



Scottish Inpatient Patient Experience Survey 2011

Volume 1: National Results

A National Statistics Publication for Scotland published by the Scottish Government

Scottish Inpatient Patient Experience Survey 2011

Volume 1: National Results

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1 EXECUTIVE SUMMARY

Experiences of Scottish inpatients are similar to last year

- 1.1 We found that the experiences of Scottish inpatients were similar to last year. Scottish inpatients were again generally positive about their hospital stay.
- 1.2 We found some areas of improvement from last year:
- Patients were generally slightly more positive about their experiences of the doctors.
 - The largest increase was a 4 percentage point increase in the patients who had enough time to speak to the doctors to 82 per cent.
- 1.3 We also found some areas where the experiences of patients were worse than last year:
- The percentage of patients who were told how long that they would have to wait in A&E decreased by 5 percentage points to 49 per cent.
 - The percentage of patients who were happy with the food and drink that they received decreased by 4 percentage points to 67 per cent.
- 1.4 Other interesting findings from this report
- Of the five stages of the inpatient journey, patients were most positive of their experiences of the staff and least positive about the arrangements made for them leaving hospital.
 - There were improvements in the experiences of inpatients at about half of NHS Boards. However at other NHS Boards the experiences of patients were similar to last year, and at two NHS Boards they were worse.
 - There was no real change in the value of Scotland Performs Healthcare Experience Indicator. This indicator gives an overall summary of the experience of Scottish inpatients across all aspects of their hospital stay.
 - The experiences of Scottish and English inpatients were similar.

About the survey

- 1.5 These results are from the 2011 Scottish Inpatient Patient Experience Survey. The survey was sent to adult inpatients (aged 16 years old or above on discharge) who had an inpatient hospital stay between October 2009 and September 2010.
- 1.6 Results for individual hospitals are available at:
<http://www.bettertogetherscotland.com/bettertogetherscotland/24.html>

2 INTRODUCTION

Introduction

- 2.1 The *Better Together* Scottish Patient Experience Inpatient Survey is a postal survey, first conducted in early 2010, with the aim of establishing the experience of a sample of people aged 16 years who had a recent overnight hospital stay. The survey covers the areas of: admission to hospital; the hospital and ward; care and treatment; hospital staff; and arrangements for leaving hospital. A copy of the survey can be found in Annex A.
- 2.2 This report presents the detailed national findings of the second *Better Together* Inpatient Patient Experience Survey. Key findings are presented at national level as well as by NHS Board.
- 2.3 Details of the survey design, fieldwork and analysis are available in the Scottish Inpatient Patient Experience Technical Report (<http://www.scotland.gov.uk/inpatientsurveytechnicalreport>).

Background to the *Better Together* Programme

- 2.4 *Better Together*, Scotland's Patient Experience Programme, has been designed to support NHSScotland to deliver high quality, equitable, person-centred care by focusing on improving the quality of the experiences of those people using NHS services. The programme is key to the NHSScotland Quality Strategy and provides a basis for measuring the progress against one of the six healthcare quality outcomes; *Everyone has a positive experience of healthcare*.
- 2.5 The results of this survey are used to calculate the patient experience quality indicator for the Quality Measurement Framework in addition to providing data for the national performance indicator on improving healthcare experience. The revised value based on the 2011 data of the quality indicator is presented in this report. Further information about the Quality Strategy can be found <http://www.scotland.gov.uk/Topics/Health/NHS-Scotland/NHSQuality>
- 2.6 The programme, in partnership with NHS Boards, GP practices, Information Services Division (ISD) of National Shared Services Scotland, Scottish Government Health Directorates and other national improvement programmes and initiatives, aims to provide staff with the information, tools and techniques to embed experience into the design and delivery of continuous quality improvement and to provide a range of opportunities for patients to share their experiences of healthcare in Scotland.
- 2.7 The initial focus of the programme has been on three areas:
 - Inpatients (reported for the first time in September 2010);
 - GP services (reported for the first time in July 2010); and

- Long term conditions¹

2.8 Specific areas of focus for the *Better Together* programme include:

- Building on and spreading existing good practice;
- Demonstrating local and national improvements;
- Contributing to measurable progress in Scotland-wide person-centred healthcare;
- Testing new approaches that use patient experience for designing and planning services and improving existing healthcare services; and
- Integrating and aligning these approaches with the other national improvement programmes and initiatives supported and informed by the Healthcare Quality Strategy for NHSScotland.

2.9 Further information about the *Better Together* programme and results to date from the inpatient and GP surveys can be found at:

<http://www.bettertogetherscotland.com>.

Aims of the *Better Together* Inpatient Survey

2.10 The survey's specific aims are to:

- a) Gain a fuller understanding of the experiences of adult patients receiving inpatient services at NHS hospitals in Scotland;
- b) Provide comparable national data on the quality of the patient experience across NHSScotland;
- c) Provide NHS Boards and NHS hospitals with information about areas of best practice and areas for improvement;
- d) Determine the key drivers for positive inpatient experience within Scotland;
- e) Explore if and how differences exist in terms of experiences between patients of different ages groups, genders, ethnic groups, religious groups, sexual orientation, and disability status;
- f) Assess if and how the level of positive and negative experiences change over time; and
- g) Examine whether positive experiences benefit patients in terms of their clinical outcome.

1

<http://www.bettertogetherscotland.com/bettertogetherscotland/files/LTC%20Better%20Together%20Workstream%20-%20Sharing%20The%20Learning%20Report.pdf>

- 2.11 Additional topic reports will be published during the life of the programme and the first topic report to be published is “*Variations in the experiences of inpatients in Scotland*” which explores the variations in the experiences of different groups of patients and is based on the 2010 Inpatient Survey results².

Survey design

- 2.12 Minor changes were made to the questionnaire and survey materials following the first survey in 2010 and in response to feedback from NHS boards. These changes were approved by North West Ethics Committee. Details of the changes made to the survey materials are contained in Chapter 3 of the technical report.

Survey fieldwork and response

- 2.13 The patient sample was designed to provide results for individual hospitals as well as for the 14 NHS Boards and the National Waiting Time Centre (NWTC) and nationally across Scotland. The survey was sent to a sample of adult inpatients (aged 16 years old or above on discharge) who had an NHS inpatient hospital stay (at least one overnight stay) between October 2009 and September 2010.
- 2.14 Fieldwork was undertaken by approved contractors³ on behalf of NHS Boards beginning on 24 January 2011 on a rolling basis. NHS Boards started at different times; the last NHS Board distributed their surveys on 22 February 2011 and the survey closed at the end of April 2011. In total, 59,341 survey packs were sent to patients and 31,048 were returned, giving an overall response rate of 52%.
- 2.15 Of those patients who provided information about themselves: 7 per cent were aged 16-34, 14 per cent were aged 35-49, 28 per cent were aged 50-64, 24 per cent were 65-74 and over and 28 per cent were 75 and over; 42 per cent were male and 58 per cent were female.
- 2.16 In addition, 37 per cent did not have any limiting illness or disability. Also, 98 per cent indicated that they were heterosexual / straight whilst 2 per cent indicated that they were gay / lesbian, bisexual or other.
- 2.17 Patients were also asked to self-report their general health as good, fair or poor: 47 per cent rated their health as good, 41 per cent as fair and 13 per cent as poor.

² <http://www.scotland.gov.uk/inpatientsurveyvariations>

³ Two Approved Contractors supported NHS Boards; they were Patient Perspective and Quality Health. Approved Contractors carried out the fieldwork element of the inpatient survey, organising the mail out of survey packs, issuing reminders to patients who did not respond, inputting and quality assurance of data and sending completed datasets of survey findings to ISD.

Data analysis and interpretation

- 2.18 The survey data was collected and then entered by Approved Contractors. Anonymised data was then securely transferred to Information Services Division (ISD) who carried out the analysis.
- 2.19 Prior to data analysis, hospitals which were identified as private using the Scottish Health Service Costs Book were excluded for the purposes of reporting national NHS results for Scotland. A total of 256 cases from private hospital were excluded from national NHS results.
- 2.20 In general, results are presented as the percentage of patients reporting a positive experience. The percentages are calculated excluding any patients from the denominator who did not answer the question or answered “not relevant” or “don’t know”. Annex B shows which answers have been classed as positive for each question.
- 2.21 Throughout the report, weighted percentages have been presented unless otherwise stated. Weights were applied to all cases within the data file based on the number of eligible inpatients at each hospital. This means that the contribution of each hospital to the NHS Board and Scotland results is proportional to the number of patients that were eligible for the survey. Further information on how weights were calculated and applied can be found in Chapter 8 of the technical report.
- 2.22 Differences from last year’s results are only discussed if they are statistically significant. Further information on this is available in Chapter 8 of the technical report.
- 2.23 These statistics have been independently assessed by the UK Statistics Authority and are designated as National Statistics subject to meeting the requirements set out in the assessment report:
<http://www.statisticsauthority.gov.uk/assessment/assessment/assessment-reports/assessment-report-131---statistics-on-scottish-patient-experience.pdf>

Other outputs from this survey

- 2.24 This report focuses on the national results for the Scottish Inpatient Patient Experience Survey 2011. More detailed results for NHS Boards and individual hospitals are available at:
<http://www.bettertogetherscotland.com/bettertogetherscotland/982.28.521.html>
- 2.25 The survey asked patients if there was anything else that they would like to tell us about their experience in hospital. These comments will be provided to NHS Boards and details that could identify patients or members of staff will be removed.
- 2.26 For further information on the survey development, design, sampling and analysis please refer to the technical report:
<http://www.scotland.gov.uk/inpatientsurveytechnicalreport>

3 RESULTS – ADMISSION TO HOSPITAL

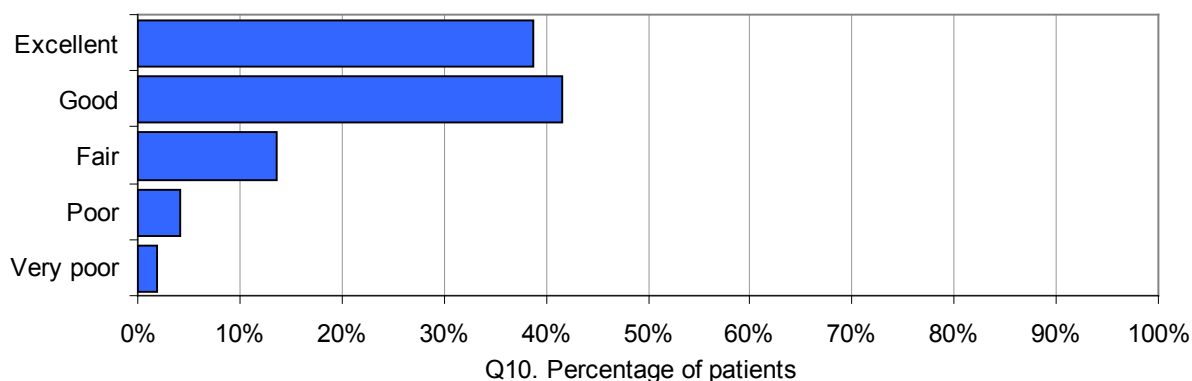
Admission to hospital

- 3.1 Patients were asked if their most recent hospital stay was an emergency or urgent, or waiting list or planned in advance.
- 3.2 Emergency or urgent patients were asked if they went to the Accident and Emergency department (A&E) when they arrived at hospital.
- 3.3 Patients who had been to the A&E department were asked to rate the overall care and treatment they received during their time in A&E and how much they agreed or disagreed with the following two statements:
- In A&E I was told how long I would have to wait;
 - In A&E I was told what was happening in a way I could understand.
- 3.4 Waiting list and planned in advance patients were asked the following two questions:
- How did you feel about the length of time you waited to be admitted to hospital after being referred?
 - Did the information you were given before attending hospital help you understand what would happen?
- 3.5 All patients were asked:
- From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward?
 - Overall how would you rate your admission to hospital?

