Inspecting Informing Improving

Patient survey report 2006

Healthcare Commission

Inpatient survey 2005

Royal Orthopaedic Hospital NHS Trust

The survey of adult inpatients 2005 was designed, developed and coordinated by the NHS Surveys Advice Centre at Picker Institute Europe

picker INSTITUTE

making patients' views count

The Healthcare Commission

The Healthcare Commission exists to promote improvements in the quality of healthcare and public health in England. We are committed to making a real difference to the delivery of healthcare and to promoting continuous improvement for the benefit of patients and the public. 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 took over some responsibilities from other Commissions.

We have a statutory duty to assess the performance of healthcare organisations in the NHS and award annual ratings of performance, to coordinate inspections and reviews of healthcare organisations carried out by others, and register organisations providing healthcare in the independent sector on an annual basis.

We have created an entirely new approach to assessing and reporting on the performance of healthcare organisations - our annual health check - which will examine a much broader range of factors enabling us to focus on what really matters to patients and the public.

Introduction

Understanding what patients think about the care and treatment they receive is crucial to improving the quality of care being delivered by the NHS and to ensuring that local health services meet the needs of patients and the public. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

In 2004, the Healthcare Commission carried out seven national surveys of patients covering topics as diverse as hospital inpatient care for adults, services for children and young people, ambulance services and outpatient services.

In 2005, we revisited three areas already covered by the survey programme - mental health, primary care and adult inpatient services - again asking patients to give us their views about the care and treatment they have received.

The first adult inpatient survey was carried out in 2002 and repeated in 2004. In 2005, the third adult inpatient survey involved 169 acute and specialist NHS trusts that care for adult inpatients, and responses were received from 82,994 patients.

This report compares the results for the inpatient survey in this trust with results for other trusts. 165 of the 169 trusts involved in the 2005 inpatient survey are included in the comparison. Four trusts are excluded from this comparison because their survey excluded patients who stayed for fewer than two nights or because some of the age and sex data were corrupted and, as a result, could not be standardised[1].

Interpreting the report

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[1].

Each bar represents the range of results for each question across the 165 trusts that took part in the survey and have collected comparable information.

The bar is divided into three coloured segments:

- the left hand end (coloured red) shows the scores for the 20% of trusts with the lowest scores
- the right hand end (coloured green) shows the scores for the 20% of trusts with the highest scores
- the middle section (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 diamond is in the green section of the bar, the trust 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[2].

[1] 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.
[2] 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.

The data used for the charts is shown in table 1. Table 2 gives background information about the patients that we surveyed.

Further information

Full details of the survey methodology can be found at:
http://www.nhssurveys.org/docs/Inpatient_Surveys_Guidance_2005_V8_3.pdf

More information on the programme of surveys of NHS patients is available on the NHS Surveys Advice Centre website:
http://www.nhssurveys.org/

The results of the 2005 survey of adult inpatients, the questionnaire and scoring can be found at:
http://www.healthcarecommission.org.uk/PatientSurveyInpatient2005

The results of the 2002 survey of adult inpatients can be found at the Department of Health website:
http://www.dh.gov.uk/PublicationsAndStatistics/PublishedSurvey/NationalSurveyOfNHSPatients/fs/en

The results of the 2004 survey of adult inpatients results can be found at:
http://www.healthcarecommission.org.uk/PatientSurveyInpatient2004

More information on the 2005/2006 rating of NHS performance is available on the Healthcare Commission website
www.healthcarecommission.org.uk/ratings

