

Inpatient Care

St Helier & Epsom hospitals

Ward C6

St Helier 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.

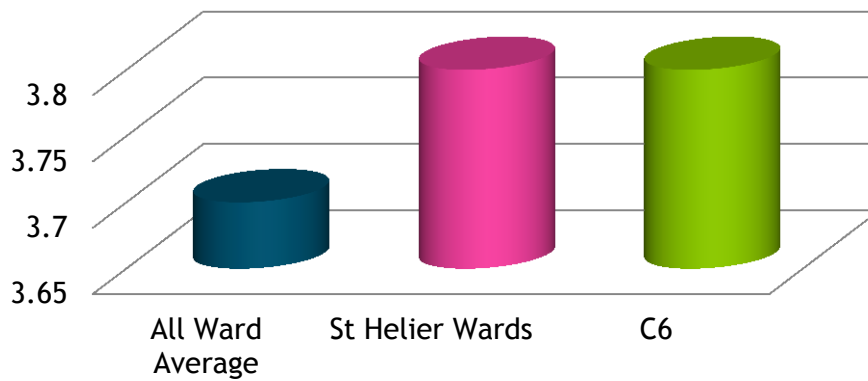
If a 'yes' or 'agree' response is a negative response, as shown in the questions below, then the scoring shown above is reversed. A higher figure shown in the report denotes a positive outcome for the patient.

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

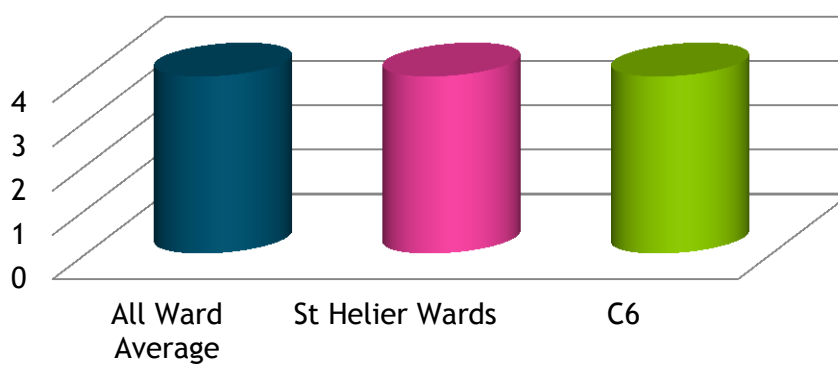
Full responses to questions

How would you rate the quality of the food?



Lowest Ward Score - St Helier	3.5
Highest Ward Score - St Helier	4.4

How would you rate the variety of the food?

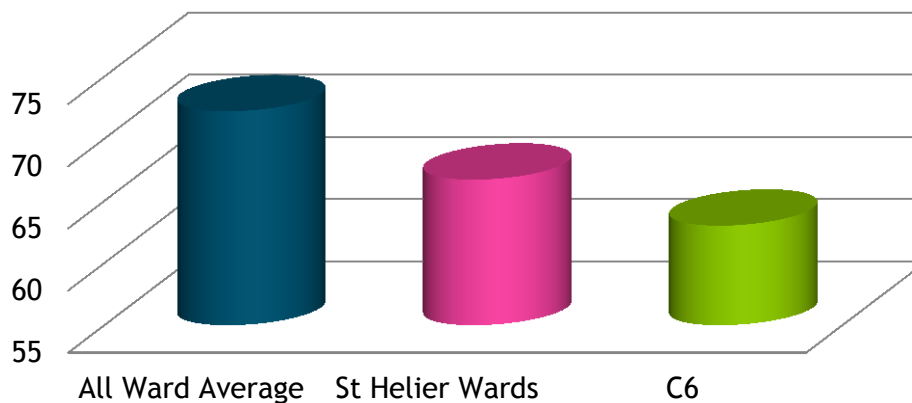


Lowest Ward Score - St Helier	3.7
Highest Ward Score - St Helier	4.5

Any other comments about the food?

