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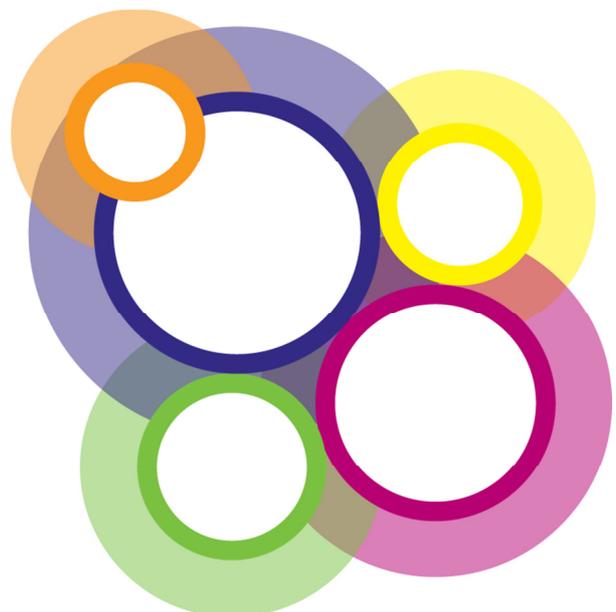


North of England  
Commissioning Support

# Path to Excellence - Phase Two

## Survey analysis – emergency and planned care

Version 2 – July 2018



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## 1 Executive Summary

As part of the Path to Excellence five year healthcare transformation programme across South Tyneside and Sunderland a task and finish group for communications and engagement was established to consider the issues, expertise and support required around potential improvements to hospital services.

To help inform the clinical service review process for Phase Two of Path to Excellence two surveys were designed to capture the opinions and experiences of individuals who have accessed emergency care services or planned surgery and outpatient care at either South Tyneside NHS Foundation Trust or City Hospitals Sunderland NHS Foundation Trust within the last two years.

Two thousand of each survey were posted out to patients, one thousand from each area, including a paid for response envelope. Information about the surveys were made available on-line and promoted via social media and media information.

### **Planned surgery and outpatient care**

- A total of 583 individuals completed the survey; 489 responded to the paper survey (response rate - 24.5%) with an additional 94 completing the survey online. 40.8% of respondents were from South Tyneside and 37.4% from Sunderland, whilst the remaining 14.1% did not provide their postcode.
  - 59.3% female and 40.5% male (the remaining 0.2% preferred not to disclose their gender)
  - 42.2% attended South Tyneside District Hospital for their planned care and 42.9% Sunderland Royal Hospital. A further 9.8% received their planned care at Sunderland Eye Infirmary, 0.2% at Palmer Community Hospital and 5.0% at an 'other' hospital.
  - For their last visit to hospital, 43.1% attended for a planned operation or other surgical procedure, 27.6% for a planned outpatient appointment and 14.8% for a planned diagnostic test, scan or other procedure. Furthermore, 5.7% went to a pre-operative assessment and 4.3% for ongoing care for their long-term condition.
  - The main departments accessed at South Tyneside District Hospital were the Surgical Centre (17.8%), the General Outpatients Department (15.4%) and Endoscopy (14.8%). For Sunderland Royal Hospital this was the Surgical Day Case ward (34.6%) and General Outpatients (13.7%).
  - 73.8% arrived at hospital by car, with 8.4% using public transport and 7.9% a taxi. Furthermore, 4.6% walked to hospital and 1.4% were transported by ambulance.
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- Most individuals lived between 1-10 miles of the hospital in which they attended; 25.0% lived 1-2 miles, 34.0% 3-5 miles and 24.4% 6-10 miles. Furthermore, 7.4% lived less than a mile from the hospital, 5.3% 11-20 miles and 0.7% more than 20 miles.
  - Before their most recent visit to the hospital, 21.4% had not previously visited the same hospital about their condition or something related to it. In contrast, 72.7% had; 4.5% within the previous week, 15.4% in the past month, 22.1% in the past 3 months, 13.4% in the past 6 months and 17.3% in the past 12 months.
  - Before they were referred to hospital, 35.3% indicated that their GP discussed support to prepare them for their surgery / operation or appointment. The remaining individuals stated that their GP did not discuss this with them (58.5%) or could not remember (6.3%).
  - For those that had surgery or a procedure, 82.5% felt their GP involved them in decisions about their planned care being the right treatment for them. In contrast, 13.1% felt that they weren't and 4.4% could not remember.
  - 76.1% were required to attend the hospital for a pre-operative assessment. Of these, 68.3% were required to attend once with a further 18.3% attending twice, 5.0% three times and 2.1% four or more times.
  - 79.8% felt that they received enough information before arriving at hospital to prepare them for their planned appointment / procedure, with a further 16.7% perceiving that they were to some extent. In contrast, just 3.5% felt that they weren't.
  - 79.8% had their planned appointment or procedure as scheduled, with an additional 6.2% experiencing a delay of up to an hour. Furthermore, 3.1% had a delay of between 1-3 hours, 1.9% 3-6 hours, 0.9% 6-9 hours, 0.7% 12-24 hours and 0.2% more than 24 hours. Just 1.0% had their appointment / procedure delayed by a week and 4.1% had to have their appointment / procedure cancelled and rescheduled.
  - For 5.2%, their treatment involved them being transferred to a different hospital.
  - 29.5% were required to stay in hospital for more than 24 hours; of these 58.2% stayed at Sunderland Royal Hospital, 36.1% at South Tyneside District Hospital, 2.5% at Sunderland Eye Infirmary and 3.2% at an 'other' hospital.
  - 66.7% had the opportunity to discuss their surgery / operation or procedure with the surgical team beforehand, with a further 29.3% perceiving that they
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did to some extent. In contrast, just 3.9% indicated that they weren't given this opportunity.

- 60.0% felt that there was a plan in place for their care after they left hospital / to help them at home, with a further 16.0% perceiving that there was to some extent. However, 24.0% felt that there wasn't.
  - 62.2% felt involved in decisions about their discharge from hospital with a further 21.8% perceiving that they were to some extent. In contrast, 16.0% did not feel involved in decisions.
  - 89.8% were given enough information, when being discharged, about who to contact if they had a problem at home, whilst 6.4% felt they weren't and 3.8% could not remember.
  - Following their discharge, 86.3% felt that their follow-up needs were met, whilst 11.7% felt that they weren't and 2.0% could not remember.
  - For those requiring support following their surgery, this was provided by ward staff (28.7%), the GP practice (28.3%), district nurses (27.4%) or an 'other' source (15.7%). 89.6% of these individuals were satisfied with this support, whilst 7.7% were not and 2.7% were unsure.
  - The majority felt that they were looked after by specialists or staff trained to treat and care for their condition or injury (88.4%), with a further 9.9% perceiving that they were to some extent. Just 1.7% felt that they weren't.
  - 89.1% said they were always treated with kindness and compassion by the staff who cared for them, with a further 10.1% indicating that they were some of the time. Only 0.7% indicated that they were not.
  - Most felt involved in decisions as much as they wanted to be about their care and treatment (78.1%), with a further 19.9% perceiving that they were to some to extent. Just 2.0% felt that they were not involved in decisions.
  - The majority felt they were given enough privacy when being examined, treated or their care discussed (86.6%), with a further 11.9% indicating that they were mostly. In contrast, just 1.3% felt that they weren't.
  - 90.5% always had trust and confidence in the staff that treated them, with a further 8.4% stating that they did some of the time. In contrast, just 1.1% didn't.
  - For those that were in pain, 82.2% felt that staff did everything they could to manage this, with an additional 13.8% indicating that staff did to some extent. In contrast, 3.6% felt that staff didn't and 0.4% could not remember.
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- 91.8% felt that they have enough support to help them with their recovery or to manage their condition, whilst 7.3% perceived that they haven't and 0.9% were unsure.
- Just 8.0% felt that their hospital appointment or procedure could have taken place somewhere else.
- Overall, 79.5% rated their planned care as very good, with a further 15.3% rating it as good. Just 3.2% rated their care as average, 1.1% as poor and 0.9% as very poor.
- Positive comments about their experience related to the care and attention provided by staff, the efficiency in which individuals received their care as well as the high quality care and treatment received.
- Only a small proportion of the sample commented negatively on their overall experience, with comments relating to the length of time individuals had to wait for their appointment / procedure, inadequate pain relief / anaesthesia, the manner in which individuals were spoken to by health professionals and the poor discharge process.
- Suggestions made as to how care could be improved related to reduced waiting times for appointments / procedures, improved staffing and improved health professional – patient communication to ensure that all individuals are fully informed of their treatment procedure and that they are given the appropriate aftercare information.

## **Emergency care**

- 437 individuals completed the survey; 313 returned the paper survey (response rate - 15.7%) with an additional 124 responding to the survey online. 41.2% of respondents were from Sunderland, 38.0% from South Tyneside whilst the remaining 20.8% did not provide their postcode.
  - 58.4% females and 41.4% male (the remaining 0.3% chose not to disclose their gender).
  - 48.4% accessed the emergency department (ED) at South Tyneside District Hospital and 47.1% Sunderland Royal Hospital. The remaining 4.6% did not specify which ED they attended.
  - The most frequent health complaints in which individuals received emergency care for were chest pains / heart problem (18.7%), a combination of different symptoms / feeling generally unwell (12.1%), a suspected break or fracture (11.8%) and abdominal / stomach pain (11.3%).
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- 41.2% described their condition, illness or injury as urgent but not life-threatening, 17.9% serious and requiring treatment within a few hours and 13.6% requiring same day treatment. In contrast, 18.4% described their condition as life-threatening. Furthermore, 6.4% had a long-term condition which required prescription medication or treatment.
  - 19.5% didn't access any alternative health services prior to attending the ED. For those that did, the most frequently accessed services were 999 (24.7%), the GP surgery (24.3%) and NHS 111 (23.6%).
  - Those that did access another health service prior to attending the ED, mainly indicated that they attended the ED because the service they had contacted had referred them / advised them to attend / took them to the ED (74.2%) and/or that their condition had deteriorated since their contact (17.6%). Just 3.0% felt that the wait for the service was too long, 2.2% were not satisfied with the help that they received, 1.9% couldn't get an appointment and 0.3% were unable to contact the service.
  - 26.4% had previously been to the ED about their health condition or something related to it in the last 12 months; 2.4% in the previous week, 3.6% in the previous month, 5.3% in the past 3 months, 3.6% in the past 6 months and 11.4% in the past 12 months.
  - Most individuals arrived at the ED by ambulance (49.6%) or car (37.8%).
  - 37.3% attended the ED because an ambulance had taken them there whilst 34.1% were advised to attend by a health professional. Smaller proportions felt their life was at risk (8.5%), had been advised by a carer/relative/friend to attend (8.0%) and/or felt the service was convenient / close to where they live (5.7%).
  - Slightly higher proportions arrived at the ED in the morning (26.3%) and in the afternoon (24.9%), with attendance decreasing into early evening (20.1%), late evening (14.5%) and overnight (12.3%).
  - 58.9% were admitted to hospital and stayed for more than one night, whilst 16.6% received further tests or treatment but were not admitted and 16.2% were treated in the ED and then discharged. In contrast, 5.0% did not receive any treatment but were given self-care advice, 1.4% were referred to an urgent care centre and 1.0% to their GP.
  - For those who accessed emergency care at South Tyneside District Hospital, 49.4% were treated in the Emergency Assessment Unit, 16.9% the Inpatient Medical ward, 12.2% in the Ambulatory Emergency Care ward, 9.9% in the Inpatient Surgical ward and 1.2% in the GP Assessment Unit.
-

- For those who accessed Sunderland Royal Hospital, 41.4% indicated that they were treated in the Integrated Assessment Unit, 15.3% in the Inpatient Medical ward, 12.1% in the Ambulatory Emergency Care ward, 11.5% in the Inpatient Surgical ward and 2.5% in the GP Assessment Unit.
  - 62.7% felt that staff quickly diagnosed their illness and arranged for any appropriate scans, x-rays or tests to be undertaken, with a further 23.3% indicating that staff did to some extent. In contrast, 12.8% felt that this was not a quick process.
  - Of those that required tests or scans, 29.2% waited up to an hour, 19.9% waited between 1-2 hours and 22.4% 2-4 hours. Furthermore, 7.6% waited between 4-6 hours, 2.2% 6-8 hours, 2.5% 8-12 hours, 2.5% 12-24 hours and 2.9% over 24 hours.
  - 66.8% received the results of their tests before they left the ED, whilst 7.3% were told their results would be given to them at a later date and 3.5% that their results would go to their GP. In contrast, 16.3% said that they did not receive their results.
  - 8.7% required a transfer to a different hospital; 11.9% of those who accessed emergency care at South Tyneside District Hospital and 5.1% of those who accessed care at Sunderland Royal Hospital.
  - 54.2% required a stay in hospital for more than 24 hours (230 respondents), of these;
    - 67.3% felt that it was efficient process from when a decision was made that they needed to be admitted to getting a bed on a ward. However, 10.5% felt that they waited a long time and 20.0% that they did to some extent.
    - 76.2% felt that they were admitted to an appropriate ward that provided care and treatment for their illness or injury, with a further 17.9% stating that they were to some extent. In contrast, 4.5% felt that they weren't.
  - 27.5% required emergency surgery during their stay in hospital (61 respondents), of these;
    - 22.0% had their surgery within 6 hours, 16.9% within 12 hours and 11.9% within 24 hours. Furthermore, 15.3% waited 24-48 hours and 25.4% more than 2 days.
    - 64.4% were given the opportunity to discuss their procedure with the surgical team beforehand, with a further 25.4% indicating that they were to some extent. In contrast, 10.2% felt that they weren't.
-

- 25.0% saw a consultant within 30 minutes of arriving at the ED and 18.3% within one hour. Furthermore, 16.7% waited between 1-2 hours, 11.7% 2-4 hours and 8.3% more than 4 hours. In contrast, 6.7% stated that they did not see a consultant during their time in the ED.
  - Following their admission to hospital, 27.1% saw a consultant immediately, 25.4% within 2 hours and 15.3% within 4 hours. Furthermore, 1.7% saw a consultant within 7 hours, 10.2% within 12 hours and 8.5% over 12 hours. In contrast, 1.7% indicated that they did not see a consultant after being admitted to hospital.
  - 84.2% saw a consultant / received a specialist opinion every or twice a day on the ward round, whilst 3.5% saw one every two days and 1.8% once a week.
  - 53.4% felt that they were given enough notice of when they were going to be discharged, with a further 36.2% perceiving that they were to some extent. In contrast, 10.3% felt that they weren't.
  - 69.5% felt that they were involved in decisions about their discharge from hospital, with a further 13.6% perceiving that they were to some extent. In contrast, 16.9% felt that they weren't.
  - 17.2% spent time in a discharge lounge prior to leaving hospital.
  - 70.4% of all respondents felt that they were looked after by specialists or staff trained to treat and care for their specific condition or injury, with a further 21.4% perceiving that they were to some extent. In contrast, 7.2% stated that they weren't.
  - 12.4% of those with a disability, long-term illness or injury indicated that they have a health and social care plan in place, 9.4% an emergency health care plan and 8.3% a rescue medication plan. In contrast, 59.0% didn't have any of the aforementioned.
  - 14.8% felt that more could be done to improve care for their specific type of illness or injury to prevent them from attending the ED in the future.
  - 77.0% felt that they were treated with kindness and compassion by the staff who cared for them, with a further 18.2% perceiving that they were some of the time. Just 4.8% felt that they weren't.
  - 59.1% felt that they were involved in decisions as much as they wanted to be about their emergency care and treatment, with a further 28.5% perceiving that they were to some extent. In contrast, 12.4% felt that they were not.
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- 76.2% always had trust and confidence in the staff that treated them, with an additional 17.0% stating that they did some of the time. In contrast, 6.8% didn't.
  - For those that were admitted to hospital or had diagnostic tests, 71.1% felt that they were given enough information about what to expect, with a further 21.4% perceiving that they were to some extent. In contrast, 7.4% felt that they weren't.
  - For those that were in pain, 72.2% felt that staff did everything they could to manage their pain, with a further 18.1% perceiving that staff did to some extent. In contrast, 9.6% stated that they didn't.
  - 75.3% felt that they were given enough information about who to contact if they were worried about their condition, treatment or surgery after leaving hospital, whilst 17.5% stated that they weren't.
  - Overall, 64.0% rated their emergency care as very good, with a further 22.7% perceiving it to be good. Furthermore, 5.9% rated it as average, 4.1% poor and 3.3% very poor.
  - Positive comments about their experience related to the positive manner in which individuals were cared for and treated by staff, the high standard of care and treatment they received, the efficiency in which they were treated and the way in which they were communicated with / kept informed.
  - Only a small proportion commented negatively on their overall experience, with comments relating to the length of time spent waiting to see a health professional, have tests / scans and/or be transferred to a ward, the poor manner in which individuals were spoken to and the advice given, being admitted to an inappropriate ward or left on their own for a long period of time, and the lack of attentiveness of staff.
  - Suggestions made as to how care could be improved related to reduced waiting times, improved communication and information and improved staffing.
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## 2 Planned surgery and outpatient care

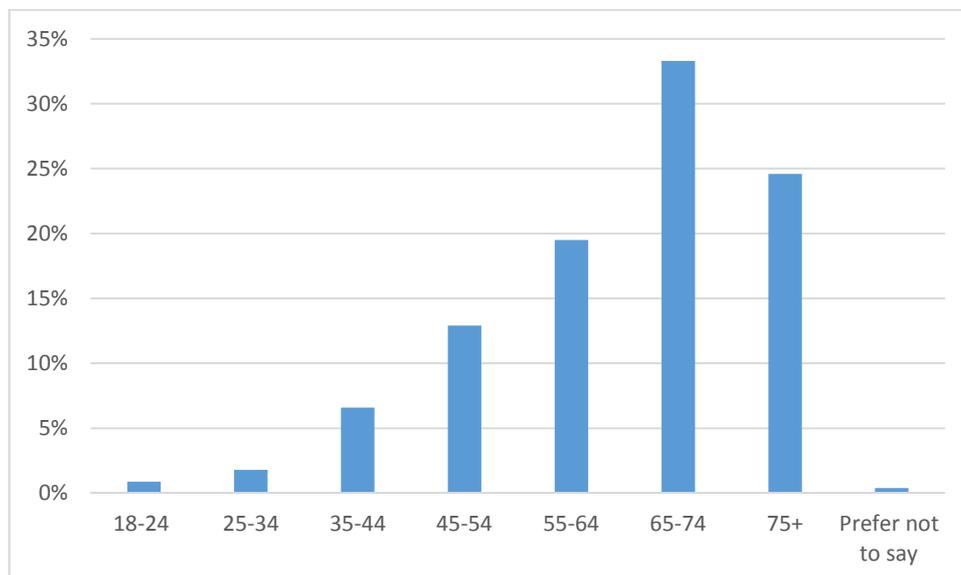
A survey was designed to capture the opinions and experiences of individuals who have received planned surgery and outpatient care at either South Tyneside NHS Foundation Trust or City Hospitals Sunderland NHS Foundation Trust within the last two years.

