

National NHS patient survey programme Outpatient department survey 2011

Full national results with historical comparisons

The Care Quality Commission

The Care Quality Commission is the independent regulator of health care and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act. Whether services are provided by the NHS, local authorities or by private or voluntary organisations, we focus on:

- **Identifying risks** to the quality and safety of people's care.
- **Acting swiftly** to help eliminate poor-quality care.
- Making sure **care is centred on people's needs** and protects their rights.

Outpatient department survey 2011

To improve the quality of services that the NHS delivers, it is important to understand what patients think about their care and treatment. One way of doing this is by asking patients who have recently used their local health services to tell us about their experiences.

The survey of adult outpatient services involved 163 acute and specialist NHS trusts. We received responses from more than 72,000 patients, a response rate of 53%. People were eligible for the survey if they were aged 16 years or older and attended an outpatients department(s) during a one month period (chosen by the trust) in either April or May 2011. This included any outpatient clinics run with the emergency department (A&E/casualty) such as fracture clinics. Fieldwork for the survey took place between June and October 2011.

Similar surveys of adult outpatients were carried out in 2003, 2004 and 2009. They are part of a wider programme of NHS patient surveys, which covers a range of topics including mental health services and maternity services. To find out more about our programme, please visit our website (see further information section).

This document provides tables showing the national results for the adult outpatient surveys carried out in 2009 and 2011. Results from 2003 and 2004 can be found on the survey Coordination Centre website here: <http://www.nhssurveys.org/surveys/297>

Interpreting the tables

The tables present the national results for each question.¹ The survey years are shown across the top of the table, with the responses for each question down the side. The bottom row shows the 'number of respondents' that is the number of people that the results are based on. At times the percentage result will not equal 100 percent due to rounding

The tables show all specific responses to a question. Responses such as "don't know" or "can't remember" are not shown, as these do not help evaluate performance.

If the column for 2009 is missing, it means that the question was not asked in that year, or that the results are no longer comparable due to a change in wording to the question or response categories.

Notes on Specific Questions

Q2 and Q3: Q2 "From the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for your appointment?" and Q3 "Did your symptoms or condition get worse while you were waiting for your appointment?". These questions were only answered by respondents who were attending a first appointment at the outpatients department. Responses are not included from all other respondents. The questions will not be comparable with 2009 because of this.

Q2, Q3 and Q5: Q2 "From the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for your appointment?", Q3 "Did your symptoms or condition get worse while you were waiting for your appointment?" and Q5 "Were you given a choice of appointment times?".

These questions exclude patients who were not referred for a planned admission to hospital by a GP or health professional in England (i.e. their care was not bought or 'commissioned' in England but in Northern Ireland, Scotland or Wales). This is because hospital choice and waiting time policies differ outside of England.

Q5: The information collected by Q5 ("Were you given a choice of appointment times") has been filtered by first appointment only rather than on all appointments, as the choose and book policy around this is only applicable to first appointments. Due to changes to the questionnaire between 2009 and 2011, the data is not comparable.

Q20-Q25: There was an error in the information collected by Maidstone and Tunbridge Wells NHS trust for Q20-Q25: (Q20 "Did you have enough time to discuss your health or medical problem with the doctor?", Q21 "Did the doctor seem aware of your medical history?", Q22 "Did the doctor explain the reasons for any treatment or action in a way that you could understand?",

¹ The results from each trust are given equal weight in calculating the England (national) results. Some trusts have a higher response rate than others and would therefore have a greater influence over the England (national) average. To correct this we apply a 'weight' to the data. As a result of applying this weight, the responses from each trust have an equal influence over the England average, regardless of differences in response rates between trusts.

Q23 “Did the doctor listen to what you had to say?”, Q24 “If you had important questions to ask the doctor, did you get answers that you could understand?” and Q25 “Did you have confidence and trust in the doctor examining and treating you?”). The error made by the trust has resulted in responses for these questions being excluded from the reported results and the final data.

