

○ Outpatient Survey 2009

**The Royal Marsden NHS Foundation
Trust**

November 2009

Final Report

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SECTION 1

○ Introduction

Outpatients Survey 2009

The Royal Marsden NHS Foundation Trust

Background to the Survey

The results presented here are from the Outpatients Survey 2009, carried out by Picker Institute Europe on behalf of the The Royal Marsden NHS Foundation Trust. This survey is part of a series of annual surveys required by the Care Quality Commission for all NHS Acute trusts in England. The Picker Institute was commissioned by 73 UK trusts to undertake the Outpatients Survey 2009. The survey is based on a sample of outpatients who attended the Trust in March, April or May 2009.

The purpose of the survey is to understand what patients think of healthcare services provided by the Trust. All trusts used a standard survey methodology and standard questions, as specified by the NHS Patient Survey Co-ordination Centre, based at the Picker Institute. The questionnaire reflects the priorities and concerns of patients and is based upon what is most important from the patients' perspective. The questionnaire was developed through consultation with patients, clinicians and trusts. A copy of the questionnaire is provided in Appendix 2 of this report.

The questionnaires used for the Outpatient Survey 2009 were developed by the NHS Patient Survey Co-ordination Centre. Further information about how the questionnaire for this survey was developed can be found on the NHS Surveys website www.nhssurveys.org.uk.

Survey methodology

The survey was undertaken by a postal questionnaire, sent to patients' home addresses. Patients were sent a questionnaire, a covering letter from the Trust's Chief Executive, a multiple language sheet offering help with the survey, and a freepost envelope. Patients wishing to complete the survey filled it in and returned it to the Picker Institute in the freepost envelope. Non-responders were sent a reminder card after 2-3 weeks and another questionnaire after a further 2-3 weeks.

The Picker Institute ran a freephone helpline for patients who had any queries or concerns about the survey. This included links to LanguageLine with immediate access to interpreters in over 100 languages. For a detailed description of the survey methodology, see the published guidance for this survey:

http://www.nhssurveys.org/filestore/documents/OP09_Guidance_Manual.pdf

About your respondents

A total of 850 patients from your Trust were sent a questionnaire. 820 were eligible for the survey, of which 513 returned a completed questionnaire, giving a response rate of 62.6%. The average response rate for your outpatient survey in 2004 was 72.2%.

Key facts about the 513 outpatients who responded to the survey:

- 34 % were male; 63% were female and 4% did not reply.
- 7% were aged 16-39, 34% were aged 40-59, 29% were aged 60-69 and 29% were aged 70+. 1% did not reply.
- 90% stated their ethnic background as White; 1% Mixed; 3% Asian/Asian British; 2% Black/Black British; 1% Chinese or other ethnic group and 4% did not state their background.
- 67% waited up to 1 month for their most recent outpatient appointment, with 16% waiting between 1 and 3 months. 0% had to wait more than 18 months.

- 67% had visited this outpatients department previously for the same condition.
- 98% of respondents rated the overall care they received at the outpatients department as 'excellent', 'very good' or 'good'.
- 93% of respondents stated that they were treated with respect and dignity all of the time at the outpatients department.

Problem scores

At the Picker Institute, we use the concept of '**problem scores**' as a summary measure, to help monitor your results over time and to show how your Trust compares to the average score for all Picker Institute trusts. We hope that you will find problem scores a helpful way of targeting areas in need of attention within your Trust – this in turn can help you to bring about real quality improvement for your patients.

What is a problem score?

The problem score shows the percentage of patients for each question who, by their response, indicated that a particular aspect of their care could have been improved. We have found this to be the simplest summary measure that focuses on quality improvement.

How are problem scores calculated?

We calculate the problem scores by combining response categories.

For example, for the following question 'Did you have confidence and trust in the doctors treating you?' we have combined the responses 'Yes, sometimes' and 'No', to create a single problem score. Asterisks indicate which response categories have been combined to create the problem score.

C2 - Did you have confidence and trust in the doctors treating you?		
All Patients	n	%
Yes, always	459	82.7
* Yes, sometimes	85	15.3
* No	7	1.3
Not answered	4	0.7
Problem Score: 16.6%	555	

How should we use problem scores?

As the name suggests, problem scores indicate where there may be a problem within the trust, and may need further investigation. It is useful to keep in mind, that **lower scores reflect better performance**. Where there are high problem scores, or scores that are high in comparison with other trusts, this area should be highlighted as a potential problem area that needs to be looked at further. By targeting these areas, you can hopefully start to bring about real quality improvement to your patients.

Problem scores are an **interpretation of the data** made by the Picker Institute. Any comparisons made within the Trust (internal benchmarks, historic comparisons) or between trusts (external benchmarks) are made using these scores. When data is provided to the Care Quality Commission, only the raw data is provided, not the problem scores.

Targeted questions

In response to client feedback and in the interests of accuracy we use derived questions to produce more meaningful scores for questions that **may not be applicable to all respondents**, but are not preceded by a filter question – in other words, all those that have a response code such as *I did not have any hospital food*, or *I did not use a toilet or bathroom*. The purpose is to produce more precise indicators of where the problems lie within the Trust. For each question of this nature we have therefore re-calculated the scores, **excluding those respondents to whom the question does not apply**. The new calculation will be illustrated in an **additional question (e.g. Q7+)**.

Low numbers of respondents

The questionnaire used includes some filter questions, whereby only relevant questions are asked of patients. So, for example, patients that have reported not having tests would not be asked subsequent questions about tests, and patients reporting not being given new medications would not be asked subsequent questions about their medicines.

This means that fewer patients will answer some of the questions in the questionnaire. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Confidence Intervals

The survey undertaken was with a sample of patients. As the survey was not of all patients, the results may not be totally accurate. However, we can estimate the level of confidence we should have in the results. The table below shows the level of confidence we would have for various numbers of respondents.

<u>Number of respondents</u>	<u>Confidence Interval (+/-)</u>
50	12.0%
100	8.5%
200	6.0%
300	4.9%
400	4.2%
500	3.8%
600	3.5%

Example: For a particular question, 300 patients responded, of which 25% answered 'yes'. From the table above, we can see that for 300 respondents the confidence interval would be +/- 4.9%. We would therefore estimate that the true results could be between 20.1% and 29.9%. However, if only 50 patients responded, and 25% answered 'yes', the confidence intervals would be +/- 12% so the true result could be between 13% and 37%.

Significant differences

In the report we have identified questions where there are significant differences between your Trust and the 'Picker average', or between your Trust this year and the previous survey. By 'significant' difference, we mean that the finding is statistically reliable and that the difference is 'real'. The calculation used to test the statistical significance of scores was the two-sample t-test.

The Report

This report has been designed to be used alongside our on-line results system:

<https://www.picker-results.org>

We aim to help you to identify the key issues for improvement from the patient's perspective. We have presented the results in a number of ways to help you answer important questions about the survey results. Patients had the option of adding additional comments at the end of the questionnaire. These verbatim comments can be found on the results website under Respondent Comments.

Effectively using your survey results

Your survey results can be used to help set priorities for delivering better services for patients. Our quality improvement work is designed to help health professionals use patient feedback to improve the quality of the care they provide. An important focus of our work is to identify and share good practice.

We provide the following tools to help you make best use of your patient survey results.

- Database of good practice examples: A collection of practical examples that have improved the patient experience. It is easy to use and access is free. Visit www.pickereurope.org to sign up and find out how others are making a difference to patient care.
- Educational guides: A series of booklets to help you plan the communication of your results, identify priorities for quality improvement and develop successful action plans.
- Improving Patients' Experience – Sharing Good Practice: factsheets focusing on specific areas of patient care featuring case studies.

Visit www.pickereurope.org for more information on all of our educational activities.

Our Quality Improvement team can be commissioned to run workshops or deliver presentations and information sessions that are tailored specifically to your Trust's needs

To contact a member of our Quality Improvement team or to share examples of good practice from within your Trust, email quality@pickereurope.ac.uk. or telephone 01865 208100.



SECTION 2

○ Survey Response

survey activity

Survey Response

This section of the report shows the activity recorded for the survey, including:

- mailing dates
- response rates
- freephone calls

Survey:	Outpatients Survey 2009	
NHS Trust:	The Royal Marsden NHS Foundation Trust	
Hospitals / sites:	Chelsea Sutton	
Month of Sample:	May	
Dates of Fieldwork:	Initial Mailing	20 July 2009
	First Reminder	10 August 2009
	Final Reminder	04 September 2009

Response Rate:	<u>Initial Mailing</u>	<u>850</u>
	Returned completed	513
	Ineligible - returned undelivered	3
	Ineligible - deceased	23
	Too ill/Opt out	64
	Ineligible - other	4
	Total Eligible	820
	Returned completed	513
	Overall Response Rate	62.6%
	<small>(total returned as a percentage of total eligible)</small>	
	Average Response Rate	50.1%
	<small>(based on all Picker Trusts)</small>	

The Picker Institute runs a **Freephone** Helpline for patients. The lines are open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 30 calls to the Freephone helpline, which included 0 LanguageLine calls.



SECTION 3


 **Problem Score Summary**


overview of results by section

Problem Score Summary

This section shows your problem score* for each question and a comparison against the average score for all Picker Institute trusts. The Picker Institute worked with 73 trusts on this survey. Your results have been compared with the others that we worked with, to identify areas where your results are better or worse than the average. They help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement.

Significant differences* between your Trust and the average are indicated as follows:

 scores significantly better than average

 scores significantly worse than average

Trust

The problem score for your Trust

Average






Average score for all Picker trusts

* For an explanation of problem scores and significant differences please see Section 1.




Note that **lower scores indicate better performance**.

Lower scores are better




A. Before The Appointment

		Trust	Average	
A1+	Had to wait more than 5 months for an appointment	4 %	4 %	
A2	Not given choice of appointment time	50 %	62 %	
A3	Not fully aware what would happen during appointment	49 %	60 %	
A4	Appointment changed to later date by hospital	7 %	21 %	
A5	Not given name of person that appointment was with, before the appointment	34 %	25 %	
A6	Appointment not with person told it would be with	19 %	22 %	
A8	Do not always see the same doctor or member of staff	71 %	59 %	
A9	Not offered a choice of hospitals	63 %	59 %	
A10	Patient did not get their first choice of hospital	[6] %	8 %	

B. Arrival At The Hospital

		Trust	Average	
B1+	Could not find a convenient place to park	24 %	39 %	
B2	Not easy to find way to Outpatients Department	15 %	19 %	
B3	Courtesy of receptionist was fair, poor or very poor	3 %	7 %	
B4	Other patients could overhear discussions with receptionist	77 %	74 %	

C. Waiting

		Trust	Average	
C1	Appointment started more than 15 minutes after stated time	51 %	44 %	
C2	Patient waited for longer than they were told, or were not told how long the wait would be	67 %	70 %	
C3	Not told why had to wait	61 %	68 %	
C4+	Unable to immediately find a place to sit in waiting area	3 %	5 %	

D. Hospital Environment And Facilities

		Trust	Average	
D1	Outpatients Department not clean	0 %	2 %	+
D2+	Toilets at the Outpatients Department not clean	2 %	5 %	+
D3	No leaflets or posters about hand washing	6 %	7 %	
D4	Hand-wash gels not available or empty	9 %	13 %	+
D5+	Patients unable to get suitable food or drink	6 %	19 %	+

E. Seeing A Doctor

		Trust	Average	
E2	Doctor did not have enough time to fully discuss health or medical problem	14 %	22 %	+
E3	Patient was with doctor for less than 5 minutes	6 %	8 %	
E4+	Doctor did not explain reasons for treatment/action in understandable way	13 %	22 %	+
E5	Doctor did not fully listen to what patient had to say	10 %	18 %	+
E6+	Doctor did not always give clear answers to questions or the patient did not have an opportunity to ask questions	19 %	28 %	+
E7	Did not have full confidence and trust in doctor	12 %	17 %	+
E8	Doctor did not know enough about medical history	9 %	16 %	+
E9+	Did not completely discuss worries or fears with doctor	22 %	32 %	+

F. Seeing Another Professional

		Trust	Average	
F3	Did not have enough time to discuss problem with other member of staff	21 %	22 %	
F4+	Other member of staff did not fully explain reasons for treatment clearly	15 %	22 %	+
F5	Other member of staff did not listen fully to what patient had to say	14 %	20 %	+
F6+	Did not always get clear answers to questions, or did not have opportunity to ask	18 %	26 %	+
F7	Did not have full confidence and trust in other member of staff	13 %	19 %	+
F8	Other member of staff did not know enough about medical history	10 %	18 %	+
F9+	Did not completely discuss worries or fears with other health professional	25 %	36 %	+

G. Overall About The Appointment

		Trust	Average	
G2	No one available to interpret	[11] %	17 %	
G3	Staff talked in front of patient as if they weren't there	7 %	11 %	+
G4	Not enough or no information given about condition or treatment	10 %	16 %	+
G5	Not given complete privacy when discussing condition / treatment	7 %	13 %	+
G6	Not given complete privacy when being examined or treated	4 %	9 %	+
G7	Staff contradict one another	13 %	12 %	
G8	Not fully involved in decisions about care or treatment	18 %	29 %	+
G9	Not all staff introduced themselves	12 %	25 %	+
G10	Had questions about care and treatment but did not discuss	10 %	12 %	

H. Tests And Treatment

		Trust	Average	
H2	Patient not clearly told why they needed these tests	17 %	24 %	+
H3	Staff did not explain what would happen during test in a clear way	16 %	21 %	+
H4	Not told how would find out results of tests	16 %	16 %	
H5	Test results not fully explained or never received	20 %	28 %	+
H6+	Did not get answers to questions about tests in a clear way	17 %	29 %	+
H8	Did not know before the appointment that would be undergoing treatment	8 %	19 %	+
H9	Not fully told before treatment what would happen	8 %	19 %	+
H10	Risks and/or benefits not fully explained before treatment	16 %	25 %	+
H11+	Questions not fully answered before treatment	13 %	20 %	+
H12	Not clearly told how treatment had gone	21 %	26 %	

J. Leaving The Outpatients Department

		Trust	Average	
J2	Patient not fully involved in decisions over best medication	35 %	43 %	+
J3	Not fully told how to take new medications	7 %	15 %	+
J4	Not fully told purpose of medications	10 %	18 %	+
J5	Patient not told fully about side effects of medications	29 %	46 %	+
J6	Not given printed information leaflet about medicines	26 %	45 %	+
J7+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	22 %	49 %	+
J8	Not given any written or printed information about condition/treatment but would have liked it	9 %	21 %	+
J9	Not told what would happen next before leaving Outpatients Department	3 %	7 %	+
J10	Patients not told fully about what danger signals to watch for	26 %	33 %	+
J11	Patient not given information on who to contact	17 %	31 %	+

K. Overall Impression

		Trust	Average	
K1	Overall - main reason went to the Outpatients Department not dealt with completely satisfactorily	13 %	25 %	+
K2	Overall - Outpatients Department not at all/fairly organised	27 %	39 %	+
K3	Overall - not always treated with respect or dignity	6 %	13 %	+
K4	Overall - care rated as fair or poor	2 %	6 %	+
K5	Overall - would not recommend this Outpatients Department to family and friends	1 %	3 %	+
K6	Wanted to complain about the care received	2 %	3 %	
K7	Not given the full information needed to make a complaint	[50] %	77 %	



SECTION 4


○ Ranked Problem Scores


where most patients report room for improvement

Ranked Problem Scores

This section ranks the scores from the highest problem score (most respondents reporting room for improvement) to lowest problem score (fewest respondents reporting room for improvement). Focussing on areas with high problem scores could potentially improve the patient experience for a large proportion of your patients.

Significant differences between your Trust and the average are indicated as follows:

 scores significantly better than average

 scores significantly worse than average

Trust





The problem score for your Trust

Average

Average score for all Picker trusts

Lower scores are better



Problem scores 50%+

		Trust	Average
B4	Other patients could overhear discussions with receptionist	77 %	74 %
A8	Do not always see the same doctor or member of staff	71 %	59 % 
C2	Patient waited for longer than they were told, or were not told how long the wait would be	67 %	70 %
A9	Not offered a choice of hospitals	63 %	59 %
C3	Not told why had to wait	61 %	68 % 
C1	Appointment started more than 15 minutes after stated time	51 %	44 % 
A2	Not given choice of appointment time	50 %	62 % 
K7	Not given the full information needed to make a complaint	[50] %	77 %

Problem scores 40% - 49%

		Trust	Average
A3	Not fully aware what would happen during appointment	49 %	60 % 

Problem scores 30% - 39%

		Trust	Average
J2	Patient not fully involved in decisions over best medication	35 %	43 % 
A5	Not given name of person that appointment was with, before the appointment	34 %	25 % 

Problem scores 20% - 29%

		Trust	Average	
J5	Patient not told fully about side effects of medications	29 %	46 %	+
K2	Overall - Outpatients Department not at all/fairly organised	27 %	39 %	+
J6	Not given printed information leaflet about medicines	26 %	45 %	+
J10	Patients not told fully about what danger signals to watch for	26 %	33 %	+
F9+	Did not completely discuss worries or fears with other health professional	25 %	36 %	+
B1+	Could not find a convenient place to park	24 %	39 %	+
J7+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	22 %	49 %	+
E9+	Did not completely discuss worries or fears with doctor	22 %	32 %	+
H12	Not clearly told how treatment had gone	21 %	26 %	
F3	Did not have enough time to discuss problem with other member of staff	21 %	22 %	
H5	Test results not fully explained or never received	20 %	28 %	+

Problem scores 10% - 19%

		Trust	Average	
E6+	Doctor did not always give clear answers to questions or the patient did not have an opportunity to ask questions	19 %	28 %	+
A6	Appointment not with person told it would be with	19 %	22 %	
F6+	Did not always get clear answers to questions, or did not have opportunity to ask	18 %	26 %	+
G8	Not fully involved in decisions about care or treatment	18 %	29 %	+
H6+	Did not get answers to questions about tests in a clear way	17 %	29 %	+
J11	Patient not given information on who to contact	17 %	31 %	+
H2	Patient not clearly told why they needed these tests	17 %	24 %	+
H3	Staff did not explain what would happen during test in a clear way	16 %	21 %	+
H4	Not told how would find out results of tests	16 %	16 %	
H10	Risks and/or benefits not fully explained before treatment	16 %	25 %	+
F4+	Other member of staff did not fully explain reasons for treatment clearly	15 %	22 %	+
B2	Not easy to find way to Outpatients Department	15 %	19 %	+
E2	Doctor did not have enough time to fully discuss health or medical problem	14 %	22 %	+
F5	Other member of staff did not listen fully to what patient had to say	14 %	20 %	+
E4+	Doctor did not explain reasons for treatment/action in understandable way	13 %	22 %	+
F7	Did not have full confidence and trust in other member of staff	13 %	19 %	+
H11+	Questions not fully answered before treatment	13 %	20 %	+
K1	Overall - main reason went to the Outpatients Department not dealt with completely satisfactorily	13 %	25 %	+
G7	Staff contradict one another	13 %	12 %	
G9	Not all staff introduced themselves	12 %	25 %	+
E7	Did not have full confidence and trust in doctor	12 %	17 %	+
G2	No one available to interpret	[11] %	17 %	
F8	Other member of staff did not know enough about medical history	10 %	18 %	+
G4	Not enough or no information given about condition or treatment	10 %	16 %	+
E5	Doctor did not fully listen to what patient had to say	10 %	18 %	+
G10	Had questions about care and treatment but did not discuss	10 %	12 %	
J4	Not fully told purpose of medications	10 %	18 %	+

Problem scores 0% - 9%

		Trust	Average	
J8	Not given any written or printed information about condition/treatment but would have liked it	9 %	21 %	+
E8	Doctor did not know enough about medical history	9 %	16 %	+
D4	Hand-wash gels not available or empty	9 %	13 %	+
H8	Did not know before the appointment that would be undergoing treatment	8 %	19 %	+
H9	Not fully told before treatment what would happen	8 %	19 %	+
A4	Appointment changed to later date by hospital	7 %	21 %	+
G5	Not given complete privacy when discussing condition / treatment	7 %	13 %	+
G3	Staff talked in front of patient as if they weren't there	7 %	11 %	+
J3	Not fully told how to take new medications	7 %	15 %	+
K3	Overall - not always treated with respect or dignity	6 %	13 %	+
E3	Patient was with doctor for less than 5 minutes	6 %	8 %	
D5+	Patients unable to get suitable food or drink	6 %	19 %	+
A10	Patient did not get their first choice of hospital	[6] %	8 %	
D3	No leaflets or posters about hand washing	6 %	7 %	
G6	Not given complete privacy when being examined or treated	4 %	9 %	+
A1+	Had to wait more than 5 months for an appointment	4 %	4 %	
C4+	Unable to immediately find a place to sit in waiting area	3 %	5 %	+
B3	Courtesy of receptionist was fair, poor or very poor	3 %	7 %	+
J9	Not told what would happen next before leaving Outpatients Department	3 %	7 %	+
D2+	Toilets at the Outpatients Department not clean	2 %	5 %	+
K6	Wanted to complain about the care received	2 %	3 %	
K4	Overall - care rated as fair or poor	2 %	6 %	+
K5	Overall - would not recommend this Outpatients Department to family and friends	1 %	3 %	+
D1	Outpatients Department not clean	0 %	2 %	+



SECTION 5

○ Historical Comparisons

comparing results with previous years

Historical Comparisons

The Outpatient survey is currently repeated on an annual basis – by looking at changes in results over time it is possible to focus on those areas where performance might be slipping. Examining areas where performance has improved will help you to measure the effects of any service improvements that have been put in place.

This section shows the problem scores for this year's survey and a comparison against the scores from the previous surveys. Significant differences are indicated as follows:

 scores significantly better than previous survey

 scores significantly worse than previous survey

2003 The problem score for 2003

2004 The problem score for 2004




2007 The problem score for 2007

2009 The problem score for 2009


Please note that a problem score for particular questions (A1+, A6, A9, A10, B1+, B4, C1, C2, C3, D1, D2+, D5+, E4+, E6+, F4+, F6+, H5, H11+, J7+, J8, J10) may have been created or re-calculated for your 2004 and/or 2007 data. For trusts who did not conduct the Outpatients Survey with the Picker Institute in 2004, problem scores have been created for your 2004 data. These recalculations allow for accurate historical comparisons.

