

Inpatient Care

St Helier & Epsom hospitals

Acute Medical Unit (AMU)

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.

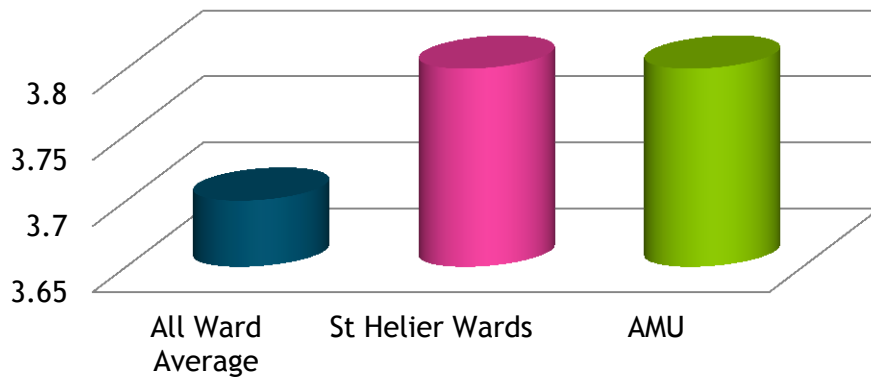
If a 'yes' or 'agree' response is a negative response, as shown in the questions below, then the scoring shown above is reversed. A higher figure shown in the report denotes a positive outcome for the patient.

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

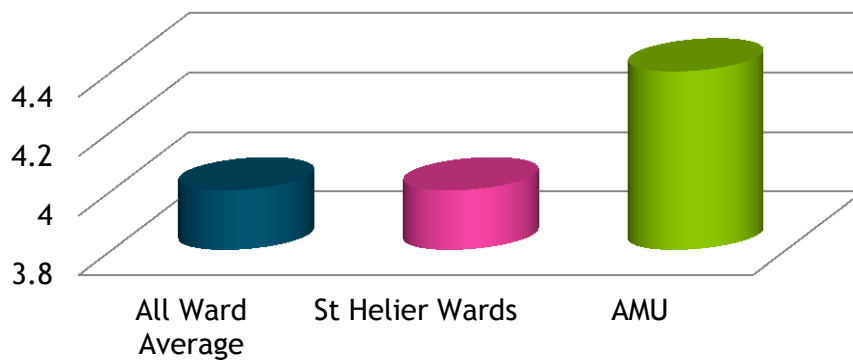
Full responses to questions

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?

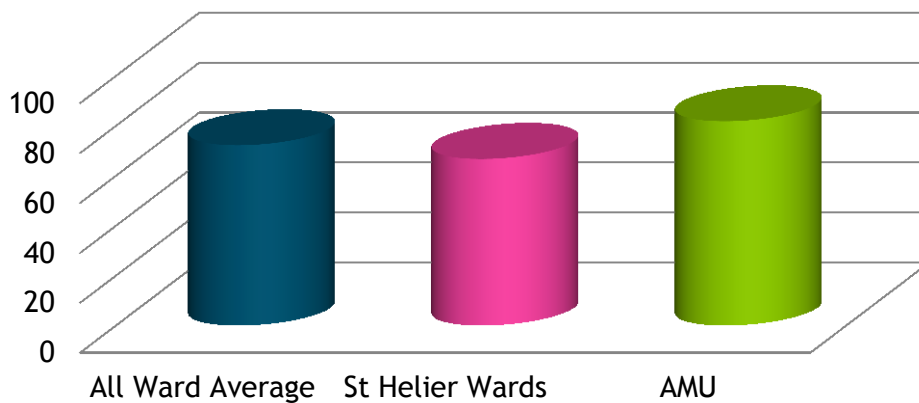


Lowest Ward Score - St Helier	3.7
Highest Ward Score - St Helier	4.5

Any other comments about the food?

