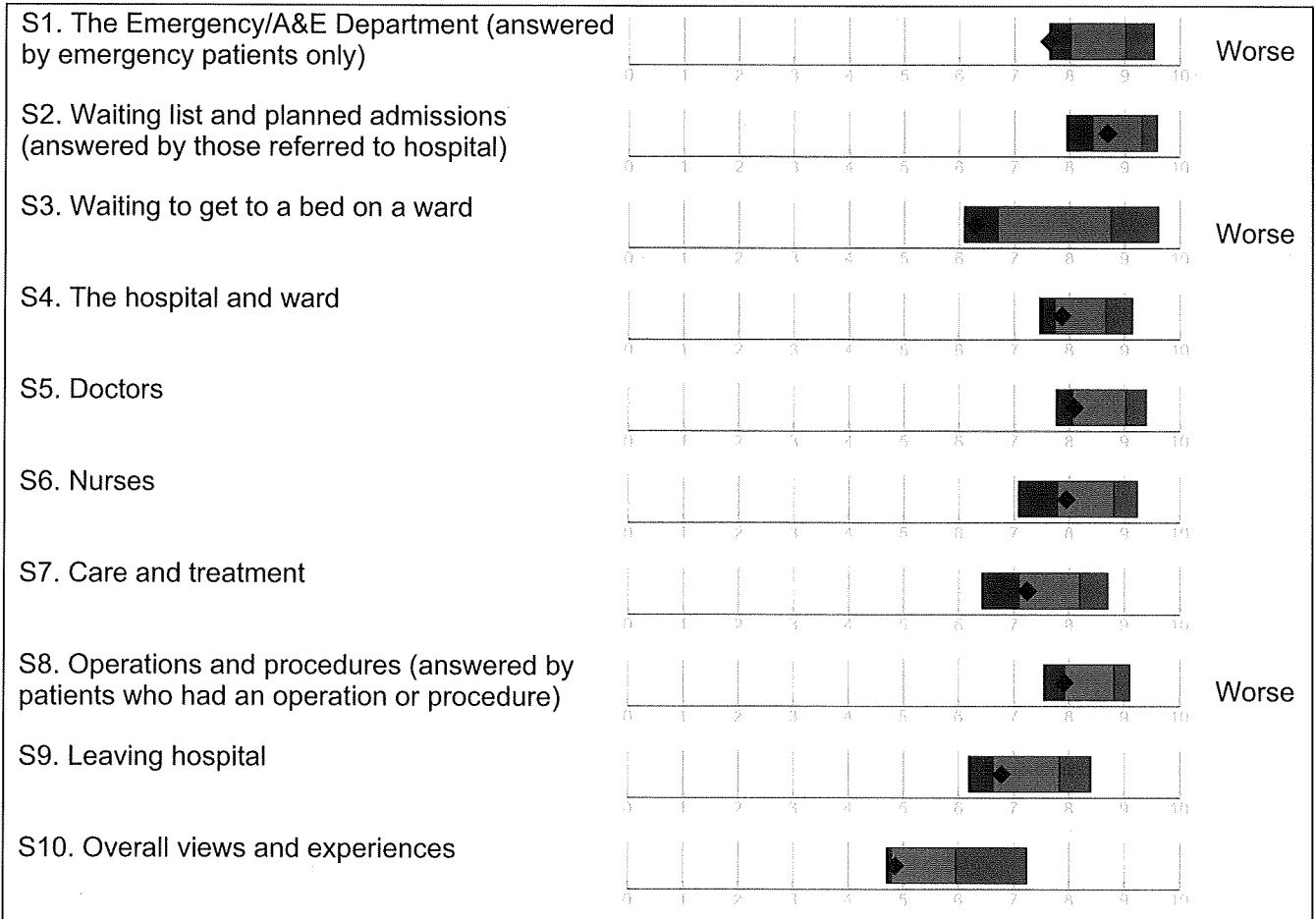


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Section scores

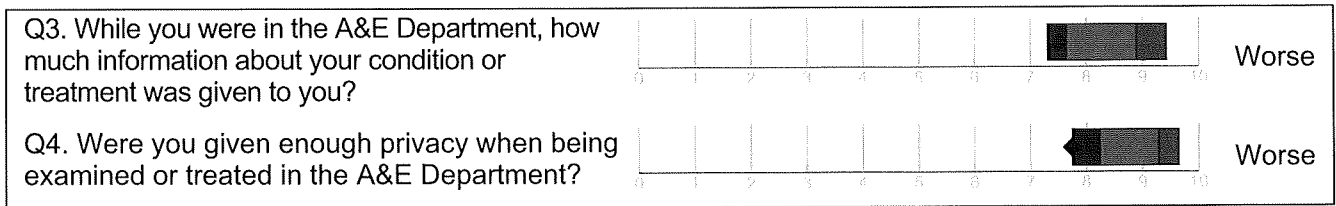


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same		This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

