

Inpatient Patient Experience Survey 2014

Results for NHS Greater Glasgow and Clyde



August 2014, Official Statistics

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Introduction

This report gives a summary of the results of the Inpatient Patient Experience Survey 2014 for NHS Greater Glasgow & Clyde.

Survey questionnaires were sent out in January 2014 to 12,870 people who stayed overnight in an NHS Greater Glasgow & Clyde hospital between 1st April and 30th September 2013.

The survey asked questions about people's experiences of admission, the hospital ward and environment, care and treatment, operations and procedures, staff, leaving hospital, care after leaving hospital and medicines.

You can find a copy of the survey at: <http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/InpatientSurvey/inpatients2014>

5,878 NHS Greater Glasgow & Clyde patients returned feedback on their experiences. Of those patients willing to provide information about themselves:

- 5% were aged 16-34; 13% were aged 35-49; 27% were aged 50-64; and 55% were aged 65 and over.
- 35% did not have any limiting illness or disability.
- 41% were male and 59% were female.

The survey was commissioned by the Scottish Government as part of the Scottish Care Experience Survey Programme, which aims to use the public's experiences of health and care services to improve those services. The survey was managed by the Scottish Government in partnership with ISD Scotland (part of NHS National Services Scotland). The survey fieldwork was carried out by Quality Health Ltd.

The results of the survey will be used by NHS Greater Glasgow & Clyde, and the Scottish Government to improve the quality of healthcare in Scotland by focusing on the areas that patients tell us are important to them and where they consider improvements could be made.

To find out more about what NHS Greater Glasgow & Clyde is doing to make improvements please contact:

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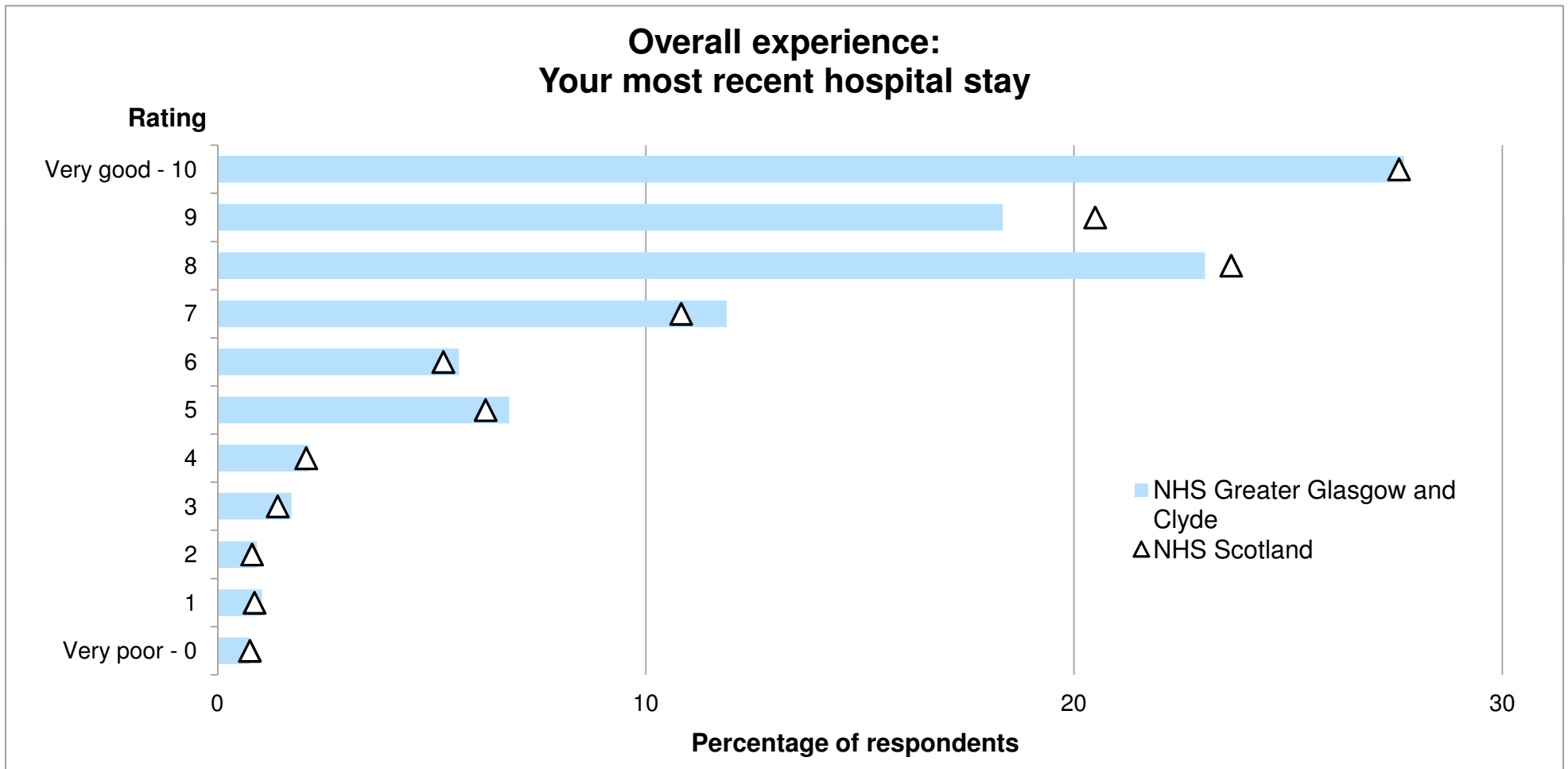
National results for this survey and further details of the methods used to generate this report are available at:

<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/InpatientSurvey>

Chapter 1: Rated Results

The chart below shows how patients rated their overall experience during their most recent hospital stay. The chart shows the percentage of respondents within this NHS Board who selected each response option on a scale between 0 (Very poor) and 10 (Very good). The equivalent results for NHS Scotland are also shown.

Note: All results are weighted by the population of patients eligible to be randomly sampled for the survey. Weighting results in this way provides results which are more representative of the population.



Rated Results (cont.)

The tables and charts below show how positively or negatively patients treated within this NHS Board responded to questions within the 2014 survey. For each question, the percentages of positive, neutral and negative responses are shown along with the total percentage of positive responses. The change in the percent positive result since the 2012 survey and comparison to the Scotland 2014 result are also shown. Additionally, the trend in the percent positive result within this NHS Board since 2010 is presented.

Notes on Interpretation

Number of responses - the number of patients within this NHS Board who provided a valid response to this question. Note that patients who indicated that a question was not relevant, or who did not know the answer, are not included in the results.




Response - the percentage of positive, neutral and negative responses received for this question within this NHS Board. For example when asked if they were happy with the food and drink they received, the percentage positive refers to patients who strongly agreed or agreed. Where patients said they disagreed or strongly disagreed these responses have been counted as negative. Where patients neither agreed nor disagreed their responses have been counted as neutral. The coloured bars illustrate the percentage positive as green (darker green being very positive and lighter green being positive), and the percentage negative as red. Where answers were neither positive nor negative (neutral) the percentage is shown in yellow. Note that results have been rounded to the nearest whole percentage and this occasionally results in the sum of positive, neutral and negative percentages not adding up to exactly 100%; this is not an error.

% Positive 2014 - the percent positive result; the total percentage of patients who responded positively (very positive + positive) to this question within this NHS Board.

Change since 2012 - the change in the percent positive result within this NHS Board since the 2012 survey (for example, +2 means that the result in 2014 is two percentage points higher than in 2012).

Difference from Scotland 2014 - the difference between this NHS Board's percent positive result and the equivalent result for NHS Scotland in 2014 (for example, -2 means that the result for this NHS Board in 2014 is two percentage points lower than for Scotland as a whole).

Trend - the direction of change in the percent positive result within this NHS Board since the 2010 survey, illustrated by a coloured arrow. The change between 2010 and 2011, 2011 and 2012, and 2012 and 2014 is shown.

