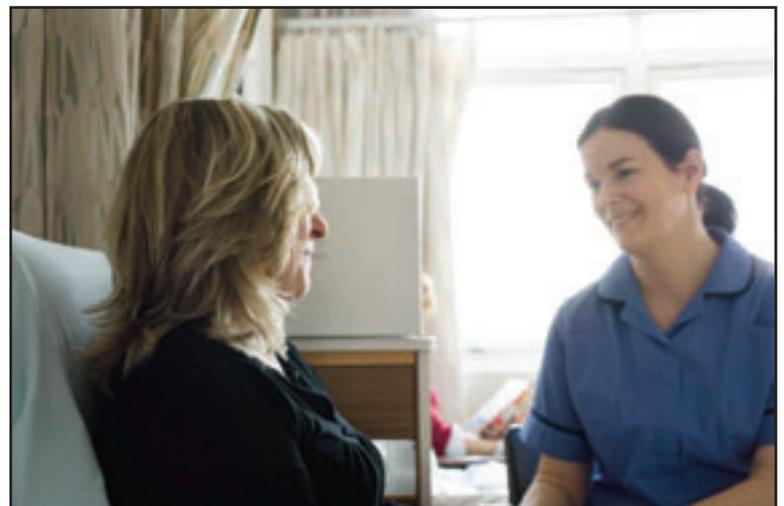


**Better Together:
Scotland's Patient Experience
Programme**

**Patient Priorities for
Inpatient Care**

Report No. 5/2009

**Health and Community Care:
Patient Experience**



**BETTER TOGETHER: SCOTLAND'S PATIENT
EXPERIENCE PROGRAMME
PATIENT PRIORITIES FOR INPATIENT CARE**

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Scottish Government Social Research

This report is available on the Scottish Government Social Research website only www.scotland.gov.uk/socialresearch.

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GLOSSARY OF TERMS

Patient Experience: The quality of care from the perspective of patients.

NHS Board: National Health Service (NHS) care in Scotland is currently provided by 14 Health Boards. The National Waiting Times Centre (Golden Jubilee National Hospital) also provides care to patients.

Information Services Division (ISD): Information Services Division (ISD) is Scotland's national organisation for health information, statistics and IT services. ISD is part of NSS National Services Scotland and provides a support service to NHS Boards and the Scottish Government Health Directorates.

General Register Office for Scotland (GROS): GROS is responsible for the registration of births, marriages, civil partnerships, deaths, divorces, and adoptions in Scotland. It also runs the Census for Scotland and uses the Census and other data to publish information about the Scottish population and households.

EXECUTIVE SUMMARY

Background and objectives

1. This research was commissioned by the Scottish Government as part of Better Together Scotland's Patient Experience Programme. Better Together is NHSScotland's programme to improve patients' experiences of healthcare in Scotland. It will build upon the improvements already happening across our health service by working with patients, carers and staff to further enhance the quality of care. The programme will support NHSScotland to make year-on-year improvements for patients.

2. The objectives of this work were to establish a hierarchy of issues important to Scottish patients receiving hospital inpatient care and to test for differences in priorities among demographic groups. The results could then be used to inform the development of tools to measure inpatient experiences across Scotland.

Methods

3. Between February and April 2009, questionnaires were sent by post to a random sample of 4,512 people who had been treated as inpatients at each geographical NHS (National Health Service) Board across Scotland, and at the Golden Jubilee Hospital in Glasgow. The questionnaires asked people to rate the importance of 60 items on a five-point scale, and to respond to some demographic questions.

Main findings

4. The top two priorities for patients were ward cleanliness and staff washing their hands.

5. Other issues of high importance were prompt treatment in an emergency, getting the best treatment, doctors' clinical competence, good information about their condition and treatment and being treated with respect and dignity.

6. Age, sex, disability and admission route had very little effect on the order in which patients prioritised the 60 items.

7. There were few differences in patient priorities among Health Boards. However, there was a fairly wide range in the ranking of "Being able to park easily" with Argyll and Clyde giving it higher priority than any other Board, whereas it was not very important in Highland.

8. In general, there was a striking lack of significant differences among patient demographic groups and among patients who had been treated by different Boards in the hierarchy of their prioritisations.

1 INTRODUCTION

Background

- 1.1 As part of Better Together Scotland's Patient Experience Programme, the Scottish Government commissioned an independent research organisation, Patient Perspective, to carry out a survey of recent inpatients across NHS Scotland.
- 1.2 The Programme aims to gather and act upon information from NHS patients and carers about their experience as health service consumers. Research will include three national surveys across Scotland and a range of qualitative work. It covers three groups: people in Scotland receiving hospital care (focused on inpatients); people who receive primary care (focused on GP services) and people with long-term conditions, including cancer. It will be used by NHS Boards and frontline staff to prioritise areas for improvement and work with patients and service users to implement these changes. In addition to supporting the regular collection and use of consistent detailed experiences of patients across Scotland, the programme will also enable best practice to be shared between different service areas, and by the Scottish Government to support national level improvements.
- 1.3 The research described in this report was conducted as part of Building on Experience: the development phase of the Better Together programme along with three other studies, also commissioned by the Scottish Government two of which were carried out by Patient Perspective. In 2008, Chief Executives and patient involvement leads across NHS Scotland were interviewed to examine their attitudes towards patient experience tools and to describe Boards' current patient experience activities. As part of that work, interviewees were also asked about their beliefs about patients' priorities (Reeves, 2008). Alongside this, focus groups and interviews were carried out with patients and citizens across Scotland to examine their views about patient care and to identify aspects of health care they believe to be important (Bruster, 2008). Following this, MRUK was commissioned to undertake an omnibus survey of the public regarding their expectations and priorities for the provision of GP services (McKissock 2008).

Objectives

- 1.4 Using a number of different sources, items that were thought to be important to patients were selected for inclusion in a questionnaire that would be used to ask patients to rate each item's importance. An outline of this process is described in more detail in Annex 1.
- 1.5 The purpose of the study reported here was to establish a hierarchy of patients' priorities, and to test whether certain patient characteristics had an effect on priorities. The findings may then be used to inform the development of tools to measure patient experiences across Scotland. In particular, one of the goals is

to determine which items should be used in a national patient experience survey.

Method

Questionnaire

- 1.6 The main part of the questionnaire was a table of 60 aspects of inpatient care, and participants were asked to rate the importance of each of items on a five-point scale, where 1 = "Very important" 2= "Important", 3= "Neutral" 4= "Not important" and 5 = "Not at all important". Therefore, when mean scores are computed, lower numbers represent higher importance. There was also a "Not applicable" response option for each item.
- 1.7 The items patients were asked to rate covered the following topic areas:
 - Waiting list admissions
 - Emergency Admissions
 - Hospital Environment
 - Doctors
 - Nurses
 - All staff
 - My Care and Treatment
 - Leaving the Hospital
- 1.8 There was a box for patients to write in any issues that they thought were not covered by the 60 items.
- 1.9 The questionnaire also included a number of demographic questions: age, sex, sexual orientation and ethnic group, and a question about the admission route the patient had been through (i.e. via the waiting list or as an emergency).

Sampling

- 1.10 The patient sample for the survey was drawn from a central database held by NHSScotland's Information Services Division (ISD) of individuals who stayed at least one night in hospital during 2007/2008 (SMR01 General acute inpatient data). The sample was cross-checked with the register of deaths held by the General Register Office for Scotland (GROS) by ISD. The following patients groups were not included in the sample:

- Privately funded patients receiving care in NHS or private hospitals
- Scottish NHS patients treated in hospitals outside of Scotland.
- Patients whose stay in hospital was for a termination of pregnancy
- Maternity patients
- Patients aged 15 or younger.
- Patients in mental health care
- Inpatients treated in a psychiatric facility with learning disabilities
- Inpatients in a long-stay hospitals

1.11 Patients were selected using random sampling stratified by age and sex and weighted to the age/sex population of each Board. Four age groups were used (16 to 30, 31 to 50, 51 to 70 and 71 plus). In each Board, 320 patients were selected, except in Greater Glasgow, where 480 were selected to allow for lower response rates that are common in large urban centres. In smaller highland and island boards, to minimise the risk of over-burdening patients with different surveys, the sample was reduced so that no more than ten percent of patients would be selected. Once patients had been selected, a check against a central database was used to remove deceased patients from the list. A total of 4,512 patients were included in the final sample, and the number from each Health Board is shown in Table 1.1.

Table 1.1 - Numbers of patients sampled from each NHS Board

Health Board	Number of patients sampled
NHS Argyll & Clyde	298
NHS Ayrshire & Arran	304
NHS Borders	294
NHS Dumfries and Galloway	302
NHS Fife	301
NHS Forth Valley	304
NHS Golden Jubilee National Hospital	312
NHS Grampian	310
NHS Greater Glasgow	459
NHS Highland	308
NHS Lanarkshire	300
NHS Lothian	305

Health Board	Number of patients sampled
NHS Orkney	96
NHS Shetland	119
NHS Tayside	303
NHS Western Isles	197

1.12 NHS Argyll and Clyde has been disbanded and it has been re-apportioned between Highland and Greater Glasgow. In this report, Argyll and Clyde is reported separately to explore whether differences occur between the old Board area and other areas of Scotland.

Ethical and other approvals

1.13 Ethical approval for the study was granted by North West Research Ethics Committee through the National Research Ethics Service (NRES). Approval for using the names and addresses of patients held by ISD was given by the Privacy Advisory Committee (PAC). NHS Board Caldicott Guardians, Chief Executives, Chairs and Patient Focus and Public Involvement (PFPI) leads were also informed in writing about the survey before questionnaires were sent out.

How the survey was conducted

1.14 During February, March and April 2009, sampled patients were sent a questionnaire in the post with covering letters on NHS Scotland headed paper, signed by Scotland's Chief Nursing Officer (see Annex 2). A Freepost envelope was included for their replies. Reminder slips were sent to non-responders approximately three weeks later, and second reminders, which included a duplicate questionnaire and Freepost envelope, were sent after a further three weeks. A free telephone number was printed on questionnaires and covering letters so patients could call with any questions or comments about the survey. Through the free telephone help line, people who had difficulty with written English could also access a telephone interpreting service to help researchers answer queries or complete questionnaires verbally over the telephone.

Analysis

1.15 Average (mean) ratings were computed for each item using the scores ranging between 1 and 5. ("Not applicable" scores were excluded from these computations.) The scores were computed for the sample as a whole and for the various subgroup comparisons, based on responses to demographic questions and Health Board.

Characteristics of the sample

1.16 The average age of the sampled patients was 56 years. The pre-determined lower age limit was 16 years, since the questionnaire was designed for an adult population, and the oldest patient was 99 years. There were roughly equal numbers of men and women in the sample with 54% being female.

2 RESULTS

Response rates

2.1 Of the 4,512 patients who were sent questionnaires, 2,213 returned useable responses, giving an adjusted¹ response rate of 51%. Among Health Boards, the lowest response rates were in Lanarkshire and Greater Glasgow, which achieved 41% and 44% respectively. The highest response rates were 62% and 58% for the Golden Jubilee National Hospital and Grampian respectively. The response rate for each Board is shown in Table 2.1.

Table 2.1 - Response rates by Health Board

Health Board	Adjusted response rate	Number of responders
NHS Argyll & Clyde	46%	289
NHS Ayrshire and Arran	49%	295
NHS Borders	54%	283
NHS Dumfries and Galloway	52%	293
NHS Fife	46%	296
NHS Forth Valley	51%	293
NHS Golden Jubilee National Hospital	62%	305
NHS Grampian	58%	301
NHS Greater Glasgow	44%	436
NHS Highland	52%	299
NHS Lanarkshire	41%	293
NHS Lothian	51%	291
NHS Orkney	55%	93
NHS Shetland	54%	117
NHS Tayside	53%	289
NHS Western Isles	49%	194
Total	51%	4,367

Characteristics of the responders

2.2 The average age of the responders was 62 years: six years older than the average age of the sampled patients, indicating that older patients were more

¹ The adjusted response rate takes account of deceased patients and undelivered questionnaires.

inclined to respond. The responders were 57% female, suggesting that women were slightly more likely to respond than men.

