

Outpatient Survey 2011

THE ROYAL BOURNEMOUTH AND CHRISTCHURCH
HOSPITALS NHS FOUNDATION TRUST

FINAL REPORT

NOVEMBER 2011

Contacting Picker Institute Europe

How to contact us:

Picker Institute Europe Survey Team:

Amanda Attwood
Stephen Bough
Matt Cadby
Bridget Hopwood
Jenny King
Tim Markham
Nick Pothecary
Amy Tallett

Picker Institute Europe
Buxton Court
3 West Way
Oxford
OX2 0JB

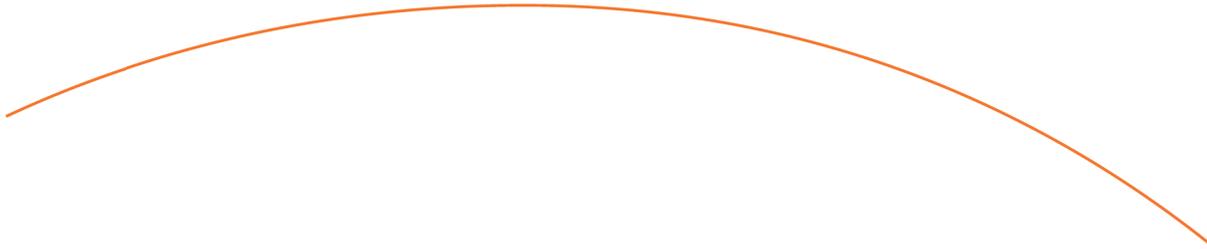
Tel: 01865 208 100
Fax: 01865 208 101

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

Charity Registration No: 1081688

P2333/TM/AT/Oct2011/V2.1

Section 1	Introduction
Section 2	Survey Response <i>survey activity</i>
Section 3	Problem Score Summary <i>overview of results by section</i>
Section 4	Ranked Problem Scores <i>where most patients report room for improvement</i>
Section 5	Historical Comparisons <i>comparing results with previous years</i>
Section 6	External Benchmarks <i>comparing results within the trust</i>
Section 7	Internal Benchmarks <i>comparing results with other trusts</i>
Appendix 1	Frequency Tables <i>a detailed breakdown of your results</i>
Appendix 2	Questionnaire



SECTION 1
Introduction

Outpatient Survey 2011

The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

Background to the survey

The results presented here are from the National Outpatient Survey 2011, carried out by Picker Institute Europe on behalf of the The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust. This survey is part of a series of annual patient surveys required by the Care Quality Commission for all NHS Acute trusts in England. The Picker Institute was commissioned by 74 trusts to undertake the Outpatient Survey 2011. The survey is based on a random sample of outpatients who attended an appointment during May 2011.

The purpose of the survey is to understand what outpatients think of healthcare services provided by the Trust. All trusts used a standard survey methodology and standard questions, as specified by the Co-ordination Centre for the NHS Patient Survey Programme, based at Picker Institute Europe. The questionnaire reflects the priorities and concerns of patients and is based upon what is most important from the patient's 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 questionnaire used for the Outpatient Survey 2011 was developed by the Co-ordination Centre for the NHS Patient Survey Programme. Further information about how the questionnaire for this survey was developed can be found on the NHS Surveys website: <http://www.nhssurveys.org/>

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 weeks and another questionnaire after a further 2 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/OP11_Guidance_Manual_v1.pdf

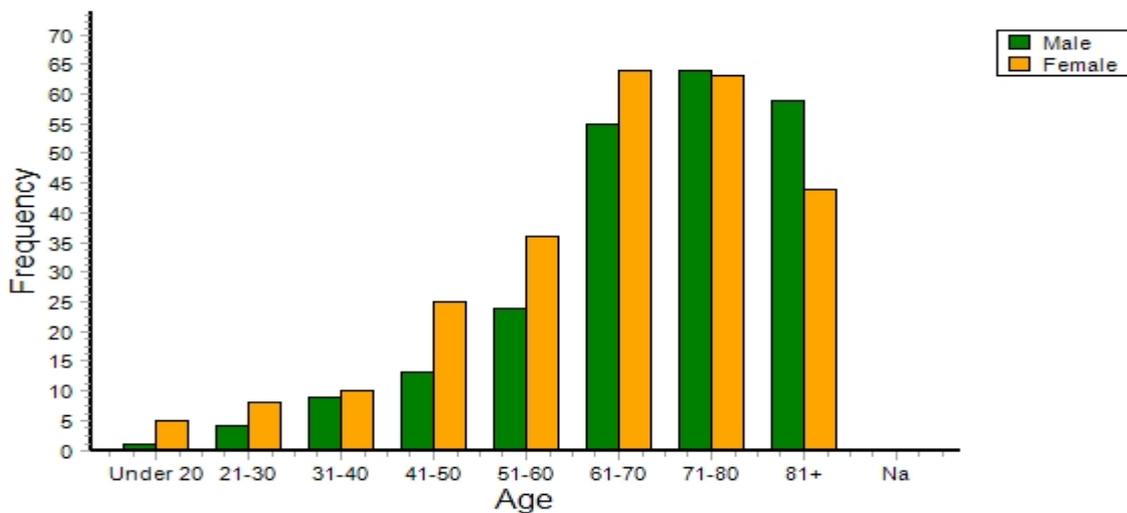
About your respondents

A total of 850 outpatients from your Trust were sent a questionnaire. 837 were eligible for the survey, of which 489 returned a completed questionnaire, giving a response rate of 58%. The average response rate for the 74 'Picker' trusts was 49%.

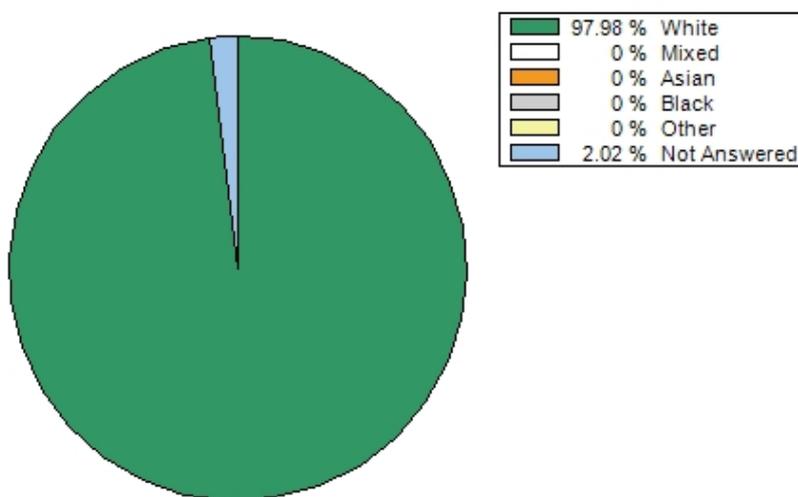
Key facts about the 489 patients who responded to the survey:

- 67% of respondents had visited the Outpatients Department before for the same condition, whereas 30% had not.
- 46% reported having tests (including x-rays, scans or blood tests) during their visit, and 29% of patients had treatment during the appointment.

- 47% of survey respondents were male and 52% were female (1% did not answer). The age range of male and female patients is shown in the graph below:



- The following graph shows the ethnic background of your survey respondents:



Your results

- 96% of patients reported their overall rating of care as good, very good or excellent.
- 91% of outpatients were treated with respect and dignity *all of the time* at the Outpatients Department.
- 88% of respondents were *definitely* given enough privacy when discussing their condition or treatment.
- 83% *definitely* had confidence and trust in the doctor examining and treating them.
- 75% of patients were *definitely* involved as much as they wanted to be in decisions about their care and treatment.

Problem scores

Most patients are highly appreciative of the care they receive. However, it is evident that there is also room for improving the outpatient experience. Picker Institute Europe uses a simple summary score to show you where your patients think there is a problem or room for improvement regarding a specific aspect of care.

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 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 doctor examining and treating you?', we have combined the responses 'Yes, to some extent' and 'No', to create a single problem score. Asterisks indicate which response categories have been combined to create the problem score.

EXAMPLE DATA ONLY

F7 - Did you have confidence and trust in the doctor examining and treating you?

Patients who saw a Doctor	n	%
Yes, definitely	180	78.9
* Yes, to some extent	35	15.4
* No	8	3.5
Not answered	5	2.2
Problem Score: 18.9%	228	

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 for 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 use a toilet*. 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. Q42+)**.

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 respondents 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 respondents 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' (the average score for the 74 trusts who contracted the Picker Institute to run their survey) , or between your Trust's results 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 differences in 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.

How to use this report

When deciding which areas to act upon, we suggest you address each section of the questionnaire. A useful approach is to look at a particular section and follow these steps:

- **Identify any questions where you consider the results to be unacceptable for your trust.** The problem score summary is the first step to pick out any questions where the results are significantly better/worse than the Picker average. The next step is to go to the frequency tables for that question to get the detailed response from your patients. You are also encouraged to feed back on the issues where your trust is above average.
- **Address the issues where you have worsened over time.** Are there particular issues that are getting worse over time? Our report highlights significant changes from your previous surveys. Our online results system also presents these trends in graphical form. Please refer to the Historical section.
- **Are there issues of higher importance to your patients?** Which issues are of high, medium or low importance to your patients?
- **Is there scope to improve?** Look at the external benchmarking charts to see the range of scores across all trusts. This will give you an indication as to what is a realistic ambition.
- **Identify departments, specialties or sites within the trust that are worse than others** and areas of good practice that others can learn from. Go to the Internal Benchmark section of the report, or the internal benchmarking sections of the online results system to see where this is the case.

Visit www.pickereurope.org to access our educational resources and for more information on how we can help you to use your survey results to improve services.

Moving beyond measurement

To further support you in effectively using your patient experience data, our improvement team offer a range of tailored and practical approaches which include:

- A review of your current approaches to patient experience data collection, reporting and improvement work
- Staff training and development programmes
- Process improvement and implementation support
- Workshops and deliberative events for staff and patients

For more information or advice on using your survey data to improve services, please contact Danielle Swain by emailing danielle.swain@pickereurope.ac.uk or telephoning 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:	Outpatient Survey 2011	
NHS Trust:	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	
Hospitals / sites:	Christchurch Hospital Royal Bournemouth Hospital	
Dates of Fieldwork:	Initial Mailing	06 July 2011
	First Reminder	20 July 2011
	Final Reminder	03 August 2011

Response Rate:	<u>Initial Mailing</u>	<u>850</u>
	Returned completed	489
	Ineligible - returned undelivered	8
	Ineligible - deceased	0
	Too ill/Opt out	66
	Ineligible - other	5
	Total Eligible	837
	Returned completed	489
	Overall Response Rate	58.4%
	<small>(total returned as a percentage of total eligible)</small>	
	Average Response Rate	48.7%
	<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 18 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 Europe trusts. The Picker Institute worked with 74 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 realistic 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	
A2+	Had to wait more than 5 months for an appointment	3 %	2 %	
A5	Not given choice of appointment time	59 %	60 %	
A6	Appointment changed to later date by hospital	20 %	23 %	
A7	Not fully aware what would happen during appointment	54 %	54 %	
A8	Not given name of person that appointment would be with	22 %	28 %	+
A9	Appointment not with person told it would be with	16 %	21 %	+

B. ARRIVAL AT THE HOSPITAL

		Trust	Average	
B1+	Could not find a convenient place to park	14 %	35 %	+
B2	Not easy to find way to Outpatients Department	9 %	17 %	+
B3	Courtesy of receptionist was fair, poor or very poor	3 %	7 %	+
B4	Other patients could overhear discussions with receptionist	76 %	72 %	

C. WAITING IN THE HOSPITAL

		Trust	Average	
C1	Appointment started more than 15 minutes after stated time	27 %	40 %	+
C2	Patient waited for longer than they were told, or were not told how long the wait would be	65 %	69 %	
C3	Patient not told why they had to wait	64 %	67 %	
C4	Nobody apologised for the delay when waiting to be seen	35 %	47 %	+
C5+	Unable to immediately find a place to sit in waiting area	2 %	4 %	+
C6+	No suitable magazines or newspapers provided in the waiting area	20 %	32 %	+

D. HOSPITAL ENVIRONMENT AND FACILITIES

		Trust	Average	
D1	Outpatients Department not clean	0 %	1 %	+
D2+	Toilets at the Outpatients Department not clean	2 %	5 %	+
D3	No leaflets or posters about hand washing	2 %	6 %	+
D4	Hand-wash gels not available or empty	6 %	10 %	+
D5+	Patients unable to get suitable food or drink	13 %	20 %	+

E. TESTS AND TREATMENT

		Trust	Average	
E2	Patient not clearly told why they needed tests	18 %	22 %	
E3	Staff did not clearly explain what would happen during test	19 %	24 %	
E4	Patient not told when they would find out test results	28 %	21 %	-
E5	Patient not told how they would find out test results	16 %	16 %	
E6+	Staff did not clearly explain test results	27 %	32 %	
E7+	Did not get clear answers to questions about test results	27 %	30 %	
E9	Patient did not know they would be undergoing treatment	17 %	15 %	
E10	Not fully told before treatment what would happen	20 %	22 %	
E11	Risks and/or benefits not fully explained before treatment	20 %	26 %	
E12+	Questions not fully answered before treatment	18 %	20 %	
E13	Not clearly told how treatment had gone	25 %	26 %	

F. SEEING A DOCTOR

		Trust	Average	
F2	Did not have enough time to fully discuss health or medical problem with doctor	22 %	23 %	
F3	Doctor did not know enough about medical history	12 %	15 %	
F4+	Doctor did not fully explain reasons for treatment/ action	18 %	21 %	
F5	Doctor did not fully listen to what patient had to say	19 %	18 %	
F6+	Doctor did not always give clear answers to questions	25 %	26 %	
F7	Did not have full confidence and trust in doctor	16 %	17 %	
F8+	Did not completely discuss worries or fears with doctor	31 %	31 %	

G. SEEING ANOTHER PROFESSIONAL

		Trust	Average	
G3+	Did not have enough time to discuss medical problem with other health professional	18 %	25 %	+
G4+	Other member of staff did not fully explain reasons for treatment/ action	14 %	21 %	+
G5	Other member of staff did not listen fully to what patient had to say	12 %	18 %	+
G6+	Other member of staff did not always give clear answers to questions	17 %	23 %	+
G7	Did not have full confidence and trust in other member of staff	10 %	16 %	+
G8	Other member of staff did not know enough about medical history	9 %	15 %	+
G9+	Did not completely discuss worries or fears with other health professional	26 %	34 %	+

H. OVERALL ABOUT THE APPOINTMENT

		Trust	Average	
H1+	Do not always see the same doctor or member of staff	58 %	59 %	
H2	Not all staff introduced themselves	20 %	28 %	+
H3	Staff talked in front of patient as if they weren't there	10 %	12 %	
H4	Not enough or no information given about condition or treatment	11 %	16 %	+
H5	Not given complete privacy when discussing condition / treatment	10 %	13 %	+
H6	Not given complete privacy when being examined or treated	6 %	9 %	+
H7	Staff contradicted one another	10 %	12 %	
H8	Not fully involved in decisions about care or treatment	22 %	27 %	+
H10	Staff did not ask patient what was important to them in managing their condition or illness	11 %	11 %	
H11	Appointment did not help patient to better manage their condition or illness	12 %	13 %	
H13	Not asked permission for medical student to be present	17 %	13 %	
H14	Patient upset because medical student was present	3 %	4 %	
H15	Patient had questions about care and treatment but did not discuss	9 %	11 %	

J. LEAVING THE OUTPATIENTS DEPARTMENT

		Trust	Average	
J2	Patient not fully involved in decisions over best medication	43 %	40 %	
J3	Patient not fully told how to take new medications	14 %	15 %	
J4	Patient not fully told purpose of new medications	18 %	17 %	
J5	Patient not told fully about side effects of medications	44 %	44 %	
J7	Reason for change to existing medication not fully explained	11 %	17 %	
J8+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	50 %	41 %	-
J9	Not given any written or printed information about condition/treatment but would have liked it	16 %	19 %	
J10	Not told what would happen next	10 %	8 %	
J11	Not told fully about what danger signals to watch for	28 %	32 %	
J12	Patient not given information on who to contact	28 %	32 %	+

K. OVERALL IMPRESSION

		Trust	Average	
K1	Reason for visit not dealt with completely to patients satisfaction	19 %	25 %	+
K2	Overall - Outpatients Department not at all/fairly organised	24 %	38 %	+
K3	Overall - not always treated with respect or dignity	8 %	12 %	+
K4	Overall - care rated as fair or poor	2 %	5 %	+
K5	Overall - would not recommend this Outpatients Department to family and friends	1 %	3 %	+



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). Focusing on areas with high problem scores could potentially improve the 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
Average**

The problem score for your Trust
Average score for all 'Picker' trusts

Lower scores are better

Problem scores 50%+

		Trust	Average
B4	Other patients could overhear discussions with receptionist	76 %	72 %
C2	Patient waited for longer than they were told, or were not told how long the wait would be	65 %	69 %
C3	Patient not told why they had to wait	64 %	67 %
A5	Not given choice of appointment time	59 %	60 %
H1+	Do not always see the same doctor or member of staff	58 %	59 %
A7	Not fully aware what would happen during appointment	54 %	54 %
J8+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	50 %	41 % -

Problem scores 40% - 49%

		Trust	Average
J5	Patient not told fully about side effects of medications	44 %	44 %
J2	Patient not fully involved in decisions over best medication	43 %	40 %

Problem scores 30% - 39%

		Trust	Average
C4	Nobody apologised for the delay when waiting to be seen	35 %	47 % +
F8+	Did not completely discuss worries or fears with doctor	31 %	31 %

Problem scores 20% - 29%

		Trust	Average	
J11	Not told fully about what danger signals to watch for	28 %	32 %	
J12	Patient not given information on who to contact	28 %	32 %	+
E4	Patient not told when they would find out test results	28 %	21 %	-
E6+	Staff did not clearly explain test results	27 %	32 %	
E7+	Did not get clear answers to questions about test results	27 %	30 %	
C1	Appointment started more than 15 minutes after stated time	27 %	40 %	+
G9+	Did not completely discuss worries or fears with other health professional	26 %	34 %	+
E13	Not clearly told how treatment had gone	25 %	26 %	
F6+	Doctor did not always give clear answers to questions	25 %	26 %	
K2	Overall - Outpatients Department not at all/fairly organised	24 %	38 %	+
H8	Not fully involved in decisions about care or treatment	22 %	27 %	+
A8	Not given name of person that appointment would be with	22 %	28 %	+
F2	Did not have enough time to fully discuss health or medical problem with doctor	22 %	23 %	
H2	Not all staff introduced themselves	20 %	28 %	+
A6	Appointment changed to later date by hospital	20 %	23 %	
E10	Not fully told before treatment what would happen	20 %	22 %	
E11	Risks and/or benefits not fully explained before treatment	20 %	26 %	
C6+	No suitable magazines or newspapers provided in the waiting area	20 %	32 %	+

Problem scores 10% - 19%

		Trust	Average	
E3	Staff did not clearly explain what would happen during test	19 %	24 %	
K1	Reason for visit not dealt with completely to patients satisfaction	19 %	25 %	+
F5	Doctor did not fully listen to what patient had to say	19 %	18 %	
E12+	Questions not fully answered before treatment	18 %	20 %	
G3+	Did not have enough time to discuss medical problem with other health professional	18 %	25 %	+
E2	Patient not clearly told why they needed tests	18 %	22 %	
F4+	Doctor did not fully explain reasons for treatment/ action	18 %	21 %	
J4	Patient not fully told purpose of new medications	18 %	17 %	
G6+	Other member of staff did not always give clear answers to questions	17 %	23 %	+
H13	Not asked permission for medical student to be present	17 %	13 %	
E9	Patient did not know they would be undergoing treatment	17 %	15 %	
J9	Not given any written or printed information about condition/treatment but would have liked it	16 %	19 %	
E5	Patient not told how they would find out test results	16 %	16 %	
F7	Did not have full confidence and trust in doctor	16 %	17 %	
A9	Appointment not with person told it would be with	16 %	21 %	+
B1+	Could not find a convenient place to park	14 %	35 %	+
G4+	Other member of staff did not fully explain reasons for treatment/ action	14 %	21 %	+
J3	Patient not fully told how to take new medications	14 %	15 %	
D5+	Patients unable to get suitable food or drink	13 %	20 %	+
F3	Doctor did not know enough about medical history	12 %	15 %	
G5	Other member of staff did not listen fully to what patient had to say	12 %	18 %	+
H11	Appointment did not help patient to better manage their condition or illness	12 %	13 %	
H4	Not enough or no information given about condition or treatment	11 %	16 %	+
J7	Reason for change to existing medication not fully explained	11 %	17 %	
H10	Staff did not ask patient what was important to them in managing their condition or illness	11 %	11 %	
H7	Staff contradicted one another	10 %	12 %	
H3	Staff talked in front of patient as if they weren't there	10 %	12 %	
G7	Did not have full confidence and trust in other member of staff	10 %	16 %	+
H5	Not given complete privacy when discussing condition / treatment	10 %	13 %	+
J10	Not told what would happen next	10 %	8 %	