- N** Indicates a new question in the 2014 survey.
- C** Indicates a change in the question wording since 2012.
- P** Indicates that the question wording has been rephrased from a negative to a positive statement within this report (applies to questions 14c, 14d, 14h, 41c and 42c).
- Indicates that direct comparison with previous surveys was not possible.
- S** Indicates a statistically significant change / difference in the percent positive result.
- Indicates that a result has been suppressed due to the low number of valid responses to the question (less than 30).
-  Indicates a decrease in the percent positive result (a drop of at least 1 percentage point between the two integer (whole number) values).
-  Indicates an increase in the percent positive result (an increase of at least 1 percentage point between the two integer (whole number) values).
-  Indicates little or no change in the percent positive result (a difference of 0 between the two integer (whole number) values).

All results are weighted by the population of patients eligible to be randomly sampled for the survey. Weighting results in this way provides results which are more representative of the population.

1.1. Admission to hospital: your most recent hospital stay

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
9. Overall rating of any care and treatment received in A&E.	2537	39%	44%	13%		83	5 ^s	-4 ^s	→	→	↑
3. In A&E patients were told how long they would have to wait to see a doctor/nurse. ^C	2313	34%	35%	31%		34	-	-10 ^s	-	-	-
4. How patients felt about the time waiting to be seen by a nurse or doctor in A&E. ^N	2440	77%	23%			77	-	-6 ^s	-	-	-
5. In A&E patients were kept informed about what was happening after seeing a doctor/nurse. ^N	2438	53%	40%	8%		53	-	-7 ^s	-	-	-
6. In A&E patients' conditions were explained to them in a way they could understand. ^C	2426	63%	30%	7%		63	-	-4 ^s	-	-	-
7. In A&E patients had enough privacy when being examined or treated. ^N	2475	95%				95	-	-2 ^s	-	-	-
8. In A&E patients felt safe. ^N	2475	83%	14%			83	-	-4 ^s	-	-	-
10. How patients felt about the time they waited to be admitted to hospital after they were referred. ^C	2044	86%	14%			86	-1	-2	↓	↓	↓
11. Information received before attending hospital helped patients to understand what would happen. ^C	2023	74%	19%	7%		93	-2	-3 ^s	↑	→	↓
13. Overall rating of hospital admission process.	5604	38%	40%	15%	8%	78	1	-5 ^s	↓	↑	↑
12. How patients felt about the time they waited to get to a ward.	5682	32%	50%	18%		82	-2 ^s	-4 ^s	↓	↑	↓

1.2. The hospital and ward: your most recent hospital stay

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
20. Overall rating of hospital/ward environment.	5662	38%	47%	12%	6%	85	10 ^s	-3 ^s	↑	→	↑
14a. The main ward or room patients stayed in was clean.	5771	44%	50%	6%	0%	94	1 ^s	-1 ^s	↑	↑	↑
14b. The bathrooms and toilets were clean.	5677	41%	48%	6%	5%	89	3 ^s	-2 ^s	↑	→	↑
14c. Patients were not bothered by noise at night from other patients. ^{C P}	5229	16%	37%	18%	29%	53	-	-1	-	-	-
14d. Patients were not bothered by noise at night from hospital staff. ^{C P}	5380	23%	46%	14%	17%	68	-	-1	-	-	-
14e. Patients were happy with the food/meals they received. ^C	5563	18%	37%	16%	29%	55	-	-13 ^s	-	-	-
14f. Patients were happy with the drinks they received. ^C	5608	23%	56%	11%	10%	79	-	-5 ^s	-	-	-
14g. When patients called they received assistance within a reasonable time.	5299	34%	53%	6%	6%	87	1 ^s	-1	-	↓	↑
14h. Patients did not feel bothered or threatened by other patients/visitors. ^P	5439	43%	39%	7%	11%	82	2 ^s	-2 ^s	↑	↓	↑
15. Patients knew which nurse was in charge of the ward. ^C	5784	42%	25%	33%	0%	42	-	0	-	-	-
16. Hand-wash gels were available for patients and visitors to use. ^N	5425	95%	0%	0%	5%	95	-	0	-	-	-

1.2. The hospital and ward: your most recent hospital stay (cont.)

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
18. Patients were happy with the visiting hours. ^N	5519					96	-	1	-	-	-
19. Patients had enough time with the people that matter to them. ^N	5535					82	-	1	-	-	-






1.3. Care and treatment: your most recent hospital stay

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
34. Overall rating of care and treatment during hospital stay.	5781	47%	40%	10%		87	4 ^s	-2 ^s	→	→	↑
21a. Patients were able to get adequate pain relief when they needed it.	5024	42%	49%			90	0	-1	↑	↓	→
21b. Patients had enough privacy when being examined or treated. ^C	5709	44%	50%			94	0	0	↑	↓	→
21c. Patients had enough privacy when their condition and treatment were discussed. ^C	5694	39%	48%	6%	8%	86	2 ^s	-1	↓	→	↑
21d. Patients got enough help with washing and dressing when they needed it. ^C	4046	40%	48%	7%	6%	87	6 ^s	0	↑	↓	↑
21e. Patients got enough help with eating and drinking when they needed it. ^C	3029	35%	48%	12%		83	17 ^s	-2	↑	↓	↑
21f. Patients got enough help with going to the bathroom or toilet when they needed it. ^C	3668	37%	50%	8%		87	8 ^s	0	-	↓	↑
21g. Patients were kept as physically comfortable as they could expect to be. ^N	5431	39%	52%			92	-	0	-	-	-
22. Patients were involved as much as they wanted in decisions about their care and treatment. ^C	5608	60%	33%	7%		60	-	-1	-	-	-
23. Patients felt that the people that matter to them were involved in decisions about their care and treatment. ^N	3802	54%	34%	12%		54	-	-2	-	-	-
24. Staff took adequate care when carrying out physical procedures. ^N	5579	80%	16%			80	-	0	-	-	-

1.3. Care and treatment: your most recent hospital stay (cont.)

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
29. A member of staff discussed any clinical errors with patients. ^N	443	21%	44%	35%	21	-	0	-	-	-	
30. Patients were satisfied with how these clinical errors were dealt with. ^N	447	23%	32%	46%	23	-	-2	-	-	-	
33. Moving between wards was well managed. ^C	1827	69%	24%	7%	69	-	-2	-	-	-	

1.4. Operations and procedures: your most recent hospital stay

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
36. Beforehand, a member of staff explained the risks and benefits of operation/procedure. ^N	3087					77	-	-3 ^s	-	-	-
37. Beforehand, a member of staff explained what would be done during the operation or procedure. ^C	3075					74	-	-2 ^s	-	-	-
38. Beforehand, patients were told how they may feel after the operation or procedure. ^C	3058					59	-	-2	-	-	-
39. Beforehand, patients' questions were answered in a way they could understand. ^N	2977					73	-	-2	-	-	-
40. Patients understood the explanations on how the operation or procedure had gone. ^C	2990					69	-	-2 ^s	-	-	-

1.5. Staff: your most recent hospital stay

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
49. Overall rating of all staff patients came into contact with.	5734	55%	34%	8%		89	4 ^s	-2 ^s	↓	→	↑
41a. Doctors knew enough about patients' condition and treatment.	5479	49%	41%	6%		90	2 ^s	0	↑	↑	↑
41b. Doctors discussed patients' condition and treatment with them in a way they could understand. ^C	5493	47%	43%			90	3 ^s	0	↑	↓	↑
41c. Doctors did not talk in front of patients as if they were not there. ^P	5069	33%	45%	11%	11%	78	-2 ^s	-2	-	→	↓
41d. Doctors listened to patients if they had any questions or concerns.	5234	40%	49%	6%		89	1	-1	↑	→	↑
41e. Doctors washed/cleaned their hands at appropriate times.	5020	42%	48%	8%		90	3 ^s	-1	↑	→	↑
41f. Patients had confidence and trust in the doctors treating them. ^N	5560	52%	39%			91	-	0	-	-	-
42a. Nurses knew enough about patients' condition and treatment.	5559	40%	47%	8%		87	6 ^s	0	↓	↑	↑
42b. Nurses discussed patients' condition and treatment with them in a way they could understand. ^C	5356	38%	45%	11%	6%	82	4 ^s	-2 ^s	→	↓	↑
42c. Nurses did not talk in front of patients as if they were not there. ^P	5144	34%	47%	11%	8%	81	0	-2 ^s	-	→	→
42d. Nurses listened to patients if they had any questions or concerns.	5466	39%	49%	7%		88	2 ^s	-2 ^s	↑	↓	↑