Lower scores are better


A. Before The Appointment

		2003	2004	2007	2009	
A1+	Had to wait more than 5 months for an appointment	-	8 %	-	4 %	
A2	Not given choice of appointment time	-	48 %	-	50 %	
A3	Not fully aware what would happen during appointment	40 %	39 %	-	49 %	
A4	Appointment changed to later date by hospital	-	7 %	-	7 %	
A5	Not given name of person that appointment was with, before the appointment	35 %	37 %	-	34 %	
A6	Appointment not with person told it would be with	23 %	21 %	-	19 %	
A8	Do not always see the same doctor or member of staff	75 %	82 %	-	71 %	
A9	Not offered a choice of hospitals	-	-	-	63 %	
A10	Patient did not get their first choice of hospital	-	-	-	6 %	



B. Arrival At The Hospital

		2003	2004	2007	2009	
B1+	Could not find a convenient place to park	-	14 %	-	24 %	
B2	Not easy to find way to Outpatients Department	-	-	-	15 %	
B3	Courtesy of receptionist was fair, poor or very poor	-	-	-	3 %	
B4	Other patients could overhear discussions with receptionist	-	72 %	-	77 %	



C. Waiting

		2003	2004	2007	2009	
C1	Appointment started more than 15 minutes after stated time	-	43 %	-	51 %	
C2	Patient waited for longer than they were told, or were not told how long the wait would be	-	69 %	-	67 %	
C3	Not told why had to wait	-	64 %	-	61 %	
C4+	Unable to immediately find a place to sit in waiting area	-	-	-	3 %	

D. Hospital Environment And Facilities

		2003	2004	2007	2009
D1	Outpatients Department not clean	1 %	1 %	-	0 % 
D2+	Toilets at the Outpatients Department not clean	-	3 %	-	2 %
D3	No leaflets or posters about hand washing	-	-	-	6 %
D4	Hand-wash gels not available or empty	-	-	-	9 %
D5+	Patients unable to get suitable food or drink	-	2 %	-	6 % 

E. Seeing A Doctor

		2003	2004	2007	2009
E2	Doctor did not have enough time to fully discuss health or medical problem	18 %	18 %	-	14 %
E3	Patient was with doctor for less than 5 minutes	9 %	11 %	-	6 % 
E4+	Doctor did not explain reasons for treatment/action in understandable way	-	14 %	-	13 %
E5	Doctor did not fully listen to what patient had to say	13 %	12 %	-	10 %
E6+	Doctor did not always give clear answers to questions or the patient did not have an opportunity to ask questions	-	23 %	-	19 %
E7	Did not have full confidence and trust in doctor	16 %	16 %	-	12 %
E8	Doctor did not know enough about medical history	12 %	13 %	-	9 % 
E9+	Did not completely discuss worries or fears with doctor	-	-	-	22 %

F. Seeing Another Professional

		2003	2004	2007	2009
F3	Did not have enough time to discuss problem with other member of staff	13 %	16 %	-	21 %
F4+	Other member of staff did not fully explain reasons for treatment clearly	-	11 %	-	15 %
F5	Other member of staff did not listen fully to what patient had to say	15 %	15 %	-	14 %
F6+	Did not always get clear answers to questions, or did not have opportunity to ask	-	16 %	-	18 %
F7	Did not have full confidence and trust in other member of staff	10 %	8 %	-	13 %
F8	Other member of staff did not know enough about medical history	11 %	10 %	-	10 %
F9+	Did not completely discuss worries or fears with other health professional	-	-	-	25 %



G. Overall About The Appointment

		2003	2004	2007	2009
G2	No one available to interpret	33 %	40 %	-	11 %
G3	Staff talked in front of patient as if they weren't there	7 %	5 %	-	7 %
G4	Not enough or no information given about condition or treatment	13 %	12 %	-	10 %
G5	Not given complete privacy when discussing condition / treatment	5 %	5 %	-	7 %
G6	Not given complete privacy when being examined or treated	3 %	3 %	-	4 %
G7	Staff contradict one another	10 %	15 %	-	13 %
G8	Not fully involved in decisions about care or treatment	17 %	16 %	-	18 %
G9	Not all staff introduced themselves	17 %	12 %	-	12 %
G10	Had questions about care and treatment but did not discuss	-	10 %	-	10 %

H. Tests And Treatment

		2003	2004	2007	2009
H2	Patient not clearly told why they needed these tests	21 %	18 %	-	17 %
H3	Staff did not explain what would happen during test in a clear way	-	-	-	16 %
H4	Not told how would find out results of tests	14 %	20 %	-	16 %
H5	Test results not fully explained or never received	-	23 %	-	20 %
H6+	Did not get answers to questions about tests in a clear way	-	-	-	17 %
H8	Did not know before the appointment that would be undergoing treatment	15 %	8 %	-	8 %
H9	Not fully told before treatment what would happen	13 %	11 %	-	8 %
H10	Risks and/or benefits not fully explained before treatment	16 %	15 %	-	16 %
H11+	Questions not fully answered before treatment	-	8 %	-	13 %
H12	Not clearly told how treatment had gone	19 %	23 %	-	21 %

J. Leaving The Outpatients Department

		2003	2004	2007	2009
J2	Patient not fully involved in decisions over best medication	-	-	-	35 %
J3	Not fully told how to take new medications	5 %	3 %	-	7 %
J4	Not fully told purpose of medications	5 %	6 %	-	10 %
J5	Patient not told fully about side effects of medications	30 %	34 %	-	29 %
J6	Not given printed information leaflet about medicines	27 %	25 %	-	26 %
J7+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	-	63 %	-	22 % 
J8	Not given any written or printed information about condition/treatment but would have liked it	9 %	13 %	-	9 % 
J9	Not told what would happen next before leaving Outpatients Department	-	-	-	3 %
J10	Patients not told fully about what danger signals to watch for	23 %	29 %	-	26 %
J11	Patient not given information on who to contact	-	21 %	-	17 %

K. Overall Impression

		2003	2004	2007	2009
K1	Overall - main reason went to the Outpatients Department not dealt with completely satisfactorily	12 %	13 %	-	13 %
K2	Overall - Outpatients Department not at all/fairly organised	26 %	24 %	-	27 %
K3	Overall - not always treated with respect or dignity	6 %	6 %	-	6 %
K4	Overall - care rated as fair or poor	1 %	2 %	-	2 %
K5	Overall - would not recommend this Outpatients Department to family and friends	0 %	1 %	-	1 %
K6	Wanted to complain about the care received	-	-	-	2 %
K7	Not given the full information needed to make a complaint	-	-	-	50 %



SECTION 6

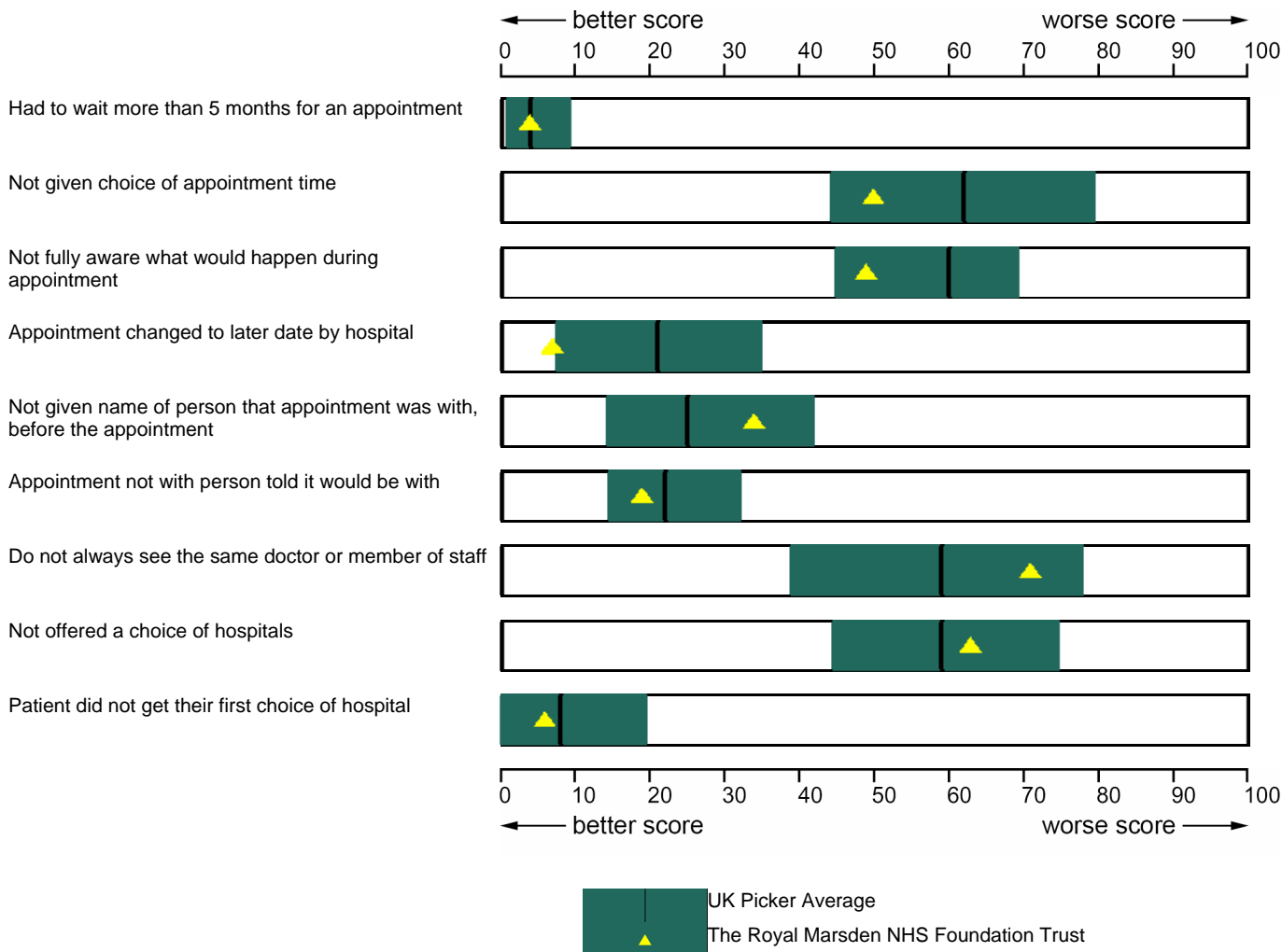
○ External Benchmarks

comparing results with other trusts

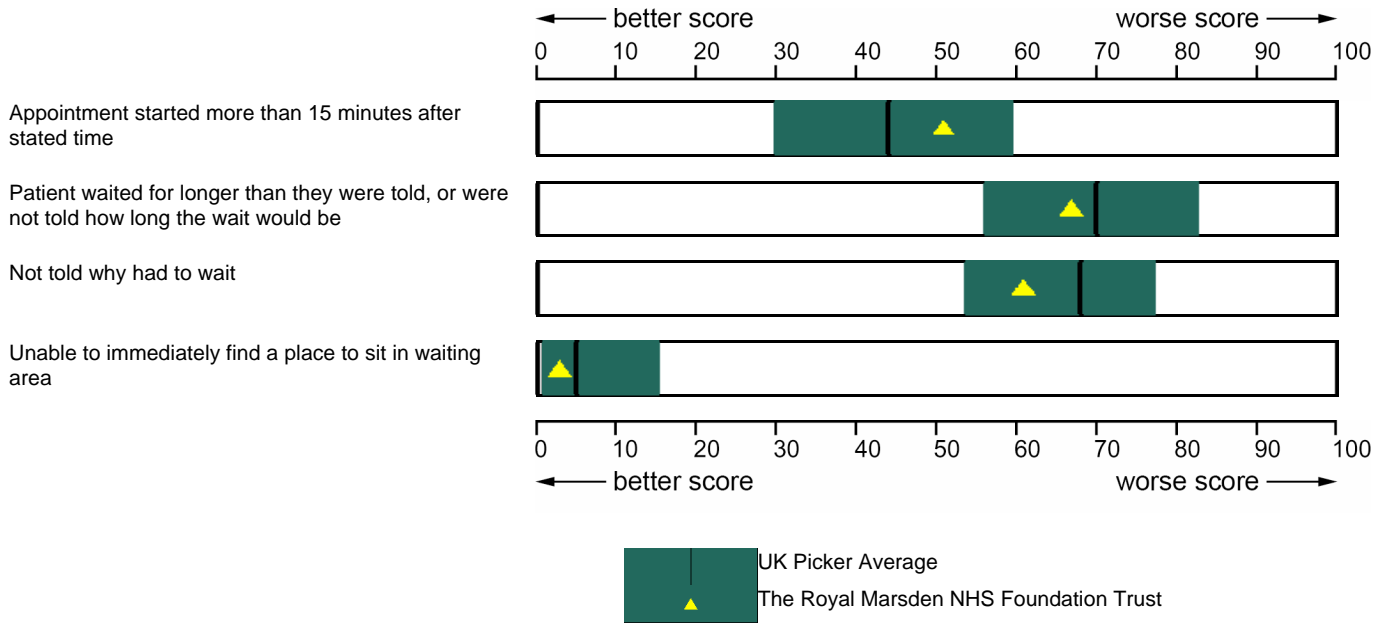
External Benchmarks

This section shows how your Trust compared to all Picker Institute trusts in this survey (73 trusts). The range of scores are shown as a green bar from the best score (to the left), to the worst (to the right). The average is the black line. Your Trust is shown as the yellow triangle.