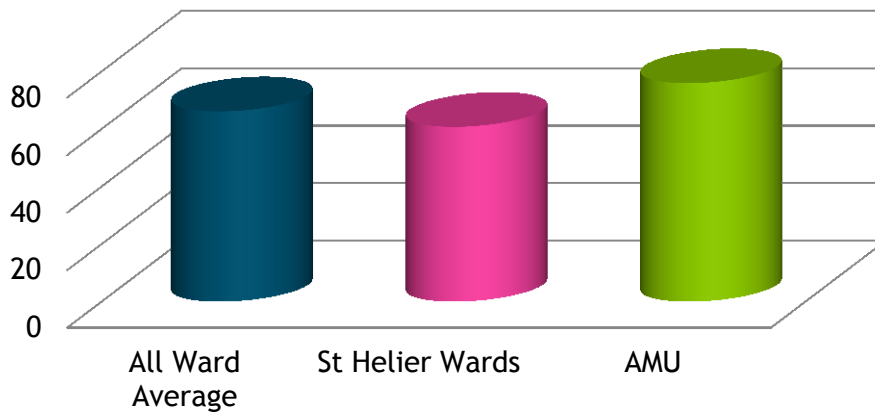
AMU	As a diabetic, I needed a big meal in the evening.
AMU	Portion size is not enough - should ask how much you eat and give accordingly - more if you require.
AMU	tend to order same thing
AMU	Very Soggy Toast
AMU	Have not sampled yet
AMU	No food yet
AMU	No meal eaten yet
AMU	Not able to eat well
AMU	Only had breakfast
AMU	Only spent one night
AMU	Adequate portions. Well presented
AMU	Fine
AMU	Plenty of choices on offer
AMU	small menu - choices good.
AMU	The food is good, well presented. Extra portion available on request.

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



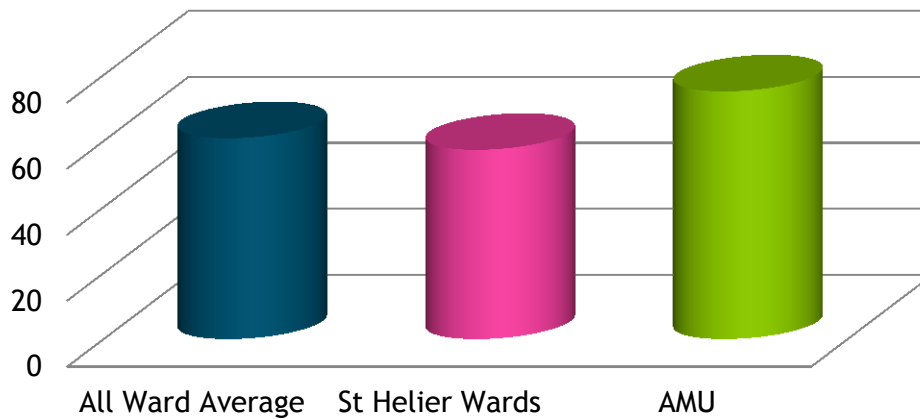
Lowest Ward Score - St Helier	48
Highest Ward Score - St Helier	82

