

PATIENT EXPERIENCE – ALL REGIONS COMBINED

SUMMARY OF RESULTS FOR THE INPATIENT PAEDIATRIC SURVEY CONDUCTED IN APRIL 14 – MARCH 15



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 25 March 2014 – 16 March 2015. 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).

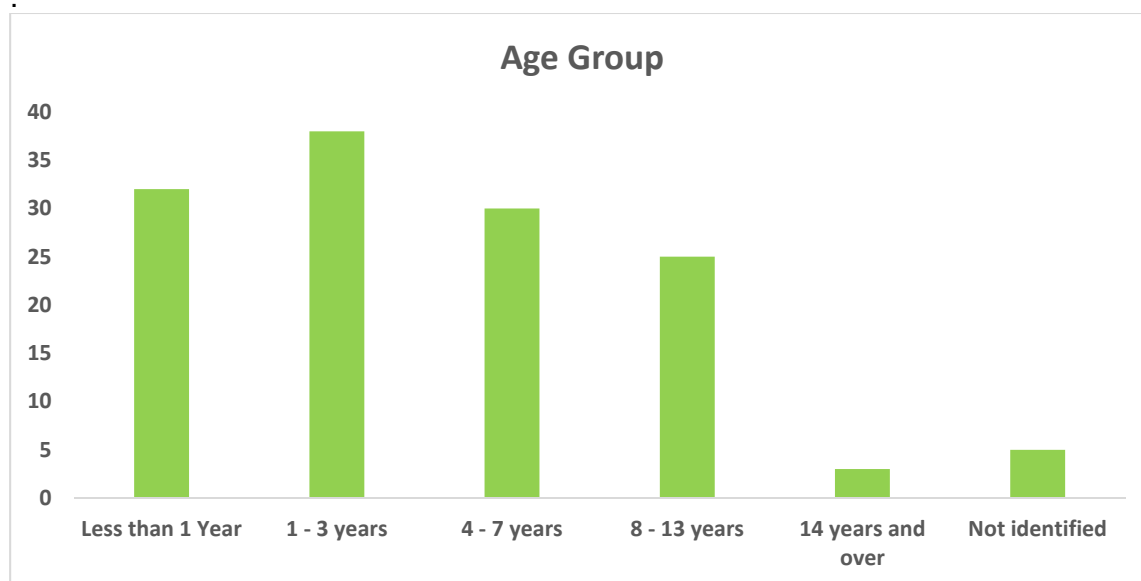
RESPONSES

A total of 133 parents responded to the 444 questionnaires that were distributed giving an overall response rate of 30%.

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

The percentages for this summary are taken from the figures for all the Regions combined. Individual regions will review their results in more detail, with particular consideration to the free text comments, to determine local priorities for service improvements.

PATIENT DEMOGRAPHICS

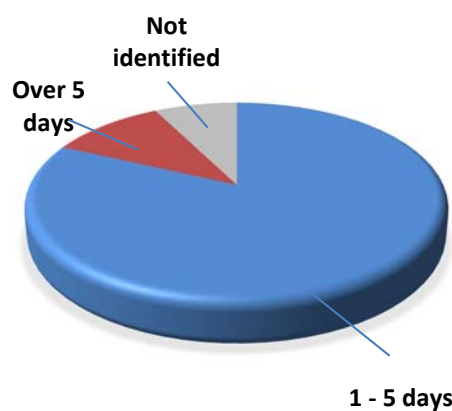


ADMISSION TYPE



71% were by an emergency admission with only 24% being planned. 5% were not identified.

LENGTH OF STAY



81% of patients stayed in hospital for 1 – 5 days, 12% stayed over 5 days and 7% of were not identified

OVERALL SATISFACTION

The overall satisfaction continues to remain high with 97% of parents selecting “Very satisfied or satisfied”. Some comments included:

“The staff were excellent, helpful and tried so hard with the language. It was greatly appreciated”

“The care was high standard from the moment we arrived. Brilliant team. Thank you all”

The care given was great. Staff were lovely”

“Great care, comfortable and quiet”

“Everything was explained to us in a way we understood”

“The kindness and compassion shown”

“... Everyone was wonderful and appreciate everyone’s hard work to help us feel looked after and left with no worries”

“Thank you to all staff for the caring they gave my son”

“The treatment we received in the paediatric A&E was outstanding. We had a very sick child and the staff were excellent in giving emergency care and were telling me exactly what they were doing”

	1	2	3
Previous 3 reports	99%	99%	98%

PROVISION OF INFORMATION PRIOR TO ADMISSION

When the child’s admission was planned, 84% of parents felt that they had been either fully or mostly well briefed verbally.

	1	2	3
Previous 3 reports	83%	94%	83%

32% responded that they had been given written information about their child’s illness.

