



PATIENT EXPERIENCE - ALL REGIONS COMBINED

SUMMARY OF RESULTS FOR THE INPATIENT AND DAY CASE SURVEY CONDUCTED IN APRIL - SEPTEMBER 15

INTRODUCTION

This report summarises the results of the returned questionnaires that were distributed to both Inpatients and Day Case patients during the period 31 March – 05 October 2015

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 964 questionnaires were distributed during this period with 313 responses giving a response rate of 32%. From the responses received 15% were paper and 85% electronic.

There were 219 responses received from Inpatients and 94 from Day Cases.

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

30 SHC incidents and 2 PHC incidents were identified from comments received and have been reviewed regionally. These were recorded on QRM and details and outcomes are provided in routine incident reports provided to BFGHS.

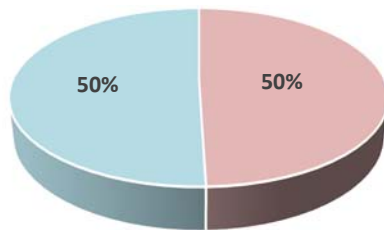
NHS INPATIENT SURVEY 2014

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 Survey involved 154 acute and specialist NHS trusts. They received responses from over 59,000 patients, with a response rate of 47%.

PATIENT DEMOGRAPHICS

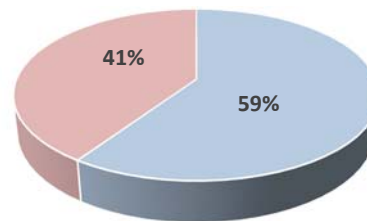
Patient Type



■ Military ■ Dependant / UKBC

There was even split between responses from civilian patients and military.

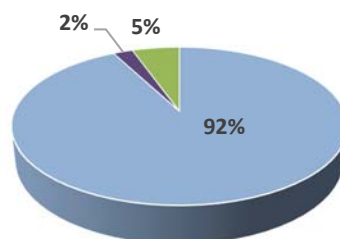
Gender



■ Male ■ Female

59% of responses were from male patients with the remaining 41% from female.

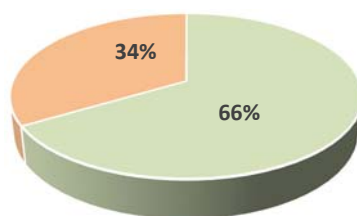
First Language



■ English ■ German ■ Other

92% stated that English was their first language.

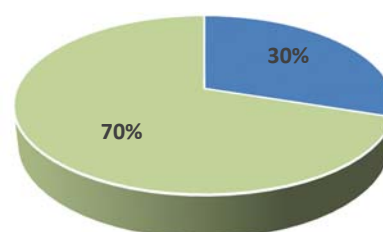
Admission Type



■ Planned ■ Emergency

66% of responses were from those with planned admissions.

Patient Case



■ Day Case ■ Inpatient

70% of respondents were admitted for 24 hours or longer.

QUALITY IMPROVEMENTS SINCE LAST REPORT

- ❖ An article has been placed in the Sixth Sense in October 2015 regarding the role of Patient Support Services and the PSOs in hospitals. The PSS and PSO's are a highly valued service and this article has helped to increase the proportion of patients who are aware of the service and know how to contact them (see page 6).
- ❖ The SPSO is currently in discussions with the hospital kitchen to improve / change the food ordering system and provisions. The kitchen staff on the wards will be advised to reheat food which arrives too cold. The menu will be adapted to accommodate more individual tastes and dietary requirements.
- ❖ For any patients who arrive via A&E, the lead nurses will be advised to ask for British patients to be given a "calling card" on arrival which will inform them about the availability of the PSO and also immediately give them access with the number provided.

