

## **National NHS patient survey programme Accident and Emergency Survey 2014**

This document provides national results for all questions in the 2014 Accident and Emergency (A&E) patient survey. A summary document is available separately which discusses key findings from the survey and also looks at variation in trusts' results. Data is available for all participating NHS trusts on the CQC website (please see 'further information').

### **The Care Quality Commission**

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England.

Our purpose is to make sure hospitals, care homes, dental and GP surgeries, and other care services in England provide people with safe, effective, compassionate and high-quality care, and we encourage them to make improvements.

Our role is to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety, and to publish what we find, including performance ratings to help people choose care.

### **A&E survey 2014**

To improve the quality of services that the NHS delivers, it is important to understand what people think about their care and treatment. One way of doing this is by asking people who have recently used their local health services to tell us about their experiences. In 2014 patients who had used A&E services were asked to share their experiences of care.

The fifth survey of accident and emergency (A&E) patients involved 142 acute and specialist NHS trusts with a major accident and emergency department<sup>1</sup>. We received responses from nearly 40,000 patients, which is a response rate of 34%. Patients were eligible to take part in the survey if they:

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<sup>1</sup> Trusts were eligible to participate if they had a major or consultant led 24 hour service with full resuscitation facilities and designated accommodation for the reception of accident and emergency patients. However the A&E at Mid Staffordshire NHS Trust was only open reduced hours during the survey time period.

- were aged 16 years or older,
- were not staying in hospital at the time patients were sampled,
- had attended A&E in January, February or March 2014, (each NHS trust chose one month in which to sample patients).

Women who had attended A&E primarily to obtain contraception, who suffered a miscarriage or another form of abortive pregnancy outcome while at the hospital, and patients with a concealed pregnancy were not included in this survey. Questionnaires and reminders were sent out between May and September 2014.

Similar surveys of A&E patients were carried out in 2003, 2004, 2008 and 2012. This report focuses on comparisons between 2014 and the 2012 survey; although it is only possible to compare results when there has been no change to a question.

The A&E survey is part of a wider programme of NHS patient surveys, which covers a range of services including acute adult inpatients, children's inpatient and day-case services, maternity services and community mental health services. To find out more about our programme and the results from previous surveys, please see the links in the further information section.

The Care Quality Commission will use the results from this survey in our regulation, monitoring and inspection of NHS acute trusts in England. We will use these results to support Intelligent Monitoring to help us to decide when, where and what to inspect. It will also form a key source of evidence to support the judgements and ratings we publish for acute trusts with A&E departments.

NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold them to account for the outcomes they achieve. The NHS Trust Development Authority will use the results to inform quality and governance assessments as part of their Oversight Model for NHS Trusts.

### **Interpreting the tables**

The tables show all 'specific' responses to a question. Responses such as "don't know" or "can't remember" are not shown, as these do not help evaluate performance. Responses that are beyond the remit of NHS trust's responsibility are also not included e.g. responses from patients who said they did not want food or drink when asked if they had suitable food or drink in hospital are excluded (Q33).

The tables present percentage figures rounded to the nearest whole number, so the values given for any question will not always add up to 100%.

### **Filter questions**

Not all of the questions in the survey were relevant for all people. For example, if a respondent reported that they did not travel to hospital by ambulance at Q3, then they would be instructed to skip the questions about handover between ambulance and A&E staff (Q4) and skip straight to Q5.

## Notes on specific questions and changes

Results from the following questions are not considered comparable with 2012 owing to changes made to question wording or format:

- Q1: Before your most recent visit to A&E, had you previously been to this A&E about **the same condition** or something related to it?
- Q2: Who advised you to go to the A&E Department?
- Q15: Did doctors or nurses talk to each other about you as if you weren't there?
- Q30: Do you think the hospital staff did everything they could to help control your pain?<sup>2</sup>

Three new questions were asked which means data was not available from 2012:

- Q22: If you were feeling distressed while you were in the A&E Department, did a member of staff help to reassure you?
- Q28: Did you request pain relief medication?
- Q29: How many minutes after you requested pain relief medication did it take before you got it?

## Methodology

The results from each trust are given equal importance in calculating the England (national) results. Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average if we pooled responses from all respondents to obtain the national average. To correct this we apply a 'weight' to the data. As a result of applying this weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts.

