

INFORMATION
ANALYSIS
DIRECTORATE



Inpatient Patient Experience Survey 2014



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and Public Safety**

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Inpatient Patient Experience Survey 2014

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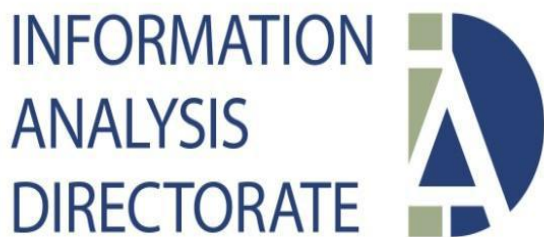
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<http://www.dhsspsni.gov.uk/index/statistics/safetyquality/patient-experience>

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IAD is responsible for compiling, processing, analysing, interpreting and disseminating a wide range of statistics covering health and social care.

The statisticians within IAD are out-posted from the Northern Ireland Statistics & Research Agency (NISRA) and our statistics are produced in accordance with the principles and protocols set out in the Code of Practice for Official Statistics.



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About Public Health Information and Research Branch

The role of Public Health Information and Research Branch (PHIRB) is to support the public health survey function and to provide support on public health issues within the Department. The branch is headed by Principal Statistician, Mr Bill Stewart.

In support of the public health survey function, PHIRB is involved in the commissioning, managing and publishing of results from departmental funded surveys, such as the Health Survey Northern Ireland, All Ireland Drug Prevalence Survey, Young Persons Behaviour & Attitudes Survey, and the Adult Drinking Patterns Survey.

PHIRB also has responsibility for the management of a programme of patient experience surveys across the Health and Social Care sector.

PHIRB provides support to a range of key DHSSPS strategies including Making Life Better, a 10 year cross-departmental public health strategic framework as well as a range of other departmental strategies such as those dealing with suicide, sexual health, breastfeeding, tobacco control and obesity prevention. It also has a key role in supporting the Alcohol and Drug New Strategic Direction 2011-2016, by maintaining and developing key departmental databases such as the Drug Misuse Database, Impact Measurement Tool and the Census of Drug & Alcohol Treatment Services, which are all used to monitor drug misuse and treatments across Northern Ireland.

The branch also houses the NI Health & Social Care Inequalities Monitoring System which covers a range of different health inequality/equality based projects conducted for both the region as well as for more localised area levels.

Key findings

Results from the Northern Ireland Inpatient Patient Experience Survey 2014 suggest:

- Around three-quarters of respondents described their admission to hospital as excellent (39%) or good (38%).
- Of those respondents who had been admitted to hospital through A&E, 82% rated their care and treatment in A&E as either excellent (45%) or good (37%).
- Around three-quarters of respondents (76%) whose admission to hospital was planned felt the length of time they were on the waiting list was acceptable, 24% felt it was too long.
- As regards communication between patient and staff,
 - a quarter felt doctors talked in front of them as if they were not there,
 - a fifth felt nurses talked in front of them as if they were not there, and
 - a third indicated that on occasion they received conflicting messages with one member of staff saying one thing with another saying something quite different.
- The majority of respondents (85%) reported that they always felt they were treated with respect and dignity whilst in hospital.
- A quarter of respondents (24%) were bothered at night by noise from hospital staff; a larger proportion were bothered at night by noise from other patients (40%).
- Overall, around three-fifths of respondents (59%) rated the hospital food as good or very good while 14% rated the food as poor or very poor.
 - four-fifths of respondents were always offered a choice of food, and
 - three-quarters indicated that there was always healthy food on the hospital menu.
- On the day they left hospital, a third of respondents (33%) had their discharge delayed. The main reason noted by respondents was that they had to wait for medicines.
- Whilst high levels of satisfaction were reported generally, a fifth of respondents noted that they were dissatisfied with some aspect of their care.

the hospital environment

• 90% satisfied

care and treatment

• 91% satisfied

staff

• 91% satisfied

overall experience in hospital

• 88% satisfied

Introduction

Background

Patient experience is a recognised component of high quality care. The Northern Ireland Quality 2020 strategy defines quality under 3 main themes: safety, effectiveness, and patient and client focus. This focus on the patient and their experience of care is to ensure that the health service is always centred around the needs of the patient. Identification of these needs is therefore of the utmost importance.

The Department of Health, Social Services & Public Safety in Northern Ireland, working in conjunction with Health & Social Care Trusts, have carried out the Inpatient Patient Experience Survey, the first in a regional programme of patient experience surveys across the health and social care service. The aim is to gain a greater understanding of the aspects of care that are of most importance to patients, to act on patients' feedback, and to improve the quality of health and social care.

Methodology

The Inpatient Patient Experience Survey was conducted as a postal survey where a questionnaire was posted to all eligible inpatients (aged 16+) that had been discharged from a HSC hospital in Northern Ireland during a six week period in March/April 2014. The following table outlines the number of questionnaires that were issued for each HSC Trust, the number of questionnaires returned and the corresponding response rates.

HSC Trust	Number of questionnaires issued	Number of questionnaires received	Response rate (%)
Belfast	6,667	2,842	43
Northern	3,558	1,355	38
South Eastern	3,729	1,321	35
Southern	3,444	1,343	39
Western	3,733	1,343	36
Total NI	21,131	8,208	39

In respect of results and analysis, the data has been weighted for non-response. The results have been weighted by sex, age and method of admission (planned or emergency) to account for differences between the characteristics of those patients who were sent a questionnaire and those that returned a questionnaire. This ensures that the published results are more representative of the views of the population. The table below outlines the proportions for each group:

	% inpatient population	% questionnaires returned
Sex		
Male	47	47
Female	53	53
Age-group		
16-29	12	6
30-44	14	10
45-59	20	21
60-74	26	34
75+	28	30
Method of admission		
Planned	31	36
Emergency	69	64

This publication along with a copy of the questionnaire and more detailed tables can be accessed on the DHSSPS website at the following address:

<http://www.dhsspsni.gov.uk/index/statistics/safetyquality/patient-experience>

1. Journey to hospital



Around two-fifths of respondents (40%) travelled to hospital by ambulance and the vast majority of those who did rated the care they received as excellent (83%).

This high positive rating was found across all age-groups and for males and females.

Proportion of respondents answering positively on a range of questions on ambulance staff

Did ambulance staff...	%	Base number
introduce themselves to you?	97	2,803
behave in a polite and courteous manner?	99	2,955
show care and compassion towards you?	99	2,931
speak to you in a way which you could easily understand?	99	2,909
explain to you what was happening in relation to your treatment/care?	93	2,687
make you feel safe and secure?	99	2,945
maintain your privacy and dignity?	99	2,918

2. Admission to hospital

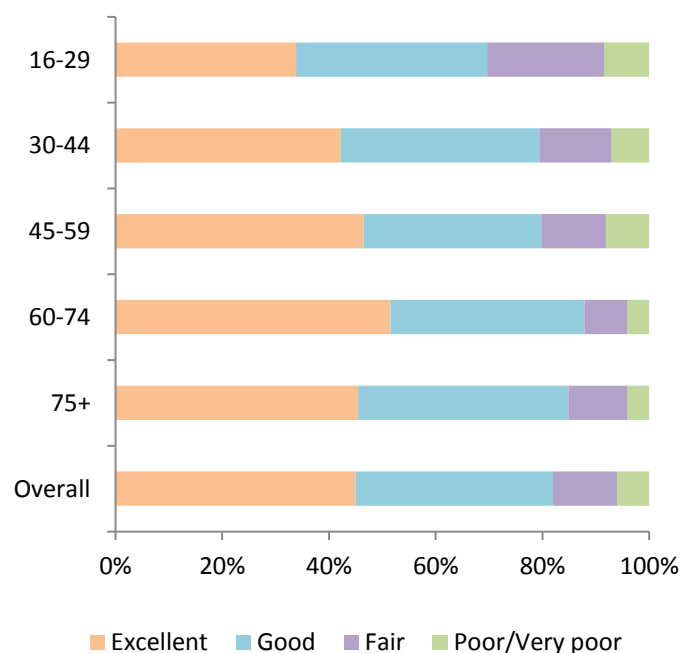
Respondents were asked to indicate whether their most recent hospital stay had been planned in advance or whether it was an emergency.

A&E

Of the 4,857 respondents admitted to hospital via A&E, 82% rated their care and treatment in A&E as either excellent (45%) or good (37%). Just over one in ten respondents (12%) rated their care and treatment as fair while 6% of respondents gave a rating of poor or very poor. Older respondents were more likely to rate their care and treatment in A&E positively than younger respondents.

The vast majority of respondents (92%) reported that staff in A&E had introduced themselves.

Respondents rating of their care and treatment in A&E



Admission to hospital

Planned admission

Almost a third of respondents (29%) indicated that their most recent hospital visit had been planned in advance, with around three-quarters (76%) viewing the length of time they were on a waiting list as acceptable. The admission date for four out of five respondents was not changed by the hospital while 7% of respondents had their admission date brought forward and 13% had their date put back.

Of those respondents that had their admission date put back, around a third (32%) indicated that it involved over 30 additional days. Of those respondents that had their admission date brought forward, around a third (32%) noted that it involved less than 5 fewer days whilst just under a quarter of respondents (23%) noted that this involved over 30 fewer days.

