

PATIENT EXPERIENCE – ALL REGIONS COMBINED

SUMMARY OF RESULTS FROM PATIENTS WHO HAVE ATTENDED A DGP HOSPITAL OR CLINIC AS AN EMERGENCY DURING SEPTEMBER 13 – JULY 14

Introduction

This report is compiled from the results of the returned questionnaires distributed by post to A&E patients over the period September 13 – July 14, covering attendances from 31/08/13 – 25/07/14. 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 242 patients responded out of the 1693 questionnaires that had been distributed giving an overall response rate of 14%.

There were 4 incidents raised from the free text comments received. Three related to SHC and one to Primary Care.

Overall Satisfaction

Overall 93% of patients were very satisfied or satisfied with the treatment received at the A&E department. Some comments supporting this included:

"The actual delivered care was excellent"

"Excellent services were provided"

"Great Service"

"As always in Germany highest standard of healthcare"

"I personally was very pleased and grateful for the service provided"

"Excellent service, very professional and friendly"

"Very efficient system"

Arrival at A&E

86% 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:

"Shut off from view of reception, not very welcoming"

"The waiting area had limited seats so on a busy day standing around for a long time"

"Nothing to read and no information from anyone"

"It is just a room with seats"

"Very uncomfortable, open and in the middle of a busy walk-through"

"Waited on chairs on main corridor in the area of stairwell"

Provision of Information during Treatment

When asked if the doctor spoke sufficient English, 91% of patients stated yes. 91% fully understood any tests or treatment planned with 89% understanding the consent form.

Waiting times and Explanations for Delay

81% of those patients who waited over 45 minutes were not given an explanation for the delay. 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:

"2 hour wait to be told doctor is delayed another 4 hours"

"Had to wait 5 hours"

"Waiting too long"

Briefing from PHC

Although 80% of HAF2 patients felt they were fully or mostly briefed by their medical centre, some comments received stated they were directed to the wrong hospital.

Understanding Issues

Out of the 17 patients who stated that the doctor examining them did not speak enough English, 12 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 or Emergency department, 11% of patients stated that they were not given any documentation to take back to the medical centre or GP.

THE VIEWS OF DGP A&E PATIENTS

QUALITY OF CARE SURVEY CONDUCTED IN

SEPTEMBER 13 – JULY 14

STATISTICAL & COMMENTS REPORT

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**Distribution: GSTT HOM / DGP / PCC
AD HEALTHCARE / GSTT SHCAC**

Attendance Dates	31/08/13 – 25/07/14
Mailshot Dates	10/09/13 – 29/07/14
ID Numbers	3267 - 3810
Excluded ID Numbers	Non DGP Attendances
Report Issued	26/09/14

Response Rates & Specialty Breakdown

Response Rate	All DGPs	DGP1	DGP3	DGP4	DGP5
Distributed	1777	394	604	614	165
Returns	242	46	65	104	27
Raw Response Rate	14%	12%	11%	17%	16%
Return to sender	84	12	32	35	5
Adjusted Distribution	1693	382	572	579	160
Adjusted Response Rate	14%	12%	11%	18%	17%

Specialty	All DGPs	DGP1	DGP3	DGP4	DGP5
1 - General Surgery	21	3	6	9	3
2 - Orthopaedics	128	25	49	38	16
3 - ENT	8	0	1	7	0
4 - Ophthalmology	24	5	0	17	2
5 - Oral Surgery	4	1	1	1	1
7 - General Medicine	32	9	4	17	2
10 - Gynaecology	7	0	0	5	2
16 - Urology	8	1	0	6	1
21 - Neurosurgery	1	0	0	1	0
28 - Neurology	7	0	4	3	0
52 - Dermatology - SHC	2	2	0	0	0
Grand Total	242	46	65	104	27

Patient Demographics

PatientType	All DGPs	DGP1	DGP3	DGP4	DGP5
Not Identified	1	0	0	1	0
Military	164	34	48	61	21
UKBC/Dependant	77	12	17	42	6
Total	242	46	65	104	27