A total of 583 individuals responded to the survey, the key demographics of which are shown below with a full breakdown available in the Appendix.

Of those that provided their demographic information:

- 59.3% were female and 40.5% male (the remaining 0.2% preferred not to disclose their gender).
- The age distribution of respondents is shown in Figure 1, with the largest age groups being those aged between 65-74 years (33.3%) and 75 years plus (24.6%) followed by those aged 55-64 years (19.5%).
- No individuals were currently pregnant or had a child under the age of two years.
- 53.9% had a disability, long-term illness or health condition.
- 84.4% were White British and 10.2% White European, the remaining 5.4% preferred to not disclose their ethnicity of fell within another category.

**Figure 1: Age distribution of survey respondents (N=549)**



Equivalent proportions indicated that their planned care took place at South Tyneside District Hospital and Sunderland Royal Hospital (42.2% & 42.9%, respectively), whilst 9.8% received their planned care at Sunderland Eye Infirmary, 0.2% at Palmer Community Hospital and 5.0% at an 'other' hospital.

'Other' responses included Spire Hospital Washington (3 respondents), Millfield Medical Centre (1 respondent), Freeman Hospital (1 respondent), Queen Elizabeth Hospital (1 respondent), University Hospital of North Durham (1 respondent) and 'more than one hospital' (1 respondent).

**Question: Where did your planned care take place?**

<b>Response</b>	<b>Percentage of responses</b>	<b>Number of respondents (N=583)</b>
South Tyneside District Hospital	42.2	246
Sunderland Royal Hospital	42.9	250
Sunderland Eye Infirmary (SEI)	9.8	57
Palmer Community Hospital	0.2	1
Other	5.0	8

In this survey analysis, findings have been presented for the overall sample who responded to each question and further by their response to the question 'where did your planned care take place?' However, results were not broken down by those who attended Palmer Community Hospital and an 'other' hospital due to the very small samples.

Unless specified, percentages are presented based on those that responded to each question, due to the large variance in question responses.

It should also be noted that due to the overall sample size of the survey that these differences are for descriptive purposes and cannot be reported as statistically significant.

For their last visit to hospital, 43.1% were attending for a planned operation or other surgical procedure, 27.6% for a planned outpatient appointment and 14.8% for a planned diagnostic test, scan or other procedure. Furthermore, 5.7% went to a pre-operative assessment and 4.3% for ongoing care for their long-term condition.

The proportion attending for a planned operation or other surgical procedure was notably higher for those that accessed Sunderland Royal Hospital and Sunderland Eye Infirmary (52.0% & 50.9%, respectively) compared to those who attended South Tyneside District Hospital (33.3%). Furthermore, those that attended South Tyneside District Hospital were more likely to have attended for a planned diagnostic test, scan or other procedure (24.8%), compared to the other two hospitals (9.6% for Sunderland Royal Hospital & 1.8% for Sunderland Eye Infirmary).

**Question: What was the main reason for your visit to hospital?**

Response	Percentage & number of responses (N=583)	Percentage & number of those who received care at SRH (N=250)	Percentage & number of those who received care at STDH (N=246)	Percentage & number of those who received care at SEI (N=57)
Planned operation or other surgical procedure	43.1 (251)	52.0 (130)	33.3 (82)	50.9 (29)
Planned outpatient appointment	27.6 (161)	26.4 (66)	30.5 (75)	31.6 (18)
Planned diagnostic test, scan or other procedure	14.8 (86)	9.6 (24)	24.8 (61)	1.8 (1)
Pre-operative assessment	5.7 (33)	6.0 (15)	4.1 (10)	12.3 (7)
Ongoing care for a long-term condition	4.3 (25)	4.4 (11)	4.5 (11)	0
No answer	4.6 (27)	1.6 (4)	2.8 (7)	3.5 (2)

Respondents were asked to indicate which department they attended. As some respondents indicated that they attended more than one department in different hospitals, it was not possible to break the results down by where the respondents planned care took place.

As can be seen the main departments accessed at South Tyneside District Hospital were the Surgical Centre (17.8%), the General Outpatients Department (15.4%) and Endoscopy (14.8%). For Sunderland Royal Hospital this was the Surgical Day Case ward (34.6%) and General Outpatients – Chester wing (13.7%).

**Question: Which department or part of the hospital did you attend?**

	Percentage of responses (N=583)*	Number of respondents
<b>South Tyneside District Hospital</b>		
Surgical Centre	17.8	104
General Outpatients Department	15.4	90
Endoscopy	14.8	86
Cardiology	0.7	4
<b>Sunderland Royal Hospital</b>		
Surgical Day Case	34.6	202
General Outpatients – Chester Wing	13.7	80
Endoscopy	3.3	19
Cardiology	0.3	2
Phoenix Unit (Haematology)	0.5	3
<b>Sunderland Eye Infirmary</b>		
Sunderland Eye Infirmary	9.8	57
Other	7.4	43
Don't know / can't remember	2.2	13

*\*Individuals were able to select more than one response, hence percentages don't equal 100%*

73.8% arrived at hospital by car, with 8.4% using public transport and 7.9% a taxi. Furthermore, 4.6% walked to hospital and 1.4% were transported by ambulance. The results were comparable for the hospitals.

**Question: How did you arrive at hospital?**

Response	Percentage & number of responses (N=583)	Percentage & number of those who received care at SRH (N=250)	Percentage & number of those who received care at STDH (N=246)	Percentage & number of those who received care at SEI (N=57)
Car	73.8 (430)	77.6 (194)	72.8 (179)	75.4 (43)
Public transport	8.4 (49)	8.4 (21)	9.8 (24)	5.3 (3)
Taxi	7.9 (46)	7.6 (19)	8.5 (21)	7.0 (4)
On foot	4.6 (26)	2.4 (6)	6.5 (16)	7.0 (4)
Ambulance	1.4 (8)	2.4 (6)	0.4 (1)	1.8 (1)
Other	4.1 (24)	1.6 (4)	2.0 (5)	3.5 (2)

Most individuals lived between 1-10 miles of the hospital in which they attended; 25.0% lived 1-2 miles, 34.0% 3-5 miles and 24.4% 6-10 miles. Furthermore, 7.4% lived less than a mile from the hospital, 5.3% 11-20 miles and 0.7% more than 20 miles.

A greater proportion of those who accessed South Tyneside District Hospital lived within a 5-mile radius from the hospital (82.1%), compared to those who accessed Sunderland Royal Hospital and Sunderland Eye Infirmary (58.8% & 40.4%, respectively).

**Question: How far is your home from the hospital?**

Response	Percentage & number of responses (N=583)	Percentage & number of those who received care at SRH (N=250)	Percentage & number of those who received care at STDH (N=246)	Percentage & number of those who received care at SEI (N=57)
Less than a mile	7.4 (43)	5.2 (13)	11.0 (27)	3.5 (2)
1-2 miles	25.0 (146)	20.0 (50)	34.1 (84)	8.8 (5)
3-5 miles	34.0 (198)	33.6 (84)	37.0 (91)	28.1 (16)
6-10 miles	24.4 (142)	32.4 (81)	12.2 (30)	38.6 (22)
11-20 miles	5.3 (31)	6.8 (17)	2.4 (6)	10.5 (6)
More than 20 miles	0.7 (4)	0.4 (1)	0	5.3 (3)
Don't know / can't remember	3.3 (19)	1.6 (4)	3.3 (8)	5.3 (3)

Before their most recent visit to the hospital, 21.4% had not previously visited the same hospital about their condition or something related to it. In contrast, 72.7% had; 4.5% within the previous week, 15.4% in the past month, 22.1% in the past 3 months, 13.4% in the past 6 months and 17.3% in the past 12 months.

**Question: Before your most recent visit to the hospital, had you previously visited the same hospital about the same condition or something related to it?**

Response	Percentage & number of responses (N=583)	Percentage & number of those who received care at SRH (N=250)	Percentage & number of those who received care at STDH (N=246)	Percentage & number of those who received care at SEI (N=57)
No	21.4 (125)	18.8 (47)	23.2 (57)	26.3 (15)
Yes, within the previous week	4.5 (26)	6.4 (16)	2.4 (6)	3.5 (2)
Yes, within the past month	15.4 (90)	15.2 (38)	16.3 (40)	14.0 (8)
Yes, within the past 3 months	22.1 (129)	23.2 (58)	20.7 (51)	24.6 (14)
Yes, within the past 6 months	13.4 (78)	13.2 (33)	13.8 (34)	14.0 (8)
Yes, within the past 12 months	17.3 (101)	18.4 (46)	17.5 (43)	10.5 (6)
Don't know / can't remember	5.8 (34)	4.8 (12)	6.1 (15)	7.0 (4)

Approximately a third indicated that before they were referred to hospital that their GP discussed support to prepare them for their surgery / operation or appointment (35.3%). The remaining individuals stated that their GP did not discuss this with them (58.5%) or could not remember (6.3%).

Those who accessed their planned care at Sunderland Eye Infirmary were the least likely to indicate that their GP had discussed this with them (27.5%, compared to 33.0% at Sunderland Royal Hospital and 39.6% at South Tyneside District Hospital).

**Question: Before you were referred to hospital, did your GP discuss support to prepare you for your surgery / operation or appointment?**

Response	Percentage & number of responses (N=414)	Percentage & number of those who received care at SRH (N=176)	Percentage & number of those who received care at STDH (N=182)	Percentage & number of those who received care at SEI (N=40)
Yes	35.3 (146)	33.0 (58)	39.6 (72)	27.5 (11)
No	58.5 (242)	61.4 (108)	55.5 (101)	65.0 (26)
Don't know / can't remember	6.3 (26)	5.7 (10)	4.9 (9)	7.5 (3)

For those that had surgery or a procedure, 82.5% felt their GP involved them in decisions about their planned care being the right treatment for them, before they were referred. In contrast, 13.1% felt that they weren't and 4.4% could not remember. The results were comparable for the hospitals.

**Question: When you were referred by your GP, do you feel you were involved in decisions about your planned surgery / operation or procedure being the right treatment for you?**

Response	Percentage & number of responses (N=502)	Percentage & number of those who received care at SRH (N=215)	Percentage & number of those who received care at STDH (N=216)	Percentage & number of those who received care at SEI (N=49)
Yes	82.5 (414)	82.3 (177)	84.3 (182)	81.6 (40)
No	13.1 (66)	14.9 (32)	10.2 (22)	16.3 (8)
Don't know / can't remember	4.4 (22)	2.8 (6)	5.6 (12)	2.0 (1)

Before their surgery or procedure, 76.1% were required to attend the hospital for a pre-operative assessment. This figure was slightly higher for those that attended Sunderland Eye Infirmary for their planned care as opposed to Sunderland Royal Hospital and South Tyneside District Hospital (82.7%, 77.3% & 74.6%, respectively).

For those that did have to attend, 68.3% were only required to attend once, whilst 18.3% attended twice, 5.0% three times and 2.1% four or more times.

**Question: Did any pre-operative assessments involve a separate visit to hospital?**

Response	Percentage & number of responses (N=497)	Percentage & number of those who received care at SRH (N=220)	Percentage & number of those who received care at STDH (N=201)	Percentage & number of those who received care at SEI (N=52)
Yes	76.1 (378)	77.3 (170)	74.6 (150)	82.7 (43)
No	21.9 (109)	20.9 (46)	22.9 (46)	17.3 (9)
Don't know / can't remember	2.0 (10)	1.8 (4)	2.5 (5)	0

**Question: How often did you have any pre-operative assessments?**

Response	Percentage & number of responses (N=354)	Percentage & number of those who received care at SRH (N=160)	Percentage & number of those who received care at STDH (N=140)	Percentage & number of those who received care at SEI (N=40)
Once	68.3 (258)	68.8 (110)	76.4 (107)	80.0 (32)
Twice	18.3 (69)	21.9 (35)	18.6 (26)	12.5 (5)
Three times	5.0 (19)	6.9 (11)	3.6 (5)	5.0 (2)
Four or more times	2.1 (8)	2.5 (4)	1.4 (2)	2.5 (1)

79.8% felt that they received enough information before arriving at hospital to prepare them for their planned appointment / procedure, with a further 16.7% perceiving that they were to some extent. In contrast, 3.5% felt that they weren't; 4.8% who received their planned care at Sunderland Royal Hospital and 2.9% of those who received their care at South Tyneside District Hospital. All those that attended the Sunderland Eye Infirmary felt that they did had sufficient information.

**Question: Do you feel you were given enough information before arriving at hospital to prepare you for your planned appointment / procedure?**

Response	Percentage & number of responses (N=568)	Percentage & number of those who received care at SRH (N=249)	Percentage & number of those who received care at STDH (N=238)	Percentage & number of those who received care at SEI (N=55)
Yes, definitely	79.8 (453)	77.1 (192)	79.0 (188)	89.1 (49)
Yes, to an extent	16.7 (95)	18.1 (45)	18.1 (43)	10.9 (6)
No	3.5 (20)	4.8 (12)	2.9 (7)	0

Those who felt that they didn't have enough information were asked what they thought would help patients to be more prepared, 14 individuals made a comment. The suggestions made by these individuals are summarised in the table below.

Specific comments made by these respondents included:

*"I was referred for assessment at Galleries Medical Centre first. I was not told this and assumed it was for the procedure!! I took a whole day off and was there half an hour, not to mention the stress. When I attended for the procedure I was given very little information e.g. I was not told I could be there all day waiting and brought no book or anything. I had an appointment time but this turned out to be just a 'check in'. This caused problems for the lift I had arranged to take me home" (Sunderland Royal Hospital)*

*"I had a sore throat for a few months and my GP gave me a quick hospital appointment (less than 2 weeks). Immediately after the hospital appointment I was at the pre-operation check out when I realised I was on the rapid cancer assessment. The hospital was great but the GP should have explained" (Sunderland Royal Hospital)*

*"First procedure was cancelled on the day as I hadn't been informed at the pre-op assessment to stop taking aspirin at least 5 days before the operation. New date had to be rescheduled" (South Tyneside District Hospital)*

*"Although I saw multiple doctors before the day of my operation, I wasn't told how the procedure would be carried out, any risks/complications, what the recovery would be like etc. I felt prepared for the operation but only as a result of me doing research online. The only thing that was explained to me was the most common risks and that was right before I was put under anesthetic" (South Tyneside District Hospital)*

**Question: Do you feel you were given enough information before arriving at hospital to prepare you for your planned appointment / procedure? – Suggestions**

Response	Percentage of respondents (N=568)	Number of respondents
Provide an information sheet on the diagnosed medical condition with details of the treatment procedure required	0.7	4
More advanced warning of appointments / procedures	0.5	3
Clear advice for those who take medication as to whether or not they need to take their medication before their surgery / procedure, as well as whether fasting is required or not to prevent on-the-day cancellations	0.5	3
Other comment	0.5	3
Clarity over appointments for pre-operative assessments and for actual procedures	0.2	1

The majority indicated that their planned appointment or procedure took place as scheduled (79.8%), with an additional 6.2% experiencing a delay of up to an hour. Furthermore, 3.1% had a delay of between 1-3 hours, 1.9% 3-6 hours, 0.9% 6-9 hours, 0.7% 12-24 hours and 0.2% more than 24 hours. Just 1.0% indicated that their appointment / procedure was delayed by a week, whilst 4.1% stated that their appointment / procedure was cancelled and had to be rescheduled.

Results were comparable between the hospitals, however a slightly larger proportion of those that attended Sunderland Eye Infirmary indicated that their appointment / procedure took place as scheduled compared to those who accessed Sunderland

Royal Hospital and South Tyneside District Hospital (87.7%, 78.4% & 79.7%, respectively).

**Question: Did your planned appointment or procedure take place as scheduled or were there any delays?**

Response	Percentage & number of responses (N=583)	Percentage & number of those who received care at SRH (N=250)	Percentage & number of those who received care at STDH (N=246)	Percentage & number of those who received care at SEI (N=57)
Took place as scheduled	79.8 (465)	78.4 (196)	79.7 (196)	87.7 (50)
Up to 1 hour delay	6.2 (36)	5.6 (14)	6.9 (17)	7.0 (4)
More than 1 hour but no more than 3 hours	3.1 (18)	4.0 (10)	2.8 (7)	1.8 (1)
More than 3 hours but no more than 6 hours	1.9 (11)	2.8 (7)	1.6 (4)	0
More than 6 hours but no more than 9 hours	0.9 (5)	0.8 (2)	0.8 (2)	0
More than 9 hours but no more than 12 hours	0	0	0	0
More than 12 hours but no more than 24 hours	0.7 (4)	0.4 (1)	1.2 (3)	0
More than 24 hours	0.2 (1)	0	0.4 (1)	0
Up to a week	0	0	0	0
More than a week	1.0 (6)	0.8 (2)	1.2 (3)	0
Don't know / can't remember	2.2 (13)	1.6 (4)	1.6 (4)	1.8 (1)
My appointment / procedure had to be cancelled and rescheduled	4.1 (24)	5.6 (14)	3.7 (9)	1.8 (1)

5.2% indicated that their treatment involved them being transferred to a different hospital; 6.8% of those whose planned care took place at South Tyneside District Hospital and 3.7% of those who accessed Sunderland Royal Hospital (none of those who received their planned care at Sunderland Eye Infirmary were transferred elsewhere).

