

○ **Outpatient Survey 2009**

Burton Hospitals NHS Foundation Trust

November 2009

Final Report

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SECTION 1

○ Introduction

Outpatients Survey 2009

Burton Hospitals NHS Foundation Trust

Background to the Survey

The results presented here are from the Outpatients Survey 2009, carried out by Picker Institute Europe on behalf of the Burton Hospitals NHS Foundation Trust. This survey is part of a series of annual surveys required by the Care Quality Commission for all NHS Acute trusts in England. The Picker Institute was commissioned by 73 UK trusts to undertake the Outpatients Survey 2009. The survey is based on a sample of outpatients who attended the Trust in March, April or May 2009.

The purpose of the survey is to understand what patients think of healthcare services provided by the Trust. All trusts used a standard survey methodology and standard questions, as specified by the NHS Patient Survey Co-ordination Centre, based at the Picker Institute. The questionnaire reflects the priorities and concerns of patients and is based upon what is most important from the patients' perspective. The questionnaire was developed through consultation with patients, clinicians and trusts. A copy of the questionnaire is provided in Appendix 2 of this report.

The questionnaires used for the Outpatient Survey 2009 were developed by the NHS Patient Survey Co-ordination Centre. Further information about how the questionnaire for this survey was developed can be found on the NHS Surveys website www.nhssurveys.org.uk.

Survey methodology

The survey was undertaken by a postal questionnaire, sent to patients' home addresses. Patients were sent a questionnaire, a covering letter from the Trust's Chief Executive, a multiple language sheet offering help with the survey, and a freepost envelope. Patients wishing to complete the survey filled it in and returned it to the Picker Institute in the freepost envelope. Non-responders were sent a reminder card after 2-3 weeks and another questionnaire after a further 2-3 weeks.

The Picker Institute ran a freephone helpline for patients who had any queries or concerns about the survey. This included links to Languageline with immediate access to interpreters in over 100 languages. For a detailed description of the survey methodology, see the published guidance for this survey:

http://www.nhssurveys.org/filestore/documents/OP09_Guidance_Manual.pdf

About your respondents

A total of 850 patients from your Trust were sent a questionnaire. 842 were eligible for the survey, of which 438 returned a completed questionnaire, giving a response rate of 52.0%. The average response rate for your outpatient survey in 2004 was 60.4%.

Key facts about the 438 outpatients who responded to the survey:

- 39 % were male; 55% were female and 5% did not reply.
- 12% were aged 16-39, 30% were aged 40-59, 25% were aged 60-69 and 31% were aged 70+. 2% did not reply.
- 97% stated their ethnic background as White; 0% Mixed; 1% Asian/Asian British; 0% Black/Black British; 0% Chinese or other ethnic group and 2% did not state their background.
- 44% waited up to 1 month for their most recent outpatient appointment, with 39% waiting between 1 and 3 months. 0% had to wait more than 18 months.

- 53% had visited this outpatients department previously for the same condition.
- 93% of respondents rated the overall care they received at the outpatients department as 'excellent', 'very good' or 'good'.
- 88% of respondents stated that they were treated with respect and dignity all of the time at the outpatients department.

Problem scores

At the Picker Institute, we use the concept of '**problem scores**' as a summary measure, to help monitor your results over time and to show how your Trust compares to the average score for all Picker Institute trusts. We hope that you will find problem scores a helpful way of targeting areas in need of attention within your Trust – this in turn can help you to bring about real quality improvement for your patients.

What is a problem score?

The problem score shows the percentage of patients for each question who, by their response, indicated that a particular aspect of their care could have been improved. We have found this to be the simplest summary measure that focuses on quality improvement.

How are problem scores calculated?

We calculate the problem scores by combining response categories.

For example, for the following question 'Did you have confidence and trust in the doctors treating you?' we have combined the responses 'Yes, sometimes' and 'No', to create a single problem score. Asterisks indicate which response categories have been combined to create the problem score.

C2 - Did you have confidence and trust in the doctors treating you?		
All Patients	n	%
Yes, always	459	82.7
* Yes, sometimes	85	15.3
* No	7	1.3
Not answered	4	0.7
Problem Score: 16.6%	555	

How should we use problem scores?

As the name suggests, problem scores indicate where there may be a problem within the trust, and may need further investigation. It is useful to keep in mind, that **lower scores reflect better performance**. Where there are high problem scores, or scores that are high in comparison with other trusts, this area should be highlighted as a potential problem area that needs to be looked at further. By targeting these areas, you can hopefully start to bring about real quality improvement to your patients.

Problem scores are an **interpretation of the data** made by the Picker Institute. Any comparisons made within the Trust (internal benchmarks, historic comparisons) or between trusts (external benchmarks) are made using these scores. When data is provided to the Care Quality Commission, only the raw data is provided, not the problem scores.

Targeted questions

In response to client feedback and in the interests of accuracy we use derived questions to produce more meaningful scores for questions that **may not be applicable to all respondents**, but are not preceded by a filter question – in other words, all those that have a response code such as *I did not have any hospital food*, or *I did not use a toilet or bathroom*. The purpose is to produce more precise indicators of where the problems lie within the Trust. For each question of this nature we have therefore re-calculated the scores, **excluding those respondents to whom the question does not apply**. The new calculation will be illustrated in an **additional question (e.g. Q7+)**.

Low numbers of respondents

The questionnaire used includes some filter questions, whereby only relevant questions are asked of patients. So, for example, patients that have reported not having tests would not be asked subsequent questions about tests, and patients reporting not being given new medications would not be asked subsequent questions about their medicines.

This means that fewer patients will answer some of the questions in the questionnaire. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Confidence Intervals

The survey undertaken was with a sample of patients. As the survey was not of all patients, the results may not be totally accurate. However, we can estimate the level of confidence we should have in the results. The table below shows the level of confidence we would have for various numbers of respondents.

<u>Number of respondents</u>	<u>Confidence Interval (+/-)</u>
50	12.0%
100	8.5%
200	6.0%
300	4.9%
400	4.2%
500	3.8%
600	3.5%

Example: For a particular question, 300 patients responded, of which 25% answered 'yes'. From the table above, we can see that for 300 respondents the confidence interval would be +/- 4.9%. We would therefore estimate that the true results could be between 20.1% and 29.9%. However, if only 50 patients responded, and 25% answered 'yes', the confidence intervals would be +/- 12% so the true result could be between 13% and 37%.

Significant differences

In the report we have identified questions where there are significant differences between your Trust and the 'Picker average', or between your Trust this year and the previous survey. By 'significant' difference, we mean that the finding is statistically reliable and that the difference is 'real'. The calculation used to test the statistical significance of scores was the two-sample t-test.

The Report

This report has been designed to be used alongside our on-line results system:

<https://www.picker-results.org>

We aim to help you to identify the key issues for improvement from the patient's perspective. We have presented the results in a number of ways to help you answer important questions about the survey results. Patients had the option of adding additional comments at the end of the questionnaire. These verbatim comments can be found on the results website under Respondent Comments.

Effectively using your survey results

Your survey results can be used to help set priorities for delivering better services for patients. Our quality improvement work is designed to help health professionals use patient feedback to improve the quality of the care they provide. An important focus of our work is to identify and share good practice.

We provide the following tools to help you make best use of your patient survey results.

- Database of good practice examples: A collection of practical examples that have improved the patient experience. It is easy to use and access is free. Visit www.pickereurope.org to sign up and find out how others are making a difference to patient care.
- Educational guides: A series of booklets to help you plan the communication of your results, identify priorities for quality improvement and develop successful action plans.
- Improving Patients' Experience – Sharing Good Practice: factsheets focusing on specific areas of patient care featuring case studies.

Visit www.pickereurope.org for more information on all of our educational activities.

Our Quality Improvement team can be commissioned to run workshops or deliver presentations and information sessions that are tailored specifically to your Trust's needs

To contact a member of our Quality Improvement team or to share examples of good practice from within your Trust, email quality@pickereurope.ac.uk. or telephone 01865 208100.



SECTION 2

○ Survey Response

survey activity

Survey Response

This section of the report shows the activity recorded for the survey, including:

- mailing dates
- response rates
- freephone calls

Survey: Outpatients Survey 2009

NHS Trust: Burton Hospitals NHS Foundation Trust

Month of Sample: April

Dates of Fieldwork:

Initial Mailing	13 July 2009
First Reminder	03 August 2009
Final Reminder	24 August 2009

Response Rate:	<u>Initial Mailing</u>	850
	Returned completed	438
	Ineligible - returned undelivered	8
	Ineligible - deceased	0
	Too ill/Opt out	65
	Ineligible - other	0
	Total Eligible	842
	Returned completed	438
	Overall Response Rate	52.0%
	<small>(total returned as a percentage of total eligible)</small>	
	Average Response Rate	50.1%
	<small>(based on all Picker Trusts)</small>	

The Picker Institute runs a **Freephone** Helpline for patients. The lines are open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 10 calls to the Freephone helpline, which included 0 LanguageLine calls.



SECTION 3

○ Problem Score Summary


overview of results by section

Problem Score Summary

This section shows your problem score* for each question and a comparison against the average score for all Picker Institute trusts. The Picker Institute worked with 73 trusts on this survey. Your results have been compared with the others that we worked with, to identify areas where your results are better or worse than the average. They help you to focus on areas where your performance is poor compared to others and where there is plenty of scope for improvement.

Significant differences* between your Trust and the average are indicated as follows:

 scores significantly better than average

 scores significantly worse than average

Trust

The problem score for your Trust

Average



Average score for all Picker trusts

* For an explanation of problem scores and significant differences please see Section 1.




Note that **lower scores indicate better performance**.

Lower scores are better


A. Before The Appointment

		Trust	Average
A1+	Had to wait more than 5 months for an appointment	4 %	4 %
A2	Not given choice of appointment time	62 %	62 %
A3	Not fully aware what would happen during appointment	62 %	60 %
A4	Appointment changed to later date by hospital	22 %	21 %
A5	Not given name of person that appointment was with, before the appointment	20 %	25 % 
A6	Appointment not with person told it would be with	18 %	22 %
A8	Do not always see the same doctor or member of staff	52 %	59 % 
A9	Not offered a choice of hospitals	57 %	59 %
A10	Patient did not get their first choice of hospital	7 %	8 %

B. Arrival At The Hospital

		Trust	Average
B1+	Could not find a convenient place to park	19 %	39 % 
B2	Not easy to find way to Outpatients Department	14 %	19 % 
B3	Courtesy of receptionist was fair, poor or very poor	7 %	7 %
B4	Other patients could overhear discussions with receptionist	67 %	74 % 

C. Waiting

		Trust	Average
C1	Appointment started more than 15 minutes after stated time	44 %	44 %
C2	Patient waited for longer than they were told, or were not told how long the wait would be	63 %	70 % 
C3	Not told why had to wait	71 %	68 %
C4+	Unable to immediately find a place to sit in waiting area	6 %	5 %

D. Hospital Environment And Facilities

		Trust	Average
D1	Outpatients Department not clean	2 %	2 %
D2+	Toilets at the Outpatients Department not clean	5 %	5 %
D3	No leaflets or posters about hand washing	9 %	7 %
D4	Hand-wash gels not available or empty	18 %	13 %
D5+	Patients unable to get suitable food or drink	16 %	19 %

E. Seeing A Doctor

		Trust	Average
E2	Doctor did not have enough time to fully discuss health or medical problem	21 %	22 %
E3	Patient was with doctor for less than 5 minutes	11 %	8 %
E4+	Doctor did not explain reasons for treatment/action in understandable way	21 %	22 %
E5	Doctor did not fully listen to what patient had to say	20 %	18 %
E6+	Doctor did not always give clear answers to questions or the patient did not have an opportunity to ask questions	28 %	28 %
E7	Did not have full confidence and trust in doctor	18 %	17 %
E8	Doctor did not know enough about medical history	18 %	16 %
E9+	Did not completely discuss worries or fears with doctor	31 %	32 %

F. Seeing Another Professional

		Trust	Average
F3	Did not have enough time to discuss problem with other member of staff	25 %	22 %
F4+	Other member of staff did not fully explain reasons for treatment clearly	23 %	22 %
F5	Other member of staff did not listen fully to what patient had to say	19 %	20 %
F6+	Did not always get clear answers to questions, or did not have opportunity to ask	25 %	26 %
F7	Did not have full confidence and trust in other member of staff	17 %	19 %
F8	Other member of staff did not know enough about medical history	20 %	18 %
F9+	Did not completely discuss worries or fears with other health professional	36 %	36 %

G. Overall About The Appointment

		Trust	Average
G2	No one available to interpret	[17] %	17 %
G3	Staff talked in front of patient as if they weren't there	13 %	11 %
G4	Not enough or no information given about condition or treatment	17 %	16 %
G5	Not given complete privacy when discussing condition / treatment	16 %	13 %
G6	Not given complete privacy when being examined or treated	10 %	9 %
G7	Staff contradict one another	12 %	12 %
G8	Not fully involved in decisions about care or treatment	30 %	29 %
G9	Not all staff introduced themselves	29 %	25 %
G10	Had questions about care and treatment but did not discuss	11 %	12 %

H. Tests And Treatment

		Trust	Average	
H2	Patient not clearly told why they needed these tests	22 %	24 %	
H3	Staff did not explain what would happen during test in a clear way	18 %	21 %	
H4	Not told how would find out results of tests	14 %	16 %	
H5	Test results not fully explained or never received	22 %	28 %	+
H6+	Did not get answers to questions about tests in a clear way	22 %	29 %	+
H8	Did not know before the appointment that would be undergoing treatment	22 %	19 %	
H9	Not fully told before treatment what would happen	18 %	19 %	
H10	Risks and/or benefits not fully explained before treatment	24 %	25 %	
H11+	Questions not fully answered before treatment	24 %	20 %	
H12	Not clearly told how treatment had gone	21 %	26 %	

J. Leaving The Outpatients Department

		Trust	Average	
J2	Patient not fully involved in decisions over best medication	43 %	43 %	
J3	Not fully told how to take new medications	12 %	15 %	
J4	Not fully told purpose of medications	15 %	18 %	
J5	Patient not told fully about side effects of medications	45 %	46 %	
J6	Not given printed information leaflet about medicines	43 %	45 %	
J7+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	61 %	49 %	-
J8	Not given any written or printed information about condition/treatment but would have liked it	20 %	21 %	
J9	Not told what would happen next before leaving Outpatients Department	8 %	7 %	
J10	Patients not told fully about what danger signals to watch for	29 %	33 %	+
J11	Patient not given information on who to contact	27 %	31 %	

K. Overall Impression

		Trust	Average
K1	Overall - main reason went to the Outpatients Department not dealt with completely satisfactorily	23 %	25 %
K2	Overall - Outpatients Department not at all/fairly organised	35 %	39 %
K3	Overall - not always treated with respect or dignity	10 %	13 %
K4	Overall - care rated as fair or poor	5 %	6 %
K5	Overall - would not recommend this Outpatients Department to family and friends	3 %	3 %
K6	Wanted to complain about the care received	3 %	3 %
K7	Not given the full information needed to make a complaint	[64] %	77 %



SECTION 4

○ Ranked Problem Scores

where most patients report room for improvement

Ranked Problem Scores

This section ranks the scores from the highest problem score (most respondents reporting room for improvement) to lowest problem score (fewest respondents reporting room for improvement). Focussing on areas with high problem scores could potentially improve the patient experience for a large proportion of your patients.