Problem scores 0% - 9%

		Trust	Average	
G8	Other member of staff did not know enough about medical history	9 %	15 %	+
B2	Not easy to find way to Outpatients Department	9 %	17 %	+
H15	Patient had questions about care and treatment but did not discuss	9 %	11 %	
K3	Overall - not always treated with respect or dignity	8 %	12 %	+
D4	Hand-wash gels not available or empty	6 %	10 %	+
H6	Not given complete privacy when being examined or treated	6 %	9 %	+
H14	Patient upset because medical student was present	3 %	4 %	
B3	Courtesy of receptionist was fair, poor or very poor	3 %	7 %	+
A2+	Had to wait more than 5 months for an appointment	3 %	2 %	
K4	Overall - care rated as fair or poor	2 %	5 %	+
D3	No leaflets or posters about hand washing	2 %	6 %	+
D2+	Toilets at the Outpatients Department not clean	2 %	5 %	+
C5+	Unable to immediately find a place to sit in waiting area	2 %	4 %	+
K5	Overall - would not recommend this Outpatients Department to family and friends	1 %	3 %	+
D1	Outpatients Department not clean	0 %	1 %	+



SECTION 5

Historical Comparisons

comparing results with previous years

Historical Comparisons

The Outpatient Survey is undertaken every 2-3 years. The last national mandated Outpatient Survey was in 2009. 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. Please note that the 2007 survey was a voluntary survey undertaken by the Picker Institute Europe, so data will only be shown if your trust took part. Significant differences are indicated as follows:

⊕ scores significantly better than 2009 survey

⊖ scores significantly worse than 2009 survey

Lower scores are better

A. BEFORE THE APPOINTMENT

	2003	2004	2007	2009	2011
A5 Not given choice of appointment time	-	71 %	-	66 %	59 % ⊕
A6 Appointment changed to later date by hospital	-	22 %	-	16 %	20 %
A7 Not fully aware what would happen during appointment	59 %	50 %	-	55 %	54 %
A8 Not given name of person that appointment would be with	20 %	19 %	-	19 %	22 %
A9 Appointment not with person told it would be with	19 %	18 %	-	20 %	16 %

B. ARRIVAL AT THE HOSPITAL

	2003	2004	2007	2009	2011
B1+ Could not find a convenient place to park	-	29 %	-	41 %	14 % ⊕
B2 Not easy to find way to Outpatients Department	-	-	-	13 %	9 % ⊕
B3 Courtesy of receptionist was fair, poor or very poor	-	-	-	4 %	3 %
B4 Other patients could overhear discussions with receptionist	-	63 %	-	73 %	76 %

C. WAITING IN THE HOSPITAL

	2003	2004	2007	2009	2011
C1 Appointment started more than 15 minutes after stated time	-	31 %	-	35 %	27 % ⊕
C2 Patient waited for longer than they were told, or were not told how long the wait would be	-	72 %	-	66 %	65 %
C3 Patient not told why they had to wait	-	73 %	-	66 %	64 %
C5+ Unable to immediately find a place to sit in waiting area	-	-	-	1 %	2 %

D. HOSPITAL ENVIRONMENT AND FACILITIES

	2003	2004	2007	2009	2011
D1 Outpatients Department not clean	1 %	2 %	-	1 %	0 % ⊕
D2+ Toilets at the Outpatients Department not clean	-	5 %	-	3 %	2 %
D3 No leaflets or posters about hand washing	-	-	-	4 %	2 %
D4 Hand-wash gels not available or empty	-	-	-	8 %	6 %
D5+ Patients unable to get suitable food or drink	-	10 %	-	10 %	13 %

E. TESTS AND TREATMENT

		2003	2004	2007	2009	2011
E3	Staff did not clearly explain what would happen during test	-	-	-	17 %	19 %
E6+	Staff did not clearly explain test results	-	-	-	28 %	27 %
E7+	Did not get clear answers to questions about test results	-	-	-	27 %	27 %
E9	Patient did not know they would be undergoing treatment	19 %	20 %	-	15 %	17 %
E10	Not fully told before treatment what would happen	22 %	16 %	-	14 %	20 %
E11	Risks and/or benefits not fully explained before treatment	27 %	25 %	-	22 %	20 %
E12+	Questions not fully answered before treatment	-	14 %	-	16 %	18 %
E13	Not clearly told how treatment had gone	24 %	23 %	-	24 %	25 %

F. SEEING A DOCTOR

		2003	2004	2007	2009	2011
F2	Did not have enough time to fully discuss health or medical problem with doctor	23 %	25 %	-	20 %	22 %
F3	Doctor did not know enough about medical history	13 %	15 %	-	9 %	12 %
F4+	Doctor did not fully explain reasons for treatment/ action	-	22 %	-	22 %	18 %
F5	Doctor did not fully listen to what patient had to say	19 %	20 %	-	17 %	19 %
F6+	Doctor did not always give clear answers to questions	-	29 %	-	28 %	25 %
F7	Did not have full confidence and trust in doctor	17 %	17 %	-	15 %	16 %
F8+	Did not completely discuss worries or fears with doctor	-	-	-	32 %	31 %

G. SEEING ANOTHER PROFESSIONAL

		2003	2004	2007	2009	2011
G3+	Did not have enough time to discuss medical problem with other health professional	-	-	-	24 %	18 %
G4+	Other member of staff did not fully explain reasons for treatment/ action	-	18 %	-	21 %	14 % 
G5	Other member of staff did not listen fully to what patient had to say	17 %	17 %	-	19 %	12 % 
G6+	Other member of staff did not always give clear answers to questions	-	27 %	-	25 %	17 % 
G7	Did not have full confidence and trust in other member of staff	16 %	16 %	-	18 %	10 % 
G8	Other member of staff did not know enough about medical history	17 %	15 %	-	13 %	9 %
G9+	Did not completely discuss worries or fears with other health professional	-	-	-	35 %	26 %

H. OVERALL ABOUT THE APPOINTMENT

		2003	2004	2007	2009	2011
H1+	Do not always see the same doctor or member of staff	63 %	60 %	-	55 %	58 %
H3	Staff talked in front of patient as if they weren't there	11 %	9 %	-	11 %	10 %
H4	Not enough or no information given about condition or treatment	17 %	18 %	-	18 %	11 % 
H5	Not given complete privacy when discussing condition / treatment	11 %	12 %	-	11 %	10 %
H6	Not given complete privacy when being examined or treated	7 %	7 %	-	6 %	6 %
H7	Staff contradicted one another	10 %	9 %	-	12 %	10 %
H8	Not fully involved in decisions about care or treatment	24 %	25 %	-	24 %	22 %
H15	Patient had questions about care and treatment but did not discuss	-	12 %	-	12 %	9 %

J. LEAVING THE OUTPATIENTS DEPARTMENT

		2003	2004	2007	2009	2011
J2	Patient not fully involved in decisions over best medication	-	-	-	41 %	43 %
J3	Patient not fully told how to take new medications	14 %	9 %	-	10 %	14 %
J4	Patient not fully told purpose of new medications	19 %	10 %	-	17 %	18 %
J5	Patient not told fully about side effects of medications	43 %	41 %	-	45 %	44 %
J8+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	-	68 %	-	59 %	50 % 
J9	Not given any written or printed information about condition/treatment but would have liked it	17 %	21 %	-	20 %	16 %
J10	Not told what would happen next	-	-	-	8 %	10 %
J11	Not told fully about what danger signals to watch for	27 %	30 %	-	31 %	28 %
J12	Patient not given information on who to contact	-	31 %	-	27 %	28 %

K. OVERALL IMPRESSION

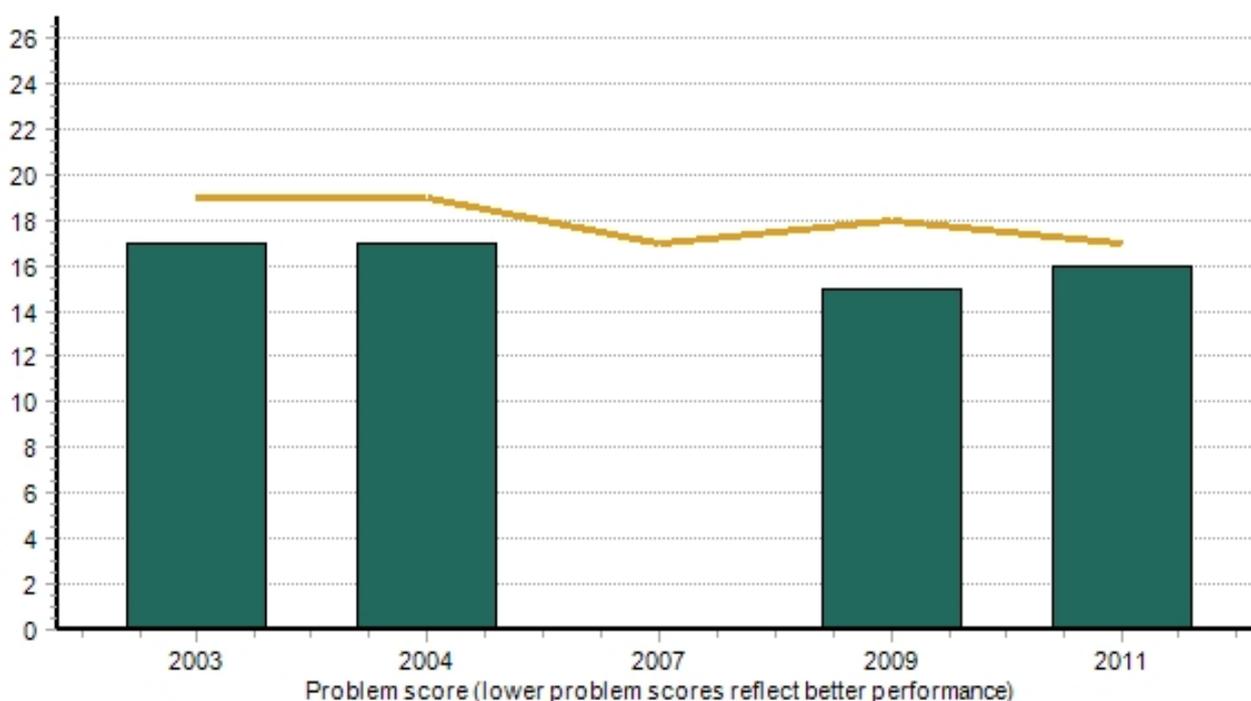
		2003	2004	2007	2009	2011
K1	Reason for visit not dealt with completely to patients satisfaction	22 %	21 %	-	19 %	19 %
K2	Overall - Outpatients Department not at all/fairly organised	28 %	27 %	-	27 %	24 %
K3	Overall - not always treated with respect or dignity	10 %	11 %	-	9 %	8 %
K4	Overall - care rated as fair or poor	4 %	5 %	-	4 %	2 %
K5	Overall - would not recommend this Outpatients Department to family and friends	2 %	2 %	-	3 %	1 % 

You can also use the Picker Results site to automatically generate historical graphs, which allow you to view your progress on each question alongside the national trend. This can help you to analyse whether changes in your performance are in line with what is happening in the wider NHS, or if they are exceptional in some way. To generate one of these charts, go to the historical data tab on the site and then simply click the small bar chart icon to the right of the question. An example chart is shown below.

Outpatient Survey 2011

The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust

25/F7 Did you have confidence and trust in the doctor examining and treating you?



- Problem scores are a summary score showing the percentage of respondents reporting room for improvement
- Green bars show your trust's problem score for the question
- Orange line shows the Picker average problem score
- Bars below the orange line show scores that are better than the Picker average



SECTION 6

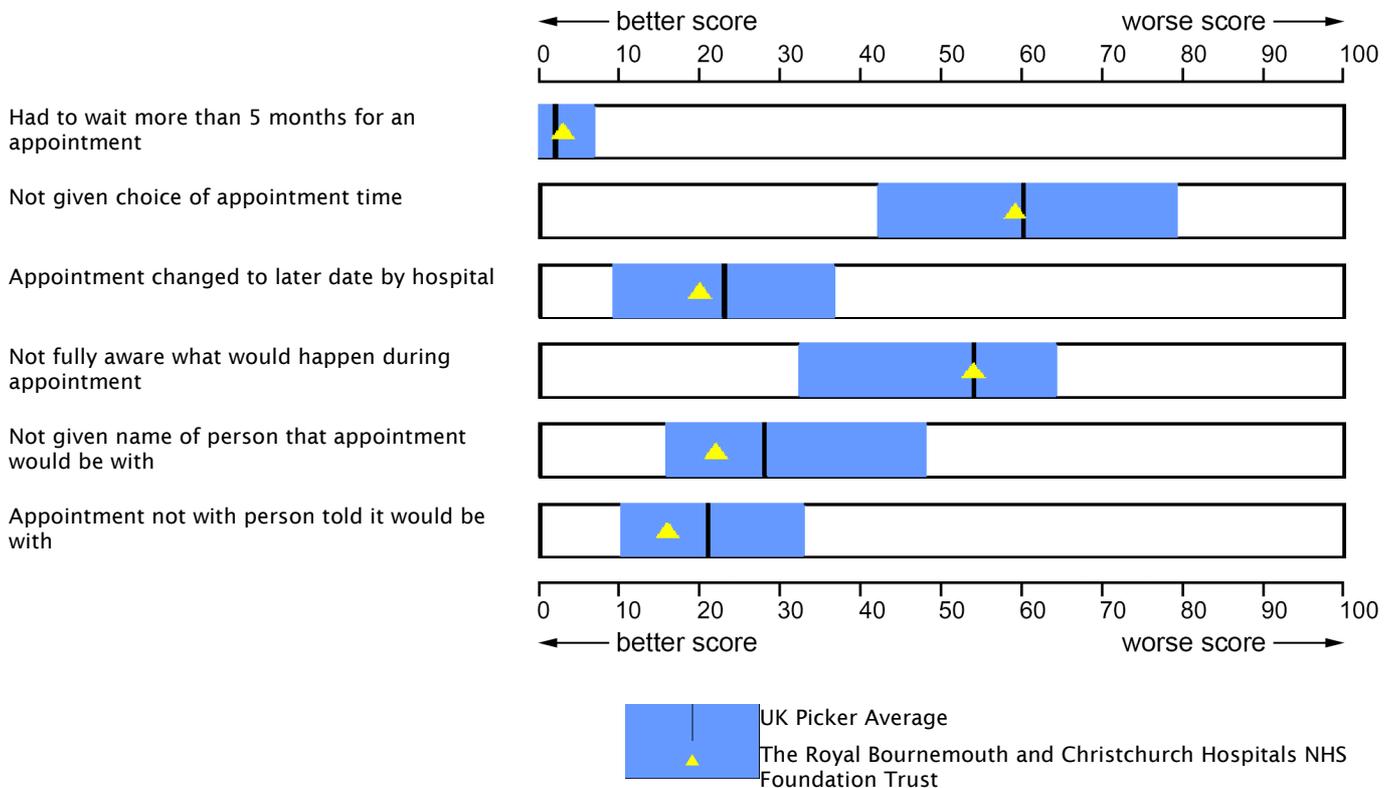
External Benchmarks

comparing results with other trusts

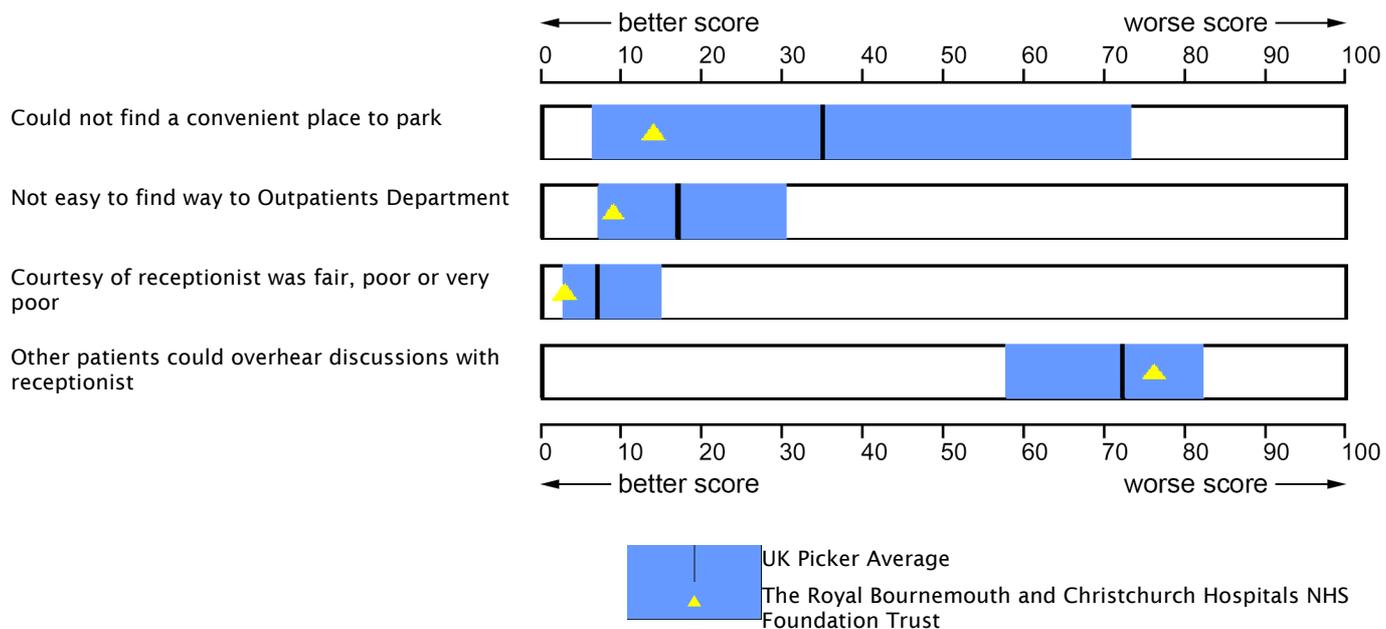
External Benchmarks

This section shows how your Trust compared to all trusts who commissioned Picker Institute Europe for this survey (74 trusts). The range of scores are shown as a blue 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.