- 2.3 About half (51%) said that their most recent admission to hospital had been as an “emergency or urgent”; 46% said their admission had been “waiting list or planned in advance” and 3% said their admission route had been “something else”.
- 2.4 Almost all responders (99%) described their ethnic group as White. “White: Scottish” made up 87% of responders, while 11% were “White: Other British” and 1% were either “White: Irish” or “White: any other white background”. There were 24 non-white responders in total. By combining sub-groups, the largest minority group was Asian with 14 people.
- 2.5 For the question about disability, about a third of responders (32%) answered, “Yes, limited a lot” to the question, “Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Include problems which are due to old age.)”, while a third (30%) answered “Yes, limited a little” and a third (38%) answered “No.”
- 2.6 The majority of responders (89%) identified themselves as “heterosexual”, while 0.4% were “bisexual” and 0.5% were “gay or lesbian” and 0.9% were “other”. Nearly 8% of responders preferred not to answer the question on sexual orientation.

Average ratings

- 2.7 Average ratings were computed for each item by calculating the mean of the scores ranging between 1 and 5. The average ratings given to the 60 items ranged between 1.07 for the item with the highest priority and 2.65 for the item with the lowest priority. This indicates that even the item with the lowest priority is still considered, on average, to be between “Important” and “Neutral”.
- 2.8 The average ratings of different responder groups were compared. There were sufficient numbers of responders to compare by admission route (i.e. emergency or waiting list), age, sex, responses to a question about disabilities and by NHS Board. The numbers of non-white and non-heterosexual responders were too small to carry out comparisons by ethnic group or sexual orientation.

Overall priority ranking of items

2.9 Table 2.2 shows the 60 importance items in descending order of priority, taken from the score between 1 and 5 given by responders. See Annex 4 for a priority list with mean ratings for each item. The items with the highest importance cover the following issues:

2.10 The items with the highest importance cover the following issues:

- **Cleanliness and hygiene** (A clean ward; staff cleaning and washing their hands before touching patients.)
- **Prompt treatment in an emergency** (Being treated quickly in an emergency.)
- **High quality clinical care** (Getting the best treatment for my condition; doctors knowing enough about my condition and treatment.)
- **Clear explanations of the patient's condition, treatment and any risks or dangers** (Clear explanations about what will happen during an operation or procedure; clear explanations of my condition or treatment; being told the risks and benefits of any treatment in a way I can understand; and being told how my operation or procedure has gone in a way I can understand.)
- **Being treated with respect and dignity.**

Table 2.2 - Priority ranking of importance items

Item and ranking out of 60 items	Item and ranking out of 60 items
1. A clean ward	31. Being told who to contact if I am worried after I leave hospital
2. Staff cleaning their hands before touching patients	32. My family being given enough information to help me recover
3. Being treated quickly in an emergency	33. Being given consistent advice by all members of staff
4. Getting the best treatment for my condition	34. Not being bothered or threatened by other patients or visitors
5. Doctors knowing enough about my condition and treatment	35. Being told which doctor is in overall charge of my care
6. Clear explanations about what will happen during an operation or procedure	36. My family or someone close to me having a chance to talk to staff about my care
7. Being told the risks and benefits of any treatment in a way I can understand	37. A short time on the waiting list
8. Clear explanations of my condition or treatment	38. Somewhere secure to keep my belongings
9. Being treated with dignity and respect	39. Staff being polite to me
10. Being told how my operation or procedure has gone in a way I can understand	40. Being given understandable written information about my condition and treatment
11. Being told about danger signals to watch for after I leave hospital	41. Nurses answering the call bell quickly
12. Getting pain relief quickly	42. Being told when I can resume normal activities (such as going to work or driving)
13. Staff being open with me about my condition and treatment	43. The ward being quiet at night
14. Before going into hospital, being given accurate information about my treatment	44. Not having to repeat my medical history to different members of staff
15. Nurses knowing enough about my condition and treatment	45. Not having to share a room or bay with patients of the opposite sex
16. Being told how and when I should take my medicines	46. Being offered healthy meals
17. Having enough time to talk to a doctor	47. Short journey time to get to hospital
18. Being told about possible side effects of medicines	48. Getting copies of letters between the hospital doctors and my GP
19. Being able to talk to a member of staff about any concerns I might have	49. Not having my admission date changed by the hospital
20. Not having to wait too long in the emergency department	50. Being given a choice of food
21. Being told what my medicines are for	51. Being given help to eat my meals when I need it
22. A fair system for which patients are seen first in the emergency department	52. Being given accurate information about ward routines
23. Privacy when being examined or treated	53. Not having to wait around in the hospital once I have been told I can go home
24. Privacy when discussing my condition or treatment	54. Being given help to arrange transport home
25. Staff listening to me	55. Having a choice about which hospital I go to
26. Staff working well together to organise my care	56. Not having to pay too much to make phone calls
27. Being involved in decisions about my care and treatment	57. My religious beliefs being respected
28. Being told accurately how I can expect to feel after an operation or procedure	58. Being able to watch television without having to pay for it
29. Enough nurses on duty to take care of me	59. Being able to get an interpreter
30. Being able to park easily	60. Having access to food when I am hungry (not just at mealtimes)

Effect of admission route on priorities

2.11 The top ten priorities for patients by most recent admission method (i.e. either as an emergency or as a planned admission) are shown in Table 2.3. It can be seen that most recent admission route had very little effect on prioritisations. Even “being treated quickly in an emergency” is given the third highest priority by both waiting list patients and emergency patients. “Getting pain relief quickly” was the tenth most important item for emergency patients but was ranked 13th for waiting list patients. On the other hand, “Being told how my operation or procedure has gone in a way I can understand” was not in the emergency patients’ top ten, (it was ranked 12th) but was the ninth most important issue for waiting list patients.

2.12 It is likely that many patients did not respond to these questions with particular reference to their most recent admission, and they are likely to have taken into account a range of their own healthcare experiences, and those of relatives or friends, when rating the items.

Table 2.3 - Top ten priorities for respondents by admission route

Emergency admission	Planned or waiting list admissions
1. A clean ward	1. A clean ward
2. Staff cleaning their hands before touching patients	2. Staff cleaning their hands before touching patients
3. Being treated quickly in an emergency	3. Being treated quickly in an emergency
4. Getting the best treatment for my condition	4. Getting the best treatment for my condition
5. Doctors knowing enough about my condition and treatment	5. Doctors knowing enough about my condition and treatment
6. Clear explanations about what will happen during an operation or procedure	6. Being told the risks and benefits of any treatment in a way I can understand
7. Being told the risks and benefits of any treatment in a way I can understand	7. Clear explanations about what will happen during an operation or procedure
8. Being treated with dignity and respect	8. Clear explanations of my condition or treatment
9. Clear explanations of my condition or treatment	9. Being told how my operation or procedure has gone in a way I can understand
10. Getting pain relief quickly	10. Being treated with dignity and respect

Effect of age on priorities

2.13 For this analysis, the responders were divided into two groups around the median age of 64 years. The younger age group comprised those aged 16-64 years, while the older group comprised those aged 65 and older. The top ten priorities for patients by age are shown in Table 2.4. It can be seen that the lists for older and younger patients are very similar, and are identical for the items ranked one to seven. This indicates that age does not have a strong effect on patients' priorities.

Table 2.4 - Top ten priorities for respondents by age

Patients aged 16-64	Patients aged 65+
1. A clean ward	1. A clean ward
2. Staff cleaning their hands before touching patients	2. Staff cleaning their hands before touching patients
3. Being treated quickly in an emergency	3. Being treated quickly in an emergency
4. Getting the best treatment for my condition	4. Getting the best treatment for my condition
5. Doctors knowing enough about my condition and treatment	5. Doctors knowing enough about my condition and treatment
6. Clear explanations about what will happen during an operation or procedure	6. Clear explanations about what will happen during an operation or procedure
7. Being told the risks and benefits of any treatment in a way I can understand	7. Being told the risks and benefits of any treatment in a way I can understand
8. Being treated with dignity and respect	8. Being told about danger signals to watch for after I leave hospital
9. Clear explanations of my condition or treatment	9. Getting pain relief quickly
10. Staff being open with me about my condition and treatment	10. Clear explanations of my condition or treatment

Effect of gender on priorities

2.14 The top ten priorities for patients by gender are shown in Table 2.5. Again, it can be seen that the top priorities for men and women are very similar and are identical for the top five items. This indicates that sex does not have a strong effect on patients' priorities. However, there are some differences between men's and women's priorities. "Being treated with dignity and respect" is 8th for women but 13th for men. There is a substantial difference in men's and women's prioritisations of "Privacy when being examined or treated": it is ranked 10th for women but 38th for men.

2.15 Two items were in the top ten for men but not for women. “Getting pain relief quickly” was the eighth most important item for men but 14th for women. “Being told about danger signals to watch for after I leave hospital” was ninth for men but 12th for women.

2.16 The research findings from the Scottish focus groups suggested that women were likely to be more concerned than men about sharing a room with the opposite sex. A comparison of men’s and women’s ratings of the item: “Not having to share a room or bay with patients of the opposite sex” supports this. On average, women rated this item 1.5: an average score between “Very important” and “Important” (34th out of 60 items), while men rated it 2.1: an average score between “Important and “Neutral” (54th out of 60 items).²

Table 2.5 - Top ten priorities for men and women

Men	Women
1. A clean ward	1. A clean ward
2. Staff cleaning their hands before touching patients	2. Staff cleaning their hands before touching patients
3. Being treated quickly in an emergency	3. Being treated quickly in an emergency
4. Getting the best treatment for my condition	4. Getting the best treatment for my condition
5. Doctors knowing enough about my condition and treatment	5. Doctors knowing enough about my condition and treatment
6. Clear explanations about what will happen during an operation or procedure	6. Being told the risks and benefits of any treatment in a way I can understand
7. Being told the risks and benefits of any treatment in a way I can understand	7. Clear explanations about what will happen during an operation or procedure
8. Getting pain relief quickly	8. Being treated with dignity and respect
9. Being told about danger signals to watch for after I leave hospital	9. Clear explanations of my condition or treatment
10. Clear explanations of my condition or treatment	10. Privacy when being examined or treated

Effect of disabilities on priorities

2.17 The top priorities for the 705 responders who said that their day-to-day activities were limited “a lot” by health problems or a disability were compared with the 821 responders who said their activities were not limited.

² An independent samples t-test indicated that this difference in mean ratings was significant (t=15.8, d.f.=2,171, p<.001).

2.18 The top ten priorities for patients by “disability” are shown in Table 2.6. It can be seen that the top ten items for patients who reported limited day-to-day activities were almost identical to those of patients who reported no limitations.

