Inspecting Informing Improving

Patient survey report 2007

Healthcare Commission

Inpatient survey 2007

East Sussex Hospitals NHS Trust

The Inpatient survey 2007 was designed, developed and coordinated by the Acute Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe

picker INSTITUTE

making patients' views count

National NHS patient survey programme
Survey of adult inpatients in the NHS 2007

The Healthcare Commission

The Healthcare Commission is the independent watchdog for healthcare in England. We have a statutory duty to assess and report on the quality and safety of services provided by the NHS and the independent sector, in order to promote continuous improvement in healthcare for the benefit of patients and the public.

Survey of adult inpatients 2007

To improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

This report provides the results of the fifth survey of adult inpatients in NHS trusts in England. It shows how each trust scored for each question in the survey, in comparison with national benchmark results. It should be used to understand the trust's performance, and to identify areas for improvement.

To understand the detailed survey results for each individual trust, there are national spreadsheets available on our website. These show the percentage of respondents from each trust that provided a particular response to all survey questions: www.healthcarecommission.org.uk/PatientSurveyInpatient2007. There is also a set of tables showing the national results for the 2007 survey, compared with the results for previous years where possible. These documents were produced by the Acute Coordination Centre at the Picker Institute Europe.

Similar surveys of adult inpatients were also carried out in 2002, 2004, 2005 and 2006. They are part of a wider programme of NHS patient surveys, which covers a range of topics including community mental health, health services for children and young people, accident and emergency care for adults, and ambulance and primary care services. To find out more about our programme, please visit our website (see further information section).

About the survey

The fifth survey of adult inpatients involved 166[1] acute and specialist NHS trusts. We received responses from just under 76,000 patients, a response rate of 56%. Patients were eligible for the survey if they were aged 16 years or older[2] had at least one overnight stay and were not admitted to maternity or psychiatric units.

Interpreting the report

These benchmark reports are calculated by converting responses to particular questions into scores. For each questionin the survey, the individual responses were scored on a scale of 0 to 100. A score of 100 represents the best possible response[3]. Therefore, the higher the score for each question, the better the trust is performing.

[1]Although 166 trusts took part in the survey, the published results are based on 165. The results for one trust were not included in the publication due to data quality reasons.

[2]In 2004, the Healthcare Commission carried out a separate survey of children and young people (aged 0-17) and consequently only those aged 18 years and over were included in the sample for the 2004 adult inpatients survey. As a result, the benchmark reports for the 2004 survey were based on patients aged 18 years and over and are therefore not directly comparable to the reports for the 2007 survey presented here.

A ‘scored’ questionnaire showing the scores assigned to each question is available on our website (see ‘Further Information’ section). Please note: the scores are not percentages, so a score of 80 does not mean that 80% of people who have used services in the trust have had a particular experience (e.g. ticked ‘Yes’ to a particular question), it means that the trust has scored 80 out of a maximum of 100.

Percentage results for each question are presented in the national spreadsheets, which are available on our website. Please also note that it is not appropriate to score all questions within the questionnaire for benchmarking purposes. This is because not all of the questions assess the trusts in any way, or they may be ‘filter questions’ designed to filter out respondents to whom following questions do not apply. An example of such a question would be Q45 “During your stay in hospital, did you have an operation or procedure?”

The graphs included in this report display the scores for this trust, compared with national benchmarks. Each bar represents the range of results for each question across all trusts that took part in the survey. In the graphs, the bar is divided into three sections:

- the red section (left hand end) shows the scores for the 20% of trusts with the lowest scores
- the green section (right hand end) shows the scores for the 20% of trusts with the highest scores
- the orange section (middle section) represents the range of scores for the remaining 60% of trusts

A white diamond represents the score for this trust. If the diamond is in the green section of the bar, for example, it means that the trust is among the top 20% of trusts in England for that question.

The line on either side of the diamond shows the amount of uncertainty surrounding the trust’s score, as a result of random fluctuation.

