Patient survey report 2009

Care Quality Commission

Outpatient Department Survey 2009

Imperial College Healthcare NHS Trust

The national Outpatient Department Survey 2009 was designed, developed and co-ordinated by the Acute Surveys Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe.

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making patients' views count

The Care Quality Commission

National NHS patient survey programme
Outpatient department survey 2009

About 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.

The outpatient department survey 2009

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 third survey of adult outpatients in NHS trusts in England. The report shows the scores of each trust for each question in the survey, and compares them with national benchmark results. It should be used to understand the performance of a trust, and to identify areas for improvement.

Also available on our website is a set of tables showing the national results for the survey, and a briefing note highlighting the key national findings. These documents were produced by the Acute Co-ordination Centre at Picker Institute Europe.

Similar surveys of outpatients were carried out in 2003 and 2004. They are part of a wider programme of NHS patient surveys, which covers a range of topics including mental health services, adult (non-mental health) inpatient services and non-emergency ambulance services (category ‘C’ calls). To find out more about our programme of surveys, please visit our website (see ‘Further Information’ section).

About the survey

The survey of adult outpatient services involved 163 acute and specialist NHS trusts. We received responses from more than 72,000 patients, a response rate of 53%. People were eligible for the survey if they were aged 16 years or older and attended an outpatient department during any one month period (month chosen by the trust) in March, April or May 2009. This included any outpatient clinics run with the emergency department (A&E/casualty) such as fracture clinics. Fieldwork for the survey took place between July and October 2009.

Interpreting the report

The benchmark scores are calculated by converting responses to particular questions into scores[1]. 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. 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, 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 Q35 "During your outpatient appointment, did you have any treatment for your condition?"

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 (on the left) shows the scores for the 20% of trusts with the lowest scores.
- The green section (on the right) shows the scores for the 20% of trusts with the highest scores.
- The orange section (in the middle) represents the range of scores for the remaining 60% of trusts.

A white diamond represents the score for this trust. For example, if the diamond is in the green section of the bar, 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[2].

Since the score is based on a sample of outpatients in a trust rather than all outpatients, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval[3] 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.

[1]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 and sex 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 profile reflects the national age-sex 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.

[2]If a score is on the 'threshold' for the highest scoring 20% of trusts (on the line separating green and orange), this means that their 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.

[3]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 people, 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

Please note Q1 ("Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?") excludes patients who have not been referred for an appointment by an English Commissioner, e.g. those referred from Wales, or Scotland. This is because waiting time policies differ outside of England.

Further information

Full details of the methodology of the survey:
http://www.nhssurveys.org/surveys/403

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 results, questionnaire and scoring for the 2009 Outpatient survey can be found at:
http://www.cqc.org.uk/PatientSurveyOutpatients2009

The results for the 2004 Outpatient survey can be found at:
http://www.cqc.org.uk/PatientSurveyOutpatients2004

The results for the 2003 Outpatient survey can be found at:
http://www.cqc.org.uk/PatientSurveyOutpatients2003

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Before the appointment

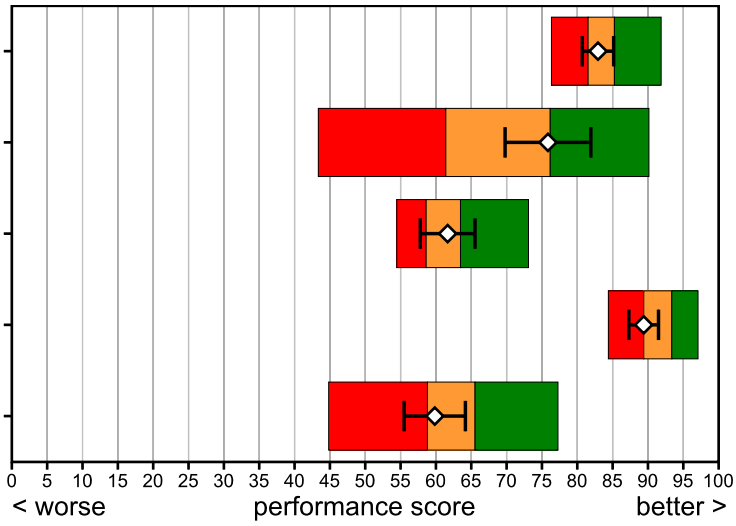
From the time you were first told you needed an appointment, how long did you wait?

