

# Filtered Summary Report

Client: **Ipsion Lorm Dolora NHS Trust**

Total **366** of **719**

Surveys: **Inpatient Survey**

Quarantine **353**

Locations:

Date Range: **21-Dec-2009 to 10-May-2010**

Time **00:00 to 24:00**

1	Was your most recent stay in hospital planned or an emergency? (366)	Filtered Responses	All Responses
	Emergency or urgent	100.0% 168	45.9% 168
	Waiting list or planned in advance	0.0% 0	27.0% 99
	Other	0.0% 0	27.0% 99
2	How would you rate the time it took for you to get a bed on a ward, from the time you arrived at the hospital? (366)	Filtered Responses	All Responses
	Excellent	40.5% 68	38.5% 141
	Good	27.4% 46	25.4% 93
	Average	14.9% 25	14.5% 53
	Poor	7.1% 12	8.7% 32
	Very poor	10.1% 17	12.8% 47
3	Please rate the following areas on cleanliness: - Hospital room / ward (366)	Filtered Responses	All Responses
	Very clean	58.9% 99	54.6% 200
	Fairly clean	30.4% 51	30.6% 112
	Not very clean	4.8% 8	6.3% 23
	Not at all clean	3.6% 6	4.9% 18
	Not applicable	2.4% 4	3.6% 13
4	Please rate the following areas on cleanliness: - Toilets / bathroom (366)	Filtered Responses	All Responses
	Very clean	52.4% 88	48.1% 176
	Fairly clean	31.5% 53	33.6% 123
	Not very clean	9.5% 16	8.5% 31
	Not at all clean	3.6% 6	5.7% 21
	Not applicable	3.0% 5	4.1% 15
5	How would you rate the hospital food? (366)	Filtered Responses	All Responses
	Very good	16.7% 28	15.6% 57
	Good	26.8% 45	25.7% 94
	Fair	26.2% 44	25.7% 94
	Poor	22.6% 38	24.9% 91
	I did not have any hospital food	7.7% 13	8.2% 30
6	"I was offered a choice of food" Do you... (357)	Filtered Responses	All Responses
	Strongly agree	29.9% 50	27.5% 98
	Agree	36.5% 61	34.7% 124
	Neutral	16.8% 28	17.6% 63
	Disagree	3.6% 6	4.5% 16
	Strongly disagree	4.8% 8	7.3% 26
	Not applicable	8.4% 14	8.4% 30
7	Did you get enough help from staff to eat your meals? (344)	Filtered Responses	All Responses
	Yes always	29.1% 48	29.7% 102
	Yes sometimes	19.4% 32	17.2% 59
	No	14.5% 24	17.7% 61
	I did not need help to eat my meals	37.0% 61	35.5% 122
8	Did you have confidence and trust in the - Doctors treating you? (329)	Filtered Responses	All Responses
	Yes always	71.0% 115	67.5% 222
	Yes sometimes	21.6% 35	23.7% 78
	No	7.4% 12	8.8% 29

