

Reporting to:	Trust Board - 25 June 2015
Title	CQC Inpatient Survey 2014 Published May 2015
Sponsoring Director	Sarah Bloomfield, Director of Nursing and Quality
Author(s)	Graeme Mitchell, Associate Director Patient Quality & Experience, Sally Allen, Clinical Governance Manager
Previously considered by	Quality and Safety Committee
Executive Summary	<p>The NHS National Inpatient Survey is conducted annually. Information drawn from the core questions in the survey is used by the Care Quality Commission (CQC) as part of its Hospital Intelligent Monitoring report. NHS England uses the results to check progress and improvement against the objectives set out in the NHS mandate. The results will also be used by the Trust Development Authority to inform the quality and governance assessment as part of their Oversight Model for NHS Trusts.</p> <p>The postal survey includes 78 core questions, with Trusts being given the option of adding further questions from a “bank” of validated survey questions. SaTH did not include further additional questions in order to maximise response rates.</p> <p>This year 436 completed usable surveys were received for SaTH, giving a response rate of 52% (60% for SaTH in 2013). This compares favourably to the national response rate of 47%.</p> <p>The 78 questions are divided into ten sections. This report for 2014 compares the responses to 60 key questions with the SaTH Inpatient Survey results for both 2012 and 2013, and the National survey data. Two questions were new for 2014, and therefore comparison for these two questions with previous years was not possible, the remaining eight questions are information questions relating to age, sex etc .</p> <p>Key Facts</p> <p>The results demonstrate that the scores for the Trust have shown a statistically significant improvement since 2013 for two questions.</p> <p>None of the sections surveyed showed a statistically significant decline since 2013</p> <p>For the first year since 2012 SaTH has performed “the same as other Trusts” in all 11 of the survey sections</p> <p>The report will show how the Trust’s comparative position has changed since the Annual Inpatient Survey carried out during 2012. Progression from 2012 when the Trust was “worse than other Trusts” in four sections overall to 2014 where the Trust was rated “about the same as other Trusts” for all sections of the survey is encouraging to note.</p> <p>Appendices which show a more detailed breakdown of each survey section performance along with a copy of the full CQC report can be found in the information pack.</p>

Strategic Priorities 1. Quality and Safety 2. People	<input checked="" type="checkbox"/> Reduce harm, deliver best clinical outcomes and improve patient experience. <input type="checkbox"/> Address the existing capacity shortfall and process issues to consistently deliver national healthcare standards <input type="checkbox"/> Develop a clinical strategy that ensures the safety and short term sustainability of our clinical services pending the outcome of the Future Fit Programme <input type="checkbox"/> To undertake a review of all current services at specialty level to inform future service and business decisions <input type="checkbox"/> Develop a sustainable long term clinical services strategy for the Trust to deliver our vision of future healthcare services through our Future Fit Programme <input type="checkbox"/> Through our People Strategy develop, support and engage with our workforce to make our organisation a great place to work
3. Innovation 4. Community and Partnership 5. Financial Strength: Sustainable Future	<input type="checkbox"/> Support service transformation and increased productivity through technology and continuous improvement strategies <input type="checkbox"/> Develop the principle of 'agency' in our community to support a prevention agenda and improve the health and well-being of the population <input type="checkbox"/> Embed a customer focussed approach and improve relationships through our stakeholder engagement strategies <input type="checkbox"/> Develop a transition plan that ensures financial sustainability and addresses liquidity issues pending the outcome of the Future Fit Programme
Board Assurance Framework (BAF) Risks	<input checked="" type="checkbox"/> If we do not deliver safe care then patients may suffer avoidable harm and poor clinical outcomes and experience <input type="checkbox"/> If we do not implement our falls prevention strategy then patients may suffer serious injury <input type="checkbox"/> If the local health and social care economy does not reduce the Fit To Transfer (FTT) waiting list from its current unacceptable levels then patients may suffer serious harm <input type="checkbox"/> Risk to sustainability of clinical services due to potential shortages of key clinical staff <input type="checkbox"/> If we do not achieve safe and efficient patient flow and improve our processes and capacity and demand planning then we will fail the national quality and performance standards <input type="checkbox"/> If we do not get good levels of staff engagement to get a culture of continuous improvement then staff morale and patient outcomes may not improve <input type="checkbox"/> If we do not have a clear clinical service vision then we may not deliver the best services to patients <input type="checkbox"/> If we are unable to resolve our (historic) shortfall in liquidity and the structural imbalance in the Trust's Income & Expenditure position then we will not be able to fulfil our financial duties and address the modernisation of our ageing estate and equipment
Care Quality Commission (CQC) Domains	<input type="checkbox"/> Safe <input checked="" type="checkbox"/> Effective <input checked="" type="checkbox"/> Caring <input checked="" type="checkbox"/> Responsive <input type="checkbox"/> Well led
<input checked="" type="checkbox"/> Receive <input type="checkbox"/> Review <input type="checkbox"/> Note <input checked="" type="checkbox"/> Approve	Recommendation The Committee are asked to NOTE the Inpatient survey results and to approve the oversight and scrutiny of an action plan by the Quality & Safety Committee.

The Shrewsbury and Telford Hospital NHS Trust**Trust Board – 25 June 2015****Overview of results of CQC National Inpatient Survey 2014
Published May 2015****1. Background**

The NHS National Inpatient Survey is conducted annually by Picker on behalf of the Care Quality Commission (CQC). Information drawn from the core questions in the Inpatient Surveys are used by the CQC as part of its Hospital Intelligent Monitoring process. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate. The results will also be used by the Trust Development Authority to inform the quality and governance assessment as part of their Oversight Model for NHS Trusts.

The 2014 Adult Inpatient Survey was the twelfth national inpatient survey carried out and involved 154 acute and specialist NHS Trusts. Responses were received from over 59,000 patients – an overall response rate of 47%. The survey was sent to 850 patients aged 16 years or over, who had spent at least one night in hospital. Patients requiring Maternity or Mental Health care were excluded. Trusts could select to survey patients from June, July or August 2013 and in order to fit in with our local inpatient survey programme, the Trust elected to survey patients who were treated during July 2014.

The patient sample is drawn in accordance with stipulated criteria issued by the CQC, and is checked for recently deceased and current inpatients. The postal survey includes 78 core questions, with Trusts being given the option of adding further questions from a “bank” of validated survey questions. SaTH did not include further additional questions in order to maximise response rates. The initial postal survey is followed up with two written reminders to non-responders.

This year 436 completed usable surveys were received for SaTH, giving a response rate of 52% (60% for SaTH in 2013). This compares favourably to the national response rate of 47%.

The 78 core questions were divided into ten sections, with an additional overall experience section. Where questions are identical to those used in the 2012 and 2013 survey, comparison of scores is given. This report for 2014 compares the responses to 60 key questions with the SaTH Inpatient Survey results for both 2012 and 2013, and the National survey data. Two questions were new for 2014, and therefore comparison for these two questions with previous years was not possible. The remaining questions comprised eight information questions (designed to identify whether a set of questions were applicable to the patient), and eight respondent profile questions, such as age, sex, religion etc.

KEY FACTS

- **The results demonstrate that the scores for the Trust have shown a statistically significant improvement since 2013 for two questions**
- **None of the sections surveyed showed a statistically significant decline since 2013**
- **For the first year since 2012 SaTH has performed “*the same as other Trusts*” in all 11 of the survey sections**

THE SHREWSBURY AND TELFORD HOSPITAL NHS TRUST
May 2015

2. Trust Results

The questions in the Annual Inpatient Survey are grouped into eleven Sections, and Trusts are rated as “Worse”, “About the Same” or “Better” than the average for Trusts in England in each section. The illustration below shows how the Trust’s comparative position has changed since the Annual Inpatient Survey carried out during 2012. Progression from 2012 when the Trust was “worse than other Trusts” in four sections overall to 2014 where the Trust was rated “about the same as other Trusts” for all sections of the survey is encouraging to note.