Views on admission overall

- 3.6 Patients generally rated their admission to hospital positively, with 80 per cent describing it as either excellent or good compared to 81 per cent last year. Fourteen percent of patients rated their admission as fair and six per cent rated it as poor or very poor. Chart 1 shows how patients answered the question.

Chart 1 Overall how would you rate your admission to hospital



3.7 In terms of patients' route of admission into hospital, emergency or urgent patients were less likely to score their overall admission to hospital positively (76%). Patients who were admitted from a waiting list or planned in advance were more likely to report a positive overall experience of their admission to hospital (86%).

Views on individual aspects of admission

3.8 Table 1 shows patient responses to questions about admission to hospital. Annex B shows in which survey responses were classed as positive, neither positive nor negative or negative for each question.

3.9 The aspect of admission that patients were most positive about was the information that waiting list or planned in advance patients were given before attending hospital to help them to understand what would happen (96%). The aspect that patients were least positive about was being told how long that they would have to wait in A&E (49%).

3.10 The percentage of patients rating their admission positively was generally very similar to last year. However there was a five percentage point decrease in the percentage of patients who strongly agreed or agreed that they were told how long that they would have to wait in A&E. There was an NHS target⁴ until 2008/09 that 98 per cent of patients should wait less than four hours in A&E. Although it is no longer a target it is still a standard that NHS Boards are expected to meet. We have found that, across hospitals, the percentage of patients waiting more than four hours in A&E⁵ and the percentage of patients not being told how long they will have to wait are positively correlated.

⁴ <http://www.scotland.gov.uk/About/scotPerforms/partnerstories/NHSScotlandperformance>

⁵ <http://www.isdscotland.org/Health-Topics/Waiting-Times/Emergency-Departments>

Table 1 Summary of the results to questions about patients' admission to hospital

Statement or question	2011				Change from 2010 In Positive %
	Total base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
Emergency or urgent patients					
In A&E I was told how long I would have to wait	8,153	32	19	49	-5
In A&E I was told what was happening in a way I could understand	10,766	9	7	84	0
Overall, how would you rate the care and treatment you received during your time in A&E?	11,577	5	13	82	-1
Waiting list and planned in advance patients					
If your hospital visit was planned in advance how did you feel about the length of time you waited to be admitted to hospital after being referred?	11,997	11	N/A	89	0
Did the information you were given before attending hospital help you understand what would happen?	11,918	4	N/A	96	1
All patients					
From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward?	29,776	13	N/A	87	0

* Not all rows add to 100% due to rounding, statistically significant differences are in bold

Waiting to be admitted after being referred

3.11 During the period covered by the survey, the target for the length of time no patient had to wait longer than from being placed on a waiting list to admission for an inpatient or day case treatment was lowered to 12 weeks⁶. Only a small percentage of patients who attended hospital during the period covered by the survey had to wait longer than 12 weeks⁷, but 10 per cent of patients feel that the time they had to wait was too long. Only 1 per cent of patients feel that the time they had to wait was too short.

⁶ <http://www.scotland.gov.uk/About/scotPerforms/partnerstories/NHSScotlandperformance/18weeksRTT>

⁷ <http://www.isdscotland.org/Health-Topics/Waiting-Times/Publications/index.asp>

4 RESULTS – THE HOSPITAL AND WARD

The hospital and ward environment

4.1 Patients were asked how much they agreed or disagreed with the following eight statements about the hospital and ward environment:

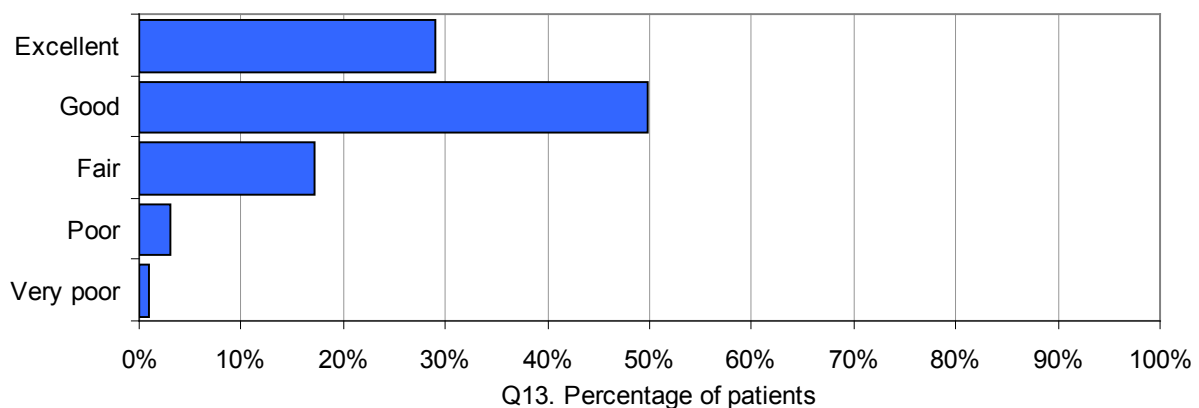
- The main ward or room I stayed in was clean;
- The bathrooms and toilets were clean;
- I was not bothered by noise at night;
- I was not bothered by noise during the day;
- I was happy with the food and drink that I received;
- When I called I received assistance within a reasonable time;
- I was not bothered or threatened by other patients or visitors;
- I knew who was in charge of the ward.

4.2 Patients were also asked how they would rate the hospital environment overall and if they had shared a room or bay with a member of the opposite sex during their most recent stay in hospital.

Views on the hospital environment overall

4.3 At a national level, the majority of patients reported their experience of the overall hospital environment positively, with 79 per cent rating it as good or excellent, the same as last year. Only four per cent rated it as poor or very poor. Chart 2 shows how patients answered the question.

Chart 2 Overall, how would you rate the hospital environment?



Views on individual aspects of the hospital environment

4.4 Table 2 shows how patients rated the hospital environment.

4.5 The aspect of the hospital and ward environment that patients were most positive about was that the main ward or room they stayed in was clean

(92%). The aspect that patients were least positive about was not being bothered by noise during the night (52%).

- 4.6 Compared to last year, there were small increases in the percentage of patients agreeing or strongly agreeing that the main ward or room they stayed in was clean; that the bathrooms and toilets were clean and that they were not bothered or threatened by other patients.
- 4.7 There were small decreases in the percentage of patients agreeing or strongly agreeing that they were happy with the food and drink that they received and that they knew who was in charge of the ward compared to last year.
- 4.8 Following consultation with NHS Boards the question about patients being bothered by noise was replaced with two new questions asking specifically about noise during the day and noise during the night. The new questions will make it easier for NHS Boards to identify the cause of noise problems. Last year 58 per cent of patients were not bothered by noise. This year 68 per cent of patients were not bothered about noise during the day and 52 per cent of patients were not bothered about noise during the night. Noise at night is more of a problem for patients because it will affect their sleep and potentially affect their period of recovery.
- 4.9 Another question that was added to this year's survey asked if patients received assistance within a reasonable time when they called for it, with 87 per cent of patients strongly agreeing or agreeing.

Table 2 Summary of the results to questions about the hospital environment

Statement or question	2011				Change from 2010 In Positive %
	Total base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
The main ward or room I stayed in was clean.	30,384	3	5	92	2
The bathrooms and toilets were clean.	30,003	7	6	86	2
I was not bothered by noise at night.	27,822	31	17	52	N/A
I was not bothered by noise during the day.	28,058	13	19	68	N/A
I was happy with the food and drink that I received.	29,837	21	12	67	-4
When I called I received assistance within a reasonable time.	28,395	6	7	87	N/A
I was not bothered or threatened by other patients or visitors.	28,405	11	7	83	3
I knew who was in charge of the ward.	28,428	26	12	61	-2

* Not all rows add to 100% due to rounding, statistically significant differences are in bold

Knowing who was in charge of the ward

4.10 There has been a small decrease of three percentage points in the percentage of patients who knew who was in charge of the ward. More than a quarter of patients disagreed that they knew who was in charge of the ward. The Senior Charge Nurse is the staff member in charge of the ward, although some patients will have answered that they knew who was in charge of the ward, but thought it was someone else. One of the aims of the Leading Better Care programme⁸ to achieve by the end of 2010 was to redefine the role of Senior Charge Nurses. This included making sure that the Senior Charge Nurse is visible and accessible to patients. Although the survey only covered hospital stay up to September 2010, it appears there may still be problems with patients understanding the role of the Senior Charge Nurse.

Sharing a room or bay with members of the opposite sex

4.11 In addition to the statements identified in Table 4.1, patients were asked if they had shared a room or bay with a member of the opposite sex during their most recent stay in hospital. Ten per cent of patients shared a room or bay with a member of the opposite sex, a similar percentage to the 9 per cent that had in 2010. This is despite the fact that all Scottish hospitals should have abolished mixed sex wards. 12 per cent of emergency patients reported sharing a room with a member of the opposite sex compared to 6 per cent for waiting list or planned in advance patients. This suggests that it may be that in the A&E / acute receiving ward where most patients are sharing a room or bay with a member of the opposite sex. It is worth noting that there are likely to be differences in the perceptions of patients of what constitutes mixed sex accommodation.

⁸ <http://www.evidenceintopractice.scot.nhs.uk/leading-better-carereleasing-time-to-care.aspx>

5 RESULTS – CARE AND TREATMENT

Care and treatment

5.1 Patients were asked how much they agreed or disagreed with the following eight statements about their care or treatment during their stay in hospital:

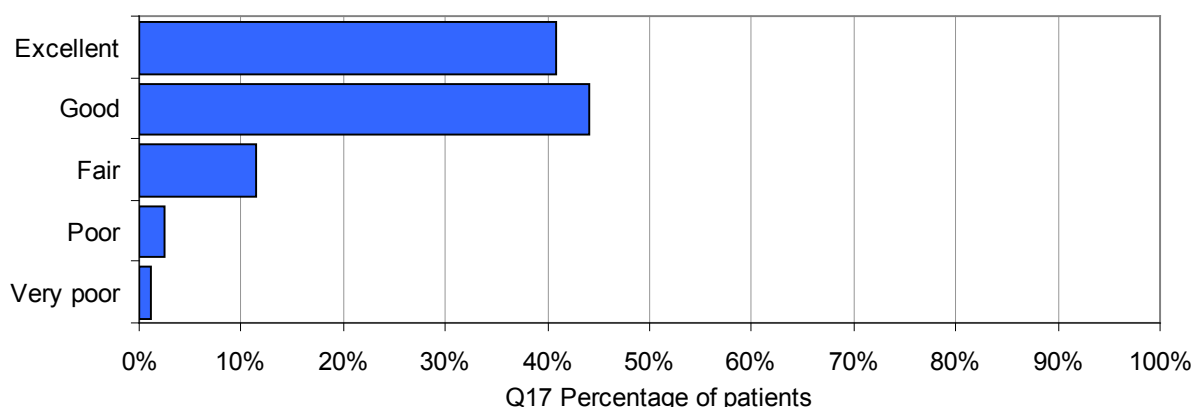
- I was able to get adequate pain relief when I needed it;
- I had privacy when being examined and treated;
- I had privacy when my condition and treatment was discussed;
- I got help with washing and dressing when I needed it;
- I got help with eating and drinking when I needed it;
- I got help with going to the bathroom or toilet when I needed it;
- Before moving wards, a member of staff explained what would happen;
- Moving wards was well managed.