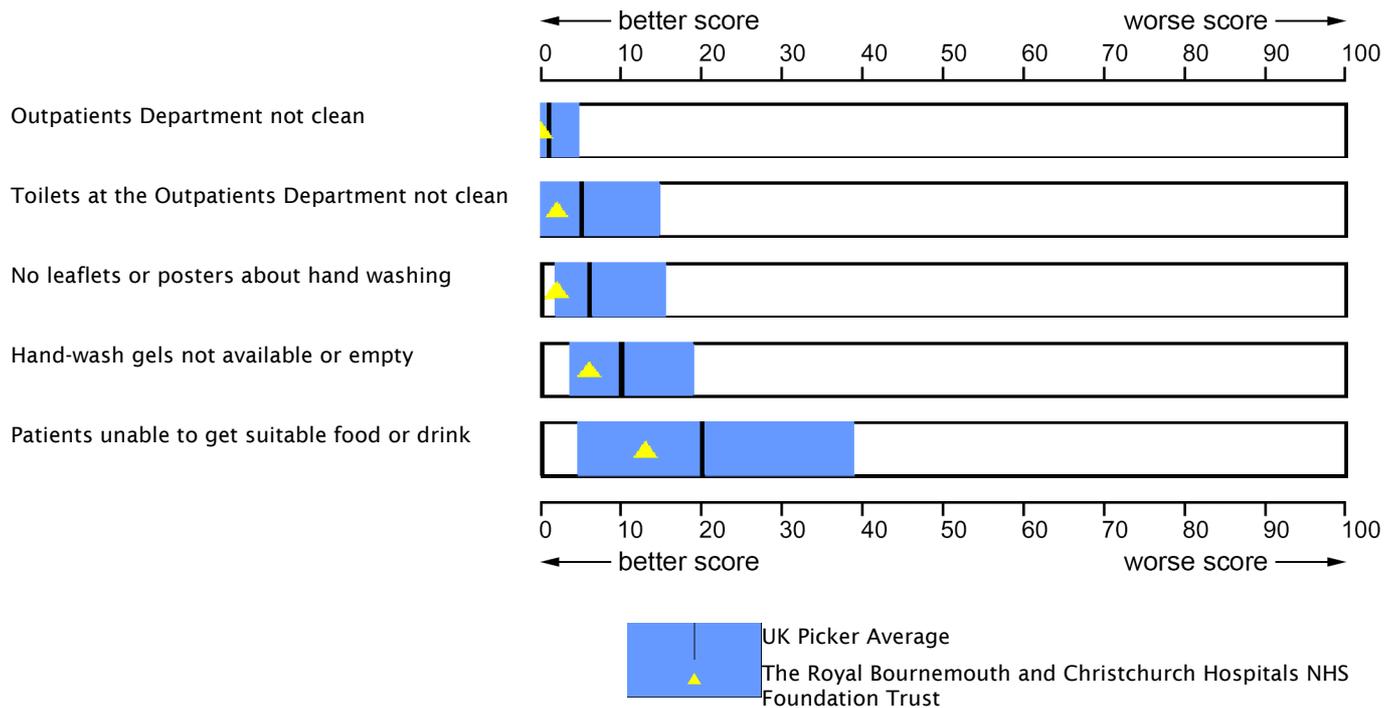
A. BEFORE THE APPOINTMENT



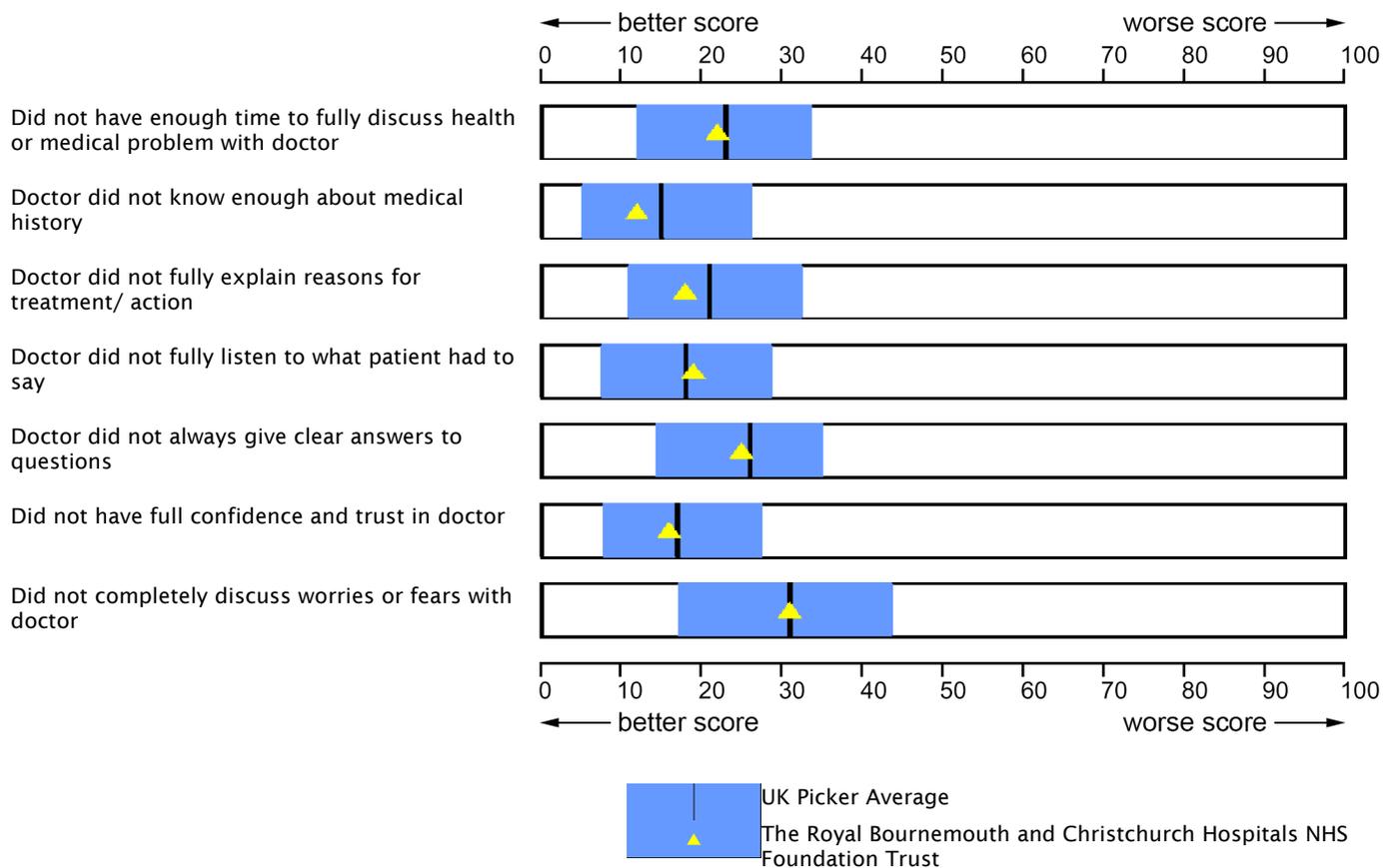
B. ARRIVAL AT THE HOSPITAL



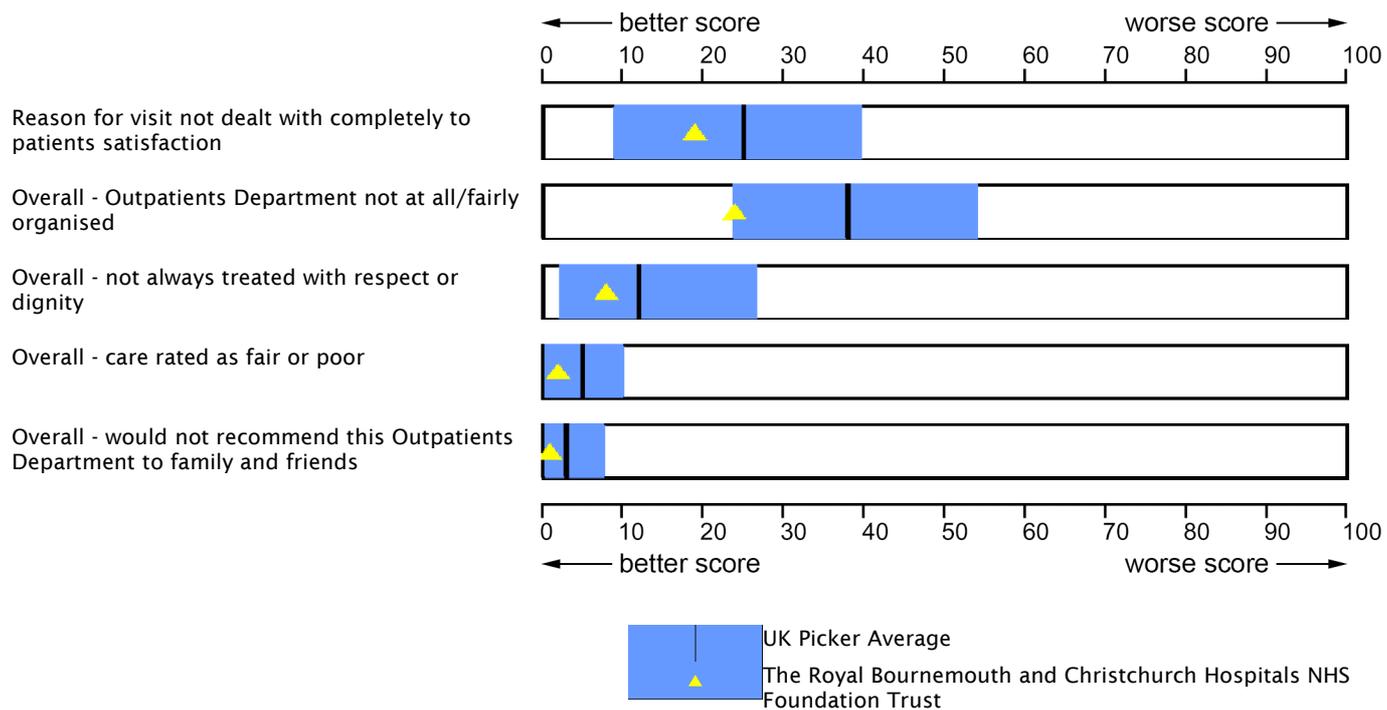
D. HOSPITAL ENVIRONMENT AND FACILITIES



F. SEEING A DOCTOR



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 blue bars show the percentage of patients who are not completely satisfied with a particular aspect of their care, represented by the problem score rating. Remember that the lower scores (i.e. smaller bars) are better, the larger the bar, the greater the problem.

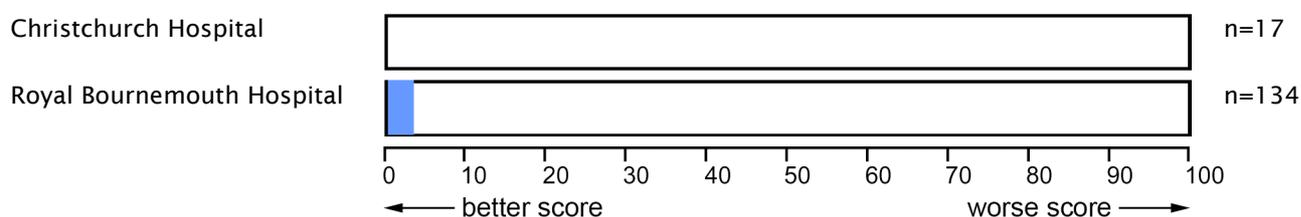
It will not display any results for individual units (locality, area, site) where less than 30 patients have responded. These are marked with an asterisk.

Site	Mailing Qty	Completed
Christchurch Hospital	146	80
Royal Bournemouth Hospital	704	409

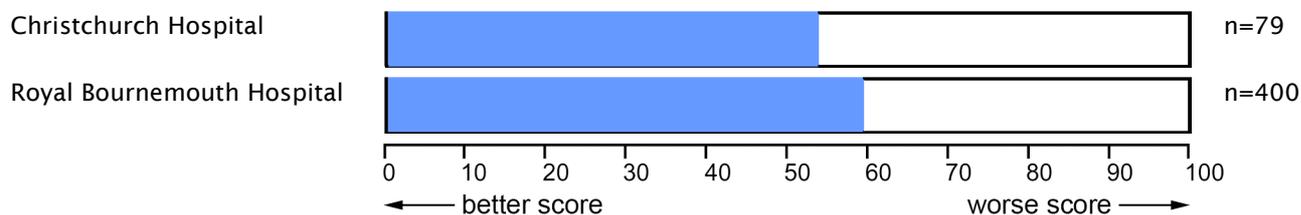
Where fewer than 50 patients have answered a particular question, the result should be treated with caution as the number of respondents is relatively small.

A. BEFORE THE APPOINTMENT

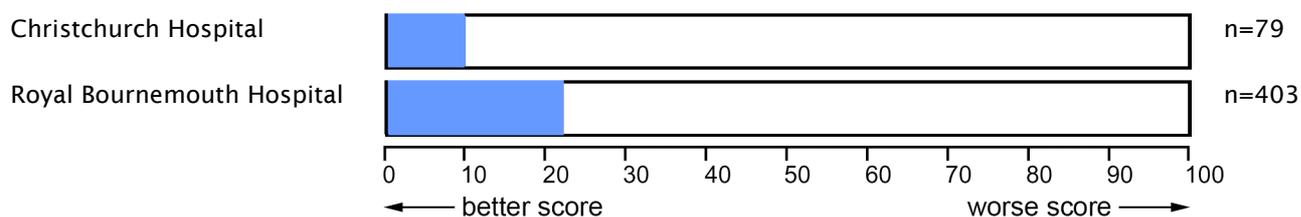
A2+ - Had to wait more than 5 months for an appointment



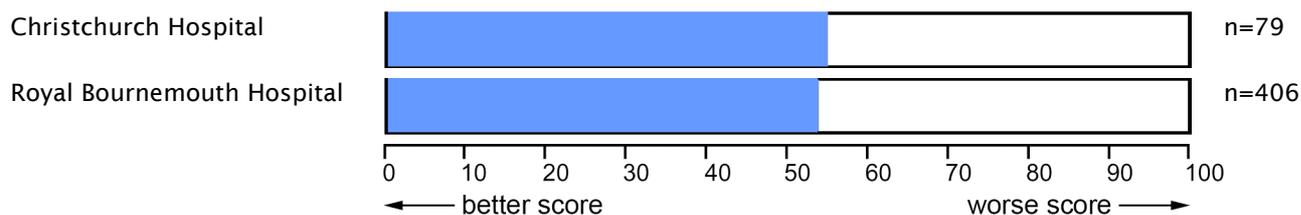
A5 - Not given choice of appointment time



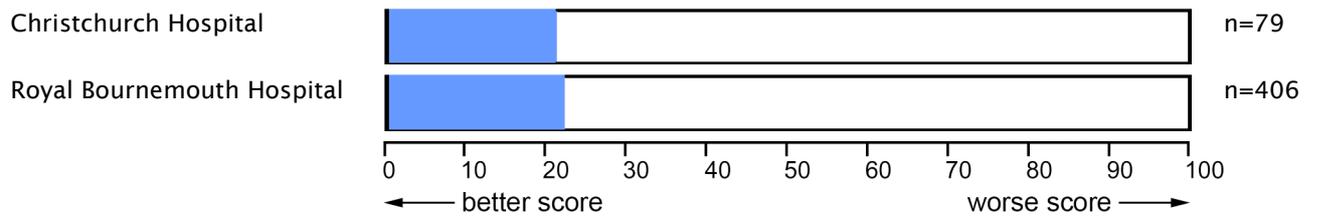
A6 - Appointment changed to later date by hospital



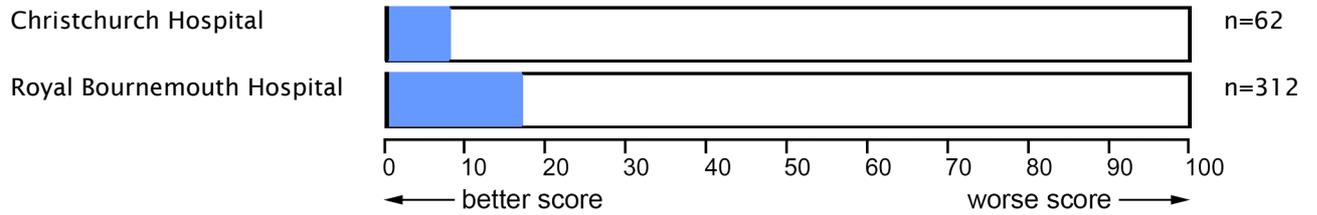
A7 - Not fully aware what would happen during appointment



A8 - Not given name of person that appointment would be with

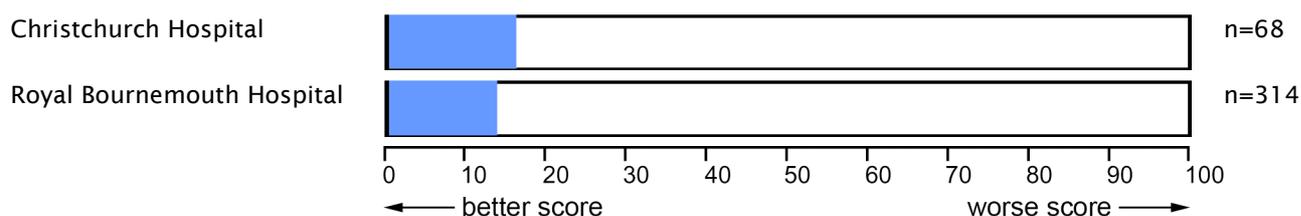


A9 - Appointment not with person told it would be with

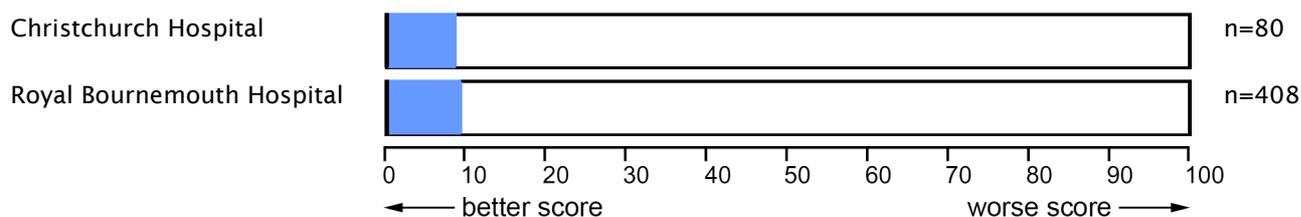


B. ARRIVAL AT THE HOSPITAL

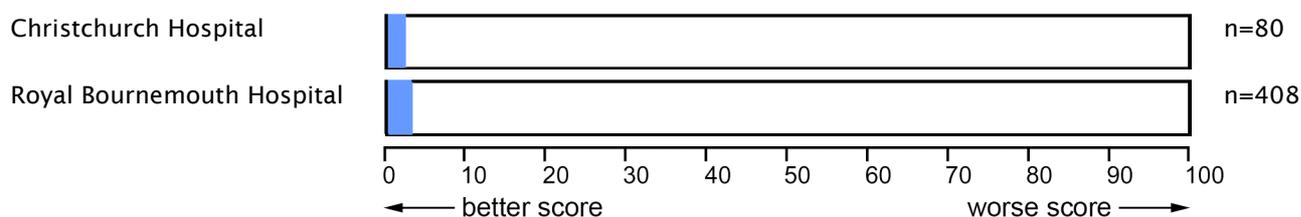
B1+ - Could not find a convenient place to park



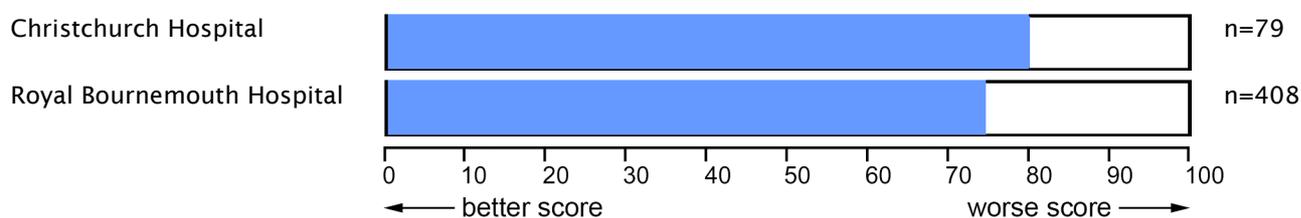
B2 - Not easy to find way to Outpatients Department



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

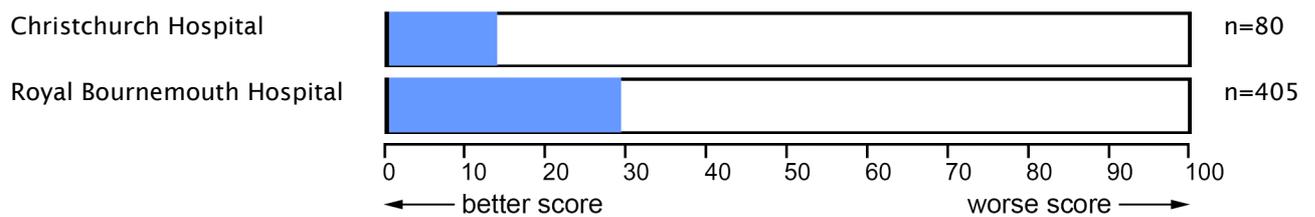


B4 - Other patients could overhear discussions with receptionist

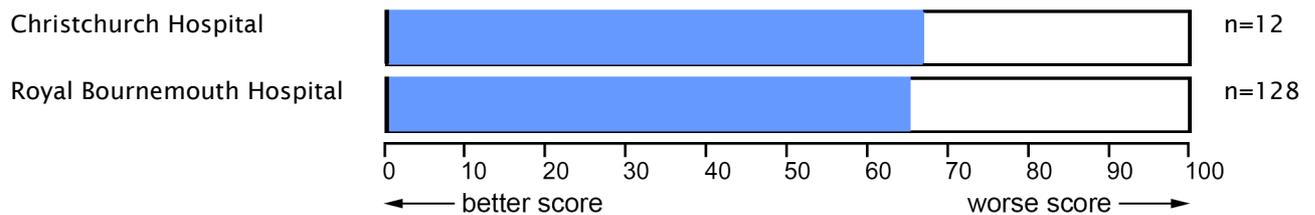


C. WAITING IN THE HOSPITAL

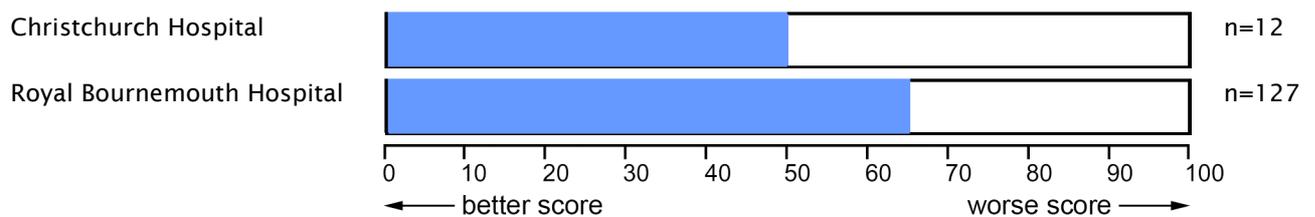
C1 - Appointment started more than 15 minutes after stated time



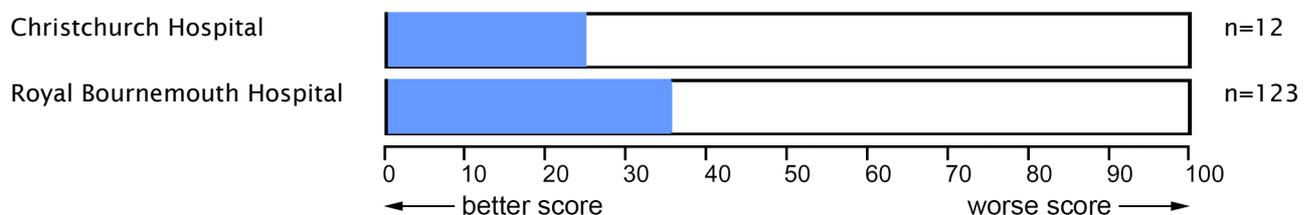
C2 - Patient waited for longer than they were told, or were not told how long the wait would be



