

Gosport War Memorial Hospital Sultan Ward

PATIENT SATISFACTION
SURVEY

REPORT

July 2008

By

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Gosport war Memorial Hospital
Patient Satisfaction Survey Report – July 2008

INTRODUCTION

During the period July 2008 all in-patients about to be discharged from Sultan ward in HPCT were asked if they were willing to take part in a patient satisfaction survey. The aim of the survey was to evaluate the service and patient experience.

Staff went through the survey questions with the patient as they were waiting to be discharged and recorded their responses and any comments made.

A total of 22 surveys were completed. The following report summarises the findings from these responses.

RESULTS

A summary table of the results can be found in Appendix 1 of the report. The breakdown of the results of the responses is as follows:

Arrival at the hospital

- The majority (95.5%) of the patients said that on arrival they were welcomed to the ward by a member of staff.
- The majority (91.3%) of the patients said that the ward environment was clean and welcoming.
- Approximately 47.4% of the patients said that they were given the opportunity to read the hospital information pack and found it helpful.

Personal Experience

- The majority (87%) of the patients agreed that all the health professionals who saw them introduced themselves.
- The majority (95%) of the patients agreed that all the health professionals who saw them were polite and friendly.
- The majority (95.7%) of the patients agreed that their privacy and dignity was respected by all health professionals who saw them.

Treatment and Care

- Approximately 86.4% of the patients said that their treatment and care was explained to them in a way they could understand.
- Approximately 52.4% of the patients agreed that they were involved as much as they wanted to be in the discussions and decisions about their care.
- Approximately 52.4% of the patients felt they were given enough time to discuss the options for their treatment and care.
- Approximately 52.4% of the patients said that they received consistent, relevant information about the progress of their treatment and care.
- Approximately 47.4% of the patients said that the written information they received about their condition was clear and easy to understand.

- Approximately 78.9% of the patients said they were asked for their consent before receiving any treatment.
- Approximately 90% of the patients said that findings from any tests carried out were explained in a way they could understand.
- Approximately 75% of the patients said that any medicines prescribed to them were explained in a way they could understand.

Discharge from Hospital

- Approximately 75% of the patients said that it was made clear from when they arrived that their discharge was being planned.
- Approximately 50% of the patients said that they were involved in all discussion and decisions about their discharge.
- Approximately 44.4% of the patients said that their discharge date was discussed with them in plenty of time for them to make arrangements.
- Approximately 31.3% of the patients said that they received written information about their discharge which they found helpful.
- Approximately 50% of the patients said that the medicines they were given to take home were explained in a way they could understand.
- Approximately 35.7% of the patients said that the written information they were given about the medicines they took home was useful.
- Approximately 50% of the patients said that they felt reassured that their GP had been informed about their treatment, care and discharge.

Improving the Service

- Patients were asked if they would be willing to discuss their patient experience either by phone, informal interview or group discussion.
 - 26% of the patients agreed to be contacted by phone
 - 8.7% of the patients agreed to take part in an informal interview
 - 17.4% of the patients agreed to take part in a group discussion

Overall satisfaction

- Patients were asked how satisfied they were overall with the standard of care they received from the service. 73.9% responded 'Very Satisfied' and 21.7% responded 'Satisfied'.

PATIENT'S COMMENTS

Patients were very complimentary about the service that they had received during their in-patient stay. Below are some of the comments made by the patients:

"so good I didn't want to go home"

"its first class"

"Great"

"my family were also made to feel welcome"

"everyone treated me in a kind friendly manner and with respect"

"can't get any better"

"night staff dealt with me quickly"

"nothing was too much trouble for the staff they were patient and always had a smile"

"very happy with all aspects of my care, food was also good even though my appetite was poor"

There were some areas where patients felt the service could be improved. Below are some of the comments and suggestions made:

- *"Have not seen the information pack"*
- *"Don't know any results of tests"*

CONCLUSION

Overall the results from the survey were very encouraging. 73.9% of patients rated their overall satisfaction with the service as 'Very Satisfied' and 21.7% rated it as 'Satisfied'.

- Patients felt that the staff were friendly, helpful and treated them with respect
- Staff introduced themselves and made their families feel welcome too
- Overall patients were happy with their treatment and care

The results of the survey have highlighted some areas where the service could be improved:

- Not all patients were given the opportunity to read the information pack
- Not all patients were given the results of their tests
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Some patients were surveyed too early before discharge² and were therefore unable to answer some of the discharge questions

RECOMMENDATIONS / ACTION PLAN

Problem Identified	Action required (include dates and who is responsible)
Not all patients were given the opportunity to read the ward information	<ul style="list-style-type: none"> • Ensure all patients are shown the info on admission

pack	
One patient didn't any results of tests	Ensure all patients results are discussed with them
Patients not aware of their discharge date or involved in the planning of their discharge	<ul style="list-style-type: none"> • Inform all patients of their discharge date on admission and keep them updated • Ensure discharge plans are discussed with patients from admission and documented
Patients not given enough time to discuss options for their treatment and care	<ul style="list-style-type: none"> • Allow time on ward round for patients to discuss their care and treatment
Not all patients received consistent, relevant information about the progress of their care and treatment	<ul style="list-style-type: none"> • Discuss at Sultan steering group

This survey will be repeated in January 2009

DISTRIBUTION

Head of Adult services (South east)

Modern Matron

Head of Nursing, therapy & clinical standards (South East)

