

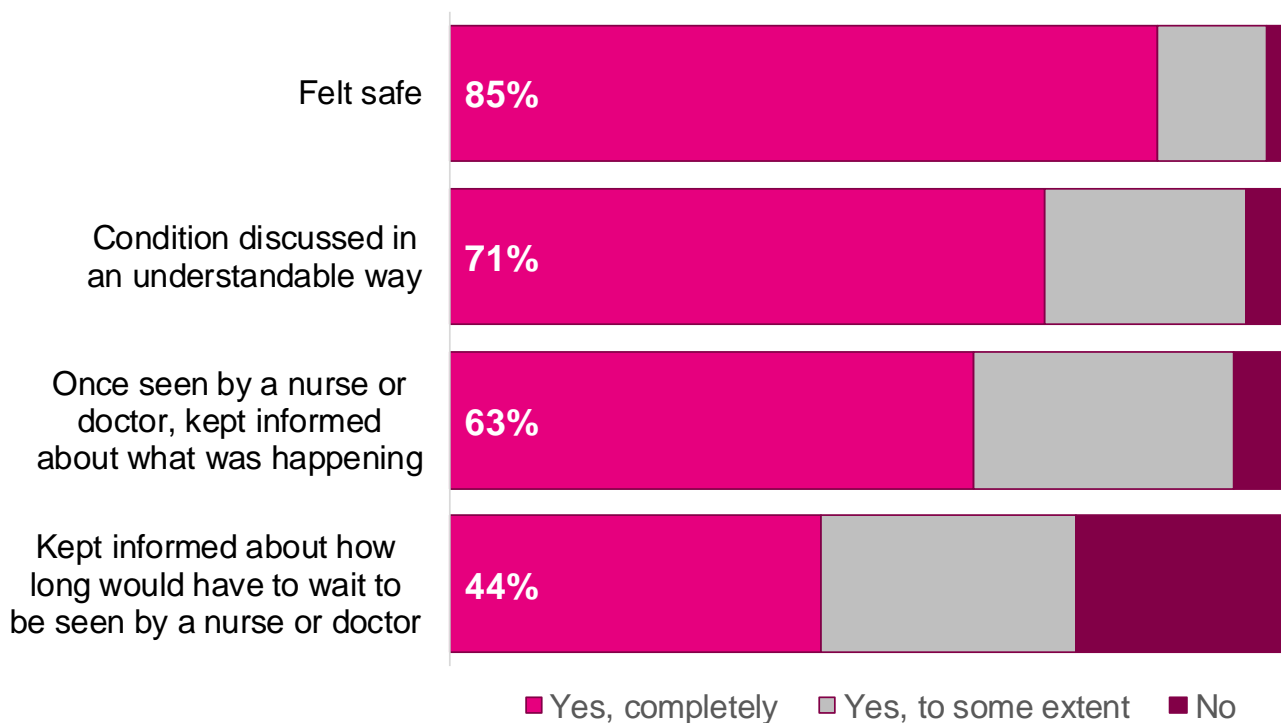
Admission to Hospital

83% of people rated their admission to hospital as 'Good' or 'Excellent'



3 out of 5 hospital admissions were **emergency or urgent**. The remaining **2 out of 5** had their attendance **planned in advance**.

