

Summary Report

Client: **NHS Trust**
 Surveys: **NHS Trust Inpatient Survey**

Total Surveys:
 Quarantined:

Locations:

Date Range: **21-Dec-2009 to 09-Mar-2010**

Time Range:

1	Was your most recent stay in hospital planned or an emergency? (252)	All
	Emergency or urgent Waiting list or planned in advance Other	
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? (252)	All
	Excellent Good Average Poor Very poor	
3	Please rate the following areas on cleanliness: - Hospital room / ward (252)	All
	Very clean Fairly clean Not very clean Not at all clean Not applicable	
4	Please rate the following areas on cleanliness: - Toilets / bathroom (252)	All
	Very clean Fairly clean Not very clean Not at all clean Not applicable	
5	How would you rate the hospital food? (252)	All
	Very good Good Fair Poor I did not have any hospital food	
6	"I was offered a choice of food" Do you... (246)	All
	Strongly agree Agree Neutral Disagree Strongly disagree Not applicable	
7	Did you get enough help from staff to eat your meals? (237)	All
	Yes always Yes sometimes No I did not need help to eat my meals	
8	Did you have confidence and trust in the - Doctors treating you? (227)	All
	Yes always Yes sometimes No	

9	Did you have confidence and trust in the - Nurses treating you? (227)	All	Yes always Yes sometimes No
10	As far as you know, did the following people wash or clean their hands between touching patients? - Doctors (218)	All	Yes always Yes sometimes No Don't know/ Can't remember
11	As far as you know, did the following people wash or clean their hands between touching patients? - Nurses (218)	All	Yes always Yes sometimes No Don't know/ Can't remember
12	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? (215)	All	Yes No Can't remember
13	When you were first admitted to hospital, did you share a bathroom or shower with patients of the opposite sex? (206)	All	Yes Yes because it had special bathing equipment I needed No I did not use a bathroom or shower Don't know/ Can't remember
14	Were you involved as much as you wanted to be in decisions about your care and treatment? (200)	All	Yes definitely Yes to some extent No
15	"I felt enough information about my condition or treatment was given to me" Do you... (196)	All	Strongly agree Agree Neutral Disagree Strongly disagree
16	"I felt involved in decisions about my discharge from hospital" Do you... (193)	All	Strongly agree Agree Neutral Disagree Strongly disagree
17	On the day you left hospital, was your discharge delayed for any reason? (186)	All	Yes No
18	What was the main reason for the delay? (83)	All	I had to wait for medicines I had to wait to see the Doctor I had to wait for hospital transport Other
19	How long was the delay? (82)	All	