1.5. Staff: your most recent hospital stay (cont.)

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
42e. Nurses washed/cleaned their hands at appropriate times.	5056	43%	49%	6%	92	2 ^s	-1	↑	↑	↑	
42f. Patients had confidence and trust in the nurses treating them. ^N	5393	45%	44%	7%	89	-	-2 ^s	-	-	-	
43. Patients knew which nurse was in charge of their care. ^N	5700	48%	25%	27%	48	-	1	-	-	-	
44. Patients felt there were enough nurses on duty. ^N	5456	64%	26%	9%	64	-	0	-	-	-	
45. Staff worked well together in organising patients' care. ^C	5608	73%	23%		73	-	0	-	-	-	
46. Staff took account of what matters to patients. ^N	5532	63%	32%	6%	63	-	-1	-	-	-	
47. Patients felt they got enough emotional support from staff. ^N	5385	67%	25%	8%	67	-	0	-	-	-	
48. Staff treated patients with compassion and understanding. ^N	5653	73%	23%		73	-	-1	-	-	-	

1.6. Leaving hospital: your most recent hospital stay

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
60. Overall rating of arrangements for leaving hospital.	5702	31%	46%	17%	6%	77	3 ^s	-2 ^s	↑	↑	↑
53. How patients felt about the length of time they were in hospital. ^N	5624		88%		12%	88	-	0	-	-	-
54. Patients felt confident they could look after themselves after leaving hospital. ^N	5683		85%		15%	85	-	0	-	-	-
55. Prior to leaving hospital, patients felt confident that any help they needed had been arranged. ^C	3643		72%	19%	8%	72	-	1	-	-	-
56. If eligible, patients were happy with hospital transport arrangements for getting home. ^N	838		80%		20%	80	-	-2	-	-	-
57a. Patients were involved in decisions about leaving hospital. ^N	4970	29%	46%	13%	12%	75	-	-1	-	-	-
57b. Patients' family or home situation was taken into account when planning discharge from hospital.	4531	35%	48%	10%	8%	83	0	0	-	↑	→
57c. Patients knew who to contact if they had any questions after leaving hospital. ^C	5212	34%	46%	7%	13%	80	0	0	↓	→	→
57d. Patients were told about any danger signs to watch for when they left hospital.	4665	32%	40%	11%	18%	72	1	0	→	↓	↑
59a. Patients didn't have to wait too long to get their medicines.	4073	27%	43%	9%	21%	70	-3 ^s	-1	-	-	↓
59b. Patients understood what their medicines were for.	4034	42%	53%			95	-1	0	→	↑	↓

1.6. Leaving hospital: your most recent hospital stay (cont.)

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
59c. Patients understood how and when to take their medicines.	4080	45%	52%			97	0	0	→	↑	→
59d. Patients understood the possible side effects of their medicines. ^C	3834	34%	46%	11%	9%	80	1	-1	→	↓	↑

1.7. After leaving hospital: your most recent hospital stay

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
64. Overall rating of care or support services after leaving hospital.	1351	49%	34%	10%	7%	83	3	0	-	-	↑
62. Patients had to stay in hospital longer than expected to wait for their care or support services to be organised. ^C	1342	90%			10%	90	0	4 ^s	-	-	→
63. Patients felt they got the care and support services that were right for them.	1342	90%			10%	90	3 ^s	0	-	-	↑
65. Patients saw/received information on how to provide feedback or complain about the care they received. ^N	4256	34%			66%	34	-	-2 ^s	-	-	-

1.8. Top five responses (five questions with highest percent positive score)

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
59c. Patients understood how and when to take their medicines.	4080	45%	52%			97	0	0	→	↑	→
18. Patients were happy with the visiting hours. ^N	5519		96%			96	-	1	-	-	-
7. In A&E patients had enough privacy when being examined or treated. ^N	2475		95%			95	-	-2 ^s	-	-	-
59b. Patients understood what their medicines were for.	4034	42%	53%			95	-1	0	→	↑	↓
16. Hand-wash gels were available for patients and visitors to use. ^N	5425		95%			95	-	0	-	-	-

1.9. Bottom five responses (five questions with highest percent negative score)

Question	Number of responses	Response				% Positive 2014	Change from 2012	Difference from Scotland 2014	Trend		
		Very positive	Positive	Neutral	Negative				2010 - 2011	2011 - 2012	2012 - 2014
65. Patients saw/received information on how to provide feedback or complain about the care they received. ^N	4256	34%			66%	34	-	-2 ^s	-	-	-
30. Patients were satisfied with how these clinical errors were dealt with. ^N	447	23%	32%		46%	23	-	-2	-	-	-
29. A member of staff discussed any clinical errors with patients. ^N	443	21%	44%		35%	21	-	0	-	-	-
15. Patients knew which nurse was in charge of the ward. ^C	5784	42%	25%		33%	42	-	0	-	-	-
3. In A&E patients were told how long they would have to wait to see a doctor/nurse. ^C	2313	34%	35%		31%	34	-	-10 ^s	-	-	-

Chapter 2: Comparison with Previous Surveys

The tables below show this NHS Board's 2014 percent positive results along with the equivalent 2010, 2011 and 2012 results. The percent positive results for NHS Scotland in 2014 are also shown.

Notes on Interpretation

- N** Indicates a new question in the 2014 survey.
- C** Indicates a change in the question wording since 2012.
- P** Indicates that the question wording has been rephrased from a negative to a positive statement within this report (applies to questions 14c, 14d, 14h, 41c and 42c).
- Indicates that direct comparison with previous surveys was not possible.
- S** Indicates a statistically significant difference between this NHS Board's percent positive result and the equivalent result for NHS Scotland in 2014.
- - Indicates that a result has been suppressed due to the low number of valid responses to the question (less than 30).

- 2010** - NHS Board percent positive result for 2010.
- 2011** - NHS Board percent positive result for 2011.
- 2012** - NHS Board percent positive result for 2012.
- 2014** - NHS Board percent positive result for 2014.
- Scotland 2014** - NHS Scotland percent positive result for 2014.

All results are weighted by the population of patients eligible to be randomly sampled for the survey. Weighting results in this way provides results which are more representative of the population.

2.1. Admission to hospital: your most recent hospital stay

Question	2010	2011	2012	2014	Scotland 2014
9. Overall rating of any care and treatment received in A&E.	78	78	78	83	87 ^S
3. In A&E patients were told how long they would have to wait to see a doctor/nurse. ^C	-	-	-	34	44 ^S
4. How patients felt about the time waiting to be seen by a nurse or doctor in A&E. ^N	-	-	-	77	83 ^S
5. In A&E patients were kept informed about what was happening after seeing a doctor/nurse. ^N	-	-	-	53	60 ^S
6. In A&E patients' conditions were explained to them in a way they could understand. ^C	-	-	-	63	67 ^S

2.1. Admission to hospital: your most recent hospital stay (cont.)

Question	2010	2011	2012	2014	Scotland 2014
7. In A&E patients had enough privacy when being examined or treated. ^N	-	-	-	95	97 ^s
8. In A&E patients felt safe. ^N	-	-	-	83	87 ^s
10. How patients felt about the time they waited to be admitted to hospital after they were referred. ^C	89	88	87	86	88
11. Information received before attending hospital helped patients to understand what would happen. ^C	94	95	95	93	96 ^s
13. Overall rating of hospital admission process.	78	75	77	78	83 ^s
12. How patients felt about the time they waited to get to a ward.	85	83	84	82	86 ^s

2.2. The hospital and ward: your most recent hospital stay

Question	2010	2011	2012	2014	Scotland 2014
20. Overall rating of hospital/ward environment.	74	75	75	85	88 ^s
14a. The main ward or room patients stayed in was clean.	90	92	93	94	95 ^s
14b. The bathrooms and toilets were clean.	83	86	86	89	91 ^s
14c. Patients were not bothered by noise at night from other patients. ^{C P}	-	-	-	53	54
14d. Patients were not bothered by noise at night from hospital staff. ^{C P}	-	-	-	68	69
14e. Patients were happy with the food/meals they received. ^C	-	-	-	55	68 ^s
14f. Patients were happy with the drinks they received. ^C	-	-	-	79	84 ^s
14g. When patients called they received assistance within a reasonable time.	-	87	86	87	88
14h. Patients did not feel bothered or threatened by other patients/visitors. ^P	79	82	80	82	84 ^s
15. Patients knew which nurse was in charge of the ward. ^C	-	-	-	42	42
16. Hand-wash gels were available for patients and visitors to use. ^N	-	-	-	95	95
18. Patients were happy with the visiting hours. ^N	-	-	-	96	95
19. Patients had enough time with the people that matter to them. ^N	-	-	-	82	81

