Patient survey report 2010

Care Quality Commission

Survey of adult inpatients in the NHS 2010

Sandwell and West Birmingham Hospitals NHS Trust

The national survey of adult inpatients in the NHS 2010 was designed, developed and co-ordinated by the Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe.

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Institute Europe

Making patients' views count

National NHS patient survey programme
Survey of adult inpatients in the NHS 2010

The Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act.

Whether services are provided by the NHS, local authorities, private companies or voluntary organisations, we make sure that people get better care. We do this by:

- Driving improvement across health and adult social care.
- Putting people first and championing their rights.
- Acting swiftly to remedy bad practice.
- Gathering and using knowledge and expertise, and working with others.

Survey of adult inpatients 2010

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 eighth survey of adult inpatients in NHS trusts in England. It shows how each trust scored for each question in the survey, compared with national average results. The report should be used to understand the trust's performance, and to identify areas where it needs to improve.

Results for each trust are also displayed in the CQC 'Care Directory', where it is possible to see whether a trust performed 'better' or 'worse' than the majority of other trusts.

National overall results for the 2010 survey compared with the results of previous surveys are also available, alongside a briefing note highlighting the key issues. These documents were produced by the Surveys Co-ordination Centre at Picker Institute Europe.

Similar surveys of adult inpatients were also carried out in 2002, 2004[1], 2005, 2006, 2007, 2008 and 2009. They are part of a wider programme of NHS patient surveys, which covers a range of topics including mental health services and maternity services. To find out more about our programme, please visit our website (see further information section).

About the survey

The eighth survey of adult inpatients involved 161 acute and specialist NHS trusts[2]. We received responses from more than 66,000 patients, a response rate of 50%. Patients were eligible for the survey if they were aged 16 years or older, had at least one overnight stay during June, July or August 2010[3] (the sampling period was chosen by the trust) and were not admitted to maternity or psychiatric units.

[1]In 2004, the Healthcare Commission carried out a separate survey of children and young people (aged 0-17). Consequently only those aged 18 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 and over and are therefore not directly comparable to the reports for the 2010 survey presented here.

[2]Although respondents from 162 trusts took part in the survey, these results are based on 161. One trust was excluded from the publication due sampling and methodological errors by the trust.

[3]Some trusts who could not achieve the required sample size sampled back further.

Interpreting the report

For each question in the survey, the individual responses were converted into scores on a scale of 0 to 100. A score of 100 represents the best possible response. Therefore, the higher the score for each question, the better the trust is performing.[4]

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 Q50 "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.[5]

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[6] 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.

[4]Trusts have differing profiles of patients. For example, one trust may have more male inpatients than another. 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 men. This could potentially lead to a trust's results appearing better or worse than 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 a more accurate comparison of results from trusts with different profiles of patients.

[5]If a score is on the 'threshold' for the highest scoring 20% of trusts (that is, the white diamond is on the line separating green and orange), this means that the score is one of the highest 20% of scores for that question. Similarly, trusts with scores on the threshold for the lowest scoring 20% of trusts are included in this lowest 20% of scores.

[6]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 making any conclusions.

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

Q6 and Q8: (Q6 "When you were referred to see a specialist, were you offered a choice of hospital for your first appointment?" and Q8 "Overall, from the time you first talked to this health professional about being referred to a hospital, how long did you wait to be admitted to hospital?") These questions exclude patients who were not referred for a planned admission to hospital by a GP or health professional in England (i.e. their care was not bought or 'commissioned' in England but in Northern Ireland, Scotland or Wales). This is because hospital choice and waiting time policies differ outside of England.

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 2009, 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).[7]

Q59, Q60 and Q61: Information from Q59 ("On the day you left hospital, was your discharge delayed for any reason?") has been used to score the results for Q60 ("What was the main reason for the delay?") and Q61 ("How long was the delay to discharge?"). Further scoring information is available from the questionnaire on our website.