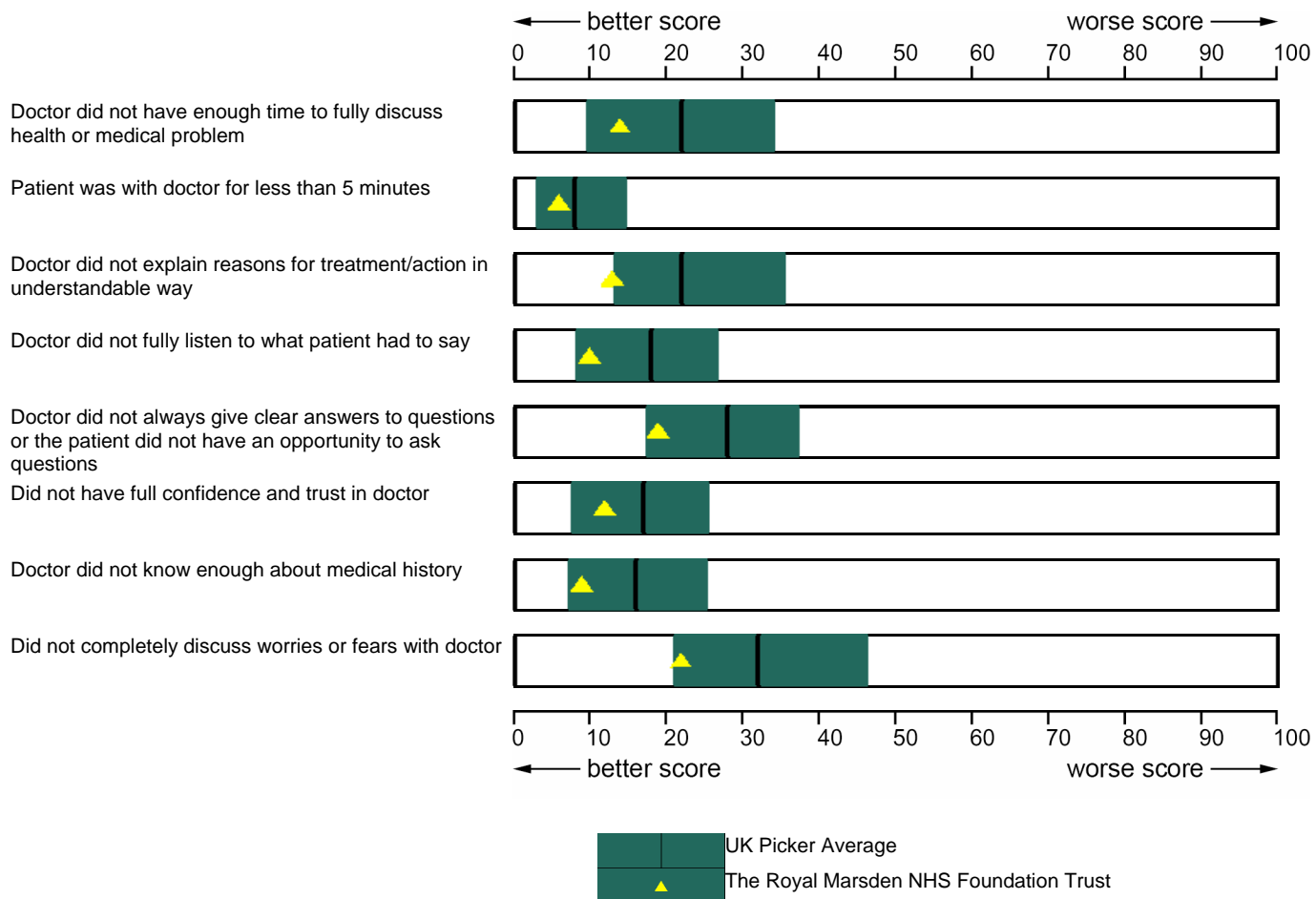
A. Before The Appointment



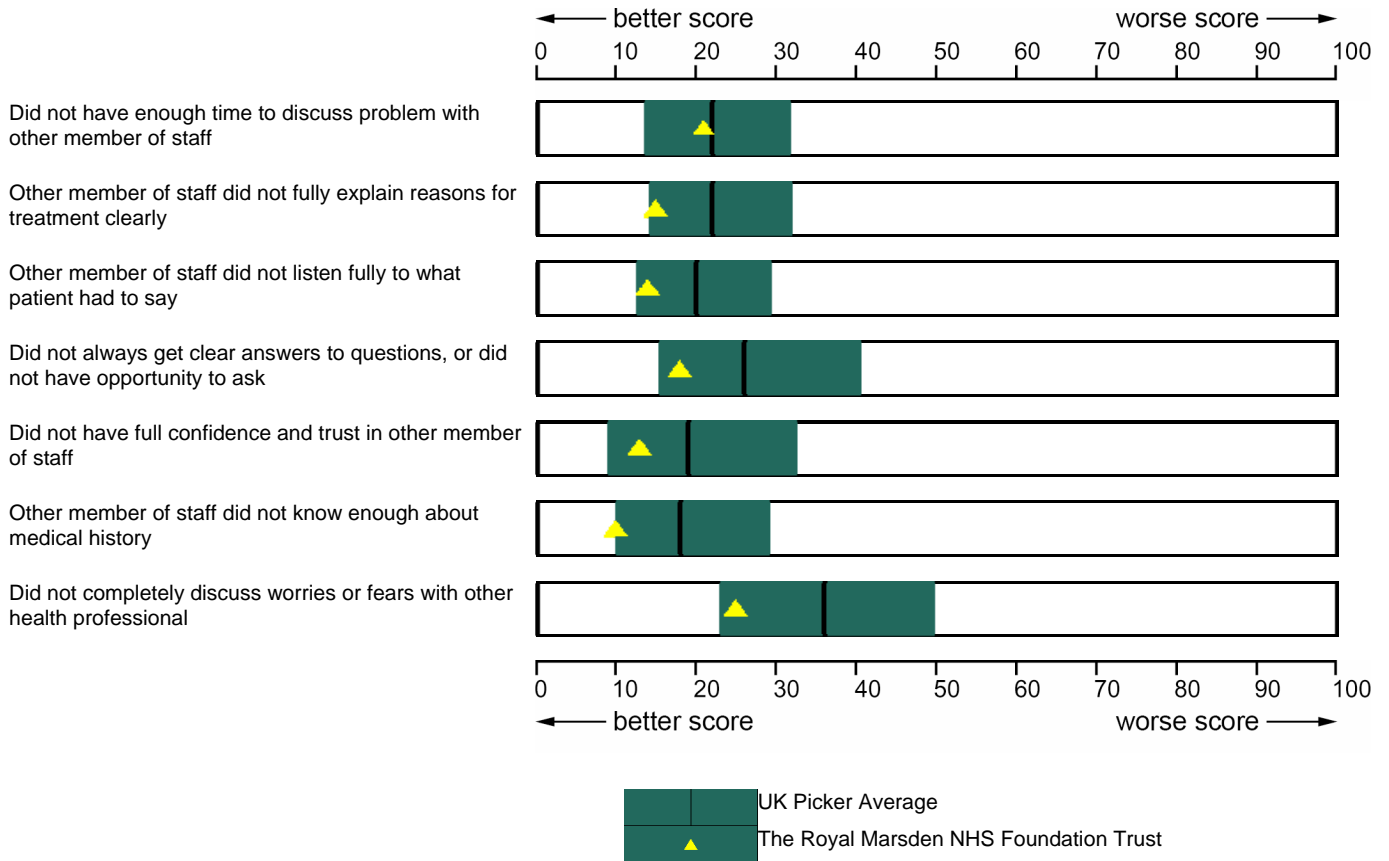
C. Waiting



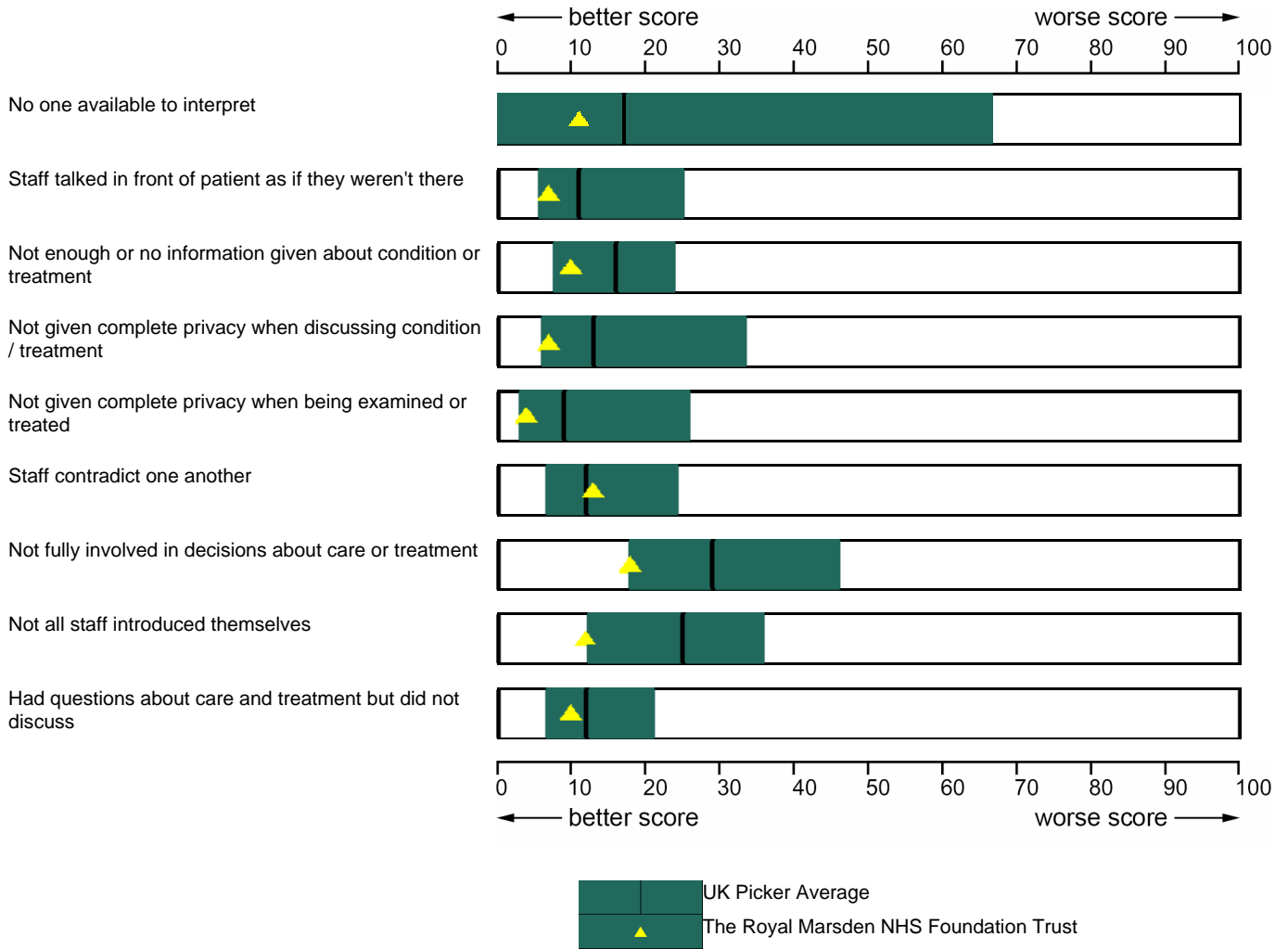
E. Seeing A Doctor



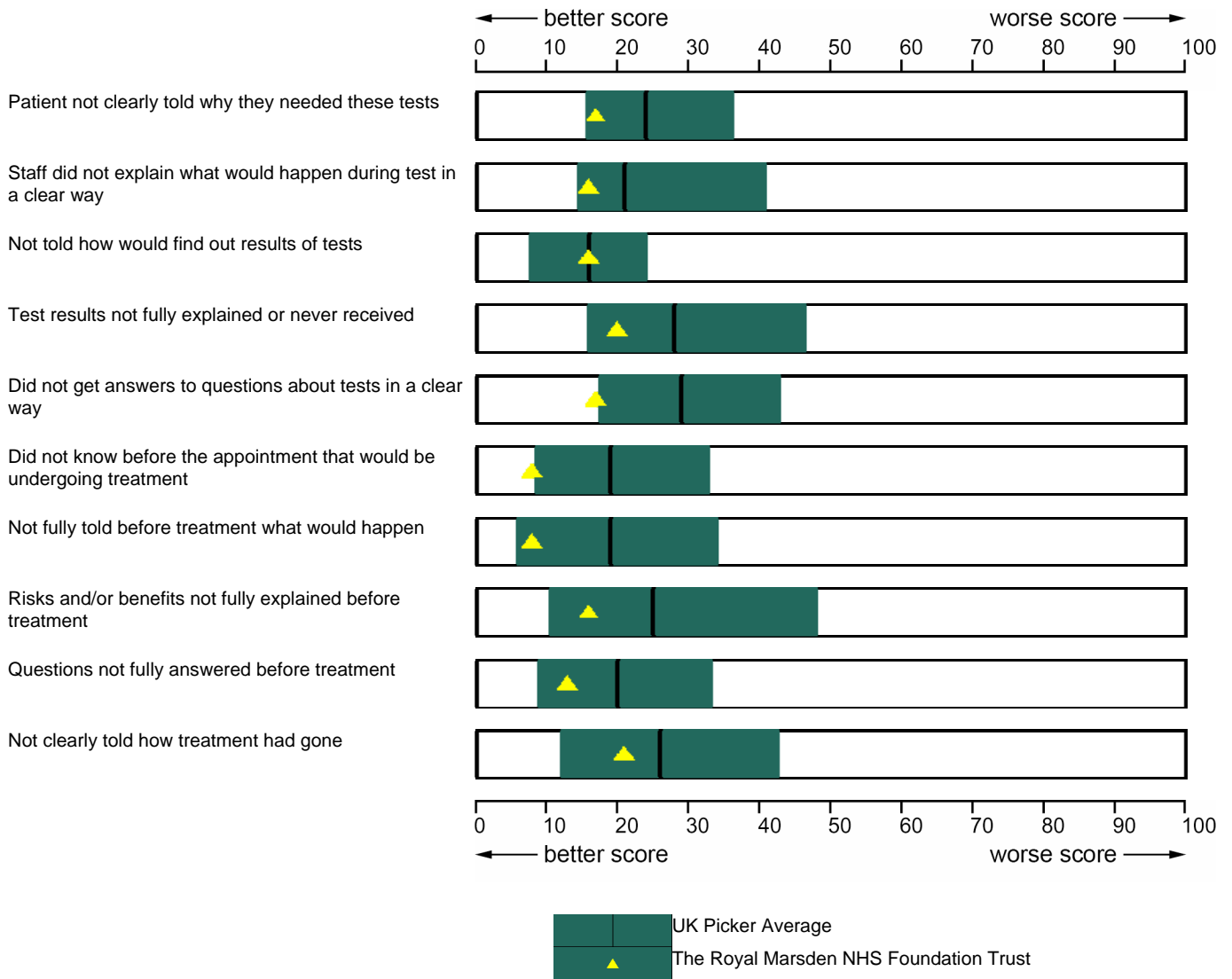
F. Seeing Another Professional



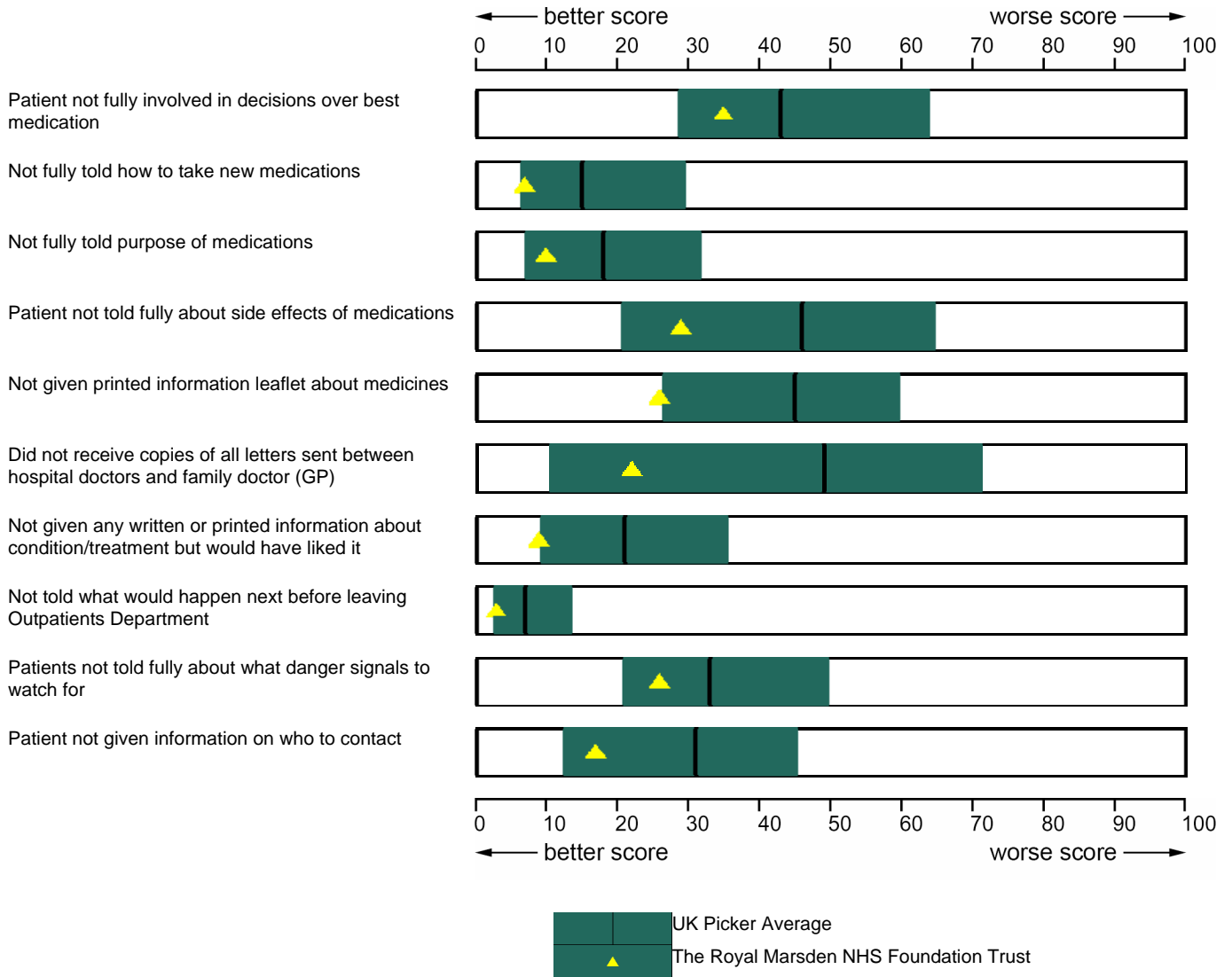
G. Overall About The Appointment



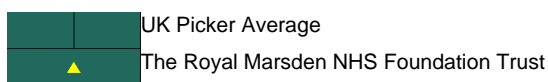
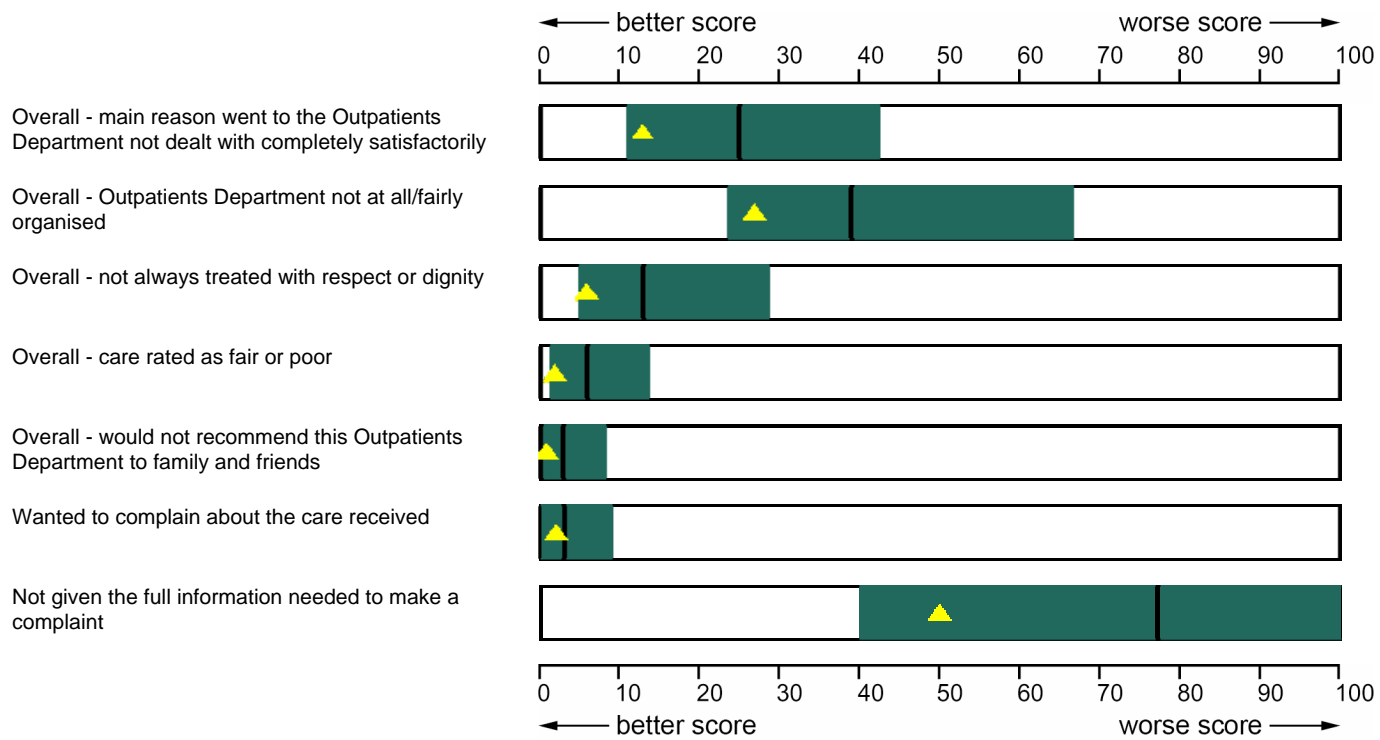
H. Tests And Treatment



J. Leaving The Outpatients Department



K. Overall Impression





SECTION 7

○ Internal Benchmarks

comparing results within the trust

Internal Benchmarks

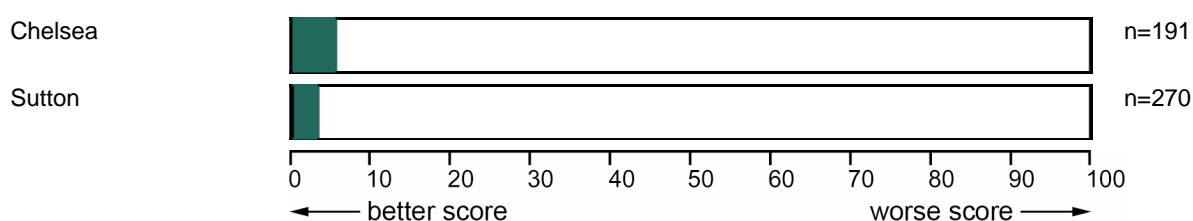
This section shows how the scores for each site, department or specialty compare. The green bars show the percentage of patients who are not completely satisfied on a particular aspect, represented by the problem score rating. Remember that the lower scores (ie smaller bars) are better, the larger the bar, the greater the problem.

Locality	Mailing Qty	Completed
Chelsea	367	213
Sutton	471	290

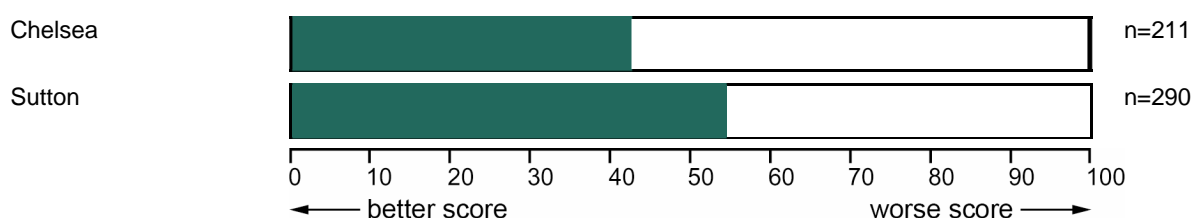
Where fewer than 50 patients have answered a particular question, the result should be treated with caution as the number of respondents is relatively small.

A. Before The Appointment

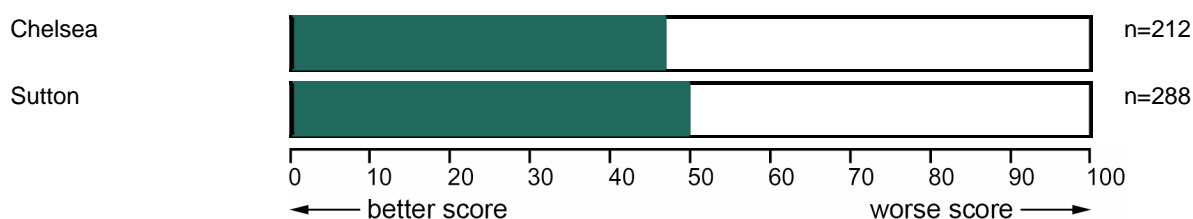
A1+ - Had to wait more than 5 months for an appointment



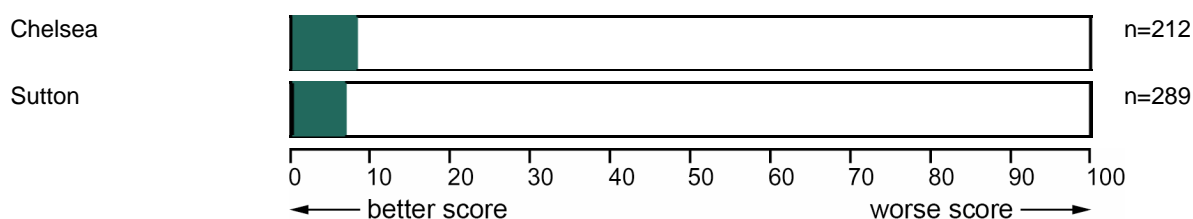
A2 - Not given choice of appointment time



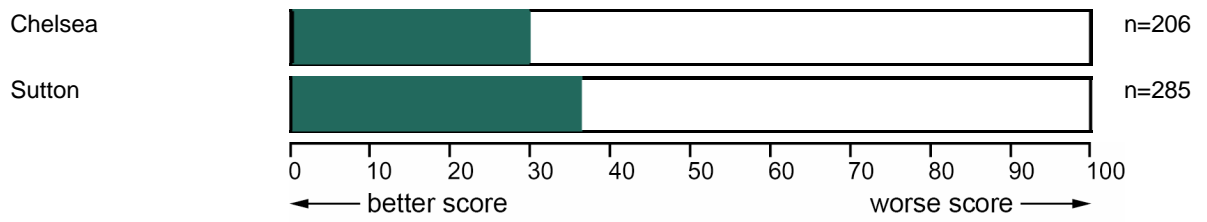
A3 - Not fully aware what would happen during appointment



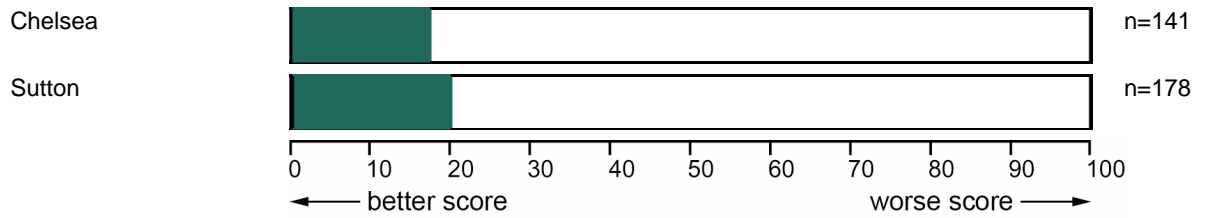
A4 - Appointment changed to later date by hospital



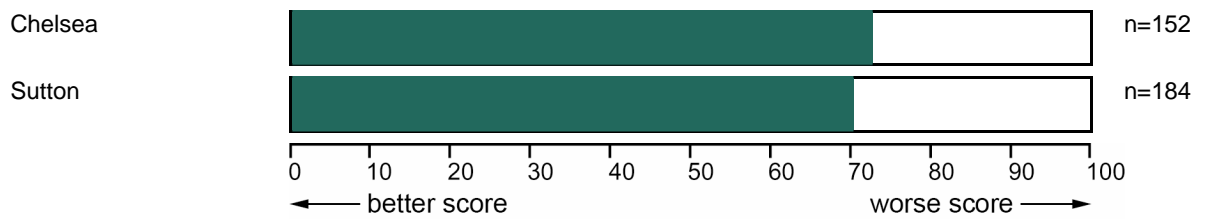
A5 - Not given name of person that appointment was with, before the appointment



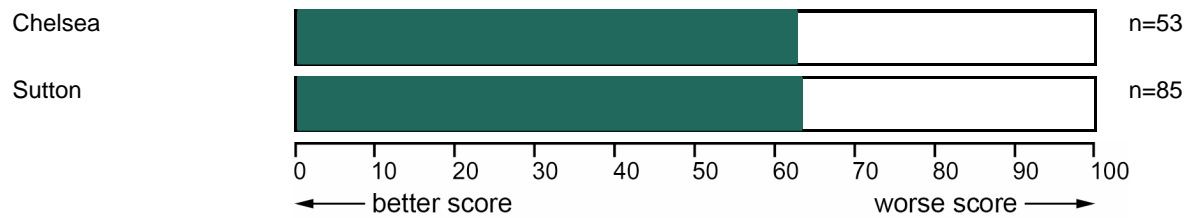
A6 - Appointment not with person told it would be with



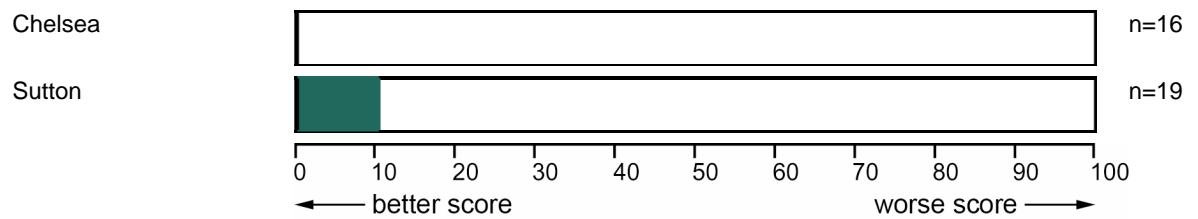
A8 - Do not always see the same doctor or member of staff



A9 - Not offered a choice of hospitals

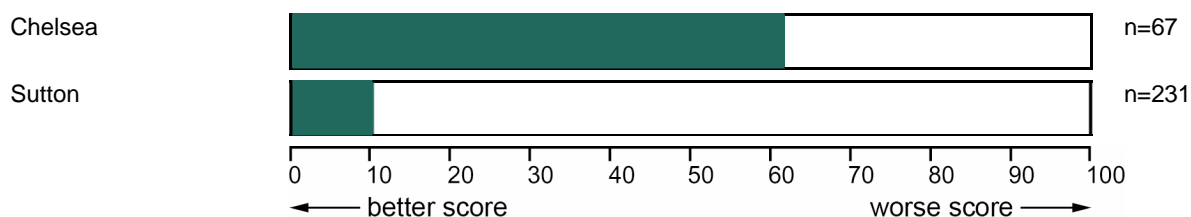


A10 - Patient did not get their first choice of hospital

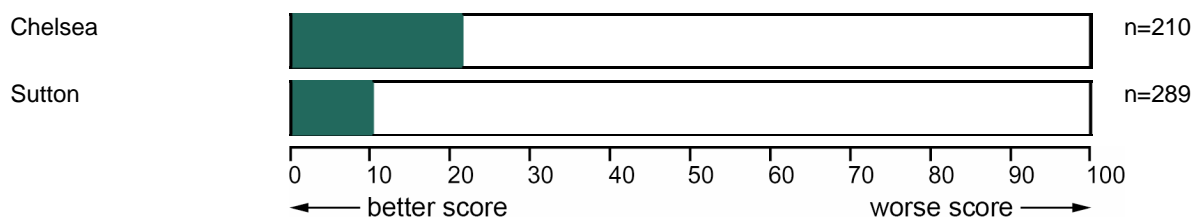


B. Arrival At The Hospital

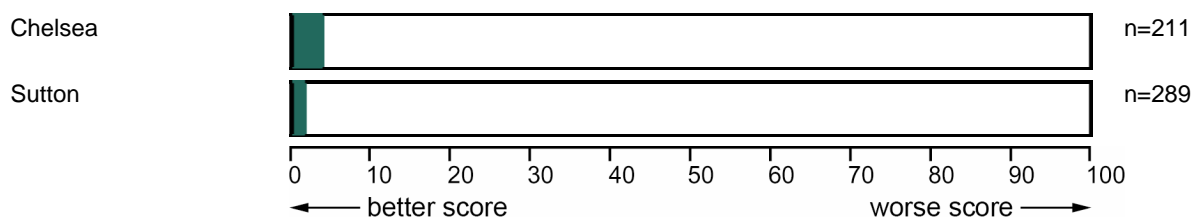
B1+ - Could not find a convenient place to park



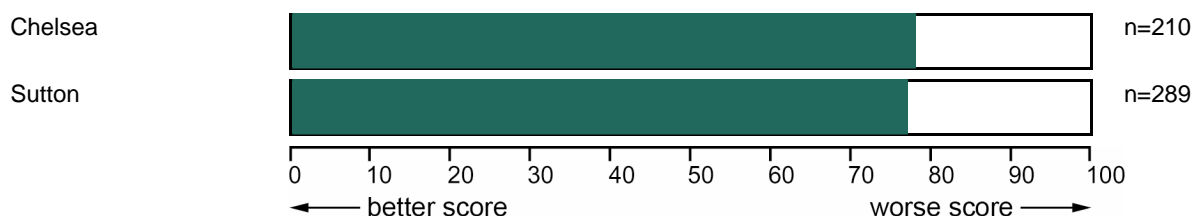
B2 - Not easy to find way to Outpatients Department