PatientSex	All DGPs	DGP1	DGP3	DGP4	DGP5
Not Identified	68	10	21	28	9
Male	114	24	29	52	9
Female	60	12	15	24	9
Total	242	46	65	104	27

PatientStatus	All DGPs	DGP1	DGP3	DGP4	DGP5
Not Identified	72	10	22	31	9
Married	115	22	25	59	9
Single	55	14	18	14	9
Total	242	46	65	104	27

AdmissionType	All DGPs	DGP1	DGP3	DGP4	DGP5
Not Identified	0	0	0	0	0
Referred by PCC (HAF2)	184	41	39	85	19
Self referred (HAF2A)	58	5	26	19	8
Total	242	46	65	104	27

The “Not Identified” figures represent missing details from the questionnaire response and have inhibited the robustness of the analysis

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	18	44%	20	54%	42	49%	9	50%	89	49%
Mostly	13	32%	11	30%	28	33%	4	22%	56	31%
Partly	10	24%	5	14%	12	14%	3	17%	30	17%
Not At All	0	0%	1	3%	3	4%	2	11%	6	3%
Total of above	41	100%	37	100%	85	100%	18	100%	181	100%
No Response	0		2		0		1		3	
Total of Fully & Mostly	31	76%	31	84%	70	82%	13	72%	145	80%

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	32	73%	51	85%	93	90%	21	91%	197	86%
No	12	27%	9	15%	10	10%	2	9%	33	14%
Total of above	44	100%	60	100%	103	100%	23	100%	230	100%
Not Applicable	2		5		0		4		11	
No Response	0		0		1		0		1	
Total	46		65		104		27		242	

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very Good	17	37%	31	48%	57	55%	7	26%	112	46%
Good	23	50%	31	48%	42	40%	16	59%	112	46%
Poor	6	13%	3	5%	3	3%	4	15%	16	7%
Very Poor	0	0%	0	0%	2	2%	0	0%	2	1%
Total of above	46	100%	65	100%	104	100%	27	100%	242	100%
No Response	0		0		0		0		0	
Total of Very Good & Good	40	87%	62	95%	99	95%	23	85%	224	93%

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very Good	13	29%	23	36%	35	34%	7	26%	78	33%
Good	23	51%	35	55%	63	61%	18	67%	139	58%
Poor	8	18%	6	9%	6	6%	2	7%	22	9%
Very Poor	1	2%	0	0%	0	0%	0	0%	1	0%
Total of above	45	100%	64	100%	104	100%	27	100%	240	100%
No Response	1		1		0		0		2	
Total of Very Good & Good	36	80%	58	91%	98	94%	25	93%	217	90%

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Language Barriers	1		0		0		1		2	
Reception Staff	0		1		0		0		1	
Waiting Times/Delays	3		3		0		0		6	
Inadequate waiting rooms	6		0		3		1		10	
No waiting room available	0		0		0		1		1	
Lack of privacy	0		0		1		0		1	
Cleanliness	1		1		0		0		2	
Lack of facilities	1		1		1		0		3	
Lack of English reading material	0		2		1		0		3	
Refreshments	1		0		0		0		1	
Other	1		1		1		0		3	
Total	14		9		7		3		33	

Raw Data Report

Q5d. Did you have access to a public phone?										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	9	20%	13	20%	16	16%	7	26%	45	19%
No	8	17%	9	14%	26	25%	2	7%	45	19%
Don't know	29	63%	43	66%	60	59%	18	67%	150	63%
Total of above	46	100%	65	100%	102	100%	27	100%	240	100%
No response	0		0		2		0		2	
Total	46		65		104		27		242	

Q6a. How long was it from arrival in the A&E Dept to first being examined by a doctor?										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
0-45 minutes	19	41%	40	62%	63	61%	15	56%	137	57%
45 minutes - 2 hours	15	33%	15	23%	25	24%	9	33%	64	26%
2 - 4 Hours	10	22%	8	12%	13	13%	2	7%	33	14%
Longer	2	4%	2	3%	3	3%	1	4%	8	3%
Don't Know	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	46	100%	65	100%	104	100%	27	100%	242	100%
No response	0		0		0		0		0	
Total	46		65		104		27		242	

