



Scottish Inpatient Patient Experience Survey 2014

Volume 1: National Results

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Scottish Care Experience Survey Programme.

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1. EXECUTIVE SUMMARY

Background

- 1.1. Over 21,000 patients took part in the fourth national inpatient patient experience survey. The survey included a range of questions covering topics such as accident and emergency, care and treatment, staff, leaving hospital and care and support at home.

Patients reporting a more positive experience

- 1.2. Overall, patients reported a more positive experience than the previous survey, with 'overall' ratings improving for all but one section of the survey (care and support services after leaving hospital), which itself stayed the same.

Overall questions	2014 per cent positive score	Change from 2012
Accident and emergency	87	+4
Admission to hospital	83	+2
Hospital and ward environment	88	+8
Care and treatment	89	+4
Staff	91	+4
Leaving hospital	79	+4
Care and support after leaving hospital	83	+2

- 1.3. It is worth noting that there have been methodological changes to the survey, chiefly the shortening of the sampling window. However, exploratory analysis found that any effect of this was not statistically significant. These results are therefore likely to demonstrate genuine improvement in patients' experience.

Improvement in experiences of admission to hospital and in A&E

- 1.4. It is encouraging that patients were more positive about overall admission to hospital and about the care and treatment they received in A&E. However, the results show that more could be done to keep patients informed about the length of time to be seen by nursing or medical staff: 23 per cent of patients were not kept informed about how long they would have to wait.

Patient rate the hospital and ward environment more positively

- 1.5. There were considerable improvements in patients' rating of the overall ward and hospital environment. This improvement was seen across a number of NHS Boards and in some areas the rises were considerable. Nevertheless, a sizeable proportion of patients still found noise at night and food/meals to be problematic.

Encouraging results for staff

- 1.6. As in the previous survey, staff received the highest overall rating of all survey sections.
- 1.7. The statements that received the most positive findings for staff related to confidence and trust in the doctors and nurses treating them (both 91% positive) and whether both doctors and nurses washed their hands at appropriate times (91% and 93% positive respectively).
- 1.8. There were also particular improvements in the questions relating to nurses' knowledge of and explanations around patients' condition and treatment.
- 1.9. There were notable improvements in each of the three questions regarding help from staff: washing and dressing; going to the bathroom/toilet; and eating and drinking. In particular, the latter is now no longer one of the most negatively answered questions in the survey following a 16 percentage point rise.
- 1.10. Although patients were typically positive about the staff that they did encounter, around one in ten (9%) respondents felt that there were 'rarely or never' enough nurses to treat them.

Leaving hospital the lowest ranked section

- 1.11. As in previous surveys, patients' departure from hospital continues to be viewed less positively than other aspects of their inpatient experience. Whilst still reasonably high (79% of patients rated it positively), this area has the lowest overall rating of the aspects of care covered in the survey.
- 1.12. One potential explanation for the low relative rating may come from the finding that delays appear to be a problem for patients: two in five (39%) felt that they were delayed on the day that they left hospital. The most common reason for this was a delay in getting medication, which accounted for 55 per cent of delays. Indeed one of only two questions to have got worse since the previous survey was the statement 'I did not have to wait too long for my medication'.
- 1.13. Whilst there is considerable and understandable focus on delayed discharge from hospital, it is interesting that survey respondents were more likely to respond that their stay in hospital was too short rather than too long (8% vs 4%).

Questions on patient safety added to the survey

- 1.14. A range of new questions were introduced into this year's survey relating to issues around patient safety.
- 1.15. The survey found that around one in five patients (19%) felt that they had experienced harm or injury relating to their inpatient care such as infections, bed sores, reactions to medications, or falls.
- 1.16. Seven per cent of patients felt that they had experienced a clinical error during their stay in hospital, the most common being 'delayed or incorrect test results'.
- 1.17. The survey results further suggested that where patients felt that clinical errors occurred, they were not always dealt with to patients' satisfaction. In over a third of instances (36%) patients reported that staff did not discuss the error with them and in 40 per cent of cases patients were not happy with how the errors were dealt with.
- 1.18. There was also a specific question relating to drips and needles in patients' veins. This found that one in four patients felt that either: their drip was not checked regularly enough; their drip was not changed when required; or their drip was not removed quickly enough.
- 1.19. In all these patient safety matters it is worth noting that these results reflect the perceptions of the patients and are not formal assessments from health professionals.

Patient Centred Care

- 1.20. Collectively, the findings relating to aspects of patient-centred care were mixed. Patients were more positive about everyday aspects of patient centred care such as the way staff treated and listened to them, and the explanations provided about their care and treatment.
- 1.21. However, the results suggest that more could be done to take account of what matters to patients and involve them, and those that matter to them, in decisions about their care and treatment.

Board and hospital results available

- 1.22. The results presented in this publication focus on the national picture. Reports for individual NHS boards and hospitals are available at:

<http://www.careexperience.scot.nhs.uk/>

2. INTRODUCTION

- 2.1. The Scottish Inpatient Patient Experience 2014 is a postal survey which was sent in January 2014 to a random sample of patients aged 16 years or over who had an overnight hospital stay between April and September 2013. This is now the fourth inpatient survey, with previous ones having been conducted in 2010, 2011 and 2012.
- 2.2. The survey asks about people's experiences of: admission to hospital; the hospital and ward environment, care and treatment including errors, operations, hospital staff, arrangements for leaving hospital, and care and support services after leaving hospital. The survey was reviewed this year and a number of new questions were added, in particular relating to person-centred care and patient safety. There were also slight modifications to some existing questions. The questionnaire is contained in Annex A.
- 2.3. This report presents the detailed national findings from the survey. High level results for NHS Boards are also presented but individual reports with more detailed findings hospitals and NHS Boards are available at: <http://www.careexperience.scot.nhs.uk/>
- 2.4. Details of the survey design, fieldwork and analysis are available in the Inpatient Patient Experience Technical report at <http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/InpatientSurvey/inpatients2014>

The Scottish Care Experience Programme

- 2.5. The Inpatient Patient Experience Survey is one of four national surveys of the Scottish Care Experience Survey Programme which is part of the Person-Centred Health and Care Portfolio. The surveys aim to provide local and national information on the quality of health and care services from the perspective of those using them. They allow local health and care providers to compare with other areas of Scotland and to track progress in improving the experiences of people.
- 2.6. The other national care experience surveys are:
 - [Health and Care Experience Survey](#)
 - [Maternity Care Experience Survey](#)
 - Radiotherapy Survey
- 2.7. The survey programme supports the three quality ambitions of the 'Healthcare Quality Strategy for NHSScotland' (or Quality Strategy)¹ - Safe, Effective, Person-centred by providing a basis for the measurement of quality as experienced by service users across Scotland. In particular the surveys

¹ Quality Strategy <http://www.scotland.gov.uk/Topics/Health/Policy/Quality-Strategy>

support the person-centred quality ambition which is focused on putting people at the centre of care, ensuring that care that is responsive to individual personal preferences, needs and values, and assuring that individual values guide all care decisions.

- 2.8. The inpatient survey was carried out in partnership with Information Services Division (ISD) part of NHS National Services Scotland² whose role included sampling patients, producing analysis of NHS Board / hospital and national data and undertaking local reporting. The administration of the survey fieldwork was undertaken by an approved survey contractor Quality Health Ltd.

Aims of the Inpatient Patient Experience Survey

- 2.9. The survey's specific aims are:

For local improvement

- provide NHS hospitals with feedback on the experiences of their patients, relative to previous surveys and other areas in Scotland;
- provide NHS Boards with information on experiences in their respective board areas and on variation within and between boards;

National policy

- provide national results for the survey, identifying variation within and between local areas and if and how the level of positive and negative experiences have changed over time;
- highlight areas of best practice and areas for improvement;
- provide information for the National Performance Framework Indicator 'Improve the quality of the healthcare experience in Scotland';
- explore the variations in the experiences of different groups of patients.

² <http://www.isdscotland.org/> ISD provides health information, health intelligence, statistical services and advice that support the NHS in progressing quality improvement in health and care.

Survey design

2.10. In consultation with NHS Boards and patients, a number of changes were made to the 2014 survey materials and the methodology for sampling patients:

- The sampling period was reduced from 12 months to 6 months to make it easier for patients to recall their experiences. This new approach meant that patients were sampled from a different period of the year (April to September 2013), thus excluding most of the winter months.
- Before adopting the revised sampling period change, we investigated whether patients whose hospital stay was during the Spring / Summer period were more positive than those in hospital during the winter months. We found small, statistically insignificant differences in experiences which tended to run in one direction – patients who were in hospital during spring were slightly more positive than those in hospital during winter months.
- When interpreting any improvements, it may therefore be worth bearing in mind that the changes to the survey sampling period may have partly contributed to any rises. However, it is likely that the increases occurring across the survey demonstrate genuine improvement in patients' experience.
- The sample was drawn centrally by ISD. Previously this was carried out by NHS Boards.
- New questions were introduced, for example around person-centred care and patient safety, and some of the existing questions were changed to ensure that they still capture what is important to people.

2.11. Further details of the changes made to the survey materials are contained in the technical report:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/InpatientSurvey/inpatients2014>

Survey fieldwork and response

2.12. The patient sample was designed to provide results for 122 individual hospitals as well as for the 14 NHS Boards, and the National Waiting Time Centre (NWTC) and nationally for Scotland. The survey was sent to a sample of adult inpatients (aged 16 years old or above on discharge) who had an NHS inpatient hospital stay (at least one overnight stay) between April and September 2013.

2.13. Fieldwork was undertaken by Quality Health Ltd, an approved survey contractor on behalf of the Scottish Government between 15 January 2014 and 17 March 2014. The survey closed on 22 April 2014. In total, 43,893 survey packs were sent to patients and 21,127 were returned, giving an overall response rate of 48%.

Demographics of respondents

- 2.14. We asked patients a number of questions about their demographic characteristics. Of those patients who answered these questions:
- 55 per cent were female and 45 per cent were male.
 - Six per cent were aged 16-34, 12 per cent were aged 35-49, 26 per cent were aged 50-64, 25 per cent were aged 65-74 and 31 per cent were aged 75 or over.
 - 98 per cent of people indicated that they were heterosexual / straight, whilst 2 per cent indicated that they were gay / lesbian, bisexual or 'other'.
 - 43 per cent of people rated their health as good, 43 per cent as fair and 14 per cent as poor.
 - Almost two-thirds of the people who provided information about themselves indicated that their day-to-day activities were either limited a lot (33%) or a little (32%) because of a health problem or disability which had lasted, or was expected to last, at least twelve months. The remaining respondents (35%) did not have any of their activities limited.

Data analysis and interpretation

- 2.15. The survey data was collected by the contractor Quality Health Ltd. Anonymised data was then securely transferred to NHS Information Services Division (ISD) who carried out the analysis.
- 2.16. In general, results are presented as the percentage of patients reporting a positive experience. Such percentages are calculated excluding any patients from the denominator who did not answer the question or answered "not relevant" or "don't know". Annex C shows which answers have been classed as positive and negative for each question.
- 2.17. Throughout the report, weighted percentages have been presented unless otherwise stated. Weights were applied to all survey responses based on the number of eligible inpatients at each hospital. This means that the contribution of each hospital to the NHS Board and Scotland results is proportional to the number of patients that were eligible for the survey. Further information on how weights were calculated and applied can be found in the technical report.
- 2.18. Differences from the 2012 survey results are only highlighted and discussed if they are statistically significant. Results in tables are marked in bold if they are significantly better or worse than in 2012. Further information on this is available in the technical report.
- 2.19. These statistics have been independently assessed by the UK Statistics Authority and are designated as National Statistics. The assessment report is available at <http://www.statisticsauthority.gov.uk/assessment/assessment/assessment-reports/assessment-report-131---statistics-on-scottish-patient-experience.pdf>.

Results for NHS Boards and hospitals

2.20. Individual reports have been prepared for NHS Boards and hospitals. These are available at the site below:

<http://www.careexperience.scot.nhs.uk/>

3. RESULTS – ADMISSION TO HOSPITAL

Summary

- Patients mainly rated their admission to hospital positively, with improvements to a number of specific aspects since the previous survey. Overall 83 per cent of patients rated their admission to hospital as excellent or good, an increase of 2 percentage points from 2012.
- Patients also rated most aspects of care and treatment they received in the Accident and Emergency Department (A&E) positively. Eighty-seven per cent of patients rated the overall care and treatment they received in A&E as excellent or good, up 4 percentage points since 2012.
- Patients were least positive about being kept informed about the length of time to wait to be seen by a doctor or nurse in A&E – around one quarter (23%) indicated that they weren't kept informed. Similarly around one in six (17%) indicated that the time waiting to be seen by a doctor or nurse in A&E was too long.

Emergency or planned in advance

- 3.1. Patients who responded to the survey had either been admitted to hospital as an emergency/urgent admission (61%), or their stay had been planned in advance (39%).
- 3.2. Of the emergency/urgent patients, 72 per cent went to A&E when they arrived at hospital.

Overall rating of A&E and admission to hospital

- 3.3. Overall 83 per cent of patients rated their admission to hospital as excellent or good (Chart 1), an increase of 2 percentage points from 2012. Patients rated the care and treatment they received in A&E even more positively with 87 per cent of patient rating them as excellent or good (Chart 2). This is a rise of 4 percentage points compared to the 2012 survey.

Chart 1 Overall rating of admission to hospital (%)

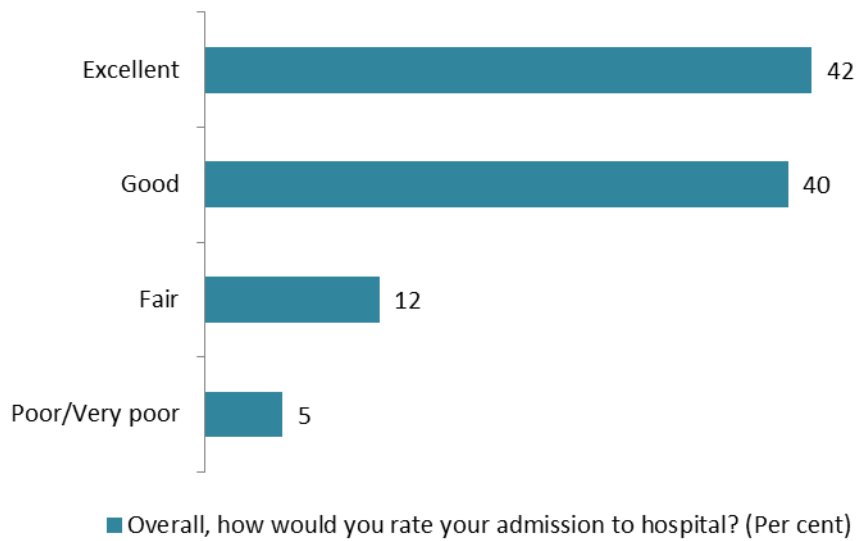
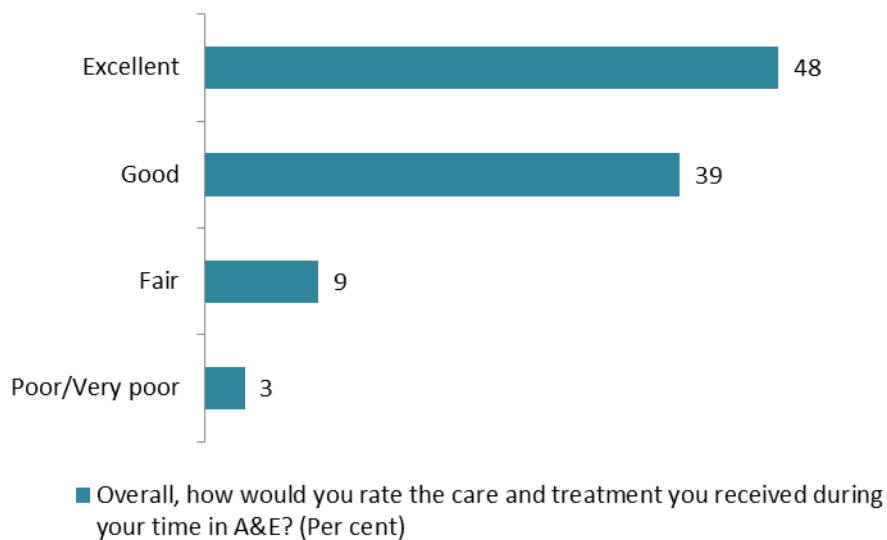


Chart 2 Overall rating of care and treatment in A&E (%)



3.4. Patients were asked to rate various aspects of their experience of admission to hospital whether planned or unplanned. The following table illustrates these views (Table 1). Many of the questions for A&E were either modified from the 2012 survey or are new additions, which prevents comparisons with the 2012 results.

Table 1 Summary of the results to questions about patients' admission to hospital (%)

Statement or question	Negative	Neither positive nor negative	Positive	Change in Positive Per Cent from 2012
Emergency or urgent patients				
In A&E, were you kept informed about how long you would have to wait to be seen by a nurse or doctor?	23	33	44	n/a ¹
In A&E, how did you feel about the length of time you waited to be seen by a nurse or doctor?	17	n/a	83	n/a
In A&E, once you had been seen by a nurse or doctor were you kept informed about what was happening?	6	34	60	n/a
In A&E, did a nurse or doctor discuss your condition with you in a way you could understand?	6	27	67	n/a ¹
Were you given enough privacy when being examined or treated in A&E?	3	n/a	97	n/a
When you were in A&E, did you feel safe?	2	11	87	n/a
Overall, how would you rate the care and treatment you received during your time in A&E?	3	9	87	+4
Waiting list and planned in advance				
How did you feel about the length of time you waited to be admitted to hospital after you were referred?	12	n/a	88	0
Did the information you were given before attending hospital help you understand what would happen?	4	n/a	96	0
All patients				
From the time you arrived at hospital, how did you feel about the time you had to wait to get a bed on the ward?	14	n/a	86	-1
Overall, how would you rate your admission to hospital? (i.e. the period after you arrived at hospital until you got to a bed on the ward).	5	12	83	+2

Notes:

1. Comparison is not available for this question as changes were made to the 2012 question.
2. New question added to the 2014 survey.

- 3.5. As in previous years, the most positively rated area was around the information provided before attending hospital: 98 per cent of waiting list or planned patients indicated that the information helped them understand what would happen. Another very positive finding was that 97 per cent felt that they were given enough privacy when being examined or treated in A&E.
- 3.6. Patients were least positive about being kept informed about the wait to be seen by a nurse or doctor in A&E - around one quarter (23%) indicated that they weren't kept informed, while one third (33%) indicated that they were informed 'to some extent' and the remaining 44 per cent felt 'completely' informed. Although views on the actual waiting time to be seen in A&E were generally positive (83% indicated that either they didn't have to wait or that the wait was reasonable), a sizeable proportion (17%) felt that the wait was too long.
- 3.7. Other areas which were rated less positively related to communication in A&E: 60 per cent indicated that they were kept informed about what was happening after seeing a nurse or doctor 'completely', while 67 per cent felt that their condition was 'completely' discussed with them in a way they could understand.
- 3.8. There was some variation between NHS Boards around perceptions of the length of time to wait to be seen by a nurse or doctor . Positive results (it was reasonable' and 'I didn't have to wait') ranged from 77 to 97 per cent.

Waiting to be admitted after being referred

- 3.9. "On 01 October 2012, the Treatment Time Guarantee came into effect. This replaced the nine week standard that was in place from 31 March 2011 to 31 March 2012. [...] Previously, the national waiting time standard stated that, from 31 March 2011, no patient waiting for treatment as an inpatient or day case would wait longer than nine weeks."³ Information published by ISD shows that only two per cent of patients who attended hospital (as Inpatient or Day Case) during the period covered by the survey (April to September 2013) had to wait longer than 12 weeks⁴.
- 3.10. In the inpatient survey, 88 per cent of patients thought that the wait to be admitted to hospital after they were referred was reasonable. Of those patients who thought that the time they had to wait was not reasonable, 86 per cent felt that the time they had to wait was too long and 14 per cent felt that the time they had to wait was too short.

³ <https://isdscotland.scot.nhs.uk/Health-Topics/Waiting-Times/Publications/2014-05-27/2014-05-27-WT-IPDCOP-Report.pdf?77033632994>

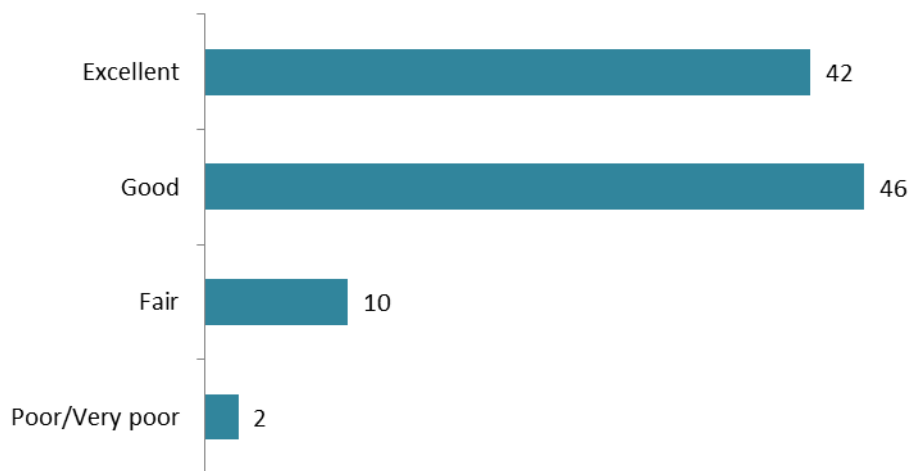
⁴ <https://isdscotland.scot.nhs.uk/Health-Topics/Waiting-Times/Publications/2013-08-27/2013-08-27-WT-IPDCOP-Report.pdf?77648562193> and <https://isdscotland.scot.nhs.uk/Health-Topics/Waiting-Times/Publications/2013-11-26/2013-11-26-WT-IPDCOP-Report.pdf?40821474791>

4. RESULTS – HOSPITAL AND WARD ENVIRONMENT

Summary

- Results for the hospital and ward environment show several improvements in experiences since the previous survey. Eighty-eight per cent of patients rated the hospital and ward environment 'overall' as good or excellent, a rise of 8 percentage points since 2012 (Chart 3).
- As in previous surveys, patients views about the hospital and ward environment were mixed. Patients tended to be most positive about cleanliness and the visiting hours, however they were markedly less positive about food and drinks, noise at night, and knowing which nurse was in charge of the ward.

