

PATIENT EXPERIENCE – GÜTERSLOH REGION

SUMMARY OF RESULTS FOR THE INPATIENT PAEDIATRIC SURVEY CONDUCTED IN APRIL 15 – MARCH 16



INTRODUCTION

This report is compiled from the results of the returned questionnaires distributed to Paediatric Inpatients by the Patient Support Officers during the period of 17 March 2015 – 14 March 2016. The full results of the survey are attached.

This survey is used to determine the parents' opinions on the care, support and information given during their child's hospital visit. The results are shared with the Designated German Provider Hospitals (DGPs).

RESPONSES

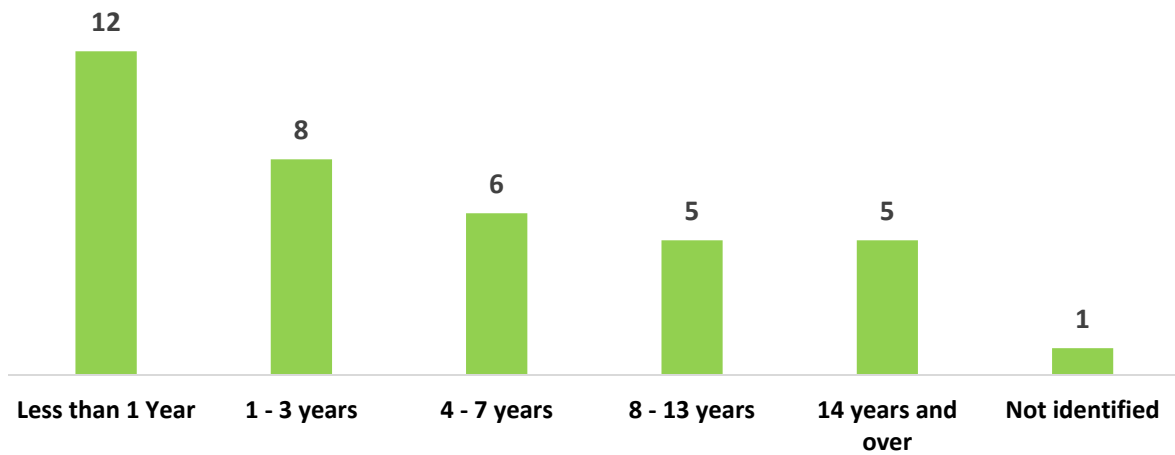
A total of 37 parents responded to the 142 questionnaires that were distributed giving an overall response rate of 26%. This rate has dropped since the last report when it was 36%.

1 incident was identified from comments received which has been reviewed regionally.

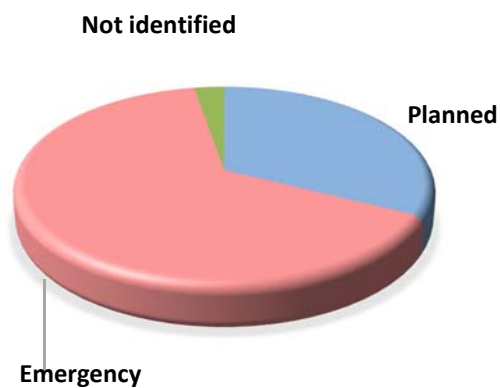
The regional team is asked to review their results in more detail, with particular consideration to the free text comments, to determine local priorities for service improvements.

PATIENT DEMOGRAPHICS

Age Group

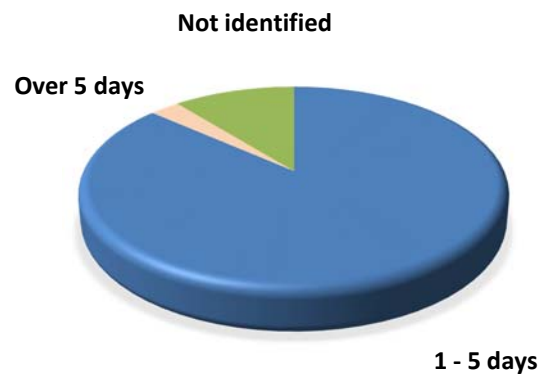


ADMISSION TYPE



65% were emergency admissions, 32% planned admissions and 3% did not respond to this question.

LENGTH OF STAY



86% of patients stayed in hospital for 1 – 5 days while 3% stayed over 5 days and 11% did not respond to this question.

OVERALL SATISFACTION

The overall satisfaction continues to remain high with 100% of parents selecting “Very satisfied or satisfied”. Some comments included:

“The care provided by the hospital staff and their gentle approach towards my baby”
 “Excellent staff”
 “The staff very nice and all spoke English. The room, very clean, spacious and private”
 “Facilities provided as I had to bring my baby also”
 “Everyone helped and spoke English. Caring towards my baby”
 “The care she received”
 “Being able to remain with him throughout”
 “Fantastic care.”

	1	2	3
Previous 3 reports	96%	98%	98%

PROVISION OF INFORMATION PRIOR TO ADMISSION

When the child’s admission was planned, 100% of parents felt that they had been either fully or mostly well briefed verbally.

	1	2	3
Previous 3 reports	79%	66%	96%

64% responded that they had been given written information about their child’s illness.

	1	2	3
Previous 3 reports	30%	29%	22%

50% were provided with a pre-admission booklet about the DGP.

	1	2	3
Previous 3 reports	61%	41%	21%

TOURS



Prior to a planned admission, only 25% of parents who responded stated that they had been offered the opportunity to view the hospital and its facilities.

	1	2	3
Previous 3 reports	13%	22%	17%

ACCOMMODATION FOR PARENTS

92% of parents were offered the chance to stay with their child in hospital. Some positive comments included:

“Excellent as they let my baby stay too”

“Very good. Especially that we can both stay as it is difficult to look after twins”

“Well looked after by nursing staff”

“I received a tour of ward by nurse to show me where things were”

	1	2	3
Previous 3 reports	91%	96%	100%

ENGLISH LANGUAGE FOLDER

When asked if an English language information folder was available on the ward, only 46% stated that there was. From the 19 (51%) parents who did not see an English language folder, 15 (79%) were an emergency and 4 (21%) were planned in advance. Some comments regarding information the parents had wanted included:

*“Where to get hot food out of hours”
“You are allowed to order take away”*

	1	2	3
Previous 3 reports	45%	59%	74%

PLAY FACILITIES



69% of parents stated that the play facilities for children on the ward were very good or good. Some comments where the facilities were not considered good included:

*“Good for young children not specially 4+”
“All games in German – some games like Uno or cards would be good”
“Toys room needs to be bigger as difficult to move around with children on infusions. More new toys needed too”
“All books were in German.”
“Nothing for older children i.e. no games / books”*

	1	2	3
Previous 3 reports	74%	77%	74%

INFORMATION PRIOR TO OPERATION

95% of parents felt they received adequate information from the hospital doctor before their child underwent their operation or procedure and 100% fully understood the consent form.

100% of parents felt that if they had important questions to ask the doctor, they received answers they could understand.