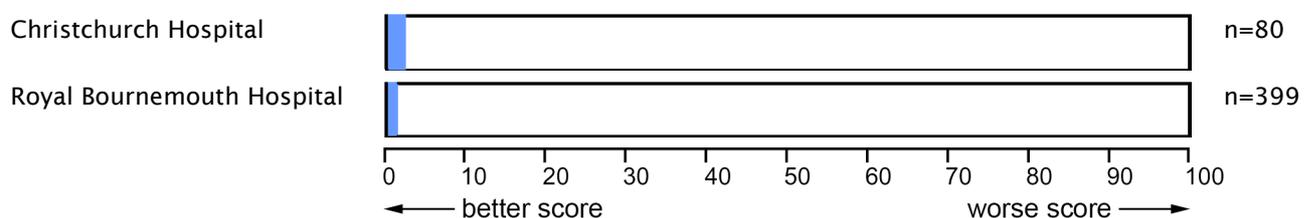
C3 - Patient not told why they had to wait



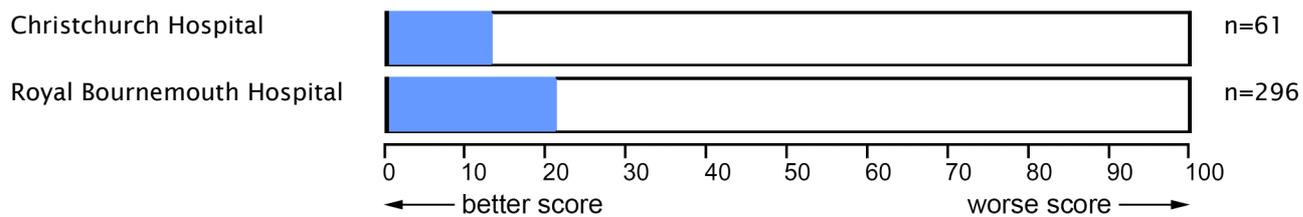
C4 - Nobody apologised for the delay when waiting to be seen



C5+ - Unable to immediately find a place to sit in waiting area

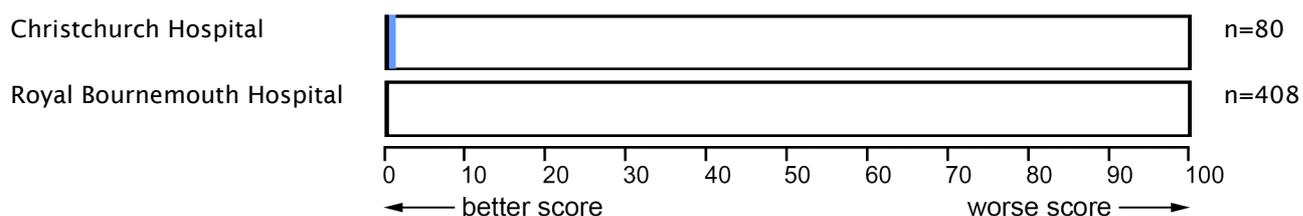


C6+ - No suitable magazines or newspapers provided in the waiting area

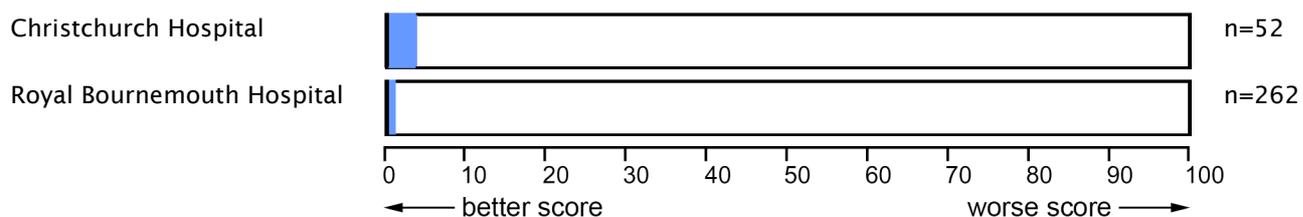


D. HOSPITAL ENVIRONMENT AND FACILITIES

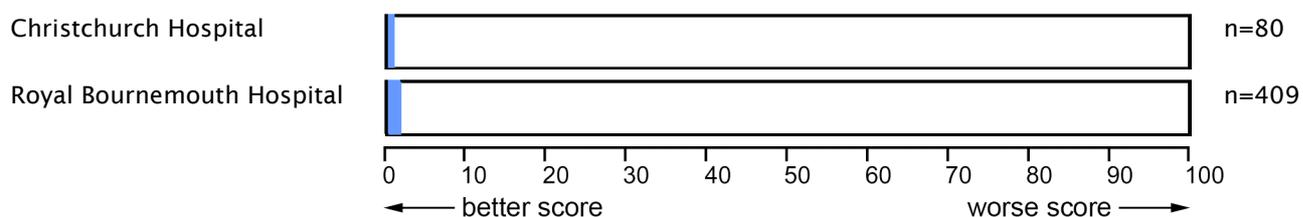
D1 - Outpatients Department not clean



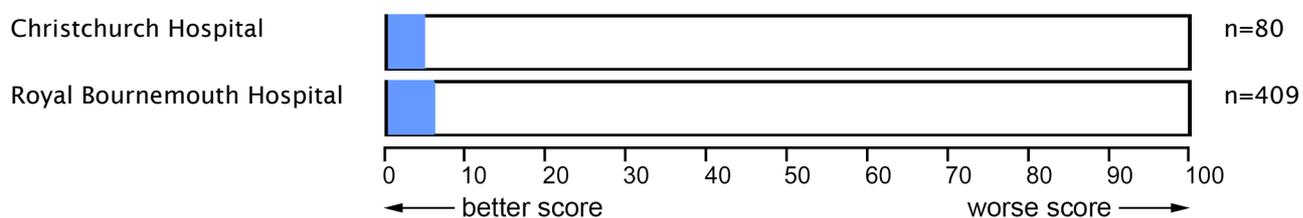
D2+ - Toilets at the Outpatients Department not clean



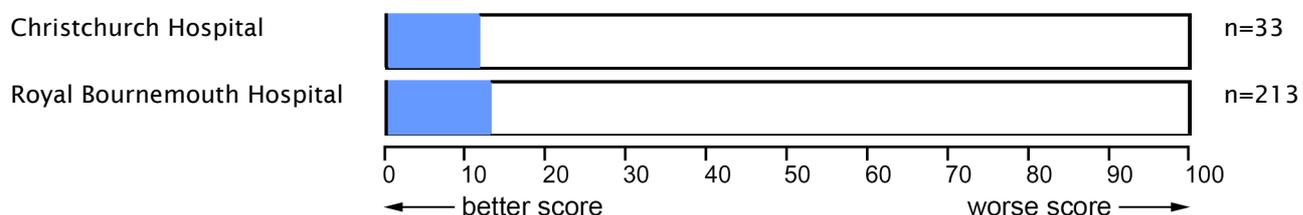
D3 - No leaflets or posters about hand washing



D4 - Hand-wash gels not available or empty

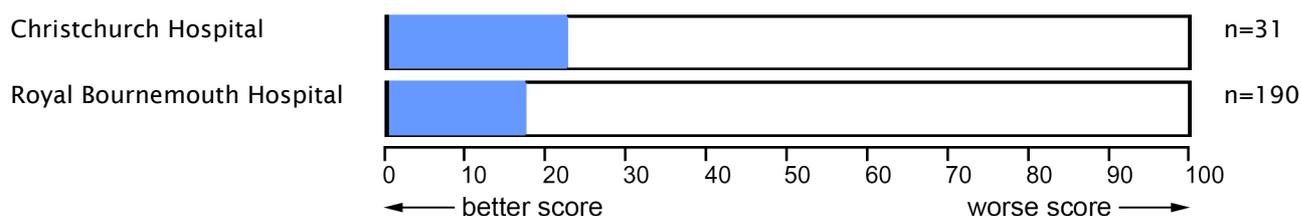


D5+ - Patients unable to get suitable food or drink

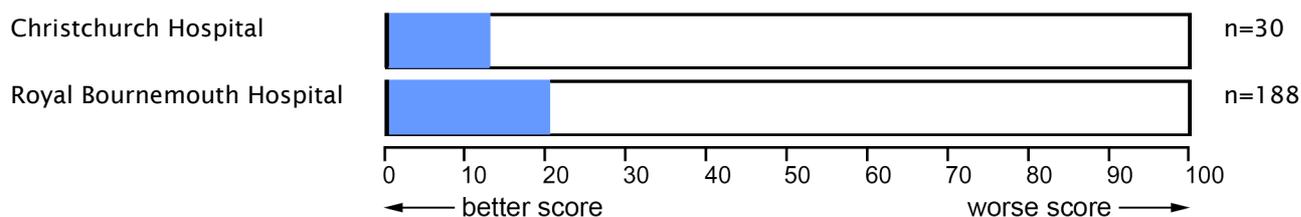


E. TESTS AND TREATMENT

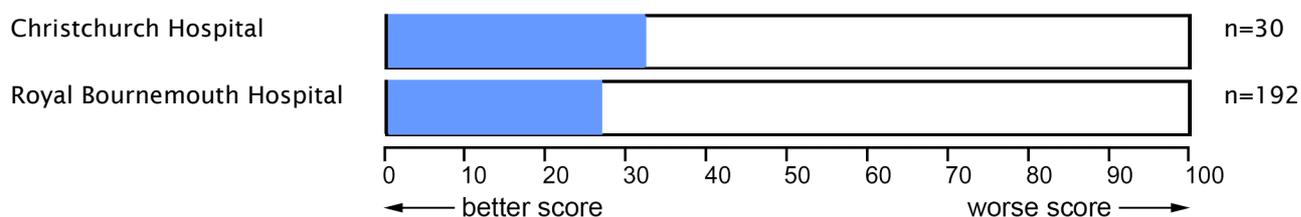
E2 - Patient not clearly told why they needed tests



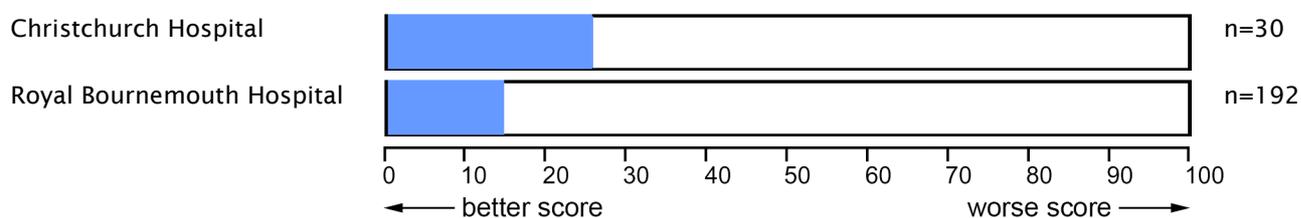
E3 - Staff did not clearly explain what would happen during test



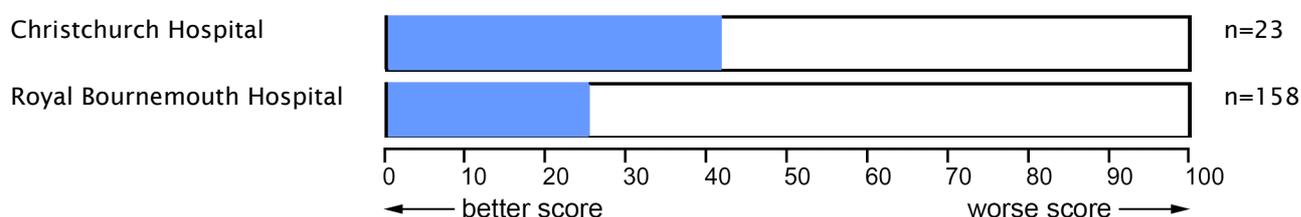
E4 - Patient not told when they would find out test results



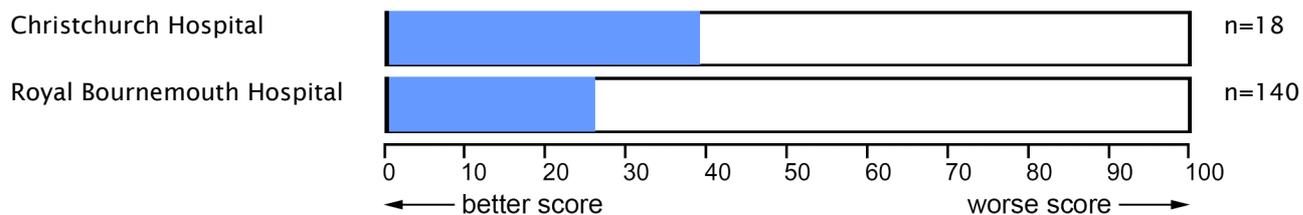
E5 - Patient not told how they would find out test results



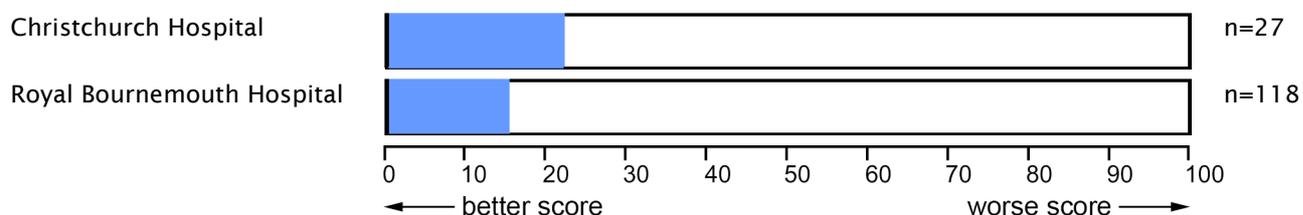
E6+ - Staff did not clearly explain test results



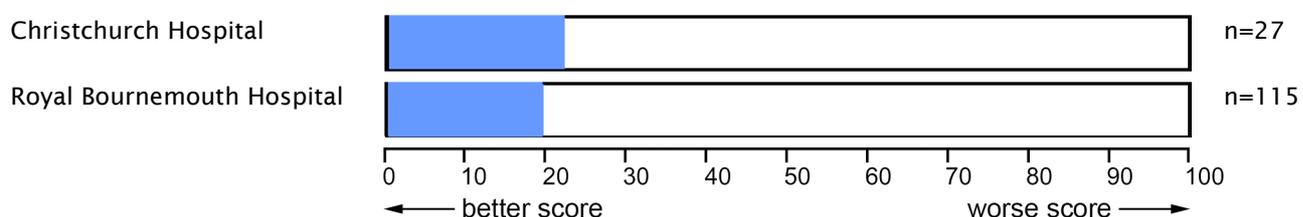
E7+ - Did not get clear answers to questions about test results



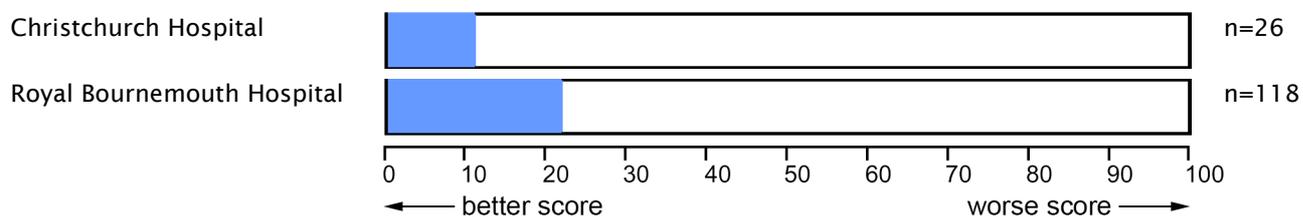
E9 - Patient did not know they would be undergoing treatment



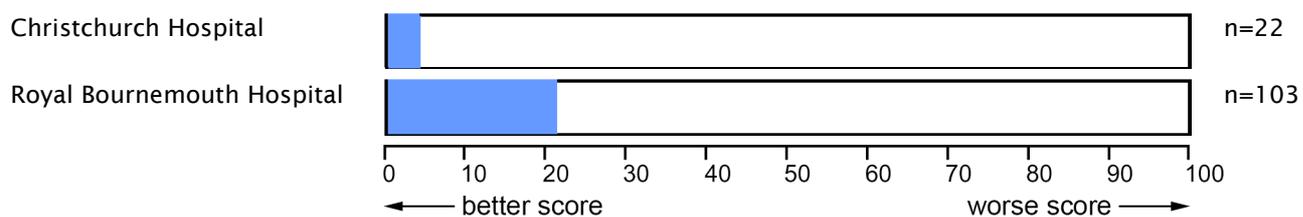
E10 - Not fully told before treatment what would happen



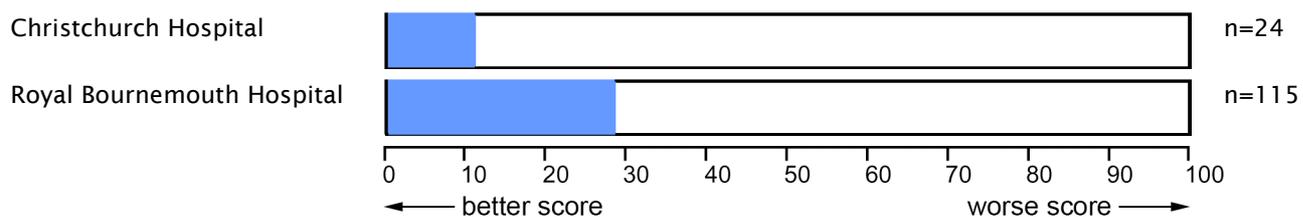
E11 - Risks and/or benefits not fully explained before treatment



E12+ - Questions not fully answered before treatment

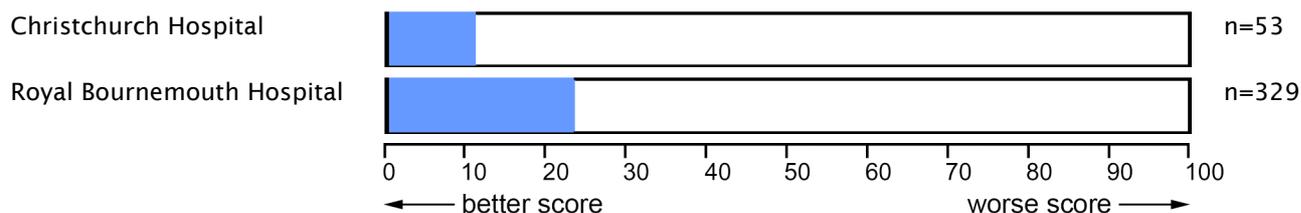


E13 - Not clearly told how treatment had gone

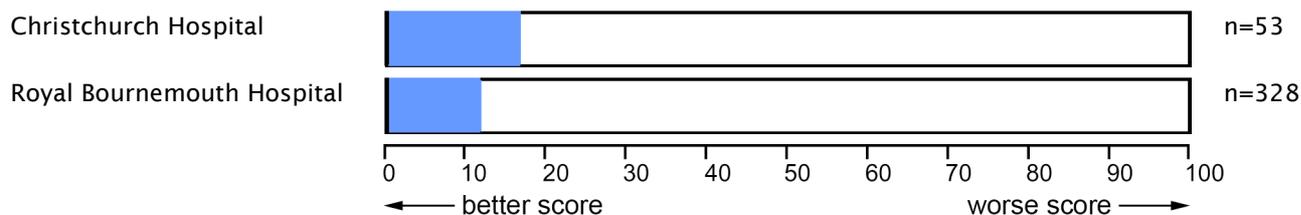


F. SEEING A DOCTOR

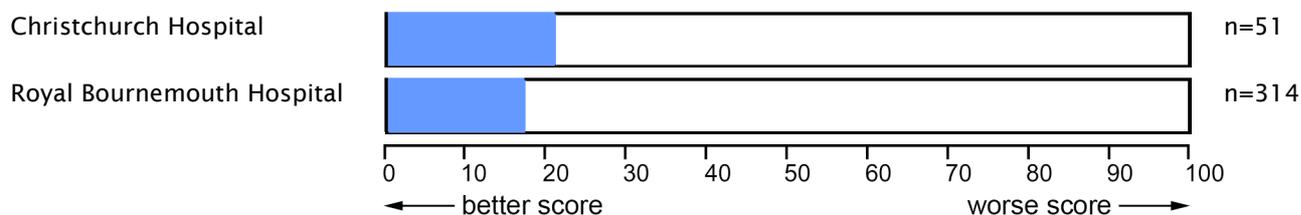
F2 - Did not have enough time to fully discuss health or medical problem with doctor



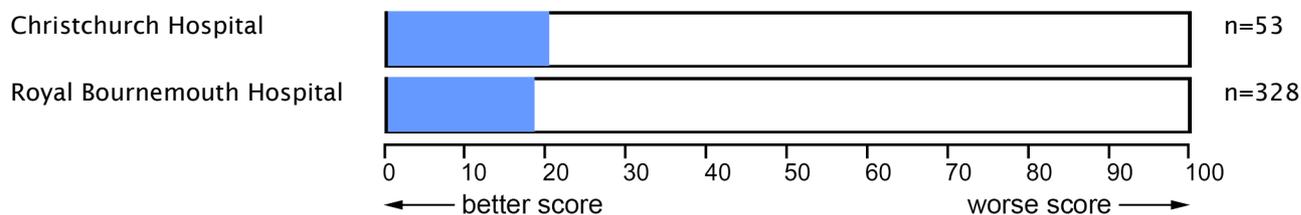
F3 - Doctor did not know enough about medical history