Waiting times

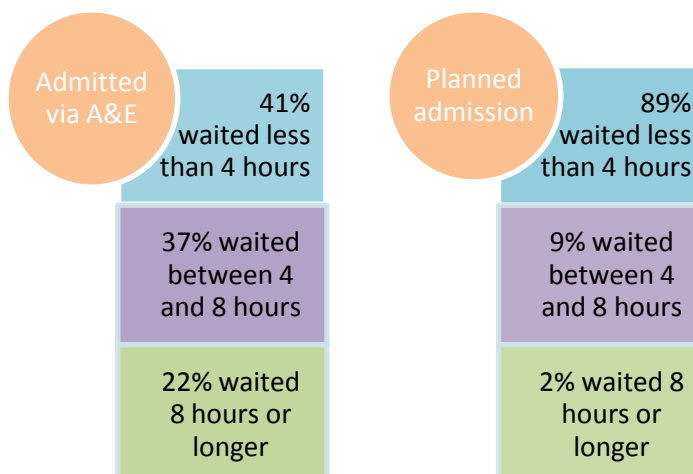
Respondents were asked to provide an approximate time for how long they waited from arriving at hospital to being admitted to a bed on a ward. The vast majority of respondents (89%) who were a planned admission reported that they waited less than 4 hours however the corresponding figure for those admitted via A&E was less than half (41%).

When asked their views on the length of time they had to wait, the majority of respondents who were a planned admission (81%) felt that they did not have to wait a long time; the corresponding figure for those admitted through A&E was 45%. These findings are broadly consistent with the waiting times presented in the previous chart, with those who had to wait under 4 hours least likely to feel they had to wait a long time to be admitted to a bed on a ward.

Arrival on the ward

The majority of respondents (86%) reported that staff had been expecting them and had been prepared for their arrival when they first arrived on the ward. A similarly high proportion (88%) indicated that staff were understanding of their condition or presenting problem.

Respondents were asked about when they first arrived on the ward whether a member of pharmacy staff had checked what medicines they were currently taking. Over half (55%) indicated that this had happened while just under a third (29%) reported that it had not. Almost a fifth of respondents (16%) could not remember or did not know if pharmacy staff had checked regarding medicines.



Overall, three-quarters of respondents described their admission to hospital as excellent (39%) or good (38%).

3. Experience in hospital



Respondents were asked their views on the behaviour and attitude of staff during their stay in hospital. The findings are

presented for each of the patient and client experience standards. The 5 core standards embrace the concept that patients and clients have a right to experience respectful and professional care, in a considerate and supportive environment, with effective communication, where their privacy is protected and dignity maintained; these are considered key to promoting a positive patient and client experience.

Attitude

Around four-fifths of respondents indicated that staff were always approachable, caring and compassionate, with over two-thirds of respondents (69%) noting that staff were always aware of when they were upset or distressed.

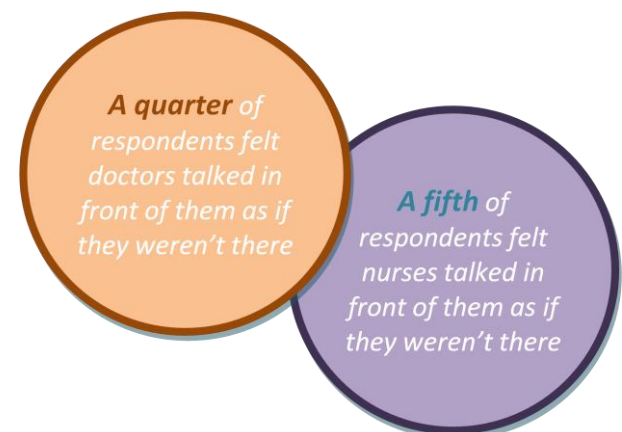
Behaviour

The majority of respondents (80%) noted that staff always introduced themselves and felt that staff always behaved in a courteous manner (86%). While three-quarters of respondents (75%) reported that staff always knew enough about their condition, just under a fifth (17%) noted that this was only true sometimes.

Just over two-fifths of respondents (44%) had pressed the call button for assistance during their hospital stay, with two-thirds (67%) reporting that they always got help as soon as they wanted it. A quarter of respondents (24%) indicated that they sometimes got help and 8% of respondents noted that they rarely or never got help as soon as they wanted it.

Respect

While 9 in 10 respondents (89%) indicated that staff always or sometimes explained the reasons for any interruptions during their care and treatment, a sizeable proportion of respondents felt that staff talked in front of them as if they were not there.



Communication

Communication between hospital staff and patients is extremely important thus respondents were asked to rate different aspects of communication. The majority of respondents felt that doctors (79%) and nurses (78%) always took the time to listen to any questions or concerns they had with a similarly high proportion noting that they always got answers they could understand. However, a third of respondents indicated that on occasion they received conflicting messages with one member of staff saying one thing with another saying something quite different.

Around a fifth of respondents (22%) did not know who the doctor/ consultant in overall charge of their care was.

Almost three-fifths of respondents (58%) stated that they or their family had the opportunity to meet or talk with the ward sister or nurse in charge. However nearly one in five respondents (19%) indicated that they had not been given this opportunity, with the remaining 23% of respondents indicating that they did not want or need to.

Privacy and dignity

The majority of respondents reported having been given enough privacy when either being examined (91%), having discussions about their condition (82%) or washing and dressing (93%). Over three-quarters of respondents reported always getting help when needed for washing and dressing and going to the bathroom/toilet.

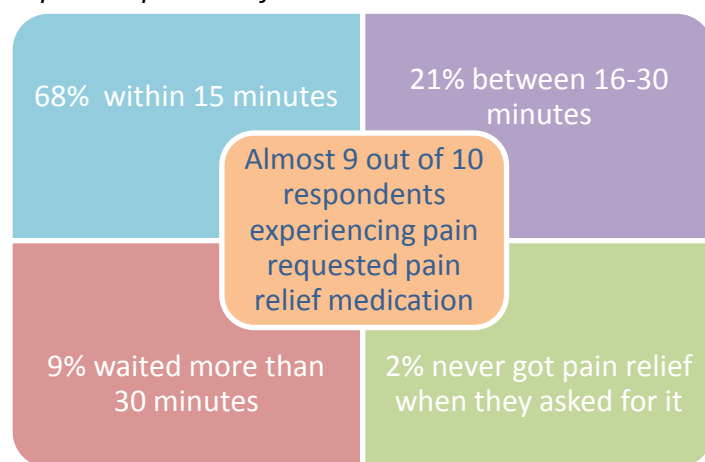
During their stay in hospital, 64% of respondents had stayed in one ward while almost 9% had stayed on 3 or more wards. Of those respondents who had moved ward, two-thirds indicated that they did not mind.

Around a quarter of respondents (26%) reported that their bed was in an area of the ward where male and female patients were being cared for beside each other. This was true for half of these respondents (49%) for most of their stay. The majority of these respondents (85%) indicated that they were not given the option to move to another part of the ward where male and female patients were not being cared for beside each other.

Pain relief

Around two-thirds of respondents (68%) reported having been in pain during their hospital stay with the vast majority of these respondents (86%) requesting pain relief medication. Over two-thirds of those who requested medication (68%) indicated that they waited less than 15 minutes while 9% waited more than 30 minutes and 2% reported that they never got pain relief medication when they asked for it.

Length of time respondents waited after they requested pain relief



A third of respondents (32%) that reported not getting pain relief when requested, indicated that staff had explained completely why this was the case. However 39% of these respondents reported that no explanation had been given to them.

Generally, over three-quarters of respondents (77%) that had been in pain during their hospital stay felt that hospital staff did everything they could to help control their pain, with only a small proportion (5%) disagreeing with this.

Overall, the majority of respondents (85%) reported that they always felt they were treated with respect and dignity whilst in hospital.

4. Leaving hospital



Respondents were asked a range of questions concerning their discharge and the arrangements made for them leaving hospital. Around three-quarters of respondents (75%) felt they were definitely ready to be discharged with a similar proportion indicating that they were given enough notice (71%).

In relation to the arrangements made for them leaving hospital, three-quarters of respondents (74%) noted that their home situation was fully taken into account and 71% of respondents indicated that hospital staff fully talked through with them whether they would have the help they needed when they left hospital.

Around two-thirds of respondents (66%) felt they definitely received enough care and assistance from health services after they left hospital. Just under a fifth (17%) felt that to some extent they had received enough care and assistance with a similar proportion (17%) indicating that they had not received enough care and assistance.

Around two-thirds of respondents (66%) reported that staff had given them (or their family) all the information they needed to help care for themselves. However, around a third (34%) indicated that this had not been the case.

Less than three-quarters of respondents (71%) had been provided with contact details of who to contact if they had questions about their condition or treatment.

On the day they left hospital, a third of respondents (33%) had their discharge delayed. The main reason for the delay for two-thirds of respondents (67%) was waiting for medicines, with 13% waiting to see a doctor and 9% waiting for an ambulance/transport.

A third of respondents had a delayed discharge

Main reasons for delay:

67% waiting for medicines

13% waiting to see a doctor

9% waiting for ambulance/transport

11% other reason

Medicines

The vast majority of respondents (90%) had been given medicines to take at home when they were leaving hospital. Most of these respondents (88%) stated that the medicines were packaged and labelled for their own use.

Of those respondents who had needed an explanation, around nine in ten (90%) had received a complete explanation of how to take their medication with 83% having received a complete explanation on the purpose of their medication. However a third of respondents (34%) did not receive the explanation of side-effects to watch for, which they felt they needed.

Overall, the majority of respondents (79%) rated the arrangements for them leaving hospital as excellent or good.

5. The hospital environment

Cleanliness

Nearly all respondents felt the ward (97%) and the treatment rooms (98%) were very clean or fairly clean, with 93% of respondents rating the toilets and bathrooms as very clean or fairly clean.

