

Inspecting **Informing** Improving

Patient survey report 2008



National survey of local health services 2008

Heywood, Middleton and Rochdale PCT

The national survey of local health services 2008 was designed, developed and co-ordinated by the Primary Care Survey Co-ordination Centre for the NHS Patient Survey Programme at Picker Institute Europe.



*making patients' views count*

# **National NHS patient survey programme**

## **National survey of local health services**

### **The Healthcare Commission**

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

### **National survey of local health services 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 fourth national survey of peoples' experiences of local health services in England. It shows how each primary care trust (PCT) scored for each question in the survey, compared with national benchmark results. It should be used to understand the PCT's performance, and to identify areas for improvement.

To understand the detailed survey results for each individual PCT, national spreadsheets are available on our website. These show the percentage of respondents from each PCT that provided a particular response to all questions in the survey:

<http://www.healthcarecommission.org.uk/PatientSurveyPCT2008>. There is also a set of tables showing the national results for the 2008 survey, compared with the results for previous years where this is possible. These documents were produced by the Primary Care Survey Co-ordination Centre at the Picker Institute.

Similar surveys of local health services were also carried out in 2003, 2004, and 2005. The Department of Health also conducted a similar survey in 2006. The Healthcare Commission's surveys are part of a wider programme of NHS patient surveys, which cover a range of topics including adult inpatients, health services for children and young people, accident and emergency care for adults, ambulance services and mental health services. To find out more about our programme, please visit our website (see further information section).

### **About the survey**

Our fourth national survey of local health services involved 152 PCTs in England. We received responses from more than 69,000 people, which is a response rate of 40%. People were eligible for the survey if they were aged 16 or over and were registered with a GP.

### **Interpreting the report**

These benchmark reports 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<sup>1</sup>. Therefore, the higher the score for each question, the better the PCT is performing.

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<sup>1</sup>PCTs will have differing profiles of people who use their services. For example, one PCT may have more men using their services than another. This can potentially affect the results because some people tend to answer questions in a different way than others, depending on their age and gender. Therefore, the results have been weighted by the age and gender of respondents to ensure that no PCT will appear better or worse than another because of its sample profile. The results for each PCT are 'standardised' in this way, so that their age-sex type profile reflects the national age-sex type distribution (based on all of the respondents to the survey). This enables us to compare results from PCTs with different profiles of people who use their services.

A 'scored' questionnaire showing the scores assigned to each question can be downloaded from our website. **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 PCT have had a particular experience. Rather it means that the PCT has scored 80 out of 100. Percentage results for each question for each trust are presented in the national spreadsheets, which are available on our website.

It is not appropriate to score all of the questions within the questionnaire, so for benchmarking purposes, only questions that enable us to assess a PCT's performance are scored. 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 Q10 ("Have you seen a doctor from your GP practice/health centre in the last 12 months?").

The graphs in this report display the scores for your PCT, compared with national benchmarks. Each bar represents the range of results for each question across all PCTs 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 PCTs with the lowest scores
- the green section (right hand end) shows the scores for the 20% of PCTs with the highest scores
- the orange section (middle section) represents the range of scores for the remaining 60% of PCTs

A white diamond shows the score for this particular trust. If the diamond is in the green section of the bar, the PCT is among the top 20% of PCTs in England for that question. The line on either side of the diamond shows the amount of uncertainty surrounding the trust's value, as a result of random fluctuation.

Since the score is based on a sample of people using services in a PCT rather than on everyone, the score may not be exactly the same as if everyone had been surveyed and had responded. Therefore a confidence interval<sup>2</sup> is calculated as a measure of how accurate the score is. We can be 95% sure that if everyone in the trust had been interviewed, the 'true' score would fall within this interval.

The diamond is not shown for questions that were answered by fewer than 30 people within the PCT because the uncertainty around the result would be too great. When identifying PCTs with the highest and lowest scores and thresholds, those 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 respondents.

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<sup>2</sup>A confidence interval is given by an upper and lower limit within which you have a stated level of confidence in which the true mean (average) lies. These are commonly quoted as 95% confidence intervals, which are constructed so that you are 95% confident that the true mean lies between the limits. The width of the confidence interval gives us some idea about how uncertain we are; a very wide interval may indicate that more data should be collected before any conclusions are made.