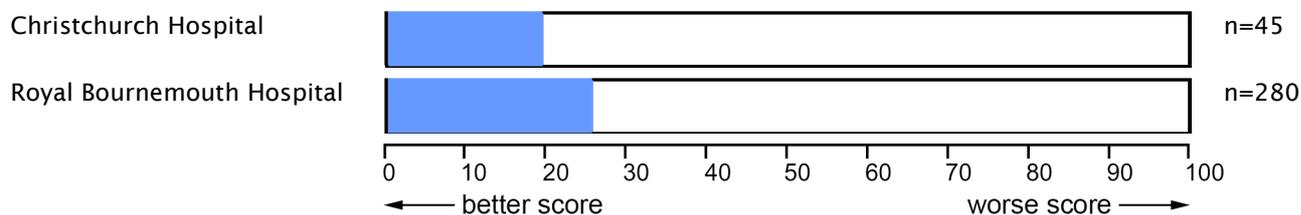
F4+ - Doctor did not fully explain reasons for treatment/ action



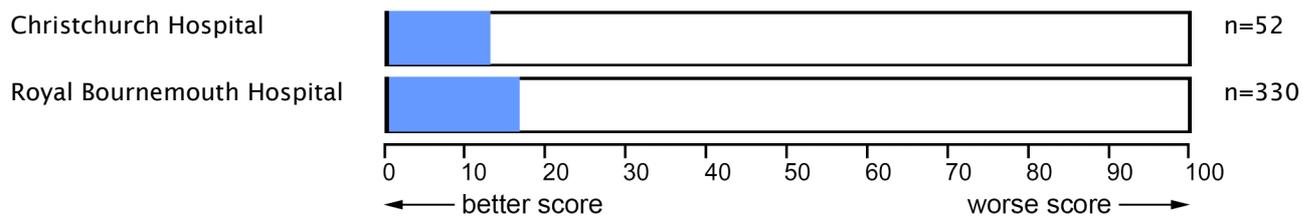
F5 - Doctor did not fully listen to what patient had to say



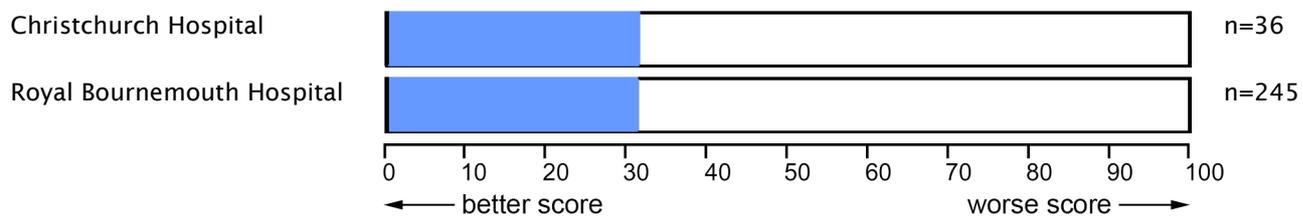
F6+ - Doctor did not always give clear answers to questions



F7 - Did not have full confidence and trust in doctor

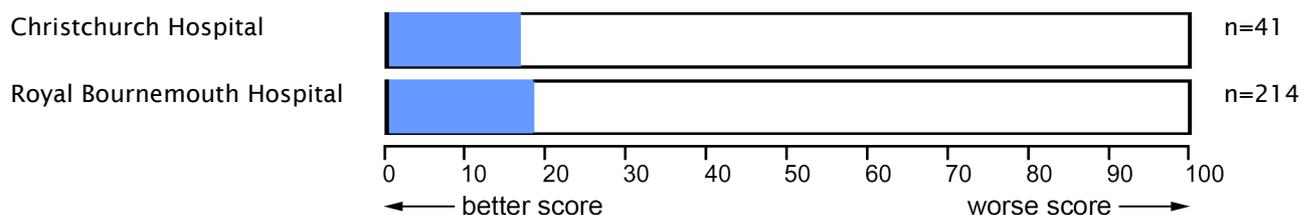


F8+ - Did not completely discuss worries or fears with doctor

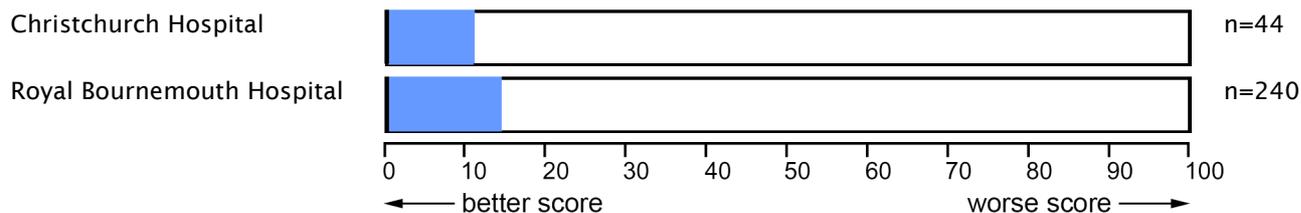


G. SEEING ANOTHER PROFESSIONAL

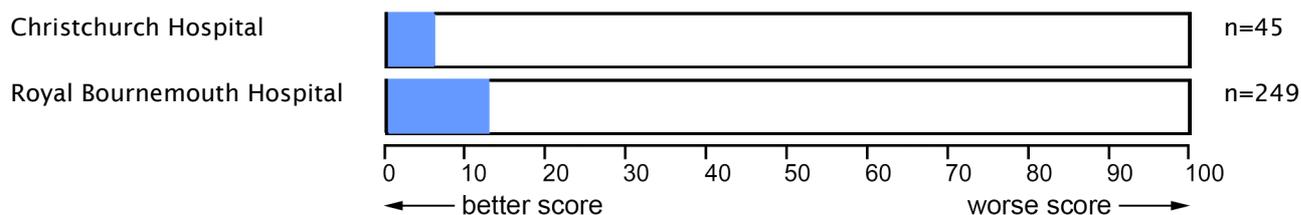
G3+ - Did not have enough time to discuss medical problem with other health professional



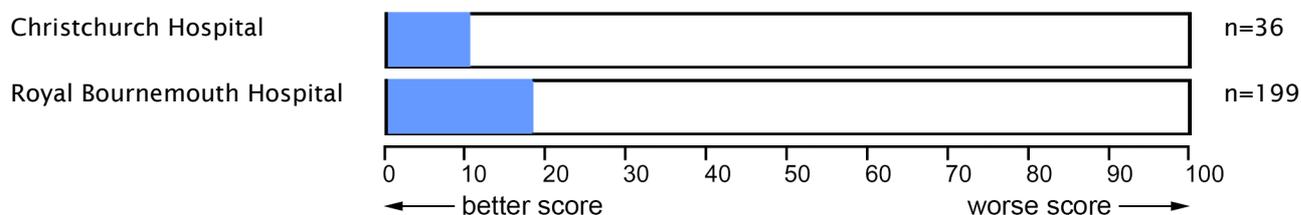
G4+ - Other member of staff did not fully explain reasons for treatment/ action



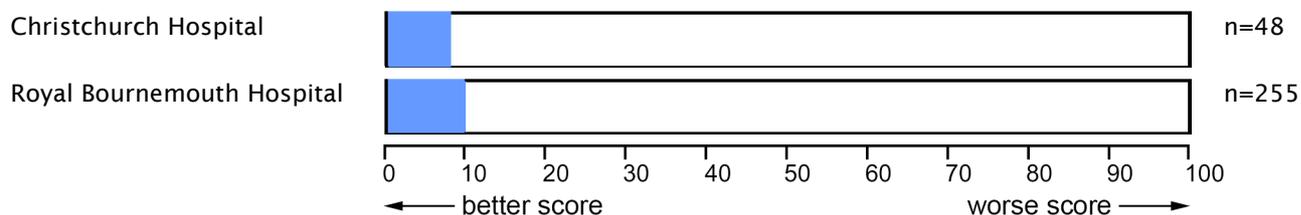
G5 - Other member of staff did not listen fully to what patient had to say



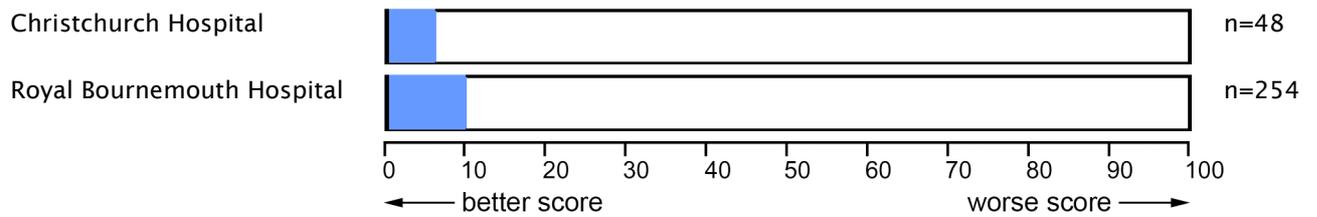
G6+ - Other member of staff did not always give clear answers to questions



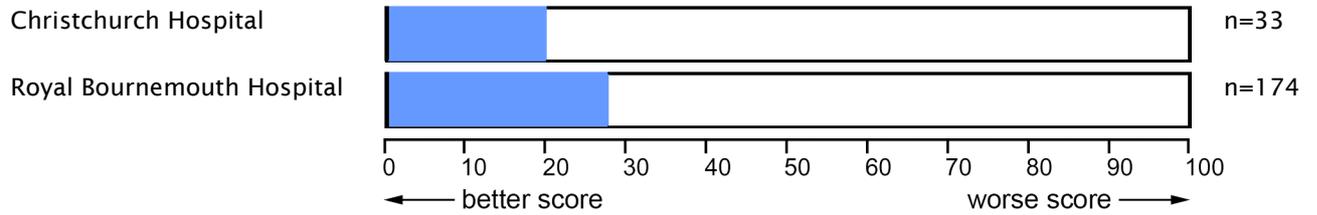
G7 - Did not have full confidence and trust in other member of staff



G8 - Other member of staff did not know enough about medical history

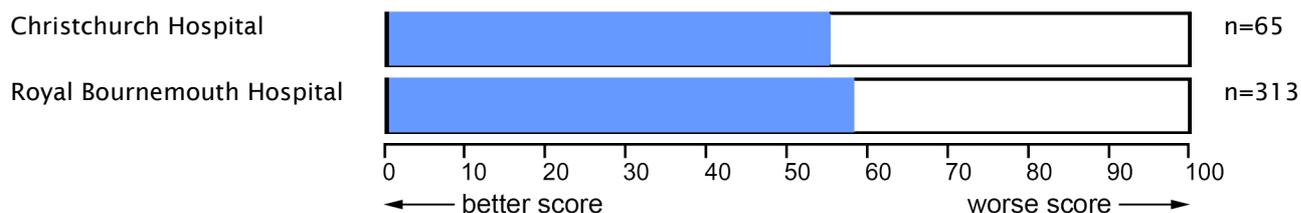


G9+ - Did not completely discuss worries or fears with other health professional

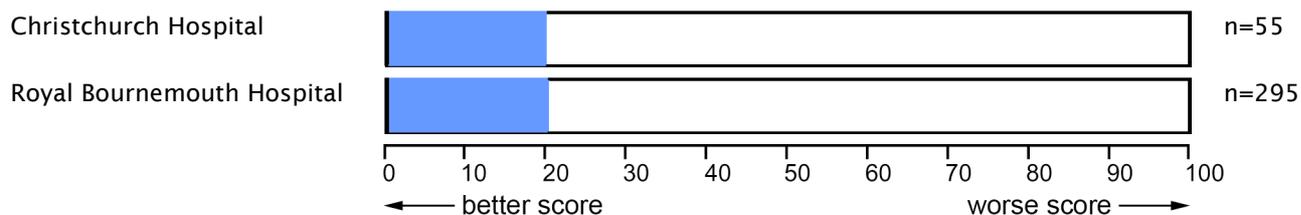


H. OVERALL ABOUT THE APPOINTMENT

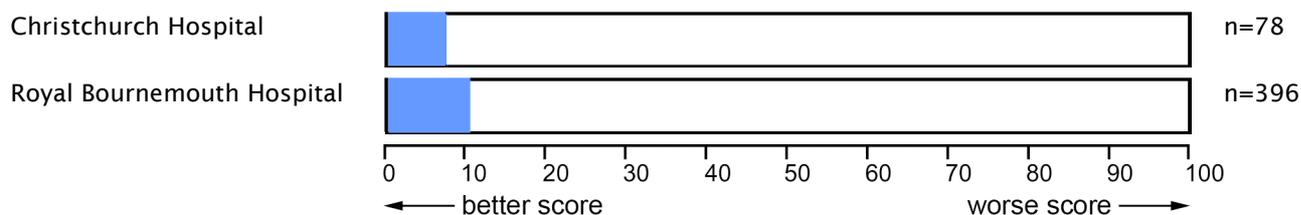
H1+ - Do not always see the same doctor or member of staff



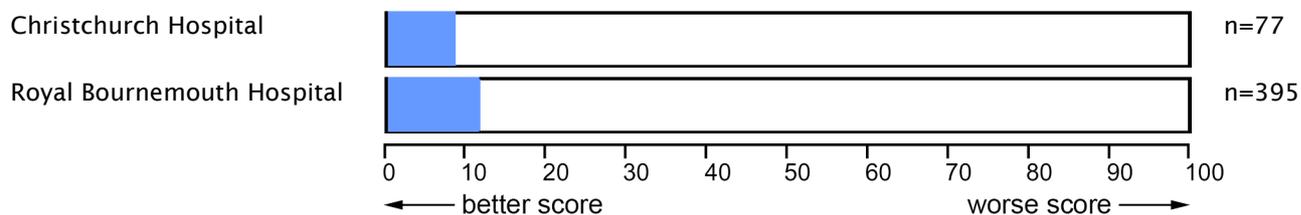
H2 - Not all staff introduced themselves



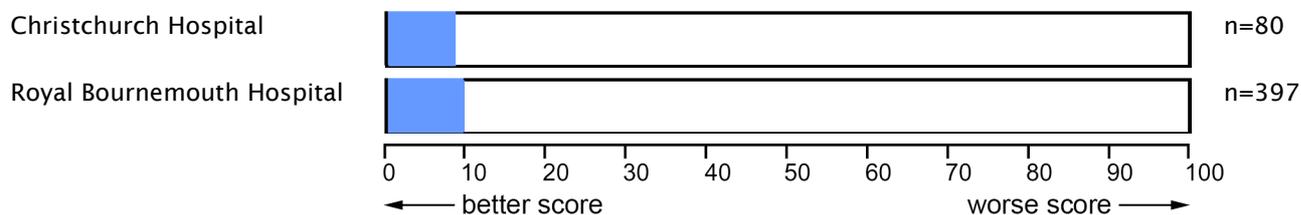
H3 - Staff talked in front of patient as if they weren't there



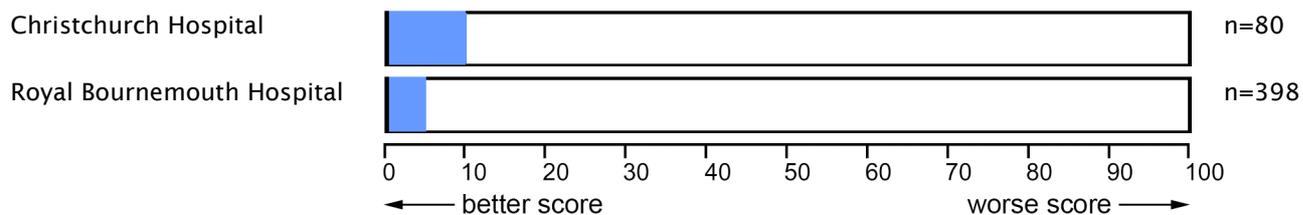
H4 - Not enough or no information given about condition or treatment



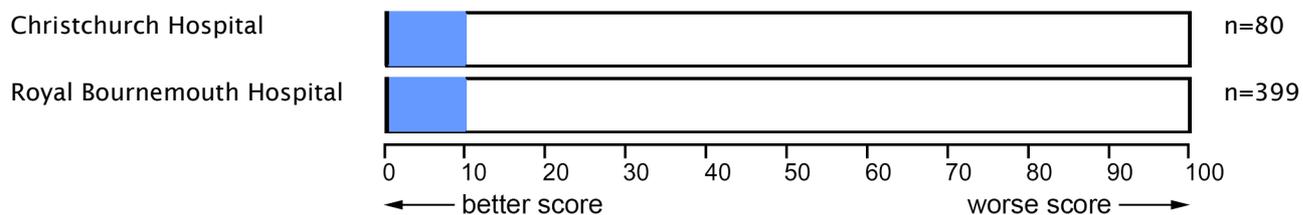
H5 - Not given complete privacy when discussing condition / treatment



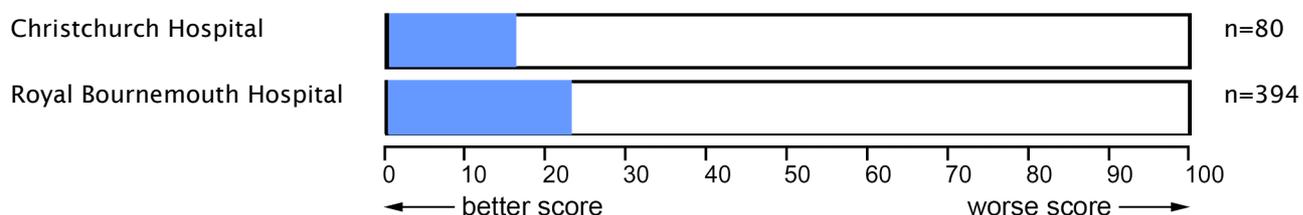
H6 - Not given complete privacy when being examined or treated



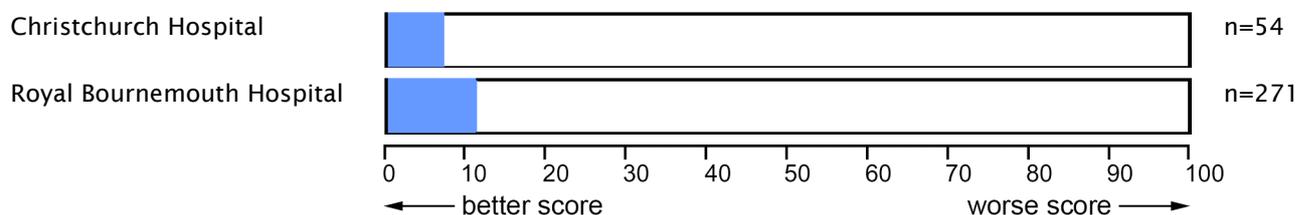
H7 - Staff contradicted one another



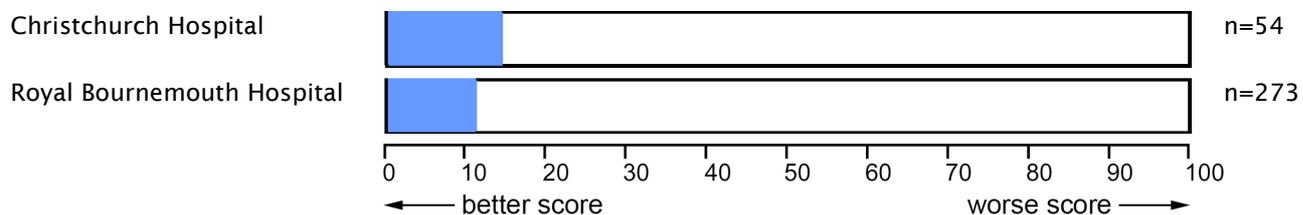
H8 - Not fully involved in decisions about care or treatment



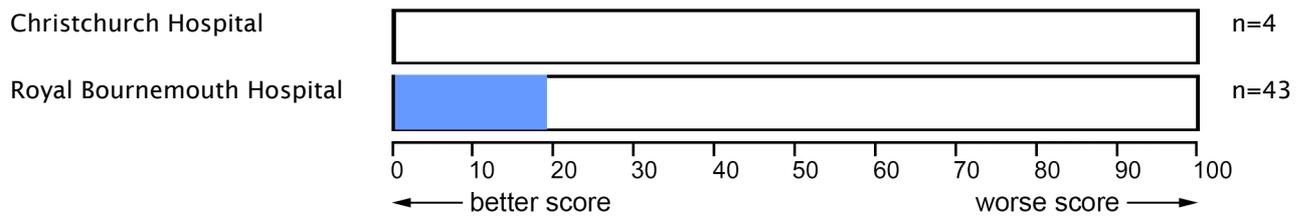
H10 - Staff did not ask patient what was important to them in managing their condition or illness



