NHS Acute Trusts Survey of Emergency Departments 2003

Guy's and St Thomas' 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?

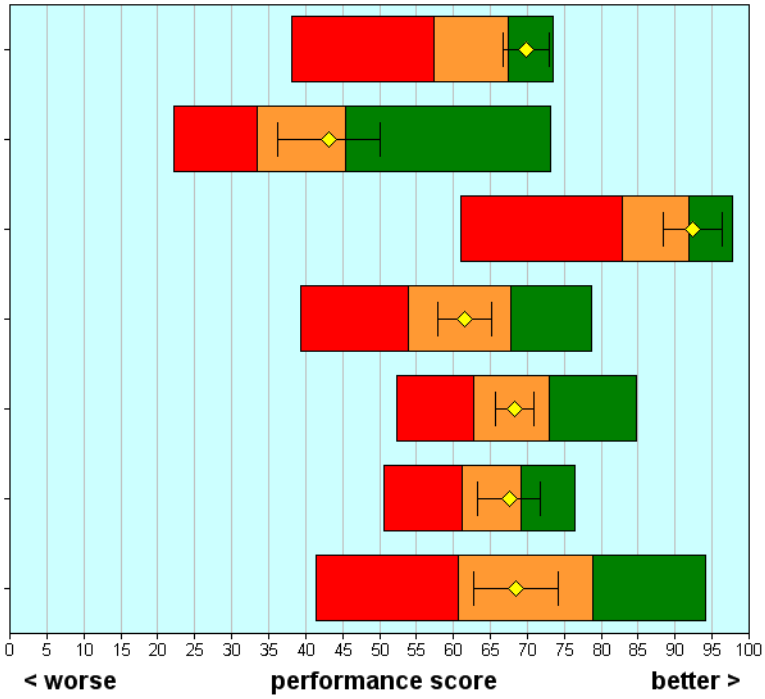
Was the priority system fair?

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

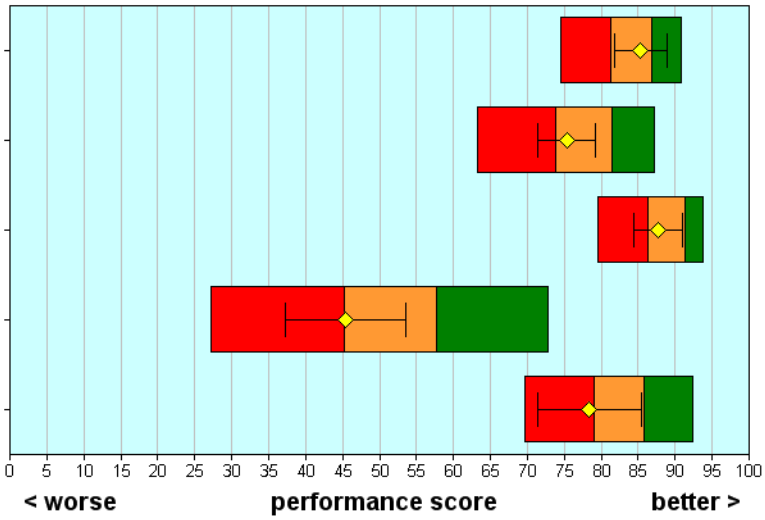
Did you have confidence and trust in the doctors and nurses?

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?



Best performing 20% of trusts

Intermediate 60% of trusts

Worst performing 20% of trusts

This trust (trust's score shown as a yellow diamond, with 95% confidence intervals marked by vertical lines on either side)

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Better information, more choice

Did a doctor/nurse explain condition/treatment?

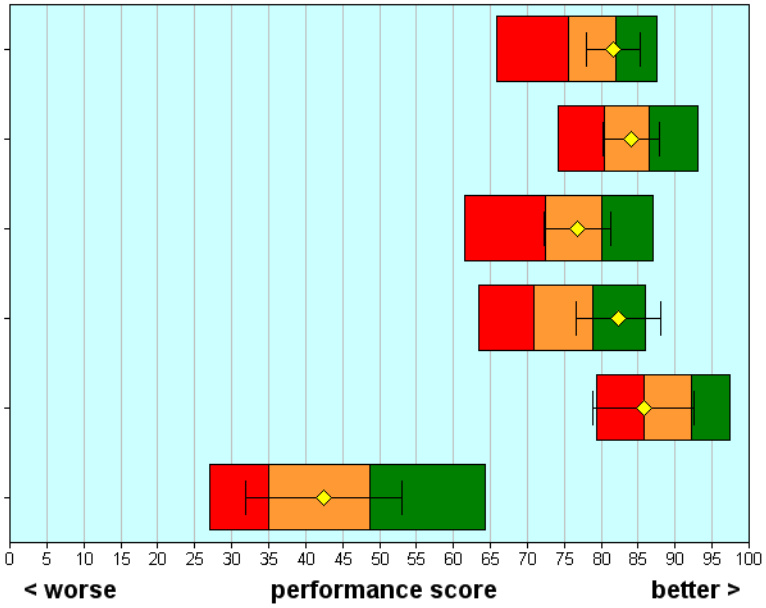
Were you given the right amount of information about your condition/treatment?

