



## Patient Satisfaction Monitor

Eastern Surgery Quarter 2 July - September 2009

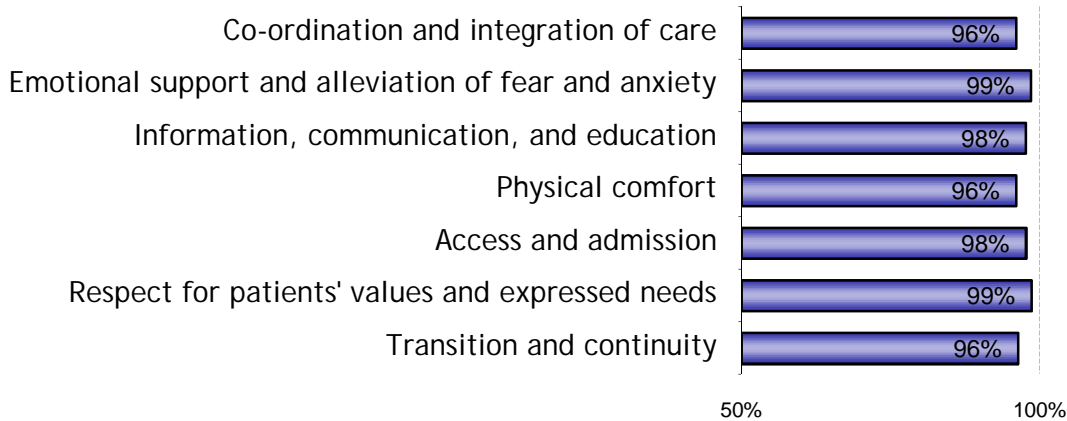
134 patient responses in July - September 2009

### Headlines

Overall satisfaction 'Very good' or 'Excellent': **98** %

'Recommend' or 'Strongly recommend': **99** %

### Hospital Satisfaction



The categories listed in the chart above are discussed in greater detail in the appendix at the end of this report

### Development Notes

Please use this space provided to record development notes relating to this report

#### MSB Consultancy

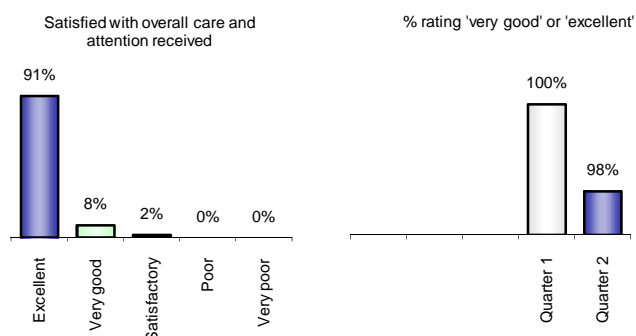
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## Overall Satisfaction

### Satisfied with overall care and attention received



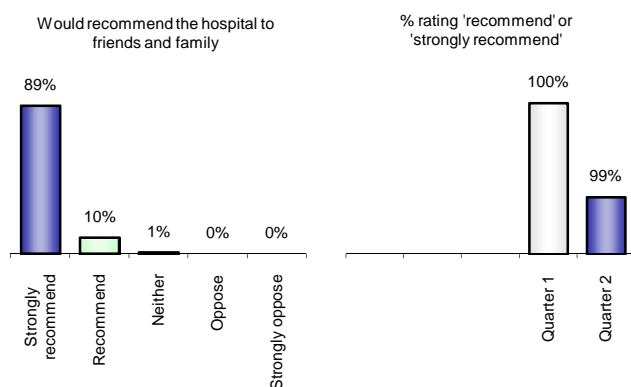
98% of patients rate the care and attention received at the Nuffield Health Hospital as 'very good' or 'excellent'.

This figure has decreased by 2 percent

(n) = The number of responses for each hospital - please note that low response numbers reduce the reliability of results (min 50 recommended)

## Recommend

### Would recommend the hospital to friends and family



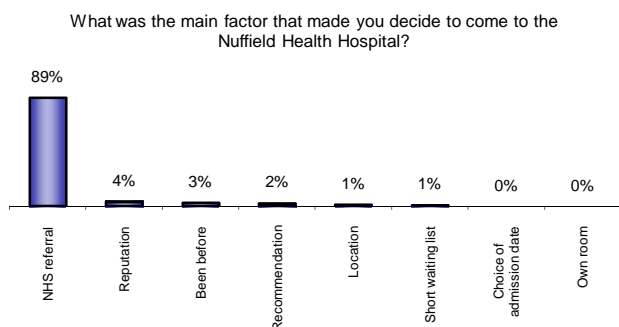
99% of patients would 'recommend' or 'strongly recommend' the Nuffield Health Hospital to friends and family.