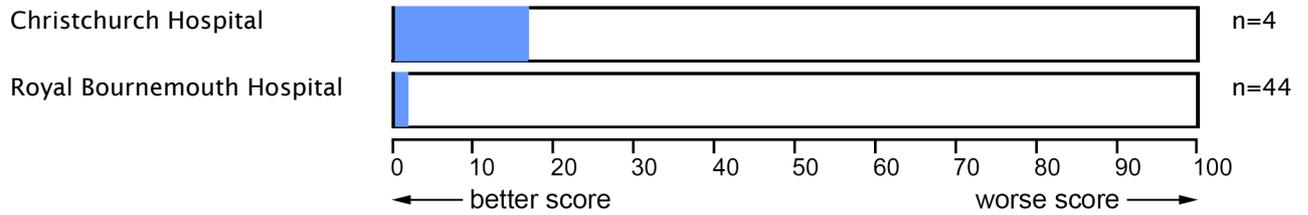
H11 - Appointment did not help patient to better manage their condition or illness



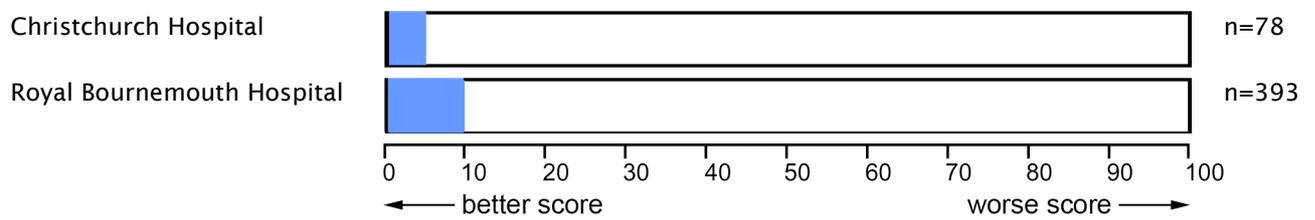
H13 - Not asked permission for medical student to be present



H14 - Patient upset because medical student was present

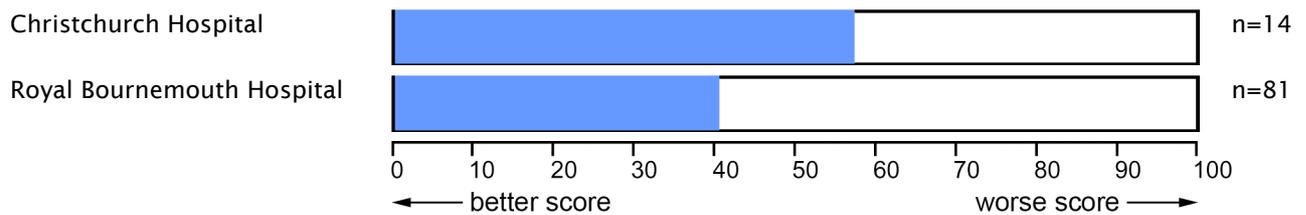


H15 - Patient had questions about care and treatment but did not discuss

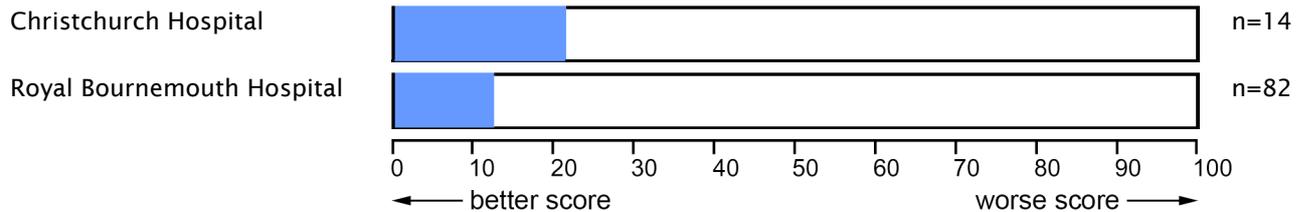


J. LEAVING THE OUTPATIENTS DEPARTMENT

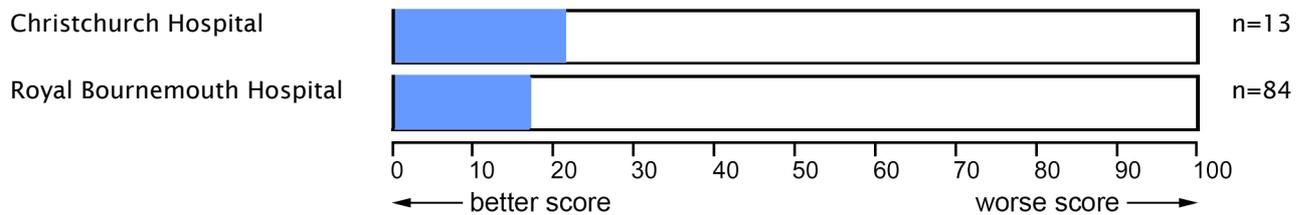
J2 - Patient not fully involved in decisions over best medication



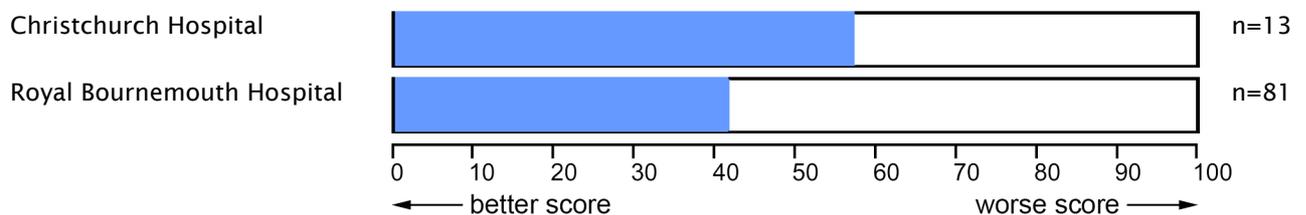
J3 - Patient not fully told how to take new medications



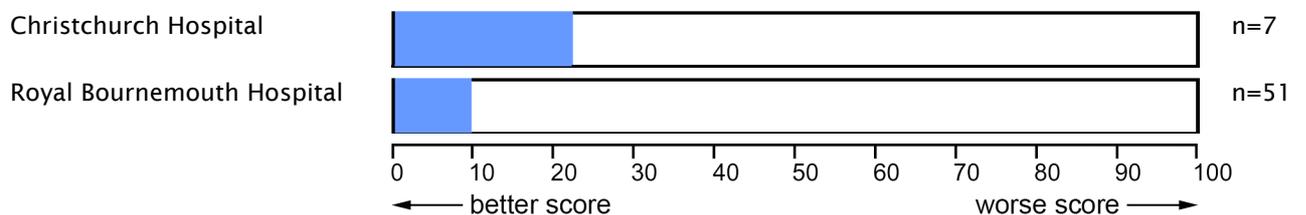
J4 - Patient not fully told purpose of new medications



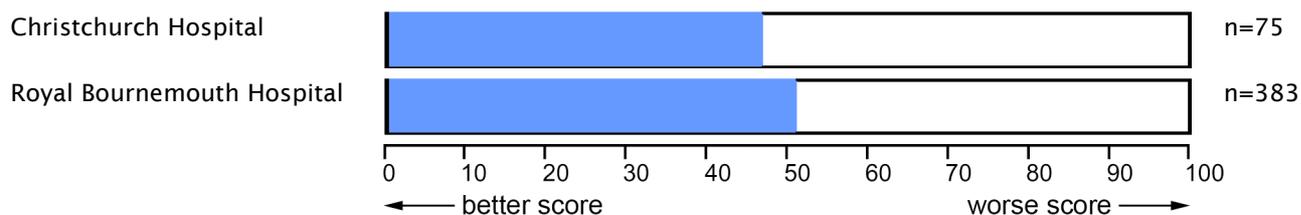
J5 - Patient not told fully about side effects of medications



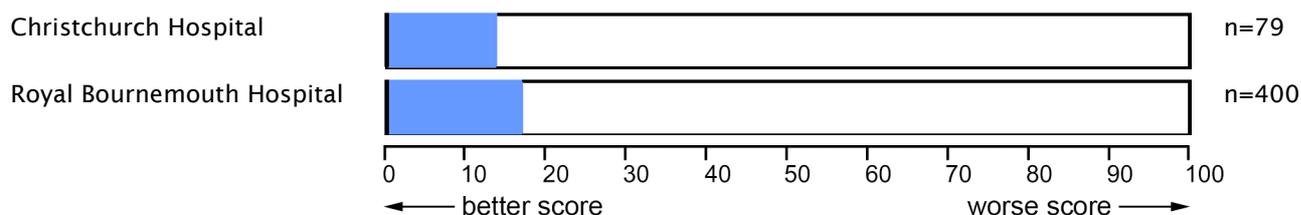
J7 - Reason for change to existing medication not fully explained



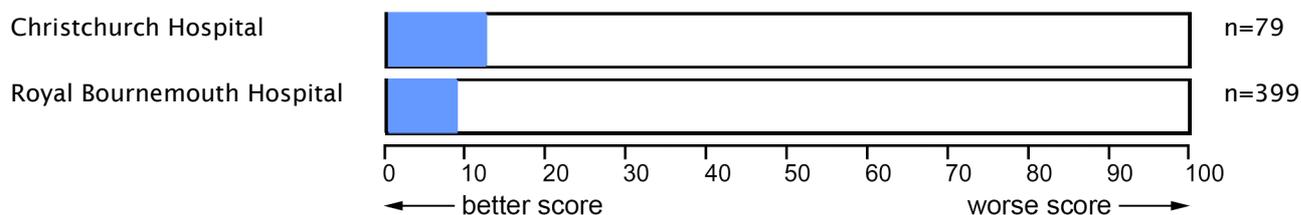
J8+ - Did not receive copies of all letters sent between hospital doctors and family doctor (GP)



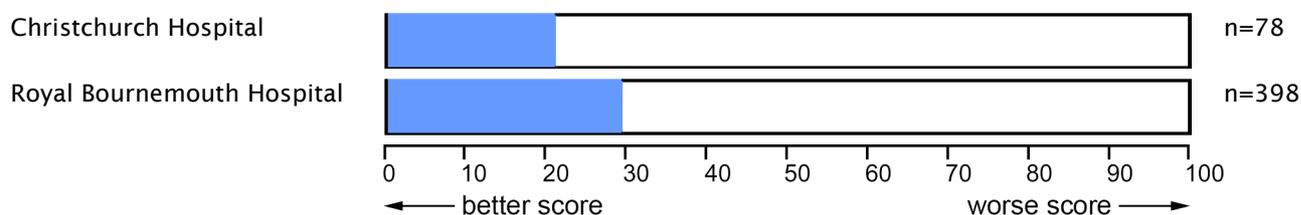
J9 - Not given any written or printed information about condition/treatment but would have liked it



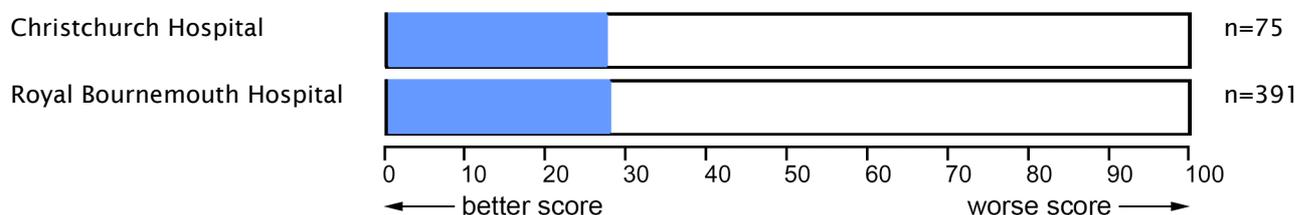
J10 - Not told what would happen next



J11 - Not told fully about what danger signals to watch for

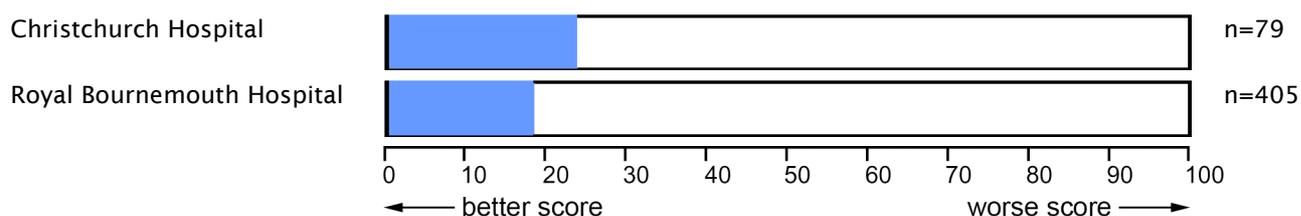


J12 - Patient not given information on who to contact

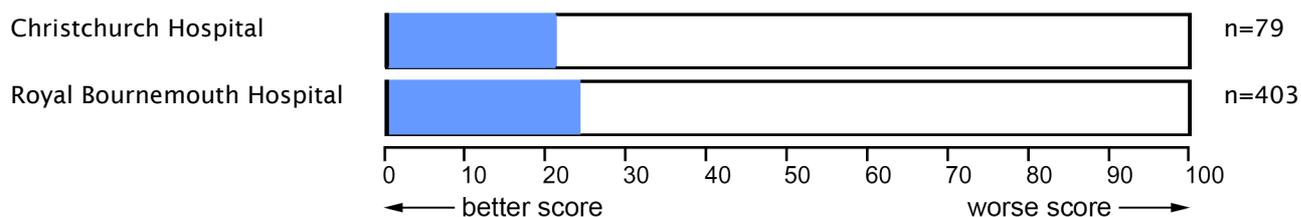


K. OVERALL IMPRESSION

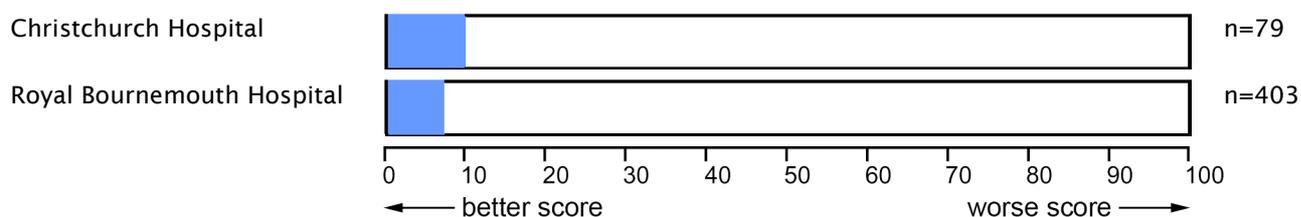
K1 - Reason for visit not dealt with completely to patients satisfaction



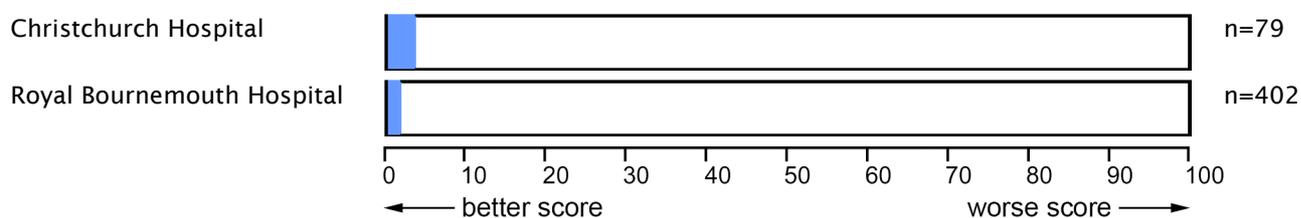
K2 - Overall - Outpatients Department not at all/fairly organised



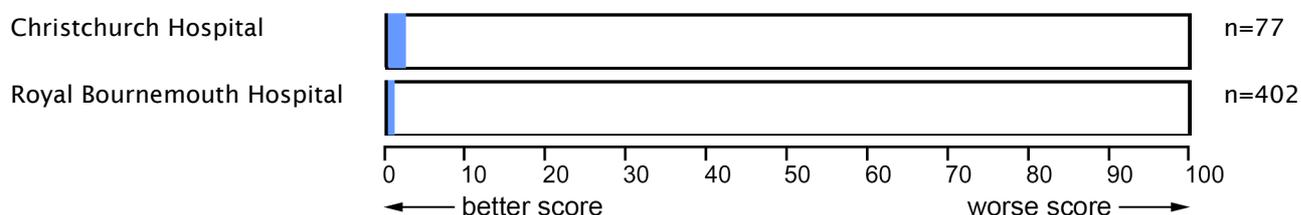
K3 - Overall - not always treated with respect or dignity



K4 - Overall - care rated as fair or poor



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





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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	328	67.1	22129	67.5
No	148	30.3	9942	30.3
Not answered	13	2.7	693	2.1
	489		32764	

A2 - 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 your appointment?

Patients who had not visited the department before for the same condition	This Trust		All trusts	
	n	%	n	%
Up to 1 month	59	36.6	4563	42.9
1 month to 6 weeks	54	33.5	2506	23.6
More than 6 weeks but no more than 3 months	24	14.9	1526	14.3
More than 3 months but no more than 5 months	3	1.9	407	3.8
More than 5 months but no more than 12 months	3	1.9	191	1.8
More than 12 months but no more than 18 months	1	0.6	31	0.3
More than 18 months	1	0.6	16	0.2
I went to Outpatients without an appointment	3	1.9	396	3.7
Don't know/Can't remember	6	3.7	318	3.0
Not answered	7	4.3	681	6.4
	161		10635	

A2+ - 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 your appointment?

	This Trust		All trusts	
	n	%	n	%
Patients with a pre-booked appointment, who had not visited the department before				
Up to 1 month	59	37.3	4563	44.6
1 month to 6 weeks	54	34.2	2506	24.5
More than 6 weeks but no more than 3 months	24	15.2	1526	14.9
More than 3 months but no more than 5 months	3	1.9	407	4.0
* More than 5 months but no more than 12 months	3	1.9	191	1.9
* More than 12 months but no more than 18 months	1	0.6	31	0.3
* More than 18 months	1	0.6	16	0.2
Don't know / Can't remember	6	3.8	318	3.1
Not answered	7	4.4	681	6.7
Problem score - This Trust 3.2 %	158		10239	
Problem score - All trusts 2.3%				

A3 - Did your symptoms or condition get worse while you were waiting for your appointment?

	This Trust		All trusts	
	n	%	n	%
Patients who had not visited the department before for the same condition				
Yes, definitely	10	6.2	891	8.4
Yes, to some extent	42	26.1	2150	20.2
No	97	60.2	6754	63.5
Don't know / Can't remember	4	2.5	361	3.4
Not answered	8	5.0	479	4.5
	161		10635	

A4 - In the last 12 months, how many times (including this one) have you visited the Outpatient Department for any condition?

	This Trust		All trusts	
	n	%	n	%
All Patients				
This was the only time	104	21.3	6862	20.9
2 to 3 times	218	44.6	14178	43.3
4 to 8 times	107	21.9	7531	23.0
More than 8 times	50	10.2	3637	11.1
Not answered	10	2.0	556	1.7
	489		32764	

A5 - Were you given a choice of appointment times?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	184	37.6	12120	37.0
* No, but I did not need/want a choice	236	48.3	14789	45.1
* No, but I would have liked a choice	50	10.2	4876	14.9
Don't know/Can't remember	9	1.8	636	1.9
Not answered	10	2.0	343	1.0
Problem score - This Trust	58.5 %			
Problem score - All trusts			60.0%	

A6 - Was your appointment changed to a later date by the hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
No	383	78.3	24970	76.2
* Yes, once	79	16.2	5847	17.8
* Yes, 2 or 3 times	19	3.9	1418	4.3
* Yes, 4 times or more	1	0.2	119	0.4
Not answered	7	1.4	410	1.3
Problem score - This Trust	20.2 %			
Problem score - All trusts			22.5%	

A7 - Before your appointment, did you know what would happen to you during the appointment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	221	45.2	14569	44.5
* Yes, to some extent	214	43.8	13532	41.3
* No	50	10.2	4332	13.2
Not answered	4	0.8	331	1.0
Problem score - This Trust	54.0 %			
Problem score - All trusts			54.4%	

A8 - 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	377	77.1	19011	70.6
* No	108	22.1	7541	28.0
Not answered	4	0.8	391	1.5
Problem score - This Trust	22.1 %			
Problem score - All trusts			28.0%	

A9 - When you arrived, was your appointment with the person you were told it would be with?

