

James Paget University Hospitals NHS Foundation Trust

**2013 National Inpatient Survey
Core Survey Results**



Survey results

This report sets out the results from the 2013 National Inpatient Survey, ordered in exactly the same way as the core survey questionnaire sent to patients.

Reading the columns of figures

The results are shown firstly in absolute numbers then as percentage responses. The first two columns show the results for the Trust from the 2012 survey (2012); the second two columns show the results for the Trust from the 2013 survey (2013); and the third two columns show the results from all the Trusts where Quality Health undertook the survey in 2013 (ALL).

The purpose of presenting the figures in this way is to give direct, at-a-glance, comparisons between the Trust's performance in 2012 and 2013; and between the Trust and other Trusts in the Quality Health database.

Conventions

The percentages are calculated after excluding those patients that did not answer that particular question. All percentages are rounded to the nearest whole number. When added together, the percentages for all answers to a particular question may not total 100% because of this rounding.

The 'Missing' figures show the number of patients who did not reply to that particular question. In some cases, the 'Missing' figure is quite high because it includes patients who did not answer that question or group of questions because it was not applicable to their circumstances (e.g. Q2).

On some questions there are also some figures which are italicised. These figures have been recalculated to exclude responses where the question was not applicable to the patient's circumstances. For example, questions such as Q14 about using same bathroom or shower area as patients of the opposite sex, where both those not answering (Missing) and those saying they did not use a bathroom or shower are excluded.

Changes made to the data

There are a number of questions which are 'routed' (i.e. where patients are directed to a subsequent question depending on their answer to the lead question). Sometimes there are conflicts in the answers that patients give to these questions and the data is corrected to account for this. For example, if option 2 in question 1 is ticked and the patient goes on to answer question 2 etc., then any data between question 1 and question 5 (where the patient was directed) will be deleted as the patient should not have answered these questions.

ADMISSION TO HOSPITAL

	Total	2012	Total	2013	Total	All
Q01 : Was your most recent hospital stay planned in advance or an emergency?						
Emergency or urgent	302	67%	310	72%	10370	62%
Waiting list or planned in advance	138	31%	106	25%	5899	35%
Something else	11	2%	12	3%	510	3%
Missing	26		18		639	

THE ACCIDENT & EMERGENCY DEPARTMENT

	Total	2012	Total	2013	Total	All
Q02 : When you arrived at the hospital, did you go to the A&E Department (the Emergency Department / Casualty / Medical or Surgical Admissions unit)?						
Yes	299	94%	285	90%	9318	87%
No	20	6%	32	10%	1401	13%
Missing	158		129		6699	
Q03 : While you were in the A&E Department how much information about your condition or treatment was given to you?						
Not enough	42	14%	32	12%	1286	14%
Right amount	180	61%	177	64%	5948	65%
Too much	0	0%	1	0%	31	0%
I was not given any information about my treatment or condition	30	10%	29	10%	745	8%
Don't know / can't remember	42	14%	38	14%	1107	12%
Missing	183		169		8301	
Q04 : Were you given enough privacy when being examined or treated in the A&E Department?						
Yes, definitely	219	73%	221	78%	6873	75%
Yes, to some extent	59	20%	40	14%	1677	18%
No	8	3%	4	1%	202	2%
Don't know / can't remember	16	5%	17	6%	466	5%
Missing	175		164		8200	

WAITING LIST OR PLANNED ADMISSION

	Total	2012	Total	2013	Total	All
Q05 : When you were referred to see a specialist, were you offered a choice of hospital for your first hospital appointment?						
Yes	50	25%	42	26%	2155	26%
No, but I would have liked a choice	15	8%	13	8%	798	10%
No, but I did not mind	121	61%	95	59%	5018	60%
Don't know / can't remember	11	6%	12	7%	418	5%
Missing	280		284		9029	
Q06 : How do you feel about the length of time you were on the waiting list before your admission to hospital?						
I was admitted as soon as I thought was necessary	117	62%	116	76%	6157	78%
I should have been admitted a bit sooner	39	21%	22	14%	1147	14%
I should have been admitted a lot sooner	34	18%	14	9%	631	8%
Missing	287		294		9483	
Q07 : Was your admission date changed by the hospital?						
No	164	87%	142	88%	6688	82%
Yes, once	20	11%	19	12%	1187	15%
Yes, 2 or 3 times	4	2%	0	0%	230	3%
Yes, 4 times or more	0	0%	0	0%	27	0%
Missing	289		285		9286	
Q08 : In your opinion, had the specialist you saw in the hospital been given all of the necessary information about your condition or illness from the person who referred you?						
Yes definitely	0	0%	121	75%	6493	78%
Yes to some extent	0	0%	23	14%	1215	15%
No	0	0%	7	4%	288	3%
Don't know / can't remember	0	0%	11	7%	316	4%
Missing	0		284		9106	