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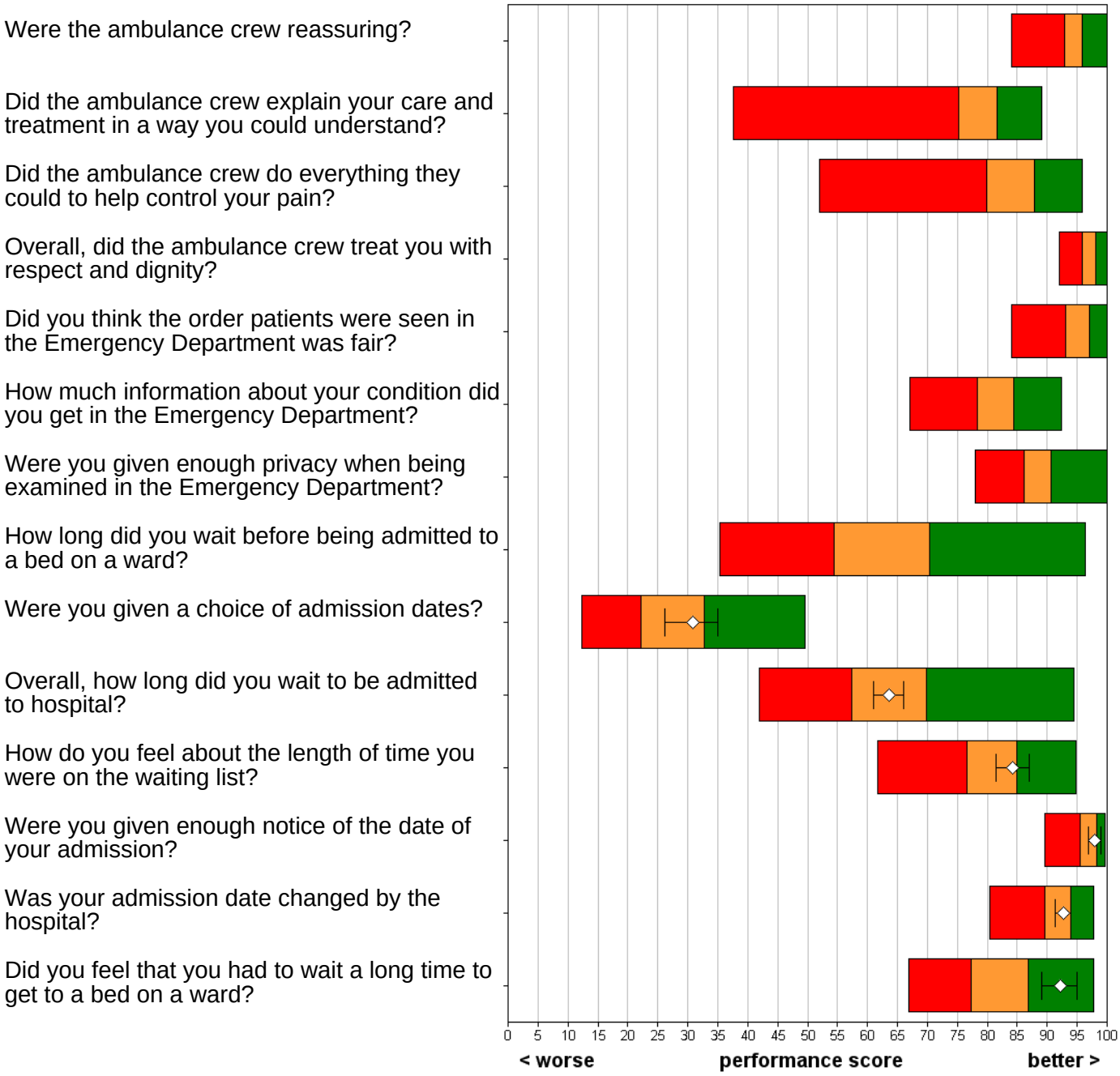
Admission to hospital



