 | 8.5 | |
| Q20 If you needed attention, were you able to get a member of medical or nursing staff to help you? | 7.2 | 6.4 | 8.7 | 208 | | |
| Q21 Did a member of staff say one thing and another say something different? | 8.2 | 7.7 | 9.4 | 289 | 8.2 | |
| Q22 Were you involved as much as you wanted to be in decisions about your care and treatment? | 6.8 | 6.5 | 8.4 | 270 | 6.6 | |
| Q28 Do you think the hospital staff did everything they could to help control your pain? | 6.6 | 5.8 | 8.3 | 178 | 6.6 | |
| Tests (answered by those who had tests) | | | | | | |
| S5 Section score | 8.0 | 7.3 | 8.9 | | | |
| Q24 Did a member of staff explain why you needed these test(s) in a way you could understand? | 7.8 | 7.2 | 9.2 | 237 | | |
| Q25 Before you left the A&E Department, did you get the results of your tests? | 7.9 | 6.4 | 9.1 | 203 | | |
| Q26 Did a member of staff explain the results of the tests in a way you could understand? | 8.3 | 7.8 | 9.4 | 157 | | |
| Hospital environment and facilities | | | | | | |
| S6 Section score | 7.1 | 6.9 | 8.8 | | | |
| Q29 In your opinion, how clean was the A&E Department? | 7.7 | 7.1 | 9.3 | 286 | 7.2 | ↑ |
| Q30 How clean were the toilets in the A&E Department? | 6.7 | 5.7 | 9.1 | 223 | 6.3 | |
| Q31 While you were in the A&E Department, did you feel threatened by other patients or visitors? | 9.2 | 8.8 | 9.9 | 286 | | |
| Q32 Were you able to get suitable food or drinks when you were in the A&E Department? | 4.8 | 4.1 | 7.8 | 187 | | |

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| | Scores for this NHS trust | Lowest trust score achieved | Highest trust score achieved | Number of respondents (this trust) | 2008 scores for this NHS trust | Change from 2008 |
|--|---------------------------|-----------------------------|------------------------------|------------------------------------|--------------------------------|------------------|
| Leaving the A&E department (answered only by those who were not admitted to hospital or a nursing home) | | | | | | |
| S7 Section score | 5.9 | 5.0 | 7.2 | | | |
| Q35 Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand? | 9.0 | 8.2 | 9.8 | 78 | 9.0 | |
| Q36 Did a member of staff tell you about medication side effects to watch for? | 4.3 | 2.8 | 6.7 | 72 | 4.6 | |
| 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? | 4.5 | 3.2 | 6.5 | 128 | 4.6 | |
| Q38 Did hospital staff take your family or home situation into account when you were leaving the A&E Department? | 3.7 | 2.4 | 6.3 | 86 | | |
| Q39 Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home? | 5.1 | 3.7 | 6.7 | 137 | 5.0 | |
| 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? | 7.0 | 5.0 | 7.8 | 171 | 6.5 | |
| 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? | 7.6 | 6.5 | 9.6 | 109 | | |
| Overall views on experience | | | | | | |
| S8 Section score | 6.3 | 5.7 | 7.6 | | | |
| Q42 Overall, did you feel you were treated with respect and dignity while you were in the A&E Department? | 8.3 | 7.8 | 9.4 | 291 | 8.3 | |
| Q43 Overall... (on a scale from 0-very poor to 10-very good experience) | 7.1 | 6.9 | 8.3 | 243 | | |
| Q44 While in the A&E Department, did you ever see any posters or leaflets explaining how to complain about the care you received? | 3.4 | 2.1 | 5.6 | 163 | | |

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Background information

| The sample | This trust | All trusts |
|----------------------------|------------|------------|
| Number of respondents | 296 | 45594 |
| Response Rate (percentage) | 36 | 38 |

| Demographic characteristics | This trust | All trusts |
|---------------------------------|------------|------------|
| Gender (percentage) | (%) | (%) |
| Male | 47 | 45 |
| Female | 53 | 55 |
| Age group (percentage) | (%) | (%) |
| Aged 16-35 | 19 | 17 |
| Aged 36-50 | 18 | 19 |
| Aged 51-65 | 23 | 24 |
| Aged 66 and older | 41 | 40 |
| Ethnic group (percentage) | (%) | (%) |
| White | 46 | 88 |
| Multiple ethnic group | 2 | 1 |
| Asian or Asian British | 32 | 4 |
| Black or Black British | 11 | 2 |
| Arab or other ethnic group | 2 | 0 |
| Not known | 7 | 4 |
| Religion (percentage) | (%) | (%) |
| No religion | 8 | 17 |
| Buddhist | 1 | 0 |
| Christian | 48 | 74 |
| Hindu | 22 | 1 |
| Jewish | 4 | 1 |
| Muslim | 10 | 3 |
| Sikh | 2 | 1 |
| Other religion | 2 | 1 |
| Prefer not to say | 3 | 2 |
| Sexual orientation (percentage) | (%) | (%) |
| Heterosexual/straight | 81 | 92 |
| Gay/lesbian | 0 | 1 |
| Bisexual | 1 | 1 |
| Other | 3 | 1 |
| Prefer not to say | 16 | 5 |