

A decorative graphic in the top left corner featuring overlapping circles in shades of purple and green, with a dashed green line curving around them.

Have your say on Equality
in the NHS

Inclusion and Diversity
Questionnaire report
January 2016

Introduction

Patients were asked to participate in a patient experience survey to ascertain their views about being an in-patient at the Royal Albert Edward Infirmary, Wrightington Hospital, Leigh Infirmary.

In line with the Public Sector Equality Duty, all Public Authorities have a duty to show that they have given due regard to all protected groups. Through engagement and the collection of equality data, organisations are able to equality monitor services and practices to ensure that no discrimination is taking place and that all groups are receiving the same level of service irrespective of the background.

This patient survey is part of an action plan to engage with all protected groups.

Method

Surveys were posted out to a random selection of patients in November 2015 who were in-patients during August, September and October 2015. 76 Completed surveys were returned to the Patient and Public Engagement office via a replied paid free post envelope. 300 surveys were posted out giving us a response rate of 25%.

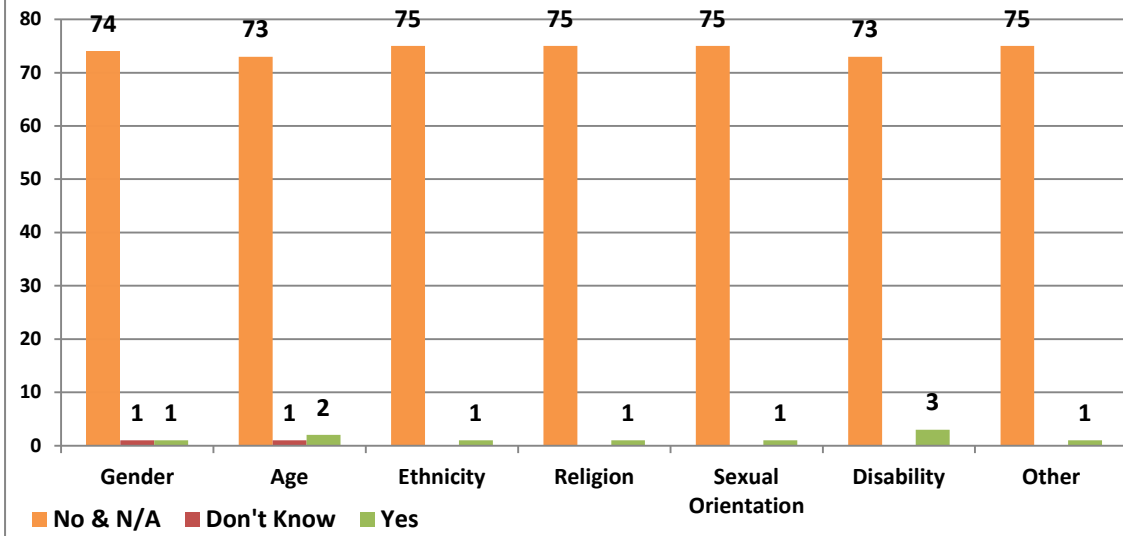
Acknowledgments

Wrightington, Wigan and Leigh NHS Foundation Trust would like to thank all the patients who chose to take part in the survey, the Engagement Department and Inclusion and Diversity Project Lead (Services) for distributing the surveys and for producing this report and analysing the data received.

Results

The results on the following pages show the responses given to the survey.

Q1 During your visit to hospital did you feel that you were treated unfairly due to you gender; age; ethnicity; religion; disability, sexual orientation or other reason?



Of the 1 patient who stated ‘yes’ to **all categories**: gender; age; ethnicity, religion, sexual orientation and disability, on reviewing their answers / feedback it is apparent this question was answered incorrectly.

Of the 1 patient who stated ‘yes’ to **age**, the following comments were given

“Following my heart attack I was treated very well. Following a fall I was not allowed home as I live alone and I could not convince or explain to the doctors that I live in sheltered accommodation and only had to press a button to get help”.

This patient was female, aged 80 + years, of British white ethnicity, with a physical disability. This patient was of Christian religion, heterosexual and of divorced marital status.

Of the 2 patients who stated ‘yes’ to **disability**:

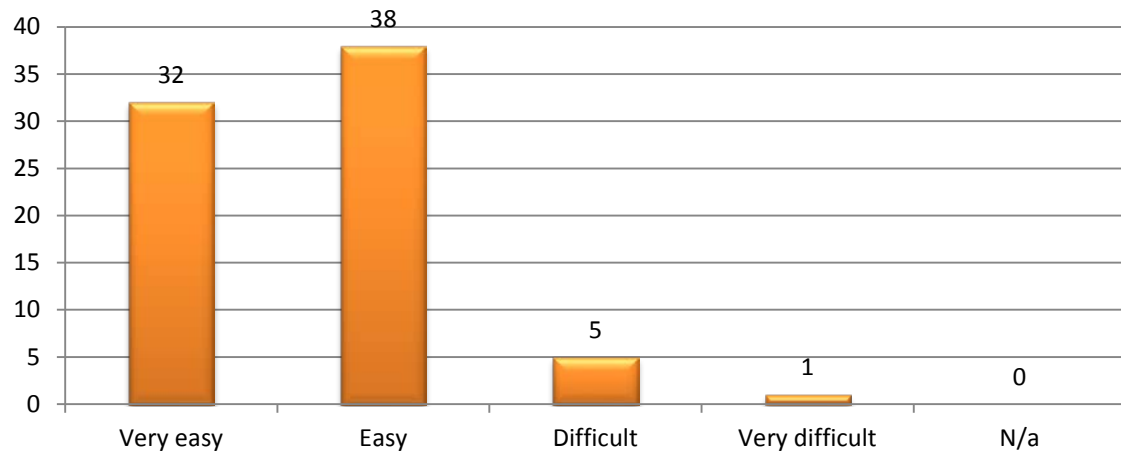
1 patient did not give a reason.

1 patient gave the following comments:

“Never offered any help towards physical disabilities. Needed procedure at Leigh and every time I attend hospital I seem to have temperature issues. Always explained this and never seem to get anywhere”.

This patient was female, aged 40-49 years, of British white ethnicity, with a physical disability. This patient was of Christian religion, heterosexual and of single marital status.

Q2 How easy was it for you to access the hospital services?



42% of our patients said that they thought it was **very easy** to access the hospital services.

50% of our patients said that they thought it was **easy** to access the hospital services.

7% of our patients said that they thought it was **difficult** to access the hospital services.

1% of our patients said that they thought it was **very difficult** to access the hospital services.

Comments

Usually very easy but on last visit computer system was down, so treated 2 hours after appointment time.

Long walk from clinic to X-Ray department.

