

**PATIENT**  
**DYNAMICS™**

*Listening to patients' views*

# Patient Survey Report

PatientDynamics Limited  
5 Nutfield Lane, High Wycombe, HP11 2ND

Telephone: 01494 536346  
Fax: 01494 536146  
Email: [info@patientdynamics.org.uk](mailto:info@patientdynamics.org.uk)

Report Date: 9 April 2011

## Report for 2010

### North East London NHS Treatment Centre



## Table of contents

Table of contents .....	2
MANAGEMENT REPORT: NORTH EAST LONDON .....	3
Introduction and methodology .....	4
Background .....	4
Methodology .....	4
Response Rate.....	6
TOPIC RATINGS .....	7
TOPIC TREND.....	8
North East London Annual Change in Scores.....	13
ITEM BY ITEM .....	15
Comments.....	32
Was there anything particularly good about your health care? .....	32
Was there anything that could be improved? .....	38
Any other Comments? .....	42

## MANAGEMENT REPORT: NORTH EAST LONDON

Results for 2010 show that North East London scores in and around the Care UK mean in most areas, but fails to surpass the mean in any individual area. North East London falls below the Care UK mean on the *Admission* measure more so than in other areas.

North East London's *Pain* score for 2010 has fallen sharply, taking it below the Care UK mean. Other noteworthy results include a four point increase in *Leaving Hospital* score, and a two point drop in *Treatment and Care* score.

Looking at the comparison of the North East London score versus the threshold score to be in the top 20% of NHS trusts, North East London falls below this score on three of the measures covered in this report. These are listed below, together with some of the areas where you are just above this score.

	Question	NE Lon	Top 20%	Diff
Q3	Overall, from the time you first talked to your GP about being referred to a hospital, how long did you wait to be admitted to hospital for your treatment?	57	67	-10
Q7	While you were in hospital, did you ever share a room or bay with patients of the opposite sex?	84	93	-9
Q4	How do you feel about the length of time you were on the waiting list before your admission to hospital?	85	87	-2
Q37	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	81	80	1
Q30	Were you given enough privacy when being examined or treated?	96	95	1
Q36	Beforehand, did a member of staff explain what would be done during the operation or procedure?	88	87	1
Q33	Do you think the hospital staff did everything they could to help control your pain?	86	85	1

In terms of *absolute performance*, the following may be worth pursuing:

	Question	NE Lon
Q2	Were you given a choice of admission dates?	52
Q3	Overall, from the time you first talked to your GP about being referred to a hospital, how long did you wait to be admitted to hospital for your treatment?	57
Q13	How would you rate the hospital food?	67
Q42	Did a member of staff tell you about medication side effects to watch for when you went home?	69**
Q1	Were you given a choice about which hospital you went to?	69**
Q43	Did a member of staff tell you about any danger signals you should watch for after you went home?	71
Q31	How many minutes after you used the call button did it usually take before you got the help you needed?	73

\*\*Each of these has improved during the period 2009-2010.

## **Introduction and methodology**

### ***Background***

The Central Contract Management Unit (CCMU) of the Department of Health has implemented a standardised patient experience survey programme in Independent Sector Treatment Centres (ISTCs). The results of the surveys will provide information for making reliable comparisons among ISTCs and with the NHS.

This report contains the results of the survey of 850 patients discharged between March and July of 2010.

This report:

- Summarises the main survey findings.
- Shows you your mean rating scores for each questionnaire section, and compares your treatment centre with other Care UK centres.
- Shows you what your mean rating scores were in the evaluation questions, and compares your scores with others from Care UK, a local NHS trust and NHS trusts nationally.
- Provides frequency tables of responses for every question.
- Includes all free text comments.

### ***Methodology***

850 patients were selected from North East London NHS treatment centre to take part in this survey. The sample comprised of a list of 850 NHS patients consecutively discharged, who were either inpatients or day cases. Samples were taken from the last day in July 2010 backwards.

Certain patients were excluded from this sample, these included:

Those aged under 16  
Termination of pregnancy  
Diagnostics

This was a postal survey with three mailings:

The questionnaire was sent to participants by post along with a covering letter that provided them with details about the survey. They were told that the survey was voluntary, and a freephone line was provided to answer any queries about the survey and/or questionnaire.

If the participant did not respond within approximately 2 weeks of the questionnaire being sent to them, they were sent a reminder letter. If they had yet to respond after another 2 weeks, they were sent another reminder letter and questionnaire.

Participants could be excluded from the second and third mailings by either (themselves or a relative/friend) calling the freephone helpline to inform the researcher that they did not wish to (or couldn't) take part, by sending back their questionnaire blank, or, by sending back a completed questionnaire.

The Questionnaire:

The Questionnaire in this survey consisted of 54 closed questions where participants were required to tick one or more boxes and 3 open-ended ones, where participants wrote in comments. The questions fell under the sections:

- Admission to Hospital
- The Hospital and Ward
- Doctors
- Nurses
- Your Care and Treatment
- Pain
- Operations and Procedures
- Leaving Hospital
- Overall
- About You
- Other Comments

Some questions did not apply to all participants taking the survey, and the questionnaire was designed to route people past those questions that were irrelevant to their experience.

### **Mean rating scores - how they are calculated?**

Questions asking patients to evaluate the service provided were scored to allow easy comparison year by year, and with other treatment centres. The scoring system is based on that used by the Healthcare Commission. For each question that has been scored, a weighting has been assigned to each answer. The scoring system is that 100 is given to the most satisfactory answer and 0 to the least, with the other answers allocated scores between these, with equal intervals between all of the scores. For example: excellent = 100, very good=75, good=50, fair= 25 and poor=0.

A mean (average) score is calculated based on the responses to each weighted answer.

**Response Rate**

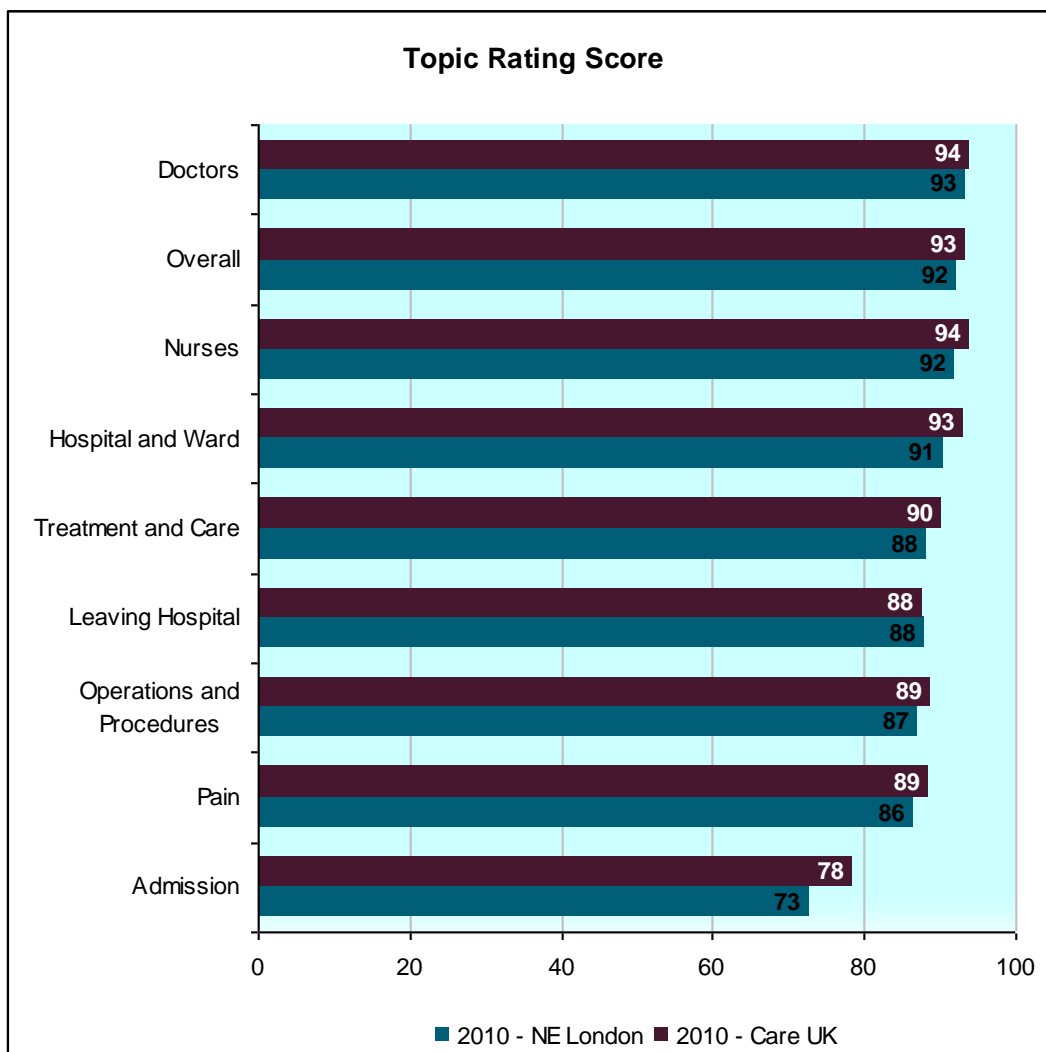
Questionnaires mailed	850
Returned completed	442
Returned undelivered by mail	2
Patient reported deceased by NSTS	0
Patient reported deceased by friends or relatives	1
Patient too ill to take part in survey	0
Opted out for other reason or returned blank	31
Not returned (reason unknown)	374
Response rate	<b>52%</b>

## TOPIC RATINGS

The ISTC survey clusters questions into 9 topics. These are:

- Admission (Q1-6)
- Hospital and ward (Q7-15)
- Doctors (Q16-19)
- Nurses (Q20-24)
- Treatment and care (Q25-31)
- Pain (Q32-33)
- Operations and procedures (Q34-37)
- Leaving hospital (Q38-46)
- Overall Experience (Q47-49)

Taking the mean of the question scores in each of these areas, a topic score is generated. The Topic Ratings for NORTH EAST LONDON and the Care UK benchmark are as follows:



In this survey, North East London scores in and around the Care UK mean in most areas, but fails to surpass the mean in any individual area. North East London falls below the Care UK mean on the *Admission* measure more so than in other areas.

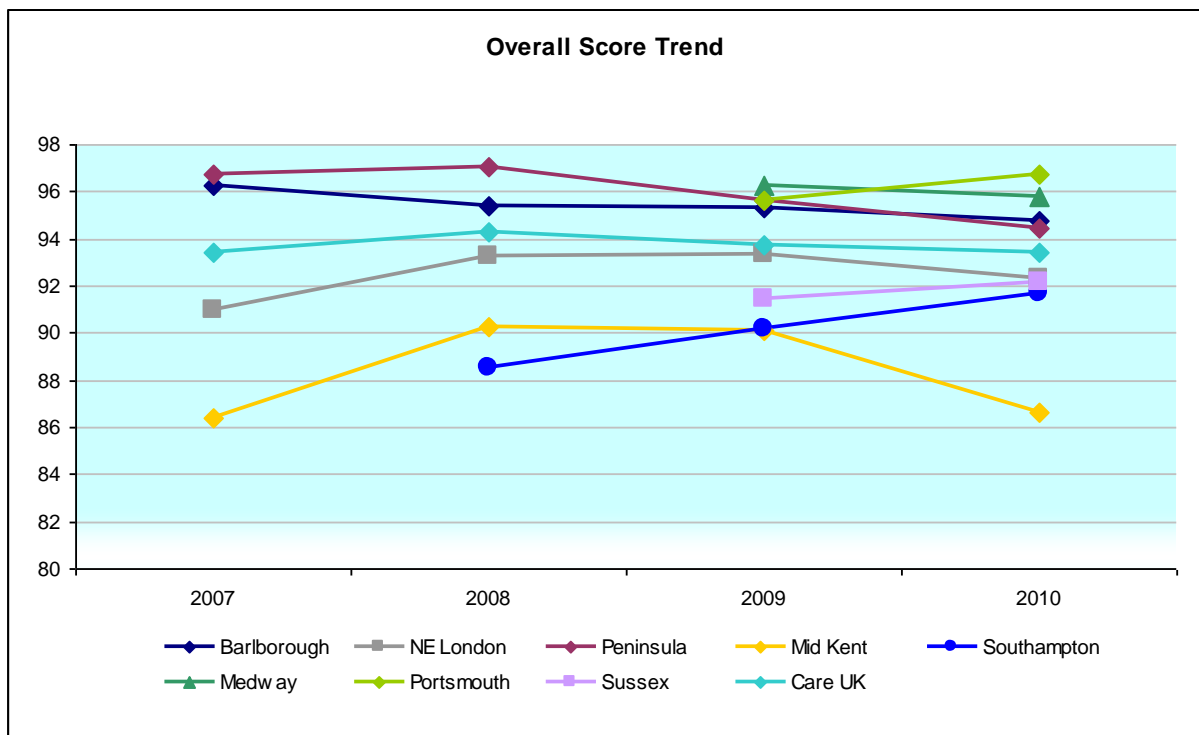
## TOPIC TREND

The following graphs show the patient ratings for all Care UK treatment centres and the mean for the group in each of the topic areas for the period 2007 to 2010. There are just two data points for Medway, Portsmouth and Sussex, and three for Southampton.

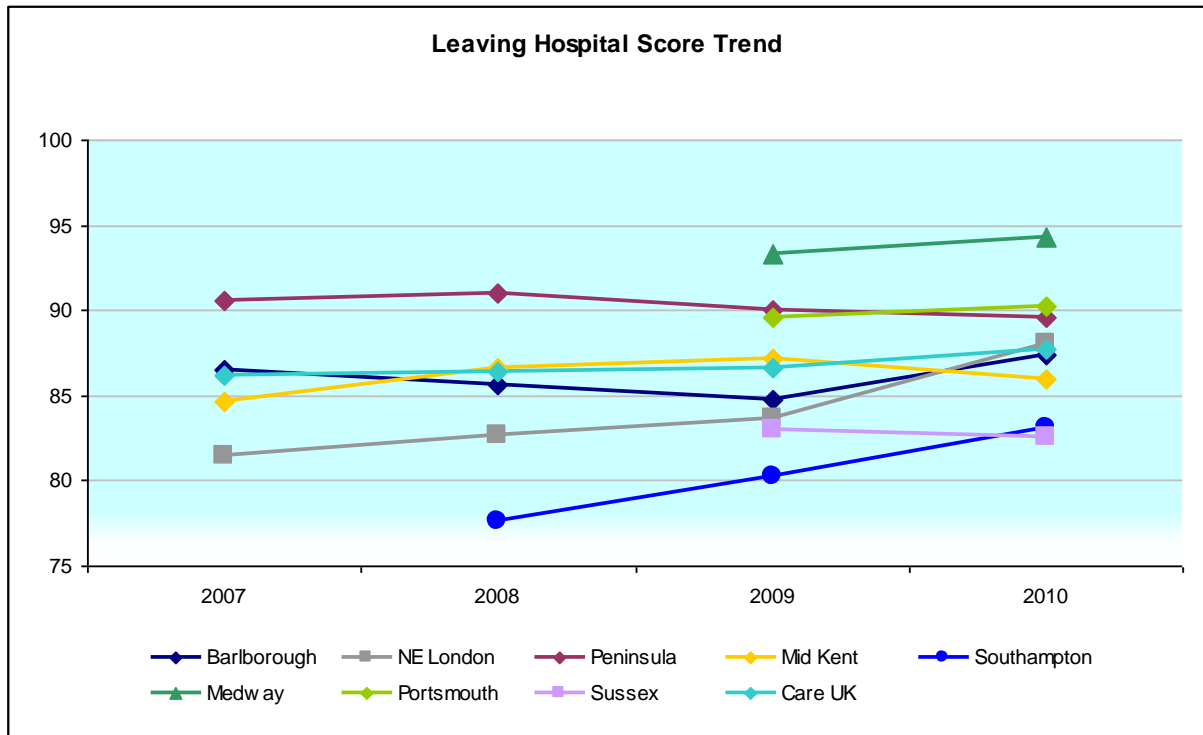
Small changes up or down are perfectly natural in survey work of this type, but major variations or a consistent trend over time may reflect real change in performance.

Note that in all cases, the y-axis scales do not run from zero to 100. Jumps in score may appear exaggerated by the scales used; however, these are the optimum scales for highlighting changes in data.

