

○ Paediatric Inpatient Survey 2010

**Chelsea and Westminster Hospital NHS
Foundation Trust**

November 2010

Final Report

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SECTION 1
 Introduction

Young Inpatients' Survey 2010

Chelsea and Westminster Hospital NHS Foundation Trust

Background to the survey

The results presented here are from the Paediatric Inpatients Survey 2010, carried out by Picker Institute Europe on behalf of Chelsea and Westminster Hospital NHS Foundation Trust. The purpose of the survey is to understand what young inpatients think of healthcare services provided by your Trust, in order to inform service improvements. Both paediatric inpatients and their parents/carers were invited to give their feedback.

Survey Development

Two existing paediatric inpatient questionnaires from the voluntary 2008 Young Inpatients Survey were revised by the Picker Institute Europe, in collaboration with Sheffield Children's Hospital and Birmingham Children's Hospital. One survey was originally aimed at paediatric inpatients aged 5yrs+, and the other was aimed at the parents/carers of paediatric inpatients aged 0-4yrs. The age range of the children's questionnaire was increased from 5yrs+ to 8yrs+ for the 2010 survey to maximise child completion. The children's survey was made motivating to young patients by amending question phrasing, making the text more child-friendly, inserting illustrations and colour, and changing the overall layout. The questionnaires were cognitively tested in Oxfordshire during April and May 2010 on recent hospital inpatients, and amended according to feedback received.

Questionnaires

Two questionnaire versions were used for the 2010 paediatric inpatient surveys:

- **Version 1 (P1) - for parents/carers of inpatients aged 0-7yrs:** this was designed to be completed by the parent or carer who accompanied the child to hospital, with the input of the young patient if they were able.
- **Version 2 (YP1) - for children (paediatric inpatients) aged 8-17yrs:** this was designed to be completed by the patient themselves, with some help from their parent or carer if needed. A short section at the end of the children's survey was designed to be completed by the parent or carer.

Survey methodology

A sample of 850 paediatric inpatients that were discharged from your trust during May - June 2010 was submitted. Of these patients, 559 were aged 7yrs or under at the time of sampling, and their parents/carers were sent the parents version of the questionnaire. The 291 patients aged 8yrs or above were sent the children's survey. The survey was undertaken using a postal questionnaire, sent to patients' home addresses, followed by two reminder mailings to non-responders. Surveys sent to inpatients aged 0-15yrs were addressed to their parent or guardian.

Patients were sent a questionnaire, a covering letter from the trust, a multiple language sheet offering help with the survey, and a FREEPOST envelope. Patients wishing to complete the survey filled it in and returned it to the Picker Institute in the FREEPOST envelope. Non-responders were sent a reminder card after 2-3 weeks and another questionnaire after a further 2-3 weeks. In addition to the paper version of the questionnaire, patients were also given the option to complete the survey online. The covering letters and reminder cards included a link to the online version of the questionnaire along with a unique online log-in code.

The Picker Institute ran a freephone helpline for patients who had any queries or concerns about the survey. This included links to Languageline with immediate access to interpreters in over 100 languages. Patients wishing to opt-out of the survey could do so by returning the questionnaire blank, or by calling the freephone helpline. They could also opt-out via the online version of the survey.

Using your Survey Results

We aim to help you to identify the key issues for improvement from the patient's perspective. We have presented the results in a number of ways to help you answer important questions about the survey results. This report has been designed to be used alongside our online results system:

<https://www.picker-results.org>.

Patients had the option of adding additional comments at the end of the questionnaire. These verbatim comments are available on our online results system (<https://www.picker-results.org>) under the 'Respondent Comments' option.

Effectively using your Survey Results

Communicating results and setting priorities for service improvement across your organisation is key to ensuring that changes are implemented successfully. Patients and staff should be involved in developing an action plan and any resulting quality improvement activities.

Our Quality Improvement Team can be commissioned to run workshops or deliver presentations and action-planning sessions that are tailored specifically to your Trust's needs.

To contact a member of our Quality Improvement Team or to share examples of good practice from within your Trust, email quality@pickereurope.ac.uk or telephone 01865 208100.

If you have any questions about this report, please contact Bridget Hopwood or Amy Tallett at the Picker Institute on 01865 208100 or email bridget.hopwood@pickereurope.ac.uk / amy.tallett@pickereurope.ac.uk.

Problem scores

At the Picker Institute, we use the concept of '**problem scores**' as a summary measure, to help monitor your results over time and to show how your Trust compares to the average score for all Picker Institute trusts. We hope that you will find problem scores a helpful way of targeting areas in need of attention within your Trust – this in turn can help you to bring about real quality improvement for your patients.

What is a problem score?

The problem score shows the percentage of patients for each question who, by their response, indicated that a particular aspect of their care could have been improved. We have found this to be the simplest summary measure that focuses on quality improvement.

How are problem scores calculated?

We calculate the problem scores by combining the response categories. For example, for the following question '*Were you ever told different things by different people which left you feeling confused?*' we have combined the responses '*Yes, a lot*' and '*Yes, sometimes*', to create a single problem score. Asterisks on the frequency tables indicate which response categories have been combined to create the problem score:

T40 - (33) Were you ever told different things by different people which left you feeling confused?		
All	n	%
.....		
* Yes, a lot	12	4.7
* Yes, sometimes	72	28.0
No, never	172	66.9
Not answered	1	0.4
.....		
Problem Score:32.7%	257	

Some questions were only asked to parents/carers, some were only asked to young inpatients, and other questions were asked to both parents/carers *and* young patients. These can be distinguished by the colour of the question:

- Questions asked to both parents/carers *and* to children are displayed in **black** text, as above.
- Questions asked to parents/carers only will be displayed in **blue** text
- Questions asked only to children will be displayed in **red** text

How should we use problem scores?

As the name suggests, problem scores indicate where there may be a problem within the trust, and may need further investigation. It is useful to keep in mind, that **lower scores reflect better performance**. Large problem scores should be highlighted as potential problem areas that need to be investigated. By targeting these areas, you can hopefully start to bring about real quality improvement to your patients. Problem scores are an **interpretation of the data** made by the Picker Institute. Any comparisons made within the Trust (internal benchmarks) or between trusts (external benchmarks) are made using these scores.

Targeted questions

In response to client feedback and in the interests of accuracy we use derived questions to produce more meaningful scores for questions that **may not be applicable to all respondents**, but are not preceded by a filter question – in other words, all those that have a response code such as *I did not use a toilet*. The purpose is to produce more precise indicators of where the problems lie within the Trust. For each question of this nature we have therefore re-calculated the scores, **excluding those**

respondents to whom the question does not apply. The new calculation will be illustrated in an **additional question (e.g. Q13+).**

Question numbering and colour-coding

Throughout the report, questions and problem scores shown in black text represent data asked to both parents *and* children. Those in **red** text are for child-only data, whereas those in **blue** text are parent-only data.

Throughout the report, the T number reflects the question number in the parent's survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

Low numbers of respondents

The questionnaire used includes some filter questions, whereby only relevant questions are asked of patients. For example, patients that reported not having an operation or procedure would not be asked subsequent questions about operations. Furthermore, not all questions are asked to both parents *and* children, some are asked only to parents or only to children. This means that fewer patients will answer some of the questions in the questionnaire. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets, e.g. [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Confidence intervals

The survey undertaken was with a sample of patients. As the survey was not of all patients, the results may not be totally accurate. However, we can estimate the level of confidence we should have in the results. The table below shows the level of confidence we would have for various numbers of respondents.

<u>Number of respondents</u>	<u>Confidence Interval (+/-)</u>
50	12.0%
100	8.5%
200	6.0%
300	4.9%
400	4.2%
500	3.8%
600	3.5%

Example: For a particular question, 300 patients responded, of which 25% answered 'yes'.

From the table above, we can see that for 300 respondents the confidence interval would be +/- 4.9%. We would therefore estimate that the true results could be between 20.1% and 29.9%. However, if only 50 patients responded, and 25% answered 'yes', the confidence intervals would be +/- 12% so the true result could be between 13% and 37%.

Significant differences

In the report we have identified questions where there are significant differences between your Trust and the 'Picker average' (the average score across the 27 trusts that conducted the survey), or between your Trust this year and the previous survey. By 'significant' difference, we mean that the finding is statistically reliable and that the difference is 'real'. The calculation used to test the statistical significance of scores was the two-sample t-test.

Rounding of percentages

Note that throughout the report (with the exception of the Frequency Tables) partial percentages have been rounded to the nearest full number. For example 12.8% is rounded up to 13%, while 5.3% would be rounded down to 5%.

Historical Data

- There have been two previous Paediatric surveys, one in 2004 (mandatory) and one in 2008 (voluntary).
- Where possible, comparisons have been made between the current 2010 survey and the 2004 and/or 2008 surveys (for those who participated).
- Comparisons are only made on questions that can be directly compared (taking into account questionnaire changes).
- Please note that any historical comparisons must be **interpreted with caution** due to the changes in the target age group for each questionnaire:
 - In 2004 and 2008, the children's questionnaire was aimed at inpatients aged 5yrs+. This was increased to inpatients aged 8yrs+ for the 2010 survey.
 - In 2004 and 2008, the parents questionnaire was sent to parents/carers of inpatients aged 0-4yrs. This was altered to parents/carers of inpatients aged 0-7yrs for the 2010 survey.



SECTION 2

Survey Response

survey activity

Survey Response

This section of the report shows the activity recorded for the survey, including:

- mailing dates
- response rates
- freephone calls
- respondent profile

Survey Activity

Young Inpatients' Survey 2010

Chelsea and Westminster Hospital NHS Foundation Trust

Dates of Fieldwork:	Initial Mailing	27 July 2010	850
	First Reminder	17 August 2010	759
	Second Reminder	07 September 2010	700

Response Rate:	Receipt Type	Number
	Parents - Returned completed (paper)	153
	Parents - Completed (Online)	9
	Opt Out - Parents Survey (Web)	0
	Parents - Ineligible - returned undelivered	9
	Parents - Ineligible - deceased	0
	Parents - Too ill/Opt out	28
	Parents - Ineligible - other	0
	Children's - Returned completed (paper)	79
	Children's - Completed (Online)	2
	Opt Out - Children's Survey (Web)	0
	Children's - Ineligible - returned undelivered	2
	Children's - Ineligible - deceased	0
	Children's - Too ill/Opt out	13
	Children's - Ineligible - other	0

Number of patients in the original sample:	850
Total number of eligible patients:	841
Returned completed:	243
Response Rate	28.9%
Average Response Rate:	34.5%

Response rate by survey type;

	Mailing Qty	Returned Completed	% Completed
Parents of young patients aged 0-7	559	162	29%
Young patients aged 8-17	291	81	28%

The Picker Institute runs a **Freephone Helpline** for survey respondents. The lines were open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 3 calls to the Freephone helpline, which included 0 LanguageLine calls.

About your respondents

A total of 850 patients from your Trust were sent a questionnaire. 841 were eligible for the survey, of which 243 returned a completed questionnaire, giving a response rate of 29%. The average response rate for the survey was 35%

Key facts about your respondents:

- 62% were male; 36% were female and 2% did not reply.
- 67% of returned questionnaires were the parent/carer version, and 33% were the young patients' questionnaire.
- 56% stated their ethnic background as White; 10% Mixed; 14% Asian/Asian British; 7% Black/Black British; 8% Chinese or other ethnic group and 5% did not state their background.
- 58% of respondents were classed as inpatients and 42% were daycases.
- 43% of admissions were emergency whereas 54% of attendances were planned.
- Including the visit in question, 72% of paediatric inpatients had stayed in hospital on a ward just once, 20% two or three times, and 2% four times or more.

Overall ratings of Hospital Care

- 95% of young inpatients aged 8yrs+ rated their hospital care as excellent, very good or good, with 4% rating it as OK or bad.
- 94% of parents/carers rated their child's overall hospital care as excellent, very good or good, with 3% rating it as fair or poor.

Who answered the questionnaires?

- The parent's questionnaire was sent to the parent/guardian of young inpatients aged 0-7yrs, and designed to be completed by the parent or carer who accompanied the child to hospital, with the input of the young patient if they were able.
- The children's questionnaire was sent to young inpatients aged 8-18yrs. Section 1 was designed to be completed by the child themselves, with some help from their parent or carer if needed. Section 2 was designed to be completed by the parent or carer who accompanied the child to hospital.

The following questions were included in the questionnaires to show who answered the different surveys/sections. The percentage of questionnaires that were completed by the young patients or by their parent/carer are as follows:

Parent Survey, Q82 - Who was the **main person** who answered the questions on this questionnaire?

Parents of young inpatients aged 0-7yrs

The young person who was a patient in the hospital	0.0%
The parent or carer of the patient	88.3%
Both patient and parent/carer together	9.3%
Not Answered	2.5%

Children's Survey, Section 1 (designed to be completed by children), Q60 - Who was the **main person** who answered the questions in this section (section 1) of the questionnaire?

Young inpatients aged 8-18yrs

Me, the young person who was a patient in the hospital	53.1%
My parent or carer	11.1%
Both patient (child) and parent/carer together	32.1%
Not Answered	3.7%

Children's Survey, Section 2 (designed to be completed by parents/carers), Q94 - Who was the **main person** who answered the questions in this section (section 2) of the questionnaire?

Parents of young inpatients aged 8-18yrs

Me, the parent or carer	82.7%
Me, the young patient	1.2%
Both child and parent/carers together	11.1%
Not Answered	4.9%



SECTION 3

Problem Score Summary

overview of results by section

Problem Score Summary

This section shows your problem score for each question and a comparison against the average score for all 27 trusts in the survey. Problem scores help you to focus on areas where there is plenty of scope for improvement, in addition to areas where you are performing well.

Problem Scores

- Lower scores reflect better performance*
- Please refer to the Frequency Tables section of this report for a breakdown of how each problem score has been calculated.
- Problem scores are rounded up or down to the nearest whole number
- Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

* For an explanation of problem scores and significant differences please see Section 1.
Note that **lower scores indicate better performance**.

Please note that not all questions are based on all patients, so a problem score may relate only to 'those who had an operation' for example. You would therefore need to use the frequency tables to check the sample size of those who responded, to establish whether each of the problem areas will be a particular area of focus for you. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets, e.g. [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Blue text = parent data

Red text = child data

Black text = combined (parent and child) data

The T number reflects the question number in the parent's survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

+

scores significantly better than average

-

scores significantly worse than average

Trust

Average

The problem score for your Trust

Average score for all Trusts

Lower scores are better

A. GOING INTO HOSPITAL

		Trust	Average
T2	(2) Did not fully know before child's hospital visit what was going to happen	34 %	37 %
T3	Had to wait too long before coming into hospital (planned visits)	37 %	27 % -
T4	Parent not given choice of admission dates (planned visits)	32 %	37 %
T5	Hospital changed date of admission (planned visits)	19 %	17 %
T6	(3) Not invited to visit the hospital and meet the staff and would have liked to (planned visits)	17 %	15 %
T7	(4) Visiting hospital and meeting the people before the visit did not help child	[0] %	5 %

B. THE HOSPITAL WARD

		Trust	Average	
T8	(5) Child stayed on an adult ward	3 %	4 %	
T11	(9) Ward not well designed for child's age group	48 %	51 %	
T12	(10) Hospital room or ward not clean	3 %	4 %	
T13+	(11+) Toilets and bathrooms not clean	13 %	9 %	
T15	(13) Did not feel that child was always safe on the hospital ward	23 %	21 %	
T16	(14) Child felt scared or frightened in hospital	29 %	37 %	+
T18	(16) Child was disturbed by noise from other patients	40 %	41 %	
T19	(17) Child was disturbed by noise from hospital staff	12 %	19 %	+
T20	(18) Did not feel that friends and family were always welcome to visit	37 %	31 %	-
T21	(19) Not enough toys, games and things to do on ward for child's age group	35 %	31 %	
T22+	(20+) Toys and things to do on ward rated as OK / Bad	43 %	32 %	-
T23	(21) Staff did not play with child but would have liked	21 %	18 %	
T24+	(22+) Hospital food rated as OK or Bad	46 %	47 %	
T25	(23) No choice of hospital food	6 %	10 %	+

C. DOCTORS

		Trust	Average	
T27+	(25+) Doctors did not talk clearly to child about how they were going to look after them	33 %	39 %	
T28	Doctors did not give parents clear information about child's care and treatment	16 %	23 %	+
T30	(27) Parent felt that doctor did not completely talk with child about their questions or worries	[18] %	34 %	
T30a	(27) Child felt that doctor did not talk with them about their questions or worries	[11] %	20 %	
T31	Doctors talked to other staff in front of parent & child as if they were not there	17 %	23 %	
T32	Parents did not always have confidence and trust in doctors treating child	19 %	23 %	

D. NURSES

		Trust	Average	
T33+	(29+) Nurses did not talk clearly to child about how they were going to look after them	33 %	31 %	
T34	Nurses did not give parents clear information about child's care and treatment	22 %	24 %	
T35+	(30+) Nurses did not always talk to child about their worries	41 %	41 %	
T36+	(31+) Nurses did not always give child help when they needed it	25 %	32 %	+
T37	Nurses talked to other staff in front of parent and child as if they were not there	13 %	18 %	
T38	(32) Not always enough nurses to look after child in hospital	30 %	37 %	+
T39	Parent did not always have confidence and trust in nurses treating child	22 %	24 %	

E. LOOKING AFTER YOUR CHILD IN HOSPITAL

		Trust	Average	
T40	(33) Told different things by different people	29 %	36 %	+
T41	Parents not always involved as much as would like in decisions about care	31 %	33 %	
T41a	(C34) Child not always involved in decisions about how they were looked after	61 %	61 %	
T42	(35) Not always given somewhere private to talk to doctors and nurses	56 %	60 %	
T43	(36) Not always given somewhere private when child was examined or treated	28 %	33 %	
T44+	(37+) Child not given help from staff to use bathroom or toilet	46 %	35 %	
T45+	(38+) Child not always given help from staff to eat their meals	48 %	42 %	
T46+	Parents had too much or too little involvement in care of their child	12 %	10 %	
T47+	Parents not always able to buy cooked meals on premises	50 %	42 %	
T48	Parent had no access to tea and coffee making facilities while on ward	44 %	29 %	-
T51	Parent not always able to stay overnight when wanted to	10 %	4 %	-
T52	Facilities for parents staying overnight rated as fair/poor	27 %	28 %	
T53	Needed other facilities that were not available	12 %	9 %	

F. PAIN

		Trust	Average	
T56	(40) Did not feel that staff did everything they could to help ease child's pain	22 %	30 %	+

G. OPERATIONS

		Trust	Average	
T58+	(42+) Child not fully told what would be done during operation	20 %	23 %	
T58a+	(C43+) Doctor did not completely answer child's questions about operation in a way they could understand	17 %	19 %	
T59+	Parent not told what would be done during operation	13 %	15 %	
T60+	Doctor did not completely answer parents' questions about the operation in a way they could understand	8 %	14 %	+
T61+	Doctor did not fully explain risks/benefits of operation to parent	17 %	16 %	
T63	Parent not told fully how child would be put to sleep or pain controlled, in way could understand	8 %	10 %	
T64+	(45+) Child not told fully how they would be put to sleep or pain controlled, in a way could understand	14 %	19 %	
T65	Doctors did not fully explain to parent how child's operation had gone	17 %	22 %	
T65a	(C46) Doctors did not fully explain to child how their operation had gone	22 %	28 %	



H. TESTS & X-RAYS

		Trust	Average	
T67+	(48+) Before test, child not told fully what was going to happen	26 %	30 %	
T68	Before test, parent not told fully what was going to happen	15 %	23 %	+
T69+	Parent not told fully the test results	24 %	34 %	+
T69a+	(C49+) Child not told fully the test results	[35] %	37 %	

I. LEAVING HOSPITAL

		Trust	Average
T70	(50) Child was not ready to go home when they left hospital	5 %	5 %
T71	(51) Child had to wait before going home	65 %	67 %
T74+	Parent not given explanation about why their child had to take medicines	8 %	13 %
T75	Parent not given enough information about how child should use the medicines	7 %	8 %
T75a+	(C54+) Child not given explanation about why they had to take medicines	[15] %	23 %
T76	Parent not fully told about danger signals to watch for at home	36 %	33 %
T77	(55) Not told when child could continue normal activities	29 %	28 %
T78	(56) Not told what do to or who to contact if worried when home	35 %	31 %
T79	(57) Did not receive written information but would have liked it	16 %	16 %

J. AND FINALLY...

		Trust	Average
T80	(58) Felt that not listened to by people looking after child	26 %	32 % 
T81	Parent rating of their child's care was fair or poor	3 %	7 % 
T81a	(C59) Child rating of their care was OK or Bad	4 %	7 %



SECTION 4

○ Ranked Problem Scores

where most patients report room for improvement

Ranked Problem Scores

This section ranks your problem scores from the highest score (most respondents reporting room for improvement) to the lowest score (fewest respondents reporting room for improvement). Focusing on areas with high problem scores could potentially improve the patient experience for a large proportion of your patients.

