

Inpatient Care

St Helier & Epsom hospitals

Ward A3

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.

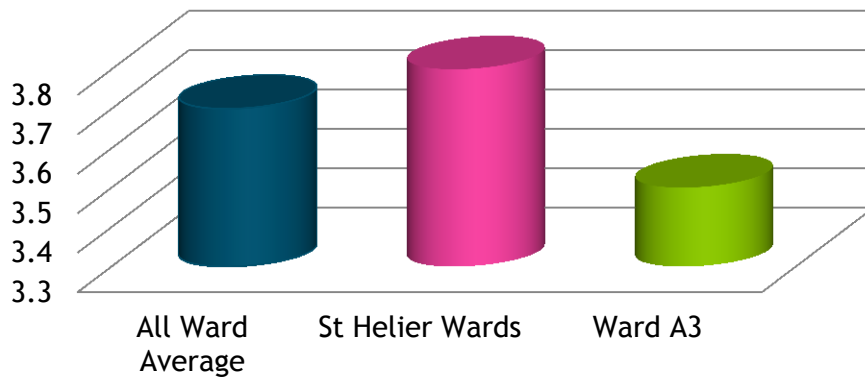
If a 'yes' or 'agree' response is a negative response, as shown in the questions below, then the scoring shown above is reversed. A higher figure shown in the report denotes a positive outcome for the patient.

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

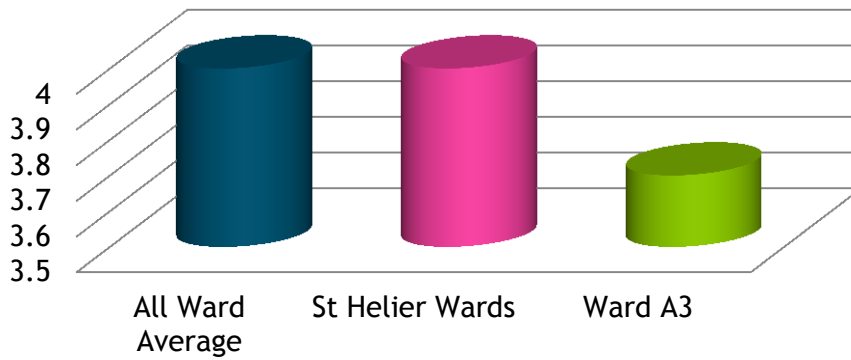
Full responses to questions

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?

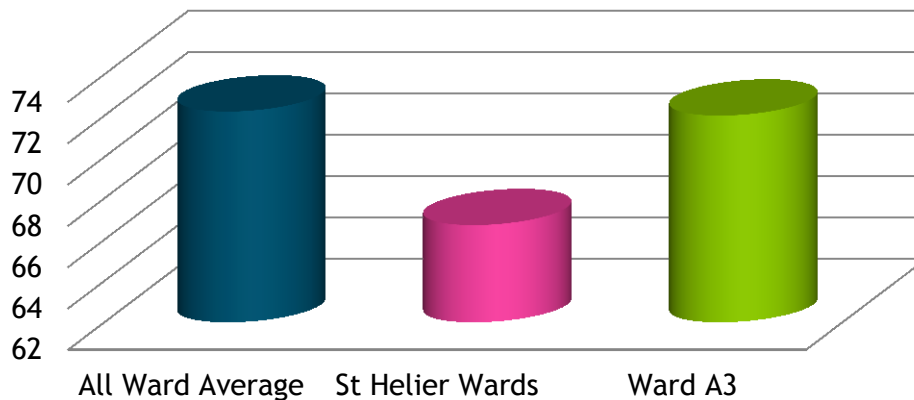


Lowest Ward Score - St Helier	3.7
Highest Ward Score - St Helier	4.5

Any other comments about the food?

