



# Scottish Inpatient Patient Experience Survey 2012

## Volume 1: National Results

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## 1 EXECUTIVE SUMMARY

- 1.1 We found there was a slight improvement in the experiences of patients nationally compared to the previous survey in 2011. Scottish inpatients were again generally positive about their hospital stay.
- 1.2 There were small increases in the percentage of positive responses for 11 questions and small decreases for only two questions. There was also a small increase in the healthcare experience indicator which gives an overall summary of the experience of Scottish inpatients across all aspects of their hospital stay.
- 1.3 Three NHS Boards (NHS Grampian, NHS Highland and NHS Orkney) showed moderate improvement in the experiences of their patients. NHS Fife was the only board where patients had slightly less positive experiences than the year before. The experiences of patients in the remaining 11 NHS Boards showed little change compared to the 2011 survey.
- 1.4 The area with the most improvement was people's experiences of the hospital and ward environment. This year slightly more patients indicated that the ward, bathrooms and toilets were clean; they were happy with the food and drink they received; and noise at night was less of a problem.
- 1.5 Despite the improvements elsewhere, the percentage of patients who were confident that they could look after themselves when they left hospital saw a further reduction by one percentage point to 85 per cent; it had dropped by two percentage points in 2011.
- 1.6 This year we introduced questions about care and support services that needed to be arranged before patients could leave hospital. Twenty four per cent of patients required care or support services to be arranged after they left hospital. Of these, 82 per cent of patients rated that, overall, the care or support services they got after leaving hospital were excellent or good;
- 1.7 Other interesting findings from this report
  - Of the six stages of the inpatient journey, patients were most positive about their experiences of the staff and least positive about the arrangements made for them leaving hospital;
  - Overall 85 per cent of patients rated their care and treatment as excellent or good, the same as in 2011;
  - The results were similar to those from the latest survey of inpatients in England.
- 1.8 These results are from the 2012 Scottish Inpatient Patient Experience Survey. The survey was sent to adult inpatients (aged 16 years old or above on discharge) who had an inpatient hospital stay between October 2010 and September 2011. Results for individual hospitals are available at: <http://www.patientexperience-bettertogether.scot.nhs.uk/>

## 2 INTRODUCTION

### Introduction

- 2.1 The *Better Together* Scottish Patient Experience Inpatient Survey is a postal survey, first conducted in early 2010, with the aim of establishing the experience of a sample of people aged 16 years and over who had a recent overnight hospital stay. The survey covers six specific areas of inpatient experience: admission to hospital; the hospital and ward; care and treatment; hospital staff; arrangements for leaving hospital; and care and support services after leaving hospital. A copy of the questionnaire can be found in Annex A.
- 2.2 This report presents the detailed national findings of the third *Better Together* Inpatient Patient Experience Survey. Key findings are presented at national level as well as by NHS Board.
- 2.3 Details of the survey design, fieldwork and analysis are available in the Scottish Inpatient Patient Experience Technical Report (<http://www.scotland.gov.uk/inpatientsurveytechnicalreport>).

### Better Together: Scottish Patient Experience Programme

- 2.4 *Better Together* is Scotland's Patient Experience Programme, which supports NHS Scotland in developing ways to use patients' experiences to inform service design and planning across health service to drive improvement.
- 2.5 The *Better Together* programme supports the *Healthcare Quality Strategy for NHSScotland* (or *Quality Strategy*) by providing a basis for the measurement of quality as experienced by service users across Scotland, in addition to support for local improvement.
- 2.6 The ultimate aim of the *Quality Strategy* is to deliver the highest quality health and care services to people in Scotland, and through this to ensure that NHSScotland is recognised by the people of Scotland as amongst the best in the world. Through the *Better Together* programme, people in Scotland are being given the opportunity to comment systematically on their experience of healthcare and its impact on their quality of life. The Scottish Inpatient Patient Experience Survey is one example of this work. The Scottish GP / local NHS services survey also allows patients to comment on community services. Further information on the GP / local NHS services survey can be found at: <http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>.
- 2.7 Further information about the Quality Strategy can be found at: <http://www.scotland.gov.uk/Topics/Health/NHS-Scotland/NHSQuality>.

2.8 The Better Together inpatient experience survey is jointly supported by Scottish Government, Information Services Division (ISD)<sup>1</sup>, NHS Boards and Healthcare Improvement Scotland<sup>2</sup>.

2.9 Further information about the *Better Together* programme can be found at: <http://www.bettertogetherscotland.com>.

### **Aims of the *Better Together* Inpatient Survey**

2.10 The survey's specific aims are to:

- Gain a fuller understanding of the experiences of adult patients receiving inpatient services at NHS hospitals in Scotland;
- Provide NHS Boards and NHS hospitals with feedback on the experiences of their patients, relative to previous surveys and other areas in Scotland;
- Provide comparable national data on the quality of the patient experience across NHSScotland;
- Provide information for the national performance framework indicator 'Improve the quality of the healthcare experience in Scotland';
- Explore the variations in the experiences of different groups of patients.

### **Survey design**

2.11 Minor changes were made to the questionnaire and survey materials following the 2011 survey. The main change was the inclusion of questions asking about the care and support services that patients needed to be arranged before they could leave hospital. Details of the changes made to the survey materials are contained in Chapter 3 of the technical report.

### **Survey fieldwork and response**

2.12 The patient sample was designed to provide results for 68 individual hospitals as well as for the 14 NHS Boards, and the National Waiting Time Centre (NWTC) and nationally for Scotland. The survey was sent to a sample of adult inpatients (aged 16 years old or above on discharge) who had an NHS inpatient hospital stay (at least one overnight stay) between October 2010 and September 2011.

2.13 Fieldwork was undertaken by locally procured approved contractors<sup>3</sup> on behalf of NHS Boards beginning on 26 January 2012 on a rolling basis. NHS

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<sup>1</sup> The Information Services Division (ISD) is part of National Services Scotland. ISD provides health information, health intelligence, statistical services and advice that supports the NHS in progressing quality improvement in health and care. ISD role's in the inpatient survey is to analyse the national and local results and produce NHS Board and hospital level reports.

<sup>2</sup> Healthcare Improvement Scotland's (HIS) vision is to deliver excellence in improving the quality of the care and experience of every person in Scotland every time they access healthcare. HIS provides support for NHS boards to use the experiences of their patients to improve healthcare services.

Boards started the survey at different times; the last NHS Board distributed their surveys on 27 February 2012 and the survey closed at the end of April 2012. In total, 55,231 survey packs were sent to patients and 28,709 were returned, giving an overall response rate of 52%.

- 2.14 Of those patients who provided information about themselves: 6 per cent were aged 16-34, 13 per cent were aged 35-49, 27 per cent were aged 50-64, 24 per cent were 65-74 and 30 per cent were 75 and over; 42 per cent were male and 58 per cent were female.
- 2.15 In addition, 38 per cent did not have any limiting illness or disability. Also, 98 per cent indicated that they were heterosexual / straight, whilst 2 per cent indicated that they were gay / lesbian, bisexual or other.
- 2.16 Patients were also asked to self-report their general health as good, fair or poor: 45 per cent rated their health as good, 41 per cent as fair and 14 per cent as poor.

### **Data analysis and interpretation**

- 2.17 The survey data was collected by the contractors. Anonymised data was then securely transferred to Information Services Division (ISD) who carried out the analysis.
- 2.18 Prior to data analysis, hospitals which were identified as private using the Scottish Health Service Costs Book were excluded for the purposes of reporting national NHS results for Scotland. A total of 125 cases from private hospital were excluded from national NHS results.
- 2.19 In general, results are presented as the percentage of patients reporting a positive experience. The percentages are calculated excluding any patients from the denominator who did not answer the question or answered “not relevant” or “don’t know”. Annex B shows which answers have been classed as positive for each question.
- 2.20 Throughout the report, weighted percentages have been presented unless otherwise stated. Weights were applied to all cases within the data file based on the number of eligible inpatients at each hospital. This means that the contribution of each hospital to the NHS Board and Scotland results is proportional to the number of patients that were eligible for the survey. Further information on how weights were calculated and applied can be found in Chapter 8 of the technical report.
- 2.21 Differences from last year’s results are only highlighted and discussed if they are statistically significant. Results in tables are marked with  if they are

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<sup>3</sup> Two Approved Contractors supported NHS Boards; they were Patient Perspective and Quality Health. Approved Contractors carried out the fieldwork element of the inpatient survey, organising the mail out of survey packs, issuing reminders to patients who did not respond, inputting and quality assurance of data and sending completed datasets of survey findings to Information Services Division.



significantly better than last year and ■ if they are significantly worse. Further information on this is available in Chapter 8 of the technical report.

2.22 These statistics have been independently assessed by the UK Statistics Authority and are designated as National Statistics. The assessment report is available at:

<http://www.statisticsauthority.gov.uk/assessment/assessment/assessment-reports/assessment-report-131---statistics-on-scottish-patient-experience.pdf>.

### **Results for NHS Boards and hospitals**

2.23 NHS Boards and hospital reports have been published separately at:

<http://www.patientexperience-bettertogether.scot.nhs.uk/index.html>

### 3 RESULTS – ADMISSION TO HOSPITAL

#### Summary

3.1 The majority of patients were positive about their experiences of admission to hospital. Overall 80 per cent of patients rated their admission to hospital as either excellent or good with no change since last year. However Accident and Emergency department (A&E) patients were less content regarding the information provided on waiting times in A&E; only 49 per cent of patients strongly agreed or agreed that they were told how long they would have to wait. More information on these results and other questions relating to hospital admission are outlined below.

#### Emergency or planned in advance

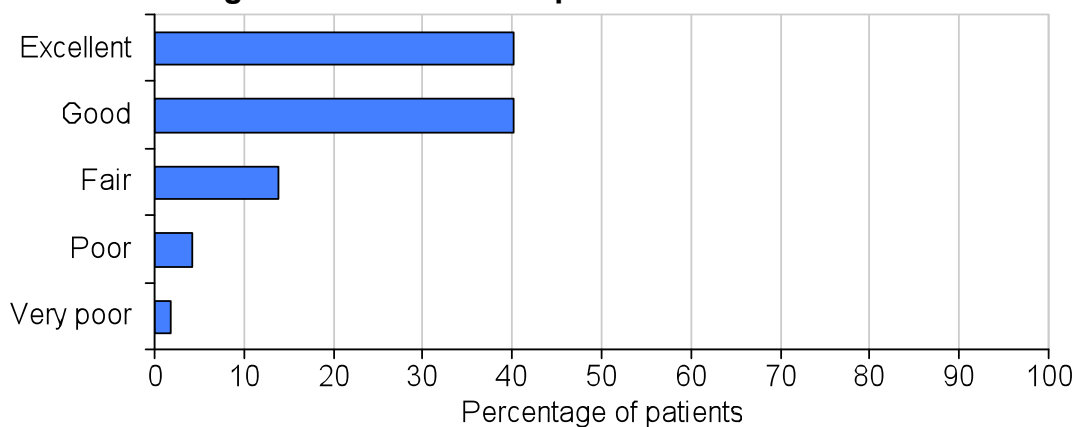
3.2 Patients who responded to the survey had either been admitted to hospital as an emergency / urgent admission (61 per cent) or had their stay planned in advance (39 per cent).