Table 2.6 - Top ten priorities by response to “disability” question

Activities limited “a lot”	Activities not limited
1. A clean ward	1. A clean ward
2. Staff cleaning their hands before touching patients	2. Staff cleaning their hands before touching patients
3. Being treated quickly in an emergency	3. Getting the best treatment for my condition
4. Doctors knowing enough about my condition and treatment	4. Being treated quickly in an emergency
5. Getting the best treatment for my condition	5. Doctors knowing enough about my condition and treatment
6. Being told the risks and benefits of any treatment in a way I can understand	6. Clear explanations about what will happen during an operation or procedure
7. Clear explanations about what will happen during an operation or procedure	7. Being treated with dignity and respect
8. Getting pain relief quickly	8. Being told the risks and benefits of any treatment in a way I can understand
9. Being treated with dignity and respect	9. Clear explanations of my condition or treatment
10. Being told how my operation or procedure has gone in a way I can understand	10. Being told how my operation or procedure has gone in a way I can understand

Differences in priorities among NHS Boards

2.19 The hierarchy of items for each of the Boards is in Annex 5: 60 importance items in priority order for each health Board. The similarities among boards are striking. For all Boards, the top ten items include only items from the top 20 items overall. Furthermore, all Boards include the following five items in their top six:

- A clean ward
- Staff cleaning their hands before touching patients
- Being treated quickly in an emergency
- Getting the best treatment for my condition
- Doctors knowing enough about my condition and treatment

2.20 We might expect there to be differences by geographical location on items that refer to travel. “Being able to park easily” was the 14th most important item for Argyll and Clyde patients, but it was ranked only 41st by Highland patients. There was some variation among boards in the importance of “Being given help to arrange transport home”. Three island boards (Western Isles, Orkney and Shetland) ranked it higher (between 45th and 48th) while the other boards ranked this item between 53rd and 56th. There were small variations in “Short journey time to get to hospital”: Lanarkshire patients ranked it highest at 39th, while Golden Jubilee patients ranked it lowest at 55th.

Other issues raised by patients

2.21 A total of 558 patients answered the question: “Was there anything else about your inpatient care that was important”. Some patients gave more than one additional area that was important to them, with a total of 672 comments being made.

2.22 Some of the comments were general comments about the care patients had received. Most of the issues were already covered by the 60 items in the questionnaire, but a few new issues were raised. The following section gives examples of their comments from the most common themes.

Issues already covered in the questionnaire

Poor cleanliness / hygiene (73 comments)

2.23 The most common comments were about poor cleanliness of the hospital, ward or shower facilities or that staff did not wash their hands between touching patients.

Filthy shower cubicle. Cutlery not clean, my wife took in my own

I shared one bathroom (WC with a shower) with 5 other elderly men, all of whom had had bowel surgery. The bathroom was sometimes blocked and was often filthy. Yet it was only cleaned once per day!

Lack of hand washing and member of staff actively telling us far too much made of this now.

The hospital ward environment (49 comments)

2.24 Negative comments were made about the ward environment, including excessive lighting at night, lack of bathroom facilities, limited privacy and inadequate entertainment (or TV systems too expensive).

Overnight stay is extremely uncomfortable because of many disturbances arising from: general background noise, nurses chatting (outside the ward), patients moving around, excessive lights.

I found the TV/phone equipment expensive and hard to understand!

Poor staff attitudes or behaviour (49 comments)

2.25 Many comments were made about staff having a poor attitude or behaving in an unacceptable manner.

Staff arrogant, unsympathetic, uncaring, unfeeling, inconsiderate, and nowhere to be seen for the most part.

I have been a patient on and off since 1965 and sadly I have witnessed some members of staff treating mainly older patients with not much respect.

Communication between staff and patients (47 comments)

2.26 A number of patients commented on poor communication between patients and staff.

No one listened to what I had to say, and as a result an outpatient visit became an emergency admission.

Having to recite my long medical history and variety of influences on my conditions for the umpteenth time is a big bug bear for me.

Long waiting times (26 comments)

2.27 Waiting times to be admitted to hospital, on arrival at the hospital until getting to a ward or waiting for a particular test or treatment were commented on.

Waiting time for treatment and between treatments were rather long.

On admission having to wait from 9.30am to 5pm before being allocated a bed in a ward.

Poor food (25 comments)

2.28 Comments about food included that it was not always available at a suitable time, was unhealthy or unappetising, was served cold, or was unsuitable for particular diets.

Could improve food choice for those with special diet - coeliac.

The food in [hospital name] is totally disgusting. I wouldn't offer it to a dog.

Low staffing levels (22 comments)

2.29 Some patients were concerned that there weren't enough staff, particularly nurses and often at night.

Not enough experienced staff at night time.

Nurses seemed to be run off their feet at all times of the day...obviously not enough staff on duty.

Delayed discharge (18 comments)

2.30 Some patients commented that they were discharged a lot later than they were first told they would be.

Waiting hours for pharmacy prescription (9hrs) to arrive in ward before being discharged! Told at 9am I was going home 6pm before prescription arrived in ward! Not acceptable.

Had to wait an unacceptably long time for drugs from the pharmacy when I was waiting to be discharged

Noise at night from staff (18 comments)

2.31 Some patients reported having difficulty sleeping because of the noise on the ward at night, especially from nursing staff.

The noise was ridiculous at night not from patients but nursing staff.

Far too much noise from staff chattering, especially at night.

Issues not covered in questionnaire

2.32 There were a few additional issues raised by a small number of patients that were not covered in the questionnaire:

Visiting hours (14 comments)

2.33 Comments on visiting hours varied. Some wanted restrictions on visiting and others wanted extended hours.

I think it is important to limit the number of visitors and also the visiting hours. Other people's noisy visitors are a serious stress to an ill person.

Visitors who may not be able to visit at [normal] visiting times should be allowed to do so.

Bank nurses (7 comments)

2.34 A few patients were concerned that bank staff could not provide the same quality of care as permanent staff.

There is far too much reliance on bank staff who are unfamiliar with the patients and ward routine.

Having to move wards (7 comments)

2.35 Several patients were bothered by having to move wards often during their stay in hospital.

To stay in the same ward during my treatment. My last visit to hospital entailed being in 4 different wards.

Cancelled treatment or operations (4 comments)

2.36 A few patients were concerned about having tests or treatment delayed or cancelled.

My operation was cancelled 3 times.

Being discharged too soon (3 comments)

2.37 Three patients commented on being discharged from hospital before they felt ready to leave or at an inconvenient time.

Was sent home at 3 am by a nurse without seeing a doctor without tablets or being told what to do. This was the morning after my operation.

3 DISCUSSION AND CONCLUSIONS

- 3.1 There is a very high degree of consensus among groups on the issues that are most important to them. Demographic variables, including age, sex, disability, most recent hospital admission route and geographical location seem to have little effect on the top priorities.
- 3.2 Cleanliness and staff hand-washing are given the overall highest importance ratings by Scottish patients. This finding is consistent with the studies carried out in England in that cleanliness was among the top priorities for English patients. In 2002, English patients ranked “Cleanliness of hospital” fourth out of 30 items. (Hand cleaning was not included as an item in that study). In 2007 in England, items about doctors and nurses cleaning their hands were ranked fourth and eighth respectively, while “The rooms and wards are clean” was ninth out of 82 items. (Reeves et al 2002, Boyd 2007).
- 3.3 Cleanliness is not included in the top priorities reported in the international literature, but the reported studies focused on general practice healthcare, rather than inpatient care (Wensing et al. 1998, Grol et al 1999). It might also be relevant that the non-British studies were conducted in the late 1990s, while the British studies have been more recent. It is possible that increasing media interest in Methicillin-resistant *Staphylococcus aureus* (MRSA) over recent years has increased the importance of cleanliness to patients.
- 3.4 Consistent with the NHS staff interviewees’ comments about patients’ priorities (Reeves 2008), and with our focus group research findings (Bruster 2008), getting high quality appropriate treatment and clinical competence, particularly that of doctors, was given very high importance by all groups. Getting prompt treatment in an emergency was also given consistently high ratings, and this fits well with a general theme of patients wanting to get the best treatment for their condition. The previous studies in England had similar findings. “Confidence and trust in doctors and nurses treating me”; and “Staff knowing enough about my condition and treatment” were ranked first and third of 30 items (Reeves et al 2002). “The doctors know enough about my medical history and treatment” was the top priority; “I have confidence and trust in the hospital staff who treat me” was third and “The nurses know enough about my medical history and treatment” was fifth of 82 items (Boyd 2007).
- 3.5 Some of the items that are given high importance by patients may also be measured using other information sources. For example, information relevant to whether patients get the best treatment or whether doctors knew enough about their condition and treatment may also be obtained from mortality and morbidity statistics, readmission rates and other routine data. Also, “being treated quickly in an emergency” is also measured using routinely-recorded Emergency Department waiting times and ambulance response times. Patients’ reports can be very useful checks on the accuracy of such routinely collected data, and have already been used in England to highlight areas where Emergency Department waiting times are inaccurate. Similarly MRSA rates may be useful cross-checks on the two issues rated most important overall: ward cleanliness and staff hand-washing.

- 3.6 It is interesting that patients also put a high priority on getting clear explanations about their condition and treatment, since this can be conceptualised as a separate aspect of care from getting high quality care. Furthermore, it is an issue than can only reliably be measured through patient experience reports. Similarly, being treated with dignity and respect is an issue which can only be assessed through patients' subjective reports.
- 3.7 The studies in England also indicated that clear explanations were very important. "Clear explanations of my condition or treatment" was ranked second and "Getting clear answers to my questions" was ranked fifth of 30 items (Reeves, 2002). Similarly, "The doctors can answer questions about my condition and treatment in a way that I can understand" was the second most important item; "Before my operation or procedure, I get a clear explanation of what will happen" was sixth and "The risks and benefits of my operation or procedure are explained to me in a way that I can understand" was seventh of 82 items (Boyd 2007).
- 3.8 The additional comments section is a useful check that the questionnaire included the issues that are most important to patients, and it is reassuring that most of the "additional" issues mentioned were already included in the questionnaire. However, it would be worth considering including the issues that were not included in the questionnaire, even though these were mentioned by relatively few patients. That is: visiting hours; bank nurses; having to move wards; cancelled treatment or operations and being discharged too soon.
- 3.9 One of the most striking findings of this research is that patients' top priorities vary very little among patient groups. It is particularly interesting that cleanliness has emerged as a top priority, and that this has not been previously been reported in the international peer-reviewed literature.

RECOMMENDATIONS

- 4.1 This research indicates that there is a very high degree of consensus among patient groups on the issues that are important to them. This gives strong support to the development of a standard patient experience questionnaire across Scotland covering the issues that are most important to patients.
- 4.2 Questionnaires designed to measure the quality of inpatients' experiences in Scottish hospitals should focus on the issues that this research highlights as being most important to Scottish patients.
- 4.3 In particular, it will be important to include questions about the quality of information given to patients and their being treated with dignity and respect, since patient experience reports are the only way to monitor standards of care on these issues.
- 4.4 The issues that are not given high importance by any group should not be included in patient experience questionnaires, since they would make questionnaires too long and would detract attention from the more important issues.
- 4.5 It may be difficult to gather reliable information from questions that ask patients to report on the clinical skills of healthcare professionals. Whilst it is widely acknowledged that these issues are of high priority to patients, and the research evidence supports that view, it should be recognised that patients do not always have sufficient information to make a full assessment of clinical skills.

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ANNEX 1: DEFINING ITEMS FOR INCLUSION IN THE QUESTIONNAIRE

Published literature

Background research for the development of the national patient survey programme in England (Reeves et al. 2002) indicated that the top issues for English inpatients were as follows:

- Confidence & trust in professionals
- Clear explanations
- Being treated with respect and dignity
- Clean ward
- Pain relief

Research by Boyd (2007) found that the following aspects of inpatient care were rated most important:

- The doctors know enough about my medical history and treatment
- The doctors can answer questions about my condition and treatment in a way that I can understand
- I have confidence and trust in the hospital staff who treat me
- The doctors wash or clean their hands between touching patients
- The nurses know enough about my medical history and treatment
- Before my operation or procedure, I get a clear explanation of what will happen

Scottish Health Board staff priorities

The interviews with NHS Scotland staff indicated that they believed patients' priorities were: high quality safe care; being treated with respect and dignity; prompt access; clear communications about their condition and treatment; being involved in treatment decisions; being treated as individuals and avoiding hospital-acquired infections.

