Inspecting Informing Improving

Patient survey report 2004/2005

Healthcare Commission

Outpatient survey 2004/2005

York Hospitals NHS Trust

The outpatient survey 2004/2005 was designed, developed and coordinated by the NHS Surveys Advice Centre at Picker Institute Europe

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.

Introduction

Asking patients what they think about the care and treatment they have received is an important step towards improving the quality of care, and to ensuring that local health services are meeting patients' needs. A useful way of doing this is by carrying out surveys of patients who have recently used the health service.

The Healthcare Commission has carried out seven national patient surveys in 2004. Surveys published in summer 2004 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. In autumn 2004, two surveys asked patients about their experience of accident and emergency departments and of outpatient services. The outpatient survey 2004/2005 asked about recent experience as an outpatient. The survey involved 169 acute and specialist NHS trusts, and responses were received from more than 84,000 patients. The first outpatient survey was conducted by CHI in 2003.

This report compares the results for the outpatient survey in this trust with results for other hospital trusts. The results of this survey will be included in the 2005 NHS performance ratings.

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[1].

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 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].

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

[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.

Further information

Full details of the survey methodology can be found at:
http://www.nhssurveys.org/docs/Outpatients_Guidance2005_V3.pdf

More information on the NHS Patient Survey Programme is available on the NHS Surveys Advice Centre website:
http://www.nhssurveys.org/

The questionnaire and scores given to each response can be found at:
http://www.healthcarecommission.org.uk/PatientSurveyOutpatients2004

The 2003 outpatients survey results can be found at:
http://www.healthcarecommission.org.uk/PatientSurveyOutpatients2003

More information on the 2004/2005 NHS performance ratings is available on the Healthcare Commission website:
http://www.healthcarecommission.org.uk/

Outpatient survey 2004/2005

York Hospitals NHS Trust

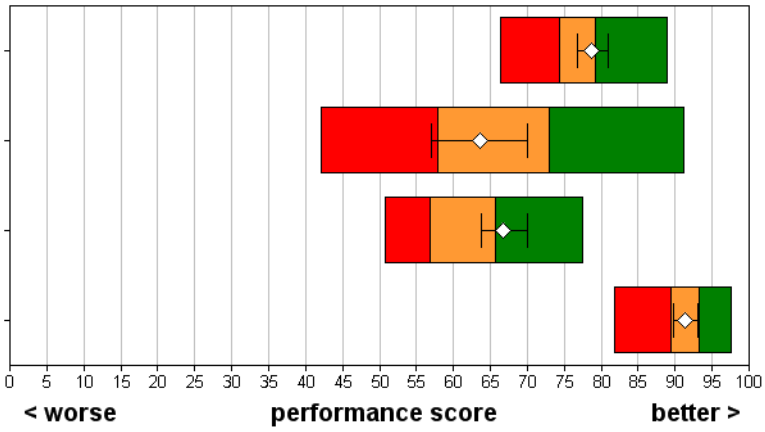
Before the appointment

How long did you wait to get an outpatient appointment?

Were you given a choice of appointment times?

Before your appointment, did you know what would happen to you during the appointment?

Was your appointment changed to a later date by the hospital?

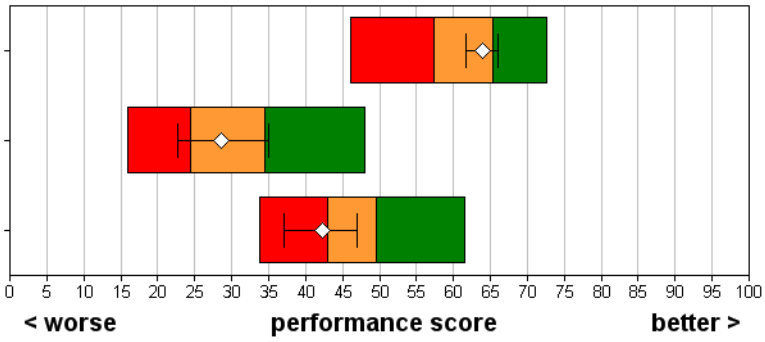


Waiting

How long after the stated appointment time did the appointment start?

Were you told how long you would have to wait?

Were you told why you had to wait?