3.3 Of the emergency and urgent patients, 72 per cent went to the A&E when they arrived at hospital.

#### Views on individual aspects of admission

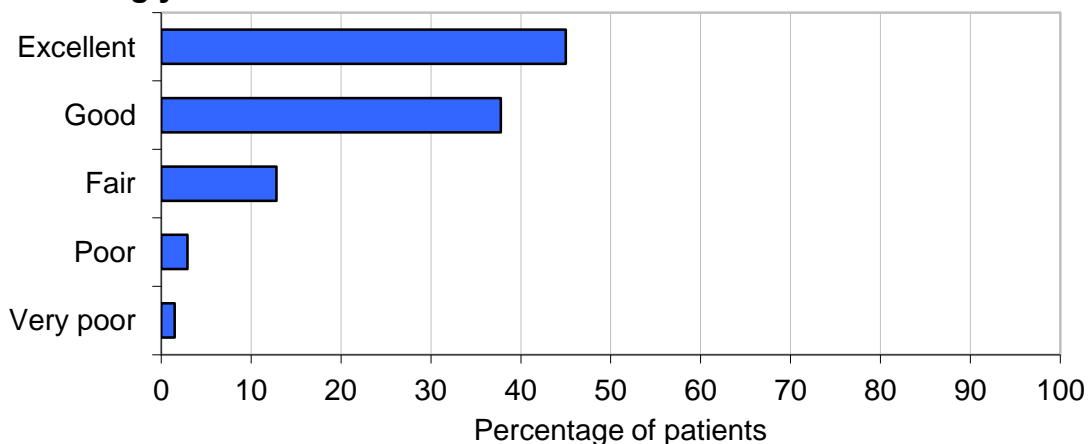
3.4 Patients were asked to rate their admission to hospital. Chart 1 shows that overall 80 per cent of patients rated their admission to hospital as excellent or good.

**Chart 1 Overall rating of admission to hospital**



3.5 A&E patients were asked to rate their care and treatment that they had received in A&E with 83 per cent rating it as excellent or good (Chart 2).

**Chart 2 Overall, how would you rate the care and treatment you received during your time in A&E?**



3.6 Patients were asked about individual aspects of their admission to hospital which included communication, length of time waiting to be seen or admitted, and care and treatment in A&E. The results are presented in Table 1. There were no statistically significant changes since the last survey in 2011 in any of the questions about admission to hospital (Table 1).

**Table 1 Summary of the results to questions about patients' admission to hospital**

Statement or question	2012				Change from 2011 in Positive %
	Total base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
<b>Emergency or urgent patients</b>					
In A&E I was told how long I would have to wait	7,388	31	20	49	0
In A&E I was told what was happening in a way I could understand	9,762	9	8	83	-1
Overall, how would you rate the care and treatment you received during your time in A&E?	10,626	4	13	83	+1
<b>Waiting list and planned in advance patients</b>					
If your hospital visit was planned in advance how did you feel about the length of time you waited to be admitted to hospital after being referred?	10,546	12	N/A	88	-1
Did the information you were given before attending hospital help you understand what would happen?	10,436	4	N/A	96	0
<b>All patients</b>					
From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward?	27,439	13	N/A	87	0
Overall how would you rate your admission to hospital?	27,448	6	14	80	0

- 3.7 The highest and lowest positive percentages on individual aspects of admission, which are unchanged from the 2011 results, both refer to communication with patients.
- The highest positive percentage (96 per cent) refers to the information patients were given before attending hospital when they had a planned admission;
  - The lowest (49 per cent) refers to patients in A&E being told how long they would have to wait.

#### Length of time waiting in A/E

- 3.8 Until 2008/09 there was an NHS target that 98 per cent of patients should not wait more than four hours in A&E. Although it is no longer a target, it is still a standard that NHS Boards are expected to meet. We compared data on the standard with the inpatient survey data and found that in hospitals where patients are more likely to wait more than four hours, they are also more likely to not be told how long you have to wait.

#### Waiting to be admitted after being referred

- 3.9 On 31 March 2011 a new national standard was introduced, by which patients should not wait more than 9 weeks (previously 12 weeks) between the time they were placed on a waiting list and the time they were admitted in hospital for an inpatient or day case treatment. This change took place halfway through the period covered by this survey. Information published by ISD shows that only three per cent of patients who attended hospital during the period covered by the survey had to wait longer than 9 weeks<sup>4</sup>. In the inpatient survey, based on their experiences, 11 per cent of patients whose hospital visit was waiting list or planned in advance felt that the time they had to wait was too long. One per cent of patients felt that the time they had to wait was too short.

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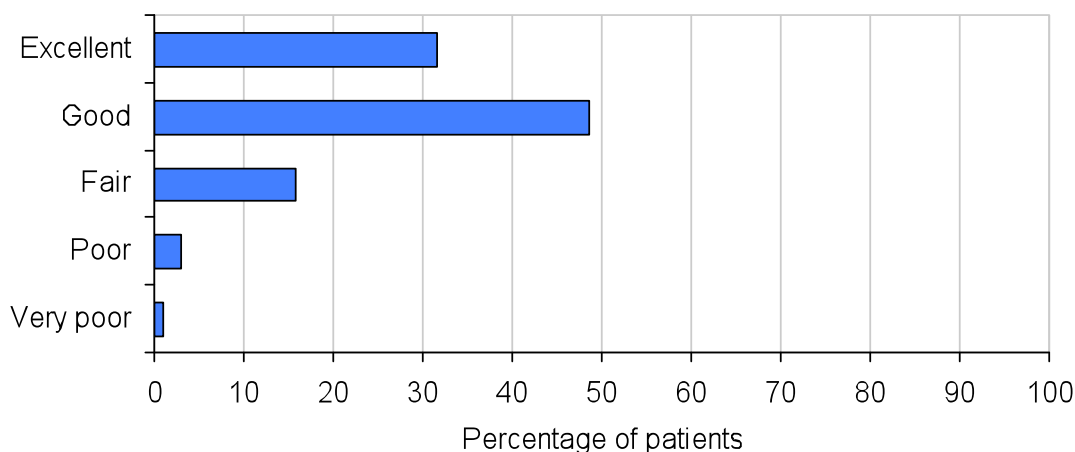
<sup>4</sup> <http://www.isdscotland.org/Health-Topics/Waiting-Times/Publications/index.asp>

## 4 RESULTS – THE HOSPITAL AND WARD

### Summary

- 4.1 The results for patients' experience of the hospital and ward environment were mixed. Areas where patients were most positive related to cleanliness, while patients tended to be most negative about noise at night, knowing who was in charge of the ward, and food and drink. Overall 80 per cent of patients rated the hospital environment as excellent or good (Chart 3), an increase of one percentage point compared to 2011. More information on these results and other questions relating to the hospital and ward are outlined below.






**Chart 3 Overall, how would you rate the hospital environment?**



### The hospital and ward environment

- 4.2 Patients were asked how much they agreed or disagreed with eight statements about the hospital and ward environment and how much they rated the hospital environment overall. The results are shown in Table 2.
- 4.3 The percentage of patients answering positively ranged from 54 percent (I was not bothered by noise at night) to 93 per cent (The main ward or room I stayed in was clean).
- 4.4 There was some improvement in people's experiences of the hospital and ward environment since the 2011 survey. This year slightly more patients indicated that the ward, bathrooms and toilets were clean; they were happy with the food and drink they received; and noise at night was less of a problem.

**Table 2 Summary of the results to questions about the hospital environment**

Statement or question	2012				Change from 2011 In Positive %
	Total base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
The main ward or room I stayed in was clean.	28,153	3	4	93	+1 
The bathrooms and toilets were clean.	27,855	6	5	88	+2 
I was not bothered by noise at night.	25,639	30	17	54	+2 
I was not bothered by noise during the day.	25,926	13	18	69	+1
I was happy with the food and drink that I received.	27,566	20	12	68	+1 
When I called I received assistance within a reasonable time.	26,103	7	7	87	0
There were times I felt bothered or threatened by other patients or visitors.	26,271	11	6	82	- 1
I knew who was in charge of the ward.	26,251	26	12	62	+ 1
Overall, how would you rate the hospital environment?	28,172	4	16	80	+1 

Note: Not all rows add to 100% due to rounding.

#### Food and drink

4.5 Food and drink play an important part in a patient's recovery and consequently they are subject to national standards for food, fluid and nutritional care in hospitals<sup>5</sup>. NHS Boards' performance in the provision of food, fluid and nutritional care are assessed based on these standards.

4.6 The inpatient survey asked people about the food and drink they had received while in hospital. Food and drink, similar to noise, is an area where a substantial percentage of patients reported a negative experience (20 per cent were not happy with the food and drink they had received). There was, however, an increase of one percentage point from 67 to 68 per cent in the percentage of patients happy with the food and drink (Table 2). This change was mainly driven by NHS Lanarkshire, which showed an improvement of 7 percentage points.

<sup>5</sup> Source: Health Improvement Scotland (previously NHS Quality improvement Scotland) [http://www.healthcareimprovementscotland.org/programmes/patient\\_safety/nutritional\\_care\\_resources/nutritional\\_care\\_standards.aspx](http://www.healthcareimprovementscotland.org/programmes/patient_safety/nutritional_care_resources/nutritional_care_standards.aspx)

## Noise

- 4.7 Noise at night can affect a patient's sleep and potentially their period of recovery. This might explain in part why noise at night is an area which patients feel strongly about: 30 per cent felt they were bothered at night during their hospital stay. However there has been an improvement in patients' rating from the previous year, with an increase of two percentage points in the percentage of patients who weren't bothered by noise. There was considerable improvement in NHS Forth Valley (+12 percentage points) which was mainly due to the new Forth Valley Royal Hospital which opened in July 2011 and where fewer patients experienced problems with noise at night. There were also improvements in NHS Lothian (+5 percentage points) and NHS Fife (+7 percentage points).

## Knowing who was in charge of the ward

- 4.8 More than a quarter of patients disagreed that they knew who was in charge of the ward. The Senior Charge Nurse is the staff member in charge of the ward, although it is likely that some patients will have answered that they knew who was in charge of the ward, but thought it was someone else. One of the aims of the Leading Better Care programme<sup>6</sup> to be achieved by the end of 2010 was to redefine the role of Senior Charge Nurses. This included making sure that the Senior Charge Nurse is visible and accessible to patients. It appears that patients still find it difficult to identify who is in charge of the ward and additionally the role of the Senior Charge Nurse.

## Sharing a room or bay with members of the opposite sex

- 4.9 In addition to the statements in Table 2 above, patients were asked if they had shared a room or bay with a member of the opposite sex during their most recent stay in hospital. Ten per cent of patients shared a room or bay with a member of the opposite sex, the same as in 2011. Mixed sex wards have been abolished in Scotland with the exception of A&E and intensive care. In the survey 12 per cent of emergency patients reported sharing a room with a member of the opposite sex compared to 7 per cent of waiting list or planned in advance patients. It is worth noting that there are likely to be differences in the perceptions of patients of what constitutes mixed sex accommodation.

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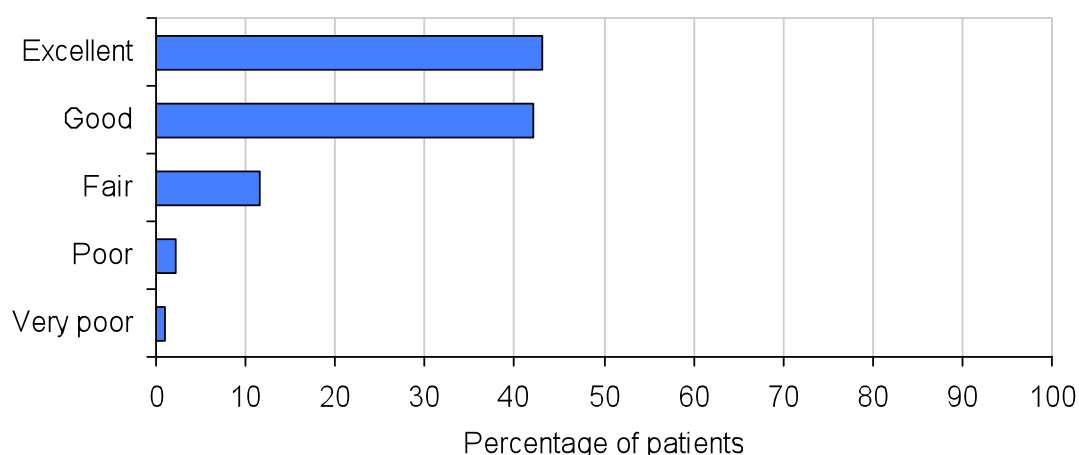
<sup>6</sup> <http://www.evidenceintopractice.scot.nhs.uk/leading-better-carereleasing-time-to-care.aspx>

## 5 RESULTS – CARE AND TREATMENT

### Summary

5.1 Most patients were mainly positive about the care and treatment they received. Overall, 85 per cent of patients rated their care and treatment as excellent or good (Chart 4), the same as last year. However patients tended to be less positive about getting help from staff when needed. More information on these results and other questions relating to the care and treatment are outlined below.

