

PATIENT EXPERIENCE – WESTFALEN GARRISON - GUTERSLOH

SUMMARY OF RESULTS FOR THE INPATIENT AND DAY CASE SURVEY CONDUCTED IN OCTOBER 15 – APRIL 16

INTRODUCTION

This report summarises the results of the returned questionnaires that were distributed to both Inpatients and Day Case patients during the period 06 October 2015 – 25 April 2016.

RESPONSES

A total of 271 questionnaires were distributed during this period with 116 responses giving a response rate of **43%**. The questionnaire was distributed by email to patients where an email address (83%) was available or by post (18%). The response rate was 46% for email distribution and 23% for paper distribution. We continue to increase the availability of patient email addresses as most patients prefer to complete the survey electronically.

There were 79 responses received from Inpatients and 37 from Day Cases.

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

9 SHC incidents and 1 PCC incident were identified from comments received which have been reviewed regionally.

NHS INPATIENT SURVEY 2015

As some of our questions are similar to those asked in the NHS Survey, we have also noted the NHS results in this summary where appropriate.

OVERALL SATISFACTION

The majority of patients remained satisfied with 92% of patients selecting “Excellent, Very Good or Good.” Some positive comments included:

“All necessary care provided, including regular monitoring overnight”

“From beginning to end all hospital staff were very helpful and friendly and helped make me feel at ease and comfortable”

“Best hospital I have been too even though most of the staff struggle to speak English. They try best to help you and all the time they do”

“I was treated extremely well. The staff – all were friendly, kind, efficient and caring. I will have no worries if I have to return for additional treatment”

“Over the last 2½ years I have had first rate treatment. I consider myself to be very lucky to be in BFG”

“This was the second stay in hospital. Doctors / staff brilliant, even the medical students. Dare I say better and more attentive than some British hospitals! I would like to say thank You for German efficiency”

“The staff were very helpful and polite and spoke English to me which helped during my stay”

“I was impressed by the care I received. My treatment was prompt and the medical staff were supportive. I was surprised at how efficient and organised the care provided was”

“When it comes to the world of medicine, medical care and hospitals, Germany tops them all”

“Fantastic treatment received”

“Very professional and extremely quick and efficient with a friendly atmosphere”

“The hospital staff on my ward where absolutely top class and couldn’t have wished for better care.

“Thank you”

	1	2	3
Previous 3 reports	92%	93%	90%

NHS 2015 Inpatient Survey Results:

- Q72 – Overall = 84%

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

n = 67506

HOSPITAL DOCTORS AND NURSES

- **Doctors and Nurses**

When asked if they had confidence and trust in the doctors, 100% responded saying “Yes, always or Yes, sometimes”. The same question was also asked regarding the nurses treating them, to which 97% of patients responded saying “Yes always or Yes sometimes”. Some free text comments to highlight this included:

“The doctors spoke good English and were very good at talking me through what they were doing”

“They were fantastic”

“Appeared efficient and reassuring”

“Brilliant nurses. Always helpful and trying to communicate even if their English was limited”

“Nurses were all extremely friendly and caring”

“The nurses who looked after me were very kind and supportive, which was very reassuring”

“They were excellent.”

“My doctor was fantastic.”

Doctors and nurses are very professional and very careful regarding patient’s care.”

Great bunch of doctors. Very respectful, very helpful.”

“The doctors and nurses who carried out my procedure were very friendly and put me at ease over the whole procedure. They were very good at calming me down with any fears I may have had.”

NHS 2015 Inpatient Survey Results:

- Q25. Did you have confidence and trust in doctors treating you? (Yes, always + Yes, sometimes) = 97% n = 70863
- Q28. Did you have confidence and trust in nurses treating you? (Yes, always + Yes, sometimes) = 98% n = 71173

CARE AND TREATMENT

- **Operations and Procedures**

From those patients who had an operation or treatment, 99% felt that they received adequate information from the doctor before undergoing their operation or procedure with 98% fully understanding the consent form.

