



PATIENT EXPERIENCE - ALL REGIONS COMBINED

SUMMARY OF RESULTS FOR THE INPATIENT AND DAY CASE SURVEY CONDUCTED IN APRIL - SEPTEMBER 14

INTRODUCTION

This report summarises the results of the returned questionnaires that were distributed to both Inpatients and Day Case patients during the period 01 April – 29 September 2014.

In addition to this Summary, the full survey results are available and provide both the Regional and All Regions combined details.

RESPONSES

A total of 1,092 questionnaires were distributed during this period with 327 responses giving a response rate of 30%. From the responses received 25% were paper and 75% electronic.

There were 235 responses received from Inpatients and 92 from Day Cases.

93 respondents left their contact details which were forwarded to the GSTT Regional teams and followed up individually.

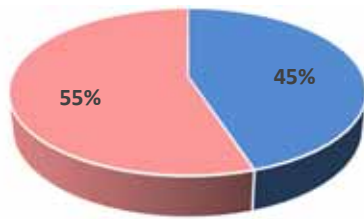
54 incidents were identified from comments received which have been reviewed regionally.

NHS INPATIENT SURVEY 2013

As some of our questions are similar to those asked in the NHS Survey, we have also noted the NHS results in this summary where appropriate. The NHS 2014 Inpatient survey is currently being conducted.

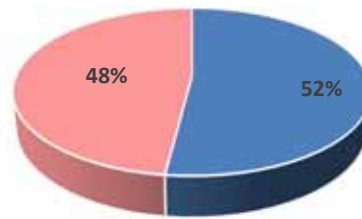
The NHS Survey involved 156 acute and specialist NHS trusts. They received responses from just over 62,400 patients, with a response rate of 49%.

PATIENT DEMOGRAPHICS



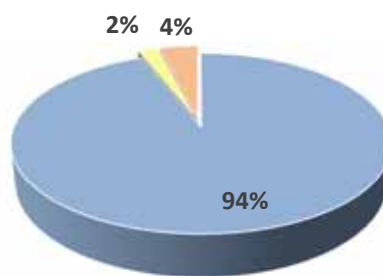
■ Military ■ Dependant / UKBC

55% of responses were from civilian patients with the remaining 45% being military.



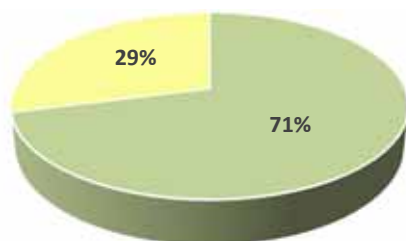
■ Male ■ Female

There was a nearly even split between male and female respondents, 52% and 48% respectively.



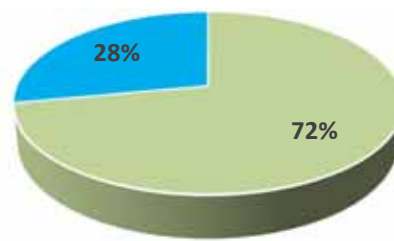
■ English ■ German ■ Other

94% stated that English was their first language.



■ Planned ■ Emergency

71% of responses were from those with planned admissions.



■ Yes ■ No

72% of respondents were admitted for 24 hours or longer.

OVERALL SATISFACTION

The overall satisfaction remains high with 91% of patients selecting “Excellent, Very Good or Good”. Some comments include:

“It was the most impressive hospital stay I have ever had from support staff, doctors, nurses and ancillary staff. All were professional, cheerful and pleasant”
“A Stars for everyone”
“Want to thank all the hospital staff for their friendliness and professionalism”
“All staff and doctors made my stay extremely comfortable and relaxing after the operation”
“Excellent service, well supported and looked after by all the staff who all spoke English and made my stay comfortable”
“The service you get from the hospital staff and doctors was very good”
“The clinical and nursing care were excellent”

	1	2	3
Previous 3 reports	91%	93%	94%

NHS 2013 Inpatient Survey Results:

- Q88 – Overall = 82%
The responses to the NHS question are graded from 1 – 10 (10 being I had a very good experience). We have taken the percentages from 7 – 10 as a comparison.