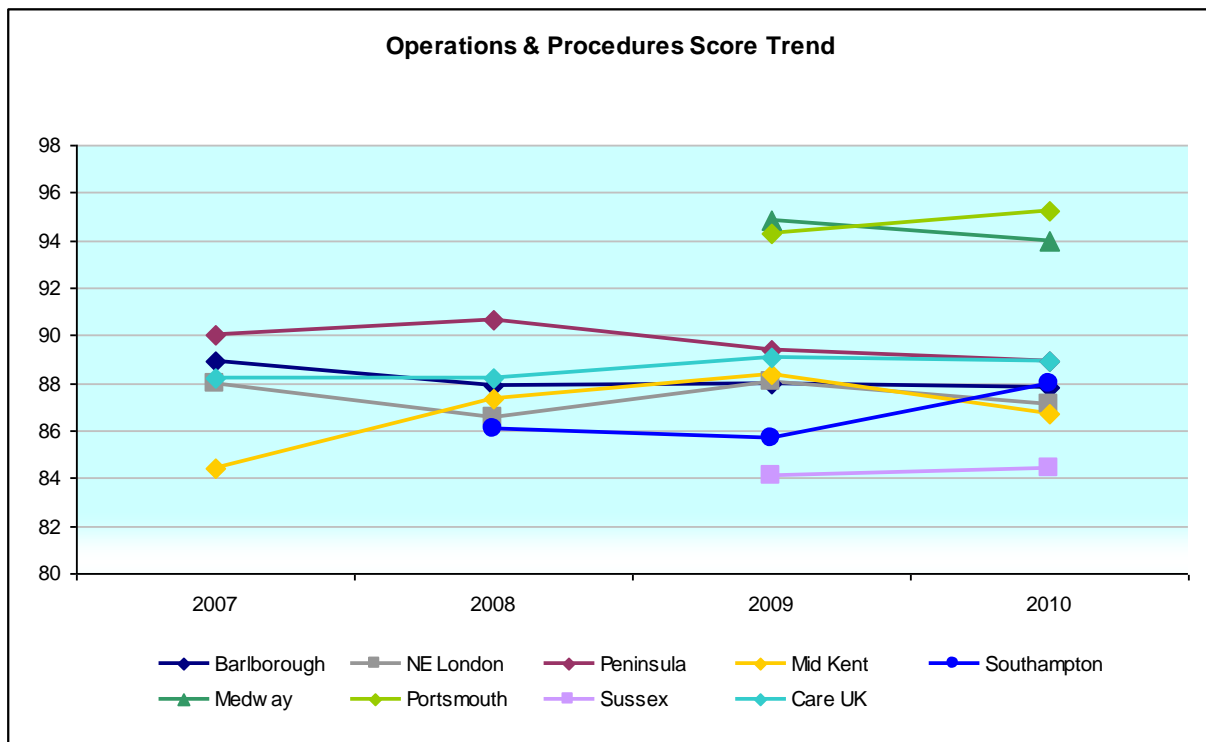
The years shown on the graphs refer to the year in which the patient was seen by the treatment centre.



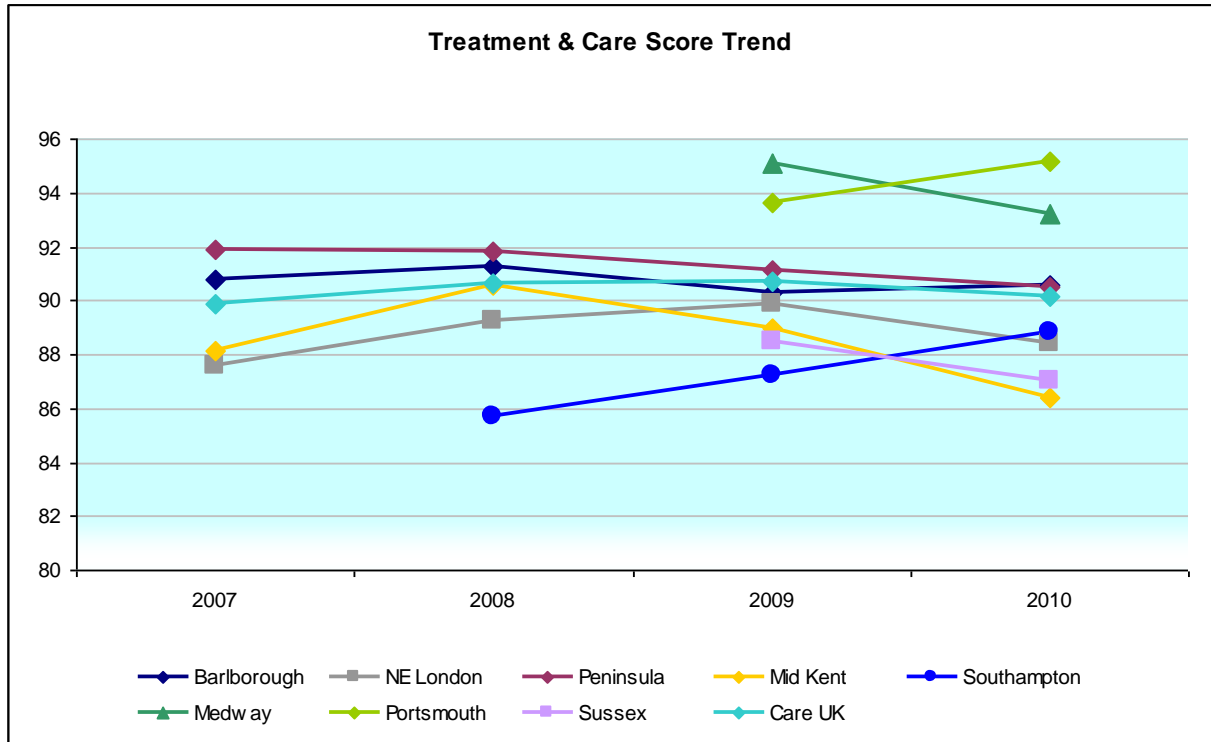
North East London's *Overall* score has been relatively consistent over recent years, falling just one point in 2010. With a score of 92, the same as that of Sussex and Southampton, North East London is now one point below the Care UK mean for this measure.



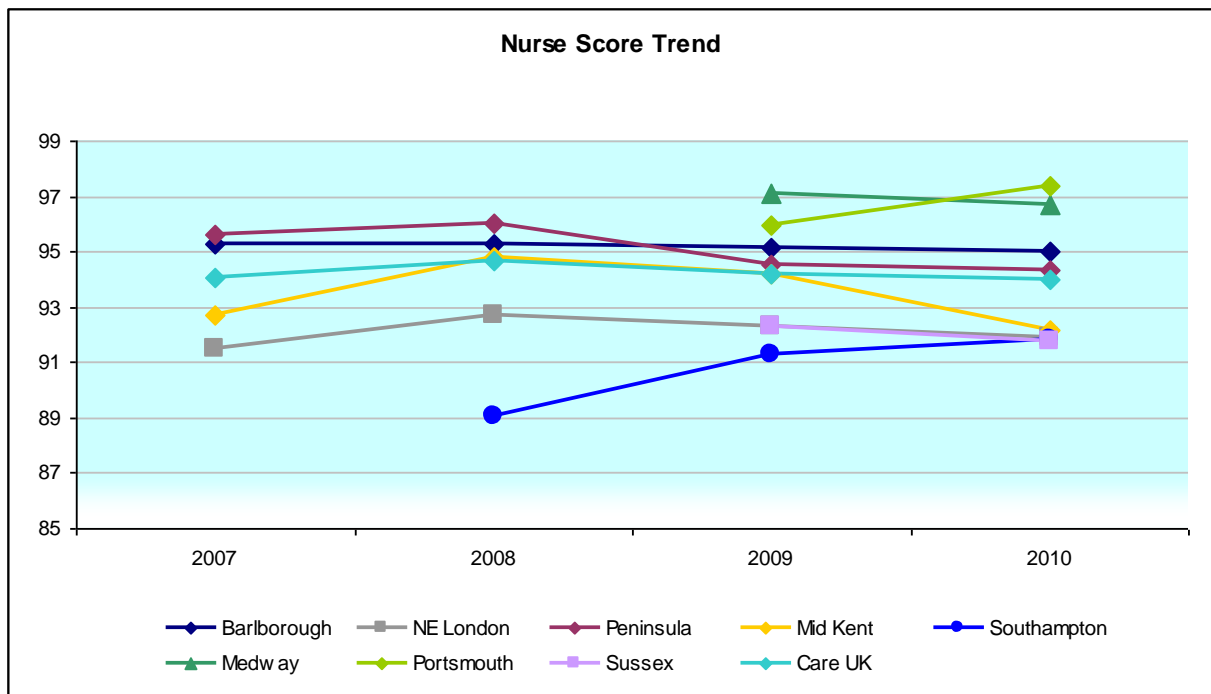
North East London has improved its *Leaving Hospital* score this year, with a score of 88 recorded for 2010. This is an improvement of four points on 2009, and is equivalent to the Care UK mean for this measure.



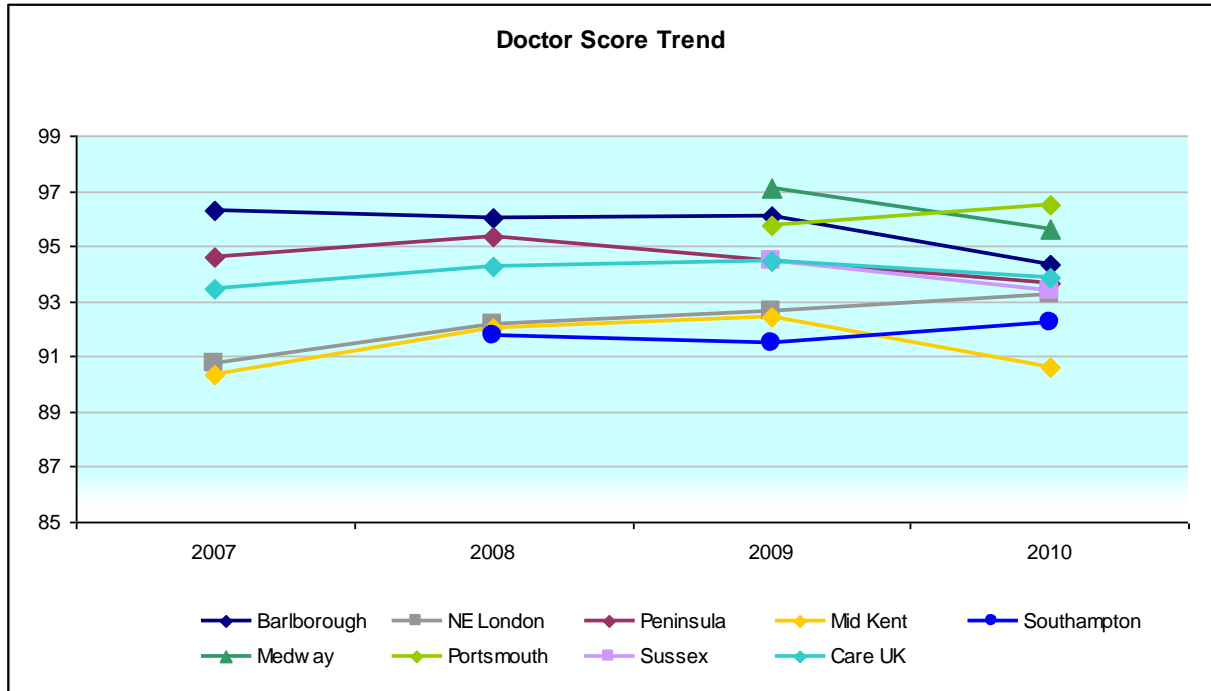
The *Operations and Procedures* score fell by just one point in 2010, leaving it two points lower than the Care UK mean. North East London shares second last place with Mid Kent on this measure, with only Sussex scoring lower.



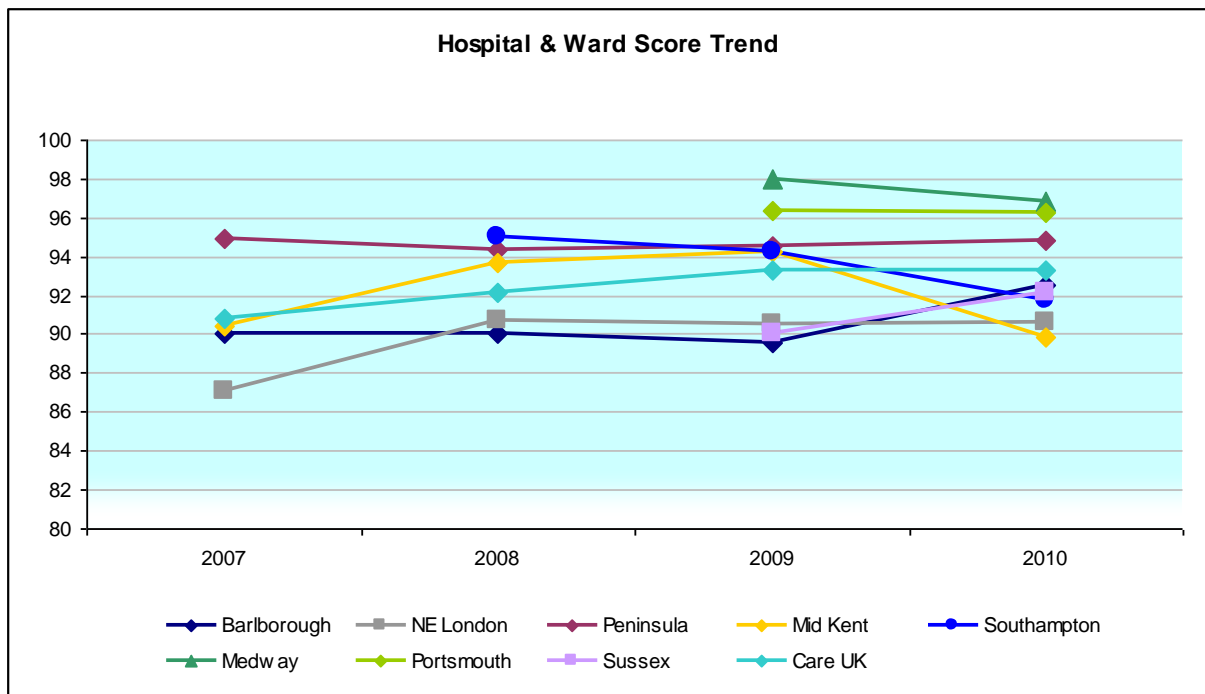
A two point drop in *Treatment and Care* score was recorded for North East London in 2010. North East London is now two points below the Care UK mean for this measure, and a considerable seven points behind Portsmouth.



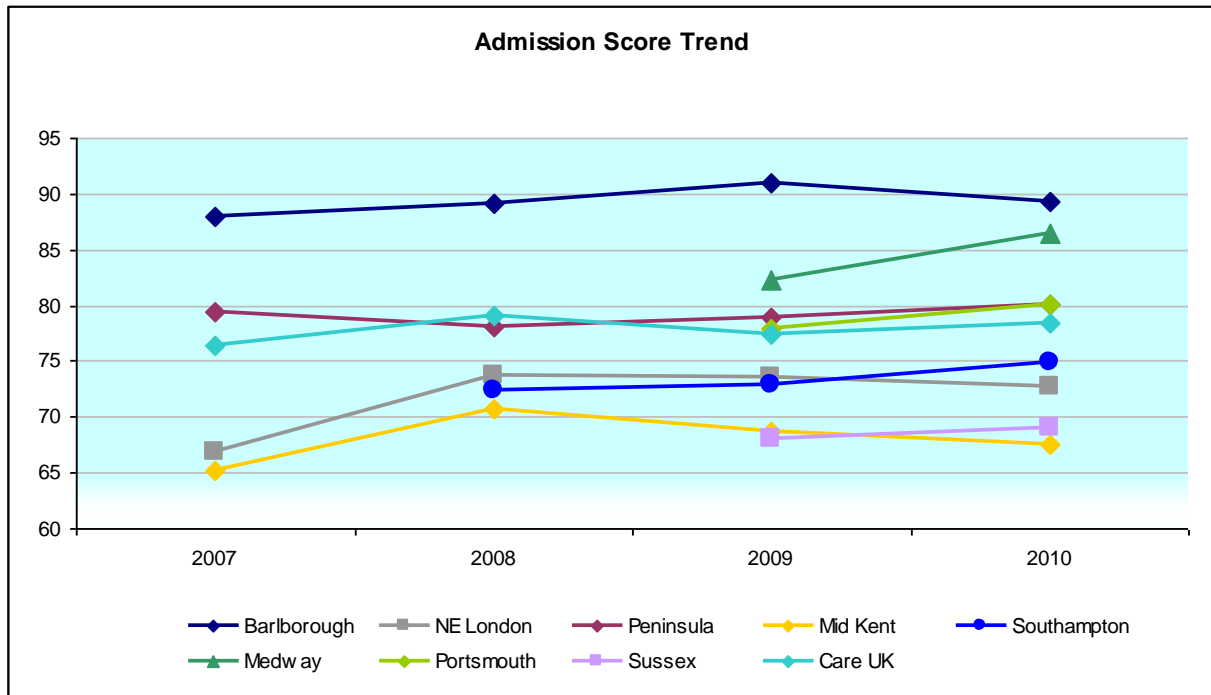
North East London's *Nurse* score has remained stable in 2010, with no change in the score of 92 recorded for 2009. At two points below the Care UK mean, 92 is the lowest score amongst the ISTCs; however, this same score was also recorded for Mid Kent, Southampton and Sussex.



