

Inpatient Care

St Helier & Epsom hospitals

Ward Derby

Epsom Hospital

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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.

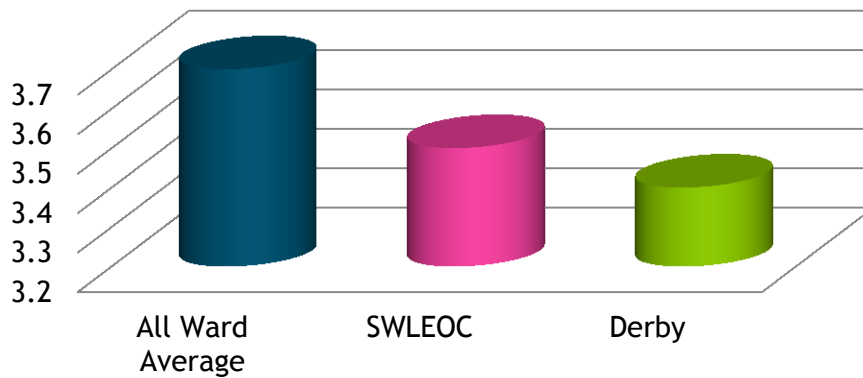
If a 'yes' or 'agree' response is a negative response, as shown in the questions below, then the scoring shown above is reversed. A higher figure shown in the report denotes a positive outcome for the patient.

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

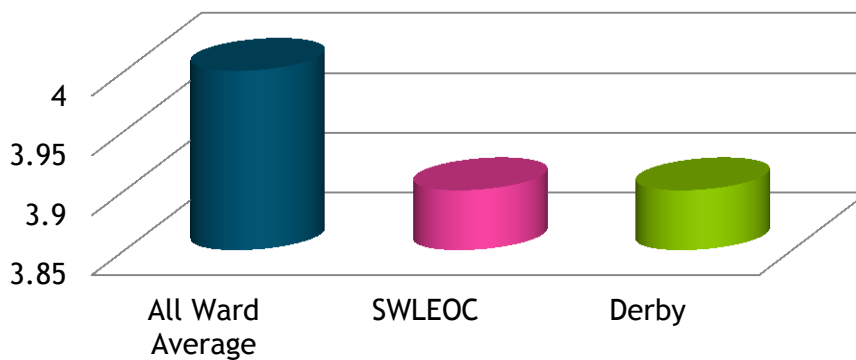
Q: Have you been bothered by noise at night? - Yes, No

Full responses to questions

How would you rate the quality of the food?



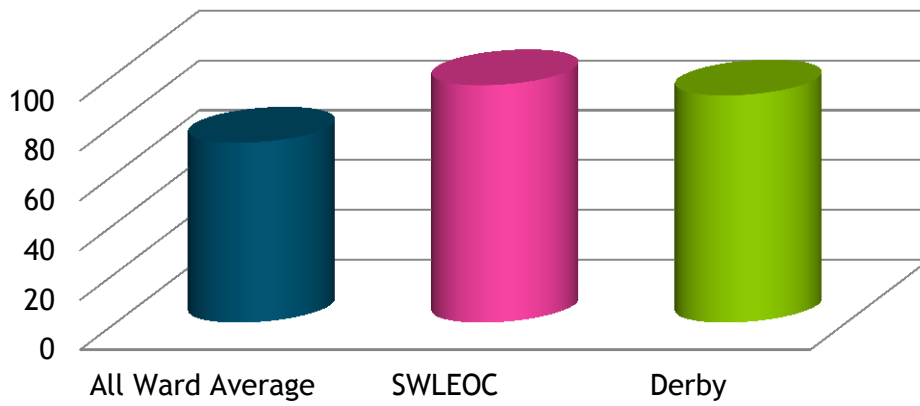
How would you rate the variety of the food?