**Chart 4 Overall, how would you rate your care and treatment during your stay in hospital?**



### Care and treatment

5.2 Patients were asked how much they agreed or disagreed with eight statements about their care and treatment. They were also asked how they felt about being involved in decisions about their care and treatment and to rate their overall care and treatment. The results are shown in Table 3.

5.3 The percentage of patients answering positively ranged from 69 per cent (I got help with eating and drinking when I needed it) to 95 per cent (I had privacy when being examined and treated).

5.4 There were no statistically significant differences from the 2011 survey for any of the questions relating to care and treatment (Table 3).



**Table 3 Summary of the results of questions asked about care and treatment**

Statement or question	2012				Change from 2011 In Positive %
	Total base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
I was able to get adequate pain relief when I needed it.	25,122	5	4	91	0
I had privacy when being examined and treated.	27,898	2	3	95	0
I had privacy when my condition and treatment was discussed.	27,707	8	7	85	0
I got help with washing and dressing when I needed it.	18,616	8	10	82	0
I got help with eating and drinking when I needed it.	11,459	10	21	69	+ 1
I got help with going to the bathroom or toilet when I needed it.	16,496	8	11	81	+ 1
Before moving wards, a member of staff explained what would happen.	14,868	10	9	81	0
Moving wards was well managed.	14,620	8	11	82	0
How did you feel about being involved in decisions about your care and treatment?	27,370	15	N/A	85	0
Overall, how would you rate your care and treatment during your stay in hospital?	27,784	3	12	85	0

Note: Not all rows add to 100% due to rounding.

#### Help from staff

5.5 The percentage of patients who gave a positive answer to the questions about getting help from staff when they needed it was relatively low with no statistically significant improvement compare to the previous year. These questions were (percentage answering positively in brackets):

- I got help with washing and dressing when I needed it (82%);
- I got help with eating and drinking when I needed it (69%);
- I got help with going to the bathroom or toilet when I needed it (81%).

5.6 Many patients perhaps did not answer these questions because they felt that they weren't relevant to them. The reason for the relatively low positive ratings may be partly explained by patients who answered "neither agree nor disagree" because they did not require help.

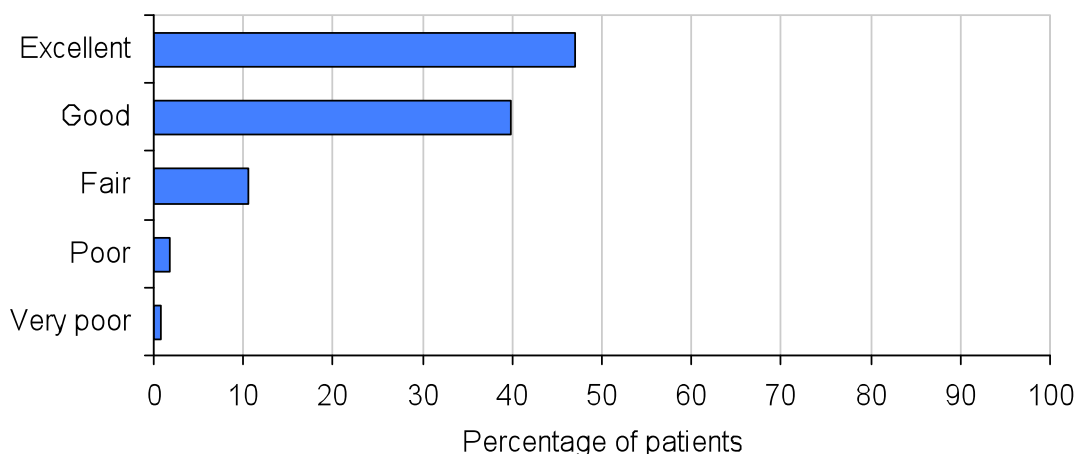
5.7 There was considerable variation between NHS Boards in the responses to these questions. For example the percentage of patients that got help with eating and drinking when they needed it ranged from 61 to 87 per cent.

## 6 RESULTS – STAFF

### Summary

- 6.1 The majority of patients were positive in their overall rating of the staff that they came into contact with. There was no change from 2011 with 87 per cent rating the staff they came into contact with as either excellent or good and only 3 per cent rating them as poor or very poor (Chart 5).
- 6.2 Patients generally felt that staff worked well together in organising their care, with 84 per cent agreeing that they did. Of the six stages of the patient journey, patients were most positive about their experiences of the staff. More information on these results and other questions relating to the staff are outlined below.

**Chart 5 Overall, how would you rate all the staff who you came into contact with?**



### Doctors

- 6.3 Patients were asked how much they agreed or disagreed with ten statements about doctors and the results are shown in Table 4. The percentage of patients answering positively ranged from 80 per cent (Doctors did not talk in front of me as if I was not there) to 96 per cent (Doctors introduced themselves to me).
- 6.4 Overall there was little change between the 2011 and 2012 results. The 2011 results had shown small increases for most of the questions on doctors from the 2010 survey.
- Two statements show improvements of 1 percentage point (“Doctors did not talk in front of me as if I was not there” and “As far as I was aware doctors washed/cleaned their hands at appropriate times”);
  - Another statement shows a decrease of 1 percentage point (“Doctors explained the risks and benefits of any treatment in a way I could understand”).

**Table 4 Summary of the results of questions asked about doctors encountered**

Statement or question	2012				Change from 2011 In Positive %
	Total base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
Doctors introduced themselves to me.	27,461	2	2	96	0
There was enough time to talk to the doctors.	27,221	10	9	81	- 1
Doctors knew enough about my condition and treatment.	27,318	6	7	87	- 1
Doctors explained the risks and benefits of any treatment in a way I could understand.	25,927	6	7	87	- 1 <span style="color: red;">■</span>
Doctors talked in a way that helped me understand my condition and treatment.	26,872	6	7	88	0
Doctors gave me clear explanations about any operations and procedures	23,073	6	7	86	- 1
Doctors told me how my operation or procedure had gone in a way I could understand.	20,992	6	8	87	+1
Doctors did not talk in front of me as if I was not there.	25,112	11	9	80	+1 <span style="color: green;">■</span>
Doctors listened to me if I had any questions or concerns.	26,449	5	7	88	0
As far as I was aware doctors washed/cleaned their hands at appropriate times.	24,613	3	9	88	+1 <span style="color: green;">■</span>



Note: Not all rows add to 100% due to rounding.

## Nurses

6.5 Patients were asked about how much they agreed or disagreed with eight statements about nurses and the results are shown in below in Table 5. The percentage of patients answering positively ranged from 76 per cent (There was enough time to talk to the nurses) to 90 per cent (As far as I was aware nurses washed/cleaned their hands at appropriate times).

6.6 There was little change in the results for nurses from 2011. The 2012 results show increases in the percentage of patients who agreed that nurses had introduced themselves to them (+1 percentage point) and nurses had given them clear explanations about any operations or procedures (+1 percentage point).

**Table 5 Summary of the results of questions asked about nurses encountered**

Statement or question	2012				Change from 2011 In Positive %
	Total base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
Nurses introduced themselves to me.	27,790	8	7	85	+1 
There was enough time to talk to the nurses.	27,587	13	11	76	0
Nurses knew enough about my condition and treatment.	27,253	8	11	81	0
Nurses talked in a way that helped me understand my condition and treatment.	26,706	8	12	80	0
Nurses gave me clear explanations about any operations and procedures	22,319	10	13	77	+1 
Nurses did not talk in front of me as if I was not there.	25,585	9	10	81	0
Nurses listened to me if I had any questions or concerns.	27,044	5	8	87	0
As far as I was aware nurses washed/cleaned their hands at appropriate times.	25,748	3	7	90	0

#### Releasing time to care<sup>7</sup>

6.7 The Releasing Time to Care (RTC) Programme was offered to all NHS Boards in April 2009 and now all fifteen boards are involved in RTC activity. One of the aims of the programme is to increase the proportion of time nursing staff spend on direct patient care. The percentage of patients who agreed that they had enough time to talk to the nurses remained the same as last year (76 per cent), after decreasing by three percentage points between 2010 and 2011. There may be differences in patients' expectations of the amount of time they can expect to have to talk to doctors and nurses.

6.8 Patients were nonetheless fairly positive (87 per cent) about nurses listening to them if they had any concerns or questions. This percentage has remained the same as last year.

#### Hand washing

6.9 The practice of staff routinely washing and cleaning hands after contact with patients is essential to control the spread of infection within hospitals. It is

<sup>7</sup> <http://www.evidenceintopractice.scot.nhs.uk/leading-better-carereleasing-time-to-care.aspx>

something that patients feel is very important<sup>8</sup>. The results show that patients think that nurses and doctors are doing this; only three per cent of patients disagreed that doctors and nurses washed their hands at appropriate times.

- 6.10 The percentage of patients agreeing that doctors washed their hands at appropriate times has increased slightly from last year (Table 4).

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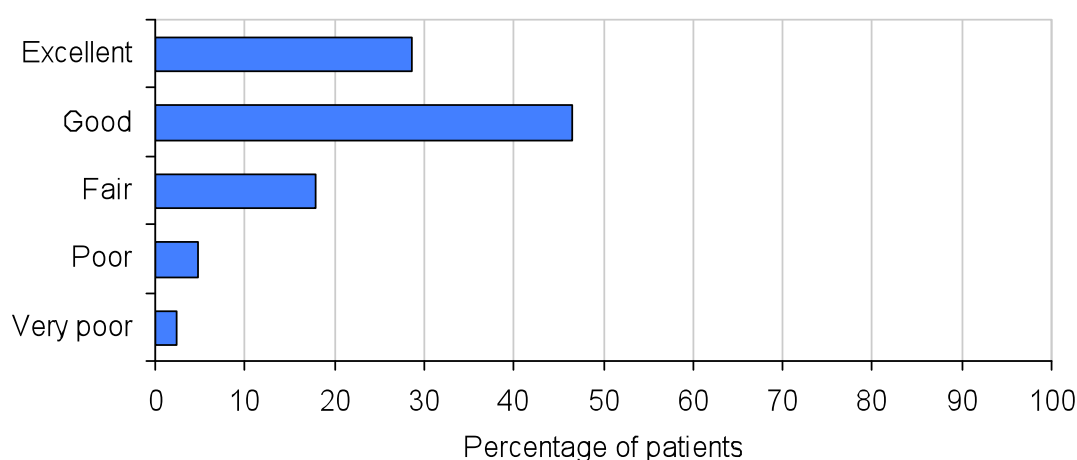
<sup>8</sup> Better Together: Scotland's Patient Experience Programme Patient Priorities for Inpatient Care  
<http://www.scotland.gov.uk/Resource/Doc/278973/0083963.pdf>

## 7 RESULTS – LEAVING HOSPITAL

### Summary

7.1 Compared to other areas of the survey, the results show that patients are least positive about arrangements for leaving hospital. Overall, 75 per cent of patients rated the arrangements for them leaving hospital as excellent or good (Chart 6). Areas where patients were less positive related to help with transport, danger signals to watch for after leaving hospital and the length of time waiting to go home. More information on these results and other questions relating to the arrangements for leaving hospital are outlined below.

