

Patient Survey Results

South Manchester NHS Trust

Inpatient

Oct 2007

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Standingford House
26 Cave Street
Oxford
OX4 1BA

T: 01865 205100
F: 01865 205111
surveys@PatientPerspective.org
www.patientperspective.org

Executive Summary

University Hospital of South Manchester NHS Foundation Trust

Inpatient Survey 2007

Executive Summary

The Inpatient Survey is required of all Acute NHS Trusts by the Healthcare Commission. The results will feed into the Annual Health Check in 2008.

This survey has previously been run in 2004, 2005 and 2006 and will be run again in 2008.

A total of 850 patients, discharged in July 2007, were sent a questionnaire and up to 2 reminders. Overall, 400 responded (49.3 %).

Overall Results

The results are very similar to the last survey in 2006, with no significant changes since then.

Compared to published data from 2006, of the 64 questions rated:

The Trust is **above average** for 17 questions:

- Q3 Enough information about condition in A&E
- Q13 Shared mixed-sex room or bay
- Q17 Ever bothered by noise at night from patients
- Q21 Ever feel threatened
- Q25 Help to eat meals
- Q30 Getting answers to questions from nurses
- Q31 Confidence and trust in nurses
- Q32 Did nurses talk in front of you as if you weren't there
- Q33 Were there enough nurses on duty
- Q46 Were risks and benefits of the operation explained
- Q47 Was what would done during the operation explained
- Q48 Were questions about the operation answered
- Q49 Told how would feel after operation
- Q54 Was discharge delayed
- Q56 How long was discharge delay
- Q67 Overall rating of staff working together
- Q68 Overall rating of care

Of these, it is in the **top 20%** for 2 questions:

Q47 Was what would done during the operation explained

Q49 Told how would feel after operation

The Trust is **below average** for 2 questions:

Q16 Shared mixed-sex bathroom areas

Q65 Given copies of letters to GP

Of these, the Trust is in the bottom 20% of all Trusts for 0 questions.

Annual Health Check Questions

There are 24 questions from the survey that go into the Annual Health Check published by the Healthcare Commission. The scores from these questions are as follows (scores are out of 100, with higher scores being better):

Cleanliness and comfort

Q17 Ever bothered by noise at night from patients	71
Q18 Ever bothered by noise at night from staff	81
Q19 Cleanliness of room or ward	82
Q23 Rating of food	52
Q41 Amount of privacy when being examined or treated	94
Q43 Did staff do all they could to control pain	85

Coordination and quality of care received

Q35 Did staff contradict each other	82
Q54 Was discharge delayed	67
Q56 How long was discharge delay	38
Q62 Told about danger signals on discharge	51

Information and involvement in decisions about care

Q36 Involvement in decisions about care and treatment	72
Q58 Was the purpose of new medicines explained	85
Q59 Were the side-effects of the new medicines explained	51

Length of time waiting for care and treatment

Q9 View on time on waiting list	80
Q10 Admission date changed by hospital	92
Q11 Did patient wait a long time to get to a bed	80

Mixed sex accommodation and overall rating

Q13 Shared mixed-sex room or bay	84
Q15 Shared mixed-sex room or bay after moving wards	79
Q66 Overall were you treated with respect and dignity	90
Q68 Overall rating of care	81

Relationships with staff

Q26 Getting answers to questions from doctors	85
Q28 Did doctors talk in front of you as if you weren't there	86
Q30 Getting answers to questions from nurses	85
Q32 Did nurses talk in front of you as if you weren't there	91

Best scores

The 10 questions that received the best scores from patients:

Q21	Ever feel threatened	98
Q41	Amount of privacy when being examined or treated	94
Q71	Ever wanted to complain	94
Q46	Were risks and benefits of the operation explained	93
Q10	Admission date changed by hospital	92
Q51	Did anaesthetist explain how would control pain	92
Q27	Confidence and trust in doctors	92
Q32	Did nurses talk in front of you as if you weren't there	91
Q47	Was what would done during the operation explained	91
Q48	Were questions about the operation answered	91

Worst Scores

The 10 questions that received the worst scores from patients:

Q69	Ever asked views on quality	4
Q72	Given information to complain	15
Q6	Offered choice of hospital	27
Q65	Given copies of letters to GP	31
Q7	Choice of admission dates	32
Q56	How long was discharge delay	38
Q70	Leaflets on how to complain	39
Q59	Were the side-effects of the new medicines explained	51
Q62	Told about danger signals on discharge	51
Q23	Rating of food	52

Comment

This is a good set of results, particularly for a Trust based in a large city. The Trust is above average on 17 questions and the results are quite positive across the board. Results on information given about surgery are particularly good.

Although results are good, we would still encourage some areas for improvement. Based on national comparisons, trends over time and patients' priorities we recommend the following as being priorities for quality improvement:

- Mixed sex bathrooms
- Quality of food
- Copies of GP letters sent to patients

Selected Patient Comments

Positive

All the nurses were very caring and attentive to me even when they were busy. And the night staff were excellent. And the tea lady made the best cup of tea ever.

Everything is always explained properly. Any problems such as when I got tinnitus from drugs was looked at straight away, I was sent for a hearing test. Staff were friendly, polite and helpful. The team that I see are obviously good at their expertise. I feel like I can ask questions and have them answered honestly.

I felt that both the doctors and nurses that I encountered were incredibly compassionate people who were completely in touch with my concerns and anxieties.

I thought the whole attitude and atmosphere of the hospital was kindly and relaxed, as well as being well organised and efficient.

Outstanding treatment and diagnosis by A & E staff particularly the doctor whose careful examination uncovered a fracture in my heel. I was seen by the triage nurse within a few minutes of arriving in A & e. Overall the medical care and subsequent follow up in the fracture clinic has been excellent.

Negative

Single sex bays (wards) are a must. Bathrooms/toilets are just awful. Cleanliness in ward was not a priority.

The food could definitely be better. It was cold and tasteless and looked very unappetising.

The food. The food. The food. Acknowledge of diabetic needs. Vegetarian choices. Nurses hand washing. Reduction of noise. Abolish mixed wards.

There is always room for improvement. I think there could be a definite ladies and separate gents WC and bathroom, and I don't think visitors should be able to use the toilets on the ward.

Introduction

Introduction

This report details the results of the Inpatient survey carried out by Patient Perspective on behalf of the Trust from September 2007 to January 2008.

Methodology

The survey questionnaire is mailed to patients after they have been discharged from hospital. The questionnaire is sent with a covering letter and a FREEPOST return envelope. Patients are provided with a FREEPHONE helpline number if they have any queries. Two reminders are mailed to non-respondents.

Sampling

A random sample of patients has been taken that is representative of each ward/clinic/surgery, department and the organisation as a whole.

Mean Rating Scores

As a summary measure for each question, we have followed the approach adopted by the Healthcare Commission in England for the surveys that feed into the Annual Health Check. This allows easy benchmarking with existing published national data.

The mean rating score allocates a weight to each response, with positive scores (e.g. excellent, very good, good) allocated a higher score than negative responses (e.g. fair, poor).

An average for each question is then calculated with higher scores indicating better results, and 100% being perfect.

How to read the report

Section 2 – Response Rates

Look at the response rates to see the total number of questionnaires mailed out and the number of completed questionnaires. Also see the number of patients that were ineligible for the survey or didn't respond.

Section 3 & 4 – Mean Rating Scores

The mean rating score gives a quick indication of the result for each question, with a higher score being a better result and 100% being perfect.

See Section C for the questions that have the best and worst scores.

See Section D for the questions grouped in order of the questionnaire.

Section 5 - Dimensions

Dimensions are grouped questions with a common theme. In this case the dimensions are those used by the Healthcare Commission in the Annual Health Check.

Section 6- Frequency Tables

The frequency tables show the detailed results for each question in the questionnaire. Use this to see how many patients, and the percentage, that responded to each response category for each question and the overall response. The weightings used to calculate the mean rating scores are shown.

Section 7 – Trends

For questions that have been asked in previous surveys, trends lines show any change over time.

Section 8 – National Benchmarks

This section shows comparisons against the most recent nationally published survey data – in this case from 2006. The bar for each question represents the scores for all Trusts from the worst (on the left) to the best (on the right). The red area shows the worst 20% of Trusts and the green area the best 20% of Trusts. The blue area shows the middle 60% of all Trusts and the national average is indicated by a line in the middle. The results for your Trust are shown as a yellow diamond. There is an error bar either side of the diamond – this is the 95% confidence intervals, showing that we are 95% sure that the true result is within this range.

Section 9 – Comments

This section shows all the comments written by patients. They are grouped into three sections – anything particularly good, anything that could be improved and any other comments. To protect patient confidentiality we have removed the names and addresses of patients and anything else that could identify them.

Section 10 – Questionnaire

The questionnaire used in the survey is shown here.

Contacting Patient Perspective

If you have any queries about the survey of the results please contact us.

Email: surveys@patientperspective.org

Tel: 01865 205100

Response Rates

	N
Total number mailed	850
Not eligible, not at address	8
Not eligible, patient died	26
Not eligible, other	5
Total Eligible	811
Not returned, opt out	39
Not returned, too ill	0
Not returned, other	0
Returned completed	400
Response Rate	49.3%

Response Rate is returned completed as a percentage of total eligible

Mean Rating Scores, Ranked

Mean Rating Score 100-90%

		Mean Rating Score
Q21	Ever feel threatened	98%
Q41	Amount of privacy when being examined or treated	94%
Q71	Ever wanted to complain	94%
Q46	Were risks and benefits of the operation explained	93%
Q10	Admission date changed by hospital	92%
Q51	Did anaesthetist explain how would control pain	92%
Q27	Confidence and trust in doctors	92%
Q32	Did nurses talk in front of you as if you weren't there	91%
Q47	Was what would done during the operation explained	91%
Q48	Were questions about the operation answered	91%
Q66	Overall were you treated with respect and dignity	90%

Mean Rating Score 90%-80%

		Mean Rating Score
Q3	Enough information about condition in A&E	89%
Q4	Enough privacy when examined in A&E	89%
Q31	Confidence and trust in nurses	89%
Q28	Did doctors talk in front of you as if you weren't there	86%
Q24	Choice of food	85%
Q26	Getting answers to questions from doctors	85%
Q30	Getting answers to questions from nurses	85%
Q60	Told how to take medication	85%
Q58	Was the purpose of new medicines explained	85%
Q43	Did staff do all they could to control pain	85%
Q13	Shared mixed-sex room or bay	84%
Q34	Did nurses wash hands	84%
Q19	Cleanliness of room or ward	82%
Q35	Did staff contradict each other	82%
Q18	Ever bothered by noise at night from staff	81%
Q68	Overall rating of care	81%
Q37	Amount of information	81%
Q25	Help to eat meals	81%
Q9	View on time on waiting list	80%
Q67	Overall rating of staff working together	80%
Q40	Amount of privacy when discussing treatment	80%
Q11	Did patient wait a long time to get to a bed	80%
Q29	Did doctors wash hands	80%

Mean Rating Score 80%-70%

		Mean Rating Score
Q15	Shared mixed-sex room or bay after moving wards	79%
Q52	Were you told how the operation had gone in understandable way	79%
Q33	Were there enough nurses on duty	78%
Q49	Told how would feel after operation	78%
Q20	Cleanliness of toilets and bathrooms	77%
Q64	Were you told who to contact if worried	76%
Q61	Given printed information on medicines	74%
Q36	Involvement in decisions about care and treatment	72%
Q17	Ever bothered by noise at night from patients	71%
Q53	Involved in discharge decisions	71%

Mean Rating Score 70%-60%

		Mean Rating Score
Q44	Time for help to arrive	68%
Q54	Was discharge delayed	67%
Q38	Could family talk with doctor	65%
Q57	Written or printed discharge information	65%
Q39	Someone to discuss worries or fears	64%
Q16	Shared mixed-sex bathroom areas	60%

Mean Rating Score 60%-50%

		Mean Rating Score
Q22	Place for personal belongings	59%
Q5	Wait to be admitted to ward	58%
Q8	Overall wait to be admitted	54%
Q63	Family given all information on discharge	54%
Q23	Rating of food	52%
Q59	Were the side-effects of the new medicines explained	51%
Q62	Told about danger signals on discharge	51%

Mean Rating Score less than 50%

		Mean Rating Score
Q70	Leaflets on how to complain	39%
Q56	How long was discharge delay	38%
Q7	Choice of admission dates	32%
Q65	Given copies of letters to GP	31%
Q6	Offered choice of hospital	27%
Q72	Given information to complain?	15%
Q69	Ever asked views on quality	4%

Mean Rating Scores by section

The Emergency Department

Mean Rating Score

Q3	Enough information about condition in A&E	89%
Q4	Enough privacy when examined in A&E	89%
Q5	Wait to be admitted to ward	58%

Waiting list or planned admission

Mean Rating Score

Q6	Offered choice of hospital	27%
Q7	Choice of admission dates	32%
Q8	Overall wait to be admitted	54%
Q9	View on time on waiting list	80%
Q10	Admission date changed by hospital	92%

All types of admission

Mean Rating Score

Q11	Did patient wait a long time to get to a bed	80%
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The hospital and ward

Mean Rating Score

Q13	Shared mixed-sex room or bay	84%
Q15	Shared mixed-sex room or bay after moving wards	79%
Q16	Shared mixed-sex bathroom areas	60%
Q17	Ever bothered by noise at night from patients	71%
Q18	Ever bothered by noise at night from staff	81%
Q19	Cleanliness of room or ward	82%
Q20	Cleanliness of toilets and bathrooms	77%
Q21	Ever feel threatened	98%
Q22	Place for personal belongings	59%
Q23	Rating of food	52%
Q24	Choice of food	85%
Q25	Help to eat meals	81%

Doctors

Mean Rating Score

Q26	Getting answers to questions from doctors	85%
Q27	Confidence and trust in doctors	92%
Q28	Did doctors talk in front of you as if you weren't there	86%
Q29	Did doctors wash hands	80%

Nurses

Mean Rating Score

Q30	Getting answers to questions from nurses	85%
Q31	Confidence and trust in nurses	89%
Q32	Did nurses talk in front of you as if you weren't there	91%
Q33	Were there enough nurses on duty	78%
Q34	Did nurses wash hands	84%

Your care and treatment

Mean Rating Score

Q35	Did staff contradict each other	82%
Q36	Involvement in decisions about care and treatment	72%
Q37	Amount of information	81%
Q38	Could family talk with doctor	65%
Q39	Someone to discuss worries or fears	64%
Q40	Amount of privacy when discussing treatment	80%
Q41	Amount of privacy when being examined or treated	94%
Q43	Did staff do all they could to control pain	85%

Operations and procedures

Mean Rating Score

Q44	Time for help to arrive	68%
Q46	Were risks and benefits of the operation explained	93%
Q47	Was what would done during the operation explained	91%
Q48	Were questions about the operation answered	91%
Q49	Told how would feel after operation	78%
Q51	Did anaesthetist explain how would control pain	92%

Leaving Hospital

Mean Rating Score

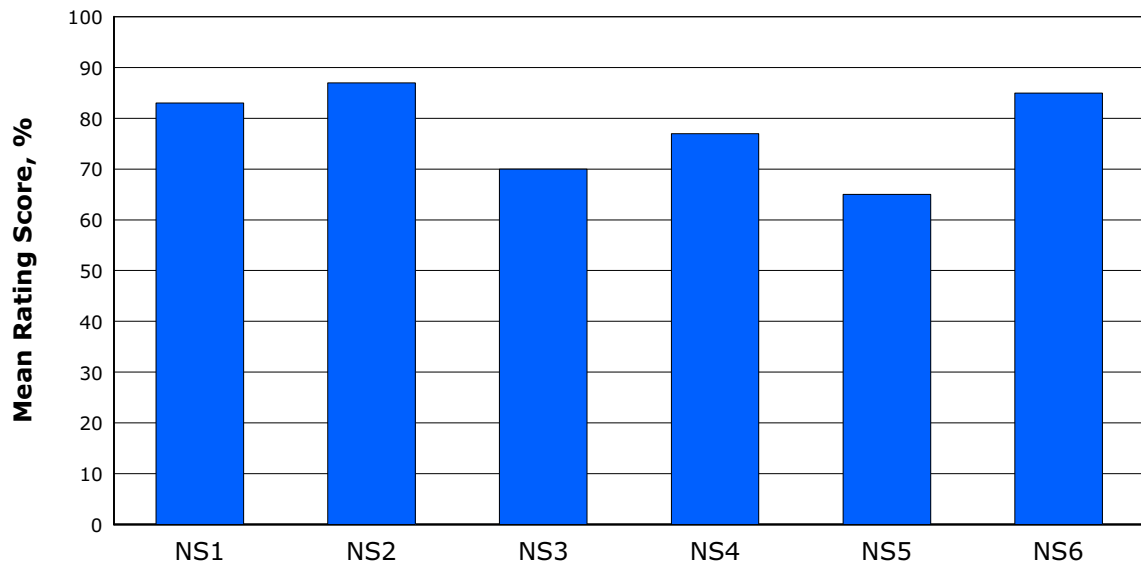
Q52	Were you told how the operation had gone in understandable way	79%
Q53	Involved in discharge decisions	71%
Q54	Was discharge delayed	67%
Q56	How long was discharge delay	38%
Q57	Written or printed discharge information	65%
Q58	Was the purpose of new medicines explained	85%
Q59	Were the side-effects of the new medicines explained	51%
Q60	Told how to take medication	85%
Q61	Given printed information on medicines	74%
Q62	Told about danger signals on discharge	51%
Q63	Family given all information on discharge	54%
Q64	Were you told who to contact if worried	76%
Q65	Given copies of letters to GP	31%

Overall

Mean Rating Score

Q66	Overall were you treated with respect and dignity	90%
Q67	Overall rating of staff working together	80%
Q68	Overall rating of care	81%
Q69	Ever asked views on quality	4%
Q70	Leaflets on how to complain	39%
Q71	Ever wanted to complain	94%
Q72	Given information to complain?	15%

Dimensions



Dimension		Mean Rating Score
NS1	Length of time waiting for care and treatment	83 %
NS2	Relationships with staff	87 %
NS3	Information and involvement in decisions about care	70 %
NS4	Cleanliness and comfort	77 %
NS5	Coordination and quality of care received	65 %
NS6	Mixed sex accommodation and overall rating	85 %

Cleanliness and comfort

Q17	Ever bothered by noise at night from patients	71
Q18	Ever bothered by noise at night from staff	81
Q19	Cleanliness of room or ward	82
Q23	Rating of food	52
Q41	Amount of privacy when being examined or treated	94
Q43	Did staff do all they could to control pain	85

Coordination and quality of care received

Q35	Did staff contradict each other	82
Q54	Was discharge delayed	67
Q56	How long was discharge delay	38
Q62	Told about danger signals on discharge	51

Information and involvement in decisions about care

Q36	Involvement in decisions about care and treatment	72
Q58	Was the purpose of new medicines explained	85
Q59	Were the side-effects of the new medicines explained	51

Length of time waiting for care and treatment

Q10	Admission date changed by hospital	92
Q11	Did patient wait a long time to get to a bed	80
Q9	View on time on waiting list	80

Mixed sex accommodation and overall rating

Q13	Shared mixed-sex room or bay	84
Q15	Shared mixed-sex room or bay after moving wards	79
Q66	Overall were you treated with respect and dignity	90
Q68	Overall rating of care	81

Relationships with staff

Q26	Getting answers to questions from doctors	85
Q28	Did doctors talk in front of you as if you weren't there	86
Q30	Getting answers to questions from nurses	85
Q32	Did nurses talk in front of you as if you weren't there	91

Frequency Tables

Q1 Was your hospital stay planned in advance or an emergency?

	Response	N	%	Weight
1	Emergency	191	48%	0.00
2	Planned in advance	201	50%	0.00
3	Something else	9	2%	0.00
Total:		401	100%	

Q2 When you arrived at the hospital, did you go to the Emergency Department (Casualty /A&E / Medical or Surgical Admissions unit)?

	Response	N	%	Weight
1	Yes	175	91%	0.00
2	No	18	9%	0.00
Total:		193	100%	

Q3 While you were in the Emergency Department, how much information about your condition or treatment was given to you?

	Response	N	%	Weight
1	Not enough	15	10%	0.00
2	The right amount	128	82%	1.00
3	Too much	1	1%	0.00
4	I was not given any information about my treatment or condition	12	8%	0.00
Total:		156	100%	

Mean Rating Score: 89% MRS Base: 144

Q4 Were you given enough privacy when being examined or treated in the Emergency Department?

	Response	N	%	Weight
1	Yes, definitely	135	79%	1.00
2	Yes, to some extent	33	19%	0.50
3	No	3	2%	0.00
Total:		171	100%	

Mean Rating Score: 89% MRS Base: 171

Q5 Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

	Response	N	%	Weight
1	Less than 1 hour	22	13%	1.00
2	More than 1 hour but less than 2 hours	41	24%	0.75
3	More than 2 hours but less than 4 hours	58	33%	0.50
4	More than 4 hours but less than 8 hours	28	16%	0.25
5	8 hours or longer	4	2%	0.00
6	Can't remember	21	12%	0.00
Total:		174	100%	

Mean Rating Score: 58%

MRS Base: 153

Q6 When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?

	Response	N	%	Weight
1	Yes	51	26%	1.00
2	No	139	71%	0.00
3	Don't know/Can't remember	5	3%	0.00
Total:		195	100%	

Mean Rating Score: 27%

MRS Base: 190

Q7 Were you given a choice of admission dates?

	Response	N	%	Weight
1	Yes	60	31%	1.00
2	No	129	66%	0.00
3	Don't know/can't remember	5	3%	0.00
Total:		194	100%	

Mean Rating Score: 32%

MRS Base: 189

Q8 Overall, from the time you were first told you needed to be admitted to hospital, how long did you wait to be admitted?

	Response	N	%	Weight
1	Up to 1 month	34	18%	1.00
2	1 to 3 months	48	26%	0.75
3	3 to 6 months	35	19%	0.50
4	6 to 9 months	16	9%	0.25
5	More than 9 months	36	20%	0.00
6	Don't know/can't remember	15	8%	0.00
Total:		184	100%	

Mean Rating Score: 54%

MRS Base: 169

Q9 How do you feel about the length of time you were on the waiting list before your admission to hospital?

	Response	N	%	Weight
1	I was admitted as soon as I thought was necessary	138	70%	1.00
2	I should have been admitted a bit sooner	39	20%	0.50
3	I should have been admitted a lot sooner	19	10%	0.00
Total:		196	100%	

Mean Rating Score: 80%

MRS Base: 196

Q10 Was your admission date changed by the hospital?

	Response	N	%	Weight
1	No	157	79%	1.00
2	Yes, once	35	18%	0.66
3	Yes, 2 or 3 times	6	3%	0.33
4	Yes, 4 times or more	0	%	0.00
Total:		198	100%	

Mean Rating Score: 92%

MRS Base: 198

Q11 From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?

	Response	N	%	Weight
1	Yes, definitely	44	11%	0.00
2	Yes, to some extent	75	18%	0.50
3	No	288	71%	1.00
Total:		407	100%	

Mean Rating Score: 80%

MRS Base: 407

Q12 While in hospital, did you ever stay in a critical care area (Intensive Care Unit, High Dependency Unit or Coronary Care Unit)?

	Response	N	%	Weight
1	Yes	91	22%	0.00
2	No	306	76%	0.00
3	Don't know/can't remember	8	2%	0.00
Total:		405	100%	

Q13 When you 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?

	Response	N	%	Weight
1	Yes	65	16%	0.00
2	No	344	84%	1.00
Total:		409	100%	

Mean Rating Score: 84%

MRS Base: 409

Q14 During your stay in hospital, how many wards did you stay in?

	Response	N	%	Weight
1	1	276	67%	0.00
2	2	104	25%	0.00
3	3 or more	26	6%	0.00
4	Can't remember	4	1%	0.00
Total:		410	100%	

Q15 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?

	Response	N	%	Weight
1	Yes	26	21%	0.00
2	No	99	79%	1.00
Total:		125	100%	

Mean Rating Score: 79%

MRS Base: 125

Q16 While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

	Response	N	%	Weight
1	Yes	148	36%	0.00
2	Yes, because it had special bathing equipment that I needed	6	1%	0.00
3	No	222	54%	1.00
4	I did not use a bathroom or shower	19	5%	0.00
5	Don't know/can't remember	14	3%	0.00
Total:		409	100%	

Mean Rating Score: 60%

MRS Base: 370

Q17 Were you ever bothered by noise at night from other patients?

	Response	N	%	Weight
1	Yes	120	29%	0.00
2	No	289	71%	1.00
Total:		409	100%	

Mean Rating Score: 71% MRS Base: 409

Q18 Were you ever bothered by noise at night from hospital staff?

	Response	N	%	Weight
1	Yes	77	19%	0.00
2	No	331	81%	1.00
Total:		408	100%	

Mean Rating Score: 81% MRS Base: 408

Q19 In your opinion, how clean was the hospital room or ward that you were in?

	Response	N	%	Weight
1	Very clean	224	54%	1.00
2	Fairly clean	166	40%	0.66
3	Not very clean	17	4%	0.33
4	Not at all clean	5	1%	0.00
Total:		412	100%	

Mean Rating Score: 82% MRS Base: 412

Q20 How clean were the toilets and bathrooms that you used in hospital?

	Response	N	%	Weight
1	Very clean	190	46%	1.00
2	Fairly clean	168	41%	0.66
3	Not very clean	32	8%	0.33
4	Not at all clean	14	3%	0.00
5	I did not use a toilet or bathroom	6	1%	0.00
Total:		410	100%	

Mean Rating Score: 77% MRS Base: 404

Q21 Did you ever feel threatened during your stay in hospital by other patients or visitors?

	Response	N	%	Weight
1	Yes	10	2%	0.00
2	No	399	98%	1.00
Total:		409	100%	

Mean Rating Score: 98% MRS Base: 409

Q22 Did you have somewhere to keep your personal belongings whilst on the ward?

	Response	N	%	Weight
1	Yes, and I could lock it if I wanted to	79	19%	1.00
2	Yes, but I could not lock it	284	69%	0.50
3	No	11	3%	0.00
4	I did not take any belongings to hospital	32	8%	0.00
5	Don't know/Can't remember	3	1%	0.00
Total:		409	100%	

Mean Rating Score: 59%

MRS Base: 374

Q23 How would you rate the hospital food?

	Response	N	%	Weight
1	Very good	71	17%	1.00
2	Good	144	35%	0.66
3	Fair	107	26%	0.33
4	Poor	68	17%	0.00
5	I didn't have any hospital food	18	4%	0.00
Total:		408	100%	

Mean Rating Score: 52%

MRS Base: 390

Q24 Were you offered a choice of food?

	Response	N	%	Weight
1	Yes, always	310	78%	1.00
2	Yes, sometimes	63	16%	0.50
3	No	27	7%	0.00
Total:		400	100%	

Mean Rating Score: 85%

MRS Base: 400

Q25 Did you get enough help from staff to eat your meals?

