

Inpatient Care

St Helier & Epsom hospitals

Oaks Ward

Epsom Hospital

Healthwatch Sutton
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Calculating scores

For questions that have asked respondents to give a rating (i.e. 1-5 or 1-10), the scores have kept using the same scale and an average has been calculated.

In order to make it possible to compare responses to non-numeral questions (i.e. 'agree'/'disagree') the following scoring system was developed to give a single score for a scaled text-response question.

For each of the following response types in the tables below a weighting is given between 1 and 0 depending on the positivity of the response. All responses that show that the respondent does not give an opinion are removed from the equation. For example a response of 'Don't know' or 'I have not received any treatment of procedure' would be removed.

Questions with responses 'Yes, definitely', 'Yes, to some extent' and 'No'	
	Weighting
Yes, definitely	1
Yes, to some extent	0.5
No	0
Questions with responses 'Strongly disagree', 'Disagree', 'Undecided', 'Agree', 'Strongly agree'	
	Weighting
Strongly disagree	0
Disagree	0.25
Undecided	0.5
Agree	0.75
Strongly agree	1
Questions with responses 'Yes', 'No'	
	%
Yes	1
No	0

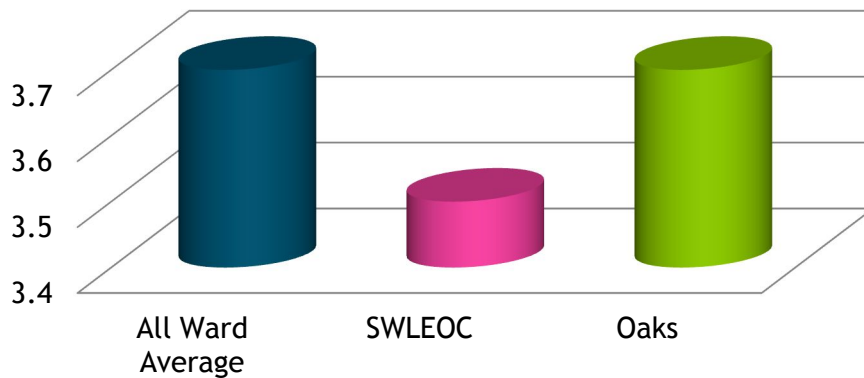
To calculate the score for each site or ward, the responses are substituted with the figures above and then an average is calculated. These are then converted in to a score out of 100 (0-100) by multiplying the final figure by 100 and rounded to the nearest whole number.

If a 'yes' or 'agree' response is a negative response, as shown in the questions below, then the scoring shown above is reversed. A higher figure shown in the report denotes a positive outcome for the patient.

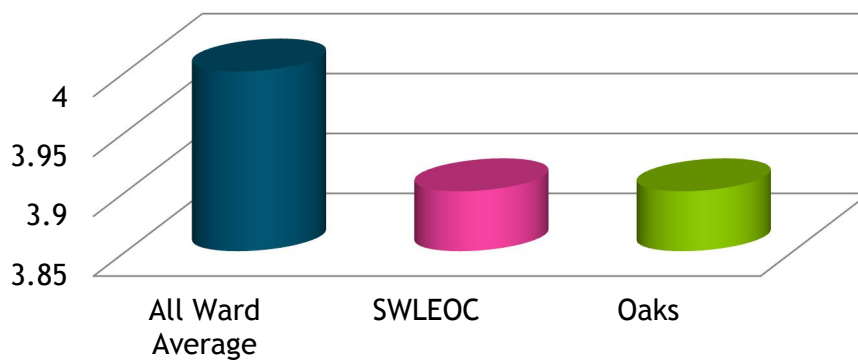
Q: Nurses speak in front of me as if I'm not there - Strongly disagree - Strongly Agree

Q: Have you been bothered by noise at night? - Yes, No

How would you rate the quality of the food?