## Notes on specific questions

**Q38 and Q39:** The information collected by Q38 (“Do you visit a dentist regularly (that is at least once every two years)?”) and Q39 (“Would you like to receive dental care as an NHS patient?”) is presented together to show where the provision of NHS dental services met the respondent’s preferences. The combined question is numbered in this report as Q38 and has been reworded to read: “Are you able to visit a dentist regularly as an NHS patient if you want to?”. For further details, please see the ‘scored’ questionnaire on our website, which shows the scores assigned to each question.

## Further information

More information about the programme of NHS patient surveys is on the ‘Surveys of patients’ section of our website at:

<http://www.healthcarecommission.org.uk/NationalPatientSurveyProgramme>

Full details of the methodology for the 2008 survey:

<http://www.nhssurveys.org/surveys/313>

The 2005 national survey of local health services results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveyPCT2005>

The 2004 national survey of local health services results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveyPCT2004>

The 2003 national survey of local health services results, questionnaire and scoring:

<http://www.healthcarecommission.org.uk/PatientSurveyPCT2003>

More information about the 2007/2008 NHS performance ratings:

<http://www.healthcarecommission.org.uk/healthcareproviders/serviceproviderinformation/annualhealthcheck/annualhealthcheck2007/2008.cfm>

# National survey of local health services 2008

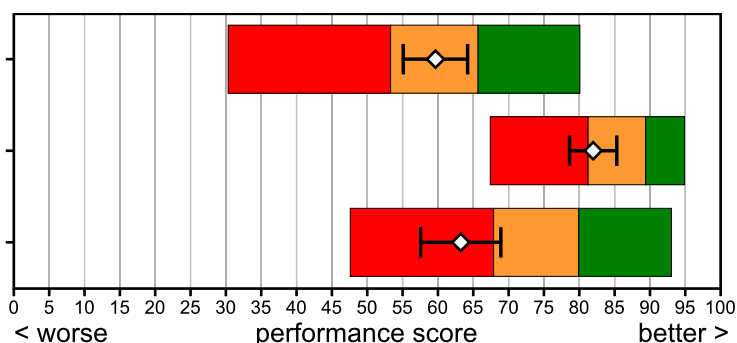
## Heywood, Middleton and Rochdale PCT

### Making an appointment

The last time you saw a doctor, how long did you wait for an appointment?

How do you feel about the length of time you waited for an appointment with a doctor?

Does your GP practice allow you to make an appointment three or more days in advance?

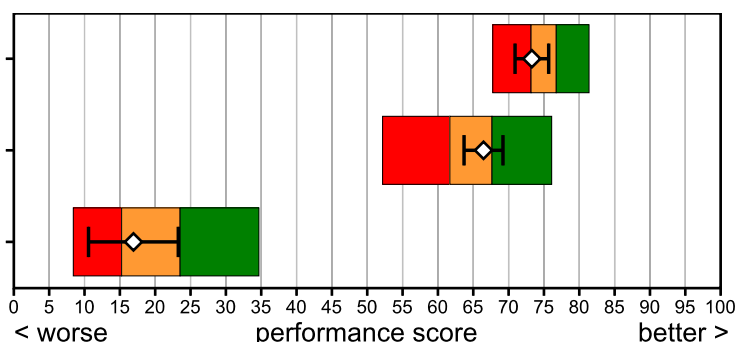


### Visiting the GP practice/ health centre

When you arrived, how would you rate the courtesy of the receptionist?

How long after your appointment time did you have to wait to be seen?

Did someone tell you how long you would have to wait?



### Seeing a doctor

Did the doctor listen carefully to what you had to say?

Were you given enough time to discuss your health or medical problem with the doctor?

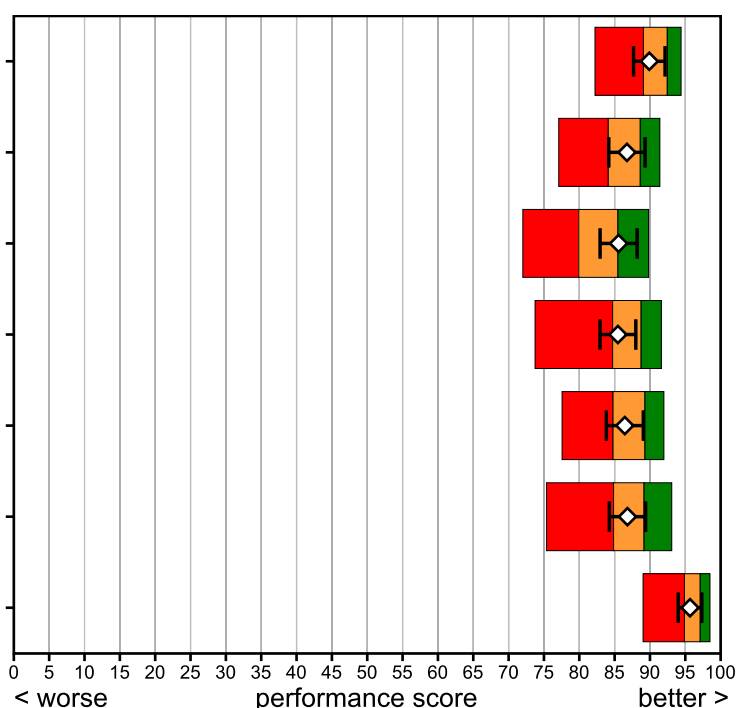
Were you involved as much as you wanted to be in decisions about your care?