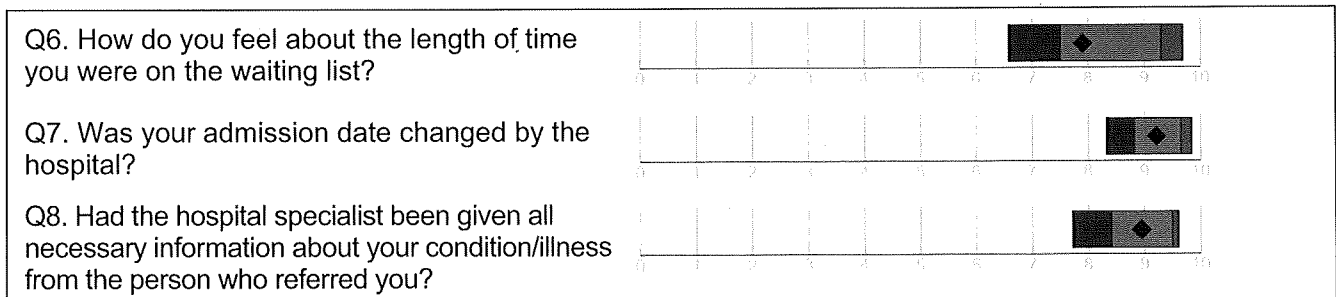
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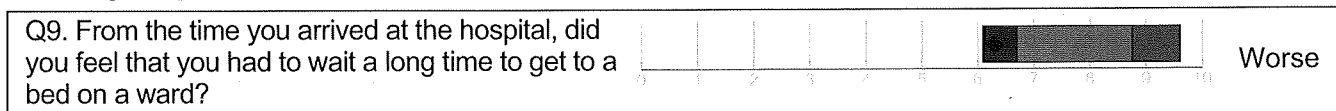
The Emergency/A&E Department (answered by emergency patients only)



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



Waiting to get to a bed on a ward

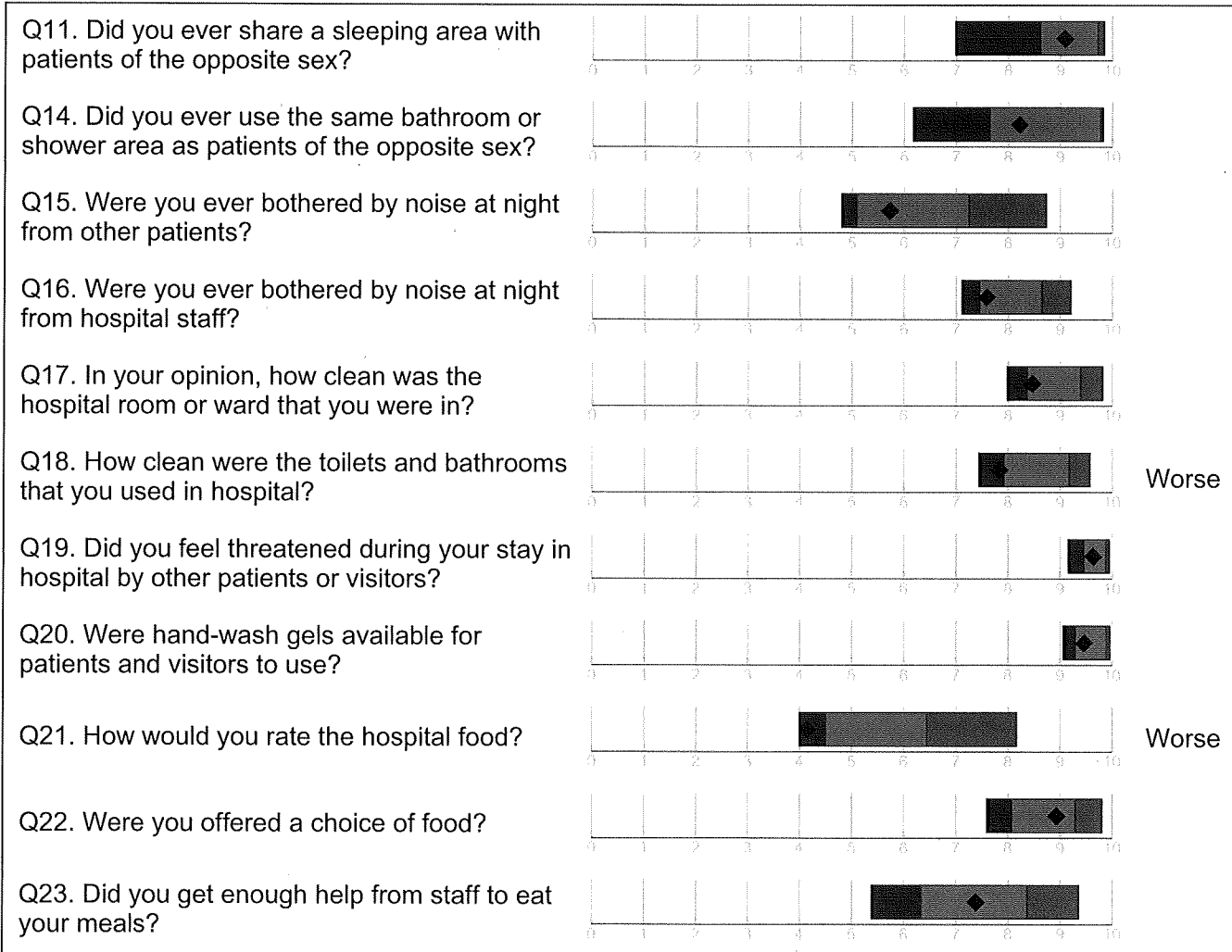


	Best performing trusts	'Better/Worse'	Only displayed when this trust is better/worse than most other trusts
	About the same	◆	This trust's score (NB: Not shown where there are fewer than 30 respondents)
	Worst performing trusts		