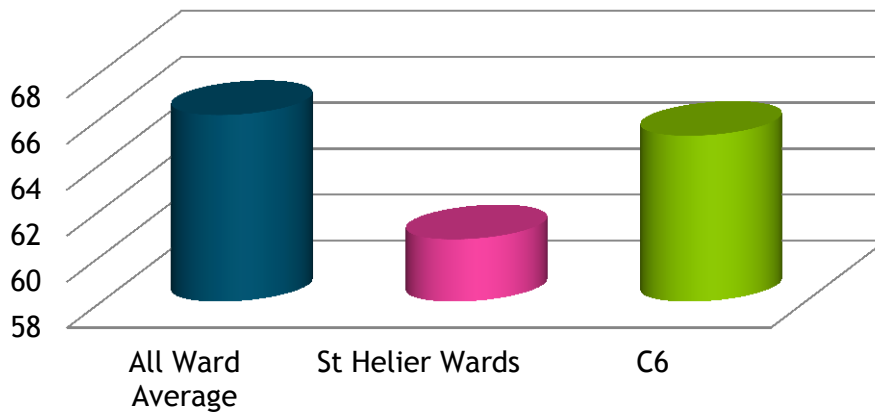
C6	Chicken very tough. Veg are watery
C6	Not always hot enough. Plenty of choice, if do not eat meat.
C6	Not as good as last time
C6	Not much variety for breakfast, no cooked breakfast and no cereal only porridge.
C6	Not very good. Diabetic and lack choice. No direction and support about food choice
C6	Soup always cold - should be hot. Same with all the food which should be hot. Good food spoiled.
C6	Staff need to listen better to requirements of patient and maybe get the orders right more often.
C6	There was a mix up with menu choice and I didn't get what I had ordered
C6	Vegetarian choice limited
C6	None
C6	On a restricted diet
C6	Some meals better than others
C6	Been OK
C6	Hot. OK
C6	I am very satisfied
C6	Not always hot enough. Plenty of choice, if do not eat meat.

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



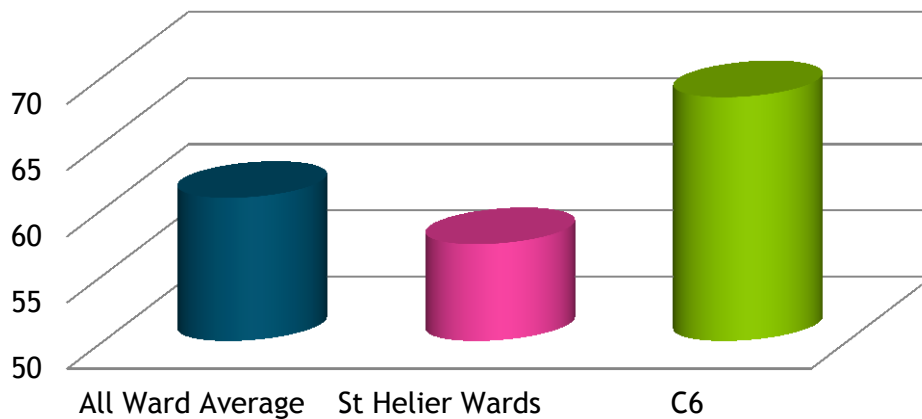
Lowest Ward Score - St Helier	48
Highest Ward Score - St Helier	82