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

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

Did you have confidence and trust in the doctor?

Did the doctor treat you with respect and dignity?



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.

# National survey of local health services 2008

## Heywood, Middleton and Rochdale PCT

### Medicines

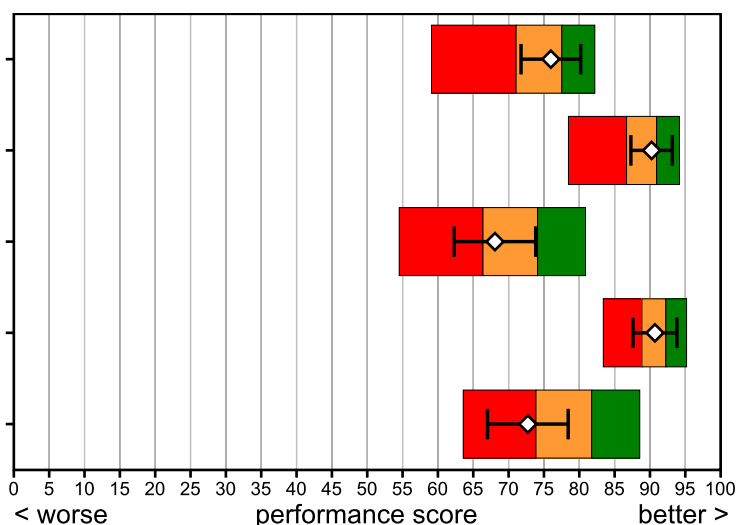
Were you involved as much as you wanted to be in decisions about the best medicine?

Were you given enough information about the purpose of the medicine?

Were you given enough information about any side-effects the medicine might have?

Were you given enough information about how to use the medicine?

Have you seen anyone to check how you are getting on with your medicines?

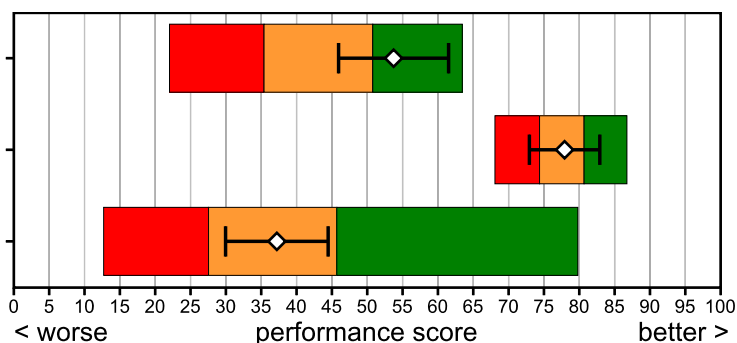


### Referrals

Were you offered a choice about where you were referred (i.e. which hospital)?

When you first saw the person you were referred to, did they have all the information?

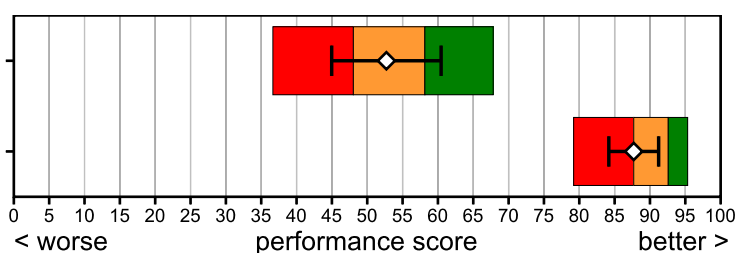
Did you receive copies of letters sent between the specialist and your GP?



### Seeing another professional from a GP practice/ health centre

The last time you saw this person, how long did you wait for an appointment?

How do you feel about the length of time you waited for an appointment with this person?