HOSPITAL DOCTORS AND NURSES

- **Doctors and Nurses**

When asked if they had confidence and trust in the doctors and also in the nurses treating them, 97% of patients responded saying “Yes always or Yes sometimes”. Some free text comments to highlight this are:

“They were very helpful in explain everything to me before and after surgery”
“They took very good care of me”
“Made me feel welcome”
“The doctor was very friendly”
“Very good doctors and nursing staff”
“The clinical care I received was excellent”
“I found the nurses fantastic and they could not have done anything better”

NHS 2013 Inpatient Survey Results:

- Q25. Did you have confidence and trust in doctors treating you? (Yes, always + Yes, sometimes) = 97%
n = 61479

- Q28. Did you have confidence and trust in nurses treating you? (Yes, always + Yes, sometimes) = 97% n = 61668

CARE AND TREATMENT

- **Consent for Operations and Procedures**

From those patients who had an operation or treatment, 97% felt that they received adequate information from the doctor before undergoing their operation or procedure with 98% fully understanding the consent form.

- **Involvement in Decisions**

94% of patients felt they were definitely or to some extent involved as much as they wanted to be in decisions made about their care and treatment. When also asked if they had important questions to ask the doctor, 93% felt that they could always or sometimes get answers that they could understand.

NHS 2013 Inpatient Survey Results:

- Q32. Were you involved as much as you wanted to be in decisions about care and treatment (Yes, definitely + Yes, to some extent)= 90% n = 61167
- Q24. When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always + Yes, sometimes) = 95% n = 55205

- **Assistance with Medication and Personal Hygiene**

From those who were Inpatients, 90% felt they were provided with assistance with the taking of medication and 87% with personal hygiene.

- **Pain Relief**

95% of all admissions felt the hospital definitely or to some extent did everything they could to help control any pain. Some comments included:

"I had to ask for pain relief"
"No pain relief offered after surgery"
"Was ok once I understood I needed to ask for pain relief"
"The nursing staff informed me on a regular basis, if I need extra pain relief to ask"
"Some nurses were better than others"
"The staff were excellent at reminding me to ask and were very prompt when I did so"

	1	2	3
Previous 3 reports	96%	91%	95%

NHS 2013 Inpatient Survey Results:

- Q39. Do you think the hospital did everything they could to help control your pain?
(Yes, definitely + Yes, to some extent) = 94% n = 39432
- **Privacy and Dignity**

96% of patients felt that their privacy and dignity was respected always or sometimes during their admission. This continues to remain positive for the majority of patients, although some comments included:

“When the doctor spoke to me about the procedure and about my medical history, this was done in the room I was sharing with 3 others I did find this very awkward”
“The nurse came in and fitted a catheter with no privacy whatsoever”
“I did not know and was not informed of privacy screens”
“Felt very uncomfortable having to take all my clothes off in a large room where procedure was going to take place with others around”
“I had to ask for some privacy on occasions”

	1	2	3
Previous 3 reports	96%	N/A	N/A

NHS 2013 Inpatient Survey Results:

- Q67. Did you feel you were treated with respect and dignity while you were in hospital? (Yes, always + Yes, sometimes) = 97% n = 61043

HOSPITAL SERVICES

- **Food**

Overall, 53% of Inpatients rate the food as being very good or good. Some comments included:

“The same food was on offer for breakfast, lunch and dinner”
“Very low in natural fibre and very high in bread and processed meat”
“I found the menu very repetitive and was not informed as to the choices available to a British patient”
“The cooked breakfast was served cold”
“Was very good having choice but never got what I asked for”
“Not enough. Had to get wife to bring food in”

	1	2	3
Previous 3 reports	51%	51%	54%

NHS 2013 Inpatient Survey Results:

- Q21. How would you rate the hospital food? (Very Good+ Good) = 57%
n = 59046

- **Patient Support Officers**

97% of patients found the PSO service (formally the HLO) to be “Very helpful or Helpful”. Some comments to highlight this are:

“Extremely helpful and good to know that they were there”
“Were very, very helpful and greatly appreciated throughout my stay”
“They are doing a wonderful job”
“Always available when needed”
“I was visited regularly and everyone was very friendly”
“The lady was very helpful and polite, caring and fully explained everything in detail”

	1	2	3
Previous 3 reports	97%	95%	96%

- **Awareness of Patient Support Service**

84% of patients were aware of and did know how to contact the Patient Support Service, including the Hospital Hotline. This is an improvement from the previous two survey results. The PSS is highly valued by patients but 16% of those who responded were not aware of and did not know how to contact the Patient Support Service, including the Hospital Hotline. When asked some comments included:

“Only found out by the wife the next day. I didn’t have the details to start with”
“I did not know anything about the hotline number”
“I was aware of, but did not have any phone numbers”
“Did not know under what circumstances I should call them”

	1	2	3
Previous 3 reports	77%	77%	N/A

LEAVING THE HOSPITAL

- **Information for Follow Up Care**

Although 81% felt they were given enough information by the Medical Staff about any follow up care needed, 19% felt that they were not. Some comments included:

“Had to see medical centre for advice on follow up process”
“No medication and no dates to go back for a check-up”
“How to clean and dress the wound”
“Capabilities and restrictions until I could see the GP / physio on camp”
“I was sent home too early and with no pain relief or antibiotics”

	1	2	3
Previous 3 reports	83%	86%	N/A

NHS 2013 Inpatient Survey Results:

- Q54. Before you left hospital were you given any written or printed information about what you should or should not do after leaving hospital (Yes) = 57%
n = 40833

- **Medication on Discharge**

From those who required medication on discharge, 15% of patients stated that they did not receive any. From those who did receive medication, 96% understood how to take it. Comments included:

“My medication had no direction on it at all”
“Medication prescribed was unavailable from my medical centre”
“None given”
“I had injections to take but wasn’t shown how to do this”
“I was given thrombosis injections which I took to my medical centre to ask what they were for”
“Medicine was not available and was not given”
“Given medication to cover the weekend, told to go to the medical centre on Monday morning”

NHS 2013 Inpatient Survey Results:

- Q57. Were you told how to take your medication in a way you could understand?
 (Yes completely + Yes to some extent) = 91% n = 45988

- **Discharge Notes**

91% of respondents stated that they were given discharge documentation to take to their Medical Centre at the time of discharge.

	1	2	3
Previous 3 reports	87%	90%	N/A

QUALITY IMPROVEMENTS SINCE LAST REPORT

- ❖ In one region a Secondary Health Care Administration clerk is present every morning in one medical centre. This is to assist with the booking of PAS appointments and ensuring PAS records are updated.
- ❖ In the same region, a PSO is present in another medical centre Monday, Wednesday and Friday.

- ❖ One regional team are now contacting planned and post-operative patients by telephone, to ensure patients are fully informed and to answer any questions they may have. All calls are logged on PAS.
- ❖ In one region, the newly build hospital provides the patients for two specialties with en-suite shower and toilet facilities.
- ❖ Following feedback received, another region has introduced bright orange laminated numbered A5 cards for those patients waiting to be seen by the Anaesthetist. The patient's record will also be numbered with an identical card / number. This has been introduced since the beginning of September.

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



PATIENT EXPERIENCE

ADULT INPATIENT AND DAY CASE

QUALITY OF CARE SURVEY CONDUCTED DURING APRIL - SEPTEMBER 14

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Issued: 22/01/15

Response Rate and Specialty Breakdown

Response Rate	DGP4 Count	DGP 1 Count	DGP3 Count	DGP5 Count	Total Count
Distributed	399	312	368	77	1156
Returns	142	79	82	24	327
Raw Response Rate	36%	25%	22%	31%	28%
Return to Sender	20	15	24	5	64
Adjusted Distribution	379	297	344	72	1092
Adjusted Response Rate	37%	27%	24%	33%	30%

Specialty	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Cardiology	0	0%	0	0%	4	5%	1	4%	5	2%
Colposcopy	1	1%	0	0%	0	0%	0	0%	1	0%
Dermatology - SHC	0	0%	0	0%	0	0%	1	4%	1	0%
ENT	9	6%	7	9%	5	6%	1	4%	22	7%
General Medicine	35	25%	24	30%	16	20%	4	17%	79	24%
General Surgery	16	11%	18	23%	9	11%	9	38%	52	16%
Gynaecology	25	18%	6	8%	11	13%	2	8%	44	13%
Neurology	5	4%	0	0%	7	9%	0	0%	12	4%
Neurosurgery	4	3%	0	0%	0	0%	0	0%	4	1%
Nuclear Medicine	1	1%	1	1%	0	0%	0	0%	2	1%
Ophthalmology	3	2%	0	0%	0	0%	0	0%	3	1%
Oral Surgery	4	3%	6	8%	3	4%	0	0%	13	4%
Orthopaedics	25	18%	12	15%	22	27%	1	4%	60	18%
Urology	14	10%	5	6%	5	6%	5	21%	29	9%
Grand Total	142	100%	79	100%	82	100%	24	100%	327	100%