## Statistical significance

Statistical tests<sup>3</sup> were conducted to determine whether changes between the 2012 and 2014 results were 'statistically significant' (meaning any change in the results is unlikely to have occurred by chance). The final column of the tables use 'up' and 'down' arrows to indicate whether there has been a statistically significant change.

↑ shows that there has been a statistically significant increase in results

↓ shows that there has been a statistically significant decrease in results.

Where a cell in the final two columns is blank, there has been no statistically significant change.

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<sup>2</sup> Results have not been compared with 2012 as two new questions on pain relief, immediately preceding Q30 have altered the way people respond to Q30. (In 2014 63% said 'yes definitely' compared with 56% in 2012)

<sup>3</sup> A z test was used.

In some of the tables, the arrows suggest that there has been a significant change but the results look the same. An example of this can be seen for question 17 where the proportions of respondents who say 'not enough' is 15% in both 2012 and 2014, yet there is an arrow indicating a significant change. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a very small difference would be shown. Some of the changes in the survey results are small, but because of the large number of respondents that took part, they are statistically significant.

### **Further information**

The full national results are on the CQC website, together with an A to Z list to view the results for each trust, and a link to the benchmark report for each trust. Also available is a 'technical document' detailing the methodology for the trust level analysis:

[www.cqc.org.uk/accidentandemergency](http://www.cqc.org.uk/accidentandemergency)

Full details of the methodology of the survey can be found at:

<http://www.nhssurveys.org/surveys/738>

The results from previous A&E surveys can be found on the NHS surveys website at:

<http://www.nhssurveys.org/surveys/296>

More information on the programme of NHS patient surveys is available at:

[www.cqc.org.uk/public/reports-surveys-and-reviews/surveys](http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys)

More information on CQC's hospital intelligent monitoring system is available on the CQC website:

<http://www.cqc.org.uk/public/hospital-intelligent-monitoring>

## Arriving at A&E

**Q1: Before your most recent visit to A&E, had you previously been to this A&E about the same condition or something related to it?**

	Survey Year
	2014
Yes, within the previous week	5%
Yes, between one week and one month earlier	9%
Yes, more than a month earlier	19%
No	67%
Number of respondents	36832

Answered by all

Note: respondents who said they did not know or could not remember have been excluded

**Q2: Who advised you to go to the A&E Department? (Main source chosen if more than one)**

	Survey Year
	2014
The ambulance service	26%
A doctor or nurse at a walk-in centre or minor injuries unit	5%
A GP out of hours service	3%
A GP from my local surgery	14%
An NHS telephone advisor (e.g. NHS 111 or NHS Direct)	7%
Some other health professional (e.g. pharmacist)	4%
Somebody else (e.g. friend, relative, colleague)	14%
No-one, I decided that I needed to go	27%
Number of respondents	37706

Answered by all

Note: respondents who said they did not know or could not remember have been excluded

**Q3: Were you taken to the hospital in an ambulance?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes	39%	41%	↑
No	61%	59%	↓
Number of respondents	44307	38319	

Answered by all

**Q4: Once you arrived at hospital, how long did you wait with the ambulance crew before your care was handed over to the A&E staff?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
I did not have to wait	47%	47%	
Up to 15 minutes	29%	28%	↓
16 - 30 minutes	14%	15%	
31 - 60 minutes	5%	5%	
More than 1 hour but no more than 2 hours	3%	3%	
More than 2 hours	2%	2%	
Number of respondents	16214	15057	

Answered by those who arrived by ambulance

Note: respondents who said they did not know or could not remember have been excluded

**Q5: Were you given enough privacy when discussing your condition with the receptionist?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	48%	53%	↑
Yes, to some extent	39%	36%	↓
No	13%	11%	↓
Number of respondents	34389	29802	

Answered by all

Note: respondents who said they did not discuss their condition with a receptionist have been excluded

**Waiting**

**Q6: How long did you wait before you first spoke to a nurse or doctor?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
0 -15 minutes	38%	40%	↑
16-30 minutes	29%	29%	
31-60 minutes	18%	18%	
More than 60 minutes	15%	13%	↓
Number of respondents	42301	36710	

Answered by all

Note: respondents who said they did not know or could not remember have been excluded