CHILD'S CARE AND TREATMENT

26% of parents felt they wanted to be more involved in decisions made about their child's care and treatment, some comments included:

"So I know what is happening at every stage"

"Only saw doctor once a day and often had more questions in the day that the nurses could not answer"

"Would have been nice to know the name of medications before my child was given them"

CONFIDENCE IN THE DOCTORS AND NURSES

100% of parents had confidence all of the time and most of the time with the doctors and 100% with the nurses. 97% also felt that the staff on the ward showed sensitivity and understanding to concerns regarding their child. Comments included:

"Doctors care of my child. Nurses very helpful and considerate"

"What a lovely nurse even though her English was minimal"

"The doctors and nurses treated him like he was their own"

"God bless each and every one who took good care of my son. You guys are the best"

"All staff were excellent."

"Nurses were fab!"

"My son said that the support from the doctors and nurses were very good and he felt well looked after."

FOOD

If their child was allowed a normal diet, only 46% of parents felt the food was excellent or good. Some comments received included:

“Food is very salty (even the vegetables). Not a lot of fresh fruit available.”
“Food was awful. Cheese sandwich for breakfast and tea, no fruit or vegetables.”
“Too much bread!”
“No proper meal, just bread and tea”
“Breakfast was not really suitable, roll was too hard for her and yoghurt had genetically modified ingredients which I would never feed to my family.”
“My child and I are vegetarian. We informed several staff of this but were still given meat up to morning three”

	1	2	3
Previous 3 reports	59%	47%	62%

PSO

When asked how helpful the parents found the PSO service, 97% found they were very helpful and helpful. Comments included:

“PSO was friendly and informative. Thank you”
“Nice to see a friendly face and the DMWS pack was fab”
“PSO came almost immediately once requested. Very friendly and helpful”
“PSO were great help, thank you”

	1	2	3
Previous 3 reports	100%	97%	99%

MOST SATISFACTORY THING

When asked what the most satisfactory thing about their child's stay in hospital was, “Overall care” came top, followed by the “DGP, PSO and Welfare staff”. The least satisfactory thing was “Food” and “Child's accommodation”.

AREAS TO BE CONSIDERED FOR IMPROVEMENT

- Food, particularly more fruit and vegetables, less salt, less bread and vegetarian options
- Play facilities, books and games especially for older children.
- Ward Information
- Offer of tour of facilities prior to admission

Distribution List:

GSTT Regional Management Team (HOM / SPSO / RBA)

DGP

GSTT Head of Clinical Governance & Assurance (Germany)

GSTT Quality Performance Manager

GSTT Head of SHC Operations

LLP Director of Medicine & Clinical Governance

Director of BFGHS

For all the information you need about BFG and EJSU Healthcare visit www.patient-wise.de

PATIENT EXPERIENCE – PADERBORN REGION

SUMMARY OF RESULTS FOR THE INPATIENT PAEDIATRIC SURVEY CONDUCTED IN APRIL 15 – MARCH 16



INTRODUCTION

This report is compiled from the results of the returned questionnaires distributed to Paediatric Inpatients by the Patient Support Officers during the period of 17 March 2015 – 14 March 2016. The full results of the survey are attached.

This survey is used to determine the parents' opinions on the care, support and information given during their child's hospital visit. The results are shared with the Designated German Provider Hospitals (DGPs).

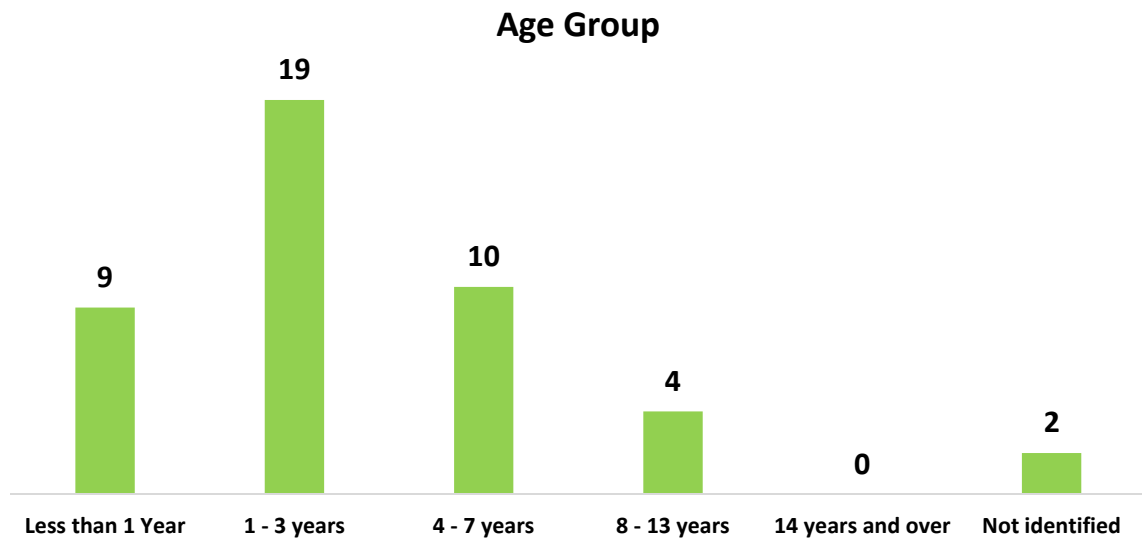
RESPONSES

A total of 44 parents responded to the 172 questionnaires that were distributed giving an overall response rate of 26%. This is an improvement on the previous rate of 18%.

One incident was raised from comments received on two survey responses relating to the same matter and this has been reviewed regionally.

The regional team is asked to review their results in more detail, with particular consideration to the free text comments, to determine local priorities for service improvements.

PATIENT DEMOGRAPHICS



84% were emergency admissions, 6% planned admissions and 10% did not identify the admission type.



91% of patients stayed in hospital for 1 – 5 days while 5% stayed over 5 days and 4% did not respond to this question.

OVERALL SATISFACTION

The overall satisfaction continues to remain high with 100% of parents selecting “Very satisfied or satisfied”. Some comments included:

“The whole stay was perfect“

“We felt safe and in the best possible care with all the pleasant highly professional staff here.”

“The general care was excellent. The staff were so helpful”

“The specialist did a good job. She explained everything before carrying out treatment and she did everything thoroughly”

“Fantastic quality of service from all staff”

“The whole stay was perfect. Doctors / nurses put at ease and boy was very happy”

“Friendly helpful staff. Clean facilities”

“All facilities were wonderful and staff.”

“Fantastic support. Thank you.”

“Very happy.”

“Amazing.”

“I could stay with my son and the facilities are very good.”

“The general care was excellent. The staff were so helpful.”

“The professional, caring, most thorough care/treatment for my child within a clean and relaxing environment. Excellent service.”

“Extremely good care.”

	1	2	3
Previous 3 reports	100%	100%	96%

PROVISION OF INFORMATION PRIOR TO ADMISSION

Please note only 3 patients were planned admissions.

When the child’s admission was planned, 50% of parents felt that they had been either fully or mostly well briefed verbally.