Were you given a choice of appointment times?

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

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

Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

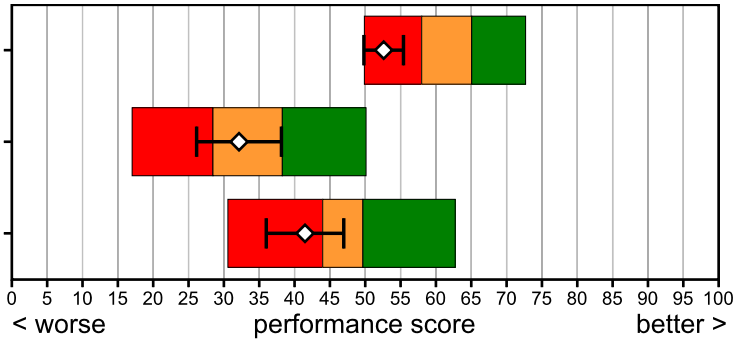


Waiting

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

Were you told how long you would have to wait?

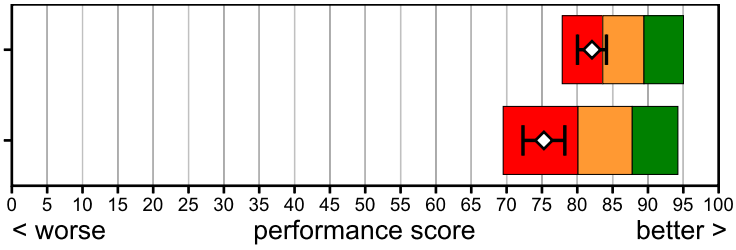
Were you told why you had to wait?



Hospital environment and facilities

In your opinion, how clean was the Outpatients Department?

How clean were the toilets at the Outpatients Department?



Best performing 20% of trusts

Intermediate 60% of trusts

Worst performing 20% of trusts

◇ This trust (vertical lines show amount of uncertainty as a result of random fluctuation)

This trust's results are not shown if there were fewer than 30 respondents.

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Seeing a doctor

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

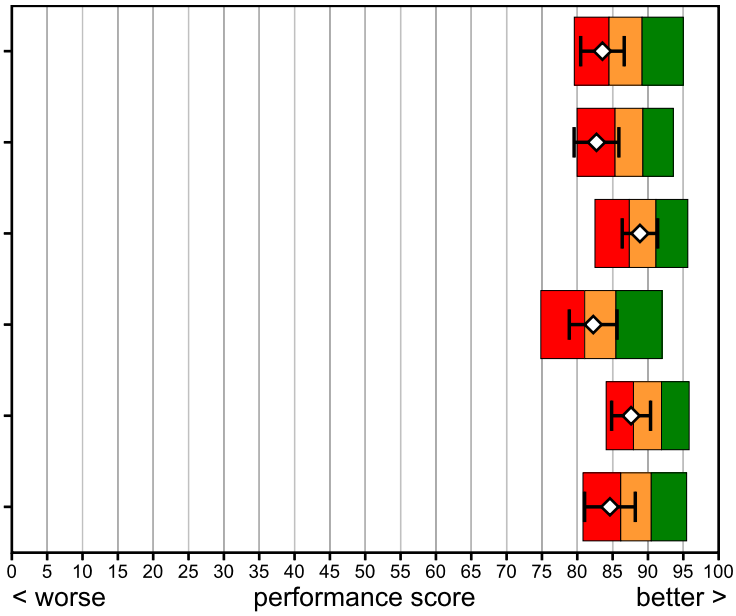
Did the doctor explain the reasons for any treatment or action in a way that you could understand?

