Patient survey report 2008

Inpatient survey 2008

University Hospital Of North Staffordshire NHS Trust

The national Inpatient survey 2008 was designed, developed and co-ordinated by the Acute Surveys 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 2008
The Care Quality Commission

About the Care Quality Commission

The Care Quality Commission (CQC) is the new independent regulator of all health and adult social care in England. We inspect all health and adult social care services in England, whether they're provided by the NHS, local authorities, private companies or voluntary organisations. And, we protect the interests of people detained under the Mental Health Act. We make sure that essential common standards of quality are met everywhere care is provided, from hospitals to private care homes, and we work towards their improvement. We promote the rights and interests of people who use services and we have a wide range of enforcement powers to take action on their behalf if services are unacceptably poor.

Our work brings together independent regulation of health, mental health and adult social care for the first time. Before April 1st 2009, this work was carried out by the Healthcare Commission, the Mental Health Act Commission and the Commission for Social Care Inspection.

Our aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes, or anywhere else that care is provided.

Survey of adult inpatients 2008

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 sixth 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.

Also available on our website is a set of tables showing the national results for the 2008 survey, compared with the results for previous years where possible, and a briefing note, highlighting key issues[1]. These documents were produced by the Acute Co-ordination Centre at Picker Institute Europe.

Similar surveys of adult inpatients were also carried out in 2002, 2004[2], 2005, 2006 and 2007. They are part of a wider programme of NHS patient surveys, which covers a range of topics including mental health services, 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 sixth survey of adult inpatients involved 165 acute and specialist NHS trusts. We received responses from more than 72,000 patients, a response rate of 54%. Patients were eligible for the survey if they were aged 16 years or older, had at least one overnight stay and were not admitted to maternity or psychiatric units.

[1] These tables show the percentage national results

[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 2008 survey presented here.

Interpreting the report

These benchmark scores are calculated by converting responses to particular questions into scores. 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[3]. Therefore, the higher the score for each question, the better the trust is performing.

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. A 'scored' questionnaire showing the scores assigned to each question is available on our website (see further information section).

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 Q48 "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.

[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. For example, older respondents tend to report more positive experiences than younger respondents, and women tend to report less positive experiences than do men. Because the mix of patients varies across trusts this could potentially lead to the results for a trust appearing better or worse than they would if they had a slightly different profile of patients. To account for this we 'standardise' the data. Results have been standardised 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 helps to ensure 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.

When considering how a trust performs, it is very important to consider the confidence interval surrounding the score. If a trust's average score is in one colour, but either of its confidence limits are shown as falling into another colour, this means that you should be more cautious about the trust's result because, if the survey was repeated with a different random sample of patients, it is possible their average score would be in a different place and would therefore show as a different colour.

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.

Notes on specific questions

Q14 and Q17: The information collected by Q14 ("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 Q17 ("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 Q14 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 2008, 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)[5].

Q57, Q58 and Q59: Information from Q57 ("On the day you left hospital, was your discharge delayed for any reason?") has been used to score the results for Q58 ("What was the main reason for the delay (in discharge)?") and Q59 ("How long was the delay to discharge?").

[5]Women only trusts have been excluded when calculating the national average for Q14 (Did you ever share a sleeping areas with patients of the opposite sex) and Q19 (Did you ever use the same bathroom or shower area as patients of the opposite sex?).

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.cqc.org.uk/nationalfindings/surveys.cfm

The 2008 survey of adult inpatient results, questionnaire and scoring can be found at:
http://www.cqc.org.uk/PatientSurveyInpatient2008

The 2007 survey of adult inpatient results can be found at:
http://www.cqc.org.uk/PatientSurveyInpatient2007

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

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

The 2004 survey of adult inpatient results can be found at:
http://www.cqc.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 2008/2009 Annual Health Check is available on the Care Quality Commission website at:
http://www.cqc.org.uk/ahc0809

Inpatient survey 2008
University Hospital Of North Staffordshire NHS Trust

Admission to hospital

How much information about your condition did you get in the Emergency Department?