Please note that not all questions are based on all patients, so a problem score may relate only to 'those who had an operation' for example. You would therefore need to use the frequency tables to check the sample size of those who responded, to establish whether each of the problem areas will be a particular area of focus for you. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets, e.g. [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Blue text = parent data

Red text = child data

Black text = combined (parent and child) data

The T number reflects the question number in the parents survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

+

 scores significantly better than average

-

 scores significantly worse than average

Trust

Average

The problem score for your Trust

Average score for all Trusts

Lower scores are better

Problem scores 50%+

		Trust	Average
T71	(51) Child had to wait before going home	65 %	67 %
T41a	(C34) Child not always involved in decisions about how they were looked after	61 %	61 %
T42	(35) Not always given somewhere private to talk to doctors and nurses	56 %	60 %
T47+	Parents not always able to buy cooked meals on premises	50 %	42 %

Problem scores 40% - 49%

		Trust	Average
T45+	(38+) Child not always given help from staff to eat their meals	48 %	42 %
T11	(9) Ward not well designed for child's age group	48 %	51 %
T24+	(22+) Hospital food rated as OK or Bad	46 %	47 %
T44+	(37+) Child not given help from staff to use bathroom or toilet	46 %	35 %
T48	Parent had no access to tea and coffee making facilities while on ward	44 %	29 % -
T22+	(20+) Toys and things to do on ward rated as OK / Bad	43 %	32 % -
T35+	(30+) Nurses did not always talk to child about their worries	41 %	41 %
T18	(16) Child was disturbed by noise from other patients	40 %	41 %

Problem scores 30% - 39%

		Trust	Average	
T20	(18) Did not feel that friends and family were always welcome to visit	37 %	31 %	+
T3	Had to wait too long before coming into hospital (planned visits)	37 %	27 %	+
T76	Parent not fully told about danger signals to watch for at home	36 %	33 %	
T69a+	(C49+) Child not told fully the test results	[35] %	37 %	
T78	(56) Not told what do to or who to contact if worried when home	35 %	31 %	
T21	(19) Not enough toys, games and things to do on ward for child's age group	35 %	31 %	
T2	(2) Did not fully know before child's hospital visit what was going to happen	34 %	37 %	
T33+	(29+) Nurses did not talk clearly to child about how they were going to look after them	33 %	31 %	
T27+	(25+) Doctors did not talk clearly to child about how they were going to look after them	33 %	39 %	
T4	Parent not given choice of admission dates (planned visits)	32 %	37 %	
T41	Parents not always involved as much as would like in decisions about care	31 %	33 %	
T38	(32) Not always enough nurses to look after child in hospital	30 %	37 %	+

Problem scores 20% - 29%

		Trust	Average	
T40	(33) Told different things by different people	29 %	36 %	+
T16	(14) Child felt scared or frightened in hospital	29 %	37 %	+
T77	(55) Not told when child could continue normal activities	29 %	28 %	
T43	(36) Not always given somewhere private when child was examined or treated	28 %	33 %	
T52	Facilities for parents staying overnight rated as fair/poor	27 %	28 %	
T67+	(48+) Before test, child not told fully what was going to happen	26 %	30 %	
T80	(58) Felt that not listened to by people looking after child	26 %	32 %	+
T36+	(31+) Nurses did not always give child help when they needed it	25 %	32 %	+
T69+	Parent not told fully the test results	24 %	34 %	+
T15	(13) Did not feel that child was always safe on the hospital ward	23 %	21 %	
T65a	(C46) Doctors did not fully explain to child how their operation had gone	22 %	28 %	
T34	Nurses did not give parents clear information about child's care and treatment	22 %	24 %	
T39	Parent did not always have confidence and trust in nurses treating child	22 %	24 %	
T56	(40) Did not feel that staff did everything they could to help ease child's pain	22 %	30 %	+
T23	(21) Staff did not play with child but would have liked	21 %	18 %	
T58+	(42+) Child not fully told what would be done during operation	20 %	23 %	

Problem scores 10% - 19%

		Trust	Average	
T5	Hospital changed date of admission (planned visits)	19 %	17 %	
T32	Parents did not always have confidence and trust in doctors treating child	19 %	23 %	
T30	(27) Parent felt that doctor did not completely talk with child about their questions or worries	[18] %	34 %	
T31	Doctors talked to other staff in front of parent & child as if they were not there	17 %	23 %	
T58a+	(C43+) Doctor did not completely answer child's questions about operation in a way they could understand	17 %	19 %	
T65	Doctors did not fully explain to parent how child's operation had gone	17 %	22 %	
T6	(3) Not invited to visit the hospital and meet the staff and would have liked to (planned visits)	17 %	15 %	
T61+	Doctor did not fully explain risks/benefits of operation to parent	17 %	16 %	
T28	Doctors did not give parents clear information about child's care and treatment	16 %	23 %	+
T79	(57) Did not receive written information but would have liked it	16 %	16 %	
T75a+	(C54+) Child not given explanation about why they had to take medicines	[15] %	23 %	
T68	Before test, parent not told fully what was going to happen	15 %	23 %	+
T64+	(45+) Child not told fully how they would be put to sleep or pain controlled, in a way could understand	14 %	19 %	
T59+	Parent not told what would be done during operation	13 %	15 %	
T37	Nurses talked to other staff in front of parent and child as if they were not there	13 %	18 %	
T13+	(11+) Toilets and bathrooms not clean	13 %	9 %	
T46+	Parents had too much or too little involvement in care of their child	12 %	10 %	
T53	Needed other facilities that were not available	12 %	9 %	
T19	(17) Child was disturbed by noise from hospital staff	12 %	19 %	+
T30a	(27) Child felt that doctor did not talk with them about their questions or worries	[11] %	20 %	
T51	Parent not always able to stay overnight when wanted to	10 %	4 %	-

Problem scores 0% - 9%

		Trust	Average	
T74+	Parent not given explanation about why their child had to take medicines	8 %	13 %	
T60+	Doctor did not completely answer parents' questions about the operation in a way they could understand	8 %	14 %	+
T63	Parent not told fully how child would be put to sleep or pain controlled, in way could understand	8 %	10 %	
T75	Parent not given enough information about how child should use the medicines	7 %	8 %	
T25	(23) No choice of hospital food	6 %	10 %	+
T70	(50) Child was not ready to go home when they left hospital	5 %	5 %	
T81a	(C59) Child rating of their care was OK or Bad	4 %	7 %	
T12	(10) Hospital room or ward not clean	3 %	4 %	
T8	(5) Child stayed on an adult ward	3 %	4 %	
T81	Parent rating of their child's care was fair or poor	3 %	7 %	+
T7	(4) Visiting hospital and meeting the people before the visit did not help child	[0] %	5 %	



SECTION 5

 External Benchmarks

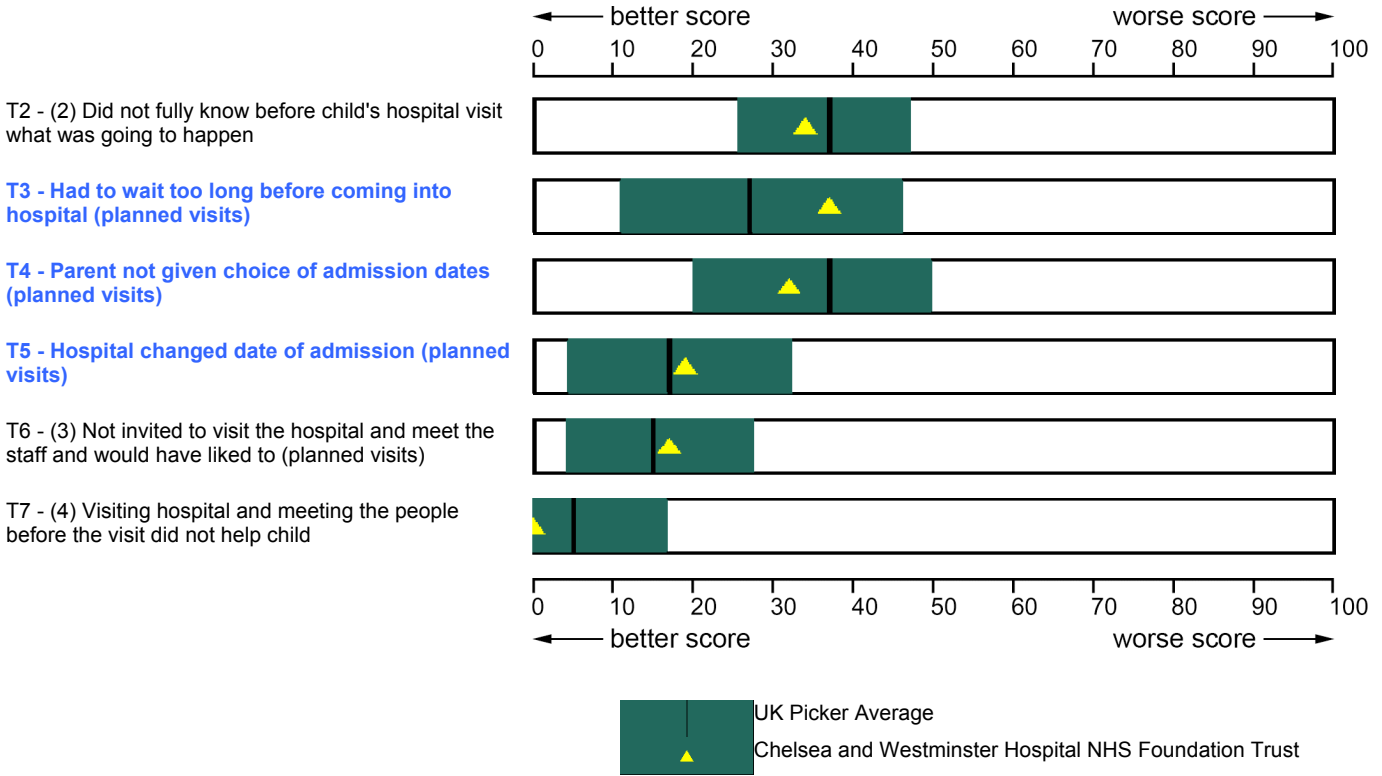
comparing results with other trusts

External Benchmarks

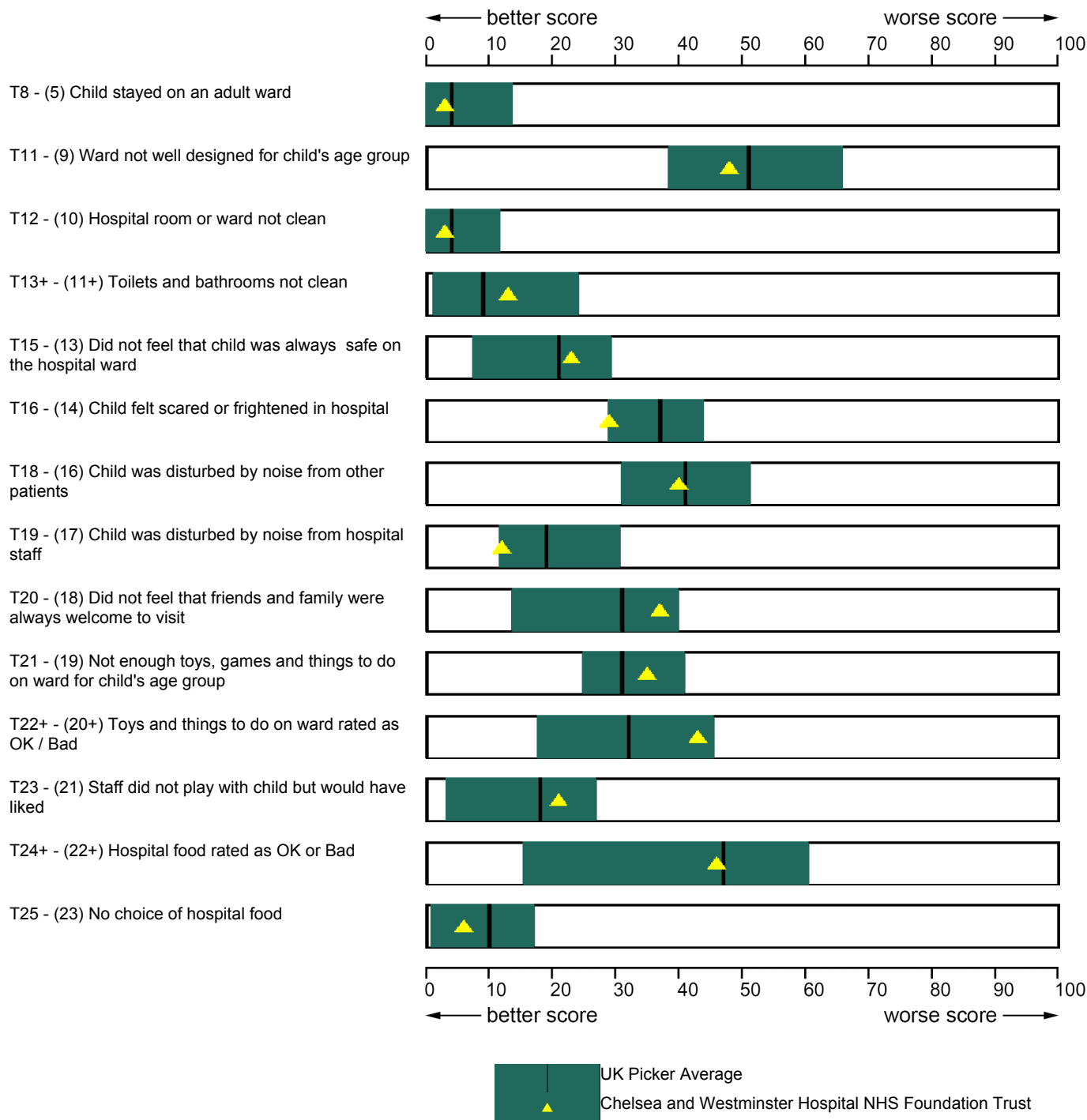
This section shows how your Trust compared to all 27 trusts in this survey. The range of scores is shown as a green bar from the best score (to the left), to the worst (to the right). The average across all trusts is the black line. The score for Chelsea and Westminster Hospital NHS Foundation Trust is shown as the yellow triangle.

