

Young Outpatients Survey 2015

SHEFFIELD CHILDREN'S NHS FOUNDATION TRUST

FINAL REPORT

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SECTION 1
 Introduction

Paediatric Outpatient 2015 Survey

Sheffield Children's NHS Foundation Trust

Background to the survey

The results presented here are from the Paediatric Outpatients Survey 2015, carried out by Picker Institute Europe on behalf of Sheffield Children's NHS Foundation Trust. The purpose of the survey is to understand what young outpatients think of healthcare services provided by your Trust, in order to inform service improvements. Both paediatric outpatients and their parents/carers were invited to give their feedback.

Survey Development

Two surveys were generated by the Picker Institute Europe in collaboration with Sheffield Children's Hospital. These were based loosely on the adult National Outpatient Survey 2009, but also informed by previous research by the Picker Institute with children. One survey was aimed at paediatric outpatients aged 8 yrs+, and the other was aimed at the parents/carers of paediatric outpatients aged 0-7 yrs, encouraging input from their child where possible. The children's survey was made appealing to young patients by amending question phrasing, ensuring that the text was child-friendly and inserting illustrations/colour. The questionnaires were cognitively tested on young outpatients and their parents/carers before being piloted with Sheffield Children's Hospital in 2009. In 2015, nine NHS Trusts participated in the paediatric outpatient survey.

Questionnaires

The paediatric outpatient survey comprises two versions:

- **Version 1 ('P') - for parents/carers of outpatients aged 0-7 yrs:** this is designed to be completed by the parent or carer who accompanied the child to hospital, with the input of the young patient if they are able.
- **Version 2 ('YP') - for children (paediatric outpatients) aged 8-16 yrs:** this is designed to be completed by the young patient themselves, with some help from their parent or carer if needed. A short section at the end of the children's survey is designed to be completed by the parent or carer of the young patient.

Survey methodology

A random sample of 850 young patients who attended an outpatient appointment at your trust in February 2015 was submitted. Of these patients, 368 were aged 7 yrs or under at the time of sampling, and their parents/carers were sent the parents version of the questionnaire. 482 patients aged 8 yrs 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 outpatients aged 0-15 yrs 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.

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.

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. We encourage you to look at your patient comments to help further understand your results.

If you would like any help interpreting your results, then we are able to come and do an on-site presentation of key findings at your trust. Alternatively we can hold a meeting with a small group of staff to talk through your results. Both of these options are included in your survey package **at no additional cost**. If you would like to discuss either of these options, please contact Tamara van Doorn on 01865 208108 or email Paediatric.Survey@pickereurope.ac.uk.

If you have any questions about this report, please contact Tamara van Doorn or another member of the Paediatric Survey Team at the Picker Institute on 01865 208108, or email Paediatric.Survey@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 trusts that take part. 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 members of staff?*' 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:

EXAMPLE DATA ONLY:

T56 - (29) Were you ever told different things by different members of staff?

All	This Trust		All trusts	
	n	%	n	%
* Yes, a lot	12	4.8	165	4.4
* Yes, sometimes	38	15.3	658	17.4
No, never	196	79.0	2909	76.9
Not answered	2	0.8	52	1.4
Problem score - This Trust 20.2 %	248		3784	
Problem score - All trusts 21.7%				

The problem score for the above example would be interpreted as: *20% of survey respondents were told different things by different members of staff.*

Some questions were only asked to parents/carers, some were only asked to young children, 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) and 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. Q17+)**.

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.

The T question 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 includes some filter questions, whereby only relevant questions are asked of patients. For example, patients that reported not having any tests or x-rays would not be asked subsequent questions about tests. 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 all Trusts that conducted the survey). By 'significant' difference, we mean that the finding is statistically reliable and that the difference is likely to be '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, a problem score of 12.8% is rounded up to 13%, while 5.3% would be rounded down to 5%.



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

Paediatric Outpatient 2015

Sheffield Children's NHS Foundation Trust

Dates of Fieldwork:	Initial Mailing	27 March 2015	850
	First Reminder	21 April 2015	756
	Second Reminder	06 May 2015	722

Response Rate:	Receipt Type	Number
	Parents - Returned completed (paper)	132
	Parents - Ineligible - returned undelivered	4
	Parents - Ineligible - deceased	0
	Parents - Too ill/Opt out	4
	Parents - Ineligible - other	0
	Children's - Returned completed (paper)	90
	Children's - Ineligible - returned undelivered	1
	Children's - Ineligible - deceased	0
	Children's - Too ill/Opt out	9
	Children's - Ineligible - other	0

Number of patients in the original sample:	850
Total number of eligible patients:	845
Returned completed:	222
Response Rate	26.3%
Average Response Rate:	25.8%

Response rate by survey type;

	Mailing Qty	Returned Completed	% Completed
Parents of young patients aged 0-7	482	132	27%
Young patients aged 8-16	368	90	24%

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.

About your respondents

A total of 850 patients from your Trust were sent a questionnaire. 845 were eligible for the survey, of which 222 returned a completed questionnaire, giving a response rate of 26%. The average response rate for the survey was 26%.

Key facts about your respondents:

- 50% were male; 48% were female and 2% did not reply.
- 59% of returned questionnaires were the parent/carer version, and 41% were the young patients' questionnaire.
- 74% stated their ethnic background as White; 4% Mixed; 7% Asian/Asian British; 3% Black/Black British; 6% other ethnic group and 5% did not state their background.
- 69% of patients had visited the outpatient department previously, for the same condition, whereas 29% had not.
- 37% waited up to 6 weeks for their most recent outpatient appointment, with 22% waiting between 6 weeks and 3 months. 9% had to wait more than 3 months, whereas 18% of patients have a regular appointment. 4% of patients were referred urgently (e.g. from GP or from A&E).

Overall ratings of Hospital Care

- 70% of young outpatients aged 8yrs+ felt that they were looked after very well during their hospital visit, and 27% said fairly well. 1% of children stated that they were not looked after very well or at all well.
- 95% 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 or guardian of young outpatients aged 0-7 yrs, 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 outpatients aged 8-16 yrs and 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 who accompanied the child to hospital.

The number and percent of questionnaires that were completed by the young patient or the parent/carer are as follows:

Parent Survey, Q63 - Who was the **main person** who answered the questions on this questionnaire?

Parents of young outpatients aged 0-7yrs	N	%
Me, the parent or carer	127	96.9%
Both child (patient) and parent/carer together	2	1.5%
Not Answered	2	1.5%

Children's Survey, Section 1 (designed to be completed by children), Q35 - Who was the **main person** who answered the questions in *this section* (section 1) of the questionnaire?

Young outpatients aged 8-16 yrs	N	%
Me, the child (patient)	38	42.2%
My parent or carer	21	23.3%
Both patient (child) and parent/carer together	29	32.2%
Not Answered	2	2.2%

Children's Survey, Section 2 (designed to be completed by parents/carers), Q59 - Who was the **main person** who answered the questions in *this section* (section 2) of the questionnaire?

Parents of young outpatients aged 8-16 yrs	N	%
Me, the parent/carer	77	85.6%
Me, the young patient	3	3.3%
Both child and parent/carer together	8	8.9%
Not Answered	2	2.2%



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 the nine NHS 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. However, please interpret benchmarking data with caution since the average score is generated from only nine Trusts.

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 tests' for example. You would therefore need to use the frequency tables (at the end of this report) 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.

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 The problem score for your Trust
Average Average score for all Trusts

Lower scores are better

A. Before the Appointment

		Trust	Average	
T1+	Waited more than 3 months for an appointment	12 %	19 %	⊕
T2	Amount of time waiting for an appointment was not fully acceptable	36 %	45 %	⊕
T3	Appointment changed to a later date by the hospital	20 %	19 %	
T4	Not given choice of appointment dates	30 %	32 %	
T6	Child never sees the same healthcare professional	14 %	14 %	
T7	Parent did not fully know before appointment what was going to happen	63 %	59 %	
T7a	(1) Child did not fully know before appointment what was going to happen	48 %	53 %	

B. Arrival at the Hospital

		Trust	Average	
T8+	Could not find a convenient place to park	81 %	45 %	■
T9+	Not easy to find way to the right department	36 %	30 %	
T10	Reception staff were not completely friendly and approachable	18 %	21 %	
T11	Booking-in process at reception was fairly or not at all organised	32 %	32 %	

C. Waiting for your child's appointment

		Trust	Average	
T12+	Unable to immediately find a place to sit in waiting area	6 %	9 %	
T13	Appointment started more than 15 minutes after stated time	40 %	38 %	
T14	Parent not told that there was a wait	65 %	66 %	
T15	(2) Not enough for child's age group to do when waiting to be seen	34 %	45 %	■

D. Hospital Facilities

		Trust	Average	
T16	(3) Outpatients department not clean	2 %	2 %	
T17+	(4+) Toilets at the outpatient department not clean	10 %	9 %	
T18+	Did not have access to suitable food and drinks	35 %	41 %	
T19	Parent needed facilities that were not available	5 %	6 %	

E. Seeing a Doctor

		Trust	Average	
T22	Doctors did not introduce themselves to parent	3 %	2 %	
T23+	(6+) Doctors did not introduce themselves to child	8 %	8 %	
T24	Doctors did not talk clearly to parent about child's condition/ treatment	17 %	15 %	
T25+	Doctors did not always give parent clear answers to questions	26 %	23 %	
T25a	(7) Doctor was not always friendly and helpful	14 %	13 %	
T26+	(8+) Doctors did not speak to child in a way they could fully understand	27 %	26 %	
T27+	Doctor(s) did not talk with child about their questions or worries	[0] %	12 %	
T27b	(10) Doctor(s) did not talk with child about their questions or worries	[18] %	12 %	
T28	Parent did not have full confidence and trust in doctors	21 %	18 %	
T29	Doctors did not know enough about child's medical history	16 %	17 %	
T31	Amount of time spent with doctor was not fully acceptable	18 %	20 %	

F. Seeing another Healthcare Professional

		Trust	Average	
T34+	Other healthcare professional did not always give clear answers to parents questions	27 %	24 %	
T34a	(14) Other healthcare professional was not always friendly and helpful	12 %	13 %	
T35+	(15+) Other healthcare professional did not speak to child in a way they could fully understand	21 %	19 %	
T36	Parent did not have full confidence and trust in other healthcare professional	20 %	20 %	

G. Tests and X-rays

		Trust	Average
T38	Parent not clearly told why child needed test(s)	23 %	15 %
T39	Parent not fully told before test(s) what was going to happen	23 %	25 %
T40+	(17+) Child not fully told before test(s) what was going to happen	29 %	23 %
T41	(18) Test results not fully explained or never received	24 %	22 %
T42+	(19+) Did not get clear answers to questions about test results	23 %	28 %

H. Overall about the appointment

		Trust	Average
T44	(21) Purpose of new medication not clearly explained	[9] %	13 %
T45	(22) Not given enough information on how child should use their new medication	[12] %	16 %
T46	Not told fully about medication side effects to watch for	[52] %	48 %
T47	(23) Did not receive written or printed information about child's condition or treatment but would have liked it	14 %	13 %
T48	Printed information was not completely clear/easy to understand	[14] %	17 %
T50	(25) Not given clear instructions on child's new action	18 %	14 %
T51+	(26+) Not told when child could carry on their usual activities	37 %	31 %
T52+	(27+) Not told what to do or who to contact if worried after the appointment	20 %	21 %
T53	Parent not told what would happen next	5 %	6 %
T54	Staff talked in front of parent as if they weren't there	14 %	16 %
T55	(28) Child not given enough privacy when being treated or examined	14 %	20 %
T56	(29) Staff contradict one another	23 %	21 %
T57	Parent not fully involved enough in decisions about child's care and treatment	21 %	23 %
T57a	(30) Child not fully involved in decisions about what happened to them in hospital	30 %	33 %
T57b	(31) Child was scared or frightened during their appointment	31 %	29 %

I. Overall Impression

		Trust	Average
T58	Overall - reason for visit not dealt with completely to parents satisfaction	19 %	23 %
T59	Overall - outpatients department fairly or not at all organised	41 %	40 %
T59a	(33) Overall - child felt they were not always listened to by hospital staff	19 %	21 %
T60	Overall - child's care rated as fair or poor	3 %	3 %
T60a	(34) Overall - child felt they were not looked after very well	1 %	2 %
T61	Parent wanted to complain about child's hospital appointment	4 %	5 %



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 young outpatients.

Please note that not all questions are based on all patients, so a problem score may relate only to 'those who had tests' 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	
T8+	Could not find a convenient place to park	81 %	45 %	-
T14	Parent not told that there was a wait	65 %	66 %	
T7	Parent did not fully know before appointment what was going to happen	63 %	59 %	
T46	Not told fully about medication side effects to watch for	[52] %	48 %	

Problem scores 40% - 49%

		Trust	Average	
T7a	(1) Child did not fully know before appointment what was going to happen	48 %	53 %	
T59	Overall - outpatients department fairly or not at all organised	41 %	40 %	
T13	Appointment started more than 15 minutes after stated time	40 %	38 %	



Problem scores 30% - 39%

		Trust	Average	
T51+	(26+) Not told when child could carry on their usual activities	37 %	31 %	
T2	Amount of time waiting for an appointment was not fully acceptable	36 %	45 %	+
T9+	Not easy to find way to the right department	36 %	30 %	
T18+	Did not have access to suitable food and drinks	35 %	41 %	
T15	(2) Not enough for child's age group to do when waiting to be seen	34 %	45 %	+
T11	Booking-in process at reception was fairly or not at all organised	32 %	32 %	
T57b	(31) Child was scared or frightened during their appointment	31 %	29 %	
T57a	(30) Child not fully involved in decisions about what happened to them in hospital	30 %	33 %	
T4	Not given choice of appointment dates	30 %	32 %	

Problem scores 20% - 29%

		Trust	Average
T40+	(17+) Child not fully told before test(s) what was going to happen	29 %	23 %
T34+	Other healthcare professional did not always give clear answers to parents questions	27 %	24 %
T26+	(8+) Doctors did not speak to child in a way they could fully understand	27 %	26 %
T25+	Doctors did not always give parent clear answers to questions	26 %	23 %
T41	(18) Test results not fully explained or never received	24 %	22 %
T38	Parent not clearly told why child needed test(s)	23 %	15 %
T39	Parent not fully told before test(s) what was going to happen	23 %	25 %
T42+	(19+) Did not get clear answers to questions about test results	23 %	28 %
T56	(29) Staff contradict one another	23 %	21 %
T57	Parent not fully involved enough in decisions about child's care and treatment	21 %	23 %
T35+	(15+) Other healthcare professional did not speak to child in a way they could fully understand	21 %	19 %
T28	Parent did not have full confidence and trust in doctors	21 %	18 %
T36	Parent did not have full confidence and trust in other healthcare professional	20 %	20 %
T3	Appointment changed to a later date by the hospital	20 %	19 %
T52+	(27+) Not told what to do or who to contact if worried after the appointment	20 %	21 %

Problem scores 10% - 19%

		Trust	Average
T58	Overall - reason for visit not dealt with completely to parents satisfaction	19 %	23 %
T59a	(33) Overall - child felt they were not always listened to by hospital staff	19 %	21 %
T31	Amount of time spent with doctor was not fully acceptable	18 %	20 %
T27b	(10) Doctor(s) did not talk with child about their questions or worries	[18] %	12 %
T10	Reception staff were not completely friendly and approachable	18 %	21 %
T50	(25) Not given clear instructions on child's new action	18 %	14 %
T24	Doctors did not talk clearly to parent about child's condition/ treatment	17 %	15 %
T29	Doctors did not know enough about child's medical history	16 %	17 %
T25a	(7) Doctor was not always friendly and helpful	14 %	13 %
T48	Printed information was not completely clear/easy to understand	[14] %	17 %
T6	Child never sees the same healthcare professional	14 %	14 %
T55	(28) Child not given enough privacy when being treated or examined	14 %	20 % 
T54	Staff talked in front of parent as if they weren't there	14 %	16 %
T47	(23) Did not receive written or printed information about child's condition or treatment but would have liked it	14 %	13 %
T1+	Waited more than 3 months for an appointment	12 %	19 % 
T34a	(14) Other healthcare professional was not always friendly and helpful	12 %	13 %
T45	(22) Not given enough information on how child should use their new medication	[12] %	16 %
T17+	(4+) Toilets at the outpatient department not clean	10 %	9 %

Problem scores 0% - 9%

		Trust	Average
T44	(21) Purpose of new medication not clearly explained	[9] %	13 %
T23+	(6+) Doctors did not introduce themselves to child	8 %	8 %
T12+	Unable to immediately find a place to sit in waiting area	6 %	9 %
T53	Parent not told what would happen next	5 %	6 %
T19	Parent needed facilities that were not available	5 %	6 %
T61	Parent wanted to complain about child's hospital appointment	4 %	5 %
T60	Overall - child's care rated as fair or poor	3 %	3 %
T22	Doctors did not introduce themselves to parent	3 %	2 %
T16	(3) Outpatients department not clean	2 %	2 %
T60a	(34) Overall - child felt they were not looked after very well	1 %	2 %
T27+	Doctor(s) did not talk with child about their questions or worries	[0] %	12 %



SECTION 5

 External Benchmarks

comparing results with other trusts

External Benchmarks

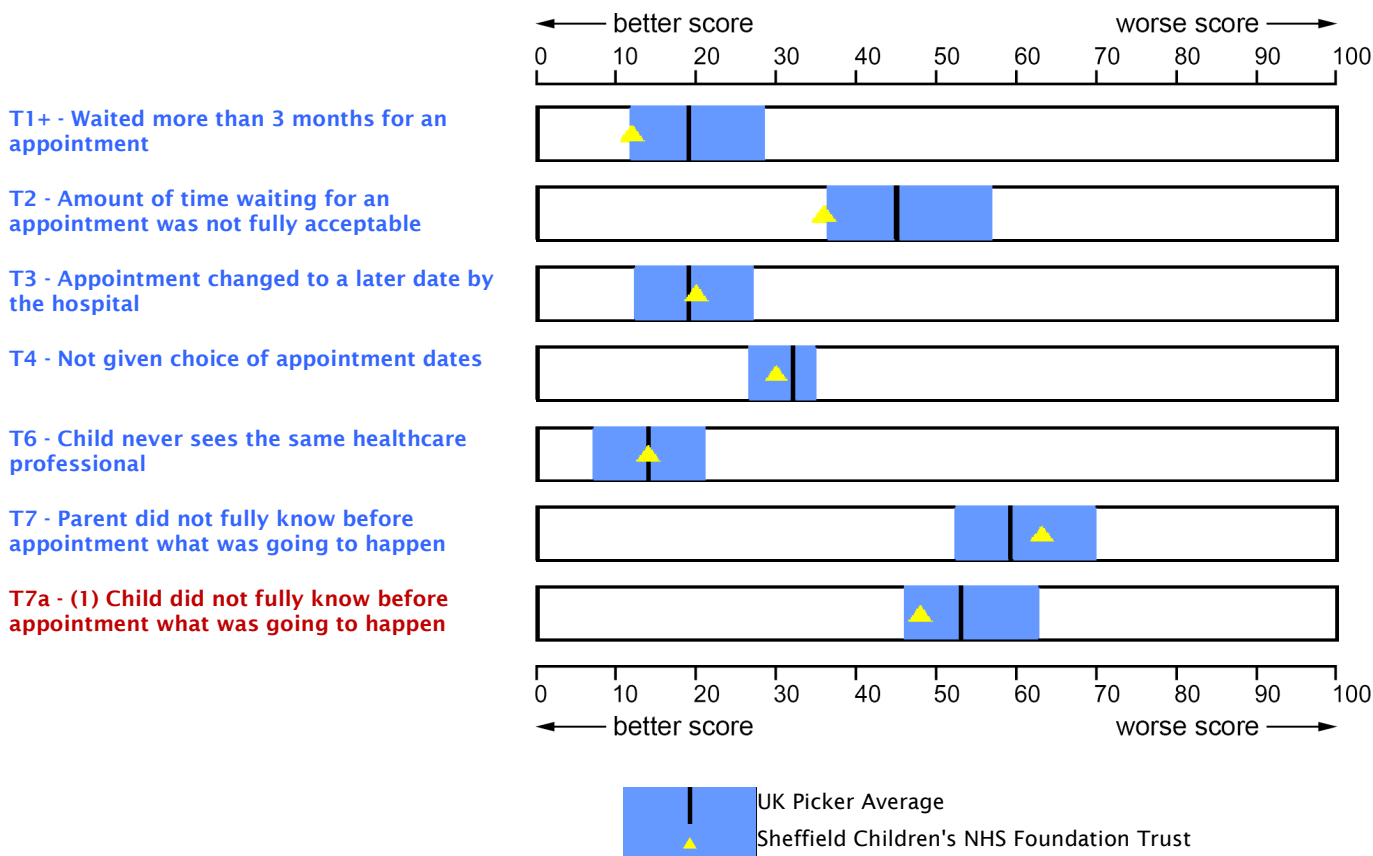
This section shows how your Trust compares to the nine NHS trusts in this survey. The range of scores is shown as a blue bar from the best/lowest problem score (to the left), to the worst/highest score (to the right). The average across all trusts is the black line. The score for Sheffield Children's NHS Foundation Trust is shown as the yellow triangle.

