

Young Emergency Department Survey 2015

SHEFFIELD CHILDREN'S NHS FOUNDATION TRUST

FINAL REPORT

JULY 2015

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SECTION 1
 Introduction

Paediatric Emergency 2015

Sheffield Children's NHS Foundation Trust

Background to the survey

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

Survey Development

Two surveys were generated by the Picker Institute Europe in 2011. These were based loosely on the existing adult National Accident & Emergency Survey, but also informed by additional qualitative research by the Picker Institute with children. One survey was aimed at paediatric emergency patients aged 8 yrs+, and the other was aimed at the parents/carers of paediatric emergency patients aged 0-7 yrs. The children's survey was made appealing to young patients by amending question phrasing, ensuring that the text was child-friendly, inserting illustrations/colour, and changing the overall layout. The questionnaires were cognitively tested on young emergency patients and their parents/carers. This resulted in several changes to improve the surveys, after which it was piloted using a postal and a telephone methodology early in 2012 with Birmingham Children's Hospital. Five NHS Trusts in England participated in the 2015 survey.

Questionnaires

Two questionnaire versions were used for the 2015 paediatric emergency department survey:

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

Survey methodology

A random sample of 850 paediatric patients that attended your Accident and Emergency Department during February 2015 was submitted. Of these patients, 544 were aged 7 yrs or under at the time of sampling, and their parents/carers were sent the parents version of the questionnaire. The 306 patients aged 8 yrs or above were sent the children's survey. The survey was undertaken using a postal questionnaire, sent to patients' home addresses, followed by two reminder mailings to non-responders. Surveys sent to patients aged 0-15 yrs were addressed to their parent or guardian.

Patients were sent a questionnaire, a covering letter from the trust, a multiple language sheet offering help with the survey, and a FREEPOST envelope. Patients wishing to complete the survey filled it in and returned it to the Picker Institute in the FREEPOST envelope. Non-responders were sent a reminder card after 2-3 weeks, and another questionnaire after a further 2-3 weeks.

The Picker Institute ran a Freephone helpline for patients who had any queries or concerns about the survey. This included links to LanguageLine with immediate access to interpreters in over 100 languages. Patients wishing to opt-out of the survey could do so by returning the questionnaire blank, or by calling the Freephone helpline.

Using your Survey Results

We aim to help you identify the key issues for improvement from the patient's perspective. We have presented the results in a number of ways to help you answer important questions about the survey results. This report has been designed to be used alongside our online results system:

<https://www.picker-results.org>.

Patients had the option of adding additional comments at the end of the questionnaire. These verbatim comments are available on our online results system (<https://www.picker-results.org>) under the 'Respondent Comments' option. We encourage you to look at your patient comments to help further understand your results.

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

If you have any questions about this report, please contact Tamara van Doorn, Cara Witwicki or another member of the Picker Institute Paediatric Survey Team on 01865 208108 or email paediatric.survey@pickereurope.ac.uk.

Problem scores

At the Picker Institute, we use the concept of '**problem scores**' as a summary measure, to help monitor your results over time and to show how your Trust compares to the average score for all trusts who take part. We hope that you will find problem scores a helpful way of targeting areas in need of attention within your Trust – this in turn can help you to bring about real quality improvement for your patients.

What is a problem score?

The problem score shows the percentage of patients for each question who, by their response, indicated that a particular aspect of their care could have been improved. We have found this to be the simplest summary measure that focuses on quality improvement.

How are problem scores calculated?

We calculate the problem scores by combining the response categories. For example, for the following question '*Were you ever told different things by different people which left you feeling confused?*' we have combined the responses '*Yes, a lot*' and '*Yes, sometimes*', to create a single problem score. Asterisks on the frequency tables indicate which response categories have been combined to create the problem score:

EXAMPLE DATA ONLY:

T31 - (25) Were you ever told different things by different people which left you feeling confused?

	This Trust	
	n	%
All		
* Yes, a lot	19	6.3
* Yes, sometimes	92	30.6
No, never	185	61.5
Not answered	5	1.7
Problem score - This Trust 36.9 %	301	

The problem score for the above example would be interpreted as: *37% of survey respondents were told different things by different people.*

How should we use problem scores?

As the name suggests, problem scores indicate where there may be a problem within the trust, and may need further investigation. It is useful to keep in mind, that **lower scores reflect better performance**. Large problem scores should be highlighted as potential problem areas that need to be investigated. By targeting these areas, you can hopefully start to bring about real quality improvement to your patients. Problem scores are an **interpretation of the data** made by the Picker Institute. Any comparisons made within the Trust (internal benchmarks) or between trusts (external benchmarks) are made using these scores.

Targeted questions

In response to client feedback and in the interests of accuracy, we use derived questions to produce more meaningful scores for questions that **may not be applicable to all respondents**, but are not preceded by a filter question – in other words, all those that have a response code such as *I did not use a toilet*. The purpose is to produce more precise indicators of where the problems lie within the Trust. For each question of this nature we have therefore re-calculated the scores, **excluding those respondents to whom the question does not apply**. The new calculation will be illustrated in an **additional question (e.g. Q19+)**.

Question numbering and colour-coding

Some questions were only asked to parents/carers, some were only asked to children, and other questions were asked to both parents/carers *and* young patients. These can be distinguished by the colour of the question:

- Questions asked to both parents/carers *and* to children are displayed in **black** text, as above.
- Questions asked to parents/carers only will be displayed in **blue** text
- Questions asked only to children will be displayed in **red** text

For question numbering, the T number reflects the question number in the parent's survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

Low numbers of respondents

The questionnaire includes some filter questions, whereby only relevant questions are asked of patients. For example, patients that reported not having an operation or procedure would not be asked subsequent questions about operations. Furthermore, not all questions are asked to both parents *and* children, some are asked only to parents or only to children. This means that fewer patients will answer some of the questions in the questionnaire. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets, e.g. [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Confidence intervals

The survey undertaken was with a sample of patients. As the survey was not of all patients, the results may not be totally accurate. However, we can estimate the level of confidence we should have in the results. The table below shows the level of confidence we would have for various numbers of respondents.

<u>Number of respondents</u>	<u>Confidence Interval (+/-)</u>
50	12.0%
100	8.5%
200	6.0%
300	4.9%
400	4.2%

Example: For a particular question, 300 patients responded, of which 25% answered 'yes'.

From the table above, we can see that for 300 respondents the confidence interval would be +/- 4.9%. We would therefore estimate that the true results could be between 20.1% and 29.9%. However, if only 50 patients responded, and 25% answered 'yes', the confidence intervals would be +/- 12% so the true result could be between 13% and 37%.

Significant differences

In the report we have identified questions where there are significant differences between your Trust and the 'Picker average' (the average score across the five trusts that took part). By 'significant' difference, we mean that the finding is statistically reliable and that the difference is likely to be 'real'. The calculation used to test the statistical significance of scores was the two-sample t-test.

Rounding of percentages

Note that throughout the report (with the exception of the Frequency Tables), partial percentages have been rounded to the nearest full number. For example 12.8% is rounded up to 13%, while 5.3% would be rounded down to 5%.



SECTION 2

Survey Response

survey activity

Survey Response

This section of the report shows the activity recorded for the survey, including:

- mailing dates
- response rates
- freephone calls
- respondent profile

Survey Activity

Paediatric Emergency 2015

Sheffield Children's NHS Foundation Trust

Dates of Fieldwork:	Initial Mailing	27 March 2015	850
	First Reminder	21 April 2015	751
	Second Reminder	06 May 2015	716

Response Rate:	Receipt Type	Number
	Parents - Returned completed	150
	Parents - Ineligible - returned undelivered	5
	Parents - Ineligible - deceased	0
	Parents - Too ill/Opt out	4
	Parents - Ineligible - other	0
	Children's - Returned completed	78
	Children's - Ineligible - returned undelivered	3
	Children's - Ineligible - deceased	0
	Children's - Too ill/Opt out	5
	Children's - Ineligible - other	0

Number of patients in the original sample:	850
Total number of eligible patients:	842
Returned completed:	228
Response Rate	27.1%
Average Response Rate:	23.5%

Response rate by survey type;

	Mailing Qty	Returned Completed	% Completed
Parents of young patients aged 0-7	544	150	28%
Young patients aged 8-16	306	78	25%

The Picker Institute runs a **Freephone Helpline** for survey respondents. The lines were open from 8am-8pm Monday to Friday and Saturdays from 9am to midday. Your Trust received a total of 2 calls to the Freephone helpline.