ALL TYPES OF ADMISSION

	Total	2012	Total	2013	Total	All
Q09 : From the time you arrived at the hospital did you feel that you had to wait a long time to get to a bed on a ward?						
Yes, definitely	65	14%	26	6%	2092	12%
Yes, to some extent	79	17%	76	17%	3377	20%
No	324	69%	336	77%	11600	68%
Missing	9		8		349	

THE HOSPITAL & WARD		Total	2012	Total	2013	Total	All
Q10 :	While in the hospital, did you ever stay in a critical care area (Intensive Care Unit, High Dependency Unit or Coronary Care Unit)?						
	Yes	82	17%	72	16%	3481	20%
	No	371	79%	345	78%	12762	75%
	Don't know / can't remember	18	4%	26	6%	859	5%
	Missing	6		3		316	
Q11 :	When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or bay, with patients of the opposite sex?						
	Yes	55	12%	49	11%	1598	9%
	No	418	88%	391	89%	15536	91%
	Missing	4		6		284	
Q12 :	During your stay in the hospital, how many wards did you stay in?						
	1	308	65%	298	68%	10368	61%
	2	127	27%	115	26%	5166	30%
	3 or more	31	7%	21	5%	1358	8%
	Don't know / can't remember	5	1%	3	1%	216	1%
	Missing	6		9		310	
Q13 :	After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?						
	Yes	10	6%	7	5%	397	6%
	No	146	94%	127	95%	6027	94%
	Missing	321		312		10994	
Q14 :	While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?						
	Yes	32	8%	23	6%	1857	12%
	<i>Yes, because it had special bathing equipment that I needed</i>	2	0%	3	1%	160	1%
	No	355	87%	363	88%	13303	82%
	I did not use a bathroom or shower	48	10%	28	6%	896	5%
	<i>Don't know / can't remember</i>	21	5%	24	6%	825	5%
	Missing	19		5		377	
Q15 :	Were you ever bothered by noise at night from other patients?						
	Yes	167	36%	172	39%	6420	38%
	No	293	64%	269	61%	10600	62%
	Missing	17		5		398	
Q16 :	Were you ever bothered by noise at night from hospital staff?						
	Yes	97	21%	76	17%	3383	20%
	No	366	79%	366	83%	13616	80%
	Missing	14		4		419	

THE HOSPITAL & WARD

	Total	2012	Total	2013	Total	All
Q17 : In your opinion, how clean was the hospital room or ward that you were in?						
Very clean	358	76%	340	77%	12070	70%
Fairly clean	97	21%	98	22%	4610	27%
Not very clean	8	2%	2	0%	370	2%
Not at all clean	5	1%	0	0%	73	0%
Missing	9		6		295	
Q18 : How clean were the toilets and bathrooms that you used in the hospital?						
Very clean	307	69%	289	69%	10526	64%
Fairly clean	117	26%	118	28%	5148	31%
Not very clean	19	4%	11	3%	697	4%
Not at all clean	4	1%	3	1%	166	1%
I did not use a toilet or bathroom	20	4%	19	4%	576	3%
Missing	10		6		305	
Q19 : Did you feel threatened during your stay in hospital by other patients or visitors?						
Yes	11	2%	13	3%	584	3%
No	457	98%	427	97%	16527	97%
Missing	9		6		307	
Q20 : Were hand-wash gels available for patients and visitors to use?						
Yes	444	94%	425	96%	15923	93%
Yes, but they were empty	6	1%	2	0%	239	1%
I did not see any hand-wash gels	11	2%	7	2%	366	2%
Don't know / can't remember	9	2%	8	2%	614	4%
Missing	7		4		276	
Q21 : How would you rate the hospital food?						
Very good	147	32%	122	29%	3572	22%
Good	171	37%	168	40%	6014	37%
Fair	110	24%	104	25%	4643	28%
Poor	29	6%	30	7%	2172	13%
I did not have any hospital food	13	3%	17	4%	667	4%
Missing	7		5		350	
Q22 : Were you offered a choice of food?						
Yes, always	393	84%	354	81%	13580	81%
Yes, sometimes	54	12%	61	14%	2370	14%
No	19	4%	20	5%	861	5%
Missing	11		11		607	