	1	2	3
Previous 3 reports	100%	100%	100%

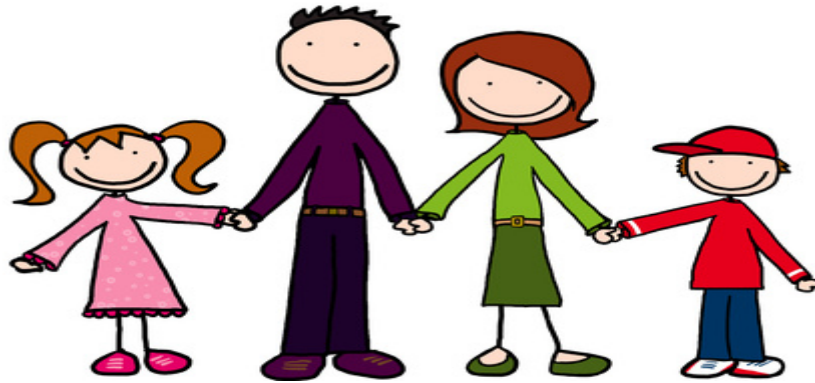
50% responded that they had been given written information about their child’s illness.

	1	2	3
Previous 3 reports	50%	44%	100%

50% were provided with a pre-admission booklet about the DGP.

	1	2	3
Previous 3 reports	50%	33%	100%

TOURS



Prior to a planned admission, 1 out of 2 parents who responded were offered the opportunity to view the hospital and its facilities.

	1	2	3
Previous 3 reports	0%	50%	50%

ACCOMMODATION FOR PARENTS

98% of parents were offered the chance to stay with their child in hospital. Some comments included:

"Excellent. The bed made it very easy to stay"

"Very good facilities"

"Excellent service but my only complaint is visiting hours are too late....21:30 was very disruptive"

"Fantastic support. Thank you"

	1	2	3
Previous 3 reports	93%	95%	96%

ENGLISH LANGUAGE FOLDER

When asked if an English language information folder was available on the ward, 55% stated that there was. 12 (27%) parents did not see an English language folder, and 8 (18%) stated that one was not available. Some comments included:

“Got brief from the nurses”
“Meal timings”
“Was given to me by the Liaison Officer, would have been handy if I had the information on arrival to the ward”

	1	2	3
Previous 3 reports	48%	71%	33%

PLAY FACILITIES



90% of parents stated that the play facilities for children on the ward were very good or good. Some comments where the facilities were not considered good included:

“The play room was closed for most of our stay. No toys were offered to us in the room”
“I felt my child could not just sit and play as the older woman who works there constantly tidied up when my child was playing. On one occasion we left the playroom”
“Not available over the weekend or after 5 pm”
“Closed (weekend).”
“The playroom was great. Absolutely spotless and clean too.”

	1	2	3
Previous 3 reports	89%	78%	82%

INFORMATION PRIOR TO OPERATION

100% of parents felt they received adequate information from the hospital doctor before their child underwent their operation or procedure but only 83% fully understood the consent form.

100% of parents felt that if they had important questions to ask the doctor, they received answers they could understand.

CHILD'S CARE AND TREATMENT

22% of parents felt they wanted to be more involved in decisions made about their child's care and treatment, some comments included:

"I was waiting to find out results from bloods"
"Explained that baby had a bad stomach but did not get any drips till 36 hours later"
"I felt like the doctors never had a plan so I did not understand what tests they wanted to run"

CONFIDENCE IN THE DOCTORS AND NURSES

98% of parents had confidence all of the time and most of the time with the doctors and 100% with the nurses. 98% also felt that the staff on the ward showed sensitivity and understanding to concerns regarding their child. Comments included:

"Devoted and caring doctors and nurses."
"Excellent ward staff. Professional people!"
"Nurses were fab"
"I am glad my child is feeling better due to the joint help of the doctor and nurses"
"Brilliant, felt put at ease. Staff were fantastic."
"Nurses were nice."
"Excellent and professional."

FOOD

If their child was allowed a normal diet 77% of parents felt that this was excellent or good. This is the highest level of satisfaction with food we have seen in our survey results.

	1	2	3
Previous 3 reports	65%	72%	65%

PSO

When asked how helpful the parents found the PSO service, 100% found they were very helpful and helpful. Comments include:

"PSO is fantastic. What an amazing asset to have at the hospital for all English families"
"Great service. Good to have some support and questions answered when you are on your own"
"Professional and friendly. Good with the children"
"Very friendly patient support."

	1	2	3
Previous 3 reports	96%	97%	100%

MOST SATISFACTORY THING

When asked what the most satisfactory thing about their child's stay in hospital was, "Overall care" came top, followed by the "DGP, PSO and Welfare staff". The least satisfactory thing about the stay was both the "Child's Accommodation" and "Food".

AREAS TO BE CONSIDERED FOR IMPROVEMENT

- Play facilities when the playroom is closed (Note high satisfaction with the playroom itself.)
- Ward Information
- Discuss with the hospital possibility of providing WiFi to Kinderklink
- The visiting hours, comments related to visiting hours being too long, too late in the evening and too many visitors permitted at one time

Distribution List:

GSTT Regional Management Team (HOM / SPSO / RBA)

DGP

GSTT Head of Clinical Governance & Assurance (Germany)

GSTT Quality Performance Manager

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LLP Director of Medicine & Clinical Governance

Director of BFGHS

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THE VIEWS OF DGP PAEDIATRIC INPATIENTS

QUALITY OF CARE SURVEY CONDUCTED IN

APRIL 15 – MARCH 16

STATISTICAL & COMMENTS REPORT

CONTENTS

- Response Rates
- Patient Demographics
- Raw Data Report
- Summary of Results by DGP
- Trend Report
- Free Text Comments

ID Numbers	3903 - 3996
Excluded Numbers	3922
Report Issued	09/05/2016

Response Rates

Response Rate	All DGPs	DGP1	DGP3	DGP4	DGP5
Distributed	342	18	172	142	10
Returns	92	4	44	37	7
Response Rate	27%	22%	26%	26%	70%

Specialty	All DGPs	DGP1	DGP3	DGP4	DGP5
11 - Paediatrics	54	3	35	10	6
22 - Oncology	1	0	0	1	0
33 - Paeds - Medicine	23	0	5	18	0
34 - Paeds - Gen Surgery	8	0	0	8	0
36 - Paeds - Ortho	3	0	3	0	0
51 - Paeds - ENT	2	0	1	0	1
55 - Paeds - Urology	1	1	0	0	0
Grand Total	92	4	44	37	7

Patient Demographics

First Admission	All DGPs	DGP1	DGP3	DGP4	DGP5
Yes	55	2	30	18	5
No	35	2	14	17	2
Not Identified	2	0	0	2	0
Grand Total	92	4	44	37	7

Child's Age Group	All DGPs	DGP1	DGP3	DGP4	DGP5
Less than 1 year	23	1	9	12	1
1 - 3 years	31	0	19	8	4
4 - 7 years	18	1	10	6	1
8 - 13 years	12	2	4	5	1
14 years and over	5	0	0	5	0
Not Identified	3	0	2	1	0
Grand Total	92	4	44	37	7

First Language	All DGPs	DGP1	DGP3	DGP4	DGP5
English	87	4	41	37	5
German	1	0	1	0	0
Other	3	0	2	0	1
Not Identified	1	0	0	0	1
Grand Total	92	4	44	37	7

Admission Type	All DGPs	DGP1	DGP3	DGP4	DGP5
Planned in advance	21	2	3	12	4
An Emergency	66	2	37	24	3
Not Identified	5	0	4	1	0
Grand Total	92	4	44	37	7