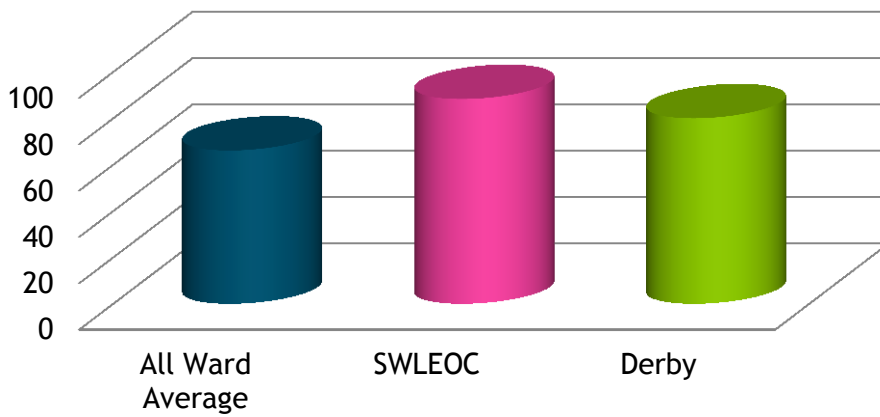
Any other comments about the food?

Derby	A little more variety.
Derby	Can't comment because you were unable to order.
Derby	I am a very fussy eater. Like natural (pure) food. Not enough fresh vegetables. Plain food in packets.
Derby	There should be an arrangement for food if you come late after an operation. No arrangement for food.
Derby	Not much experience. Couldn't eat lunch as not feeling well.
Derby	Basic but good.
Derby	Food - good. Tea & coffee - poor.
Derby	Good that they have gluten free food.
Derby	Thoroughly enjoyed my meals so far.

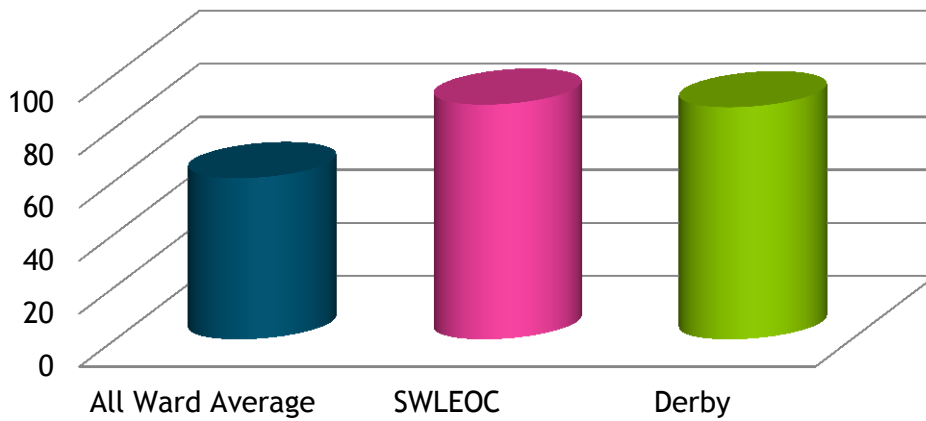
In your opinion, are there enough nurses on duty to care for you in hospital during weekdays



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



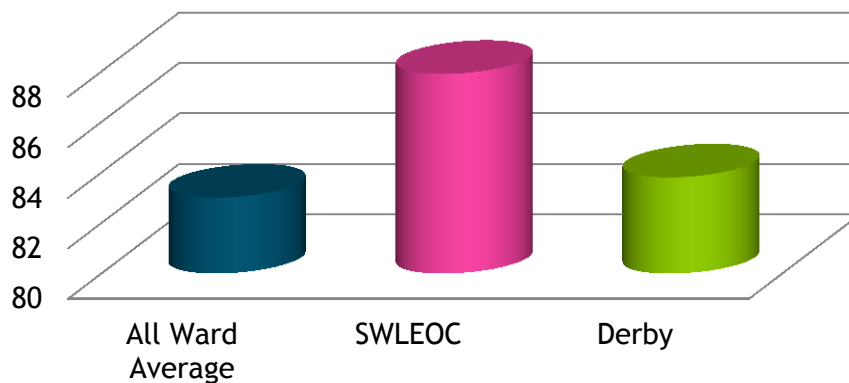
In your opinion, are there enough nurses on duty to care for you in hospital during weekends