[7]Trusts providing services for women only 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 2010 survey of adult inpatient results, questionnaire and scoring can be found at:
http://www.cqc.org.uk/PatientSurveyInpatient2010

The 2009 survey of adult inpatient results, questionnaire and scoring can be found at:
http://www.cqc.org.uk/PatientSurveyInpatient2009

The results for the adult inpatient surveys 2004-2008 can be found on the National Archives website:
http://webarchive.nationalarchives.gov.uk/20100402185114/http://www.cqc.org.uk/usingcareservices/healthcare/patientsurveys.cfm

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

The results for each trust will also be available under the organisation search tool of the CQC website:
http://caredirectory.cqc.org.uk/caredirectory/searchthecaredirectory.cfm
(Enter a postcode or organisation name, then scroll down to 'What people said about this trust')

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Admission to hospital

How much information about your condition did you get in the A&E Department?

Were you given enough privacy when being examined or treated in the A&E Department?

How long did you wait from arriving at A&E to be admitted to a bed on a ward?

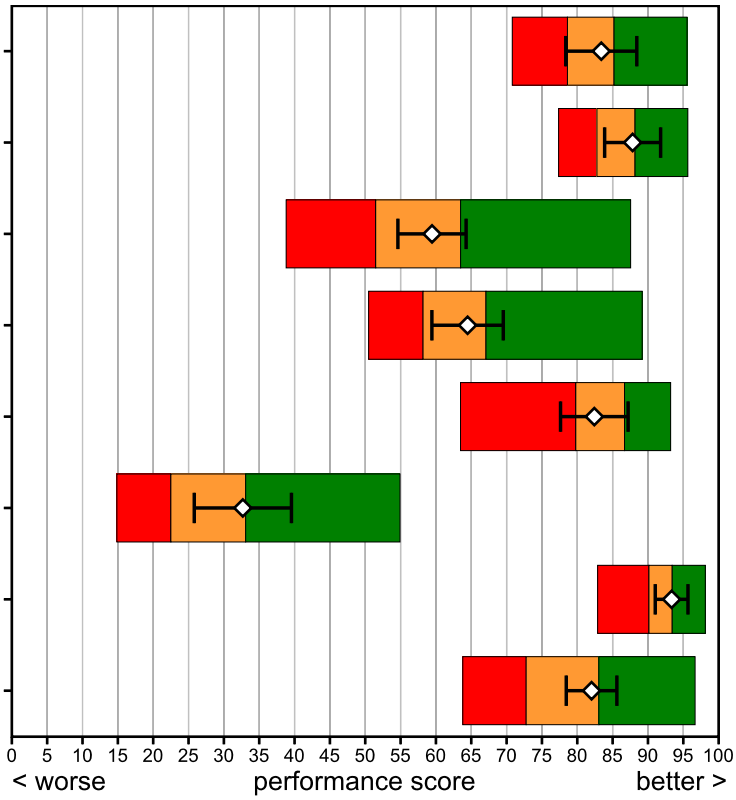
Overall, how long did you wait from being referred to hospital to be admitted?

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.