- **Involvement in Decisions**

95% of patients felt they were definitely or to some extent involved as much as they wanted to be in decisions made about their care and treatment. When asked if they had important questions to ask the doctor, 97% felt that they could always or sometimes get answers that they could understand. There were some comments regarding the language barrier:

“Language barrier was a problem sometimes.”

“Sometimes I felt they didn’t understand what I was trying to tell them.”

“Language barrier was a big issue with some of the nurses on the ward.”

“The language barrier could cause anxiety.”

“Always a language barrier.”

‘A little bit of a language barrier at times but it didn’t create too many dramas.’

“The language barrier could be a problem, but I understand that we are not in UK.”

NHS 2015 Inpatient Survey Results:

- Q33. Were you involved as much as you wanted to be in decisions about care and treatment (Yes, definitely + Yes, to some extent)= 92% n = 70871
- Q24. When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always + Yes, sometimes) = 95% n = 63724

- **Pain Relief**

91% of all admissions felt the hospital definitely or to some extent did everything they could to help control any pain. Although a positive result, some comments included:

“No pain relief was offered after my operation”
“The doctors prescribed injections for pain relief but the nurses would only give 300 mg ibuprofen. I had to ask them to get the doctor”
Although I asked, I was not given any pain relief apart from paracetamol until I got back to the medical centre and was finally given co-codamol. “
“I was in a lot of pain and could not sleep.”
“Had to ask on numerous occasions for pain relief.”
“My pain was never controlled until I left and saw my doctor at the medical centre.”

	1	2	3
Previous 3 reports	94%	95%	95%

NHS 2015 Inpatient Survey Results:

- Q41. Do you think the hospital did everything they could to help control your pain? (Yes, definitely + Yes, to some extent) = 94% n = 45854

- **Privacy and Dignity**

99% of patients felt that their privacy and dignity were respected always or sometimes during their admission. A small number of comments included:

“No curtains so other patients looked on!”
“Some ward rooms had privacy curtains, some did not”
“Privacy screens could be better, they did not encircle the bed space”
“Not offered the opportunity until I was informed by Hospital Liaison second day on”

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

NHS 2015 Inpatient Survey Results:

- Q70. Overall, did you feel you were treated with respect and dignity while you were in hospital? (Yes, always + Yes, sometimes) = 98% n = 71109

HOSPITAL SERVICES

- **Food**

Overall, 44% of Inpatients rated the food as being very good or good. This is lower than previous reports, the other region and the NHS. A large number of comments were received regarding food, examples include:

“Menu was in German and communication difficulties with the hospital dietician”
“Not a lot of choice but all hospitals I find are not good with food”
“The same every morning and every evening, too much bread makes you feel bloated”
“Soup too much salt! Good to have access to herbal teas”
“English breakfast was good, cheese, bread and meat slices not so good”
“I wasn’t given a choice”
“The food served is not of a great standard and to try and request a simple salad was impossible”
“Food not to my taste”
“The food was horrible.”

	1	2	3
Previous 3 reports	51%	45%	45%

NHS 2015 Inpatient Survey Results:

- Q21. How would you rate the hospital food? (Very Good+ Good) = 59%
n = 67911

- **Patient Support Officers**

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

“Helpful and reassuring to see a friendly face in the morning”
“They were excellent. They helped with every aspect of my stay from WiFi to medication I had to take home. Couldn’t have done without the lady that helped me”
“They do a great job”
“They try their best to get or answer what you ask. Always did with me”
“The PSO on duty was very friendly and proved useful information regarding what I should expect during my day case admission”
“Liaison staff were very helpful and polite. It was nice to be visited as I had no family to visit during my stay”
“They are a great support.”
“The HLO who came to see me were informative.”

	1	2	3
Previous 3 reports	99%	98%	97%

- **Awareness of the Patient Support Service**

82% of patients were aware of and knew how to contact the Patient Support Service including the Hospital Hotline.