	1	2	3
Previous 3 reports	39%	30%	50%

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

	1	2	3
Previous 3 reports	38%	35%	41%

TOURS



Prior to a planned admission, only 9% 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	29%	21%	15%

ACCOMMODATION FOR PARENTS

92% of parents were offered the chance to stay with their child in hospital. From the 8% of parents who were not offered this, the child was aged 8 years or over. Some comments included:

"The facilities were good"

"Very good and made to feel welcome and not a nuisance"

"Brilliant service"

"A bed was made available for me which was good"

"Brilliant, everyone was very helpful"

"Good facilities, comfy bed and a shared bathroom between 2 rooms"

"I was satisfied with the care and concern given to me as the parent"

"Fantastic care and provisions. Had a very comfortable stay which eased my son's anxiety"

"I was moved on numerous occasions. I believe this is because there is no father's room setup"

	1	2	3
Previous 3 reports	97%	98%	94%

ENGLISH LANGUAGE FOLDER

When asked if an English language information folder was available on the ward, only 54% stated that there was. From the 60 (46%) parents who did not see an English Language folder, 47 (78%) were an emergency, 11 (18%) were planned in advance and 2 (3%) unknown. Some comments included:

“Arrived late. Information was there following day”
“How to obtain meals”
“The liaison brought folder next day”
“I was given a leaflet in English which had wrong information on it especially about care”
“About staying in hospital with my child”

	1	2	3
Previous 3 reports	71%	73%	77%

PLAY FACILITIES



74% 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:

“No play area for the children”
“No toys or playrooms”
“Was not shown / advised of facilities available”
“HLO office gave stuff when we asked but nothing open on ward”
“My child could not leave the room therefore could not play with toys”
“The play facilities were for day patients”
“No playing facilities for child’s age”
“My child is 14 years old. WIFI would have been good”
“Not a very big selection and small room”
We came in on the weekend, not any play facilities”

	1	2	3
Previous 3 reports	68%	77%	69%

INFORMATION PRIOR TO OPERATION

93% 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.

98% of parents felt that if they had important questions to ask the doctor, they received answers they could understand.

CHILD'S CARE AND TREATMENT

28% of parents felt they wanted to be more involved in decisions made about their child's care and treatment, some comments included:

"To know exactly what will be done and the results that the treatment will give"
"About what to feed her"
"I just needed to be informed more about what they were going to do to her"
"Felt there was a little miscommunication as my husband and I were having to swap due to having other children to look after so did not always have continuity of care with different doctors and us swapping too"

CONFIDENCE IN THE DOCTORS AND NURSES

99% of parents had confidence all of the time and most of the time with the doctors and 99% with the nurses. 97% also felt that the staff on the ward showed sensitivity and understanding to concerns regarding their child. Comments included:

"That the doctors and nurses care a lot about the children"
"How all the nurses went out their way at all times, even with the language barrier"
"Well treated by the staff that helped her speedy recovery. Excellent service throughout"
"The initial doctor on admission and nurse on nights were both brilliant, caring ladies"
"Attention to detail, friendly and caring nurses and doctors"
"Nursing and doctor's care was excellent"
"Good medical care"
"The kindness and compassion shown"
"The care from the nurses / doctors to my child"
"The nurses were amazing. They were caring, patient and could not do enough for us. Their English was really good too"

FOOD

If their child was allowed a normal diet only 61% of parents felt that this was excellent or good. Some comments received were:

“Meals were just bread and ham / salami. Cold food always”
“Evening food consisted of a slice of bread. This did not satisfy my child’s needs. Pre-warning would have allowed me to make arrangements”
“Maybe have an option for hot meals in the evening”
“Not enough fruit and vegetables”
“I informed the nurses he could not eat dairy yet every meal had dairy products. We brought our own food”

	1	2	3
Previous 3 reports	58%	62%	72%

PSO

When asked how helpful the parents found the PSO service, 99% found they were very helpful and helpful. Comments included:

“The tablet was very useful as was the help at discharge”
“Nice to be visited”
“Always excellent”
“They were very friendly and easy to get hold. Also managed to get some answers for me”
“I am rest assured that I can call at any time and they explain everything very clearly”
“Nice and approachable. Made to feel welcome”
“I appreciated the friendly support immensely”
“Could not have asked for better service”
“Very helpful, informative and extremely supportive”

	1	2	3
Previous 3 reports	98%	100%	97%

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”. “Clinical Care” and “Nursing Care” came joint third.

The least satisfactory thing about the stay was food closely followed by the language barrier.

Areas to be considered for improvement:

Some free text comments received from parents highlighted some areas where either more comprehensive or more readily accessible information may be required. These areas are listed below:

- Protocols regarding male and / or female parent accompanying the child.
- Ward Information and facilities available for parents.
- Protocols regarding TV's and where a TV is available, whether there are English TV channels, for example BFBS.
- Availability of DVD player's and DVD's.
- Limited access to WIFI

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

THE VIEWS OF DGP PAEDIATRIC INPATIENTS

QUALITY OF CARE SURVEY CONDUCTED IN

APRIL 14 – MARCH 15

STATISTICAL & COMMENTS REPORT

CONTENTS

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

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

ID Numbers	3771 - 3903
Excluded Numbers	None
Report Issued	08/0615

Response Rates

Response Rate	All DGPs	DGP1	DGP3	DGP4	DGP5
Distributed	444	61	165	193	25
Returns	133	14	30	70	19
Response Rate	30%	23%	18%	36%	76%

