NHS Acute Trusts Survey of Outpatient Departments 2003

The Cardiothoracic Centre - Liverpool NHS Trust

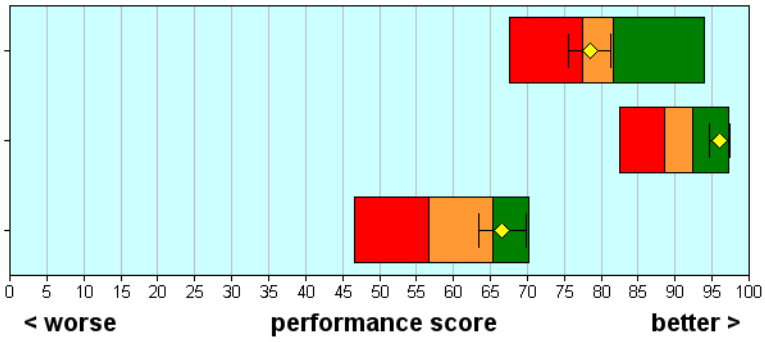
For details on how to interpret these charts and tables, please refer to the document on the patient survey results section of the CHI website. The trusts results are not shown where there are fewer than 30 responses to a question.

Access and waiting

How long did you wait to get an outpatient appointment?

Was your appointment changed by the hospital?

How long did you wait in the outpatients department before the appointment started?



Safe, high quality, coordinated care

Before your appointment, did you know who to contact if your symptoms got worse?

Did you have confidence and trust in the doctor?

Was the doctor aware of your medical history?

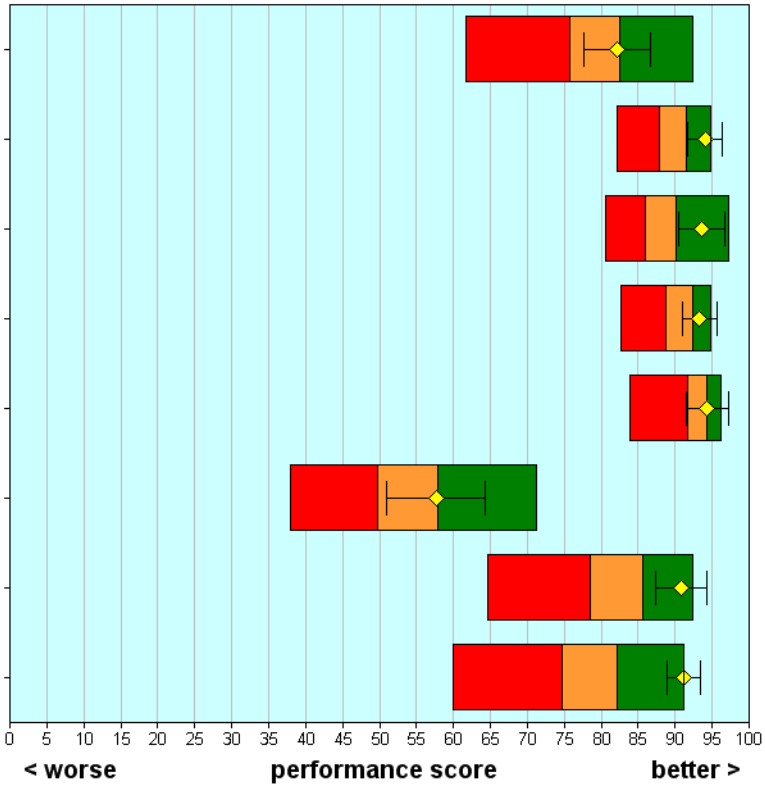
Did you have confidence/trust in other healthcare professionals?

Did different members of staff give conflicting information?

Were you told about danger signals to watch for after going home?

Were you told who to contact after going home, if worried about condition/treatment?

How well organised was the outpatients department?