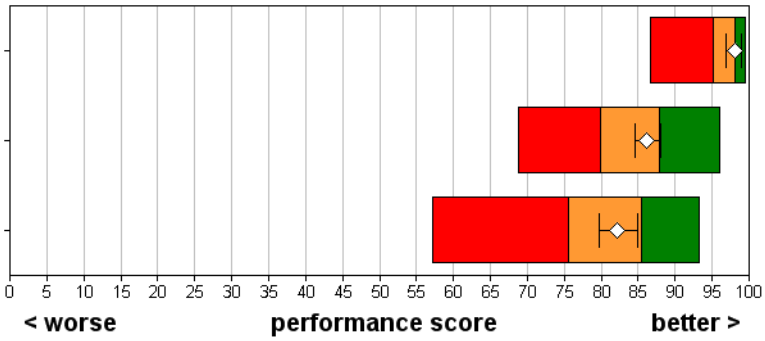


Hospital environment and facilities

Was it easy to get through the main entrance and move around?

In your opinion, how clean was the outpatients department?

How clean were the toilets in the outpatients department?



- 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.

Outpatient survey 2004/2005

York Hospitals NHS Trust

Seeing a doctor

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

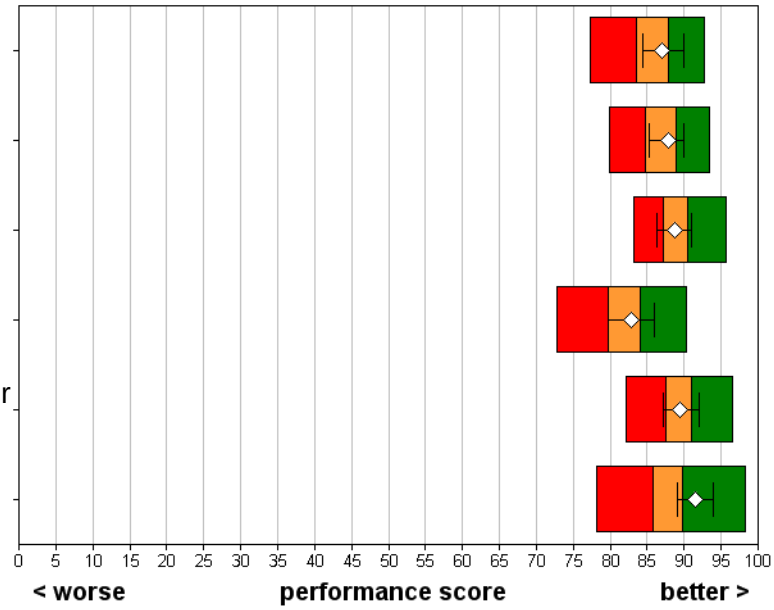
Did the doctor explain the reasons for any treatment or action?

Did the doctor listen to what you had to say?

If you had important questions, did the doctor give answers you could understand?

Did you have confidence and trust in the doctor examining and treating you?

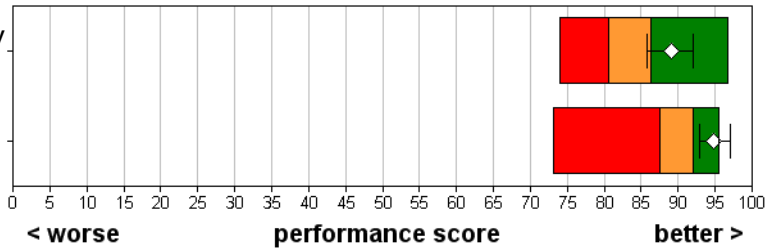
Did the doctor seem aware of your medical history?



Seeing another professional

Did this person answer your questions in a way you could understand?

Did you have confidence and trust in that person?



