

Executive summary

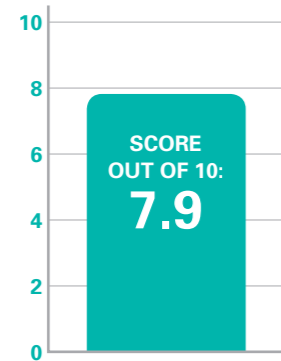
40 
HOSPITALS TOOK PART

13,404 
PEOPLE RESPONDED, OUT OF AN ELIGIBLE POPULATION OF 26,752

50%
RESPONSE RATE

1

Admission to hospital



The average rating for admission to hospital was 7.9 out of 10.

69% of people (5,997) said they waited for more than six hours before being admitted to a ward.

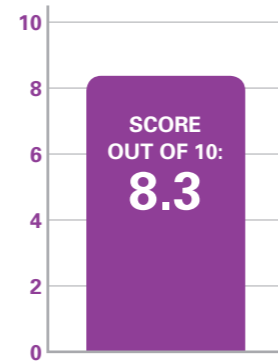
81% of people (7,543) said that they were always treated with respect and dignity in the emergency department.

SUGGESTION FOR IMPROVEMENT:

“If you could improve waiting times from A&E to wards it would really help.”

2

Care on the ward



The average rating for care on the ward was 8.3 out of 10.

27% of people (3,400) said that the food they received in hospital was poor or fair.

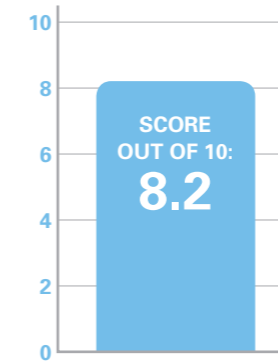
96% of people (12,405) said that the hospital room or ward that they were in was very clean or fairly clean.

SUGGESTION FOR IMPROVEMENT:

“The food for dinner was not great. Most days I did not eat a dinner as I did not like it.”

3

Examinations, diagnosis and treatment



The average rating for examinations, diagnosis and treatment was 8.2 out of 10.

40% of people (5,079) said that they did not always have enough time to discuss their care and treatment with a doctor.

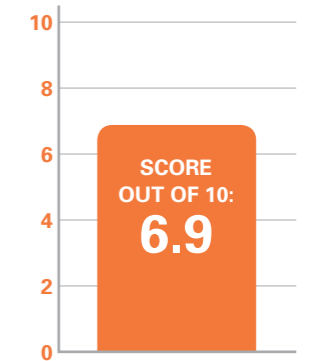
85% of people said that they were always given enough privacy when being examined or treated.

SUGGESTION FOR IMPROVEMENT:

“More privacy to talk and ask doctor questions, about condition.”

4

Discharge or transfer



The average rating for discharge or transfer was 6.9 out of 10.

38% of people (3,442) said that they were not adequately informed about the side effects of medication to watch for when they went home.

71% of people (7,329) said that the purpose of medications they were to take at home was completely explained to them.

SUGGESTION FOR IMPROVEMENT:

“Doctors and nurses to explain more to each patient about treatment and operation, and more on aftercare when discharged.”