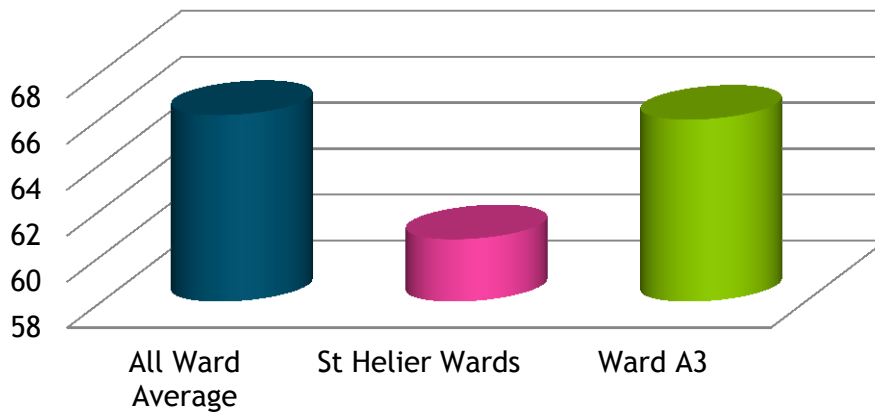
A3	Food arrive cold.
A3	Meals are rushed
A3	No food on Tuesday. Ice Cream Soft and runny. Can only eat soft food - do not like yoghurt
A3	Not very hot food Choices good but same food everyday.
A3	Once I did not get what I asked for.
A3	Some of the food is better than other.
A3	Tasteless - Awful
A3	Tasteless - could be bit warm/hot
A3	Very small portions.
A3	Gluten free
A3	Nicely presented food, adequate portions and sizes. Food is generally hot.
A3	No Problem
A3	Well organised and effective

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



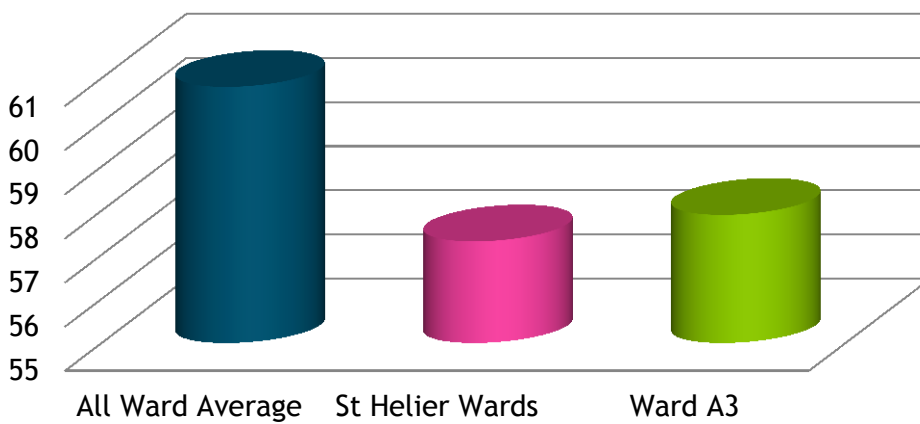
Lowest Ward Score - St Helier	48
Highest Ward Score - St Helier	82