Blue text = parent data
 Red text = child data
 Black text = combined (parent and child) data

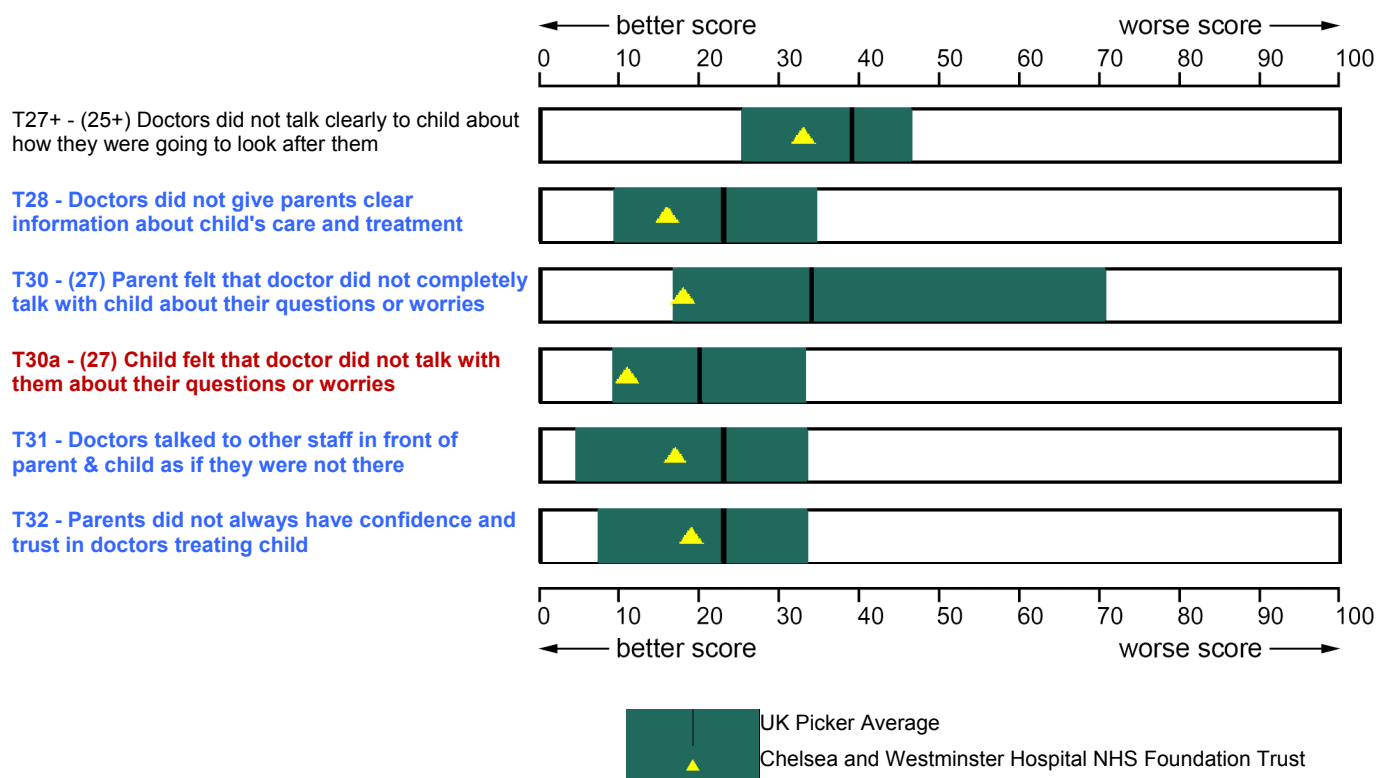
A. GOING INTO HOSPITAL



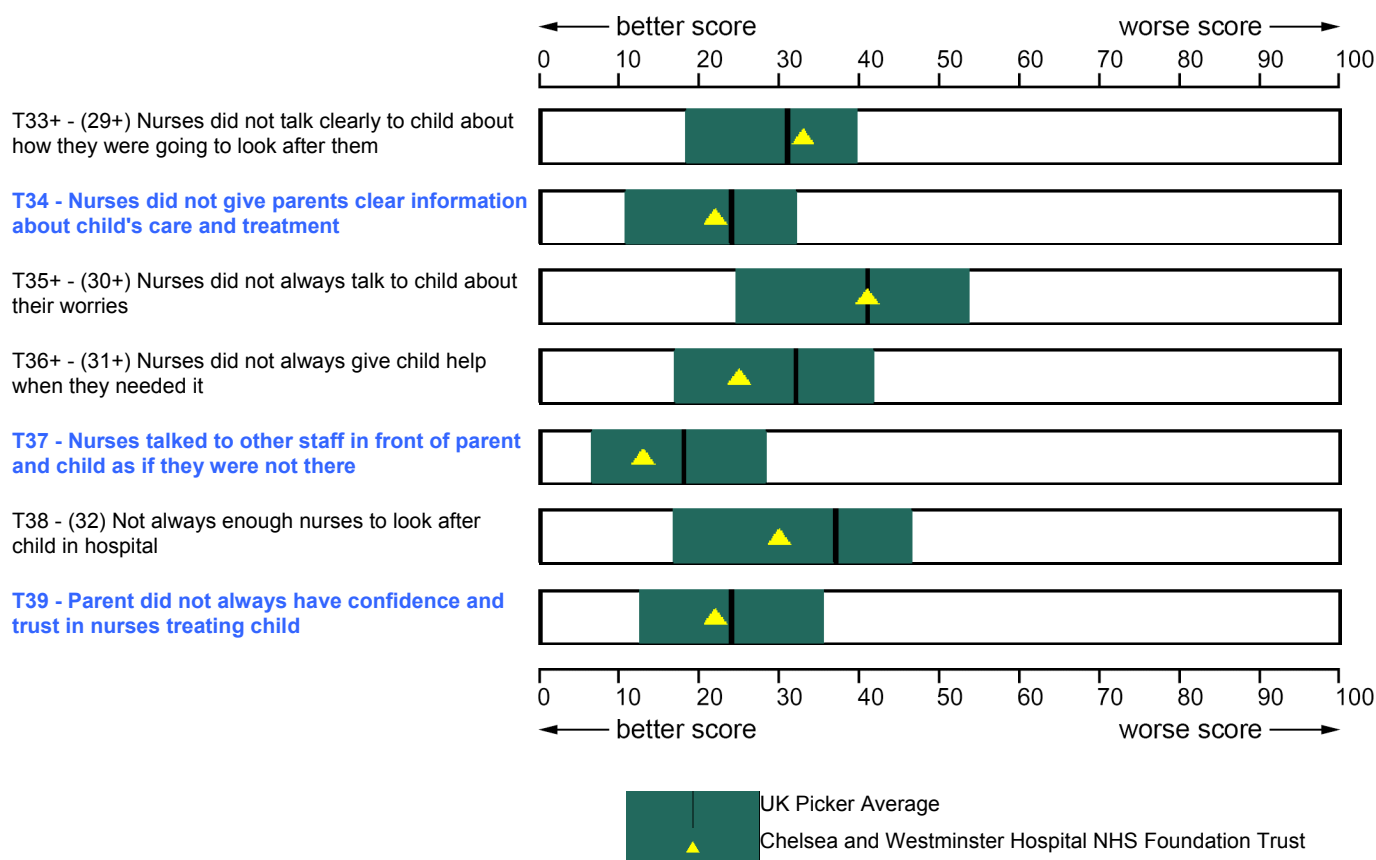
B. THE HOSPITAL WARD



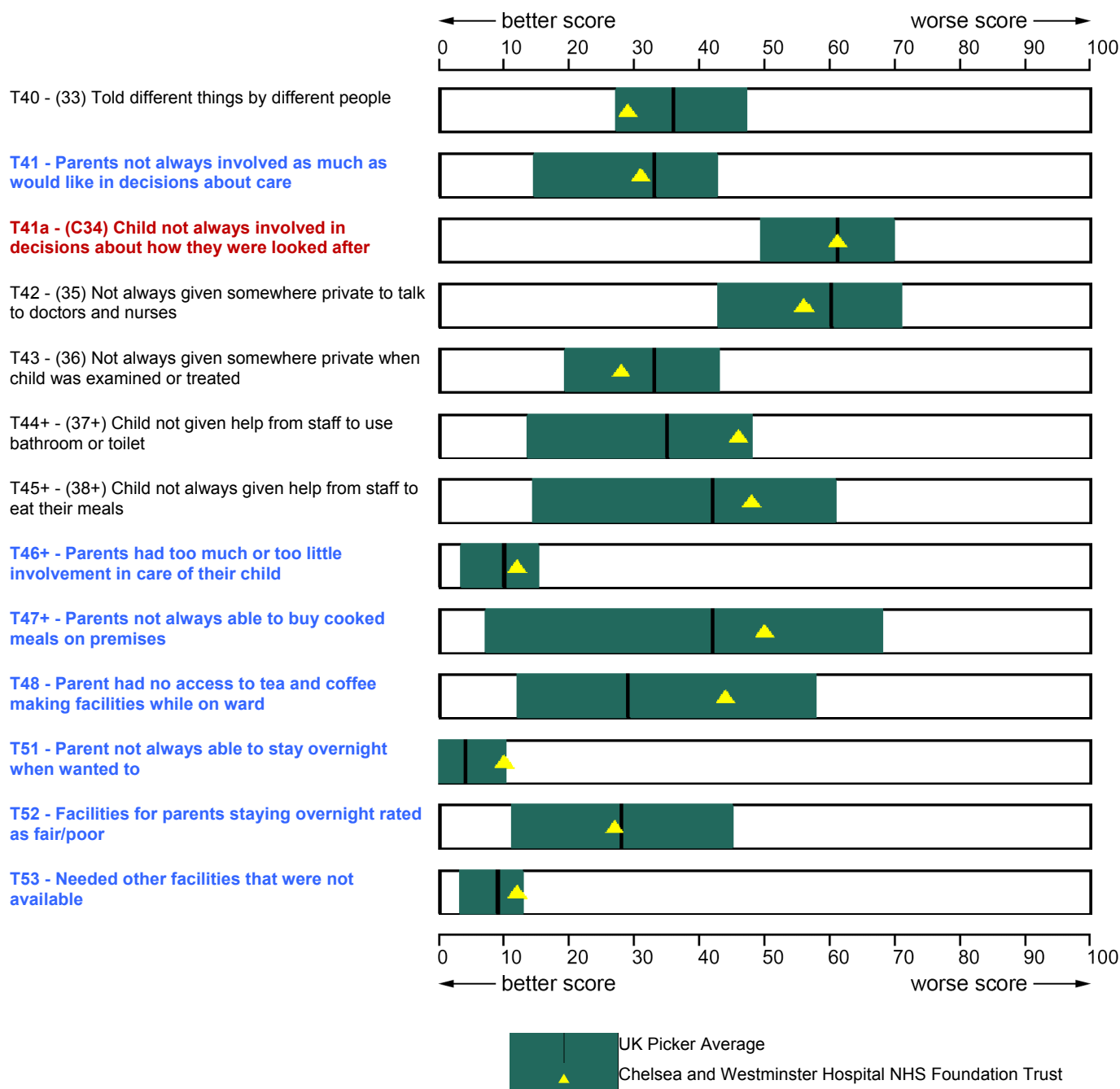
C. DOCTORS



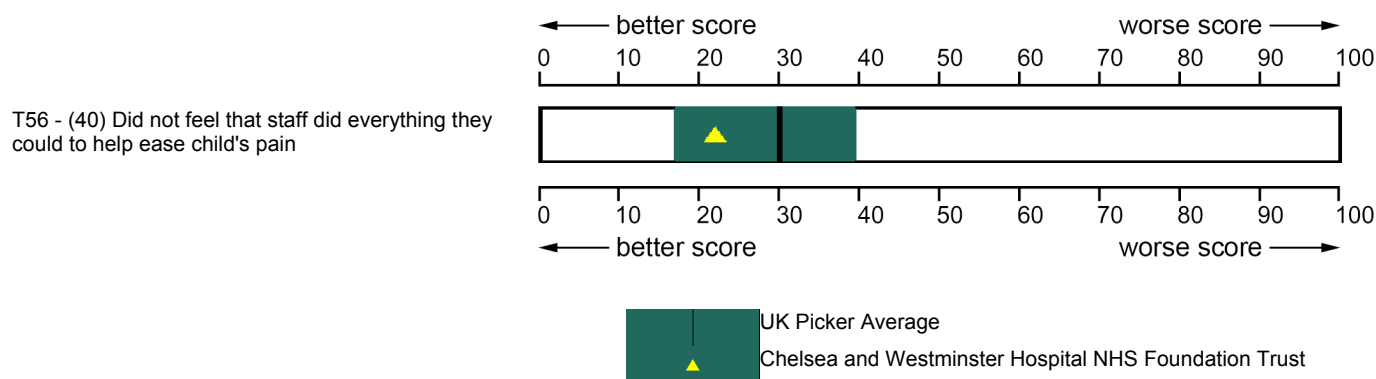
D. NURSES



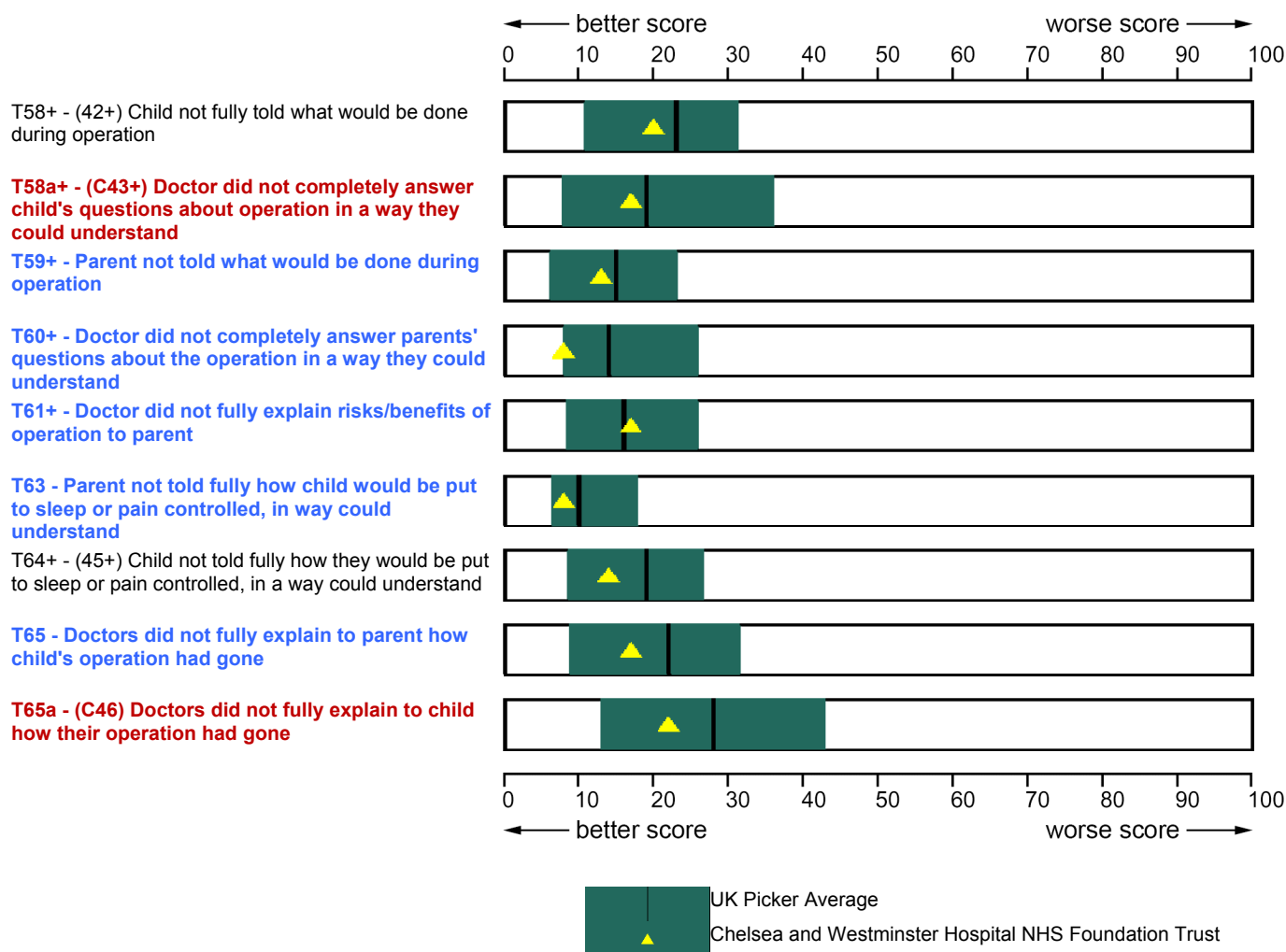
E. LOOKING AFTER YOUR CHILD IN HOSPITAL



F. PAIN



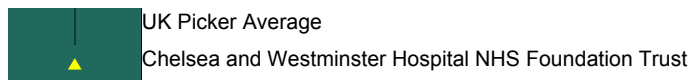
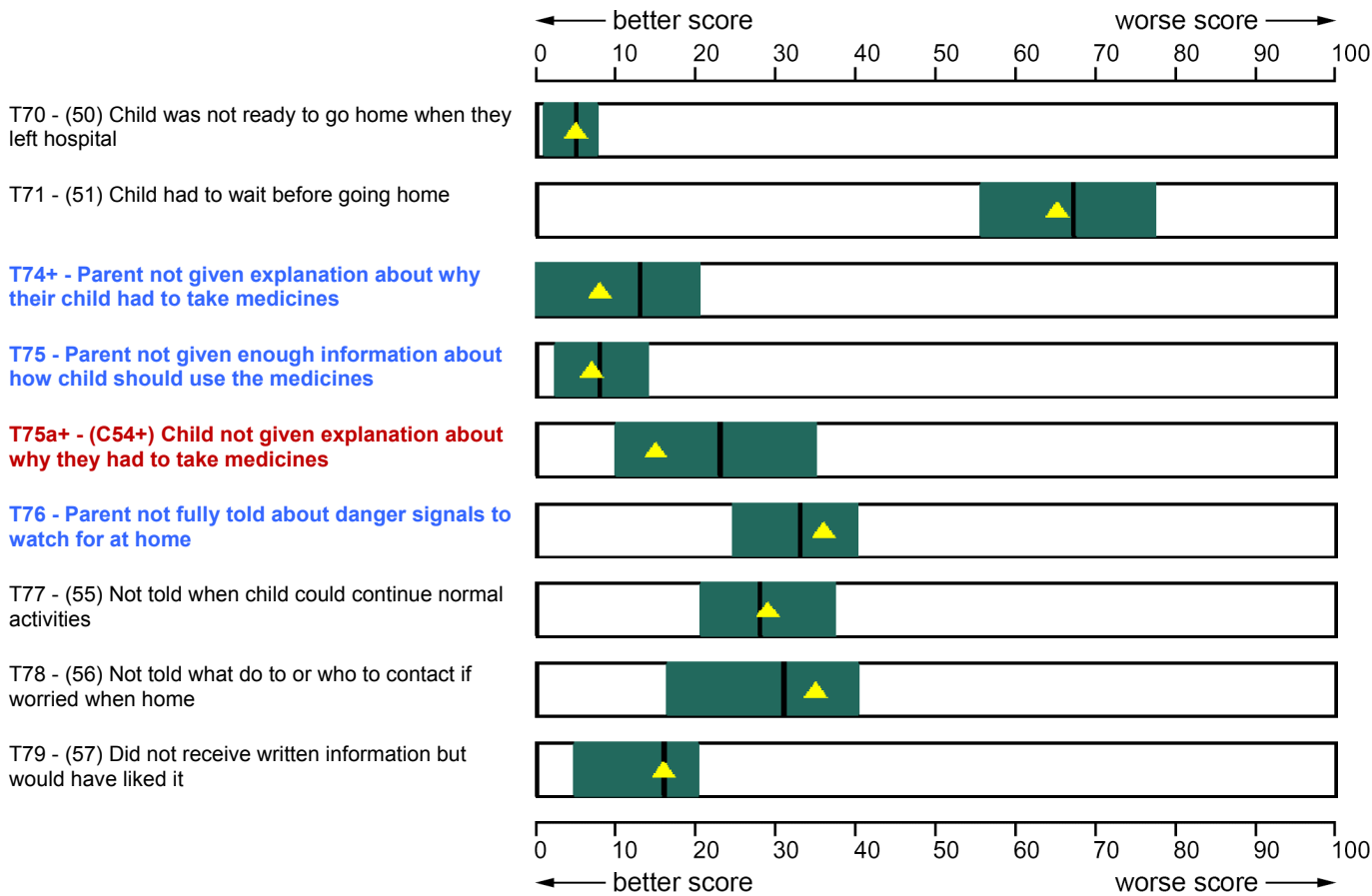
G. OPERATIONS