Blue text = parent data

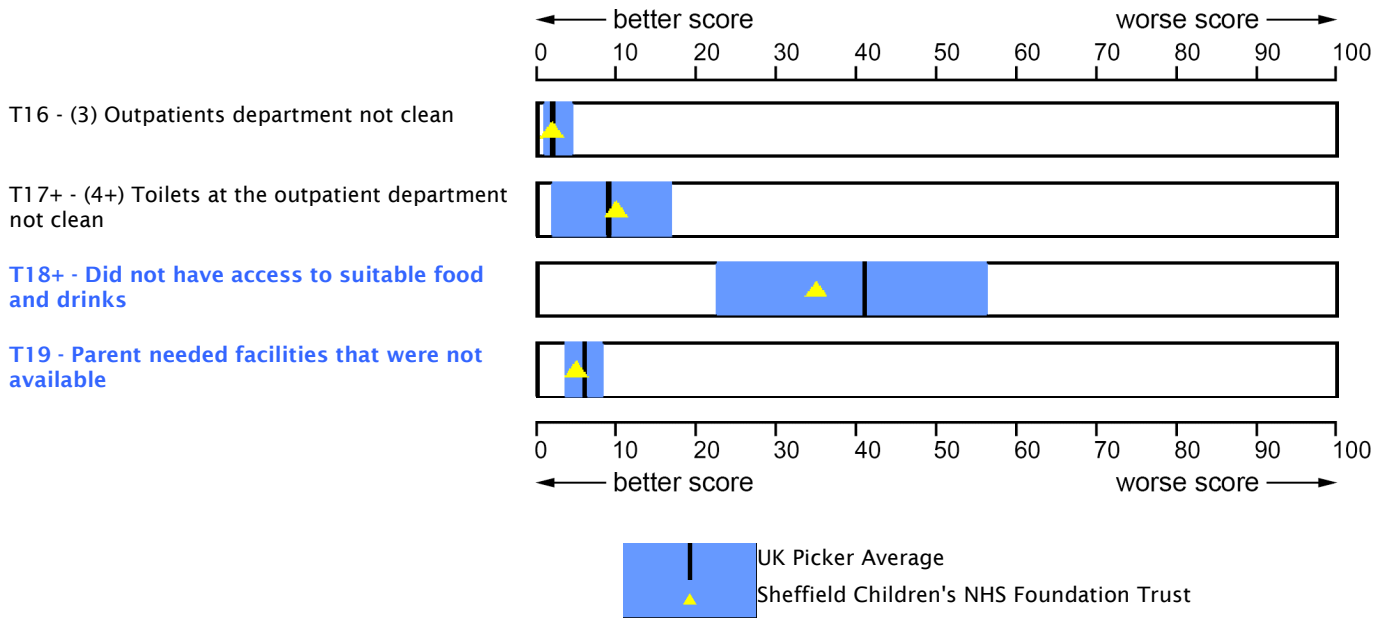
Red text = child data

Black text = combined (parent and child) data

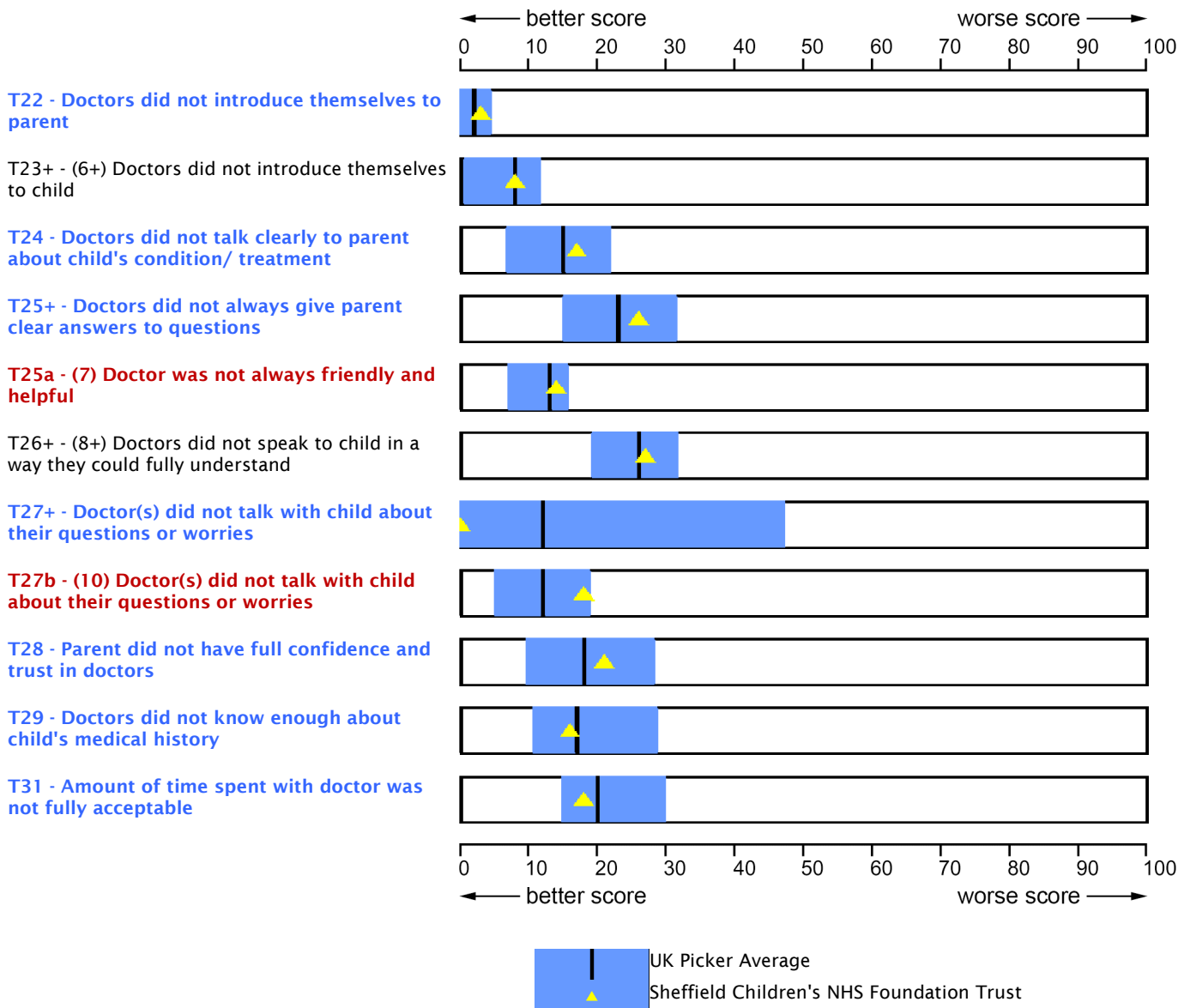
A. Before the Appointment



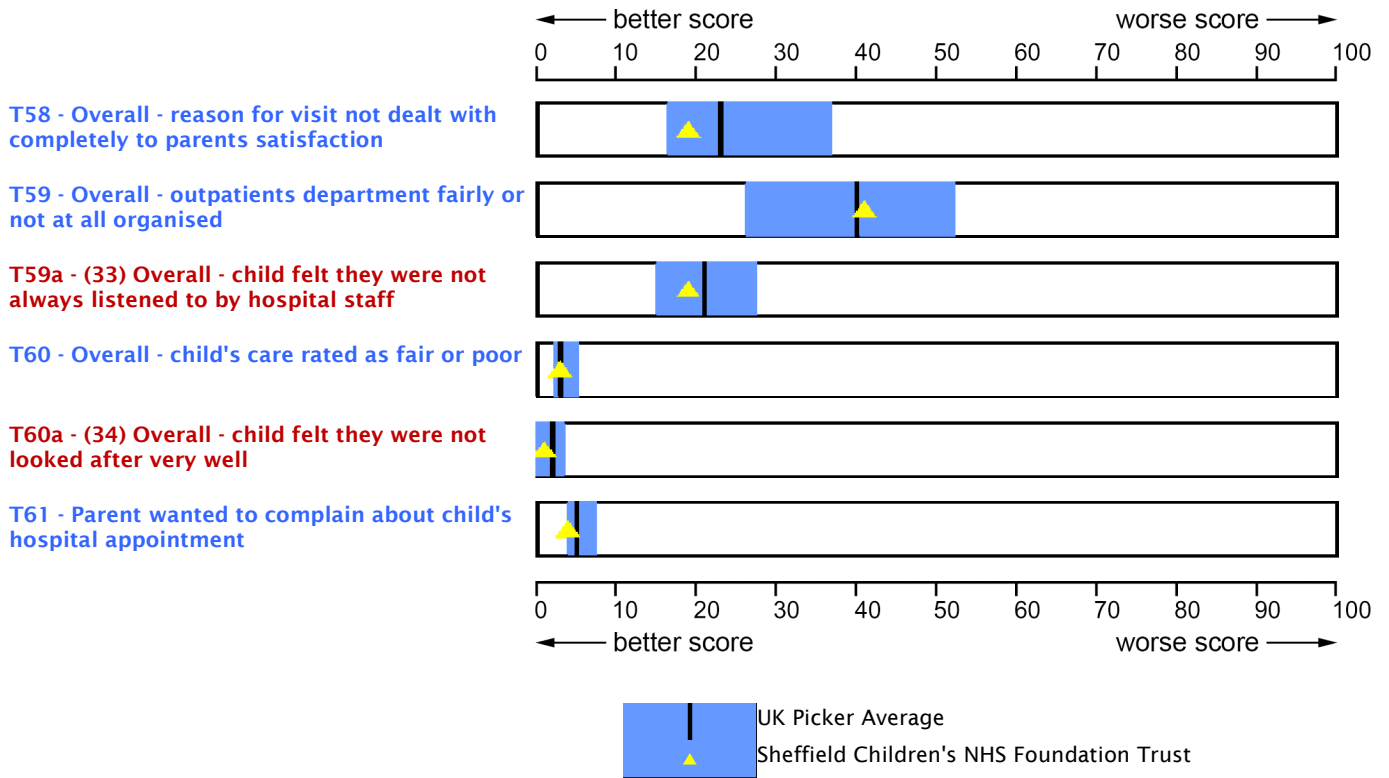
D. Hospital Facilities



E. Seeing a Doctor



I. Overall Impression





SECTION 6

Internal Benchmarks

comparing results within the trust

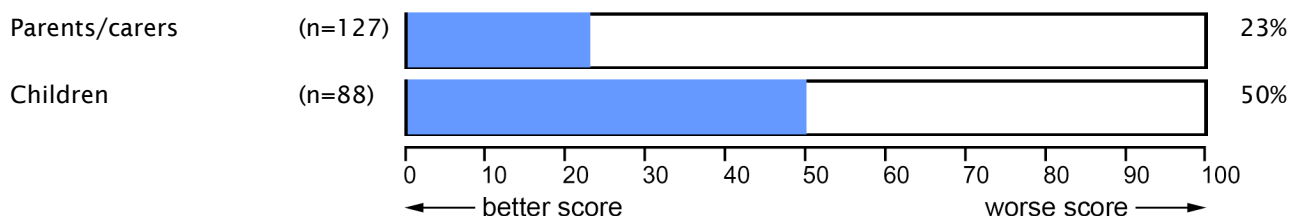
Internal Benchmarks: Respondent Type

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 blue bars show the problem score, i.e. the percentage of patients who are not completely satisfied with a particular aspect of their care. The specific problem score is shown to the right of each bar, and the number of respondents (n) is displayed to the left of the bar.

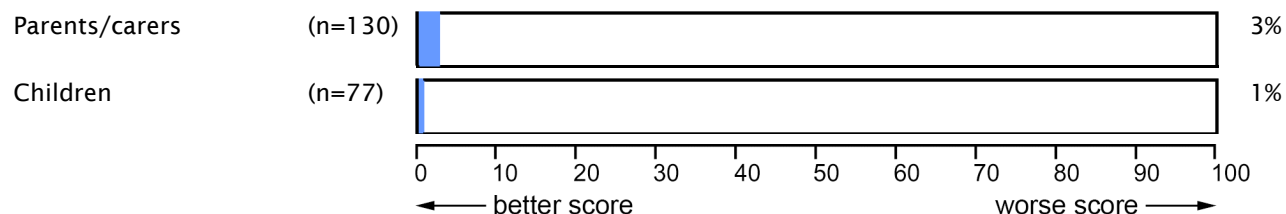
Remember that lower scores (smaller bars) are better, whereas a larger bar indicates a greater problem. Where fewer than 50 patients have answered a particular question, the result should be treated with caution as the number of respondents is relatively small. Data has been suppressed where there are less than 30 responses. This is highlighted with an asterisk (*) alongside the respondent type name (parent or child), and the problem score to the right of the chart will be replaced with a dash.

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

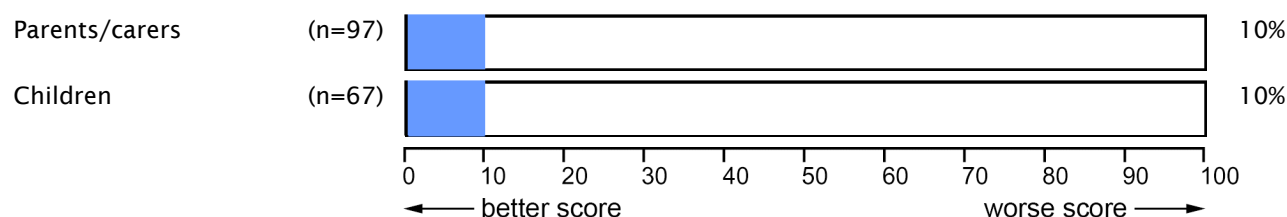
T15 - (2) Not enough for child's age group to do when waiting to be seen



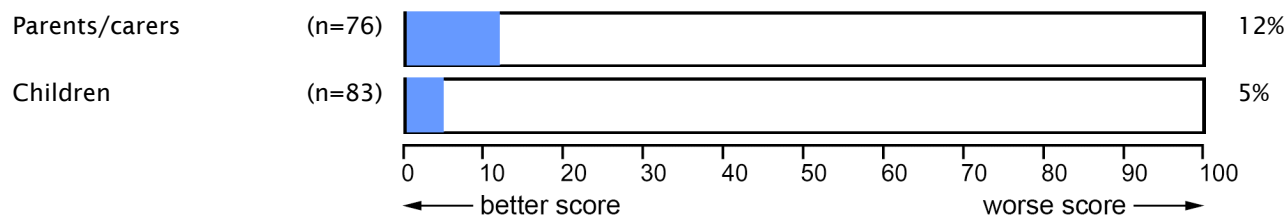
T16 - (3) Outpatients department not clean



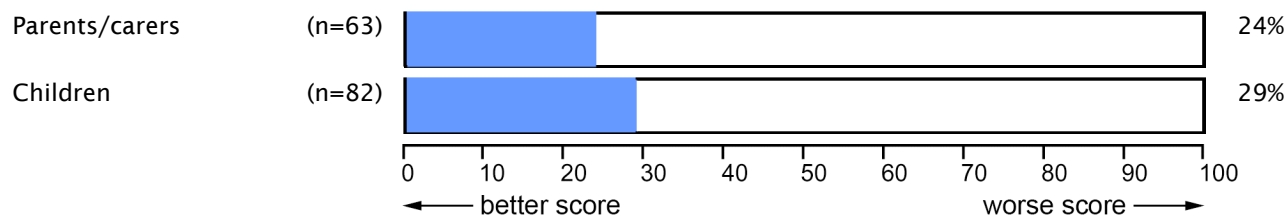
T17+ - (4+) Toilets at the outpatient department not clean



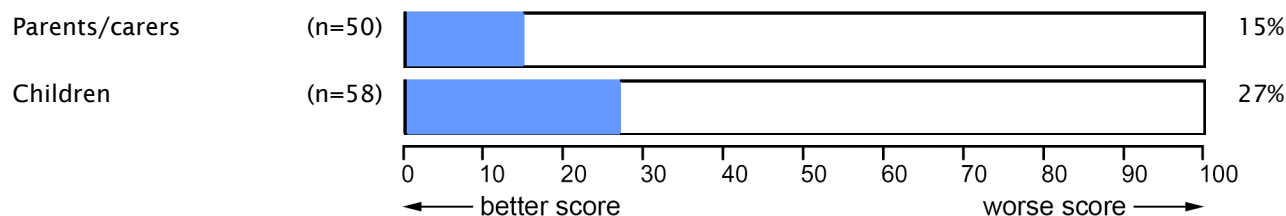
T23+ - (6+) Doctors did not introduce themselves to child



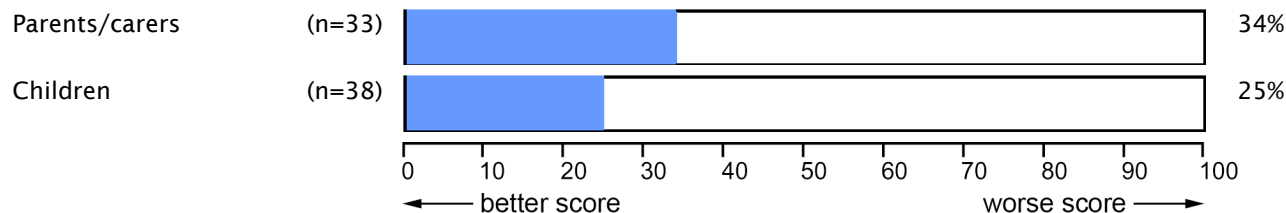
T26+ - (8+) Doctors did not speak to child in a way they could fully understand



