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# Outpatient department survey

## West Hertfordshire Hospitals NHS Trust

We use national surveys to find out about the experience of patients when receiving care and treatment from healthcare organisations. Between June and October 2011, a questionnaire was sent to patients who had recently attended an outpatient appointment for each NHS trust in England. Responses were received from 378 patients at [West Hertfordshire Hospitals NHS Trust](#).

Based on patients' responses to the survey, this trust scored		How this score compares with other trusts
7.7/10	<p>Click to expand for questions about <b>Before the appointment</b></p>	
8.4/10	<p><b>Wait for appointment</b> for <b>not</b> having to <b>wait long for an appointment</b>, from the time they were first told they needed one.</p>	
7.0/10	<p><b>Choice of appointment time</b> for being given a <b>choice of appointment times</b>.</p>	
9.1/10	<p><b>Change of appointment date</b> for <b>not</b> having the <b>appointment changed</b> to a later date by the hospital.</p>	
6.5/10	<p><b>Information about the appointment</b> for knowing <b>what would happen</b> during the appointment.</p>	
4.8/10	<p>Click to expand for questions about <b>Waiting in the hospital</b></p>	
6.4/10	<p><b>Starting appointment on time</b> for starting the appointment <b>on time</b>.</p>	
3.2/10	<p><b>Delay in starting appointment</b> for being told <b>how long</b> the wait would be, for patients waiting longer than 15 minutes.</p>	
8.3/10	<p>Click to expand for questions about <b>Hospital environment and facilities</b></p>	
8.5/10	<p><b>Cleanliness of Outpatient Department</b> for describing the Outpatients Department as <b>clean</b>.</p>	
8.1/10	<p><b>Cleanliness of toilets</b> for describing the toilets in the Outpatients Department as <b>clean</b>.</p>	

8.0/10	Click to expand for questions about <b>Tests and treatments</b>	
8.2/10	<b>Reason for test</b> for being told <b>why tests were needed</b> , in a way they could understand.	
8.1/10	<b>Finding out test results</b> for being told how to <b>find out test results</b> .	
7.5/10	<b>Explanation of results</b> for having <b>test results explained</b> in a way they could understand.	
8.5/10	<b>Explanation of treatment</b> before the treatment, <b>being told what would happen</b> .	
7.9/10	<b>Explanation of risks and benefits</b> for having <b>risks and benefits</b> of treatment explained in a way they could understand, for patients who received treatment.	
8.8/10	Click to expand for questions about <b>Seeing a doctor</b>	
8.7/10	<b>Time to talk with the doctor</b> for having enough <b>time to discuss health and medical problems</b> with the doctor.	
8.7/10	<b>Medical history</b> for doctors being <b>aware of their medical history</b> .	
8.8/10	<b>Explaining treatment</b> for feeling the doctor <b>explained treatments or actions</b> in way they could understand.	
9.0/10	<b>Being listened to</b> for feeling the <b>doctor listened</b> to what they had to say.	
8.4/10	<b>Answers to questions</b> for getting answers they could understand from their doctor, when they had <b>important questions</b> .	
8.9/10	<b>Confidence and trust</b> for having <b>confidence and trust in the doctor</b> examining and treating them.	
8.5/10	Click to expand for questions about <b>Seeing another professional</b>	
8.0/10	<b>Answers to questions</b> for getting <b>answers they could understand</b> from health professionals other than their doctor, when they had an important question	
9.0/10	<b>Confidence and trust</b> for having confidence and trust in other health professionals examining and	

	treating them (not including their doctor).	  
8.2/10	<a href="#">Click to expand for questions about Overall about the appointment</a>	  
7.9/10	<b>Staff introductions</b> for staff <b>introducing themselves</b> during examinations and treatment.	  
9.2/10	<b>Acknowledging patients</b> for staff <b>not talking in front of them</b> , as if they weren't there.	  
8.8/10	<b>Information</b> for being given enough <b>information</b> on condition and treatment.	  
9.4/10	<b>Privacy for discussions</b> for being given <b>enough privacy</b> when <b>discussing their condition or treatment</b> .	  
9.3/10	<b>Avoiding confusion</b> for <b>not being told one thing by a member of staff and something quite different from another</b> .	  
8.4/10	<b>Involvement in decisions</b> for being <b>involved as much as they wanted to be in decisions about their care and treatment</b> .	  
6.6/10	<b>Managing condition or illness</b> for being <b>asked what was important in managing a condition or illness</b> .	  
6.3/10	<b>Managing condition or illness</b> For feeling the <b>appointment helped to better manage a condition or illness</b> .	  
6.8/10	<a href="#">Click to expand for questions about Leaving the outpatients department</a>	  
8.6/10	<b>Instructions for taking medications</b> for being told <b>how to take</b> new medications.	  
9.1/10	<b>Purpose of medications</b> for having the <b>purpose</b> of medications <b>explained</b> to them in a way they could understand, when given medicines to take home.	  
4.5/10	<b>Side effects</b> for being told about medication <b>side effects</b> to watch out for.	  
9.4/10	<b>Change to medications</b> for being <b>told the reason for a change medication</b> in a way they could understand.	  
4.7/10	<b>Receiving information</b> for receiving copies of <b>letters</b> sent between hospital doctors and GP.	  

5.1/10	<b>Told about danger signals</b> for being <b>told about danger signals</b> regarding illness or treatment.	
6.0/10	<b>Told about contact</b> for being told <b>who to contact about their condition or treatment</b> after leaving hospital.	
8.6/10	Click to expand for questions about <b>Overall impression</b>	
8.5/10	<b>Satisfaction with visit</b> for being <b>satisfied</b> that the reason for the Outpatient visit was accomplished.	
9.2/10	<b>Respect and dignity</b> for being treated with <b>respect and dignity</b> .	
8.1/10	<b>Overall care</b> for how good the <b>overall care</b> was that they received.	

**About these scores**

We asked people to tell us what they thought about different aspects of the care and treatment they received. Each NHS trust received scores out of 10, based on the responses given by their patients'. A higher score is better. Each trust also receives a rating. The rating 'better' means that the trust is better than most other trusts who took part in the survey for that particular question, a rating of 'about the same' means that the trust is about the same as most other trusts and a rating of 'worse' means that the trust did not perform as well as most other trusts for that question.

The results from each NHS trust take into account the age and sex of respondents for each trust, compared with the age and sex of all people across England that returned the questionnaire. This is because trusts have differing profiles of patients. For example, one trust may have more male outpatients than another. This can potentially affect the results because people tend to answer questions in different ways, depending on certain characteristics. This could potentially lead to a trust's results appearing better or worse than if they had a slightly different profile of patients.

We do not provide a single overall rating for each NHS trust. This would be too simplistic as the survey assesses a number of different aspects of patient experience (such as before the appointment, seeing doctors, medications) and trust performance varies across these different aspects. This means that it is not possible to compare the trusts overall. It is better to look at the trusts in your area and see how they perform across the aspects that are most important to you.

**More information**

 [Detailed information and score calculations](#) 80.98 KB

[Find out more about the NHS outpatient department survey](#)