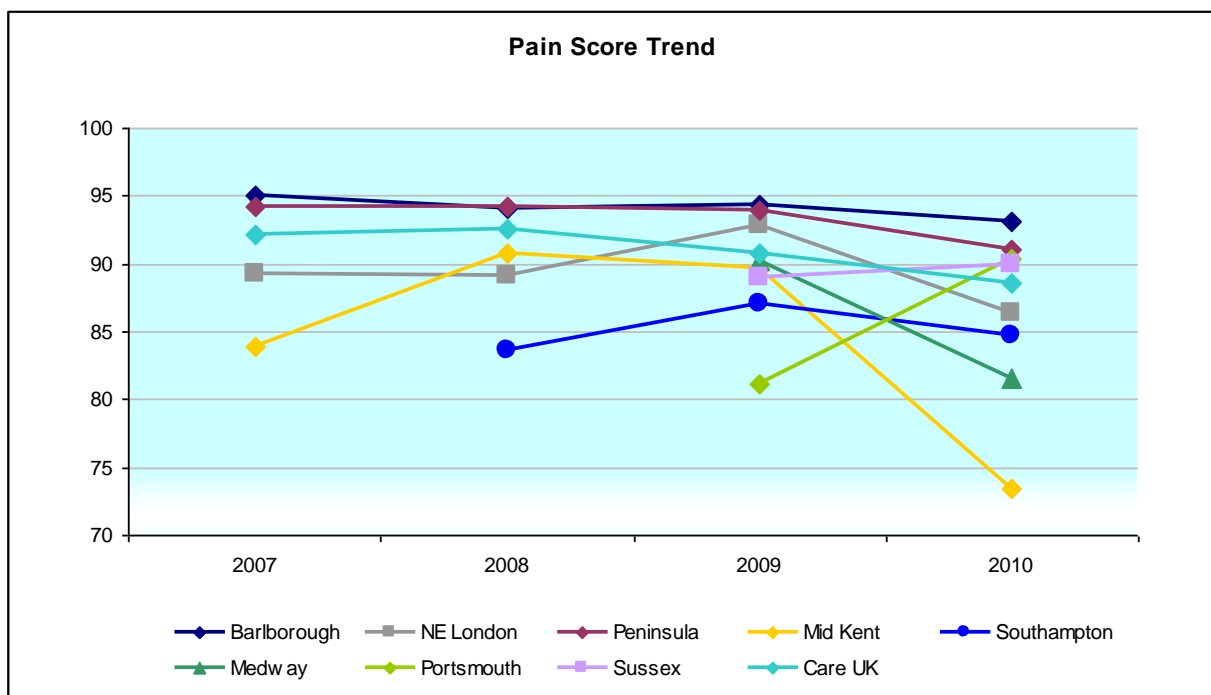
The *Doctor* score for North East London is also unchanged, remaining at 93 again this year. This score is just one point below the Care UK mean for this measure.



North East London's *Hospital and Ward* score has increased by one point to 91 this year, bringing it within just two points of the care UK mean for this measure.



North East London's *Admission* score also fell by one point to 73 in 2010. It is now five points behind the Care UK mean for this measure, trailed only by Sussex and Mid Kent. With a score of 89, Barlborough is 16 points ahead of North East London in terms of *Admission* score.



North East London's *Pain* score fell by a considerable seven points to 86 in 2010, bringing it below the Care UK mean again, as it was in 2007 and 2008.

## North East London Annual Change in Scores

Question No.	Question	2010	2009	Change
28 (NEW)	Did you find someone on the hospital staff to talk to about your worries and fears?	78	N/A	N/A
29 (NEW)	Were you given enough privacy when discussing your condition or treatment?	88	N/A	N/A
46	Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?	84	59	25
44	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	93	87	5
1	Were you given a choice about which hospital you went to?	69	64	5
11	Were you ever bothered by noise at night from <b>other patients</b> ?	88	84	5
39	On the day you left hospital, was your discharge delayed for any reason?	92	90	2
42	Did a member of staff tell you about <b>medication side effects</b> to watch for when you went home?	69	67	2
19	As far as you know, did doctors wash or clean their hands between touching patients?	92	91	1
40	How long was the delay?	95	94	1
25	Sometimes in a hospital, a member of staff will say one thing and another will say something quite different. Did this happen to you?	93	92	1
6	If you arrived by car, how easy was it to find a place to park?	78	78	1
45	Since you had your treatment, have you had to be admitted to any hospital unexpectedly, because of a problem with that treatment?	97	96	1
12	Were you ever bothered by noise at night from <b>staff</b> ?	94	93	0
13	How would you rate the hospital food?	67	66	0
18	Did doctors talk in front of you as if you weren't there?	93	93	0
21	Did you have confidence and trust in the nurses treating you?	94	94	0
16	When you had important questions to ask a doctor, did you get answers that you could understand?	91	91	0
20	When you had important questions to ask a nurse, did you get answers that you could understand?	91	91	0
5	Was your admission date changed by the hospital?	96	96	0
17	Did you have confidence and trust in the doctors treating you?	96	96	0
7	While you were in hospital, did you ever share a room or bay with patients of the opposite sex?	84	84	0
35	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	93	93	0
14	<b>In your opinion, how clean was the room or ward that you were in?</b>	<b>96</b>	<b>96</b>	<b>-1</b>
30	<b>Were you given enough privacy when being examined or treated?</b>	<b>96</b>	<b>96</b>	<b>-1</b>
48	<b>Overall, how would you rate the care you received?</b>	<b>89</b>	<b>90</b>	<b>-1</b>
15	<b>How clean were the toilets and bathrooms that</b>	<b>94</b>	<b>95</b>	<b>-1</b>

	you used in hospital?			
24	As far as you know, did nurses wash or clean their hands between touching patients?	93	93	-1
23	In your opinion, were there enough nurses on duty to care for <b>you</b> in hospital?	91	92	-1
37	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	81	81	-1
2	Were you given a choice of admission dates?	52	53	-1
47	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	97	98	-1
27	If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	83	84	-1
41	Did a member of staff explain the <b>purpose</b> of the medicines you were to take at home in a way you could understand?	95	96	-1
43	Did a member of staff tell you about any <b>danger signals</b> you should watch for after you went home?	71	72	-1
22	Did nurses talk in front of you as if you weren't there?	92	94	-2
49	Would you recommend this hospital to friends and family?	91	93	-2
26	Were you involved as much as you wanted to be in decisions about your care and treatment?	84	85	-2
36	Beforehand, did a member of staff explain what would be done during the operation or procedure?	88	90	-2
10	From the time you arrived at the hospital, did you feel that you had to wait a long time to get to a bed on a ward?	93	97	-3
4	How do you feel about the length of time you were on the waiting list before your admission to hospital?	85	89	-4
31	How many minutes after you used the call button did it usually take before you got the help you needed?	73	77	-5
3	Overall, from the time you first talked to your GP about being referred to a hospital, how long did you wait to be admitted to hospital for your treatment?	57	63	-6
33	Do you think the hospital staff did everything they could to help control your pain?	86	93	-6

Scores are rounded to the nearest whole number.

## ITEM BY ITEM

In this section, we show the mean rating scores of each of the core questions in the survey. The questions are scored according to the survey protocol with positive responses given a high score, down to zero for a poor response. The higher the Mean Rating Score, the better.

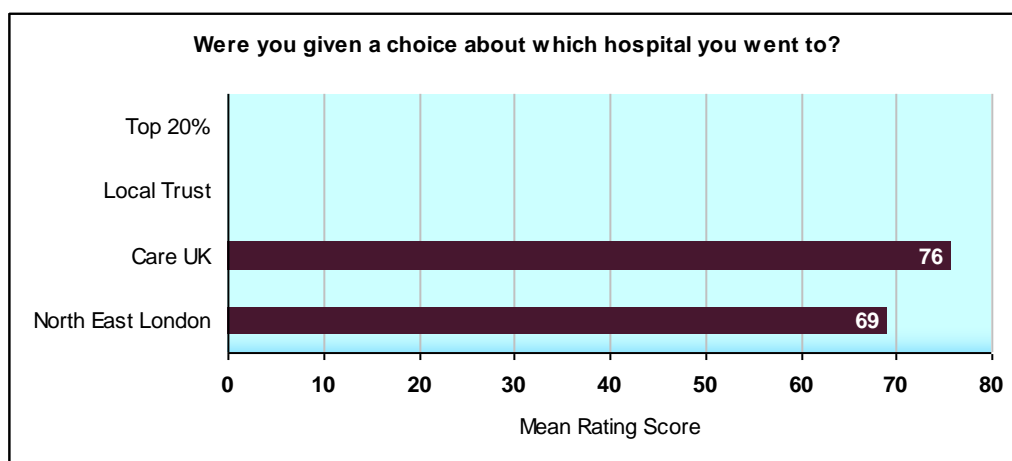
Mean Rating Scores are particularly useful for comparisons. For each item in this section the score for NORTH EAST LONDON is compared to the average score for all Care UK treatment centres.

Note that in some cases, the x-axis scales do not run from zero to 100. Variations in score may appear exaggerated by these alternative scales; however, where used, they are the optimum scales for highlighting data differences.

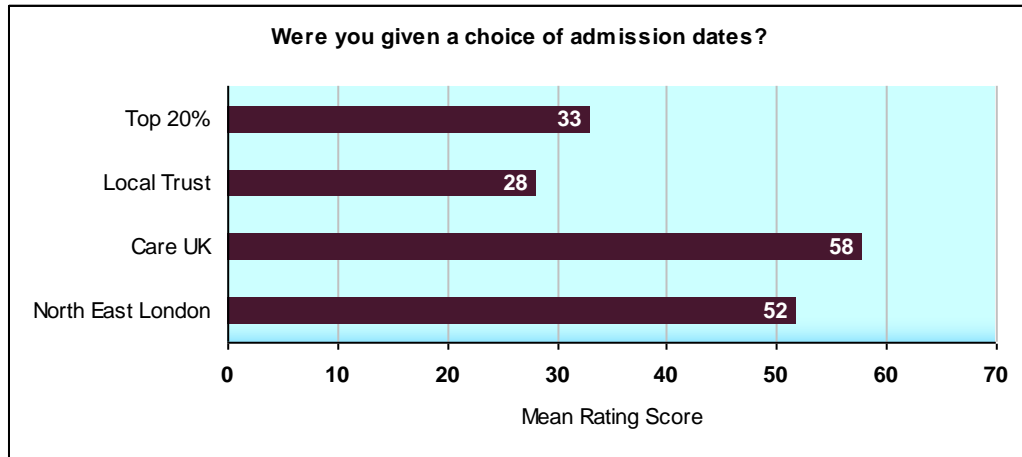
Many (although not all) questions are identical to questions that are asked on the NHS Inpatient Survey. Where this is the case, we also show the mean rating score of your local NHS trust, and for further comparison, the threshold score for the Top 20% of all NHS Trusts on that item. The local comparison is useful as the patient population is likely to be similar to your own and therefore reduces that source of variability; whereas the Top 20% shows how you compare to the best of the NHS. The comparative data are from the 2010 Adult Inpatient survey.

The local comparative trust for NORTH EAST LONDON is Barking and Havering NHS Trust.