Were you given enough privacy when being examined or treated in the Emergency Department?

How long did you wait before being admitted to a bed on a ward?

Were you offered a choice of hospital for your first hospital appointment?

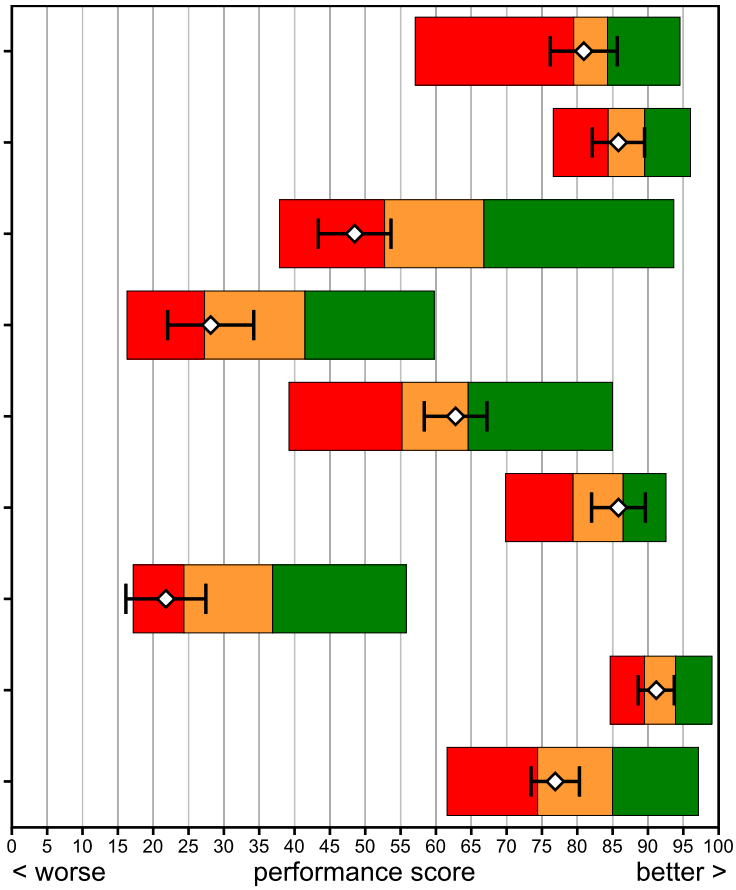
Overall, how long did you wait to be admitted to hospital?

How do you feel about the length of time you were on the waiting list?

Were you given a choice of admission dates?

Was your admission date changed by the hospital?

Upon arrival, did you feel that you had to wait a long time to get to a bed on a ward?



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 2008
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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?