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

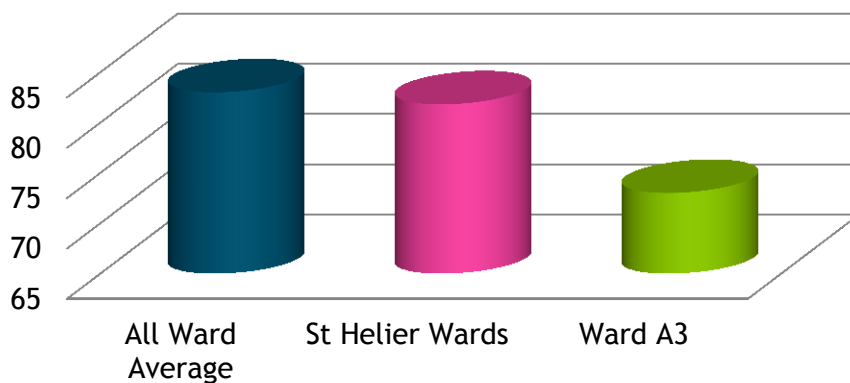


Lowest Ward Score - St Helier	43
Highest Ward Score - St Helier	75

Comments

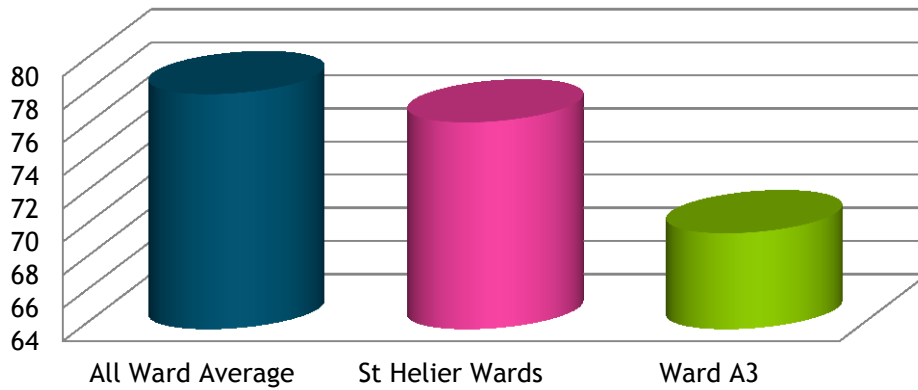
A3	All are very cheerful
A3	All very good
A3	Difficult to differentiate level of staff
A3	Difficult to understand as talk differently - Always helpful..
A3	Excellent
A3	Never had a problem
A3	Not been here at weekend. Sometimes have to ring bell again and again to call someone for help.
A3	Not enough
A3	Not enough experience of weekend as came on Sunday
A3	Nurses have been kind and helpful.
A3	Quality is questionable.
A3	Staff rushed off their feet. They do their best.

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



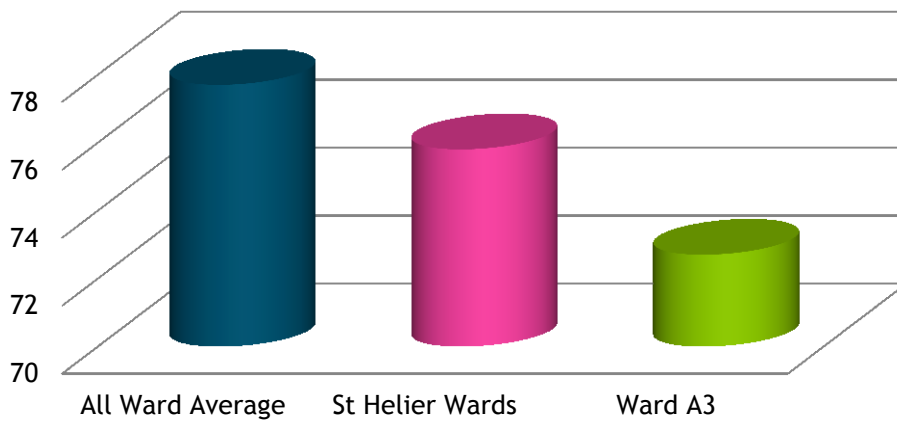
Lowest Ward Score - St Helier	73
Highest Ward Score - St Helier	88

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



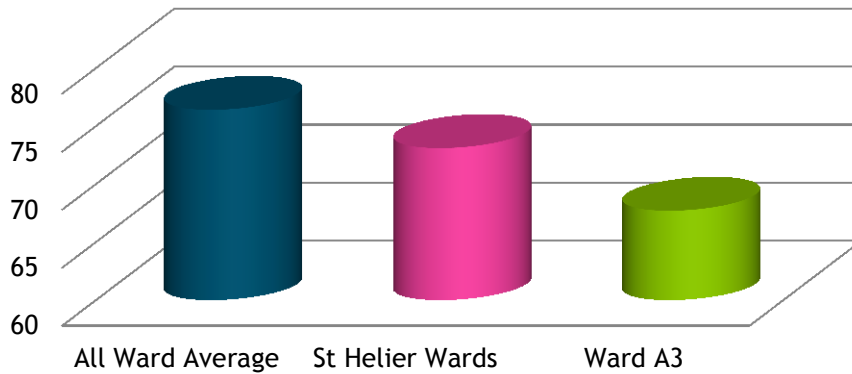
Lowest Ward Score - St Helier	69
Highest Ward Score - St Helier	86