OVERALL SATISFACTION

The overall satisfaction remains high with 94% of patients selecting “Excellent, Very Good or Good”. Some comments included:

“Excellent care”

“Everyone was friendly, caring and helpful”

“Again a well prepared admission. Positive staff always willing to help and have a laugh with. I rate this hospital 10 out of 10”

“I couldn’t have asked for better care”

“Very happy with the hospital. I always felt I was getting really excellent care”

“All involved worked extremely hard to ensure the correct care was given.... I am extremely grateful for the effort and care given. Thank you”

“I thought the standard to care and facilities of the hospital were exceptional”

“Fantastic service”

“I cannot fault hospital at all. It is by far the best hospital I have ever stayed in”

“Customer satisfaction is clearly import to hospital. They were very impressive from the patient’s aspect”

“I would not hesitate to recommend the hospital. In my experience I could not fault it”

“All the staff at the hospital, clinicians and support staff (cleaners, caterers etc.), could not have been more helpful and friendly”

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

NHS 2014 Inpatient Survey Results:

- Q68 – Overall = 84%

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.

n = 56307

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, 98% of patients' responded saying "Yes always or Yes sometimes". Some free text comments to highlight this are:

"They were really professional at all times"

"... were both absolutely fantastic...."

"Nurses were fantastic. Couldn't do enough to help"

"They were efficient, approachable and friendly"

"Both doctors and nurses at hospital were fantastic, very polite and caring. Always happy to help in any way that they could"

"The doctors / dentists were excellent throughout"

"They were so kind and lovely. Absolutely amazing!"

"The nurses were brilliant, could not have asked for better care from them"

"The medical staff were outstanding"

"The hospital staff were excellent. I had every faith in them at all times"

"The doctor and her nursing assistant were extremely patient with me as I was very nervous"

NHS 2014 Inpatient Survey Results:

- Q25. Did you have confidence and trust in doctors treating you? (Yes, always + Yes, sometimes) = 96% n = 57964
- Q28. Did you have confidence and trust in nurses treating you? (Yes, always + Yes, sometimes) = 97% n = 58116

CARE AND TREATMENT

- **Consent for Operations and Procedures**

From those patients who had an operation or treatment, 94% felt that they received adequate information from the doctor before undergoing their operation or procedure with 96% fully understanding the consent form.

- **Involvement in Decisions**

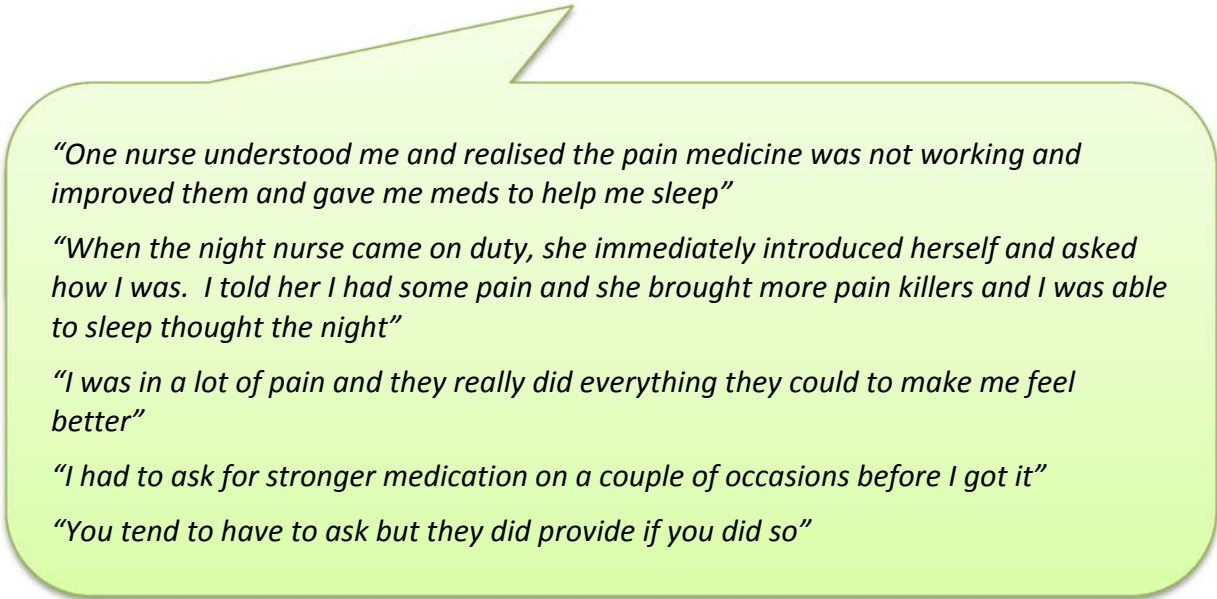
92% of patients felt they were definitely or to some extent involved as much as they wanted to be in decisions made about their care and treatment. When also asked if they had important questions to ask the doctor, 94% felt that they could always or sometimes get answers that they could understand.