THE HOSPITAL & WARD

	Total	2012	Total	2013	Total	All
Q23 : Did you get enough help from staff to eat your meals?						
Yes, always	69	67%	78	70%	3086	65%
Yes, sometimes	25	24%	19	17%	862	18%
No	9	9%	14	13%	823	17%
I did not need help to eat meals	356	78%	318	74%	12010	72%
Missing	18		17		637	

DOCTORS

	Total	2012	Total	2013	Total	All
Q24 :						
When you had important questions to ask a doctor, did you always get answers that you could understand?						
Yes, always	251	63%	272	71%	10555	69%
Yes, sometimes	126	32%	97	25%	3952	26%
No	23	6%	15	4%	802	5%
I had no need to ask	70	15%	52	12%	1748	10%
Missing	7		10		361	
Q25 :						
Did you have confidence and trust in the doctors treating you?						
Yes, always	375	80%	359	81%	13807	81%
Yes, sometimes	77	16%	68	15%	2704	16%
No	19	4%	15	3%	550	3%
Missing	6		4		357	
Q26 :						
Did the doctors talk in front of you as if you weren't there?						
Yes, often	25	5%	10	2%	863	5%
Yes, sometimes	99	21%	74	17%	3262	19%
No	344	74%	353	81%	12907	76%
Missing	9		9		386	

NURSES

	Total	2012	Total	2013	Total	All
Q27 : When you had important questions to ask a nurse, did you get answers that you could understand?						
Yes, always	282	69%	281	73%	10623	70%
Yes, sometimes	101	25%	87	22%	3968	26%
No	24	6%	19	5%	617	4%
I had no need to ask	63	13%	56	13%	1911	11%
Missing	7		3		299	
Q28 : Did you have confidence and trust in the nurses treating you?						
Yes, always	373	79%	361	82%	13341	78%
Yes, sometimes	83	18%	72	16%	3357	20%
No	14	3%	9	2%	449	3%
Missing	7		4		271	
Q29 : Did nurses talk in front of you as if you weren't there?						
Yes, often	8	2%	8	2%	682	4%
Yes, sometimes	75	16%	73	17%	2501	15%
No	387	82%	356	81%	13883	81%
Missing	7		9		352	
Q30 : In your opinion, were there enough nurses on duty to care for you in hospital?						
There were always or nearly always enough nurses	268	57%	264	60%	10181	60%
There were sometimes enough nurses	140	30%	132	30%	5037	29%
There were rarely or never enough nurses	62	13%	44	10%	1869	11%
Missing	7		6		331	

YOUR CARE & TREATMENT

	Total	2012	Total	2013	Total	All
Q31 : Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?						
Yes, often	34	7%	26	6%	1163	7%
Yes, sometimes	120	26%	109	25%	4125	24%
No	316	67%	305	69%	11786	69%
Missing	7		6		344	
Q32 : Were you involved as much as you wanted to be in decisions about your care and treatment?						
Yes, definitely	265	57%	250	57%	9699	57%
Yes, to some extent	156	34%	155	35%	5725	34%
No	43	9%	33	8%	1573	9%
Missing	13		8		421	
Q33 : How much information about your condition or treatment was given to you?						
Not enough	89	19%	94	21%	3320	19%
The right amount	379	81%	342	78%	13613	80%
Too much	0	0%	2	0%	123	1%
Missing	9		8		362	
Q34 : Did you find someone on the hospital staff to talk to about your worries and fears?						
Yes, definitely	118	42%	116	43%	4284	41%
Yes, to some extent	104	37%	106	39%	3823	36%
No	61	22%	50	18%	2414	23%
I had no worries or fears	188	40%	165	38%	6502	38%
Missing	6		9		395	
Q35 : Do you feel you got enough emotional support from hospital staff during your stay?						
Yes, always	197	63%	196	67%	6388	59%
Yes, sometimes	81	26%	65	22%	3052	28%
No	37	12%	30	10%	1463	13%
I did not need any emotional support	156	33%	147	34%	6169	36%
Missing	6		8		346	
Q36 : Were you given enough privacy when discussing your condition or treatment?						
Yes, always	375	80%	344	79%	13039	77%
Yes, sometimes	67	14%	72	16%	2976	17%
No	26	6%	21	5%	1020	6%
Missing	9		9		383	