This figure has decreased by 1 percent

(n) = The number of responses for each hospital

## Admission to hospital

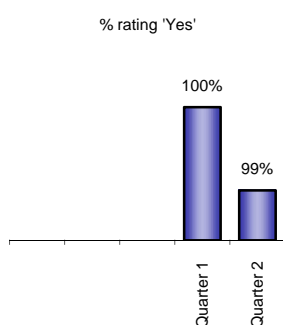
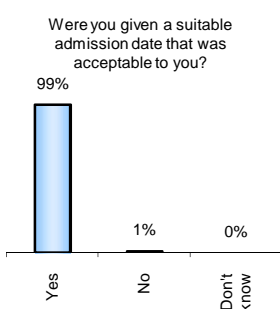
### Decision to come to the Nuffield Health Hospital



The top 3 reasons for choosing the Nuffield Health Hospital are:

- 1) NHS referral (89%)
- 2) Reputation (4%)
- 3) Been before (3%)

### Choice of admission dates given

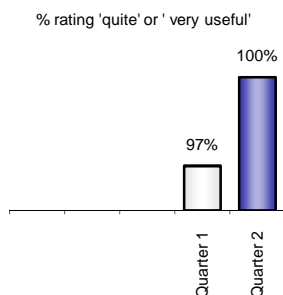
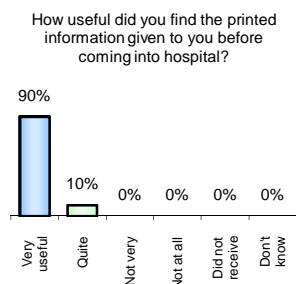


99% of patients are given a suitable admission date.

This figure has decreased by 1 percent

\* see footnote below

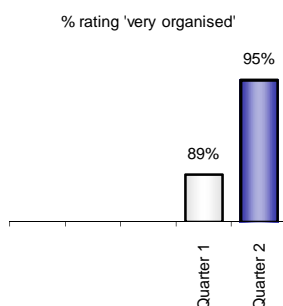
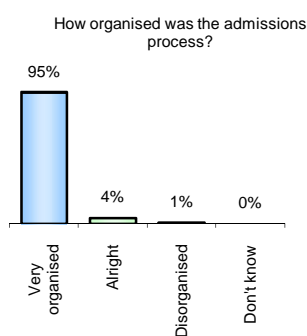
### Useful printed information



100% of patients find the printed materials provided before coming into hospital 'quite' or 'very useful'.

This figure has increased by 3 percent

### Organised admission process



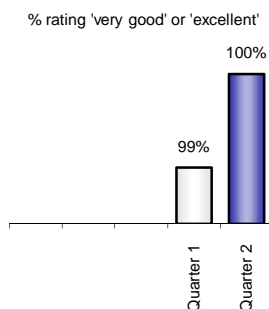
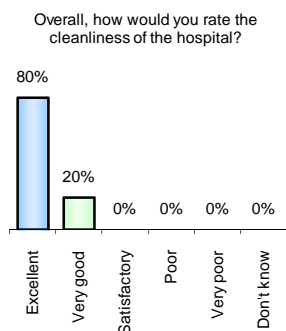
95% of patients rate the admissions process as 'very' organised.

This figure has increased by 6 percent

\*The '% rating ...' graphs are calculated excluding those respondents stating 'Don't know'

## Your hospital

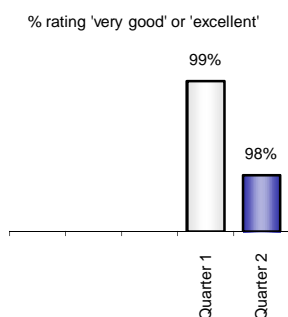
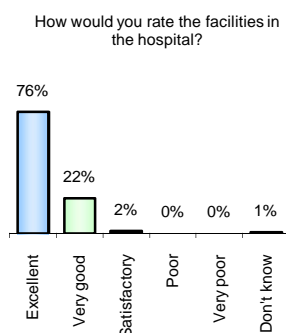
### Cleanliness



100% of patients rate the hospital's cleanliness as 'very good' or 'excellent'.

This figure has increased by 1 percent

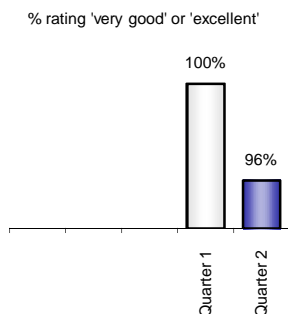
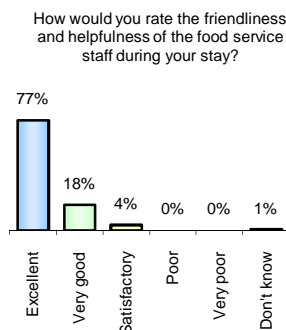
### Comfort and facilities



98% of patients rate the facilities in the hospital as 'very good' or 'excellent'.

This figure has decreased by 1 percent

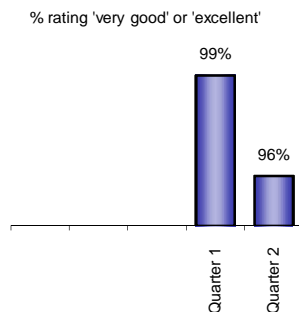
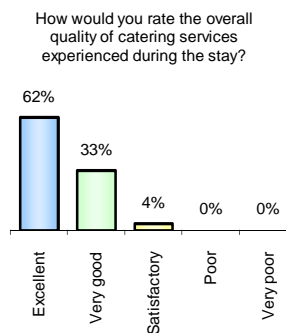
### Food service



96% of patients rate the facilities in the hospital as 'very good' or 'excellent'.