Charge Nurse

Clinical Audit Lead

FACE

APPENDIX 1

TABLE OF RESULTS

APPENDIX 1

**SULTAN WARD IN-PATIENT SATISFACTION SURVEY 2007
TABLE OF RESULTS**

ON ARRIVAL AT HOSPITAL				
1	Patients were asked if on arrival they were welcomed to the ward by a member of staff			
	% responses	Strongly agree	1	95.5%
			2	4.5%
			3	0.0%
			4	0.0%
		Strongly disagree	5	0.0%
2	Patients were asked if the ward environment was clean and welcoming			
	% responses	Strongly agree	1	91.3%
			2	8.7%
			3	0.0%
			4	0.0%
		Strongly disagree	5	0.0%
3	Patients were asked if they were given the opportunity to read the hospital information pack and found it helpful			
	% responses	Strongly agree	1	47.4%
			2	0.0%
			3	10.5%
			4	5.3%
		Strongly disagree	5	36.8%
PERSONAL EXPERIENCE				
4	Patients were asked if all health professionals who saw them always introduced themselves			
	% responses	Strongly agree	1	87.0%
			2	13.0%
			3	0.0%
			4	0.0%
		Strongly disagree	5	0.0%
5	Patients were asked if all health professionals who saw them were polite and friendly			
	% responses	Strongly agree	1	95.7%
			2	0.0%
			3	0.0%
			4	0.0%
		Strongly disagree	5	4.3%
6	Patients were asked if they felt their privacy and dignity was respected by all health professionals who saw them			
	% responses	Strongly agree	1	95.7%
			2	0.0%
			3	0.0%
			4	0.0%
		Strongly disagree	5	4.3%

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7	% of patients who stated they had an upsetting incident whilst they were in hospital				15.8%
8	% of these patients who said that any distress caused to them was dealt with quickly & sympathetically by staff				100.0%
TREATMENT AND CARE					
9	Patients were asked if the treatment and care given was explained in a way they could understand				
	% responses	Strongly agree	1	86.4%	
			2	4.5%	
			3	4.5%	
			4	4.5%	
		Strongly disagree	5	0.0%	
10	Patients were asked if they were involved as much as they wanted in discussions and decisions about their care				
	% responses	Strongly agree	1	52.4%	
			2	38.1%	
			3	4.8%	
			4	4.8%	
		Strongly disagree	5	0.0%	
11	Patients were asked if they were given enough time to discuss the options for their treatment and care				
	% responses	Strongly agree	1	52.4%	
			2	23.8%	
			3	9.5%	
			4	9.5%	
		Strongly disagree	5	4.8%	
12	Patients were asked if they received consistent, relevant information about the progress of their treatment and care				
	% responses	Strongly agree	1	52.4%	
			2	19.0%	
			3	28.6%	
			4	0.0%	
		Strongly disagree	5	0.0%	
13	Patients were asked if the written information they received about their condition was clear and easy to understand				
	% responses	Strongly agree	1	47.4%	
			2	5.3%	
			3	10.5%	
			4	5.3%	
		Strongly disagree	5	31.6%	
14	Patients were asked if they were always asked for their consent before receiving any treatment				
	% responses	Strongly agree	1	78.9%	
			2	15.8%	
			3	5.3%	
			4	0.0%	
		Strongly disagree	5	0.0%	

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15	Patients were asked if the findings of any tests carried out were explained in a way they could understand		
	% responses	Strongly agree	1 90.0%
			2 5.0%
			3 0.0%
			4 0.0%
		Strongly disagree	5 5.0%
16	Patients were asked if any medicines prescribed to them were explained in a way they could understand		
	% responses	Strongly agree	1 75.0%
			2 10.0%
			3 10.0%
			4 5.0%
		Strongly disagree	5 0.0%
DISCHARGE FROM HOSPITAL			
17	Patients were asked if it was made clear from when they arrived that their discharge was being planned		
	% responses	Strongly agree	1 75.0%
			2 5.0%
			3 10.0%
			4 0.0%
		Strongly disagree	5 10.0%
18	Patients were asked if they were involved as much as they wanted in discussions and decisions about their discharge		
	% responses	Strongly agree	1 50.0%
			2 22.2%
			3 11.1%
			4 0.0%
		Strongly disagree	5 16.7%
19	Patients were asked if their discharge date was discussed with them in plenty of time for them to make arrangements		
	% responses	Strongly agree	1 44.4%
			2 11.1%
			3 16.7%
			4 0.0%
		Strongly disagree	5 27.8%
20	Patients were asked if they received written information about their discharge which they found helpful		
	% responses	Strongly agree	1 31.3%
			2 0.0%
			3 6.3%
			4 6.3%
		Strongly disagree	5 56.3%
21	Patients were asked if the medicines given to them to take home were explained in a way they could understand		
	% responses	Strongly agree	1 50.0%
			2 0.0%
			3 6.3%
			4 6.3%
		Strongly disagree	5 37.5%

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22	Patients were asked if the written information given to them about the medicines they took home was useful		
	% responses	Strongly agree	1 35.7%
			2 0.0%
			3 0.0%
			4 14.3%
		Strongly disagree	5 50.0%
23	Patients were asked if they were reassured that their GP had been informed about their treatment, care and discharge		
	% responses	Strongly agree	1 50.0%
			2 12.5%
			3 12.5%
			4 0.0%
		Strongly disagree	5 25.0%
IMPROVING THE SERVICE			
24	Patients were asked if they would be willing to discuss their patient experience		
	% who agreed to be contacted by phone		26.1%
	% who agreed to take part in an informal interview		8.7%
	% who agreed to take part in a group discussion		17.4%
OVERALL SATISFACTION			
25	Patients were asked how satisfied they were with the standard of treatment they received from the service		
	% responses	Very satisfied	73.9%
		Satisfied	21.7%
		Uncertain	4.3%
		Dissatisfied	0.0%
		Very dissatisfied	0.0%