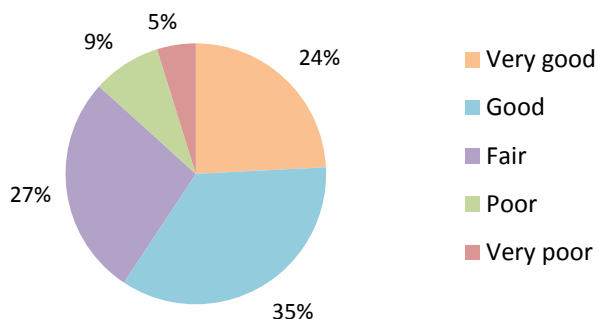
Noise

Two out of five respondents were bothered at night by noise from other patients.

A quarter of respondents (24%) were bothered at night by noise from hospital staff. A larger proportion was bothered at night by noise from other patients (40%). Around a fifth of respondents were bothered by the lighting in the ward at night (21%) and by the temperature of the ward at night (23%).

Food

Respondents were asked a range of questions relating to the food and drink provided during their stay in hospital. Overall, around three-fifths of respondents (59%) rated the hospital food as good or very good while 14% rated the food as poor or very poor.



The majority of respondents indicated that there had always been healthy food on the hospital menu (77%) and a choice of food on offer (83%). Over four-fifths of respondents noted that they had been given the right amount of food and 80% found the food appetising all or some of the time.



Over three-fifths of respondents (63%) reported that staff always or sometimes monitored how much food they ate with a similar proportion of respondents (63%) indicating that they always got help to eat when they needed it. Over a tenth of respondents (13%) indicated that they sometimes got help whilst almost a quarter (24%) reported that they rarely or never got help to eat when required.

Around three-quarters of respondents (76%) reported that staff always or sometimes monitored how much fluids they drank (a noticeably higher finding than that for monitoring of food). Over three-fifths of respondents (63%) reported always getting help to drink when they needed it. Over a tenth of respondents (13%) indicated that they sometimes got help whilst almost a quarter (24%) reported that they rarely or never got help to drink when they needed it.



One in five respondents indicated that they had been interrupted during mealtimes by a member of staff.

Just under a third of respondents (31%) indicated that they had at some point been unable to eat during mealtimes. Of these respondents, 41% had always been offered a replacement meal however this was not true for a fifth of respondents (21%).

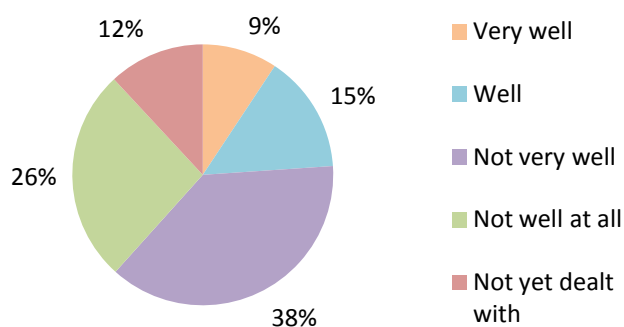
6. Concerns & complaints

A fifth of respondents (22%) stated that they were dissatisfied with some aspect of their care. Nearly three-fifths of these respondents (58%) spoke to a member of staff about their concerns and of those who did, less than a third (29%) reported that the member of staff was able to deal with their concerns to their satisfaction.

Less than half of respondents (44%) who indicated that they were dissatisfied with some aspect of their care were aware of the process for making a formal complaint within a Health & Social Care Trust.

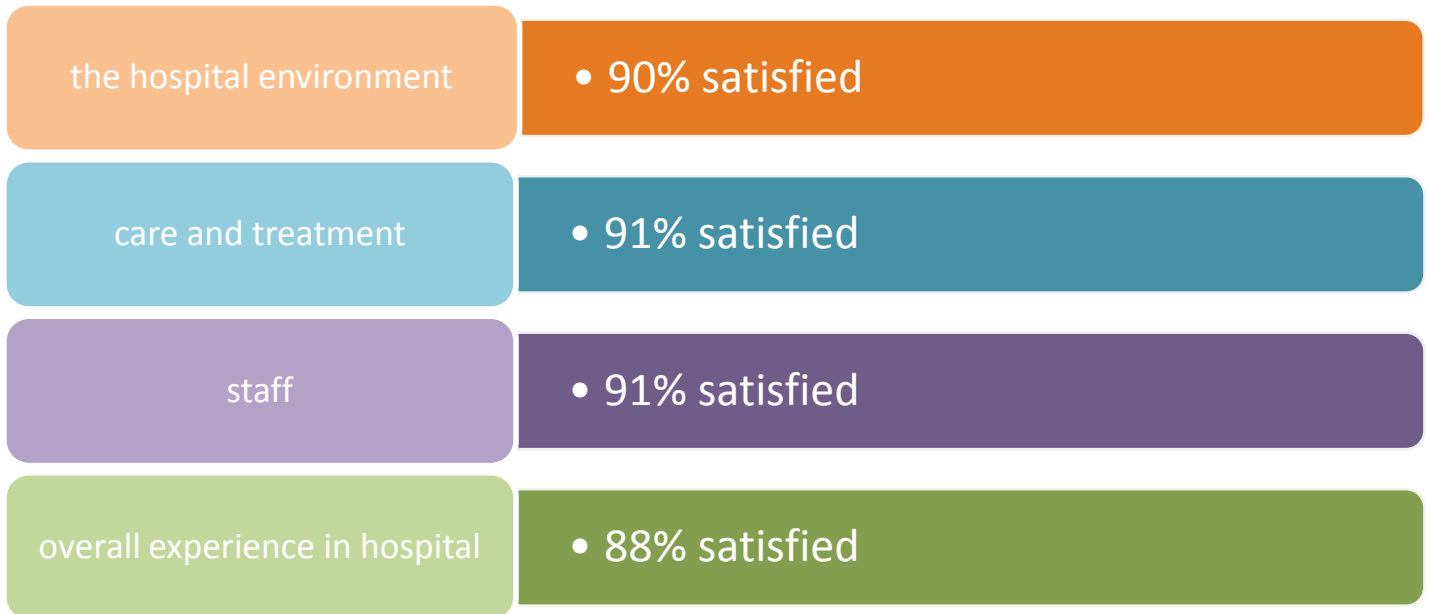
A fifth of those who had been dissatisfied with some aspect of their care had made a verbal complaint to ward staff and a further 4% had made a written complaint. Of these 408 respondents, just under a quarter (24%) indicated that their complaint had been dealt with well or very well; a higher proportion (64%) indicated that their complaint had not been dealt with well. Just over one in ten respondents (12%) noted that their complaint, at the time of the survey, had not yet been dealt with.

Respondents views on how well their complaint was dealt with



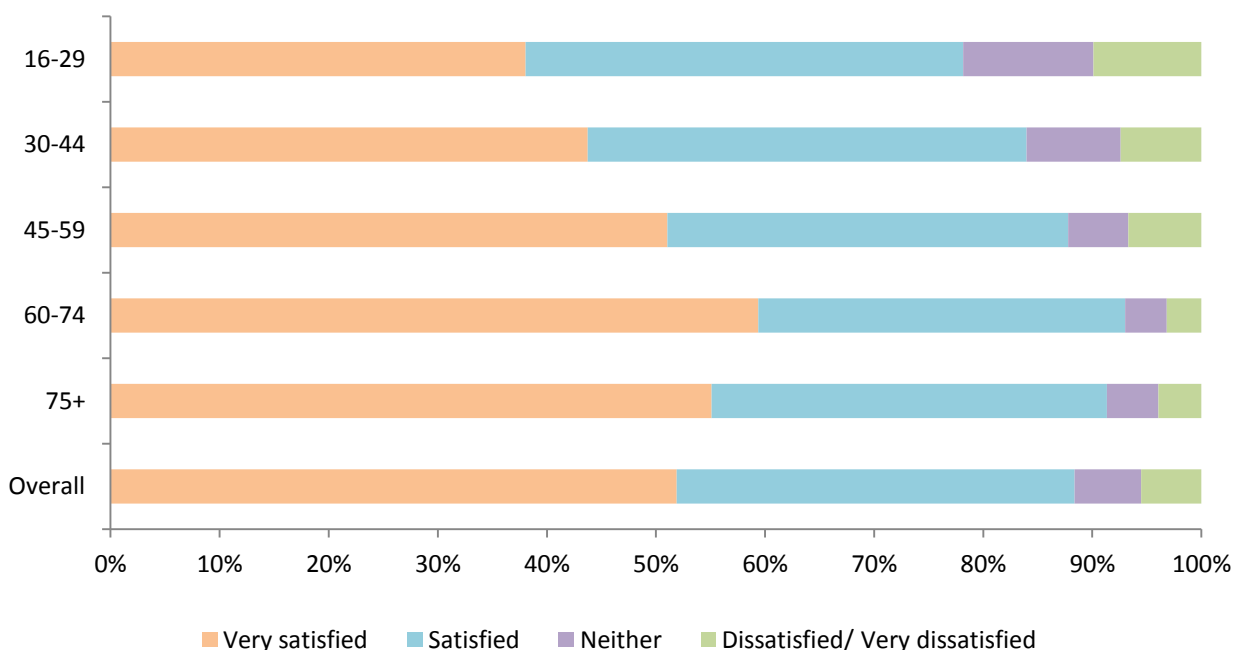
7. Overall experience

Respondents were asked to rate their level of satisfaction with certain aspects of their overall hospital experience, with very high satisfaction rates reported across the indicators.



Males were more likely to rate their experience positively than females, with 91% of males indicating they were satisfied or very satisfied with their overall experience in hospital compared with 86% of females. Older respondents were more likely to rate their experience positively than younger respondents.