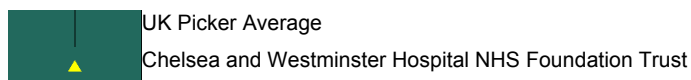
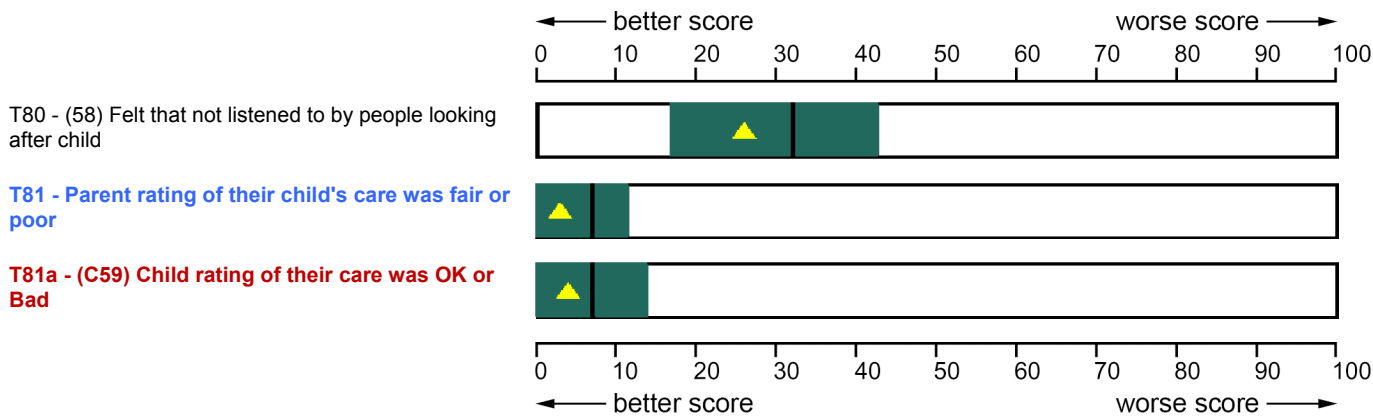
H. TESTS & X-RAYS



I. LEAVING HOSPITAL



J. AND FINALLY...





SECTION 6

Internal Benchmarks

comparing results within the trust

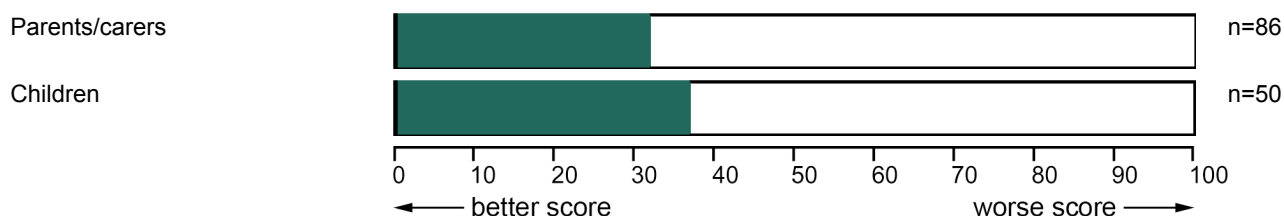
Internal Benchmarks: Respondent Type

This section compares problem scores within your trust by respondent type (parent or child). Only data for questions that were asked to *both parents and children* are displayed. The green bars show the problem score, i.e. the percentage of patients who are not completely satisfied with a particular aspect of their care. Remember that lower scores (smaller bars) are better, whereas a larger bar indicates a greater problem. Where fewer than 50 patients have answered a particular question, the result should be treated with caution as the number of respondents is relatively small.

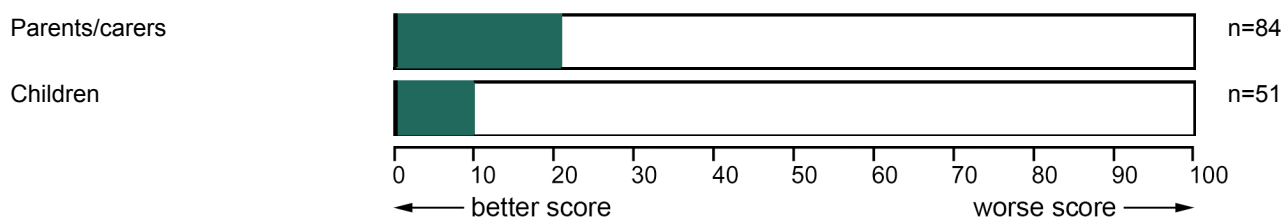
The '*Parents/carers*' data is from parents and carers. i.e. data from the parents' survey (aimed at parents of patients aged 0-7yrs) *and* from the parents' section of the children's survey (aimed at parents/carers of patients aged 8yrs+). The '*Children*' data is from the children's section of the children's survey (aimed at children aged 8yrs+).

The first question number reflects the question number in the parents survey, whereas the question number on the children's survey appears in brackets ().

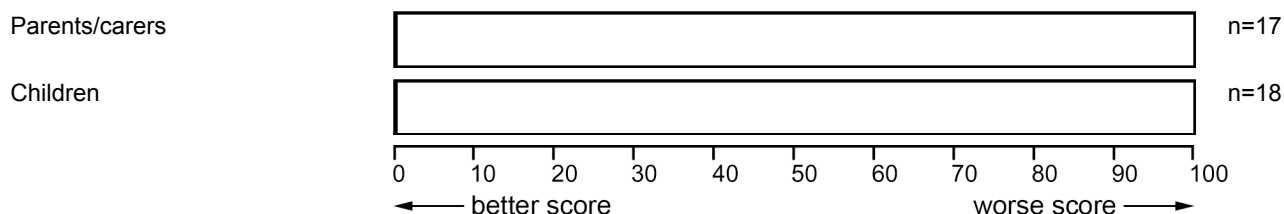
T2 - (2) Did not fully know before child's hospital visit what was going to happen



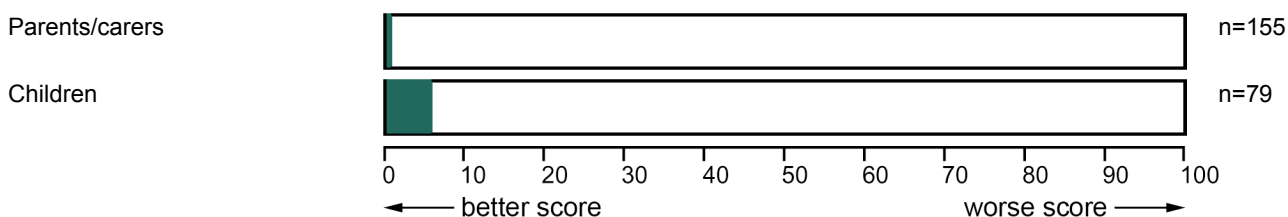
T6 - (3) Not invited to visit the hospital and meet the staff and would have liked to (planned visits)



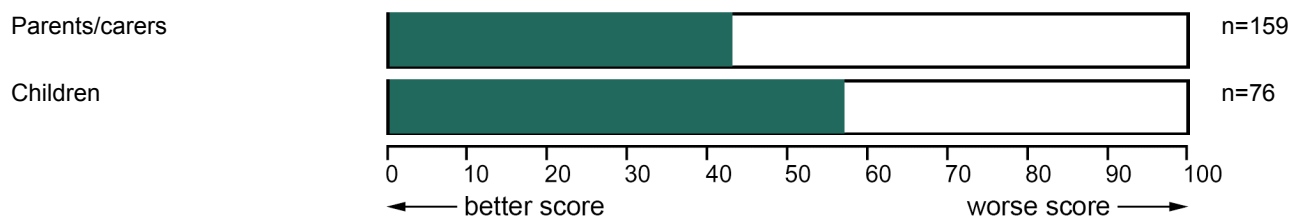
T7 - (4) Visiting hospital and meeting the people before the visit did not help child



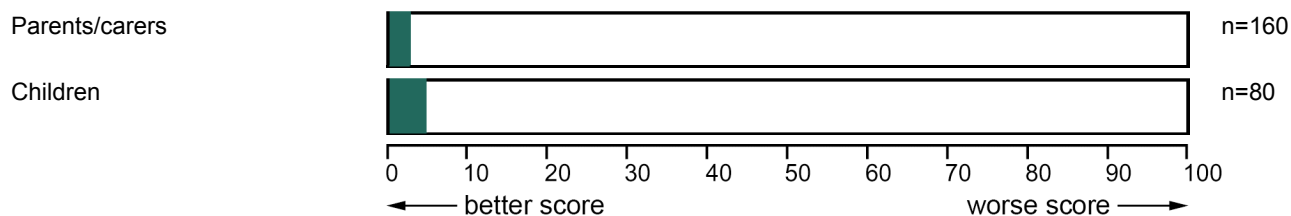
T8 - (5) Child stayed on an adult ward



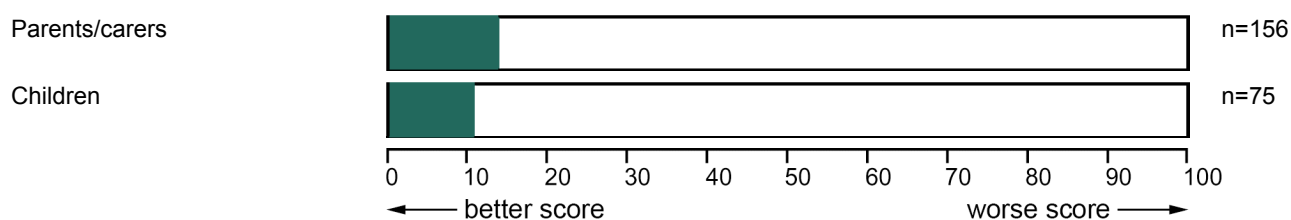
T11 - (9) Ward not well designed for child's age group



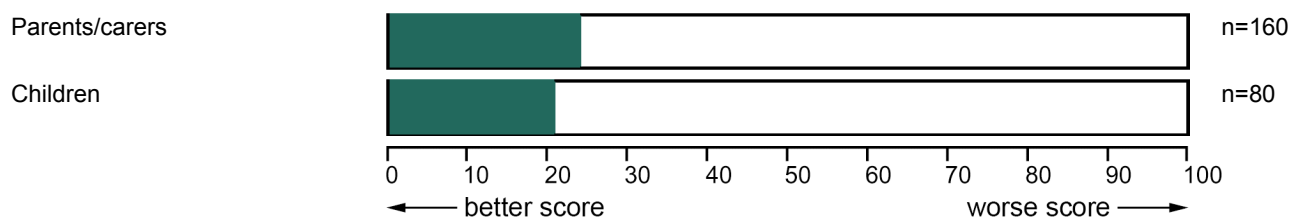
T12 - (10) Hospital room or ward not clean



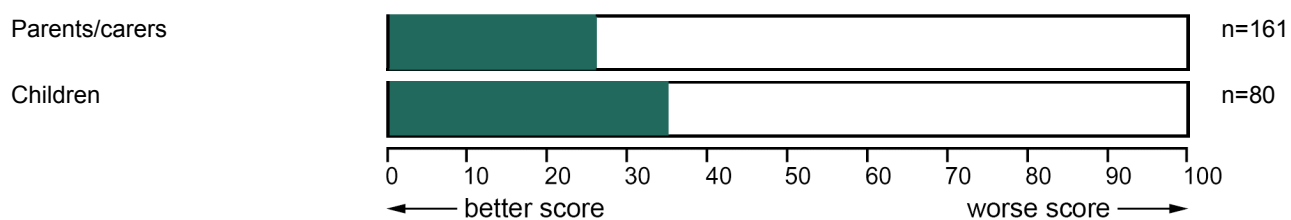
T13+ - (11+) Toilets and bathrooms not clean



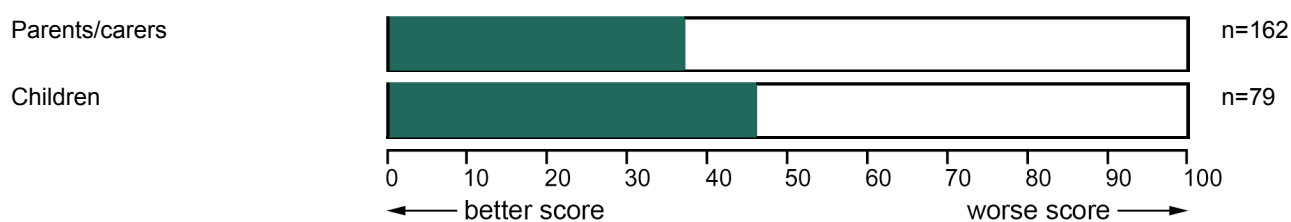
T15 - (13) Did not feel that child was always safe on the hospital ward



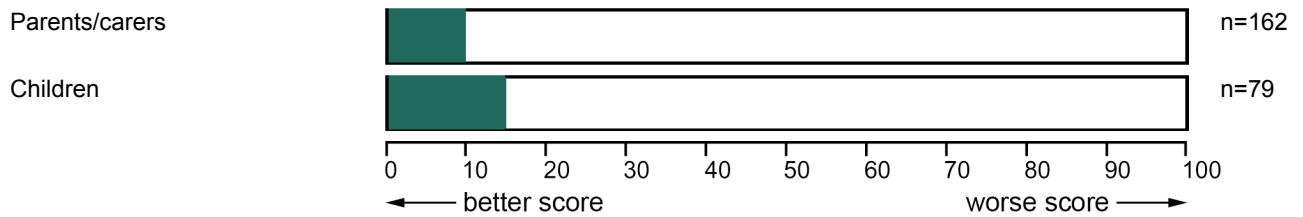
T16 - (14) Child felt scared or frightened in hospital



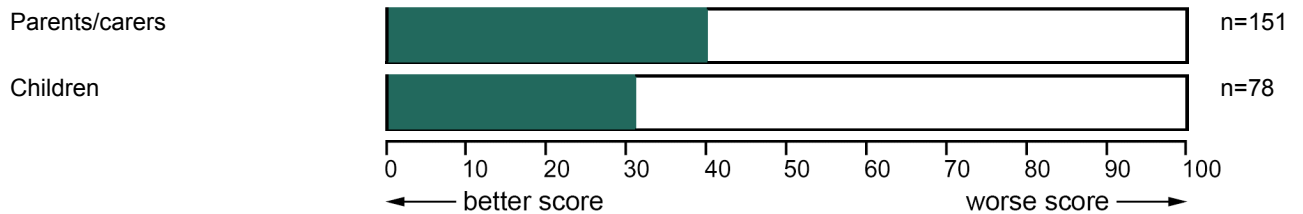
T18 - (16) Child was disturbed by noise from other patients



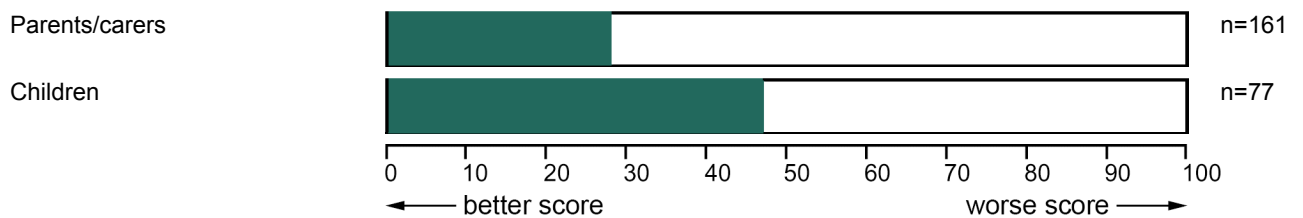
T19 - (17) Child was disturbed by noise from hospital staff



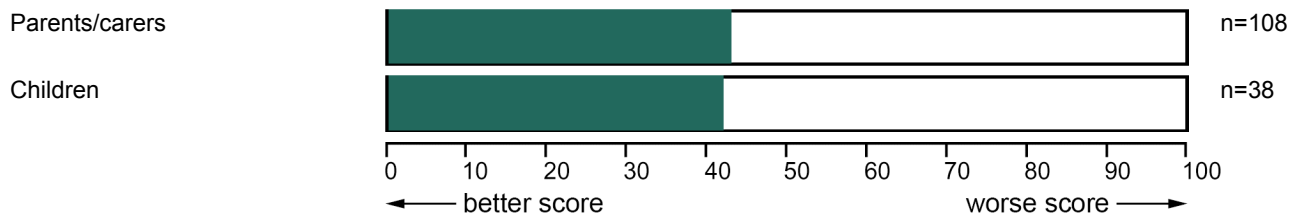
T20 - (18) Did not feel that friends and family were always welcome to visit



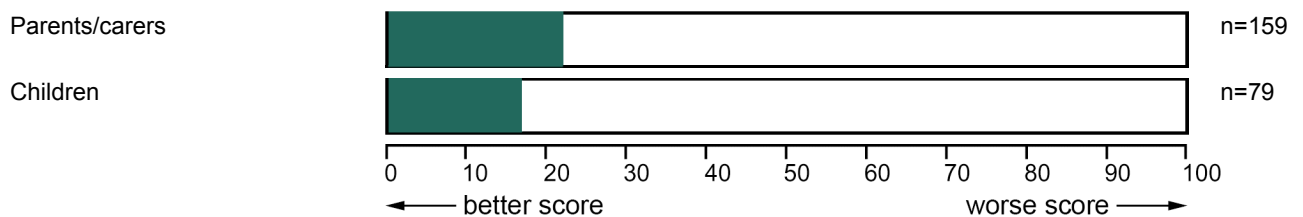
T21 - (19) Not enough toys, games and things to do on ward for child's age group



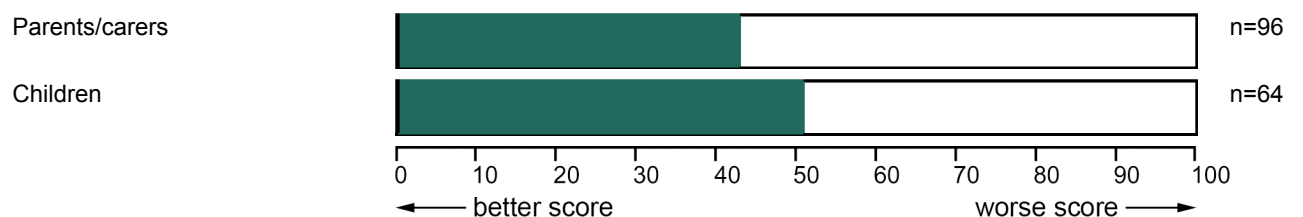
T22+ - (20+) Toys and things to do on ward rated as OK / Bad



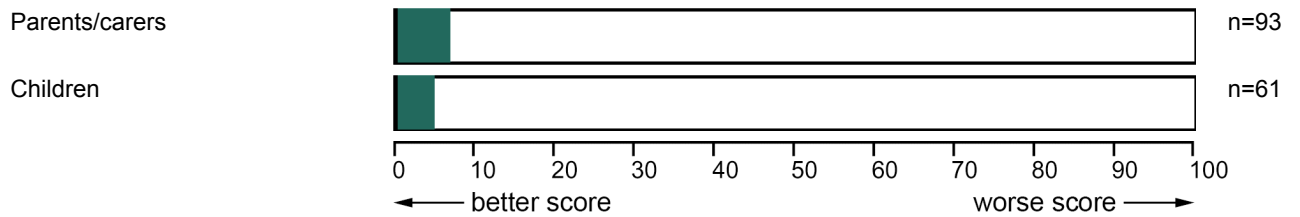
T23 - (21) Staff did not play with child but would have liked