- 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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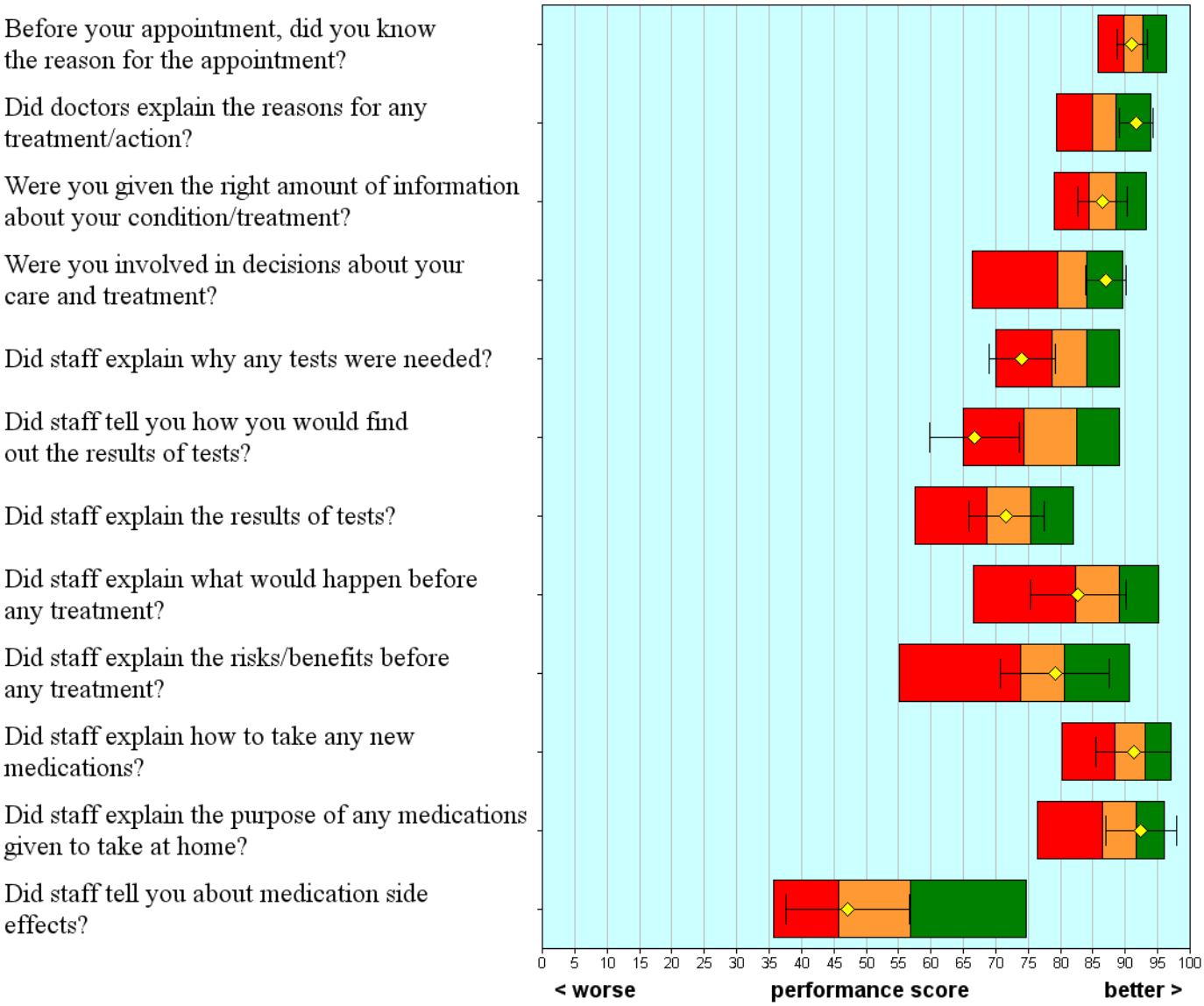
Better information, more choice



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Building relationships

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

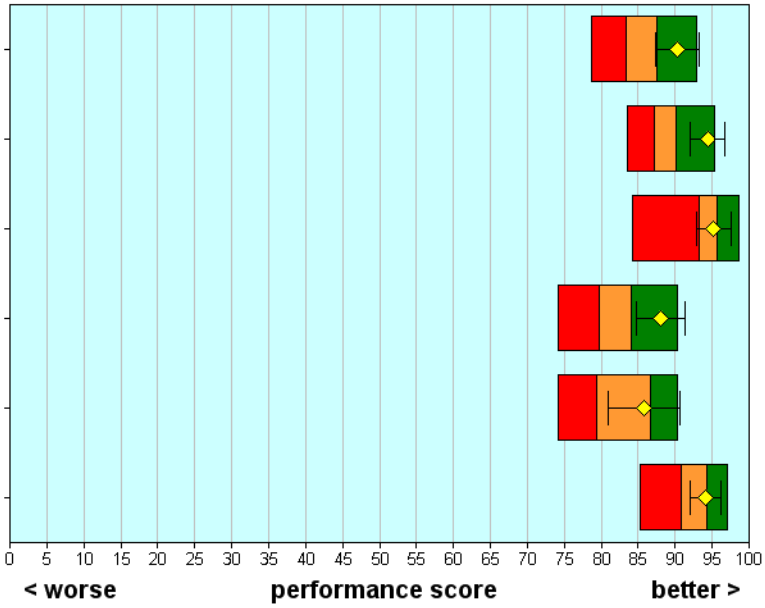
Did the doctor listen to what you had to say?

Did you think the doctor was deliberately not telling you things you wanted to know?

Did the doctor answer your questions clearly?

Did other health care professionals answer your questions clearly?