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

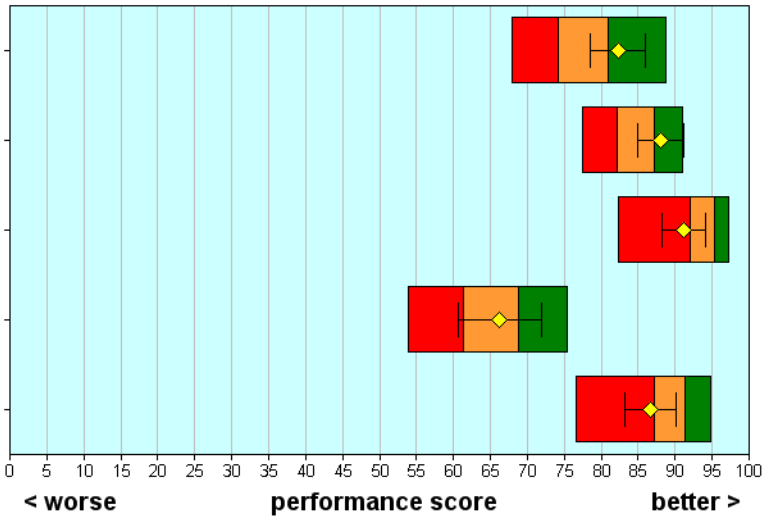
Did you have enough time to discuss your problem with the doctor/nurse?

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?



- Best performing 20% of trusts
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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?

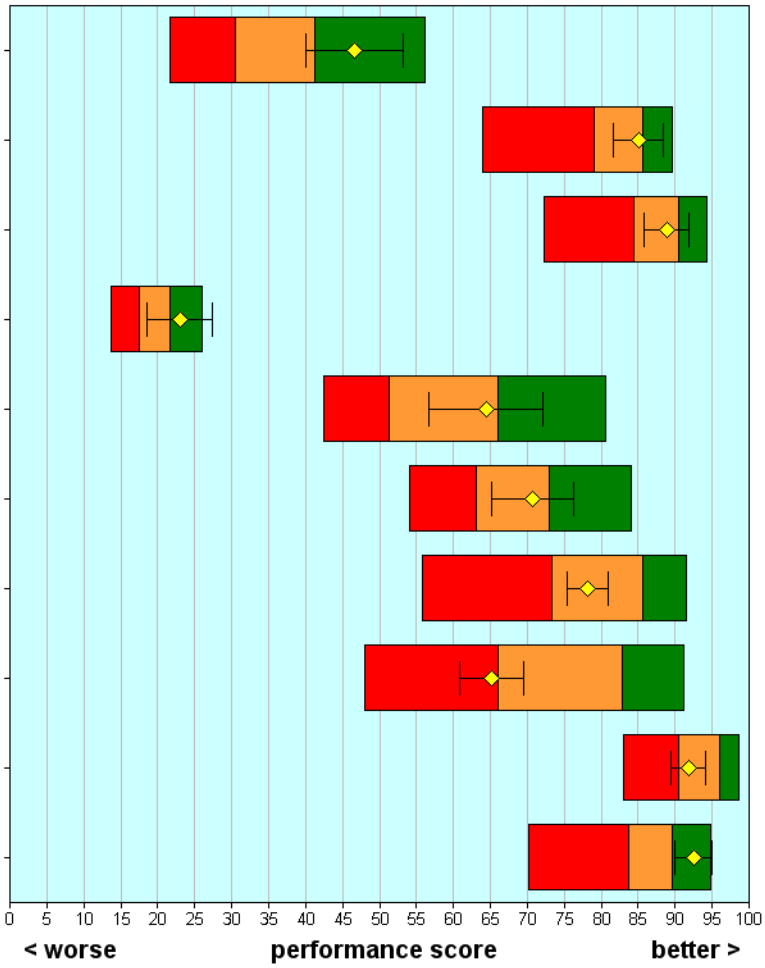
Did hospital staff do everything they could to help control pain?