Significant differences between your Trust and the average are indicated as follows:

➤ scores significantly better than average

➤ scores significantly worse than average

Trust

The problem score for your Trust

Average

Average score for all Picker trusts

Lower scores are better

Problem scores 50%+

		Trust	Average
C3	Not told why had to wait	71 %	68 %
B4	Other patients could overhear discussions with receptionist	67 %	74 % ➤
K7	Not given the full information needed to make a complaint	[64] %	77 %
C2	Patient waited for longer than they were told, or were not told how long the wait would be	63 %	70 % ➤
A3	Not fully aware what would happen during appointment	62 %	60 %
A2	Not given choice of appointment time	62 %	62 %
J7+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	61 %	49 % ➤
A9	Not offered a choice of hospitals	57 %	59 %
A8	Do not always see the same doctor or member of staff	52 %	59 % ➤

Problem scores 40% - 49%

		Trust	Average
J5	Patient not told fully about side effects of medications	45 %	46 %
C1	Appointment started more than 15 minutes after stated time	44 %	44 %
J6	Not given printed information leaflet about medicines	43 %	45 %
J2	Patient not fully involved in decisions over best medication	43 %	43 %

Problem scores 30% - 39%

		Trust	Average
F9+	Did not completely discuss worries or fears with other health professional	36 %	36 %
K2	Overall - Outpatients Department not at all/fairly organised	35 %	39 %
E9+	Did not completely discuss worries or fears with doctor	31 %	32 %
G8	Not fully involved in decisions about care or treatment	30 %	29 %

Problem scores 20% - 29%

		Trust	Average
G9	Not all staff introduced themselves	29 %	25 %
J10	Patients not told fully about what danger signals to watch for	29 %	33 % +
E6+	Doctor did not always give clear answers to questions or the patient did not have an opportunity to ask questions	28 %	28 %
J11	Patient not given information on who to contact	27 %	31 %
F6+	Did not always get clear answers to questions, or did not have opportunity to ask	25 %	26 %
F3	Did not have enough time to discuss problem with other member of staff	25 %	22 %
H11+	Questions not fully answered before treatment	24 %	20 %
H10	Risks and/or benefits not fully explained before treatment	24 %	25 %
F4+	Other member of staff did not fully explain reasons for treatment clearly	23 %	22 %
K1	Overall - main reason went to the Outpatients Department not dealt with completely satisfactorily	23 %	25 %
H8	Did not know before the appointment that would be undergoing treatment	22 %	19 %
H6+	Did not get answers to questions about tests in a clear way	22 %	29 % +
H2	Patient not clearly told why they needed these tests	22 %	24 %
H5	Test results not fully explained or never received	22 %	28 % +
A4	Appointment changed to later date by hospital	22 %	21 %
H12	Not clearly told how treatment had gone	21 %	26 %
E4+	Doctor did not explain reasons for treatment/action in understandable way	21 %	22 %
E2	Doctor did not have enough time to fully discuss health or medical problem	21 %	22 %
A5	Not given name of person that appointment was with, before the appointment	20 %	25 % +
J8	Not given any written or printed information about condition/treatment but would have liked it	20 %	21 %
E5	Doctor did not fully listen to what patient had to say	20 %	18 %
F8	Other member of staff did not know enough about medical history	20 %	18 %

Problem scores 10% - 19%

		Trust	Average
F5	Other member of staff did not listen fully to what patient had to say	19 %	20 %
B1+	Could not find a convenient place to park	19 %	39 % +
E8	Doctor did not know enough about medical history	18 %	16 %
A6	Appointment not with person told it would be with	18 %	22 %
H3	Staff did not explain what would happen during test in a clear way	18 %	21 %
H9	Not fully told before treatment what would happen	18 %	19 %
E7	Did not have full confidence and trust in doctor	18 %	17 %
D4	Hand-wash gels not available or empty	18 %	13 % -
G2	No one available to interpret	[17] %	17 %
G4	Not enough or no information given about condition or treatment	17 %	16 %
F7	Did not have full confidence and trust in other member of staff	17 %	19 %
G5	Not given complete privacy when discussing condition / treatment	16 %	13 %
D5+	Patients unable to get suitable food or drink	16 %	19 %
J4	Not fully told purpose of medications	15 %	18 %
B2	Not easy to find way to Outpatients Department	14 %	19 % +
H4	Not told how would find out results of tests	14 %	16 %
G3	Staff talked in front of patient as if they weren't there	13 %	11 %
G7	Staff contradict one another	12 %	12 %
J3	Not fully told how to take new medications	12 %	15 %
G10	Had questions about care and treatment but did not discuss	11 %	12 %
E3	Patient was with doctor for less than 5 minutes	11 %	8 %
K3	Overall - not always treated with respect or dignity	10 %	13 %
G6	Not given complete privacy when being examined or treated	10 %	9 %

Problem scores 0% - 9%

		Trust	Average
D3	No leaflets or posters about hand washing	9 %	7 %
J9	Not told what would happen next before leaving Outpatients Department	8 %	7 %
B3	Courtesy of receptionist was fair, poor or very poor	7 %	7 %
A10	Patient did not get their first choice of hospital	7 %	8 %
C4+	Unable to immediately find a place to sit in waiting area	6 %	5 %
K4	Overall - care rated as fair or poor	5 %	6 %
D2+	Toilets at the Outpatients Department not clean	5 %	5 %
A1+	Had to wait more than 5 months for an appointment	4 %	4 %
K5	Overall - would not recommend this Outpatients Department to family and friends	3 %	3 %
K6	Wanted to complain about the care received	3 %	3 %
D1	Outpatients Department not clean	2 %	2 %



SECTION 5

○ **Historical Comparisons**

comparing results with previous years

Historical Comparisons

The Outpatient survey is currently repeated on an annual basis – by looking at changes in results over time it is possible to focus on those areas where performance might be slipping. Examining areas where performance has improved will help you to measure the effects of any service improvements that have been put in place.

This section shows the problem scores for this year's survey and a comparison against the scores from the previous surveys. Significant differences are indicated as follows:

 scores significantly better than previous survey

 scores significantly worse than previous survey

2003 The problem score for 2003

2004 The problem score for 2004



2007 The problem score for 2007

2009 The problem score for 2009

Please note that a problem score for particular questions (A1+, A6, A9, A10, B1+, B4, C1, C2, C3, D1, D2+, D5+, E4+, E6+, F4+, F6+, H5, H11+, J7+, J8, J10) may have been created or re-calculated for your 2004 and/or 2007 data. For trusts who did not conduct the Outpatients Survey with the Picker Institute in 2004, problem scores have been created for your 2004 data. These recalculations allow for accurate historical comparisons.

Lower scores are better


A. Before The Appointment

		2003	2004	2007	2009
A1+	Had to wait more than 5 months for an appointment	-	9 %	-	4 % 
A2	Not given choice of appointment time	-	69 %	-	62 % 
A3	Not fully aware what would happen during appointment	59 %	56 %	-	62 %
A4	Appointment changed to later date by hospital	-	25 %	-	22 %
A5	Not given name of person that appointment was with, before the appointment	17 %	16 %	-	20 %
A6	Appointment not with person told it would be with	21 %	21 %	-	18 %
A8	Do not always see the same doctor or member of staff	59 %	60 %	-	52 %
A9	Not offered a choice of hospitals	-	-	-	57 %
A10	Patient did not get their first choice of hospital	-	-	-	7 %

B. Arrival At The Hospital

		2003	2004	2007	2009
B1+	Could not find a convenient place to park	-	18 %	-	19 %
B2	Not easy to find way to Outpatients Department	-	-	-	14 %
B3	Courtesy of receptionist was fair, poor or very poor	-	-	-	7 %
B4	Other patients could overhear discussions with receptionist	-	68 %	-	67 %

C. Waiting

		2003	2004	2007	2009
C1	Appointment started more than 15 minutes after stated time	-	43 %	-	44 %
C2	Patient waited for longer than they were told, or were not told how long the wait would be	-	72 %	-	63 % 
C3	Not told why had to wait	-	75 %	-	71 %
C4+	Unable to immediately find a place to sit in waiting area	-	-	-	6 %

D. Hospital Environment And Facilities

		2003	2004	2007	2009
D1	Outpatients Department not clean	0 %	1 %	-	2 %
D2+	Toilets at the Outpatients Department not clean	-	4 %	-	5 %
D3	No leaflets or posters about hand washing	-	-	-	9 %
D4	Hand-wash gels not available or empty	-	-	-	18 %
D5+	Patients unable to get suitable food or drink	-	9 %	-	16 %

E. Seeing A Doctor

		2003	2004	2007	2009
E2	Doctor did not have enough time to fully discuss health or medical problem	21 %	24 %	-	21 %
E3	Patient was with doctor for less than 5 minutes	8 %	13 %	-	11 %
E4+	Doctor did not explain reasons for treatment/action in understandable way	-	22 %	-	21 %
E5	Doctor did not fully listen to what patient had to say	20 %	20 %	-	20 %
E6+	Doctor did not always give clear answers to questions or the patient did not have an opportunity to ask questions	-	28 %	-	28 %
E7	Did not have full confidence and trust in doctor	15 %	18 %	-	18 %
E8	Doctor did not know enough about medical history	14 %	17 %	-	18 %
E9+	Did not completely discuss worries or fears with doctor	-	-	-	31 %

F. Seeing Another Professional

		2003	2004	2007	2009
F3	Did not have enough time to discuss problem with other member of staff	18 %	21 %	-	25 %
F4+	Other member of staff did not fully explain reasons for treatment clearly	-	20 %	-	23 %
F5	Other member of staff did not listen fully to what patient had to say	22 %	20 %	-	19 %
F6+	Did not always get clear answers to questions, or did not have opportunity to ask	-	25 %	-	25 %
F7	Did not have full confidence and trust in other member of staff	15 %	15 %	-	17 %
F8	Other member of staff did not know enough about medical history	17 %	15 %	-	20 %
F9+	Did not completely discuss worries or fears with other health professional	-	-	-	36 %

G. Overall About The Appointment

		2003	2004	2007	2009
G2	No one available to interpret	43 %	0 %	-	17 %
G3	Staff talked in front of patient as if they weren't there	11 %	12 %	-	13 %
G4	Not enough or no information given about condition or treatment	16 %	14 %	-	17 %
G5	Not given complete privacy when discussing condition / treatment	12 %	12 %	-	16 %
G6	Not given complete privacy when being examined or treated	9 %	8 %	-	10 %
G7	Staff contradict one another	10 %	10 %	-	12 %
G8	Not fully involved in decisions about care or treatment	25 %	27 %	-	30 %
G9	Not all staff introduced themselves	32 %	33 %	-	29 %
G10	Had questions about care and treatment but did not discuss	-	10 %	-	11 %

H. Tests And Treatment

		2003	2004	2007	2009
H2	Patient not clearly told why they needed these tests	26 %	29 %	-	22 %
H3	Staff did not explain what would happen during test in a clear way	-	-	-	18 %
H4	Not told how would find out results of tests	17 %	21 %	-	14 %
H5	Test results not fully explained or never received	-	30 %	-	22 %
H6+	Did not get answers to questions about tests in a clear way	-	-	-	22 %
H8	Did not know before the appointment that would be undergoing treatment	25 %	22 %	-	22 %
H9	Not fully told before treatment what would happen	18 %	18 %	-	18 %
H10	Risks and/or benefits not fully explained before treatment	30 %	27 %	-	24 %
H11+	Questions not fully answered before treatment	-	22 %	-	24 %
H12	Not clearly told how treatment had gone	30 %	26 %	-	21 %

J. Leaving The Outpatients Department

		2003	2004	2007	2009
J2	Patient not fully involved in decisions over best medication	-	-	-	43 %
J3	Not fully told how to take new medications	7 %	9 %	-	12 %
J4	Not fully told purpose of medications	15 %	12 %	-	15 %
J5	Patient not told fully about side effects of medications	40 %	45 %	-	45 %
J6	Not given printed information leaflet about medicines	41 %	35 %	-	43 %
J7+	Did not receive copies of all letters sent between hospital doctors and family doctor (GP)	-	60 %	-	61 %
J8	Not given any written or printed information about condition/treatment but would have liked it	13 %	18 %	-	20 %
J9	Not told what would happen next before leaving Outpatients Department	-	-	-	8 %
J10	Patients not told fully about what danger signals to watch for	24 %	28 %	-	29 %
J11	Patient not given information on who to contact	-	25 %	-	27 %

K. Overall Impression

		2003	2004	2007	2009
K1	Overall - main reason went to the Outpatients Department not dealt with completely satisfactorily	19 %	24 %	-	23 %
K2	Overall - Outpatients Department not at all/fairly organised	36 %	39 %	-	35 %
K3	Overall - not always treated with respect or dignity	12 %	14 %	-	10 %
K4	Overall - care rated as fair or poor	4 %	6 %	-	5 %
K5	Overall - would not recommend this Outpatients Department to family and friends	1 %	2 %	-	3 %
K6	Wanted to complain about the care received	-	-	-	3 %
K7	Not given the full information needed to make a complaint	-	-	-	64 %