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	2	8%	3	13%	11	30%	2	18%	18	19%
No	23	92%	21	88%	26	70%	9	82%	79	81%
Total of above	25	100%	24	100%	37	100%	11	100%	97	100%
Not applicable	2		1		4		1		8	
No Response	0		0		0		0		0	
Total	27		25		41		12		105	

Q7a. Did the doctor examining you speak sufficient English?										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	41	89%	53	84%	101	97%	24	89%	219	91%
No	4	9%	9	14%	2	2%	2	7%	17	7%
Don't know	1	2%	1	2%	1	1%	1	4%	4	2%
Total of above	46	100%	63	100%	104	100%	27	100%	240	100%
No Response	0		2		0		0		2	
Total	46		65		104		27		242	

Q7b. If No, did you or the doctor request the help of an PSO?										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	0	0%	2	25%	1	50%	0	0%	3	19%
No	4	100%	5	63%	1	50%	2	100%	12	75%
HLO already available	0	0%	1	13%	0	0%	0	0%	1	6%
Total of above	4	100%	8	100%	2	100%	2	100%	16	100%
No Response	0		1		0		0		1	
Total	4		9		2		2		17	

Q8ai. During this A&E visit, did you fully understand:										
Tests/treatment planned	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	40	87%	54	92%	98	95%	20	80%	212	91%
No	6	13%	5	8%	5	5%	5	20%	21	9%
Total of above	46	100%	59	100%	103	100%	25	100%	233	100%
Not applicable	0		5		1		2		8	
No Response	0		1		0		0		1	
Total	46		65		104		27		242	

Raw Data Report

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
The consent forms										
Yes	33	94%	30	86%	44	90%	15	83%	122	89%
No	2	6%	5	14%	5	10%	3	17%	15	11%
Total of above	35	100%	35	100%	49	100%	18	100%	137	100%
Not applicable	10		28		54		9		101	
No Response	1		2		1		0		4	
Total	46		65		104		27		242	

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	28	70%	47	84%	58	72%	20	83%	153	76%
More than 45 minutes	12	30%	9	16%	23	28%	4	17%	48	24%
Total of above	40	100%	56	100%	81	100%	24	100%	201	100%
No response	6		9		23		3		41	
Total	46		65		104		27		242	

Q10a. Before you left the A&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	22	76%	24	62%	36	78%	8	57%	90	70%
Yes in writing	2	7%	5	13%	2	4%	4	29%	13	10%
No	5	17%	10	26%	8	17%	2	14%	25	20%
Total of above	29	100%	39	100%	46	100%	14	100%	128	100%
Not applicable	17		24		56		13		110	
No response	0		2		2		0		4	
Total	46		65		104		27		242	
Total of Yes answers	24	83%	29	74%	38	83%	12	86%	103	80%

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	19	59%	30	67%	47	75%	13	65%	109	68%
No	13	41%	15	33%	16	25%	7	35%	51	32%
Total of above	32	100%	45	100%	63	100%	20	100%	160	100%
Not applicable	13		17		40		7		77	
No response	1		3		1		0		5	
Total	46		65		104		27		242	

Q10c. Told what follow up treatment was required?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	33	79%	46	87%	75	87%	18	86%	172	85%
No	9	21%	7	13%	11	13%	3	14%	30	15%
Total of above	42	100%	53	100%	86	100%	21	100%	202	100%
Not applicable	3		9		17		6		35	
No Response	1		3		1		0		5	
Total	46		65		104		27		242	

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	43	93%	55	89%	93	90%	22	81%	213	89%
No	3	7%	7	11%	10	10%	5	19%	25	11%
Total of above	46	100%	62	100%	103	100%	27	100%	238	100%
No response	0		3		1		0		4	
Total	46		65		104		27		242	