YOUR CARE & TREATMENT

	Total	2012	Total	2013	Total	All
Q37 : Were you given enough privacy when being examined or treated?						
Yes, always	438	93%	408	93%	15578	91%
Yes, sometimes	26	6%	27	6%	1348	8%
No	8	2%	4	1%	201	1%
Missing	5		7		291	
Q38 : Were you ever in any pain?						
Yes	306	66%	283	65%	10653	63%
No	161	34%	153	35%	6220	37%
Missing	10		10		545	
Q39 : Do you think the hospital staff did everything they could to help control your pain?						
Yes, definitely	229	75%	207	74%	7533	71%
Yes, to some extent	58	19%	62	22%	2417	23%
No	20	7%	11	4%	602	6%
Missing	170		166		6866	
Q40 : How many minutes after you used the call button did it usually take before you got the help you needed?						
<i>0 minutes / right away</i>	31	10%	33	12%	1450	14%
<i>1-2 minutes</i>	120	41%	104	38%	3915	38%
<i>3-5 minutes</i>	83	28%	94	34%	3112	30%
<i>More than 5 minutes</i>	56	19%	44	16%	1748	17%
<i>I never got help when I used the call button</i>	6	2%	0	0%	122	1%
I never used the call button	169	36%	163	37%	6410	38%
Missing	12		8		661	

OPERATIONS & PROCEDURES		Total	2012	Total	2013	Total	All
Q41 :	During your stay in the hospital, did you have an operation or procedure?						
	Yes	251	54%	230	53%	10316	61%
	No	216	46%	206	47%	6575	39%
	Missing	10		10		527	
Q42 :	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?						
	Yes, completely	194	81%	178	81%	8217	82%
	Yes, to some extent	34	14%	33	15%	1426	14%
	No	12	5%	9	4%	327	3%
	I did not want an explanation	11	4%	9	4%	224	2%
	Missing	226		217		7224	
Q43 :	Beforehand, did a member of staff explain what would be done during the operation or procedure?						
	Yes, completely	175	73%	156	71%	7542	76%
	Yes, to some extent	45	19%	54	25%	1963	20%
	No	19	8%	10	5%	447	4%
	I did not want an explanation	14	6%	10	4%	270	3%
	Missing	224		216		7196	
Q44 :	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?						
	Yes, completely	157	77%	141	72%	6877	78%
	Yes, to some extent	43	21%	50	25%	1651	19%
	No	5	2%	6	3%	300	3%
	I did not ask any questions	49	19%	33	14%	1382	14%
	Missing	223		216		7208	
Q45 :	Beforehand, were you told how you could expect to feel after you had the operation or procedure						
	Yes, completely	148	59%	124	55%	5821	57%
	Yes, to some extent	63	25%	67	30%	2868	28%
	No	41	16%	33	15%	1445	14%
	Missing	225		222		7284	
Q46 :	Before the operation or procedure, were you given an anaesthetic or medication to put you to sleep or control your pain?						
	Yes	215	87%	187	84%	8523	85%
	No	32	13%	36	16%	1551	15%
	Missing	230		223		7344	

OPERATIONS & PROCEDURES

	Total	2012	Total	2013	Total	All
Q47 :						
Before the operation or procedure, did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain in a way you could understand?						
Yes, completely	188	85%	159	88%	7184	85%
Yes, to some extent	22	10%	19	10%	936	11%
No	10	5%	3	2%	309	4%
Missing	257		265		8989	
Q48 :						
After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?						
Yes, completely	166	66%	145	65%	6915	68%
Yes, to some extent	63	25%	58	26%	2235	22%
No	21	8%	20	9%	959	9%
Missing	227		223		7309	