Focus groups with Scottish patients

In a parallel strand of research, eleven focus groups and four in-depth interviews were carried out between November 2007 and July 2008. The groups covered hospital inpatients, long-term conditions and general practice services. The research covered different regions of Scotland, including rural, urban and remote populations and areas of high and low deprivation. Three of the groups were targeted at minority groups: lesbian, gay, bisexual and transgender people; people from Black and Minority Ethnic Groups; and people from particular religion and faith groups.

One of the main purposes of the focus groups and interviews was to gather information about the range of issues that are important to patients. In this strand of the research no attempt was made to put issues into any hierarchical order. However, almost all of the participants said it was fundamental that they were given the best quality care and treatment for their condition or illness, and they expected staff to be well trained and up-to-date with advances in clinical care.

The focus groups and interviews also highlighted the following topics as important issues for inpatients:

- Being assessed and treated quickly in an emergency.
- Knowing which doctor is in charge of their care and being able to see that doctor.
- Not having to pay high parking charges.
- Clean hospital
- Staff washing their hands
- Patients getting help to eat their meals, if necessary.
- Not having to share a room with the opposite sex (this seemed to be a greater concern to women)
- Not being disturbed by noise at night
- Privacy when discussing their condition
- Not having to pay for expensive television systems
- Good communication with staff
- Doctors and other staff listening to them
- Staff explaining things in plain, everyday language
- Staff having a good bedside manner

- Getting the right amount of information, when it was needed
- Being able to see the same healthcare professionals throughout their care
- Being confident that staff were communicating well with each other to coordinate care.
- Staff giving them consistent information
- Good discharge planning

Selection of items for the importance questionnaire

Issues that were highlighted by a literature review and other research strands for *Building on Experience* were included in the draft list of items that patients would be asked to rate. In addition, issues that had not necessarily been mentioned by many patients, but which might be believed by policy makers to be important were included. For example, none of the previous research had suggested that having a choice of hospital would be of direct importance to patients, but this item was included because, to date, there has been little systematic research on where patient choice fits in the hierarchy of patients' priorities.

The researchers then reduced the list of items for inclusion in the questionnaire to 60 with the aims of ensuring that a full range of topics were included, minimising overlap among items, and keeping the questionnaire to a manageable length so that response rates would be good.

ANNEX 2: COVERING LETTER TO PATIENTS



[Date]

Dear Patient

Patient survey

What is the purpose of the survey?

We are carrying out research to find out which aspects of care are most important to people when they stay in hospital.

Why have I been chosen?

You are being invited to take part in this survey because you received inpatient care at an NHS hospital in Scotland in 2007/2008. A total of 4,653 patients have been selected for this survey. National health records have been used to provide the contact details of a sample of inpatients for the survey.

Do I have to take part?

No. Taking part in this survey is voluntary. If you choose not to take part it will not affect the care you receive in any way. If you do not want to take part in the survey, or to answer some of the questions, you do not need to give us a reason.

What would I have to do?

If you decide to take part, please complete the questionnaire and return it in the FREEPOST envelope. No stamp is needed. The questionnaire should take around 20 minutes to complete.

If you do not wish to take part, you need do nothing. If you would prefer not to receive reminder letters, please return the blank questionnaire in the FREEPOST envelope. If we do not hear from you in 1- 2 weeks we may send you a reminder.

Who is organising the survey?

The survey is being carried out by researchers from Patient Perspective and the Scottish Government.

Patient Perspective is an independent research organisation appointed by the Scottish Government to carry out this survey.

Will my response be kept confidential?

Yes. You have been given a unique number so your name and address will never be linked to your responses. All name and address information relating to this survey will be destroyed within a maximum of three months of completing the survey.

Your name, address, age and sex have been passed to Patient Perspective only in order that they can send you the questionnaire and process your response. No medical information about you has been passed to Patient Perspective and the reason for your admission has not been, and will never be, disclosed.

Patient Perspective will store your name and address on a secure computer as an encrypted database. As soon as the survey is complete, your name and address will be deleted.

The Scottish Government has not, and will not, receive any names or addresses of survey participants, only the anonymous responses and/or results of the survey.

How will the results be used?

Your responses will only be used to provide information about the quality of services and to help improve services. The numerical results will not be presented in a form that allows any individual's answers to be identified. Patient Perspective, in collaboration with the Scottish Government, will produce anonymous statistics for each Health Board taking part in the survey. The anonymous results will be published on the Scottish Government's website at www.infoscotland.com/bettertogether.

Any comments you write on the form may be passed on directly from Patient Perspective to the Scottish Government.

Contact for further information

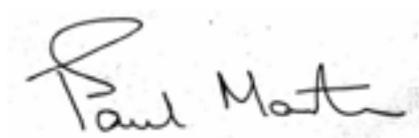
If you would like more information about the survey, or have questions on how to complete the questionnaire, you can call:

FREEPHONE: 0800 013 2064

at no cost to yourself and we will do our best to help. The line is open between 9am and 5pm, Monday to Friday.

Thank you

Yours sincerely



Paul Martin

Chief Nursing Officer

ANNEX 3: IMPORTANCE QUESTIONNAIRE



PATIENT FEEDBACK SURVEY

What is the survey about?

We are trying to find out which aspects of care are most important to people when they stay in hospital.

Who is carrying out the survey?

The survey is being carried out by Patient Perspective on behalf of NHS Scotland.

Completing the questionnaire

The survey should take you approximately 20 minutes to fill in.
For each question please tick clearly in one box using a black or blue pen.
Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.
Please do not write your name or address anywhere on the questionnaire.

Questions or help?

If you have any queries about the questionnaire, please call the Patient Perspective Freephone helpline on **0800 013 2064**.

Taking part in this survey is voluntary.

Your answers will be treated in confidence.

How important are these things in your hospital care?

Please tick <u>one</u> box on each line	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
Short journey time to get to hospital	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	1
Being able to park easily	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	2
WAITING LIST ADMISSIONS	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
Having a choice about which hospital I go to	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	3
Not having my admission date changed by the hospital	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	4
A short time on the waiting list	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	5
Before going into hospital, being given accurate information about my treatment	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	6
EMERGENCY ADMISSIONS	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
Being treated quickly in an emergency	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7
Not having to wait too long in the emergency department	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	8
A fair system for which patients are seen first in the emergency department	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	9
HOSPITAL ENVIRONMENT	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
Being given accurate information about ward routines (e.g. ward rounds, visiting hours, meal times)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	10
Being offered healthy meals	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	11
Being given a choice of food	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	12
Having access to food when I am hungry (not just at mealtimes)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	13
Being given help to eat my meals when I need it	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	14

Please tick <u>one</u> box on each line	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
A clean ward	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	15
Not having to share a room or bay with patients of the opposite sex	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	16
The ward being quiet at night	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	17
Not having to pay too much to make phone calls	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	18
Being able to watch television without having to pay for it	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	19
Not being bothered or threatened by other patients or visitors	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	20
Somewhere secure to keep my belongings	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	21
DOCTORS	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
Being told which doctor is in overall charge of my care	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	22
Doctors knowing enough about my condition and treatment	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	23
Having enough time to talk to a doctor	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	24
NURSES	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
Nurses answering the call bell quickly	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	25
Nurses knowing enough about my condition and treatment	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	26
Enough nurses on duty to take care of me	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	27
ALL STAFF							
My family or someone close to me having a chance to talk to staff about my care	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	28

Please tick <u>one</u> box on each line	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
Staff listening to me	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	29
Staff being open with me about my condition and treatment	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	30
Staff cleaning their hands before touching patients	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	31
Being given consistent advice by all members of staff	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	32
Staff working well together to organise my care	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	33
Not having to repeat my medical history to different members of staff	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	34
Staff being polite to me	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	35
MY CARE AND TREATMENT	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
Being involved in decisions about my care and treatment	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	36
Being told the risks and benefits of any treatment in a way I can understand	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	37
Being able to talk to a member of staff about any concerns I might have	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	38
Getting the best treatment for my condition	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	39
Privacy when being examined or treated	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	40
Privacy when discussing my condition or treatment	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	41
Getting pain relief quickly	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	42
Being treated with dignity and respect	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	43
Clear explanations of my condition or treatment	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	44

Please tick <u>one</u> box on each line	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
Clear explanations about what will happen during an operation or procedure	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	45
Being told accurately how I can expect to feel after an operation or procedure	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	46
Being told how my operation or procedure has gone in a way I can understand	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	47
My religious beliefs being respected	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	48
Being able to get an interpreter	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	49
LEAVING THE HOSPITAL	Very important	Important	Neutral	Not important	Not at all important	Not applicable	
Not having to wait around in the hospital once I have been told I can go home	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	50
Being told what my medicines are for	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	51
Being told how and when I should take my medicines	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	52
Being told about possible side effects of medicines	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	53
Being told who to contact if I am worried after I leave hospital	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	54
Being told when I can resume normal activities (such as going to work or driving a car)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	55
Being given understandable written or printed information about my condition and treatment	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	56
Being told about danger signals to watch for after I leave hospital	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	57
My family or someone close to me being given enough information to help me recover	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	58
Being given help to arrange transport home	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	59
Getting copies of letters between the hospital doctors and my GP	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	60

Was there anything else about your inpatient care that was important? If so, please write it in the box below.

Q1. Was your most recent hospital stay planned in advance or an emergency?

- 1 Emergency or urgent
- 2 Waiting list or planned in advance
- 3 Something else

Q2. Are you male or female?

- 1 Male
- 2 Female

Q3. What year were you born?

(Please write in) e.g.

1	9	4	7
---	---	---	---

Y	Y	Y	Y
---	---	---	---

Q4. Which of the following best describes your sexual orientation? **(Tick one box only)**

- 1 Heterosexual (opposite sex)
- 2 Bisexual (both sexes)
- 3 Gay or Lesbian (same sex)
- 4 Other
- 5 Prefer not to answer

Q5. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (Include problems which are due to old age.)

- 1 Yes, limited **a lot**
- 2 Yes, limited **a little**
- 3 No

Q6. To which of the following ethnic groups would you consider you belong? **(Tick one box only)**

- 1 White: Scottish
- 2 White: Other British
- 3 White: Irish
- 4 White: Any other white background
- 5 Any mixed background
- 6 Asian, Asian Scottish or Asian British: Indian
- 7 Asian, Asian Scottish or Asian British: Pakistani
- 8 Asian, Asian Scottish or Asian British: Bangladeshi
- 9 Asian, Asian Scottish or Asian British: Chinese
- 10 Asian, Asian Scottish or Asian British: Any other Asian background
- 11 Black, Black British, Black Scottish: Caribbean
- 12 Black, Black British, Black Scottish: African
- 13 Black, Black British, Black Scottish: Any other Black background
- 14 Any other ethnic background

(Please write in box)

THANK YOU VERY MUCH FOR YOUR HELP

Please post this questionnaire back in the FREEPOST envelope provided.
No stamp is needed.