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very Satisfied	19	41%	32	51%	62	60%	13	48%	126	53%
Satisfied	21	46%	28	44%	35	34%	13	48%	97	40%
Dissatisfied	5	11%	3	5%	5	5%	0	0%	13	5%
Very dissatisfied	1	2%	0	0%	2	2%	1	4%	4	2%
Total of above	46	100%	63	100%	104	100%	27	100%	240	100%
No response	0		2		0		0		2	
Total	46		65		104		27		242	
Total V.satisfied & satisfied	40	87%	60	95%	97	93%	26	96%	223	93%

Raw Data Report

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Within 2 days	31	67%	44	71%	73	71%	20	77%	168	71%
2 - 5 days	6	13%	5	8%	11	11%	2	8%	24	10%
Over 5 days	6	13%	4	6%	3	3%	1	4%	14	6%
Did Not	3	7%	9	15%	16	16%	3	12%	31	13%
Total of above	46	100%	62	100%	103	100%	26	100%	237	100%
No response	0		3		1		1		5	
Total	46		65		104		27		242	

Q12b. If you did not, please explain further?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Visit not required	1		5		6		1		13	
Not informed to do so	2		1		4		0		7	
Unable to get an appointment	0		0		0		1		1	
Other	0		2		6		0		8	
Total	3		8		16		2		29	

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Fully	30	65%	42	67%	66	68%	18	69%	156	67%
Partially	10	22%	10	16%	17	18%	2	8%	39	17%
Not Really	5	11%	8	13%	10	10%	3	12%	26	11%
Not at all	1	2%	3	5%	4	4%	3	12%	11	5%
Total of above	46	100%	63	100%	97	100%	26	100%	232	100%
No Response	0		2		7		1		10	
Total	46		65		104		27		242	
Total Fully / partially	40	87%	52	83%	83	86%	20	77%	195	84%

Q13b. If not fully satisfied please explain further?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Lack of information	1		3		3		1		8	
Lack of communication	0		1		3		2		6	
Problems with medical records	1		5		2		2		10	
Problems with results	1		2		1		0		4	
Problems with med centre / doctors / staff	3		3		4		2		12	
Other	1		0		1		1		3	
Total of above	7		14		14		8		43	

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

	DGP1		DGP3		DGP4		DGP5		All DGPs	
No	43	93%	56	89%	90	87%	21	84%	210	88%
Yes	3	7%	7	11%	14	13%	4	16%	28	12%
Total of above	46	100%	63	100%	104	100%	25	100%	238	100%
No Response	0		2		0		2		4	
Total	46		65		104		27		242	

Q14b. If yes please explain

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Pain and discomfort	0		2		2		2		6	
Problems with recovery	0		1		4		0		5	
Problems with medication	0		0		0		0		0	
Unsuccessful treatment	0		1		1		1		3	
Lack of further treatment	1		0		0		1		2	
Other	1		1		4		0		6	
Total of above	2		5		11		4		22	

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	76%	84%	82%	72%	84%
Q4. On Arrival was the A&E Dept well signposted?	Yes	73%	85%	90%	91%	91%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	87%	95%	95%	85%	95%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	80%	91%	94%	93%	94%
Q5d. Did you have access to a Public phone?	Yes	20%	20%	16%	26%	26%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	41%	62%	61%	56%	62%
	45 minutes - 2 hours	33%	23%	24%	33%	33%
	2-4 hours	22%	12%	13%	7%	22%
	Longer	4%	3%	3%	4%	4%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	8%	13%	30%	18%	30%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	89%	84%	97%	89%	97%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	0%	25%	50%	0%	50%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	87%	92%	95%	80%	95%
	ii The consent forms	94%	86%	90%	83%	94%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	70%	84%	72%	83%	84%
	More than 45 minutes	30%	16%	28%	17%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	83%	74%	83%	86%	86%
	b Informed any complications	59%	67%	75%	65%	75%
	c Told what follow up treatment	79%	87%	87%	86%	87%
	d Given any documents etc	93%	89%	90%	81%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	87%	95%	93%	96%	96%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	67%	71%	71%	77%	77%
	2 - 5 days	13%	8%	11%	8%	13%
	Over 5 days	13%	6%	3%	4%	13%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	87%	83%	86%	77%	87%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	93%	89%	87%	84%	93%