LEAVING HOSPITAL

	Total	2012	Total	2013	Total	All
Q49 : Did you feel you were involved in decisions about your discharge from hospital?						
Yes, definitely	240	55%	235	56%	9015	55%
Yes, to some extent	128	29%	132	32%	4941	30%
No	72	16%	49	12%	2483	15%
I did not want to be involved	26	6%	22	5%	590	3%
Missing	11		8		389	
Q50 : Were you given enough notice about when you were going to be discharged?						
Yes, definitely	256	55%	265	61%	9357	55%
Yes, to some extent	139	30%	129	29%	5550	33%
No	70	15%	44	10%	2126	12%
Missing	12		8		385	
Q51 : On the day you left the hospital, was your discharge delayed for any reason?						
Yes	237	52%	190	44%	6928	41%
No	222	48%	240	56%	9913	59%
Missing	18		16		577	
Q52 : What was the main reason for the delay?						
I had to wait for medicines	171	74%	126	70%	4064	62%
I had to wait to see the doctor	25	11%	20	11%	856	13%
I had to wait for an ambulance	18	8%	19	11%	644	10%
Something else	16	7%	14	8%	949	15%
Missing	247		267		10905	
Q53 : How long was the delay						
Up to 1 hour	23	10%	22	12%	1046	15%
Longer than 1 hour but no longer than 2 hours	54	23%	47	25%	1932	28%
Longer than 2 hours but no longer than 4 hours	82	34%	71	38%	2289	34%
Longer than 4 hours	79	33%	47	25%	1546	23%
Missing	239		259		10605	
Q54 : Before you left the hospital, were you given any written or printed information about what you should or should not do after leaving hospital?						
Yes	286	63%	299	69%	11569	69%
No	165	37%	135	31%	5285	31%
Missing	26		12		564	

LEAVING HOSPITAL

	Total	2012	Total	2013	Total	All
Q55 : Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?						
<i>Yes, completely</i>	238	70%	246	77%	9489	75%
<i>Yes, to some extent</i>	63	18%	41	13%	2094	17%
<i>No</i>	40	12%	31	10%	1049	8%
I did not need an explanation	75	17%	68	16%	2005	12%
I had no medicines	37	8%	43	10%	1973	12%
Missing	24		17		808	
Q56 : Did a member of staff tell you about medication side effects to watch for when you went home?						
<i>Yes, completely</i>	97	32%	97	36%	4238	39%
<i>Yes, to some extent</i>	55	18%	52	19%	2091	19%
<i>No</i>	149	50%	122	45%	4475	41%
I did not need an explanation	116	28%	110	29%	3663	25%
Missing	60		65		2951	
Q57 : Were you told how to take your medication in a way you could understand?						
<i>Yes, definitely</i>	224	74%	219	77%	8494	76%
<i>Yes, to some extent</i>	43	14%	40	14%	1729	15%
<i>No</i>	36	12%	25	9%	1025	9%
I did not need to be told how to take my medication	114	27%	96	25%	3236	22%
Missing	60		66		2934	
Q58 : Were you given clear written or printed information about your medicines?						
<i>Yes, completely</i>	219	67%	218	73%	8343	70%
<i>Yes, to some extent</i>	47	14%	32	11%	1824	15%
<i>No</i>	51	16%	39	13%	1404	12%
I did not need this	93	22%	82	22%	2568	18%
<i>Don't know / can't remember</i>	8	2%	8	3%	348	3%
Missing	59		67		2931	
Q59 : Did a member of staff tell you about any danger signals you should watch for after you went home?						
<i>Yes, completely</i>	111	34%	118	40%	5309	43%
<i>Yes, to some extent</i>	78	24%	74	25%	2641	21%
<i>No</i>	134	41%	105	35%	4407	36%
It was not necessary	130	29%	131	31%	4243	26%
Missing	24		18		818	