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

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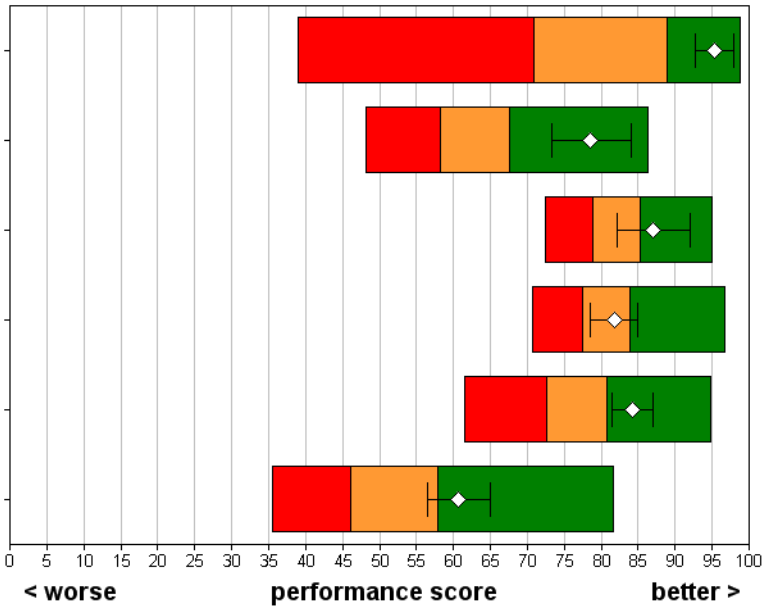
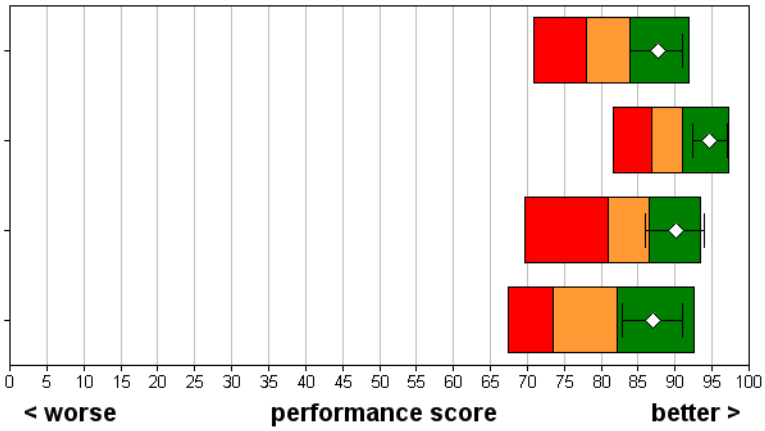
The hospital and ward



Doctors



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Nurses

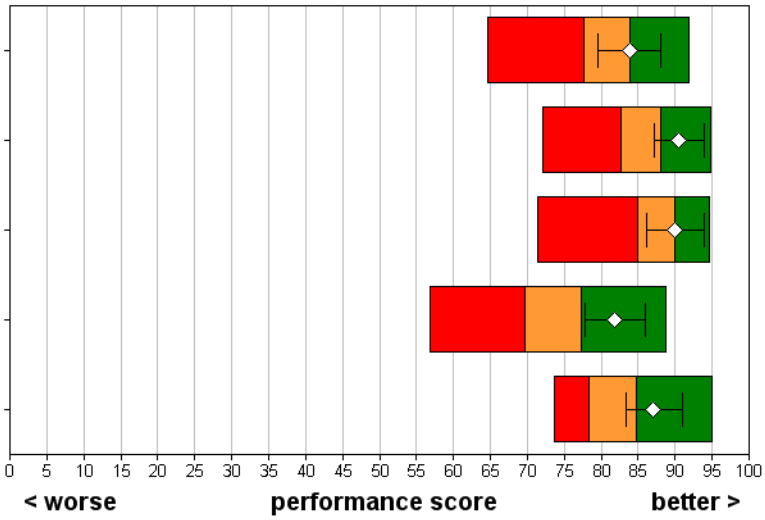
When you had questions to ask a nurse, did you get answers you could understand?

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?

As far as you know, did nurses wash or clean their hands between touching patients?



Your care and treatment

Did a member of staff say one thing and another say something 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?

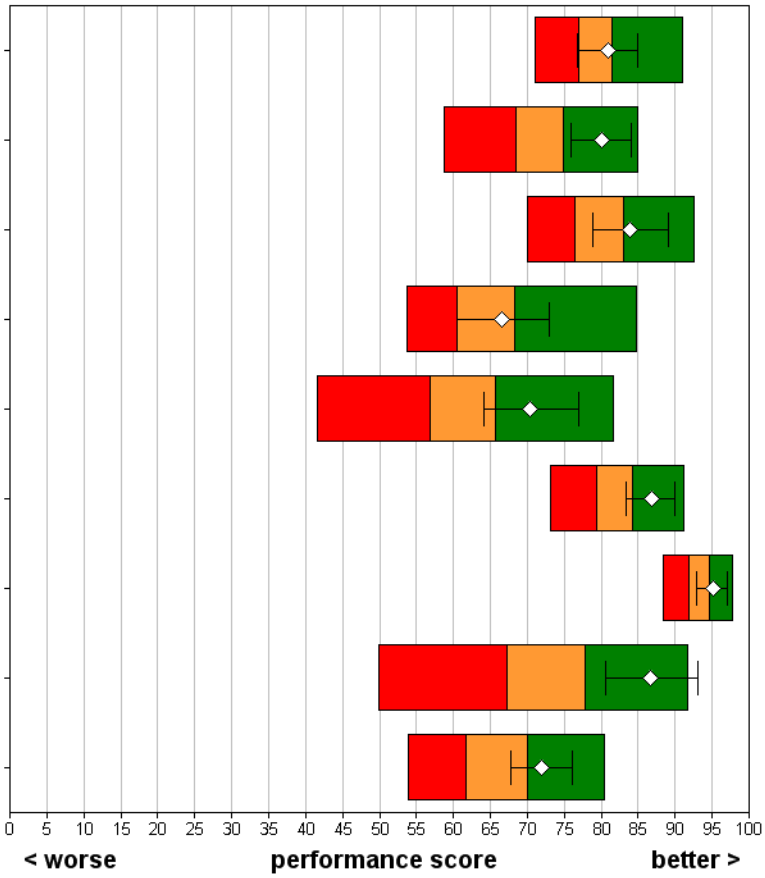
Did you find someone on the hospital staff to talk to about your worries and fears?