Chart 3 Overall rating of the hospital ward and environment (%)



■ Overall, how would you rate the hospital and ward environment? (Per cent)

The hospital and ward environment

- 4.1. Patients were asked how much they agreed or disagreed with eight statements about the hospital and ward environment covering: cleanliness; noise at night; catering and drinks; receiving assistance; impact of other patients and visitors; and overall rating of the hospital and ward environment.
- 4.2. In addition they were asked to indicate the extent to which they were content with the visiting hours, ability to spend time with others and the availability of hand gels.
- 4.3. In general, responses were mixed (Table 2). Patients were most positive about the following statements:
 - the main ward or room I stayed in was clean (95% answered positively),

- hand-wash gels were available for patients and visitors to use (95% answered positively),
 - I was happy with the visiting hours (95% answered positively)
- 4.4. However, patients were markedly less positive on other aspects:
- I knew which nurse was in charge of the ward (42% answered positively)
 - I was bothered by noise at night from other patients (54% positive) and staff (69% positive)
 - I was happy with the food / meals I received (85% answered positively)
- 4.5. Compared to the previous survey, patients were considerably more positive about their overall rating of the hospital and ward environment: 88 per cent of patients rated the hospital and ward environment as good or excellent, an increase of 8 percentage points. (Table 2). This improvement was seen across nine of the 15 NHS Boards and in some Boards the rises were considerable.
- 4.6. There were slight improvements in patients' ratings of cleanliness (ward/room and bathroom/toilets) which showed an increase of 2 percentage points from the 2012 survey, which had itself shown modest improvements from the 2011 survey.
- 4.7. Similarly patients were slightly more positive than in 2012 about receiving assistance within a reasonable time and the impact of other patients or visitors with an increase of 2 percentage points each (Table 2).

Table 2 Summary of the results to questions about the hospital and ward environment (%)

	Negative	Neither positive nor negative	Positive	Change in Positive Per Cent from 2012
The main ward or room I stayed in was clean.	2	3	95	+ 2
The bathrooms and toilets were clean.	5	5	91	+ 2
I was bothered by noise at night from other patients.	29	17	54	n/a ¹
I was bothered by noise at night from hospital staff.	16	14	69	n/a ¹
I was happy with the food/meals I received.	20	12	68	n/a ¹
I was happy with the drinks I received.	7	9	84	n/a ¹
When I called I received assistance within a reasonable time.	6	6	88	+ 2
There were times when I felt bothered or threatened by other patients or visitors.	9	6	84	+ 2
Did you know which nurse was in charge of the ward?	33	25	42	n/a ¹
Were hand-wash gels available for patients and visitors to use?	1	4	95	n/a ²
During your stay, were you happy with the visiting hours?	5	0	95	n/a ²
Did you feel you were able to spend enough time with the people that matter to you (e.g. family and friends)?	4	15	81	n/a ²
Overall, how would you rate the hospital and ward environment?	2	10	88	+ 8

Notes:

1. Comparison is not available for this question as changes were made to the 2012 question.
2. New question added to the 2014 survey.

Food and drink

- 4.8. Food and drink play an important part in a patient's recovery and consequently they are subject to national standards for food, fluid and nutritional care in hospitals⁵. NHS Boards' performance in the provision of food, fluid and nutritional care are assessed based on these standards.
- 4.9. The survey asked people about the food and drink they had received while in hospital. Food, similar to noise, is an area where a substantial percentage of

⁵ Source: Health Improvement Scotland (previously NHS Quality improvement Scotland) http://www.healthcareimprovementscotland.org/programmes/patient_safety/nutritional_care_resources/nutritional_care_standards.aspx

patients reported a negative experience (20 per cent were not happy with the food they had received). However patients were more positive about the drinks they had received, with only seven per cent reporting a negative experience (Table 2).

- 4.10. There was considerable variation between NHS Boards in the responses to the question 'I was happy with the food/meals I received'. Responses ranged from 53 to 89 per cent.

Noise

- 4.11. Noise at night can be disruptive for patients, affecting their sleep and potentially their recovery. This might explain in part why noise at night is an area which patients feel strongly about: 29 per cent felt they were bothered at night by other patients during their hospital stay, while fewer patients reported being bothered at night by hospital staff (16 per cent).
- 4.12. There was considerable variation between NHS Boards in the responses to the question 'I was not bothered by noise at night from other patients'. Positive responses ranged from 47 to 85 per cent. In comparison, there was less variation between NHS Boards in relation to noise at night from staff with results ranging from 61 to 87 per cent.

Knowing who was in charge of the ward

- 4.13. One of the aims of the Leading Better Care programme⁶ was to redefine the role of Senior Charge Nurses. This included making sure that the Senior Charge Nurse is visible and accessible to patients. To reflect this aspiration, a question around knowing who is in charge of the ward has featured previously in our surveys, albeit with slightly different wording. Of those that responded to the 2014 survey:
- 42 per cent of patients indicated that they knew who was in charge of the ward all or most of the time
 - 25 per cent indicated that they knew who was in charge of the ward some of the time
 - 11 per cent indicated that they did not know who was in charge of the ward but they would have liked to know
 - 23 per cent indicated that they knew who was in charge of the ward, but it didn't bother them
- 4.14. These results show that patients still find it difficult to identify who was in charge of the ward; over one third of patients indicated that they didn't know which nurse was in charge of the ward. It is worth noting however, that of these patients who did not know, over two-thirds (68%) were not bothered by this.

⁶ <http://www.evidenceintopractice.scot.nhs.uk/leading-better-care.aspx>

Single rooms

- 4.15. Patients were asked if they had a single room at any time during their most recent stay in hospital. One third (33%) of respondents indicated that they had a single room and two thirds (67%) didn't.
- 4.16. Most patients (81%) were happy about whatever room(s) they had occupied, irrespective of whether they had had a single room or not (Table 3). However, additional analysis has shown that those in a single room were more likely to be happy with their room. Ninety per cent of people in a single room responded positively about the room they were in whereas only three quarters (76%) of those patients who did not have a single room were happy about it.

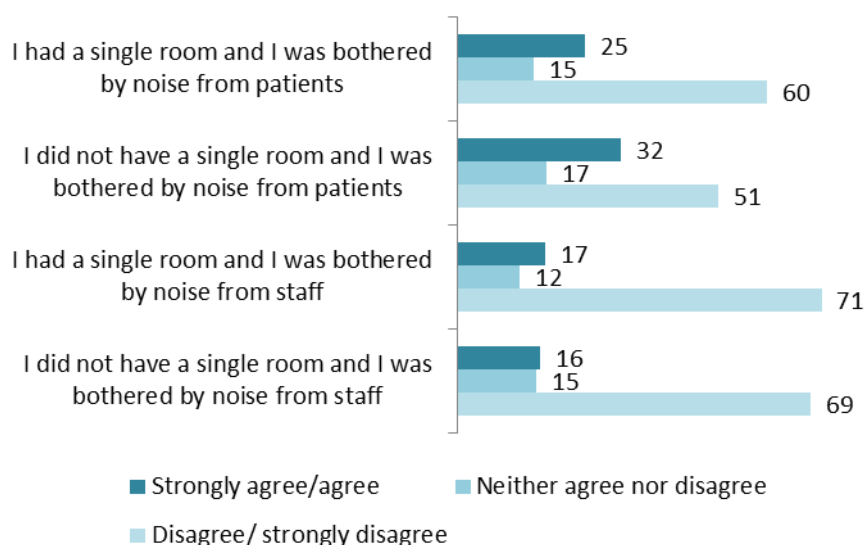
Table 3 Single rooms (%)

Per cent	I was happy	I would have preferred another room	Total
I had a single room	30	3	33
I did not have a single room	51	16	67
Total	81	19	100

Single room and noise by patients and staff

- 4.17. As might be expected, those who had been in a single room were less likely to have been bothered by noise at night by patients than those that did not have a single room (25% vs. 32%). However, there was little difference when it came to being bothered by noise from staff (17% vs. 16%) (Chart 4).

Chart 4 Being bothered at night by patients or staff by whether patient had single room or not (%)



Moving wards

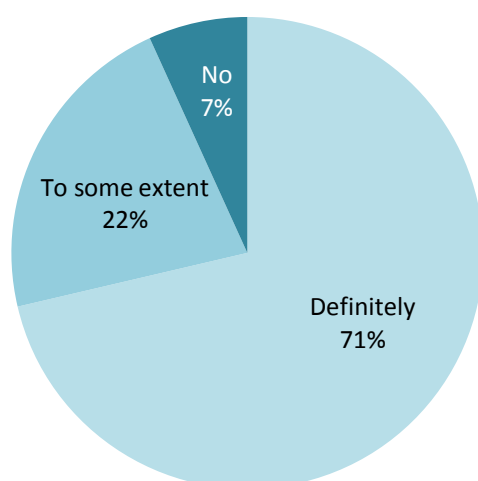
- 4.18. Moving wards can be disruptive to patients and in cases where patients are moved from a specialist ward to a ward treating different conditions known as 'boarding', it can result in longer hospital stays⁷. It can also increase in the risk of infections spreading. Effective management of patient flows through hospital is a key priority for NHS Boards to minimise the need for moves.
- 4.19. We asked patients to indicate whether they moved wards during their stay and if so the time of day. Over a third (36%) of survey respondents had moved ward at least once during their hospital stay.
- 4.20. Of the ward moves that took place, the largest proportion (54%) occurred during the day. However, a significant proportion (14%) moved during the middle of the night (i.e. after 10 pm) (Table 4).

Table 4 Moving wards

Time	%
Morning/afternoon	54
Evening (6pm to 10pm)	29
Middle of the night (10pm onwards)	14

- 4.21. Patients that had moved ward were also asked whether the ward moves were well-managed. Of those that had moved wards, 71 per cent felt that their moves had been managed well (Chart 5).

Chart 5 Were your ward moves managed well?



⁷ 'Unnecessary ward moves' by Prof. McMurdo and Dr Witham from the University of Dundee <http://app.dundee.ac.uk/pressreleases/2013/july13/wardmoves.htm>

5. RESULTS – CARE AND TREATMENT

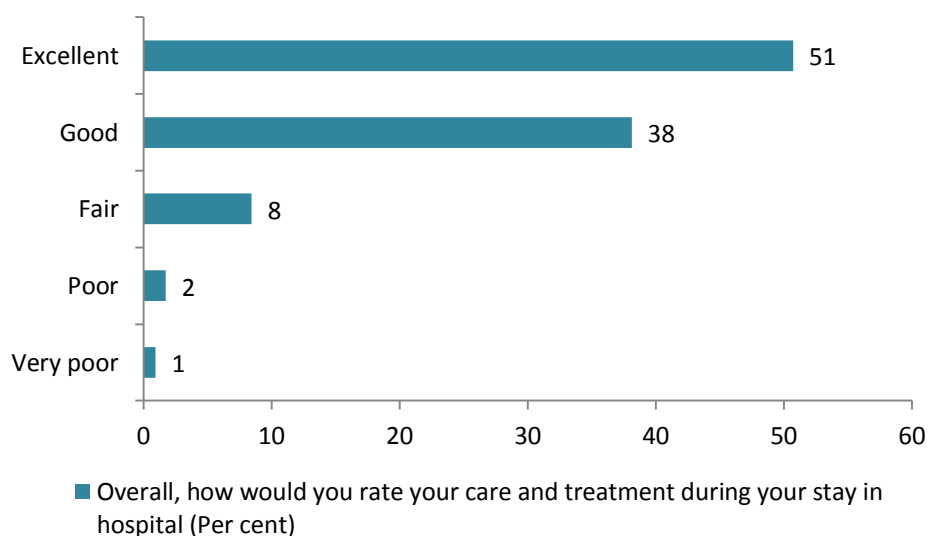
Summary

- Overall, patients responded positively to questions regarding their care and treatment. Where comparable, results had either stayed the same or improved from the previous survey.
- This is reflected in patients' overall rating of care and treatment, which rose by four percentage points from the 2012 survey to 89% positive.
- The least positive findings related to involvement in decisions about care and treatment. A significant number of patients were either not involved in decisions as much as they would like or felt that the people that mattered to them (e.g. friends and family) were not involved as much as they would like.
- In both cases, the bulk of those not fully involved were involved 'to some extent'. However, these results still suggest that there is scope for improvement.

Overall rating

5.1. Survey respondents were asked to provide an overall rating of the care and treatment that they received. 89% of respondents said that their treatment and care was either excellent or good, a four percentage point increase since the previous survey. Positive results for NHS Boards varied between 81% and 99%.

Chart 6 overall rating of care and treatment (%)



Care and treatment

- 5.2. Survey respondents were presented with a number of statements covering their health and treatment and asked the extent to which they agreed with them (Table 5).
- 5.3. The results for these statements were very favourable, with even the lowest ranked statement receiving a response of 85% positive. Six of the statements were comparable with the previous survey results and these had either grown more positive or stayed the same.
- 5.4. In each of the three questions regarding help from staff (around eating and drinking, going to the bathroom / toilet and washing and dressing), performance had improved. Most notably the question relating to help with eating and drinking shows a large improvement from previous surveys, rising by 16 percentage points since 2012. For the remaining two questions on help going to the bathroom / toilet and help for washing or dressing, there were smaller but still considerable rises (6% and 5% respectively).
- 5.5. Improvements on these three questions were seen across many Boards but were particularly high in several NHS Boards.
- 5.6. The results for care and treatment also showed an interesting contrast for the two statements relating to privacy. Patients rated privacy 'when being examined or treated' most positively of all seven statements (94% positive). However privacy when their condition and treatment were being discussed was rated seven percentage points lower at 87% positive.
- 5.7. This difference has been evident in even greater degrees in previous surveys^{8,9}. The discrepancy could be down to the fact that the standard method of creating privacy – drawing a sheet drawn around the bed - may effectively block patients from sight but does little to stop other patients from overhearing any discussions going on within.

⁸ Scottish Inpatient Patient Experience Survey 2012:
<http://www.scotland.gov.uk/Publications/2012/08/8317/5>

⁹ Scottish Inpatient Patient Experience Survey 2011:
<http://www.scotland.gov.uk/Publications/2011/08/25164241/5>

Table 5 Summary of care and treatment questions (%)

Statement	Strongly agree /agree	Neither agree /disagree	disagree/ strongly disagree	Change in Positive Per Cent from 2012
I was able to get adequate pain relief when I needed it.	91	4	5	0
I had enough privacy when being examined or treated.	94	3	3	0
I had enough privacy when my condition and treatment was discussed.	87	5	7	+2
I got enough help with washing and dressing when I needed it.	87	7	6	+5
I got enough help with eating and drinking when I needed it.	85	10	5	+16
I got enough help with going to the bathroom or toilet when I needed it.	87	8	5	+6
I was kept as physically comfortable as I could expect to be.	92	5	3	N/A

Involvement with care and treatment

- 5.8. Patients were asked the extent to which they were involved in decisions about their care and treatment.
- 5.9. 3% of patients noted that they had not wished to be involved in decisions about their care and treatment
- 5.10. Of those that did want to be involved:
- 61% were definitely involved as much as they wanted to be
 - 32% were involved to some extent
 - 7% had not been involved
- 5.11. This suggests that a large proportion of patients (39%) were not involved as much as they wanted to be.
- 5.12. A similar question was asked regarding the involvement of friends and family in decisions about care and treatment. There was a similar pattern in responses. Although a larger proportion of people did not need the people that matter to them to be involved (33%), amongst those that did want them to be involved:
- 56% responded that the people that matter to them were ‘definitely’ involved as much as they had wanted them to be
 - 33% responded that they had been involved ‘to some extent’
 - 11% responded that the people that matter to them had not been involved.
- 5.13. In both aspects therefore, a significant proportion of patients did not receive the involvement of themselves or the people that matter to them that they would have liked. In both cases the bulk of these had involvement ‘to some extent’, suggesting that the patient and those close to them are not being

removed from the decision making process completely. However, the responses still indicate that more could be done to ensure that patients and those close to them are more fully involved in decisions about care and treatment.

Care Taken

- 5.14. This year patients were asked for the first time whether staff took adequate care when carrying out physical procedures.
- 5.15. Eighty per cent of patients felt that the staff 'definitely' did take adequate care. The remaining respondents were made up of 17% who felt adequate care was taken 'to some extent', and 4% who felt that adequate care was not taken. The responses suggest that more could be done to ensure that staff consistently take adequate care when carrying procedures.

6. RESULTS – PATIENT SAFETY

Summary

- A range of new questions were introduced into this year's survey relating to issues around patient safety.
- The survey found that around one in five patients felt that they had experienced problems relating to their care such as infections, bed sores, reactions to medications, or falls.
- Seven per cent of patients felt that they had experienced clinical errors during their stay in hospital, the most common being 'delayed or incorrect test results'. The survey results further suggested that where clinical errors occurred, they were not always dealt with to patients' satisfaction. In over a third of instances (36%) patients reported that staff did not discuss the error with them and in 40% of cases patients were not happy with how the errors were dealt with.
- There was also a specific question relating to drips and needles in patients' veins. This found that one in four patients felt that either: their drip was not checked regularly enough; their drip was not changed when required; or their drip was not removed quickly enough.

Introduction

- 6.1. In line with the healthcare quality strategy outcome for NHS Scotland that "*Healthcare is safe for every person, every time*", new questions were included in order to provide an insight into the incidence and nature of events which impact upon patient safety.
- 6.2. Evidence from other sources shows that all health care workers make errors and that levels of harm are comparable in all settings¹⁰. The Scottish Patient Safety Programme¹¹ was launched in 2008 to improve the safety and reliability of healthcare and reduce harm, whenever care is delivered whether in acute or community settings. Within adult acute care, the programme is now organised into nine priority areas for improvement¹² which includes reducing: mortality and harm from sepsis, falls, pressure ulcers, medicine errors, catheter associated infections among other things.
- 6.3. A range of new questions were added to this year's survey to gather patients' perspectives on a number of issues relating to patient safety whilst in hospital:

¹⁰ Evidence into Practice: <http://www.evidenceintopractice.scot.nhs.uk/patient-safety/what-is-patient-safety.aspx>

¹¹ Scottish Patient Safety Programme: <http://www.scottishpatientsafetyprogramme.scot.nhs.uk/>

¹² Scottish Patient Safety Programme – Acute adult
<http://www.scottishpatientsafetyprogramme.scot.nhs.uk/programmes/acute-adult>

- Situations where a patient's condition worsens
- Peripheral catheters
- Harm or injuries to patients such as infections, falls, and beds sores
- Clinical errors

Response to worsening of patients' condition.

- 6.4. Whilst in hospital it is not unknown for a patient's condition to deteriorate for various reasons. It is important that patients are appropriately monitored and that they get an effective, timely response. The recent SIGN recommendations on Care of deteriorating patients¹³ set out the essential elements for prompt and reliable recognition of and appropriate response to deteriorating patients in Scotland's acute health care settings.
- 6.5. Almost a quarter of patients responding to the survey (24%) reported that they had experienced a worsening of their condition whilst in hospital.
- 6.6. In situations where patients felt that their condition had worsened, over one in ten (12%) of patients felt that the staff did not respond quickly. Whilst this does mean that in the vast majority of instances (88%) staff did respond quickly, a figure of over one in ten suggests that there is scope for improvement from the patient's perspective.
- 6.7. Some caution would be advised in interpreting these results. These figures relate to patients' own assessment of their condition and the survey does not provide information on to how serious the deterioration was, nor whether the situation experienced by the patient would constitute a deterioration in condition as judged by a health professional.

Peripheral catheters

- 6.8. New questions were added to this survey to investigate patients' views on how well drips or needles in the vein giving medicines or fluids (peripheral venous cannulas [PVCs]) were being maintained by medical staff. PVCs are widely used in a hospital setting: it has been estimated that as many as one in three hospital patients has one at any given time¹⁴. PVCs are associated with potential medical complications, such as bloodstream infections, which can have serious consequences.¹⁵
- 6.9. Observation and monitoring are crucial to identifying complications at an early stage. Both the Royal College of Nursing and Health Protection Scotland

¹³ <http://www.sign.ac.uk/pdf/SIGN139.pdf>

¹⁴ NHS Scotland National HAI Prevalence Survey. Volume 1 of 2: Final Report
<http://www.documents.hps.scot.nhs.uk/hai/sshaip/publications/national-prevalence-study/report/full-report.pdf>

¹⁵ Care of peripheral venous cannula sites, Nursing Times:
<http://www.nursingtimes.net/Journals/2012/08/22/b/k/e/210812Care-of-peripheral-venous-cannula-sites.pdf>

recommend that PVC sites are checked at least on a daily basis ¹⁶. It is further recommended that the site is checked during injection of drugs, when IV fluid bags are changed and when drip flow rates are checked. PVCs should be removed as soon as they become clinically unnecessary.

- 6.10. In order to assess how well patients felt that their PVCs were maintained, survey respondents who had a PVC were asked whether it was checked regularly enough, whether it was changed when required, and whether it was removed quickly enough (Table 6).
- 6.11. The results showed that one in four patients felt that their PVCs were not being maintained appropriately. A quarter of patients (25%) felt that at least one of the listed actions were not happening. The most common report was that patients felt that their drip was not checked regularly enough.

Table 6 peripheral venous cannulas [PVCs]

Statement	%
Not checked regularly enough	12
Not changed when required	8
Not removed quickly enough	10
At least one of the above	25

Harm or injuries to patients

6.12. New questions were also added to the survey this year regarding problems that may have arisen during, or as a result of, the patient's hospital stay. Patients were asked to indicate whether they had experienced any of the following:

- Infection (e.g. urinary tract infection, surgical wound infection, MRSA, CDiff etc.)
- Blood poisoning/sepsis
- Blood clot (e.g. Deep Vein Thrombosis [DVT], Embolism)
- Bed sore (pressure sore)
- Injury from falling over
- Bad reaction to medication
- Complication from surgery
- Any other problems

6.13. One in five survey respondents (19%) had experienced at least one of the problems listed. By far the most common was an infection, with 8% of all survey respondents experiencing an infection during their inpatient stay (Table 7).