Filter questions

Not all of the questions in the survey were answered by everybody. Some questions are not applicable to everyone: for example, if a respondent had visited the outpatients department before (Q1), then they skip Q2 and Q3, as they are not relevant to them.

Statistical significance

We carried out statistical tests on the data to determine whether there had been any statistically significant changes in the results for 2011 compared with 2009. A statistically significant difference means that the change in the results is very unlikely to have occurred by chance.

The right hand column of the tables use 'up' and 'down' arrows to indicate whether there has been a 'statistically significant' change between 2009 and 2011:

↑ shows that there has been a statistically significant increase in results

↓ shows that there has been a statistically significant decrease in results.

Where a cell in the final column is blank, there has been no statistically significant change.

For example, in the table for question 7 it can be seen that between 2009 and 2011, there has been a significant increase in the proportion of respondents saying that they ‘definitely’ knew what would happen to them during their appointment - as indicated by an 'up' arrow. There have been corresponding decreases for the other response options, as indicated by arrows pointing downward.

In some of the tables, the arrows suggest that there has been a significant change but the results look the same. An example of this can be seen in the table for question 23 where the 'Yes, definitely' percentage is the same for 2009 and for 2011 (81%) but there is an upward arrow to show there has been a significant increase. This is because results presented in the tables have been rounded up or down to a whole number. If the results were presented to a number of decimal places, a small observable difference would be shown. Some of the changes in the survey results are very small, but because of the large number of respondents that took part, they are statistically significant.

Further information

Full details of the methodology of the survey can be found at:
www.nhssurveys.org/

More information on the programme of NHS patient surveys is available at:
<http://www.cqc.org.uk/public/reports-surveys-and-reviews>

The results, questionnaire and scoring of the 2011 survey of outpatient departments can be found at:
www.cqc.org.uk/outpatientsurvey2011

You can also see the results for each trust by searching for that organisation on CQC's website:
www.cqc.org.uk

The results, questionnaire and scoring from the 2009 outpatient department survey can be found at:
www.nhssurveys.org/surveys/486

The results, questionnaire and scoring from the 2003 and 2004 outpatient department surveys are available on the survey coordination centre website:
<http://www.nhssurveys.org/surveys/297>

Before the Appointment

1. Have you ever visited this Outpatients Department before for the same condition?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes | 58% | 69% | ↑ |
| No | 42% | 31% | ↓ |
| Total Specific Responses | 69971 | 71019 | |

Answered by all

2. From the time you were first told you needed an appointment to the time you went to the Outpatients Department, how long did you wait for an appointment?

| | Survey Year |
|--|-------------|
| | 2011 |
| Up to 1 month | 49% |
| 1 month to 6 weeks | 27% |
| More than 6 weeks but no more than 3 months | 17% |
| More than 3 months but no more than 5 months | 4% |
| More than 5 months but no more than 12 months | 2% |
| More than 12 months but no more than 18 months | 0% |
| More than 18 months | 0% |
| Total specific responses | 20628 |

Answered by first attendees to the outpatients department.

Filtered to include patients' referred by English Primary Care trusts only.

3. Did your symptoms or condition get worse while you were waiting for your appointment?

| | Survey Year |
|--------------------------|-------------|
| | 2011 |
| Yes, definitely | 9% |
| Yes, to some extent | 22% |
| No | 69% |
| Total specific responses | 21794 |

Answered by first attendees to the outpatients department.

Filtered to include patients' referred by English Primary Care trusts only.

4. In the last 12 months, how many times (including this one) have you visited the Outpatient Department for any condition?

| | Survey Year |
|--------------------------|-------------|
| | 2011 |
| This was the only time | 21% |
| 2 to 3 times | 44% |
| 4 to 8 times | 24% |
| More than 8 times | 11% |
| Total specific responses | 71299 |

Answered by all

5. Were you given a choice of appointment times?

| | Survey Year |
|--------------------------------------|-------------|
| | 2011 |
| Yes | 33% |
| No, but I did not need/want a choice | 52% |
| No, but I would have liked a choice | 15% |
| Total specific responses | 22581 |

Filtered by first appointment and for patients' referred by an English Primary Care trust.