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



Lowest Ward Score - St Helier	43
Highest Ward Score - St Helier	76

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

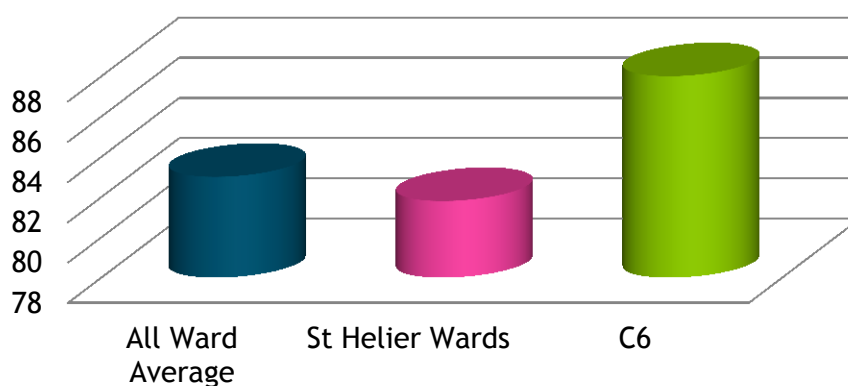


Lowest Ward Score - St Helier	43
Highest Ward Score - St Helier	75

Comments

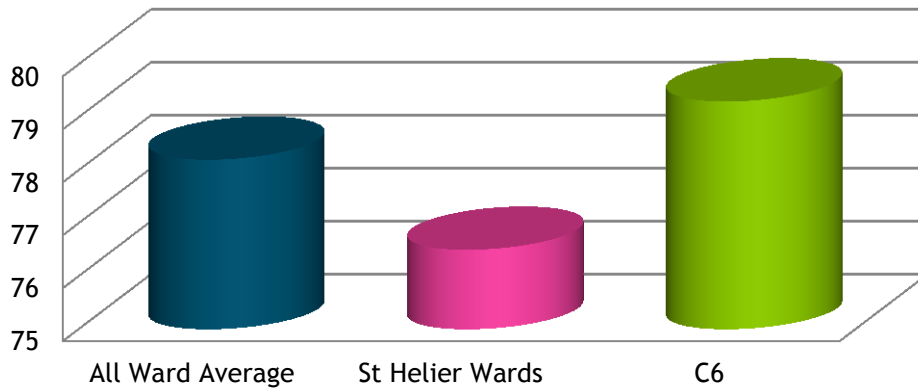
C6	All lovely
C6	Can't fault staff
C6	Could do with more
C6	It is only one to one anyway.
C6	It would be nice to see more staff but they are very kind.
C6	May need a couple more
C6	Need more help. Less running around
C6	Nurses sometimes forget to undertake treatment as per care plan and moisturising of legs. All night nurses often speak in their language which I find very off-putting.
C6	Seems adequate
C6	Some nurses need further training. Mostly nights
C6	They're lovely here.
C6	Think need more staff
C6	Very enough staff - and their responses are so fantastic
C6	Very good staff.
C6	Weekday evenings - Less nurses at night time Very stretched if one or two nurses are ill.

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



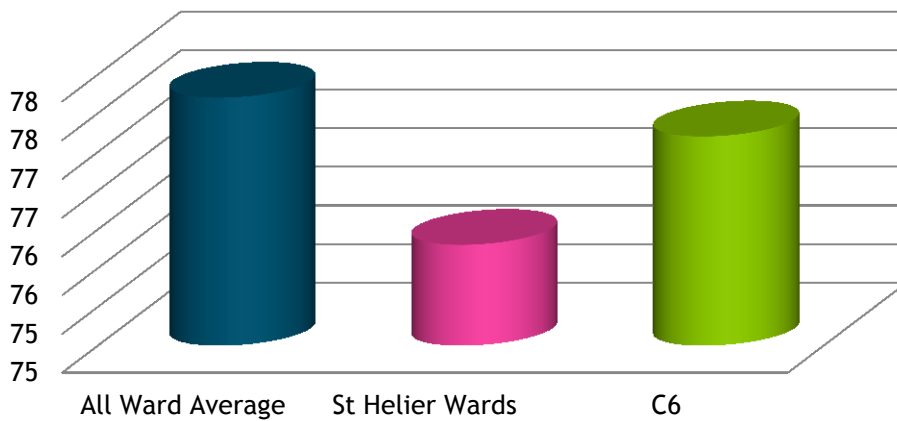
Lowest Ward Score - St Helier	73
Highest Ward Score - St Helier	88