¹⁶ Royal College of Nursing : <http://ivtherapyathome.heartofengland.nhs.uk/wp-content/uploads/2013/05/RCN-Guidelines-for-IV-therapy.pdf>

Health Protection Scotland: <http://www.documents.hps.scot.nhs.uk/hai/infection-control/evidence-for-care-bundles/literature-reviews/pvc-insertion-review.pdf>

6.14. Four per cent of respondents selected the option ‘any other problems’ . As a result it is not clear what problem they will have been considering when responding to this question.

Table 7 Harm or injuries

Harm or injuries	%
Infection	8
Blood poisoning/sepsis	1
Blood clot	1
Bed sore (pressure sore)	2
Injury from falling over	1
Bad reaction to medication	4
Complication from surgery	3
Any other problems	4
At least one of the above	19

6.15. The Patient Rights Act 2011 includes the principle that “no avoidable harm or injury is to be caused to the patient by the healthcare provided”¹⁷. The question of whether any harm was avoidable is complex and needs to be considered in local review on an individual basis. The above information does not distinguish harms that might have been avoidable.

Clinical errors

6.16. For the first time survey respondents were also asked whether they had experienced any of five listed clinical errors.

- Incorrect diagnosis
- Wrong treatment
- Incorrect medicines
- Incorrect doses of medicines
- Delayed or incorrect test results

6.17. Seven per cent of patients responding to the survey felt that they had experienced at least one of the events listed. The most common of these was ‘delayed or incorrect test results’, which was experienced by 3% of patients.

Table 8 Clinical errors

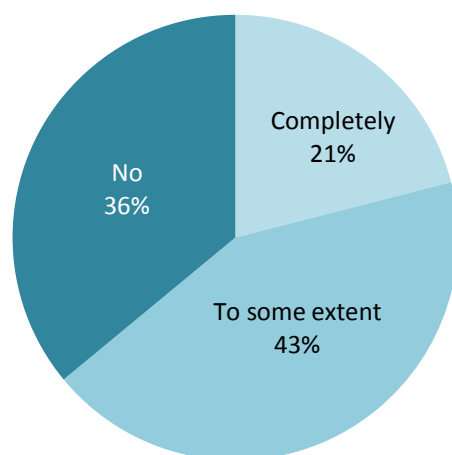
Clinical error	%
Incorrect diagnosis	2
Wrong treatment	1
Incorrect medicines	2
Incorrect doses of medicines	2
Delayed or incorrect test results	3
At least one of the above	7

¹⁷ Patient Rights (Scotland) Act 2011 principles: <http://www.legislation.gov.uk/asp/2011/5/schedule>

Responding to clinical errors

- 6.18. An important aspect of reducing and managing risk is to ensure that when mistakes do occur they are acknowledged and dealt with. The Learning from adverse events through reporting and review: A national framework for NHSScotland approach¹⁸ stressed that the needs of the patient and their family should be addressed as a priority when something has gone wrong. This includes being open and honest about what has happened and communicating about any reviews or improvement plans.
- 6.19. Where survey respondents felt that any of the five errors above occurred during their care, they were asked whether staff had discussed the error with them.
- 6.20. In over a third of instances (36%) patients reported that staff did not discuss the error with them. A further 43% of patients had the event discussed with them 'to some extent' and 21% had the issue discussed with the 'completely'. These results suggest that, when mistakes do errors do occur, more could be done to discuss the situation with the patient.

Chart 7 Did a member of staff discuss the error with you?

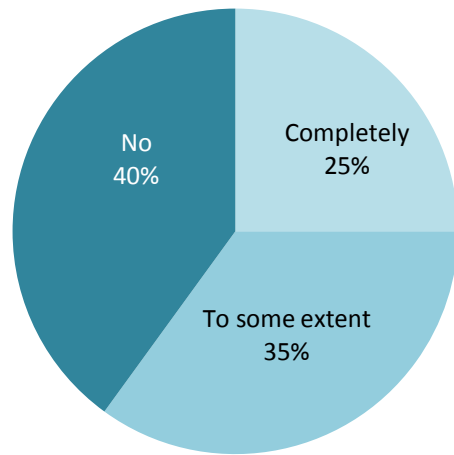


- 6.21. Patients were also asked whether they were satisfied with how the events had been dealt with. Fully 40% of patients indicated that they were not satisfied, a further 35% indicated that they were satisfied 'to some extent', and a quarter were 'completely' satisfied.

18

http://www.healthcareimprovementscotland.org/our_work/governance_and_assurance/management_of_adverse_events/national_framework.aspx

Chart 8 Were you happy with how the error was dealt with?



7. RESULTS – OPERATIONS AND PROCEDURES

Summary

- Over half of the patients who responded had an operation or procedure during their most recent stay in hospital. Patients were mostly positive about the explanations provided before and after the operation or procedure.
- However results suggested that more could be done to prepare patients for how they would feel after the operation.

Operations and procedures

- 7.1. Over half of the patients (56%) had an operation or procedure during their most recent stay in hospital.
- 7.2. Good communication before and after surgery is essential. It assists patients in understanding the risks, benefits and possible outcomes of surgery and can assist in aiding recovery and adherence to medical treatment.
- 7.3. Those who indicated they had an operation or procedure were asked about the explanations staff provided before and afterward their surgery (Table 9).
- 7.4. Patients who had surgery were most positive about the explanations given beforehand around risks and benefits of surgery: 4 out of 5 patients (80%) indicated 'yes completely' to this question. Similarly 3 out of 4 patients (76%) indicated 'yes completely' to the questions on whether staff provided explanations about the operation itself (76%) and answered patient questions in a way they could understand (75%).
- 7.5. One area where patients were less positive was around explanations about how they would feel after the operation; only 3 out of 5 patients responded 'yes completely' to this question. Although may be easier for staff to provide explanations about the mechanics and risks and benefits of the procedure, it is important to convey how patients might feel afterwards to prepare them for what to expect. (table 4)

Table 9 Summary table of operations and procedures questions (%)

Question	Yes, completely	Patients answered Yes, to some extent	No
Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	80	16	4
Beforehand, did a member of staff explain what would be done during the operation or procedure?	76	19	5
Beforehand, were you told how you could expect to feel after you had the operation or procedure?	61	27	12
Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	75	20	5
After the operation or procedure, did a member of staff explain how it had gone in a way you could understand?	71	21	7

8. RESULTS – STAFF

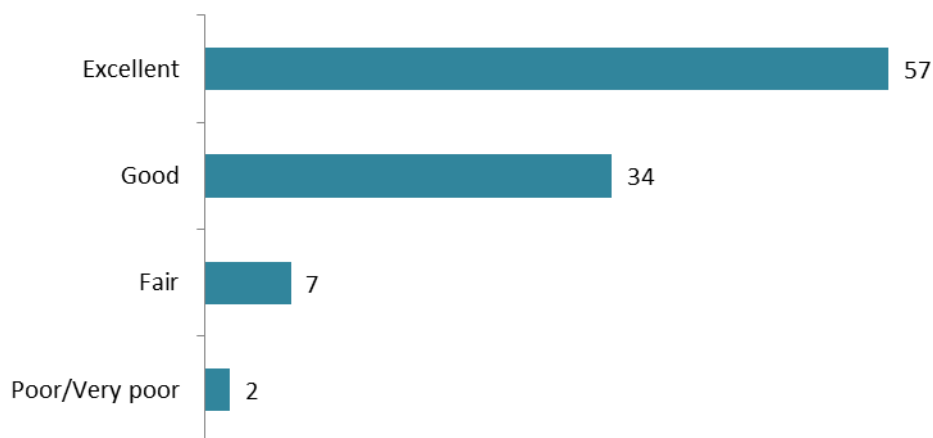
Summary

- Overall patients were largely positive about their experiences of hospital staff. Where comparable, results had generally improved from the previous survey.
- This is reflected in the patients' overall rating of staff; 91 per cent of patients rated staff they came into contact with as either excellent or good, up by four percentage points since the 2012 survey.
- A particular area of improvement was around patients' rating of nursing staff on both nurses knowledge of and explanations around condition and treatment.
- Results also suggested that more could be done to improve some areas of communication, particularly with doctors. Ten per cent of patients agreed or strongly agreed that doctors had talked in front of them as if they were not there.

Overall rating of staff

8.1. Survey respondents were asked to provide an overall rating of the staff they came into contact with. Ninety-one per cent of respondents rated the staff as either excellent or good, up by four percentage points since the previous survey in 2012 which followed no change between 2011 and 2010 (Chart 9).

Chart 9 Overall, how would you rate all the staff you came into contact with? (%)



■ Overall, how would you rate all the staff you came into contact with? (Per cent)

General questions

- 8.2. Four general questions on staff were introduced in 2014 questionnaire. These related to how well patients' care was organised, whether staff took account of the things that matter to patients, emotional support, and compassion and understanding.
- 8.3. Overall results show that almost three quarters of patients said that staff had 'always' treated them with compassion and understanding (74%), a further 22 per cent indicated that this was 'to some extent' while the remaining four per cent reported staff hadn't done so. Similarly 73 per cent indicated that staff had 'definitely' worked well together in organising their care while 23 per cent indicated that this happened 'to some extent' and the remaining (4%) that it didn't happen.
- 8.4. However patients were less positive about whether staff had taken into account of things that mattered to them and about emotional support. Around two thirds (64%) indicated that staff had 'definitely' taken account of the things that mattered to them. A similar proportion (67%) indicated that they 'always' received emotional support from staff (Table 10).
- 8.5. These questions use a response scale different from most of the questions mentioned previously in the report, which may have had an effect on the way patients responded, lowering the response rate to the positive option and increasing the percentage of options 'to some extent' or 'sometimes', which would typically be considered as neutral.

Table 10 Summary of general staff questions (%)

	Yes, definitely or Yes, always	Yes, to some extent or Yes, sometimes	No
Did you think that the staff worked well together in organising your care?	73	23	4
Did you feel that staff took account of the things that matter to you?	64	31	5
Did you feel that you got enough emotional support from staff during your stay?	67	26	7
Did you feel that staff treated you with compassion and understanding during your stay?	74	22	4

Doctors

- 8.6. Patients were asked how much they agreed or disagreed with six statements about doctors and the results are shown in Table 11.
- 8.7. The percentage of patients answering positively ranged from 80 per cent ('Doctors did not talk in front of me as if I was not there') to 91 per cent ('I had

confidence and trust in the doctors treating me' and 'as far as I was aware doctors washed/cleaned their hands at appropriate times').

- 8.8. Improvements were seen across most statements, but particularly on those relating to doctors washing their hands, and doctors knowing enough about, and providing adequate explanations on, the patients' condition and treatment (Table 11).

Table 11 Summary of doctor-specific questions (%)

	Negative	Neither positive nor negative	Positive	Change in Positive Per Cent from 2012
Doctors knew enough about my condition and treatment.	4	6	90	+3
Doctors discussed my condition and treatment with me in a way I could understand.	4	5	90	+3
Doctors didn't talk in front of me as if I was not there.	10	10	80	-1
Doctors listened to me if I had any questions or concerns.	4	6	90	+1
As far as I was aware doctors washed/cleaned their hands at appropriate times.	2	7	91	+3
I had confidence and trust in the doctors treating me.	3	6	91	n/a ¹

Note:

1. New question added to the 2014 survey.

Nurses

- 8.9. Patients were asked how much they agreed or disagreed with six statements about nurses and the results are shown in Table 12.
- 8.10. The percentage of patients responding positively ranged from 83 per cent ('Nurses didn't talk in front of me as if I was not there') to 93 per cent ('As far as I was aware nurses washed/cleaned their hands at appropriate times').
- 8.11. Where comparable there were significant improvements across all statements. This is in contrast to earlier years where there had been little change. Improvements were particularly evident on nurses knowing enough about, and providing adequate explanations on, the patients' condition and treatment.

Table 12 Summary of nurse-specific questions (%)

	Negative	Neither positive nor negative	Positive	Change in Positive Per Cent from 2012
Nurses knew enough about my condition and treatment.	5	8	87	+6
Nurses discussed my condition and treatment with me in a way I could understand.	6	10	84	+4
Nurses didn't talk in front of me as if I was not there.	7	10	83	+2
Nurses listened to me if I had any questions or concerns.	4	6	90	+2
As far as I was aware nurses washed/cleaned their hands at appropriate times.	1	6	93	+3
I had confidence and trust in the nurses treating me.	3	6	91	n/a ¹

Note:

1. New question added to the 2014 survey.

Releasing Time to Care¹⁹

8.12. The Releasing Time to Care (RTC) Programme was offered to all NHS Boards in April 2009 and its final report²⁰ recommended that all fifteen boards adopted the recommendations for sustainability and spread. One of the aims of the programme is to increase the proportion of time nursing staff spend on direct patient care. Patients were positive (90%) about nurses listening to them if they had any concerns or questions. This percentage has increased by two percentage points from 2012, whereas it had not changed between 2011 and 2012.

Hand washing

8.13. The practice of staff routinely washing and cleaning hands after contact with patients is essential to control the spread of infection within hospitals. As part of the National Hand Hygiene campaign NHS boards undertook bi-monthly audits of hand hygiene between 2007 and September 2013. From 1st October 2013 individual NHS Boards have been responsible for monitoring and reporting of compliance data²¹.

¹⁹ http://www.healthcareimprovementscotland.org/our_work/person-centred_care/releasing_time_to_care.aspx

²⁰ http://www.healthcareimprovementscotland.org/our_work/person-centred_care/releasing_time_to_care/rtc_final_report.aspx

²¹ Health Protection Scotland: <http://www.washyourhandsofthem.com/hand-hygiene--nhs-scotland.aspx>

8.14. The results of the survey show that patients thought that nurses and doctors washed their hands at appropriate times; only one and two per cent of patients disagreed that nurses and doctors respectively washed their hands. These results show an improvement from the last survey, with an increase this year of three percentage points for both doctors and nurses washing their hands. (Table 11 and Table 12).

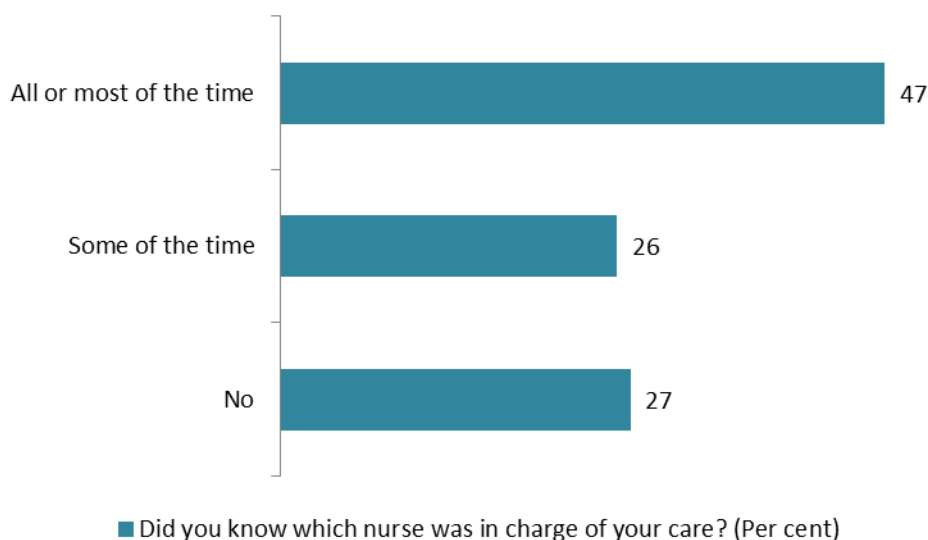
Nurses in charge of care

8.15. A new question was added on whether patients knew who was in charge of their care. Nearly half of all patients (47%) indicated that they knew 'all or most of the time' which nurse was in charge of their care. Over one quarter (26%) indicated that they knew 'some of the time', while a similar proportion indicated that they didn't know who was in charge of their care. (Chart 10). There was considerable variation between NHS Boards in response to this question, with positive results ranging from 34 to 69 per cent.

8.16. Of those patients who did not know which nurse was in charge of their care, 37 per cent would have liked to know and 63 per cent were not bothered.

8.17. Compared to results for knowing which nurse was in charge of the ward (reported in section 4), it seems that patients are more able to identify which nurse was in charge of their care rather than the ward (47% of patients indicated they knew 'all or most of the time' which nurse was in charge of their care compared to 42% for in charge of the ward).

Chart 10 Did you know which nurse was in charge of your care? (%)

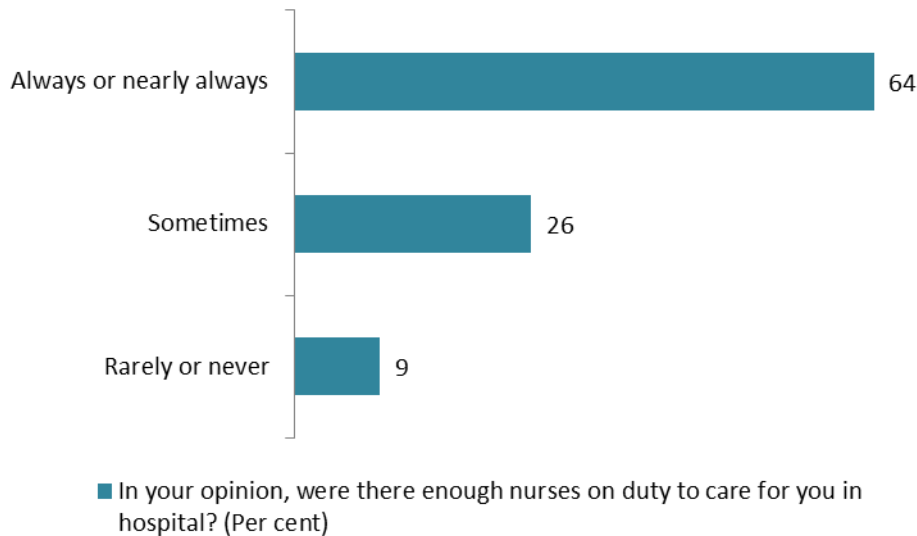


Adequate nurses on duty

8.18. In response to feedback from patient workshops, a new question was added to the questionnaire addressing whether patients thought there were enough nurses on duty.

- 8.19. Nearly two thirds of patients (64%) thought there were 'always or nearly always' enough nurses on duty to care for them in hospital. Around one quarter (26%) thought there were 'sometimes' leaving 9 per cent who said 'rarely or never' (Chart 11).
- 8.20. There was considerable variation between NHS Boards for this question, with positive results ranging from 54 to 92 per cent.

Chart 11 In your opinion, were there enough nurses on duty to care for you in hospital? (%)



- 8.21. Further analysis was undertaken to assess how patients' responses to the question about adequate nurses on duty correlated with their responses to the following questions about staff and care and treatment:
- Overall, how would you rate your care and treatment during your stay in hospital?
 - Nurses knew enough about my condition and treatment.
 - Nurses discussed my condition and treatment with me in a way I could understand.
 - Nurses talked in front of me as if I was not there.
 - Nurses listened to me if I had any questions or concerns.
 - I had confidence and trust in the nurses treating me.
 - Did you feel that you got enough emotional support from staff during your stay?
 - Did you feel that staff treated you with compassion and understanding during your stay?
- 8.22. The results of this analysis are presented in Table 13 and show that those who answered positively about there being enough nurses on duty were more likely to answer positively about other aspects of care and treatment and staff.

- 8.23. The differences can be seen across all the questions we compared but are particularly noticeable in those relating to person-centred care: 83 per cent of the patients who thought there were 'always or nearly always' enough nurses on duty indicated that they were 'always' given enough emotional support compared to 47 per cent of the patients who thought that there were only 'sometimes' enough nurses on duty.
- 8.24. Similarly, 87 per cent of patients who thought there were 'always or nearly always' enough staff on duty indicated that they were always treated with compassion and understanding compared to 57 per cent of those who thought that there were only 'sometimes' enough nurses on duty.
- 8.25. Although these differences are pronounced, there may well have been other factors influencing these results beyond simply the level of nurses on duty. The upcoming variations report will help establish whether these differences in experience are a genuine result of the number of nurses on duty or not.

Table 13 Care rating by level of nurses on duty(%)

	Positive answers (per cent)		
	There were always or nearly always enough nurses	There were sometimes enough nurses	There were rarely or never enough nurses
Overall, how would you rate your care and treatment during your stay in hospital?	96	84	57
Nurses knew enough about my condition and treatment.	95	81	60
Nurses discussed my condition and treatment with me in a way I could understand.	92	78	57
Nurses talked in front of me as if I was not there.	89	77	61
Nurses listened to me if I had any questions or concerns.	96	85	61
I had confidence and trust in the nurses treating me.	97	86	62
Did you feel that you got enough emotional support from staff during your stay?	83	47	27
Did you feel that staff treated you with compassion and understanding during your stay?	87	57	34

Note: Due to the absence of certain sampling strata amongst respondents selecting the last option (rarely/never enough nurses on duty), the percentages for this option are not directly comparable with those for the other two options (always/nearly always and sometimes enough nurses on duty).

9. RESULTS – LEAVING HOSPITAL

Summary

- Nearly 8 out of 10 patients (79%) rated the arrangements for leaving hospital positively, up 4 per percentage points from 2012.
- However of all the overall rating questions in the survey, patients were least positive about arrangements for leaving hospital.
- Delays to discharge on the day of leaving were a problem for two in five patients, mainly due to waiting for medicines - over half of the delays were due to this. Around one in six experienced delays over four hours.
- Of those requiring help and support to be arranged for after leaving hospital, only 71 per cent were confident it had been arranged 'completely', while 20 per cent felt it had been arranged 'to some extent' and 9 per cent felt that it had not been arranged.
- An area where patients were less positive related to hospital transport – nearly one in five people who were eligible for hospital transport were not happy with how it had been arranged.

