Patient survey report 2011

Outpatient Department Survey 2011

Royal Free Hampstead NHS Trust

The national survey of outpatients in the NHS 2011 was designed, developed and co-ordinated by the Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe.

Making patients' views count

National NHS patient survey programme
Outpatient department survey 2011

The Care Quality Commission

The Care Quality Commission is the independent regulator of health care 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 or by private or voluntary organisations, we focus on:

- **Identifying risks** to the quality and safety of people's care
- **Acting swiftly** to help eliminate poor-quality care.
- Making sure **care is centered on people's needs** and protects their rights.

Outpatient department survey 2011

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 fourth survey of adult outpatients in NHS trusts in England, and shows how each trust scored for each question in the survey, compared with national benchmark results. It is designed to be used to understand the performance of individual trusts, and to identify areas for improvement.

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

You can also see national overall results for the 2011 survey compared with the 2009 survey, alongside a national summary highlighting the key issues. These documents were produced by the Surveys Co-ordination Centre at Picker Institute Europe.

Similar surveys of adult outpatients were carried out in 2003, 2004 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 survey of adult outpatient services involved 163 acute and specialist NHS trusts. We received responses from more than 72000 patients, a response rate of 53%. People were eligible for the survey if they were aged 16 years or older and attended an outpatients department(s) during any one month period (month chosen by the trust) in either April or May 2011. This included any outpatient clinics run with the emergency department (A&E/casualty) such as fracture clinics. Fieldwork for the survey took place between June and October 2011.

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.[1]

[1]Trusts have differing profiles of patients. For example, one trust may have more male outpatients 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 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 type profile reflects the national age sex 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.

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 Q1 "Have you ever visited this Outpatients Department before for the same condition?"

The graphs 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.[2]

Since the score is based on a sample of adult outpatients in a trust rather than all adult 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.

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.

[2] 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.

[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 making any conclusions.

Notes on specific questions

Q2 and Q3: Q2 “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 your appointment?” and Q3 “Did your symptoms or condition get worse while you were waiting for your appointment?”.
These questions were only answered by respondents who were attending a first appointment at the outpatients department. Responses are not included from all other respondents. The questions will not be comparable with previous years because of this.

Q2,Q3 and Q5: Q2 “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 your appointment?” and Q3 “Did your symptoms or condition get worse while you were waiting for your appointment?” and Q5 “Were you given a choice of appointment times?”. 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.

Q5: The information collected by Q5 (“Were you given a choice of appointment times”) has been filtered by first appointment only rather than on all appointments, as the choose and book policy around this is only applicable to first appointments. This means that the data for Q5 is not comparable to the previous years.

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 at:
http://www.cqc.org.uk/public/reports-surveys-and-reviews

The results, questionnaire and scoring of the 2011 survey of outpatient departments can be found at:
www.cqc.org.uk/outpatientsurvey2011

The results, questionnaire and scoring from the 2009 outpatient department survey can be found at:
www.nhssurveys.org/surveys/486

The results, questionnaire and scoring from the 2003 and 2004 outpatient department surveys are available on request from the surveys team:
http://www.nhssurveys.org/surveys/297

You can also see the results for each trust by searching for that organisation on CQC's website:
www.cqc.org.uk

Outpatient Department Survey 2011
Royal Free Hampstead NHS Trust

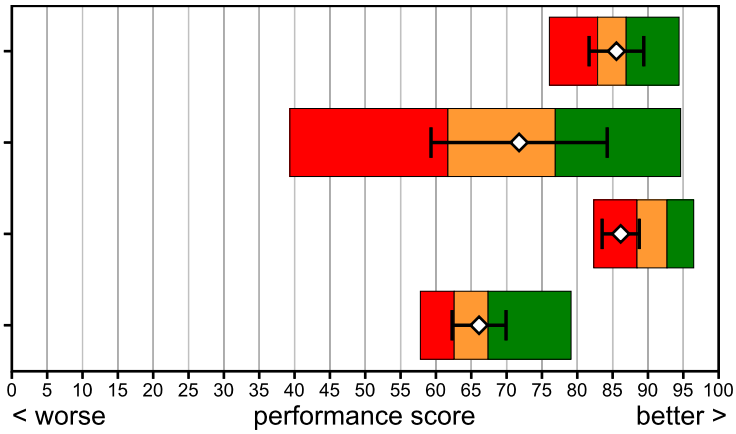
Before the appointment

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

Were you given a choice of appointment times?