This figure has decreased by 4 percent

### Quality of catering services



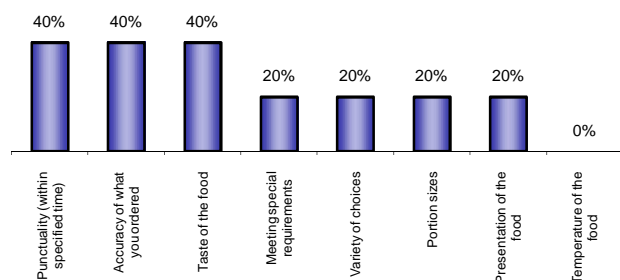
96% of patients rate the facilities in the hospital as 'very good' or 'excellent'.

This figure has decreased by 3 percent

## Your hospital (continued)

### Food service expectations

Please tick each of the areas below ONLY if you feel that they fell below your expectations of the service.



96% of patients felt that the food service did not fall below their expectations

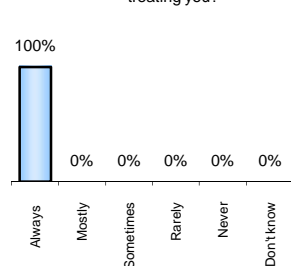
The top 3 areas which fell below expectations are:

- 1) Punctuality (within specified time) (40%)
- 2) Accuracy of what you ordered (40%)
- 3) Taste of the food (40%)

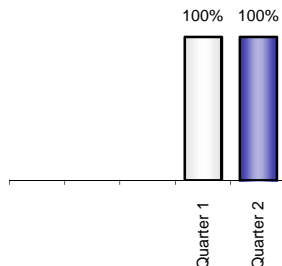
## Doctors and Nurses

### Confidence and trust in Doctors

To what extent did you have confidence and trust in the doctors treating you?



% rating 'mostly' or 'always'

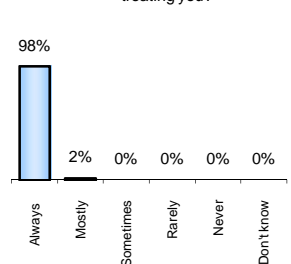


100% of patients 'mostly' or 'always' have confidence in the Doctors treating them.

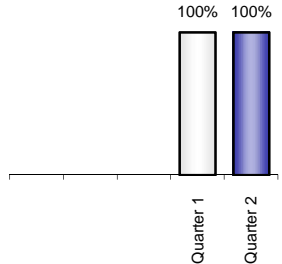
This figure has remained the same

### Confidence and trust in Nurses

To what extent did you have confidence and trust in the nurses treating you?



% rating 'mostly' or 'always'

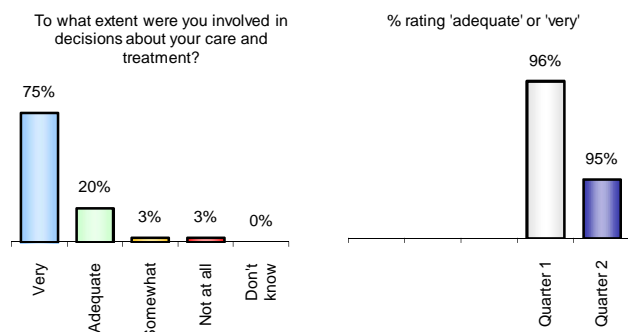


100% of patients 'mostly' or 'always' have confidence in the Nurses treating them.

This figure has remained the same

## Patient care and treatment

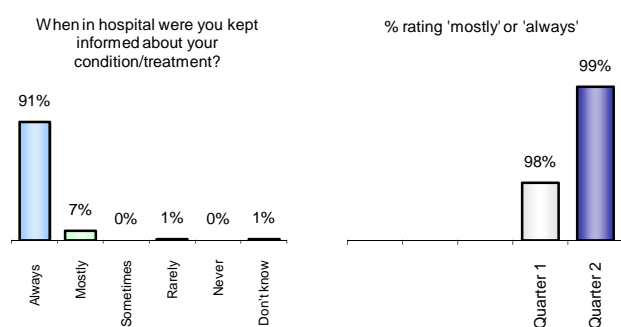
### Involved in decision making



95% of patients are 'adequately' or 'very' involved in decisions about their care and treatment.

This figure has decreased by 1 percent

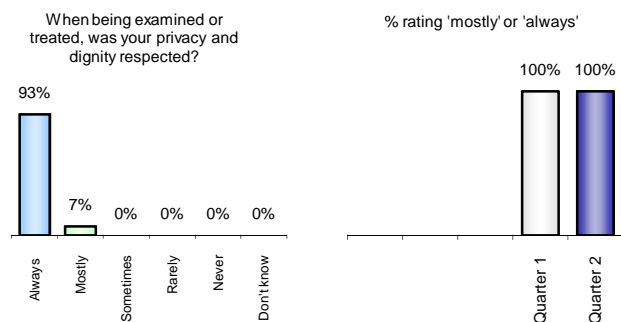
### Informed about condition / treatment



99% of patients are 'mostly' or 'always' kept informed about their condition/treatment.

