



Scottish Inpatient Experience Survey 2016

Volume 1: National Results



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EXECUTIVE SUMMARY

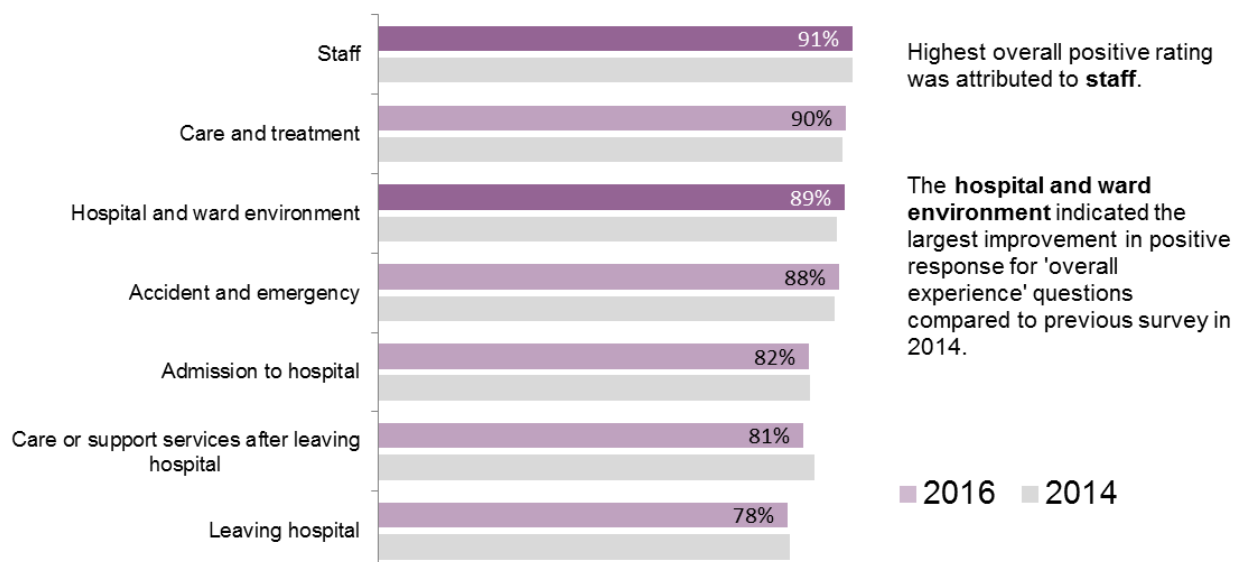
Background

Over **17,000 people** took part in the fifth national Inpatient Experience Survey. The survey included a range of questions covering topics such as accident and emergency, care and treatment, staff, leaving hospital and care and support at home.

People reporting similar positive experiences

Overall, people reported a similarly positive experience to the previous survey, with 'overall' ratings improving or staying the same for all but two sections of the survey (leaving hospital and care and support services after leaving hospital) (Figure 1).

Figure 1 Positive response for 'Overall experience' questions (%)



Improvement in experiences of care and treatment in A&E

People were more positive about the overall care and treatment they received in A&E than the previous survey. However, the results show that more could be done to keep patients informed about the length of time to be seen by nursing or medical staff in A&E: **23 per cent** of people were **not kept informed about how long they would have to wait**.

People reported a similar positive experience to the previous survey for the overall admission to hospital experience.

People rate the hospital and ward environment more positively

There was significant improvement in peoples' rating of the overall ward and hospital environment, with improvements also being seen for ward cleanliness.

Executive Summary

Nevertheless, a sizeable proportion of people still were not aware which nurse was in charge of the ward, found the food and drink unacceptable or who found noise at night to be problematic.

Encouraging results for staff

As in the previous survey, staff received the highest overall rating of all survey sections.

The statements that received the most positive findings for staff related to **confidence and trust in the doctors and nurses** treating them (**92 per cent** and **91 per cent positive** respectively) and whether **doctors and nurses washed their hands** at appropriate times (**91 per cent** and **93 per cent positive** respectively).

Results for the three questions regarding help from staff: washing and dressing; going to the bathroom/toilet; and eating and drinking were all fairly positive and were similar to those seen for the previous survey in 2014. Although people were typically more positive about the staff that they did encounter, around one in ten respondents (**nine per cent**) **felt that there were 'rarely or never' enough nurses** to treat them and over a quarter (**27 per cent**) did **not know which nurse was in charge of their care**.

Leaving hospital the lowest ranked section

As in previous surveys, **peoples' departure from hospital** continues to be viewed less positively than other aspects of their patient experience. Whilst still reasonably high (**78 per cent positive**), this area has the lowest overall rating of the aspects of care covered in the survey.

One potential explanation for the low relative rating may come from the finding that delays appear to be a problem for people: two in five (**40 per cent**) felt that they were **delayed on the day that they left hospital** with **47 per cent** experiencing **delays of up to two hours**. The most common reason for this was a **delay in getting medication**, which accounted for **56 per cent** of delays.

Wait for care and support services after leaving hospital

In general, people were less positive than the previous surveys regarding care and support services. One in six (**17 per cent**) indicated that they **stayed in hospital longer than expected** to wait for the care and support to be organised, this was a rise of three percentage points.

However around nine in ten people (**88 per cent**) felt that the **care and support services** they received after leaving hospital **were right for them**.

Patient safety

The survey found that one in five people (**20 per cent**) felt that they had **experienced harm or injury relating to their inpatient care** such as infections, bed sores, reactions to medications, or falls.

Executive Summary

Eight per cent of people felt that they had experienced a **clinical error** during their stay in hospital, the most common being 'delayed or incorrect test results'.

The survey results further suggested that where people felt that clinical errors occurred, they were not always dealt with to their satisfaction. In over a third of instances (**35 per cent**), people reported that **staff did not discuss the error** with them and in **41 per cent** of cases people were **not satisfied with how the errors were dealt with**.

The survey found that one in 12 people felt that either: their drip was not checked regularly enough; their drip was not changed when required; or their drip was not removed quickly enough.

In all these patient safety matters it is worth noting that these results reflect the perceptions of the patient and are not formal assessments from health professionals.

Person Centred Care

Collectively, the findings relating to aspects of person-centred care were mixed. People were positive about everyday aspects of person-centred care such as the way staff treated and listened to them, and the explanations provided about their care and treatment.

However, the results suggest that more could be done to take account of what matters to the person and involve them, and those that matter to them, in decisions about their care and treatment.

Board and hospital results available

The results presented in this publication focus on the national picture. Reports for individual NHS boards and hospitals are available at:

www.careexperience.scot.nhs.uk/Results2016.html

INTRODUCTION

The Scottish Inpatient Experience 2016 is a postal survey which was sent out in January 2016 to a random sample of people aged 16 years or over who had an overnight hospital stay between April and September 2015. This is now the fifth inpatient survey, with previous versions having been conducted in 2010, 2011, 2012 and 2014.

The survey asks about people's experiences of:

- admission to hospital
- hospital and ward environment
- care and treatment including errors
- operations
- hospital staff
- arrangements for leaving hospital
- care and support services after leaving hospital

This report presents the detailed national findings from the survey. High level results for NHS Boards are also presented but individual reports with more detailed findings hospitals and NHS Boards are available at:

www.careexperience.scot.nhs.uk/Results2016.html

Details of the survey design, fieldwork and analysis are available in the Inpatient Experience Technical report:

www.gov.scot/Topics/Statistics/Browse/Health/InpatientSurvey/Inpatient2016

The Scottish Care Experience Programme

The Inpatient Experience Survey is one of a suite of national surveys which are part of the Scottish Care Experience Survey Programme. The surveys aim to provide local and national information on the quality of health and care services from the perspective of those using them. They allow local health and care providers to compare with other areas of Scotland and to track progress in improving the experiences of people using their services.

Information about the other national care experience surveys is available at:

www.gov.scot/Topics/Statistics/Browse/Health/careexperience

The survey programme supports the three quality ambitions of the '2020- Vision' (or Quality Strategy)¹

- Safe
- Effective
- Person-centred

by providing a basis for the measurement of quality as experienced by service users across Scotland.

¹ 2020- Vision: www.gov.scot/Topics/Health/Policy/2020-Vision

Introduction

In particular the surveys support the person-centred quality ambition which is focused on putting people at the centre of care, ensuring that care that is responsive to individual personal preferences, needs and values, and assuring that individual values guide all care decisions.

The inpatient survey was carried out in partnership with Information Services Division (ISD Scotland, part of NHS National Services Scotland)² whose role included sampling inpatients, producing analysis of NHS Board / hospital and national data and undertaking local reporting. The administration of the survey fieldwork was undertaken by an approved survey contractor Quality Health Ltd.

Aims of the Inpatient Experience Survey

The survey's specific aims are:

For local improvement

- provide NHS hospitals with feedback on the experiences of their patients, relative to previous surveys and other areas in Scotland
- provide NHS Boards with information on experiences in their respective board areas and on variation within and between boards

National policy

- provide national results for the survey, identifying variation within and between local areas and if and how the level of positive and negative experiences have changed over time
- highlight areas of best practice and areas for improvement
- provide information for the National Performance Framework Indicator 'Improve the quality of the healthcare experience in Scotland'
- explore the variations in the experiences of different groups of patients

Survey design

The questionnaire and survey design are substantially similar to those used for the 2014 survey.

In consultation with NHS Boards, a small number of changes were made to the 2016 survey questionnaire:

- one new question was introduced relating to cleanliness of equipment
- a small number of the existing questions were changed to ensure that they still capture what is important to people

² <http://www.isdscotland.org/> ISD Scotland provides health information, health intelligence, statistical services and advice that support the NHS in progressing quality improvement in health and care.

Introduction

Full details of the changes made to the survey materials are contained in the technical report:

www.gov.scot/Topics/Statistics/Browse/Health/InpatientSurvey/Inpatient2016

Survey fieldwork and response

The inpatient sample was designed to provide results for:

- 121 individual hospitals
- 14 NHS Boards
- Golden Jubilee Foundation (GJF)
- 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 April and September 2015.

The fieldwork was undertaken by Quality Health Ltd, an approved survey contractor on behalf of the Scottish Government and commenced on **20 January 2016**. In total, **43,901 survey packs** were **sent** to people and **17,767** were **returned**, giving an **overall response rate** of **40%**.

Demographics of respondents

We asked a number of questions about peoples' demographic characteristics (Table 1).

Table 1 Respondent demographics

Demographic Characteristic		% Respondents
	Male	43
	Female	57
	Heterosexual/ Straight	97
	Gay/ Lesbian, Bisexual or Other	3
Age:	16-34	5
	35-49	10
	50-64	26
	65-74	26
	75+	33
Indicated health status:	Good	43
	Fair	43
	Poor	14
Indicated day-to-day activities:	Limited a lot	34
	Limited a little	32
	Not limited	34

Data analysis and interpretation

The survey data was collected by the contractor Quality Health Ltd. Anonymised data was then securely transferred to ISD Scotland who carried out the analysis.

In general, results are presented as the percentage of people reporting a positive experience. Such percentages are calculated excluding anyone from the denominator who did not answer the question or answered “not relevant” or “don’t know”.

Throughout the report, weighted percentages have been presented unless otherwise stated. Further information on how weights were calculated and applied can be found in the technical report.

The results have been reported to the nearest whole percentage, due to rounding the sum of some positive, negative and neutral results may not add to 100 per cent.

Differences from the 2014 survey results are only highlighted and discussed if they are statistically significant. Results in tables are marked in bold if they are significantly better or worse than in 2014. Further information on this is available in the technical report.

These statistics have been independently assessed by the UK Statistics Authority and are designated as National Statistics. The assessment report is available at: www.statisticsauthority.gov.uk/archive/assessment/assessment/assessment-reports/assessment-report-131---statistics-on-scottish-patient-experience.pdf

RESULTS – ADMISSION TO HOSPITAL

Summary - Admissions to Hospital

Of those who had hospital admissions



96% Felt information received before attending helped them understand what would happen



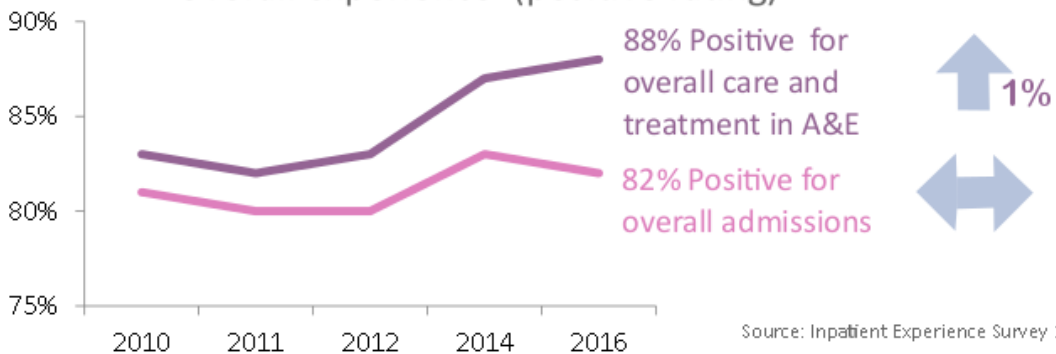
85% Felt waiting time to attend after referral was reasonable

Felt wait was too long **14%**

77% Felt informed about wait to be seen by Doctor or Nurse

Felt waiting time to see Doctor or Nurse was reasonable **85%**

Overall experience (positive rating)



Source: Inpatient Experience Survey 2016

Admission to hospital

Summary

People mainly rated their admission to hospital positively, with over four out of five (**82 per cent**) rating their **admission to hospital** as 'excellent' or 'good'.

People also rated most aspects of care and treatment they received in the Accident and Emergency Department (A&E) positively. Around nine out of ten (**88 per cent**) rated the **overall care and treatment** they **received in A&E** as 'excellent' or 'good'.

People who used A&E were least positive about being **kept informed** about the length of **time to wait to be seen by a doctor or nurse in A&E** – around one in four (**23 per cent**) indicated that they **weren't kept informed**. Similarly around one in six (**15 per cent**) indicated that the time **waiting to be seen** by a doctor or nurse **in A&E was too long**.

In general, results for questions relating to hospital admission saw similar results or an increase in positive ratings from the previous survey in 2014. The only exception to this was in relation to the waiting time for admission to hospital after being referred, which saw a decrease in the percentage positive response.

Emergency or planned in advance

Those who attended hospital were either admitted as an emergency/urgent case or have the attendance planned in advance. The people who responded to the survey were admitted as follows:

- around three in five were admitted as an **emergency/urgent admission** (**63 per cent**)
- around two in five had their stay **planned in advance** (**37 per cent**)

Of the emergency/urgent patients, seven out of ten (**71 per cent**) went to **A&E** when they arrived at hospital.

A&E

People who went to A&E when they arrived at hospital were asked about various aspects of their care and treatment whilst in A&E, around nine out of ten (**88 per cent**) rated the overall **care and treatment** they received **in A&E positively** (Figures 2 and 3).

People felt most positive about the privacy they were given during their care and treatment in A&E, **98 per cent** felt that they were given **enough privacy** when being examined or treated **in A&E** (Figure 4).

Admission to hospital

Figure 2 Breakdown of overall rating of care and treatment in A&E (%)

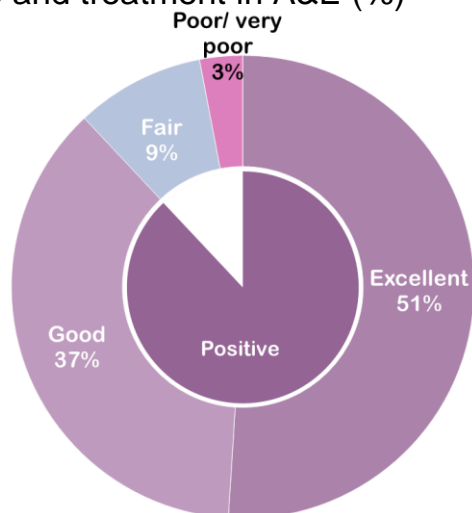
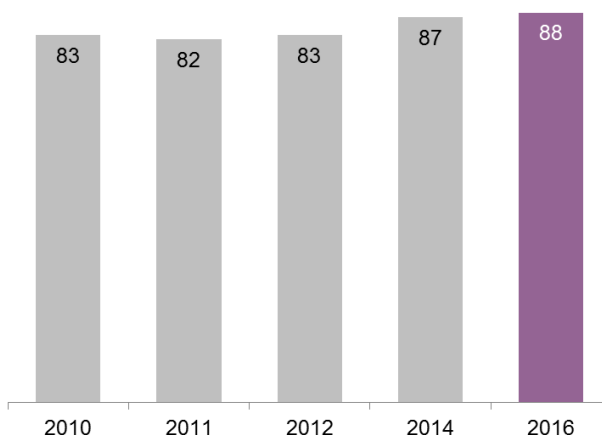


Figure 3 Overall positive rating of care and treatment in A&E (%)



People were least positive about the following aspects of their A&E care (Figure 4):

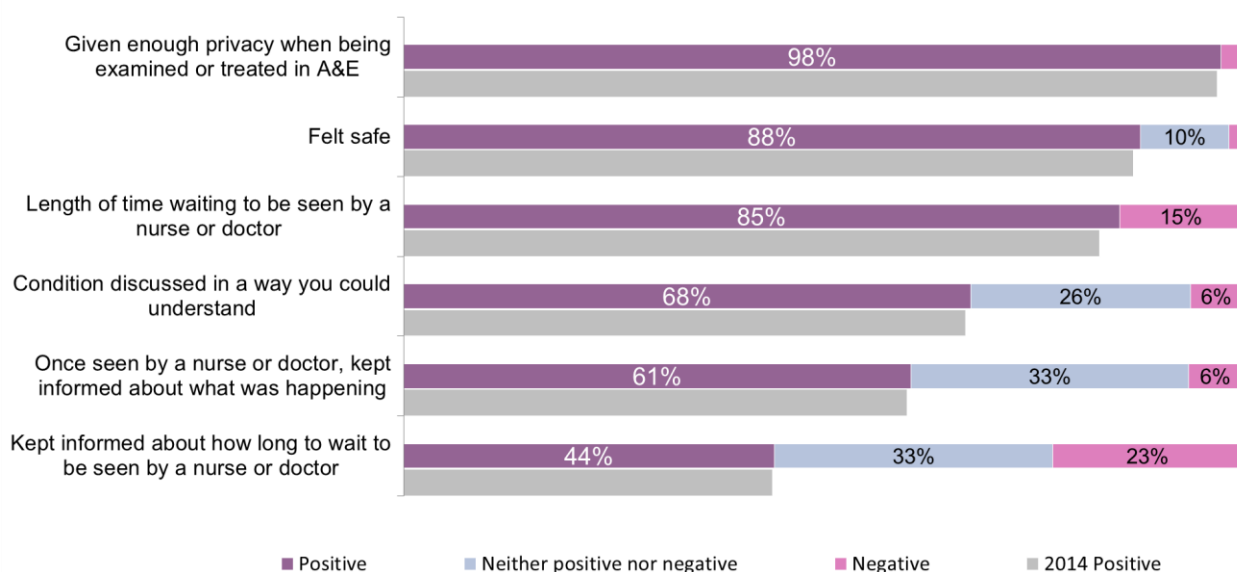
- being kept **informed about the wait to be seen by a nurse or doctor in A&E** - around one in four (**23 per cent**) indicated they **weren't kept informed**, **33 per cent** indicated they were **informed 'to some extent'** and the remaining **44 per cent** felt **'completely' informed**
- around three in five (**61 per cent**) felt that they were kept **informed about what was happening once they had been seen by a nurse or doctor**
- around two in three (**68 per cent**) felt that their condition was **'completely' discussed** with them in **a way they could understand**

Some variation has been seen across the NHS Boards around being kept completely informed about the wait to be seen by a nurse or doctor. Results ranged from 36 to 75 per cent.

Views on the **actual waiting time to be seen in A&E** were generally positive, over five in six people (**85 per cent**) indicated that either they **didn't have to wait or that the wait was reasonable**, a rise of two percentage points from 2014. The remaining one in six (**15 per cent**) felt that the **wait was too long**.

Admission to hospital

Figure 4 Summary of emergency/urgent patient responses (%)



Planned in advance

People whose attendance at hospital was planned in advance were asked about the information they received before attending: **96 per cent** of waiting list or planned patients indicated that the **information helped** them understand what would happen (Figure 5).

Waiting to be admitted after being referred

“On 01 October 2012, the Treatment Time Guarantee came into effect. This replaced the nine week standard that was in place from 31 March 2011 to 31 March 2012. [...] Previously, the national waiting time standard stated that, from 31 March 2011, no patient waiting for treatment as an inpatient or day case would wait longer than nine weeks.”³ Information published by ISD Scotland shows that only **five per cent of people who attended hospital** (as Inpatient or Day Case) **during the period covered by the survey** (April to September 2015) **had to wait longer than 12 weeks**⁴.

In the inpatient survey, around five in six people (**85 per cent**) thought that the **wait to be admitted to hospital** after they were referred **was reasonable**, a decrease of three percentage points from 2014.

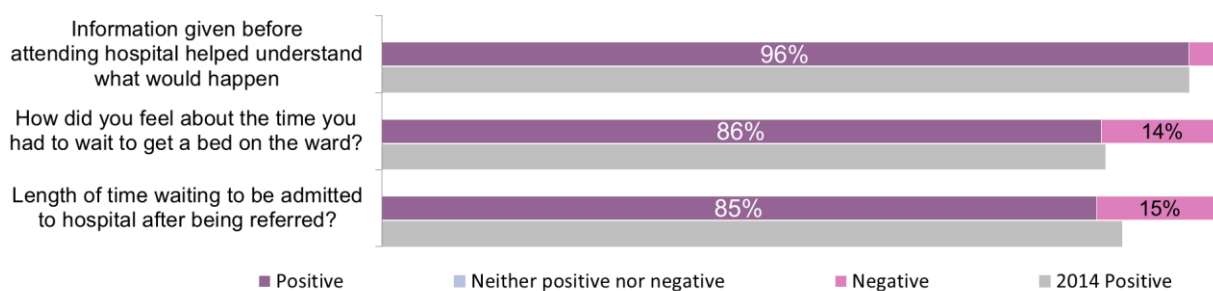
Of the **15 per cent** who felt the wait was unreasonable, **91 per cent** felt that the **wait was too long** and **nine per cent** felt the **wait was too short**.