6. Was your appointment changed to a later date by the hospital?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| No | 79% | 77% | ↓ |
| Yes, once | 17% | 18% | ↑ |
| Yes, 2 or 3 times | 4% | 5% | ↑ |
| Yes, 4 times or more | 0% | 0% | |
| Total specific responses | 71159 | 71467 | |

Answered by all

7. Before your appointment, did you know what would happen to you during the appointment?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 38% | 45% | ↑ |
| Yes, to some extent | 46% | 42% | ↓ |
| No | 16% | 14% | ↓ |
| Total specific responses | 71308 | 71259 | |

Answered by all

Waiting in the Hospital

8. How long after the stated appointment time did the appointment start?

| | Survey Year | | Significant change between 09 and 11 |
|---|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Seen on time, or early | 19% | 24% | ↑ |
| Waited up to 5 minutes | 11% | 12% | ↑ |
| Waited 6 - 15 minutes | 26% | 25% | ↓ |
| Waited 16 - 30 minutes | 21% | 18% | ↓ |
| Waited 31- 60 minutes | 14% | 12% | ↓ |
| Waited more than 1 hours but no more than 2 hours | 7% | 6% | ↓ |
| Waited more than 2 hours | 3% | 2% | ↓ |
| Total specific responses | 69468 | 70380 | |

Answered by all

9. Were you told how long you would have to wait?

| | Survey Year | | Significant change between 09 and 11 |
|--|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, but the wait was shorter | 6% | 5% | ↓ |
| Yes, and I had to wait about as long as I was told | 21% | 20% | ↓ |
| Yes, but the wait was longer | 13% | 14% | |
| No, I was not told | 60% | 61% | ↑ |
| Total specific responses | 30746 | 27460 | |

Answered by all whose appointment started more than 15 minutes after the stated appointment time

Hospital Environment and Facilities

10. In your opinion, how clean was the Outpatients Department?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Very clean | 61% | 65% | ↑ |
| Fairly clean | 37% | 33% | ↓ |
| Not very clean | 2% | 1% | ↓ |
| Not at all clean | 0% | 0% | ↓ |
| Total specific responses | 71079 | 71287 | |

Answered by all

11. How clean were the toilets at the Outpatients Department?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Very clean | 57% | 60% | ↑ |
| Fairly clean | 37% | 35% | ↓ |
| Not very clean | 5% | 4% | ↓ |
| Not at all clean | 1% | 1% | ↓ |
| Total specific responses | 50044 | 48700 | |

Answered by all

Tests and Treatment

12. Did you have any tests (such as x-rays, scans or blood tests) when you last visited the Outpatients Department?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes | 61% | 50% | ↓ |
| No | 39% | 50% | ↑ |
| Total specific responses | 70576 | 71260 | |

Answered by all

13. Did a member of staff explain why you needed these test(s) in a way that you could understand?

| | Survey Year |
|--------------------------|-------------|
| | 2011 |
| Yes, completely | 74 % |
| Yes, to some extent | 19 % |
| No | 7 % |
| Total specific responses | 30750 |

Answered by all who had any tests

14. Did a member of staff tell you how you would find out the results of your test(s)?

| | Survey Year |
|--------------------------|-------------|
| | 2011 |
| Yes | 82% |
| No | 18% |
| Total specific responses | 29880 |

Answered by all who had any tests

15. Did a member of staff explain the results of the tests in a way you could understand?

| | Survey Year | | Significant change between 09 and 11 |
|---|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 64% | 62% | ↓ |
| Yes, to some extent | 22% | 22% | |
| No | 9% | 11% | ↑ |
| I was never told the results of the tests | 5% | 5% | |
| Total specific responses | 34306 | 29045 | |