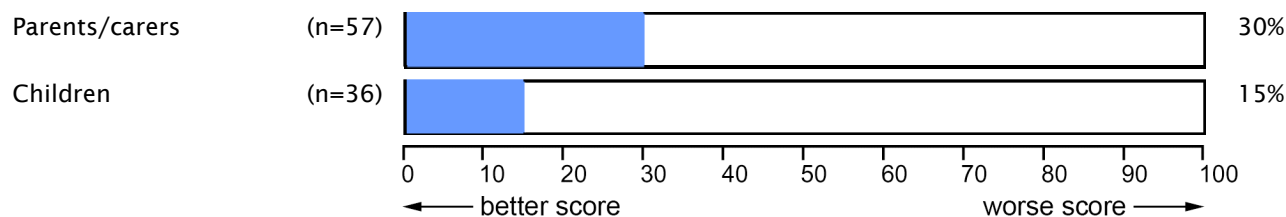
T35+ - (15+) Other healthcare professional did not speak to child in a way they could fully understand



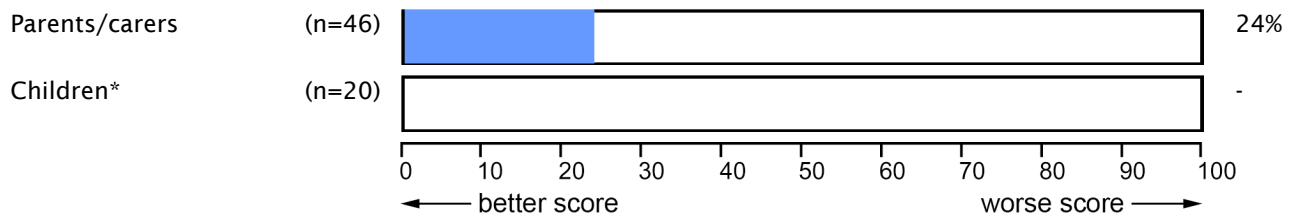
T40+ - (17+) Child not fully told before test(s) what was going to happen



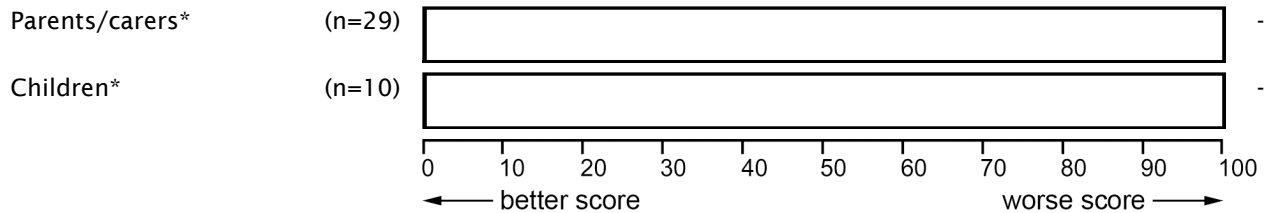
T41 - (18) Test results not fully explained or never received



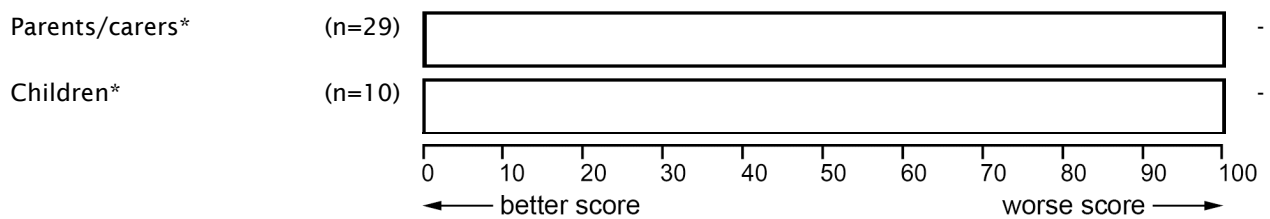
T42+ - (19+) Did not get clear answers to questions about test results



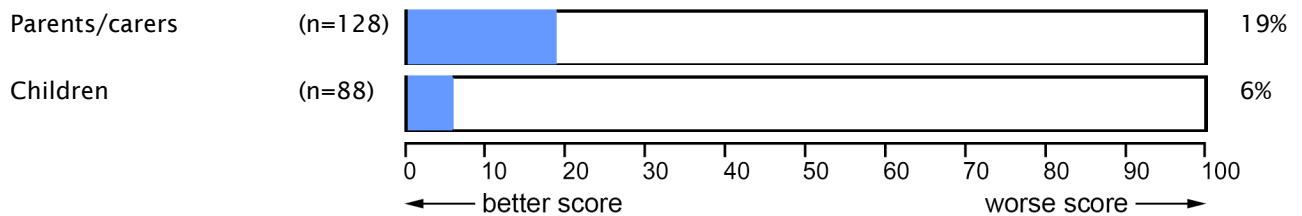
T44 - (21) Purpose of new medication not clearly explained



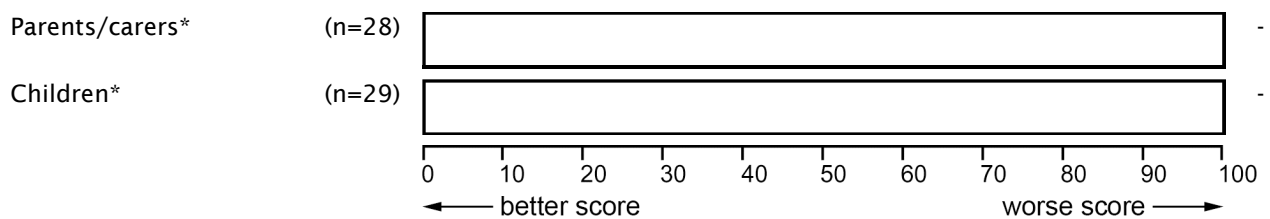
T45 - (22) Not given enough information on how child should use their new medication



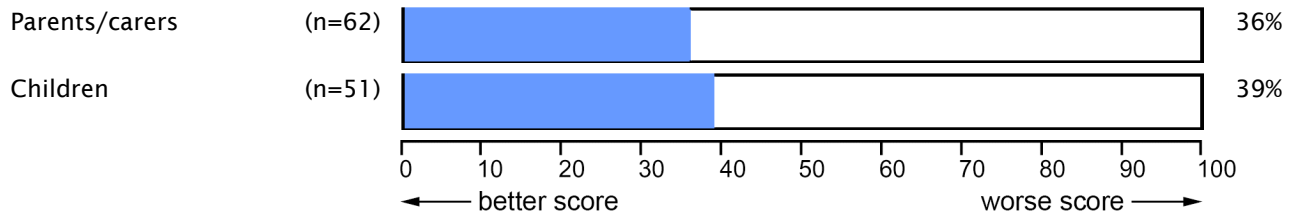
T47 - (23) Did not receive written or printed information about child's condition or treatment but would have liked it



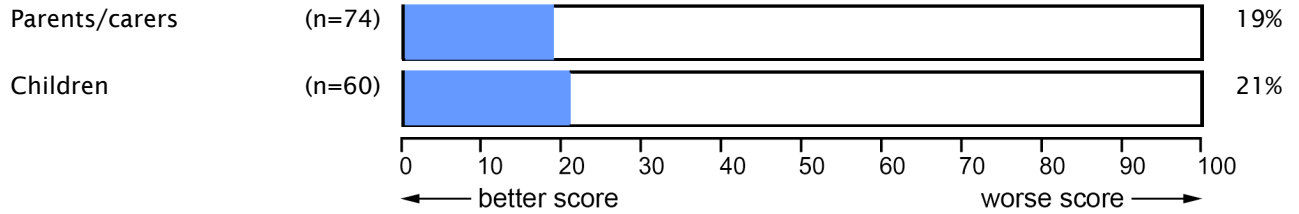
T50 - (25) Not given clear instructions on child's new action



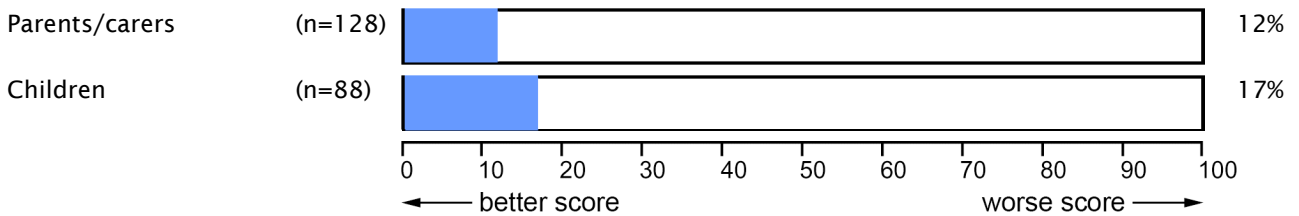
T51+ - (26+) Not told when child could carry on their usual activities



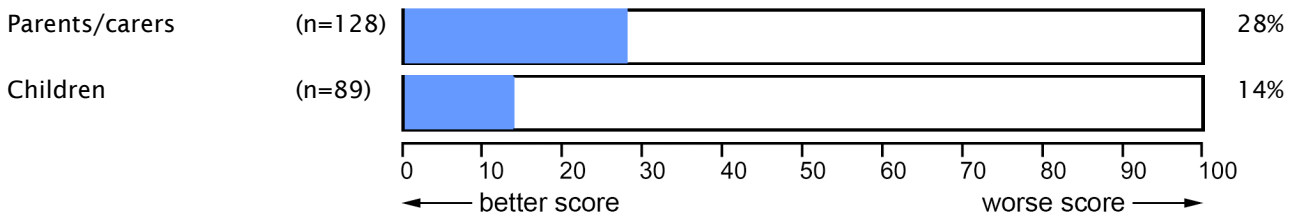
T52+ - (27+) Not told what to do or who to contact if worried after the appointment



T55 - (28) Child not given enough privacy when being treated or examined



T56 - (29) Staff contradict one another



Internal Benchmarks: Site

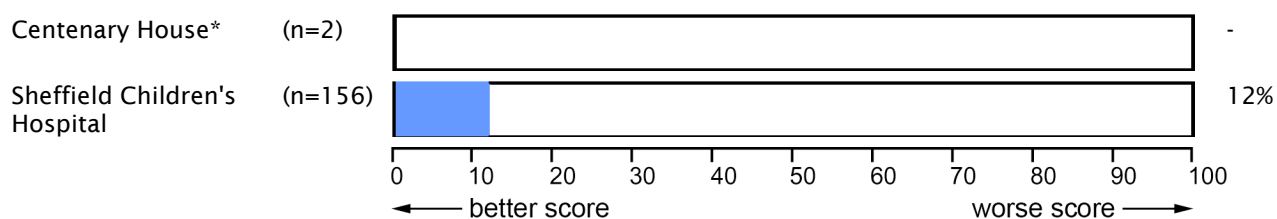
This section compares problem scores within your trust by hospital site. Please note that this breakdown will only be available if the site information was supplied with your patient sample at the start of the survey.

The blue bars show the problem score, i.e. the percentage of patients who are not completely satisfied with a particular aspect of their care. The problem score is shown to the right of each bar, and the number of respondents (n) is displayed to the left of the bar.

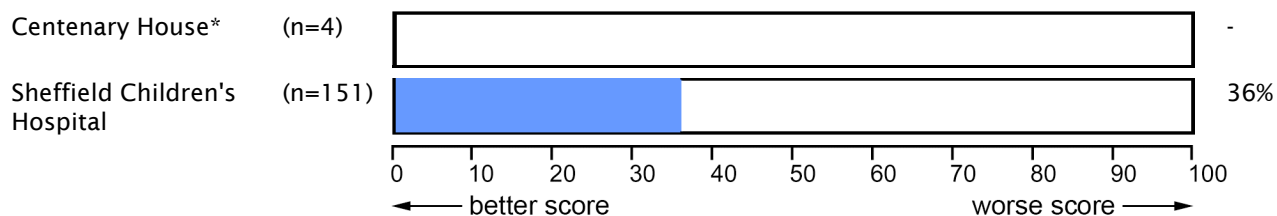
Remember that lower scores (smaller bars) are better, whereas a larger bar indicates a greater problem. Where fewer than 50 patients have answered a particular question, the result should be treated with caution as the number of respondents is relatively small. Data has been suppressed where there are less than 30 responses. This is highlighted with an asterisk (*) alongside the site name, and the problem score to the right of the chart will be replaced with a dash.

Site	Mailing Qty	Completed
Centenary House	29	6
Sheffield Children's Hospital	821	216

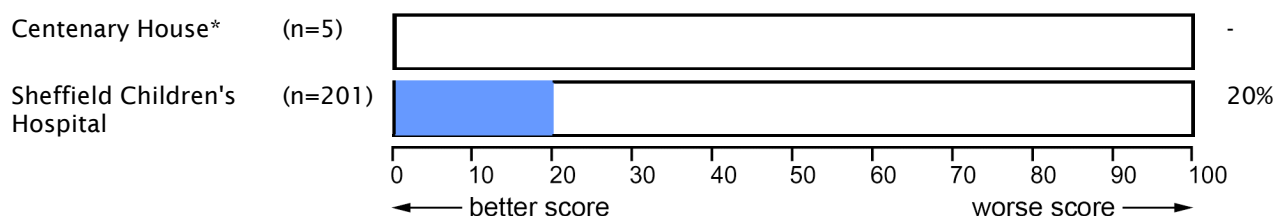
T1+ - Waited more than 3 months for an appointment



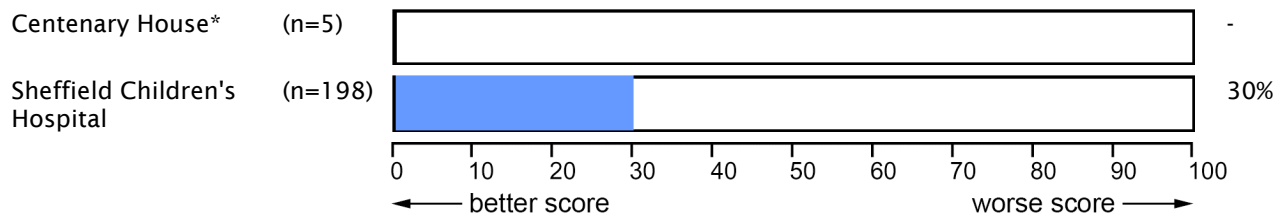
T2 - Amount of time waiting for an appointment was not fully acceptable



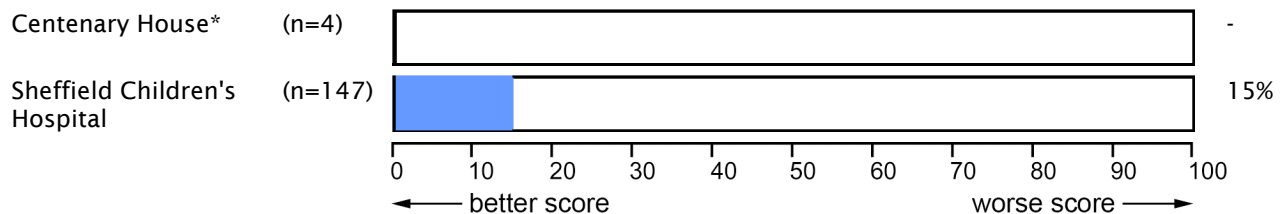
T3 - Appointment changed to a later date by the hospital



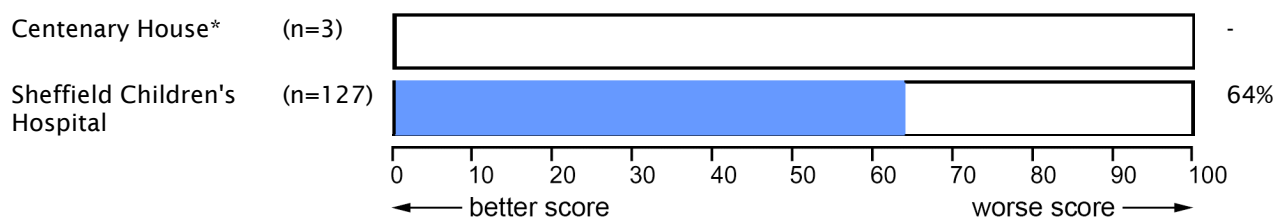
T4 - Not given choice of appointment dates



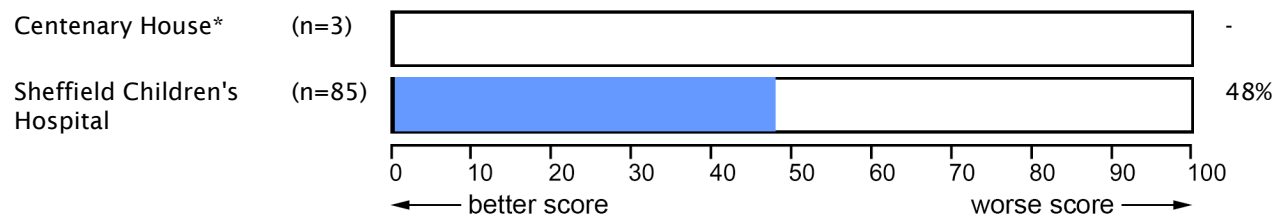
T6 - Child never sees the same healthcare professional



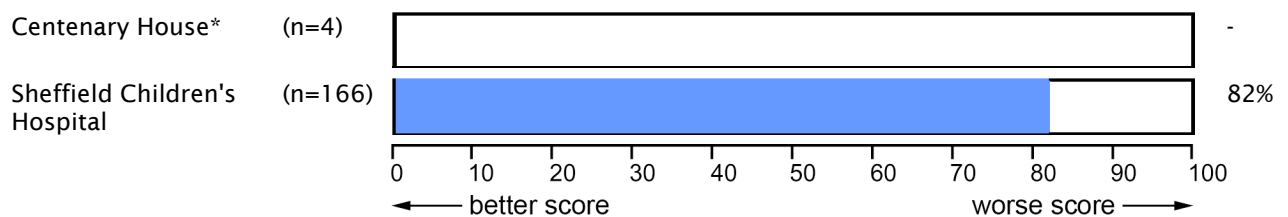
T7 - Parent did not fully know before appointment what was going to happen



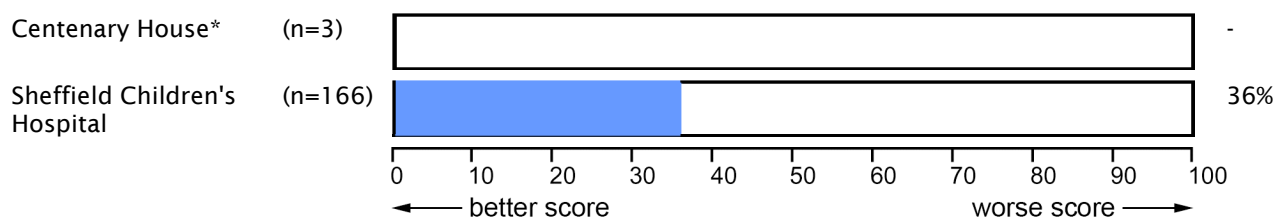
T7a - (1) Child did not fully know before appointment what was going to happen