About your respondents

A total of 850 young patients and parents from your Trust were sent a questionnaire. 842 were eligible for the survey, of which 228 returned a completed questionnaire, giving a response rate of 27%. The average response rate for the survey (across all Trusts) was 24%.

Key facts about your respondents:

- 59% of young patients were male; 38% were female and 3% did not reply.
- 59% stated their ethnic background as White; 10% Mixed; 14% Asian/Asian British; 6% Black.
- 66% of returned questionnaires were the parent/carer version, and 34% were the young patients' questionnaire.

Who answered the questionnaires?

- The parent's questionnaire was sent to the parent/guardian of young emergency patients aged 0-7 yrs, and designed to be completed by the parent or carer who accompanied the child to hospital, with the input of the young patient if they were able.
- The children's questionnaire was sent to young emergency patients aged 8-16 yrs. Section 1 was designed to be completed by the child themselves, with some help from their parent or carer if needed. Section 2 was designed to be completed by the parent or carer who accompanied the child to hospital.

The following questions were included in the questionnaires to show who answered the different surveys/sections. The percentage of questionnaires that were completed by the young patients or by their parent/carer are as follows:

Parent Survey (sent to parents of young emergency patients aged 0-7 yrs), Q34 - Who was the **main person** who answered the questions in this survey?

Me, the child	5.3%
Me, the parent or carer	87.3%
Both child and parent/carer together	3.3%
Not Answered	4.0%

Children's Survey, Section 1 (designed to be completed by young emergency patients aged 8-16 yrs), Q31 - Who was the **main person** who answered the questions in this survey (section 1)?

Me, the young person	43.6%
My parent or carer	28.2%
Both patient (child) and parent/carer together	26.9%
Not Answered	1.3%

Children's Survey, Section 2 (designed to be completed by parents/carers of young emergency patients aged 8-16 yrs), Q40 - Who was the **main person** who answered the questions in this section (section 2) of the questionnaire?

Me, the parent or carer	83.3%
Me, the young patient	3.8%
Both child and parent/carer together	9.0%
Not Answered	3.8%



SECTION 3

Problem Score Summary

overview of results by section

Problem Score Summary

This section shows your problem score for each question and a comparison against the average score for all 5 NHS trusts in the survey. Problem scores help you to focus on areas where there is scope for improvement, in addition to areas where you are performing well.

Problem Scores

- Lower scores reflect better performance*
- Please refer to the Frequency Tables section of this report for a breakdown of how each problem score has been calculated.
- Problem scores are rounded up or down to the nearest whole number
- Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

* For an explanation of problem scores and significant differences please see Section 1.
Note that **lower scores indicate better performance**.

Please note that not all questions are based on all patients, so a problem score may relate only to 'those who had tests or x-rays' for example. You would therefore need to use the frequency tables to check the sample size of those who responded, to establish whether each of the problem areas will be a particular area of focus for you.

Blue text = parent data

Red text = child data

Black text = combined (parent and child) data

The T number reflects the question number in the parent's survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

⊕ scores significantly better than average

⊖ scores significantly worse than average

Trust

Average

The problem score for your Trust

Average score for all Trusts

Lower scores are better

Ambulance Care

		Trust	Average
T1+	(1+) Ambulance staff/paramedics did not fully explain what was happening	18 %	16 %
T2	(2) Ambulance staff did not look after child very well	2 %	2 %

Arrival and Waiting

		Trust	Average
T3+	Reception staff were not completely friendly and helpful	12 %	22 % ⊕
T4+	(3+) Waited for longer than expected	17 %	21 %
T5	(4) Not kept informed about what was happening when waiting	16 %	19 %
T6	(5) Not enough for child's age group to do when waiting	50 %	47 %
T7	(6) Did not have everything that was needed when waiting	44 %	45 %
T8	(7) Not fully looked after when waiting	19 %	27 % ⊕
T9	(8) Waiting area not clean	12 %	9 %



Doctors and Nurses

		Trust	Average
T10	(9) Staff did not fully explain what they were doing	16 %	20 %
T11	(10) Staff did not fully explain what was wrong	15 %	20 %
T12	(11) Staff did not always listen to what patient had to say	11 %	15 %
T13+	(12+) Doctors and nurses did not fully talk with parent or child about their questions/worries	19 %	23 %
T14	Doctors and nurses did not talk to child in a manner completely suitable for their age	9 %	10 %
T15	(13) Doctors and nurses did not do everything they could to calm and comfort parent/child	17 %	21 %
T16	(14) Did not feel completely safe/at ease with the doctors and nurses	7 %	10 %
T18	Parent did not have complete confidence and trust in doctors and nurses	13 %	15 %
T19+	(16+) Doctors and nurses did not do everything they could to ease child's pain	29 %	28 %


Tests and X-rays

		Trust	Average
T21	(18) Not fully told before test what would happen	14 %	15 %
T22	(19) Test results not fully explained	18 %	20 %

Your Child's Hospital Care

		Trust	Average
T23	(20) Not given enough privacy when talking to doctors and nurses	18 %	28 % 
T24	(21) Not given enough privacy when being examined or treated	13 %	20 % 
T25	(22) Staff contradicted one another	18 %	21 %

Leaving Hospital

		Trust	Average
T27	(24) Not told when to carry on usual activities	18 %	25 % 
T28	(25) Not told what to watch out for at home after the emergency visit	18 %	24 %
T29	(26) Not told what to do or who to talk to if worried after the emergency visit	13 %	14 %
T29a	Did not receive written or printed information about child's condition	43 %	42 %
T29b+	Written information was not helpful	0 %	1 %

Overall

		Trust	Average
T30	(27) Did not receive enough information about condition/treatment	15 %	17 %
T31	(28) Emergency Department not clean	6 %	5 %
T32	Parent felt that child was not looked after very well overall	3 %	4 %
T32a	Child felt that they were not looked after very well overall	3 %	3 %
T33	(30) Overall - main reason for visit not dealt with completely well	23 %	22 %

SECTION 4

○ Ranked Problem Scores

where most patients report room for improvement

Ranked Problem Scores

This section ranks your problem scores from the highest score (most respondents reporting room for improvement) to the lowest score (fewest respondents reporting room for improvement). Focusing on areas with high problem scores could potentially improve the patient experience for a large proportion of your patients.

Please note that not all questions are based on all patients, so a problem score may relate only to 'those who had tests or x-rays' for example. You would therefore need to use the frequency tables to check the sample size of those who responded, to establish whether each of the problem areas will be a particular area of focus for you. Where fewer than 50 patients have answered a particular question, the problem score will be shown within square brackets, e.g. [43%]. If this is the case, the result should be treated with caution, as the number of patients answering is relatively small.