Answered by all who had any tests

Treatment

16. During your outpatient appointment, did you have any treatment for your condition?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes | 32% | 33% | ↑ |
| No | 68% | 67% | ↓ |
| Total specific responses | 70053 | 71044 | |

Answered by all

17. Before the treatment did a member of staff explain what would happen?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 80% | 77% | ↓ |
| Yes, to some extent | 17% | 19% | ↑ |
| No | 3% | 4% | ↑ |
| Total specific responses | 22215 | 22807 | |

Answered by all who had any treatments during their appointment

18. Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 72% | 69% | ↓ |
| Yes, to some extent | 20% | 21% | ↑ |
| No | 8% | 10% | ↑ |
| Total specific responses | 21272 | 22048 | |

Answered by all who had any treatment during their appointment

Seeing a Doctor

19. Was any part of your outpatient appointment with a doctor?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes | 80% | 80% | |
| No | 20% | 20% | |
| Total specific responses | 70904 | 71329 | |

Answered by all

20. Did you have enough time to discuss your health or medical problem with the doctor?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 77% | 77% | |
| Yes, to some extent | 21% | 20% | ↓ |
| No | 3% | 3% | ↑ |
| Total specific responses | 56709 | 56674 | |

Answered by all who had any part of their outpatient appointment with a doctor

21. Did the doctor seem aware of your medical history?

| | Survey Year | | Significant change between 09 and 11 |
|--|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| He / she knew enough | 82% | 84% | ↑ |
| He / she knew something but not enough | 13% | 12% | ↓ |
| He / she knew little or nothing | 5% | 5% | ↓ |
| Total specific responses | 52494 | 53534 | |

Answered by all who had any part of their outpatient appointment with a doctor

22. Did the doctor explain the reasons for any treatment or action in a way that you could understand?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, completely | 77% | 78% | ↑ |
| Yes, to some extent | 21% | 19% | ↓ |
| No | 2% | 3% | ↑ |
| Total specific responses | 54806 | 52912 | |

Answered by all who had any part of their outpatient appointment with a doctor

23. Did the doctor listen to what you had to say?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 81% | 81% | ↑ |
| Yes, to some extent | 18% | 17% | ↓ |
| No | 2% | 2% | |
| Total specific responses | 56852 | 56608 | |

Answered by all who had any part of their outpatient appointment with a doctor

24. If you had important questions to ask the doctor, did you get answers that you could understand?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 71% | 73% | ↑ |
| Yes, to some extent | 25% | 23% | ↓ |
| No | 3% | 3% | |
| I did not have an opportunity to ask | 1% | 1% | |
| Total specific responses | 50389 | 49409 | |

Answered by all who had any part of their outpatient appointment with a doctor

25. Did you have confidence and trust in the doctor examining and treating you?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 82% | 83% | |
| Yes, to some extent | 15% | 15% | ↓ |
| No | 2% | 3% | ↑ |
| Total specific responses | 56886 | 56652 | |

Answered by all who had any part of their outpatient appointment with a doctor

Seeing another professional

26. Was all or part of your outpatient appointment with any member of staff, other than a doctor?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes | 59% | 60% | ↑ |
| No | 41% | 40% | ↓ |
| Total specific responses | 69602 | 70289 | |

Answered by all

27. Who was the main person, other than a doctor, you saw? (Tick one only)

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| A nurse | 64% | 62% | ↓ |
| A physiotherapist | 7% | 9% | ↑ |
| A radiographer | 18% | 16% | ↓ |
| Someone else | 11% | 14% | ↑ |
| Total specific responses | 37652 | 39839 | |

Answered by all who had all or part of the outpatient appointment with any member of staff other than a doctor

