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NORTH WEST LONDON HOSPITALS NHS TRUST

2008 Inpatient survey publication

This document has been provided to you by the Care Quality Commission to assist you in your preparation for the publication of the 2008 inpatient survey.

Your trust should already have a copy of your trust's benchmark report, sent to the identified survey lead at the end of April. The benchmark report contains scored standardised results displayed against those from all other trusts, and identifies whether your score for each question is in the top 20%, mid 60%, or lowest 20% of all trusts' scores. These reports will be published on the CQC website on Tuesday 12 May, at:

www.cqc.org.uk/Usingcareservices/Healthcare/Patientsurveys/hospitalcare.cfm

This document contains results for your trust that will be published on 12 May under another area of the CQC website.

Data for individual organisations on the CQC website

Patient survey results for most NHS organisations are currently displayed under the organisation search tool:

<http://2008ratings.cqc.org.uk/findcareservices/informationabouthealthcareservices/overallperformance.cfm>

To access survey results for an NHS trust, enter a postcode or organisation name, select a trust, and scroll down to 'What patients said about this trust'.

Previous publication of acute trusts' survey results

The benchmark report from your 2007 inpatient survey was first made available on the Healthcare Commission website in May 2008 (as the predecessor to CQC). The Healthcare Commission then published the survey data under the organisation search tool, as part of the wider publication of the 2007/08 annual health check ratings.

A bulletin was sent to all NHS chief executives in October 2008 to provide information on this, describing the various data presented on the trust pages. This bulletin mentioned that, in addition to the annual health check performance rating, trust pages also contain information from the surveys of patients.

An example of the presentation of survey data on the trust pages is provided below. The aim of this design is to summarise the survey data, to provide a statement as a broad overview of how well a trust is doing ('Summary scores' tab), but also to allow the more technical details to be viewed ('Charts' tab). In addition, the analysis that is applied takes into account important details such as the reliability of the data when evaluating trusts as being 'better', the 'same as', or 'worse' than other trusts. This means that a lay audience does not need to interpret the statistical details at first glance, as this interpretation has been carried out for them, though they can still choose to view the more detailed information if interested.

Example of patient survey web pages



You can view your trust's 2007 inpatient survey results on the CQC website, until these are replaced by the 2008 survey data on Tuesday 12 May 2009.

The data contained in this document, for publication on the trust pages

The data in the following tables will be displayed on your trust page from 12 May. This information is the same as that contained in your benchmark report, just presented in a slightly different way.

The 'trust page' data include nearly all of the survey questions¹, grouped in the same way as they are on the questionnaires that patients complete. A score has been calculated for each of these groupings, referred to here as the 'section' score (e.g. The Emergency Department, Doctors, Nurses). This is based on the average score for questions included within that section. If you click on a section heading on the webpage, you can then view the results for every question contributing to that section score.

Your trust's score for each section and survey question will be displayed on the website alongside your trust's expected range of scores for that section or question - see below for more detail on how the range is calculated. This comparison with the expected range is presented as a simple statement under the 'summary' tab ('better', 'same as', or 'worse' than other trusts), and with the more technical details available under the 'charts' view.

What is the difference between the benchmark report and the data on the website?

The scores for each question in the benchmark report are shown on the website as a score out of 10: these are the same as the benchmark report scores divided by 10. The data will therefore correspond to that in your benchmark report. What is different, however, is the comparison with other trusts. Instead of presenting the top 20% and bottom 20% of trusts, the website data displays the expected range for your trust. The 'expected range' shows the range within which we would expect this particular trust to score if it performed about the same as most other trusts in the survey². This

¹ A minority of questions are excluded from the scoring, and hence the reporting, because they do not assess trusts in any way, or they may be 'filter questions' designed to filter out respondents to whom following questions do not apply. An example of such a question would be Q48 "During your stay in hospital, did you have an operation or procedure?"