	CQC Adult Inpatient Survey 2013		CQC Adult Inpatient Survey 2013		CQC Adult Inpatient Survey 2014	
	Published May 2013		Published May 2014		Published May 2015	
	516 inpatients receiving care from the Trust in 2012		502 inpatients receiving care from the Trust in 2013		436 inpatients receiving care from the Trust in 2014	
	Comparison with other Trusts in England		Comparison with other Trusts in England		Comparison with other Trusts in England	
The Emergency/ A&E Department			↑		=	
Waiting list and planned admissions			=		=	
Waiting to get to a bed on the ward			=		=	
The hospital and ward			=		=	
Doctors			↑		=	
Nurses			=		=	
Care and Treatment			=		=	
Operations and Procedures			=		=	
Leaving hospital			↑		=	
Overall views of care and services			=		↑	
Overall experience			=		=	

The results of the survey provide the Trust with two important measures of how they have performed. Firstly a comparison of the Trust's score for each question compared to the previous year, and secondly a comparison of how the Trust performed compared to other participating Trusts.

i. This Trust's score for each question during 2014 compared to this Trust's score for 2013 and 2012

The table below illustrates the questions where the Trust has shown a statistically significant (using two-tailed t test) improvement from 2012 to 2013, or 2013 to 2014. This is shown by an upward arrow in the change box for the relevant year, which is shaded green. It is particularly important to note that small variations in the scores can occur year-on-year by chance, therefore reporting of results only focuses on highlighting where there have been statistically significant changes.

(Appendix A provides a comparison for all questions by year).

It is very encouraging to note that there were no areas that showed a **statistically significant decline** in 2013 or 2014.

		2012	2013	Change 12/13	2014	Change 13/14
Section 1 The Emergency / A & E Department (answered by Emergency patients only)						
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	7.3	8.2	↑	7.9	
Section 3 Waiting to get to a bed on a ward						
Q9	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?	7.0	7.6	↑	7.6	
Section 4 The hospital and ward						
Q14	Did you ever use the same bathroom or shower area as patients of the opposite sex?	8.2	7.7		8.6	↑
Q21	How would you rate the hospital food?	4.8	5.3	↑	5.3	
Q22	Were you offered a choice of hospital food?	7.8	8.4	↑	8.2	
Section 7 Care and treatment						
Q31	Did a member of staff say one thing and another say something different?	7.6	8.1	↑	7.8	
	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	3.3	4.1	↑	-	
Q69	During your hospital stay, were you ever asked to give your views on the quality of your care?	0.5	1.1	↑	1.4	
Q70	Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	1.2	1.5		2.1	↑

ii. Comparison of this Trust's score for each question during 2014 compared to other participating Trusts

Comparative data is supplied to all Trusts showing whether their scores are "better", "worse" or "about the same" as other Trusts for each individual question, and the overall section scores. It should be noted that the scores for a number of individual questions are amalgamated to give an overall score for each section. Therefore, performing "worse than other Trusts" on one individual question does not necessarily mean that the Trust will be classified as "worse than other Trusts" for that section.

In both 2012 and 2013 the survey results were reported in 10 sections. In 2014, Q68 *Overall...did you have a poor experience or a good experience?* Has been removed from section 10 and forms a separate eleventh section.

(Appendix B shows the scores for each individual question by section for SaTH by year, alongside the lowest and highest Trust Scores achieved for 2014).

The table below illustrates where the Trust has performed "worse than other Trusts" for an individual question, or an overall section score. This is shown by red shading of the score box. It should be noted that it is possible for Trusts to show a statistically significant improvement in a question score from the previous year, but still feature as one of the "worst performing Trusts".

		2012	2013	2014
Section 1 The Emergency / A & E Department (answered by Emergency patients only)				
S1	Section Score	8.0	8.5	8.3
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	7.3	8.2	7.9
Section 2 Waiting list and planned admissions (answered by those referred to hospital)				
Q8	Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	9.6	8.2	8.4
Section 4 The hospital and ward				
Q22	Were you offered a choice of hospital food?	7.8	8.4	8.2
Section 5 Doctors				
S5	Section score	8.1	8.3	8.1
Q24	When you had important questions to ask a doctor, did you get answers that you could understand?	7.7	7.9	7.6
Q26	Did doctors talk in front of you as if you weren't there?	8.0	8.3	8.3
Section 7 Care and treatment				
Q31	Did a member of staff say one thing and another say something different?	7.6	8.1	7.8
Q32	Were you involved as much as you wanted to be in decisions about your care and treatment?	6.7	7.0	6.7
Q34	How much information about you condition or treatment was given to you?	7.4	7.7	7.3
Q38	Were you given enough privacy when being examined or treated?	9.4	9.4	9.1
Section 8 Operations and procedures (answered by patients who had an operation or procedure)				
Q43	Did a member of staff explain the risks and benefits of the operation or procedure?	9.0	8.7	8.3
Q46	Were you told how you could expect to feel after you had the operation or procedure?	6.7	6.5	6.7
Section 9 Leaving hospital				
S9	Section score	6.5	6.8	7.0
Q55	Before you left hospital, were you given any written	5.6	6.1	6.1

	or printed information about what you should or should not do after leaving hospital?			
Q56	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	7.7	8.0	8.3
Q58	Were you told how to take your medication in a way you could understand?	7.7	8.0	8.1
Q61	Did hospital staff take your family or home situation into account when planning your discharge?	6.2	6.9	6.8
Q62	Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?	5.0	5.8	5.8
Q63	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	6.8	7.3	7.5
Q65	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	7.8	8.3	8.3
Section 10 Overall views of care and services				
S10	Section score	4.6	4.8	5.2
Q69	During your hospital stay, were you ever asked to give your views on the quality of your care?	0.5	1.1	1.4
Q70	Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	1.2	1.5	2.1

3. Conclusions

In summary, the results for Trust in the National Inpatient Survey have shown a steady improvement since 2012, with the Trust showing a statistically significant improvement in seven of the questions surveyed from 2012 to 2013 and a further two questions from 2013 to 2014.

The Trust no longer appears as one of the “*worst performing Trusts*” for any of the eleven sections surveyed, compared to four sections where the Trust was rated “*worse*” than other Trusts in 2012 and one section where the Trust was rated “*worse*” in 2013. For 2014 SaTH is now rated as “*about the same*” as other Trusts for all eleven sections of the survey.

4. Next Steps

Whilst the Trust has demonstrated an improvement with our Inpatient survey results we are still only performing about the same as other trusts, improving our patient experience so that we are achieving better than our peers should be our goal and this will be reflected in the Trust Patient Experience Strategy to be published later this year.

There are five individual questions where SaTH is rated as “*worse*” than other participating Trusts. These mainly relate to the way that our staff engage with, and communicate clinical information to our patients and therefore will form the focus for the Trust’s action plan this year. This will include working with Care Group colleagues to develop a robust action plan and provide further support, training and improvement programmes to address these issues. To enable the Trust to monitor the efficacy of the improvement actions the Trust will continue to conduct our local quarterly inpatient survey. The survey will be adapted to focus on the five questions where the Trust performed worse than other Trusts during 2014, along with an overall rating of experience. The Associate Director of Quality and Patient Experience will continue to work closely with the Patient Engagement and Involvement Panel (PEIP) to collect additional feedback on these areas.

The Trust is also seeking to develop external relationships with organisations such as Macmillan to co design and deliver specific training for clinicians who have to communicate information in stressful situations.

5. Recommendations

That the Trust board note the report and support the Quality & Safety Committee in overseeing the action plan. Further develop and co-design of the action plan will take place with key SATH and external stakeholders and regular action plan updates will be provided to the board.