5.2 Patients were also asked how they felt about their involvement in decisions about their care and treatment, as well as their overall experience of their care and treatment. Providing the right amount of information to each patient in an understandable way is essential for them to be able to make informed decisions about their care and treatment.

Views on care and treatment overall

5.3 At a national level, there was a small increase in the percentage of patients rating their overall care and treatment positively, with 85 per cent rating it as either excellent or good compared to 84 per cent last year. Four per cent rated it as poor or very poor. Chart 3 shows how patients answered the question.

Chart 3 Overall, how would you rate your care and treatment during your stay in hospital?



Views on individual aspects of care and treatment

- 5.4 Table 3 shows how patients rated their care and treatment.
- 5.5 The results for care and treatment range from 68 per cent of patients who were positive about getting help with eating and drinking, to 95 per cent who described having privacy when being examined or treated. The results for each statement were very similar to last year's.
- 5.6 The reason for the lower positive ratings for getting help with washing and dressing, eating and drinking, and going to the bathroom may be partly due to patients who answer "neither agree nor disagree" because they do not require help.
- 5.7 A new question was added asking patients if they got help going to the bathroom or toilet if they needed it, with 80 per cent of patients agreeing or strongly agreeing that they did.

Table 3 Summary of the results of questions asked about care and treatment

Statement or question	2011				Change from 2010 In Positive %
	Total base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
I was able to get adequate pain relief when I needed it.	27,273	5	4	91	0
I had privacy when being examined and treated.	30,104	3	3	95	0
I had privacy when my condition and treatment was discussed.	29,851	8	7	85	0
I got help with washing and dressing when I needed it.	20,305	7	10	82	1
I got help with eating and drinking when I needed it.	12,591	10	22	68	-1
I got help with going to the bathroom or toilet when I needed it.	17,952	8	11	80	N/A
Before moving wards, a member of staff explained what would happen.	16,285	10	10	81	-1
Moving wards was well managed.	16,019	7	11	82	-1
How did you feel about being involved in decisions about your care and treatment?	29,584	15	0	85	2

* Not all rows add to 100% due to rounding, statistically significant differences are in bold

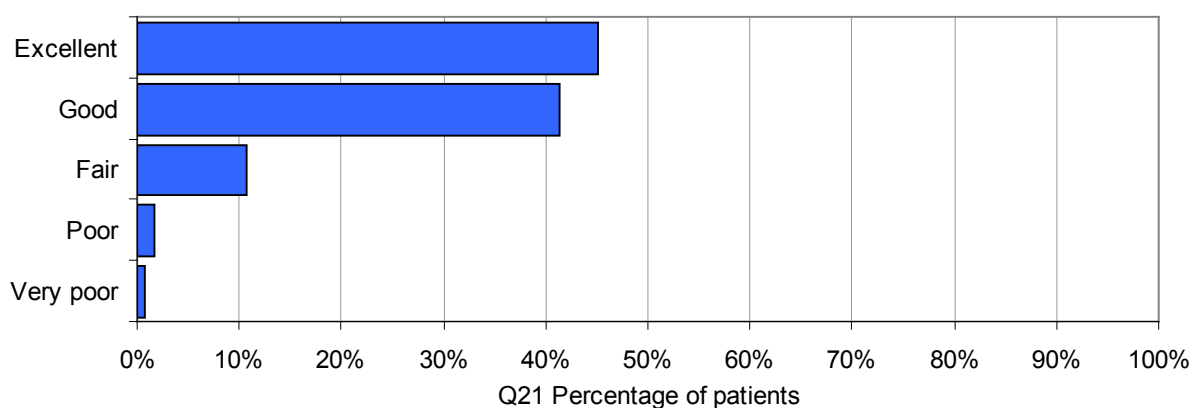
6 RESULTS – STAFF

6.1 Patients were asked how much they agreed or disagreed with a range of statements about the doctors and nurses they came into contact with. They were also asked how much they agreed or disagreed that staff worked well together in organising their care, and overall, how they would rate the staff that they came into contact with.

Views on staff overall

6.2 At a national level, the majority of patients were positive in their overall rating of the staff that they came into contact with. There was no change from last year with 87 per cent rating the staff they came into contact with as either excellent or good and only 3 per cent rating them as poor or very poor. Chart 4 shows how patients answered the question.

Chart 4 Overall, how would you rate all the staff who you came into contact with?



Doctors

6.3 Patients were asked how much they agreed with ten statements about their experiences of the doctors they had come into contact with during their most recent hospital stay. These results are shown in Table 4.

6.4 The results ranged from 79 per cent who agreed doctors did not talk in front of them as if they was not there, to 96 per cent who agreed that doctors had introduced themselves to them. Compared to last year there were small increases in the results of all questions, with the exception of patients being told how their operation or procedure had gone in a way they could understand, which remained the same.

Table 4 Summary of the results of questions asked about doctors encountered

Statement or question	2011				Change from 2010 In Positive %
	Total base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
Doctors introduced themselves to me.	29,615	2	2	96	N/A
There was enough time to talk to the doctors.	29,369	10	9	82	4
Doctors knew enough about my condition and treatment.	29,483	6	6	88	1
Doctors explained the risks and benefits of any treatment in a way I could understand.	28,042	5	6	88	1
Doctors talked in a way that helped me understand my condition and treatment.	29,021	6	6	88	1
Doctors gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel).	25,126	6	7	87	1
Doctors told me how my operation or procedure had gone in a way I could understand.	23,078	6	7	87	0
Doctors did not talk in front of me as if I was not there.	27,280	11	10	79	N/A
Doctors listened to me if I had any questions or concerns.	28,600	5	7	88	2
As far as I was aware doctors washed/cleaned their hands at appropriate times.	26,570	4	10	87	1

* Not all rows add to 100% due to rounding, statistically significant differences are in bold

Nurses

- 6.5 Patients were asked how much they agreed with eight statements about their experiences of the nurses they had come into contact with during their most recent hospital stay. These findings are illustrated in Table 5.
- 6.6 The results range from 76 per cent of patients who agreed there was enough time to talk to the nurses and that nurses gave them clear explanations about their operations and procedures to 90 per cent who stated that as far as they were aware, nurses cleaned their hands at appropriate times.
- 6.7 The results were broadly similar to last year, although there was a three percentage point decrease in the percentage of patients who agreed that there was enough time to talk to the nurses. There were two percentage point increases in the percentage of patients who agreed that the nurses listened to them if they had any questions or concerns and who agreed that nurses washed/cleaned their hands at appropriate times.

Table 5 Summary of the results of questions asked about nurses encountered

Statement or question	2011				Change from 2010 In Positive %
	Total base (unweighted)	Negative %	Neither positive nor negative %	Positive %	
Nurses introduced themselves to me.	30,125	8	7	84	N/A
There was enough time to talk to the nurses.	29,987	13	11	76	-3
Nurses knew enough about my condition and treatment.	29,561	8	11	81	-1
Nurses talked in a way that helped me understand my condition and treatment.	28,993	8	12	80	-1
Nurses gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel).	24,521	10	14	76	-1
Nurses did not talk in front of me as if I was not there.	27,868	9	10	81	N/A
Nurses listened to me if I had any questions or concerns.	29,384	5	8	87	2
As far as I was aware nurses washed/cleaned their hands at appropriate times.	27,987	3	7	90	2

* Not all rows add to 100% due to rounding, statistically significant differences are in bold

Releasing time to care⁹

6.8 The Releasing Time to Care (RTC) Programme was offered to all NHS Boards in April 2009 and now all fifteen boards are involved in RTC activity. One of the aims of the programme is to increase the proportion of time nursing staff spend on direct patient care. However the percentage of patients who agree that they have enough time to talk to the nurses has decreased by three percentage points compared to last year. There may be differences in patients' expectations of the amount of time they will have to talk to doctors and nurses.

Hand Washing

6.9 The practice of staff routinely washing and cleaning hands after contact with patients is essential to control the spread of infection within hospitals. It is something that patients feel is very important¹⁰. The results show that four per cent of patients disagreed that doctors washed their hands at appropriate times and three per cent disagreed that nurses washed their hands at

⁹ <http://www.evidenceintopractice.scot.nhs.uk/leading-better-carereleasing-time-to-care/releasing-time-to-care.aspx>

¹⁰ Better Together: Scotland's Patient Experience Programme Patient Priorities for Inpatient Care <http://www.scotland.gov.uk/Resource/Doc/278973/0083963.pdf>

appropriate times. There will be differences in the perceptions of patients as to what constitutes hand washing at appropriate times.

- 6.10 The percentage of patients agreeing that doctors and nurses washed their hands at appropriate times has increased slightly from last year. The increase may be explained by the efforts to reduce cases of *Staphylococcus aureus* bacteraemia (including MRSA) and *Clostridium difficile* (C. diff) because good hand washing practices are crucial to minimise the risk of transmission. NHSScotland has targets to reduce both types of infections and the rates of infection are decreasing.¹¹

¹¹ <http://www.scotland.gov.uk/About/scotPerforms/partnerstories/NHSScotlandperformance>

7 RESULTS – LEAVING HOSPITAL

Preparations and advice when leaving hospital

7.1 Patients were asked how much they agreed or disagreed with the following eight statements about what happened when they left hospital:

- My family or home situation was taken into account when planning for me leaving hospital;
- I was happy with how long I had to wait around when I was told I could go home;
- Any medicines I needed before I could go home were given to me in reasonable time;
- I was given help with arranging transport;
- I understood who to contact if I had any questions after leaving hospital;
- I was told about any danger signals to watch for when I got home;
- I was given advice on how to look after myself;
- I was confident that any help I needed had been arranged for when I got home.