Depends on time of day for parking (disabled)

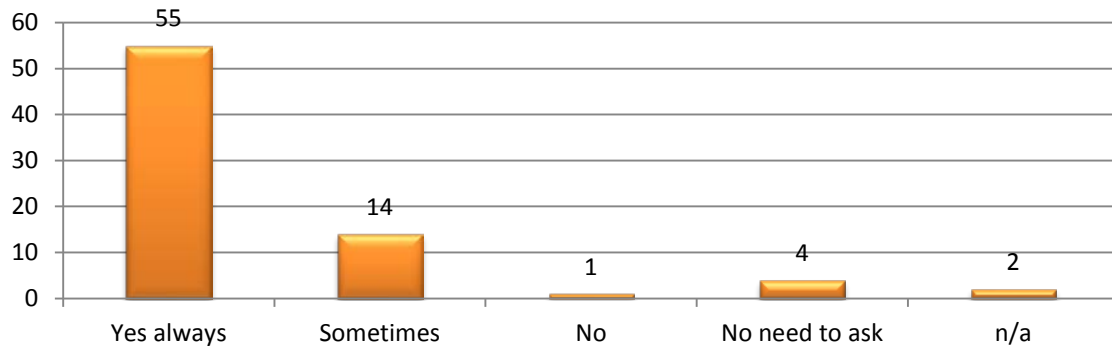
You cannot get a car right up to the "old" main entrance to get to the desk to ask for a porter and wheel chair. The desk at the end of the corridor at the other entrance is too far away for me to walk.

You are given a phone number that is wrong and end up making five phone calls to arrive at the right person.

Car parking difficult at times and spaces quite tight in places. Also expensive for longer visits.

No direct service from Preston.

Q3a When you had important questions to ask staff did you get answers from the NURSE that you could understand?



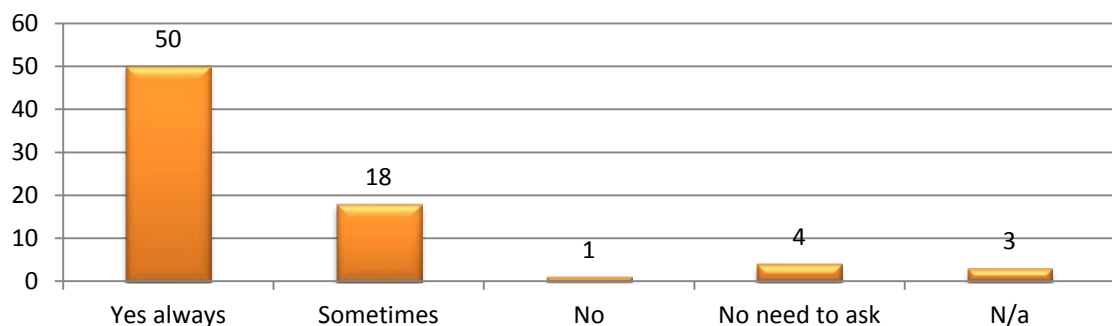
74% of our patients said that when they had important questions to ask the nurse they **always** got answers that they could understand.

19% of our patients said that when they had important questions to ask the nurse they **sometimes** got answers that they could understand.

1% of patients said when they had important questions to ask the nurse they **did not** get answers they could understand.

5% of patients said they **never had important questions** to ask the nurse

Q3b When you had important questions to ask staff, did you get answers from the DOCTOR that you could understand?



68% of patients said when they had important questions to ask the doctor they **always** got answers that they could understand.

25% of patients said when they had important questions to ask the doctor they **sometimes** got answers that they could understand.

1% of patients said when they had important questions to ask the doctor they **did not** get answers they could understand.

5% of patients said they **never had important questions** to ask the doctor.

Comments

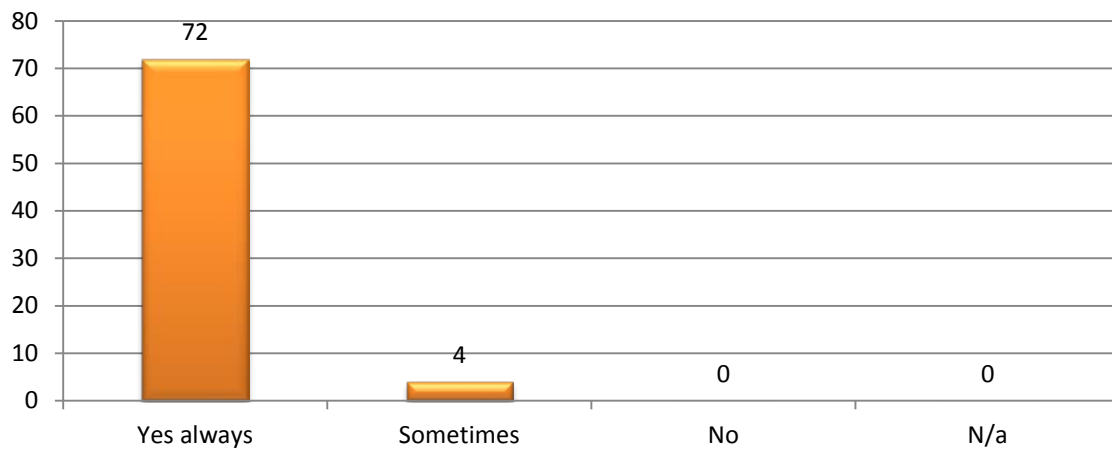
I find it difficult to understand anyone with a strong accent.

Sometimes the surgeon was in such a hurry that after waiting 1.5hrs past my appointment time, he was with me 2 minutes with no time for questions.

No issues with nurses or doctors at Wigan hospital however the same cannot be said for staff at Salford Royal: Never around, failed to provide information, slow all round with providing care / responses.

Never seem to be able to answer the questions you have.

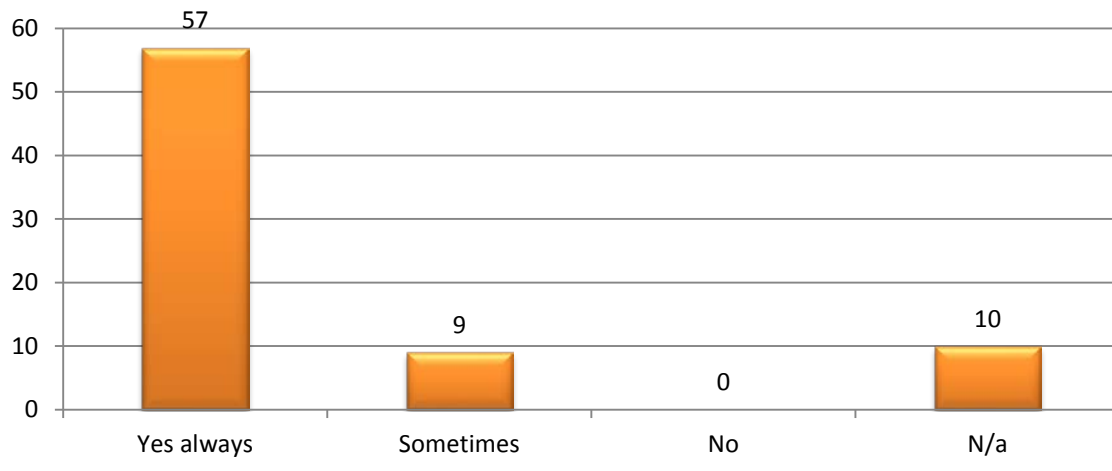
Q4a Were you given enough privacy when being examined / treated?



95% of patients said that they were **always** given enough privacy when being examined.

5% of patients said that they were **sometimes** given enough privacy when being examined.

Q4b Were you given enough privacy when discussing your condition or treatment?