B3 - Courtesy of receptionist was fair, poor or very poor

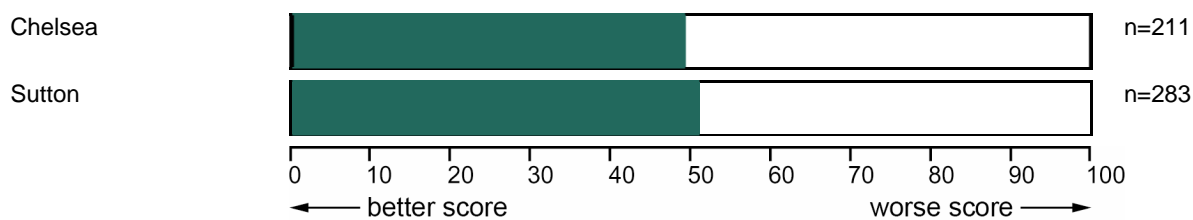


B4 - Other patients could overhear discussions with receptionist

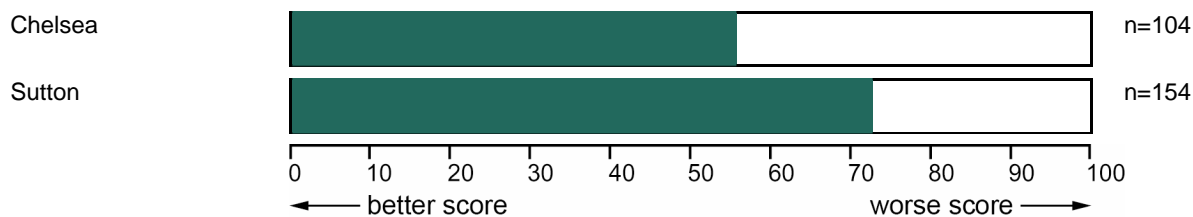


C. Waiting

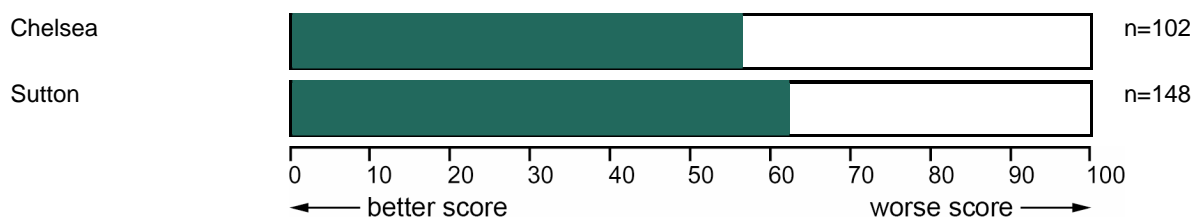
C1 - Appointment started more than 15 minutes after stated time



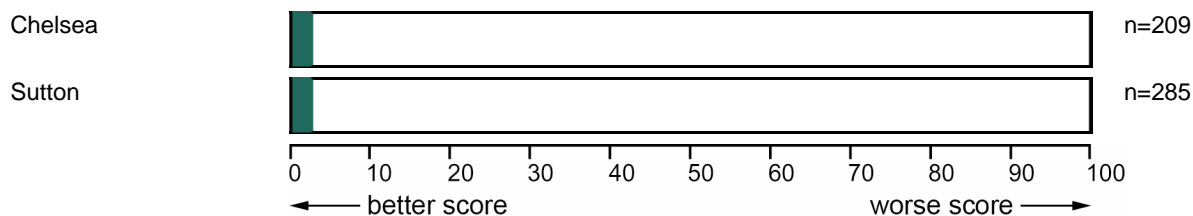
C2 - Patient waited for longer than they were told, or were not told how long the wait would be



C3 - Not told why had to wait

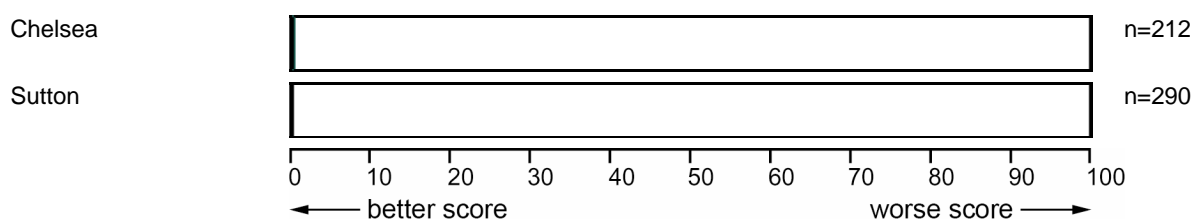


C4+ - Unable to immediately find a place to sit in waiting area

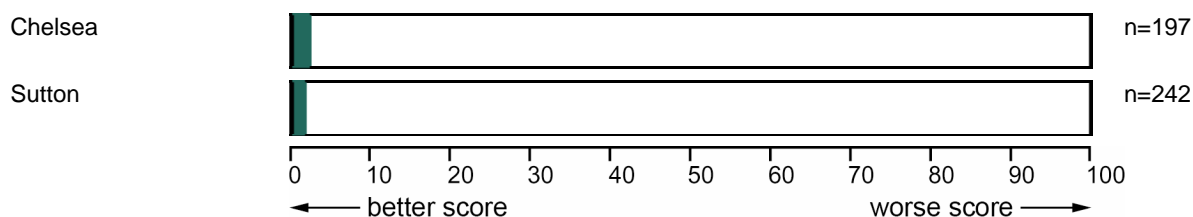


D. Hospital Environment And Facilities

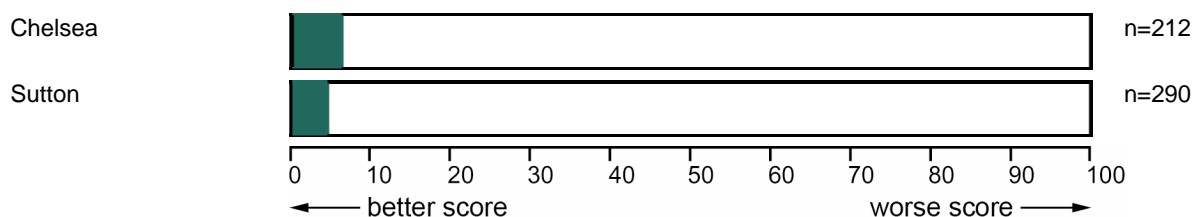
D1 - Outpatients Department not clean



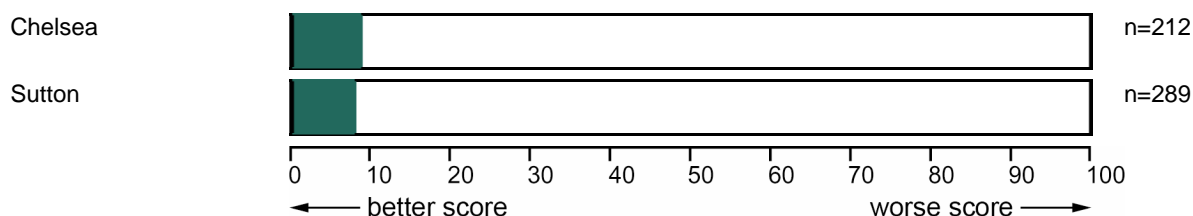
D2+ - Toilets at the Outpatients Department not clean



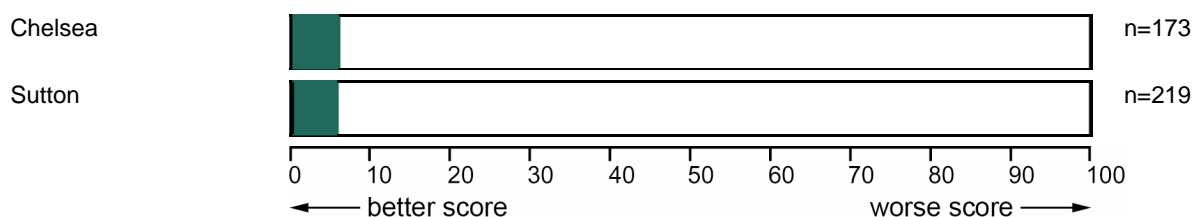
D3 - No leaflets or posters about hand washing



D4 - Hand-wash gels not available or empty

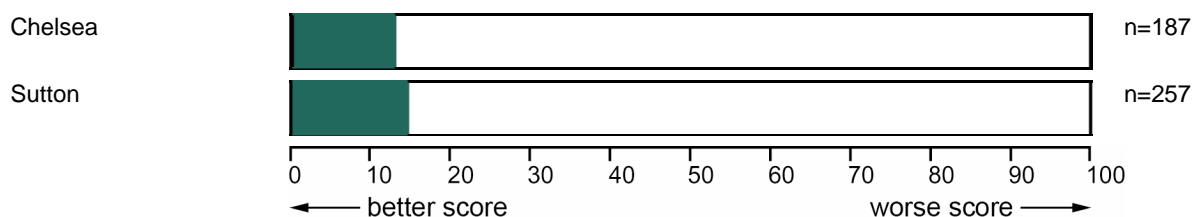


D5+ - Patients unable to get suitable food or drink

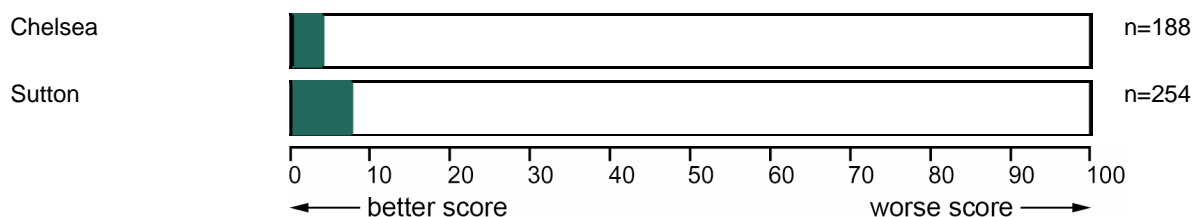


E. Seeing A Doctor

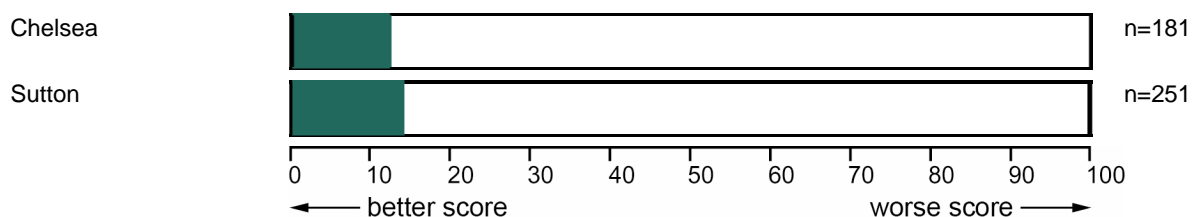
E2 - Doctor did not have enough time to fully discuss health or medical problem



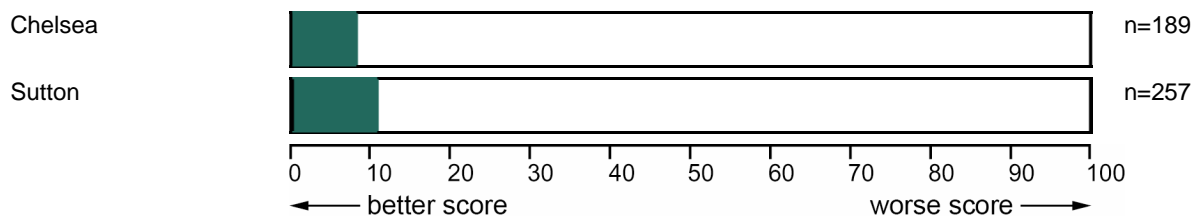
E3 - Patient was with doctor for less than 5 minutes



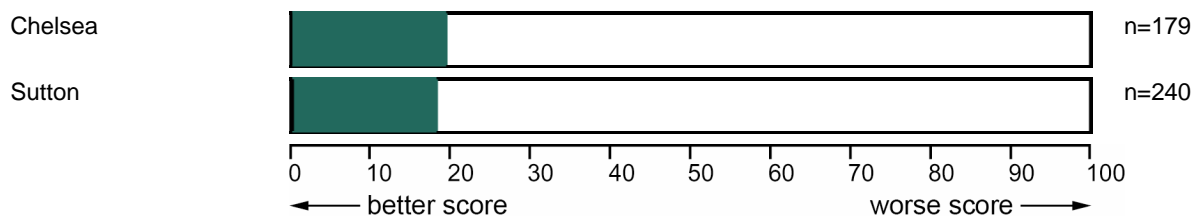
E4+ - Doctor did not explain reasons for treatment/action in understandable way



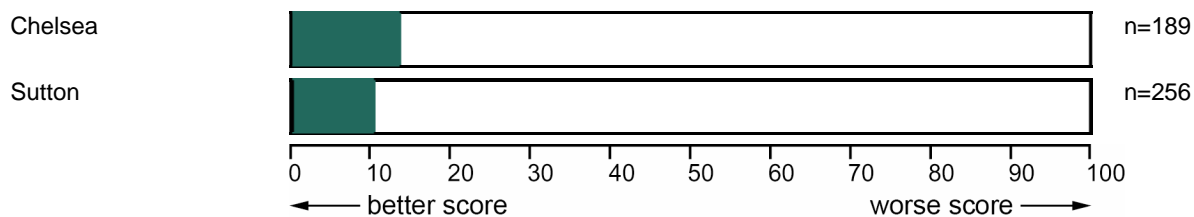
E5 - Doctor did not fully listen to what patient had to say



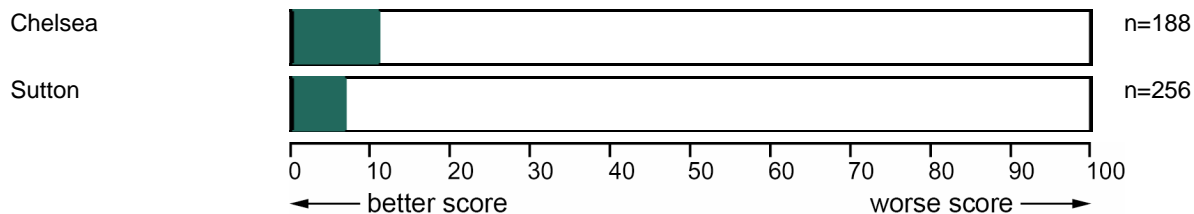
E6+ - Doctor did not always give clear answers to questions or the patient did not have an opportunity to ask questions



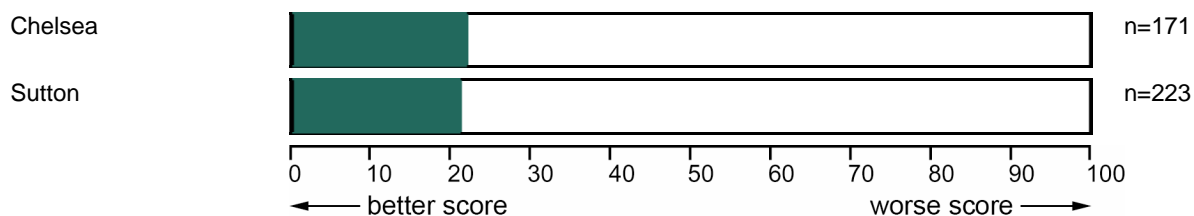
E7 - Did not have full confidence and trust in doctor



E8 - Doctor did not know enough about medical history

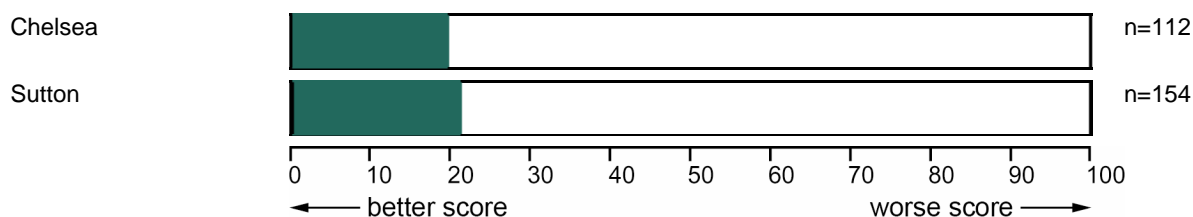


E9+ - Did not completely discuss worries or fears with doctor

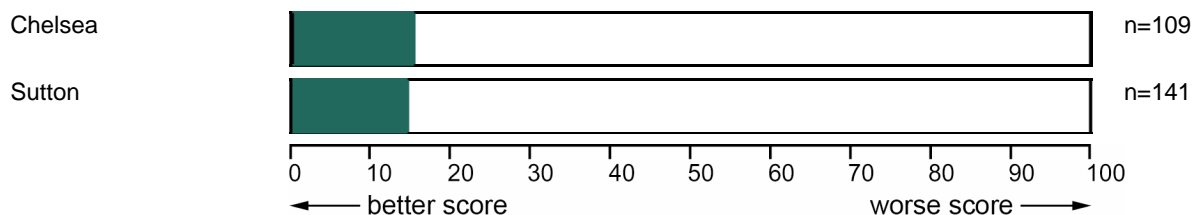


F. Seeing Another Professional

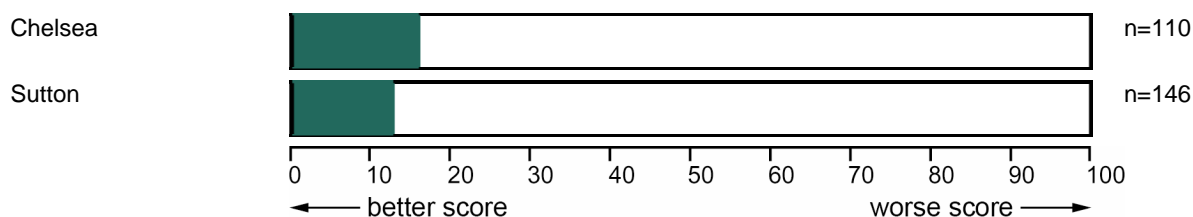
F3 - Did not have enough time to discuss problem with other member of staff



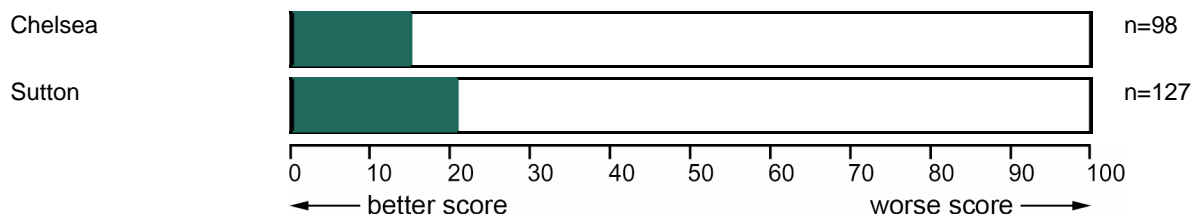
F4+ - Other member of staff did not fully explain reasons for treatment clearly



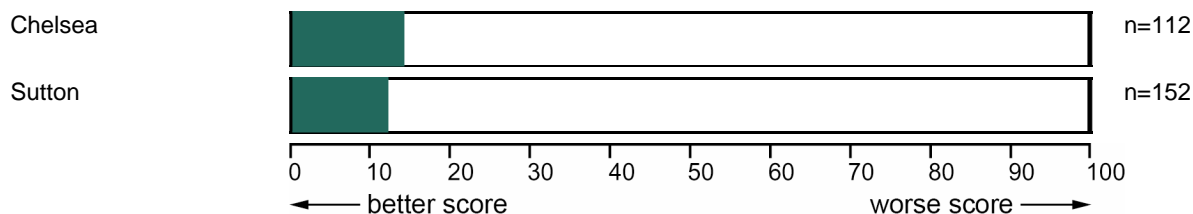
F5 - Other member of staff did not listen fully to what patient had to say



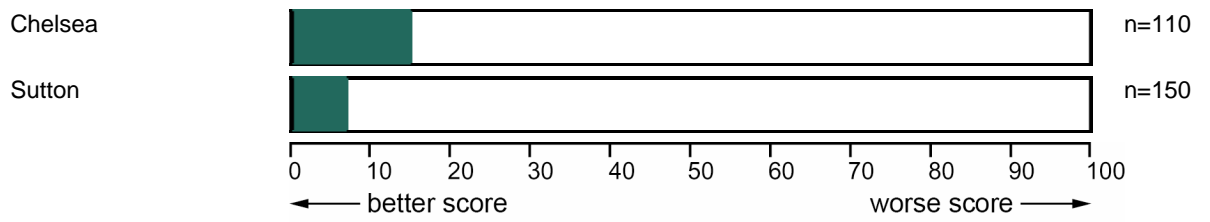
F6+ - Did not always get clear answers to questions, or did not have opportunity to ask



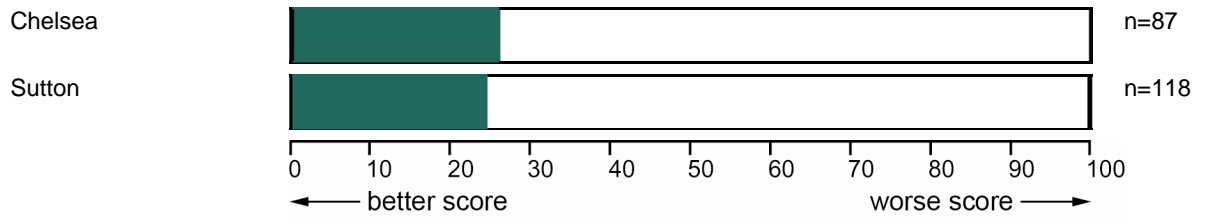
F7 - Did not have full confidence and trust in other member of staff