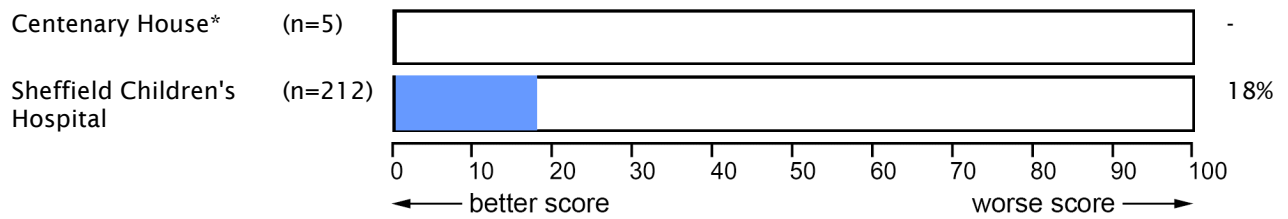
T8+ - Could not find a convenient place to park



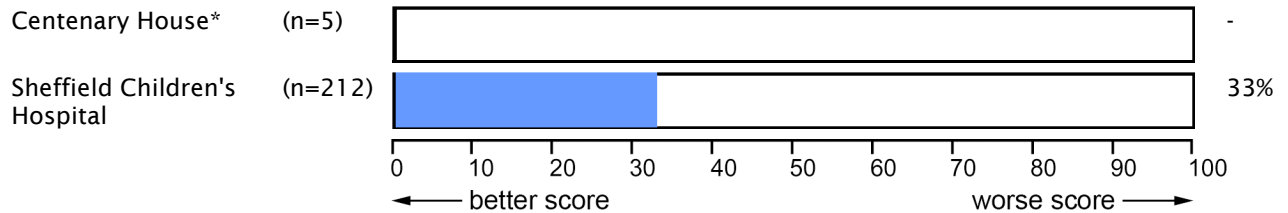
T9+ - Not easy to find way to the right department



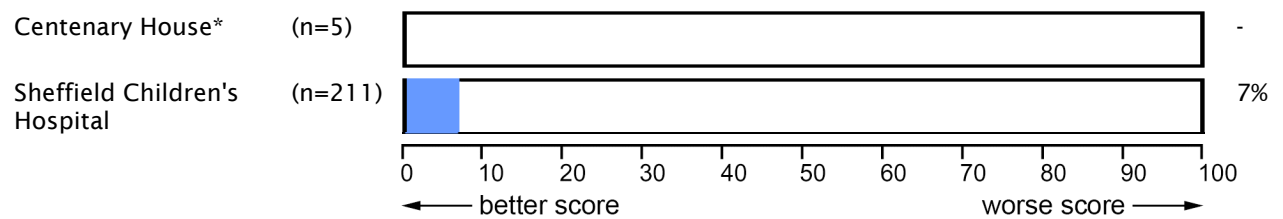
T10 - Reception staff were not completely friendly and approachable



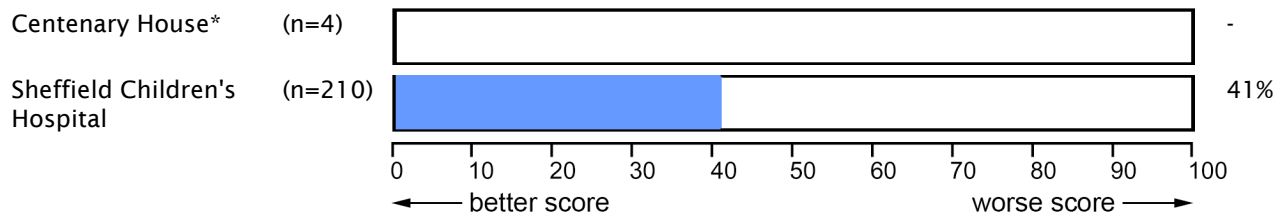
T11 - Booking-in process at reception was fairly or not at all organised



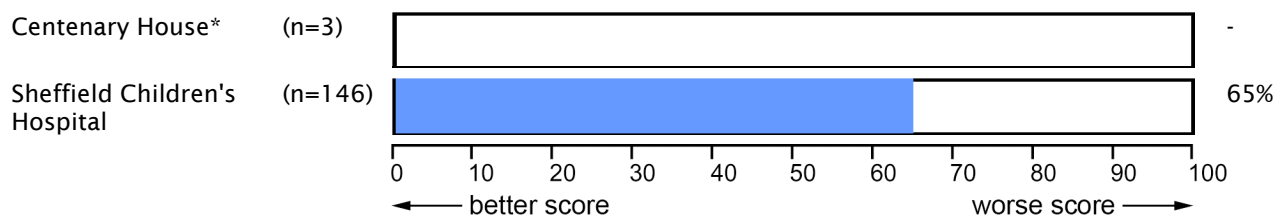
T12+ - Unable to immediately find a place to sit in waiting area



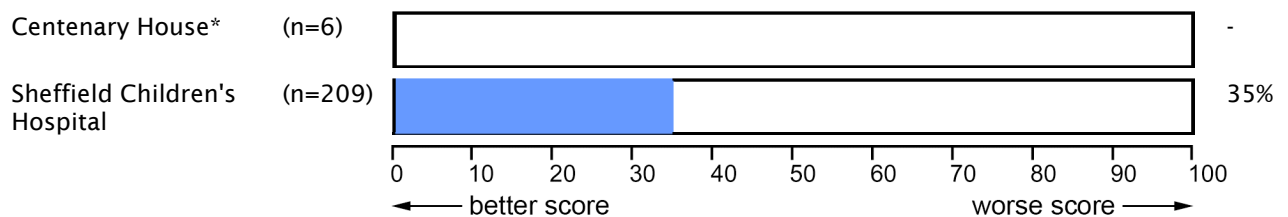
T13 - Appointment started more than 15 minutes after stated time



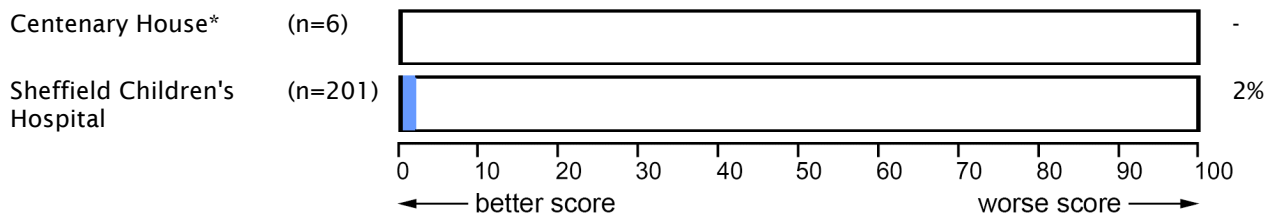
T14 - Parent not told that there was a wait



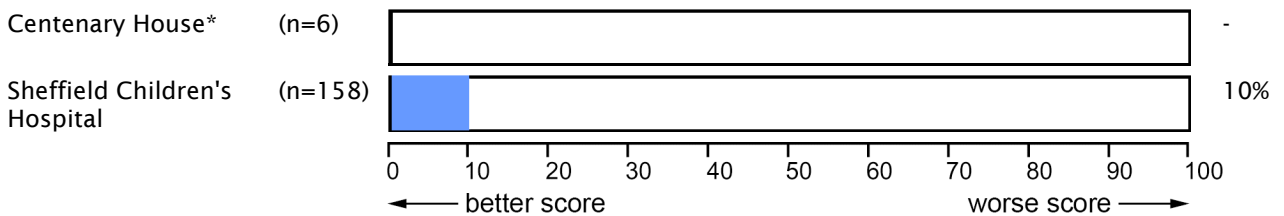
T15 - (2) Not enough for child's age group to do when waiting to be seen



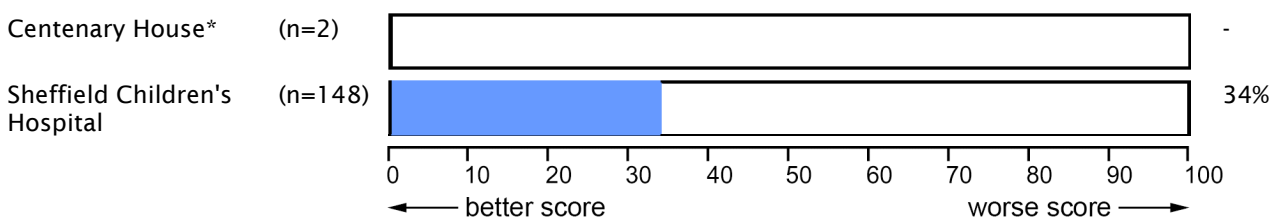
T16 - (3) Outpatients department not clean



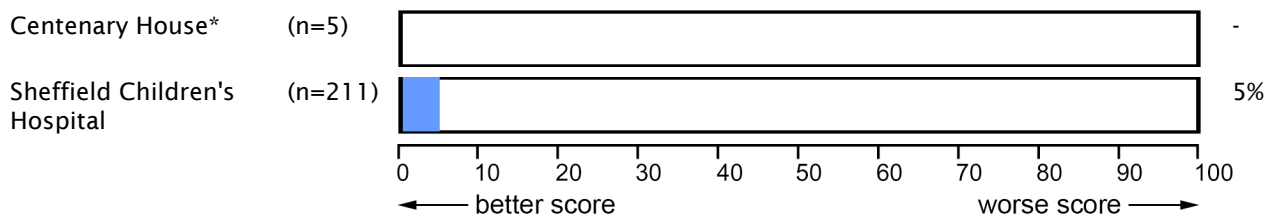
T17+ - (4+) Toilets at the outpatient department not clean



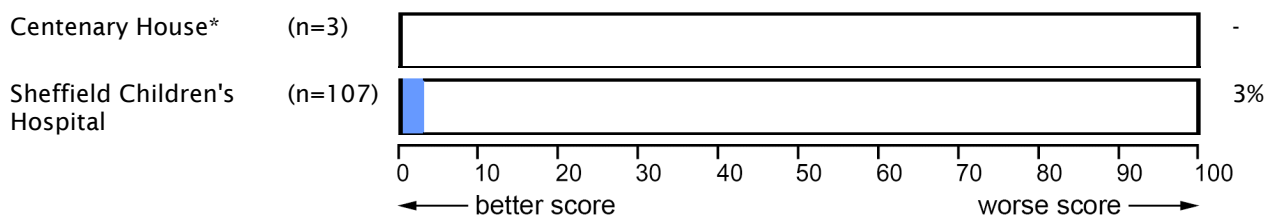
T18+ - Did not have access to suitable food and drinks



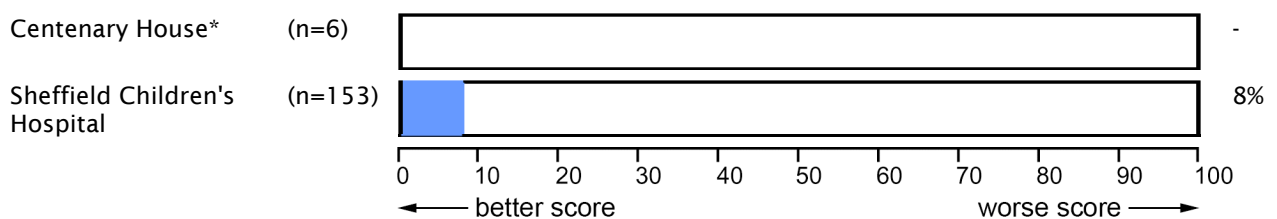
T19 - Parent needed facilities that were not available



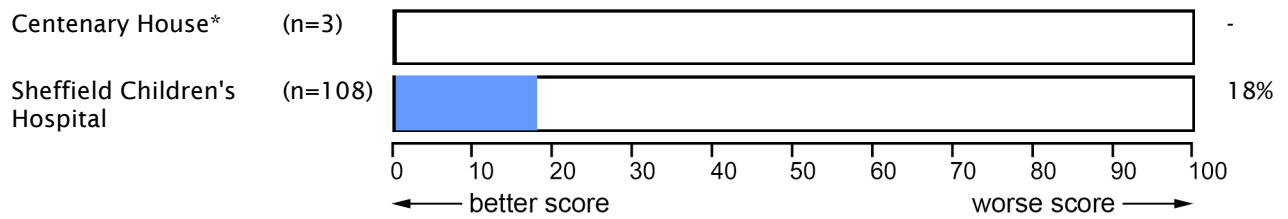
T22 - Doctors did not introduce themselves to parent



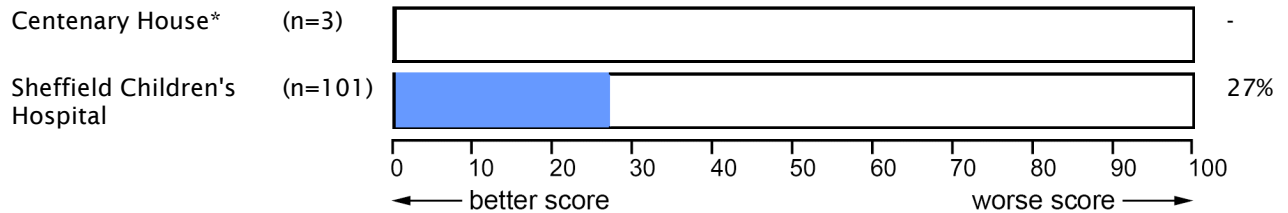
T23+ - (6+) Doctors did not introduce themselves to child



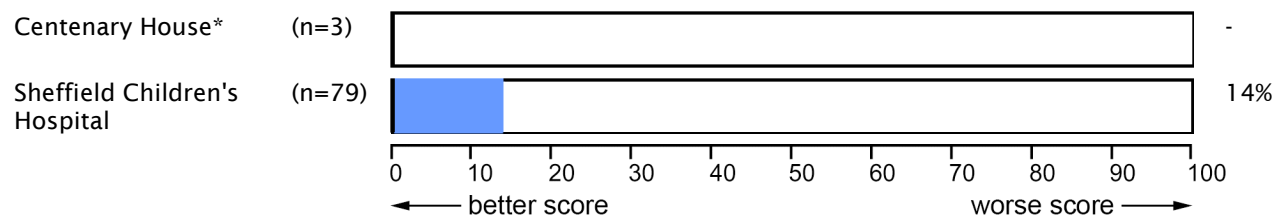
T24 - Doctors did not talk clearly to parent about child's condition/ treatment



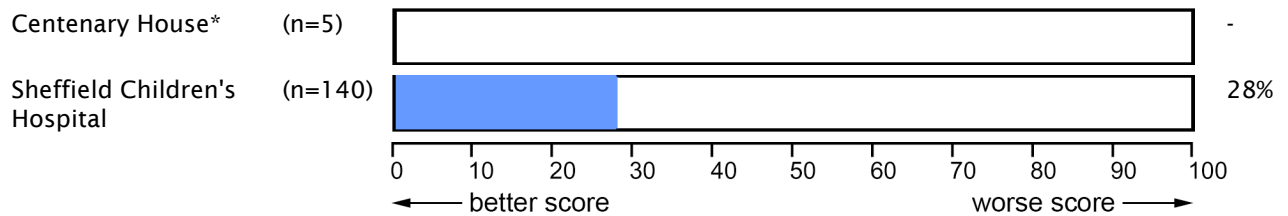
T25+ - Doctors did not always give parent clear answers to questions



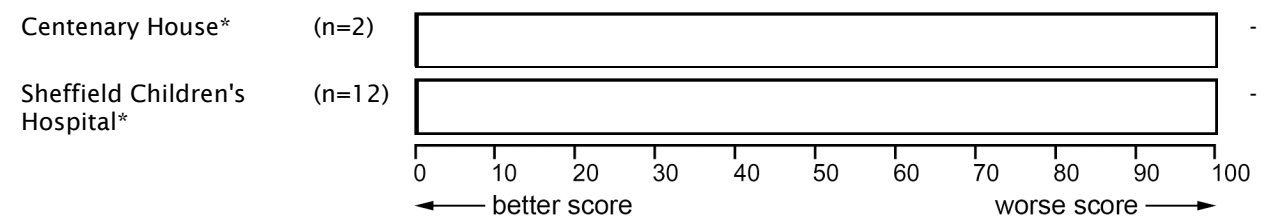
T25a - (7) Doctor was not always friendly and helpful



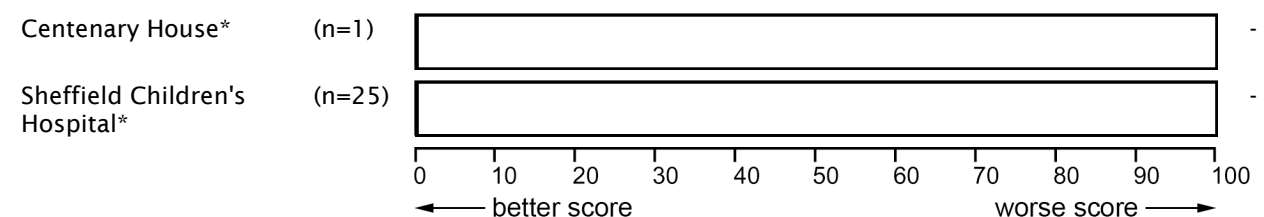
T26+ - (8+) Doctors did not speak to child in a way they could fully understand



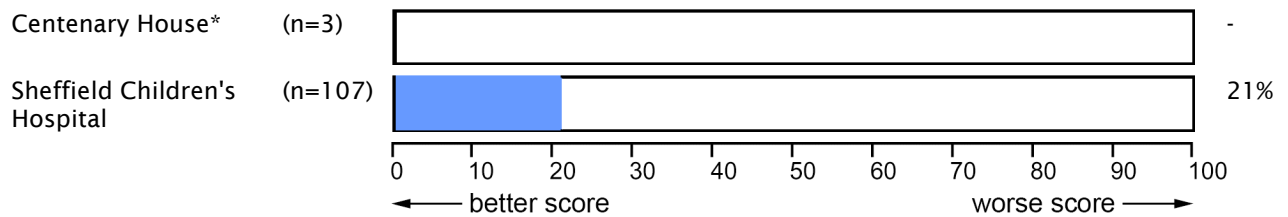
T27+ - Doctor(s) did not talk with child about their questions or worries



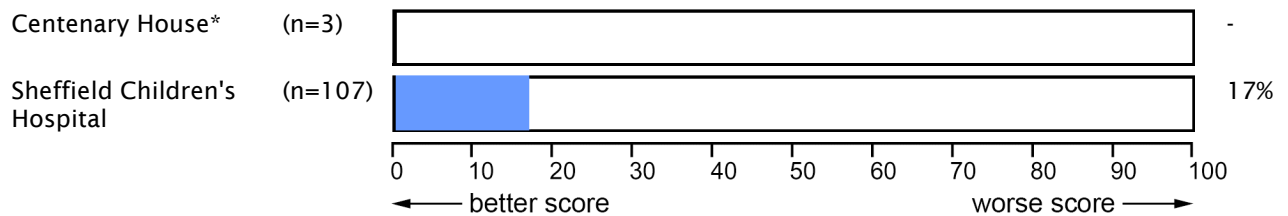
T27b - (10) Doctor(s) did not talk with child about their questions or worries