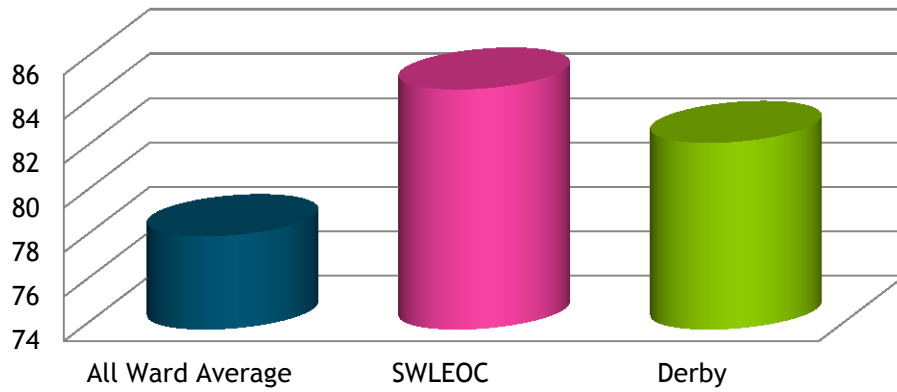
Comments

Derby	All the nurses have been very kind and helpful.
Derby	At weekend some nurses have limited English.
Derby	Cheerful and efficient.
Derby	Constant flow.
Derby	Could do with more. Have had all the care needed.
Derby	One day, nurses had to do food because catering staff were not in.

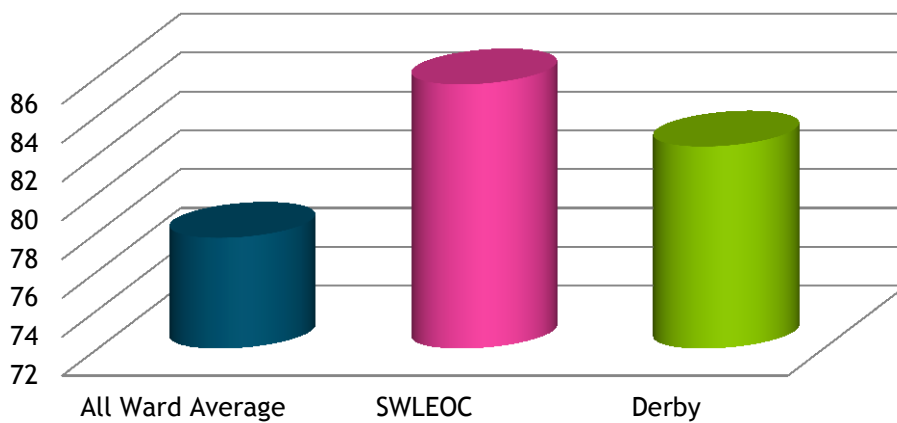
Please state how much you agree or disagree with the following statements about the nurses on this ward: I trust the nurses on this ward



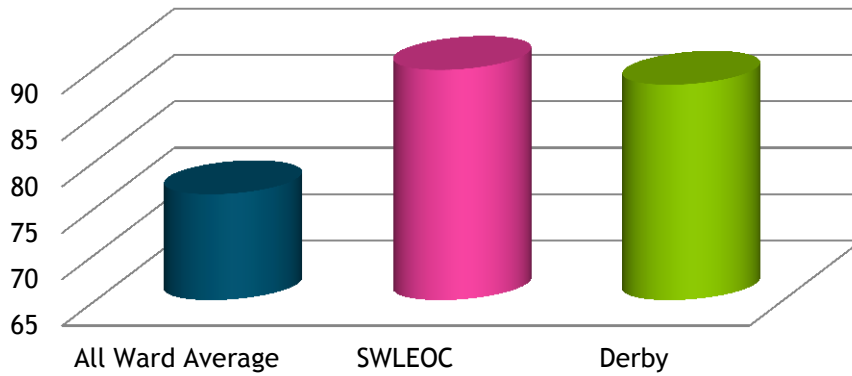
lease state how much you agree or disagree with the following statements about the nurses on this ward: Nurses have explained things clearly to me