Specialty	All DGPs	DGP1	DGP3	DGP4	DGP5
11 - Paediatrics	52	9	20	6	17
21 - Neurosurgery	1	0	0	0	1
33 - Paeds - Medicine	44	1	9	34	0
34 - Paeds - Gen Surgery	26	0	0	26	0
36 - Paeds - Ortho	2	2	0	0	0
51 - Paeds - ENT	8	2	1	4	1
Grand Total	133	14	30	70	19

Patient Demographics

First Admission	All DGPs	DGP1	DGP3	DGP4	DGP5
Yes	94	13	21	44	16
No	36	1	9	23	3
Not Identified	3	0	0	3	0
Grand Total	133	14	30	70	19

Child's Age Group	All DGPs	DGP1	DGP3	DGP4	DGP5
Less than 1 year	32	2	8	18	4
1 - 3 years	38	6	10	16	6
4 - 7 years	30	3	4	19	4
8 - 13 years	25	3	4	13	5
14 years and over	3	0	0	3	0
Not Identified	5	0	4	1	0
Grand Total	133	14	30	70	19

First Language	All DGPs	DGP1	DGP3	DGP4	DGP5
English	117	11	29	60	17
German	1	1	0	0	0
Other	12	1	1	8	2
Not Identified	3	1	0	2	0
Grand Total	133	14	30	70	19

Admission Type	All DGPs	DGP1	DGP3	DGP4	DGP5
Planned in advance	32	3	2	24	3
An Emergency	95	11	24	44	16
Not Identified	6	0	4	2	0
Grand Total	133	14	30	70	19

Length of Stay	All DGPs	DGP1	DGP3	DGP4	DGP5
1 - 5 days	109	7	29	59	14
Over 5 days	14	5	1	6	2
Not Identified	10	2	0	5	3
Grand Total	133	14	30	70	19

Raw Data Report

Q1 Was your child referred to hospital by:

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Medical Centre	12	86%	14	47%	34	49%	11	58%	71	53%
Community Paediatrician	0	0%	0	0%	1	1%	0	0%	1	1%
Hospital Consultant	1	7%	1	3%	12	17%	4	21%	18	14%
Self Referred	1	7%	15	50%	23	33%	4	21%	43	32%
Total of above	14	100%	30	100%	70	100%	19	100%	133	100%
No Response	0		0		0		0		0	
Total	14		30		70		19		133	

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	3	30%	2	11%	12	24%	0	0%	17	18%
No	7	70%	16	89%	37	76%	17	100%	77	82%
Total of above	10	100%	18	100%	49	100%	17	100%	94	100%
No Response	4		12		21		2		39	
ii. World Wide Web										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	2	18%	3	16%	17	32%	4	22%	26	26%
No	9	82%	16	84%	36	68%	14	78%	75	74%
Total of above	11	100%	19	100%	53	100%	18	100%	101	100%
No Response	3		11		17		1		32	

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	6	60%	4	31%	13	39%	4	33%	27	40%
No	1	10%	3	23%	3	9%	3	25%	10	15%
Did not discuss	3	30%	6	46%	17	52%	5	42%	31	46%
Total of above	10	100%	13	100%	33	100%	12	100%	68	100%
No Response	0		0		0		0		0	
ii. Hospital Consultant										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	5	83%	1	9%	13	41%	2	20%	21	36%
No	0	0%	3	27%	2	6%	2	20%	7	12%
Did not discuss	1	17%	7	64%	17	53%	6	60%	31	53%
Total of above	6	100%	11	100%	32	100%	10	100%	59	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	2	67%	2	100%	16	67%	3	100%	23	72%
Mostly	1	33%	0	0%	3	13%	0	0%	4	13%
Partly	0	0%	0	0%	4	17%	0	0%	4	13%
Not at all	0	0%	0	0%	1	4%	0	0%	1	3%
Total of above	3	100%	2	100%	24	100%	3	100%	32	100%
No Response	0		0		0		0		0	
Total	3		2		24		3		32	
Total Fully +Mostly	3	100%	2	100%	19	79%	3	100%	27	84%

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

All Planned Admissions										
	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	1	33%	1	50%	7	30%	1	33%	10	32%
No	2	67%	1	50%	16	70%	2	67%	21	68%
Total of above	3	100%	2	100%	23	100%	3	100%	31	100%
No Response	0		0		1		0		1	
Total	3		2		24		3		32	

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%	14	61%	0	0%	15	50%
No	3	100%	1	50%	9	39%	2	100%	15	50%
Total of above	3	100%	2	100%	23	100%	2	100%	30	100%
No Response	0		0		1		1		2	
Total	3		2		24		3		32	

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		0		0		0	
Availability of military transport	0		0		0		0		0	
Other	1		1		3		0		5	
Not Relevant	0		0		0		0		0	
Total	1		1		3		0		5	

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	0	0%	0	0%	3	13%	0	0%	3	9%
No	3	100%	2	100%	21	88%	3	100%	29	91%
Total of above	3	100%	2	100%	24	100%	3	100%	32	100%
No Response	0		0		0		0		0	
Total	3		2		24		3		32	

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	12	86%	28	93%	61	91%	19	100%	120	92%
No	2	14%	2	7%	6	9%	0	0%	10	8%
Total of above	14	100%	30	100%	67	100%	19	100%	130	100%
No Response	0		0		3		0		3	
Total	14		30		70		19		133	