2.3. Care and treatment: your most recent hospital stay

Question	2010	2011	2012	2014	Scotland 2014
34. Overall rating of care and treatment during hospital stay.	83	83	83	87	89 ^s
21a. Patients were able to get adequate pain relief when they needed it.	90	91	90	90	91
21b. Patients had enough privacy when being examined or treated. ^C	94	95	94	94	94
21c. Patients had enough privacy when their condition and treatment were discussed. ^C	85	84	84	86	87
21d. Patients got enough help with washing and dressing when they needed it. ^C	80	82	81	87	87
21e. Patients got enough help with eating and drinking when they needed it. ^C	66	68	66	83	85
21f. Patients got enough help with going to the bathroom or toilet when they needed it. ^C	-	80	79	87	87
21g. Patients were kept as physically comfortable as they could expect to be. ^N	-	-	-	92	92
22. Patients were involved as much as they wanted in decisions about their care and treatment. ^C	-	-	-	60	61
23. Patients felt that the people that matter to them were involved in decisions about their care and treatment. ^N	-	-	-	54	56
24. Staff took adequate care when carrying out physical procedures. ^N	-	-	-	80	80
29. A member of staff discussed any clinical errors with patients. ^N	-	-	-	21	21
30. Patients were satisfied with how these clinical errors were dealt with. ^N	-	-	-	23	25
33. Moving between wards was well managed. ^C	-	-	-	69	71

2.4. Operations and procedures: your most recent hospital stay

Question	2010	2011	2012	2014	Scotland 2014
36. Beforehand, a member of staff explained the risks and benefits of operation/procedure. ^N	-	-	-	77	80 ^s
37. Beforehand, a member of staff explained what would be done during the operation or procedure. ^C	-	-	-	74	76 ^s
38. Beforehand, patients were told how they may feel after the operation or procedure. ^C	-	-	-	59	61
39. Beforehand, patients' questions were answered in a way they could understand. ^N	-	-	-	73	75
40. Patients understood the explanations on how the operation or procedure had gone. ^C	-	-	-	69	71 ^s

2.5. Staff: your most recent hospital stay

Question	2010	2011	2012	2014	Scotland 2014
49. Overall rating of all staff patients came into contact with.	86	85	85	89	91 ^s
41a. Doctors knew enough about patients' condition and treatment.	86	87	88	90	90
41b. Doctors discussed patients' condition and treatment with them in a way they could understand. ^C	87	88	87	90	90
41c. Doctors did not talk in front of patients as if they were not there. ^P	-	80	80	78	80
41d. Doctors listened to patients if they had any questions or concerns.	86	88	88	89	90
41e. Doctors washed/cleaned their hands at appropriate times.	85	87	87	90	91
41f. Patients had confidence and trust in the doctors treating them. ^N	-	-	-	91	91
42a. Nurses knew enough about patients' condition and treatment.	82	80	81	87	87
42b. Nurses discussed patients' condition and treatment with them in a way they could understand. ^C	79	79	78	82	84 ^s
42c. Nurses did not talk in front of patients as if they were not there. ^P	-	81	81	81	83 ^s
42d. Nurses listened to patients if they had any questions or concerns.	84	87	86	88	90 ^s
42e. Nurses washed/cleaned their hands at appropriate times.	88	89	90	92	93
42f. Patients had confidence and trust in the nurses treating them. ^N	-	-	-	89	91 ^s
43. Patients knew which nurse was in charge of their care. ^N	-	-	-	48	47
44. Patients felt there were enough nurses on duty. ^N	-	-	-	64	64

2.5. Staff: your most recent hospital stay (cont.)

Question	2010	2011	2012	2014	Scotland 2014
45. Staff worked well together in organising patients' care. ^C	-	-	-	73	73
46. Staff took account of what matters to patients. ^N	-	-	-	63	64
47. Patients felt they got enough emotional support from staff. ^N	-	-	-	67	67
48. Staff treated patients with compassion and understanding. ^N	-	-	-	73	74

2.6. Leaving hospital: your most recent hospital stay

Question	2010	2011	2012	2014	Scotland 2014
60. Overall rating of arrangements for leaving hospital.	71	73	74	77	79 ^s
53. How patients felt about the length of time they were in hospital. ^N	-	-	-	88	88
54. Patients felt confident they could look after themselves after leaving hospital. ^N	-	-	-	85	85
55. Prior to leaving hospital, patients felt confident that any help they needed had been arranged. ^C	-	-	-	72	71
56. If eligible, patients were happy with hospital transport arrangements for getting home. ^N	-	-	-	80	82
57a. Patients were involved in decisions about leaving hospital. ^N	-	-	-	75	76
57b. Patients' family or home situation was taken into account when planning discharge from hospital.	-	82	83	83	83
57c. Patients knew who to contact if they had any questions after leaving hospital. ^C	81	80	80	80	80
57d. Patients were told about any danger signs to watch for when they left hospital.	73	73	71	72	72
59a. Patients didn't have to wait too long to get their medicines.	-	-	73	70	71
59b. Patients understood what their medicines were for.	94	94	96	95	95
59c. Patients understood how and when to take their medicines.	96	96	97	97	97
59d. Patients understood the possible side effects of their medicines. ^C	80	80	79	80	81

2.7. After leaving hospital: your most recent hospital stay

Question	2010	2011	2012	2014	Scotland 2014
64. Overall rating of care or support services after leaving hospital.	-	-	80	83	83
62. Patients had to stay in hospital longer than expected to wait for their care or support services to be organised. ^C	-	-	90	90	86 ^s
63. Patients felt they got the care and support services that were right for them.	-	-	87	90	90
65. Patients saw/received information on how to provide feedback or complain about the care they received. ^N	-	-	-	34	36 ^s

Chapter 3: Variation in NHS Board Results across Scotland

The tables below show this NHS Board's 2014 percent positive results in relation to the range of percent positive results across all NHS Boards in Scotland. The percent positive results for NHS Scotland in 2014 are also shown.

Notes on Interpretation

- N Indicates a new question in the 2014 survey.
- C Indicates a change in the question wording since 2012.
- P Indicates that the question wording has been rephrased from a negative to a positive statement within this report (applies to questions 14c, 14d, 14h, 41c and 42c).

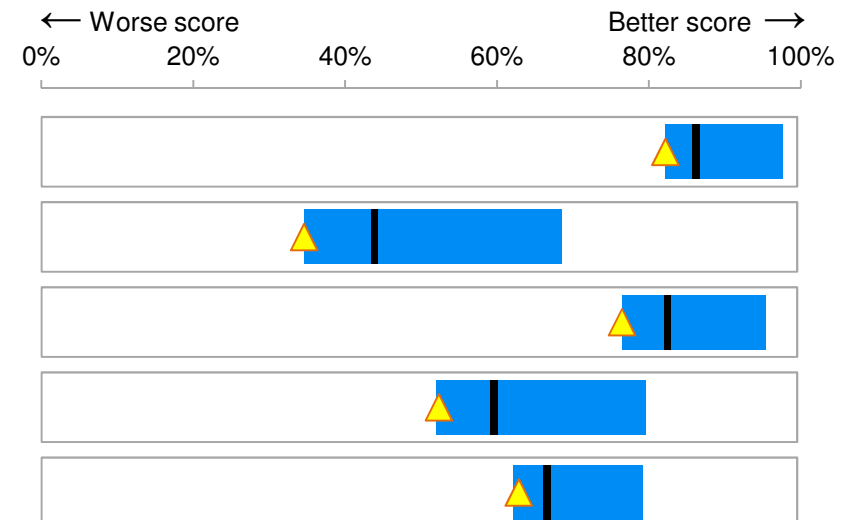
-  Range of percent positive results across all NHS Boards in Scotland in 2014 - ranges from lowest NHS Board result to highest NHS Board result.
-  NHS Board percent positive result in 2014.
-  NHS Scotland percent positive result in 2014.