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



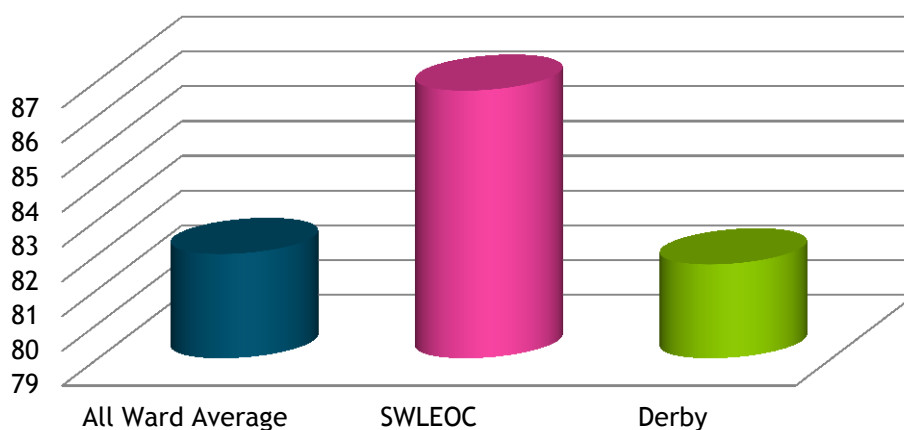
Please state how much you agree or disagree with the following statements about the nurses on this ward: Nurses speak in front of me as if I'm not there



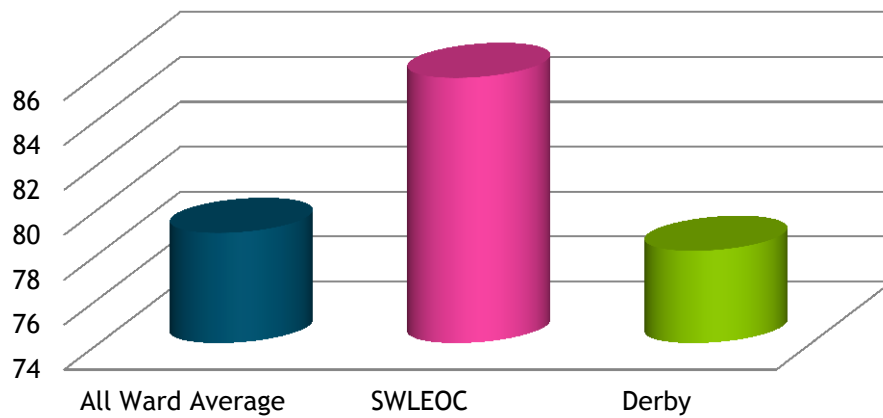
Any other comments about nurses?

Derby	Very encouraging.
Derby	Very helpful, friendly. Know when you're feeling down.
Derby	High staff turnover. Always adjusting to new people.
Derby	I have difficulty understanding non-first language English speakers. Not told what tablets I was given.
Derby	Weekend nurses not sufficient English to explain.