Length of Stay	All DGPs	DGP1	DGP3	DGP4	DGP5
1 - 5 days	78	1	40	32	5
Over 5 days	6	3	2	1	0
Not Identified	8	0	2	4	2
Grand Total	92	4	44	37	7

Raw Data Report

Q1 Was your child referred to hospital by:

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Medical Centre	2	50%	20	48%	20	56%	2	29%	44	49%
Community Paediatrician	0	0%	0	0%	0	0%	0	0%	0	0%
Hospital Consultant	1	25%	2	5%	10	28%	4	57%	17	19%
Self Referred	1	25%	20	48%	6	17%	1	14%	28	31%
Total of above	4	100%	42	100%	36	100%	7	100%	89	100%
No Response	0		2		1		0		3	
Total	4		44		37		7		92	

Q2a Prior to your child's admission, did you attempt to access clinical information by one of the following routes:

i. Health Education Leaflets										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	0	0%	2	8%	3	13%	2	29%	7	12%
No	3	100%	22	92%	21	88%	5	71%	51	88%
Total of above	3	100%	24	100%	24	100%	7	100%	58	100%
No Response	1		20		13		0		34	
ii. World Wide Web										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	2	67%	9	33%	7	27%	2	40%	20	33%
No	1	33%	18	67%	19	73%	3	60%	41	67%
Total of above	3	100%	27	100%	26	100%	5	100%	61	100%
No Response	1		17		11		2		31	

Q2b If you did access information, were you able to discuss your findings with:

i. GP / Com Paediatrician										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	2	100%	8	44%	9	50%	1	33%	20	49%
No	0	0%	1	6%	2	11%	1	33%	4	10%
Did not discuss	0	0%	9	50%	7	39%	1	33%	17	41%
Total of above	2	100%	18	100%	18	100%	3	100%	41	100%
No Response	0		0		0		0		0	
ii. Hospital Consultant										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	2	100%	6	38%	5	42%	3	75%	16	47%
No	0	0%	1	6%	0	0%	0	0%	1	3%
Did not discuss	0	0%	9	56%	7	58%	1	25%	17	50%
Total of above	2	100%	16	100%	12	100%	4	100%	34	100%
No Response	0		0		0		0		0	

Q3a How well briefed were you by spoken information

All Planned Admissions										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Fully	1	50%	1	50%	8	67%	3	75%	13	65%
Mostly	1	50%	0	0%	4	33%	1	25%	6	30%
Partly	0	0%	1	50%	0	0%	0	0%	1	5%
Not at all	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	2	100%	2	100%	12	100%	4	100%	20	100%
No Response	0		1		0		0		1	
Total	2		3		12		4		21	
Total Fully +Mostly	2	100%	1	50%	12	100%	4	100%	19	95%

Q3b Were you given any written information about your child's illness

All Planned Admissions										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	1	50%	1	50%	7	64%	3	100%	12	67%
No	1	50%	1	50%	4	36%	0	0%	6	33%
Total of above	2	100%	2	100%	11	100%	3	100%	18	100%
No Response	0		1		1		1		3	
Total	2		3		12		4		21	

Q3c Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?

All Planned Admissions										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	0	0%	1	50%	6	50%	1	33%	8	42%
No	2	100%	1	50%	6	50%	2	67%	11	58%
Total of above	2	100%	2	100%	12	100%	3	100%	19	100%
No Response	0		1		0		1		2	
Total	2		3		12		4		21	

Q3d If you felt that you were not fully briefed, what did you need to know

All Planned Admissions										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Improved directions to hospital/department	0		0		0		0		0	
Post discharge information	0		0		1		0		1	
Availability of military transport	0		0		0		0		0	
Other	0		1		1		0		2	
Not Relevant	0		0		0		0		0	
Total	0		1		2		0		3	

Q4 Were you offered the opportunity to view the hospital and its facilities prior to your child's admission

All Planned Admissions										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	1	100%	1	50%	3	25%	0	0%	5	26%
No	0	0%	1	50%	9	75%	4	100%	14	74%
Total of above	1	100%	2	100%	12	100%	4	100%	19	100%
No Response	1		1		0		0		2	
Total	2		3		12		4		21	

Raw Data Report

Q5a Were you offered the chance to stay with your child in hospital

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	4	100%	43	98%	34	92%	6	100%	87	96%
No	0	0%	1	2%	3	8%	0	0%	4	4%
Total of above	4	100%	44	100%	37	100%	6	100%	91	100%
No Response	0		0		0		1		1	
Total	4		44		37		7		92	

Q5b If Yes, please advise who stayed

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Father	0	0%	9	21%	6	19%	0	0%	15	18%
Mother	3	75%	30	70%	20	63%	5	100%	58	69%
Both	1	25%	4	9%	6	19%	0	0%	11	13%
Total of above	4	100%	43	100%	32	100%	5	100%	84	100%
No Response	0		0		2		1		3	
Total	4		43		34		6		87	

Q5c Do you have any comments on the facilities which were made available to you as the parent(s)

All Planned Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Excellent, very Good, Satisfactory	1		12		3		0		16	
Catering facilities available	1		0		0		0		1	
Catering facilities inadequate	0		1		0		0		1	
Shortage of facilities	0		0		1		0		1	
Sleeping arrangements good	1		0		2		0		3	
Sleeping arrangements inadequate	0		3		1		0		4	
Staff friendly, helpful & cooperative	0		2		1		0		3	
Discomfort on ward/room	0		1		1		0		2	
Inadequate information on facilities	0		0		1		0		1	
Other	1		0		4		2		7	
Total	4		19		14		2		39	

Q6a Were you aware of, and did you know how to contact the Patient Support Service including the Hospital Hotline?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	3	100%	34	85%	32	94%	3	100%	72	90%
No	0	0%	6	15%	2	6%	0	0%	8	10%
Total Yes/No	3	100%	40	100%	34	100%	3	100%	80	100%
No Response	0		1		3		4		8	
Not applicable	1		3		0		0		4	
Total	4		44		37		7		92	

Q7a Was there an English language information folder available on the ward

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	1	25%	24	55%	17	46%	6	86%	48	52%
No	0	0%	8	18%	1	3%	1	14%	10	11%
Did not see one	3	75%	12	27%	19	51%	0	0%	34	37%
Total	4	100%	44	100%	37	100%	7	100%	92	100%
No Response	0		0		0		0		0	
Total	4		44		37		7		92	

Q7b If Yes, did the folder explain everything you needed to know about your child's and your own stay on the ward?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	0	0%	23	100%	15	88%	6	100%	44	96%
No	0	0%	0	0%	2	12%	0	0%	2	4%
Total Yes/No	0	0%	23	100%	17	100%	6	100%	46	100%
No Response	1		1		0		0		2	

Raw Data Report

Q7c If No, what further information would have been useful

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Facilities for parents	0		0		0		0		0	
HLO contact telephone number	0		0		0		0		0	
Up to date menus	0		0		0		0		0	
Availability of catering facilities	0		0		2		0		2	
Instructions for use of telephone	0		0		0		0		0	
Other	0		0		0		0		0	
Total	0		0		2		0		2	