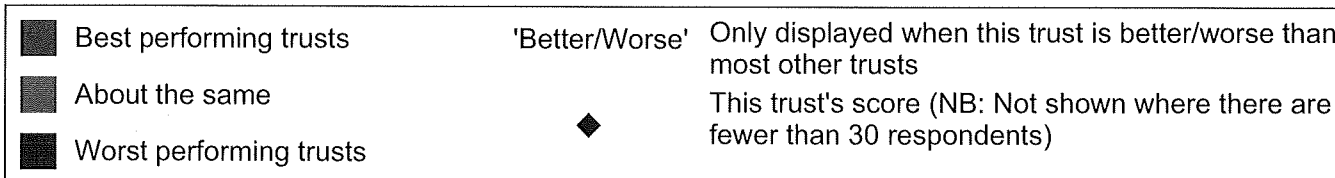
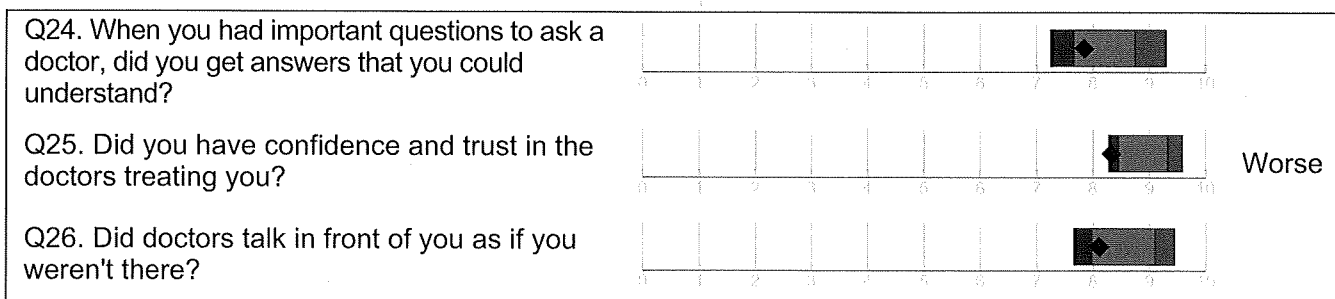
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The hospital and ward