Patient Demographics

Patient Type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Military	57	40%	39	49%	37	45%	14	58%	147	45%
Dependant / UKBC	85	60%	40	51%	45	55%	10	42%	180	55%
Grand Total	142	100%	79	100%	82	100%	24	100%	327	100%

Admission Type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Planned	109	77%	58	73%	48	59%	16	67%	231	71%
Emergency	33	23%	21	27%	34	41%	8	33%	96	29%
Grand Total	142	100%	79	100%	82	100%	24	100%	327	100%

Day Case	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
No	100	70%	61	77%	60	73%	14	58%	235	72%
Yes	42	30%	18	23%	22	27%	10	42%	92	28%
Grand Total	142	100%	79	100%	82	100%	24	100%	327	100%

Patient Gender	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Male	70	49%	43	54%	38	46%	18	75%	169	52%
Female	72	51%	36	46%	44	54%	6	25%	158	48%
Grand Total	142	100%	79	100%	82	100%	24	100%	327	100%

First Language	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
English	136	96%	74	94%	73	89%	24	100%	307	94%
German	3	2%	1	1%	4	5%	0	0%	8	2%
Other	3	2%	4	5%	5	6%	0	0%	12	4%
Total	142	100%	79	100%	82	100%	24	100%	327	100%

Raw Data Analysis

BEFORE ADMISSION

Q1. If your admission was planned, how well briefed were you by spoken and written information (eg admission leaflet) provided by the Medical Centre?

Planned Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Fully	39	38%	40	69%	18	43%	9	60%	106	49%
Mostly	17	17%	8	14%	11	26%	3	20%	39	18%
Partly	7	7%	2	3%	4	10%	2	13%	15	7%
Not at all	39	38%	8	14%	9	21%	1	7%	57	26%
All responses	102	100%	58	100%	42	100%	15	100%	217	100%
No response	1		0		2		0		3	
Not Applicable	6		0		4		1		11	
Total Questionnaires	109		58		48		16		231	
Total of Fully & Mostly	56	55%	48	83%	29	69%	12	80%	145	67%

Q2. If your admission was planned, how well briefed were you by spoken and written information (eg admission leaflet) provided by the Outpatient Department / FOPD?

Planned Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Fully	65	63%	34	59%	29	67%	10	67%	138	63%
Mostly	23	22%	13	22%	9	21%	3	20%	48	22%
Partly	6	6%	6	10%	5	12%	2	13%	19	9%
Not at all	9	9%	5	9%	0	0%	0	0%	14	6%
All responses	103	100%	58	100%	43	100%	15	100%	219	100%
No response	1		0		1		0		2	
Not Applicable	5		0		4		1		10	
Total Questionnaires	109		58		48		16		231	
Total of Fully & Mostly	88	85%	47	81%	38	88%	13	87%	186	85%

If you felt you were not fully briefed, what else did you need to know:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Admission Details	8	40%	4	40%	2	25%	1	100%	15	38%
Duration of Stay	3	15%	1	10%	0	0%	0	0%	4	10%
Post-operative Information	1	5%	2	20%	0	0%	0	0%	3	8%
Emergency Admission	1	5%	0	0%	1	13%	0	0%	2	5%
Comment - No Issue	7	35%	3	30%	5	63%	0	0%	15	38%
Grand Total	20	100%	10	100%	8	100%	1	100%	39	100%

ON ADMISSION

Q4. Were you aware of, and did you know how to contact, the Patient Support Service including the Hospital Hotline?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	119	84%	68	91%	63	79%	19	79%	269	84%
No	22	16%	7	9%	17	21%	5	21%	51	16%
All responses	141	100%	75	100%	80	100%	24	100%	320	100%
No Response	0		1		0		0		1	
Not Applicable	1		3		2		0		6	
Total Questionnaires	142		79		82		24		327	