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

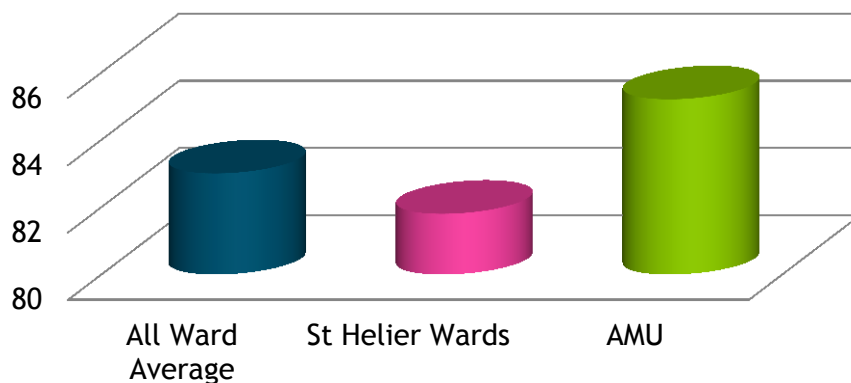


Lowest Ward Score - St Helier	43
Highest Ward Score - St Helier	75

Comments

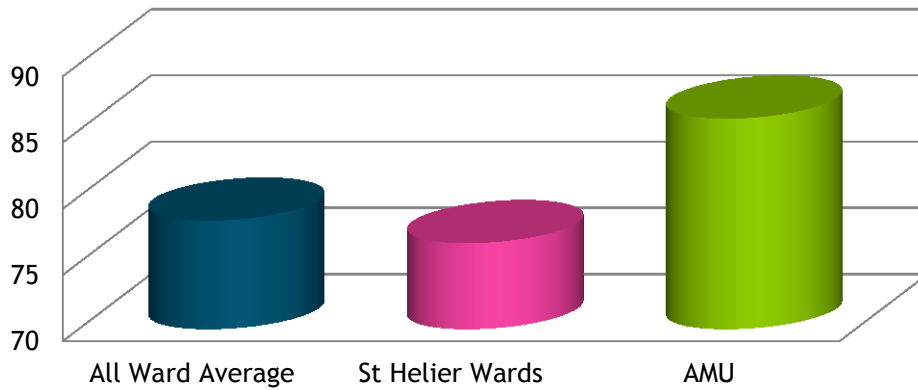
AMU	1st night spent on ward
AMU	Always respond
AMU	Care good but struggling
AMU	Could do with more staff
AMU	Good service. Better now
AMU	Great struggle for nurses
AMU	Have not been in long to comment
AMU	I have been fortunate with care the nursing staff have given. However, I feel they are extremely over stretched.
AMU	I think - they are under a lot of pressure and may be do not have enough equipment (Pillows, chairs, drip stands). Pharmacy is not big enough - I do not get my medication on time - until day late - this will delay my leaving by a day late. They are nice and cheerful. When you ask something , they always help. George - she is really lovely and I will miss her. She is talkative and keeps you happy and that's what you need when you are in hospital.

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



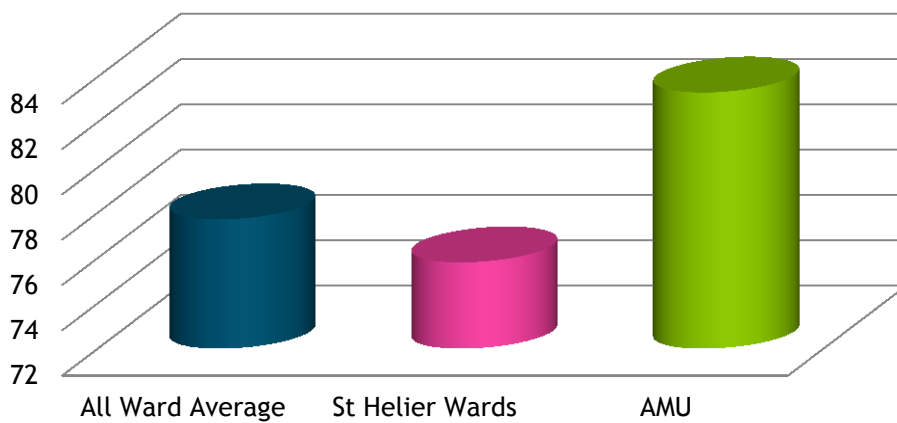
Lowest Ward Score - St Helier	73
Highest Ward Score - St Helier	88

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



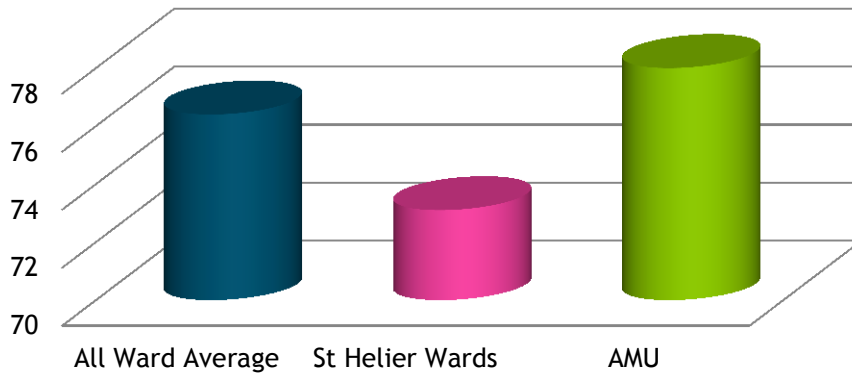
Lowest Ward Score - St Helier	69
Highest Ward Score - St Helier	86