28. If you had important questions to ask him/her, did you get answers that you could understand?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 73% | 75% | ↑ |
| Yes, to some extent | 23% | 20% | ↓ |
| No | 3% | 3% | |
| I did not have an opportunity to ask | 2% | 2% | |
| Total specific responses | 33494 | 34080 | |

Answered by all who had all or part of the outpatient appointment with any member of staff other than a doctor

29. Did you have confidence and trust in him/her?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 81% | 83% | ↑ |
| Yes, to some extent | 17% | 16% | ↓ |
| No | 2% | 2% | |
| Total specific responses | 41817 | 40081 | |

Answered by all who had all or part of the outpatient appointment with any member of staff other than a doctor

Overall about the appointment

30. Do you see the same doctor or other member of staff whenever you go to the Outpatients Department?

| | Survey Year |
|--------------------------|-------------|
| | 2011 |
| This was my first visit | 19 % |
| Yes, always | 31% |
| Yes, sometimes | 38% |
| No, never | 12% |
| Total specific responses | 69295 |

Answered by all

31. Did the staff treating and examining you introduce themselves?

| | Survey Year |
|---|-------------|
| | 2011 |
| Yes, all of the staff introduced themselves | 70% |
| Some of the staff introduced themselves | 23% |
| Very few or none of the staff introduced themselves | 7% |
| Total specific responses | 48617 |

Answered by those on their first visit, or those who see different staff whenever they go to the outpatients department

32. Did doctors and/or other staff talk in front of you as if you weren't there?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 4% | 4% | |
| Yes, to some extent | 8% | 8% | ↑ |
| No | 88% | 88% | ↓ |
| Total specific responses | 70724 | 70990 | |

Answered by all

33. While you were in the Outpatients Department, how much information about your condition or treatment was given to you?

| | Survey Year | | Significant change between 09 and 11 |
|---|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Not enough | 11% | 11% | ↓ |
| Right amount | 82% | 83% | ↑ |
| Too much | 0% | 0% | |
| I was not given any information about my treatment or condition | 6% | 6% | |
| Total specific responses | 70526 | 71008 | |

Answered by all

34. Were you given enough privacy when discussing your condition or treatment?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 87% | 87% | |
| Yes, to some extent | 11% | 12% | |
| No | 1% | 1% | |
| Total specific responses | 70950 | 71188 | |

Answered by all

35. Sometimes in a hospital or clinic, a member of staff will say one thing and another will say something quite different. Did this happen to you?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 4% | 4% | |
| Yes, to some extent | 8% | 8% | |
| No | 88% | 88% | |
| Total specific responses | 71191 | 71511 | |

Answered by all

36. Were you involved as much as you wanted to be in decisions about your care and treatment?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, definitely | 70% | 72% | ↑ |
| Yes, to some extent | 24% | 22% | ↓ |
| No | 6% | 6% | |
| Total specific responses | 70613 | 70979 | |

Answered by all

37. Was your appointment about a long term condition or illness that you need ongoing care or treatment for?

| | Survey Year |
|--------------------------|-------------|
| | 2011 |
| Yes | 71% |
| No | 29% |
| Total specific responses | 70530 |

Answered by all

38. Did doctors and/or staff ask you what was important to you in managing your condition or illness?

| | Survey Year |
|---------------------------------|-------------|
| | 2011 |
| Yes, definitely | 52% |
| Yes, to some extent | 32% |
| No, but I would have liked this | 16% |
| Total specific responses | 38235 |

Answered by all attending an outpatients department appointment due to a long term condition or illness

39. Did your appointment help you to feel that you could better manage your condition or illness?

| | Survey Year |
|--------------------------|-------------|
| | 2011 |
| Yes, definitely | 45% |
| Yes, to some extent | 38% |
| No | 17% |
| Total specific responses | 40917 |

Answered by all attending an outpatients department appointment due to a long term condition or illness

Medications

40. Before you left the Outpatients Department, were any new medications prescribed or ordered for you?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes | 28% | 24% | ↓ |
| No | 72% | 76% | ↑ |
| Total specific responses | 70664 | 71111 | |

