Hospital In-Patient Survey Results January 2013

The Care Quality Commission uses national surveys to find out about the experience of patients when receiving care and treatment from healthcare organisations. Between September 2012 and January 2013, a questionnaire was sent to 850 recent inpatients at each hospital trust.

The following table summarises the survey responses for the three hospital trusts principally providing services to Bracknell Forest residents.

Scores are out of a maximum of 10. All scores are described by the CQC as being 'about the same' as other trusts, unless shown as green = better, or red = worse

	Frimley	Royal	Heatherwood &
	Park	Berkshire	Wexham Park
Number of responses	445	432	367
Questions	1		
Emergency/A&E Department	8.8	8.4	
· · · · · · · · · · · · · · · · · · ·			7.8
- Information	8.5	8.2	7.7
- Privacy	9.1	8.5	8.0
Waiting List and Planned Admissions	9.5	9.1	8.6 R
			0.0
- Length of wait	8.8	8.4	7.4 [®]
- Changes to admission date	9.7	9.4	8.9
- Specialist having necessary information	9.9	9.5	9.6
Waiting to Get a Bed on a Ward	8.0	7.3	7.1
valuing to Get a Bed on a ward	0.0	7.5	7.1
The Hospital and Ward	8.2	8.2	7.6 R
- Single sex accommodation	9.5	9.2	8.8
- Single sex bathroom areas	8.3	8.6	7.9
- Noise from other patients	5.7	5.3	5.5
- Noise from hospital staff	7.9	8.0	7.4
- Cleanliness of rooms and wards	9.1	8.9	8.2
- Cleanliness of toilets and bathrooms	8.7	8.4	7.6 ®
- Not feeling threatened	9.7	9.8	9.7
- Availability of hand-wash gel	9.8	9.6	9.3
- Quality of food	6.0	6.1	3.8 ®
- Choice of food	8.7	8.9	8.9
- Help with eating	7.5	7.2	6.5
<u>Doctors</u>	8.6	8.5	8.1 ®

- Confidence and trust 9.0 8.8 8.4 0 - Acknowledging patients 8.6 8.3 8.1 Nurses 8.5 8.5 7.8 0 - Answers to questions 8.6 8.5 7.5 0 - Confidence and trust 9.0 8.9 8.3 - Acknowledging patients 9.0 9.1 8.2 0 - Enough nurses 7.6 7.8 7.4 - Avoiding confusion 8.2 8.0 7.8 - Involvement in decisions 7.6 7.3 6.7 - Information 7.9 7.9 7.3 0 - Talking about worries and fears 5.6 6.2 4.4 0 - Emotional support 7.0 7.3 6.5 - Privacy for discussions 8.3 8.4 8.0 - Privacy for examination 9.5 9.4 9.2 - Pain control 8.6 8.1 7.8 - Explanation of risks and benefits 8.8 9.1 8.5 - Explanation of preation 8.5 8.8 8.4 - Answering questions 8.9 8.9 9.0 - Expectation after the operation 9.1 9.2 8.7 - After the operation 9.1 9.2 8.7 - After the operation 9.1 9.2 8.7 - Notice of discharge 7.2 7.6 6.5 - Dalgys tigned 9.7 9.9 7.9 - Purpose of medicines 8.4 8.7 7.8 - Involvement in decisions 6.7 7.1 6.2 - Danger signals 5.4 8.7 7.8 - Consideration 9.1 9.2 9.7 7.2 - Consideration 9.1 9.2 9.5 9.6 9.9 9.0 - Consideration 9.1 9.2 9.5 9.6 9.9 9.0 - Consideration 9.1 9.2 9.5 9.6 9.9 9.0 - Consideration 9.1 9.2 9.5 9.5 9.6 9.9 9.0 - Consideration 9.1 9.2 9.5 9.5 9.6 9.9 9.0 9.0 9.0 9.0 9.0 9.0 9.0 9.0 9.0	- Answers to questions	8.3	8.4	7.7
Acknowledging patients				
Nurses				0.1
- Answers to questions	- Acknowledging patients	8.6	8.3	8.1
- Answers to questions	Nurses	8.5	8.5	
- Confidence and trust 9.0 8.9 8.3 - Acknowledging patients 9.0 9.1 8.2 - Enough nurses 7.6 7.8 7.4				7.8
