

Inspecting **Informing** Improving

## Patient survey report 2004



### Inpatient survey 2004

The Queen Victoria Hospital NHS Trust

The inpatient survey 2003/04 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. This report relates to a patient survey that was begun by CHI but is published by the Healthcare Commission. The Healthcare Commission has full responsibility for this report.

## Introduction

A vital step to encouraging hospital and other health services to really meet the needs of patients is to ask patients what they think about the NHS. One way of doing this is by carrying out surveys of patients who have recently used the health service.

The Healthcare Commission has carried out five national surveys. The surveys 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.

The inpatient survey asked about recent experience of inpatient care. The survey involved 169 acute and specialist NHS trusts, and responses were received from more than 88,000 patients.

This report compares the results for the inpatient survey in this trust with results for other hospital trusts.

## 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 calculated<sup>1</sup>.

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 trust is in the green section of the bar, it 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 fluctuation<sup>2</sup>.

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

## Further information

Full details of the survey methodology can be found at:

**[http://www.nhssurveys.org/docs/Inpatient\\_Guidance2004.pdf](http://www.nhssurveys.org/docs/Inpatient_Guidance2004.pdf)**

The questionnaire and scores given to each response can be found at:

**<http://www.healthcarecommission.org.uk/assetRoot/04/00/67/00/04006700.pdf>**

<sup>1</sup> 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.

<sup>2</sup> 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.

# Inpatient survey 2004

## The Queen Victoria Hospital NHS Trust

### Admission to hospital

How organised was the care you received in A&E (or the medical admissions unit)?

How long did you wait before admission to a room or ward and bed?

How do you feel about the length of time you were on the waiting list?

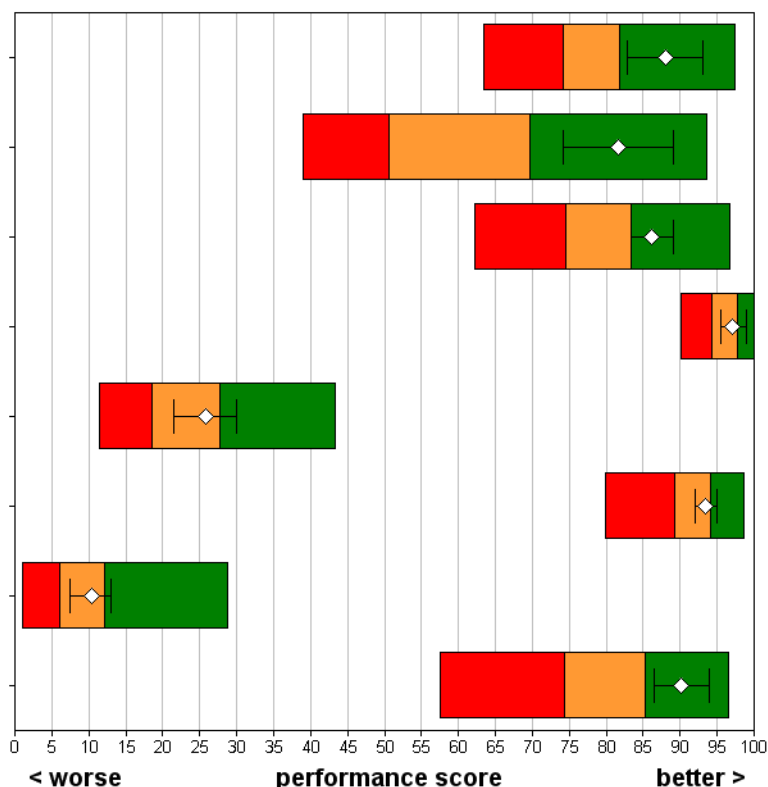
Were you given enough notice of the date of your admission?

Were you given a choice of admission date?

Was your admission date changed by the hospital?

Were you given a choice about which hospital you were admitted to?