Since the score is based on a sample of inpatients in a trust rather than all inpatients, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval[4] is calculated as a measure of how accurate the score is. We can be 95% certain that if everyone in the trust had been surveyed, the ‘true’ score would fall within this interval.

The white diamond (score) is not shown for questions answered by fewer than 30 people because the uncertainty around the result would be too great. When identifying trusts with the highest and lowest scores and thresholds, trusts with fewer than 30 respondents have not been included.

At the end of the report you will find the data used for the charts and background information about the patients that responded.

[3]Trusts have differing profiles of patients. For example, one trust may have more male inpatients than another trust. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. Therefore, the results have been weighted by the age, sex and method of admission (emergency or elective) of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This approach is called standardisation, and ensures that each trust’s age-sex-admission type profile reflects the national age-sex-admission type distribution (based on all of the respondents to the survey). It therefore enables results from trusts with different profiles of patients to be more accurately compared.

[4]A confidence interval is an upper and lower limit within which you have a stated level of confidence that the true mean (average) lies somewhere in that range. These are commonly quoted as 95% confidence intervals, which are constructed so that you can be 95% certain that the true mean lies between these limits. The width of the confidence interval gives some indication of how cautious we should be; a very wide interval may indicate that more data should be collected before any conclusions are made.

Notes on specific questions

Q13 and Q15: The information collected by Q13 ("When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?") and Q15 ("After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?") are presented together to show whether the patient has ever shared a sleeping area with patients of the opposite sex. The combined question is numbered in this report as Q13 and has been reworded as "Did you ever share a sleeping area with patients of the opposite sex?".

In addition, the information based on these questions cannot be compared to similar information collected in the 2002, 2004 and 2005 surveys. This is due to a change in the questions' wording and because the results for 2007 and 2006 have excluded patients who have stayed in a critical care area, which almost always accommodates patients of both sexes. For further details, please see the 'scored' questionnaire which shows the scores assigned to each question (available on our website).

Q54, Q55 and Q56: Information from Q54 ("On the day you left hospital, was your discharge delayed for any reason?") has been used to score the results for Q55 ("What was the main reason for the delay (in discharge)?") and Q56 ("How long was the delay to discharge?"). Further scoring information is available from the questionnaire on our website.

Further information

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

More information on the programme of NHS patient surveys is available on the patient survey section of the website at:
http://www.healthcarecommission.org.uk/nationalfindings/surveys/patientsurveys.cfm

The 2007 survey of adult inpatient results, questionnaire and scoring can be found at:
http://www.healthcarecommission.org.uk/PatientSurveyInpatient2007

The 2006 survey of adult inpatient results can be found at:
http://www.healthcarecommission.org.uk/PatientSurveyInpatient2006

The 2005 survey of adult inpatient results can be found at:
http://www.healthcarecommission.org.uk/PatientSurveyInpatient2005

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

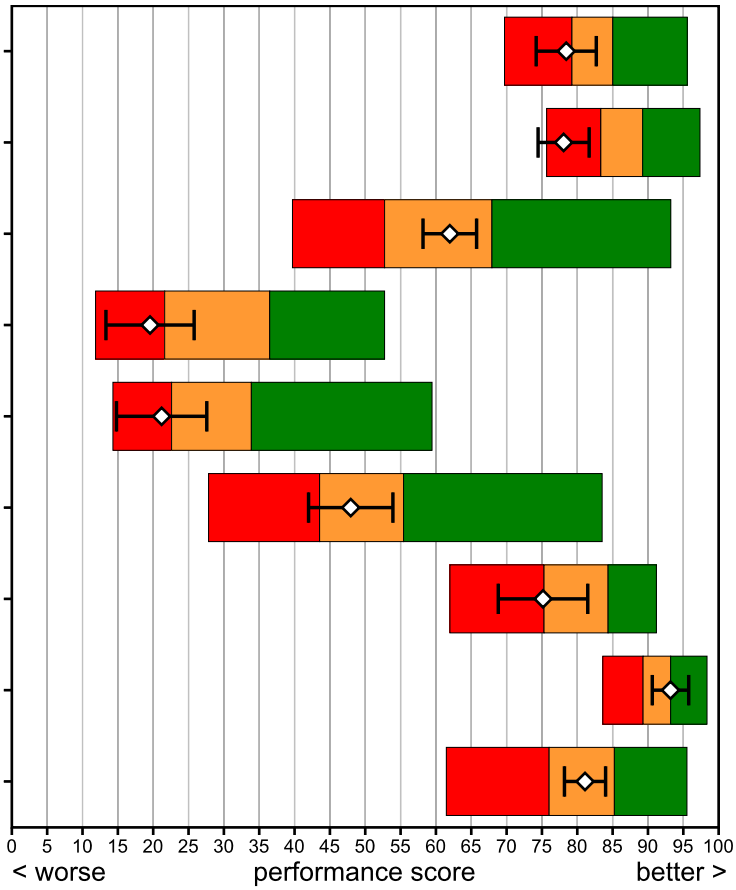
The 2002 survey of adult inpatient results (published by the Department of Health) can be found at:
http://www.dh.gov.uk/en/Publicationsandstatistics/PublishedSurvey/NationalsurveyofNHSpatients/Nationalsurveyinpatients/index.htm