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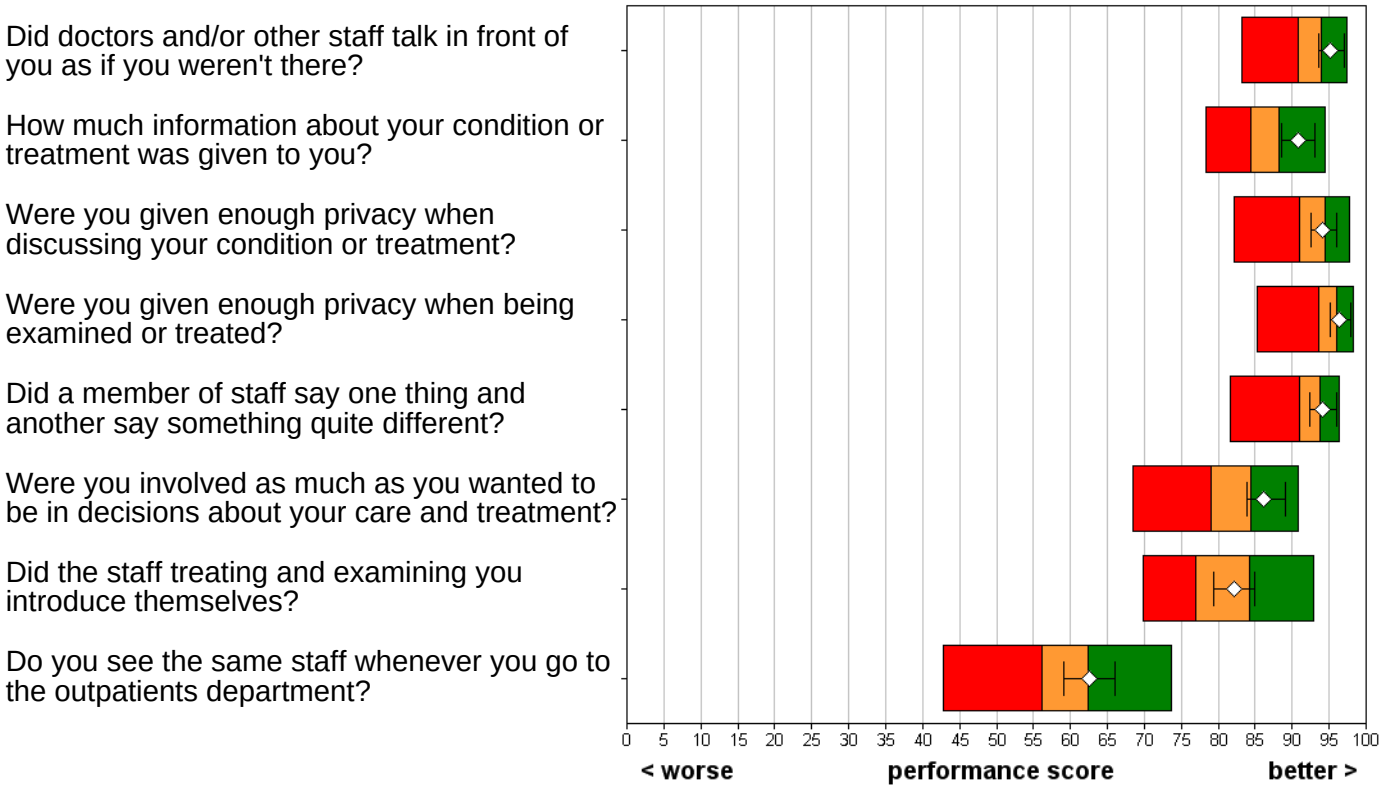
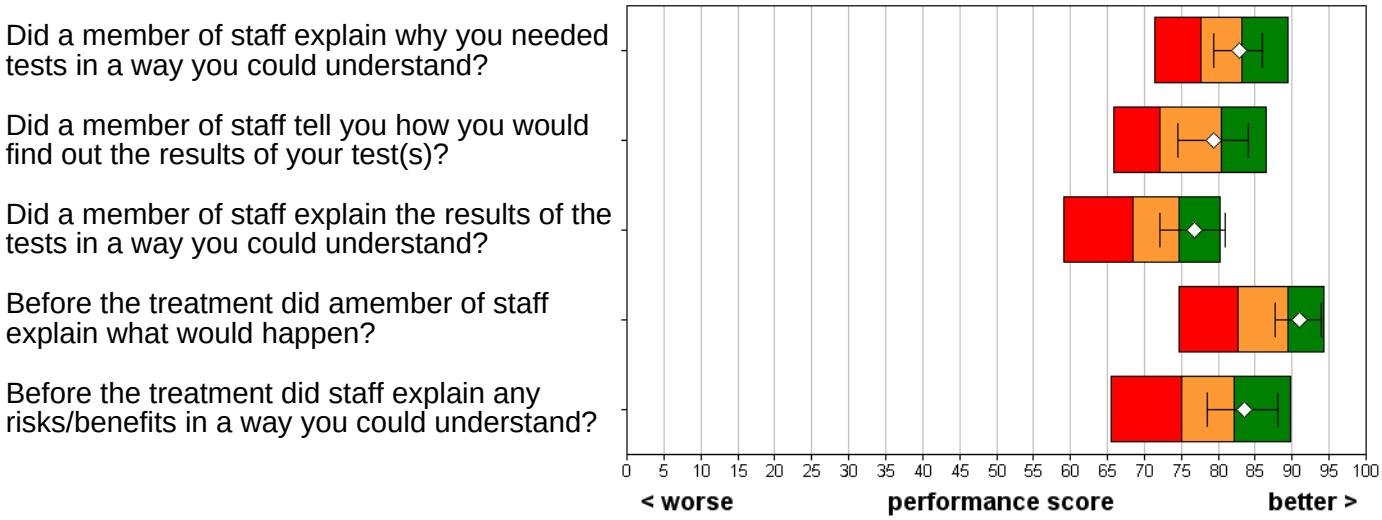
Outpatient survey 2004/2005