² Having taken into account the reliability of the data from each trust.

range takes into account the number of respondents from each trust as well as the scores for all other trusts, and allows us to identify which scores we can confidently say are 'better' or 'worse' than the majority of other trusts.

The 'Summary' view on the website shows the score for each question or section, and a 'roundel' graphic, which identifies the category that the trust falls into, based on the score – either 'worse', 'about the same' or 'better' than other trusts.

The 'Charts' view contains the same information as the 'Summary', but is displayed in a more detailed, technical, layout. The trust's score is shown against the 0 to 100 scale, surrounded by the expected range. The centre point of the range represents the average score for all trusts and the width of the range gives an indication of the level of tolerance needed when interpreting the trust's performance against this.

On the other hand, the benchmark reports display the score for a trust against the actual range of all other trusts. That range is then divided into three, to identify the range of scores that top 20% of trusts fall into (marked as green), the mid 60% of trusts (amber) and the bottom 20% (red). To fully understand, and to make appropriate conclusions from these data, the confidence intervals surrounding each score must be taken into account. This is explained further in the guide to interpreting benchmark reports, which will be available on the CQC website upon publication.

Our experience has shown that the presentation of survey results using the benchmark report format is not always readily understood, and that some users have experienced difficulty in interpreting the information. By providing the survey results in both forms, we hope that it may help to address the different requirements of all interested parties. Hence, the option is now being made available to trusts to choose how to view and report the survey data that is made available on the CQC website.

More information

A technical document will be published alongside this data from 12 May. If you would like more detail in the meantime, however, please refer to the 2007/08 document.

This used the same analysis that has been applied to the 2008 data:

http://2008ratings.cqc.org.uk/_db/_system/Technical_doc_all_0708_surveys.pdf

If you have any queries or need any further information on the survey itself, please contact the CQC survey team at patient.survey@qcq.org.uk.

Your Trust's results:

Number of respondents

The results from your trust are based on 340 respondents.

Sections

Section heading	Score out of 10 for your trust	How this score compares with other trusts
The emergency / A&E department, answered by emergency patients only	7.6	The same
Waiting lists and planned admissions, answered by those referred to hospital	5.5	The same
Waiting to get to a bed on a ward	7.5	The same
The hospital and ward	7.1	Worse
Doctors	8.2	The same
Nurses	7.6	Worse
Care and treatment	7	Worse
Operations and procedures, answered by patients who had an operation or procedure	8	The same
Leaving hospital	6.3	The same
Overall views and experiences	5.8	Worse

The emergency / A&E department, answered by emergency patients only

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
3	While you were in the Emergency Department, how much information about your condition or treatment was given to you?	Information for being given enough information on their condition and treatment	8.4	The same
4	Were you given enough privacy when being examined or treated in the Emergency Department?	Privacy for being given enough privacy when being examined or treated	8.3	The same
5	Following arrival at the hospital, how long did you wait before being admitted to a bed on a ward?	Admission to a ward for not having to wait a long time to be admitted to a bed or ward	6.2	The same

Waiting lists and planned admissions, answered by those referred to hospital

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
6	When you were referred to see a specialist, were you offered a choice of hospital for your first hospital	Choice of hospital for being offered a choice of hospital for their first appointment, when referred to see a specialist	3.8	The same

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
	appointment?			
8	Overall, from the time you first talked to this health professional about being referred to hospital, how long did you wait to be admitted to hospital?	Wait for admission for not having to wait long to be admitted , from the time they first talked with this health professional about being referred to hospital	4.9	Worse
9	How do you feel about the length of time you were on the waiting list before your admission to hospital?	Length of wait for feeling that they waited the right amount of time on the waiting list to be admitted	7.1	Worse
10	Were you given a choice of admission dates?	Choice of admission dates for being offered a choice of admission dates	2.7	The same
11	Was your admission date changed by the hospital?	Changes to admission dates for not having their admission date changed by the hospital	9	The same