	1	2	3
Previous 3 reports	88%	80%	84%

LEAVING THE HOSPITAL

- **Information for Follow Up Care**

81% of patients felt they were given enough information by the Medical Staff about any follow up care needed. Although a positive result, some comments included:

“What meds to take, how long it takes to heal, aftercare”

“Wasn’t given discharge note or aftercare advice. Had to call the medical centre next day to ask advice”

“How much, how long, what for – medication. No discharge note as doctors were too busy”

“Not really sure about whether I needed to go to the medical centre or back to the outpatients and they couldn’t really tell me”

	1	2	3
Previous 3 reports	86%	83%	78%

NHS 2015 Inpatient Survey Results:

- Q59. Before you left hospital were you given any written or printed information about what you should or should not do after leaving hospital (Yes) = 66%
n = 69643

- **Medication on Discharge**

From those who required medication on discharge, 13% stated that they did not receive any. From those who did receive medication, 96% understood how to take it. Although a positive result, some comments included:

“Although the liaison officer saw to it that I had enough medication and how to take it, if this had not happened when I consulted her, I would have gone home without enough medication and not sure how to take it”

“I was given a list of medications on the discharge summary. However I was given 7 trays of medication strapped together.”

NHS 2015 Inpatient Survey Results:

- Q62. Were you told how to take your medication in a way you could understand?
(Yes definitely + Yes to some extent) = 90%
n = 46924

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

PATIENT EXPERIENCE – WESTFALEN GARRISON - PADERBORN

SUMMARY OF RESULTS FOR THE INPATIENT AND DAY CASE SURVEY CONDUCTED IN OCTOBER 15 – APRIL 16

INTRODUCTION

This report summarises the results of the returned questionnaires that were distributed to both Inpatients and Day Case patients during the period 06 October 2015 – 25 April 2016.

RESPONSES

A total of 491 questionnaires were distributed during this period with 155 responses giving a response rate of 32%. The questionnaire was distributed by email to patients where an email address (82%) was available or by post (18%). The response rate was 35% for email distribution and 16% for paper distribution. We continue to increase the availability of patient email addresses as most patients prefer to complete the survey electronically.

There were 113 responses received from Inpatients and 42 from Day Cases.

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

14 SHC incidents and 1 PCC incidents were identified from comments received which have been reviewed regionally.

NHS INPATIENT SURVEY 2015

As some of our questions are similar to those asked in the NHS Survey, we have also noted the NHS results in this summary where appropriate.

QUALITY IMPROVEMENTS SINCE LAST REPORT

- ❖ Further privacy screens are now available to be put in rooms as required / requested by the Patient Support Officers (PSO).
- ❖ Following recent renovations and comments received from patients, all A&E signs are now back in place for those arriving via A&E.
- ❖ Kitchen staff will be checking food arrives hot. The menu has been adapted to accommodate more individual tastes and dietary requirements.

OVERALL SATISFACTION

The overall satisfaction of patients selecting “Excellent, Very Good or Good” remains high at 95%. Some comments included:

“I cannot fault the treatment and after care I have received. I always felt welcome and accommodated throughout my stay”

“The overall care and the doctors were excellent I cannot fault that at all, in fact everything was perfect and ran very smoothly”

“Absolutely brilliant, first operation I have ever had and I couldn’t have wished or wanted anything more outstanding”

“I felt very comfortable and at ease before and after my operation! The staff that looked after me were very helpful and caring. I’m very grateful for the wonderful care I received”

“The German staff were first class”

“The care was excellent”

“An all-round excellent service. I was treated exactly how I would expect to be treated..... As hospitals go, it was extremely pleasant. Thank you to the staff”

“German hospitals are extremely efficient and clean. I felt well looked after and have full faith in the German medical systems. Overall I was very happy with my stay in hospital”

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

NHS 2015 Inpatient Survey Results:

- Q72 – Overall = 84%

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

n = 67506

HOSPITAL DOCTORS AND NURSES

- **Doctors and Nurses**

When asked, 97% stated they had confidence and trust in the doctors and 98% in the nurses treating them. Some free text comments to highlight this are:

"The doctors and nurses are great, very accommodating"
"The doctors are fine and spend an admirable amount of time explaining the situation to the patients"
"The doctors and staff are the best"
"They are professional doctors and nurses"
"The nurses were kind, considerate and very helpful on the ward while I was an inpatient."
"Very friendly and pleasant"
"So caring and attentive"
"The nurses and doctors were very on point and investigated fully what was wrong with me."
"The hospital staff both doctors, nurses and the care I received throughout my stay was excellent"