**Question: Did your treatment involve any transfers to a different hospital?**

Response	Percentage & number of responses (N=558)	Percentage & number of those who received care at SRH (N=242)	Percentage & number of those who received care at STDH (N=235)	Percentage & number of those who received care at SEI (N=55)
Yes	5.2 (29)	3.7 (9)	6.8 (16)	0
No	94.8 (529)	96.3 (233)	93.2 (219)	100.0 (55)

29.5% were required to stay in hospital for more than 24 hours. The greatest proportion stayed at Sunderland Royal Hospital (58.2%) compared to 36.1% at South Tyneside District Hospital 2.5% at Sunderland Eye Infirmary. A further 3.2% were required to stay at an 'other' hospital which included the Royal Victoria Infirmary and Spire Hospital Washington.

Of those that stayed in hospital for more than 24 hours, 98.8% of those who attended Sunderland Royal Hospital for their planned care stayed at this hospital, whilst the remaining 1.2% went to an 'other' hospital.

This figure was slightly lower for those who attended South Tyneside District Hospital for their planned care (88.5%) as 8.2% stayed at Sunderland Royal Hospital and 3.3% an 'other' hospital.

**Question: Did you require a stay in hospital for more than 24 hours? If, yes where?**

Response	Percentage & number of responses (N=566)	Percentage & number of those who received care at SRH (N=244)	Percentage & number of those who received care at STDH (N=242)	Percentage & number of those who received care at SEI (N=57)
Yes	29.5 (167)	36.5 (89)	27.3 (66)	8.8 (5)
No	70.5 (399)	63.5 (155)	72.7 (176)	91.2 (52)

**Question: If yes, where?**

Response	Percentage of responses (N=158)	Percentage of those who received care at SRH (N=85)	Percentage of those who received care at STDH (N=61)	Percentage of those who received care at SEI (N=4)
South Tyneside District Hospital	36.1 (57)	0	88.5 (54)	0
Sunderland Royal Hospital	58.2 (92)	98.8 (94)	8.2 (5)	0
Sunderland Eye Infirmary	2.5 (4)	0	0	100.0 (4)
Other	3.2 (5)	1.2 (1)	3.3 (2)	0

66.7% had the opportunity to discuss their surgery / operation or procedure with the surgical team beforehand, with a further 29.3% perceiving that they did to some extent. In contrast, just 3.9% indicated that they didn't – 6.0% of those that accessed their planned care at Sunderland Royal Hospital and 3.2% of those who attended South Tyneside District Hospital (all of those who attended Sunderland Eye Infirmary felt that they had this opportunity).

Three comments were made by those who were dissatisfied with the amount of information they received prior to their surgery / operation or procedure. One of which felt that they didn't receive as much information as it was their second operation, whilst the other two individuals didn't feel that they were adequately informed.

*"I didn't meet the surgical team till the day of the procedure" (Sunderland Royal Hospital)*

*"In the main I had to ask questions, there was confusion as to whether I would have both procedures on the same day or whenever, whether which was first or second. There was no discussion either before or after so I didn't know what was happening until shortly before the procedures" (Sunderland Royal Hospital)*

**Question: Did you have the opportunity to discuss your surgery / operation or procedure with the surgical team beforehand?**

Response	Percentage & number of responses (N=508)	Percentage & number of those who received care at SRH (N=215)	Percentage & number of those who received care at STDH (N=220)	Percentage & number of those who received care at SEI (N=51)
Yes, in detail	66.7 (339)	67.0 (144)	60.9 (134)	82.4 (42)
Yes, to some extent	29.3 (149)	27.0 (58)	35.9 (79)	17.6 (9)
No	3.9 (20)	6.0 (13)	3.2 (7)	0

### **Discharge from hospital**

Respondents were asked whether there was a plan in place for their care after they left hospital / to help them at home. Only 150 individuals felt that this question applied to them. Of these individuals, 60.0% felt that there was a plan in place, with a further 16.0% perceiving that there was to some extent. In contrast, 24.0% felt that there wasn't.

Whilst this question only applied to a very small number of those who attended Sunderland Eye Infirmary, similar proportions who accessed Sunderland Royal Hospital and South Tyneside District Hospital felt that there was a plan in place.

**Question: Was there a plan in place for your care after you left hospital / to help you at home?**

Response	Percentage & number of responses (N=150)	Percentage & number of those who received care at SRH (N=84)	Percentage & number of those who received care at STDH (N=52)	Percentage & number of those who received care at SEI (N=4)
Yes	60.0 (90)	61.9 (52)	55.8 (29)	100.0 (4)
Yes, to an extent	16.0 (24)	15.5 (13)	17.3 (9)	-
No	24.0 (36)	22.6 (19)	26.9 (14)	-

Respondents were asked if they felt involved in decisions about their discharge from hospital (i.e. any support that they might need at home, equipment and/or care support). For those that this question applied to, 62.2% felt that they were with a further 21.8% perceiving that they were to some extent. In contrast, 16.0% did not feel involved in decisions – this figure was much lower for those that attended Sunderland Eye Infirmary compared to those who accessed Sunderland Royal Hospital and South Tyneside District Hospital (4.3%, 17.7% & 15.6%, respectively).

**Question: Were you involved in decisions about your discharge from hospital?**

Response	Percentage & number of responses (N=325)	Percentage & number of those who received care at SRH (N=147)	Percentage & number of those who received care at STDH (N=135)	Percentage & number of those who received care at SEI (N=23)
Yes, definitely	62.2 (202)	59.9 (88)	63.0 (85)	82.6 (19)
Yes, to some extent	21.8 (71)	22.4 (33)	21.5 (29)	13.0 (3)
No	16.0 (52)	17.7 (26)	15.6 (21)	4.3 (1)

Thirteen individuals who were dissatisfied in the decision-making process surrounding their discharge made an additional comment. These are summarised into the table below.

Specific comments made by these respondents included;

*"I expected to stay in hospital for a few days following my operation, however I was discharged the same day (evening) without any word or written form of support or after care" (Sunderland Royal Hospital)*

*"Told it would be an overnight stay but discharged after 5 hours. I was given a zimmer-frame and told to hop" (Sunderland Royal Hospital)*

*"If I had needed support I got the impression I would have had to ask for it. I am a paraplegic so I could have needed help at home" (Sunderland Royal Hospital)*

*"Think the staff thought I would be looked after by my husband. Although this is true for that night, he returned to work the next day. I 'managed' and improved" (South Tyneside District Hospital)*

**Question: Were you involved in decisions about your discharge from hospital? – Negative comments**

Response	Percentage of responses (N=325)	Number of respondents
No follow-up appointment offered / arranged with consultant or GP	0.9	3
Assumption that patients will be able to cope – patients not asked about any support needed or offered any care	0.6	2
Patients were discharged much quicker than what was advised / expected	0.6	2
No written form of support or aftercare	0.6	2
Other	0.6	2
Assumption that friends and family will be able to provide support	0.3	1
Lack of information provided prior to surgery as to what aftercare will involve	0.3	1

89.8% felt that they were given enough information about who to contact if they had a problem at home following their discharge, whilst 6.4% felt they weren't and 3.8% could not remember. All those who received their care at Sunderland Eye Infirmary felt that they were given sufficient information, compared to 90.5% of those who

attended Sunderland Royal Hospital and 86.9% of those that accessed South Tyneside District Hospital.

**Question: Thinking about your discharge, do you feel you were given enough information about who to contact if you had a problem at home?**

Response	Percentage & number of responses (N=391)	Percentage & number of those who received care at SRH (N=179)	Percentage & number of those who received care at STDH (N=153)	Percentage & number of those who received care at SEI (N=36)
Yes	89.8 (351)	90.5 (162)	86.9 (133)	100.0 (36)
No	6.4 (25)	5.6 (10)	8.5 (13)	0
Don't know / can't remember	3.8 (15)	3.9 (7)	4.6 (7)	0

Following their discharge, 86.3% felt that their follow-up needs were met, whilst 11.7% felt that they weren't and 2.0% could not remember. Those who accessed Sunderland Royal Hospital were less likely to indicate that their follow-up needs were met compared to those who accessed South Tyneside District Hospital and Sunderland Eye Infirmary (78.5%, 91.7% & 97.1%, respectively).

**Question: Following discharge from hospital, do you feel that your follow-up needs were met?**

Response	Percentage & number of responses (N=351)	Percentage & number of those who received care at SRH (N=163)	Percentage & number of those who received care at STDH (N=133)	Percentage & number of those who received care at SEI (N=35)
Yes	86.3 (303)	78.5 (128)	91.7 (122)	97.1 (34)
No	11.7 (41)	18.4 (30)	2.9 (10)	2.9 (1)
Don't know / can't remember	2.0 (7)	3.1 (5)	0.8 (1)	0

For those that required further support following their surgery / procedure, fairly similar proportions indicated that this was from ward staff (28.7%), the GP practice (28.3%) and district nurses (27.4%). Responses by those who selected 'other' included physiotherapists, family / friends, specialist nurses, self, carers, the aftercare team and outpatients.

Overall, 89.6% were satisfied with the support they received, whilst 7.7% were not and 2.7% were unsure. All of those who attended Sunderland Eye Infirmary were satisfied with the support they received, compared to 89.0% of those who accessed South Tyneside District Hospital and 88.4% of those who attended Sunderland Royal Hospital.

Nine comments were made by individuals who were dissatisfied with the support they received, the key issues relating to each type of support are summarised below:

Ward Staff (1 comment)

- Member of staff was caring for more than one patient at a time, and left stitches in the wound

## District nurse (2 comments)

- No continuity with district nurses - not ordering dressings / not communicating with each other or keeping records up to date
- Lack of awareness of patient's needs

## GP (4 comments)

- Lack of interest from GP
- Difficult to obtain appointment
- No follow-up discussion with GP following treatment
- Ineffective aftercare from GP

## Other (2 comments)

- Greater awareness of discharge needs
- Poor communication from the hospital to GP with regards to aftercare required

Specific comments made by these respondents included;

*"Stitches did not dissolve as planned. I visited GP who said infected and gave antibiotics (however they never examined the stitches properly). I was in a lot of pain so visited district nurses on a later date and they promptly removed the stitches and gave me advice on keeping the wounds clean" (Sunderland Royal Hospital)*

*"The district nurses were unaware of my needs, I arranged them via my GP (I was not on their list so to speak), however they did not have sufficient dressings and they did not check for signs or symptoms that needed urgent attention" (Sunderland Royal Hospital)*

**Question: On discharge from hospital, if you needed further support after your surgery / operations, who was this provided by?**

Response	Percentage & number of responses (N=230)	Percentage & number of those who received care at SRH (N=114)	Percentage & number of those who received care at STDH (N=87)	Percentage & number of those who received care at SEI (N=15)
Ward staff	28.7 (66)	26.3 (30)	25.3 (22)	66.7 (10)
GP practice	28.3 (65)	30.7 (35)	29.9 (26)	13.3 (2)
District nurse	27.4 (63)	30.7 (35)	26.4 (23)	0
Other	15.7 (36)	12.3 (14)	18.4 (16)	20.0 (3)

**Question: Did you find this support satisfactory?**

Response	Percentage & number of responses (N=222)	Percentage & number of those who received care at SRH (N=112)	Percentage & number of those who received care at STDH (N=82)	Percentage & number of those who received care at SEI (N=15)
Yes	89.6 (199)	88.4 (99)	89.0 (73)	100.0 (15)
No	7.7 (17)	8.9 (10)	7.3 (6)	0
Don't know / can't remember	2.7 (6)	2.7 (3)	3.7 (3)	0

Respondents were given the opportunity to comment on their discharge, to which 90 individuals made a comment. All comments were assigned a code, and codes grouped into themes to allow quantifiable representation.

Although small proportions, 7.4% had no problems with their care following discharge and felt that it had been excellent / very good, with an additional 1.7% emphasising the caring and kind attitude of the health professional that provided their care (GP or district nurse). Furthermore, 0.5% said that they received adequate information upon discharge.

Again, although very small numbers, negative comments related to issues with follow-up i.e. no follow-up appointment being arranged, appointment being delayed and miscommunication as to who the follow-up appointment needed to be with (1.4%), lack of information being provided (1.4%) and no support being offered i.e. support from carers and district nurses (0.5%).

#### Question: Do you have any comments on your care after discharge?

Response	Percentage & number of responses (N=583)	Percentage & number of those who received care at SRH (N=250)	Percentage & number of those who received care at STDH (N=246)	Percentage & number of those who received care at SEI (N=57)
<b>Positive comments</b>				
No problems / very good care	7.4 (43)	4.8 (12)	8.9 (22)	12.3 (7)
Manner of health professionals	1.7 (10)	2.4 (6)	1.2 (3)	-
Adequate information received	0.5 (3)	0.5 (1)	0.8 (2)	-
Other neutral comment	1.0 (6)	0.8 (2)	0.8 (2)	-
<b>Negative comments</b>				-
Issue with follow-up	1.4 (8)	2.8 (7)	0.4 (2)	-
More information required	1.4 (8)	1.6 (4)	1.2 (3)	-
No support offered	0.5 (3)	0.8 (2)	0.4 (1)	-
GP not helpful / hard to see	0.3 (2)	0.8 (2)	0	-
Formal complaint submitted	0.3 (2)	0	0.8 (2)	-
Other negative comment, including; <ul style="list-style-type: none"> <li>- Lack of privacy</li> <li>- Not enough time with the physiotherapist</li> <li>- Length of time waiting for discharge</li> </ul>	0.9 (5)	0.4 (1)	1.6 (4)	-

#### Overall experience

When asked about their overall experience, 88.4% felt that they were looked after by specialists or staff trained to treat and care for their condition or injury, with a further 9.9% perceiving that they were to some extent. Just 1.7% felt that they weren't.

Those who were treated at Sunderland Eye Infirmary were the most likely to indicate that they were looked after by specialists or staff trained to care for their condition

(96.2%) compared to 88.3% of those who accessed Sunderland Royal Hospital and 86.4% of those that attended South Tyneside District Hospital.

Just five comments were made by those who felt that they weren't looked after by specialists or trained staff, these comments were as follows;

*"My first operation - I was only in overnight but was sent home in excruciating pain and was looked after by family for 3 days. They did want to ring for an ambulance but I was scared I'd be put back on the same ward" (Sunderland Royal Hospital)*

*"Being paraplegic comes with a myriad of issues and a general hospital isn't equipped or the staff knowledgeable enough to deal with those. Staff ask stupid questions like asking me to move or stand which of course I am unable to do. I need specific bowel and bladder management and that wasn't recognised despite explaining this to staff. My post procedure check-up was extremely brief and although the consultant was very pleasant I felt he could have spent more time explaining in more detail" (Sunderland Royal Hospital)*

*"From being told on the day by the surgeon that my operation was not the one I had been prepared for. I was the last on his list. I was not taken down to theatre until late afternoon/early evening. I was supposed to be taken to the ward afterwards but the staff on the Day Case Unit were not expecting me back, however I was taken back there. I was hurried by the nurses to eat a biscuit and drink and the physio did not carry out the walking assessment. I was harassed to contact my family to come and collect me, which they did at 8.45pm - I was constantly told that the unit closes at 8.30pm" (Sunderland Royal Hospital)*

*"Staff were so unsure what to do, and they do what they shouldn't, its people's health...they need to be trained properly" (South Tyneside District Hospital)*

*"Being reviewed by a specialist nurse for one aspect of my problem, but very, very poor support from any specialist for the other aspect" (South Tyneside District Hospital)*

**Question: Thinking about your planned surgery / operation and outpatient care, do you feel you have been looked after by specialists or staff trained to treat and care for your condition or injury?**

Response	Percentage & number of responses (N=516)	Percentage & number of those who received care at SRH (N=222)	Percentage & number of those who received care at STDH (N=214)	Percentage & number of those who received care at SEI (N=53)
Yes, definitely	88.4 (456)	88.3 (196)	86.4 (185)	96.2 (51)
Yes, to some extent	9.9 (51)	9.9 (22)	11.2 (24)	3.8 (2)
No	1.7 (9)	1.8 (4)	2.3 (5)	0

84.7% felt they were given enough information about their appointment, surgery, operation or procedure, with an additional 12.3% indicating that they were to some extent. Just 2.2% felt that they weren't, this figure was comparable for those that accessed Sunderland Royal Hospital and South Tyneside District Hospital (2.6% for each hospital). All of those who accessed Sunderland Eye Infirmary felt that they were given enough information.

**Question: Were you given enough information about your appointment, surgery / operation or procedure?**

Response	Percentage & number of responses (N=544)	Percentage & number of those who received care at SRH (N=234)	Percentage & number of those who received care at STDH (N=231)	Percentage & number of those who received care at SEI (N=52)
Yes, definitely	84.7 (461)	83.3 (195)	82.3 (190)	98.1 (51)
Yes, to some extent	12.3 (67)	14.1 (33)	13.9 (32)	1.9 (1)
No	2.2 (12)	2.6 (6)	2.6 (6)	0
Don't know	0.7 (4)	0	1.3 (3)	0

89.1% were always treated with kindness and compassion by the staff who cared for them, with a further 10.1% indicating that they were some of the time. Only 0.7% indicated that they were not.

Those who accessed Sunderland Eye Infirmary were the most likely to indicate that they were always treated with kindness and compassion (98.1%), compared to 90.1% of those who accessed South Tyneside District Hospital and 86.5% of those that attended Sunderland Royal Hospital.