7.2 Patients were asked how much they agreed or disagreed with the following three statements about any medicine they were given:

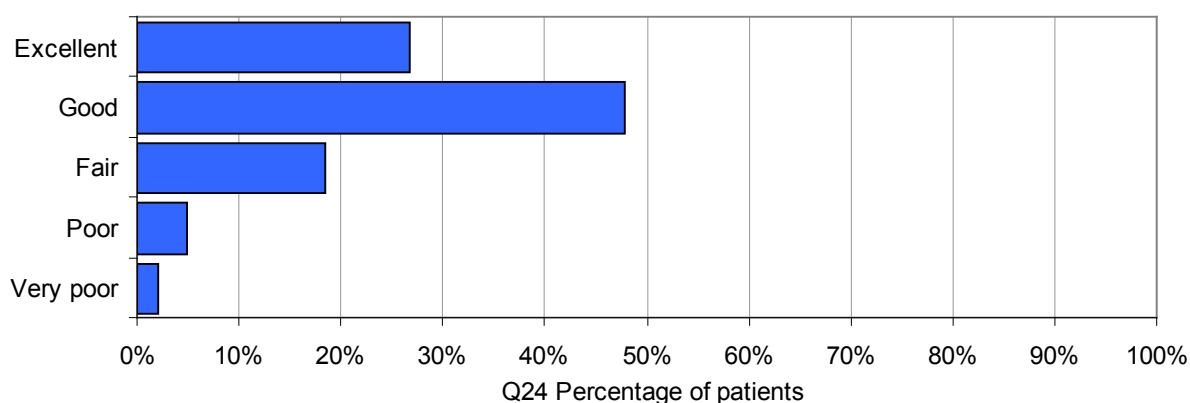
- I understood what my medicines were for;
- I understood how and when to take my medicines;
- I understood the possible side effects and what to do if I had any concerns.

7.3 Patients were also asked how they rated the overall arrangements made for them leaving hospital.

Views on the overall arrangements for leaving hospital

7.4 At a national level 75 per cent of patients reported their overall experience of leaving hospital as either excellent or good, a small improvement compared to 73 per cent last year. Eight per cent reported it as poor or very poor. Chart 5 shows how patients answered the question.

Chart 5 Overall, how would you rate the arrangements made for you leaving hospital?



7.5 Table 6 shows how much patients agreed with the eight statements about leaving hospital. The results range from 62 per cent of patients who agreed that they were given help with arranging transport to 83 per cent of patients who indicated that their family or home situation was taken into account when planning for them leaving hospital. The low result for patients getting help with arranging transport may be partly due to the fact that some patients do not feel that they require help and answer “neither agree nor disagree” instead of “not relevant”.

Table 6 Summary results of questions asked about the arrangements for leaving hospital

Statement or question	2011				Change from 2010 In Positive %
	Total Base (unweighted)	Strongly disagree or disagree %	Neither agree nor disagree %	Strongly agree or agree %	
My family or home situation was taken into account when planning for me leaving hospital.	25,398	8	8	83	N/A
I was happy with how long I had to wait around when I was told I could go home.	29,312	19	8	73	0
Any medicines I needed before I could go home were given to me in reasonable time.	27,504	18	6	75	N/A
I was given help with arranging transport.	14,423	24	14	62	-3
I understood who to contact if I had any questions after leaving hospital.	28,207	13	7	80	-1
I was told about any danger signals to watch for when I got home.	24,939	18	11	72	-1
I was given advice on how to look after myself.	25,890	13	9	78	0
I was confident that any help I needed had been arranged for when I got home.	21,347	13	12	75	2

* Not all rows add to 100% due to rounding, statistically significant differences are in bold

Medication

- 7.6 Table 7 shows how much patients agreed with the three statements about medication.
- 7.7 It is important that patients understand what their medicines are for, how and when to take them, and to understand the possible side effects and know what to do if they have any concerns to reduce adverse events. The Scottish Patient Safety Programme¹² aims to provide safe and effective medicines management.
- 7.8 The results range from 80 per cent of patients agreeing that they understood the possible side effects of medicines and what to do if they had any concerns, to 96 per cent stating that they understood how and when to take their medicines. There was no change in the results compared to last year.

Table 7 Summary of the results of questions asked about medication

Statement or question	2011				Change from 2010 In Positive %
	Total Base (unweighted)	Strongly disagree or disagree %	Neither agree nor disagree %	Strongly agree or agree %	
I understood what my medicines were for.	25,978	3	3	94	0
I understood how and when to take my medicines.	25,848	1	2	96	0
I understood the possible side effects and what to do if I had any concerns.	24,313	10	10	80	0

* Not all rows add to 100% due to rounding, statistically significant differences are in bold

¹² <http://patientsafety.etellect.co.uk/programme>

8 OVERALL EXPERIENCE OF HOSPITAL STAY

8.1 Patients were asked how much they agreed or disagreed with a number of statements about their overall experience of their recent hospital stay:

- I was treated with respect.
- I was treated with care.
- I got the best treatment for my condition.
- I trusted the people looking after me.
- I understood what was happening to me.
- I was as physically comfortable as I could expect to be.
- I was confident I could look after myself when I left hospital.
- My religious and spiritual needs were respected.

8.2 Of the questions in Table 8, patients were most positive about being treated with respect and being treated with care (both 92%). Patients were least positive about being confident that they could look after themselves after they left hospital.

8.3 The results were very similar to last year. There were small increases in the percentage of patients agreeing or strongly agreeing that they trusted the people looking after them, that they understood what was happening to them and that they were as physically comfortable as they could expect to be. However there were small decreases in the percentage of patients agreeing or strongly agreeing that they got the best treatment for their condition and that they were confident that they could look after themselves when they left hospital. There were no statistically significant changes in the percentage of patients agreeing or strongly agreeing that they were treated with respect and care.

Table 8 Summary results of questions asked about the overall experience of the hospital stay

Statement or question	2011				Change from 2010 In Positive %
	Total Base (unweighted)	Strongly disagree or disagree %	Neither agree nor disagree %	Strongly agree or agree %	
I was treated with respect.	30,402	3	5	92	0
I was treated with care.	30,393	3	5	92	0
I got the best treatment for my condition.	30,286	4	8	87	-2
I trusted the people looking after me.	30,377	3	6	91	1
I understood what was happening to me.	30,216	5	6	90	1
I was as physically comfortable as I could expect to be.	30,387	5	4	91	1
I was confident I could look after myself when I left hospital.	30,200	6	8	86	-2

* Not all rows add to 100% due to rounding, statistically significant differences are in bold

8.4 Patients were also asked if their religious and spiritual needs were respected. 60 per cent of patients agreed or strongly agreed with the statement compared to 65 per cent last year. However the results are not directly comparable as last year the question was asked in a different section of the questionnaire and included the options “not relevant” or “don’t know” which were not included this year. This meant that patients who did not feel that this question was relevant to them are more likely to have selected neither agree nor disagree. Although the percentage of patients answering this question positively is low compared to other questions, the number of patients answering negatively is very low (2 per cent). A possible explanation is that many patients do not feel that the question is relevant to them as they don’t have religious or spiritual needs and so answer neither agree nor disagree.

9 RESULTS – NHS BOARDS

- 9.1 This chapter provides a summary for each NHS Board of questions where there is a statistically significant change in the result compared with last year. NHS Boards results for each question in the survey are not provided in this chapter and have been published separately at:
<http://www.bettertogetherscotland.com/bettertogetherscotland/24.html>.
- 9.2 Significance testing is done at the 5% level. This means that there is a one in twenty chance that a difference found to be significantly different is actually due to random variation rather than a real difference. Due to the large number of comparisons being made there will be some differences shown as being statistically significant, but are actually due to random variation. For this reason it is best to look at the overall patterns in the results rather than differences in results for individual questions.
- 9.3 The percentage of patients answering positively this year and the percentage point difference from last year is shown in brackets beside each question.
- 9.4 The response rates shown here are slightly different from those shown in the individual hospital and NHS Board reports because here patients who were included in the sample, but not sent a survey because they had died are not included in the denominator.

Ayrshire and Arran

- 9.5 In NHS Ayrshire and Arran 4,096 surveys were returned (a 52% response rate) across nine NHS hospitals. This included two large general hospitals, one general hospital, two long stay hospitals and four community hospitals.
- 9.6 Compared to last year, NHS Ayrshire and Arran patients were significantly more likely to report a positive experience in the following areas:
- Did the information you were given before attending hospital help you understand what would happen? (95% ; +3%);
 - The bathrooms and toilets were clean. (90% ; +1%);
 - I was not bothered or threatened by other patients or visitors. (82% ; +5%);
 - I had privacy when my condition and treatment was discussed. (86% ; +2%);
 - Overall, how would you rate your care and treatment during your stay in hospital? (87% ; +2%);
 - There was enough time to talk to the doctors. (85% ; +7%);
 - Doctors knew enough about my condition and treatment. (88% ; +3%);

- Doctors explained the risks and benefits of any treatment in a way I could understand. (88% ; +3%);
- Doctors talked in a way that helped me understand my condition and treatment. (88% ; +2%);
- Doctors gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel). (87% ; +3%);
- Doctors told me how my operation or procedure had gone in a way I could understand. (86% ; +2%);
- Doctors listened to me if I had any questions or concerns. (89% ; +4%);
- Overall, how would you rate the arrangements made for you leaving hospital. (78% ; +4%);
- I understood what was happening to me. (89% ; +2%);

9.7 Compared to last year, NHS Ayrshire and Arran patients were significantly less likely to report a positive experience in the following areas:

- In the Emergency Department/Accident and Emergency, I was told how long I would have to wait. (53% ; -5%);
- I was happy with the food and drink that I received. (80% ; -2%);
- I knew who was in charge of the ward. (63% ; -4%);
- I got help with eating and drinking when I needed it. (71% ; -4%);
- There was enough time to talk to the nurses. (78% ; -4%);
- I was given help with arranging transport. (70% ; -5%);

Borders

9.8 In NHS Borders 658 surveys were returned (a 53% response rate) across six NHS hospitals. This included one large general hospital, one long stay hospital and four community hospitals.

9.9 Compared to last year, NHS Borders patients were significantly more likely to report a positive experience in the following areas:

- From the time you arrived at hospital, how did you feel about the time you had to wait to get a bed on the ward? (94% ; +4%);
- The main ward or room I stayed in was clean. (93% ; +4%);
- The bathrooms and toilets were clean. (88% ; +5%);
- I was not bothered or threatened by other patients or visitors. (84% ; +8%);

- How did you feel about being involved in decisions about your care and treatment? (88% ; +6%);

9.10 Compared to last year, there were no questions for which NHS Borders patients were significantly less likely to report a positive experience.

Dumfries and Galloway

9.11 In NHS Dumfries and Galloway 1,482 surveys were returned (a 54% response rate) across eleven hospitals. This included one large general hospital, one general hospital, four long stay, four community hospitals and one other location.

9.12 Compared to last year, NHS Dumfries and Galloway patients were significantly more likely to report a positive experience in the following areas:

- In the Emergency Department/Accident and Emergency, I was told what was happening in a way I could understand. (88% ; +5%);
- How did you feel about being involved in decisions about your care and treatment? (87% ; +3%);
- Doctors explained the risks and benefits of any treatment in a way I could understand. (89% ; +3%);

9.13 Compared to last year, NHS Dumfries and Galloway patients were significantly less likely to report a positive experience in the following area:

- There was enough time to talk to the nurses. (72% ; -5%);

Fife

9.14 In NHS Fife a total of 1,313 surveys were returned (a 49% response rate) across eight NHS hospitals. This included two large general hospitals, one general and one long stay hospital, and four community hospitals.