Q8a Were the play facilities for children on the ward?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very good	0	0%	16	55%	4	15%	0	0%	20	31%
Good	3	75%	10	34%	14	54%	5	83%	32	49%
Fair	0	0%	1	3%	6	23%	1	17%	8	12%
Poor	1	25%	2	7%	2	8%	0	0%	5	8%
Total of above	4	100%	29	100%	26	100%	6	100%	65	100%
Not Applicable	0		11		7		0		18	
No Response	0		4		4		1		9	
Total	4		44		37		7		92	
Total Very Good & Good	3	75%	26	90%	18	69%	5	83%	52	80%

Q8b If Fair or Poor Please explain

Admissions less n/a to Q4a	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very Little/Not available	0		0		1		1		2	
Bed bound or quarantined	0		0		1		0		1	
Inadequate toys for older children	0		0		4		0		4	
Inadequate toys for younger children	0		0		1		0		1	
Unsuitable play environment	0		0		1		0		1	
Restricted opening times	0		4		0		0		4	
Unaware of play facilities	0		1		0		0		1	
Other	0		3		2		0		5	
Total	0		8		10		1		19	

Q9a Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	1	50%	10	100%	21	95%	3	100%	35	95%
No	1	50%	0	0%	1	5%	0	0%	2	5%
Total of above	2	100%	10	100%	22	100%	3	100%	37	100%
No Response	0		6		1		1		8	
Not Applicable	2		28		14		3		47	
Total	4		44		37		7		92	

Q9b Did you fully understand the consent form for your child's operation or procedure

All Admissions less N/A Q9a	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	1	100%	5	83%	15	100%	3	100%	24	96%
No	0	0%	1	17%	0	0%	0	0%	1	4%
Total Yes/No	1	100%	6	100%	15	100%	3	100%	25	100%
No Response	1		10		8		1		20	
Total	2		16		23		4		45	

Raw Data Report

Q9c If No please Explain

	DGP1	DGP3	DGP4	DGP5	All DGPs
Consent Form not in English	0	0	0	0	0
Insufficient Explanation given	0	0	0	0	0
Other	0	0	0	0	0
Total	0	0	0	0	0

Q10a Did the Doctor clearly explain: Any investigations that your child was to have

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	4	100%	37	93%	30	94%	3	100%	74	94%
No	0	0%	3	8%	2	6%	0	0%	5	6%
Total of above	4	100%	40	100%	32	100%	3	100%	79	100%
Not Applicable	0		4		4		3		11	
No Response	0		0		1		1		2	
Total	4		44		37		7		92	

Q10b Did the Doctor clearly explain: The reason if your child had to have any restraint?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	2	67%	6	75%	5	83%	1	33%	14	70%
No	1	33%	2	25%	1	17%	2	67%	6	30%
Total of above	3	100%	8	100%	6	100%	3	100%	20	100%
Not Applicable	0		33		30		4		67	
No Response	1		3		1		0		5	
Total	4		44		37		7		92	

Q10c Did the Doctor clearly explain: The reason if your child's temperature was taken rectally

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	1	100%	14	82%	8	62%	1	100%	24	75%
No	0	0%	3	18%	5	38%	0	0%	8	25%
Total of above	1	100%	17	100%	13	100%	1	100%	32	100%
Not Applicable	3		25		22		6		56	
No Response	0		2		2		0		4	
Total	4		44		37		7		92	

Q11 If your child had blood taken, was a local anaesthetic used?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	2	67%	17	55%	17	61%	4	57%	40	58%
No	1	33%	14	45%	11	39%	3	43%	29	42%
Total of above	3	100%	31	100%	28	100%	7	100%	69	100%
Not Applicable	1		9		6		0		16	
No Response	0		4		3		0		7	
Total	4		44		37		7		92	

Q12 When you had important questions to ask the doctor, did you get answers that you could understand?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes always	4	100%	35	80%	26	72%	5	71%	70	77%
Yes sometimes	0	0%	9	20%	10	28%	2	29%	21	23%
No	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	4	100%	44	100%	36	100%	7	100%	91	100%
I had no need to ask	0		0		1		0		1	
No Response	0		0		0		0		0	
Total	4		44		37		7		92	
Total of yes answers	4	100%	44	100%	36	100%	7	100%	91	100%

Raw Data Report

Q13a Did you want to be more involved in decisions made about your child's care and treatment'

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
No	4	100%	32	78%	25	74%	6	100%	67	79%
Yes , to some extent	0	0%	7	17%	7	21%	0	0%	14	16%
Yes , definitely	0	0%	2	5%	2	6%	0	0%	4	5%
Total No/Yes	4	100%	41	100%	34	100%	6	100%	85	100%
No Response	0		3		3		1		7	
Total	4		44		37		7		92	
Total of Yes answers	0	0%	9	22%	9	26%	0	0%	18	21%

Q13b If Yes please explain

	DGP1	DGP3	DGP4	DGP5	All DGPs
Language barriers	0	0	0	0	0
Lack of Pre-admission Information	0	0	0	0	0
Lack of Explanation during stay	0	3	3	0	6
Lack of aftercare information	0	1	0	0	1
Other	0	0	3	0	3
Total	0	4	6	0	10

Q14a Were you allowed to stay with your child during all examinations and procedures

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	4	100%	43	98%	35	97%	7	100%	89	98%
No	0	0%	1	2%	1	3%	0	0%	2	2%
Total of above	4	100%	44	100%	36	100%	7	100%	91	100%
No Response	0		0		1		0		1	
Total	4		44		37		7		92	

Q14b If No please explain

	DGP1	DGP3	DGP4	DGP5	All DGPs
Lack of space in treatment room	0	0	0	0	0
Asked to leave	0	0	0	0	0
Other	0	0	1	0	1
Total	0	0	1	0	1

Q15a Did you feel that the staff on the ward showed sensitivity and understanding to your concerns regarding your child

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
All of the time	4	100%	35	80%	24	65%	7	100%	70	76%
Most of the time	0	0%	8	18%	12	32%	0	0%	20	22%
Rarely	0	0%	1	2%	1	3%	0	0%	2	2%
Never	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	4	100%	44	100%	37	100%	7	100%	92	100%
No Response	0		0		0		0		0	
Total	4		44		37		7		92	
Total of All & Most	4	100%	43	98%	36	97%	7	100%	90	98%

Q15b If rarely or Never, please Explain

All Admissions	DGP1	DGP3	DGP4	DGP5	All DGPs
Language barriers	0	0	0	0	0
lack of communication / staff	0	0	0	0	0
Unhelpful staff	0	0	1	0	1
Other	0	1	0	0	1
Total	0	1	1	0	2

Raw Data Report

Q16a Did you have confidence in the Doctors?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes All of the time	3	75%	36	82%	27	73%	6	86%	72	78%
Most of the time	1	25%	7	16%	10	27%	1	14%	19	21%
Rarely	0	0%	1	2%	0	0%	0	0%	1	1%
Never	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	4	100%	44	100%	37	100%	7	100%	92	100%
No Response	0		0		0		0		0	
Total	4		44		37		7		92	
Total of All & Most	4	100%	43	98%	37	100%	7	100%	91	99%

Q16b If you lacked confidence please explain

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Lack of confidence in GP	1		2		0		0		3	
Lack of communication - staff	0		1		1		0		2	
Dr rushed / not available	0		0		1		0		1	
Language barrier	0		0		0		0		0	
Clinical ability	0		1		3		1		5	
Total	1		4		5		1		11	