NHS 2014 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 = 57785
- Q24. When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always + Yes, sometimes) = 94% n = 52015

- **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:



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

NHS 2014 Inpatient Survey Results:

- Q40. Do you think the hospital did everything they could to help control your pain? (Yes, definitely + Yes, to some extent) = 94% n = 36473

- **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:

“Door was left open during an internal examination. However, once I had highlighted this to be an issue for me, they were very apologetic and closed the door”

“No screens or curtains”

“I did not realise I could get privacy screens”

“I was given a gown too small”

	1	2	3
<i>Previous 3 reports</i>	95%	96%	96%

NHS 2014 Inpatient Survey Results:

- Q66. Overall, did you feel you were treated with respect and dignity while you were in hospital? (Yes, always + Yes, sometimes) = 97% n = 58195

HOSPITAL SERVICES

- **Food**

Overall, 53% of Inpatients rated the food as being very good or good. This remains lower than the NHS. Some comments included:

“Bread, cheese and salami are not what I would call dinner”

“Not offered options! Food was insufficient, repetitive and poor quality.... Went out to a local restaurant”

“I did not see any menu. I was provided with food I did not ask for”

“Lunch was fine... breakfast and dinner was pretty much the same ... bread, bread and cheese”

“Ham and cheese sandwiches twice a day for two weeks was not the best balance of food I have had”

“No menu was offered and was given take away brochures and told that is what most British patients do”

“For vegetarian there is very little to offer”

“Normally hot food was served cold”

“The nurse ordered me English breakfast but I wasn’t given it”

	1	2	3
Previous 3 reports	52%	53%	51%

NHS 2014 Inpatient Survey Results:

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

n = 55659

- **Patient Support Officers**

98% of patients found the PSO service (formally the HLO) to be “Very helpful or Helpful”. Some comments to highlight this are:

“... could not have been more supportive or friendly and definitely made my stay more bearable”

“I was well briefed on their role and support to me during my stay. My departure was well administered too”

“As always very good and supportive”

“A lady visited me on my arrival at the ward. She was informative, polite and very nice. Thank you”

“Fabulous staff and always there when needed”

“I was visited every day I stayed in hospital. Very lovely people and made the experience less daunting”

“Very good and they worked hard to keep me supported”

“Massively helpful, words cannot describe how helpful and understand PSO was throughout and still on going through this”

“PSO is the most kindest lady I have ever met”

“I could not have managed without PSO My translator. She was very helpful and friendly and explained everything to me”

“Outstanding”

“PSO was helpful, friendly and professional. She made sure I was fully briefed at all points, prior to admission, whilst in hospital and at my discharge meeting with the doctor. Nothing was too much trouble”

	1	2	3
Previous 3 reports	98%	97%	97%

- **Awareness of Patient Support Service**

81% of patients were aware of and did know how to contact the Patient Support Service, including the Hospital Hotline. The PSS is highly valued by patients but 19% 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 saw it walking past the office at the hospital. A card would have been a good idea”

“I knew but only because I have stayed in this hospital before, if I was new I would not have known”

“There was no visible posters or leaflets for PSS in hospital. I eventually made contact, only through my own knowledge of the service, through reception”

“Reception did not where to send me and another British patient. We were sent to three incorrect departments”

“No. Only once I was admitted into hospital and the PSO came around”

	1	2	3
Previous 3 reports	80%	84%	77%

LEAVING THE HOSPITAL

- **Information for Follow Up Care**

Although 80% felt they were given enough information by the Medical Staff about any follow up care needed, 20% felt that they were not. Some comments included:

“Not given any information on discharge regarding caring for my stitches and the operation wounds”

“No advice given”

“I haven’t been told if I could drive or shower and no-one has looked at my wounds since the operation”

“I did not know about bathing, lifting etc.”