ANNEX 4: OVERALL PRIORITY ORDER OF IMPORTANCE ITEMS

Item and ranking out of 60 items (n=2,213)	Mean rating (Std. dev)
1. A clean ward	1.07 (0.27)
2. Staff cleaning their hands before touching patients	1.10 (0.32)
3. Being treated quickly in an emergency	1.13 (0.36)
4. Getting the best treatment for my condition	1.15 (0.37)
5. Doctors knowing enough about my condition and treatment	1.17 (0.40)
6. Clear explanations about what will happen during an operation or procedure	1.28 (0.50)
7. Being told the risks and benefits of any treatment in a way I can understand	1.28 (0.48)
8. Clear explanations of my condition or treatment	1.32 (0.49)
9. Being treated with dignity and respect	1.32 (0.51)
10. Being told how my operation or procedure has gone in a way I can understand	1.34 (0.50)
11. Being told about danger signals to watch for after I leave hospital	1.34 (0.51)
12. Getting pain relief quickly	1.35 (0.52)
13. Staff being open with me about my condition and treatment	1.36 (0.54)
14. Before going into hospital, being given accurate information about my treatment	1.38 (0.58)
15. Nurses knowing enough about my condition and treatment	1.40 (0.52)
16. Being told how and when I should take my medicines	1.40 (0.53)
17. Having enough time to talk to a doctor	1.40 (0.56)
18. Being told about possible side effects of medicines	1.40 (0.55)
19. Being able to talk to a member of staff about any concerns I might have	1.43 (0.55)
20. Not having to wait too long in the emergency department	1.43 (0.56)
21. Being told what my medicines are for	1.43 (0.53)
22. A fair system for which patients are seen first in the emergency department	1.44 (0.58)
23. Privacy when being examined or treated	1.44 (0.65)
24. Privacy when discussing my condition or treatment	1.45 (0.63)
25. Staff listening to me	1.47 (0.58)
26. Staff working well together to organise my care	1.47 (0.55)
27. Being involved in decisions about my care and treatment	1.48 (0.64)
28. Being told accurately how I can expect to feel after an operation or procedure	1.48 (0.58)
29. Enough nurses on duty to take care of me	1.49 (0.57)
30. Being able to park easily	1.51 (0.70)
31. Being told who to contact if I am worried after I leave hospital	1.51 (0.59)
32. My family being given enough information to help me recover	1.52 (0.62)
33. Being given consistent advice by all members of staff	1.52 (0.63)
34. Not being bothered or threatened by other patients or visitors	1.52 (0.70)
35. Being told which doctor is in overall charge of my care	1.52 (0.67)
36. My family or someone close to me having a chance to talk to staff about my care	1.54 (0.64)

Item and ranking out of 60 items (n=2,213)	Mean rating (Std. dev)
37. A short time on the waiting list	1.55 (0.64)
38. Somewhere secure to keep my belongings	1.55 (0.71)
39. Staff being polite to me	1.65 (0.67)
40. Being given understandable written information about my condition and treatment	1.65 (0.68)
41. Nurses answering the call bell quickly	1.67 (0.64)
42. Being told when I can resume normal activities (such as going to work or driving)	1.69 (0.67)
43. The ward being quiet at night	1.71 (0.73)
44. Not having to repeat my medical history to different members of staff	1.72 (0.81)
45. Not having to share a room or bay with patients of the opposite sex	1.74 (0.99)
46. Being offered healthy meals	1.75 (0.68)
47. Short journey time to get to hospital	1.79 (0.84)
48. Getting copies of letters between the hospital doctors and my GP	1.82 (0.87)
49. Not having my admission date changed by the hospital	1.85 (0.84)
50. Being given a choice of food	1.86 (0.74)
51. Being given help to eat my meals when I need it	1.90 (0.86)
52. Being given accurate information about ward routines	1.90 (0.75)
53. Not having to wait around in the hospital once I have been told I can go home	1.93 (0.83)
54. Being given help to arrange transport home	1.97 (0.86)
55. Having a choice about which hospital I go to	2.03 (0.93)
56. Not having to pay too much to make phone calls	2.14 (1.01)
57. My religious beliefs being respected	2.40 (1.06)
58. Being able to watch television without having to pay for it	2.42 (1.14)
59. Being able to get an interpreter	2.47 (1.08)
60. Having access to food when I am hungry (not just at mealtimes)	2.65 (1.01)

ANNEX 5: 60 IMPORTANCE ITEMS IN PRIORITY ORDER FOR EACH HEALTH BOARD

NHS Argyll & Clyde: items in order of priority

1.	A clean ward
2.	Being treated quickly in an emergency
3.	Staff cleaning their hands before touching patients
4.	Getting the best treatment for my condition
5.	Doctors knowing enough about my condition and treatment
6.	Clear explanations about what will happen during an operation or procedure
7.	Being told the risks and benefits of any treatment in a way I can understand
8.	Clear explanations of my condition or treatment
9.	Staff being open with me about my condition and treatment
10.	Getting pain relief quickly
11.	Being told how my operation or procedure has gone in a way I can understand
12.	Nurses knowing enough about my condition and treatment
13.	Being treated with dignity and respect
14.	Being able to park easily
15.	Being told about danger signals to watch for after I leave hospital
16.	Before going into hospital, being given accurate information about my treatment
17.	Having enough time to talk to a doctor
18.	Being told how and when I should take my medicines
19.	Privacy when being examined or treated
20.	Privacy when discussing my condition or treatment
21.	Being told what my medicines are for
22.	A fair system for which patients are seen first in the emergency department
23.	Being told which doctor is in overall charge of my care
24.	Being told about possible side effects of medicines
25.	Staff listening to me
26.	Not having to wait too long in the emergency department
27.	Not being bothered or threatened by other patients or visitors
28.	Enough nurses on duty to take care of me
29.	Staff working well together to organise my care
30.	Being given consistent advice by all members of staff

31.	Being able to talk to a member of staff about any concerns I might have
32.	Somewhere secure to keep my belongings
33.	Being told accurately how I can expect to feel after an operation or procedure
34.	Being told who to contact if I am worried after I leave hospital
35.	My family or someone close to me having a chance to talk to staff about my care
36.	Being involved in decisions about my care and treatment
37.	My family or someone close to me being given enough information to help me recover
38.	The ward being quiet at night
39.	Being given understandable written or printed information about my condition and treatment
40.	A short time on the waiting list
41.	Nurses answering the call bell quickly
42.	Short journey time to get to hospital
43.	Being offered healthy meals
44.	Being told when I can resume normal activities (such as going to work or driving a car)
45.	Not having to share a room or bay with patients of the opposite sex
46.	Getting copies of letters between the hospital doctors and my GP
47.	Not having to repeat my medical history to different members of staff
48.	Staff being polite to me
49.	Being given accurate information about ward routines
50.	Having a choice about which hospital I go to
51.	Being given a choice of food
52.	Being given help to eat my meals when I need it
53.	Not having my admission date changed by the hospital
54.	Being given help to arrange transport home
55.	Not having to wait around in the hospital once I have been told I can go home
56.	Not having to pay too much to make phone calls
57.	My religious beliefs being respected
58.	Being able to get an interpreter
59.	Being able to watch television without having to pay for it
60.	Having access to food when I am hungry (not just at mealtimes)

NHS Ayrshire and Arran: items in order of priority

1.	A clean ward
2.	Staff cleaning their hands before touching patients
3.	Being treated quickly in an emergency
4.	Getting the best treatment for my condition
5.	Doctors knowing enough about my condition and treatment
6.	Clear explanations about what will happen during an operation or procedure
7.	Being told the risks and benefits of any treatment in a way I can understand
8.	Being told about danger signals to watch for after I leave hospital
9.	Getting pain relief quickly
10.	Being told how my operation or procedure has gone in a way I can understand
11.	Clear explanations of my condition or treatment
12.	Being treated with dignity and respect
13.	Before going into hospital, being given accurate information about my treatment
14.	Not having to wait too long in the emergency department
15.	Being told about possible side effects of medicines
16.	A fair system for which patients are seen first in the emergency department
17.	My family or someone close to me being given enough information to help me recover
18.	Having enough time to talk to a doctor
19.	Staff being open with me about my condition and treatment
20.	Being told accurately how I can expect to feel after an operation or procedure
21.	Nurses knowing enough about my condition and treatment
22.	Privacy when being examined or treated
23.	Staff listening to me
24.	Enough nurses on duty to take care of me
25.	Being told how and when I should take my medicines
26.	Staff working well together to organise my care
27.	Being involved in decisions about my care and treatment
28.	Being told what my medicines are for
29.	Privacy when discussing my condition or treatment
30.	Being able to talk to a member of staff about any concerns I might have
31.	A short time on the waiting list

32.	My family or someone close to me having a chance to talk to staff about my care
33.	Being told who to contact if I am worried after I leave hospital
34.	Being told which doctor is in overall charge of my care
35.	Not being bothered or threatened by other patients or visitors
36.	Being able to park easily
37.	Being given consistent advice by all members of staff
38.	Being given understandable written or printed information about my condition and treatment
39.	Being told when I can resume normal activities (such as going to work or driving a car)
40.	Somewhere secure to keep my belongings
41.	Short journey time to get to hospital
42.	Nurses answering the call bell quickly
43.	Staff being polite to me
44.	Not having to share a room or bay with patients of the opposite sex
45.	Being offered healthy meals
46.	Not having to repeat my medical history to different members of staff
47.	Getting copies of letters between the hospital doctors and my GP
48.	Being given a choice of food
49.	Not having my admission date changed by the hospital
50.	The ward being quiet at night
51.	Being given help to eat my meals when I need it
52.	Not having to wait around in the hospital once I have been told I can go home
53.	Being given help to arrange transport home
54.	Being given accurate information about ward routines
55.	Not having to pay too much to make phone calls
56.	Having a choice about which hospital I go to
57.	Being able to watch television without having to pay for it
58.	My religious beliefs being respected
59.	Being able to get an interpreter
60.	Having access to food when I am hungry (not just at mealtimes)

NHS Borders: items in order of priority

1.	A clean ward
2.	Staff cleaning their hands before touching patients
3.	Getting the best treatment for my condition
4.	Being treated quickly in an emergency
5.	Doctors knowing enough about my condition and treatment
6.	Clear explanations about what will happen during an operation or procedure
7.	Nurses knowing enough about my condition and treatment
8.	Being treated with dignity and respect
9.	Being told the risks and benefits of any treatment in a way I can understand
10.	Being told about danger signals to watch for after I leave hospital
11.	Clear explanations of my condition or treatment
12.	Privacy when being examined or treated
13.	Getting pain relief quickly
14.	Privacy when discussing my condition or treatment
15.	Staff being open with me about my condition and treatment
16.	Being told how and when I should take my medicines
17.	Being told how my operation or procedure has gone in a way I can understand
18.	Before going into hospital, being given accurate information about my treatment
19.	Being told about possible side effects of medicines
20.	Enough nurses on duty to take care of me
21.	Being told what my medicines are for
22.	Having enough time to talk to a doctor
23.	Staff listening to me
24.	Being able to talk to a member of staff about any concerns I might have
25.	Staff working well together to organise my care
26.	Not being bothered or threatened by other patients or visitors
27.	Not having to wait too long in the emergency department
28.	A fair system for which patients are seen first in the emergency department
29.	Being able to park easily
30.	Being told accurately how I can expect to feel after an operation or procedure
31.	My family or someone close to me having a chance to talk to staff about my care

32.	Being told who to contact if I am worried after I leave hospital
33.	Being involved in decisions about my care and treatment
34.	My family or someone close to me being given enough information to help me recover
35.	Being given consistent advice by all members of staff
36.	Nurses answering the call bell quickly
37.	A short time on the waiting list
38.	Being told which doctor is in overall charge of my care
39.	Not having to share a room or bay with patients of the opposite sex
40.	The ward being quiet at night
41.	Staff being polite to me
42.	Somewhere secure to keep my belongings
43.	Being given understandable written or printed information about my condition and treatment
44.	Not having to repeat my medical history to different members of staff
45.	Being told when I can resume normal activities (such as going to work or driving a car)
46.	Being offered healthy meals
47.	Short journey time to get to hospital
48.	Getting copies of letters between the hospital doctors and my GP
49.	Being given help to eat my meals when I need it
50.	Being given a choice of food
51.	Not having to wait around in the hospital once I have been told I can go home
52.	Not having my admission date changed by the hospital
53.	Being given accurate information about ward routines
54.	Being given help to arrange transport home
55.	Having a choice about which hospital I go to
56.	Not having to pay too much to make phone calls
57.	My religious beliefs being respected
58.	Being able to watch television without having to pay for it
59.	Being able to get an interpreter
60.	Having access to food when I am hungry (not just at mealtimes)

