

Patient survey report 2014



Accident and Emergency Survey 2014 The North West London Hospitals NHS Trust

Accident and Emergency Survey 2014



Making patients' views count

National NHS patient survey programme Accident and Emergency Survey 2014

The Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England.

Our purpose is to make sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and we encourage them to make improvements.

Our role is to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety, and to publish what we find, including performance ratings to help people choose care.

A&E patient survey 2014

To improve the quality of services that the NHS delivers, it is important to understand what people think about their care and treatment. One way of doing this is by asking people who have recently used their local health services to tell us about their experiences. In this instance, people who recently used a hospital Accident and Emergency department (A&E) were asked about their experiences of care.

The fifth survey of A&E patients involved 142 acute and specialist NHS trusts with a major accident and emergency department¹. We received responses from nearly 40,000 patients, which is a response rate of 34%. Patients were eligible to take part in the survey if they:

- were aged 16 years or older,
- were not staying in hospital at the time patients were sampled,
- had attended A&E in January, February or March 2014, (each NHS trust chose one month in which to sample patients).

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. Questionnaires and reminders were sent out between May and September 2014.

Similar surveys of A&E patients were carried out in 2003, 2004, 2008 and 2012. The A&E survey is part of a wider programme of NHS patient surveys, which covers a range of services including acute adult inpatients, children's inpatient and day-case services, maternity services and community mental health services. To find out more about our programme and the results from previous surveys, please see the links in the further information section.

The Care Quality Commission will use the results from this survey in our regulation, monitoring and inspection of NHS acute trusts in England. We will use data from the survey in our system of Intelligent Monitoring, which provides inspectors with an assessment of risk in areas of care within an NHS trust that need to be followed up. The survey data will also be included in the data packs that we produce for inspections.

NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold them to account for the outcomes they achieve. The NHS Trust Development Authority will use the results to inform quality and governance assessments as part of their Oversight Model for NHS Trusts.

Interpreting the report

This report shows how a trust scored for each evaluative question in the survey, compared with

¹Trusts were eligible to participate if they had a major or consultant led 24 hour service with full resuscitation facilities and designated accommodation for the reception of accident and emergency patients.

other trusts. It is designed to help understand the performance of individual trusts, and to identify areas for improvement.

This report shows the same data as published on the CQC website available at the following link (www.cqc.org.uk/accidentandemergency). The CQC website displays the data in a more simplified way, identifying whether a trust performed 'Above' (better), 'Below' (worse) or 'Average' (about the same) as the majority of other trusts for each question and section. For more information on the analysis, please see the methodology section below.

A 'section' score is also provided, labelled S1-S8 in the 'section scores' on page 5. The scores for each question are grouped thematically and broadly in line with their order in the questionnaire, for example, 'doctors and nurses' and 'tests' and so forth.

Standardisation

Trusts have differing profiles of people who use their services. 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. 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 people.

To account for this, we 'standardise' the data. Results have been standardised by the age and gender 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-gender type profile reflects the national age-gender type distribution (based on all of the respondents to the survey). It therefore enables a more accurate comparison of results from trusts with different population profiles. In most cases this will not have a large impact on trust results; it does, however, make comparisons between trusts as fair as possible.

Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale from 0 to 10. A score of 10 represents the best possible response and a score of zero the worst. The higher the score for each question, the better the trust is performing.

It is not appropriate to score all questions in the questionnaire as not all of the questions assess the trusts in any way, for example, they may be 'routing questions' designed to filter out respondents to whom following questions do not apply.

For full details of the scoring please see the technical document (see further information section).

Graphs

The graphs in this report show how the score for the trust compares to the range of scores achieved by all trusts taking part in the survey. The black diamond shows the score for your trust. The graph 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 'better' or 'worse' compared with most other trusts in the survey. If there is no text the score is 'about the same.' These groupings are based on a rigorous statistical analysis of the data, as described in the following 'methodology' section.

Methodology

The 'about the same,' 'better' and 'worse' categories are based on a statistic called the '**expected range**' which determines the range within which the trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust and the scores for all other trusts. If the trust's performance is outside of this range, it means that it performs significantly above/below what would be expected. If it is within this range, we say that its performance is 'about the same'. This means that where a trust is performing 'better' or 'worse' than the majority of other trusts, it is very unlikely to have occurred by chance.

In some cases there will be no red and/or no green area in the graph. This happens when the expected range for your trust is so broad it encompasses either the highest possible score for all trusts (no green section) or the lowest possible for all trusts score (no red section). This could be because there were few respondents and / or a lot of variation in their answers.

Please note that if fewer than 30 respondents have answered a question, no score will be displayed for this question (or the corresponding section). This is because the uncertainty around the result is too great.

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

Tables

At the end of the report you will find tables containing the data used to create the graphs, the response rate for your trust and background information about the people that responded.

Scores from the previous survey in 2012 are also displayed. The column called 'change from 2012' 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 2012. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. Significance is tested using a two-sample t-test.