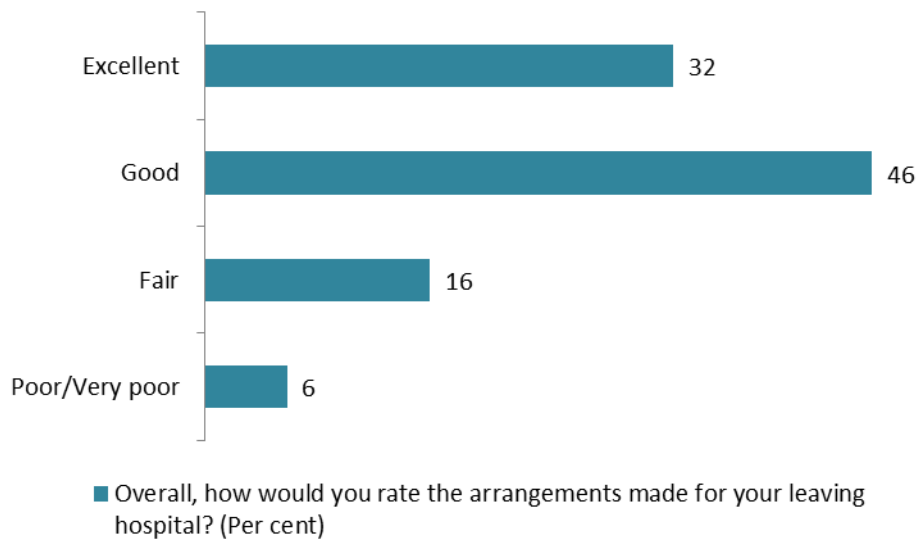
Introduction

- 9.1. Timely and appropriate discharge from hospital is an important part of the patient journey. The patient and any carer(s) should be provided with clear information about the discharge process and any follow-up care and support required after leaving hospital. We asked patients a series of questions about preparation for hospital discharge, arrangements for going home, delays on the day of discharge and experiences of hospital transport and medicines.

Overall rating of arrangements for leaving hospital

- 9.2. Overall patients rated the arrangements made for leaving hospital fairly positively with 79 per cent of patients rating these arrangements as excellent or good (Chart 12). However of all the overall rating questions in the survey, patients were less positive around arrangements for leaving hospital compared to other areas

Chart 12 Overall, how would you rate the arrangements made for your leaving hospital? (%)



Delays on the day patients left hospital

9.3. This year three new questions were introduced relating to delays experienced by patients on the day they left hospital.

9.4. Two in five patients (39%) experienced a delay on the day they left hospital, mainly because the patients had to wait for medicines (Charts 13, 14) .

Chart 13 Were you delayed on the day you left hospital?

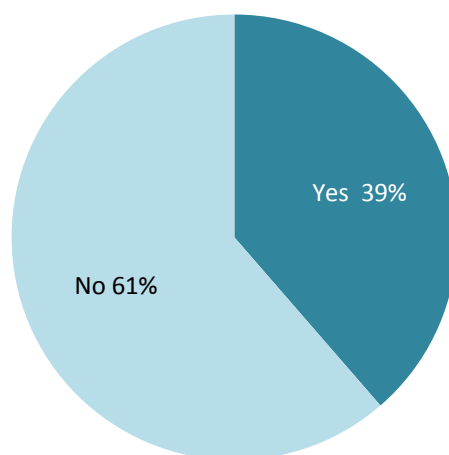
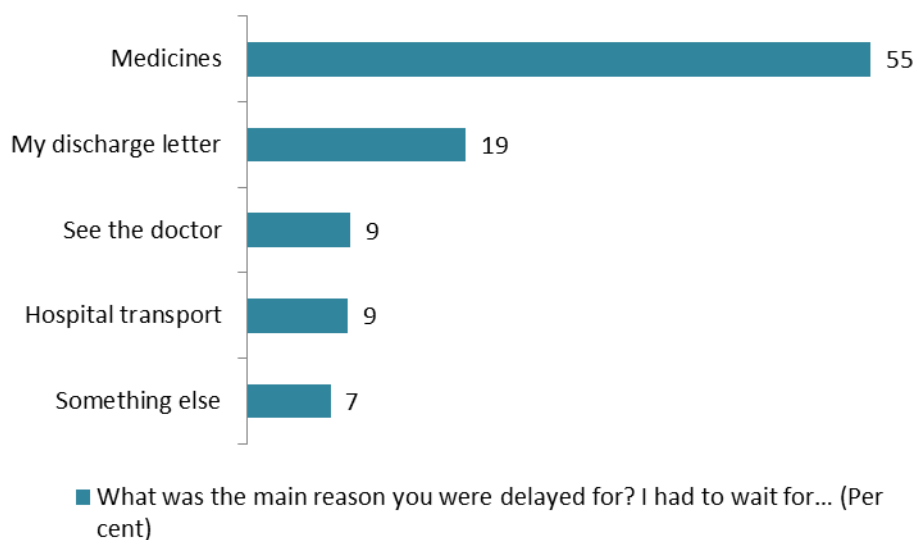
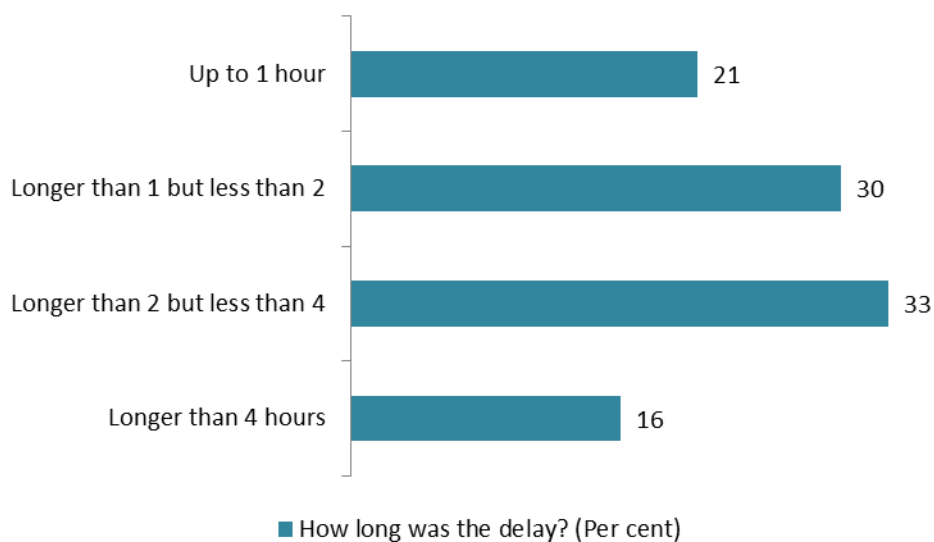


Chart 14 Main reason for which patients were delayed on the day they left (%)



9.5. Just over half of the patients who experienced a delay on the day they left hospital (51%) reported waiting up to 2 hours before they could leave, while the other 49 per cent waited two hours or more (Chart 15).

Chart 15 How long was the delay? (%)



Length of time in hospital

9.6. Further questions were also added to or amended in the 2014 survey to capture patients' experience of the total length of time in hospital and to make the link with the care when leaving hospital.

- 9.7. A large majority of patients (88%) felt that the length of time they were in hospital was reasonable, while eight per cent felt that it was too short and four per cent felt that it was too long.

Arrangements for help and support at home

- 9.8. Eighty-five per cent of patients felt confident that they could look after themselves when they left the hospital.
- 9.9. Patients were asked whether they felt confident that help they required at home had been arranged for them before they left hospital. Over a third of patients (35%) reported they did not need any help arranged before leaving hospital. Of the remaining 65 per cent who needed help to be arranged for them, 71 per cent were confident it had been arranged 'completely', 20 per cent felt it had been arranged 'to some extent' and 9 per cent felt it had not been arranged.

Arrangements for leaving hospital

- 9.10. Patients were asked how much they agreed or disagreed with four statements about the arrangements made for them when they left hospital. The results are shown in Table 14. There were no statistically significant changes since the 2012 survey or the 2011 survey.
- 9.11. The percentage of patients answering positively ranged from 72 per cent ('I was told about any danger signs to watch for when I left hospital') to 83 per cent ('My family or home situation was taken into account when planning for me leaving hospital').
- 9.12. A new question was introduced this year, which related to patients being involved in decisions about leaving hospital. Just over three quarters (76%) of patients agreed that they were involved in decisions about leaving hospital.

Table 14 Summary results of statements asked about the arrangements made for leaving hospital (%)

	Negative	Neither positive nor negative	Positive	Change in Positive Per Cent from 2012
I was involved in decisions about leaving hospital.	11	13	76	n/a ¹
My family or home situation was taken into account when planning for me leaving hospital.	8	9	83	0
I knew who to contact if I had any questions after leaving hospital.	13	7	80	0
I was told about any danger signs to watch for when I left hospital.	17	11	72	0

Note:

1. New question added to the 2014 survey.

Patient Transport Service

- 9.13. Some patients are eligible for Patient Transport Service based on their medical or clinical needs²². We added a question in the 2014 survey to capture patients' experience of arranging such transport.
- 9.14. Most patients reported they were not eligible for hospital transport (85%). Of the remaining 15 per cent who were eligible, 82 per cent were happy with how this had been arranged and 18 per cent indicated they were not happy.

Medicines

- 9.15. Many patients are given medicines when leaving hospital and it is important that they understand what their medicines are for, how and when to take them, and to understand the possible side effects and know what to do if they have any concerns to reduce adverse events. The Scottish Patient Safety Programme²³ aims to help provide safe and effective medicines management.
- 9.16. Patients were asked if they had been given medicines to take home when they left hospital. Over three quarters (77%) indicated that they had been given medicines to take home. These patients were then asked how much they agreed or disagreed with four statements about these medicines (Table 15).
- 9.17. The percentage of patients answering positively ranged from 71 per cent ('I didn't have to wait too long to get my medicines') to 97 per cent ('I understood how and when to take my medicines'). The low rating of the statement around

²² <http://www.scottishambulance.com/WhatWeDo/pts.aspx>

²³ <http://patientsafety.etellect.co.uk/programme>

waiting for medicines where one in five indicated that the wait was too long corresponds with the responses to the earlier questions on delays on the day of discharge where patients indicated that these were mainly due to waits for medicines.

- 9.18. The results for medicines are fairly similar to those in 2012, with a slight reduction (2 percentage points) in the percentage of patients answering positively to this statement: 'I didn't have to wait too long to get my medicines'. Results are shown in Table 15.

Table 15 Summary results of statements asked about medication (%)

	Negative	Neither positive nor negative	Positive	Change in positive per cent from 2012
I didn't have to wait too long to get my medicines.	20	9	71	-2
I understood what my medicines were for.	2	3	95	0
I understood how and when to take my medicines.	1	2	97	0
I understood the possible side effects of my medicines.	9	10	81	1

10. RESULTS – CARE AND SUPPORT SERVICES

Summary

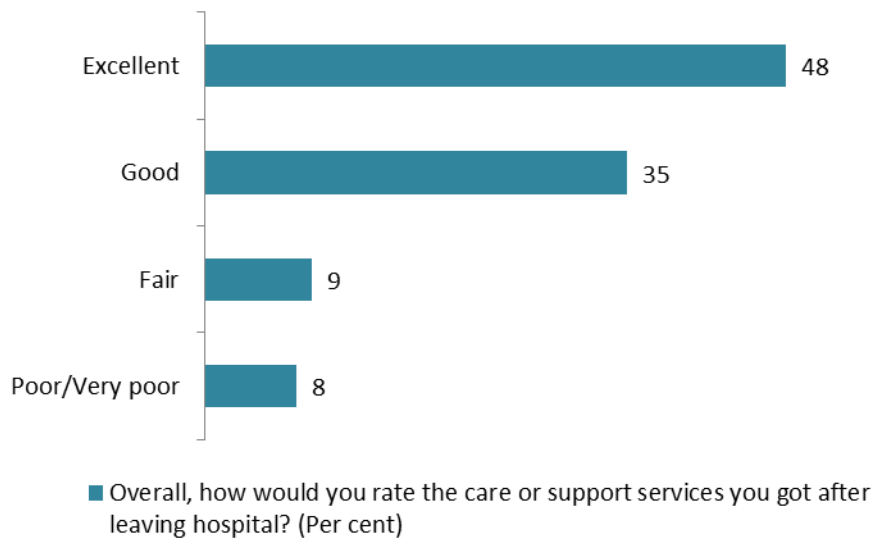
- Most people were positive about the care and support services that were arranged for them for after leaving hospital. Patients reported in most cases that these were right for them. However a small proportion of patients reported that they had had to wait for their care and services to be organised.

Care and support Services

- 10.1. Waiting unnecessarily in hospital when clinically ready to be discharged can result in poorer outcomes for individuals as well as being a waste of healthcare resources. As a result, there is a national NHS Scotland HEAT target by which no patients should be delayed by more than 28 days before being discharged to an appropriate care setting when they were found clinically ready for discharge. Current and future targets for delayed discharges can be found on the Scottish Government website²⁴.
- 10.2. Among those patients who responded to the survey, 24 per cent needed care or support services to be arranged for them when they got out of hospital. This figure has not changed since 2012.
- 10.3. Of these patients who needed care or support services:
 - 83 per cent rated the care or support services they got after leaving hospital as excellent or good, 8 per cent rated them as poor or very poor and 9 per cent rated them as fair (Chart 16)
 - 14 per cent of patients indicated that they had to stay in hospital longer than expected to wait for their care or support services to be organised
 - However 9 out of 10 patients reported that the care and support services they had received after leaving hospital were right for them.
- 10.4. These results have remained largely unchanged since the questions were introduced in 2012.

²⁴ Scottish Government website:
<http://www.scotland.gov.uk/About/Performance/scotPerforms/partnerstories/NHSScotlandperformance/DelayedDischarge>

Chart 16 Overall, how would you rate the care or support services you got after leaving hospital? (%)



11. RESULTS - PERSON CENTRED QUESTIONS

Summary

- Collectively the findings relating to aspects of person-centred care were mixed. Patients were more positive about everyday aspects of person centred care such as the way staff treated and listened to them, and the explanations provided about their care and treatment.
- Patients tended to be less positive about the extent to which their personal preferences were taken into account and their involvement in decisions about care and treatment.

Introduction

- 11.1. An important element of the NHSScotland Quality Strategy is to support person-centred care. This is defined as ‘mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrates compassion, continuity, clear communication and shared decision-making’²⁵
- 11.2. The Person-centred Health and Care Portfolio has been established to support people who use services to have their voices heard, and to support health and care services to listen, learn and improve to deliver more person-centred care.
- 11.3. A number of person-centred questions are reflected across the questionnaire from admission to discharge and have been reported across several areas of the report. This section considers themes arising from the person-centred questions collectively.

Communication

- 11.4. An important element of person-centred care is the way staff communicate with patients and their families. In the main, the findings around communication were very positive. There was high agreement that doctors and nurses listened to patients if they had concerns (90% for both doctors and nurses) and that doctors or nurses talked to patients in a way that helped them understand their condition and treatment (90% and 84% respectively).
- 11.5. As in previous years, an area where patients were less positive was around staff talking in front of them if they were not there: one in 10 patients indicated that doctors talked in front of them as if they were not there.

²⁵ Person-centred Health and Care Portfolio <http://www.scotland.gov.uk/Topics/Health/Policy/Quality-Strategy>

- 11.6. Another aspect of communication where patients were particularly negative was around being kept informed about the time to wait to see a doctor or nurse in A&E: nearly one in four indicated that they were not kept informed, while 33 per cent suggested they were kept informed 'to some extent' and 44 per cent they were 'completely' informed.
- 11.7. An area for improved communication for those undergoing surgery is informing patients about how they would feel following their operation: only 3 out of 5 patients indicated that staff 'completely' provided information on this, with the remainder indicating that this happened 'to some extent' (27%) or not at all (12%).

Treated with compassion and understanding/personal preferences

- 11.8. Patients were generally positive about the way they were treated by staff, with 74 per cent of patients indicating that staff 'always' treated them with compassion and understanding during their stay, while 23 per cent indicated this was the case 'sometimes'. However patients tended to be less positive about the extent to which their personal preferences were taken into account: less than two thirds (64%) indicated that the things that mattered to them were 'definitely' taken into account, while one third felt that this was only 'sometimes'.
- 11.9. Patients were positive about being able to spend enough time with the people that mattered to them, with 81 per cent indicating that they were able to do so 'completely' and 15 per cent 'to some extent'.

Involvement in care

- 11.10. A key aspect of person-centred care is patient and family involvement in decisions about care and treatment. Around 4 in 10 (39%) patients indicated that they were not always involved as much as they wanted to be in decisions and a slightly larger proportion of patients (44%) indicated that the people that mattered to them weren't involved as much as they had wanted. In both cases, the bulk of those not fully involved were involved 'to some extent'. However, these results still suggest that there is scope for improvement

Overall

- 11.11. Taken together these findings are broadly similar to those from the recent Health and Care Experience 2013/14²⁶ survey which suggest that staff are generally good at the more everyday aspects of person-centred care such as listening to patients/service users, providing appropriate explanations and treating individuals well, all of which are important foundations for person-centred care.

²⁶ <http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>

- 11.12. As in the Health and Care Experience survey, the findings relating to the involvement of patients and families in their care and taking account of what matters to them suggest that these areas are being achieved to a lesser degree.
- 11.13. The question of what 'matters' is open to interpretation by the survey respondent. Further investigation would be required to establish the aspects of their situation that some respondents felt were not being taken account of. The free text comments left by respondents as part of the survey may offer some insight into this and these have been provided to NHS boards, and will be the subject of a separate national report.

12. RESULTS - OVERALL EXPERIENCE OF HOSPITAL STAY AND PROVIDING FEEDBACK

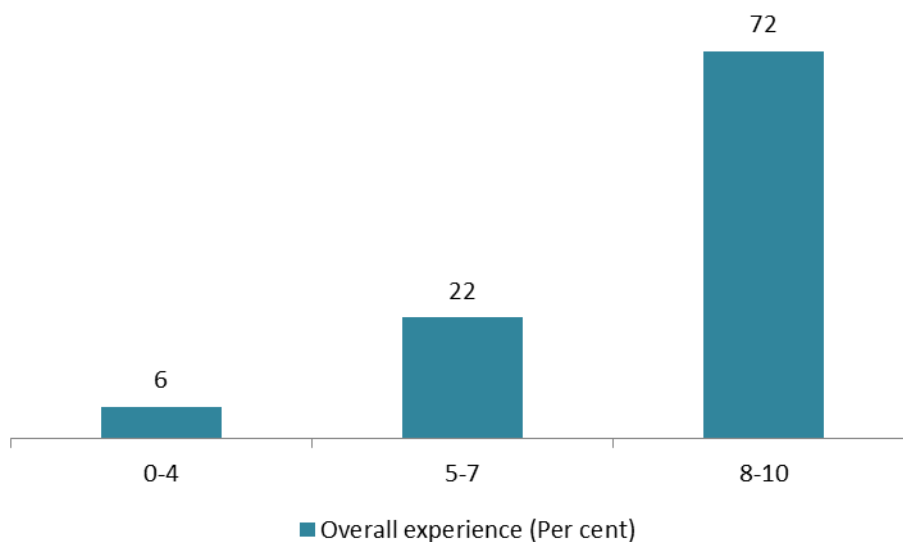
Summary

- Overall patients rated their experience fairly positively with most patients (72%) rating their experience between 8 and 10 on a scale of 0 to 10
- Two thirds of patients, had not seen, or were not given, information explaining how to provide feedback or complain to the hospital about the care they had received.

Overall experience

12.1. When asked to rate their overall experience, most people responded positively. On a scale of 0 to 10, 72 per cent of patients rating their experience between 8 and 10 (Chart 17).

Chart 17 Overall experience



Feedback and complaints

- 12.2. NHSScotland and the Scottish Government are jointly committed to developing a culture of openness and transparency in NHSScotland that actively welcomes feedback as a vital source of information on what is and is not working well, and a powerful tool for improvement.
- 12.3. The Patient Rights (Scotland) Act 2011²⁷ includes a new and specific right for people to complain, raise concerns, make comments and give feedback. The legislation also places a duty on the NHS to encourage, monitor, take action and share learning from the views they receive.²⁸
- 12.4. This year a new question was added to the survey which asked:
- 'Did you see, or were you given, any information explaining how to provide feedback or complain to the hospital about the care you received?'
- 12.5. Results show that, of those who could remember, 64 per cent of the patients had not seen, or were not given, information explaining how to provide feedback or complain to the hospital about the care they had received. There was considerable variation between NHS Boards for this question, results ranging from 30 to 70 per cent.
- 12.6. These results follow the Scottish Health Council's 'Listening and Learning'²⁹ report, which found that just over half of the people responding to their survey (who were the general public rather than patients) did not know how to complain (54%) or give feedback (53%) on their care.

²⁷ <http://www.legislation.gov.uk/asp/2011/5/contents>

²⁸ <http://news.scotland.gov.uk/News/Patient-feedback-7e1.aspx>

²⁹ Listening and Learning: how feedback, comments, concerns and complaints can improve NHS services in Scotland:
http://www.scottishhealthcouncil.org/publications/research/listening_and_learning.aspx

13. RESULTS – NHS BOARDS

- 13.1. This chapter provides comparisons for each NHS Board with the previous survey and with the Scottish average. Results have been included only where there is a statistically significant difference. More detailed results for NHS Boards are available: <http://www.careexperience.scot.nhs.uk/>
- 13.2. Significance testing is done at the 5% level. This means that there is a one in twenty chance that a difference found to be significantly different is actually due to random variation rather than a real difference. Due to the large number of comparisons being made there will be some differences shown as being statistically significant, but are actually due to random variation. For this reason it is best to look at the overall patterns in the results rather than differences in results for individual questions.
- 13.3. The percentage of patients answering positively this year and the percentage point difference from last year is shown in brackets beside each question.