All results are weighted by the population of patients eligible to be randomly sampled for the survey. Weighting results in this way provides results which are more representative of the population. Where a result to a question does not appear within this section it has been suppressed due to the low number of responses (less than 30).

3.1. Admission to hospital: your most recent hospital stay

Question

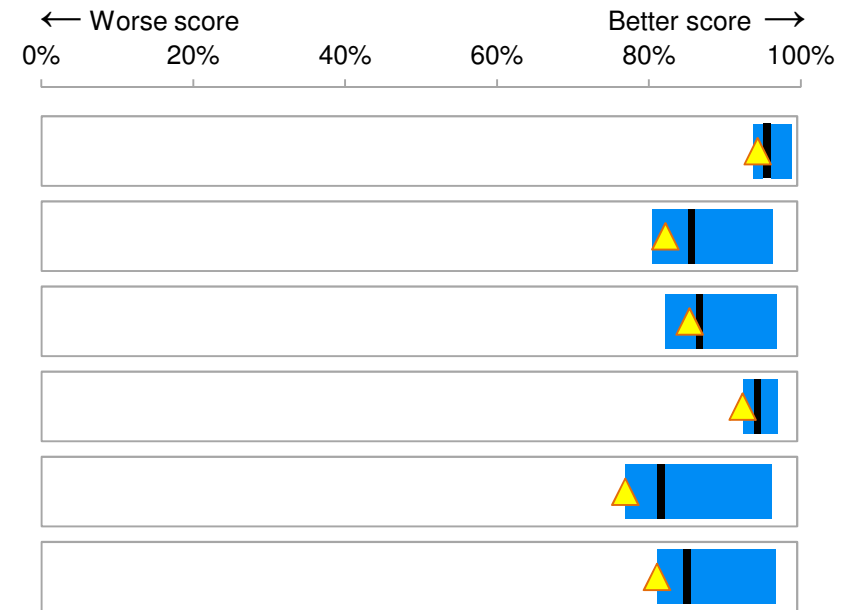
9. Overall rating of any care and treatment received in A&E.
3. In A&E patients were told how long they would have to wait to see a doctor/nurse.^C
4. How patients felt about the time waiting to be seen by a nurse or doctor in A&E.^N
5. In A&E patients were kept informed about what was happening after seeing a doctor/nurse.^N
6. In A&E patients' conditions were explained to them in a way they could understand.^C



3.1. Admission to hospital: your most recent hospital stay (cont.)

Question

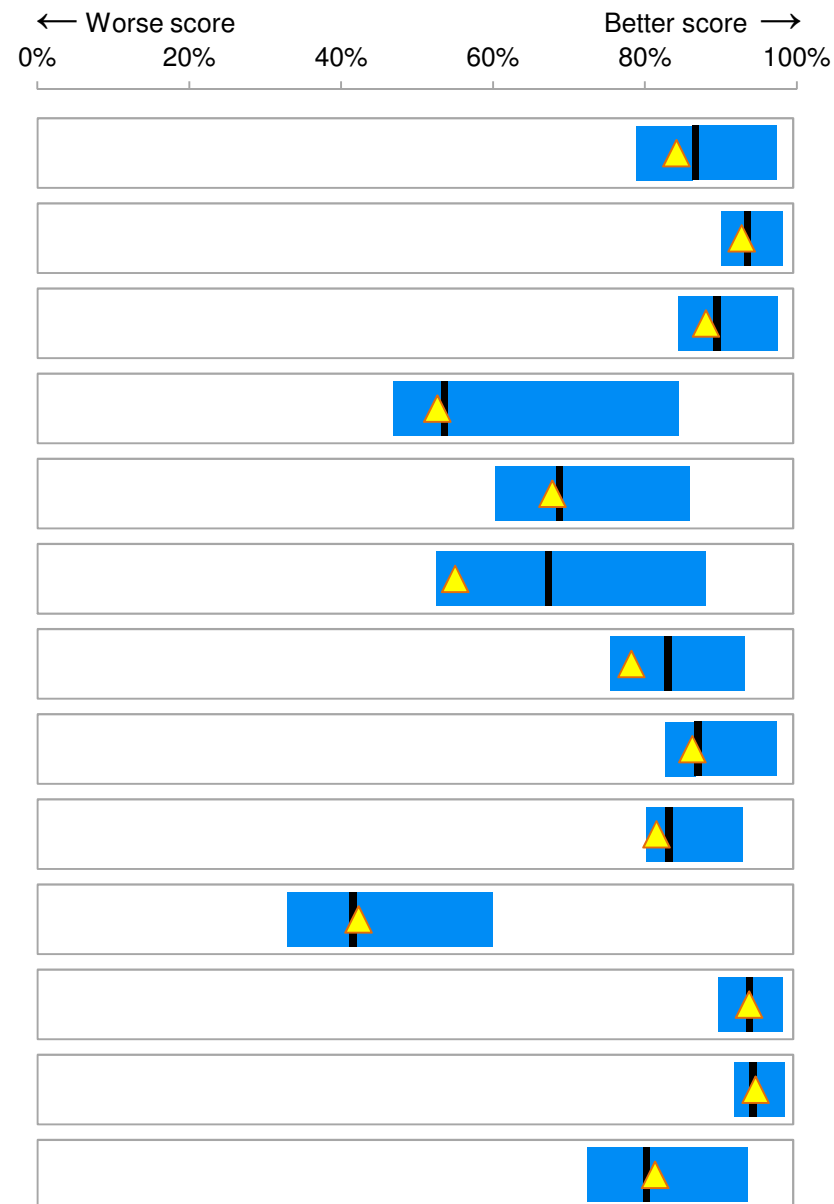
- 7. In A&E patients had enough privacy when being examined or treated.^N
- 8. In A&E patients felt safe.^N
- 10. How patients felt about the time they waited to be admitted to hospital after they were referred.^C
- 11. Information received before attending hospital helped patients to understand what would happen.^C
- 13. Overall rating of hospital admission process.
- 12. How patients felt about the time they waited to get to a ward.



3.2. The hospital and ward: your most recent hospital stay

Question

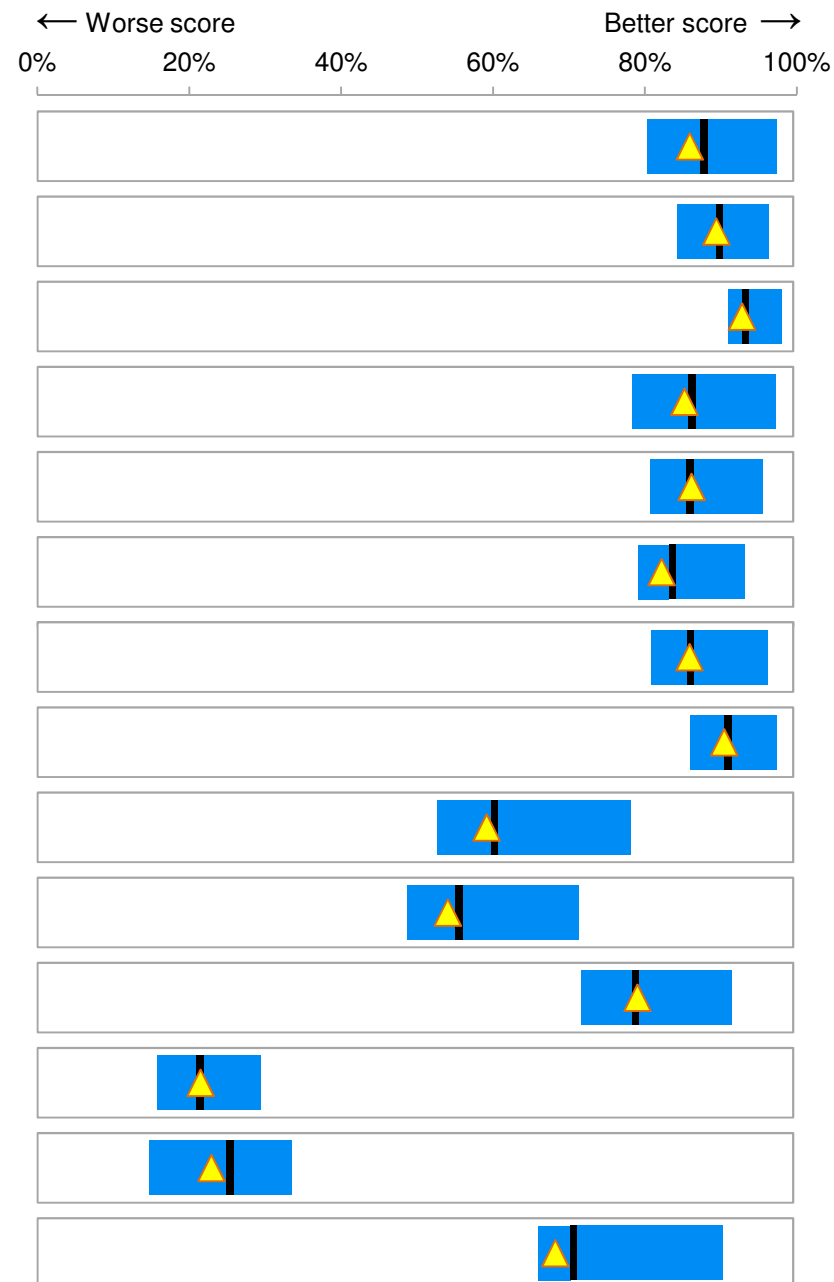
20. Overall rating of hospital/ward environment.
- 14a. The main ward or room patients stayed in was clean.
- 14b. The bathrooms and toilets were clean.
- 14c. Patients were not bothered by noise at night from other patients.^{C P}
- 14d. Patients were not bothered by noise at night from hospital staff.^{C P}
- 14e. Patients were happy with the food/meals they received.^C
- 14f. Patients were happy with the drinks they received.^C
- 14g. When patients called they received assistance within a reasonable time.
- 14h. Patients did not feel bothered or threatened by other patients/visitors.^P
15. Patients knew which nurse was in charge of the ward.^C
16. Hand-wash gels were available for patients and visitors to use.^N
18. Patients were happy with the visiting hours.^N
19. Patients had enough time with the people that matter to them.^N