F8 - Other member of staff did not know enough about medical history

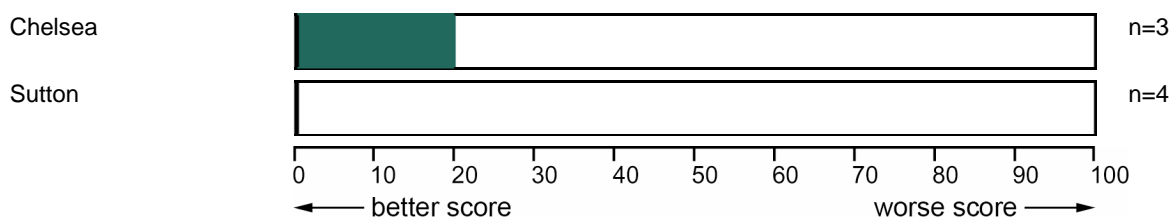


F9+ - Did not completely discuss worries or fears with other health professional

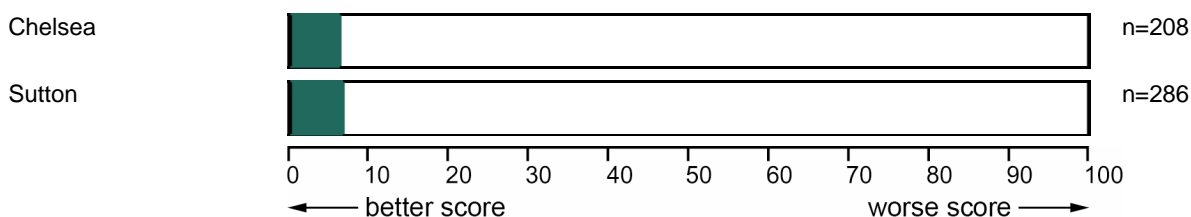


G. Overall About The Appointment

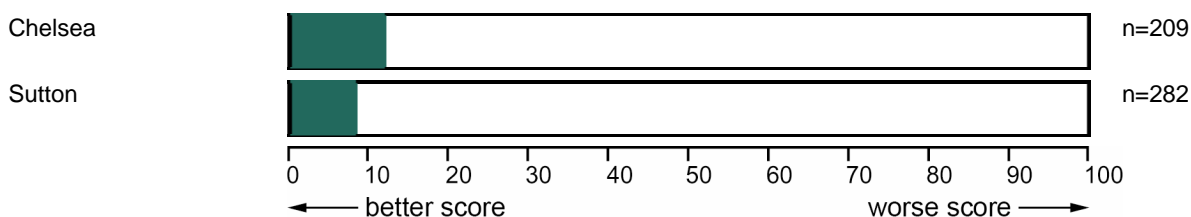
G2 - No one available to interpret



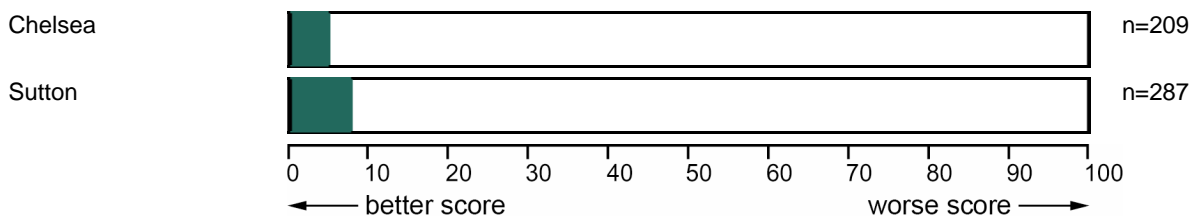
G3 - Staff talked in front of patient as if they weren't there



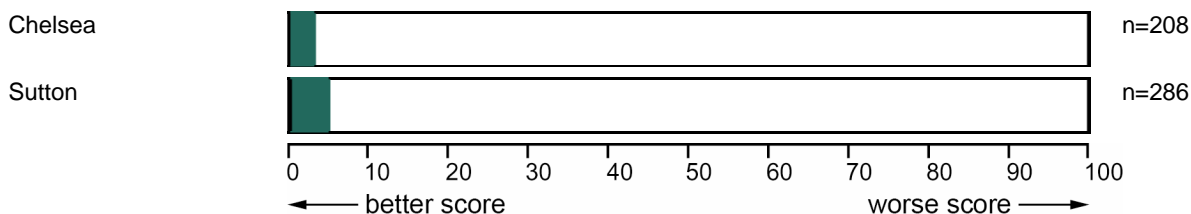
G4 - Not enough or no information given about condition or treatment



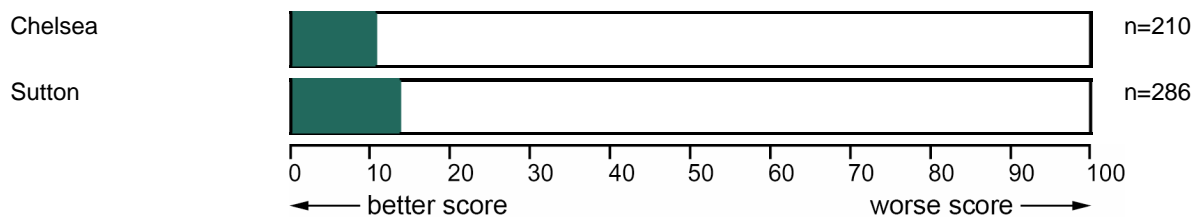
G5 - Not given complete privacy when discussing condition / treatment



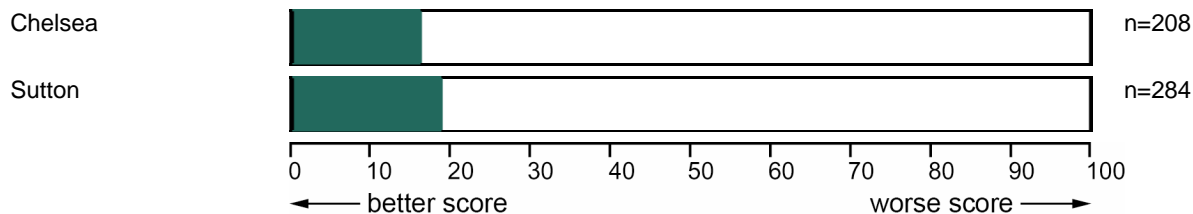
G6 - Not given complete privacy when being examined or treated



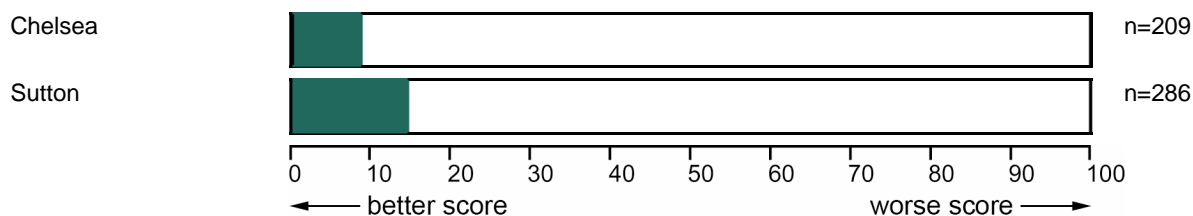
G7 - Staff contradict one another



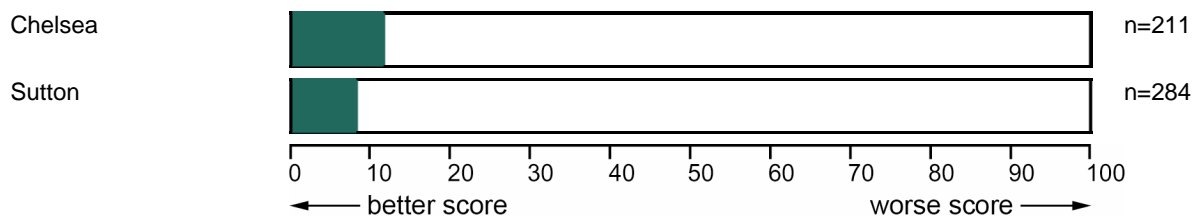
G8 - Not fully involved in decisions about care or treatment



G9 - Not all staff introduced themselves

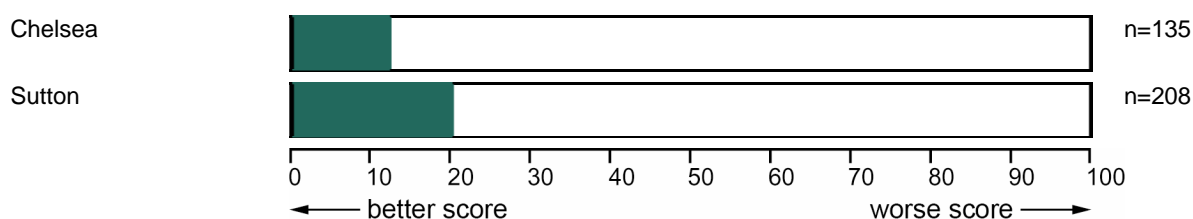


G10 - Had questions about care and treatment but did not discuss

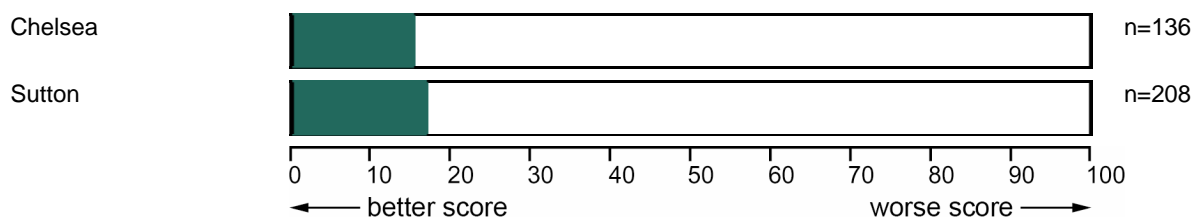


H. Tests And Treatment

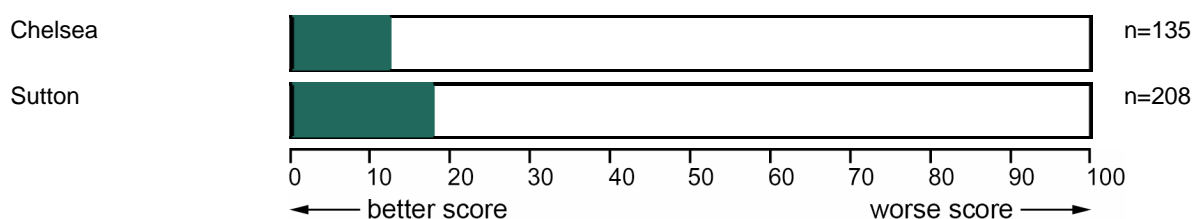
H2 - Patient not clearly told why they needed these tests



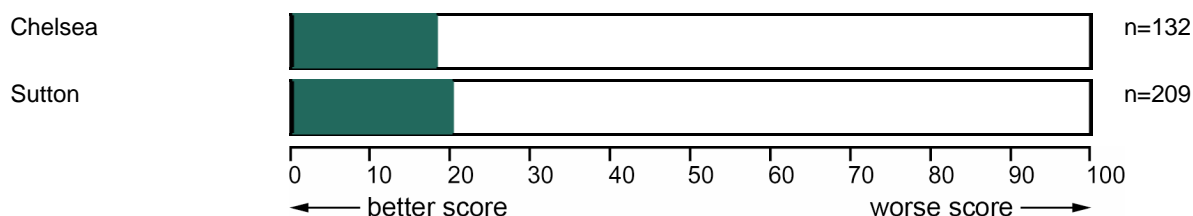
H3 - Staff did not explain what would happen during test in a clear way



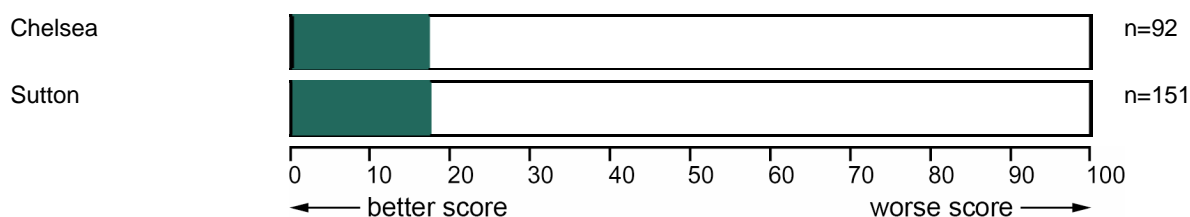
H4 - Not told how would find out results of tests



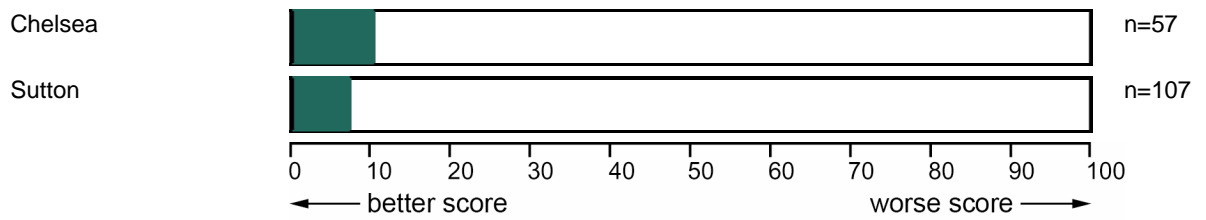
H5 - Test results not fully explained or never received



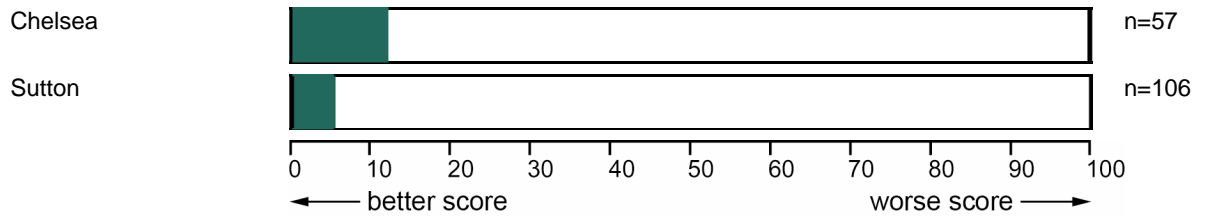
H6+ - Did not get answers to questions about tests in a clear way



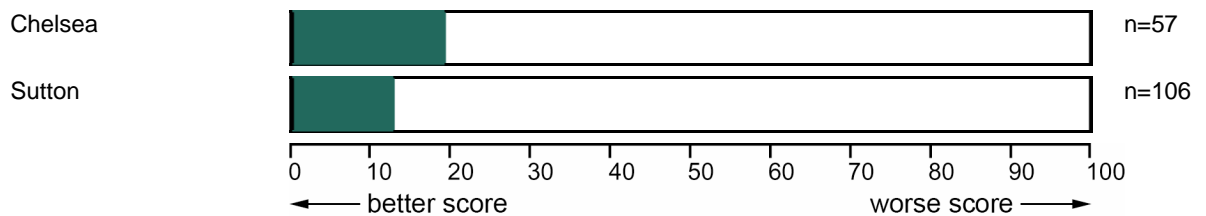
H8 - Did not know before the appointment that would be undergoing treatment



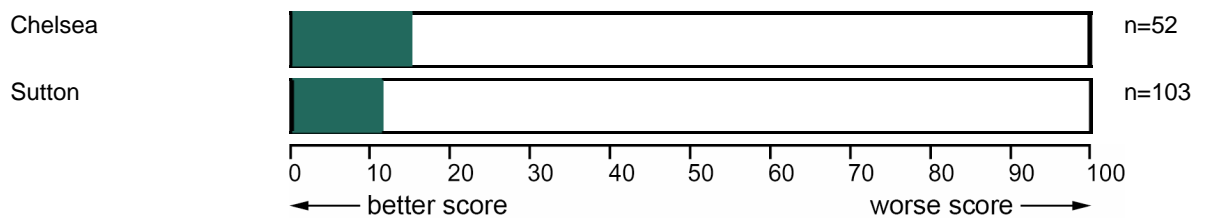
H9 - Not fully told before treatment what would happen



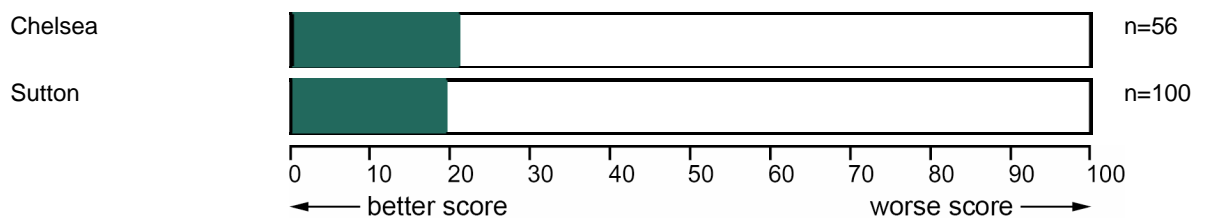
H10 - Risks and/or benefits not fully explained before treatment



H11+ - Questions not fully answered before treatment

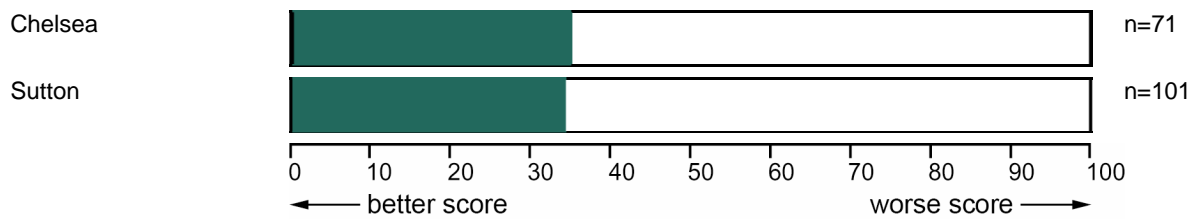


H12 - Not clearly told how treatment had gone

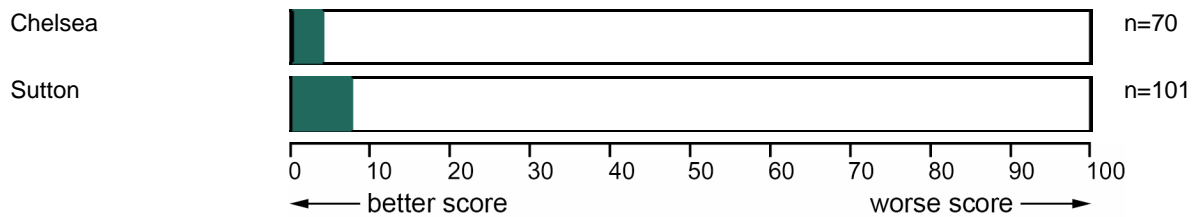


J. Leaving The Outpatients Department

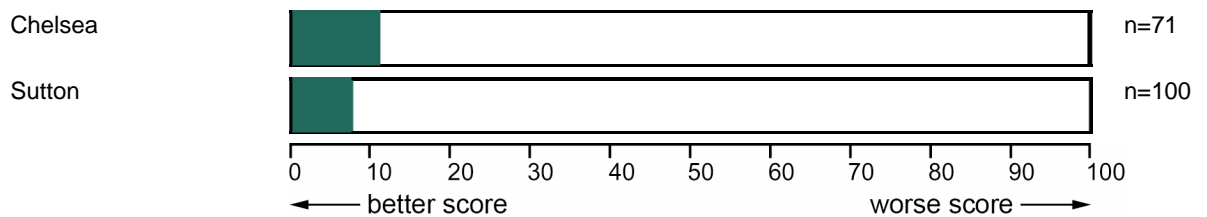
J2 - Patient not fully involved in decisions over best medication



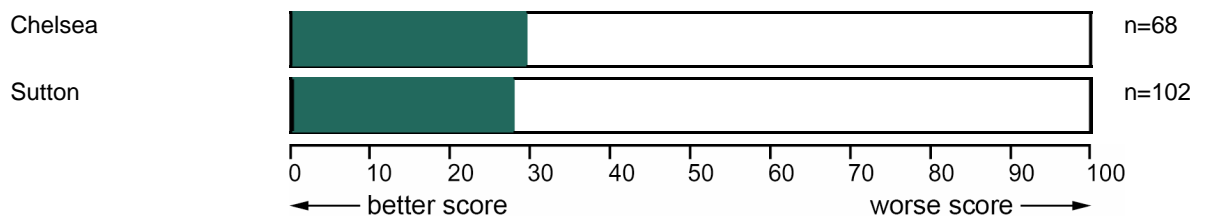
J3 - Not fully told how to take new medications



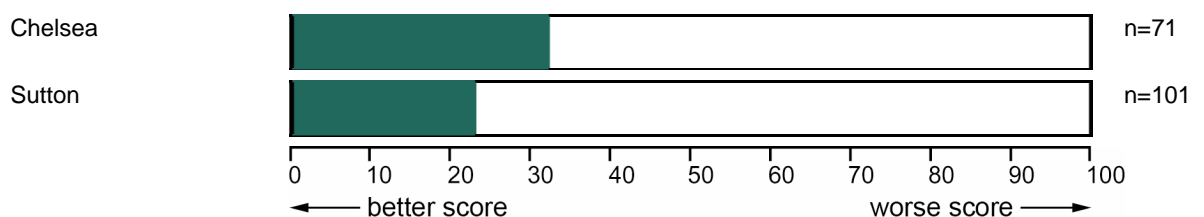
J4 - Not fully told purpose of medications



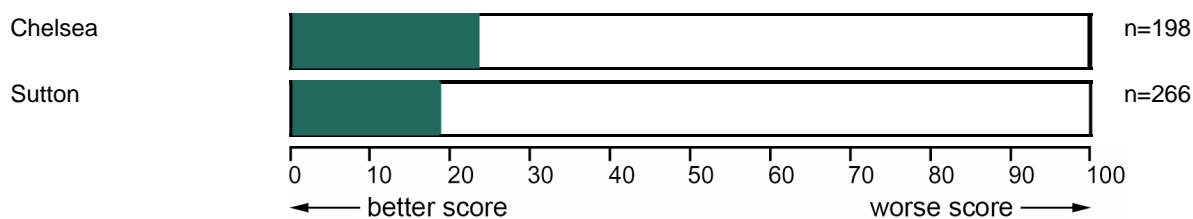
J5 - Patient not told fully about side effects of medications



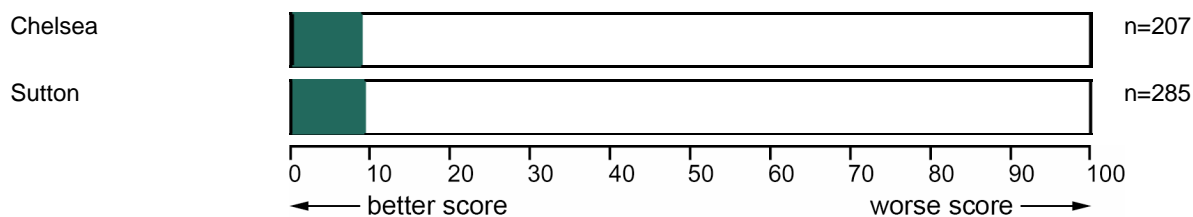
J6 - Not given printed information leaflet about medicines



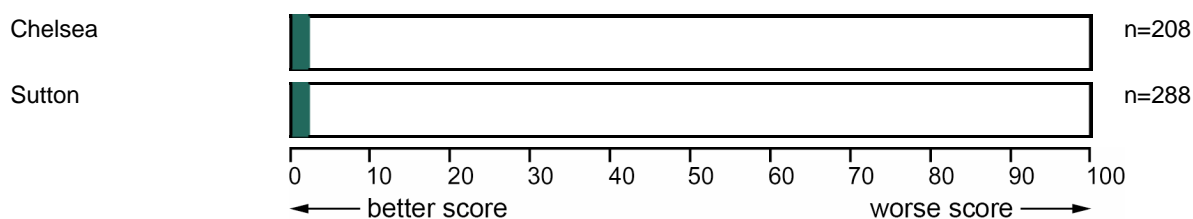
J7+ - Did not receive copies of all letters sent between hospital doctors and family doctor (GP)



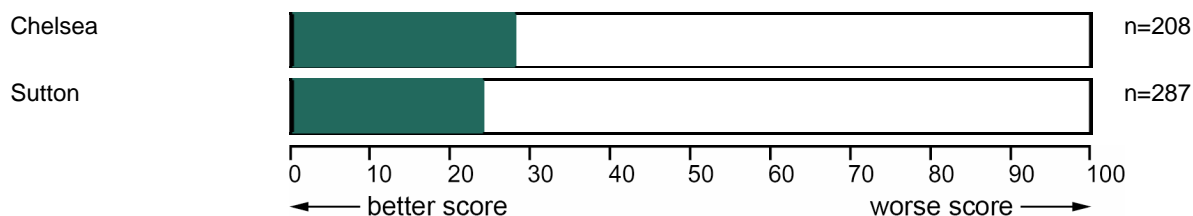
J8 - Not given any written or printed information about condition/treatment but would have liked it