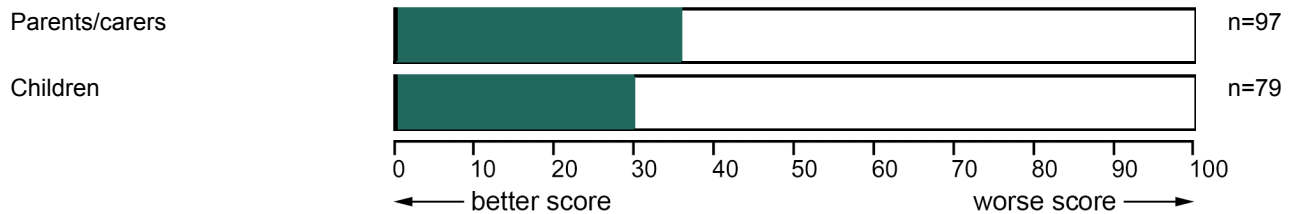
T24+ - (22+) Hospital food rated as OK or Bad



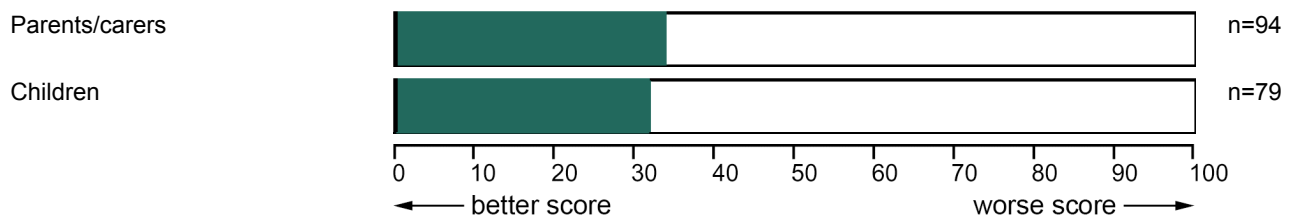
T25 - (23) No choice of hospital food



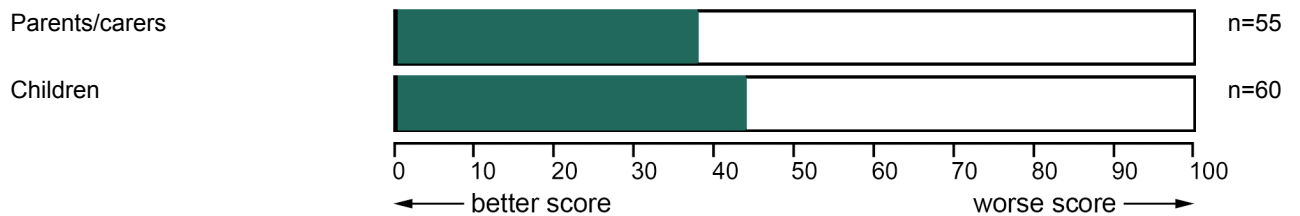
T27+ - (25+) Doctors did not talk clearly to child about how they were going to look after them



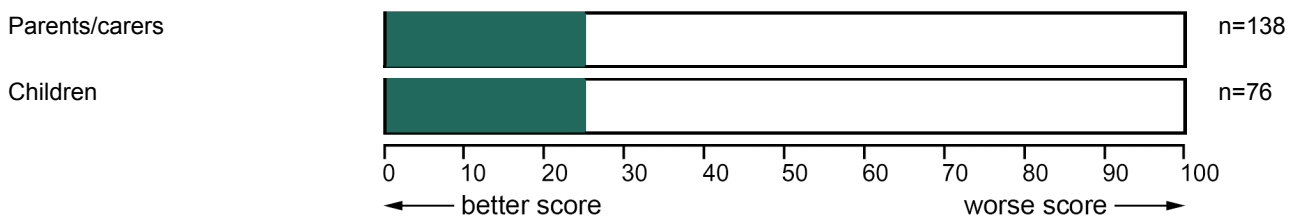
T33+ - (29+) Nurses did not talk clearly to child about how they were going to look after them



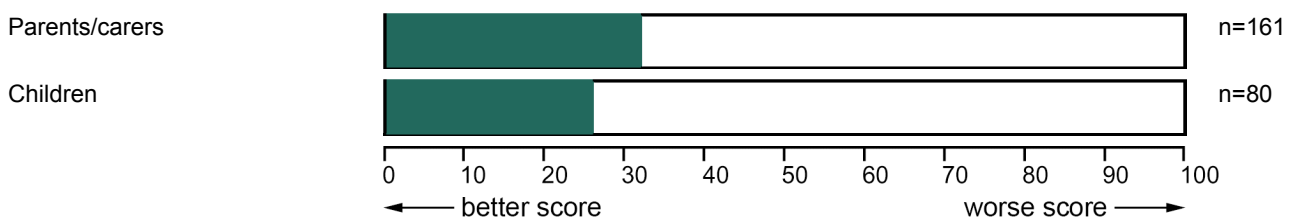
T35+ - (30+) Nurses did not always talk to child about their worries



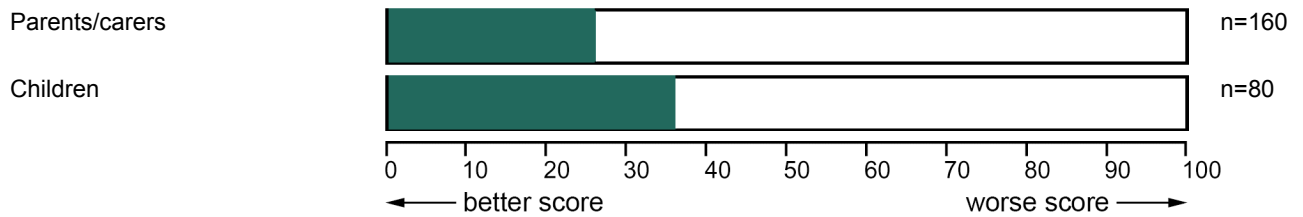
T36+ - (31+) Nurses did not always give child help when they needed it



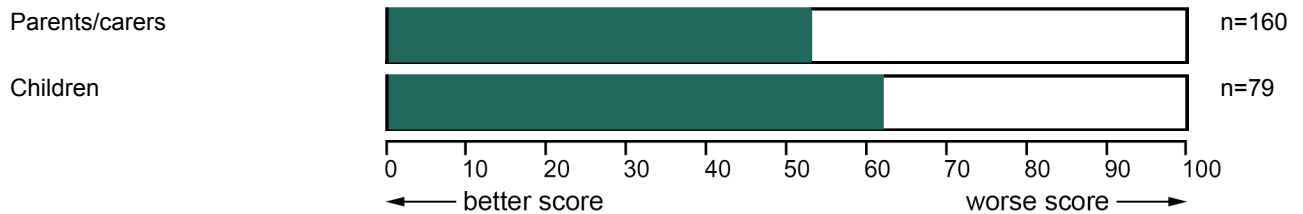
T38 - (32) Not always enough nurses to look after child in hospital



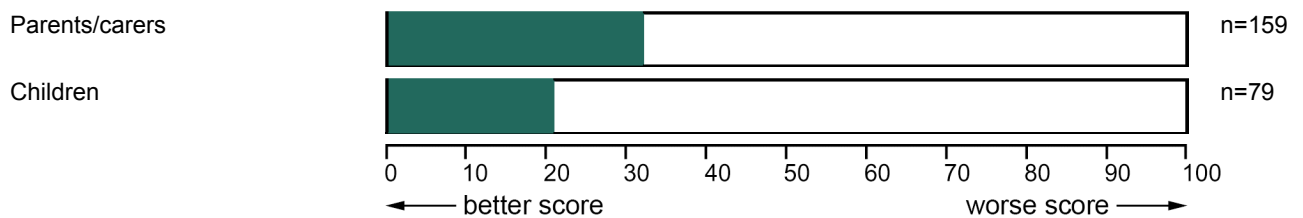
T40 - (33) Told different things by different people



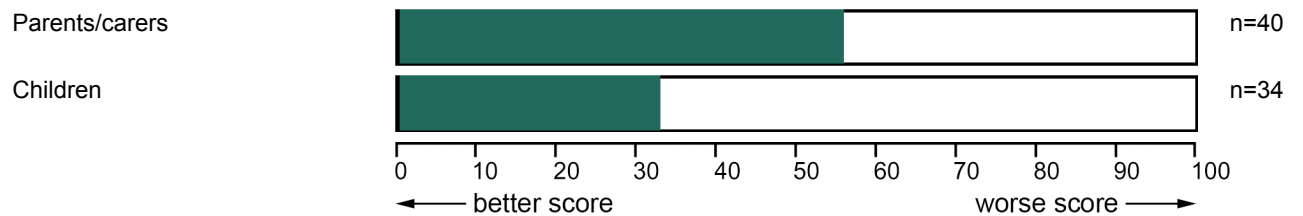
T42 - (35) Not always given somewhere private to talk to doctors and nurses



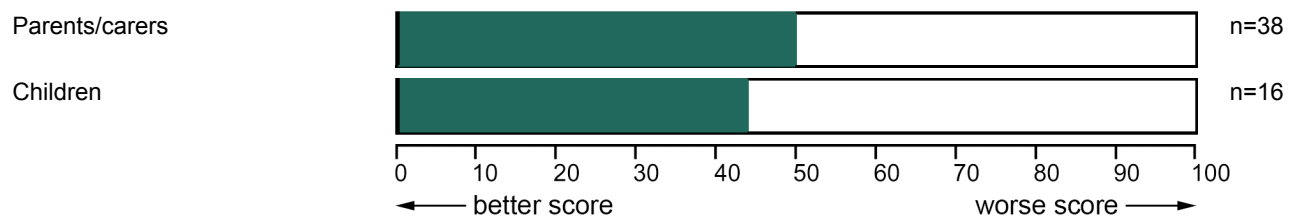
T43 - (36) Not always given somewhere private when child was examined or treated



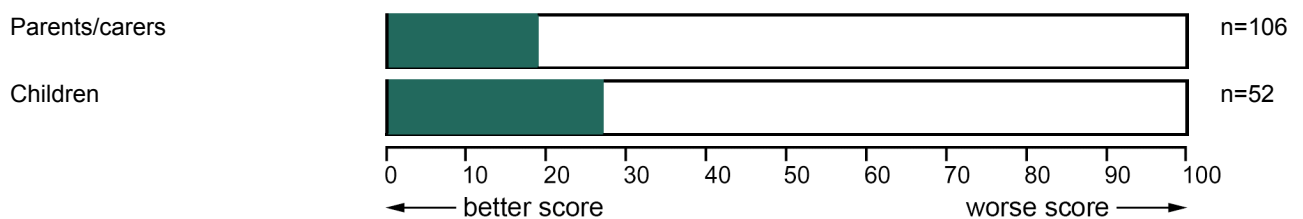
T44+ - (37+) Child not given help from staff to use bathroom or toilet



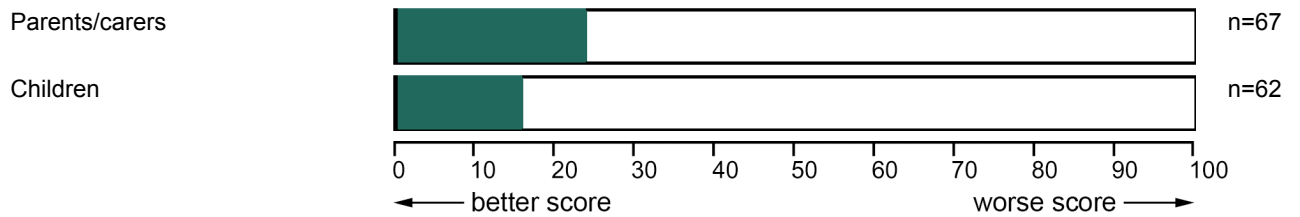
T45+ - (38+) Child not always given help from staff to eat their meals



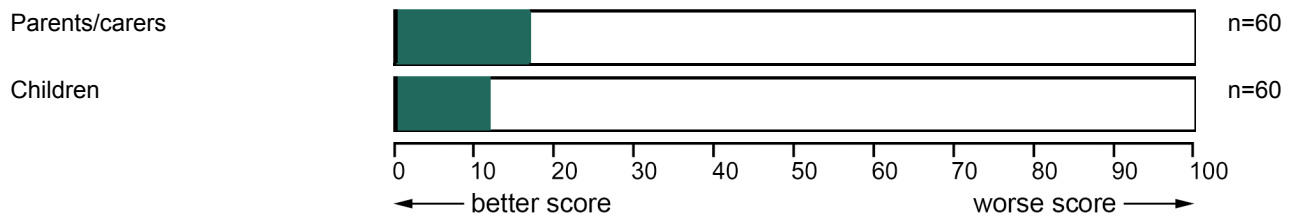
T56 - (40) Did not feel that staff did everything they could to help ease child's pain



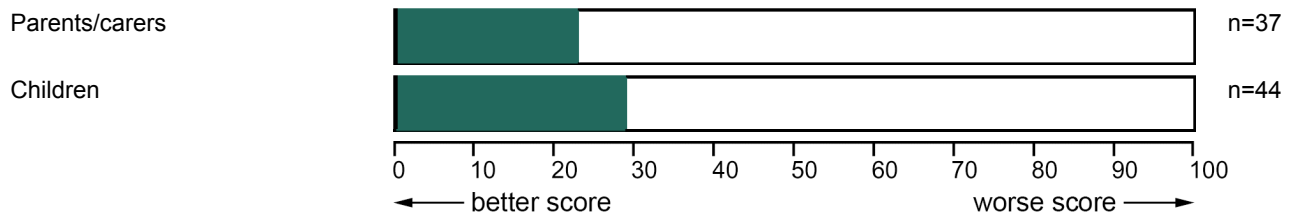
T58+ - (42+) Child not fully told what would be done during operation



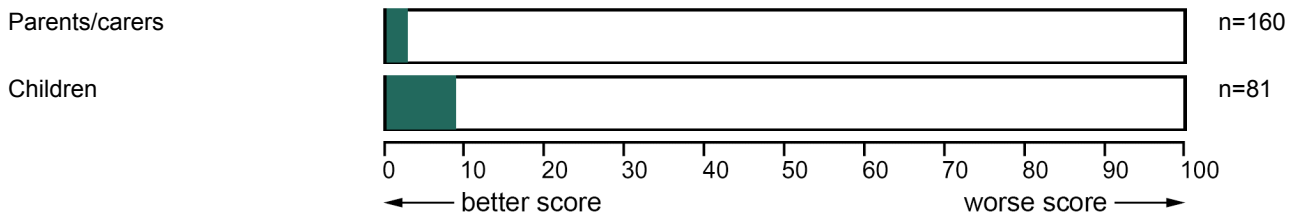
T64+ - (45+) Child not told fully how they would be put to sleep or pain controlled, in a way could understand



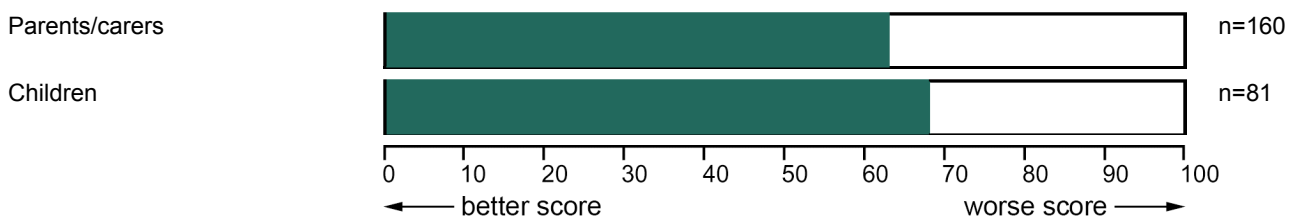
T67+ - (48+) Before test, child not told fully what was going to happen



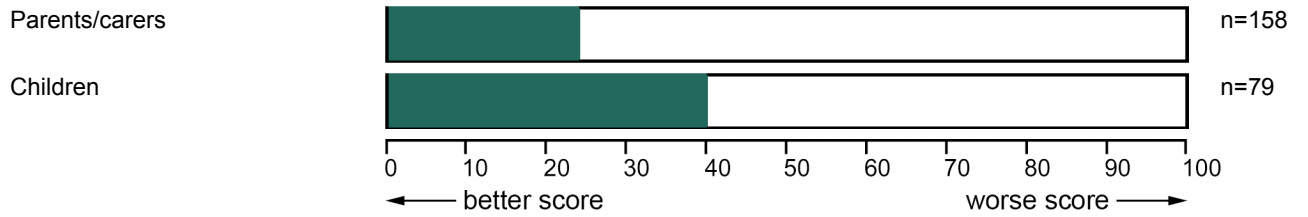
T70 - (50) Child was not ready to go home when they left hospital



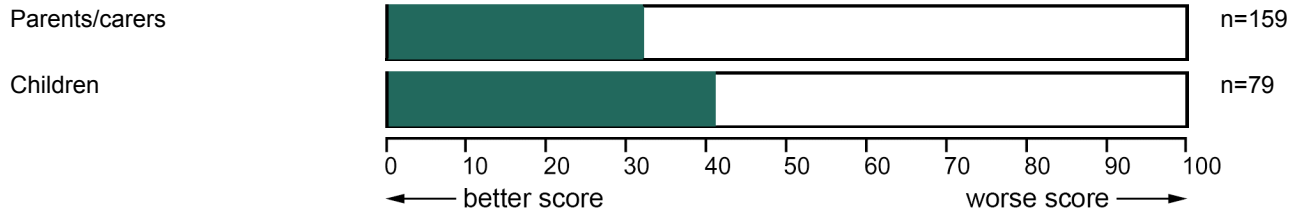
T71 - (51) Child had to wait before going home



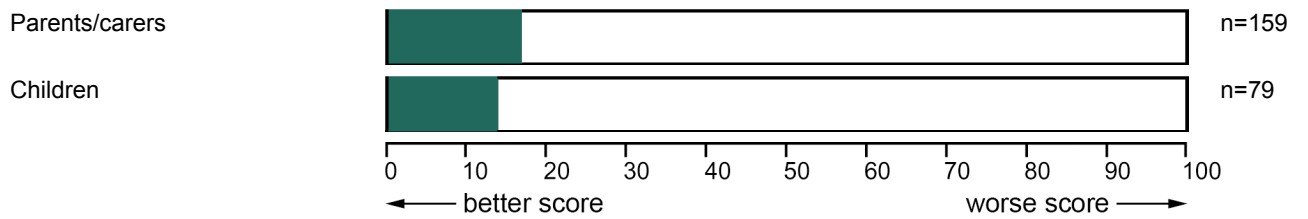
T77 - (55) Not told when child could continue normal activities



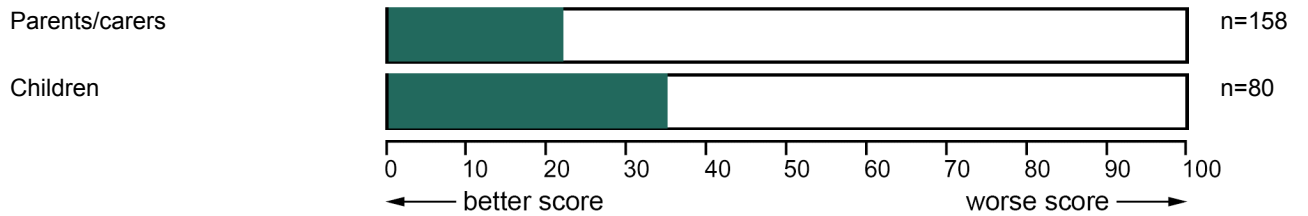
T78 - (56) Not told what do to or who to contact if worried when home



T79 - (57) Did not receive written information but would have liked it



T80 - (58) Felt that not listened to by people looking after child



Internal Benchmarks: Hospital Site

This section shows a breakdown of problem scores by hospital site. Please note that this breakdown will only be available if site information was supplied with your patient sample at the start of the survey.