Where a result for 2012 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. It is therefore 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 performance. Please note that comparative data is not shown for sections as the questions contained in each section can change year on year.

Notes on specific questions

Results for the following questions cannot be compared with scores from 2012 owing to changes made to question wording, response categories or scoring. This is because we do not know if any change is caused by alterations in the survey instrument, or variation in a trust's performance.

- Q9: Overall, how long did your visit to the A&E department last?
- Q15: Did doctors or nurses talk to each other about you as if you weren't there?
- Q30: Do you think the hospital staff did everything they could to help control your pain?

In 2014 two new questions were asked which are not comparable:

- Q22: If you were feeling distressed while you were in the A&E Department, did a member of staff help to reassure you?
- Q29: How many minutes after you requested pain relief medication did it take before you got it?

Further information

The full national results are on the CQC website, together with an A to Z list 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/accidentandemergency

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

www.nhssurveys.org/surveys/738

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

www.nhssurveys.org/surveys/296

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

www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

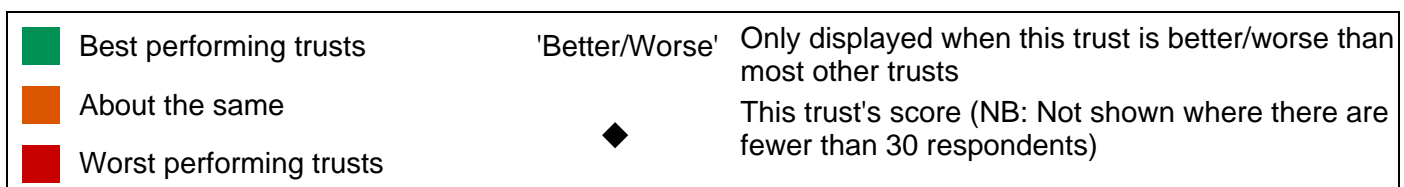
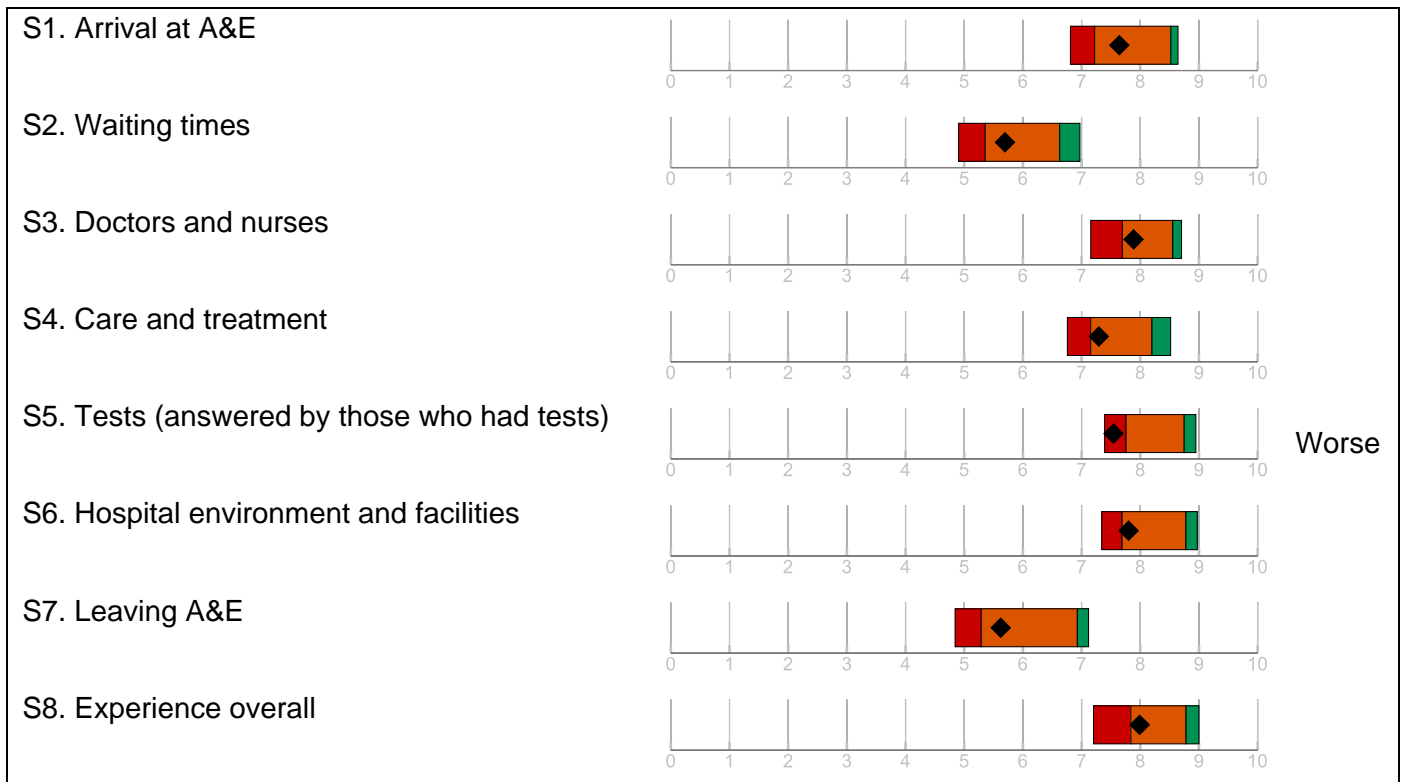
More information on CQC's hospital intelligent monitoring system is available on the CQC website:

www.cqc.org.uk/public/hospital-intelligent-monitoring

Accident and Emergency Survey 2014

The North West London Hospitals NHS Trust

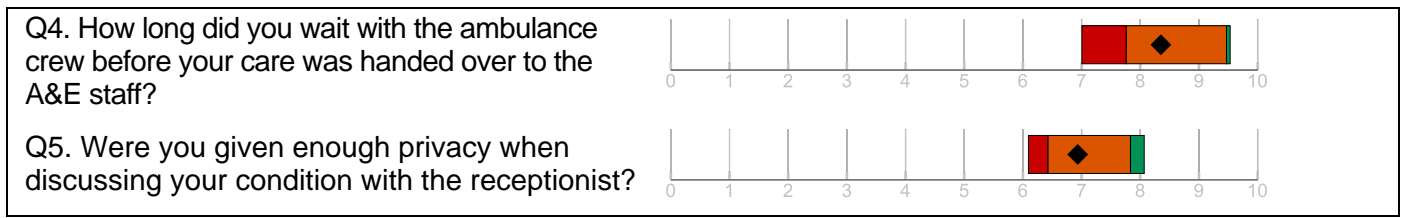
Section scores



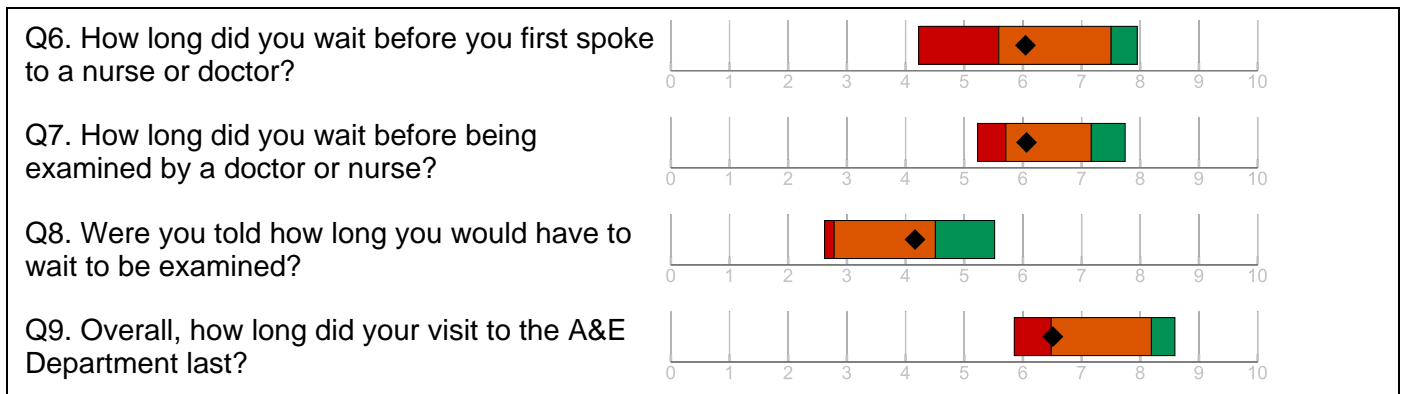
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The North West London Hospitals NHS Trust