Blue text = parent data

Red text = child data

Black text = combined (parent and child) data

The T number reflects the question number in the parents survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

🟢 scores significantly better than average

🔴 scores significantly worse than average

Trust

Average

The problem score for your Trust

Average score for all Trusts

Lower scores are better

Problem scores 50%+

		Trust	Average
T6	(5) Not enough for child's age group to do when waiting	50 %	47 %

Problem scores 40% - 49%

		Trust	Average
T7	(6) Did not have everything that was needed when waiting	44 %	45 %
T29a	Did not receive written or printed information about child's condition	43 %	42 %

Problem scores 30% - 39%

		Trust	Average
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Problem scores 20% - 29%

		Trust	Average
T19+	(16+) Doctors and nurses did not do everything they could to ease child's pain	29 %	28 %
T33	(30) Overall - main reason for visit not dealt with completely well	23 %	22 %

Problem scores 10% - 19%

		Trust	Average
T13+	(12+) Doctors and nurses did not fully talk with parent or child about their questions/worries	19 %	23 %
T8	(7) Not fully looked after when waiting	19 %	27 % +
T28	(25) Not told what to watch out for at home after the emergency visit	18 %	24 %
T1+	(1+) Ambulance staff/paramedics did not fully explain what was happening	18 %	16 %
T25	(22) Staff contradicted one another	18 %	21 %
T23	(20) Not given enough privacy when talking to doctors and nurses	18 %	28 % +
T22	(19) Test results not fully explained	18 %	20 %
T27	(24) Not told when to carry on usual activities	18 %	25 % +
T4+	(3+) Waited for longer than expected	17 %	21 %
T15	(13) Doctors and nurses did not do everything they could to calm and comfort parent/child	17 %	21 %
T5	(4) Not kept informed about what was happening when waiting	16 %	19 %
T10	(9) Staff did not fully explain what they were doing	16 %	20 %
T11	(10) Staff did not fully explain what was wrong	15 %	20 %
T30	(27) Did not receive enough information about condition/treatment	15 %	17 %
T21	(18) Not fully told before test what would happen	14 %	15 %
T24	(21) Not given enough privacy when being examined or treated	13 %	20 % +
T18	Parent did not have complete confidence and trust in doctors and nurses	13 %	15 %
T29	(26) Not told what to do or who to talk to if worried after the emergency visit	13 %	14 %
T3+	Reception staff were not completely friendly and helpful	12 %	22 % +
T9	(8) Waiting area not clean	12 %	9 %
T12	(11) Staff did not always listen to what patient had to say	11 %	15 %

Problem scores 0% - 9%

		Trust	Average
T14	Doctors and nurses did not talk to child in a manner completely suitable for their age	9 %	10 %
T16	(14) Did not feel completely safe/at ease with the doctors and nurses	7 %	10 %
T31	(28) Emergency Department not clean	6 %	5 %
T32	Parent felt that child was not looked after very well overall	3 %	4 %
T32a	Child felt that they were not looked after very well overall	3 %	3 %
T2	(2) Ambulance staff did not look after child very well	2 %	2 %
T29b+	Written information was not helpful	0 %	1 %