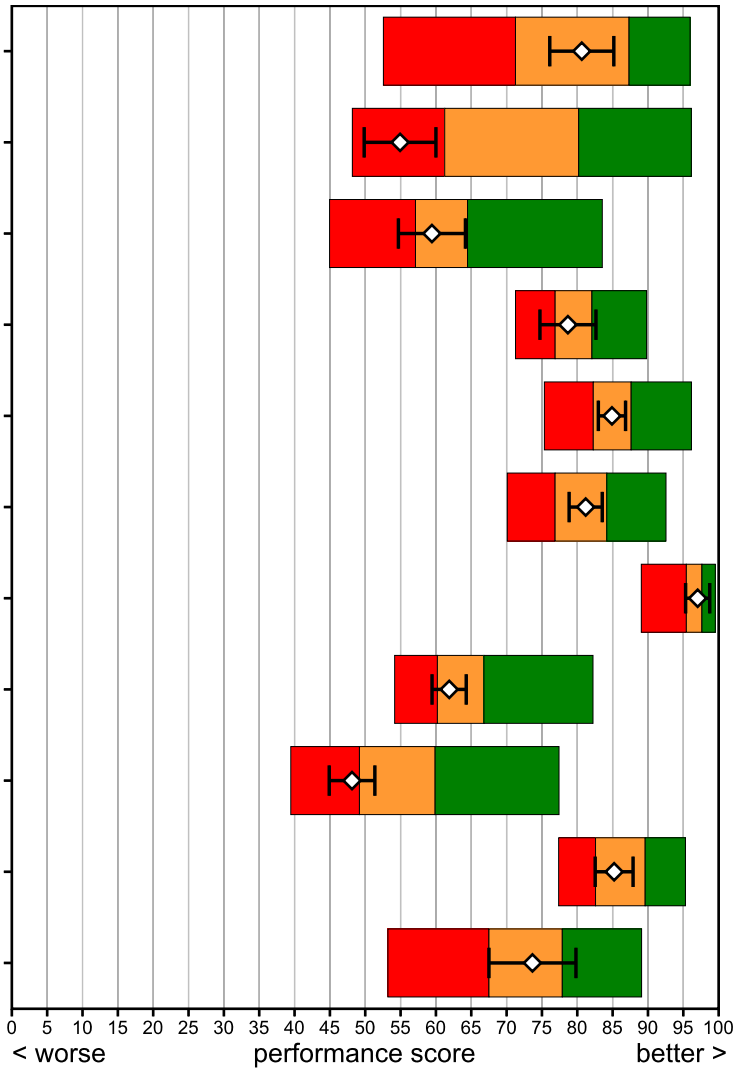
Did you feel threatened during your stay in hospital by other patients or visitors?

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?



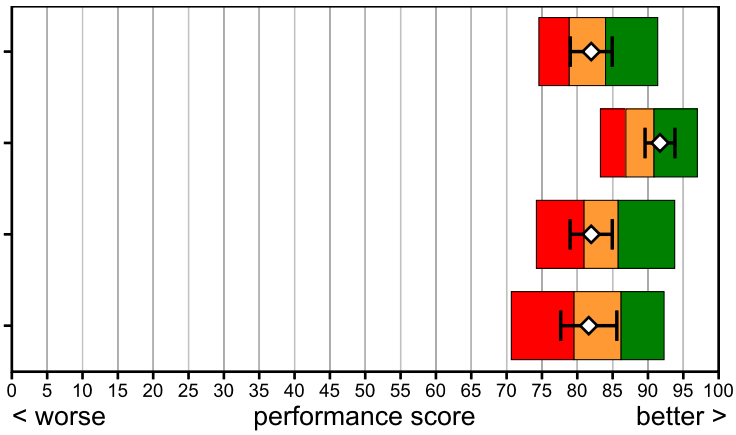
Doctors

When you had important questions to ask a doctor, did you get answers that 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

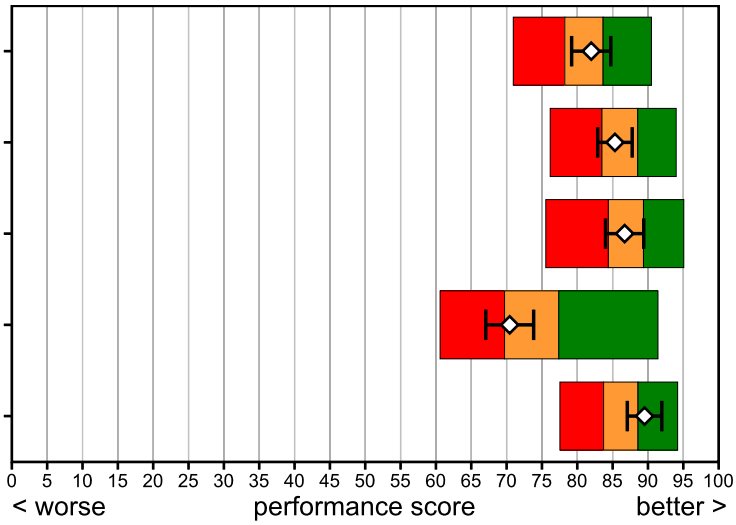
When you had important questions to ask a nurse, did you get answers that you could understand?