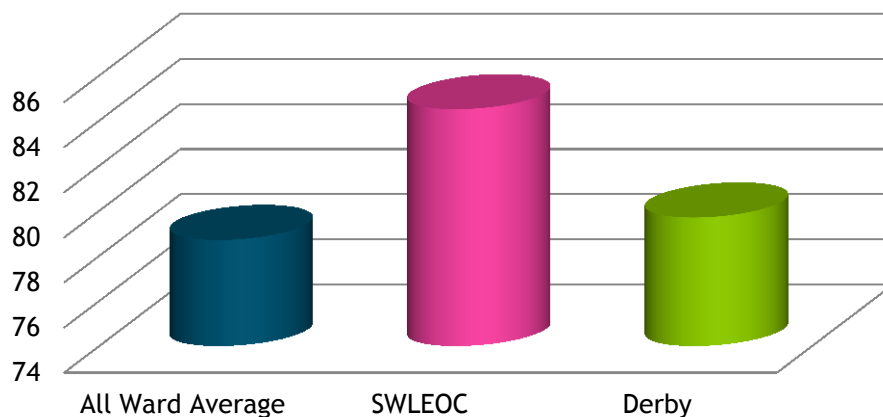
Please state how much you agree or disagree with the following statements about the doctors on this ward: I trust the doctors on this ward



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



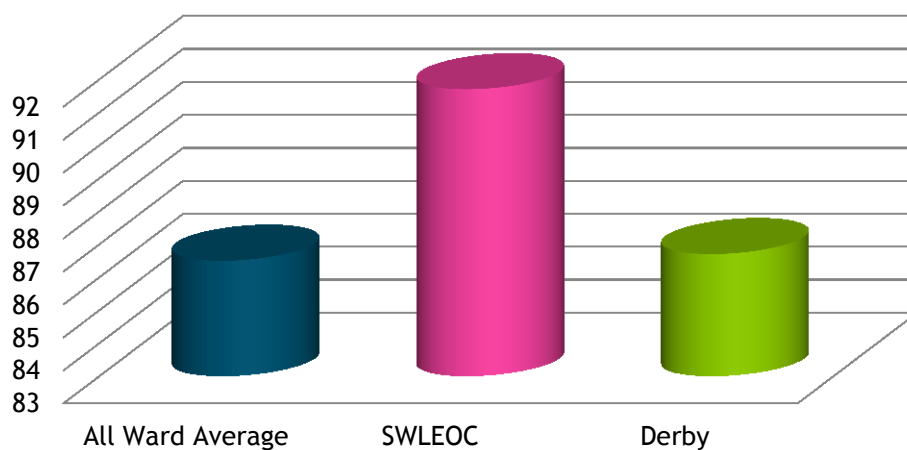
Any other comments about doctors?

Derby	Some language difficulties as with nurses.
Derby	Don't think I've actually seen a doctor on the ward yet.
Derby	I've only seen one.
Derby	Very routine so doctors not high profile.
Derby	Very good at their job.

Any other comments about other staff?

Derby	X-ray staff excellent Blood testing - Average - Needs to update system
Derby	Physios and Phlebotomists have been very kind and supportive. Haven't seen an OT.
Derby	Physio - very good and understanding.
Derby	Physio very good.
Derby	Physio very good. Get leg working.
Derby	Physio very popular on this ward.
Derby	Physios very dedicated.
Derby	Physios: Charming and insistent.
Derby	Told they would come twice a day. They have only been once or not at all (Physios?)
Derby	All very helpful.
Derby	Are all outstanding and charming and kind.
Derby	Excellent and helpful.
Derby	Fine
Derby	Happy with all that.
Derby	Seem efficient
Derby	Very impressed in general. Everyone policy of friendly - communicate across all departments - Range of people - same value - Everyone has time for you.