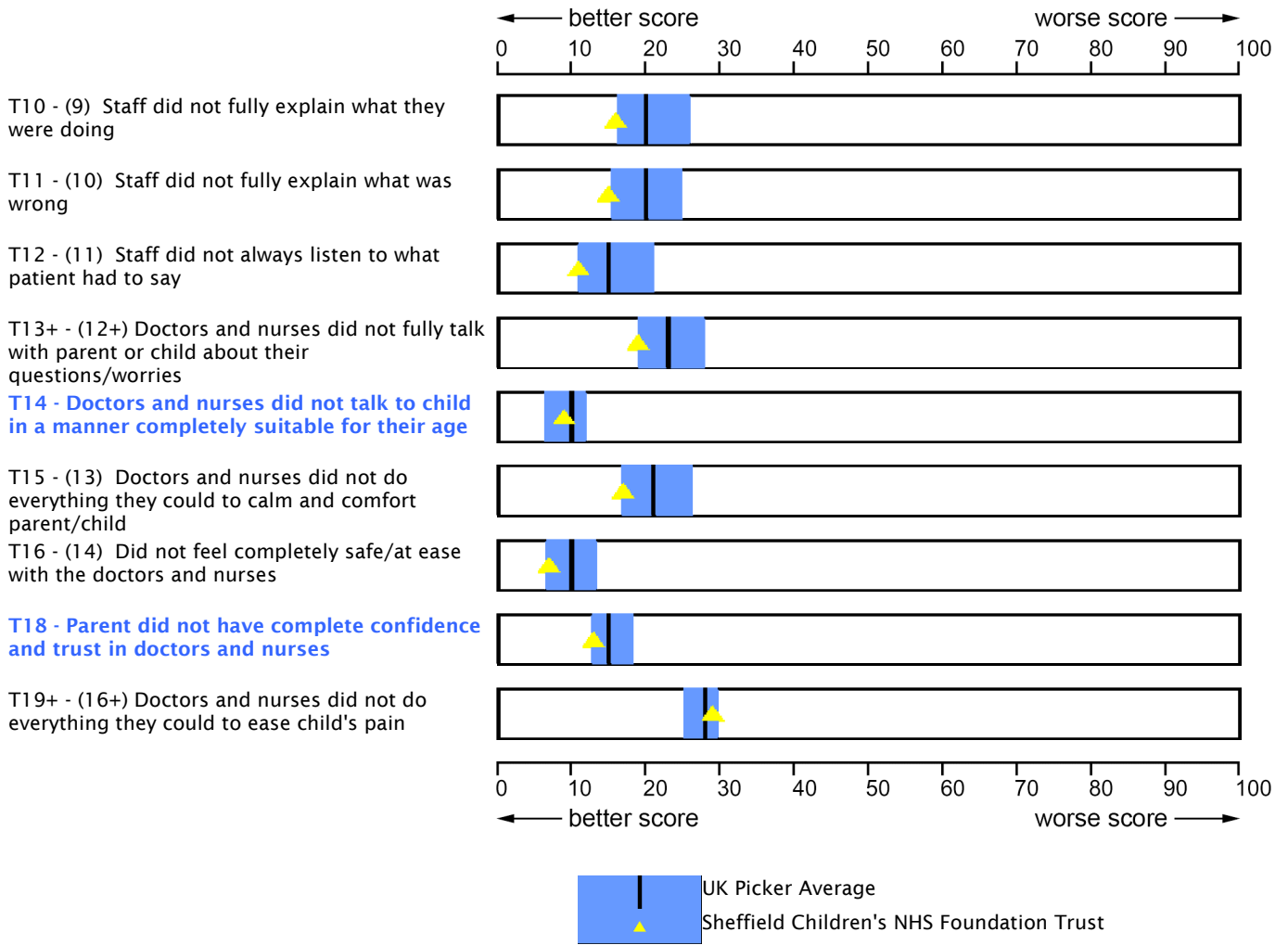


SECTION 5

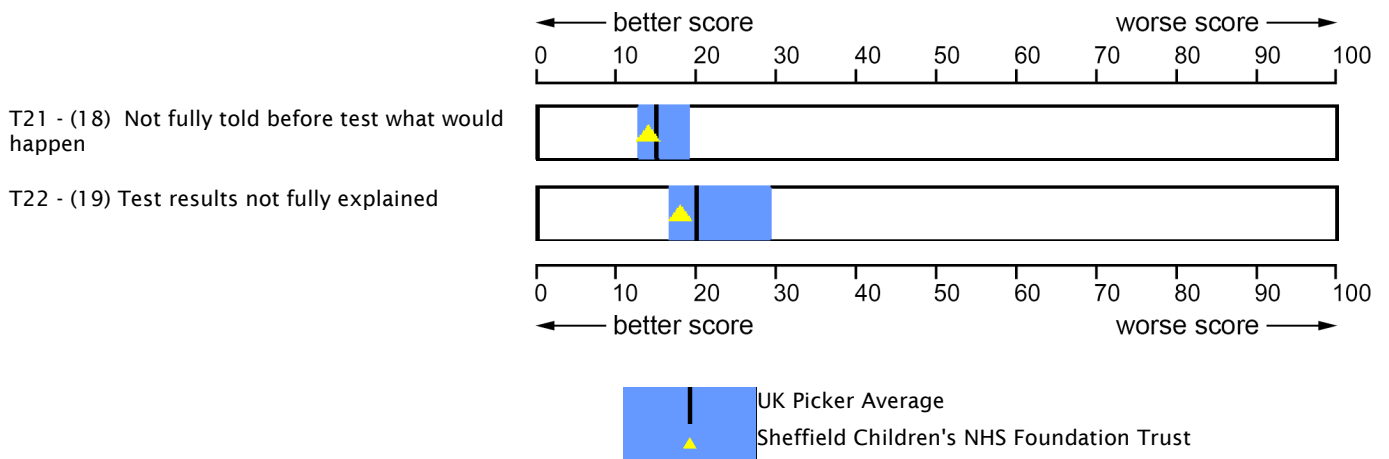
 External Benchmarks

comparing results with other trusts

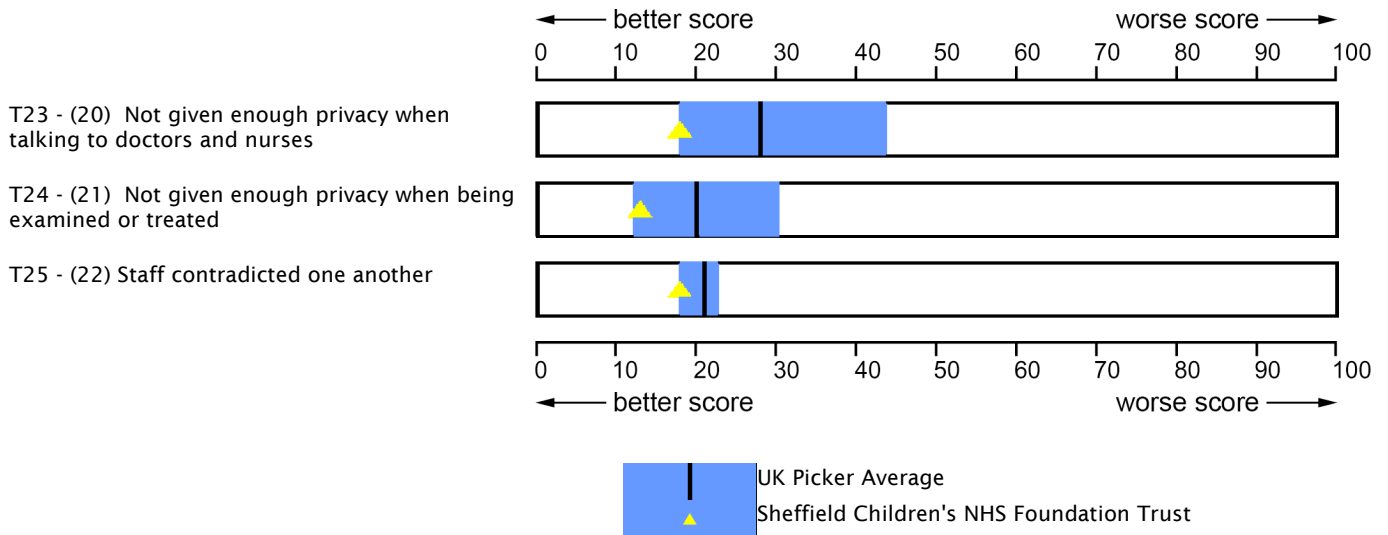
Doctors and Nurses



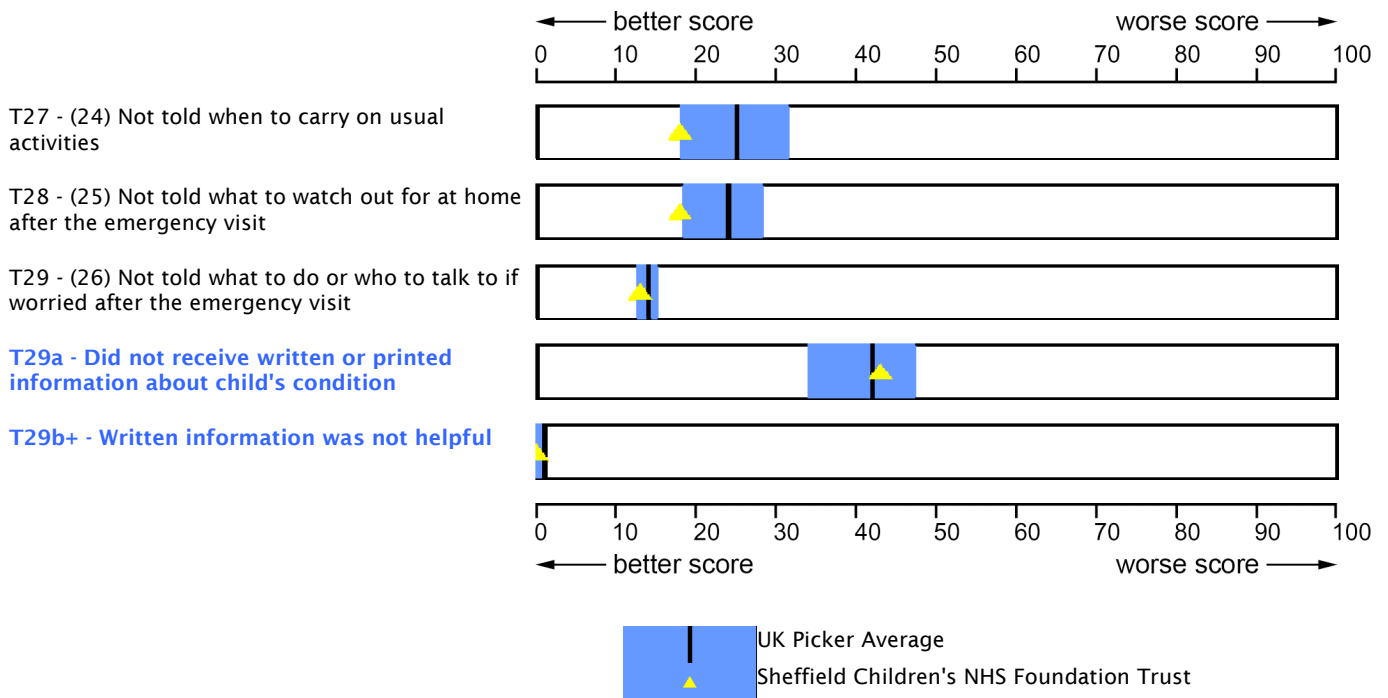
Tests and X-rays



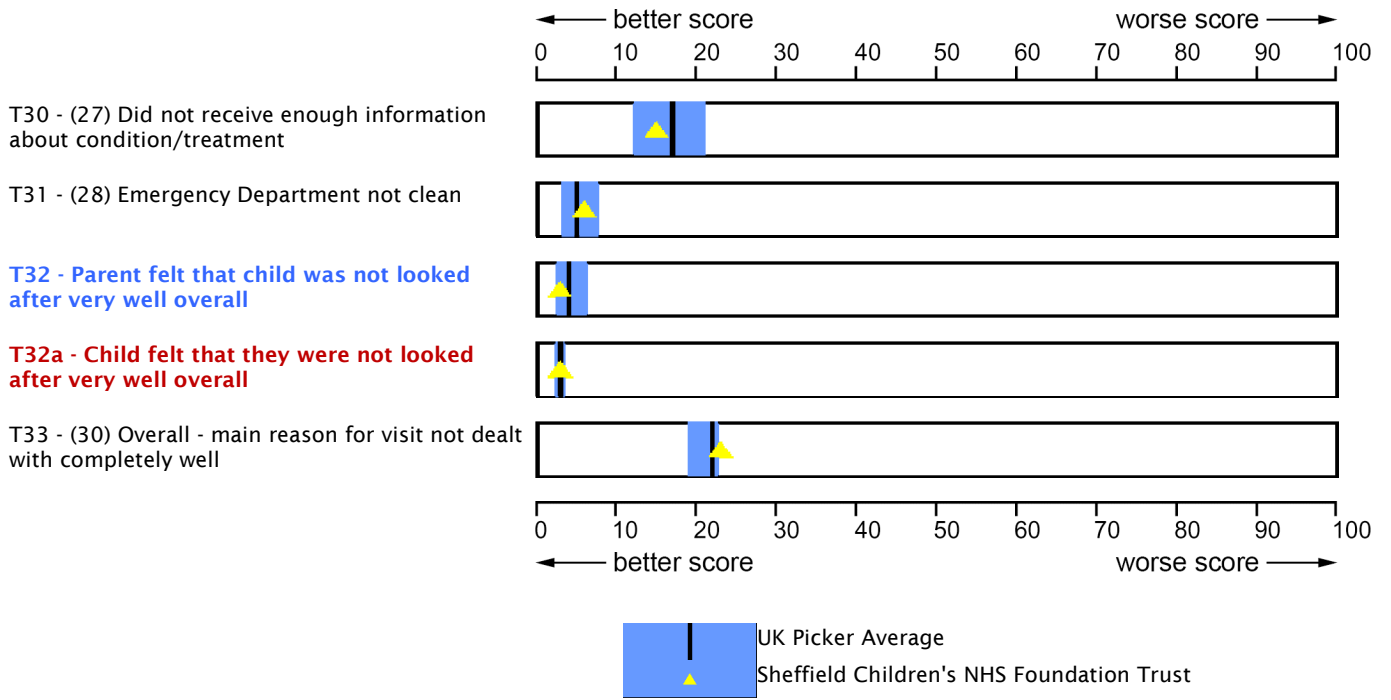
Your Child's Hospital Care



Leaving Hospital



Overall





SECTION 6

○ Internal Benchmarks

comparing results within the trust

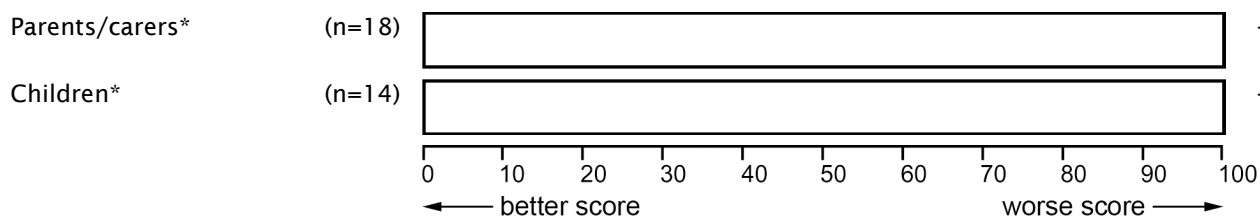
Internal Benchmarks: Respondent Type

This section compares problem scores within your trust by respondent type (parent or child). Only data for questions that were asked to *both parents and children* are displayed. The blue bars show the problem score, i.e. the percentage of patients who were not completely satisfied with a particular aspect of their care. Remember that lower scores (smaller bars) are better, whereas a larger bar indicates a greater problem. Where fewer than 50 patients have answered a particular question, the result should be treated with caution as the number of respondents is relatively small. Data is suppressed for questions with fewer than 30 respondents.

