

## **PATIENT EXPERIENCE – ALL REGIONS COMBINED**

### **SUMMARY OF RESULTS FROM PATIENTS WHO HAVE ATTENDED A DGP HOSPITAL OR CLINIC AS AN EMERGENCY DURING SEPTEMBER 14 – JULY 15**

#### **Introduction**

This report is compiled from the results of the returned questionnaires distributed by post to A&E patients over the period September 14 – July 15, covering attendances from 30/08/14 – 24/07/15. The full results of the survey are attached.

The survey is used to determine the patients' opinions on the processes, support and information given during their hospital or clinic visit. This report is to be shared with the Designated German Provider hospitals (DGP's) and provides positive feedback as well as identifying the areas that may be improved.

A total of 244 patients responded out of the 1580 questionnaires that had been distributed giving an overall response rate of 15%. An electronic survey has been introduced more recently in order to facilitate a greater response rate in future.

#### **Admission Details**

144 patients were referred by the GP / PCC (HAF2) and 100 patients self-referred (HAF2A). Overall 7 were General Surgery, 137 Orthopaedics, 15 ENT, 21 Ophthalmology, 7 Oral Surgery, 31 General Medicine, 8 Gynaecology, 4 Urology, 2 Neurosurgery, 7 Neurology, 1 Paediatric and 5 Dermatology cases. Out of the 100 patients who self-referred (HAF2A), 52 were seen in normal working hours and 48 out of normal working hours.

There were 6 incidents raised from the free text comments received. Four related to SHC and two to Primary Care.

Due to the drawdown situation, there will be no individual summary report for Hohne region or Elmpt and Brunssum. This summary will be attached to the relevant regional raw data report for information.

## Overall Satisfaction

Overall 92% of patients were very satisfied or satisfied with the treatment received at the A&E department. Some comments supporting this included:

*"All staff were helpful and friendly. I felt really well looked after"*  
*"An extremely efficient process"*  
*"Nurse / doctors very professional. Took patient wishes / concerns on board!"*  
*"Very slick process which was very efficient"*  
*"Always impressed with the care at ..... Very friendly and excellent. Thank you"*  
*"German hospital – smooth and efficient"*  
*"Excellent service - recommended"*  
*"The care provided was excellent"*  
*"Very good service. Many thanks for your help and assistance"*  
*"Very good and swift service"*

## Briefing from Primary Care

76% of HAF2 patients felt they were fully or mostly briefed by their medical centre.

## Arrival at A&E

87% of patients stated that on arrival the A&E department was well signposted with 93% stated the reception was very good or good. 90% of patients described the waiting area as very good or good. Although some comments did include:

*"Insufficient seating for patients attending the clinic"*  
*"Was just seating with nowhere to get a hot drink in the A&E waiting area"*  
*"Maybe a TV something to read"*  
*"Not enough seats for everyone"*  
*"Poor signage with little help or interest from hospital staff"*  
*"Open space, very crowded"*

## **Waiting times and Explanations for Delay**

79% of those patients who waited over 45 minutes were not given an explanation for the delay (72 patients). Waiting times are usually short and it is accepted they cannot always be avoided in an A&E or Emergency clinic setting. However, where possible the DGP is asked to provide explanations to the patients of the reasons for these delays. Some comments received stated:

*“The waiting time seemed to be excessive”*

*“Waiting time to see a doctor was over 4 hours. With a broken arm was not fun”*

*“Long waiting time and no explanation / brief about reason for delay”*

*“Was left waiting a while and was not sure at all what was going on”*

## **Provision of Information during Treatment**

When asked if the doctor spoke sufficient English, 86% of patients stated yes.  
92% fully understood any tests or treatment planned with 87% understanding the consent form.

## **Understanding Issues**

Out of the 23 patients who stated that the doctor examining them did not speak enough English, 15 patients indicated that the help of a PSO was not requested by either the patient or the examining doctor.

## **Documents for Medical Centre**

When leaving the A&E department, 12% stated that they were not given any documentation to take back to the medical centre or GP.