**Chart 6 Overall, how would you rate the arrangements made for you leaving hospital?**



### Arrangements for leaving hospital

- 7.2 Timely and appropriate discharge from hospital is an important part of the patient journey. The patient and any carer(s) should be provided with clear information about the discharge process and any follow-up care and support required after leaving hospital.
- 7.3 Patients were asked how much they agreed or disagreed with seven statements about the arrangements made for them when they left hospital. The results are shown in Table 6.
- 7.4 The percentage of patients answering positively ranged from 61 per cent (I was given help with arranging transport) to 83 per cent (My family or home situation was taken into account when planning for me leaving hospital).

**Table 6 Summary results of questions asked about the arrangements for leaving hospital**

Statement or question	2012				Change from 2011 In Positive %
	Total Base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
My family or home situation was taken into account when planning for me leaving hospital.	23,238	9	8	83	0
I was happy with how long I had to wait around when I was told I could go home.	26,790	18	9	73	0
I was given help with arranging transport.	13,297	25	14	61	- 1
I understood who to contact if I had any questions after leaving hospital.	25,841	14	7	80	0
I was told about any danger signals to watch for when I got home.	23,069	19	10	72	0
I was given advice on how to look after myself.	23,957	13	9	78	0
I was confident that any help I needed had been arranged for when I left hospital.	19,897	14	11	75	0
Overall, how would you rate the arrangements made for you leaving hospital	27,739	7	18	75	0

Note: Not all rows add to 100% due to rounding.

7.5 There were no statistically significant changes from 2011 in how patients rated the various arrangements made for them before they could leave hospital.

#### Help arranging transport



7.6 Slightly less than half of respondents answered the question about getting help with arranging transport. Many patients will not have answered the question because they did not require help. Of patients that answered the question, 61 per cent agreed that they were given help with arranging transport.

7.7 This suggests that a considerable percentage of patients feel that they require help with arranging transport, but do not receive it. There is variation between NHS Boards with the percentage of patients getting help ranging from 57 to 81 per cent.

## Medicines

- 7.8 Patients were asked how much they agreed or disagreed with four statements about medicines they were given to take when they left hospital (Table 7).
- 7.9 We introduced a new question in the survey asking if patients had to wait too long to get their medicines. The results showed that this was an issue for patients, with 20 per cent of patients feeling that they had to wait too long for their medicines.
- 7.10 The percentage of patients answering these questions positively ranged from 73 per cent (I didn't have to wait too long to get my medicines) to 97 per cent (I understood how and when to take my medicines).
- 7.11 The results for medicines were similar to last year, with a small increase (one percentage point) in the percentage of patients who understood what their medicines were for and those who understood how and when to take them. Results are shown below in Table 7.

**Table 7 Summary of the results of questions asked about medication**

Statement	2012				Change from 2011 In Positive %
	Total Base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
I didn't have to wait too long to get my medicines.	20,352	20	8	73	N/A
I understood what my medicines were for.	20,307	2	3	95	+ 1 
I understood how and when to take my medicines.	20,353	1	2	97	+1 
I understood the possible side effects and what to do if I had any concerns.	20,11	9	11	80	0

Note: Not all rows add to 100% due to rounding.

- 7.12 It is important that patients understand what their medicines are for, how and when to take them, and to understand the possible side effects and know what to do if they have any concerns to reduce adverse events. The Scottish Patient Safety Programme<sup>9</sup> aims to help provide safe and effective medicines management.

## After leaving hospital – care and support services

- 7.13 Waiting unnecessarily in hospital when clinically ready to be discharged can result in poorer outcomes for individuals as well as being a waste of healthcare resources. As a result, there is a national NHS Scotland HEAT target by which no patients should be delayed by more than 28 days before being discharged to an appropriate care setting when they were found

<sup>9</sup> <http://patientsafety.ettellect.co.uk/programme>



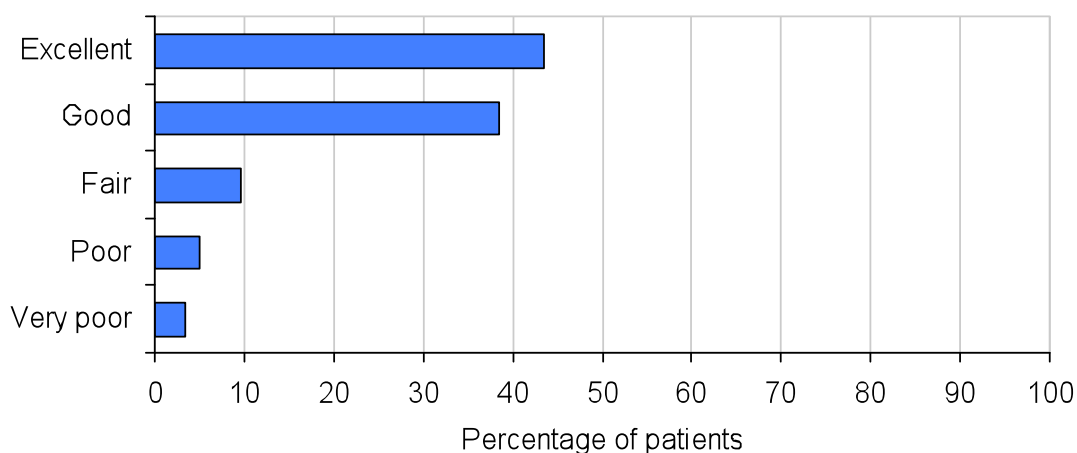
clinically ready for discharge. Current and future targets for delayed discharges can be found on the Scottish Government website<sup>10</sup>.

7.14 This year we introduced questions about care and support services that needed to be arranged before patients could leave hospital. This included any equipment needed in their home, home care or personal care, or a place in a care / nursing home.

7.15 Twenty four per cent of patients required care or support services to be arranged after they left hospital. Of these,

- 82 per cent of patients rated that, overall, the care or support services they received after leaving hospital was excellent or good; 8 per cent rated them as poor or very poor and 10 per cent rated them as fair (Chart 7);
- 89 per cent felt that they had received the type of care or support services that were right for them;
- 12 per cent indicated they had to stay in hospital for longer than expected for their care or support services to be organised.

**Chart 7 Overall, how would you rate the care or support services you got after leaving hospital?**



<sup>10</sup> Scottish Government website:  
<http://www.scotland.gov.uk/About/Performance/scotPerforms/partnerstories/NHSScotlandperformance/DelayedDischarge>

## 8 OVERALL EXPERIENCE OF HOSPITAL STAY

### Overall experience

- 8.1 Patients were asked how much they agreed or disagreed with eight statements about their overall experience of their stay in hospital. The results for these questions are shown in Table 8.
- 8.2 The percentage of patients answering positively ranged from 60 per cent (My religious and spiritual needs were respected) to 93 per cent (I was treated with care).
- 8.3 There was only one statistically significant change in the results from 2011. The percentage of patients who were confident that they could look after themselves when they left hospital saw a further reduction by one percentage point to 85 per cent; it had dropped by two percentage points in 2011.

**Table 8 Summary results of questions asked about the overall experience of the hospital stay**

Statement or question	2012				Change from 2011 In Positive %
	Total Base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
I was treated with respect.	28,178	3	5	92	0
I was treated with care.	28,105	3	4	93	+1
I got the best treatment for my condition.	28,051	4	8	88	+1
I trusted the people looking after me.	28,099	3	5	91	0
I understood what was happening to me.	28,007	5	6	90	0
I was as physically comfortable as I could expect to be.	28,107	5	4	91	0
My religious and spiritual needs were respected.	26,377	3	38	60	- 1
I was confident I could look after myself when I left hospital.	27,947	7	8	85	- 1

### Religious and spiritual needs

- 8.4 The percentage of patients who disagreed or strongly disagreed that their religious and spiritual needs had been respected was very low (3 per cent). There was however a high percentage of patients answering neither agree nor disagree (38 per cent). A possible explanation for this is that many patients do not feel the question is relevant to them as they do not have religious or spiritual needs and so they answer neither agree nor disagree.

## 9 RESULTS – NHS BOARDS

- 9.1 This chapter provides a summary for each NHS Board of questions where there is a statistically significant change in the result compared with last year. NHS Boards results for each question in the survey are not provided in this chapter and have been published separately at: <http://www.patientexperience-bettertogether.scot.nhs.uk/index.html>.
- 9.2 Significance testing is done at the 5% level. This means that there is a one in twenty chance that a difference found to be significantly different is actually due to random variation rather than a real difference. Due to the large number of comparisons being made there will be some differences shown as being statistically significant, but are actually due to random variation. For this reason it is best to look at the overall patterns in the results rather than differences in results for individual questions.
- 9.3 The percentage of patients answering positively this year and the percentage point difference from last year is shown in brackets beside each question.

### Ayrshire and Arran

- 9.4 In NHS Ayrshire and Arran 3,706 people responded to the survey (a 51% response rate) from nine NHS hospitals. This included two large general hospitals, one general hospital, two long stay hospitals and four community hospitals.
- 9.5 Compared to last year, NHS Ayrshire and Arran patients were significantly more likely to report a positive experience in the following areas:
- The main ward or room I stayed in was clean. (96%; +2%);
  - The bathrooms and toilets were clean. (93%; +3%);
  - As far as I was aware doctors washed/cleaned their hands at appropriate times. (90%; +2%);
  - Nurses introduced themselves to me. (86%; +3%);
  - I was confident that any help I needed had been arranged for when I left hospital (79%; +3%);
  - I understood what my medicines were for. (96%; +2%).
- 9.6 Compared to last year, NHS Ayrshire and Arran patients were significantly less likely to report a positive experience in the following areas:
- In the Accident and Emergency Department (A&E), I was told what was happening in a way I could understand. (84%; -3%);
  - Overall, how would you rate your admission to hospital (i.e. the period after you arrived at hospital until you got to a bed on the ward)? (78%; -3%).

## **Borders**

- 9.7 In NHS Borders 513 people responded to the survey (a 59% response rate) from six NHS hospitals. This included one large general hospital, one long stay hospital and four community hospitals.
- 9.8 In previous years we have surveyed Northumberland residents who had an inpatient stay in NHS Borders but this year we only surveyed Scottish residents. Therefore, when comparing the 2012 results with those from the 2011 survey we have excluded patients who don't live in Scotland to ensure that the results are comparable. This means that some of the percentage positive figures for 2011 used in comparison with those for 2012 differ slightly from the percentage positives published in the 2011 NHS Borders report.
- 9.9 There were no statistically significant changes in any of the results for NHS Borders.

## **Dumfries and Galloway**

- 9.10 In NHS Dumfries and Galloway 1,502 people responded to the survey (a 59% response rate) from ten NHS hospitals. This included one large general hospital, one general hospital, four long stay and four community hospitals.
- 9.11 Compared to last year, NHS Dumfries and Galloway patients were significantly more likely to report a positive experience in the following area:
- The bathrooms and toilets were clean. (90%; +4%).
- 9.12 Compared to last year, NHS Dumfries and Galloway patients were significantly less likely to report a positive experience in the following area:
- I was given help with arranging transport. (59%; -7%).