	Response	N	%	Weight
1	Yes, always	87	22%	1.00
2	Yes, sometimes	21	5%	0.50
3	No	12	3%	0.00
4	I did not need help to eat meals	281	70%	0.00
Total:		401	100%	

Mean Rating Score: 81%

MRS Base: 120

Q26 When you had important questions to ask a doctor, did you get answers that you could understand?

	Response	N	%	Weight
1	Yes, always	278	68%	1.00
2	Yes, sometimes	79	19%	0.50
3	No	16	4%	0.00
4	I had no need to ask	35	9%	0.00
Total:		408	100%	

Mean Rating Score: 85%

MRS Base: 373

Q27 Did you have confidence and trust in the doctors treating you?

	Response	N	%	Weight
1	Yes, always	356	86%	1.00
2	Yes, sometimes	45	11%	0.50
3	No	11	3%	0.00
Total:		412	100%	

Mean Rating Score: 92%

MRS Base: 412

Q28 Did doctors talk in front of you as if you weren't there?

	Response	N	%	Weight
1	Yes, often	20	5%	0.00
2	Yes, sometimes	74	18%	0.50
3	No	315	77%	1.00
Total:		409	100%	

Mean Rating Score: 86%

MRS Base: 409

Q29 As far as you know, did doctors wash or clean their hands between touching patients?

	Response	N	%	Weight
1	Yes, always	174	43%	1.00
2	Yes, sometimes	41	10%	0.50
3	No	28	7%	0.00
4	Don't know/can't remember	166	41%	0.00
Total:		409	100%	

Mean Rating Score: 80%

MRS Base: 243

Q30 When you had important questions to ask a nurse, did you get answers that you could understand?

	Response	N	%	Weight
1	Yes, always	268	66%	1.00
2	Yes, sometimes	87	21%	0.50
3	No	12	3%	0.00
4	I had no need to ask	42	10%	0.00
Total:		409	100%	

Mean Rating Score: 85%

MRS Base: 367

Q31 Did you have confidence and trust in the nurses treating you?

	Response	N	%	Weight
1	Yes, always	330	80%	1.00
2	Yes, sometimes	72	18%	0.50
3	No	9	2%	0.00
Total:		411	100%	

Mean Rating Score: 89%

MRS Base: 411

Q32 Did nurses talk in front of you as if you weren't there?

	Response	N	%	Weight
1	Yes, often	15	4%	0.00
2	Yes, sometimes	45	11%	0.50
3	No	346	85%	1.00
Total:		406	100%	

Mean Rating Score: 91%

MRS Base: 406

Q33 In your opinion, were there enough nurses on duty to care for you in hospital?

	Response	N	%	Weight
1	There were always or nearly always enough nurses	262	64%	1.00
2	There were sometimes enough nurses	112	27%	0.50
3	There were rarely or never enough nurses	35	9%	0.00
Total:		409	100%	

Mean Rating Score: 78%

MRS Base: 409

Q34 As far as you know, did nurses wash or clean their hands between touching patients?

	Response	N	%	Weight
1	Yes, always	228	55%	1.00
2	Yes, sometimes	56	14%	0.50
3	No	19	5%	0.00
4	Don't know/can't remember	108	26%	0.00
Total:		411	100%	

Mean Rating Score: 84%

MRS Base: 303

Q35 Sometimes in a hospital, one member of staff will say one thing and another will say something different. Did this happen to you?

	Response	N	%	Weight
1	Yes, often	22	5%	0.00
2	Yes, sometimes	101	25%	0.50
3	No	284	70%	1.00
Total:		407	100%	

Mean Rating Score: 82%

MRS Base: 407

Q36 Were you involved as much as you wanted to be in decisions about your care and treatment?

	Response	N	%	Weight
1	Yes, definitely	214	53%	1.00
2	Yes, to some extent	155	38%	0.50
3	No	35	9%	0.00
Total:		404	100%	

Mean Rating Score: 72%

MRS Base: 404

Q37 How much information about your condition or treatment was given to you?

	Response	N	%	Weight
1	Not enough	74	18%	0.00
2	The right amount	331	81%	1.00
3	Too much	3	1%	0.00
Total:		408	100%	

Mean Rating Score: 81%

MRS Base: 408

Q38 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

	Response	N	%	Weight
1	Yes, definitely	124	30%	1.00
2	Yes, to some extent	107	26%	0.50
3	No	44	11%	0.00
4	No family or friends were involved	47	12%	0.00
5	My family didn't want or need information	73	18%	0.00
6	I did not want my family or friends to talk to a doctor	13	3%	0.00
Total:		408	100%	

Mean Rating Score: 65%

MRS Base: 275

Q39 Did you find someone on the hospital staff to talk to about your worries and fears?

	Response	N	%	Weight
1	Yes, definitely	111	27%	1.00
2	Yes, to some extent	89	22%	0.50
3	No	44	11%	0.00
4	I had no worries or fears	162	40%	0.00
Total:		406	100%	

Mean Rating Score: 64%

MRS Base: 244

Q40 Were you given enough privacy when discussing your condition or treatment?

	Response	N	%	Weight
1	Yes, always	281	70%	1.00
2	Yes, sometimes	84	21%	0.50
3	No	38	9%	0.00
Total:		403	100%	

Mean Rating Score: 80%

MRS Base: 403

Q41 Were you given enough privacy when being examined or treated?

	Response	N	%	Weight
1	Yes, always	363	89%	1.00
2	Yes, sometimes	39	10%	0.50
3	No	5	1%	0.00
Total:		407	100%	

Mean Rating Score: 94%

MRS Base: 407

Q42 Were you ever in any pain?

	Response	N	%	Weight
1	Yes	255	64%	0.00
2	No	144	36%	0.00
		Total:	399	100%

Q43 Do you think the hospital staff did everything they could to help control your pain?

	Response	N	%	Weight
1	Yes, definitely	187	74%	1.00
2	Yes, to some extent	54	21%	0.50
3	No	11	4%	0.00
		Total:	252	100%

Mean Rating Score: 85%

MRS Base: 252

Q44 How many minutes after you used the call button did it usually take before you got the help you needed?

	Response	N	%	Weight
1	0 minutes/right away	40	10%	1.00
2	1-2 minutes	97	24%	0.75
3	3-5 minutes	45	11%	0.50
4	More than 5 minutes	25	6%	0.25
5	I never got help when I used the call button	1	0%	0.00
6	I never used the call button	190	48%	0.00
		Total:	398	100%

Mean Rating Score: 68%

MRS Base: 208

Q45 During your stay in hospital, did you have an operation or procedure?

	Response	N	%	Weight
1	Yes	285	72%	0.00
2	No	110	28%	0.00
		Total:	395	100%

Q46 Before the operation did a member of staff explain the risks of the operation or procedure in a way you could understand?

	Response	N	%	Weight
1	Yes, completely	239	85%	1.00
2	Yes, to some extent	31	11%	0.50
3	No	5	2%	0.00
4	I did not want an explanation	6	2%	0.00
Total:		281	100%	

Mean Rating Score: 93%

MRS Base: 275

Q47 Before the operation did a member of staff explain what would be done during the operation or procedure?

	Response	N	%	Weight
1	Yes, completely	228	81%	1.00
2	Yes, to some extent	47	17%	0.50
3	No	2	1%	0.00
4	I did not want an explanation	6	2%	0.00
Total:		283	100%	

Mean Rating Score: 91%

MRS Base: 277

Q48 Before the operation did a member of staff answer your questions about the operation or procedure in a way you could understand?

	Response	N	%	Weight
1	Yes, completely	200	71%	1.00
2	Yes, to some extent	36	13%	0.50
3	No	4	1%	0.00
4	I did not have any questions	41	15%	0.00
Total:		281	100%	

Mean Rating Score: 91%

MRS Base: 240

Q49 Beforehand, were you told how you could expect to feel after you had the operation or procedure?

	Response	N	%	Weight
1	Yes, completely	185	66%	1.00
2	Yes, to some extent	65	23%	0.50
3	No	29	10%	0.00
Total:		279	100%	

Mean Rating Score: 78%

MRS Base: 279

Q50 Before the operation or procedure, were you given an anaesthetic to put you to sleep or control your pain?

	Response	N	%	Weight
1	Yes	248	89%	0.00
2	No	31	11%	0.00
		Total:	279	100%

Q51 Before the operation or procedure, did the anaesthetist explain how he or she would put you to sleep or control your pain in a way you could understand?

	Response	N	%	Weight
1	Yes, completely	214	86%	1.00
2	Yes, to some extent	29	12%	0.50
3	No	5	2%	0.00
		Total:	248	100%

Mean Rating Score: 92%

MRS Base: 248

Q52 After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?

	Response	N	%	Weight
1	Yes, completely	194	69%	1.00
2	Yes, to some extent	59	21%	0.50
3	No	29	10%	0.00
		Total:	282	100%

Mean Rating Score: 79%

MRS Base: 282

Q53 Did you feel involved in decisions about your discharge from hospital?

	Response	N	%	Weight
1	Yes, definitely	195	48%	1.00
2	Yes, to some extent	110	27%	0.50
3	No	48	12%	0.00
4	I did not need to be involved	54	13%	0.00
		Total:	407	100%

Mean Rating Score: 71%

MRS Base: 353

Q54 On the day you left hospital, was your discharge delayed for any reason?

	Response	N	%	Weight
1	Yes	132	33%	0.00
2	No	272	67%	1.00
		Total:	404	100%

Mean Rating Score: 67%

MRS Base: 404

Q55 What was the main reason for the delay?

	Response	N	%	Weight
1	I had to wait for medicines	82	63%	0.00
2	I had to wait to see the doctor	23	18%	0.00
3	I had to wait for an ambulance	12	9%	0.00
4	Something else	14	11%	0.00
Total:		131	100%	

Q56 How long was the delay?

	Response	N	%	Weight
1	Up to 1 hour	29	22%	0.75
2	Longer than 1 hour but no longer than 2 hours	40	31%	0.50
3	Longer than 2 hour but no longer than 4 hours	33	25%	0.25
4	Longer than 4 hours	28	22%	0.00
Total:		130	100%	

Mean Rating Score: 38%

MRS Base: 130

Q57 Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

	Response	N	%	Weight
1	Yes	255	65%	1.00
2	No	140	35%	0.00
Total:		395	100%	

Mean Rating Score: 65%

MRS Base: 395

Q58 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

	Response	N	%	Weight
1	Yes, completely	237	59%	1.00
2	Yes, to some extent	45	11%	0.50
3	No	24	6%	0.00
4	I didn't need an explanation	53	13%	0.00
5	I had no medicines	41	10%	0.00
Total:		400	100%	

Mean Rating Score: 85%

MRS Base: 306

Q59 Did a member of staff tell you about medication side effects to watch for when you went home?

	Response	N	%	Weight
1	Yes, completely	112	31%	1.00
2	Yes, to some extent	40	11%	0.50
3	No	107	30%	0.00
4	I did not need an explanation	99	28%	0.00
Total:		358	100%	

Mean Rating Score: 51%

MRS Base: 259

Q60 Were you told how to take your medication in a way you could understand?

	Response	N	%	Weight
1	Yes, definitely	220	62%	1.00
2	Yes, to some extent	33	9%	0.50
3	No	25	7%	0.00
4	I did not need to be told how to take my medication	79	22%	0.00
Total:		357	100%	

Mean Rating Score: 85%

MRS Base: 278

Q61 Were you given clear written or printed information about your medicines?

	Response	N	%	Weight
1	Yes, completely	221	62%	1.00
2	Yes, to some extent	51	14%	0.50
3	No	62	17%	0.00
4	Don't know/can't remember	22	6%	0.00
Total:		356	100%	

Mean Rating Score: 74%

MRS Base: 334

Q62 Did a member of staff tell you about any danger signals you should watch for after you went home?

	Response	N	%	Weight
1	Yes, completely	121	30%	1.00
2	Yes, to some extent	59	15%	0.50
3	No	116	29%	0.00
4	Don't know/can't remember	108	27%	0.00
Total:		404	100%	

Mean Rating Score: 51%

MRS Base: 296

Q63 Did the doctors or nurses give your family or someone close to you all the information they needed to help you recover?

	Response	N	%	Weight
1	Yes, completely	111	28%	1.00
2	Yes, to some extent	58	15%	0.50
3	No	91	23%	0.00
4	No family or friends were involved	57	14%	0.00
5	My family didn't want or need information	82	21%	0.00
Total:		399	100%	

Mean Rating Score: 54%

MRS Base: 260

Q64 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

	Response	N	%	Weight
1	Yes	284	71%	1.00
2	No	92	23%	0.00
3	Don't know/can't remember	26	6%	0.00
Total:		402	100%	

Mean Rating Score: 76%

MRS Base: 376

Q65 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	Response	N	%	Weight
1	Yes, I received copies	112	28%	1.00
2	No, I did not receive copies	253	63%	0.00
3	Not sure/Don't know	35	9%	0.00
Total:		400	100%	

Mean Rating Score: 31%

MRS Base: 365

Q66 Overall, did you feel you were treated with respect and dignity while you were in the hospital?

	Response	N	%	Weight
1	Yes, always	336	82%	1.00
2	Yes, sometimes	64	16%	0.50
3	No	8	2%	0.00
Total:		408	100%	

Mean Rating Score: 90%

MRS Base: 408

Q67 How would you rate how well the doctors and nurses worked together?

	Response	N	%	Weight
1	Excellent	192	47%	1.00
2	Very good	135	33%	0.75
3	Good	60	15%	0.50
4	Fair	17	4%	0.25
5	Poor	5	1%	0.00
Total:		409	100%	

Mean Rating Score: 80%

MRS Base: 409

Q68 Overall, how would you rate the care you received?

	Response	N	%	Weight
1	Excellent	207	50%	1.00
2	Very good	125	30%	0.75
3	Good	59	14%	0.50
4	Fair	13	3%	0.25
5	Poor	7	2%	0.00
Total:		411	100%	

Mean Rating Score: 81%

MRS Base: 411

Q69 During your hospital stay, were you ever asked to give your views on the quality of your care?

	Response	N	%	Weight
1	Yes	15	4%	1.00
2	No	368	90%	0.00
3	Don't know/can't remember	25	6%	0.00
Total:		408	100%	

Mean Rating Score: 4%

MRS Base: 383

Q70 While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?

	Response	N	%	Weight
1	Yes	123	31%	1.00
2	No	190	48%	0.00
3	Don't know/Can't remember	83	21%	0.00
Total:		396	100%	

Mean Rating Score: 39%

MRS Base: 313

Q71 Did you want to complain about the care you received in hospital?

	Response	N	%	Weight
1	Yes	23	6%	0.00
2	No	369	94%	1.00
Total:		392	100%	

Mean Rating Score: 94%

MRS Base: 392

Q72 Did hospital staff give you the information you needed to do this?

	Response	N	%	Weight
1	Yes, completely	1	4%	1.00
2	Yes, to some extent	5	22%	0.50
3	No	17	74%	0.00
Total:		23	100%	

Mean Rating Score: 15%

MRS Base: 23

Q73 Are you male or female?

	Response	N	%	Weight
1	Male	188	47%	0.00
2	Female	213	53%	0.00
Total:		401	100%	

Q74 How old are you?

	Response	N	%	Weight
1	0-19	6	2%	0.00
2	20-29	18	5%	0.00
3	30-39	36	9%	0.00
4	40-49	48	12%	0.00
5	50-59	64	16%	0.00
6	60-69	89	23%	0.00
7	70-79	86	22%	0.00
8	80-89	39	10%	0.00
9	90+	7	2%	0.00
Total:		393	100%	

Q75 How old were you when you left full-time education?

	Response	N	%	Weight
1	16 years or less	272	69%	0.00
2	17 or 18 years	59	15%	0.00
3	19 years or over	62	16%	0.00
4	Still in full-time education	3	1%	0.00
Total:		396	100%	

Q76 Overall, how would you rate your health during the past 4 weeks?

	Response	N	%	Weight
1	Excellent	32	8%	0.00
2	Very good	85	22%	0.00
3	Good	111	28%	0.00
4	Fair	115	29%	0.00
5	Poor	41	10%	0.00
6	Very poor	11	3%	0.00
Total:		395	100%	

Q77a Are you deaf or have a severe hearing impairment?

	Response	N	%	Weight
1	Yes	52	14%	0.00
0	No	327	86%	0.00
Total:		379	100%	

Q77b Are you blind or partially sighted

	Response	N	%	Weight
1	Yes	15	4%	0.00
0	No	364	96%	0.00
Total:		379	100%	

Q77c Do you have a long-standing physical condition

	Response	N	%	Weight
1	Yes	110	29%	0.00
0	No	269	71%	0.00
Total:		379	100%	

Q77d Do you have a learning disability

	Response	N	%	Weight
1	Yes	5	1%	0.00
0	No	374	99%	0.00
Total:		379	100%	

Q77e Do you have a mental health condition

	Response	N	%	Weight
1	Yes	19	5%	0.00
0	No	360	95%	0.00
Total:		379	100%	

Q77f Do you have a long-standing illness

	Response	N	%	Weight
1	Yes	125	33%	0.00
0	No	254	67%	0.00
Total:		379	100%	

Q77g Do you have any long standing condition

	Response	N	%	Weight
1	No	151	40%	0.00
0	Yes	228	60%	0.00
Total:		379	100%	

Q78a Does your condition cause difficulty with everyday activities that people your age can usually do?

	Response	N	%	Weight
1	Yes	137	62%	0.00
0	No	83	38%	0.00
Total:		220	100%	

Q78b Does your condition cause difficulty at work, in education or training?

	Response	N	%	Weight
1	Yes	38	17%	0.00
0	No	182	83%	0.00
Total:		220	100%	

Q78c Does your condition cause difficulty with access to buildings, streets or vehicles?

	Response	N	%	Weight
1	Yes	61	28%	0.00
0	No	159	72%	0.00
Total:		220	100%	

Q78d Does your condition cause difficulty with reading or writing?

	Response	N	%	Weight
1	Yes	23	10%	0.00
0	No	197	90%	0.00
Total:		220	100%	

Q78e Does your condition cause difficulty with peoples attitudes to you because of your condition

	Response	N	%	Weight
1	Yes	23	10%	0.00
0	No	197	90%	0.00
Total:		220	100%	

Q78f Does your condition cause difficulty with communicating, mixing with others, or socialising?

	Response	N	%	Weight
1	Yes	41	19%	0.00
0	No	179	81%	0.00
Total:		220	100%	

Q78g Does your condition cause difficulty with any other activity?

	Response	N	%	Weight
1	Yes	44	20%	0.00
0	No	176	80%	0.00
Total:		220	100%	

Q78h Do you have any difficulties because of your condition?

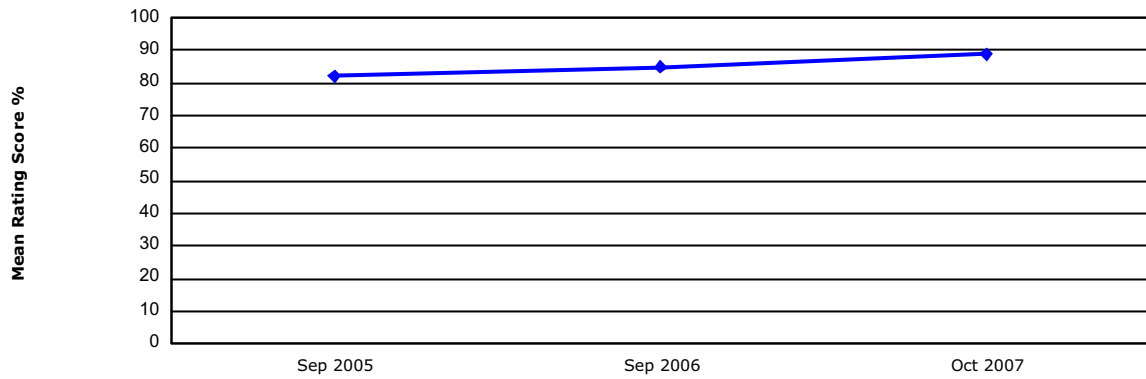
	Response	N	%	Weight
1	No	57	26%	0.00
0	Yes	160	74%	0.00
Total:		217	100%	

Q79 To which of these ethnic groups would you say you belong?

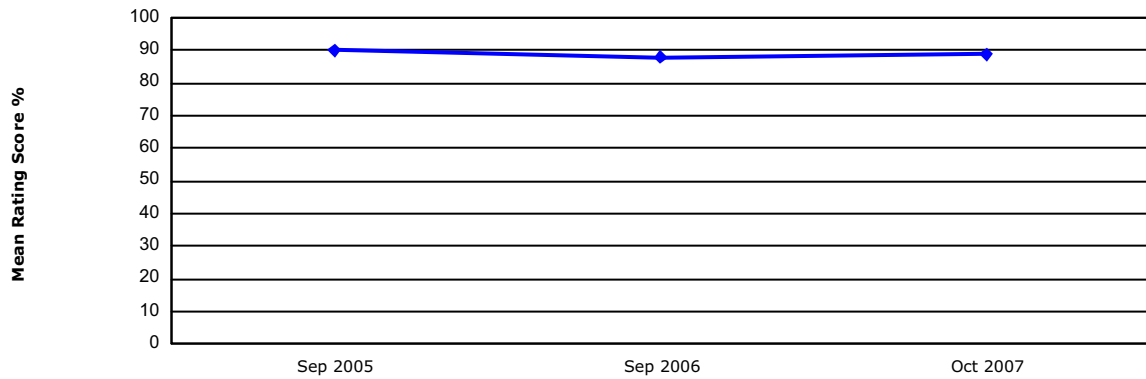
	Response	N	%	Weight
1	White	360	91%	0.00
2	Black or Black British	13	3%	0.00
3	Asian or Asian British	11	3%	0.00
4	Mixed	0	%	0.00
5	Chinese	0	%	0.00
6	Other ethnic group	1	0%	0.00
-	Not answered	11	3%	0.00
Total:		396	100%	

Trend Charts

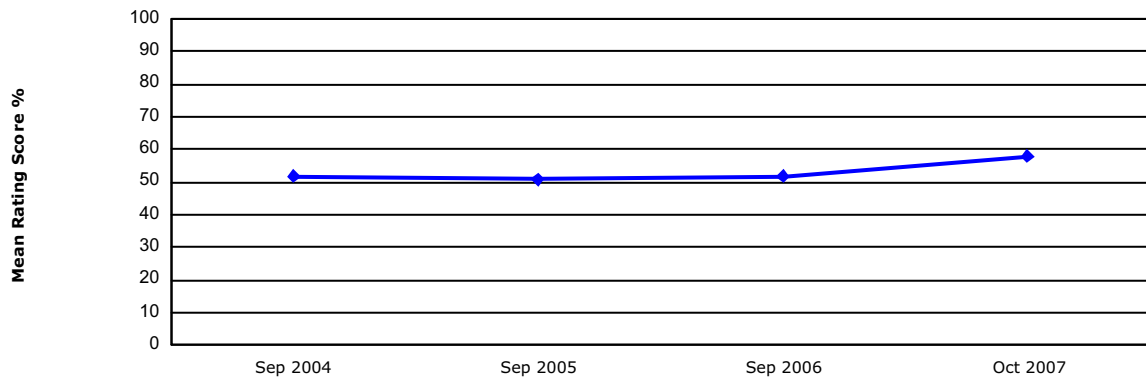
Q3 Enough information about condition in A&E