Respondents level of satisfaction with their overall hospital experience



8. Analysis by Health & Social Care Trust

Northern Ireland is split geographically into 5 Health & Social Care Trusts: Belfast, Northern, South Eastern, Southern and Western. This next section presents an overview of the findings for each of the 5 Health & Social Care Trusts.

An examination of the results by HSC Trust will allow for more meaningful analysis at a local level. Trust staff will be able to understand more about the experiences of their patients and this feedback can be used to form the basis of action plans dedicated to improve the patients' experience and the quality of care delivered. Whilst this report provides an overview of Trust findings, each Trust will have the opportunity to undertake a more detailed analysis of the data to enable local priorities to be identified.

The Trust findings are presented as both overall satisfaction ratings and a more detailed look at the actual experience of patients. Results are included where the Trust result compares favourably or unfavourably with the overall Northern Ireland result. For the most part, Trust results that differ by at least 5 percentage points have been reported.

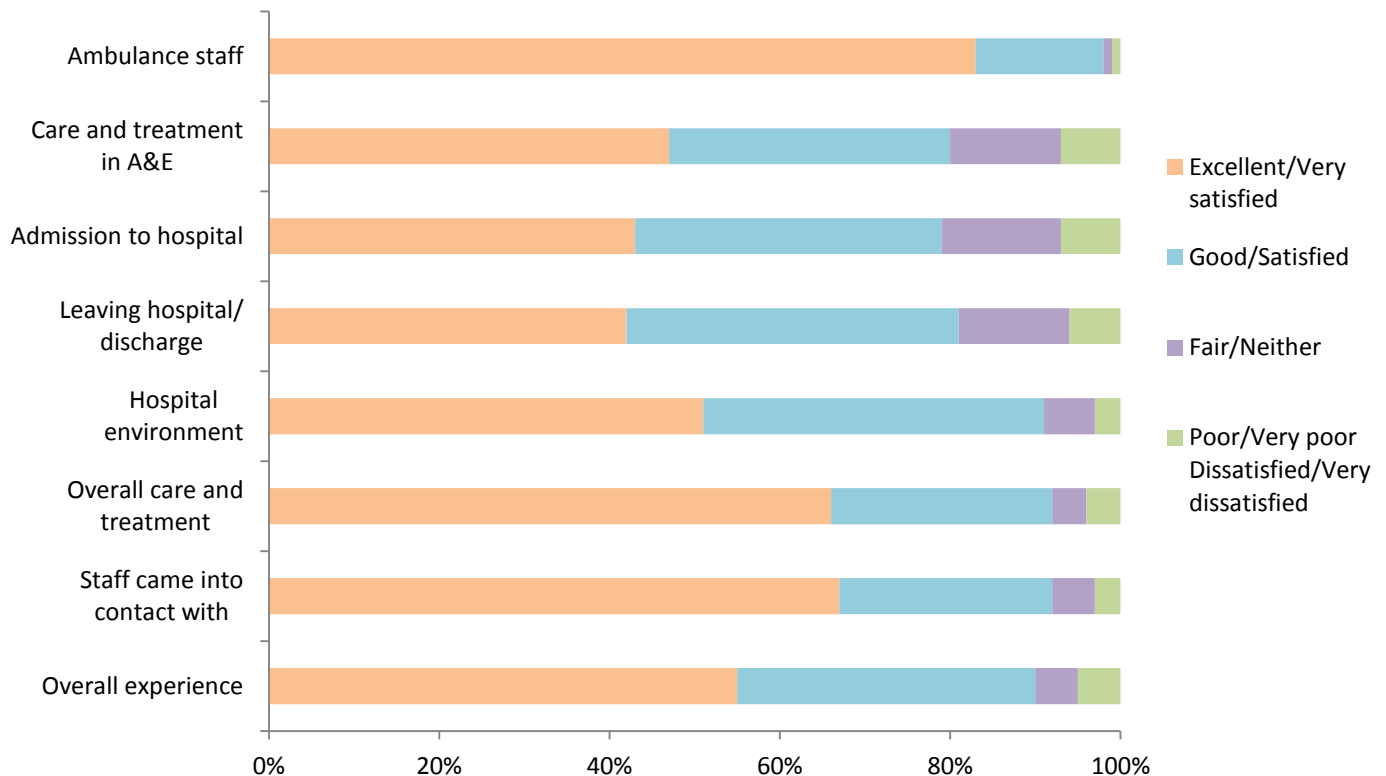
The tables below present the demographic breakdown of respondents in each of the HSC Trusts.

HSC Trust	Male %	Female %
Belfast	49	51
Northern	45	55
South Eastern	48	52
Southern	45	55
Western	47	53
Total NI	47	53

HSC Trust	16-29 %	30-44 %	45-59 %	60-74 %	75+ %
Belfast	5	10	22	36	27
Northern	4	10	20	32	34
South Eastern	6	8	18	32	37
Southern	7	11	19	31	31
Western	7	11	23	33	25
Total NI	6	10	21	34	30

Analysis by Health & Social Care Trust: Belfast

The response rate for the Belfast Health & Social Care Trust (43%) was higher than the overall Northern Ireland response rate (39%). Respondents were asked to rate their overall experience on a number of aspects of their inpatient stay which are set out in the chart below.



Most favourable and least favourable results for the Belfast Trust relative to the overall Northern Ireland results:

Most favourable:

- Four-fifths of respondents (84%) in Belfast Trust knew who the doctor/consultant in overall charge of their care was, higher than the corresponding Northern Ireland figure of 78%.
- A higher proportion of respondents indicated that they had received a complete explanation of symptoms to watch out for when they left hospital in the Belfast Trust (56%) than in Northern Ireland overall (51%).

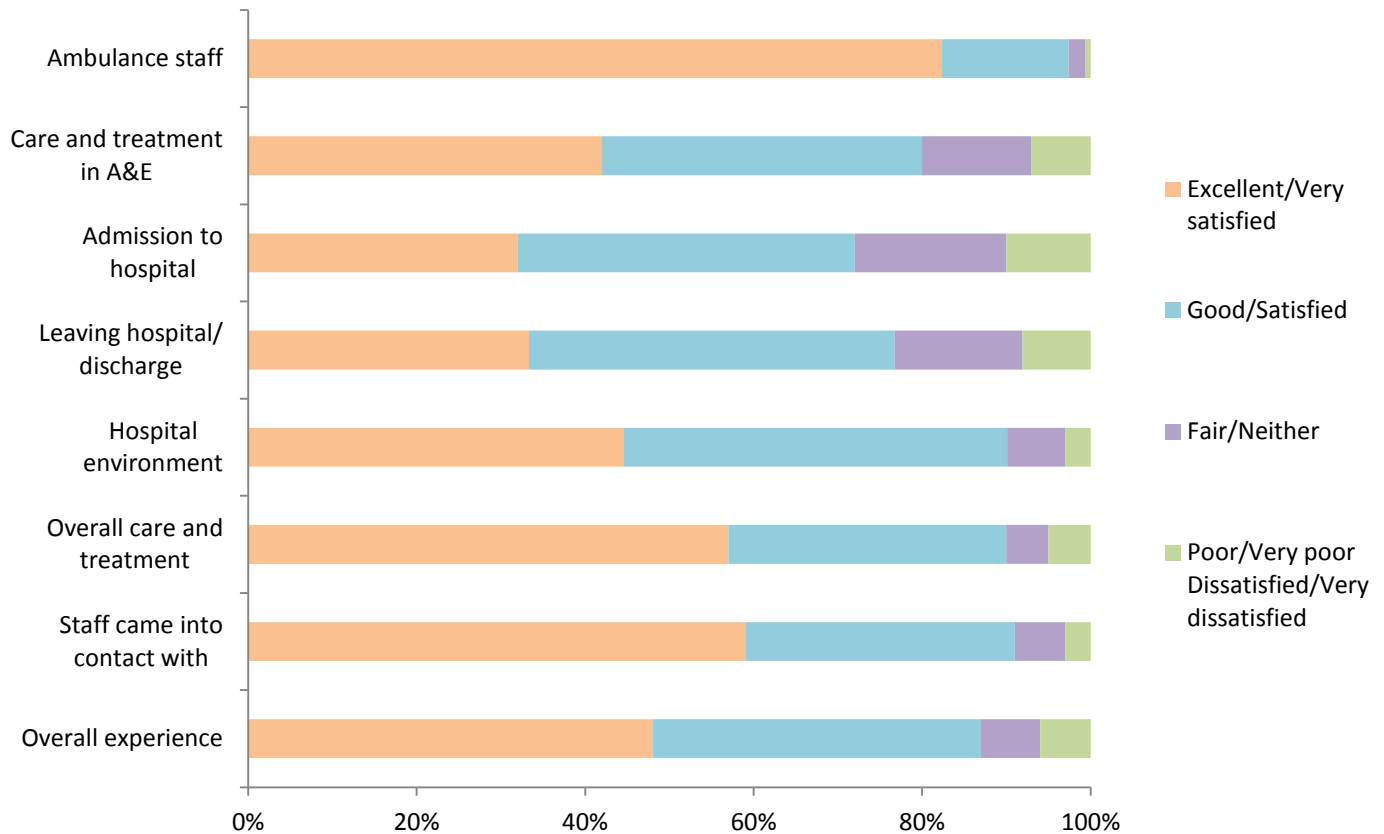
Least favourable:

- Respondents in Belfast were less likely to report that there was always healthy food on the hospital menu (71% compared with 77% in Northern Ireland overall).
- The proportion of respondents rating the hospital food as good or very good was lower in Belfast (54%) than in Northern Ireland overall (59%).

Complaints: One-fifth of respondents (21%) in the Belfast Trust indicated that there was some aspect of their care that they were dissatisfied with. Of these respondents, just over a fifth (22%) had made a verbal complaint to ward staff and 4% had made a written complaint.