## **Fife**

- 9.13 In NHS Fife a total of 1,183 people responded to the survey (a 49% response rate) from eight NHS hospitals. This included two large general hospitals, one general and one long stay hospital, and four community hospitals.
- 9.14 Compared to last year, NHS Fife patients were significantly more likely to report a positive experience in the following area:
- I was not bothered by noise at night. (54%; +7%).
- 9.15 Compared to last year, NHS Fife patients were significantly less likely to report a positive experience in the following areas:
- In the Accident and Emergency Department (A&E), I was told how long I would have to wait. (36%; - 15%);
  - Overall, how would you rate the care and treatment you received during your time in the Accident and Emergency Department (A&E)? (74%; - 7%);

- If your hospital visit was planned in advance how did you feel about the length of time you waited to be admitted to hospital after being referred? (85%; -7%);
- Doctors explained the risks and benefits of any treatment in a way I could understand. (84%; - 4%);
- There was enough time to talk to the nurses. (71%; -7%).

### **Forth Valley**

- 9.16 In NHS Forth Valley a total of 690 people responded to the survey (a 46% response rate) from two large general hospitals.
- 9.17 In previous years the Forth Valley sample has included patients from some smaller long stay and other hospitals. However this year only patients from Stirling Royal Infirmary and Forth Valley Royal were included. These two sites account for almost all inpatients that were eligible for the survey.
- 9.18 Compared to last year, NHS Forth Valley patients were significantly more likely to report a positive experience in the following areas:
- I was not bothered by noise at night. (59%; +12%);
  - I was able to get adequate pain relief when I needed it. (92%; +4%).
- 9.19 Compared to last year, there were no questions for which NHS Forth Valley patients were significantly less likely to report a positive experience.

### **Grampian**

- 9.20 In NHS Grampian a total of 3,932 people responded to the survey (a 55% response rate) from twenty four NHS hospitals. This included one teaching hospital, one general and one long stay hospital, eighteen community hospitals and three other locations.
- 9.21 Compared to last year, NHS Grampian patients were significantly more likely to report a positive experience in the following areas:
- In the Accident and Emergency Department (A&E), I was told how long I would have to wait. (53%; + 9%);
  - Overall, how would you rate the care and treatment you received during your time in the Accident and Emergency Department (A&E)? (87%; +7%);
  - The main ward or room I stayed in was clean. (94%; +2%);
  - The bathrooms and toilets were clean. (90%; + 3%);
  - Overall, how would you rate the hospital environment? (83%; + 3%);
  - I got help with eating and drinking when I needed it. (71%; +4%);
  - I got help with going to the bathroom or toilet when I needed it. (83%; +3%);
  - There was enough time to talk to the nurses. (77%; + 2%);

- Nurses gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel). (78%; +4%);
- I understood what my medicines were for. (96%; +2%);
- Overall, how would you rate the arrangements made for you leaving hospital? (77%; +3%).

9.22 Compared to last year, NHS Grampian patients were significantly less likely to report a positive experience in the following area:

- I was confident I could look after myself when I left hospital. (83%; - 2%).

### **Greater Glasgow and Clyde**

9.23 In NHS Greater Glasgow and Clyde a total of 7,740 people responded to the survey (a 49% response rate) from thirteen NHS hospitals. This included four teaching and four large general hospitals, one general, three long stay hospitals and one other location.

9.24 Compared to last year, NHS Greater Glasgow and Clyde patients were significantly more likely to report a positive experience in the following areas:

- The main ward or room I stayed in was clean. (93%; + 1%);
- I understood what my medicines were for. (96%; + 2%);
- I understood how and when to take my medicines. (97%; + 1%).

9.25 Compared to last year, NHS Greater Glasgow and Clyde patients were significantly less likely to report a positive experience in the following areas:

- There were times I felt bothered or threatened by other patients or visitors. (80%; - 2%);
- I was told about any danger signals to watch for when I got home. (71%; - 2%).

### **Highland**

9.26 In NHS Highland a total of 3,063 people responded to the survey (a 55% response rate) from twenty one NHS hospitals. This included one large general hospital, four general hospitals, five long stay and eleven community hospitals.

9.27 Compared to last year, NHS Highland patients were significantly more likely to report a positive experience in the following areas:

- Did the information you were given before attending hospital help you understand what would happen? (97%; +3%);
- I was not bothered by noise during the day. (75%; +3%);
- I was happy with the food and drink that I received. (78%; +2%);
- Overall, how would you rate the hospital environment? (90%; +2%);
- I got help with washing and dressing when I needed it. (86%; +3%);

- Doctors knew enough about my condition and treatment. (90%; +2%);
- Doctors did not talk in front of me as if I was not there. (84%; +2%);
- Nurses knew enough about my condition and treatment. (86%; +2%);
- Nurses talked in a way that helped me understand my condition and treatment. (86%; +3%);
- I understood what was happening to me. (92%; +1%).

9.28 Compared to last year, there were no questions for which NHS Highland patients were significantly less likely to report a positive experience.

### **Lanarkshire**

9.29 In NHS Lanarkshire a total of 1,307 people responded to the survey (a 46% response rate) from eight NHS hospitals. This included three large general hospitals, four community hospitals and one other location.

9.30 Compared to last year, NHS Lanarkshire patients were significantly more likely to report a positive experience in the following areas:

- I was happy with the food and drink that I received. (55%; +7%);
- I understood what my medicines were for. (95%; +3%).

9.31 Compared to last year, NHS Lanarkshire patients were significantly less likely to report a positive experience in the following area:

- Doctors explained the risks and benefits of any treatment in a way I could understand. (84%; -3%).

### **Lothian**

9.32 In NHS Lothian a total of 1,822 people responded to the survey (a 51% response rate) from eight NHS hospitals. This included two teaching hospitals, one large general hospital, four long stay hospitals and one other location.

9.33 The samples for NHS Lothian in the 2010 and 2011 surveys excluded patients who had an overnight stay of less than 24 hours. This year these patients have been included.

9.34 Compared to last year, NHS Lothian patients were significantly more likely to report a positive experience in the following areas:

- I was not bothered by noise at night. (55%; +5%);
- I understood what my medicines were for. (96%; +2%).

9.35 Compared to last year, NHS Lothian patients were significantly less likely to report a positive experience in the following areas:

- My religious and spiritual needs were respected. (53%; -5%);
- I was confident that any help I needed had been arranged for when I left hospital (73%; -4%).

## **Orkney**

- 9.36 In NHS Orkney 146 people responded to the survey (a 57% response rate) from one general hospital.
- 9.37 Compared to last year, NHS Orkney patients were significantly more likely to report a positive experience in the following areas:
- I knew who was in charge of the ward. (69%; +13%);
  - Overall, how would you rate the hospital environment? (94%; +8%);
  - I got help with washing and dressing when I needed it. (92%; +10%);
  - Doctors explained the risks and benefits of any treatment in a way I could understand. (95%; +13%);
  - Doctors talked in a way that helped me understand my condition and treatment. (94%; +7%);
  - Doctors gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel). (95%; +8%);
  - Doctors told me how my operation or procedure had gone in a way I could understand. (99%; +9%);
  - Doctors listened to me if I had any questions or concerns. (99%; +5%);
  - There was enough time to talk to the nurses. (83%; +10%).
- 9.38 Compared to last year, there were no questions for which NHS Orkney patients were significantly less likely to report a positive experience.

## **Shetland**

- 9.39 In NHS Shetland a total of 278 people responded to the survey (a 49% response rate) from one general hospital.
- 9.40 Compared to last year, there were no questions for which NHS Shetland patients were significantly more likely to report a positive experience.
- 9.41 Compared to last year, NHS Shetland patients were significantly less likely to report a positive experience in the following area:
- If your hospital visit was planned in advance how did you feel about the length of time you waited to be admitted to hospital after being referred? (83%; - 13%).

## **Tayside**

- 9.42 In NHS Tayside a total of 1,448 people responded to the survey (a 53% response rate) from thirteen NHS hospitals. This included one teaching and one large general hospital, two general and two long stay hospitals, and seven community hospitals.



9.43 Compared to last year, NHS Tayside patients were significantly more likely to report a positive experience in the following areas:

- The bathrooms and toilets were clean. (88%; +4%);
- Doctors did not talk in front of me as if I was not there. (81%; +5%);
- Nurses introduced themselves to me. (88%; +4%);
- I understood how and when to take my medicines. (97%; +2%).

9.44 Compared to last year, NHS Tayside patients were significantly less likely to report a positive experience in the following areas:

- Before moving wards, a member of staff explained what would happen. (79%; -6%);
- I was confident I could look after myself when I left hospital. (85%; -4%).

### **Western Isles**

9.45 In NHS Western Isles a total of 347 people responded to the survey (a 52% response rate) from three NHS hospitals. This included one general hospital, one community hospital, and one other location.

9.46 Compared to last year, NHS Western Isles patients were significantly more likely to report a positive experience in the following area:

- I was happy with the food and drink that I received. (90%; + 5%).

9.47 Compared to last year, NHS Western Isles patients were significantly less likely to report a positive experience in the following areas:

- Doctors introduced themselves to me. (94%; -3%);
- My religious and spiritual needs were respected. (76%; -6%).

### **National Waiting Times Centre**

9.48 At the National Waiting Times Centre a total of 1,032 people responded to the survey (a 75% response rate).

9.49 Compared to last year, there were no questions for which National Waiting Times Centre patients were significantly more likely to report a positive experience.

9.50 Compared to last year, National Waiting Times Centre patients were significantly less likely to report a positive experience in the following areas:

- Overall, how would you rate your care and treatment during your stay in hospital? (96%; - 2%);
- Doctors talked in a way that helped me understand my condition and treatment. (95%; - 2%);
- I was given help with arranging transport. (76%; - 6%);
- I understood what my medicines were for. (96%; - 2%);

- I trusted the people looking after me. (97%; - 2%);
- I was confident I could look after myself when I left hospital. (87%; - 3%).

## 10 COMPARISONS WITH ENGLISH INPATIENT SURVEY

### Comparisons with English Inpatient Survey 2011

- 10.1 A number of the questions in the 2012 Scottish inpatient survey are broadly comparable to those in the 2011 English inpatient survey<sup>11</sup>, a survey of inpatients in NHS hospitals in England. This section of the report compares the findings from both surveys where relevant. The wording of questions and response options are different and this has been discussed when comparing results.
- 10.2 It is important to note that there are differences in the way that the English and Scottish results have been calculated. The English results are the unweighted mean result of all NHS Trusts. However the Scottish results have been calculated by weighting the results by the total number of eligible inpatients attending a particular hospital over the year to provide results more representative of the population. Giving NHS Boards equal weighting as was done for NHS Trusts in England would provide misleading results because it would give Greater Glasgow and Clyde's results (where there are over 80,000 inpatients annually) the same contribution to the national results as NHS Orkney's results (where there are fewer than 1,000 inpatients annually). The effect of this type of weighting for the Scottish results would be to inflate the national results because the smaller boards generally achieve higher positive scores. It is not clear what effect this weighting methodology has on the English results.
- 10.3 Looking at comparisons between Scotland and England some questions have been compared in terms of the percentage of patients answering negatively. This has been done where the negative responses for the two surveys are more comparable than the positive responses.

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<sup>11</sup> Source: Care Quality Commission,  
<http://www.cqc.org.uk/public/reports-surveys-and-reviews/surveys/inpatient-survey-2011>

## Admission to hospital

10.4 Table 9 shows results from the English and Scottish inpatient surveys about patients' experience of admission to hospital.

**Table 9 Comparative results for admission to hospital**

<b>English 2011 Inpatient Survey question</b>	<b>English 2011 Inpatient Survey results</b>		<b>Scottish 2012 Inpatient Survey question</b>	<b>Scottish 2012 Inpatient Survey results</b>	
Was your most recent hospital stay planned in advance or an emergency?	Waiting list or planned in advance	39%	Was your most recent hospital stay planned in advance or an emergency?	Waiting list or planned in advance	39%
	Emergency or urgent	58%		Emergency or urgent	61%
	Something else	3%			
When you arrived at the hospital, did you go to the A&E Department?	Yes	87%	When you arrived at the hospital, did you go to the A&E Department?	Yes	72%
From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?	Yes, definitely	12%	From the time you arrived at the hospital, how did you feel about the time you had to wait to get to a bed on the ward?	It was too long	13%

## The hospital and ward

10.5 Table 10 shows results from the two surveys about patients' views and experiences of the hospital and ward.

10.6 Views on the cleanliness of hospital room or ward were similar in both surveys as was the views on the cleanliness of the toilets and bathrooms.

