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Provider: **Frimley Health NHS Foundation Trust** **Outstanding**

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Inpatient

21 May 2015

This survey looked at the experiences of over 59,000 people who were admitted to an NHS hospital in 2014.

Between September 2014 and January 2015, a questionnaire was sent to 850 recent inpatients at each trust.

Responses were received from 441 patients at Frimley Health NHS Foundation Trust.

Patient survey

Patient response For each question in the survey, people's responses are converted into scores, where the best possible score is 10/10

Compared with other trusts Each trust received a rating of Better, About the same or Worse on how it performs for each question, compared with most other trusts.

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

8.8/10

About the same

Information

for being given enough **information** on their condition and treatment in A&E

8.5/10

About the same

Privacy

for being given enough **privacy** when being examined or treated in A&E

9.2/10

Better

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

9.1/10

About the same

Waiting to be admitted

for feeling that they **waited the right amount** of time on the waiting list to be admitted

8.4/10

About the same

Changes to admission dates

for **not** having their **admission date changed** by the hospital

9.6/10

Better

Transitions between services

that the specialist they saw in hospital had been given all the necessary information about their condition or illness from the person who referred them

9.3/10

About the same

Waiting to get to a bed on a ward

8.3/10

About the same

Waiting to get to a bed on a ward

for feeling they did **not** have to **wait a long time** to get to a bed on a ward, following their arrival at the hospital

8.3/10

About the same

The hospital and ward

8.6/10

About the same

Single sex accommodation

for **not** having to **share a sleeping area**, such as a room or bay, with patients of the **opposite sex**

9.4/10

About the same

Single sex bathrooms

for **not** having to **share a bathroom or shower area** with patients of the **opposite sex**

8.7/10

About the same

Noise from other patients

for **not** being bothered by **noise at night from other patients**

5.9/10

About the same

Noise from staff

for **not** being bothered by **noise at night from hospital staff**

7.9/10

About the same

Cleanliness of rooms or wards

for describing the **hospital room or wards as clean**

9.5/10

Better

Cleanliness of toilets and bathrooms

for describing the **toilets and bathrooms as clean**

9.1/10

About the same

Safety

for **not feeling threatened** by other patients or visitors during their hospital stay

9.7/10

About the same

Availability of hand-wash gels

for **hand-wash gels** being available for patients and visitors to use

9.7/10

About the same

Quality of food

for describing the hospital **food as good**

6.8/10

Better

Choice of food

for having been offered a **choice of food**

9.1/10

About the same

Help with eating

for being given enough help from staff to eat their meals, if they needed this

8.4/10

Better

Doctors

8.7/10

About the same

Answers to questions

for doctors answering questions in a way they could understand

8.4/10

About the same

Confidence and trust

for having confidence and trust in the doctors treating them

9.1/10

About the same

Acknowledging patients

for doctors not talking in front of them, as if they weren't there

8.6/10

About the same

Nurses

8.7/10

About the same

Answers to questions

for nurses answering questions in a way they could understand

8.6/10

About the same

Confidence and trust

for having confidence and trust in the nurses treating them

9.2/10

About the same

Acknowledging patients

for nurses not talking in front of them, as if they weren't there

8.9/10

About the same

Enough nurses

for feeling that there were enough nurses on duty to care for them

8.4/10

Better

Care and treatment

8.1/10

About the same

Avoiding confusion

For **not** being told one thing by a member of staff and something quite different by another

8.4/10

About the same

Involvement in decisions

for being **involved** as much as they wanted to be in decisions about their care and treatment

7.8/10

About the same

Confidence in decisions

for having **confidence** in decisions made about their condition or treatment

8.7/10

About the same

Information

for being given enough **information** on their condition and treatment

8.1/10

About the same

Talking about worries and fears

for finding someone on the hospital staff to **talk to about any worries and fears**, if needed

5.8/10

About the same

Emotional Support

for receiving **enough emotional support**, from hospital staff, if needed

7.7/10

About the same

Privacy for discussions

for being given enough **privacy** when **discussing their condition or treatment**

8.8/10

About the same

Privacy for examinations

for being given **enough privacy** when being **examined or treated**

9.7/10

Better

Pain control

that hospital staff did all they could to **help control their pain**, if they were ever in pain

8.7/10

Better

Getting help

for the **call button** being responded to **quickly**, when used

6.8/10

Better

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

8.8/10

About the same

Explanation of risks and benefits

before the operation or procedure, being given an explanation that they could understand about the **risks and benefits**