³ <https://isdscotland.scot.nhs.uk/Health-Topics/Waiting-Times/Publications/2013-08-27/2013-08-27-WT-IPDCOP-Report.pdf?77648562193> and <https://isdscotland.scot.nhs.uk/Health-Topics/Waiting-Times/Publications/2013-11-26/2013-11-26-WT-IPDCOP-Report.pdf?40821474791>

⁴ www.isdscotland.org/Health-Topics/Waiting-Times/Publications/2015-11-24/2015-11-24-WT-IPDCOP-Report.pdf

Admission to hospital

Figure 5 Summary of waiting list, planned attendance and waiting after arrival (%)



Waiting to get onto the ward

All patients were asked about the length of time taken to get to a bed on the ward after arrival at hospital:

- **86 per cent** indicated they felt the **wait was reasonable** (Figure 5)

Overall rating of admission to hospital

All patients were asked to rate their overall admission to hospital:

- over four out of five (**82 per cent**) rated their **admission to hospital positively** (Figures 6 and 7)

Figure 6 Breakdown of overall rating of admission to hospital responses (%)

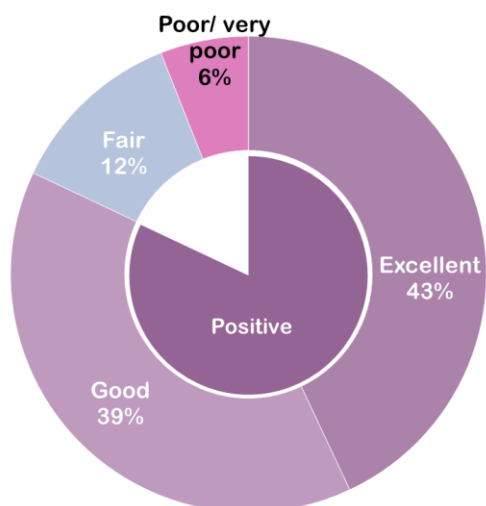
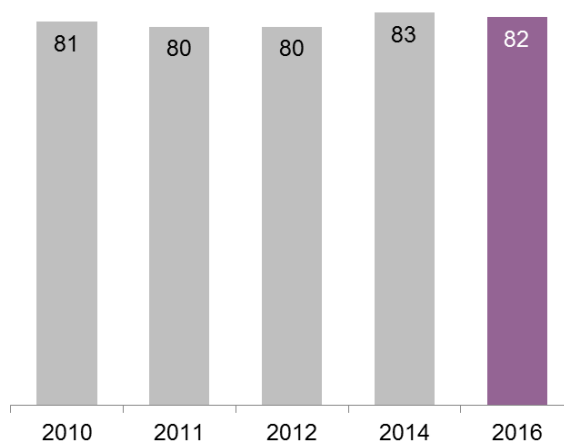
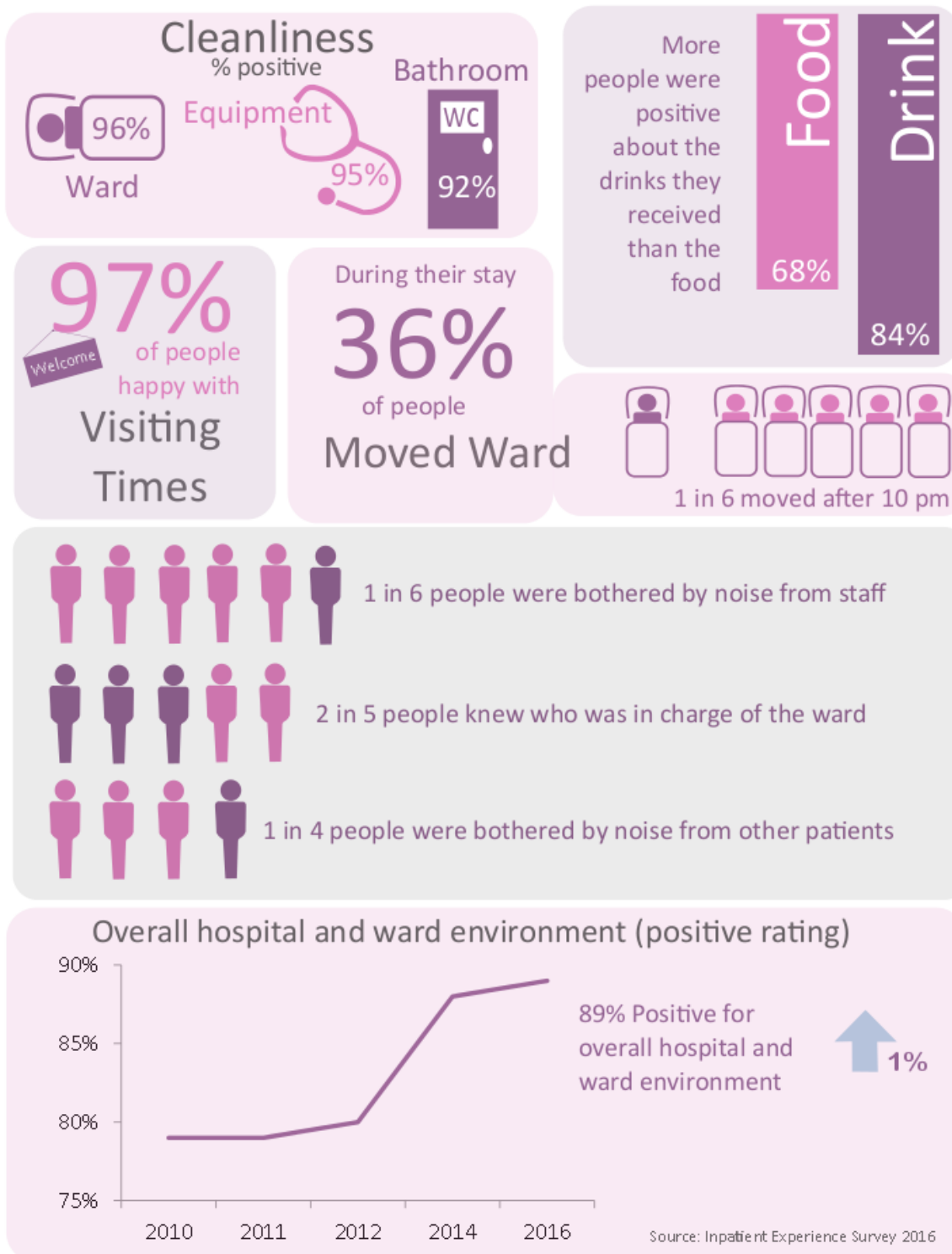


Figure 7 Overall positive rating of admission to hospital responses (%)



RESULTS – HOSPITAL AND WARD ENVIRONMENT

Summary - Hospital and Ward Environment



Summary

At a general level, people rated the hospital and ward environment positively, around nine out of ten (**89 per cent**) rating the **'overall' hospital and ward environment** as **'excellent' or 'good'**, a rise of one percentage point since 2014.

As in previous surveys, when asked about more specific aspects of the hospital and ward environment, responses were mixed. People tended to be most positive about cleanliness and the visiting hours, however they were markedly less positive about food and drinks, noise at night, and knowing which nurse was in charge of the ward.

In general, results for questions relating to the hospital and ward environment saw similar results or an increase in positive ratings from the previous survey in 2014. The only exceptions to this were in relation to the availability of hand-wash gels and the time taken to get assistance, which both saw a decrease in percentage positive response.

The hospital and ward environment

People were positive about their overall rating of the hospital and ward environment: around nine out of ten (**89 per cent**) rated the **hospital and ward environment positively**, a rise of one percentage point from 2014 (Figures 8 and 9).

Figure 8 Overall rating of the hospital ward and environment (%)

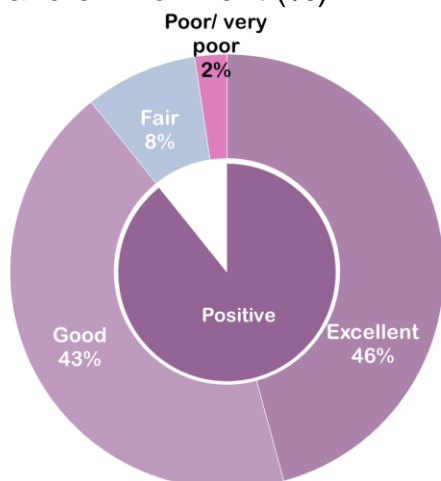
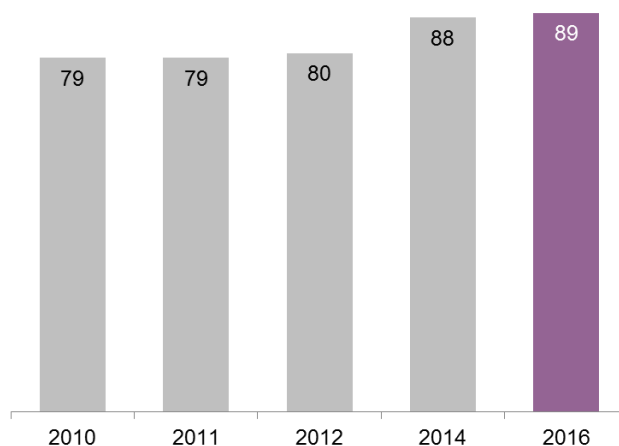


Figure 9 Overall rating of the hospital ward and environment (%)



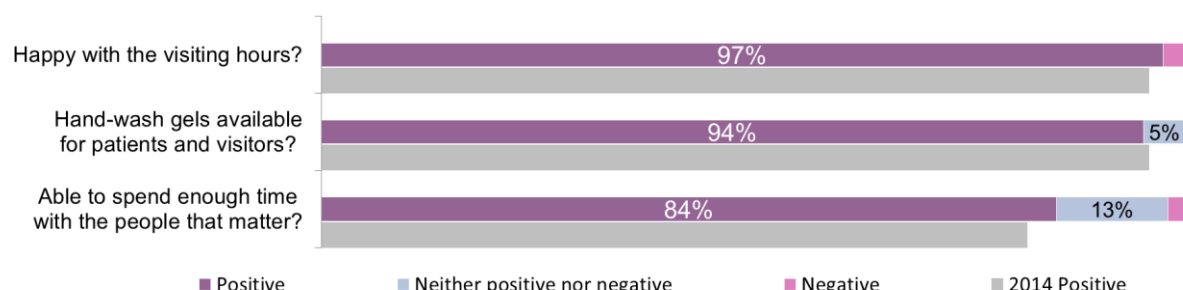
As well as providing an overall rating, people were asked how much they agreed or disagreed with eight statements covering:

- hospital and ward environment: cleanliness; noise at night; catering and drinks; receiving assistance; impact of other patients and visitors
- overall rating of the hospital and ward environment.

Hospital and ward environment

In addition they were asked to indicate the extent to which they were content with the visiting hours, ability to spend time with others and the availability of hand gels (Figures 10 to 12).

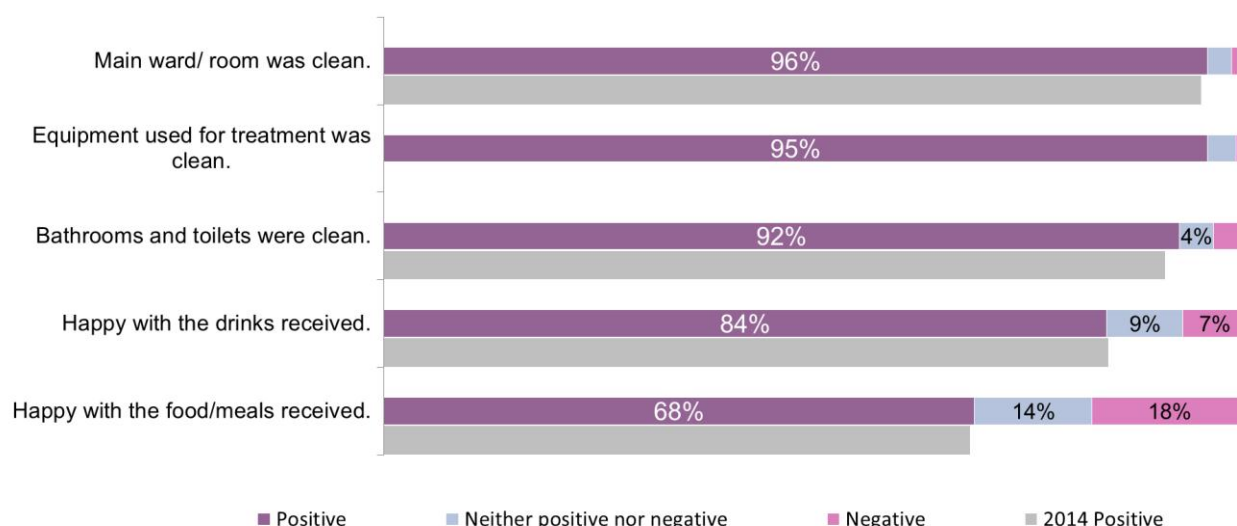
Figure 10 Summary of hospital visiting (%)



In general, responses were mixed. People were most positive about the following statements regarding the hospital ward:

- **97 per cent** were **happy with the visiting hours**, a rise of two percentage points from 2014 (Figure 10)
- **96 per cent** thought the **main ward or room they stayed in was clean**, a rise of one percentage point from 2014 (Figure 11)
- **95 per cent** thought the **equipment used for treatment was clean** (Figure 11)

Figure 11 Summary of the ward environment (%)



However, people were markedly less positive on the following statements regarding the hospital ward:

- around two in five (**43 per cent**) knew which **nurse was in charge of the ward** (Figure 12)

Hospital and ward environment

- over half of people (**55 per cent**) were **not bothered by noise at night from other patients**, with around seven in ten (**69 per cent**) not bothered by noise from **staff** (Figure 12)
- around two in three (**68 per cent**) were happy with the **food/meals** received (Figure 11)

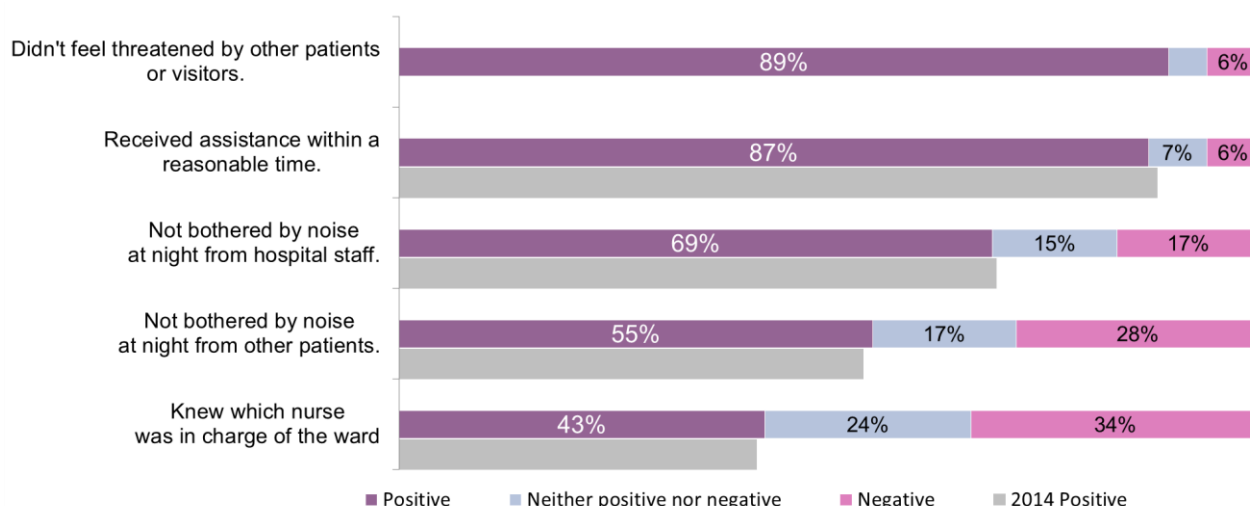
There were slight improvements in peoples' ratings of cleanliness (ward/room and bathroom/toilets) which both showed an increase of one percentage point from the 2014 survey.

Improvement was also seen in people's rating of **being able to spend enough time with the people that mattered, 84 per cent** felt they had enough time, a rise of three percentage points from the 2014 survey.

People were slightly less positive than in 2014 about the availability of hand-wash gel for patients and visitors, and receiving assistance within a reasonable time. Both fell by one percentage point.

There was some variation in results for NHS Boards around knowing which nurse was in charge of the ward, results ranged from 34 per cent to 65 per cent.

Figure 12 Summary of the ward atmosphere and noise (%)



Food and drink

Food and drink play an important part in a patient's recovery and consequently they are subject to national standards for food, fluid and nutritional care in hospitals⁵. NHS Boards' performance in the provision of food, fluid and nutritional care are assessed based on these standards.

⁵ Source: Health Improvement Scotland (previously NHS Quality improvement Scotland)
http://www.healthcareimprovementscotland.org/programmes/patient_safety/nutritional_care_resources/nutritional_care_standards.aspx

Hospital and ward environment

People were asked about the food and drink they had received while in hospital. Food is an area where a substantial percentage of people reported a negative experience, however they were more positive about the drinks they had received (Figure 11):

- around one in six people (**18 per cent**) were **not happy** with the **food** they had received
- around one in 15 people (**7 per cent**) were **not happy** with the **drinks** they had received

As with the previous survey, there was considerable variation between NHS Boards in the responses to the question 'I was happy with the food/meals I received'. Positive response rates ranged from 56 to 91 per cent.

Noise

Noise at night can be disruptive for patients, affecting their sleep and potentially their recovery (Figure 12):

- around one in four people (**28 per cent**) felt they were **bothered at night by other patients** during their hospital stay
- with one in six people (**17 per cent**) reported being **bothered at night by hospital staff**

There was considerable variation between NHS Boards in responses to the question 'I was not bothered by noise at night from other patients'. Positive responses ranged from 37 to 81 per cent. In comparison, there was less variation between NHS Boards in relation to noise at night from staff with results ranging from 56 to 85 per cent.

Knowing who was in charge of the ward

One of the aims of the Leading Better Care programme⁶ was to redefine the role of Senior Charge Nurses. This included making sure that the Senior Charge Nurse is visible and accessible to patients. People were asked if they knew **who is in charge of the ward** (Figure 12):

- around two in five (**43 per cent**) indicated that they knew who was in charge of the ward **all or most of the time**,
- **24 per cent** indicated that they knew who was in charge of the ward **some of the time**

⁶ www.evidenceintopractice.scot.nhs.uk/leading-better-care/releasing-time-to-care.aspx

Hospital and ward environment

- **12 per cent** indicated that they **did not know** who was in charge of the ward **but they would have liked to** know
- the remaining **22 per cent** indicated that they **did not know** who was in charge of the ward, but it **didn't bother them**

These results show that people still find it difficult to identify who was in charge of the ward; over one third of people indicated that they didn't know which nurse was in charge of the ward. It is worth noting however, that **of these people who did not know**, the majority (**64 per cent**) were **not bothered by this**.

Single rooms

People were asked if they had a **single room** at any time during their most recent stay in hospital:

- two out of five (**41 per cent**) indicated that they had a single room
- three out of five (**59 per cent**) were not in a single room

Most people, four in five (**81 per cent**), were **happy about whatever room(s) they had occupied**, irrespective of whether they had had a single room or not (Table 2).

However, additional analysis has shown that those in a single room were more likely to be happy with their room. The majority of people (**91 per cent**) in a single room responded positively about the room they were in whereas only three quarters (**75 per cent**) of those patients who did not have a single room were happy about it.

Table 2 Experience of different room types

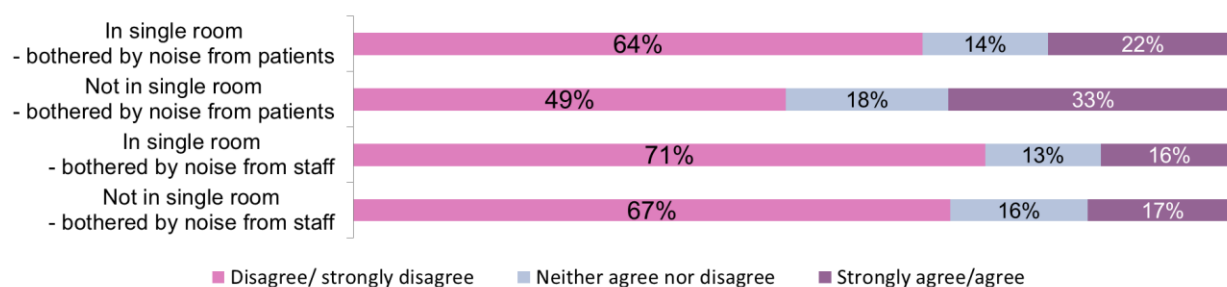
Statement	Happy with room (%)	Would have preferred another room (%)	Total (%)
Stayed in a single room	37	4	41
Did not stay in a single room	45	15	59
Total	81	19	100

Single room and noise by patients and staff

As might be expected, those who had been in a single room were less likely to have been bothered by noise at night by patients than those that did not have a single room (**22 per cent** vs. **33 per cent**). However, there was little difference when it came to being bothered by noise from staff (**16 per cent** vs. **17 per cent**) (Figure 13).

Hospital and ward environment

Figure 13 Being bothered at night by patients or staff by whether patient had single room or not (%)



Moving wards

Moving wards can be disruptive to patients and in cases where patients are moved from a specialist ward to a ward treating different conditions known as ‘boarding’, it can result in longer hospital stays⁷. It can also increase in the risk of infections spreading. Effective management of patient flows through hospital is a key priority for NHS Boards to minimise the need for moves.

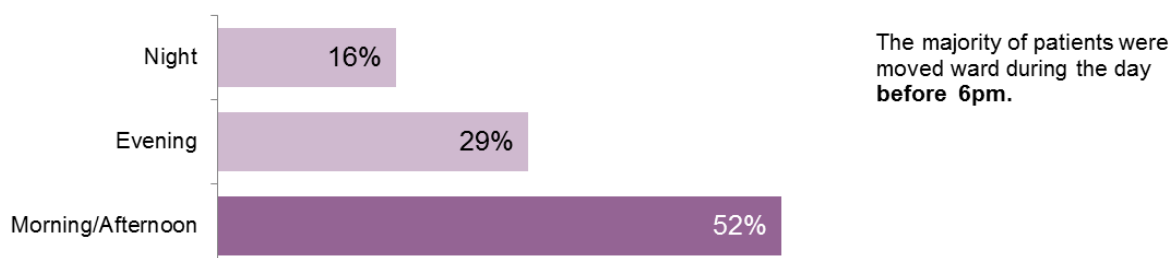
We asked people to indicate whether they moved wards during their stay and if so the time of day (Figure 14):

- over a third of people (**36 per cent**) had **moved ward at least once** during their hospital stay

Of those that moved:

- over half (**52 per cent**) were moved **during the day**
- one in six (**16 per cent**) were moved during the **middle of the night** (i.e. after 10 pm)

Figure 14 Time of day patients were moved ward (%)



Patients that had moved ward were also asked whether the ward moves were well-managed. Of those that had moved wards, seven out of ten (**70 per cent**) felt that their **moves had been managed well** (Figure 15).

⁷ 'Unnecessary ward moves' by Prof. McMurdo and Dr Witham from the University of Dundee <http://app.dundee.ac.uk/pressreleases/2013/july13/wardmoves.htm>

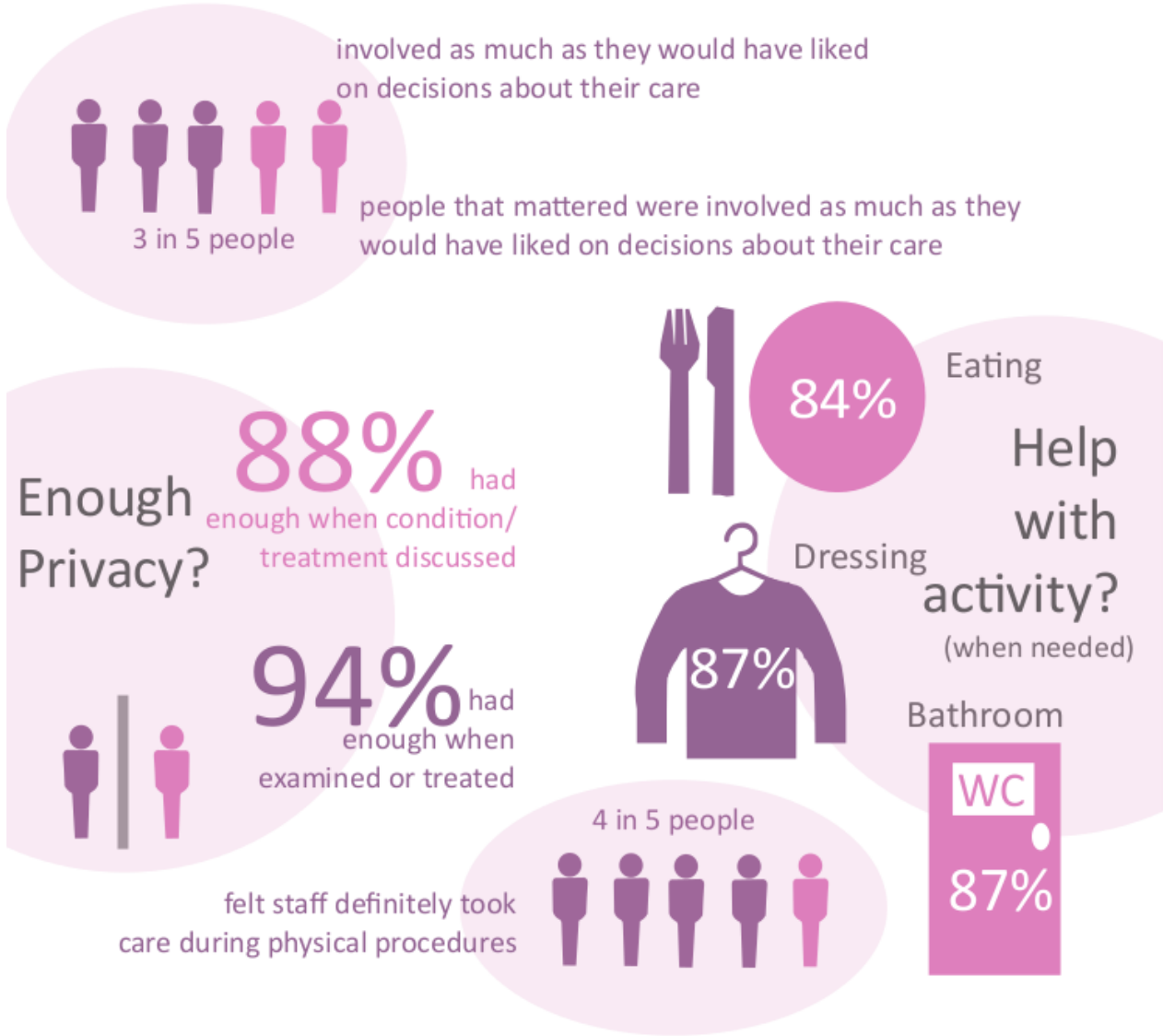
Hospital and ward environment

Figure 15 Experience of whether ward moves managed well (%)

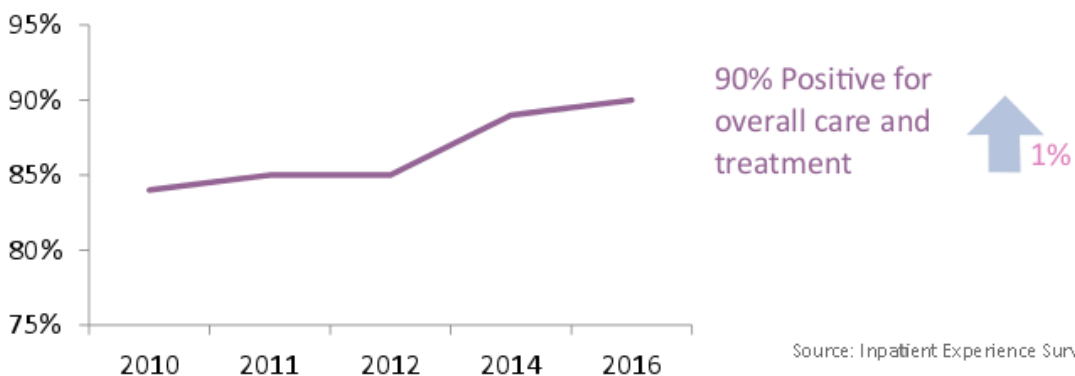


RESULTS – CARE AND TREATMENT

Summary - Care and treatment



Overall care and treatment (positive rating)



Summary

People mainly rated their care and treatment positively, over nine out of ten (**90 per cent**) rated their **care and treatment** as **'excellent' or 'good'**.