Appendix A – scores by question for 2012, 2013 and 2014

Statistically significant improvement in year on year scores indicated by an upward arrow in a green box

Question notes						
<p>Q33 <i>Did you have confidence in the decisions made about your condition or treatment?</i> And Q67 <i>During your time in hospital did you feel well looked after by hospital staff?</i> Are new questions for 2014, therefore it is not possible to compare with previous years</p> <p>Responses to Q11 <i>When you were first admitted to a bed on a ward, did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex?</i> And Q13 <i>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?</i> Are combined in the results, and appear in the tables below as Q11 <i>Did you ever share a sleeping area with patients of the opposite sex?</i></p> <p>Responses to Q52 <i>On the day you left hospital, was your discharge delayed for any reason?</i> And Q53 <i>What was the main reason for the delay?</i> Are combined in the results and appear in the tables below as Q53 <i>Discharge delayed due to wait for medicines/to see doctor/for ambulance?</i></p> <p>Information from Q52 and Q53 has been used to score Q54 <i>How long was the delay?</i></p> <p>There are two un-numbered questions which appear below Q65. These are <i>Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?</i> And <i>Were the letters written in a way that you could understand?</i> These questions are not included in the 2014 survey, therefore it is not possible to provide comparison for these</p> <p>In 2014 Q68 <i>Overall rating of experience</i> appears as a separate section (section 11). In previous years, this question was included in section 10.</p>						
		2012	2013	Change 12/13	2014	Change 13/14
Section 1 The Emergency / A & E Department (answered by Emergency patients only)						
S1	Section Score	8.0	8.5		8.3	
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	7.3	8.2	↑	7.9	
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	8.7	8.8		8.8	
Section 2 Waiting list and planned admissions (answered by those referred to hospital)						
S2	Section score	9.1	8.5		8.7	
Q6	How do you feel about the length of time you were on the waiting list?	8.1	7.9		8.5	
Q7	Was your admission date changed by the hospital?	9.4	9.5		9.3	
Q8	Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	9.6	8.2		8.4	
Section 3 Waiting to get to a bed on a ward						
S3	Section score	7.0	7.6		7.6	
Q9	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?	7.0	7.6	↑	7.6	
Section 4 The hospital and ward						

S4	<i>Section score</i>	8.0	8.0		8.1	
Q11	Did you ever share a sleeping area with patients of the opposite sex?	9.3	9.2		9.3	
Q14	Did you ever use the same bathroom or shower area as patients of the opposite sex?	8.2	7.7		8.6	↑
Q15	Were you ever bothered by noise at night from other patients?	5.4	5.6		6.2	
Q16	Were you ever bothered by noise at night from hospital staff?	7.8	7.8		7.6	
Q17	In your opinion, how clean was the hospital room or ward that you were in?	8.9	8.8		8.8	
Q18	How clean were the toilets and bathrooms that you used in Hospital?	8.5	8.6		8.5	
Q19	Did you feel threatened during your stay in hospital by other patients or visitors?	9.7	9.6		9.6	
Q20	Were hand-wash gels available for patients and visitors to use?	9.7	9.5		9.5	
Q21	How would you rate the hospital food?	4.8	5.3	↑	5.3	
Q22	Were you offered a choice of hospital food?	7.8	8.4	↑	8.2	
Q23	Did you get enough help from staff to eat your meals?	7.7	7.2		7.4	
Section 5 Doctors						
S5	<i>Section score</i>	8.1	8.3		8.1	
Q24	When you had important questions to ask a doctor, did you get answers that you could understand?	7.7	7.9		7.6	
Q25	Did you have confidence and trust in the doctors treating you?	8.6	8.7		8.5	
Q26	Did doctors talk in front of you as if you weren't there?	8.0	8.3		8.3	
Section 6 Nurses						
S6	<i>Section score</i>	8.2	8.3		8.2	
Q27	When you had important questions to ask a nurse, did you get answers that you could understand?	8.4	8.3		8.1	
Q28	Did you have confidence and trust in the nurses treating you?	8.8	8.8		8.6	
Q29	Did nurses talk in front of you as if you weren't there?	8.6	8.8		8.8	
Q30	In your opinion, were there enough nurses on duty to care for you in hospital?	7.1	7.4		7.2	
Section 7 Care and treatment						
S7	<i>Section score</i>	7.3	7.5		7.4	
Q31	Did a member of staff say one thing and another say something different?	7.6	8.1	↑	7.8	
Q32	Were you involved as much as you wanted to be in decisions about your care and treatment?	6.7	7.0		6.7	
Q33	Did you have confidence in the decisions made about your condition or treatment?	-	-		7.8	
Q34	How much information about you condition or treatment was given to you?	7.4	7.7		7.3	

Q35	Did you find someone on the hospital staff to talk to about your worries and fears?	5.4	5.6		5.6	
Q36	Do you feel you got enough emotional support from hospital staff during your stay?	7.0	7.1		6.7	
Q37	Were you given enough privacy when discussing your condition or treatment?	8.2	8.2		8.1	
Q38	Were you given enough privacy when being examined or treated?	9.4	9.4		9.1	
Q40	Do you think the hospital staff did everything they could to help control your pain?	8.0	8.1		8.1	
Q41	After you used the call button, how long did it usually take before you got help?	6.0	6.2		6.3	
Section 8 Operations and procedures (answered by patients who had an operation or procedure)						
S8	<i>Section score</i>	8.2	8.1		8.1	
Q43	Did a member of staff explain the risks and benefits of the operation or procedure?	9.0	8.7		8.3	
Q44	Did a member of staff explain what would be done during the operation or procedure?	8.3	8.5		8.3	
Q45	Did a member of staff answer your questions about the operation or procedure?	8.7	8.4		8.6	
Q46	Were you told how you could expect to feel after you had the operation or procedure?	6.7	6.5		6.7	
Q48	Did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain?	9.1	8.7		9.0	
Q49	Afterwards, did a member of staff explain how the operation or procedure had gone?	7.5	7.5		7.7	
Section 9 Leaving hospital						
S9	<i>Section score</i>	6.5	6.8		7.0	
Q50	Did you feel you were involved in decisions about your discharge from hospital?	6.4	6.4		6.5	
Q51	Were you given enough notice about when you were going to be discharged?	6.8	6.8		7.0	
Q53	Discharge delayed due to wait for medicines/to see doctor/for ambulance	6.8	7.0		6.7	
Q54	How long was the delay?	8.0	8.0		7.9	
Q55	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	5.6	6.1		6.1	
Q56	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	7.7	8.0		8.3	
Q57	Did a member of staff tell you about medication side effects to watch for when you went home?	4.0	4.4		4.5	
Q58	Were you told how to take your medication in a way you could	7.7	8.0		8.1	

	understand?					
Q59	Were you given clear written or printed information about your medicines?	7.9	7.8		8.0	
Q60	Did a member of staff tell you about any danger signals you should watch for after you went home?	4.4	4.7		4.6	
Q61	Did hospital staff take your family or home situation into account when planning your discharge?	6.2	6.9		6.8	
Q62	Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?	5.0	5.8		5.8	
Q63	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	6.8	7.3		7.5	
Q64	Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	7.7	7.7		8.6	
Q65	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	7.8	8.3		8.3	
	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	3.3	4.1	↑	-	
	Were the letters written in a way that you could understand?	8.9	8.4		-	
Section 10 Overall views of care and services						
S10	Section score	4.6	4.8		5.2	
Q66	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	8.9	8.9		8.7	
Q67	During your time in hospital did you feel well looked after by hospital staff?				8.5	
Q69	During your hospital stay, were you ever asked to give your views on the quality of your care?	0.5	1.1	↑	1.4	
Q70	Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	1.2	1.5		2.1	↑
Section 11 Overall experience						
S11	Section score	-	-		7.9	
Q68	Overall.... (did you have a poor experience or good experience)	7.6	7.7		7.9	

Appendix B-Scores by individual question and by section year on year, showing where the Trust has performed worse than other Trusts indicated by red shaded boxes. Scores for lowest and highest performing Trusts for 2014 are also shown for comparison