### **Distribution List:**

*GSTT Head of Clinical Governance & Assurance (Germany)*

*GSTT Quality Performance Manager*

*GSTT Head of SHC Operations*

*LLP Director of Medicine & Clinical Governance*

*GSTT Regional Management Team (HOM / SPSO / RBA)*

*Director of BFGHS*

**THE VIEWS OF DGP A&E PATIENTS**

**QUALITY OF CARE SURVEY CONDUCTED IN**

**SEPTEMBER 14 – JULY 15**

**STATISTICAL & COMMENTS REPORT**

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Distribution: GSTT HOM / DGP / PHC  
AD HEALTHCARE / GSTT SHCAC

<b>Attendance Dates</b>	<b>30/08/14 – 24/07/15</b>
<b>Mailshot Dates</b>	<b>09/09/14 – 28/07/15</b>
<b>ID Numbers</b>	<b>3811 - 4054</b>
<b>Excluded ID Numbers</b>	<b>Non DGP Attendances</b>
<b>Report Issued</b>	<b>30/09/15</b>

**Response Rates & Specialty Breakdown**

Response Rate	All DGPs	DGP1	DGP3	DGP4	DGP5
Distributed	1663	273	711	544	135
Returns	244	42	70	110	22
Raw Response Rate	15%	15%	10%	20%	16%
Return to sender	83	10	32	39	2
Adjusted Distribution	1580	263	679	505	133
Adjusted Response Rate	15%	16%	10%	22%	17%

Specialty	All DGPs	DGP1	DGP3	DGP4	DGP5
1 - General Surgery	7	1	3	2	1
2 - Orthopaedics	137	19	46	60	12
3 - ENT	15	1	4	7	3
4 - Ophthalmology	21	5	0	15	1
5 - Oral Surgery	7	2	3	2	0
7 - General Medicine	31	8	9	12	2
10 - Gynaecology	8	2	2	4	0
16 - Urology	4	3	0	1	0
21 - Neurosurgery	2	0	0	2	0
28 - Neurology	7	0	3	4	0
52 - Dermatology - SHC	4	1	0	0	3
33 - Paeds - Medicine	1	0	0	1	0
Grand Total	244	42	70	110	22

## Patient Demographics

PatientType	All DGPs	DGP1	DGP3	DGP4	DGP5
Not Identified	7	1	2	4	0
Military	149	30	42	61	16
UKBC/Dependant	88	11	26	45	6
Total	244	42	70	110	22

PatientSex	All DGPs	DGP1	DGP3	DGP4	DGP5
Not Identified	82	11	23	41	7
Male	91	21	25	34	11
Female	71	10	22	35	4
Total	244	42	70	110	22

PatientStatus	All DGPs	DGP1	DGP3	DGP4	DGP5
Not Identified	86	11	23	45	7
Married	114	21	34	47	12
Single	44	10	13	18	3
Total	244	42	70	110	22

AdmissionType	All DGPs	DGP1	DGP3	DGP4	DGP5
Not Identified	0	0	0	0	0
Referred by PCC (HAF2)	144	35	35	58	16
Self referred (HAF2A)	100	7	35	52	6
Total	244	42	70	110	22

## Raw Data Report

## Q3. If you were referred by your Med Centre, how well briefed were you for your visit?

HAF2 referrals only	DGP1		DGP3		DGP4		DGP5		All DGPs	
Fully	17	50%	17	50%	22	39%	9	60%	65	47%
Mostly	10	29%	8	24%	17	30%	5	33%	40	29%
Partly	5	15%	8	24%	13	23%	0	0%	26	19%
Not At All	2	6%	1	3%	4	7%	1	7%	8	6%
Total of above	34	100%	34	100%	56	100%	15	100%	139	100%
No Response	1		1		2		1		5	
Total	35		35		58		16		144	
Total of Fully & Mostly	27	79%	25	74%	39	70%	14	93%	105	76%