In general, results for questions relating to care and treatment either remained steady or improved from the previous survey in 2014. The only exception to this was in relation to help with eating and drinking, which saw a decrease in the positive response.

The least positive findings related to involvement in decisions about care and treatment. A significant number of people were either not involved in decisions as much as they would like or felt that the people that mattered to them (e.g. friends and family) were not involved as much as they would like.

In both cases, the bulk of those not fully involved were involved 'to some extent'. However, these results suggest that there is still scope for improvement.

Overall rating

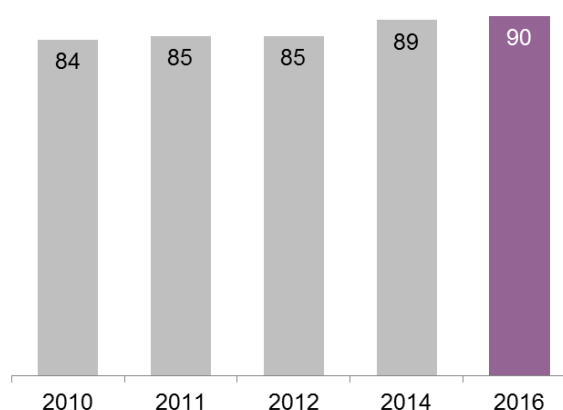
People were asked to provide an overall rating of the care and treatment that they received. Over nine out of ten (**90 per cent**) rated their **treatment and care positively** (Figures 16 and 17).

Positive results for NHS Boards varied between 86 per cent and 99 per cent.

Figure 16 overall rating of care and treatment (%)



Figure 17 overall rating of care and treatment (%)



Care and treatment

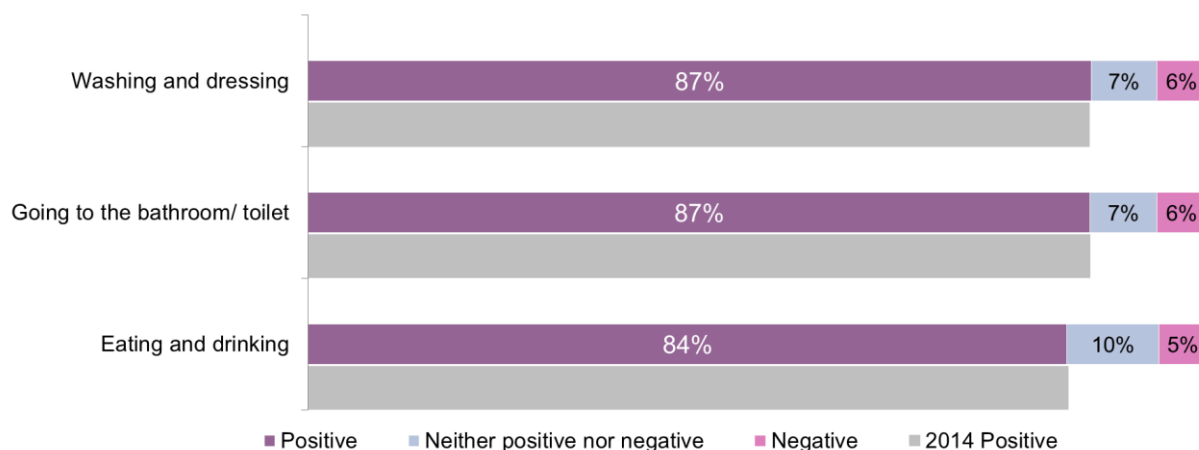
People were asked the extent to which they agreed with a number of statements covering their care and treatment.

Care and treatment

The results for these statements were very favourable, with even the lowest ranked statement receiving a positive response of 84 per cent.

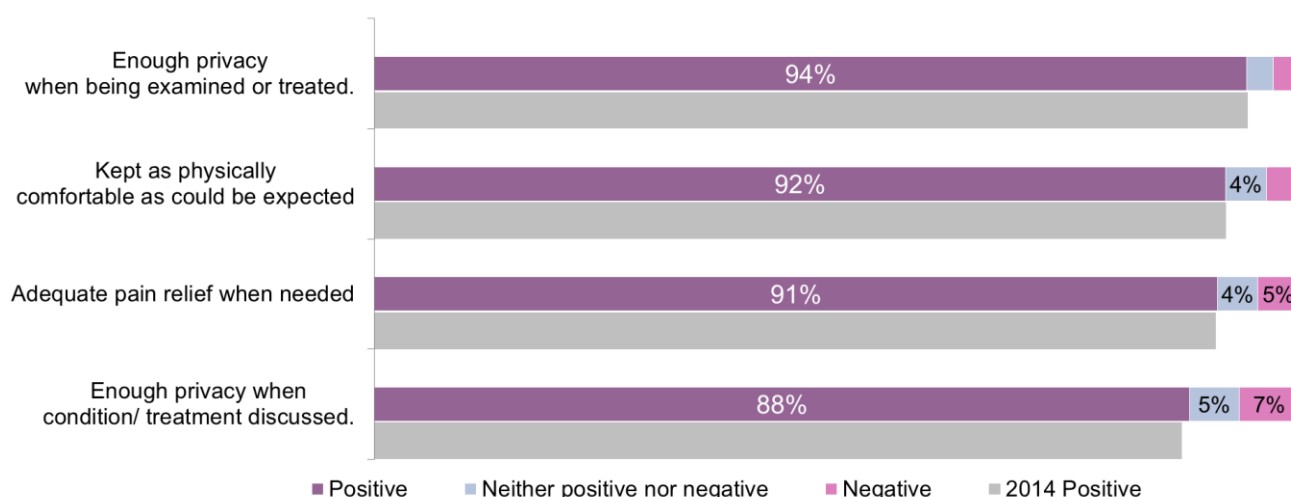
The percentage of people answering positively to questions which related to the help provided from staff ranged from **84 per cent** for **eating and drinking** to **87 per cent** for both going to the **bathroom / toilet** and **washing and dressing** (Figure 18).

Figure 18 Summary of help provided, when needed (%)



As seen in previous surveys, there was an interesting contrast for the two statements relating to privacy. People rated **privacy 'when being examined or treated'** most positively (**94 per cent positive**) of all the care and treatment statements. However **privacy when their condition and treatment were being discussed** was rated six percentage points lower at **88 per cent positive** (Figure 19).

Figure 19 Summary of privacy and pain relief (%)



Care and treatment

This difference has been evident in even greater degrees in previous surveys^{8,9}. The discrepancy could be down to the fact that the standard method of creating privacy – drawing a sheet drawn around the bed - may effectively block patients from sight but does little to stop other patients from overhearing any discussions going on within.

Involvement with care and treatment

People were asked the extent to which they were involved in decisions about their care and treatment.

A small percentage of people (**three per cent**) noted that they had **not wished to be involved in decisions** about their care and treatment

Of those that did want to be involved:

- around three in five (**62 per cent**) were **definitely involved** as much as they wanted to be
- **32 per cent** were **involved to ‘some extent’**
- **seven per cent** had **not been involved**

This suggests that a large proportion of patients (around two in five, **39 per cent**) were **not involved as much as they wanted to be**.

A similar question was asked regarding **the involvement of friends and family in decisions** about care and treatment. There was a similar pattern in responses although a larger proportion of people (around one in three (**32 per cent**)) did **not need the people that matter to them to be involved**.

Amongst those that did want them to be involved:

- around three in five (**57 per cent**) responded that the people that matter to them were **‘definitely’ involved** as much as they had wanted them to be
- **32 per cent** responded that they had been **involved ‘to some extent’**
- the remaining **11 per cent** responded that the people that matter to them had **not been involved**

A significant proportion of patients did not therefore receive the involvement of themselves or the people that matter to them that they would have liked. In both cases the bulk of these had involvement ‘to some extent’, suggesting that the

⁸ Scottish Inpatient Patient Experience Survey 2012:
www.scotland.gov.uk/Publications/2012/08/8317/5

⁹ Scottish Inpatient Patient Experience Survey 2011:
www.scotland.gov.uk/Publications/2011/08/25164241/5

Care and treatment

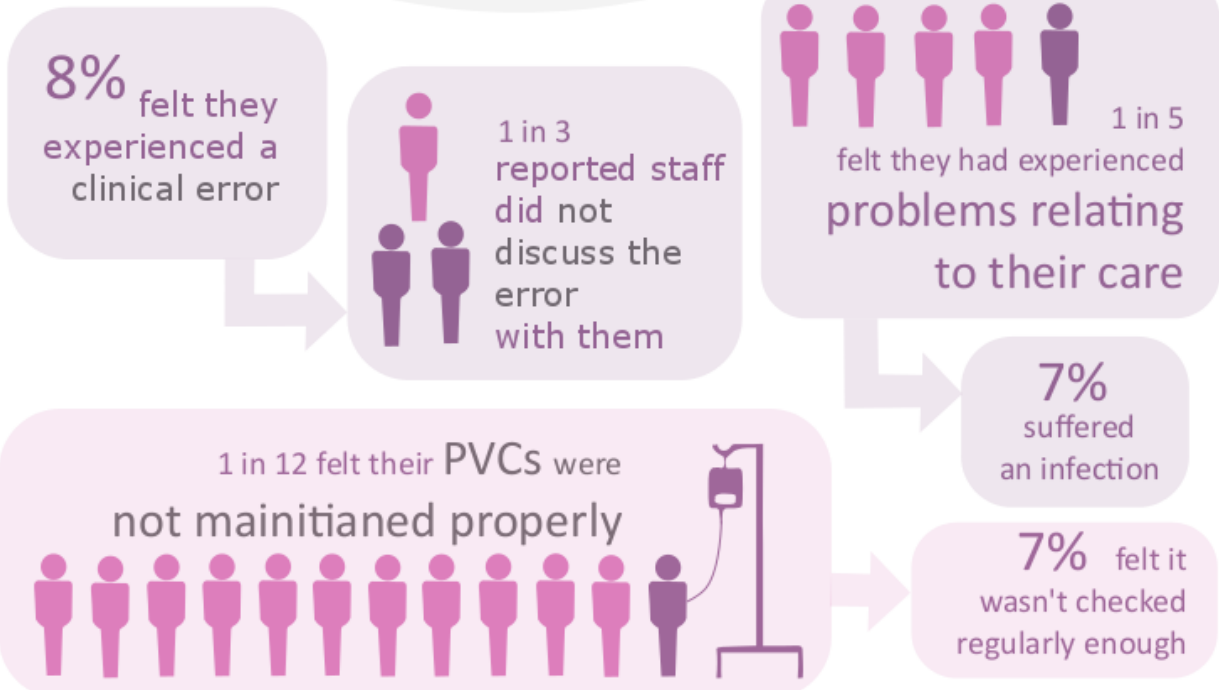
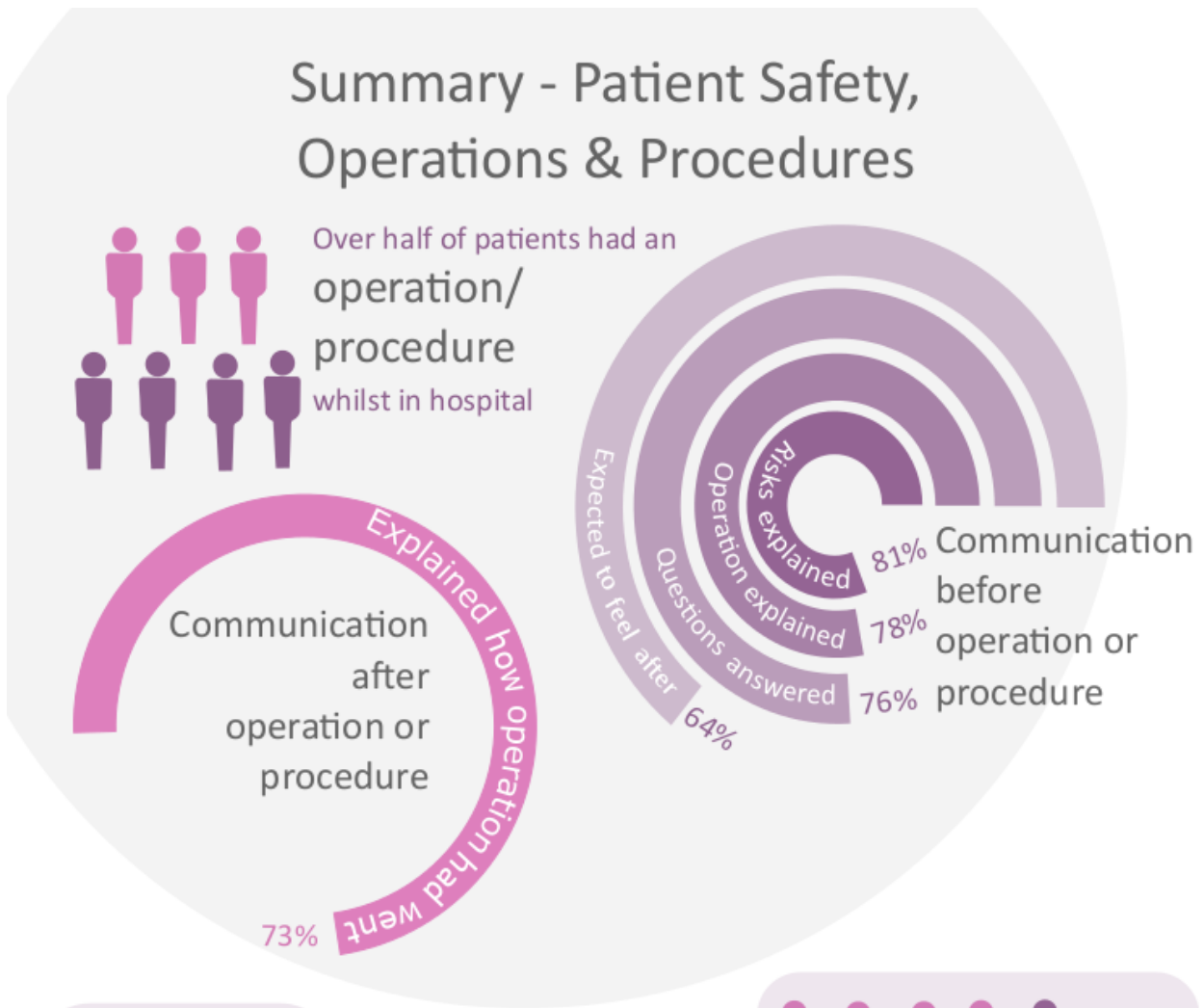
patient and those close to them are not being removed from the decision making process completely. However, the responses still indicate that more could be done to ensure that patients and those close to them are more fully involved in decisions about care and treatment.

Care Taken

People were asked whether **staff took adequate care** when carrying out physical procedures:

- around four in five (**81 per cent**) felt that staff **'definitely'** did take adequate care
- **16 per cent** felt adequate care was taken **'to some extent'**
- the remaining **three per cent** felt **adequate care was not taken**

RESULTS – PATIENT SAFETY



*Peripheral Venous Cannulas

Source: Inpatient Experience Survey 2016

Summary

The survey found that one in five people (**20 per cent**) felt that they had **experienced problems during their hospital stay** such as infections, bed sores, reactions to medications, or falls.

Eight per cent of people felt that they had **experienced clinical errors** during their stay in hospital, the most common being 'delayed or incorrect test results'. The survey results further suggested that where clinical errors occurred, they were not always dealt with to patients' satisfaction. In over a third of instances (**35 per cent**) people reported that **staff did not discuss the error with them** and in **41 per cent** of cases patients were **not satisfied with how the errors were dealt with**.

There was also a specific question relating to drips and needles in patients' veins. This found that one in 12 people felt that either: their drip was not checked regularly enough; their drip was not changed when required; or their drip was not removed quickly enough.

Introduction

The Scottish Patient Safety Programme¹⁰ was launched in 2008 to improve the safety and reliability of healthcare and reduce harm, whenever care is delivered whether in acute or community settings. Within adult acute care, the programme is now organised into nine priority areas for improvement¹¹ which includes reducing:

- mortality and harm from sepsis
- falls
- pressure ulcers
- medicine errors
- catheter associated infections

Whilst in hospital it is not unknown for a patient's condition to deteriorate for various reasons. It is important that patients are appropriately monitored and that they get an effective, timely response. The SIGN recommendations on Care of deteriorating patients¹² set out the essential elements for prompt and reliable recognition of and appropriate response to deteriorating patients in Scotland's acute health care settings.

Response to worsening of patients' condition.

Almost a quarter of people responding to the survey (**23 per cent**) reported that they had experienced a **worsening of their condition** whilst in hospital.

In situations where people felt that their condition had worsened, over one in ten people (**11 per cent**) felt that the **staff did not respond quickly**. Whilst this does

¹⁰ Scottish Patient Safety Programme: www.scottishpatientsafetyprogramme.scot.nhs.uk/

¹¹ Scottish Patient Safety Programme – Acute adult
www.scottishpatientsafetyprogramme.scot.nhs.uk/programmes/acute-adult

¹² www.sign.ac.uk/pdf/SIGN139.pdf

mean that in the vast majority of instances (**89 per cent**) **staff did respond quickly**, a figure of over one in ten suggests that there is scope for improvement from the patient's perspective.

Some caution would be advised in interpreting these results. These figures relate to patients' own assessment of their condition and the survey does not provide information on how serious the deterioration was, nor whether the situation experienced by the patient would constitute a deterioration in condition as judged by a health professional.

Peripheral cannulas

Peripheral venous cannulas [PVCs] are widely used in a hospital setting: it has been estimated that as many as one in three hospital patients has one at any given time¹³. PVCs are associated with potential medical complications, such as bloodstream infections, which can have serious consequences.¹⁴

Observation and monitoring are crucial to identifying complications at an early stage. Both the Royal College of Nursing and Health Protection Scotland recommend that PVC sites are checked at least on a daily basis¹⁵. It is further recommended that the site is checked during injection of drugs, when IV fluid bags are changed and when drip flow rates are checked. PVCs should be removed as soon as they become clinically unnecessary.

In order to assess how well patients felt that their PVCs were maintained, Patients who had a PVC were asked whether it was checked regularly enough, whether it was changed when required, and whether it was removed quickly enough (Table 3):

- almost nine out of ten (**92 per cent**) who had PVCs had **no concerns** with how they were maintained
- the remaining **8 per cent** felt that their **PVCs** were **not being maintained appropriately**
- the most common failing reported (**seven per cent**) was that patients felt that their drip was **not checked regularly enough**

¹³ NHS Scotland National HAI Prevalence Survey. Volume 1 of 2: Final Report
www.documents.hps.scot.nhs.uk/hai/sshaip/publications/national-prevalence-study/report/full-report.pdf

¹⁴ Care of peripheral venous cannula sites, Nursing Times:
www.nursingtimes.net/Journals/2012/08/22/b/k/e/210812Care-of-peripheral-venous-cannula-sites.pdf

¹⁵ Royal College of Nursing : <http://ivtherapyathome.heartofengland.nhs.uk/wp-content/uploads/2013/05/RCN-Guidelines-for-IV-therapy.pdf>

Health Protection Scotland: www.documents.hps.scot.nhs.uk/hai/infection-control/evidence-for-care-bundles/literature-reviews/pvc-insertion-review.pdf

Patient Safety

Table 3 Summary of peripheral venous cannulas [PVCs] maintenance (%)

Statement	%
Not checked regularly enough	7
Not changed when required	4
Not removed quickly enough	5
At least one of the above	8

Harm or injuries to patients

People were asked for their views regarding problems that may have arisen during, or as a result of, their hospital stay. People were asked to indicate whether they had experienced any of the following:

- Infection (e.g. urinary tract infection, surgical wound infection, MRSA, *C.Diff* etc.)
- Blood poisoning/sepsis
- Blood clot (e.g. Deep Vein Thrombosis [DVT], Embolism)
- Bed sore (pressure sore)
- Injury from falling over
- Bad reaction to medication
- Complication from surgery
- Any other problems

One in five people (**20 per cent**) had experienced at least **one of the problems listed**. By far the most common was an infection, with **seven per cent** of patients experiencing an **infection** during their inpatient stay (Table 4).

Four per cent of respondents selected the option 'any other problems'. As a result it is not clear what problem they will have been considering when responding to this question.

Table 4 Summary of harm or injuries experienced during hospital stay (%)

Harm or injuries	%	Change from 2014
Infection	7	-1
Blood poisoning/sepsis	1	0
Blood clot	1	0
Bed sore (pressure sore)	2	0
Injury from falling over	1	0
Bad reaction to medication	4	0
Complication from surgery	3	0
Any other problems	4	0
At least one of the above	20	1

The Patient Rights Act 2011 includes the principle that “no avoidable harm or injury is to be caused to the patient by the healthcare provided”¹⁶. The question of whether any harm was avoidable is complex and needs to be considered in local

¹⁶ Patient Rights (Scotland) Act 2011 principles: <http://www.legislation.gov.uk/asp/2011/5/schedule>

review on an individual basis. The above information does not distinguish harms that might have been avoidable.

Clinical errors

People were also asked whether they had experienced any of five listed clinical errors:

- Incorrect diagnosis
- Wrong treatment
- Incorrect medicines
- Incorrect doses of medicines
- Delayed or incorrect test results

Eight per cent of people responding to the survey felt that they had experienced at least one of the **clinical errors** listed. The most common of these was **'delayed or incorrect test results'**, which was experienced by **three per cent** of patients (Table 5).

Table 5 Summary of clinical errors experienced during hospital stay (%)

Clinical error	%	Change from 2014
Incorrect diagnosis	2	0
Wrong treatment	1	0
Incorrect medicines	2	0
Incorrect doses of medicines	1	-1
Delayed or incorrect test results	3	0
At least one of the above	8	1

Responding to clinical errors

An important aspect of reducing and managing risk is to ensure that when mistakes do occur they are acknowledged and dealt with. The Learning from adverse events through reporting and review: A national framework for NHSScotland approach¹⁷ stressed that the needs of the patient and their family should be addressed as a priority when something has gone wrong. This includes being open and honest about what has happened and communicating about any reviews or improvement plans.