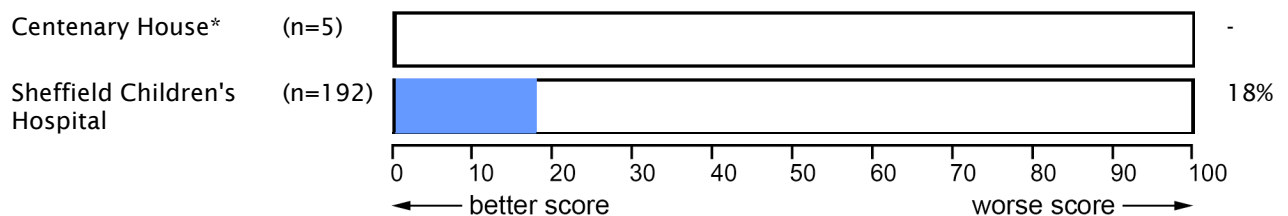
T28 - Parent did not have full confidence and trust in doctors



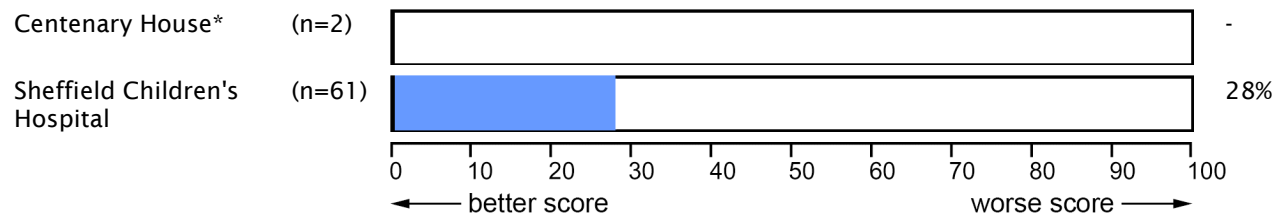
T29 - Doctors did not know enough about child's medical history



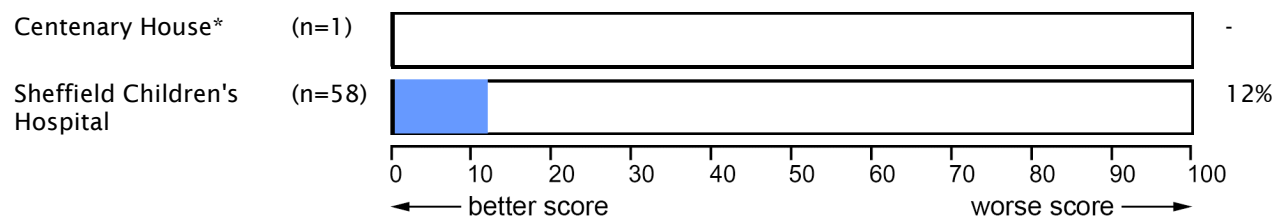
T31 - Amount of time spent with doctor was not fully acceptable



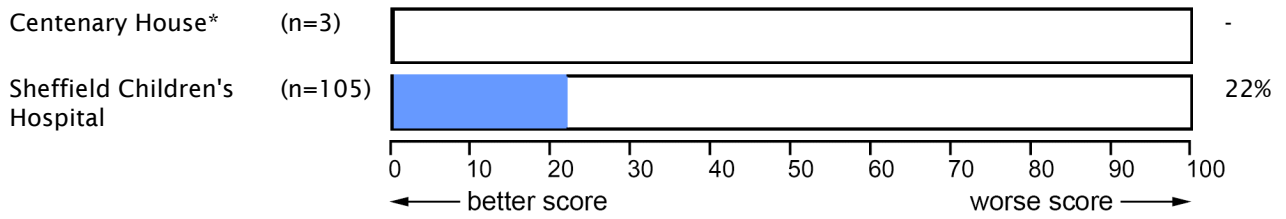
T34+ - Other healthcare professional did not always give clear answers to parents questions



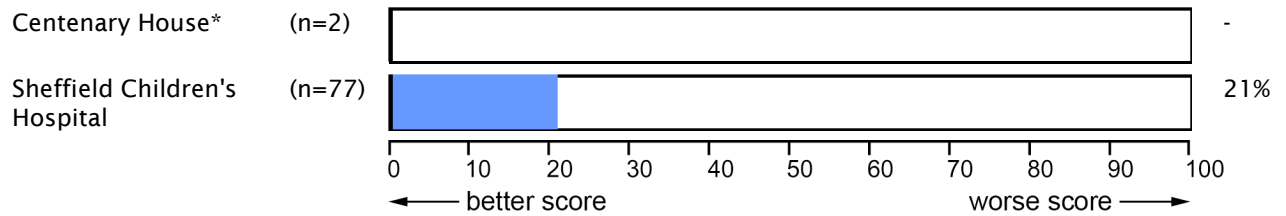
T34a - (14) Other healthcare professional was not always friendly and helpful



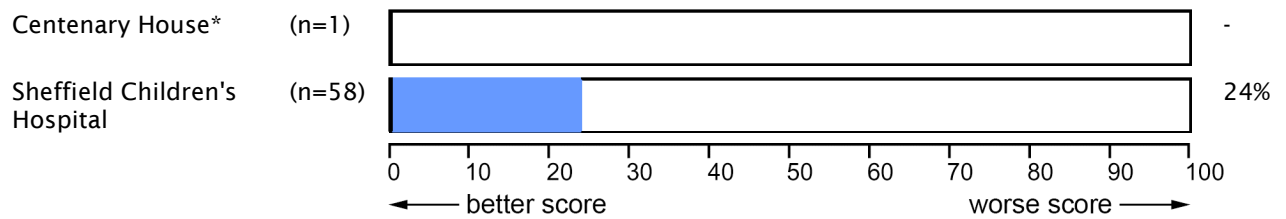
T35+ - (15+) Other healthcare professional did not speak to child in a way they could fully understand



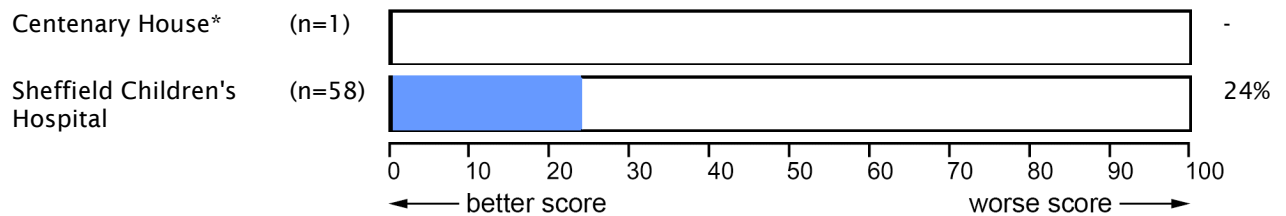
T36 - Parent did not have full confidence and trust in other healthcare professional



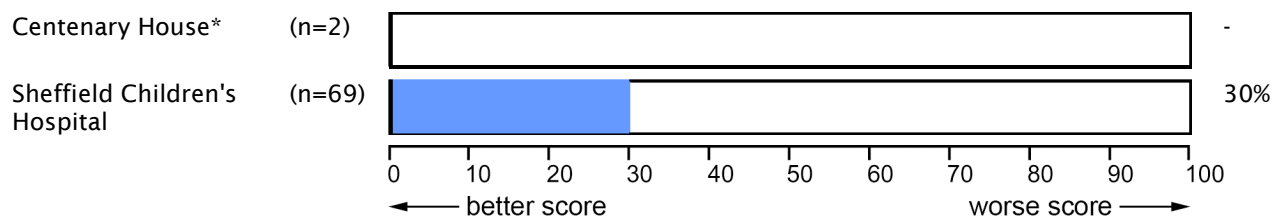
T38 - Parent not clearly told why child needed test(s)



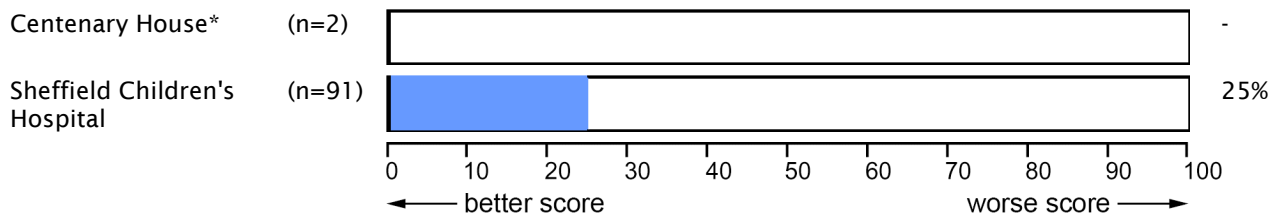
T39 - Parent not fully told before test(s) what was going to happen



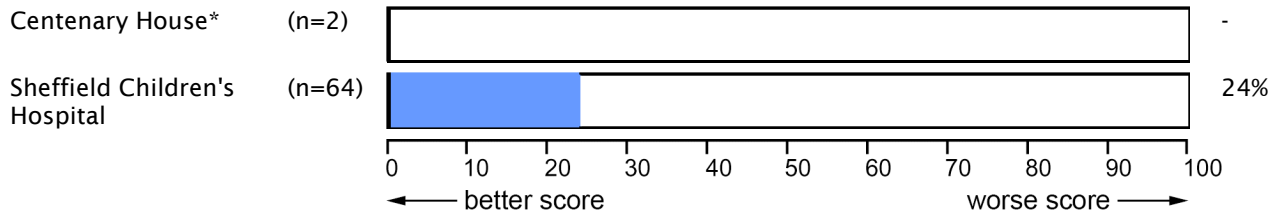
T40+ - (17+) Child not fully told before test(s) what was going to happen



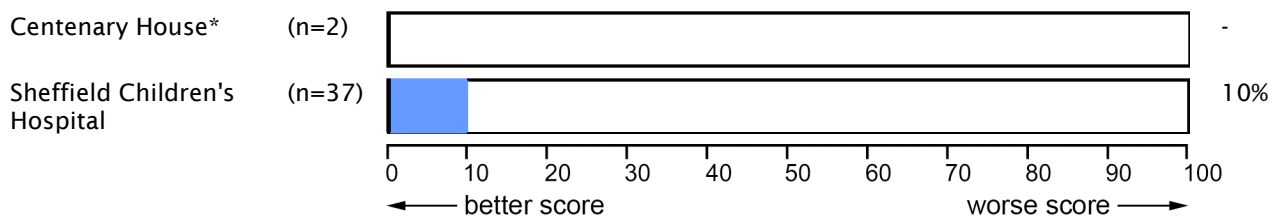
T41 - (18) Test results not fully explained or never received



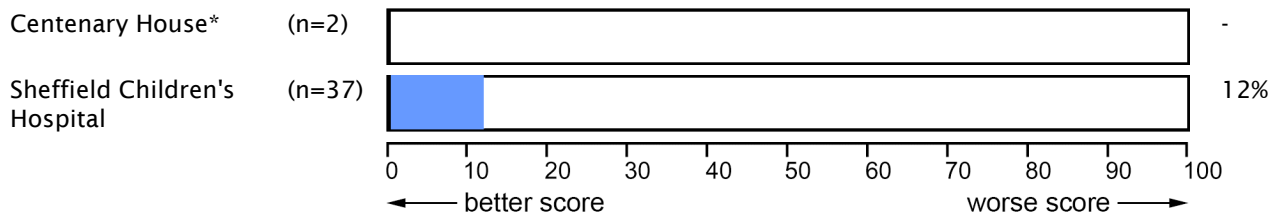
T42+ - (19+) Did not get clear answers to questions about test results



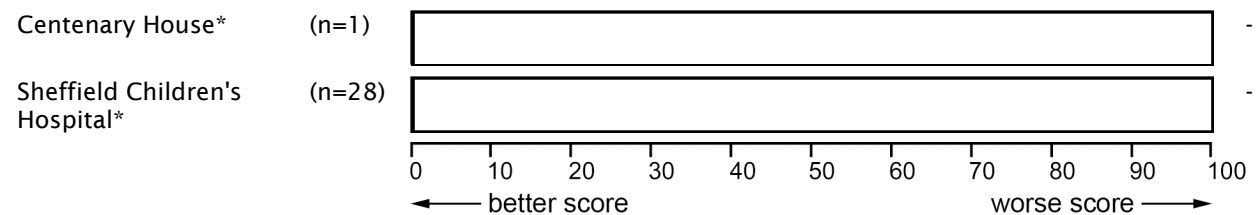
T44 - (21) Purpose of new medication not clearly explained



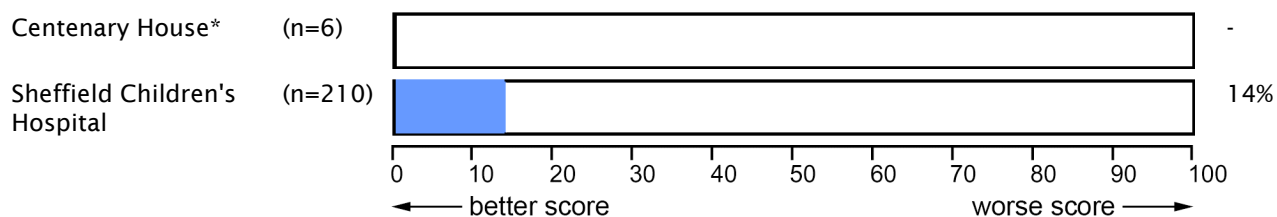
T45 - (22) Not given enough information on how child should use their new medication



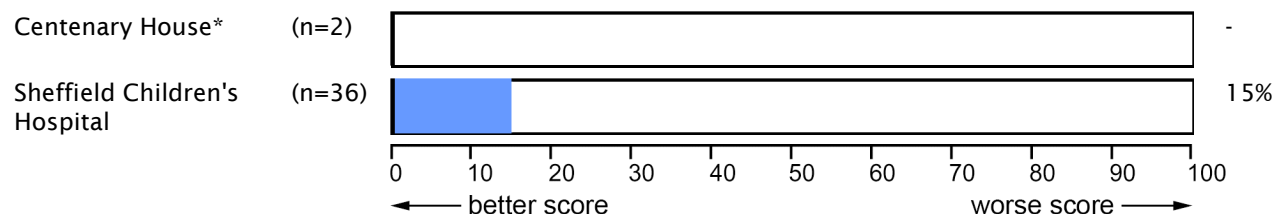
T46 - Not told fully about medication side effects to watch for



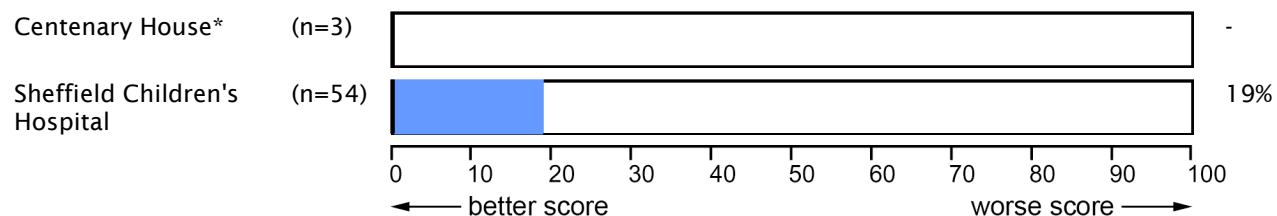
T47 - (23) Did not receive written or printed information about child's condition or treatment but would have liked it



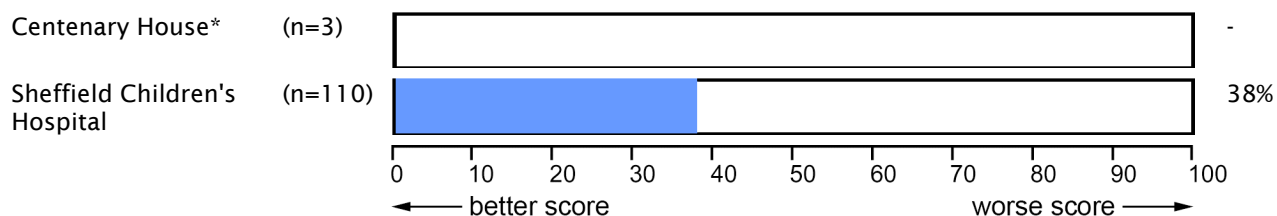
T48 - Printed information was not completely clear/easy to understand



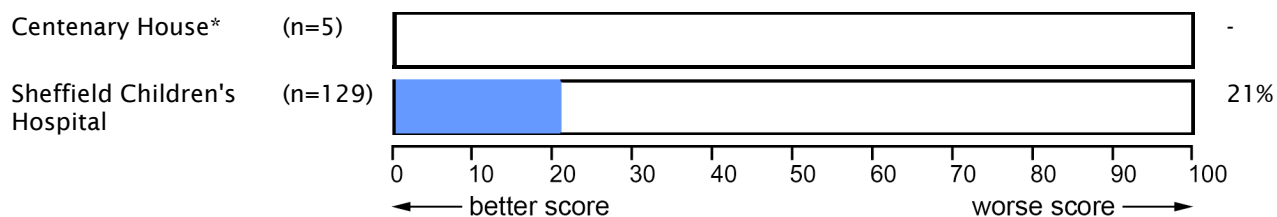
T50 - (25) Not given clear instructions on child's new action



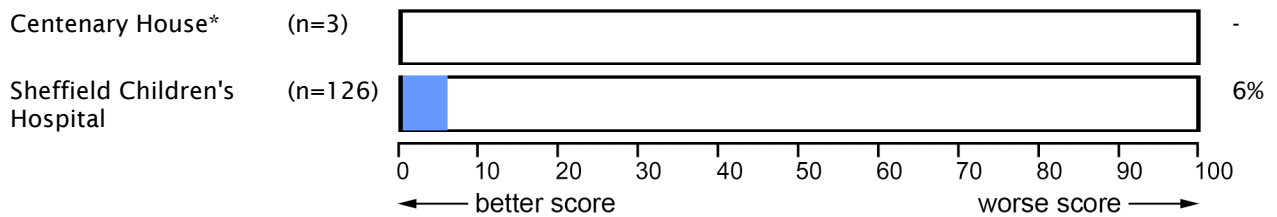
T51+ - (26+) Not told when child could carry on their usual activities



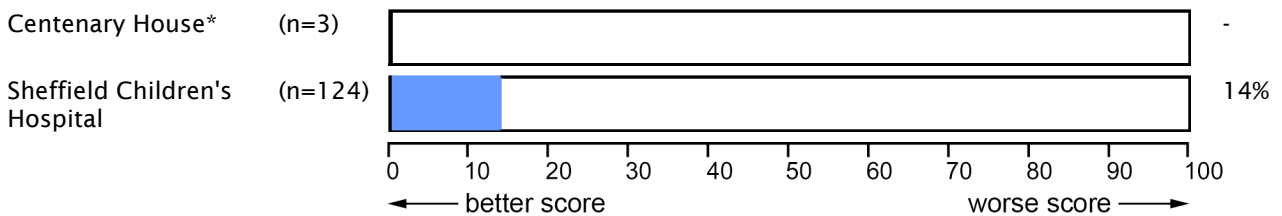
T52+ - (27+) Not told what to do or who to contact if worried after the appointment



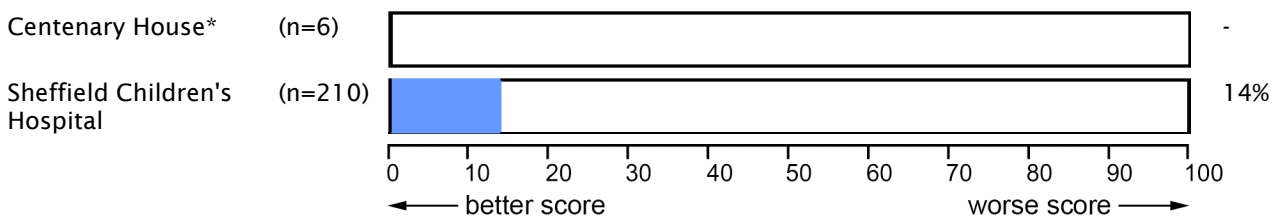
T53 - Parent not told what would happen next