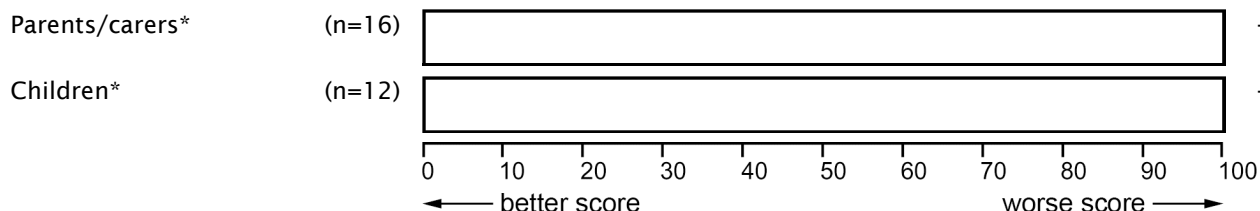
The '*Parents/carers*' data is from the parents' survey (aimed at parents of patients aged 0-7 yrs) *and* from the parents' section of the children's survey (aimed at parents/carers of patients aged 8 yrs+). The '*Children*' data is from the children's section of the children's survey (aimed at children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

The first question number ('T') reflects the question number in the parent survey, whereas the question number on the children's survey appears in brackets ().

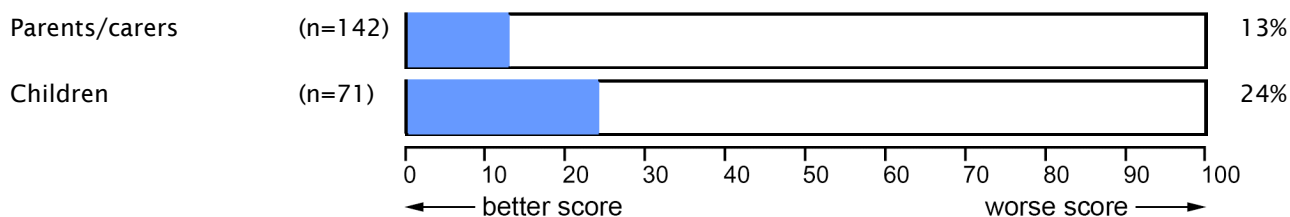
T1+ - (1+) Ambulance staff/paramedics did not fully explain what was happening



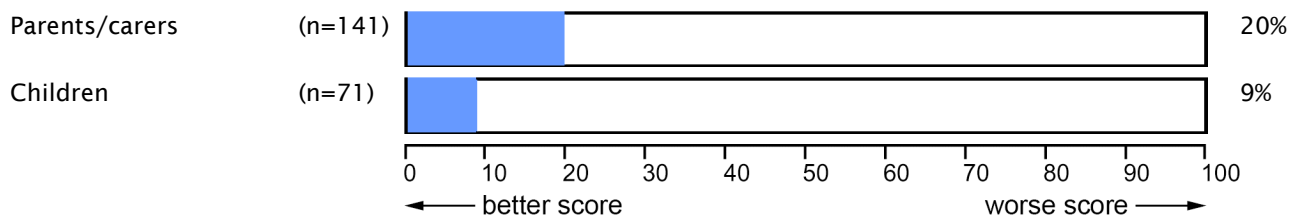
T2 - (2) Ambulance staff did not look after child very well



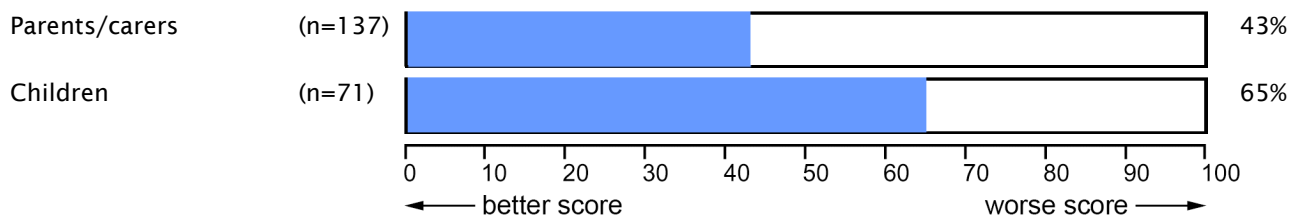
T4+ - (3+) Waited for longer than expected



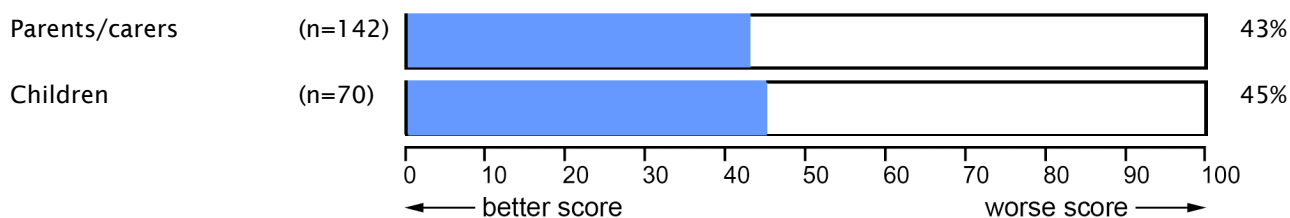
T5 - (4) Not kept informed about what was happening when waiting