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?

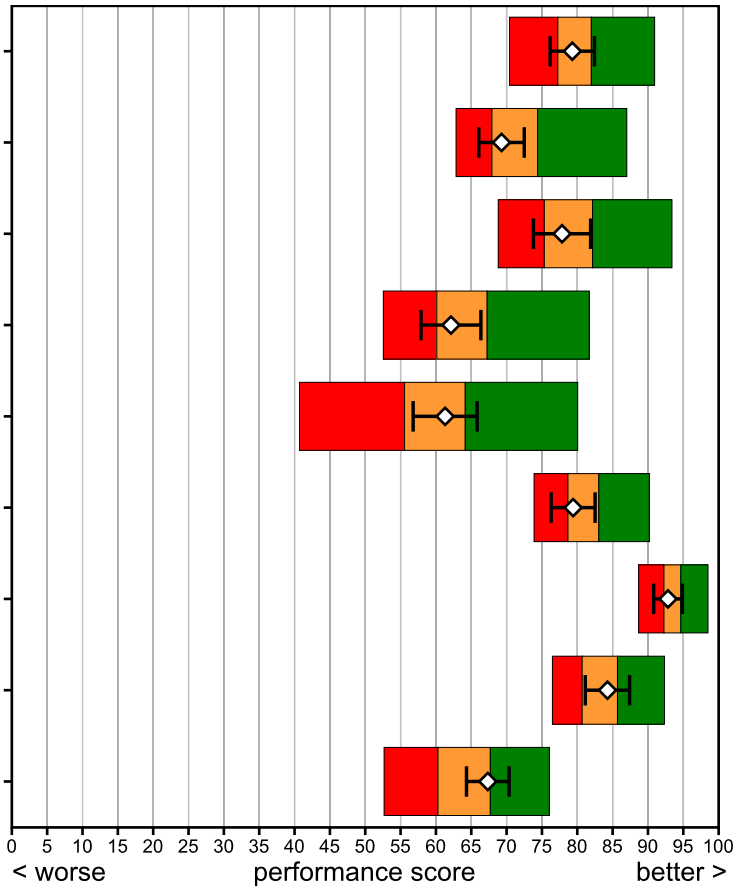
Did you find someone on the hospital staff to talk to about your worries and fears?

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

Were you given enough privacy when being examined or treated?

Do 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 & Procedures

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

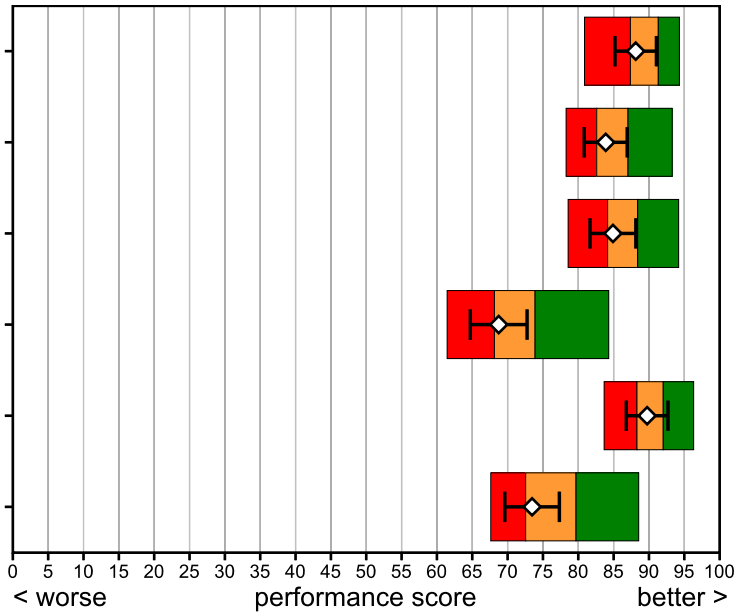
Did a member of staff explain what would be done during the operation or procedure?