9.15 Compared to last year, NHS Fife patients were significantly more likely to report a positive experience in the following area:

- There was enough time to talk to the doctors. (81% ; +5%);

9.16 Compared to last year, NHS Fife patients were significantly less likely to report a positive experience in the following areas:

- I was happy with the food and drink that I received. (66% ; -5%);
- I got help with eating and drinking when I needed it. (62% ; -8%);

Forth Valley

9.17 In NHS Forth Valley a total of 939 surveys were returned (a 47% response rate) across seven NHS hospitals. This included three large general hospitals, three long stay hospitals and one other site.

9.18 Compared to last year, NHS Forth Valley patients were significantly more likely to report a positive experience in the following areas:

- How did you feel about being involved in decisions about your care and treatment? (84% ; +6%);
- There was enough time to talk to the doctors. (80% ; +10%);
- Doctors listened to me if I had any questions or concerns. (86% ; +8%);
- Nurses listened to me if I had any questions or concerns. (87% ; +4%);

9.19 Compared to last year, there were no questions for which NHS Forth Valley patients were significantly less likely to report a positive experience.

Grampian

9.20 In NHS Grampian a total of 4,027 surveys were returned (a 56% response rate) across twenty five NHS hospitals. This included one teaching hospital, one general and one long stay hospital, nineteen community hospitals and three other locations.

9.21 Compared to last year, NHS Grampian patients were significantly more likely to report a positive experience in the following areas:

- Did the information you were given before attending hospital help you understand what would happen? (96% ; +3%);
- From the time you arrived at hospital, how did you feel about the time you had to wait to get a bed on the ward? (89% ; +2%);
- Overall, how would you rate your admission to hospital (i.e. the period after you arrived at hospital until you got to a bed on the ward)? (83% ; +2%);
- The main ward or room I stayed in was clean. (92% ; +5%);
- The bathrooms and toilets were clean. (87% ; +5%);
- I was not bothered or threatened by other patients or visitors. (83% ; +4%);
- Overall, how would you rate the hospital environment? (80% ; +3%);
- How did you feel about being involved in decisions about your care and treatment? (87% ; +4%);

- Overall, how would you rate your care and treatment during your stay in hospital? (86% ; +3%);
- There was enough time to talk to the doctors. (81% ; +3%);
- Doctors listened to me if I had any questions or concerns. (88% ; +2%);
- As far as I was aware doctors washed/cleaned their hands at appropriate times. (86% ; +2%);
- Nurses listened to me if I had any questions or concerns. (87% ; +3%);
- As far as I was aware nurses washed/cleaned their hands at appropriate times. (89% ; +1%);
- How much do you agree or disagree that staff worked well together in organising your care? (84% ; +2%);
- I was treated with respect. (91% ; +1%);
- I trusted the people looking after me. (91% ; +2%);
- I understood what was happening to me. (90% ; +2%);
- I was as physically comfortable as I could expect to be. (91% ; +2%);

9.22 Compared to last year, NHS Grampian patients were significantly less likely to report a positive experience in the following areas:

- In the Emergency Department/Accident and Emergency, I was told how long I would have to wait. (44% ; -8%);
- There was enough time to talk to the nurses. (75% ; -3%);
- I was given help with arranging transport. (58% ; -4%);
- I was confident I could look after myself when I left hospital. (85% ; -2%);

Greater Glasgow and Clyde

9.23 In NHS Greater Glasgow and Clyde a total of 9,084 surveys were returned (a 51% response rate) across thirteen NHS hospitals. This included four teaching and four large general hospitals, one general, three long stay hospitals and one other location.

9.24 Compared to last year, NHS Greater Glasgow and Clyde patients were significantly more likely to report a positive experience in the following areas:

- Did the information you were given before attending hospital help you understand what would happen? (95% ; +1%);
- The main ward or room I stayed in was clean. (92% ; +2%);

- The bathrooms and toilets were clean. (86% ; +3%);
- I was not bothered or threatened by other patients or visitors. (82% ; +3%);
- I got help with washing and dressing when I needed it. (82% ; +2%);
- How did you feel about being involved in decisions about your care and treatment? (85% ; +2%);
- There was enough time to talk to the doctors. (81% ; +4%);
- Doctors knew enough about my condition and treatment. (87% ; +1%);
- Doctors explained the risks and benefits of any treatment in a way I could understand. (88% ; +2%);
- Doctors gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel). (87% ; +2%);
- Doctors listened to me if I had any questions or concerns. (88% ; +2%);
- As far as I was aware doctors washed/cleaned their hands at appropriate times. (87% ; +2%);
- Nurses listened to me if I had any questions or concerns. (87% ; +3%);
- As far as I was aware nurses washed/cleaned their hands at appropriate times. (89% ; +1%);
- I was confident that any help I needed had been arranged for when I got home. (75% ; +2%);
- Overall, how would you rate the arrangements made for you leaving hospital. (73% ; +2%);
- I was treated with respect. (92% ; +1%);
- I was treated with care. (92% ; +1%);
- I trusted the people looking after me. (91% ; +2%);
- I understood what was happening to me. (90% ; +2%);
- I was as physically comfortable as I could expect to be. (91% ; +2%);
- Compared to last year, NHS Greater Glasgow and Clyde patients were significantly less likely to report a positive experience in the following areas:
 - From the time you arrived at hospital, how did you feel about the time you had to wait to get a bed on the ward? (83% ; -2%);

- Overall, how would you rate your admission to hospital (i.e. the period after you arrived at hospital until you got to a bed on the ward)? (75% ; -3%);
- I was happy with the food and drink that I received. (57% ; -3%);
- There was enough time to talk to the nurses. (76% ; -2%);
- Nurses gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel). (74% ; -3%);
- I was confident I could look after myself when I left hospital. (86% ; -3%);

Highland

- 9.25 In NHS Highland a total of 2,948 surveys were returned (a 55% response rate) across twenty one NHS hospitals. This included one large general hospital, four general hospitals, five long stay and eleven community hospitals.
- 9.26 Compared to last year, there were no questions for which NHS Highland patients were significantly more likely to report a positive experience.
- 9.27 Compared to last year, NHS Highland patients were significantly less likely to report a positive experience in the following areas:
- In the Emergency Department/Accident and Emergency, I was told how long I would have to wait. (57% ; -7%);
 - I was happy with the food and drink that I received. (76% ; -6%);
 - I knew who was in charge of the ward. (63% ; -6%);
 - I got help with eating and drinking when I needed it. (70% ; -6%);
 - Doctors knew enough about my condition and treatment. (88% ; -2%);
 - Doctors gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel). (88% ; -2%);
 - There was enough time to talk to the nurses. (80% ; -6%);
 - Nurses knew enough about my condition and treatment. (84% ; -3%);
 - Nurses talked in a way that helped me understand my condition and treatment. (83% ; -3%);
 - Nurses gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel). (80% ; -3%);
 - Overall, how would you rate all the staff who you came into contact with? (91% ; -1%);

- I was happy with how long I had to wait around when I was told I could go home. (75% ; -4%);
- I was given help with arranging transport. (61% ; -7%);
- I understood who to contact if I had any questions after leaving hospital. (81% ; -4%);
- I was told about any danger signals to watch for when I got home. (73% ; -3%);
- I was given advice on how to look after myself. (78% ; -4%);
- I was confident I could look after myself when I left hospital. (86% ; -3%);

Lanarkshire

- 9.28 In NHS Lanarkshire a total of 1,160 surveys were returned (a 46% response rate) across eight NHS hospitals. This included three large general hospitals, four community hospitals and one other location.
- 9.29 Compared to last year, there were no questions for which NHS Lanarkshire patients were significantly more likely to report a positive experience.
- 9.30 Compared to last year, NHS Lanarkshire patients were significantly less likely to report a positive experience in the following areas:
- In the Emergency Department/Accident and Emergency, I was told how long I would have to wait. (44% ; -10%);
 - Overall, how would you rate your admission to hospital (i.e. the period after you arrived at hospital until you got to a bed on the ward)? (72% ; -4%);
 - I was happy with the food and drink that I received. (48% ; -4%);
 - I knew who was in charge of the ward. (57% ; -4%);
 - There was enough time to talk to the nurses. (69% ; -7%);
 - Nurses knew enough about my condition and treatment. (76% ; -4%);
 - I got the best treatment for my condition. (84% ; -4%);
 - I was confident I could look after myself when I left hospital. (84% ; -5%);

Lothian

- 9.31 In NHS Lothian a total of 2,082 surveys were returned (a 49% response rate) across eight NHS hospitals. This included two teaching hospitals, one large general hospital, four long stay hospitals and one other location.
- 9.32 Compared to last year, NHS Lothian patients were significantly more likely to report a positive experience in the following areas:
- I was not bothered or threatened by other patients or visitors. (83% ; +4%);
 - I got help with washing and dressing when I needed it. (83% ; +5%);
 - How did you feel about being involved in decisions about your care and treatment? (88% ; +4%);
 - There was enough time to talk to the doctors. (82% ; +5%);
 - Doctors listened to me if I had any questions or concerns. (89% ; +4%);
 - As far as I was aware doctors washed/cleaned their hands at appropriate times. (88% ; +6%);
 - Nurses listened to me if I had any questions or concerns. (88% ; +3%);
 - As far as I was aware nurses washed/cleaned their hands at appropriate times. (91% ; +5%);
 - I understood how and when to take my medicines. (97% ; +2%);
- 9.33 Compared to last year, there were no questions for which NHS Lothian patients were significantly less likely to report a positive experience.

Orkney

- 9.34 In NHS Orkney 150 surveys were returned (a 60% response rate) across one NHS Board site. This was at one general hospital.
- 9.35 The results for Orkney are not directly comparable over time because last year's survey excluded patients that were admitted for a procedure. This is the reason that the number of eligible inpatients in Orkney increased from 412 last year to 681 this year.
- 9.36 Compared to last year, there were no questions for which NHS Orkney patients were significantly more likely to report a positive experience.
- 9.37 Compared to last year, NHS Orkney patients were significantly less likely to report a positive experience in the following areas:

- Doctors explained the risks and benefits of any treatment in a way I could understand. (82% ; -12%);
- There was enough time to talk to the nurses. (73% ; -18%);
- I understood who to contact if I had any questions after leaving hospital. (80% ; -9%);
- I understood how and when to take my medicines. (95% ; -5%);

Shetland

9.38 In NHS Shetland a total of 294 surveys were returned (a 53% response rate) across one NHS hospital site. This was at one general hospital.

9.39 Compared to last year, NHS Shetland patients were significantly more likely to report a positive experience in the following area:

- I got help with eating and drinking when I needed it. (79% ; +13%);

9.40 Compared to last year, NHS Shetland patients were significantly less likely to report a positive experience in the following area:

- I got the best treatment for my condition. (88% ; -5%);

Tayside

9.41 In NHS Tayside a total of 1,316 surveys were returned (a 49% response rate) across thirteen NHS hospitals. This included one teaching and one large general hospital, two general and two long stay hospitals, and seven community hospitals.

9.42 Compared to last year, there were no questions for which NHS Tayside patients were significantly more likely to report a positive experience.

9.43 Compared to last year, NHS Tayside patients were significantly less likely to report a positive experience in the following areas:

- I was happy with the food and drink that I received. (70% ; -5%);
- There was enough time to talk to the nurses. (74% ; -6%);
- I was given help with arranging transport. (61% ; -9%);

Western Isles

9.44 In NHS Western Isles a total of 442 surveys were returned (a 56% response rate) across three NHS hospitals. This included one general hospital, one community hospital, and one other location.