Waiting to get to a bed on a ward

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
12	From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?	Waiting to get to a bed on a ward for feeling they did not have to wait a long time to get to a bed on a ward, following their arrival at the hospital	7.5	The same

The hospital and ward

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
14	14. When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex? And 17. After you moved to another ward (or wards), did you ever share	Single sex accommodation for not having to share a sleeping area , such as a room or bay, with patients of the opposite sex	8	The same

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
	a sleeping area, for example a room or bay, with patients of the opposite sex?			
19	While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?	Single sex bathroom areas for not having to share a bathroom or shower area with patients of the opposite sex	8	The same
20	Were you ever bothered by noise at night from other patients?	Noise from other patients for not ever being bothered by noise at night from other patients	6.1	The same
21	Were you ever bothered by noise at night from hospital staff?	Noise from staff for not ever being bothered by noise at night from hospital staff	7.7	The same
22	In your opinion, how clean was the hospital room or ward that you were in?	Cleanliness of rooms and wards for describing the hospital rooms or wards as clean	7.8	Worse
23	How clean were the toilets and bathrooms that you used in hospital?	Cleanliness of toilets and bathrooms for describing the toilets and bathrooms as clean	7.2	Worse
24	Did you feel threatened during your stay in hospital by other patients or visitors?	Not feeling threatened for reporting they did not feel threatened by other patients or visitors during their hospital stay	9.5	The same
25	Did you have somewhere to keep your personal belongings whilst on the ward?	Storing belongings for having somewhere to keep their personal belongings whilst on the ward	5.9	The same
26	How would you rate the hospital food?	Quality of food for describing the hospital food as good	4.6	The same
27	Were you offered a choice of food?	Choice of food for having been offered a choice of food	7.8	Worse
28	Did you get enough help from staff to eat your meals?	Help with eating being given enough help from staff to eat their meals , if they needed it	5.3	Worse

Doctors

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
29	When you had important questions to ask a doctor, did you get answers that you could understand?	Answers to questions for getting answers they could understand from their doctor , when they asked important questions	7.8	The same
30	Did you have confidence and trust in the doctors treating you?	Confidence and trust for having confidence and trust in the doctors treating them	8.3	Worse
31	Did doctors talk in front of you as if you weren't there?	Acknowledging patients for doctors not talking in front of them , as if they weren't there	8.1	The same
32	As far as you know, did doctors wash or clean their hands between touching patients?	Hand cleaning for noticing that doctors washed or cleaned their hands between touching patients	8.4	The same

Nurses

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
33	When you had important questions to ask a nurse, did you get answers that you could understand?	Answers to questions for getting answers they could understand from the nurse , when they asked important questions	7.4	Worse
34	Did you have confidence and trust in the nurses treating you?	Confidence and trust for having confidence and trust in the nurses treating them	7.7	Worse
35	Did nurses talk in front of you as if you weren't there?	Acknowledging patients for nurses not talking in front of them , as if they weren't there	8	Worse
36	In your opinion, were there enough nurses on duty to care for you in hospital?	Enough nurses for feeling that there were enough nurses on duty to care for them	6.6	Worse
37	As far as you know, did nurses wash or clean their hands between touching patients?	Hand cleaning for noticing that nurses washed or cleaned their hands between touching patients	8.5	The same

Care and treatment

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
38	Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	Avoiding confusion For not being told one thing by a member of staff and something quite different from another	7.4	Worse
39	Were you involved as much as you wanted to be in decisions about your care and treatment?	Involvement in decisions for being involved as much as they wanted to be in decisions about their care and treatment	6.4	Worse
40	How much information about your condition or treatment was given to you?	Information for being given enough information on condition and treatment	7.5	The same
41	If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	Involving family or friends for family or someone else close to them having enough opportunity to talk to a doctor if they wanted	6.2	The same
42	Did you find someone on the hospital staff to talk to about your worries and fears?	Talking about worries and fears for having someone on the hospital staff to talk about any worries and fears , if they wanted	4.6	Worse
43	Were you given enough privacy when discussing your condition or treatment?	Privacy for discussions for being given enough privacy when discussing their condition or treatment	8	The same
44	Were you given enough privacy when being examined or treated?	Privacy for examination for being given enough privacy when being examined or treated	9.1	The same
46	Do you think the hospital staff did everything they could to help control your pain?	Pain control for feeling that hospital staff did all they could to help control their pain , if they were ever in pain	7.7	Worse
47	How many minutes after you used the call button did it usually take before you got the help you needed?	Getting help for the call button being responded to quickly , if they used this	5.7	Worse