Best performing 20% of trusts

Intermediate 60% of trusts

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# National survey of local health services 2008

## Heywood, Middleton and Rochdale PCT

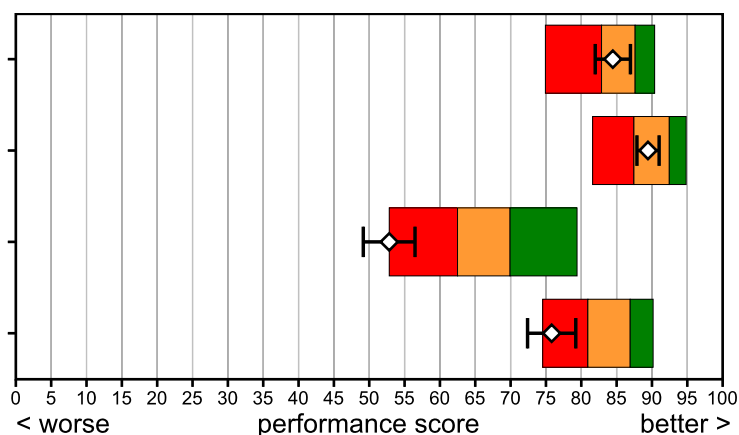
### Overall about your GP practice/ health centre

Was the main reason you went to your GP practice dealt with to your satisfaction?

How clean is the GP practice/ health centre?

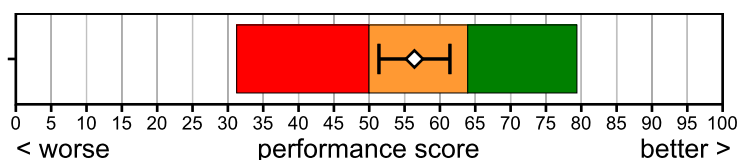
Have you had a problem getting through to your GP practice/ health centre on the phone?

Have you ever been put off going because the opening times are inconvenient for you?



### Dental care

Are you able to visit a dentist regularly as an NHS patient if you want to?



### Health promotion

In the last 12 months have you had your blood pressure taken?

In the last 12 months, have you been given advice on your weight?

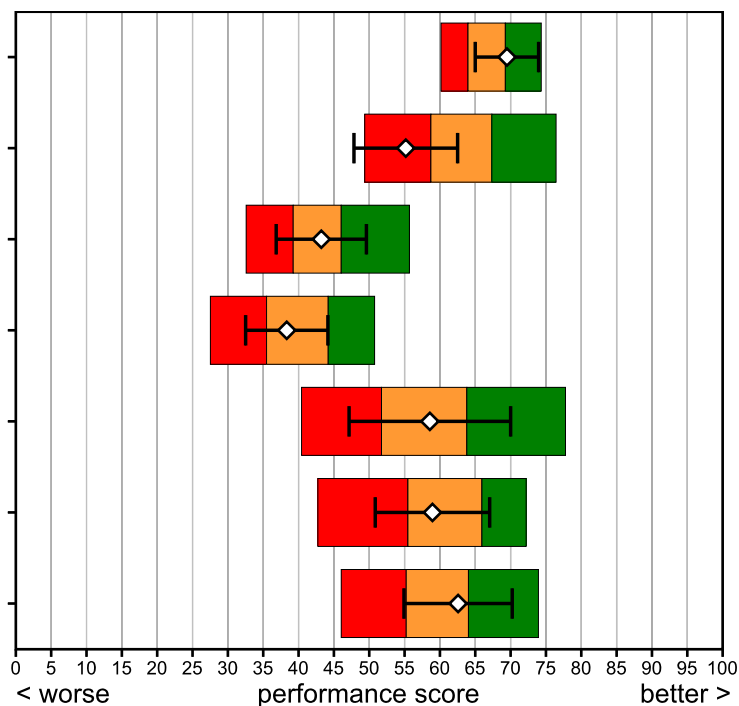
In the last 12 months, have you been given advice on eating a healthy diet?

In the last 12 months, have you been given advice on getting enough exercise?

In the last 12 months, have you been given advice on giving up smoking?

In the last 12 months, have you been given advice on sensible alcohol intake?

Have you had enough support to help you to manage your long-term health condition(s)?