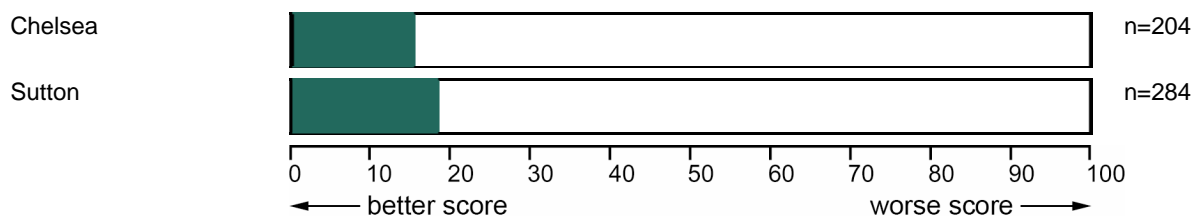
J9 - Not told what would happen next before leaving Outpatients Department



J10 - Patients not told fully about what danger signals to watch for

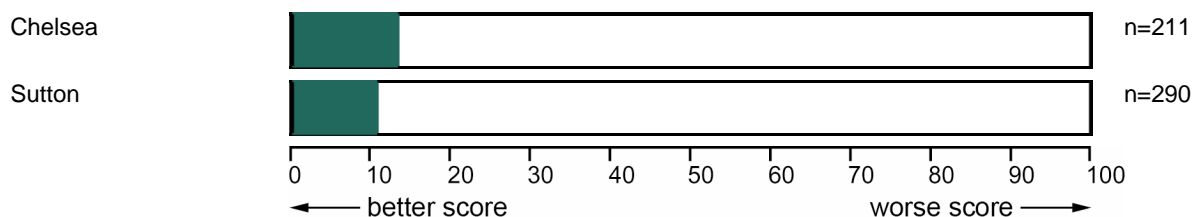


J11 - Patient not given information on who to contact

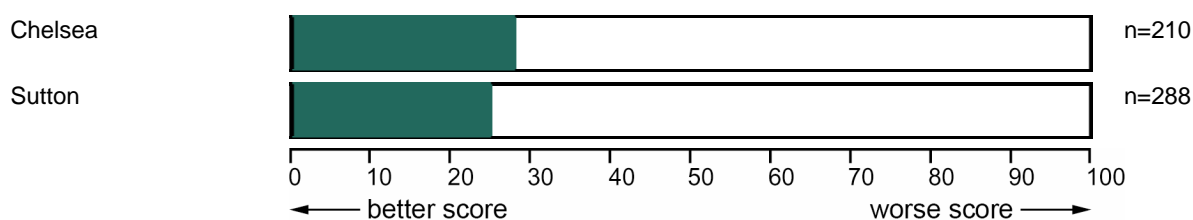


K. Overall Impression

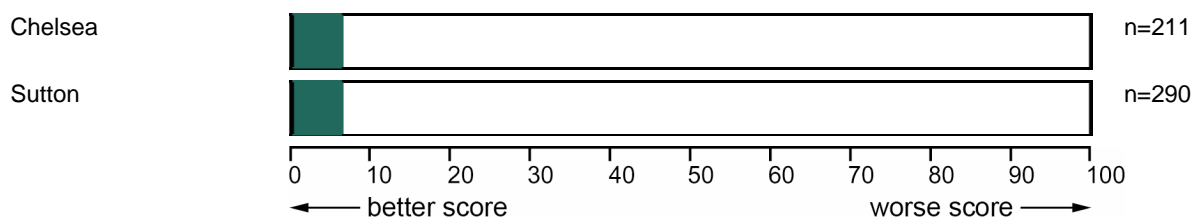
K1 - Overall - main reason went to the Outpatients Department not dealt with completely satisfactorily



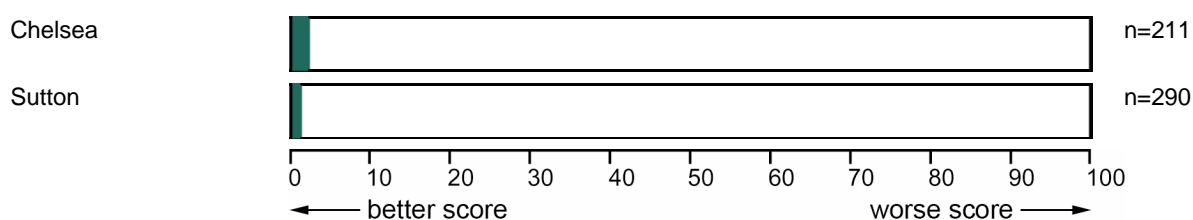
K2 - Overall - Outpatients Department not at all/fairly organised



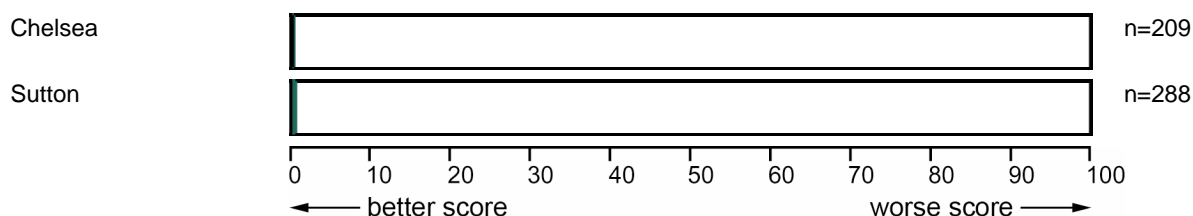
K3 - Overall - not always treated with respect or dignity



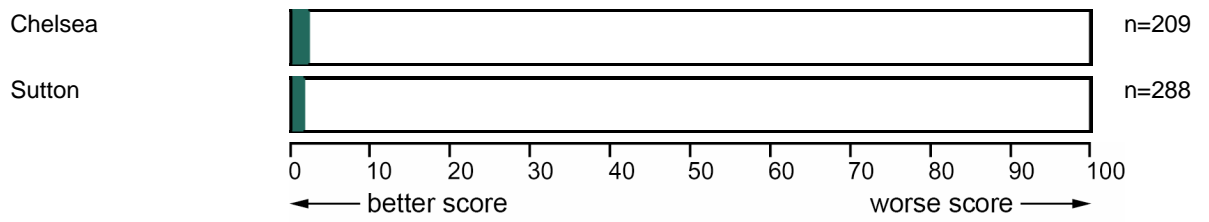
K4 - Overall - care rated as fair or poor



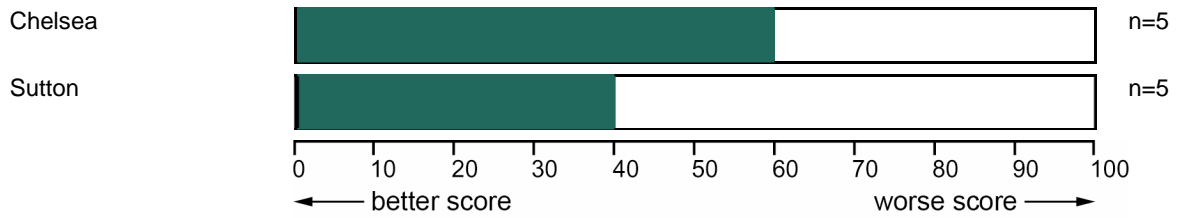
K5 - Overall - would not recommend this Outpatients Department to family and friends



K6 - Wanted to complain about the care received



K7 - Not given the full information needed to make a complaint





Appendix 1

Frequency Tables

a detailed breakdown of your results

Frequency Tables

This section shows a breakdown of responses for each question. It also shows which groups of patients responded to each question and how the problem score was calculated. The response categories that have been combined to calculate the problem score are indicated with an asterisk.

A. Before The Appointment

A1 - Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?

All Patients	This Trust		All trusts	
	n	%	n	%
Up to 1 month	346	67.4	12960	41.4
1 month to 6 weeks	50	9.7	7189	22.9
More than 6 weeks but no more than 3 months	30	5.8	4901	15.6
More than 3 months but no more than 5 months	8	1.6	1371	4.4
More than 5 months but no more than 12 months	18	3.5	1054	3.4
More than 12 months but no more than 18 months	4	0.8	169	0.5
More than 18 months	0	0.0	49	0.2
I went to Outpatients without an appointment	4	0.8	692	2.2
Don't know/Can't remember	15	2.9	1474	4.7
Not answered	38	7.4	1479	4.7
	513		31,338	

A1+ - Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?

Patients who went to Outpatients Department with an appointment	This Trust		All trusts	
	n	%	n	%
Up to 1 month	346	68.0	12960	42.3
1 month to 6 weeks	50	9.8	7189	23.5
More than 6 weeks but no more than 3 months	30	5.9	4901	16.0
More than 3 months but no more than 5 months	8	1.6	1371	4.5
* More than 5 months but no more than 12 months	18	3.5	1054	3.4
* More than 12 months but no more than 18 months	4	0.8	169	0.6
* More than 18 months	0	0.0	49	0.2
Don't know / Can't remember	15	2.9	1474	4.8
Not answered	38	7.5	1479	4.8
Problem score - This Trust 4.3 %	509		30,646	
Problem score - All trusts 4.2%				

A2 - Were you given a choice of appointment times?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	244	47.6	10615	33.9
* No, but I did not need/want a choice	232	45.2	15168	48.4
* No, but I would have liked a choice	26	5.1	4332	13.8
Don't know/Can't remember	9	1.8	667	2.1
Not answered	2	0.4	556	1.8
Problem score - This Trust 50.3 %	513		31,338	
Problem score - All trusts 62.2%				

A3 - Before your appointment, did you know what would happen to you during the appointment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	257	50.1	12021	38.4
* Yes, to some extent	217	42.3	14190	45.3
* No	36	7.0	4715	15.0
Not answered	3	0.6	412	1.3
Problem score - This Trust 49.3 %	513		31,338	
Problem score - All trusts 60.3%				

A4 - Was your appointment changed to a later date by the hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
No	473	92.2	24447	78.0
* Yes, once	33	6.4	4968	15.9
* Yes, 2 or 3 times	5	1.0	1359	4.3
* Yes, 4 times or more	0	0.0	113	0.4
Not answered	2	0.4	451	1.4
Problem score - This Trust 7.4 %	513		31,338	
Problem score - All trusts 20.6%				

A5 - Before your appointment, were you given the name of the person that the appointment was with?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	329	64.1	15566	72.5
* No	172	33.5	5412	25.2
Not answered	12	2.3	478	2.2
Problem score - This Trust 33.5 %	513		21,456	
Problem score - All trusts 25.2%				

A6 - When you arrived, was your appointment with the person you were told it would be with?

	This Trust		All trusts	
	n	%	n	%
Patients who were given the name of who their appointment was to be with				
Yes	263	79.9	11637	74.8
* No, and I was not happy about it	10	3.0	745	4.8
* No, but I did not mind	51	15.5	2669	17.1
Don't know / Can't remember	3	0.9	303	1.9
Not answered	2	0.6	212	1.4
Problem score - This Trust 18.5 %	329		15,566	
Problem score - All trusts 21.9%				

A7 - Have you ever visited this Outpatients Department before, for the same condition?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	346	67.4	17893	57.1
No	158	30.8	12574	40.1
Not answered	9	1.8	871	2.8
	513		31,338	

A8 - Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

Patients who have visited this Outpatients Department before	This Trust		All trusts	
	n	%	n	%
Yes, always	94	27.2	6765	37.8
* Yes, sometimes	198	57.2	8210	45.9
* No, never	49	14.2	2296	12.8
Can't remember	1	0.3	361	2.0
Not answered	4	1.2	261	1.5
Problem score - This Trust 71.4 %	346		17,893	
Problem score - All trusts 58.7%				

A9 - When you were referred to see a specialist, were you offered a choice of hospital for your first outpatient appointment?

Patients who have not visited this Outpatients Department before	This Trust		All trusts	
	n	%	n	%
Yes	36	21.6	2548	27.4
* No, but I would have liked a choice	17	10.2	1224	13.2
* No, but I didn't mind	88	52.7	4298	46.2
Don't know / Can't remember	0	0.0	162	1.7
Not answered	26	15.6	1067	11.5
Problem score - This Trust 62.9 %	167		9,299	
Problem score - All trusts 59.4%				

A10 - Was the hospital where you had your outpatient appointment your first choice?

	This Trust		All trusts	
	n	%	n	%
Patients who have not visited this Outpatients Department before and were given a choice of hospital				
Yes	34	94.4	2314	90.8
* No	2	5.6	190	7.5
Can't remember	0	0.0	17	0.7
Not answered	0	0.0	27	1.1
Problem score - This Trust 5.6 %	36		2,548	
Problem score - All trusts 7.5%				

A11 - What was your main reason for choosing this hospital?

	This Trust		All trusts	
	n	%	n	%
Patients who have not visited this Outpatients Department before and this was their first choice of hospital				
Location / easy to get to	10	29.4	1289	55.3
Length of wait for an appointment	0	0.0	145	6.2
Good record of low infection rates (e.g. MRSA, other superbugs)	1	2.9	33	1.4
Personal experience	1	2.9	174	7.5
Recommended by friends/family	1	2.9	60	2.6
Recommended by GP or NHS staff	1	2.9	149	6.4
Specialist hospital for my condition	16	47.1	187	8.0
Reputation of hospital and/or staff	2	5.9	121	5.2
Other	0	0.0	52	2.2
Not answered	2	5.9	121	5.2
	34		2,331	

B. Arrival At The Hospital

B1 - Was it possible to find a convenient place to park in the hospital car park?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	227	44.2	8706	40.9
No	77	15.0	5970	28.0
I did not need to find a place to park	198	38.6	6112	28.7
Don't know / Can't remember	0	0.0	87	0.4
Not answered	11	2.1	434	2.0
	513		21,309	

B1+ - Was it possible to find a convenient place to park in the hospital car park?

Patients who wanted to find a place to park	This Trust		All trusts	
	n	%	n	%
Yes	227	72.1	8706	57.3
* No	77	24.4	5970	39.3
Don't know / Can't remember	0	0.0	87	0.6
Not answered	11	3.5	434	2.9
Problem score - This Trust 24.4 %	315		15,197	
Problem score - All trusts 39.3%				

B2 - Once you arrived at the hospital, was it easy to find your way to the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	432	84.2	17197	80.2
* Yes, but it could be improved	66	12.9	3348	15.6
* No	11	2.1	694	3.2
Don't know / Can't remember	0	0.0	49	0.2
Not answered	4	0.8	168	0.8
Problem score - This Trust 15.0 %	513		21,456	
Problem score - All trusts 18.8%				

B3 - When you arrived at the Outpatients Department, how would you rate the courtesy of the receptionist?

All Patients	This Trust		All trusts	
	n	%	n	%
Excellent	264	51.5	7283	33.9
Very good	155	30.2	8345	38.9
Good	76	14.8	4083	19.0
* Fair	10	1.9	1298	6.0
* Poor	5	1.0	210	1.0
* Very poor	0	0.0	81	0.4
Not answered	3	0.6	156	0.7
Problem score - This Trust 2.9 %	513		21,456	
Problem score - All trusts 7.4%				

B4 - In the reception area, could other patients overhear what you talked about with the receptionist?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, and I was not happy about it	21	4.1	1767	8.2
* Yes, but I did not mind	374	72.9	14065	65.6
No, others could not overhear	71	13.8	3773	17.6
Don't know / Can't say	43	8.4	1659	7.7
Not answered	4	0.8	192	0.9
Problem score - This Trust 77.0 %	513		21,456	
Problem score - All trusts 73.8%				

C. Waiting

C1 - How long after the stated appointment time did the appointment start?

All Patients	This Trust		All trusts	
	n	%	n	%
Seen on time, or early	91	17.7	5591	17.8
Waited up to 5 minutes	29	5.7	3294	10.5
Waited 6 - 15 minutes	118	23.0	7575	24.2
* Waited 16 - 30 minutes	123	24.0	6420	20.5
* Waited 31 - 60 minutes	79	15.4	4179	13.3
* Waited more than 1 hour but no more than 2 hours	41	8.0	2248	7.2
* Waited more than 2 hours	16	3.1	823	2.6
Don't know/ Can't remember	7	1.4	579	1.8
Not answered	9	1.8	629	2.0
Problem score - This Trust 50.5 %	513		31,338	
Problem score - All trusts 43.6%				

C2 - Were you told how long you would have to wait?

Patients who had to wait over 15 minutes for their appointment	This Trust		All trusts	
	n	%	n	%
Yes, but the wait was shorter	17	6.4	737	5.2
Yes, and I had to wait about as long as was told	57	21.4	2813	19.7
* Yes, but the wait was longer	30	11.3	1852	13.0
* No, I was not told	147	55.3	8091	56.8
Don't know/ Can't remember	13	4.9	613	4.3
Not answered	2	0.8	143	1.0
Problem score - This Trust 66.6 %	266		14,249	
Problem score - All trusts 69.8%				

C3 - Were you told why you had to wait?

Patients who had to wait over 15 minutes for their appointment	This Trust		All trusts	
	n	%	n	%
Yes	79	29.7	3579	25.1
* No, but I would have liked an explanation	56	21.1	4494	31.5
* No, but I did not mind	105	39.5	5144	36.1
Don't know/ Can't remember	15	5.6	639	4.5
Not answered	11	4.1	393	2.8
Problem score - This Trust 60.6 %	266		14,249	
Problem score - All trusts 67.6%				

C4 - Were you able to find a place to sit in the waiting area?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, I found a place to sit right away	488	95.1	20074	93.6
Yes, but I had to wait for a seat	14	2.7	854	4.0
No, I could not find a place to sit	2	0.4	158	0.7
I did not want to find a place to sit	1	0.2	78	0.4
Don't know / Can't remember	0	0.0	38	0.2
Not answered	8	1.6	254	1.2
	513		21,456	

C4+ - Were you able to find a place to sit in the waiting area?

Patients who wanted to find a place to sit in the waiting area	This Trust		All trusts	
	n	%	n	%
Yes, I found a place to sit straight away	488	95.3	20074	93.9
* Yes, but I had to wait for a seat	14	2.7	854	4.0
* No, I could not find a place to sit	2	0.4	158	0.7
Don't know / Can't remember	0	0.0	38	0.2
Not answered	8	1.6	254	1.2
Problem score - This Trust 3.1 %	512		21,378	
Problem score - All trusts 4.7%				

D. Hospital Environment And Facilities

D1 - In your opinion, how clean was the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Very clean	401	78.2	19268	61.5
Fairly clean	107	20.9	10961	35.0
* Not very clean	1	0.2	546	1.7
* Not at all clean	0	0.0	63	0.2
Can't say	3	0.6	293	0.9
Not answered	1	0.2	207	0.7
Problem score - This Trust 0.2 %	513		31,338	
Problem score - All trusts 1.9%				

D2 - How clean were the toilets at the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Very clean	310	60.4	12750	40.7
Fairly clean	127	24.8	8182	26.1
Not very clean	9	1.8	1003	3.2
Not at all clean	1	0.2	191	0.6
I did not use a toilet	61	11.9	8951	28.6
Not answered	5	1.0	261	0.8
	513		31,338	

D2+ - How clean were the toilets at the Outpatients Department?

Patients who used a toilet in the outpatients department	This Trust		All trusts	
	n	%	n	%
Very clean	310	68.6	12750	57.0
Fairly clean	127	28.1	8182	36.5
* Not very clean	9	2.0	1003	4.5
* Not at all clean	1	0.2	191	0.9
Not answered	5	1.1	261	1.2
Problem score - This Trust 2.2 %	452		22,387	
Problem score - All trusts 5.3%				

D3 - Did you see any posters or leaflets in the Outpatients Department asking patients and visitors to wash their hands or to use hand-wash gels?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	429	83.6	17579	81.9
* No	28	5.5	1541	7.2
Can't remember	55	10.7	2174	10.1
Not answered	1	0.2	162	0.8
Problem score - This Trust 5.5 %	513		21,456	
Problem score - All trusts 7.2%				

D4 - Were hand-wash gels available for patients and visitors to use?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	407	79.3	16224	75.6
* Yes, but they were empty	6	1.2	419	2.0
* I did not see any hand-wash gels	38	7.4	2325	10.8
Can't remember	60	11.7	2258	10.5
Not answered	2	0.4	230	1.1
Problem score - This Trust 8.6 %	513		21,456	
Problem score - All trusts 12.8%				

D5 - Were you able to get suitable food and drinks when you were in the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	373	72.7	8801	41.0
No	24	4.7	2162	10.1
I was told not to eat or drink before my appointment	6	1.2	651	3.0
I didn't know if I was allowed to eat or drink	4	0.8	416	1.9
I did not want anything to eat or drink	99	19.3	8972	41.8
Not answered	7	1.4	454	2.1
	513		21,456	

D5+ - Were you able to get suitable food and drinks when you were in the Outpatients Department?

Patients who wanted something to eat or drink in the Outpatients Department	This Trust		All trusts	
	n	%	n	%
Yes	373	92.3	8801	77.1
* No	24	5.9	2162	18.9
Not answered	7	1.7	454	4.0
Problem score - This Trust 5.9 %	404		11,417	
Problem score - All trusts 18.9%				

E. Seeing A Doctor

E1 - Was all or part of your Outpatient appointment with a doctor?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	455	88.7	24616	78.6
No	52	10.1	6143	19.6
Not answered	6	1.2	579	1.8
	513		31,338	

E2 - Did you have enough time to discuss your health or medical problem with the doctor?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	389	85.5	18952	77.0
* Yes, to some extent	58	12.7	4816	19.6
* No	6	1.3	652	2.6
Not answered	2	0.4	196	0.8
Problem score - This Trust 14.0 %	455		24,616	
Problem score - All trusts 22.2%				

E3 - How long were you with the doctor?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
* Up to 5 minutes	28	6.2	2031	8.3
6 - 10 minutes	167	36.7	9642	39.2
11 - 20 minutes	196	43.1	9139	37.1
21-30 minutes	37	8.1	2011	8.2
More than 30 minutes	14	3.1	792	3.2
Can't remember	9	2.0	764	3.1
Not answered	4	0.9	237	1.0
Problem score - This Trust 6.2 %	455		24,616	
Problem score - All trusts 8.3%				

E4 - Did the doctor explain the reasons for any treatment or action in a way that you could understand?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, completely	377	82.9	18311	74.4
Yes, to some extent	57	12.5	4803	19.5
No	2	0.4	482	2.0
I did not need an explanation	5	1.1	397	1.6
No treatment or action was needed	13	2.9	488	2.0
Not answered	1	0.2	135	0.5
	455		24,616	

E4+ - Did the doctor explain the reasons for any treatment or action in a way that you could understand?