SECTION 6

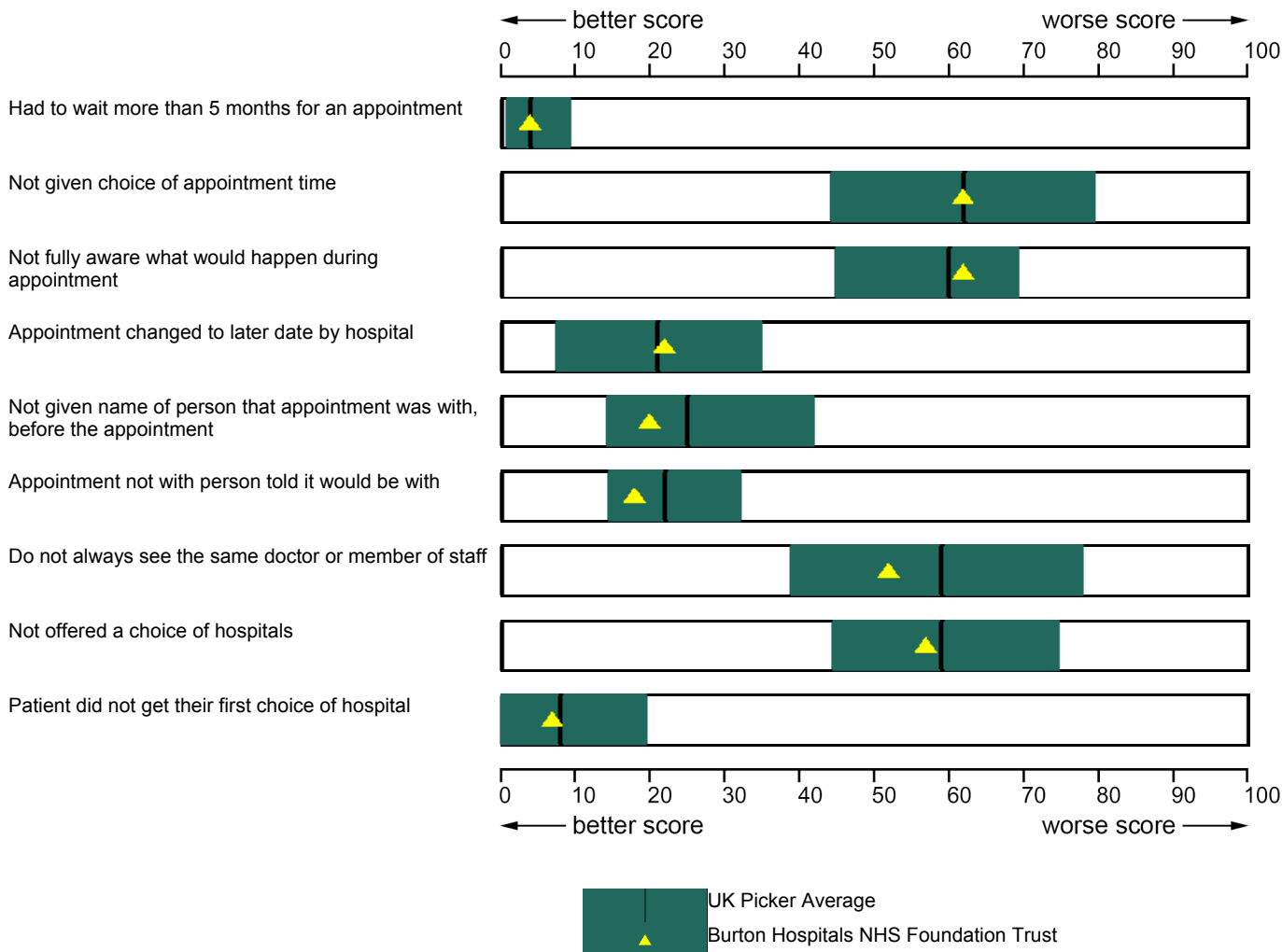
○ External Benchmarks

comparing results with other trusts

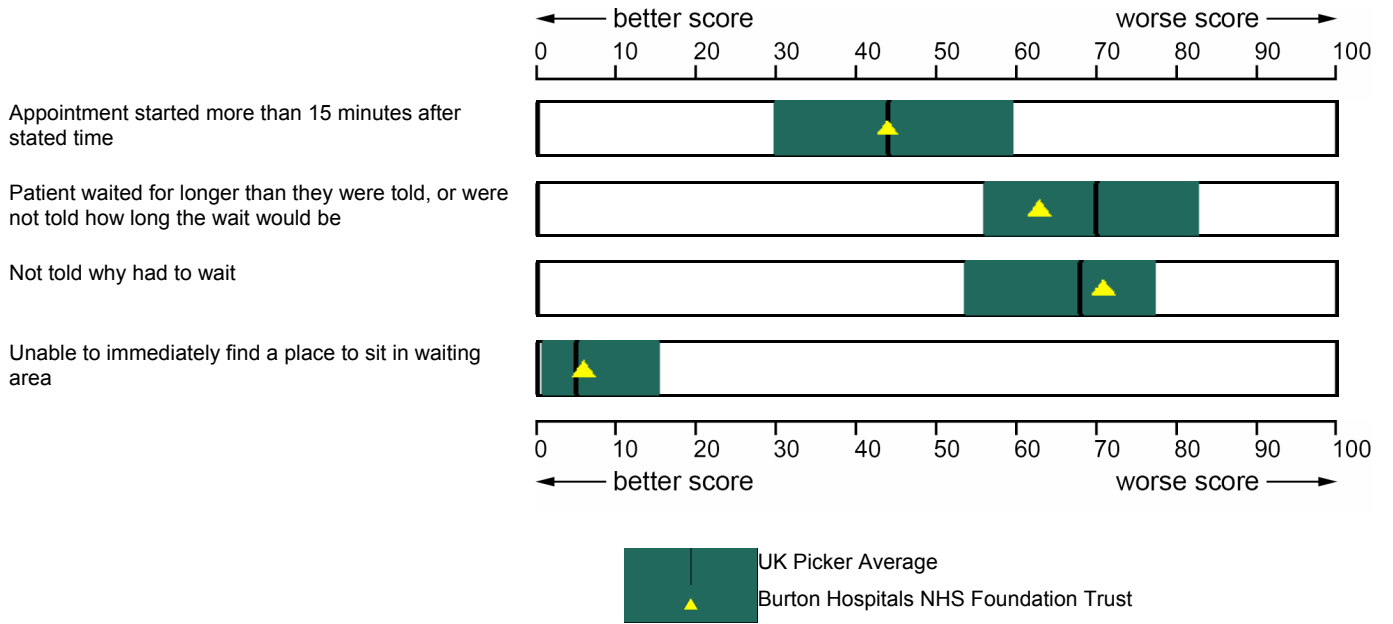
External Benchmarks

This section shows how your Trust compared to all Picker Institute trusts in this survey (73 trusts). The range of scores are shown as a green bar from the best score (to the left), to the worst (to the right). The average is the black line. Your Trust is shown as the yellow triangle.