9.3/10

About the same

Explanation of operation

before the operation or procedure, being given an explanation of **what would happen**

8.8/10

About the same

Answers to questions

before the operation or procedure, having **any questions answered** in a way they could understand

9.2/10

Better

Expectation after the operation

for being told how they could **expect to feel** after the operation or procedure

7.6/10

About the same

Information

for receiving an explanation they could understand from the anaesthetist or another member of staff about **how they would be put to sleep or their pain controlled**

9.5/10

Better

After the operation

for being told **how the operation or procedure had gone** in a way they could understand

8.2/10

About the same

Leaving hospital

7.5/10

About the same

Involvement in decisions

for being **involved in decisions** about their discharge from hospital, if they wanted to be

7.4/10

About the same

Notice of discharge

for being given enough notice about when they were going to be discharged

7.5/10

About the same

Delays to discharge

for **not being delayed** on the day they were discharged from hospital

6.0/10

About the same

Length of Delay to discharge

for **not being delayed** for a long time

7.4/10

About the same

Advice after discharge

for being given **written or printed information** about what they should or should not do after leaving hospital

7.6/10

About the same

Purpose of medicines

for having the **purpose** of medicines **explained** to them in a way they could understand (those given medicines to take home)

8.8/10

About the same

Medication side effects

for being **told about medication side effects** to watch out for (those given medicines to take home)

5.4/10

About the same

Taking medication

for being told **how to take** medication in a way they could understand (those given medicines to take home)

8.9/10

About the same

Information about medicines

for being given **clear written or printed information** about medicines (those given medicines to take home)

8.6/10

About the same

Danger signals

for being **told about any danger signals** to watch for after going home

6.2/10

About the same

Home and family situation

for feeling staff considered their family and home situation when planning their discharge

7.7/10

About the same

Information for family or friends

for **information being given** to family or friends, about **how to help care for them** if needed

6.1/10

About the same

Contact

for being told **who to contact** if worried about their condition or treatment after leaving hospital

8.7/10

Better

Equipment and adaptations in the home

for hospital staff discussing if any equipment, or home adaptations were needed when leaving hospital, if this was necessary

8.3/10

About the same

Health and social care services

for hospital staff discussing if any further health or social care services were needed when leaving hospital, if this was necessary

8.5/10

About the same

Overall views of care and services

6.0/10

About the same

Respect and dignity

for being treated with **respect and dignity**

9.3/10

About the same

Care from staff

for feeling that they were **well looked after** by hospital staff

9.2/10

Better

Patients' views

during their hospital stay, being asked to **give their views** about the quality of care

2.4/10

About the same

Information about complaints

for seeing, or being given, any information explaining how to complain to the hospital about care received

3.1/10

About the same

Overall experience

8.7/10

Better

Overall view of inpatient services

for feeling that overall they had a **good experience**

8.7/10

Better

About these scores

Most questions are grouped under the section in which they appear in the questionnaire.

We asked people to answer questions about different aspects of their care and treatment. Based on their responses, we gave each NHS trust a score out of 10 for each question (the higher the score the better). Each trust also received a rating of 'Better', 'About the same' or 'Worse'.

Better: the trust is better for that particular question compared to most other trusts that took part in the survey.

About the same: the trust is performing about the same for that particular question as most other trusts that took part in the survey.

Worse: the trust did not perform as well for that particular question compared to most other trusts that took part in the survey.

Where there is no section score ('overall score unavailable'), this is because one or more questions are missing from that section ('not applicable'). This means that no section score can be given, because a trust had less questions contributing to the score than other trusts. Questions have been omitted if a service does not apply to a trust (for example, if they do not have an A&E Department), or where the number of answers we received was too low (we do not present the results to questions answered by less than 30 respondents). Please still click on the '+' sign to expand the section and see the results of the questions that were included.

We do not provide a single overall rating for each NHS Trust. This would be misleading as the survey assesses a number of different aspects of people's experiences (such as doctors, nurses, on the ward etc) and trust performance varies across these different aspects.

The structure of the questionnaire also means that there are a different number of questions in each section. This means that it is not possible to compare trusts overall. It is better to look at the trusts in your area and see how they perform across the aspects that are most important to you.

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More about using the information we provide [<http://www.cqc.org.uk/content/more-about-using-information-we-provide>]

State of Care report

[<http://www.cqc.org.uk/content/state-care-201213-0>]

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