Did you feel that you had to wait a long time to get to a bed on a ward?



### The hospital and ward

Did you ever share a room or bay with patients of the opposite sex?

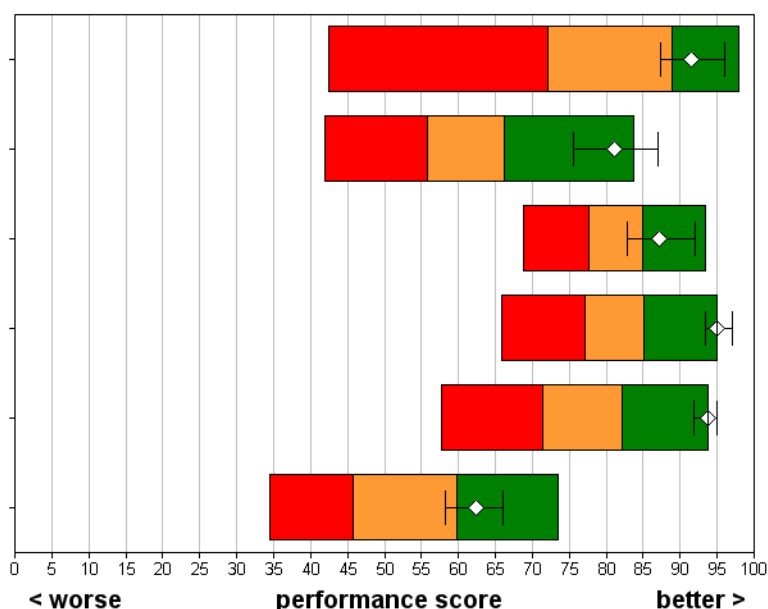
Were you ever bothered by noise at night from other patients?

Were you ever bothered by noise at night from hospital staff?

In your opinion, how clean was the hospital room or ward that you were in?

How clean were the toilets and bathrooms that you used in hospital?

How would you rate the hospital food?



- 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 trusts results are not shown if there were fewer than 30 respondents.

## Inpatient survey 2004

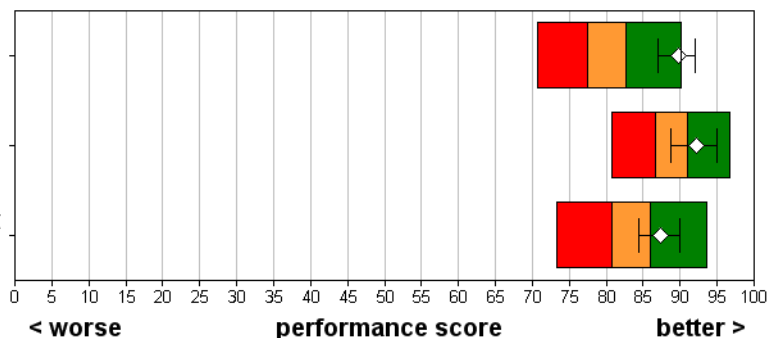
### The Queen Victoria Hospital NHS Trust

#### Doctors

When you had questions to ask a doctor, did you get answers you could understand?

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

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



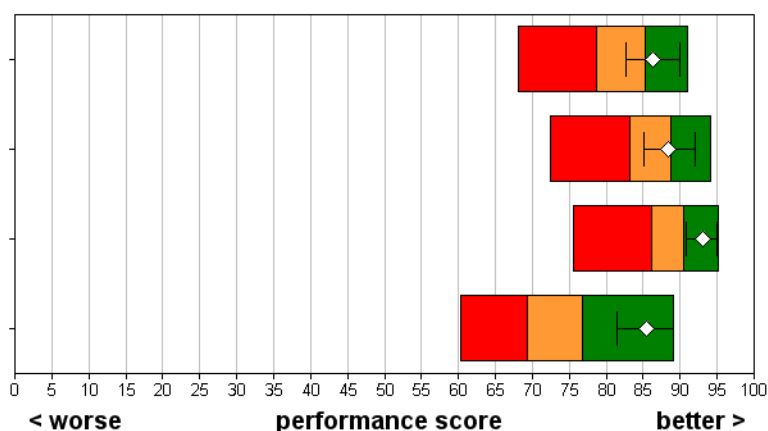
#### Nurses

When you had questions to ask a nurse, did you get answers you could understand?