Q16c Did you have confidence in the Paediatric Nurses?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes All of the time	3	75%	35	80%	26	74%	7	100%	71	79%
Most of the time	1	25%	9	20%	9	26%	0	0%	19	21%
Rarely	0	0%	0	0%	0	0%	0	0%	0	0%
Never	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	4	100%	44	100%	35	100%	7	100%	90	100%
No Response	0		0		2		0		2	
Total	4		44		37		7		92	
Total of All & Most	4	100%	44	100%	35	100%	7	100%	90	100%

Q16d If you lacked confidence please explain

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Unsure if they were paediatric nurses	0		0		0		0		0	
Lack of communication - staff	0		0		0		0		0	
Language barrier	0		1		1		0		2	
Clinical ability	0		0		1		0		1	
Other	0		3		2		0		5	
Total	0		4		4		0		8	

Q17a If your child was allowed a normal diet, overall how would you rate the food which he/she received?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Excellent	1	25%	8	23%	1	4%	2	33%	12	16%
Good	1	25%	19	54%	12	43%	1	17%	33	45%
Fair	2	50%	7	20%	11	39%	1	17%	21	29%
Poor	0	0%	1	3%	4	14%	2	33%	7	10%
Total	4	100%	35	100%	28	100%	6	100%	73	100%
Not applicable	0		9		6		0		15	
No Response	0		0		3		1		4	
Total	4		44		37		7		92	
Total Excellent/Good	2	50%	27	77%	13	46%	3	50%	45	62%

Q17b Were there any feeding issues regarding your child that you would like to raise

All Patients who answered Q17a	DGP1		DGP3		DGP4		DGP5		All DGPs	
Choice of menu	0		3		6		1		10	
No English menu	0		0		0		0		0	
Poor quality of food	0		3		0		0		3	
Meals inappropriate for age / needs	0		1		3		1		5	
Breast feeding issues	0		0		0		0		0	
Other	1		0		1		0		2	
Total	1		7		10		2		20	

Raw Data Report

Q18a How helpful did you find the Patient Support Service, (Formerly the Hospital Liaison Service) during your child's stay?

On day of admission	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very helpful	4	100%	25	61%	19	56%	5	83%	53	62%
Helpful	0	0%	16	39%	14	41%	1	17%	31	36%
Unhelpful	0	0%	0	0%	1	3%	0	0%	1	1%
Not available when needed	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	4	100%	41	100%	34	100%	6	100%	85	100%
Not needed	0		3		1		0		4	
No Response	0		0		2		1		3	
Total	4		44		37		7		92	
Total V Helpful/helpful	4	100%	41	100%	33	97%	6	100%	84	99%

Q18b Any further comments on the Patient Support Service:

	DGP1	DGP3	DGP4	DGP5	All DGPs
Negative attitude	0	0	1	0	1
Lacked confidence in ability	0	0	1	0	1
Positive Comments	3	6	4	0	13
Total	3	6	6	0	15

Q19 Overall how satisfied are you with the paediatric Unit?

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very Satisfied	3	75%	34	77%	21	60%	4	57%	62	69%
Satisfied	1	25%	10	23%	14	40%	3	43%	28	31%
Dissatisfied	0	0%	0	0%	0	0%	0	0%	0	0%
Very Dissatisfied	0	0%	0	0%	0	0%	0	0%	0	0%
Total	4	100%	44	100%	35	100%	7	100%	90	100%
No Response	0		0		2		0		2	
Total	4		44		37		7		92	
Total V satisfied & Satisfied	4	100%	44	100%	35	100%	7	100%	90	100%

Q20 What was the most satisfactory thing about your child's stay in hospital?

	DGP1	DGP3	DGP4	DGP5	All DGPs
Overall Care	1	21	16	3	41
DGP, PSO & Welfare staff	2	13	10	1	26
Clinical Care	0	1	0	0	1
Nursing Care	1	2	1	0	4
Information / Communication	0	1	1	0	2
Child's accommodation	0	3	1	0	4
Addressing parental needs	0	2	2	1	5
Other	0	0	1	0	1

Raw Data Report

Q21 What was the least satisfactory thing about your child's stay in hospital?

	DGP1	DGP3	DGP4	DGP5	All DGPs
Length of stay	0	1	1	0	2
DGP, PSO & Welfare Staff	0	1	2	0	3
Clinical Care	0	1	3	0	4
Nursing Care	0	0	1	0	1
Lack of Communication/Information	0	2	1	1	4
Language barrier	0	0	0	0	0
Child's accommodation	1	7	5	1	14
Not addressing parental needs	0	2	1	0	3
Food	1	7	5	0	13
Admission/discharge process	0	3	1	0	4
Other	0	1	3	1	5
Grand Total	2	25	23	3	53

Summary of Results by DGP

THIS SURVEY BY DGP			DGP1	DGP3	DGP4	DGP5	Highest DGP/s
Q19	Overall how satisfied are you with the paediatric Unit?	Very satisfied + satisfied	100%	100%	100%	100%	100%
Q1	Was your child referred to hospital by:*	Medical Centre	50%	48%	56%	29%	56%
		Community Paediatrician	0%	0%	0%	0%	0%
		Hospital Consultant	25%	5%	28%	57%	57%
		Self referred	25%	48%	17%	14%	48%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes?	Health leaflets	0%	8%	13%	29%	29%
		World wide Web	67%	33%	27%	40%	67%
Q2b	If you did access information, were you able to discuss your findings with	Med Centre / GP	100%	44%	50%	33%	100%
		Hospital Consultant	100%	38%	42%	75%	100%
Q3a	How well briefed were you by spoken information	Fully + Mostly	100%	50%	100%	100%	100%
Q3b	Were you given any written information about your child's illness	Yes	50%	50%	64%	100%	100%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	0%	50%	50%	33%	50%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	100%	50%	25%	0%	100%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	100%	98%	92%	100%	100%
Q6a	Were you aware of and did you know how to contact, the Patient Support Service?	Yes	100%	85%	94%	100%	100%
Q7a	Was there an English language information folder available on the ward?	Yes	25%	55%	46%	86%	86%
Q7b	If Yes, did the folder explain everything you needed to know about your child's and your own stay on the ward?	Yes	0%	100%	88%	100%	100%
Q8a	Were the play facilities for children on the ward?	Very good or Good	75%	90%	69%	83%	90%

Summary of Results by DGP

Q9a	Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?	Yes	50%	100%	95%	100%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure?	Yes	100%	83%	100%	100%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	100%	93%	94%	100%	100%
		b. Any Restraint	67%	75%	83%	33%	83%
		c. Temperature taken rectally	100%	82%	62%	100%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	67%	55%	61%	57%	67%
Q12	When you had important questions to ask the doctor, did you get answers that you could understand?	Yes	100%	100%	100%	100%	100%
Q13a	Did you want to be more more involved in decisions made about your child's care and treatment?	Yes definitely + Some extent	0%	22%	26%	0%	26%
Q14a	Were you allowed to stay with your child during all examinations and procedures?	Yes	100%	98%	97%	100%	100%
Q15a	Did you feel that the staff on the ward showed sensitivity and understanding to your concerns regarding your child?	Yes All + Most of the time	100%	98%	97%	100%	100%
Q16a	Did you have confidence in the Doctors?	Yes All + Most of the time	100%	98%	100%	100%	100%
Q16c	Did you have confidence in the Paediatric Nurses?	Yes All + Most of the time	100%	100%	100%	100%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	50%	77%	46%	50%	77%