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

Did you feel you were involved in decisions about your discharge from hospital?

What was the main reason for the delay?

How long was the delay to discharge?

Were you given any written information about what you should do after leaving hospital?

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 told how to take your medication in a way you could understand?

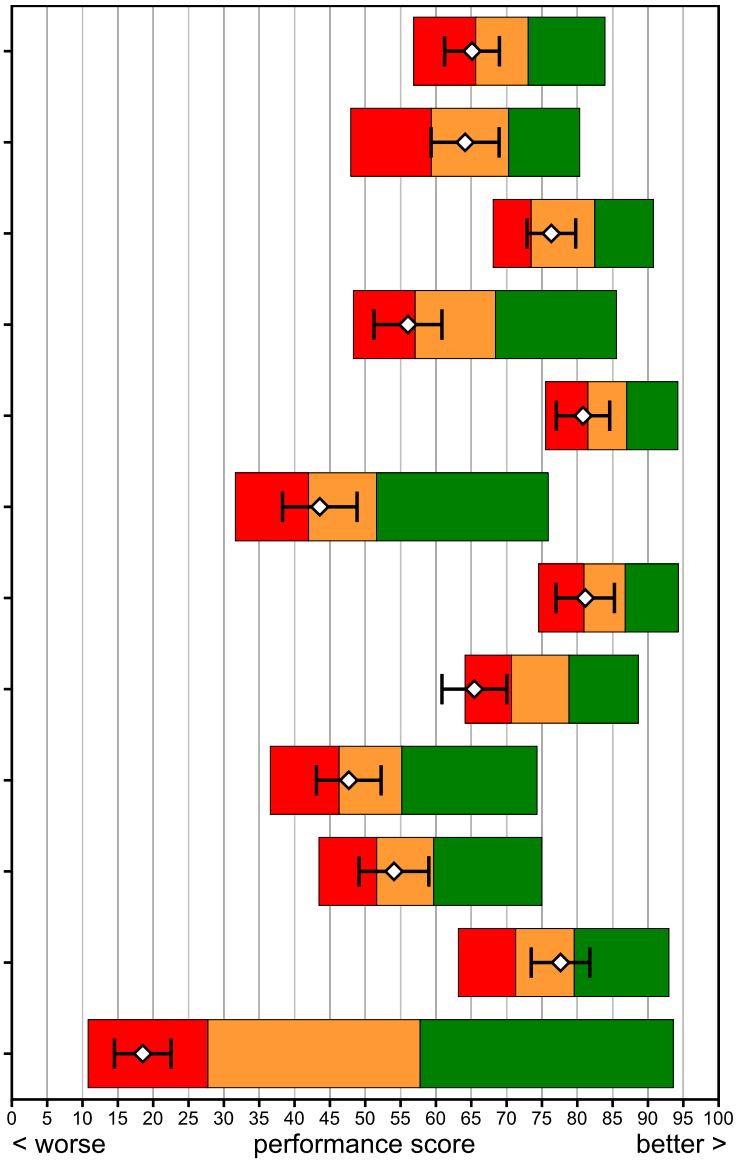
Were you given clear written information about your medicines?

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?