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	79%	77%	80%	80%	84%
Q4. On Arrival was the A&E Dept well signposted?	Yes	86%	85%	83%	86%	91%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	95%	98%	95%	93%	95%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	92%	92%	93%	90%	94%
Q5d. Did you have access to a Public phone?	Yes	27%	29%	24%	19%	26%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	62%	61%	60%	57%	62%
	45 minutes - 2 hours	29%	27%	27%	26%	33%
	2-4 hours	8%	8%	8%	14%	22%
	Longer	2%	4%	3%	3%	4%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	24%	27%	19%	19%	30%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	89%	88%	90%	91%	97%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	75%	36%	33%	19%	50%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	91%	90%	91%	91%	95%
	ii The consent forms	93%	93%	91%	89%	94%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	75%	81%	77%	76%	84%
	More than 45 minutes	25%	19%	23%	24%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	82%	82%	85%	80%	86%
	b Informed any complications	77%	78%	75%	68%	75%
	c Told what follow up treatment	80%	77%	85%	85%	87%
	d Given any documents etc	89%	84%	84%	89%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	91%	95%	91%	93%	96%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	66%	65%	68%	71%	77%
	2 - 5 days	8%	13%	12%	10%	13%
	Over 5 days	8%	9%	6%	6%	13%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	94%	90%	89%	84%	87%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	92%	94%	89%	88%	93%

Trend Report – Hannover

HANNOVER 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	69%	83%	75%	76%	84%
Q4. On Arrival was the A&E Dept well signposted?	Yes	75%	78%	74%	73%	91%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	100%	100%	91%	87%	95%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	92%	91%	93%	80%	94%
Q5d. Did you have access to a Public phone?	Yes	46%	41%	25%	20%	26%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	46%	63%	46%	41%	62%
	45 minutes - 2 hours	46%	28%	35%	33%	33%
	2-4 hours	0%	6%	16%	22%	22%
	Longer	8%	3%	3%	4%	4%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	14%	50%	20%	8%	30%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	92%	97%	96%	89%	97%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	0%	0%	0%	0%	50%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	92%	100%	85%	87%	95%
	ii The consent forms	100%	100%	94%	94%	94%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	83%	89%	85%	70%	84%
	More than 45 minutes	17%	11%	15%	30%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	83%	82%	85%	83%	86%
	b Informed any complications	75%	67%	71%	59%	75%
	c Told what follow up treatment	86%	74%	81%	79%	87%
	d Given any documents etc	92%	88%	84%	93%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	92%	97%	90%	87%	96%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	85%	63%	76%	67%	77%
	2 - 5 days	0%	16%	9%	13%	13%
	Over 5 days	0%	9%	6%	13%	13%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	92%	97%	86%	87%	87%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	92%	91%	85%	93%	93%

Trend Report - Paderborn

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	71%	76%	80%	84%	84%
Q4. On Arrival was the A&E Dept well signposted?	Yes	89%	90%	82%	85%	91%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	95%	100%	94%	95%	95%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	83%	91%	97%	91%	94%
Q5d. Did you have access to a Public phone?	Yes	21%	12%	27%	20%	26%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	47%	52%	64%	62%	62%
	45 minutes - 2 hours	42%	27%	27%	23%	33%
	2-4 hours	5%	15%	5%	12%	22%
	Longer	5%	6%	3%	3%	4%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	44%	13%	18%	13%	30%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	84%	82%	83%	84%	97%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	67%	40%	50%	25%	50%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	79%	84%	95%	92%	95%
	ii The consent forms	92%	86%	94%	86%	94%
Q9. If you had any tests, Xray etc how long did you wait for the results	Less than 45 minutes	83%	71%	86%	84%	84%
	More than 45 minutes	17%	29%	14%	16%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	89%	88%	82%	74%	86%
	b Informed any complications	80%	79%	81%	67%	75%
	c Told what follow up treatment	82%	85%	93%	87%	87%
	d Given any documents etc	79%	88%	82%	89%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	95%	94%	91%	95%	96%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	42%	70%	62%	71%	77%
	2 - 5 days	5%	9%	14%	8%	13%
	Over 5 days	11%	12%	8%	6%	13%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	93%	91%	93%	83%	87%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	84%	94%	91%	89%	93%