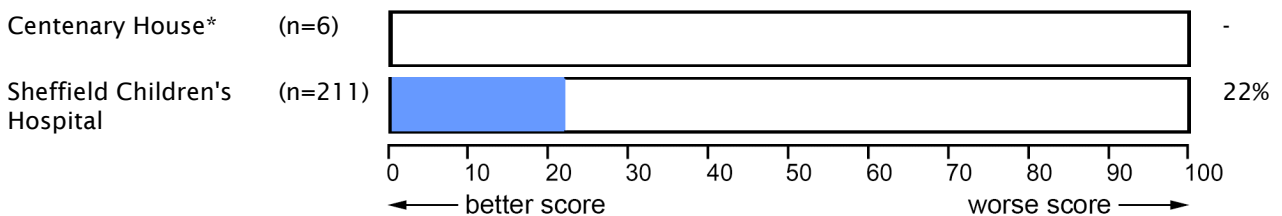
T54 - Staff talked in front of parent as if they weren't there



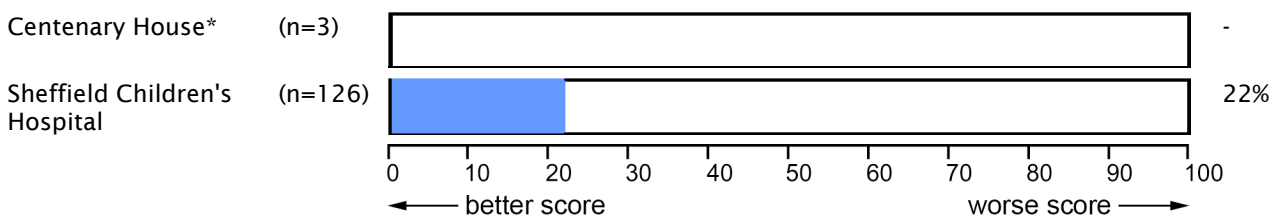
T55 - (28) Child not given enough privacy when being treated or examined



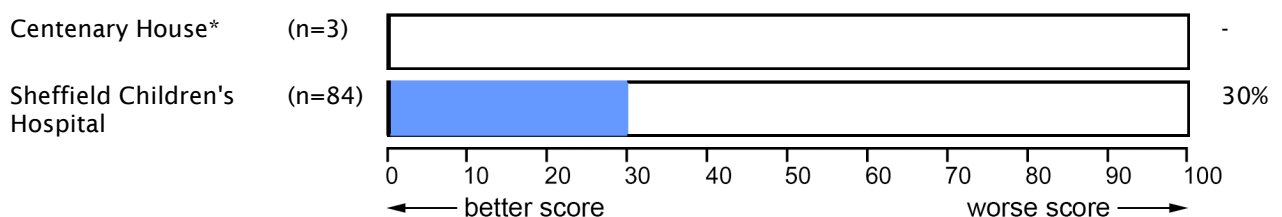
T56 - (29) Staff contradict one another



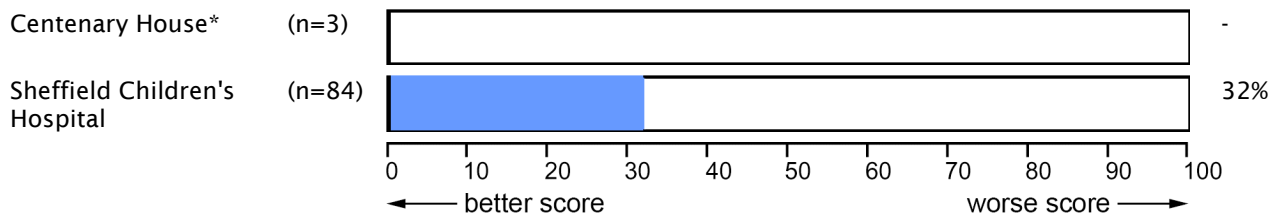
T57 - Parent not fully involved enough in decisions about child's care and treatment



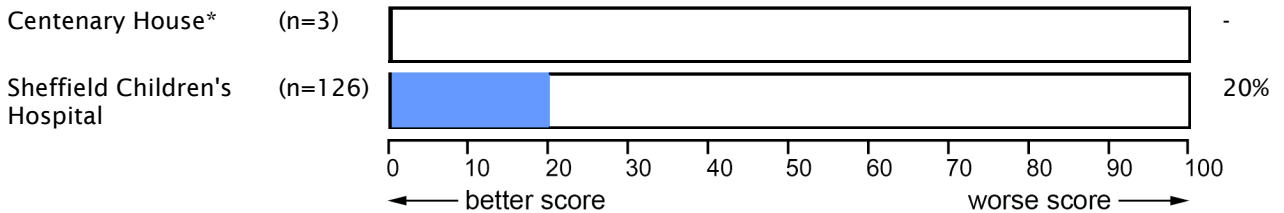
T57a - (30) Child not fully involved in decisions about what happened to them in hospital



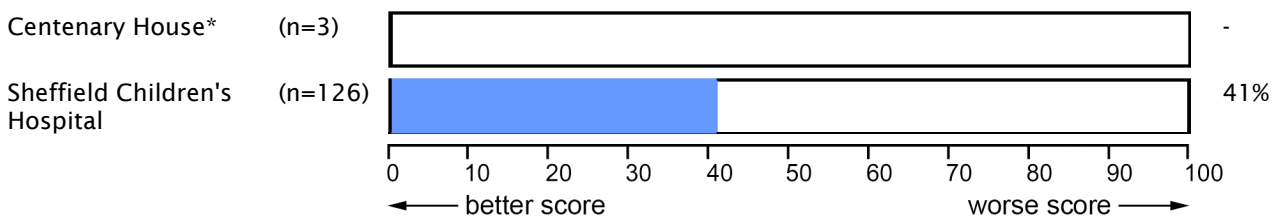
T57b - (31) Child was scared or frightened during their appointment



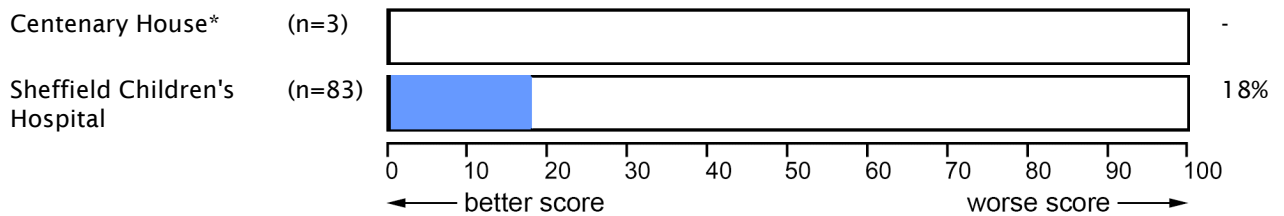
T58 - Overall - reason for visit not dealt with completely to parents satisfaction



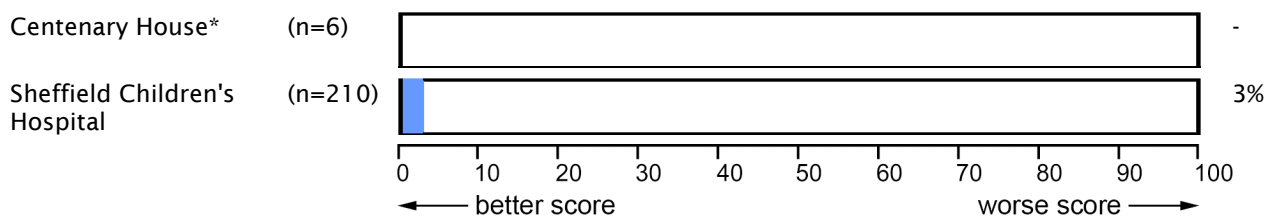
T59 - Overall - outpatients department fairly or not at all organised



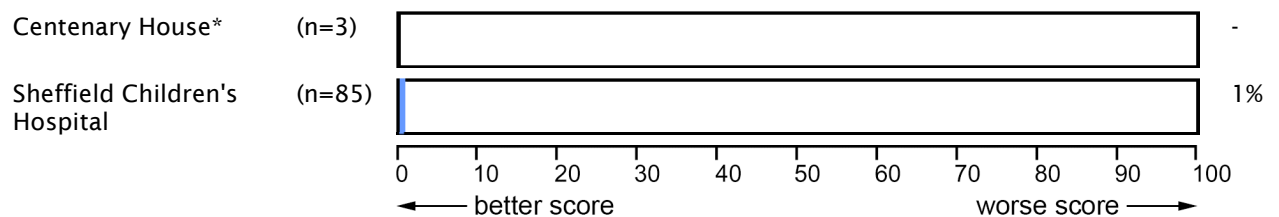
T59a - (33) Overall - child felt they were not always listened to by hospital staff



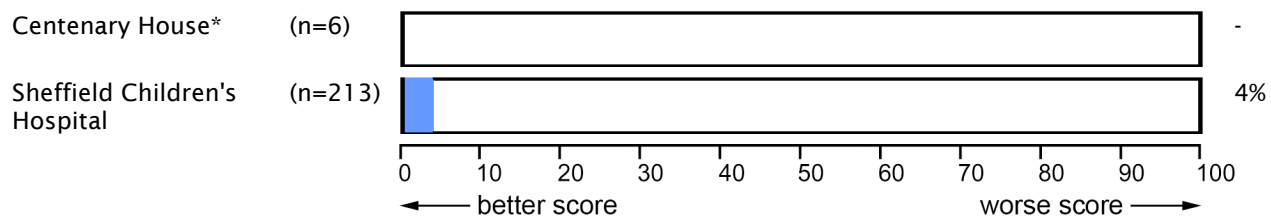
T60 - Overall - child's care rated as fair or poor



T60a - (34) Overall - child felt they were not looked after very well



T61 - Parent wanted to complain about child's hospital appointment





SECTION 7

○ Historical Comparisons

comparing your results with previous years

Historical Comparisons

Your results are compared with data from previous voluntary paediatric outpatient surveys (if your trust participated). As well as highlighting areas where your trust has improved since your previous survey(s), historical comparisons also enable you to focus on where your performance may be slipping.

Significant differences between your data this year and your previous survey results are indicated as follows:

🟩 scores significantly better than previous survey

🔴 scores significantly worse than previous survey

2009 The problem score for your trust in 2009

2010 The problem score for your trust in 2010

2011 The problem score for your trust in 2011

2012 The problem score for your trust in 2012

2013 The problem score for your trust in 2013

2015 The problem score for your trust in 2015

Blue text = parent data

Red text = child data

Black text = combined (parent and child) data

Lower scores are better

A. Before the Appointment

	2009	2010	2011	2012	2013	2015
T1+ Waited more than 3 months for an appointment	11 %	12 %	11 %	11 %	16 %	12 %
T2 Amount of time waiting for an appointment was not fully acceptable	30 %	36 %	36 %	27 %	28 %	36 %
T3 Appointment changed to a later date by the hospital	22 %	23 %	20 %	19 %	23 %	20 %
T4 Not given choice of appointment dates	21 %	23 %	25 %	21 %	22 %	30 %
T6 Child never sees the same healthcare professional	17 %	16 %	17 %	9 %	13 %	14 %
T7 Parent did not fully know before appointment what was going to happen	59 %	57 %	67 %	55 %	52 %	63 %
T7a (1) Child did not fully know before appointment what was going to happen	50 %	52 %	55 %	48 %	48 %	48 %

B. Arrival at the Hospital

	2009	2010	2011	2012	2013	2015
T8+ Could not find a convenient place to park	86 %	85 %	81 %	79 %	80 %	81 %
T9+ Not easy to find way to the right department	52 %	44 %	44 %	42 %	33 %	36 %
T10 Reception staff were not completely friendly and approachable	15 %	18 %	14 %	21 %	18 %	18 %
T11 Booking-in process at reception was fairly or not at all organised	30 %	29 %	30 %	27 %	24 %	32 %

C. Waiting for your child's appointment

	2009	2010	2011	2012	2013	2015
T12+ Unable to immediately find a place to sit in waiting area	5 %	7 %	7 %	9 %	7 %	6 %
T13 Appointment started more than 15 minutes after stated time	37 %	38 %	36 %	37 %	36 %	40 %
T14 Parent not told that there was a wait	64 %	63 %	59 %	63 %	61 %	65 %
T15 (2) Not enough for child's age group to do when waiting to be seen	49 %	41 %	37 %	37 %	37 %	34 %

D. Hospital Facilities

		2009	2010	2011	2012	2013	2015
T16	(3) Outpatients department not clean	2 %	1 %	2 %	2 %	3 %	2 %
T17+	(4+) Toilets at the outpatient department not clean	8 %	7 %	10 %	8 %	9 %	10 %
T18+	Did not have access to suitable food and drinks	30 %	27 %	28 %	26 %	32 %	35 %
T19	Parent needed facilities that were not available	3 %	5 %	2 %	3 %	3 %	5 %

E. Seeing a Doctor

		2009	2010	2011	2012	2013	2015
T22	Doctors did not introduce themselves to parent	4 %	2 %	5 %	2 %	1 %	3 %
T23+	(6+) Doctors did not introduce themselves to child	10 %	8 %	10 %	8 %	7 %	8 %
T24	Doctors did not talk clearly to parent about child's condition/ treatment	21 %	17 %	19 %	15 %	9 %	17 %
T25+	Doctors did not always give parent clear answers to questions	27 %	23 %	20 %	17 %	13 %	26 %
T25a	(7) Doctor was not always friendly and helpful	12 %	14 %	17 %	15 %	14 %	14 %
T26+	(8+) Doctors did not speak to child in a way they could fully understand	31 %	31 %	35 %	36 %	31 %	27 %
T27+	Doctor(s) did not talk with child about their questions or worries	16 %	25 %	24 %	24 %	9 %	0 %
T27b	(10) Doctor(s) did not talk with child about their questions or worries	19 %	12 %	7 %	21 %	21 %	18 %
T28	Parent did not have full confidence and trust in doctors	21 %	19 %	19 %	18 %	15 %	21 %
T29	Doctors did not know enough about child's medical history	17 %	19 %	19 %	19 %	14 %	16 %
T31	Amount of time spent with doctor was not fully acceptable	20 %	20 %	22 %	17 %	16 %	18 %

F. Seeing another Healthcare Professional

		2009	2010	2011	2012	2013	2015
T34+	Other healthcare professional did not always give clear answers to parents questions	26 %	18 %	18 %	23 %	15 %	27 %
T34a	(14) Other healthcare professional was not always friendly and helpful	10 %	12 %	12 %	6 %	12 %	12 %
T35+	(15+) Other healthcare professional did not speak to child in a way they could fully understand	19 %	14 %	18 %	22 %	17 %	21 %
T36	Parent did not have full confidence and trust in other healthcare professional	21 %	15 %	11 %	14 %	10 %	20 %

G. Tests and X-rays

		2009	2010	2011	2012	2013	2015
T38	Parent not clearly told why child needed test(s)	15 %	12 %	23 %	11 %	17 %	23 %
T39	Parent not fully told before test(s) what was going to happen	24 %	24 %	17 %	23 %	27 %	23 %
T40+	(17+) Child not fully told before test(s) what was going to happen	25 %	24 %	25 %	25 %	27 %	29 %
T41	(18) Test results not fully explained or never received	25 %	25 %	27 %	20 %	22 %	24 %
T42+	(19+) Did not get clear answers to questions about test results	23 %	25 %	34 %	23 %	27 %	23 %

H. Overall about the appointment

		2009	2010	2011	2012	2013	2015
T44	(21) Purpose of new medication not clearly explained	14 %	17 %	16 %	10 %	8 %	9 %
T45	(22) Not given enough information on how child should use their new medication	20 %	23 %	24 %	12 %	10 %	12 %
T46	Not told fully about medication side effects to watch for	44 %	53 %	38 %	41 %	41 %	52 %
T47	(23) Did not receive written or printed information about child's condition or treatment but would have liked it	12 %	13 %	14 %	14 %	9 %	14 %
T48	Printed information was not completely clear/easy to understand	17 %	6 %	16 %	21 %	12 %	14 %
T50	(25) Not given clear instructions on child's new action	22 %	13 %	21 %	14 %	12 %	18 %
T51+	(26+) Not told when child could carry on their usual activities	28 %	30 %	30 %	26 %	29 %	37 %
T52+	(27+) Not told what to do or who to contact if worried after the appointment	19 %	22 %	22 %	15 %	21 %	20 %
T53	Parent not told what would happen next	2 %	3 %	3 %	5 %	4 %	5 %
T54	Staff talked in front of parent as if they weren't there	15 %	11 %	6 %	11 %	16 %	14 %
T55	(28) Child not given enough privacy when being treated or examined	14 %	12 %	15 %	11 %	14 %	14 %
T56	(29) Staff contradict one another	14 %	21 %	20 %	21 %	19 %	23 %
T57	Parent not fully involved enough in decisions about child's care and treatment	20 %	20 %	23 %	22 %	15 %	21 %
T57a	(30) Child not fully involved in decisions about what happened to them in hospital	30 %	36 %	36 %	41 %	30 %	30 %
T57b	(31) Child was scared or frightened during their appointment	31 %	41 %	36 %	33 %	28 %	31 %

I. Overall Impression

		2009	2010	2011	2012	2013	2015
T58	Overall - reason for visit not dealt with completely to parents satisfaction	23 %	21 %	16 %	20 %	16 %	19 %
T59	Overall - outpatients department fairly or not at all organised	41 %	36 %	35 %	37 %	33 %	41 %
T59a	(33) Overall - child felt they were not always listened to by hospital staff	17 %	24 %	26 %	18 %	24 %	19 %
T60	Overall - child's care rated as fair or poor	3 %	4 %	3 %	2 %	3 %	3 %
T60a	(34) Overall - child felt they were not looked after very well	1 %	1 %	2 %	3 %	2 %	1 %
T61	Parent wanted to complain about child's hospital appointment	5 %	3 %	2 %	6 %	3 %	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. It also shows which groups of patients responded to each question and how the problem score was calculated. The response option(s) that are used to calculate the problem score are indicated with an asterisk.

A. Before the Appointment

T1 - Approximately how long did it take between finding out that your child needed an outpatient appointment to actually taking them to their appointment?

All parents	This Trust		All trusts	
	n	%	n	%
Up to 6 weeks	83	37.7	634	32.4
More than 6 weeks but less than 3 months	48	21.8	407	20.8
More than 3 months but less than 6 months	15	6.8	180	9.2
Between 6 and 12 months	4	1.8	80	4.1
More than 12 months	1	0.5	20	1.0
I took my child to the outpatient department without an appointment	2	0.9	31	1.6
My child has a regular appointment	40	18.2	336	17.2
My child was referred urgently (e.g. from GP or from A&E)	9	4.1	111	5.7
Don't know / Can't remember	7	3.2	65	3.3
Not answered	11	5.0	90	4.6
	220		1954	

T1+ - Approximately how long did it take between finding out that your child needed an outpatient appointment to actually taking them to their appointment?