NHS 2015 Inpatient Survey Results:

- Q25. Did you have confidence and trust in doctors treating you? (Yes, always + Yes, sometimes) = 97% n = 70863
- Q28. Did you have confidence and trust in nurses treating you? (Yes, always + Yes, sometimes) = 98% n = 71173

CARE AND TREATMENT

- **Consent for Operations and Procedures**

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

- **Involvement in Decisions**

88% of patients felt they were definitely or to some extent involved as much as they wanted to be in decisions made about their care and treatment. When asked if they had important questions to ask the doctor, 95% felt that they could always or sometimes get answers that they could understand. Some comments regarding communication and involvement in decisions included:

“The doctors that treated me kept me well informed prior to and post my surgery and answered any questions I had.”

“They went through every detail several times. Everything was explained in English and I was offered more information to take home.”

“Doctors explained in depth and gave me all the information I required...I cannot ask for a better service.”

NHS 2015 Inpatient Survey Results:

- Q33. Were you involved as much as you wanted to be in decisions about care and treatment (Yes, definitely + Yes, to some extent)= 92% n = 70871
- Q24. When you had important questions to ask a doctor, did you get answers that you could understand? (Yes, always + Yes, sometimes) = 95% n = 63724

- **Pain Relief**

96% of all admissions felt the hospital definitely or to some extent did everything they could to help control any pain. Some comments regarding pain relief included:

“They constantly came to me and asked if I required more pain relief”

“Yes, they were brilliant. After I came round after my operation, I was already on a drip for pain relief and then as soon as it was running out, I pressed the buzzer told them I was in pain and they put me straight away on another drip”

“I did not suffer a great deal of pain”

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

NHS 2015 Inpatient Survey Results:

- Q41. Do you think the hospital did everything they could to help control your pain? (Yes, definitely + Yes, to some extent) = 94% n = 45854

- **Privacy and Dignity**

95% of patients felt that their privacy and dignity were respected always or sometimes during their admission. However, some patients have made comments regarding insufficient respect for their privacy and dignity:

"I personally did not have issues with my own privacy, but I shared a room with 2 elderly ladies who had to use latrines without privacy screens. This was very uncomfortable for me... and I would imagine was very embarrassing for the ladies concerned."

"Shared room with 2 then 3 others so no privacy"

"I was unable to walk to the toilet and had to use a commode. I was sharing a room with two other people"

"Had to use a commode next to another patient. Not very dignifying."

	1	2	3
Previous 3 reports	96%	93%	99%

NHS 2015 Inpatient Survey Results:

- Q70. Overall, did you feel you were treated with respect and dignity while you were in hospital? (Yes, always + Yes, sometimes) = 98% n = 71109

HOSPITAL SERVICES

- **Food**

Overall, 64% of Inpatients rate the food as being very good or good. This is a good result and it is higher than previous survey and the NHS results. However, comments were mixed:

"I wasn't asked what I wanted to eat"

"I wasn't given a choice but I did like the food that I ate!"

"Cannot complain about the food"

"Offered appropriate choice but never received what I asked for though"

"As a vegetarian there was little choice other than bread and cheese"

"Same evening meal every day."

"Bread and cheese or ham every night "

	1	2	3
Previous 3 reports	53%	57%	66%

NHS 2015 Inpatient Survey Results:

- Q21. How would you rate the hospital food? (Very Good+ Good) = 59% n = 67911

- **Patient Support Officers**

94% of patients found the PSO service (formally the HLO) to be “Very helpful or Helpful”. Some comments included:

“When I saw them, they were always polite and very helpful”
“Brilliant team”
“Everything I asked they were straight onto it”
“Excellent service, very information, very positive”
“Always came to visit every day and asked if I needed or wanted anything”
“The team were fantastic throughout my stay”
“Assisted with my admission and visited every day during my stay offering assistance.”
“The Patient Support Service are really helpful and adhere to what we require from them”
“Tablets for the internet were fab”
“Very helpful and friendly service, visited me every morning to make sure everything was in order and I understood what was happening regarding my medical care.”