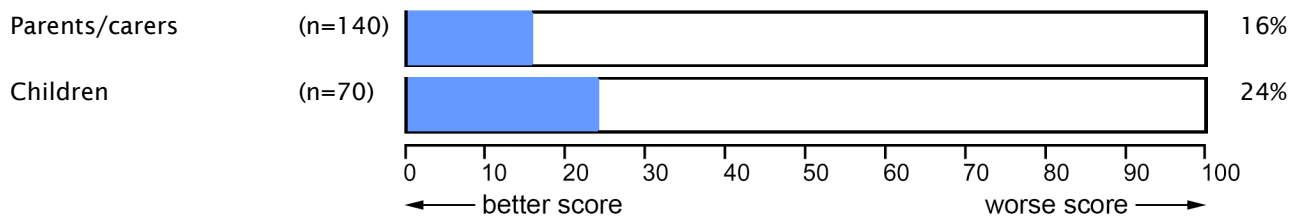
T6 - (5) Not enough for child's age group to do when waiting



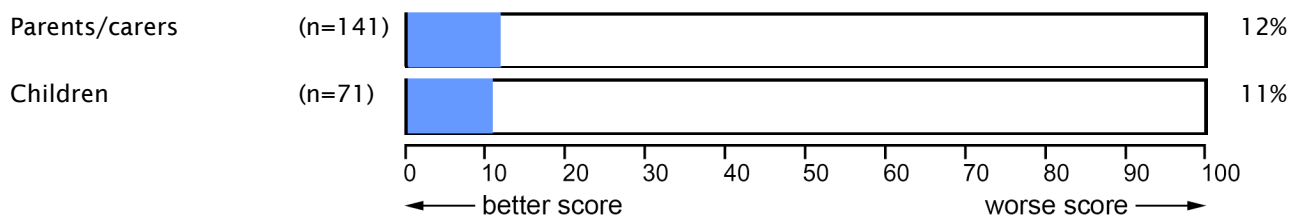
T7 - (6) Did not have everything that was needed when waiting



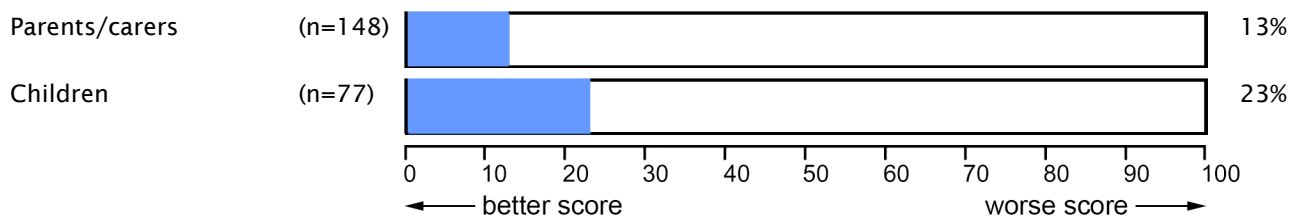
T8 - (7) Not fully looked after when waiting



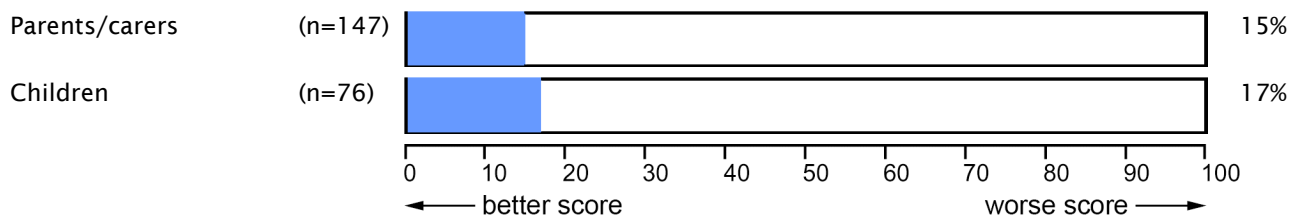
T9 - (8) Waiting area not clean



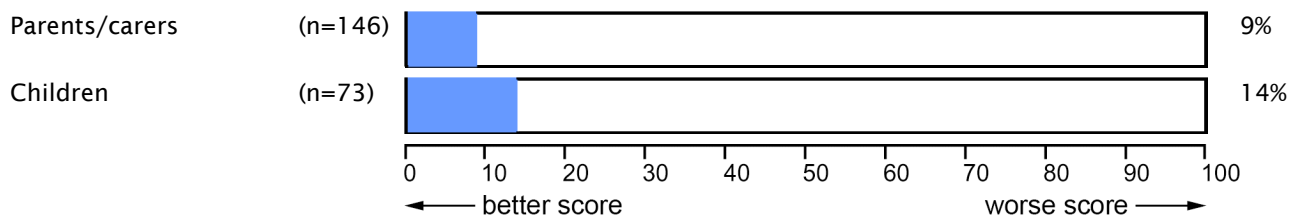
T10 - (9) Staff did not fully explain what they were doing



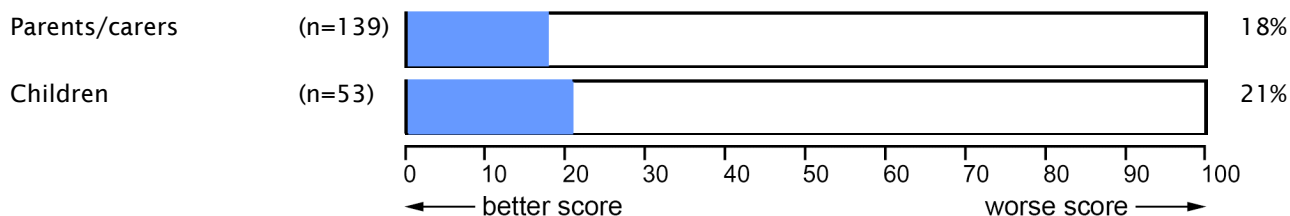
T11 - (10) Staff did not fully explain what was wrong



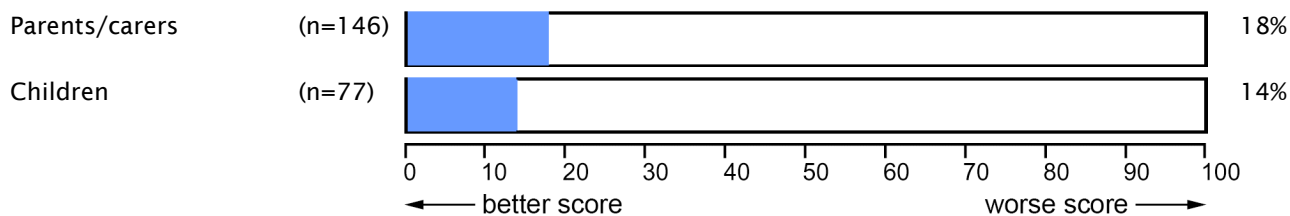
T12 - (11) Staff did not always listen to what patient had to say



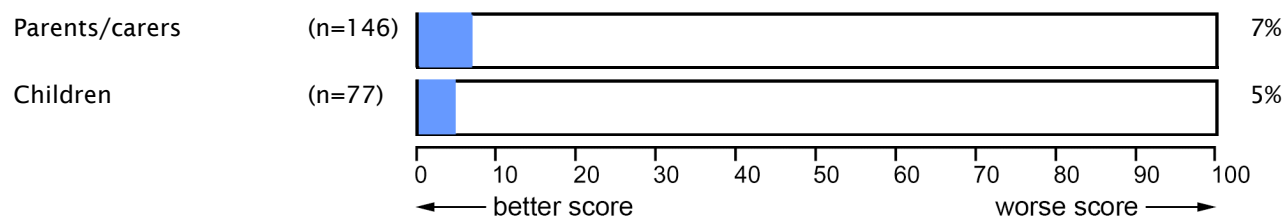
T13+ - (12+) Doctors and nurses did not fully talk with parent or child about their questions/worries