Answered by all

41. Did a member of staff explain to you how to take the new medications?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, completely | 84% | 83% | |
| Yes, to some extent | 12% | 12% | |
| No | 4% | 5% | ↑ |
| Total specific responses | 18380 | 15668 | |

Answered by all who had new medications prescribed or ordered for them before leaving the Outpatients Department

42. Did a member of staff explain the purpose of the medications you were to take home in a way you could understand?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, completely | 82% | 82% | |
| Yes, to some extent | 14% | 14% | |
| No | 4% | 4% | |
| Total specific responses | 18553 | 15832 | |

Answered by all who had new medications prescribed or ordered for them before leaving the Outpatients Department

43. Did a member of staff tell you about medication side effects to watch for?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, completely | 45% | 43% | ↓ |
| Yes, to some extent | 20% | 21% | ↑ |
| No | 35% | 36% | |
| Total specific responses | 16988 | 14271 | |

Answered by all who had new medications prescribed or ordered for them before leaving the Outpatients Department

44. If you were taking any medication before your outpatient appointment, were any changes made to the medication?

| | Survey Year |
|--------------------------|-------------|
| | 2011 |
| Yes | 17% |
| No | 83% |
| Total specific responses | 55570 |

Answered by all

45. Did a member of staff explain the reason for the change to your medication in a way that you could understand?

| | Survey Year |
|--------------------------|-------------|
| | 2011 |
| Yes, definitely | 78% |
| Yes, to some extent | 16% |
| No | 6% |
| Total specific responses | 8620 |

Answered by all who had changes made to their medication

Information

46. Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

| | Survey Year | | Significant change between 09 and 11 |
|--|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, as far as I know I received copies of all letters | 35% | 46% | ↑ |
| I received copies of some but not all letters | 9% | 10% | ↑ |
| No, I did not receive copies of any letters | 55% | 44% | ↓ |
| Total specific responses | 58233 | 58760 | |

Answered by all

47. Did a member of staff tell you about what danger signals regarding your illness or treatment to watch for after you went home?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, completely | 46% | 46% | |
| Yes, to some extent | 22% | 21% | |
| No | 33% | 33% | |
| Total specific responses | 45026 | 43936 | |

Answered by all

48. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes | 66% | 65% | |
| No | 34% | 35% | |
| Total specific responses | 63845 | 65305 | |

Answered by all

Overall Impression

49. Was the main reason you went to the Outpatients Department dealt with to your satisfaction?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, completely | 74% | 74% | |
| Yes, to some extent | 22% | 22% | |
| No | 4% | 4% | |
| Total specific responses | 70904 | 71585 | |

Answered by all

50. Overall, did you feel you were treated with respect and dignity while you were at the Outpatients Department?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Yes, all of the time | 87% | 89% | ↑ |
| Yes, some of the time | 12% | 10% | ↓ |
| No | 1% | 1% | |
| Total specific responses | 71021 | 71660 | |

Answered by all

51. Overall, how would you rate the care you received at the Outpatients Department?

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Excellent | 40% | 44% | ↑ |
| Very good | 41% | 39% | ↓ |
| Good | 14% | 12% | ↓ |
| Fair | 4% | 4% | ↓ |
| Poor | 1% | 1% | |
| Very Poor | 0% | 0% | |
| Total specific responses | 71040 | 71666 | |

Answered by all

Your Background

52. Proportion of those participating in the survey by sex

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| Male | 43% | 43% | |
| Female | 57% | 57% | |
| Total specific responses | 72446 | 72777 | |

Answered by all - data taken from response, but if missing taken from sample data

53. Proportion of those participating in the survey by age

| | Survey Year | | Significant change between 09 and 11 |
|--------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| 16-35 years | 9% | 8% | ↓ |
| 36-50 years | 16% | 15% | ↓ |
| 51-65 years | 29% | 29% | |
| 66 or older | 46% | 48% | ↑ |
| Total specific responses | 72446 | 72772 | |