Did the doctor listen to what you had to say?

If you had important questions to ask the doctor, did you get answers that you could understand?

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

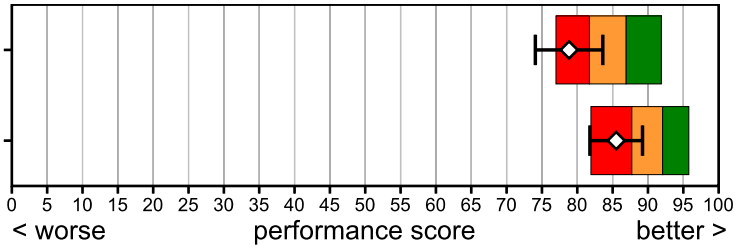
Did the doctor seem aware of your medical history?



Seeing another professional

If you had important questions to ask him/her, did you get answers that you could understand?

Did you have confidence and trust in him/her?



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Overall about the appointment

Did doctors and/or other staff talk in front of you as if you weren't there?

How much information about your condition or treatment was given to you?

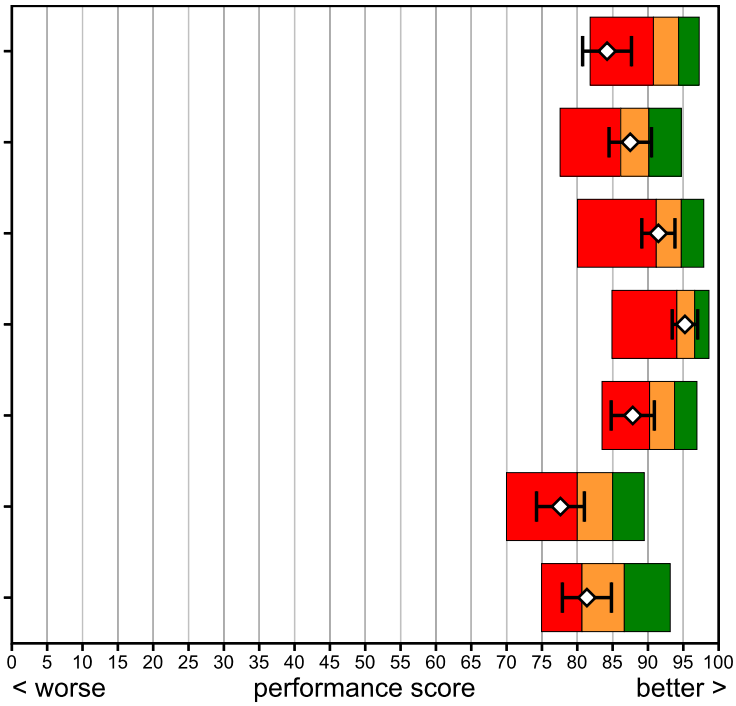
Were you given enough privacy when discussing your condition or treatment?

Were you given enough privacy when being examined or treated?

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 and treatment?

Did the staff treating and examining you introduce themselves?



Tests and Treatment

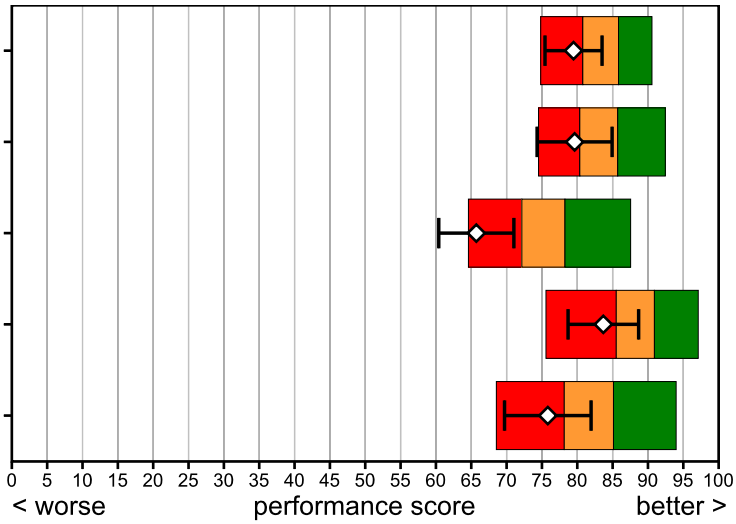
Did a member of staff explain why you needed these test(s) in a way you could understand?