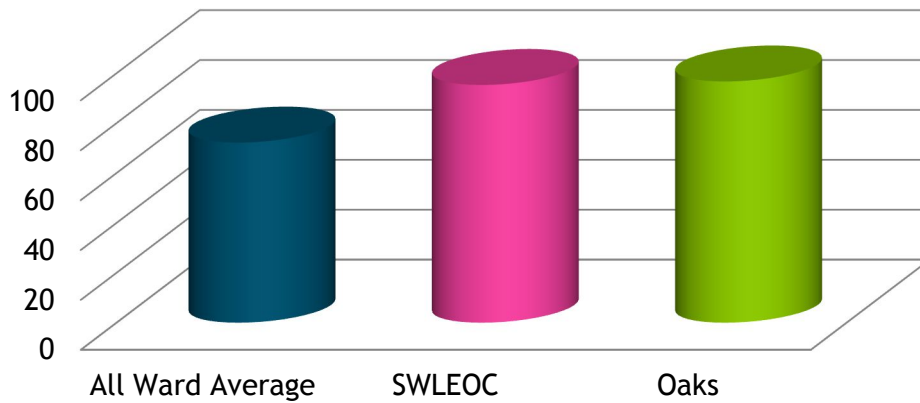
How would you rate the variety of the food?



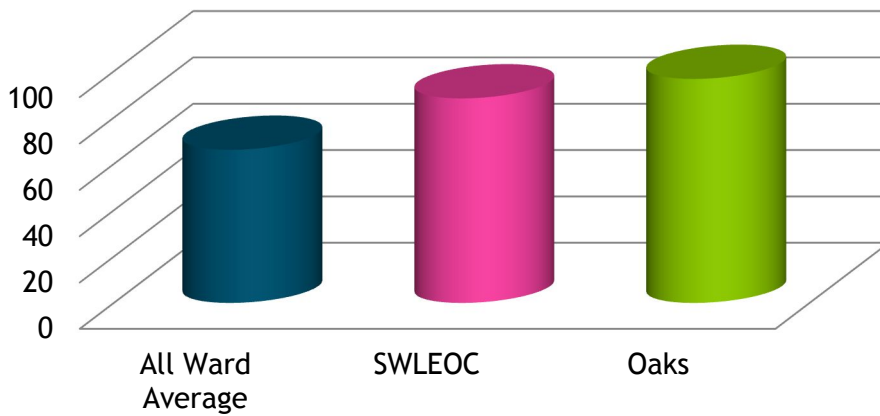
Any other comments about the food?

Oaks	All tastes much the same
Oaks	Needs side sauces/ spices
Oaks	A good choice and it's all nutritional. Portion size is ample. It's fine for me.
Oaks	All hot and portion good
Oaks	Delivery staff very nice
Oaks	Food hot
Oaks	Food well presented and hot (if meant to be). Portion size - adequate.
Oaks	Good portion size. Hot
Oaks	They bring menus round every day and you just tick off what you want. They bring round cups of tea and coffee all day long. There's always something going on.
Oaks	Very, very good. The best hospital food I have eaten
Oaks	Well presented. Portion size is adequate.
Oaks	The service has also been excellent. Food hot and well presented.

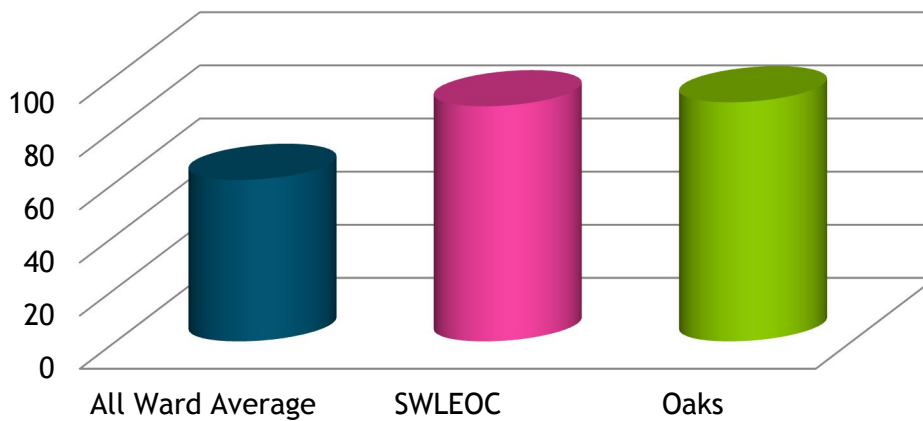
In your opinion, are there enough nurses on duty to care for you in hospital during weekdays