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

Were you given enough privacy when being examined or treated?

Did you get help from staff to eat your meals?

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



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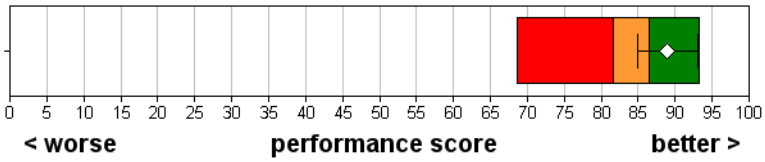
Pain

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



Operations and procedures

Did a member of staff explain the risks and benefits of the operation or procedure?

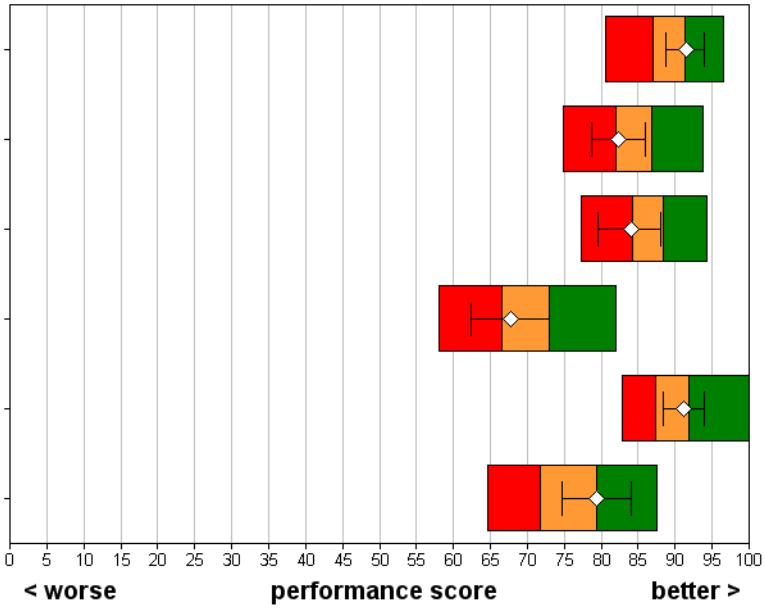
Did a member of staff explain what would be done during the operation or procedure?

Did a member of staff answer your questions about the operation or procedure?

Were you told how you could expect to feel after you had the operation or procedure?

Did the anaesthetist explain how he or she would put you to sleep or control your pain?

Afterwards, did a member of staff explain how the operation or procedure had gone?



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Leaving hospital

How long was the delay to discharge?

Did hospital staff explain the purpose of the medicines you were to take home?