NHS Ayrshire & Arran

NHS Ayrshire & Arran – Comparison with previous survey

- 13.4. In NHS Ayrshire and Arran 2,281 people responded to the survey (46%) from 8 hospitals. These included 3 community hospitals, 1 general hospital, 2 large general hospitals and 2 long stay hospitals.
- 13.5. Compared to the last survey, NHS Ayrshire and Arran patients were significantly more likely to report a positive experience in the following areas:
- Overall rating of any care and treatment received in A&E. (89% ; +6%)
 - Overall rating of hospital admission process. (81% ; +3%)
 - Overall rating of hospital/ward environment. (89% ; +4%)
 - Patients got enough help with washing and dressing when they needed it. (87% ; +3%)
 - Patients got enough help with eating and drinking when they needed it. (86% ; +17%)
 - Patients got enough help with going to the bathroom or toilet when they needed it. (88% ; +5%)
 - Overall rating of all staff patients came into contact with. (91% ; +2%)
 - Nurses knew enough about patients' condition and treatment. (87% ; +4%)
 - Nurses discussed patients' condition and treatment with them in a way they could understand. (84% ; +2%)
 - Nurses did not talk in front of patients as if they were not there. (85% ; +3%)
 - Nurses washed/cleaned their hands at appropriate times. (93% ; +2%)
- 13.6. Compared to the last survey, NHS Ayrshire and Arran patients were significantly less likely to report a positive experience in the following areas:

- How patients felt about the time they waited to get to a ward. (82% ; -3%)
- Patients' family or home situation was taken into account when planning discharge from hospital. (83% ; -3%)
- Patients didn't have to wait too long to get their medicines. (67% ; -4%)
- Patients had enough privacy when being examined or treated. (94% ; -1%)

NHS Ayrshire and Arran – Comparison with Scottish average

13.7. Compared to this year's results for Scotland, NHS Ayrshire and Arran patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of hospital/ward environment. (89% ; +1%)
- The main ward or room patients stayed in was clean. (96% ; +1%)
- Patients were happy with the food/meals they received. (81% ; +13%)
- Patients were happy with the drinks they received. (88% ; +4%)
- Nurses did not talk in front of patients as if they were not there. (85% ; +2%)
- Patients knew which nurse was in charge of their care. (50% ; +3%)
- Patients saw/received information on how to provide feedback or complain about the care they received. (39% ; +3%)
- The main ward or room patients stayed in was clean. (96% ; +1%)
- Patients saw/received information on how to provide feedback or complain about the care they received. (39% ; +3%)

13.8. Compared to this year's results for Scotland, NHS Ayrshire and Arran patients were significantly less likely to report a positive experience in the following areas:

- How patients felt about the time they waited to get to a ward. (82% ; -4%)
- Patients were not bothered by noise at night from other patients. (48% ; -6%)
- Patients had enough time with the people that matter to them. (79% ; -2%)
- Patients were involved as much as they wanted in decisions about their care and treatment. (58% ; -3%)
- Doctors discussed patients' condition and treatment with them in a way they could understand. (89% ; -1%)
- Patients didn't have to wait too long to get their medicines. (67% ; -4%)

NHS Borders

NHS Borders – Comparison with previous survey

13.9. In NHS Borders 378 people responded to the survey (53%) from 1 large general hospital.

13.10. Compared to the last survey, NHS Borders patients were significantly more likely to report a positive experience in the following areas:

- Patients got enough help with eating and drinking when they needed it. (89% ; +23%)

- Patients got enough help with going to the bathroom or toilet when they needed it. (87% ; +10%)
- Doctors knew enough about patients' condition and treatment. (92% ; +5%)

13.11. Compared to the last survey, NHS Borders patients were significantly less likely to report a positive experience in the following areas:

- Patients felt they got the care and support services that were right for them. (81% ; -13%)

NHS Borders – Comparison with Scottish average

13.12. Compared to this year's results for Scotland, NHS Borders patients were significantly more likely to report a positive experience in the following areas:

- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (95% ; +12%)
- In A&E patients had enough privacy when being examined or treated. (99% ; +2%)
- Patients were happy with the food/meals they received. (79% ; +11%)
- Patients were happy with the drinks they received. (89% ; +5%)

13.13. Compared to this year's results for Scotland, NHS Borders patients were significantly less likely to report a positive experience in the following areas:

- Patients knew which nurse was in charge of the ward. (34% ; -8%)
- Patients knew which nurse was in charge of their care. (36% ; -11%)
- Patients felt there were enough nurses on duty. (55% ; -9%)
- Patients knew who to contact if they had any questions after leaving hospital. (74% ; -6%)
- Patients were told about any danger signs to watch for when they left hospital. (64% ; -8%)
- Patients saw/received information on how to provide feedback or complain about the care they received. (30% ; -6%)

NHS Dumfries & Galloway

NHS Dumfries & Galloway – Comparison with previous survey

13.14. In NHS Dumfries & Galloway 1,202 people responded to the survey (52%) from 10 hospitals. These included 4 community hospitals, 1 general hospital, 1 large general hospital and 4 long stay hospitals.

13.15. Compared to the last survey, NHS Dumfries & Galloway patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (91% ; +5%)
- Overall rating of hospital admission process. (85% ; +4%)
- Patients got enough help with eating and drinking when they needed it. (82% ; +14%)

- Patients got enough help with going to the bathroom or toilet when they needed it. (86% ; +5%)
- Overall rating of all staff patients came into contact with. (90% ; +3%)
- Doctors washed/cleaned their hands at appropriate times. (90% ; +3%)
- Nurses knew enough about patients' condition and treatment. (84% ; +4%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (81% ; +4%)
- Nurses listened to patients if they had any questions or concerns. (90% ; +3%)

13.16. Compared to the last survey, NHS Dumfries & Galloway patients were significantly less likely to report a positive experience in the following areas:

- How patients felt about the time they waited to be admitted to hospital after they were referred. (87% ; -6%)
- Patients were told about any danger signs to watch for when they left hospital. (69% ; -5%)

NHS Dumfries and Galloway – Comparison with Scottish average

13.17. Compared to this year's results for Scotland, NHS Dumfries and Galloway patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (91% ; +4%)
- In A&E patients were told how long they would have to wait to see a doctor/nurse. (90% ; +7%)
- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (90% ; +7%)
- In A&E patients were kept informed about what was happening after seeing a doctor/nurse. (65% ; +5%)
- In A&E patients had enough privacy when being examined or treated. (98% ; +1%)
- In A&E patients felt safe. (92% ; +5%)
- Overall rating of hospital admission process. (85% ; +2%)
- How patients felt about the time they waited to get to a ward. (88% ; +2%)
- Patients were happy with the food/meals they received. (87% ; +19%)
- Patients were happy with the drinks they received. (89% ; +5%)

13.18. Compared to this year's results for Scotland, NHS Dumfries and Galloway patients were significantly less likely to report a positive experience in the following areas:

- The main ward or room patients stayed in was clean. (92% ; -3%)
- Patients were not bothered by noise at night from other patients. (47% ; -7%)
- Patients were not bothered by noise at night from hospital staff. (61% ; -8%)
- When patients called they received assistance within a reasonable time. (85% ; -3%)
- Patients knew which nurse was in charge of the ward. (33% ; -9%)

- Patients had enough privacy when their condition and treatment were discussed. (85% ; -2%)
- Nurses knew enough about patients' condition and treatment. (84% ; -3%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (81% ; -3%)
- Nurses did not talk in front of patients as if they were not there. (80% ; -3%)
- Patients had confidence and trust in the nurses treating them. (88% ; -3%)
- Patients knew which nurse was in charge of their care. (34% ; -13%)
- Patients felt there were enough nurses on duty. (61% ; -3%)
- Patients were involved in decisions about leaving hospital. (73% ; -3%)
- Patients were told about any danger signs to watch for when they left hospital. (69% ; -3%)
- Patients didn't have to wait too long to get their medicines. (66% ; -5%)

NHS Fife

NHS Fife – Comparison with previous survey

13.19. In NHS Fife 486 people responded to the survey (45%) from 6 hospitals. These included 3 community hospitals, 1 general hospital, 1 large general hospital and 1 long stay hospital.

13.20. Compared to the last survey, NHS Fife patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (84% ; +10%)
- Overall rating of hospital/ward environment. (84% ; +11%)
- The main ward or room patients stayed in was clean. (93% ; +4%)
- The bathrooms and toilets were clean. (91% ; +7%)
- Patients had enough privacy when their condition and treatment were discussed. (88% ; +6%)
- Patients got enough help with eating and drinking when they needed it. (85% ; +20%)
- Nurses knew enough about patients' condition and treatment. (86% ; +6%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (83% ; +5%)

13.21. Compared to the last survey, there were no areas in NHS Fife where patients were significantly less likely to report a positive experience.

NHS Fife – Comparison with Scottish average

13.22. Compared to this year's results for Scotland, NHS Fife patients were significantly more likely to report a positive experience in the following area:

- Patients were not bothered by noise at night from other patients. (60% ; +6%)
- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (86% ; +3%)

13.23. Compared to this year's results for Scotland, NHS Fife patients were significantly less likely to report a positive experience in the following areas:

- When patients called they received assistance within a reasonable time. (84% ; -4%)
- Patients got enough help with washing and dressing when they needed it. (82% ; -5%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (82% ; -5%)
- Patients were involved as much as they wanted in decisions about their care and treatment. (55% ; -6%)
- Doctors knew enough about patients' condition and treatment. (86% ; -4%)
- Patients had confidence and trust in the doctors treating them. (88% ; -3%)
- Patients felt there were enough nurses on duty. (55% ; -9%)

NHS Forth Valley

NHS Forth Valley – Comparison with previous survey

13.24. In NHS Forth Valley 417 people responded to the survey (45%) from 4 hospitals. These included 2 community hospitals, 1 large general hospital and 1 long stay hospital.

13.25. Compared to the last survey, NHS Forth Valley patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (90% ; +10%)
- Overall rating of hospital admission process. (81% ; +7%)
- Overall rating of hospital/ward environment. (91% ; +18%)
- The main ward or room patients stayed in was clean. (98% ; +7%)
- The bathrooms and toilets were clean. (97% ; +10%)
- Patients did not feel bothered or threatened by other patients/visitors. (87% ; +5%)
- Overall rating of care and treatment during hospital stay. (91% ; +13%)
- Patients had enough privacy when being examined or treated. (98% ; +3%)
- Patients had enough privacy when their condition and treatment were discussed. (94% ; +6%)
- Patients got enough help with eating and drinking when they needed it. (91% ; +21%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (89% ; +7%)
- Overall rating of all staff patients came into contact with. (94% ; +8%)
- Doctors washed/cleaned their hands at appropriate times. (94% ; +6%)
- Nurses knew enough about patients' condition and treatment. (86% ; +7%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (85% ; +7%)
- Nurses did not talk in front of patients as if they were not there. (87% ; +6%)
- Nurses washed/cleaned their hands at appropriate times. (95% ; +7%)
- Overall rating of arrangements for leaving hospital. (80% ; +13%)

- Patients knew who to contact if they had any questions after leaving hospital. (79% ; +6%)
- Patients were told about any danger signs to watch for when they left hospital. (72% ; +7%)
- Patients didn't have to wait too long to get their medicines. (70% ; +11%)

13.26. Compared to the last survey, there were no areas in NHS Forth Valley where patients were significantly less likely to report a positive experience.

NHS Forth Valley – Comparison with Scottish average

13.27. Compared to this year's results for Scotland, NHS Forth Valley patients were significantly more likely to report a positive experience in the following areas:

- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (87% ; +4%)
- In A&E patients had enough privacy when being examined or treated. (99% ; +2%)
- In A&E patients felt safe. (92% ; +5%)
- Overall rating of hospital/ward environment. (91% ; +3%)
- The main ward or room patients stayed in was clean. (98% ; +3%)
- The bathrooms and toilets were clean. (97% ; +6%)
- Patients were not bothered by noise at night from other patients. (62% ; +8%)
- Patients were happy with the food/meals they received. (77% ; +9%)
- Patients were happy with the drinks they received. (90% ; +6%)
- Patients had enough privacy when being examined or treated. (98% ; +4%)
- Patients had enough privacy when their condition and treatment were discussed. (94% ; +7%)
- Patients got enough help with eating and drinking when they needed it. (91% ; +6%)
- Beforehand, patients' questions were answered in a way they could understand. (81% ; +6%)
- Overall rating of all staff patients came into contact with. (94% ; +3%)
- Doctors washed/cleaned their hands at appropriate times. (94% ; +3%)
- Nurses did not talk in front of patients as if they were not there. (87% ; +4%)

13.28. Compared to this year's results for Scotland, there were no areas in NHS Forth Valley where patients were significantly less likely to report a positive experience.

NHS Grampian

NHS Grampian – Comparison with previous survey

13.29. In NHS Grampian 2,772 people responded to the survey (50%) from 23 hospitals. These included 17 community hospitals, 1 general hospital, 1 long stay hospital, 2 other hospitals, 1 sick children's hospital and 1 teaching hospital.

13.30. Compared to the last survey, NHS Grampian patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (91% ; +4%)
- Overall rating of hospital admission process. (87% ; +4%)
- Overall rating of hospital/ward environment. (91% ; +8%)
- The main ward or room patients stayed in was clean. (96% ; +2%)
- The bathrooms and toilets were clean. (93% ; +3%)
- Patients did not feel bothered or threatened by other patients/visitors. (86% ; +3%)
- Overall rating of care and treatment during hospital stay. (91% ; +4%)
- Patients had enough privacy when their condition and treatment were discussed. (88% ; +3%)
- Patients got enough help with eating and drinking when they needed it. (87% ; +16%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (87% ; +4%)
- Overall rating of all staff patients came into contact with. (92% ; +4%)
- Doctors knew enough about patients' condition and treatment. (91% ; +4%)
- Doctors discussed patients' condition and treatment with them in a way they could understand. (92% ; +4%)
- Doctors listened to patients if they had any questions or concerns. (91% ; +2%)
- Doctors washed/cleaned their hands at appropriate times. (91% ; +4%)
- Nurses knew enough about patients' condition and treatment. (88% ; +6%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (85% ; +4%)
- Nurses listened to patients if they had any questions or concerns. (90% ; +2%)
- Nurses washed/cleaned their hands at appropriate times. (94% ; +4%)
- Overall rating of arrangements for leaving hospital. (81% ; +4%)

13.31. Compared to the last survey, NHS Grampian patients were significantly less likely to report a positive experience in the following area:

- Patients didn't have to wait too long to get their medicines. (70% ; -6%)

NHS Grampian – Comparison with Scottish average

13.32. Compared to this year's results for Scotland, NHS Grampian patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (91% ; +4%)
- In A&E patients were told how long they would have to wait to see a doctor/nurse. (51% ; +7%)
- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (90% ; +7%)
- In A&E patients were kept informed about what was happening after seeing a doctor/nurse. (68% ; +8%)

- In A&E patients had enough privacy when being examined or treated. (98% ; +1%)
- In A&E patients felt safe. (92% ; +5%)
- Overall rating of hospital admission process. (87% ; +4%)
- How patients felt about the time they waited to get to a ward. (89% ; +3%)
- Overall rating of hospital/ward environment. (91% ; +3%)
- The main ward or room patients stayed in was clean. (96% ; +1%)
- The bathrooms and toilets were clean. (93% ; +2%)
- Patients were not bothered by noise at night from other patients. (60% ; +6%)
- Patients were not bothered by noise at night from hospital staff. (72% ; +3%)
- Patients were happy with the food/meals they received. (73% ; +5%)
- Overall rating of care and treatment during hospital stay. (91% ; +2%)
- Patients were satisfied with how these clinical errors were dealt with. (33% ; +8%)
- Patients had confidence and trust in the doctors treating them. (93% ; +2%)
- Overall rating of arrangements for leaving hospital. (81% ; +2%)

13.33. Compared to this year's results for Scotland, there were no areas in NHS Grampian where patients were significantly less likely to report a positive experience.

NHS Greater Glasgow & Clyde

NHS Greater Glasgow & Clyde – Comparison with previous survey

13.34. In NHS Greater Glasgow & Clyde 5,878 people responded to the survey (46%) from 15 hospitals. These included 1 general hospital, 4 large general hospitals, 3 long stay hospitals, 2 other hospital, 1 sick children's hospital and 4 teaching hospitals.

13.35. Compared to the last survey, NHS Greater Glasgow & Clyde patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (83% ; +5%)
- Overall rating of hospital/ward environment. (85% ; +10%)
- The main ward or room patients stayed in was clean. (94% ; +1%)
- The bathrooms and toilets were clean. (89% ; +3%)
- When patients called they received assistance within a reasonable time. (87% ; +1%)
- Patients did not feel bothered or threatened by other patients/visitors. (82% ; +2%)
- Overall rating of care and treatment during hospital stay. (87% ; +4%)
- Patients had enough privacy when their condition and treatment were discussed. (86% ; +2%)
- Patients got enough help with washing and dressing when they needed it. (87% ; +6%)
- Patients got enough help with eating and drinking when they needed it. (83% ; +17%)

- Patients got enough help with going to the bathroom or toilet when they needed it. (87% ; +8%)
- Overall rating of all staff patients came into contact with. (89% ; +4%)
- Doctors knew enough about patients' condition and treatment. (90% ; +2%)
- Doctors discussed patients' condition and treatment with them in a way they could understand. (90% ; +3%)
- Doctors washed/cleaned their hands at appropriate times. (90% ; +3%)
- Nurses knew enough about patients' condition and treatment. (87% ; +6%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (82% ; +4%)
- Nurses listened to patients if they had any questions or concerns. (88% ; +2%)
- Nurses washed/cleaned their hands at appropriate times. (92% ; +2%)
- Overall rating of arrangements for leaving hospital. (77% ; +3%)
- Patients felt they got the care and support services that were right for them. (90% ; +3%)

13.36. Compared to the last survey, NHS Greater Glasgow & Clyde patients were significantly less likely to report a positive experience in the following areas:

- Doctors did not talk in front of patients as if they were not there. (78% ; -2%)
- How patients felt about the time they waited to get to a ward. (82% ; -2%)
- Patients didn't have to wait too long to get their medicines. (70% ; -3%)

NHS Greater Glasgow & Clyde – Comparison with Scottish average

13.37. Compared to this year's results for Scotland, NHS Greater Glasgow & Clyde patients were significantly more likely to report a positive experience in the following area:

- Patients had to stay in hospital longer than expected to wait for their care or support services to be organised. (90% ; +4%)

13.38. Compared to this year's results for Scotland, NHS Greater Glasgow & Clyde patients were significantly less likely to report a positive experience in the following area:

- Overall rating of any care and treatment received in A&E. (83% ; -4%)
- In A&E patients were told how long they would have to wait to see a doctor/nurse. (34% ; -10%)
- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (77% ; -6%)
- In A&E patients were kept informed about what was happening after seeing a doctor/nurse. (53% ; -7%)
- In A&E patients' conditions were explained to them in a way they could understand. (63% ; -4%)
- In A&E patients had enough privacy when being examined or treated. (95% ; -2%)
- In A&E patients felt safe. (83% ; -4%)

- Information received before attending hospital helped patients to understand what would happen. (93% ; -3%)
- Overall rating of hospital admission process. (78% ; -5%)
- How patients felt about the time they waited to get to a ward. (82% ; -4%)
- Overall rating of hospital/ward environment. (85% ; -3%)
- The main ward or room patients stayed in was clean. (94% ; -1%)
- The bathrooms and toilets were clean. (89% ; -2%)
- Patients were happy with the food/meals they received. (55% ; -13%)
- Patients were happy with the drinks they received. (79% ; -5%)
- Patients did not feel bothered or threatened by other patients/visitors. (82% ; -2%)
- Overall rating of care and treatment during hospital stay. (87% ; -2%)
- Beforehand, a member of staff explained the risks and benefits of operation/procedure. (77% ; -3%)
- Beforehand, a member of staff explained what would be done during the operation or procedure. (74% ; -2%)
- Patients understood the explanations on how the operation or procedure had gone. (69% ; -2%)
- Overall rating of all staff patients came into contact with. (89% ; -2%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (82% ; -2%)
- Nurses did not talk in front of patients as if they were not there. (81% ; -2%)
- Nurses listened to patients if they had any questions or concerns. (88% ; -2%)
- Patients had confidence and trust in the nurses treating them. (89% ; -2%)
- Overall rating of arrangements for leaving hospital. (77% ; -2%)
- Patients saw/received information on how to provide feedback or complain about the care they received. (34% ; -2%)

NHS Highland

NHS Highland – Comparison with previous survey

13.39. In NHS Highland 2,170 people responded to the survey (51%) from 22 hospitals. These included 13 community hospitals, 3 general hospitals, 1 large general hospital, 4 long stay hospitals and 1 other hospital.

