

Adult In Patient Survey 2006 analysis by Audrey Jacobs

SALISBURY HEALTH CARE PPI FORUM - March '07

1. The Respondents:

- (i) **61.8%(341)** of the respondents were **emergency or urgent admissions**;
- (ii) **54.4% (307)** of the respondents were female.
- (iii) **52.2%(283)** did NOT have a long-standing physical or mental health problem or disability.

2. Admissions:

- (i) Following arrival at the hospital - **10.2%(35)** waited **8** hours or longer, to be admitted to a bed on a ward.
- (ii) **72.5% (150)** were NOT given a choice of admission dates.
- (iii) **18.7%(37)** waited over **6 months** to be admitted (**5%** of these waited more than **9 months**.) However, **27.8% (55)** were admitted within a month.
- (iv) **21.9% (50)** believed they should have been admitted a **bit** sooner and **7.5% (15)** believed they should have been admitted a **lot** sooner. The remaining **70.6% (142)** believed they were admitted as soon as they thought was necessary.
- (v) While the vast majority (**77.2%**) did not have their admission date changed by the hospital - **3.4% (7)** patients suffered cancellations on 2 or 3 occasions.
- (vi) **63.4% (353)** did not feel that they had to wait a long time to get to a bed on a ward, although **21.7% (121)** felt that to some extent they did and **14.9% (83)** said that they definitely had to wait a long time.

3. Ward

(a) Mixed Sex Wards and transfers:

- (i) **41.5% (233)** when first admitted to a ward had to share a room or bay with the opposite sex.
- (ii) **11.3% (63)** stayed in 3 or more wards during their stay.
- (iii) After being moved to another ward, **44.8% (90)** respondents shared a sleeping area with patients of the opposite sex.
- (iv) **36% (202)** used the same bathroom or shower area with patients of the opposite sex.

(b) Cleanliness:

The cleanliness of wards, toilets and bathrooms received predominantly positive responses.

(c) Hospital Food:

(i) **13% (73)** gave a 'poor' rating to hospital food while **6.2% (35)** reported that they did not have any hospital food. Regarding being offered a choice of food **6.9% (36)** said they were not offered a choice.

(ii) While **74.6% (409)** of respondents did not need help, **7.8% (43)** reported that they did not get enough help from staff to **eat their meals**.

4. Doctors and Nurses:

(i) Respondents mainly gave positive feedback on the issues of doctors and nurses answering questions and the patients having confidence in those treating them. However, in answer to the question "did doctors (and nurses) talk in front of them as if they weren't there" **24% (136)** gave a positive response with regard to doctors while **18% (102)** felt that nurses did this.

(ii) **17.1% (96)** felt that there were rarely or never enough nurses on duty to care for them in hospital.

5. Treatment:

(i) when asked if "a member of staff said one thing and another said something quite different", while **64.3% (359)** said that this did not happen to them, a sizeable minority said '**yes sometimes**' - **28.7% (160)** and **7% (39)** said this **occured often**.

(ii) **10.4% (58)** did not feel that there was enough opportunity for their family or someone else close to them to talk to a doctor.

(iii) **14.8% (83)** did not find a member of staff to talk to about their worries and fears.

(iv) While, **92% (509)** felt they were always (70%) or sometimes (21.9%) given enough privacy when discussing their condition or treatment, the remaining **8%** did not.

(v) When asked if they were ever in pain **65.8% (350)** gave a positive response and 97% of these believed that the staff did everything they could to help control their pain.

6. Operations:

(a) Beforehand:

(i) **66.7% (361)** of respondents had an operation or procedure and:

- **4.8% (18)** said that they had not had the risks and benefits of this explained in a way they understood.

- **3.5% (13)** said that staff did not explain what would be done during the procedure (although **5%** did not want an explanation)

- **17.2% (63)** were not told how they could expect to feel after the procedure.

- **13% (48)** were not given an anaesthetic to put them to sleep or control the pain before the operation

(b) Afterwards:

9.6% (35) reported that no member of staff explained how the procedure had gone in a way they could understand

7. **Leaving:**

(i) While, **65.1%(357)** did not have their discharge delayed, the main reasons given by the **34.9%(191)** who said they were delayed were:

- **56.4% (102)** had to wait for **medicines**
- **21.5% (39)** had to **wait to see the doctor**
- **5% (9)** had to **wait for an ambulance**

(ii) **14%(27)** had a longer than **4 hours** delay and **26.4% (51)** were delayed between **2-4 hours**.

(iii) Of those responding, **29.4% (140)** said that they had not been told by staff about medication side effects to watch for when they went home. (34.2% did not need an explanation).

(iv) **16.5% (77)** of respondents were not given clear written or printed information about their medicines

(v) **30.5% (166)** were not told by staff about any danger signals they should watch for after they went home.

(vi) **22.9%(125)** of respondents said that the doctors or nurses did not give their family or someone close them all the information they needed to help their recovery.

(vii) **45.3%(250)** of respondents did not receive copies of letters sent between hospital doctors and their GP.

8. **Overall:**

(i) **90.1%(500)** of the respondents rated their overall care as **good to excellent (41.6%** excellent; **32.8%** very good). **3.4%(19)** felt it had been '**poor**'.

(ii) During their hospital stay, **87.2% (489)** reported that they had **never been asked to give their views** on the quality of their care.

(iii) **82.8% (457)** of respondents said that they were **not given information on how they could complain** about the hospital care they received.

There are several issues to take up here with Mo Neville, I think Mick.

Best wishes

Audrey