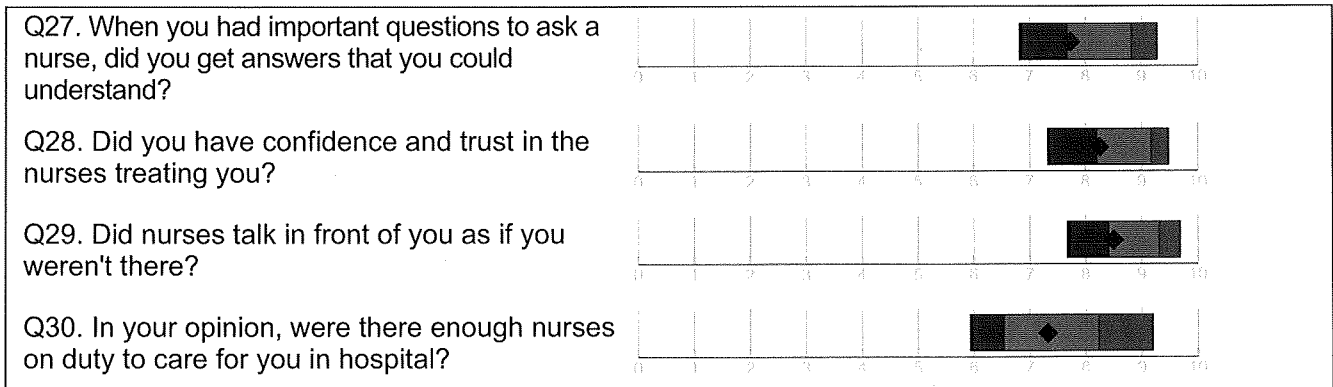
Doctors



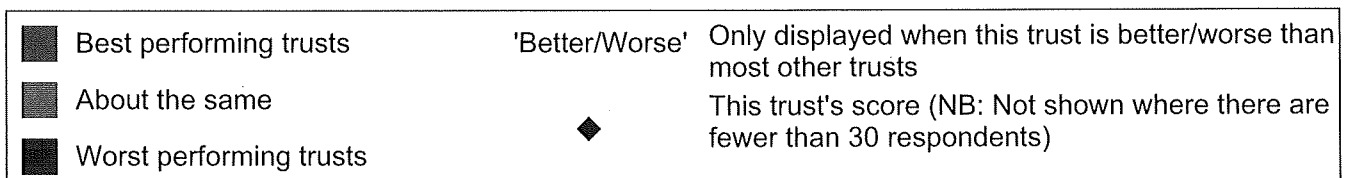
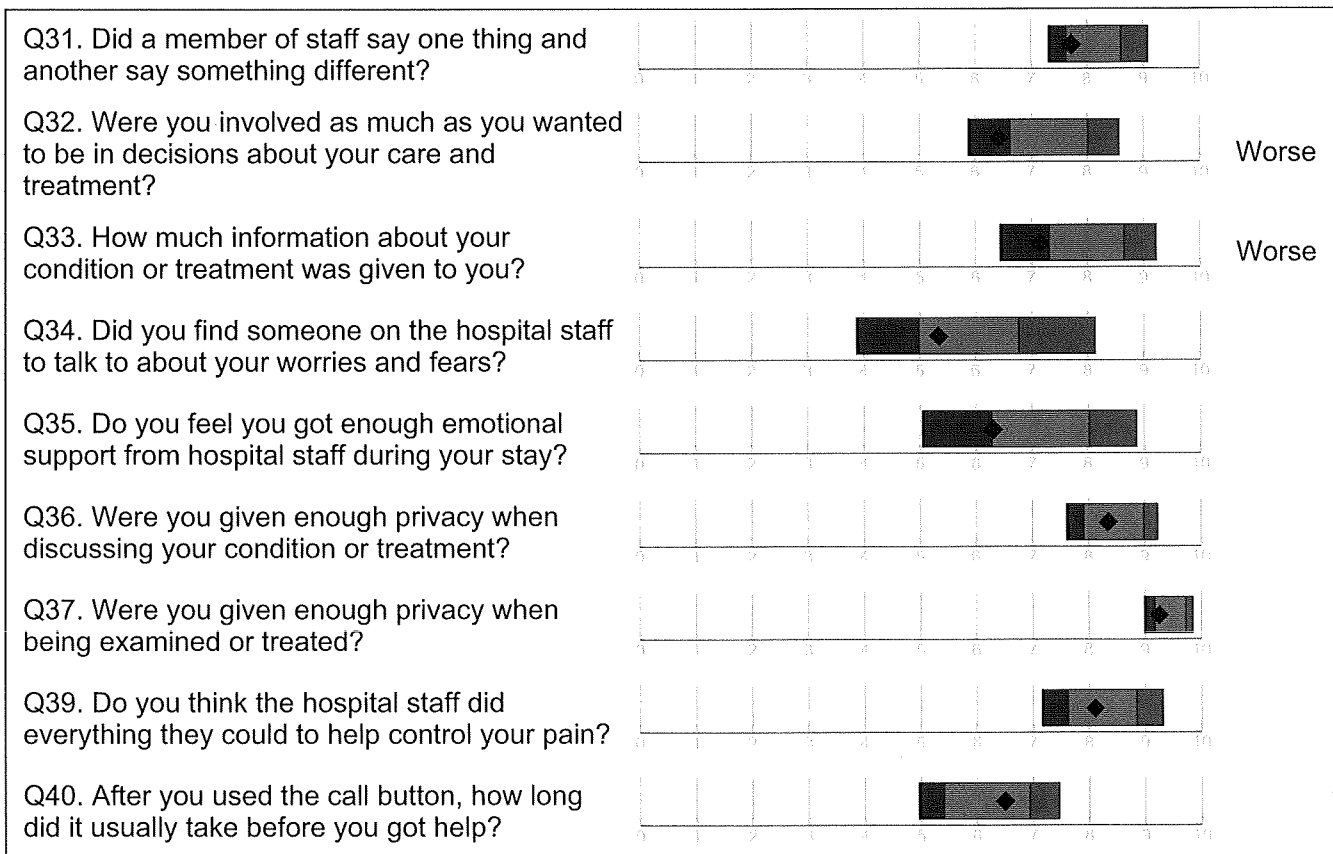
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Nurses