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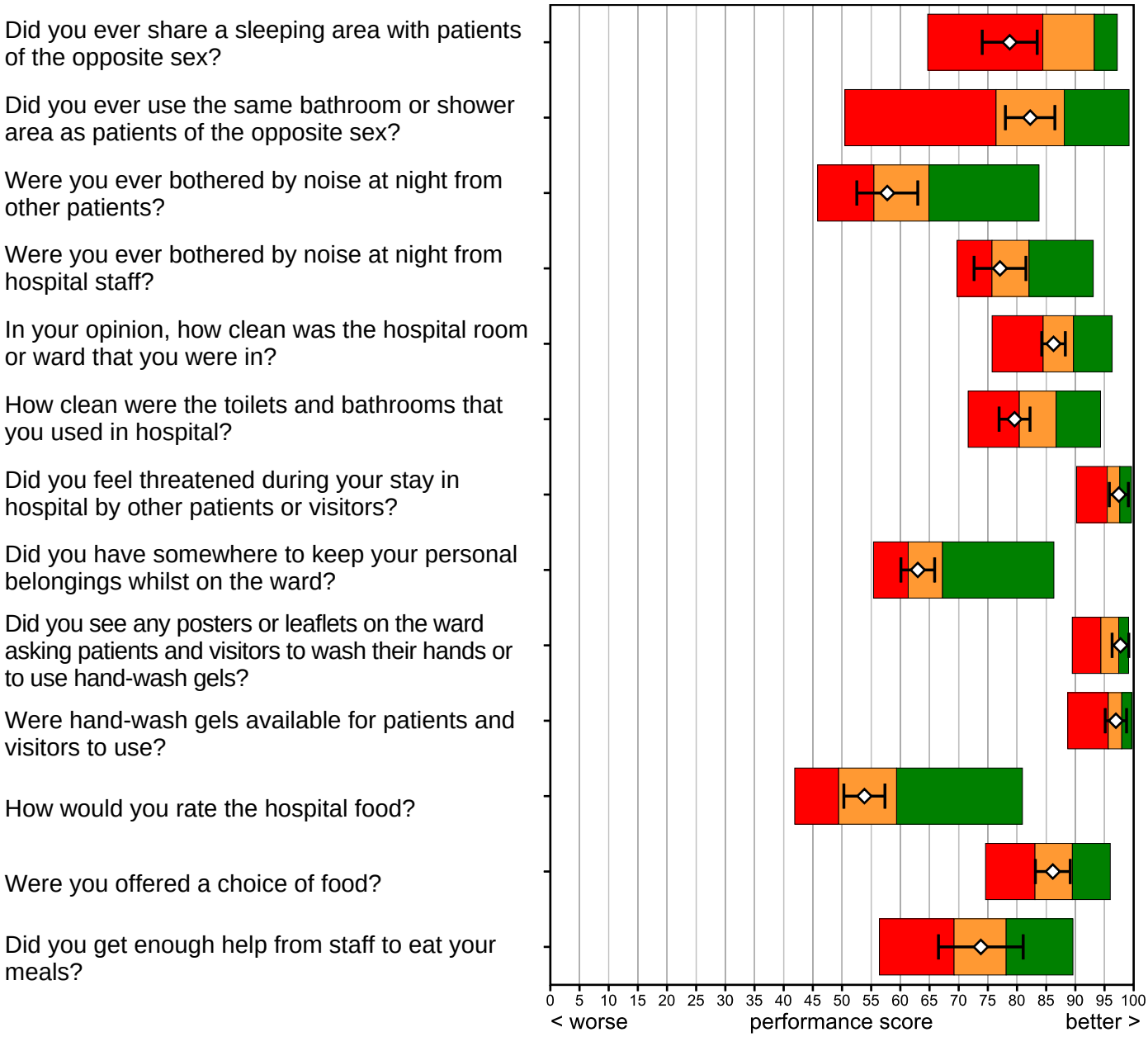
The hospital and ward



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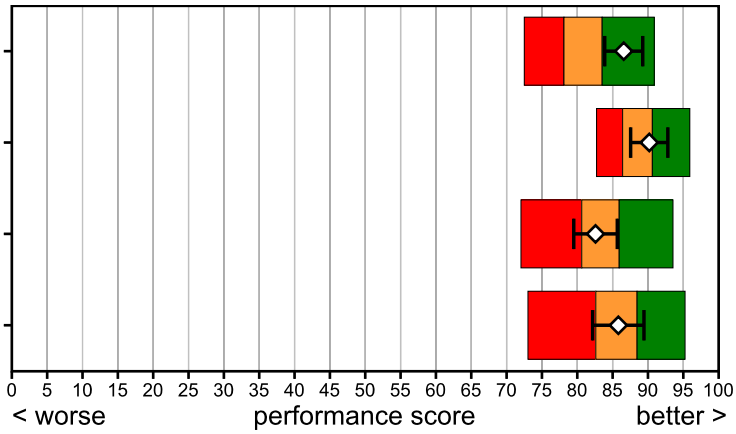
Doctors

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?



Nurses

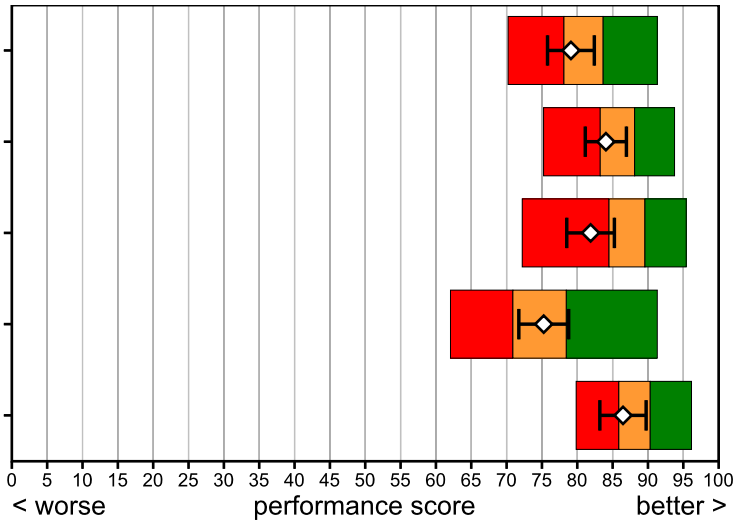
When you had important questions to ask a nurse, did you get answers that you could understand?