This figure has increased by 1 percent

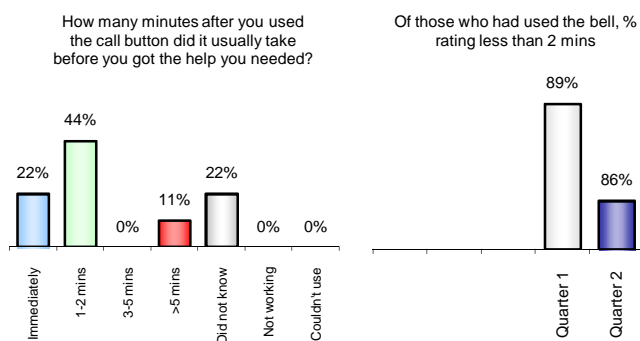
### Privacy and dignity respected



100% of patients say that their privacy and dignity are 'mostly' or 'always' respected.

This figure has remained the same

### Promptly assisted

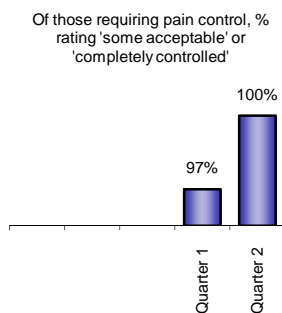
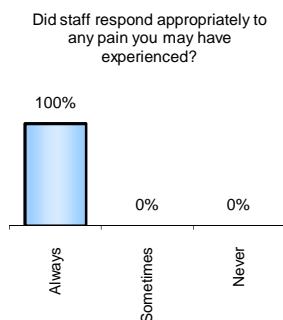


86% of patients who had used the call bell received the help they needed within 2 minutes.

This figure has decreased by 3 percent

## Pain Control

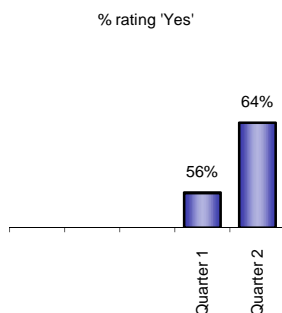
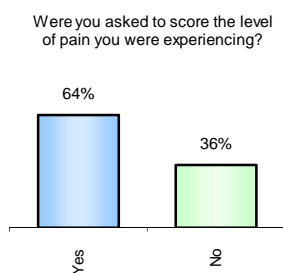
### Control of pain



100% of patients say that staff 'always' responded appropriately to any pain they were experiencing'.

This figure has increased by 3 percent

### Score the pain level?

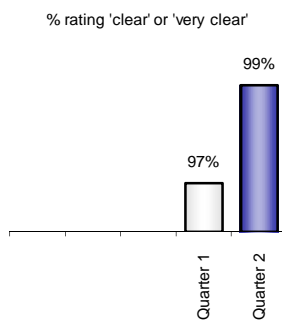
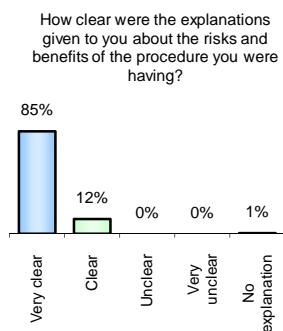


64% of patients who were experiencing pain were asked to score the level of pain'.

This figure has increased by 8 percent

## Operations and Procedures

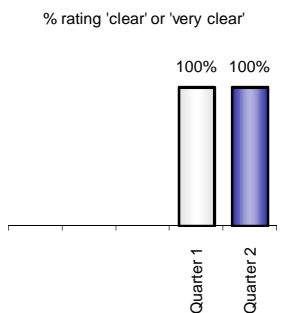
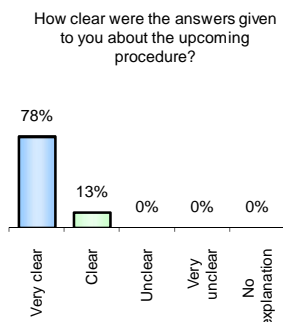
### Before operation or procedure: Risks and benefits explained



99% of patients say that before their procedure, they receive a 'clear' or 'very clear' explanation of the risk and benefits.

This figure has increased by 2 percent

### Before operation or procedure: Questions answered

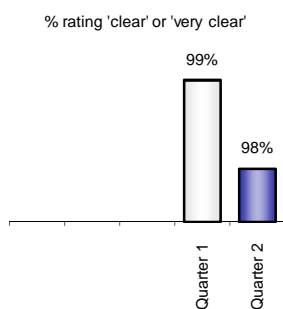
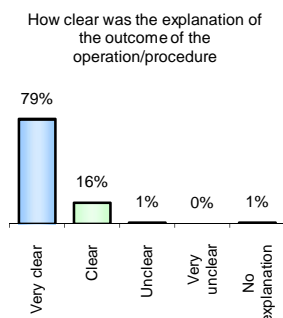


100% of patients are given 'clear' or 'very clear' answers to their questions about their procedure.

This figure has remained the same

## Operations and Procedures (continued)

### After operation or procedure: Outcomes explained

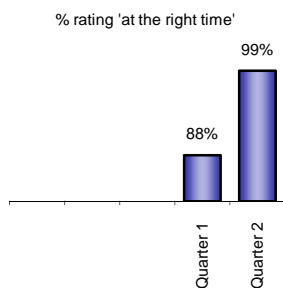
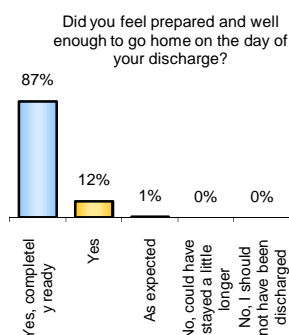


98% of patients receive a 'clear' or 'very clear' explanation of the outcome of their procedure or operation.