Answered by all - data taken from response, but if missing taken from sample data

54. Do you have any of the following long-standing conditions? (Tick all that apply)

| | Survey Year | | Significant change between 09 and 11 |
|---|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| I have a long-standing condition involving deafness or severe hearing impairment | 12% | 13% | ↑ |
| I have a long-standing condition involving blindness or being partially sighted | 5% | 5% | ↑ |
| I have a long-standing condition involving a physical condition | 29% | 31% | ↑ |
| I have a long-standing condition involving a learning disability | 1% | 1% | ↑ |
| I have a long-standing condition involving a mental health condition | 3% | 3% | |
| I have a long-standing condition involving an illness such as cancer, HIV, diabetes, CHD, or epilepsy | 29% | 31% | ↑ |
| I do not have a long-standing condition | 40% | 36% | ↓ |
| Total specific responses | 66002 | 67197 | |

Answered by all

55. Does this condition(s) cause you any difficulty with any of the following? (Tick all that apply)

| | Survey Year | | Significant change between 09 and 11 |
|---|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| This condition causes me difficulty with everyday activities that people of my age can usually do | 49% | 51% | ↑ |
| This condition causes me difficulty at work, in education, or training | 14% | 15% | ↑ |
| This condition causes me difficulty with access to buildings, streets or vehicles | 20% | 21% | ↑ |
| This condition causes me difficulty with reading or writing | 9% | 10% | ↑ |
| This condition causes me difficulty with people's attitudes to me because of my condition | 10% | 10% | ↑ |
| This condition causes me difficulty with communicating, mixing with others, or socialising | 14% | 16% | ↑ |
| This condition causes me difficulty with other activities | 15% | 17% | ↑ |
| This condition does not cause me difficulty with any of these | 38% | 36% | ↓ |
| Total specific responses | 44470z | 48089 | |

Answered by all with a long- standing condition

56. Proportions of those participating to the survey by ethnic group

| | Survey Year | | Significant change between 09 and 11 |
|-------------------------------|-------------|-------|--------------------------------------|
| | 2009 | 2011 | |
| White | 94% | 94% | ↓ |
| Mixed | 1% | 1% | ↑ |
| Asian or Asian British | 3% | 3% | |
| Black or Black British | 2% | 2% | |
| Chinese or Other Ethnic Group | 1% | 1% | |
| Total specific responses | 71827 | 72460 | |

Answered by all - data taken from response but if missing taken from sample data

Additional analysis of the 2011 results

Additional tables have been run to compare repeat and first time attendees across all questions. The following questions were included in the national summary, as the differences between repeat and first attendees were fairly large. The trust level weighting has been recalculated based on whether someone was a first time attendee or repeat attendee. The data has been tested for significance difference between repeat and first time attendees.

Q6 Was your appointment changed to a later date by the hospital?

| | Appointment type | | Statistically significant difference |
|--------------------------|------------------|-------|--------------------------------------|
| | Repeat | First | |
| No | 74% | 85% | ↑ |
| Yes, once | 20% | 12% | ↓ |
| Yes, 2 or 3 times | 6% | 2% | ↓ |
| Yes, 4 times or more | 0% | 0% | ↓ |
| Total specific responses | 140285 | 79666 | |

Q7 Before your appointment, did you know what would happen to you during the appointment?

| | Appointment type | | Statistically significant difference |
|--------------------------|------------------|-------|--------------------------------------|
| | Repeat | First | |
| Yes, definitely | 48% | 29% | ↓ |
| Yes, to some extent | 42% | 47% | ↑ |
| No | 11% | 24% | ↑ |
| Total specific responses | 140496 | 79759 | |

Q8 How long after the stated appointment time did the appointment start?