- Acknowledging patients 9.0 9.1 8.2 6 - Enough nurses 7.6 7.8 7.4 - Avoiding confusion 8.2 8.0 7.8 - Involvement in decisions 7.6 7.3 6.7 - Information 7.9 7.9 7.3 6.5 - Privacy for discussions 8.3 8.4 8.0 - Privacy for examination 9.5 9.4 9.2 6 - Pain control 8.6 8.1 7.8 - Explanation of risks and benefits 8.8 9.1 8.5 - Explanation of operation 8.5 8.8 8.4 - Answering questions 8.9 8.9 9.0 - Expectation after the operation 9.1 9.2 8.7 - After the operation 9.1 9.2 8.7 - After the operation 9.1 9.2 8.7 - Notice of discharge 7.2 7.6 6.5 - Delays to discharge 7.2 7.6 6.5 - Purpose of medicines 8.4 8.7 7.8 - Consideration of home and family situation 1.0 friends and family 1.0	- Answers to questions	8.6	8.5	7.5
Enough nurses				8.3
Care and Treatment 7.7 7.6 7.1 8 - Avoiding confusion 8.2 8.0 7.8 - Involvement in decisions 7.6 7.3 6.7 - Information 7.9 7.9 7.3 6.7 - Talking about worries and fears 5.6 6.2 4.4 0 - Emotional support 7.0 7.3 6.5 - Privacy for discussions 8.3 8.4 8.0 - Privacy for examination 9.5 9.4 9.2 - Pain control 8.6 8.1 7.8 - Getting help 6.2 6.1 6.2 Operations and Procedures 8.4 8.5 8.0 - Explanation of risks and benefits 8.8 9.1 8.5 - Explanation of operation 8.5 8.8 8.4 - Answering questions 8.9 8.9 9.0 - Expectation after the operation 6.9 7.2 6.3 - Information 9.1 9.2 8.7 - Af	- Acknowledging patients	9.0	9.1	8.2
- Avoiding confusion	- Enough nurses	7.6	7.8	7.4
- Avoiding confusion				
- Involvement in decisions 7.6 7.3 6.7 - Information 7.9 7.9 7.3 - Talking about worries and fears 5.6 6.2 - Emotional support 7.0 7.3 6.5 - Privacy for discussions 8.3 8.4 8.0 - Privacy for examination 9.5 9.4 9.2 - Pain control 8.6 8.1 7.8 - Getting help 6.2 6.1 6.2 Operations and Procedures 8.4 8.5 8.0 - Explanation of risks and benefits 8.8 9.1 8.5 - Explanation of operation 8.5 8.8 8.4 - Answering questions 8.9 8.9 9.0 - Expectation after the operation 6.9 7.2 6.3 - Information 9.1 9.2 8.7 - After the operation 8.2 7.7 7.2 Leaving Hospital 7.4 7.4 6.3 - Notice of discharge 7.2 7.6 6.5 - Delays to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 7.1 - Information 5.7 friends and family 8.1 - Information 9.1 9.1 9.2 - Consideration of home and family 8.5 - Information 9.1 9.1 9.2 - Information 9.1 9.1 9.2 - Advice for after discharge 7.5 - Advice for a	Care and Treatment	7.7	7.6	7.1
- Information 7.9 7.9 7.3		8.2	8.0	7.8
- Talking about worries and fears 5.6 6.2 4.4 9 - Emotional support 7.0 7.3 6.5 - Privacy for discussions 8.3 8.4 8.0 - Privacy for examination 9.5 9.4 9.2 9 - Pain control 8.6 8.1 7.8 9.2 9 - Pain control 8.6 8.1 7.8 9.2 9 - Pain control 8.6 8.1 7.8 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 8.5 9.1 9.0 9.0 9.0 9.0 9.0 9.0 9.0 9.0 9.0 9.0		7.6	7.3	6.7
Section Support Final Privacy for discussions Substitution	- Information	7.9	7.9	7.3 ®
- Emotional support 7.0 7.3 6.5 - Privacy for discussions 8.3 8.4 8.0 - Privacy for examination 9.5 9.4 9.2 - Pain control 8.6 8.1 7.8 - Getting help 6.2 6.1 6.2 Operations and Procedures 8.4 8.5 8.0 - Explanation of risks and benefits 8.8 9.1 8.5 - Explanation of operation 8.5 8.8 8.4 - Answering questions 8.9 8.9 9.0 - Expectation after the operation 6.9 7.2 6.3 - Information 9.1 9.2 8.7 - After the operation 8.2 7.7 7.2 Leaving Hospital 7.4 7.4 6.3 - Involvement in decisions 6.7 7.1 6.2 - Delays to discharge 7.2 7.6 6.5 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 - Information for friends and family situation for friends and family situatio	- Talking about worries and fears	5.6	6.2	4.4 ®