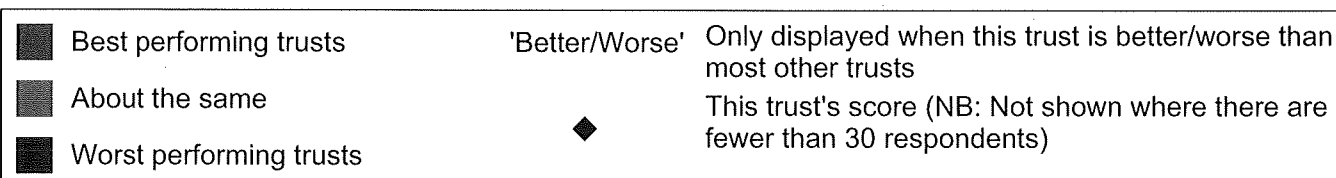
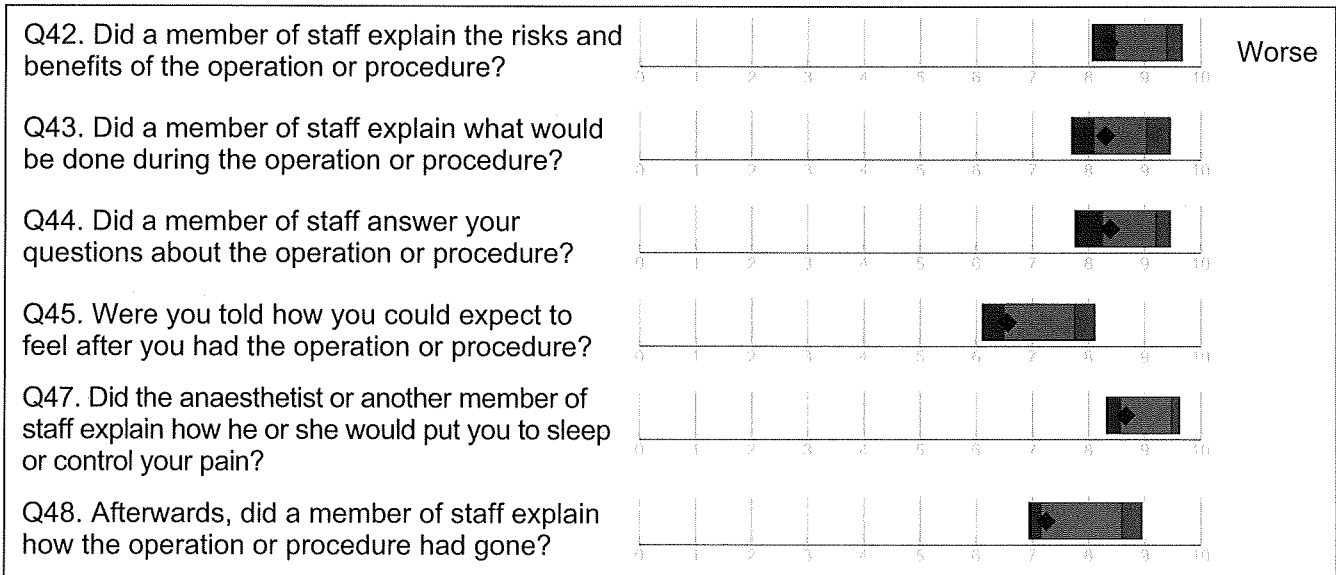
Care and treatment



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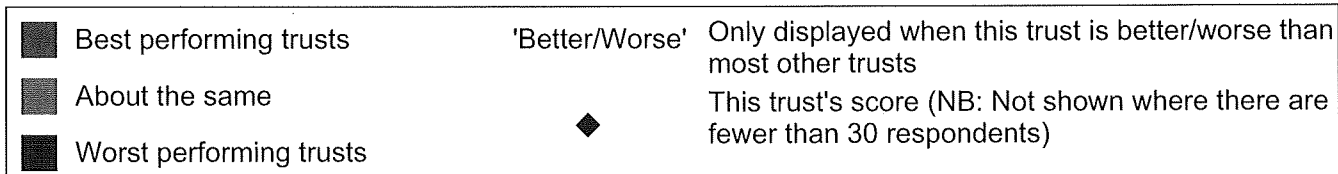
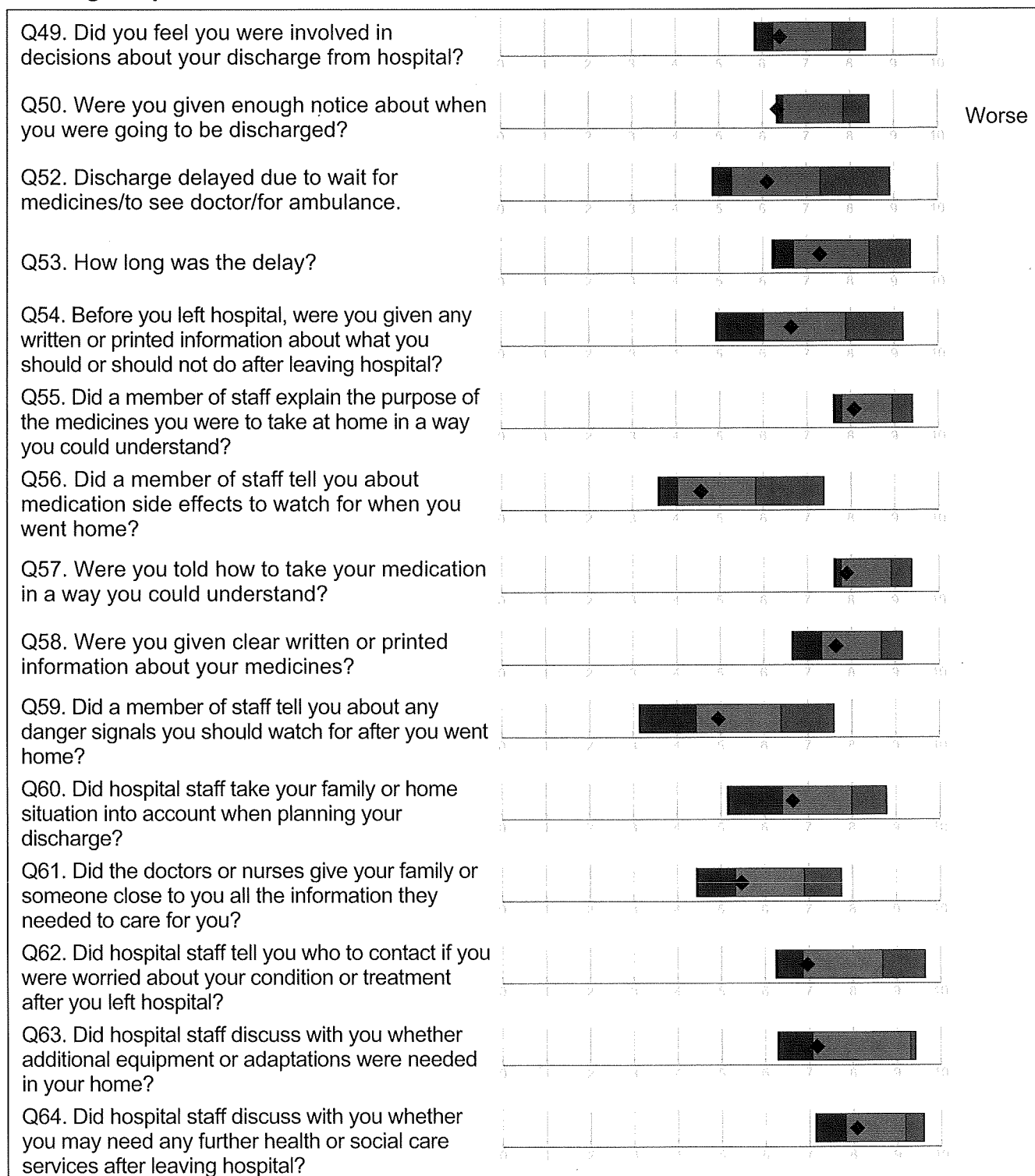
Operations and procedures (answered by patients who had an operation or procedure)