10.7 Similarly the same percentage of Scottish and English patients were likely to share a room or a bay with members of the opposite sex. The results are not directly comparable because the English survey only asked about when patients were first admitted.

**Table 10 Comparative results for the hospital and ward**

<b>English 2011 Inpatient Survey question</b>	<b>English 2011 Inpatient Survey results</b>		<b>Scottish 2012 Inpatient Survey question</b>	<b>Scottish 2012 Inpatient Survey results</b>	
In your opinion, how clean was the hospital room or ward that you were in?	Not very clean / Not at all clean	3%	The main ward or room I stayed in was clean	Strongly disagree / disagree	3%
How clean were the toilets and bathrooms that you used in hospital?	Not very clean / Not at all clean	6%	The bathrooms and toilets were clean.	Strongly disagree / disagree	6%
When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?	Yes	10%	During your most recent stay in hospital did you share a room or bay with members of the opposite sex?	Yes	10%

Care and treatment

10.8 Table 11 shows results from the two surveys about patients' views and experiences of care and treatment they received as an inpatient and shows very similar results.

**Table 11 Comparative results for care and treatment**

<b>English 2011 Inpatient Survey question</b>	<b>English 2011 Inpatient Survey question results</b>		<b>Scottish 2012 Inpatient Survey question</b>	<b>Scottish 2012 Inpatient Survey question results</b>	
Do you think the hospital staff did everything they could to help control your pain?	No	6%	I was able to get adequate pain relief when I needed it.	Strongly disagree / disagree	5%
Were you given enough privacy when being examined or treated?	No	2%	I had privacy when being examined and treated.	Strongly disagree / disagree	2%
Were you given enough privacy when discussing your condition or treatment?	No	8%	I had privacy when my condition and treatment was discussed.	Strongly disagree / disagree	8%
Were you involved as much as you wanted to be in decisions about your care and treatment?	No	11%	How did you feel about being involved in decisions about your care and treatment?	I was not involved enough.	12%

## Staff

10.9 Table 12 shows results from the two surveys about patients' views of the staff they encountered during their most recent hospital stay.

10.10 Slightly more patients in England (7%) disagreed that doctors washed their hands than in Scotland (3%). Also slightly less patients in England (73%) disagreed that doctors talk in front of them as if they were not there than in Scotland (80%).

**Table 12 Comparative results for staff**

English 2011 Inpatient Survey question	English 2011 Inpatient Survey results		Scottish 2012 Inpatient Survey question	Scottish 2012 Inpatient Survey results	
Did doctors talk in front of you as if you weren't there?	No	73%	Doctors talked in front of me as if I wasn't there.	Strongly disagree / disagree	80%
Did nurses talk in front of you as if you weren't there?	No	78%	Nurses talked in front of me as if I wasn't there.	Strongly disagree / disagree	81%
As far as you know, did doctors wash or clean their hands between touching patients?	No	7%	As far as I was aware doctors washed/cleaned their hands at appropriate times.	Strongly disagree / disagree	3%
As far as you know, did nurses wash or clean their hands between touching patients?	No	4%	As far as I was aware nurses washed/cleaned their hands at appropriate times.	Strongly disagree / disagree	3%

## Leaving hospital

10.11 Table 13 shows results from the two surveys about patients' views and experiences of leaving hospital.

10.12 There was a large difference in the percentage of patients that were not told of danger signals to watch for when they left hospital between Scotland (19%) and England (38%). Some of this difference is probably caused by Scottish patients not feeling that they required to be told about danger signals and answering "neither agree nor disagree". However only 10 per cent of patients in Scotland answered "neither agree nor disagree" so there still appears to be a large difference.

**Table 13 Comparative results for leaving hospital**

English 2011 Inpatient Survey question	English 2011 Inpatient Survey results		Scottish 2012 Inpatient Survey question	Scottish 2012 Inpatient Survey results	
Did a member of staff tell you about any danger signals you should watch for after you went home?	No	38%	I was told about any danger signals to watch for when I got home.	Strongly disagree / disagree	19%

## Summary






10.13 Overall, the experiences of inpatients in Scotland and England appear to be very similar.

## 11 PATIENT EXPERIENCE INDICATORS

### Scotland Performs Healthcare Experience Indicator

- 11.1 The Healthcare Experience Indicator has been developed to measure the reported experience of people using the NHS. It is one of the 50 National Indicators in the National Performance Framework, which sets out the Government's outcomes based approach. Progress is reported in Scotland Performs: <http://www.scotland.gov.uk/About/scotPerforms>
- 11.2 The indicator is based on the results of the inpatient survey. It is calculated by giving numerical scores to people's answers to selected questions. Information on how the indicator is calculated is available in chapter 8 of the technical report.
- 11.3 The 2012 value of the Healthcare Experience Indicator is 78.7 which is a statistically significant increase of 0.6 compared to 2011. Results by NHS Board are presented in Table 14 below.

**Table 14 Healthcare Experience Indicator 2010-2011, by NHS Board**

NHS Board	2010	2011	2012	Change 2011-12
<b>Scotland</b>	78.3	78.1	78.7	0.6 
NHS Ayrshire & Arran	79.2	79.3	80.0	0.7
NHS Borders	81.1	79.8	79.9	0.1
NHS Dumfries & Galloway	79.0	79.3	79.8	0.5
NHS Fife	76.9	77.4	75.7	-1.7 
NHS Forth Valley	74.2	74.5	75.3	0.8
NHS Grampian	77.3	78.3	79.5	1.2 
NHS Greater Glasgow and Clyde	77.0	76.5	76.6	0.1
NHS Highland	83.9	82.8	83.8	1 
NHS Lanarkshire	74.7	73.5	74.0	0.5
NHS Lothian	78.3	79.1	79.6	0.5
NHS Orkney	85.5	82.4	87.0	4.6 
NHS Shetland	82.6	83.5	84.2	0.7
NHS Tayside	80.6	79.7	80.9	1.2
NHS Western Isles	84.9	86.0	85.9	-0.1
NHS National Waiting Times Centre	91.1	91.9	91.6	-0.3

## Quality Outcome Indicator

- 11.4 Twelve national Quality Outcome Indicators show progress towards the ambitions of the Quality Strategy. One of these indicators is Healthcare Experience. This indicator combines the Scotland Performs Healthcare Experience Indicator described above, with data from the Patient Experience Survey of GP and other local NHS services.
- 11.5 Further information on how the indicator is calculated is available in chapter 8 of the technical report.
- 11.6 The latest value of the Healthcare Experience Quality Outcome Indicator is based on the 2012 Inpatient Survey and the 2011/12 Patient Experience Survey of GP and other local NHS services<sup>12</sup>.
- 11.7 The latest value of the indicator is 79.5 which is a statistically significant decrease of 0.7 compared to 2011. The main reason for this decrease is that patients were less positive about accessing GP practice services in 2011/12 compared to 2009/10. Results by NHS Board are presented in Table 15 below:

**Table 15 Quality Outcome Indicator by NHS Board**

NHS Board	2011	2012	Change 2011-12
<b>Scotland 80.2</b>		<b>79.5</b>	<b>-0.7</b> 
NHS Ayrshire & Arran	80.5	79.6	-0.9 
NHS Borders	82.4	80.7	-1.7 
NHS Dumfries & Galloway	81.9	81.7	-0.2
NHS Fife	79.2	76.7	-2.5 
NHS Forth Valley	78.1	77.6	-0.5 
NHS Grampian	79.5	79.2	-0.3
NHS Greater Glasgow and Clyde	80.0	79.2	-0.8 
NHS Highland	84.0	83.8	-0.2
NHS Lanarkshire	76.8	75.8	-1 
NHS Lothian	80.2	79.6	-0.6 
NHS Orkney	86.7	88.4	1.7 
NHS Shetland	82.3	81.5	-0.8
NHS Tayside	81.2	81.2	0
NHS Western Isles	86.2	85.5	-0.7
NHS National Waiting Times Centre	91.9	91.6	-0.3

<sup>12</sup> [Patient experience survey of GP and other local NHS Services 2011-12](#)



## 12 CONCLUSIONS

- 12.1 There was a slight improvement in the experiences of patients nationally. Following the publication of the results of the first survey in September 2010, NHS Boards produced action plans to improve the experiences of their patients. As the sampling period for this year's survey was from October 2010 to September 2011, some of the effects of improvement work appear to have begun to be picked up by the survey.
- 12.2 Overall the findings showed that at a national level the majority of patients reported positive experiences about their hospital stay. There were small increases in the results for 11 questions and only small decreases for two questions. There was also a small increase in the healthcare experience indicator.
- 12.3 Three NHS Boards (NHS Grampian, NHS Highland and NHS Orkney) showed moderate improvement in the experiences of their patients. NHS Fife was the only board where patients had slightly less positive experiences than the 2011 survey. The experiences of patients in the remaining 11 NHS Boards showed little change compared to the 2011 survey.
- 12.4 The area with the most improvement was people's experiences of the hospital and ward environment. This year slightly more patients indicated that the ward, bathrooms and toilets were clean; they were happy with the food and drink they received; and noise at night was less of a problem.
- 12.5 Despite the improvements elsewhere, the percentage of patients who were confident that they could look after themselves when they left hospital saw a further reduction by one percentage point to 85 per cent; it had dropped by two percentage points in 2011.
- 12.6 Of the six stages of the inpatient journey, patients were most positive of their experiences of the staff and least positive about the arrangements made for them leaving hospital.
- 12.7 The experiences of Scottish and English inpatients were similar.

### **National Results – most positive results**

- 12.8 The areas where patients were most likely to provide positive feedback were the same as last year although the ordering changed slightly:
- I understood how and when to take my medicines. (97% responded positively);
  - Did the information you were given before attending hospital help you understand what would happen? (96% responded positively);
  - Doctors introduced themselves to me. (96% responded positively);
  - I understood what my medicines were for. (95% responded positively);
  - I had privacy when being examined and treated. (95% responded positively);

- The main ward or room I stayed in was clean. (93% responded positively);
- I was treated with care. (93% responded positively);
- I was treated with respect. (92% responded positively).

### **National Results – most negative results**

12.9 The areas where patients were most likely to provide negative feedback were the same as last year although the order changed slightly<sup>13</sup>. The statement that most patients responded negatively to was again being told how long that they would have to wait in A&E:

- In the Accident and Emergency Department (A&E), I was told how long I would have to wait. (31% responded negatively);
- I was not bothered by noise at night. (30% responded negatively);
- I knew who was in charge of the ward. (26% responded negatively);
- I was given help with arranging transport. (25% responded negatively);
- I was happy with the food and drink that I received. (20% responded negatively);
- I didn't have to wait too long to get my medicines. (20% responded negatively);
- I was told about any danger signals to watch for when I got home. (19% responded negatively);
- I was happy with how long I had to wait around when I was told I could go home. (18% responded negatively).

The results of the survey will be used by NHS Boards and the Scottish Government to improve the quality of healthcare in Scotland by focusing on the areas that people tell us are important to them and where they consider we could do better.

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<sup>13</sup> The statement “I didn't have to wait too long to get my medicines” replaced “Any medicines I needed before I could go home were given to me in reasonable time” in the questionnaire.

# Inpatient Patient Experience Survey

This survey is about your most recent stay in the hospital named in the letter which came with this survey.