Analysis by Health & Social Care Trust: Northern

The response rate for the Northern Health & Social Care Trust (38%) was similar to the overall Northern Ireland response rate (39%). Respondents were asked to rate their overall experience on a number of aspects of their inpatient stay which are set out in the chart below.



Most favourable and least favourable results for the Northern Trust relative to the overall Northern Ireland results:

Most favourable:

- Just over nine in ten respondents (92%) in the Northern Trust indicated that their supply of medicines to take home had been packaged and labelled for their own use compared with the Northern Ireland finding of 88%.

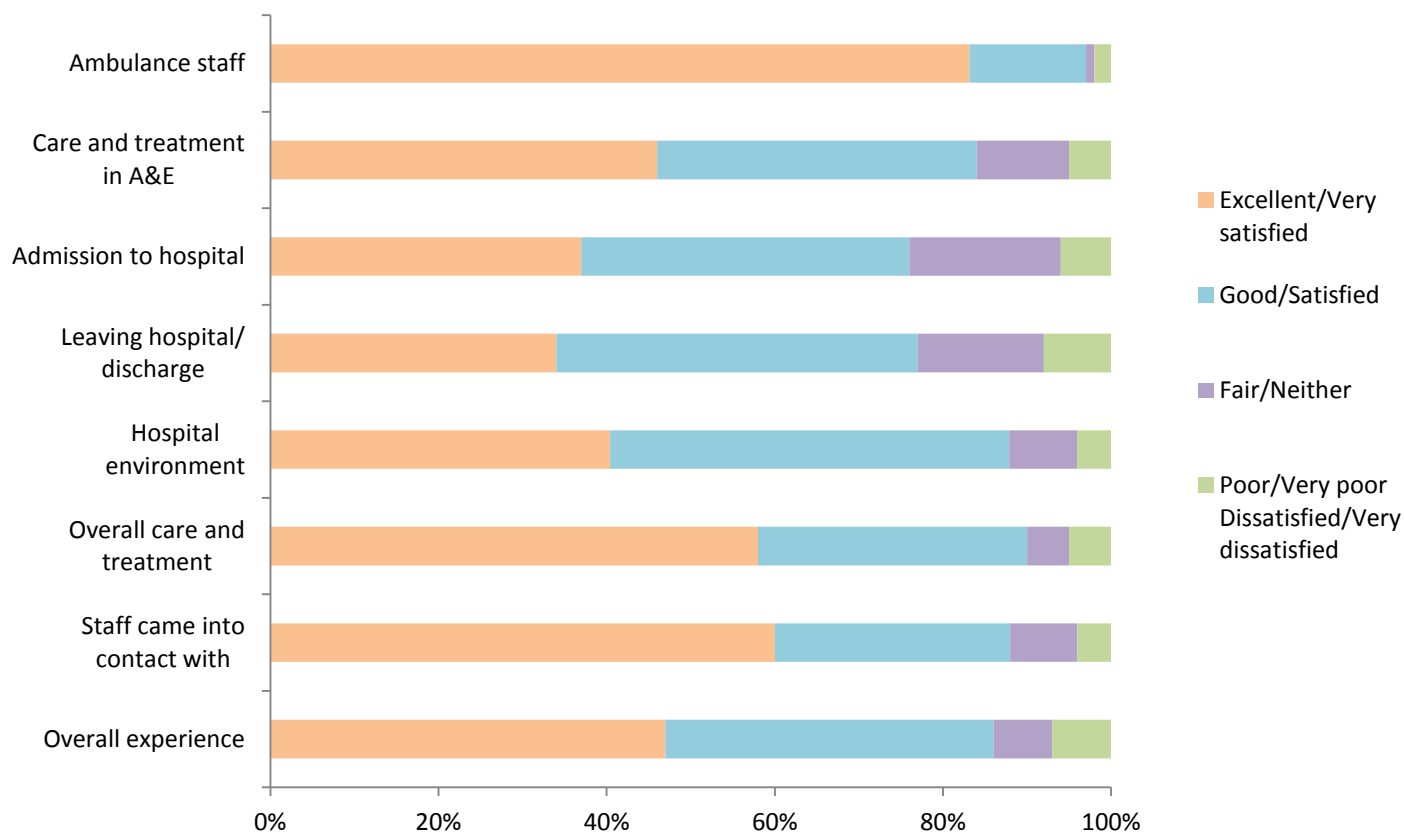
Complaints: Just over a fifth of respondents (22%) in the Northern Trust indicated that there was some aspect of their care that they were dissatisfied with. Of these respondents, just over a fifth (22%) had made a verbal complaint to ward staff and 5% had made a written complaint.

Least favourable:

- Around three-fifths of respondents (63%) in the Northern Trust reported that they had been given details of who to contact if they had questions about their condition or treatment compared with 71% of respondents regionally.
- Respondents in the Northern Trust were less likely to know who the doctor/consultant in overall charge of their care was (72%) than in Northern Ireland as a whole (78%).
- The proportion of respondents rating their admission to hospital as excellent or good was lower in the Northern Trust (72%) than in Northern Ireland overall (77%).

Analysis by Health & Social Care Trust: South Eastern

The response rate for the South Eastern Health & Social Care Trust (35%) was lower than the overall Northern Ireland response rate (39%). Respondents were asked to rate their overall experience on a number of aspects of their inpatient stay which are set out in the chart below.



Most favourable and least favourable results for the South Eastern Trust relative to the overall Northern Ireland results:

Most favourable:

- Respondents in the South Eastern Trust that had been admitted to hospital as a planned admission were more likely to view the length of time they were on the waiting list as acceptable (82%) compared with 76% of respondents overall.

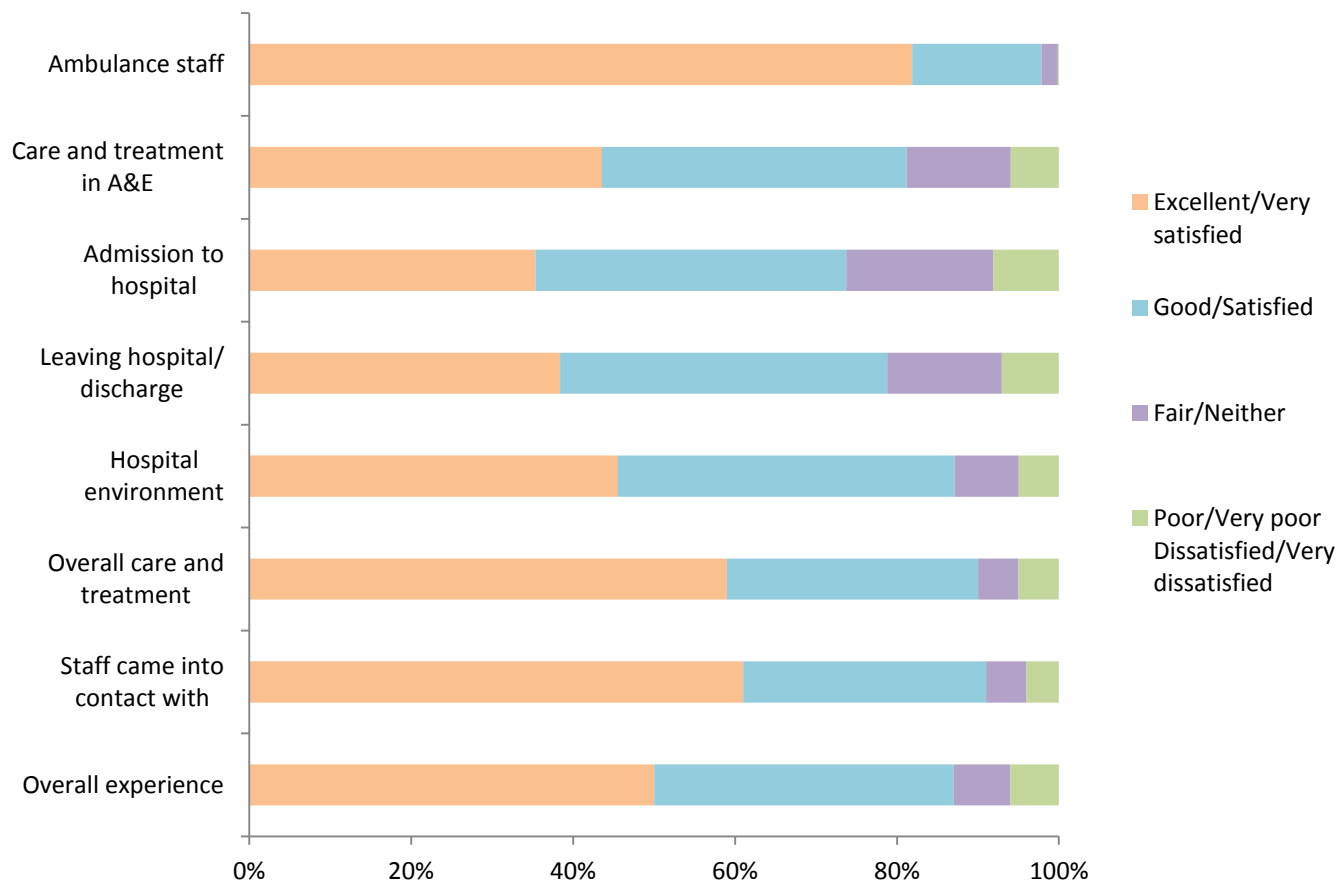
Complaints: Just under a quarter of respondents (24%) in the South Eastern Trust indicated that there was some aspect of their care that they were dissatisfied with. Of these respondents, just over a fifth (22%) had made a verbal complaint to ward staff and 4% had made a written complaint.