- Privacy for discussions - Privacy for examination - Pain control - Getting help - G.2 - G.1 - Getting help - G.2 - Explanation of risks and benefits - Explanation of operation - Explanation of operation - Explanation of operation - Answering questions - Expectation after the operation - Expectation after the operation - After the operation - After the operation - After the operation - Involvement in decisions - Delays to discharge - Length of delay to discharge - Advice for after discharge - Purpose of medicines - Taking medication - Consideration for friends and family situation - Information for friends and family - Information of the firends and family - Information of the same family - Portropostic for friends and family - Information of for friends and family - Information for friends and family - Programatics for friends and family - Information for friends and family - Informa	- Emotional support	7.0	7.3	
- Privacy for examination 9.5 9.4 9.2 9.2 9.1 - Pain control 8.6 8.1 7.8 - Getting help 6.2 6.1 6.2				
- Pain control		9.5	9.4	0.2
- Getting help 6.2 6.1 6.2 Operations and Procedures 8.4 8.5 8.0 - Explanation of risks and benefits 8.8 9.1 8.5 - Explanation of operation 8.5 8.8 8.4 - Answering questions 8.9 8.9 9.0 - Expectation after the operation 6.9 7.2 6.3 8 - Information 9.1 9.2 8.7 7.2 Leaving Hospital 7.4 7.4 6.3 8 - Involvement in decisions 6.7 7.1 6.2 8 - Notice of discharge 7.2 7.6 6.5 8 - Delays to discharge 7.5 6.8 6.9 6.5 6.5 8 - Length of delay to discharge 7.5 6.8 6.9 6.1 7.8 6.6 6.9 - Advice for after discharge 7.4 7.6 6.1 7.8 6.1 7.8 6.1 7.8 5.1 3.9 7.8 5.1 3.	- Pain control	8.6	Q 1	0.2
Operations and Procedures 8.4 8.5 8.0 - Explanation of risks and benefits 8.8 9.1 8.5 - Explanation of operation 8.5 8.8 8.4 - Answering questions 8.9 9.0 9.0 - Expectation after the operation 6.9 7.2 6.3 8 - Information 9.1 9.2 8.7 7.2 - After the operation 8.2 7.7 7.2 - Leaving Hospital 7.4 7.4 6.3 8 - Involvement in decisions 6.7 7.1 6.2 6.5 - Notice of discharge 7.2 7.6 6.5 6.5 - Delays to discharge 6.2 5.5 5.6 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6				
- Explanation of risks and benefits 8.8 9.1 8.5 8.6 - Explanation of operation 8.5 8.8 8.4 - Answering questions 8.9 9.0 - Expectation after the operation 6.9 7.2 6.3 - Information 9.1 9.2 8.7 - After the operation 8.2 7.7 7.2 Leaving Hospital 7.4 7.4 6.3 8 - Involvement in decisions 6.7 7.1 6.2 8 - Notice of discharge 7.2 7.6 6.5 8 - Delays to discharge 6.2 5.5 5.6 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 - Information about medicines 8.0 8.3 7.6	- Octung help	0.2	0.1	0.2
- Explanation of risks and benefits 8.8 9.1 8.5 8.6 - Explanation of operation 8.5 8.8 8.4 - Answering questions 8.9 9.0 - Expectation after the operation 6.9 7.2 6.3 - Information 9.1 9.2 8.7 - After the operation 8.2 7.7 7.2 Leaving Hospital 7.4 7.4 6.3 8 - Involvement in decisions 6.7 7.1 6.2 8 - Notice of discharge 7.2 7.6 6.5 8 - Delays to discharge 6.2 5.5 5.6 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 - Information about medicines 8.0 8.3 7.6	Operations and Procedures	8.4	8.5	8.0
- Explanation of operation 8.5 8.8 8.4 - Answering questions 8.9 8.9 9.0 - Expectation after the operation 6.9 7.2 6.3 8 - Information 9.1 9.2 8.7 - After the operation 8.2 7.7 7.2 - After the operation 7.4 7.4 6.3 8 - Involvement in decisions 6.7 7.1 6.2 6 - Notice of discharge 7.2 7.6 6.5 8 - Delays to discharge 6.2 5.5 5.6 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 8 - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 1.0 for friends and family situation 1.0 for friends and family 1.0 for fam				