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?



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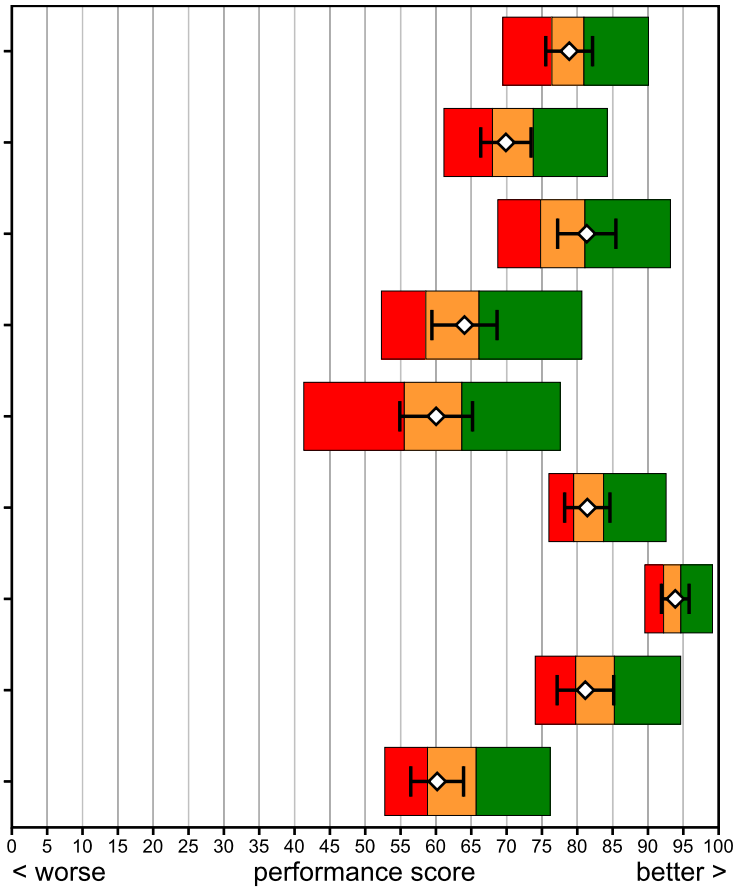
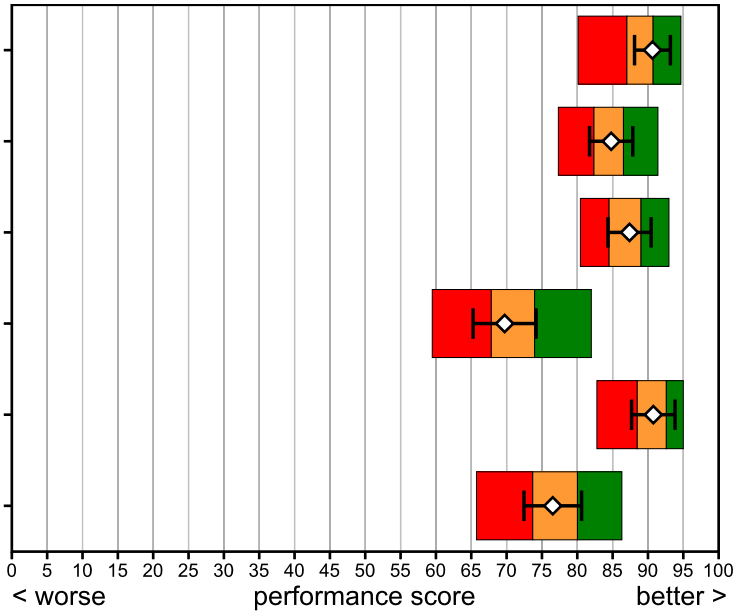
Your care and treatment