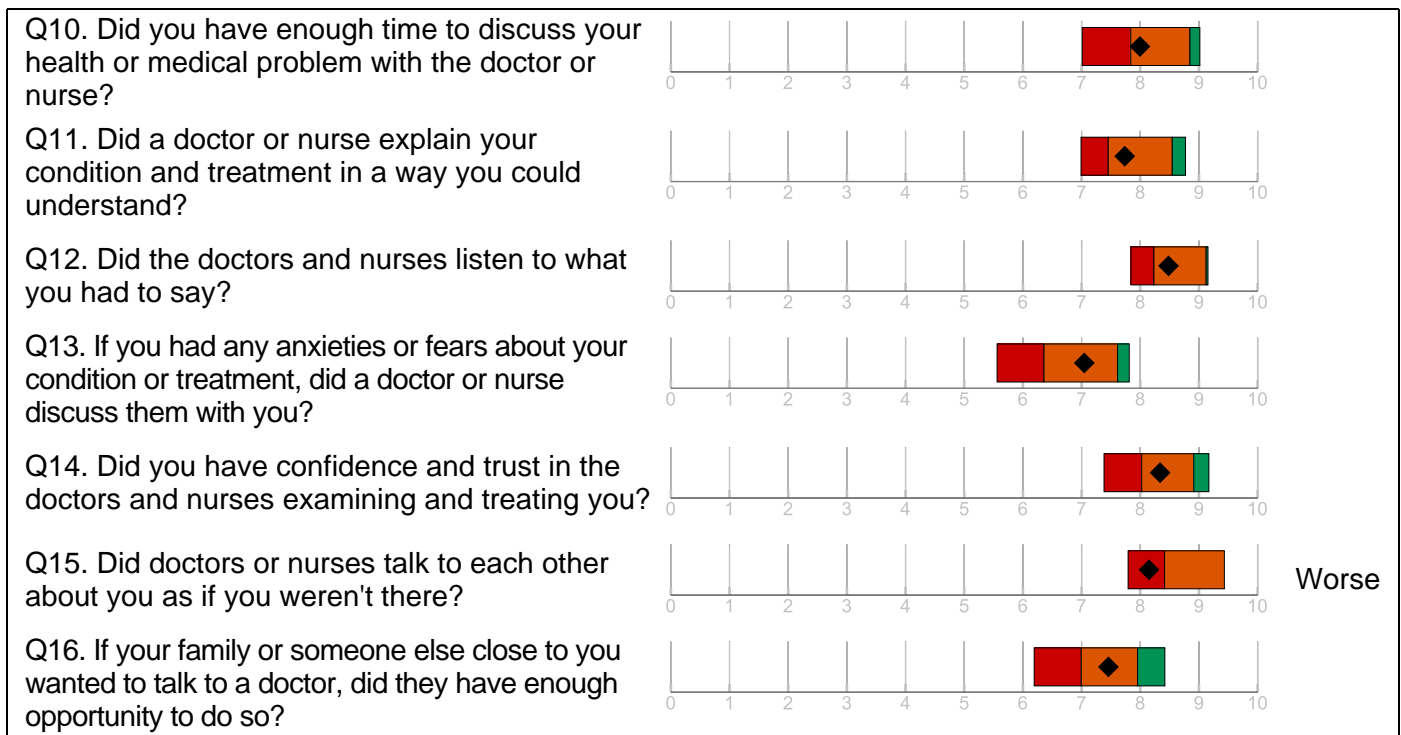
Arrival at A&E



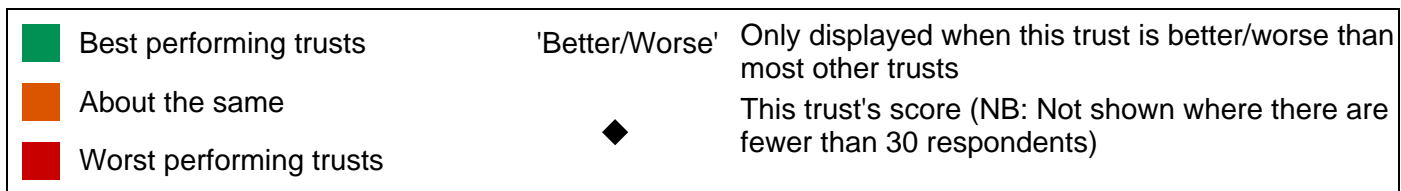
Waiting times



Doctors and nurses