York Hospitals NHS Trust

Overall about the appointment



Tests and treatment



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Outpatient survey 2004/2005

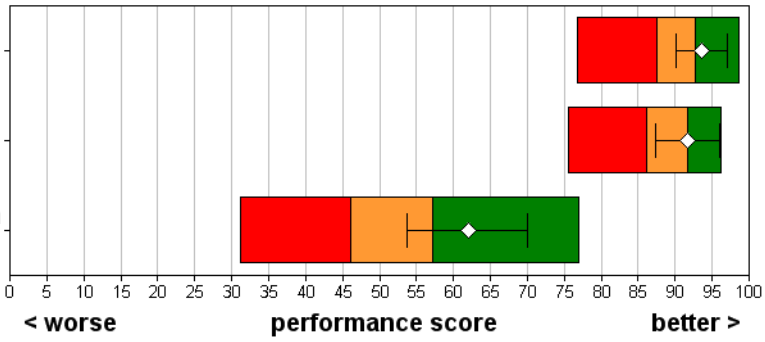
York Hospitals NHS Trust

Leaving the outpatients department

Did a member of staff explain to you how to take the new medications?

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

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

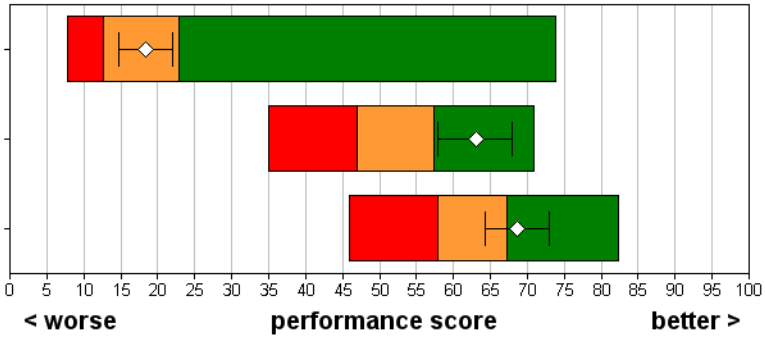


Information

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

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

Were you told who to contact if you were worried about your condition or treatment?



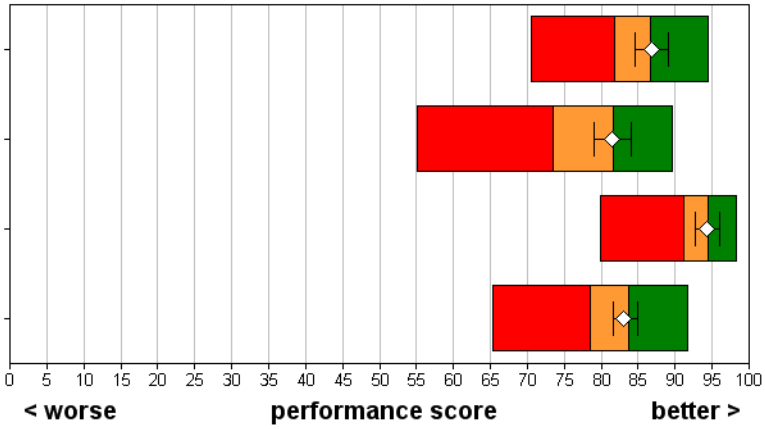
Overall impression

Was the main reason for your appointment dealt with satisfactorily?

How well organised was the outpatients department you visited?

Overall, did you feel you were treated with respect and dignity?