<b>9</b>	Did you have confidence and trust in the - Nurses treating you? (329)	<b>Filtered Responses</b>	<b>All Responses</b>		
	Yes always	62.3%	101	64.7%	213
	Yes sometimes	28.4%	46	24.3%	80
	No	9.3%	15	10.9%	36
<b>10</b>	As far as you know, did the following people wash or clean their hands between touching patients? - Doctors (315)	<b>Filtered Responses</b>	<b>All Responses</b>		
	Yes always	51.0%	80	51.4%	162
	Yes sometimes	20.4%	32	21.9%	69
	No	12.7%	20	11.1%	35
	Don't know/ Can't remember	15.9%	25	15.6%	49
<b>11</b>	As far as you know, did the following people wash or clean their hands between touching patients? - Nurses (315)	<b>Filtered Responses</b>	<b>All Responses</b>		
	Yes always	59.9%	94	60.6%	191
	Yes sometimes	19.7%	31	18.7%	59
	No	7.0%	11	9.2%	29
	Don't know/ Can't remember	13.4%	21	11.4%	36
<b>12</b>	When you were first admitted to a bed on a ward, did you share a sleeping area (room or bay) with patients of the opposite sex? (308)	<b>Filtered Responses</b>	<b>All Responses</b>		
	Yes	18.8%	29	17.9%	55
	No	76.0%	117	75.6%	233
	Can't remember	5.2%	8	6.5%	20
<b>13</b>	When you were first admitted to hospital, did you share a bathroom or shower with patients of the opposite sex? (295)	<b>Filtered Responses</b>	<b>All Responses</b>		
	Yes	10.1%	15	10.5%	31
	Yes because it had special bathing equipment I needed	2.0%	3	2.7%	8
	No	81.2%	121	77.6%	229
	I did not use a bathroom or shower	2.7%	4	3.4%	10
	Don't know/ Can't remember	4.0%	6	5.8%	17
<b>14</b>	Were you involved as much as you wanted to be in decisions about your care and treatment? (288)	<b>Filtered Responses</b>	<b>All Responses</b>		
	Yes definitely	57.6%	83	54.5%	157
	Yes to some extent	33.3%	48	34.7%	100
	No	9.0%	13	10.8%	31
<b>15</b>	"I felt enough information about my condition or treatment was given to me" Do you... (277)	<b>Filtered Responses</b>	<b>All Responses</b>		
	Strongly agree	42.6%	58	41.5%	115
	Agree	39.7%	54	34.7%	96
	Neutral	6.6%	9	11.2%	31
	Disagree	5.9%	8	7.6%	21
	Strongly disagree	5.1%	7	5.1%	14
<b>16</b>	"I felt involved in decisions about my discharge from hospital" Do you... (271)	<b>Filtered Responses</b>	<b>All Responses</b>		
	Strongly agree	30.8%	41	31.0%	84
	Agree	42.1%	56	40.6%	110
	Neutral	18.0%	24	16.6%	45
	Disagree	6.0%	8	7.4%	20
	Strongly disagree	3.0%	4	4.4%	12
<b>17</b>	On the day you left hospital, was your discharge delayed for any reason? (264)	<b>Filtered Responses</b>	<b>All Responses</b>		
	Yes	48.1%	62	42.8%	113
	No	51.9%	67	57.2%	151
<b>18</b>	What was the main reason for the delay? (112)	<b>Filtered Responses</b>	<b>All Responses</b>		
	I had to wait for medicines	74.2%	46	63.4%	71
	I had to wait to see the Doctor	11.3%	7	15.2%	17
	I had to wait for hospital transport	6.5%	4	10.7%	12
	Other	8.1%	5	10.7%	12

<b>19</b>	How long was the delay? (111)		<b>Filtered Responses</b>	<b>All Responses</b>		
		Less than one hour	11.5%	7	10.8%	12
		1-2 hours	29.5%	18	27.9%	31
		3-4 hours	36.1%	22	35.1%	39
		More than 4 hours	23.0%	14	26.1%	29
<b>20</b>	"I felt that the purpose of the medicines I was to take at home, was explained to me in a way I could understand" Do you... (258)		<b>Filtered Responses</b>	<b>All Responses</b>		
		Strongly agree	34.4%	43	34.1%	88
		Agree	42.4%	53	39.5%	102
		Neutral	9.6%	12	10.5%	27
		Disagree	4.0%	5	3.9%	10
		Strongly disagree	2.4%	3	3.5%	9
	Not applicable	7.2%	9	8.5%	22	
<b>21</b>	Overall, how would you rate the care you received? (256)		<b>Filtered Responses</b>	<b>All Responses</b>		
		Excellent	42.3%	52	42.2%	108
		Very good	30.9%	38	28.9%	74
		Good	16.3%	20	16.4%	42
		Fair	6.5%	8	7.8%	20
	Poor	4.1%	5	4.7%	12	
<b>22</b>	How likely are you to recommend this hospital to your family or friends: (255)		<b>Filtered Responses</b>	<b>All Responses</b>		
		Very likely	54.9%	67	49.0%	125
		Likely	27.0%	33	27.8%	71
		Neither likely nor unlikely	11.5%	14	12.2%	31
		Unlikely	2.5%	3	4.3%	11
	Very unlikely	4.1%	5	6.7%	17	
<b>23</b>	Overall, did you feel you were treated with respect and dignity while you were in hospital? (254)		<b>Filtered Responses</b>	<b>All Responses</b>		
		Yes all of the time	72.1%	88	69.3%	176
		Yes some of the time	23.8%	29	24.4%	62
	No	4.1%	5	6.3%	16	
<b>24</b>	Was there anything particularly good about your hospital care? (244)		<b>Filtered Responses</b>	<b>All Responses</b>		
		Open Ended - Answered	41.0%	48	38.9%	95
	Open Ended - Unanswered	59.0%	69	61.1%	149	
<b>25</b>	Was there anything that could be improved? (238)		<b>Filtered Responses</b>	<b>All Responses</b>		
		Open Ended - Answered	37.7%	43	37.0%	88
	Open Ended - Unanswered	62.3%	71	63.0%	150	
<b>26</b>	Are you male or female? (239)		<b>Filtered Responses</b>	<b>All Responses</b>		
		Male	56.5%	65	51.0%	122
	Female	43.5%	50	49.0%	117	
<b>27</b>	How old are you? (236)		<b>Filtered Responses</b>	<b>All Responses</b>		
		16 or under	0.9%	1	2.5%	6
		17-25	8.0%	9	7.2%	17
		26-35	15.9%	18	15.3%	36
		36-45	18.6%	21	16.9%	40
		46-55	23.0%	26	22.5%	53
		56-65	18.6%	21	17.4%	41
		66-75	6.2%	7	10.2%	24
		76 and over	8.8%	10	8.1%	19
<b>28</b>	What is your ethnic group? (233)		<b>Filtered Responses</b>	<b>All Responses</b>		
		White	63.4%	71	57.5%	134
		Asian	12.5%	14	10.7%	25
		Black	7.1%	8	11.2%	26
		Mixed	5.4%	6	5.2%	12
		Chinese	0.9%	1	2.6%	6
		Other	2.7%	3	4.7%	11
		I do not wish to disclose	8.0%	9	8.2%	19