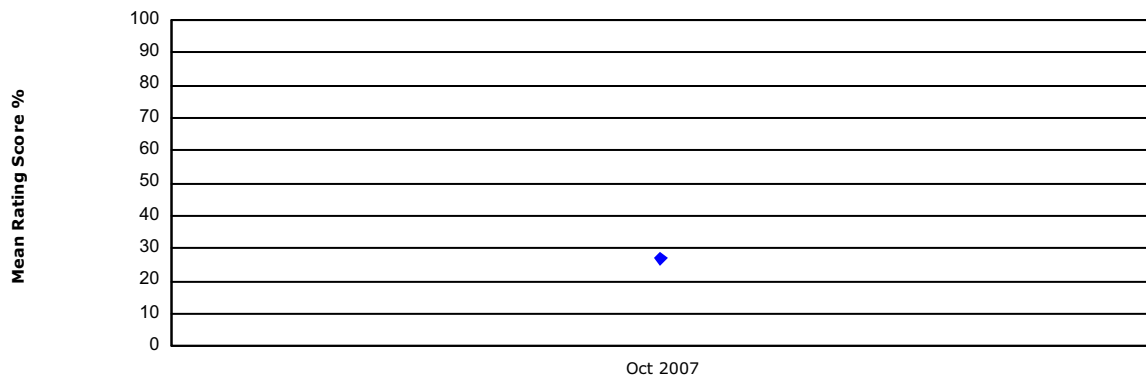
Q4 Enough privacy when examined in A&E



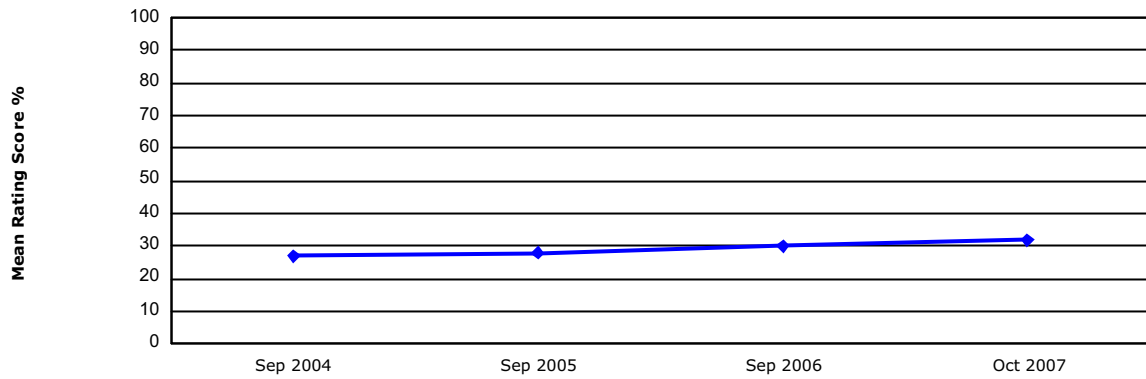
Q5 Wait to be admitted to ward



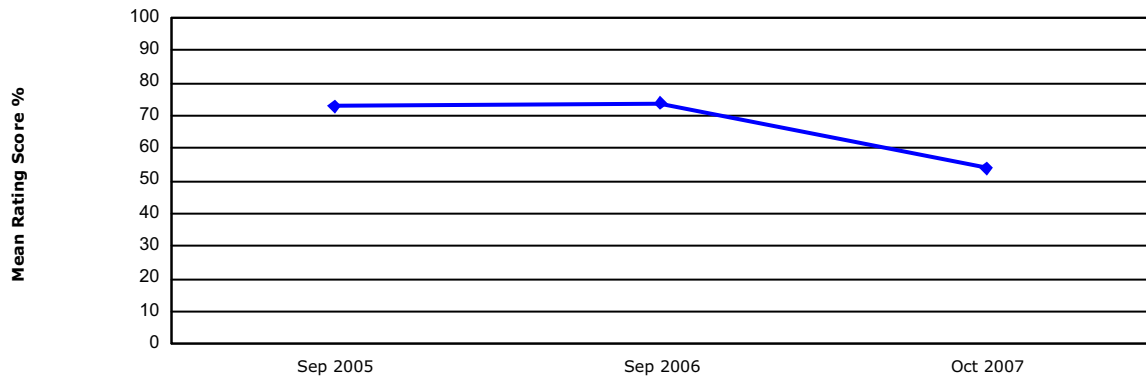
Q6 Offered choice of hospital



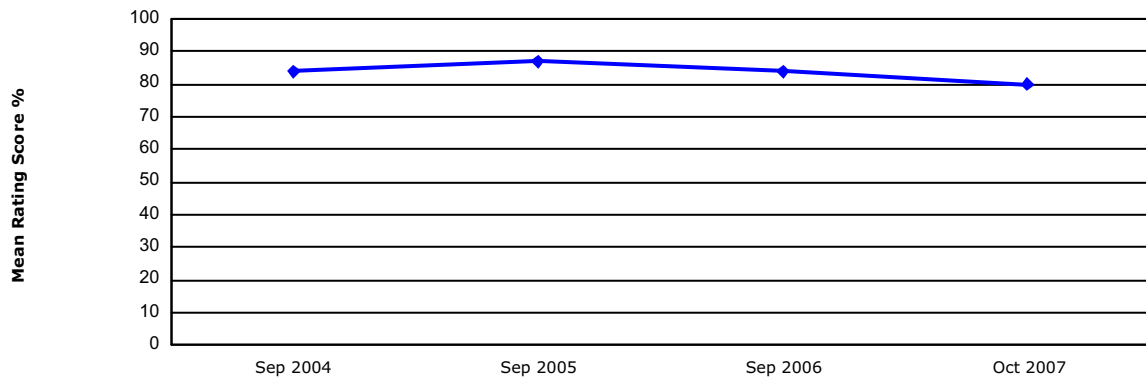
Q7 Choice of admission dates



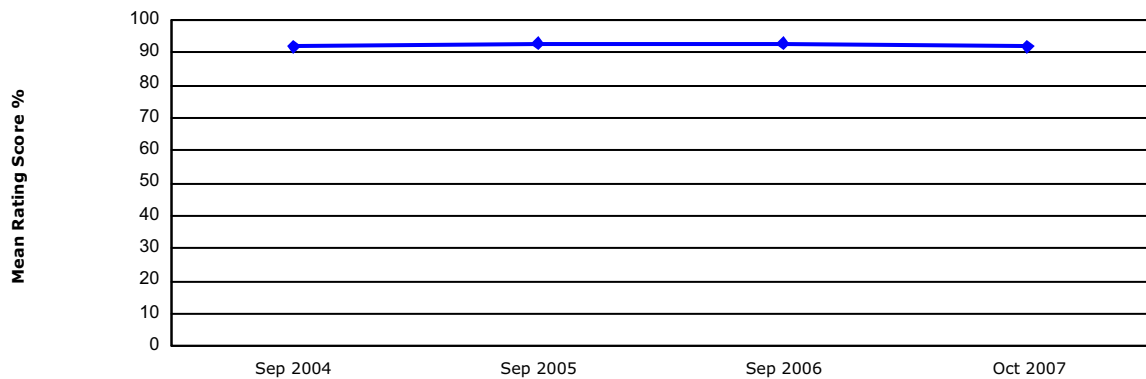
Q8 Overall wait to be admitted



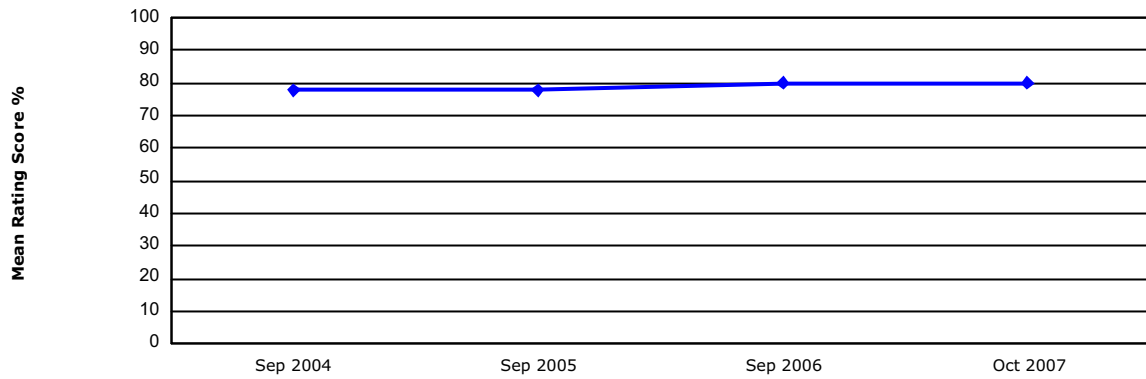
Q9 View on time on waiting list



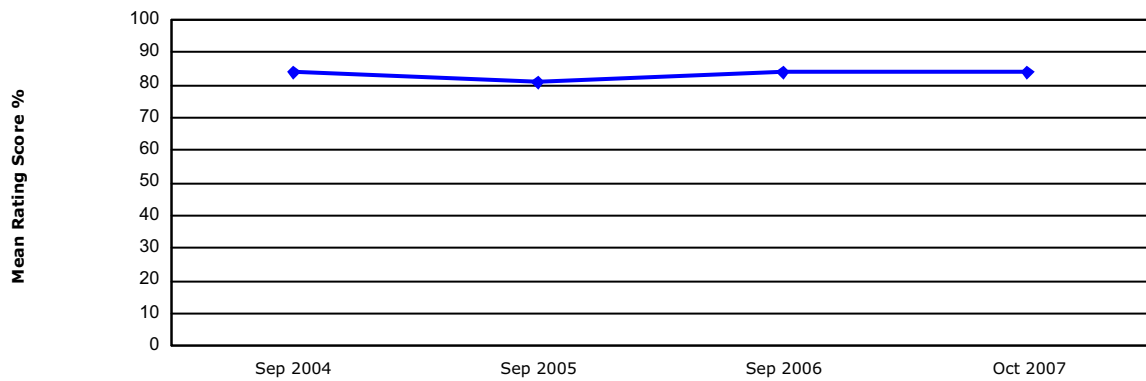
Q10 Admission date changed by hospital



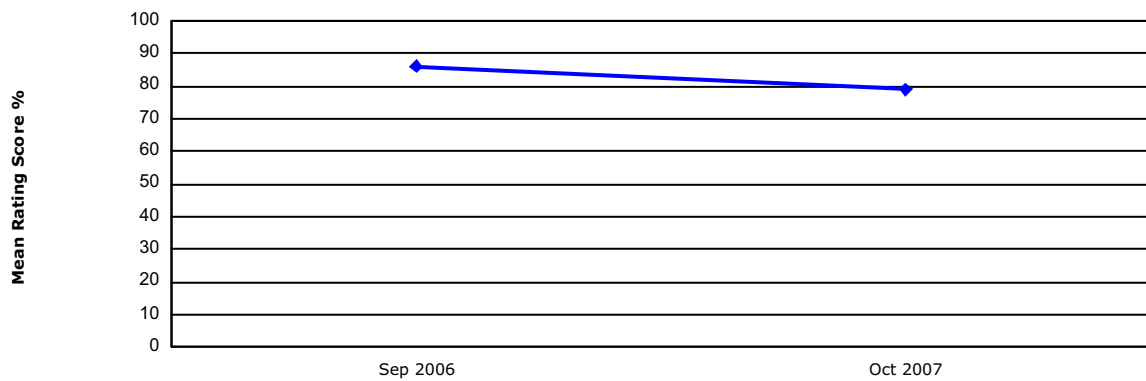
Q11 Did patient wait a long time to get to a bed



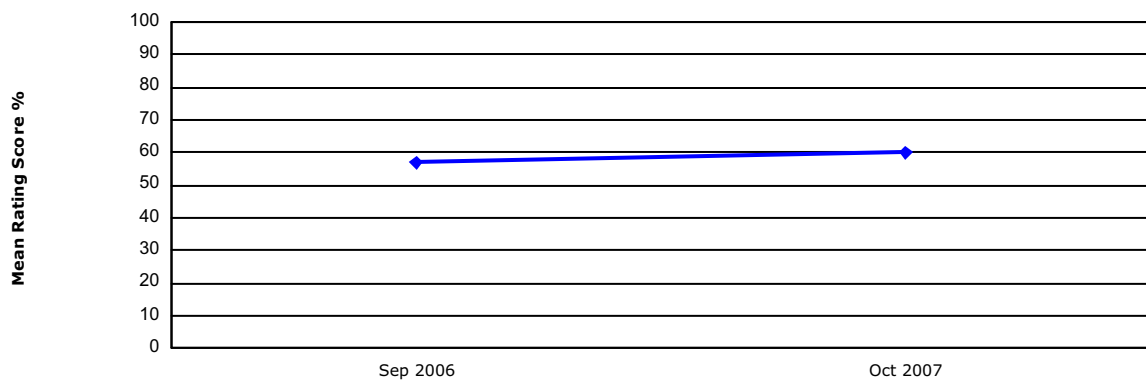
Q13 Shared mixed-sex room or bay



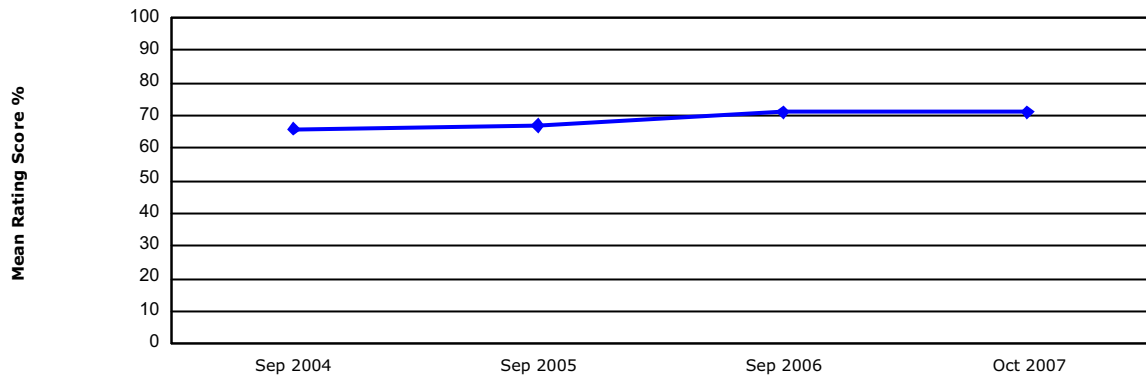
Q15 Shared mixed-sex room or bay after moving wards



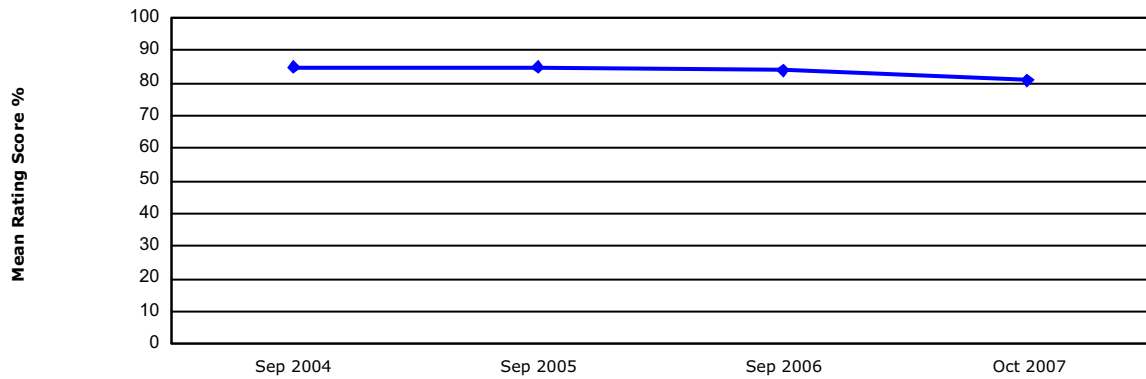
Q16 Shared mixed-sex bathroom areas



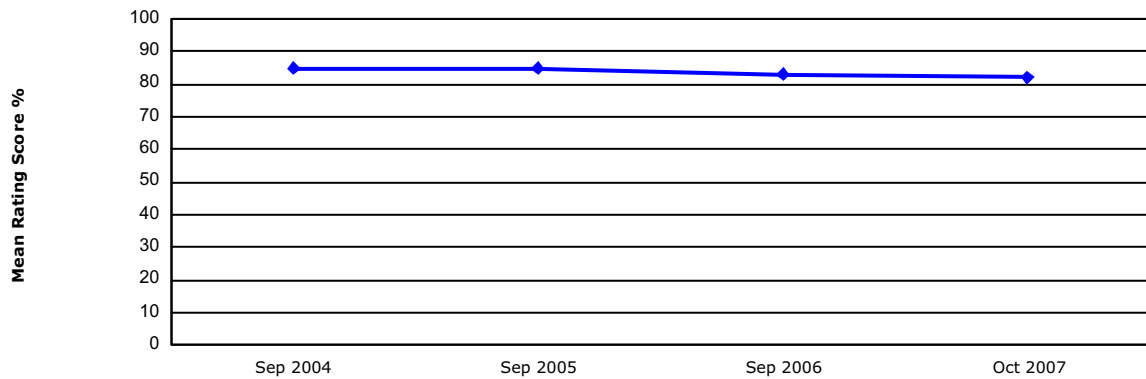
Q17 Ever bothered by noise at night from patients



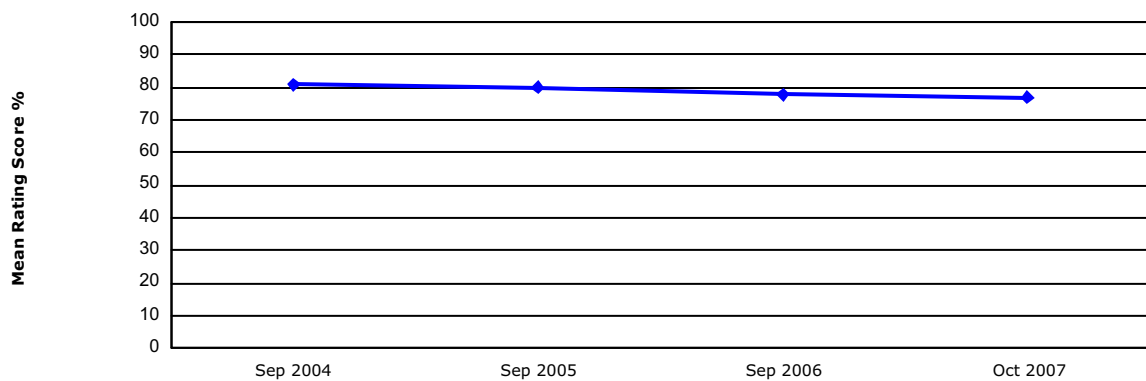
Q18 Ever bothered by noise at night from staff



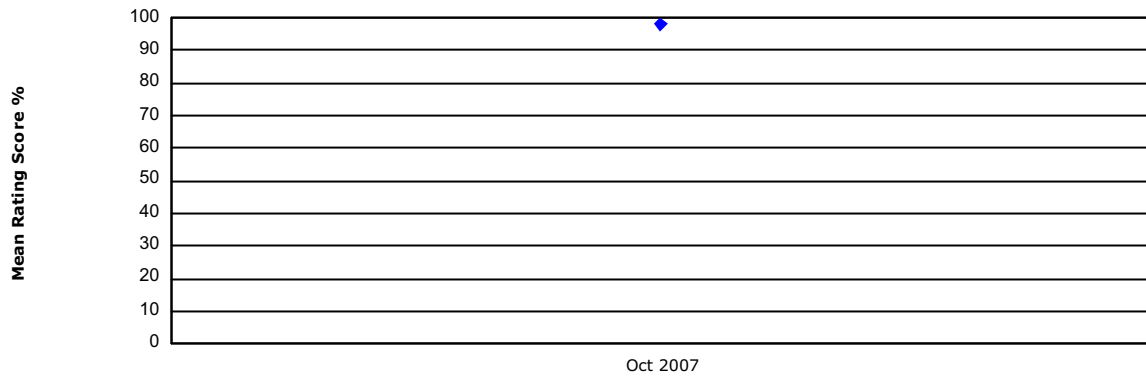
Q19 Cleanliness of room or ward



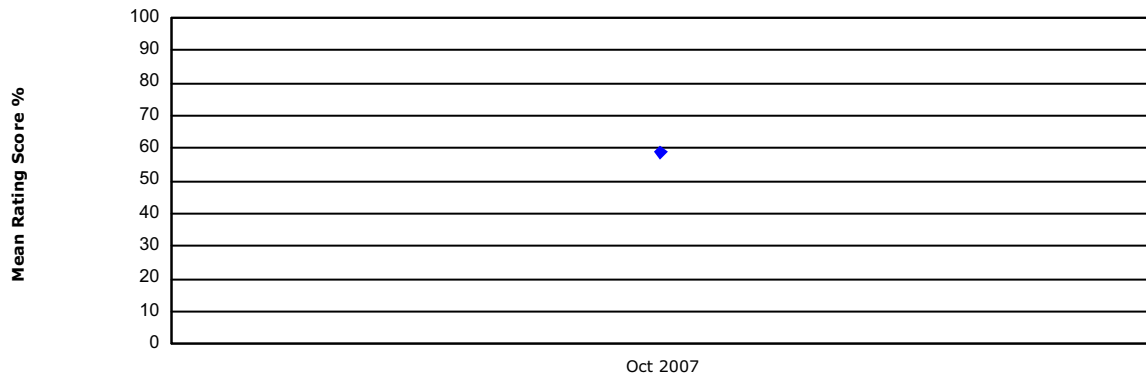
Q20 Cleanliness of toilets and bathrooms



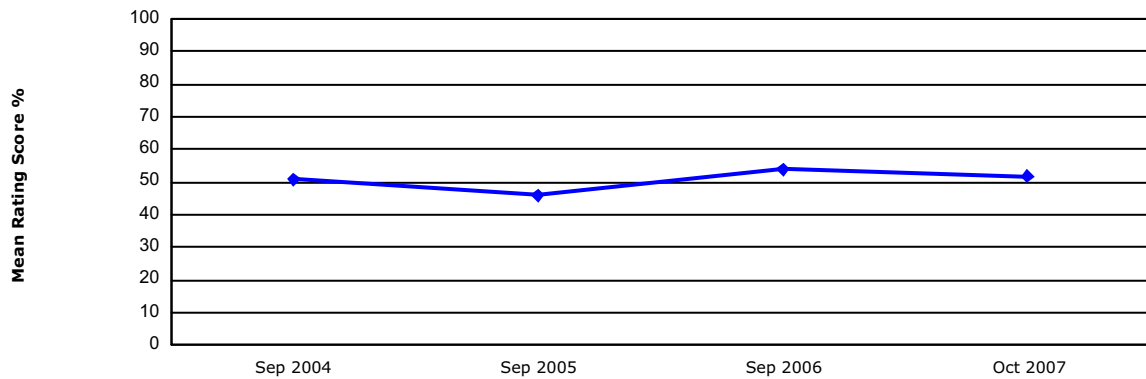
Q21 Ever feel threatened



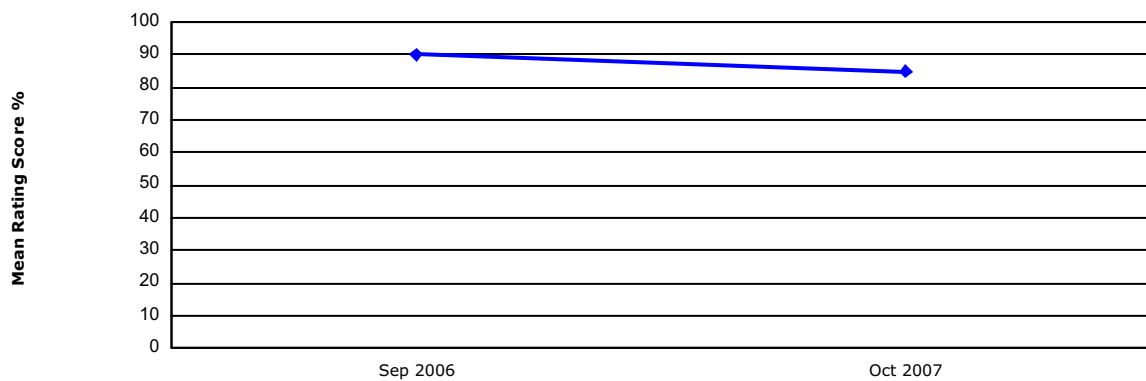
Q22 Place for personal belongings



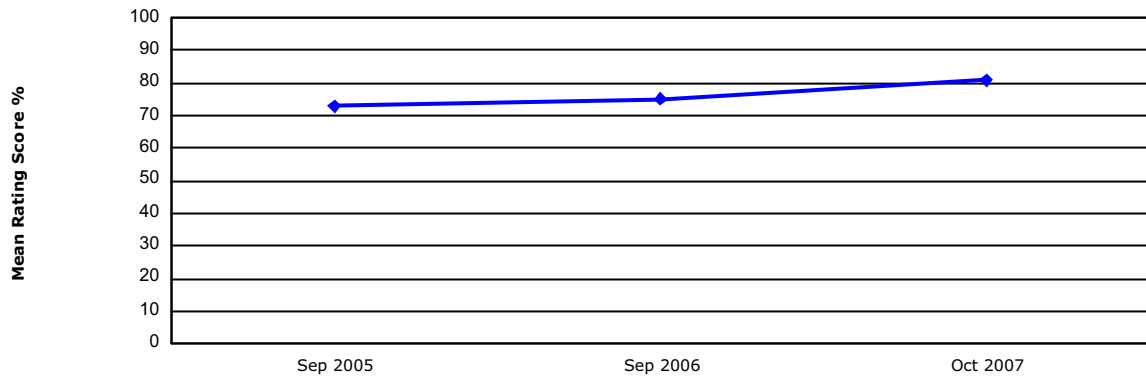
Q23 Rating of food



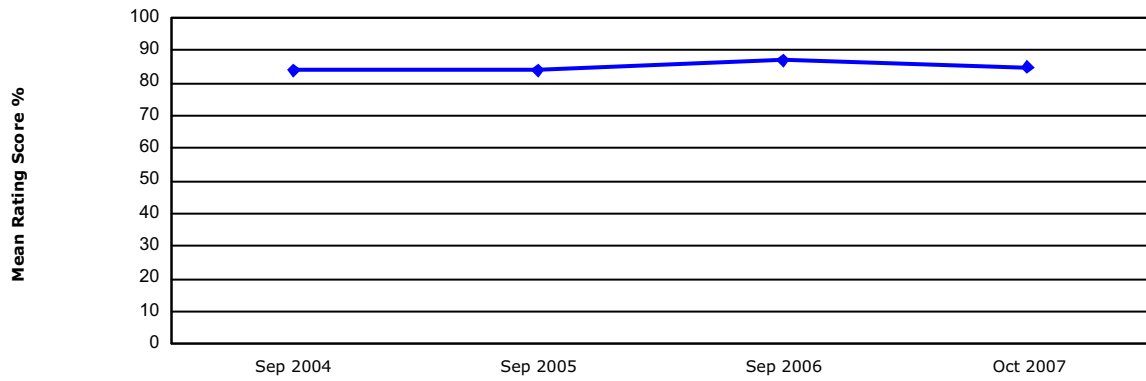
Q24 Choice of food



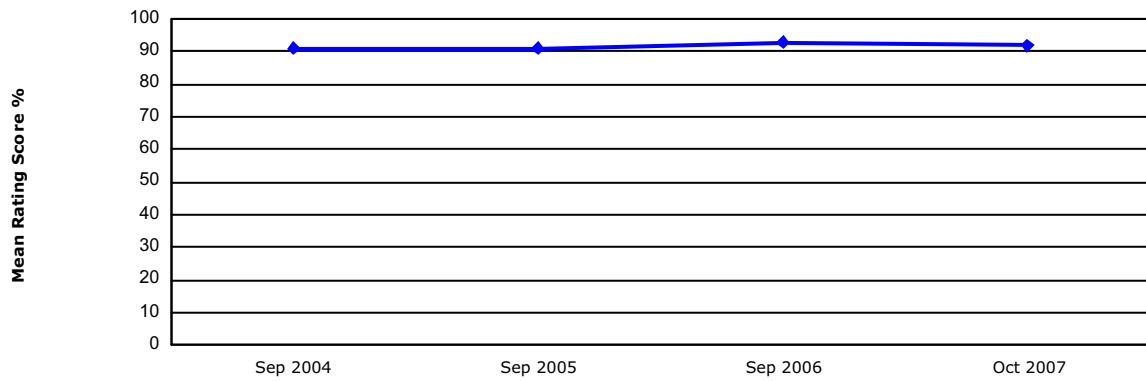
Q25 Help to eat meals



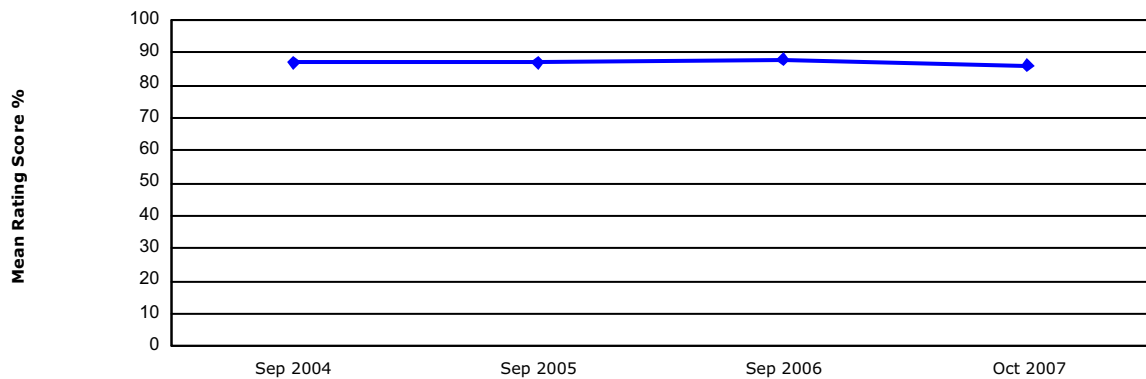
Q26 Getting answers to questions from doctors