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

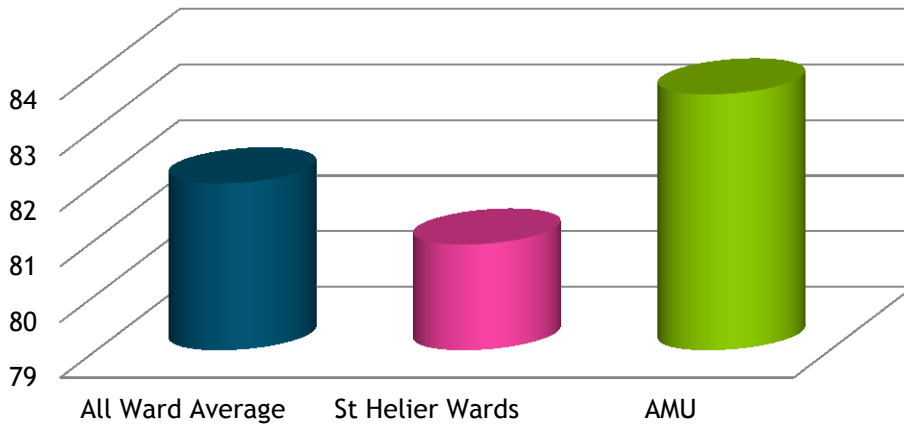


Lowest Ward Score - St Helier	57
Highest Ward Score - St Helier	78

Any other comments about nurses?

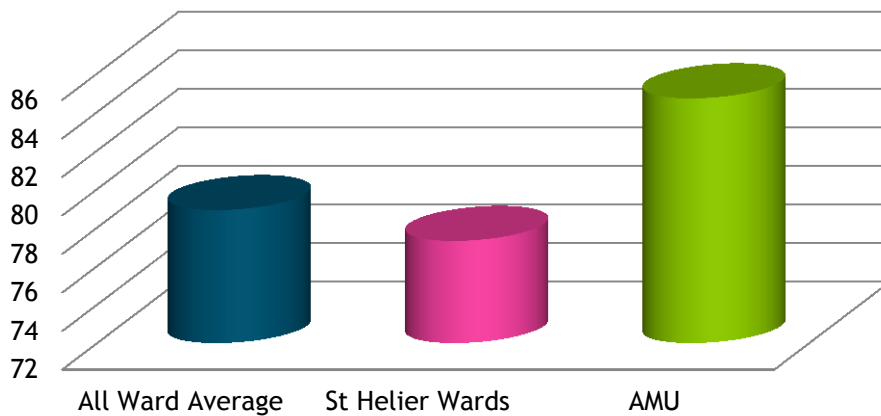
AMU	Could not ask for better attention
AMU	George - she is really lovely and I will miss her. She is talkative and keeps you happy and that's what you need when you are in hospital
AMU	Good Hospital
AMU	Very good, no doubt about it. I can ask them any question - they answer.
AMU	Different in quality
AMU	Have not been in long to comment
AMU	Talk straight to me
AMU	Very little contact
AMU	Bit difficult to understand nurses sometimes, whose mother tongue is not English.
AMU	Depends who is around
AMU	Language problem

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



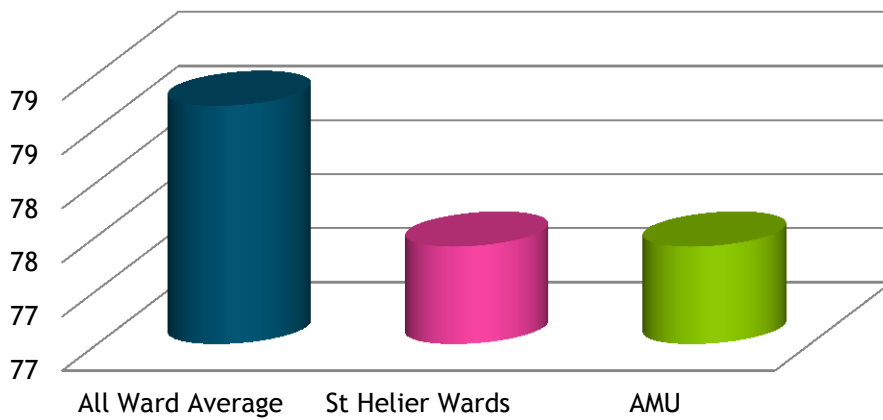
Lowest Ward Score - St Helier	73
Highest Ward Score - St Helier	87

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

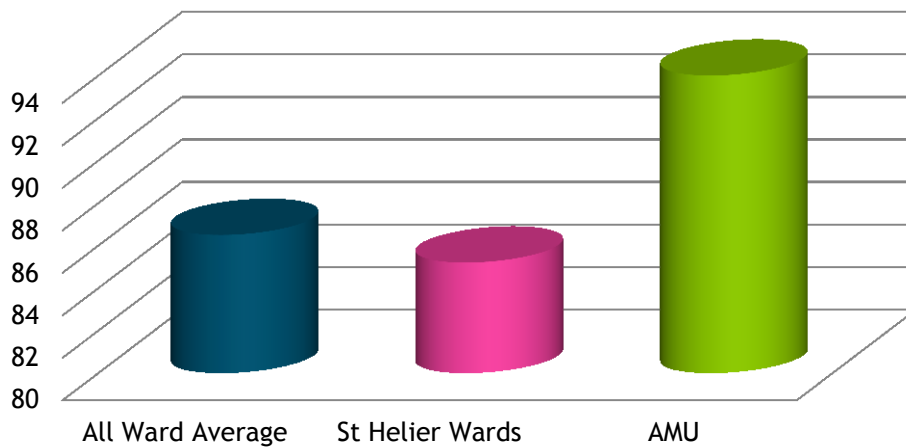
Any other comments about doctors?