13.40. Compared to the last survey, NHS Highland patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (95% ; +5%)
- Overall rating of hospital/ward environment. (94% ; +4%)
- The main ward or room patients stayed in was clean. (98% ; +2%)
- The bathrooms and toilets were clean. (94% ; +3%)
- When patients called they received assistance within a reasonable time. (93% ; +2%)
- Overall rating of care and treatment during hospital stay. (95% ; +4%)
- Patients had enough privacy when their condition and treatment were discussed. (89% ; +2%)

- Patients got enough help with washing and dressing when they needed it. (91% ; +5%)
- Patients got enough help with eating and drinking when they needed it. (91% ; +18%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (92% ; +8%)
- Overall rating of all staff patients came into contact with. (95% ; +3%)
- Doctors knew enough about patients' condition and treatment. (93% ; +3%)
- Doctors discussed patients' condition and treatment with them in a way they could understand. (93% ; +3%)
- Doctors washed/cleaned their hands at appropriate times. (91% ; +3%)
- Nurses knew enough about patients' condition and treatment. (92% ; +6%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (89% ; +3%)
- Nurses washed/cleaned their hands at appropriate times. (95% ; +3%)
- Overall rating of arrangements for leaving hospital. (85% ; +7%)
- Patients knew who to contact if they had any questions after leaving hospital. (85% ; +3%)
- Patients didn't have to wait too long to get their medicines. (78% ; +3%)
- Overall rating of care or support services after leaving hospital. (86% ; +7%)
- Patients felt they got the care and support services that were right for them. (92% ; +7%)

13.41. Compared to the last survey, NHS Highland patients were significantly less likely to report a positive experience in the following area:

- How patients felt about the time they waited to get to a ward. (94% ; -2%)

NHS Highland – Comparison with Scottish average

13.42. Compared to this year's results for Scotland, NHS Highland patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (95% ; +8%)
- In A&E patients were told how long they would have to wait to see a doctor/nurse. (62% ; +18%)
- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (94% ; +11%)
- In A&E patients were kept informed about what was happening after seeing a doctor/nurse. (75% ; +15%)
- In A&E patients' conditions were explained to them in a way they could understand. (77% ; +10%)
- In A&E patients had enough privacy when being examined or treated. (99% ; +2%)
- In A&E patients felt safe. (93% ; +6%)
- How patients felt about the time they waited to be admitted to hospital after they were referred. (92% ; +4%)
- Overall rating of hospital admission process. (92% ; +9%)
- How patients felt about the time they waited to get to a ward. (94% ; +8%)

- Overall rating of hospital/ward environment. (94% ; +6%)
- The main ward or room patients stayed in was clean. (98% ; +3%)
- The bathrooms and toilets were clean. (94% ; +3%)
- Patients were not bothered by noise at night from other patients. (58% ; +4%)
- Patients were not bothered by noise at night from hospital staff. (73% ; +4%)
- Patients were happy with the food/meals they received. (81% ; +13%)
- Patients were happy with the drinks they received. (90% ; +6%)
- When patients called they received assistance within a reasonable time. (93% ; +5%)
- Patients did not feel bothered or threatened by other patients/visitors. (87% ; +3%)
- Patients knew which nurse was in charge of the ward. (48% ; +6%)
- Patients were happy with the visiting hours. (97% ; +2%)
- Patients had enough time with the people that matter to them. (89% ; +8%)
- Overall rating of care and treatment during hospital stay. (95% ; +6%)
- Patients were able to get adequate pain relief when they needed it. (95% ; +4%)
- Patients had enough privacy when being examined or treated. (96% ; +2%)
- Patients had enough privacy when their condition and treatment were discussed. (89% ; +2%)
- Patients got enough help with washing and dressing when they needed it. (91% ; +4%)
- Patients got enough help with eating and drinking when they needed it. (91% ; +6%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (92% ; +5%)
- Patients were kept as physically comfortable as they could expect to be. (96% ; +4%)
- Patients were involved as much as they wanted in decisions about their care and treatment. (69% ; +8%)
- Patients felt that the people that matter to them were involved in decisions about their care and treatment. (64% ; +8%)
- Staff took adequate care when carrying out physical procedures. (84% ; +4%)
- Moving between wards was well managed. (82% ; +11%)
- Beforehand, a member of staff explained the risks and benefits of operation/procedure. (83% ; +3%)
- Beforehand, a member of staff explained what would be done during the operation or procedure. (81% ; +5%)
- Beforehand, patients' questions were answered in a way they could understand. (79% ; +4%)
- Patients understood the explanations on how the operation or procedure had gone. (75% ; +4%)
- Overall rating of all staff patients came into contact with. (95% ; +4%)
- Doctors knew enough about patients' condition and treatment. (93% ; +3%)
- Doctors discussed patients' condition and treatment with them in a way they could understand. (93% ; +3%)
- Doctors did not talk in front of patients as if they were not there. (83% ; +3%)

- Doctors listened to patients if they had any questions or concerns. (92% ; +2%)
- Patients had confidence and trust in the doctors treating them. (93% ; +2%)
- Nurses knew enough about patients' condition and treatment. (92% ; +5%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (89% ; +5%)
- Nurses did not talk in front of patients as if they were not there. (87% ; +4%)
- Nurses listened to patients if they had any questions or concerns. (93% ; +3%)
- Nurses washed/cleaned their hands at appropriate times. (95% ; +2%)
- Patients had confidence and trust in the nurses treating them. (95% ; +4%)
- Patients knew which nurse was in charge of their care. (54% ; +7%)
- Patients felt there were enough nurses on duty. (72% ; +8%)
- Staff worked well together in organising patients' care. (80% ; +7%)
- Staff took account of what matters to patients. (72% ; +8%)
- Patients felt they got enough emotional support from staff. (74% ; +7%)
- Staff treated patients with compassion and understanding. (80% ; +6%)
- Overall rating of arrangements for leaving hospital. (85% ; +6%)
- How patients felt about the length of time they were in hospital. (91% ; +3%)
- Patients were involved in decisions about leaving hospital. (81% ; +5%)
- Patients knew who to contact if they had any questions after leaving hospital. (85% ; +5%)
- Patients were told about any danger signs to watch for when they left hospital. (75% ; +3%)
- Patients didn't have to wait too long to get their medicines. (78% ; +7%)
- Patients understood what their medicines were for. (96% ; +1%)
- Patients understood how and when to take their medicines. (98% ; +1%)
- Patients understood the possible side effects of their medicines. (84% ; +3%)

13.43. Compared to this year's results for Scotland, there were no areas in NHS Highland where patients were significantly less likely to report a positive experience.

NHS Lanarkshire

NHS Lanarkshire – Comparison with previous survey

13.44. In NHS Lanarkshire 969 people responded to the survey (42%) from 3 large general hospitals.

13.45. Compared to the last survey, NHS Lanarkshire patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (83% ; +6%)
- Overall rating of hospital admission process. (78% ; +5%)
- Overall rating of hospital/ward environment. (80% ; +9%)
- When patients called they received assistance within a reasonable time. (84% ; +3%)

- Overall rating of care and treatment during hospital stay. (81% ; +4%)
- Patients got enough help with washing and dressing when they needed it. (83% ; +5%)
- Patients got enough help with eating and drinking when they needed it. (80% ; +19%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (82% ; +6%)
- Overall rating of all staff patients came into contact with. (86% ; +6%)
- Doctors knew enough about patients' condition and treatment. (86% ; +4%)
- Doctors discussed patients' condition and treatment with them in a way they could understand. (87% ; +3%)
- Nurses knew enough about patients' condition and treatment. (84% ; +9%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (79% ; +5%)
- Nurses did not talk in front of patients as if they were not there. (80% ; +4%)

13.46. Compared to the last survey, NHS Lanarkshire patients were significantly less likely to report a positive experience in the following areas:

- How patients felt about the time they waited to be admitted to hospital after they were referred. (83% ; -8%)
- Patients were told about any danger signs to watch for when they left hospital. (63% ; -4%)

NHS Lanarkshire – Comparison with Scottish average

13.47. Compared to this year's results for Scotland, there were no areas in NHS Lanarkshire where patients were significantly more likely to report a positive experience. They were however significantly less likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (83% ; -4%)
- In A&E patients were told how long they would have to wait to see a doctor/nurse. (38% ; -6%)
- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (81% ; -2%)
- In A&E patients were kept informed about what was happening after seeing a doctor/nurse. (52% ; -8%)
- Overall rating of hospital admission process. (78% ; -5%)
- Overall rating of hospital/ward environment. (80% ; -8%)
- The main ward or room patients stayed in was clean. (91% ; -4%)
- The bathrooms and toilets were clean. (85% ; -6%)
- Patients were happy with the food/meals they received. (53% ; -15%)
- Patients were happy with the drinks they received. (76% ; -8%)
- When patients called they received assistance within a reasonable time. (84% ; -4%)
- Patients knew which nurse was in charge of the ward. (35% ; -7%)
- Hand-wash gels were available for patients and visitors to use. (91% ; -4%)
- Patients were happy with the visiting hours. (93% ; -2%)

- Patients had enough time with the people that matter to them. (73% ; -8%)
- Overall rating of care and treatment during hospital stay. (81% ; -8%)
- Patients were able to get adequate pain relief when they needed it. (85% ; -6%)
- Patients had enough privacy when being examined or treated. (92% ; -2%)
- Patients had enough privacy when their condition and treatment were discussed. (83% ; -4%)
- Patients got enough help with washing and dressing when they needed it. (83% ; -4%)
- Patients got enough help with eating and drinking when they needed it. (80% ; -5%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (82% ; -5%)
- Patients were kept as physically comfortable as they could expect to be. (87% ; -5%)
- Patients were involved as much as they wanted in decisions about their care and treatment. (53% ; -8%)
- Patients felt that the people that matter to them were involved in decisions about their care and treatment. (49% ; -7%)
- Staff took adequate care when carrying out physical procedures. (72% ; -8%)
- Patients understood the explanations on how the operation or procedure had gone. (66% ; -5%)
- Overall rating of all staff patients came into contact with. (86% ; -5%)
- Doctors knew enough about patients' condition and treatment. (86% ; -4%)
- Doctors discussed patients' condition and treatment with them in a way they could understand. (87% ; -3%)
- Doctors did not talk in front of patients as if they were not there. (75% ; -5%)
- Doctors listened to patients if they had any questions or concerns. (87% ; -3%)
- Doctors washed/cleaned their hands at appropriate times. (88% ; -3%)
- Patients had confidence and trust in the doctors treating them. (88% ; -3%)
- Nurses knew enough about patients' condition and treatment. (84% ; -3%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (79% ; -5%)
- Nurses did not talk in front of patients as if they were not there. (80% ; -3%)
- Nurses listened to patients if they had any questions or concerns. (85% ; -5%)
- Nurses washed/cleaned their hands at appropriate times. (90% ; -3%)
- Patients had confidence and trust in the nurses treating them. (87% ; -4%)
- Patients knew which nurse was in charge of their care. (38% ; -9%)
- Patients felt there were enough nurses on duty. (54% ; -10%)
- Staff worked well together in organising patients' care. (64% ; -9%)
- Staff took account of what matters to patients. (54% ; -10%)
- Patients felt they got enough emotional support from staff. (60% ; -7%)
- Staff treated patients with compassion and understanding. (66% ; -8%)
- Overall rating of arrangements for leaving hospital. (72% ; -7%)
- How patients felt about the length of time they were in hospital. (84% ; -4%)
- Prior to leaving hospital, patients felt confident that any help they needed had been arranged. (66% ; -5%)

- Patients were involved in decisions about leaving hospital. (70% ; -6%)
- Patients' family or home situation was taken into account when planning discharge from hospital. (80% ; -3%)
- Patients knew who to contact if they had any questions after leaving hospital. (71% ; -9%)
- Patients were told about any danger signs to watch for when they left hospital. (63% ; -9%)
- Patients didn't have to wait too long to get their medicines. (62% ; -9%)
- Patients had to stay in hospital longer than expected to wait for their care or support services to be organised. (79% ; -7%)
- Patients saw/received information on how to provide feedback or complain about the care they received. (31% ; -5%)

NHS Lothian

NHS Lothian – Comparison with previous survey

13.48. In NHS Lothian 2,426 people responded to the survey (48%) from 11 hospitals. These included 2 community hospitals, 1 large general hospital, 3 long stay hospitals, 2 other hospitals, 1 sick children's hospital and 2 teaching hospitals.

13.49. Compared to the last survey, NHS Lothian patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of hospital/ward environment. (88% ; +5%)
- The main ward or room patients stayed in was clean. (95% ; +2%)
- When patients called they received assistance within a reasonable time. (89% ; +3%)
- Overall rating of care and treatment during hospital stay. (91% ; +5%)
- Patients got enough help with washing and dressing when they needed it. (88% ; +8%)
- Patients got enough help with eating and drinking when they needed it. (83% ; +13%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (87% ; +7%)
- Overall rating of all staff patients came into contact with. (92% ; +4%)
- Doctors knew enough about patients' condition and treatment. (91% ; +3%)
- Doctors discussed patients' condition and treatment with them in a way they could understand. (91% ; +3%)
- Doctors washed/cleaned their hands at appropriate times. (92% ; +5%)
- Nurses knew enough about patients' condition and treatment. (88% ; +6%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (86% ; +5%)
- Nurses did not talk in front of patients as if they were not there. (84% ; +4%)
- Nurses listened to patients if they had any questions or concerns. (91% ; +3%)
- Nurses washed/cleaned their hands at appropriate times. (93% ; +4%)
- Overall rating of arrangements for leaving hospital. (79% ; +5%)

- Overall rating of care or support services after leaving hospital. (86% ; +7%)

13.50. Compared to the last survey, NHS Lothian patients were significantly less likely to report a positive experience in the following areas:

- How patients felt about the time they waited to get to a ward. (84% ; -3%)
- Patients didn't have to wait too long to get their medicines. (74% ; -4%)

NHS Lothian – Comparison with Scottish average

13.51. Compared to this year's results for Scotland, NHS Lothian patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of care and treatment during hospital stay. (91% ; +2%)
- Patients were able to get adequate pain relief when they needed it. (92% ; +1%)
- Overall rating of all staff patients came into contact with. (92% ; +1%)
- Patients had confidence and trust in the doctors treating them. (93% ; +2%)
- Nurses listened to patients if they had any questions or concerns. (91% ; +1%)
- Patients didn't have to wait too long to get their medicines. (74% ; +3%)

13.52. Compared to this year's results for Scotland, NHS Lothian patients were significantly less likely to report a positive experience in the following areas:

- In A&E patients were told how long they would have to wait to see a doctor/nurse. (39% ; -5%)
- In A&E patients felt safe. (81% ; -6%)
- Patients were not bothered by noise at night from other patients. (48% ; -6%)
- Patients were not bothered by noise at night from hospital staff. (67% ; -2%)

NHS Orkney

NHS Orkney – Comparison with previous survey

13.53. In NHS Orkney 115 people responded to the survey (49%) from 1 general hospital.

13.54. Compared to the last survey, there were no areas in NHS Orkney where patients were significantly more likely to report a positive experience. However they were less likely to report a positive experience in the following areas:

- Patients felt they got the care and support services that were right for them. (88% ; -12%)
- The bathrooms and toilets were clean. (89% ; -7%)
- Doctors knew enough about patients' condition and treatment. (84% ; -9%)
- Doctors listened to patients if they had any questions or concerns. (91% ; -8%)
- Overall rating of arrangements for leaving hospital. (81% ; -11%)

- Overall rating of care or support services after leaving hospital. (84% ; -16%)

NHS Orkney – Comparison with Scottish average

13.55. Compared to this year's results for Scotland, NHS Orkney patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (95% ; +8%)
- In A&E patients were told how long they would have to wait to see a doctor/nurse. (69% ; +25%)
- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (97% ; +14%)
- In A&E patients were kept informed about what was happening after seeing a doctor/nurse. (73% ; +13%)
- In A&E patients had enough privacy when being examined or treated. (100% ; +3%)
- In A&E patients felt safe. (95% ; +8%)
- Information received before attending hospital helped patients to understand what would happen. (100% ; +4%)
- Overall rating of hospital admission process. (95% ; +12%)
- How patients felt about the time they waited to get to a ward. (96% ; +10%)
- Patients were happy with the food/meals they received. (83% ; +15%)
- Patients were happy with the drinks they received. (91% ; +7%)
- Hand-wash gels were available for patients and visitors to use. (99% ; +4%)
- Patients were kept as physically comfortable as they could expect to be. (96% ; +4%)
- Moving between wards was well managed. (86% ; +15%)
- Overall rating of all staff patients came into contact with. (95% ; +4%)
- Nurses listened to patients if they had any questions or concerns. (95% ; +5%)
- Staff treated patients with compassion and understanding. (83% ; +9%)
- Patients didn't have to wait too long to get their medicines. (88% ; +17%)
- Patients understood what their medicines were for. (100% ; +5%)

13.56. Compared to this year's results for Scotland, there were no areas in NHS Orkney where patients were significantly less likely to report a positive experience.

NHS Shetland

NHS Shetland – Comparison with previous survey

13.57. In NHS Shetland 134 people responded to the survey (46%) from 1 general hospital.

13.58. Compared to the last survey, NHS Shetland patients were significantly more likely to report a positive experience in the following area:

- Patients did not feel bothered or threatened by other patients/visitors. (94% ; +8%)

13.59. Compared to the last survey, there were no areas in NHS Shetland where patients were significantly less likely to report a positive experience.

NHS Shetland – Comparison with Scottish average

13.60. Compared to this year's results for Scotland, NHS Shetland patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (97% ; +10%)
- In A&E patients were told how long they would have to wait to see a doctor/nurse. (69% ; +25%)
- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (97% ; +14%)
- In A&E patients were kept informed about what was happening after seeing a doctor/nurse. (78% ; +18%)
- In A&E patients' conditions were explained to them in a way they could understand. (79% ; +12%)
- In A&E patients had enough privacy when being examined or treated. (100% ; +3%)
- In A&E patients felt safe. (94% ; +7%)
- Information received before attending hospital helped patients to understand what would happen. (100% ; +4%)
- Overall rating of hospital admission process. (92% ; +9%)
- How patients felt about the time they waited to get to a ward. (95% ; +9%)
- Patients were not bothered by noise at night from hospital staff. (78% ; +9%)
- Patients were happy with the food/meals they received. (85% ; +17%)
- Patients were happy with the drinks they received. (90% ; +6%)
- Patients did not feel bothered or threatened by other patients/visitors. (94% ; +10%)
- Overall rating of care and treatment during hospital stay. (94% ; +5%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (95% ; +8%)
- Patients felt that the people that matter to them were involved in decisions about their care and treatment. (67% ; 11%)
- Overall rating of all staff patients came into contact with. (96% ; +5%)
- Staff treated patients with compassion and understanding. (83% ; +9%)
- Overall rating of arrangements for leaving hospital. (86% ; +7%)
- How patients felt about the length of time they were in hospital. (94% ; +6%)
- Overall rating of care or support services after leaving hospital. (94% ; +11%)
- Patients had to stay in hospital longer than expected to wait for their care or support services to be organised. (97% ; +11%)
- Patients felt they got the care and support services that were right for them. (97% ; +7%)

13.61. Compared to this year's results for Scotland, NHS Shetland patients were significantly less likely to report a positive experience in the following area:

- Patients had enough privacy when their condition and treatment were discussed. (79% ; -8%)

NHS Tayside

NHS Tayside – Comparison with previous survey

13.62. In NHS Tayside 1,074 people responded to the survey (49%) from 13 hospitals. These included 8 community hospitals, 1 general hospital, 1 large general hospital, 1 long stay hospital, 1 other hospital and 1 teaching hospital.

13.63. Compared to the last survey, NHS Tayside patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of hospital/ward environment. (91% ; +6%)
- Patients did not feel bothered or threatened by other patients/visitors. (86% ; +5%)
- Patients got enough help with eating and drinking when they needed it. (84% ; +13%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (88% ; +6%)
- Doctors knew enough about patients' condition and treatment. (93% ; +5%)
- Doctors discussed patients' condition and treatment with them in a way they could understand. (92% ; +4%)
- Nurses knew enough about patients' condition and treatment. (89% ; +9%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (88% ; +9%)
- Nurses listened to patients if they had any questions or concerns. (91% ; +4%)
- Overall rating of arrangements for leaving hospital. (81% ; +5%)

13.64. Compared to the last survey, there were no areas in NHS Tayside where patients were significantly less likely to report a positive experience.

NHS Tayside – Comparison with Scottish average

13.65. Compared to this year's results for Scotland, NHS Tayside patients were significantly more likely to report a positive experience in the following areas:

- In A&E patients were told how long they would have to wait to see a doctor/nurse. (61% ; +17%)
- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (90% ; +7%)
- In A&E patients were kept informed about what was happening after seeing a doctor/nurse. (72% ; +12%)
- In A&E patients' conditions were explained to them in a way they could understand. (75% ; +8%)
- Overall rating of hospital admission process. (89% ; +6%)
- How patients felt about the time they waited to get to a ward. (92% ; +6%)

- Overall rating of hospital/ward environment. (91% ; +3%)
- Patients were happy with the drinks they received. (89% ; +5%)
- Hand-wash gels were available for patients and visitors to use. (97% ; +2%)
- Overall rating of care and treatment during hospital stay. (91% ; +2%)
- Patients were involved as much as they wanted in decisions about their care and treatment. (66% ; +5%)
- Doctors knew enough about patients' condition and treatment. (93% ; +3%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (88% ; +4%)
- Patients felt there were enough nurses on duty. (70% ; +6%)
- Staff worked well together in organising patients' care. (78% ; +5%)
- Patients felt they got enough emotional support from staff. (71% ; +4%)
- Staff treated patients with compassion and understanding. (78% ; +4%)
- Patients knew who to contact if they had any questions after leaving hospital. (84% ; +4%)

13.66. Compared to this year's results for Scotland, there were no areas in NHS Tayside where patients were significantly less likely to report a positive experience.

NHS Western Isles

NHS Western Isles – Comparison with previous survey

13.67. In NHS Western Isles 209 people responded to the survey (52%) from 3 hospitals. These included 1 community hospital, 1 general hospital and 1 other hospital.

13.68. Compared to the last survey, NHS Western Isles patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (99% ; +6%)
- Overall rating of hospital admission process. (96% ; +7%)
- Overall rating of hospital/ward environment. (97% ; +3%)
- Patients were able to get adequate pain relief when they needed it. (98% ; +6%)
- Patients had enough privacy when their condition and treatment were discussed. (92% ; +7%)
- Patients got enough help with eating and drinking when they needed it. (94% ; +7%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (97% ; +6%)
- Overall rating of all staff patients came into contact with. (97% ; +4%)
- Doctors knew enough about patients' condition and treatment. (93% ; +6%)
- Doctors washed/cleaned their hands at appropriate times. (94% ; +6%)
- Nurses knew enough about patients' condition and treatment. (94% ; +5%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (94% ; +7%)

- Nurses listened to patients if they had any questions or concerns. (96% ; +5%)
- Nurses washed/cleaned their hands at appropriate times. (98% ; +4%)

13.69. Compared to the last survey, there were no areas in NHS Western Isles where patients were significantly less likely to report a positive experience.