Patients who saw a doctor and needed treatment or action	This Trust		All trusts	
	n	%	n	%
Yes, completely	377	85.3	18311	75.9
* Yes, to some extent	57	12.9	4803	19.9
* No	2	0.5	482	2.0
I did not need an explanation	5	1.1	397	1.6
Not answered	1	0.2	135	0.6
Problem score - This Trust 13.4 %	442		24,128	
Problem score - All trusts 21.9%				

E5 - Did the doctor listen to what you had to say?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	410	90.1	19943	81.0
* Yes, to some extent	44	9.7	4157	16.9
* No	1	0.2	382	1.6
Not answered	0	0.0	134	0.5
Problem score - This Trust 9.9 %	455		24,616	
Problem score - All trusts 18.4%				

E6 - If you had important questions to ask the doctor, did you get answers that you could understand?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	348	76.5	15700	63.8
Yes, to some extent	73	16.0	5348	21.7
No	5	1.1	550	2.2
I did not need to ask	27	5.9	2616	10.6
I did not have an opportunity to ask	2	0.4	278	1.1
Not answered	0	0.0	124	0.5
	455		24,616	

E6+ - If you had important questions to ask the doctor, did you get answers that you could understand?

Patients who saw a doctor and had important questions	This Trust		All trusts	
	n	%	n	%
Yes, definitely	348	81.3	15700	71.4
* Yes, to some extent	73	17.1	5348	24.3
* No	5	1.2	550	2.5
* I did not have an opportunity to ask	2	0.5	278	1.3
Not answered	0	0.0	124	0.6
Problem score - This Trust 18.8 %	428		22,000	
Problem score - All trusts 28.1%				

E7 - Did you have confidence and trust in the doctor examining and treating you?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	400	87.9	20230	82.2
* Yes, to some extent	51	11.2	3700	15.0
* No	3	0.7	543	2.2
Not answered	1	0.2	143	0.6
Problem score - This Trust 11.9 %	455		24,616	
Problem score - All trusts 17.2%				

E8 - Did the doctor seem aware of your medical history?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
He/she knew enough	405	89.0	18822	76.5
* He/she knew something but not enough	33	7.3	2904	11.8
* He/she knew little or nothing	7	1.5	1145	4.7
Don't know/ Can't say	8	1.8	1541	6.3
Not answered	2	0.4	204	0.8
Problem score - This Trust 8.8 %	455		24,616	
Problem score - All trusts 16.4%				

E9 - If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, completely	315	69.2	9095	53.8
Yes, to some extent	79	17.4	3587	21.2
No	9	2.0	818	4.8
I did not have worries or fears	51	11.2	3292	19.5
Not answered	1	0.2	116	0.7
	455		16,908	

E9+ - If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

Patients who saw a doctor and had worries or fears	This Trust		All trusts	
	n	%	n	%
Yes, completely	315	78.0	9095	66.8
* Yes, to some extent	79	19.6	3587	26.3
* No	9	2.2	818	6.0
Not answered	1	0.2	116	0.9
Problem score - This Trust 21.8 %	404		13,616	
Problem score - All trusts 32.4%				

F. Seeing Another Professional

F1 - Was all or part of your Outpatient appointment with any member of staff, other than a doctor?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	272	53.0	17756	56.7
No	223	43.5	12521	40.0
Not answered	18	3.5	1061	3.4
	513		31,338	

F2 - Who was the main other person you saw?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
A nurse	144	52.9	10112	56.9
A physiotherapist	3	1.1	1129	6.4
A radiographer	76	27.9	2818	15.9
Someone else	16	5.9	1815	10.2
Not answered	33	12.1	1882	10.6
	272		17,756	

F3 - Did you have enough time to discuss your health or medical problem with him/her?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	176	64.7	7130	58.3
* Yes, to some extent	46	16.9	2190	17.9
* No	10	3.7	504	4.1
I did not need to discuss it with him/her	40	14.7	2280	18.6
Not answered	0	0.0	128	1.0
Problem score - This Trust 20.6 %	272		12,232	
Problem score - All trusts 22%				

F4 - Did he/she explain the reasons for any treatment or action in a way that you could understand?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	199	73.2	8062	65.9
Yes, to some extent	31	11.4	1945	15.9
No	8	2.9	543	4.4
I did not want an explanation	18	6.6	739	6.0
No treatment or action was needed	14	5.1	789	6.5
Not answered	2	0.7	154	1.3
	272		12,232	

F4+ - Did he/she explain the reasons for any treatment or action in a way that you could understand?

Patients who saw a health professional other than a doctor and needed treatment or action	This Trust		All trusts	
	n	%	n	%
Yes, definitely	199	77.1	8062	70.5
* Yes, to some extent	31	12.0	1945	17.0
* No	8	3.1	543	4.7
I did not want an explanation	18	7.0	739	6.5
Not answered	2	0.8	154	1.3
Problem score - This Trust 15.1 %	258		11,443	
Problem score - All trusts 21.7%				

F5 - Did he/she listen to what you had to say?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	224	82.4	9325	76.2
* Yes, to some extent	34	12.5	2077	17.0
* No	4	1.5	381	3.1
Not answered	10	3.7	449	3.7
Problem score - This Trust 14.0 %	272		12,232	
Problem score - All trusts 20.1%				

F6 - If you had important questions to ask him/her, did you get answers that you could understand?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	189	69.5	10168	57.3
Yes, to some extent	37	13.6	3091	17.4
No	4	1.5	355	2.0
I did not need to ask	38	14.0	3677	20.7
I did not have an opportunity to ask	1	0.4	217	1.2
Not answered	3	1.1	248	1.4
	272		17,756	

F6+ - If you had important questions to ask him/her, did you get answers that you could understand?

Patients who saw a health professional other than a doctor and had important questions	This Trust		All trusts	
	n	%	n	%
Yes, definitely	189	80.8	10168	72.2
* Yes, to some extent	37	15.8	3091	22.0
* No	4	1.7	355	2.5
* I did not have an opportunity to ask	1	0.4	217	1.5
Not answered	3	1.3	248	1.8
Problem score - This Trust 17.9 %	234		14,079	
Problem score - All trusts 26%				

F7 - Did you have confidence and trust in him/her?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	235	86.4	14152	79.7
* Yes, to some extent	33	12.1	3022	17.0
* No	2	0.7	309	1.7
Not answered	2	0.7	273	1.5
Problem score - This Trust 12.8 %	272		17,756	
Problem score - All trusts 18.8%				

F8 - Did he/she seem aware of your medical history?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
He/she knew enough	209	76.8	7839	64.1
* He/she knew something but not enough	18	6.6	1258	10.3
* He/she knew little or nothing	10	3.7	912	7.5
Can't say	29	10.7	1988	16.3
Not answered	6	2.2	235	1.9
Problem score - This Trust 10.3 %	272		12,232	
Problem score - All trusts 17.7%				

F9 - If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
Yes, completely	156	57.4	5282	43.2
Yes, to some extent	42	15.4	2057	16.8
No	12	4.4	1092	8.9
I did not have worries or fears	58	21.3	3547	29.0
Not answered	4	1.5	254	2.1
	272		12,232	

F9+ - If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

Patients who saw a health professional other than a doctor and had worries or fears	This Trust		All trusts	
	n	%	n	%
Yes, completely	156	72.9	5282	60.8
* Yes, to some extent	42	19.6	2057	23.7
* No	12	5.6	1092	12.6
Not answered	4	1.9	254	2.9
Problem score - This Trust 25.2 %	214		8,685	
Problem score - All trusts 36.3%				

G. Overall About The Appointment

G1 - Do you need any help understanding English?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	9	1.8	468	2.2
No	492	95.9	20445	95.3
Not answered	12	2.3	543	2.5
	513		21,456	

G2 - When you were in the Outpatients Department, was there someone who could interpret for you?

Patients who needed help understanding English	This Trust		All trusts	
	n	%	n	%
Yes, a relative or friend	5	55.6	258	55.1
Yes, an interpreter from the hospital	1	11.1	57	12.2
Yes, someone else on the hospital staff	0	0.0	8	1.7
Yes, a telephone interpreter	0	0.0	7	1.5
* No	1	11.1	78	16.7
Not answered	2	22.2	60	12.8
Problem score - This Trust 11.1 %	9		468	
Problem score - All trusts 16.7%				

G3 - Did doctors and/or other staff talk in front of you as if you weren't there?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, definitely	8	1.6	1053	3.4
* Yes, to some extent	26	5.1	2534	8.1
No	470	91.6	27004	86.2
Not answered	9	1.8	747	2.4
Problem score - This Trust 6.7 %	513		31,338	
Problem score - All trusts 11.4%				

G4 - While you were in the Outpatients Department, how much information about your condition or treatment was given to you?

All Patients	This Trust		All trusts	
	n	%	n	%
* Not enough	28	5.5	3378	10.8
Right amount	445	86.7	25283	80.7
Too much	5	1.0	148	0.5
* I was not given any information about my treatment or condition	23	4.5	1753	5.6
Not answered	12	2.3	776	2.5
Problem score - This Trust 10.0 %	513		31,338	
Problem score - All trusts 16.4%				

G5 - Were you given enough privacy when discussing your condition or treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	471	91.8	26655	85.1
* Yes, to some extent	34	6.6	3646	11.6
* No	1	0.2	450	1.4
Not answered	7	1.4	587	1.9
Problem score - This Trust 6.8 %	513		31,338	
Problem score - All trusts 13.1%				

G6 - Were you given enough privacy when being examined or treated?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	482	94.0	27957	89.2
* Yes, to some extent	21	4.1	2407	7.7
* No	1	0.2	268	0.9
Not answered	9	1.8	706	2.3
Problem score - This Trust 4.3 %	513		31,338	
Problem score - All trusts 8.5%				

G7 - Sometimes in a hospital or clinic, a member of staff will say one thing and another will say something quite different. Did this happen to you?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, definitely	17	3.3	1303	4.2
* Yes, to some extent	47	9.2	2531	8.1
No	442	86.2	27062	86.4
Not answered	7	1.4	442	1.4
Problem score - This Trust 12.5 %	513		31,338	
Problem score - All trusts 12.2%				

G8 - Were you involved as much as you wanted to be in decisions about your care and treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	411	80.1	21582	68.9
* Yes, to some extent	78	15.2	7268	23.2
* No	13	2.5	1786	5.7
Not answered	11	2.1	702	2.2
Problem score - This Trust 17.7 %	513		31,338	
Problem score - All trusts 28.9%				

G9 - Did the staff treating and examining you introduce themselves?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, all of the staff introduced themselves	440	85.8	21924	70.0
* Some of the staff introduced themselves	56	10.9	6356	20.3
* Very few or none of the staff introduced themselves	6	1.2	1527	4.9
Don't know/Can't remember	3	0.6	912	2.9
Not answered	8	1.6	619	2.0
Problem score - This Trust 12.1 %	513		31,338	
Problem score - All trusts 25.2%				

G10 - Did you have any questions about your care and treatment that you wanted to discuss but did not?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	50	9.7	2573	12.0
No	455	88.7	18310	85.3
Not answered	8	1.6	573	2.7
Problem score - This Trust 9.7 %	513		21,456	
Problem score - All trusts 12%				

G11 - Why didn't you discuss these questions?

Patients who had questions about their care or treatment but did not discuss them	This Trust		All trusts	
	n	%	n	%
I was embarrassed about mentioning them	3	6.0	261	10.1
I forgot to mention them	26	52.0	892	34.7
I didn't have time to mention them	16	32.0	680	26.4
The member of staff didn't have time to listen	7	14.0	680	26.4
There were too many interruptions	6	12.0	252	9.8
There was not enough privacy	1	2.0	148	5.8
I didn't know who to ask	10	20.0	352	13.7
Not answered	1	2.0	215	8.4
	50		2,573	

H. Tests And Treatment

H1 - Did you have any tests (such as x-rays, scans or blood tests) when you visited the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	355	69.2	18678	59.6
No	149	29.0	11975	38.2
Not answered	9	1.8	685	2.2
	513		31,338	

H2 - Did a member of staff explain why you needed these test(s) in a way you could understand?

Patients who had test(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	291	82.0	14021	75.1
* Yes, to some extent	44	12.4	3078	16.5
* No	16	4.5	1398	7.5
Not answered	4	1.1	181	1.0
Problem score - This Trust 16.9 %	355		18,678	
Problem score - All trusts 24%				

H3 - Did a member of staff explain what would happen during your test in a way you could understand?

Patients who had test(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	295	83.1	9904	77.8
* Yes, to some extent	37	10.4	1863	14.6
* No	20	5.6	796	6.3
Not answered	3	0.8	159	1.2
Problem score - This Trust 16.0 %	355		12,722	
Problem score - All trusts 20.9%				

H4 - Did a member of staff tell you how you would find out the results of your test(s)?

Patients who had test(s)	This Trust		All trusts	
	n	%	n	%
Yes	275	77.5	14417	77.2
* No	56	15.8	2897	15.5
Not sure/Can't remember	20	5.6	1139	6.1
Not answered	4	1.1	225	1.2
Problem score - This Trust 15.8 %	355		18,678	
Problem score - All trusts 15.5%				

H5 - Did a member of staff explain the results of the tests in a way you could understand?

Patients who had test(s)	This Trust		All trusts	
	n	%	n	%
Yes, definitely	231	65.1	9753	52.2
* Yes, to some extent	50	14.1	3196	17.1
* No	7	2.0	1256	6.7
Not sure/Can't remember	2	0.6	427	2.3
I was told I would get the results at a later date	46	13.0	2898	15.5
* I was never told the results of the tests	13	3.7	708	3.8
Not answered	6	1.7	440	2.4
Problem score - This Trust 19.8 %	355		18,678	
Problem score - All trusts 27.6%				

H6 - If you had questions to ask about the test results, did you get answers that you could understand?

Patients who had test(s) and received the results	This Trust		All trusts	
	n	%	n	%
Yes, definitely	207	71.4	5847	59.2
Yes, to some extent	41	14.1	1910	19.3
No	0	0.0	330	3.3
I did not need to ask	36	12.4	1459	14.8
I did not have an opportunity to ask	3	1.0	220	2.2
Not answered	3	1.0	115	1.2
	290		9,881	

H6+ - If you had questions to ask about the test results, did you get answers that you could understand?

Patients who had tests and who had questions to ask about the results	This Trust		All trusts	
	n	%	n	%
Yes, definitely	207	81.5	5847	69.4
* Yes, to some extent	41	16.1	1910	22.7
* No	0	0.0	330	3.9
* I did not have an opportunity to ask	3	1.2	220	2.6
Not answered	3	1.2	115	1.4
Problem score - This Trust 17.3 %	254		8,422	
Problem score - All trusts 29.2%				

H7 - During your Outpatient appointment, did you have any treatment for your condition?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	167	32.6	9906	31.6
No	335	65.3	20486	65.4
Not answered	11	2.1	946	3.0
	513		31,338	

H8 - Before your appointment, did you know that you would be undergoing treatment?

Patients who had treatment during appointment	This Trust		All trusts	
	n	%	n	%
Yes	153	91.6	5202	79.5
* No, and I did not mind that I wasn't told	13	7.8	1069	16.3
* No, but I would have liked to know	1	0.6	177	2.7
Not answered	0	0.0	95	1.5
Problem score - This Trust 8.4 %	167		6,543	
Problem score - All trusts 19%				

H9 - Before the treatment did a member of staff explain what would happen?

Patients who had treatment during appointment	This Trust		All trusts	
	n	%	n	%
Yes, definitely	150	89.8	7674	77.5
* Yes, to some extent	14	8.4	1548	15.6
* No	0	0.0	323	3.3
I did not want an explanation	2	1.2	247	2.5
Not answered	1	0.6	114	1.2
Problem score - This Trust 8.4 %	167		9,906	
Problem score - All trusts 18.9%				

H10 - Before the treatment did a member of staff explain the risks and/or benefits in a way you could understand?

Patients who had treatment during appointment	This Trust		All trusts	
	n	%	n	%
Yes, definitely	133	79.6	6709	67.7
* Yes, to some extent	22	13.2	1789	18.1
* No	4	2.4	696	7.0
I did not want an explanation	7	4.2	558	5.6
Not answered	1	0.6	154	1.6
Problem score - This Trust 15.6 %	167		9,906	
Problem score - All trusts 25.1%				

H11 - Before the treatment did a member of staff answer your questions in a way you could understand?

Patients who had treatment during appointment	This Trust		All trusts	
	n	%	n	%
Yes, definitely	138	82.6	4523	69.1
Yes, to some extent	17	10.2	1041	15.9
No	3	1.8	140	2.1
I did not have any questions	8	4.8	746	11.4
Not answered	1	0.6	93	1.4
	167		6,543	

H11+ - Before your treatment did a member of staff answer your questions in a way you could understand?

Patients who had treatment during their appointment and who had questions about their treatment	This Trust		All trusts	
	n	%	n	%
Yes, definitely	138	86.8	4523	78.0
* Yes, to some extent	17	10.7	1041	18.0
* No	3	1.9	140	2.4
Not answered	1	0.6	93	1.6
Problem score - This Trust 12.6 %	159		5,797	
Problem score - All trusts 20.4%				

H12 - Afterwards, did a member of staff explain how the treatment had gone in a way you could understand?

Patients who had treatment during appointment	This Trust		All trusts	
	n	%	n	%
Yes, completely	121	72.5	4604	70.4
* Yes, to some extent	31	18.6	1416	21.6
* No, I did not get an explanation I could understand	4	2.4	258	3.9
No, but they explained it to a friend or family member	3	1.8	66	1.0
Not answered	8	4.8	199	3.0
Problem score - This Trust 21.0 %	167		6,543	
Problem score - All trusts 25.6%				

J. Leaving The Outpatients Department

J1 - Before you left the Outpatients Department, were any new medications prescribed or ordered for you?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	178	34.7	8746	27.9
No	329	64.1	21961	70.1
Not answered	6	1.2	631	2.0
	513		31,338	

J2 - Were you involved as much as you wanted to be in decisions about the best medicine for you?

Patients prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, definitely	113	63.5	3341	55.6
* Yes, to some extent	42	23.6	1450	24.1
* No	20	11.2	1123	18.7
Not answered	3	1.7	92	1.5
Problem score - This Trust 34.8 %	178		6,006	
Problem score - All trusts 42.8%				

J3 - Did a member of staff explain to you how to take the new medications?

Patients prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	155	87.1	6782	77.5
* Yes, to some extent	12	6.7	990	11.3
* No	0	0.0	341	3.9
I did not need an explanation	7	3.9	517	5.9
Not answered	4	2.2	116	1.3
Problem score - This Trust 6.7 %	178		8,746	
Problem score - All trusts 15.2%				

J4 - Did a member of staff explain the purpose of the medications you were to take home in a way you could understand?

Patients prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	151	84.8	6612	75.6
* Yes, to some extent	15	8.4	1220	13.9
* No	2	1.1	329	3.8
I did not need an explanation	6	3.4	461	5.3
Not answered	4	2.2	124	1.4
Problem score - This Trust 9.5 %	178		8,746	
Problem score - All trusts 17.7%				

J5 - Did a member of staff tell you about medication side effects to watch for?

Patients prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	112	62.9	3405	38.9
* Yes, to some extent	30	16.9	1541	17.6
* No	22	12.4	2510	28.7
I did not need this type of information	9	5.1	1132	12.9
Not answered	5	2.8	158	1.8
Problem score - This Trust 29.3 %	178		8,746	
Problem score - All trusts 46.3%				

J6 - Did the Outpatients Department staff give you a printed information leaflet about your medicines?

Patients prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes	128	71.9	3157	52.6
* No	47	26.4	2679	44.6
Not answered	3	1.7	170	2.8
Problem score - This Trust 26.4 %	178		6,006	
Problem score - All trusts 44.6%				

J7 - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, as far as I know I received copies of all letters	343	66.9	10289	32.8
I received copies of some but not all letters	34	6.6	2393	7.6
No, I did not receive copies of any letters	72	14.0	12900	41.2
I do not know if any letters were sent	25	4.9	4219	13.5
I asked not to receive copies of letters	29	5.7	286	0.9
Not answered	10	1.9	1251	4.0
	513		31,338	

J7+ - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

Patients who wanted to receive copies of letters sent between hospital doctors and their GP	This Trust		All trusts	
	n	%	n	%
Yes, as far as I know I received copies of all letters	343	70.9	10289	33.1
* I received copies of some but not all letters	34	7.0	2393	7.7
* No, I did not receive copies of any letters	72	14.9	12900	41.5
I do not know if any letters were sent	25	5.2	4219	13.6
Not answered	10	2.1	1251	4.0
Problem score - This Trust 21.9 %	484		31,052	
Problem score - All trusts 49.2%				

J8 - Before you left the Outpatients Department, were you given any written or printed information about your condition or treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	177	34.5	5996	27.9
* No, but I would have liked it	47	9.2	4428	20.6
No, but I did not need this type of information	278	54.2	10334	48.2
Not answered	11	2.1	698	3.3
Problem score - This Trust 9.2 %	513		21,456	
Problem score - All trusts 20.6%				

J9 - Before you left the Outpatients Department, were you told what would happen next (e.g. whether you needed another outpatients appointment, to see your GP etc)?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	488	95.1	18947	88.3
* No	13	2.5	1484	6.9
Don't know / Can't remember	4	0.8	517	2.4
Not answered	8	1.6	508	2.4
Problem score - This Trust 2.5 %	513		21,456	
Problem score - All trusts 6.9%				

J10 - Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, completely	199	38.8	8864	28.3
* Yes, to some extent	68	13.3	4095	13.1
* No	67	13.1	6285	20.1
I did not need this type of information	171	33.3	10960	35.0
Not answered	8	1.6	1134	3.6
Problem score - This Trust 26.4 %	513		31,338	
Problem score - All trusts 33.1%				

J11 - Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	392	76.4	18116	57.8
* No	88	17.2	9661	30.8
Don't know / Can't remember	18	3.5	2141	6.8
Not answered	15	2.9	1420	4.5
Problem score - This Trust 17.2 %	513		31,338	
Problem score - All trusts 30.8%				

K. Overall Impression

K1 - Was the main reason you went to the Outpatients Department dealt with to your satisfaction?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, completely	447	87.1	22985	73.3
* Yes, to some extent	60	11.7	6747	21.5
* No	4	0.8	1080	3.4
Not answered	2	0.4	526	1.7
Problem score - This Trust 12.5 %	513		31,338	
Problem score - All trusts 25%				

K2 - How well organised was the Outpatients Department you visited?

All Patients	This Trust		All trusts	
	n	%	n	%
* Not at all organised	9	1.8	832	2.7
* Fairly organised	128	25.0	11526	36.8
Very well organised	371	72.3	18437	58.8
Not answered	5	1.0	543	1.7
Problem score - This Trust 26.8 %	513		31,338	
Problem score - All trusts 39.4%				

K3 - Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, all of the time	478	93.2	26887	85.8
* Yes, some of the time	32	6.2	3586	11.4
* No	1	0.2	389	1.2
Not answered	2	0.4	476	1.5
Problem score - This Trust 6.4 %	513		31,338	
Problem score - All trusts 12.7%				

K4 - Overall, how would you rate the care you received at the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Excellent	311	60.6	12469	39.8
Very good	162	31.6	12551	40.1
Good	29	5.7	4103	13.1
* Fair	8	1.6	1265	4.0
* Poor	1	0.2	318	1.0
* Very poor	0	0.0	146	0.5
Not answered	2	0.4	486	1.6
Problem score - This Trust 1.8 %	513		31,338	
Problem score - All trusts 5.5%				

K5 - Would you recommend this Outpatients Department to your family and friends?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	451	87.9	14567	67.9
Yes, probably	53	10.3	5665	26.4
* No	3	0.6	737	3.4
Not answered	6	1.2	487	2.3
Problem score - This Trust 0.6 %	513		21,456	
Problem score - All trusts 3.4%				

K6 - Did you want to complain about the care you received in hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	10	1.9	675	3.1
No	497	96.9	20229	94.3
Not answered	6	1.2	552	2.6
Problem score - This Trust 1.9 %	513		21,456	
Problem score - All trusts 3.1%				

K7 - Did hospital staff give you the information you needed to do this?