Survey of adult inpatients 2013

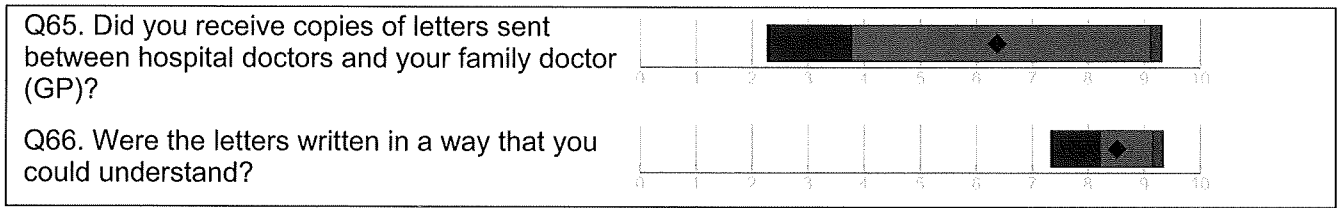
Heatherwood and Wexham Park Hospitals NHS Foundation Trust

Leaving hospital

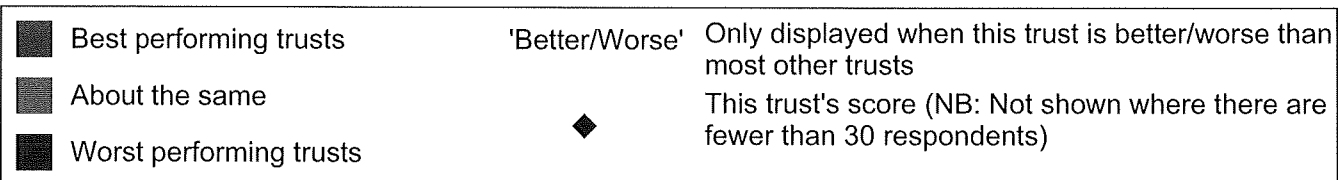
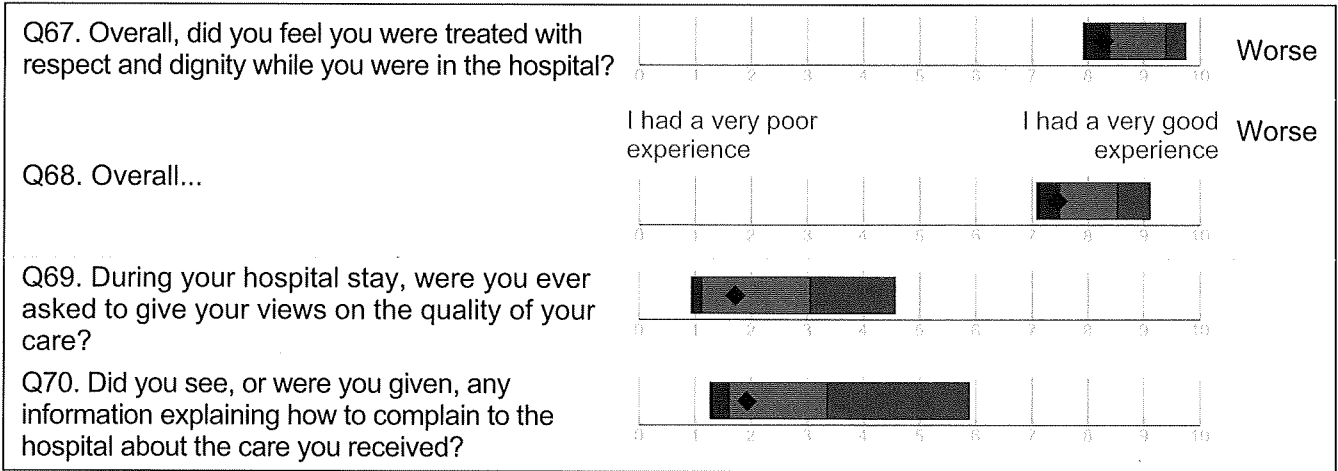