Least favourable:

- A lower proportion of respondents in the South Eastern Trust indicated that staff always explained the reason for interruptions in their care or treatment (65%) than in Northern Ireland overall (71%).
- Respondents in the South Eastern Trust were more likely to report that they had been bothered at night by noise from other patients (46% compared with 40% overall).
- Under three-fifths of respondents (57%) in the South Eastern Trust reported that they had always got help to eat when they needed it compared with 63% of respondents overall.

Analysis by Health & Social Care Trust: Southern

The response rate for the Southern Health & Social Care Trust (39%) was similar to the overall Northern Ireland response rate (39%). Respondents were asked to rate their overall experience on a number of aspects of their inpatient stay which are set out in the chart below.



Most favourable and least favourable results for the Southern Trust relative to the overall Northern Ireland results:

Most favourable:

- A higher proportion of respondents rated the hospital food as good or very good in the Southern trust (66%) than in Northern Ireland overall (59%).
- Almost nine in ten respondents (86%) in the Southern Trust reported that there had always been healthy food on the hospital menu compared with the Northern Ireland finding of 77%.
- Respondents in the Southern Trust were more likely to indicate that they had always been offered a choice of food (90%) compared with the regional figure of 83%.

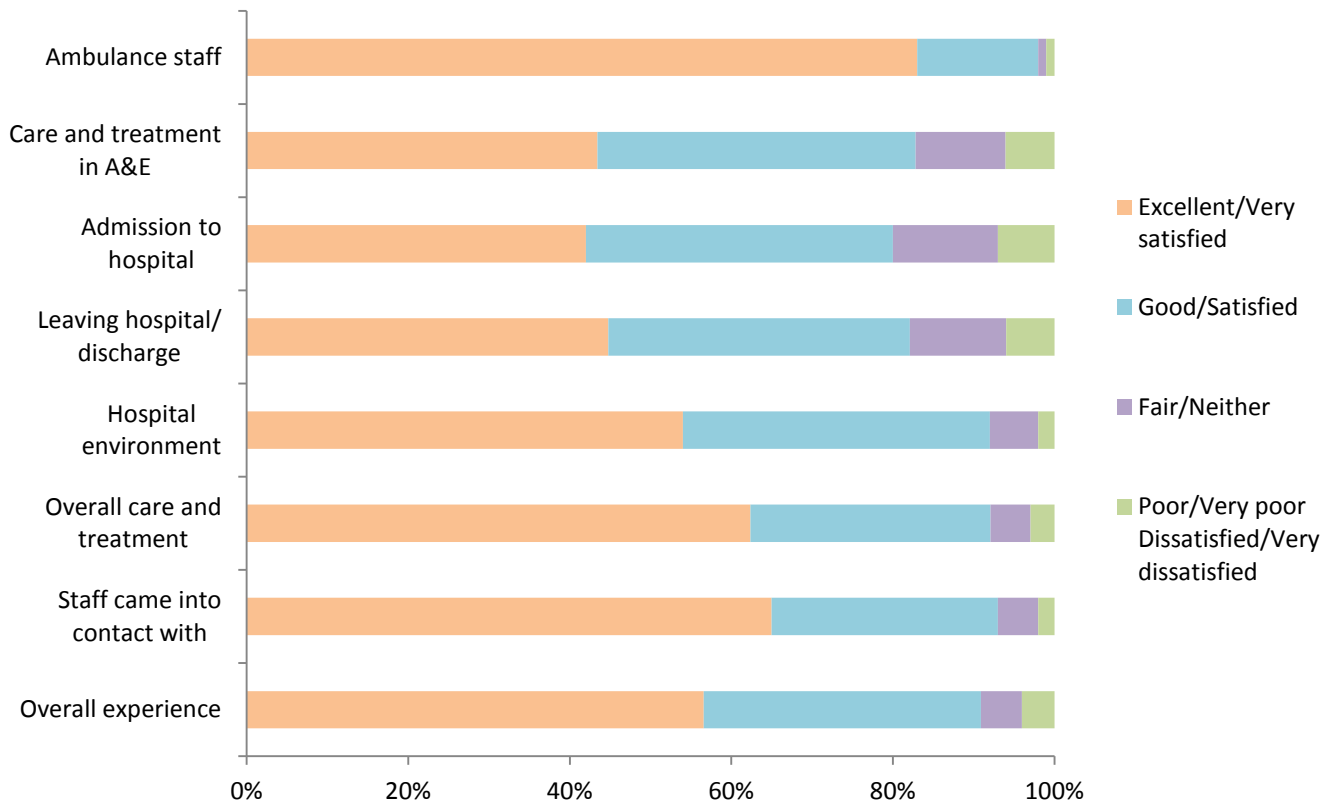
Least favourable:

- Around three-fifths of respondents (61%) that had pressed the call button for assistance in the Southern Trust reported that they always got help as soon as they wanted it compared with 67% of respondents in Northern Ireland overall.

Complaints: Just under a quarter of respondents (23%) in the Southern Trust indicated that there was some aspect of their care that they were dissatisfied with. Of these respondents, a fifth (20%) had made a verbal complaint to ward staff and 4% had made a written complaint.

Analysis by Health & Social Care Trust: Western

The response rate for the Western Health & Social Care Trust (36%) was lower than the overall Northern Ireland response rate (39%). Respondents were asked to rate their overall experience on a number of aspects of their inpatient stay which are set out in the chart below.



Most favourable and least favourable results for the Western Trust relative to the overall Northern Ireland results:

Most favourable:

- Respondents in the Western Trust were less likely to report that they had been bothered at night by noise from other patients (28% compared with 40% of overall respondents) or noise from hospital staff (17% compared with 24% of overall respondents).
- The proportion of respondents rating the food as good or very good was higher in the Western Trust (67%) than in Northern Ireland overall (59%).
- A quarter of respondents (25%) in the Western Trust had their discharge delayed on the day they left hospital compared with a third of respondents overall (33%).

Least favourable:

- A lower proportion of respondents in the Western Trust reported that A&E staff introduced themselves (90%) than in Northern Ireland overall (92%).

Complaints: Just under a fifth of respondents (19%) in the Western Trust indicated that there was some aspect of their care that they were dissatisfied with. Of these respondents, 19% had made a verbal complaint to ward staff and 4% had made a written complaint.

9. Benchmarking with other countries

Patient Experience indicators

It is important to note when benchmarking that there are some differences in the way that NI results have been calculated with those for England and Scotland. The 2014 NI Inpatient Patient Experience Survey does contain broadly comparable questions to those that were used to create both the English and Scottish inpatient indicator scores. However precise comparisons of scores are not possible due to slight differences in the wording of questions and response options. Also it should be noted that the English results are the unweighted mean result of all NHS Trusts. However the Scottish results have been calculated by weighting the results by the total number of eligible inpatients attending a particular hospital over the year to provide results more representative of the population. The NI results have also been weighted by the number of eligible patients over the identified survey period to make results more representative. The 2014 NI version of the English overall patient experience score (78) was broadly comparable with that for England in 2013/14 (77). The 2014 NI version of the Scottish Healthcare experience indicator (82) was almost identical to the 2013/14 Scottish score (82).

Further comparisons

Further comparisons are made below between results from the NI survey with the most recent English and Scottish surveys. Results are compared for a number of questions in terms of the percentage of patients answering negatively as it is not always possible to compare accurately positive responses due to slightly different wording or answer options across the three countries. This should also be taken into account when considering some of the observed differences.

Comparative results for admission to hospital

	Question	Result	
NI	Was your most recent hospital stay planned in advance or were you admitted via A&E	Waiting list or planned admission	29%
		Emergency (unplanned admission)	65%
		Other	4%
England	Was your most recent stay planned in advance or an emergency	Waiting list or planned in advance	36%
		Emergency or urgent	61%
		Something else	3%
Scotland	Was your most recent stay planned in advance or an emergency	Waiting list or planned in advance	39%
		Emergency or urgent	61%
NI	From the time you arrived at hospital, did you feel that you had to wait a long time to get to a bed on a ward	Yes, definitely	20%
England	From the time you arrived at hospital, did you feel that you had to wait a long time to get to a bed on a ward	Yes, definitely	13%
Scotland	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	It was too long	14%

The table above shows comparable results from the NI, English and Scottish inpatient surveys about patients' experience of admission to hospital. NI respondents (20%) were more likely than their Scottish (14%) and English counterparts (13%) to have felt that they had to wait a long time to wait to get to a bed on a ward.

Comparative results for the hospital and ward

	Question	Result	
NI	In your opinion how clean were the hospital room or ward that you were in	Not very clean/not at all clean	3%
England	In your opinion how clean was the hospital room or ward that you were in	Not very clean/not at all clean	3%
Scotland	The main ward or room I stayed in was clean	Strongly disagree/Disagree	2%
NI	In your opinion how clean were the toilets or bathroom that you used	Not very clean/not at all clean	7%
England	How clean were the toilets and bathrooms that you used in hospital	Not very clean/not at all clean	6%
Scotland	The bathrooms or toilets were clean	Strongly disagree/Disagree	5%
NI	During your stay on the ward, was your bed in an area of the ward where male and female patients were being cared for beside each other	Yes	26%
England	When you were first admitted to a bed on a ward, did you share a sleeping area with patients of the opposite sex	Yes	10%
	After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay with patients of the opposite sex	Yes	7%

Broadly similar proportions of respondents across the three countries felt that either their ward/room or toilets/bathroom were not clean. More than a quarter of NI respondents (26%) spent at least part of their hospital stay in an area where both male and female patients were being cared for. In England, 10% of respondents indicated that when first admitted to hospital that they shared an area with patients of the opposite sex, while this was true for 7% of patients after they had moved wards. A similar question was not asked in Scotland where mixed sex wards with the exception of A&E and intensive care have been abolished. It is worth noting that there are likely to be some difference in the perceptions of patients as to what constitutes mixed wards.