LEAVING HOSPITAL		Total	2012	Total	2013	Total	All
Q60 :	Did hospital staff take your family or home situation, into account when planning your discharge?						
	<i>Yes, completely</i>	216	64%	199	65%	7197	60%
	<i>Yes, to some extent</i>	50	15%	56	18%	2416	20%
	<i>No</i>	54	16%	39	13%	1986	16%
	<i>It was not necessary</i>	122	27%	125	29%	4627	28%
	<i>Don't know / can't remember</i>	17	5%	10	3%	470	4%
	<i>Missing</i>	18		17		722	
Q61 :	Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?						
	<i>Yes, definitely</i>	167	53%	180	60%	5990	51%
	<i>Yes, to some extent</i>	60	19%	54	18%	2545	22%
	<i>No</i>	90	28%	68	23%	3170	27%
	<i>No family or friends were involved</i>	40	9%	44	10%	1948	12%
	<i>My family or friends did not want or need information</i>	100	22%	78	18%	2911	18%
	<i>Missing</i>	20		22		854	
Q62 :	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the hospital?						
	<i>Yes</i>	308	67%	282	66%	11921	72%
	<i>No</i>	113	25%	103	24%	3354	20%
	<i>Don't know / can't remember</i>	36	8%	43	10%	1343	8%
	<i>Missing</i>	20		18		800	
Q63 :	Did hospital staff discuss with you whether you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital?						
	<i>Yes</i>	137	89%	116	88%	4187	83%
	<i>No, but I would have liked them to</i>	17	11%	16	12%	841	17%
	<i>No, it was not necessary to discuss it</i>	303	66%	298	69%	11577	70%
	<i>Missing</i>	20		16		813	
Q64 :	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? (e.g. services from a GP, physiotherapist or community nurse, or assistance from social services or the voluntary sector)						
	<i>Yes</i>	240	88%	214	88%	7657	86%
	<i>No, but I would have liked them to</i>	32	12%	30	12%	1211	14%
	<i>No, it was not necessary to discuss it</i>	187	41%	184	43%	7701	46%
	<i>Missing</i>	18		18		849	
Q65 :	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?						
	<i>Yes, I received copies</i>	200	44%	205	48%	9579	58%
	<i>No, I did not receive copies</i>	214	47%	177	42%	5482	33%
	<i>Not sure / don't know</i>	44	10%	44	10%	1528	9%
	<i>Missing</i>	19		20		829	

LEAVING HOSPITAL

	Total	2012	Total	2013	Total	All
Q66 : Were the letters written in a way that you could understand?						
Yes, definitely	160	80%	154	76%	7110	75%
Yes, to some extent	35	17%	45	22%	2057	22%
No	1	0%	3	1%	237	3%
Not sure / don't know	5	2%	1	0%	73	1%
Missing	276		243		7941	

OVERALL	Total	2012	Total	2013	Total	All
Q67 : Overall, did you feel you were treated with respect and dignity while you were in the hospital?						
Yes, always	388	84%	373	85%	13673	81%
Yes, sometimes	62	13%	57	13%	2642	16%
No	14	3%	8	2%	478	3%
Missing	13		8		625	
Q68 : Overall, the rating of your experience was?						
<i>0 - I had a very poor experience</i>	5	1%	3	1%	130	1%
1	3	1%	2	0%	135	1%
2	3	1%	5	1%	195	1%
3	8	2%	6	1%	277	2%
4	15	3%	6	1%	361	2%
5	23	5%	17	4%	775	5%
6	22	5%	15	4%	811	5%
7	49	11%	42	10%	1734	11%
8	114	25%	94	23%	3802	24%
9	81	18%	95	23%	3440	21%
<i>10 - I had a very good experience</i>	135	29%	129	31%	4472	28%
Ambiguous response	5	1%	0	0%	0	0%
Missing	14		32		1286	
Q69 : During your hospital stay, were you ever asked to give your views on the quality of your care?						
Yes	53	11%	79	18%	2920	17%
No	365	79%	300	69%	11930	71%
Don't know / can't remember	44	10%	56	13%	1899	11%
Missing	15		11		669	
Q70 : Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?						
Yes	94	21%	88	20%	3364	20%
No	288	64%	260	60%	10034	60%
Not sure / don't know	67	15%	83	19%	3266	20%
Missing	28		15		754	

ABOUT YOU

	Total	2012	Total	2013	Total	All
Q71 : Who was the main person or people that filled in this questionnaire?						
The patient (named on the front of the envelope)	379	83%	351	81%	14073	85%
A friend or relative of the patient	25	5%	27	6%	1006	6%
Both patient and friend/relative together	50	11%	52	12%	1479	9%
The patient with the help of a health professional	2	0%	1	0%	74	0%
Missing	21		15		786	
Q72 : Are you male or female?						
Male	219	48%	191	44%	7877	47%
Female	242	52%	240	56%	8845	53%
Missing	16		15		696	
Q73 : Age						
16-24	2	0%	10	2%	439	3%
25-34	15	3%	11	3%	629	4%
35-44	20	4%	22	5%	959	6%
45-54	47	10%	55	13%	1910	12%
55-64	76	17%	56	13%	2823	17%
65-74	126	27%	116	27%	4220	25%
75-84	129	28%	102	24%	3866	23%
85+	44	10%	57	13%	1734	10%
Missing	18		17		838	