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Overall views and experiences



Survey of adult inpatients 2013

Heatherwood and Wexham Park Hospitals NHS Foundation Trust

		Scores for this NHS trust			Number of respondents (this trust)	2012 scores for this NHS trust	Change from 2012
		Lowest trust score achieved	Highest trust score achieved				
The Emergency/A&E Department (answered by emergency patients only)							
S1	Section score	7.6	7.6	9.5			
Q3	While you were in the A&E Department, how much information about your condition or treatment was given to you?	7.5	7.3	9.4	227	7.7	
Q4	Were you given enough privacy when being examined or treated in the A&E Department?	7.7	7.7	9.6	236	8.0	
Waiting list and planned admissions (answered by those referred to hospital)							
S2	Section score	8.7	7.9	9.6			
Q6	How do you feel about the length of time you were on the waiting list?	7.9	6.6	9.7	100	7.4	
Q7	Was your admission date changed by the hospital?	9.2	8.3	9.8	102	8.9	
Q8	Had the hospital specialist been given all necessary information about your condition/illness from the person who referred you?	8.9	7.7	9.6	98		
Waiting to get to a bed on a ward							
S3	Section score	6.3	6.1	9.6			
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?	6.3	6.1	9.6	357	7.1	↓

↑ or ↓ Indicates where 2013 score is significantly higher or lower than 2012 score (NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2012 data is available.

Survey of adult inpatients 2013
Heatherwood and Wexham Park Hospitals NHS
Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2012 scores for this NHS trust	Change from 2012
The hospital and ward						
S4 Section score	7.9	7.5	9.1			
Q11 Did you ever share a sleeping area with patients of the opposite sex?	9.1	7.0	9.9	264	8.8	
Q14 Did you ever use the same bathroom or shower area as patients of the opposite sex?	8.2	6.2	9.8	308	7.9	
Q15 Were you ever bothered by noise at night from other patients?	5.7	4.8	8.7	354	5.5	
Q16 Were you ever bothered by noise at night from hospital staff?	7.6	7.1	9.2	356	7.4	
Q17 In your opinion, how clean was the hospital room or ward that you were in?	8.5	8.0	9.8	357	8.2	
Q18 How clean were the toilets and bathrooms that you used in hospital?	7.8	7.4	9.6	341	7.6	
Q19 Did you feel threatened during your stay in hospital by other patients or visitors?	9.6	9.2	9.9	359	9.7	
Q20 Were hand-wash gels available for patients and visitors to use?	9.5	9.1	10.0	350	9.3	
Q21 How would you rate the hospital food?	4.2	4.0	8.2	344	3.8	
Q22 Were you offered a choice of food?	8.9	7.6	9.8	352	8.9	
Q23 Did you get enough help from staff to eat your meals?	7.4	5.4	9.4	118	6.5	
Doctors						
S5 Section score	8.1	7.8	9.4			
Q24 When you had important questions to ask a doctor, did you get answers that you could understand?	7.9	7.2	9.3	325	7.7	
Q25 Did you have confidence and trust in the doctors treating you?	8.3	8.3	9.6	354	8.4	
Q26 Did doctors talk in front of you as if you weren't there?	8.1	7.7	9.4	354	8.1	
Nurses						
S6 Section score	8.0	7.1	9.2			
Q27 When you had important questions to ask a nurse, did you get answers that you could understand?	7.7	6.8	9.3	327	7.5	
Q28 Did you have confidence and trust in the nurses treating you?	8.3	7.3	9.5	357	8.3	
Q29 Did nurses talk in front of you as if you weren't there?	8.5	7.7	9.7	355	8.2	
Q30 In your opinion, were there enough nurses on duty to care for you in hospital?	7.3	5.9	9.2	357	7.4	

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Survey of adult inpatients 2013