## Q4. On arrival was the A&amp;E Dept well signposted

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	34	85%	58	89%	91	88%	18	86%	201	87%
No	6	15%	7	11%	13	13%	3	14%	29	13%
Total of above	40	100%	65	100%	104	100%	21	100%	230	100%
Not Applicable	2		4		5		1		12	
No Response	0		1		1		0		2	
Total	42		70		110		22		244	

## Q5a. How would you rate your reception on arrival at the A&amp;E Dept?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very Good	14	33%	38	54%	62	56%	8	36%	122	50%
Good	22	52%	25	36%	44	40%	14	64%	105	43%
Poor	5	12%	4	6%	3	3%	0	0%	12	5%
Very Poor	1	2%	3	4%	1	1%	0	0%	5	2%
Total of above	42	100%	70	100%	110	100%	22	100%	244	100%
No Response	0		0		0		0		0	
Total	42		70		110		22		244	
Total of Very Good & Good	36	86%	63	90%	106	96%	22	100%	227	93%

## Q5b. How would you describe the waiting area and facilities in the A&amp;E Dept?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very Good	10	24%	25	37%	40	37%	7	32%	82	34%
Good	24	57%	35	52%	58	54%	15	68%	132	55%
Poor	7	17%	7	10%	9	8%	0	0%	23	10%
Very Poor	1	2%	0	0%	1	1%	0	0%	2	1%
Total of above	42	100%	67	100%	108	100%	22	100%	239	100%
No Response	0		3		2		0		5	
Total	42		70		70		22		244	
Total of Very Good & Good	34	81%	60	90%	98	91%	22	100%	214	90%

## Q5c. If poor or very poor to a or b. please explain?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Language Barriers	0		1		1		0		2	
Reception Staff	0		0		1		0		1	
Waiting Times/Delays	2		2		0		0		4	
Inadequate waiting rooms	1		2		3		0		6	
No waiting room available	0		0		1		0		1	
Lack of privacy	0		1		1		0		2	
Cleanliness	0		0		0		0		0	
Lack of facilities	1		1		2		0		4	
Lack of English reading material	0		2		2		0		4	
Refreshments	1		0		1		0		2	
Other	0		2		5		1		8	
Total	5		11		17		1		34	

## Raw Data Report

Q5d. Did you have access to a public phone?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	6	15%	11	16%	17	16%	4	18%	38	16%
No	4	10%	13	19%	16	15%	0	0%	33	14%
Don't know	30	75%	44	65%	76	70%	18	82%	168	70%
Total of above	40	100%	68	100%	109	100%	22	100%	239	100%
No response	2		2		1		0		5	
Total	42		70		110		22		244	

Q6a. How long was it from arrival in the A&amp;E Dept to first being examined by a doctor?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
0-45 minutes	24	57%	36	51%	66	61%	18	82%	144	59%
45 minutes - 2 hours	7	17%	20	29%	31	28%	4	18%	62	26%
2 - 4 Hours	5	12%	8	11%	6	6%	0	0%	19	8%
Longer	5	12%	6	9%	4	4%	0	0%	15	6%
Don't Know	1	2%	0	0%	2	2%	0	0%	3	1%
Total of above	42	100%	70	100%	109	100%	22	100%	243	100%
No response	0		0		1		0		1	
Total	42		70		110		22		244	

Q6b. If you had to wait more than 45 minutes, were you given an explanation for the delay?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	5	33%	4	12%	10	26%	0	0%	19	21%
No	10	67%	29	88%	29	74%	4	100%	72	79%
Total of above	15	100%	33	100%	39	100%	4	100%	91	100%
Not applicable	2		1		2		0		5	
No Response	0		0		0		0		0	
Total	17		34		41		4		96	

Q7a. Did the doctor examining you speak sufficient English?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	37	88%	56	80%	97	88%	20	95%	210	86%
No	4	10%	11	16%	8	7%	0	0%	23	9%
Don't know	1	2%	3	4%	5	5%	1	5%	10	4%
Total of above	42	100%	70	100%	110	100%	21	100%	243	100%
No Response	0		0		0		1		1	
Total	42		70		110		22		244	