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



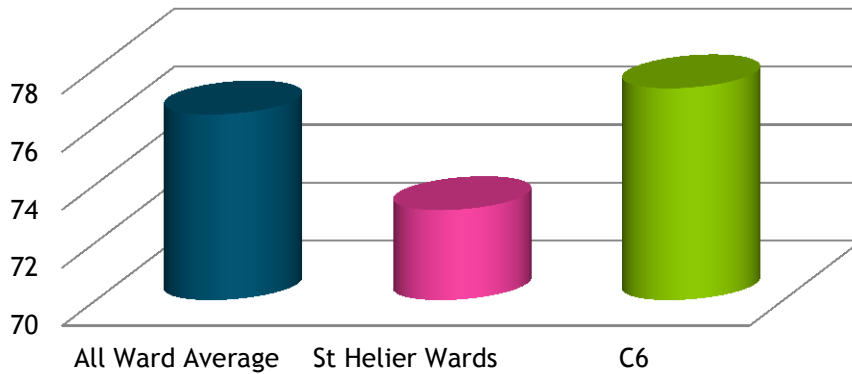
Lowest Ward Score - St Helier	69
Highest Ward Score - St Helier	86

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



Lowest Ward Score - St Helier	71
Highest Ward Score - St Helier	83

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

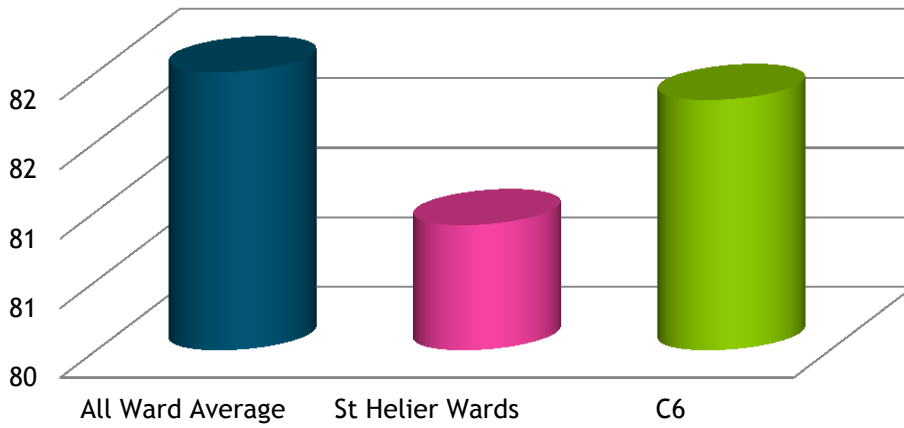


Lowest Ward Score - St Helier	57
Highest Ward Score - St Helier	78

Any other comments about nurses?

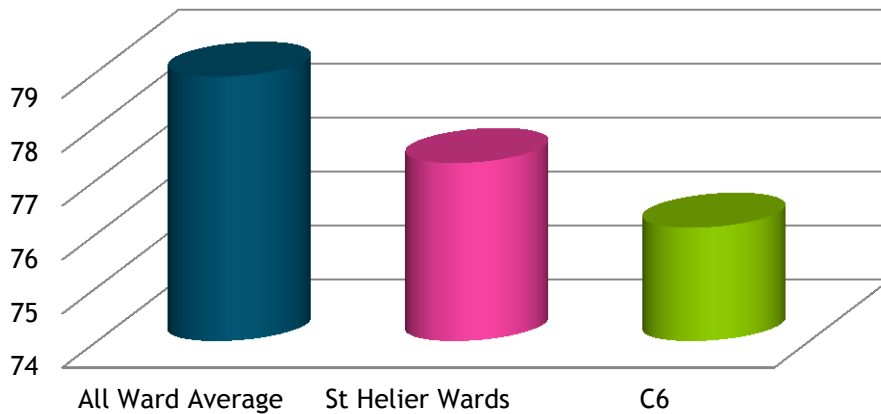
C6	All very helpful
C6	Excellent
C6	Good all round
C6	Happy with service and attitude. Personally, try their best.
C6	lovely
C6	Only positive
C6	Professional at all times. Overworked!
C6	So helpful
C6	There aren't any nurses I don't like
C6	They listen to me, I listen to them, we share, we laugh!
C6	At swap over/report time only
C6	Due to two exceptions
C6	During the day nurses are great but service is not the same at night.
C6	Nurses have explained things clearly to me - No time. Nurses list to me - Not always Took away my tablets prescribed by GP and did not seem to listen to me.
C6	Nurses speak in front of me as if I'm not there - Occasionally. Very good.