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

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

In your opinion, were there enough nurses on duty to care for you in hospital?



- Best performing 20% of trusts
- Intermediate 60% of trusts
- Worst performing 20% of trusts

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

# Inpatient survey 2004

## The Queen Victoria Hospital NHS Trust

### Your care and treatment

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?

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

Did your family or someone close to you have enough opportunity to talk to a doctor?

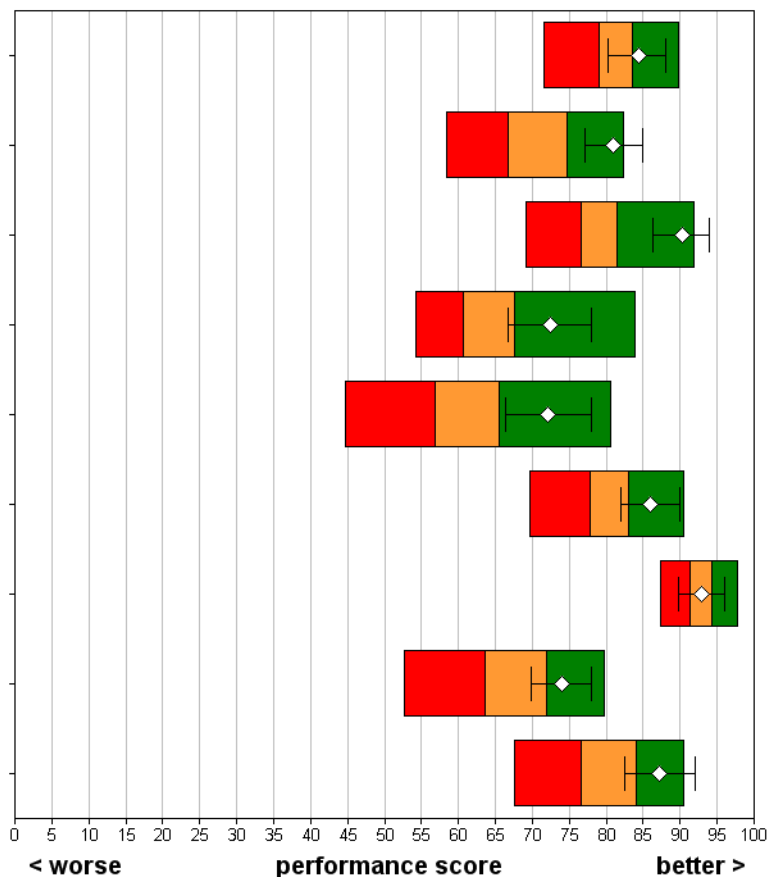
Did you find someone on the hospital staff to talk to about your worries and fears?

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

Were you given enough privacy when being examined or treated?

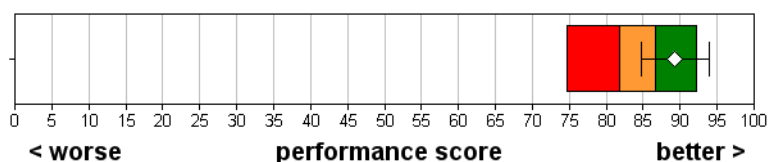
After you used the call button, how long did it usually take before you got help?

Were your scheduled tests, x-rays or scans performed on time?



### Pain

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



- Best performing 20% of trusts
- Intermediate 60% of trusts
- Worst performing 20% of trusts

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# Inpatient survey 2004

## The Queen Victoria Hospital NHS Trust

### Leaving hospital

How long was your discharge delayed?