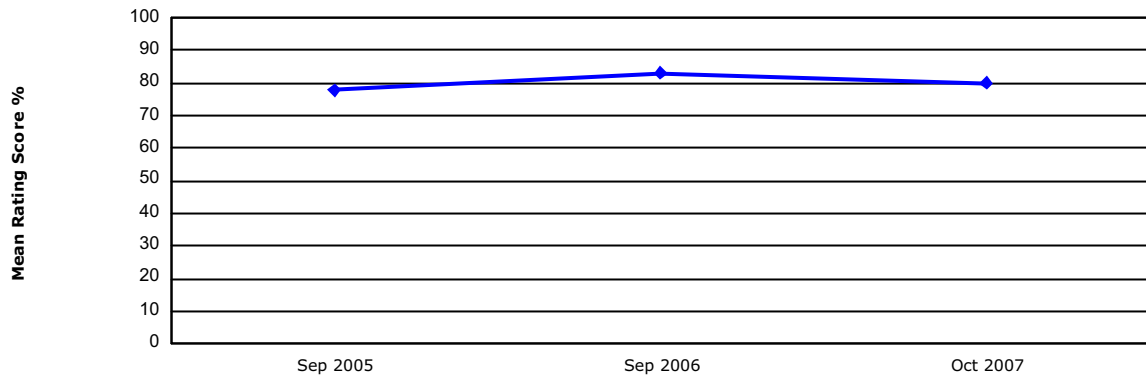
Q27 Confidence and trust in doctors



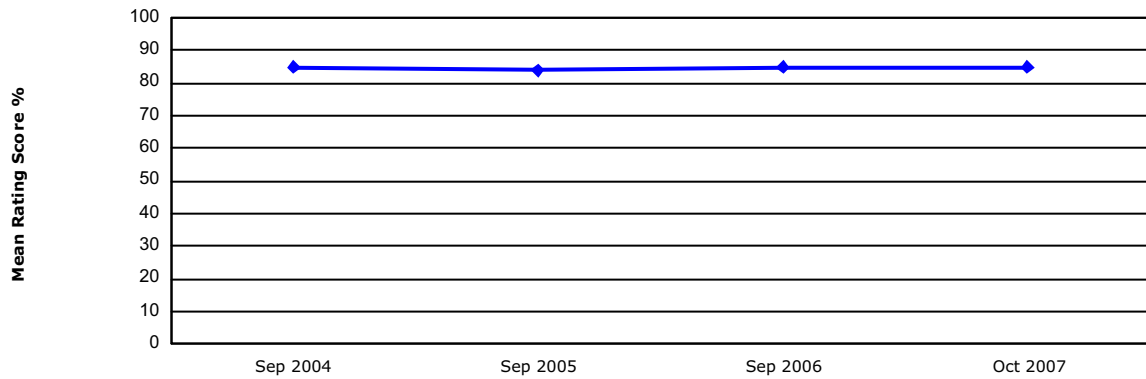
Q28 Did doctors talk in front of you as if you weren't there



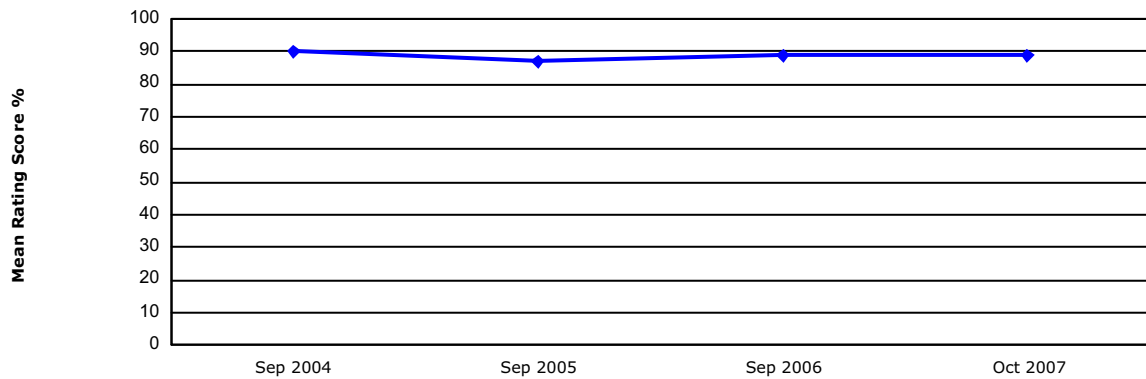
Q29 Did doctors wash hands



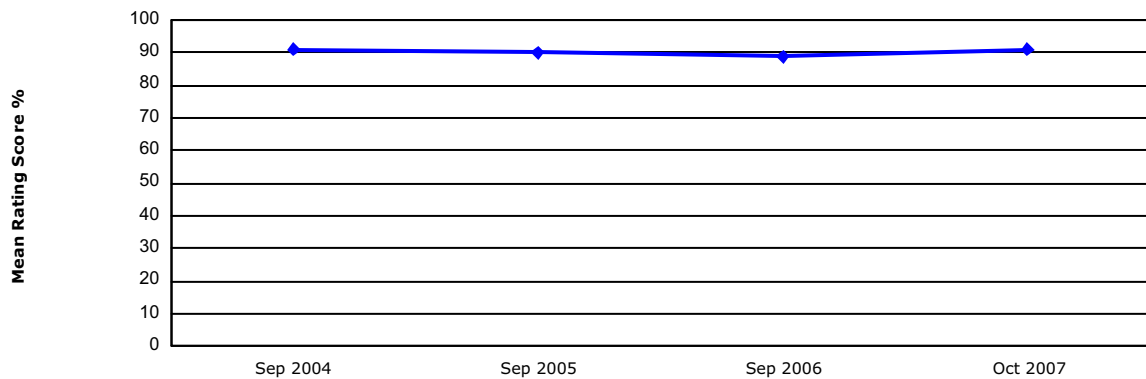
Q30 Getting answers to questions from nurses



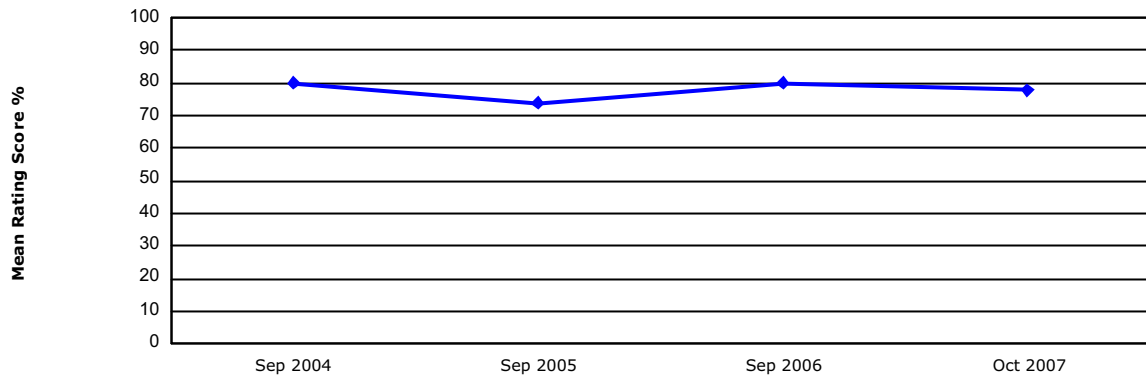
Q31 Confidence and trust in nurses



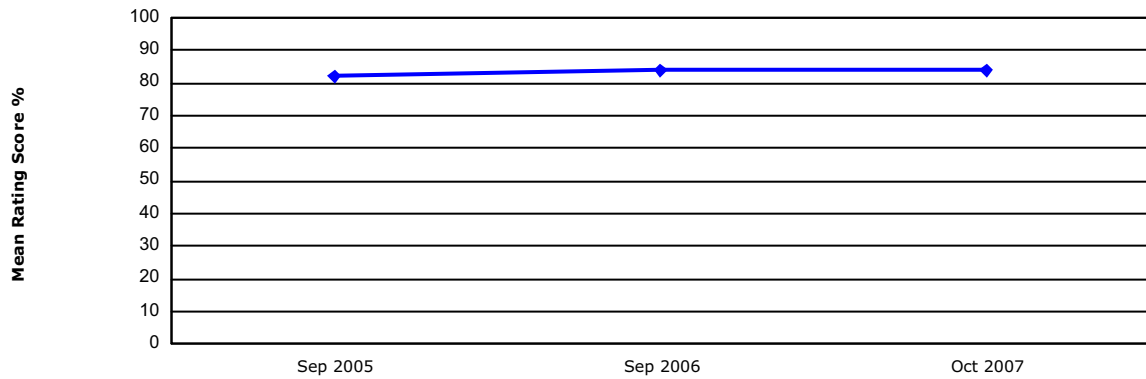
Q32 Did nurses talk in front of you as if you weren't there



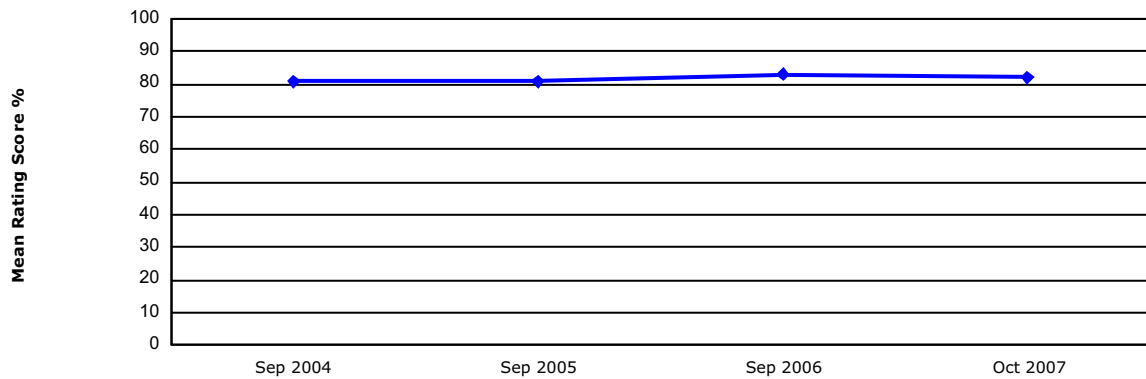
Q33 Were there enough nurses on duty



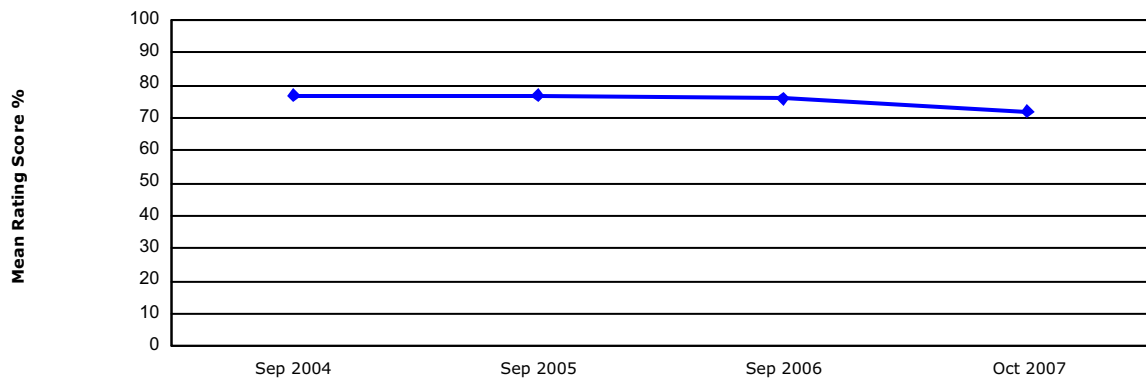
Q34 Did nurses wash hands



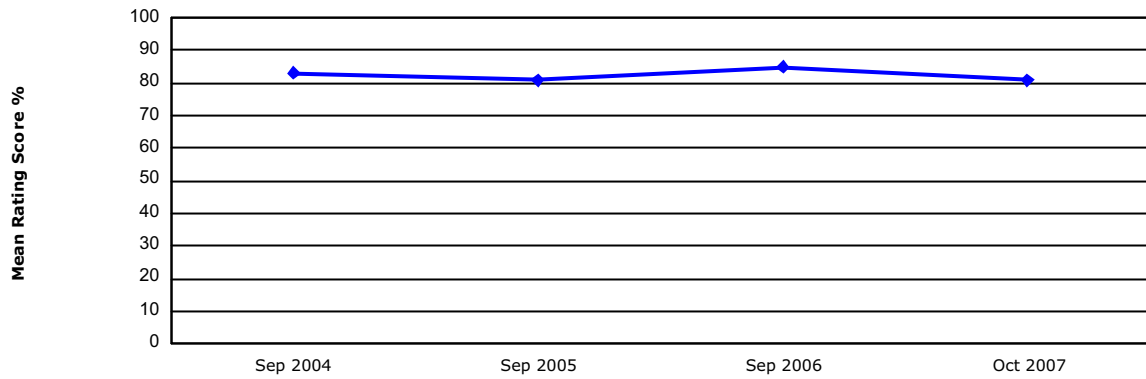
Q35 Did staff contradict each other



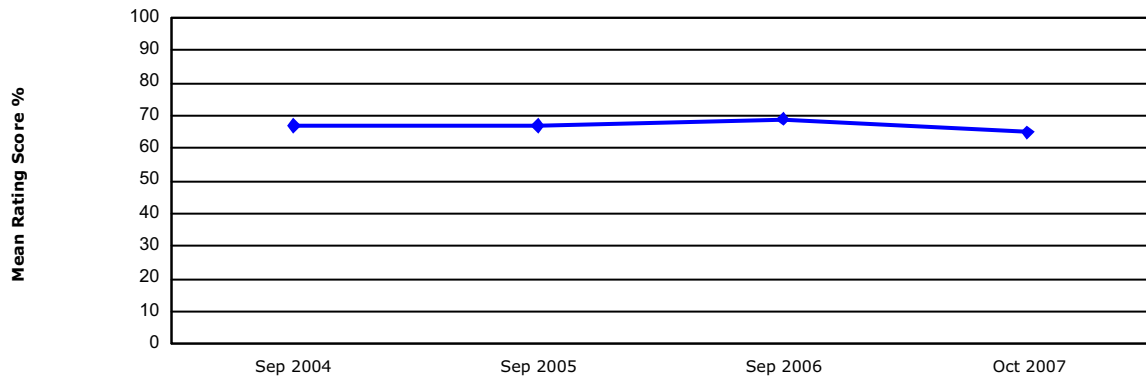
Q36 Involvement in decisions about care and treatment



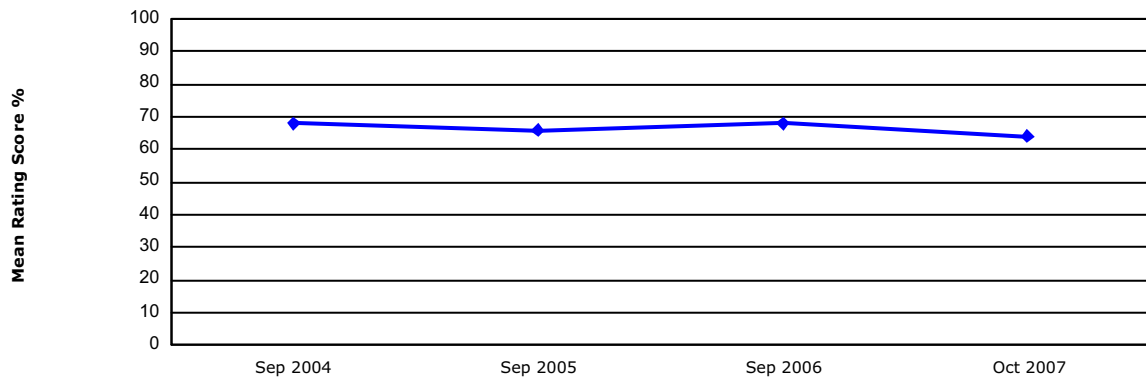
Q37 Amount of information



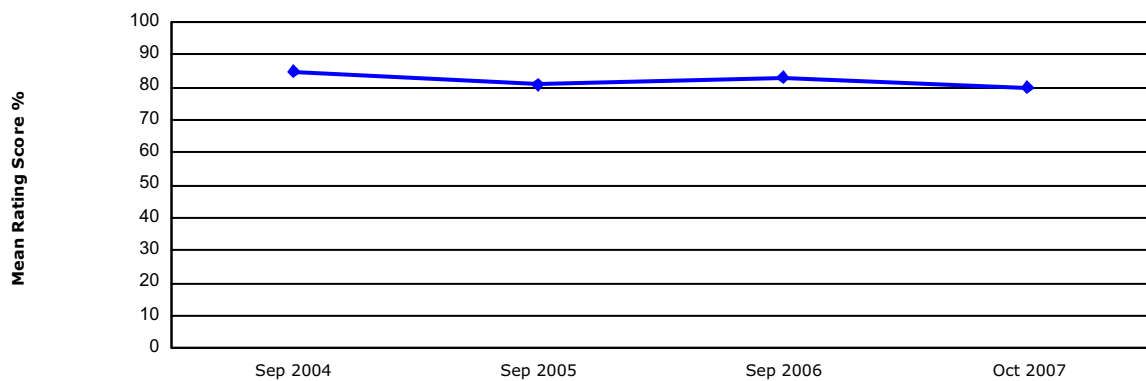
Q38 Could family talk with doctor



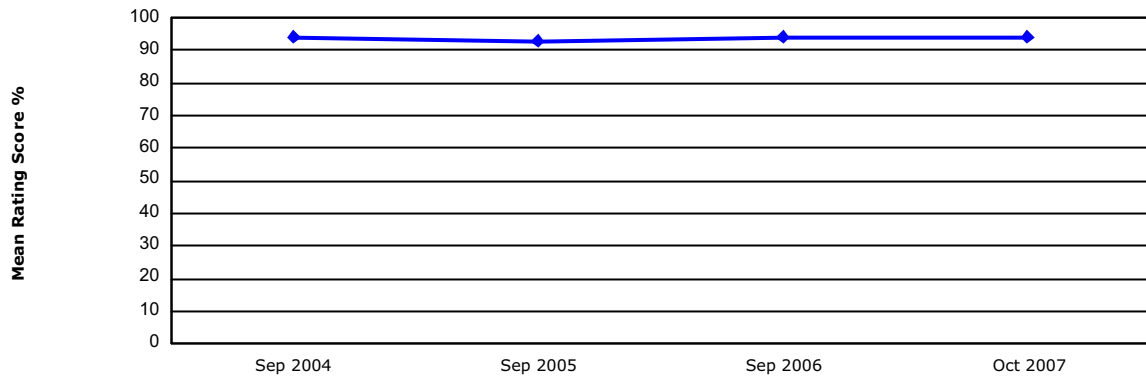
Q39 Someone to discuss worries or fears



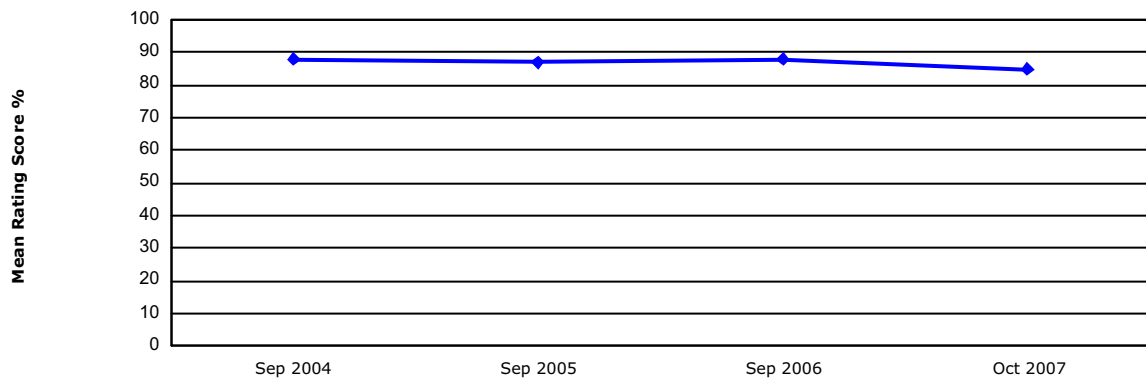
Q40 Amount of privacy when discussing treatment



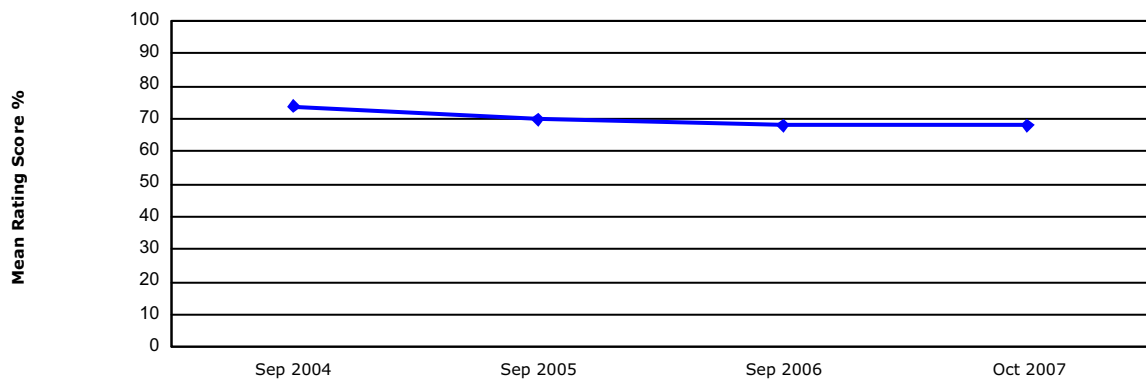
Q41 Amount of privacy when being examined or treated



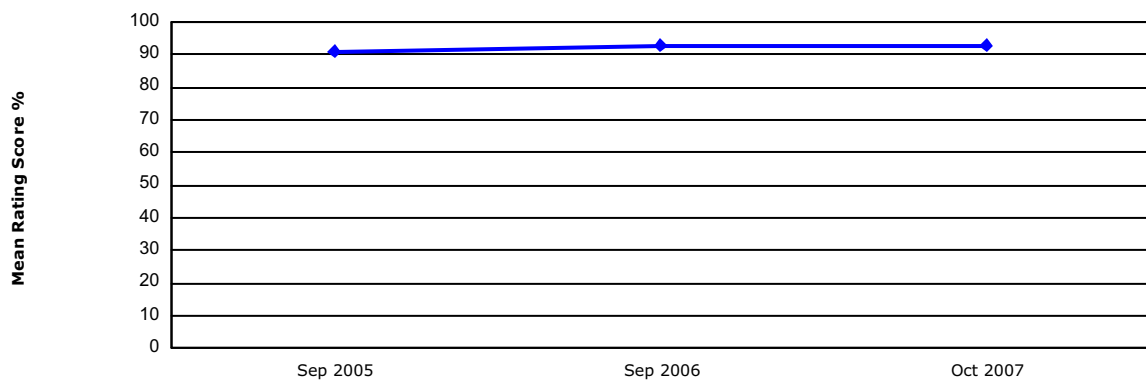
Q43 Did staff do all they could to control pain



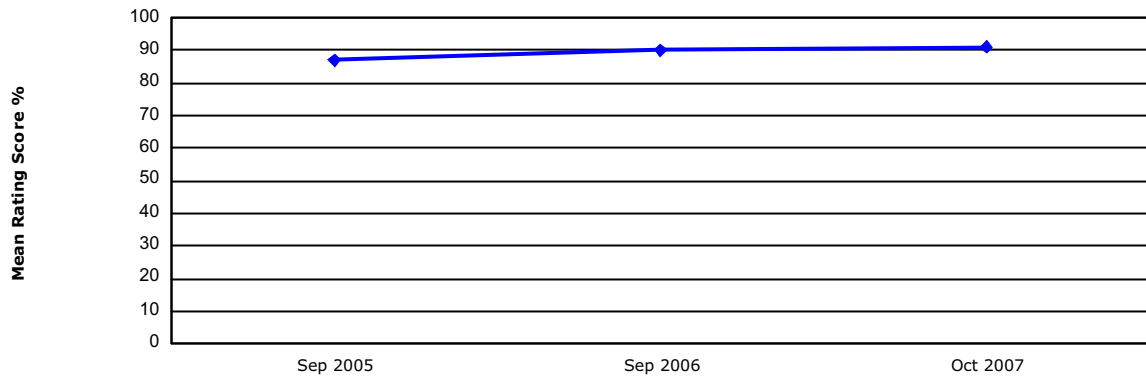
Q44 Time for help to arrive



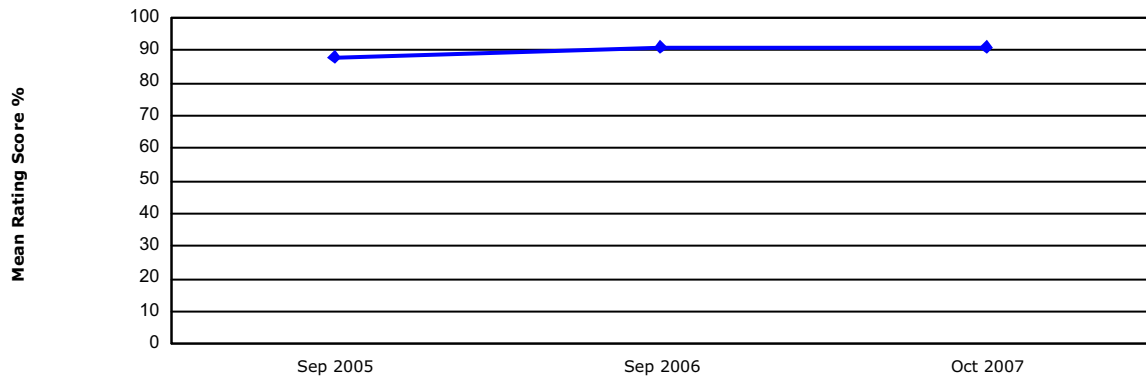
Q46 Were risks and benefits of the operation explained



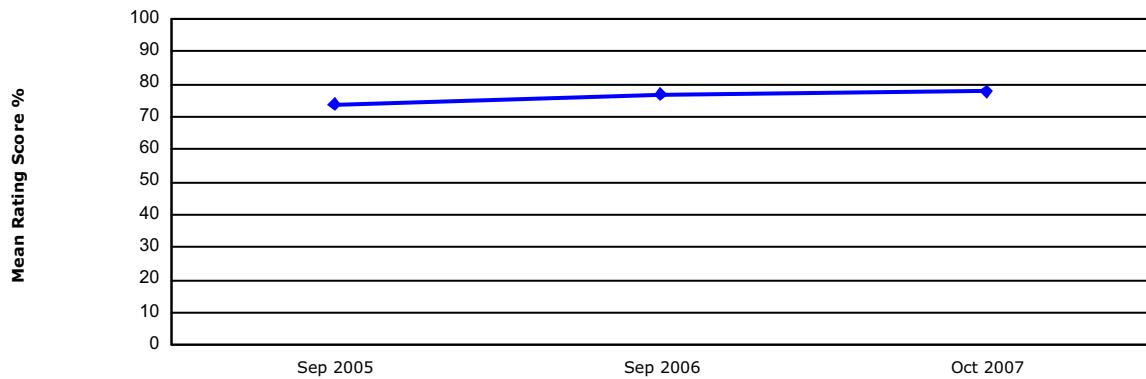
Q47 Was what would done during the operation explained