Did a member of staff tell you how you would find out the results of your test(s)?

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

Before the treatment did a member of staff explain what would happen?

Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?



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Leaving the outpatients department

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

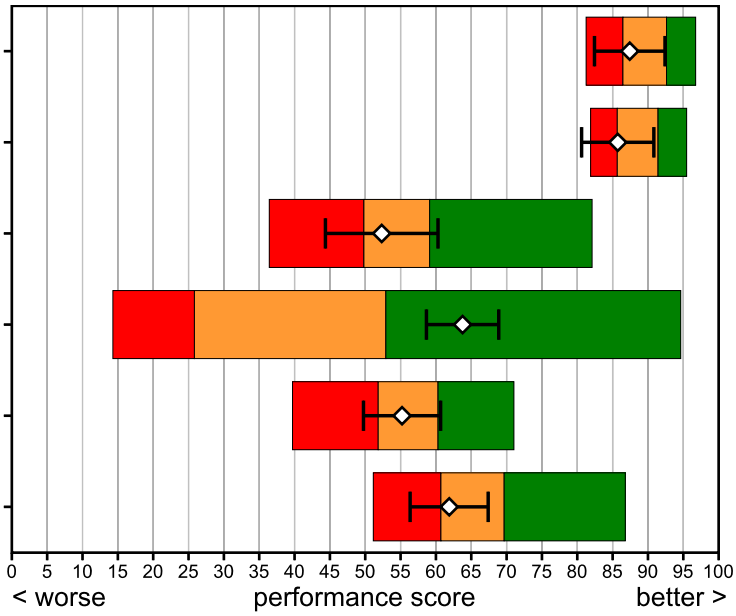
Did a member of staff explain the purpose of the medicines you were to take home?

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

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

Did a member of staff tell you about any danger signals you should watch for?

Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?



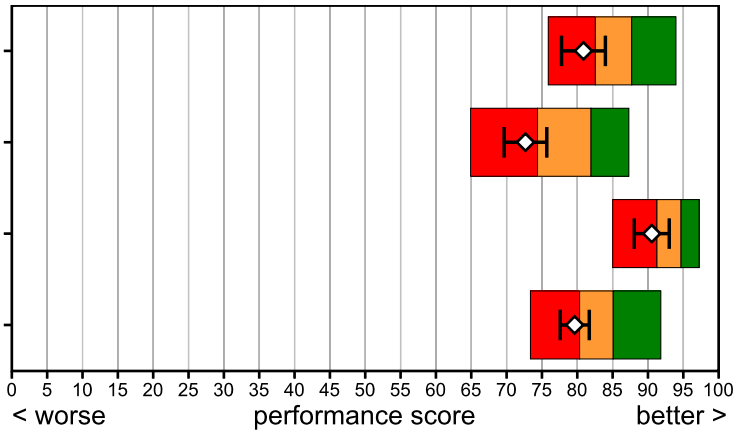
Overall impression

Was the main reason you went to the Outpatients Department dealt with to your satisfaction?

How well organised was the Outpatients Department you visited?

Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?

Overall, how would you rate the care you received at the Outpatients Department?