In your opinion, are there enough nurses on duty to care for you in hospital during week evenings



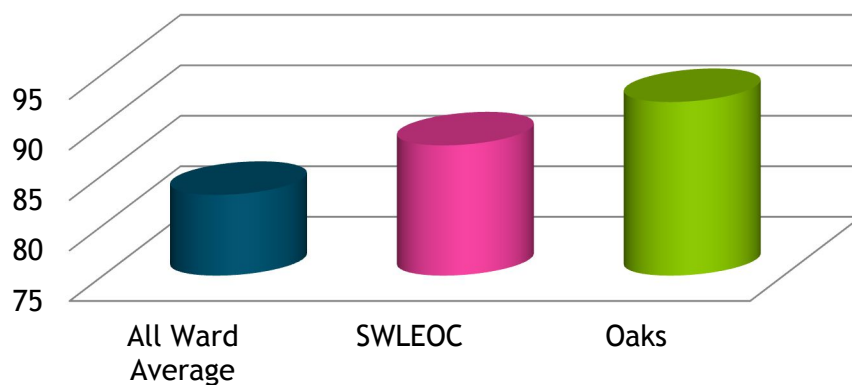
In your opinion, are there enough nurses on duty to care for you in hospital during weekends



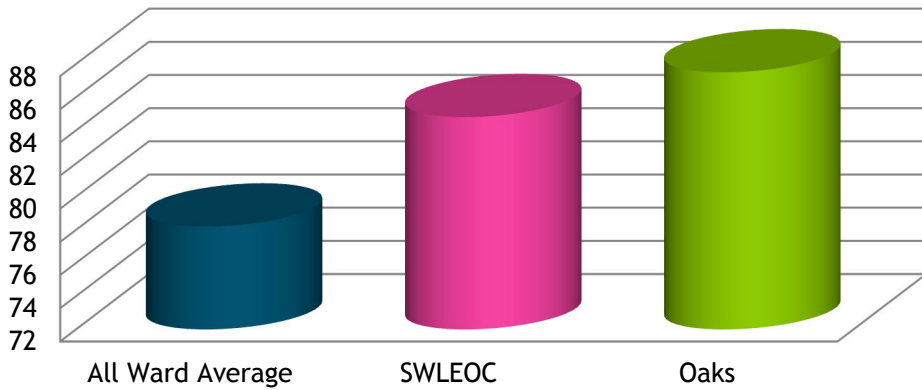
Comments

Oaks	Always attend really quickly when call button activated.
Oaks	Could have more nurses in the evening
Oaks	Does not differ
Oaks	Every time I have been a nurse, they have come quickly to assist.
Oaks	Excellent care from nurses
Oaks	Most nurses are wonderful One or two lack a command of the English language
Oaks	Most nurses are wonderful One or two lack a command of the English language
Oaks	Not been in at the weekend.
Oaks	The nurses are all very patient, caring and do their best for patients.
Oaks	The nurses introduce themselves when they come on duty and care for the same patient during the day.
Oaks	There are more patients around at the weekend. You aren't waiting for anything - you don't wait 20 mins or something when you ring the bell.
Oaks	Very quick and efficient. Very impressed with it here.

