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People's experiences of accident and emergency services

West Hertfordshire Hospitals NHS Trust

We use national surveys to find out about the experiences of people who use NHS services.

During 2012, a questionnaire was sent to 850 people who had attended an NHS accident and emergency department (A&E) during January, February or March 2012.

Responses were received from 278 people at West Hertfordshire Hospitals NHS Trust.

If you have any questions about the information on this page, please email patient.survey@cqc.org.uk.

How this score compares with other trusts

Based on patients' responses to the survey, this trust scored

9.2 /10

[Click to expand for questions about](#)
Travel by ambulance (answered by those who travelled by ambulance only)

9.5 /10

Working well together
for ambulance and A&E staff having **worked well** together

8.9 /10

Transition from the ambulance to A&E
for **not** having to **wait** long with the ambulance crew before care was passed to A&E staff

5.7 /10

[Click to expand for questions about](#)
Reception and waiting

6.6 /10

Privacy
for being given enough **privacy** when discussing their condition with the receptionist

5.8 /10

First conversation with a doctor or nurse
for **not** having to wait a **long** time before **first speaking** to a doctor or nurse

6.0 /10

Being examined
for **not** having a long wait before **being examined** by a doctor or nurse

3.4 /10

Information about waiting for an examination
for being told **how long** they would wait to be examined

6.6 /10

Length of time in A&E
for **not** spending **too long** in A&E

7.9 /10

[Click to expand for questions about](#)
Doctors and nurses (answered by all those who saw a doctor or nurse)

8.1 /10

Time to talk
for feeling they had **enough** time to discuss their health or medical problem with a doctor or nurse

7.8/10	Clear explanations for feeling the doctor or nurse explained their condition and treatment in a way they could understand
8.7/10	Being listened to for feeling the doctor or nurse listened to what they had to say
6.4/10	Discussing anxieties or fears for feeling the doctor or nurse discussed any anxieties or fears they had about their condition or treatment
8.2/10	Confidence and trust for having confidence and trust in the doctors and nurses examining and treating them
9.1/10	Acknowledging patients for doctors and nurses not talking in front of them , as if they weren't there
7.1/10	Involving family or friends for family, or someone else close to them, having enough opportunity to talk to a doctor if they wanted to
8/10	Click to expand for questions about Care and treatment
8.5/10	Information for being given the right amount of information about their condition or treatment
9.0/10	Privacy for being given enough privacy during examinations and treatment
7.4/10	Getting help when needed for receiving help from medical or nursing staff when needed
8.9/10	Avoiding confusion for not being told one thing by a member of staff and something quite different by another
7.6/10	Involvement in decisions for being involved as much as they wanted to be in decisions about their care and treatment
6.7/10	Pain control for feeling that hospital staff did all they could to help control their pain , if they were ever in pain while in A&E
8.2/10	Click to expand for questions about Tests (answered only by those who had tests)
8.0/10	Explaining reasons for tests for feeling that staff explained the reasons for tests in a way they could understand
7.8/10	Timely test results for receiving their test results before they left the A&E department
8.8/10	Explaining test results for feeling staff explained their test results in a way they could understand, where these were given before they left A&E

7.6 /10	Click to expand for questions about Hospital environment and facilities
8.1 /10	Cleanliness of A&E department for describing the A&E department as clean
7.4 /10	Cleanliness of A&E toilets for describing the toilets in the A&E department as clean
9.6 /10	Not feeling threatened for not feeling threatened by other patients or visitors
5.5 /10	Access to food and drink for being able to access suitable food and drink while in the A&E department, it they wanted to
6 /10	Click to expand for questions about Leaving the A&E Department (answered only by those who were not admitted to hospital or to a nursing home)
8.8 /10	Purpose of medications for having the purpose of new medications explained before they left A&E
4.3 /10	Medication side effects for being told about new medication side effects to look out for, for those prescribed new medication while in A&E
4.7 /10	Resuming usual activities for having had staff explain when they could resume their usual activities
4.2 /10	Assessment of living and support arrangements for feeling staff considered their family and home situation before they left A&E
4.7 /10	Danger signals for being told about any danger signals to watch for after going home
6.6 /10	Contact for being told who to contact if they were worried about their condition or treatment after leaving hospital
8.7 /10	Keeping their GP informed for knowing their GP was given all the necessary information about their A&E visit
6.6 /10	Click to expand for questions about Overall views on experience
8.7 /10	Respect and dignity for being treated with respect and dignity
7.5 /10	Overall view of A&E experience for feeling their experience of being treated and cared for in the A&E had been good
3.5 /10	Information about complaints for seeing any posters or leaflets explaining how patients could complain about the care they received

About these scores

Most questions are grouped under the section in which they appear in the questionnaire.

We asked people to answer questions about different aspects of their care and treatment. Based on their responses, we gave each NHS Trust a score out of 10 for each question (the higher the score the better).

Each trust also received a rating of 'Better', 'About the same' or 'Worse'.

Better: the trust is better for that particular question compared to most other trusts that took part in the survey.


About the same: the trust is performing about the same for that particular question as most other trusts that took part in the survey.

Worse: the trust did not perform as well for that particular question compared to most other trusts that took part in the survey.

We do not provide a single overall rating for each NHS Trust. This would be misleading as the survey assesses a number of different aspects of people's experiences (such as care received from doctors and nurses, tests, views on the hospital environment e.g. cleanliness) and trust performance varies across these different aspects.

The structure of the questionnaire also means that there are a different number of questions in each section. This means that it is not possible to compare 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.

For more details on the methodology, please read the technical document below.

 [Accident and emergency survey 2012: Scoring](#) 127.52 KB