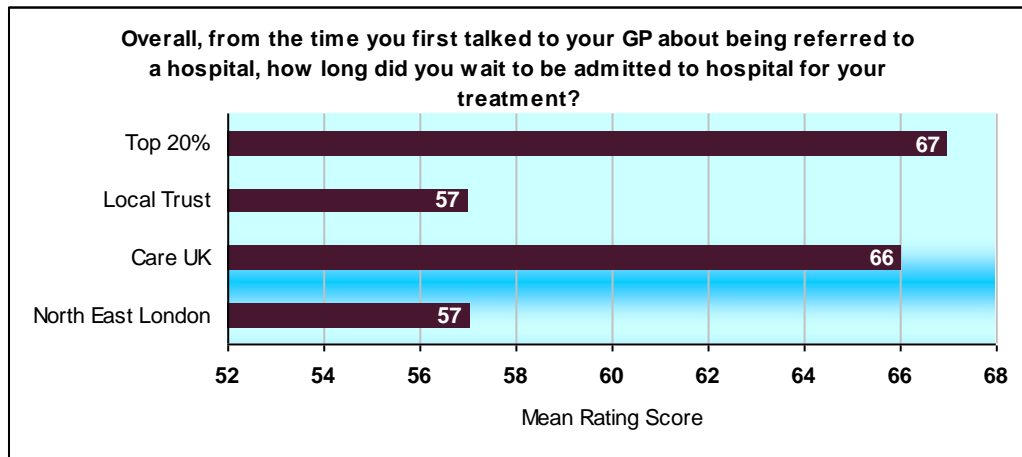
### Q1



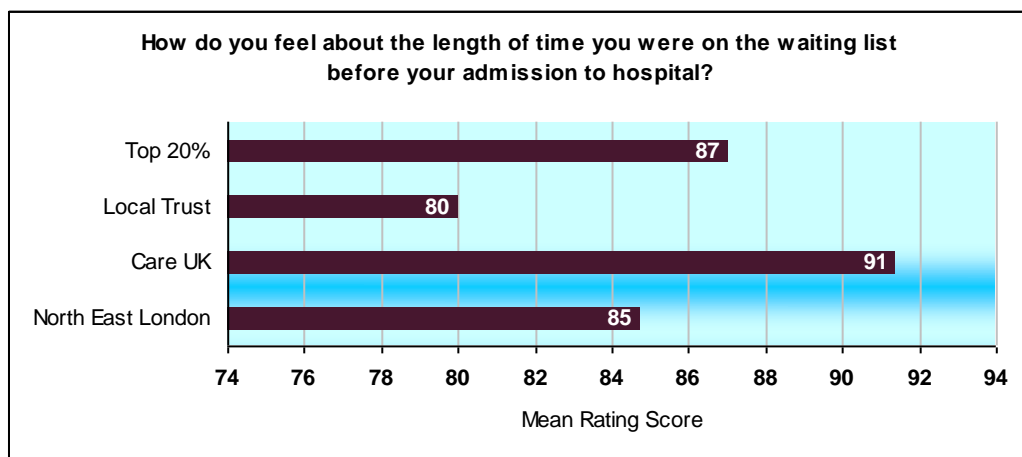
**Q2**



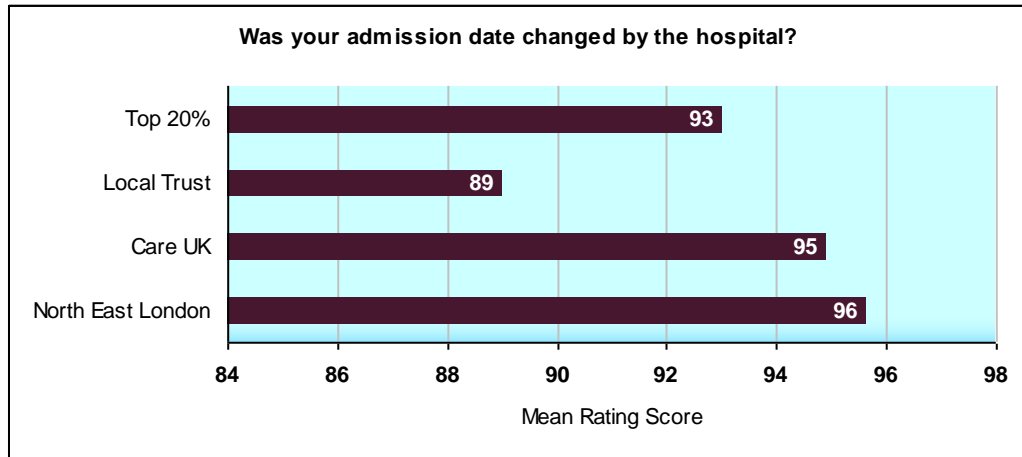
**Q3**



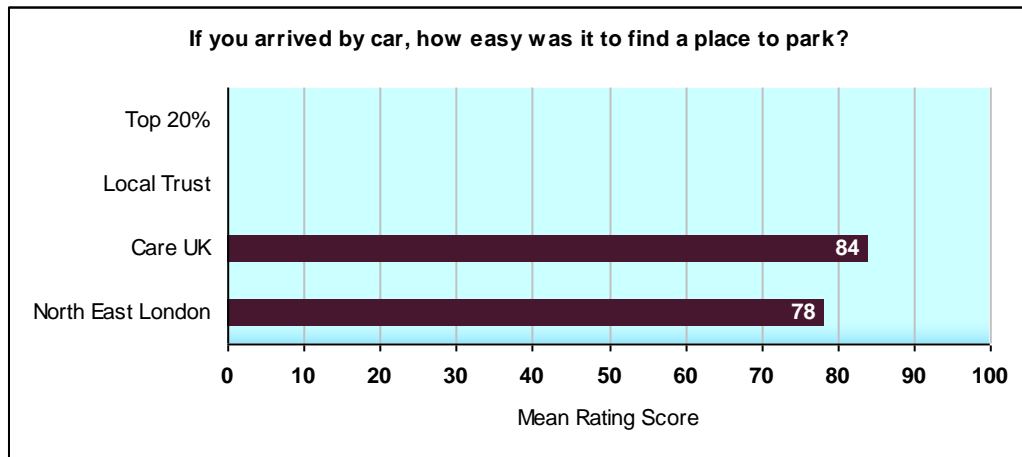
**Q4**



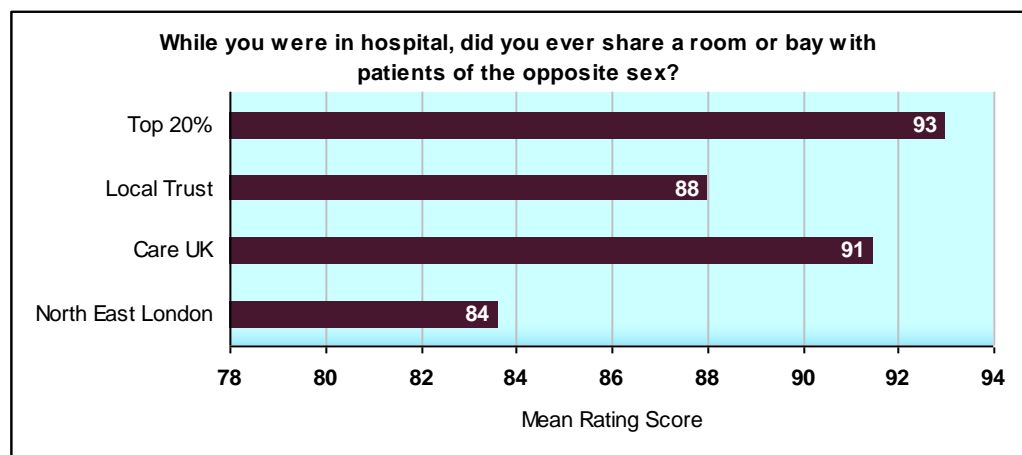
**Q5**



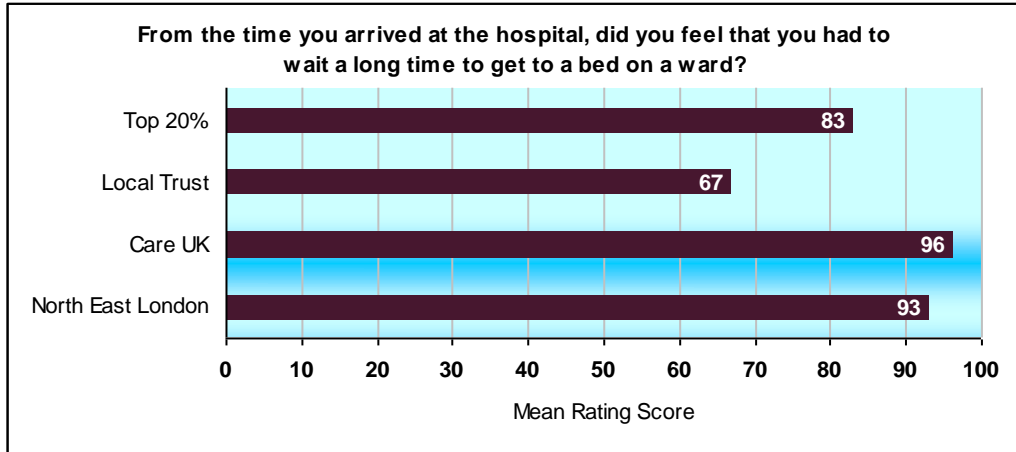
**Q6**



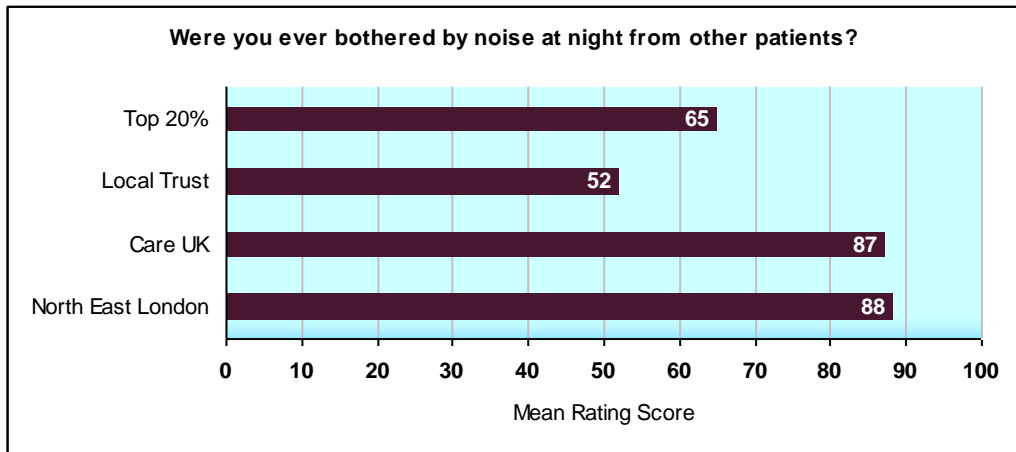
**Q7 & Q8**



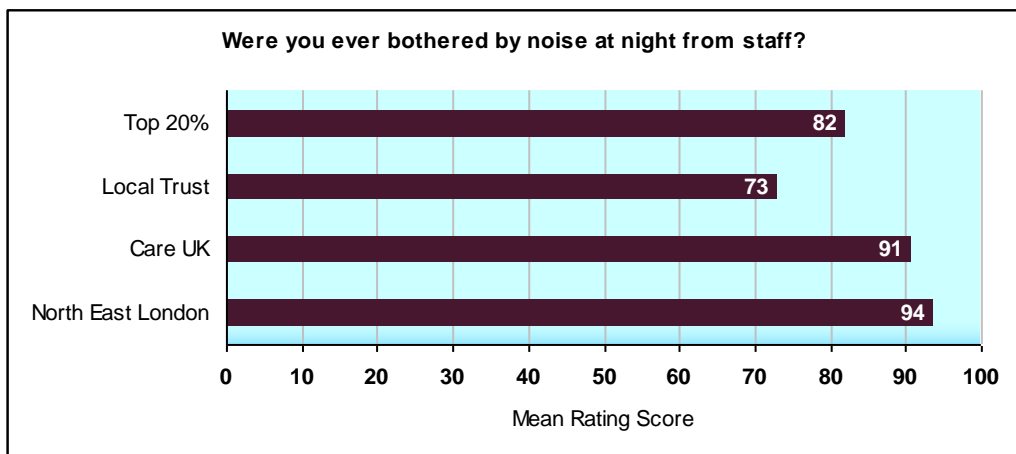
**Q10**



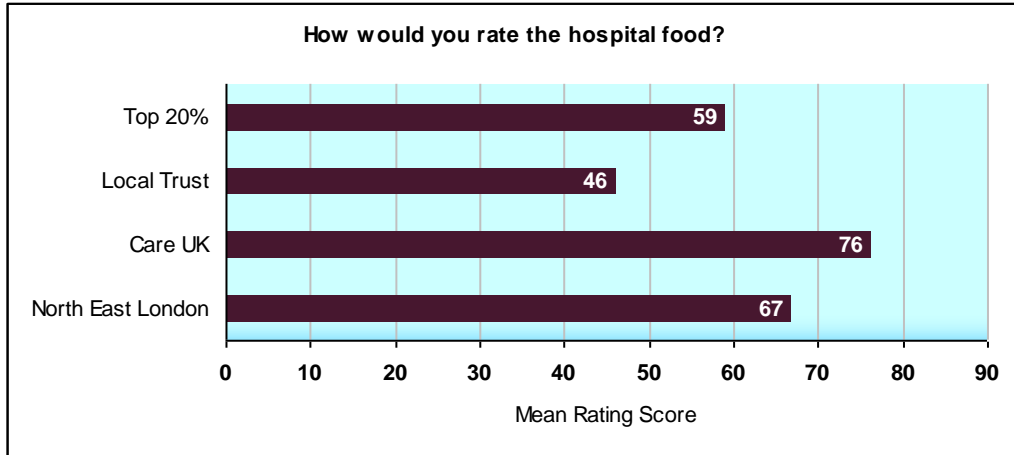
**Q11**



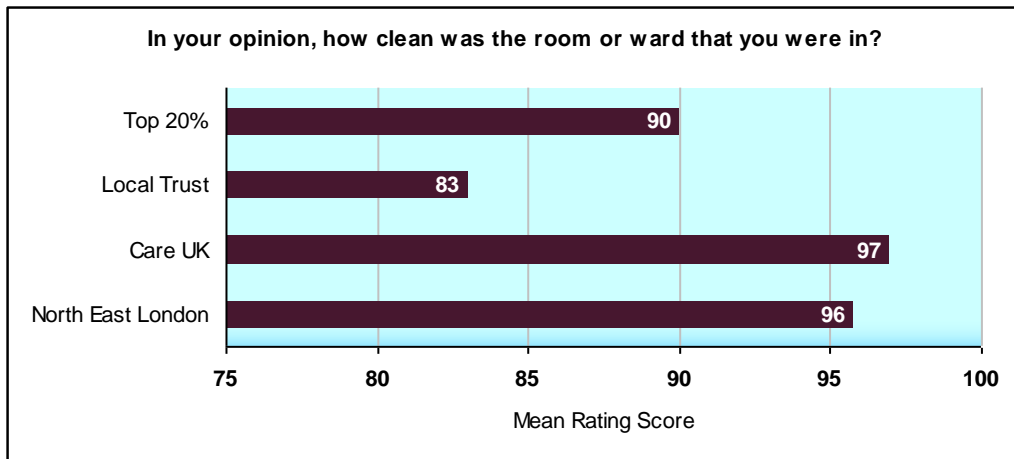
**Q12**



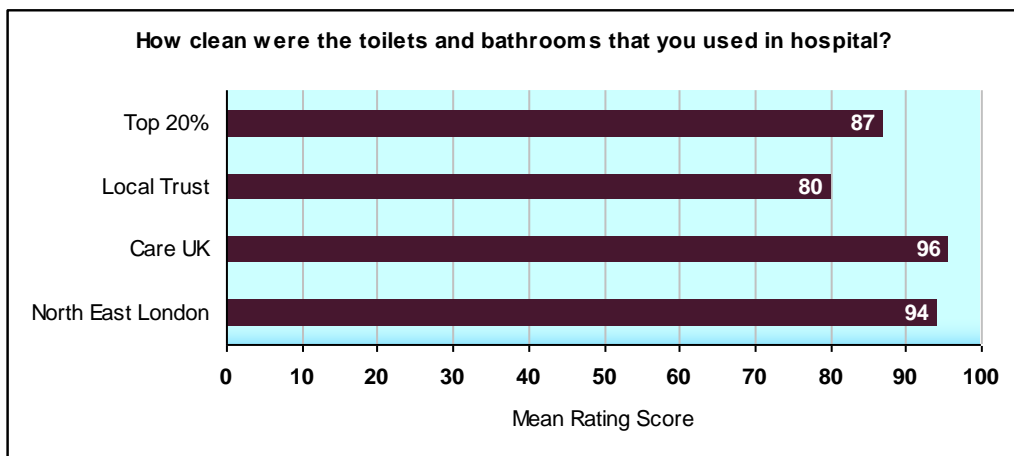
**Q13**



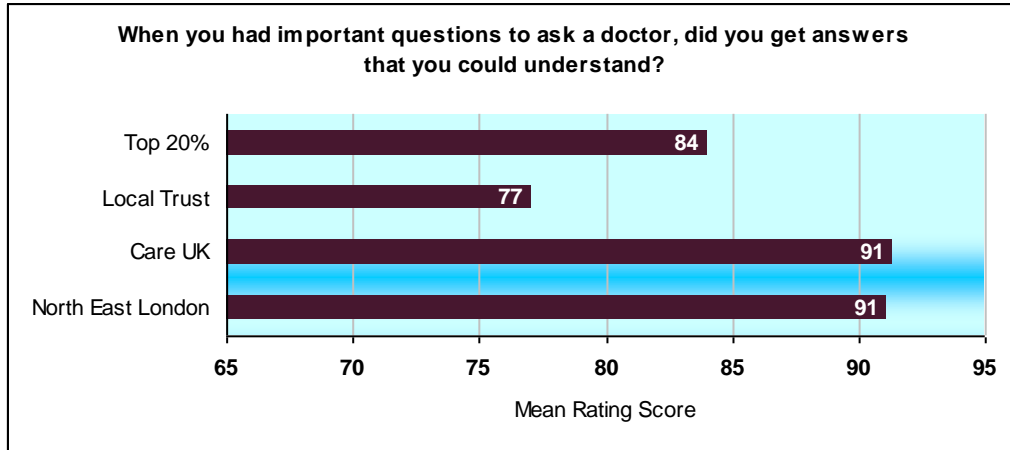
**Q14**



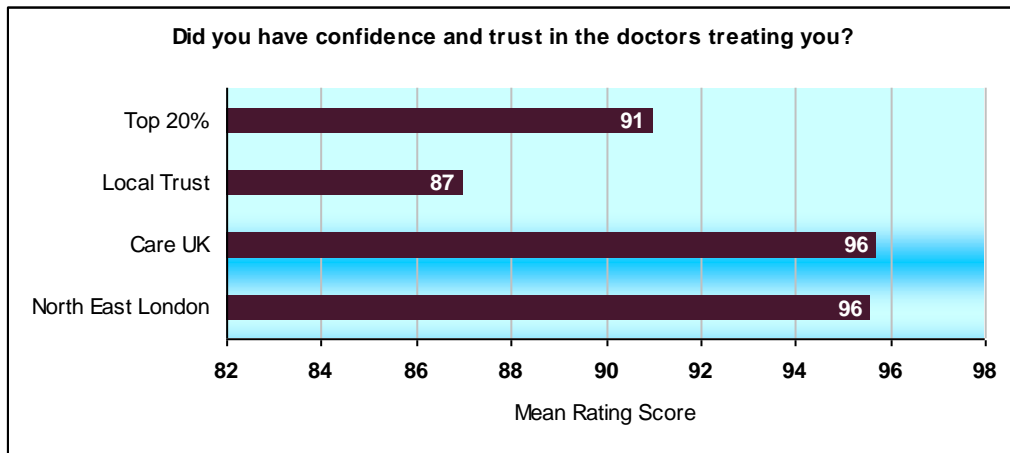
**Q15**



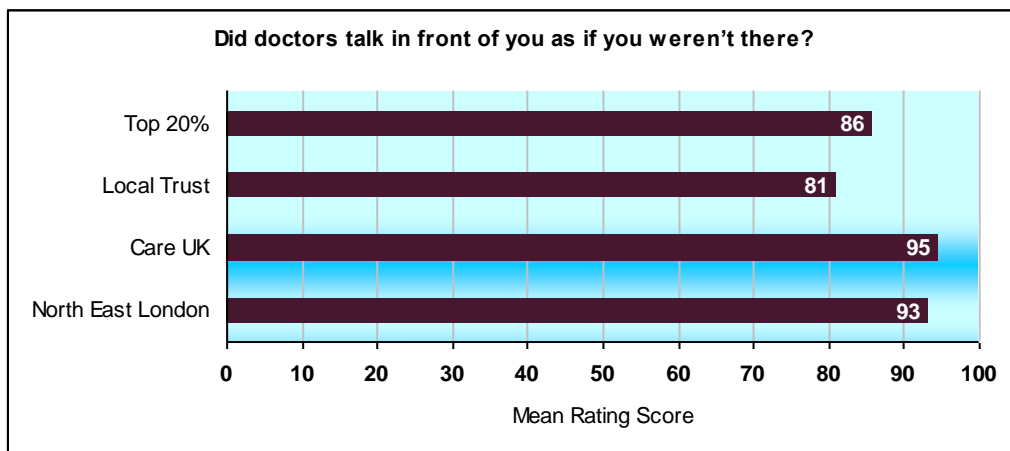
**Q16**



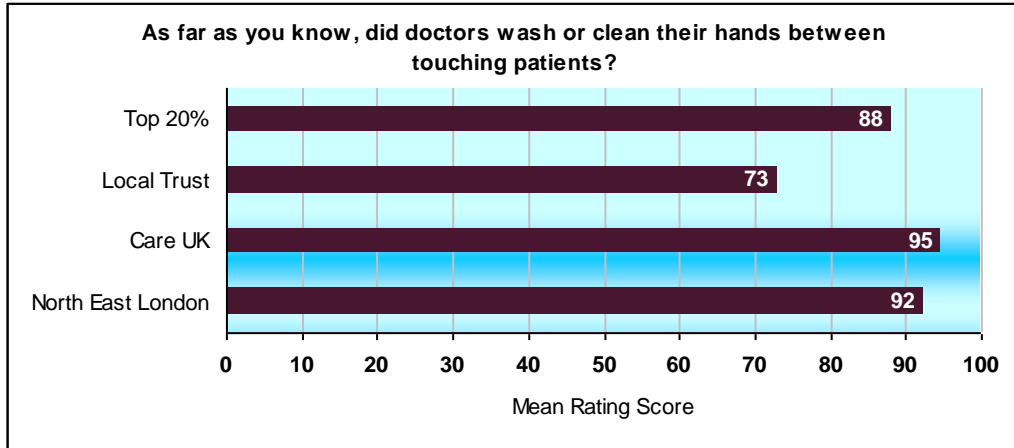
**Q17**



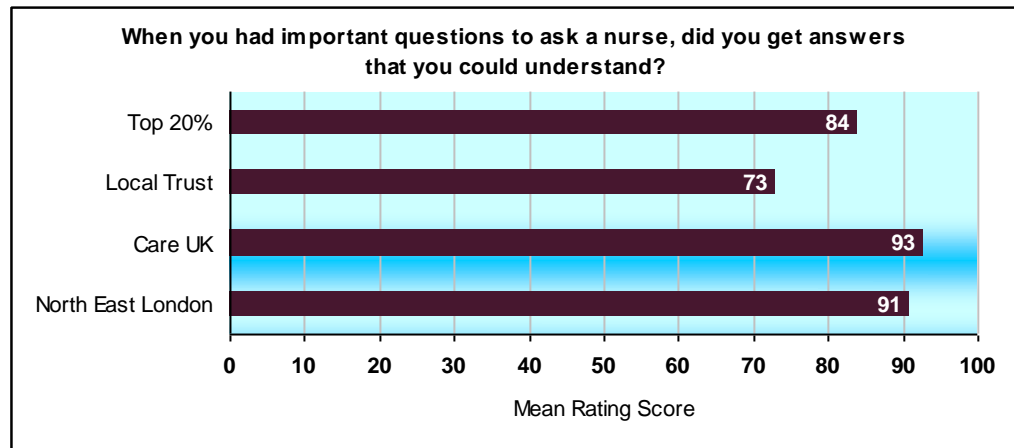
**Q18**



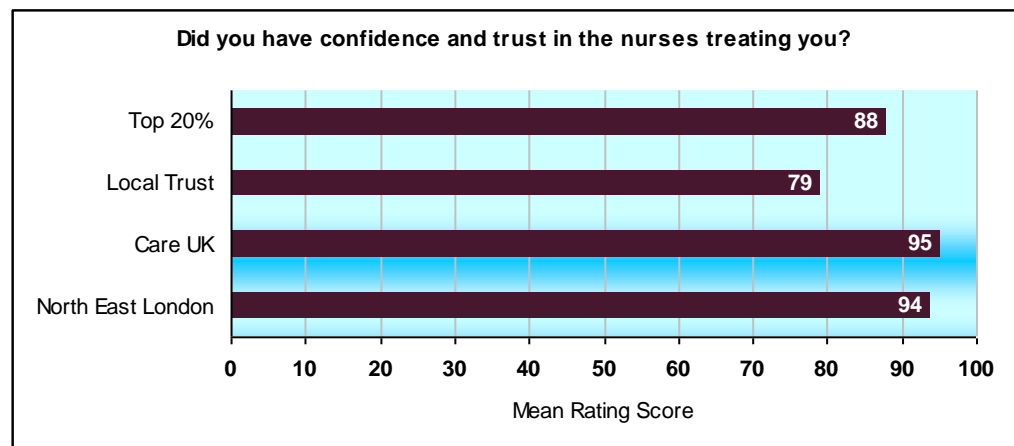