89% of people rated their care and treatment in **A&E** positively



Where admission was **planned in advance**

62%

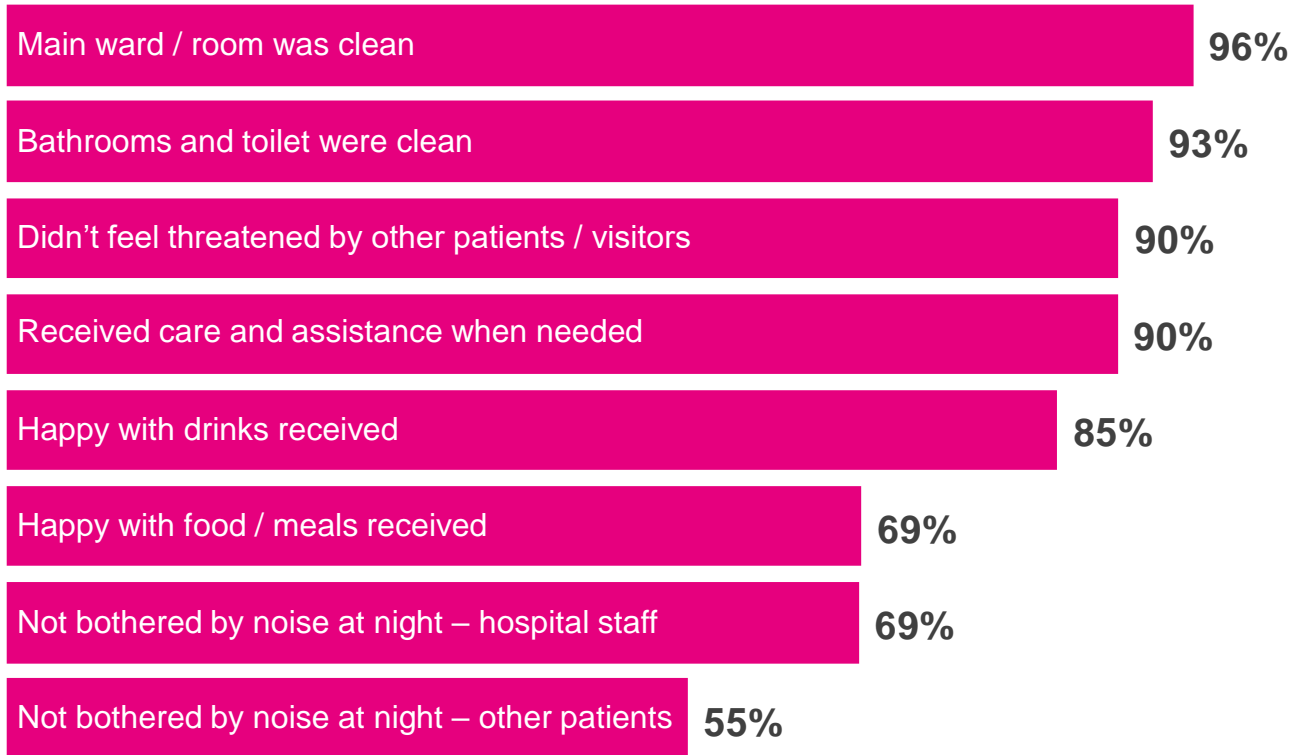
said that they had been kept completely informed about **how long they would have to wait** to be admitted.

For more information, go to www.gov.scot/InpatientSurvey

The Hospital and Ward

88% of people rated their hospital & ward environment as 'Good' or 'Excellent'

What were people's experiences of the hospital and ward?