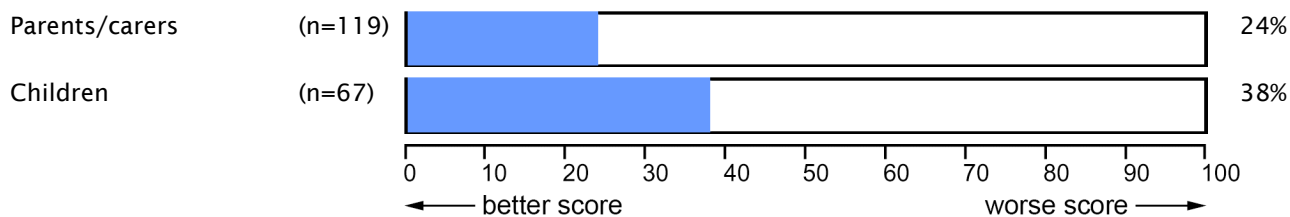
T15 - (13) Doctors and nurses did not do everything they could to calm and comfort parent/child



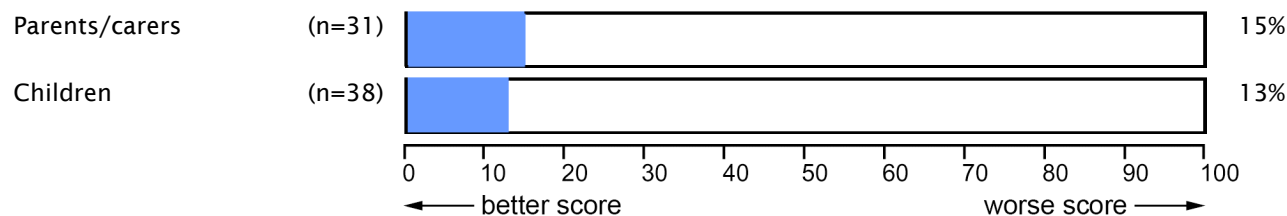
T16 - (14) Did not feel completely safe/at ease with the doctors and nurses



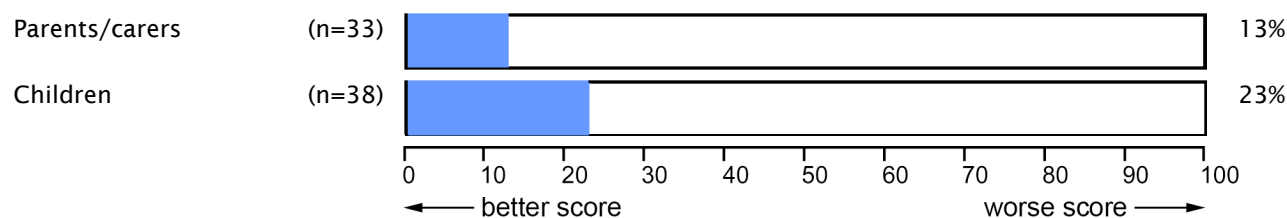
T19+ - (16+) Doctors and nurses did not do everything they could to ease child's pain



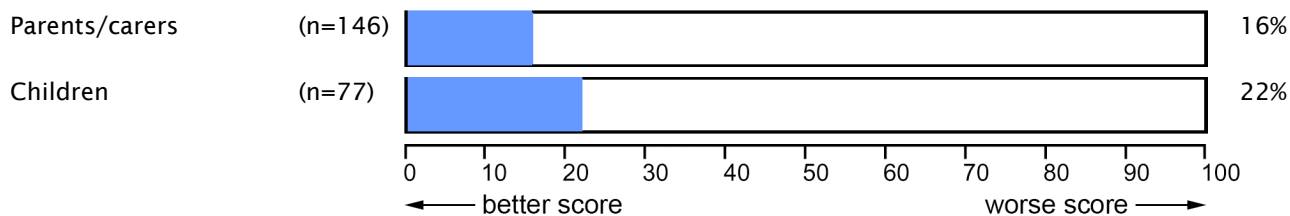
T21 - (18) Not fully told before test what would happen



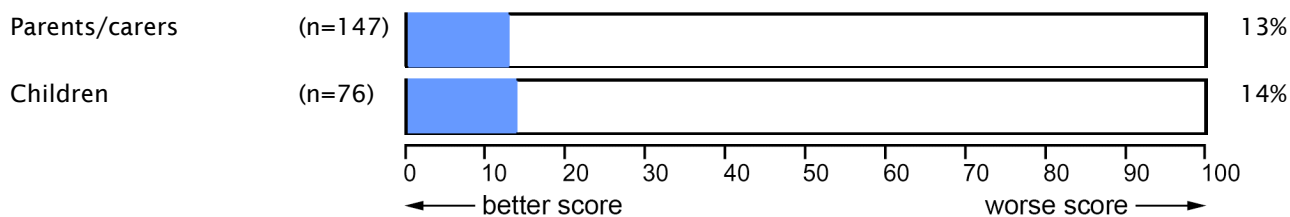
T22 - (19) Test results not fully explained



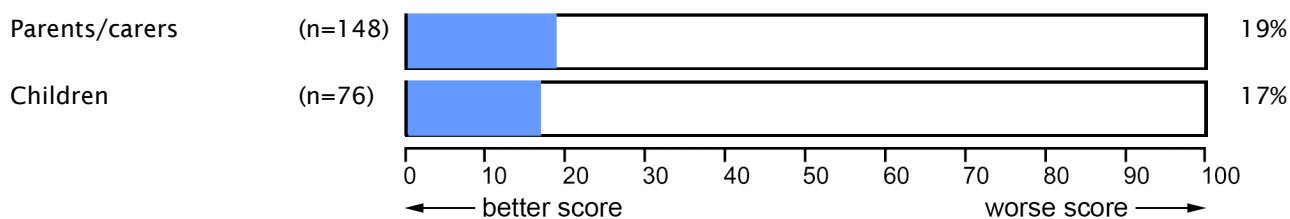
T23 - (20) Not given enough privacy when talking to doctors and nurses



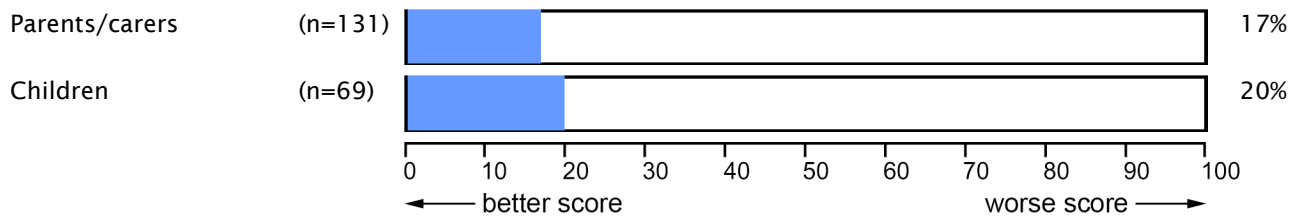
T24 - (21) Not given enough privacy when being examined or treated



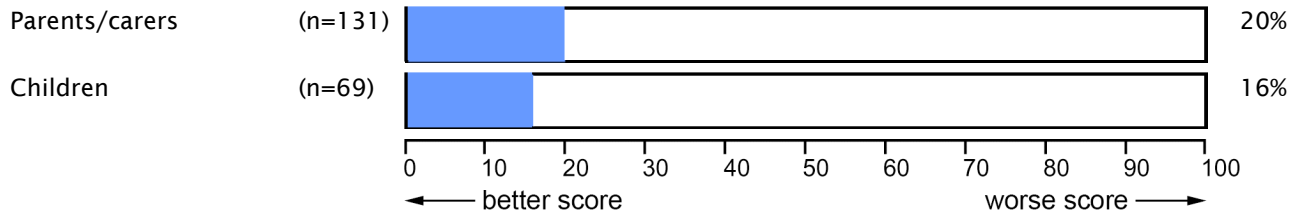
T25 - (22) Staff contradicted one another