		2012	2013	2014	Lowest	Highest
Section 1 The Emergency / A & E Department (answered by Emergency patients only)						
S1	Section Score	8.0	8.5	8.3	7.7	9.4
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	7.3	8.2	7.9	7.3	9.5
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	8.7	8.8	8.8	7.9	9.6
Section 2 Waiting list and planned admissions (answered by those referred to hospital)						
S2	Section score	9.1	8.5	8.7	8.1	9.6
Q6	How do you feel about the length of time you were on the waiting list?	8.1	7.9	8.5	6.8	9.5
Q7	Was your admission date changed by the hospital?	9.4	9.5	9.3	8.5	9.9
Q8	Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	9.6	8.2	8.4	8.0	9.7
Section 3 Waiting to get to a bed on a ward						
S3	Section score	7.0	7.6	7.6	5.5	9.9
Q9	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?	7.0	7.6	7.6	5.5	9.9
Section 4 The hospital and ward						
S4	Section score	8.0	8.0	8.1	7.5	9.1
Q11	Did you ever share a sleeping area with patients of the opposite sex?	9.3	9.2	9.3	7.8	9.8
Q14	Did you ever use the same bathroom or shower area as patients of the opposite sex?	8.2	7.7	8.6	6.3	9.8
Q15	Were you ever bothered by noise at night from other patients?	5.4	5.6	6.2	4.6	8.9
Q16	Were you ever bothered by noise at night from hospital staff?	7.8	7.8	7.6	7.1	9.2
Q17	In your opinion, how clean was the hospital room or ward that you were in?	8.9	8.8	8.8	7.9	9.7
Q18	How clean were the toilets and bathrooms that you used in Hospital?	8.5	8.6	8.5	7.3	9.5
Q19	Did you feel threatened during your stay in hospital by other patients or visitors?	9.7	9.6	9.6	9.4	10.0
Q20	Were hand-wash gels available for patients and visitors to use?	9.7	9.5	9.5	8.8	9.9
Q21	How would you rate the hospital food?	4.8	5.3	5.3	3.9	8.0
Q22	Were you offered a choice of hospital food?	7.8	8.4	8.2	7.5	9.6
Q23	Did you get enough help from staff to eat your meals?	7.7	7.2	7.4	5.9	9.4
Section 5 Doctors						
S5	Section score	8.1	8.3	8.1	7.8	9.5

Q24	When you had important questions to ask a doctor, did you get answers that you could understand?	7.7	7.9	7.6	7.3	9.4
Q25	Did you have confidence and trust in the doctors treating you?	8.6	8.7	8.5	8.2	9.8
Q26	Did doctors talk in front of you as if you weren't there?	8.0	8.3	8.3	7.7	9.6
Section 6 Nurses						
S6	<i>Section score</i>	8.2	8.3	8.2	7.4	9.3
Q27	When you had important questions to ask a nurse, did you get answers that you could understand?	8.4	8.3	8.1	7.1	9.3
Q28	Did you have confidence and trust in the nurses treating you?	8.8	8.8	8.6	8.0	9.7
Q29	Did nurses talk in front of you as if you weren't there?	8.6	8.8	8.8	7.6	9.7
Q30	In your opinion, were there enough nurses on duty to care for you in hospital?	7.1	7.4	7.2	6.2	9.5
Section 7 Care and treatment						
S7	<i>Section score</i>	7.3	7.5	7.4	6.8	8.9
Q31	Did a member of staff say one thing and another say something different?	7.6	8.1	7.8	7.4	9.1
Q32	Were you involved as much as you wanted to be in decisions about your care and treatment?	6.7	7.0	6.7	6.1	9.2
Q33	Did you have confidence in the decisions made about your condition or treatment?	-	-	7.8	7.2	9.4
Q34	How much information about your condition or treatment was given to you?	7.4	7.7	7.3	7.0	9.5
Q35	Did you find someone on the hospital staff to talk to about your worries and fears?	5.4	5.6	5.6	4.3	8.2
Q36	Do you feel you got enough emotional support from hospital staff during your stay?	7.0	7.1	6.7	5.7	9.0
Q37	Were you given enough privacy when discussing your condition or treatment?	8.2	8.2	8.1	7.5	9.4
Q38	Were you given enough privacy when being examined or treated?	9.4	9.4	9.1	9.0	9.9
Q40	Do you think the hospital staff did everything they could to help control your pain?	8.0	8.1	8.1	7.3	9.3
Q41	After you used the call button, how long did it usually take before you got help?	6.0	6.2	6.3	5.1	7.8
Section 8 Operations and procedures (answered by patients who had an operation or procedure)						
S8	<i>Section score</i>	8.2	8.1	8.1	7.7	9.2
Q43	Did a member of staff explain the risks and benefits of the operation or procedure?	9.0	8.7	8.3	8.2	9.6
Q44	Did a member of staff explain what would be done during the operation or procedure	8.3	8.5	8.3	7.8	9.3
Q45	Did a member of staff answer your questions about the operation or procedure?	8.7	8.4	8.6	7.8	9.6
Q46	Were you told how you could expect to feel after you had the operation or	6.7	6.5	6.7	6.0	8.5

	procedure?					
Q48	Did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain?	9.1	8.7	9.0	8.2	9.6
Q49	Afterwards, did a member of staff explain how the operation or procedure had gone?	7.5	7.5	7.7	6.7	9.0
Section 9 Leaving hospital						
S9	<i>Section score</i>	6.5	6.8	7.0	6.1	8.3
Q50	Did you feel you were involved in decisions about your discharge from hospital?	6.4	6.4	6.5	5.8	8.7
Q51	Were you given enough notice about when you were going to be discharged?	6.8	6.8	7.0	6.1	9.2
Q53	Discharge delayed due to wait for medicines/to see doctor/for ambulance	6.8	7.0	6.7	4.5	8.3
Q54	How long was the delay?	8.0	8.0	7.9	6.0	8.9
Q55	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	5.6	6.1	6.1	5.3	9.1
Q56	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	7.7	8.0	8.3	7.3	9.7
Q57	Did a member of staff tell you about medication side effects to watch for when you went home?	4.0	4.4	4.5	3.7	7.6
Q58	Were you told how to take your medication in a way you could understand?	7.7	8.0	8.1	7.4	9.5
Q59	Were you given clear written or printed information about your medicines?	7.9	7.8	8.0	6.4	9.3
Q60	Did a member of staff tell you about any danger signals you should watch for after you went home?	4.4	4.7	4.6	4.1	7.3
Q61	Did hospital staff take your family or home situation into account when planning your discharge?	6.2	6.9	6.8	5.7	8.6
Q62	Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?	5.0	5.8	5.8	5.1	8.1
Q63	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	6.8	7.3	7.5	6.4	9.7
Q64	Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	7.7	7.7	8.6	5.8	9.3
Q65	Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	7.8	8.3	8.3	7.2	9.7
Section 10 Overall views of care and services						
S10	<i>Section score</i>	4.6	4.8	5.2	4.8	7.7
Q66	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	8.9	8.9	8.7	8.2	9.8
Q67	During your time in hospital did you feel well looked after by hospital staff?			8.5	7.8	9.8

Q69	During your hospital stay, were you ever asked to give your views on the quality of your care?	0.5	1.1	1.4	0.8	6.0
Q70	Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	1.2	1.5	2.1	1.4	5.8
Section 11 Overall views of care and services						
S11	Section score	-	-	7.9	7.2	9.2
Q68	Overall.... (did you have a poor experience or good experience)	7.6	7.7	7.9	7.2	9.2

Patient survey report 2014



Survey of adult inpatients 2014
Shrewsbury and Telford Hospital NHS Trust

Survey of adult inpatients 2014



Making patients' views count

National NHS patient survey programme Survey of adult inpatients 2014

The Care Quality Commission

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England.

Our purpose is to make sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and we encourage them to make improvements.

Our role is to monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety, and to publish what we find, including performance ratings to help people choose care.

Survey of adult inpatients 2014

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

The twelfth survey of adult inpatients involved 154 acute and specialist NHS trusts. Responses were received from over 59,000 people, a response rate of 47%. People were eligible for the survey if they were aged 16 years or older, had spent at least one night in hospital and were not admitted to maternity or psychiatric units. Trusts were given the choice of sampling from June, July or August 2014. Trusts counted back from the last day of their chosen month, including every consecutive discharge, until they had selected 850 patients (or, for a small number of specialist trusts who could not reach the required sample size, until they had reached 1st January 2014). Fieldwork took place between September 2014 and January 2015.

Similar surveys of adult inpatients were also carried out in 2002 and from 2004 to 2012. They are part of a wider programme of NHS patient surveys, which cover a range of topics including A&E services, children's inpatient and day-case services, maternity services and community mental health services. To find out more about our programme and for the results from previous surveys, please see the links contained in the further information section.

The Care Quality Commission will use the results from this survey in our regulation, monitoring and inspection of NHS acute trusts in England. We will use data from the survey in our system of Intelligent Monitoring, which provides inspectors with an assessment of risk in areas of care within an NHS trust that need to be followed up. The survey data will also be included in the data packs that we produce for inspections. NHS England will use the results to check progress and improvement against the objectives set out in the NHS mandate, and the Department of Health will hold them to account for the outcomes they achieve. The NHS Trust Development Authority will use the results to inform quality and governance activities as part of their Oversight Model for NHS Trusts.