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

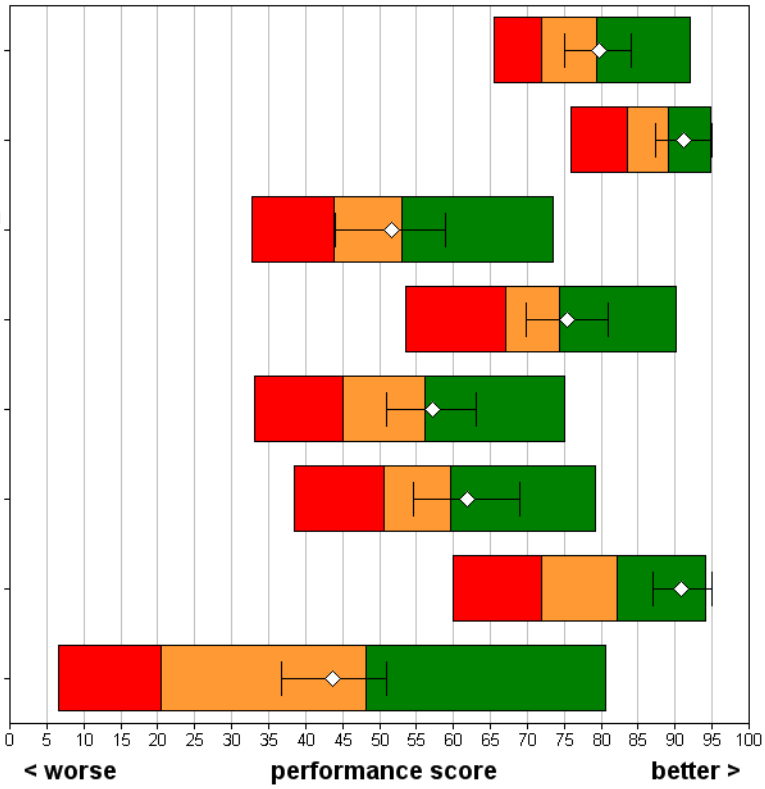
Were you given clear written information about your medicines?

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?

Did you receive copies of letters sent between hospital doctors and your family doctor?



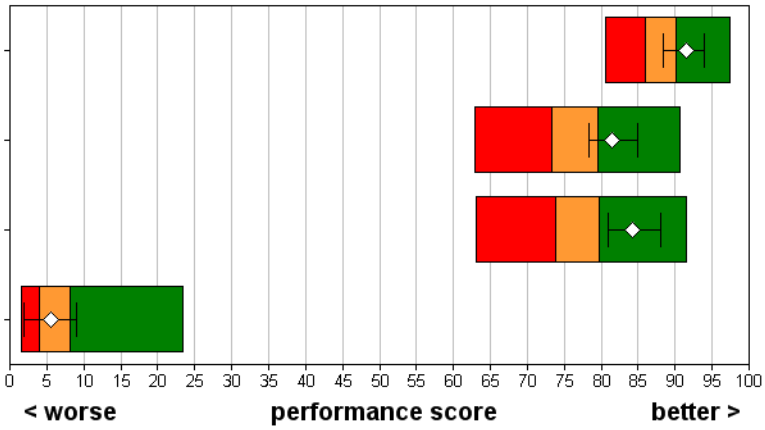
Overall

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?

While in hospital, were you ever asked to give your views on the quality of your care?



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Inpatient survey 2005

Royal Orthopaedic Hospital 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)
Admission to hospital							
Q3	Were the ambulance crew reassuring?	-	-	-	96	100	24
Q4	Did the ambulance crew explain your care and treatment in a way you could understand?	-	-	-	82	89	23
Q5	Did the ambulance crew do everything they could to help control your pain?	-	-	-	88	96	21
Q6	Overall, did the ambulance crew treat you with respect and dignity?	-	-	-	98	100	24
Q8	Did you think the order patients were seen in the Emergency Department was fair?	-	-	-	97	100	16
Q9	How much information about your condition did you get in the Emergency Department?	-	-	-	84	92	19
Q10	Were you given enough privacy when being examined in the Emergency Department?	-	-	-	91	100	19
Q11	How long did you wait before being admitted to a bed on a ward?	-	-	-	70	96	20
Q12	Were you given a choice of admission dates?	31	26	35	33	50	524
Q13	Overall, how long did you wait to be admitted to hospital?	64	61	66	70	94	523
Q14	How do you feel about the length of time you were on the waiting list?	84	81	87	85	95	534
Q15	Were you given enough notice of the date of your admission?	98	97	99	98	100	536
Q16	Was your admission date changed by the hospital?	93	91	94	94	98	535
Q17	Did you feel that you had to wait a long time to get to a bed on a ward?	92	89	95	87	98	586
The hospital and ward							
Q18	Did you ever share a room or bay with patients of the opposite sex?	95	93	98	89	99	588
Q19	Were you ever bothered by noise at night from other patients?	78	73	84	68	86	584
Q20	Were you ever bothered by noise at night from hospital staff?	87	82	92	85	95	582
Q21	In your opinion, how clean was the hospital room or ward that you were in?	82	78	85	84	97	589
Q22	How clean were the toilets and bathrooms that you used in hospital?	84	81	87	81	95	576
Q23	How would you rate the hospital food?	61	56	65	58	82	577

