

Patients in Partnership

Wednesday 14th March 2007

Questions and Answers

Question number	Question	Response
1	Is the National Patients Survey inpatients or outpatients?	2003 A&E / Outpatients 2004 Inpatients / Young patients 2004/5 Emergency and Outpatients 2005 Inpatients 2006 Inpatients 2007 Maternity and Inpatients
2	What was the response rate for the National inpatient survey?	2005 48.6% 2006 51.5%
3	How do you receive feedback from patients who do not want to complain?	Patients provide feedback via PALS, Inpatient survey and letters to the Chief Executive.
4	When and how are patients selected to complete the survey?	Every hospital selected 850 patients who were inpatients during the month of August. Survey is sent to the patient in October.
5	Is the National Patient Survey sent out from The Hillingdon Hospital?	The Trust has a contract with Picker Europe to send out the National Inpatient Survey. The Trust provides headed paper and the Chief Executive's signature to Picker Europe which is used for the covering letter.
6	Are the questionnaires anonymous?	Yes
7	What is the timescale for the local Inpatient survey?	Six patients are selected each week on every ward (2 patients on ITU/ CCU/ Alderbourne) against set criteria and the results are presented the Trust Board on a monthly basis.
8	Why is there only a 45% response rate from staff?	The Trust has strongly encouraged staff to complete the questionnaire but it is difficult to convince staff that it is anonymous.
9	26% of staff has reported bullying and harassment from patients. Is there a similar survey to indicate whether patients have been bullied by staff?	No
10	Why are staff being bullied by each other?	This area will need addressing. A large issue is one of non-reporting.
11	Should a patient be given longer notice before being transferred to another hospital?	Ideally there should be reasonable notice but there are occasions when this does not happen.

12	What is your opinion of copper fittings on taps and door handles to reduce infection?	Given that funds are limited there will need to be an evaluation carried out. Hand washing between patients and the introduction of single rooms will minimise infection.
13	Will there be a cost to providing bedside tables and locked drawers for self administration of medicines?	Every bedside table already has a locked drawer and so there would not be a cost.
14	Community organisations would like to be involved in further discussion around self-administration of medicines.	Good idea. The Trust would welcome further consultation.
15	Does the Trust Board/Executive team reflect the diverse community in which it serves?	The Medical Director is from a BME background. There is currently one Non Executive Director vacancy.
16	Are stethoscopes cleaned from patient to patient?	In many cases yes. Where doctors may not clean their stethoscope between patients there is a need for further education.
17	Why is MRSA an issue today and not in the 1950s?	MRSA affects vulnerable people by getting into the blood stream. There is more resistance to MRSA today due to increased use of antibiotics.
18	Ward cleanliness is still an issue.	Wards are cleaner today although the fabric of the hospital building is not good and therefore more difficult to clean. Space is also an issue.
19	Why is ENT moving to Northwick Park Hospital?	The government has taken the decision to move some specialities into more central locations to support the development of networks and to avoid surgeons working in isolation.