Q5b If Yes, please advise who stayed

	DGP1		DGP3		DGP4		DGP5		All DGPs	
Father	2	17%	3	11%	9	16%	2	11%	16	14%
Mother	5	42%	18	64%	41	72%	13	72%	77	67%
Both	5	42%	7	25%	7	12%	3	17%	22	19%
Total of above	12	100%	28	100%	57	100%	18	100%	115	100%
No Response	0		0		4		1		5	
Total	12		28		61		19		120	

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	2		4		11		4		21	
Catering facilities available	0		0		1		1		2	
Catering facilities inadequate	0		4		1		0		5	
Shortage of facilities	0		1		2		0		3	
Sleeping arrangements good	0		1		2		1		4	
Sleeping arrangements inadequate	1		1		3		0		5	
Staff friendly, helpful & cooperative	0		0		1		1		2	
Discomfort on ward/room	0		0		3		0		3	
Inadequate information on facilities	0		0		2		0		2	
Other	0		0		2		1		3	
Total	3		11		28		8		50	

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	6	60%	17	74%	44	90%	16	89%	83	83%
No	4	40%	6	26%	5	10%	2	11%	17	17%
Total Yes/No	10	100%	23	100%	49	100%	18	100%	100	100%
No Response	4		7		21		1		33	
Total	14		30		70		19		133	

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

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	11	79%	14	48%	31	45%	15	79%	71	54%
No	0	0%	2	7%	3	4%	1	5%	6	5%
Did not see one	3	21%	13	45%	35	51%	3	16%	54	41%
Total	14	100%	29	100%	69	100%	19	100%	131	100%
No Response	0		1		1		0		2	
Total	14		30		70		19		133	

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	11	100%	11	100%	28	97%	15	100%	65	98%
No	0	0%	0	0%	1	3%	0	0%	1	2%
Total Yes/No	11	100%	11	100%	29	100%	15	100%	66	100%
No Response	0		3		2		0		5	
Total	11		14		31		15		71	

Raw Data Report

Q7c If No, what further information would have been useful'

	DGP1	DGP3	DGP4	DGP5	All DGPs
Facilities for parents	0	0	1	0	1
HLO contact telephone number	0	0	0	0	0
Up to date menus	0	0	0	0	0
Availability of catering facilities	0	0	0	0	0
Instructions for use of telephone	0	0	0	0	0
Other	0	0	0	0	0
Total	0	0	1	0	1

Q8a Were the play facilities for children on the ward?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Very good	0	0%	9	47%	14	30%	5	31%	28	30%
Good	6	55%	8	42%	21	45%	6	38%	41	44%
Fair	3	27%	2	11%	11	23%	4	25%	20	22%
Poor	2	18%	0	0%	1	2%	1	6%	4	4%
Total of above	11	100%	19	100%	47	100%	16	100%	93	100%
Not Applicable	2		7		21		3		33	
No Response	1		4		2		0		7	
Total	14		30		70		19		133	
Total Very Good & Good	6	55%	17	89%	35	74%	11	69%	69	74%

Q8b If Fair or Poor Please explain

Admissions less n/a to Q4a	DGP1	DGP3	DGP4	DGP5	All DGPs
Very Little/Not available	2	0	1	2	5
Bed bound or quarantined	0	3	4	0	7
Inadequate toys for older children	0	0	4	0	4
Inadequate toys for younger children	0	0	2	0	2
Unsuitable play environment	0	1	0	0	1
Restricted opening times	0	3	0	1	4
Unaware of play facilities	1	2	1	0	4
Other	1	2	2	0	5
Total	4	11	14	3	32

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	7	100%	8	100%	38	93%	2	67%	55	93%
No	0	0%	0	0%	3	7%	1	33%	4	7%
Total of above	7	100%	8	100%	41	100%	3	100%	59	100%
No Response	0		3		4		1		8	
Not Applicable	7		19		25		15		66	
Total	14		30		70		19		133	

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	6	100%	8	100%	37	100%	1	100%	52	100%
No	0	0%	0	0%	0	0%	0	0%	0	0%
Total Yes/No	6	100%	8	100%	37	100%	1	100%	52	100%
No Response	1		3		8		3		15	
Total	7		11		45		4		67	

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	12	92%	26	93%	59	94%	15	94%	112	93%
No	1	8%	2	7%	4	6%	1	6%	8	7%
Total of above	13	100%	28	100%	63	100%	16	100%	120	100%
Not Applicable	1		2		7		2		12	
No Response	0		0		0		1		1	
Total	14		30		70		19		133	

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	4	80%	3	43%	12	92%	3	43%	22	69%
No	1	20%	4	57%	1	8%	4	57%	10	31%
Total of above	5	100%	7	100%	13	100%	7	100%	32	100%
Not Applicable	8		20		52		11		91	
No Response	1		3		5		1		10	
Total	14		30		70		19		133	

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	5	100%	6	75%	15	83%	2	33%	28	76%
No	0	0%	2	25%	3	17%	4	67%	9	24%
Total of above	5	100%	8	100%	18	100%	6	100%	37	100%
Not Applicable	8		19		48		11		86	
No Response	1		3		4		2		10	
Total	14		30		70		19		133	