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

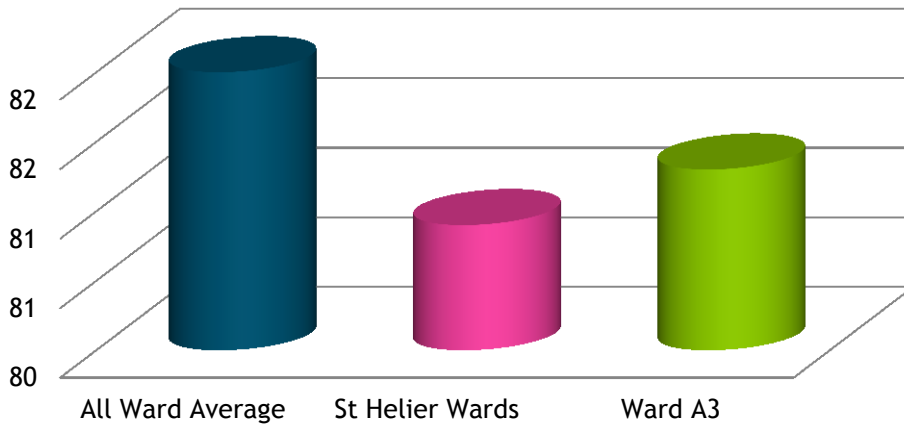


Lowest Ward Score - St Helier	57
Highest Ward Score - St Helier	78

Any other comments about the nurses?

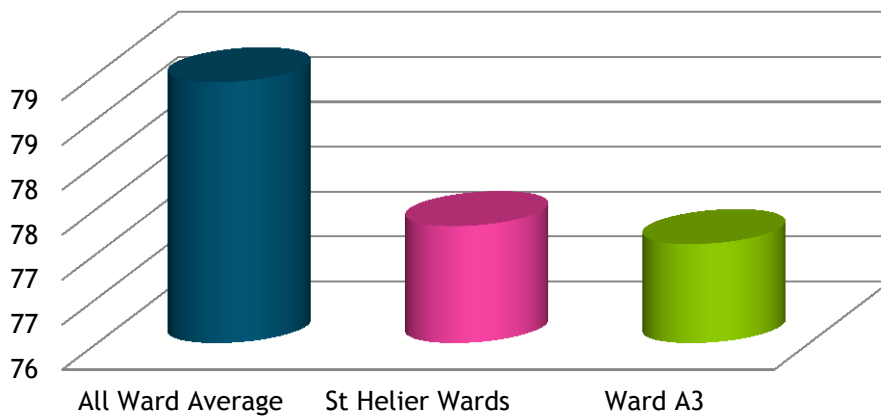
A3	All staff are very good.
A3	Nurses have been kind and helpful
A3	V. GOOD
A3	Very good
A3	Very impressed by nurses. They are all very busy. Hospital is clean and well equipped.
A3	Depends on which nurse you are dealing with
A3	Possibly on hand over
A3	Agency nurses are not as good in some cases
A3	Can not understand - Language barrier - Foreign Nationals.
A3	Issue - Language barrier. However, much better here than B3
A3	Nurses promise to come in a moment but do not come
A3	One treated me so roughly that she dislocated my *****..
A3	Quality of nurses variable. Sometimes needs to be a little forceful
A3	sometime have to be patient as they can not understand me.