**Q19**



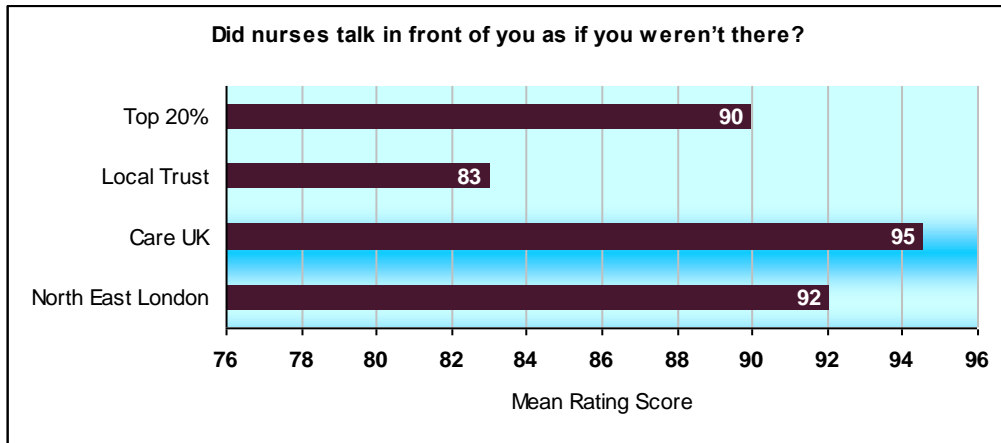
**Q20**



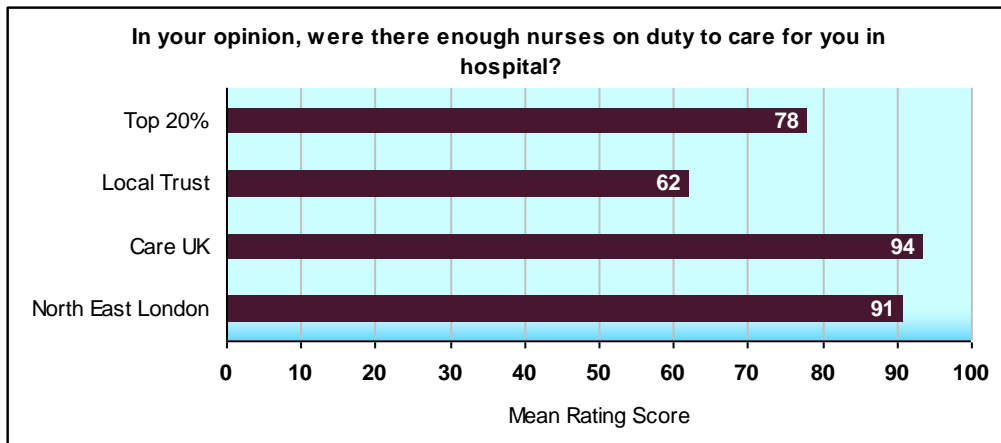
**Q21**



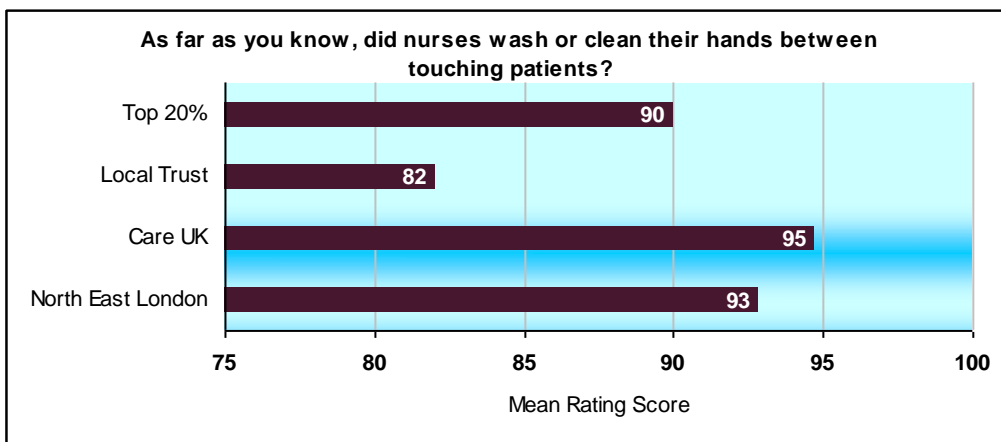
**Q22**



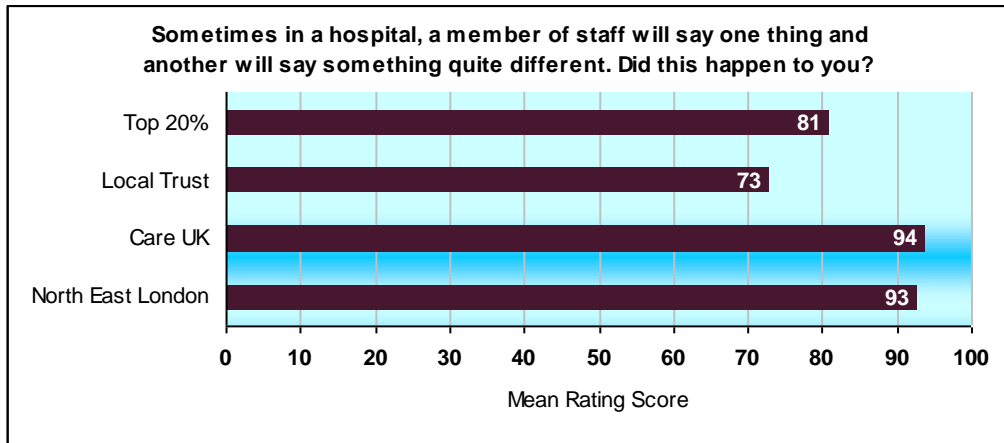
**Q23**



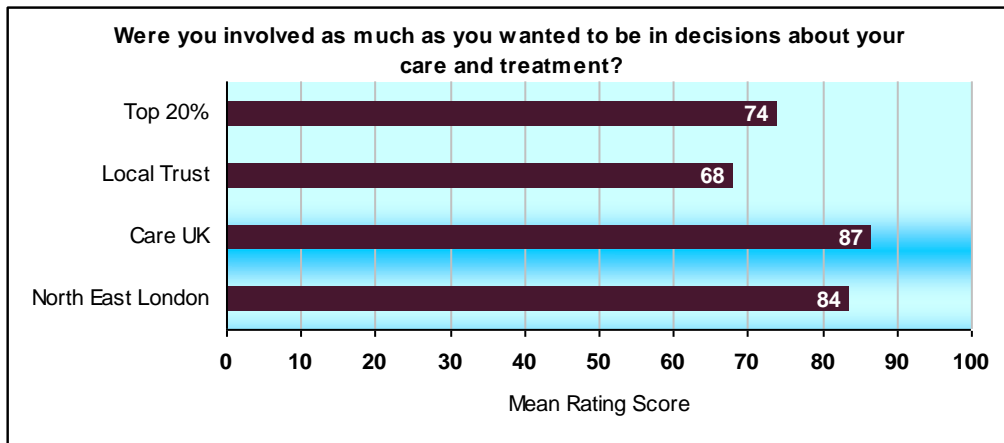
**Q24**



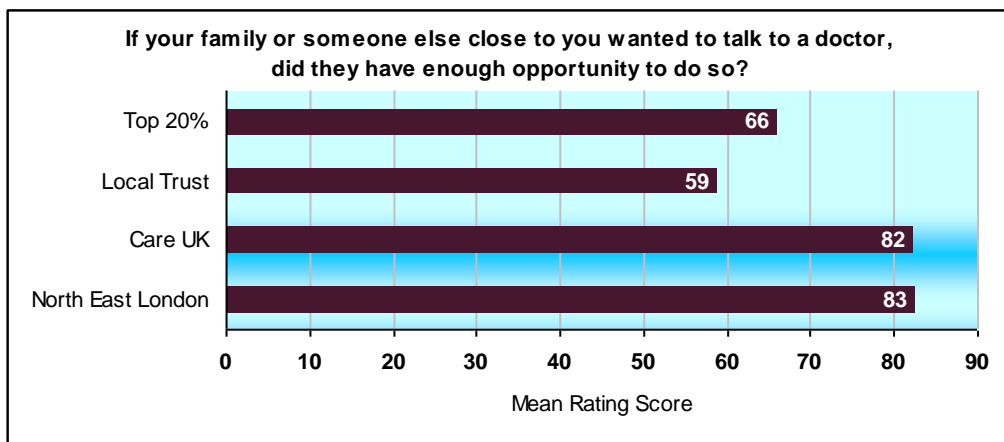
**Q25**



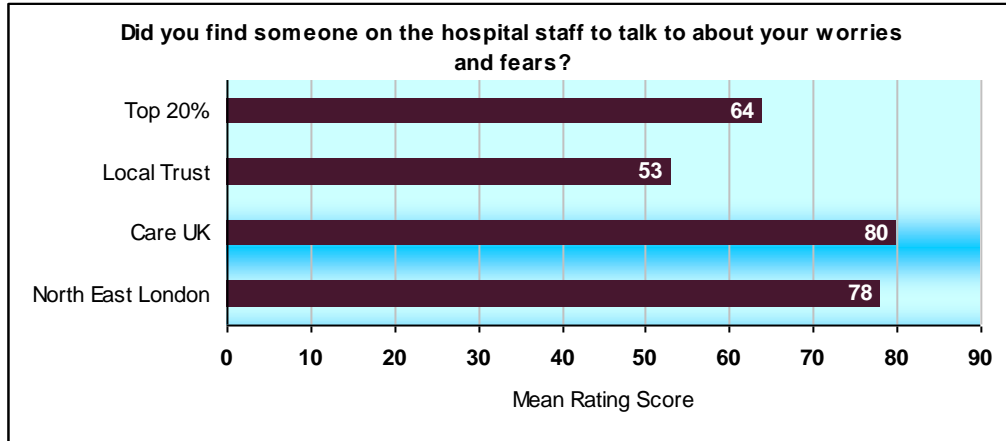
**Q26**



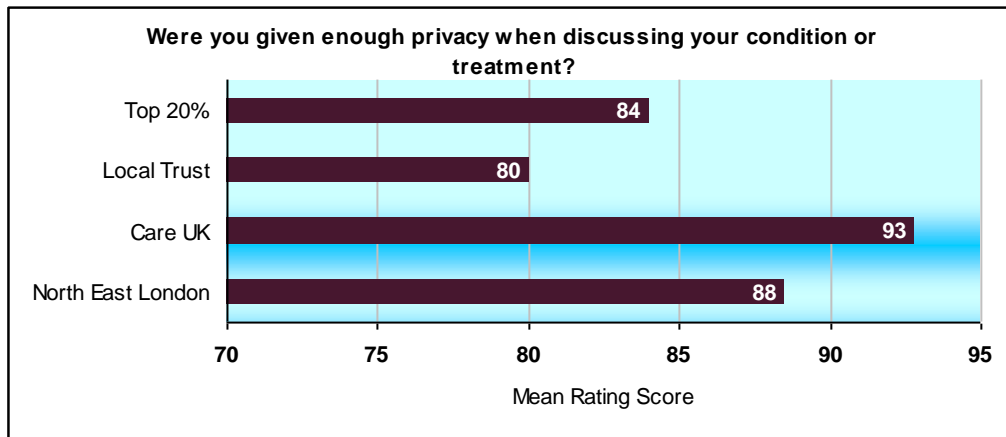
**Q27**



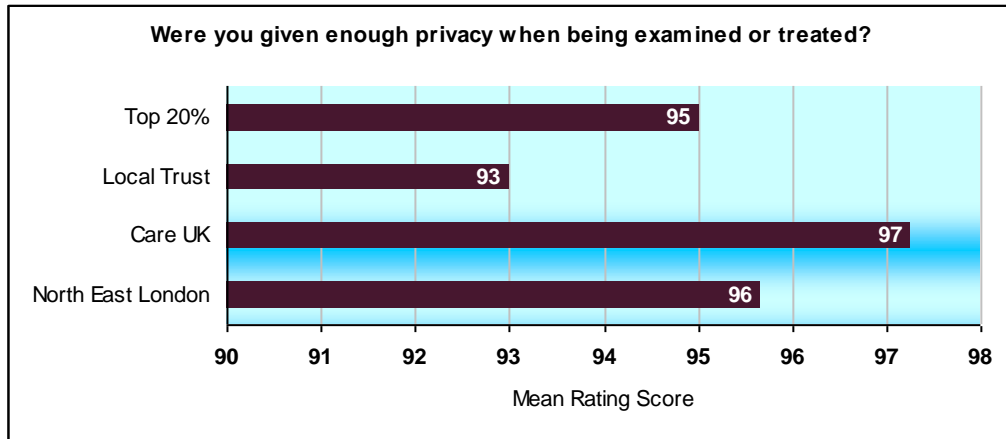
**Q28**



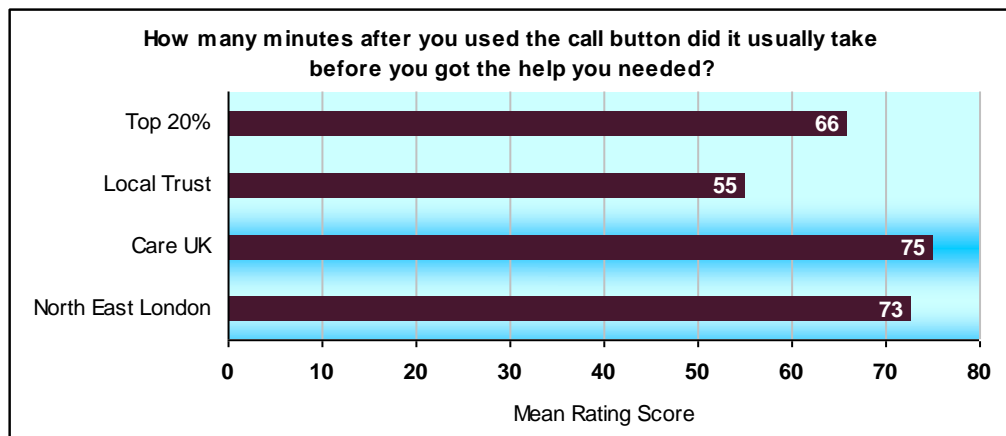
**Q29**



**Q30**



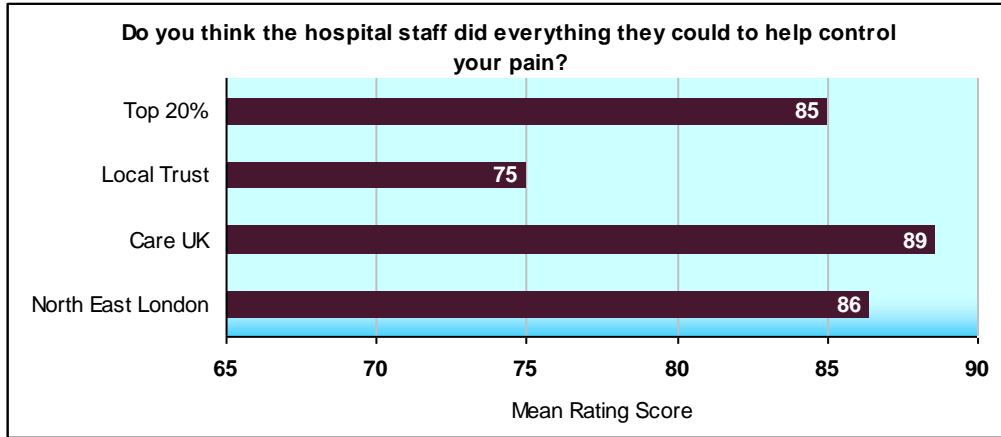
**Q31**



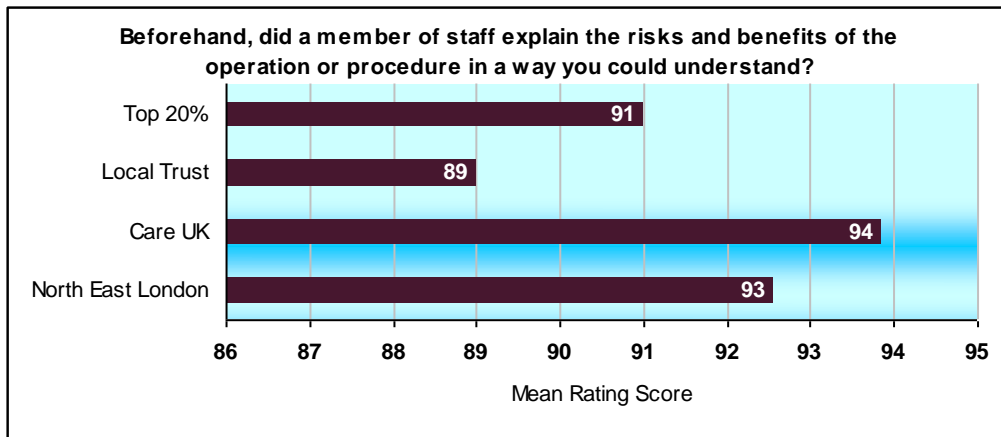
*Interpretation Guide*

- 80.1% did not use the call button.
- 5.0% were attended immediately.
- 9.2% were attended in 1 to 2 minutes.
- 4.7% were attended in 3 to 5 minutes.
- 1.0% were attended in more than 5 minutes.
- 0.0% never got help when they used the call button.