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

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	6	50%	9	36%	32	58%	7	41%	54	50%
No	6	50%	16	64%	23	42%	10	59%	55	50%
Total of above	12	100%	25	100%	55	100%	17	100%	109	100%
Not Applicable	2		3		10		2		17	
No Response	0		2		5		0		7	
Total	14		30		70		19		133	

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	9	64%	22	76%	48	74%	12	75%	91	73%
Yes sometimes	5	36%	7	24%	14	22%	4	25%	30	24%
No	0	0%	0	0%	3	5%	0	0%	3	2%
Total of above	14	100%	29	100%	65	100%	16	100%	124	100%
I had no need to ask	0		1		5		2		8	
No Response	0		0		0		1		1	
Total	14		30		70		19		133	
Total of yes answers	14	100%	29	100%	62	95%	16	100%	121	98%

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	10	77%	21	75%	41	64%	16	94%	88	72%
Yes , to some extent	1	8%	5	18%	13	20%	1	6%	20	16%
Yes , definitely	2	15%	2	7%	10	16%	0	0%	14	11%
Total No/Yes	13	100%	28	100%	64	100%	17	100%	122	100%
No Response	1		2		6		2		11	
Total	14		30		70		19		133	
Total of Yes answers	3	23%	7	25%	23	36%	1	6%	34	28%

Q13b If Yes please explain

	DGP1	DGP3	DGP4	DGP5	All DGPs
Language barriers	0	0	1	0	1
Lack of Pre-admission Information	0	0	0	0	0
Lack of Explanation during stay	0	2	3	0	5
Lack of aftercare information	0	0	1	0	1
Other	0	2	4	0	6
Total	0	4	9	0	13

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

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes	13	93%	29	97%	64	94%	18	100%	124	95%
No	1	7%	1	3%	4	6%	0	0%	6	5%
Total of above	14	100%	30	100%	68	100%	18	100%	130	100%
No Response	0		0		2		1		3	
Total	14		30		70		19		133	

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	1	1	2	0	4
Other	0	0	1	0	1
Total	1	1	3	0	5

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	10	71%	22	73%	51	73%	16	89%	99	75%
Most of the time	4	29%	7	23%	16	23%	2	11%	29	22%
Rarely	0	0%	1	3%	3	4%	0	0%	4	3%
Never	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	14	100%	30	100%	70	100%	18	100%	132	100%
No Response	0		0		0		1		1	
Total	14		30		70		19		133	
Total of All & Most	14	100%	29	97%	67	96%	18	100%	128	97%

Q15b If rarely or Never, please Explain

All Admissions	DGP1	DGP3	DGP4	DGP5	All DGPs
Language barriers	0	1	0	0	1
lack of communication / staff	0	0	0	0	0
Unhelpful staff	0	0	1	0	1
Other	0	0	0	0	0
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	11	79%	26	87%	56	81%	16	84%	109	83%
Most of the time	3	21%	4	13%	12	17%	3	16%	22	17%
Rarely	0	0%	0	0%	1	1%	0	0%	1	1%
Never	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	14	100%	30	100%	69	100%	19	100%	132	100%
No Response	0		0		1		0		1	
Total	14		30		70		19		133	
Total of All & Most	14	100%	30	100%	68	99%	19	100%	131	99%

Q16b If you lacked confidence please explain

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Lack of confidence in GP	0		0		2		0		2	
Lack of communication - staff	0		0		0		0		0	
Dr rushed / not available	0		0		2		0		2	
Language barrier	0		0		0		0		0	
Clinical ability	1		1		1		0		3	
Total	1		1		5		0		7	

Q16c Did you have confidence in the Paediatric Nurses?

All Admissions	DGP1		DGP3		DGP4		DGP5		All DGPs	
Yes All of the time	10	71%	24	80%	55	80%	17	89%	106	80%
Most of the time	4	29%	6	20%	14	20%	1	5%	25	19%
Rarely	0	0%	0	0%	0	0%	1	5%	1	1%
Never	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	14	100%	30	100%	69	100%	19	100%	132	100%
No Response	0		0		1		0		1	
Total	14		30		70		19		133	
Total of All & Most	14	100%	30	100%	69	100%	18	95%	131	99%

Q16d If you lacked confidence please explain

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

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	9%	8	31%	8	16%	3	18%	20	19%
Good	7	64%	9	35%	22	43%	6	35%	44	42%
Fair	2	18%	9	35%	13	25%	6	35%	30	29%
Poor	1	9%	0	0%	8	16%	2	12%	11	10%
Total	11	100%	26	100%	51	100%	17	100%	105	100%
Not applicable	3		4		18		1		26	
No Response	0		0		1		1		2	
Total	14		30		70		19		133	
Total Excellent/Good	8	73%	17	65%	30	59%	9	53%	64	61%

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

All Patients who answered Q18a	DGP1		DGP3		DGP4		DGP5		All DGPs	
Choice of menu	1		0		5		0		6	
No English menu	0		0		1		0		1	
Poor quality of food	1		1		0		0		2	
Meals inappropriate for age / needs	0		2		2		0		4	
Breast feeding issues	0		0		0		0		0	
Other	1		0		2		0		3	
Total	3		3		10		0		16	