Operations & Procedures



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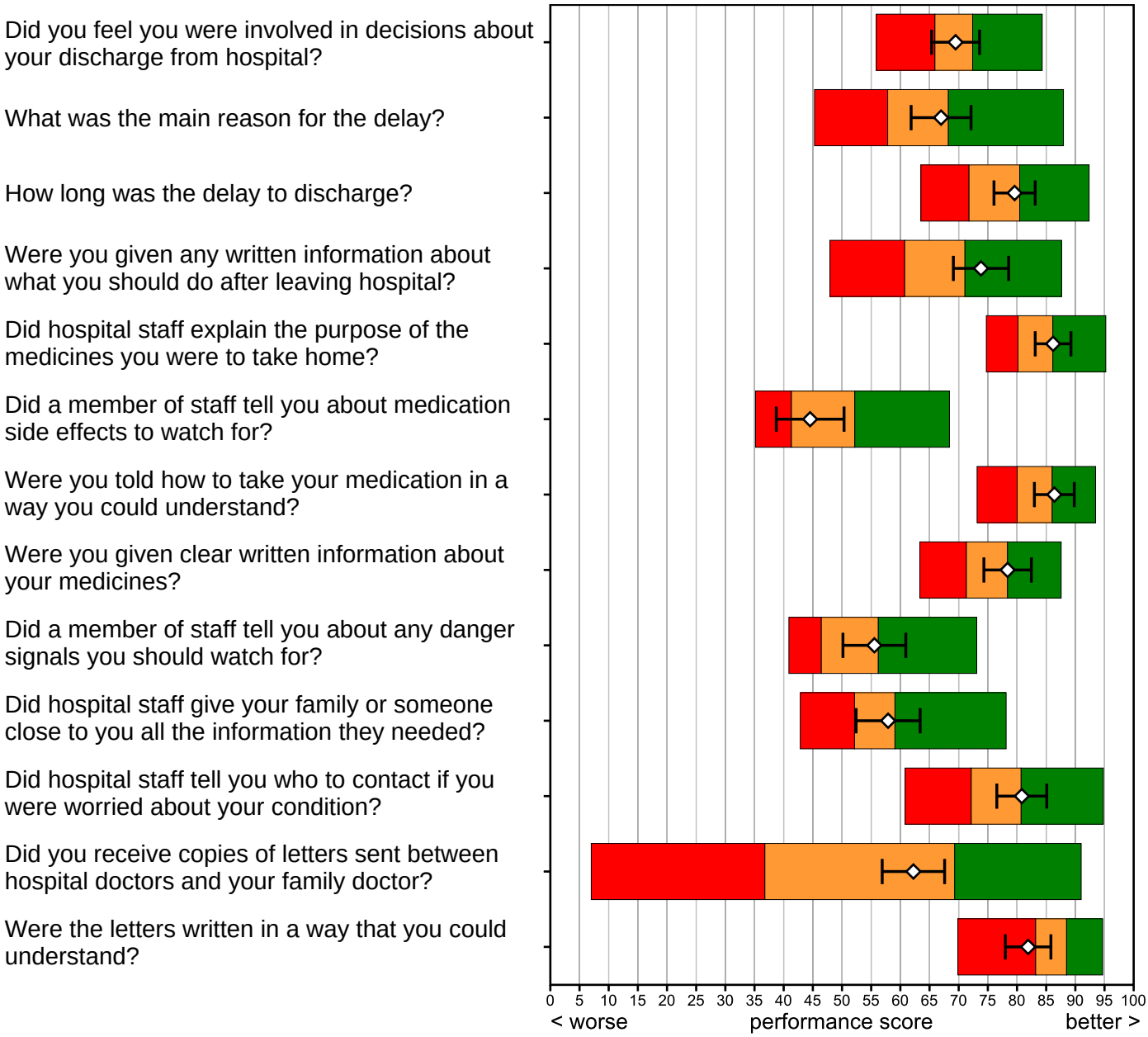
Leaving Hospital