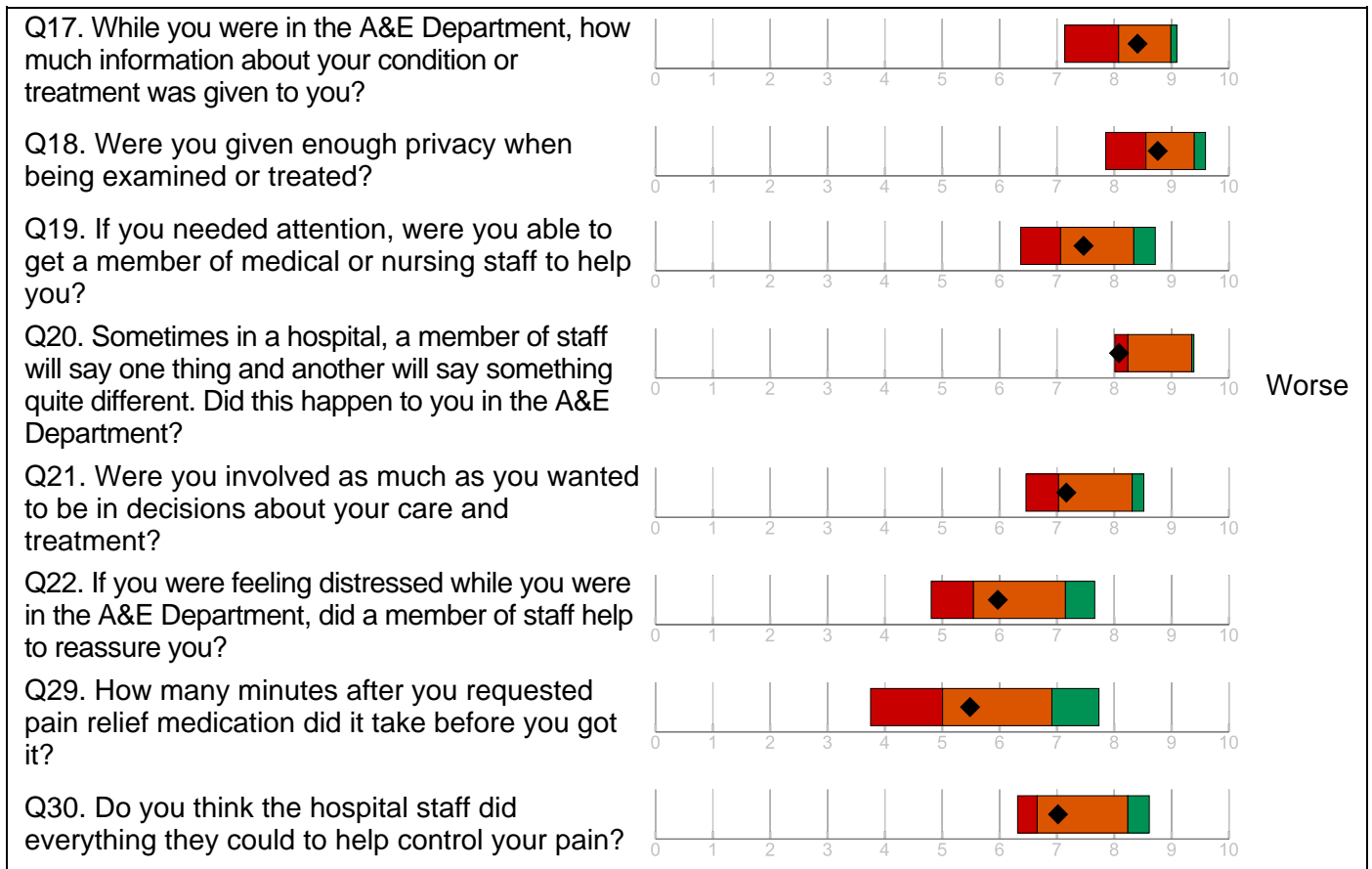
Worse



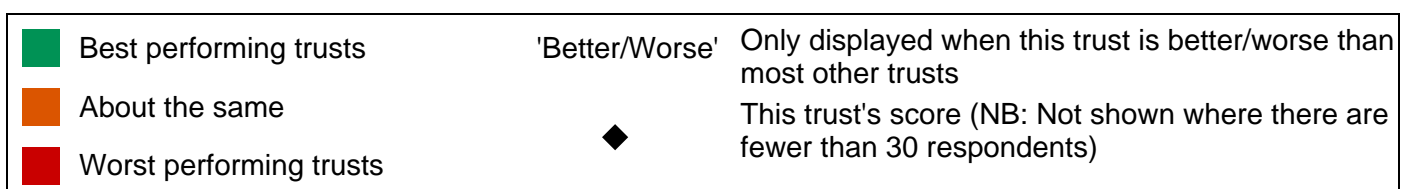
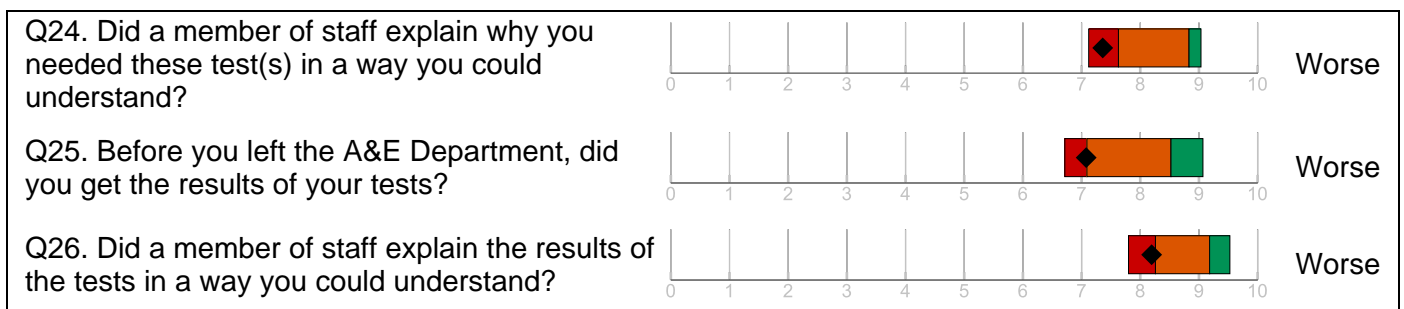
Accident and Emergency Survey 2014