Please comment if you required any other support:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Not aware of the PSS	7	54%	1	20%	3	50%	0	0%	11	42%
PSS not available	0	0%	0	0%	1	17%	0	0%	1	4%
Aware of PSS	3	23%	3	60%	2	33%	1	50%	9	35%
Comment - No Issue	3	23%	1	20%	0	0%	1	50%	5	19%
Grand Total	13	100%	5	100%	6	100%	2	100%	26	100%

HOSPITAL DOCTORS & NURSES

Q5. Did you have confidence and trust in the doctors treating you?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	116	82%	64	81%	64	78%	19	79%	263	80%
Yes, sometimes	23	16%	13	16%	15	18%	4	17%	55	17%
No	3	2%	2	3%	3	4%	1	4%	9	3%
All responses	142	100%	79	100%	82	100%	24	100%	327	100%
Total of all 'Yes' responses	139	98%	77	97%	79	96%	23	96%	318	97%

Comments:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Language Difficulties	1	5%	1	10%	1	6%	0	0%	3	6%
Communication	7	32%	2	20%	8	47%	1	33%	18	35%
Patient Care - Positive	7	32%	5	50%	3	18%	1	33%	16	31%
Patient Care - Negative	7	32%	2	20%	5	29%	1	33%	15	29%
Grand Total	22	100%	10	100%	17	100%	3	100%	52	100%

Q6. Did you have confidence and trust in the nurses treating you?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	109	77%	58	73%	63	77%	17	71%	247	76%
Yes, sometimes	28	20%	19	24%	18	22%	4	17%	69	21%
No	5	4%	2	3%	1	1%	3	13%	11	3%
All responses	142	100%	79	100%	82	100%	24	100%	327	100%
No response	0		0		0		0		0	
Total Questionnaires	142		79		82		24		327	
Total of all 'Yes' responses	137	96%	77	97%	81	99%	21	88%	316	97%

Comments:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Language Difficulties	3	11%	1	7%	2	22%	0	0%	6	11%
Communication	7	26%	4	29%	4	44%	1	17%	16	29%
Medication	4	15%	0	0%	0	0%	2	33%	6	11%
Patient Care - Positive	4	15%	4	29%	1	11%	1	17%	10	18%
Patient Care - Negative	9	33%	5	36%	2	22%	2	33%	18	32%
Grand Total	27	100%	14	100%	9	100%	6	100%	56	100%

OPERATIONS AND PROCEDURES

Q7. During your stay in hospital, did you have an operation or procedure?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	123	87%	58	74%	64	78%	21	88%	266	82%
No	19	13%	20	26%	18	22%	3	13%	60	18%
All responses	142	100%	78	100%	82	100%	24	100%	326	100%
No response	0		1		0		0		1	
Total Questionnaires	142		79		82		24		327	

Q8. Did you receive adequate information from the doctor before undergoing your operation or procedure?

Q7, Yes Only	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	112	96%	50	98%	60	97%	21	100%	243	97%
No	5	4%	1	2%	2	3%	0	0%	8	3%
All responses	117	100%	51	100%	62	100%	21	100%	251	100%
No response	6		7		2		0		15	
Total Questionnaires	123		58		64		21		266	

Q9. Did you fully understand the consent form for your operation or procedure?

Q7, Yes Only	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	113	97%	52	100%	60	97%	21	100%	246	98%
No	4	3%	0	0%	2	3%	0	0%	6	2%
All responses	117	100%	52	100%	62	100%	21	100%	252	100%
No response	6		6		2		0		14	
Total Questionnaires	123		58		64		21		266	

If No to Q8 or Q9, please explain:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Consent Form	4	67%	0	0%	0	0%	0	0%	4	57%
Language Difficulties	0	0%	0	0%	1	100%	0	0%	1	14%
Communication	1	17%	0	0%	0	0%	0	0%	1	14%
Comment - No Issue	1	17%	0	0%	0	0%	0	0%	1	14%
Grand Total	6	100%	0		1	100%	0		7	100%

CARE AND TREATMENT

Q10. Were you involved as much as you wanted to be in decisions made about your care and treatment?