Heatherwood and Wexham Park Hospitals NHS Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2012 scores for this NHS trust	Change from 2012
Care and treatment						
S7 Section score	7.2	6.4	8.7			
Q31 Did a member of staff say one thing and another say something different?	7.7	7.3	9.1	357	7.8	
Q32 Were you involved as much as you wanted to be in decisions about your care and treatment?	6.4	5.9	8.6	354	6.7	
Q33 How much information about your condition or treatment was given to you?	7.2	6.4	9.2	358	7.3	
Q34 Did you find someone on the hospital staff to talk to about your worries and fears?	5.3	3.9	8.1	238	4.4	↑
Q35 Do you feel you got enough emotional support from hospital staff during your stay?	6.3	5.0	8.9	231	6.5	
Q36 Were you given enough privacy when discussing your condition or treatment?	8.4	7.6	9.2	356	8.0	
Q37 Were you given enough privacy when being examined or treated?	9.3	9.0	9.8	360	9.2	
Q39 Do you think the hospital staff did everything they could to help control your pain?	8.1	7.2	9.3	241	7.8	
Q40 After you used the call button, how long did it usually take before you got help?	6.5	5.0	7.5	195	6.2	
Operations and procedures (answered by patients who had an operation or procedure)						
S8 Section score	7.9	7.5	9.1			
Q42 Did a member of staff explain the risks and benefits of the operation or procedure?	8.4	8.1	9.7	200	8.5	
Q43 Did a member of staff explain what would be done during the operation or procedure?	8.3	7.7	9.5	207	8.4	
Q44 Did a member of staff answer your questions about the operation or procedure?	8.4	7.8	9.5	185	9.0	↓
Q45 Were you told how you could expect to feel after you had the operation or procedure?	6.6	6.1	8.1	209	6.3	
Q47 Did the anaesthetist or another member of staff explain how he or she would put you to sleep or control your pain?	8.7	8.3	9.6	177	8.7	
Q48 Afterwards, did a member of staff explain how the operation or procedure had gone?	7.2	6.9	9.0	206	7.2	

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Survey of adult inpatients 2013
Heatherwood and Wexham Park Hospitals NHS
Foundation Trust

	Scores for this NHS trust	Lowest trust score achieved	Highest trust score achieved	Number of respondents (this trust)	2012 scores for this NHS trust	Change from 2012
Leaving hospital						
S9 Section score	6.8	6.2	8.4			
Q49 Did you feel you were involved in decisions about your discharge from hospital?	6.4	5.8	8.4	340	6.2	
Q50 Were you given enough notice about when you were going to be discharged?	6.3	6.3	8.4	352	6.5	
Q52 Discharge delayed due to wait for medicines/to see doctor/for ambulance.	6.1	4.8	8.9	326	5.6	
Q53 How long was the delay?	7.3	6.2	9.4	323	6.9	
Q54 Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	6.6	4.9	9.2	352	6.1	
Q55 Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	8.1	7.6	9.4	275	7.8	
Q56 Did a member of staff tell you about medication side effects to watch for when you went home?	4.6	3.6	7.4	248	3.9	
Q57 Were you told how to take your medication in a way you could understand?	7.9	7.6	9.4	253	7.4	
Q58 Were you given clear written or printed information about your medicines?	7.7	6.6	9.2	260	7.6	
Q59 Did a member of staff tell you about any danger signals you should watch for after you went home?	5.0	3.1	7.6	281	4.1	↑
Q60 Did hospital staff take your family or home situation into account when planning your discharge?	6.6	5.1	8.8	240	5.7	↑
Q61 Did the doctors or nurses give your family or someone close to you all the information they needed to care for you?	5.5	4.4	7.8	254	5.1	
Q62 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	7.0	6.2	9.7	326	6.6	
Q63 Did hospital staff discuss with you whether additional equipment or adaptations were needed in your home?	7.2	6.3	9.4	107	6.2	
Q64 Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	8.1	7.1	9.6	182	7.3	
Q65 Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	6.4	2.3	9.3	301	5.7	
Q66 Were the letters written in a way that you could understand?	8.5	7.3	9.3	186	8.2	

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Survey of adult inpatients 2013
Heatherwood and Wexham Park Hospitals NHS
Foundation Trust

	Scores for this NHS trust			Number of respondents (this trust)	2012 scores for this NHS trust	Change from 2012
	Lowest trust score achieved	Highest trust score achieved				
Overall views and experiences						
S10 Section score	4.9	4.7	7.2			
Q67 Overall, did you feel you were treated with respect and dignity while you were in the hospital?	8.3	7.9	9.7	357	8.4	
Q68 Overall...	7.5	7.1	9.1	339	7.2	
Q69 During your hospital stay, were you ever asked to give your views on the quality of your care?	1.7	0.9	4.6	332	0.9	↑
Q70 Did you see, or were you given, any information explaining how to complain to the hospital about the care you received?	1.9	1.3	5.9	296	1.6	

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 Where no score is displayed, no 2012 data is available.

Survey of adult inpatients 2013

Heatherwood and Wexham Park Hospitals NHS Foundation Trust

Background information

The sample	This trust	All trusts
Number of respondents	366	62443
Response Rate (percentage)	45	49
Demographic characteristics	This trust	All trusts
Gender (percentage)	(%)	(%)
Male	47	46
Female	53	54
Age group (percentage)	(%)	(%)
Aged 16-35	8	7
Aged 36-50	10	12
Aged 51-65	25	24
Aged 66 and older	57	57
Ethnic group (percentage)	(%)	(%)
White	83	89
Multiple ethnic group	2	1
Asian or Asian British	9	3
Black or Black British	1	1
Arab or other ethnic group	0	0
Not known	5	6
Religion (percentage)	(%)	(%)
No religion	13	16
Buddhist	1	0
Christian	72	78
Hindu	3	1
Jewish	0	1
Muslim	4	2
Sikh	5	0
Other religion	1	1
Prefer not to say	2	2
Sexual orientation (percentage)	(%)	(%)
Heterosexual/straight	92	94
Gay/lesbian	1	1
Bisexual	1	0
Other	1	1
Prefer not to say	6	4