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

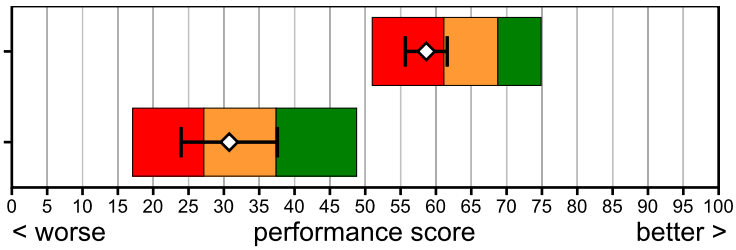
Before your appointment, did you know what would happen to you during the appointment?



Waiting

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

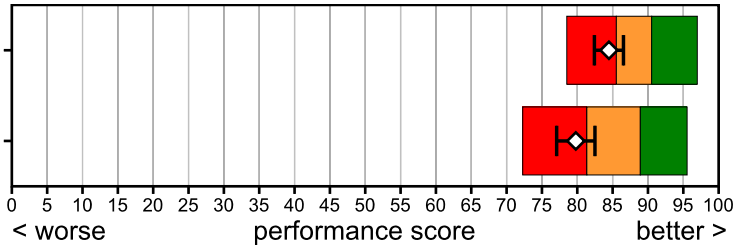
Were you told how long you would have to wait?



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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Tests and Treatment

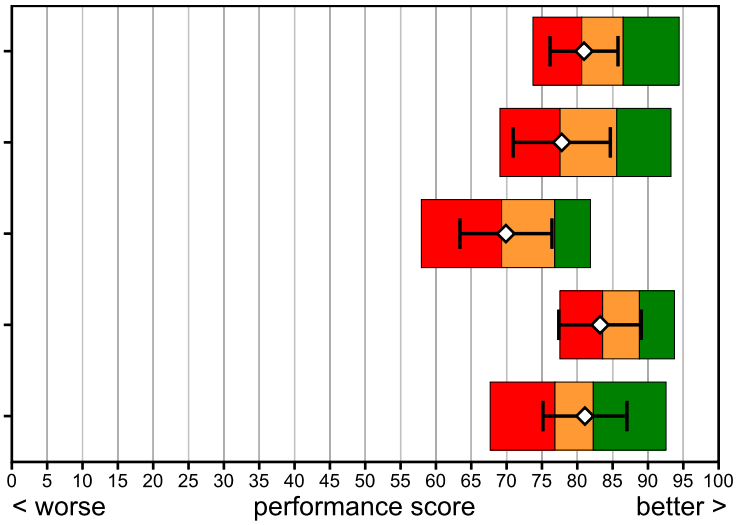
Did a member of staff explain why you needed these test(s) in a way you could understand?

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?

Were you told about any risks/benefits in a way you could understand before the treatment?