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Overall

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

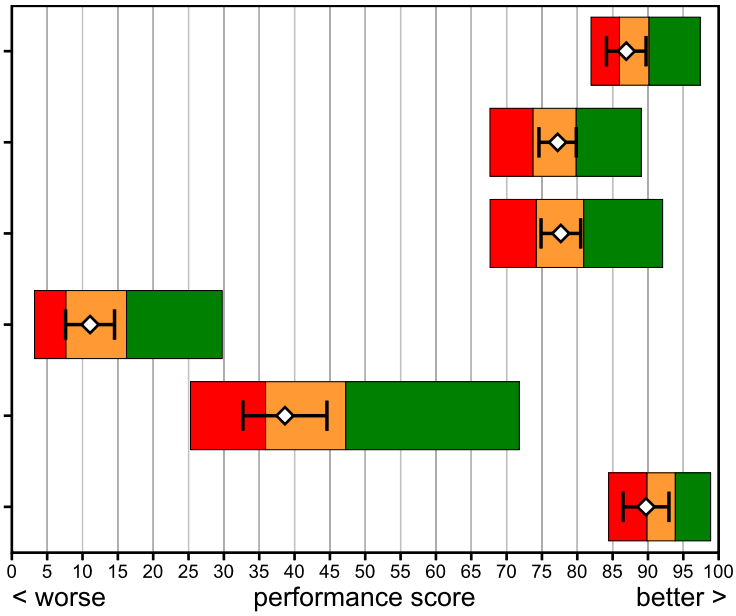
How would you rate how well the doctors and nurses worked together?

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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Sandwell and West Birmingham 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 A&E Department?	83	78	88	79	85	96	155
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	88	84	92	83	88	96	178
Q5	How long did you wait from arriving at A&E to be admitted to a bed on a ward?	59	55	64	51	63	88	174
Q8	Overall, how long did you wait from being referred to hospital to be admitted?	64	59	70	58	67	89	171
Q9	How do you feel about the length of time you were on the waiting list?	82	78	87	80	87	93	188
Q10	Were you given a choice of admission dates?	33	26	40	23	33	55	184
Q11	Was your admission date changed by the hospital?	93	91	96	90	93	98	187
Q12	Upon arrival, did you feel that you had to wait a long time to get to a bed on a ward?	82	78	86	73	83	97	366

Survey of adult inpatients in the NHS 2010

Sandwell and West Birmingham Hospitals NHS Trust

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The hospital and ward							
Q14 Did you ever share a sleeping area with patients of the opposite sex?	79	74	83	84	93	97	307
Q19 Did you ever use the same bathroom or shower area as patients of the opposite sex?	82	78	86	76	88	99	340
Q20 Were you ever bothered by noise at night from other patients?	58	53	63	55	65	84	369
Q21 Were you ever bothered by noise at night from hospital staff?	77	73	82	76	82	93	371
Q22 In your opinion, how clean was the hospital room or ward that you were in?	86	84	88	84	90	96	374
Q23 How clean were the toilets and bathrooms that you used in hospital?	80	77	82	80	87	94	364
Q24 Did you feel threatened during your stay in hospital by other patients or visitors?	97	96	99	95	98	100	372
Q25 Did you have somewhere to keep your personal belongings whilst on the ward?	63	60	66	61	67	86	333
Q26 Did you see any posters or leaflets on the ward asking patients and visitors to wash their hands or to use hand-wash gels?	98	96	99	94	97	99	367
Q27 Were hand-wash gels available for patients and visitors to use?	97	95	99	96	98	100	368
Q28 How would you rate the hospital food?	54	50	57	49	59	81	366
Q29 Were you offered a choice of food?	86	83	89	83	89	96	364
Q30 Did you get enough help from staff to eat your meals?	74	67	81	69	78	90	123
Doctors							
Q31 When you had important questions to ask a doctor, did you get answers that you could understand?	87	84	89	78	84	91	332
Q32 Did you have confidence and trust in the doctors treating you?	90	88	93	86	91	96	372
Q33 Did doctors talk in front of you as if you weren't there?	83	80	86	81	86	94	370
Q34 As far as you know, did doctors wash or clean their hands between touching patients?	86	82	89	83	88	95	253

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Sandwell and West Birmingham Hospitals NHS Trust