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

- **Awareness of Patient Support Services**

81% of patients were aware of and knew how to contact the Patient Support Service including the Hospital Hotline. The PSS is highly valued by patients but 19% of those who responded were not aware of, and did not know how to contact, the Patient Support Service, including the Hospital Hotline.

	1	2	3
Previous 3 reports	74%	79%	79%

LEAVING THE HOSPITAL

- **Information for Follow Up Care**

81% of patients felt they were given enough information by the Medical Staff about any follow up care needed. Some comments included:

"I was not told if I needed a follow up or if I was to rest or take medication"
"Was not told to report to the Liaison Officer by the hospital staff, but apparently I needed to go there"
"Care of wound, information on pain relief, explanation as to why I was not allowed to shower for 4 days"
"Aftercare was not fully explained. No antibiotics issued"
"I wanted to know what had caused my unexpected injury and how long it would take to get better"

	1	2	3
Previous 3 reports	75%	85%	79%

NHS 2015 Inpatient Survey Results:

- Q59. Before you left hospital were you given any written or printed information about what you should or should not do after leaving hospital (Yes) = 66%
n = 69643

- **Medication on Discharge**

From those who required medication on discharge, 10% stated that they did not receive any. From those who did receive medication, 97% understood how to take it. Some comments included:

"I understood the dosage and time to take the medication, but the side effects and the do's and don'ts were in German"
"I had to revisit the RMO to get medication"
"The nursing staff didn't inform me"
"The nursing staff didn't speak English. Passed me 4 packs of medication and I couldn't really make out what she was saying"

NHS 2015 Inpatient Survey Results:

- Q62. Were you told how to take your medication in a way you could understand? (Yes definitely + Yes to some extent) = 90%
n = 46924

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



PATIENT EXPERIENCE

ADULT INPATIENT AND DAY CASE

QUALITY OF CARE SURVEY CONDUCTED DURING OCTOBER 15 – MARCH 16

List of Contents:

Content	Page
Response Rates and Specialty Breakdown	2
Patient Demographics	3
Raw Data Analysis	4 - 15
Free Text Comments: DGP 4	16 - 32
DGP 3	33 - 49

Issued: 07/07/16

Response Rate and Specialty Breakdown

Response Rate	DGP 4 Count	DGP 3 Count	Total Count
Distributed	278	497	775
Returns	116	155	271
Raw Response Rate	42%	31%	35%
Return to Sender	7	6	13
Adjusted Distribution	271	491	762
Adjusted Response Rate	43%	32%	36%

Specialty	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Cardiology	0	0%	12	8%	12	4%
Colposcopy	3	3%	0	0%	3	1%
Dermatology - SHC	8	7%	0	0%	8	3%
ENT	2	2%	15	10%	17	6%
General Medicine	30	26%	31	20%	61	23%
General Surgery	16	14%	20	13%	36	13%
Gynaecology	12	10%	17	11%	29	11%
Neurology	0	0%	13	8%	13	5%
Neurosurgery	6	5%	0	0%	6	2%
Ophthalmology	5	4%	0	0%	5	2%
Oral Surgery	2	2%	10	6%	12	4%
Orthopaedics	20	17%	23	15%	43	16%
Pain Management	1	1%	0	0%	1	0%
Urology	11	9%	14	9%	25	9%
Grand Total	116	100%	155	100%	271	100%

Patient Demographics

Patient Type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Military	46	40%	86	55%	132	49%
Dependant / UKBC	70	60%	69	45%	139	51%
Grand Total	116	100%	155	100%	271	100%

Admission Type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Planned	88	76%	94	61%	182	67%
Emergency	28	24%	61	39%	89	33%
Grand Total	116	100%	155	100%	271	100%

Day Case	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
No	79	68%	113	73%	192	71%
Yes	37	32%	42	27%	79	29%
Grand Total	116	100%	155	100%	271	100%

Patient Gender	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Male	63	54%	96	62%	159	59%
Female	53	46%	59	38%	112	41%
Total	116	100%	155	100%	271	100%