**Question: During your care, do you feel you were treated with kindness and compassion by the staff caring for you?**

Response	Percentage & number of responses (N=543)	Percentage & number of those who received care at SRH (N=230)	Percentage & number of those who received care at STDH (N=232)	Percentage & number of those who received care at SEI (N=54)
Yes, always	89.1 (484)	86.5 (199)	90.1 (209)	98.1 (53)
Yes, sometimes	10.1 (55)	12.6 (29)	9.5 (22)	1.9 (1)
No	0.7 (4)	0.9 (2)	0.4 (1)	0

Most felt that they were involved in decisions as much as they wanted to be about their care and treatment (78.1%), with a further 19.9% perceiving that they were to some to extent. Just 2.0% felt that they were not involved in decisions. This figure was comparable for those who accessed Sunderland Royal Hospital and South Tyneside District Hospital (2.6% & 2.1%, respectively). All those who attended Sunderland Eye Infirmary felt that they were involved in decisions about their care.

**Question: Do you feel you were involved in decisions as much as you wanted to be about your care and treatment?**

Response	Percentage & number of responses (N=544)	Percentage & number of those who received care at SRH (N=231)	Percentage & number of those who received care at STDH (N=234)	Percentage & number of those who received care at SEI (N=53)
Yes, definitely	78.1 (425)	80.1 (185)	73.1 (171)	94.3 (50)
Yes, to some extent	19.9 (108)	17.3 (40)	24.8 (58)	5.7 (3)
No, I was not involved in decisions about my care and treatment	2.0 (11)	2.6 (6)	2.1 (5)	0

The majority felt they were given enough privacy when being examined, treated or their care discussed (86.6%), with a further 11.9% indicating that they were mostly. In contrast, just 1.3% felt that they weren't; 1.3% of those who accessed Sunderland Royal Hospital and 2.2% of those who attended South Tyneside District Hospital. All those who accessed Sunderland Eye Infirmary felt that they were given enough privacy.

Five comments were made by individuals who felt that they didn't have enough privacy, each of these expressed concerns about the lack of privacy that curtains provide in the hospital, with patients being able to hear other patient's personal details.

Specific comments made by these individuals, included;

*"When my personal health was discussed I was just taken behind a curtain, where other patients were sitting, and everyone could hear" (Sunderland Royal Hospital)*

*"Day surgery - every case was discussed in a small room with individuals behind a curtain. I was aware of everyone's planned surgery. Previously we had been in separate rooms to get changed and these details could have been discussed at this point to maintain privacy" (Sunderland Royal Hospital)*

*"A curtain cannot be classed as private. I could hear other patients/doctors talking and they could hear me" (South Tyneside District Hospital)*

**Question: Do you feel you were given enough privacy when being examined, treated or when discussing your care?**

Response	Percentage & number of responses (N=546)	Percentage & number of those who received care at SRH (N=233)	Percentage & number of those who received care at STDH (N=230)	Percentage & number of those who received care at SEI (N=55)
Yes, definitely	86.6 (473)	87.1 (203)	84.8 (195)	92.7 (51)
Yes, mostly	11.9 (65)	11.6 (27)	13.0 (30)	7.3 (4)
No	1.5 (8)	1.3 (17)	2.2 (5)	0

90.5% always had trust and confidence in the staff that treated them, with a further 8.4% stating that they did some of the time. In contrast, just 1.1% didn't. Comparable results were obtained for the hospitals.

**Question: Did you have confidence and trust in the staff treating you?**

Response	Percentage & number of responses (N=548)	Percentage & number of those who received care at SRH (N=234)	Percentage & number of those who received care at STDH (N=231)	Percentage & number of those who received care at SEI (N=55)
Yes, always	90.5 (496)	92.7 (217)	87.9 (203)	94.5 (52)
Yes, sometimes	8.4 (46)	6.4 (15)	10.8 (25)	5.5 (3)
No	1.1 (6)	0.9 (2)	1.3 (3)	0

For those that were in pain, 82.2% felt that staff did everything they could to manage their pain, with an additional 13.8% indicating that staff did to some extent. In contrast, 3.6% felt that staff didn't and 0.4% could not remember.

All of those that attended Sunderland Eye Infirmary felt that staff did everything they could, however, 3.6% of those who accessed Sunderland Royal Hospital and 4.7% of those who attended South Tyneside District Hospital felt that staff didn't.

**Question: Do you feel the staff did everything they could to manage your pain?**

Response	Percentage & number of responses (N=450)	Percentage & number of those who received care at SRH (N=196)	Percentage & number of those who received care at STDH (N=190)	Percentage & number of those who received care at SEI (N=41)
Yes, definitely	82.2 (370)	80.6 (158)	78.9 (150)	100.0 (41)
Yes, to some extent	13.8 (62)	15.3 (30)	15.8 (30)	0
No	3.6 (16)	3.6 (7)	4.7 (9)	0
Don't know / can't remember	0.4 (2)	0.5 (1)	0.5 (1)	0

91.8% felt that they have enough support to help with their recovery or to manage their condition, whilst 7.3% perceived that they haven't and 0.9% were unsure.

All those who accessed Sunderland Eye Infirmary felt that they were given enough support, compared to 92.5% of those who accessed Sunderland Royal Hospital and 90.0% of those who attended South Tyneside District Hospital.

**Question: Do you feel you have enough support to help with your recovery or to manage your condition?**

Response	Percentage & number of responses (N=452)	Percentage & number of those who received care at SRH (N=200)	Percentage & number of those who received care at STDH (N=180)	Percentage & number of those who received care at SEI (N=45)
Yes	91.8 (415)	92.5 (185)	90.0 (162)	100.0 (45)
No	7.3 (33)	7.5 (15)	8.3 (15)	0
Don't know / can't remember	0.9 (4)	0	1.7 (3)	0

Eighteen individuals made a suggestion as to how this could be improved, these were summarised in the table below.

Specific comments made by these respondents included;

*"After effects of surgery - not dealt with by my GP - poor service from them" (Sunderland Royal Hospital)*

*"Would be better if there were more regular follow-ups with the consultant to decide on any further intervention needed and how long loop needs to be in place" (South Tyneside District Hospital)*

*"Discharge care plan - poor" (Sunderland Royal Hospital)*

*“A lot of confusion, as diagnosis not yet fully made, despite investigations being carried out last year. The lack of consultant review has created a situation where I am not clear how to completely manage my undiagnosed condition” (South Tyneside District Hospital)*

**Question: Do you feel you have enough support to help with your recovery or to manage your condition? – Suggestions**

Response	Percentage of responses (N=452)	Number of respondents
Improved follow-up appointments; reduced waiting times / review to assess effectiveness of treatment	0.9	4
Improved technology / more effective treatments to resolve pain and discomfort	0.7	3
Other	0.7	3
Improved support / follow-up from the GP with regards to aftercare	0.4	2
More post-operative advice e.g. what to expect / 'dos and don'ts' list	0.4	2
Improved discharge plan	0.4	2
Greater awareness of what support is available	0.2	1
Greater support from district nurses e.g. for patients required to self-administer injections	0.2	1

Overall, 79.5% rated their planned care as very good, with a further 15.3% rating it as good. Furthermore, just 3.2% rated their care as average, 1.1% as poor and 0.9% as very poor.

Results were comparable for South Tyneside District Hospital and Sunderland Royal Hospital, however, satisfaction was higher for those who accessed Sunderland Eye Infirmary with all rating their care as very good or good.

**Question: Overall, how would you rate your care at this hospital?**

Response	Percentage & number of responses (N=556)	Percentage & number of those who received care at SRH (N=238)	Percentage & number of those who received care at STDH (N=234)	Percentage & number of those who received care at SEI (N=57)
Very good	79.5 (442)	75.6 (180)	79.1 (185)	94.7 (54)
Good	15.3 (85)	18.9 (45)	14.5 (34)	5.3 (3)
Average	3.2 (18)	3.8 (9)	3.8 (9)	0
Poor	1.1 (6)	1.3 (3)	0.9 (2)	0
Very poor	0.9 (5)	0.4 (1)	1.7 (4)	0

All respondents were asked a series of open questions in which they could comment on their experience and provide any suggestions as to how their care could have been improved. Using qualitative analysis, responses were each coded, with codes grouped into themes, allowing a quantitative representation.

**Positive comments**

The most frequent positive comments were made in relation to the care and attention provided by staff (33.3%), with individuals describing them as reassuring, professional, caring, helpful, polite and friendly. Many referred to specific individuals and the exceptional care they received from them.

*“All staff from receptionists to consultants were friendly, helpful and caring” (South Tyneside District Hospital)*

*“Mr X was courteous and humorous and explained everything” (Sunderland Royal Hospital)*

Other comments related to the efficiency in which individuals received their care (10.6%) as well as the high quality care and treatment received (10.3%).

*“No long waits, kept informed, given full consideration at all times. I could not have asked for more during the whole process” (Sunderland Royal Hospital)*

*“I was fortunate to get a cancellation and had my procedure early” (Sunderland Royal Hospital)*

*“First class, the care I received at South Shields Hospital was second to none” (South Tyneside District Hospital)*

### Question: Was there anything particularly good about your care?

	Percentage & number of responses (N=583)	Percentage & number of those who received care at SRH (N=250)	Percentage & number of those who received care at STDH (N=246)	Percentage & number of those who received care at SEI (N=57)
Care and attention from staff	33.3 (194)	36.0 (90)	35.0 (86)	29.8 (17)
Efficiency of treatment	10.6 (62)	5.2 (13)	5.7 (14)	7.0 (4)
High quality care and treatment	10.3 (60)	5.2 (13)	4.1 (10)	3.5 (2)
Everything	3.3 (19)	10.4 (26)	9.3 (23)	10.5 (6)
Communication / being kept informed	2.7 (16)	2.8 (7)	2.4 (6)	0
Other, including; - Family being allowed to celebrate individual's 80 <sup>th</sup> birthday - Excellent hand therapy service - Staff do their best despite being under immense pressure	2.2 (13)	4.0 (10)	1.6 (4)	8.8 (5)

### Negative comments

Only a small proportion of the sample provided a negative comment when asked about their overall experience.

The most frequent negative comments related to the length of time individuals had to wait for their appointment / procedure, comments included;

*“Patients have to wait too long for some appointments, then when they arrive for it they face long delays” (Sunderland Royal Hospital)*

*“For a simple procedure like a steroid injection it would be more cost and time efficient to have a clinic just for injections and not expect people to wait for 5 hours I felt ashamed I was wasting so many people’s time for a simple injection” (Sunderland Royal Hospital)*

Other negative comments, related to inadequate pain relief / anaesthesia, the manner in which individuals were spoken to by health professionals and the poor discharge process (i.e. the process being too long, the patient feeling rushed out of hospital and/or the process disorganised).

*“The care while in hospital was good with lovely staff but the discharge procedure was inadequate, under prepared and disorganised leading to unnecessary anxiety and stress at an already very difficult time” (Sunderland Royal Hospital)*

*“My fears of being left blind by the operation were never allayed during discussions, in fact even further possible results were always stressed, never the benefits of a successful outcome. Consequently, I always agreed it shouldn’t go ahead. I needed more positive guidance by the consultant” (Sunderland Royal Hospital).*

*“Give patients enough anaesthetics so that it actually relieves discomfort of procedure slightly” (South Tyneside District Hospital)*

A small number also raised concerns about the closure of local hospitals, for example one comment made was as follows;

*“I love Sunderland Hospital but I also love my local South Tyneside Hospital too. They maintain a high level of professional courtesy even when their stress levels are huge. Our government want to make even more cuts to the NHS and these two hospitals are both under threat. Disgraceful seeing as each day lives are being enriched because of their professionalism” (Sunderland Royal Hospital)*

### **Question: Please comment on your experience – negative comments**

	<b>Percentage &amp; number of responses (N=583)</b>	<b>Percentage &amp; number of those who received care at SRH (N=250)</b>	<b>Percentage &amp; number of those who received care at STDH (N=246)</b>	<b>Percentage &amp; number of those who received care at SEI (N=57)</b>
Waiting times	1.5 (8)	2.8 (7)	0.4 (1)	-
Inadequate pain relief or anaesthesia	0.9 (5)	1.2 (3)	0.8 (2)	-
Manner of health professional	0.7 (4)	1.2 (3)	0.4 (1)	-
Poor discharge process	0.6 (3)	0.8 (2)	0.4 (1)	-
Concern over closure of local hospitals	0.6 (3)	0.4 (1)	0.8 (2)	-
Overall poor experience	0.4 (2)	0.4 (1)	0.4 (1)	-
Other, including;	0.6 (3)	1.2 (3)	0.0	-
- Bathroom facilities not suitable				
- Disturbed sleep				

## Suggested improvements

Individuals were asked as to what they felt could be improved in order to provide a better service.

The top three suggestions related to;

- Reduced waiting times for appointments / procedures with suggestions relating to keeping people better informed as to delays and how long they can expect to wait, as well introducing a new appointment system to avoid all individuals 'checking-in' first thing in the morning.
- Improved staffing to provide a more efficient service.
- Improved health professional - patient communication in terms of making sure individuals are fully informed of their treatment procedure and that they are given the appropriate aftercare information.

**Question: Please tell us how you think we can improve and / or provide a better service**

	Percentage & number of responses (N=583)	Percentage & number of those who received care at SRH (N=250)	Percentage & number of those who received care at STDH (N=246)	Percentage & number of those who received care at SEI (N=57)
Waiting times / appointment system	5.1 (30)	7.2 (18)	4.5 (11)	1.8 (1)
Improved staffing	2.7 (16)	4 (10)	2.0 (5)	1.8 (1)
Health professional - patient communication	2.1 (12)	3.2 (8)	1.6 (4)	-
Keep services at both hospitals	1.9 (11)	0.8 (2)	3.7 (9)	-
Manner of health professionals	1.5 (9)	1.6 (4)	2.0 (5)	-
Improved follow-up process	1.2 (7)	1.6 (4)	1.2 (3)	-
Improved discharge – planning and aftercare	1.2 (7)	1.2 (3)	0.8 (2)	-
Food	0.9 (5)	1.6 (4)	0.4 (1)	-
Transport between hospitals and parking	0.7 (4)	1.2 (3)	0.4 (1)	-
Improved pain relief/ quicker pharmacy dispensing	0.7 (4)	0.8 (2)	0.8 (2)	-
Access to the physiotherapy team	0.5 (3)	1.2 (3)	0	-
Pre-operative / non-medical appointments held at other locations / better planning	0.3(2)	0	0.8 (2)	-
Less disruption on the wards at night	0.3 (2)	0.4 (1)	0.4 (1)	-
Other, including; <ul style="list-style-type: none"> <li>- Scrap parking charges</li> <li>- Larger size disposable pants</li> <li>- Safe place for patient's clothes</li> <li>- Layout of bathroom</li> <li>- Separate clinics for injections</li> <li>- Clean ward at different time (not 5.30am)</li> </ul>	3.1 (18)	4.4 (11)	2.4 (6)	-

- More funding from the government				
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Just 8.0% felt that their hospital appointment or procedure could have taken place somewhere else. 28 of these individuals made a comment in relation to this, these have been summarised in the table below. Due to the small number these have not been broken down by where individuals received their planned care.

Most of the comments made by these individuals related to having their treatment at their local hospital, rather than travelling further afield, which would benefit them in terms of travel time (as well as associated costs and inconvenience) for themselves and their families. However, three individuals chose to have a lesser waiting time and travel a further distance. Furthermore, a small number suggested that their treatment could have been carried out in a community venue, especially in the case of pre-operative assessments and 'talking appointments' where no medical examination is needed.

Specific comments made by these respondents included;

*"I live 200 yards from Sunderland Royal but had to travel 6 miles to another one" (South Tyneside District Hospital)*

*"Sunderland Royal is my local hospital but the diagnostic /screening procedure could only be done at South Tyneside" (South Tyneside District Hospital)*

*"Talking appointments where no medical equipment are required could take place anywhere. so not necessary in a hospital setting, this may clear the hospital spaces/car park and general clog to be seen elsewhere" (Sunderland Royal Hospital)*

**Question: Do you feel that your hospital appointment or procedure could have taken place in a different place?**

Response	Percentage & number of responses (N=502)	Percentage & number of those who received care at SRH (N=214)	Percentage & number of those who received care at STDH (N=211)	Percentage & number of those who received care at SEI (N=50)
Yes	8.0 (40)	8.9 (19)	8.1 (17)	0
No	90.4 (454)	89.3 (191)	90.0 (190)	100.0 (5)
Don't know / can't remember	1.6 (8)	1.9 (4)	1.9 (4)	0

**Question: If yes, please explain**

Response	Percentage of responses (N=502)	Number of respondents
Local hospital	2.4	13
Other comment	0.9	5
Community clinic (for pre-assessments, when no medical examination is needed)	0.7	4
Less travelling	0.6	3
Shorter waiting time for appointment at hospital further away	0.6	3

In terms of receiving planned NHS care, being able to have high quality, safe care provided by specialists was deemed the most important with 93.9% rating this as extremely important, this was followed by getting the right treatment as quickly as possible (83.5%).

The least important factors were spending as little time as possible in hospital and knowing how to contact services (53.1% & 58.8%, respectively).