During their stay **39%** of people moved ward



Of this 39%, 1 in 4 moved after 10 pm



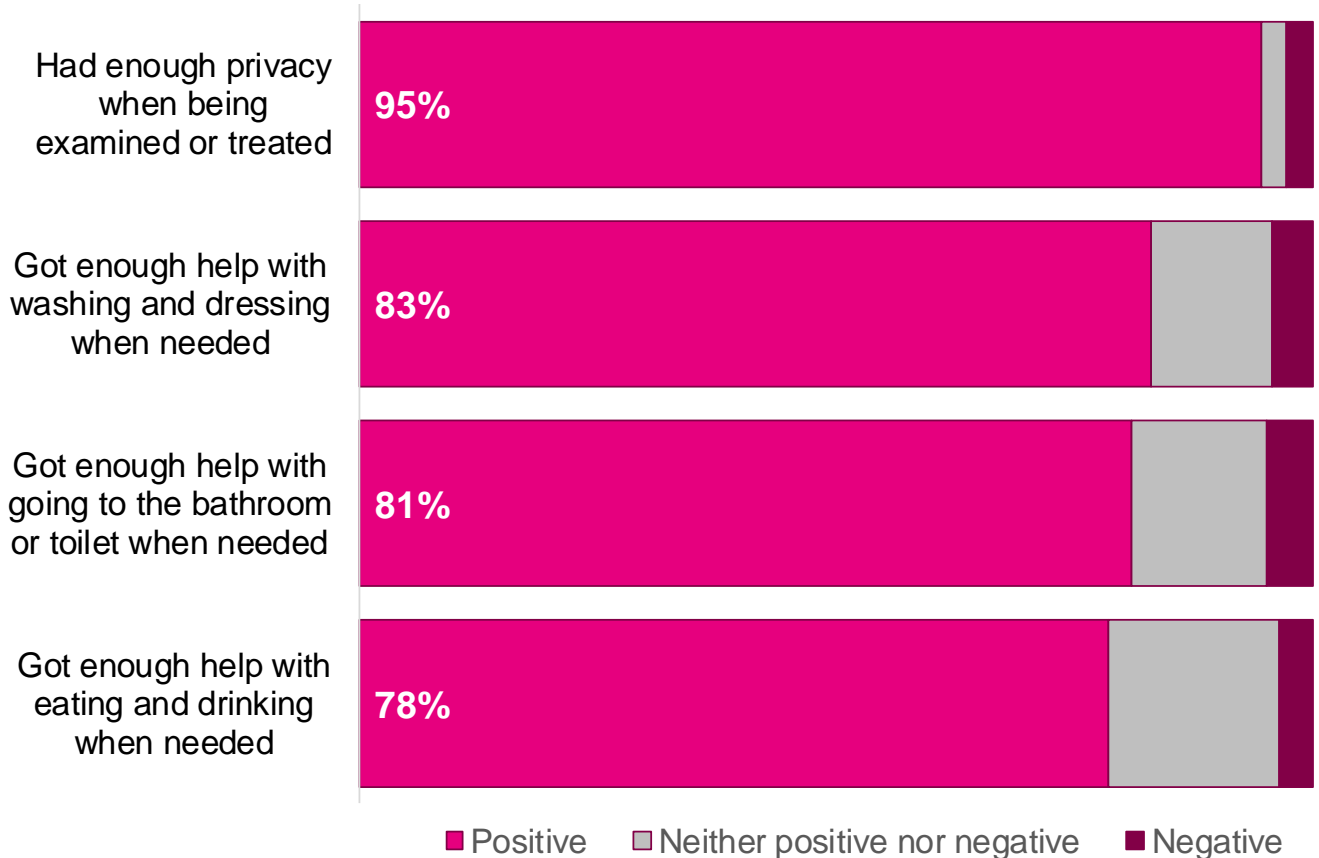
87% of people said that they could spend time with people who matter to them

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Care & Treatment in Hospital

90% of people rated their care and treatment in hospital as 'Good' or 'Excellent'

What were people's experiences of care and treatment?



When asked about involvement in decisions about their care, around **2 in 3** people...

were involved **as much as they wanted to be**



said that **people who mattered to them** were involved as much as they wanted them to be

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Staff

91%

of people were positive about the hospital staff they came into contact with

What were people's experiences with staff?



Continuity of care

72% of people said that staff "definitely" worked well together in organising care



I was asked for **personal details**, including medical history:

A few times

49%

A lot of times and this **didn't** bother me

30%

A lot of times and this **did** bother me

4%


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Operations & Procedures

59% of people said that they had an operation or procedure during their hospital stay

Before the Operation or Procedure

81% of people had an **explanation** of what would be done

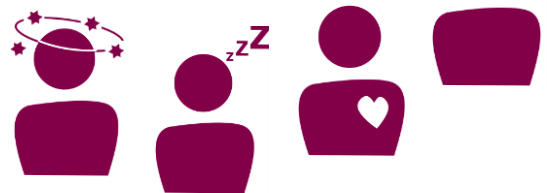
An icon showing a nurse in a white cap and mask talking to a patient. A speech bubble is next to the nurse.

86% of people had **risks & benefits** explained to them in a way they could understand

80% of people had their questions answered in a way they could understand

An icon of a person with a thought bubble containing a question mark above their head.

66% of people were told how they could **expect to feel** afterwards



After the Operation or Procedure

76% of people said that they were told **how it had gone**



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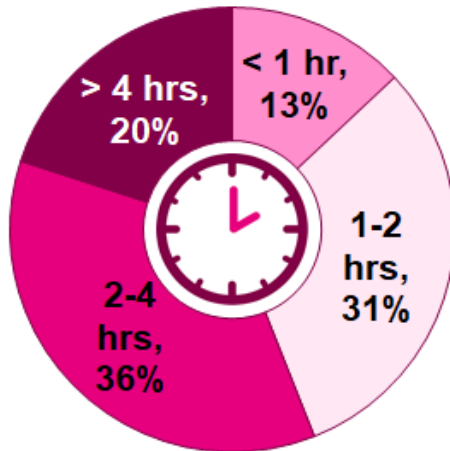
Leaving Hospital

78% of people rated the overall arrangements for leaving hospital as 'Good' or 'Excellent'