First Language	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
English	105	91%	141	91%	246	91%
German	4	3%	5	3%	9	3%
Other	7	6%	9	6%	16	6%
Total	116	100%	155	100%	271	100%

Raw Data Analysis

BEFORE ADMISSION

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

Planned Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Fully	34	43%	45	50%	79	47%
Mostly	13	16%	13	14%	26	15%
Partly	11	14%	9	10%	20	12%
Not at all	21	27%	23	26%	44	26%
All responses	79	100%	90	100%	169	100%
No response	1		0		1	
Not Applicable	8		4		12	
Total Questionnaires	88		94		182	
Total of Fully & Mostly	47	59%	58	64%	105	62%

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

Planned Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Fully	52	63%	62	68%	114	66%
Mostly	14	17%	16	18%	30	17%
Partly	8	10%	8	9%	16	9%
Not at all	8	10%	5	5%	13	8%
All responses	82	100%	91	100%	173	100%
No response	1		0		1	
Not Applicable	5		3		8	
Total Questionnaires	88		94		182	
Total of Fully & Mostly	66	80%	78	86%	144	83%

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

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Admission Details	10	59%	9	47%	19	53%
Duration of Stay	1	6%	1	5%	2	6%
Comment - No Issue	6	35%	9	47%	15	42%
Grand Total	17	100%	19	100%	36	100%

ON ADMISSION**Q4. Were you aware of, and did you know how to contact, the Patient Support Service**

All Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	92	82%	119	81%	211	81%
No	20	18%	28	19%	48	19%
All responses	112	100%	147	100%	259	100%
No Response	1		0		1	
Not Applicable	3		8		11	
Total Questionnaires	116		155		271	

Please comment if you required any other support:

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Not aware of the PSS	1	20%	3	33%	4	29%
Aware of PSS	1	20%	6	67%	7	50%
Comment - No Issue	3	60%	0	0%	3	21%
Grand Total	5	100%	9	100%	14	100%

HOSPITALS AND DOCTORS**Q5. Did you have confidence and trust in the doctors treating you?**

All Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, always	87	76%	120	77%	207	77%
Yes, sometimes	28	24%	31	20%	59	22%
No	0	0%	4	3%	4	1%
All responses	115	100%	155	100%	270	100%
No response	1		0		1	
Total Questionnaires	116		155		271	
Total of all 'Yes' responses	115	100%	151	97%	266	99%

Comments:

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Language Difficulties	2	14%	5	23%	7	19%
Communication	4	29%	8	36%	12	33%
Patient Care - Positive	5	36%	7	32%	12	33%
Patient Care - Negative	3	21%	2	9%	5	14%
Grand Total	14	100%	22	100%	36	100%

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

All Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, always	84	73%	120	77%	204	76%
Yes, sometimes	27	23%	32	21%	59	22%
No	4	3%	3	2%	7	3%
All responses	115	100%	155	100%	270	100%
No response	1		0		1	
Total Questionnaires	116		155		271	
Total of all 'Yes' responses	111	97%	152	98%	263	97%

Comments:

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Language Difficulties	6	35%	4	20%	10	27%
Communication	2	12%	4	20%	6	16%
Medication	2	12%	1	5%	3	8%
Patient Care - Positive	4	24%	8	40%	12	32%
Patient Care - Negative	3	18%	3	15%	6	16%
Grand Total	17	100%	20	100%	37	100%

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

All Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	93	81%	114	74%	207	77%
No	22	19%	41	26%	63	23%
All responses	115	100%	155	100%	270	100%
No response	1		0		1	
Total Questionnaires	116		155		271	

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

Q7, Yes Only	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	86	99%	105	96%	191	97%
No	1	1%	4	4%	5	3%
All responses	87	100%	109	100%	196	100%
No response	6		5		11	
Total Questionnaires	93		114		207	

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

Q7, Yes Only	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	86	98%	103	96%	189	97%
No	2	2%	4	4%	6	3%
All responses	88	100%	107	100%	195	100%
No response	5		7		12	
Total Questionnaires	93		114		207	

If No to Q8 or Q9, please explain:

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Consent Form	0	0%	1	25%	1	14%
Language Difficulties	1	33%	0	0%	1	14%
Communication	1	33%	2	50%	3	43%
Comment - No Issue	1	33%	1	25%	2	29%
Grand Total	3	100%	4	100%	7	100%

CARE AND TREATMENT

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

	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Inpatients Only						
Yes, definitely	49	62%	64	57%	113	59%
Yes, to some extent	26	33%	36	32%	62	32%
No	4	5%	13	12%	17	9%
All responses	79	100%	113	100%	192	100%
Total of all 'Yes' responses	75	95%	100	88%	175	91%

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

	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
All Admissions						
Yes, always	81	76%	95	66%	176	70%
Yes, sometimes	22	21%	42	29%	64	26%
No	3	3%	7	5%	10	4%
All responses	106	100%	144	100%	250	100%
I had no need to ask	6		8		14	
No response	4		3		7	
Total Questionnaires	116		155		271	
Total of all 'Yes' responses	103	97%	137	95%	240	96%

If No, please explain:

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Communication	6	46%	15	75%	21	64%
Continuity of Doctors	2	15%	1	5%	3	9%
Pain Management	2	15%	1	5%	3	9%
Comment - No Issue	3	23%	3	15%	6	18%
Grand Total	13	100%	20	100%	33	100%

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

Inpatients Only	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	41	84%	54	92%	95	88%
No	8	16%	5	8%	13	12%
All responses	49	100%	59	100%	108	100%
Not Required	30		54		84	
No response	0		0		0	
Total Questionnaires	79		113		192	

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

Inpatients Only	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	20	77%	26	84%	46	81%
No	6	23%	5	16%	11	19%
All responses	26	100%	31	100%	57	100%
Not Required	53		82		135	
No response	0		0		0	
Total Questionnaires	79		113		192	

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

All Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, definitely	73	76%	105	76%	178	76%
Yes, to some extent	14	15%	29	21%	43	18%
No	9	9%	5	4%	14	6%
All responses	96	100%	139	100%	235	100%
N/a not in pain	19		16		35	
No response	1		0		1	
Total Questionnaires	116		155		271	
Total of all 'Yes' responses	87	91%	134	96%	221	94%

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

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Communication	2	17%	0	0%	2	8%
Continuity of Doctors	1	8%	0	0%	1	4%
Pain Management	4	33%	9	69%	13	52%
Comment - No Issue	5	42%	4	31%	9	36%
Grand Total	12	100%	13	100%	25	100%

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

Inpatients Only	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	29	85%	24	83%	53	84%
No	5	15%	5	17%	10	16%
All responses	34	100%	29	100%	63	100%
Not required	38		79		117	
No response	7		5		12	
Total Questionnaires	79		113		192	

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

All Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes, always	92	80%	124	80%	216	80%
Yes, sometimes	22	19%	23	15%	45	17%
No	1	1%	8	5%	9	3%
All responses	115	100%	155	100%	270	100%
No response	1		0		1	
Total Questionnaires	116		155		271	
Total of all 'Yes' responses	114	99%	147	95%	261	97%

If No, please explain:

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
No Screens or curtains	3	27%	4	25%	7	26%
Privacy	3	27%	6	38%	9	33%
Patient Confidentiality	0	0%	1	6%	1	4%
Comment - No Issue	5	45%	5	31%	10	37%
Grand Total	11	100%	16	100%	27	100%

HOSPITAL SERVICES

Q17. How would you rate the hospital food?

Inpatients Only	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Very Good	14	18%	29	26%	43	23%
Good	21	27%	43	38%	64	34%
Fair	29	37%	30	27%	59	31%
Poor	15	19%	10	9%	25	13%
All responses	79	100%	112	100%	191	100%
N/a no food	0		1		1	
No response	37		42		79	
Total Questionnaires	116		155		271	
Total of all 'Good' responses	35	44%	72	64%	107	56%

Q18. Did the menu offer an appropriate choice?