SECTION 7

Historical Comparisons

comparing your results with previous years


Historical Comparisons

Your results are compared with your data from the previous national paediatric inpatient survey in 2004 (if you contracted the Picker Institute for this survey), and the voluntary paediatric survey in 2008 (if your trust participated). As well as highlighting areas where your trust has improved since previous survey(s), these problem scores also enable you to focus on where your performance may be slipping.

Please note that historical comparisons are intended as a guide only, because some question wording and associated response codes may differ slightly from previous years. Furthermore, the target age range of the children's questionnaire has changed since 2004 *and* 2008 from 5yrs+ to 8yrs+. For these reasons, historical data must be **interpreted with caution**.

Significant differences between your 2010 results and your previous survey results are indicated as follows:

 scores significantly better than previous survey

 scores significantly worse than previous survey

2004 The problem score for your trust in 2004

2007 The problem score for your trust in 2007

2008 The problem score for your trust in 2008

2010 The problem score for your trust in 2010

Blue text = parent data


Red text = child data

Black text = combined (parent and child) data



The T number reflects the question number in the parent's survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

Lower scores are better

A. GOING INTO HOSPITAL

		2004	2007	2008	2010
T3	Had to wait too long before coming into hospital (planned visits)	28 %	-	29 %	37 %
T5	Hospital changed date of admission (planned visits)	22 %	-	24 %	19 %
T6	(3) Not invited to visit the hospital and meet the staff and would have liked to (planned visits)	20 %	-	18 %	17 %
T7	(4) Visiting hospital and meeting the people before the visit did not help child	0 %	-	9 %	0 % 

B. THE HOSPITAL WARD

		2004	2007	2008	2010
T8	(5) Child stayed on an adult ward	2 %	-	2 %	3 %
T11	(9) Ward not well designed for child's age group	-	-	45 %	48 %
T12	(10) Hospital room or ward not clean	9 %	-	6 %	3 %
T13+	(11+) Toilets and bathrooms not clean	18 %	-	13 %	13 %
T15	(13) Did not feel that child was always safe on the hospital ward	-	-	24 %	23 %
T16	(14) Child felt scared or frightened in hospital	-	-	42 %	29 % 
T18	(16) Child was disturbed by noise from other patients	35 %	-	36 %	40 %
T19	(17) Child was disturbed by noise from hospital staff	14 %	-	11 %	12 %
T20	(18) Did not feel that friends and family were always welcome to visit	-	-	31 %	37 %
T22+	(20+) Toys and things to do on ward rated as OK / Bad	23 %	-	44 %	43 %
T23	(21) Staff did not play with child but would have liked	-	-	23 %	21 %
T24+	(22+) Hospital food rated as OK or Bad	56 %	-	51 %	46 %
T25	(23) No choice of hospital food	-	-	14 %	6 % 

C. DOCTORS

		2004	2007	2008	2010
T28	Doctors did not give parents clear information about child's care and treatment	20 %	-	16 %	16 %
T31	Doctors talked to other staff in front of parent & child as if they were not there	25 %	-	24 %	17 %
T32	Parents did not always have confidence and trust in doctors treating child	23 %	-	18 %	19 %

D. NURSES

		2004	2007	2008	2010
T34	Nurses did not give parents clear information about child's care and treatment	24 %	-	19 %	22 %
T35+	(30+) Nurses did not always talk to child about their worries	-	-	45 %	41 %
T36+	(31+) Nurses did not always give child help when they needed it	-	-	32 %	25 %
T37	Nurses talked to other staff in front of parent and child as if they were not there	19 %	-	19 %	13 %
T38	(32) Not always enough nurses to look after child in hospital	35 %	-	39 %	30 %
T39	Parent did not always have confidence and trust in nurses treating child	29 %	-	24 %	22 %

E. LOOKING AFTER YOUR CHILD IN HOSPITAL

		2004	2007	2008	2010
T40	(33) Told different things by different people	34 %	-	31 %	29 %
T41	Parents not always involved as much as would like in decisions about care	32 %	-	33 %	31 %
T41a	(C34) Child not always involved in decisions about how they were looked after	49 %	-	76 %	61 %
T42	(35) Not always given somewhere private to talk to doctors and nurses	24 %	-	62 %	56 %
T43	(36) Not always given somewhere private when child was examined or treated	17 %	-	36 %	28 %
T44+	(37+) Child not given help from staff to use bathroom or toilet	29 %	-	31 %	46 %
T45+	(38+) Child not always given help from staff to eat their meals	46 %	-	42 %	48 %
T46+	Parents had too much or too little involvement in care of their child	10 %	-	6 %	12 %
T47+	Parents not always able to buy cooked meals on premises	-	-	48 %	50 %
T48	Parent had no access to tea and coffee making facilities while on ward	38 %	-	50 %	44 %
T51	Parent not always able to stay overnight when wanted to	9 %	-	14 %	10 %
T52	Facilities for parents staying overnight rated as fair/poor	34 %	-	31 %	27 %

F. PAIN

		2004	2007	2008	2010
T56	(40) Did not feel that staff did everything they could to help ease child's pain	27 %	-	28 %	22 %

G. OPERATIONS

		2004	2007	2008	2010
T58a+	(C43+) Doctor did not completely answer child's questions about operation in a way they could understand	-	-	16 %	17 %
T59+	Parent not told what would be done during operation	-	-	14 %	13 %
T60+	Doctor did not completely answer parents' questions about the operation in a way they could understand	-	-	11 %	8 %
T61+	Doctor did not fully explain risks/benefits of operation to parent	10 %	-	18 %	17 %
T63	Parent not told fully how child would be put to sleep or pain controlled, in way could understand	-	-	11 %	8 %
T65	Doctors did not fully explain to parent how child's operation had gone	-	-	19 %	17 %
T65a	(C46) Doctors did not fully explain to child how their operation had gone	-	-	25 %	22 %

H. TESTS & X-RAYS

		2004	2007	2008	2010
T68	Before test, parent not told fully what was going to happen	-	-	14 %	15 %
T69+	Parent not told fully the test results	-	-	25 %	24 %
T69a+	(C49+) Child not told fully the test results	-	-	41 %	35 %

I. LEAVING HOSPITAL

		2004	2007	2008	2010
T70	(50) Child was not ready to go home when they left hospital	-	-	4 %	5 %
T71	(51) Child had to wait before going home	-	-	68 %	65 %
T74+	Parent not given explanation about why their child had to take medicines	-	-	12 %	8 %
T75	Parent not given enough information about how child should use the medicines	-	-	6 %	7 %
T75a+	(C54+) Child not given explanation about why they had to take medicines	-	-	26 %	15 %
T76	Parent not fully told about danger signals to watch for at home	34 %	-	35 %	36 %
T77	(55) Not told when child could continue normal activities	27 %	-	33 %	29 %
T78	(56) Not told what do to or who to contact if worried when home	-	-	40 %	35 %

J. AND FINALLY...

		2004	2007	2008	2010
T80	(58) Felt that not listened to by people looking after child	-	-	30 %	26 %
T81	Parent rating of their child's care was fair or poor	7 %	-	6 %	3 %
T81a	(C59) Child rating of their care was OK or Bad	-	-	6 %	4 %



Section 8

Frequency Tables

a detailed breakdown of your results by question

Frequency Tables

This section shows a breakdown of responses for each question. The tables specify what group of patients responded to each question and show how the problem score was calculated. The response categories that have been combined to calculate the problem score are indicated with an asterisk.

Questions asked to both parents/carers *and* children are displayed in **black text**. The first question number corresponds to the parents/carers survey, and the second question number displayed in brackets corresponds to the children's survey. Questions asked only to parents/carers are highlighted in **blue text**. These include questions within the parent's survey *and* questions within the *parent section* of the children's survey. Questions asked to young inpatients only are displayed in **red text**.

Frequency tables for questions asked to both parents/carers *and* children can be broken down into parent- and child-data by logging onto the online results system (<https://www.picker-results.org>) and using the drop-down arrows on the Frequency Tables page.

A. GOING INTO HOSPITAL

T1 - (1) Was visit to hospital planned or an emergency?

All	This Trust		All trusts	
	n	%	n	%
Emergency (went to A&E/ Casualty / came by ambulance etc)	104	42.8	3837	53.3
Planned visit / was on the waiting list	132	54.3	3203	44.5
Not answered	7	2.9	161	2.2
	243		7201	

T2 - (2) Before child went into hospital, did parent/child know what was going to happen to them while they were there?

Those with planned visits	This Trust		All trusts	
	n	%	n	%
Yes, completely	89	64.5	2080	61.8
* Yes a bit/ to some extent	43	31.2	1111	33.0
* No	4	2.9	133	3.9
Not answered	2	1.4	44	1.3
Problem score - This Trust 34.1 %	138		3368	
Problem score - All trusts 37.0%				

T3 - How do you feel about how long your child had to wait before being admitted to hospital?

Parents of children with planned visits	This Trust		All trusts	
	n	%	n	%
They went in at the right time	81	58.3	2357	70.1
* They should have gone in a bit sooner	34	24.5	609	18.1
* They should have gone in a lot sooner	17	12.2	280	8.3
Not answered	7	5.0	118	3.5
Problem score - This Trust 36.7 %	139		3364	
Problem score - All trusts 26.5%				

T4 - Were you given a choice of admission dates?

Parents of children with planned visits	This Trust		All trusts	
	n	%	n	%
Yes	53	38.1	704	20.9
No, but I had the option to change it	32	23.0	1183	35.2
* No, but I did not need a choice	26	18.7	990	29.4
* No, but I would have liked a choice	18	12.9	270	8.0
Don't know / Can't remember	3	2.2	100	3.0
Not answered	7	5.0	117	3.5
Problem score - This Trust 31.7 %	139		3364	
Problem score - All trusts 37.4%				

T5 - Did the hospital change the date at all?

Parents of children with planned visits	This Trust		All trusts	
	n	%	n	%
No	103	74.1	2612	77.6
* Yes, once	21	15.1	455	13.5
* Yes, a few times	5	3.6	128	3.8
Don't Know / Can't remember	4	2.9	57	1.7
Not answered	6	4.3	112	3.3
Problem score - This Trust 18.7 %	139		3364	
Problem score - All trusts 17.3%				

T6 - (3) Before child went into hospital, was parent/child invited to visit and meet the people who were going to be looking after them?

Those with planned visits	This Trust		All trusts	
	n	%	n	%
Yes and did visit	35	25.4	978	29.0
Yes, but did not visit	4	2.9	231	6.9
* No, but would have liked to have visited	23	16.7	508	15.1
No, but did not want/need to visit	73	52.9	1548	46.0
Not answered	3	2.2	103	3.1
Problem score - This Trust 16.7 %	138		3368	
Problem score - All trusts 15.0%				

T7 - (4) Did visiting the hospital and meeting the people there help child when they went into hospital?

Those who visited the hospital before admission	This Trust		All trusts	
	n	%	n	%
Yes, definitely	27	77.1	622	63.6
Yes, a bit/ to some extent	8	22.9	301	30.8
* No	0	0.0	46	4.7
Not answered	0	0.0	9	0.9
Problem score - This Trust 0.0 %	35		978	
Problem score - All trusts 4.7%				

B. THE HOSPITAL WARD

T8 - (5) For most of their stay in hospital, what type of ward did child stay on?

	This Trust		All trusts	
	n	%	n	%
All				
A children's ward	207	85.2	5977	83.0
* An adult / grown-ups ward	7	2.9	254	3.5
A teenage / adolescent ward	15	6.2	239	3.3
Other	5	2.1	500	6.9
Not answered	9	3.7	231	3.2
Problem score - This Trust 2.9 %	243		7201	
Problem score - All trusts 3.5%				

T8a - (C6) What type of ward did you want to stay on?

	This Trust		All trusts	
	n	%	n	%
All children				
A children's ward	42	51.9	1501	55.4
An adult / grown-ups ward	6	7.4	155	5.7
A teenage / adolescent ward	30	37.0	889	32.8
Not answered	3	3.7	162	6.0
	81		2707	

T9 - (7) Was the main ward that child stayed on for...

	This Trust		All trusts	
	n	%	n	%
All				
Boys only	16	6.6	212	2.9
Girls only	7	2.9	203	2.8
Mixed	172	70.8	5064	70.3
Had own room	37	15.2	1365	19.0
Not answered	11	4.5	357	5.0
	243		7201	

T10 - (8) Is it important to you that there are separate wards for boys and girls?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, definitely	27	11.1	827	11.5
Yes, a bit/to some extent	49	20.2	1807	25.1
No	164	67.5	4420	61.4
Not answered	3	1.2	147	2.0
	243		7201	

T11 - (9) Did you think that the ward was well designed for child's age group?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, definitely	119	49.0	3287	45.6
* Yes, a bit/to some extent	85	35.0	2561	35.6
* No	31	12.8	1127	15.7
Not answered	8	3.3	226	3.1
Problem score - This Trust 47.7 %	243		7201	
Problem score - All trusts 51.2%				

T12 - (10) How clean do you think the hospital room or ward was that child was in?

	This Trust		All trusts	
	n	%	n	%
All				
Very clean	116	47.7	3784	52.5
Quite clean	116	47.7	3021	42.0
* Not very clean	7	2.9	253	3.5
* Not at all clean	1	0.4	51	0.7
Not answered	3	1.2	92	1.3
Problem score - This Trust 3.3 %	243		7201	
Problem score - All trusts 4.2%				

T13 - (11) How clean do you think the toilets and bathrooms were that you used in hospital?

	This Trust		All trusts	
	n	%	n	%
All				
Very clean	78	32.1	3056	42.4
Quite clean	123	50.6	3089	42.9
Not very clean	24	9.9	477	6.6
Not at all clean	6	2.5	106	1.5
Did not use a toilet or bathroom	10	4.1	401	5.6
Not answered	2	0.8	72	1.0
	243		7201	

T13+ - (11+) How clean do you think the toilets and bathrooms were that you used in hospital?

	This Trust		All trusts	
	n	%	n	%
Those who used a toilet or bathroom				
Very clean	78	33.5	3056	44.9
Quite clean	123	52.8	3089	45.4
* Not very clean	24	10.3	477	7.0
* Not at all clean	6	2.6	106	1.6
Not answered	2	0.9	72	1.1
Problem score - This Trust 12.9 %	233		6800	
Problem score - All trusts 8.6%				

T14 - (12) Is it important that there are separate toilets for boys and girls?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, definitely	102	42.0	2991	41.5
Yes, a bit/to some extent	50	20.6	1835	25.5
No	88	36.2	2282	31.7
Not answered	3	1.2	93	1.3
	243		7201	

T15 - (13) Did parent/child feel that child was safe on the hospital ward?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, all of the time	184	75.7	5567	77.3
* Yes, most of the time	50	20.6	1401	19.5
* No	6	2.5	131	1.8
Not answered	3	1.2	102	1.4
Problem score - This Trust 23.0 %	243		7201	
Problem score - All trusts 21.2%				

T16 - (14) Was child ever scared or frightened in hospital?

	This Trust		All trusts	
	n	%	n	%
All				
* Yes, a lot	14	5.8	534	7.4
* Yes, a bit/to some extent	56	23.0	2162	30.0
No	171	70.4	4376	60.8
Not answered	2	0.8	129	1.8
Problem score - This Trust 28.8 %	243		7201	
Problem score - All trusts 37.4%				

T18 - (16) Was child ever disturbed by noise from other patients?

	This Trust		All trusts	
	n	%	n	%
All				
* Yes	97	39.9	2918	40.5
No	144	59.3	4173	58.0
Not answered	2	0.8	110	1.5
Problem score - This Trust 39.9 %	243		7201	
Problem score - All trusts 40.6%				

T19 - (17) Was child ever disturbed by noise from hospital staff?

	This Trust		All trusts	
	n	%	n	%
All				
* Yes	28	11.5	1335	18.5
No	213	87.7	5753	79.9
Not answered	2	0.8	113	1.6
Problem score - This Trust 11.5 %	243		7201	
Problem score - All trusts 18.5%				

T20 - (18) Did you feel friends and family were welcome to visit?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, always	139	57.2	4532	62.9
* Yes, most of the time	72	29.6	1762	24.5
* No	18	7.4	441	6.1
Not answered	14	5.8	466	6.5
Problem score - This Trust 37.0 %	243		7201	
Problem score - All trusts 30.6%				

T21 - (19) Were there enough toys, games and things for child to do on the ward?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	94	38.7	3816	53.0
* Yes, but not for child's age group	45	18.5	1458	20.2
* No	39	16.0	761	10.6
Can't remember / Did not notice	60	24.7	920	12.8
Not answered	5	2.1	246	3.4
Problem score - This Trust 34.6 %	243		7201	
Problem score - All trusts 30.8%				

T22 - (20) How good were the toys and/or things to do on the ward?

	This Trust		All trusts	
	n	%	n	%
All				
Very good	40	16.5	1610	22.4
Good	38	15.6	1708	23.7
OK	59	24.3	1513	21.0
Bad	9	3.7	225	3.1
Not able to use	25	10.3	582	8.1
Did not want or need to use	59	24.3	1191	16.5
Not answered	13	5.3	372	5.2
	243		7201	

T22+ - (20+) How good were the toys and/or things to do on the ward?