The North West London Hospitals NHS Trust

Care and treatment



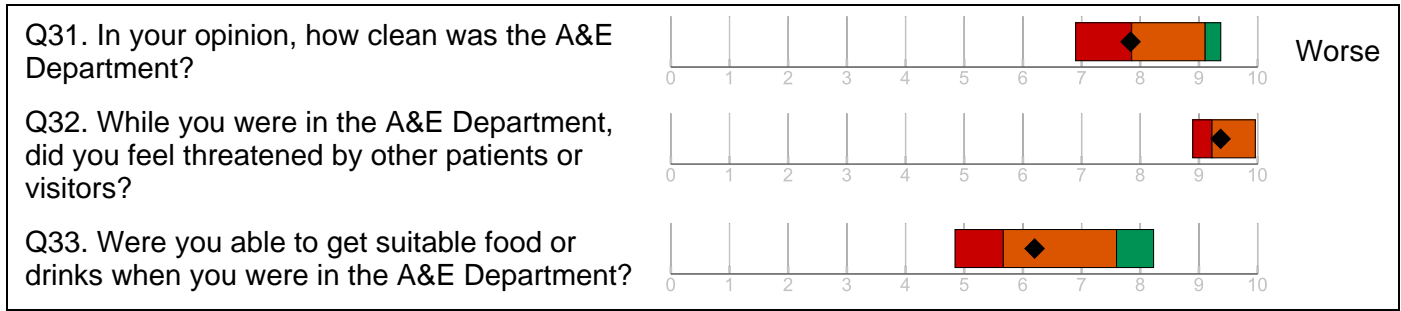
Tests (answered by those who had tests)



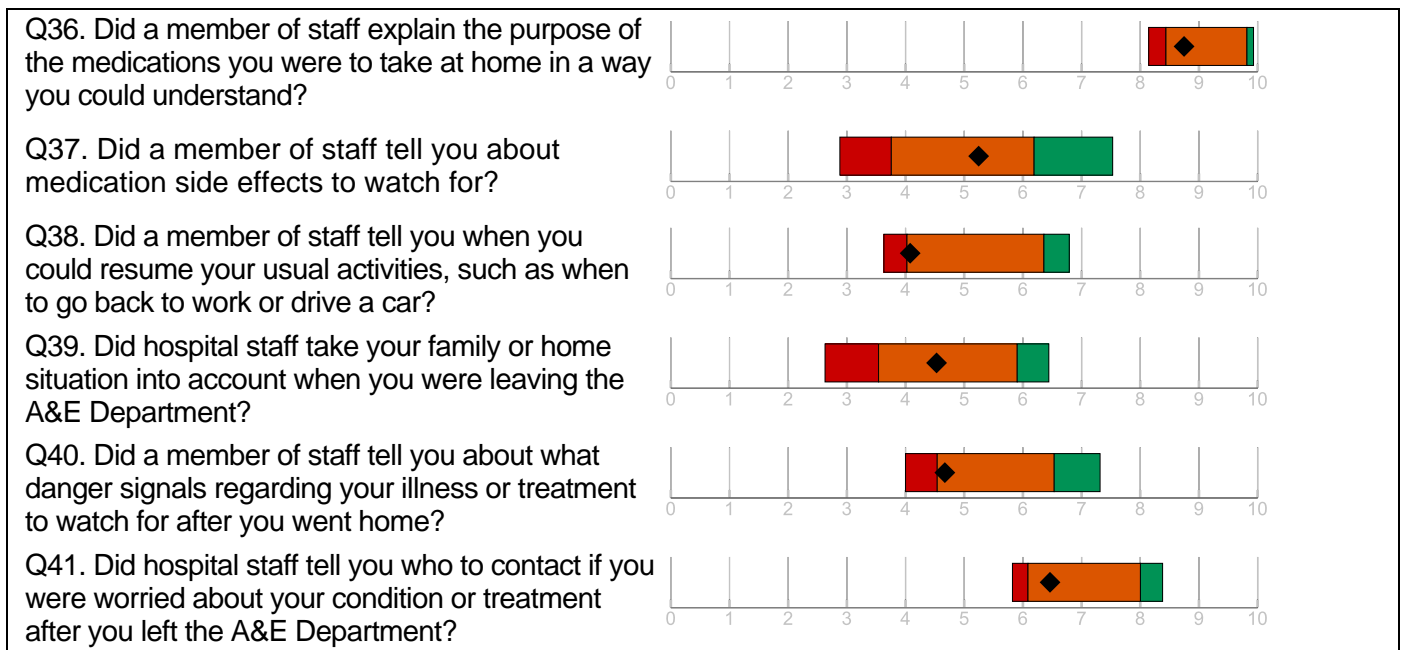
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The North West London Hospitals NHS Trust