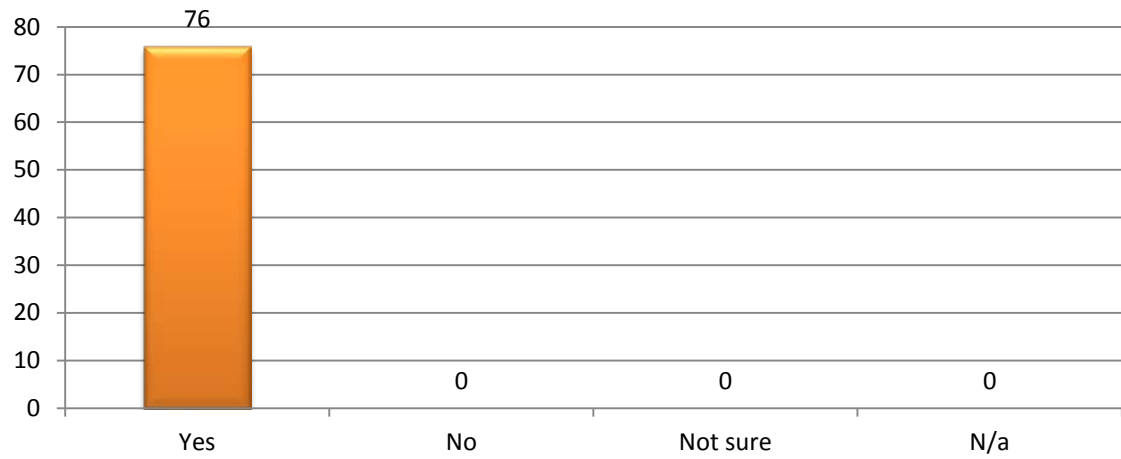
86% of patients said that they were **always** given enough privacy when discussing their treatment.

14% of patients said that they were **sometimes** given enough privacy when discussing their treatment.

Comments

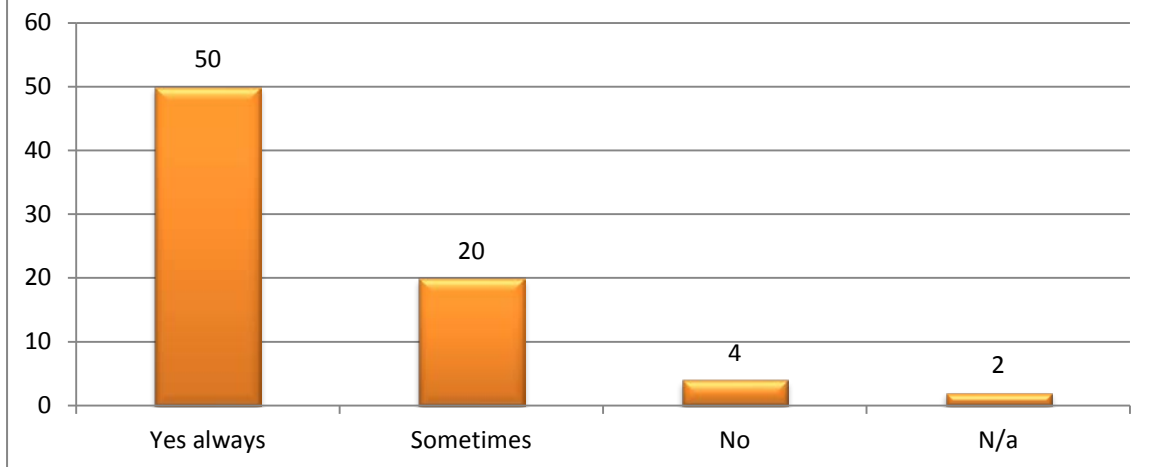
When in A&E you can hear everything through the curtain. Same on the wards.

Q5 do you understand the importance of patient safety in a hospital setting?



100% of patients said that they **did** understand the importance of patient safety in a hospital setting.

Q6 Were you involved in decisions about your care and treatment?



68% of patients said that they were **always** involved in decisions about their care and treatment.

27% of patients said that they were **sometimes** involved in decisions about their care and treatment.

5% of patients said that they were **not** involved in decisions about their care and treatment.

Comments

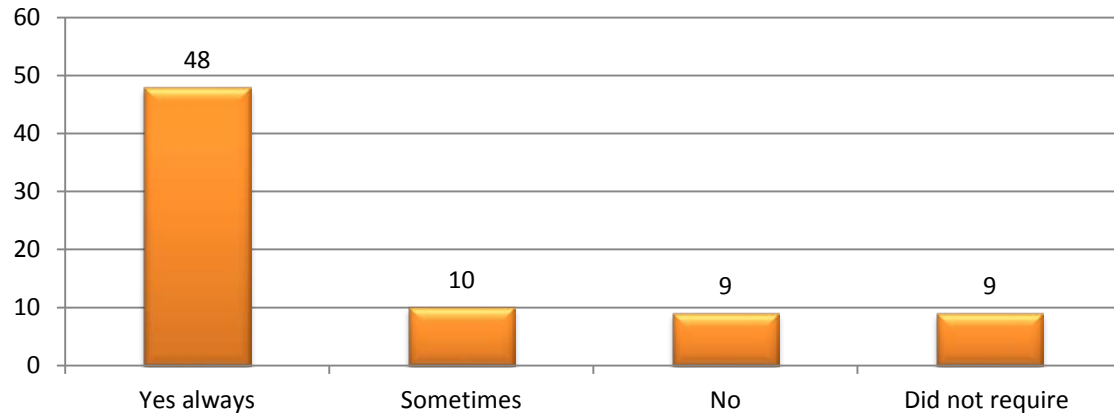
Tendency was to tell me what was going to be done, rather than discussing any alternatives or asking if I agreed, other than signing consent form.

Severe heart attack & beyond making decisions.

As I had a stroke I found it difficult to speak to ask my children to liaise on my behalf.

The decisions about my care and treatment is exceptional. My two consultants are now communicating with each other. One for knee and one for foot and ankle.

Q7 When attending hospital were you given any written / printed information about your condition / procedure?



63% of patients said that when attending hospital they were **always given** written / printed information about their condition / procedure.

13% of patients said that when attending hospital they were **sometimes given** written / printed information about their condition / procedure.

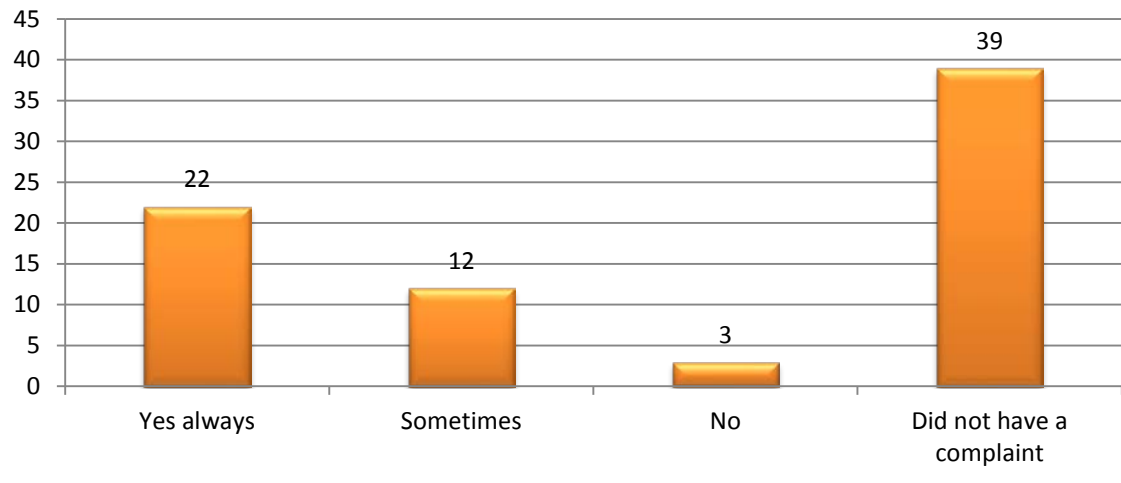
12% of patients said that when attending hospital they were **not given** written / printed information about their condition / procedure.