	This Trust		All trusts	
	n	%	n	%
Those who used toys etc on ward				
Very good	40	25.2	1610	29.7
Good	38	23.9	1708	31.5
* OK	59	37.1	1513	27.9
* Bad	9	5.7	225	4.1
Not answered	13	8.2	372	6.9
Problem score - This Trust 42.8 %	159		5428	
Problem score - All trusts 32.0%				

T23 - (21) Did any staff play or do any activities with child while in hospital?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	70	28.8	1965	27.3
* No, but would have liked this	50	20.6	1291	17.9
No, but didn't want / need them to do this	118	48.6	3650	50.7
Not answered	5	2.1	295	4.1
Problem score - This Trust 20.6 %	243		7201	
Problem score - All trusts 17.9%				

T24 - (22) How good was the hospital food given to child?

	This Trust		All trusts	
	n	%	n	%
All				
Very good	24	9.9	873	12.1
Good	61	25.1	1568	21.8
OK	55	22.6	1804	25.1
Bad	20	8.2	529	7.3
Did not have hospital food	80	32.9	2220	30.8
Not answered	3	1.2	207	2.9
	243		7201	

T24+ - (22+) How good was the hospital food given to child?

	This Trust		All trusts	
	n	%	n	%
Those who had hospital food				
Very good	24	14.7	873	17.5
Good	61	37.4	1568	31.5
* OK	55	33.7	1804	36.2
* Bad	20	12.3	529	10.6
Not answered	3	1.8	207	4.2
Problem score - This Trust 46.0 %	163		4981	
Problem score - All trusts 46.8%				

T25 - (23) Was there a choice of food?

	This Trust		All trusts	
	n	%	n	%
Those who had hospital food				
Yes, there was lots of choice	36	22.1	1289	25.9
Yes, there was a little bit of choice	108	66.3	2935	58.9
* No choice given	10	6.1	510	10.2
Not answered	9	5.5	247	5.0
Problem score - This Trust 6.1 %	163		4981	
Problem score - All trusts 10.2%				

C. DOCTORS

T27 - (25) Did the doctors talk to child about how they were going to look after them, in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, definitely	113	46.5	2909	40.4
Yes, a bit/to some extent	53	21.8	1665	23.1
No	6	2.5	381	5.3
Can't remember	4	1.6	135	1.9
Child too young to understand	65	26.7	1974	27.4
Not answered	2	0.8	137	1.9
	243		7201	

T27+ - (25+) Did the doctors talk to child about how they were going to look after them, in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
All where child was not too young to understand				
Yes, definitely	113	63.5	2909	55.7
* Yes, a bit/to some extent	53	29.8	1665	31.9
* No	6	3.4	381	7.3
Can't remember	4	2.2	135	2.6
Not answered	2	1.1	137	2.6
Problem score - This Trust 33.1 %	178		5227	
Problem score - All trusts 39.2%				

T28 - Did doctors give you information about your child's care and treatment in a way that you could understand?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	200	82.3	5485	76.2
* Yes, to some extent	37	15.2	1467	20.4
* No	2	0.8	169	2.3
Not answered	4	1.6	80	1.1
Problem score - This Trust 16.0 %	243		7201	
Problem score - All trusts 22.7%				

T29 - (26) Did child have any questions or worries when they were with the doctor?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	52	21.4	1291	17.9
No	84	34.6	2787	38.7
Child too young	99	40.7	2961	41.1
Not answered	8	3.3	162	2.2
	243		7201	

T30 - (27) Did the doctor talk with your child about these questions or worries?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had questions or worries, where child was not too young				
Yes, completely	13	59.1	167	44.4
* Yes, to some extent	1	4.5	92	24.5
* No	3	13.6	36	9.6
Not answered	5	22.7	81	21.5
Problem score - This Trust 18.2 %	22		376	
Problem score - All trusts 34.0%				

T30a - (27) Did you talk with the doctor about these questions or worries?

	This Trust		All trusts	
	n	%	n	%
Children who had questions or worries				
Yes	32	84.2	805	74.7
* No	4	10.5	210	19.5
Not answered	2	5.3	62	5.8
Problem score - This Trust 10.5 %	38		1077	
Problem score - All trusts 19.5%				

T30b - (C28) Why didn't you talk with the doctor about these questions or worries?

	This Trust		All trusts	
	n	%	n	%
Children who did not talk with the doctor about their questions or worries				
I was too shy to ask	0	0.0	84	30.9
I forgot to ask	0	0.0	15	5.5
There wasn't time to ask	1	16.7	32	11.8
I was worried other people would hear	0	0.0	12	4.4
Other (please write in below)	2	33.3	55	20.2
Not answered	3	50.0	74	27.2
	6		272	

T31 - Did doctors talk to other hospital staff in front of you and your child, as if you were not there?

	This Trust		All trusts	
	n	%	n	%
All parents				
* Yes, a lot	5	3.1	179	4.0
* Yes, sometimes	23	14.2	841	18.7
No	128	79.0	3397	75.6
Not answered	6	3.7	77	1.7
Problem score - This Trust 17.3 %	162		4494	
Problem score - All trusts 22.7%				

T32 - Did you have confidence and trust in the doctors treating your child?

All parents	This Trust		All trusts	
	n	%	n	%
Yes, always	193	79.4	5463	75.9
* Yes, sometimes	41	16.9	1431	19.9
* No	4	1.6	199	2.8
Not answered	5	2.1	108	1.5
Problem score - This Trust 18.5 %	243		7201	
Problem score - All trusts 22.6%				

D. NURSES

T33 - (29) Did the nurses talk to child about how they were going to look after them in a way that they could understand?

All	This Trust		All trusts	
	n	%	n	%
Yes, definitely	108	44.4	3291	45.7
Yes, a bit/to some extent	54	22.2	1307	18.2
No	5	2.1	284	3.9
Can't remember	6	2.5	133	1.8
Child too young to understand	66	27.2	2079	28.9
Not answered	4	1.6	107	1.5
	243		7201	

T33+ - (29+) Did the nurses talk to child about how they were going to look after them in a way that they could understand?

All where child was not too young to understand	This Trust		All trusts	
	n	%	n	%
Yes, definitely	108	61.0	3291	64.3
* Yes, a bit/ to some extent	54	30.5	1307	25.5
* No	5	2.8	284	5.5
Can't remember	6	3.4	133	2.6
Not answered	4	2.3	107	2.1
Problem score - This Trust 33.3 %	177		5122	
Problem score - All trusts 31.0%				

T34 - Did nurses give you information about your child's care and treatment in a way that you could understand?

All parents	This Trust		All trusts	
	n	%	n	%
Yes, definitely	186	76.5	5399	75.0
* Yes, to some extent	47	19.3	1470	20.4
* No	6	2.5	242	3.4
Not answered	4	1.6	90	1.2
Problem score - This Trust 21.8 %	243		7201	
Problem score - All trusts 23.8%				

T35 - (30) If child had any worries, did a nurse talk with child about them?

All	This Trust		All trusts	
	n	%	n	%
Yes, definitely	67	27.6	1847	25.6
Yes, a bit/to some extent	29	11.9	979	13.6
No	19	7.8	413	5.7
I/They did not have any worries	33	13.6	1171	16.3
Child too young to understand	93	38.3	2643	36.7
Not answered	2	0.8	148	2.1
	243		7201	

T35+ - (30+) If child had any worries, did a nurse talk with child about them?

	This Trust		All trusts	
	n	%	n	%
Those who had worries				
Yes, definitely	67	57.3	1847	54.5
* Yes, a bit/to some extent	29	24.8	979	28.9
* No	19	16.2	413	12.2
Not answered	2	1.7	148	4.4
Problem score - This Trust 41.0 %	117		3387	
Problem score - All trusts 41.0%				

T36 - (31) While in hospital, did the nurses give child help when they needed it?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, definitely	161	66.3	3772	52.4
Yes, a bit/to some extent	48	19.8	1565	21.7
No	5	2.1	231	3.2
It was not necessary	28	11.5	1550	21.5
Not answered	1	0.4	83	1.2
	243		7201	

T36+ - (31+) While in hospital, did the nurses give child help when they needed it?

	This Trust		All trusts	
	n	%	n	%
Those who thought help was necessary				
Yes, definitely	161	74.9	3772	66.7
* Yes, a bit/to some extent	48	22.3	1565	27.7
* No	5	2.3	231	4.1
Not answered	1	0.5	83	1.5
Problem score - This Trust 24.7 %	215		5651	
Problem score - All trusts 31.7%				

T37 - Did nurses talk to other hospital staff in front of you and your child, as if you were not there?

	This Trust		All trusts	
	n	%	n	%
All parents				
* Yes, a lot	6	3.7	139	3.1
* Yes, sometimes	15	9.3	651	14.5
No	136	84.0	3646	81.1
Not answered	5	3.1	58	1.3
Problem score - This Trust 13.0 %	162		4494	
Problem score - All trusts 17.6%				

T38 - (32) Do you think that there were enough nurses to look after child in hospital?

All	This Trust		All trusts	
	n	%	n	%
Yes, all or most of the time	168	69.1	4423	61.4
* Yes, sometimes	61	25.1	2107	29.3
* No, not really or never	12	4.9	558	7.7
Not answered	2	0.8	113	1.6
Problem score - This Trust 30.0 %	243		7201	
Problem score - All trusts 37.0%				

T39 - Did you have confidence and trust in the nurses treating your child?

All parents	This Trust		All trusts	
	n	%	n	%
Yes, always	187	77.0	5377	74.7
* Yes, sometimes	44	18.1	1542	21.4
* No	9	3.7	186	2.6
Not answered	3	1.2	96	1.3
Problem score - This Trust 21.8 %	243		7201	
Problem score - All trusts 24.0%				

E. LOOKING AFTER YOUR CHILD IN HOSPITAL

T40 - (33) Were you ever told different things by different people which left you feeling confused?

	This Trust		All trusts	
	n	%	n	%
All				
* Yes, a lot	14	5.8	569	7.9
* Yes, sometimes	57	23.5	2029	28.2
No, never	169	69.5	4482	62.2
Not answered	3	1.2	121	1.7
Problem score - This Trust 29.2 %	243		7201	
Problem score - All trusts 36.1%				

T41 - Were you involved as much as you wanted to be in decisions about your child's care and treatment?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	162	66.7	4744	65.9
* Yes, to some extent	65	26.7	1897	26.3
* No	11	4.5	443	6.2
Not answered	5	2.1	117	1.6
Problem score - This Trust 31.3 %	243		7201	
Problem score - All trusts 32.5%				

T41a - (C34) Did you have as much say as you wanted in deciding how you were looked after in hospital?

	This Trust		All trusts	
	n	%	n	%
All children				
Yes, definitely	28	34.6	944	34.9
* Yes, a bit	29	35.8	999	36.9
* No	20	24.7	662	24.5
Not answered	4	4.9	102	3.8
Problem score - This Trust 60.5 %	81		2707	
Problem score - All trusts 61.3%				

T42 - (35) Was parent/child given somewhere private to talk with doctors or nurses about how child was going to be looked after?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, always	103	42.4	2678	37.2
* Yes, sometimes	50	20.6	1351	18.8
* No	86	35.4	2939	40.8
Not answered	4	1.6	233	3.2
Problem score - This Trust 56.0 %	243		7201	
Problem score - All trusts 59.6%				

T43 - (36) Was child given somewhere private when being examined or treated?

All	This Trust		All trusts	
	n	%	n	%
Yes, always	170	70.0	4640	64.4
* Yes, sometimes	40	16.5	1325	18.4
* No	28	11.5	1065	14.8
Not answered	5	2.1	171	2.4
Problem score - This Trust 28.0 %	243		7201	
Problem score - All trusts 33.2%				

T44 - (37) If child needed help from staff to use the bathroom or toilet, did they get it in time?

All	This Trust		All trusts	
	n	%	n	%
Yes, always	39	16.0	1009	14.0
Yes, sometimes	23	9.5	411	5.7
No	12	4.9	219	3.0
Did not need help from staff	166	68.3	5381	74.7
Not answered	3	1.2	181	2.5
	243		7201	

T44+ - (37+) If child needed help from staff to use the bathroom or toilet, did they get it in time?

Those who needed help from staff	This Trust		All trusts	
	n	%	n	%
Yes, always	39	50.6	1009	55.4
* Yes, sometimes	23	29.9	411	22.6
* No	12	15.6	219	12.0
Not answered	3	3.9	181	9.9
Problem score - This Trust 45.5 %	77		1820	
Problem score - All trusts 34.6%				

T45 - (38) If child needed help from staff to eat their meals, did they get it in time?

All	This Trust		All trusts	
	n	%	n	%
Yes, always	26	10.7	459	6.4
Yes, sometimes	21	8.6	298	4.1
No	7	2.9	211	2.9
Did not need help from staff	185	76.1	6005	83.4
Not answered	4	1.6	228	3.2
	243		7201	

T45+ - (38+) If child needed help from staff to eat their meals, did they get it in time?

	This Trust		All trusts	
	n	%	n	%
Those who needed help from staff				
Yes, always	26	44.8	459	38.4
* Yes, sometimes	21	36.2	298	24.9
* No	7	12.1	211	17.6
Not answered	4	6.9	228	19.1
Problem score - This Trust 48.3 %	58		1196	
Problem score - All trusts 42.3%				

T46 - How much did you feel able to take part in the care of your child (e.g. feeding or bathing)?

	This Trust		All trusts	
	n	%	n	%
All parents				
Not enough	10	4.1	137	1.9
The right amount	144	59.3	3938	54.7
Too much	11	4.5	308	4.3
It was not necessary	71	29.2	2603	36.1
Not answered	7	2.9	215	3.0
	243		7201	

T46+ - How much did you feel able to take part in the care of your child (e.g. feeding or bathing)?

	This Trust		All trusts	
	n	%	n	%
Parents who thought it was necessary				
* Not enough	10	5.8	137	3.0
The right amount	144	83.7	3938	85.6
* Too much	11	6.4	308	6.7
Not answered	7	4.1	215	4.7
Problem score - This Trust 12.2 %	172		4598	
Problem score - All trusts 9.6%				

T47 - Were you able to buy cooked meals for yourself on the hospital premises?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, as often as I wanted	54	22.2	2394	33.2
Yes, but not as often as I wanted	26	10.7	944	13.1
No	36	14.8	891	12.4
Did not want/need cooked meals	119	49.0	2800	38.9
Not answered	8	3.3	172	2.4
	243		7201	

T47+ - Were you able to buy cooked meals for yourself on the hospital premises?

	This Trust		All trusts	
	n	%	n	%
Parents who wanted/needed cooked meals				
Yes, as often as I wanted	54	43.5	2394	54.4
* Yes, but not as often as I wanted	26	21.0	944	21.4
* No	36	29.0	891	20.2
Not answered	8	6.5	172	3.9
Problem score - This Trust 50.0 %	124		4401	
Problem score - All trusts 41.7%				

T48 - Did you have access to tea and coffee making facilities while you were on the ward?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes	130	53.5	4857	67.4
* No, but I would have liked them	53	21.8	1190	16.5
* No, but I did not mind	53	21.8	922	12.8
Not answered	7	2.9	232	3.2
Problem score - This Trust 43.6 %	243		7201	
Problem score - All trusts 29.3%				

T49 - Did child stay overnight in hospital?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes	126	51.9	4388	60.9
No	110	45.3	2705	37.6
Not answered	7	2.9	108	1.5
	243		7201	

T50 - Did you ever want to stay overnight with your child?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes	107	80.5	3838	85.4
No	17	12.8	493	11.0
Not answered	9	6.8	165	3.7
	133		4496	

T51 - Were you able to stay overnight when you wanted to?

	This Trust		All trusts	
	n	%	n	%
Parents who wanted to stay overnight with child				
Yes, always	94	81.0	3696	92.3
* Yes, sometimes	3	2.6	83	2.1
* No	9	7.8	93	2.3
Not answered	10	8.6	131	3.3
Problem score - This Trust 10.3 %	116		4003	
Problem score - All trusts 4.4%				

T52 - How would you rate the facilities for parents or carers staying overnight?

	This Trust		All trusts	
	n	%	n	%
Parents who wanted to stay overnight with child				
Excellent	14	12.1	593	14.8
Very good	26	22.4	1058	26.4
Good	32	27.6	1089	27.2
* Fair	21	18.1	755	18.9
* Poor	10	8.6	345	8.6
Not answered	13	11.2	163	4.1
Problem score - This Trust 26.7 %	116		4003	
Problem score - All trusts 27.5%				

T53 - Did you need any other facilities during your hospital visit that were not available (e.g. Baby changing facilities)?

	This Trust		All trusts	
	n	%	n	%
All parents				
* Yes	29	11.9	640	8.9
No	202	83.1	6325	87.8
Not answered	12	4.9	236	3.3
Problem score - This Trust 11.9 %	243		7201	
Problem score - All trusts 8.9%				

F. PAIN

T55 - (39) Was child ever in any pain?

All	This Trust		All trusts	
	n	%	n	%
Yes	154	63.4	4484	62.3
No	82	33.7	2606	36.2
Not answered	7	2.9	111	1.5
	243		7201	

T56 - (40) Do you think the doctors and nurses did everything they could to help ease child's pain?

Those who experienced pain	This Trust		All trusts	
	n	%	n	%
Yes, definitely	123	76.4	3139	68.3
* Yes, a bit/to some extent	29	18.0	1082	23.5
* No	6	3.7	283	6.2
Not answered	3	1.9	91	2.0
Problem score - This Trust 21.7 %	161		4595	
Problem score - All trusts 29.7%				

G. OPERATIONS

T57 - (41) During their stay in hospital, did child have an operation or procedure?

All	This Trust		All trusts	
	n	%	n	%
Yes	168	69.1	3751	52.1
No	66	27.2	3306	45.9
Not answered	9	3.7	144	2.0
	243		7201	

T58 - (42) Before the operation, did the doctor tell child what would be done during the operation?

Those who had an operation	This Trust		All trusts	
	n	%	n	%
Yes, completely	102	58.0	2219	56.9
Yes, a bit/to some extent	24	13.6	587	15.1
No	3	1.7	121	3.1
Child too young to understand	42	23.9	796	20.4
Not answered	5	2.8	175	4.5
	176		3898	

T58+ - (42+) Before the operation, did the doctor tell child what would be done during the operation?

Those who had an operation	This Trust		All trusts	
	n	%	n	%
Yes, completely	102	76.1	2219	71.5
* Yes, a bit/to some extent	24	17.9	587	18.9
* No	3	2.2	121	3.9
Not answered	5	3.7	175	5.6
Problem score - This Trust 20.1 %	134		3102	
Problem score - All trusts 22.8%				

T58a - (C43) Before the operation, did a doctor answer your questions about the operation in a way you could understand?