**Q7: From the time you first arrived at the A&E Department, how long did you wait before being examined by a doctor or nurse?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
I did not have to wait	13%	14%	↑
1 - 30 minutes	36%	36%	
31 - 60 minutes	22%	22%	
More than 1 hour but no more than 2 hours	15%	15%	↓
More than 2 hours but no more than 4 hours	10%	10%	↓
More than 4 hours	3%	3%	↓
Number of respondents	42280	36612	

Answered by all

Note: respondents who said they did not see a doctor or nurse or that they do not know or cannot remember have been excluded

**Q7 (responses are aggregated in this version): From the time you first arrived at the A&E Department, how long did you wait before being examined by a doctor or nurse?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Up to 60 minutes	71%	73%	↑
More than 60 minutes	29%	27%	↓
Number of respondents	42280	36612	

Answered by all

Note: respondents who said they did not see a doctor or nurse or that they do not know or cannot remember have been excluded

**Q8: Were you told how long you would have to wait to be examined?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, but the wait was shorter	14%	15%	↑
Yes, and I had to wait about as long as I was told	17%	17%	
Yes, but the wait was longer	10%	9%	↓
No, I was not told	59%	59%	
Number of respondents	33878	28910	

Answered by those who waited to see a doctor or nurse

Note: respondents who said they did not know or could not remember have been excluded

**Q9: Overall, how long did your visit to the A&E Department last?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Up to 1 hour	13%	12%	↓
More than 1 hour but no more than 2 hours	20%	20%	
More than 2 hours but no more than 4 hours	33%	33%	
More than 4 hours but no more than 6 hours	17%	18%	↑
More than 6 hours but no more than 8 hours	7%	7%	↑
More than 8 hours but no more than 12 hours	3%	3%	
More than 12 hours but no more than 24 hours	3%	3%	
More than 24 hours	3%	3%	↑
Number of respondents	41699	36568	

Answered by all

Note: respondents who said they could not remember have been excluded

**Q9 (responses are aggregated in this version): Overall, how long did your visit to the A&E Department last?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Up to 4 hours	67%	66%	↓
More than 4 hours	33%	34%	↑
Number of respondents	41699	36568	

Answered by all

Note: respondents who said they could not remember have been excluded

**Doctors and nurses**

**Q10: Did you have enough time to discuss your health or medical problem with the doctor or nurse?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	70%	72%	↑
Yes, to some extent	25%	23%	↓
No	5%	5%	↓
Number of respondents	44010	38259	

Answered by all

Note: respondents who said they did not see a doctor or nurse have been excluded

**Q11: While you were in the A&E Department, did a doctor or nurse explain your condition and treatment in a way you could understand?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, completely	66%	67%	↑
Yes, to some extent	27%	25%	↓
No	8%	7%	
Number of respondents	41769	36404	

Answered by those who saw a doctor or nurse

Note: respondents who said they did not need an explanation have been excluded

**Q12: Did the doctors and nurses listen to what you had to say?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	75%	77%	↑
Yes, to some extent	21%	20%	↓
No	4%	3%	↓
Number of respondents	43741	38195	

Answered by those who saw a doctor or nurse

**Q13: If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, completely	52%	55%	↑
Yes, to some extent	30%	29%	↓
No	17%	15%	↓
Number of respondents	30355	27069	

Answered by those who saw a doctor or nurse

Note: respondents who said they did not have anxieties or fears have been excluded

**Q14: Did you have confidence and trust in the doctors and nurses examining and treating you?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	73%	75%	↑
Yes, to some extent	21%	20%	↓
No	5%	5%	↓
Number of respondents	43910	38288	

Answered by those who saw a doctor or nurse

**Q15: Did doctors or nurses talk to each other about you as if you weren't there?**

	Survey Year
	2014
Yes, definitely	5%
Yes, to some extent	11%
No	84%
Number of respondents	38029

Answered by those who saw a doctor or nurse

**Q16: If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	60%	61%	↑
Yes, to some extent	29%	28%	
No	11%	11%	
Number of respondents	27279	24170	

Answered by those who saw a doctor or nurse

Note: respondents who said no family or friends were involved, that their family or friends did not want or need information, or that they did not want their family or friends to talk to a doctor have been excluded

