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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 October 2011 and January 2012, a questionnaire was sent to 850 recent inpatients at each trust. Responses were received from 360 patients at West Hertfordshire Hospitals NHS Trust.






























Please note: If you are viewing this page on Internet Explorer 6, you may experience a few problems with the way the results are displayed. We are working to fix this as soon as possible.

Based on patients' responses to the survey, this trust scored		How this score compares with other trusts
7.5 /10	Click to expand for questions about The emergency / A&E department, answered by emergency patients only	
7.9 /10	Information for being given enough information on their condition and treatment	
8.5 /10	Privacy for being given enough privacy when being examined or treated	
6.1 /10	Admission to a ward for not having to wait a long time to be admitted to a bed or ward	
6.5 /10	Click to expand for questions about Waiting lists and planned admissions, answered by those referred to hospital	
3.1 /10	Choice of admission dates for being offered a choice of admission dates	
9.0 /10	Changes to admission dates for not having their admission date changed by the hospital	
6.0 /10	Wait for admission for not having to wait long to be admitted, from the time they first talked with a health professional about being referred to hospital	
8.0 /10	Length of wait for feeling that they waited the right amount of time on the waiting list to be admitted	
7.8 /10	Click to expand for questions about Waiting to get to a bed on a ward	
7.8 /10	Waiting to get to a bed on a ward for feeling they did not have to wait a long time to get to a bed on a ward, following their arrival at the hospital	

		  
7.9 / 10	Click to expand for questions about The hospital and ward	  
9.0 / 10	Single sex accommodation for not having to share a sleeping area, such as a room or bay, with patients of the opposite sex	  
8.5 / 10	Single sex bathroom areas for not having to share a bathroom or shower area with patients of the opposite sex	  
5.8 / 10	Noise from other patients for not ever being bothered by noise at night from other patients	  
7.6 / 10	Noise from staff for not ever being bothered by noise at night from hospital staff	  
8.8 / 10	Cleanliness of rooms and wards for describing the hospital rooms or wards as clean	  
8.1 / 10	Cleanliness of toilets and bathrooms for describing the toilets and bathrooms as clean	  
9.6 / 10	Not feeling threatened for not feeling threatened by other patients or visitors during their hospital stay	  
5.7 / 10	Storing belongings for having somewhere to keep their personal belongings whilst on the ward	  
9.4 / 10	Posters regarding hand-wash gels for seeing posters or leaflets asking patients and visitors to wash their hands or use hand-wash gels	  
9.5 / 10	Availability of hand-wash gels for hand-wash gels being available for patients and visitors to use	  
5.5 / 10	Quality of food for describing the hospital food as good	  
9.0 / 10	Choice of food for having been offered a choice of food	  
6.7 / 10	Help with eating for being given enough help from staff to eat their meals, if they needed it	  
8.4 / 10	Click to expand for questions about Doctors	  

8.1/10	Answers to questions for getting answers they could understand from the doctor, when they asked important questions	
8.6/10	Confidence and trust for having confidence and trust in the doctors treating them	
8.4/10	Acknowledging patients for doctors not talking in front of them, as if they weren't there	
8.4/10	Hand cleaning for noticing that doctors washed or cleaned their hands between touching patients	
8.1/10	Click to expand for questions about Nurses	
7.6/10	Answers to questions for getting answers they could understand from the nurse, when they asked important questions	
8.3/10	Confidence and trust for having confidence and trust in the nurses treating them	
8.6/10	Acknowledging patients for nurses not talking in front of them, as if they weren't there	
7.5/10	Enough nurses for feeling that there were enough nurses on duty to care for them	
8.6/10	Hand cleaning for noticing that nurses washed or cleaned their hands between touching patients	
7.2/10	Click to expand for questions about Care and treatment	
7.6/10	Avoiding confusion For not being told one thing by a member of staff and something quite different by another	
6.8/10	Involvement in decisions for being involved as much as they wanted to be in decisions about their care and treatment	
7.8/10	Information for being given enough information on their condition and treatment	
6.1/10	Involving family or friends for family or someone else close to them having enough opportunity to talk to a doctor if they wanted to	
5.9/10	Talking about worries and fears for having someone on the hospital staff to talk about any worries and fears, if they wanted to	