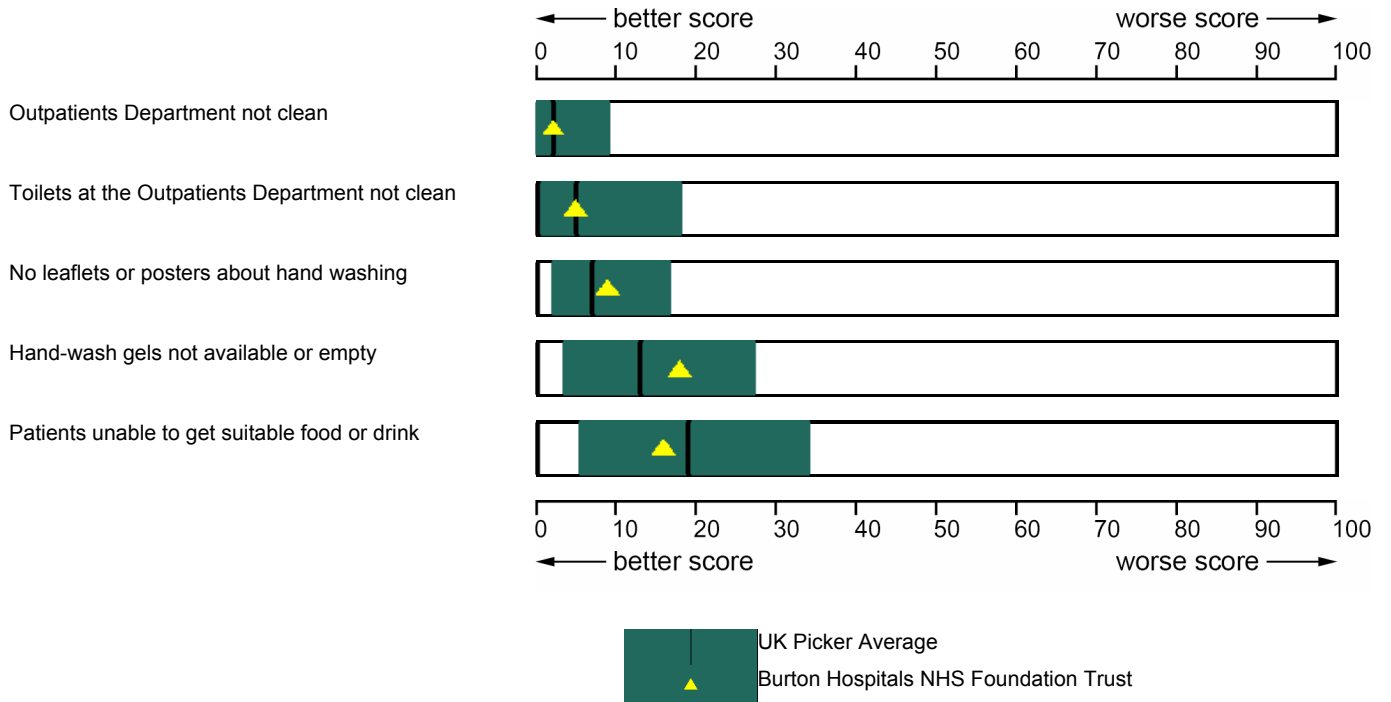
A. Before The Appointment



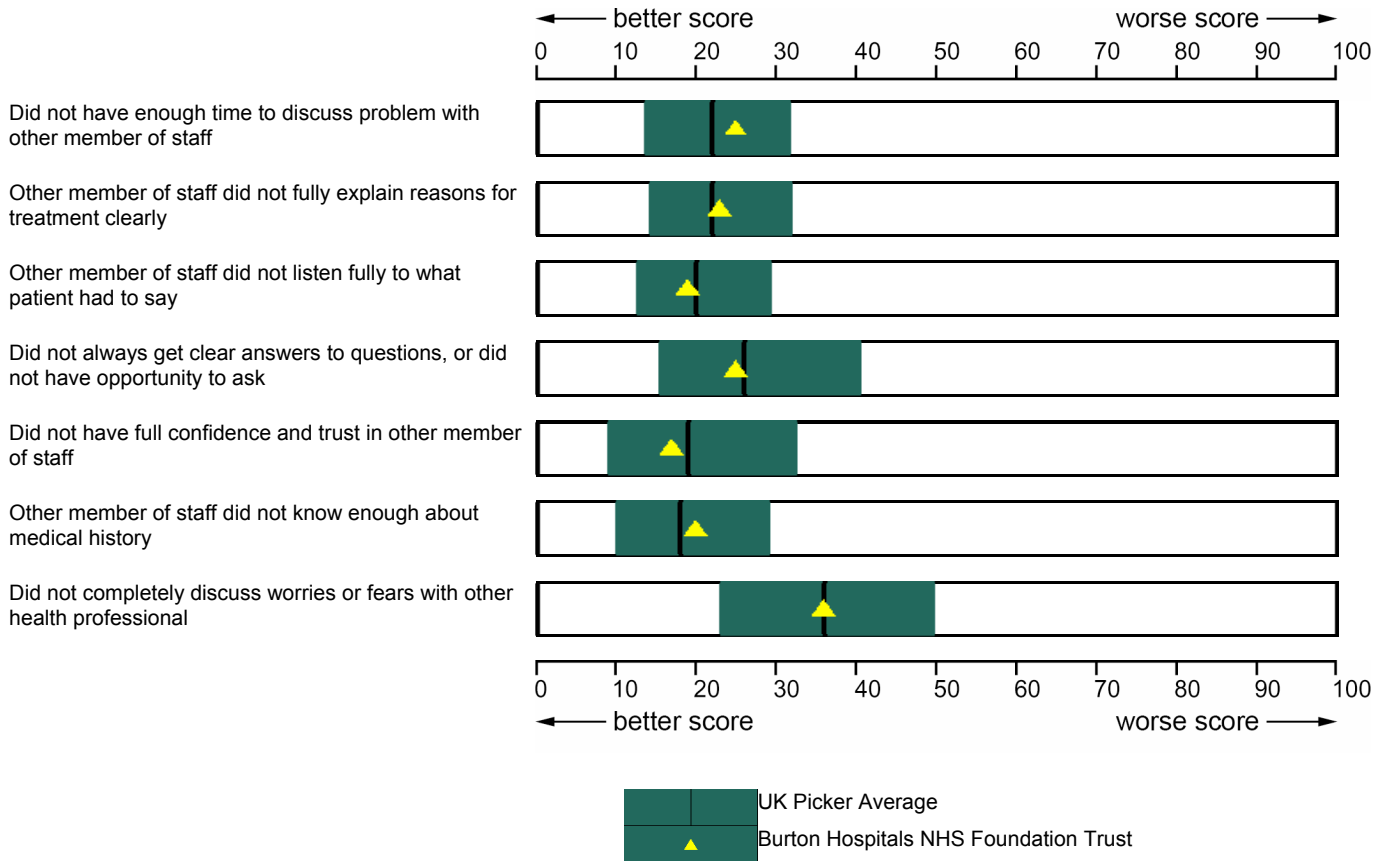
C. Waiting



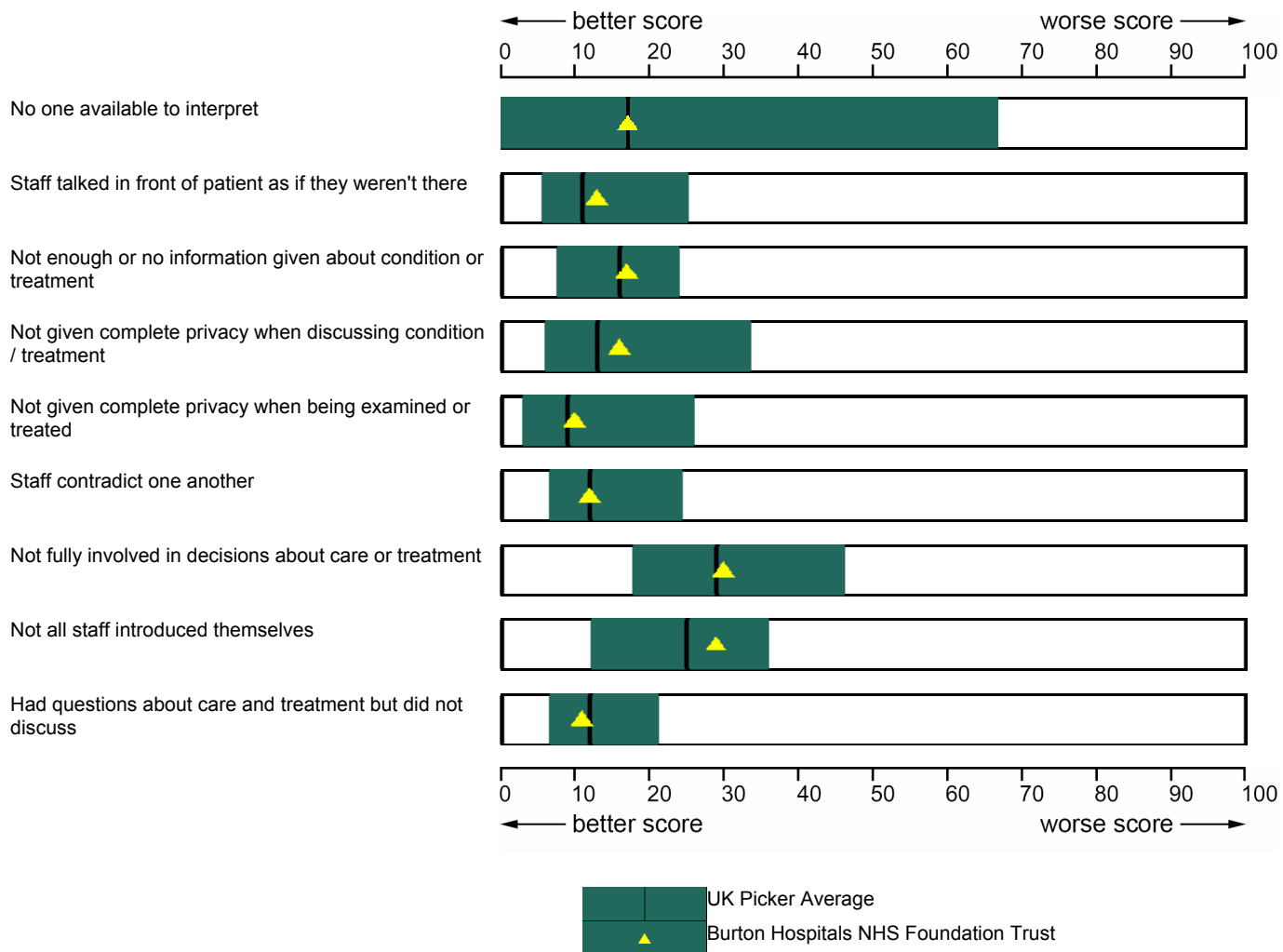
D. Hospital Environment And Facilities



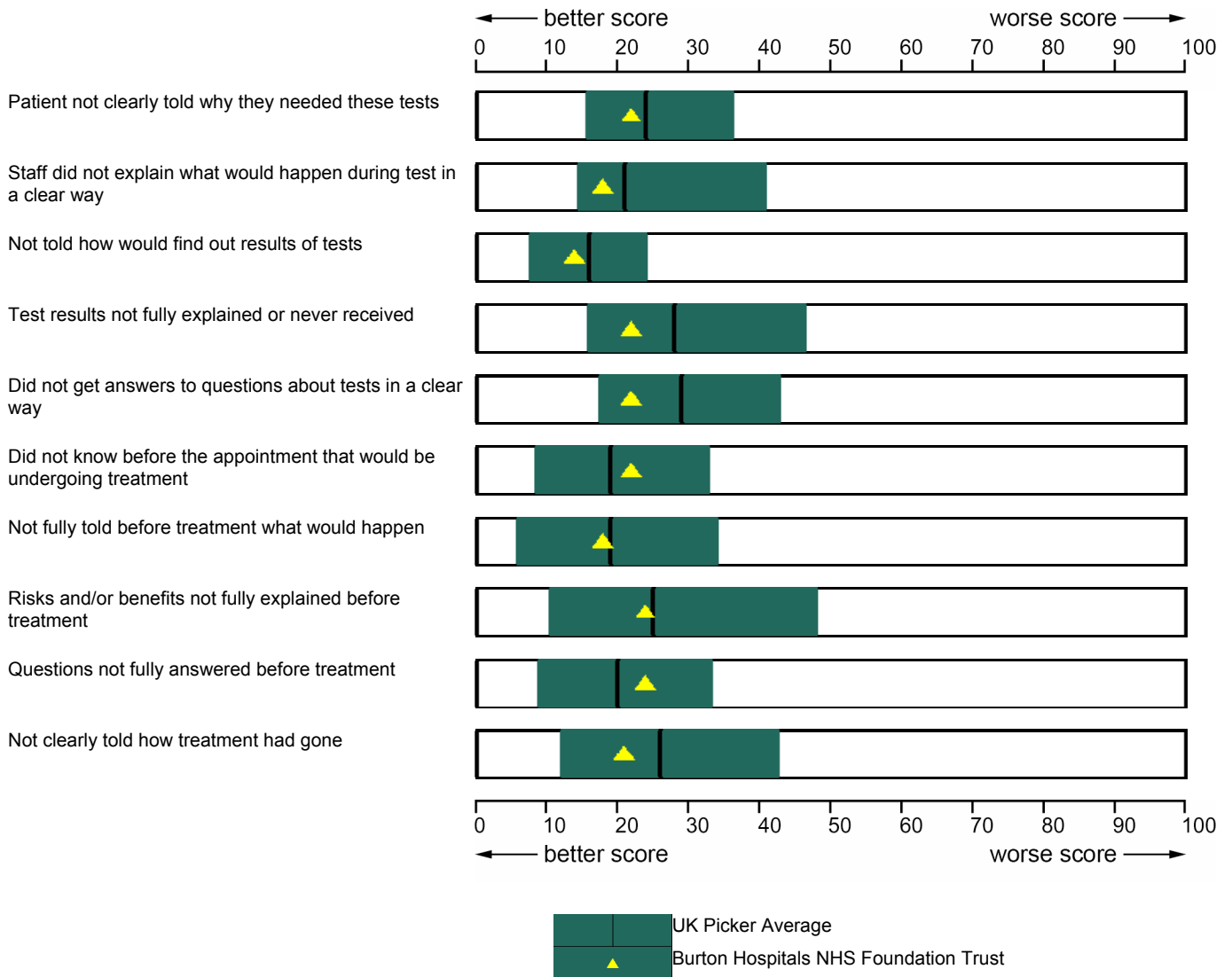
F. Seeing Another Professional



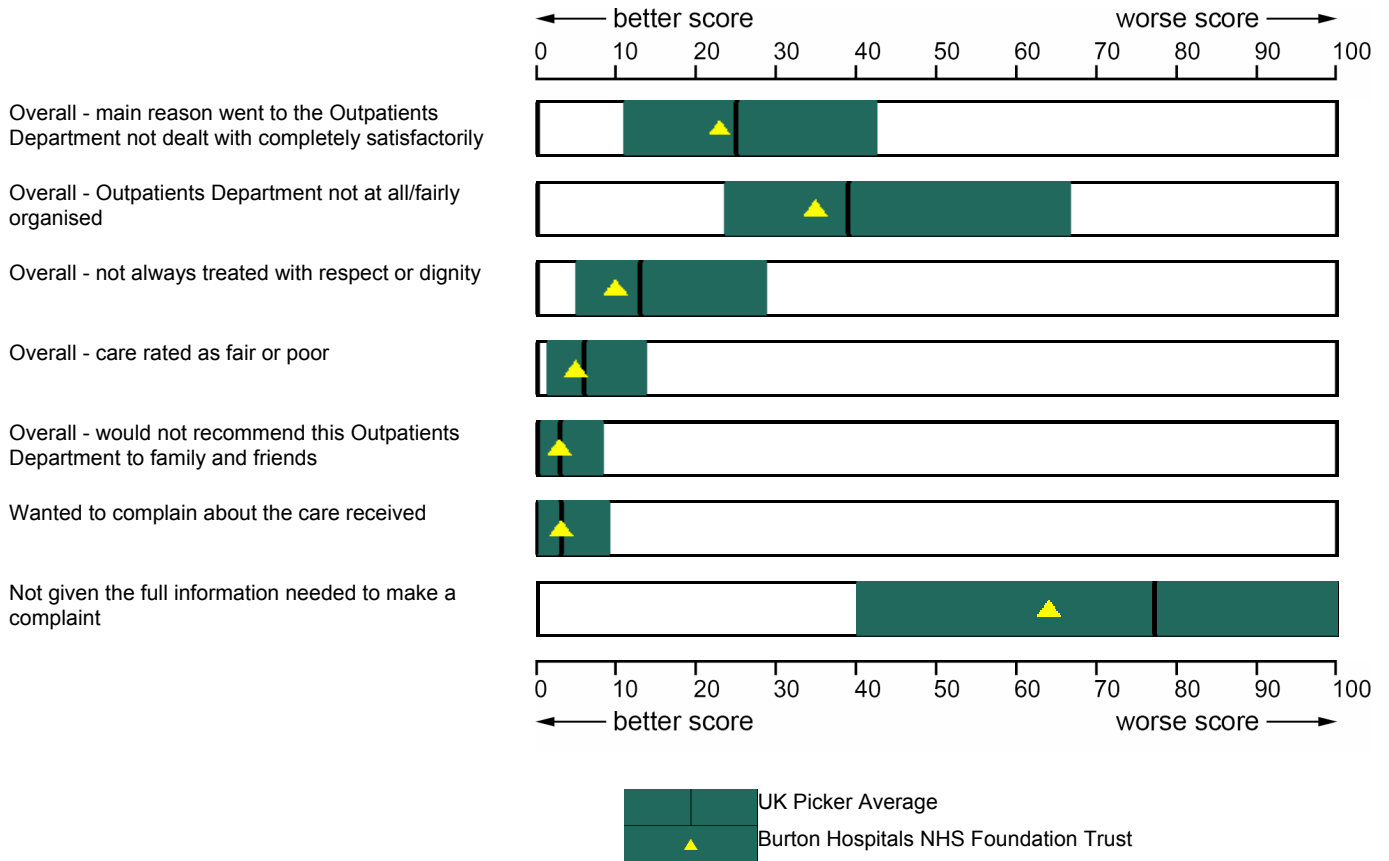
G. Overall About The Appointment



H. Tests And Treatment



K. Overall Impression





SECTION 7

○ **Internal Benchmarks**

comparing results within the trust

Internal Benchmarks

This type of information can help to focus quality improvement initiatives.

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Appendix 1

○ Frequency Tables

a detailed breakdown of your results

Frequency Tables

This section shows a breakdown of responses for each question. It also shows which groups of patients responded to each question and how the problem score was calculated. The response categories that have been combined to calculate the problem score are indicated with an asterisk.

A. Before The Appointment

A1 - Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?

All Patients	This Trust		All trusts	
	n	%	n	%
Up to 1 month	191	43.6	12960	41.4
1 month to 6 weeks	109	24.9	7189	22.9
More than 6 weeks but no more than 3 months	60	13.7	4901	15.6
More than 3 months but no more than 5 months	17	3.9	1371	4.4
More than 5 months but no more than 12 months	16	3.7	1054	3.4
More than 12 months but no more than 18 months	1	0.2	169	0.5
More than 18 months	1	0.2	49	0.2
I went to Outpatients without an appointment	10	2.3	692	2.2
Don't know/Can't remember	19	4.3	1474	4.7
Not answered	14	3.2	1479	4.7
	438		31,338	

A1+ - Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?

Patients who went to Outpatients Department with an appointment	This Trust		All trusts	
	n	%	n	%
Up to 1 month	191	44.6	12960	42.3
1 month to 6 weeks	109	25.5	7189	23.5
More than 6 weeks but no more than 3 months	60	14.0	4901	16.0
More than 3 months but no more than 5 months	17	4.0	1371	4.5
* More than 5 months but no more than 12 months	16	3.7	1054	3.4
* More than 12 months but no more than 18 months	1	0.2	169	0.6
* More than 18 months	1	0.2	49	0.2
Don't know / Can't remember	19	4.4	1474	4.8
Not answered	14	3.3	1479	4.8
Problem score - This Trust 4.1 %	428		30,646	
Problem score - All trusts 4.2%				

A2 - Were you given a choice of appointment times?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	150	34.2	10615	33.9
* No, but I did not need/want a choice	224	51.1	15168	48.4
* No, but I would have liked a choice	48	11.0	4332	13.8
Don't know/Can't remember	10	2.3	667	2.1
Not answered	6	1.4	556	1.8
Problem score - This Trust 62.1 %	438		31,338	
Problem score - All trusts 62.2%				

A3 - Before your appointment, did you know what would happen to you during the appointment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	162	37.0	12021	38.4
* Yes, to some extent	207	47.3	14190	45.3
* No	66	15.1	4715	15.0
Not answered	3	0.7	412	1.3
Problem score - This Trust 62.4 %	438		31,338	
Problem score - All trusts 60.3%				

A4 - Was your appointment changed to a later date by the hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
No	339	77.4	24447	78.0
* Yes, once	71	16.2	4968	15.9
* Yes, 2 or 3 times	23	5.3	1359	4.3
* Yes, 4 times or more	0	0.0	113	0.4
Not answered	5	1.1	451	1.4
Problem score - This Trust 21.5 %	438		31,338	
Problem score - All trusts 20.6%				

A5 - Before your appointment, were you given the name of the person that the appointment was with?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	348	79.5	15566	72.5
* No	87	19.9	5412	25.2
Not answered	3	0.7	478	2.2
Problem score - This Trust 19.9 %	438		21,456	
Problem score - All trusts 25.2%				

A6 - When you arrived, was your appointment with the person you were told it would be with?

	This Trust		All trusts	
	n	%	n	%
Patients who were given the name of who their appointment was to be with				
Yes	276	79.3	11637	74.8
* No, and I was not happy about it	17	4.9	745	4.8
* No, but I did not mind	46	13.2	2669	17.1
Don't know / Can't remember	6	1.7	303	1.9
Not answered	3	0.9	212	1.4
Problem score - This Trust 18.1 %	348		15,566	
Problem score - All trusts 21.9%				

A7 - Have you ever visited this Outpatients Department before, for the same condition?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	231	52.7	17893	57.1
No	197	45.0	12574	40.1
Not answered	10	2.3	871	2.8
	438		31,338	

A8 - Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

Patients who have visited this Outpatients Department before	This Trust		All trusts	
	n	%	n	%
Yes, always	102	44.2	6765	37.8
* Yes, sometimes	97	42.0	8210	45.9
* No, never	23	10.0	2296	12.8
Can't remember	3	1.3	361	2.0
Not answered	6	2.6	261	1.5
Problem score - This Trust 52.0 %	231		17,893	
Problem score - All trusts 58.7%				

A9 - When you were referred to see a specialist, were you offered a choice of hospital for your first outpatient appointment?