12% of patients that they **did not require** written / printed information about their condition / procedure

Comments

Information was given by talking to each other either by doctor or nurse, I also received a letter on day of discharge.
I don't recall being given any printed documentation on entering the hospital. I received a list of medication on leaving.
I have never been given any written information about my condition osteoarthritis or my procedure. Knee cap replacement.
Letter sent to house.
I received the hip replacement booklet at the hip precautions session but this would have been better handed out at the pre-op (had pre-op as private patient in John Charnley wing).
When requested and after leaving hospital I received a full account of the procedures and results.
Didn't know that I could have the information.

Q8 If you had a complaint / concern was it dealt with to your satisfaction?



29% of patients said that when they had a complaint / concern it was **always dealt with** to their satisfaction.

16% of patients said that when they had a complaint / concern it was **sometimes dealt with** to their satisfaction.

4% of patients said that when they had a complaint / concern **it was not dealt with** to their satisfaction.

51% of patients said that they **did not have a complaint** / concern.

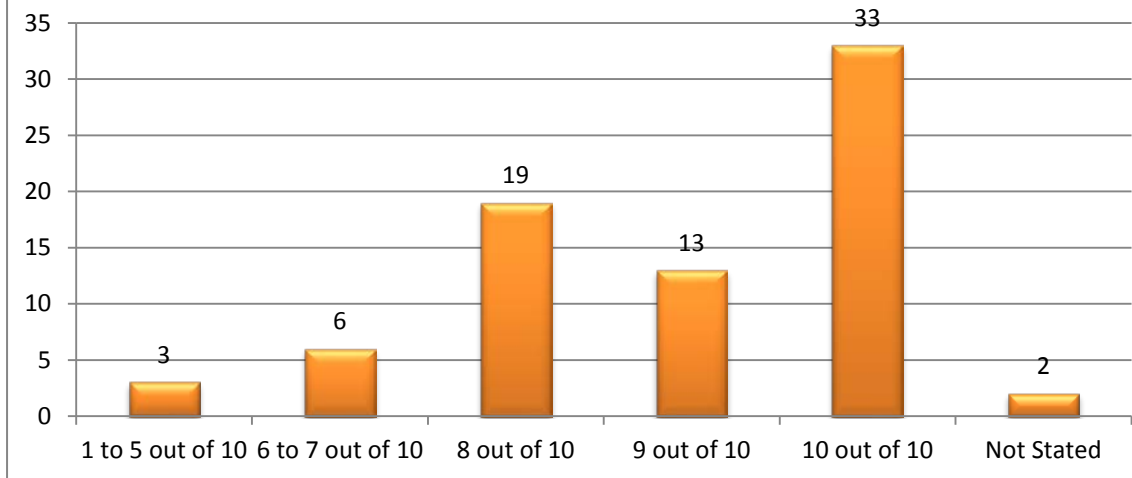
Comments

When an in-patient at Wigan, Poor communication at times.

No the complaint is still on going. Every time I attend the hospital as out patients my theatre notes go missing.

I felt that we were expected to recover in a very set timescale, no matter what complications and were all given the same treatment whatever our condition or age.

Q9 Overall how would you rate your experience of using hospital services?



- 3% of our patients did not state
- 4% of our patients gave us a score between **1 and 5**
- 8% of our patients gave us a score between **6 and 7**
- 25% of our patients gave us a score of **8/10**
- 17% of our patients gave us a score of **9/10**
- 43% of our patients gave us a score of **10/10**

Comments

The only glitch regarding my dealings with NHS Wigan was due to computer system failure on 3rd Nov. All other aspects of service excellent.

The stay at Wigan would have scored 10, however the stay at Salford was sometimes stressful & upsetting.

Never been given any information about my condition or procedure. Hospital services always unavailable when required and theatre notes always going missing.

Fantastic.

Although the surgical treatment was excellent, the atmosphere was hectic and disorganised. The ward was very noisy with mobile phones and loud conversation all the time, especially visiting times when many visitors were allowed to a bed.

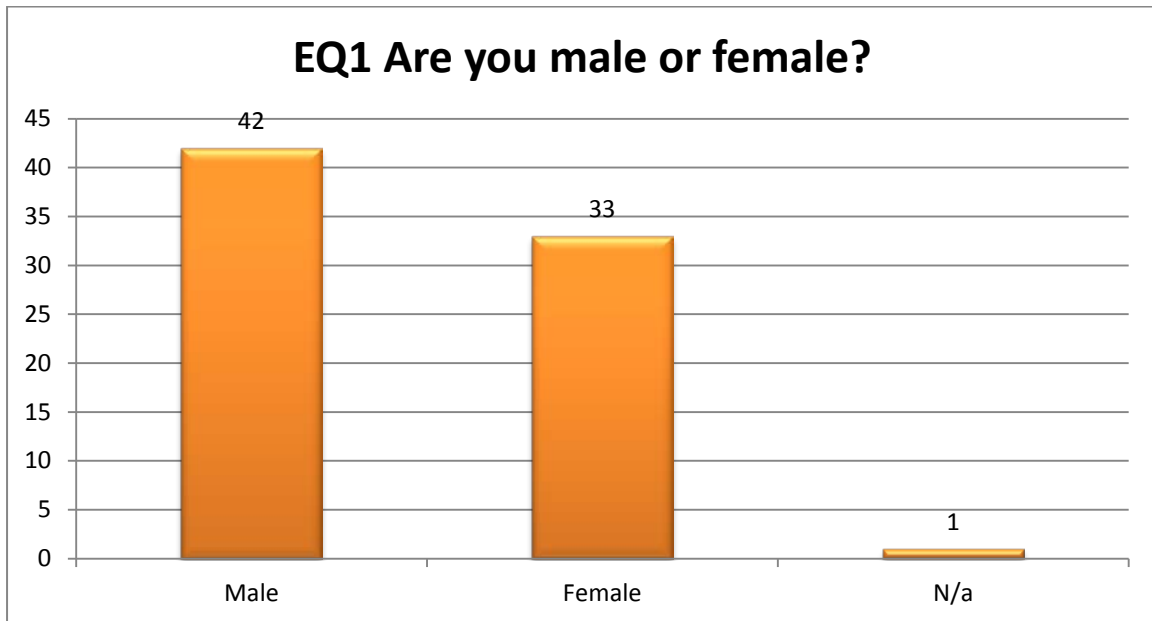
Comment

Treated very nicely during my stay of 48 hours.
Treated very well all staff very professional and understanding.
All treatment was very good.
Treated fairly.
If I had been the Queen I could not have had better treatment.
I could not have wished for better looking after with all the staff on Lowton ward.
Following my heart attack I was treated very well. Following a fall I was not allowed home as I live alone and I could not convince or explain to the doctors that I live in sheltered accommodation and only had to press a button to get help.
Thank you for your wonderful, comforting meals.
Never offered any help towards physical disabilities. Needed procedure at Leigh and every time I attend hospital I seem to have temperature issues. Always explained this and never seem to get anywhere.
I was treated excellently at all times. Brilliant!
Extremely well treated.
Looked after well.