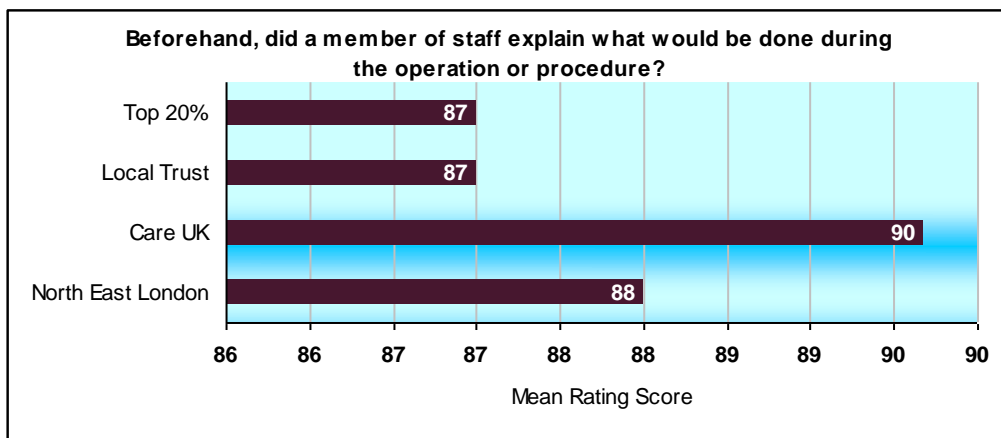
**Q32 & 33**



**Q35**

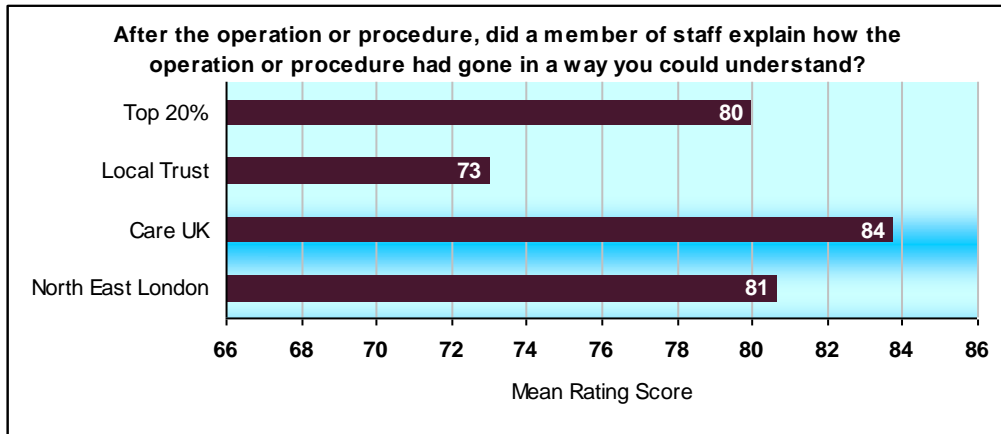


**Q36**



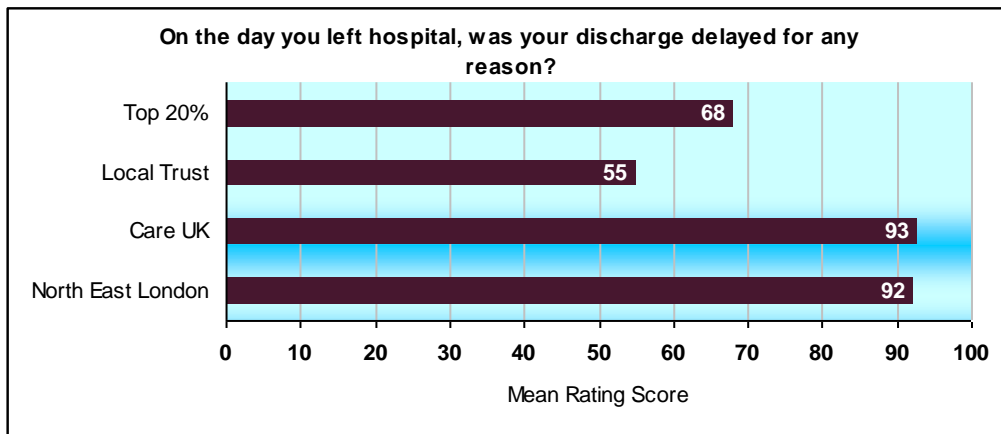
Rated only by those who had an operation or procedure

**Q37**



Rated only by those who had an operation or procedure

**Q38 & Q39**



Rated only by those who had an operation or procedure

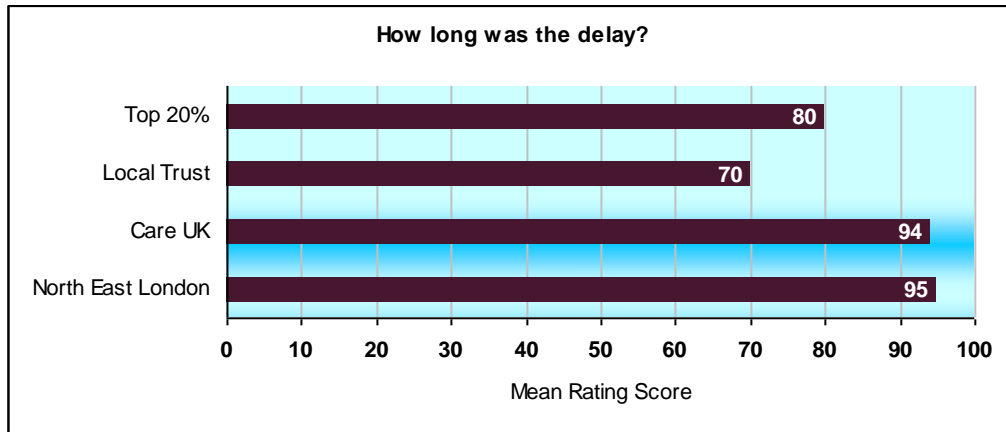
**Interpretation Guide**

90.3% were not delayed.

Of those that were delayed, the reasons were:

- 41.9% Wait for medicines
- 14.0% Wait to see doctor or nurse
- 16.3% Wait for ambulance
- 27.9% Something else

**Q40**

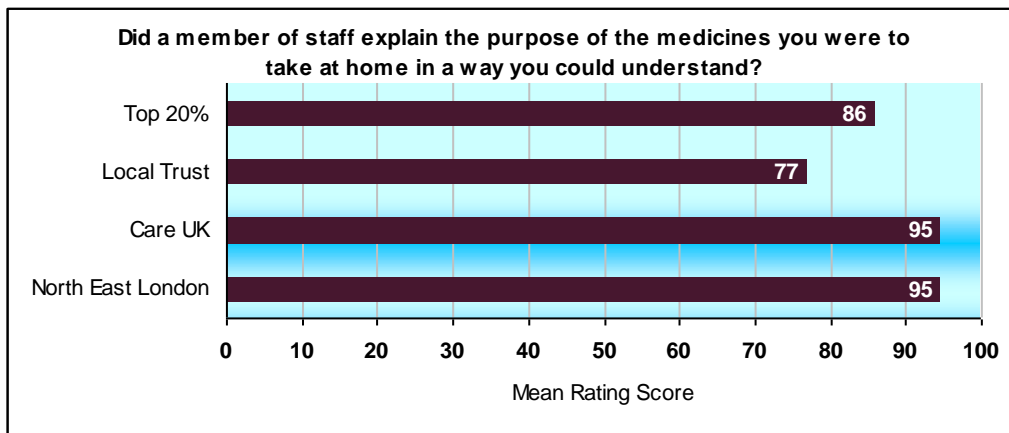


Rated only by those who were delayed

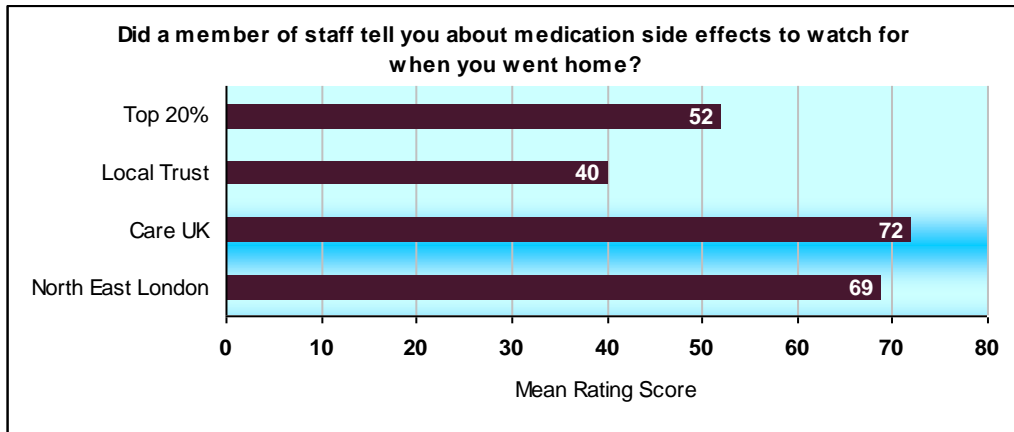
*Interpretation Guide*

- 41.5% Up to 1 hour
- 19.5% Between 1 and 2 hours
- 26.8% Between 2 and 4 hours
- 12.2% Over 4 hours