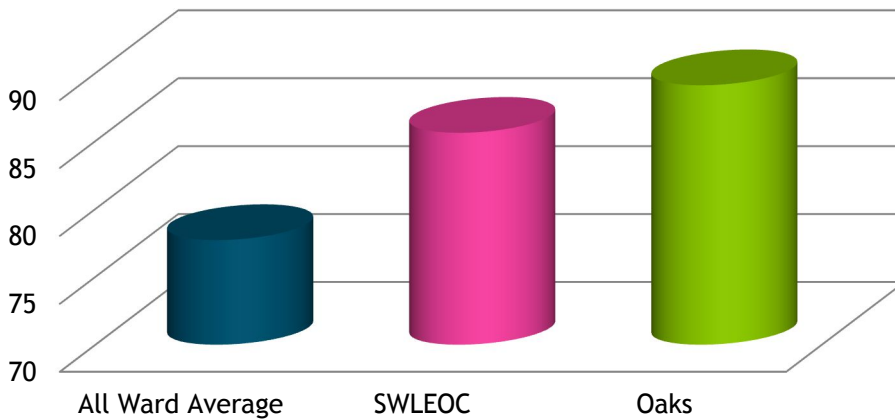
Please state how much you agree or disagree with the following statements about the nurses on this ward: I trust the nurses on this ward



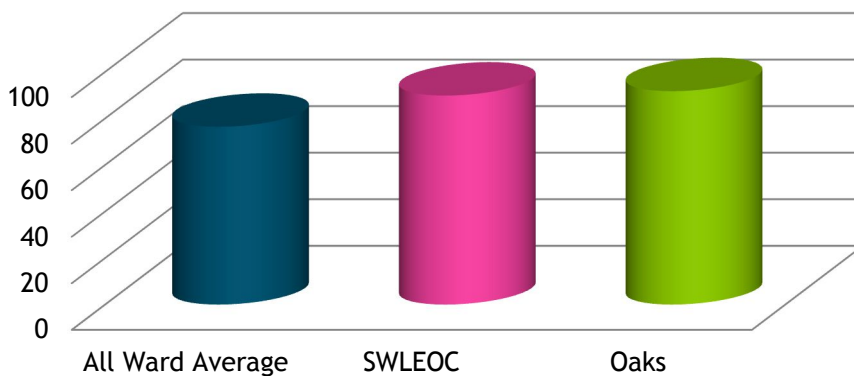
Please state how much you agree or disagree with the following statements about the nurses on this ward: Nurses have explained things clearly to me



Please state how much you agree or disagree with the following statements about the nurses on this ward: Nurses listen to me



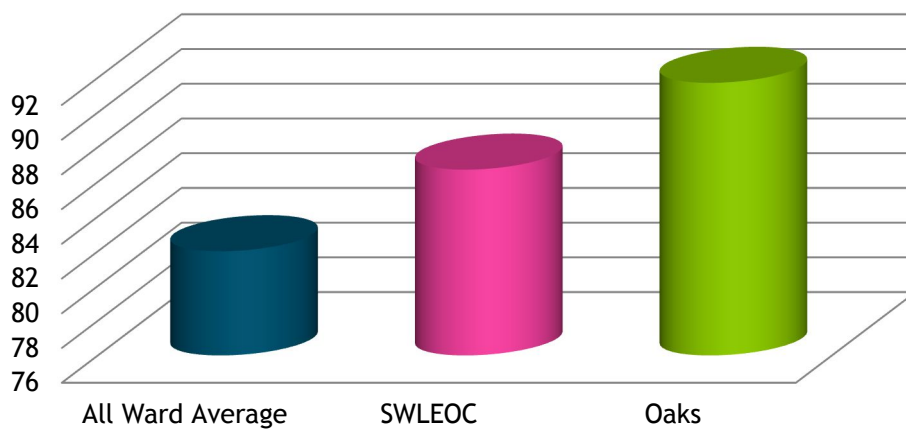
Please state how much you agree or disagree with the following statements about the nurses on this ward: Nurses speak in front of me as if I'm not there



