

PATIENT EXPERIENCE

SUMMARY OF RESULTS OF THE SURVEY OF BFG PATIENTS ADMITTED TO NON-CONTRACTED HOSPITALS IN GERMANY (NON DGP) CONDUCTED IN JANUARY - DECEMBER 2015

OVERVIEW

This report is to obtain feedback from British Forces Germany (BFG) patients who received hospital care in German Non-Contracted hospitals (known as Non DGP hospitals).

Distribution of questionnaires is by mailshot approximately four weeks after discharge and is based on the hospital activity information recorded on PAS.

Each response is reviewed upon receipt to ensure that any potential areas of concern are promptly brought to the attention of the appropriate operational team.

This summary covers the survey period of January to December 2015 where a total of 125 questionnaires were distributed. 25 responses were received giving a response rate of 20%. The breakdown of responses received by hospital is as follows:

| Code | BFG Patients | Country | Responses |
|------|---------------------------------------------|--------------|-----------|
| 19 | MHH Zentrum Hannover | Germany | 1 |
| 167 | Klinikum Maria Hilf GmbH Mönchengladbach | Germany | 3 |
| 241 | Allgem Krankenhaus Celle | Germany | 2 |
| 245 | Klinikum Kreis Herford | Germany | 2 |
| 248 | Heidekreis Klinikum GmbH Walsrode | Germany | 1 |
| 261 | Friederkenstift Unfallklinik, Hannover | Germany | 2 |
| 284 | Städt Klinikum Gutersloh GmbH | Germany | 4 |
| 328 | St Elisabeth Hospital Gütersloh | Germany | 3 |
| 590 | MEDIAN Klinik am Burggraben, Bad Salzuflen | Germany | 1 |
| 595 | Herz. U Diabeteszentrum NRW, Bad Oeynhausen | Germany | 1 |
| 646 | Uniklinik Münster | Germany | 1 |
| 1279 | St Franziskus-Hospital Winterberg | Germany | 1 |
| 1911 | Ev Krankenhaus Wesel | Germany | 1 |
| 3904 | Krankenhaus Marienstift, Braunschweig | Germany | 1 |
| 3949 | Kreiskrankenhaus Hagenow GmbH, Ludwigslust | Germany | 1 |
| | | Total | 25 |

One incident was identified from comments received from BFG patients and this has been reviewed regionally.

Please note the % shown in brackets is from the previous survey results.

HEADLINE RESULTS

Overall satisfaction with the hospitals remains very positive. 100% (84%) of patients rated the care as being “Excellent, Very Good or Good”. Some comments to highlight the positive satisfaction included:

“The service provided is excellent”

“This has been one of the best and most professional hospitals I have been to. They made my stay as comfortable as possible. Everything was perfect”

“I enjoyed my stay as much as you can when having an operation. The quiet, peaceful and relaxed atmosphere was exactly what I needed”

79% (19 out of 24) of patients stated that they were “Extremely likely, or Likely” to recommend the hospital to their family and friends if they needed similar care or treatment

58% (83%), (14 out of 24) of patients stated that they were aware of and knew how to contact the Patient Support Service, including the Hospital Hotline. This has dropped since the last report.

When asked if they had confidence and trust in the doctors and nurses treating them, 96% responded “Yes always or Yes sometimes”. Some comments included:

“Fantastic care by all the staff”

“Both doctors and nurses were very accommodating and tried to speak English at all times when consulting with me”

“The nurses were very helpful and friendly yet very professional”

13 out of 14 patients felt they received adequate information from the doctor before undergoing their operation or procedure. 13 out of 14 patients felt they fully understood the consent form.

1 out of 25 patients felt they were not involved as much as they wanted to be in decisions made about their care and treatment. When asked if they felt that when they had important questions to ask the doctor did they get answers they could understand, 92% (22 out of 24) of patients felt they did.

1 out of 25 patients felt the hospital staff could have done more to help control their pain:

24 out of 25 of patients felt that their privacy and dignity was respected always or sometimes during their admission.

79% (19 out of 24) of patients felt they were given enough information by the medical staff about any follow up care they may need. Some comments from those patients who felt that they were not, included:

“There was not enough information on timelines for recovery”

“Further appointment follow up times and dates. Medication needed. How much and when to take”

“What was going to happen after I got discharged? Did I need to come back for a check-up?”

19 patients stated that they required medication after discharge. 5 indicated they were not aware how to obtain the medication.

FULL RESULTS

The full responses are available by provider from the GSTT QCS Office upon request. These results will contribute to the evidence reviewed within the Non DGP clinical assurance process.

NEXT SURVEY

The survey will continue and the next set of results will be published in March 2017. In addition, responses will continue to be reviewed contemporaneously and any concerns promptly identified.

Report published: 11/03/2016

DISTRIBUTION

*GSTT Regional Management Team (HOM / SPSO / RBA)
GSTT Head of SHC Operations
LLP Director of Medicine & Clinical Governance
Local Clinical Directors
GSTT Head of Clinical Governance & Assurance (Germany)
Director of BFGHS
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PATIENT EXPERIENCE

SUMMARY OF RESULTS OF THE SURVEY OF PATIENTS ADMITTED TO NON-CONTRACTED HOSPITALS IN THE EUROPEAN JOINT SUPPORT UNIT (EJSU) CONDUCTED IN JANUARY - DECEMBER 2015

OVERVIEW

This report is to obtain feedback from EJSU patients who received hospital care in the EJSU areas of Ramstein (Germany), SHAPE Mons and Brussels (Belgium) and Brunssum (Netherlands).

Distribution of questionnaires is by mailshot approximately 4 weeks after discharge and is based on the hospital activity information recorded on PAS.