Inpatients Only	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, definitely	65	65%	33	54%	38	63%	7	50%	143	61%
Yes, to some extent	29	29%	23	38%	19	32%	6	43%	77	33%
No	6	6%	5	8%	3	5%	1	7%	15	6%
All responses	100	100%	61	100%	60	100%	14	100%	235	100%
Total of all 'Yes' responses	94	94%	56	92%	57	95%	13	93%	220	94%

Q11. If you had important questions to ask the doctor, did you get answers that you could understand?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	103	76%	45	63%	51	71%	15	68%	214	71%
Yes, sometimes	25	19%	21	30%	15	21%	5	23%	66	22%
No	7	5%	5	7%	6	8%	2	9%	20	7%
All responses	135	100%	71	100%	72	100%	22	100%	300	100%
I had no need to ask	6		3		8		2		19	
No response	1		5		2		0		8	
Total Questionnaires	142		79		82		24		327	
Total of all 'Yes' responses	128	95%	66	93%	66	92%	20	91%	280	93%

If No to Q10 and Q11 please explain:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Communication	13	65%	8	80%	10	67%	2	100%	33	70%
Continuity of Doctors	3	15%	2	20%	3	20%	0	0%	8	17%
Comment - No Issue	4	20%	0	0%	2	13%	0	0%	6	13%
Grand Total	20	100%	10	100%	15	100%	2	100%	47	100%

Q12. If required, were you provided any assistance with the taking of medication?

Inpatients Only	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	51	96%	24	77%	27	93%	6	86%	108	90%
No	2	4%	7	23%	2	7%	1	14%	12	10%
All responses	53	100%	31	100%	29	100%	7	100%	120	100%
Not Required	47		29		31		7		114	
No response	0		1		0		0		1	
Total Questionnaires	100		61		60		14		235	

Q13. If required, were you provided any assistance with personal hygiene?

Inpatients Only	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	27	93%	10	67%	14	100%	3	75%	54	87%
No	2	7%	5	33%	0	0%	1	25%	8	13%
All responses	29	100%	15	100%	14	100%	4	100%	62	100%
Not Required	71		45		46		10		172	
No response	0		1		0		0		1	
Total Questionnaires	100		61		60		14		235	

Q14. Do you think the hospital staff did everything they could to help control your pain?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, definitely	83	73%	45	67%	60	81%	12	60%	200	73%
Yes, to some extent	24	21%	22	33%	10	14%	5	25%	61	22%
No	6	5%	0	0%	4	5%	3	15%	13	5%
All applicable	113	100%	67	100%	74	100%	20	100%	274	100%
N/a not in pain	29		12		8		4		53	
Total Questionnaires	142		79		82		24		327	
Total of all 'Yes' responses	107	95%	67	100%	70	95%	17	85%	261	95%

If you have any comments regarding pain relief, please explain:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Communication	1	5%	0	0%	1	14%	0	0%	2	5%
Continuity of Doctors	3	14%	0	0%	0	0%	0	0%	3	8%
Pain Management	14	64%	2	67%	6	86%	5	83%	27	71%
Comment - No Issue	4	18%	1	33%	0	0%	1	17%	6	16%
Grand Total	22	100%	3	100%	7	100%	6	100%	38	100%

Q15. If you required privacy screens or curtains, were they provided?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	23	77%	16	80%	8	67%	3	75%	50	76%
No	7	23%	4	20%	4	33%	1	25%	16	24%
All responses	30	100%	20	100%	12	100%	4	100%	66	100%
Not required	56		27		41		4		128	
No response	14		14		7		6		41	
Total Questionnaires	100		61		60		14		235	

Q16. During your stay in hospital, were your privacy and dignity respected?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes, always	114	80%	56	71%	69	84%	21	88%	260	80%
Yes, sometimes	22	15%	17	22%	12	15%	2	8%	53	16%
No	6	4%	6	8%	1	1%	1	4%	14	4%
All responses	142	100%	79	100%	82	100%	24	100%	327	100%
No response	0		0		0		0		0	
Total Questionnaires	142		79		82		24		327	
Total of all 'Yes' responses	136	96%	73	92%	81	99%	23	96%	313	96%

If No, please explain:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
No Screens or curtains	3	30%	2	25%	1	25%	0	0%	6	24%
Privacy	2	20%	3	38%	3	75%	3	100%	11	44%
Patient Confidentiality	1	10%	2	25%	0	0%	0	0%	3	12%
Comment - No Issue	4	40%	1	13%	0	0%	0	0%	5	20%
Grand Total	10	100%	8	100%	4	100%	3	100%	25	100%

HOSPITAL SERVICES

Q17. How would you rate the hospital food?