**Question: What is most important to you as a patient receiving planned NHS care?**

	Extremely important	Very important	Moderately important	Neutral	Slightly important	Low importance	Not at all important	Number of respondents
Getting the right treatment as quickly as possible	83.5 (461)	14.5 (80)	1.5 (9)	0.2 (1)	0.0	0.0	0.2 (1)	552
Quick access to an expert specialist opinion for my illness or injury	75.0 (413)	22.9 (126)	1.4 (8)	0.5 (3)	0.0	0.0	0.2 (1)	551
Quick access to diagnostic tests, scans and treatment	77.2 (423)	19.9 (109)	1.7 (10)	0. (5)	0.0	0.0	0.2 (1)	548
Knowing where to go for the seriousness of the illness or injury	61.9 (341)	32.8 (181)	3.8 (22)	0.7 (4)	0.2 (1)	0.2 (1)	0.2 (1)	551
Knowing how to contact services	58.8 (324)	33.0 (182)	6.3 (37)	1.0 (6)	0.2 (1)	0.0	0.2 (1)	551
Services which are close to home	48.3 (264)	28.5 (156)	16.1 (94)	4.1 (24)	0.7 (4)	0.5 (3)	0.3 (2)	547
High quality, safe care provided by specialists	93.9 (459)	13.7 (75)	1.5 (9)	0.2 (1)	0.3 (2)	0.0	0.2 (1)	547
Spending as little time as possible in hospital	53.1 (292)	25.8 (142)	13.7 (80)	3.9 (23)	0.7 (4)	0.3 (2)	1.2 (7)	550

When given the opportunity to provide any further additional comments, other than commenting further on their care, a small number raised concern about the closure of local services;

*“Please don't move surgical services from STDH. The people of South Tyneside need quality care from expert staff” (South Tyneside District Hospital)*

*“Please don't close this hospital” (South Tyneside District Hospital)*

*“Keep all services at South Tyneside. It's madness that you want to move everything so far away from a large community who have a right to local access to health care” (SRH)*

### 3 Emergency care

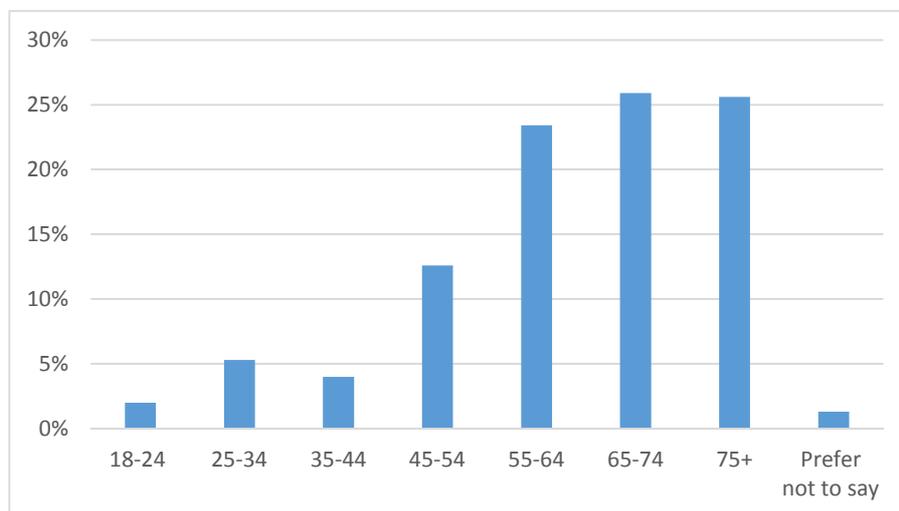
A survey was designed to capture the opinions and experiences of individuals who have accessed emergency care services at either South Tyneside NHS Foundation Trust or City Hospitals Sunderland NHS Foundation Trust within the last two years. This might have been following a visit to either hospital's emergency department (ED or A&E), or following an emergency admission to hospital for emergency treatment or surgery.

A total of 437 individuals responded to the survey, the key demographics of which are shown below with a full breakdown available in the Appendix.

Of those that provided their demographic details;

- 58.4% were female and 41.4% male (the remaining 0.3% did not disclose their gender).
- The largest age groups were those aged 65-74 years and 75 years plus (25.9% & 25.6%, respectively), with a further 23.4% aged 55-64 years. The age distribution of all respondents, who disclosed their age, is shown in Figure 2.
- 1.3% were currently pregnant or had a child under the age of two years.
- 68.0% had a disability, long-term illness or health condition.
- 88.8% were White British and 5.9% White European, the remaining 5.3% did not disclose their ethnicity or fell within an 'other' category.

**Figure 2: Age distribution of survey respondents (N=398)**



48.4% accessed the ED at South Tyneside District Hospital and 47.1% Sunderland Royal Hospital. The remaining 4.6% did not specify which ED they attended.

**Question: Which emergency department did you go to?**

Response	Percentage of responses	Number of respondents
South Tyneside District Hospital	48.3	211
Sunderland Royal Hospital	47.1	206
Not specified	4.6	20

In this analysis, findings have been presented for the overall sample who responded to each question and further by the hospital in which the individual received their emergency care, where differences occurred these have been reported. Unless specified, percentages were calculated based on those that responded to each question due to the large variance in the number of responses.

It should also be noted that due to the overall sample size of the survey that these differences are for descriptive purposes and cannot be reported as statistically significant.

**Arrival at the emergency department**

The most frequent health complaints in which individuals received emergency care for were chest pains / heart problem (18.7%), a combination of different symptoms / feeling generally unwell (12.1%) and a suspected break or fracture (11.8%). Furthermore, 11.3% presented with abdominal / stomach pain, whilst 10.2% selected 'other'. This included very high blood pressure, allergic reactions, seizures, meningitis, back and leg pain, an overdose, mental health, miscarriage and sports injuries, amongst others.

**Question: What did you receive emergency care for?**

Response	Percentage & (N=423)	Percentage & number of those who received care at SRH (N=208)	Percentage & number of those who received care at STDH (N=203)
Chest pains / heart problem	18.7 (79)	15.8 (32)	21.2 (44)
Combination of different symptoms / generally unwell	12.1 (51)	11.8 (24)	12.0 (25)
Suspected break or fracture	11.8 (50)	11.8 (24)	12.5 (26)
Abdominal / stomach pain	11.3 (48)	11.3 (23)	11.1 (23)
Other	10.2 (43)	11.8 (24)	8.7 (18)
Breathing difficulty	5.4 (23)	6.9 (14)	4.3 (9)
Suspected stroke	4.3 (18)	5.9 (12)	2.9 (6)
Asthma	3.1 (13)	2.0 (4)	3.8 (8)
Chronic Obstructive Pulmonary Disease (COPD)	3.1 (13)	2.5 (5)	2.9 (6)
Cut, bite or wound infection	3.1 (13)	3.0 (6)	3.4 (7)
Loss of consciousness	2.8 (12)	1.5 (3)	4.3 (9)
Blood loss	2.6 (11)	3.4 (7)	1.9 (4)
Dizziness / hallucinations	1.9 (8)	2.5 (5)	1.4 (3)
Prefer not to say	1.9 (8)	2.0 (4)	1.9 (4)
Abnormal test results	1.7 (7)	2.0 (4)	1.4 (3)
Kidney problems	1.4 (6)	1.0 (2)	1.9 (4)
Sepsis	1.4 (6)	1.0 (2)	1.4 (3)

Blood clot / deep vein thrombosis (DVT)	1.2 (5)	2.0 (4)	0.5 (1)
Issue relating to a long-term condition	1.2 (5)	1.5 (3)	1.0 (2)
Persistent headaches	0.7 (3)	0	1.4 (3)
Burn / scald injury	0.2 (1)	0.5 (1)	0

41.2% described their condition, illness or injury as urgent but not life-threatening, with a further 17.9% perceiving that their condition was serious and required treatment within a few hours and 13.6% that it required same day treatment. In contrast, 18.4% described their condition as life-threatening; 16.7% of which had a life-threatening illness / condition and 1.7% had experienced a life-threatening accident / trauma. Furthermore, 6.4% had a long-term condition which required prescription medication or treatment and 2.6% could not remember.

**Question: Thinking about your condition, illness or injury at the time of your visit to the emergency department, please tell us which option applied to you**

Response	Percentage & number of responses (N=420)	Percentage & number of those who received care at SRH (N=201)	Percentage & number of those who received care at STDH (N=211)
Urgent but not life-threatening	41.2 (173)	39.8 (80)	42.7 (90)
Serious - requiring treatment within a few hours	17.9 (75)	16.4 (33)	19.9 (42)
Life-threatening illness / condition	16.7 (70)	16.9 (34)	16.6 (35)
Requiring same day treatment	13.6 (57)	14.4 (29)	13.3 (28)
Long term condition requiring prescription medication or treatment	6.4 (27)	7.0 (14)	4.3 (9)
Don't know / can't remember	2.6 (11)	2.0 (4)	3.3 (7)
Life-threatening accident / trauma	1.7 (7)	3.5 (7)	0.0

19.5% didn't access any alternative health services prior to attending the ED. For those that did, the most frequently accessed services were 999 (24.7%), the GP surgery (24.3%) and NHS 111 (23.6%).

Responses grouped into 'other' included advice from services such as Recovery at Home, warden / telecare services, community outreach (podiatrist), as well as receiving advice / call from the hospital / GP.

A smaller proportion of respondents who received their emergency care at South Tyneside District Hospital had accessed the NHS walk-in centre prior to attending the ED, compared to those who received their care at Sunderland Royal Hospital (2.8% & 12.1%, respectively). Furthermore, a greater proportion of those who received their care at South Tyneside District Hospital had accessed the 999 ambulance service prior to their attendance, compared to those who accessed Sunderland Royal Hospital (31.8% & 18.4%, respectively).

**Question: Before going to this emergency department, did you go to or did you contact any other health service for help with your medical emergency?**

	Percentage & number of responses (N=437*)	Percentage & number of those who received care at SRH (N=206*)	Percentage & number of those who received care at STDH (N=211*)
999 emergency service	24.7 (108)	18.4 (38)	31.8 (67)
GP surgery	24.3 (106)	23.3 (48)	25.6 (54)
NHS 111	23.6 (103)	25.2 (52)	22.3 (47)
Not applicable – I went straight to the emergency department	19.5 (85)	21.4 (44)	19.4 (41)
NHS walk-in centre	8.2 (36)	12.1 (25)	2.8 (6)
I tried self-care before attending the emergency department	7.1 (31)	6.8 (14)	8.1 (17)
Other	6.4 (28)	6.3 (13)	6.6 (14)
GP out-of-hours	2.7 (12)	2.9 (6)	2.4 (5)
Urgent Care Centre	2.3 (10)	3.4 (7)	1.4 (3)
Minor Injuries Unit	1.4 (6)	1.9 (4)	0.9 (2)
Outpatients appointment	1.1 (5)	0.5 (1)	0.9 (2)
Pharmacist	1.1 (5)	0.5 (1)	1.9 (4)
NHS Choices / online advice	1.1 (5)	1.0 (2)	1.4 (3)
Mental health team	0.9 (4)	0.5 (1)	0.9 (2)
A different emergency department at another hospital	0.7 (3)	1.0 (2)	0.5 (1)
Dentist	0.5 (2)	0.5 (1)	0.0
Optometrist	0.2 (1)	0.5 (1)	0.0

\*Individuals were able to select more than response, hence percentages don't equal 100%.

Those that did access another health service were asked to explain why they attended the ED following their contact with this service. For most, this was because the service had referred them / advised them to attend / took them to the ED (74.2%), whilst 17.6% indicated that their condition had deteriorated since their contact. Just 3.0% indicated that the wait for the service they had contacted was too long, 2.2% that they were not satisfied with the help that they received, 1.9% that they couldn't get an appointment and 0.3% that they were unable to contact the service.

One comment made later in the survey in relation to this, is included here:

*"The registrar/junior doctor who dealt with my injury at the walk in centre at Pallion should have referred me to the maxillofacial surgeon/department straight away. I also had to ask him for an x-ray as I thought my cheekbone was fractured. He sent me home without any medication. I had 5 lost teeth, had an abscess on my top lip & fluid travelling up the side of my nose and collecting under my eye and split lips. As well as substantial bruising which was apparent. He should have sought advice from someone more senior. However when I returned 2 days later I saw a nurse who immediately arranged for me to see the maxillofacial surgeon" (Sunderland Royal Hospital)*

**Question: Why did you go to the emergency department following your contact with the service?**

Response	Percentage & number of responses (N=364)*	Percentage & number of those who received care at SRH (N=175)*	Percentage & number of those who received care at STDH (N=171)*
The service referred me, advised me to attend or took me to this emergency department	74.2 (270)	76.0 (130)	76.6 (134)
My condition became worse	17.6 (64)	18.1 (31)	17.1 (30)
The wait for the service was too long	3.0 (11)	2.9 (5)	3.4 (6)
I was not satisfied with the help that I received	2.2 (8)	2.3 (4)	2.3 (4)
I couldn't get an appointment	1.9 (7)	1.8 (3)	2.3 (4)
A different reason	1.6 (6)	1.8 (3)	1.7 (3)
I couldn't contact the service	0.3 (1)	0.6 (1)	0.0

*\*Individuals were able to select more than response, hence percentages don't equal 100%*

Most respondents indicated that they hadn't previously been to the ED about their condition or something related to it (70.5%). This was slightly higher for those that accessed the ED at Sunderland Royal Hospital, compared to those that accessed South Tyneside District Hospital (75.8% & 66.3%, respectively).

In contrast, 26.4% stated that they had previously been to the ED about their condition or something related to it, within the last 12 months; 2.4% in the previous week, 3.6% in the previous month, 5.3% in the past 3 months, 3.6% in the past 6 months and 11.4% in the past 12 months.

Some comments made later in the survey in relation to this question, are included here:

*"I was admitted under colorectal surgery. It was discovered after tests that I have stage 3 kidney cancer even though I attended A&E the week before with the same symptoms" (South Tyneside District Hospital)*

*"If on my first visit I had been diagnosed correctly I wouldn't have needed a second visit to the house of horrors nor would I have been doing inappropriate exercises on a foot for four months. Four and a half months later I can only hope I can avoid surgery" (South Tyneside District Hospital)*

*"I attended A&E twice and despite all the chronic symptoms and violent sickness and facial swelling and inability to stand I was told there was nothing wrong with me. I have now been left with a LTC and have to be reviewed every 3 months by an oral max as I have been left with permanent damage and problems...but yet there was nothing wrong with me" (South Tyneside District Hospital)*

**Question: Before your most recent visit to the emergency department, had you previously been to the same emergency department about the same condition or something related to it?**

Response	Percentage & number of responses (N=413)	Percentage & number of those who received care at SRH (N=198)	Percentage & number of those who received care at STDH (N=202)
No	70.5 (291)	75.8 (150)	66.3 (134)
Yes, within the previous week	2.4 (10)	1.5 (3)	3.0 (6)
Yes, within the past month	3.6 (15)	4.0 (8)	3.0 (6)
Yes, within the past 3 months	5.3 (22)	4.0 (8)	5.9 (12)
Yes, within the past 6 months	3.6 (15)	4.5 (9)	2.0 (4)
Yes, within the past 12 months	11.4 (47)	7.6 (15)	15.8 (32)
Don't know / can't remember	3.1 (13)	2.5 (5)	4.0 (8)

Most individuals arrived at the ED by ambulance (49.6%), with a greater proportion arriving by this method at South Tyneside District Hospital compared to Sunderland Royal Hospital (54.7% & 45.3%, respectively). The second most frequent method was car with 37.8% of all individuals arriving at the ED by this mode of transport.

*Note: Less than a third of the overall sample size responded to this question.*

**Question: How did you get to the emergency department?**

Response	Percentage & number of responses (N=135)	Percentage & number of those who received care at SRH (N=53)	Percentage & number of those who received care at STDH (N=75)
Ambulance	49.6 (67)	45.3 (24)	54.7 (41)
Car	37.8 (51)	37.7 (20)	37.3 (28)
Taxi	8.9 (12)	7.5 (4)	8.0 (6)
On foot	3.0 (4)	7.5 (4)	0
Public transport	0.7 (1)	1.9 (1)	0

Most individuals attended the ED because an ambulance had taken them there (37.3%) or they had been advised to attend by a health professional (34.1%). Smaller proportions felt their life was at risk (8.5%), had been advised by a carer/relative/friend to attend (8.0%) and/or felt the service was convenient / close to where they live (5.7%).

A larger proportion of those who accessed the ED at South Tyneside District Hospital indicated that they had arrived by ambulance, compared to those who attended Sunderland Royal Hospital (41.2% & 33.5%, respectively). This supports the above findings of more individuals in South Tyneside contacting the 999 ambulance service prior to attending the ED.

**Question: Why did you chose to visit the emergency department?**

Response	Percentage & number of responses (N=437)*	Percentage & number of those who received care at SRH (N=206)*	Percentage & number of those who received care at STDH (N=211)*
Ambulance took me	37.3 (163)	33.5 (69)	41.2 (87)
Advised by a health professional	34.1 (149)	43.2 (89)	26.1 (55)
Other	8.7 (38)	7.3 (15)	10.0 (21)
I felt my life was at risk	8.5 (37)	9.7 (20)	8.1 (17)
A carer / relative / friend advised me to	8.0 (35)	8.3 (17)	8.5 (18)
Convenience / close to where I live	5.7 (25)	2.9 (6)	8.5 (18)

*\*Individuals were able to select more than response, hence percentages don't equal 100%.*

Slightly higher proportions arrived at the ED in the morning (26.3%) and in the afternoon (24.9%), with attendance decreasing into early evening (20.1%), late evening (14.5%) and overnight (12.3%).

**Question: What time of day did you arrive at the emergency department?**

Response	Percentage & number of responses (N=422)	Percentage & number of those who received care at SRH (N=202)	Percentage & number of those who received care at STDH (N=205)
Morning (8am – 12 noon)	26.3 (111)	23.8 (48)	27.8 (57)
Afternoon (12 noon – 4pm)	24.9 (105)	23.3 (47)	27.3 (56)
Early evening (4pm – 8pm)	20.1 (85)	22.8 (46)	17.1 (35)
Late evening (8pm – 12 midnight)	14.5 (61)	16.3 (33)	12.7 (26)
Overnight (12 midnight until 8am)	12.3 (52)	12.4 (25)	12.7 (26)
Don't know / can't remember	1.9 (8)	1.5 (3)	2.4 (5)

**Emergency treatment**

58.9% were admitted to hospital and stayed for more than one night. This figure was slightly higher for those that accessed the ED at South Tyneside District Hospital, compared to those that attended Sunderland Royal Hospital (66.2% & 51.5%, respectively). Furthermore, 16.6% received further tests or treatment but were not admitted and 16.2% were treated in the ED and then discharged.

In contrast, 5.0% did not receive any treatment but were given self-care advice, a figure which was slightly higher for those who accessed the ED at Sunderland Royal Hospital compared to those who attended South Tyneside District Hospital (8.4% & 1.5%, respectively). In addition, 1.4% of all individuals were referred to an urgent care centre and 1.0% to their GP.