Where patients felt that any of the five clinical errors above occurred during their care, they were asked whether staff had discussed the error with them (Figure 20):

- over one in three people (**35 per cent**) reported that **staff did not discuss the error with them**
- **44 per cent** had the event discussed with them **'to some extent'**

17

http://www.healthcareimprovementscotland.org/our_work/governance_and_assurance/management_of_adverse_events/national_framework.aspx

Patient Safety

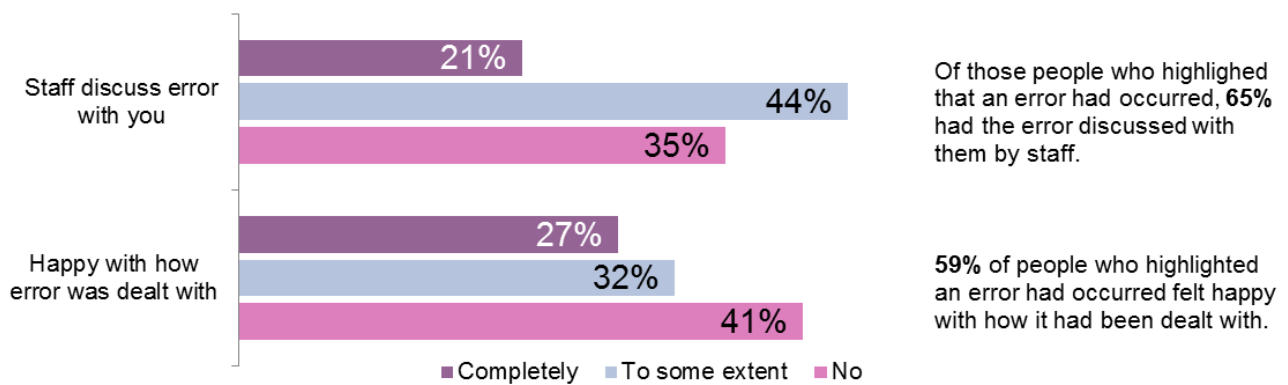
- **21 per cent** had the issue discussed with them **'completely'**

These results suggest that, when mistakes do errors do occur, more could be done to discuss the situation with the patient.

People were also asked whether they were **satisfied with how the events had been dealt with** (Figure 20):

- around two in five (**41 per cent**) indicating that they were **not satisfied**
- **32 per cent** indicated that they were **satisfied 'to some extent'**
- **27 per cent** were **'completely' satisfied**, a rise of two percentage points from 2014

Figure 20 Summary of how satisfied patients were with how clinical errors were dealt with (%)



RESULTS – OPERATIONS AND PROCEDURES

Summary

Over half of the people who responded to the survey had an operation or procedure during their most recent stay in hospital. In general, people were mostly positive about the explanations provided before and after the operation or procedure with all showing a rise in positive ratings from 2014.

However results suggested that more could be done to prepare patients for how they could expect to feel after the operation or procedure has been completed.

Operations and procedures

Over half of respondents (**54 per cent**) had an **operation or procedure** during their most recent stay in hospital.

Good communication before and after surgery is essential. It assists patients in understanding the risks, benefits and possible outcomes of surgery and can assist in aiding recovery and adherence to medical treatment.

Those who indicated they had an operation or procedure were asked about the explanations staff provided before and after their surgery (Figure 21).

People who had surgery were most positive about the explanations given **beforehand** around surgery (Figure 21):

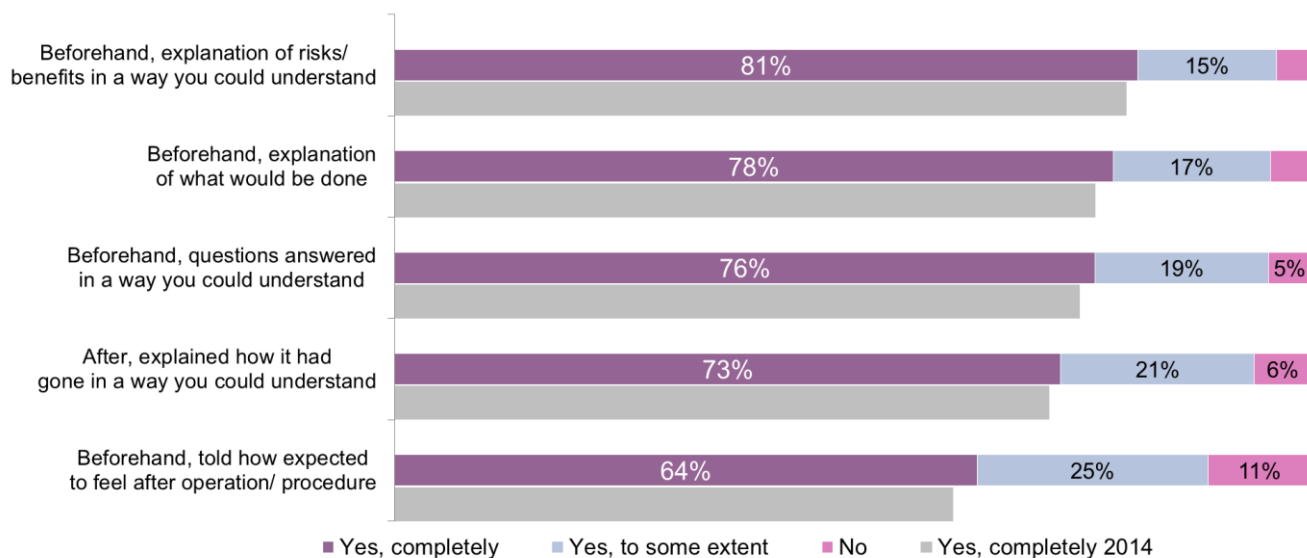
- around four out of five (**81 per cent**) indicated they were told '**completely**' about the **risks and benefits of surgery**
- around four out of five (**78 per cent**) indicated '**yes completely**' whether **staff provided explanations about the operation** itself, a rise of two percentage points from 2014
- over three out of four (**76 per cent**) indicated that their **questions were answered in a way they could understand**

One area where people were less positive was around **explanations** about how they **would feel after the operation**; around two out of three people (**64 per cent**) responded '**yes completely**' to this question, a rise of three percentage points from 2014 (Figure 21).

Although it may be easier for staff to provide explanations about the mechanics and risks and benefits of the procedure, it is important to convey how patients might feel afterwards to prepare them for what to expect.

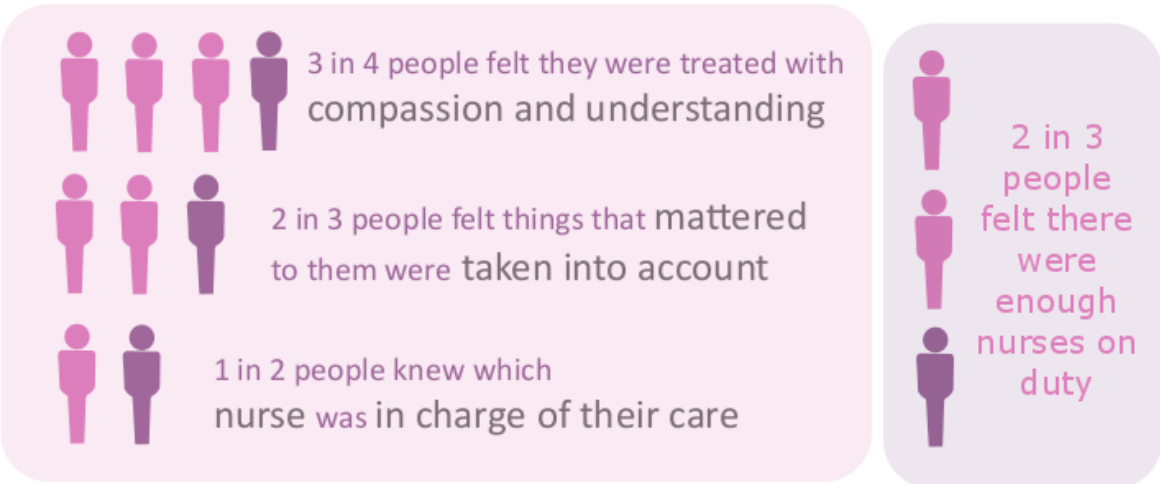
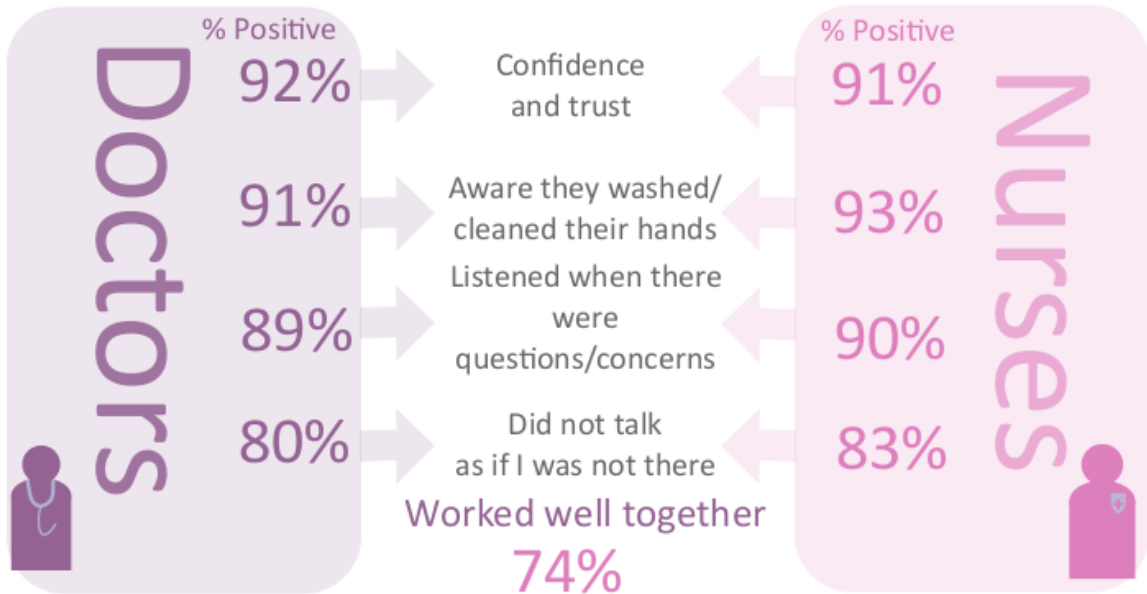
Operations and Procedures

Figure 21 Summary of communication prior to and after operations and procedures (%)

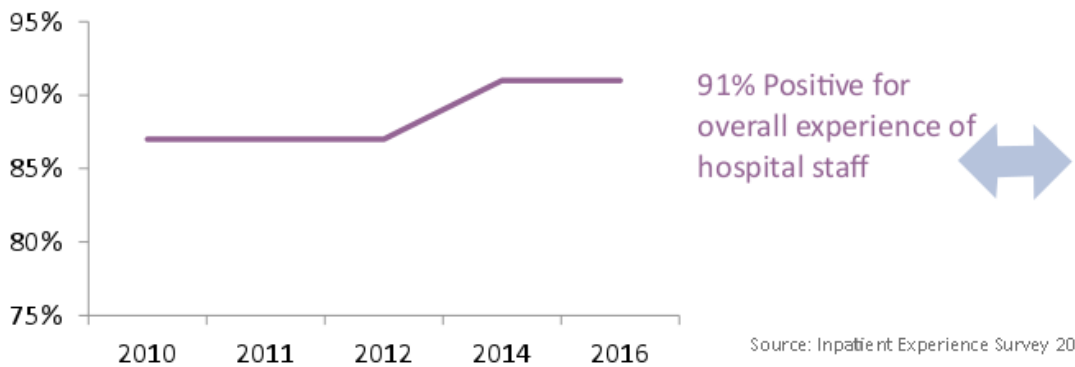


RESULTS – STAFF

Summary - Staff



Overall experience of hospital staff (positive rating)



Source: Inpatient Experience Survey 2016

Summary

Overall people were largely positive about their experiences of hospital staff. With all staff related questions results either showing similar results to the previous survey in 2014 or the positive rating increasing slightly.

The overall rating for staff patients came into contact with was mainly positive, over nine out of ten people (**91 per cent**) rated staff as **'excellent' or 'good'**.

Results also suggested that more could be done to improve some areas of communication, particularly with doctors. One in ten people (**ten per cent**) reporting that **doctors had talked in front of them as if they were not there**.

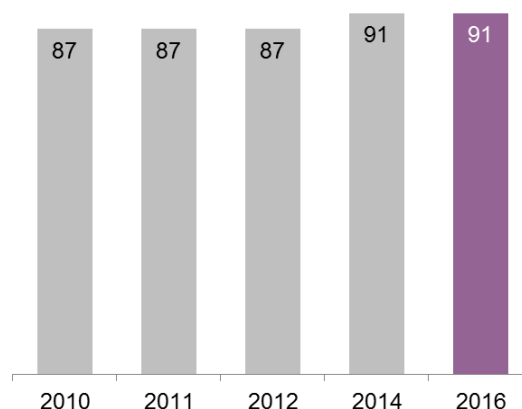
Overall rating of staff

People were asked to provide an **overall rating of the staff** they came into contact with, nine out of ten (**91 per cent**) rating the staff **positively** (Figure 22 and 23).

Figure 22 Overall, how would you rate all the staff you came into contact with? (%)



Figure 23 Overall, how would you rate all the staff you came into contact with? (%)



Support and compassion questions

People were asked how well patients' care was organised and whether staff took account of the things that matter to patients, emotional support, and compassion and understanding (Figure 24):

- three out of four people (**75 per cent**) said that staff had **'always'** treated them with **compassion and understanding**
- three out of four (**74 per cent**) indicated that **staff** had **'definitely' worked well together** in organising their care

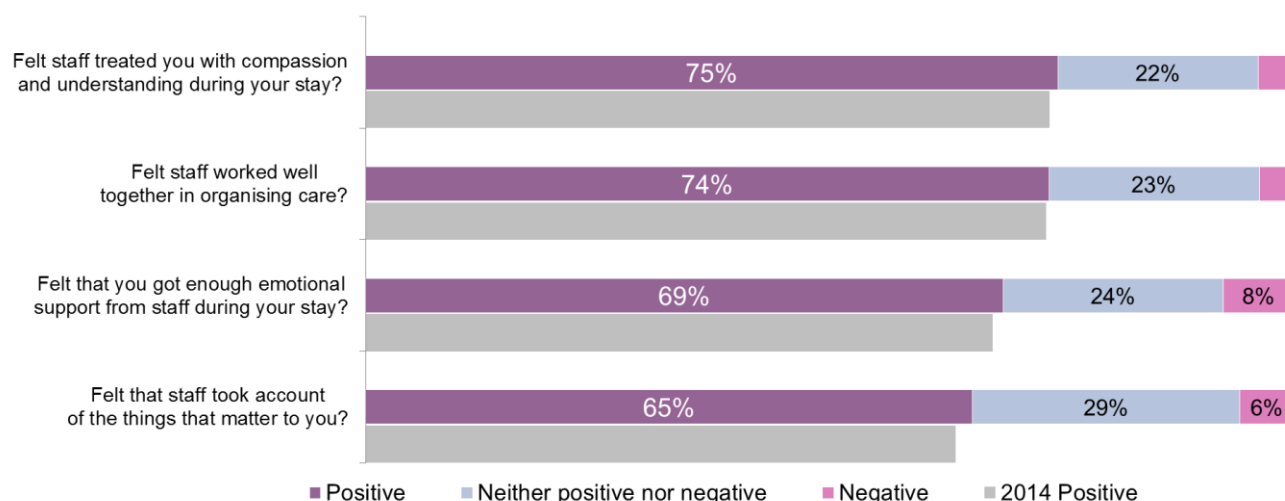
Staff

People were less positive about whether staff had taken into account the things that mattered to them and about emotional support (Figure 24):

- around two thirds (**65 per cent**) indicated that staff had **'definitely' taken account** of the **things that mattered** to them, a rise of one percentage points from 2014
- similar proportion (**69 per cent**) indicated that they **'always' received emotional support** from staff

These questions use a response scale different from most of the questions mentioned previously in the report, which may have had an effect on the way people responded, lowering the response rate to the positive option and increasing the percentage of options 'to some extent' or 'sometimes', which would typically be considered as neutral.

Figure 24 Summary of general staff questions (%)



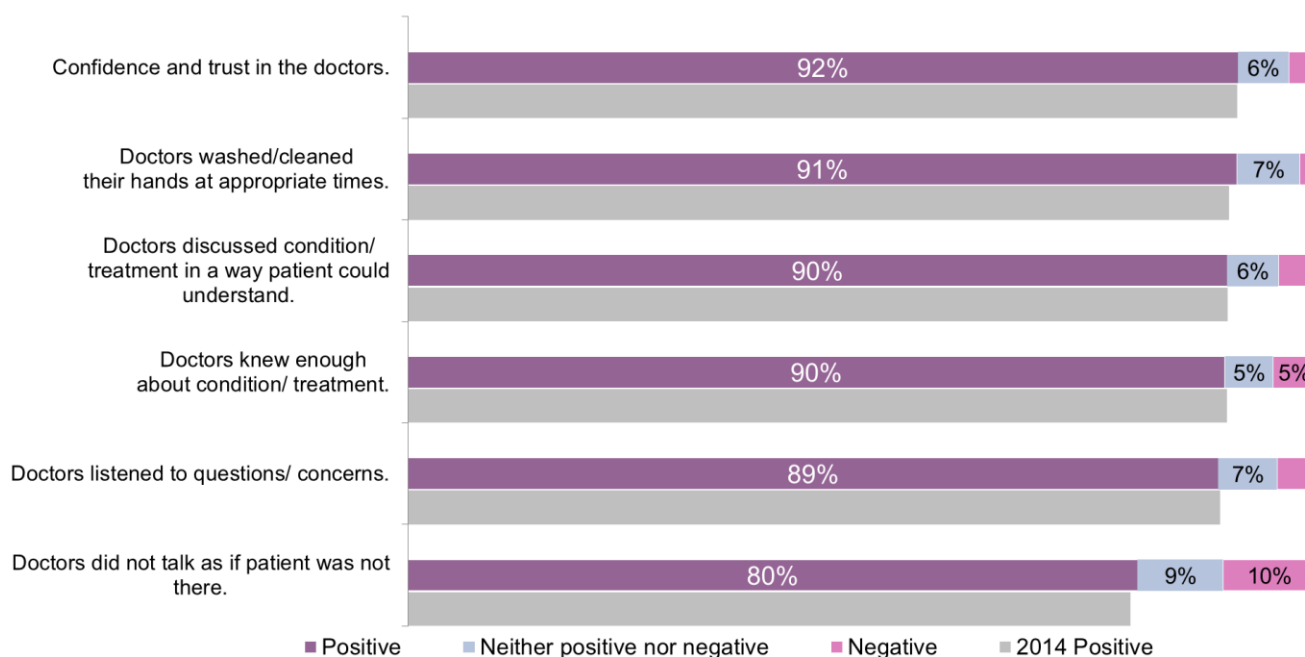
Doctors

People were asked how much they agreed or disagreed with six statements about doctors (Figure 25).

The percentage of people answering positively ranged from **80 per cent** (**'Doctors did not talk in front of me as if I was not there'**) to **92 per cent** (**'I had confidence and trust in the doctors treating me'**).

Staff

Figure 25 Summary of doctor-specific questions (%)



Nurses

People were asked how much they agreed or disagreed with six statements about nurses (Figure 26).

The percentage of people responding positively ranged from **83 per cent** ('**Nurses didn't talk in front of me** as if I was not there') to **93 per cent** ('**As far as I was aware nurses washed/cleaned their hands** at appropriate times').

Releasing Time to Care¹⁸

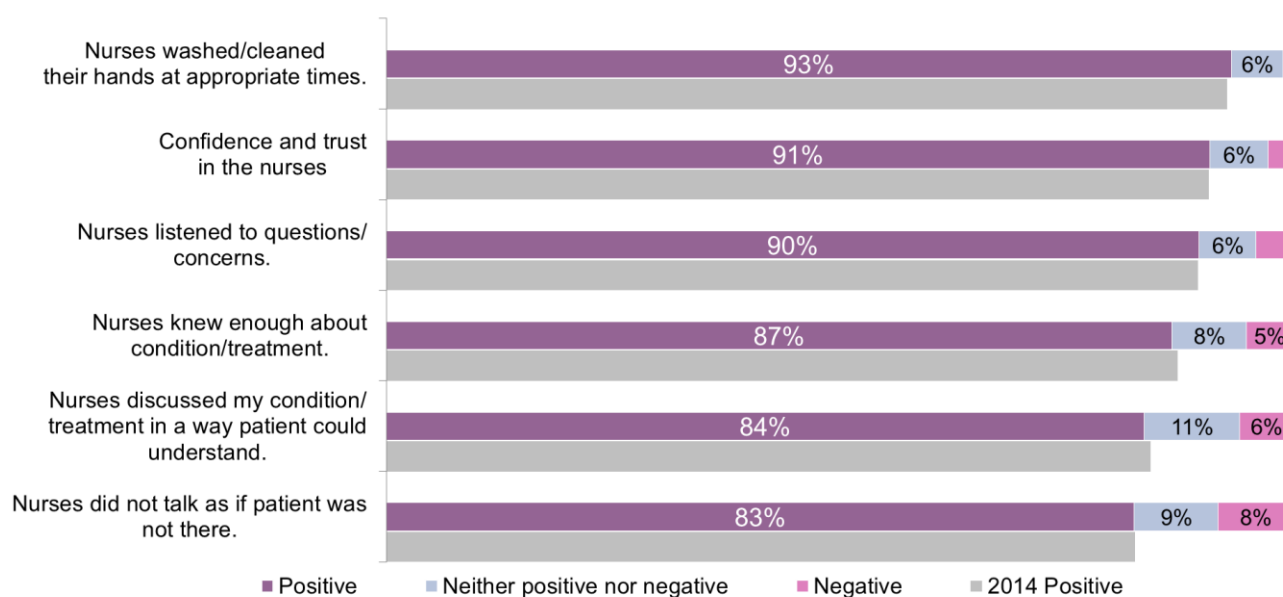
The Releasing Time to Care (RTC) Programme was offered to all NHS Boards in April 2009 and its final report¹⁹ recommended that all fifteen boards adopted the recommendations for sustainability and spread. One of the aims of the programme is to increase the proportion of time nursing staff spend on direct patient care. People were positive (**90 per cent**) about **nurses listening to them if they had any concerns or questions**.

¹⁸ www.healthcareimprovementscotland.org/our_work/person-centred_care/releasing_time_to_care.aspx

¹⁹ www.healthcareimprovementscotland.org/our_work/person-centred_care/releasing_time_to_care/rtc_final_report.aspx

Staff

Figure 26 Summary of nurse-specific questions (%)



Hand washing

The practice of staff routinely washing and cleaning hands after contact with patients is essential to control the spread of infection within hospitals. As part of the National Hand Hygiene campaign NHS boards undertook bi-monthly audits of hand hygiene between 2007 and September 2013. From 1st October 2013 individual NHS Boards have been responsible for monitoring and reporting of compliance data²⁰.

The results of the survey show that patients thought that nurses and doctors washed their hands at appropriate times; only one and two per cent of patients disagreed that nurses and doctors respectively washed their hands which are similar results to 2014.

Nurses in charge of care

People were asked if they knew who was in charge of their care (Figure 27):

- nearly half (**48 per cent**) indicated that they knew **'all or most of the time' which nurse was in charge of their care**, a rise of one percentage points from 2014
- **25 per cent** indicated they knew **'some of the time'**
- the remaining **27 per cent** indicated they **didn't know who was in charge of their care**

There was considerable variation seen across the NHS Boards around knowing which nurse was in charge of patient's care, with positive results ranging from 35 to

²⁰ Health Protection Scotland: www.washyourhandsofthem.com/hand-hygiene--nhs-scotland.aspx

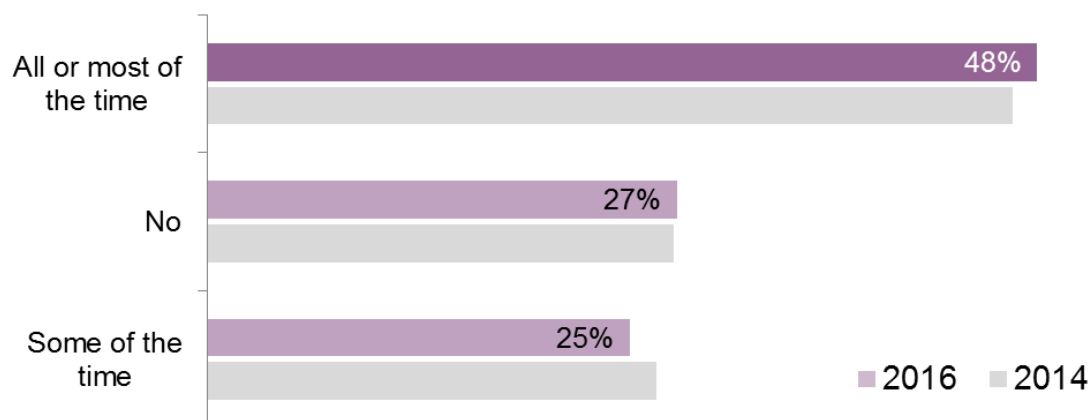
Staff

74 per cent. Improvements were seen across many Boards but were particularly high in several.