GENERAL COMMENTS

After wearing ambulatory ECG for 3 days which was then analysed by Dr Sanjay Arya I received a phone call & then a letter from him telling me that the results were satisfactory. This saves me a visit to his clinic.
The delay between appointments is too long, and doctors already have your prognosis sorted before he sees you, even if it's wrong.
Doctors were not helpful in solving where and why my extreme pain. Gave me better pain drugs but felt I would suffer at home.
Although I didn't see the Catholic priest in my second week in hospital, Not sure why, I did ask to see him.

Equality Monitoring Data Analysis



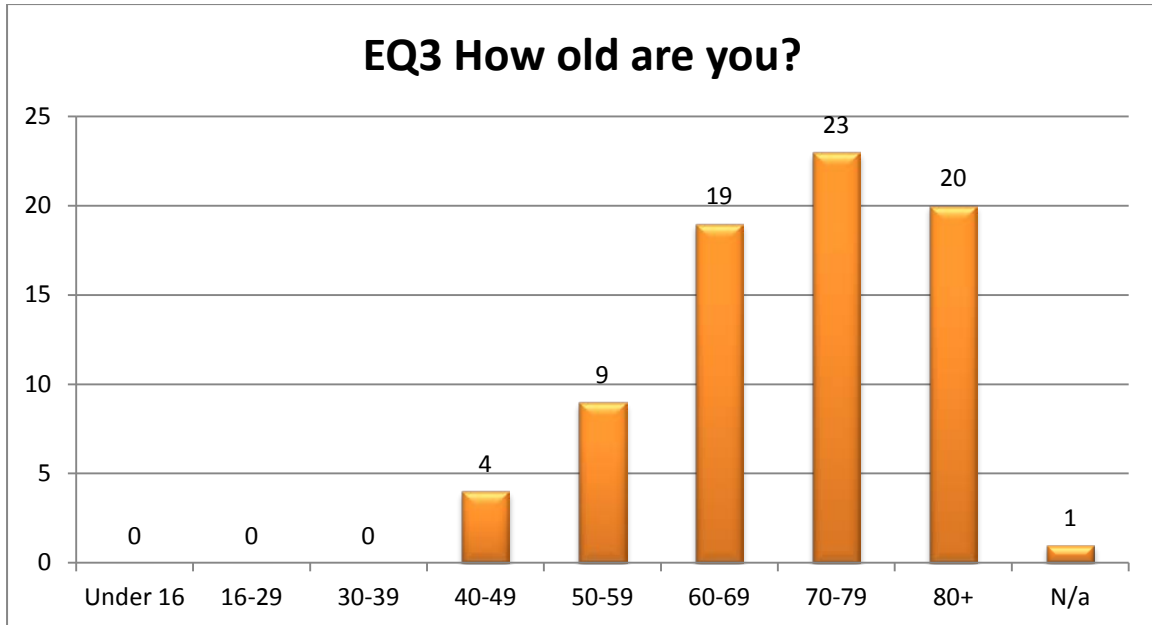
56% of patients were **female**

44% of patients were **male**

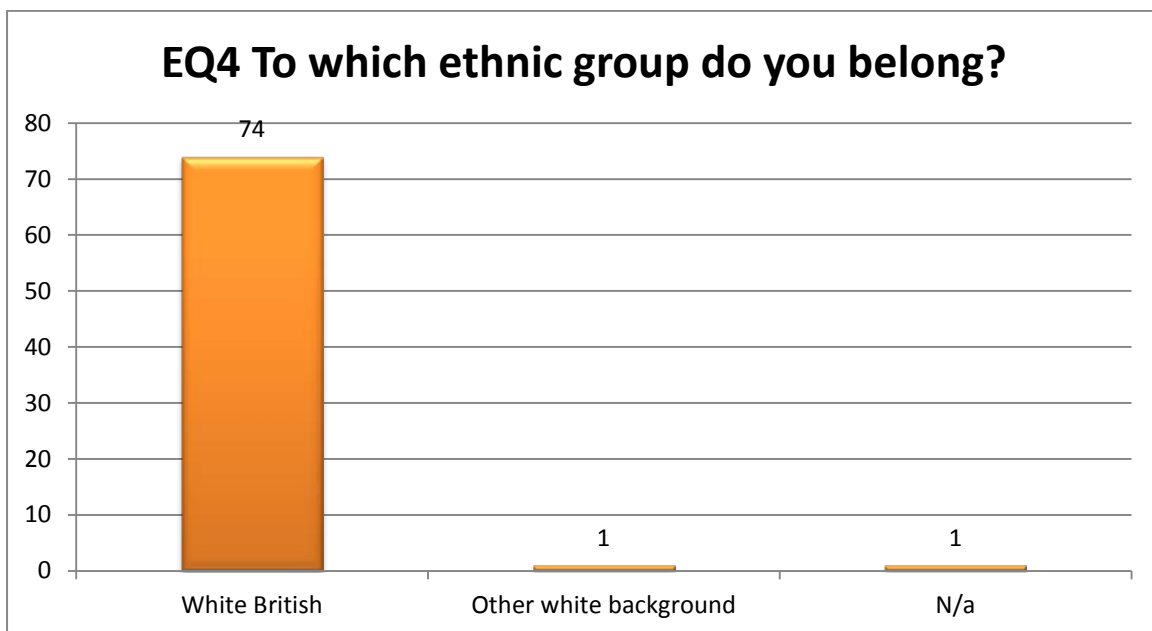


8% of patients said that they **did not consider** themselves to be transgender / transexual