Patients who have not visited this Outpatients Department before	This Trust		All trusts	
	n	%	n	%
Yes	61	29.5	2548	27.4
* No, but I would have liked a choice	31	15.0	1224	13.2
* No, but I didn't mind	87	42.0	4298	46.2
Don't know / Can't remember	5	2.4	162	1.7
Not answered	23	11.1	1067	11.5
Problem score - This Trust 57.0 %	207		9,299	
Problem score - All trusts 59.4%				

A10 - Was the hospital where you had your outpatient appointment your first choice?

Patients who have not visited this Outpatients Department before and were given a choice of hospital	This Trust		All trusts	
	n	%	n	%
Yes	56	91.8	2314	90.8
* No	4	6.6	190	7.5
Can't remember	1	1.6	17	0.7
Not answered	0	0.0	27	1.1
Problem score - This Trust 6.6 %	61		2,548	
Problem score - All trusts 7.5%				

A11 - What was your main reason for choosing this hospital?

Patients who have not visited this Outpatients Department before and this was their first choice of hospital	This Trust		All trusts	
	n	%	n	%
Location / easy to get to	24	42.1	1289	55.3
Length of wait for an appointment	5	8.8	145	6.2
Good record of low infection rates (e.g. MRSA, other superbugs)	1	1.8	33	1.4
Personal experience	12	21.1	174	7.5
Recommended by friends/family	0	0.0	60	2.6
Recommended by GP or NHS staff	8	14.0	149	6.4
Specialist hospital for my condition	0	0.0	187	8.0
Reputation of hospital and/or staff	2	3.5	121	5.2
Other	1	1.8	52	2.2
Not answered	4	7.0	121	5.2
	57		2,331	

B. Arrival At The Hospital

B1 - Was it possible to find a convenient place to park in the hospital car park?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	303	69.2	8706	40.9
No	71	16.2	5970	28.0
I did not need to find a place to park	56	12.8	6112	28.7
Don't know / Can't remember	2	0.5	87	0.4
Not answered	6	1.4	434	2.0
	438		21,309	

B1+ - Was it possible to find a convenient place to park in the hospital car park?

Patients who wanted to find a place to park	This Trust		All trusts	
	n	%	n	%
Yes	303	79.3	8706	57.3
* No	71	18.6	5970	39.3
Don't know / Can't remember	2	0.5	87	0.6
Not answered	6	1.6	434	2.9
Problem score - This Trust 18.6 %	382		15,197	
Problem score - All trusts 39.3%				

B2 - Once you arrived at the hospital, was it easy to find your way to the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	372	84.9	17197	80.2
* Yes, but it could be improved	56	12.8	3348	15.6
* No	6	1.4	694	3.2
Don't know / Can't remember	0	0.0	49	0.2
Not answered	4	0.9	168	0.8
Problem score - This Trust 14.2 %	438		21,456	
Problem score - All trusts 18.8%				

B3 - When you arrived at the Outpatients Department, how would you rate the courtesy of the receptionist?

All Patients	This Trust		All trusts	
	n	%	n	%
Excellent	156	35.6	7283	33.9
Very good	178	40.6	8345	38.9
Good	70	16.0	4083	19.0
* Fair	25	5.7	1298	6.0
* Poor	4	0.9	210	1.0
* Very poor	1	0.2	81	0.4
Not answered	4	0.9	156	0.7
Problem score - This Trust 6.8 %	438		21,456	
Problem score - All trusts 7.4%				

B4 - In the reception area, could other patients overhear what you talked about with the receptionist?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, and I was not happy about it	25	5.7	1767	8.2
* Yes, but I did not mind	269	61.4	14065	65.6
No, others could not overhear	98	22.4	3773	17.6
Don't know / Can't say	41	9.4	1659	7.7
Not answered	5	1.1	192	0.9
Problem score - This Trust 67.1 %	438		21,456	
Problem score - All trusts 73.8%				

C. Waiting

C1 - How long after the stated appointment time did the appointment start?

All Patients	This Trust		All trusts	
	n	%	n	%
Seen on time, or early	90	20.5	5591	17.8
Waited up to 5 minutes	40	9.1	3294	10.5
Waited 6 - 15 minutes	98	22.4	7575	24.2
* Waited 16 - 30 minutes	87	19.9	6420	20.5
* Waited 31 - 60 minutes	65	14.8	4179	13.3
* Waited more than 1 hour but no more than 2 hours	31	7.1	2248	7.2
* Waited more than 2 hours	11	2.5	823	2.6
Don't know/ Can't remember	11	2.5	579	1.8
Not answered	5	1.1	629	2.0
Problem score - This Trust 44.3 %	438		31,338	
Problem score - All trusts 43.6%				

C2 - Were you told how long you would have to wait?

Patients who had to wait over 15 minutes for their appointment	This Trust		All trusts	
	n	%	n	%
Yes, but the wait was shorter	8	3.9	737	5.2
Yes, and I had to wait about as long as was told	50	24.4	2813	19.7
* Yes, but the wait was longer	21	10.2	1852	13.0
* No, I was not told	108	52.7	8091	56.8
Don't know/ Can't remember	14	6.8	613	4.3
Not answered	4	2.0	143	1.0
Problem score - This Trust 62.9 %	205		14,249	
Problem score - All trusts 69.8%				

C3 - Were you told why you had to wait?

Patients who had to wait over 15 minutes for their appointment	This Trust		All trusts	
	n	%	n	%
Yes	47	22.9	3579	25.1
* No, but I would have liked an explanation	58	28.3	4494	31.5
* No, but I did not mind	87	42.4	5144	36.1
Don't know/ Can't remember	8	3.9	639	4.5
Not answered	5	2.4	393	2.8
Problem score - This Trust 70.7 %	205		14,249	
Problem score - All trusts 67.6%				

C4 - Were you able to find a place to sit in the waiting area?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, I found a place to sit right away	402	91.8	20074	93.6
Yes, but I had to wait for a seat	27	6.2	854	4.0
No, I could not find a place to sit	1	0.2	158	0.7
I did not want to find a place to sit	2	0.5	78	0.4
Don't know / Can't remember	1	0.2	38	0.2
Not answered	5	1.1	254	1.2
	438		21,456	

C4+ - Were you able to find a place to sit in the waiting area?

Patients who wanted to find a place to sit in the waiting area	This Trust		All trusts	
	n	%	n	%
Yes, I found a place to sit straight away	402	92.2	20074	93.9
* Yes, but I had to wait for a seat	27	6.2	854	4.0
* No, I could not find a place to sit	1	0.2	158	0.7
Don't know / Can't remember	1	0.2	38	0.2
Not answered	5	1.1	254	1.2
Problem score - This Trust 6.4 %	436		21,378	
Problem score - All trusts 4.7%				

D. Hospital Environment And Facilities

D1 - In your opinion, how clean was the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Very clean	282	64.4	19268	61.5
Fairly clean	143	32.6	10961	35.0
* Not very clean	7	1.6	546	1.7
* Not at all clean	1	0.2	63	0.2
Can't say	3	0.7	293	0.9
Not answered	2	0.5	207	0.7
Problem score - This Trust 1.8 %	438		31,338	
Problem score - All trusts 1.9%				

D2 - How clean were the toilets at the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Very clean	187	42.7	12750	40.7
Fairly clean	106	24.2	8182	26.1
Not very clean	12	2.7	1003	3.2
Not at all clean	3	0.7	191	0.6
I did not use a toilet	128	29.2	8951	28.6
Not answered	2	0.5	261	0.8
	438		31,338	

D2+ - How clean were the toilets at the Outpatients Department?

Patients who used a toilet in the outpatients department	This Trust		All trusts	
	n	%	n	%
Very clean	187	60.3	12750	57.0
Fairly clean	106	34.2	8182	36.5
* Not very clean	12	3.9	1003	4.5
* Not at all clean	3	1.0	191	0.9
Not answered	2	0.6	261	1.2
Problem score - This Trust 4.9 %	310		22,387	
Problem score - All trusts 5.3%				

D3 - Did you see any posters or leaflets in the Outpatients Department asking patients and visitors to wash their hands or to use hand-wash gels?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	343	78.3	17579	81.9
* No	39	8.9	1541	7.2
Can't remember	50	11.4	2174	10.1
Not answered	6	1.4	162	0.8
Problem score - This Trust 8.9 %	438		21,456	
Problem score - All trusts 7.2%				

D4 - Were hand-wash gels available for patients and visitors to use?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	300	68.5	16224	75.6
* Yes, but they were empty	8	1.8	419	2.0
* I did not see any hand-wash gels	69	15.8	2325	10.8
Can't remember	56	12.8	2258	10.5
Not answered	5	1.1	230	1.1
Problem score - This Trust 17.6 %	438		21,456	
Problem score - All trusts 12.8%				

D5 - Were you able to get suitable food and drinks when you were in the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	173	39.5	8801	41.0
No	34	7.8	2162	10.1
I was told not to eat or drink before my appointment	15	3.4	651	3.0
I didn't know if I was allowed to eat or drink	9	2.1	416	1.9
I did not want anything to eat or drink	199	45.4	8972	41.8
Not answered	8	1.8	454	2.1
	438		21,456	

D5+ - Were you able to get suitable food and drinks when you were in the Outpatients Department?

Patients who wanted something to eat or drink in the Outpatients Department	This Trust		All trusts	
	n	%	n	%
Yes	173	80.5	8801	77.1
* No	34	15.8	2162	18.9
Not answered	8	3.7	454	4.0
Problem score - This Trust 15.8 %	215		11,417	
Problem score - All trusts 18.9%				

E. Seeing A Doctor

E1 - Was all or part of your Outpatient appointment with a doctor?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	353	80.6	24616	78.6
No	72	16.4	6143	19.6
Not answered	13	3.0	579	1.8
	438		31,338	

E2 - Did you have enough time to discuss your health or medical problem with the doctor?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	279	79.0	18952	77.0
* Yes, to some extent	64	18.1	4816	19.6
* No	9	2.5	652	2.6
Not answered	1	0.3	196	0.8
Problem score - This Trust 20.6 %	353		24,616	
Problem score - All trusts 22.2%				

E3 - How long were you with the doctor?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
* Up to 5 minutes	39	11.0	2031	8.3
6 - 10 minutes	144	40.8	9642	39.2
11 - 20 minutes	114	32.3	9139	37.1
21-30 minutes	23	6.5	2011	8.2
More than 30 minutes	15	4.2	792	3.2
Can't remember	13	3.7	764	3.1
Not answered	5	1.4	237	1.0
Problem score - This Trust 11.0 %	353		24,616	
Problem score - All trusts 8.3%				

E4 - Did the doctor explain the reasons for any treatment or action in a way that you could understand?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, completely	269	76.2	18311	74.4
Yes, to some extent	69	19.5	4803	19.5
No	4	1.1	482	2.0
I did not need an explanation	4	1.1	397	1.6
No treatment or action was needed	7	2.0	488	2.0
Not answered	0	0.0	135	0.5
	353		24,616	

E4+ - Did the doctor explain the reasons for any treatment or action in a way that you could understand?

Patients who saw a doctor and needed treatment or action	This Trust		All trusts	
	n	%	n	%
Yes, completely	269	77.7	18311	75.9
* Yes, to some extent	69	19.9	4803	19.9
* No	4	1.2	482	2.0
I did not need an explanation	4	1.2	397	1.6
Not answered	0	0.0	135	0.6
Problem score - This Trust 21.1 %	346		24,128	
Problem score - All trusts 21.9%				

E5 - Did the doctor listen to what you had to say?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	283	80.2	19943	81.0
* Yes, to some extent	66	18.7	4157	16.9
* No	4	1.1	382	1.6
Not answered	0	0.0	134	0.5
Problem score - This Trust 19.8 %	353		24,616	
Problem score - All trusts 18.4%				

E6 - If you had important questions to ask the doctor, did you get answers that you could understand?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	221	62.6	15700	63.8
Yes, to some extent	76	21.5	5348	21.7
No	7	2.0	550	2.2
I did not need to ask	44	12.5	2616	10.6
I did not have an opportunity to ask	3	0.8	278	1.1
Not answered	2	0.6	124	0.5
	353		24,616	

E6+ - If you had important questions to ask the doctor, did you get answers that you could understand?

Patients who saw a doctor and had important questions	This Trust		All trusts	
	n	%	n	%
Yes, definitely	221	71.5	15700	71.4
* Yes, to some extent	76	24.6	5348	24.3
* No	7	2.3	550	2.5
* I did not have an opportunity to ask	3	1.0	278	1.3
Not answered	2	0.6	124	0.6
Problem score - This Trust 27.9 %	309		22,000	
Problem score - All trusts 28.1%				

E7 - Did you have confidence and trust in the doctor examining and treating you?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	289	81.9	20230	82.2
* Yes, to some extent	54	15.3	3700	15.0
* No	8	2.3	543	2.2
Not answered	2	0.6	143	0.6
Problem score - This Trust 17.6 %	353		24,616	
Problem score - All trusts 17.2%				

E8 - Did the doctor seem aware of your medical history?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
He/she knew enough	258	73.1	18822	76.5
* He/she knew something but not enough	41	11.6	2904	11.8
* He/she knew little or nothing	24	6.8	1145	4.7
Don't know/ Can't say	27	7.6	1541	6.3
Not answered	3	0.8	204	0.8
Problem score - This Trust 18.4 %	353		24,616	
Problem score - All trusts 16.4%				

E9 - If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

Patients who saw a Doctor	This Trust		All trusts	
	n	%	n	%
Yes, completely	194	55.0	9095	53.8
Yes, to some extent	70	19.8	3587	21.2
No	16	4.5	818	4.8
I did not have worries or fears	71	20.1	3292	19.5
Not answered	2	0.6	116	0.7
	353		16,908	

E9+ - If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

Patients who saw a doctor and had worries or fears	This Trust		All trusts	
	n	%	n	%
Yes, completely	194	68.8	9095	66.8
* Yes, to some extent	70	24.8	3587	26.3
* No	16	5.7	818	6.0
Not answered	2	0.7	116	0.9
Problem score - This Trust 30.5 %	282		13,616	
Problem score - All trusts 32.4%				

F. Seeing Another Professional

F1 - Was all or part of your Outpatient appointment with any member of staff, other than a doctor?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	235	53.7	17756	56.7
No	192	43.8	12521	40.0
Not answered	11	2.5	1061	3.4
	438		31,338	

F2 - Who was the main other person you saw?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
A nurse	133	56.6	10112	56.9
A physiotherapist	13	5.5	1129	6.4
A radiographer	44	18.7	2818	15.9
Someone else	22	9.4	1815	10.2
Not answered	23	9.8	1882	10.6
	235		17,756	

F3 - Did you have enough time to discuss your health or medical problem with him/her?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	142	60.4	7130	58.3
* Yes, to some extent	49	20.9	2190	17.9
* No	10	4.3	504	4.1
I did not need to discuss it with him/her	32	13.6	2280	18.6
Not answered	2	0.9	128	1.0
Problem score - This Trust 25.2 %	235		12,232	
Problem score - All trusts 22%				

F4 - Did he/she explain the reasons for any treatment or action in a way that you could understand?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	157	66.8	8062	65.9
Yes, to some extent	44	18.7	1945	15.9
No	6	2.6	543	4.4
I did not want an explanation	11	4.7	739	6.0
No treatment or action was needed	17	7.2	789	6.5
Not answered	0	0.0	154	1.3
	235		12,232	

F4+ - Did he/she explain the reasons for any treatment or action in a way that you could understand?