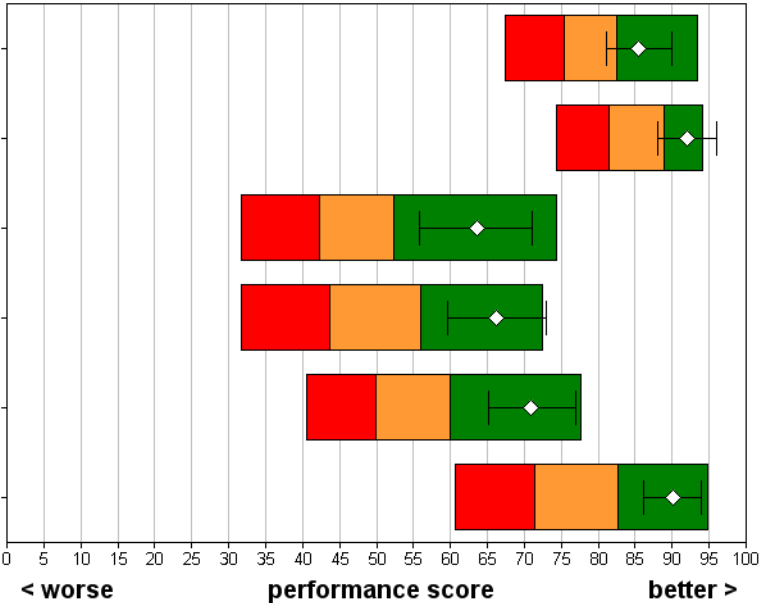
Did a member of staff explain the purpose of the medicines in a way you could understand?

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

Did a member of staff tell you about any danger signals you should watch for?

Did hospital staff give your family or someone close to you all the information they needed?

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

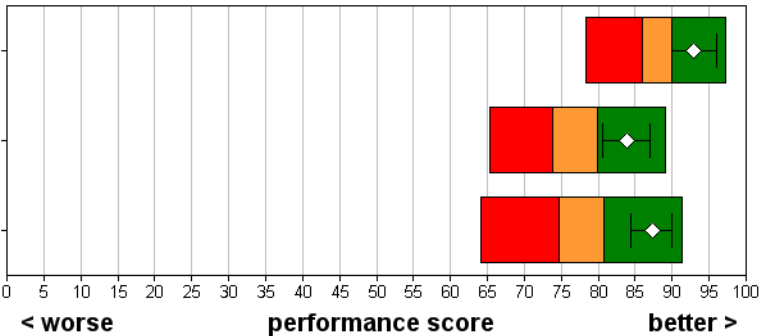


### Overall

Did you feel you were treated with respect and dignity while you were in the hospital?

How would you rate how well the doctors and nurses worked together?

Overall, how would you rate the care you received?



- 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 trusts results are not shown if there were fewer than 30 respondents.