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Doctors							
Q24	When you had questions to ask a doctor, did you get answers you could understand?	88	84	91	84	92	550
Q25	Did you have confidence and trust in the doctors treating you?	95	92	97	91	97	588
Q26	Did doctors talk in front of you as if you weren't there?	90	86	94	86	93	588
Q27	As far as you know, did doctors wash or clean their hands between touching patients?	87	83	91	82	93	348
Nurses							
Q28	When you had questions to ask a nurse, did you get answers you could understand?	84	80	88	84	92	548
Q29	Did you have confidence and trust in the nurses treating you?	90	87	94	88	95	588
Q30	Did nurses talk in front of you as if you weren't there?	90	86	94	90	95	588
Q31	In your opinion, were there enough nurses on duty to care for you in hospital?	82	78	86	77	89	586
Q32	As far as you know, did nurses wash or clean their hands between touching patients?	87	83	91	85	95	458
Your care and treatment							
Q33	Did a member of staff say one thing and another say something different?	81	77	85	81	91	585
Q34	Were you involved as much as you wanted to be in decisions about your care?	80	76	84	75	85	582
Q35	How much information about your condition or treatment was given to you?	84	79	89	83	92	583
Q36	Did your family or someone close to you have enough opportunity to talk to a doctor?	67	61	73	68	85	347
Q37	Did you find someone on the hospital staff to talk to about your worries and fears?	70	64	77	66	82	341
Q38	Were you given enough privacy when discussing your condition or treatment?	87	83	90	84	91	579
Q39	Were you given enough privacy when being examined or treated?	95	93	97	95	98	581
Q40	Did you get help from staff to eat your meals?	87	81	93	78	92	186
Q41	After you used the call button, how long did it usually take before you got help?	72	68	76	70	80	374
Pain							
Q43	Did you think the hospital staff did everything they could to help control your pain?	89	85	93	87	93	451

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Operations and procedures							
Q45	Did a member of staff explain the risks and benefits of the operation or procedure?	92	89	94	91	96	540
Q46	Did a member of staff explain what would be done during the operation or procedure?	82	79	86	87	94	528
Q47	Did a member of staff answer your questions about the operation or procedure?	84	80	88	88	94	475
Q48	Were you told how you could expect to feel after you had the operation or procedure?	68	62	73	73	82	540
Q50	Did the anaesthetist explain how he or she would put you to sleep or control your pain?	91	88	94	92	100	513
Q51	Afterwards, did a member of staff explain how the operation or procedure had gone?	79	75	84	79	88	540
Leaving hospital							
Q54	How long was the delay to discharge?	80	75	84	79	92	564
Q55	Did hospital staff explain the purpose of the medicines you were to take home?	91	87	95	89	95	517
Q56	Did a member of staff tell you about medication side effects to watch for?	52	44	59	53	74	395
Q57	Were you given clear written information about your medicines?	75	70	81	74	90	519
Q58	Did a member of staff tell you about any danger signals you should watch for?	57	51	63	56	75	473
Q59	Did hospital staff give your family or someone close to you all the information they needed?	62	55	69	60	79	408
Q60	Did hospital staff tell you who to contact if you were worried about your condition?	91	87	95	82	94	561
Q61	Did you receive copies of letters sent between hospital doctors and your family doctor?	44	37	51	48	81	538
Overall							
Q62	Did you feel you were treated with respect and dignity while you were in the hospital?	91	88	94	90	97	580
Q63	How would you rate how well the doctors and nurses worked together?	81	78	85	80	91	576
Q64	Overall, how would you rate the care you received?	84	81	88	80	92	581
Q65	While in hospital, were you ever asked to give your views on the quality of your care?	6	2	9	8	23	548

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Background information

The sample	This trust	All trusts
Number of respondents	595	80793
Response rate (percentage)	70	59

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	43	46
Female	57	54
Age group (percentage)	(%)	(%)
Aged 35 and younger	11	10
Aged 36 - 50	15	16
Aged 51 - 65	31	26
Aged 66 and older	42	47
Ethnic group (percentage)	(%)	(%)
White	91	91
Mixed	1	1
Asian or Asian British	3	3
Black or Black British	2	2
Chinese or other ethnic group	0	0
Not known	3	4