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Overall

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

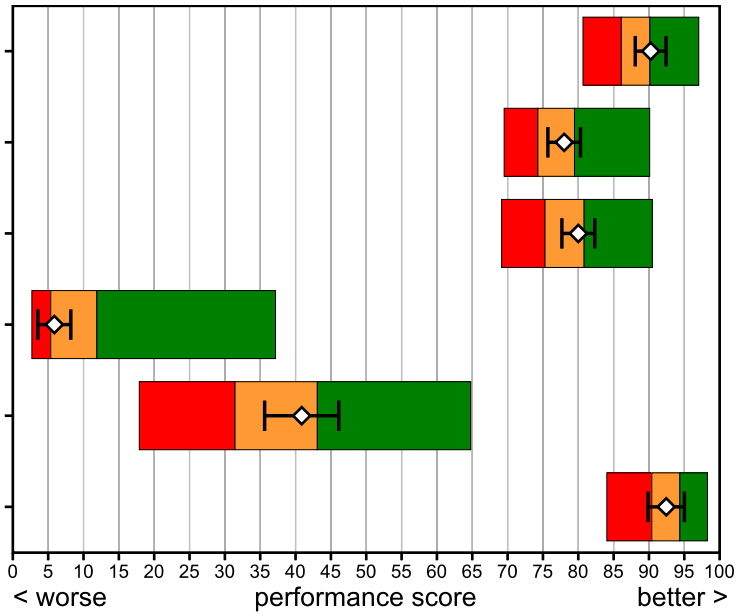
How would you rate how well the doctors and nurses worked together?

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?

Did you want to complain about the care you received in hospital?



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Inpatient survey 2008

University Hospital Of North Staffordshire 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?	81	76	86	79	84	95	183
Q4	Were you given enough privacy when being examined or treated in the Emergency Department?	86	82	90	84	90	96	197
Q5	How long did you wait before being admitted to a bed on a ward?	49	43	54	53	67	94	186
Q6	Were you offered a choice of hospital for your first hospital appointment?	28	22	34	27	41	60	216
Q8	Overall, how long did you wait to be admitted to hospital?	63	58	67	55	65	85	211
Q9	How do you feel about the length of time you were on the waiting list?	86	82	90	79	86	93	220
Q10	Were you given a choice of admission dates?	22	16	27	24	37	56	219
Q11	Was your admission date changed by the hospital?	91	89	94	90	94	99	220
Q12	Upon arrival, did you feel that you had to wait a long time to get to a bed on a ward?	77	73	80	74	85	97	441
The hospital and ward								
Q14	Did you ever share a sleeping area with patients of the opposite sex?	81	76	85	71	87	96	317
Q19	Did you ever use the same bathroom or shower area as patients of the opposite sex?	55	50	60	61	80	96	387
Q20	Were you ever bothered by noise at night from other patients?	59	55	64	57	64	84	435
Q21	Were you ever bothered by noise at night from hospital staff?	79	75	83	77	82	90	436
Q22	In your opinion, how clean was the hospital room or ward that you were in?	85	83	87	82	88	96	440
Q23	How clean were the toilets and bathrooms that you used in hospital?	81	79	84	77	84	93	427
Q24	Did you feel threatened during your stay in hospital by other patients or visitors?	97	95	99	95	98	100	441
Q25	Did you have somewhere to keep your personal belongings whilst on the ward?	62	59	64	60	67	82	399
Q26	How would you rate the hospital food?	48	45	51	49	60	77	431
Q27	Were you offered a choice of food?	85	83	88	83	90	95	437
Q28	Did you get enough help from staff to eat your meals?	74	68	80	68	78	89	141

Inpatient survey 2008

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Doctors							
Q29 When you had important questions to ask a doctor, did you get answers that you could understand?	82	79	85	79	84	91	395
Q30 Did you have confidence and trust in the doctors treating you?	92	90	94	87	91	97	440
Q31 Did doctors talk in front of you as if you weren't there?	82	79	85	81	86	94	439
Q32 As far as you know, did doctors wash or clean their hands between touching patients?	82	78	86	80	86	92	298
Nurses							
Q33 When you had important questions to ask a nurse, did you get answers that you could understand?	82	79	85	78	84	90	414
Q34 Did you have confidence and trust in the nurses treating you?	85	83	88	83	89	94	443
Q35 Did nurses talk in front of you as if you weren't there?	87	84	89	84	89	95	440
Q36 In your opinion, were there enough nurses on duty to care for you in hospital?	70	67	74	70	77	91	444
Q37 As far as you know, did nurses wash or clean their hands between touching patients?	90	87	92	84	89	94	367
Your care and treatment							
Q38 Did a member of staff say one thing and another say something different?	79	76	82	77	82	91	436
Q39 Were you involved as much as you wanted to be in decisions about your care?	69	66	72	68	74	87	439
Q40 How much information about your condition or treatment was given to you?	78	74	82	75	82	93	442
Q41 Did your family or someone close to you have enough opportunity to talk to a doctor?	62	58	66	60	67	82	322
Q42 Did you find someone on the hospital staff to talk to about your worries and fears?	61	57	66	56	64	80	290
Q43 Were you given enough privacy when discussing your condition or treatment?	79	76	83	79	83	90	438
Q44 Were you given enough privacy when being examined or treated?	93	91	95	92	95	98	444
Q46 Do you think the hospital staff did everything they could to help control your pain?	84	81	87	81	86	92	292
Q47 After you used the call button, how long did it usually take before you got help?	67	64	70	60	68	76	281