**Your care and treatment**

**Q17: While you were in the A&E Department, how much information about your condition or treatment was given to you?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Not enough	15%	15%	↓
Right amount	77%	78%	
Too much	1%	0%	
I was not given any information about my condition or treatment	7%	7%	
Number of respondents	44284	38301	

Answered by all

**Q18: Were you given enough privacy when being examined or treated?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	81%	82%	↑
Yes, to some extent	16%	16%	↓
No	2%	2%	
Number of respondents	44526	38492	

Answered by all

**Q19: If you needed attention, were you able to get a member of medical or nursing staff to help you?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, always	56%	59%	↑
Yes, sometimes	33%	31%	↓
No, I could not find a member of staff to help me	8%	7%	↓
A member of staff was with me all the time	3%	3%	
Number of respondents	30737	27159	

Answered by all

Note: respondents who said they did not need attention have been excluded

**Q20: Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you in the A&E Department?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	7%	7%	
Yes, to some extent	11%	10%	
No	82%	83%	
Number of respondents	44326	38334	

Answered by all

**Q21: Were you involved as much as you wanted to be in decisions about your care and treatment?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	62%	63%	↑
Yes, to some extent	28%	27%	
No	10%	10%	
Number of respondents	41440	35652	

Answered by all

Note: respondents who said they were not well enough to be involved in decisions about their care have been excluded

**Q22: If you were feeling distressed while you were in the A&E department, did a member of staff help to reassure you?**

	Survey Year
	2014
Yes, definitely	49%
Yes, to some extent	29%
No	22%
Number of respondents	16568

Answered by all

Note: respondents who said they were not distressed or that they could not remember or were not sure about their answer have been excluded

## Tests

**Q23: Did you have any tests (such as x-rays, scans or blood tests) when you visited the A&E Department?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes	71%	73%	↑
No	29%	27%	↓
Number of respondents	44303	38274	

Answered by all

**Q24: Did a member of staff explain why you needed these test(s) in a way you could understand?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, completely	74%	73%	
Yes, to some extent	18%	18%	
No	8%	8%	
Number of respondents	31003	27735	

Answered by those who had tests

**Q25: Before you left the A&E Department, did you get the results of your tests?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes	78%	78%	
No	22%	22%	
Number of respondents	27138	24009	

Answered by those who had tests

Note: respondents who said they were told test results would be given to them later, or that they did not know or could not remember the answer have been excluded

**Q26: Did a member of staff explain the results of the tests in a way you could understand?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	77%	78%	
Yes, to some extent	20%	19%	
No	3%	3%	
Number of respondents	20722	18597	

Answered by those who received their test results before they left A&E

Note: respondents who stated that they were not sure or could not remember have been excluded

## Pain

### Q27: Were you in any pain while you were in the A&E Department?

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes	64%	61%	↓
No	36%	39%	↑
Number of respondents	44280	38262	

Answered by all

### Q28: Did you request pain relief medication?

	Survey Year
	2014
Yes	32%
No	42%
I was offered or given pain relief medication without asking	26%
Number of respondents	22854

Answered by those who were in pain

### Q29: How many minutes after you requested pain relief medication did it take before you got it?

	Survey Year
	2014
0 minutes / right away	16%
1 - 5 minutes	22%
6 - 10 minutes	17%
11 - 15 minutes	12%
16 - 30 minutes	12%
More than 30 minutes	13%
I asked for pain relief medication but wasn't given any	8%
Number of respondents	7439

Answered by those who were in pain and requested pain relief

### Q30: Do you think the hospital staff did everything they could to help control your pain?

	Survey Year
	2014
Yes, definitely	63%
Yes, to some extent	24%
No	13%
Number of respondents	20988

Answered by those who were in pain

Note: respondents who said they could not say or did not know have been excluded. Results have not been compared with 2012 as two new questions on pain relief, immediately preceding Q30 have altered the way people respond to Q30. (In 2014 63% said 'yes definitely' compared with 56% in 2012)

## Hospital environment and facilities

### Q31: In your opinion, how clean was the A&E Department?

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Very clean	55%	59%	↑
Fairly clean	39%	36%	↓
Not very clean	4%	4%	↓
Not at all clean	1%	1%	↓
Number of respondents	43113	37195	