“I did not know if my stitches were dissolvable or when they needed removing”

“Not given any information on discharge regarding caring for my stitches and the operation wound”

	1	2	3
Previous 3 reports	81%	81%	83%

NHS 2014 Inpatient Survey Results:

Q55. Before you left hospital were you given any written or printed information about what you should or should not do after leaving hospital (Yes) = 68%

n = 57182

- **Medication on Discharge**

From those who required medication on discharge, 13% of patients stated that they did not receive any. From those who did receive medication, 96% understood how to take it. Comments included:

“I wasn’t sure how long I had to be on the medication for” “It was not clear about frequency and dosage”

“Did not explain that I had to take during food”

“On leaving, I was told about injections that I had to give myself. Never shown or discussed by medical staff at hospital”

NHS 2014 Inpatient Survey Results:

- Q57. Were you told how to take your medication in a way you could understand?
(Yes definitely + Yes to some extent) = 90% n = 38366

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 15

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Response Rate and Specialty Breakdown

Response Rate	DGP4 Count	DGP 1 Count	DGP3 Count	DGP5 Count	Total Count
Distributed	310	153	468	56	987
Returns	118	46	128	21	313
Raw Response Rate	38%	30%	27%	38%	32%
Return to Sender	8	4	8	3	23
Adjusted Distribution	302	149	460	53	964
Adjusted Response Rate	39%	31%	28%	40%	32%

Specialty	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Cardiology	0	0%	0	0%	10	8%	0	0%	10	3%
Colposcopy	5	4%	0	0%	0	0%	0	0%	5	2%
Dermatology - SHC	0	0%	0	0%	0	0%	2	10%	2	1%
ENT	6	5%	0	0%	10	8%	2	10%	18	6%
General Medicine	29	25%	21	46%	26	20%	4	19%	80	26%
General Surgery	13	11%	5	11%	19	15%	8	38%	45	14%
Gynaecology	9	8%	6	13%	18	14%	2	10%	35	11%
Neurology	3	3%	3	7%	11	9%	0	0%	17	5%
Neurosurgery	6	5%	0	0%	0	0%	0	0%	6	2%
Oncology	1	1%	0	0%	0	0%	0	0%	1	0%
Ophthalmology	2	2%	0	0%	0	0%	0	0%	2	1%
Oral Surgery	3	3%	3	7%	4	3%	0	0%	10	3%
Orthopaedics	25	21%	4	9%	23	18%	2	10%	54	17%
Rheumatology	0	0%	1	2%	0	0%	0	0%	1	0%
Urology	16	14%	3	7%	7	5%	1	5%	27	9%
Grand Total	118	100%	46	100%	128	100%	21	100%	313	100%

Patient Demographics

Patient Type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Military	53	45%	22	48%	73	57%	7	33%	155	50%
Dependant / UKBC	65	55%	24	52%	55	43%	14	67%	158	50%
Grand Total	118	100%	46	100%	128	100%	21	100%	313	100%

Admission Type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Planned	89	75%	36	78%	66	52%	17	81%	208	66%
Emergency	29	25%	10	22%	62	48%	4	19%	105	34%
Grand Total	118	100%	46	100%	128	100%	21	100%	313	100%

Day Case	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
No	78	66%	29	63%	98	77%	14	67%	219	70%
Yes	40	34%	17	37%	30	23%	7	33%	94	30%
Grand Total	118	100%	46	100%	128	100%	21	100%	313	100%

Patient Gender	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Male	69	58%	30	65%	75	59%	12	57%	186	59%
Female	49	42%	16	35%	53	41%	9	43%	127	41%
Grand Total	118	100%	46	100%	128	100%	21	100%	313	100%