Inpatients Only	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Very Good	19	20%	5	8%	16	28%	1	7%	41	18%
Good	25	26%	31	52%	22	38%	3	21%	81	35%
Fair	37	38%	17	28%	16	28%	7	50%	77	34%
Poor	16	16%	7	12%	4	7%	3	21%	30	13%
All applicable	97	100%	60	100%	58	100%	14	100%	229	100%
N/a no food	3		1		2		0		6	
Total Questionnaires	100		61		60		14		235	
Total of all 'Good' responses	44	45%	36	60%	38	66%	4	29%	122	53%

Q18. Did the menu offer an appropriate choice?

Inpatients Only	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	56	56%	46	77%	47	78%	8	57%	157	67%
No	29	29%	8	13%	5	8%	5	36%	47	20%
Don't know	15	15%	6	10%	8	13%	1	7%	30	13%
All responses	100	100%	60	100%	60	100%	14	100%	234	100%
No response	0		1		0		0		1	
Total Questionnaires	100		61		60		14		235	

If you were not satisfied with the food or menu, please explain:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Food Arrangement	2	6%	3	19%	1	8%	0	0%	6	9%
Quality / Quantity	9	26%	4	25%	1	8%	1	20%	15	22%
Special Dietary Requests	1	3%	1	6%	3	23%	1	20%	6	9%
Menu Choice	21	60%	6	38%	5	38%	3	60%	35	51%
Comment - No Issue	2	6%	2	13%	3	23%	0	0%	7	10%
Grand Total	35	100%	16	100%	13	100%	5	100%	69	100%

Q20. Were you made aware of canteen or refreshment facilities and facilities for relaxation purposes?

Inpatients Only	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	71	71%	36	60%	44	73%	12	86%	163	70%
No	27	27%	21	35%	13	22%	2	14%	63	27%
Don't know	2	2%	3	5%	3	5%	0	0%	8	3%
All responses	100	100%	60	100%	60	100%	14	100%	234	100%
No response	0		1		0		0		1	
Total Questionnaires	100		61		60		14		235	

Comments:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Only Canteen Facilities	1	14%	0	0%	0	0%	0	0%	1	5%
No, but read about them	2	29%	0	0%	0	0%	1	33%	3	16%
Nothing Available	0	0%	1	25%	0	0%	0	0%	1	5%
N/A - Unable to leave Ward	3	43%	1	25%	1	20%	0	0%	5	26%
Comment - No Issue	1	14%	2	50%	4	80%	2	67%	9	47%
Grand Total	7	100%	4	100%	5	100%	3	100%	19	100%

Q21. How helpful did you find the Patient Support Service (formerly the Hospital Liaison Service) during your stay?

Inpatients Only	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Very helpful	67	73%	38	66%	35	60%	11	79%	151	68%
Helpful	22	24%	19	33%	21	36%	3	21%	65	29%
Unhelpful	3	3%	1	2%	2	3%	0	0%	6	3%
All applicable	92	100%	58	100%	58	100%	14	100%	222	100%
Not needed	8		3		2		0		13	
No response	0		0		0		0		0	
Total Questionnaires	100		61		60		14		235	
Total of all 'helpful' responses	89	97%	57	98%	56	97%	14	100%	216	97%

Any further comments on the Patient Support Service:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
PSO - Positive	11	58%	10	77%	5	50%	3	50%	29	60%
PSO - Negative	3	16%	3	23%	1	10%	1	17%	8	17%
Lack of Visits	2	11%	0	0%	3	30%	0	0%	5	10%
Not needed	2	11%	0	0%	1	10%	2	33%	5	10%
Comment - No Issue	1	5%	0	0%	0	0%	0	0%	1	2%
Grand Total	19	100%	13	100%	10	100%	6	100%	48	100%

LEAVING THE HOSPITAL

Q22. Before discharge, were you given enough information by Medical Staff about any follow up care you might need?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	104	78%	62	84%	59	79%	19	95%	244	81%
No	30	22%	12	16%	16	21%	1	5%	59	19%
All responses	134	100%	74	100%	75	100%	20	100%	303	100%
Not applicable	8		5		7		4		24	
No response	0		0		0		0		0	
Total Questionnaires	142		79		82		24		327	

If No, what further information did you need?