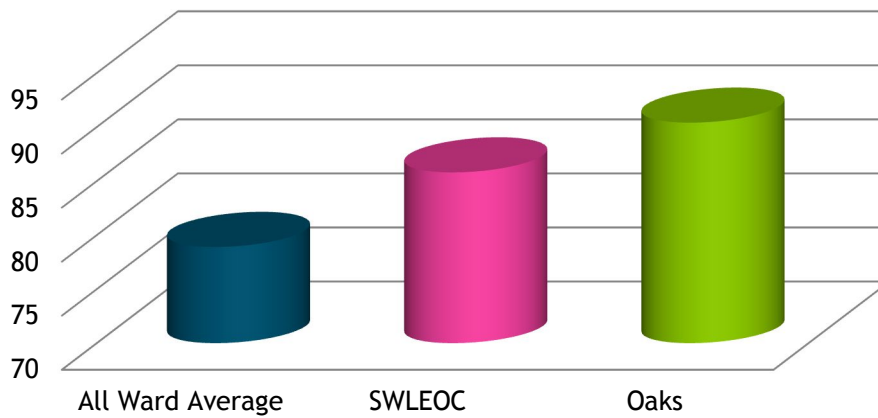
Any other comments about nurses?

Oaks	Absolutely lovely. Been in two wards.
Oaks	All have been absolutely brilliant
Oaks	Excellent - service is fantastic
Oaks	Excellent service and care.
Oaks	So helpful and will do anything for patients.
Oaks	They are patient and do a wonderful job
Oaks	They're pretty attentive. They're always here within a couple of minutes.
Oaks	They're there whenever you want them. They do things for you that they don't necessarily have to do. As we're speaking the nurses have brought the patient opposite a special reclining chair
Oaks	Nurses speak in front of me as if I'm not there' - Sometimes speak about me.
Oaks	Some messages don't get passed on/ acted on

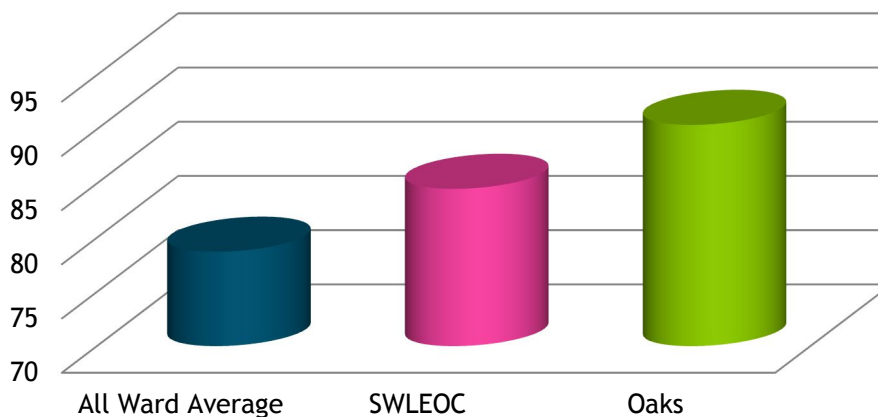
Please state how much you agree or disagree with the following statements about the doctors on this ward: I trust the doctors on this ward



Please state how much you agree or disagree with the following statements about the doctors on this ward: Doctors have explained things clearly to me



Please state how much you agree or disagree with the following statements about the doctors on this ward: Doctors listen to me



Any other comments about doctors?