First Language	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
English	108	92%	44	96%	116	91%	21	100%	289	92%
German	4	3%	0	0%	3	2%	0	0%	7	2%
Other	6	5%	2	4%	9	7%	0	0%	17	5%
Total	118	100%	46	100%	128	100%	21	100%	313	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	44	52%	18	53%	28	46%	11	73%	101	52%
Mostly	10	12%	6	18%	10	16%	1	7%	27	14%
Partly	8	10%	3	9%	9	15%	0	0%	20	10%
Not at all	22	26%	7	21%	14	23%	3	20%	46	24%
All responses	84	100%	34	100%	61	100%	15	100%	194	100%
No response	1		0		0		1		2	
Not Applicable	4		2		5		1		12	
Total Questionnaires	89		36		66		17		208	
Total of Fully & Mostly	54	64%	24	71%	38	62%	12	80%	128	66%

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	66	75%	21	62%	37	60%	10	63%	134	67%
Mostly	14	16%	9	26%	17	27%	5	31%	45	23%
Partly	4	5%	2	6%	5	8%	0	0%	11	6%
Not at all	4	5%	2	6%	3	5%	1	6%	10	5%
All responses	88	100%	34	100%	62	100%	16	100%	200	100%
No response	0		1		0		0		1	
Not Applicable	1		1		4		1		7	
Total Questionnaires	89		36		66		17		208	
Total of Fully & Mostly	80	91%	30	88%	54	87%	15	94%	179	90%

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	7	54%	2	50%	10	63%	2	67%	21	58%
Comment - No Issue	6	46%	2	50%	6	38%	1	33%	15	42%
Grand Total	13	100%	4	100%	16	100%	3	100%	36	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	100	88%	38	84%	90	74%	18	86%	246	81%
No	14	12%	7	16%	32	26%	3	14%	56	19%
All responses	114	100%	45	100%	122	100%	21	100%	302	100%
No Response	0		0		0		0		0	
Not Applicable	4		1		6		0		11	
Total Questionnaires	118		46		128		21		313	

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	2	40%	0	0%	2	33%	1	100%	5	29%
PSS not available	0	0%	1	20%	0	0%	0	0%	1	6%
Aware of PSS	3	60%	2	40%	4	67%	0	0%	9	53%
Comment - No Issue	0	0%	2	40%	0	0%	0	0%	2	12%
Grand Total	5	100%	5	100%	6	100%	1	100%	17	100%

HOSPITALS AND DOCTORS

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	94	80%	39	85%	95	74%	19	90%	247	79%
Yes, sometimes	19	16%	7	15%	30	23%	2	10%	58	19%
No	4	3%	0	0%	3	2%	0	0%	7	2%
All responses	117	100%	46	100%	128	100%	21	100%	312	100%
No response	1		0		0		0		1	
Total Questionnaires	118		46		128		21		313	
Total of all 'Yes' responses	113	97%	46	100%	125	98%	21	100%	305	98%

Comments:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Language Difficulties	0	0%	0	0%	3	15%	1	25%	4	10%
Communication	2	18%	4	80%	4	20%	1	25%	11	28%
Medication	0	0%	0	0%	1	5%	0	0%	1	3%
Patient Care - Positive	5	45%	1	20%	6	30%	0	0%	12	30%
Patient Care - Negative	4	36%	0	0%	6	30%	2	50%	12	30%
Grand Total	11	100%	5	100%	20	100%	4	100%	40	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	93	79%	38	83%	98	77%	19	90%	248	79%
Yes, sometimes	22	19%	6	13%	29	23%	1	5%	58	19%
No	3	3%	2	4%	1	1%	1	5%	7	2%
All responses	118	100%	46	100%	128	100%	21	100%	313	100%
No response	0		0		0		0		0	
Total Questionnaires	118		46		128		21		313	
Total of all 'Yes' responses	115	97%	44	96%	127	99%	20	95%	306	98%

Comments:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Language Difficulties	2	12%	0	0%	4	22%	1	50%	7	16%
Communication	2	12%	3	43%	3	17%	0	0%	8	18%
Medication	2	12%	0	0%	0	0%	0	0%	2	5%
Patient Care - Positive	8	47%	2	29%	9	50%	0	0%	19	43%
Patient Care - Negative	3	18%	2	29%	2	11%	1	50%	8	18%
Grand Total	17	100%	7	100%	18	100%	2	100%	44	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	97	82%	35	76%	93	73%	19	90%	244	78%
No	21	18%	11	24%	35	27%	2	10%	69	22%
All responses	118	100%	46	100%	128	100%	21	100%	313	100%
No response	0		0		0		0		0	
Total Questionnaires	118		46		128		21		313	