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



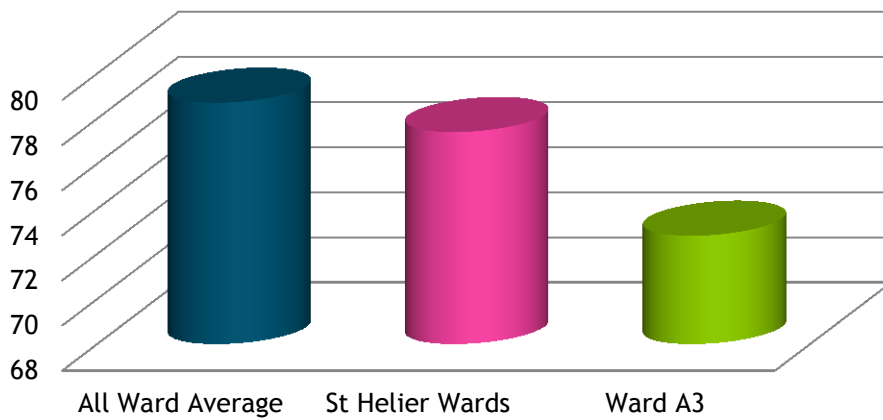
Lowest Ward Score - St Helier	73
Highest Ward Score - St Helier	87

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

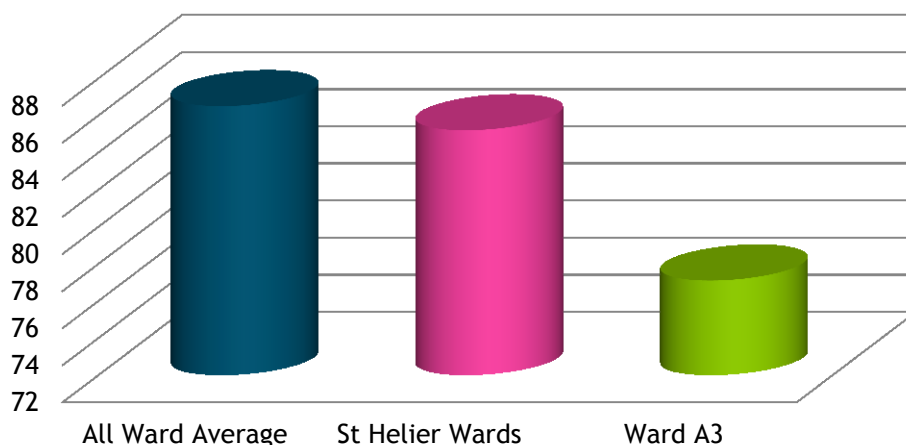
Any other comments about the doctors?

A3	Do not see the doctors that often.
A3	I trust them and they do try. Could explain more. They do listen but not sure if act on it.
A3	See different doctors each time. Doctors do not sit down and have chat.
A3	Arrived on this ward from B3 day before
A3	Doctors are very good. Ask me lot of questions.
A3	Dr Luke Bridge Fantastic. He explained every thing. - Stroke Ward.
A3	I trust them and they do try. Could explain more. They do listen but not sure if act on it.
A3	The doctors are very competent and I have received good treatment.
A3	Very good
A3	Very impressed with Doctors

Any other comments about other staff?

A3	physiotherapists - Very Good
A3	therapists, physiotherapists, phlebotomists are nice - no complaint
A3	OK - Blood
A3	phlebotomists - very good
A3	phlebotomists - excellent
A3	Excellent Physio
A3	Physio - Good but has too much work load.
A3	Physio - OK
A3	Physio very good - very patient and careful
A3	physiotherapist - very Good
A3	physiotherapists, & phlebotomists - Very good.
A3	Physio tried some exercises. seemed a bit aggressive at times.
A3	All very good
A3	All very nice
A3	Fine
A3	The staff are wonderful
A3	Very Nice
A3	I just do as I am told
A3	Not seen any
A3	Not seen yet.
A3	All take so long to attend.

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.)