The responses you give will help improve hospital services. **Your answers will be confidential and will not be shared with the health professionals who looked after you.**

**Please read the enclosed letter and leaflet for more information about this survey.**

 If you would prefer, you can complete this survey online at


## Instructions

The questions should be answered by the person named on the letter which came with the survey. A friend or carer can help you complete the survey but the answers should be yours not theirs.

The survey is easy to answer and takes 20 minutes to complete. Please answer all questions, unless the instructions ask you to skip a question. For each question, please place a tick in the box next to the answer that most closely matches your own experience. For example, if your answer is yes, write in a tick as below:

- Yes
- No

Don't worry if you make a mistake. Simply cross it out and tick the correct answer.

 **Complete by phone**  
**0800 xxx xxxxx**

XXXXXXXXXXXXXXXXXXXX

This reference number is for admin purposes only.

## Section 1: Admission to hospital – your most recent hospital stay

**Q1** Was your most recent hospital stay planned in advance or an emergency?

*Please tick **ONE** box only*

- 1  Emergency or urgent → **Go to Q2**  
2  Waiting list or planned in advance → **Go to Q6**

**Q2** When you arrived at hospital did you go to the Accident and Emergency Department (A & E)? *Please tick **ONE** box only*

- 1  Yes → **Go to Q3**  
2  No → **Go to Q8**  
7  Don't know → **Go to Q8**

**How much do you agree or disagree with each of the following about the A&E?**

**Q3** In A&E I was told how long I would have to wait

*Please tick **ONE** box only*

- 1  Strongly agree  
2  Agree  
3  Neither agree nor disagree  
4  Disagree  
5  Strongly disagree  
6  Not relevant  
7  Don't know

**Q4** In A&E I was told what was happening in a way I could understand

*Please tick **ONE** box only*

- 1  Strongly agree  
2  Agree  
3  Neither agree nor disagree  
4  Disagree  
5  Strongly disagree  
6  Not relevant  
7  Don't know

**Q5** Overall, how would you rate the care and treatment you received during your time in A&E? *Please tick **ONE** box only*

- 1  Excellent  
2  Good  
3  Fair  
4  Poor  
5  Very Poor

→ **Now go to Q8**

### Waiting List and Planned In Advanced Patients

**Q6** If your hospital visit was planned in advance how did you feel about the length of time you waited to be admitted to hospital after being referred?

*Please tick **ONE** box only*

- 1  It was reasonable  
2  It was too short  
3  It was too long

**Q7** Did the information you were given before attending hospital help you understand what would happen?

*Please tick **ONE** box only*

- 1  Yes, a lot  
2  Yes, a little  
3  No, not at all  
4  I wasn't given any information  
7  Don't know

### All Patients (planned in advance or emergency)

**Q8** Were you transferred to or from another hospital?

*Please tick **ONE** box only*

- 1  Yes  
2  No  
7  Don't know

**Q9** From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward?

*Please tick **ONE** box only*

- 1  It was reasonable  
2  It was too long  
3  I did not have to wait

**Q10** Overall, how would you rate your admission to hospital? (i.e. the period after you arrived at hospital until you got to a bed on the ward)

*Please tick **ONE** box only*

- 1  Excellent  
2  Good  
3  Fair  
4  Poor  
5  Very Poor

## Section 2: The hospital and ward – your most recent hospital stay

**Q11** How much do you agree or disagree with each of the following about your stay in hospital?

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
The main ward or room I stayed in was clean	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
The bathrooms and toilets were clean	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was bothered by noise at night	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was bothered by noise during the day	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was happy with the food and drink that I received	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
When I called I received assistance within a reasonable time	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
There were times when I felt bothered or threatened by other patients or visitors	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I knew who was in charge of the ward	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**Q12** During your most recent stay in hospital did you share a room or bay with members of the opposite sex?

Please tick **ONE** box only

1 Yes

2 No

**Q13** Overall, how would you rate the hospital environment?

Please tick **ONE** box only

1 Excellent

2 Good

3 Fair

4 Poor

5 Very Poor

### Section 3: Care and treatment – your most recent hospital stay

**Q14** How much do you agree or disagree with each of the following about your care and treatment during your stay in hospital?

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
I was able to get adequate pain relief when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I had privacy when being examined or treated	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I had privacy when my condition and treatment was discussed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I got help with washing and dressing when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I got help with eating and drinking when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I got help with going to the bathroom or toilet when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Before moving wards, a member of staff explained what would happen	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Moving wards was well managed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**Q15** How did you feel about being involved in decisions about your care and treatment?

- 1 I was involved more than I wanted to be
- 2 I was involved as much as I wanted to be
- 3 I was not involved enough

**Q16** When you were in hospital were you in a High Dependency Unit (HDU) or Intensive Care Unit? (ICU)

- 1 Yes
- 2 No
- 7 Don't know

**Q17** Overall, how would you rate your care and treatment during your stay in hospital?

Please tick **ONE** box only

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very Poor

## Section 4: Staff – your most recent hospital stay

**Q18** How much do you agree or disagree with each of the following when you think of the doctors who you came into contact with? **If you were not in contact with a doctor go to question 19.**

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
Doctors introduced themselves to me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
There was enough time to talk to the doctors	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors knew enough about my condition and treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors explained the risks and benefits of any treatment in a way I could understand	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors talked in a way that helped me understand my condition and treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors told me how my operation or procedure had gone in a way I could understand	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors talked in front of me as if I was not there	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors listened to me if I had any questions or concerns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
As far as I was aware doctors washed/ cleaned their hands at appropriate times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**Q19** How much do you agree or disagree with each of the following when you think of the nurses who you came into contact with? **If you were not in contact with a nurse go to question 20.**

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
Nurses introduced themselves to me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
There was enough time to talk to the nurses	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses knew enough about my condition and treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses talked in a way that helped me understand my condition and treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses talked in front of me as if I was not there	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses listened to me if I had any questions or concerns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
As far as I was aware nurses washed/cleaned their hands at appropriate times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**Q20** How much do you agree or disagree that staff worked well together in organising your care?

Please tick **ONE** box only

- 1 Strongly agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly disagree

**Q21** Overall, how would you rate all the staff who you came into contact with?

Please tick **ONE** box only

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very poor



## Section 5: Leaving hospital – your most recent hospital stay

**Q22** How much do you agree or disagree with each of the following when you think about what happened when you were leaving hospital?

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
My family or home situation was taken into account when planning for me leaving hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was happy with how long I had to wait around when I was told I could go home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was given help with arranging transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I understood who to contact if I had any questions after leaving hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was told about any danger signals to watch for when I got home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was given advice on how to look after myself	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was confident that any help I needed had been arranged for when I left hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**Q23** Were you given any medicines to take when you left the hospital?

No → Go to **Q24**

Yes → How much would you agree or disagree with following about your medicines?

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I didn't have to wait too long to get my medicines	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I understood what my medicines were for	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I understood how and when to take my medicines	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I understood the possible side effects and what to do if I had any concerns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q24** Overall, how would you rate the arrangements made for you leaving hospital?

*Please tick **ONE** box only*

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very poor

## Section 6: After leaving hospital – your most recent hospital stay

The next few questions ask about care and support services that you needed to be arranged before you could leave hospital. This includes any equipment needed in your home, home care or personal care, or a place in a care / nursing home.

**Q25** Did you need **care or support services** to be organised for when you got out of hospital?

*Please tick **ONE** box only*

- 1 No → Go to **Q29**
- 2 Yes → Go to **Q26**

**Q26** Did you have to stay in hospital for longer than expected to wait for your care or support services to be organised?

*Please tick **ONE** box only*

- 1 No
- 2 Yes

**Q27** Did you feel that you got the care or support services that were right for you?

*Please tick **ONE** box only*

- 1 No
- 2 Yes

**Q28** Overall, how would you rate the care or support services you got after leaving hospital?

*Please tick **ONE** box only*

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very poor

## Section 7: Overall experience of your most recent hospital stay

**Q29** How much do you agree or disagree that each of the following happened during your stay in hospital?

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I was treated with respect	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I was treated with care	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I got the best treatment for my condition	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I trusted the people looking after me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I understood what was happening to me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I was as physically comfortable as I could expect to be	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
My religious and spiritual needs were respected	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I was confident I could look after myself when I left hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

## Section 8: Other comments about your experiences of your hospital stay

**Q30** If there is anything else you would like to tell us about your experience in hospital please write your comments below.

Your experience of admission to hospital	
Your experience of the hospital and ward	
Your experience of care and treatment	
Your experience of staff	
Your experience of leaving hospital	
Your experience of care and support services after leaving hospital	

## Section 9: About you

This information will help us find out if different groups of people have different experiences of treatment as an inpatient. Nobody at the hospital you attended will be able to see your answers. **If you would prefer not to answer a particular question then you should skip it and go to the next question.**

**Q31** What was your age last birthday?

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**Q32** Are you male or female?  
*Please tick **ONE** box only*

- 1  Male  
2  Female

**Q33** How would you rate your **health** in general? *Please tick **ONE** box only*

- 1  Good  
2  Fair  
3  Poor

**Q34** Do you have any of the following conditions which have lasted, or are expected to last at least 12 months?

*Please tick **ALL** that apply*

- 1  Deafness or partial hearing loss  
2  Blindness or partial sight loss  
3  Learning disability (for example, Down's Syndrome)  
4  Learning difficulty (for example, dyslexia)  
5  Developmental disorder (for example, Autistic Spectrum Disorder or Asperger's Syndrome)  
6  Physical disability  
7  Mental health condition  
8  Long-term illness, disease or condition

**Q35** Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Include problems related to old age) *Please tick **ONE** box*

- 1  Yes, limited a lot  
2  Yes, limited a little  
3  No

**Q36** What **religion**, religious denomination or body do you belong to?

*Please tick **ONE** box only*

- 1  None  
2  Church of Scotland  
3  Roman Catholic  
4  Other Christian  
5  Muslim  
6  Buddhist  
7  Sikh  
8  Jewish  
9  Hindu  
10  Pagan  
11  Another religion (non-Christian)

**Q37** Which of the following options best describes how you think of yourself?

*Please tick **ONE** box only*

- 1  Heterosexual / Straight  
2  Gay / Lesbian  
3  Bisexual  
4  Other

**Q38** Do you need an **interpreter** or other **help to communicate**?

*Please tick **ONE** box only*

- 1  No  
2  Yes

**Q39** What is your **ethnic group**?  
*Tick ONE box which best describes your ethnic group*

- <sup>1</sup> White
- <sup>2</sup> Mixed or multiple ethnic groups
- <sup>3</sup> Asian, Asian Scottish or Asian British
- <sup>4</sup> African, Caribbean or Black
- <sup>5</sup> Other ethnic group

NHS Statisticians hold information about your stay in hospital e.g. how long you were in hospital and reason for attending. We would like your permission to add your survey results to this information. Your information will be used only for research and will not identify you individually.

If you give your permission to add your survey results to this information it will not be shared with the people who looked after you and will in no way affect your current or future treatment or care.