This figure has decreased by 1 percent

## Leaving Hospital

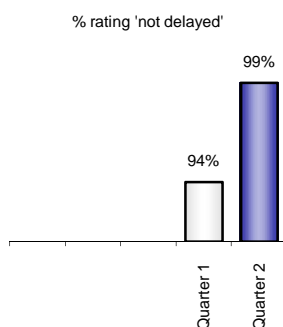
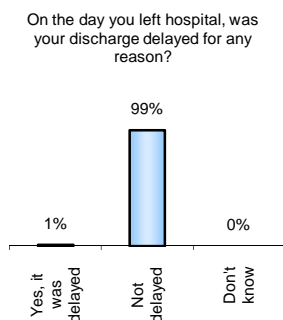
### Discharged at the right time



99% of patients felt prepared and well enough to go home on their day of discharge'

This figure has increased by 11 percent

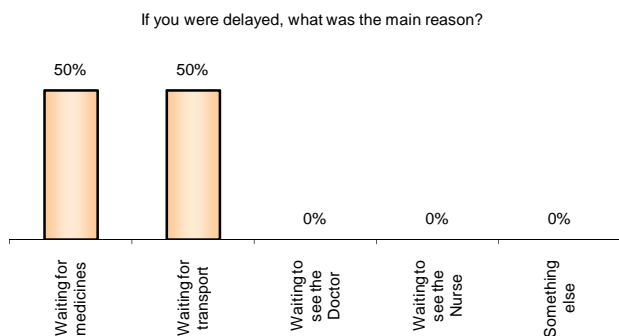
### Discharge not delayed



99% of patients do not experience delays on discharge.

This figure has increased by 5 percent

### Reasons given for any delay

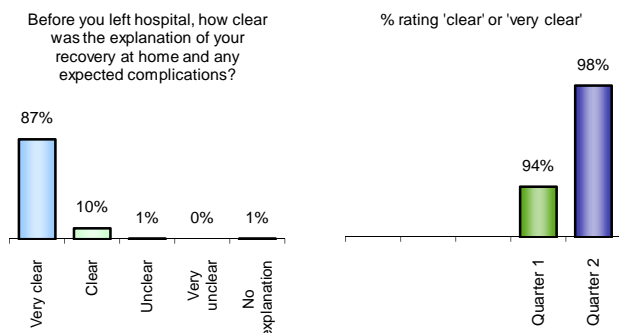


The 1% of patients who were delayed stated that the main reasons for the delay were because of:

- 1) Waiting for medicines (50%)
- 2) Waiting for transport (50%)
- 3) Waiting to see the Doctor (0%)
- 4) Waiting to see the Nurse (0%)

## Leaving Hospital (continued)

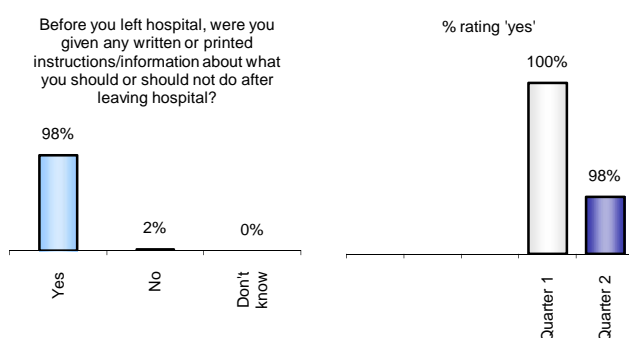
### Clear explanation, before discharge, of possible complications



98% of patients say that before leaving the hospital, they receive a 'clear' or 'very clear' explanation of what they might expect during their recovery and what complications, if any, they should be aware of.

This figure has increased by 4 percent

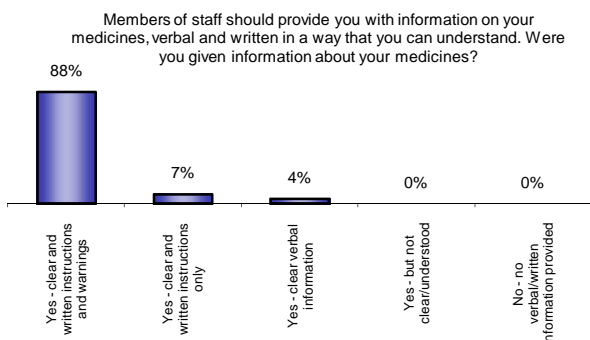
### Provided with written or printed instructions / information



98% of patients say that before leaving the hospital, they are given written or printed instructions/information about what they should or should not do after leaving hospital.