Trend Report – All DGPs

ALL REGIONS COMBINED			Previous 3 Surveys			Current Survey	Highest DGP/s
			3	2	1		
Q19	Overall how satisfied are you with the paediatric Unit?	Very satisfied + satisfied	98%	99%	97%	100%	100%
Q1	Was your child referred to hospital by:	Medical Centre	47%	52%	53%	49%	56%
		Community Paediatrician	1%	2%	1%	0%	0%
		Hospital Consultant	22%	16%	14%	19%	57%
		Self referred	30%	31%	32%	31%	48%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes:	Health leaflets	11%	10%	18%	12%	29%
		World wide Web	21%	24%	26%	33%	67%
Q2b	If you did access information, were you able to discuss your findings with::	Med Centre / GP	39%	43%	40%	49%	100%
		Hospital Consultant	39%	40%	36%	47%	100%
Q3a	How well briefed were you by spoken information'	Fully + Mostly	94%	83%	84%	95%	100%
Q3b	Were you given any written information about your child's illness	Yes	30%	39%	32%	67%	100%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	35%	38%	50%	42%	50%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	21%	29%	9%	26%	100%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	98%	97%	92%	96%	100%
Q6a	Were you aware of, and did you know how to contact the Patient Support Service?	Yes	64%	70%	83%	90%	100%
Q7a	Was there an English language information folder available on the ward	Yes	73%	71%	54%	52%	86%
Q7b	If Yes, did the folder explain everything you needed to know about your child's and your own stay on the ward?	Yes	99%	98%	98%	96%	100%
Q8a	Were the play facilities for children on the ward?	Very good or Good	77%	68%	74%	80%	90%

Trend Report – All DGPs

Q9a	Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?	Yes	98%	97%	93%	95%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure	Yes	92%	96%	100%	96%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	95%	92%	93%	94%	100%
		b. Any Restraint	67%	67%	69%	70%	83%
		c. Temperature taken rectally	80%	64%	76%	75%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	54%	56%	50%	58%	67%
Q12	When you had important questions to ask the doctor, did you get answers that you could understand?	Yes	99%	99%	98%	100%	100%
Q13a	Did you want to be more involved in decisions made about your child's care and treatment	Yes definitely + Some extent	28%	32%	28%	21%	26%
Q14a	Were you allowed to stay with your child during all examinations and procedures	Yes	95%	95%	95%	98%	100%
Q15a	Did you feel that the staff on the ward showed sensitivity and understanding to your concerns regarding your child	Yes All + Most of the time	98%	99%	97%	98%	100%
Q16a	Did you have confidence in the Doctors?	Yes All + Most of the time	99%	100%	99%	99%	100%
Q16c	Did you have confidence in the Paediatric Nurses?	Yes All + Most of the time	99%	98%	99%	100%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	62%	58%	61%	62%	77%

Trend Report – Hohne

HOHNE REGION			Previous 3 Surveys			Current Survey	Highest DGP/s
			3	2	1		
Q19	Overall how satisfied are you with the paediatric Unit?	Very satisfied + satisfied	100%	100%	93%	100%	100%
Q1	Was your child referred to hospital by:	Medical Centre	64%	72%	86%	50%	56%
		Community Paediatrician	0%	4%	0%	0%	0%
		Hospital Consultant	23%	13%	7%	25%	57%
		Self referred	14%	11%	7%	25%	48%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes:	Health leaflets	18%	13%	30%	0%	29%
		World wide Web	24%	29%	18%	67%	67%
Q2b	If you did access information, were you able to discuss your findings with::	Med Centre / GP	36%	52%	60%	100%	100%
		Hospital Consultant	36%	50%	83%	100%	100%
Q3a	How well briefed were you by spoken information'	Fully + Mostly	100%	100%	100%	100%	100%
Q3b	Were you given any written information about your child's illness	Yes	50%	56%	33%	50%	100%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	67%	38%	0%	0%	50%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	17%	25%	0%	100%	100%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	95%	100%	86%	100%	100%
Q6a	Were you aware of, and did you know how to contact the Patient Support Service?	Yes	68%	73%	60%	100%	100%
Q7a	Was there an English language information folder available on the ward	Yes	91%	80%	79%	25%	86%
Q7b	If Yes, did the folder explain everything you needed to know about your child's and your own stay on the ward?	Yes	95%	97%	100%	0%	100%
Q8a	Were the play facilities for children on the ward?	Very good or Good	69%	39%	55%	75%	90%

Trend Report – Hohne

Q9a	Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?	Yes	100%	90%	100%	50%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure	Yes	93%	90%	100%	100%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	91%	89%	92%	100%	100%
		b. Any Restraint	70%	64%	80%	67%	83%
		c. Temperature taken rectally	73%	54%	100%	100%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	50%	53%	50%	67%	67%
Q12	When you had important questions to ask the doctor, did you get answers that you could understand?	Yes	96%	98%	100%	100%	100%
Q13a	Did you want to be more more involved in decisions made about your child's care and treatment	Yes definitely + Some extent	29%	30%	23%	0%	26%
Q14a	Were you allowed to stay with your child during all examinations and procedures	Yes	95%	89%	93%	100%	100%
Q15a	Did you feel that the staff on the ward showed sensitivity and understanding to your concerns regarding your child	Yes All + Most of the time	100%	98%	100%	100%	100%
Q16a	Did you have confidence in the Doctors?	Yes All + Most of the time	100%	100%	100%	100%	100%
Q16c	Did you have confidence in the Paediatric Nurses?	Yes All + Most of the time	100%	98%	100%	100%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	58%	56%	73%	50%	77%

Trend Report – Paderborn

PADERBORN REGION		Previous 3 Surveys			Current Survey	Highest DGP/s	
		3	2	1			
Q19	Overall how satisfied are you with the paediatric Unit?	Very satisfied + satisfied	96%	100%	100%	100%	
Q1	Was your child referred to hospital by:	Medical Centre	41%	40%	47%	48%	56%
		Community Paediatrician	0%	0%	0%	0%	0%
		Hospital Consultant	7%	9%	3%	5%	57%
		Self referred	52%	51%	50%	48%	48%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes:	Health leaflets	6%	15%	11%	8%	29%
		World wide Web	16%	35%	16%	33%	67%
Q2b	If you did access information, were you able to discuss your findings with::	Med Centre / GP	33%	50%	31%	44%	100%
		Hospital Consultant	20%	41%	9%	38%	100%
Q3a	How well briefed were you by spoken information'	Fully + Mostly	100%	100%	100%	50%	100%
Q3b	Were you given any written information about your child's illness	Yes	100%	44%	50%	50%	100%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	100%	33%	50%	50%	50%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	50%	50%	0%	50%	100%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	96%	95%	93%	98%	100%
Q6a	Were you aware of, and did you know how to contact the Patient Support Service?	Yes	26%	55%	74%	85%	100%
Q7a	Was there an English language information folder available on the ward	Yes	33%	71%	48%	55%	86%
Q7b	If Yes, did the folder explain everything you needed to know about your child's and your own stay on the ward?	Yes	100%	97%	100%	100%	100%
Q8a	Were the play facilities for children on the ward?	Very good or Good	82%	78%	89%	90%	90%