Patients who saw a health professional other than a doctor and needed treatment or action	This Trust		All trusts	
	n	%	n	%
Yes, definitely	157	72.0	8062	70.5
* Yes, to some extent	44	20.2	1945	17.0
* No	6	2.8	543	4.7
I did not want an explanation	11	5.0	739	6.5
Not answered	0	0.0	154	1.3
Problem score - This Trust 23.0 %	218		11,443	
Problem score - All trusts 21.7%				

F5 - Did he/she listen to what you had to say?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	187	79.6	9325	76.2
* Yes, to some extent	38	16.2	2077	17.0
* No	6	2.6	381	3.1
Not answered	4	1.7	449	3.7
Problem score - This Trust 18.8 %	235		12,232	
Problem score - All trusts 20.1%				

F6 - If you had important questions to ask him/her, did you get answers that you could understand?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	138	58.7	10168	57.3
Yes, to some extent	43	18.3	3091	17.4
No	3	1.3	355	2.0
I did not need to ask	50	21.3	3677	20.7
I did not have an opportunity to ask	1	0.4	217	1.2
Not answered	0	0.0	248	1.4
	235		17,756	

F6+ - If you had important questions to ask him/her, did you get answers that you could understand?

Patients who saw a health professional other than a doctor and had important questions	This Trust		All trusts	
	n	%	n	%
Yes, definitely	138	74.6	10168	72.2
* Yes, to some extent	43	23.2	3091	22.0
* No	3	1.6	355	2.5
* I did not have an opportunity to ask	1	0.5	217	1.5
Not answered	0	0.0	248	1.8
Problem score - This Trust 25.3 %	185		14,079	
Problem score - All trusts 26%				

F7 - Did you have confidence and trust in him/her?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	196	83.4	14152	79.7
* Yes, to some extent	37	15.7	3022	17.0
* No	2	0.9	309	1.7
Not answered	0	0.0	273	1.5
Problem score - This Trust 16.6 %	235		17,756	
Problem score - All trusts 18.8%				

F8 - Did he/she seem aware of your medical history?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
He/she knew enough	149	63.4	7839	64.1
* He/she knew something but not enough	22	9.4	1258	10.3
* He/she knew little or nothing	24	10.2	912	7.5
Can't say	37	15.7	1988	16.3
Not answered	3	1.3	235	1.9
Problem score - This Trust 19.6 %	235		12,232	
Problem score - All trusts 17.7%				

F9 - If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

Patients who saw a health professional other than a doctor	This Trust		All trusts	
	n	%	n	%
Yes, completely	111	47.2	5282	43.2
Yes, to some extent	48	20.4	2057	16.8
No	17	7.2	1092	8.9
I did not have worries or fears	54	23.0	3547	29.0
Not answered	5	2.1	254	2.1
	235		12,232	

F9+ - If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

Patients who saw a health professional other than a doctor and had worries or fears	This Trust		All trusts	
	n	%	n	%
Yes, completely	111	61.3	5282	60.8
* Yes, to some extent	48	26.5	2057	23.7
* No	17	9.4	1092	12.6
Not answered	5	2.8	254	2.9
Problem score - This Trust 35.9 %	181		8,685	
Problem score - All trusts 36.3%				

G. Overall About The Appointment

G1 - Do you need any help understanding English?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	6	1.4	468	2.2
No	423	96.6	20445	95.3
Not answered	9	2.1	543	2.5
	438		21,456	

G2 - When you were in the Outpatients Department, was there someone who could interpret for you?

Patients who needed help understanding English	This Trust		All trusts	
	n	%	n	%
Yes, a relative or friend	3	50.0	258	55.1
Yes, an interpreter from the hospital	0	0.0	57	12.2
Yes, someone else on the hospital staff	0	0.0	8	1.7
Yes, a telephone interpreter	0	0.0	7	1.5
* No	1	16.7	78	16.7
Not answered	2	33.3	60	12.8
Problem score - This Trust 16.7 %	6		468	
Problem score - All trusts 16.7%				

G3 - Did doctors and/or other staff talk in front of you as if you weren't there?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, definitely	15	3.4	1053	3.4
* Yes, to some extent	44	10.0	2534	8.1
No	369	84.2	27004	86.2
Not answered	10	2.3	747	2.4
Problem score - This Trust 13.4 %	438		31,338	
Problem score - All trusts 11.4%				

G4 - While you were in the Outpatients Department, how much information about your condition or treatment was given to you?

All Patients	This Trust		All trusts	
	n	%	n	%
* Not enough	50	11.4	3378	10.8
Right amount	350	79.9	25283	80.7
Too much	1	0.2	148	0.5
* I was not given any information about my treatment or condition	23	5.3	1753	5.6
Not answered	14	3.2	776	2.5
Problem score - This Trust 16.7 %	438		31,338	
Problem score - All trusts 16.4%				

G5 - Were you given enough privacy when discussing your condition or treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	361	82.4	26655	85.1
* Yes, to some extent	61	13.9	3646	11.6
* No	10	2.3	450	1.4
Not answered	6	1.4	587	1.9
Problem score - This Trust 16.2 %	438		31,338	
Problem score - All trusts 13.1%				

G6 - Were you given enough privacy when being examined or treated?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	388	88.6	27957	89.2
* Yes, to some extent	39	8.9	2407	7.7
* No	4	0.9	268	0.9
Not answered	7	1.6	706	2.3
Problem score - This Trust 9.8 %	438		31,338	
Problem score - All trusts 8.5%				

G7 - Sometimes in a hospital or clinic, a member of staff will say one thing and another will say something quite different. Did this happen to you?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes, definitely	18	4.1	1303	4.2
* Yes, to some extent	33	7.5	2531	8.1
No	383	87.4	27062	86.4
Not answered	4	0.9	442	1.4
Problem score - This Trust 11.6 %	438		31,338	
Problem score - All trusts 12.2%				

G8 - Were you involved as much as you wanted to be in decisions about your care and treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	301	68.7	21582	68.9
* Yes, to some extent	106	24.2	7268	23.2
* No	25	5.7	1786	5.7
Not answered	6	1.4	702	2.2
Problem score - This Trust 29.9 %	438		31,338	
Problem score - All trusts 28.9%				

G9 - Did the staff treating and examining you introduce themselves?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, all of the staff introduced themselves	290	66.2	21924	70.0
* Some of the staff introduced themselves	111	25.3	6356	20.3
* Very few or none of the staff introduced themselves	17	3.9	1527	4.9
Don't know/Can't remember	14	3.2	912	2.9
Not answered	6	1.4	619	2.0
Problem score - This Trust 29.2 %	438		31,338	
Problem score - All trusts 25.2%				

G10 - Did you have any questions about your care and treatment that you wanted to discuss but did not?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	50	11.4	2573	12.0
No	377	86.1	18310	85.3
Not answered	11	2.5	573	2.7
Problem score - This Trust 11.4 %	438		21,456	
Problem score - All trusts 12%				

G11 - Why didn't you discuss these questions?

Patients who had questions about their care or treatment but did not discuss them	This Trust		All trusts	
	n	%	n	%
I was embarrassed about mentioning them	4	8.0	261	10.1
I forgot to mention them	12	24.0	892	34.7
I didn't have time to mention them	13	26.0	680	26.4
The member of staff didn't have time to listen	16	32.0	680	26.4
There were too many interruptions	8	16.0	252	9.8
There was not enough privacy	5	10.0	148	5.8
I didn't know who to ask	7	14.0	352	13.7
Not answered	8	16.0	215	8.4
	50		2,573	

H. Tests And Treatment

H1 - Did you have any tests (such as x-rays, scans or blood tests) when you visited the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	255	58.2	18678	59.6
No	180	41.1	11975	38.2
Not answered	3	0.7	685	2.2
	438		31,338	

H2 - Did a member of staff explain why you needed these test(s) in a way you could understand?

Patients who had test(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	200	78.4	14021	75.1
* Yes, to some extent	40	15.7	3078	16.5
* No	15	5.9	1398	7.5
Not answered	0	0.0	181	1.0
Problem score - This Trust 21.6 %	255		18,678	
Problem score - All trusts 24%				

H3 - Did a member of staff explain what would happen during your test in a way you could understand?

Patients who had test(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	207	81.2	9904	77.8
* Yes, to some extent	34	13.3	1863	14.6
* No	12	4.7	796	6.3
Not answered	2	0.8	159	1.2
Problem score - This Trust 18.0 %	255		12,722	
Problem score - All trusts 20.9%				

H4 - Did a member of staff tell you how you would find out the results of your test(s)?

Patients who had test(s)	This Trust		All trusts	
	n	%	n	%
Yes	206	80.8	14417	77.2
* No	35	13.7	2897	15.5
Not sure/Can't remember	7	2.7	1139	6.1
Not answered	7	2.7	225	1.2
Problem score - This Trust 13.7 %	255		18,678	
Problem score - All trusts 15.5%				

H5 - Did a member of staff explain the results of the tests in a way you could understand?

Patients who had test(s)	This Trust		All trusts	
	n	%	n	%
Yes, definitely	149	58.4	9753	52.2
* Yes, to some extent	35	13.7	3196	17.1
* No	10	3.9	1256	6.7
Not sure/Can't remember	7	2.7	427	2.3
I was told I would get the results at a later date	37	14.5	2898	15.5
* I was never told the results of the tests	10	3.9	708	3.8
Not answered	7	2.7	440	2.4
Problem score - This Trust 21.5 %	255		18,678	
Problem score - All trusts 27.6%				

H6 - If you had questions to ask about the test results, did you get answers that you could understand?

Patients who had test(s) and received the results	This Trust		All trusts	
	n	%	n	%
Yes, definitely	130	64.7	5847	59.2
Yes, to some extent	33	16.4	1910	19.3
No	1	0.5	330	3.3
I did not need to ask	32	15.9	1459	14.8
I did not have an opportunity to ask	3	1.5	220	2.2
Not answered	2	1.0	115	1.2
	201		9,881	

H6+ - If you had questions to ask about the test results, did you get answers that you could understand?

Patients who had tests and who had questions to ask about the results	This Trust		All trusts	
	n	%	n	%
Yes, definitely	130	76.9	5847	69.4
* Yes, to some extent	33	19.5	1910	22.7
* No	1	0.6	330	3.9
* I did not have an opportunity to ask	3	1.8	220	2.6
Not answered	2	1.2	115	1.4
Problem score - This Trust 21.9 %	169		8,422	
Problem score - All trusts 29.2%				

H7 - During your Outpatient appointment, did you have any treatment for your condition?

	This Trust		All trusts	
	n	%	n	%
All Patients				
Yes	136	31.1	9906	31.6
No	293	66.9	20486	65.4
Not answered	9	2.1	946	3.0
	438		31,338	

H8 - Before your appointment, did you know that you would be undergoing treatment?

	This Trust		All trusts	
	n	%	n	%
Patients who had treatment during appointment				
Yes	105	77.2	5202	79.5
* No, and I did not mind that I wasn't told	25	18.4	1069	16.3
* No, but I would have liked to know	5	3.7	177	2.7
Not answered	1	0.7	95	1.5
Problem score - This Trust 22.1 %	136		6,543	
Problem score - All trusts 19%				

H9 - Before the treatment did a member of staff explain what would happen?

	This Trust		All trusts	
	n	%	n	%
Patients who had treatment during appointment				
Yes, definitely	109	80.1	7674	77.5
* Yes, to some extent	19	14.0	1548	15.6
* No	5	3.7	323	3.3
I did not want an explanation	2	1.5	247	2.5
Not answered	1	0.7	114	1.2
Problem score - This Trust 17.7 %	136		9,906	
Problem score - All trusts 18.9%				

H10 - Before the treatment did a member of staff explain the risks and/or benefits in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Patients who had treatment during appointment				
Yes, definitely	99	72.8	6709	67.7
* Yes, to some extent	23	16.9	1789	18.1
* No	9	6.6	696	7.0
I did not want an explanation	3	2.2	558	5.6
Not answered	2	1.5	154	1.6
Problem score - This Trust 23.5 %	136		9,906	
Problem score - All trusts 25.1%				

H11 - Before the treatment did a member of staff answer your questions in a way you could understand?

Patients who had treatment during appointment	This Trust		All trusts	
	n	%	n	%
Yes, definitely	94	69.1	4523	69.1
Yes, to some extent	27	19.9	1041	15.9
No	3	2.2	140	2.1
I did not have any questions	11	8.1	746	11.4
Not answered	1	0.7	93	1.4
	136		6,543	

H11+ - Before your treatment did a member of staff answer your questions in a way you could understand?

Patients who had treatment during their appointment and who had questions about their treatment	This Trust		All trusts	
	n	%	n	%
Yes, definitely	94	75.2	4523	78.0
* Yes, to some extent	27	21.6	1041	18.0
* No	3	2.4	140	2.4
Not answered	1	0.8	93	1.6
Problem score - This Trust 24.0 %	125		5,797	
Problem score - All trusts 20.4%				

H12 - Afterwards, did a member of staff explain how the treatment had gone in a way you could understand?

Patients who had treatment during appointment	This Trust		All trusts	
	n	%	n	%
Yes, completely	103	75.7	4604	70.4
* Yes, to some extent	26	19.1	1416	21.6
* No, I did not get an explanation I could understand	3	2.2	258	3.9
No, but they explained it to a friend or family member	0	0.0	66	1.0
Not answered	4	2.9	199	3.0
Problem score - This Trust 21.3 %	136		6,543	
Problem score - All trusts 25.6%				

J. Leaving The Outpatients Department

J1 - Before you left the Outpatients Department, were any new medications prescribed or ordered for you?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	121	27.6	8746	27.9
No	311	71.0	21961	70.1
Not answered	6	1.4	631	2.0
	438		31,338	

J2 - Were you involved as much as you wanted to be in decisions about the best medicine for you?

Patients prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, definitely	68	56.2	3341	55.6
* Yes, to some extent	30	24.8	1450	24.1
* No	22	18.2	1123	18.7
Not answered	1	0.8	92	1.5
Problem score - This Trust 43.0 %	121		6,006	
Problem score - All trusts 42.8%				

J3 - Did a member of staff explain to you how to take the new medications?