- Answering questions	- Explanation of operation	8.5	8.8	
- Expectation after the operation - Information - After the operation - After the operat		8.9	8.9	9.0
- After the operation 8.2 7.7 7.2 Leaving Hospital 7.4 7.4 6.3 8 - Involvement in decisions 6.7 7.1 6.2 8 - Notice of discharge 7.2 7.6 6.5 8 - Delays to discharge 6.2 5.5 5.6 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 R - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 7.5 7.1 8		6.9	7.2	6.3 ®
Leaving Hospital 7.4 7.4 6.3 8 - Involvement in decisions 6.7 7.1 6.2 8 - Notice of discharge 7.2 7.6 6.5 8 - Delays to discharge 6.2 5.5 5.6 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 8 - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 7.5 7.1 6.5	- Information	9.1	9.2	8.7
Leaving Hospital 7.4 7.4 6.3 8 - Involvement in decisions 6.7 7.1 6.2 8 - Notice of discharge 7.2 7.6 6.5 8 - Delays to discharge 6.2 5.5 5.6 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 8 - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 7.5 7.1 5.7 8	- After the operation	8.2	7.7	7.2
- Involvement in decisions 6.7 7.1 6.2 8 - Notice of discharge 7.2 7.6 6.5 - Delays to discharge 6.2 5.5 5.6 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 7.5 7.1 8				
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- Notice of discharge 7.2 7.6 6.5 - Delays to discharge 6.2 5.5 5.6 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 7.5 7.1 8.7	- Involvement in decisions	6.7	7.1	6.2 ®
- Delays to discharge 6.2 5.5 5.6 - Length of delay to discharge 7.5 6.8 6.9 - Advice for after discharge 7.4 7.6 6.1 - Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 7.5 7.1 8.	- Notice of discharge	7.2	7.6	
- Length of delay to discharge - Advice for after discharge - Purpose of medicines - Side effects - Taking medication - Information about medicines - Danger signals - Consideration of home and family situation - Information for friends and family - Information family -	- Delays to discharge	6.2	5.5	
- Advice for after discharge 7.4 - Purpose of medicines - Side effects - Taking medication - Information about medicines - Danger signals - Consideration of home and family situation - Information for friends and family - Information fam				
- Purpose of medicines 8.4 8.7 7.8 - Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 8 - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 7.5 7.1 8		_		
- Side effects 5.0 5.1 3.9 - Taking medication 8.4 8.6 7.4 8 - Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 7.5 7.1 8	- Purpose of medicines	8.4		7.8
- Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 7.5 7.1 5.7 8				
- Information about medicines 8.0 8.3 7.6 - Danger signals 5.4 5.7 4.1 8 - Consideration of home and family situation 7.5 7.1 8	- Taking medication	8.4	8.6	7.4 ®
- Danger signals 5.4 5.7 4.1 8 - Consideration of home and family 7.5 7.1 5.7 8	- Information about medicines	8.0	8.3	
- Consideration of home and family 7.5 7.1 5.7 8				
- Information for friends and family 6.3 6.5		7.5	7.1	
		6.3	6.5	5.1 ®

- Contact	8.5	8.1	6.6 ®
- Equipment and adaptations at home	8.9	8.1	6.2 ®
- Health and social care services	8.8	8.6	7.3 ®
- Letters	7.7	7.4	5.7
- Understandable letters	8.7	8.9	8.2
Overall Views and Experiences	5.3	5.1	4.5 ®
- Respect and dignity	9.1	8.9	8.4
- Overall view of inpatient services	8.2	7.8	7.2
- Patients' views	1.6	1.2	0.9
- Information about complaints	2.3	2.3	1.6