ABOUT YOU

	Total	2012	Total	2013	Total	All
Q74 : Do you have any of the following long standing conditions?						
Deafness or severe hearing impairment	64	13%	77	17%	2401	14%
Missing	413		369		15017	
Blindness or partially sighted	22	5%	37	8%	842	5%
Missing	455		409		16576	
A long-standing physical condition	133	28%	122	27%	4692	27%
Missing	344		324		12726	
A learning disability	7	1%	5	1%	298	2%
Missing	470		441		17120	
A mental health condition	28	6%	40	9%	937	5%
Missing	449		406		16481	
A long-standing illness, such as cancer, HIV, diabetes, chronic heart disease, or epilepsy	135	28%	120	27%	5203	30%
Missing	342		326		12215	
No, I do not have a long-standing condition	157	33%	148	33%	5925	34%
Missing	320		298		11493	

ABOUT YOU

	Total	2012	Total	2013	Total	All
Q75 : Does this condition(s) cause you difficulty with any of the following?						
Everyday activities that people your age can usually do	156	56%	156	57%	5782	56%
Missing	123		117		4600	
At work, in education, or training	29	10%	28	10%	1380	13%
Missing	250		245		9002	
Access to buildings, streets, or vehicles	70	25%	75	27%	2948	28%
Missing	209		198		7434	
Reading or writing	36	13%	44	16%	1375	13%
Missing	243		229		9007	
People's attitudes to you because of your condition	27	10%	38	14%	1270	12%
Missing	252		235		9112	
Communicating, mixing with others, or socialising	57	20%	55	20%	2160	21%
Missing	222		218		8222	
Any other activity	46	16%	40	15%	1699	16%
Missing	233		233		8683	
No difficulty with any of these	84	30%	74	27%	2745	26%
Missing	195		199		7637	

ABOUT YOU

	Total	2012	Total	2013	Total	All
Q76 : What is your ethnic group?						
White - English / Welsh / Scottish / Northern Irish / British	449	98%	412	98%	14955	93%
Irish	3	1%	0	0%	179	1%
Gypsy or Irish Traveller	0	0%	0	0%	10	0%
Any other White background	2	0%	5	1%	246	2%
White and Black Caribbean	1	0%	1	0%	29	0%
White and Black African	0	0%	0	0%	14	0%
White and Asian	0	0%	1	0%	36	0%
Any other Mixed / multiple ethnic background	0	0%	1	0%	20	0%
Indian	1	0%	0	0%	218	1%
Pakistani	0	0%	0	0%	97	1%
Bangladeshi	0	0%	0	0%	28	0%
Chinese	0	0%	0	0%	29	0%
Any other Asian background	0	0%	0	0%	66	0%
African	1	0%	0	0%	82	1%
Caribbean	0	0%	1	0%	111	1%
Any other Black / African / Caribbean background	0	0%	0	0%	13	0%
Arab	0	0%	0	0%	16	0%
Any other ethnic group	0	0%	1	0%	15	0%
Missing	20		24		1254	
Q77 : What is your religion?						
No religion	56	13%	65	16%	2438	15%
Buddhist	2	0%	1	0%	57	0%
Christian (including Church of England, Catholic, Protestant and other Christian denominations)	363	84%	344	83%	12542	78%
Hindu	1	0%	0	0%	164	1%
Jewish	0	0%	0	0%	94	1%
Muslim	0	0%	1	0%	226	1%
Sikh	0	0%	0	0%	52	0%
Other	6	1%	1	0%	215	1%
I would prefer not to say	4	1%	4	1%	255	2%
Missing	45		30		1375	
Q78 : Which of the following best describes how you think of yourself?						
Heterosexual / straight	398	95%	378	96%	14556	95%
Gay / lesbian	2	0%	4	1%	108	1%
Bisexual	0	0%	0	0%	65	0%
Other	3	1%	1	0%	86	1%
I would prefer not to say	16	4%	11	3%	573	4%
Missing	58		52		2030	