Patients prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	103	85.1	6782	77.5
* Yes, to some extent	10	8.3	990	11.3
* No	4	3.3	341	3.9
I did not need an explanation	4	3.3	517	5.9
Not answered	0	0.0	116	1.3
Problem score - This Trust 11.6 %	121		8,746	
Problem score - All trusts 15.2%				

J4 - Did a member of staff explain the purpose of the medications you were to take home in a way you could understand?

Patients prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	100	82.6	6612	75.6
* Yes, to some extent	17	14.0	1220	13.9
* No	1	0.8	329	3.8
I did not need an explanation	3	2.5	461	5.3
Not answered	0	0.0	124	1.4
Problem score - This Trust 14.8 %	121		8,746	
Problem score - All trusts 17.7%				

J5 - Did a member of staff tell you about medication side effects to watch for?

Patients prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	51	42.1	3405	38.9
* Yes, to some extent	18	14.9	1541	17.6
* No	36	29.8	2510	28.7
I did not need this type of information	15	12.4	1132	12.9
Not answered	1	0.8	158	1.8
Problem score - This Trust 44.7 %	121		8,746	
Problem score - All trusts 46.3%				

J6 - Did the Outpatients Department staff give you a printed information leaflet about your medicines?

Patients prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes	67	55.4	3157	52.6
* No	52	43.0	2679	44.6
Not answered	2	1.7	170	2.8
Problem score - This Trust 43.0 %	121		6,006	
Problem score - All trusts 44.6%				

J7 - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, as far as I know I received copies of all letters	88	20.1	10289	32.8
I received copies of some but not all letters	22	5.0	2393	7.6
No, I did not receive copies of any letters	241	55.0	12900	41.2
I do not know if any letters were sent	59	13.5	4219	13.5
I asked not to receive copies of letters	7	1.6	286	0.9
Not answered	21	4.8	1251	4.0
	438		31,338	

J7+ - Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

Patients who wanted to receive copies of letters sent between hospital doctors and their GP	This Trust		All trusts	
	n	%	n	%
Yes, as far as I know I received copies of all letters	88	20.4	10289	33.1
* I received copies of some but not all letters	22	5.1	2393	7.7
* No, I did not receive copies of any letters	241	55.9	12900	41.5
I do not know if any letters were sent	59	13.7	4219	13.6
Not answered	21	4.9	1251	4.0
Problem score - This Trust 61.0 %	431		31,052	
Problem score - All trusts 49.2%				

J8 - Before you left the Outpatients Department, were you given any written or printed information about your condition or treatment?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	142	32.4	5996	27.9
* No, but I would have liked it	87	19.9	4428	20.6
No, but I did not need this type of information	198	45.2	10334	48.2
Not answered	11	2.5	698	3.3
Problem score - This Trust 19.9 %	438		21,456	
Problem score - All trusts 20.6%				

J9 - Before you left the Outpatients Department, were you told what would happen next (e.g. whether you needed another outpatients appointment, to see your GP etc)?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	384	87.7	18947	88.3
* No	34	7.8	1484	6.9
Don't know / Can't remember	9	2.1	517	2.4
Not answered	11	2.5	508	2.4
Problem score - This Trust 7.8 %	438		21,456	
Problem score - All trusts 6.9%				

J10 - Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, completely	143	32.6	8864	28.3
* Yes, to some extent	44	10.0	4095	13.1
* No	82	18.7	6285	20.1
I did not need this type of information	152	34.7	10960	35.0
Not answered	17	3.9	1134	3.6
Problem score - This Trust 28.7 %	438		31,338	
Problem score - All trusts 33.1%				

J11 - Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes	263	60.0	18116	57.8
* No	119	27.2	9661	30.8
Don't know / Can't remember	36	8.2	2141	6.8
Not answered	20	4.6	1420	4.5
Problem score - This Trust 27.2 %	438		31,338	
Problem score - All trusts 30.8%				

K. Overall Impression

K1 - Was the main reason you went to the Outpatients Department dealt with to your satisfaction?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, completely	331	75.6	22985	73.3
* Yes, to some extent	89	20.3	6747	21.5
* No	11	2.5	1080	3.4
Not answered	7	1.6	526	1.7
Problem score - This Trust 22.8 %	438		31,338	
Problem score - All trusts 25%				

K2 - How well organised was the Outpatients Department you visited?

All Patients	This Trust		All trusts	
	n	%	n	%
* Not at all organised	15	3.4	832	2.7
* Fairly organised	140	32.0	11526	36.8
Very well organised	275	62.8	18437	58.8
Not answered	8	1.8	543	1.7
Problem score - This Trust 35.4 %	438		31,338	
Problem score - All trusts 39.4%				

K3 - Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, all of the time	385	87.9	26887	85.8
* Yes, some of the time	41	9.4	3586	11.4
* No	4	0.9	389	1.2
Not answered	8	1.8	476	1.5
Problem score - This Trust 10.3 %	438		31,338	
Problem score - All trusts 12.7%				

K4 - Overall, how would you rate the care you received at the Outpatients Department?

All Patients	This Trust		All trusts	
	n	%	n	%
Excellent	192	43.8	12469	39.8
Very good	168	38.4	12551	40.1
Good	46	10.5	4103	13.1
* Fair	18	4.1	1265	4.0
* Poor	4	0.9	318	1.0
* Very poor	1	0.2	146	0.5
Not answered	9	2.1	486	1.6
Problem score - This Trust 5.2 %	438		31,338	
Problem score - All trusts 5.5%				

K5 - Would you recommend this Outpatients Department to your family and friends?

All Patients	This Trust		All trusts	
	n	%	n	%
Yes, definitely	315	71.9	14567	67.9
Yes, probably	98	22.4	5665	26.4
* No	13	3.0	737	3.4
Not answered	12	2.7	487	2.3
Problem score - This Trust 3.0 %	438		21,456	
Problem score - All trusts 3.4%				

K6 - Did you want to complain about the care you received in hospital?

All Patients	This Trust		All trusts	
	n	%	n	%
* Yes	11	2.5	675	3.1
No	415	94.7	20229	94.3
Not answered	12	2.7	552	2.6
Problem score - This Trust 2.5 %	438		21,456	
Problem score - All trusts 3.1%				

K7 - Did hospital staff give you the information you needed to do this?

Patients who wanted to complain	This Trust		All trusts	
	n	%	n	%
Yes, completely	1	9.1	115	17.0
* Yes, to some extent	2	18.2	101	15.0
* No	5	45.5	419	62.1
Not answered	3	27.3	40	5.9
Problem score - This Trust 63.7 %	11		675	
Problem score - All trusts 77%				

L. Your Background

L1 - Are you male or female?

All Patients	This Trust		All trusts	
	n	%	n	%
Male	173	39.5	12634	40.3
Female	241	55.0	17608	56.2
Not answered	24	5.5	1096	3.5
	438		31,338	

L2 - What was your year of birth?

All Patients	This Trust		All trusts	
	n	%	n	%
Under 20	14	3.2	439	1.4
20-29	18	4.1	1198	3.8
30-39	22	5.0	2202	7.0
40-49	51	11.6	3594	11.5
50-59	80	18.3	5014	16.0
60-69	109	24.9	7255	23.2
70-79	98	22.4	7158	22.8
80-89	36	8.2	3566	11.4
90+	3	0.7	321	1.0
Not answered	7	1.6	591	1.9
	438		31,338	

L3 - How many hospital outpatients appointments have you had in the past six months?

All Patients	This Trust		All trusts	
	n	%	n	%
One	116	26.5	4434	20.7
Two or three	194	44.3	9462	44.1
Four or more	114	26.0	6907	32.2
Not answered	14	3.2	653	3.0
	438		21,456	

L4 - Do you have any of the following long-standing conditions?

All Patients	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	42	9.6	3421	10.9
Blindness or partially sighted	14	3.2	1398	4.5
A long-standing physical condition	116	26.5	8493	27.1
A learning disability	4	0.9	265	0.8
A mental health condition	6	1.4	733	2.3
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	97	22.1	8854	28.3
No, I do not have a long-standing condition	181	41.3	11022	35.2
Not answered	25	5.7	2266	7.2
	438		31,338	

L5 - Does this condition(s) cause you difficulty with any of the following?

Patients who have a long-standing condition	This Trust		All trusts	
	n	%	n	%
Everyday activities that people your age can usually do	111	47.8	9094	50.4
At work, in education, or training	37	15.9	2581	14.3
Access to buildings, streets or vehicles	48	20.7	3660	20.3
Reading or writing	15	6.5	1680	9.3
People's attitudes to you because of your condition	20	8.6	1742	9.7
Communicating, mixing with others, or socialising	28	12.1	2688	14.9
Any other activity	26	11.2	2793	15.5
No difficulty with any of these	80	34.5	5830	32.3
Not answered	15	6.5	878	4.9
	232		18,050	

L6 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. - Mobility

All Patients	This Trust		All trusts	
	n	%	n	%
I have no problems in walking about	249	56.8	16673	53.2
I have some problems in walking about	172	39.3	13351	42.6
I am confined to bed	1	0.2	89	0.3
Not answered	16	3.7	1225	3.9
	438		31,338	

L7 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. - Self-Care

All Patients	This Trust		All trusts	
	n	%	n	%
I have no problems with self-care	359	82.0	24641	78.6
I have some problems washing or dressing myself	54	12.3	4849	15.5
I am unable to wash or dress myself	5	1.1	312	1.0
Not answered	20	4.6	1536	4.9
	438		31,338	

L8 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. - Usual Activities (e.g. work, study, housework, family or leisure activities)

All Patients	This Trust		All trusts	
	n	%	n	%
I have no problems with performing my usual activities	247	56.4	15949	50.9
I have some problems with performing my usual activities	151	34.5	12304	39.3
I am unable to perform my usual activities	24	5.5	1910	6.1
Not answered	16	3.7	1175	3.7
	438		31,338	

L9 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. - Pain/Discomfort

All Patients	This Trust		All trusts	
	n	%	n	%
I have no pain or discomfort	173	39.5	11461	36.6
I have moderate pain or discomfort	212	48.4	15342	49.0
I have extreme pain or discomfort	37	8.4	3297	10.5
Not answered	16	3.7	1238	4.0
	438		31,338	

L10 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today. - Anxiety/Depression

All Patients	This Trust		All trusts	
	n	%	n	%
I am not anxious or depressed	310	70.8	20677	66.0
I am moderately anxious or depressed	96	21.9	8168	26.1
I am extremely anxious or depressed	6	1.4	805	2.6
Not answered	26	5.9	1688	5.4
	438		31,338	

L11 - To which of these ethnic groups would you say you belong? (Tick ONE only)

All Patients	This Trust		All trusts	
	n	%	n	%
British	408	93.2	26696	85.2
Irish	4	0.9	548	1.7
Any other White background	11	2.5	920	2.9
White and Black Caribbean	0	0.0	43	0.1
White and Black African	0	0.0	34	0.1
White and Asian	0	0.0	80	0.3
Any other Mixed background	0	0.0	56	0.2
Indian	1	0.2	564	1.8
Pakistani	3	0.7	253	0.8
Bangladeshi	0	0.0	96	0.3
Any other Asian background	0	0.0	200	0.6
Caribbean	1	0.2	329	1.0
African	0	0.0	292	0.9
Any other Black background	0	0.0	19	0.1
Chinese	1	0.2	105	0.3
Any other	0	0.0	59	0.2
Not answered	9	2.1	1044	3.3
	438		31,338	



Appendix 2

○ Questionnaire

Outpatients Questionnaire

What is the survey about?

This survey is about your **most recent** Outpatients appointment at the NHS hospital named in the letter enclosed with this questionnaire.

Who should complete the questionnaire?

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his/her point of view – not the point of view of the person who is helping.

Completing the questionnaire

For each question please tick clearly inside one box using a black or blue pen. For some questions you will be instructed that you may tick more than one box.

Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please **do not** write your name or address anywhere on the questionnaire.

Questions or help?

If you have any queries about the questionnaire, please call the Picker Institute Europe FREEPHONE helpline number: **0800 783 2896**.



**Taking part in this survey is voluntary.
Your answers will be treated in confidence.**



Please return this questionnaire to:
Picker Institute Europe, FREEPOST NATW1240, Airfield Industrial Estate, Warboys, HUNTINGDON, PE28 2BR

Please remember, this questionnaire is about your **most recent** visit to the Outpatient Department of the NHS Trust named in the accompanying letter.

A. BEFORE THE APPOINTMENT

A1. Overall, from the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?

- 1 Up to 1 month
- 2 1 month to 6 weeks
- 3 More than 6 weeks but no more than 3 months
- 4 More than 3 months but no more than 5 months
- 5 More than 5 months but no more than 12 months
- 6 More than 12 months but no more than 18 months
- 7 More than 18 months
- 8 I went to Outpatients without an appointment
- 9 Don't know / Can't remember

A2. Were you given a choice of appointment times?

- 1 Yes
- 2 No, but I did not need/want a choice
- 3 No, but I would have liked a choice
- 4 Don't know / Can't remember

A3. Before your appointment, did you know what would happen to you during the appointment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

A4. Was your appointment changed to a later date by the hospital?

- 1 No
- 2 Yes, once
- 3 Yes, 2 or 3 times
- 4 Yes, 4 times or more

A5. Before your appointment, were you given the name of the person that the appointment was with?

- 1 Yes → Go to A6
- 2 No → Go to A7

A6. When you arrived, was your appointment with the person you were told it would be with?

- 1 Yes
- 2 No, and I was not happy about it
- 3 No, but I did not mind
- 4 Don't know / Can't remember

A7. Have you ever visited this Outpatients Department before, for the same condition?

- 1 Yes → Go to A8
- 2 No → Go to A9

A8. Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

- 1 Yes, always → Go to B1
- 2 Yes, sometimes → Go to B1
- 3 No, never → Go to B1
- 4 Can't remember → Go to B1

If you have visited this Outpatients Department before, please now go to B1

A9. When you were referred to see a specialist, were you offered a choice of hospital for your first outpatient appointment?

- 1 Yes → Go to A10
- 2 No, but I would have liked a choice
→ Go to B1
- 3 No, but I didn't mind → Go to B1
- 4 Don't know / Can't remember
→ Go to B1

A10. Was the hospital where you had your outpatient appointment your **first choice**?

- 1 Yes → Go to A11
- 2 No → Go to B1
- 3 Can't remember → Go to A11

A11. What was your main reason for choosing this hospital? (**Tick ONE only**)

- 1 Location / easy to get to
- 2 Length of wait for an appointment
- 3 Good record of low infection rates (e.g. MRSA, other superbugs)
- 4 Personal experience
- 5 Recommended by friends/family
- 6 Recommended by GP or NHS staff
- 7 Specialist hospital for my condition
- 8 Reputation of hospital and/or staff
- 9 Other

B. ARRIVAL AT THE HOSPITAL

B1. Was it possible to find a convenient place to park in the hospital car park?