More information on the 2007/2008 Annual Health Check is available on the Healthcare Commission website at:
http://www.healthcarecommission.org.uk/healthcareproviders/serviceproviderinformation/annualhealthcheck/annualhealthcheck2007/2008.cfm

Inpatient survey 2007

East Sussex Hospitals NHS Trust

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.

Inpatient survey 2007

East Sussex Hospitals NHS Trust

The hospital and ward

Did you ever share a sleeping area with patients of the opposite sex?

Did you ever use the same bathroom or shower area as 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?

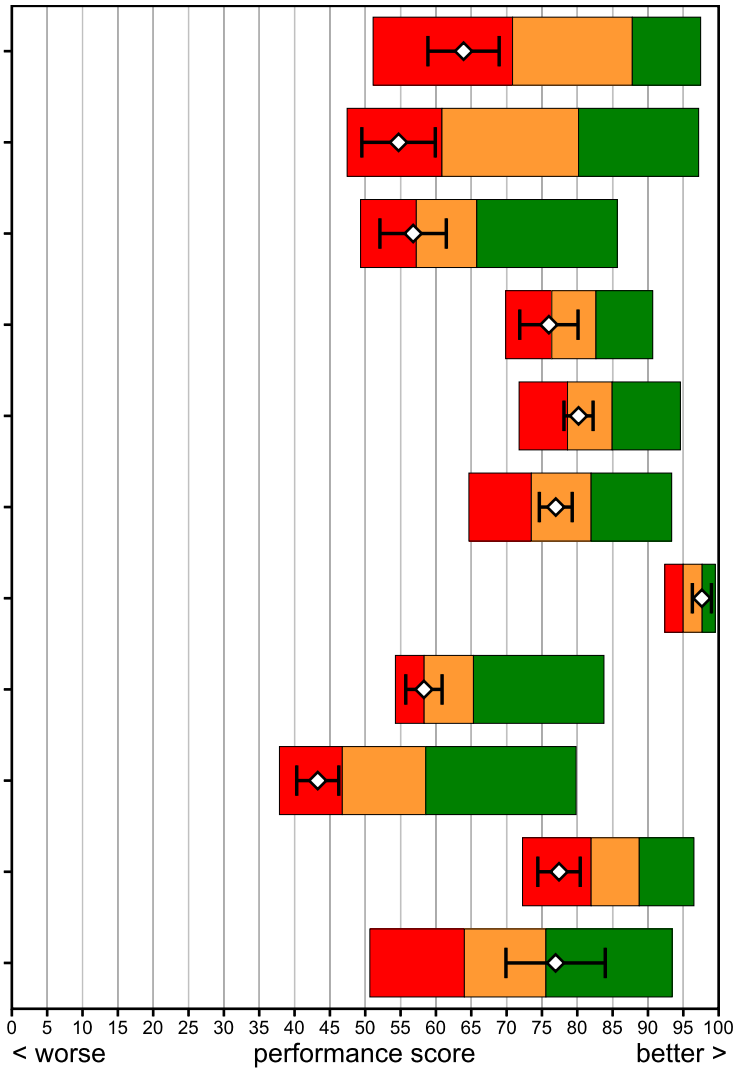
Did you feel threatened during your stay in hospital by other patients or visitors?