Parents of children with a pre-booked appointment, excluding regular appointments	This Trust		All trusts	
	n	%	n	%
Up to 6 weeks	83	49.1	634	43.0
More than 6 weeks but less than 3 months	48	28.4	407	27.6
*More than 3 months but less than 6 months	15	8.9	180	12.2
*Between 6 and 12 months	4	2.4	80	5.4
*More than 12 months	1	0.6	20	1.4
Don't know / Can't remember	7	4.1	65	4.4
Not answered	11	6.5	90	6.1
Problem score - This Trust 11.8%	169		1476	
Problem score - All trusts 19.0%				

T2 - Was this amount of time acceptable to you?

Parents of children with a pre-booked appointment, excluding regular appointments	This Trust		All trusts	
	n	%	n	%
Yes, definitely	96	59.3	727	51.5
*Yes, to some extent	43	26.5	421	29.8
*No	16	9.9	210	14.9
Not answered	7	4.3	53	3.8
Problem score - This Trust 36.4%	162		1411	
Problem score - All trusts 44.7%				

T3 - Was your child's appointment changed to a later date by the hospital?

Parents of children with a pre-booked appointment	This Trust		All trusts	
	n	%	n	%
No	164	78.5	1410	77.8
*Yes, once	30	14.4	249	13.7
*Yes, a few times	12	5.7	103	5.7
Not answered	3	1.4	50	2.8
Problem score - This Trust 20.1%	209		1812	
Problem score - All trusts 19.4%				

T4 - Were you given a choice of dates for your child's appointment?

Parents of children with a pre-booked appointment	This Trust		All trusts	
	n	%	n	%
Yes	46	22.0	419	23.1
No, but I had the option to change it	92	44.0	723	39.9
*No, but I did not need a choice	42	20.1	374	20.6
*No, but I would have liked a choice	20	9.6	196	10.8
Don't know / Can't remember	3	1.4	48	2.6
Not answered	6	2.9	52	2.9
Problem score - This Trust 29.7%	209		1812	
Problem score - All trusts 31.5%				

T5 - Has your child ever visited this outpatients department before, for the same condition?

All parents	This Trust		All trusts	
	n	%	n	%
Yes	154	70.0	1123	57.5
No	64	29.1	782	40.0
Not answered	2	0.9	49	2.5
	220		1954	

T6 - Does your child see the same healthcare professional whenever they visit this department?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had visited the Outpatients Department before				
Yes, always	59	37.8	486	41.5
Yes, sometimes	69	44.2	437	37.3
*No, never	22	14.1	165	14.1
Can't remember	1	0.6	33	2.8
Not answered	5	3.2	51	4.4
Problem score - This Trust 14.1%	156		1172	
Problem score - All trusts 14.1%				

T7 - Before you arrived at the hospital, did you know what was going to happen to your child during their appointment?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, completely	48	36.9	409	39.4
*Yes, to some extent	69	53.1	487	46.9
*No	13	10.0	129	12.4
Not answered	0	0.0	13	1.3
Problem score - This Trust 63.1%	130		1038	
Problem score - All trusts 59.3%				

T7a - (1) Before your visit to hospital, did you know what was going to happen to you while you were there?

	This Trust		All trusts	
	n	%	n	%
All children				
Yes, completely	45	50.0	416	45.4
*Yes, sort of	34	37.8	399	43.6
*No	9	10.0	86	9.4
Not answered	2	2.2	15	1.6
Problem score - This Trust 47.8%	90		916	
Problem score - All trusts 52.9%				

B. Arrival at the Hospital

T8 - Was it possible to find a convenient place to park in the hospital car park?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes	30	13.6	700	35.8
No	140	63.6	620	31.7
I did not need to find a place to park	47	21.4	578	29.6
Don't know / Can't remember	0	0.0	16	0.8
Not answered	3	1.4	40	2.0
	220		1954	

T8+ - Was it possible to find a convenient place to park in the hospital car park?

	This Trust		All trusts	
	n	%	n	%
Parents of children who needed to park				
Yes	30	17.3	700	50.9
*No	140	80.9	620	45.1
Don't know / Can't remember	0	0.0	16	1.2
Not answered	3	1.7	40	2.9
Problem score - This Trust 80.9%	173		1376	
Problem score - All trusts 45.1%				

T9 - Once you arrived at the hospital, was it easy to find your way to the right department?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	106	48.2	1093	55.9
Yes, to some extent	55	25.0	394	20.2
Yes, I had been there before	46	20.9	340	17.4
No	8	3.6	84	4.3
Don't know / Can't remember	0	0.0	3	0.2
Not answered	5	2.3	40	2.0
	220		1954	

T9+ - Once you arrived at the hospital, was it easy to find your way to the right department?

	This Trust		All trusts	
	n	%	n	%
Parents who had not visited the department previously				
Yes, definitely	106	60.9	1093	67.7
*Yes, to some extent	55	31.6	394	24.4
*No	8	4.6	84	5.2
Don't know / Can't remember	0	0.0	3	0.2
Not answered	5	2.9	40	2.5
Problem score - This Trust 36.2%	174		1614	
Problem score - All trusts 29.6%				

T10 - Were the reception staff friendly and approachable?

All parents	This Trust		All trusts	
	n	%	n	%
Yes, definitely	178	80.9	1493	76.4
*Yes, to some extent	35	15.9	367	18.8
*No	4	1.8	52	2.7
Not answered	3	1.4	42	2.1
Problem score - This Trust 17.7%	220		1954	
Problem score - All trusts 21.4%				

T11 - How well organised was the booking-in process at reception?

All parents	This Trust		All trusts	
	n	%	n	%
Very well organised	146	66.4	1282	65.6
*Fairly organised	64	29.1	567	29.0
*Not at all organised	7	3.2	65	3.3
Not answered	3	1.4	40	2.0
Problem score - This Trust 32.3%	220		1954	
Problem score - All trusts 32.3%				

C. Waiting for your child's appointment

T12 - Were you able to find a place to sit in the waiting area?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, straight away	202	91.8	1728	88.4
Yes, but I had to wait for a seat	13	5.9	149	7.6
No, I could not find a place to sit	1	0.5	33	1.7
I did not want to find a place to sit	0	0.0	5	0.3
Don't know / Can't remember	0	0.0	4	0.2
Not answered	4	1.8	35	1.8
	220		1954	

T12+ - Were you able to find a place to sit in the waiting area?

	This Trust		All trusts	
	n	%	n	%
Parents who wanted to find a place to sit				
Yes, straight away	202	91.8	1728	88.7
*Yes, but I had to wait for a seat	13	5.9	149	7.6
*No, I could not find a place to sit	1	0.5	33	1.7
Don't know / Can't remember	0	0.0	4	0.2
Not answered	4	1.8	35	1.8
Problem score - This Trust 6.4%	220		1949	
Problem score - All trusts 9.3%				

T13 - Approximately how long after your child's stated appointment time did their MAIN appointment start?

	This Trust		All trusts	
	n	%	n	%
All parents				
Seen on time or early	43	19.5	366	18.7
Waited up to 5 minutes	20	9.1	228	11.7
Waited 5 - 15 minutes	59	26.8	523	26.8
*Waited 16 - 30 minutes	40	18.2	359	18.4
*Waited 31 - 60 minutes	26	11.8	229	11.7
*Waited more than 1 hour	22	10.0	156	8.0
We went to the outpatient department without an appointment	1	0.5	14	0.7
Don't know / Can't remember	3	1.4	37	1.9
Not answered	6	2.7	42	2.1
Problem score - This Trust 40.0%	220		1954	
Problem score - All trusts 38.1%				

T14 - Were you told that you would have to wait?

Parents of children with a pre-booked appointment waiting over 5 minutes	This Trust		All trusts	
	n	%	n	%
Yes	29	19.0	306	23.4
*No, but I did not mind	61	39.9	466	35.6
*No, but I would have liked to have been told	38	24.8	394	30.1
There was a board with this information on	20	13.1	67	5.1
Don't know / Can't remember	1	0.7	31	2.4
Not answered	4	2.6	45	3.4
Problem score - This Trust 64.7%	153		1309	
Problem score - All trusts 65.7%				

T15 - (2) Was there enough for children to do in the waiting area (e.g. Books/magazines; toys/games)?

All	This Trust		All trusts	
	n	%	n	%
Yes	134	60.9	908	46.5
*Yes, but not for my/my child's age group	56	25.5	564	28.9
*No	19	8.6	315	16.1
Can't remember / Did not notice	6	2.7	127	6.5
Not answered	5	2.3	40	2.0
Problem score - This Trust 34.1%	220		1954	
Problem score - All trusts 45.0%				

D. Hospital Facilities

T16 - (3) How clean was the outpatients department that you visited?

All	This Trust		All trusts	
	n	%	n	%
Very clean	100	45.5	903	46.2
Quite clean	95	43.2	829	42.4
*Not very clean	4	1.8	38	1.9
*Not at all clean	1	0.5	6	0.3
Can't remember / Did not notice	7	3.2	43	2.2
Not answered	13	5.9	135	6.9
Problem score - This Trust 2.3%	220		1954	
Problem score - All trusts 2.3%				

T17 - (4) How clean were the hospital toilets?

All	This Trust		All trusts	
	n	%	n	%
Very clean	71	32.3	553	28.3
Quite clean	74	33.6	616	31.5
Not very clean	13	5.9	92	4.7
Not at all clean	4	1.8	27	1.4
I did not use a toilet	54	24.5	620	31.7
Can't remember / Did not notice	2	0.9	22	1.1
Not answered	2	0.9	24	1.2
	220		1954	

T17+ - (4+) How clean were the hospital toilets?

Those who used a toilet	This Trust		All trusts	
	n	%	n	%
Very clean	71	42.8	553	41.5
Quite clean	74	44.6	616	46.2
*Not very clean	13	7.8	92	6.9
*Not at all clean	4	2.4	27	2.0
Can't remember / Did not notice	2	1.2	22	1.6
Not answered	2	1.2	24	1.8
Problem score - This Trust 10.2%	166		1334	
Problem score - All trusts 8.9%				

T18 - Did you have access to food and drinks during your hospital visit?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	88	40.0	619	31.7
Yes, but they were not suitable	10	4.5	83	4.2
No	43	19.5	443	22.7
We did not want any food or drink	67	30.5	673	34.4
Can't remember / Did not notice	9	4.1	78	4.0
Not answered	3	1.4	58	3.0
	220		1954	

T18+ - Did you have access to food and drinks during your hospital visit?

	This Trust		All trusts	
	n	%	n	%
Parents who wanted food or drink				
Yes, definitely	88	57.5	619	48.3
*Yes, but they were not suitable	10	6.5	83	6.5
*No	43	28.1	443	34.6
Can't remember / Did not notice	9	5.9	78	6.1
Not answered	3	2.0	58	4.5
Problem score - This Trust 34.6%	153		1281	
Problem score - All trusts 41.1%				

T19 - 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	11	5.0	113	5.8
No	205	93.2	1776	90.9
Not answered	4	1.8	65	3.3
Problem score - This Trust 5.0%	220		1954	
Problem score - All trusts 5.8%				

E. Seeing a Doctor

T21 - (5) Was all or part of your outpatient appointment with a doctor?

All	This Trust		All trusts	
	n	%	n	%
Yes	189	85.9	1603	82.0
No	25	11.4	311	15.9
Not answered	6	2.7	40	2.0
	220		1954	

T22 - Did the doctor(s) introduce themselves to you?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes	85	76.6	660	77.6
*No	3	2.7	13	1.5
I already knew them	19	17.1	134	15.7
Don't know / Can't remember	3	2.7	17	2.0
Not answered	1	0.9	27	3.2
Problem score - This Trust 2.7%	111		851	
Problem score - All trusts 1.5%				

T23 - (6) Did doctor(s) introduce themselves to child?

Those who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes	107	54.9	926	56.4
No	13	6.7	111	6.8
Child already knew them	25	12.8	217	13.2
Child was too young	34	17.4	234	14.2
Don't know / Can't remember	14	7.2	112	6.8
Not answered	2	1.0	43	2.6
	195		1643	

T23+ - (6+) Did doctor(s) introduce themselves to child?

Those who saw a doctor (where child was old enough)	This Trust		All trusts	
	n	%	n	%
Yes	107	66.5	926	65.7
*No	13	8.1	111	7.9
Child already knew them	25	15.5	217	15.4
Don't know / Can't remember	14	8.7	112	7.9
Not answered	2	1.2	43	3.1
Problem score - This Trust 8.1%	161		1409	
Problem score - All trusts 7.9%				

T24 - Did the doctor(s) talk to you about your child's condition and treatment in a way that you could understand?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	92	82.9	715	84.0
*Yes, to some extent	19	17.1	117	13.7
*No	0	0.0	8	0.9
Not answered	0	0.0	11	1.3
Problem score - This Trust 17.1%	111		851	
Problem score - All trusts 14.7%				

T25 - If you had any questions to ask the doctor(s) about your child's condition or treatment, did you get clear answers?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes, completely	77	69.4	622	73.1
Yes, to some extent	24	21.6	174	20.4
No	3	2.7	14	1.6
I had questions but did not have an opportunity to ask them	0	0.0	5	0.6
I did not have any questions	7	6.3	26	3.1
Not answered	0	0.0	10	1.2
	111		851	

T25+ - If you had any questions to ask the doctor(s) about your child's condition or treatment, did you get clear answers?

Parents of children who saw a doctor and had questions	This Trust		All trusts	
	n	%	n	%
Yes, completely	77	74.0	622	75.4
*Yes, to some extent	24	23.1	174	21.1
*No	3	2.9	14	1.7
*I had questions but did not have an opportunity to ask them	0	0.0	5	0.6
Not answered	0	0.0	10	1.2
Problem score - This Trust 26.0%	104		825	
Problem score - All trusts 23.4%				

T25a - (7) Was the doctor friendly and helpful?

Children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes, completely	70	83.3	677	85.5
*Yes, sort of	12	14.3	97	12.2
*No	0	0.0	3	0.4
Not answered	2	2.4	15	1.9
Problem score - This Trust 14.3%	84		792	
Problem score - All trusts 12.6%				

T26 - (8) Did doctor(s) speak to child in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who saw a doctor				
Yes definitely/completely	105	53.8	930	56.6
Yes, to some extent/sort of	35	17.9	297	18.1
No	5	2.6	46	2.8
Child too young to understand	45	23.1	337	20.5
Not answered	5	2.6	33	2.0
	195		1643	

T26+ - (8+) Did doctor(s) speak to child in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who saw a doctor (where child was old enough)				
Yes definitely/completely	105	70.0	930	71.2
*Yes, to some extent/sort of	35	23.3	297	22.7
*No	5	3.3	46	3.5
Not answered	5	3.3	33	2.5
Problem score - This Trust 26.7%	150		1306	
Problem score - All trusts 26.3%				

T27 - If your child had any questions or worries, did the doctor(s) talk with your child about them?

	This Trust		All trusts	
	n	%	n	%
Parents of children who saw a doctor				
Yes	14	12.6	134	15.7
No	0	0.0	21	2.5
My child did not have any questions or worries	31	27.9	199	23.4
My child was too young to understand	63	56.8	471	55.3
Not answered	3	2.7	26	3.1
	111		851	

T27+ - If your child had any questions or worries, did the doctor(s) talk with your child about them?

	This Trust		All trusts	
	n	%	n	%
Parents of children who had questions or worries (where child was old enough)				
Yes	14	82.4	134	74.0
*No	0	0.0	21	11.6
Not answered	3	17.6	26	14.4
Problem score - This Trust 0.0%	17		181	
Problem score - All trusts 11.6%				

T27a - (9) Did you have any questions or worries when you were with the doctor?

Children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes	25	29.8	288	36.4
No	56	66.7	479	60.5
Not answered	3	3.6	25	3.2
	84		792	

T27b - (10) Did you talk with the doctor about these questions or worries?

Children who saw a doctor and had questions or worries	This Trust		All trusts	
	n	%	n	%
Yes	21	75.0	258	82.4
*No	5	17.9	37	11.8
Not answered	2	7.1	18	5.8
Problem score - This Trust 17.9%	28		313	
Problem score - All trusts 11.8%				

T27c - (11) Why didn't you talk with the doctor about these questions or worries?

Children who did not talk with doctor about their questions or worries	This Trust		All trusts	
	n	%	n	%
I was too shy to ask	2	28.6	14	25.5
I forgot to ask	0	0.0	5	9.1
I didn't have time to ask	0	0.0	1	1.8
The doctor didn't have time to listen	0	0.0	2	3.6
I was worried other people would hear	0	0.0	1	1.8
Other (please write in below)	1	14.3	7	12.7
Not answered	4	57.1	25	45.5
	7		55	

T28 - Did you have confidence and trust in the doctor(s) treating your child?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes, definitely	87	78.4	688	80.8
*Yes, to some extent	20	18.0	136	16.0
*No	3	2.7	15	1.8
Not answered	1	0.9	12	1.4
Problem score - This Trust 20.7%	111		851	
Problem score - All trusts 17.7%				

T29 - Did the doctor(s) seem aware of your child's medical history?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
They knew enough	89	80.2	659	77.4
*They knew something but not enough	15	13.5	104	12.2
*They knew little or nothing	3	2.7	43	5.1
Don't know / Can't remember	3	2.7	36	4.2
Not answered	1	0.9	9	1.1
Problem score - This Trust 16.2%	111		851	
Problem score - All trusts 17.3%				

T30 - How long was your child with the doctor for?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Up to 5 minutes	15	7.5	102	5.8
5-10 minutes	85	42.3	549	31.1
11-20 minutes	61	30.3	587	33.2
21-30 minutes	23	11.4	233	13.2
More than 30 minutes	11	5.5	175	9.9
Can't remember	1	0.5	46	2.6
My child did not see a doctor	0	0.0	18	1.0
Not answered	5	2.5	57	3.2
	201		1767	

T31 - Was the length of this appointment acceptable to you?

Parents of children who saw a doctor	This Trust		All trusts	
	n	%	n	%
Yes, completely	160	79.6	1323	76.8
*Yes, to some extent	32	15.9	307	17.8
*No	5	2.5	39	2.3
Not answered	4	2.0	53	3.1
Problem score - This Trust 18.4%	201		1722	
Problem score - All trusts 20.1%				

F. Seeing another Healthcare Professional

T32 - (12) Did child see a member of staff other than a doctor?

All	This Trust		All trusts	
	n	%	n	%
Yes	135	61.4	1287	65.9
No	81	36.8	616	31.5
Not answered	4	1.8	51	2.6
	220		1954	

T33 - (13) Who was the main other person that you/your child saw?

Those who saw another healthcare professional	This Trust		All trusts	
	n	%	n	%
A nurse	65	46.8	680	50.8
A physiotherapist	7	5.0	74	5.5
A radiographer	10	7.2	125	9.3
An optometrist	22	15.8	101	7.5
Someone else	19	13.7	175	13.1
Not answered	16	11.5	183	13.7
	139		1338	

T34 - If you had questions to ask this person about your child's condition or treatment, did you get clear answers?

Parents of children who saw another healthcare professional	This Trust		All trusts	
	n	%	n	%
Yes, definitely	45	57.0	399	60.5
Yes, to some extent	15	19.0	119	18.1
No	3	3.8	18	2.7
I had questions but did not have an opportunity to ask them	0	0.0	2	0.3
I did not have any questions	13	16.5	86	13.1
Not answered	3	3.8	35	5.3
	79		659	

T34+ - If you had questions to ask this person about your child's condition or treatment, did you get clear answers?