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Nurses							
Q35 When you had important questions to ask a nurse, did you get answers that you could understand?	79	76	82	78	84	91	340
Q36 Did you have confidence and trust in the nurses treating you?	84	81	87	83	88	94	372
Q37 Did nurses talk in front of you as if you weren't there?	82	79	85	84	90	95	370
Q38 In your opinion, were there enough nurses on duty to care for you in hospital?	75	72	79	71	78	91	371
Q39 As far as you know, did nurses wash or clean their hands between touching patients?	86	83	90	86	90	96	282
Your care and treatment							
Q40 Did a member of staff say one thing and another say something different?	79	76	82	76	81	90	371
Q41 Were you involved as much as you wanted to be in decisions about your care?	70	66	73	68	74	84	368
Q42 How much information about your condition or treatment was given to you?	81	77	85	75	81	93	369
Q43 Did your family or someone close to you have enough opportunity to talk to a doctor?	64	59	69	59	66	81	249
Q44 Did you find someone on the hospital staff to talk to about your worries and fears?	60	55	65	56	64	78	221
Q45 Were you given enough privacy when discussing your condition or treatment?	81	78	85	79	84	93	366
Q46 Were you given enough privacy when being examined or treated?	94	92	96	92	95	99	373
Q48 Do you think the hospital staff did everything they could to help control your pain?	81	77	85	80	85	95	245
Q49 After you used the call button, how long did it usually take before you got help?	60	56	64	59	66	76	203

Survey of adult inpatients in the NHS 2010

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Operations & Procedures							
Q51 Did a member of staff explain the risks and benefits of the operation or procedure?	91	88	93	87	91	95	306
Q52 Did a member of staff explain what would be done during the operation or procedure?	85	82	88	82	87	91	296
Q53 Did a member of staff answer your questions about the operation or procedure?	87	84	90	85	89	93	262
Q54 Were you told how you could expect to feel after you had the operation or procedure?	70	65	74	68	74	82	300
Q56 Did the anaesthetist explain how he or she would put you to sleep or control your pain?	91	88	94	88	93	95	258
Q57 Afterwards, did a member of staff explain how the operation or procedure had gone?	77	72	81	74	80	86	299
Leaving Hospital							
Q58 Did you feel you were involved in decisions about your discharge from hospital?	69	65	74	66	72	84	322
Q60 What was the main reason for the delay?	67	62	72	58	68	88	337
Q61 How long was the delay to discharge?	80	76	83	72	80	92	336
Q62 Were you given any written information about what you should do after leaving hospital?	74	69	79	61	71	88	361
Q63 Did hospital staff explain the purpose of the medicines you were to take home?	86	83	89	80	86	95	298
Q64 Did a member of staff tell you about medication side effects to watch for?	45	39	50	41	52	68	250
Q65 Were you told how to take your medication in a way you could understand?	86	83	90	80	86	93	272
Q66 Were you given clear written information about your medicines?	78	74	82	71	78	88	312
Q67 Did a member of staff tell you about any danger signals you should watch for?	56	50	61	46	56	73	293
Q68 Did hospital staff give your family or someone close to you all the information they needed?	58	52	63	52	59	78	258
Q69 Did hospital staff tell you who to contact if you were worried about your condition?	81	77	85	72	81	95	345
Q70 Did you receive copies of letters sent between hospital doctors and your family doctor?	62	57	68	37	69	91	337
Q71 Were the letters written in a way that you could understand?	82	78	86	83	89	95	207

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Overall							
Q72 Did you feel you were treated with respect and dignity while you were in the hospital?	87	84	90	86	90	97	367
Q73 How would you rate how well the doctors and nurses worked together?	77	75	80	74	80	89	364
Q74 Overall, how would you rate the care you received?	78	75	80	74	81	92	366
Q75 While in hospital, were you ever asked to give your views on the quality of your care?	11	8	15	8	16	30	337
Q76 Did you see any posters or leaflets explaining how to complain about the care you received?	39	33	45	36	47	72	274
Q77 Did you want to complain about the care you received in hospital?	90	86	93	90	94	99	365

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Background information

The sample	This trust	All trusts
Number of respondents	382	66348
Response Rate (percentage)	47	50

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	46	46
Female	54	54
Age group (percentage)	(%)	(%)
Aged 35 and younger	10	8
Aged 36-50	15	14
Aged 51-65	23	26
Aged 66 and older	52	51
Ethnic group (percentage)	(%)	(%)
White	77	91
Mixed	1	1
Asian or Asian British	10	2
Black or Black British	7	2
Chinese or other ethnic group	1	0
Not known	3	4