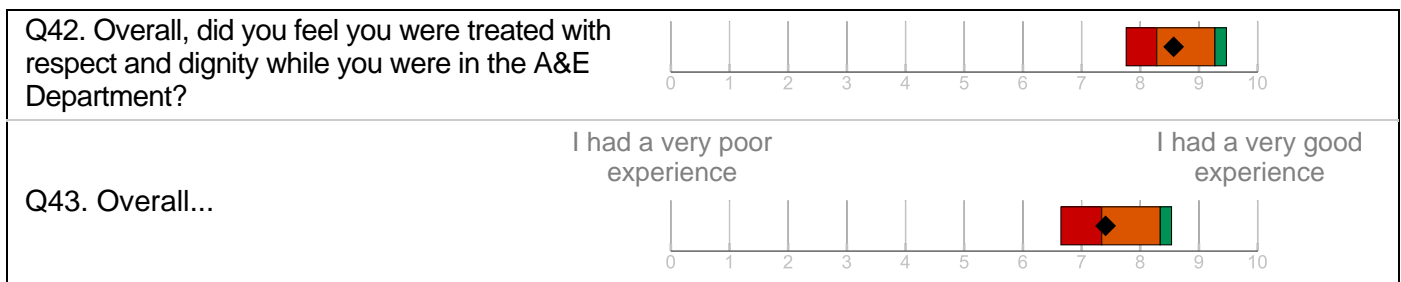
Hospital environment and facilities



Leaving A&E



Experience overall



Accident and Emergency Survey 2014

The North West London Hospitals NHS Trust

| | Scores for this NHS trust | Lowest trust score achieved | Highest trust score achieved | Number of respondents (this trust) | 2012 scores for this NHS trust | Change from 2012 |
|--|---------------------------|-----------------------------|------------------------------|------------------------------------|--------------------------------|------------------|
| Arrival at A&E | | | | | | |
| S1 Section score | 7.6 | 6.8 | 8.6 | | | |
| Q4 How long did you wait with the ambulance crew before your care was handed over to the A&E staff? | 8.4 | 7.0 | 9.5 | 137 | 8.7 | |
| Q5 Were you given enough privacy when discussing your condition with the receptionist? | 6.9 | 6.1 | 8.1 | 207 | 6.4 | |
| Waiting times | | | | | | |
| S2 Section score | 5.7 | 4.9 | 7.0 | | | |
| Q6 How long did you wait before you first spoke to a nurse or doctor? | 6.0 | 4.2 | 7.9 | 268 | 5.2 | ↑ |
| Q7 How long did you wait before being examined by a doctor or nurse? | 6.1 | 5.2 | 7.7 | 267 | 6.0 | |
| Q8 Were you told how long you would have to wait to be examined? | 4.2 | 2.6 | 5.5 | 210 | 4.7 | |
| Q9 Overall, how long did your visit to the A&E Department last? | 6.5 | 5.9 | 8.6 | 260 | | |
| Doctors and nurses | | | | | | |
| S3 Section score | 7.9 | 7.2 | 8.7 | | | |
| Q10 Did you have enough time to discuss your health or medical problem with the doctor or nurse? | 8.0 | 7.0 | 9.0 | 278 | 8.1 | |
| Q11 Did a doctor or nurse explain your condition and treatment in a way you could understand? | 7.7 | 7.0 | 8.8 | 271 | 7.6 | |
| Q12 Did the doctors and nurses listen to what you had to say? | 8.5 | 7.8 | 9.2 | 279 | 8.6 | |
| Q13 If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you? | 7.0 | 5.6 | 7.8 | 205 | 7.0 | |
| Q14 Did you have confidence and trust in the doctors and nurses examining and treating you? | 8.3 | 7.4 | 9.2 | 279 | 8.0 | |
| Q15 Did doctors or nurses talk to each other about you as if you weren't there? | 8.1 | 7.8 | 9.4 | 269 | | |
| Q16 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | 7.5 | 6.2 | 8.4 | 193 | 7.3 | |

↑ or ↓ Indicates where 2014 score is significantly higher or lower than 2012 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2012 data is available.