- 1 Yes
- 2 No
- 3 I did not need to find a place to park
- 4 Don't know / Can't remember

B2. Once you arrived at the hospital, was it easy to find your way to the Outpatients Department?

- 1 Yes, definitely
- 2 Yes, but it could be improved
- 3 No
- 4 Don't know / Can't remember

B3. When you arrived at the Outpatients Department, how would you rate the courtesy of the receptionist?

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

B4. In the reception area, could other patients overhear what you talked about with the receptionist?

- 1 Yes, and I was **not happy** about it
- 2 Yes, but I did not mind
- 3 No, others could not overhear
- 4 Don't know / Can't say

C. WAITING

C1. How long after the **stated appointment time** did the appointment start?

- 1 Seen on time, or early → **Go to C4**
- 2 Waited up to 5 minutes → **Go to C4**
- 3 Waited 6 - 15 minutes → **Go to C4**
- 4 Waited 16 - 30 minutes → **Go to C2**
- 5 Waited 31 - 60 minutes → **Go to C2**
- 6 Waited more than 1 hour but no more than 2 hours → **Go to C2**
- 7 Waited more than 2 hours → **Go to C2**
- 8 Don't know / Can't remember → **Go to C2**

C2. Were you told **how long** you would have to wait?

- 1 Yes, but the wait was **shorter**
- 2 Yes and I had to wait about as long as I was told
- 3 Yes, but the wait was **longer**
- 4 No, I was not told
- 5 Don't know / Can't remember

C3. Were you told **why** you had to wait?

- 1 Yes
- 2 No, but I would have liked an explanation
- 3 No, but I did not mind
- 4 Don't know / Can't remember

C4. Were you able to find a place to sit in the waiting area?

- 1 Yes, I found a place to sit straight away
- 2 Yes, but I had to wait for a seat
- 3 No, I could not find a place to sit
- 4 I did not want to find a place to sit
- 5 Don't know / Can't remember

D. HOSPITAL ENVIRONMENT AND FACILITIES

D1. In your opinion, how clean was the Outpatients Department?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 Can't say

D2. How clean were the toilets at the Outpatients Department?

- 1 Very clean
- 2 Fairly clean
- 3 Not very clean
- 4 Not at all clean
- 5 I did not use a toilet

D3. Did you see any posters or leaflets in the Outpatients Department asking patients and visitors to wash their hands or to use hand-wash gels?

- 1 Yes
- 2 No
- 3 Can't remember

D4. Were hand-wash gels available for patients and visitors to use?

- 1 Yes
- 2 Yes, but they were empty
- 3 I did not see any hand-wash gels
- 4 Can't remember

D5. Were you able to get suitable food and drinks when you were in the Outpatients Department?

- 1 Yes
- 2 No
- 3 I was told not to eat or drink before my appointment
- 4 I didn't know if I was allowed to eat or drink
- 5 I did not want anything to eat or drink

E. SEEING A DOCTOR

E1. Was all or part of your outpatient appointment with a **doctor**?

- 1 Yes → **Go to E2**
- 2 No → **Go to F1**

E2. Did you have **enough time** to discuss your health or medical problem with the doctor?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

E3. How long were you with the doctor?

- 1 Up to 5 minutes
- 2 6 - 10 minutes
- 3 11 - 20 minutes
- 4 21 - 30 minutes
- 5 More than 30 minutes
- 6 Can't remember

E4. Did the doctor explain the reasons for any treatment or action in a way that you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation
- 5 No treatment or action was needed

E5. Did the doctor **listen** to what you had to say?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

E6. If you had important questions to ask the doctor, did you get answers that you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not need to ask
- 5 I did not have an opportunity to ask

E7. Did you have confidence and trust in the doctor examining and treating you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

E8. Did the doctor seem aware of your medical history?

- 1 He/she knew enough
- 2 He/she knew something but not enough
- 3 He/she knew little or nothing
- 4 Don't know / Can't say

E9. If you had any worries or fears about your condition or treatment, did a doctor discuss them with you?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not have worries or fears

F. SEEING ANOTHER PROFESSIONAL

F1. Was all or part of your outpatient appointment with any member of staff, **other than a doctor**?

- 1 Yes → Go to F2
2 No → Go to G1

F2. Who was the **main** other person you saw? (Tick **ONE** only)

- 1 A nurse
2 A physiotherapist
3 A radiographer
4 Someone else (Please write in box)

F3. Did you have **enough time** to discuss your health or medical problem with him/her?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 I did not need to discuss it with him/her

F4. Did he/she explain the reasons for any treatment or action in a way that you could understand?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 I did not want an explanation
5 No treatment or action was needed

F5. Did he/she listen to what you had to say?

- 1 Yes, definitely
2 Yes, to some extent
3 No

F6. If you had important questions to ask him/her, did you get answers that you could understand?

- 1 Yes, definitely
2 Yes, to some extent
3 No
4 I did not need to ask
5 I did not have an opportunity to ask

F7. Did you have confidence and trust in him/her?

- 1 Yes, definitely
2 Yes, to some extent
3 No

F8. Did he/she seem aware of your medical history?

- 1 He/she knew enough
2 He/she knew something but not enough
3 He/she knew little or nothing
4 Can't say

F9. If you had any worries or fears about your condition or treatment, did he/she discuss them with you?

- 1 Yes, completely
2 Yes, to some extent
3 No
4 I did not have worries or fears

G. OVERALL ABOUT THE APPOINTMENT

G1. Do you need any help understanding English?

- 1 Yes → Go to G2
2 No → Go to G3

G2. When you were in the Outpatients Department, was there someone who could interpret for you?

- 1 Yes, a relative or friend
- 2 Yes, an interpreter from the hospital
- 3 Yes, someone else on the hospital staff
- 4 Yes, a telephone interpreter
- 5 No

G3. Did doctors and/or other staff talk in front of you as if you weren't there?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G4. While you were in the Outpatients Department, how much information about your condition or treatment was given to **you**?

- 1 Not enough
- 2 Right amount
- 3 Too much
- 4 I was not given any information about my treatment or condition

G5. Were you given enough privacy when **discussing your condition or treatment**?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G6. Were you given enough privacy when **being examined or treated**?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G7. Sometimes in a hospital or clinic, a member of staff will say one thing and another will say something quite different. Did this happen to you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

G8. 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

G9. Did the staff treating and examining you introduce themselves?

- 1 Yes, all of the staff introduced themselves
- 2 Some of the staff introduced themselves
- 3 Very few or none of the staff introduced themselves
- 4 Don't know / Can't remember

G10. Did you have any questions about your care and treatment that you wanted to discuss but **did not**?

- 1 Yes → **Go to G11**
- 2 No → **Go to H1**

G11. Why **didn't** you discuss these questions?

(Tick ALL that apply)

- 1 I was embarrassed about mentioning them
- 2 I forgot to mention them
- 3 I didn't have time to mention them
- 4 The member of staff didn't have time to listen
- 5 There were too many interruptions
- 6 There was not enough privacy
- 7 I didn't know who to ask

H. TESTS AND TREATMENT

Tests (e.g. x-rays or scans)

H1. Did you have any tests (such as x-rays, scans or blood tests) when you visited the Outpatients Department?

1 Yes → Go to H2

2 No → Go to H7

H2. Did a member of staff explain **why you needed these test(s)** in a way you could understand?

1 Yes, completely

2 Yes, to some extent

3 No

H3. Did a member of staff explain **what would happen** during your test in a way you could understand?

1 Yes, completely

2 Yes, to some extent

3 No

H4. Did a member of staff tell you **how** you would find out the results of your test(s)?

1 Yes

2 No

3 Not sure / Can't remember

H5. Did a member of staff explain **the results of the tests** in a way you could understand?

1 Yes, definitely → Go to H6

2 Yes, to some extent → Go to H6

3 No → Go to H6

4 Not sure / Can't remember → Go to H6

5 I was told I would get the results at a later date → Go to H7

6 I was never told the results of the tests → Go to H7

H6. If you had questions to ask about the test results, did you get answers that you could understand?

1 Yes, definitely

2 Yes, to some extent

3 No

4 I did not need to ask

5 I did not have an opportunity to ask

Treatment

H7. During your outpatient appointment, did you have any treatment for your condition?

1 Yes → Go to H8

2 No → Go to J1

H8. Before your appointment, did you know that you would be undergoing treatment?

1 Yes

2 No, and I did not mind that I wasn't told

3 No, but I would have liked to know

H9. Before the treatment did a member of staff explain what would happen?

1 Yes, definitely

2 Yes, to some extent

3 No

4 I did not want an explanation

H10. Before the treatment did a member of staff explain any **risks and/or benefits** in a way you could understand?

1 Yes, definitely

2 Yes, to some extent

3 No

4 I did not want an explanation

H11. Before the treatment did a member of staff answer your questions in a way you could understand?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I did not have any questions

H12. Afterwards, did a member of staff explain how the treatment had gone in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No, I did not get an explanation I could understand
- 4 No, but they explained it to a friend or family member

J. LEAVING THE OUTPATIENTS DEPARTMENT

Medications (e.g. medicines, tablets, ointments)

J1. Before you left the Outpatients Department, were any **new** medications prescribed or ordered for you?

- 1 Yes → Go to J2
- 2 No → Go to J7

J2. Were you involved as much as you wanted to be in decisions about the best medicine for you?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

J3. Did a member of staff explain to you **how to take** the new medications?

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

J4. Did a member of staff explain **the purpose** of the medications you were to take at home in a way you could understand?

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

J5. Did a member of staff tell you about **medication side effects** to watch for?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need this type of information

J6. Did the Outpatients Department staff give you a **printed information leaflet** about your medicines?

- 1 Yes
- 2 No

Information

J7. Did you receive **copies of letters** sent between hospital doctors and your family doctor (GP)?

- 1 Yes, as far as I know I received copies of **all** letters
- 2 I received copies of **some but not all** letters
- 3 No, I **did not receive copies** of any letters
- 4 I do not know if any letters were sent
- 5 I asked not to receive copies of letters

J8. Before you left the Outpatients Department, were you given any **written or printed information** about your condition or treatment?

- 1 Yes
- 2 No, but I would have liked it
- 3 No, but I did not need this type of information

J9. Before you left the Outpatients Department, were you told what would happen next (e.g. whether you needed another outpatients appointment, to see your GP etc)?

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

J10. Did a member of staff tell you about what **danger signals** regarding your illness or treatment to watch for after you went home?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need this type of information

J11. Did hospital staff tell you **who to contact** if you were worried about your condition or treatment after you left hospital?

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

K. OVERALL IMPRESSION

K1. Was the main reason you went to the Outpatients Department dealt with to your satisfaction?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

K2. How well organised was the Outpatients Department you visited?

- 1 Not at all organised
- 2 Fairly organised
- 3 Very well organised

K3. Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?

- 1 Yes, all of the time
- 2 Yes, some of the time
- 3 No

K4. Overall, how would you rate the care you received at the Outpatients Department?

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

K5. Would you recommend this Outpatients Department to your family and friends?

- 1 Yes, definitely
- 2 Yes, probably
- 3 No

K6. Did you want to complain about the care you received in hospital?

- 1 Yes → Go to K7
- 2 No → Go to L1

K7. Did hospital staff give you the information you needed to do this?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

L. YOUR BACKGROUND

L1. Are you male or female?

- 1 Male
- 2 Female

L2. What was your year of birth?

(Please write in)

e.g.

1	9	3	4
---	---	---	---

1	9		
---	---	--	--

L3. How many hospital outpatient appointments have you had in the past six months?

- 1 One
- 2 Two or three
- 3 Four or more

L4. Do you have any of the following long-standing conditions? (Tick ALL that apply)

- 1 Deafness or severe hearing impairment
→ Go to L5
- 2 Blindness or partially sighted
→ Go to L5
- 3 A long-standing physical condition
→ Go to L5
- 4 A learning disability → Go to L5
- 5 A mental health condition → Go to L5
- 6 A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
→ Go to L5
- 7 No, I do not have a long-standing condition
→ Go to L6

L5. Does this condition(s) cause you difficulty with any of the following? (Tick ALL that apply)

- 1 Everyday activities that people your age can usually do
- 2 At work, in education, or training
- 3 Access to buildings, streets or vehicles
- 4 Reading or writing
- 5 People's attitudes to you because of your condition
- 6 Communicating, mixing with others, or socialising
- 7 Any other activity
- 8 No difficulty with any of these

Your own health state today

By placing a tick in one box in each group below, please indicate which statements best describe your own health state today.

L6. Mobility

- 1 I have no problems in walking about
- 2 I have some problems in walking about
- 3 I am confined to bed

L7. Self-Care

- 1 I have no problems with self-care
- 2 I have some problems washing or dressing myself
- 3 I am unable to wash or dress myself

L8. Usual Activities (e.g. work, study, housework, family or leisure activities)

- 1 I have no problems with performing my usual activities
- 2 I have some problems with performing my usual activities
- 3 I am unable to perform my usual activities

L9. Pain/Discomfort

- 1 I have no pain or discomfort
- 2 I have moderate pain or discomfort
- 3 I have extreme pain or discomfort

L10. Anxiety/Depression

- 1 I am not anxious or depressed
- 2 I am moderately anxious or depressed
- 3 I am extremely anxious or depressed

L11. To which of these ethnic groups would you say you belong? (Tick **ONE** only)

a. WHITE

- 1 British
- 2 Irish
- 3 Any other white background
(Please write in box)

b. MIXED

- 4 White and Black Caribbean
- 5 White and Black African
- 6 White and Asian
- 7 Any other mixed background
(Please write in box)

c. ASIAN OR ASIAN BRITISH

- 8 Indian
- 9 Pakistani
- 10 Bangladeshi
- 11 Any other Asian background
(Please write in box)

d. BLACK OR BLACK BRITISH

- 12 Caribbean
- 13 African
- 14 Any other black background
(Please write in box)

e. CHINESE OR OTHER ETHNIC GROUP

- 15 Chinese
- 16 Any other ethnic group
(Please write in box)

M. ANY OTHER COMMENTS

If there is anything else you would like to tell us about your experiences in the Outpatients Department, please do so here.

Was there anything particularly good about your visit to the Outpatients Department?

Was there anything that could have been improved?

Any other comments?

THANK YOU VERY MUCH FOR YOUR HELP

Please check that you answered all the questions that apply to you.

Please post this questionnaire back in the FREEPOST envelope provided.

No stamp is needed.

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