NHS Western Isles – Comparison with Scottish average

13.70. Compared to this year's results for Scotland, NHS Western Isles patients were significantly more likely to report a positive experience in the following areas:

- Overall rating of any care and treatment received in A&E. (99% ; +12%)
- In A&E patients were told how long they would have to wait to see a doctor/nurse. (68% ; +24%)
- How patients felt about the time waiting to be seen by a nurse or doctor in A&E. (94% ; +11%)
- In A&E patients were kept informed about what was happening after seeing a doctor/nurse. (80% ; +20%)
- In A&E patients' conditions were explained to them in a way they could understand. (80% ; +13%)
- In A&E patients had enough privacy when being examined or treated. (100% ; +3%)
- In A&E patients felt safe. (98% ; +11%)
- How patients felt about the time they waited to be admitted to hospital after they were referred. (98% ; +10%)
- Overall rating of hospital admission process. (96% ; +13%)
- How patients felt about the time they waited to get to a ward. (93% ; +7%)
- Overall rating of hospital/ward environment. (97% ; +9%)
- The main ward or room patients stayed in was clean. (98% ; +3%)
- The bathrooms and toilets were clean. (97% ; +6%)
- Patients were not bothered by noise at night from other patients. (71% ; +17%)
- Patients were not bothered by noise at night from hospital staff. (79% ; +10%)
- Patients were happy with the food/meals they received. (89% ; +21%)
- Patients were happy with the drinks they received. (94% ; +10%)
- When patients called they received assistance within a reasonable time. (96% ; +8%)
- Patients knew which nurse was in charge of the ward. (54% ; +12%)
- Patients had enough time with the people that matter to them. (89% ; +8%)
- Overall rating of care and treatment during hospital stay. (96% ; +7%)
- Patients were able to get adequate pain relief when they needed it. (98% ; +7%)
- Patients had enough privacy when their condition and treatment were discussed. (92% ; +5%)
- Patients got enough help with washing and dressing when they needed it. (96% ; +9%)

- Patients got enough help with eating and drinking when they needed it. (94% ; +9%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (97% ; +10%)
- Patients were kept as physically comfortable as they could expect to be. (99% ; +7%)
- Patients were involved as much as they wanted in decisions about their care and treatment. (70% ; +9%)
- Patients felt that the people that matter to them were involved in decisions about their care and treatment. (65% ; +9%)
- Staff took adequate care when carrying out physical procedures. (91% ; +11%)
- Moving between wards was well managed. (91% ; +20%)
- Patients understood the explanations on how the operation or procedure had gone. (81% ; +10%)
- Overall rating of all staff patients came into contact with. (97% ; +6%)
- Doctors washed/cleaned their hands at appropriate times. (94% ; +3%)
- Nurses knew enough about patients' condition and treatment. (94% ; +7%)
- Nurses discussed patients' condition and treatment with them in a way they could understand. (94% ; +10%)
- Nurses listened to patients if they had any questions or concerns. (96% ; +6%)
- Nurses washed/cleaned their hands at appropriate times. (98% ; +5%)
- Patients had confidence and trust in the nurses treating them. (96% ; +5%)
- Patients knew which nurse was in charge of their care. (61% ; +14%)
- Patients felt there were enough nurses on duty. (79% ; +15%)
- Staff worked well together in organising patients' care. (85% ; +12%)
- Staff took account of what matters to patients. (81% ; +17%)
- Patients felt they got enough emotional support from staff. (83% ; +16%)
- Staff treated patients with compassion and understanding. (89% ; +15%)
- Overall rating of arrangements for leaving hospital. (91% ; +12%)
- Prior to leaving hospital, patients felt confident that any help they needed had been arranged. (82% ; +11%)
- If eligible, patients were happy with hospital transport arrangements for getting home. (91% ; +9%)
- Patients were involved in decisions about leaving hospital. (83% ; +7%)
- Patients' family or home situation was taken into account when planning discharge from hospital. (89% ; +6%)
- Patients were told about any danger signs to watch for when they left hospital. (80% ; +8%)
- Patients didn't have to wait too long to get their medicines. (89% ; +18%)
- Patients understood what their medicines were for. (98% ; +3%)
- Patients understood the possible side effects of their medicines. (90% ; +9%)

13.71. Compared to this year's results for Scotland, there were no areas in NHS Western Isles where patients were significantly less likely to report a positive experience.

National Waiting Times Centre

National Waiting Times Centre – Comparison with previous survey

13.72. In the National Waiting Times Centre 616 people responded to the survey (75%).

13.73. Compared to the last survey, the National Waiting Times Centre patients were significantly more likely to report a positive experience in the following areas:

- When patients called they received assistance within a reasonable time. (99% ; +3%)
- Overall rating of care and treatment during hospital stay. (99% ; +3%)
- Patients got enough help with washing and dressing when they needed it. (97% ; +3%)
- Patients got enough help with eating and drinking when they needed it. (94% ; +8%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (95% ; +4%)
- Overall rating of all staff patients came into contact with. (98% ; +2%)
- Doctors knew enough about patients' condition and treatment. (99% ; +2%)
- Overall rating of arrangements for leaving hospital. (94% ; +5%)
- Overall rating of care or support services after leaving hospital. (91% ; +6%)
- Patients felt they got the care and support services that were right for them. (97% ; +6%)

13.74. Compared to the previous survey, there were no areas where National Waiting Times Centre patients were significantly less likely to report a positive experience.

National Waiting Times Centre – Comparison with Scottish average

13.75. Compared to this year's results for Scotland, the National Waiting Times Centre patients were significantly more likely to report a positive experience in the following areas:

- How patients felt about the time they waited to be admitted to hospital after they were referred. (92% ; + 4%)
- Overall rating of hospital admission process. (97% ; +14%)
- How patients felt about the time they waited to get to a ward. (98% ; +12%)
- Overall rating of hospital/ward environment. (99% ; +11%)
- The main ward or room patients stayed in was clean. (99% ; +4%)
- The bathrooms and toilets were clean. (99% ; +8%)
- Patients were not bothered by noise at night from other patients. (85% ; +31%)
- Patients were not bothered by noise at night from hospital staff. (87% ; +18%)
- Patients were happy with the food/meals they received. (89% ; +21%)
- Patients were happy with the drinks they received. (94% ; +10%)
- When patients called they received assistance within a reasonable time. (99% ; +11%)

- Patients did not feel bothered or threatened by other patients/visitors. (94% ; +10%)
- Patients knew which nurse was in charge of the ward. (60% ; +18%)
- Hand-wash gels were available for patients and visitors to use. (99% ; +4%)
- Patients were happy with the visiting hours. (100% ; +5%)
- Patients had enough time with the people that matter to them. (95% ; +14%)
- Overall rating of care and treatment during hospital stay. (99% ; +10%)
- Patients were able to get adequate pain relief when they needed it. (97% ; +6%)
- Patients had enough privacy when being examined or treated. (99% ; +5%)
- Patients had enough privacy when their condition and treatment were discussed. (98% ; +11%)
- Patients got enough help with washing and dressing when they needed it. (97% ; +10%)
- Patients got enough help with eating and drinking when they needed it. (94% ; +9%)
- Patients got enough help with going to the bathroom or toilet when they needed it. (95% ; +8%)
- Patients were kept as physically comfortable as they could expect to be. (98% ; +6%)
- Patients were involved as much as they wanted in decisions about their care and treatment. (79% ; +18%)
- Patients felt that the people that matter to them were involved in decisions about their care and treatment. (72% ; +16%)
- Staff took adequate care when carrying out physical procedures. (93% ; +13%)
- Moving between wards was well managed. (90% ; +19%)
- Beforehand, a member of staff explained the risks and benefits of operation/procedure. (90% ; +10%)
- Beforehand, a member of staff explained what would be done during the operation or procedure. (85% ; +9%)
- Beforehand, patients were told how they may feel after the operation or procedure. (72% ; +11%)
- Beforehand, patients' questions were answered in a way they could understand. (84% ; +9%)
- Patients understood the explanations on how the operation or procedure had gone. (82% ; +11%)
- Overall rating of all staff patients came into contact with. (98% ; +7%)
- Doctors knew enough about patients' condition and treatment. (99% ; +9%)
- Doctors discussed patients' condition and treatment with them in a way they could understand. (97% ; +7%)
- Doctors did not talk in front of patients as if they were not there. (88% ; +8%)
- Doctors listened to patients if they had any questions or concerns. (97% ; +7%)
- Doctors washed/cleaned their hands at appropriate times. (98% ; +7%)
- Patients had confidence and trust in the doctors treating them. (99% ; +8%)
- Nurses knew enough about patients' condition and treatment. (97% ; +10%)

- Nurses discussed patients' condition and treatment with them in a way they could understand. (94% ; +10%)
- Nurses did not talk in front of patients as if they were not there. (91% ; +8%)
- Nurses listened to patients if they had any questions or concerns. (97% ; +7%)
- Nurses washed/cleaned their hands at appropriate times. (98% ; +5%)
- Patients had confidence and trust in the nurses treating them. (97% ; +6%)
- Patients knew which nurse was in charge of their care. (69% ; +22%)
- Patients felt there were enough nurses on duty. (92% ; +28%)
- Staff worked well together in organising patients' care. (91% ; +18%)
- Staff took account of what matters to patients. (83% ; +19%)
- Patients felt they got enough emotional support from staff. (82% ; +15%)
- Staff treated patients with compassion and understanding. (86% ; +12%)
- Overall rating of arrangements for leaving hospital. (94% ; +15%)
- How patients felt about the length of time they were in hospital. (92% ; +4%)
- Patients felt confident they could look after themselves after leaving hospital. (90% ; +5%)
- Prior to leaving hospital, patients felt confident that any help they needed had been arranged. (80% ; +9%)
- If eligible, patients were happy with hospital transport arrangements for getting home. (94% ; +12%)
- Patients were involved in decisions about leaving hospital. (85% ; +9%)
- Patients' family or home situation was taken into account when planning discharge from hospital. (90% ; +7%)
- Patients knew who to contact if they had any questions after leaving hospital. (94% ; +14%)
- Patients were told about any danger signs to watch for when they left hospital. (91% ; +19%)
- Patients didn't have to wait too long to get their medicines. (89% ; +18%)
- Patients understood what their medicines were for. (98% ; +3%)
- Patients understood how and when to take their medicines. (98% ; +1%)
- Patients understood the possible side effects of their medicines. (86% ; +5%)
- Overall rating of care or support services after leaving hospital. (91% ; +8%)
- Patients had to stay in hospital longer than expected to wait for their care or support services to be organised. (96% ; +10%)
- Patients felt they got the care and support services that were right for them. (97% ; +7%)
- Patients saw/received information on how to provide feedback or complain about the care they received. (70% ; +34%)














13.76. Compared to this year's results for Scotland, there were no areas for the National Waiting Times Centre where patients were significantly less likely to report a positive experience.

14. PATIENT EXPERIENCE INDICATORS

Scotland Performs Healthcare Experience Indicator

- 14.1 The Healthcare Experience Indicator has been developed to measure the reported experience of people using the NHS. It is one of the 50 National Indicators in the National Performance Framework, which sets out the Government's outcomes based approach. Progress is reported on the Scotland Performs website: <http://www.scotland.gov.uk/About/scotPerforms>
- 14.2 The indicator is based on the results of the inpatient survey. It is calculated by giving numerical scores to people's answers to selected questions. Information on how the indicator is calculated is available in the technical report.
- 14.3 The 2014 value of the Healthcare Experience Indicator is 81.7 which is a statistically significant increase of 3.0 compared to 2012, and the highest level the indicator has reached. Results by NHS Board are presented in Table 16 below.

Table 16 Healthcare Experience Indicator 2010-2014, by NHS Board

NHS Board	2010	2011	2012	2014	Change 2012-14
Scotland	78.3	78.1	78.7	81.7	3.0 
NHS Ayrshire & Arran	79.2	79.3	80.0	81.9	1.9 
NHS Borders	81.1	79.8	79.9	81.1	1.2
NHS Dumfries & Galloway	79.0	79.3	79.8	81.5	1.7 
NHS Fife	76.9	77.4	75.7	79.3	3.6 
NHS Forth Valley	74.2	74.5	75.3	82.2	6.8 
NHS Grampian	77.3	78.3	79.5	83.1	3.6 
NHS Greater Glasgow and Clyde	77.0	76.5	76.6	80	3.4 
NHS Highland	83.9	82.8	83.8	86.5	2.6 
NHS Lanarkshire	74.7	73.5	74.0	76.9	2.9 
NHS Lothian	78.3	79.1	79.6	81.4	1.8 
NHS Orkney	85.5	82.4	87.0	85.2	-1.8
NHS Shetland	82.6	83.5	84.2	85.4	1.2
NHS Tayside	80.6	79.7	80.9	83.3	2.4 
NHS Western Isles	84.9	86.0	85.9	91	5 
NHS National Waiting Times Centre	91.1	91.9	91.6	93.5	2 

Quality Outcome Indicator

- 14.4 Twelve national Quality Outcome Indicators show progress towards the ambitions of the Quality Strategy³⁰. One of these indicators is Healthcare Experience. This indicator combines the Scotland Performs Healthcare Experience Indicator described above, with data relating to GP services from the Health and Care Experience Survey.
- 14.5 Further information on how the indicator is calculated is available in the technical report.
- 14.6 The latest value of the Healthcare Experience Quality Outcome Indicator is based on the 2014 Inpatient Survey (the subject of this and the 2013/14 Health and Care Experience Survey³¹).
- 14.7 The latest value of the indicator is 80.3 which is a statistically significant increase of 0.9 compared to 2012.
- 14.8 This increase is down to the improvement in scores for the inpatient component of the indicator. Results for GP services are actually lower than in the previous version of the indicator, however, this has been outweighed by the increase in positive responses for the inpatient results. Results by NHS Board are presented in Table 17 (overleaf).

³⁰ Quality Indicators: <http://www.isdscotland.org/Health-Topics/Quality-indicators/>

³¹ [Patient experience survey of GP and other local NHS Services 2011-12](#)

Table 17 Quality Outcome Indicator by NHS Board

NHS Board	2011	2012	2014	Change 2012-14
Scotland	80.2	79.5	80.3	0.9 
NHS Ayrshire & Arran	80.5	79.6	79.8	0.3
NHS Borders	82.4	80.7	80.7	0
NHS Dumfries & Galloway	81.9	81.7	82.1	0.4
NHS Fife	79.2	76.7	78.5	1.8 
NHS Forth Valley	78.1	77.6	80.6	3.1 
NHS Grampian	79.5	79.2	80.1	0.9 
NHS Greater Glasgow and Clyde	80.0	79.2	80.4	1.2 
NHS Highland	84.0	83.8	84.5	0.7 
NHS Lanarkshire	76.8	75.8	76.6	0.8
NHS Lothian	80.2	79.6	79.5	0
NHS Orkney	86.7	88.4	88.2	-0.2
NHS Shetland	82.3	81.5	82	0.5
NHS Tayside	81.2	81.2	81.6	0.4
NHS Western Isles	86.2	85.5	87.5	2 
NHS National Waiting Times Centre	91.9	91.6	93.5	2 

ANNEX A - THE QUESTIONNAIRE

(Overleaf)

Inpatient Patient Experience Survey

This survey is about your most recent stay in the **hospital named** in the letter which came with this survey.

The responses you give will help improve hospital services. Results of the survey will be shared with the hospital and NHS Board named in the letter which came with this survey; however, **all of the answers you provide will be entirely confidential.**

Please read the enclosed letter and leaflet for more information about this survey.



If you would prefer, you may also complete this survey online at:

[www.quality-health.co.uk /si14](http://www.quality-health.co.uk/si14)

To do this you will need to enter the ID number which can be found on the letter which came with this survey.

Instructions

The questions should be answered by the person named on the letter which came with the survey. A friend or carer can help you complete the survey but the answers should be yours not theirs.

The survey takes around 20 minutes to complete. Please answer all questions, unless the instructions ask you to skip a question. For each question, please place a tick in the box next to the answer that most closely matches your own experience. For example, if your answer is yes, write in a tick as below:

Yes

No

Don't worry if you make a mistake. Simply cross it out and tick the correct answer.



**Complete by phone
0800 783 1775**

**Monday – Friday
9am – 5pm**

Section 1. Admission to hospital: your most recent hospital stay

Please answer all of the questions in this survey about your **most recent stay** in the **hospital named** in the letter that came with the survey.

Q1 Was your most recent hospital stay planned in advance or an emergency?

Please tick **ONE** box only

- 1 Emergency or urgent → **Go to Q2**
 2 Waiting list or planned in advance → **Go to Q10**
 3 Something else → **Go to Q2**

Q2 When you arrived at hospital did you go to the Accident and Emergency Department (A&E)?

- 1 Yes → **Go to Q3**
 2 No → **Go to Q12**
 3 Don't know → **Go to Q12**

Q3 In A&E, were you kept informed about how long you would have to wait to be seen by a nurse or doctor?

- 1 Yes, completely
 2 Yes, to some extent
 3 No
 4 Don't know / can't remember

Q4 In A&E, how did you feel about the length of time you waited to be seen by a nurse or doctor?

- 1 I didn't have to wait
 2 It was reasonable
 3 It was too long
 4 Don't know / can't remember

Q5

In A&E, once you had been seen by a nurse or doctor were you kept informed about what was happening?

- 1 Yes, completely
 2 Yes, to some extent
 3 No
 4 Don't know / can't remember

Q6

In A&E, did a nurse or doctor discuss your condition with you in a way you could understand?

- 1 Yes, completely
 2 Yes, to some extent
 3 No, but I would have liked them to
 4 No, but I did not need to discuss it

Q7

Were you given enough privacy when being examined or treated in A&E?

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

Q8

When you were in A&E, did you feel safe?

- 1 Yes, completely
 2 Yes, to some extent
 3 No
 4 Don't know / can't remember

Q9

Overall, how would you rate the care and treatment you received during your time in A&E?

Please tick **ONE** box only

- 1 Excellent
 2 Good
 3 Fair
 4 Poor
 5 Very Poor
- } → **Go to Q12**

Waiting list and planned in advance patients

Q10 How did you feel about the length of time you waited to be admitted to hospital after you were referred?

- 1 It was reasonable
 2 It was too short
 3 It was too long

Q11 Did the information you were given before attending hospital help you understand what would happen?

- 1 Yes, a lot
 2 Yes, a little
 3 No, not at all
 4 I wasn't given any information
 5 Don't know / can't remember

All types of admission (all patients)

Q12 From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward?

- 1 It was reasonable
 2 It was too long
 3 I did not have to wait

Q13 Overall, how would you rate your admission to hospital? (i.e. the period after you arrived at hospital until you got to a bed on the ward)

- 1 Excellent
 2 Good
 3 Fair
 4 Poor
 5 Very Poor

Section 2. The hospital and ward: your most recent hospital stay

Q14 How much do you agree or disagree with each of the following about the **hospital and ward** during your most recent hospital stay?

Please tick **ONE** box only on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply	Don't know
The main ward or room I stayed in was clean	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
The bathrooms and toilets were clean	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was bothered by noise at night from other patients	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was bothered by noise at night from hospital staff	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was happy with the food/meals I received	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was happy with the drinks I received	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
When I called I received assistance within a reasonable time	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
There were times when I felt bothered or threatened by other patients or visitors	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q15 Did you know which nurse was in charge of the **ward**?

Please tick **ONE** box only

- 1 Yes, all or most of the time
 2 Yes, some of the time
 3 No, but I would have liked to know
 4 No, but it didn't bother me

Q16 Were hand-wash gels available for patients and visitors to use?

- 1 Yes, always
 2 Yes, some of the time
 3 No
 4 Don't know / can't remember

Q17 During your most recent stay in hospital did you have a single room at any time?

- 1 Yes, and I was happy
 2 Yes, but I would have preferred to be with other patients
 3 No, but I would have preferred to be in a single room
 4 No, and I was happy

Q18 During your stay, were you happy with the visiting hours?

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

Q19 Did you feel you were able to spend enough time with the people that matter to you (e.g. family and friends)?

- 1 Yes, completely
 2 Yes, to some extent
 3 No
 4 Don't know / can't remember

Q20 Overall, how would you rate the hospital and ward environment?

- 1 Excellent
 2 Good
 3 Fair
 4 Poor
 5 Very Poor

Section 3. Care and treatment: your most recent hospital stay

Q21 How much do you agree or disagree with each of the following about your **care and treatment** during your stay in hospital?

Please tick **ONE** box only on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply	Don't know
I was able to get adequate pain relief when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I had enough privacy when being examined or treated	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I had enough privacy when my condition and treatment was discussed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I got enough help with washing and dressing when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I got enough help with eating and drinking when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Care and treatment cont'd	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply	Don't know
I got enough help with going to the bathroom or toilet when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was kept as physically comfortable as I could expect to be	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q22

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, and I would have liked to have been
- 4 No, but I didn't want to be involved

Q23

Were the people that matter to you (e.g. family & friends) involved in decisions about your care and treatment as much as you wanted?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, and I would have liked them to be more involved
- 4 No, but they didn't need to be involved

Q24

Did you feel that staff took adequate care when carrying out physical procedures? (e.g. injections or blood tests; inserting, checking or removing drips or catheters; moving you)?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / can't remember
- 5 Does not apply to me

Q25

While you were in hospital, did your condition get worse at any time?

- 1 No
- 2 Yes, and staff responded quickly
- 3 Yes, and staff did **not** respond quickly
- 4 Don't know / can't remember

Q26

During your stay in hospital, if you had a drip or needle in a vein to give you medicines or fluids, did any of the following occur?

Please tick **ALL** that apply

- 1 I didn't have a drip
- 2 I did not feel it was checked regularly enough
- 3 I did not feel it was changed when required
- 4 I did not feel it was removed quickly enough
- 5 Don't know / can't remember

Q27

Did you experience any of the following problems during, or because of, your hospital stay?

Please tick **ALL** that apply

- 1 Infection (e.g. urinary tract infection, surgical wound infection, MRSA, CDiff, etc.)
- 2 Blood poisoning / sepsis
- 3 Blood clot (e.g. Deep Vein Thrombosis [DVT], embolism)
- 4 Bed sore (pressure sore)
- 5 Injury from falling over
- 6 Bad reaction to medication
- 7 Complication from surgery
- 8 Any other problems
- 9 None

Q28 During your most recent hospital stay, did any of the following events occur?

Please tick **ALL** that apply

- 1 Incorrect diagnosis
- 2 Wrong treatment
- 3 Incorrect medicines
- 4 Incorrect doses of medicines
- 5 Delayed or incorrect test results
- 6 None → **Go to Q31**

Q29 Did a member of staff discuss any of these events with you?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / can't remember

Q30 Were you satisfied with how these events were dealt with?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / can't remember

Q31 When you were in hospital, did you move wards?

- 1 Yes → **Go to Q32**
- 2 No → **Go to Q34**
- 3 Don't know / can't remember → **Go to Q34**

Q32 What time did you move wards?

If you moved several times, please tick **ALL** that apply

- 1 Morning / afternoon
- 2 Evening (6pm to 10pm)
- 3 Middle of the night (10pm onwards)
- 4 Don't know / can't remember

Q33 In your opinion, was moving you between wards managed well?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / can't remember

Q34 Overall, how would you rate your care and treatment during your stay in hospital?

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

Section 4. Operations and procedures: your most recent hospital stay

Q35 During your most recent hospital stay, did you have an operation or procedure?

- 1 Yes → **Go to Q36**
- 2 No → **Go to Q41**

Q36 Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

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

Q37 Beforehand, did a member of staff explain what would be done during the operation or procedure?

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

Q38 Beforehand, were you told how you could expect to feel after you had the operation or procedure?

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

Q39

Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

- 1 Yes, completely
 2 Yes, to some extent
 3 No
 4 Don't know / can't remember

Q40

After the operation or procedure, did a member of staff explain how it had gone in a way you could understand?