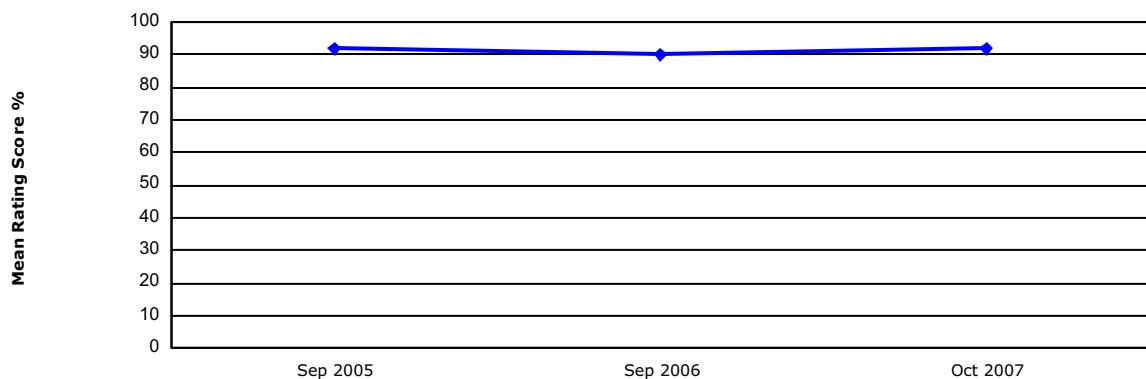
Q48 Were questions about the operation answered



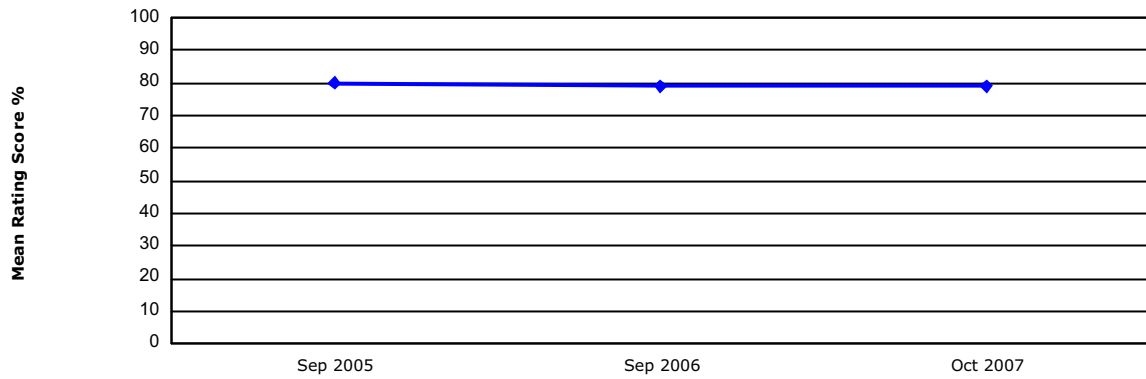
Q49 Told how would feel after operation



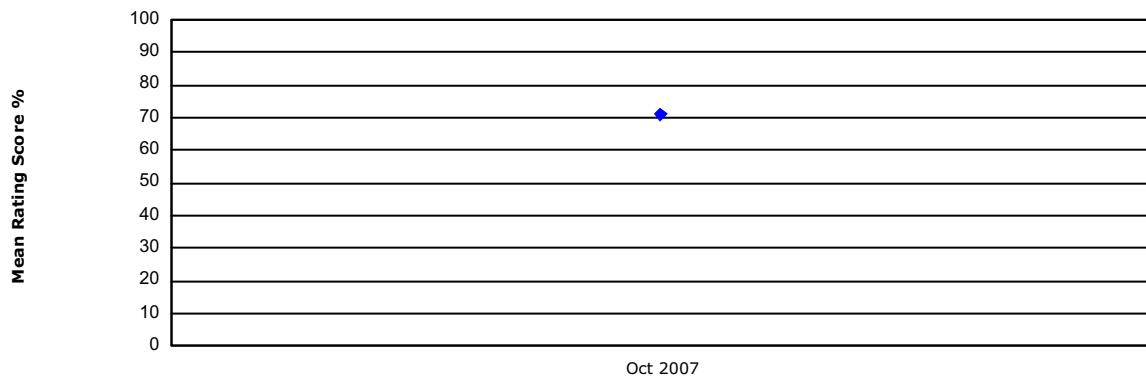
Q51 Did anaesthetist explain how would control pain



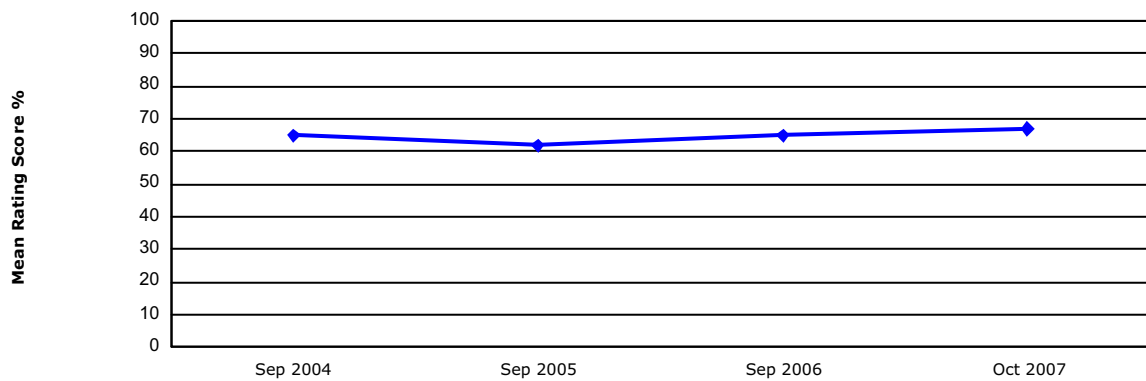
Q52 Were you told how the operation had gone in understandable way



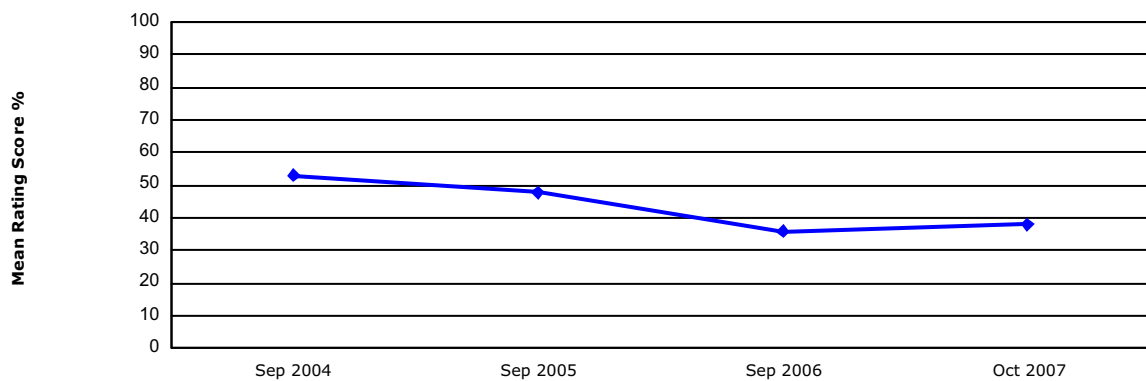
Q53 Involved in discharge decisions



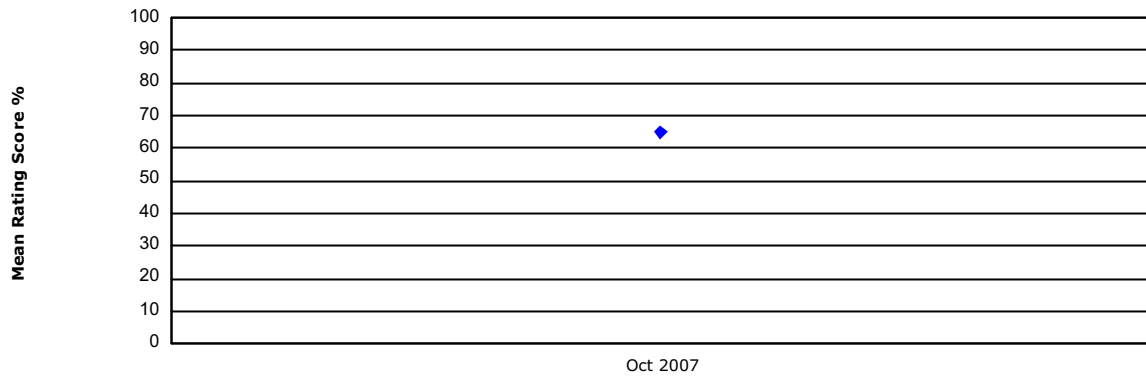
Q54 Was discharge delayed



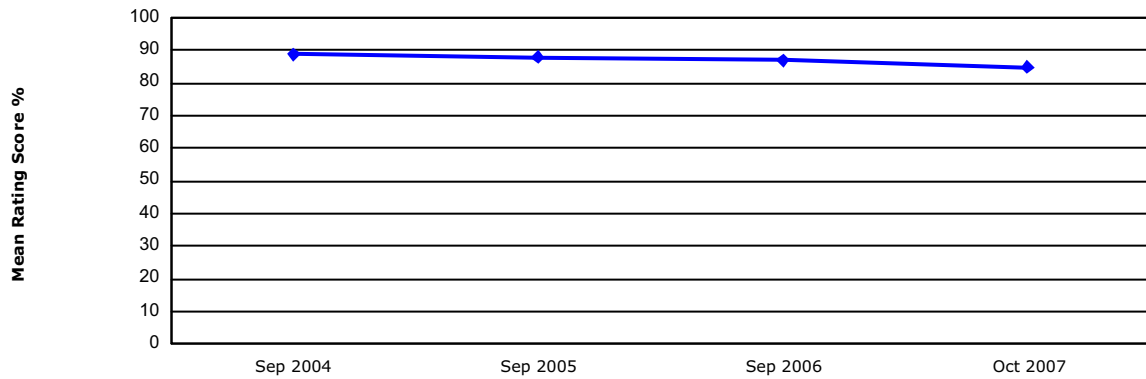
Q56 How long was discharge delay



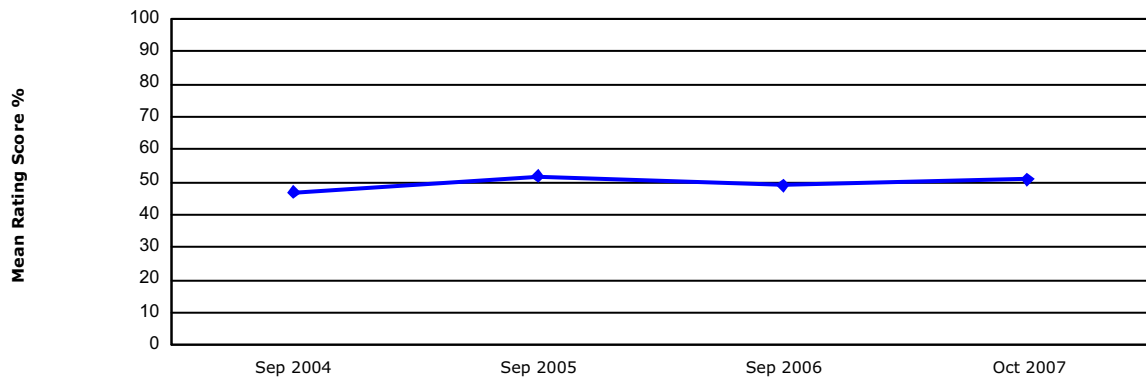
Q57 Written or printed discharge information



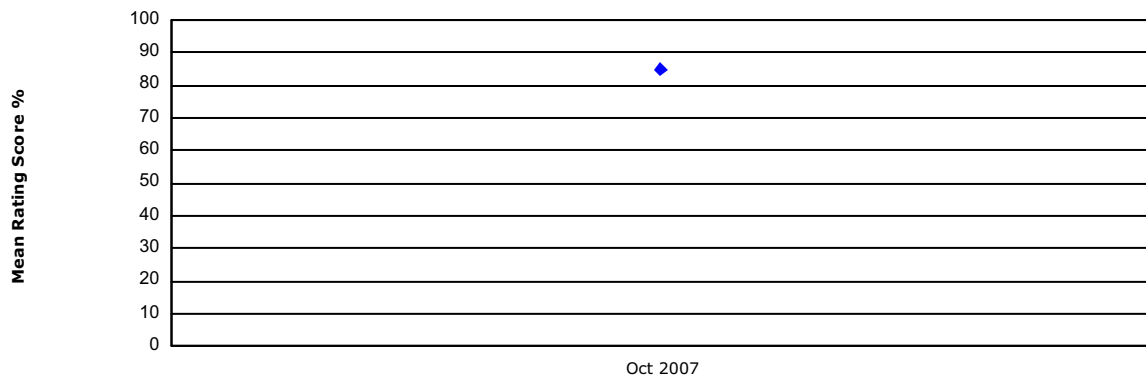
Q58 Was the purpose of new medicines explained



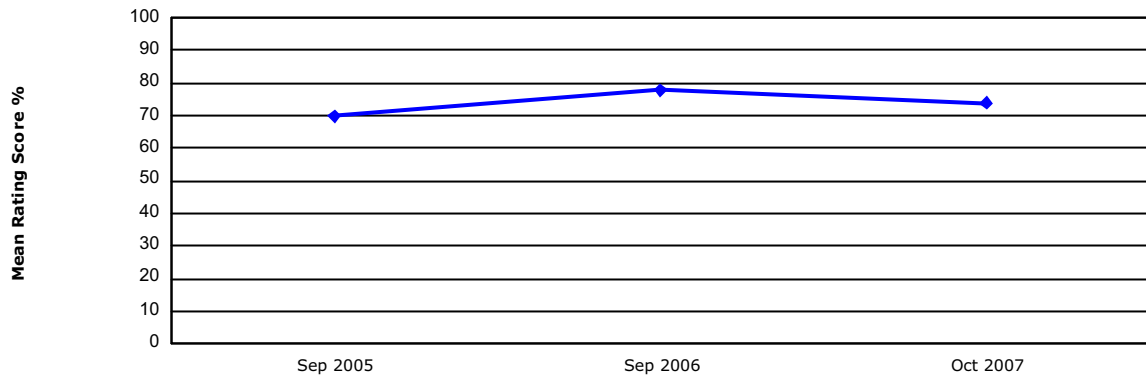
Q59 Were the side-effects of the new medicines explained



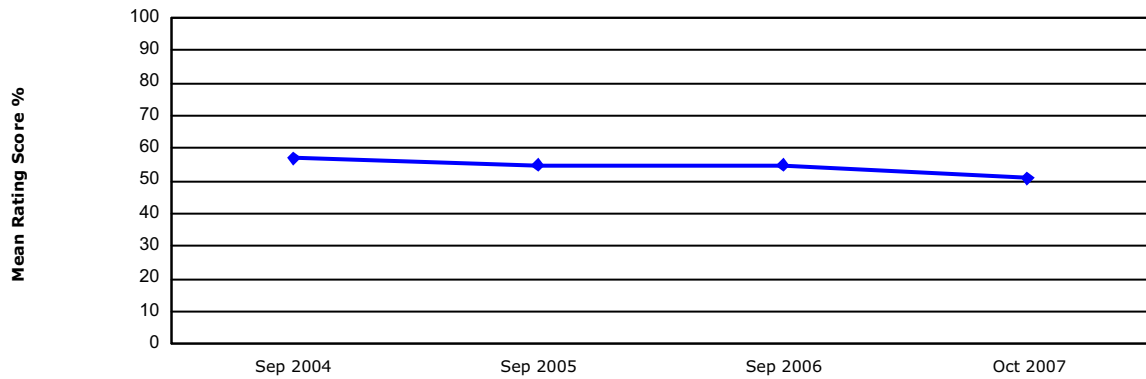
Q60 Told how to take medication



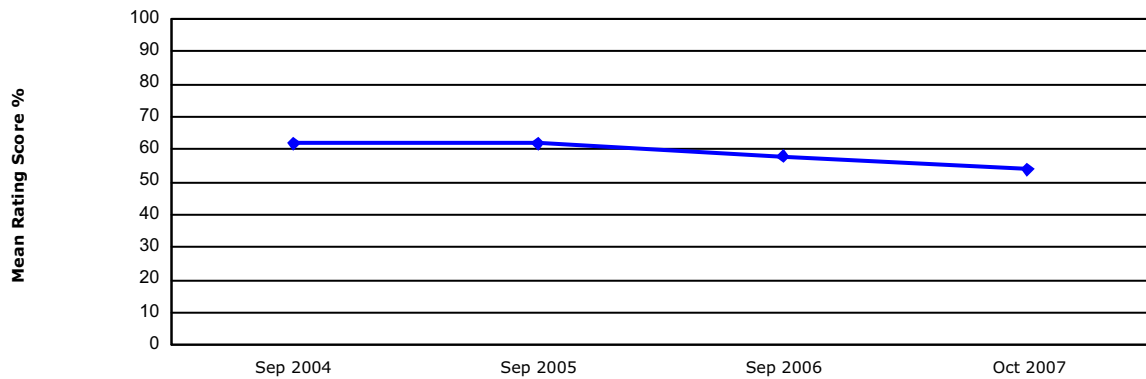
Q61 Given printed information on medicines



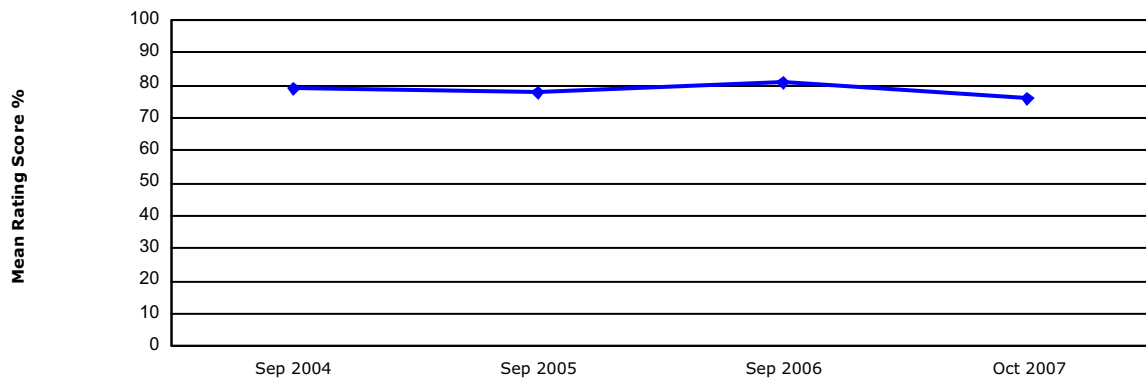
Q62 Told about danger signals on discharge



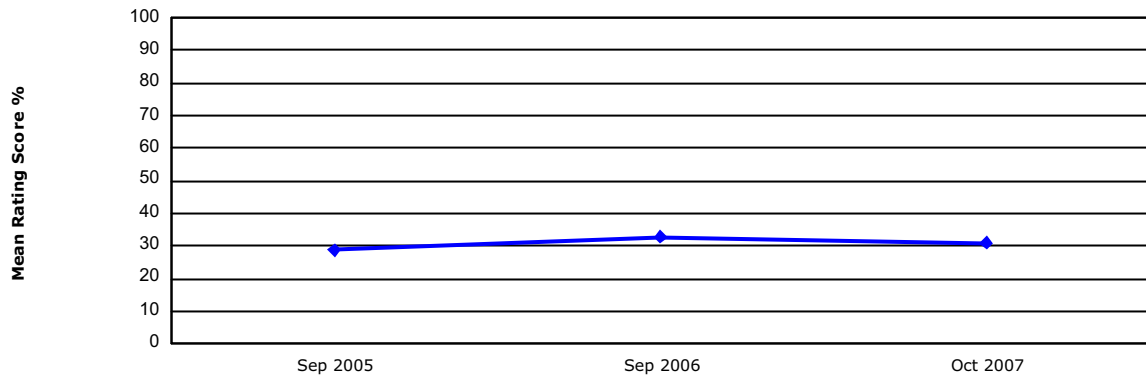
Q63 Family given all information on discharge



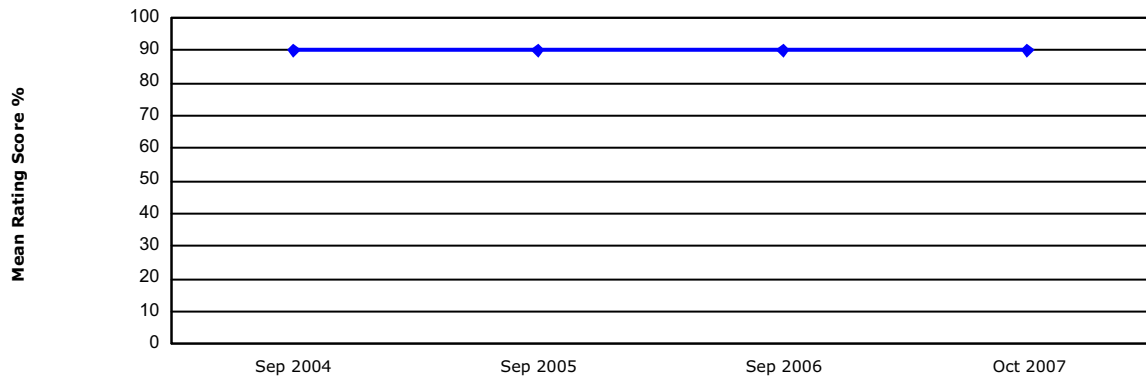
Q64 Were you told who to contact if worried



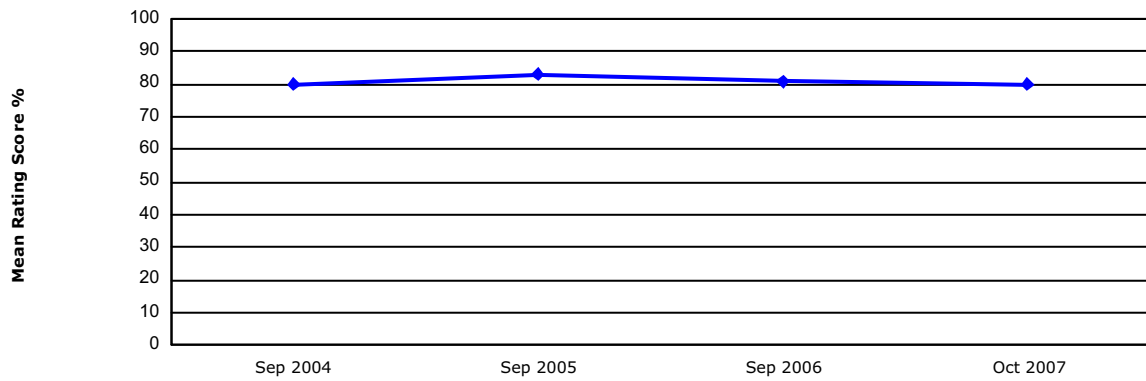
Q65 Given copies of letters to GP



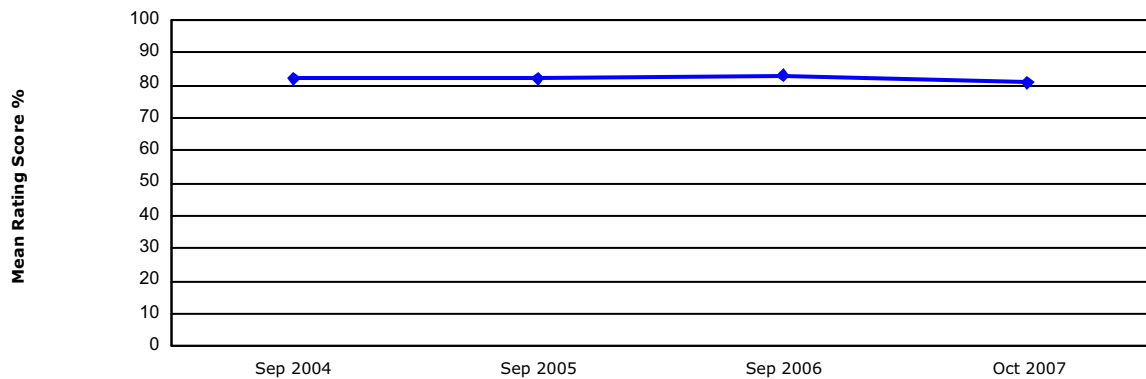
Q66 Overall were you treated with respect and dignity



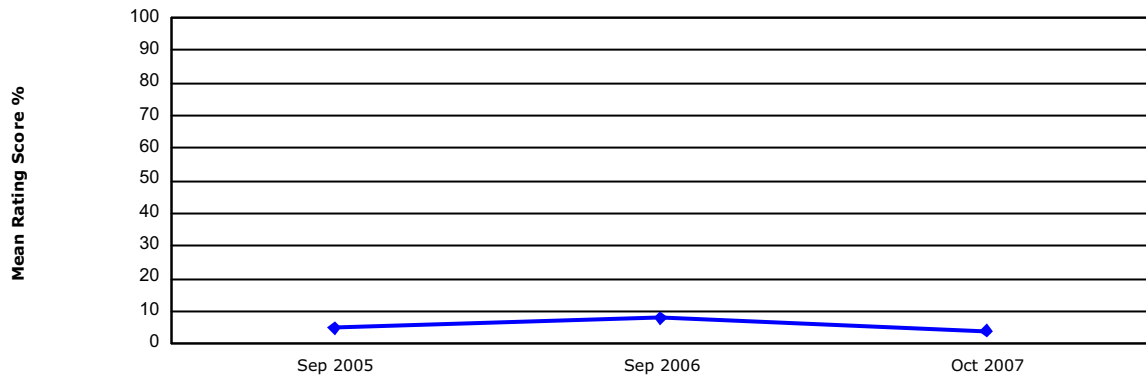
Q67 Overall rating of staff working together