Did you have somewhere to keep your personal belongings whilst on the ward?

How would you rate the hospital food?

Were you offered a choice of food?

Did you get enough help from staff to eat your meals?



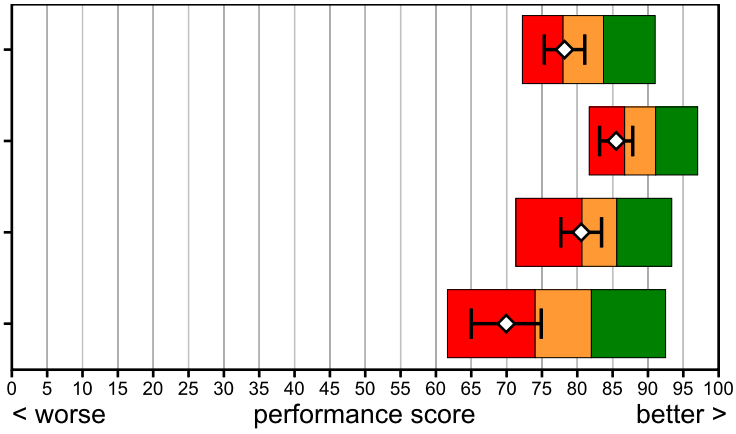
Doctors

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?

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



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Nurses

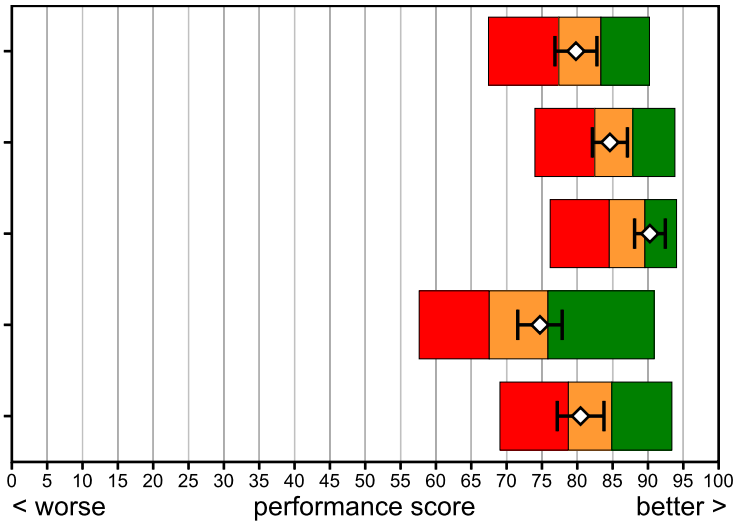
When you had questions to ask a nurse, did you get answers you could understand?

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?