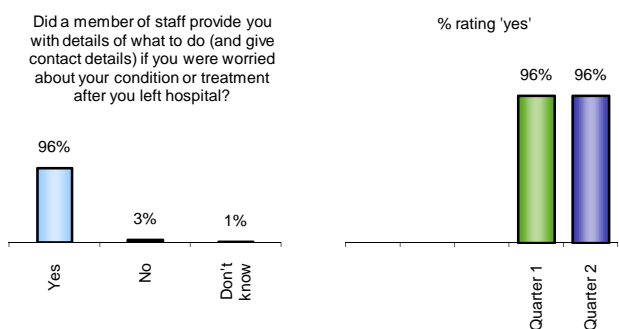
This figure has decreased by 2 percent

### Provided clear verbal and written information about medicines



88% of patients are provided with 'clear written instructions and warnings' about their medicines.

### Information on condition and hospital contact details

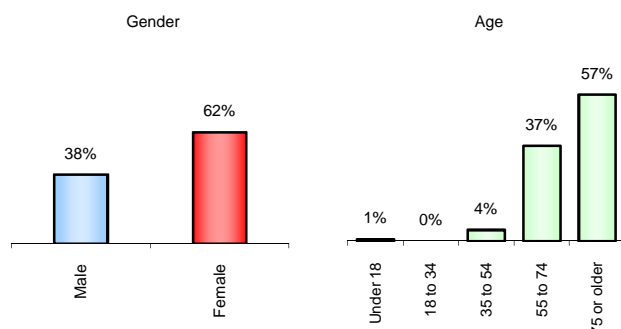


96% of patients are provided with details of what to do (and given contact details) if they are worried about their condition/treatment after leaving hospital.

This figure has remained the same

## Respondents - 134 in July - September 2009

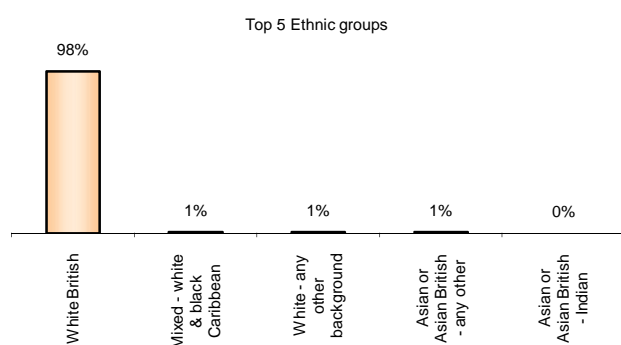
### Gender and Age



62% of respondents to the survey are female and 38% are male.

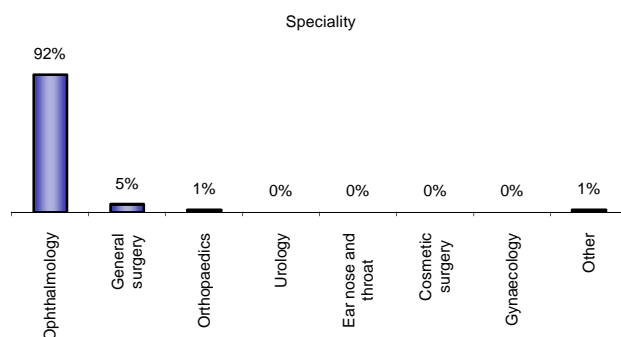
42% of respondents are aged between 35 and 74.

### Ethnicity



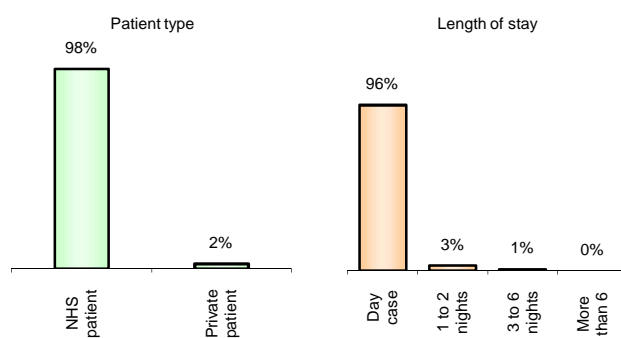
98% of respondents to the survey belong to the White British ethnic group

### Speciality



92% of respondents to the survey were treated by Ophthalmology and 5% were treated by General surgery.