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	8	67%	21	75%	41	68%	16	84%	86	72%
Helpful	4	33%	6	21%	19	32%	3	16%	32	27%
Unhelpful	0	0%	1	4%	0	0%	0	0%	1	1%
Not available when needed	0	0%	0	0%	0	0%	0	0%	0	0%
Total of above	12	100%	28	100%	60	100%	19	100%	119	100%
Not needed	1		2		7		0		10	
No Response	1		0		3		0		4	
Total	14		30		70		19		133	
Total V Helpful/helpful	12	100%	27	96%	60	100%	19	100%	118	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	0	0	0
Other	2	3	6	4	15
Total	2	3	7	4	16

Q19 Overall how satisfied are you with the paediatric Unit?

	DGP1	DGP3	DGP4	DGP5	All DGPs					
Very Satisfied	7	50%	21	70%	40	58%	15	79%	83	63%
Satisfied	6	43%	9	30%	26	38%	4	21%	45	34%
Dissatisfied	1	7%	0	0%	3	4%	0	0%	4	3%
Very Dissatisfied	0	0%	0	0%	0	0%	0	0%	0	0%
Total	14	100%	30	100%	69	100%	19	100%	132	100%
No Response	0		0		1		0		1	
Total V satisfied & Satisfied	13	93%	30	100%	66	96%	19	100%	128	97%

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

	DGP1	DGP3	DGP4	DGP5	All DGPs
Overall Care	2	10	28	3	43
DGP, PSO & Welfare staff	3	7	16	6	32
Clinical Care	1	2	6	1	10
Nursing Care	2	2	5	1	10
Information / Communication	1	0	2	1	4
Child's accommodation	0	1	7	0	8
Addressing parental needs	0	2	1	1	4
Other	0	1	0	1	2
Grand Total	9	25	65	14	113

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	0	0	0	0
DGP, PSO & Welfare Staff	0	0	0	0	0
Clinical Care	1	0	3	2	6
Nursing Care	0	0	1	0	1
Lack of Communication/Information	0	2	6	2	10
Language barrier	1	1	6	1	9
Child's accommodation	1	4	10	0	15
Not addressing parental needs	2	2	2	0	6
Food	0	3	10	3	16
Admission/discharge process	0	0	3	0	3
Other	0	3	5	2	10
Grand Total	5	15	46	10	76

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	93%	100%	96%	100%	100%
Q1	Was your child referred to hospital by:*	Medical Centre	86%	47%	49%	58%	86%
		Community Paediatrician	0%	0%	1%	0%	1%
		Hospital Consultant	7%	3%	17%	21%	21%
		Self referred	7%	50%	33%	21%	50%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes?	Health leaflets	30%	11%	24%	0%	30%
		World wide Web	18%	16%	32%	22%	32%
Q2b	If you did access information, were you able to discuss your findings with	Med Centre / GP	60%	31%	39%	33%	60%
		Hospital Consultant	83%	9%	41%	20%	83%
Q3a	How well briefed were you by spoken information	Fully + Mostly	100%	100%	79%	100%	100%
Q3b	Were you given any written information about your child's illness	Yes	33%	50%	30%	33%	50%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	0%	50%	61%	0%	61%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	0%	0%	13%	0%	13%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	86%	93%	91%	100%	100%
Q6a	Were you aware of and did you know how to contact, the Patient Support Service?	Yes	60%	74%	90%	89%	90%
Q7a	Was there an English language information folder available on the ward?	Yes	79%	48%	45%	79%	79%
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%	97%	100%	100%
Q8a	Were the play facilities for children on the ward?	Very good or Good	55%	89%	74%	69%	89%

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	100%	100%	93%	67%	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	92%	93%	94%	94%	94%
		b. Any Restraint	80%	43%	92%	43%	92%
		c. Temperature taken rectally	100%	75%	83%	33%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	50%	36%	58%	41%	58%
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 more involved in decisions made about your child's care and treatment?	Yes definitely + Some extent	23%	25%	36%	6%	36%
Q14a	Were you allowed to stay with your child during all examinations and procedures?	Yes	93%	97%	94%	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%	97%	96%	100%	100%
Q16a	Did you have confidence in the Doctors?	Yes All + Most of the time	100%	100%	99%	100%	100%
Q16c	Did you have confidence in the Paediatric Nurses?	Yes All + Most of the time	100%	100%	100%	95%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	73%	65%	59%	53%	73%