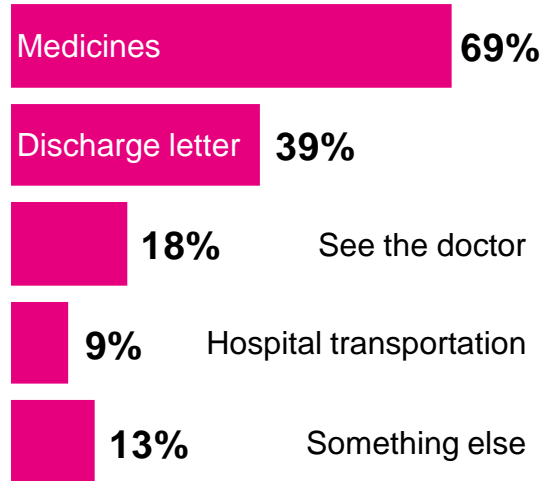


3 in 10 people were **delayed** on the day they left hospital

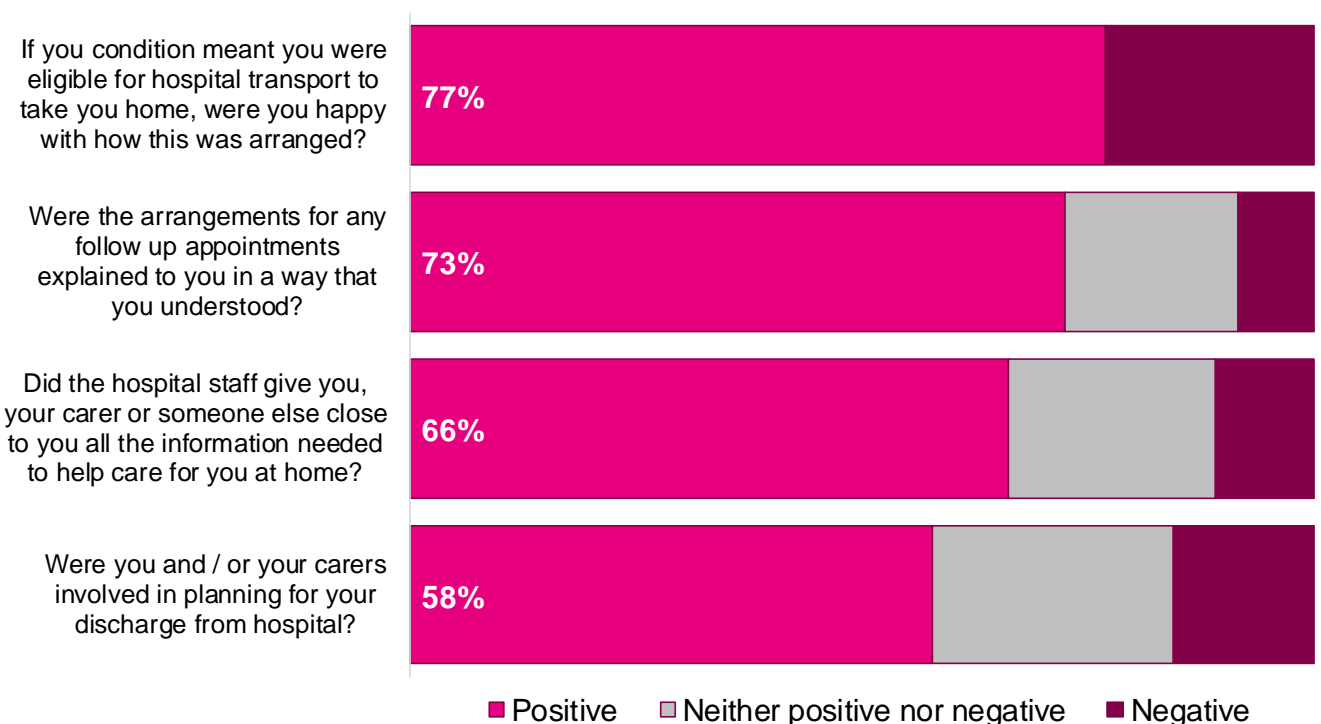
Length of delay



Reason for delay



What were people's experiences of leaving hospital?



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Care & Support After Leaving Hospital

42% of people needed care or support services arranged when they left hospital

2 in 3

people were confident that any care or support services they needed had been arranged before they left hospital



What care or support services did people need?