3.3. Care and treatment: your most recent hospital stay

Question

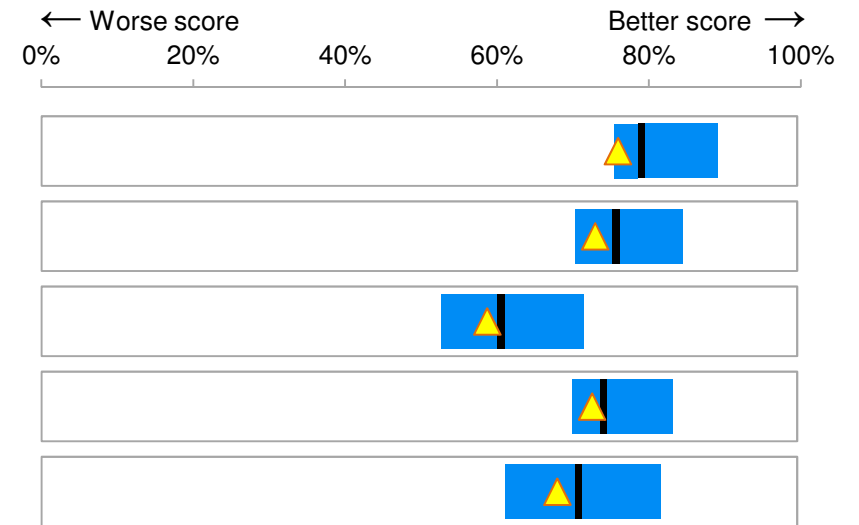
- 34. Overall rating of care and treatment during hospital stay.
- 21a. Patients were able to get adequate pain relief when they needed it.
- 21b. Patients had enough privacy when being examined or treated.^C
- 21c. Patients had enough privacy when their condition and treatment were discussed.^C
- 21d. Patients got enough help with washing and dressing when they needed it.^C
- 21e. Patients got enough help with eating and drinking when they needed it.^C
- 21f. Patients got enough help with going to the bathroom or toilet when they needed it.^C
- 21g. Patients were kept as physically comfortable as they could expect to be.^N
- 22. Patients were involved as much as they wanted in decisions about their care and treatment.^C
- 23. Patients felt that the people that matter to them were involved in decisions about their care and treatment.^N
- 24. Staff took adequate care when carrying out physical procedures.^N
- 29. A member of staff discussed any clinical errors with patients.^N
- 30. Patients were satisfied with how these clinical errors were dealt with.^N
- 33. Moving between wards was well managed.^C



3.4. Operations and procedures: your most recent hospital stay

Question

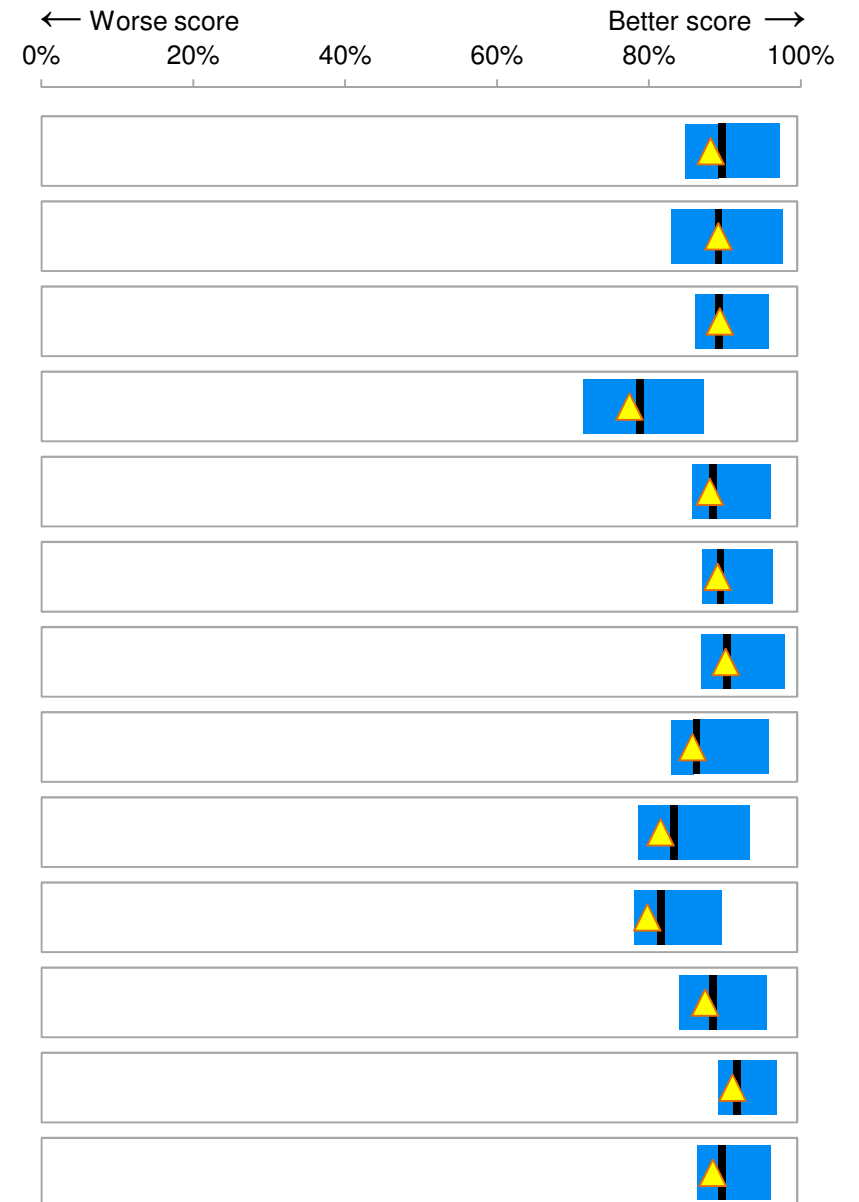
- 36. Beforehand, a member of staff explained the risks and benefits of operation/procedure.^N
- 37. Beforehand, a member of staff explained what would be done during the operation or procedure.^C
- 38. Beforehand, patients were told how they may feel after the operation or procedure.^C
- 39. Beforehand, patients' questions were answered in a way they could understand.^N
- 40. Patients understood the explanations on how the operation or procedure had gone.^C