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%	98%	99%	97%	100%
Q1	Was your child referred to hospital by:	Medical Centre	55%	47%	52%	53%	86%
		Community Paediatrician	2%	1%	2%	1%	1%
		Hospital Consultant	12%	22%	16%	14%	21%
		Self referred	31%	30%	31%	32%	50%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes:	Health leaflets	8%	11%	10%	18%	30%
		World wide Web	22%	21%	24%	26%	32%
Q2b	If you did access information, were you able to discuss your findings with::	Med Centre / GP	47%	39%	43%	40%	60%
		Hospital Consultant	35%	39%	40%	36%	83%
Q3a	How well briefed were you by spoken information'	Fully + Mostly	83%	94%	83%	84%	100%
Q3b	Were you given any written information about your child's illness	Yes	50%	30%	39%	32%	50%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	41%	35%	38%	50%	61%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	15%	21%	29%	9%	13%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	94%	98%	97%	92%	100%
Q6a	Were you aware of, and did you know how to contact the Patient Support Service?	Yes	N/A	N/A	N/A	83%	90%
Q7a	Was there an English language information folder available on the ward	Yes	77%	73%	71%	54%	79%
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%	99%	98%	98%	100%
Q8a	Were the play facilities for children on the ward?	Very good or Good	69%	77%	68%	74%	89%

Trend Report – All DGPs

Q9a	Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?	Yes	97%	98%	97%	93%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure	Yes	96%	92%	96%	100%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	92%	95%	92%	93%	94%
		b. Any Restraint	74%	67%	67%	69%	92%
		c. Temperature taken rectally	72%	80%	64%	76%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	48%	54%	56%	50%	58%
Q12	When you had important questions to ask the doctor, did you get answers that you could understand?	Yes	99%	99%	99%	98%	100%
Q13a	Did you want to be more involved in decisions made about your child's care and treatment	Yes definitely + Some extent	32%	28%	32%	28%	36%
Q14a	Were you allowed to stay with your child during all examinations and procedures	Yes	92%	95%	95%	95%	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	97%	98%	99%	97%	100%
Q16a	Did you have confidence in the Doctors?	Yes All + Most of the time	100%	99%	100%	99%	100%
Q16c	Did you have confidence in the Paediatric Nurses?	Yes All + Most of the time	99%	99%	98%	99%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	72%	62%	58%	61%	73%

Trend Report – Hohne Region

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	92%	100%	100%	93%	100%
Q1	Was your child referred to hospital by:	Medical Centre	74%	64%	72%	86%	86%
		Community Paediatrician	0%	0%	4%	0%	1%
		Hospital Consultant	4%	23%	13%	7%	21%
		Self referred	22%	14%	11%	7%	50%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes:	Health leaflets	5%	18%	13%	30%	30%
		World wide Web	6%	24%	29%	18%	32%
Q2b	If you did access information, were you able to discuss your findings with::	Med Centre / GP	80%	36%	52%	60%	60%
		Hospital Consultant	67%	36%	50%	83%	83%
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	75%	50%	56%	33%	50%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	25%	67%	38%	0%	61%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	0%	17%	25%	0%	13%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	91%	95%	100%	86%	100%
Q6a	Were you aware of, and did you know how to contact the Patient Support Service?	Yes	N/A	N/A	N/A	60%	90%
Q7a	Was there an English language information folder available on the ward	Yes	80%	91%	80%	79%	79%
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%	95%	97%	100%	100%
Q8a	Were the play facilities for children on the ward?	Very good or Good	67%	69%	39%	55%	89%

Trend Report – Hohne Region

Q9a	Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?	Yes	100%	100%	90%	100%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure	Yes	100%	93%	90%	100%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	100%	91%	89%	92%	94%
		b. Any Restraint	100%	70%	64%	80%	92%
		c. Temperature taken rectally	60%	73%	54%	100%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	50%	50%	53%	50%	58%
Q12	When you had important questions to ask the doctor, did you get answers that you could understand?	Yes	100%	96%	98%	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	20%	29%	30%	23%	36%
Q14a	Were you allowed to stay with your child during all examinations and procedures	Yes	84%	95%	89%	93%	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%	98%	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%	98%	100%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	89%	58%	56%	73%	73%

Trend Report – Paderborn Region

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	100%	96%	100%	100%	100%
Q1	Was your child referred to hospital by:	Medical Centre	50%	41%	40%	47%	86%
		Community Paediatrician	5%	0%	0%	0%	1%
		Hospital Consultant	0%	7%	9%	3%	21%
		Self referred	45%	52%	51%	50%	50%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes:	Health leaflets	10%	6%	15%	11%	30%
		World wide Web	30%	16%	35%	16%	32%
Q2b	If you did access information, were you able to discuss your findings with::	Med Centre / GP	50%	33%	50%	31%	60%
		Hospital Consultant	17%	20%	41%	9%	83%
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%	100%	44%	50%	50%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	100%	100%	33%	50%	61%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	50%	50%	50%	0%	13%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	100%	96%	95%	93%	100%
Q6a	Were you aware of, and did you know how to contact the Patient Support Service?	Yes	N/A	N/A	N/A	74%	90%
Q7a	Was there an English language information folder available on the ward	Yes	79%	33%	71%	48%	79%
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%	97%	100%	100%
Q8a	Were the play facilities for children on the ward?	Very good or Good	92%	82%	78%	89%	89%

Trend Report – Paderborn Region

Q9a	Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?	Yes	100%	88%	100%	100%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure?	Yes	80%	80%	0%	100%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	87%	92%	98%	93%	94%
		b. Any Restraint	83%	50%	82%	43%	92%
		c. Temperature taken rectally	100%	75%	75%	75%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	50%	43%	68%	36%	58%
Q12	When you had important questions to ask the doctor, did you get answers that you could understand?	Yes	100%	100%	98%	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	33%	19%	17%	25%	36%
Q14a	Were you allowed to stay with your child during all examinations and procedures?	Yes	100%	96%	98%	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	100%	96%	100%	97%	100%
Q16a	Did you have confidence in the Doctors?	Yes All + Most of the time	100%	96%	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	81%	65%	72%	65%	73%