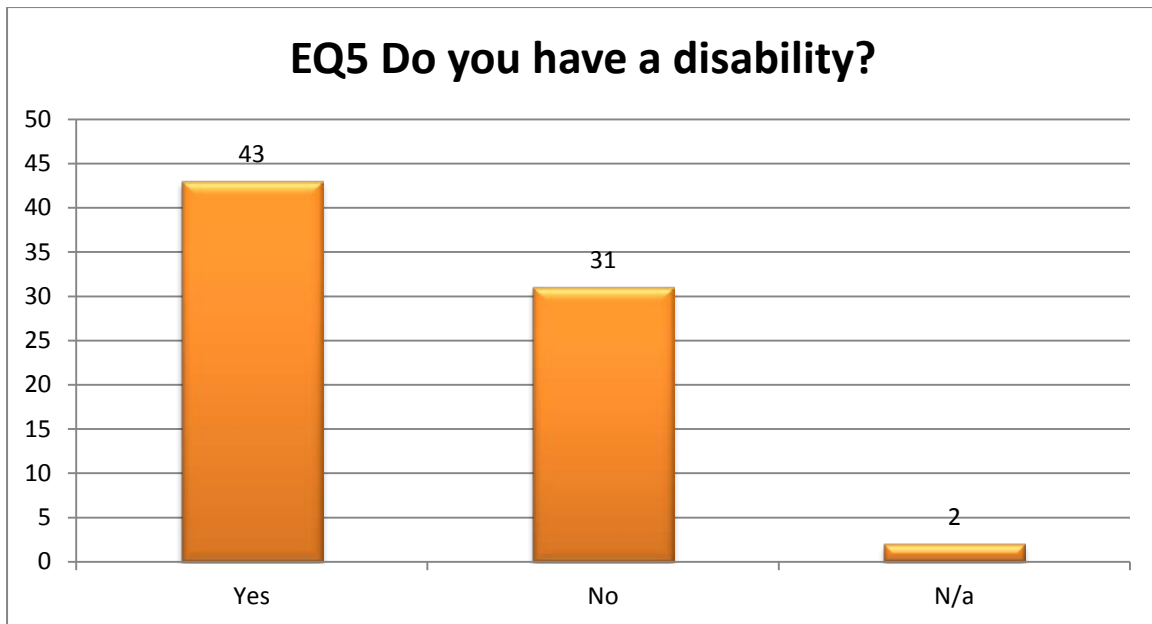
92% did **not** answer the question



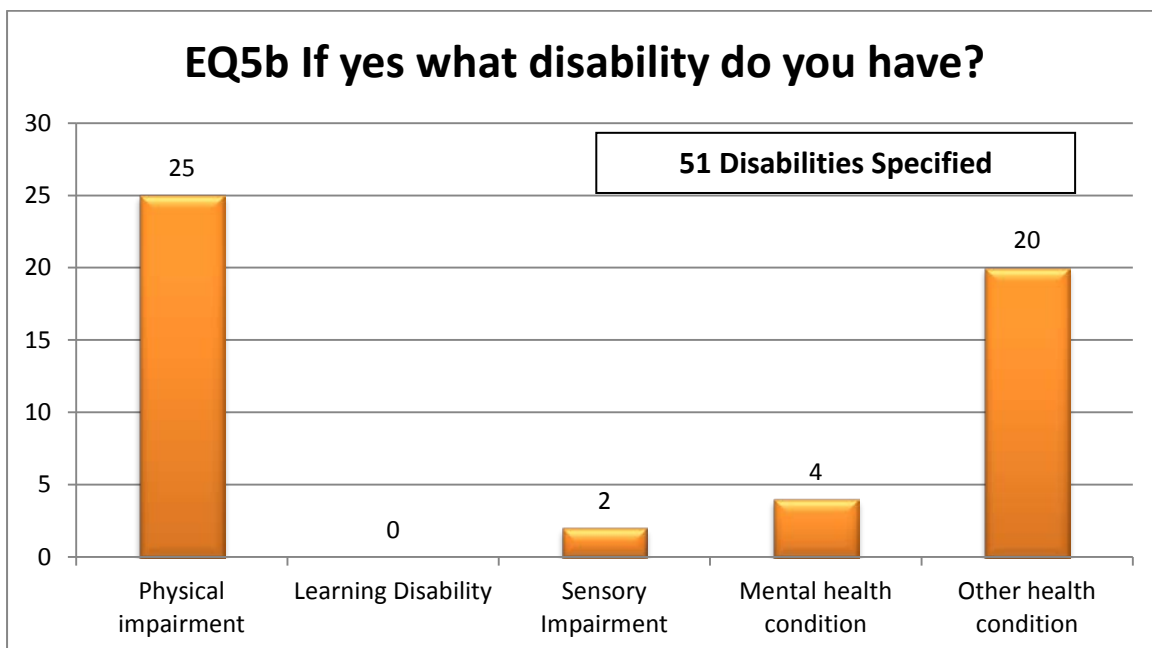
5% of patients were aged between **40-49 years**
12% of patients were aged between **50-59 years**
25% of patients were aged between **60-69 years**
31% of patients were aged between **70-79 years**
27% of patients were aged **80+**



99% of patients were **White British**
1% of patients were **other white background**

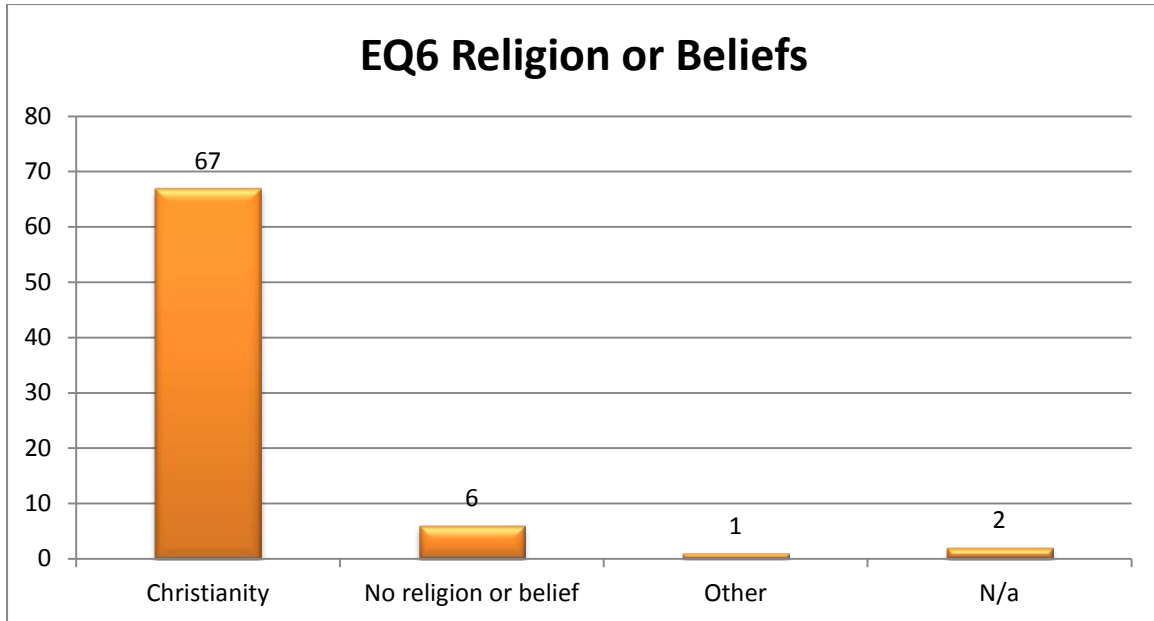


58% of patients said that they **did consider** themselves to have a disability
42% of patients said that they **did not** have a disability

