

2011 Out Patient Survey Background

- Last national survey 2009
- Current survey based on patients using services in May 2011
- 41% of those sent a questionnaire returned them compared to Picker average of 49%
- Care Quality Commission published results in February 2012

2011 Out Patient Survey Results

Compared to the 74 trusts that ran the National Outpatient 2011 survey with the Picker Institute



How do we compare to other trusts in the 2011 survey?

The survey showed that your Trust is:

- Significantly BETTER than average on 4 questions
- Significantly WORSE than average on 17 questions
- The scores were average on 53 questions

2011 Out Patient Survey Results

Have we improved since the 2009 survey?

A total of 62 questions were used in both the 2009 and 2011 surveys.

Compared to the 2009 survey, your Trust is:



- Significantly BETTER on 23 questions
- Significantly WORSE on 0 questions
- The scores show no significant difference on 39 questions

2011 Out Patient Survey Results

- 62 questions in survey
- 53 (85%) better than 2009
- 6 (10%) worse than 2009
- 3 (5%) same as 2009
- Improvements achieved in every category of the questionnaire

2011 Out Patient Survey Results

Doing well on:

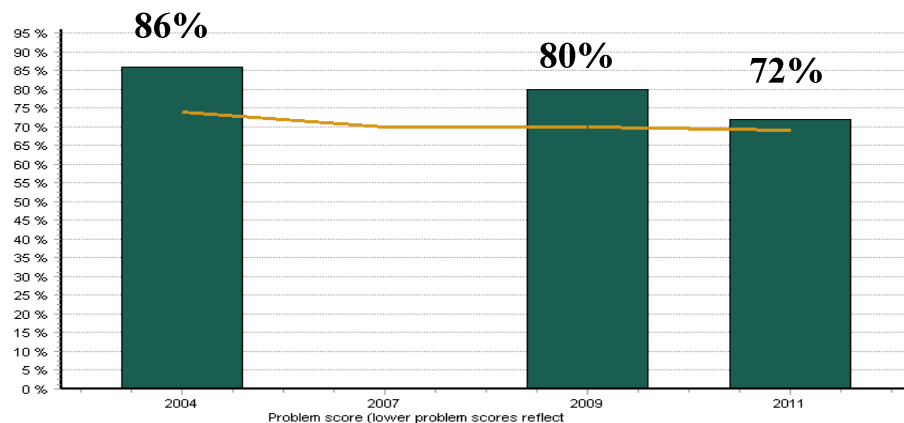
- Waiting times and communication about delays (huge improvements, but problem scores still high)
- Communication – doctors (improved over time)
- Privacy (when discussing / being treated)
- Hospital cleanliness

Could do better on:

- Finding the OPD
- Communication with other HCP – BUT slight improvements over time
- Privacy at reception
- Overall impression & organisation of OPD

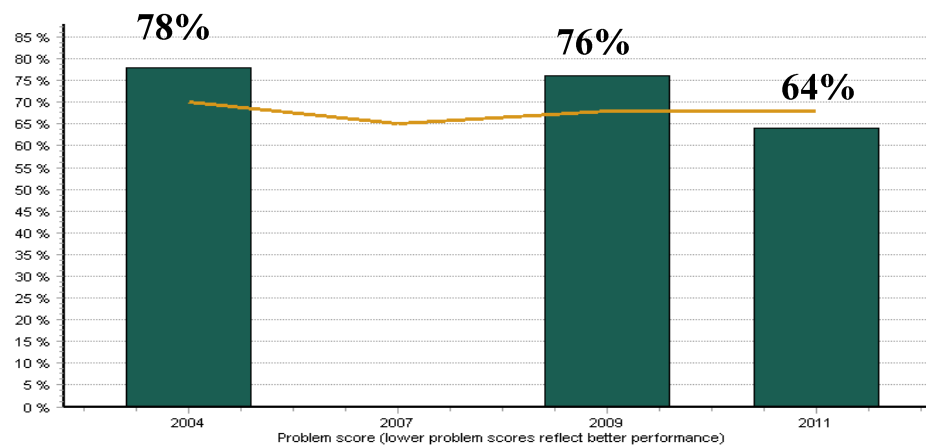
Historical: Waiting

C2 Patient waited for longer than they were told, or were not told how long the wait would be



“Quite a pleasant waiting area, not crowded and comfortable seats provided. Notice board full of helpful information”

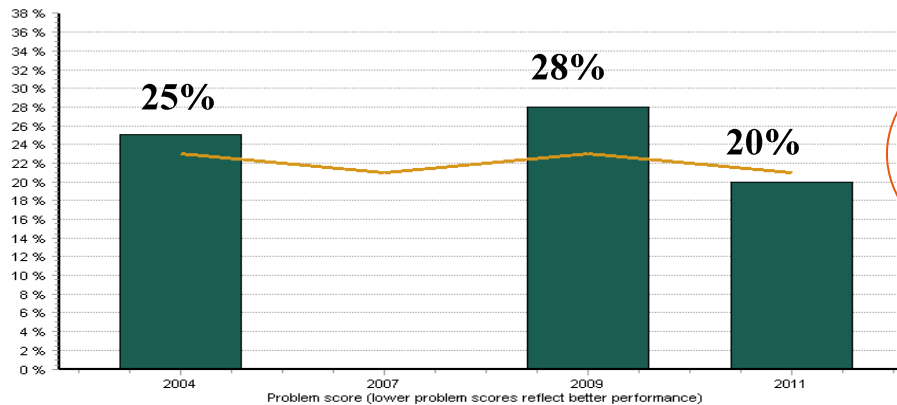
C3 Patient not told why they had to wait



“Waiting time (often long delays), lack of refreshments. TV / newspapers.”