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Post-operative Information	10	42%	3	33%	6	46%	0		19	41%
Lack of Communication	4	17%	2	22%	4	31%	0		10	22%
Discharge Information	10	42%	4	44%	2	15%	0		16	35%
Comment - No Issue	0	0%	0	0%	1	8%	0		1	2%
Grand Total	24	100%	9	100%	13	100%	0		46	100%

Q23. If required, were you given a supply of medication by the Medical Staff on discharge?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	87	86%	43	77%	56	90%	7	78%	193	85%
No	14	14%	13	23%	6	10%	2	22%	35	15%
All responses	101	100%	56	100%	62	100%	9	100%	228	100%
Not required	41		23		20		15		99	
Total Questionnaires	142		79		82		24		327	

Q24. Did you understand how to take your medication?

Q22, Yes Only	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	85	98%	40	93%	53	95%	7	100%	185	96%
No	2	2%	3	7%	3	5%	0	0%	8	4%
All responses	87	100%	43	100%	56	100%	7	100%	193	100%
No response	0		0		0		0		0	
Total Questionnaires	87		43		56		7		193	

Please explain if you have any further comments regarding medication when leaving the hospital:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Medication	3	33%	1	25%	3	43%	2	100%	9	41%
No Instructions	2	22%	2	50%	2	29%	0	0%	6	27%
Access to Medical Centre	2	22%	0	0%	0	0%	0	0%	2	9%
Communication	1	11%	1	25%	0	0%	0	0%	2	9%
Comment - No Issue	1	11%	0	0%	2	29%	0	0%	3	14%
Grand Total	9	100%	4	100%	7	100%	2	100%	22	100%

Q25. Were you given Discharge Documentation to take to your Medical Centre at the time of discharge?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	131	92%	72	91%	75	91%	20	83%	298	91%
No	11	8%	7	9%	7	9%	4	17%	29	9%
All responses	142	100%	79	100%	82	100%	24	100%	327	100%
No response	0		0		0		0		0	
Total Questionnaires	142		79		82		24		327	

OVERALL

Q26. Overall, how would you rate the care you received?

All Admissions	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Excellent	74	52%	27	34%	37	45%	10	42%	148	45%
Very Good	42	30%	33	42%	30	37%	9	38%	114	35%
Good	12	8%	12	15%	11	13%	2	8%	37	11%
Fair	11	8%	5	6%	3	4%	0	0%	19	6%
Poor	3	2%	2	3%	1	1%	3	13%	9	3%
All responses	142	100%	79	100%	82	100%	24	100%	327	100%
No response	0		0		0		0		0	
Total Questionnaires	142		79		82		24		327	
Total 'Excellent, V Good + Good'	128	90%	72	91%	78	95%	21	88%	299	91%

Any further comments on your overall satisfaction with the hospital:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Doctors and Nurses	2	10%	1	7%	1	9%	0	0%	4	8%
Care and Treatment	1	5%	2	14%	0	0%	0	0%	3	6%
Hospital Service	1	5%	1	7%	1	9%	0	0%	3	6%
Leaving the Hospital	1	5%	0	0%	1	9%	1	50%	3	6%
Overall	5	24%	3	21%	2	18%	0	0%	10	21%
Rest	0	0%	0	0%	1	9%	0	0%	1	2%
Lack of Communication	4	19%	2	14%	3	27%	1	50%	10	21%
Lack of Patient Care	7	33%	5	36%	2	18%	0	0%	14	29%
Grand Total	21	100%	14	100%	11	100%	2	100%	48	100%

Q27. How likely are you to recommend this hospital to your family and friends, if they needed similar care or treatment?

All Admissions	DGP 4	DGP 1	DGP 3	DGP 5	Total
	Count	Count	Count	Count	Count
Extremely likely	92	42	54	13	201
Likely	31	22	19	7	79
Neither likely nor unlikely	11	6	5	0	22
Unlikely	5	5	2	3	15
Extremely unlikely	1	3	1	1	6
All responses	140	78	81	24	323
Don't know	2	0	1	0	3
No response	0	1	0	0	1
Total Questionnaires	142	79	82	24	327
FFT Score	54	36	57	38	49
Recommend (%)	87%	82%	89%	83%	86%
Not recommend (%)	4%	10%	4%	17%	6%