Q7b. If No, did you or the doctor request the help of an PSO?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	0	0%	4	36%	1	13%	0	0%	5	22%
No	3	75%	6	55%	6	75%	0	0%	15	65%
HLO already available	1	25%	1	9%	1	13%	0	0%	3	13%
Total of above	4	100%	11	100%	8	100%	0	0%	23	100%
No Response	0		0		0		0		0	
Total	4		11		8		0		23	

Q8ai. During this A&amp;E visit, did you fully understand:

Tests/treatment planned	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	39	93%	63	93%	97	91%	21	95%	220	92%
No	3	7%	5	7%	10	9%	1	5%	19	8%
Total of above	42	100%	68	100%	107	100%	22	100%	239	100%
Not applicable	0		2		3		0		5	
No Response	0		0		0		0		0	
Total	42		70		110		22		244	



## Raw Data Report

Q8aii. During this A&amp;E visit, did you fully understand:

	DGP1		DGP3		DGP4		DGP5		All DGPs	
The consent forms										
Yes	19	83%	35	95%	49	82%	15	100%	118	87%
No	4	17%	2	5%	11	18%	0	0%	17	13%
Total of above	23	100%	37	100%	60	100%	15	100%	135	100%
Not applicable	16		33		46		7		102	
No Response	3		0		4		0		7	
Total	42		70		110		22		244	

Q9. If you had any tests, Xray etc, how long did you have to wait for the results

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Less than 45 minutes	23	70%	44	85%	65	77%	15	94%	147	79%
More than 45 minutes	10	30%	8	15%	19	23%	1	6%	38	21%
Total of above	33	100%	52	100%	84	100%	16	100%	185	100%
No response	9		18		26		6		59	
Total	42		70		110		22		244	

Q10a. Before you left the A&amp;E Dept were you instructed in the use of crutches, dressings, plasters etc

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Both Writing & verbal	0	0%	0	0%	0	0%	0	0%	0	0%
Yes Verbally	16	64%	27	64%	37	73%	7	58%	87	67%
Yes in writing	3	12%	5	12%	3	6%	3	25%	14	11%
No	6	24%	10	24%	11	22%	2	17%	29	22%
Total of above	25	100%	42	100%	51	100%	12	100%	130	100%
Not applicable	16		28		57		10		111	
No response	1		0		2		0		3	
Total	42		70		110		22		244	
Total of Yes answers	19	76%	32	76%	40	78%	10	83%	101	78%

Q10b. Informed of any complications or danger signals to look out for following your treatment

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	20	67%	30	60%	44	68%	9	75%	103	66%
No	10	33%	20	40%	21	32%	3	25%	54	34%
Total of above	30	100%	50	100%	65	100%	12	100%	157	100%
Not applicable	11		20		44		10		85	
No response	1		0		1		0		2	
Total	42		70		110		22		244	

Q10c. Told what follow up treatment was required?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	27	77%	55	85%	88	89%	18	90%	188	86%
No	8	23%	10	15%	11	11%	2	10%	31	14%
Total of above	35	100%	65	100%	99	100%	20	100%	219	100%
Not applicable	5		5		11		2		23	
No Response	2		0		0		0		2	
Total	42		70		110		22		244	

Q10d. Given any documents to take back to the Med Centre or GP?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	34	81%	63	93%	96	88%	18	82%	211	88%
No	8	19%	5	7%	13	12%	4	18%	30	12%
Total of above	42	100%	68	100%	109	100%	22	100%	241	100%
No response	0		2		1		0		3	
Total	42		70		110		22		244	

Q11. Overall how satisfied were you with the treatment you received at the A&amp;E department?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very Satisfied	17	41%	34	49%	64	58%	16	73%	131	54%
Satisfied	19	46%	29	41%	39	35%	6	27%	93	38%
Dissatisfied	4	10%	3	4%	6	5%	0	0%	13	5%
Very dissatisfied	1	2%	4	6%	1	1%	0	0%	6	2%
Total of above	41	100%	70	100%	110	100%	22	100%	243	100%
No response	1		0		0		0		1	
Total	42		70		110		22		244	
Total V.satisfied & satisfied	36	88%	63	90%	103	94%	22	100%	224	92%