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



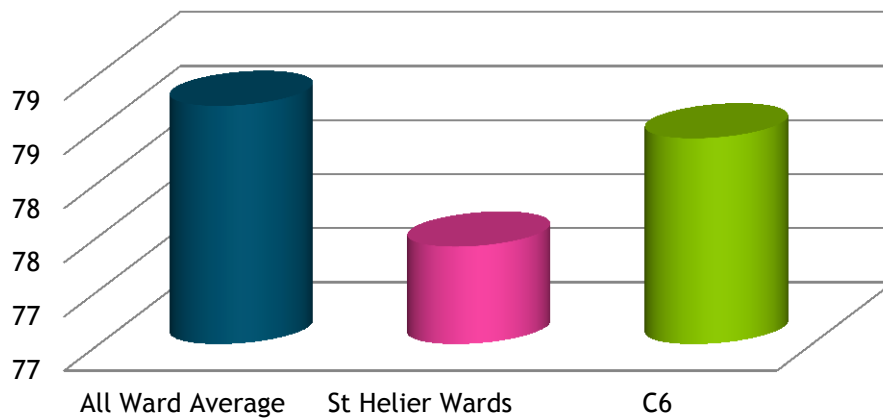
Lowest Ward Score - St Helier	73
Highest Ward Score - St Helier	87

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



Lowest Ward Score - St Helier	64
Highest Ward Score - St Helier	85

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



Lowest Ward Score - St Helier	73
Highest Ward Score - St Helier	84

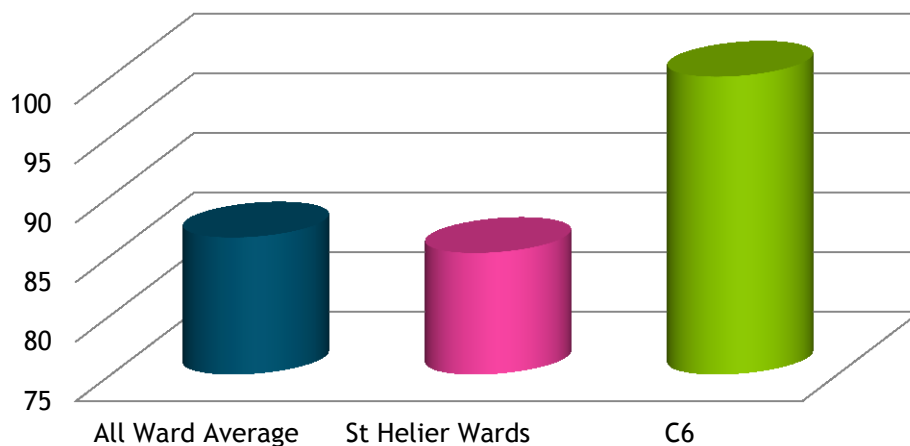
Any other comments about doctors?

C6	Level of communication between doctors was varied. Weekends a problem.
C6	Not explained properly
C6	Haven't seen one yet. Came to this ward 2.30 on Saturday, now Monday morning.
C6	I don't see them
C6	None
C6	Always speak to family and make themselves available at times convenient to the family
C6	Long hours. Hard work.
C6	lovely
C6	Read history. Well prepared
C6	The doctor was very helpful when I asked him to speak to my daughter-in-law about medication as she is a pharmacist. They agreed.
C6	Very good
C6	Very helpful
C6	Very kind
C6	When I see them I feel very emotionally eager to talk to them, some of them are like my medical mentors, when I talk to them I get very lively.

Any other comments about other staff?

C6	Pharmacy rep - All OK
C6	Pharmacy
C6	Physio very good. Draculas!!!
C6	All fine
C6	All good.
C6	All great
C6	All OK.
C6	All pleasant and good
C6	Always courteous.
C6	No problems
C6	Pharmacists - All OK
C6	They are good
C6	They are good. Even up to the cleaners, everybody.
C6	Very caring
C6	Very good
C6	Not seen yet
C6	Pharmacist came to discuss my meds.
C6	Not always experienced. Not always courteous.