Seeing a doctor

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

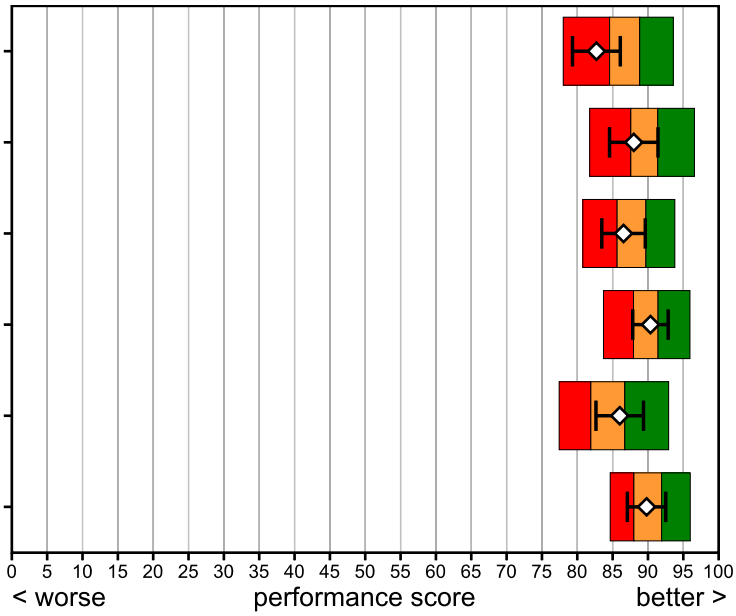
Did the doctor seem aware of your medical history?

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?

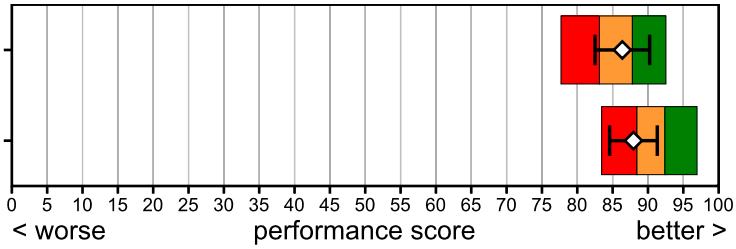
Did you have confidence and trust in the doctor examining and treating you?



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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Outpatient Department Survey 2011
Royal Free Hampstead NHS Trust

Overall about the appointment

Did the staff treating and examining you introduce themselves?

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?

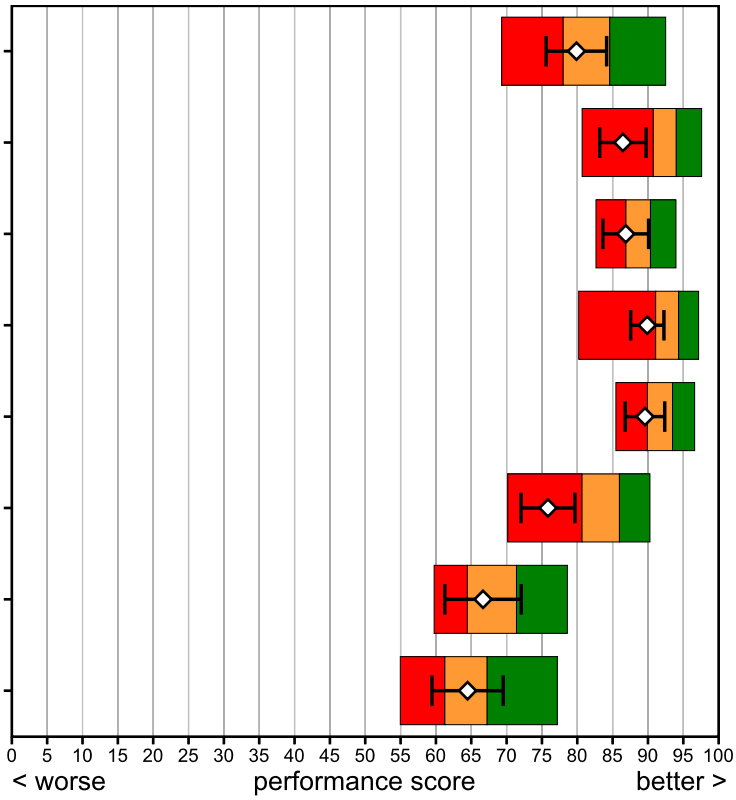
Were you given enough privacy when discussing your condition or treatment?

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 doctors and/or staff ask you what was important to you in managing your condition or illness?