9.45 Compared to last year, NHS Western Isles patients were significantly more likely to report a positive experience in the following area:

- How did you feel about being involved in decisions about your care and treatment? (90% ; +6%);

9.46 Compared to last year, NHS Western Isles patients were significantly less likely to report a positive experience in the following area:

- I was confident I could look after myself when I left hospital. (84% ; -8%);

National Waiting Times Centre

9.47 At the National Waiting Times Centre a total of 1,057 surveys were returned (a 76% response rate) across one hospital site.

9.48 Compared to last year, National Waiting Times Centre patients were significantly more likely to report a positive experience in the following areas:

- Overall, how would you rate the hospital environment? (98% ; +1%);
- Overall, how would you rate your care and treatment during your stay in hospital? (98% ; +2%);
- I was confident that any help I needed had been arranged for when I got home. (89% ; +4%);
- Overall, how would you rate the arrangements made for you leaving hospital. (91% ; +3%);
- I was treated with care. (99% ; +2%);
- I trusted the people looking after me. (99% ; +2%);

9.49 Compared to last year, there were no questions for which National Waiting Times Centre patients were significantly less likely to report a positive experience.

10 RESULTS – OTHER COMPARISONS

Patient Characteristics

- 10.1 A more sophisticated analysis has been undertaken using the 2010 survey data to take into account all patient characteristics that influence the likelihood of a patient reporting a positive experience. The topic report was published on the same day as this publication¹³.

Hospital Type

- 10.2 Last year's report found that there were differences in the experiences of patients in different types of hospital. This year a similar pattern was found. Patients in teaching and large general hospitals are less likely to report a positive experience compared to patients in general and community hospitals.

Comparisons with English Inpatient Survey

- 10.3 A number of the questions in the 2011 Scottish inpatient survey are broadly comparable to those in the 2010 English inpatient survey¹⁴, a survey of inpatients in NHS hospitals in England. This section of the report compares the findings from both surveys where relevant. The wording of questions and response options are different and this has been discussed when reporting differences.
- 10.4 It is important to note that there are differences in the way that the English and Scottish results have been calculated. The English results are the unweighted mean result of all NHS Trusts. However the Scottish results have been calculated by weighting the results by the total number of eligible inpatients attending a particular hospital over the year to provide results more representative of the population. Giving NHS Boards equal weighting as was done for NHS Trusts in England would provide misleading results because it would give Greater Glasgow and Clyde's results (where there are over 80,000 inpatients annually) the same contribution to the national results as NHS Orkney's results (where there are less than 1,000 inpatients annually). The effect of this type of weighting for the Scottish results would be to inflate the national results because the smaller boards generally achieve higher positive scores. It is not clear what effect this weighting methodology has on the English results.
- 10.5 Other international comparisons with patient experience surveys proved more problematic for inclusion due to a mix of the level of comparability between the wording of questions posed and also the time period they related to. For example, the Commonwealth Fund International Health Policy survey in 2005

¹³ www.scotland.gov.uk/inpatientsurveyvariations

¹⁴ Source: Care Quality Commission, <http://www.cqc.org.uk/aboutcqc/howwedoit/involvingpeoplewhouseservices/patientsurveys/inpatient-services.cfm>

has ten broadly comparable questions; whereas the 2010 version of this survey did not have any questions that were similar to any of those asked in the Scottish inpatient survey.

10.6 Looking at comparisons between Scotland and England some questions have been compared in terms of the percentage of patients answering negatively. This has been done where the negative responses for the two surveys are more comparable than the positive responses.

Admission to hospital

10.7 Table 9 shows results from the English and Scottish inpatient surveys about patients' experience of admission to hospital.

Table 9 Comparative results for admission to hospital

English 2010 Inpatient Survey question	English 2010 Inpatient Survey question results		Scottish 2011 Inpatient Survey question	Scottish 2011 Inpatient Survey results	
Was your most recent hospital stay planned in advance or an emergency?	Waiting list or planned in advance	41%	Was your most recent hospital stay planned in advance or an emergency?	Waiting list or planned in advance	41%
	Emergency or urgent:	57%		Emergency or urgent	59%
	Something else	3%			
When you arrived at the hospital did you go to the A&E Department?	Yes	87%	When you arrived at the hospital did you go to the A&E Department?	Yes	72%
From the time you arrived at the hospital, did you feel that you had to wait a long time to get on to a bed on a ward?	Yes, definitely	13%	From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward	It was too long	13%

The hospital and ward

10.8 Table 10 shows results from the two surveys about patients' views and experiences of the hospital and ward.

10.9 A similar percentage of patients in Scotland and England disagreed that their hospital room or ward, and toilets and bathrooms were clean.

10.10 Scottish patients were less likely to have shared a room or bay with members of the opposite sex. The results are not directly comparable because the English survey only asked about when patients were first admitted. However the effect of this, if any, would be to reduce the English result so it is reasonable to conclude that there is a difference.

Table 10 Comparative results for the hospital and ward

English 2010 Inpatient Survey question	English 2010 Inpatient Survey question results		Scottish 2011 Inpatient Survey question	Scottish 2011 Inpatient Survey results	
In your opinion how clean was the hospital room or ward that you were in?	Not very clean/ not at all clean	4%	The main ward or room I stayed in was clean	Strongly disagree/ disagree	3%
How clean were the toilets and bathrooms you used in hospital?	Not very clean/ not at all clean	6%	The bathrooms and toilets were clean	Strongly disagree/ disagree	7%
When you were first admitted to a bed on a ward, did you share a sleeping area with patients of the opposite sex?	Yes	14 %	During your most recent stay in hospital did you share a room or bay with members of the opposite sex?	Yes	10%

Care and treatment

10.11 Table 11 shows results from the two surveys about patients' views and experiences of care and treatment they received as an inpatient.

10.12 The results for care and treatment were similar for the English and Scottish surveys. The only major difference was for being involved as much as you wanted to be in decisions about your care and treatment, with 11 per cent of English patients answering that they were not involved enough compared to 15 per cent of Scottish patients.

Table 11 Comparative results for care and treatment

English 2010 Inpatient Survey question	English 2010 Inpatient Survey question results		Scottish 2011 Inpatient Survey question	Scottish 2011 Inpatient Survey results	
Do you think the hospital staff did everything they could to help control your pain?	No	6%	I was able to get adequate pain relief when I needed it.	Strongly disagree/ disagree	5%
Were you given enough privacy when being examined or treated?	No	2%	I had privacy when being examined or treated	Strongly disagree/ disagree	3%
Were you given enough privacy when discussing your condition or treatment?	No	8%	I had privacy when my condition and treatment was discussed	Strongly disagree/ disagree	8%
Were you involved as much as you wanted to be in decisions about your care and treatment?	No	11%	How did you feel about being involved in decisions about your care and treatment?	I was not involved enough	15%

Staff

10.13 Table 12 shows results from the two surveys about patients' views of the staff they encountered during their most recent hospital stay.

10.14 Slightly more patients in England (7%) disagreed that doctors washed their hands than in Scotland (4%).

Table 12 Comparative results for staff

English 2010 Inpatient Survey question	English 2010 Inpatient Survey question results		Scottish 2011 Inpatient Survey question	Scottish 2011 Inpatient Survey results	
As far as you know, did doctors wash their hands between touching patients?	No	7%	As far as I was aware doctors washed/ cleaned their hands at appropriate times	Strongly disagree/ disagree	4%
As far as you know, did nurses wash their hands between touching patients?	No	4%	As far as I was aware nurses washed/ cleaned their hands at appropriate times	Strongly disagree/ disagree	3%

Leaving hospital

10.15 Table 13 shows results from the two surveys about patients' views and experiences of leaving hospital.

10.16 There was a large difference in the percentage of patients that were not told of danger signals to watch for when they left hospital between Scotland (18%) and England (38%). Some of this difference is probably caused by Scottish patients not feeling that they required to be told about danger signals and answering "neither agree nor disagree". However only 11 per cent of patients in Scotland answered "neither agree nor disagree" so there still appears to be a large difference.

Table 13 Comparative results for leaving hospital

English 2010 Inpatient Survey question	English 2010 Inpatient Survey question results		Scottish 2011 Inpatient Survey question	Scottish 2011 Inpatient Survey results	
Did a member of staff tell you about any danger signals you should watch for after you went home?	No	38%	I was told about any danger signals to watch for when I got home	Strongly disagree/ disagree	18%

Summary

10.17 Overall, the experiences of Scottish and English inpatients appear to be very similar.

11 PATIENT EXPERIENCE INDICATORS

Scotland Performs Healthcare Experience Indicator

- 11.1 The Healthcare Experience Indicator has been developed to measure the reported experience of people using the NHS. It is one of the 45 National Indicators on Scotland Performs, which measures and reports on progress of government in Scotland in creating a more successful country, with opportunities for all to flourish through increasing sustainable economic growth.
- 11.2 More information on Scotland Performs is available here:
<http://www.scotland.gov.uk/About/scotPerforms>
- 11.3 The indicator is based on the reported experience from hospital inpatients, as a proxy for experience across the NHS. This has been chosen because: (a) the quality of hospital care is very important to people; (b) the indicator involves the transitions to and from hospital, which depend on health and care services in the community; and (c) it includes the feedback of inpatients on experience in A&E which should reflect a much wider population of users and is an indicator of the system.
- 11.4 The indicator is calculated by taking the mean scores for individual patients' answers on the following questions in the inpatient survey and weighting them using total inpatient numbers to get a national score:
- Overall, how would you rate your admission to hospital (i.e. the period after you arrived at hospital but before you were taken to the ward)?
 - Overall, how would you rate the care and treatment you received during your time in the Emergency Department / Accident and Emergency?
 - Overall, how would you rate the hospital environment?
 - Overall, how would you rate your care and treatment during your stay in hospital?
 - Overall, how would you rate all the staff who you came into contact with?
 - Overall, how would you rate the arrangements made for you leaving hospital?
- 11.5 The score for each question for each patient is: 0 for very poor; 25 for poor; 50 for fair; 75 for good; 100 for excellent. Further information on how the indicator is calculated is available in the technical report.
- 11.6 The 2011 value of the Healthcare Experience Indicator is 78.1 which does not represent a statistically significant change from the 2010 value of 78.3.
- 11.7 The results and associated 95% confidence intervals are shown in Table 14 below:

Table 14 Healthcare Experience Indicator 2010-2011

	Inpatients Survey 2010	Inpatients Survey 2011
Indicator	78.3	78.1
95% confidence Interval	(78.0, 78.6)	(77.9, 78.4)

11.8 Results by NHS Board are presented in Table 15 below. Where differences are statistically significant at the 5% level they are marked by an asterisk.