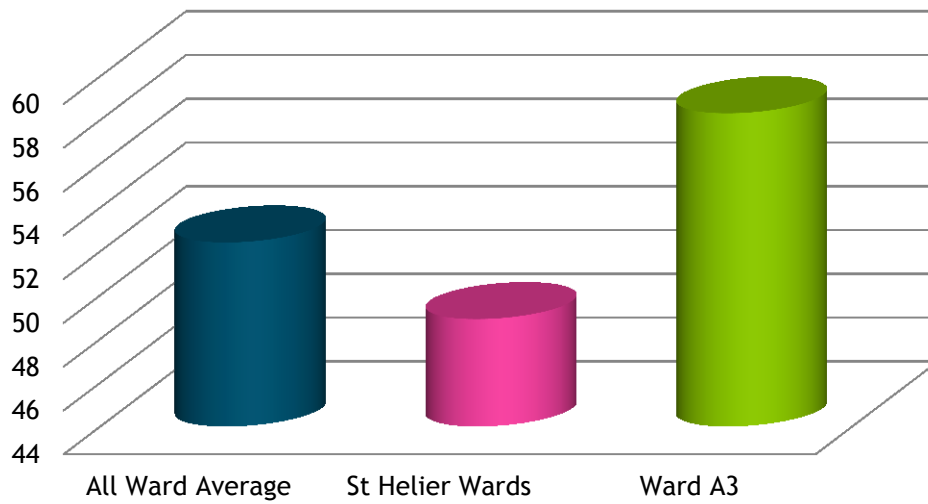


Lowest Ward Score - St Helier	74
Highest Ward Score - St Helier	100

Comments

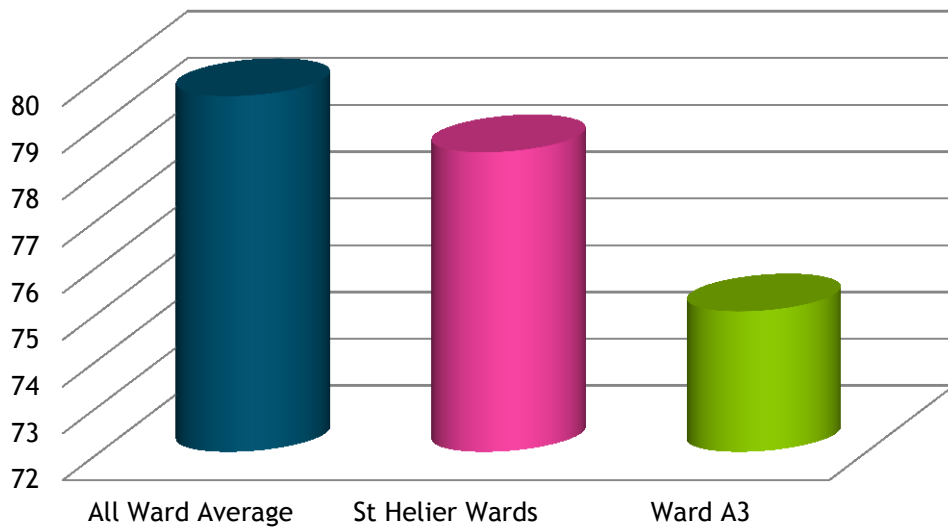
A3	Bad pans take a long time to arrive
A3	Get help eventually
A3	Help is varied according to who is on duty
A3	Long wait at night for toilet facilities.
A3	can now wash myself
A3	Food could be hotter
A3	Help not needed

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?



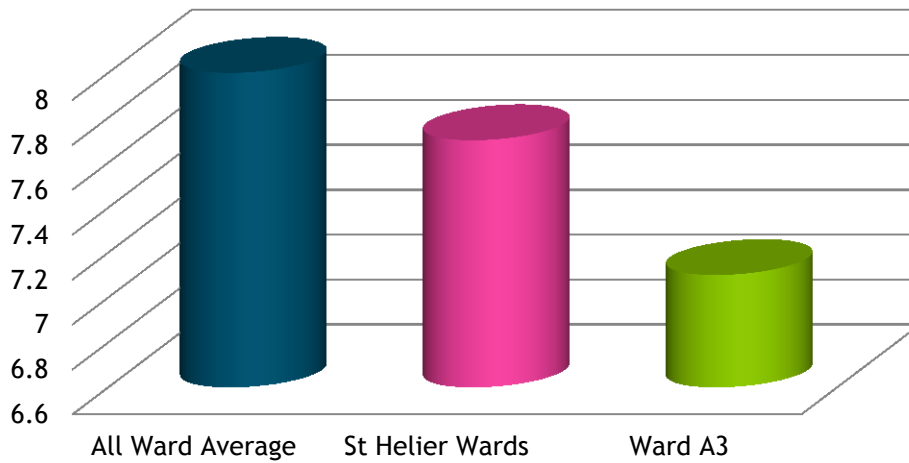
Lowest Ward Score - St Helier	70
Highest Ward Score - St Helier	89