How clean was the emergency department?

How clean were the toilets in the emergency department?

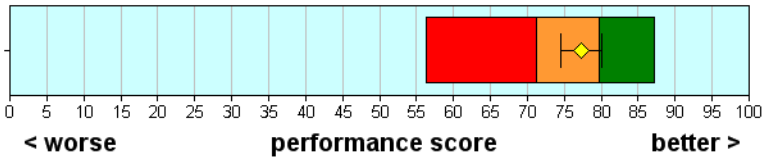
Did you feel threatened by other patients?

Were you treated with respect and dignity?



Overall impression

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



Best performing 20% of trusts

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Guy's and St Thomas' NHS Trust

		Scores for this NHS Trust	95% Confidence Intervals Lower	95% Confidence Intervals Upper	Threshold score for the best 20% of NHS Trusts	Highest score achieved (all Trusts)	Number of respondents (this Trust)
Access and waiting							
B1	How long did you wait for your priority to be assessed?	70	67	73	67	74	265
B2	Were you told your priority level?	43	36	50	45	73	223
B3	Was the priority system fair?	92	88	96	92	98	164
B4	How long did you wait to be examined?	62	58	65	68	79	268
B6	Overall how long were you in the emergency department?	68	66	71	73	85	259
E2	How long did you wait for tests to be carried out?	68	63	72	69	76	127
H2	How long did you wait to get to a room or ward and bed?	68	63	74	79	94	59
Safe, high quality, coordinated care							
C6	Did you have confidence and trust in the doctors and nurses?	85	82	89	87	91	277
C7	Did doctors and nurses know enough about your condition or treatment?	75	71	79	81	87	248
D6	Did different members of staff give conflicting information?	88	84	91	91	94	273
H6	Were you told about danger signals to watch for after leaving the emergency department?	45	37	53	58	73	124
H7	Were you told who to contact afterwards, if worried about condition/treatment?	78	71	85	86	92	147
Better information, more choice							
C2	Did a doctor/nurse explain condition/treatment?	82	78	85	82	88	270
D3	Were you given the right amount of information about your condition/treatment?	84	80	88	86	93	271
D7	Were you involved in decisions about your care and treatment?	77	72	81	80	87	248
E3	Were the results of tests explained?	82	77	88	79	86	126
H4	Were the purposes of medications explained?	86	79	93	92	97	87
H5	Were you informed of medication side effects to watch for?	43	32	53	49	64	78
Building relationships							
C1	Did you have enough time to discuss your problem with the doctor/nurse?	82	79	86	81	89	276
C3	Did doctors/nurses listen to what you had to say?	88	85	91	87	91	277
C4	Were doctors/nurses not telling you things you wanted to know?	91	88	94	95	97	276
C5	Did a doctor or nurse discuss any anxieties you had about your condition/treatment?	66	61	72	69	75	190
C8	Did doctors/nurses talk in front of you as if you weren't there?	87	83	90	91	95	273

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Clean, comfortable, friendly place to be							
B5	Were you told how long you would have to wait to be examined?	47	40	53	41	56	206
D4	Were you given enough privacy when discussing your condition/treatment?	85	82	88	86	90	276
D5	Were you given enough privacy when being examined or treated?	89	86	92	91	94	278
F2	How much of the time were you in pain while in the emergency department?	23	19	27	22	26	209
F4	How long did you wait for pain medicine after requesting it?	64	57	72	66	81	75
F5	Did hospital staff do everything they could to help control pain?	71	65	76	73	84	189
G1	How clean was the emergency department?	78	75	81	86	91	261
G2	How clean were the toilets in the emergency department?	65	61	70	83	91	180
G3	Did you feel threatened by other patients?	92	89	94	96	99	274
J1	Were you treated with respect and dignity?	92	90	95	90	95	274
Overall impression							
J2	Overall, how would you rate the care received in the emergency department?	77	75	80	80	87	276

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Background Information

The sample	This trust	All trusts
Number of respondents	285	59155
Response rate (percentage)	34	46

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	51	48
Female	49	52
Age group (percentage)	(%)	(%)
Aged 16 - 35	39	28
Aged 36 - 50	24	23
Aged 51 - 65	21	22
Aged 66 or older	16	27
Ethnic group (percentage)	(%)	(%)
White	66	89
Mixed	2	1
Asian or Asian British	5	3
Black or Black British	13	2
Chinese or other ethnic group	2	0
Not known	12	5