Equipment or home adaptations

40%

Home care

30%

Personal care

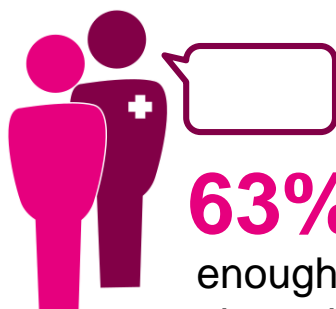
25%

Place in a care or nursing home

3%

Other

25%



63% of people were given enough information about their care and support arrangements before leaving hospital



45% of people had a choice in the care or support services arranged for them



82%

of people rated their care and support arrangements after leaving hospital as 'Good' or 'Excellent'

Feedback & Overall Experience

Feedback



32% of people spoke to staff about the standard of their care and treatment or the services provided

Results indicated **3 in 10** people were in some way unhappy or dissatisfied with some aspect of the care they received



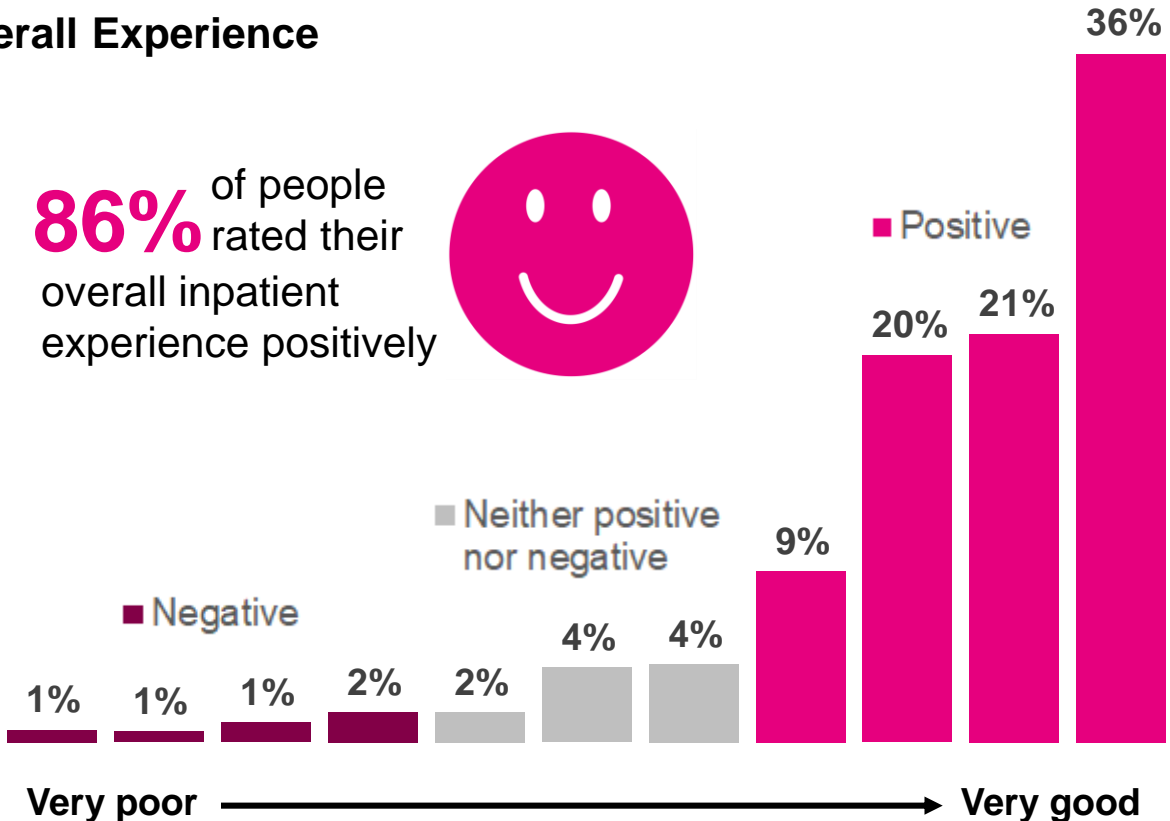
Of those who were unhappy or dissatisfied with an aspect of care they received...



2 out of 5 people were able to find out how to provide feedback or complain.

Overall Experience

86% of people rated their overall inpatient experience positively



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