**Question: Thinking about your emergency treatment, which option applies to you?**

Response	Percentage & number of responses (N=421)	Percentage & number of those who received care at SRH (N=202)	Percentage & number of those who received care at STDH (N=204)
I was admitted to hospital and stayed for one night or more	58.9 (248)	51.5 (104)	66.2 (135)
I received further tests or treatment but did not require an overnight stay in hospital	16.6 (70)	17.8 (36)	15.2 (31)
I was treated in the emergency department and then discharged	16.2 (68)	17.3 (35)	15.2 (31)
I did not receive any treatment but was given self-care advice	5.0 (21)	8.4 (17)	1.5 (3)
I did not receive any treatment and was referred to an urgent care centre	1.4 (6)	3.0 (6)	0.0
I did not receive any treatment and was referred to my GP	1.0 (4)	1.0 (2)	1.0 (2)
Don't know / can't remember	1.0 (4)	1.0 (2)	1.0 (2)

Most individuals received treatment in the Assessment Unit of the respective hospitals that they visited i.e. the Emergency Assessment Unit at South Tyneside District Hospital and the Integrated Assessment Unit at Sunderland Royal Hospital.

For those who accessed emergency care at South Tyneside District Hospital, 49.4% were treated in the Emergency Assessment Unit, 16.9% the Inpatient Medical ward and 12.2% in the Ambulatory Emergency Care ward. Furthermore, 9.9% were treated in the Inpatient Surgical ward and 1.2% in the GP Assessment Unit.

For those who accessed Sunderland Royal Hospital, 41.4% were treated in the Integrated Assessment Unit, 15.3% in the Inpatient Medical ward and 12.1% in the Ambulatory Emergency Care ward. Furthermore, 11.5% were treated in the Inpatient Surgical ward and 2.5% in the GP Assessment Unit.

**Question: Thinking about your emergency care, did you receive treatment in any of the following parts of the hospital after you arrived in the emergency department?**

Response	Percentage & number of responses (N=345)	Percentage & number of those who received care at SRH (N=157)	Percentage & number of those who received care at STDH (N=172)
Emergency Assessment Unit (EAU) – STDH	25.8 (89)	0	49.4 (85)
Integrated Assessment Unit (IAU) – SRH	20.0 (69)	41.4 (65)	0
Inpatient Medical Ward	15.9 (55)	15.3 (24)	16.9 (29)
Don't know / can't remember	13.9 (48)	17.2 (27)	10.5 (18)
Ambulatory Emergency Care	12.2 (42)	12.1 (19)	12.2 (21)
Inpatient Surgical ward	10.1 (35)	11.5 (18)	9.9 (17)
GP Assessment Unit	1.7 (6)	2.5 (4)	1.2 (2)

62.7% perceived that staff quickly diagnosed their illness and arranged for any appropriate scans, x-rays or tests to be undertaken, with a further 23.3% indicating that staff did to some extent. In contrast, 12.8% felt that this was not a quick process. This figure was slightly higher for those that accessed emergency care at Sunderland Royal Hospital, compared to those that attended South Tyneside District Hospital (16.3% & 9.9%, respectively).

Some comments made by respondents later in the survey, in relation to their assessment and diagnosis, are included here:

*“My daughter has Aplastic Anaemia which is a haematological emergency. On one particular occasion after a worrying wait in A&E, in spite of advising of severe neutropenia and associated risks we had to ask a further couple of times before being assessed and a key reason being that there was no expertise in Hickman line care in A&E. After being taken through to the assessment area, care was prompt and excellent” (Sunderland Royal Hospital)*

*“I was waiting to be assessed for over 1 hour, I kept asking for my daughter to be able to sit with me as I am 78 years old of extreme frailty and was in unbearable pain. My daughter can answer questions better than I can as I have had strokes and she came with me in the ambulance but she was made to wait in the waiting area. The nurse who was attempting to take my bloods told me she had told my daughter she could come through, it was a lie and she had to apologize to myself and my daughter when my daughter was finally allowed through after 1.5 hours. I still hadn't been seen by a doctor” (South Tyneside District Hospital)*

**Question: While you were in the emergency department, did you feel staff quickly diagnosed your illness or injury and arranged any scans, x-rays or tests?**

Response	Percentage & number of responses (N=421)	Percentage & number of those who received care at SRH (N=202)	Percentage & number of those who received care at STDH (N=203)
Yes, definitely	62.7 (264)	57.9 (117)	67.5 (137)
Yes, to some extent	23.3 (98)	24.3 (49)	22.2 (45)
No	12.8 (54)	16.3 (33)	9.9 (20)
Don't know / can't remember	1.2 (5)	1.5 (3)	0.5 (1)

Of those that required tests or scans, 29.2% waited up to an hour, 19.9% waited between 1-2 hours and 22.4% 2-4 hours. Similar proportions of individuals from both hospitals indicated that their tests and scans were carried out within 4 hours of arriving at the ED (70.5% of those that attended Sunderland Royal Hospital & 72.9% of those that attended South Tyneside District Hospital).

Furthermore, 7.6% of all respondents indicated that they waited between 4-6 hours, 2.2% 6-8 hours, 2.5% 8-12 hours, 2.5% 12-24 hours and 2.9% over 24 hours.

One comment made by an individual later in the survey, in relation to their diagnosis, is detailed here:

*"I did have to wait from Friday late afternoon until Monday midday for a scan to confirm my condition. Once I had the scan, I was operated on within 24 hours" (Sunderland Royal Hospital)*

**Question: How long did you wait for any tests or scans to take place?**

Response	Percentage & number of responses (N=407)	Percentage & number of those who received care at SRH (N=193)	Percentage & number of those who received care at STDH (N=199)
Up to 1 hour	29.2 (119)	27.5 (53)	31.7 (63)
More than 1 hour but no more than 2 hours	19.9 (81)	17.6 (34)	22.1 (44)
More than 2 hours but no more than 4 hours	22.4 (91)	25.4 (49)	19.1 (38)
More than 4 hours but no more than 6 hours	7.6 (31)	8.8 (17)	7.0 (14)
More than 6 hours but no more than 8 hours	2.2 (9)	2.6 (5)	1.5 (3)
More than 8 hours but no more than 12 hours	2.5 (10)	2.6 (5)	2.0 (4)
More than 12 hours but no more than 24 hours	2.5 (10)	2.6 (5)	2.0 (4)
More than 24 hours	2.9 (12)	4.7 (9)	1.5 (3)
Don't know / can't remember	10.8 (44)	8.3 (16)	13.1 (26)

66.8% received the results of their tests before they left the ED; equating to 72.0% of those who received their care at South Tyneside District Hospital and 61.3% of those who accessed Sunderland Royal Hospital.

Furthermore, 7.3% of all respondents indicated that they were told their results would be given to them at a later date and 3.5% that their results would go to their GP. These figures were fairly similar for both hospitals.

In contrast, 16.3% of all respondents did not receive their results, a figure that was notably higher for those who received their emergency care at Sunderland Royal Hospital (25.1% & 8.8%, respectively).

**Question: Before you left the emergency department, did you get the results of your tests?**

Response	Percentage & number of responses (N=398)	Percentage & number of those who received care at SRH (N=191)	Percentage & number of those who received care at STDH (N=193)
Yes	66.8 (266)	61.3 (117)	72.0 (139)
No	16.3 (65)	25.1 (48)	8.8 (17)
I was told that the results would be given to me at a later date	7.3 (29)	5.2 (10)	9.3 (18)
I was told that the results would go to my GP and to contact them in 2-3 days	3.5 (14)	4.2 (8)	2.6 (5)
Don't know / can't remember	6.0 (24)	4.2 (8)	7.3 (14)

8.7% required a transfer to a different hospital; 11.9% of those who accessed emergency care at South Tyneside District Hospital and 5.1% of those who accessed care at Sunderland Royal Hospital.

**Question: Did your treatment involve you being transferred to a different hospital?**

Response	Percentage & number of responses (N=413)	Percentage & number of those who received care at SRH (N=198)	Percentage & number of those who received care at STDH (N=202)
Yes	8.7 (36)	5.1 (10)	11.9 (24)
No	91.3 (377)	94.9 (188)	88.1 (178)

**Admission to hospital**

54.2% required a stay in hospital for more than 24 hours; of which 54.3% stayed at South Tyneside District Hospital, 43.0% at Sunderland Royal Hospital and 2.7% at an 'other' hospital. 'Other' locations in which patients were admitted included the Northumbria Specialist Emergency Care Hospital, the Freeman Hospital, the Queen Elizabeth Hospital and the Royal Victoria Infirmary.

A larger proportion of those who accessed emergency care at South Tyneside District Hospital indicated that they required an overnight stay compared to those who attended Sunderland Royal Hospital (61.2% & 47.0%, respectively).

For those that accessed the ED at Sunderland Royal Hospital, 95.6% stayed at this hospital for more than 24 hours whilst 2.2% stayed at South Tyneside District Hospital and 2.2% an 'other' hospital.

For those that initially accessed South Tyneside District Hospital, 91.9% stayed at this hospital for more than 24 hours, 5.7% stayed at Sunderland Royal Hospital and 2.4% an 'other' hospital.

**Question: Thinking about where you received care, did you require a stay in hospital for more than 24 hours?**

Response	Percentage & number of responses (N=424)	Percentage & number of those who received care at SRH (N=202)	Percentage & number of those who received care at STDH (N=206)
Yes	54.2 (230)	47.0 (95)	61.2 (126)
No	45.8 (194)	53.0 (107)	38.8 (80)

**Question: If you required a stay of more than 24 hours, where was this?**

Response	Percentage & number of responses (N=221)	Percentage & number of those who received care at SRH (N=90)	Percentage & number of those who received care at STDH (N=123)
South Tyneside District Hospital	54.3 (120)	2.2 (2)	91.9 (113)
Sunderland Royal Hospital	43.0 (95)	95.6 (86)	5.7 (7)
Other	2.7 (6)	2.2 (2)	2.4 (3)

The remaining questions in this section applied to those who had a stay in hospital of more than 24 hours (230 respondents).

67.3% felt that it was efficient process from when a decision was made that they needed to be admitted to hospital to getting a bed on a ward. However, 10.5% felt that they waited a long time and 20.0% that they did to some extent. The results were comparable for the two hospitals.

**Question: From the time a decision was made to admit you to hospital, did you feel that you had to wait a long time to get a bed on a ward?**

Response	Percentage & number of responses (N=220)	Percentage & number of those who received care at SRH (N=90)	Percentage & number of those who received care at STDH (N=122)
No	67.3 (148)	65.6 (59)	69.7 (85)
Yes, definitely	10.5 (23)	13.3 (12)	8.2 (10)
Yes, to some extent	20.0 (44)	20.0 (18)	18.9 (23)
Don't know / can't remember	2.3 (5)	1.1 (1)	3.3 (4)

Those who were dissatisfied with the length of time they had to wait for a bed were given the opportunity to elaborate further, 28 individuals made an additional comment which are summarised in the table below (these were not broken down by where individuals received their care due to the small number of responses).

Specific comments made by these respondents included:

*"The X manager treated me as though I didn't exist. Only communicated with ambulance medics. Left to rot in a side room for hours. Finally, Asian doctor came to interview me. Treated me like dirt. I was unable to communicate slurring. When I passed my wife (foreign) onto the doctor on my mobile the Asian doctor pepped up"* (Sunderland Royal Hospital)

*"Having back pain from the infection, lying on a trolley in ED then IAU from 8:30- 5pm, I found it very uncomfortable"* (Sunderland Royal Hospital)

*"The treatment in the A&E department was good. However, when I was moved to the interim ward it was dreadful. The bed I was examined on was dirty and I had to wait there hours in a lot of discomfort. The advantage was I didn't have to go far for a scan, but sitting about in nightwear when everyone else was clothed was embarrassing"* (Sunderland Royal Hospital)

**Question: From the time a decision was made to admit you to hospital, did you feel that you had to wait a long time to get a bed on a ward? - Negative comments**

Response	Percentage of responses (N=220)	Number of respondents
Lack of beds available / length of time spent waiting for a bed	7.7	17
Length of time spent waiting for plaster cast, for tests to be done, to be seen by a health professional	1.8	4
Other	1.4	3
Patient left on own / in side ward	0.9	2
Length of time waiting for an ambulance transfer	0.5	1
Individual taken to an inappropriate ward and consequently moved to another	0.5	1

76.2% felt that they were admitted to an appropriate ward that provided care and treatment for their illness or injury, with a further 17.9% stating that they were to some extent. In contrast, 4.5% felt that they weren't treated on an appropriate ward.

**Question: Do you feel you were admitted to an appropriate ward to provide treatment and care for your illness or injury?**

Response	Percentage & number of responses (N=223)	Percentage & number of those who received care at SRH (N=92)	Percentage & number of those who received care at STDH (N=123)
Yes, definitely	76.2 (170)	75.0 (69)	76.4 (94)
Yes, to some extent	17.9 (40)	21.7 (20)	15.4 (19)
No	4.5 (10)	2.2 (2)	6.5 (8)
Don't know / can't remember	1.3 (3)	1.1 (1)	1.6 (2)

Those that felt that they weren't admitted to an appropriate ward or that that they were to some extent were given the opportunity to provide a further comment. In total, 23 individuals made an additional comment. These have been summarised in the table below, however they have not been broken down by where respondents received their care due to the small number of responses.

Specific comments made by respondents included;

*"I was admitted to an ENT surgical ward even though I was a medical patient. Along with another 4 medical patients because these were the only beds available, but the care was excellent" (South Tyneside District Hospital)*

*"After arriving on the ward around 11pm following an appendectomy, I was taken from my bed around 7am along with another patient the next morning and placed in a staff room with lockers and a table. I had a blood drain in my abdomen which I carried with me and sat in discomfort on a dining chair with the bag hooked over the chair leg. There were male members of staff accessing their lockers and it was very distressing" (Sunderland Royal Hospital)*

*"Ward I was admitted too was very untidy. Staff were not helpful. Noisy overnight and I had a scan which showed I had a bleed on the brain and it was a place where I was unable to get*

*any rest or quiet as the ward was so packed with stuff and very noisy" (Sunderland Royal Hospital)*

**Question: Do you feel you were admitted to an appropriate ward to provide treatment and care for your illness or injury? - Comments**

Response	Percentage of responses (N=223)	Number of respondents
Neutral comment	2.7	6
Positive comment – good care and attention	1.8	4
Patient should have been admitted to another ward	1.3	3
Ward not age-appropriate (disturbance from patients with dementia)	1.3	3
Other comment	0.9	2
Ward was noisy / untidy	0.4	1
Ward was not suitable / appropriately equipped	0.4	1
Patient was moved too quickly from a side ward to a general ward (infection risk)	0.4	1
Perception that another ward would have been more suitable	0.4	1
Manner of health professional	0.4	1

### **Emergency surgery**

27.5% of those that were admitted to hospital required emergency surgery during their stay (61 respondents). 22.0% of which indicated that their surgery was carried out in less than 6 hours, 16.9% less than 12 hours and 11.9% less than 24 hours. Furthermore, 15.3% waited 24-48 hours and 25.4% more than 2 days.

*Note: Although results for both hospitals have been reported, comparison of the figures was not possible, due to the small number that required emergency surgery.*

**Question: Did you require emergency surgery during your hospital stay?**

Response	Percentage & number of responses (N=222)	Percentage & number of those who received care at SRH (N=92)	Percentage & number of those who received care at STDH (N=122)
Yes	27.5 (61)	27.2 (25)	27.9 (34)
No	71.6 (159)	70.7 (65)	72.1 (88)
Don't know / can't remember	0.9 (2)	2.2 (2)	0

**Question: How long did you have to wait for your surgery after being admitted to hospital?**

Response	Percentage & number of responses (N=59)	Percentage & number of those who received care at SRH (N=25)	Percentage & number of those who received care at STDH (N=32)
Less than 6 hours	22.0 (13)	24.0 (6)	15.6 (5)
Less than 12 hours	16.9 (10)	16.0 (4)	18.8 (6)
Less than 24 hours	11.9 (7)	16.0 (4)	9.4 (3)
24- 48 hours	15.3 (9)	4.0 (1)	25.0 (8)
More than 2 days	25.4 (15)	32.0 (8)	21.9 (7)
Don't know / can't remember	8.5 (5)	8.0 (2)	9.4 (3)

The remaining questions in this section applied to those who had emergency surgery only (61 respondents).

64.4% were given the opportunity to discuss their procedure with the surgical team beforehand, with a further 25.4% indicating that they were to some extent. In contrast, 10.2% were not.

Two individuals who indicated that they didn't have the opportunity elaborated further. Whilst one comment was not comprehensible, the other was made by an individual who was admitted to South Tyneside District Hospital who explained how due to their dissatisfaction with the way in which they were treated by ward staff they refused to undergo surgery;

*"We decided that after disturbingly inhumane treatment by ward staff that I would be better off at home and have treatment done privately or possibly die at home with some dignity which was not being afforded to me in that ward. I think it is disgusting that after working all my life until 74 years old I have to pay out of my savings and pension to get decent treatment in a clean hospital by staff who at least seem to care" (South Tyneside District Hospital)*

**Question: Did you have the opportunity to discuss your surgery with the surgical team before your operation?**

Response	Percentage & number of responses (N=59)	Percentage & number of those who received care at SRH (N=25)	Percentage & number of those who received care at STDH (N=32)
Yes, definitely	64.4 (38)	64.0 (16)	68.8 (22)
Yes, to some extent	25.4 (15)	32.0 (8)	15.6 (5)
No	10.2 (6)	4.0 (1)	15.6 (5)

25.0% saw a consultant within 30 minutes of arriving at the ED and 18.3% within one hour. Furthermore, 16.7% waited between 1-2 hours, 11.7% 2-4 hours and 8.3% more than 4 hours. In contrast, 6.7% stated that they did not see a consultant during their time in the ED.