Comparative results for care and treatment

	Question	Result	
NI	Do you think the hospital staff did everything they could to help control your pain	No	5%
England	Do you think the hospital staff did everything they could to help control your pain	No	6%
Scotland	I was able to get adequate pain relief when I needed it	Strongly disagree/Disagree	5%
NI	During your stay on the ward were you given enough privacy when being examined or treated	Rarely/ Never	2%
England	Were you given enough privacy when being examined or treated	No	1%
Scotland	I had privacy when being examined or treated	Strongly disagree/Disagree	3%
NI	During your stay on the ward were you given enough privacy when discussing your condition or treatment	Rarely/ Never	7%
England	Were you given enough privacy when discussing your condition or treatment	No	6%
Scotland	I had privacy when my condition and treatment were discussed	Strongly disagree/Disagree	7%
NI	Were you involved as much as you wanted to be in decisions about your care and treatment	Rarely/ Never	9%
England	Were you involved as much as you wanted to be in decisions about your care and treatment	No	10%
Scotland	How did you feel about being involved in decisions about your care and treatment	No and I would have like to have been	10%

The table above shows that there was little difference between the results across a range of questions relating to patients' care and treatment across the three countries.

Comparative results for staff

	Question	Result	
NI	Did doctors talk in front of you as if you weren't there	Yes always/Sometimes	25%
England	Did doctors talk in front of you as if you weren't there	Yes always/Yes sometimes	24%
Scotland	Doctors talked in front of me as if I was not there	Strongly agree/Agree	10%
NI	Did nurses talk in front of you as if you weren't there	Yes always/Sometimes	21%
England	Did nurses talk in front of you as if you weren't there	Yes always/Yes sometimes	19%
Scotland	Nurses talked in front of me as if I was not there	Strongly agree/Agree	7%

Broadly similar proportions of patients in England and NI felt that either doctors or nurses talked in front of them as if they were not there. The proportion in Scotland was much lower however a further 10% responded that they "neither agree nor disagree" which may explain some of the large difference.

Comparative results for leaving hospital

	Question	Result	
NI	Did a member of staff explain to you about any symptoms you should watch for after you went home	No	18%
England	Did a member of staff tell you about any danger signals you should watch for after you went home	No	36%
Scotland	I was told about any danger signals to watch for when I got home	Strongly disagree/Disagree	17%

Similar proportions of NI (18%) and Scottish respondents (17%) were not told about any symptoms/ danger signals to watch out for when they got home. A further 15% of NI respondents did not feel that this was necessary and 11% of Scottish respondents answered "neither agree nor disagree" which explains some but not all of the difference with the proportion answering negatively in England.

Appendix A: Responses by individual question (%)

Journey to hospital

Q1. Did you travel to hospital by ambulance?	%	Base number
Yes, in an emergency ambulance	33	2,517
Yes, in a non-emergency ambulance	7	573
No	60	4,748
Total	100	7,838

Of respondents that travelled to hospital in an ambulance

Q2. Did ambulance staff...	Yes	Base number
introduce themselves to you?	97	2,803
behave in a polite and courteous manner?	99	2,955
show care and compassion towards you?	99	2,931
speak to you in a way which you could easily understand?	99	2,909
explain to you what was happening in relation to your treatment/care?	93	2,687
make you feel safe and secure?	99	2,945
maintain your privacy and dignity?	99	2,918

Of respondents that travelled to hospital in an ambulance

	Excellent	Good	Fair	Poor	Very poor	Base number
Q3. Overall how would you rate the care you received from ambulance staff?	83	15	1	0	0	3,086

All tables in Appendix A present weighted percentages. The base number relates to the unweighted base, i.e. the number of respondents that answered that particular question (answer options of 'don't know' and 'not relevant' have been excluded from the base).

Method of admission

Q4. Was your most recent hospital stay planned in advance or were you admitted via A&E?	%	Base number
Emergency (unplanned admission)	65	4,857
Waiting list or planned admission	29	2,712
Other	5	436
Total	100	8,005

Of respondents that stated their method of admission was via A&E

Method of admission: A&E	Yes	No	Base number			
Q5. Did the A&E staff who were providing your care introduce themselves to you?	92	8	4,349			
	Excellent	Good	Fair	Poor	Very poor	Base number
Q6. During your time in A&E how would you rate your care & treatment?	45	37	12	4	2	4,732

Of respondents that stated their most recent trip to hospital was a waiting list/ planned admission or other

Method of admission: Planned admission	Yes	No, it was too long	Base number		
Q7. Thinking about the length of time you were on the waiting list before your admission to hospital. Do you think it was an acceptable length of time?	76	24	2,804		
	No	Yes, brought forward	Yes, put back	Base number	
Q8. Was your admission date changed by the hospital?	80	7	13	2,905	

Of respondents that stated their admission date was changed by the hospital

	0-5 days	6-10 days	11-20 days	21-30 days	Over 30 days	Base number
Q9a. How many additional days did this involve?	19	19	16	14	32	352
Q9b. How many fewer days did this involve?	32	23	15	7	23	163

All tables in Appendix A present weighted percentages. The base number relates to the unweighted base, i.e. the number of respondents that answered that particular question (answer options of 'don't know' and 'not relevant' have been excluded from the base).

All Respondents

Overall admission	Yes, definitely	To some extent	No	Base number
Q10. From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?	20	22	58	7,357
	Less than 4 hours	4-8 hours	8 hours or longer	Base number
Q11. From the time you arrived at the hospital, how long did you wait before being admitted to a bed on a ward?	58	27	15	7,084

	Excellent	Good	Fair	Poor	Very poor	Base number
Q12. Overall, how would you rate your admission to hospital?(the period after you arrived at hospital but before you were taken to the ward)	39	38	16	5	2	7,481

When you first arrived on the ward	Strongly agree	Agree	Neither	Disagree	Strongly disagree	Base number
Q13a. Staff were expecting you and prepared for your arrival	47	39	8	4	2	7,093
Q13b. Staff were understanding of your condition/presenting problems	47	41	7	3	2	6,971

	Yes	No	Base number
Q14. Did a member of pharmacy staff discuss/check what medicines you were currently taking?	65	35	6,242

Experience in hospital

All Respondents	Yes	No	I was not made aware of a call button	Base number
Q16. During this hospital stay, did you press the call button for assistance?	44	54	2	7,938

Of respondents that pressed the call button	Always	Sometimes	Rarely/ Never	Base number
Q17. How often did you get help as soon as you wanted it?	67	24	8	3,467

All Respondents	Yes	No	Base number
Q19. Did you know who the doctor/consultant in overall charge of your care was?	78	22	8,008

All Respondents	Yes	No	Did not want or need to	Base number
Q20. Did you or your family have the opportunity to meet or talk with the ward sister or nurse in charge?	58	19	23	7,770

Experience in hospital by patient & client experience standard: Questions 15, 18, 26 & 27

<i>All Respondents</i>	Yes, always	Sometimes	Rarely/ Never	<i>Base number</i>
Respect	%	%	%	
Q15a. Were your religious & spiritual needs respected?	89	5	6	5,337
Q15b. Did staff explain the reasons for any interruptions when delivering treatment or care to you?	71	18	11	6,248
Q15h. Did doctors talk in front of you as if you weren't there?	8	17	75	7,300
Q15i. Did nurses talk in front of you as if you weren't there?	7	14	79	7,412
Attitude				
Q15c. Were staff approachable?	82	16	3	7,881
Q15d. Were staff caring and compassionate towards you?	82	15	3	7,865
Q15e. Were staff aware of when you were upset or distressed?	69	20	10	5,781
Behaviour				
Q15.k Did staff provide you with enough information in order for you to understand what you were agreeing or consenting to?	84	11	5	7,606
Q15f. Did staff behave in a courteous manner?	86	12	2	7,919
Q15g. Did staff introduce themselves to you?	80	15	5	7,796
Q15j. Did staff know enough about your condition and treatment?	75	17	8	7,512
Communication				
Q18a. Did you feel that doctors took the time to listen to any questions or concerns you had?	79	16	6	7,678
Q18b. Did you feel that nurses took the time to listen to any questions or concerns you had?	78	17	4	7,789
Q18c. Were you involved as much as you wanted to be in decisions about your care and treatment?	74	16	9	7,432
Q18d. When you had important questions to ask a doctor, did you get answers that you could understand?	75	18	7	7,343
Q18e. When you had important questions to ask a nurse, did you get answers that you could understand?	76	19	6	7,399
Q18f. Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	10	23	67	7,336
Privacy and dignity				
Q26a. Were you given enough privacy when discussing your condition or treatment?	82	12	6	7,754
Q26b. Were you given enough privacy when being examined or treated?	91	7	2	7,781
Q26c. Were you given enough privacy when washing and dressing?	93	5	2	7,458
Q27a. Did you get help, when you needed it, with washing and dressing?	79	11	10	5,162
Q27b. Did you get help, when you needed it, with going to the bathroom or toilet?	77	13	11	5,194

All tables in Appendix A present weighted percentages. The base number relates to the unweighted base, i.e. the number of respondents that answered that particular question (answer options of 'don't know' and 'not relevant' have been excluded from the base).