Of those people who **did not know which nurse was in charge of their care**, **35 per cent would have liked to know** and **65 per cent** were **not bothered**.

Compared to results for knowing which nurse was in charge of the ward (reported in [Hospital and Ward Environment](#) section), it seems that people are more able to identify which nurse was in charge of their care rather than the ward (48 per cent of people indicated they knew 'all or most of the time' which nurse was in charge of their care compared to 43 per cent for in charge of the ward).

Figure 27 Summary of whether patients knew which nurse was in charge their care (%)



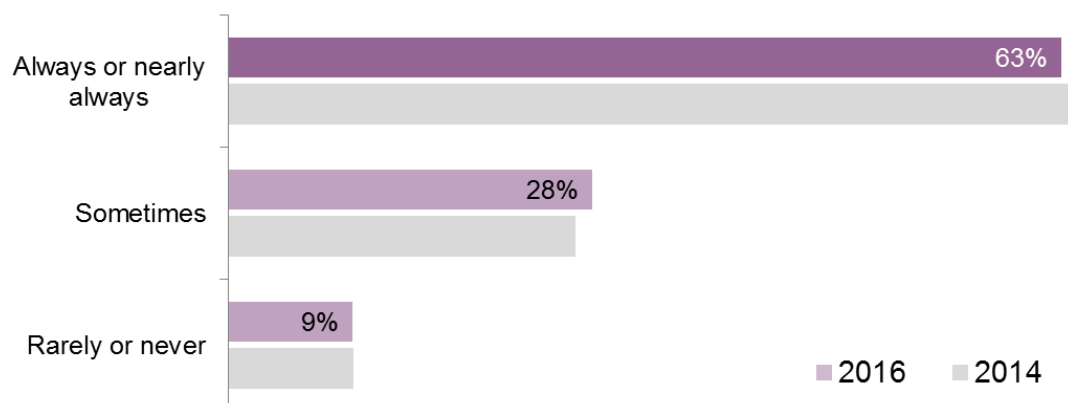
Adequate nurses on duty

People were asked whether they thought there were enough nurses on duty during their stay in hospital (Figure 28):

- nearly two thirds (**63 per cent**) thought there were **'always or nearly always' enough nurses on duty** to care for them in hospital
- **28 per cent** thought there were **'sometimes'**
- **nine per cent** said **'rarely or never'**

Staff

Figure 28 Summary of whether patients felt there were enough nurses on duty to care for them in hospital (%)



There was considerable variation between NHS Boards for this question, with positive results ranging from 52 to 92 per cent.

Further analysis was undertaken to assess how peoples' responses to the question about adequate nurses on duty correlated with their responses to the following questions about staff and care and treatment:

- Overall, how would you rate your care and treatment during your stay in hospital?
- Nurses knew enough about my condition and treatment.
- Nurses discussed my condition and treatment with me in a way I could understand.
- Nurses talked in front of me as if I was not there.
- Nurses listened to me if I had any questions or concerns.
- I had confidence and trust in the nurses treating me.
- Did you feel that you got enough emotional support from staff during your stay?
- Did you feel that staff treated you with compassion and understanding during your stay?

The results of this analysis are presented in Table 6 and show that those who answered positively about there being enough nurses on duty were more likely to answer positively about other aspects of care and treatment and staff.

The differences can be seen across all the questions we compared but are particularly noticeable in those relating to person-centred care: 84 per cent of the people who thought there were 'always or nearly always' enough nurses on duty indicated that they were 'always' given enough emotional support compared to 50 per cent of the people who thought that there were only 'sometimes' enough nurses on duty.

Staff

Similarly, 88 per cent of people who thought there were ‘always or nearly always’ enough staff on duty indicated that they were always treated with compassion and understanding compared to 60 per cent of those who thought that there were only ‘sometimes’ enough nurses on duty.

Although these differences are pronounced, there may well have been other factors influencing these results beyond simply the level of nurses on duty. A fuller variations analysis will help establish whether these differences in experience are a genuine result of the number of nurses on duty or not.

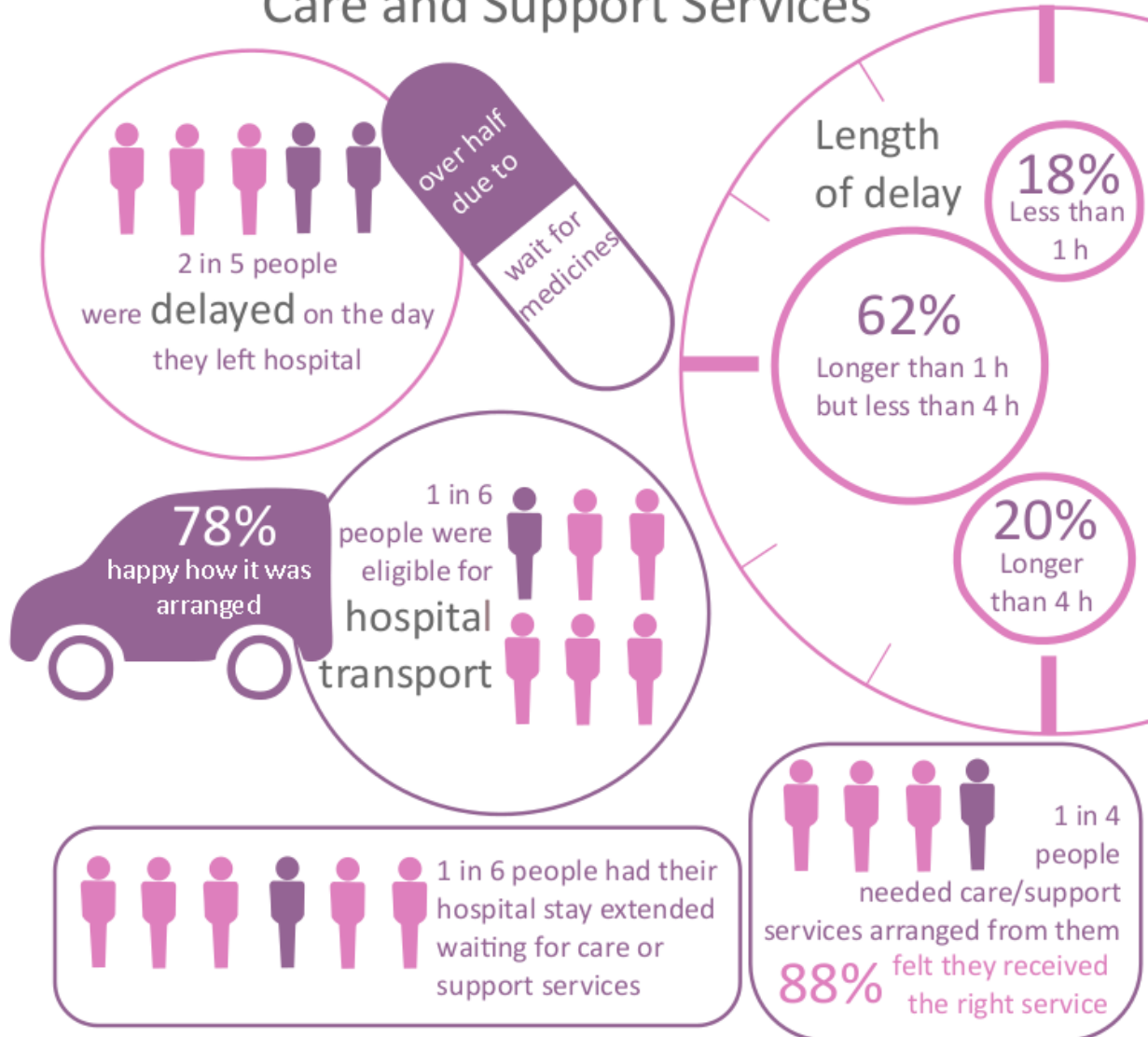
Table 6 Care rating by level of nurses on duty(%)

Question	There were always or nearly always enough nurses	Positive answers (per cent)	
		There were sometimes enough nurses	There were rarely or never enough nurses
Overall, how would you rate your care and treatment during your stay in hospital?	97	86	56
Nurses knew enough about my condition and treatment.	95	81	56
Nurses discussed my condition and treatment with me in a way I could understand.	92	78	53
Nurses talked in front of me as if I was not there.	89	78	58
Nurses listened to me if I had any questions or concerns.	96	86	62
I had confidence and trust in the nurses treating me.	97	87	61
Did you feel that you got enough emotional support from staff during your stay?	84	50	26
Did you feel that staff treated you with compassion and understanding during your stay?	88	60	34

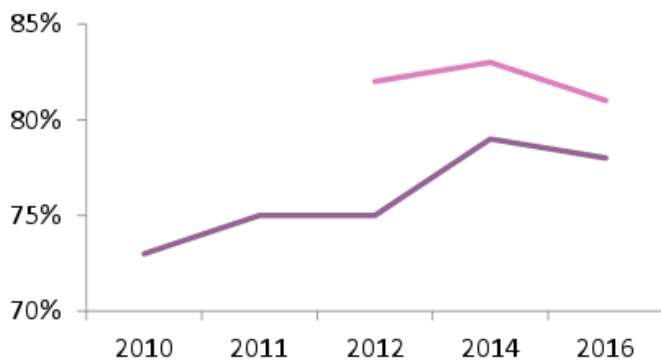
Note: Due to the absence of certain sampling strata amongst respondents selecting the last option (rarely/never enough nurses on duty), the percentages for this option are not directly comparable with those for the other two options (always/nearly always and sometimes enough nurses on duty).

RESULTS – LEAVING HOSPITAL

Summary - Leaving hospital, Care and Support Services



Overall experience of leaving hospital (positive rating)



81% Positive for overall care/ support services after leaving hospital \downarrow 2%

78% Positive for overall arrangements made for leaving hospital \downarrow 1%

Source: Inpatient Experience Survey 2016

Summary

Around 8 out of 10 people (**78 per cent**) rated the 'overall' **arrangements for leaving hospital** as '**excellent**' or '**good**'.

This is the lowest score for any of the overall rating questions in the survey.

Two in five people (**40 per cent**) experienced **delays to discharge** on the day of leaving, half of delays (**56 per cent**) being due to **waiting for medicines**. Around one in five people (**20 per cent**) **experienced delays over four hours**.

Of those requiring **help and support to be arranged** for after leaving hospital, only **71 per cent** were '**completely**' **confident it had been arranged**, while **20 per cent** felt it had been **arranged 'to some extent'** and **nine per cent did not feel confident** it had **been arranged**.

People were less positive about hospital transport, of those eligible for **hospital transport**, over one in five (**22 per cent**), were **not happy** with how it had been arranged.

In general, results for questions relating to all aspects of leaving hospital including those on medicines given to patients on leaving, saw similar results or a decrease in positive ratings from the previous survey in 2014. The only exception to this was in relation to the overall time spent in hospital, which saw an increase of one percentage point for a positive response.

Introduction

Timely and appropriate discharge from hospital is an important part of the patient journey. The patient and any carer(s) should be provided with clear information about the discharge process and any follow-up care and support required after leaving hospital. We asked people a series of questions about preparation for hospital discharge, arrangements for going home, delays on the day of discharge and experiences of hospital transport and medicines.

Overall rating of arrangements for leaving hospital

People were fairly positive about the arrangements made for **leaving hospital**: around four out of five (**78 per cent**) rating these arrangements **positively**. However of all the overall rating questions in the survey, people were less positive around arrangements for leaving hospital compared to other areas (Figures 29 and 30).

Leaving hospital

Figure 29 Overall, how would you rate the arrangements made for your leaving hospital? (%)

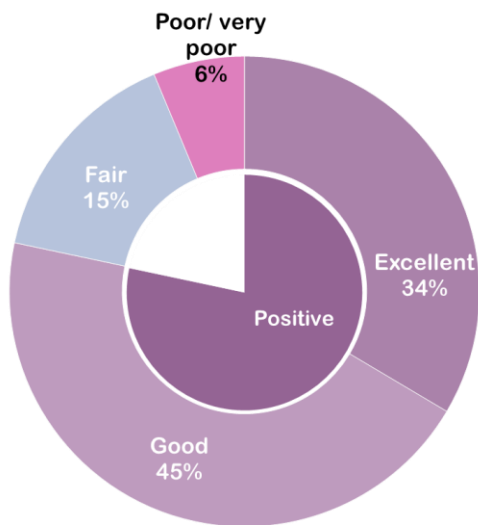
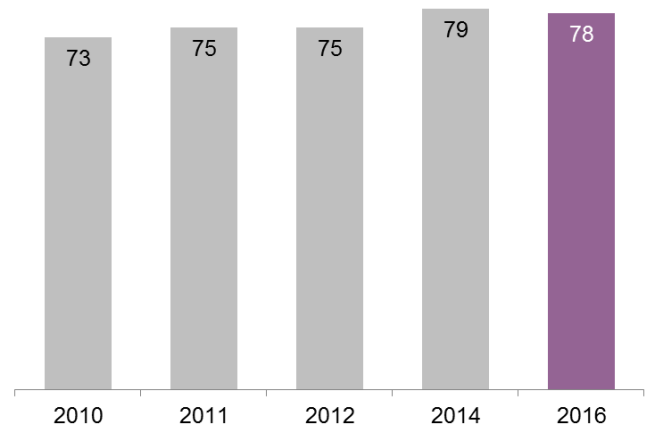


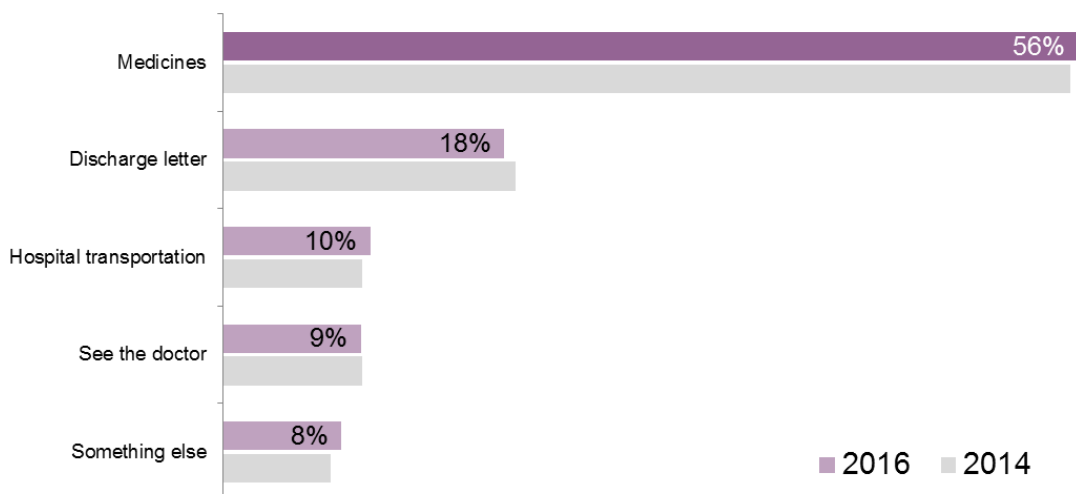
Figure 30 Overall, how would you rate the arrangements made for your leaving hospital? (%)



Delays on the day patients left hospital

Two in five people (**40 per cent**) experienced **a delay on the day they left hospital**, mainly because they had to wait for medicines (Figure 31).

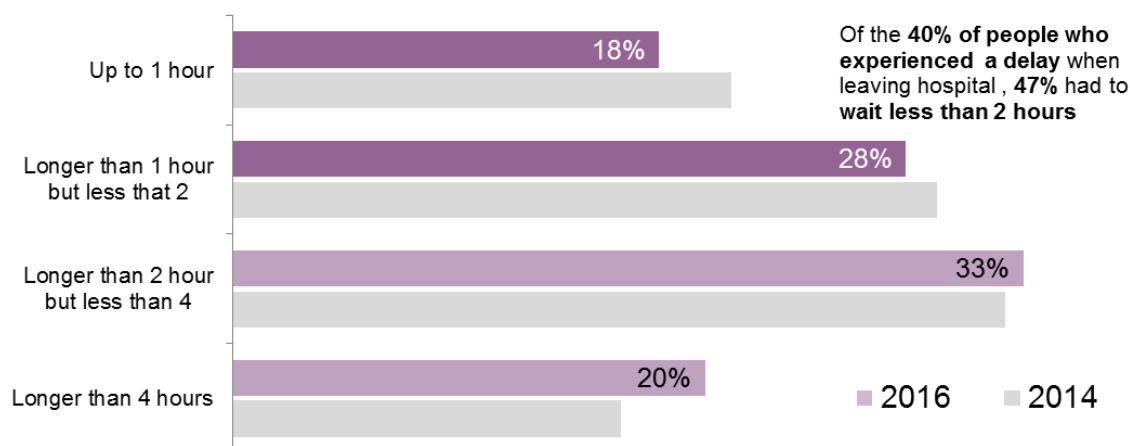
Figure 31 Summary of why patients experienced a delayed on the day they left hospital (%)



Leaving hospital

Just under half of those (**47 per cent**) who experienced a delay on the day they left hospital reported waiting up to 2 hours before they could leave, while the other **53 per cent** waited two hours or more (Figure 32).

Figure 32 Summary of how long a delay patients experienced on leaving hospital (%)



Length of time in hospital

People were asked about their experience of the total length of time in hospital, to make the link with the care when leaving hospital:

- large majority of people (**89 per cent**) felt that the **length of time** they were **in hospital was reasonable**
- **seven per cent** felt that it was **too long**
- **four per cent** felt that it was **too short**

Arrangements for help and support at home

A large majority of people (**85 per cent**) felt **confident that they could look after themselves** when they left the hospital.

People were asked whether they felt confident that **help they required at home had been arranged** for them before they left hospital. Over a third of people (**34 per cent**) reported they **did not need any help** arranged before leaving hospital.

Of the remaining **66 per cent** who needed help to be arranged for them, **71 per cent** were **'completely' confident** it had been **arranged**, **20 per cent** felt it had been **arranged 'to some extent'** and **9 per cent** **did not feel confident it had been arranged**.

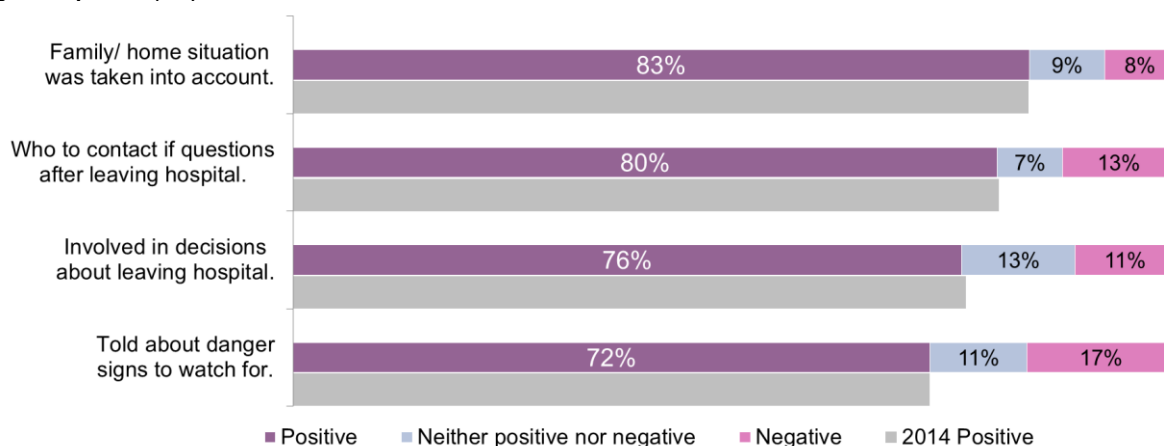
Arrangements for leaving hospital

People were asked how much they agreed or disagreed with four statements about the arrangements made for them when they left hospital (Figure 33). There were no statistically significant changes in the percentage positive rating since the 2014, 2012 or the 2011 surveys.

The percentage of people answering positively ranged from **72 per cent** ('I was **told about any danger signs to watch for** when I left hospital') to **83 per cent** ('My **family or home situation was taken into account** when planning for me leaving hospital').

People were asked whether they were involved in decisions about leaving hospital. Just over three quarters of patients (**76 per cent**) agreed that they were **involved in decisions about leaving hospital**.

Figure 33 Summary results of statements asked about the arrangements made for leaving hospital (%)



Patient Transport Service

Some people are eligible for Patient Transport Service based on their medical or clinical needs²¹, therefore a question was asked to capture patients' experience of arranging such transport.

Most people reported they were **not eligible for hospital transport (83 per cent)**.

Of the remaining **17 per cent** who **were eligible**:

- **78 per cent** were **happy with how this had been arranged**
- **22 per cent** were **not happy**

²¹ www.scottishambulance.com/WhatWeDo/pts.aspx

Medicines

Many patients are given medicines when leaving hospital and it is important that they 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 Programme²² aims to help provide safe and effective medicines management.

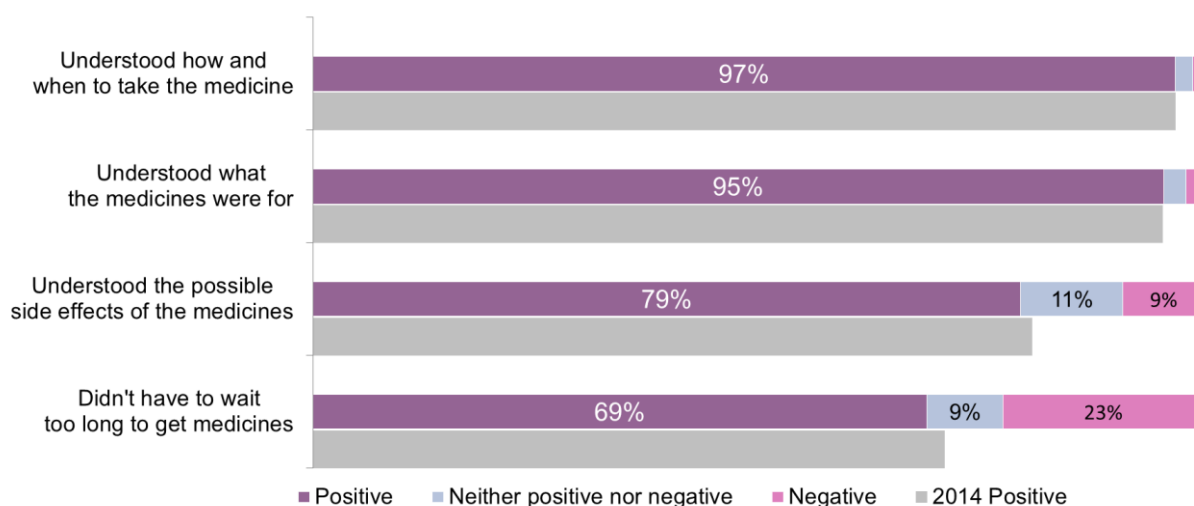
People were asked if they had been given medicines to take home when they left hospital. Over three quarters (**78 per cent**) indicated that they had been **given medicines to take home**. These people were then asked how much they agreed or disagreed with four statements about these medicines (Figure 34).

The percentage of people answering positively ranged from **69 per cent** ('I **didn't have to wait too long to get my medicines**') to **97 per cent** ('I **understood how and when to take my medicines**').

Almost a quarter of people (**23 per cent**) indicated that the **wait for medicines was too long** which corresponds with the responses to the earlier questions on delays on the day of discharge, where people indicated that these were mainly due to waits for medicines.

The results for medicines are fairly similar to those in 2014, however there was a fall of one and two percentage points in the percentage of people answering positively about understanding possible side effects and the wait to get medicines respectively.