Did your appointment help you to feel that you could better manage your condition or illness?



Leaving the outpatients department

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

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

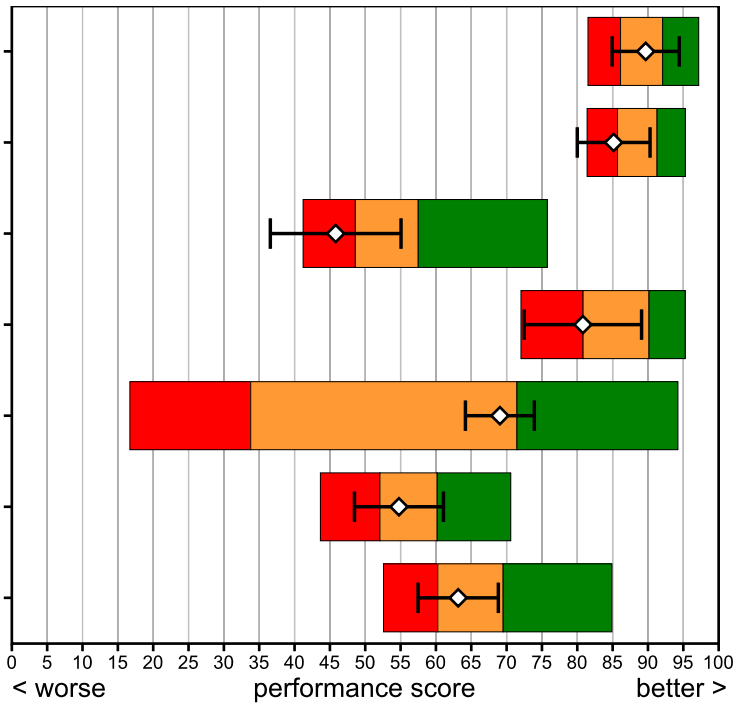
Did a member of staff tell you about medication side effects to watch for?

Was the reason for changing your medication explained in a way you could understand?

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

Were you told what danger signals to watch for after you went home?

Were you told who to contact if you were worried about your condition or treatment after you left hospital?



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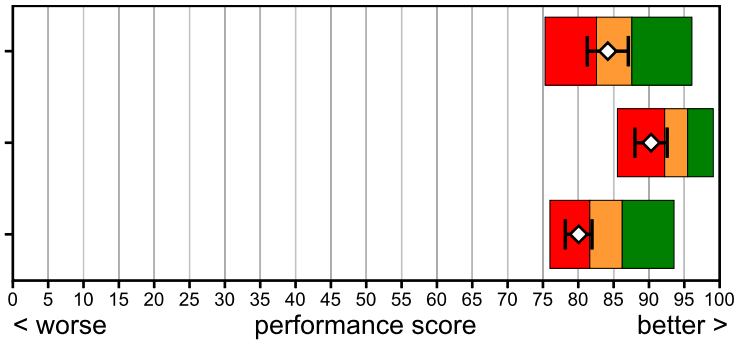
Royal Free Hampstead NHS Trust

Overall impression

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

Were you treated with respect and dignity at the Outpatients Department?

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



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Outpatient Department Survey 2011

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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								
Q2	From the time you were first told you needed an appointment, how long did you wait for your appointment?	86	82	89	83	87	94	77
Q5	Were you given a choice of appointment times?	72	59	84	62	77	95	55
Q6	Was your appointment changed to a later date by the hospital?	86	84	89	88	93	96	323
Q7	Before your appointment, did you know what would happen to you during the appointment?	66	62	70	63	67	79	328
Waiting								
Q8	How long after the stated appointment time did the appointment start?	59	56	62	61	69	75	319
Q9	Were you told how long you would have to wait?	31	24	38	27	37	49	157
Hospital environment and facilities								
Q10	In your opinion, how clean was the Outpatients Department?	84	82	87	86	91	97	321
Q11	How clean were the toilets at the Outpatients Department?	80	77	82	81	89	96	245
Tests and Treatment								
Q13	Did a member of staff explain why you needed these test(s) in a way you could understand?	81	76	86	81	86	94	157
Q14	Did a member of staff tell you how you would find out the results of your test(s)?	78	71	85	78	86	93	145
Q15	Did a member of staff explain the results of the tests in a way you could understand?	70	63	76	69	77	82	148
Q17	Before the treatment did a member of staff explain what would happen?	83	77	89	84	89	94	113
Q18	Were you told about any risks/benefits in a way you could understand before the treatment?	81	75	87	77	82	93	113