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

Comments

A3	I prefer here than Epsom Hospital
A3	If I did something wrong - will tell me off
A3	Quite Happy
A3	Sometimes when I ring bell - nobody comes but come later on.
A3	The very elderly not treated promptly, constantly told "in a minute"
A3	They do lovely job
A3	Wants to say a big thank you to everyone for help in St Helier.

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?

A3	Lack of communication amongst all staff about patient. Outrages charges for TV - Should be free and also free internet. Stop people dying of boredom. Please note: This survey was completed by carer (Paid) who asked the patient questions and noted the answers - responses. A letter of complaint has been sent by the family to the hospital
A3	No radio or TV on this ward
A3	Chose to come to St. Helier rather tha Mayday as May day has poor reputation. But do not think that St Helier is better.
A3	B3 and A3 Combined score.
A3	Can not moan about the care.
A3	Cleaner came to clean while we were still talking. She did not say a word - just cleaned.
A3	Not a bad experience - but do not want to come back.
A3	This questionnaire was written by volunteer as patient was unable to write.- Could not establish her (patient) age.
A3	Do not want to be here --- Had a good laugh
A3	I am surprised to see how clean and good hospital is.
A3	Quite good overall
A3	The patient cannot fault the stay in hospital concerning the care and treatment,
A3	Very well equipped

Observation Sheets

Ward: A3 (15/06/16 (1), 22/06/16 (2), 05/07/16 (3))

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) 2	(1) Slightly hard to find. Made very welcome (2) First reception are out of use, had to go to nurses station halfway down ward. (3) Slightly confusing from lifts. No A3 sign just 'Hip Fracture Unit'?
Décor	(2) 3	(1) OK (3) OK bit tired
Tidiness	(2) 4	(1) Lots of obstructions in the main corridor for lift - trays, trolleys, table and filing in corridor. No privacy for phone calls. The wards themselves are tidy, however, the hallways could be tidier. No noticeable hazards. (2) Good (3) Still loads of clutter in corridor food equipment, physio, cleaning
Lighting	(2) 4	(1) OK. Good lighting for the time of day. (3) Good
Odour	(2) 4	(1) Good (2) No smells (3) OK, good
Cleanliness	(2) 3	(1) Good. At least on hand sanitiser bottle by each door, some have 2. (2) Bucket of dirty water. Corridor cleaning. Signage used but floors quite wet. (3) Very clean
Noise level	(2) 3	(1) Good
Information displayed	(2) 4	(1) Usual boards. Thank you card board. Uniform guide in pictures. FFT board is a bit sparse. (3) Usual. Team info. includes 5 themes and bullet points - Patient First

Staffing level	(2) 4	(1) Notice shows ward down 1 HCA for all shifts. Low on HCAs. Adequate staff observed interacting with patients
Safety	(2) 3	(1) Nothing. No visible hazards to staff, visitors or patients. Leads hanging in places.
Temperature	(2) 4	(1) OK. Hot within the ward but could be due to heat outside the kitchen.
Staff interaction with residents	(2) 4	<p>(1) No TV or radio on A3? Staff Comments 'It would be nice to be able to supervise people 1:1 when we know they are at risk of falls.' 'The ward layout is not ideal for falls patients - people being round the corner or inside rooms (for infection control does make it difficult as you can't visually observe the patients). Our consultant rocks (very senior medical support (Dr Singh)).</p> <p>(2) No nurse in charge badge.</p>