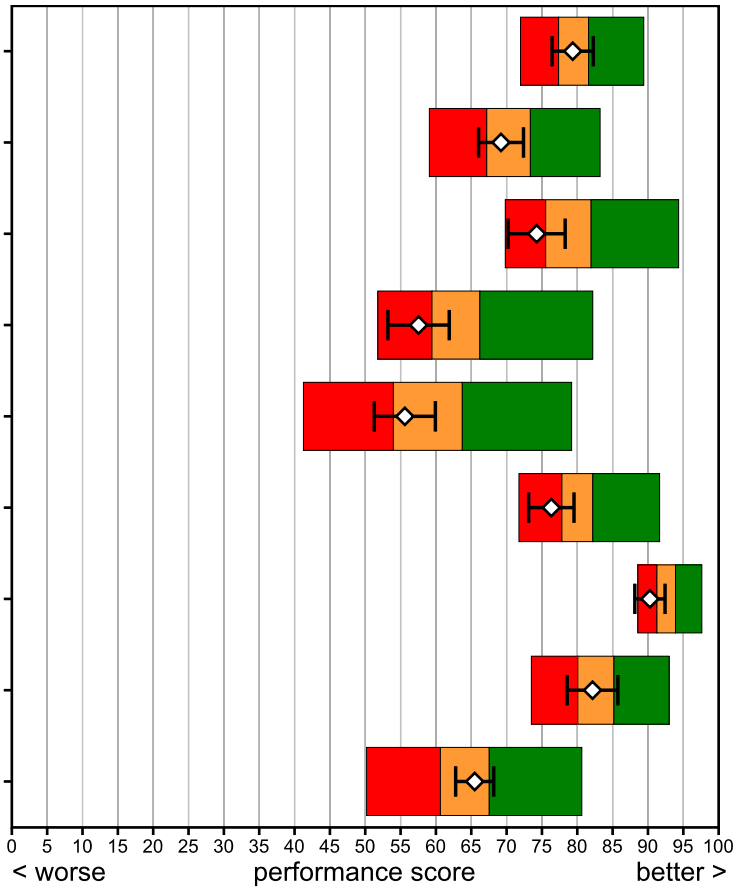
Did you find someone on the hospital staff to talk to about your worries and fears?

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

Were you given enough privacy when being examined or treated?

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

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



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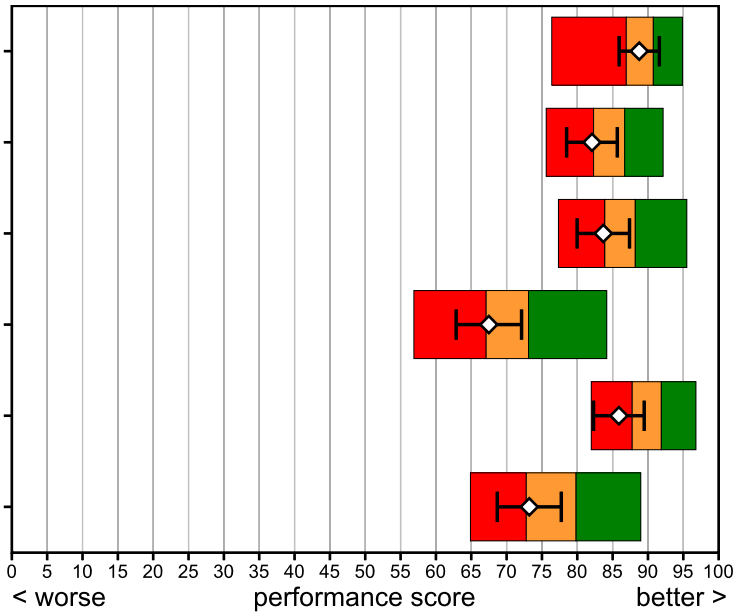
Operations and procedures