Answered by all

Note: respondents who said they could not say have been excluded

### Q32: While you were in the A&E Department, did you feel threatened by other patients or visitors?

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	2%	2%	
Yes, to some extent	5%	5%	↓
No	93%	94%	↑
Number of respondents	44600	38689	

Answered by all

### Q33: Were you able to get suitable food or drinks when you were in the A&E Department?

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes	54%	57%	↑
No	26%	23%	↓
I was told not to eat or drink	9%	9%	
I did not know if I was allowed to eat or drink	11%	11%	↓
Number of respondents	23731	22083	

Answered by all

Note: respondents who said they did not want anything to eat or drink were excluded

## Leaving the A&E department

### Q34: What happened at the end of your visit to the A&E Department?

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
I was admitted to the same hospital	30%	31%	↑
I was transferred to a different hospital or to a nursing home	2%	2%	
I went home	65%	63%	↓
I went to stay with a friend or relative	2%	2%	
I went to stay somewhere else	1%	1%	
Number of respondents	44540	38357	

Answered by all

### Q35: Before you left the A&E Department, were any new medications prescribed for you?

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes	34%	33%	↓
No	66%	67%	↑
Number of respondents	30007	25257	

Answered by those who were not admitted to hospital or a nursing home

### Q36: Did a member of staff explain the purpose of the medications you were to take at home in a way you could understand?

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, completely	83%	86%	↑
Yes, to some extent	13%	11%	↓
No	3%	3%	
Number of respondents	9780	7946	

Answered by those who were not admitted to hospital or a nursing home and who were prescribed medication

Note: respondents who said they did not need an explanation for medications have been excluded

### Q37: Did a member of staff tell you about medication side effects to watch for?

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, completely	39%	41%	↑
Yes, to some extent	17%	17%	
No	44%	42%	↓
Number of respondents	8215	6347	

Answered by those who were not admitted to hospital or a nursing home and who were prescribed medication

Note: respondents who said they did not need this type of information have been excluded

**Q38: Did a member of staff tell you when you could resume your usual activities, such as when to go back to work or drive a car?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, definitely	38%	42%	↑
Yes, to some extent	22%	20%	↓
No	40%	38%	↓
Number of respondents	17629	14104	

Answered by those who were not admitted to hospital or a nursing home

Note: respondents who said they did not need this type of information have been excluded

**Q39: Did hospital staff take your family or home situation into account when you were leaving the A&E Department?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, completely	35%	39%	↑
Yes, to some extent	17%	17%	
No	48%	45%	↓
Number of respondents	12350	10477	

Answered by those who were not admitted to hospital or a nursing home

Note: respondents who said it was not necessary to do this, or that they did not know or could not say have been excluded

**Q40: Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, completely	40%	44%	↑
Yes, to some extent	24%	23%	
No	36%	33%	↓
Number of respondents	18195	15678	

Answered by those who were not admitted to hospital or a nursing home

Note: respondents who said they did not need this type of information have been excluded

**Q41: Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the A&E Department?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes	68%	70%	↑
No	32%	30%	↓
Number of respondents	26713	22640	

Answered by those who were not admitted to hospital or a nursing home

Note: respondents who said they did not know or could not remember have been excluded

## Overall

**Q42: Overall, did you feel you were treated with respect and dignity while you were in the A&E Department?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Yes, all of the time	78%	79%	↑
Yes, some of the time	18%	17%	↓
No	4%	4%	↓
Number of respondents	44497	38505	

Answered by all

**Q43: Overall...**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
0 (I had a very poor experience)	1%	1%	
1	1%	1%	
2	2%	1%	↓
3	3%	2%	↓
4	3%	3%	↓
5	7%	6%	↓
6	7%	6%	↓
7	13%	12%	↓
8	22%	22%	
9	17%	20%	↑
10 (I had a very good experience)	24%	26%	↑
Number of respondents	39393	36697	

Answered by all

## About you

**Q44: Who was the main person or people that filled in this questionnaire?**

	Survey Year
	2014
The patient (named on the front of the envelope)	84%
A friend or relative of the patient	7%
Both patient and friend/relative together	8%
The patient with the help of a health professional	1%
Number of respondents	38386