Patients who wanted to complain	This Trust		All trusts	
	n	%	n	%
Yes, completely	5	50.0	115	17.0
* Yes, to some extent	3	30.0	101	15.0
* No	2	20.0	419	62.1
Not answered	0	0.0	40	5.9
Problem score - This Trust 50.0 %	10		675	
Problem score - All trusts 77%				

L. Your Background

L1 - Are you male or female?

All Patients	This Trust		All trusts	
	n	%	n	%
Male	172	33.5	12634	40.3
Female	322	62.8	17608	56.2
Not answered	19	3.7	1096	3.5
	513		31,338	

L2 - What was your year of birth?

All Patients	This Trust		All trusts	
	n	%	n	%
Under 20	1	0.2	439	1.4
20-29	10	1.9	1198	3.8
30-39	24	4.7	2202	7.0
40-49	71	13.8	3594	11.5
50-59	103	20.1	5014	16.0
60-69	151	29.4	7255	23.2
70-79	112	21.8	7158	22.8
80-89	32	6.2	3566	11.4
90+	3	0.6	321	1.0
Not answered	6	1.2	591	1.9
	513		31,338	

L3 - How many hospital outpatients appointments have you had in the past six months?

All Patients	This Trust		All trusts	
	n	%	n	%
One	84	16.4	4434	20.7
Two or three	144	28.1	9462	44.1
Four or more	272	53.0	6907	32.2
Not answered	13	2.5	653	3.0
	513		21,456	

L4 - Do you have any of the following long-standing conditions?

All Patients	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	30	5.8	3421	10.9
Blindness or partially sighted	10	1.9	1398	4.5
A long-standing physical condition	57	11.1	8493	27.1
A learning disability	6	1.2	265	0.8
A mental health condition	6	1.2	733	2.3
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	332	64.7	8854	28.3
No, I do not have a long-standing condition	128	25.0	11022	35.2
Not answered	18	3.5	2266	7.2
	513		31,338	

L5 - Does this condition(s) cause you difficulty with any of the following?

Patients who have a long-standing condition	This Trust		All trusts	
	n	%	n	%
Everyday activities that people your age can usually do	157	42.8	9094	50.4
At work, in education, or training	60	16.3	2581	14.3
Access to buildings, streets or vehicles	42	11.4	3660	20.3
Reading or writing	20	5.4	1680	9.3
People's attitudes to you because of your condition	30	8.2	1742	9.7
Communicating, mixing with others, or socialising	38	10.4	2688	14.9
Any other activity	45	12.3	2793	15.5
No difficulty with any of these	156	42.5	5830	32.3
Not answered	13	3.5	878	4.9
	367		18,050	

L6 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. - Mobility

All Patients	This Trust		All trusts	
	n	%	n	%
I have no problems in walking about	319	62.2	16673	53.2
I have some problems in walking about	176	34.3	13351	42.6
I am confined to bed	1	0.2	89	0.3
Not answered	17	3.3	1225	3.9
	513		31,338	

L7 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. - Self-Care

All Patients	This Trust		All trusts	
	n	%	n	%
I have no problems with self-care	429	83.6	24641	78.6
I have some problems washing or dressing myself	61	11.9	4849	15.5
I am unable to wash or dress myself	5	1.0	312	1.0
Not answered	18	3.5	1536	4.9
	513		31,338	

L8 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. - Usual Activities (e.g. work, study, housework, family or leisure activities)

All Patients	This Trust		All trusts	
	n	%	n	%
I have no problems with performing my usual activities	267	52.0	15949	50.9
I have some problems with performing my usual activities	204	39.8	12304	39.3
I am unable to perform my usual activities	30	5.8	1910	6.1
Not answered	12	2.3	1175	3.7
	513		31,338	

L9 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. - Pain/Discomfort

All Patients	This Trust		All trusts	
	n	%	n	%
I have no pain or discomfort	225	43.9	11461	36.6
I have moderate pain or discomfort	244	47.6	15342	49.0
I have extreme pain or discomfort	27	5.3	3297	10.5
Not answered	17	3.3	1238	4.0
	513		31,338	

L10 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. - Anxiety/Depression

All Patients	This Trust		All trusts	
	n	%	n	%
I am not anxious or depressed	312	60.8	20677	66.0
I am moderately anxious or depressed	178	34.7	8168	26.1
I am extremely anxious or depressed	9	1.8	805	2.6
Not answered	14	2.7	1688	5.4
	513		31,338	

L11 - To which of these ethnic groups would you say you belong? (Tick ONE only)

All Patients	This Trust		All trusts	
	n	%	n	%
British	418	81.5	26696	85.2
Irish	21	4.1	548	1.7
Any other White background	24	4.7	920	2.9
White and Black Caribbean	0	0.0	43	0.1
White and Black African	1	0.2	34	0.1
White and Asian	3	0.6	80	0.3
Any other Mixed background	1	0.2	56	0.2
Indian	9	1.8	564	1.8
Pakistani	1	0.2	253	0.8
Bangladeshi	0	0.0	96	0.3
Any other Asian background	4	0.8	200	0.6
Caribbean	6	1.2	329	1.0
African	3	0.6	292	0.9
Any other Black background	0	0.0	19	0.1
Chinese	3	0.6	105	0.3
Any other	1	0.2	59	0.2
Not answered	18	3.5	1044	3.3
	513		31,338	



Appendix 2

○ Questionnaire

Outpatients Questionnaire

What is the survey about?

This survey is about your **most recent** Outpatients appointment at the NHS hospital named in the letter enclosed with this questionnaire.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his/her point of view – not the point of view of the person who is helping.

Completing the questionnaire

For each question please tick clearly inside one box using a black or blue pen. For some questions you will be instructed that you may tick more than one box.

Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please **do not** write your name or address anywhere on the questionnaire.

Questions or help?

If you have any queries about the questionnaire, please call the Picker Institute Europe FREEPHONE helpline number: **0800 783 2896**.



**Taking part in this survey is voluntary.
Your answers will be treated in confidence.**



Please return this questionnaire to:
Picker Institute Europe, FREEPOST NATW1240, Airfield Industrial Estate, Warboys, HUNTINGDON, PE28 2BR

Please remember, this questionnaire is about your **most recent** visit to the Outpatient Department of the NHS Trust named in the accompanying letter.

A. BEFORE THE APPOINTMENT

A1. Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?

- 1 Up to 1 month
- 2 1 month to 6 weeks
- 3 More than 6 weeks but no more than 3 months
- 4 More than 3 months but no more than 5 months
- 5 More than 5 months but no more than 12 months
- 6 More than 12 months but no more than 18 months
- 7 More than 18 months
- 8 I went to Outpatients without an appointment
- 9 Don't know / Can't remember

A2. Were you given a choice of appointment times?

- 1 Yes
- 2 No, but I did not need/want a choice
- 3 No, but I would have liked a choice
- 4 Don't know / Can't remember

A3. Before your appointment, did you know what would happen to you during the appointment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

A4. Was your appointment changed to a later date by the hospital?

- 1 No
- 2 Yes, once
- 3 Yes, 2 or 3 times
- 4 Yes, 4 times or more

A5. Before your appointment, were you given the name of the person that the appointment was with?

- 1 Yes → **Go to A6**
- 2 No → **Go to A7**

A6. When you arrived, was your appointment with the person you were told it would be with?

- 1 Yes
- 2 No, and I was not happy about it
- 3 No, but I did not mind
- 4 Don't know / Can't remember

A7. Have you ever visited this Outpatients Department before, for the same condition?

- 1 Yes → **Go to A8**
- 2 No → **Go to A9**

A8. Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

- 1 Yes, always → **Go to B1**
- 2 Yes, sometimes → **Go to B1**
- 3 No, never → **Go to B1**
- 4 Can't remember → **Go to B1**

If you have visited this Outpatients Department before, please now go to B1

A9. When you were referred to see a specialist, were you offered a choice of hospital for your first outpatient appointment?

- 1 Yes → Go to A10
- 2 No, but I would have liked a choice
→ Go to B1
- 3 No, but I didn't mind → Go to B1
- 4 Don't know / Can't remember
→ Go to B1

A10. Was the hospital where you had your outpatient appointment your **first choice**?

- 1 Yes → Go to A11
- 2 No → Go to B1
- 3 Can't remember → Go to A11

A11. What was your main reason for choosing this hospital? (**Tick ONE only**)

- 1 Location / easy to get to
- 2 Length of wait for an appointment
- 3 Good record of low infection rates (e.g. MRSA, other superbugs)
- 4 Personal experience
- 5 Recommended by friends/family
- 6 Recommended by GP or NHS staff
- 7 Specialist hospital for my condition
- 8 Reputation of hospital and/or staff
- 9 Other

B. ARRIVAL AT THE HOSPITAL

B1. Was it possible to find a convenient place to park in the hospital car park?

- 1 Yes
- 2 No
- 3 I did not need to find a place to park
- 4 Don't know / Can't remember

B2. Once you arrived at the hospital, was it easy to find your way to the Outpatients Department?

- 1 Yes, definitely
- 2 Yes, but it could be improved
- 3 No
- 4 Don't know / Can't remember

B3. When you arrived at the Outpatients Department, how would you rate the courtesy of the receptionist?

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

B4. In the reception area, could other patients overhear what you talked about with the receptionist?

- 1 Yes, and I was **not happy** about it
- 2 Yes, but I did not mind
- 3 No, others could not overhear
- 4 Don't know / Can't say

C. WAITING

C1. How long after the **stated appointment time** did the appointment start?

- 1 Seen on time, or early → **Go to C4**
- 2 Waited up to 5 minutes → **Go to C4**
- 3 Waited 6 - 15 minutes → **Go to C4**
- 4 Waited 16 - 30 minutes → **Go to C2**
- 5 Waited 31 - 60 minutes → **Go to C2**
- 6 Waited more than 1 hour but no more than 2 hours → **Go to C2**
- 7 Waited more than 2 hours → **Go to C2**
- 8 Don't know / Can't remember → **Go to C2**

C2. Were you told **how long** you would have to wait?

- 1 Yes, but the wait was **shorter**
- 2 Yes and I had to wait about as long as I was told
- 3 Yes, but the wait was **longer**
- 4 No, I was not told
- 5 Don't know / Can't remember

C3. Were you told **why** you had to wait?

- 1 Yes
- 2 No, but I would have liked an explanation
- 3 No, but I did not mind
- 4 Don't know / Can't remember

C4. Were you able to find a place to sit in the waiting area?

- 1 Yes, I found a place to sit straight away
- 2 Yes, but I had to wait for a seat
- 3 No, I could not find a place to sit
- 4 I did not want to find a place to sit
- 5 Don't know / Can't remember

D. HOSPITAL ENVIRONMENT AND FACILITIES

D1. In your opinion, how clean was the Outpatients Department?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 Can't say

D2. How clean were the toilets at the Outpatients Department?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 I did not use a toilet

D3. Did you see any posters or leaflets in the Outpatients Department asking patients and visitors to wash their hands or to use hand-wash gels?

- 1 Yes
- 2 No
- 3 Can't remember

D4. Were hand-wash gels available for patients and visitors to use?

- 1 Yes
- 2 Yes, but they were empty
- 3 I did not see any hand-wash gels
- 4 Can't remember

D5. Were you able to get suitable food and drinks when you were in the Outpatients Department?

- 1 Yes
- 2 No
- 3 I was told not to eat or drink before my appointment
- 4 I didn't know if I was allowed to eat or drink
- 5 I did not want anything to eat or drink

E. SEEING A DOCTOR

E1. Was all or part of your outpatient appointment with a **doctor**?

- 1 Yes → **Go to E2**
- 2 No → **Go to F1**

E2. Did you have **enough time** to discuss your health or medical problem with the doctor?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

E3. How long were you with the doctor?

- 1 Up to 5 minutes
- 2 6 - 10 minutes
- 3 11 - 20 minutes
- 4 21 - 30 minutes
- 5 More than 30 minutes
- 6 Can't remember

E4. Did the doctor explain the reasons for any treatment or action in a way that you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation
- 5 No treatment or action was needed

E5. Did the doctor **listen** to what you had to say?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

E6. If you had important questions to ask the doctor, did you get answers that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to ask
- 5 I did not have an opportunity to ask

E7. Did you have confidence and trust in the doctor examining and treating you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

E8. Did the doctor seem aware of your medical history?

- 1 He/she knew enough
- 2 He/she knew something but not enough
- 3 He/she knew little or nothing
- 4 Don't know / Can't say

E9. If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not have worries or fears

F. SEEING ANOTHER PROFESSIONAL

F1. Was all or part of your outpatient appointment with any member of staff, **other than a doctor**?

- 1 Yes → Go to F2
2 No → Go to G1

F2. Who was the **main** other person you saw? (Tick **ONE** only)

- 1 A nurse
2 A physiotherapist
3 A radiographer
4 Someone else (Please write in box)

F3. Did you have **enough time** to discuss your health or medical problem with him/her?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 I did not need to discuss it with him/her

F4. Did he/she explain the reasons for any treatment or action in a way that you could understand?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 I did not want an explanation
5 No treatment or action was needed

F5. Did he/she listen to what you had to say?

- 1 Yes, definitely
2 Yes, to some extent
3 No

F6. If you had important questions to ask him/her, did you get answers that you could understand?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 I did not need to ask
5 I did not have an opportunity to ask

F7. Did you have confidence and trust in him/her?

- 1 Yes, definitely
2 Yes, to some extent
3 No

F8. Did he/she seem aware of your medical history?

- 1 He/she knew enough
2 He/she knew something but not enough
3 He/she knew little or nothing
4 Can't say

F9. If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

- 1 Yes, completely
2 Yes, to some extent
3 No
4 I did not have worries or fears

G. OVERALL ABOUT THE APPOINTMENT

G1. Do you need any help understanding English?

- 1 Yes → Go to G2
2 No → Go to G3

G2. When you were in the Outpatients Department, was there someone who could interpret for you?

- 1 Yes, a relative or friend
- 2 Yes, an interpreter from the hospital
- 3 Yes, someone else on the hospital staff
- 4 Yes, a telephone interpreter
- 5 No

G3. Did doctors and/or other staff talk in front of you as if you weren't there?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G4. While you were in the Outpatients Department, how much information about your condition or treatment was given to **you**?

- 1 Not enough
- 2 Right amount
- 3 Too much
- 4 I was not given any information about my treatment or condition

G5. Were you given enough privacy when **discussing your condition or treatment**?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G6. Were you given enough privacy when **being examined or treated**?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G7. Sometimes in a hospital or clinic, a member of staff will say one thing and another will say something quite different. Did this happen to you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G8. Were you involved as much as you wanted to be in decisions about your care and treatment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G9. Did the staff treating and examining you introduce themselves?

- 1 Yes, all of the staff introduced themselves
- 2 Some of the staff introduced themselves
- 3 Very few or none of the staff introduced themselves
- 4 Don't know / Can't remember

G10. Did you have any questions about your care and treatment that you wanted to discuss but **did not**?

- 1 Yes → **Go to G11**
- 2 No → **Go to H1**

G11. Why **didn't** you discuss these questions?

(Tick ALL that apply)

- 1 I was embarrassed about mentioning them
- 2 I forgot to mention them
- 3 I didn't have time to mention them
- 4 The member of staff didn't have time to listen
- 5 There were too many interruptions
- 6 There was not enough privacy
- 7 I didn't know who to ask

H. TESTS AND TREATMENT

Tests (e.g. x-rays or scans)

H1. Did you have any tests (such as x-rays, scans or blood tests) when you visited the Outpatients Department?

1 Yes → Go to H2

2 No → Go to H7

H2. Did a member of staff explain **why you needed these test(s)** in a way you could understand?

1 Yes, completely

2 Yes, to some extent

3 No

H3. Did a member of staff explain **what would happen** during your test in a way you could understand?

1 Yes, completely

2 Yes, to some extent

3 No

H4. Did a member of staff tell you **how** you would find out the results of your test(s)?

1 Yes

2 No

3 Not sure / Can't remember

H5. Did a member of staff explain **the results of the tests** in a way you could understand?

1 Yes, definitely → Go to H6

2 Yes, to some extent → Go to H6

3 No → Go to H6

4 Not sure / Can't remember → Go to H6

5 I was told I would get the results at a later date → Go to H7

6 I was never told the results of the tests → Go to H7

H6. If you had questions to ask about the test results, did you get answers that you could understand?

1 Yes, definitely

2 Yes, to some extent

3 No

4 I did not need to ask

5 I did not have an opportunity to ask

Treatment

H7. During your outpatient appointment, did you have any treatment for your condition?

1 Yes → Go to H8

2 No → Go to J1

H8. Before your appointment, did you know that you would be undergoing treatment?

1 Yes

2 No, and I did not mind that I wasn't told

3 No, but I would have liked to know

H9. Before the treatment did a member of staff explain what would happen?

1 Yes, definitely

2 Yes, to some extent

3 No

4 I did not want an explanation

H10. Before the treatment did a member of staff explain any **risks and/or benefits** in a way you could understand?

1 Yes, definitely

2 Yes, to some extent

3 No

4 I did not want an explanation

H11. Before the treatment did a member of staff answer your questions in a way you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not have any questions

H12. Afterwards, did a member of staff explain how the treatment had gone in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No, I did not get an explanation I could understand
- 4 No, but they explained it to a friend or family member

J. LEAVING THE OUTPATIENTS DEPARTMENT

Medications (e.g. medicines, tablets, ointments)

J1. Before you left the Outpatients Department, were any **new** medications prescribed or ordered for you?

- 1 Yes → **Go to J2**
- 2 No → **Go to J7**

J2. Were you involved as much as you wanted to be in decisions about the best medicine for you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

J3. Did a member of staff explain to you **how to take** the new medications?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation

J4. Did a member of staff explain **the purpose** of the medications you were to take at home in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation

J5. Did a member of staff tell you about **medication side effects** to watch for?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need this type of information

J6. Did the Outpatients Department staff give you a **printed information leaflet** about your medicines?

- 1 Yes
- 2 No

Information

J7. Did you receive **copies of letters** sent between hospital doctors and your family doctor (GP)?

- 1 Yes, as far as I know I received copies of **all** letters
- 2 I received copies of **some but not all** letters
- 3 No, I **did not receive copies** of any letters
- 4 I do not know if any letters were sent
- 5 I asked not to receive copies of letters

J8. Before you left the Outpatients Department, were you given any **written or printed information** about your condition or treatment?

- 1 Yes
- 2 No, but I would have liked it
- 3 No, but I did not need this type of information

J9. Before you left the Outpatients Department, were you told what would happen next (e.g. whether you needed another outpatients appointment, to see your GP etc)?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

J10. Did a member of staff tell you about what **danger signals** regarding your illness or treatment to watch for after you went home?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need this type of information

J11. Did hospital staff tell you **who to contact** if you were worried about your condition or treatment after you left hospital?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

K. OVERALL IMPRESSION

K1. Was the main reason you went to the Outpatients Department dealt with to your satisfaction?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

K2. How well organised was the Outpatients Department you visited?

- 1 Not at all organised
- 2 Fairly organised
- 3 Very well organised

K3. Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?

- 1 Yes, all of the time
- 2 Yes, some of the time
- 3 No

K4. Overall, how would you rate the care you received at the Outpatients Department?

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

K5. Would you recommend this Outpatients Department to your family and friends?

- 1 Yes, definitely
- 2 Yes, probably
- 3 No

K6. Did you want to complain about the care you received in hospital?

- 1 Yes → **Go to K7**
- 2 No → **Go to L1**

K7. Did hospital staff give you the information you needed to do this?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

L. YOUR BACKGROUND

L1. Are you male or female?

- 1 Male
- 2 Female

L2. What was your **year** of birth?

(Please write in) e.g.

1	9	3	4
---	---	---	---

1	9		
---	---	--	--

L3. How many hospital outpatient appointments have you had in the past six months?

- 1 One
- 2 Two or three
- 3 Four or more

L4. Do you have any of the following long-standing conditions? (**Tick ALL that apply**)

- 1 Deafness or severe hearing impairment
→ Go to L5
- 2 Blindness or partially sighted
→ Go to L5
- 3 A long-standing physical condition
→ Go to L5
- 4 A learning disability → Go to L5
- 5 A mental health condition → Go to L5
- 6 A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
→ Go to L5
- 7 No, I do not have a long-standing condition
→ Go to L6

L5. Does this condition(s) cause you difficulty with any of the following? (**Tick ALL that apply**)

- 1 Everyday activities that people your age can usually do
- 2 At work, in education, or training
- 3 Access to buildings, streets or vehicles
- 4 Reading or writing
- 5 People's attitudes to you because of your condition
- 6 Communicating, mixing with others, or socialising
- 7 Any other activity
- 8 No difficulty with any of these

Your own health state today

By placing a tick in one box in each group below, please indicate which statements best describe your own health state **today**.

L6. Mobility

- 1 I have no problems in walking about
- 2 I have some problems in walking about
- 3 I am confined to bed

L7. Self-Care

- 1 I have no problems with self-care
- 2 I have some problems washing or dressing myself
- 3 I am unable to wash or dress myself

L8. Usual Activities (e.g. work, study, housework, family or leisure activities)

- 1 I have no problems with performing my usual activities
- 2 I have some problems with performing my usual activities
- 3 I am unable to perform my usual activities

L9. Pain/Discomfort

- 1 I have no pain or discomfort
- 2 I have moderate pain or discomfort
- 3 I have extreme pain or discomfort

L10. Anxiety/Depression

- 1 I am not anxious or depressed
- 2 I am moderately anxious or depressed
- 3 I am extremely anxious or depressed

L11. To which of these ethnic groups would you say you belong? (Tick **ONE** only)

a. WHITE

- 1 British
- 2 Irish
- 3 Any other white background
(Please write in box)

b. MIXED

- 4 White and Black Caribbean
- 5 White and Black African
- 6 White and Asian
- 7 Any other mixed background
(Please write in box)

c. ASIAN OR ASIAN BRITISH

- 8 Indian
- 9 Pakistani
- 10 Bangladeshi
- 11 Any other Asian background
(Please write in box)

d. BLACK OR BLACK BRITISH

- 12 Caribbean
- 13 African
- 14 Any other black background
(Please write in box)

e. CHINESE OR OTHER ETHNIC GROUP

- 15 Chinese
- 16 Any other ethnic group
(Please write in box)

M. ANY OTHER COMMENTS

If there is anything else you would like to tell us about your experiences in the Outpatients Department, please do so here.

Was there anything particularly good about your visit to the Outpatients Department?

Was there anything that could have been improved?

Any other comments?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.

No stamp is needed.

Contacting Picker Institute Europe

How to contact us:

Picker Institute Europe Survey Team:

Bridget Hopwood
Sheena MacCormick
Dianna McDonald
Tim Markham
Nick Potheary

Picker Institute Europe
Head Office
King's Mead House
Oxpens Road
Oxford OX1 1RX

Tel: 01865 208100
Fax: 01865 208101

Email: surveys@pickereurope.ac.uk
Website: www.pickereurope.org
Results website: www.picker-results.org

Charity Registration No: 1081688

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