Inpatients Only	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	47	59%	73	65%	120	63%
No	19	24%	22	19%	41	21%
Don't know	13	16%	18	16%	31	16%
All responses	79	100%	113	100%	192	100%
No response	37		42		79	
Total Questionnaires	116		155		271	

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

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Food Arrangement	1	4%	6	19%	7	13%
Quality / Quantity	9	36%	4	13%	13	23%
Special Dietary Requests	0	0%	2	6%	2	4%
Menu Choice	13	52%	14	45%	27	48%
Comment - No Issue	2	8%	5	16%	7	13%
Grand Total	25	100%	31	100%	56	100%

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

Inpatients Only	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	50	63%	72	64%	122	64%
No	28	35%	39	35%	67	35%
Don't know	1	1%	2	2%	3	2%
All responses	79	100%	113	100%	192	100%

Comments:

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Only Canteen Facilities	0	0%	1	13%	1	7%
No, but read about them	1	17%	1	13%	2	14%
Nothing Available	0	0%	1	13%	1	7%
N/A - Unable to leave Ward	2	33%	2	25%	4	29%
Comment - No Issue	3	50%	3	38%	6	43%
Grand Total	6	100%	8	100%	14	100%

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

Inpatients Only	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Very helpful	40	55%	64	59%	104	57%
Helpful	31	42%	38	35%	69	38%
Unhelpful	2	3%	7	6%	9	5%
All applicable	73	100%	109	100%	182	100%
Not needed	6		4		10	
Total Questionnaires	79		113		192	
Total of all 'helpful' responses	71	97%	102	94%	173	95%

Any further comments on the Patient Support Service:

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
PSO - Positive	8	53%	11	48%	19	50%
PSO - Negative	5	33%	8	35%	13	34%
Lack of Visits	2	13%	4	17%	6	16%
Grand Total	15	100%	23	100%	38	100%

LEAVING THE HOSPITAL

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

All Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	88	81%	123	81%	211	81%
No	21	19%	28	19%	49	19%
All responses	109	100%	151	100%	260	100%
Not applicable	6		4		10	
No response	1		0		1	
Total Questionnaires	116		155		271	

If No, what further information did you need?

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Post-operative Information	3	25%	6	40%	9	33%
Lack of Communication	3	25%	3	20%	6	22%
Discharge Information	5	42%	4	27%	9	33%
Comment - No Issue	1	8%	2	13%	3	11%
Grand Total	12	100%	15	100%	27	100%

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

All Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	75	87%	109	90%	184	89%
No	11	13%	12	10%	23	11%
All responses	86	100%	121	100%	207	100%
Not required	29		34		63	
No response	1		0		1	
Total Questionnaires	116		155		271	

Q24. Did you understand how to take your medication?

Q22, Yes Only	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Yes	70	96%	106	97%	176	97%
No	3	4%	3	3%	6	3%
All responses	73	100%	109	100%	182	100%
No response	2		0		2	
Total Questionnaires	75		109		184	

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

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Medication	2	33%	3	33%	5	33%
No Instructions	2	33%	0	0%	2	13%
Access to Medical Centre	1	17%	0	0%	1	7%
Communication	0	0%	3	33%	3	20%
Comment - No Issue	1	17%	3	33%	4	27%
Grand Total	6	100%	9	100%	15	100%

OVERALL

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

All Admissions	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Excellent	50	44%	61	39%	111	41%
Very Good	42	37%	63	41%	105	39%
Good	13	11%	24	15%	37	14%
Fair	5	4%	5	3%	10	4%
Poor	4	4%	2	1%	6	2%
All responses	114	100%	155	100%	269	100%
No response	2		0		2	
Total Questionnaires	116		155		271	
Total 'Excellent, V Good + Good'	105	92%	148	95%	253	94%

Any further comments on your overall satisfaction with the hospital:

Comment type	DGP 4		DGP 3		Total	
	Count	%	Count	%	Count	%
Doctors and Nurses	3	15%	5	23%	8	19%
Operations and Procedures	1	5%	0	0%	1	2%
Hospital Service	0	0%	1	5%	1	2%
Overall	10	50%	5	23%	15	36%
Lack of Communication	2	10%	6	27%	8	19%
Lack of Patient Care	4	20%	5	23%	9	21%
Grand Total	20	100%	22	100%	42	100%