Trend Report – Paderborn

Q9a	Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?	Yes	88%	100%	100%	100%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure?	Yes	80%	0%	100%	83%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	92%	98%	93%	93%	100%
		b. Any Restraint	50%	82%	43%	75%	83%
		c. Temperature taken rectally	75%	75%	75%	82%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	43%	68%	36%	55%	67%
Q12	When you had important questions to ask the doctor, did you get answers that you could understand?	Yes	100%	98%	100%	100%	100%
Q13a	Did you want to be more more involved in decisions made about your child's care and treatment?	Yes definitely + Some extent	19%	17%	25%	22%	26%
Q14a	Were you allowed to stay with your child during all examinations and procedures?	Yes	96%	98%	97%	98%	100%
Q15a	Did you feel that the staff on the ward showed sensitivity and understanding to your concerns regarding your child?	Yes All + Most of the time	96%	100%	97%	98%	100%
Q16a	Did you have confidence in the Doctors?	Yes All + Most of the time	96%	100%	100%	98%	100%
Q16c	Did you have confidence in the Paediatric Nurses?	Yes All + Most of the time	100%	100%	100%	100%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	65%	72%	65%	77%	77%

Trend Report – Gütersloh

GÜTERSLOH REGION		Previous 3 Surveys			Current Survey	Highest DGP/s	
		3	2	1			
Q19	Overall how satisfied are you with the paediatric Unit?	Very satisfied + satisfied	98%	98%	96%	100%	100%
Q1	Was your child referred to hospital by:	Medical Centre	42%	45%	49%	56%	56%
		Community Paediatrician	0%	1%	1%	0%	0%
		Hospital Consultant	35%	22%	17%	28%	57%
		Self referred	24%	31%	33%	17%	48%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes:	Health leaflets	16%	7%	24%	13%	29%
		World wide Web	26%	22%	32%	27%	67%
Q2b	If you did access information, were you able to discuss your findings with::	Med Centre / GP	42%	35%	39%	50%	100%
		Hospital Consultant	52%	32%	41%	42%	100%
Q3a	How well briefed were you by spoken information'	Fully + Mostly	96%	69%	79%	100%	100%
Q3b	Were you given any written information about your child's illness	Yes	22%	29%	30%	64%	100%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	21%	41%	61%	50%	50%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	17%	22%	13%	25%	100%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	100%	96%	91%	92%	100%
Q6a	Were you aware of, and did you know how to contact the Patient Support Service?	Yes	78%	74%	90%	94%	100%
Q7a	Was there an English language information folder available on the ward	Yes	74%	59%	45%	46%	86%
Q7b	If Yes, did the folder explain everything you needed to know about your child's and your own stay on the ward?	Yes	100%	98%	97%	88%	100%
Q8a	Were the play facilities for children on the ward?	Very good or Good	74%	77%	74%	69%	90%

Trend Report – Gütersloh

Q9a	Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?	Yes	100%	100%	93%	95%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure	Yes	93%	100%	100%	100%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	96%	90%	94%	94%	100%
		b. Any Restraint	69%	68%	92%	83%	83%
		c. Temperature taken rectally	89%	63%	83%	62%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	62%	51%	58%	61%	67%
Q12	When you had important questions to ask the doctor, did you get answers that you could understand?	Yes	100%	100%	95%	100%	100%
Q13a	Did you want to be more involved in decisions made about your child's care and treatment	Yes definitely + Some extent	38%	43%	36%	26%	26%
Q14a	Were you allowed to stay with your child during all examinations and procedures	Yes	93%	98%	94%	97%	100%
Q15a	Did you feel that the staff on the ward showed sensitivity and understanding to your concerns regarding your child	Yes All + Most of the time	98%	99%	96%	97%	100%
Q16a	Did you have confidence in the Doctors?	Yes All + Most of the time	100%	99%	99%	100%	100%
Q16c	Did you have confidence in the Paediatric Nurses?	Yes All + Most of the time	98%	96%	100%	100%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	62%	47%	59%	46%	77%

Trend Report – Elmpt and Brunssum

ELMPT AND BRUNSSUM		Previous 3 Surveys			Current Survey	Highest DGP/s		
		3	2	1				
Q19	Overall how satisfied are you with the paediatric Unit?	Very satisfied + satisfied		100%	96%	100%	100%	100%
Q1	Was your child referred to hospital by:	Medical Centre	55%	54%	58%	29%	56%	
		Community Paediatrician	5%	4%	0%	0%	0%	
		Hospital Consultant	5%	13%	21%	57%	57%	
		Self referred	35%	29%	21%	14%	48%	
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes:	Health leaflets	0%	5%	0%	29%	29%	
		World wide Web	15%	11%	22%	40%	67%	
Q2b	If you did access information, were you able to discuss your findings with::	Med Centre / GP	44%	44%	33%	33%	100%	
		Hospital Consultant	29%	44%	20%	75%	100%	
Q3a	How well briefed were you by spoken information?	Fully + Mostly	50%	75%	100%	100%	100%	
Q3b	Were you given any written information about your child's illness	Yes	50%	25%	33%	100%	100%	
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	50%	25%	0%	33%	50%	
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	0%	33%	0%	0%	100%	
Q5a	Were you offered the chance to stay with your child in hospital	Yes	95%	100%	100%	100%	100%	
Q6a	Were you aware of, and did you know how to contact the Patient Support Service?	Yes	70%	79%	89%	100%	100%	
Q7a	Was there an English language information folder available on the ward	Yes	100%	92%	79%	86%	86%	
Q7b	If Yes, did the folder explain everything you needed to know about your child's and your own stay on the ward?	Yes	100%	100%	100%	100%	100%	
Q8a	Were the play facilities for children on the ward?	Very good or Good	88%	72%	69%	83%	90%	

Trend Report – Elmpt and Brunssum

Q9a	Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?	Yes	100%	100%	67%	100%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure?	Yes	100%	100%	100%	100%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	100%	95%	94%	100%	100%
		b. Any Restraint	71%	50%	43%	33%	83%
		c. Temperature taken rectally	67%	67%	33%	100%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	53%	56%	41%	57%	67%
Q12	When you had important questions to ask the doctor, did you get answers that you could understand?	Yes	100%	100%	100%	100%	100%
Q13a	Did you want to be more involved in decisions made about your child's care and treatment?	Yes definitely + Some extent	11%	24%	6%	0%	26%
Q14a	Were you allowed to stay with your child during all examinations and procedures?	Yes	100%	96%	100%	100%	100%
Q15a	Did you feel that the staff on the ward showed sensitivity and understanding to your concerns regarding your child?	Yes All + Most of the time	100%	100%	100%	100%	100%
Q16a	Did you have confidence in the Doctors?	Yes All + Most of the time	100%	100%	100%	100%	100%
Q16c	Did you have confidence in the Paediatric Nurses?	Yes All + Most of the time	100%	100%	95%	100%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	63%	74%	53%	50%	77%