Overall, how would you rate the care you 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)
Before the appointment							
1	How long did you wait to get an outpatient appointment?	79	77	81	79	89	447
2	Were you given a choice of appointment times?	64	57	70	73	91	213
3	Before your appointment, did you know what would happen to you during the appointment?	67	64	70	66	77	507
4	Was your appointment changed to a later date by the hospital?	91	90	93	93	98	504
Waiting							
5	How long after the stated appointment time did the appointment start?	64	62	66	65	73	496
6	Were you told how long you would have to wait?	29	23	35	34	48	201
7	Were you told why you had to wait?	42	37	47	49	62	198
Hospital environment and facilities							
8	Was it easy to get through the main entrance and move around in the outpatients department?	98	97	99	98	100	504
9	In your opinion, how clean was the outpatients department?	86	85	88	88	96	501
10	How clean were the toilets in the outpatients department?	82	80	85	85	93	338
Seeing a doctor							
12	Did you have enough time to discuss your health or medical problem with the doctor?	87	84	90	88	93	389
14	Did the doctor explain the reasons for any treatment or action in a way you could understand?	88	85	90	89	93	364
15	Did the doctor listen to what you had to say?	89	86	91	90	96	390
16	If you had important questions to ask the doctor, did you get answers that you could understand?	83	80	86	84	90	319
17	Did you have confidence and trust in the doctor examining and treating you?	89	87	92	91	97	391
18	Did the doctor seem aware of your medical history?	91	89	94	90	98	362
Seeing another professional							
21	If you had important questions to ask that person, did you get answers that you could understand?	89	86	92	86	97	212
22	Did you have confidence and trust in that person?	95	93	97	92	96	289

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Overall about the appointment							
23	Did doctors and/or other staff talk in front of you as if you weren't there?	95	94	97	94	97	502
24	How much information about your condition or treatment was given to you?	91	89	93	88	94	495
25	Were you given enough privacy when discussing your condition or treatment?	94	93	96	94	98	502
26	Were you given enough privacy when being examined or treated?	96	95	98	96	98	497
27	Did a member of staff say one thing and another say something quite different?	94	92	96	94	96	506
28	Were you involved as much as you wanted to be in decisions about your care and treatment?	86	84	89	84	91	501
29	Did the staff treating and examining you introduce themselves?	82	79	85	84	93	480
31	Do you see the same members of staff whenever you go to the outpatients department?	63	59	66	62	74	322
Tests and treatment							
33	Did a member of staff explain why you needed tests in a way you could understand?	83	79	86	83	89	292
34	Did a member of staff tell you how you would find out the results of your test(s)?	79	75	84	80	86	274
35	Did a member of staff explain the results of the tests in a way you could understand?	77	72	81	75	80	245
37	Before the treatment did amember of staff explain what would happen?	91	88	94	89	94	156
38	Before the treatment did staff explain any risks/benefits in a way you could understand?	83	78	88	82	90	144
Leaving the outpatients department							
40	Did a member of staff explain to you how to take the new medications?	94	90	97	93	99	111
41	Did a member of staff explain the purpose of the medications in a way you could understand?	92	87	96	92	96	115
42	Did a member of staff tell you about medication side effects to watch for?	62	54	70	57	77	104
Information							
43	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	18	15	22	23	74	391
44	Did a member of staff tell you about what danger signals to watch for after you went home?	63	58	68	57	71	258
45	Did hospital staff tell you who to contact if you were worried about your condition or treatment?	69	64	73	67	82	443

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Overall impression							
46	Was the main reason you went to the outpatients department dealt with to your satisfaction?	87	85	89	87	94	501
47	How well organised was the outpatients department you visited?	81	79	84	82	90	500
48	Overall, did you feel you were treated with respect and dignity?	94	93	96	94	98	502
49	Overall, how would you rate the care you received in the outpatients department?	83	82	85	84	92	499

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Background information

The sample	This trust	All trusts
Number of respondents	512	84280
Response rate (percentage)	60	59

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	43	41
Female	57	59
Age group (percentage)	(%)	(%)
Aged 16 - 35	8	10
Aged 36 - 50	18	17
Aged 51 - 65	30	29
Aged 66 or older	44	43
Ethnic group (percentage)	(%)	(%)
White	98	92
Mixed	0	1
Asian or Asian British	0	3
Black or Black British	0	2
Chinese or other ethnic group	1	0
Not known	1	3