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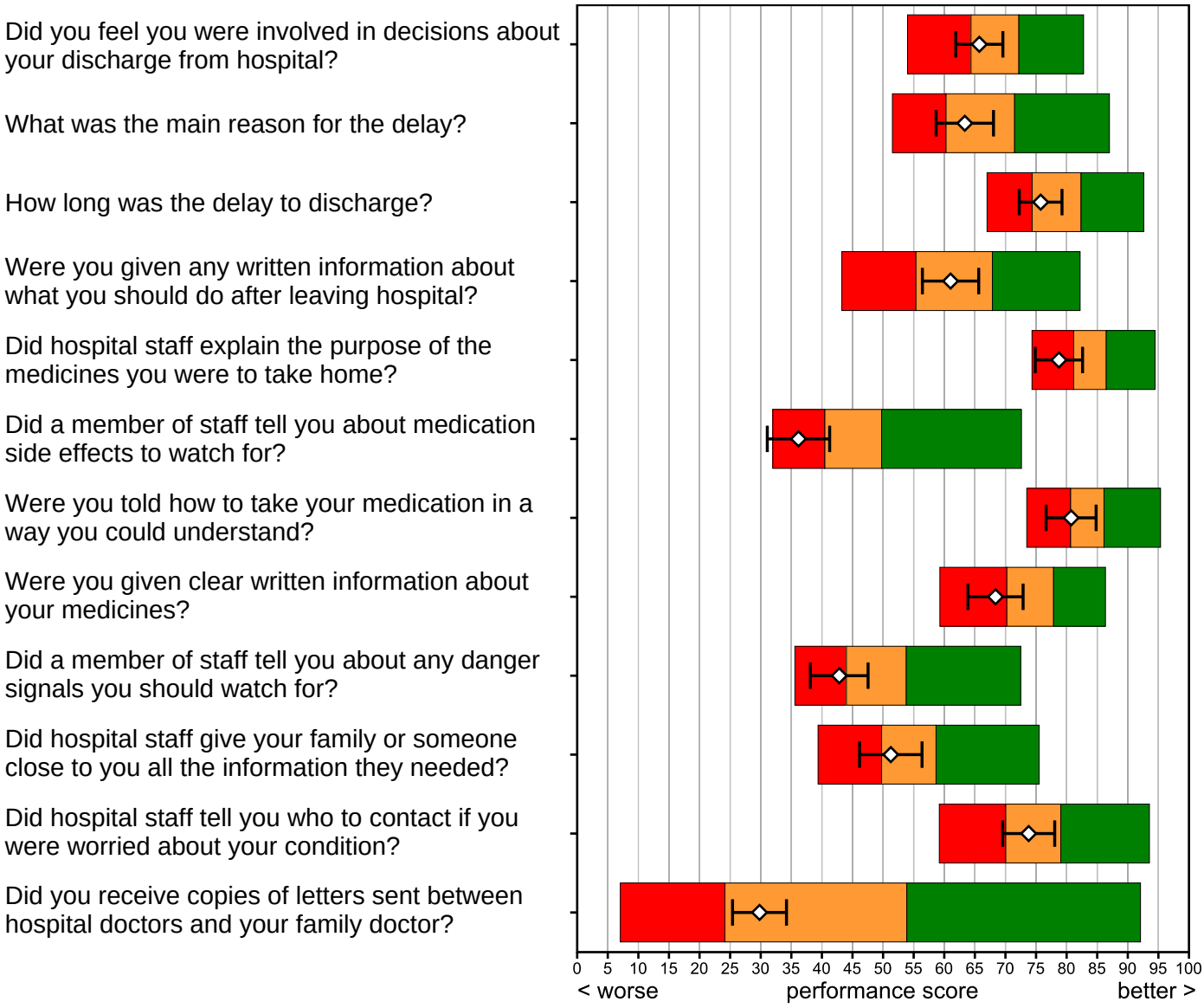
Leaving hospital



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East Sussex Hospitals NHS Trust

Overall

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

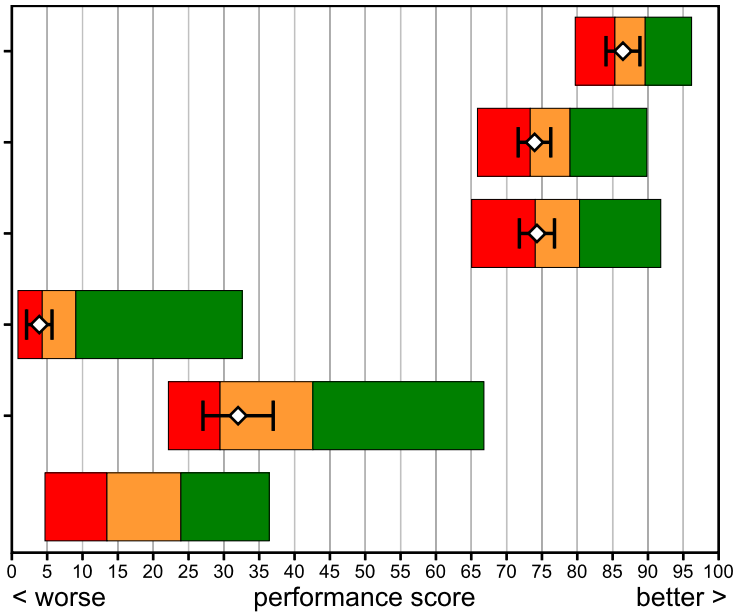
How would you rate how well the doctors and nurses worked together?