<i>All Respondents</i>	1	2	3 or more	<i>Base number</i>
Q21. During your stay in hospital, how many wards did you stay in?	64	27	9	7,975
<i>Of respondents that stayed in 2 or more wards</i>	Yes, definitely	To some extent	No	<i>Base number</i>
Q22. Did you mind being moved from one ward to another?	12	21	67	2,863

<i>All Respondents</i>	Yes	No	Side/ private room	<i>Base number</i>
Q23. During your stay on the ward, was your bed in an area of the ward where male and female patients were being cared for beside each other?	26	63	12	8,001
<i>Of respondents that stated their bed was in an area of the ward where male and female patients were being cared for beside each other</i>	Short time only	Majority of stay		<i>Base number</i>
Q24. Was this for a short time or for the majority of your stay?	51	49		1,999
<i>Of respondents that stated their bed was in an area of the ward where male and female patients were being cared for beside each other</i>	Yes	No		<i>Base number</i>
Q25. Did staff give you the option to move to another part of the ward where male and female patients were not being cared for beside each other?		15	85	1,889

Pain relief

<i>All Respondents</i>	Yes	No	<i>Base number</i>
Q28. During your stay in hospital, were you ever in any pain?	68	32	7,946
<i>Of respondents that indicated they were in pain</i>			
Q29. Did you ever request pain relief medication?	86	14	5,271

<i>Of respondents that requested pain relief medication</i>	Within 15 minutes	16-30 minutes	More than 30 minutes	Never got pain relief when I asked for it	<i>Base number</i>
Q30. How many minutes after you requested pain relief medication did it usually take before you got it?	68	21	9	2	4,349

<i>Of respondents that didn't get pain relief medication when they asked for it</i>	Yes, completely	To some extent	No	<i>Base number</i>
Q31. Did the hospital staff explain the reason why you were never given pain relief when you asked for it?	32	29	39	90
<i>Of respondents that indicated they were in pain</i>	Yes, definitely	To some extent	No	<i>Base number</i>
Q32. Do you think hospital staff did everything they could to help control your pain?	77	18	5	5,143

All tables in Appendix A present weighted percentages. The base number relates to the unweighted base, i.e. the number of respondents that answered that particular question (answer options of 'don't know' and 'not relevant' have been excluded from the base).

<i>All Respondents</i>	Yes, always	Sometimes	Rarely/ Never	<i>Base number</i>
Q33. Overall, did you feel you were treated with respect and dignity while you were in the hospital?	85	13	3	8,008

Leaving hospital/on discharge

<i>All Respondents</i>	Yes, definitely	To some extent	No	<i>Base number</i>
Q34a. Did you feel that you were ready to be discharged?	75	17	7	7,904
Q34b. Were you given enough notice about when you were going to be discharged?	71	18	11	7,857
Q34c. Were you discharged at a suitable time of day?	82	11	7	7,774
Q34d. Did hospital staff take your family or home situation into account when planning your discharge?	74	11	15	6,550
Q34e. Did hospital staff talk with you about whether you would have the help you needed when you left hospital?	71	11	18	6,282
Q34f. Did the doctors or nurses give your family/someone close to you all the information they needed to help care for you?	66	12	22	6,123
Q34g. After leaving hospital, do you think you received enough care and assistance from health or social services?	66	17	17	5,935

<i>All Respondents</i>	Yes	No	<i>Base number</i>
Q35. On the day you left hospital, was your discharge delayed for any reason?	33	67	7,974

<i>Of respondents that stated their discharge was delayed</i>	Wait to see the doctor	Wait for ambulance/transport	Wait for medicines	Other	<i>Base number</i>
Q36. What was the main reason for the delay?	13	9	67	11	2,512

<i>All Respondents</i>	Yes, completely	To some extent	No	It was not necessary	<i>Base number</i>
Q37. Did a member of staff explain to you about any symptoms you should watch for after you went home?	51	15	19	15	7,947

<i>All Respondents</i>	Yes	No	<i>Base number</i>
Q38. When you left hospital, were you given details of who to contact if you had a question about your condition or treatment?	71	29	7,226

All tables in Appendix A present weighted percentages. The base number relates to the unweighted base, i.e. the number of respondents that answered that particular question (answer options of 'don't know' and 'not relevant' have been excluded from the base).

Medicines

Of respondents who had medicines to take home

	Yes, completely	To some extent	No	Did not need an explanation	Base number
Q39. Did a member of staff explain the purpose of any medicines you were to take at home in a way you (or your carer) could understand?	70	9	5	16	7,118

	Yes	No	Base number
Q40. Did you receive a supply of medicines to take home that were packaged and labelled for your own use?	88	12	7,004

	Yes, definitely	To some extent	No	Did not need to be told	Base number
Q41. Were you told how to take your medication in a way you (or your carer) could understand?	75	5	3	16	7,065

	Yes, completely	To some extent	No	Did not need to be told	Base number
Q42. Did a member of staff tell you (or your carer) about medication side effects to watch for when you went home?	37	9	24	30	7,054

<i>All Respondents</i>	Excellent	Good	Fair	Poor	Very poor	Base number
Q43. Overall, how would you rate the arrangements made for you leaving hospital?	39	40	14	5	2	8,045

All tables in Appendix A present weighted percentages. The base number relates to the unweighted base, i.e. the number of respondents that answered that particular question (answer options of 'don't know' and 'not relevant' have been excluded from the base).

The hospital environment

All Respondents

Q44. In your opinion, how clean were...	Very clean	Fairly clean	Not very clean	Not at all clean	Base number
(a) the hospital room or ward that you were in?	72	25	2	1	8,090
(a) the toilets and bathrooms that you used?	65	28	6	2	7,889
(a) the treatment/examination rooms that you were in?	79	20	1	1	7,045

Q45. Were you ever bothered at night by...	Yes	No	Base number
(a) noise from other patients?	40	60	7,406
(a) noise from hospital staff?	24	76	7,271
(a) brightness/lighting in the ward?	21	79	7,267
(a) temperature of the room/ward?	23	77	7,254

All Respondents	Yes, always	Sometimes	Rarely/ Never	Base number
Q46a. Were you offered a choice of food?	83	11	6	7,511
Q46b. Was there healthy food on the hospital menu?	77	18	5	7,077
Q46c. Was the food appetising?	46	35	20	7,371
Q46d. Was the food or drink served at a suitable temperature?	69	22	9	7,413
Q46e(i). Did you get help when you needed it to eat?	63	13	24	2,307
Q46e(ii). Did you get help when you needed it to drink?	63	13	24	1,942
Q46f(i). Did staff monitor or keep a check on how much food you ate?	46	17	37	4,495
Q46f(ii). Did staff monitor or keep a check on how much fluids you drank?	59	16	24	5,124
Q46g. Were you interrupted during mealtimes by a member of staff?	4	16	80	7,054

All Respondents	Too much	The right amount	Too little	Base number
Q47. How much food were you given?	6	85	9	7,619

All tables in Appendix A present weighted percentages. The base number relates to the unweighted base, i.e. the number of respondents that answered that particular question (answer options of 'don't know' and 'not relevant' have been excluded from the base).

<i>All Respondents</i>	Yes	No	<i>Base number</i>
Q48. Do you feel you were offered enough to drink throughout the day?	88	12	7,703

<i>All Respondents</i>	Yes	No	<i>Base number</i>
Q49. Were you ever unable to eat during mealtimes (e.g. you were away from the ward, recovering from surgery)?	31	69	7,456

<i>Of respondents who were unable to eat during meal times</i>	Yes, always	Sometimes	No	Did not want a meal	Not allowed a meal (e.g. nil by mouth)	<i>Base number</i>
Q50. Were you ever offered a replacement meal at another time?	41	15	21	14	10	2,300

<i>All Respondents</i>	Very good	Good	Fair	Poor	Very poor	<i>Base number</i>
Q51. How would you rate the hospital food overall?	24	35	27	9	5	7,648

Overall experience

All Respondents

Q53. Overall, how satisfied were you with the following aspects of your hospital experience?	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	<i>Base number</i>
(a) the hospital environment	48	42	7	2	1	7,983
(b) your care and treatment during your stay in hospital	62	30	5	3	2	7,965
(c) all the staff who you came into contact with	63	28	5	2	1	7,977
(d) overall experience in hospital	52	36	6	3	2	7,982

All tables in Appendix A present weighted percentages. The base number relates to the unweighted base, i.e. the number of respondents that answered that particular question (answer options of 'don't know' and 'not relevant' have been excluded from the base).

Concerns or complaints

<i>All Respondents</i>	Yes	No	<i>Base number</i>			
Q56. Was there any aspect of your care you were dissatisfied with during your time in hospital?	22	78	7,413			
<i>Of respondents that were dissatisfied during their stay in hospital</i>						
Q57. Did you speak to a member of staff about this?	58	42	1,554			
<i>Of respondents that spoke to a member of staff</i>						
Q58. Were they able to deal with your concerns to your satisfaction?	29	71	843			
<i>Of respondents that were dissatisfied during their stay in hospital</i>						
Q59. Are you aware of the process within a Health & Social Care Trust for making a formal complaint?	44	56	1,456			
<i>Of respondents that were dissatisfied during their stay in hospital</i>						
	Yes, verbal complaint to ward staff	Yes, written complaint	No	<i>Base number</i>		
Q60. Did you make a formal complaint about any aspect of your care during your stay in hospital?	21	4	75	1,589		
<i>Of respondents that made a complaint</i>						
	Very well	Well	Not very well	Not well at all	Not yet dealt with	<i>Base number</i>
Q61. How well was your complaint dealt with?	9	15	38	26	12	408

All tables in Appendix A present weighted percentages. The base number relates to the unweighted base, i.e. the number of respondents that answered that particular question (answer options of 'don't know' and 'not relevant' have been excluded from the base).

Please note that due to the methodology undertaken, the results are not subject to sampling error.