Best performing 20% of trusts

Intermediate 60% of trusts

Worst performing 20% of trusts

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## Heywood, Middleton and Rochdale PCT

Heywood, Middleton and Rochdale PCT		Scores for this NHS trust	95% Confidence Interval		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)
			Lower	Upper				
Making an appointment								
Q2	The last time you saw a doctor, how long did you wait for an appointment?	60	55	64	53	66	80	313
Q4	How do you feel about the length of time you waited for an appointment with a doctor?	82	79	85	81	89	95	352
Q5	Does your GP practice allow you to make an appointment three or more days in advance?	63	58	69	68	80	93	283
Visiting the GP practice/ health centre								
Q7	When you arrived, how would you rate the courtesy of the receptionist?	73	71	76	73	77	81	385
Q8	How long after your appointment time did you have to wait to be seen?	66	64	69	62	68	76	360
Q9	Did someone tell you how long you would have to wait?	17	11	23	15	24	35	143
Seeing a doctor								
Q11	Did the doctor listen carefully to what you had to say?	90	88	92	89	92	94	376
Q12	Were you given enough time to discuss your health or medical problem with the doctor?	87	84	89	84	89	91	374
Q13	Were you involved as much as you wanted to be in decisions about your care?	86	83	88	80	85	90	375
Q14	If you had questions to ask the doctor, did you get answers that you could understand?	85	83	88	85	89	92	358
Q15	Did the doctor explain the reasons for any treatment in a way that you could understand?	86	84	89	85	89	92	365
Q16	Did you have confidence and trust in the doctor?	87	84	89	85	89	93	375
Q17	Did the doctor treat you with respect and dignity?	96	94	97	95	97	99	375
Medicines								
Q19	Were you involved as much as you wanted to be in decisions about the best medicine?	76	72	80	71	78	82	252
Q20	Were you given enough information about the purpose of the medicine?	90	87	93	87	91	94	244
Q21	Were you given enough information about any side-effects the medicine might have?	68	62	74	66	74	81	207
Q22	Were you given enough information about how to use the medicine?	91	88	94	89	92	95	240
Q24	Have you seen anyone to check how you are getting on with your medicines?	73	67	78	74	82	89	237

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		Lower	Upper				
<b>Referrals</b>							
Q26 Were you offered a choice about where you were referred (i.e. which hospital)?	54	46	62	35	51	63	160
Q27 When you first saw the person you were referred to, did they have all the information?	78	73	83	74	81	87	161
Q28 Did you receive copies of letters sent between the specialist and your GP?	37	30	44	28	46	80	148
<b>Seeing another professional from a GP practice/ health centre</b>							
Q31 The last time you saw this person, how long did you wait for an appointment?	53	45	60	48	58	68	123
Q33 How do you feel about the length of time you waited for an appointment with this person?	88	84	91	88	93	95	218
<b>Overall about your GP practice/ health centre</b>							
Q34 Was the main reason you went to your GP practice dealt with to your satisfaction?	84	82	87	83	88	90	429
Q35 How clean is the GP practice/ health centre?	89	88	91	87	92	95	432
Q36 Have you had a problem getting through to your GP practice/ health centre on the phone?	53	49	56	62	70	79	427
Q37 Have you ever been put off going because the opening times are inconvenient for you?	76	72	79	81	87	90	436
<b>Dental care</b>							
Q38 Are you able to visit a dentist regularly as an NHS patient if you want to?	56	51	61	50	64	79	382

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		Lower	Upper				
<b>Health promotion</b>							
Q40 In the last 12 months have you had your blood pressure taken?	69	65	74	64	69	74	417
Q41 In the last 12 months, have you been given advice on your weight?	55	48	63	59	67	76	180
Q42 In the last 12 months, have you been given advice on eating a healthy diet?	43	37	50	39	46	56	182
Q44 In the last 12 months, have you been given advice on getting enough exercise?	38	33	44	35	44	51	164
Q45 In the last 12 months, have you been given advice on giving up smoking?	59	47	70	52	64	78	59
Q47 In the last 12 months, have you been given advice on sensible alcohol intake?	59	51	67	55	66	72	92
Q51 Have you had enough support to help you to manage your long-term health condition(s)?	63	55	70	55	64	74	118

## National survey of local health services 2008

### Heywood, Middleton and Rochdale PCT

#### Background information

The sample	This trust	All trusts
Number of respondents	440	69470
Response Rate (percentage)	38	40

Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	39	42
Female	61	58
Age group (percentage)	(%)	(%)
Aged 35 and younger	17	18
Aged 36-50	24	25
Aged 51-65	32	30
Aged 66-80	20	22
Aged 81 and older	6	6
Ethnic group (percentage)	(%)	(%)
White	90	89
Mixed	1	1
Asian or Asian British	7	4
Black or Black British	0	2
Chinese or other ethnic group	0	1
Not known	2	2