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Seeing a doctor							
Q20 Did you have enough time to discuss your health or medical problem with the doctor?	83	79	86	85	89	94	263
Q21 Did the doctor seem aware of your medical history?	88	85	91	88	91	97	249
Q22 Did the doctor explain the reasons for any treatment or action in a way that you could understand?	87	83	90	86	90	94	243
Q23 Did the doctor listen to what you had to say?	90	88	93	88	91	96	260
Q24 If you had important questions to ask the doctor, did you get answers that you could understand?	86	83	89	82	87	93	230
Q25 Did you have confidence and trust in the doctor examining and treating you?	90	87	93	88	92	96	261
Seeing another professional							
Q28 If you had important questions to ask him/her, did you get answers that you could understand?	86	83	90	83	88	93	152
Q29 Did you have confidence and trust in him/her?	88	85	91	88	92	97	189
Overall about the appointment							
Q31 Did the staff treating and examining you introduce themselves?	80	76	84	78	85	93	216
Q32 Did doctors and/or other staff talk in front of you as if you weren't there?	86	83	90	91	94	98	319
Q33 How much information about your condition or treatment was given to you?	87	84	90	87	90	94	317
Q34 Were you given enough privacy when discussing your condition or treatment?	90	88	92	91	94	97	318
Q35 Did a member of staff say one thing and another say something different?	90	87	92	90	93	97	319
Q36 Were you involved as much as you wanted to be in decisions about your care and treatment?	76	72	80	81	86	90	317
Q38 Did doctors and/or staff ask you what was important to you in managing your condition or illness?	67	61	72	64	71	79	188
Q39 Did your appointment help you to feel that you could better manage your condition or illness?	64	59	70	61	67	77	198

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Leaving the outpatients department							
Q41 Did a member of staff explain to you how to take the new medications?	90	85	94	86	92	97	93
Q42 Did hospital staff explain the purpose of the medicines you were to take home?	85	80	90	86	91	95	92
Q43 Did a member of staff tell you about medication side effects to watch for?	46	37	55	49	57	76	84
Q45 Was the reason for changing your medication explained in a way you could understand?	81	72	89	81	90	95	51
Q46 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	69	64	74	34	71	94	287
Q47 Were you told what danger signals to watch for after you went home?	55	48	61	52	60	71	197
Q48 Were you told who to contact if you were worried about your condition or treatment after you left hospital?	63	57	69	60	70	85	288
Overall impression							
Q49 Was the main reason you went to the Outpatients Department dealt with to your satisfaction?	84	81	87	83	88	96	323
Q50 Were you treated with respect and dignity at the Outpatients Department?	90	88	93	92	95	99	324
Q51 Overall, how would you rate the care you received at the Outpatients Department?	80	78	82	82	86	94	324

Outpatient Department Survey 2011
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Background information

The sample	This trust	All trusts
Number of respondents	328	72779
Response Rate (percentage)	39	53

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	43	43
Female	57	57
Age group (percentage)	(%)	(%)
Aged 35 and younger	12	8
Aged 36-50	17	15
Aged 51-65	26	29
Aged 66 and older	45	48
Ethnic group (percentage)	(%)	(%)
White	75	91
Mixed	4	1
Asian or Asian British	8	3
Black or Black British	5	2
Chinese or other ethnic group	2	0
Not known	6	3