

Patient Survey Results

National CQC Survey of Adult Inpatients in the NHS 2012 results for the RNHRD

To improve the quality of services that the Trust delivers, it is important to understand what patients think about their care and treatment. One way of doing this is by asking patients who have recently used the Trust's services to tell us about their experiences.

National CQC Survey of Adult Inpatients in the NHS 2012 results for the RNHRD

231 patients who were inpatients at the RNHRD during 2012 completed the National CQC Survey of Adult Inpatients in the NHS 2012, a response rate of 59% compared with 51% nationally.

The benchmark report presents the data as a score out of 10 and describes whether Trusts are performing better, worse or about the same as most other Trusts in the survey.

The results for the RNHRD for the 2012 survey are as follows;

Section heading	Score out of 10 for RNHRD NHS FT	How this score compares with other Trusts
Waiting list and planned admissions	9.4	About the same
Waiting to get a bed on a ward	9.6	Best performing Trusts
The hospital and ward	8.8	Best performing Trusts
Doctors	9.2	Best performing Trusts
Nurses	9.2	Best performing Trusts
Care and treatment	8.4	Best performing Trusts
Leaving hospital	8.0	Best performing Trusts
Overall views and experiences	6.6	Best performing Trusts

The results of the 2012 inpatient survey showed that the RNHRD had the **highest score achieved for Trusts** for the following section scores;

- waiting to get a bed on a ward
- the overall views and experiences

The results of the 2012 inpatient survey showed that the RNHRD had the **highest Trust score achieved** for the following 10 individual questions:

- Was your admission date changed by the hospital?
- From the time you arrived at the hospital, did you feel that you had to wait long time to get to a bed on the ward?
- After you used the call button how long did it usually take before you got help?
- Afterwards, did a member of staff explain how the operation or procedure had gone?
- Were you given enough notice about when you were going to be discharged?
- Discharge delayed due to wait for medicines/to see doctor/for ambulance?
- How long was the delay?
- Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?
- Were the letters written in a way that you could understand?
- Did you see or were you given any information explaining how to complain to the hospital about the care you received?

There were no questions where the Trust was rated as performing worse than most other Trusts.

The RNHRD NHS FT was rated as one of the best performing Trusts in the following questions,

Waiting list and planned admissions

- Was your admission date changed by the hospital?
- 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?

The hospital and ward

- Were you ever bothered by noise at night from other patients?
- How clean were the toilets and bathrooms that you used in hospital?
- Were hand-wash-gels available for patients and visitors to use?
- How would you rate the hospital food?

Doctors

- When you had important questions to ask a doctor, did you get answers that you could understand?
- Did doctors talk in front of you as if you weren't there?

Nurses

- When you had important questions to ask a nurse, did you get answers that you could understand?
- Did you have confidence and Trust in the nurses treating you?
- Did nurses talk in front of you as if you weren't there
- In your opinion, were there enough nurses on duty to care for you in hospital?

Care and treatment

- Did a member say one thing and another say something different?
- Were you involved as much as you wanted to be in decisions about your care and treatment?
- Did you find someone on the hospital staff to talk to about your worries and fears?
- After you used the call button, how long did it usually take before you got help?
- Leaving hospital
- Did you feel you were involved in decisions about your discharge from hospital?
- Were you given enough notice about when you were going to be discharged?
- Discharge delayed due to wait for medicines/to see doctor/for ambulance.
- How long was the delay?
- Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?
- Were the letters written in a way that you could understand?
- Do you feel you got enough emotional support from staff during your stay>

Overall views and experiences

- Overall, did you feel you were treated with respect and dignity while you were in the hospital?
- During your hospital stay, were you ever asked to give your views on the quality of your care?
- Did you see, or were you given any information explaining how to complain about the care you received?