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?

Did you see any posters or leaflets explaining how to complain about the care you received?

If you wanted to complain, did hospital staff give you the information you needed to do this?



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East Sussex Hospitals NHS Trust

		Scores for this NHS trust	95% Confidence Interval Lower	95% Confidence Interval Upper	Threshold for the lowest scoring 20% of NHS Trusts	Threshold for the highest scoring 20% of NHS Trusts	Highest score achieved (all trusts)	Number of respondents (this trust)
Admission to hospital								
Q3	How much information about your condition did you get in the Emergency Department?	78	74	83	79	85	96	256
Q4	Were you given enough privacy when being examined in the Emergency Department?	78	74	82	83	89	97	274
Q5	How long did you wait before being admitted to a bed on a ward?	62	58	66	53	68	93	271
Q6	Were you offered a choice of hospital for your first hospital appointment?	20	13	26	22	36	53	169
Q7	Were you given a choice of admission dates?	21	15	28	23	34	59	169
Q8	Overall, how long did you wait to be admitted to hospital?	48	42	54	44	55	84	156
Q9	How do you feel about the length of time you were on the waiting list?	75	69	81	75	84	91	166
Q10	Was your admission date changed by the hospital?	93	91	96	89	93	98	169
Q11	Upon arrival, did you feel that you had to wait a long time to get to a bed on a ward?	81	78	84	76	85	96	478
The hospital and ward								
Q13	Did you ever share a sleeping area with patients of the opposite sex?	64	59	69	71	88	97	376
Q16	Did you ever use the same bathroom or shower area as patients of the opposite sex?	55	50	60	61	80	97	387
Q17	Were you ever bothered by noise at night from other patients?	57	52	61	57	66	86	481
Q18	Were you ever bothered by noise at night from hospital staff?	76	72	80	76	83	91	481
Q19	In your opinion, how clean was the hospital room or ward that you were in?	80	78	82	79	85	95	487
Q20	How clean were the toilets and bathrooms that you used in hospital?	77	75	79	73	82	93	472
Q21	Did you feel threatened during your stay in hospital by other patients or visitors?	98	96	99	95	98	100	486
Q22	Did you have somewhere to keep your personal belongings whilst on the ward?	58	56	61	58	65	84	427
Q23	How would you rate the hospital food?	43	40	46	47	59	80	470
Q24	Were you offered a choice of food?	77	74	80	82	89	97	472
Q25	Did you get enough help from staff to eat your meals?	77	70	84	64	76	93	110

Inpatient survey 2007

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Doctors							
Q26 When you had questions to ask a doctor, did you get answers you could understand?	78	75	81	78	84	91	433
Q27 Did you have confidence and trust in the doctors treating you?	85	83	88	87	91	97	485
Q28 Did doctors talk in front of you as if you weren't there?	81	78	83	81	86	93	487
Q29 As far as you know, did doctors wash or clean their hands between touching patients?	70	65	75	74	82	92	271
Nurses							
Q30 When you had questions to ask a nurse, did you get answers you could understand?	80	77	83	77	83	90	426
Q31 Did you have confidence and trust in the nurses treating you?	85	82	87	82	88	94	489
Q32 Did nurses talk in front of you as if you weren't there?	90	88	92	85	90	94	487
Q33 In your opinion, were there enough nurses on duty to care for you in hospital?	75	72	78	68	76	91	484
Q34 As far as you know, did nurses wash or clean their hands between touching patients?	80	77	84	79	85	93	339
Your care and treatment							
Q35 Did a member of staff say one thing and another say something different?	79	76	82	77	82	89	486
Q36 Were you involved as much as you wanted to be in decisions about your care?	69	66	72	67	73	83	486
Q37 How much information about your condition or treatment was given to you?	74	70	78	76	82	94	485
Q38 Did your family or someone close to you have enough opportunity to talk to a doctor?	58	53	62	59	66	82	331
Q39 Did you find someone on the hospital staff to talk to about your worries and fears?	56	51	60	54	64	79	302
Q40 Were you given enough privacy when discussing your condition or treatment?	76	73	80	78	82	92	477
Q41 Were you given enough privacy when being examined or treated?	90	88	92	91	94	98	487
Q43 Did you think the hospital staff did everything they could to help control your pain?	82	79	86	80	85	93	306
Q44 After you used the call button, how long did it usually take before you got help?	65	63	68	61	68	81	296