Figure 34 Summary results of statements asked about medication (%)



²² <http://patientsafety.ettellect.co.uk/programme>

RESULTS – CARE AND SUPPORT SERVICES

Summary

People were mainly positive about the care and support services that were arranged for them for after leaving hospital, around four out of five (**81 per cent**) rated their **care and support services** as 'excellent' or 'good'. However, this is a fall of two percentage points from 2014.

People reported in most cases that the care and support services were right for them. However, a small proportion (**17 per cent**) reported that they had had to **wait for their care and services to be organised**, a rise of three percentage points from 2014.

Care and support Services

Waiting unnecessarily in hospital when clinically ready to be discharged can result in poorer outcomes for individuals as well as being a waste of healthcare resources. To tackle this issue the Scottish Government legislated through the Public Bodies (Joint Working) (Scotland) Act 2016, to integrate health and social care services in Scotland. The Act includes a range of high level outcomes²³ health and social care partnerships are aiming to achieve. These are underpinned by a suite of core indicators, one of which is to increase the percentage of delayed discharges that are discharged within 72 hours of being ready for discharge.

Figure 35 Overall, how would you rate the care or support services you got after leaving hospital? (%)

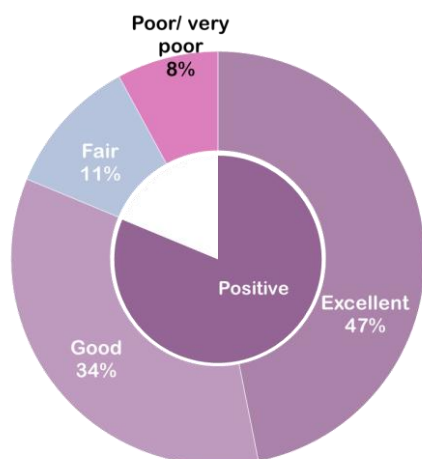
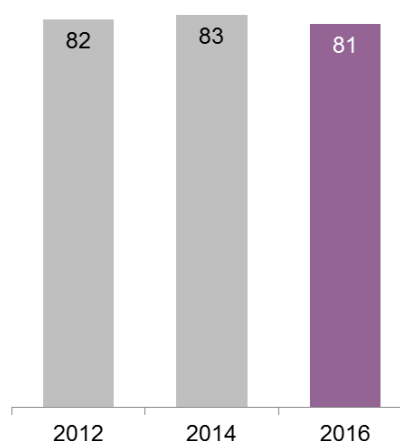


Figure 36 Overall, how would you rate the care or support services you got after leaving hospital? (%)



²³ www.gov.scot/Topics/Health/Policy/Adult-Health-SocialCare-Integration/Outcomes;
www.gov.scot/Topics/Health/Policy/Adult-Health-SocialCare-Integration/Outcomes/Indicators

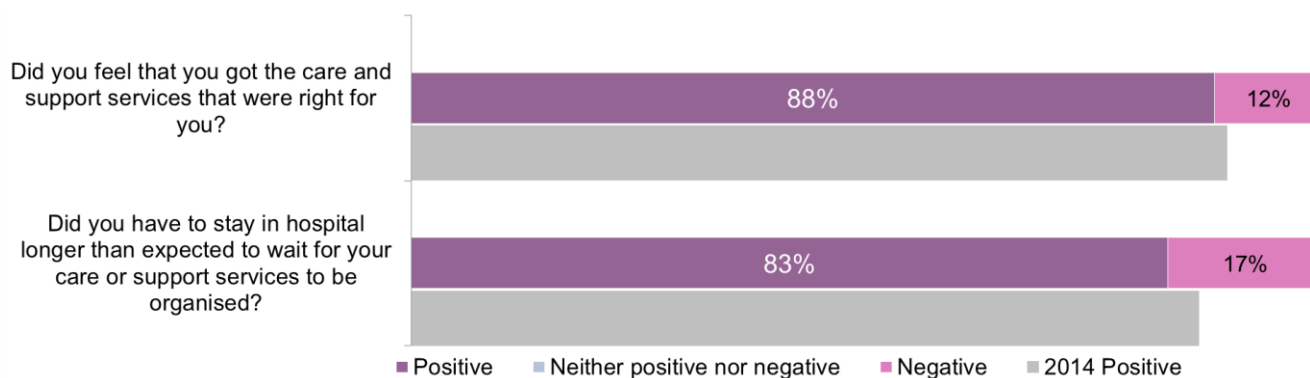
Care and support services

Among those people who responded to the survey, almost a quarter (**23 per cent**) needed **care or support services to be arranged** for them when they got out of hospital.

Of these patients who needed care or support services (Figures 35 to 37):

- around four in five (**81 per cent**) rated the **care or support services** they got after leaving hospital **positively**, a two percentage point fall from 2014
- one in six (**17 per cent**) indicated that they had to **stay in hospital longer** than expected to **wait for their care or support services** to be organised, a rise of three percentage points from 2014
- around nine out of ten (**88 per cent**) reported that the **care and support services** they had received after leaving hospital were **right for them**

Figure 37 Summary results of care and support services (%)



RESULTS – PERSON-CENTRED QUESTIONS

Summary

Collectively the findings relating to aspects of person-centred care were mixed. People were positive about everyday aspects of person-centred care such as the way staff treated and listened to them, and the explanations provided about their care and treatment.

Where they tended to be less positive was about the extent to which their personal preferences were taken into account and their involvement in decisions about care and treatment.

Introduction

An important element of the NHSScotland Quality Strategy is to support person-centred care. This is defined as ‘mutually beneficial partnerships between patients, their families and those delivering healthcare services which respect individual needs and values and which demonstrates compassion, continuity, clear communication and shared decision-making’²⁴

The Person-centred Health and Care Portfolio has been established to support people who use services to have their voices heard, and to support health and care services to listen, learn and improve to deliver more person-centred care.

A number of person-centred questions are reflected across the survey from admission to discharge and have been reported across several areas of the report. This section considers themes arising from the person-centred questions collectively.

Communication

An important element of person-centred care is the way staff communicate with patients and their families. In the main, the findings around communication were very positive.

- **89 per cent** of people **felt they were listened to by doctors** if they had concerns and **90 per cent** for **nurses**
- **90 per cent** of people **felt doctors discussed their condition/ treatment in a way they could understand** and **84 per cent** for **nurses**

²⁴ Person-centred Health and Care Portfolio
<http://www.scotland.gov.uk/Topics/Health/Policy/Quality-Strategy>

Person centred questions

As in previous years, an area where people were less positive was around staff talking in front of them if they were not there: one in 10 (**10 per cent**) indicated that **doctors talked in front of them as if** they were **not there** and **eight per cent** for **nurses**.

Other areas where people were particularly negative about communication are:

- being kept **informed about the wait to be seen by a nurse or doctor in A&E** - around one in four (**23 per cent**) indicated that they **weren't kept informed**, **33 per cent** indicated that they were **informed 'to some extent'** and the remaining **44 per cent** felt **'completely' informed**
- around three in five (**61 per cent**) felt that they were kept **informed about what was happening once** they had been **seen by a nurse or doctor** in A&E
- over one in three (**35 per cent**) reported that **staff did not discuss errors with them** and **44 per cent** had the event discussed with them **'to some extent'**

An area for improved communication for those undergoing surgery is informing patients about how they would **feel following their operation**:

- only two out of three people (**64 per cent**) indicated that staff **'completely provided information'** on this
- **25 per cent** indicating that this happened **'to some extent'**
- **11 per cent** indicated **not at all**

Treated with compassion and understanding/personal preferences

People were generally positive about the way they were treated by staff:

- three out of four (**75 per cent**) indicating that staff **'always' treated** them with **compassion and understanding** during their stay
- while **22 per cent** indicated this was the case **'sometimes'**

However people tended to be less positive about the extent to which their personal preferences were taken into account:

- less than two thirds (**65 per cent**) indicated that **the things that mattered** to them were **'definitely' taken into account**,
- while one third (**29 per cent**) felt that this was only **'sometimes'**

Person centred questions

People were positive about being able to **spend enough time with the people that mattered** to them

- four in five (**84 per cent**) indicating that they were **able to do so 'completely'**
- **13 per cent** indicating **'to some extent'**

Involvement in care

A key aspect of person-centred care is patient and family involvement in decisions about care and treatment:

- around two in five (**39 per cent**) indicated that they were **not always involved as much as they wanted to be in decisions**
- a slightly larger proportion (**43 per cent**) indicated that the **people that mattered to them weren't involved as much as they had wanted**

In both cases, the bulk of those not fully involved were involved 'to some extent'. However, these results still suggest that there is scope for improvement

Overall

Taken together these findings are broadly similar to those from the previous Inpatient Experience survey²⁵ and the recent Health and Care Experience 2015/16²⁶ survey which suggest that staff are generally good at the more everyday aspects of person-centred care such as listening to patients/service users, providing appropriate explanations and treating individuals well, all of which are important foundations for person-centred care.

As in the Health and Care Experience survey, the findings relating to the involvement of patients and families in their care and taking account of what matters to them suggest that these areas are being achieved to a lesser degree.

The question of what 'matters' is open to interpretation by the survey respondent. Further investigation would be required to establish the aspects of their situation that some respondents felt were not being taken account of. The free text comments left by respondents as part of the survey may offer some insight into this and these have been provided to NHS boards, and will be the subject of a separate national report.

²⁵ www.gov.scot/Topics/Statistics/Browse/Health/InpatientSurvey

²⁶ www.scotland.gov.uk/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey

RESULTS - OVERALL EXPERIENCE OF HOSPITAL STAY AND PROVIDING FEEDBACK

Summary

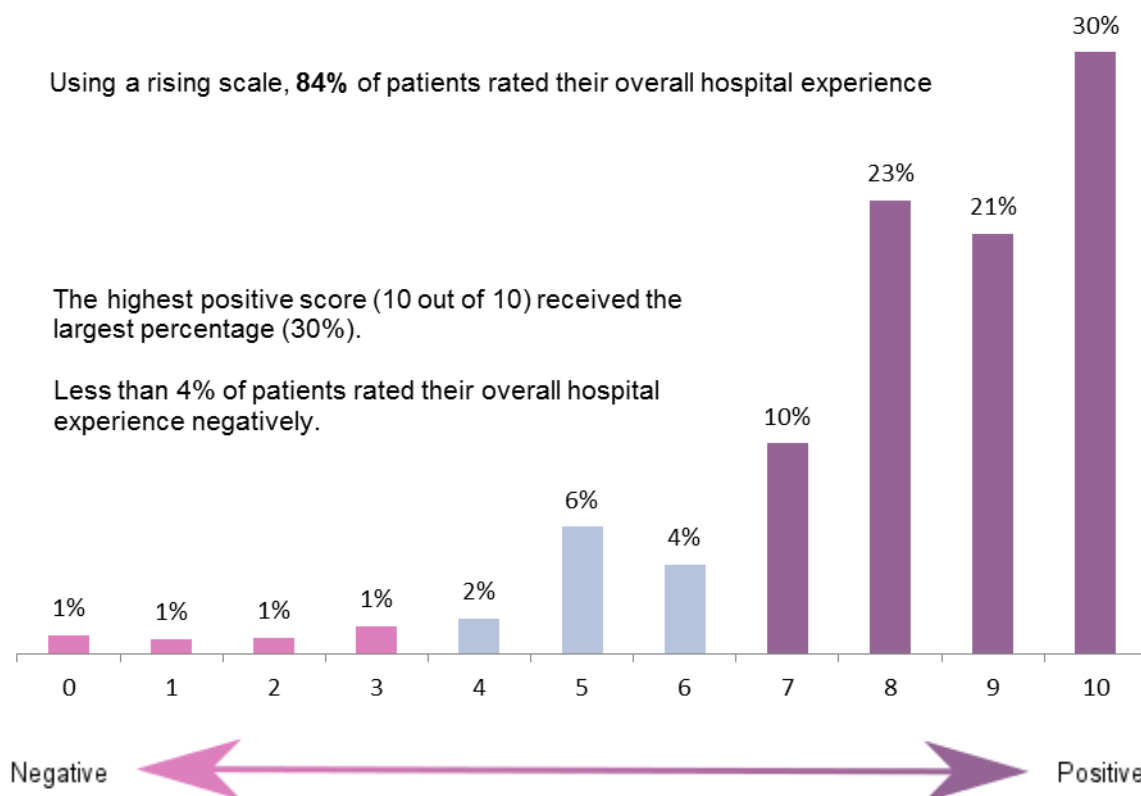
Overall people rated their full inpatient **experience fairly positively** with most patients (**84 per cent**) rating their experience between 7 and 10 on a scale of 0 to 10.

Two thirds of people had not seen, or were not given, information explaining how to provide feedback or complain to the hospital about the care they had received.

Overall experience

When asked to rate their overall inpatient experience, most people responded positively. On a scale of 0 to 10, **84 per cent** of people **rating their experience between 7 and 10** (Figure 38).

Figure 38 Summary of overall hospital experience (%)



Feedback and complaints

NHSScotland and the Scottish Government are jointly committed to developing a culture of openness and transparency that actively welcomes feedback as a vital source of information on what is and is not working well, and a powerful tool for improvement.

The Patient Rights (Scotland) Act 2011²⁷ includes a new and specific right for people to complain, raise concerns, make comments and give feedback. The legislation also places a duty on the NHS to encourage, monitor, take action and share learning from the views they receive.²⁸

People were asked if they were given any information on how to provide feedback or complain to the hospital about the care they received:

- almost two thirds (**63 per cent**) had **not seen, or were not given, information**

There was considerable variation between NHS Boards for this question, results ranging from 28 to 75 per cent.

²⁷ www.legislation.gov.uk/asp/2011/5/contents

²⁸ <http://news.scotland.gov.uk/News/Patient-feedback-7e1.aspx>

RESULTS – NHS BOARDS

This chapter provides comparisons for each NHS Board with the previous survey and with the Scottish average. Results have been included only where there is a statistically significant difference. More detailed results for NHS Boards are available: www.careexperience.scot.nhs.uk/Results2016.html

Significance testing was done at the 5% level, when there are greater than four respondents who selected a positive or negative/neutral response at NHS Board 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.

The percentage of people answering positively this year and the percentage point difference from last year or difference from Scotland is shown in the tables below.

NHS Ayrshire & Arran

NHS Ayrshire & Arran – Comparison with previous survey

In NHS Ayrshire and Arran 1,898 people responded to the survey (38 per cent) from 8 hospitals. These included three community hospitals, one general hospital, two large general hospitals and two long stay hospitals.

Compared to the last survey, there were no areas in NHS Ayrshire and Arran where people were significantly more likely to report a positive experience. However they were significantly less likely to report a positive experience in the following areas:

Table 7 Significantly less positive than the last survey – NHS Ayrshire & Arran

Question	% Positive	% Difference from previous survey
Patients had to stay in hospital longer than expected to wait for care or support services to be organised.	84	-6
Moving between wards was well managed.	64	-5
Patients were not bothered by noise at night from hospital staff.	64	-4
Patients understood the possible side effects of their medicines.	79	-4
Patients were not bothered by noise at night from other patients.	44	-4
Overall rating of any care and treatment received in A&E.	86	-3

NHS Ayrshire and Arran – Comparison with Scottish average

Compared to this year's results for Scotland, NHS Ayrshire and Arran patients were significantly more likely to report a positive experience in the following areas:

Patient Experience Indicators

Table 8 Significantly more positive than Scotland average – NHS Ayrshire & Arran

Question	% Positive	% Difference from Scotland Average
Patients were happy with the food/meals they received.	81	13
If eligible, patients were happy with hospital transport arrangements for getting home.	86	8
Patients were happy with the drinks they received.	90	6
Patients got enough help with eating and drinking when they needed it.	88	4
Patients felt they got the care and support services that were right for them .	92	4
When patients called they received assistance within a reasonable time.	90	3
Patients knew which nurse was in charge of the ward.	46	3
Patients got enough help with going to the bathroom or toilet when they needed it.	90	3
Patients got enough help with washing and dressing when they needed it.	89	2

Compared to this year's results for Scotland, NHS Ayrshire and Arran patients were significantly less likely to report a positive experience in the following areas:

Table 9 Significantly less positive than Scotland average – NHS Ayrshire & Arran

Question	% Positive	% Difference from Scotland Average
Patients were not bothered by noise at night from other patients.	44	-11
How patients felt about the time they waited to get to a ward.	80	-6
Patients had enough time with the people that matter to them.	78	-6
Moving between wards was well managed.	64	-6
Patients were not bothered by noise at night from hospital staff.	64	-5
Patients had enough privacy when their condition and treatment were discussed.	85	-3
Overall rating of hospital admission process.	80	-2
Patients did not feel threatened by other patients/visitors.	87	-2
Patients were happy with the visiting hours.	95	-2
Doctors knew enough about patients' condition and treatment.	88	-2

NHS Borders

NHS Borders – Comparison with previous survey

In NHS Borders 334 people responded to the survey (48 per cent) from one large general hospital.

Compared to the last survey, there were no areas in NHS Borders where people were significantly more likely to report a positive experience. However they were significantly less likely to report a positive experience in the following areas:

Patient Experience Indicators

Table 10 Significantly less positive than the last survey – NHS Borders

Question	% Positive	% Difference from previous survey
Patients were not bothered by noise at night from other patients.	37	-11
Patients were not bothered by noise at night from hospital staff.	56	-9
Patients had confidence and trust in the nurses treating them.	84	-8
Staff worked well together in organising patients' care.	65	-7
Overall rating of hospital/ward environment.	83	-6
Patients were kept as physically comfortable as they could expect to be.	90	-5

NHS Borders – Comparison with Scottish average

Compared to this year's results for Scotland, NHS Borders patients were significantly more likely to report a positive experience in the following areas:

Table 11 Significantly more positive than Scotland average – NHS Borders

Question	% Positive	% Difference from Scotland Average
Patients were happy with the food/meals they received.	80	12
How patients felt about the time waiting to be seen by a nurse or doctor in A&E.	93	8
In A&E patients felt safe.	94	6
Overall rating of hospital admission process.	87	5
How patients felt about the time they waited to get to a ward.	90	4
Patients were happy with the drinks they received.	88	4

Compared to this year's results for Scotland, NHS Borders patients were significantly less likely to report a positive experience in the following areas:

Table 12 Significantly less positive than Scotland average – NHS Borders

Question	% Positive	% Difference from Scotland Average
Patients were not bothered by noise at night from other patients.	37	-18
Patients were not bothered by noise at night from hospital staff.	56	-13
Patients felt there were enough nurses on duty.	52	-11
Patients knew which nurse was in charge of their care.	39	-9
Staff worked well together in organising patients' care.	65	-9
Patients saw/received information on how to provide feedback or complain about the care they received.	28	-9
Staff took account of what matters to patients.	57	-8
Patients felt they got enough emotional support from staff.	61	-8
Patients had enough privacy when their condition and treatment were discussed.	81	-7
Patients had confidence and trust in the nurses treating them.	84	-7
Staff treated patients with compassion and understanding.	68	-7
Patients knew which nurse was in charge of the ward.	37	-6
Overall rating of hospital/ward environment.	83	-6
The main ward or room patients stayed in was clean.	91	-5
When patients called they received assistance within a reasonable time.	82	-5
Staff took adequate care when carrying out physical procedures.	76	-5
Nurses listened to patients if they had any questions or concerns.	85	-5
Overall rating of all staff patients came into contact with.	86	-5
Overall rating of arrangements for leaving hospital.	73	-5

Patient Experience Indicators

NHS Dumfries & Galloway

NHS Dumfries & Galloway – Comparison with previous survey

In NHS Dumfries & Galloway 796 people responded to the survey (43 per cent) from 10 hospitals. These included six community hospitals, one general hospital, one large general hospital and two long stay hospitals.

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

Table 13 Significantly more positive than the last survey – NHS Dumfries & Galloway

Question	% Positive	% Difference from previous survey
In A&E patients were told how long they would have to wait to see a doctor/nurse.	59	9
Overall rating of hospital/ward environment.	91	3
Overall rating of care and treatment during hospital stay.	92	3
Nurses knew enough about patients' condition and treatment.	88	4
Patients had confidence and trust in the nurses treating them.	92	4
Patients felt they got enough emotional support from staff.	70	5
How patients felt about the overall length of time they were in hospital.	91	3
Patients were involved in decisions about leaving hospital.	78	5

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

Table 14 Significantly less positive than the last survey – NHS Dumfries & Galloway

Question	% Positive	% Difference from previous survey
Patients didn't have to wait too long to get their medicines.	58	-8

NHS Dumfries and Galloway – Comparison with Scottish average

Compared to this year's results for Scotland, NHS Dumfries and Galloway patients were significantly more likely to report a positive experience in the following areas:

Table 15 Significantly more positive than Scotland average – NHS Dumfries & Galloway

Question	% Positive	% Difference from Scotland Average
Patients were happy with the food/meals they received.	86	18
In A&E patients were told how long they would have to wait to see a doctor/nurse.	59	15
How patients felt about the time waiting to be seen by a nurse or doctor in A&E.	94	9
Moving between wards was well managed.	78	8

Patient Experience Indicators

In A&E patients were kept informed about what was happening after seeing a doctor/nurse.	68	7
In A&E patients felt safe.	95	7
Overall rating of any care and treatment received in A&E.	93	5
Overall rating of hospital admission process.	86	4
Patients were happy with the drinks they received.	88	4
How patients felt about the time they waited to get to a ward.	89	3
Doctors listened to patients if they had any questions or concerns.	92	3
Hand-wash gels were available for patients and visitors to use.	96	2
Overall rating of care and treatment during hospital stay.	92	2
How patients felt about the overall length of time they were in hospital.	91	2

Compared to this year's results for Scotland, NHS Dumfries and Galloway patients were significantly less likely to report a positive experience in the following areas:

Table 16 Significantly less positive than Scotland average – NHS Dumfries & Galloway

Question	% Positive	% Difference from Scotland Average
Patients knew which nurse was in charge of their care.	35	-13
Patients didn't have to wait too long to get their medicines.	58	-11
Patients knew which nurse was in charge of the ward.	35	-8
Beforehand, patients were told how they may feel after the operation or procedure.	56	-8
Patients were not bothered by noise at night from hospital staff.	63	-6
Beforehand, patients' questions were answered in a way they could understand.	70	-6
Patients were not bothered by noise at night from other patients.	51	-4
When patients called they received assistance within a reasonable time.	83	-4
Patients felt there were enough nurses on duty.	59	-4

NHS Fife

NHS Fife – Comparison with previous survey

In NHS Fife 495 people responded to the survey (36 per cent) from six hospitals. These included three community hospitals, one general hospital, one large general hospital and one long stay hospital.

Compared to the last survey, NHS Fife patients were significantly more likely to report a positive experience in the following areas:

Table 17 Significantly more positive than the last survey – NHS Fife

Question	% Positive	% Difference from previous survey
Patients were satisfied with how these clinical errors were dealt with.	44	30
Patients knew which nurse was in charge of their care.	56	10
Patients were involved as much as they wanted in decisions about their care and treatment.	64	9
Overall rating of any care and treatment received in A&E.	92	8
Patients felt they got enough emotional support from staff.	73	8
Patients had enough time with the people that matter to them.	86	7

Patient Experience Indicators

Overall rating of hospital/ward environment.	91	7
Staff took adequate care when carrying out physical procedures.	84	6
Overall rating of care and treatment during hospital stay.	91	6
How patients felt about the overall length of time they were in hospital.	93	6
The bathrooms and toilets were clean.	96	5
Patients had enough privacy when their condition and treatment were discussed.	93	5
Patients had confidence and trust in the doctors treating them.	93	5
Patients were happy with the visiting hours.	98	5
Patients had enough privacy when being examined or treated.	97	3

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

Table 18 Significantly less positive than the last survey – NHS Fife

Question	% Positive	% Difference from previous survey
Patients had to stay in hospital longer than expected to wait for care or support services to be organised.	78	-13
Patients didn't have to wait too long to get their medicines.	64	-10

NHS Fife – Comparison with Scottish average

Compared to the this year's results for Scotland, there were no areas in NHS Fife where people were significantly less likely to report a positive experience. However they were significantly more likely to report a positive experience in the following areas:

Table 19 Significantly more positive than Scotland average – NHS Fife

Question	% Positive	% Difference from Scotland Average
Patients were not bothered by noise at night from other patients.	63	8
Patients knew which nurse was in charge of their care.	56	8
Beforehand, a member of staff explained what would be done during the operation or procedure.	85	7
Beforehand, patients' questions were answered in a way they could understand.	82	6
How patients felt about the time they waited to get to a ward.	91	5
Patients did not feel threatened by other patients/visitors.	94	5
Patients had enough privacy when their condition and treatment were discussed.	93	5
The bathrooms and toilets were clean.	96	4
How patients felt about the overall length of time they were in hospital.	93	4
Patients had enough privacy when being examined or treated.	97	3
Patients were happy with the visiting hours.	98	1

Patient Experience Indicators

NHS Forth Valley

NHS Forth Valley – Comparison with previous survey

In NHS Forth Valley 377 people responded to the survey (36 per cent) from four hospitals. These included three community hospitals and one large general hospital.