Answered by all

**Q45: Proportions of those responding to the survey by gender**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Male	45%	45%	
Female	55%	55%	
Number of respondents	45594	39320	

Answered by all

Note: sample data used if response information missing

**Q46: Proportions of those responding to the survey by age**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
16-35	17%	15%	↓
36-50	19%	17%	↓
51-65	24%	24%	
>65	40%	45%	↑
Number of respondents	45594	39320	

Answered by all

Note: sample data used if response information missing

**Q47: What is your religion?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
No religion	17%	18%	↑
Buddhist	0%	0%	
Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	74%	73%	↓
Hindu	1%	1%	
Jewish	1%	1%	
Muslim	3%	3%	↓
Sikh	1%	1%	↓
Other	1%	1%	
I would prefer not to say	2%	2%	
Number of respondents	44245	38270	

Answered by all

**Q48: Which of the following best describes how you think of yourself?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
Heterosexual / straight	92%	93%	↑
Gay / lesbian	1%	1%	
Bisexual	1%	1%	
Other	1%	1%	↓
I would prefer not to say	5%	5%	
Number of respondents	42424	36917	

Answered by all

**Q49: Do you have any of the following long-standing conditions?**

	Survey Year
	2014
I have a long-standing condition involving deafness or severe hearing impairment	12%
I have a long-standing condition involving blindness or being partially sighted	4%
I have a long-standing physical condition	23%
I have a long-standing condition involving a learning disability	2%
I have a long-standing mental health condition	6%
I have Dementia	3%
I have a long-standing condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	22%
I do not have a long-standing condition	49%
Total	36871

Answered by all. Respondents could select more than one long-term condition.

**Q50: Does this condition(s) cause you difficulty with any of the following?**

	Survey Year
	2014
This condition causes me difficulty with everyday activities that people of my age can usually do	58%
This condition causes me difficulty at work, in education or training	15%
This condition causes me difficulty with access to buildings, streets or transport vehicles	26%
This condition causes me difficulty with reading or writing	16%
This condition causes me difficulty with people's attitudes to me because of my condition	15%
This condition causes me difficulty with communicating, mixing with others or socialising	24%
This condition causes me difficulty with other activities	16%
This condition does not cause me difficulty with any of these	27%
Total	18005

Answered by those with a long-standing condition. Respondents could select more than one response.

**Q51: To which of these ethnic groups would you say you belong?**

	Survey Year		Significant change between 2012 and 2014
	2012	2014	
White	92%	93%	↑
Mixed or multiple ethnic groups	1%	1%	
Asian or Asian British	4%	4%	
Black, African, Caribbean or Black British	2%	2%	↓
Arab or other ethnic group	0%	0%	
Number of respondents	43874	37572	

Answered by all

**Additional sample information**

**Sample information: Time of attendance at the A&E**

	Survey Year
	2014
09:00-12:59	28%
13:00-16:59	24%
17:00-20:59	21%
21:00-00:59	12%
01:00-04:59	6%
05:00-08:59	9%
Number of respondents	39319

From sample data

**Sample information: Day of attendance at the A&E**

	Survey Year
	2014
Sunday	15%
Monday	17%
Tuesday	13%
Wednesday	14%
Thursday	13%
Friday	14%
Saturday	15%
Number of respondents	39319

From sample data

## Additional analysis

### **PATIENTS FEELING DISTRESSED**

**Q22: If you were feeling distressed while you were in the A&E department, did a member of staff help to reassure you? (Broken down by self-reported learning disability)**

	No learning disability	A learning disability
Yes, definitely	49%*	44%
Yes, to some extent	29%*	25%
No	22%	31%*
Number of respondents	14968	511

Respondents who said they were not distressed or that they could not remember or were not sure about their answer have been excluded.

Note: Results are based on two-sided tests with significance level .05. For each pair, significance is indicated by an asterisk in the column with the larger proportion.

**Q22: If you were feeling distressed while you were in the A&E department, did a member of staff help to reassure you? (Broken down by self-reported mental health condition)**

	No mental health condition	A mental health condition
Yes, definitely	50%*	37%
Yes, to some extent	29%	30%
No	21%	33%*
Number of respondents	14062	1416

Respondents who said they were not distressed or that they could not remember or were not sure about their answer have been excluded.