NHS Dumfries and Galloway: items in order of priority

1.	A clean ward
2.	Staff cleaning their hands before touching patients
3.	Getting the best treatment for my condition
4.	Being treated quickly in an emergency
5.	Doctors knowing enough about my condition and treatment
6.	Clear explanations about what will happen during an operation or procedure
7.	Being told the risks and benefits of any treatment in a way I can understand
8.	Being treated with dignity and respect
9.	Getting pain relief quickly
10.	Being told about danger signals to watch for after I leave hospital
11.	Clear explanations of my condition or treatment
12.	Nurses knowing enough about my condition and treatment
13.	Staff being open with me about my condition and treatment
14.	Being told how my operation or procedure has gone in a way I can understand
15.	Having enough time to talk to a doctor
16.	Being able to talk to a member of staff about any concerns I might have
17.	Being told how and when I should take my medicines
18.	Being told what my medicines are for
19.	Privacy when discussing my condition or treatment
20.	Being told about possible side effects of medicines
21.	Being involved in decisions about my care and treatment
22.	Enough nurses on duty to take care of me
23.	Staff listening to me
24.	My family or someone close to me having a chance to talk to staff about my care
25.	Before going into hospital, being given accurate information about my treatment
26.	Somewhere secure to keep my belongings
27.	Staff working well together to organise my care
28.	Being able to park easily
29.	Privacy when being examined or treated
30.	Not having to wait too long in the emergency department
31.	My family or someone close to me being given enough information to help me recover
32.	A fair system for which patients are seen first in the emergency department

33.	Being given consistent advice by all members of staff
34.	Being told accurately how I can expect to feel after an operation or procedure
35.	Being told which doctor is in overall charge of my care
36.	A short time on the waiting list
37.	Being told who to contact if I am worried after I leave hospital
38.	Not being bothered or threatened by other patients or visitors
39.	Nurses answering the call bell quickly
40.	Staff being polite to me
41.	Not having to repeat my medical history to different members of staff
42.	Being given understandable written or printed information about my condition and treatment
43.	Being told when I can resume normal activities (such as going to work or driving a car)
44.	The ward being quiet at night
45.	Being given help to eat my meals when I need it
46.	Being given a choice of food
47.	Being offered healthy meals
48.	Not having to wait around in the hospital once I have been told I can go home
49.	Short journey time to get to hospital
50.	Not having to share a room or bay with patients of the opposite sex
51.	Not having my admission date changed by the hospital
52.	Not having to pay too much to make phone calls
53.	Being given help to arrange transport home
54.	Getting copies of letters between the hospital doctors and my GP
55.	Being given accurate information about ward routines
56.	Having a choice about which hospital I go to
57.	Being able to watch television without having to pay for it
58.	Being able to get an interpreter
59.	My religious beliefs being respected
60.	Having access to food when I am hungry (not just at mealtimes)

NHS Fife: items in order of priority

1.	A clean ward
2.	Getting the best treatment for my condition
3.	Staff cleaning their hands before touching patients
4.	Doctors knowing enough about my condition and treatment
5.	Being treated quickly in an emergency
6.	Being told the risks and benefits of any treatment in a way I can understand
7.	Clear explanations about what will happen during an operation or procedure
8.	Being told about danger signals to watch for after I leave hospital
9.	Being treated with dignity and respect
10.	Clear explanations of my condition or treatment
11.	Staff being open with me about my condition and treatment
12.	A fair system for which patients are seen first in the emergency department
13.	Getting pain relief quickly
14.	Being told about possible side effects of medicines
15.	Not having to wait too long in the emergency department
16.	Being able to talk to a member of staff about any concerns I might have
17.	Privacy when discussing my condition or treatment
18.	Being told how my operation or procedure has gone in a way I can understand
19.	Being told what my medicines are for
20.	Being told how and when I should take my medicines
21.	Nurses knowing enough about my condition and treatment
22.	Being able to park easily
23.	Before going into hospital, being given accurate information about my treatment
24.	Privacy when being examined or treated
25.	Staff working well together to organise my care
26.	My family or someone close to me being given enough information to help me recover
27.	Being told accurately how I can expect to feel after an operation or procedure
28.	Having enough time to talk to a doctor
29.	Somewhere secure to keep my belongings
30.	Enough nurses on duty to take care of me
31.	Staff listening to me
32.	Being involved in decisions about my care and treatment

33.	Being told which doctor is in overall charge of my care
34.	My family or someone close to me having a chance to talk to staff about my care
35.	Being told who to contact if I am worried after I leave hospital
36.	Being given consistent advice by all members of staff
37.	A short time on the waiting list
38.	Not being bothered or threatened by other patients or visitors
39.	Staff being polite to me
40.	Being given understandable written or printed information about my condition and treatment
41.	Being offered healthy meals
42.	Being told when I can resume normal activities (such as going to work or driving a car)
43.	The ward being quiet at night
44.	Nurses answering the call bell quickly
45.	Not having to repeat my medical history to different members of staff
46.	Not having to share a room or bay with patients of the opposite sex
47.	Short journey time to get to hospital
48.	Getting copies of letters between the hospital doctors and my GP
49.	Being given accurate information about ward routines
50.	Not having my admission date changed by the hospital
51.	Not having to wait around in the hospital once I have been told I can go home
52.	Being given a choice of food
53.	Being given help to arrange transport home
54.	Being given help to eat my meals when I need it
55.	Having a choice about which hospital I go to
56.	Not having to pay too much to make phone calls
57.	Being able to watch television without having to pay for it
58.	My religious beliefs being respected
59.	Being able to get an interpreter
60.	Having access to food when I am hungry (not just at mealtimes)

NHS Forth Valley: items in order of priority

1. Staff cleaning their hands before touching patients
2. A clean ward
3. Being treated quickly in an emergency
4. Doctors knowing enough about my condition and treatment
5. Getting the best treatment for my condition
6. Being treated with dignity and respect
7. Getting pain relief quickly
8. Clear explanations about what will happen during an operation or procedure
9. Being told the risks and benefits of any treatment in a way I can understand
10. Being told about danger signals to watch for after I leave hospital
11. Clear explanations of my condition or treatment
12. Being told how my operation or procedure has gone in a way I can understand
13. Staff being open with me about my condition and treatment
14. Being told how and when I should take my medicines
15. Being told about possible side effects of medicines
16. Before going into hospital, being given accurate information about my treatment
17. Having enough time to talk to a doctor
18. Being told what my medicines are for
19. Being able to park easily
20. Nurses knowing enough about my condition and treatment
21. Being able to talk to a member of staff about any concerns I might have
22. Privacy when being examined or treated
23. Staff listening to me
24. Being told accurately how I can expect to feel after an operation or procedure
25. Not having to wait too long in the emergency department
26. Privacy when discussing my condition or treatment
27. Being told who to contact if I am worried after I leave hospital
28. Staff working well together to organise my care
29. A fair system for which patients are seen first in the emergency department
30. Enough nurses on duty to take care of me
31. My family or someone close to me being given enough information to help me recover

32. Being given consistent advice by all members of staff
33. My family or someone close to me having a chance to talk to staff about my care
34. Being told which doctor is in overall charge of my care
35. Being involved in decisions about my care and treatment
36. Somewhere secure to keep my belongings
37. Not being bothered or threatened by other patients or visitors
38. A short time on the waiting list
39. Staff being polite to me
40. Being given understandable written or printed information about my condition and treatment
41. Not having to repeat my medical history to different members of staff
42. Nurses answering the call bell quickly
43. Getting copies of letters between the hospital doctors and my GP
44. Short journey time to get to hospital
45. Being told when I can resume normal activities (such as going to work or driving a car)
46. Being offered healthy meals
47. Not having to wait around in the hospital once I have been told I can go home
48. The ward being quiet at night
49. Being given accurate information about ward routines
50. Being given a choice of food
51. Not having my admission date changed by the hospital
52. Not having to share a room or bay with patients of the opposite sex
53. Being given help to eat my meals when I need it
54. Being given help to arrange transport home
55. Having a choice about which hospital I go to
56. Not having to pay too much to make phone calls
57. My religious beliefs being respected
58. Being able to watch television without having to pay for it
59. Being able to get an interpreter
60. Having access to food when I am hungry (not just at mealtimes)

NHS Golden Jubilee Hospital: items in order of priority

1.	A clean ward
2.	Staff cleaning their hands before touching patients
3.	Being treated quickly in an emergency
4.	Getting the best treatment for my condition
5.	Doctors knowing enough about my condition and treatment
6.	Being told the risks and benefits of any treatment in a way I can understand
7.	Clear explanations of my condition or treatment
8.	Being told about danger signals to watch for after I leave hospital
9.	Clear explanations about what will happen during an operation or procedure
10.	Being treated with dignity and respect
11.	Being told how my operation or procedure has gone in a way I can understand
12.	Getting pain relief quickly
13.	Staff being open with me about my condition and treatment
14.	Before going into hospital, being given accurate information about my treatment
15.	A fair system for which patients are seen first in the emergency department
16.	Having enough time to talk to a doctor
17.	Not having to wait too long in the emergency department
18.	Being told how and when I should take my medicines
19.	Not being bothered or threatened by other patients or visitors
20.	Being told what my medicines are for
21.	Nurses knowing enough about my condition and treatment
22.	Privacy when discussing my condition or treatment
23.	Being told about possible side effects of medicines
24.	A short time on the waiting list
25.	Being told who to contact if I am worried after I leave hospital
26.	Privacy when being examined or treated
27.	Being involved in decisions about my care and treatment
28.	Being told accurately how I can expect to feel after an operation or procedure
29.	Being able to talk to a member of staff about any concerns I might have
30.	My family or someone close to me being given enough information to help me recover
31.	Staff working well together to organise my care

32.	Enough nurses on duty to take care of me
33.	Staff listening to me
34.	Being told which doctor is in overall charge of my care
35.	Being given consistent advice by all members of staff
36.	My family or someone close to me having a chance to talk to staff about my care
37.	Somewhere secure to keep my belongings
38.	Being able to park easily
39.	The ward being quiet at night
40.	Being told when I can resume normal activities (such as going to work or driving a car)
41.	Being given understandable written or printed information about my condition and treatment
42.	Not having to repeat my medical history to different members of staff
43.	Nurses answering the call bell quickly
44.	Staff being polite to me
45.	Not having to share a room or bay with patients of the opposite sex
46.	Being offered healthy meals
47.	Having a choice about which hospital I go to
48.	Not having my admission date changed by the hospital
49.	Being given a choice of food
50.	Getting copies of letters between the hospital doctors and my GP
51.	Being given accurate information about ward routines
52.	Not having to wait around in the hospital once I have been told I can go home
53.	Being given help to arrange transport home
54.	Being given help to eat my meals when I need it
55.	Short journey time to get to hospital
56.	Not having to pay too much to make phone calls
57.	My religious beliefs being respected
58.	Being able to watch television without having to pay for it
59.	Being able to get an interpreter
60.	Having access to food when I am hungry (not just at mealtimes)

NHS Grampian: items in order of priority

1. A clean ward
2. Staff cleaning their hands before touching patients
3. Being treated quickly in an emergency
4. Getting the best treatment for my condition
5. Doctors knowing enough about my condition and treatment
6. Clear explanations about what will happen during an operation or procedure
7. Clear explanations of my condition or treatment
8. Being treated with dignity and respect
9. Being told the risks and benefits of any treatment in a way I can understand
10. Being told how my operation or procedure has gone in a way I can understand
11. Getting pain relief quickly
12. Being told about danger signals to watch for after I leave hospital
13. Being told how and when I should take my medicines
14. Before going into hospital, being given accurate information about my treatment
15. Staff being open with me about my condition and treatment
16. A fair system for which patients are seen first in the emergency department
17. Being told about possible side effects of medicines
18. Privacy when being examined or treated
19. Being able to talk to a member of staff about any concerns I might have
20. Being told what my medicines are for
21. Having enough time to talk to a doctor
22. Not having to wait too long in the emergency department
23. Privacy when discussing my condition or treatment
24. Being told accurately how I can expect to feel after an operation or procedure
25. Nurses knowing enough about my condition and treatment
26. Staff working well together to organise my care
27. Being involved in decisions about my care and treatment
28. My family or someone close to me being given enough information to help me recover
29. Being able to park easily
30. Staff listening to me
31. Being told which doctor is in overall charge of my care