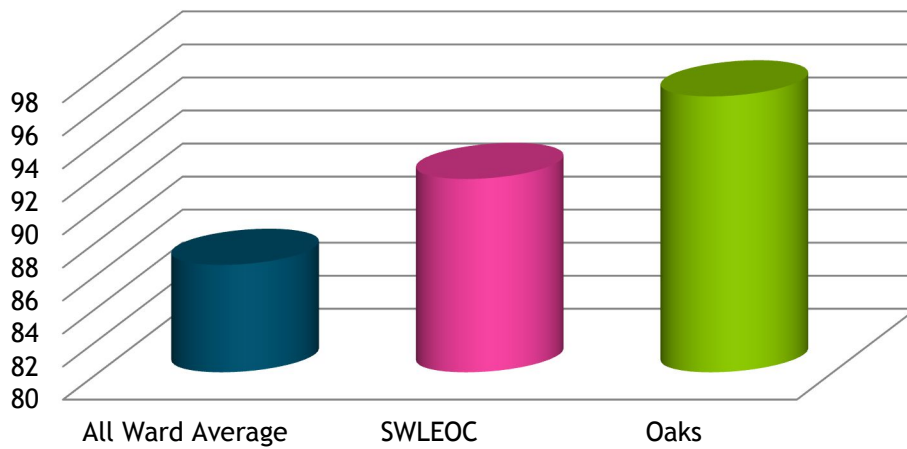
Oaks	Surgeon didn't take on board my need to continue with existing medications
Oaks	Had to explain complications
Oaks	Not much contact with the doctors. Just once a day when charts checked re. progress and medication confirmed/changed. Main contact was pre-op with consultant/anaesthetist which was excellent.
Oaks	Not seen a doctor on ward but Consultant explained before operation
Oaks	Excellent care
Oaks	Like being told all the details

Oaks	Made a mistake of **** wrong way round. doctor very concerned, explained it carefully
Oaks	Mr Hampton, surgeon, to be congratulated for explaining things well
Oaks	The doctors are very good.
Oaks	The doctors listen and take note.
Oaks	They looked into things for me that were totally unrelated to the operation I was having - had blood tests done.
Oaks	They say sorry for the little things they have to do which might cause some pain, every time. That's nice.

Any comments about other staff?

Oaks	All very good, especially the physio.
Oaks	Excellent care from physiotherapists. OT assessment at home prior to hospital admission
Oaks	Great physiotherapists.
Oaks	No complaints. Physios are good. Listened to the fact that I do not want to take lots of medication
Oaks	Physio is brilliant The cleaner is fantastic
Oaks	Physio very nice
Oaks	Physios - Fine Dietician - trying to help put weight on
Oaks	Physiotherapists very professional, explain things very clearly and very helpful in doing exercises with me.
Oaks	Pretty competent people - they take their time to treat you as an individual - respond to everyone's different ability levels (Physios)
Oaks	All good
Oaks	All good. The cleaner is great
Oaks	All great and very kind
Oaks	All okay
Oaks	All staff, I came in to contact with were friendly, professional and generally excellent.
Oaks	Generally good.
Oaks	Physios - Fine Dietician - trying to help put weight on

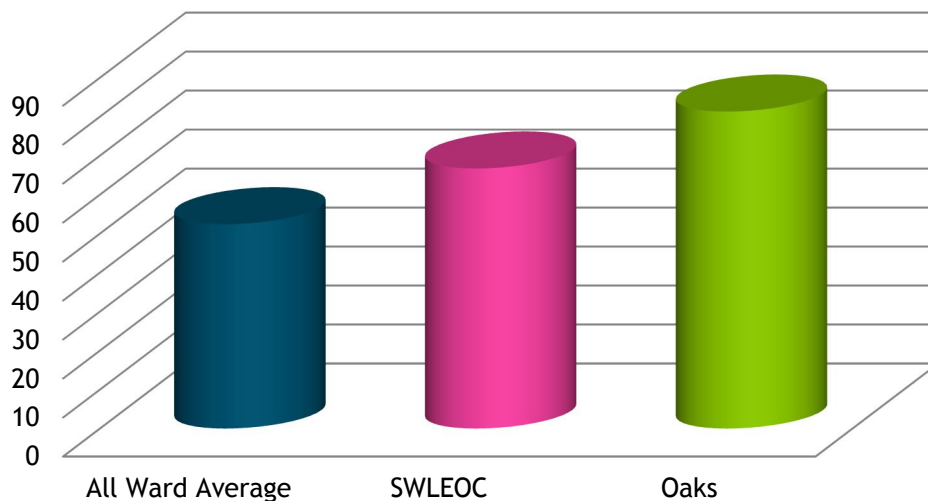
Did you receive all the help that you needed on this ward? (for example; to eat your meals, go to the toilet or respond to your call bell etc.)