Interpreting the report

This report shows how a trust scored for each question in the survey, compared with the range of results from all other trusts that took part. It uses an analysis technique called the '**expected range**' to determine if your trust is performing 'about the same', 'better' or 'worse' compared with other trusts. For more information, please see the 'methodology' section below. This approach is designed to help understand the performance of individual trusts, and to identify areas for improvement.

A 'section' score is also provided, labelled S1-S11 in the 'section scores' on page 5. The scores for each question are grouped according to the sections of the questionnaire, for example, 'the hospital and ward,' 'doctors and nurses' and so forth.

This report shows the same data as published on the CQC website (www.cqc.org.uk/surveys/inpatient). The CQC website displays the data in a more simplified way,

identifying whether a trust performed 'better', 'worse' or 'about the same' as the majority of other trusts for each question and section.

Standardisation

Trusts have differing profiles of people who use their services. For example, one trust may have more male inpatients than another trust. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. For example, older respondents tend to report more positive experiences than younger respondents, and women tend to report less positive experiences than men. This could potentially lead to a trust's results appearing better or worse than if they had a slightly different profile of people.

To account for this, we 'standardise' the data. Results have been standardised by the age, sex and method of admission (emergency or elective) of respondents to ensure that no trust will appear better or worse than another because of its respondent profile. This helps to ensure that each trust's age-sex-admission type profile reflects the national age-sex-admission type distribution (based on all of the respondents to the survey). Standardisation therefore enables a more accurate comparison of results from trusts with different population profiles. In most cases this will not have a large impact on trust results; it does, however, make comparisons between trusts as fair as possible.

Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale from 0 to 10. A score of 10 represents the best possible response and a score of zero the worst. The higher the score for each question, the better the trust is performing.

It is not appropriate to score all questions in the questionnaire as not all of the questions assess the trusts. For example, they may be descriptive questions such as Q1 asking respondents if their inpatient stay was planned in advance or an emergency; or they may be 'routing questions' designed to filter out respondents to whom following questions do not apply. An example of a routing question would be Q42 "During your stay in hospital, did you have an operation or procedure?" For full details of the scoring please see the technical document (see further information section).

Graphs

The graphs in this report show how the score for the trust compares to the range of scores achieved by all trusts taking part in the survey. The black diamond shows the score for your trust. The graph is divided into three sections:

- If your trust's score lies in the orange section of the graph, its result is 'about the same' as most other trusts in the survey.
- If your trust's score lies in the red section of the graph, its result is 'worse' compared with most other trusts in the survey.
- If your trust's score lies in the green section of the graph, its result is 'better' compared with most other trusts in the survey.

The text to the right of the graph states whether the score for your trust is 'better' or 'worse' compared with most other trusts in the survey. If there is no text the score is 'about the same.' These groupings are based on a rigorous statistical analysis of the data, as described in the following 'methodology' section.

Methodology

The 'about the same,' 'better' and 'worse' categories are based on an analysis technique called the '**expected range**' which determines the range within which the trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust and the scores for all other trusts. If the trust's performance is outside of this range, it means that it performs significantly above/below what would be expected. If it is within this range, we say that its performance is 'about the same'. This means that where a trust is performing 'better' or 'worse' than the majority of other trusts, it is very unlikely to have occurred by chance.

In some cases there will be no red and/or no green area in the graph. This happens when the

expected range for your trust is so broad it encompasses either the highest possible score for all trusts (no green section) or the lowest possible for all trusts score (no red section). This could be because there were few respondents and / or a lot of variation in their answers.

Please note that if fewer than 30 respondents have answered a question, no score will be displayed for this question (or the corresponding section). This is because the uncertainty around the result is too great. A technical document providing more detail about the methodology and the scoring applied to each question is available on the CQC website (see further information section).

Tables

At the end of the report you will find tables containing the data used to create the graphs. These tables also show the response rate for your trust and background information about the people that responded.

Scores from last year's survey are also displayed. The column called 'change from 2013' uses arrows to indicate whether the score for this year shows a statistically significant increase (up arrow), a statistically significant decrease (down arrow) or has shown no statistically significant change (no arrow) compared with 2013. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance. Significance is tested using a two-sample t-test.

Where a result for 2013 is not shown, this is because the question was either new this year, or the question wording and/or the response categories have been changed. It is therefore not possible to compare the results as we do not know if any change is caused by alterations in the survey instrument, or variation in a trust's performance. Comparisons are also not able to be shown if a trust has merged with other trusts since the 2013 survey, or if a trust committed a sampling error, either in 2014 or 2013. Please note that comparative data is not shown for sections as the questions contained in each section can change year on year.

Notes on specific questions

Please note that a variety of acute trusts take part in this survey and not all questions are applicable to every trust. The section below details modifications to certain questions, in some cases this will apply to all trusts, in other cases only to some trusts.

All trusts

Q11 and Q13: The information collected by 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?" and 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?" are presented together to show whether the patient has ever shared a sleeping area with patients of the opposite sex. The combined question is numbered in this report as Q11 and has been reworded as "Did you ever share a sleeping area with patients of the opposite sex?"

Please note that the information based on Q11 cannot be compared to similar information collected from surveys prior to 2006. This is due to a change in the question's wording and because the results for 2006 onwards have excluded patients who have stayed in a critical care area, which almost always accommodates patients of both sexes.

Q33: "Did you have confidence in the decisions made about your condition or treatment?" is a new question in 2014 and it is therefore not possible to compare with 2013.

Q52 and Q53: The information collected by Q52 "On the day you left hospital, was your discharge delayed for any reason?" and Q53 "What was the main reason for the delay?" are presented together to show whether a patient's discharge was delayed by reasons attributable to the hospital. The combined question in this report is labelled as Q53 and is worded as: "Discharge delayed due to wait for medicines/to see doctor/for ambulance."

Q54: Information from Q52 and Q53 has been used to score Q54 "How long was the delay?" This assesses the length of a delay to discharge for reasons attributable to the hospital.

Q67: "During your time in hospital did you feel well looked after by hospital staff?" is a new question in 2014 and it is therefore not possible to compare with 2013.

Trusts with female patients only

Q11, Q13 and Q14: If your trust offers services to women only, a trust score for Q11 "Did you ever share a sleeping area with patients of the opposite sex?" and Q14 "While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?" is not shown.

Trusts with no A&E Department

Q3 and Q4: The results to these questions are not shown for trusts that do not have an A&E Department.

Further information

The full national results are on the CQC website, together with an A to Z list to view the results for each trust (alongside the technical document outlining the methodology and the scoring applied to each question):

www.cqc.org.uk/inpatientsurvey

The results for the adult inpatient surveys from 2002 to 2013 can be found at:

<http://www.nhssurveys.org/surveys/425>

Full details of the methodology of the survey can be found at:

<http://www.nhssurveys.org/surveys/767>

More information on the programme of NHS patient surveys is available at:

www.cqc.org.uk/public/reports-surveys-and-reviews/surveys

More information about how CQC monitors hospitals is available on the CQC website at:

<http://www.cqc.org.uk/public/hospital-intelligent-monitoring>

Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

Section scores

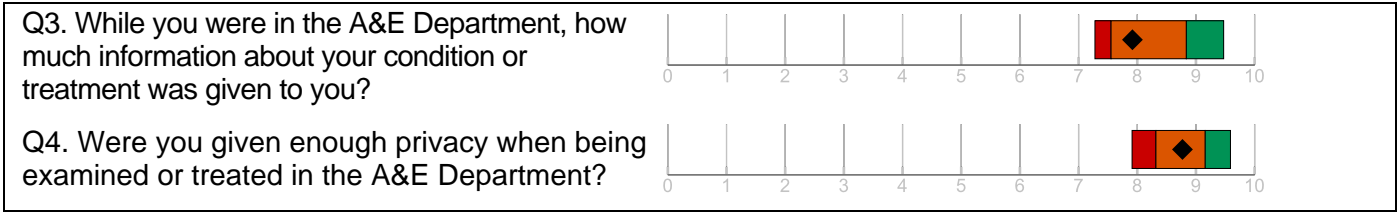


■ Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
■ About the same	◆	This trust's score (NB: Not shown where there are fewer than 30 respondents)
■ Worst performing trusts		