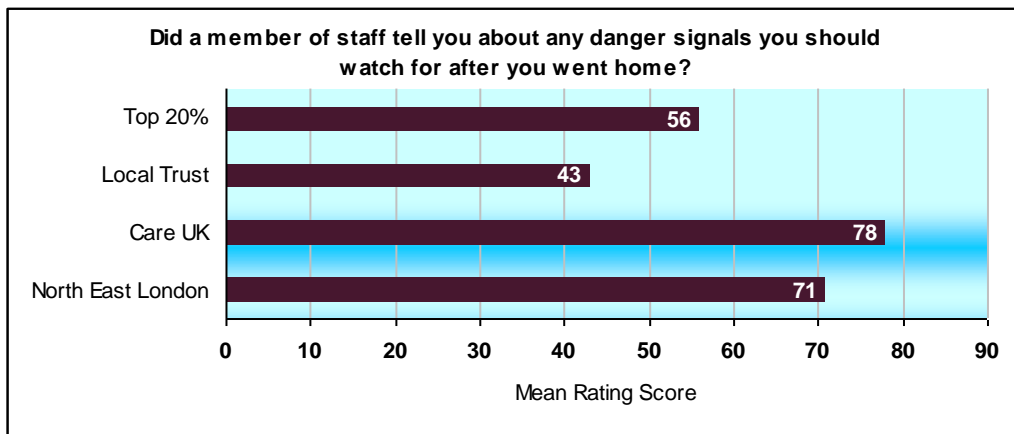
**Q41**



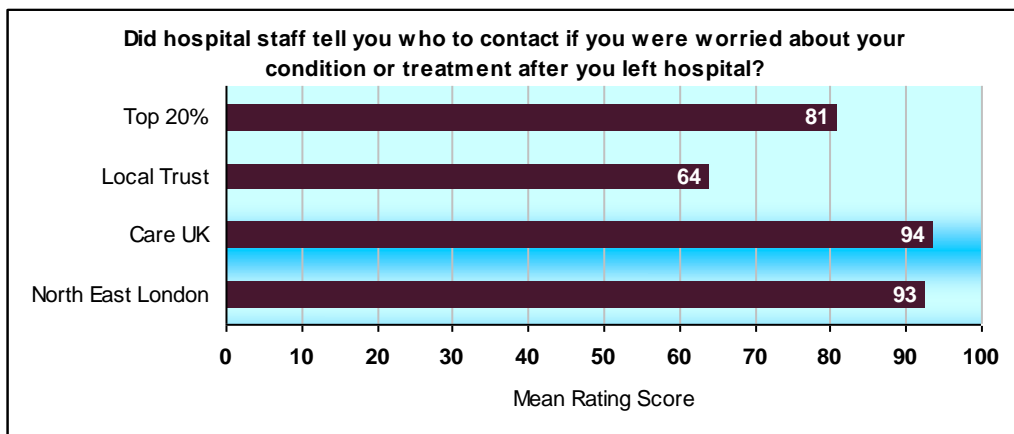
**Q42**



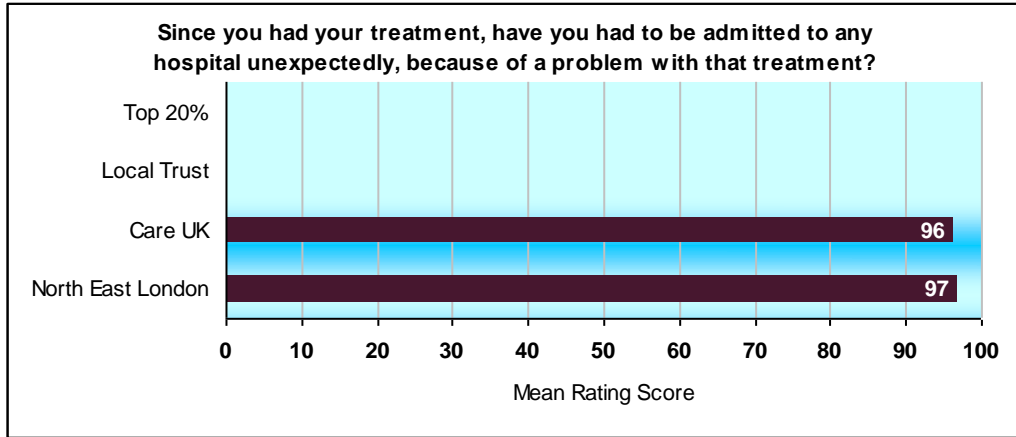
**Q43**



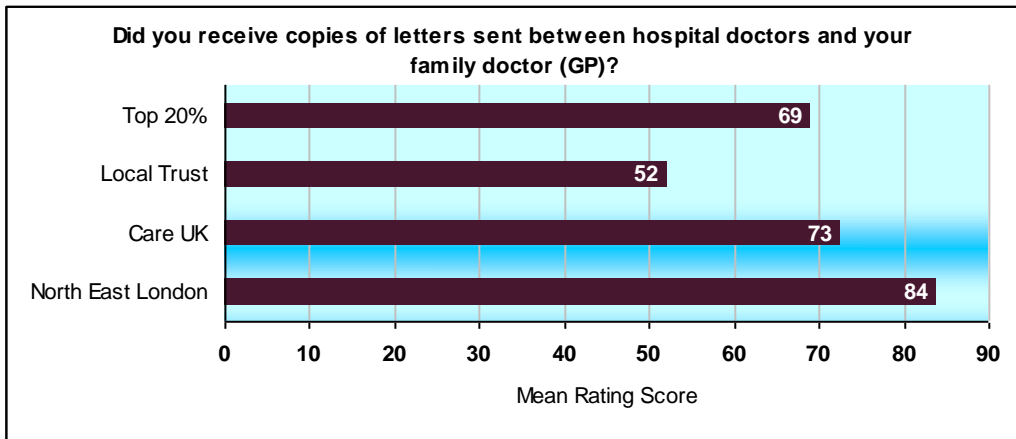
**Q44**



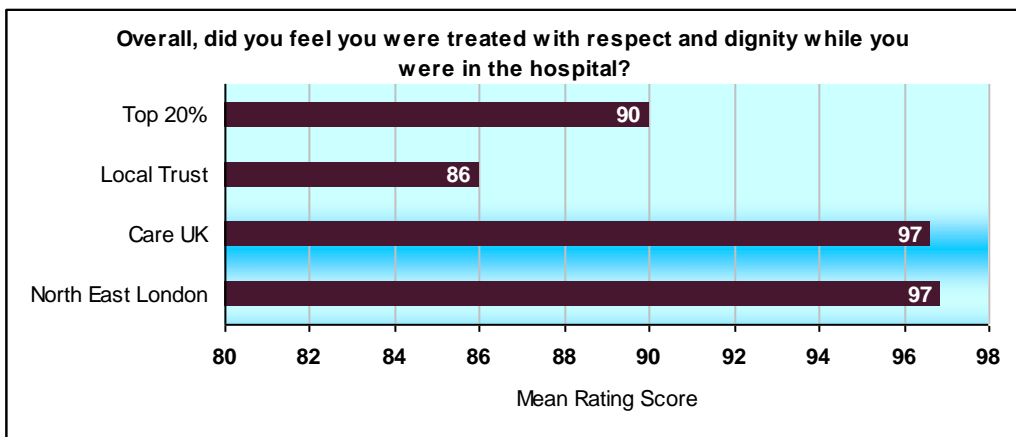
**Q45**



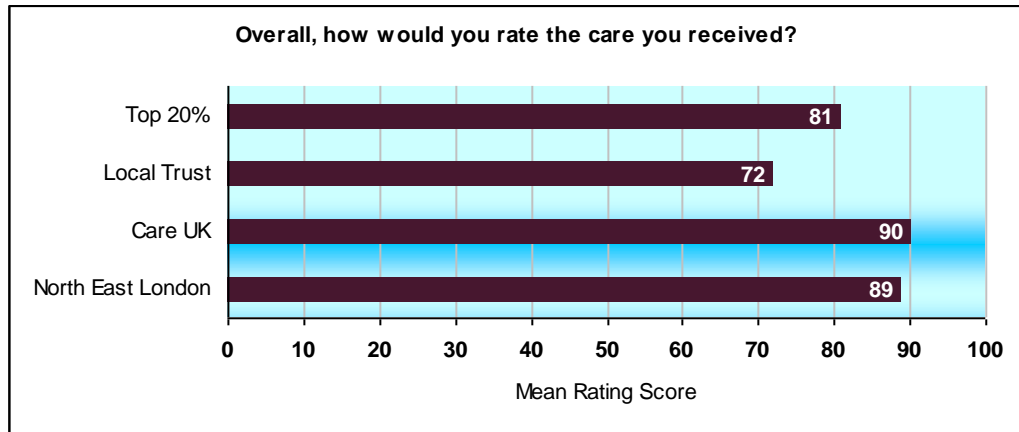
**Q46**



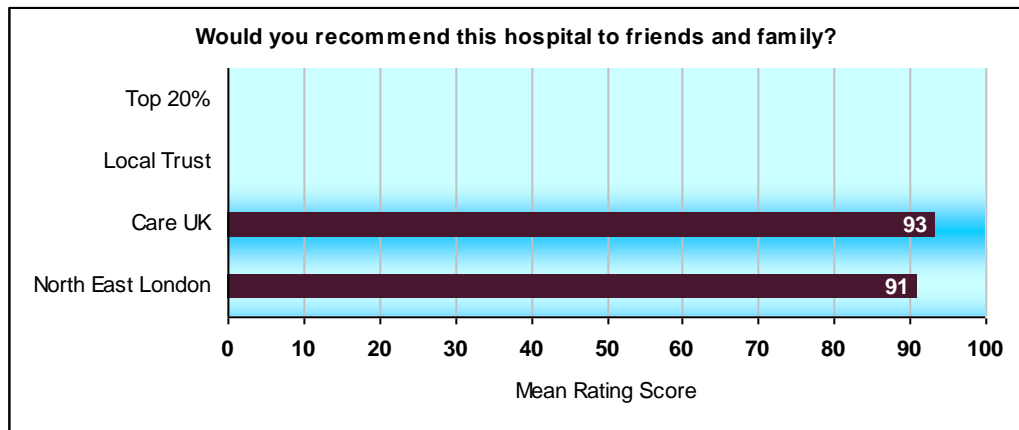
**Q47**



**Q48**



**Q49**



*Interpretation Guide*

- 84.1% Yes definitely
- 14.0% Yes probably
- 1.9% No

## Comments

### ***Was there anything particularly good about your health care?***

1 My stay in hospital was a very good experience, as I was very anxious about the operation. The staff team were excellent and treated me with respect and as an individual. The food and presentation was excellent, I felt like I was in a 5 star hospital, especially after an operation, you are in a nice clean place, which makes you feel better quicker.

2 Reception excellent and prompt

3 Impressed by professional approach by all of the staff

4 Team effort of the staff was excellent - they worked as one

5 All was first class

6 Every stage of the procedure was excellent

7 Courteous efficient caring and professional manner of staff

8 I was totally impressed by my treatment, from when I was referred by my G.P. to the consultant, subsequent appointment leading to my op. I had great confidence in my consultant who took time to explain the choices of treatment. I was able to choose the date of the op to fit in with my work pattern - excellent.

9 Everything was excellent until after the operation. Shortages of staff picking up patient from the theatre took almost 1 hr plus for me to be picked up and not hearing what was done to me from the doctor was being left in the dark go home and deal with it.

10 As well as can be expected

11 The aftercare and the staff were helpful

12 The staff always came and checked up on me, they engaged in conversation and had good humour. A staff member also went and got a newspaper for me, which I appreciated. The staff were friendly and hospitable.

13 I work there and was treated as a special patient

14 Excellent care

15 Very caring all round

16 Excellent care and kindness

17 Consultant explained everything well. Good experience

18 The surgeon, Dr, and day staff were excellent.

19 The Doctors = 10 out of 10. The Nurses = 10 out of 10

20 Very happy with the way I was treated. Staff very friendly

21 Staff attentive and cheerful

22 Staff very kind and put me at ease

23 Total experience excellent, pain free life back

24 I was quite satisfied with the treatment I received. Thank you to all staff.

25 Very personable. Felt very welcome

26 The day staff were very caring and kind

27 Satisfied with the treatment. Given good care with attention

28 Yes my leg or now after removing vein

29 Excellent throughout very very pleased doctor nurses all excellent.

30 My care was excellent. Staff were lovely, they cared about you

31 Staff polite, asked if I wanted food/drink after op and got it for me

32 I was treated very well, seeing I was an old person. Nurses very kind.

33 Treatment and care very good

34 All staff were very kind which helped to remove my fear

35 I was not in hospital as such only for a cataract operation, but I must say the treatment was excellent. I have to go again on Wednesday for the other eye to be operated on so I trust the treatment will be just as good.

36 Facilities. Staff. Planning

37 Friendly care shown by doctors nurses and surgeon

38 Very efficient

39 Excellent care

40 The whole experience.

41 Very happy with my care by staff. My treatment was very good

42 Generally it was OK

43 From this experience I felt that all staff I encountered took the time to listen to me. I often find personal hospital treatment difficult because of my background of nursing in the same trust as I am being treated. I work at a senior level and staff often recognise me. This is often difficult for them & for me. Often staff assume I have knowledge regarding my care - however I am not an expert in all medical conditions. The staff on this occasion took time to acknowledge my skills and any existing knowledge but also ensured I understood everything.

44 Was happy with treatment I received

45 I have never had staff that were so helpful

46 Nurses were attentive, caring and concerned at all times

47 Impressed by the way my procedure was handled

48 Reassurance from doctors & nurses prior to and after surgery

49 Everything about my care was excellent

50 Very helpful & friendly staff.

51 In these days where it would appear that nobody has a good thing to say about NHS services, and all one ever hears about is negative feedback of people's bad experiences, from lengthy times on waiting lists, to less than satisfactory treatment - All I can say is that from the initial consultation with my G.P to the ultrasound which confirmed the diagnosis of gallstones and the actual surgery. I waited approx. 15 weeks - well within the current 18 wk guidelines. The appointment / reception staff in the Barley Lane clinic were most helpful and accommodating in finding a suitable surgery date following the initial consultation with my surgeon, and clinic appointments were always on time. With regards to my actual hospital stay, I can only praise the friendliness & professionalism of all staff, and probably eve more surprisingly, the cleanliness of the wards & hosp facilities.

52 Very good

53 Whole process very efficient, conducted in professional manner

54 Treatment and care are second to none. High Standard

55 If I went into hospital again I would like to go into this one

56 All the staff were very good

57 Staff were friendly reassuring and helpful with sense of humour

58 Nursing staff were very friendly this helped very much

59 I did feel it was 'about me'. The nurses were very pleasant and friendly

60 General care at the hospital was good

61 Overall very good. Very clean

62 Could not have asked for better treatment

63 Very good, apart from comment below.

64 All the care I received was excellent & waiting times minimal

65 All of it

66 Extremely impressed with every aspect of my care

67 Politeness of all the staff

68 Care I received was excellent. Staff were lovely, put you at ease

- 69 Staf were always courteous helpful and always in hospital dress
- 70 More than satisfied with my surgeon and nursing care
- 71 Everything
- 72 Staff took good care and were very polite
- 73 I was treated very well and my nerves went away
- 74 Very pleased and greatly impressed with the facility
- 75 Treated with great care and respect
- 76 I had a cataract operation on my worst eye and the nurse and doctor doing this operation made me feel very comfortable. I am now waiting to have my other eye done.
- 77 The operation and no after effects
- 78 My treatment was excellent
- 79 Everyone was really caring and understanding never once did I feel I was being a nuisance. If I asked for something, and they didn't talk to you like you was a child. Nothing was to much trouble and even the doctors spoke to you as normal people. I never worried at all.
- 80 No waiting after my arrival on site
- 81 Yes very pleasant staff.
- 82 All ok
- 83 Everything was good. I was very pleased with the care
- 84 Kindness and thoughtfulness of the nurses and doctor
- 85 Everywhere very clean and staff very helpful. Impressed
- 86 Nurses and doctors were all exceptionally good
- 87 Everyone I came into contact with was very helpful
- 88 I would like to say, although I have never been admitted, but have had treatment for my cataracts, and I have always been treated with great care & attention. And I would like to state that if I had to be admitted at sometime, I would not feel worried. Unfortunately I do not feel the same about other hospitals in the area.
- 89 I was treated with great care and respect
- 90 Reception and nursing staff were efficient and friendly
- 91 I was surprised at the high level of care in the treatment centre. The doctors & nurses were friendly & efficient & explained everything clearly so I understood.
- 92 Staff did all they could to help me feel OK
- 93 Nursing staff were very good
- 94 Very good. It is a lovely hospital
- 95 Had cataracts removed, can see well now
- 96 The care and attention was excellent
- 97 I was treated with understanding
- 98 Very satisfied with all the treatment
- 99 Very pleased with the way I was treated
- 100 Nurses and doctors were brilliant courteous and professional
- 101 Always seen on appointment time
- 102 Everything was explained very clearly + questions encouraged + answered.
- 103 So pleased with my treatment and the outcome
- 104 Were especially caring. Clean efficient
- 105 I was very happy with the service and treatment
- 106 No
- 107 All members of staff
- 108 Very pleased with the care and attention given to me
- 109 Thank the NHS for the excellent way they treated me

- 110 Everything is fine. I had no problem
- 111 Treated with respect by staff & put at ease
- 112 Efficient in every way. Appointments always punctual
- 113 Very pleased with the treatment I received. Appointment punctual
- 114 From the very first appointment at the pre assessment clinic to the final orthopaedics one I was relaxed and confident in their care. As distinct from the buzz atmosphere of the main hospital felt there was real time in as the patient, I have never been so at ease.
- 115 Every person was very helpful
- 116 Very impressed with cleanliness and staff very helpful
- 117 This hospital is very good
- 118 It was all very good. Transport service was very good
- 119 Care and attention was very good and without fuss
- 120 Staff treated me with respect, at no time did I feel uncomfortable
- 121 I was in only for one morning. The second one - I received perfect care and assurance throughout both and I wish to thank all the nurses and the doctor concerned for their care. And also for the notes I was given for my after care - and what may have happened if i hadn't followed them.
- 122 Always felt confident and looked after well
- 123 It was all very good
- 124 Treatment excellent
- 125 First class attention at all times
- 126 Very impressed by the attitude of the surgeons - always had a smile
- 127 I was keen by the consultant and the operation and follow up outpatients appts were with the same consultant.
- 128 Very clean environment. Consultant excellent
- 129 Yes, Immediately after the operation nurses brought food (even though I didn't ask for anything) + all the staff were pleasant.
- 130 I was admitted very quickly after pre-op assessment
- 131 Impressed with appointments and treatment
- 132 Every aspect of my treatment was handled excellently
- 133 Everybody was very helpful
- 134 Surgeon explained op excellently to my 70 year old father
- 135 Surgeon was nice polite treated me with respect
- 136 Care and attention I received was excellent
- 137 Speed, quality of procedure. Excellent Doctor/Surgeon.Nurses good
- 138 I was well cared for by the medical team.
- 139 100% brilliant Doctors down to food staff and anywhere in between many thanks.
- 140 Doctors & nurses good at explaining my procedure
- 141 I enjoyed my stay
- 142 Everything. All the staff including the care workers
- 143 Staff were pleasant. Care was excellent
- 144 The nursing staff were wonderful and the staff who prep you before operation were excellent, they made me feel so relaxed and safe.
- 145 Doctor who did surgery was courteous and professional
- 146 Everyone so helpful and good at their jobs and caring
- 147 The nurses made my stay more comfortable. (Not all) Generally they were helpful and contributed positively to my experience in hospital.
- 148 I was well received by the doctor, dentist and staff.
- 149 Hospital and staff were both excellent. I was well looked after
- 150 The whole experience from start to finish was very good

- 151 Once arrived at hospital, everything was expected and they were very good.
- 152 Nothing exceptional, was treated fairly good as I would expect.
- 153 The German Dental Surgeon was very good
- 154 The care and treatment that I received from the surgeon and nursing staff was excellent.
- 155 All the staff were caring and considerate
- 156 When the surgeon did come to ward I was in to discuss he was friendly and I felt assured.
- 157 Care could not have been improved. Every procedure was excellent
- 158 Excellent treatment and care
- 159 The care I received was excellent by all staff
- 160 My vision has improved
- 161 All the staff were particularly caring
- 162 Not too much waiting about
- 163 The level of care was excellent
- 164 Surgeon put me at ease before the operation
- 165 Mr Hamid, my consultant was very helpful & informative. I was very impressed with my anaesthetist and with the theatre nurses. Also the nurse on ocean A, B & Amber wards @ Queens.
- 166 Everybody was friendly and helpful
- 167 Staff were lovely. No infections. Good aftercare appointments
- 168 Treatment and staff was excellent
- 169 Whole process was very efficient. I was given the best attention
- 170 I received the best care possible
- 171 Care and attention was first class
- 172 Staff were very caring and made you feel relaxed
- 173 Treatment I received was excellent overall
- 174 Well looked after
- 175 Friendly and courteous staff made my stay very pleasant
- 176 Everything was excellent
- 177 Everybody was very nice and helpful
- 178 I have had two procedures at this hospital and I have been impressed by the efficiency and cleanliness of the hospital.
- 179 A very efficient system of operation
- 180 Considerate staff. Cleanliness
- 181 Treatment and everything excellent
- 182 From surgeons to nurses, they were all 2nd to none
- 183 Everything went well. Home within hours, impressed by staff
- 184 Pleased with treatment and professionalism of all the staff
- 185 Good communication. Prompt copies of letters. Have follow appts for March 2011 and August 2011 most impressed. Cannot fault any of the staff all were polite and took time to talk to you.
- 186 Doctors and nurses very caring and put me at ease
- 187 Friendly staff. Transport laid on
- 188 The whole experience was good on both occasions. Hospital spotless, nurses pleasant, procedure painless and without problems. It compared favourably with the private treatment that my friend received for her cataracts. (and my surgeon was better looking)
- 189 The food and service was excellent no problem to small for the catering staff.
- 190 Overall care was excellent. Nurses were very caring
- 191 No

- 192 It was excellent
- 193 As I have a latex allergy, all care was taken. Felt well cared for
- 194 Speed and efficiency with which I was dealt with, most pleasing
- 195 Staff made you feel special, you don't get that often at my age
- 196 The whole treatment was very good
- 197 Had my operation explained fully and my aftercare.
- 198 Looked after very well
- 199 Treatment was excellent
- 200 Everything
- 201 Doctors/nurses listened. Things explained well. Good food
- 202 Quick and was well explained to me
- 203 Excellent
- 204 Centre very clean & well organised. Surgeon friendly & approachable
- 205 Professionalism of the staff was excellent. No fuss but were kind
- 206 To an extent yes
- 207 After care is very good. Refreshments much appreciated

### ***Was there anything that could be improved?***

1 After care could be improved. Instead of two weeks appointment, it was six weeks before see anyone and in all that time, I was in discomfort, with something in my eye. I phoned & was told I was discharged and to see my doctor.