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.)

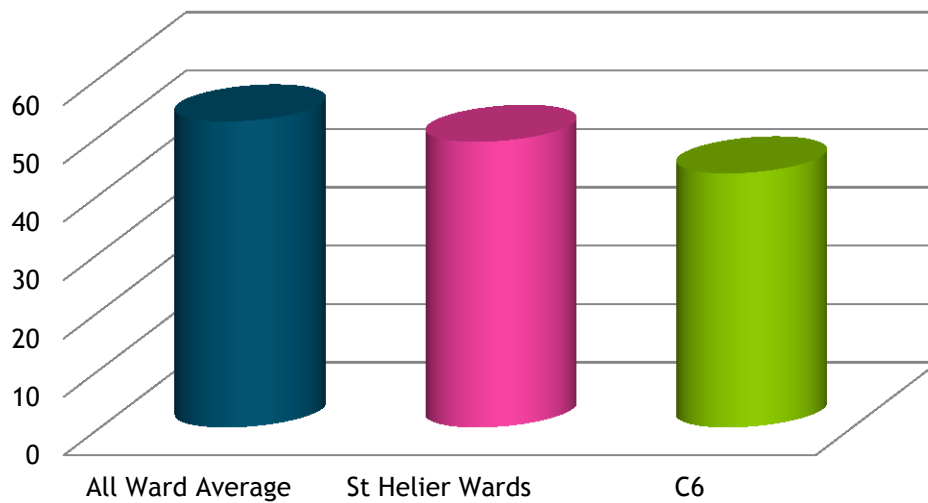


Lowest Ward Score - St Helier	74
Highest Ward Score - St Helier	100

Comments

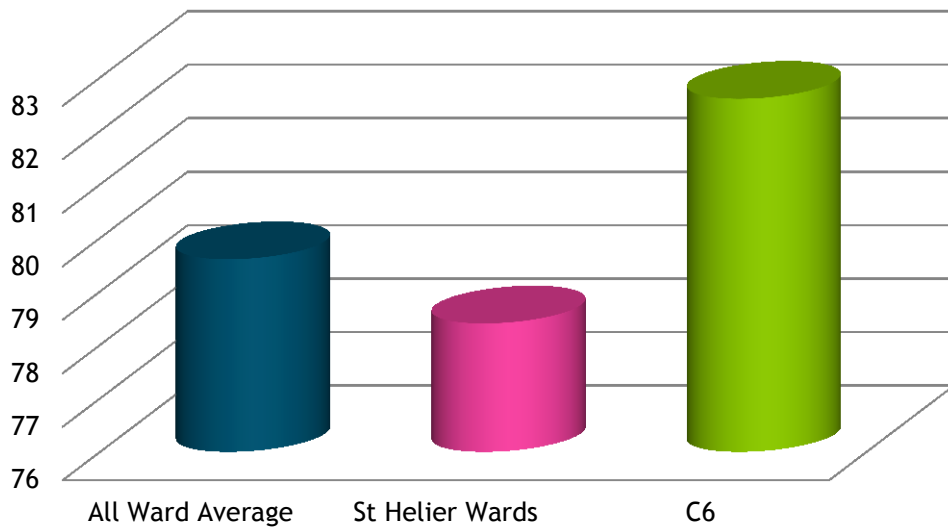
C6	Service is not the same at night
C6	Just wait until they come round
C6	Need help to walk to toilet
C6	On the Acute ward (AMU?) patient experience was excellent.
C6	Everything fine.
C6	Initially I had lots of help but as I've improved, they just keep an eye, let me be independent.
C6	Very helpful

Have you been bothered by noise at night?



Lowest Ward Score - St Helier	43
Highest Ward Score - St Helier	58

Have you been bothered by light on the ward?