### Patient type and Length of stay

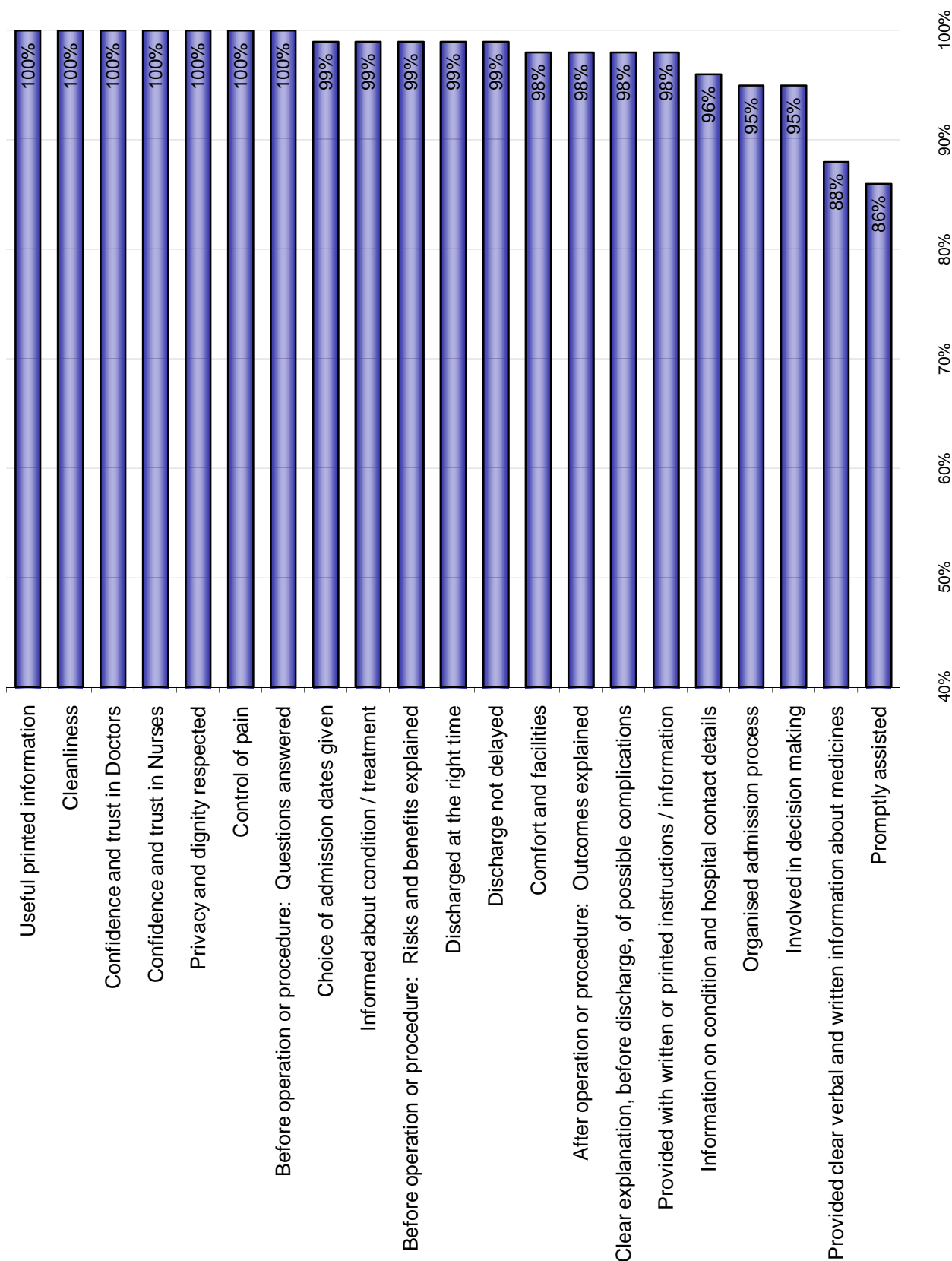


98% of respondents were NHS patients.

96% of all respondents were day cases.

## Summary

Percentage of 'positive' comments (where applicable)



## Appendix

### Hospital satisfaction categories

The 21 questions which directly measure patient satisfaction have been carefully combined into 7 categories.

Each question may support more than one category as shown in the table below.

The average score from each of the questions in each category is displayed on the front page of this report.

	Co-ordination and integration of care	Emotional support and alleviation of fear and anxiety	Information, communication, and education	Physical comfort	Access and admission	Respect for patients' values and expressed needs	Transition and continuity
Choice of admission dates given							
Useful printed information							
Organised admission process							
Cleanliness							
Comfort and facilities							
Confidence and trust in Doctors							
Confidence and trust in Nurses							
Involved in decision making							
Informed about condition / treatment							
Privacy and dignity respected							
Promptly assisted							
Control of pain							
Before operation or procedure: Risks and benefits explained							
Before operation or procedure: Questions answered							
After operation or procedure: Outcomes explained							
Discharged at the right time							
Discharge not delayed							
Clear explanation, before discharge, of possible complications							
Provided with written or printed instructions / information							
Provided clear written or printed information about medicines							
Provided a point of contact at the hospital							

## Verbatim Comments

“Please add any suggestions that might help us to improve the service we provide to patients or any other comments you wish to add. You may like to mention any staff by name who gave especially good service and say what made them special:”