| | Appointment type | | Statistically significant difference |
|--|------------------|--------|--------------------------------------|
| | Repeat | First | |
| Seen on time, or early | 18% | 23% | ↑ |
| Waited up to 5 minutes | 10% | 11% | ↑ |
| Waited 6 - 15 minutes | 25% | 25% | ↓ |
| Waited 16 - 30 minutes | 22% | 19% | ↓ |
| Waited 31 - 60 minutes | 15% | 12% | ↓ |
| Waited more than 1 hour but no more than 2 hours | 8% | 6% | ↓ |
| Waited more than 2 hours | 2% | 3% | ↑ |
| Total specific responses | 190386 | 108952 | |

Q12 Did you have any tests (such as x-rays, scans or blood tests) when you last visited the Outpatients Department?

| | Appointment type | | Statistically significant difference |
|--------------------------|------------------|--------|--------------------------------------|
| | Repeat | First | |
| Yes | 58% | 60% | ↑ |
| No | 42% | 40% | ↓ |
| Total specific responses | 192607 | 110974 | |

Q15 Did a member of staff explain the results of the tests in a way you could understand?

| | Appointment type | | Statistically significant difference |
|---|------------------|-------|--------------------------------------|
| | Repeat | First | |
| Yes, definitely | 60% | 64% | ↑ |
| Yes, to some extent | 23% | 21% | ↓ |
| No | 11% | 10% | ↓ |
| I was never told the results of the tests | 5% | 5% | |
| Total specific responses | 89517 | 53036 | |

Q18 Before the treatment did a member of staff explain any risks and/or benefits in a way you could understand?

| | Appointment type | | Statistically significant difference |
|--------------------------|------------------|-------|--------------------------------------|
| | Repeat | First | |
| Yes, definitely | 68% | 70% | ↑ |
| Yes, to some extent | 22% | 19% | ↓ |
| No | 11% | 10% | ↓ |
| Total specific responses | 51810 | 34379 | |

Q21 Did the doctor seem aware of your medical history?

| | Appointment type | | Statistically significant difference |
|--------------------------------------|------------------|-------|--------------------------------------|
| | Repeat | First | |
| He/she knew enough | 84% | 78% | ↓ |
| He/she knew something but not enough | 12% | 14% | ↑ |
| He/she knew little or nothing | 4% | 8% | ↑ |
| Total specific responses | 151723 | 77467 | |

Q33 While you were in the Outpatients Department, how much information about your condition or treatment was given to you?

| | Appointment type | | Statistically significant difference |
|---|------------------|--------|--------------------------------------|
| | Repeat | First | |
| Not enough | 12% | 11% | ↑ |
| Right amount | 82% | 80% | ↓ |
| Too much | 0% | 0% | |
| I was not given any information about my treatment or condition | 6% | 8% | ↑ |
| Total specific responses | 191425 | 110407 | |

Q37 Was your appointment about a long term condition or illness that you need ongoing care or treatment for?

| | Appointment type | | Statistically significant difference |
|--------------------------|------------------|-------|--------------------------------------|
| | Repeat | First | |
| Yes | 80% | 51% | ↓ |
| No | 20% | 49% | ↑ |
| Total specific responses | 47536 | 21463 | |

Q43 Did a member of staff tell you about medication side effects to watch for?

| | Appointment type | | Statistically significant difference |
|--------------------------|------------------|-------|--------------------------------------|
| | Repeat | First | |
| Yes, completely | 41% | 46% | ↑ |
| Yes, to some extent | 21% | 18% | ↓ |
| No | 38% | 36% | |
| Total specific responses | 24456 | 44444 | |

Q44 If you were taking any medication before your outpatient appointment, were any changes made to this medication?

| | Appointment type | | Statistically significant difference |
|--------------------------|------------------|-------|--------------------------------------|
| | Repeat | First | |
| Yes | 18% | 13% | ↓ |
| No | 82% | 87% | ↑ |
| Total specific responses | 38765 | 15540 | |