3.5. Staff: your most recent hospital stay

Question

- 49. Overall rating of all staff patients came into contact with.
- 41a. Doctors knew enough about patients' condition and treatment.
- 41b. Doctors discussed patients' condition and treatment with them in a way they could understand.^C
- 41c. Doctors did not talk in front of patients as if they were not there.^P
- 41d. Doctors listened to patients if they had any questions or concerns.
- 41e. Doctors washed/cleaned their hands at appropriate times.
- 41f. Patients had confidence and trust in the doctors treating them.^N
- 42a. Nurses knew enough about patients' condition and treatment.
- 42b. Nurses discussed patients' condition and treatment with them in a way they could understand.^C
- 42c. Nurses did not talk in front of patients as if they were not there.^P
- 42d. Nurses listened to patients if they had any questions or concerns.
- 42e. Nurses washed/cleaned their hands at appropriate times.
- 42f. Patients had confidence and trust in the nurses treating them.^N



3.5. Staff: your most recent hospital stay (cont.)

Question

43. Patients knew which nurse was in charge of their care.^N

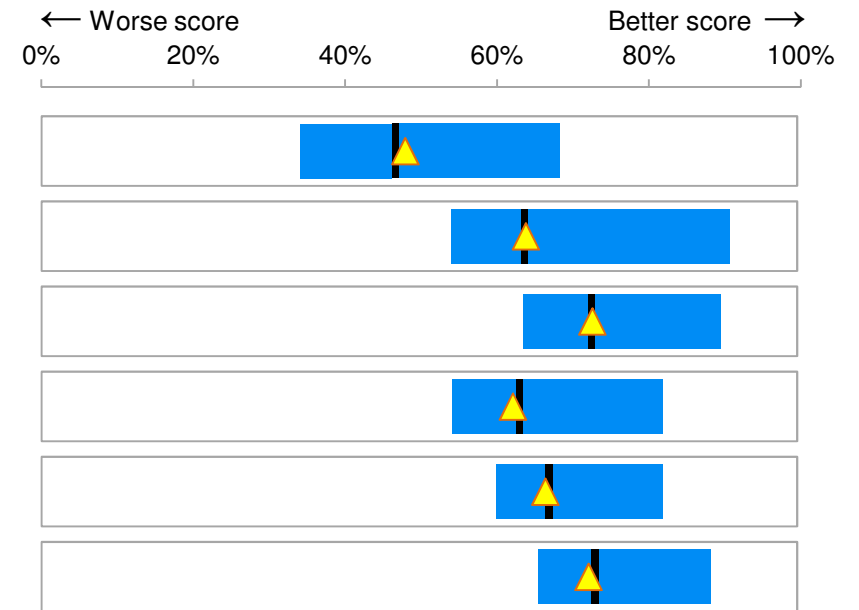
44. Patients felt there were enough nurses on duty.^N

45. Staff worked well together in organising patients' care.^C

46. Staff took account of what matters to patients.^N

47. Patients felt they got enough emotional support from staff.^N

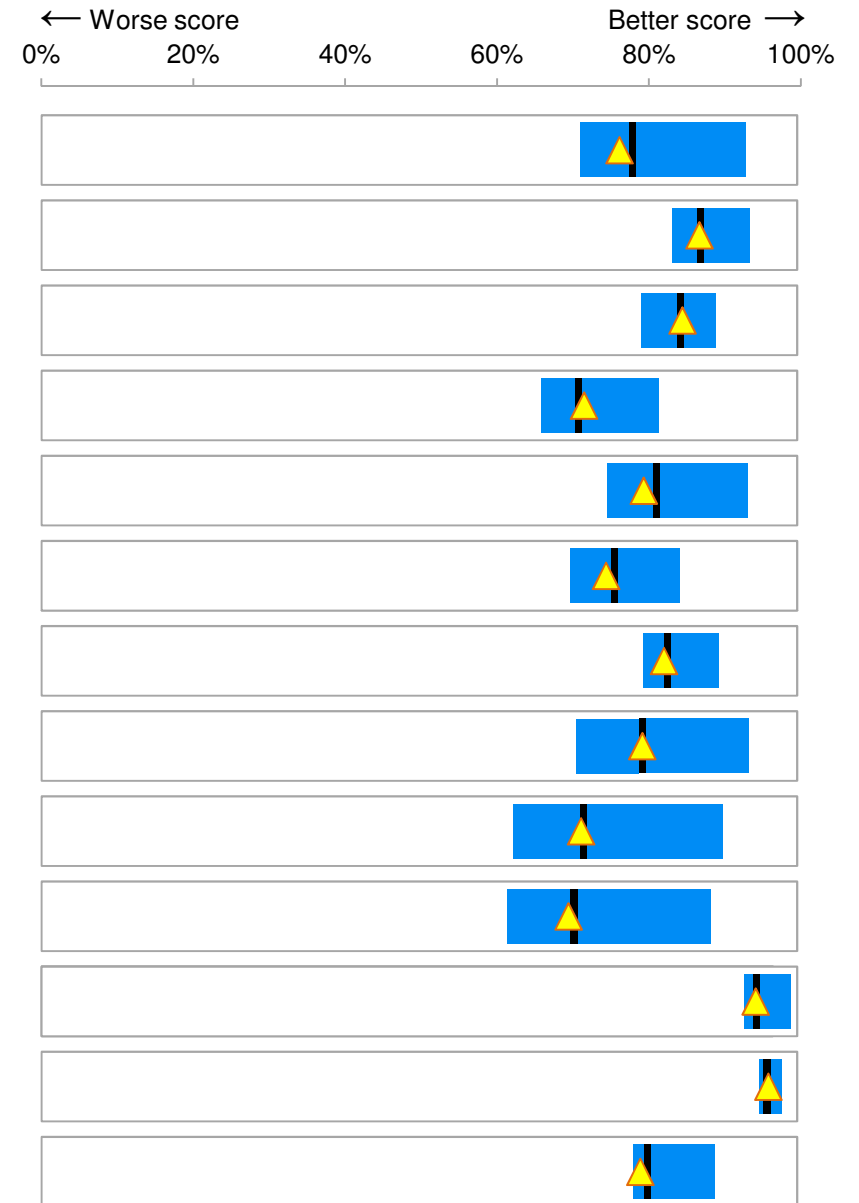
48. Staff treated patients with compassion and understanding.^N



3.6. Leaving hospital: your most recent hospital stay

Question

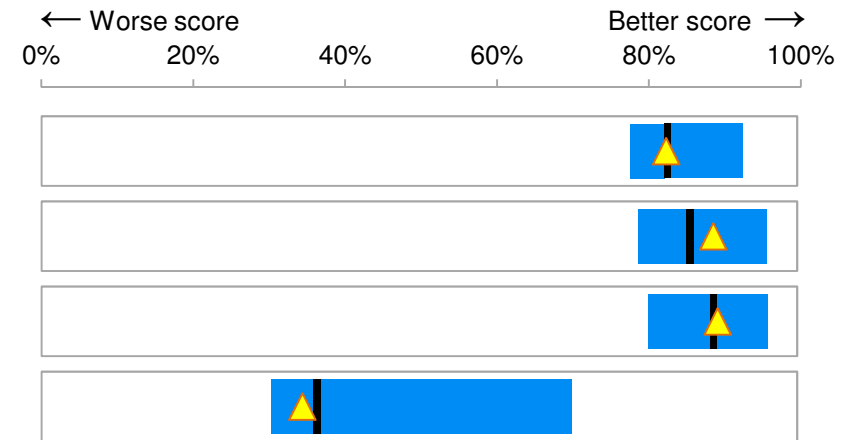
- 60. Overall rating of arrangements for leaving hospital.
- 53. How patients felt about the length of time they were in hospital.^N
- 54. Patients felt confident they could look after themselves after leaving hospital.^N
- 55. Prior to leaving hospital, patients felt confident that any help they needed had been arranged.^C
- 56. If eligible, patients were happy with hospital transport arrangements for getting home.^N
- 57a. Patients were involved in decisions about leaving hospital.^N
- 57b. Patients' family or home situation was taken into account when planning discharge from hospital.
- 57c. Patients knew who to contact if they had any questions after leaving hospital.^C
- 57d. Patients were told about any danger signs to watch for when they left hospital.
- 59a. Patients didn't have to wait too long to get their medicines.
- 59b. Patients understood what their medicines were for.
- 59c. Patients understood how and when to take their medicines.
- 59d. Patients understood the possible side effects of their medicines.^C



3.7. After leaving hospital: your most recent hospital stay

Question

- 64. Overall rating of care or support services after leaving hospital.
- 62. Patients had to stay in hospital longer than expected to wait for their care or support services to be organised.^C
- 63. Patients felt they got the care and support services that were right for them.
- 65. Patients saw/received information on how to provide feedback or complain about the care they received.^N



Chapter 4: Information Questions

The tables below show results for questions that did not fit into the percent positive format used elsewhere within this report. These tables show the percentage of patients within this NHS Board who selected each response option when answering these questions. Equivalent results from the 2012 survey are also shown along with the NHS Scotland 2014 results.