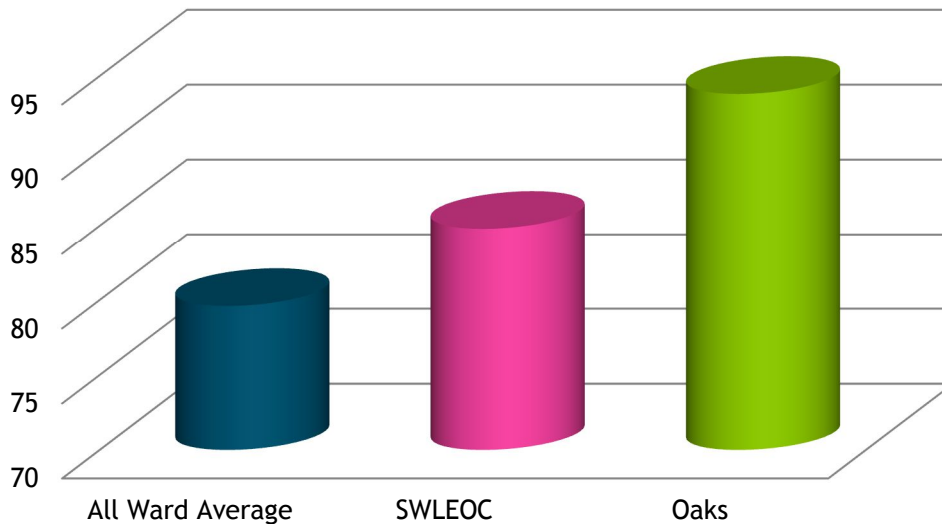
Comments

Oaks	Not as quick at night
Oaks	A fantastic place
Oaks	All staff are excellent and very helpful.
Oaks	As above
Oaks	Just ring the bell. Help is always available.
Oaks	The staff are excellent in every way.

Have you been bothered by noise at night?



Have you been bothered by light on the ward?

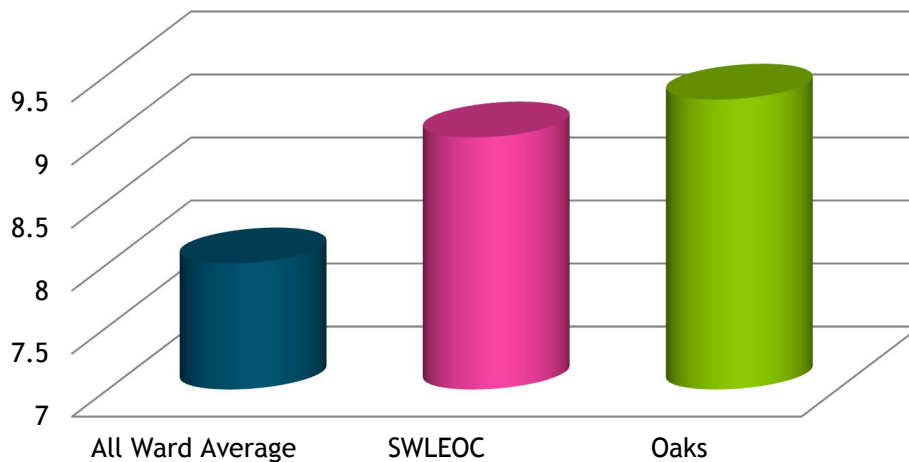


Have you been given the opportunity to give feedback or raise concerns about the care you have been receiving on this ward?

Comments

Oaks	All been very very good.
Oaks	Feedback form offered when leaving hospital.
Oaks	I always get help. Nothing is too much trouble.
Oaks	If I had to complain I know how to complain
Oaks	No concerns
Oaks	Not yet but I have not yet finished my stay so there may well be a feedback sheet to complete on discharge and I have had no concerns to raise about my care.
Oaks	Only my second day on the ward.
Oaks	Staff respond well to feedback
Oaks	They ask you how things are if that's what you mean.
Oaks	Up to now, I have not had any problems but has not been given the opportunity to give feedback or raise concerns
Oaks	Yes, but no complaints

Please rate your overall experience of staying on this ward. (1=Poor - 10=Excellent)



Any other comments about your stay?