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	93	97%	31	94%	81	91%	16	94%	221	94%
No	3	3%	2	6%	8	9%	1	6%	14	6%
All responses	96	100%	33	100%	89	100%	17	100%	235	100%
No response	1		2		4		2		9	
Total Questionnaires	97		35		93		19		244	

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	92	96%	31	94%	85	96%	17	100%	225	96%
No	4	4%	2	6%	4	4%	0	0%	10	4%
All responses	96	100%	33	100%	89	100%	17	100%	235	100%
No response	1		2		4		2		9	
Total Questionnaires	97		35		93		19		244	

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	0	0%	1	50%	0	0%	0		1	8%
Language Difficulties	0	0%	0	0%	1	11%	0		1	8%
Communication	0	0%	1	50%	7	78%	0		8	62%
Comment - No Issue	2	100%	0	0%	1	11%	0		3	23%
Grand Total	2	100%	2	100%	9	100%	0		13	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	51	65%	20	69%	53	54%	10	71%	134	61%
Yes, to some extent	22	28%	7	24%	36	37%	2	14%	67	31%
No	5	6%	2	7%	9	9%	2	14%	18	8%
All responses	78	100%	29	100%	98	100%	14	100%	219	100%
Total of all 'Yes' responses	73	94%	27	93%	89	91%	12	86%	201	92%

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	76	67%	28	68%	64	55%	13	76%	181	63%
Yes, sometimes	34	30%	10	24%	43	37%	3	18%	90	31%
No	3	3%	3	7%	9	8%	1	6%	16	6%
All responses	113	100%	41	100%	116	100%	17	100%	287	100%
I had no need to ask	5		4		8		3		20	
No response	0		1		4		1		6	
Total Questionnaires	118		46		128		21		313	
Total of all 'Yes' responses	110	97%	38	93%	107	92%	16	94%	271	94%

If No, please explain:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Communication	3	50%	3	60%	13	76%	2	50%	21	66%
Continuity of Doctors	1	17%	0	0%	1	6%	0	0%	2	6%
Pain Management	0	0%	1	20%	0	0%	0	0%	1	3%
Comment - No Issue	2	33%	1	20%	3	18%	2	50%	8	25%
Grand Total	6	100%	5	100%	17	100%	4	100%	32	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	40	89%	11	100%	57	89%	5	83%	113	90%
No	5	11%	0	0%	7	11%	1	17%	13	10%
All responses	45	100%	11	100%	64	100%	6	100%	126	100%
Not Required	33		18		34		8		93	
No response	0		0		0		0		0	
Total Questionnaires	78		29		98		14		219	

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	17	77%	3	100%	28	82%	4	100%	52	83%
No	5	23%	0	0%	6	18%	0	0%	11	17%
All responses	22	100%	3	100%	34	100%	4	100%	63	100%
Not Required	56		26		64		10		156	
No response	0		0		0		0		0	
Total Questionnaires	78		29		98		14		219	

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	72	71%	21	72%	93	79%	15	88%	201	76%
Yes, to some extent	24	24%	5	17%	22	19%	2	12%	53	20%
No	6	6%	3	10%	3	3%	0	0%	12	5%
All applicable	102	100%	29	100%	118	100%	17	100%	266	100%
N/a not in pain	15		17		10		4		46	
No response	1		0		0		0		1	
Total Questionnaires	118		46		128		21		313	
Total of all 'Yes' responses	96	94%	26	90%	115	97%	17	100%	254	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	10%	1	33%	1	8%	0	0%	3	11%
Continuity of Doctors	1	10%	0	0%	0	0%	0	0%	1	4%
Pain Management	4	40%	2	67%	10	77%	0	0%	16	59%
Comment - No Issue	4	40%	0	0%	2	15%	1	100%	7	26%
Grand Total	10	100%	3	100%	13	100%	1	100%	27	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	33	92%	7	88%	25	81%	6	86%	71	87%
No	3	8%	1	13%	6	19%	1	14%	11	13%
All responses	36	100%	8	100%	31	100%	7	100%	82	100%
Not required	36		18		59		5		118	
No response	6		3		8		2		19	
Total Questionnaires	78		29		98		14		219	