Less than one hour
1-2 hours
3-4 hours
More than 4 hours

20 "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... (182) **All**

Strongly agree
Agree
Neutral
Disagree
Strongly disagree
Not applicable

21 Overall, how would you rate the care you received? (182) **All**

Excellent
Very good
Good
Fair
Poor

22 How likely are you to recommend this hospital to your family or friends: (182) **All**

Very likely
Likely
Neither likely nor unlikely
Unlikely
Very unlikely

23 Overall, did you feel you were treated with respect and dignity while you were in hospital? (181) **All**

Yes all of the time
Yes some of the time
No

24 Was there anything particularly good about your hospital care? (173) **All**

Open Ended - Answered
Open Ended - Unanswered

25 Was there anything that could be improved? (169) **All**

Open Ended - Answered
Open Ended - Unanswered

26 Are you male or female? (170) **All**

Male
Female

27 How old are you? (170) **All**

16 or under
17-25
26-35
36-45
46-55
56-65
66-75
76 and over

28 What is your ethnic group? (167) **All**

White
Asian
Black
Mixed
Chinese
Other
I do not wish to disclose

29 Which of the following White backgrounds do you belong to? (97) **All**

English
Other British
Irish

Any other White background

30 Please state which White background you are: (13) **All**

Open Ended - Answered

Open Ended - Unanswered

31 Which of the following Mixed backgrounds do you belong to? (4) **All**

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background

32 Please state which Mixed background you are: (1) **All**

Open Ended - Answered

Open Ended - Unanswered

33 Which of the following Asian backgrounds do you belong to? (20) **All**

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

34 Please state which Other Asian background you belong to. (5) **All**

Open Ended - Answered

Open Ended - Unanswered

35 Which of the following Black backgrounds do you belong to? (20) **All**

Caribbean

African

Any other Black background

36 Please state which Other Black background you belong to. (6) **All**

Open Ended - Answered

Open Ended - Unanswered

37 Which of the following Other ethnic groups do you belong to? (0) **All**

Arab

Gypsy/ Romany/ Irish traveller

Any other ethnic group

38 Please state which Other Ethnic background you belong to. (0) **All**

Open Ended - Answered

Open Ended - Unanswered

39 Do you consider yourself to have a disability? (166) **All**

Yes

No

I do not wish to disclose

40 Please state what disability you have (30) **All**

Physical impairment

Sensory impairment

Mental health condition

Learning disability/ difficulty

Longstanding illness or health condition

Other

41 What other type of disability you have? (2) **All**

Open Ended - Answered

Open Ended - Unanswered

252 of 457

205

00:00 to 24:00

Responses	
47.6%	120
28.2%	71
24.2%	61

40.5%	102
25.4%	64
14.3%	36
9.1%	23
10.7%	27

55.6%	140
30.2%	76
7.1%	18
4.8%	12
2.4%	6

48.4%	122
34.1%	86
8.7%	22
5.6%	14
3.2%	8

14.7%	37
24.6%	62
24.2%	61
28.2%	71
8.3%	21

27.6%	68
33.3%	82
19.5%	48
4.5%	11
7.7%	19
7.3%	18

27.8%	66
16.0%	38
17.7%	42
38.4%	91

70.9%	161
22.0%	50
7.0%	16

Responses

67.0%	152
24.7%	56
8.4%	19

Responses

53.2%	116
20.2%	44
10.1%	22
16.5%	36

Responses

61.9%	135
17.9%	39
9.6%	21
10.6%	23

Responses

15.8%	34
80.0%	172
4.2%	9

Responses

8.3%	17
2.9%	6
82.0%	169
3.9%	8
2.9%	6

Responses

53.5%	107
36.5%	73
10.0%	20

Responses

40.3%	79
34.7%	68
12.2%	24
9.2%	18
3.6%	7

Responses

29.5%	57
41.5%	80
18.7%	36
7.3%	14
3.1%	6

Responses

45.2%	84
54.8%	102

Responses

66.3%	55
13.3%	11
10.8%	9
9.6%	8

Responses

9.8%	8
30.5%	25
35.4%	29
24.4%	20

Responses

34.6%	63
39.6%	72
11.0%	20
3.8%	7
3.3%	6
7.7%	14

Responses

42.9%	78
27.5%	50
17.0%	31
9.3%	17
3.3%	6

Responses

50.5%	92
25.8%	47
13.7%	25
4.9%	9
4.9%	9

Responses

70.2%	127
25.4%	46
4.4%	8

Responses

37.6%	65
62.4%	108

Responses

35.5%	60
64.5%	109

Responses

51.2%	87
48.8%	83

Responses

2.4%	4
5.9%	10
14.7%	25
16.5%	28
22.9%	39
20.0%	34
8.8%	15
8.8%	15

Responses

58.1%	97
12.0%	20
12.0%	20
2.4%	4
3.0%	5
3.6%	6
9.0%	15

Responses

69.1%	67
7.2%	7
10.3%	10

13.4%	13
Responses	
84.6%	11
15.4%	2
Responses	
25.0%	1
25.0%	1
25.0%	1
25.0%	1
Responses	
0.0%	0
100.0%	1
Responses	
35.0%	7
20.0%	4
15.0%	3
5.0%	1
25.0%	5
Responses	
100.0%	5
0.0%	0
Responses	
35.0%	7
65.0%	13
0.0%	0
Responses	
16.7%	1
83.3%	5
Responses	
0.0%	0
0.0%	0
0.0%	0
Responses	
0.0%	0
0.0%	0
Responses	
18.1%	30
75.9%	126
6.0%	10
Responses	
36.7%	11
10.0%	3
6.7%	2
6.7%	2
33.3%	10
6.7%	2
Responses	
50.0%	1
50.0%	1

-2010