Accident and Emergency Survey 2014

The North West London Hospitals NHS Trust

| | Scores for this NHS trust | Lowest trust score achieved | Highest trust score achieved | Number of respondents (this trust) | 2012 scores for this NHS trust | Change from 2012 |
|---|---------------------------|-----------------------------|------------------------------|------------------------------------|--------------------------------|------------------|
| Care and treatment | | | | | | |
| S4 Section score | 7.3 | 6.8 | 8.5 | | | |
| Q17 While you were in the A&E Department, how much information about your condition or treatment was given to you? | 8.4 | 7.1 | 9.1 | 276 | 8.3 | |
| Q18 Were you given enough privacy when being examined or treated? | 8.8 | 7.9 | 9.6 | 278 | 8.7 | |
| Q19 If you needed attention, were you able to get a member of medical or nursing staff to help you? | 7.5 | 6.4 | 8.7 | 227 | 7.2 | |
| 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 in the A&E Department? | 8.1 | 8.0 | 9.4 | 276 | 8.2 | |
| Q21 Were you involved as much as you wanted to be in decisions about your care and treatment? | 7.2 | 6.5 | 8.5 | 246 | 6.8 | |
| Q22 If you were feeling distressed while you were in the A&E Department, did a member of staff help to reassure you? | 6.0 | 4.8 | 7.7 | 134 | | |
| Q29 How many minutes after you requested pain relief medication did it take before you got it? | 5.5 | 3.8 | 7.7 | 61 | | |
| Q30 Do you think the hospital staff did everything they could to help control your pain? | 7.0 | 6.3 | 8.6 | 143 | | |
| Tests (answered by those who had tests) | | | | | | |
| S5 Section score | 7.5 | 7.4 | 8.9 | | | |
| Q24 Did a member of staff explain why you needed these test(s) in a way you could understand? | 7.4 | 7.1 | 9.0 | 235 | 7.8 | |
| Q25 Before you left the A&E Department, did you get the results of your tests? | 7.1 | 6.7 | 9.1 | 203 | 7.9 | ↓ |
| Q26 Did a member of staff explain the results of the tests in a way you could understand? | 8.2 | 7.8 | 9.5 | 139 | 8.3 | |
| Hospital environment and facilities | | | | | | |
| S6 Section score | 7.8 | 7.3 | 9.0 | | | |
| Q31 In your opinion, how clean was the A&E Department? | 7.8 | 6.9 | 9.4 | 270 | 7.7 | |
| Q32 While you were in the A&E Department, did you feel threatened by other patients or visitors? | 9.4 | 8.9 | 9.9 | 279 | 9.2 | |
| Q33 Were you able to get suitable food or drinks when you were in the A&E Department? | 6.2 | 4.8 | 8.2 | 189 | 4.8 | ↑ |

↑ or ↓ Indicates where 2014 score is significantly higher or lower than 2012 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2012 data is available.

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| | Scores for this NHS trust | Lowest trust score achieved | Highest trust score achieved | Number of respondents (this trust) | 2012 scores for this NHS trust | Change from 2012 |
|---|---------------------------|-----------------------------|------------------------------|------------------------------------|--------------------------------|------------------|
| Leaving A&E | | | | | | |
| S7 Section score | 5.6 | 4.8 | 7.1 | | | |
| Q36 Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand? | 8.7 | 8.1 | 9.9 | 63 | 9.0 | |
| Q37 Did a member of staff tell you about medication side effects to watch for? | 5.2 | 2.9 | 7.5 | 54 | 4.3 | |
| Q38 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? | 4.1 | 3.6 | 6.8 | 89 | 4.5 | |
| Q39 Did hospital staff take your family or home situation into account when you were leaving the A&E Department? | 4.5 | 2.6 | 6.4 | 76 | 3.7 | |
| Q40 Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home? | 4.7 | 4.0 | 7.3 | 110 | 5.1 | |
| Q41 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the A&E Department? | 6.5 | 5.8 | 8.4 | 145 | 7.0 | |
| Experience overall | | | | | | |
| S8 Section score | 8.0 | 7.2 | 9.0 | | | |
| Q42 Overall, did you feel you were treated with respect and dignity while you were in the A&E Department? | 8.6 | 7.8 | 9.5 | 278 | 8.3 | |
| Q43 Overall... | 7.4 | 6.6 | 8.5 | 265 | 7.1 | |

↑ or ↓

Indicates where 2014 score is significantly higher or lower than 2012 score
(NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2012 data is available.

Accident and Emergency Survey 2014

The North West London Hospitals NHS Trust

Background information

| The sample | This trust | All trusts |
|----------------------------|------------|------------|
| Number of respondents | 284 | 39320 |
| Response Rate (percentage) | 35 | 34 |

| Demographic characteristics | This trust | All trusts |
|---------------------------------|------------|------------|
| Gender (percentage) | (%) | (%) |
| Male | 48 | 45 |
| Female | 52 | 55 |
| Age group (percentage) | (%) | (%) |
| Aged 16-35 | 15 | 15 |
| Aged 36-50 | 18 | 17 |
| Aged 51-65 | 21 | 24 |
| Aged 66 and older | 45 | 45 |
| Ethnic group (percentage) | (%) | (%) |
| White | 51 | 89 |
| Multiple ethnic group | 4 | 1 |
| Asian or Asian British | 27 | 4 |
| Black or Black British | 9 | 2 |
| Arab or other ethnic group | 1 | 0 |
| Not known | 8 | 4 |
| Religion (percentage) | (%) | (%) |
| No religion | 8 | 18 |
| Buddhist | 2 | 0 |
| Christian | 51 | 73 |
| Hindu | 18 | 1 |
| Jewish | 3 | 1 |
| Muslim | 11 | 3 |
| Sikh | 1 | 1 |
| Other religion | 3 | 1 |
| Prefer not to say | 4 | 2 |
| Sexual orientation (percentage) | (%) | (%) |
| Heterosexual/straight | 85 | 93 |
| Gay/lesbian | 2 | 1 |
| Bisexual | 0 | 1 |
| Other | 2 | 1 |
| Prefer not to say | 11 | 5 |