32. Being given consistent advice by all members of staff
33. Somewhere secure to keep my belongings
34. Being told who to contact if I am worried after I leave hospital
35. Not being bothered or threatened by other patients or visitors
36. Enough nurses on duty to take care of me
37. My family or someone close to me having a chance to talk to staff about my care
38. Being told when I can resume normal activities (such as going to work or driving a car)
39. A short time on the waiting list
40. Staff being polite to me
41. Being given understandable written or printed information about my condition and treatment
42. The ward being quiet at night
43. Not having to repeat my medical history to different members of staff
44. Nurses answering the call bell quickly
45. Being offered healthy meals
46. Not having to share a room or bay with patients of the opposite sex
47. Short journey time to get to hospital
48. Being given a choice of food
49. Getting copies of letters between the hospital doctors and my GP
50. Not having to wait around in the hospital once I have been told I can go home
51. Being given accurate information about ward routines
52. Being given help to eat my meals when I need it
53. Not having my admission date changed by the hospital
54. Being given help to arrange transport home
55. Not having to pay too much to make phone calls
56. Having a choice about which hospital I go to
57. Being able to watch television without having to pay for it
58. Being able to get an interpreter
59. My religious beliefs being respected
60. Having access to food when I am hungry (not just at mealtimes)

NHS Greater Glasgow: items in order of priority

1.	A clean ward
2.	Being treated quickly in an emergency
3.	Staff cleaning their hands before touching patients
4.	Getting the best treatment for my condition
5.	Doctors knowing enough about my condition and treatment
6.	Being told the risks and benefits of any treatment in a way I can understand
7.	Clear explanations about what will happen during an operation or procedure
8.	Being told how my operation or procedure has gone in a way I can understand
9.	Being treated with dignity and respect
10.	Clear explanations of my condition or treatment
11.	Before going into hospital, being given accurate information about my treatment
12.	Staff being open with me about my condition and treatment
13.	Nurses knowing enough about my condition and treatment
14.	Being told about danger signals to watch for after I leave hospital
15.	Having enough time to talk to a doctor
16.	Getting pain relief quickly
17.	Being able to talk to a member of staff about any concerns I might have
18.	Being told about possible side effects of medicines
19.	Not being bothered or threatened by other patients or visitors
20.	Being told how and when I should take my medicines
21.	Not having to wait too long in the emergency department
22.	Being told accurately how I can expect to feel after an operation or procedure
23.	Being involved in decisions about my care and treatment
24.	Being told what my medicines are for
25.	A fair system for which patients are seen first in the emergency department
26.	Staff listening to me
27.	Privacy when being examined or treated
28.	Staff working well together to organise my care
29.	Being told who to contact if I am worried after I leave hospital
30.	Privacy when discussing my condition or treatment
31.	Enough nurses on duty to take care of me

32.	Being told which doctor is in overall charge of my care
33.	A short time on the waiting list
34.	My family or someone close to me having a chance to talk to staff about my care
35.	Being given consistent advice by all members of staff
36.	My family or someone close to me being given enough information to help me recover
37.	Being able to park easily
38.	Being given understandable written or printed information about my condition and treatment
39.	Staff being polite to me
40.	Somewhere secure to keep my belongings
41.	The ward being quiet at night
42.	Nurses answering the call bell quickly
43.	Being told when I can resume normal activities (such as going to work or driving a car)
44.	Short journey time to get to hospital
45.	Not having to repeat my medical history to different members of staff
46.	Being offered healthy meals
47.	Not having my admission date changed by the hospital
48.	Not having to share a room or bay with patients of the opposite sex
49.	Being given a choice of food
50.	Getting copies of letters between the hospital doctors and my GP
51.	Being given help to eat my meals when I need it
52.	Not having to wait around in the hospital once I have been told I can go home
53.	Having a choice about which hospital I go to
54.	Being given accurate information about ward routines
55.	Being given help to arrange transport home
56.	Not having to pay too much to make phone calls
57.	My religious beliefs being respected
58.	Being able to watch television without having to pay for it
59.	Being able to get an interpreter
60.	Having access to food when I am hungry (not just at mealtimes)

NHS Highland: items in order of priority

1.	A clean ward
2.	Staff cleaning their hands before touching patients
3.	Being treated quickly in an emergency
4.	Getting the best treatment for my condition
5.	Doctors knowing enough about my condition and treatment
6.	Being told the risks and benefits of any treatment in a way I can understand
7.	Clear explanations about what will happen during an operation or procedure
8.	Staff being open with me about my condition and treatment
9.	Clear explanations of my condition or treatment
10.	Being treated with dignity and respect
11.	Having enough time to talk to a doctor
12.	Being able to talk to a member of staff about any concerns I might have
13.	Getting pain relief quickly
14.	Nurses knowing enough about my condition and treatment
15.	Not having to wait too long in the emergency department
16.	Being told about danger signals to watch for after I leave hospital
17.	Staff listening to me
18.	Being told how my operation or procedure has gone in a way I can understand
19.	Being told how and when I should take my medicines
20.	Being told about possible side effects of medicines
21.	Before going into hospital, being given accurate information about my treatment
22.	Enough nurses on duty to take care of me
23.	Being given consistent advice by all members of staff
24.	Privacy when discussing my condition or treatment
25.	Being involved in decisions about my care and treatment
26.	Staff working well together to organise my care
27.	Being told what my medicines are for
28.	Privacy when being examined or treated
29.	Not being bothered or threatened by other patients or visitors
30.	A fair system for which patients are seen first in the emergency department
31.	A short time on the waiting list

32.	Being told who to contact if I am worried after I leave hospital
33.	Being told which doctor is in overall charge of my care
34.	My family or someone close to me being given enough information to help me recover
35.	My family or someone close to me having a chance to talk to staff about my care
36.	Staff being polite to me
37.	Being told accurately how I can expect to feel after an operation or procedure
38.	Somewhere secure to keep my belongings
39.	Nurses answering the call bell quickly
40.	The ward being quiet at night
41.	Being able to park easily
42.	Being given understandable written or printed information about my condition and treatment
43.	Not having to repeat my medical history to different members of staff
44.	Being offered healthy meals
45.	Not having to share a room or bay with patients of the opposite sex
46.	Getting copies of letters between the hospital doctors and my GP
47.	Being told when I can resume normal activities (such as going to work or driving a car)
48.	Being given help to eat my meals when I need it
49.	Not having to pay too much to make phone calls
50.	Being given a choice of food
51.	Short journey time to get to hospital
52.	Not having to wait around in the hospital once I have been told I can go home
53.	Being given accurate information about ward routines
54.	Not having my admission date changed by the hospital
55.	Being given help to arrange transport home
56.	Having a choice about which hospital I go to
57.	Being able to watch television without having to pay for it
58.	Being able to get an interpreter
59.	My religious beliefs being respected
60.	Having access to food when I am hungry (not just at mealtimes)

NHS Lanarkshire: items in order of priority

1.	A clean ward
2.	Staff cleaning their hands before touching patients
3.	Getting the best treatment for my condition
4.	Being treated quickly in an emergency
5.	Doctors knowing enough about my condition and treatment
6.	Clear explanations about what will happen during an operation or procedure
7.	Being treated with dignity and respect
8.	Clear explanations of my condition or treatment
9.	Being told the risks and benefits of any treatment in a way I can understand
10.	Before going into hospital, being given accurate information about my treatment
11.	Getting pain relief quickly
12.	Being told how my operation or procedure has gone in a way I can understand
13.	Being told about danger signals to watch for after I leave hospital
14.	Staff being open with me about my condition and treatment
15.	A fair system for which patients are seen first in the emergency department
16.	Having enough time to talk to a doctor
17.	Being told about possible side effects of medicines
18.	Being told how and when I should take my medicines
19.	Nurses knowing enough about my condition and treatment
20.	Staff listening to me
21.	Being able to talk to a member of staff about any concerns I might have
22.	Staff working well together to organise my care
23.	Privacy when being examined or treated
24.	Privacy when discussing my condition or treatment
25.	Being involved in decisions about my care and treatment
26.	Not having to wait too long in the emergency department
27.	Being told what my medicines are for
28.	Being given consistent advice by all members of staff
29.	A short time on the waiting list
30.	My family or someone close to me having a chance to talk to staff about my care
31.	Being able to park easily

32.	My family or someone close to me being given enough information to help me recover
33.	Enough nurses on duty to take care of me
34.	Being told which doctor is in overall charge of my care
35.	Being told who to contact if I am worried after I leave hospital
36.	Somewhere secure to keep my belongings
37.	Being told accurately how I can expect to feel after an operation or procedure
38.	Not being bothered or threatened by other patients or visitors
39.	Short journey time to get to hospital
40.	Being told when I can resume normal activities (such as going to work or driving a car)
41.	Staff being polite to me
42.	Being given understandable written or printed information about my condition and treatment
43.	Not having to repeat my medical history to different members of staff
44.	Being offered healthy meals
45.	Nurses answering the call bell quickly
46.	The ward being quiet at night
47.	Not having my admission date changed by the hospital
48.	Not having to share a room or bay with patients of the opposite sex
49.	Being given a choice of food
50.	Getting copies of letters between the hospital doctors and my GP
51.	Being given help to eat my meals when I need it
52.	Being given accurate information about ward routines
53.	Not having to wait around in the hospital once I have been told I can go home
54.	Not having to pay too much to make phone calls
55.	Being given help to arrange transport home
56.	Having a choice about which hospital I go to
57.	My religious beliefs being respected
58.	Being able to watch television without having to pay for it
59.	Having access to food when I am hungry (not just at mealtimes)
60.	Being able to get an interpreter

NHS Lothian: items in order of priority

1. Staff cleaning their hands before touching patients
2. A clean ward
3. Being treated quickly in an emergency
4. Doctors knowing enough about my condition and treatment
5. Getting the best treatment for my condition
6. Clear explanations about what will happen during an operation or procedure
7. Being told the risks and benefits of any treatment in a way I can understand
8. Clear explanations of my condition or treatment
9. Before going into hospital, being given accurate information about my treatment
10. Staff being open with me about my condition and treatment
11. Getting pain relief quickly
12. Being told how my operation or procedure has gone in a way I can understand
13. Being told how and when I should take my medicines
14. Being treated with dignity and respect
15. Not having to wait too long in the emergency department
16. Having enough time to talk to a doctor
17. Being told about danger signals to watch for after I leave hospital
18. Nurses knowing enough about my condition and treatment
19. Being told what my medicines are for
20. Being told about possible side effects of medicines
21. Being told who to contact if I am worried after I leave hospital
22. Being able to talk to a member of staff about any concerns I might have
23. Staff working well together to organise my care
24. A fair system for which patients are seen first in the emergency department
25. Not being bothered or threatened by other patients or visitors
26. Somewhere secure to keep my belongings
27. Being told accurately how I can expect to feel after an operation or procedure
28. Privacy when being examined or treated
29. Being involved in decisions about my care and treatment
30. A short time on the waiting list
31. Being given consistent advice by all members of staff