## Raw Data Report

## Q12a. When did you report back to your Med Centre after being seen in the A&amp;E Dept?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Within 2 days	29	69%	50	71%	73	68%	14	67%	166	69%
2 - 5 days	4	10%	11	16%	10	9%	1	5%	26	11%
Over 5 days	5	12%	3	4%	7	6%	3	14%	18	7%
Did Not	4	10%	6	9%	18	17%	3	14%	31	13%
Total of above	42	100%	70	100%	108	100%	21	100%	241	100%
No response	0		0		2		1		3	
Total	42		70		110		22		244	

## Q12b. If you did not, please explain further?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Visit not required	3		2		9		3		17	
Not informed to do so	0		1		2		0		3	
Unable to get an appointment	0		1		2		0		3	
Other	1		0		2		0		3	
Total	4		4		15		3		26	

## Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Fully	28	68%	43	65%	61	63%	17	81%	149	66%
Partially	7	17%	15	23%	25	26%	3	14%	50	22%
Not Really	4	10%	7	11%	10	10%	0	0%	21	9%
Not at all	2	5%	1	2%	1	1%	1	5%	5	2%
Total of above	41	100%	66	100%	97	100%	21	100%	225	100%
No Response	1		4		13		1		19	
Total	42		70		110		22		244	
Total Fully / partially	35	85%	58	88%	86	89%	20	95%	199	88%

## Q13b. If not fully satisfied please explain further?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Lack of information	3		3		8		0		14	
Lack of communication	1		2		1		0		4	
Problems with medical records	3		2		3		0		8	
Problems with results	1		1		2		1		5	
Problems with med centre / doctors / staff	1		2		2		0		5	
Other	0		5		2		1		8	
Total of above	9		15		18		2		44	

## Q14a. Have you experienced any difficulties or complications related to your recent visit to the A&amp;E Dept?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
No	39	93%	61	87%	95	89%	22	100%	217	90%
Yes	3	7%	9	13%	12	11%	0	0%	24	10%
Total of above	42	100%	70	100%	107	100%	22	100%	241	100%
No Response	0		0		3		0		3	
Total	42		70		110		22		244	

## Q14b. If yes please explain

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Pain and discomfort	1		2		0		0		3	
Problems with recovery	0		2		2		0		4	
Problems with medication	1		0		2		0		3	
Unsuccessful treatment	1		2		5		0		8	
Lack of further treatment	1		1		0		0		2	
Other	0		2		4		0		6	
Total of above	4		9		13		0		26	

Summary of Results all DGPs

THIS SURVEY BY REGION		REGION 1	REGION 3	REGION 4	REGION 5	Highest Region
Q3 If you were referred by your medical centre, how well briefed were you for your visit?	Fully / Mostly	79%	74%	70%	93%	93%
Q4. On Arrival was the A&E Dept well signposted?	Yes	85%	89%	88%	86%	89%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	86%	90%	96%	100%	100%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	81%	90%	91%	100%	100%
Q5d. Did you have access to a Public phone?	Yes	15%	16%	16%	18%	18%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	57%	51%	61%	82%	82%
	45 minutes - 2 hours	17%	29%	28%	18%	29%
	2-4 hours	12%	11%	6%	0%	12%
	Longer	12%	9%	4%	0%	12%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	33%	12%	26%	0%	33%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	88%	80%	88%	95%	95%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	0%	36%	13%	0%	36%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	93%	93%	91%	95%	95%
	ii The consent forms	83%	95%	82%	100%	100%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	70%	85%	77%	94%	94%
	More than 45 minutes	30%	15%	23%	6%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	76%	76%	78%	83%	83%
	b Informed any complications	67%	60%	68%	75%	75%
	c Told what follow up treatment	77%	85%	89%	90%	90%
	d Given any documents etc	81%	93%	88%	82%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	88%	90%	94%	100%	100%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	69%	71%	68%	67%	71%
	2 - 5 days	10%	16%	9%	5%	16%
	Over 5 days	12%	4%	6%	14%	14%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	85%	88%	89%	95%	95%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	93%	87%	89%	100%	100%