**Question: How soon did you see a consultant during your time within the emergency department?**

Response	Percentage & number of responses (N=60)	Percentage & number of those who received care at SRH (N=24)	Percentage & number of those who received care at STDH (N=32)
1 - 30 minutes	25.0 (15)	33.3 (8)	21.9 (7)
31 - 60 minutes	18.3 (11)	25.0 (6)	12.5 (4)
More than 1 hour but no more than 2 hours	16.7 (10)	12.5 (3)	18.8 (6)
More than 2 hours but no more than 4 hours	11.7 (7)	16.7 (4)	6.3 (2)
More than 4 hours	8.3 (5)	0.0	12.5 (4)
Don't know / can't remember	13.3 (8)	8.3 (2)	18.8 (6)
I did not see a consultant	6.7 (4)	4.2 (1)	9.4 (3)

Following their admission to hospital, 27.1% saw a consultant immediately, 25.4% within 2 hours and 15.3% within 4 hours. Furthermore, 1.7% saw a consultant within 7 hours, 10.2% within 12 hours and 8.5% over 12 hours. In contrast, 1.7% indicated that they did not see a consultant after being admitted to hospital.

**Question: How soon did you see a consultant after being admitted to hospital?**

Response	Percentage & number of responses (N=59)	Percentage & number of those who received care at SRH (N=25)	Percentage & number of those who received care at STDH (N=32)
Immediately	27.1 (16)	28.0 (7)	28.1 (9)
Within 2 hours	25.4 (15)	36.0 (9)	15.6 (5)
Within 4 hours	15.3 (9)	16.0 (4)	12.5 (4)
Within 7 hours	1.7 (1)	4.0 (1)	0.0
Within 12 hours	10.2 (6)	4.0 (1)	15.6 (5)
Over 12 hours	8.5 (5)	8.0 (2)	9.4 (3)
Don't know / can't remember	10.2 (6)	0.0	15.6 (5)
I did not see a consultant	1.7 (1)	4.0 (1)	3.1 (1)

In terms of how often individuals saw a consultant or received a specialist opinion when in hospital, 84.2% saw one every day or twice a day on the ward round (77.2% & 7.0%, respectively). Furthermore, 3.5% saw one every two days and 1.8% once a week.

**Question: How often did you see a consultant / receive a specialist opinion once admitted?**

Response	Percentage & number of responses (N=57)	Percentage & number of those who received care at SRH (N=25)	Percentage & number of those who received care at STDH (N=30)
Every day during the ward round	77.2 (44)	76.0 (19)	76.7 (23)
Twice a day during the ward round	7.0 (4)	4.0 (1)	10.0 (3)
Every two days	3.5 (2)	4.0 (1)	3.3 (1)
Once a week	1.8 (1)	4.0 (1)	0.0
Not sure	10.5 (6)	12.0 (3)	10.0 (3)

53.4% felt that they were given enough notice of when they were going to be discharged, with a further 36.2% perceiving that they were to some extent. In contrast, 10.3% felt that they weren't.

Just four comments were provided by those who felt that they weren't given enough notice:

*"Because I recovered well" (Sunderland Royal Hospital)*

*"No ongoing care discussed" (Sunderland Royal Hospital)*

*Quite frankly it is a joke, each department wastes so much time filling in pieces of paper asking the same questions over and over again, do you live with someone, do you have help at home etc. Surely one lot of paperwork on admission?? Perhaps one of the nurses would be bored enough to do some actual nursing, people press their buzzers and it was nothing to have to wait 20/30 minutes to get attention (not just me), refitting drips that a doctor prescribed yet nurses would leave it 20/30 minutes and said it didn't matter" (South Tyneside District Hospital)*

*"I was being told I was being discharged then told I wasn't, this was after a week in hospital so discharged myself as soon as I got meds from the pharmacy" (South Tyneside District Hospital)*

**Question: Were you given enough notice about when you were going to be discharged?**

Response	Percentage & number of responses (N=58)	Percentage & number of those who received care at SRH (N=24)	Percentage & number of those who received care at STDH (N=32)
Yes, definitely	53.4 (31)	41.7 (10)	62.5 (20)
Yes, to some extent	36.2 (21)	45.8 (11)	28.1 (9)
No	10.3 (6)	12.5 (3)	9.4 (3)

69.5% felt that they were involved in decisions about their discharge from hospital, with a further 13.6% perceiving that they were to some extent. In contrast, 16.9% felt that they weren't.



**Question: Were you involved in decisions about your discharge from hospital?**

Response	Percentage & number of responses (N=59)	Percentage & number of those who received care at SRH (N=25)	Percentage & number of those who received care at STDH (N=32)
Yes, definitely	69.5 (41)	64.0 (16)	75.0 (24)
Yes, to some extent	13.6 (8)	16.0 (4)	9.4 (3)
No	16.9 (10)	20.0 (5)	15.6 (5)

Just 17.2% of those that underwent emergency surgery indicated that they spent time in a discharge lounge.

*Note: This question was only completed by those who underwent surgery as opposed to all those that were admitted to hospital.*

**Question: Thinking about your discharge, did you spend any time in a discharge lounge?**

Response	Percentage & number of responses (N=58)	Percentage & number of those who received care at SRH (N=25)	Percentage & number of those who received care at STDH (N=31)
Yes	17.2 (10)	28.0 (7)	9.7 (3)
No	81.0 (47)	72.0 (18)	87.1 (27)
Don't know / can't remember	1.7 (10)	0	3.2 (1)

**Overall experience**

Overall, 70.4% felt that they were looked after by specialists or staff trained to treat and care for their specific condition or injury, with a further 21.4% perceiving that they were to some extent. In contrast, 7.2% stated that they weren't.

**Question: Thinking about your emergency care and treatment, do you feel you have been looked after by specialists or staff trained to treat and care for your specific condition or injury?**

Response	Percentage & number of responses (N=402)	Percentage & number of those who received care at SRH (N=190)	Percentage & number of those who received care at STDH (N=196)
Yes, definitely	70.4 (283)	65.8 (125)	74.0 (145)
Yes, to some extent	21.4 (86)	23.2 (44)	20.4 (40)
No	7.2 (29)	9.5 (18)	5.1 (10)
Don't know / can't remember	1.0 (4)	1.6 (3)	0.5 (1)

Nineteen comments were made by those who were dissatisfied with the way they were cared for, these are presented in the following table. Due to the small number of comments made, these have not been broken down by where individuals received their care.

Specific comments made by these respondents included:

*"I was left with no pain relief the first 6 hours on a ward after arriving there from the emergency department. I was repeatedly promised pain relief and was forgotten until I broke down with the pain, I waited so long in pain while a scan was being arranged "* (Sunderland Royal Hospital)

*"I saw 1 nurse all the time I was there, a man in the ward asked for a bed pan and was told to wait"* (Sunderland Royal Hospital)

*"Crashed head on pavement, waited 2 hours but ambulance never came, Aldi manager took me to hospital, waited in A&E for 3 hours but told priority patients only. Went home"* (Sunderland Royal Hospital)

*"Found the Dr unhelpful, rude, patronizing and did not listen to me or my relative who attended with me"* (South Tyneside District Hospital)

*"The staff were experts in skiving and I did not see any patient care"* (South Tyneside District Hospital)

*"The staff had no knowledge of Hereditary Spastic Paraplegia...On this occasion Sunderland Royal diagnosed a "panic attack", it wasn't. It was a seizure caused by a missed dose of the drug Baclofen. In all honesty, we thank heaven for Choose and Book and always choose the RVI or Freeman Hospital"* (Sunderland Royal Hospital)

**Question: Thinking about your emergency care and treatment, do you feel you have been looked after by specialists or staff trained to treat and care for your specific condition or injury? – Negative comments**

Response	Percentage of responses (N=402)	Number of respondents
Lack of care and attention from nursing staff / patient requests ignored (pain relief & bed pan)	1.7	7
Inappropriate / unsatisfactory advice given	0.7	3
Manner of health professional; rude, patronising, unpleasant, sarcastic and belittling	0.5	2
Lack of knowledge (in relation to artificial sphincter and Hereditary Spastic Paraplegia)	0.5	2
Lack of support for mental health and gynecological conditions	0.5	2
Lack of continuity of care from district nurses	0.2	1
Waiting times in the ED	0.2	1
Patient under different consultant to who they should have been	0.20	1

Individuals with a long-term illness or injury were asked if they had an emergency health care plan, health and social plan and/or rescue medication pack in place. As opposed to presenting figures as a proportion of the whole sample, the figure for those that indicated that they have a disability, long-term illness or health condition was used (233 respondents).

12.4% of those with a disability, long-term illness or injury have a health and social care plan, 9.4% an emergency health care plan and 8.3% a rescue medication plan. In contrast, 59.0% don't have any of the aforementioned.

**Question: If you have a long term illness or injury, please tell us if you have an emergency health care plan, health and social plan and/or rescue medication pack in place?**

Response	Percentage & number of responses (N=233)*	Percentage & number of those who received care at SRH (N=132)*	Percentage & number of those who received care at STDH (N=122)*
Emergency health care plan	9.4 (25)	9.0 (11)	9.8 (13)
Health and social care plan	12.4 (33)	14.8 (18)	9.8 (13)
Rescue medication pack	8.3 (22)	6.6 (8)	10.6 (14)
No	59.0 (157)	61.5 (75)	56.1 (74)
Don't know/ can't remember	7.9 (21)	6.6 (8)	9.8 (13)

*\*Individuals were able to select more than response, hence percentages don't equal 100%.*

14.8% felt that more could be done to improve care for their specific type of illness or injury to prevent them from attending the ED in the future.

**Question: Could anything be done to improve care specific to your illness or injury to prevent you from attending the emergency department?**

Response	Percentage & number of responses (N=391)	Percentage & number of those who received care at SRH (N=185)	Percentage & number of those who received care at STDH (N=190)
Yes	14.8 (58)	19.5 (36)	10.0 (19)
No	85.2 (333)	80.5 (149)	90.0 (171)

Suggestions were summarised under the categories presented in the table and calculated as a proportion of those that responded to the question.

**Question: Could anything be done to improve care specific to your illness or injury to prevent you from attending the emergency department? – Suggestions**

Response	Percentage & of responses (N=391)	Number of responses
<b>Emergency care</b>		
Improved diagnosis e.g. greater availability of diagnostic tests	1.8	7
More efficient triage / reduced waiting times i.e. fast track for more serious conditions	0.5	2
A more efficient process for those referred by other clinicians (i.e. GP)	0.3	1
Better assessments for those that require ambulances	0.3	1
Details of illness and medication made available to staff on computer records	0.3	1
Improved clarity as to which conditions do / do not require	0.3	1

immediate care in the ED		
Greater support for newly qualified staff with less experience	0.3	1
Improved bedside manner of nurses (i.e. more eye contact, improved communication)	0.8	3
Open access to the gynaecology ward (for example, in the case of miscarriages)	0.3	1
<b>Long-term conditions</b>		
More regular check-ups / investigative procedures	0.3	1
Nebulisers within the home	0.3	1
A specialist COPD nurse for patients with exacerbation	0.3	1
A cardiac help-line, beneficial to newly diagnosed patients who don't know what symptoms are life-threatening	0.3	1
<b>Primary care</b>		
A team of district nurses allocated to a group of patients / more regular contact	0.5	2
Less reluctance of GPs to prescribe antibiotics	0.3	1
More prevention at a GP level; more time for GP appointments and extended knowledge of GPs	0.3	1
<b>Other</b>		
Better access to mental health care	0.3	1
Integrated care	0.3	1
Direct transportation links between Sunderland and South Tyneside	0.3	1
Improved referrals by NHS 111	0.3	1
<b>Other comment</b>	<b>4.3</b>	<b>17</b>

77.0% felt that they were treated with kindness and compassion by the staff who cared for them, with a further 18.2% perceiving that they were some of the time. In contrast, 4.8% felt that they weren't.

**Question: During your care, do you feel you were treated with kindness and compassion by the staff caring for you?**

Response	Percentage & number of responses (N=396)	Percentage & number of those who received care at SRH (N=186)	Percentage & number of those who received care at STDH (N=194)
Yes, always	77.0 (305)	73.1 (136)	80.9 (157)
Yes, sometimes	18.2 (72)	20.4 (38)	16.0 (31)
No	4.8 (19)	6.5 (12)	3.1 (6)

59.1% felt that they were involved in decisions as much as they wanted to be about their emergency care and treatment, with a further 28.5% perceiving that they were to some extent. In contrast, 12.4% felt that they were not.

**Question: Do you feel you were involved in decisions as much as you wanted to be about your emergency care and treatment?**

Response	Percentage & number of responses (N=396)	Percentage & number of those who received care at SRH (N=189)	Percentage & number of those who received care at STDH (N=191)
Yes, definitely	59.1 (234)	54.5 (103)	63.9 (122)
Yes, to some extent	28.5 (113)	29.6 (56)	27.2 (52)
No, I was not involved in decisions about my care and treatment	12.4 (49)	15.9 (30)	8.9 (17)

Sixteen individuals who felt that they weren't involved in decisions provided an additional comment, these are presented in the table below. Due to the small number of comments these have not been broken down by where individuals received their care. For most, the manner of the health professional prevented individuals from being involved in decisions.

**Question: Do you feel you were involved in decisions as much as you wanted to be about your emergency care and treatment? - Negative comments**

Response	Percentage & of responses (N=396)	Number of respondents
Manner of health professional	1.3	5
Other comment	1.0	4
Patient not involved / had no say	0.8	3
Patient not give choice and disturbed during the night to be moved	0.3	1
Family had to ask for information	0.3	1
Patient not given full diagnosis	0.3	1
Patient felt health professional was better placed to make decisions	0.3	1

76.2% always had trust and confidence in the staff that treated them, with an additional 17.0% stating that they did some of the time. In contrast, 6.8% didn't. Comparable results were found for both hospitals.

**Question: Did you have confidence and trust in the staff that treated you?**

Response	Percentage of responses (N=399)	Percentage of those who received care at SRH (N=189)	Percentage of those who received care at STDH (N=194)
Yes, always	76.2 (304)	73.5 (139)	78.4 (152)
Yes, sometimes	17.0 (68)	18.0 (34)	16.5 (32)
No	6.8 (27)	8.5 (16)	5.2 (10)

For those that were admitted to hospital or had diagnostic tests, 71.1% felt that they were given enough information about what to expect, with a further 21.4% perceiving

that they were to some extent. In contrast, just 7.4% felt that they weren't. Again comparable results were obtained for both hospitals.

**Question: If you were admitted to hospital or had any diagnostic tests, were you given enough information about what to expect?**

Response	Percentage & number of responses (N=336)	Percentage & number of those who received care at SRH (N=151)	Percentage & number of those who received care at STDH (N=173)
Yes, definitely	71.1 (239)	67.5 (102)	74.0 (128)
Yes, to some extent	21.4 (72)	23.8 (36)	20.2 (35)
No	7.4 (25)	8.6 (13)	5.8 (10)

For those that were in pain, 72.2% felt that staff did everything they could to manage their pain, with a further 18.1% perceiving that staff did to some extent. In contrast, 9.6% stated that they didn't.

**Question: Do you feel the staff did everything they could to manage your pain?**

Response	Percentage & number of responses (N=342)	Percentage & number of those who received care at SRH (N=166)	Percentage & number of those who received care at STDH (N=161)
Yes, definitely	72.2 (247)	68.1 (113)	75.2 (121)
Yes, to some extent	18.1 (62)	20.5 (34)	16.8 (27)
No	9.6 (33)	11.4 (19)	8.1 (13)

75.3% felt that they were given enough information about who to contact if they were worried about their condition, treatment or surgery after leaving hospital, whilst 17.5% perceived that they weren't.

**Question: Were you given enough information about who to contact if worried about your condition, treatment or surgery after leaving hospital?**

Response	Percentage & number of responses (N=400)	Percentage & number of those who received care at SRH (N=188)	Percentage & number of those who received care at STDH (N=195)
Yes	75.3 (301)	72.3 (136)	77.9 (152)
No	17.5 (70)	19.1 (36)	15.9 (31)
Don't know / can't remember	7.3 (29)	8.5 (16)	6.2 (12)

Overall, 64.0% rated their emergency care as very good, with a further 22.7% perceiving it to be good. Furthermore, 5.9% rated it as average, 4.1% poor and 3.3% very poor.

A greater proportion of individuals rated their experience of emergency care at South Tyneside District Hospital as very good, compared to those who accessed the ED at Sunderland Royal Hospital (69.6% & 58.6%, respectively), however when taking into account those who rated the hospital they accessed as very good and good, the proportions were similar (86.0% for Sunderland Royal Hospital and 88.5% for South Tyneside District Hospital).

**Question: Overall, how would you rate your emergency care at this hospital?**

Response	Percentage of responses (N=392)	Percentage of those who received care at SRH (N=186)	Percentage of those who received care at STDH (N=191)
Very good	64.0 (251)	58.6 (109)	69.6 (133)
Good	22.7 (89)	27.4 (51)	18.8 (36)
Average	5.9 (23)	4.8 (9)	6.8 (13)
Poor	4.1 (16)	5.4 (10)	2.6 (5)
Very poor	3.3 (13)	3.8 (7)	2.1 (4)

All respondents were asked a series of open questions in which they could comment on their experience and provide any suggestions as to how their care could have been improved. Using qualitative analysis, responses were each coded, with codes grouped into themes, allowing a quantitative representation of themes.

### Positive comments

The most frequent positive comments made by respondents was about the manner in which they were cared for and treated by staff (28.6%), this included ambulance staff, those in the ED, ward staff, surgeons and consultants, cleaning staff and porters. Respondents described staff as understanding, respectful, professional and amazing, with some making reference to specific individuals.

*“The staff created a lovely atmosphere on the ward, every member of staff was very pleasant, kind and considerate and treated me with respect I felt confident that they were trained to do the right care” (Sunderland Royal Hospital)*

*“Staff - very professional” (South Tyneside District Hospital)*

*“Caring nurses, I felt that once I'd got past the first stage I was treated with great respect and care” (South Tyneside District Hospital)*

*“The caring when trying to get blood samples when my veins have collapsed, from admission to discharge I was humbled by the dedication of the staff even after long, long hours in very hot conditions, their level of care never faltered” (South Tyneside District Hospital)*

Furthermore, 13.3% commented upon the high / excellent standard of care and treatment they received, 7.3% the efficiency in the way they were treated, 2.1% the way they were kept informed and the explanations provided by staff and 0.9% the quality and choice of food.