- 1 Yes, completely
 2 Yes, to some extent
 3 No
 4 Don't know / can't remember

Section 5. Staff: your most recent hospital stay

Q41

How much do you agree or disagree with each of the following when you think of the **doctors** who you came into contact with? **If you were not in contact with a doctor go to question 42.**

Please tick **ONE** box only on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply	Don't know
Doctors knew enough about my condition and treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors discussed my condition and treatment with me in a way I could understand	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors talked in front of me as if I was not there	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors listened to me if I had any questions or concerns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
As far as I was aware doctors washed/cleaned their hands at appropriate times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I had confidence and trust in the doctors treating me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q42

How much do you agree or disagree with each of the following when you think of the **nurses** who you came into contact with? **If you were not in contact with any nurses go to question 45.**

Please tick **ONE** box only on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply	Don't know
Nurses knew enough about my condition and treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses discussed my condition and treatment with me in a way I could understand	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses talked in front of me as if I was not there	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses listened to me if I had any questions or concerns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Nurses cont'd	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply	Don't know
As far as I was aware nurses washed/cleaned their hands at appropriate times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I had confidence and trust in the nurses treating me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q43 Did you know which nurse was in charge of **your care**?

- 1 Yes, all or most of the time
- 2 Yes, some of the time
- 3 No, but I would have liked to know
- 4 No, but it didn't bother me

Q44 In your opinion, were there enough nurses on duty to care for **you** in hospital?

- 1 There were always or nearly always enough nurses
- 2 There were sometimes enough nurses
- 3 There were rarely or never enough nurses
- 4 Don't know / can't remember

Q45 Did you think that the staff worked well together in organising your care?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / can't remember

Q46 Did you feel that staff took account of the things that matter to you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / can't remember

Q47 Did you feel that you got enough emotional support from staff during your stay?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 Don't know / can't remember

Q48 Did you feel that staff treated you with compassion and understanding during your stay?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 Don't know / can't remember

Q49 Overall, how would you rate all the staff you came into contact with?

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

Section 6. Leaving hospital: your most recent hospital stay

Q50 On the day you left hospital, were you delayed for any reason?

Please tick **ONE** box only

- 1 Yes → **Go to Q51**
- 2 No → **Go to Q53**

Q51 What was the **main** reason you were delayed?

Please tick **ONE** box only

- 1 I had to wait for **medicines**
- 2 I had to wait to **see the doctor**
- 3 I had to wait for **hospital transport**
- 4 I had to wait for my **discharge letter**
- 5 Something else

Q52 How long was the delay?

- 1 Up to 1 hour
- 2 Longer than 1 hour but less than 2 hours
- 3 Longer than 2 hours but less than 4 hours
- 4 Longer than 4 hours
- 5 Don't know / can't remember

Q53 How did you feel about the length of time you were in hospital?

- 1 It was reasonable
- 2 It was too long
- 3 It was too short
- 4 Don't know / can't remember

Q54 Were you confident you could look after yourself when you left hospital?

- 1 Yes
- 2 No

Q55 Before leaving hospital, were you confident that any help you needed had been arranged for you?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I didn't need any help arranged

Q56 If your condition meant you were eligible for hospital transport to take you home, were you happy with how this was arranged?

- 1 Not applicable to me
- 2 Yes
- 3 No

Q57 How much do you agree or disagree with each of the following when you think about what happened when you were leaving hospital?

Please tick **ONE** box only on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply	Don't know
I was involved in decisions about leaving hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
My family or home situation was taken into account when planning for me leaving hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I knew who to contact if I had any questions after leaving hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was told about any danger signs to watch for when I left hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q58 Were you given any medicines to take home when you left hospital?

- 1 Yes → **Go to Q59**
- 2 No → **Go to Q60**

Q59 How much do you agree or disagree with the following statements regarding **your medicines**?

Please tick **ONE** box only on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Does not apply	Don't know
I didn't have to wait too long to get my medicines	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I understood what my medicines were for	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I understood how and when to take my medicines	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I understood the possible side effects of my medicines	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q60 Overall, how would you rate the arrangements made for your leaving hospital?

Please tick **ONE** box only

1 Excellent 2 Good 3 Fair 4 Poor 5 Very poor

Section 7. After leaving hospital: your most recent hospital stay

The next few questions ask about care and support services that you needed to be arranged before you could leave hospital. This includes any equipment needed in your home, home care or personal care, or a place in a care / nursing home.

Q61 Did you need care or support services to be arranged for when you got out of hospital?

- 1 Yes → **Go to Q62**
2 No → **Go to Q65**

Q62 Did you have to stay in hospital longer than expected to wait for your care or support services to be organised?

- 1 Yes
2 No

Q63 Did you feel that you got the care and support services that were right for you?

- 1 Yes
2 No

Q64 Overall, how would you rate the care or support services you got after leaving hospital?

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

Section 8. Overall experience: your most recent hospital stay

Q65 Did you see, or were you given, any information explaining how to provide feedback or complain to the hospital about the care you received?

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

Q66 Overall... (please circle a number)

I had a very **poor** experience I had a very **good** experience

0 1 2 3 4 5 6 7 8 9 10

Section 9. Other comments about your experience of your hospital stay

Q67 If there is anything else you would like to tell us about your experience in hospital please write your comments below.

Was there anything particularly good about your hospital care?

Was there anything that could be improved?

Do you have any other comments?

Section 10. About you

This information will help us find out if different groups of people have different experiences of treatment as an inpatient. Nobody at the hospital you attended will be able to see your answers. **If you would prefer not to answer a particular question then you should skip it and go to the next question.**

Q68 What was your age last birthday?

Q69 Are you male or female?

- 1 Male
2 Female

Q70 How would you rate your **health** in general? *Please tick **ONE** box only*

- 1 Good
2 Fair
3 Poor

Q71 Do you have any of the following conditions which have lasted, or are expected to last at least 12 months?

Please tick **ALL** that apply

- 1 A physical disability
- 2 Chronic pain lasting at least 3 months
- 3 Another long-term condition
- 4 Mental health condition
- 5 Deafness or severe hearing impairment
- 6 Blindness or severe vision impairment
- 7 A learning disability
- 8 None of the above

Q72 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Include problems related to old age)

- 1 Yes, limited a lot
- 2 Yes, limited a little
- 3 No

Q73 What **religion**, religious denomination or body do you belong to?

- 1 None
- 2 Church of Scotland
- 3 Roman Catholic
- 4 Other Christian
- 5 Muslim
- 6 Buddhist
- 7 Sikh
- 8 Jewish
- 9 Hindu
- 10 Pagan
- 11 Another religion (non-Christian)

Q74 Which of the following options best describes how you think of yourself?

- 1 Heterosexual / Straight
- 2 Gay / Lesbian
- 3 Bisexual
- 4 Other

Q75 What is your **ethnic group**?

Tick **ONE** box which best describes your ethnic group

- 1 White
- 2 Mixed or multiple ethnic groups
- 3 Asian, Asian Scottish or Asian British
- 4 African, Caribbean or Black
- 5 Other ethnic group

Q76 Do you need an interpreter or other help to communicate?

- 1 Yes
- 2 No

NHS Statisticians hold information about your stay in hospital e.g. how long you were in hospital and reason for attending. We would like your permission to add your survey results to this information. Your information will be used only for research and will not identify you individually.

If you give your permission to add your survey results to this information it will not be shared with the people who looked after you and will in no way affect your current or future treatment or care.

Q77 Do you give your permission for NHS Statisticians to add your survey results to information held about your hospital stay?

- 1 Yes
- 2 No

Thank you for answering these questions.

Please return this survey FREEPOST, in the envelope provided.

ANNEX B – PERCENTAGE POSITIVE RESULTS 2010 – 2014

Question no. in 2014	Question text	2010	2011	2012	2014
3	In A&E, were you kept informed about how long you would have to wait to be seen by a nurse or doctor?	-	-	-	44
4*	In A&E, how did you feel about the length of time you waited to be seen by a nurse or doctor?	-	-	-	83
5*	In A&E, once you had been seen by a nurse or doctor were you kept informed about what was happening?	-	-	-	60
6	In A&E, did a nurse or doctor discuss your condition with you in a way you could understand?	-	-	-	67
7*	Were you given enough privacy when being examined or treated in A&E?	-	-	-	97
8*	When you were in A&E, did you feel safe?	-	-	-	87
9	Overall, how would you rate the care and treatment you received during your time in A&E?	83	82	83	87
10	How did you feel about the length of time you waited to be admitted to hospital after you were referred?	89	89	88	88
11	Did the information you were given before attending hospital help you understand what would happen?	95	96	96	96
12	From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward?	87	87	87	86
13	Overall, how would you rate your admission to hospital? (i.e. the period after you arrived at hospital until you got to a bed on the ward)	81	80	80	83
14a	The main ward or room I stayed in was clean	90	92	93	95
14b	The bathrooms and toilets were clean	84	86	88	91
14c	I was not bothered by noise at night from other patients	-	-	-	54
14d	I was not bothered by noise at night from hospital staff	-	-	-	69
14e	I was happy with the food/meals I received	-	-	-	68
14f	I was happy with the drinks I received	-	-	-	84
14g	When I called I received assistance within a reasonable time	-	87	87	88
14h	There weren't times when I felt bothered or threatened by other patients or visitors	80	83	82	84

Question no. in 2014	Question text	2010	2011	2012	2014
15	Did you know which nurse was in charge of the ward?	-	-	-	42
16*	Were hand-wash gels available for patients and visitors to use?	-	-	-	95
18*	During your stay, were you happy with the visiting hours?	-	-	-	95
19*	Did you feel you were able to spend enough time with the people that matter to you (e.g. family and friends)?	-	-	-	81
20	Overall, how would you rate the hospital and ward environment?	79	79	80	88
21a	I was able to get adequate pain relief when I needed it	91	91	91	91
21b	I had enough privacy when being examined or treated	94	95	95	94
21c	I had enough privacy when my condition and treatment was discussed	85	85	85	87
21d	I got enough help with washing and dressing when I needed it	81	82	82	87
21e	I got enough help with eating and drinking when I needed it	68	68	69	85
21f	I got enough help with going to the bathroom or toilet when I needed it	-	80	81	87
21g*	I was kept as physically comfortable as I could expect to be	-	-	-	92
22	Were you involved as much as you wanted to be in decisions about your care and treatment?	-	-	-	59
23*	Were the people that matter to you (e.g. family & friends) involved in decisions about your care and treatment as much as you wanted?	-	-	-	37
24*	Did you feel that staff took adequate care when carrying out physical procedures? (e.g. injections or blood tests; inserting, checking or removing drips or catheters; moving you)?	-	-	-	80
29*	Did a member of staff discuss any of these events with you?	-	-	-	21
30*	Were you satisfied with how these events were dealt with?	-	-	-	25
33	In your opinion, was moving you between wards managed well?	-	-	-	71
34	Overall, how would you rate your care and treatment during your stay in hospital?	84	85	85	89
36*	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	-	-	-	80

Question no. in 2014	Question text	2010	2011	2012	2014
37	Beforehand, did a member of staff explain what would be done during the operation or procedure?	-	-	-	76
38	Beforehand, were you told how you could expect to feel after you had the operation or procedure?	-	-	-	61
39*	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	-	-	-	75
40	After the operation or procedure, did a member of staff explain how it had gone in a way you could understand?	-	-	-	71
41a	Doctors knew enough about my condition and treatment	87	88	87	90
41b	Doctors discussed my condition and treatment with me in a way I could understand	87	88	88	90
41c	Doctors didn't talk in front of me as if I was not there	-	79	80	80
41d	Doctors listened to me if I had any questions or concerns	86	88	88	90
41e	As far as I was aware doctors washed/cleaned their hands at appropriate times	85	87	88	91
41f*	I had confidence and trust in the doctors treating me	-	-	-	91
42a	Nurses knew enough about my condition and treatment	82	81	81	87
42b	Nurses discussed my condition and treatment with me in a way I could understand	80	80	80	84
42c	Nurses didn't talk in front of me as if I was not there	-	81	81	83
42d	Nurses listened to me if I had any questions or concerns	85	87	87	90
42e	As far as I was aware nurses washed/cleaned their hands at appropriate times	88	90	90	93
42f*	I had confidence and trust in the nurses treating me	-	-	-	91
43*	Did you know which nurse was in charge of your care?	-	-	-	47
44*	In your opinion, were there enough nurses on duty to care for you in hospital?	-	-	-	64
45	Did you think that the staff worked well together in organising your care?	-	-	-	73
46*	Did you feel that staff took account of the things that matter to you?	-	-	-	64
47*	Did you feel that you got enough emotional support from staff during	-	-	-	67

Question no. in 2014	Question text	2010	2011	2012	2014
	your stay?				
48*	Did you feel that staff treated you with compassion and understanding during your stay?	-	-	-	74
49	Overall, how would you rate all the staff you came into contact with?	87	87	87	91
53*	How did you feel about the length of time you were in hospital?	-	-	-	88
54*	Were you confident you could look after yourself when you left hospital?	-	-	-	85
55	Before leaving hospital, were you confident that any help you needed had been arranged for you?	-	-	-	71
56*	If your condition meant you were eligible for hospital transport to take you home, were you happy with how this was arranged?	-	-	-	82
57a*	I was involved in decisions about leaving hospital	-	-	-	76
57b	My family or home situation was taken into account when planning for me leaving hospital	-	83	83	83
57c	I knew who to contact if I had any questions after leaving hospital	81	80	80	80
57d	I was told about any danger signs to watch for when I left hospital	73	72	72	72
59a	I didn't have to wait too long to get my medicines	-	-	73	71
59b	I understood what my medicines were for	94	94	95	95
59c	I understood how and when to take my medicines	96	96	97	97
59d	I understood the possible side effects of my medicines	80	80	80	81
60	Overall, how would you rate the arrangements made for your leaving hospital?	73	75	75	79
62	Did you have to stay in hospital longer than expected to wait for your care or support services to be organised?	-	-	88	86
63	Did you feel that you got the care and support services that were right for you?	-	-	89	90
64	Overall, how would you rate the care or support services you got after leaving hospital?	-	-	82	83
65*	Did you see, or were you given, any information explaining how to provide feedback or complain to the hospital about the care you received?	-	-	-	36

Notes:

* New question to the 2014 questionnaire

Statistically significant changes are marked in bold.

ANNEX C – STATEMENT OF TABLE EXPLANATION

The table below shows which answers were classed as positive and negative for each question.

Q	Question text	Positive per cent	Neither positive nor negative per cent	Negative per cent
3	In A&E, were you kept informed about how long you would have to wait to be seen by a nurse or doctor?	Yes, completely	Yes, to some extent	No
4*	In A&E, how did you feel about the length of time you waited to be seen by a nurse or doctor?	I didn't have to wait, It was reasonable	It was reasonable	It was too long
5*	In A&E, once you had been seen by a nurse or doctor were you kept informed about what was happening?	Yes, completely	Yes, to some extent	No
6	In A&E, did a nurse or doctor discuss your condition with you in a way you could understand?	Yes, completely	Yes, to some extent	No
7*	Were you given enough privacy when being examined or treated in A&E?	Yes		No
8*	When you were in A&E, did you feel safe?	Yes, completely	Yes, to some extent	No
9	Overall, how would you rate the care and treatment you received during your time in A&E?	Excellent, Good	Fair	Poor, Very poor
10	How did you feel about the length of time you waited to be admitted to hospital after you were referred?	It was reasonable		It was too short, It was too long
11	Did the information you were given before attending hospital help you understand what would happen?	Yes, a lot, Yes, a little		I wasn't given any information, No, not at all
12	From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward?	I did not have to wait, It was reasonable		It was too long
13	Overall, how would you rate your admission to hospital? (i.e. the period after you arrived at hospital until you got to a bed on the ward)	Excellent, Good	Fair	Poor, Very poor
14a	The main ward or room I stayed in was clean	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14b	The bathrooms and toilets were clean	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

Q	Question text	Positive per cent	Neither positive nor negative per cent	Negative per cent
14c	I was not bothered by noise at night from other patients	Strongly disagree, Disagree	Neither agree nor disagree	Disagree, Strongly disagree
14d	I was not bothered by noise at night from hospital staff	Strongly disagree, Disagree	Neither agree nor disagree	Disagree, Strongly disagree
14e	I was happy with the food/meals I received	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14f	I was happy with the drinks I received	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14g	When I called I received assistance within a reasonable time	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14h	There weren't times when I felt bothered or threatened by other patients or visitors	Strongly disagree, Disagree	Neither agree nor disagree	Disagree, Strongly disagree
15	Did you know which nurse was in charge of the ward?	Yes, all or most of the time	Yes, some of the time	No, but I would have liked to know, No, but it didn't bother me
16*	Were hand-wash gels available for patients and visitors to use?	Yes, always	Yes, some of the time	No
18*	During your stay, were you happy with the visiting hours?	Yes		No
19*	Did you feel you were able to spend enough time with the people that matter to you (e.g. family and friends)?	Yes, completely	Yes, to some extent	No
20	Overall, how would you rate the hospital and ward environment?	Excellent, Good	Fair	Poor, Very poor
21a	I was able to get adequate pain relief when I needed it	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
21b	I had enough privacy when being examined or treated	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
21c	I had enough privacy when my condition and treatment was discussed	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
21d	I got enough help with washing and dressing when I needed it	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
21e	I got enough help with eating and drinking when I needed it	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
21f	I got enough help with going to the bathroom or toilet when I needed it	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

Q	Question text	Positive per cent	Neither positive nor negative per cent	Negative per cent
21g*	I was kept as physically comfortable as I could expect to be	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22	Were you involved as much as you wanted to be in decisions about your care and treatment?	Yes, definitely	Yes, to some extent	No, and I would have liked to have been
23*	Were the people that matter to you (e.g. family & friends) involved in decisions about your care and treatment as much as you wanted?	Yes, definitely	Yes, to some extent	No, and I would have liked them to be more involved
24*	Did you feel that staff took adequate care when carrying out physical procedures? (e.g. injections or blood tests; inserting, checking or removing drips or catheters; moving you)?	Yes, definitely	Yes, to some extent	No
29*	Did a member of staff discuss any of these events with you?	Yes, completely	Yes, to some extent	No
30*	Were you satisfied with how these events were dealt with?	Yes, completely	Yes, to some extent	No
33	In your opinion, was moving you between wards managed well?	Yes, definitely	Yes, to some extent	No
34	Overall, how would you rate your care and treatment during your stay in hospital?	Excellent, Good	Fair	Poor, Very poor
36*	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	Yes, completely	Yes, to some extent	No
37	Beforehand, did a member of staff explain what would be done during the operation or procedure?	Yes, completely	Yes, to some extent	No
38	Beforehand, were you told how you could expect to feel after you had the operation or procedure?	Yes, completely	Yes, to some extent	No
39*	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	Yes, completely	Yes, to some extent	No
40	After the operation or procedure, did a member of staff explain how it had gone in a way you could understand?	Yes, completely	Yes, to some extent	No

Q	Question text	Positive per cent	Neither positive nor negative per cent	Negative per cent
41a	Doctors knew enough about my condition and treatment	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
41b	Doctors discussed my condition and treatment with me in a way I could understand	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
41c	Doctors didn't talk in front of me as if I was not there	Strongly disagree, Disagree	Neither agree nor disagree	Disagree, Strongly disagree
41d	Doctors listened to me if I had any questions or concerns	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
41e	As far as I was aware doctors washed/cleaned their hands at appropriate times	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
41f*	I had confidence and trust in the doctors treating me	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
42a	Nurses knew enough about my condition and treatment	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
42b	Nurses discussed my condition and treatment with me in a way I could understand	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
42c	Nurses didn't talk in front of me as if I was not there	Strongly disagree, Disagree	Neither agree nor disagree	Disagree, Strongly disagree
42d	Nurses listened to me if I had any questions or concerns	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
42e	As far as I was aware nurses washed/cleaned their hands at appropriate times	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
42f*	I had confidence and trust in the nurses treating me	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
43*	Did you know which nurse was in charge of your care?	Yes, all or most of the time	Yes, some of the time	No, but I would have liked to know, No, but it didn't bother me
44*	In your opinion, were there enough nurses on duty to care for you in hospital?	There were always or nearly always enough nurses	There were sometimes enough nurses	There were rarely or never enough nurses
45	Did you think that the staff worked well together in organising your care?	Yes, definitely	Yes, to some extent	No
46*	Did you feel that staff took account of the things that matter to you?	Yes, definitely	Yes, to some extent	No

Q	Question text	Positive per cent	Neither positive nor negative per cent	Negative per cent
47*	Did you feel that you got enough emotional support from staff during your stay?	Yes, always	Yes, sometimes	No
48*	Did you feel that staff treated you with compassion and understanding during your stay?	Yes, always	Yes, sometimes	No
49	Overall, how would you rate all the staff you came into contact with?	Excellent, Good	Fair	Poor, Very poor
53*	How did you feel about the length of time you were in hospital?	It was reasonable	-	It was too short, It was too long
54*	Were you confident you could look after yourself when you left hospital?	Yes	-	No
55	Before leaving hospital, were you confident that any help you needed had been arranged for you?	Yes, completely	Yes, to some extent	No
56*	If your condition meant you were eligible for hospital transport to take you home, were you happy with how this was arranged?	Yes		No
57a*	I was involved in decisions about leaving hospital	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
57b	My family or home situation was taken into account when planning for me leaving hospital	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
57c	I knew who to contact if I had any questions after leaving hospital	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
57d	I was told about any danger signs to watch for when I left hospital	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
59a	I didn't have to wait too long to get my medicines	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
59b	I understood what my medicines were for	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
59c	I understood how and when to take my medicines	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
59d	I understood the possible side effects of my medicines	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
60	Overall, how would you rate the arrangements made for your leaving hospital?	Excellent, Good	Fair	Poor, Very poor

Q	Question text	Positive per cent	Neither positive nor negative per cent	Negative per cent
62	Did you have to stay in hospital longer than expected to wait for your care or support services to be organised?	No		Yes
63	Did you feel that you got the care and support services that were right for you?	Yes		No
64	Overall, how would you rate the care or support services you got after leaving hospital?	Excellent, Good	Fair	Poor, Very poor
65*	Did you see, or were you given, any information explaining how to provide feedback or complain to the hospital about the care you received?	Yes		No

Note: * new question to the 2014 questionnaire

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