Table 15 Healthcare Experience Indicator 2010-2011, by NHS Board

NHS Board	2011	2010	difference
NHS Ayrshire & Arran	79.3	79.2	0.1
NHS Borders	79.8	81.1	-1.3
NHS Dumfries & Galloway	79.3	79.0	0.3
NHS Fife	77.4	76.9	0.5
NHS Forth Valley	74.5	74.2	0.3
NHS Grampian	78.3	77.3	* 1.0
NHS Greater Glasgow and Clyde	76.5	77.0	-0.4
NHS Highland	82.8	83.9	* -1.2
NHS Lanarkshire	73.5	74.7	-1.2
NHS Lothian	79.1	78.3	0.8
NHS Orkney	82.4	85.5	* -3.1
NHS Shetland	83.5	82.6	0.9
NHS Tayside	79.7	80.6	-0.9
NHS Western Isles	86.0	84.9	1.1
NHS National Waiting Times Centre	91.9	91.1	0.8
Scotland	78.1	78.3	-0.2

Quality Outcome Indicator

11.9 The Healthcare Quality Strategy for Scotland aims to build upon existing foundations, and ensure that all work is integrated and aligned to deliver the highest quality healthcare services to people in Scotland. The importance of person centred care and patient experience is highlighted in the strategy. <http://www.scotland.gov.uk/Publications/2010/05/10102307/0>.

11.10 The Quality Strategy emphasises the importance of measurement, and a Quality Measurement Framework has been developed (see <http://www.scotland.gov.uk/Topics/Health/NHS-Scotland/NHSQuality/MeasuringQualityS>). As part of this, 12 Quality Outcome Indicators have been identified. These are intended to show national progress towards achievement of the Quality Ambitions.

11.11 One of the twelve Quality Outcome Indicators is Healthcare Experience. It was initially proposed that this could be the same as the Scotland Performs indicator, however feedback was that it would be preferable for the Quality Strategy indicator to encompass a wider range of NHS services. The indicator therefore combines the Scotland Performs Healthcare Experience Indicator as described above, with data from the GP Patient Experience Survey.
<http://www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey>

11.12 Further information on how the indicator is calculated is available in the technical report.

11.13 The initial value of the Healthcare Experience Quality Outcome Indicator is based on the 2011 Inpatient Survey and the 2009/10 GP Patient Experience survey. The initial value is 80.2.

11.14 Results by NHS Board are presented in Table 16 below:

Table 16 Quality Outcome Indicator by NHS Board

NHS Board	Inpatient Component	GP Component	Overall
NHS Ayrshire & Arran	79.3	81.7	80.5
NHS Borders	79.8	84.9	82.4
NHS Dumfries & Galloway	79.3	84.6	81.9
NHS Fife	77.4	80.9	79.2
NHS Forth Valley	74.5	81.8	78.1
NHS Grampian	78.3	80.6	79.5
NHS Greater Glasgow and Clyde	76.5	83.4	80.0
NHS Highland	82.8	85.3	84.0
NHS Lanarkshire	73.5	80.1	76.8
NHS Lothian	79.1	81.4	80.2
NHS Orkney	82.4	91.0	86.7
NHS Shetland	83.5	81.0	82.3
NHS Tayside	79.7	82.7	81.2
NHS Western Isles	86.0	86.3	86.2
NHS National Waiting Times Centre	91.9	-	91.9
Scotland	78.1	82.2	80.2

12 CONCLUSIONS

- 12.1 The national results were similar to last year. Following the publication of the results of the first survey in September 2010 NHS Boards produced action plans to improve the experiences of their patients¹⁵. However the sampling period for this year's survey was from October 2009 to September 2010 so the effects of improvement work will not be picked up until next year's survey at the earliest.
- 12.2 Overall the findings showed that at a national level the majority of patients reported positive experiences about their hospital stay.
- 12.3 Patients were slightly more positive about their experiences of the doctors than last year.
- 12.4 There were improvements in the experiences of inpatients at about half of NHS Boards. However at other NHS Boards the experiences of patients were similar to last year, and at two NHS Boards they were worse.
- 12.5 The results showed that improvements can still be made even when the percentage of patients reporting a positive experience is already high. For six questions the National Waiting Times Centre, which already had the highest results of any board, improved on their results from last year.
- 12.6 The experiences of Scottish and English inpatients were similar.

National Results – most positive results

- 12.7 The areas where patients were most likely to provide positive feedback were similar to last year:
- I understood how and when to take my medicines. (96% responded positively)
 - Doctors introduced themselves to me. (96% responded positively)
 - Did the information you were given before attending hospital help you understand what would happen? (96% responded positively)
 - I had privacy when being examined and treated. (95% responded positively)
 - I understood what my medicines were for. (94% responded positively)
 - I was treated with care. (92% responded positively)
 - The main ward or room I stayed in was clean. (92% responded positively)
 - I was treated with respect. (92% responded positively)

¹⁵ As an excellent example of making use of the results: NHS Greater Glasgow and Clyde have published details of their improvement plan and a half day conference they organised here: <http://www.nhsggc.org.uk/content/default.asp?page=s1720>

National Results – most negative results

12.8 The areas where patients were most likely to provide negative feedback were similar to last year. The statement that most patients responded negatively to was again being told how long that they would have to wait in A&E:

- In the Emergency Department/Accident and Emergency, I was told how long I would have to wait. (32% responded negatively)
- I was not bothered by noise at night. (31% responded negatively)
- I knew who was in charge of the ward. (26% responded negatively)
- I was given help with arranging transport. (24% responded negatively)
- I was happy with the food and drink that I received. (21% responded negatively)
- I was happy with how long I had to wait around when I was told I could go home. (19% responded negatively)
- Any medicines I needed before I could go home were given to me in reasonable time. (18% responded negatively)
- I was told about any danger signals to watch for when I got home. (18% responded negatively)

ANNEX A – THE QUESTIONNAIRE

Inpatient Patient Experience Survey

This survey is about your most recent stay in the hospital named in the letter which came with this survey.

The responses you give will help improve hospital services. **Your individual responses will be confidential and will not be shared with the health professionals who looked after you.**

Please read the enclosed letter and leaflet for more information about this survey.

Instructions

The questions should be answered by the person named on the letter which came with the survey. A friend or carer can help you complete the survey but the answers should be yours not theirs.

The survey is easy to answer and takes 20 minutes to complete. Please answer all questions, unless the instructions ask you to skip a question. For each question, please place a tick in the box next to the answer that most closely matches your own experience. For example, if your answer is yes, write in a tick as below:

Yes
 No

Don't worry if you make a mistake. Simply cross it out and tick the correct answer.



If you would prefer, you can complete this survey online at

[Add address here](#)

To do this, you will need to enter this ID:



Complete by phone
0800 xxx xxxxx

XXXXXXXXXXXXXXXXXX

This reference number is for admin purposes only.

a. 1

Section 1: Admission to hospital – your most recent hospital stay

Q1 Was your most recent hospital stay planned in advance or an emergency?

*Please tick **ONE** box only*

- Emergency or urgent → **Go to Q2**
 Waiting list or planned in advance → **Go to Q6**

Q2 When you arrived at hospital did you go to the Accident and Emergency Department (A & E)? *Please tick **ONE** box only*

- Yes → **Go to Q3**
 No → **Go to Q8**
 Don't know → **Go to Q8**

How much do you agree or disagree with each of the following about the A&E?

Q3 In A&E I was told how long I would have to wait

*Please tick **ONE** box only*

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Not relevant
 Don't know

Q4 In A&E I was told what was happening in a way I could understand

*Please tick **ONE** box only*

- Strongly agree
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree
 Not relevant
 Don't know

Q5 Overall, how would you rate the care and treatment you received during your time in A&E? *Please tick **ONE** box only*

- Excellent
 Good
 Fair
 Poor
 Very Poor

→ **Now go to Q8**

Waiting List and Planned In Advanced Patients

Q6 If your hospital visit was planned in advance how did you feel about the length of time you waited to be admitted to hospital after being referred?

*Please tick **ONE** box only*

- It was reasonable
 It was too short
 It was too long

Q7 Did the information you were given before attending hospital help you understand what would happen?

*Please tick **ONE** box only*

- Yes, a lot
 Yes, a little
 No, not at all
 I wasn't given any information
 Don't know

All Patients (planned in advance or emergency)

Q8 Were you transferred to or from another hospital?

*Please tick **ONE** box only*

- Yes
 No
 Don't know

Q9 From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward?

*Please tick **ONE** box only*

- It was reasonable
 It was too long
 I did not have to wait

Q10 Overall, how would you rate your admission to hospital? (i.e. the period after you arrived at hospital until you got to a bed on the ward)

*Please tick **ONE** box only*

- Excellent
 Good
 Fair
 Poor
 Very Poor

Section 2: The hospital and ward – your most recent hospital stay

Q11 How much do you agree or disagree with each of the following about your stay in hospital?

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
The main ward or room I stayed in was clean	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
The bathrooms and toilets were clean	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was bothered by noise at night	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was bothered by noise during the day	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was happy with the food and drink that I received	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
When I called I received assistance within a reasonable time	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
There were times when I felt bothered or threatened by other patients or visitors	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I knew who was in charge of the ward	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q12 During your most recent stay in hospital did you share a room or bay with members of the opposite sex?

Please tick **ONE** box only

1 Yes

2 No

Q13 Overall, how would you rate the hospital environment?

Please tick **ONE** box only

1 Excellent

2 Good

3 Fair

4 Poor

5 Very Poor

Section 3: Care and treatment – your most recent hospital stay

Q14 How much do you agree or disagree with each of the following about your care and treatment during your stay in hospital?

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
I was able to get adequate pain relief when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I had privacy when being examined or treated	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I had privacy when my condition and treatment was discussed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I got help with washing and dressing when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I got help with eating and drinking when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I got help with going to the bathroom or toilet when I needed it	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Before moving wards, a member of staff explained what would happen	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Moving wards was well managed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q15 How did you feel about being involved in decisions about your care and treatment?

- 1 I was involved more than I wanted to be
 2 I was involved as much as I wanted to be
 3 I was not involved enough

Q16 When you were in hospital were you in a High Dependency Unit (HDU) or Intensive Care Unit? (ICU)

- 1 Yes
 2 No
 7 Don't know

Q17 Overall, how would you rate your care and treatment during your stay in hospital?

Please tick **ONE** box only

- 1 Excellent
 2 Good
 3 Fair
 4 Poor
 5 Very Poor

Section 4: Staff – your most recent hospital stay

Q18 How much do you agree or disagree with each of the following when you think of the doctors who you came into contact with? **If you were not in contact with a doctor go to question 19.**

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
Doctors introduced themselves to me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
There was enough time to talk to the doctors	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors knew enough about my condition and treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors explained the risks and benefits of any treatment in a way I could understand	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors talked in a way that helped me understand my condition and treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors told me how my operation or procedure had gone in a way I could understand	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors talked in front of me as if I was not there	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Doctors listened to me if I had any questions or concerns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
As far as I was aware doctors washed/ cleaned their hands at appropriate times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q19 How much do you agree or disagree with each of the following when you think of the nurses who you came into contact with? **If you were not in contact with a nurse go to question 20.**

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
Nurses introduced themselves to me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
There was enough time to talk to the nurses	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses knew enough about my condition and treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses talked in a way that helped me understand my condition and treatment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses gave me clear explanations about any operations and procedures (e.g. what would happen, how I could expect to feel)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses talked in front of me as if I was not there	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Nurses listened to me if I had any questions or concerns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
As far as I was aware nurses washed/cleaned their hands at appropriate times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q20 How much do you agree or disagree that staff worked well together in organising your care?