**Trend Report – All Regions**

ALL REGIONS COMBINED		Previous 3 Surveys			Current Survey	Highest Region
		3	2	1		
Q3 If you were referred by your medical centre, how well briefed were you for your visit?	Fully / Mostly	77%	80%	80%	76%	93%
Q4. On Arrival was the A&E Dept well signposted?	Yes	85%	83%	86%	87%	89%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	98%	95%	93%	93%	100%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	92%	93%	90%	90%	100%
Q5d. Did you have access to a Public phone?	Yes	29%	24%	19%	16%	18%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	61%	60%	57%	59%	82%
	45 minutes - 2 hours	27%	27%	26%	26%	29%
	2-4 hours	8%	8%	14%	8%	12%
	Longer	4%	3%	3%	6%	12%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	27%	19%	19%	21%	33%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	88%	90%	91%	86%	95%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	36%	33%	19%	22%	36%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	90%	91%	91%	92%	95%
	ii The consent forms	93%	91%	89%	87%	100%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	81%	77%	76%	79%	94%
	More than 45 minutes	19%	23%	24%	21%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	82%	85%	80%	78%	83%
	b Informed any complications	78%	75%	68%	66%	75%
	c Told what follow up treatment	77%	85%	85%	86%	90%
	d Given any documents etc	84%	84%	89%	88%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	95%	91%	93%	92%	100%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	65%	68%	71%	69%	71%
	2 - 5 days	13%	12%	10%	11%	16%
	Over 5 days	9%	6%	6%	7%	14%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	90%	89%	84%	88%	95%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	94%	89%	88%	90%	100%

Trend Report – Hohne Region

HOHNE REGION		Previous 3 Surveys			Current Survey	Highest Region
		3	2	1		
Q3 If you were referred by your medical centre, how well briefed were you for your visit?	Fully / Mostly	83%	75%	76%	79%	93%
Q4. On Arrival was the A&E Dept well signposted?	Yes	78%	74%	73%	85%	89%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	100%	91%	87%	86%	100%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	91%	93%	80%	81%	100%
Q5d. Did you have access to a Public phone?	Yes	41%	25%	20%	15%	18%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	63%	46%	41%	57%	82%
	45 minutes - 2 hours	28%	35%	33%	17%	29%
	2-4 hours	6%	16%	22%	12%	12%
	Longer	3%	3%	4%	12%	12%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	50%	20%	8%	33%	33%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	97%	96%	89%	88%	95%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	0%	0%	0%	0%	36%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	100%	85%	87%	93%	95%
	ii The consent forms	100%	94%	94%	83%	100%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	89%	85%	70%	70%	94%
	More than 45 minutes	11%	15%	30%	30%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	82%	85%	83%	76%	83%
	b Informed any complications	67%	71%	59%	67%	75%
	c Told what follow up treatment	74%	81%	79%	77%	90%
	d Given any documents etc	88%	84%	93%	81%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	97%	90%	87%	88%	100%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	63%	76%	67%	69%	71%
	2 - 5 days	16%	9%	13%	10%	16%
	Over 5 days	9%	6%	13%	12%	14%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	97%	86%	87%	85%	95%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	91%	85%	93%	93%	100%