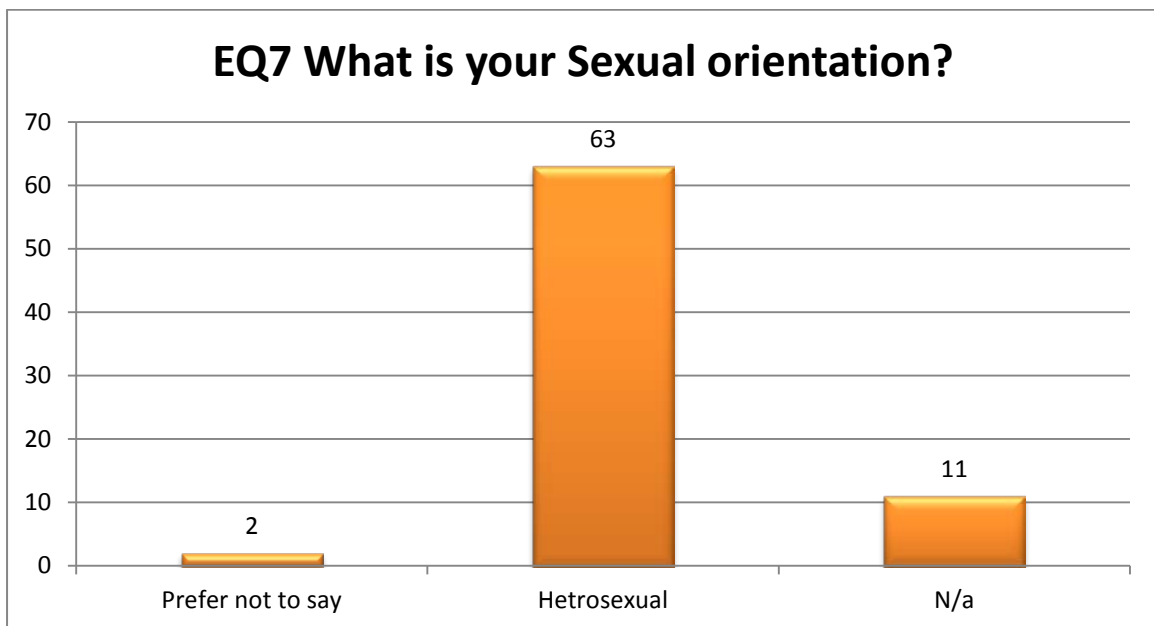


It is to be noted that some patients have specified more than one disability

49% of patients who had a disability said that they had a **physical impairment**
39% of patients who had a disability said that they had **another health condition**
8% of patients who had a disability said that they had a **mental health condition**
4% of patients who had a disability said that they had a **sensory impairment**

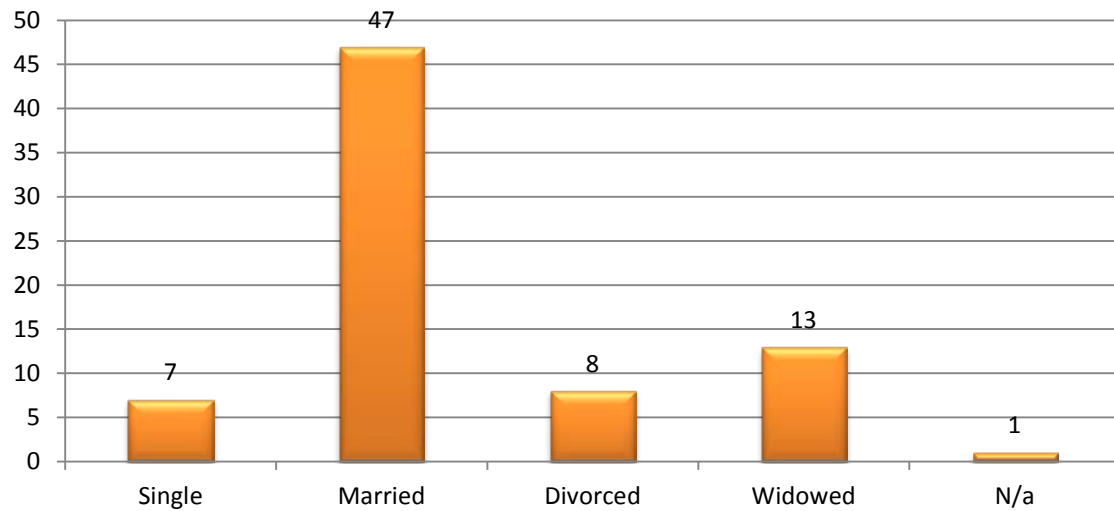


91% of patients said that their religion / belief is **Christianity**
8% of patients said that they had no religion or belief
1% of patients said that they had **other** beliefs



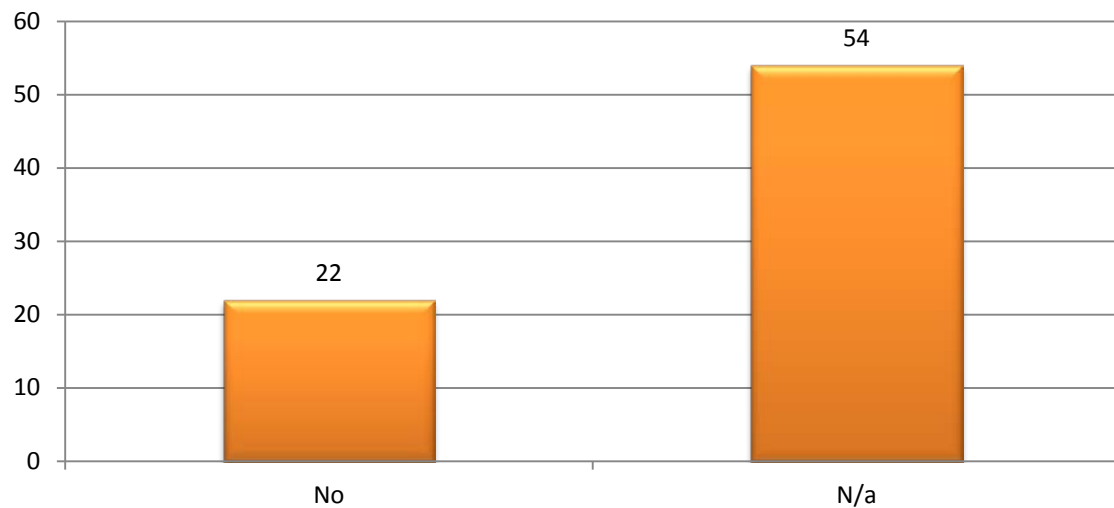
3% of patients said they **prefer not to say**
97% of patients said that they are **Heterosexual**

EQ8 What is your marital status?



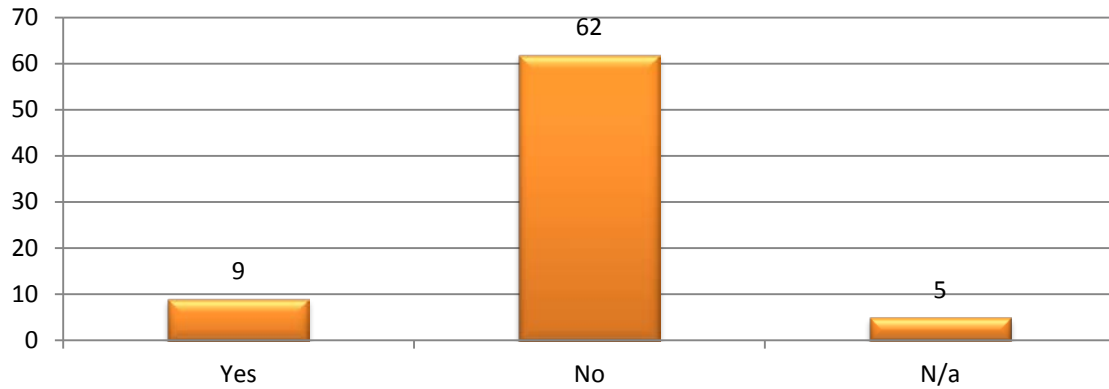
9% of patients said that they were **single**
63% of patients said that they were **married**
11% of patients said that they were **divorced**
17% of patients said that they were **widowed**

EQ9 Are you an expectant mother?