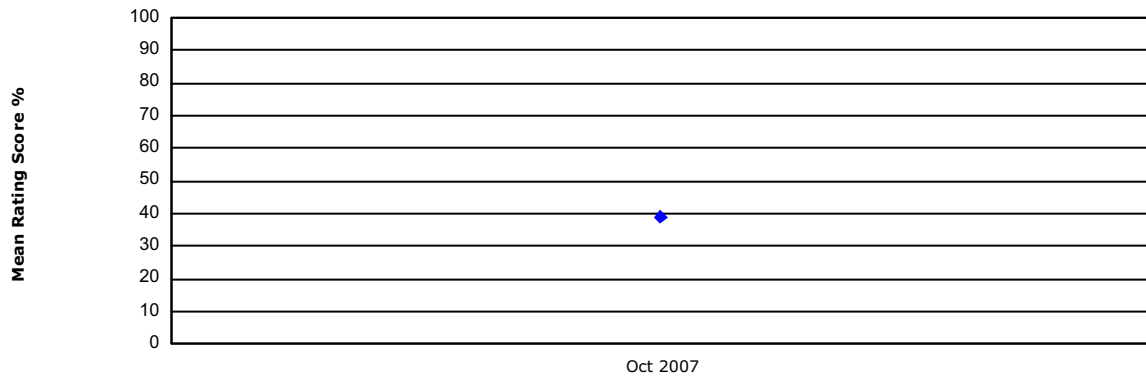
Q68 Overall rating of care



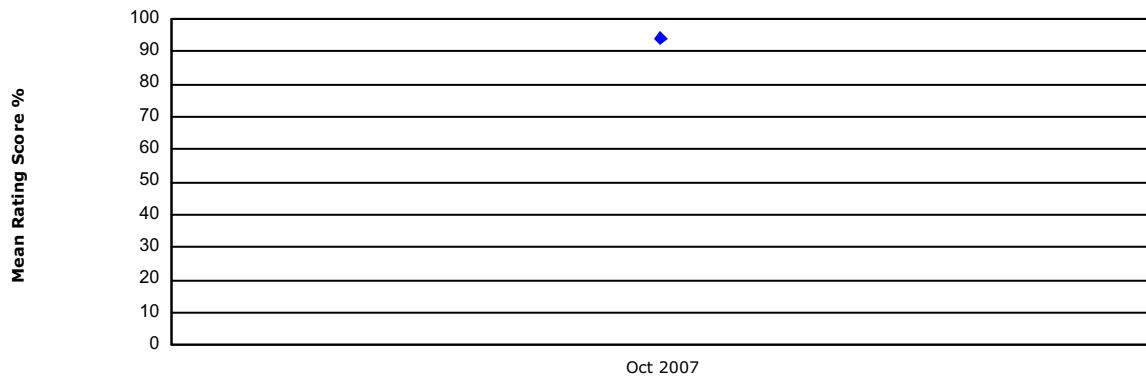
Q69 Ever asked views on quality



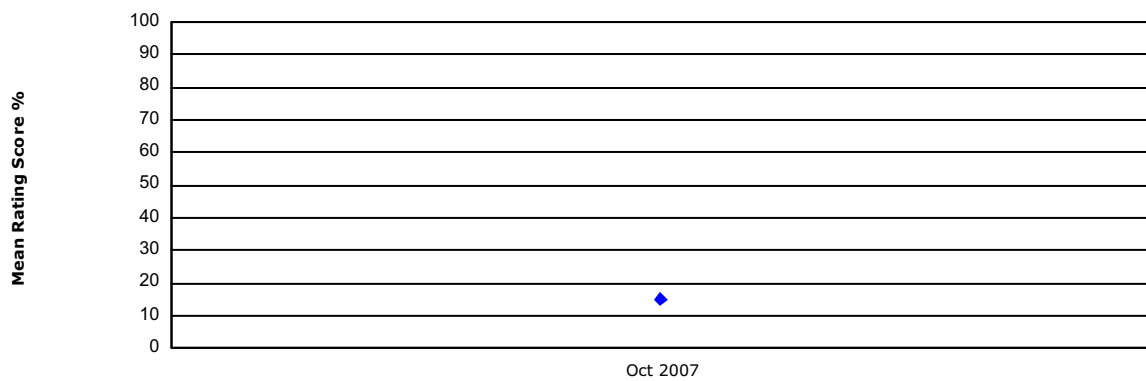
Q70 Leaflets on how to complain



Q71 Ever wanted to complain

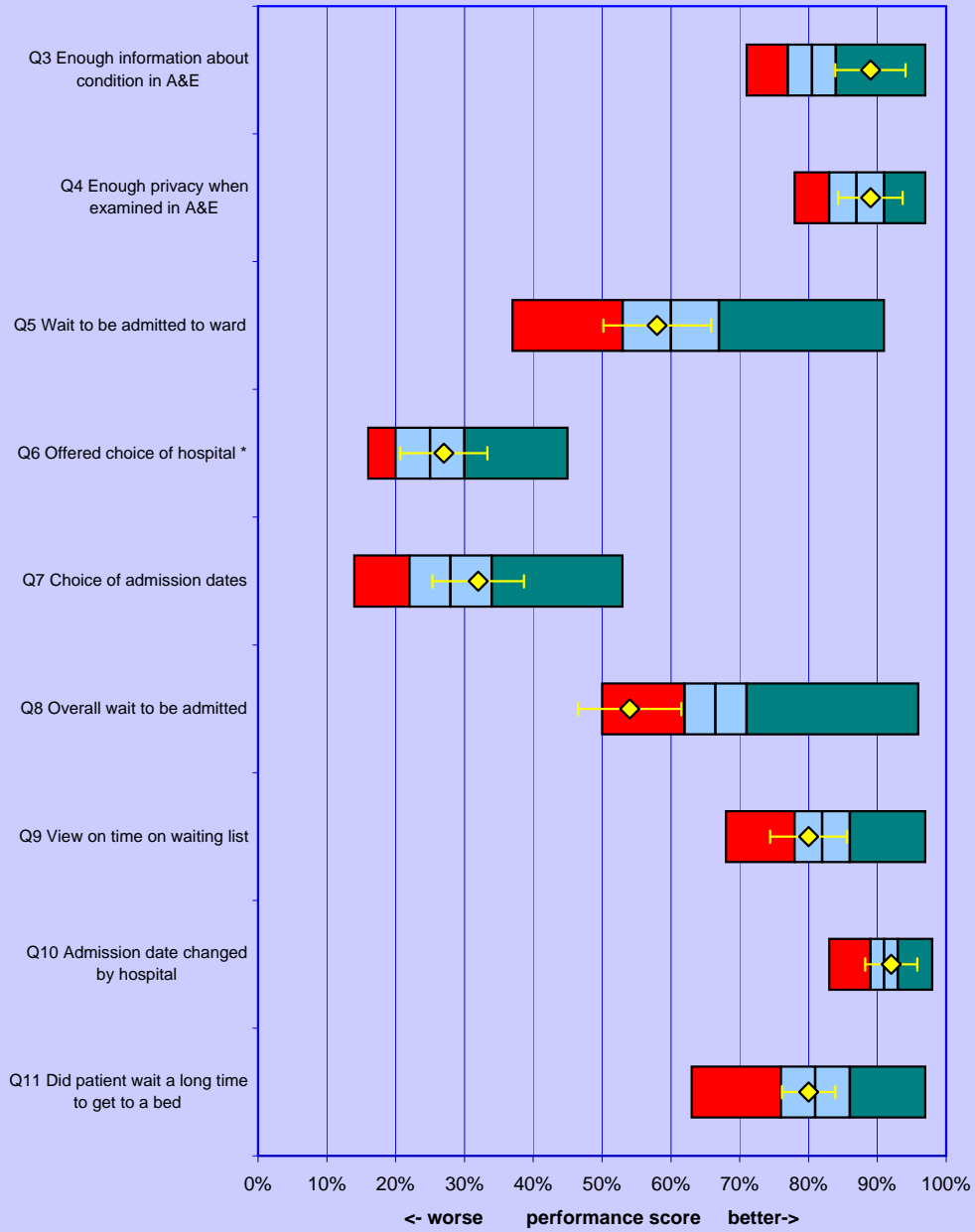


Q72 Given information to complain?

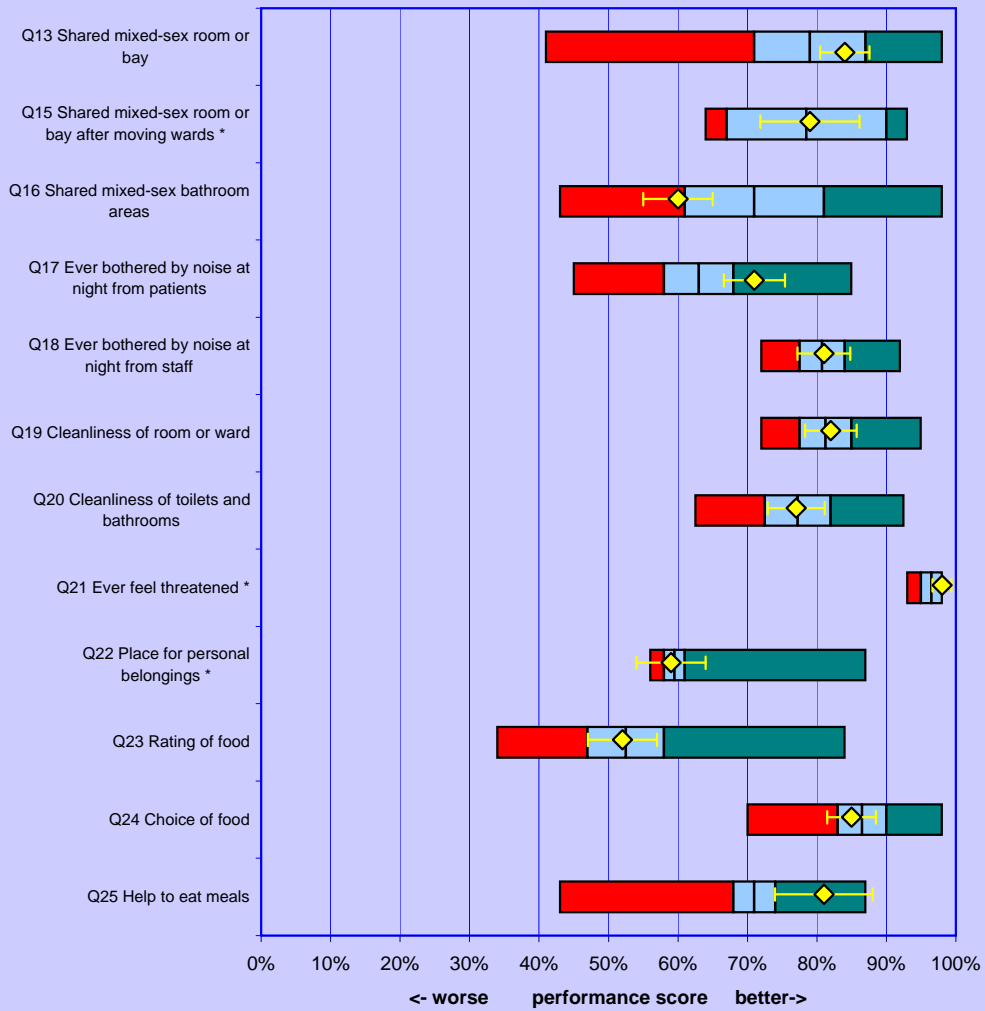


National Benchmarks

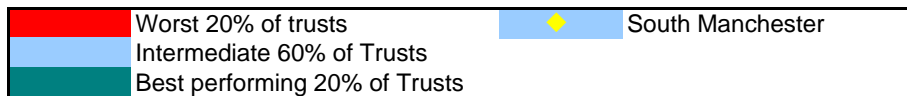
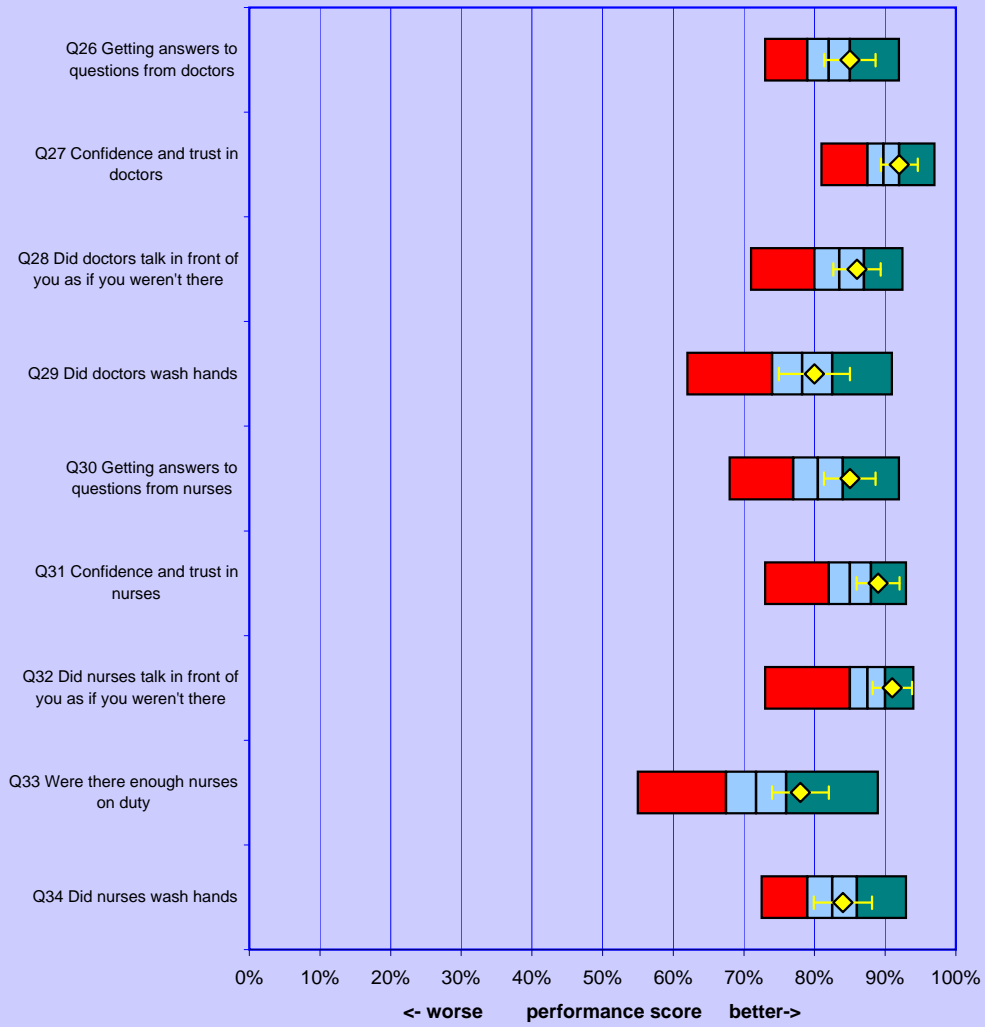
Inpatient Survey 2007 Admission to Hospital



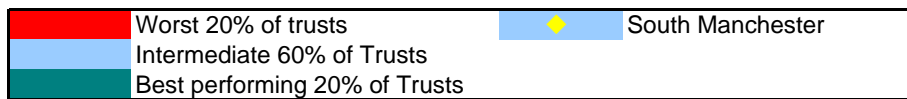
Inpatient Survey 2007 The Hospital and Ward



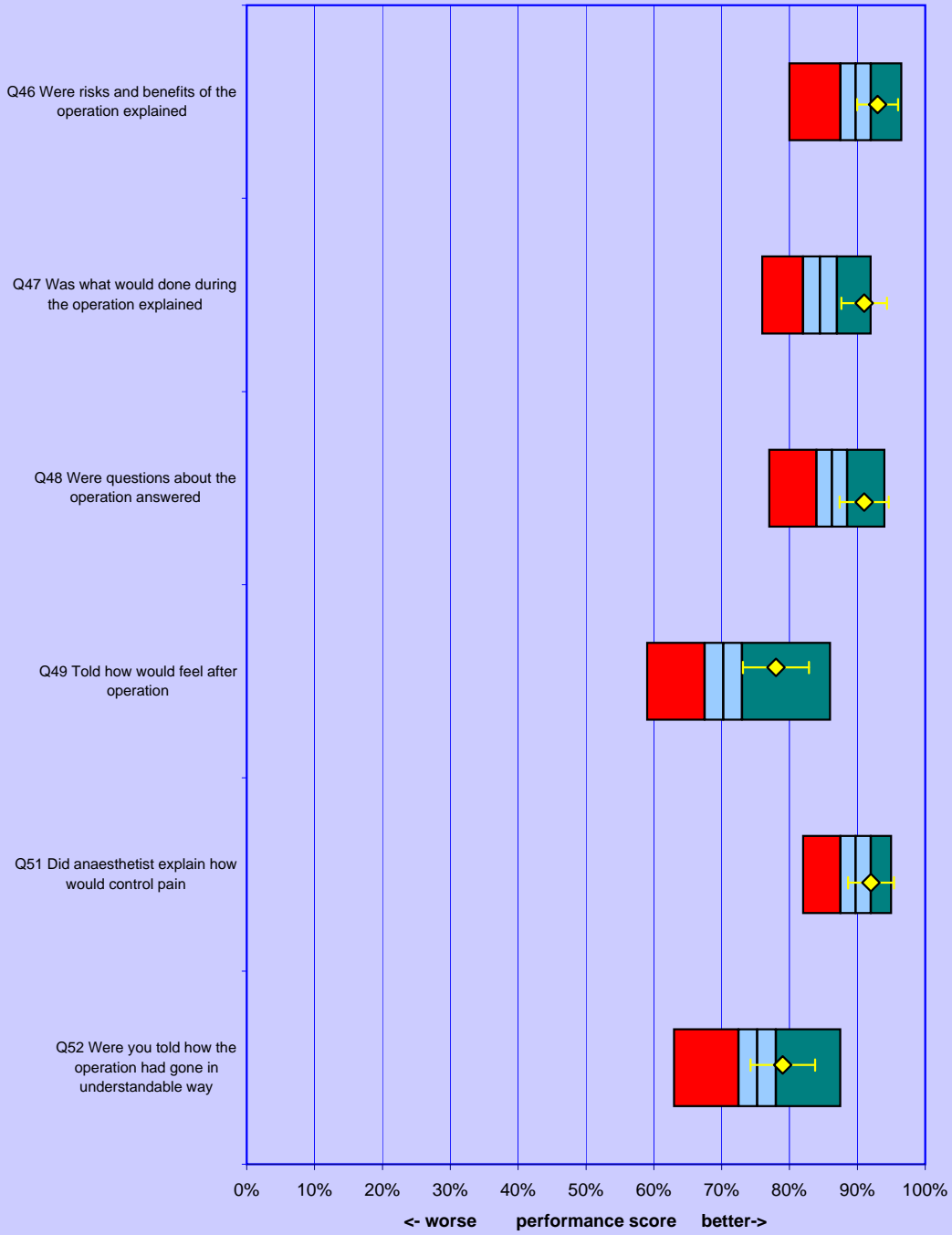
Inpatient Survey 2007 Doctors and Nurses



Inpatient Survey 2007 Your care and treatment

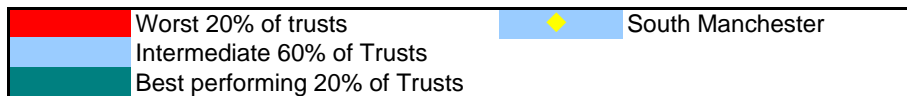
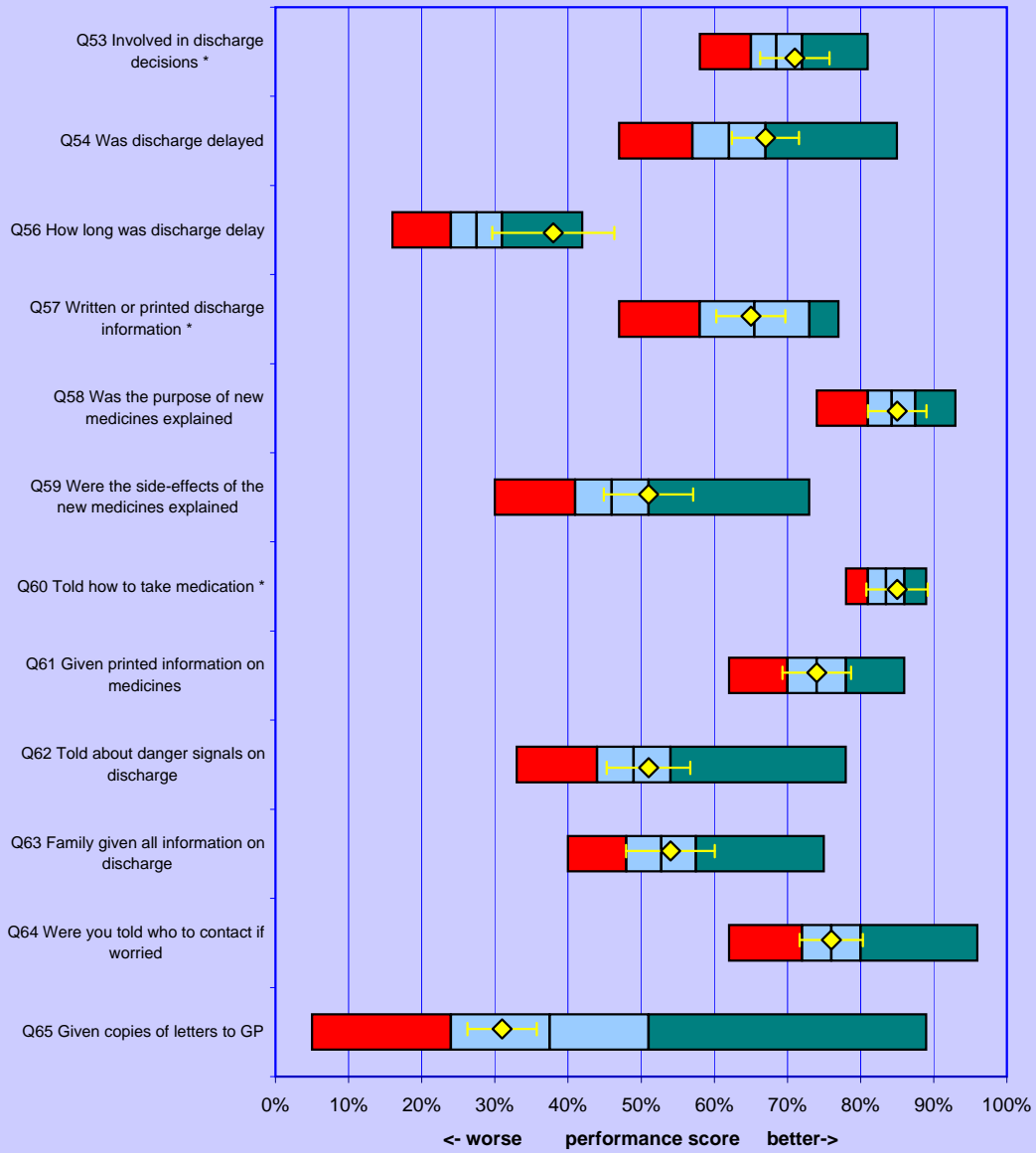


Inpatient Survey 2007 Operations & Procedures

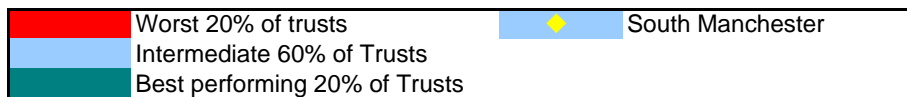
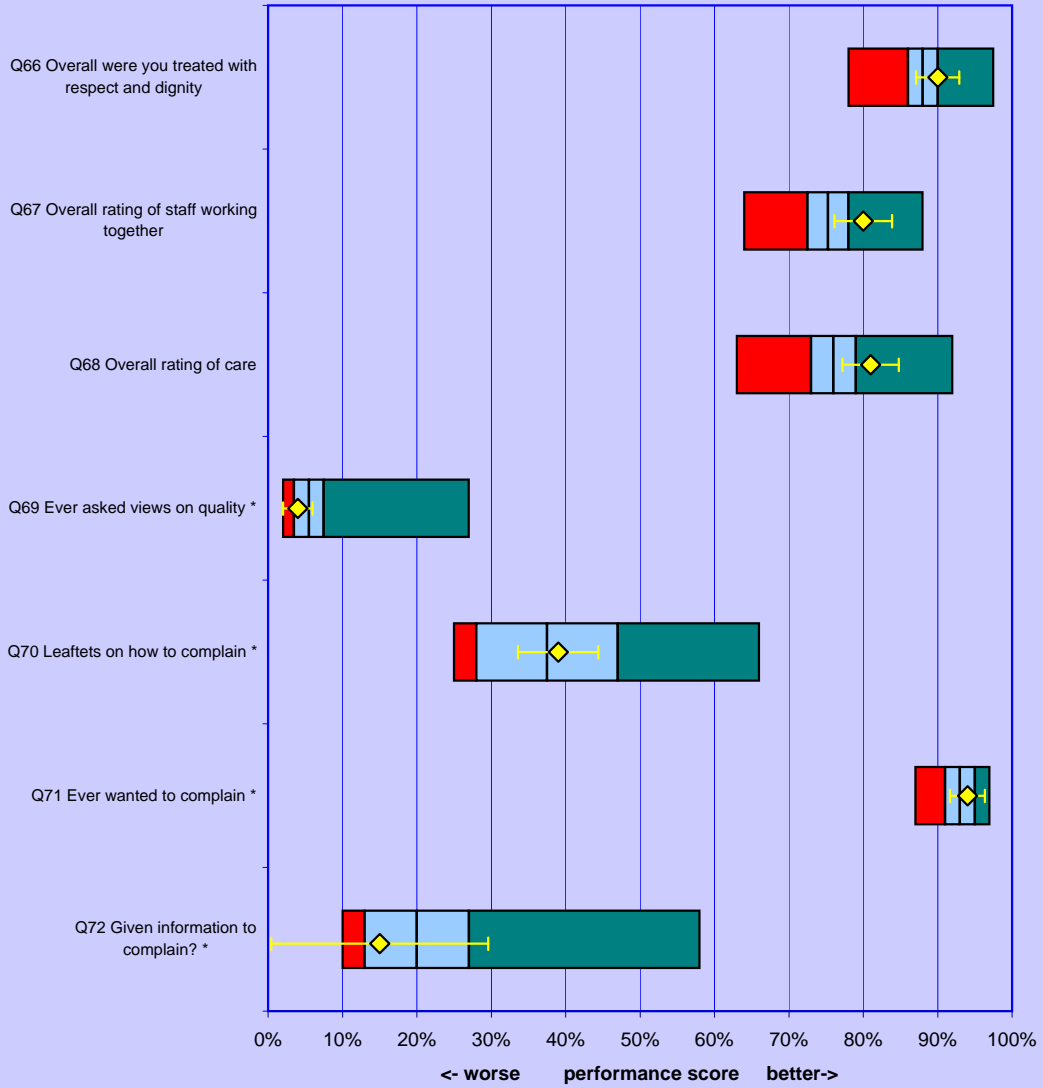


	Worst 20% of trusts		South Manchester
	Intermediate 60% of Trusts		
	Best performing 20% of Trusts		

Inpatient Survey 2007 Leaving Hospital



Inpatient Survey 2007 Overall



Comments

Anything that was particularly good?

A nice touch was to be asked if you wanted to be called by your first name, which most do. It puts you at ease.
Absolutely faultless care. Treated professionally and humanely. Could not be happier with how my care was delivered.
All of my care was of a good standard.
All pleasant people, patients and staff.
All staff were helpful and friendly.
All staff.
ALL THE DOCTORS AND NURSES WERE VERY GOOD
All the nurses were very caring and attentive to me even when they were busy. And the night staff were excellent. And the tea lady made the best cup of tea ever.
All the nursing staff were very friendly and helpful.
All the staff on the ward which I was on were lovely wonderful people, you should be proud to have them as your staff.
All ward staff very friendly.
All-round excellent care from the admission clerk, to the surgeon, to the physiotherapist in the outpatient clinic in the weeks following my operation. Even the cleaning staff were polite and helpful and thorough.
average care and attention.
Being given my own room and ensuite, more relaxing and private, overall the quality of care was excellent and was made to feel valued.
Care and food very good.
Care in (name) was excellent. Noticeable different from ward, cleanliness, nursing care, etc. Very accommodating re flexibility of visiting hours for family which assisted greatly post op.
Care leading up to operation was excellent and I had spent confidence in my consultant. I was able to choose the date that was most convenient for me to have my operation as it had to fit in with my work schedule. My anaesthetist visited me before the operation and explained everything I needed to know. Other members of Mr (name) team were also excellent, very pleasant and always professional.
Care was excellent.
Comfy beds.
Could be better.
Difficult to say. I found angioplasty traumatic and therefore nothing seemed good. Nurses were always nice and willing to help.
Doctor care, staff and nurses all excellent.
doctors and nurses kind and understanding. Other patients on ward cheerful and friendly.
doctors and nurses prompt action prevented my mother in law from losing her leg. Caring , helpful attitude from staff.
Every consideration.
Everything is always explained properly. Any problems such as when I got tinnitus from drugs was looked at straight away, I was sent for a hearing test. Staff were friendly, polite and helpful. The team that I see are obviously good at their expertise. I feel like I can ask questions and have them answered honestly.
Everything was absolutely fine. Had broken jaw, got fixed. Doctors and nurses did all they could to make me comfortable, now fit and well.
Everything was excellent. Thank You.
Everything was good. They were wonderful. I cannot thank the hospital staff enough really.