Patients given the name of who the appointment was with	This Trust		All trusts	
	n	%	n	%
Yes	306	80.3	14422	74.3
* No, and I was not happy about it	10	2.6	857	4.4
* No, but I did not mind	49	12.9	3286	16.9
Don't know / Can't remember	9	2.4	423	2.2
Not answered	7	1.8	414	2.1
Problem score - This Trust 15.5 %	381		19402	
Problem score - All trusts 21.3%				

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	326	66.7	11482	42.6
No	55	11.2	6448	23.9
I did not need to find a place to park	101	20.7	8408	31.2
Don't know / Can't remember	1	0.2	104	0.4
Not answered	6	1.2	501	1.9
	489		26943	

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

Patients who needed to find a place to park	This Trust		All trusts	
	n	%	n	%
Yes	326	84.0	11482	61.9
* No	55	14.2	6448	34.8
Don't know / Can't remember	1	0.3	104	0.6
Not answered	6	1.5	501	2.7
Problem score - This Trust 14.2 %	388		18535	
Problem score - All trusts 34.7%				

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	442	90.4	21919	81.4
* Yes, but it could be improved	43	8.8	3950	14.7
* No	2	0.4	774	2.9
Don't know / Can't remember	1	0.2	77	0.3
Not answered	1	0.2	223	0.8
Problem score - This Trust 9.2 %	489		26943	
Problem score - All trusts 17.4%				

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	201	41.1	9158	34.0
Very good	203	41.5	10564	39.2
Good	68	13.9	5069	18.8
* Fair	13	2.7	1562	5.8
* Poor	3	0.6	250	0.9
* Very poor	0	0.0	99	0.4
Not answered	1	0.2	241	0.9
Problem score - This Trust 3.3 %	489		26943	
Problem score - All trusts 7.1%				

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	30	6.1	2090	7.8
* Yes, but I did not mind	339	69.3	17389	64.5
No, others could not overhear	83	17.0	4991	18.5
Don't know / Can't say	35	7.2	2160	8.0
Not answered	2	0.4	313	1.2
Problem score - This Trust 75.5 %	489		26943	
Problem score - All trusts 72.3%				

C. WAITING IN THE HOSPITAL

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	141	28.8	7158	21.8
Waited up to 5 minutes	82	16.8	3793	11.6
Waited 6 - 15 minutes	122	24.9	7794	23.8
* Waited 16 - 30 minutes	62	12.7	6029	18.4
* Waited 31 - 60 minutes	41	8.4	4071	12.4
* Waited more than 1 hour but no more than 2 hours	23	4.7	2214	6.8
* Waited more than 2 hours	4	0.8	748	2.3
Don't know/ Can't remember	10	2.0	505	1.5
Not answered	4	0.8	452	1.4
Problem score - This Trust 26.6 %	489		32764	
Problem score - All trusts 39.8%				

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	5	3.5	713	5.1
Yes, and I had to wait about as long as was told	35	24.3	2788	19.9
* Yes, but the wait was longer	21	14.6	1839	13.1
* No, I was not told	73	50.7	7800	55.6
Don't know/ Can't remember	6	4.2	561	4.0
Not answered	4	2.8	318	2.3
Problem score - This Trust 65.3 %	144		14019	
Problem score - All trusts 68.9%				

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	41	28.5	2865	24.8
* No, but I would have liked an explanation	35	24.3	3559	30.9
* No, but I did not mind	57	39.6	4214	36.5
Don't know/ Can't remember	6	4.2	531	4.6
Not answered	5	3.5	362	3.1
Problem score - This Trust 63.9 %	144		11531	
Problem score - All trusts 67.4%				

C4 - Did someone apologise for the delay?

	This Trust		All trusts	
	n	%	n	%
Patients who had to wait over 15 minutes for their appointment				
Yes	85	59.0	5545	48.1
* No, but I would have liked an apology	22	15.3	2067	17.9
* No, but I did not mind	28	19.4	3408	29.6
Not answered	9	6.2	511	4.4
Problem score - This Trust 34.7 %	144		11531	
Problem score - All trusts 47.4%				

C5 - 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 straight away	471	96.3	25261	93.8
Yes, but I had to wait for a seat	6	1.2	918	3.4
No, I could not find a place to sit	2	0.4	205	0.8
I did not want to find a place to sit	4	0.8	118	0.4
Don't know / Can't remember	0	0.0	33	0.1
Not answered	6	1.2	408	1.5
	489		26943	

C5+ - 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	471	97.1	25261	94.2
* Yes, but I had to wait for a seat	6	1.2	918	3.4
* No, I could not find a place to sit	2	0.4	205	0.8
Don't know / Can't remember	0	0.0	33	0.1
Not answered	6	1.2	408	1.5
Problem score - This Trust 1.6 %	485		26825	
Problem score - All trusts 4.2%				

C6 - Were suitable magazines or newspapers provided in the waiting area?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	266	54.4	11798	43.8
No	72	14.7	6539	24.3
I did not want/need any	126	25.8	6574	24.4
Don't know / Can't remember	19	3.9	1509	5.6
Not answered	6	1.2	523	1.9
	489		26943	

C6+ - Were suitable magazines or newspapers provided in the waiting area?

Patients who wanted newspapers or magazines	This Trust		All trusts	
	n	%	n	%
Yes	266	73.3	11798	57.9
* No	72	19.8	6539	32.1
Don't know / Can't remember	19	5.2	1509	7.4
Not answered	6	1.7	523	2.6
Problem score - This Trust 19.8 %	363		20369	
Problem score - All trusts 32.1%				

D. HOSPITAL ENVIRONMENT AND FACILITIES

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
Very clean	380	77.7	20930	63.9
Fairly clean	100	20.4	10785	32.9
* Not very clean	1	0.2	427	1.3
* Not at all clean	1	0.2	49	0.1
Can't say	6	1.2	338	1.0
Not answered	1	0.2	235	0.7
Problem score - This Trust 0.4 %	489		32764	
Problem score - All trusts 1.4%				

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
Very clean	238	48.7	13198	40.3
Fairly clean	71	14.5	7822	23.9
Not very clean	5	1.0	898	2.7
Not at all clean	0	0.0	168	0.5
I did not use a toilet	174	35.6	10379	31.7
Not answered	1	0.2	299	0.9
	489		32764	

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

	This Trust		All trusts	
	n	%	n	%
Patients who used a toilet in the outpatients department				
Very clean	238	75.6	13198	59.0
Fairly clean	71	22.5	7822	34.9
* Not very clean	5	1.6	898	4.0
* Not at all clean	0	0.0	168	0.8
Not answered	1	0.3	299	1.3
Problem score - This Trust 1.6 %	315		22385	
Problem score - All trusts 4.8%				

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?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	457	93.5	22041	81.8
* No	9	1.8	1707	6.3
Can't remember	23	4.7	2932	10.9
Not answered	0	0.0	263	1.0
Problem score - This Trust 1.8 %	489		26943	
Problem score - All trusts 6.3%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	443	90.6	21158	78.5
* Yes, but they were empty	16	3.3	510	1.9
* I did not see any hand-wash gels	13	2.7	2211	8.2
Can't remember	17	3.5	2725	10.1
Not answered	0	0.0	339	1.3
Problem score - This Trust 5.9 %	489		26943	
Problem score - All trusts 10.1%				

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	213	43.6	10809	40.1
No	33	6.7	2911	10.8
I was told not to eat or drink before my appointment	17	3.5	755	2.8
I didn't know if I was allowed to eat or drink	4	0.8	548	2.0
I did not want anything to eat or drink	212	43.4	11300	41.9
Not answered	10	2.0	620	2.3
	489		26943	

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	This Trust		All trusts	
	n	%	n	%
Yes	213	83.2	10809	75.4
* No	33	12.9	2911	20.3
Not answered	10	3.9	620	4.3
Problem score - This Trust 12.9 %	256		14340	
Problem score - All trusts 20.4%				

E. TESTS AND TREATMENT

E1 - Did you have any tests (such as x-rays, scans or blood tests) when you last visited the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	225	46.0	15925	48.6
No	261	53.4	16300	49.7
Not answered	3	0.6	539	1.6
	489		32764	

E2 - 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	148	64.9	10206	62.0
* Yes, to some extent	26	11.4	2675	16.2
* No	15	6.6	924	5.6
I did not need an explanation	32	14.0	2096	12.7
Not answered	7	3.1	563	3.4
Problem score - This Trust 18.0 %	228		16464	
Problem score - All trusts 21.8%				

E3 - 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	174	76.3	9763	72.4
* Yes, to some extent	31	13.6	2177	16.1
* No	13	5.7	1010	7.5
Not answered	10	4.4	543	4.0
Problem score - This Trust 19.3 %	228		13493	
Problem score - All trusts 23.5%				

E4 - Did a member of staff tell you when you would find out the results of your test(s)?

Patients who had test(s)	This Trust		All trusts	
	n	%	n	%
Yes	148	64.9	9312	69.0
* No	63	27.6	2778	20.6
Not sure / Can't remember	11	4.8	866	6.4
Not answered	6	2.6	537	4.0
Problem score - This Trust 27.6 %	228		13493	
Problem score - All trusts 20.6%				

E5 - 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	141	61.8	10686	64.9
* No	37	16.2	2628	16.0
Not sure / Can't remember	13	5.7	887	5.4
I did not need an explanation	31	13.6	1633	9.9
Not answered	6	2.6	630	3.8
Problem score - This Trust 16.2 %	228		16464	
Problem score - All trusts 16.0%				

E6 - 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	120	52.6	7924	48.1
Yes, to some extent	34	14.9	2850	17.3
No	18	7.9	1455	8.8
Not sure / Can't remember	9	3.9	359	2.2
I was told I would get the results at a later date	29	12.7	2486	15.1
I was never told the results of the tests	9	3.9	634	3.9
Not answered	9	3.9	756	4.6
	228		16464	

E6+ - Did a member of staff explain the results of the tests in a way you could understand?

Patients who received test results	This Trust		All trusts	
	n	%	n	%
Yes, definitely	120	63.2	7924	59.4
* Yes, to some extent	34	17.9	2850	21.4
* No	18	9.5	1455	10.9
Not sure / Can't remember	9	4.7	359	2.7
Not answered	9	4.7	756	5.7
Problem score - This Trust 27.4 %	190		13344	
Problem score - All trusts 32.3%				

E7 - If you had questions to ask about the test results, did you get answers that you could understand?

Patients who received test results	This Trust		All trusts	
	n	%	n	%
Yes, definitely	113	59.5	5902	54.1
Yes, to some extent	38	20.0	2105	19.3
No	3	1.6	409	3.7
I did not need to ask	26	13.7	1631	14.9
I did not have an opportunity to ask	4	2.1	277	2.5
Not answered	6	3.2	590	5.4
	190		10914	

E7+ - If you had questions to ask about the test results, did you get answers that you could understand?

Patients who had questions about their test results	This Trust		All trusts	
	n	%	n	%
Yes, definitely	113	68.9	5902	63.6
* Yes, to some extent	38	23.2	2105	22.7
* No	3	1.8	409	4.4
* I did not have an opportunity to ask	4	2.4	277	3.0
Not answered	6	3.7	590	6.4
Problem score - This Trust 27.4 %	164		9283	
Problem score - All trusts 29.9%				

E8 - During your Outpatient appointment, did you have any treatment for your condition?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	142	29.0	10548	32.2
No	339	69.3	21490	65.6
Not answered	8	1.6	726	2.2
	489		32764	

E9 - 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	120	80.0	7272	78.6
* No, and I did not mind that I wasn't told	23	15.3	1175	12.7
* No, but I would have liked to know	2	1.3	219	2.4
Not answered	5	3.3	589	6.4
Problem score - This Trust 16.7 %	150		9255	
Problem score - All trusts 15.1%				

E10 - 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	103	68.7	7740	68.7
* Yes, to some extent	24	16.0	1957	17.4
* No	6	4.0	505	4.5
I did not want an explanation	9	6.0	489	4.3
Not answered	8	5.3	583	5.2
Problem score - This Trust 20.0 %	150		11274	
Problem score - All trusts 21.7%				

E11 - Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?

Patients who had treatment during appointment	This Trust		All trusts	
	n	%	n	%
Yes, definitely	98	65.3	6799	60.3
* Yes, to some extent	23	15.3	1986	17.6
* No	7	4.7	961	8.5
I did not want an explanation	16	10.7	922	8.2
Not answered	6	4.0	606	5.4
Problem score - This Trust 20.0 %	150		11274	
Problem score - All trusts 26.0%				

E12 - 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	101	67.3	5892	63.7
Yes, to some extent	22	14.7	1404	15.2
No	2	1.3	217	2.3
I did not have any questions	19	12.7	1230	13.3
Not answered	6	4.0	512	5.5
	150		9255	

E12+ - Before the treatment did a member of staff answer your questions in a way you could understand?

Patients who had questions about their treatment	This Trust		All trusts	
	n	%	n	%
Yes, definitely	101	77.1	5892	73.4
* Yes, to some extent	22	16.8	1404	17.5
* No	2	1.5	217	2.7
Not answered	6	4.6	512	6.4
Problem score - This Trust 18.3 %	131		8025	
Problem score - All trusts 20.1%				

E13 - 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	98	65.3	6076	65.7
* Yes, to some extent	32	21.3	1923	20.8
* No, I did not get an explanation I could understand	6	4.0	462	5.0
No, but they explained it to a friend or family member	3	2.0	112	1.2
Not answered	11	7.3	682	7.4
Problem score - This Trust 25.3 %	150		9255	
Problem score - All trusts 25.7%				

F. SEEING A DOCTOR

F1 - Was any part of your outpatient appointment with a doctor?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	380	77.7	25718	78.5
No	102	20.9	6297	19.2
Not answered	7	1.4	749	2.3
	489		32764	

F2 - 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	298	77.0	19862	75.0
* Yes, to some extent	79	20.4	5176	19.6
* No	5	1.3	881	3.3
Not answered	5	1.3	548	2.1
Problem score - This Trust 21.7 %	387		26467	
Problem score - All trusts 22.8%				

F3 - Did the doctor seem aware of your medical history?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
He/she knew enough	320	82.7	20588	77.8
* He/she knew something but not enough	39	10.1	2819	10.7
* He/she knew little or nothing	9	2.3	1164	4.4
Don't know/ Can't say	13	3.4	1336	5.0
Not answered	6	1.6	560	2.1
Problem score - This Trust 12.4 %	387		26467	
Problem score - All trusts 14.9%				

F4 - 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	285	73.6	18887	71.4
Yes, to some extent	60	15.5	4650	17.6
No	7	1.8	604	2.3
I did not need an explanation	13	3.4	704	2.7
No treatment or action was needed	13	3.4	1037	3.9
Not answered	9	2.3	585	2.2
	387		26467	

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

	This Trust		All trusts	
	n	%	n	%
Patients who saw a doctor and needed treatment or action				
Yes, completely	285	76.2	18887	74.3
* Yes, to some extent	60	16.0	4650	18.3
* No	7	1.9	604	2.4
I did not need an explanation	13	3.5	704	2.8
Not answered	9	2.4	585	2.3
Problem score - This Trust 17.9 %	374		25430	
Problem score - All trusts 20.6%				

F5 - Did the doctor listen to what you had to say?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a Doctor				
Yes, definitely	308	79.6	21076	79.6
* Yes, to some extent	69	17.8	4282	16.2
* No	4	1.0	481	1.8
Not answered	6	1.6	628	2.4
Problem score - This Trust 18.9 %	387		26467	
Problem score - All trusts 17.9%				

F6 - If you had important questions to ask the doctor, did you get answers that you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a Doctor				
Yes, definitely	243	62.8	16717	63.2
Yes, to some extent	72	18.6	5063	19.1
No	6	1.6	638	2.4
I did not need to ask	57	14.7	3206	12.1
I did not have an opportunity to ask	4	1.0	285	1.1
Not answered	5	1.3	558	2.1
	387		26467	

F6+ - If you had important questions to ask the doctor, did you get answers that you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a doctor and had important questions				
Yes, definitely	243	73.6	16717	71.9
* Yes, to some extent	72	21.8	5063	21.8
* No	6	1.8	638	2.7
* I did not have an opportunity to ask	4	1.2	285	1.2
Not answered	5	1.5	558	2.4
Problem score - This Trust 24.8 %	330		23261	
Problem score - All trusts 25.6%				

F7 - 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	320	82.7	21399	80.9
* Yes, to some extent	57	14.7	3836	14.5
* No	5	1.3	701	2.6
Not answered	5	1.3	531	2.0
Problem score - This Trust 16.0 %	387		26467	
Problem score - All trusts 17.1%				

F8 - 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	190	49.1	11070	51.0
Yes, to some extent	75	19.4	4103	18.9
No	16	4.1	1133	5.2
I did not have worries or fears	97	25.1	4815	22.2
Not answered	9	2.3	586	2.7
	387		21707	

F8+ - 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	190	65.5	11070	65.5
* Yes, to some extent	75	25.9	4103	24.3
* No	16	5.5	1133	6.7
Not answered	9	3.1	586	3.5
Problem score - This Trust 31.4 %	290		16892	
Problem score - All trusts 30.8%				

G. SEEING ANOTHER PROFESSIONAL

G1 - 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	297	60.7	18566	56.7
No	179	36.6	13078	39.9
Not answered	13	2.7	1120	3.4
	489		32764	

G2 - Who was the main person, other than a doctor, you saw?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
A nurse	163	52.6	10544	53.6
A physiotherapist	27	8.7	1442	7.3
A radiographer	44	14.2	2786	14.2
Someone else	33	10.6	2289	11.6
Not answered	43	13.9	2625	13.3
	310		19686	

G3 - 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	208	67.1	9449	58.5
Yes, to some extent	38	12.3	2626	16.3
No	9	2.9	686	4.2
I did not need to discuss it with him/her	50	16.1	2786	17.2
Not answered	5	1.6	611	3.8
	310		16158	

G3+ - Did you have enough time to discuss your health or medical problem with him/her?

Patients who needed to discuss health or medical problem	This Trust		All trusts	
	n	%	n	%
Yes, definitely	208	80.0	9449	70.7
* Yes, to some extent	38	14.6	2626	19.6
* No	9	3.5	686	5.1
Not answered	5	1.9	611	4.6
Problem score - This Trust 18.1 %	260		13372	
Problem score - All trusts 24.6%				

G4 - Did he/she explain the reasons for any treatment or action in a way that you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a health professional other than a doctor				
Yes, definitely	222	71.6	10109	62.6
Yes, to some extent	31	10.0	2391	14.8
No	9	2.9	680	4.2
I did not want an explanation	22	7.1	1069	6.6
No treatment or action was needed	19	6.1	1251	7.7
Not answered	7	2.3	658	4.1
	310		16158	

G4+ - Did he/she explain the reasons for any treatment or action in a way that you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a health professional other than a doctor and needed treatment or action				
Yes, definitely	222	76.3	10109	67.8
* Yes, to some extent	31	10.7	2391	16.0
* No	9	3.1	680	4.6
I did not want an explanation	22	7.6	1069	7.2
Not answered	7	2.4	658	4.4
Problem score - This Trust 13.7 %	291		14907	
Problem score - All trusts 20.5%				

G5 - Did he/she listen to what you had to say?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a health professional other than a doctor				
Yes, definitely	257	82.9	12133	75.1
* Yes, to some extent	32	10.3	2456	15.2
* No	5	1.6	498	3.1
Not answered	16	5.2	1071	6.6
Problem score - This Trust 11.9 %	310		16158	
Problem score - All trusts 18.2%				

G6 - If you had important questions to ask him/her, did you get answers that you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a health professional other than a doctor				
Yes, definitely	194	62.6	10999	55.9
Yes, to some extent	32	10.3	2858	14.5
No	7	2.3	388	2.0
I did not need to ask	70	22.6	4408	22.4
I did not have an opportunity to ask	2	0.6	239	1.2
Not answered	5	1.6	794	4.0
	310		19686	

G6+ - If you had important questions to ask him/her, did you get answers that you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who needed to ask important questions to other health professional				
Yes, definitely	194	80.8	10999	72.0
* Yes, to some extent	32	13.3	2858	18.7
* No	7	2.9	388	2.5
* I did not have an opportunity to ask	2	0.8	239	1.6
Not answered	5	2.1	794	5.2
Problem score - This Trust 17.1 %	240		15278	
Problem score - All trusts 22.7%				

G7 - Did you have confidence and trust in him/her?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a health professional other than a doctor				
Yes, definitely	273	88.1	15324	77.8
* Yes, to some extent	27	8.7	2895	14.7
* No	3	1.0	332	1.7
Not answered	7	2.3	1135	5.8
Problem score - This Trust 9.7 %	310		19686	
Problem score - All trusts 16.4%				

G8 - Did he/she seem aware of your medical history?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a health professional other than a doctor				
He/she knew enough	235	75.8	10587	65.5
* He/she knew something but not enough	17	5.5	1387	8.6
* He/she knew little or nothing	12	3.9	1093	6.8
Can't say	38	12.3	2427	15.0
Not answered	8	2.6	664	4.1
Problem score - This Trust 9.4 %	310		16158	
Problem score - All trusts 15.2%				

G9 - If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

	This Trust		All trusts	
	n	%	n	%
Patients who saw a health professional other than a doctor				
Yes, completely	150	48.4	6607	40.9
Yes, to some extent	37	11.9	2500	15.5
No	20	6.5	1319	8.2
I did not have worries or fears	93	30.0	4962	30.7
Not answered	10	3.2	770	4.8
	310		16158	

G9+ - 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	150	69.1	6607	59.0
* Yes, to some extent	37	17.1	2500	22.3
* No	20	9.2	1319	11.8
Not answered	10	4.6	770	6.9
Problem score - This Trust 26.3 %	217		11196	
Problem score - All trusts 34.0%				

H. OVERALL ABOUT THE APPOINTMENT

H1 - Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
This was my first visit	93	19.0	5963	18.2
Yes, always	132	27.0	9503	29.0
Yes, sometimes	178	36.4	11946	36.5
No, never	50	10.2	3791	11.6
Can't remember	18	3.7	796	2.4
Not answered	18	3.7	765	2.3
	489		32764	

H1+ - 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	132	33.3	9503	35.5
* Yes, sometimes	178	44.9	11946	44.6
* No, never	50	12.6	3791	14.1
Can't remember	18	4.5	796	3.0
Not answered	18	4.5	765	2.9
Problem score - This Trust 57.6 %	396		26801	
Problem score - All trusts 58.7%				

H2 - Did the staff treating and examining you introduce themselves?