Parents of children who saw another healthcare professional and had questions	This Trust		All trusts	
	n	%	n	%
Yes, definitely	45	68.2	399	69.6
*Yes, to some extent	15	22.7	119	20.8
*No	3	4.5	18	3.1
*I had questions but did not have an opportunity to ask them	0	0.0	2	0.3
Not answered	3	4.5	35	6.1
Problem score - This Trust 27.3%	66		573	
Problem score - All trusts 24.3%				

T34a - (14) Was this person friendly and helpful?

	This Trust		All trusts	
	n	%	n	%
Children who saw another healthcare professional				
Yes, completely	52	86.7	572	84.2
*Yes, sort of	7	11.7	79	11.6
*No	0	0.0	10	1.5
Not answered	1	1.7	18	2.7
Problem score - This Trust 11.7%	60		679	
Problem score - All trusts 13.1%				

T35 - (15) Did this staff member speak to child in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who saw another healthcare professional				
Yes definitely/completely	84	60.4	869	64.9
Yes, to some extent/sort of	20	14.4	183	13.7
No	4	2.9	26	1.9
Child too young to understand/Can't remember	27	19.4	233	17.4
Not answered	4	2.9	27	2.0
	139		1338	

T35+ - (15+) Did this staff member speak to child in a way that they could understand?

	This Trust		All trusts	
	n	%	n	%
Those who saw another healthcare professional (where child was old enough)				
Yes definitely/completely	84	75.0	869	77.7
*Yes, to some extent/sort of	20	17.9	183	16.4
*No	4	3.6	26	2.3
Can't remember	0	0.0	14	1.3
Not answered	4	3.6	27	2.4
Problem score - This Trust 21.4%	112		1119	
Problem score - All trusts 18.7%				

T36 - Did you have confidence and trust in this staff member?

	This Trust		All trusts	
	n	%	n	%
Parents of children who saw another healthcare professional				
Yes, definitely	63	79.7	517	78.5
*Yes, to some extent	15	19.0	123	18.7
*No	1	1.3	11	1.7
Not answered	0	0.0	8	1.2
Problem score - This Trust 20.3%	79		659	
Problem score - All trusts 20.3%				

G. Tests and X-rays

T37 - (16) Did child have any tests during their hospital visit (such as x-rays, scans or blood tests)?

All	This Trust		All trusts	
	n	%	n	%
Yes	94	42.7	932	47.7
No	120	54.5	983	50.3
Not answered	6	2.7	39	2.0
	220		1954	

T38 - Did a member of staff explain to you why your child needed these tests in a way you could understand?

Parents of children who had tests	This Trust		All trusts	
	n	%	n	%
Yes, completely	45	75.0	394	83.3
*Yes, to some extent	10	16.7	49	10.4
*No	4	6.7	22	4.7
Not answered	1	1.7	8	1.7
Problem score - This Trust 23.3%	60		473	
Problem score - All trusts 15.0%				

T39 - Before the test(s), did someone tell you what was going to happen?

Parents of children who had tests	This Trust		All trusts	
	n	%	n	%
Yes, completely	45	75.0	345	72.9
*Yes, to some extent	12	20.0	93	19.7
*No	2	3.3	24	5.1
Not answered	1	1.7	11	2.3
Problem score - This Trust 23.3%	60		473	
Problem score - All trusts 24.7%				

T40 - (17) Before test(s), did someone tell child what was going to happen?

Those who had tests	This Trust		All trusts	
	n	%	n	%
Yes completely	42	42.0	500	51.5
Yes, to some extent/sort of	15	15.0	149	15.3
No	7	7.0	38	3.9
I/They already knew	7	7.0	72	7.4
Child too young to understand	25	25.0	163	16.8
Not answered	4	4.0	49	5.0
	100		971	

T40+ - (17+) Before test(s), did someone tell child what was going to happen?

	This Trust		All trusts	
	n	%	n	%
Those who had tests (where child was old enough)				
Yes completely	42	56.0	500	61.9
*Yes, to some extent/sort of	15	20.0	149	18.4
*No	7	9.3	38	4.7
I/They already knew	7	9.3	72	8.9
Not answered	4	5.3	49	6.1
Problem score - This Trust 29.3%	75		808	
Problem score - All trusts 23.1%				

T41 - (18) After the test(s), did someone explain the results clearly?

	This Trust		All trusts	
	n	%	n	%
Those who had tests				
Yes completely	46	46.0	480	49.4
*Yes, to some extent/sort of	13	13.0	145	14.9
*No	7	7.0	45	4.6
I/We were told we would get the results another time	19	19.0	199	20.5
*I/we were never told the test results	4	4.0	24	2.5
No, but my parent/carer was told	4	4.0	26	2.7
Not answered	7	7.0	52	5.4
Problem score - This Trust 24.0%	100		971	
Problem score - All trusts 22.0%				

T42 - (19) If you had any questions to ask about the test results, did you get clear answers?

	This Trust		All trusts	
	n	%	n	%
Those who had tests				
Yes, definitely/completely	49	48.5	481	49.5
Yes, to some extent/sort of	7	6.9	153	15.7
No	8	7.9	37	3.8
I had questions but did not get chance to ask	2	2.0	19	2.0
I did not have any questions	27	26.7	235	24.2
Not answered	8	7.9	47	4.8
	101		972	

T42+ - (19+) If you had any questions to ask about the test results, did you get clear answers?

	This Trust		All trusts	
	n	%	n	%
Those who had questions about test results				
Yes, definitely/completely	49	66.2	481	65.3
*Yes, to some extent/sort of	7	9.5	153	20.8
*No	8	10.8	37	5.0
*I had questions but did not get chance to ask	2	2.7	19	2.6
Not answered	8	10.8	47	6.4
Problem score - This Trust 23.0%	74		737	
Problem score - All trusts 28.4%				

H. Overall about the appointment

T43 - (20) Was child given any new medication(s) to take home with them that they had not had before?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	39	17.6	355	18.2
No	176	79.6	1541	78.8
Can't remember	2	0.9	17	0.9
Not answered	4	1.8	42	2.1
	221		1955	

T44 - (21) Did a member of staff explain the purpose of the new medication, in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Those prescribed new medication				
Yes, definitely/completely	34	79.1	293	73.8
*Yes, to some extent/sort of	4	9.3	44	11.1
*No	0	0.0	6	1.5
No but my parent or carer was told	1	2.3	15	3.8
Can't remember	0	0.0	4	1.0
Not answered	4	9.3	35	8.8
Problem score - This Trust 9.3%	43		397	
Problem score - All trusts 12.6%				

T45 - (22) Were you given enough information about how to use the new medication(s)?

	This Trust		All trusts	
	n	%	n	%
Those prescribed new medication				
Yes, plenty of information	33	76.7	286	72.0
*Yes, some information	5	11.6	59	14.9
*No information at all	0	0.0	4	1.0
No, but my parent/carer was given this	1	2.3	11	2.8
Can't remember	0	0.0	2	0.5
Not answered	4	9.3	35	8.8
Problem score - This Trust 11.6%	43		397	
Problem score - All trusts 15.9%				

T46 - Did a member of staff tell you about the medication side effects to watch for?

	This Trust		All trusts	
	n	%	n	%
Parents of children prescribed new medication				
Yes, completely	13	41.9	87	44.6
*Yes, to some extent	5	16.1	34	17.4
*No	11	35.5	59	30.3
Not answered	2	6.5	15	7.7
Problem score - This Trust 51.6%	31		195	
Problem score - All trusts 47.7%				

T47 - (23) Were you given any written information about your/your child's condition or treatment?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	66	29.9	632	32.3
*No, but I would have liked it	30	13.6	258	13.2
No, but I did not need it	104	47.1	866	44.3
No, but I knew where to find it if I needed it	12	5.4	98	5.0
No, but my parent / carer was given this	4	1.8	51	2.6
Not answered	5	2.3	50	2.6
Problem score - This Trust 13.6%	221		1955	
Problem score - All trusts 13.2%				

T48 - Was this information clear and easy to understand?

	This Trust		All trusts	
	n	%	n	%
Parents of children who received written or printed information				
Yes, definitely	32	76.2	283	78.6
*Yes, to some extent	6	14.3	57	15.8
*No	0	0.0	4	1.1
I did not read the information	0	0.0	2	0.6
Not answered	4	9.5	14	3.9
Problem score - This Trust 14.3%	42		360	
Problem score - All trusts 16.9%				

T49 - (24) Was child told to do anything new after their appointment (e.g. new exercises, wear an eye patch)?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	56	25.3	487	24.9
No	159	71.9	1425	72.9
Not answered	6	2.7	43	2.2
	221		1955	

T50 - (25) Were you given clear instructions on how to do this?

	This Trust		All trusts	
	n	%	n	%
Those told to do something new				
Yes, completely	44	71.0	403	76.0
*Yes, to some extent/sort of	9	14.5	65	12.3
*No	2	3.2	11	2.1
No, but my parent/carers was told	2	3.2	11	2.1
Not answered	5	8.1	40	7.5
Problem score - This Trust 17.7%	62		530	
Problem score - All trusts 14.3%				

T51 - (26) Did staff tell you when you/your child could carry on your/their usual activities, such as playing sport or returning to school?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, completely	69	31.2	653	33.4
Yes, to some extent/sort of	23	10.4	161	8.2
No	21	9.5	163	8.3
This was not needed/I already knew	103	46.6	917	46.9
Not answered	5	2.3	61	3.1
	221		1955	

T51+ - (26+) Did staff tell you when you/your child could carry on your/their usual activities, such as playing sport or returning to school?

	This Trust		All trusts	
	n	%	n	%
Those who needed this information				
Yes, completely	69	58.5	653	62.9
*Yes, to some extent/sort of	23	19.5	161	15.5
*No	21	17.8	163	15.7
Not answered	5	4.2	61	5.9
Problem score - This Trust 37.3%	118		1038	
Problem score - All trusts 31.2%				

T52 - (27) Were you told what to do or who to contact if worried after the appointment?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	100	45.2	866	44.3
No	28	12.7	267	13.7
This was not needed / I already knew	80	36.2	661	33.8
Can't remember	6	2.7	102	5.2
Not answered	7	3.2	59	3.0
	221		1955	

T52+ - (27+) Were you told what to do or who to contact if worried after the appointment?

	This Trust		All trusts	
	n	%	n	%
Those who needed this information				
Yes	100	70.9	866	66.9
*No	28	19.9	267	20.6
Can't remember	6	4.3	102	7.9
Not answered	7	5.0	59	4.6
Problem score - This Trust 19.9%	141		1294	
Problem score - All trusts 20.6%				

T53 - Before you left the hospital, were you told what would happen next (e.g. if your child needed another hospital appointment; if they needed to see their GP etc)?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes	120	91.6	939	90.4
*No	7	5.3	58	5.6
Don't know / Can't remember	2	1.5	25	2.4
Not answered	2	1.5	17	1.6
Problem score - This Trust	5.3%		1039	
Problem score - All trusts	5.6%			

T54 - Did doctors and/or other staff talk to each other in front of you as if you weren't there?

	This Trust		All trusts	
	n	%	n	%
All parents				
*Yes, definitely	11	8.4	84	8.1
*Yes, to some extent	7	5.3	80	7.7
No	109	83.2	854	82.2
Not answered	4	3.1	21	2.0
Problem score - This Trust	13.7%		1039	
Problem score - All trusts	15.8%			

T55 - (28) Was child given enough privacy when being treated or examined?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, definitely/completely	185	83.7	1518	77.6
*Yes, to some extent/sort of	23	10.4	277	14.2
*No	8	3.6	109	5.6
Not answered	5	2.3	51	2.6
Problem score - This Trust	14.0%		1955	
Problem score - All trusts	19.7%			

T56 - (29) Were you ever told different things by different members of staff?

	This Trust		All trusts	
	n	%	n	%
All				
*Yes, a lot	16	7.2	75	3.8
*Yes, sometimes	34	15.4	330	16.9
No, never	167	75.6	1500	76.7
Not answered	4	1.8	50	2.6
Problem score - This Trust	22.6%		1955	
Problem score - All trusts	20.7%			

T57 - 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	89	67.9	668	64.3
*Yes, to some extent	24	18.3	206	19.8
*No	4	3.1	29	2.8
It was not necessary	12	9.2	118	11.4
Not answered	2	1.5	18	1.7
Problem score - This Trust 21.4%	131		1039	
Problem score - All trusts 22.6%				

T57a - (30) Did you have a say in deciding what happened to you in hospital?

	This Trust		All trusts	
	n	%	n	%
All children				
Yes, definitely	19	21.1	220	24.0
*Yes, sort of	14	15.6	171	18.7
*No	13	14.4	131	14.3
No, but my parent/carer did	13	14.4	115	12.6
This was not needed	28	31.1	248	27.1
Not answered	3	3.3	31	3.4
Problem score - This Trust 30.0%	90		916	
Problem score - All trusts 33.0%				

T57b - (31) Were you ever scared or frightened during this appointment?

	This Trust		All trusts	
	n	%	n	%
All children				
*Yes, a lot	7	7.8	49	5.3
*Yes, a bit	21	23.3	215	23.5
No, never	59	65.6	621	67.8
Not answered	3	3.3	31	3.4
Problem score - This Trust 31.1%	90		916	
Problem score - All trusts 28.8%				

I. Overall Impression

T58 - Was the main reason for your child's visit to the outpatient department dealt with to your satisfaction?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	104	79.4	789	75.9
*Yes, to some extent	22	16.8	192	18.5
*No	3	2.3	43	4.1
Not answered	2	1.5	15	1.4
Problem score - This Trust 19.1%	131		1039	
Problem score - All trusts 22.6%				

T59 - How well organised was the outpatient department you visited?

	This Trust		All trusts	
	n	%	n	%
All parents				
Very well organised	76	58.0	610	58.7
*Fairly organised	48	36.6	388	37.3
*Not at all organised	5	3.8	29	2.8
Not answered	2	1.5	12	1.2
Problem score - This Trust 40.5%	131		1039	
Problem score - All trusts 40.1%				

T59a - (33) Overall, do you feel that you were listened to by hospital staff?

	This Trust		All trusts	
	n	%	n	%
All children				
Yes, always	69	76.7	694	75.8
*Yes, sometimes	15	16.7	173	18.9
*No	2	2.2	17	1.9
Not answered	4	4.4	32	3.5
Problem score - This Trust 18.9%	90		916	
Problem score - All trusts 20.7%				

T60 - Overall, how would you rate the care that your child received at the outpatient department?

	This Trust		All trusts	
	n	%	n	%
All parents				
Excellent	115	52.0	955	48.8
Very good	79	35.7	707	36.2
Good	16	7.2	199	10.2
*Fair	5	2.3	51	2.6
*Poor	1	0.5	16	0.8
Not answered	5	2.3	27	1.4
Problem score - This Trust 2.7%	221		1955	
Problem score - All trusts 3.4%				

T60a - (34) Overall, how well do you think you were looked after during your hospital visit?

	This Trust		All trusts	
	n	%	n	%
All children				
Very well	63	70.0	639	69.8
Fairly well	24	26.7	238	26.0
*Not very well	1	1.1	15	1.6
*Not at all well	0	0.0	1	0.1
Not answered	2	2.2	23	2.5
Problem score - This Trust 1.1%	90		916	
Problem score - All trusts 1.7%				

T61 - Did you want to complain about any aspect of your child's appointment?

	This Trust		All trusts	
	n	%	n	%
All parents				
*Yes	9	4.1	106	5.4
No	210	95.0	1803	92.2
Not answered	2	0.9	46	2.4
Problem score - This Trust 4.1%	221		1955	
Problem score - All trusts 5.4%				

T62 - Did hospital staff give you the information you needed to do this?

	This Trust		All trusts	
	n	%	n	%
Parents who wanted to complain				
Yes, completely	1	9.1	26	17.1
Yes, to some extent	1	9.1	23	15.1
No	6	54.5	67	44.1
Not answered	3	27.3	36	23.7
	11		152	

T62a - (35) Who was the main person who answered the questions in this section (Section 1) of the questionnaire? (children's section of children's questionnaire)

	This Trust		All trusts	
	n	%	n	%
All children				
Me, the child (patient)	38	42.2	502	54.8
Me, the parent / carer	21	23.3	124	13.5
Both child and parent/carer together	29	32.2	253	27.6
Not answered	2	2.2	37	4.0
	90		916	

T62b - Who was the main person who answered the questions in this section (Section 2) of the questionnaire? (parents section of children's questionnaire)

	This Trust		All trusts	
	n	%	n	%
Parents (child questionnaire)				
Me, the parent or carer	77	85.6	669	73.0
Me, the young patient	3	3.3	40	4.4
Both child and parent/carer together	8	8.9	180	19.7
Not answered	2	2.2	27	2.9
	90		916	

T63 - Who was the main person who answered the questions on this questionnaire? (parents questionnaire)

All parents	This Trust		All trusts	
	n	%	n	%
Me, the parent or carer	127	96.9	986	95.0
Both child (patient) and parent/carer together	2	1.5	32	3.1
Not answered	2	1.5	20	1.9
	131		1038	

J. About Your Child

T64 - (36) Is child male or female?

All	This Trust		All trusts	
	n	%	n	%
Male	111	50.2	947	48.5
Female	106	48.0	968	49.5
Not answered	4	1.8	39	2.0
	221		1954	

T65 - (37) How old is child?

All	This Trust		All trusts	
	n	%	n	%
Under 1 yr	14	6.3	166	8.5
1-3 yrs	51	23.1	365	18.7
4-5 yrs	35	15.8	251	12.8
6-8 yrs	26	11.8	228	11.7
8-11 yrs	43	19.5	311	15.9
12-15 yrs	29	13.1	433	22.2
16-18 yrs	9	4.1	105	5.4
Not answered	14	6.3	95	4.9
	221		1954	

T66 - Does your child have any of the following long-standing conditions? (Tick ALL that apply)

All parents	This Trust		All trusts	
	n	%	n	%
Deafness or severe hearing impairment	5	2.3	63	3.2
Blindness or partially sighted	10	4.5	60	3.1
Any other long-standing physical disability	26	11.8	142	7.3
A learning disability	23	10.4	154	7.9
A mental health condition	2	0.9	40	2.0
Another long-standing condition (e.g. cancer, diabetes, epilepsy)	39	17.6	322	16.5
No long-standing condition	113	51.1	1104	56.5
Not answered	26	11.8	273	14.0
	221		1954	

T67 - Which of these best describes your child's ethnic background?

All parents	This Trust		All trusts	
	n	%	n	%
White (e.g. British, Irish, European)	164	74.2	1266	64.8
Mixed (e.g. White and Asian)	9	4.1	105	5.4
Asian / Asian British (e.g. Indian)	16	7.2	219	11.2
Black / Black British	7	3.2	128	6.6
Chinese	1	0.5	18	0.9
Any other ethnic group	13	5.9	110	5.6
Not answered	11	5.0	108	5.5
	221		1954	

T68 - What is the main language spoken at home? (Tick ONE only)

All parents	This Trust		All trusts	
	n	%	n	%
English	189	85.5	1546	79.1
Other European language	7	3.2	111	5.7
Asian language (such as Hindi, Gujarati, Punjabi, Urdu, Sylheti, Bengali, Chinese, Thai)	9	4.1	143	7.3
African language (such as Swahili, Hausa, Yoruba)	1	0.5	31	1.6
Other, including British Sign Language	4	1.8	44	2.3
Not answered	11	5.0	79	4.0
	221		1954	

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