Note: Results are based on two-sided tests with significance level .05. For each pair, significance is indicated by an asterisk in the column with the larger proportion.

### **PATIENTS' FAMILY AND HOME SITUATIONS**

**Q39: Did hospital staff take your family or home situation into account when you were leaving the A&E Department? (Broken down by age)**

	16-35	36-50	51-65	66-75	76-85	86 and over
Yes, completely	31%	31%	36%	44%	49%	58%
Yes, to some extent	18%	16%	15%	15%	18%	20%
No	50%	53%	49%	41%	33%	22%
Number of respondents	1943	2064	2583	1626	1535	727

Answered by those who were not admitted to hospital or a nursing home

Note: respondents who said it was not necessary to do this, or that they did not know or could not say have been excluded

**Comparisons of column proportions for Q39**

	16-35 (A)	36-50 (B)	51-65 (C)	66-75 (D)	76-85 (E)	86 and over (F)
Yes, completely			A B	A B C	A B C	A B C D E
Yes, to some extent	C D					C D
No	D E F	C D E F	D E F	E F	F	

Results are based on two-sided tests with significance level .05. For each significant pair, the key of the category with the smaller column proportion appears under the category with the larger column proportion.

**PRIOR VISIT TO A&E FOR SAME OR RELATED CONDITION**

**Q10: Did you have enough time to discuss your health or medical problem with the doctor or nurse?**

	Re-attendance	First time attendance
Yes, definitely	66%	75%*
Yes, to some extent	28%*	21%
No	6%*	4%
Number of respondents	11676	24253

Answered by all.

Note: Results are based on two-sided tests with significance level .05. For each pair, significance is indicated by an asterisk in the column with the larger proportion.

**Q12: Did the doctors and nurses listen to what you had to say?**

	Re-attendance	First time attendance
Yes, definitely	72%	80%*
Yes, to some extent	24%*	17%
No	4%*	3%
Number of respondents	11666	24203

Answered by those who saw a doctor or nurse.

Note: Results are based on two-sided tests with significance level .05. For each pair, significance is indicated by an asterisk in the column with the larger proportion.

**Q13: If you had any anxieties or fears about your condition or treatment, did a doctor or nurse discuss them with you?**

	Re-attendance	First time attendance
Yes, definitely	49%	59%*
Yes, to some extent	33%*	27%
No	17%*	14%
Number of respondents	8858	16437

Answered by those who saw a doctor or nurse. Respondents who said they did not have anxieties or fears have been excluded

Note: Results are based on two-sided tests with significance level .05. For each pair, significance is indicated by an asterisk in the column with the larger proportion.

**Q17: While you were in the A&E Department, how much information about your condition or treatment was given to you?**

	Re-attendance	First time attendance
Not enough	19%*	13%
Right amount	73%	81%*
Too much	1%*	0%
I was not given any information about my condition or treatment	8%*	6%
Number of respondents	11651	24261

Answered by all

Note: Results are based on two-sided tests with significance level .05. For each pair, significance is indicated by an asterisk in the column with the larger proportion.

**Q30: Do you think the hospital staff did everything they could to help control your pain?**

	Re-attendance	First time attendance
Yes, definitely	57%	65%*
Yes, to some extent	28%*	22%
No	14%*	13%
Number of respondents	6458	13196

Answered by those who were in pain.

Note: Results are based on two-sided tests with significance level .05. For each pair, significance is indicated by an asterisk in the column with the larger proportion.

**Q41: Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the A&E Department?**

	Re-attendance	First time attendance
Yes	67%	72%*
No	33%*	28%
Number of respondents	5804	15540

Answered by those who were not admitted to hospital. Respondents who said they did not know or could not remember have been excluded.

Note: Results are based on two-sided tests with significance level .05. For each pair, significance is indicated by an asterisk in the column with the larger proportion.

**Q42: Overall, did you feel you were treated with respect and dignity while you were in the A&E Department?**

	Re-attendance	First time attendance
Yes, all of the time	75%	82%*
Yes, some of the time	20%*	15%
No	5%*	3%
Number of respondents	11705	24401

Answered by all

Note: Results are based on two-sided tests with significance level .05. For each pair, significance is indicated by an asterisk in the column with the larger proportion.