AMU	Have been passed from team to team without update. Have raised concern verbally/ officially.
AMU	Have not yet seen a doctor
AMU	Seen doctor twice only
AMU	As above but not quite to same extent.
AMU	Been very good
AMU	Very good
AMU	Well explained

Any other comments about other staff?

AMU	Pharmacy excellent Cleaners - helpful and friendly - excelleny
AMU	Blood - Good
AMU	Blood - OK
AMU	Blood takers - good
AMU	Blood test - Good
AMU	Blood Test - Good
AMU	Every day bloody good.
AMU	Staff - Blood - Good
AMU	The man who took blood test was very nice.
AMU	Have not seen yet
AMU	Physio - OK
AMU	Physio - OK pharmacy - OK
AMU	All are polite and explain the procedures.
AMU	They are all lovely
AMU	Very good
AMU	do not know
AMU	Have not been in long to comment
AMU	Have not seen any staff yet
AMU	N/A
AMU	No
AMU	No contact with other staff yet.
AMU	Non Seen
AMU	None
AMU	None yet
AMU	Not met other staff yet
AMU	Not seen
AMU	More staff needed

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.)

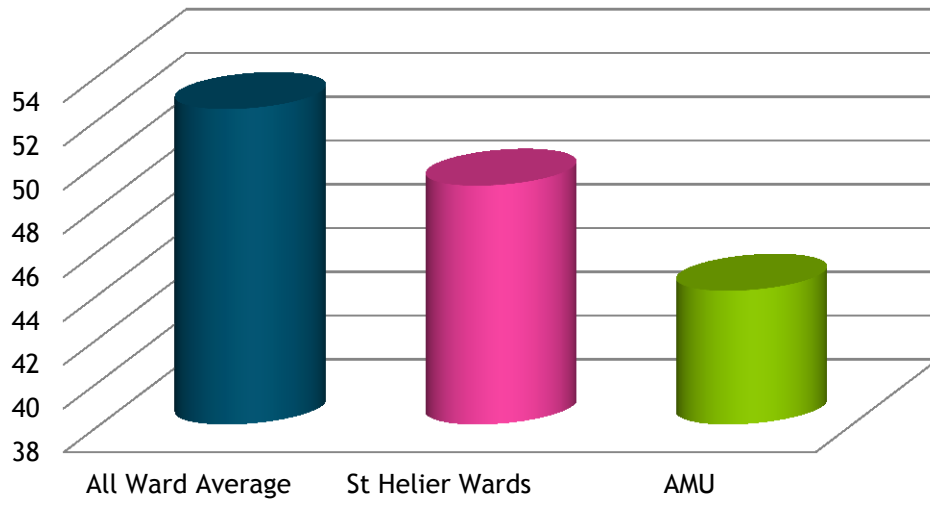


Lowest Ward Score - St Helier	74
Highest Ward Score - St Helier	100

Comments

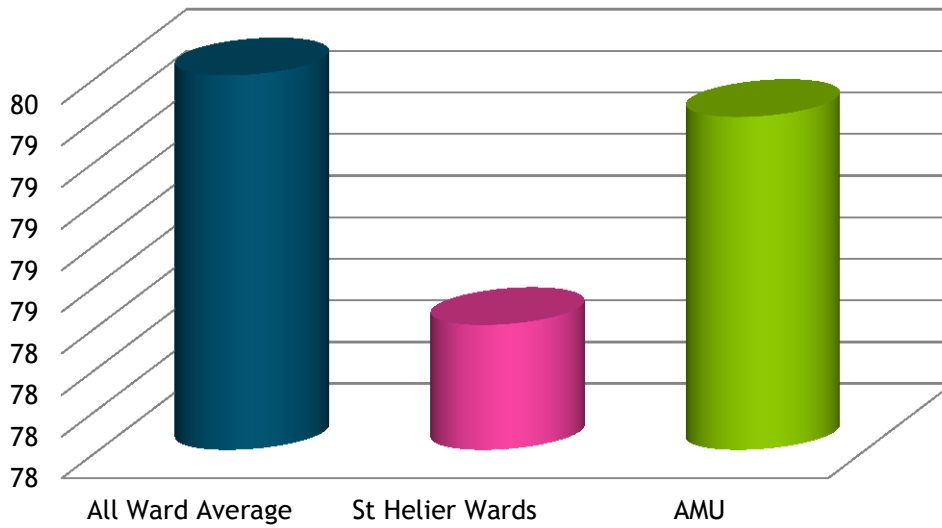
AMU	Difficult to go to toilet
AMU	Nurses have been very busy
AMU	Always respond to call
AMU	Commode brought when needed.
AMU	Excellent
AMU	Other patients too, are well looked after according to patient.
AMU	They let me do my own care, what I wanted to do without making any fuss. They always explained when a student will be around and got my permission.
AMU	Very Good