Oaks	Excellent standard. Best hospital patient has stayed in. The television charges are too expensive.
Oaks	Noise at night - snoring but hasn't bothered me to any extent Light - ward has sufficient natural light during daylight hours. There are no strip fluorescent lights in the rooms, only in the corridors
Oaks	Noise on the ward from other patients can not be avoid but they do try to minimise. Perfection is not possible
Oaks	A pleasant stay. Patient had requested a private room but is totally glad that she had been in a light/airy 3 bedded ward with very pleasant fellow patients.
Oaks	An absolutely excellent hospital and staff. Absolutely no complaints - only praise
Oaks	Best as could be
Oaks	Brilliant. Felt unwell so staff got me a fan. Would recommend to anyone.
Oaks	Everything going smoothly. First experience of Epsom hospital.
Oaks	Excellent standard. Best hospital patient has stayed in. The television charges are too expensive.
Oaks	Have had no problems what so ever. An excellent stay in hospital but is looking forward to going home.
Oaks	If I had to come back here, I wouldn't be at all worried. It's been perfect. Can't fault it.
Oaks	Nurses are angels. Everything is clean, uses wipes to give bed baths. These are good. Lovely clean towel.
Oaks	This form should be available to all patients, not just based on a chance encounter
Oaks	Transition from pre-op - PACU to ward very smooth.
Oaks	You can't beat it, to be fair. You've got so many people around you, taking care of you. They're quite a fun lot too, we have a laugh together, they've been brilliant.

Observation Sheets

Ward: Oaks (21/06/16 (1), 06/07/16 (2))

From 1-5, how would you rate the following areas?

(1= unacceptable, 2= poor, 3= acceptable, 4= good and 5= excellent)

Area	Score	Comment
Entrance/reception	5	(1) Nurses station easy to find. Corridors wide and clear. (2) Good sister, very helpful. Asked if there was any major feedback to let her know.
Décor	5	(1) Nice nature scenes in the corridors - very large. Lovely 'thank you' care display (with patients 'raising concerns' leaflet included) (2) Good
Tidiness	5	(1) No clutter (2) Very good
Lighting	5	(1) Massive windows in the corridor and each room loads of natural daylight (2) Very good
Odour	5	(1) The ward smells faintly like fresh laundry (just after cleaner had been round). (2) Good
Cleanliness	5	(1) Observed the hospital porter complimenting the cleaner on how clean and good-smelling the bay we were in is. (2) Ward very empty and all very clean
Noise level		
Information displayed		(1) Language support poster really prominent, and A2 size - 11 languages on it (2) All usual info
Staffing level	5	(1) Shows full complement on poster (2) One nurse down on early and late but as the ward is very empty... is this a problem?
Safety		
Temperature	3	(1) Too hot. Staff say ventilation is bad and it feels like heating is on. Would be nice for patients to have fresh air (2) OK
Staff interaction with residents	5	(1) Knocking before entering rooms - even with doors open; also asking what the patient prefers to be called. Observed 3 Physios with their patients, great rapport, really bright & cheery and encouraging. Patients were laughing and joking

		<p>with them. They answered all their questions, encouraged them to try things but also to take it easy, were checking in frequently with patients.</p> <p>(2) Nice welcome to new patient, nurse said 'welcome to Oaks ward' as the trolley bed came in. Welcome from the tea lady. Relaxed atmosphere. No 'nurse in charge' badge. Patient said all the pre-op stuff went well. You can get a hot/cold pack prescribed by the consultant but no-one is allowed to heat it. Patient said that she has had a language problem with some staff and she had never met a senior nurse. She spent an hour in recovery and had no pain relief.</p>
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