Trend Report – Paderborn Region

PADERBORN REGION		Previous 3 Surveys			Current Survey	Highest Region
		3	2	1		
Q3 If you were referred by your medical centre, how well briefed were you for your visit?	Fully / Mostly	76%	80%	84%	74%	93%
Q4. On Arrival was the A&E Dept well signposted?	Yes	90%	82%	85%	89%	89%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	100%	94%	95%	90%	100%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	91%	97%	91%	90%	100%
Q5d. Did you have access to a Public phone?	Yes	12%	27%	20%	16%	18%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	52%	64%	62%	51%	82%
	45 minutes - 2 hours	27%	27%	23%	29%	29%
	2-4 hours	15%	5%	12%	11%	12%
	Longer	6%	3%	3%	9%	12%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	13%	18%	13%	12%	33%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	82%	83%	84%	80%	95%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	40%	50%	25%	36%	36%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	84%	95%	92%	93%	95%
	ii The consent forms	86%	94%	86%	95%	100%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	71%	86%	84%	85%	94%
	More than 45 minutes	29%	14%	16%	15%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	88%	82%	74%	76%	83%
	b Informed any complications	79%	81%	67%	60%	75%
	c Told what follow up treatment	85%	93%	87%	85%	90%
	d Given any documents etc	88%	82%	89%	93%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	94%	91%	95%	90%	100%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	70%	62%	71%	71%	71%
	2 - 5 days	9%	14%	8%	16%	16%
	Over 5 days	12%	8%	6%	4%	14%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	91%	93%	83%	88%	95%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	94%	91%	89%	87%	100%

## Trend Report – Gütersloh Region

GUTERSLOH REGION		Previous 3 Surveys			Current Survey	Highest Region
		3	2	1		
Q3 If you were referred by your medical centre, how well briefed were you for your visit?	Fully / Mostly	70%	81%	82%	70%	93%
Q4. On Arrival was the A&E Dept well signposted?	Yes	82%	89%	90%	88%	89%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	96%	95%	95%	96%	100%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	93%	92%	94%	91%	100%
Q5d. Did you have access to a Public phone?	Yes	31%	18%	16%	16%	18%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	65%	63%	61%	61%	82%
	45 minutes - 2 hours	25%	26%	24%	28%	29%
	2-4 hours	6%	6%	13%	6%	12%
	Longer	4%	5%	3%	4%	12%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	29%	22%	30%	26%	33%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	85%	91%	97%	88%	95%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	38%	38%	50%	13%	36%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	88%	91%	95%	91%	95%
	ii The consent forms	89%	88%	90%	82%	100%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	83%	66%	72%	77%	94%
	More than 45 minutes	17%	34%	28%	23%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	80%	85%	83%	78%	83%
	b Informed any complications	83%	73%	75%	68%	75%
	c Told what follow up treatment	76%	85%	87%	89%	90%
	d Given any documents etc	85%	85%	90%	88%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	94%	91%	93%	94%	100%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	67%	65%	71%	68%	71%
	2 - 5 days	15%	15%	11%	9%	16%
	Over 5 days	6%	4%	3%	6%	14%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	88%	88%	86%	89%	95%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	95%	91%	87%	89%	100%

Trend Report – Elmpt and Brunssum

ELMPT AND BRUNSSUM		Previous 3 Surveys			Current Survey	Highest Region
		3	2	1		
Q3 If you were referred by your medical centre, how well briefed were you for your visit?	Fully / Mostly	87%	87%	72%	93%	93%
Q4. On Arrival was the A&E Dept well signposted?	Yes	100%	86%	91%	86%	89%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	100%	98%	85%	100%	100%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	95%	95%	93%	100%	100%
Q5d. Did you have access to a Public phone?	Yes	24%	23%	26%	18%	18%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	59%	73%	56%	82%	82%
	45 minutes - 2 hours	27%	20%	33%	18%	29%
	2-4 hours	9%	5%	7%	0%	12%
	Longer	5%	2%	4%	0%	12%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	22%	9%	18%	0%	33%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	91%	93%	89%	95%	95%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	0%	0%	0%	0%	36%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	90%	93%	80%	95%	95%
	ii The consent forms	100%	88%	83%	100%	100%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	87%	79%	83%	94%	94%
	More than 45 minutes	13%	21%	17%	6%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	80%	94%	86%	83%	83%
	b Informed any complications	90%	76%	65%	75%	75%
	c Told what follow up treatment	77%	85%	86%	90%	90%
	d Given any documents etc	71%	81%	81%	82%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	95%	93%	96%	100%	100%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	52%	68%	77%	67%	71%
	2 - 5 days	10%	7%	8%	5%	16%
	Over 5 days	14%	7%	4%	14%	14%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	86%	90%	77%	95%	95%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	95%	89%	84%	100%	100%