Specific comments made by respondents included:

*“All staff in the hospital are excellent, A&E, critical care and coronary care are excellent, and I could not have had better treatment if I went private. I cannot express how well these three departments treated me” (Sunderland Royal Hospital)*

*“I was told all about the treatments I needed and was kept in the loop all the time I was an inpatient, I have quite a few health problems. I am at Sunderland Royal quite a bit for appointments etc. We should be very proud that we have such a great hospital caring for us in the Sunderland area” (Sunderland Royal Hospital)*

*“Being informed of what was happening and why, the A&E department was very busy and full, however I was put into a room and treated without an extreme wait. It was on the TV how long the wait time in hospital was, it was critical knowing this, I feel I was seen and treated really well (Sunderland Royal Hospital)*

**Question: Was there anything particularly good about your care?**

	Percentage of respondents (N=437)	Percentage of those who received care at SRH (N=206)	Percentage of those who received care at STDH (N=211)
Care and attention from staff	28.6 (125)	28.4 (60)	31.1 (64)
High standard of care and treatment	13.3 (58)	12.8 (27)	6.8 (14)
Efficiency	7.3 (32)	7.6 (16)	7.8 (16)
Explanations provided / communication	2.1 (9)	1.9 (4)	2.4 (5)
Food – quality and choice	0.9 (4)	0.5 (1)	1.5 (3)
Other	1.6 (7)	2.4 (5)	1.0 (2)

## Negative comments

Only a small proportion of the sample provided a negative comment when asked about their care.

The most frequent negative comments related to waiting times in relation to being seen by a health professional in the ED, having tests / scans, and being transferred to a bed in a ward, furthermore some commented upon the lack of information they received during this time (i.e. as to how long their wait would be).

*“The care I received was excellent, however it took 4 hours to have some bloods taken as I had to wait so long to see a doctor. If bloods had been ordered and taken on arrival I could have received the injection and left within a couple of hours instead I was there until midnight” (South Tyneside District Hospital)*

*“The only thing that is annoying was waiting in ambulatory care waiting room all afternoon and not being informed about anything, if I hadn't had the cannula in I probably would have left the hospital” (Sunderland Royal Hospital)*

*“In total I was at A&E and x-ray department for 7+ hours, due to my long-term and unique health conditions this was too long for me, I appreciate that A&E were extremely busy” (Sunderland Royal Hospital)*

*“It takes too long to get treatment when you are in pain, you have to wait up to 4 hours to get seen by someone” (Sunderland Royal Hospital)*

Other negative comments related to the manner in which individuals were spoken to by health professionals and the advice given, patients being admitted to an inappropriate ward or left on their own for a long period of time, and the lack of attentiveness of staff. Further negative comments are listed in the table below.

Specific comments made by respondents included:

*“The waiting room was a bit horrific if I'm honest. Not a very nice place to sit and wait especially being on your own and worried” (South Tyneside District Hospital)*

*“My night on the acute radical admissions ward was interesting. Lots of very ill patients made me feel out of place” (South Tyneside District Hospital)*

*“The nurse on Assessment did not recognise my condition” (South Tyneside District Hospital)*

*“Very poor staff on phone and not doing what they are paid to do” (Sunderland Royal Hospital)*

**Question: Please comment on your experience – negative comments**

	Percentage & number of respondents (N=437)	Percentage & number of those who received care at SRH (N=206)	Percentage & number of those who received care at STDH (N=211)
Waiting times and lack of information provided	3.4 (15)	3.9 (8)	1.9 (4)
Manner of health professionals / advice provided	1.8 (8)	1.5 (3)	1.9 (4)
Patient admitted to an inappropriate ward / left on own	0.9 (4)	0.5 (1)	1.4 (3)
Lack of attentiveness of staff	0.9 (4)	1.5 (3)	0.5 (1)
Miscommunication	0.7 (3)	0.5 (1)	0.9 (2)
Attitude of reception staff / waiting area	0.7 (3)	0.5 (1)	0.5 (1)
Inexperience of medical staff	0.5 (2)	0	0.9 (2)
Response times of 999 ambulance service	0.5 (2)	0.5 (1)	0.5 (1)
Lack of consideration of the needs of the patient (i.e. anxiety, disabilities)	0.5 (2)	0	0.9 (2)
Quality of food	0.5 (2)	0.5 (1)	0.5 (1)
Moving beds / being discharged at night	0.5 (2)	0.5 (1)	0
Distance of hospital to home	0.5 (2)	0.5 (1)	0.5 (1)
Other, including:	2.3 (10)	1.9 (4)	2.8 (6)
<ul style="list-style-type: none"> <li>- Cleanliness</li> <li>- Being discharged too quick</li> <li>- Lack of pain medication</li> <li>- Trolleys uncomfortable for those with back pain</li> <li>- Poor experience at the walk-in centre</li> <li>- Patients under the influence of alcohol / drugs causing disturbance in the ED</li> </ul>			

## Suggested improvements

Respondents were asked to identify whether they felt that any improvements could be made to the way in which they received their care and treatment.

The top three suggestions made were in relation to;

- Reduced waiting times - providing a more seamless process from attendance at the ED to discharge or admission.
- Improved communication and information; comments related to both communication between health professionals and patients, between health professionals, and between different departments and hospitals. Specific comments were made about keeping patients informed about waiting times and providing more accurate information on discharge.
- Improved staffing; respondents recognised the demands placed on staff and how over-worked they are, and suggested that more staff should be on duty.

**Question: Is there anything you think could have been improved?**

	Percentage & number of respondents (N=437)	Percentage & number of those who received care at SRH (N=206)	Percentage & number of those who received care at STDH (N=211)
Waiting times	5.0 (22)	6.2 (13)	4.4 (9)
Information / communication	4.8 (21)	5.7 (12)	3.4 (7)
Improved staffing	4.3 (19)	2.4 (5)	5.8 (12)
Improved care and attention from nursing staff.	2.3 (10)	1.4 (3)	2.9 (6)
Environment (cleaner, brighter, comfier seating, TV access for all beds)	2.1 (9)	1.4 (3)	2.9 (6)
Quality of food	1.6 (7)	0.5 (1)	2.9 (6)
Improved manner of staff	1.6 (7)	1.9 (4)	1.0 (2)
Waiting area / more efficient triage process	1.1 (5)	0.5 (1)	1.9 (4)
Less disturbance of patients at night (moving beds / being discharged)	0.9 (4)	0.5 (1)	0.5 (1)
Improved follow-up after discharge	0.7 (3)	0.5 (1)	1.0 (2)
Improved privacy	0.5 (2)	0.5 (1)	0.5 (1)
More robust tests / scans carried out whilst in hospital	0.5 (2)	0.5 (1)	0.5 (1)
Everything	0.5 (2)	0.5 (1)	0.5 (1)
Other, including: <ul style="list-style-type: none"> <li>- Improved mental health service</li> <li>- Not closing Bunny Hill Urgent Care Centre</li> <li>- Availability of wheelchairs on discharge</li> <li>- Patient education on which services to use and when</li> <li>- Surgical procedures at weekends</li> <li>- Less confusing parking charges</li> <li>- Cheaper rates for watching TV</li> </ul>	4.3 (19)	5.2 (8)	3.9 (8)

In terms of what is most important in terms of receiving emergency care, getting the right treatment as quickly as possible was considered the most important with 88.7% of all respondents rating this as extremely important, this was followed by quick

access to an expert specialist opinion and quick access to diagnostic tests, scans and treatment (69.7% & 66.1%, respectively rating these as extremely important).

The least important factors for individuals was services which are close to home and spending as little time as possible in hospital (52.1% & 53.4% respectively rating these as extremely important).

**Question: What is most important to you when accessing NHS help for a serious or life-threatening emergency?**

	Extremely important	Very important	Moderately important	Neutral	Slightly important	Low importance	Not at all important	Number of respondents
Getting the right treatment as quickly as possible	88.7% (354)	10.8% (43)	0.3% (1)	0.3% (1)	0.0%	0.0%	0.0%	399
Quick access to an expert specialist opinion for my illness or injury	69.7% (276)	26.8% (106)	3.3% (13)	0.3% (1)	0.0%	0.0%	0.0%	396
Quick access to diagnostic tests, scans and treatment	66.1% (261)	29.9% (118)	3.3% (13)	0.8% (3)	0.0%	0.0%	0.0%	395
Knowing where to go for the seriousness of the illness or injury	61.6% (241)	33.0% (129)	3.8% (15)	1.5% (6)	0.0%	0.0%	0.0%	391
Knowing how to contact services	61.0% (236)	31.3% (121)	5.2% (20)	2.6% (10)	0.0%	0.0%	0.0%	387
Services which are close to home	52.1% (201)	29.3% (113)	11.9% (46)	4.7% (18)	1.0% (4)	0.8% (3)	0.3% (1)	386
High quality, safe care provided by specialists	77.4% (301)	20.3% (79)	1.8% (7)	0.3% (1)	0.3% (1)	0.0%	0.0%	389
Spending as little time as possible in hospital	53.4% (207)	22.2% (86)	14.4% (56)	6.4% (25)	0.3% (1)	1.8% (7)	1.5% (6)	388

When given the opportunity to provide any further additional comments, other than commenting further on their care, a small number raised concern about the closure of local services;

*"I can't emphasize enough the importance of the bunny hill facility to so many people I hope they keep it open"*

*"Keep South Tyneside open Sunderland is too far away in my opinion"*

## 4 Appendix

### 4.1 Planned surgery and outpatient care – demographics

Table: Age (N=549)

Response	% of responses	Number of responses
18-24	0.9	5
25-34	1.8	10
35-44	6.6	36
45-54	12.9	71
55-64	19.5	107
65-74	33.3	183
75+	24.6	135
Prefer not to say	0.4	2

Table: Gender (N=541)

Response	% of responses	Number of responses
Male	40.5	219
Female	59.3	321
Prefer not to say	0.2	1

Table: Gender identity match sex registered at birth (N=545)

Response	% of responses	Number of responses
Yes	99.4	542
No	0.6	3

Table: Pregnant or child under the age of two years (N=398)

Response	% of responses	Number of responses
<b>Yes</b>	<b>0</b>	<b>0</b>
No	100.0	398

Table: Marital status (N=545)

Response	% of responses	Number of responses
Single	7.2	39
Cohabiting	5.0	27
Married	62.8	342
In a civil partnership	0.9	5
Separated	1.7	9
Divorced or civil partnership dissolved	8.4	46
Widowed or a surviving partner from a civil partnership	13.2	72
Prefer not to say	0.9	5

Table: Disability, long-term illness or health condition (N=544)

Response	% of responses	Number of responses
Yes	53.9	293
No	42.8	233

Prefer not to say	3.3	18
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Table: Disability, long-term illness or health condition detail (N=583)

Response	% of responses	Number of responses
A long standing illness or health condition	23.8	139
A mental health difficulty	4.3	25
A physical impairment or mobility issues	11.3	66
A social / communication impairment	0.5	3
A specific learning difficulty	0.9	5
Blind or have a visual impairment uncorrected by glasses	1.4	8
Deaf or have a hearing impairment	5.7	33
An impairment, health condition or learning difference that is not listed above	5.7	33
Prefer not to say	2.1	12

Table: Caring responsibilities (N=583)

Response	% of responses	Number of responses
None	69.6	406
Primary carer of a child or children (under 2 years)	0.2	1
Primary carer of a child or children (between 2 and 18 years)	4.3	25
Primary carer of a disabled child or children	0.9	5
Primary carer or assistant for a disabled adult (18 years and over)	2.6	15
Primary carer for an older person or people (65 years and over)	7.0	41
Secondary carer	3.4	20
Prefer not to say	2.7	16

Table: Currently serving in the UK Armed Forces (N=534)

Response	% of responses	Number of responses
Yes	0.2	1
No	99.3	530
Prefer not to say	0.6	3

Table: Used to serve in the UK Armed Forces (N=541)

Response	% of responses	Number of responses
Yes	8.1	44
No	91.1	493
Prefer not to say	0.7	4

Table: Member of a current or former serviceman or woman's immediate family / household (N=532)

Response	% of responses	Number of responses
Yes	9.0	48
No	89.5	476

Prefer not to say	1.5	8
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Table: Postcode (N=456)

Postcode	% of responses	Number of responses	Postcode	% of responses	Number of responses
DH4	3.1	14	SR1	1.5	7
DH5	1.3	6	SR2	5.5	25
NE31	4.6	21	SR3	6.1	28
NE32	7.2	33	SR4	6.8	31
NE33	10.5	48	SR5	4.6	21
NE34	24.3	111	SR6	7.5	34
NE35	2.0	9	SR7	3.5	16
NE36	3.5	16	SR8	2.2	10
NE37	2.0	9			
NE38	3.7	17			

Table: Race / ethnicity (N=537)

Response	% of responses	Number of responses
Asian / British Asian: Bangladeshi	1.1	6
Asian / British Asian: Indian	0.6	3
White: British	84.4	453
White: Irish	0.9	5
White: European	10.2	55
Mixed Race: Black & White	0.4	2
Black / British Black: African	0.2	1
Prefer not to say	1.5	8
Other	0.7	4

Table: Sexual orientation (N=526)

Response	% of responses	Number of responses
Heterosexual or straight	95.6	503
Bisexual	0.4	2
Gay man	0.2	1
Gay woman or lesbian	0.2	1
Asexual	0.2	1
Prefer not to say	2.5	13
Other	1.0	5

Table: Religion (N=536)

Response	% of responses	Number of responses
No religion	20.9	112
Hindu	0.4	2
Christianity	70.9	380
Jewish	0.6	3
Muslim	0.7	4
Prefer not to say	2.2	12
Other	4.3	23

## 4.2 Emergency care – demographics

Table: Age (N=398)

Response	% of responses	Number of responses
18-24	2.0	8
25-34	5.3	21
35-44	4.0	16
45-54	12.6	50
55-64	23.4	93
65-74	25.9	103
75+	25.6	102
Prefer not to say	1.3	5

Table: Gender (N=394)

Response	% of responses	Number of responses
Male	41.4	163
Female	58.4	230
Prefer not to say	0.3	1

Table: Gender identity match sex registered at birth (N=397)

Response	% of responses	Number of responses
Yes	99.0	393
No	1.0	4

Table: Pregnant or have a child under the age of 2 years (N=304)

Response	% of responses	Number of responses
Yes	1.3	4
No	98.7	300

Table: Marital status (N=394)

Response	% of responses	Number of responses
Single	10.9	43
Cohabiting	8.1	32
Married	55.3	218
In a civil partnership	1.3	5
Separated	1.0	4
Divorced or civil partnership dissolved	8.1	32
Widowed or a surviving partner from a civil partnership	14.2	56
Prefer not to say	1.0	4

Table: Disability, long-term illness or health condition (N=391)

Response	% of responses	Number of responses
Yes	68.0	266
No	29.2	114
Prefer not to say	2.8	11

Table: Disability, long-term illness or health condition detail (N=390)

Response	% of responses	Number of responses
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A long standing illness or health condition	40.8	159
A mental health difficulty	9.7	38
A physical impairment or mobility issues	18.2	71
A social / communication impairment	1.5	6
A specific learning difficulty	2.6	10
Blind or have a visual impairment uncorrected by glasses	2.6	10
Deaf or have a hearing impairment	7.9	31
An impairment, health condition or learning difference that is not listed above	7.2	28
Prefer not to say	9.5	37

Table: Caring responsibilities (N=377)

<b>Response</b>	<b>% of responses</b>	<b>Number of responses</b>
None	76.4	288
Primary carer of a child or children (under 2 years)	0.8	3
Primary carer of a child or children (between 2 and 18 years)	5.3	20
Primary carer of a disabled child or children	1.1	4
Primary carer or assistant for a disabled adult (18 years and over)	3.4	13
Primary carer for an older person or people (65 years and over)	6.4	24
Secondary carer	4.5	17
Prefer not to say	2.1	8

Table: Currently serving in the UK Armed Forces (N=382)

<b>Response</b>	<b>% of responses</b>	<b>Number of responses</b>
Yes	0.3	1
No	99.5	380
Prefer not to say	0.3	1

Table: Used to serve in the UK Armed Forces (N=383)

<b>Response</b>	<b>% of responses</b>	<b>Number of responses</b>
Yes	7.3	28
No	92.4	354
Prefer not to say	0.3	1

Table: Member of a current or former serviceman or woman's immediate family / household (N=379)

<b>Response</b>	<b>% of responses</b>	<b>Number of responses</b>
Yes	5.5	21
No	93.9	356
Prefer not to say	0.5	2

Table: Postcode

Postcode	% of responses	Number of responses	Postcode	% of responses	Number of responses
DH4	5.0	18	SR1	2.2	8
DH5	1.1	4	SR2	6.7	24
NE31	3.9	14	SR3	6.7	24
NE32	9.2	33	SR4	6.4	23
NE33	10.4	37	SR5	5.0	18
NE34	19.0	68	SR6	8.4	30
NE35	1.7	6	SR7	3.9	14
NE36	2.2	8	SR8	1.1	4
NE37	1.4	5	Other	3.1	11
NE38	2.2	8			

Table: Race / ethnicity (N=392)

Response	% of responses	Number of responses
Asian / British Asian: Bangladeshi	1.0	4
Asian / British Asian: Indian	0.3	1
Asian / British Asian: Pakistani	0.3	1
White: British	88.8	348
White: Irish	0.3	1
White: European	5.9	23
Mixed Race: Black & White	0.8	3
Mixed Race: Asian & White	0.8	3
Black / British Black: African	0.3	1
Gypsy or traveler	0.3	1
Prefer not to say	1.0	4
Other	0.5	2

Table: Sexual orientation (N=377)

Response	% of responses	Number of responses
Heterosexual or straight	95.0	358
Bisexual	0.3	1
Gay man	1.1	4
Prefer not to say	3.2	12
Other	0.5	2

Table: Religion (N=386)

Response	% of responses	Number of responses
No religion	22.5	87
Christianity	69.7	269
Buddhist	0.3	1
Muslim	0.5	2
Prefer not to say	2.6	10
Other	4.4	17