Each response is reviewed upon receipt to ensure that any potential areas of concern are promptly brought to the attention of the appropriate operational team.

This summary covers the survey period of January to December 2015 where a total 72 questionnaires were distributed. 30 responses were received with a response rate of 42%.

The breakdown of responses received by hospital is as follows:

| Code | EJSU Patients | Country | Responses |
|-------|-------------------------------------------|---------|-----------|
| 350 | St Willibrord Spital Emmerich, Emmerich | Germany | 1 |
| 758 | Unikliniken des Saarlandes, Homburg | Germany | 1 |
| 785 | St Johannis KrH Landstuhl | Germany | 3 |
| 867 | Westpfalz Klinikum GmbH Kaiserslautern | Germany | 2 |
| 1083* | CHU Ambroise Pare Mons | Belgium | 15 * |
| 1607 | Drs Baker Schreyer u. Kollegen, Landstuhl | Germany | 1 |
| 3217 | C.H.R. Haute Senne Soigies | Belgium | 1 |
| 3250 | Drs Baker-Schreyer Landstuhl | Germany | 1 |
| 3307 | Nardini Klinikum GmbH, Landstuhl | Germany | 3 |
| 3331 | CHRU de Lille, Lille | France | 1 |
| 3671 | MVZ Westpfalz Gbr, Landstuhl | Germany | 1 |
| | Total | | 30 |

Please note Code 1607 and 3250 are the same hospital

** The responses to the CHU Ambroise Pare Mons are included in this full report but are also shown separately.*

2 incidents were identified from comments received from EJSU patients and these have been reviewed regionally.

Please note the % shown in brackets is from the previous survey results

HEADLINE RESULTS

Overall satisfaction with the hospitals continue to be very good where 97% (86%) of patients rated the care as being “Excellent, Very Good or Good”. Some comments to highlight the positive satisfaction include:

“Standard of care is excellent. Everything was done very quickly and efficiently”

“I was very satisfied with the care I received in hospital and my aftercare”

“The care was fantastic and the staff did everything to help and communicate clearly”

“The hospital was excellent and very modern. Translation service was good too. Problems mainly stemmed from emergency nature of the operation and all being done in a hurry as a result. My lack of French”

87% (26 out of 30) of patients stated that they were “Extremely likely, or Likely” to recommend the hospital to their family and friends if they needed similar care or treatment.

70% (21 out of 30) of patients stated that they were aware of and knew how to contact the Patient Support Service, including the Hospital Hotline.

When asked if they had confidence and trust in the doctors treating them, 100% responded “Yes always or Yes sometimes” and 100% had confidence and trust in the nurses treating them. Some comments included:

“Doctor was brilliant during surgery and impressed with support overall during hospital stay”

“The standard of care was excellent”

“Always polite. Attended to my needs and pushed me when appropriate”

20 out of 21 patients felt they received adequate information from the doctor before undergoing their operation or procedure. 19 out of 20 patients felt they fully understood the consent form.

Only 2 out of 30 patients felt they were not involved as much as they wanted to be in decisions made about their care and treatment. When asked if they felt that when they had important questions to ask the doctor did they get answers they could understand, all 30 patients felt they did.

24 out of 25 patients felt the hospital did everything they could to help control any pain.

100% of patients felt that their privacy and dignity were respected always or sometimes during their admission.

25 out of 29 of patients felt they were given enough information by the Medical Staff about any follow up care they may need.

25 patients stated that they required medication after discharge. 2 patients indicated they were not aware how to obtain the medication.

FULL RESULTS

The full responses are available by provider from the GSTT QCS Office upon request. These results will contribute to the evidence reviewed within the EJSU clinical assurance process.

NEXT SURVEY

The survey will continue and the next set of results will be published in March 2017. In addition, responses will continue to be reviewed contemporaneously and any concerns promptly identified.

HEADLINE RESULTS – CHU Ambroise Pare Mons

Overall satisfaction with the hospitals continue to be very good where 93% of patients rated the care as being “Excellent, Very Good or Good”. One comment to highlight the positive satisfaction included:

“The hospital was excellent and very modern. Translation service was good too. Problems mainly stemmed from emergency nature of the operation and all being done in a hurry as a result. My lack of French”

11 out of 15 patients stated that they were “Extremely likely, or Likely” to recommend the hospital to their family and friends if they needed similar care or treatment

10 out of 15 patients stated that they were aware of and knew how to contact the Patient Support Service, including the Hospital Hotline.

When asked if they had confidence and trust in the doctors treating them, 100% responded “Yes always or Yes sometimes” and 100% had confidence and trust in the nurses treating them. One comment included:

“Re doctor - excellent medical service, but needed interpreter at times with doctor”

8 out of 9 patients felt they received adequate information from the doctor before undergoing their operation or procedure. 8 out of 9 patients felt they fully understood the consent form.

Only two patients felt they were not involved as much as they wanted to be in decisions made about their care and treatment. When asked if they felt that when they had important questions to ask the doctor did they get answers they could understand, 100% patients felt they did.

11 out of 12 patients felt the hospital did everything they could to help control any pain.

100% of patients felt that their privacy and dignity were respected always or sometimes during their admission.

11 out of 14 patients felt they were given enough information by the Medical Staff about any follow up care they may need.

14 patients stated that they required medication after discharge. Out of these 14, 2 patients indicated they were not aware how to obtain the medication.

“I had a prescription but needed transportation which was awaiting me after discharge and chemists on route home were closed (for lunch). I did not get pain killers until a few days later on my post-op visit to the medical centre (named)”

9 out of 15 patients stated that they were given discharge documentation to take to their Medical Centre at the time of discharge.

FULL RESULTS

The full responses are available from the GSTT QCS Office upon request. These results will contribute to the evidence reviewed within the EJSU clinical assurance process.

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