29	Which of the following White backgrounds do you belong to? (134)		<b>Filtered Responses</b>		<b>All Responses</b>	
		English	64.8%	46	68.7%	92
		Other British	11.3%	8	6.7%	9
		Irish	9.9%	7	10.4%	14
		Any other White background	14.1%	10	14.2%	19
30	Please state which White background you are: (19)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Open Ended - Answered	60.0%	6	73.7%	14
		Open Ended - Unanswered	40.0%	4	26.3%	5
31	Which of the following Mixed backgrounds do you belong to? (11)		<b>Filtered Responses</b>		<b>All Responses</b>	
		White and Black Caribbean	33.3%	2	27.3%	3
		White and Black African	16.7%	1	36.4%	4
		White and Asian	16.7%	1	18.2%	2
		Any other mixed background	33.3%	2	18.2%	2
32	Please state which Mixed background you are: (2)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Open Ended - Answered	50.0%	1	50.0%	1
		Open Ended - Unanswered	50.0%	1	50.0%	1
33	Which of the following Asian backgrounds do you belong to? (25)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Indian	42.9%	6	44.0%	11
		Pakistani	14.3%	2	16.0%	4
		Bangladeshi	21.4%	3	16.0%	4
		Chinese	0.0%	0	4.0%	1
		Any other Asian background	21.4%	3	20.0%	5
34	Please state which Other Asian background you belong to. (5)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Open Ended - Answered	100.0%	3	100.0%	5
		Open Ended - Unanswered	0.0%	0	0.0%	0
35	Which of the following Black backgrounds do you belong to? (26)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Carribbean	25.0%	2	38.5%	10
		African	75.0%	6	61.5%	16
		Any other Black background	0.0%	0	0.0%	0
36	Please state which Other Black background you belong to. (11)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Open Ended - Answered	33.3%	1	9.1%	1
		Open Ended - Unanswered	66.7%	2	90.9%	10
37	Which of the following Other ethnic groups do you belong to? (0)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Arab	0.0%	0	0.0%	0
		Gypsy/ Romany/ Irish traveller	0.0%	0	0.0%	0
		Any other ethnic group	0.0%	0	0.0%	0
38	Please state which Other Ethnic background you belong to. (0)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Open Ended - Answered	0.0%	0	0.0%	0
		Open Ended - Unanswered	0.0%	0	0.0%	0
39	Do you consider yourself to have a disability? (231)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Yes	19.6%	22	20.3%	47
		No	74.1%	83	73.6%	170
		I do not wish to disclose	6.3%	7	6.1%	14
40	Please state what disability you have (47)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Physical impairment	36.4%	8	36.2%	17
		Sensory impairment	4.5%	1	6.4%	3
		Mental health condition	13.6%	3	10.6%	5
		Learning disability/ difficulty	4.5%	1	6.4%	3
		Longstanding illness or health condition	40.9%	9	34.0%	16
		Other	0.0%	0	6.4%	3
41	What other type of disability you have? (3)		<b>Filtered Responses</b>		<b>All Responses</b>	
		Open Ended - Answered	0.0%	0	33.3%	1
		Open Ended - Unanswered	0.0%	0	66.7%	2