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	99	85%	38	83%	103	81%	18	86%	258	83%
Yes, sometimes	13	11%	7	15%	19	15%	2	10%	41	13%
No	5	4%	1	2%	5	4%	1	5%	12	4%
All responses	117	100%	46	100%	127	100%	21	100%	311	100%
No response	1		0		1		0		2	
Total Questionnaires	118		46		128		21		313	
Total of all 'Yes' responses	112	96%	45	98%	122	96%	20	95%	299	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	1	11%	1	50%	2	22%	0	0%	4	19%
Privacy	6	67%	1	50%	5	56%	0	0%	12	57%
Patient Confidentiality	0	0%	0	0%	1	11%	0	0%	1	5%
Comment - No Issue	2	22%	0	0%	1	11%	1	100%	4	19%
Grand Total	9	100%	2	100%	9	100%	1	100%	21	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	11	14%	11	38%	12	13%	0	0%	34	16%
Good	28	37%	9	31%	39	41%	4	29%	80	37%
Fair	22	29%	7	24%	37	39%	5	36%	71	33%
Poor	15	20%	2	7%	8	8%	5	36%	30	14%
All applicable	76	100%	29	100%	96	100%	14	100%	215	100%
N/a no food	2		0		2		0		4	
No response	40		17		30		7		94	
Total Questionnaires	118		46		128		21		313	
Total of all 'Good' responses	39	51%	20	69%	51	53%	4	29%	114	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	45	58%	25	86%	71	72%	5	36%	146	67%
No	25	32%	2	7%	18	18%	8	57%	53	24%
Don't know	7	9%	2	7%	9	9%	1	7%	19	9%
All responses	77	100%	29	100%	98	100%	14	100%	218	100%
No response	41		17		30		7		95	
Total Questionnaires	118		46		128		21		313	

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	3	10%	4	57%	4	13%	1	10%	12	15%
Quality / Quantity	4	13%	2	29%	8	26%	1	10%	15	19%
Special Dietary Requests	3	10%	0	0%	2	6%	2	20%	7	9%
Menu Choice	14	47%	0	0%	15	48%	5	50%	34	44%
Comment - No Issue	6	20%	1	14%	2	6%	1	10%	10	13%
Grand Total	30	100%	7	100%	31	100%	10	100%	78	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	53	68%	19	66%	53	54%	9	64%	134	61%
No	23	29%	9	31%	39	40%	5	36%	76	35%
Don't know	2	3%	1	3%	6	6%	0	0%	9	4%
All responses	78	100%	29	100%	98	100%	14	100%	219	100%

Comments:

Comment type	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Only Canteen Facilities	2	22%	0	0%	0	0%	0	0%	2	9%
No, but read about them	2	22%	1	25%	2	22%	0	0%	5	22%
Nothing Available	0	0%	1	25%	0	0%	0	0%	1	4%
N/A - Unable to leave Ward	3	33%	0	0%	1	11%	0	0%	4	17%
Comment - No Issue	2	22%	2	50%	6	67%	1	100%	11	48%
Grand Total	9	100%	4	100%	9	100%	1	100%	23	100%

Q21. How helpful did you find the Patient Support Service (formally 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	51	69%	20	71%	49	56%	13	93%	133	65%
Helpful	22	30%	7	25%	36	41%	1	7%	66	32%
Unhelpful	1	1%	1	4%	3	3%	0	0%	5	2%
All applicable	74	100%	28	100%	88	100%	14	100%	204	100%
Not needed	4		1		10		0		15	
Total Questionnaires	78		29		98		14		219	
Total of all 'helpful' responses	73	99%	27	96%	85	97%	14	100%	199	98%