29% of patients were **not** an expectant mother
71% of patients said that the question was **non applicable**

EQ10 Are you currently providing support to someone who could not manage without your support?



13% of patients said that they **were** currently providing support to a partner, child, relative, friend or neighbour who could not manage without them

87% of patients said that they were **not** currently providing support to a partner, child, relative, friend or neighbour who could not manage without them

CONCLUSION

Of the 76 patients who participated within this survey and completed the equality monitoring data form, analysis showed that there were no specific trends / concerns in relation to equality related issues.

An overall positive response was received in relation to the survey questions asked:

Of the 76 patients who participated within this survey:

- **72 patients stated that they were not treated unfairly because of a specific protected characteristic they have.**

Of the 4 patients who stated that they had been treated unfairly:

1 Patient Stated	Yes to all categories gender; age; ethnicity, religion, sexual orientation and disability	On reviewing all answers / comments was apparent this question had been answered incorrectly.
1 Patient Stated	Yes to Age	Reasons for this were based on the clinician / nursing staff's decision to delay discharge due to a recent fall and the patient living alone.
2 Patients Stated	Yes to Disability	1 Patient gave no comments / reason for stating yes. 1 Patient stated that they were not offered any help with their physical disabilities (however no further details were provided).

- **42% of patients stated that it was 'very easy' to access the hospitals services and 50% stated that it was 'easy' to access the hospital services.**

Of the 8% (6 patients) who stated that they thought it was 'very difficult' / 'difficult' to access hospital services, reasons for access issues were themed as follows:

- Car parking Issues
- Contacting Appointment Team
- Public Transport

On equality data analysis, no significant trends in equality data were noted in relation to the reasons given above.

- **74% of patients said that when they had important questions to ask the nurse they 'always' got answers that they could understand. 19% stated 'sometimes'. Only 1 patient stated that they did not get the answers they could understand.**
- **68% of patients said that when they had important questions to ask the doctor they 'always' got answers that they could understand. 25% stated 'sometimes'. Only 1 patient stated that they did not get the answers they could understand.**
- **Of the 1 patient who said they did not get the answers that they could understand, no comments were stated.**

On equality data analysis, no significant trends in equality data were noted in relation to the reasons given above.

- **95% of patients stated that they were 'always' given enough privacy when being examined. 5% specified sometimes.**
- **86% of patients said that they were 'always' given enough privacy when discussing their treatment. 14% specified sometimes.**
- **100% of patients said that they did understand the importance of patient safety in a hospital setting.**
- **68% of patients said that they were 'always' involved in decisions about their care and treatment. 27% stated sometimes. 4 patients stated no, they were not. The comments stated were not in relation to an equality issue. 2 patients felt that they were too ill to be involved in decisions. 1 patient commented that the tendency was to tell the patient what was going to happen as opposed to discussing alternatives.**
- **63% of patients said that they were 'always' given written information about their condition / procedure. 13% stated 'sometimes'. 9 patients stated that they were not given written / printed information. The comments stated were not in relation in an equality issue.**
- **51% of patients stated that they had not made a complaint. Of the 4% (3 patients) who stated that when they had a complaint / concern it was not dealt with to their satisfaction, reasons for this were related to poor communication and administration issues. Of these 3 patients no trends in equality data were noted in relation to the reasons stated.**
- **86% of patients scored our hospital services between 8-10 marks out of 10. 8% scored our hospital services as 6-7 out of 10. Only 3 patients scored our hospital services between 1-5 marks out of 10. (2 of these patients felt that their complaint/concern was not dealt with to their satisfaction).**

Equality Monitoring Data Analysis

Of the 76 patients who participated within this survey and completed the equality monitoring data form, analysis showed:

- 56% of patients were female / 44% of patients were male
- 5% were aged 40 –49 years.
12% were aged 50-59 years
25% were aged 60-69 years
31% were aged 70-79 years
27% were aged 80+ years

Data shows that the highest percentage of service users who accessed in-patient services were aged between 60 years and over. In comparison with the UK as a whole, the population of Wigan is ageing. Statistics from the 2011 Census, revealed that the percentage of the population aged 65 and over was the highest seen in any census at 16.2%. 1 in 6 Wigan residents are now over the age of 65. The age of patients accessing hospital services therefore is bias towards the older population, reflecting greater healthcare needs of this age group.

- In relation to ethnicity:
 - 99% of patients were of British White Ethnicity
 - Only 1 patient specified other white background and 1 patient did not state.
- 91% of patients stated that their religion was Christianity / 8% stated that they had no religion or belief and 1 patient stated other (but did not specify).
- 58% (43 patients) said that they considered themselves to have a disability.
 - 49% stated that they had a physical impairment
 - 39% stated that they had another health condition
 - 8% stated that they had a mental health condition
 - 4% stated that they had a sensory impairment.
- 97% of patients were Heterosexual. 3 Patients did not state.
- 63% of patients were married / 17% of patients were widowed / 11% of patients were divorced/ 9% of patients were single.
- 13% of patients stated that they were currently providing support to a partner, child, relative, friend or neighbour who could not manage without them.

RECOMMENDATIONS

Of the 76 patients who participated within this survey and completed the equality monitoring data form, analysis showed that there were no specific trends / concerns in relation to equality related issues.

This Inclusion and Diversity Questionnaire Report will be discussed as an agenda item at the next Inclusion & Diversity Operational Group Meeting (8th March 2016) and a summary report presented at the next Engagement Committee Meeting

(March 2016). Survey results will be shared with the Patient Relations Department and Trust's Inclusion and Diversity Champions.

All individual comments received in relation to access, information, treatment, privacy and dignity, safety, experience have been reviewed and the following recommendations proposed:

Equality in the NHS Survey 2016

ACTION LOG TEMPLATE

No specific trends / concerns in relation to equality related issues recorded

RED AREAS of Concern	Action Required	Assigned to	Target Date
<p>Disability Awareness</p> <p>Negative Comment received from 1 patient.</p> <p><i>58% of Patients who participated in survey stated that they had a disability.</i></p>	<p>To further promote disability awareness within the Trust. To be incorporated within the EDS Action Plan 2016/17.</p> <p>Dual Sensory Training to be implemented during 2016. Training to be delivered in-house on an on-going basis.</p>	Debbie Jones	Dec 2016

Inclusion and Diversity Key Areas	Action Required	Assigned to	Target Date
<p>Patient Feedback</p>	<p>To continue to engage and involve local people (from all protected characteristics) to support improvements in service delivery.</p> <p>Although a cross representation of patient protected characteristics is recorded within this survey, ethnicity and transgender are poorly represented. 99% of the patients who participated in this survey were of British White Ethnicity / no patients were transgender. It is to be noted that patients were randomly selected.</p> <p>Trust Engagement Plan for 2016/17 to be reviewed and agreed. To be incorporated within the EDS Action Plan 2016/17.</p>	Debbie Jones / Andrea Arkwright	April 2016
<p>Patient Access and Environment</p>	<p>To continue to report on any negative impacts in relation to access identified within Equality Impact Assessments and patient feedback.</p>	Debbie Jones	Mar 2017