Trend Report - Gutersloh

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	89%	70%	81%	82%	84%
Q4. On Arrival was the A&E Dept well signposted?	Yes	88%	82%	89%	90%	91%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	90%	96%	95%	95%	95%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	98%	93%	92%	94%	94%
Q5d. Did you have access to a Public phone?	Yes	26%	31%	18%	16%	26%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	67%	65%	63%	61%	62%
	45 minutes - 2 hours	19%	25%	26%	24%	33%
	2-4 hours	14%	6%	6%	13%	22%
	Longer	0%	4%	5%	3%	4%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	15%	29%	22%	30%	30%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	93%	85%	91%	97%	97%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	100%	38%	38%	50%	50%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	97%	88%	91%	95%	95%
	ii The consent forms	87%	89%	88%	90%	94%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	71%	83%	66%	72%	84%
	More than 45 minutes	29%	17%	34%	28%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	80%	80%	85%	83%	86%
	b Informed any complications	65%	83%	73%	75%	75%
	c Told what follow up treatment	68%	76%	85%	87%	87%
	d Given any documents etc	90%	85%	85%	90%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	88%	94%	91%	94%	96%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	74%	67%	65%	71%	77%
	2 - 5 days	10%	15%	15%	11%	13%
	Over 5 days	7%	6%	4%	3%	13%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	93%	88%	88%	86%	87%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	95%	95%	91%	87%	93%

Trend Report - Rhine

RHINE 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	75%	87%	87%	72%	84%
Q4. On Arrival was the A&E Dept well signposted?	Yes	100%	100%	86%	91%	91%
Q5a. How would you rate your reception on arrival at the A&E Department?	Very Good / Good	100%	100%	98%	85%	95%
Q5b. How would you describe the waiting area and facilities in the A&E department?	Very Good / Good	100%	95%	95%	93%	94%
Q5d. Did you have access to a Public phone?	Yes	29%	24%	23%	26%	26%
Q6a. How long was it from arrival at A&E to first being examined by a Doctor?	0-45 minutes	79%	59%	73%	56%	62%
	45 minutes - 2 hours	21%	27%	20%	33%	33%
	2-4 hours	0%	9%	5%	7%	22%
	Longer	0%	5%	2%	4%	4%
Q6b. If you had to wait more than 45 minutes were you given an explanation for the delay?	Yes	33%	22%	9%	18%	30%
Q7a. Did the Doctor examining you speak sufficient English?	Yes	79%	91%	93%	89%	97%
Q7b If No, did you or the doctor request the help of an HLO?	Yes	100%	0%	0%	0%	50%
Q8a During this A&E visit, did you fully understand:	i Tests/treatment planned	85%	90%	93%	80%	95%
	ii The consent forms	100%	100%	88%	83%	94%
Q9. If you had any tests, Xray etc how long dd you wait for the results	Less than 45 minutes	77%	87%	79%	83%	84%
	More than 45 minutes	23%	13%	21%	17%	30%
Q10 Before you left the A&E dept were you:	a Instructed on use of crutches	88%	80%	94%	86%	86%
	b Informed any complications	91%	90%	76%	65%	75%
	c Told what follow up treatment	100%	77%	85%	86%	87%
	d Given any documents etc	93%	71%	81%	81%	93%
Q11. Overall how satisfied were you with the treatment you received at the A&E department?	V Satisfied / Satisfied	100%	95%	93%	96%	96%
Q12a. When did you report back to your Medical Centre after being seen in the A&E department?	Within 2 days	64%	52%	68%	77%	77%
	2 - 5 days	7%	10%	7%	8%	13%
	Over 5 days	14%	14%	7%	4%	13%
Q13a. Were you satisfied with the handover of information between the hospital and the Med Centre?	Fully / Partially	100%	86%	90%	77%	87%
Q14a. Have you experienced any difficulties or complications related to your visit to the A&E department	No	100%	95%	89%	84%	93%