Notes on Interpretation

- N** Indicates a new question in the 2014 survey.
- C** Indicates a change in the question wording since 2012.
- Indicates that direct comparison with previous surveys was not possible.
- - Indicates that a result has been suppressed due to the low number of valid responses to the question (less than 30).

All results are weighted by the population of patients eligible to be randomly sampled for the survey. Weighting results in this way provides results which are more representative of the population.

2012 - Percentage of NHS Board respondents selecting this response option in 2012.

2014 - Percentage of NHS Board respondents selecting this response option in 2014.

Scotland 2014 - Percentage of NHS Scotland respondents selecting this response option in 2014.

4.1. Admission to hospital: your most recent hospital stay

1. Was your most recent hospital stay planned in advance or an emergency?^C

Question asked of all patients (responses = 5,760)	2012	2014	Scotland 2014
Emergency or urgent	-	57	58
Waiting list or planned in advance	-	39	38
Something else	-	4	4

4.1. Admission to hospital: your most recent hospital stay (cont.)

2. When you arrived at hospital did you go to the Accident and Emergency Department (A&E)?

Question asked of all patients whose hospital visit was an emergency or urgent (responses = 3,342)	2012	2014	Scotland 2014
Yes	77	77	70
No	20	21	27
Don't know	4	3	3

4.2. The hospital and ward: your most recent hospital stay

17. During your most recent stay in hospital did you have a single room at any time?^C

Question asked of all patients (responses = 5,769)	2012	2014	Scotland 2014
Yes, and I was happy	-	25	30
Yes, but I would have preferred to be with other patients	-	3	3
No, but I would have preferred to be in a single room	-	18	16
No, and I was happy	-	54	51

4.3. Care and treatment: your most recent hospital stay

25. While you were in hospital, did your condition get worse at any time?^N

Question asked of all patients (responses = 5,774)	2012	2014	Scotland 2014
No	-	76	75
Yes, and staff responded quickly	-	19	20
Yes, and staff did not respond quickly	-	3	3
Don't know / can't remember	-	2	2

26. During your stay in hospital, if you had a drip or needle in a vein to give you medicines or fluids, did any of the following occur?^N (This is a "tick all that apply" question therefore percentages may not add up to 100.)

Question asked of all patients who did not specifically indicate that they did not have a drip (responses = 3,774)	2012	2014	Scotland 2014
I did not feel it was checked regularly enough	-	13	12
I did not feel it was changed when required	-	9	8
I did not feel it was removed quickly enough	-	10	10

4.3. Care and treatment: your most recent hospital stay (cont.)

27. Did you experience any of the following problems during, or because of, your hospital stay?^N
 (This is a "tick all that apply" question therefore percentages may not add up to 100.)

Question asked of all patients (responses = 5,878)	2012	2014	Scotland 2014
Infection (e.g. Urinary tract infection, surgical wound infection, MRSA, CDiff, etc.)	-	8	8
Blood poisoning / sepsis	-	1	1
Blood clot (e.g. Deep Vein Thrombosis [DVT], embolism)	-	1	1
Bed sore (pressure sore)	-	2	2
Injury from falling over	-	1	1
Bad reaction to medication	-	4	4
Complication from surgery	-	3	3
Any other problems	-	4	4
None	-	78	78

4.3. Care and treatment: your most recent hospital stay (cont.)

28. During your most recent hospital stay, did any of the following events occur?^N
 (This is a "tick all that apply" question therefore percentages may not add up to 100.)

Question asked of all patients (responses = 5,878)	2012	2014	Scotland 2014
Incorrect diagnosis	-	2	2
Wrong treatment	-	1	1
Incorrect medicines	-	2	2
Incorrect doses of medicines	-	2	2
Delayed or incorrect test results	-	3	3
None	-	84	85

4.3. Care and treatment: your most recent hospital stay (cont.)

31. When you were in hospital, did you move wards?^N

Question asked of all patients (responses = 5,769)	2012	2014	Scotland 2014
Yes	-	36	36
No	-	62	62
Don't know / can't remember	-	2	2

32. What time did you move wards?^N

(This is a "tick all that apply" question therefore percentages may not add up to 100.)

Question asked of all patients who moved wards (responses = 1,880)	2012	2014	Scotland 2014
Morning / afternoon	-	53	54
Evening (6pm to 10pm)	-	31	29
Middle of the night (10pm onwards)	-	13	14
Don't know / can't remember	-	13	13

4.4. Operations and procedures: your most recent hospital stay

35. During your most recent hospital stay, did you have an operation or procedure?^N

Question asked of all patients (responses = 5,750)	2012	2014	Scotland 2014
Yes	-	56	56
No	-	44	44

4.5. Leaving hospital: your most recent hospital stay

50. On the day you left hospital, were you delayed for any reason?^N

Question asked of all patients (responses = 5,760)	2012	2014	Scotland 2014
Yes	-	39	39
No	-	61	61

51. What was the main reason you were delayed?^N

Question asked of all patients who were delayed (responses = 1,871)	2012	2014	Scotland 2014
I had to wait for medicines	-	57	55
I had to wait to see the doctor	-	9	9
I had to wait for hospital transport	-	9	9
I had to wait for my discharge letter	-	18	19
Something else	-	8	7

4.5. Leaving hospital: your most recent hospital stay (cont.)

52. How long was the delay?^N

Question asked of all patients who were delayed (responses = 2,085)	2012	2014	Scotland 2014
Up to 1 hour	-	18	20
Longer than 1 hour but less than 2 hours	-	25	28
Longer than 2 hours but less than 4 hours	-	32	30
Longer than 4 hours	-	18	15
Don't know / can't remember	-	7	7

58. Were you given any medicines to take home when you left hospital?^C

Question asked of all patients (responses = 5,791)	2012	2014	Scotland 2014
Yes	71	76	77
No	29	24	23

4.6. After leaving hospital: your most recent hospital stay

61. Did you need care or support services to be arranged for when you got out of hospital?^C

Question asked of all patients (responses = 5,753)	2012	2014	Scotland 2014
Yes	23	25	24
No	77	75	76

Chapter 5: Demographic Questions

The tables below show a number of socio-demographic characteristics of patients who responded to the survey in 2014. These tables show the percentage of patients within this NHS Board who selected each response option when answering these questions. Equivalent results from the 2012 survey are also shown along with the NHS Scotland 2014 results.

Notes on Interpretation

2012 - Percentage of NHS Board respondents selecting this response option in 2012.

2014 - Percentage of NHS Board respondents selecting this response option in 2014.

Scotland 2014 - Percentage of NHS Scotland respondents selecting this response option in 2014.

All percentages shown in this section of the report are unweighted.

69. Are you male or female?

Question asked of all patients (responses = 5,754)	2012	2014	Scotland 2014
Male	38	41	44
Female	62	59	56

68. What was your age last birthday?

Question asked of all patients (responses = 5,697)	2012	2014	Scotland 2014
16-34	7	5	5
35-49	16	13	11
50-64	30	27	26
65+	47	55	58

70. How patients rated their health in general.

Question asked of all patients (responses = 5,724)	2012	2014	Scotland 2014
Good	45	39	43
Fair	41	45	43
Poor	14	16	14

72. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Question asked of all patients (responses = 5,653)	2012	2014	Scotland 2014
Yes, limited a lot	31	35	34
Yes, limited a little	30	31	32
No	39	35	34

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How to access background or source data

- The technical report is available at <http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/InpatientSurvey>
- Data source may be made available on request, subject to consideration of legal and ethical factors. Please contact patientexperience@scotland.gsi.gov.uk for further information.

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