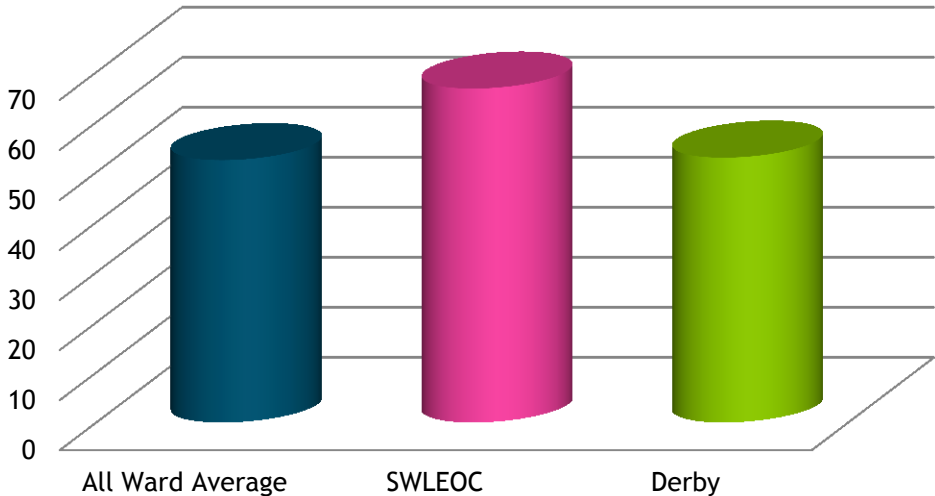
Did you receive all the help that you needed on this ward? (for example; to eat your meals, go to the toilet or respond to your call bell etc.)



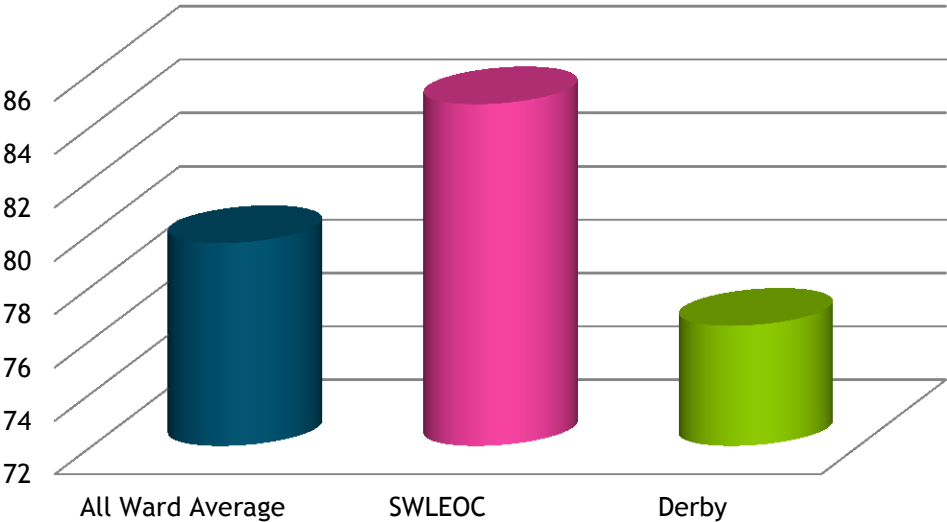
Comments

Derby	Always helpful
Derby	Came immediately.
Derby	Immediately.
Derby	Very helpful.

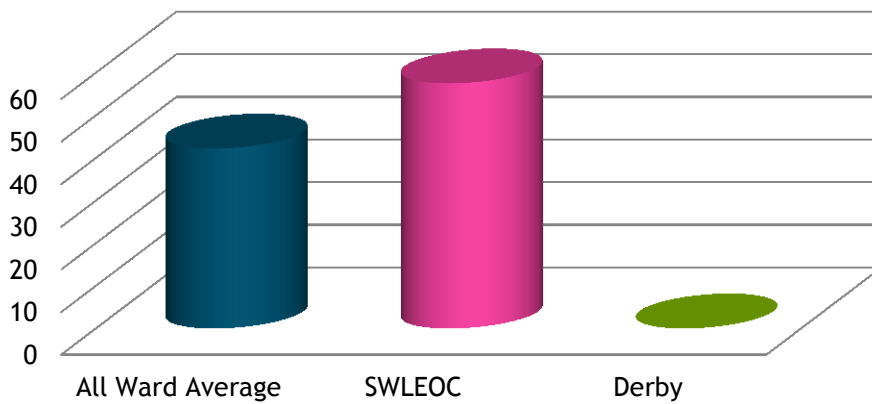
Have you been bothered by noise at night?