Operations and procedures, answered by patients who had an operation or procedure

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
49	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	Explanation of risks and benefits before the operation or procedure, being given an explanation that they could understand about the risks and benefits	8.7	The same
50	Beforehand, did a member of staff explain what would be done during the operation or procedure?	Explanation of operation before the operation or procedure, being given an explanation of what would happen	8.2	The same
51	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	Answering questions before the operation or procedure, having any questions answered in a way they could understand	7.9	Worse
52	Beforehand, were you told how you could expect to feel after you had the operation or procedure?	Expectation after the operation being told how they could expect to feel after they had the operation or procedure	7.1	The same
54	Before the operation or procedure, did the anaesthetist explain how he or she would put you to sleep or control your pain in a way you could understand?	Information from the anaesthetist for receiving an explanation they could understand from the anaesthetist about how they would be put to sleep or their pain controlled	9	The same
55	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	After the operation for being told how the operation or procedure had gone in a way they could understand	7.2	The same

Leaving hospital

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
56	Did you feel you were involved in decisions about your discharge from hospital?	Involvement in decisions for being involved in decisions about their discharge from hospital, if they wanted to be	5.9	Worse
59	How long was the delay? (discharge from hospital). Scoring includes 57 and 58	Discharge for not being delayed on the day they were discharged from hospital	6.9	Worse
60	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	Advice for after discharge for whether they were given written or printed information about what they should or should not do after leaving hospital	6.4	The same
61	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	Purpose of medicines for having the purpose of these explained to them in a way they could understand, when given medicines to take home	8.3	The same
62	Did a member of staff tell you about medication side effects to watch for when you went home?	Side effects for being told about the side effects to watch out for, when given medicines to take home	4.5	The same
63	Were you told how to take your medication in a way you could understand?	Taking medication for being told how to take medication in a way they could understand, when given medicines to take home	7.9	Worse
64	Were you given clear written or printed information about your medicines?	Information about medicines for being given clear written or printed information about their medicines, when given medicines to take home	7.4	The same
65	Did a member of staff tell you about any danger signals you should watch for after you went home?	Danger signals for being told about any danger signals to watch for after going home	4.4	The same
66	Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?	Information for family and friends for information being given to their family, or someone close, about how to help care for them	4.9	The same

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
67	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Contact for being told who to contact if they were worried about their condition or treatment after leaving hospital	7.1	The same
68	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	Letters for receiving copies of letters sent between hospital doctors and their GP	5.5	The same

Overall views and experiences

	Actual question wording	Website description	Score out of 10 for your trust	How this score compares with other trusts
69	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	Respect and dignity for being treated with respect and dignity	8.1	Worse
70	How would you rate how well the doctors and nurses worked together?	Working together for how well they rated doctors and nurses working together	7	Worse
71	Overall, how would you rate the care you received?	Overall care for how good the overall care was that they received	7	Worse
72	During your hospital stay, were you ever asked to give your views on the quality of your care?	Patients' views for being asked to give their views about the quality of the care they received during their stay in hospital	0.7	The same
73	While in hospital, did you ever see any posters or leaflets explaining how to complain about the care you received?	Information about complaints for noticing any posters or leaflets explaining how patients could complain about the care they received	3.4	The same
74	Did you want to complain about the care you received in hospital?	Information about complaints for not wanting to complain about the care they received	8.7	Worse