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East Sussex Hospitals NHS Trust

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Operations and procedures							
Q46 Did a member of staff explain the risks and benefits of the operation or procedure?	89	86	92	87	91	95	287
Q47 Did a member of staff explain what would be done during the operation or procedure?	82	78	86	82	87	92	284
Q48 Did a member of staff answer your questions about the operation or procedure?	84	80	87	84	88	95	240
Q49 Were you told how you could expect to feel after you had the operation or procedure?	67	63	72	67	73	84	294
Q51 Did the anaesthetist explain how he or she would put you to sleep or control your pain?	86	82	89	88	92	97	250
Q52 Afterwards, did a member of staff explain how the operation or procedure had gone?	73	69	78	73	80	89	291
Leaving hospital							
Q53 Did you feel you were involved in decisions about your discharge from hospital?	66	62	70	64	72	83	444
Q55 What was the main reason for the delay?	63	59	68	60	71	87	449
Q56 How long was the delay to discharge?	76	72	79	74	82	93	446
Q57 Were you given any written information about what you should do after leaving hospital?	61	56	66	55	68	82	476
Q58 Did hospital staff explain the purpose of the medicines you were to take home?	79	75	83	81	86	94	348
Q59 Did a member of staff tell you about medication side effects to watch for?	36	31	41	40	50	73	311
Q60 Were you told how to take your medication in a way you could understand?	81	77	85	81	86	95	312
Q61 Were you given clear written information about your medicines?	68	64	73	70	78	86	388
Q62 Did a member of staff tell you about any danger signals you should watch for?	43	38	48	44	54	73	360
Q63 Did hospital staff give your family or someone close to you all the information they needed?	51	46	56	50	59	76	321
Q64 Did hospital staff tell you who to contact if you were worried about your condition?	74	70	78	70	79	94	434
Q65 Did you receive copies of letters sent between hospital doctors and your family doctor?	30	25	34	24	54	92	439

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Overall							
Q66 Did you feel you were treated with respect and dignity while you were in the hospital?	86	84	89	85	90	96	490
Q67 How would you rate how well the doctors and nurses worked together?	74	72	76	73	79	90	484
Q68 Overall, how would you rate the care you received?	74	72	77	74	80	92	490
Q69 While in hospital, were you ever asked to give your views on the quality of your care?	4	2	6	4	9	33	448
Q70 Did you see any posters or leaflets explaining how to complain about the care you received?	32	27	37	29	43	67	385
Q72 If you wanted to complain, did hospital staff give you the information you needed to do this?	-	-	-	13	24	36	23

Inpatient survey 2007

East Sussex Hospitals NHS Trust

Background information

The sample	This trust	All trusts
Number of respondents	500	75949
Response Rate (percentage)	61	56

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	44	46
Female	56	54
Age group (percentage)	(%)	(%)
Aged 35 and younger	10	9
Aged 36-50	12	15
Aged 51-65	23	27
Aged 66 and older	56	49
Ethnic group (percentage)	(%)	(%)
White	97	91
Mixed	0	1
Asian or Asian British	1	2
Black or Black British	0	2
Chinese or other ethnic group	0	0
Not known	2	4