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Patients give the thumbs up to hospital care in the Borders

The first national questionnaire on patient's experiences in hospital shows they are happy with the level of care offered in NHS Borders' hospitals.

The provisional results of the Scottish 2009/10 Inpatient Patient Experience Survey, published this week, mark the first time a wide-ranging national survey of in-patient experience has been carried out in Scotland.

The Survey was carried out as part of Better Together, Scotland's National Patient Experience Programme. Its aim was to gather patients' views on their experiences in all hospitals in each Board area.

In the Borders, the survey was sent to more than 1,200 patients who stayed overnight in Borders General Hospital or a community hospital, and covered all aspects of inpatient care - from admission to post-discharge arrangements.

The questionnaire highlighted that good experiences were had by the majority of patients admitted to hospital. Patients were positive about their wait for admission to hospital, their trust in staff looking after them, their involvement in decisions made about treatment and the medications they received.

Sheena Wright, Head of Nursing and Midwifery for NHS Borders said: "We welcome the results of this questionnaire as they provide us with valuable information about our services from the people who matter the most – our patients. As well as positive feedback, the results also indicate areas where we can do better and this is vital if we are to continue to improve and offer our patients the highest standards of care possible."

Some of results for NHS Borders showed:

- 98% of patients were positive about the information given before attending hospital to help them understand what would happen when admitted
- 90% were positive about the treatment they receiving during their time in A&E
- 94% were positive about the length of time they waited to be admitted to hospital after being referred
- 90% were positive about the time they had to wait to get a bed on the ward
- 95% said they had privacy when being examined and treated
- 88% were positive about their admission to hospital overall
- 86% were positive about the hospital environment while 89% were positive about the cleanliness of the environment
- 87% were positive about the care and treatment they received during their stay in hospital while 88% felt doctors knew enough about their condition and treatment

- 88% thought doctors talked in a way that helped them understand their condition and treatment while 89% said they got the best treatment for their condition
- 87% felt doctors listened to their questions and concerns.
- 87% were positive about the staff they came into contact with
- 95% understood what their medicines were for while 97% understood how and when to take their medicines
- 91% said they were treated with both respect and care while 90% trusted the people looking after them.
- 92% said they were as physically comfortable as they could be

These results are provisional and will be updated when national results are published on 28 September 28 2010.

Ends

Notes:

More information is available at: <http://www.scotland.gov.uk/News/Releases/2010/07/27093201>

Contacts:

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