32. My family or someone close to me being given enough information to help me recover
33. Staff listening to me
34. Enough nurses on duty to take care of me
35. Being told which doctor is in overall charge of my care
36. Privacy when discussing my condition or treatment
37. Being able to park easily
38. My family or someone close to me having a chance to talk to staff about my care
39. Being offered healthy meals
40. Being given understandable written or printed information about my condition and treatment
41. Nurses answering the call bell quickly
42. Staff being polite to me
43. Not having to repeat my medical history to different members of staff
44. Not having to share a room or bay with patients of the opposite sex
45. The ward being quiet at night
46. Getting copies of letters between the hospital doctors and my GP
47. Being told when I can resume normal activities (such as going to work or driving a car)
48. Not having my admission date changed by the hospital
49. Short journey time to get to hospital
50. Being given a choice of food
51. Being given help to eat my meals when I need it
52. Being given accurate information about ward routines
53. Not having to wait around in the hospital once I have been told I can go home
54. Having a choice about which hospital I go to
55. Not having to pay too much to make phone calls
56. Being given help to arrange transport home
57. Being able to get an interpreter
58. Being able to watch television without having to pay for it
59. My religious beliefs being respected
60. Having access to food when I am hungry (not just at mealtimes)

NHS Orkney: items in order of priority

1.	A clean ward
2.	Staff cleaning their hands before touching patients
3.	Being treated quickly in an emergency
4.	Doctors knowing enough about my condition and treatment
5.	Being told the risks and benefits of any treatment in a way I can understand
6.	Getting the best treatment for my condition
7.	Being told how my operation or procedure has gone in a way I can understand
8.	Clear explanations of my condition or treatment
9.	Clear explanations about what will happen during an operation or procedure
10.	Being told about possible side effects of medicines
11.	Not having to wait too long in the emergency department
12.	Getting pain relief quickly
13.	Being told how and when I should take my medicines
14.	Having enough time to talk to a doctor
15.	Being given consistent advice by all members of staff
16.	Being able to talk to a member of staff about any concerns I might have
17.	Being treated with dignity and respect
18.	Being told about danger signals to watch for after I leave hospital
19.	Staff being open with me about my condition and treatment
20.	Being involved in decisions about my care and treatment
21.	Privacy when discussing my condition or treatment
22.	Nurses knowing enough about my condition and treatment
23.	Being told accurately how I can expect to feel after an operation or procedure
24.	Staff listening to me
25.	Privacy when being examined or treated
26.	Being told what my medicines are for
27.	A fair system for which patients are seen first in the emergency department
28.	Not being bothered or threatened by other patients or visitors
29.	Before going into hospital, being given accurate information about my treatment
30.	Staff working well together to organise my care
31.	Enough nurses on duty to take care of me

32.	Being told who to contact if I am worried after I leave hospital
33.	The ward being quiet at night
34.	Nurses answering the call bell quickly
35.	Being able to park easily
36.	Being offered healthy meals
37.	Staff being polite to me
38.	Somewhere secure to keep my belongings
39.	Being given understandable written or printed information about my condition and treatment
40.	My family or someone close to me being given enough information to help me recover
41.	A short time on the waiting list
42.	Not having to share a room or bay with patients of the opposite sex
43.	Being told when I can resume normal activities (such as going to work or driving a car)
44.	Being told which doctor is in overall charge of my care
45.	Being given help to arrange transport home
46.	Being given help to eat my meals when I need it
47.	Being given accurate information about ward routines
48.	Not having to repeat my medical history to different members of staff
49.	My family or someone close to me having a chance to talk to staff about my care
50.	Short journey time to get to hospital
51.	Being given a choice of food
52.	Getting copies of letters between the hospital doctors and my GP
53.	Not having my admission date changed by the hospital
54.	Not having to pay too much to make phone calls
55.	Not having to wait around in the hospital once I have been told I can go home
56.	My religious beliefs being respected
57.	Being able to watch television without having to pay for it
58.	Having a choice about which hospital I go to
59.	Being able to get an interpreter
60.	Having access to food when I am hungry (not just at mealtimes)

NHS Shetland: items in order of priority

1.	A clean ward
2.	Being treated quickly in an emergency
3.	Getting the best treatment for my condition
4.	Staff cleaning their hands before touching patients
5.	Doctors knowing enough about my condition and treatment
6.	Being told the risks and benefits of any treatment in a way I can understand
7.	Clear explanations about what will happen during an operation or procedure
8.	Being told how my operation or procedure has gone in a way I can understand
9.	Being treated with dignity and respect
10.	Getting pain relief quickly
11.	Being able to talk to a member of staff about any concerns I might have
12.	Staff being open with me about my condition and treatment
13.	Nurses knowing enough about my condition and treatment
14.	Before going into hospital, being given accurate information about my treatment
15.	Being told about danger signals to watch for after I leave hospital
16.	Clear explanations of my condition or treatment
17.	Being told how and when I should take my medicines
18.	Staff working well together to organise my care
19.	Being told what my medicines are for
20.	Having enough time to talk to a doctor
21.	Being told about possible side effects of medicines
22.	Staff listening to me
23.	Being given consistent advice by all members of staff
24.	Being involved in decisions about my care and treatment
25.	Being told accurately how I can expect to feel after an operation or procedure
26.	Enough nurses on duty to take care of me
27.	Not having to wait too long in the emergency department
28.	A fair system for which patients are seen first in the emergency department
29.	Privacy when discussing my condition or treatment
30.	Being told who to contact if I am worried after I leave hospital
31.	Privacy when being examined or treated

32.	My family or someone close to me being given enough information to help me recover
33.	A short time on the waiting list
34.	Somewhere secure to keep my belongings
35.	Not being bothered or threatened by other patients or visitors
36.	Being able to park easily
37.	My family or someone close to me having a chance to talk to staff about my care
38.	Nurses answering the call bell quickly
39.	The ward being quiet at night
40.	Being told which doctor is in overall charge of my care
41.	Being told when I can resume normal activities (such as going to work or driving a car)
42.	Being given help to eat my meals when I need it
43.	Being given understandable written or printed information about my condition and treatment
44.	Short journey time to get to hospital
45.	Not having to repeat my medical history to different members of staff
46.	Staff being polite to me
47.	Not having to share a room or bay with patients of the opposite sex
48.	Being given help to arrange transport home
49.	Being given accurate information about ward routines
50.	Being given a choice of food
51.	Being offered healthy meals
52.	Getting copies of letters between the hospital doctors and my GP
53.	Not having my admission date changed by the hospital
54.	Not having to pay too much to make phone calls
55.	Not having to wait around in the hospital once I have been told I can go home
56.	Being able to get an interpreter
57.	Having a choice about which hospital I go to
58.	Being able to watch television without having to pay for it
59.	Having access to food when I am hungry (not just at mealtimes)
60.	My religious beliefs being respected

NHS Tayside: items in order of priority

1.	A clean ward
2.	Being treated quickly in an emergency
3.	Staff cleaning their hands before touching patients
4.	Getting the best treatment for my condition
5.	Doctors knowing enough about my condition and treatment
6.	Being told the risks and benefits of any treatment in a way I can understand
7.	Clear explanations of my condition or treatment
8.	Clear explanations about what will happen during an operation or procedure
9.	Being told about danger signals to watch for after I leave hospital
10.	Being told how my operation or procedure has gone in a way I can understand
11.	Staff being open with me about my condition and treatment
12.	Being treated with dignity and respect
13.	Being told about possible side effects of medicines
14.	Being told how and when I should take my medicines
15.	Being able to talk to a member of staff about any concerns I might have
16.	Being told what my medicines are for
17.	Nurses knowing enough about my condition and treatment
18.	Getting pain relief quickly
19.	Having enough time to talk to a doctor
20.	Before going into hospital, being given accurate information about my treatment
21.	Being involved in decisions about my care and treatment
22.	Being told accurately how I can expect to feel after an operation or procedure
23.	Privacy when discussing my condition or treatment
24.	Not having to wait too long in the emergency department
25.	Privacy when being examined or treated
26.	Staff listening to me
27.	Staff working well together to organise my care
28.	Being told which doctor is in overall charge of my care
29.	A fair system for which patients are seen first in the emergency department
30.	Being able to park easily
31.	A short time on the waiting list

32.	Being given consistent advice by all members of staff
33.	Being told who to contact if I am worried after I leave hospital
34.	My family or someone close to me having a chance to talk to staff about my care
35.	Enough nurses on duty to take care of me
36.	Not being bothered or threatened by other patients or visitors
37.	Somewhere secure to keep my belongings
38.	Staff being polite to me
39.	My family or someone close to me being given enough information to help me recover
40.	Being given understandable written or printed information about my condition and treatment
41.	Being told when I can resume normal activities (such as going to work or driving a car)
42.	Nurses answering the call bell quickly
43.	Not having to share a room or bay with patients of the opposite sex
44.	Not having to repeat my medical history to different members of staff
45.	Short journey time to get to hospital
46.	Not having my admission date changed by the hospital
47.	The ward being quiet at night
48.	Being offered healthy meals
49.	Being given accurate information about ward routines
50.	Getting copies of letters between the hospital doctors and my GP
51.	Not having to wait around in the hospital once I have been told I can go home
52.	Having a choice about which hospital I go to
53.	Being given help to eat my meals when I need it
54.	Being given a choice of food
55.	Being given help to arrange transport home
56.	Being able to get an interpreter
57.	Not having to pay too much to make phone calls
58.	My religious beliefs being respected
59.	Having access to food when I am hungry (not just at mealtimes)
60.	Being able to watch television without having to pay for it

NHS Western Isles: items in order of priority

1.	A clean ward
2.	Getting the best treatment for my condition
3.	Doctors knowing enough about my condition and treatment
4.	Being treated quickly in an emergency
5.	Staff cleaning their hands before touching patients
6.	Being told how my operation or procedure has gone in a way I can understand
7.	Getting pain relief quickly
8.	Being treated with dignity and respect
9.	Before going into hospital, being given accurate information about my treatment
10.	Being told the risks and benefits of any treatment in a way I can understand
11.	Being told about danger signals to watch for after I leave hospital
12.	Clear explanations about what will happen during an operation or procedure
13.	Clear explanations of my condition or treatment
14.	Nurses knowing enough about my condition and treatment
15.	Having enough time to talk to a doctor
16.	Privacy when being examined or treated
17.	Staff being open with me about my condition and treatment
18.	A fair system for which patients are seen first in the emergency department
19.	Not having to wait too long in the emergency department
20.	Privacy when discussing my condition or treatment
21.	Being told about possible side effects of medicines
22.	Being able to talk to a member of staff about any concerns I might have
23.	Being told what my medicines are for
24.	Being told how and when I should take my medicines
25.	Staff listening to me
26.	Being involved in decisions about my care and treatment
27.	Being told which doctor is in overall charge of my care
28.	Being told accurately how I can expect to feel after an operation or procedure
29.	Enough nurses on duty to take care of me
30.	My family or someone close to me being given enough information to help me recover
31.	Somewhere secure to keep my belongings
32.	A short time on the waiting list
33.	Staff working well together to organise my care

34.	My family or someone close to me having a chance to talk to staff about my care
35.	Not being bothered or threatened by other patients or visitors
36.	Being able to park easily
37.	Nurses answering the call bell quickly
38.	Being told who to contact if I am worried after I leave hospital
39.	Staff being polite to me
40.	Being given consistent advice by all members of staff
41.	Being given understandable written or printed information about my condition and treatment
42.	Not having to share a room or bay with patients of the opposite sex
43.	Short journey time to get to hospital
44.	Not having my admission date changed by the hospital
45.	Being given help to arrange transport home
46.	Not having to repeat my medical history to different members of staff
47.	Being given help to eat my meals when I need it
48.	Getting copies of letters between the hospital doctors and my GP
49.	The ward being quiet at night
50.	Being told when I can resume normal activities (such as going to work or driving a car)
51.	Being offered healthy meals
52.	Being given accurate information about ward routines
53.	Being given a choice of food
54.	Not having to wait around in the hospital once I have been told I can go home
55.	Having a choice about which hospital I go to
56.	My religious beliefs being respected
57.	Not having to pay too much to make phone calls
58.	Having access to food when I am hungry (not just at mealtimes)
59.	Being able to get an interpreter
60.	Being able to watch television without having to pay for it



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