Have you been bothered by light on the ward?



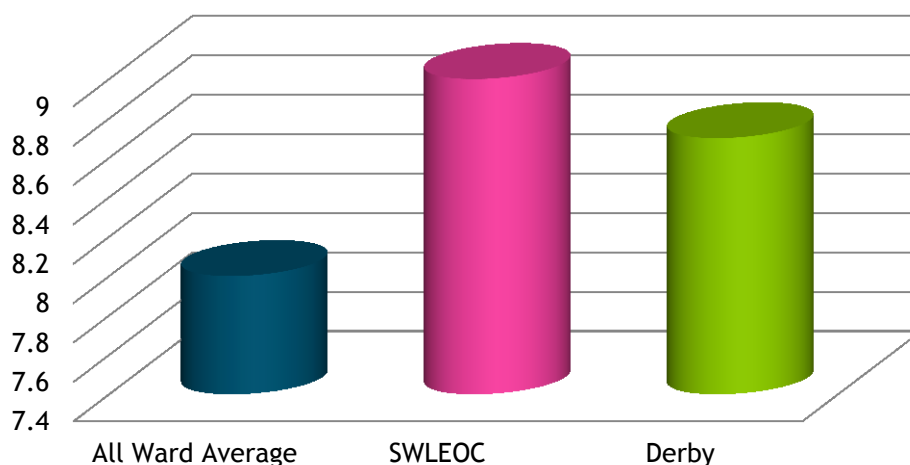
Have you been given the opportunity to give feedback or raise concerns about the care you have been receiving on this ward?



Comments

Derby	I would like to give feedback to express my thanks
Derby	Not been here long enough.
Derby	Not here long enough
Derby	Not yet.
Derby	Only about food. Not about other matters.
Derby	Quite happy with treatment.
Derby	Too early to say

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



Any other comments about your stay?

Derby	Health and Safety - Toilet light was turned off while I was in toilet last night (light switch is outside).
Derby	Patient turnover can be disconcerting.
Derby	Unit seems to have the principle to get you out and not well able to deal with any problems.
Derby	Appreciated stay here. Best practice. Very impressed.
Derby	Excellent
Derby	Excellent treatment.
Derby	It was well planned and staff have been extremely helpful. I've been told that this hospital has the lowest post-infection rate, either in the UK or Europe - not sure which. From what I have experienced I feel this must be true. I was told by friends who had experienced treatment here and also by a friend who has extensive experience in the NHS. You get so much information before you come - and give you information about whether your furniture at home is suitable height or hard/softness for after your operation. There is a number you can ring if you have any questions.

Observation Sheets

Ward: Derby (14/06/16 (1), 23/06/16 (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		(1) Staff confusion over visits.
Décor	5	(1) Good (2) This ward seems a lot lighter and fresher than Oaks - due to colour scheme (yellow not red)
Tidiness		(1) Very good
Lighting		(1) Good
Odour		(1) Good
Cleanliness		(1) Very good
Noise level		(1) Very good (2) There are a few fans around that are quite noisy but not too bad
Information displayed		(1) Welcome board. Good general info. PALS leaflet. Wifi. General feedback
Staffing level		(2) Full as required for this ward.
Safety		(1) No clutter. Toilet does not have a light switch inside - people can get stuck in the dark
Temperature		(1) OK. (2) It's rather warm - two patient, 2 patients have brought in their own fans.
Staff interaction with residents		(1) Very calm. Physio explaining to patient how to get up steps. Gels on lockers and in corridors. Doctor asked patient about progress and set return home date. Staff to leaving patient 'We'll miss you, take care'. Access to language support - poster. Big leaflet board with variety of leaflets. Max 4 bed bays. (2) Really friendly atmosphere on the ward. No 'nurse in charge' badge. It gets draughty in the winter - windows don't seal properly.