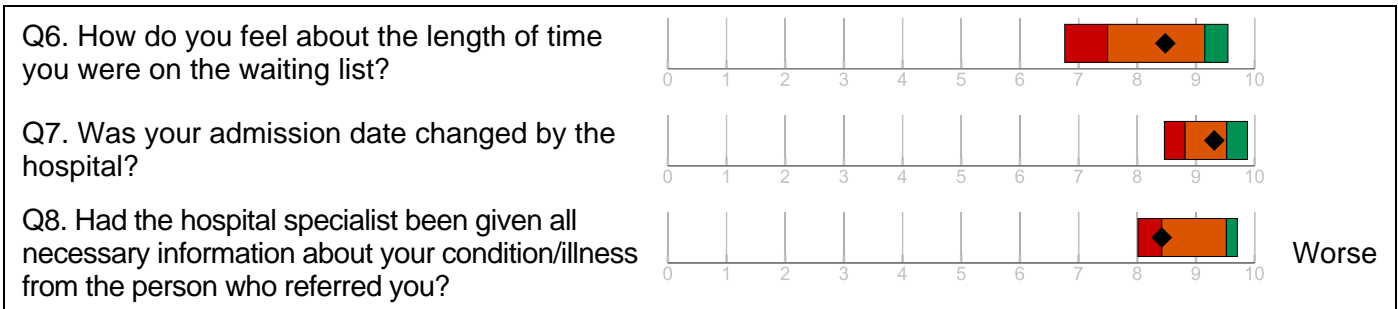
Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

The Emergency/A&E Department (answered by emergency patients only)



Waiting list and planned admissions (answered by those referred to hospital)



Waiting to get to a bed on a ward



	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

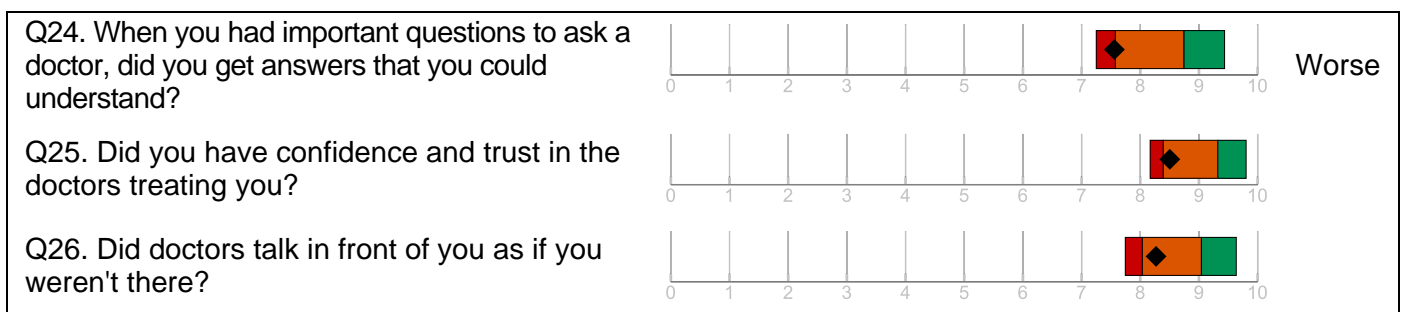
Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

The hospital and ward



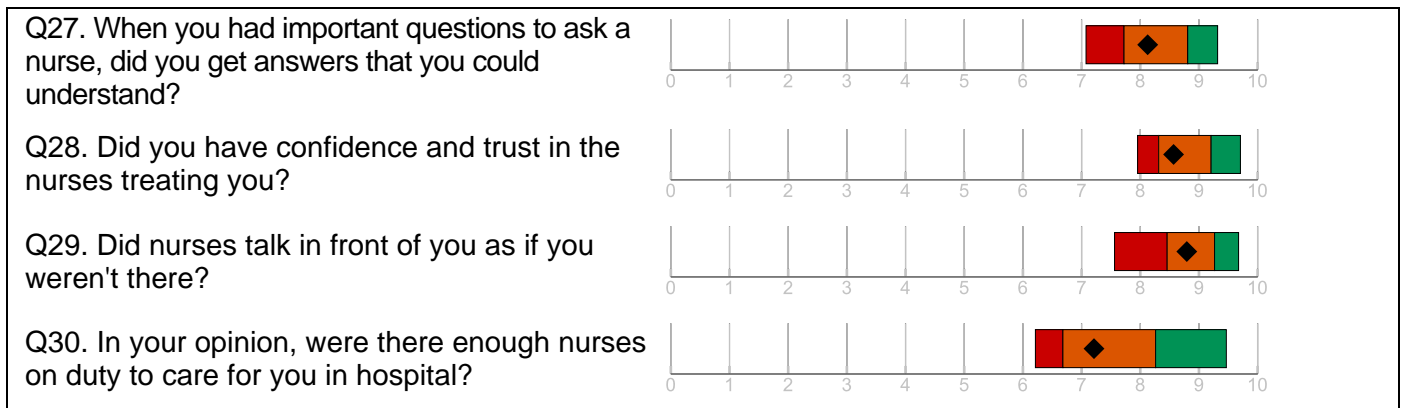
Doctors



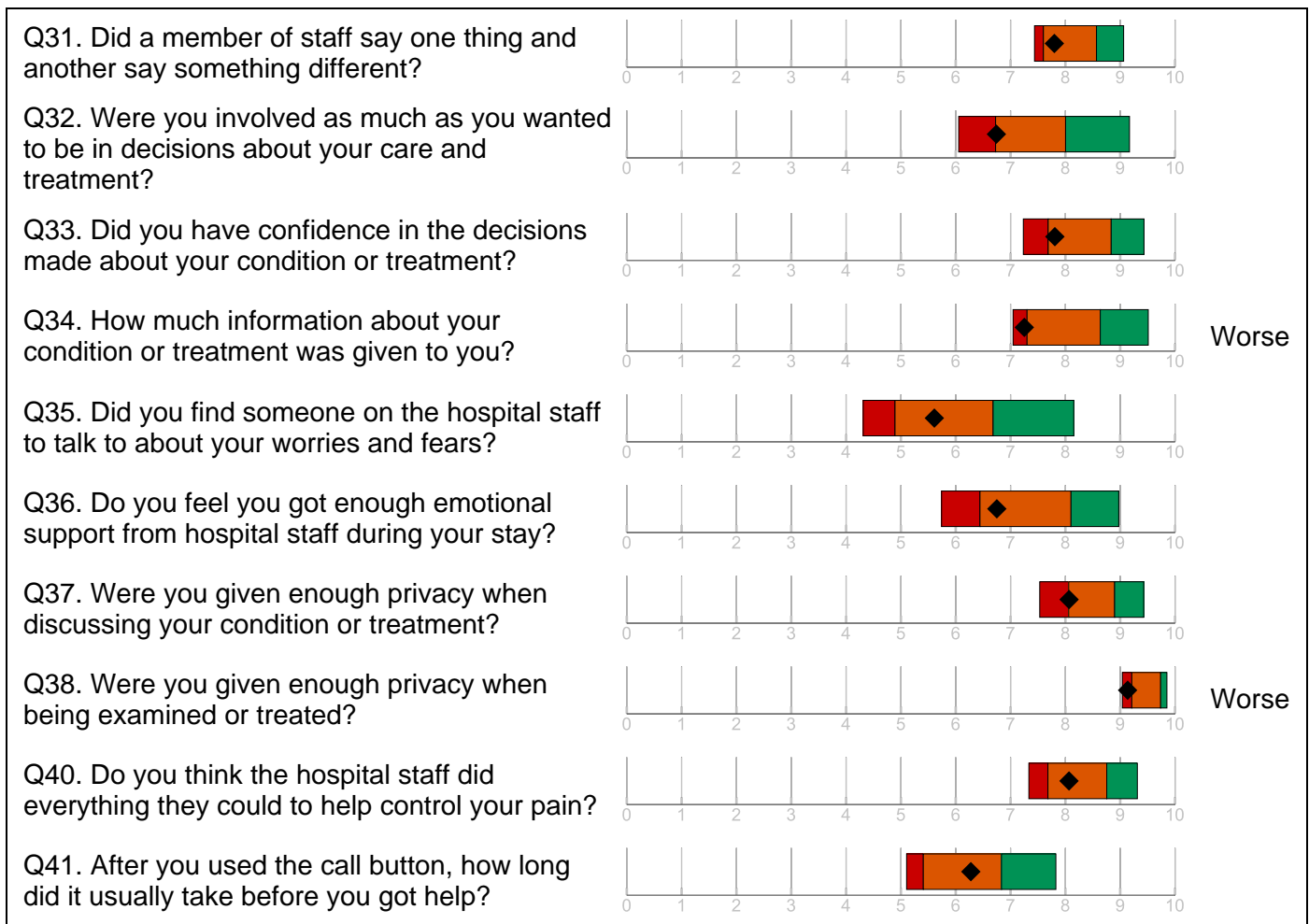
Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