Everything.
Excellent nursing staff - can not praise them highly enough. efficient, thoughtful, kind and considerate.
Excellent nursing staff on my ward.
excellent prompt treatment from attending gp surgery to being seen in A and E to being admitted.
Excellent treatment from all concerned in my care, thank you.
Excellent treatment in a very cheerful atmosphere.
Excellent.
Excellent.
First Class
food
Friendly and clean.
Friendly nurses and staff. Thanks.
Friendly nursing staff including nursing assistants and cleaners. Good food.
Friendly staff
Fully comprehensive information from doctors, culminating in satisfactory outcome.
Good general care. After care with fluid/drainage problems were very efficiently treated
I am an outpatient and use the hospital every 3 months or so. Have always found staff very helpful and they always help in any way they can. Got full confidence in all staff I have met.
I am still an outpatient at Wythenshawe, my treatment and follow ups are very good and I couldn't have been in better care.
I attend F3 at Wythenshawe every 6 months under my consultant, Mr (name). I have warts on the bladder, they take me down to theatre and zap them off, then send them away for checking. I was in F3 in March and June while recovering at home having had a slight stroke from which I am still recovering.
I cannot thank the surgeon, all the doctors in intensive care and HDU, staff ward nurses and staff enough. They treated me with respect and at the same time were professional, caring and cheerful. I am deeply grateful.
I couldn't find fault with anything really in urology ward. I was in a room on my own with all facilities because there was no room on the ward. So it was all fine. Only in for 2 nights. Staff very obliging and chatty.
I feel that I was very well looked after and the doctors and nurses were helpful and kind.
I feel the general care was good, but I do think that clearly defined care pathways should be used post op and be followed through into the community. This was my second admission for the same problem. My wound did not heal after the first op for excision and drainage of promidal sinus. The first post op dressing was performed by a caring but inexperienced nurse, inappropriate dressing was used. No care pathway was used. Following this - the care I had in the community was to say the least a shambles. I saw a different nurse on many occasions, very little wound packing took place, no probing at all, no dressing remained intact for more than 4 hours. In my opinion the secondary care sector must provide a pathway for on going care for minor ops so that primary care is aware of what to do. ie. cleanup, packup, probing and explanation to the patient. It was a shame that my first procedure did not get the best practice and that a second admission was necessary.
I felt I received good care but shortage of nurses would have made it better.
I felt that both the doctors and nurses that I encountered were incredibly compassionate people who were completely in touch with my concerns and anxieties.
I felt the nurses and staff, doctors very caring and helpful.
I found the nurses very caring, also the physiotherapy were very helpful. also the food a big improvement and all very well presented.

I found the nursing staff kind and always helpful. No complaints.
I had all that was necessary in terms of efficiency whilst an inpatient by all staff concerned. Nurses were around so when in pain I just had to beckon. The nurses were very attentive and linked well to outpatient therapy, and doctors were friendly and patient. The operation was successful which I will appreciate more as time goes on.
I had to go into hospital for my heart care had pain which led to heart attack. I was sent to another hospital me to find out what went wrong where I had the pain
I have been an inpatient at Wythenshawe 3 times in the past 3 years and I have always found the nursing staff to be pleasant, helpful and efficient. The food has improved dramatically since my first visit.
I have been in the coronary care wards several times, I have always been treated very well. Thank you for a lovely hospital (Wythenshawe).
I received the care I expected.
I think I was very well looked after in hospital.
I thought the staff in ward 4A worked hard and were pleasant and were a light-hearted bunch and were chirpy. Which went down well with me. They made my stay in hospital so much better, I was never bored,
I thought the whole attitude and atmosphere of the hospital was kindly and relaxed, as well as being well organised and efficient.
I was cared for by dedicated staff, who at times seemed overstretched.
I was helped very much with what food I could have as I have diabetes.
I was looked after very well.
I was perfectly satisfied with my case in hospital.
I was very happy with all aspects of my care from going to A & E to leaving the hospital. Both doctors, nursing staff and all auxiliary workers were efficient and polite. I was given excellent information and treatment and follow up visits at home from hospital nursing staff.
I was very well cared for in the short time I was there.
In a word for everything. From the cleaners to the consultants, I thought were excellent, I honestly couldn't have been treated any better by anyone. Thank you.
Information from doctor.
Integrated team worked very well. Everyone from cleaners, food operatives, nurses, doctors and consultants are very good and helpful.
It was all generally efficient, clean and to the point.
Most nurses and doctors.
Most nurses very caring.
Most of the nurses and doctors were A1
My care at Hope was excellent, but was not impressed with the attitudes of the staff at Wythenshawe at all.
My care in hospital was excellent.
My doctors were fantastic. No fault whatsoever.
My knee replacement by Dr. J K (name) was very good.
My platelets were low, 41, and a platelet transfusion was organised with the platelets having to be obtained from another hospital. This transfusion allowed me to have my operation. Macclesfield passed me to Wythenshawe as they considered I required plastic surgery during a removal of a leg skin cancer. The operating doctor decided that plastic surgery was not necessary.
My stay in the hospital, my operation and my after care went very smoothly and comfortably. The operation was successful and I am perfectly happy with my treatment.

Nice understanding staff, friendly but not too familiar.
No complaints.
No extra care was provided as I did not need it.
No problems.
No!
No.
No.
Nothing.
Nurses and doctors.
Nurses very caring and helpful, nothing too much trouble. Cleaner very thorough and pleasant. Specialist, Mr (name) excellent and caring.
Nurses worked very hard.
Nursing and staff's treatment so intense I had very little time or inclination to even feel ill.
Nursing care was good for me but I was able to look after myself.
Nursing care, physio care.
Nursing staff were great, very caring, but were sometimes rushed, especially during the night.
On my last visit I was cared for on the burns unit rather than the plastics ward, due to a shortage of beds. I felt that I still had the same care and was very happy that I had more nurse attention.
On my last visit to hospital I expected a very unpleasant experience. There was a black nurse from Nigeria 24 years ago. She had to help as she told me her helper.
Once admitted service and care were excellent.
Once operation was required, I only had a short wait.
Once the decision had been taken to operate it was done swiftly.
Outstanding treatment and diagnosis by A & E staff particularly the doctor whose careful examination uncovered a fracture in my heel. I was seen by the triage nurse within a few minutes of arriving in A & e. Overall the medical care and subsequent follow up in the fracture clinic has been excellent.
Overall I was extremely happy with the care I was given during my stay in hospital.
Overall, it was very good.
Privacy of single room, cleanliness, medical staff and bedside manners.
Prompt response and well cared for.
Quick, efficient and helpful care in emergency ward.
Selection of meals per day, both dinner and tea time. Food good. Hospital warm and friendly, good and attractive nurses. I described Wythenshawe as wonderful.
Sensible way I was kept in private treatment room to if shock developed. When it did I was admitted to a ward.
Some of the nurses, were very kind and helpful most of them did their best even though they had a heavy work load due to staff shortage.
Staff and nurses were very caring and attentive.
Staff at Wythenshawe gave me their full attention at all times and made the stay enjoyable.
The A & E department immediate response to taking care of me when I was taken into the Department.
The attention, courtesy and care from all the medical staff was superb. The professionalism and communicative skills of the consultant surgeon (name) were outstanding.
The attitude and patience of all the staff.
The best was the ambulance men coming home were excellent and very caring.

The care and consideration of the staff. And being well looked after
The care and friendliness of all staff was excellent.
The care and help the nurses all gave me. This hospital looks after patients with such kindness, both doctors and nurses. Although they are so busy they were always so helpful.
The care by the doctors and nurses was very good.
The care I received at Wythenshawe was excellent, I cannot fault it one bit. The care and attention from doctors and nurses was first class. Thank you.
The care was very good and the doctors and nurses work very fast and well together. I was looked after very well and always am.
The dedication to the staff.
the doctors and nurses were always very polite and helpful.
The doctors and nurses were great.
the doctors and nursing staff were all excellent.
The doctors taking care of me were very good, and listened to me about my concerns about my operation.
The doctors, nurses, cleaners etc all did a superb job working with each other to make my stay in the ward an enjoyable experience.
The first class staff at Wythenshawe Hospital.
The food could have been more palatable, I couldn't decide whether this was because of the source of it or the cooking.
The food was good.
the H.D.U. nurses were wonderful.
The help offered by the Specialist Nurse both before and after the procedure. I was given a direct line phone number if I had any worries at all. My calls were returned very soon if I could not immediately reach the nurse. All the staff were very friendly and put you at your ease.
The hospital nurses & doctors were excellent. Nothing seemed to be too much trouble they were attentive to all my needs
The layout of the ward was bright and airy. The staff were helpful, needed my own food which I was able to keep in the fridge.
the level of care I received both at Wythenshawe and Christies was excellent.
The night staff were not too helpful, I had sleeping problems and they made me feel guilty as if it was my fault. One nurse told me I must sleep on one chosen side and cannot change to other side during the night. The next evening when they came on duty, I was threatened to go to sleep or else.
The nurses and doctors were excellent and made me feel reassured when they told me what was wrong. I am now waiting for an operation and feel very good about the procedure.
the nurses and support staff were particularly attentive and helpful.
The nurses are great, kind and sympathetic.
The nurses were really friendly.
The nurses were wonderful and the consultants kind and attentive.
The nurses who were the main carers were excellent. The operating theatre staff, they were very good at putting me at my ease at a stressful time.
The nurses, doctors were very good.
the nursing in intensive care ward.
The nursing staff were excellent, attentive and caring.
The nursing staff.
The only good thing was that I was discharged. Intensive Care Unit, department very good.

The sensitivity of the medical staff was magnificent. thank you so much.
the speed with which the process got underway after the recall to the Nightingale Centre. The sensitivity and concern of the staff, their readiness to answer questions and to reassure. the easy access to the breast nurse. The high level of expertise.
The staff are friendly from nurses to cleaners.
The staff nurses were very good and always joking and happy/pleasant with all patients. They carried out their duties with diligence.
The staff on A6.
The staff on the A & E ward I stayed on were very helpful and kind and very friendly and made my stay pleasant.
The staff were caring and very helpful.
The staff were friendly and helpful. I was in hospital over a weekend which meant that there was little continuity of staff - both nursing and domestic. Also I did not see a doctor after my operation on Friday p.m. until Monday a.m. although to be fair it was not really necessary but would have been reassuring.
The staff were very friendly
Thought I would have to wait for a CT scan until following day, but was taken for scan at 10.15pm.
To stay in hospital was good. I was very lucky only in 2 days, wonderful caring nurses, only very young. Paid lots of attention all ladies in the ward only four of us. Nice doctors and good caring approach when speaking to you.
TV at Bed
Very good care from the doctors, nurses and staff.
Very good care. Good doctors.
Very kind doctors. All of them and pharmacist, very kind and patient and explained clearly and well.
Was happy with help from paramedics, treatment in A & E, on first ward H.D.U. and the following care.
We are proud how we were treated as it was excellent. We are also proud of the doctors and nurses that have helped us and are very thankful to them.
Without exception the staff, doctors, nurses & ancillaries were the best & most caring I have come across not just with myself, but with all the patients I witnessed
Wythenshawe hospital is an excellent hospital quality care and excellent nursing service generally.
Yes I was very well care for in Wythenshawe in the P.U.U and the ward for pacemaker patients.
Yes, I felt comfortable in a strange place as the staff made me feel relaxed and calm. All my needs were taken seriously.
Yes, I was admitted on time, had the operation and was discharged the next morning after seeing the doctor who carried out the op.
Yes, I was put at ease by my consultant Dr (name) and the nurses about what was happening to me as I was really scared.
Yes, it was fantastic.
Yes, the nurses were polite, considerate and helpful.
Yes, the pay as you go phone and T.V. were great.
Yes. Most of the nurses and doctors were very nice, good at their job and informative.
Your staff were excellent.

Anything that could be improved?

<p>1. Poor washing and bathing facilities, not very clean in these areas showers broken and not working properly and insufficient facilities for placing toiletries and clothes in bathrooms. 2. Pillows were extremely uncomfortable, stained and smelled of urine. 3. Call bells too loud at night and it was often ages before they answered, making sleep very difficult. Some nights staff insisted on keeping main corridor lights on, again making sleep difficult.</p>
<p>After abdominal surgery I was to avoid all sorts of fibrous bits in food. Whilst on soup and sweet diet the soups given as meals regularly contained pieces of vegetables big enough to cause a problem but too small to fish out. Same with yogurt. My epidural was removed late in the afternoon, by the time the effects wore off the pain team had gone home leaving only nursing staff who had to contact emergency anaesthetists who were in theatre making it several hours before any help was available.</p>
<p>After op care i.e. skin creams for soreness.</p>
<p>Also I saw every nurse wash their hands. Something I did see.</p>
<p>Always room for improvement, but I was well satisfied.</p>
<p>Appointment systems at clinics are still in area of concern. Running 2 or 3 hours late is not advisable for the health care of patients.</p>
<p>As a female I did not like having to use the same toilets, shower and bathroom facilities as the male patients who were in separate side rooms. They should be separated. The standard of cleanliness on my ward by the contract cleaner was very poor. I made a complaint about it, it was so bad. My operation was cancelled 3 times within 7 days before it finally took place. This was very stressful.</p>
<p>As far as I am concerned my care in hospital and outpatients dept was great. Staff and doctors very helpful, calm and considerate.</p>
<p>As I was on a different ward from the plastics, I was not given the same aftercare advice.</p>
<p>As you know there is always room for improvement.</p>
<p>At meal times the number of dishes was very limited.</p>
<p>At night the wards could be less illuminated so the patients get a better nights sleep, also saving energy.</p>
<p>Auxiliary staff, office staff, constant social chatter.</p>
<p>Because patient had dementia she needed a relative to help her with after care. Occupational nurse did not sufficiently make sure that she would be okay when leaving hospital. As my mother in laws representative I asked to be given party to her care. I was not given sufficient instructions when she was discharged.</p>
<p>Behind beds and lockers were thick with fluff and dirt. Maybe hand wash at each bed so that nurses and doctors cleanse hands for each patient.</p>
<p>Care in the hospital ward was very disappointing and I feel standards have fallen dramatically since my daughter was there 8 years ago. I was shocked and dismayed at times, and was relieved when I was discharged earlier than expected. However I did not see a doctor from the time of my operation and no one had examined the wound before I left. The floors were not cleaned properly, there was litter in the corners when I arrived and it was still there 3 days later when I left.</p>
<p>Cheaper parking and using the telephone by the bed is very expensive.</p>
<p>Cheaper phone rates.</p>
<p>Cheaper TV and phone cards, a rip off, sack them!!</p>
<p>Cleaning could be improved.</p>
<p>Cleaning of the wards.</p>
<p>Cleaning, nothing was moved just cleaned round.</p>
<p>Cleanliness of the wards, doctors and nurses washing their hands more often. Food and tea</p>

being hotter.
Communication between medical staff. I was miss-diagnosed initially and listed for an operation which was actually unnecessary. Second opinion and review made by multi-disciplinary team. However, apologies were given by staff involved and thereafter I was completely involved in decisions regarding my care.
Communication between nurses and doctors. Being cared for in a ward relevant to my condition, where the nurses would have been familiar with my treatment needs and I would have seen a doctor from my care team.
Cooked meals were really poor! Breakfast, toast, tea and sandwiches and ice cream very good!
Did not always get pain killers when needed but nurses were often busy with worse patients and not enough nurses on.
Disabled facilities in the ward.
Discharge was awkward. Due to suffering a stroke and no discharge papers being given, it caused a lot of difficulty with new medication.
Doctors were very rushed, didn't have time to speak. Never met consultant. Wards very crowded, beds too close, not enough bathroom facilities, bathrooms and showers were of a poor standard, and not very clean.
Due to infection control when I am admitted to Pearce Ward I have to stay in this room. Although the care I receive is excellent from the team, I have to say that being in this room is similar to a prison cell. I often came out of hospital after a two week admission for IV's feeling extremely depressed and isolated. Staff never have the time to sit and have a chat to you in your room. The only time you see somebody is medication time or ward rounds etc. Is there anything you could do to improve this?
English speaking doctors because every Dr. iv seen I could not understand a word they said
Even though the same nurses were on duty, the nurse nominated as my carer was changed several times. As observation is an important skill in nursing I thought it would have been better to have the same nurse throughout my stay.
Everything in hospital was very good for me.
Follow up and better communication between G.P and hospital.
Follow up appointments from hospital.
Food and janitorial services need to be in-house, not working against the staff. No one has overall authority, no team work.
Food on (name) ward which did not in anyway cater for patients who had major bowel surgery and therefore had a restricted diet post surgery. No options given. Dr care during the weekends - did not specialise in area of medicine receiving treatment for and very patronising. Spoke as if not there and often could not agree on treatment given.
Food was not good in compassionate everything else in the hospital.
Food was terrible, should be improved.
Food, very unappetising.
Food.
From my point of view I did not enjoy the food. My parents ended up bringing me food in as I was there a little while.
Full tests as indicated by consultant as an emergency not carried out. Indicated at my interview immediately prior to admission.
Give all nurses a pay rise.
I am not sure.
I did not use the emergency call button because I could not reach it, when I just came back from theatre and needed it most. One of the nurses attached a longer cord for me but when I pulled it the handle came off completely. Better access to fresh drinking water would have been helpful.

I didn't get any information as to what went wrong with my transplant re-construction. I had to go into theatre again, after blood loss. Then onto acute care ward, nothing has been explained to me
I feel hospital security, could be improved, I was surprised at the ease that people were allowed to wander in and around the hospital, my wife had her purse stolen on one of her visits, not by staff I must add.
I feel strongly that standards of cleanliness would be much better in all hospitals if the cleaners were employees rather than from outside companies. From what I saw and the standard of dress, they didn't care or clean as well as they might have. One was using a mobile phone, yet patients weren't allowed to.
I felt ill after the surgery as the drugs used to put me under affected me badly. The nurses cured me of feeling sick which was great, but when I asked to go home I was told that I should have been informed earlier that I had to stay in hospital overnight. Neither my partner or I had been told which worried us for a short time. However, I was well looked after, thank you.
I felt that the age of the patients I was put with, was wrong. I know I am a pensioner of 68, but I was put in a low bed bay with ladies of 79 and two over 80, who were confused and incontinent. Which was very depressing for me, it would be better for the younger patients to share a bay and the more confused and older to share at least they could chat so the time would pass and your stay should not be so bad. The food needs to be given a new menu and cook? Some of the night staff should take a leaf out of the day staff's book.
I find the waiting medication was a hold up. It held people up who were waiting for beds, (waiting in the waiting room).
I found that six or even seven round a bed was not right, these visitors were sitting anywhere on the bed and not using the bio dispensers. They were not told that it was only two to a bed even when the patient adjacent was receiving treatment. I find this was a disgrace. No racism, but this was an Asian family.
I have an appointment on Friday 4/10 at 10.15am to see Dr (name), the stroke consultant from F4.
I really have no complaints but as with all hospitals something has been lost in the new management structures. The eagle eyes of matron and ward sister did ensure high standards of cleanliness and attention to detail.
I think that appointments need to be quicker, to sit from 2.30 pm and still be waiting at 5.30 pm is a long time. My daughter needs to be with me and has to organise someone to pick up four children from school and look after them until she gets home. This is a lot to ask and very hard.
I think the toilets should be looked at more often. Because there was often urine on the floor.
I thought the food was very poor, not very hot when it should be, tasteless, badly presented and serving times were haphazard. 80% was wasted and scrapped.
I was happy with the care provided.
I was in an isolation room with a bug C.Diff, which I contracted in the hospital. I originally went in with suspect pneumonia. I spent 9 days in that room calling for commode and bottle. When told you can go home I was surprised as I still had the infection. I phoned my G.P. when home who put me on tablets, they did not work so a specimen was sent to pathology who came up with the correct antibiotics (it took 3 weeks0).
I would like to see waiting list times made shorter.
I would not give the food to a good pig, awful food every meal
I'm wheelchair bound twenty four seven, staff don't know how to care for patients with disabilities. I was very upset last time I stayed in hospital, I couldn't wait to go home. I didn't want to tell the staff as they wouldn't understand.. I think staff should be told about how to handle disabled people and how to care also.
Improve on the waiting time before you see anybody.
In the interest of continuous improvement, I have a few observatories about cleanliness. 1) toilets and shower rooms for patients were being used by visitors. 2) An used bedpan was left

uncovered in the toilet/shower room. 3) Some patients were clearly not washing their hands after visiting the toilet, there were no signs in the toilet areas encouraging patients to wash their hands. 4) Staff delivering breakfast, were picking toast out of a basket and placing it by hand on patient's plates. There were no protective gloves or tongs evident.

In the summer I was admitted through A & E and had to stay in hospital for 2 nights, because the scan dept wasn't open at the weekend, before they could plan my care. There was poor communication amongst the doctors and no clear plan of my treatment. Which resulted in me staying in hospital for 5 days, I feel unnecessarily.

It is difficult to criticise any aspect of the hospital. I have had four separate stays at Wythenshawe this year and the only thing I would have liked to improve would be privacy. Individual rooms (small) with a larger day room would be an advantage.

Junior doctors taking blood - suggest that all have more training. Specifically in this one exercise, as they were, without exception useless.

Limited toilet facilities on 16 bed unit due to infected patients only, 2 or 3 toilets/bathrooms available. All walking patients had had chest surgery, lungs etc, so all had drips to carry. Also, all visitors used these toilets, despite a sign saying patients only.

More communication between staff about patients conditions, during staff changes. I personally, during my stay had conflicting information given to me by nurses which was confusing and led to a feeling of miss-trust, so was glad to be in overnight.

More hot drinks.

More information about the op was needed, before and after.

More nurses to feed patients who need feeding. My wife came each day to feed my and meals were not always suitable.

More nurses.

Most things. One afternoon I waited for 4 hours after pressing the call button. I regularly had to remind staff that I was due a drip or other medication.

No

No complaints.

No, excellent care.

No.

No.

No.

No.

No.

No.

No.

Noisy beds near to the night nursing station.

Not that I noticed.

Not to move patients at night. I was woken up at 2.00 a.m. and taken to another ward.

Nurses attitudes. The ward was very quiet and had very few patients and plenty of staff, the staff had no time i.e. couldn't be bothered with the patients. My care plan was inaccurate and the nurses were very unhelpful and unapproachable.

Nurses could mix with patients, have conversation and with their training would know how to converse to find out underlying problems. Patients cannot always find easy to talk about underlying problems. Other hospital nurses start a conversation and with their training manage to use the right words to find underlying problem, then discuss with you ways to help yourself.

One was an older hospital no place to put your clothes when you got there, you put up with it somehow, the toilets could have been made more cleaner very small ward but got on with it

Only the food, it was awful.
Outdoor shoes should not be worn on the wards. People should be made to wear shoe covers to stop any dirt and germs.
Perhaps a bit on the food although I couldn't really complain.
Perhaps lock up facilities for belongings i.e. money. Hospital issue slippers tear easily.
Possibly, a little more after care, in some cases.
Quantity of food was inadequate, although quality was very good.
Single sex bays (wards) are a must. Bathrooms/toilets are just awful. Cleanliness in ward was not a priority.
Some cleaners seemed to have too little time to clean wards when covering for absent colleagues. The bin was not emptied in the toilet for at least 3 days.
Some more nursing staff.
Some of the meals, which are better served hot.
The bathrooms and showers could do with updating on the ward.
The daily distribution of medication seemed somewhat haphazard and casual.
The food could definitely be better. It was cold and tasteless and looked very unappetising. Waiting for medicines when being discharged takes a long time. I feel the system could be improved to help discharge people more efficiently. A lot of waiting around.
The food most definitely. At night I was starving after waking from the op, there was no food available apart from a salad sandwich on white bread. Privacy could be vastly improved and thoroughness of junior doctors questions. I was left feeling somewhat confused unnecessarily. I felt there was a lack of general expertise. However, this was my first stay for an operation as an inpatient and I just focused on getting the problem being treated.
The food was absolutely atrocious and enough to make you feel ill. The nurses were too keen to hand our pain killers without any prompting necessary.
The food.
The food.
The food. My family kept me going otherwise I would have eaten very little for the entire 10 days. The bathing facilities were inadequate and the toilets should have been monitored more frequently.
The food. State of communal toilets. Liaison and communication between consultant staff, junior doctors and patient. Communication with Next of Kin and families non existent.
The food. The food. The food. Acknowledge of diabetic needs. Vegetarian choices. Nurses hand washing. Reduction of noise. Abolish mixed wards.
The hospital food was disgusting and not fit to be consumed.
The large signs on the floor for hand sanitisation seem to be in the wrong place, when visitors are looking up to find the signs
The majority of the nurses who cared for me were rude and treated my badly.
The meals could be better and more choice for diabetics and sending up the right things that are ordered.
The noise at night and the food.
The nurse who fitted elastic stockings prior to my being discharged showed me how to put them on but failed to tell me to pull them right up to the top of my thigh. It was only a week later when I went to my local surgery to have stitches removed that the district nurse corrected the way I was wearing them. I think the bruising on my thighs may have been greater because of the stockings being too low.
The nurses travelling on buses sit on the seats that children have been standing on in dirty shoes. Perhaps the nurses could change their overalls or uniform, this may help with MRSA.