## Eastern Surgery (Ipswich Hospital)

- Nursing care, including theatre sister, was especially kind and considerate, as was Mr Lewis. (Rating: Excellent)
- Staff nurse Diana professional and very friendly. Geordy, assistant to Mr Eddleston, warm and funny, and Mr Eddleston professional, swift and sure. (Rating: Excellent)
- Thank you to all staff for their kindness. (Rating: Excellent)
- Very well treated. Many thanks. (Rating: Excellent)
- I only came in for cataract, but if I had to come into hospital I would feel that the care and help would be excellent and the staff would be kind in their work. (Rating: Excellent)
- I would like to thank all staff for my treatment, especially Nurse Sue Durrell who was absolutely fantastic in every way, and made me feel relaxed and less anxious. (Rating: Satisfactory)
- Special thanks to my nurse on 22 June 2009 when I had a cataract operation. She could not have been more helpful, and I am sure her support and friendliness was much appreciated by patients who may have been apprehensive before surgery. (Rating: Excellent)
- Waiting area pre-op rather cramped, and noisy with TV. (Rating: Excellent)
- I was very pleased with everything, including how successful the operation was, and have no complaints. Every one of Mr Hardman Lea's team was pleasant and helpful. (Rating: Excellent)
- This was my second cataract operation. I cannot fault the hospital or staff in any way. The improvement to my sight is unbelievable. Thanks. (Rating: Excellent)
- Excellent care by Mr Hardman Lea and Nurse Wendy. (Rating: Excellent)
- The nurse dealing with patients before and after procedure seemed to have a workload beyond her capacity and would surely have welcomed assistance. (Rating: Very Good)
- The treatment was in every respect excellent, from initial examination to operation - catering - discharge. (Cataract surgery). (Rating: Excellent)
- Everyone was very kind and helpful during my short stay. (Rating: Excellent)
- Mr Hartman Lee was most informative about the cataract procedure and the nurses courteous and helpful. (Rating: Excellent)
- Everyone gave me excellent service, were kind and friendly, had a sense of humour, and made my short stay a happy experience which I will long remember. (Rating: Excellent)
- Maybe the staff should have a little more time for you. I found they just came in and did my obs and left. There was only one nurse I found to be very good. I do not know her name, but she came from Leicester. (Rating: Satisfactory)
- Mr David Rae and all staff were excellent. I could not have wished for better. (Rating: Excellent)

- We were especially impressed by Clare in the eye clinic. Her happy manner and personality kept everyone at ease, and made a traumatic experience much more bearable. She is excellent. (Rating: Excellent)
- Everything was perfect. I was soon made to relax and went home hugely satisfied, and relieved. (Rating: Excellent)
- Young nurse was excellent. (Rating: Excellent)
- Nurse Diana very good. Cannot see how your hospital could improve in their care, which is very good indeed. Operation very good. Thank you all for your care. (Rating: Excellent)
- I was very happy with every aspect of my treatment, and the care and courtesy I received. (Rating: Excellent)
- All staff were helpful and friendly. (Rating: Excellent)
- Nurse Diane (Cataract Staff Nurse), all the staff, Dr Goble during surgery. Excellent care from all. (Rating: Excellent)
- Thanks to Mr Goble and all his team for saving my sight. (Rating: Excellent)
- I only saw a nurse on discharge, but would have liked to ask questions about suggested plans to remove the cataract on my other eye, before leaving. (Rating: Excellent)
- Uncomfortable chairs in waiting rooms. (Rating: Very Good)
- As it was my first experience in hospital, I was very nervous, but all the staff soon put me at ease. My doctor was excellent in explaining everything he was doing. A very good first experience - I hope more could equal it. Thank you. (Rating: Excellent)
- My daughter and I were very impressed with everyone and everywhere. No time was wasted in sitting around. Thank you. (Rating: Excellent)
- The service was excellent. Attention by all members of staff was excellent. (Rating: Excellent)
- I was a day patient for about three hours. It seems pointless to complete your questions because of my very short stay. However, I received a high grade of service from all levels of staff, including Mr Richard Goble. (Rating: Not given)
- I think NHS Managers could learn a lot from the efficiency shown in the running of your hospital. (Rating: Excellent)
- None at all. (Rating: Excellent)
- After my cataract op and leaving hospital, I was not told when to start putting the drops in. I 'phoned to be sure. (Rating: Excellent)
- All the staff in the Eye Department were exceptional, friendly and efficient, and the ambience of the hospital was calm and relaxing. (Rating: Excellent)
- Nurse Sue was excellent in every way. So kind and considerate, you have no need to be concerned when you have such a nice nurse who cares. (Rating: Excellent)
- Reception staff made me feel uncomfortable, as they kept on about me being an NHS patient. (Rating: Very Good)
- Nurses Kelly and Claire - caring and professional. (Rating: Excellent)
- Quality of all services and cataract surgery excellent. (Rating: Excellent)
- My treatment was excellent from start to finish. I have never been so well treated in my life, and this just for a cataract operation, of which you must do hundreds. (Rating: Excellent)
- All staff and Mr Lewis the surgeon were excellent. The quiet music played in the operating room was very soothing and worked well. (Rating: Excellent)

- Very pleased with Nurse Ruth. She was very gentle and patient. All other doctors and nurses were kind and understanding. (Rating: Very Good)
- The nurse on arrival and theatre staff put me at ease at all times during my eye operation. (Rating: Excellent)
- Suggest dirty crockery be removed from day patient waiting rooms. Bin for paper towels full in day patient lavatory. (Rating: Very Good)
- Mr Simon Hardman-Lea was exceptionally caring and talked me through the operation. Also, Sister Ruth was very special in making me feel at ease by her attitude. A truly wonderful team (Rating: Excellent)
- The nurse who looked after me and administered the eye drops. The nurse who held my hand during the operation. (Rating: Excellent)
- Medical and nursing staff were superb. (Rating: Excellent)
- All members of staff had pleasant personalities and made patients feel comfortable. (Rating: Very Good)
- I was in for a cataract operation. Mr Roger Lewis and his staff were excellent in all respects. The day after the operation on my left eye, my vision is excellent, far better than the right eye is with contact lens. (Rating: Excellent)
- I was very impressed by all staff and consultants. They cared for the patients with utter professionalism. (Rating: Excellent)