Nurses



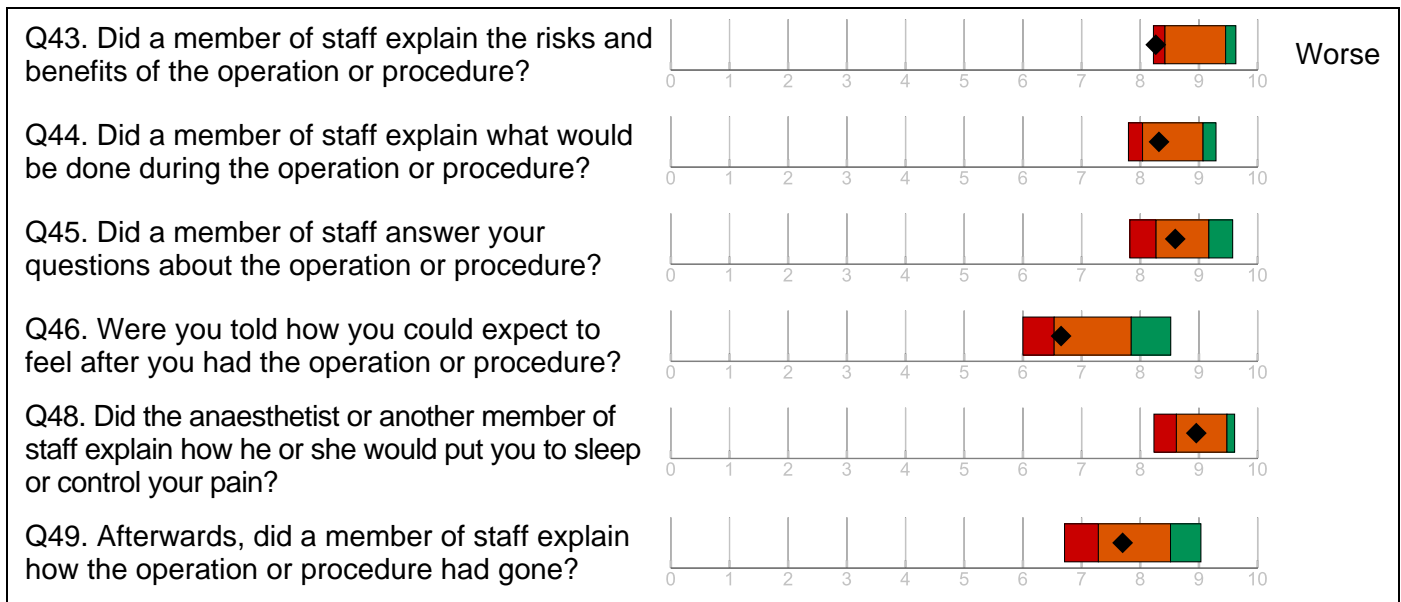
Care and treatment



Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

Operations and procedures (answered by patients who had an operation or procedure)

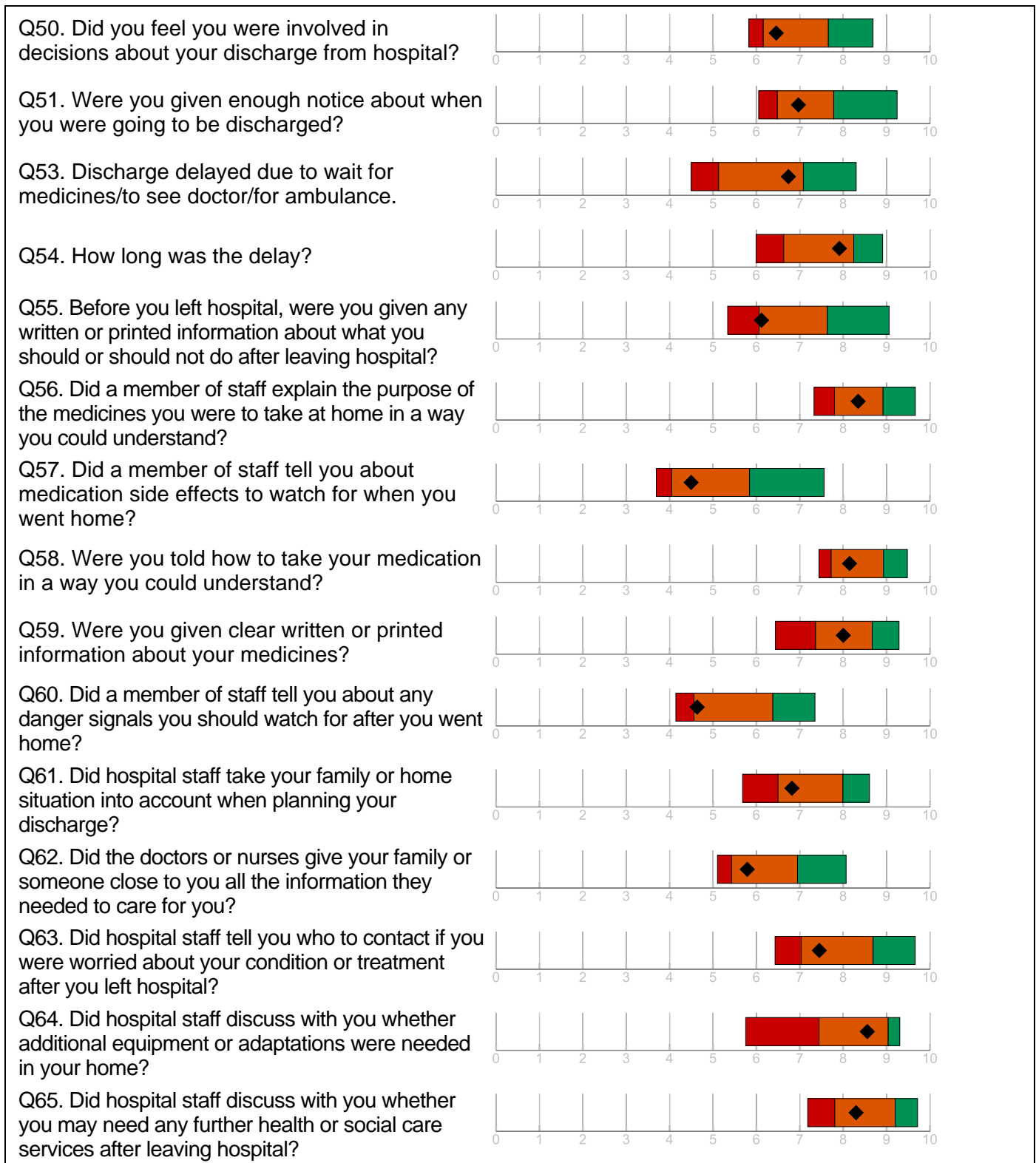


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

Leaving hospital



Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

Overall views of care and services



Overall experience



	Best performing trusts	'Better/Worse' Only displayed when this trust is better/worse than most other trusts This trust's score (NB: Not shown where there are fewer than 30 respondents)
	About the same	
	Worst performing trusts	

Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

	Scores for this NHS trust			Number of respondents (this trust)	2013 scores for this NHS trust	Change from 2013
	Lowest trust score achieved	Highest trust score achieved				
The Emergency/A&E Department (answered by emergency patients only)						
S1	Section score	8.3	7.7	9.4		
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	7.9	7.3	9.5	233	8.2
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	8.8	7.9	9.6	277	8.8
Waiting list and planned admissions (answered by those referred to hospital)						
S2	Section score	8.7	8.1	9.6		
Q6	How do you feel about the length of time you were on the waiting list?	8.5	6.8	9.5	115	7.9
Q7	Was your admission date changed by the hospital?	9.3	8.5	9.9	132	9.5
Q8	Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	8.4	8.0	9.7	130	8.2
Waiting to get to a bed on a ward						
S3	Section score	7.6	5.5	9.9		
Q9	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?	7.6	5.5	9.9	427	7.6

↑ or ↓

Indicates where 2014 score is significantly higher or lower than 2013 score
(NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2013 data is available.

Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2013 scores for this NHS trust	Change from 2013
The hospital and ward						
S4 Section score	8.1	7.5	9.1			
Q11 Did you ever share a sleeping area with patients of the opposite sex?	9.3	7.8	9.8	357	9.2	
Q14 Did you ever use the same bathroom or shower area as patients of the opposite sex?	8.6	6.3	9.8	382	7.7	↑
Q15 Were you ever bothered by noise at night from other patients?	6.2	4.6	8.9	428	5.6	
Q16 Were you ever bothered by noise at night from hospital staff?	7.6	7.1	9.2	428	7.8	
Q17 In your opinion, how clean was the hospital room or ward that you were in?	8.8	7.9	9.7	431	8.8	
Q18 How clean were the toilets and bathrooms that you used in hospital?	8.5	7.3	9.5	414	8.6	
Q19 Did you feel threatened during your stay in hospital by other patients or visitors?	9.6	9.4	10.0	431	9.6	
Q20 Were hand-wash gels available for patients and visitors to use?	9.5	8.8	9.9	421	9.5	
Q21 How would you rate the hospital food?	5.3	3.9	8.0	421	5.3	
Q22 Were you offered a choice of food?	8.2	7.5	9.6	431	8.4	
Q23 Did you get enough help from staff to eat your meals?	7.4	5.9	9.4	122	7.2	
Doctors						
S5 Section score	8.1	7.8	9.5			
Q24 When you had important questions to ask a doctor, did you get answers that you could understand?	7.6	7.3	9.4	386	7.9	
Q25 Did you have confidence and trust in the doctors treating you?	8.5	8.2	9.8	429	8.7	
Q26 Did doctors talk in front of you as if you weren't there?	8.3	7.7	9.6	428	8.3	
Nurses						
S6 Section score	8.2	7.4	9.3			
Q27 When you had important questions to ask a nurse, did you get answers that you could understand?	8.1	7.1	9.3	390	8.3	
Q28 Did you have confidence and trust in the nurses treating you?	8.6	8.0	9.7	431	8.8	
Q29 Did nurses talk in front of you as if you weren't there?	8.8	7.6	9.7	429	8.8	
Q30 In your opinion, were there enough nurses on duty to care for you in hospital?	7.2	6.2	9.5	429	7.4	

↑ or ↓ Indicates where 2014 score is significantly higher or lower than 2013 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2013 data is available.

Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2013 scores for this NHS trust	Change from 2013
Care and treatment						
S7 Section score	7.4	6.8	8.9			
Q31 Did a member of staff say one thing and another say something different?	7.8	7.4	9.1	426	8.1	
Q32 Were you involved as much as you wanted to be in decisions about your care and treatment?	6.7	6.1	9.2	426	7.0	
Q33 Did you have confidence in the decisions made about your condition or treatment?	7.8	7.2	9.4	427		
Q34 How much information about your condition or treatment was given to you?	7.3	7.0	9.5	424	7.7	
Q35 Did you find someone on the hospital staff to talk to about your worries and fears?	5.6	4.3	8.2	275	5.6	
Q36 Do you feel you got enough emotional support from hospital staff during your stay?	6.7	5.7	9.0	275	7.1	
Q37 Were you given enough privacy when discussing your condition or treatment?	8.1	7.5	9.4	426	8.2	
Q38 Were you given enough privacy when being examined or treated?	9.1	9.0	9.9	425	9.4	
Q40 Do you think the hospital staff did everything they could to help control your pain?	8.1	7.3	9.3	243	8.1	
Q41 After you used the call button, how long did it usually take before you got help?	6.3	5.1	7.8	225	6.2	
Operations and procedures (answered by patients who had an operation or procedure)						
S8 Section score	8.1	7.7	9.2			
Q43 Did a member of staff explain the risks and benefits of the operation or procedure?	8.3	8.2	9.6	200	8.7	
Q44 Did a member of staff explain what would be done during the operation or procedure?	8.3	7.8	9.3	203	8.5	
Q45 Did a member of staff answer your questions about the operation or procedure?	8.6	7.8	9.6	177	8.4	
Q46 Were you told how you could expect to feel after you had the operation or procedure?	6.7	6.0	8.5	207	6.5	
Q48 Did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain?	9.0	8.2	9.6	168	8.7	
Q49 Afterwards, did a member of staff explain how the operation or procedure had gone?	7.7	6.7	9.0	204	7.5	

↑ or ↓ Indicates where 2014 score is significantly higher or lower than 2013 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2013 data is available.

Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2013 scores for this NHS trust	Change from 2013
Leaving hospital						
S9 Section score	7.0	6.1	8.3			
Q50 Did you feel you were involved in decisions about your discharge from hospital?	6.5	5.8	8.7	413	6.4	
Q51 Were you given enough notice about when you were going to be discharged?	7.0	6.1	9.2	427	6.8	
Q53 Discharge delayed due to wait for medicines/to see doctor/for ambulance.	6.7	4.5	8.3	396	7.0	
Q54 How long was the delay?	7.9	6.0	8.9	396	8.0	
Q55 Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	6.1	5.3	9.1	417	6.1	
Q56 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	8.3	7.3	9.7	315	8.0	
Q57 Did a member of staff tell you about medication side effects to watch for when you went home?	4.5	3.7	7.6	276	4.4	
Q58 Were you told how to take your medication in a way you could understand?	8.1	7.4	9.5	262	8.0	
Q59 Were you given clear written or printed information about your medicines?	8.0	6.4	9.3	285	7.8	
Q60 Did a member of staff tell you about any danger signals you should watch for after you went home?	4.6	4.1	7.3	304	4.7	
Q61 Did hospital staff take your family or home situation into account when planning your discharge?	6.8	5.7	8.6	285	6.9	
Q62 Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?	5.8	5.1	8.1	273	5.8	
Q63 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	7.5	6.4	9.7	370	7.3	
Q64 Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	8.6	5.8	9.3	117	7.7	
Q65 Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	8.3	7.2	9.7	194	8.3	

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Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2013 scores for this NHS trust	Change from 2013
Overall views of care and services						
S10 Section score	5.2	4.8	7.7			
Q66 Overall, did you feel you were treated with respect and dignity while you were in the hospital?	8.7	8.2	9.8	427	8.9	
Q67 During your time in hospital did you feel well looked after by hospital staff?	8.5	7.8	9.8	427		
Q69 During your hospital stay, were you ever asked to give your views on the quality of your care?	1.4	0.8	6.0	374	1.1	
Q70 Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	2.1	1.4	5.8	343	1.5	↑
Overall experience						
S11 Section score	7.9	7.2	9.2			
Q68 Overall...	7.9	7.2	9.2	416	7.7	

↑ or ↓

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Survey of adult inpatients 2014

Shrewsbury and Telford Hospital NHS Trust

Background information

The sample	This trust	All trusts
Number of respondents	436	59083
Response Rate (percentage)	52	47
Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	44	47
Female	56	53
Age group (percentage)	(%)	(%)
Aged 16-35	7	6
Aged 36-50	9	11
Aged 51-65	23	23
Aged 66 and older	61	59
Ethnic group (percentage)	(%)	(%)
White	94	89
Multiple ethnic group	1	1
Asian or Asian British	0	3
Black or Black British	0	1
Arab or other ethnic group	0	0
Not known	5	6
Religion (percentage)	(%)	(%)
No religion	15	16
Buddhist	0	0
Christian	82	78
Hindu	0	1
Jewish	0	0
Muslim	0	2
Sikh	0	0
Other religion	0	1
Prefer not to say	2	2
Sexual orientation (percentage)	(%)	(%)
Heterosexual/straight	96	94
Gay/lesbian	1	1
Bisexual	0	0
Other	0	1
Prefer not to say	3	4