Children who had an operation	This Trust		All trusts	
	n	%	n	%
Yes, completely	43	68.3	1137	63.1
Yes, a bit	9	14.3	258	14.3
No	0	0.0	32	1.8
I did not have any questions	10	15.9	312	17.3
Not answered	1	1.6	62	3.4
	63		1801	

T58a+ - (C43+) Before the operation, did a doctor answer your questions about the operation in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Children who had an operation and had questions				
Yes, completely	43	81.1	1137	76.4
* Yes, a bit	9	17.0	258	17.3
* No	0	0.0	32	2.1
Not answered	1	1.9	62	4.2
Problem score - This Trust 17.0 %	53		1489	
Problem score - All trusts 19.4%				

T59 - Before the operation, did the doctor explain to you what would be done during the operation?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had an operation				
Yes, completely	143	80.8	3107	79.8
Yes, to some extent	22	12.4	528	13.6
No	1	0.6	50	1.3
It was explained by someone else	2	1.1	49	1.3
I did not want an explanation	1	0.6	11	0.3
Not answered	8	4.5	150	3.9
	177		3895	

T59+ - Before the operation, did the doctor explain to you what would be done during the operation?

	This Trust		All trusts	
	n	%	n	%
Parents of children that had an operation and wanted an explanation				
Yes, completely	143	81.2	3107	80.0
* Yes, to some extent	22	12.5	528	13.6
* No	1	0.6	50	1.3
It was explained by someone else	2	1.1	49	1.3
Not answered	8	4.5	150	3.9
Problem score - This Trust 13.1 %	176		3884	
Problem score - All trusts 14.8%				

T60 - Before the operation, did a doctor answer your questions about the operation in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had an operation				
Yes, completely	152	85.9	3054	78.4
Yes, to some extent	13	7.3	490	12.6
No	1	0.6	41	1.1
It was explained by someone else	1	0.6	42	1.1
I did not have any questions	3	1.7	121	3.1
Not answered	7	4.0	147	3.8
	177		3895	

T60+ - Before the operation, did a doctor answer your questions about the operation in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had an operation and had questions				
Yes, completely	152	87.4	3054	80.9
* Yes, to some extent	13	7.5	490	13.0
* No	1	0.6	41	1.1
It was explained by someone else	1	0.6	42	1.1
Not answered	7	4.0	147	3.9
Problem score - This Trust 8.0 %	174		3774	
Problem score - All trusts 14.0%				

T61 - Before the operation, did the doctor explain the risks and benefits of the surgery to you in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had an operation				
Yes, completely	137	77.4	3004	77.1
Yes, to some extent	26	14.7	511	13.1
No	3	1.7	118	3.0
It was explained by someone else	0	0.0	51	1.3
I did not want an explanation	1	0.6	39	1.0
Not answered	10	5.6	172	4.4
	177		3895	

T61+ - Before the operation, did the doctor explain the risks and benefits of the surgery to you in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children that had an operation and wanted an explanation				
Yes, completely	137	77.8	3004	77.9
* Yes, to some extent	26	14.8	511	13.3
* No	3	1.7	118	3.1
It was explained by someone else	0	0.0	51	1.3
Not answered	10	5.7	172	4.5
Problem score - This Trust 16.5 %	176		3856	
Problem score - All trusts 16.2%				

T62 - (44) Was child given an injection or some medicine to put them to sleep or control their pain during their operation?

	This Trust		All trusts	
	n	%	n	%
Those who had an operation				
Yes	162	91.5	3480	89.3
No	7	4.0	253	6.5
Not answered	8	4.5	162	4.2
	177		3895	

T63 - Before the operation, did someone explain to you how they would put your child to sleep or control their pain in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who were put to sleep or pain controlled				
Yes, completely	149	87.6	3105	85.3
* Yes, to some extent	11	6.5	297	8.2
* No	2	1.2	81	2.2
Not answered	8	4.7	159	4.4
Problem score - This Trust 7.6 %	170		3642	
Problem score - All trusts 10.3%				

T64 - (45) Before the operation, did someone explain to child how they would be put to sleep or control their pain in a way they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who were put to sleep or pain controlled				
Yes, completely	102	60.4	2195	60.1
Yes, a bit/to some extent	15	8.9	426	11.7
No	3	1.8	127	3.5
Child too young to understand	43	25.4	732	20.0
Not answered	6	3.6	175	4.8
	169		3655	

T64+ - (45+) Before the operation, did someone explain to child how they would be put to sleep or control their pain in a way they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who were put to sleep or pain controlled, and were old enough to understand				
Yes, completely	102	81.0	2195	75.1
* Yes, a bit/to some extent	15	11.9	426	14.6
* No	3	2.4	127	4.3
Not answered	6	4.8	175	6.0
Problem score - This Trust 14.3 %	126		2923	
Problem score - All trusts 18.9%				

T65 - After the operation, did any of the doctors or nurses explain to you (parent) how the operation had gone in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had an operation				
Yes, completely	139	78.5	2842	73.0
* Yes, to some extent	23	13.0	631	16.2
* No	7	4.0	241	6.2
Not answered	8	4.5	181	4.6
Problem score - This Trust 16.9 %	177		3895	
Problem score - All trusts 22.4%				

T65a - (C46) After the operation, did any of the doctors or nurses explain to you how the operation had gone in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Children who had an operation				
Yes, completely	35	55.6	906	50.3
* Yes, a bit	9	14.3	332	18.4
* No	5	7.9	168	9.3
It was explained to my parent / carer	12	19.0	297	16.5
Not answered	2	3.2	98	5.4
Problem score - This Trust 22.2 %	63		1801	
Problem score - All trusts 27.8%				

H. TESTS & X-RAYS

T66 - (47) During stay in hospital, did child have any tests (such as x-rays, scans or blood tests)?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	119	49.0	4196	58.3
No	117	48.1	2864	39.8
Not answered	7	2.9	141	2.0
	243		7201	

T67 - (48) Before the test or x-ray, did someone tell child what was going to happen?

	This Trust		All trusts	
	n	%	n	%
Those who had tests				
Yes, completely	59	46.5	1947	44.9
Yes, a bit/to some extent	19	15.0	681	15.7
No	3	2.4	210	4.8
Child too young to understand	42	33.1	1332	30.7
Not answered	4	3.1	166	3.8
	127		4336	

T67+ - (48+) Before the test or x-ray, did someone tell child what was going to happen?

	This Trust		All trusts	
	n	%	n	%
Those who had tests and were old enough to understand				
Yes, completely	59	69.4	1947	64.8
* Yes, a bit/to some extent	19	22.4	681	22.7
* No	3	3.5	210	7.0
Not answered	4	4.7	166	5.5
Problem score - This Trust 25.9 %	85		3004	
Problem score - All trusts 29.7%				

T68 - Before the test or x-ray, did someone tell you what was going to happen?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had tests				
Yes, completely	68	82.9	1944	74.6
* Yes, to some extent	10	12.2	515	19.8
* No	2	2.4	76	2.9
Not answered	2	2.4	71	2.7
Problem score - This Trust 14.6 %	82		2606	
Problem score - All trusts 22.7%				

T69 - After the test or x-ray, did someone tell you the results in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had tests				
Yes, completely	85	67.5	2498	57.6
Yes, to some extent	21	16.7	1071	24.7
No	8	6.3	285	6.6
We did not need the test results	1	0.8	76	1.8
We were never told the results	4	3.2	221	5.1
Not answered	7	5.6	186	4.3
	126		4337	

T69+ - After the test or x-ray, did someone tell you the results in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had tests and received results				
Yes, completely	85	70.2	2498	61.8
* Yes, to some extent	21	17.4	1071	26.5
* No	8	6.6	285	7.1
Not answered	7	5.8	186	4.6
Problem score - This Trust 24.0 %	121		4040	
Problem score - All trusts 33.6%				

T69a - (C49) After the test or x-ray, did someone tell you the results in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Children who had tests				
Yes, completely	22	48.9	713	41.2
Yes, a bit	10	22.2	368	21.3
No	3	6.7	109	6.3
I did not need the results	0	0.0	46	2.7
I was never told the results	1	2.2	128	7.4
No, but my parent/carer was told	7	15.6	274	15.8
Not answered	2	4.4	92	5.3
	45		1730	

T69a+ - (C49+) After the test or x-ray, did someone tell you the results in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Children who had tests and received results				
Yes, completely	22	59.5	713	55.6
* Yes, a bit	10	27.0	368	28.7
* No	3	8.1	109	8.5
Not answered	2	5.4	92	7.2
Problem score - This Trust 35.1 %	37		1282	
Problem score - All trusts 37.2%				

I. LEAVING HOSPITAL

T70 - (50) When child left hospital, did they feel ready to go home?

All	This Trust		All trusts	
	n	%	n	%
Yes definitely	173	71.2	4996	69.4
Yes, more or less	57	23.5	1790	24.9
* No, child was not ready	11	4.5	324	4.5
Not answered	2	0.8	91	1.3
Problem score - This Trust 4.5 %	243		7201	
Problem score - All trusts 4.5%				

T71 - (51) On the day child left hospital, did they have to wait before they went home for any reason?

All	This Trust		All trusts	
	n	%	n	%
* Yes, a long time	54	22.2	1561	21.7
* Yes, a little while	103	42.4	3245	45.1
No	84	34.6	2293	31.8
Not answered	2	0.8	102	1.4
Problem score - This Trust 64.6 %	243		7201	
Problem score - All trusts 66.7%				

T72 - (52) Why did you have to wait?

Those who had to wait before discharge	This Trust		All trusts	
	n	%	n	%
I had to wait for medicines	80	50.3	2170	44.2
I had to wait to see the doctor	80	50.3	2435	49.6
I had to wait for an ambulance	6	3.8	288	5.9
Something else (please specify)	25	15.7	1211	24.7
Not answered	4	2.5	176	3.6
	159		4908	

T73 - (53) Was child given any new medicines to take home?

All	This Trust		All trusts	
	n	%	n	%
Yes	95	39.1	2739	38.0
No	142	58.4	4343	60.3
Can't remember	0	0.0	0	0
Not answered	6	2.5	119	1.7
	243		7201	

T74 - Did a member of staff explain to you why your child had to take these medicines, in way you could understand?

Parents of children prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	57	91.9	1395	85.2
Yes, to some extent	4	6.5	192	11.7
No	1	1.6	23	1.4
I did not need an explanation	0	0.0	21	1.3
Not answered	0	0.0	6	0.4
	62		1637	

T74+ - Did a member of staff explain to you why your child had to take these medicines, in way you could understand?

Parents of children prescribed new medication(s), who needed an explanation	This Trust		All trusts	
	n	%	n	%
Yes, completely	57	91.9	1395	86.3
* Yes, to some extent	4	6.5	192	11.9
* No	1	1.6	23	1.4
Not answered	0	0.0	6	0.4
Problem score - This Trust 8.1 %	62		1616	
Problem score - All trusts 13.3%				

T75 - Were you given enough information about how your child should use the medicine(s) (e.g. when to take it, or whether it should be taken with food)?

Parents of children prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, enough information	88	88.9	2505	89.4
* Some, but not enough	6	6.1	195	7.0
* No information at all	1	1.0	36	1.3
Not answered	4	4.0	65	2.3
Problem score - This Trust 7.1 %	99		2801	
Problem score - All trusts 8.2%				

T75a - (C54) Did a member of staff explain to you (the patient) why you had to take these medicines in way you could understand?

Children prescribed new medication(s)	This Trust		All trusts	
	n	%	n	%
Yes, completely	23	85.2	751	73.5
Yes, a bit	2	7.4	169	16.5
No	2	7.4	53	5.2
I did not need an explanation	0	0.0	46	4.5
Not answered	0	0.0	3	0.3
	27		1022	

T75a+ - (C54+) Did a member of staff explain to you (the patient) why you had to take these medicines in way you could understand?

	This Trust		All trusts	
	n	%	n	%
Children prescribed new medication(s) and needed an explanation				
Yes, completely	23	85.2	751	76.9
* Yes, a bit	2	7.4	169	17.3
* No	2	7.4	53	5.4
Not answered	0	0.0	3	0.3
Problem score - This Trust 14.8 %	27		976	
Problem score - All trusts 22.7%				

T76 - Did a member of staff tell you about what danger signals you should watch for after you went home?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	117	48.1	3704	51.4
* Yes, to some extent	57	23.5	1476	20.5
* No	30	12.3	915	12.7
It was not necessary	23	9.5	872	12.1
Don't know / can't remember	9	3.7	100	1.4
Not answered	7	2.9	134	1.9
Problem score - This Trust 35.8 %	243		7201	
Problem score - All trusts 33.2%				

T77 - (55) Did someone from the hospital tell parent/child when child could carry on their usual activities, such as playing sport or returning to school?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, completely	116	47.7	2902	40.3
* Yes, a bit/to some extent	49	20.2	1183	16.4
* No	21	8.6	828	11.5
It was not necessary	51	21.0	2157	30.0
Not answered	6	2.5	131	1.8
Problem score - This Trust 28.8 %	243		7201	
Problem score - All trusts 28.0%				

T78 - (56) Did someone from the hospital tell parent/child what to do or who to contact if you had any questions or were worried when home?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, completely	153	63.0	4870	67.6
* Yes, a bit/to some extent	48	19.8	1297	18.0
* No	37	15.2	923	12.8
Not answered	5	2.1	111	1.5
Problem score - This Trust 35.0 %	243		7201	
Problem score - All trusts 30.9%				

T79 - (57) Were you given any written information (such as leaflets) about child's condition or treatment to take home with you?

All	This Trust		All trusts	
	n	%	n	%
Yes	119	49.0	3095	43.0
* No, but I would have liked it	39	16.0	1123	15.6
No, but I did not need it	75	30.9	2583	35.9
No, but my parent/carer was given this	5	2.1	269	3.7
Not answered	5	2.1	131	1.8
Problem score - This Trust 16.0 %	243		7201	
Problem score - All trusts 15.6%				

J. AND FINALLY...

T80 - (58) Do you feel that you were listened to by people looking after child?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, always	175	72.0	4798	66.6
* Yes, sometimes	59	24.3	2010	27.9
* No	4	1.6	291	4.0
Not answered	5	2.1	102	1.4
Problem score - This Trust 25.9 %	243		7201	
Problem score - All trusts 31.9%				

T81 - Overall, how would you rate the care your child received while in hospital?

	This Trust		All trusts	
	n	%	n	%
All parents				
Excellent	104	42.8	2857	39.7
Very good	92	37.9	2637	36.6
Good	32	13.2	1074	14.9
* Fair	4	1.6	355	4.9
* Poor	3	1.2	145	2.0
Not answered	8	3.3	133	1.8
Problem score - This Trust 2.9 %	243		7201	
Problem score - All trusts 7.0%				

T81a - (C59) Overall, how well do you think you were looked after while you were in hospital?

	This Trust		All trusts	
	n	%	n	%
All children				
Excellent	38	46.9	1099	40.6
Very good	27	33.3	1042	38.5
Good	12	14.8	339	12.5
* OK	2	2.5	152	5.6
* Bad	1	1.2	35	1.3
Not answered	1	1.2	40	1.5
Problem score - This Trust 3.7 %	81		2707	
Problem score - All trusts 6.9%				

T82 - Who was the main person who answered the questions on this questionnaire? (parents questionnaire)

	This Trust		All trusts	
	n	%	n	%
All parents				
The young person who was a patient in the hospital	0	0.0	20	0.4
The parent or carer of the patient	143	88.3	4175	92.9
Both patient and parent/carer together	15	9.3	240	5.3
Not answered	4	2.5	59	1.3
	162		4494	

T82a - (C60) Who was the main person who answered the questions in this section (section 1) of the questionnaire? (children's section of the children's questionnaire)

All children	This Trust		All trusts	
	n	%	n	%
Me, the young person who was a patient in the hospital	43	53.1	1637	60.5
My parent or carer	9	11.1	287	10.6
Both patient (child) and parent/carer together	26	32.1	721	26.6
Not answered	3	3.7	62	2.3
	81		2707	

T82b - Who was the main person who answered the questions in this section (section 2) of the questionnaire? (parents section of the children's questionnaire)

Parents - Section 2 of Childrens Survey	This Trust		All trusts	
	n	%	n	%
Me, the parent or carer	67	82.7	2215	81.8
Me, the young patient	1	1.2	96	3.5
Both child and parent/carer together	9	11.1	337	12.4
Not answered	4	4.9	59	2.2
	81		2707	

K. ABOUT YOU

T83 - (61) Is child a boy or girl?

	This Trust		All trusts	
	n	%	n	%
All				
Boy	151	62.1	3995	55.5
Girl	88	36.2	3136	43.5
Not answered	4	1.6	70	1.0
	243		7201	

T84 - (62) How old is child now?

	This Trust		All trusts	
	n	%	n	%
All				
Under 1 yr	34	14.0	929	12.9
1-3 yrs	54	22.2	1765	24.5
4-5 yrs	42	17.3	1005	14.0
6-8 yrs	29	11.9	731	10.2
8-11 yrs	32	13.2	928	12.9
12-15yrs	32	13.2	1117	15.5
16-18yrs	9	3.7	443	6.2
Not answered	11	4.5	283	3.9
	243		7201	

T85 - Including this visit, how many times has your child stayed in hospital on a ward in the past six months?

	This Trust		All trusts	
	n	%	n	%
All parents				
Once	176	72.4	5070	70.4
Two or three times	48	19.8	1362	18.9
Four times or more	6	2.5	438	6.1
Not answered	13	5.3	331	4.6
	243		7201	

T86 - Which of these best describes your child's ethnic background? (Tick ONE only)

	This Trust		All trusts	
	n	%	n	%
All parents				
White (e.g. British, Irish, European)	136	56.0	5586	77.6
Mixed (e.g. White and Asian)	25	10.3	274	3.8
Asian / Asian British (e.g. Indian)	33	13.6	714	9.9
Black / Black British	18	7.4	285	4.0
Chinese	0	0.0	27	0.4
Any Other Ethnic Group	19	7.8	182	2.5
Not answered	12	4.9	133	1.8
	243		7201	

T87 - What is the main language spoken at home? (Tick ONE only)

	This Trust		All trusts	
	n	%	n	%
All parents				
English	152	62.6	6193	86.0
Other European language	35	14.4	245	3.4
Asian language (such as Hindi, Gujarati, Punjabi, Urdu, Sylheti, Bengali, Chinese, Thai)	21	8.6	422	5.9
African language (such as Swahili, Hausa, Yoruba)	9	3.7	61	0.8
Other, including British Sign Language	10	4.1	84	1.2
Not answered	16	6.6	196	2.7
	243		7201	

T88 - Does your child have any of the following long-standing conditions? (Tick All that apply)

	This Trust		All trusts	
	n	%	n	%
All parents				
Deafness or severe hearing impairment	3	1.2	123	1.7
Blindness or partially sighted	2	0.8	121	1.7
Any other long-standing physical disability	11	4.5	371	5.2
A learning disability	18	7.4	395	5.5
A mental health condition	4	1.6	88	1.2
Another long-standing condition (e.g. cancer, diabetes, epilepsy) please write in box:	20	8.2	1110	15.4
No long-standing condition	168	69.1	4833	67.1
Not answered	43	17.7	737	10.2
	243		7201	