The nurses wages. They deserve it.
The nursing staff could have been more friendly. Some were miserable and rude.
The operation went well, but I feel a fuller explanation could have been given. Further farmixillofacial surgery, giving the patient someone to talk to about how their face will change afterwards would be helpful.
The paintwork and curtains on the ward were very tired.
The shower needed cleaning more frequently. There was a plaster in the shower and it was still there 2 days later, however overall the cleanliness was good. Just this on thing let it down.
The staff work long hard hours and sometimes were too busy for a break.
The tea trolley, i.e. more variety of teas and snacks.
The toilet was not very clean. It was two days before the bin, which was overflowing, was emptied. Also, there was dried blood on the floor.
The way the meal times are organized. We seem to get what is left over from the next ward i.e. all sandwiches had gone by the time the food trolley came onto the ward.
Their pay, they deserve more.
There is always room for improvement. I think there could be a definite ladies and separate gents WC and bathroom, and I don't think visitors should be able to use the toilets on the ward. The vending machine on the ward is double the price to the same machine where I work, Boots Chemists.
There was too long a wait for GP to local hospital consultants. Then a further wait from the local hospital to UH of S Manchester appointment, although the Manchester appointments times were reasonable, but in all from start to finish for final operation it stretched over years. The big delays being locally between referral from GP to local consultants. I feel I could have had a better quality of life in the last few years, if the problem had been dealt with more quickly and more efficiently (Partly due to administration failure at local level).
Time off work in terms of information, wasn't prepared for this, but this is being pedantic.
Toilet and bathing facilities.
Toilet/washrooms needed upgrading.
Toilets could be decked for cleanliness more often as this would not have to involve nurses and medical staff.
Transport.
Unsure.
Verbally advised by at least seven of the old patients, to a point where she was almost in tears. Feel I was the only one that noticed. I really felt sorry for the poor girl.
Waiting time before the operation, both to see the consultant, the tests, the results, back to consultant and then for the operation.
Ward temperatures were too high.
when changing dressings, nurse would say I will back after meds sometimes late afternoon before nurse came again. But at least I did get my dressings changed.
When I arrived about tea time, I brought a T.V. card to which the T.V. was broke. It didn't get fixed till dinner time the next day. Patients should be told if there T.V. sets are broke, then they won't waste there money.
When I started having pain it was too late for medication. The physio I was supposed to have was cancelled and I went home in pain and being sick. The nurses were excellent and stopped me having the pain and sickness.
When leaving I was told that I should come back in 6 weeks time. However, I have no paperwork so do not know when or where to go. I was expecting something in the post.
Without exception the food was the worst Hospital food I have had, & I've been in quite a few hospitals.

Woman who are going through miscarriage should be treated in a separate area to 'pregnant' woman in the ante-natal clinic.
Yes not having to wait over 4 hours to get medication before you come home.
Yes, An improvement in cleaning of toilets and the wash rooms.
Yes, better ward structures. Better communication between doctors and patients.
Yes, it would have been useful if the toilets flushed properly.
Yes, point out facilities, showers, toilets etc and where to pick up pads and clothes and other necessities to make for comfort.
Yes, some of the nurses could be a little more understanding and not so judgemental.
Yes, the delay on admission of patients, myself and others. The delay of tablets etc from the dispensary to the ward, therefore the changing of patients being admitted and discharged was held up because of the bed being required. I was waiting over two hrs for my own tablets to be returned from the dispensary.
Yes, the food. If you did not like pasta or salads the choices left were very unhealthy, especially if you were elderly as they were in my ward. I saw burgers that I wouldn't have fed to a dog and unhealthy looking pies.
Yes, the standard of nursing care should be consistent. It depended on which nurse was on duty as to how long it took for buzzer to be answered, how long for medication to be given out when I was in pain and noise levels at night.
Your hospital needs more staff.

Any other comments?

A big thank you to all those that looked after me in Wythenshawe Hospital.
A follow up routine with medical practitioner.
A sincere thank you to you all.
After contracting MRSA my Next of Kin were grateful of being notified quickly.
After discharge from hospital I received appointment to see Dr (name) in **** Hospital. When I arrived there they told me there was no clinic on the ****, but Dr (name) had a clinic in Withington Hospital. I had to look for **** Hospital. I had to look for that Hospital and found it difficult to find the hospital from *****.
After my surgery I was informed by doctors that it had gone well and I had the all clear. Unfortunately, due to the medication I was on which affected my memory, I didn't know this until much later. A nurse explained I had been given the all clear, but only when I asked, as I hadn't known or remembered.
After procedure by, Dr (name). He informed me there was nothing he could do. I asked why he explained that if he operated it would kill me. Later that day he came on the ward to see me and said that at least he had not made it any worse. Then he said I could go home and put my affairs in order, I replied I did not want to go home. He asked what I wanted I said send me back to NMGH which he did it took 6 hours for the ambulance to arrive to take me back to NMGH because I needed a paramedic.
All staff very good.
Dementia patients should be separated from other patients.
Despite (****) at the pre-op, how lethargic and unresponsive I became without regular food intake. I was placed last on the list for surgery.
Did experience communication difficulty between an elderly patient and a NHS professional healthcare auxiliary on her first shift on the ward. Had to intervene, but thought she should have asked help from nursing staff but didn't. She tried unsuccessfully to do a blood pressure check with a portable monitor, she didn't understand how it worked but a nurse did come eventually. The NHS professional didn't explain anything to the patient. I and another patient were witnesses to all this which was worrying as we were dependant on this member of staff.
Dietary and advice after bowel restriction is really required but not available.
Discharged following day, after attending two hospitals.
Doctors were great and nurses were like speaking to friends. Very friendly.
During one week-end (sat/sun) patients bathrooms and toilet facilities were not cleaned at all. Bins full and toilet pans dirty by Monday morning.
Essential kit for my next stay in hospital will include I) my own pillow/s. ii) suitable eye covering (to keep out the light) 111) ear plugs.
Excellent hospital, service and staff. Thank you.
Far exceeded the care I received on the maternity unit. Very attentive staff.
Food, although I admit it can be costly and I desire to remain in hospital longer than required. However, as an inpatient I'd expect a better standard of food available on the ward conducive to health. For example, less processed, cheap, unhealthy and predictable food. I hate it because I was hungry but it didn't make me feel well, I'd be prepared to pay towards a better bed meal and for it to be available twenty four seven.
From first seeing the doctor until my operation I thought was a long time. I waited two and a half years in pain.
Have spent a lot of time at the hospital, first with my husband who died a year ago and now for myself having treatment. The only thing I'd heard a lot of complaints about was the taxi service. Some people think the taxi service has a contract and get paid whether they arrive or not. Some patients waited hours for a taxi after treatment and the taxi never arrived.
However I believed this was not the norm.

I am filling this in on behalf of my father to whom this questionnaire was addressed. It was dated 27/09/07. as he died in your hospital on 03/09/07 I would suggest that your admin needs serious attention. It seriously distressed my mother to receive this.
I asked the doctor when I was being discharged if my wound looked ok. I thought it looked red and turning a little nasty. I was told it was ok, but two days later I had to see my GP as I was feeling really ill. I was told I had an infection in the wound. I felt I had been thrown out.
I cannot fault the care I received from the gynae dept. The only area that I felt was slightly unprofessional was the echo cardiogram dept. They seemed more concerned with talking about being overworked than actually getting on with the job or talking to the patients. A shame, as every other dept was excellent.
I cannot speak highly enough about the care I received.
I contracted MRSA, moved to a single room with my own toilet and sink, no shower. I was grateful for this, but my stay was prolonged to 4 weeks, not pleasant.
I count myself fortunate to have been referred to Wythenshawe Hospital.
I didn't see a doctor at all after my op. and was in hospital for 4 nights. Part of my operation wasn't recorded correctly, nor was it written on the consent form. No one could tell me why I had to stay in hospital for 4 nights.
I feel I had the best care and attention on my stay in hospital.
I felt let down by Prof. (name) so called care and have since heard other women are of the same opinion.
I found all the care I received from the ambulance men down to the cleaners to be very professional.
I had a heart attack about 4 yrs ago. I sometimes go back to hospital with chest pains. I take 8 heart tablets per day. The polyps I had removed, colon, is not yet completed. I am back in hospital 8/11/07 for a colonoscopy.
I had my right breast removed. I did have some fluid after returning home. I phoned and was told to call at the hospital when I could. I was seen straight away. No problem. Very good care always. Thank you.
I had one occasion when I felt that I was not treated very well by a member of the night staff, this was dealt with by the day staff and I had no problems after that,
I had the very best attention in hospital, also since coming home from physio and social services regarding aids to help get around my home.
I have always been treated well, both as inpatient and outpatient, whoever I've needed to go to Wythenshawe hospital.
I have been admitted to this hospital previously twice both emergency ambulance one heart attack inserted excellent treatment. Second stroke treatment good but slow.
I have M.S. and often fall over, being unable to get up. I sometimes have had to call an ambulance and cannot fault the following treatments.
I have made an official complaint.
I have no complaint against the hospital or my treatment there.
I have nothing but praise for the treatment I received during all of my visits and I am able to conclude this survey, due to their efforts and care.
I left hospital with no information, it took 3 weeks to get the results and send them to my GP.
I think that staff should ask adult patients whether they wish to be called by their first names or be called Mr --- Mrs ----.
I thought the toilets were a disgrace. I believe that if the first procedure had been executed thoroughly then I would not have to have undergone the same procedure 6 months later.
I transferred my care to Stepping Hill Hospital.
I was confined in bed for nearly all my stay of 8 weeks, which was difficult when I needed to toilet

<p>especially at night and I fell on two occasions. They were short staffed and the bell was not answered and I got out of bed and fell the bell was answered after a while, and I was helped up off of the floor I was bruised and sore the nurses were very helpful and called the doctor. On the second occasion the same thing happened but this time a nurse came in told me to get up by holding on.</p>
<p>I was discharged with weeping wounds, infections (serious) and was returned to the hospital twice due to these infections. Readmitted for one week for intravenous antibiotic drips (x3 per day). district nurses home visits for 12 weeks to change dressings daily.</p>
<p>I was in four times for short periods from Jan-June 07. All in all I was happy with all my treatment, however I was not so happy on my last time in. Other times were absolutely good in all respects, I had nothing but praise. However, on the last time I was upset over the lack of attention to some of the other patients, including myself. I managed to toilet myself etc but other people seemed to be left a lot waiting for commodes etc. Some were really distressed, otherwise mostly it was very good at all other times.</p>
<p>I was in the hospital two and a half years ago, and I found a big improvement all round. The ladies over the wards, were very helpful. also the food was a big improvement.</p>
<p>I was lodged on a ward not relevant to my condition. I did not see any doctor following my surgery and up to my discharge. The nurses failed to contact a doctor until I was ready to go home and then this was only by phone. I felt I would be better cared for at home by my wife who is a very experienced nurse and my G.P and community nurses who were excellent.</p>
<p>I was on a C Ward, I felt that the standard of cleaning was not as height as it should have been. Beds were not moved to clean behind, table were not cleared for thorough cleaning, only the parts that were clear. My daughter has since been admitted to an A ward which makes the ward I was in look very shabby indeed. Toilets and showers were cleaned daily but needed more constant attention with so many people using them. More showers are needed on the ward.</p>
<p>I was very disappointed with the standard of the hospital. 1. Lack of liaison between staff and department. 2. Poor food. 3. Poor cleanliness. 4. Lack of follow up. 5. Difficulty in identifying staff - identity cards often upside down, back to front.</p>
<p>I was very impressed with my time in hospital and the people, doctors and nurses.</p>
<p>I wish you could get to the bottom of my condition.</p>
<p>I would like to thank all the people involved with my care and treatment.</p>
<p>In all the hospitals I have been a day or stay patient, I have been treated well.</p>
<p>It was my first time in hospital, and all the staff made my short stay very easy. So I would like to say thank you to all the doctors, nurses and staff in F3 Wythenshawe Hospital.</p>
<p>I've had 2 strokes, I am disabled and it wasn't taken into consideration. I cant walk, they didn't give a dam.</p>
<p>Just like to thank staff & nurses for their care and consideration.</p>
<p>Just one point I had injections every few hours into the vein with high antibiotics for 3 days.</p>
<p>Just to say thank you for the good care they gave me.</p>
<p>More information about what the operation entailed.</p>
<p>My A & E treatment was at Tameside Hospital, I was then transferred to Wythenshawe for plastic surgery, hence I have not answered questions 2 - 56.</p>
<p>My stays in hospital have been excellent, but waiting for out patients appointments could be much improved.</p>
<p>My treatment has always been first class. I have been attending Wythenshawe for about 6 yrs, I am also a diabetic type A.</p>
<p>N/A</p>
<p>No, but would like to reiterate that staff on ward A6 were truly fantastic.</p>
<p>No.</p>

No.
Not enough staff to do their work properly. Having to wait too long for bed pan or for someone to answer buzzer. Patients either wetted the bed - trying to get out of bed so they don't, which could be dangerous.
Nothing but praise for all the staff I came in contact with.
Nurses and junior doctors are overworked and underpaid for the responsibilities they have.
Nurses treated patients with indifference, would suggest that when Doctors come round with trainees to examine, when they leave it would be courteous to all to say thank you, after all it is the patients who are paying for their training.
On my day of discharge the woman doctor shouted at me I told you, you were to go. It was early in the day I had not washed or dressed. Medicine to take home was not ready, I said give me time to get ready. I was being picked up by my nephew by car that was in the evening.
On my last stay in hospital I helped feed the 92 year old lady in the bed next to me, because the staff left her to her own devices and she struggle terribly.
One doctor told me I had to stay in for further investigations as I might have cancer and then promptly left the ward, leaving the nurses to reassure/comfort me. the next doctor I saw 36 hours later cancelled the investigations and sent me home!! I didn't have cancer.
Only admitted one night for tests prior to chemotherapy.
Overall I was very happy with my stay.
Overall the quality of response and treatment and subsequent follow up in the fracture clinic exceeded my expectations. Thank you and well done.
Patients are very worried about contracting infection MRSA was particularly feared as many people contracted this, especially the elderly. My husband twice contracted MRSA whilst being in Wythenshawe Hospital.
Q38. I understand that my son was really upset the first time I was admitted. He did try to ask one of the staff nurses questions to do with me and was insulted. He did report this to her bosses and she was spoken to, clearly something was done because her attitude changed second time around. Many thanks again.
Question 29. as far as I know doctors did not touch patients. Question 34. as far as I know nurses wore plastic gloves when touching patients.
Radiologists don't always give me a lead apron to hold when I have chest x-rays and I don't understand the inconsistency. Also, the cost of parking for the visitors for long stay patients is an issue. As I am a chest patient it is sometimes difficult to find parking near that dept. When very breathless it is hard work to walk a long distance to my clinic appointment.
Re question 8 I was under the care of a specialist who advised me to wait until a year had passed since my stroke. In the event I was admitted two months early.
Thank you all for saving my life, from myself, husband and family. Keep up the good work.
Thank you for my care.
Thank you to all the staff who worked after me so well
Thank you.
The cleaner on the ward did not move even the stuff with wheels ie food carts they just mopped around them no one seems to check on them or the cleaning
The fact that plastic surgery was not carried out did not get passed onto the visiting ward doctor, nor to Dr (name). In his letter to me notifying the fact that the cancer biopsy was negative he said that if I was worried about the scars I should contact him. I am concerned that my medical records will show that I received plastic surgery when I did not. Future problems could arise because I have not declared it such as an insurance claim or purchase.
The general atmosphere and caring environment in the hospital was commendable.
The nurses were obviously under pressure and at night particularly, struggled to cope with patient

needs. The patient in the bed opposite needed urgent help as her condition deteriorated rapidly and it was left to another patient and myself to attend to her immediate needs, (sick bowl) as the nurse had gone to get help and did not return for a considerable length of time. By the time the doctor had been found she was in extreme pain and the whole situation was very distressing for all concerned. I had little confidence in the ward staff as I felt there were simply too few nurses and there was not a doctor who specialised in gynae/breast surgery on call. I am considering private medical insurance after my experience at Wythenshawe.
The nursing staff on my ward worked very hard, so many thanks for all their care.
The physiotherapists should have been more caring, it was as if they were short of time.
The staff on Wilson ward are all very good, it is nice to have a housekeeper that will do anything for you. Like the one watching all the staff and doctors on this ward, they all work together and are more like a family and that is good when your not well. I think you recover better.
The wards were understaffed at the nursing level and the cleaning was very poor.
There has been a big difference to the standard of Wythen Shawe Hospital since I was last admitted there about 7 or 8 years ago. I was really impressed by the doctors and nurses and surgeons, anaesthetists, everyone and all.
Very good diagnosis in A & E and access to scan to get correct and accurate picture.
Very good treatment in all ways.
Very satisfied with my treatment and aftercare, staff were friendly and polite and cheerful. They deserve a decent wage.
Very Strange that treatment very different during week to weekend in the real world, patients are no less poorly at weekends than mon - fri and therefore care should be no different. But it was particularly from Drs. not nurses. Physiotherapy post op - awful - during 2 week stay saw physio twice, only through help of family that got out of bed and mobile again.
Very well cared for during my stay
Visitors overstaying their time altogether. The cleaners seemed to be there just for the money, not knowing how important their job is.
When I was being discharged on the Saturday I felt too sick to go home and wished to stay. I was allowed to stay but to some disgruntlement.
Wondering if op was worth it. Can't walk as far as I could before op-foot keeps swelling really bad. Can't were shoes that it would like to wear and driving is a bit painful at times.
Would like more info about what could go wrong, and why I had lots of problems. I am now suffering from cellulites
Wythenshawe was the second hospital I had been to within the week with my condition. The first hospital sent me home without any explanation of what was wrong. Wythenshawe found out I was very poorly and I am very glad we chose to go there.
Yes this is my second copy, I take it the first one I sent got lost in the post.

Questionnaire

INPATIENT QUESTIONNAIRE

What is the survey about?

This survey is about your **most recent** experience as an **inpatient** at the National Health Service hospital named in the letter enclosed with this questionnaire.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his/her point of view – not the point of view of the person who is helping.

Completing the questionnaire

For each question please tick clearly inside one box using a black or blue pen.

Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please **do not** write your name or address anywhere on the questionnaire.

Questions or help?

If you have any queries about the questionnaire, please call the helpline number given in the letter enclosed with this questionnaire.

Taking part in this survey is voluntary. **Your answers will be treated in confidence.**

Please remember, this questionnaire is about your **most recent** stay at the hospital named in the accompanying letter.

ADMISSION TO HOSPITAL

1. Was your most recent hospital stay planned in advance or an emergency?

1 Emergency or urgent
→ Go to Question 2

2 Waiting list or planned in advance
→ Go to Question 6

3 Something else → Go to Question 2

THE EMERGENCY DEPARTMENT

2. When you arrived at the hospital, did you go to the Emergency Department (Casualty /A&E / Medical or Surgical Admissions unit)?

1 Yes → Go to Question 3

2 No → Go to Question 6

3. While you were in the Emergency Department, how much information about your condition or treatment was given to you?

1 Not enough

2 Right amount

3 Too much

4 I was not given any information about my treatment or condition

5 Don't know / Can't remember

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

1 Yes, definitely

2 Yes, to some extent

3 No

4 Don't know / Can't remember

5. Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?

1 Less than 1 hour

2 At least 1 hour but less than 2 hours

3 At least 2 hours but less than 4 hours

4 At least 4 hours but less than 8 hours

5 8 hours or longer

6 Can't remember

7 I did not have to wait

EMERGENCY OR URGENTLY ADMITTED PATIENTS, now please go to Question 11

WAITING LIST OR PLANNED ADMISSION

6. When you were referred to see a specialist, were you offered a choice of **hospital** for your first hospital appointment?

1 Yes

2 No

3 Don't know / Can't remember

7. Were you given a choice of **admission dates**?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

8. Overall, from the time you first talked to your GP about being referred to a hospital, how long did you wait to be admitted to hospital?

- 1 Up to 1 month
- 2 1 to 2 months
- 3 3 to 4 months
- 4 5 to 6 months
- 5 More than 6 months
- 6 Don't know / Can't remember

9. How do you feel about the length of time you were on the waiting list before your admission to hospital?

- 1 I was admitted as soon as I thought was necessary
- 2 I should have been admitted a bit sooner
- 3 I should have been admitted a lot sooner

10. Was your admission date changed by the hospital?

- 1 No
- 2 Yes, once
- 3 Yes, 2 or 3 times
- 4 Yes, 4 times or more

ALL TYPES OF ADMISSION

11. From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

THE HOSPITAL AND WARD

12. While in hospital, did you ever stay in a critical care area (Intensive Care Unit, High Dependency Unit or Coronary Care Unit)?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

13. 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?

- 1 Yes
- 2 No

14. During your stay in hospital, how many wards did you stay in?

- 1 1 → **Go to 16**
- 2 2 → **Go to 15**
- 3 3 or more → **Go to 15**
- 4 Don't know / Can't remember → **Go to 16**

15. 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?

- 1 Yes
- 2 No

16. While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

- 1 Yes
- 2 Yes, because it had special bathing equipment that I needed
- 3 No
- 4 I did not use a bathroom or shower
- 5 Don't know / Can't remember

17. Were you ever bothered by noise at night from **other patients**?

- 1 Yes
- 2 No

18. Were you ever bothered by noise at night from **hospital staff**?

- 1 Yes
- 2 No

19. In your opinion, how clean was the hospital room or ward that **you** were in?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean

20. How clean were the toilets and bathrooms that **you** used in hospital?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 I did not use a toilet or bathroom

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

- 1 Yes
- 2 No

22. Did you have somewhere to keep your personal belongings whilst on the ward?

- 1 Yes, and I could lock it if I wanted to
- 2 Yes, but I could not lock it
- 3 No
- 4 I did not take any belongings to hospital
- 5 Don't know / Can't remember

23. How would you rate the hospital food?

- 1 Very good
- 2 Good
- 3 Fair
- 4 Poor
- 5 I did not have any hospital food

24. Were you offered a choice of food?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

25. Did you get enough help from staff to eat your meals?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 I did not need help to eat meals

DOCTORS

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 I had no need to ask

27. Did you have confidence and trust in the doctors treating you?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

28. Did doctors talk in front of you as if you weren't there?

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

29. As far as you know, did doctors wash or clean their hands between touching patients?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 Don't know / Can't remember

NURSES

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 I had no need to ask

31. Did you have confidence and trust in the nurses treating you?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

32. Did nurses talk in front of you as if you weren't there?

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

33. In your opinion, were there enough nurses on duty to care for **you** in hospital?

- 1 There were always or nearly always enough nurses
- 2 There were sometimes enough nurses
- 3 There were rarely or never enough nurses

34. As far as you know, did nurses wash or clean their hands between touching patients?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 Don't know / Can't remember

YOUR CARE AND TREATMENT

35. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

36. Were you involved as much as you wanted to be in decisions about your care and treatment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

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

- 1 Not enough
- 2 The right amount
- 3 Too much

38. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 No family or friends were involved
- 5 My family did not want or need information
- 6 I did not want my family or friends to talk to a doctor

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I had no worries or fears

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

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

41. Were you given enough privacy when being examined or treated?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

42. Were you ever in any pain?

- 1 Yes → **Go to Question 43**
- 2 No → **Go to Question 44**

43. Do you think the hospital staff did everything they could to help control your pain?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

44. How many minutes after you used the call button did it usually take before you got the help you needed?

- 1 0 minutes/right away
- 2 1-2 minutes
- 3 3-5 minutes
- 4 More than 5 minutes
- 5 I never got help when I used the call button
- 6 I never used the call button

OPERATIONS & PROCEDURES

45. During your stay in hospital, did you have an operation or procedure?

- 1 Yes → **Go to Question 46**
- 2 No → **Go to Question 53**

46. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not want an explanation

47. Beforehand, did a member of staff explain what would be done during the operation or procedure?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not want an explanation

48. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not have any questions

49. Beforehand, were you told how you could expect to feel after you had the operation or procedure?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

50. Before the operation or procedure, were you given an anaesthetic or medication to put you to sleep or control your pain?

- 1 Yes → **Go to Question 51**
- 2 No → **Go to Question 52**

51. Before the operation or procedure, did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

52. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

LEAVING HOSPITAL

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

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to be involved

54. On the day you left hospital, was your discharge delayed for any reason?

- 1 Yes → Go to Question 55
- 2 No → Go to Question 57

55. What was the **MAIN** reason for the delay? (Tick ONE only)

- 1 I had to wait for **medicines**
- 2 I had to wait to **see the doctor**
- 3 I had to wait for an **ambulance**
- 4 Something else

56. How long was the delay?

- 1 Up to 1 hour
- 2 Longer than 1 hour but no longer than 2 hours
- 3 Longer than 2 hours but no longer than 4 hours
- 4 Longer than 4 hours

57. Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

- 1 Yes
- 2 No

58. Did a member of staff explain the **purpose** of the medicines you were to take at home in a way you could understand?

- 1 Yes, completely → Go to Question 59
- 2 Yes, to some extent → Go to Question 59
- 3 No → Go to Question 59
- 4 I did not need an explanation → Go to Question 59
- 5 I had no medicines → Go to Question 62

59. Did a member of staff tell you about medication **side effects** to watch for when you went home?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation

60. Were you told how to **take** your medication in a way you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to be told how to take my medication

61. Were you given clear written or printed information about your medicines?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / Can't remember

62. Did a member of staff tell you about any danger signals you should watch for after you went home?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 It was not necessary

63. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 No family or friends were involved
- 5 My family or friends did not want or need information

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

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

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

- 1 Yes, I received copies
- 2 No, I did not receive copies
- 3 Not sure / Don't know

OVERALL

66. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

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

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

68. Overall, how would you rate the care you received?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

69. During your hospital stay, were you ever asked to give your views on the quality of your care?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

70. While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

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

- 1 Yes → **Go to Question 72**
- 2 No → **Go to Question 73**

72. Did hospital staff give you the information you needed to do this?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

ABOUT YOU

73. Are you male or female?

- 1 Male
- 2 Female

74. What was your **year** of birth?

(Please write in) e.g.

1	9	3	4
---	---	---	---

Y	Y	Y	Y
---	---	---	---

75. How old were you when you left full-time education?

- 1 16 years or less
- 2 17 or 18 years
- 3 19 years or over
- 4 Still in full-time education

76. Overall, how would you rate your health during the **past 4 weeks**?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor
- 6 Very poor

77. Do you have any of the following long-standing conditions? (**TICK ALL THAT APPLY**)

- 1 Deafness or severe hearing impairment → **Go to 78**
- 2 Blindness or partially sighted → **Go to 78**
- 3 A long-standing physical condition → **Go to 78**
- 4 A learning disability → **Go to 78**
- 5 A mental health condition → **Go to 78**
- 6 A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy → **Go to 78**
- 7 No, I do not have a long-standing condition → **Go to 79**

78. Does this condition(s) cause you difficulty with any of the following? **(TICK ALL THAT APPLY)**

- 1 Everyday activities that people your age can usually do
- 2 At work, in education, or training
- 3 Access to buildings, streets, or vehicles
- 4 Reading or writing
- 5 People's attitudes to you because of your condition
- 6 Communicating, mixing with others, or socialising
- 7 Any other activity
- 8 No difficulty with any of these

79. To which of these ethnic groups would you say you belong? **(Tick ONE only)**

a. WHITE

- 1 British
- 2 Irish
- 3 Any other White background
(Please write in box)

b. MIXED

- 4 White and Black Caribbean
- 5 White and Black African
- 6 White and Asian
- 7 Any other Mixed background
(Please write in box)

c. ASIAN OR ASIAN BRITISH

- 8 Indian
- 9 Pakistani
- 10 Bangladeshi
- 11 Any other Asian background
(Please write in box)

d. BLACK OR BLACK BRITISH

- 12 Caribbean
- 13 African
- 14 Any other Black background
(Please write in box)

e. CHINESE OR OTHER ETHNIC GROUP

- 15 Chinese
- 16 Any other ethnic group
(Please write in box)

OTHER COMMENTS

If there is anything else you would like to tell us about your experiences in the hospital, please do so here.

Was there anything particularly good about your hospital care?

Was there anything that could be improved?

Any other comments?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.

No stamp is needed.