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



Clean, comfortable, friendly place to be

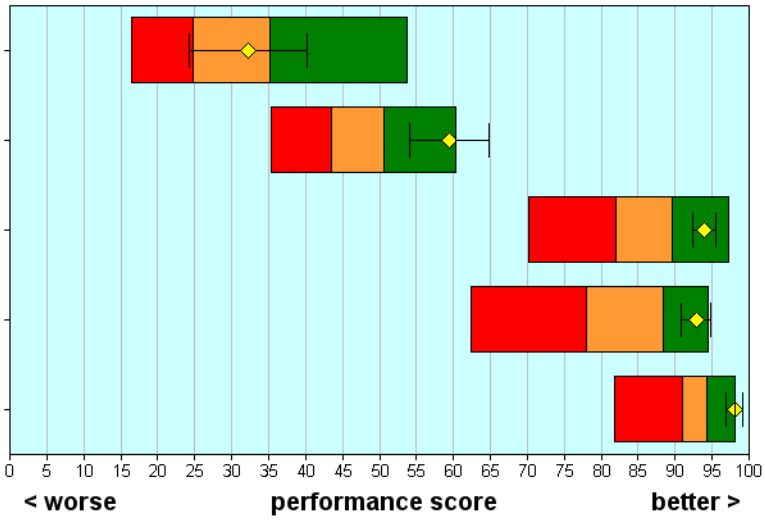
Were you told how long you would have to wait for the appointment to start?

Were you told why you had to wait?

How clean was the outpatients department?

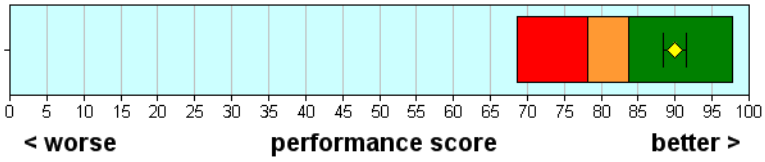
How clean were the toilets in the outpatients department?

Were you treated with respect and dignity?



Overall impression

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



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		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							
A1	How long did you wait to get an outpatient appointment?	78	76	81	82	94	420
A4	Was your appointment changed by the hospital?	96	95	97	92	97	511
B1	How long did you wait in the outpatients department before the appointment started?	67	63	70	65	70	500
Safe, high quality, coordinated care							
A3	Before your appointment, did you know who to contact if your symptoms got worse?	82	78	87	82	92	512
D8	Did you have confidence and trust in the doctor?	94	92	96	91	95	373
D9	Was the doctor aware of your medical history?	94	90	97	90	97	362
E4	Did you have confidence/trust in other healthcare professionals?	93	91	96	92	95	374
F5	Did different members of staff give conflicting information?	94	91	97	94	96	502
H5	Were you told about danger signals to watch for after going home?	58	51	64	58	71	298
H6	Were you told who to contact after going home, if worried about condition/treatment?	91	87	94	86	92	332
J1	How well organised was the outpatients department?	91	89	93	82	91	500
Better information, more choice							
A2	Before your appointment, did you know the reason for the appointment?	91	89	93	93	96	512
D4	Did doctors explain the reasons for any treatment/action?	92	89	94	89	94	352
F4	Were you given the right amount of information about your condition/treatment?	86	83	90	89	93	491
F6	Were you involved in decisions about your care and treatment?	87	84	90	84	90	498
G2	Did staff explain why any tests were needed?	74	69	79	84	89	369
G3	Did staff tell you how you would find out the results of tests?	67	60	74	82	89	322
G4	Did staff explain the results of tests?	72	66	77	75	82	307
G6	Did staff explain what would happen before any treatment?	83	75	90	89	95	102
G7	Did staff explain the risks/benefits before any treatment?	79	71	88	81	91	103
H2	Did staff explain how to take any new medications?	91	85	97	93	97	125
H3	Did staff explain the purpose of any medications given to take at home?	92	87	98	92	96	129
H4	Did staff tell you about medication side effects?	47	38	57	57	75	111

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		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)
Building relationships							
D2	Did you have enough time to discuss your problem with the doctor?	90	87	93	88	93	375
D5	Did the doctor listen to what you had to say?	94	92	97	90	95	375
D6	Did you think the doctor was deliberately not telling you things you wanted to know?	95	93	98	96	99	371
D7	Did the doctor answer your questions clearly?	88	85	91	84	90	314
E3	Did other health care professionals answer your questions clearly?	86	81	91	87	90	239
F3	Did doctors/other staff talk in front of you as if you weren't there?	94	92	96	94	97	494
Clean, comfortable, friendly place to be							
B2	Were you told how long you would have to wait for the appointment to start?	32	24	40	35	54	221
B3	Were you told why you had to wait?	59	54	65	51	60	212
C1	How clean was the outpatients department?	94	92	96	90	97	508
C2	How clean were the toilets in the outpatients department?	93	91	95	88	94	385
J2	Were you treated with respect and dignity?	98	97	99	94	98	499
Overall impression							
J3	Overall, how would you rate the care received in the outpatients department?	90	88	92	84	98	501

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Background Information

The sample	This trust	All trusts
Number of respondents	518	90552
Response rate (percentage)	61	63

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	68	42
Female	32	58
Age group (percentage)	(%)	(%)
Aged 16 - 35	3	11
Aged 36 - 50	10	18
Aged 51 - 65	27	29
Aged 66 or older	60	42
Ethnic group (percentage)	(%)	(%)
White	97	90
Mixed	0	0
Asian or Asian British	1	2
Black or Black British	0	2
Chinese or other ethnic group	0	0
Not known	1	5