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	10	67%	2	50%	4	31%	8	89%	24	59%
PSO - Negative	1	7%	0	0%	3	23%	0	0%	4	10%
Lack of Visits	3	20%	2	50%	5	38%	1	11%	11	27%
Not needed	0	0%	0	0%	1	8%	0	0%	1	2%
Comment - No Issue	1	7%	0	0%	0	0%	0	0%	1	2%
Grand Total	15	100%	4	100%	13	100%	9	100%	41	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	97	86%	32	76%	90	75%	17	85%	236	80%
No	16	14%	10	24%	30	25%	3	15%	59	20%
All responses	113	100%	42	100%	120	100%	20	100%	295	100%
Not applicable	4		3		8		1		16	
No response	1		1		0		0		2	
Total Questionnaires	118		46		128		21		313	

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	7	70%	6	86%	10	53%	0	0%	23	61%
Lack of Communication	2	20%	1	14%	5	26%	0	0%	8	21%
Discharge Information	0	0%	0	0%	2	11%	1	50%	3	8%
Language Issues	1	10%	0	0%	2	11%	0	0%	3	8%
Comment - No Issue	0	0%	0	0%	0	0%	1	50%	1	3%
Grand Total	10	100%	7	100%	19	100%	2	100%	38	100%

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

	DGP 4		DGP 1		DGP 3		DGP 5		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
All Admissions										
Yes	76	92%	17	71%	88	87%	12	86%	193	87%
No	7	8%	7	29%	13	13%	2	14%	29	13%
All responses	83	100%	24	100%	101	100%	14	100%	222	100%
Not required	35		22		27		7		91	
Total Questionnaires	118		46		128		21		313	

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	72	95%	17	100%	82	95%	12	100%	183	96%
No	4	5%	0	0%	4	5%	0	0%	8	4%
All responses	76	100%	17	100%	86	100%	12	100%	191	100%
Not applicable	0		0		1		0		1	
No response	0		0		1		0		1	
Total Questionnaires	76		17		88		12		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	0	0%	1	100%	4	40%	1	100%	6	33%
No Instructions	5	83%	0	0%	4	40%	0	0%	9	50%
Comment - No Issue	1	17%	0	0%	2	20%	0	0%	3	17%
Grand Total	6	100%	1	100%	10	100%	1	100%	18	100%

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	43	44%	10	38%	42	39%	12	71%	107	43%
Very Good	42	43%	13	50%	46	43%	4	24%	105	42%
Good	4	4%	2	8%	15	14%	1	6%	22	9%
Fair	6	6%	0	0%	4	4%	0	0%	10	4%
Poor	2	2%	1	4%	1	1%	0	0%	4	2%
All responses	97	100%	26	100%	108	100%	17	100%	248	100%
No response	21		20		20		4		65	
Total Questionnaires	118		46		128		21		313	
Total 'Excellent, V Good + Good'	89	92%	25	96%	103	95%	17	100%	234	94%

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	1	6%	0	0%	3	17%	1	25%	5	12%
Hospital Service	0	0%	0	0%	2	11%	2	50%	4	10%
Overall	7	44%	1	33%	8	44%	1	25%	17	41%
Lack of Communication	4	25%	1	33%	1	6%	0	0%	6	15%
Lack of Patient Care	4	25%	1	33%	4	22%	0	0%	9	22%
Grand Total	16	100%	3	100%	18	100%	4	100%	41	100%

Q27. Would you 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	57	59%	14	54%	52	48%	13	76%	136	55%
Likely	24	25%	10	38%	44	41%	2	12%	80	32%
Neither likely or unlikely	10	10%	0	0%	9	8%	1	6%	20	8%
Unlikely	4	4%	1	4%	2	2%	0	0%	7	3%
Extremely unlikely	1	1%	1	4%	1	1%	0	0%	3	1%
Don't know	1	1%	0	0%	0	0%	1	6%	2	1%
All responses	97	100%	26	100%	108	100%	17	100%	248	100%
No response	21		20		20		4		65	
Total Questionnaires	118		46		128		21		313	
Total Likely or Extremely Likely	81	84%	24	92%	96	89%	15	88%	216	87%