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

Table 20 Significantly more positive than the last survey – NHS Forth Valley

Question	% Positive	% Difference from previous survey
Patients had enough time with the people that matter to them.	89	7

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

Table 21 Significantly less positive than the last survey – NHS Forth Valley

Question	% Positive	% Difference from previous survey
Patients got enough help with eating and drinking when they needed it.	80	-11
Patients were happy with the drinks they received.	85	-5

NHS Forth Valley – Comparison with Scottish average

Compared to this year's results for Scotland, NHS Forth Valley patients were significantly more likely to report a positive experience in the following areas:

Table 22 Significantly more positive than Scotland average – NHS Forth Valley

Question	% Positive	% Difference from Scotland Average
How patients felt about the time they waited to be admitted to hospital after they were referred.	92	7
Patients had enough time with the people that matter to them.	89	5

Compared to this year's results for Scotland, NHS Forth Valley patients were significantly less likely to report a positive experience in the following area:

Patient Experience Indicators

Table 23 Significantly less positive than Scotland average – NHS Forth Valley

Question	% Positive	% Difference from Scotland Average
Patients saw/received information on how to provide feedback or complain about the care they received.	29	-8

NHS Grampian

NHS Grampian – Comparison with previous survey

In NHS Grampian 2,518 people responded to the survey (46 per cent) from 22 hospitals. These included 16 community hospitals, one general hospital, two long stay hospital, one other hospitals, one sick children's hospital and one teaching hospital.

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

Table 24 Significantly more positive than the last survey – NHS Grampian

Question	% Positive	% Difference from previous survey
Patients felt that the people that matter to them were involved in decisions about their care and treatment.	59	4
Patients had enough time with the people that matter to them.	86	3
The bathrooms and toilets were clean.	95	2
Patients were happy with the drinks they received.	88	2
Patients were happy with the visiting hours.	97	1
Nurses washed/cleaned their hands at appropriate times.	95	1

Compared to the last survey, NHS Grampian patients were significantly less likely to report a positive experience in the following area:

Table 25 Significantly less positive than the last survey – NHS Grampian

Question	% Positive	% Difference from previous survey
How patients felt about the time they waited to be admitted to hospital after they were referred.	80	-6

NHS Grampian – Comparison with Scottish average

Compared to this year's results for Scotland, NHS Grampian patients were significantly more likely to report a positive experience in the following areas:

Table 26 Significantly more positive than Scotland average – NHS Grampian

Question	% Positive	% Difference from Scotland Average
How patients felt about the time waiting to be seen by a nurse or doctor in A&E.	93	8
In A&E patients were kept informed about what was happening after seeing a doctor/nurse.	69	8

Patient Experience Indicators

In A&E patients were told how long they would have to wait to see a doctor/nurse.	51	7
Overall rating of hospital admission process.	88	6
Patients were happy with the food/meals they received.	74	6
In A&E patients' conditions were explained to them in a way they could understand.	73	5
Overall rating of any care and treatment received in A&E.	94	5
Patients had to stay in hospital longer than expected to wait for care or support services to be organised.	88	5
How patients felt about the time they waited to get to a ward.	90	4
Patients were happy with the drinks they received.	88	4
In A&E patients felt safe.	91	3
The bathrooms and toilets were clean.	95	3
Patients were not bothered by noise at night from other patients.	58	3
Patients were not bothered by noise at night from hospital staff.	72	3
Overall rating of hospital/ward environment.	92	3
Patients understood the possible side effects of their medicines.	82	3
Hand-wash gels were available for patients and visitors to use.	96	2
Patients were able to get adequate pain relief when they needed it.	93	2
Patients were involved as much as they wanted in decisions about their care and treatment.	64	2
Overall rating of care and treatment during hospital stay.	92	2
Nurses washed/cleaned their hands at appropriate times.	95	2
Overall rating of all staff patients came into contact with.	93	2
Patients knew who to contact if they had any questions after leaving hospital.	82	2
In A&E patients had enough privacy when being examined or treated.	99	1
The main ward or room patients stayed in was clean.	97	1
Nurses knew enough about patients' condition and treatment.	88	1

Compared to this year's results for Scotland, NHS Grampian patients were significantly less likely to report a positive experience in the following areas:

Table 27 Significantly less positive than Scotland average – NHS Grampian

Question	% Positive	% Difference from Scotland Average
Patients felt they got the care and support services that were right for them .	82	-6
How patients felt about the time they waited to be admitted to hospital after they were referred.	80	-5

NHS Greater Glasgow & Clyde

NHS Greater Glasgow & Clyde – Comparison with previous survey

In NHS Greater Glasgow & Clyde 4,657 people responded to the survey (36 per cent) from 14 hospitals. These included one general hospital, three large general hospitals, three long stay hospitals, two other hospital, one sick children's hospital and four teaching hospitals.

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

Patient Experience Indicators

Table 28 Significantly more positive than the last survey – NHS Greater Glasgow & Clyde

Question	% Positive	% Difference from previous survey
Patients were not bothered by noise at night from other patients.	61	8
Beforehand, patients were told how they may feel after the operation or procedure.	64	5
In A&E patients felt safe.	87	4
The bathrooms and toilets were clean.	93	4
Patients were happy with the food/meals they received.	59	4
Beforehand, a member of staff explained what would be done during the operation or procedure.	78	4
Patients were not bothered by noise at night from hospital staff.	71	3
Patients had enough privacy when their condition and treatment were discussed.	89	3
Doctors did not talk in front of patients as if they were not there.	81	3
Patients had enough time with the people that matter to them.	84	2
Overall rating of hospital/ward environment.	87	2
In A&E patients had enough privacy when being examined or treated.	97	2
The main ward or room patients stayed in was clean.	96	2

Compared to the last survey, NHS Greater Glasgow & Clyde patients were significantly less likely to report a positive experience in the following areas:

Table 29 Significantly less positive than the last survey – NHS Greater Glasgow & Clyde

Question	% Positive	% Difference from previous survey
If eligible, patients were happy with hospital transport arrangements for getting home.	72	-8
How patients felt about the time they waited to get to a ward.	79	-3
Patients felt there were enough nurses on duty.	61	-3
Patients knew who to contact if they had any questions after leaving hospital.	77	-3
When patients called they received assistance within a reasonable time.	85	-2
Patients knew which nurse was in charge of the ward.	40	-2
Patients knew which nurse was in charge of their care.	46	-2
Staff worked well together in organising patients' care.	71	-2

NHS Greater Glasgow & Clyde – Comparison with Scottish average

Compared to this year's results for Scotland, NHS Greater Glasgow & Clyde patients were significantly more likely to report a positive experience in the following areas:

Significantly more positive than Scotland average – NHS Greater Glasgow & Clyde

Question	% Positive	% Difference from Scotland Average
Patients were not bothered by noise at night from other patients.	61	6
Patients had to stay in hospital longer than expected to wait for care or support services to be organised.	89	6
Patients were not bothered by noise at night from hospital staff.	71	2

Patient Experience Indicators

Compared to this year's results for Scotland, NHS Greater Glasgow & Clyde patients were significantly less likely to report a positive experience in the following areas:

Table 30 Significantly less positive than Scotland average – NHS Greater Glasgow & Clyde

Question	% Positive	% Difference from Scotland Average
Patients were happy with the food/meals they received.	59	-9
In A&E patients were told how long they would have to wait to see a doctor/nurse.	36	-8
How patients felt about the time waiting to be seen by a nurse or doctor in A&E.	78	-7
In A&E patients were kept informed about what was happening after seeing a doctor/nurse.	54	-7
How patients felt about the time they waited to get to a ward.	79	-7
Overall rating of hospital admission process.	76	-6
If eligible, patients were happy with hospital transport arrangements for getting home.	72	-6
Overall rating of any care and treatment received in A&E.	83	-5
Patients were happy with the drinks they received.	79	-5
In A&E patients' conditions were explained to them in a way they could understand.	64	-4
Moving between wards was well managed.	66	-4
Patients knew which nurse was in charge of the ward.	40	-3
Patients were involved as much as they wanted in decisions about their care and treatment.	59	-3
Overall rating of care and treatment during hospital stay.	87	-3
Staff worked well together in organising patients' care.	71	-3
Patients felt they got enough emotional support from staff.	66	-3
Staff treated patients with compassion and understanding.	72	-3
Patients knew who to contact if they had any questions after leaving hospital.	77	-3
When patients called they received assistance within a reasonable time.	85	-2
Overall rating of hospital/ward environment.	87	-2
Patients knew which nurse was in charge of their care.	46	-2
Overall rating of all staff patients came into contact with.	89	-2
Patients were involved in decisions about leaving hospital.	74	-2
Patients were told about any danger signs to watch for when they left hospital.	70	-2
Overall rating of arrangements for leaving hospital.	76	-2
Patients' family or home situation was taken into account when planning discharge from hospital.	82	-1

Patient Experience Indicators

NHS Highland

NHS Highland – Comparison with previous survey

In NHS Highland 1,582 people responded to the survey (43 per cent) from 22 hospitals. These included 14 community hospitals, three general hospitals, two large general hospital and three long stay hospitals.

Compared to the last survey, there were no areas in NHS Highland where people were significantly more likely to report a positive experience. However they were significantly less likely to report a positive experience in the following areas:

Table 31 Significantly less positive than the last survey – NHS Highland

Question	% Positive	% Difference from previous survey
How patients felt about the time they waited to be admitted to hospital after they were referred.	84	-8
Patients had to stay in hospital longer than expected to wait for care or support services to be organised.	80	-7
Patients were happy with the food/meals they received.	77	-4
When patients called they received assistance within a reasonable time.	90	-3
Patients had enough time with the people that matter to them.	86	-3
Patients got enough help with eating and drinking when they needed it.	88	-3
Patients knew who to contact if they had any questions after leaving hospital.	82	-3
Patients were kept as physically comfortable as they could expect to be.	94	-2
Overall rating of all staff patients came into contact with.	93	-2

NHS Highland – Comparison with Scottish average

Compared to the this year's results for Scotland, there were no areas in NHS Highland where people were significantly less likely to report a positive experience. However they were significantly more likely to report a positive experience in the following areas:

Table 32 Significantly more positive than Scotland average – NHS Highland

Question	% Positive	% Difference from Scotland Average
In A&E patients were told how long they would have to wait to see a doctor/nurse.	60	16
In A&E patients were kept informed about what was happening after seeing a doctor/nurse.	74	13
Overall rating of hospital admission process.	91	9
Patients were happy with the food/meals they received.	77	9
How patients felt about the time waiting to be seen by a nurse or doctor in A&E.	93	8
How patients felt about the time they waited to get to a ward.	94	8
Moving between wards was well managed.	78	8
In A&E patients' conditions were explained to them in a way they could understand.	75	7
Overall rating of any care and treatment received in A&E.	95	7
Staff took account of what matters to patients.	72	7
Patients felt that the people that matter to them were involved in decisions	63	6

Patient Experience Indicators

about their care and treatment.		
Patients felt there were enough nurses on duty.	69	6
Patients felt they got enough emotional support from staff.	75	6
Patients didn't have to wait too long to get their medicines.	75	6
Patients knew which nurse was in charge of the ward.	49	6
In A&E patients felt safe.	93	5
Patients were happy with the drinks they received.	89	5
Overall rating of hospital/ward environment.	94	5
Patients got enough help with washing and dressing when they needed it.	92	5
Patients were involved as much as they wanted in decisions about their care and treatment.	67	5
Patients knew which nurse was in charge of their care.	53	5
Staff treated patients with compassion and understanding.	80	5
Patients were told about any danger signs to watch for when they left hospital.	77	5
Patients got enough help with eating and drinking when they needed it.	88	4
Staff took adequate care when carrying out physical procedures.	85	4
Doctors discussed patients' condition and treatment with them in a way they could understand.	94	4
Nurses discussed patients' condition and treatment with them in a way they could understand.	88	4
Staff worked well together in organising patients' care.	78	4
Overall rating of arrangements for leaving hospital.	82	4
When patients called they received assistance within a reasonable time.	90	3
Patients got enough help with going to the bathroom or toilet when they needed it.	90	3
Overall rating of care and treatment during hospital stay.	93	3
Doctors did not talk in front of patients as if they were not there.	83	3
Nurses knew enough about patients' condition and treatment.	90	3
Nurses listened to patients if they had any questions or concerns.	93	3
Patients were involved in decisions about leaving hospital.	79	3
Patients were able to get adequate pain relief when they needed it.	93	2
Patients were kept as physically comfortable as they could expect to be.	94	2
Doctors listened to patients if they had any questions or concerns.	91	2
Patients had confidence and trust in the nurses treating them.	93	2
Overall rating of all staff patients came into contact with.	93	2
Patients understood what their medicines were for.	97	2
Patients understood how and when to take their medicines.	98	1
The main ward or room patients stayed in was clean.	97	1

NHS Lanarkshire

NHS Lanarkshire – Comparison with previous survey

In NHS Lanarkshire 925 people responded to the survey (36 per cent) from three large general hospitals.

Compared to the last survey, there were no areas in NHS Lanarkshire where people were significantly less likely to report a positive experience. However they were significantly more likely to report a positive experience in the following areas:

Patient Experience Indicators

Table 33 Significantly more positive than the last survey – NHS Lanarkshire

Question	% Positive	% Difference from previous survey
In A&E patients were kept informed about what was happening after seeing a doctor/nurse.	61	9
Patients had enough time with the people that matter to them.	81	8
Patients understood the explanations on how the operation or procedure had gone.	73	7
Patients knew which nurse was in charge of their care.	44	6
Overall rating of hospital/ward environment.	85	5
Overall rating of care and treatment during hospital stay.	86	5
Staff worked well together in organising patients' care.	69	5
Patients felt they got enough emotional support from staff.	65	5
Staff treated patients with compassion and understanding.	71	5
Patients were told about any danger signs to watch for when they left hospital.	68	5
Patients knew which nurse was in charge of the ward.	39	4
Patients were kept as physically comfortable as they could expect to be.	91	4
How patients felt about the overall length of time they were in hospital.	88	4
Patients were happy with the visiting hours.	95	2

NHS Lanarkshire – Comparison with Scottish average

Compared to this year's results for Scotland, there were no areas in NHS Lanarkshire where people were significantly more likely to report a positive experience. They were however significantly less likely to report a positive experience in the following areas:

Table 34 Significantly less positive than Scotland average – NHS Lanarkshire

Question	% Positive	% Difference from Scotland Average
Patients were happy with the food/meals they received.	56	-12
Patients felt that the people that matter to them were involved in decisions about their care and treatment.	50	-7
Staff took account of what matters to patients.	58	-7
The bathrooms and toilets were clean.	86	-6
Patients were involved as much as they wanted in decisions about their care and treatment.	56	-6
Patients felt there were enough nurses on duty.	57	-6
Patients knew who to contact if they had any questions after leaving hospital.	74	-6
Staff took adequate care when carrying out physical procedures.	76	-5
Staff worked well together in organising patients' care.	69	-5
Prior to leaving hospital, patients felt confident that any help they needed had been arranged.	66	-5
Patients saw/received information on how to provide feedback or complain about the care they received.	32	-5
Patients were not bothered by noise at night from other patients.	51	-4
Patients were happy with the drinks they received.	80	-4
Overall rating of hospital/ward environment.	85	-4
Patients were able to get adequate pain relief when they needed it.	87	-4
Patients got enough help with washing and dressing when they needed it.	83	-4
Patients got enough help with eating and drinking when they needed it.	80	-4

Patient Experience Indicators

Patients got enough help with going to the bathroom or toilet when they needed it.	83	-4
Overall rating of care and treatment during hospital stay.	86	-4
Doctors did not talk in front of patients as if they were not there.	76	-4
Nurses did not talk in front of patients as if they were not there.	79	-4
Patients felt they got enough emotional support from staff.	65	-4
Staff treated patients with compassion and understanding.	71	-4
Overall rating of all staff patients came into contact with.	87	-4
Patients were told about any danger signs to watch for when they left hospital.	68	-4
Overall rating of arrangements for leaving hospital.	74	-4
Patients knew which nurse was in charge of the ward.	39	-4
Patients knew which nurse was in charge of their care.	44	-4
Overall rating of hospital admission process.	79	-3
The main ward or room patients stayed in was clean.	93	-3
Hand-wash gels were available for patients and visitors to use.	91	-3
Patients had enough time with the people that matter to them.	81	-3
Patients had confidence and trust in the doctors treating them.	89	-3
Nurses knew enough about patients' condition and treatment.	84	-3
Patients' family or home situation was taken into account when planning discharge from hospital.	80	-3
Doctors discussed patients' condition and treatment with them in a way they could understand.	88	-2
Nurses washed/cleaned their hands at appropriate times.	91	-2
Patients were happy with the visiting hours.	95	-2
Patients had enough privacy when being examined or treated.	93	-1

NHS Lothian

NHS Lothian – Comparison with previous survey

In NHS Lothian 2,202 people responded to the survey (43 per cent) from 11 hospitals. These included three community hospitals, three long stay hospitals, two other hospitals, one sick children's hospital and two teaching hospitals.

Compared to the last survey, NHS Lothian patients were significantly more likely to report a positive experience in the following areas:

Table 35 Significantly more positive than the last survey – NHS Lothian

Question	% Positive	% Difference from previous survey
In A&E patients felt safe.	88	7
How patients felt about the time waiting to be seen by a nurse or doctor in A&E.	85	5
Staff took account of what matters to patients.	67	5
Staff worked well together in organising patients' care.	76	4
Staff treated patients with compassion and understanding.	77	4
Patients had enough time with the people that matter to them.	83	3
Patients understood what their medicines were for.	97	2

Compared to the last survey, NHS Lothian patients were significantly less likely to report a positive experience in the following areas:

Patient Experience Indicators

Table 36 Significantly less positive than the last survey – NHS Lothian

Question	% Positive	% Difference from previous survey
Patients had to stay in hospital longer than expected to wait for care or support services to be organised.	72	-13
Overall rating of care or support services after leaving hospital.	80	-6
Nurses discussed patients' condition and treatment with them in a way they could understand.	82	-4
Patients got enough help with washing and dressing when they needed it.	85	-3
Nurses listened to patients if they had any questions or concerns.	88	-3
Patients had enough privacy when being examined or treated.	94	-1

NHS Lothian – Comparison with Scottish average

Compared to this year's results for Scotland, NHS Lothian patients were significantly more likely to report a positive experience in the following areas:

Table 37 Significantly more positive than Scotland average – NHS Lothian

Question	% Positive	% Difference from Scotland Average
Patients didn't have to wait too long to get their medicines.	76	7
Overall rating of arrangements for leaving hospital.	81	3
Patients did not feel threatened by other patients/visitors.	91	2
Doctors knew enough about patients' condition and treatment.	92	2
Staff worked well together in organising patients' care.	76	2
Patients were involved in decisions about leaving hospital.	78	2
Patients knew who to contact if they had any questions after leaving hospital.	82	2
Patients understood what their medicines were for.	97	2

Compared to this year's results for Scotland, NHS Lothian patients were significantly less likely to report a positive experience in the following areas:

Table 38 Significantly less positive than Scotland average – NHS Lothian

Question	% Positive	% Difference from Scotland Average
Patients had to stay in hospital longer than expected to wait for care or support services to be organised.	72	-11
Patients were not bothered by noise at night from other patients.	51	-4
The bathrooms and toilets were clean.	90	-2

Patient Experience Indicators

NHS Orkney

NHS Orkney – Comparison with previous survey

In NHS Orkney 160 people responded to the survey (55 per cent) from one general hospital.

Compared to the last survey, there were no areas in NHS Orkney where people were significantly less likely to report a positive experience. However they were more likely to report a positive experience in the following areas:

Table 39 Significantly more positive than the last survey – NHS Orkney

Question	% Positive	% Difference from previous survey
Patients felt that the people that matter to them were involved in decisions about their care and treatment.	72	18
Doctors knew enough about patients' condition and treatment.	92	8

NHS Orkney – Comparison with Scottish average

Compared to this year's results for Scotland, NHS Orkney patients were significantly more likely to report a positive experience in the following areas:

Table 40 Significantly more positive than Scotland average – NHS Orkney

Question	% Positive	% Difference from Scotland Average
Patients were happy with the food/meals they received.	91	23
In A&E patients were told how long they would have to wait to see a doctor/nurse.	63	19
Patients felt that the people that matter to them were involved in decisions about their care and treatment.	72	15
In A&E patients were kept informed about what was happening after seeing a doctor/nurse.	74	13
Patients didn't have to wait too long to get their medicines.	82	13
Overall rating of hospital admission process.	92	10
Patients were happy with the drinks they received.	94	10
Staff took account of what matters to patients.	75	10
Patients were involved as much as they wanted in decisions about their care and treatment.	71	9
Patients felt they got enough emotional support from staff.	78	9
Overall rating of arrangements for leaving hospital.	87	9
How patients felt about the time waiting to be seen by a nurse or doctor in A&E.	93	8
When patients called they received assistance within a reasonable time.	95	8
How patients felt about the time they waited to get to a ward.	93	7
In A&E patients felt safe.	94	6
Patients got enough help with washing and dressing when they needed it.	93	6
Overall rating of care and treatment during hospital stay.	94	4
Overall rating of all staff patients came into contact with.	95	4

Patient Experience Indicators

Compared to this year's results for Scotland, NHS Orkney patients were significantly less likely to report a positive experience in the following areas:

Table 41 Significantly less positive than Scotland average – NHS Orkney

Question	% Positive	% Difference from Scotland Average
Beforehand, patients were told how they may feel after the operation or procedure.	47	-17
Patients knew which nurse was in charge of their care.	37	-11

NHS Shetland

NHS Shetland – Comparison with previous survey

In NHS Shetland 130 people responded to the survey (42 per cent) from one general hospital.

Compared to the last survey, there were no areas in NHS Shetland where people were significantly less likely to report a positive experience. However they were more likely to report a positive experience in the following areas:

Table 42 Significantly more positive than the last survey – NHS Shetland

Question	% Positive	% Difference from previous survey
Beforehand, patients were told how they may feel after the operation or procedure.	73	20
Patients had enough privacy when their condition and treatment were discussed.	90	11

NHS Shetland – Comparison with Scottish average

Compared to the this year's results for Scotland, there were no areas in NHS Shetland where people were significantly less likely to report a positive experience. However they were significantly more likely to report a positive experience in the following areas:

Table 43 Significantly more positive than Scotland average – NHS Shetland

Question	% Positive	% Difference from Scotland Average
In A&E patients were kept informed about what was happening after seeing a doctor/nurse.	83	22
Patients were happy with the food/meals they received.	88	20
In A&E patients were told how long they would have to wait to see a doctor/nurse.	63	19
Patients were not bothered by noise at night from hospital staff.	85	16
Patients felt there were enough nurses on duty.	77	14
Staff took account of what matters to patients.	78	13
Patients didn't have to wait too long to get their medicines.	82	13
In A&E patients' conditions were explained to them in a way they could understand.	80	12
Overall rating of arrangements for leaving hospital.	90	12
Overall rating of hospital admission process.	94	11

Patient Experience Indicators

Staff treated patients with compassion and understanding.	86	11
Patients felt they got enough emotional support from staff.	79	10
How patients felt about the time waiting to be seen by a nurse or doctor in A&E.	93	8
Patients got enough help with eating and drinking when they needed it.	92	8
Nurses discussed patients' condition and treatment with them in a way they could understand.	92	8
Patients got enough help with going to the bathroom or toilet when they needed it.	94	7
Patients knew who to contact if they had any questions after leaving hospital.	87	7
How patients felt about the time they waited to get to a ward.	91	5
Overall rating of care and treatment during hospital stay.	95	5
Nurses knew enough about patients' condition and treatment.	92	5
Patients had confidence and trust in the nurses treating them.	96	5

NHS Tayside

NHS Tayside – Comparison with previous survey

In NHS Tayside 944 people responded to the survey (43 per cent) from 14 hospitals. These included eight community hospitals, one general hospital, one large general hospital, two long stay hospital, one other hospital and one teaching hospital.