**Q40** Do you give your permission for NHS Statisticians to add your survey results to information held about your hospital stay?  
*Please tick ONE box only*

- <sup>1</sup> Yes
- <sup>2</sup> No




















**Q41** NHS Boards will be conducting further research in order that they can learn more about the experiences of patients. Would you like to be considered as a participant in this future research?  
*Please tick ONE box only*

- <sup>1</sup> Yes, I would like to take part in any future research
- <sup>2</sup> No, I would not like to take part in any future research











**Thank you for answering these questions.  
Please return this survey to FREEPOST, in the envelope provided.**






## ANNEX B – PERCENTAGE POSITIVE RESULTS 2010-2012

Question Number 2012	Question text	2010	2011	2012
3.	In the Accident and Emergency Department (A&E), I was told how long I would have to wait.	54	49 <span style="color: red;">■</span>	49
4.	In the Accident and Emergency Department (A&E), I was told what was happening in a way I could understand.	85	84	83
5.	Overall, how would you rate the care and treatment you received during your time in the Accident and Emergency Department (A&E)?	83	82	83
6.	If your hospital visit was planned in advance how did you feel about the length of time you waited to be admitted to hospital after being referred?	89	89	88
7.	Did the information you were given before attending hospital help you understand what would happen?	95	96 <span style="color: green;">+</span>	96
9.	From the time you arrived at hospital, how did you feel about the time you had to wait to get a bed on the ward?	87	87	87
10.	Overall, how would you rate your admission to hospital (i.e. the period after you arrived at hospital until you got to a bed on the ward)?	81	80 <span style="color: red;">■</span>	80
11a)	The main ward or room I stayed in was clean.	90	92 <span style="color: green;">+</span>	93 <span style="color: green;">+</span>
11b)	The bathrooms and toilets were clean.	84	86 <span style="color: green;">+</span>	88 <span style="color: green;">+</span>
11c)	I was not bothered by noise at night.	-	52	54 <span style="color: green;">+</span>
11d)	I was not bothered by noise during the day.	-	68	69
11e)	I was happy with the food and drink that I received.	71	67 <span style="color: red;">■</span>	68 <span style="color: green;">+</span>
11f)	When I called I received assistance within a reasonable time.	-	87	87
11g)	There were times I felt bothered or threatened by other patients or visitors.	80	83 <span style="color: green;">+</span>	82
11h)	I knew who was in charge of the ward.	64	61 <span style="color: red;">■</span>	62
13.	Overall, how would you rate the hospital environment?	79	79	80 <span style="color: green;">+</span>
14a)	I was able to get adequate pain relief when I needed it.	91	91	91
14b)	I had privacy when being examined and treated.	94	95	95

Question Number 2012	Question text	2010	2011	2012
14c)	I had privacy when my condition and treatment was discussed.	85	85	85
14d)	I got help with washing and dressing when I needed it.	81	82 	82
14e)	I got help with eating and drinking when I needed it.	68	68	69
14f)	I got help with going to the bathroom or toilet when I needed it.	-	80	81
14g)	Before moving wards, a member of staff explained what would happen.	82	81 	81
14h)	Moving wards was well managed.	82	82	82
15.	How did you feel about being involved in decisions about your care and treatment?	84	85 	85
17.	Overall, how would you rate your care and treatment during your stay in hospital?	84	85	85
18a)	Doctors introduced themselves to me.	-	96	96
18b)	There was enough time to talk to the doctors.	78	82 	81
18c)	Doctors knew enough about my condition and treatment.	87	88 	87
18d)	Doctors explained the risks and benefits of any treatment in a way I could understand.	87	88 	87 
18e)	Doctors talked in a way that helped me understand my condition and treatment.	87	88 	88
18f)	Doctors gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel).	86	87 	86
18g)	Doctors told me how my operation or procedure had gone in a way I could understand.	87	86	87
18h)	Doctors did not talk in front of me as if I was not there.	-	79	80 
18i)	Doctors listened to me if I had any questions or concerns.	86	88 	88
18j)	As far as I was aware doctors washed/cleaned their hands at appropriate times.	85	87 	88 
19a)	Nurses introduced themselves to me.	-	84	85 
19b)	There was enough time to talk to the nurses.	79	76 	76
19c)	Nurses knew enough about my condition and treatment.	82	81 	81
19d)	Nurses talked in a way that helped me understand my condition and treatment.	80	80 	80
19e)	Nurses gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel).	77	76 	77 



Question Number 2012	Question text	2010	2011	2012
19f)	Nurses did not talk in front of me as if I was not there.	-	81	81
19g)	Nurses listened to me if I had any questions or concerns.	85	87 	87
19h)	As far as I was aware nurses washed/cleaned their hands at appropriate times.	88	90 	90
20.	How much do you agree or disagree that staff worked well together in organising your care?	84	85 	84
21.	Overall, how would you rate all the staff who you came into contact with?	87	87	87
22a)	My family or home situation was taken into account when planning for me leaving hospital.	-	83	83
22b)	I was happy with how long I had to wait around when I was told I could go home.	73	73	73
22c)	I was given help with arranging transport.	65	62 	61
22d)	I understood who to contact if I had any questions after leaving hospital.	81	80 	80
22e)	I was told about any danger signals to watch for when I got home.	73	72 	72
22f)	I was given advice on how to look after myself.	78	78	78
22g)	I was confident that any help I needed had been arranged for when I left hospital.	74	75 	75
23b)	I didn't have to wait too long to get my medicines*.	-	-	73
23c)	I understood what my medicines were for.	94	94	95 
23d)	I understood how and when to take my medicines.	96	96	97 
23e)	I understood the possible side effects and what to do if I had any concerns.	80	80	80
24.	Overall, how would you rate the arrangements made for you leaving hospital.	73	75	75
26.	Did you have to stay in hospital for longer than expected to wait for your care or support services to be organised?*	-	-	88
27.	Did you feel that you got the care or support services that were right for you?*	-	-	89
28.	Overall, how would you rate the care or support services you got after leaving hospital?*	-	-	82
29a)	I was treated with respect.	91	92	92
29b)	I was treated with care.	92	92	93
29c)	I got the best treatment for my condition.	89	87 	88

<b>Question Number 2012</b>	<b>Question text</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
29d)	I trusted the people looking after me.	90	91 	91
29e)	I understood what was happening to me.	89	90 	90
29f)	I was as physically comfortable as I could expect to be.	90	91 	91
29g)	My religious and spiritual needs were respected. <sup>14</sup>	65	61	60
29h)	I was confident I could look after myself when I left hospital.	88	86 	85 

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<sup>14</sup> Please note that the response scale changed in 2011 to remove the options “Note relevant” and “Don’t know”. This means that the 2011 and 2012 results cannot be compared with the 2010 result.

## ANNEX C – STATEMENT OF TABLE EXPLANATIONS

The table below shows which answers were classed as positive and negative for each question.

\* This is a new question.

Question number	Original Question Text	Positive %	Neither positive nor negative %	Negative %
3	In A&E I was told how long I would have to wait	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
4	In A&E I was told what was happening in a way I could understand	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
5	Overall, how would you rate the care and treatment you received during your time in A&E?	Excellent, good	Fair	Poor, very poor
6	If your hospital visit was planned in advance how did you feel about the length of time you waited to be admitted to hospital after being referred?	It was reasonable	-	It was too long, it was too short
7	Did the information you were given before attending hospital help you understand what would happen?	Yes, a lot, yes, a little		No, not at all I wasn't given any information
9	From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward?	It was reasonable, I did not have to wait	-	It was too long
10	Overall, how would you rate your admission to hospital?	Excellent, good	Fair	Poor, Very Poor
11a	The main ward or room I stayed in was clean	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
11b	The bathrooms and toilets were clean	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
11c	I was bothered by noise at night	Disagree, Strongly disagree	Neither agree nor disagree	Strongly agree, Agree
11d	I was bothered by noise during the day	Disagree, Strongly disagree	Neither agree nor disagree	Strongly agree, Agree

<b>Question number</b>	<b>Original Question Text</b>	<b>Positive %</b>	<b>Neither positive nor negative %</b>	<b>Negative %</b>
11e	I was happy with the food and drink that I received	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
11f	When I called I received assistance within a reasonable time	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
11g	There were times when I felt bothered or threatened by other patients or visitors	Disagree, Strongly disagree	Neither agree nor disagree	Strongly agree, Agree
11h	I knew who was in charge of the ward	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
13	Overall, how would you rate the hospital environment	Excellent, good	Fair	Poor, very poor
14a	I was able to get adequate pain relief when I needed it	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14b	I had privacy when being examined or treated	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14c	I had privacy when my condition and treatment was discussed	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14d	I got help with washing and dressing when I needed it	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14e	I got help with eating and drinking when I needed it	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14f	I got help with going to the bathroom or toilet when I needed it.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14g	Before moving wards, a member of staff explained what would happen	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14h	Moving wards was well managed	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
15	How did you feel about being involved in decisions about your care and treatment	I was involved as much as I wanted to be		I was involved more than I wanted to be, I was not involved enough
17	Overall how would you rate your care and treatment during your stay in hospital	Excellent, Good	Fair	Poor, Very Poor

<b>Question number</b>	<b>Original Question Text</b>	<b>Positive %</b>	<b>Neither positive nor negative %</b>	<b>Negative %</b>
18a	Doctors introduced themselves to me.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18b	There was enough time to talk to the doctors	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18c	Doctors knew enough about my condition and treatment	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18d	Doctors explained the risks and benefits of any treatment in a way I could understand	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18e	Doctors talked in a way that helped me understand my condition and treatment	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18f	Doctors gave me clear explanations about my operations and procedures (e.g. what would happen, how I could expect to feel)	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18g	Doctors told me how my operation or procedure had gone in a way I could understand	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18h	Doctors talked in front of me as if I was not there.	Disagree, Strongly disagree	Neither agree nor disagree	Strongly agree, Agree
18i	Doctors listened to me if I had any questions or concerns	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18j	As far as I was aware doctors washed/ cleaned their hands at appropriate times	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19a	Nurses introduced themselves to me.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19b	There was enough time to talk to the nurses	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19c	Nurses knew enough about my condition and treatment	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19d	Nurses talked in a way that helped me understand my condition and treatment	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

<b>Question number</b>	<b>Original Question Text</b>	<b>Positive %</b>	<b>Neither positive nor negative %</b>	<b>Negative %</b>
19e	Nurses gave me clear explanations about my operations and procedures (e.g. what would happen, how I could expect to feel)	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19f	Nurses talked in front of me as if I was not there.	Disagree, Strongly disagree	Neither agree nor disagree	Strongly agree, Agree
19g	Nurses listened to me if I had any concerns	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19h	As far as I was aware nurses washed/ cleaned their hands at appropriate times	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
20	How much do you agree or disagree that staff worked well together in organising your care?	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
21	Overall, how would you rate all the staff who you came into contact with?	Excellent, Good	Fair	Poor, Very Poor
22a	My family or home situation was taken into account when planning for me leaving hospital.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22b	I was happy with how long I had to wait around when I was told I could go home	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22c	I was given help with arranging transport	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22d	I understood who to contact if I had any questions after leaving hospital	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22e	I was told about any danger signals to watch for when I got home	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22f	I was given advice on how to look after myself.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22g	I was confident that any help I needed had been arranged for when I left hospital.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
23b	I didn't have to wait too long to get my medicines*	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

<b>Question number</b>	<b>Original Question Text</b>	<b>Positive %</b>	<b>Neither positive nor negative %</b>	<b>Negative %</b>
23c	I understood what my medicines were for	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
23d	I understood how and when to take my medicines	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
23e	I understood the possible side effects and what to do if I had any concerns	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
24	Overall, how would you rate the arrangements made for you leaving hospital?	Excellent, good	Fair	Poor, Very poor
26	Did you have to stay in hospital for longer than expected to wait for your care or support services to be organised?*	No	-	Yes
27	Did you feel that you got the care or support services that were right for you?*	Yes	-	No
28	Overall, how would you rate the care or support services you got after leaving hospital?*	Excellent, good	Fair	Poor, Very poor
29a	I was treated with respect	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
29b	I was treated with care	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
29c	I got the best treatment for my condition	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
29d	I trusted the people looking after me	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
29e	I understood what was happening to me	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
29f	I was as physically comfortable as I could expect to be	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
29g	My religious and spiritual needs were respected	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

Question number	Original Question Text	Positive %	Neither positive nor negative %	Negative %
29h	I was confident I could look after myself when I left hospital	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

\* This is a new question.



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