Trend Report – Gütersloh Region

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%	98%	96%	100%
Q1	Was your child referred to hospital by:	Medical Centre	57%	42%	45%	49%	86%
		Community Paediatrician	0%	0%	1%	1%	1%
		Hospital Consultant	10%	35%	22%	17%	21%
		Self referred	33%	24%	31%	33%	50%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes:	Health leaflets	5%	16%	7%	24%	30%
		World wide Web	26%	26%	22%	32%	32%
Q2b	If you did access information, were you able to discuss your findings with::	Med Centre / GP	36%	42%	35%	39%	60%
		Hospital Consultant	29%	52%	32%	41%	83%
Q3a	How well briefed were you by spoken information'	Fully + Mostly	75%	96%	69%	79%	100%
Q3b	Were you given any written information about your child's illness	Yes	36%	22%	29%	30%	50%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	30%	21%	41%	61%	61%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	30%	17%	22%	13%	13%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	94%	100%	96%	91%	100%
Q6a	Were you aware of, and did you know how to contact the Patient Support Service?	Yes	N/A	N/A	N/A	90%	90%
Q7a	Was there an English language information folder available on the ward	Yes	66%	74%	59%	45%	79%
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%	98%	97%	100%
Q8a	Were the play facilities for children on the ward?	Very good or Good	64%	74%	77%	74%	89%

Trend Report – Gütersloh Region

Q9a	Did you receive adequate information from the hospital doctor before your child underwent his/her operation or procedure?	Yes	95%	100%	100%	93%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure	Yes	100%	93%	100%	100%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	90%	96%	90%	94%	94%
		b. Any Restraint	64%	69%	68%	92%	92%
		c. Temperature taken rectally	60%	89%	63%	83%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	45%	62%	51%	58%	58%
Q12	When you had important questions to ask the doctor, did you get answers that you could understand?	Yes	98%	100%	100%	95%	100%
Q13a	Did you want to be more involved in decisions made about your child's care and treatment	Yes definitely + Some extent	39%	38%	43%	36%	36%
Q14a	Were you allowed to stay with your child during all examinations and procedures	Yes	92%	93%	98%	94%	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%	98%	99%	96%	100%
Q16a	Did you have confidence in the Doctors?	Yes All + Most of the time	100%	100%	99%	99%	100%
Q16c	Did you have confidence in the Paediatric Nurses?	Yes All + Most of the time	98%	98%	96%	100%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	56%	62%	47%	59%	73%

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%	100%	96%	100%	100%
Q1	Was your child referred to hospital by:	Medical Centre	37%	55%	54%	58%	86%
		Community Paediatrician	4%	5%	4%	0%	1%
		Hospital Consultant	26%	5%	13%	21%	21%
		Self referred	33%	35%	29%	21%	50%
Q2a	Prior to your child's admission, did you attempt to access clinical information by one of the following routes:	Health leaflets	12%	0%	5%	0%	30%
		World wide Web	28%	15%	11%	22%	32%
Q2b	If you did access information, were you able to discuss your findings with::	Med Centre / GP	47%	44%	44%	33%	60%
		Hospital Consultant	33%	29%	44%	20%	83%
Q3a	How well briefed were you by spoken information?	Fully + Mostly	75%	50%	75%	100%	100%
Q3b	Were you given any written information about your child's illness	Yes	50%	50%	25%	33%	50%
Q3c	Were you given a pre-admission booklet about the hospital that was relevant to your child's stay?	Yes	25%	50%	25%	0%	61%
Q4	Were you offered the opportunity to view the hospital and its facilities prior to your child's admission	Yes	0%	0%	33%	0%	13%
Q5a	Were you offered the chance to stay with your child in hospital	Yes	92%	95%	100%	100%	100%
Q6a	Were you aware of, and did you know how to contact the Patient Support Service?	Yes	N/A	N/A	N/A	89%	90%
Q7a	Was there an English language information folder available on the ward	Yes	88%	100%	92%	79%	79%
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	70%	88%	72%	69%	89%

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	92%	100%	100%	67%	100%
Q9b	Did you fully understand the consent form for your child's operation or procedure?	Yes	92%	100%	100%	100%	100%
Q10	Did the Doctor clearly explain:	a. Any Investigations	90%	100%	95%	94%	94%
		b. Any Restraint	64%	71%	50%	43%	92%
		c. Temperature taken rectally	71%	67%	67%	33%	100%
Q11	If your child had blood taken, was a local anaesthetic used?	Yes	47%	53%	56%	41%	58%
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	26%	11%	24%	6%	36%
Q14a	Were you allowed to stay with your child during all examinations and procedures?	Yes	92%	100%	96%	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	92%	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%	100%	95%	100%
Q17a	If your child was allowed a normal diet, overall how would you rate the food which he/she received?	Excellent + Good	74%	63%	74%	53%	73%