Compared to the last survey, NHS Tayside patients were significantly more likely to report a positive experience in the following areas:

Table 44 Significantly more positive than the last survey – NHS Tayside

Question	% Positive	% Difference from previous survey
Patients knew which nurse was in charge of their care.	57	9
Patients had enough time with the people that matter to them.	89	7
Patients knew which nurse was in charge of the ward.	47	6
Patients got enough help with washing and dressing when they needed it.	92	6
Patients were happy with the visiting hours.	98	2

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

Table 45 Significantly less positive than the last survey – NHS Tayside

Question	% Positive	% Difference from previous survey
How patients felt about the time they waited to be admitted to hospital after they were referred.	80	-9
Patients were not bothered by noise at night from other patients.	48	-8
Patients didn't have to wait too long to get their medicines.	66	-6
Doctors knew enough about patients' condition and treatment.	88	-5

Patient Experience Indicators

NHS Tayside – Comparison with Scottish average

Compared to this year's results for Scotland, NHS Tayside patients were significantly more likely to report a positive experience in the following areas:

Table 46 Significantly more positive than Scotland average – NHS Tayside

Question	% Positive	% Difference from Scotland Average
In A&E patients were told how long they would have to wait to see a doctor/nurse.	63	19
Patients knew which nurse was in charge of their care.	57	9
How patients felt about the time waiting to be seen by a nurse or doctor in A&E.	93	8
In A&E patients were kept informed about what was happening after seeing a doctor/nurse.	69	8
In A&E patients' conditions were explained to them in a way they could understand.	76	8
How patients felt about the time they waited to get to a ward.	92	6
Overall rating of hospital admission process.	88	6
Patients felt that the people that matter to them were involved in decisions about their care and treatment.	63	6
Overall rating of any care and treatment received in A&E.	93	5
Patients had enough time with the people that matter to them.	89	5
Patients got enough help with washing and dressing when they needed it.	92	5
Prior to leaving hospital, patients felt confident that any help they needed had been arranged.	76	5
Patients knew who to contact if they had any questions after leaving hospital.	85	5
Patients were told about any danger signs to watch for when they left hospital.	77	5
When patients called they received assistance within a reasonable time.	91	4
Patients knew which nurse was in charge of the ward.	47	4
Overall rating of hospital/ward environment.	93	4
Patients got enough help with going to the bathroom or toilet when they needed it.	91	4
Patients were involved in decisions about leaving hospital.	80	4
Overall rating of care and treatment during hospital stay.	93	3
Nurses listened to patients if they had any questions or concerns.	93	3
Staff treated patients with compassion and understanding.	78	3
Overall rating of all staff patients came into contact with.	94	3
Information received before attending hospital helped patients to understand what would happen.	98	2
Patients were kept as physically comfortable as they could expect to be.	94	2
Patients were happy with the visiting hours.	98	1

Compared to this year's results for Scotland, NHS Tayside patients were significantly less likely to report a positive experience in the following area:

Patient Experience Indicators

Table 47 Significantly less positive than Scotland average – NHS Tayside

Question	% Positive	% Difference from Scotland Average
Patients were not bothered by noise at night from other patients.	48	-7

NHS Western Isles

NHS Western Isles – Comparison with previous survey

In NHS Western Isles 165 people responded to the survey (42 per cent) from three hospitals. These included two community hospital and one general hospital.

Compared to the last survey, there were no areas in NHS Western Isles where people were significantly less likely to report a positive experience. However they were significantly more likely to report a positive experience in the following areas:

Table 48 Significantly more positive than the last survey – NHS Western Isles

Question	% Positive	% Difference from previous survey
Patients felt that the people that matter to them were involved in decisions about their care and treatment.	80	15
Patients knew which nurse was in charge of their care.	73	12
Nurses did not talk in front of patients as if they were not there.	94	8
How patients felt about the overall length of time they were in hospital.	96	5

NHS Western Isles – Comparison with Scottish average

Compared to the this year's results for Scotland, there were no areas in NHS Western Isles where people were significantly less likely to report a positive experience. However they were significantly more likely to report a positive experience in the following areas:

Table 49 Significantly more positive than Scotland average – NHS Western Isles

Question	% Positive	% Difference from Scotland Average
In A&E patients were told how long they would have to wait to see a doctor/nurse.	75	31
Patients knew which nurse was in charge of their care.	73	25
Patients didn't have to wait too long to get their medicines.	93	24
In A&E patients were kept informed about what was happening after seeing a doctor/nurse.	84	23
Patients were happy with the food/meals they received.	91	23
Patients felt that the people that matter to them were involved in decisions about their care and treatment.	80	23
Patients felt there were enough nurses on duty.	82	19
In A&E patients' conditions were explained to them in a way they could understand.	86	18
Patients were involved as much as they wanted in decisions about their care and treatment.	79	17

Patient Experience Indicators

Staff took account of what matters to patients.	82	17
Patients felt they got enough emotional support from staff.	86	17
Patients were not bothered by noise at night from other patients.	71	16
Patients were not bothered by noise at night from hospital staff.	85	16
Patients knew which nurse was in charge of the ward.	59	16
Beforehand, patients were told how they may feel after the operation or procedure.	79	15
Overall rating of hospital admission process.	96	14
Staff worked well together in organising patients' care.	88	14
Staff treated patients with compassion and understanding.	89	14
Beforehand, patients' questions were answered in a way they could understand.	89	13
Patients were told about any danger signs to watch for when they left hospital.	85	13
Overall rating of arrangements for leaving hospital.	91	13
Prior to leaving hospital, patients felt confident that any help they needed had been arranged.	83	12
Nurses discussed patients' condition and treatment with them in a way they could understand.	95	11
Nurses did not talk in front of patients as if they were not there.	94	11
Patients had enough time with the people that matter to them.	94	10
Patients got enough help with eating and drinking when they needed it.	94	10
Patients were involved in decisions about leaving hospital.	86	10
Patients understood the possible side effects of their medicines.	88	9
Patients were happy with the drinks they received.	92	8
When patients called they received assistance within a reasonable time.	95	8
Patients had enough privacy when their condition and treatment were discussed.	96	8
Patients' family or home situation was taken into account when planning discharge from hospital.	91	8
Patients got enough help with washing and dressing when they needed it.	94	7
Doctors did not talk in front of patients as if they were not there.	87	7
Nurses knew enough about patients' condition and treatment.	94	7
How patients felt about the overall length of time they were in hospital.	96	7
Patients knew who to contact if they had any questions after leaving hospital.	87	7
Patients got enough help with going to the bathroom or toilet when they needed it.	93	6
Staff took adequate care when carrying out physical procedures.	87	6
Nurses listened to patients if they had any questions or concerns.	96	6
Patients had confidence and trust in the nurses treating them.	97	6
Doctors washed/cleaned their hands at appropriate times.	96	5
The bathrooms and toilets were clean.	96	4
Patients were kept as physically comfortable as they could expect to be.	96	4

Golden Jubilee Foundation

Golden Jubilee Foundation – Comparison with previous survey

In the Golden Jubilee Foundation 584 people responded to the survey (69 per cent).

Compared to the last survey, the Golden Jubilee Foundation patients were significantly more likely to report a positive experience in the following areas:

Patient Experience Indicators

Table 50 Significantly more positive than the last survey – Golden Jubilee Foundation

Question	% Positive	% Difference from previous survey
Patients felt that the people that matter to them were involved in decisions about their care and treatment.	78	6
Beforehand, patients were told how they may feel after the operation or procedure.	78	6
Patients understood the explanations on how the operation or procedure had gone.	88	6
Patients were involved as much as they wanted in decisions about their care and treatment.	84	5
Patients felt they got enough emotional support from staff.	87	5
Staff treated patients with compassion and understanding.	91	5
Beforehand, a member of staff explained the risks and benefits of operation/procedure.	94	4
Staff took account of what matters to patients.	87	4
Doctors discussed patients' condition and treatment with them in a way they could understand.	99	2
Nurses knew enough about patients' condition and treatment.	99	2

Compared to the last survey, Golden Jubilee Foundation patients were significantly less likely to report a positive experience in the following area:

Table 51 Significantly less positive than the last survey – Golden Jubilee Foundation

Question	% Positive	% Difference from previous survey
Patients were not bothered by noise at night from other patients.	81	-4

Golden Jubilee Foundation – Comparison with Scottish average

Compared to the this year's results for Scotland, there were no areas in Golden Jubilee Foundation where people were significantly less likely to report a positive experience. However they were significantly more likely to report a positive experience in the following areas:

Table 52 Significantly more positive than Scotland average – Golden Jubilee Foundation

Question	% Positive	% Difference from Scotland Average
Patients saw/received information on how to provide feedback or complain about the care they received.	75	38
Patients felt there were enough nurses on duty.	92	29
Patients were not bothered by noise at night from other patients.	81	26
Patients knew which nurse was in charge of their care.	74	26
Patients were happy with the food/meals they received.	90	22
Patients knew which nurse was in charge of the ward.	65	22
Patients were involved as much as they wanted in decisions about their care and treatment.	84	22
Staff took account of what matters to patients.	87	22
Patients felt that the people that matter to them were involved in	78	21

Patient Experience Indicators

decisions about their care and treatment.

Patients were told about any danger signs to watch for when they left hospital.	92	20
Patients didn't have to wait too long to get their medicines.	89	20
Staff worked well together in organising patients' care.	93	19
Patients felt they got enough emotional support from staff.	87	18
Patients were not bothered by noise at night from hospital staff.	85	16
Staff treated patients with compassion and understanding.	91	16
Overall rating of arrangements for leaving hospital.	94	16
Overall rating of hospital admission process.	97	15
Patients understood the explanations on how the operation or procedure had gone.	88	15
Patients knew who to contact if they had any questions after leaving hospital.	95	15
Staff took adequate care when carrying out physical procedures.	95	14
Beforehand, patients were told how they may feel after the operation or procedure.	78	14
Beforehand, a member of staff explained the risks and benefits of operation/procedure.	94	13
Prior to leaving hospital, patients felt confident that any help they needed had been arranged.	84	13
How patients felt about the time they waited to get to a ward.	98	12
Patients were happy with the drinks they received.	96	12
Patients had enough time with the people that matter to them.	96	12
Beforehand, patients' questions were answered in a way they could understand.	88	12
Doctors did not talk in front of patients as if they were not there.	92	12
Nurses knew enough about patients' condition and treatment.	99	12
Nurses discussed patients' condition and treatment with them in a way they could understand.	96	12
If eligible, patients were happy with hospital transport arrangements for getting home.	90	12
When patients called they received assistance within a reasonable time.	98	11
Patients had enough privacy when their condition and treatment were discussed.	99	11
Patients got enough help with eating and drinking when they needed it.	94	10
Beforehand, a member of staff explained what would be done during the operation or procedure.	88	10
Patients were involved in decisions about leaving hospital.	86	10
Patients' family or home situation was taken into account when planning discharge from hospital.	93	10
Patients had to stay in hospital longer than expected to wait for care or support services to be organised.	93	10
Patients got enough help with going to the bathroom or toilet when they needed it.	96	9
Overall rating of care and treatment during hospital stay.	99	9
Doctors discussed patients' condition and treatment with them in a way they could understand.	99	9
Nurses did not talk in front of patients as if they were not there.	92	9
Patients understood the possible side effects of their medicines.	88	9
Patients got enough help with washing and dressing when they needed it.	95	8
Doctors listened to patients if they had any questions or concerns.	97	8
Overall rating of all staff patients came into contact with.	99	8
Patients were able to get adequate pain relief when they needed it.	98	7
Doctors washed/cleaned their hands at appropriate times.	98	7
Nurses listened to patients if they had any questions or concerns.	97	7

Patient Experience Indicators

Patients had confidence and trust in the nurses treating them.	98	7
How patients felt about the time they waited to be admitted to hospital after they were referred.	91	6
Patients did not feel threatened by other patients/visitors.	95	6
Patients were kept as physically comfortable as they could expect to be.	98	6
Overall rating of care or support services after leaving hospital.	87	6
Hand-wash gels were available for patients and visitors to use.	99	5
Nurses washed/cleaned their hands at appropriate times.	98	5
How patients felt about the overall length of time they were in hospital.	94	5
Patients felt they got the care and support services that were right for them .	93	5
Patients felt confident they could look after themselves after leaving hospital.	89	4
Patients understood what their medicines were for.	99	4
Patients thought the equipment used for their treatment was clean	98	3
Patients understood how and when to take their medicines.	99	2

PATIENT EXPERIENCE INDICATORS

Scotland Performs Healthcare Experience Indicator

The Healthcare Experience Indicator has been developed to measure the reported experience of people using the NHS. It is one of the 50 National Indicators in the National Performance Framework, which sets out the Government's outcomes based approach. Progress is reported on the Scotland Performs website: <http://www.scotland.gov.uk/About/scotPerforms>

The indicator is based on the results of the inpatient survey. It is calculated by giving numerical scores to people's answers to selected questions. Information on how the indicator is calculated is available in the [technical report](#).

The 2016 value of the Healthcare Experience Indicator is 82.8 which is a statistically significant increase of 1.1 compared to 2014, and the highest level the indicator has reached. Results by NHS Board are presented in Table 54.

Table 53 Healthcare Experience Indicator 2010-2016, by NHS Board

NHS Board	2010	2011	2012	2014	2016	Change 2014-16
NHS Ayrshire & Arran	79.2	79.3	80.0	81.9	81.9	0.0
NHS Borders	81.1	79.8	79.9	81.1	80.6	-0.5
NHS Dumfries & Galloway	79.0	79.3	79.8	81.5	83.5	2.1 s
NHS Fife	76.9	77.4	75.7	79.3	83.4	4.1 s
NHS Forth Valley	74.2	74.5	75.3	82.2	81.6	-0.6
NHS Grampian	77.3	78.3	79.5	83.1	84.2	1.1 s
NHS Greater Glasgow and Clyde	77.0	76.5	76.6	80.0	80.7	0.7
NHS Highland	83.9	82.8	83.8	86.5	86.1	-0.4
NHS Lanarkshire	74.7	73.5	74.0	76.9	79.8	2.9 s
NHS Lothian	78.3	79.1	79.6	81.4	82.8	1.4 s
NHS Orkney	85.5	82.4	87.0	85.2	86.6	1.4
NHS Shetland	82.6	83.5	84.2	85.4	89.4	4.0 s
NHS Tayside	80.6	79.7	80.9	83.3	84.5	1.2
NHS Western Isles	84.9	86.0	85.9	91.0	92.9	1.9 s
Golden Jubilee Foundation	91.1	91.9	91.6	93.5	94.4	0.9
Scotland	78.3	78.1	78.7	81.7	82.8	1.1 s

S denotes significant change from 2014

Patient Experience Indicators

Quality Outcome Indicator

Twelve national Quality Outcome Indicators show progress towards the ambitions of the Quality Strategy²⁹. One of these indicators is Healthcare Experience. This indicator combines the Scotland Performs Healthcare Experience Indicator described above, with data relating to GP services from the Health and Care Experience Survey.

Further information on how the indicator is calculated is available in the [technical report](#).

The latest value of the Healthcare Experience Quality Outcome Indicator is based on the 2016 Inpatient Survey (the subject of this and the 2015/16 Health and Care Experience Survey³⁰).

The latest value of the indicator is 80.9 which is a statistically significant increase of 0.6 compared to 2014.

Results by NHS Board are presented in Table 55.

Table 54 Quality Outcome Indicator by NHS Board

NHS Board	2011	2012	2014	2016	Change 2012-14
NHS Ayrshire & Arran	80.5	79.6	79.8	79.8	0
NHS Borders	82.4	80.7	80.7	80.9	0.2
NHS Dumfries & Galloway	81.9	81.7	82.1	83.5	1.4 s
NHS Fife	79.2	76.7	78.5	79.8	1.3 s
NHS Forth Valley	78.1	77.6	80.6	80.1	-0.5
NHS Grampian	79.5	79.2	80.1	80.3	0.2
NHS Greater Glasgow and Clyde	80.0	79.2	80.4	80.8	0.4
NHS Highland	84.0	83.8	84.5	84.3	-0.1
NHS Lanarkshire	76.8	75.8	76.6	77.9	1.3 s
NHS Lothian	80.2	79.6	79.5	80.3	0.8 s
NHS Orkney	86.7	88.4	88.2	88.5	0.3
NHS Shetland	82.3	81.5	82	85.5	3.5 s
NHS Tayside	81.2	81.2	81.6	82.5	0.9 s
NHS Western Isles	86.2	85.5	87.5	88.2	0.6
Golden Jubilee Foundation	91.9	91.6	93.5	94.4	0.9 s
Scotland	80.2	79.5	80.3	80.9	0.6 s

s denotes significant change from 2014

²⁹ Quality Indicators: www.isdscotland.org/Health-Topics/Quality-indicators/

³⁰ www.gov.scot/Topics/Statistics/Browse/Health/GPPatientExperienceSurvey/HACE2015-16

ANNEX A – PERCENTAGE POSITIVE RESULTS 2010 – 2016

Question no. in 2016	Question text	2010	2011	2012	2014	2016
3	In A&E, were you kept informed about how long you would have to wait to be seen by a nurse or doctor?	-	-	-	44	44
4	In A&E, how did you feel about the length of time you waited to be seen by a nurse or doctor?	-	-	-	83	85
5	In A&E, once you had been seen by a nurse or doctor were you kept informed about what was happening?	-	-	-	60	61
6	In A&E, did a nurse or doctor discuss your condition with you in a way you could understand?	-	-	-	67	68
7	Were you given enough privacy when being examined or treated in A&E?	-	-	-	97	98
8	When you were in A&E, did you feel safe?	-	-	-	87	88
9	Overall, how would you rate the care and treatment you received during your time in A&E?	83	82	83	87	88
10	How did you feel about the length of time you waited to be admitted to hospital after you were referred?	89	89	88	88	85
11	Did the information you were given before attending hospital help you understand what would happen?	95	96	96	96	96
12	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?	87	87	87	86	86
13	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)	81	80	80	83	82
14a	The main ward or room I stayed in was clean	90	92	93	95	96
14b	The bathrooms and toilets were clean	84	86	88	91	92
14c	I was not bothered by noise at night from other patients	-	-	-	54	55
14d	I was not bothered by noise at night from hospital staff	-	-	-	69	69
14e	I was happy with the food/meals I received	-	-	-	68	68
14f	I was happy with the drinks I received	-	-	-	84	84
14g	When I called I received assistance within a reasonable time	-	87	87	88	87
14h*	There weren't times when I felt threatened by other patients or visitors	-	-	-	-	89
14i*	The equipment used for my treatment was clean.	-	-	-	-	95

Annex A

Question no. in 2016	Question text	2010	2011	2012	2014	2016
15	Did you know which nurse was in charge of the ward?	-	-	-	42	43
16	Were hand-wash gels available for patients and visitors to use?	-	-	-	95	94
18	During your stay, were you happy with the visiting hours?	-	-	-	95	97
19	Did you feel you were able to spend enough time with the people that matter to you (e.g. family and friends)?	-	-	-	81	84
20	Overall, how would you rate the hospital and ward environment?	79	79	80	88	89
21a	I was able to get adequate pain relief when I needed it	91	91	91	91	91
21b	I had enough privacy when being examined or treated	94	95	95	94	94
21c	I had enough privacy when my condition and treatment was discussed	85	85	85	87	88
21d	I got enough help with washing and dressing when I needed it	81	82	82	87	87
21e	I got enough help with eating and drinking when I needed it	68	68	69	85	84
21f	I got enough help with going to the bathroom or toilet when I needed it	-	80	81	87	87
21g	I was kept as physically comfortable as I could expect to be	-	-	-	92	92
22	Were you involved as much as you wanted to be in decisions about your care and treatment?	-	-	-	59	62
23	Were the people that matter to you (e.g. family & friends) involved in decisions about your care and treatment as much as you wanted?	-	-	-	56~	57
24	Did you feel that staff took adequate care when carrying out physical procedures? (e.g. injections or blood tests; inserting, checking or removing drips or catheters; moving you)?	-	-	-	80	81
29	Did a member of staff discuss any of these events with you?	-	-	-	21	21
30	Were you satisfied with how these events were dealt with?	-	-	-	25	27
33	In your opinion, was moving you between wards managed well?	-	-	-	71	70
34	Overall, how would you rate your care and treatment during your stay in hospital?	84	85	85	89	90
36	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	-	-	-	80	81
37	Beforehand, did a member of staff explain what would be done during the operation or procedure?	-	-	-	76	78

Annex A

Question no. in 2016	Question text	2010	2011	2012	2014	2016
38	Beforehand, were you told how you could expect to feel after you had the operation or procedure?	-	-	-	61	64
39	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	-	-	-	75	76
40	After the operation or procedure, did a member of staff explain how it had gone in a way you could understand?	-	-	-	71	73
41a	Doctors knew enough about my condition and treatment	87	88	87	90	90
41b	Doctors discussed my condition and treatment with me in a way I could understand	87	88	88	90	90
41c	Doctors didn't talk in front of me as if I was not there	-	79	80	80	80
41d	Doctors listened to me if I had any questions or concerns	86	88	88	90	89
41e	As far as I was aware doctors washed/cleaned their hands at appropriate times	85	87	88	91	91
41f	I had confidence and trust in the doctors treating me	-	-	-	91	92
42a	Nurses knew enough about my condition and treatment	82	81	81	87	87
42b	Nurses discussed my condition and treatment with me in a way I could understand	80	80	80	84	84
42c	Nurses didn't talk in front of me as if I was not there	-	81	81	83	83
42d	Nurses listened to me if I had any questions or concerns	85	87	87	90	90
42e	As far as I was aware nurses washed/cleaned their hands at appropriate times	88	90	90	93	93
42f	I had confidence and trust in the nurses treating me	-	-	-	91	91
43	Did you know which nurse was in charge of your care?	-	-	-	47	48
44	In your opinion, were there enough nurses on duty to care for you in hospital?	-	-	-	64	63
45	Did you think that the staff worked well together in organising your care?	-	-	-	73	74
46	Did you feel that staff took account of the things that matter to you?	-	-	-	64	65
47	Did you feel that you got enough emotional support from staff during your stay?	-	-	-	67	69
48	Did you feel that staff treated you with compassion and understanding during your stay?	-	-	-	74	75
49	Overall, how would you rate all the staff you came into contact with?	87	87	87	91	91

Annex A

Question no. in 2016	Question text	2010	2011	2012	2014	2016
53	How did you feel about the length of time you were in hospital?	-	-	-	88	89
54	Were you confident you could look after yourself when you left hospital?	-	-	-	85	85
55	Before leaving hospital, were you confident that any help you needed had been arranged for you?	-	-	-	71	71
56	If your condition meant you were eligible for hospital transport to take you home, were you happy with how this was arranged?	-	-	-	82	78
57a	I was involved in decisions about leaving hospital	-	-	-	76	76
57b	My family or home situation was taken into account when planning for me leaving hospital	-	83	83	83	83
57c	I knew who to contact if I had any questions after leaving hospital	81	80	80	80	80
57d	I was told about any danger signs to watch for when I left hospital	73	72	72	72	72
59a	I didn't have to wait too long to get my medicines	-	-	73	71	69
59b	I understood what my medicines were for	94	94	95	95	95
59c	I understood how and when to take my medicines	96	96	97	97	97
59d	I understood the possible side effects of my medicines	80	80	80	81	79
60	Overall, how would you rate the arrangements made for your leaving hospital?	73	75	75	79	78
62	Did you have to stay in hospital longer than expected to wait for your care or support services to be organised?	-	-	88	86	83
63	Did you feel that you got the care and support services that were right for you?	-	-	89	90	88
64	Overall, how would you rate the care or support services you got after leaving hospital?	-	-	82	83	81
65	Did you see, or were you given, any information explaining how to provide feedback or complain to the hospital about the care you received?	-	-	-	36	37

Notes:

* New question to the 2016 questionnaire

Statistically significant changes are marked in bold.

~ Updated from 2014 report

A National Statistics publication for Scotland

The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics.

Designation can be interpreted to mean that the statistics: meet identified user needs; are produced, managed and disseminated to high standards; and are explained well.

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How to access background or source data

The data collected for this statistical publication:

- are available in more detail through Scottish Neighbourhood Statistics
- are available via an alternative route
- ✓ may be made available on request, subject to consideration of legal and ethical factors. Please contact patientexperience@gov.scot for further information.
- cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.

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