6.7/10	Emotional Support for feeling that they received enough emotional support, from hospital staff, if they needed this			
8.2/10	Privacy for discussions for being given enough privacy when discussing their condition or treatment			
9.2/10	Privacy for examination for being given enough privacy when being examined or treated			
8.1/10	Pain control for feeling that hospital staff did all they could to help control their pain, if they were ever in pain			
6.0/10	Getting help for the call button being responded to quickly, if they used this			
8.0/10	Click to expand for questions about Operations and procedures, answered by patients who had an operation or procedure			
8.6/10	Explanation of risks and benefits before the operation or procedure, being given an explanation that they could understand about the risks and benefits			
8.3/10	Explanation of operation before the operation or procedure, being given an explanation of what would happen			
8.6/10	Answering questions before the operation or procedure, having any questions answered in a way they could understand			
6.6/10	Expectations after the operation being told how they could expect to feel after the operation or procedure			
8.7/10	Information from the anaesthetist or another member of staff for receiving an explanation they could understand from the anaesthetist or another member of staff about how they would be put to sleep or their pain controlled			
7.3/10	After the operation for being told how the operation or procedure had gone in a way they could understand			
6.9/10	Click to expand for questions about Leaving hospital			
6.8/10	Involvement in decisions for being involved in decisions about their discharge from hospital, if they wanted to be			
5.8/10	Discharge for not being delayed on the day they were discharged from hospital			
7.2/10	Length of Delay to discharge for those whose discharge was delayed, for not being delayed for a long time			

7.1/10	Advice for after discharge for whether they were given written or printed information about what they should or should not do after leaving hospital	  
8.4/10	Purpose of medicines for having the purpose of medicines explained to them in a way they could understand, if given medicines to take home	  
5.1/10	Side effects of medicines for being told about the side effects to watch out for, if given medicines to take home	  
8.2/10	Taking medication for being told how to take medication in a way they could understand, if given medicines to take home	  
7.8/10	Information about medicines for being given clear written or printed information about their medicines, if given medicines to take home	  
5.2/10	Danger signals for being told about any danger signals to watch for after going home	  
5.6/10	Information for family and friends for information being given to their family, or someone close, about how to help care for them	  
7.9/10	Contact for being told who to contact if they were worried about their condition or treatment after leaving hospital	  
5.5/10	Letters for receiving copies of letters sent between hospital doctors and their GP	  
8.8/10	Understandable Letters for letters between the hospital doctors and family GP being written in a way they could understand	  
5.9/10	Click to expand for questions about Overall views and experiences	  
8.7/10	Respect and dignity for being treated with respect and dignity	  
7.5/10	Working together for how well they rated doctors and nurses working together	  
7.6/10	Overall care for how good the overall care was that they received	  
1.5/10	Patients' views for being asked to give their views about the quality of the care they received during their stay in hospital	  
4.1/10	Information about complaints for noticing any posters or leaflets explaining how patients could complain about the care 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.

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 waiting lists, the hospital ward and doctors and nurses) 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.

Where a section score and title is not present and the following text is displayed 'click to expand on questions about' this is due to a question(s) being missing from the section, meaning that no section score can be produced. Questions are missing either because they are not applicable to that type of trust or due to their being too few people answering the question. Please still click on the section to see the results of the questions that were answered.

Further information

The results from each NHS trust take into account the age, gender and method of admission (emergency or elective) of respondents for each trust, to ensure that no trust will appear better or worse than another because of the profile of patients that responded to the survey. The standardisation helps to ensure that each trust's age-sex-admission type profile reflects the national age-sex-admission type distribution (based on all of the respondents to the survey).

The survey information is collected anonymously, and all responses are confidential. For more information on how the survey has been carried out, visit the surveys co-ordination centre website at: www.nhssurveys.org.

The survey results are analysed by the survey co-ordination centre at the Picker Institute Europe and checked by the Care Quality Commission. The NHS trusts receive their data and are expected to take action based on the results.

What are the results used for

As well as providing the information to the public the survey results are to be used by NHS trusts to help them improve their performance. CQC use the data from the survey in the Quality and Risk Profiles for providers, which contributes to our assessment of compliance with the essential standards of quality and safety set by the government. The Department of Health will also use the results for performance assessment, improvement and regulatory purposes.

More information

[Find out more about the NHS acute inpatient survey](#)

[More details about our surveys](#)

[Technical details for patient survey information](#) 139 KB