Please tick **ONE** box only

- 1 Strongly agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly disagree

Q21 Overall, how would you rate all the staff who you came into contact with?

Please tick **ONE** box only

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very poor

Section 5: Leaving hospital – your most recent hospital stay

Q22 How much do you agree or disagree with each of the following when you think about what happened when you were leaving hospital?

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
My family or home situation was taken into account when planning for me leaving hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was happy with how long I had to wait around when I was told I could go home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Any medicines I needed before I could go home were given to me in reasonable time	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was given help with arranging transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I understood who to contact if I had any questions after leaving hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was told about any danger signals to watch for when I got home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was given advice on how to look after myself	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I was confident that any help I needed had been arranged for when I left hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q23 How much do you agree or disagree with each of the following about any medication you were given? **If you didn't get any medicines go to question 24.**

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not relevant	Don't know
I understood what my medicines were for	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I understood how and when to take my medicines	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
I understood the possible side effects and what to do if I had any concerns	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

Q24 Overall, how would you rate the arrangements made for you leaving hospital?
Please tick **ONE** box only

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very poor

Section 6: Overall experience of your most recent hospital stay

Q25 How much do you agree or disagree that each of the following happened during your stay in hospital?

Please tick **ONE** box on each line

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I was treated with respect	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I was treated with care	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I got the best treatment for my condition	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I trusted the people looking after me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I understood what was happening to me	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I was as physically comfortable as I could expect to be	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
My religious and spiritual needs were respected	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I was confident I could look after myself when I left hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Section 7: Other comments about your experiences of your hospital stay

Q26 If there is anything else you would like to tell us about your experience in hospital please write your comments below.

Your experience of admission to hospital	
Your experience of the hospital and ward	
Your experience of care and treatment	
Your experience of staff	
Your experience of leaving hospital	

Section 8: About you

This information will help us find out if different groups of people have different experiences of treatment as an inpatient. Nobody at the hospital you attended will be able to see your answers. **If you would prefer not to answer a particular question then you should skip it and go to the next question.**

Q27 How would you rate your **health** in general? *Please tick **ONE** box only*

- 1 Good
2 Fair
3 Poor

Q28 Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months?

*Please tick **ALL** that apply*

- 1 Deafness or partial hearing loss
2 Blindness or partial sight loss
3 Learning disability (for example, Down's Syndrome)
4 Learning difficulty (for example, dyslexia)
5 Developmental disorder (for example, Autistic Spectrum Disorder or Asperger's Syndrome)
6 Physical disability
7 Mental health condition
8 Long-term illness, disease or condition

Q29 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Include problems related to old age) *Please tick **ONE** box*

- 1 Yes, limited a lot
2 Yes, limited a little
3 No

Q30 What was your age last birthday?

Q31 What **religion**, religious denomination or body do you belong to?

*Please tick **ONE** box only*

- 1 None
2 Church of Scotland
3 Roman Catholic
4 Other Christian (please write in)

- 5 Muslim
6 Buddhist
7 Sikh
8 Jewish
9 Hindu
10 Pagan
11 Another non Christian religion or body, please write in:

Q32 Which of the following options best describes how you think of yourself?

*Please tick **ONE** box only*

- 1 Heterosexual / Straight
2 Gay / Lesbian
3 Bisexual
4 Other

Q33 Do you need an **interpreter** or other **help to communicate**?

*Please tick **ONE** box only*

- 1 No
2 Yes – what type of help do you need?

Q34

What is your **ethnic group**?

Choose **ONE** section from A to E, then tick **ONE** box which best describes your ethnic group or background

A White

- 1 Scottish
- 2 Other British
- 3 Irish
- 4 Gypsy/Traveller
- 5 Polish
- 6 Other white ethnic group

B Mixed or multiple ethnic groups

- 7 Any mixed or multiple ethnic groups

C Asian, Asian Scottish or Asian British

- 8 Pakistani, Pakistani Scottish or Pakistani British
- 9 Indian, Indian Scottish or Indian British
- 10 Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 11 Chinese, Chinese Scottish or Chinese British
- 12 Other Asian group

D African

- 13 African, African Scottish, African British
- 14 Other African Group

E Caribbean or Black

- 15 Caribbean, Caribbean Scottish or Caribbean British
- 16 Black, Black Scottish, Black British
- 17 Other Caribbean or Black Group

F Other ethnic group

- 18 Arab, Arab Scottish or Arab British
- 19 Other ethnic group

Q35

Are you male or female?

Please tick **ONE** box only

- 1 Male
- 2 Female

NHS Statisticians hold information about your stay in hospital e.g. how long you were in hospital and reason for attending. We would like your permission to add your survey results to this information. Your information will be used only for research and will not identify you individually.

If you give your permission to add your survey results to this information it will not be shared with the people who looked after you and will in no way affect your current or future treatment or care.

Q36

Do you give your permission for NHS Statisticians to add your survey results to information held about your hospital stay?

Please tick **ONE** box only

- 1 Yes
- 2 No

Q37

NHS Boards will be conducting further research in order that they can learn more about the experiences of patients. Would you like to be considered as a participant in this future research?

Please tick **ONE** box only

- 1 Yes, I would like to take part in any future research
- 2 No, I would not like to take part in any future research

**Thank you for answering these questions.
Please return this survey to FREEPOST, in the envelope
provided.**

ANNEX B – STATEMENT OF TABLE EXPLANATIONS

The table below shows which answers were classed as positive and negative for each question.

* This is a new question.

Question number	Original Question Text	Positive %	Neither positive nor negative %	Negative %
3	In A&E I was told how long I would have to wait	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
4	In A&E I was told what was happening in a way I could understand	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
5	Overall, how would you rate the care and treatment you received during your time in A&E?	Excellent, good	Fair	Poor, very poor
6	If your hospital visit was planned in advance how did you feel about the length of time you waited to be admitted to hospital after being referred?	It was reasonable	-	It was too long, it was too short
7	Did the information you were given before attending hospital help you understand what would happen?	Yes, a lot, yes, a little	I wasn't given any information	No, not at all
8	From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward?	It was reasonable	-	It was too long, it was too short
10	Overall, how would you rate your admission to hospital?	Excellent, good	Fair	Poor, Very Poor
11a	The main ward or room I stayed in was clean	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
11b	The bathrooms and toilets were clean	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
11c	I was bothered by noise at night	Disagree, Strongly disagree	Neither agree nor disagree	Strongly agree, Agree
11d	I was bothered by noise during the day	Disagree, Strongly disagree	Neither agree nor disagree	Strongly agree, Agree
11e	I was happy with the food and drink that I received	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

11f	When I called I received assistance within a reasonable time*	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
11g	There were times when I felt bothered or threatened by other patients or visitors	Disagree, Strongly disagree	Neither agree nor disagree	Strongly agree, Agree
11h	I knew who was in charge of the ward	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
13	Overall, how would you rate the hospital environment	Excellent, good	Fair	Poor, very poor
14a	I was able to get adequate pain relief when I needed it	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14b	I had privacy when being examined or treated	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14c	I had privacy when my condition and treatment was discussed	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14d	I got help with washing and dressing when I needed it	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14e	I got help with eating and drinking when I needed it	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14f	I got help with going to the bathroom or toilet when I needed it*.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14g	Before moving wards, a member of staff explained what would happen	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
14h	Moving wards was well managed	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
15	How did you feel about being involved in decisions about your care and treatment	I was involved as much as I wanted to be	I did not wish to be involved	I was involved more than I wanted to be, I was not involved enough
17	Overall how would you rate your care and treatment during your stay in hospital	Excellent, Good	Fair	Poor, Very Poor
18a	Doctors introduced themselves to me*.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18b	There was enough time to talk to the doctors	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18c	Doctors knew enough about my condition and treatment	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

18d	Doctors explained the risks and benefits of any treatment in a way I could understand	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18e	Doctors talked in a way that helped me understand my condition and treatment	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18f	Doctors gave me clear explanations about my operations and procedures (e.g. what would happen, how I could expect to feel)	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18g	Doctors told me how my operation or procedure had gone in a way I could understand	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18h	Doctors talked in front of me as if I was not there*.	Disagree, Strongly disagree	Neither agree nor disagree	Strongly agree, Agree
18i	Doctors listened to me if I had any questions or concerns	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
18j	As far as I was aware doctors washed/ cleaned their hands at appropriate times	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19a	Nurses introduced themselves to me*.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19b	There was enough time to talk to the nurses	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19c	Nurses knew enough about my condition and treatment	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19d	Nurses talked in a way that helped me understand my condition and treatment	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19e	Nurses gave me clear explanations about my operations and procedures (e.g. what would happen, how I could expect to feel)	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19f	Nurses talked in front of me as if I was not there*.	Disagree, Strongly disagree	Neither agree nor disagree	Strongly agree, Agree
19g	Nurses listened to me if I had any concerns	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
19h	As far as I was aware nurses washed/ cleaned their hands at appropriate times	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

20	How much do you agree or disagree that staff worked well together in organising your care?	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
21	Overall, how would you rate all the staff who you came into contact with?	Excellent, Good	Fair	Poor, Very Poor
22a	My family or home situation was taken into account when planning for me leaving hospital*.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22b	I was happy with how long I had to wait around when I was told I could go home	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22c	Any medicines I needed before I could go home were given to me in reasonable time*.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22d	I was given help with arranging transport	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22e	I understood who to contact if I had any questions after leaving hospital	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22f	I was told about any danger signals to watch for when I got home	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22g	I was given advice on how to look after myself.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
22h	I was confident that any help I needed had been arranged for when I left hospital.	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
23a	I understood what my medicines were for	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
23b	I understood how and when to take my medicines	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
23c	I understood the possible side effects and what to do if I had any concerns	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
24	Overall, how would you rate the arrangements made for you leaving hospital?	Excellent, good	Fair	Poor, Very poor
25a	I was treated with respect	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
25b	I was treated with care	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

25c	I got the best treatment for my condition	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
25d	I trusted the people looking after me	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
25e	I understood what was happening to me	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
25f	I was as physically comfortable as I could expect to be	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
25g	My religious and spiritual needs were respected	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree
25h	I was confident I could look after myself when I left hospital	Strongly agree, Agree	Neither agree nor disagree	Disagree, Strongly disagree

* This is a new question.

ANNEX C – HOSPITAL TYPES

The table below shows the different types of hospital included in the survey in each NHS Board area.

Health Board	A1 - Teaching hospitals	A2 - Large general hospitals	A3 - General hospitals	B - Long stay hospitals	J26 - Community hospitals
NHS Ayrshire & Arran		2	1	2	4
NHS Borders		1		1	4
NHS Dumfries & Galloway		1	1	4	4
NHS Fife		2	1	1	4
NHS Forth Valley		3		3	
NHS Grampian	1		1	1	19
NHS Greater Glasgow and Clyde	4	4	1	3	
NHS Highland		1	4	5	11
NHS Lanarkshire		3			4
NHS Lothian	2	1		4	
NHS Orkney			1		
NHS Shetland			1		
NHS Tayside	1	1	2	2	7
NHS Western Isles			1		1

A number of 'other' units were excluded from hospital type analysis as they were not comparable with the type of hospital classification used.

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