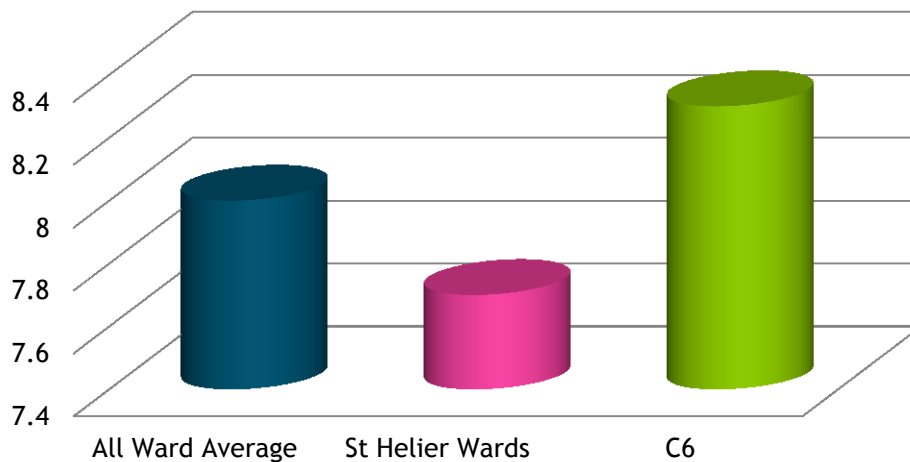
Lowest Ward Score - St Helier	70
Highest Ward Score - St Helier	89

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

Comments

C6	Equipment/furniture in poor state of repair
C6	Have not had to give feedback.
C6	I had to ask a family member to ask PALS to visit me regarding an issue I have.
C6	Long time for transfer from outpatient to inpatient - caused great concern/stress
C6	Staff good

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



Lowest Ward Score - St Helier	7.1
Highest Ward Score - St Helier	8.3

Any other comments about your stay?

C6	No entertainment available.
C6	Daytime good. Night poor
C6	Lack of information
C6	No laundry facilities for patient who do not have relatives.
C6	Thought it was strange as all the other patients on the ward were men.
C6	Time not often apparent
C6	Hope to go home soon
C6	No problem with light at night as I have face mask
C6	Even though its unpleasant to be unwell, its been pleasant to be in here. Its nice to be looked after by nice happy people. We always have a joke. I used to be really scared of the idea of being in hospital but now that I've been in here I can see it's alright.
C6	I feel safe here. Light at night - from TV sets
C6	I'm so happy with the way it's gone so far. They've done a lot of work.
C6	Know someone there when needed
C6	Staff are all helpful and do their best to make the stay in hospital as comfortable as possible

Observation Sheets

Ward: C6 (16/06/16 (1), 27/06/16 (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) Easy to find - receptionist said 'hello and welcome'. Clear reception signage. Friendly welcome
Décor		(1) Nice painting in the corridor from 1989 (2) In some of the single rooms that paint is flaking and peeling from the walls.
Tidiness		(1) Not sure if the corridors are bigger or if it's just that there is no clutter. No clutter in corridors, very different to other wards. Side corridor some equipment but better than most. (2) There was more equipment in the corridors this time but this seems to be due to cleaning going on and the doctors doing their rounds.
Lighting		(1) Very good
Odour		(1) In one of the bays it smelt a bit of bleach - Patients said it had only just been cleaned. In general good.
Cleanliness		(1) Very clean and visible that the toilets are clean.
Noise level		(1) Dishwasher makes a loud drone, and the door to the kitchen is open - but it's quite far away from the patients. Noise from respiratory machines.
Information displayed		(1) Signage is really clear 'toilet', 'shower', 'reception'. Cleanliness board with war score. Heart Foundation leaflets
Staffing level		(1) Full staffing on notice board (2) Early and late shifts one nurse down
Safety		(1) Toilets in the corridor not dementia friendly
Temperature		(1) Good
Staff interaction with residents		(1) No nurse in charge badge. Cleaning - friendly and thorough, cleaning taps. Doctors friendly and supportive of our work. Doctors briefing in the corridor going through patients. Lots of visitors in the morning. This didn't seem to be a problem. CCU All male but one lone woman at the end of ward. Would she have been more comfortable close the nurses station? (2) No 'nurse in charge' badge