Historical: Doctors - Communication

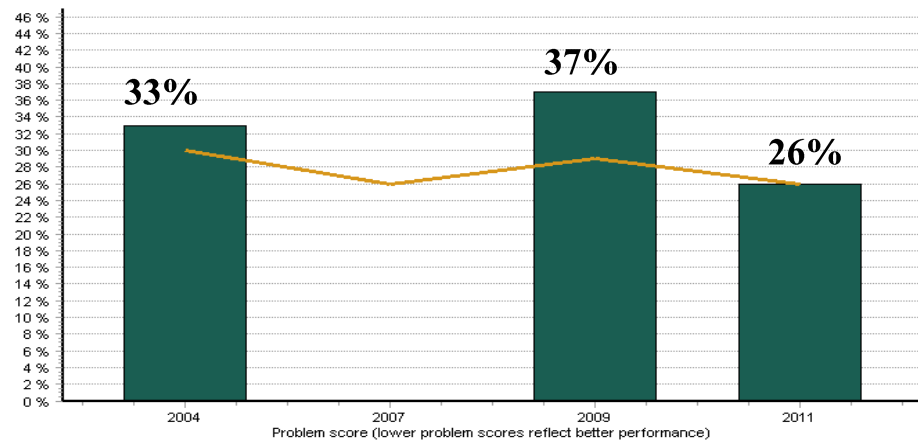
F4+ Doctor did not fully explain reasons for treatment/ action



“The doctor I saw was extremely good both at her job and at talking to me. She made everything clear”

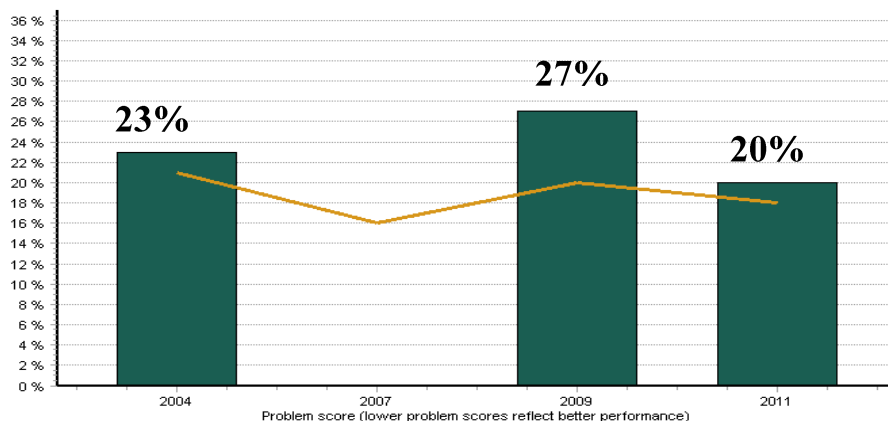
always give clear answers to questions

“The doctor was prepared to listen to all my queries and questions on each visit”



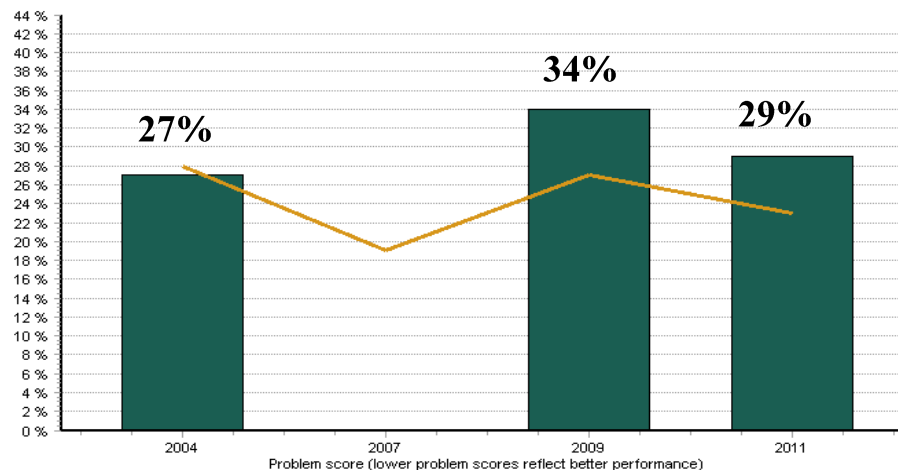
Historical: Other HCP

G5 Other member of staff did not listen fully to what patient had to say



“The nurse I saw was really sympathetic and keen to listen to my questions”

G6+ Other member of staff did not always give clear answers to questions



“The nurse was very professional and caring”

2011 Out Patient Survey Site Specific Data

Watford

2009
R68%
A21%
G11%

2011
R15%
A47%
G38%

2011 Out Patient Survey Site Specific Data

St Albans

2009
R38%
A25%
G37%

2011
R38%
A30%
G25%
B3%

2011 Out Patient Survey Site Specific Data

Hemel Hempstead

2009
R72%
A12%
G15%

2011
R18%
A49%
G37%
B3%

2011 Out Patient Survey Actions

- Identifying a small number of Trust-wise actions
- Identifying site specific issues via site specific working groups reporting to the Patient Experience Working Group

Was there anything particularly good about your hospital care?





Patient Comments: Positive Feedback

“The staff at the Outpatients were very kind and helpful & it was a pleasure going there”

“The doctors, nurses. receptionist at all times have treated me with respect and care and cheerfulness. A credit to you all”

“I was very nervous but was reassured and made at ease by all the staff who all understood and took time to talk to me and were all lovely, from the receptionist to the consultant - were very professional and kind”