2 The only negative was that I was visited by an antistatic prior to my op who spent 15/20 mins trying to convince me that it would be better to have an injection rather than a general anaesthetic. I eventually agreed was then visited by a different consultant to one I had seen previously to discover he did not do key hole surgery which I wanted and was all agreed to. Key hole surgery requires general anaesthetic. A bit of a breakdown in communications, somewhere.

3 communications with the patient making him or her the ons & dons after mouth.

4 Would have liked more food after the operation

5 I had to wait from 7.00 am till 1.30 pm - I found this quite long - I was in bed by 8.00am and waited till 10.30 to go into theatre, which was long. And then from 11.00 till 1.30 in bed after the operation which was to long.

6 The attention of the night staff who didn't seem to look in and check all was ok (see below) The staff in the day ward to check they are giving the right instruction left by the surgeon (see below)

7 Before getting an appointment go to reception to get sort of marked in. See the surgeons, understudies to be assessed. Then see a nurse and then see receptionist at the computer to finalise my appointment time and date. All this took the maximum of 3 hours. The trouble was the folders were not kept in a rotation order. Sorry but this was the only let down.

8 Too long waiting in reception from arriving to going onto the ward

9 Ward was not checked during the night

10 Not sure

11 No

12 No

13 None

14 You take your medication with you on day of op. None of it is checked

15 Parking

16 No.

17 Wanted to know what had been done, not wait 6 weeks until I saw Dr

18 Was given a foot protector but it was too small. Didn't have larger size

19 Waiting to have left eye done - how long do I have to wait

20 The phone system is awful you can spend days trying to get someone to answer the phone even though they are there and on the phone it does not give you an engaged signal so you just think you are phoning an empty room. Also I was meant to have 3 procedures 2 weeks apart and I waited 9 weeks between 1 and 2.

21 Patient aprons & gowns might have been a bit fresher

22 Transport could be improved & when picking patients up they arrived 2 1/2 hrs earlier and patient not ready. They would not wait for 10 minutes, patient missed appointment. Also when collecting to go home waited up to 3 - 4 hrs.

23 Hoped op may have happened earlier but maybe shortage of staff

24 Perhaps cut waiting times

25 Can't comment as I was only there for a few hours.

26 Not having to wait so long

27 Hospital/GP/After care coordination was poor

- 28 Surgeon didn't examine my knee after op, just accepted I could cope with pain
- 29 The follow up appointment some weeks after the operation was very poor. A nurse checked to eye via a simple eye test but gave me no information or even asked how I felt about the eye that had been operated on. I was straight away referred to a woman doctor who like nurse gave me no information regarding the eye. The only thing the doctor was interested in was whether I wanted the other eye operated on. I simply said it was up to the specialist to tell me if the cataract was sufficiently advanced. It was not up to me and since my sight was currently acceptable I declined the invitation to have the other eye operated on.
- 30 I only receive £57 pension per week & had to pay £7 for parking fees
- 31 Spent 4 hours in the bay before the operation which is too long
- 32 Reception don't always answer the phone
- 33 Difficult to get new date of op. Phone rang no-one answered for hours
- 34 I felt rushed, on a conveyer belt. Still not satisfied with operation
- 35 I don't think so even going for a check up on the operation to see how I was coping helped me.
- 36 When a patient is discharged after an operation, the patient should be told "what has been done during the surgery" before they are discharged from the hospital.
- 37 Car parking for the disabled
- 38 There is nothing I can think of my stay only being one night but I would asked to go there again anytime.
- 39 More explanation about the procedure
- 40 Yes I don't think you should do a colostomy with only gas & air. It is extremely painful and I thought that the experience was awful. I returned crying so did the two other patients, so I wasn't alone, I have had this procedure before with a sedative and there was no problem.
- 41 Difficult to rest when visitors arrive. Ward seemed full and noisy
- 42 Easier telephone communication to departments - often no reply
- 43 Make consultants more aware of hard of hearing patients.
- 44 Staff nurse Angela broke my glasses. I sent the receipts for £52.50 - the cost of the lens and a photo of the damage done to Mr F Smith. I have since spoken to Julie who informed me they didn't get the information I sent in. She assured me she would deal wit it, but 6 months later I still have not been reimbursed.
- 45 The only comment I have is about my actual operation. I had veins out & had to have an incision on my bikini line & was told before it would be 'top of my leg' so I was shocked when the surgeon said I had to take my knickers off. I didn't mind & it wasn't a problem but future patients might prefer to know!
- 46 Needed help getting there, because of my age
- 47 Food could be better
- 48 One minor problem arose at the first pre - op appointment, as the appointment letter stated we should go to Barleycourt not eh N.E London treatment centre. However a wheelchair was offered to transport my aunt to the correct place.
- 49 Senior nursing staff were rude, unsympathetic when you were in pain
- 50 Could not get through by phone had to go to hospital to make appt
- 51 The time taken after the operation and recuperating at home
- 52 Access for being collected after treatment, going home
- 53 A little more physio under supervision before going home.
- 54 Yes. I was referred from Queens to the centre and there were problems due to the fact that I had problems due to the fact that I had a holiday booked

and I was told as I could not have my operation Jun that date given I would be referred back to Queens to start the referral process again! Thankfully the consultant was very helpful and managed to fit my operation in on an earlier date to enable a post op. out patient appt. before my holiday. I real appreciated this as i was a pain. I think at the beginning of the referral process it would be helpful for patients holiday dates to be taken into account. In the worst scenario i would have been sent back to the Queens and a new referral made which is a waste of everyone's time.

55 Couldn't get through on several occasions to change my follow up appointment

56 Can't think of anything. It is a lovely new, clean hospital and still maintained in a neat fashion.

57 Very difficult to find a place to park

58 Parking for motor cycles

59 Too many visitors to each patient. They should wear over covers on shoes

60 Yes, a little lack of communication at my visits, my doctor, knew I was very nervous at having the cataract operation, suggested I have a general anaesthetic, the nurse told me they didn't do it, then when I saw the doctor at the hospital he said if I really wanted it he would do it, after a few tests on my eyes he asked if i felt him touch my eye, i said no so i had my 1st eye done. Just with no drops at the minute i went into theatre, i had a panic track, could hardly breathe and i moved my eye during surgery, understanding the doctor wasn't at all pleased with me i said on a later visit for check up i was very lucky the operation was a success. He suggested for my next operation on the other eye i have alternative treatment for it. So this time I'm having a general anaesthetic. The point i would like to make is i felt i was swayed into not having general aesthetic, when really i should have.

61 I felt the physio, could be a bit more input.

62 Clearer instructions regarding after care stitch removal

63 When I was given my anaesthetic it was extremely painful. A very large syringe was forced into a very small vain with such force, they must have heard my screams right across the hospital. I have had a few operation but this has never happened to me before.

64 The availability of an interpreter - particularly when the doctor had to explain technical issues. I am comfortable with the English language for everyday use, but it gets confusing when there are thing I really need to understand but can't due to the language barrier.

65 Got me to the hospital much quicker.

66 Surgeon should make it clear, what they are going to do.

67 The treatment that I received whilst in hospital was all that I could expect. I was very satisfied. The booking / administration process prior to my admission could and should be improved. Mistakes in this area lead to a delay and caused a waste of time for both me and the hospital.

68 Staff should discuss their indifferences and opinion of their colleagues in a controlled environment, not in front of patients and staff should be made more aware of time guide lines when a surgeon is going to start not just assume.

69 Food. Price in cafes are very dear for visitors. Need more nurses

70 Could have informed patients of the order of having their procedure

71 The ward was a bit dusty. No one spotted my nylon stitches so when I had them eventually removed they were very painful as the skin had grown over them. Also, I had a small injection in one of the wounds, but when I contacted the RMO I was told that I was mistaken as that site didn't get infected. I ended up

going back to the hospital to get a course of antibiotics when it became too painful.

72 No one answered the phone numbers I was given

73 Bit slow with 2nd appointment for pre-assessment

74 Getting admission date was difficult. I rang 3 times. No-one called me back

75 Food

76 Punctuality at all stages could be improved

77 Could have gone to different clinic and had my treatment earlier

78 Nursing & admin staff in out-patient did not have same attitude. Shame

79 The thing that could be improved is that I was asked to come in at 12.00pm and didn't have operation done till 5.30pm you should get patients in at least an 1 hour 30 mins before they have their op. Because I was going to walk out it took forever.

80 Waiting time once admitted

81 Food not very good

82 Yes, the washing toilet facilities wash hand basin had no surround or chair to put your towel or wash bag on. The basin around the toilet were usually in the "up" position. I nearly came a cropper a couple of times trying to negotiate two crutches and a toilet not designed for the disabled. No hooks for towel or dressing gown. I was surprised that the facilities were so bad where everything else was so good.

83 Too much time spent waiting to see 3 different people. One could do it all

84 My file was mislaid and transferred to wrong department

85 The aftercare relationship between the treatment centre and referral to hospital in my case for possible Deep Vein Thrombosis. Took too long to arrange scan. Other consultants and team visited daily, I saw my surgeon once.

86 Yes, the doctors could make appointments quicker as my MRI knee scan was done back in August and until today 18th December 2010 I still have not heard anything. I've been calling the hospital and I was told that my scans are back, and when I asked them to make me an appointment the receptionist kept telling me to leave my number so they can ring me back. I have never received a phone call or had an appointment arranged I phoned 3 times. So I think your customer service and care of patients must improve.

87 No-one returned my calls regarding date for my 2nd operation

88 Needed to change operation date but it was very hard to get through by phone

89 Should be a lot quicker and more flexible to patient needs.

90 Not in my expectation good to be in their care

## ***Any other Comments?***

1 Please keep up the care and cleanliness of this place. Many thanks to all the staff team.

2 1) The surgeon in the form I was given on discharge stated I had to remove the bandages after 24 hours & wear the white stocking for 6 weeks. But the staff nurse told me to leave them 48 hrs and gave me tubigrip to wear. When I was admitted to the hospital a few days later the surgeon was most annoyed by this and said his instructions were quite clear. 2) Was admitted late evening and the resident Dr wanted me kept in over night to see the surgeon in the morning. The two male night nurses were very cursing and I had to ask them to lower the bed. They made no attempt to see me in safely and then I had to ring the bell to ask them to bring me something to put under my knee and turn the light off. The day staff were excellent.

3 Heard that King Georges might be closed. Great shame as good hospital

4 Coffee & toast much appreciated

5 None

6 The ward was very clean

7 I was treated very well in hospital

8 Treatment for me was as a day patient.

9 None

10 No.

11 The operation wasn't explained at the assessment appointments. I was just given a explanatory sheet. The do's & don'ts weren't explained until after the operation. If I had told beforehand I could have made preparations, also I was told the follow up appointment would be two weeks when in fact it was six weeks. Had I know beforehand I would have chose a later date and not have to cancel my holiday.

12 Was pleased with the aftercare I received at home following my operation. I had my operation at the North East London treatment centre. I have never been admitted to the main King Georges hospital.

13 I was particularly impressed with the frequency of cleaning on the ward, with even high surfaces being cleaned at least a couple of times a day. I would thoroughly recommend the hosp to anyone (considering I didn't eve know of it's existence!) - 10/10 in all aspects of my care.

14 Needed a home help for when I returned, but spent 24 hours alone

15 Q.3 from me visiting my GP with this condition it took nearly 4 years for a diagnosis. Once diagnosed it was only 5 months. The treatment at Queens was long and drawn out. I could not fault the treatment centre. I was only a day patient so some of the questions are a little difficult to answer because of the short stay.

16 I had 2 cataract procedures. The first one was quite unpleasant and very uncomfortable. The surgeon, (I believe Mr or Dr Dom) spoke to me in an unpleasant manner with his back to me whilst walking away. He told me to tell staff when I came back for the 2nd procedure that I was unsuitable for this treatment. When I returned for the 2nd procedure I related this to staff. The procedure was carried out in the same manner, perfectly well, all the staff were very pleasant, including the surgeon who was charming. There was no discomfort. I understand Mr Dom had left. GOOD.

17 Not to be given an appointment choice was a problem as you could ring and say the date was not convenient and the staff would give a date which would

suit you. The ward occupied both men and women because it was like a waiting room. In a normal ward men and women should be separate.

18 The follow up appointment after the surgery I was told by a consultant that I got arthritis that is why I have the knee pain. I was not happy and I had another appointment with another consultant. Then I was told that I have no arthritis but part of the knee is missing, so it can not be fixed.

19 To all the nurses, Doctor's and the other staff Thank you very very much and why can't other Hospital be like yours.

20 Parking very difficult

21 Everything else was fantastic. They even squeezed me in on an earlier date so I'd be recovered in time for my wedding of which I am very grateful.

22 I have completed this form on behalf of my aunt who is 90 and suffers from vesicular dementia + hearing problems. She was treated very well + sensitively by all the staff + I was very pleased that I was able to stay with her on the day ward before + after her surgery, attend all the pre-post op consultations + ask questions, making sure she understood what was going on. She is very happy with all aspects of her care + the outcome.

23 When arrived for 2nd appt, found department was closed. No-one told me

24 Cleanliness was first class

25 The asking of pots of tea and almost on request, most impressive. Again all such service given with a smile at all times. I cannot speak highly enough of the entire experience and I extend my whole felt appreciation.

26 Morphine given for pain relief caused vomiting

27 Nothing was to much trouble for the staff.

28 No. I was very happy with the service I received.

29 I like the fact that everything was well organised. The whole experience was over within 7 hours. Had the chance to relax for the rest of the day.

30 I was disappointed with lack of after care. I.e. follow up appointments. Had my daughter not perused, for a follow up appointment I felt I would have been lost in the system.

31 My surgeon Mr M Abdul - Hamid was fantastic, before and after. I had hardly any pain. He explained everything about the operation and the choices I could have. As this was my first operation he and the nursing staff made me feel very safe. I would recommend the treatment centre to anyone.

32 I was told on the day of my operation (just hours after) that I could go home. I had already stated on my form that I have low blood pressure after surgery and that I live alone. If I had gone home I would have been in big trouble that night as indeed my blood pressure did drop very low.

33 Got me seen at the hospital much quicker

34 I asked for key hole surgery. Hospital changed my surgeon for key hole surgery. But on the day of operation, doctor came in and explained to me that he is going to make a cut. I told him that I would like to have a key hole surgery that is why hospital changed the surgeon. but doctor insisted that he is going to do open surgery. He didn't give me any choice. I couldn't leave, or say yes for open surgery. After two hours doctor came in and asked have you decided. I didn't have any choice. I agreed to have a open surgery.

35 I have previously written to the hospital to address the issues over the bookings / admin.

36 I have had a knee replacement - the care at the hospital was excellent - unfortunately, this can take 12 months to fully recover. So I still have disability that effects everyday life.

37 After care is excellent

38 Aftercare - following a cataract procedure my eye became, very sore, red and watery after about 10 days. I called the ward in accordance with the instructions I was told someone would call me back. I waited 3 hours and had no call so called again. The nurse was very vague and even though she had not discussed the condition with me told me she thought it would be ok. I was not happy with this so she said she would ask the Dr to call me. He never did. Fortunately by the next day I started to see some improvement which did continue over the next couple of days. But I would have liked to discuss the symptoms and possible allergies with someone.

39 Why do we have to pay to park our car when receiving treatment

40 I was having L/A but told to starve instead of having a light meal

41 Clean hospital

42 2 hr appt with obs done and date given - excellent way of doing things

43 Nurses were wonderful. I have been misdiagnosed numerous times and to push for the treatment that eventually got an accurate diagnosis of my condition and have not been able to live my normal life for well over a year.

44 In emergencies in some cases staff were kept very much helpful with high amount of care in some though drink and lighting which caused staff a lot of concern and not working to their best of ability.