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Operations & Procedures							
Q49 Did a member of staff explain the risks and benefits of the operation or procedure?	88	85	91	87	91	94	359
Q50 Did a member of staff explain what would be done during the operation or procedure?	84	81	87	83	87	93	356
Q51 Did a member of staff answer your questions about the operation or procedure?	85	82	88	84	88	94	324
Q52 Were you told how you could expect to feel after you had the operation or procedure?	69	65	73	68	74	84	363
Q54 Did the anaesthetist explain how he or she would put you to sleep or control your pain?	90	87	93	88	92	96	308
Q55 Afterwards, did a member of staff explain how the operation or procedure had gone?	73	70	77	73	80	89	361
Leaving Hospital							
Q56 Did you feel you were involved in decisions about your discharge from hospital?	65	61	69	66	73	84	394
Q58 What was the main reason for the delay?	64	59	69	59	70	80	405
Q59 How long was the delay to discharge?	76	73	80	73	82	91	407
Q60 Were you given any written information about what you should do after leaving hospital?	56	51	61	57	68	86	434
Q61 Did hospital staff explain the purpose of the medicines you were to take home?	81	77	85	82	87	94	329
Q62 Did a member of staff tell you about medication side effects to watch for?	44	38	49	42	52	76	296
Q63 Were you told how to take your medication in a way you could understand?	81	77	85	81	87	94	289
Q64 Were you given clear written information about your medicines?	65	61	70	71	79	89	358
Q65 Did a member of staff tell you about any danger signals you should watch for?	48	43	52	46	55	74	367
Q66 Did hospital staff give your family or someone close to you all the information they needed?	54	49	59	52	60	75	321
Q67 Did hospital staff tell you who to contact if you were worried about your condition?	78	73	82	71	80	93	417
Q68 Did you receive copies of letters sent between hospital doctors and your family doctor?	19	15	23	28	58	94	402

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Overall							
Q69 Did you feel you were treated with respect and dignity while you were in the hospital?	90	88	92	86	90	97	436
Q70 How would you rate how well the doctors and nurses worked together?	78	76	80	74	79	90	435
Q71 Overall, how would you rate the care you received?	80	78	82	75	81	90	436
Q72 While in hospital, were you ever asked to give your views on the quality of your care?	6	4	8	5	12	37	414
Q73 Did you see any posters or leaflets explaining how to complain about the care you received?	41	36	46	31	43	65	353
Q74 Did you want to complain about the care you received in hospital?	92	90	95	90	94	98	432

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Background information

The sample	This trust	All trusts
Number of respondents	453	72584
Response Rate (percentage)	55	54

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	48	46
Female	52	54
Age group (percentage)	(%)	(%)
Aged 35 and younger	8	9
Aged 36-50	17	15
Aged 51-65	28	27
Aged 66 and older	47	49
Ethnic group (percentage)	(%)	(%)
White	94	90
Mixed	0	1
Asian or Asian British	0	2
Black or Black British	1	1
Chinese or other ethnic group	0	0
Not known	4	6