## Inpatient survey 2004

### The Queen Victoria Hospital NHS Trust

	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				
<b>Admission to hospital</b>							
Q2 How organised was the care you received in A&E (or the medical admissions unit)?	88	83	93	82	97		88
Q3 How long did you wait before admission to a room or ward and bed?	82	74	89	70	94		63
Q4 How do you feel about the length of time you were on the waiting list?	86	83	89	83	97		411
Q5 Were you given enough notice of the date of your admission?	97	95	99	98	100		416
Q6 Were you given a choice of admission date?	26	21	30	28	43		396
Q7 Was your admission date changed by the hospital?	93	92	95	94	99		415
Q8 Were you given a choice about which hospital you were admitted to?	10	7	13	12	29		413
Q9 Did you feel that you had to wait a long time to get to a bed on a ward?	90	86	94	85	97		528
<b>The hospital and ward</b>							
Q10 Did you ever share a room or bay with patients of the opposite sex?	92	87	96	89	98		524
Q11 Were you ever bothered by noise at night from other patients?	81	76	87	66	84		532
Q12 Were you ever bothered by noise at night from hospital staff?	87	83	92	85	93		528
Q13 In your opinion, how clean was the hospital room or ward that you were in?	95	93	97	85	95		535
Q14 How clean were the toilets and bathrooms that you used in hospital?	94	92	95	82	94		528
Q15 How would you rate the hospital food?	62	58	66	60	73		510
<b>Doctors</b>							
Q16 When you had questions to ask a doctor, did you get answers you could understand?	90	87	92	83	90		473
Q17 Did you have confidence and trust in the doctors treating you?	92	89	95	91	97		535
Q18 Did doctors talk in front of you as if you weren't there?	87	84	90	86	94		535
<b>Nurses</b>							
Q19 When you had questions to ask a nurse, did you get answers you could understand?	86	83	90	85	91		458
Q20 Did you have confidence and trust in the nurses treating you?	88	85	92	89	94		536
Q21 Did nurses talk in front of you as if you weren't there?	93	91	95	90	95		537
Q22 In your opinion, were there enough nurses on duty to care for you in hospital?	85	81	89	77	89		532

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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				
Your care and treatment							
Q23 Did a member of staff say one thing and another say something quite different?	84	80	88	83	90	532	
Q24 Were you involved as much as you wanted to be in decisions about your care?	81	77	85	75	82	533	
Q25 How much information about you condition or treatment was given to you?	90	86	94	81	92	535	
Q26 Did your family or someone close to you have enough opportunity to talk to a doctor?	73	67	78	68	84	309	
Q27 Did you find someone on the hospital staff to talk to about your worries and fears?	72	66	78	66	81	276	
Q28 Were you given enough privacy when discussing your condition or treatment?	86	82	90	83	91	532	
Q29 Were you given enough privacy when being examined or treated?	93	90	96	94	98	539	
Q30 After you used the call button, how long did it usually take before you got help?	74	70	78	72	80	291	
Q32 Were your scheduled tests, x-rays or scans performed on time?	87	83	92	84	90	203	
Pain							
Q34 Did you think the hospital staff did everything they could to help control your pain?	89	85	94	87	92	331	
Leaving hospital							
Q37 How long was your discharge delayed?	85	81	90	83	93	500	
Q38 Did a member of staff explain the purpose of the medicines in a way you could understand?	92	88	96	89	94	402	
Q39 Did a member of staff tell you about medication side effects to watch for?	64	56	71	52	74	289	
Q40 Did a member of staff tell you about any danger signals you should watch for?	66	60	73	56	73	377	
Q41 Did hospital staff give your family or someone close to you all the information they needed?	71	65	77	60	78	344	
Q42 Did hospital staff tell you who to contact if you were worried about your condition?	90	86	94	83	95	494	
Overall							
Q43 Did you feel you were treated with respect and dignity while you were in the hospital?	93	90	96	90	97	533	
Q44 How would you rate how well the doctors and nurses worked together?	84	81	87	80	89	532	
Q45 Overall, how would you rate the care you received?	87	84	90	81	91	530	

## Inpatient survey 2004

### The Queen Victoria Hospital NHS Trust

#### Background Information

<b>The sample</b>	<b>This trust</b>	<b>All trusts</b>
Number of respondents	548	88308
Response rate (percentage)	65	63
<b>Demographic characteristics</b>	<b>This trust</b>	<b>All trusts</b>
Gender (percentage)	(%)	(%)
Male	47	46
Female	53	54
Age group (percentage)	(%)	(%)
Aged 35 and younger	18	11
Aged 36 - 50	20	17
Aged 51 - 65	26	26
Aged 66 and older	36	47
Ethnic group (percentage)	(%)	(%)
White	96	92
Mixed	0	0
Asian or Asian British	1	2
Black or Black British	0	2
Chinese or other ethnic group	0	0
Not known	3	3