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?



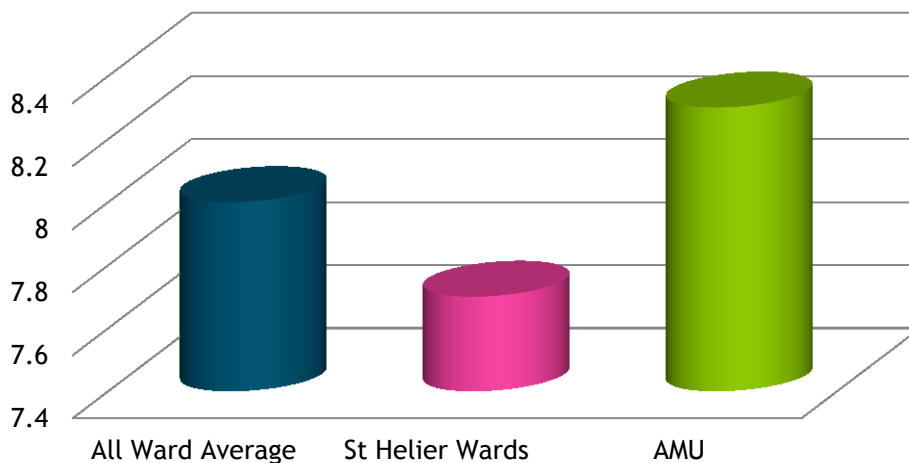
Lowest Ward Score - St Helier	70
Highest Ward Score - St Helier	89

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

Comments

AMU	A procedure was cancelled at short notice - this has been discussed with doctor and family members.
AMU	Food Comments - Did not think to ask for more food.
AMU	Had best care.
AMU	Have not been in long to comment
AMU	It's terrible not in hospital.
AMU	Very satisfied
AMU	Your survey will give them feed back

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?

AMU	Excellent service so far
AMU	I have been cheered up by people and staff.
AMU	Overall very good.
AMU	They look after me , clean and tidy
AMU	Very satisfied
AMU	Ward and Ward Staff - 9 Medical consistency - 5 Overall = 8

Observation Sheets

Ward: AMU (13/06/16 (1) and 05/07/16 (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		(2) Clear reception sign No-one on reception
Décor		(2) Fine
Tidiness		(2) Broken bend of folding seats in corridor
Lighting		(2) Some bays have little/no natural light? (beds 3-8)
Odour		(2) Fine
Cleanliness		(2) Thorough cleaning. Moving beds out. Looks like doing checks on the quality of cleaning as manager walking around giving instructions (Deep clean?).
Noise level		(2) Some bleeps sounding but no for long.
Information displayed		(2) All the usual information displayed. Very clear AMU ward board explaining AMU regarding doctors, how ward rounds work.
Staffing level		(2) Not filled in for evening. Late 2 nurses down. Night shift 2 nurses under and 1 HCA
Safety		(2) Some clutter in corridor but what can you do?
Temperature		(2) OK
Staff interaction with residents		(1) A visitor was walking was a patient when the patient fell. The alarms were set off to get assistance. Staff/doctors arrived very quickly to help/assess and recover patient from the floor. (2) One patient wandering around a lot with incontinence pad hanging down but staff took him away to sort him out. No-one wearing 'nurse in charge' badge. Nurse asked visitors 'How are you related?' 'Sisters'

		<p>'You know she's a bit confused' 'Yes' Brought chair for relatives. Tea lady offering different types of biscuit 'Double chocolate chip?'</p>
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