First time visitors and those who do not always see the same staff member	This Trust		All trusts	
	n	%	n	%
Yes, all of the staff introduced themselves	264	73.9	15381	66.1
* Some of the staff introduced themselves	58	16.2	4998	21.5
* Very few or none of the staff introduced themselves	14	3.9	1498	6.4
Don't know/Can't remember	14	3.9	749	3.2
Not answered	7	2.0	635	2.7
Problem score - This Trust 20.2 %	357		23261	
Problem score - All trusts 27.8%				

H3 - 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	10	2.0	1237	3.8
* Yes, to some extent	39	8.0	2834	8.6
No	425	86.9	27909	85.2
Not answered	15	3.1	784	2.4
Problem score - This Trust 10.0 %	489		32764	
Problem score - All trusts 12.4%				

H4 - 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	38	7.8	3406	10.4
Right amount	415	84.9	26479	80.8
Too much	2	0.4	134	0.4
* I was not given any information about my treatment or condition	17	3.5	1891	5.8
Not answered	17	3.5	854	2.6
Problem score - This Trust 11.2 %	489		32764	
Problem score - All trusts 16.1%				

H5 - Were you given enough privacy when discussing your condition or treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	430	87.9	27595	84.2
* Yes, to some extent	45	9.2	3975	12.1
* No	2	0.4	422	1.3
Not answered	12	2.5	772	2.4
Problem score - This Trust 9.6 %	489		32764	
Problem score - All trusts 13.4%				

H6 - Were you given enough privacy when being examined or treated?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	450	92.0	23759	88.2
* Yes, to some extent	28	5.7	2154	8.0
* No	0	0.0	207	0.8
Not answered	11	2.2	823	3.1
Problem score - This Trust 5.7 %	489		26943	
Problem score - All trusts 8.8%				

H7 - 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	14	2.9	1386	4.2
* Yes, to some extent	35	7.2	2645	8.1
No	430	87.9	28106	85.8
Not answered	10	2.0	627	1.9
Problem score - This Trust 10.0 %	489		32764	
Problem score - All trusts 12.3%				

H8 - 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	366	74.8	23002	70.2
* Yes, to some extent	92	18.8	7055	21.5
* No	16	3.3	1769	5.4
Not answered	15	3.1	938	2.9
Problem score - This Trust 22.1 %	489		32764	
Problem score - All trusts 26.9%				

H9 - Was your appointment about a long term condition or illness that you need ongoing care or treatment for?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	318	65.0	22424	68.4
No	152	31.1	9249	28.2
Not answered	19	3.9	1091	3.3
	489		32764	

H10 - Did doctors and/or staff ask you what was important to you in managing your condition or illness?

Patients attending about their long-term condition	This Trust		All trusts	
	n	%	n	%
Yes, definitely	120	35.6	9277	39.5
Yes, to some extent	87	25.8	5390	22.9
* No, but I would have liked this	36	10.7	2675	11.4
This was not necessary	82	24.3	5200	22.1
Not answered	12	3.6	973	4.1
Problem score - This Trust 10.7 %	337		23515	
Problem score - All trusts 11.3%				

H11 - Did your appointment help you to feel that you could better manage your condition or illness?

Patients attending about their long-term condition	This Trust		All trusts	
	n	%	n	%
Yes, definitely	111	32.9	8457	36.0
Yes, to some extent	121	35.9	7016	29.8
* No	40	11.9	3035	12.9
This was not necessary	55	16.3	4090	17.4
Not answered	10	3.0	917	3.9
Problem score - This Trust 11.9 %	337		23515	
Problem score - All trusts 12.9%				

H12 - Were medical students present when you were being treated or examined?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	45	9.2	4247	15.8
No	430	87.9	22149	82.2
Not answered	14	2.9	547	2.0
	489		26943	

H13 - Were you asked for permission for medical students to be present when you were being treated or examined?

Those who had a medical student present	This Trust		All trusts	
	n	%	n	%
Yes	37	62.7	3727	77.7
* No	10	16.9	622	13.0
Not answered	12	20.3	445	9.3
Problem score - This Trust 16.9 %	59		4794	
Problem score - All trusts 13.0%				

H14 - Were you upset because medical students were present?

Those who had a medical student present	This Trust		All trusts	
	n	%	n	%
* Yes	2	3.4	166	3.5
No	46	78.0	4154	86.6
Not answered	11	18.6	474	9.9
Problem score - This Trust 3.4 %	59		4794	
Problem score - All trusts 3.5%				

H15 - 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	44	9.0	2881	10.7
No	427	87.3	23287	86.4
Not answered	18	3.7	775	2.9
Problem score - This Trust 9.0 %	489		26943	
Problem score - All trusts 10.7%				

H16 - Why didn't you discuss these questions?

	This Trust		All trusts	
	n	%	n	%
Patients who had questions but did not discuss them				
I was embarrassed about mentioning them	4	6.5	284	7.8
I forgot to mention them	16	25.8	991	27.1
I didn't have time to mention them	10	16.1	799	21.9
The member of staff didn't have time to listen	11	17.7	796	21.8
There were too many interruptions	2	3.2	264	7.2
There was not enough privacy	1	1.6	151	4.1
I didn't know who to ask	4	6.5	408	11.2
Not answered	21	33.9	906	24.8
	62		3547	

J. LEAVING THE OUTPATIENTS DEPARTMENT

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	94	19.2	7681	23.4
No	386	78.9	24460	74.7
Not answered	9	1.8	623	1.9
	489		32764	

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

	This Trust		All trusts	
	n	%	n	%
Patients prescribed new medication(s)				
Yes, definitely	51	49.5	3640	52.9
* Yes, to some extent	28	27.2	1620	23.6
* No	16	15.5	1111	16.2
Not answered	8	7.8	504	7.3
Problem score - This Trust 42.7 %	103		6875	
Problem score - All trusts 39.7%				

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

	This Trust		All trusts	
	n	%	n	%
Patients prescribed new medication(s)				
Yes, completely	67	65.0	5898	71.0
* Yes, to some extent	12	11.7	878	10.6
* No	2	1.9	347	4.2
I did not need an explanation	15	14.6	608	7.3
Not answered	7	6.8	573	6.9
Problem score - This Trust 13.6 %	103		8304	
Problem score - All trusts 14.7%				

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

	This Trust		All trusts	
	n	%	n	%
Patients prescribed new medication(s)				
Yes, completely	72	69.9	5847	70.4
* Yes, to some extent	17	16.5	1059	12.8
* No	1	1.0	305	3.7
I did not need an explanation	7	6.8	576	6.9
Not answered	6	5.8	517	6.2
Problem score - This Trust 17.5 %	103		8304	
Problem score - All trusts 16.5%				

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

	This Trust		All trusts	
	n	%	n	%
Patients prescribed new medication(s)				
Yes, completely	32	31.1	2827	34.0
* Yes, to some extent	18	17.5	1344	16.2
* No	27	26.2	2315	27.9
I did not need this type of information	17	16.5	1253	15.1
Not answered	9	8.7	565	6.8
Problem score - This Trust 43.7 %	103		8304	
Problem score - All trusts 43.9%				

J6 - If you were taking any medication before your outpatient appointment, were any changes made to this medication?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	60	12.3	4118	12.6
No	288	58.9	20529	62.7
I was not taking any medication before my appointment	119	24.3	6965	21.3
Not answered	22	4.5	1152	3.5
	489		32764	

J7 - Did a member of staff explain the reason for the change to your medication in a way that you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who had changes made to their existing medication				
Yes, definitely	48	58.5	3024	57.4
* Yes, to some extent	8	9.8	647	12.3
* No	1	1.2	237	4.5
I did not need an explanation	1	1.2	273	5.2
Not answered	24	29.3	1089	20.7
Problem score - This Trust 11.0 %	82		5270	
Problem score - All trusts 16.8%				

J8 - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, as far as I know I received copies of all letters	123	25.2	13229	40.4
I received copies of some but not all letters	39	8.0	2758	8.4
No, I did not receive copies of any letters	202	41.3	10728	32.7
I do not know if any letters were sent	94	19.2	4517	13.8
I asked not to receive copies of letters	10	2.0	306	0.9
Not answered	21	4.3	1226	3.7
	489		32764	

J8+ - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

	This Trust		All trusts	
	n	%	n	%
Patients who did not opt out of receiving letters				
Yes, as far as I know I received copies of all letters	123	25.7	13229	40.8
* I received copies of some but not all letters	39	8.1	2758	8.5
* No, I did not receive copies of any letters	202	42.2	10728	33.1
I do not know if any letters were sent	94	19.6	4517	13.9
Not answered	21	4.4	1226	3.8
Problem score - This Trust 50.3 %	479		32458	
Problem score - All trusts 41.3%				

J9 - Before you left the Outpatients Department, were you given any written or printed information about your condition or treatment?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	138	28.2	7207	26.7
* No, but I would have liked it	80	16.4	5059	18.8
No, but I did not need this type of information	261	53.4	14016	52.0
Not answered	10	2.0	661	2.5
Problem score - This Trust 16.4 %	489		26943	
Problem score - All trusts 18.7%				

J10 - 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)?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	421	86.1	23672	87.9
* No	47	9.6	2165	8.0
Don't know / Can't remember	10	2.0	580	2.2
Not answered	11	2.2	526	2.0
Problem score - This Trust 9.6 %	489		26943	
Problem score - All trusts 8.0%				

J11 - Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, completely	144	29.4	8658	26.4
* Yes, to some extent	50	10.2	3846	11.7
* No	87	17.8	6504	19.9
I did not need this type of information	195	39.9	12924	39.4
Not answered	13	2.7	832	2.5
Problem score - This Trust 28.0 %	489		32764	
Problem score - All trusts 31.5%				

J12 - 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	303	62.0	18864	57.6
* No	136	27.8	10639	32.5
Don't know / Can't remember	27	5.5	2139	6.5
Not answered	23	4.7	1122	3.4
Problem score - This Trust 27.8 %	489		32764	
Problem score - All trusts 32.4%				

K. OVERALL IMPRESSION

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, completely	390	79.8	24088	73.5
* Yes, to some extent	85	17.4	7040	21.5
* No	9	1.8	1228	3.7
Not answered	5	1.0	408	1.2
Problem score - This Trust 19.2 %	489		32764	
Problem score - All trusts 25.2%				

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
* Not at all organised	8	1.6	684	2.5
* Fairly organised	108	22.1	9498	35.3
Very well organised	366	74.8	16404	60.9
Not answered	7	1.4	357	1.3
Problem score - This Trust 23.7 %	489		26943	
Problem score - All trusts 37.8%				

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes, all of the time	444	90.8	28609	87.3
* Yes, some of the time	36	7.4	3424	10.5
* No	2	0.4	374	1.1
Not answered	7	1.4	357	1.1
Problem score - This Trust 7.8 %	489		32764	
Problem score - All trusts 11.5%				

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

	This Trust		All trusts	
	n	%	n	%
All Patients				
Excellent	236	48.3	13736	41.9
Very good	198	40.5	12835	39.2
Good	36	7.4	4222	12.9
* Fair	7	1.4	1164	3.6
* Poor	4	0.8	279	0.9
* Very poor	0	0.0	153	0.5
Not answered	8	1.6	375	1.1
Problem score - This Trust 2.2 %	489		32764	
Problem score - All trusts 4.8%				

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

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	379	77.5	18379	68.2
Yes, probably	93	19.0	7105	26.4
* No	7	1.4	878	3.3
Not answered	10	2.0	581	2.2
Problem score - This Trust 1.4 %	489		26943	
Problem score - All trusts 3.2%				

L. YOUR BACKGROUND

L1 - Are you male or female?

All Patients	This Trust		All trusts	
	n	%	n	%
Male	229	46.8	13836	42.2
Female	255	52.1	18665	57.0
Not answered	5	1.0	263	0.8
	489		32764	

L2 - What was your year of birth?

All Patients	This Trust		All trusts	
	n	%	n	%
20 or under	6	1.2	390	1.2
21-30 years	12	2.5	1130	3.4
31-40 years	19	3.9	2038	6.2
41-50 years	38	7.8	3511	10.7
51-60 years	60	12.3	5139	15.7
61-70 years	119	24.3	7840	23.9
71-80 years	128	26.2	7615	23.2
81 or over	103	21.1	4739	14.5
Not answered	4	0.8	362	1.1
	489		32764	

L3 - Do you have any of the following long-standing conditions?

All Patients	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	54	11.0	3977	12.1
Blindness or partially sighted	30	6.1	1623	5.0
A long-standing physical condition	132	27.0	9365	28.6
A learning disability	5	1.0	363	1.1
A mental health condition	11	2.2	936	2.9
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	152	31.1	9873	30.1
No, I do not have a long-standing condition	164	33.5	11021	33.6
Not answered	27	5.5	2101	6.4
	489		31963	

L4 - 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	161	49.5	10895	50.1
At work, in education, or training	38	11.7	3128	14.4
Access to buildings, streets or vehicles	57	17.5	4535	20.9
Reading or writing	34	10.5	2177	10.0
People's attitudes to you because of your condition	23	7.1	2248	10.3
Communicating, mixing with others, or socialising	47	14.5	3528	16.2
Any other activity	44	13.5	3725	17.1
No difficulty with any of these	100	30.8	6174	28.4
Not answered	27	8.3	2045	9.4
	325		21223	

L5 - To which of these ethnic groups would you say you belong? (Tick ONE only)

All Patients	This Trust		All trusts	
	n	%	n	%
British	466	95.3	27857	85.0
Irish	3	0.6	532	1.6
Any other White background	7	1.4	1081	3.3
White and Black Caribbean	0	0.0	107	0.3
White and Black African	0	0.0	43	0.1
White and Asian	0	0.0	59	0.2
Any other Mixed background	0	0.0	53	0.2
Indian	0	0.0	497	1.5
Pakistani	0	0.0	206	0.6
Bangladeshi	0	0.0	76	0.2
Any other Asian background	1	0.2	138	0.4
Caribbean	1	0.2	262	0.8
African	1	0.2	238	0.7
Any other Black background	0	0.0	22	0.1
Chinese	1	0.2	87	0.3
Any other	1	0.2	56	0.2
Not answered	8	1.6	1449	4.4
	489		32763	



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 most questions 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 questions about this survey, 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 in the envelope provided, to:
Freepost Plus RSHK-XBRS-RKRJ, Picker Institute Europe, 10 Warboys Airfield Industrial Estate,
Warboys, HUNTINGDON, PE28 2SH

OUT11_ADD

Please remember, this questionnaire is about your **most recent** visit to the Outpatient Department.

A. BEFORE THE APPOINTMENT

A1. Have you ever visited this Outpatients Department before for the same condition?

Yes →Go to A4

No →Go to A2

A2. 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 your appointment?

Up to 1 month

1 month to 6 weeks

More than 6 weeks but no more than 3 months

More than 3 months but no more than 5 months

More than 5 months but no more than 12 months

More than 12 months but no more than 18 months

More than 18 months

I went to Outpatients without an appointment

Don't know / Can't remember

A3. Did your symptoms or condition get worse while you were waiting for your appointment?

Yes, definitely

Yes, to some extent

No

Don't know / Can't remember

A4. In the last 12 months, how many times (including this one) have you visited the Outpatient Department for any condition?

This was the only time

2 to 3 times

4 to 8 times

More than 8 times

Thinking about your most recent visit to the Outpatient Department...

A5. Were you given a choice of appointment times?

Yes

No, but I did not need/want a choice

No, but I would have liked a choice

Don't know / Can't remember

A6. Was your appointment changed to a later date by the hospital?

No

Yes, once

Yes, 2 or 3 times

Yes, 4 times or more

A7. Before your appointment, did you know what would happen to you during the appointment?

Yes, definitely

Yes, to some extent

No

A8. Before your appointment, were you given the **name** of the person that the appointment was with?

Yes →Go to A9

No →Go to B1

A9. 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

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 IN THE HOSPITAL

Still thinking about your most recent visit to the Outpatient Department...

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

- 1 Seen on time, or early →Go to C5
- 2 Waited up to 5 minutes →Go to C5
- 3 Waited 6 - 15 minutes →Go to C5
- 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. Did someone **apologise** for the delay?

- 1 Yes
2 No, but I would have liked an apology
3 No, but I did not mind

C5. 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

C6. Were suitable magazines or newspapers provided in the waiting area?

- 1 Yes
2 No
3 I did not want/need any
4 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. TESTS AND TREATMENT

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

E1. Did you have any tests (such as x-rays, scans or blood tests) when you last visited the Outpatients Department?

Yes →Go to E2

No →Go to E8

E2. Did a member of staff explain **why you needed these test(s)** in a way you could understand?

Yes, completely

Yes, to some extent

No

I did not need an explanation

E3. Did a member of staff explain **what would happen** during your test in a way you could understand?

Yes, completely

Yes, to some extent

No

E4. Did a member of staff tell you **when** you would find out the results of your test(s)?

Yes

No

Not sure / Can't remember

E5. Did a member of staff tell you **how** you would find out the results of your test(s)?

Yes

No

Not sure / Can't remember

I did not need an explanation

E6. Did a member of staff explain **the results of the tests** in a way you could understand?

Yes, definitely →Go to E7

Yes, to some extent →Go to E7

No →Go to E7

Not sure / Can't remember →Go to E7

I was told I would get the results at a later date →Go to E8

I was never told the results of the tests →Go to E8

E7. If you had questions to ask about the test results, did you get answers that you could understand?

Yes, definitely

Yes, to some extent

No

I did not need to ask

I did not have an opportunity to ask

Treatment

By treatment we mean any medical or surgical intervention, procedure or therapy

E8. During your outpatient appointment, did you have any treatment for your condition?

Yes →Go to E9

No →Go to F1

E9. Before your appointment, did you know that you would be undergoing treatment?

Yes

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

No, but I would have liked to know

E10. 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

E11. 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

E12. 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

E13. 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

F. SEEING A DOCTOR

F1. Was any part of your outpatient appointment with a **doctor**?

- 1 Yes →Go to F2
- 2 No →Go to G1

F2. 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

F3. 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

F4. 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

F5. Did the doctor **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 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

F7. Did you have confidence and trust in the doctor examining and treating you?

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

F8. 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

G. SEEING ANOTHER PROFESSIONAL

G1. Was all or part of your outpatient appointment with any member of staff, **other than a doctor**?

- 1 Yes →Go to G2
2 No →Go to H1

G2. Who was the **MAIN** person, other than a doctor, you saw? (**Tick ONE only**)

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

G3. 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

G4. 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

G5. Did he/she **listen** to what you had to say?

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

G6. 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

G7. Did you have confidence and trust in him/her?

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

G8. 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

G9. 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

H. OVERALL ABOUT THE APPOINTMENT

H1. Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

- 1 This was my first visit →Go to H2
- 2 Yes, always →Go to H3
- 3 Yes, sometimes →Go to H2
- 4 No, never →Go to H2
- 5 Can't remember →Go to H2

H2. 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

H3. 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

H4. 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

H5. Were you given enough privacy when **discussing your condition or treatment**?

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

H6. Were you given enough privacy when **being examined or treated**?

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

H7. 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

H8. 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

H9. Was your appointment about a long term condition or illness that you need ongoing care or treatment for?

- 1 Yes →Go to H10
- 2 No →Go to H12

H10. Did doctors and/or staff ask you what was important to you in managing your condition or illness?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, but I would have liked this
- 4 This was not necessary

H11. Did your appointment help you to feel that you could better manage your condition or illness?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 This was not necessary

H12. Were medical students present when you were being treated or examined?

- 1 Yes →Go to H13
- 2 No →Go to H15

H13. Were you asked for permission for medical students to be present when you were being treated or examined?

- 1 Yes
- 2 No

H14. Were you upset because medical students were present?

- 1 Yes
- 2 No

H15. Did you have any questions about your care and treatment that you wanted to discuss but **did not**?

- 1 Yes →Go to H16
- 2 No →Go to J1

H16. 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

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 J6

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. If you were taking any medication **before** your outpatient appointment, were any changes made to this medication?

- 1 Yes **→Go to J7**
2 No **→Go to J8**
3 I was not taking any medication before my appointment **→Go to J8**

J7. Did a member of staff explain the **reason** for the change to your medication in a way that you could understand?

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

Information

J8. 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

J9. 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

J10. 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

J11. 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

J12. 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

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

- ₁ Deafness or severe hearing impairment →Go to L4
₂ Blindness or partially sighted →Go to L4
₃ A long-standing physical condition →Go to L4
₄ A learning disability →Go to L4
₅ A mental health condition →Go to L4
₆ A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy →Go to L4
₇ No, I do not have a long-standing condition →Go to L5

L4. 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

L5. 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.

Picker Institute Europe

Buxton Court
3 West Way
Oxford OX2 0JB

Tel: +44 (0)1865 208100

Fax: +44 (0)1865 208101

info@pickereurope.ac.uk

www.pickereurope.org

Charity registered in England and Wales: 1081688

Company limited by guarantee registered in England and Wales: 03908160

Registered office: Buxton Court, 3 West Way, Oxford OX2 0JB