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		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)
Before the appointment								
Q1	From the time you were first told you needed an appointment, how long did you wait?	83	81	85	82	85	92	287
Q2	Were you given a choice of appointment times?	76	70	82	61	76	90	197
Q3	Before your appointment, did you know what would happen to you during the appointment?	62	58	66	59	63	73	335
Q4	Was your appointment changed to a later date by the hospital?	89	87	91	89	93	97	332
Q6	Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?	60	56	64	59	66	77	228
Waiting								
Q7	How long after the stated appointment time did the appointment start?	53	50	55	58	65	73	323
Q8	Were you told how long you would have to wait?	32	26	38	28	38	50	199
Q9	Were you told why you had to wait?	41	36	47	44	50	63	196
Hospital environment and facilities								
Q10	In your opinion, how clean was the Outpatients Department?	82	80	84	84	89	95	341
Q11	How clean were the toilets at the Outpatients Department?	75	72	78	80	88	94	272
Seeing a doctor								
Q13	Did you have enough time to discuss your health or medical problem with the doctor?	84	80	87	84	89	95	287
Q15	Did the doctor explain the reasons for any treatment or action in a way that you could understand?	83	80	86	85	89	94	282
Q16	Did the doctor listen to what you had to say?	89	86	91	87	91	96	288
Q17	If you had important questions to ask the doctor, did you get answers that you could understand?	82	79	86	81	85	92	270
Q18	Did you have confidence and trust in the doctor examining and treating you?	88	85	90	88	92	96	288
Q19	Did the doctor seem aware of your medical history?	85	81	88	86	90	95	269
Seeing another professional								
Q22	If you had important questions to ask him/her, did you get answers that you could understand?	79	74	84	82	87	92	161
Q23	Did you have confidence and trust in him/her?	86	82	89	88	92	96	193

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Overall about the appointment								
Q24	Did doctors and/or other staff talk in front of you as if you weren't there?	84	81	88	91	94	97	332
Q25	How much information about your condition or treatment was given to you?	87	84	90	86	90	95	330
Q26	Were you given enough privacy when discussing your condition or treatment?	91	89	94	91	95	98	335
Q27	Were you given enough privacy when being examined or treated?	95	93	97	94	97	99	331
Q28	Did a member of staff say one thing and another say something different?	88	85	91	90	94	97	337
Q29	Were you involved as much as you wanted to be in decisions about your care and treatment?	78	74	81	80	85	89	334
Q30	Did the staff treating and examining you introduce themselves?	81	78	85	81	87	93	315
Tests and Treatment								
Q32	Did a member of staff explain why you needed these test(s) in a way you could understand?	79	75	84	81	86	91	239
Q33	Did a member of staff tell you how you would find out the results of your test(s)?	80	74	85	80	86	92	222
Q34	Did a member of staff explain the results of the tests in a way you could understand?	66	60	71	72	78	88	203
Q36	Before the treatment did a member of staff explain what would happen?	84	79	89	86	91	97	128
Q37	Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?	76	70	82	78	85	94	126

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Leaving the outpatients department							
Q39 Did a member of staff explain to you how to take the new medications?	87	82	92	86	93	97	131
Q40 Did a member of staff explain the purpose of the medicines you were to take home?	86	81	91	86	91	95	124
Q41 Did a member of staff tell you about medication side effects to watch for?	52	44	60	50	59	82	127
Q42 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	64	59	69	26	53	95	300
Q43 Did a member of staff tell you about any danger signals you should watch for?	55	50	61	52	60	71	243
Q44 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	62	56	67	61	70	87	302
Overall impression							
Q45 Was the main reason you went to the Outpatients Department dealt with to your satisfaction?	81	78	84	83	88	94	331
Q46 How well organised was the Outpatients Department you visited?	73	70	76	74	82	87	332
Q47 Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?	91	88	93	91	95	97	335
Q48 Overall, how would you rate the care you received at the Outpatients Department?	80	78	82	80	85	92	334

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Background information

The sample	This trust	All trusts
Number of respondents	345	72447
Response Rate (percentage)	41	53

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	42	43
Female	58	57
Age group (percentage)	(%)	(%)
Aged 35 and younger	12	9
Aged 36-50	21	16
Aged 51-65	28	29
Aged 66 and older	39	46
Ethnic group (percentage)	(%)	(%)
White	68	93
Mixed	3	1
Asian or Asian British	14	3
Black or Black British	10	2
Chinese or other ethnic group	5	1
Not known	2	1