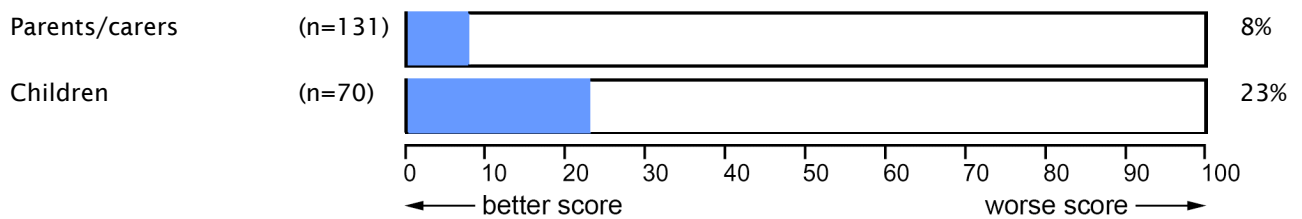
T27 - (24) Not told when to carry on usual activities



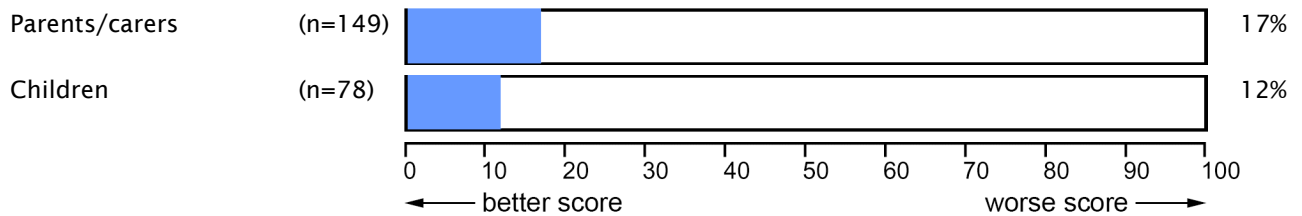
T28 - (25) Not told what to watch out for at home after the emergency visit



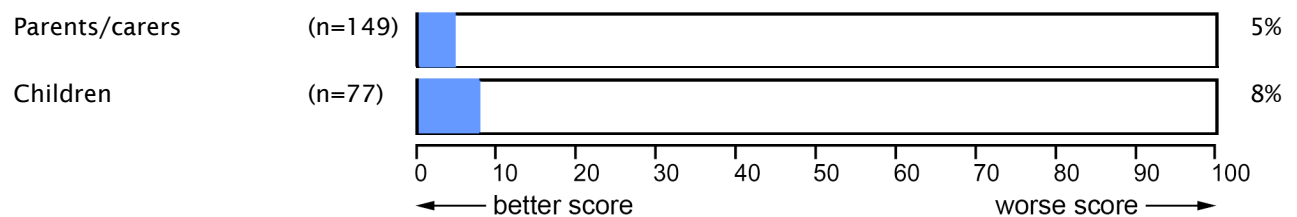
T29 - (26) Not told what to do or who to talk to if worried after the emergency visit



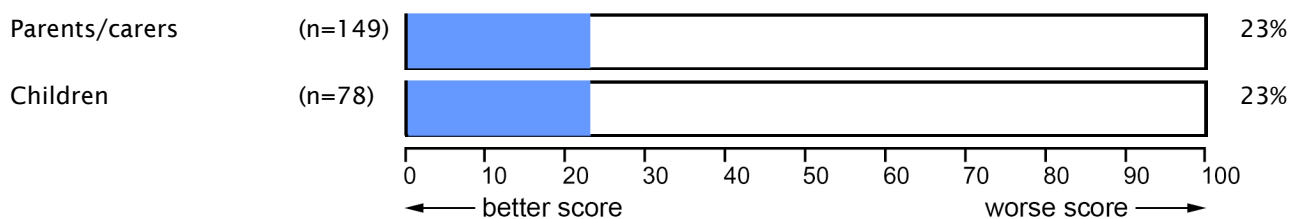
T30 - (27) Did not receive enough information about condition/treatment



T31 - (28) Emergency Department not clean



T33 - (30) Overall - main reason for visit not dealt with completely well



Internal Benchmarks: Hospital Site

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



SECTION 7

○ Historical Comparisons

comparing your results with previous years

Historical Comparisons

Your results are compared with data from the previous voluntary paediatric emergency department survey(s). As well as highlighting areas where your trust has improved since previous surveys, these problem scores also enable you to focus on where your performance may be slipping.

Significant differences between your current results and your previous survey results are indicated as follows:

🟢 scores significantly better than previous survey

🔴 scores significantly worse than previous survey

2012 The problem score for your trust in 2012

2013 The problem score for your trust in 2013

2015 The problem score for your trust in 2015

Blue text = parent data

Red text = child data

Black text = combined (parent and child) data

The T number reflects the question number in the parent's survey, except for child-only data (displayed in red text). The number displayed in brackets represents the question number in the children's survey.

Lower scores are better

Ambulance Care

		2012	2013	2015
T1+	(1+) Ambulance staff/paramedics did not fully explain what was happening	24 %	15 %	18 %
T2	(2) Ambulance staff did not look after child very well	1 %	1 %	2 %

Arrival and Waiting

		2012	2013	2015
T3+	Reception staff were not completely friendly and helpful	14 %	16 %	12 %
T4+	(3+) Waited for longer than expected	24 %	27 %	17 % 🟢
T5	(4) Not kept informed about what was happening when waiting	17 %	20 %	16 %
T6	(5) Not enough for child's age group to do when waiting	63 %	48 %	50 %
T7	(6) Did not have everything that was needed when waiting	54 %	47 %	44 %
T8	(7) Not fully looked after when waiting	29 %	25 %	19 %
T9	(8) Waiting area not clean	13 %	6 %	12 % 🔴

Doctors and Nurses

		2012	2013	2015
T10	(9) Staff did not fully explain what they were doing	17 %	19 %	16 %
T11	(10) Staff did not fully explain what was wrong	23 %	21 %	15 %
T12	(11) Staff did not always listen to what patient had to say	14 %	10 %	11 %
T13+	(12+) Doctors and nurses did not fully talk with parent or child about their questions/worries	22 %	20 %	19 %
T14	Doctors and nurses did not talk to child in a manner completely suitable for their age	12 %	11 %	9 %
T15	(13) Doctors and nurses did not do everything they could to calm and comfort parent/child	18 %	20 %	17 %
T16	(14) Did not feel completely safe/at ease with the doctors and nurses	7 %	8 %	7 %
T18	Parent did not have complete confidence and trust in doctors and nurses	16 %	15 %	13 %
T19+	(16+) Doctors and nurses did not do everything they could to ease child's pain	30 %	24 %	29 %

Tests and X-rays

		2012	2013	2015
T21	(18) Not fully told before test what would happen	18 %	13 %	14 %
T22	(19) Test results not fully explained	18 %	19 %	18 %

Your Child's Hospital Care

		2012	2013	2015
T23	(20) Not given enough privacy when talking to doctors and nurses	29 %	23 %	18 %
T24	(21) Not given enough privacy when being examined or treated	20 %	14 %	13 %
T25	(22) Staff contradicted one another	22 %	20 %	18 %

Leaving Hospital

		2012	2013	2015
T27	(24) Not told when to carry on usual activities	25 %	26 %	18 %
T28	(25) Not told what to watch out for at home after the emergency visit	27 %	23 %	18 %
T29	(26) Not told what to do or who to talk to if worried after the emergency visit	16 %	10 %	13 %

Overall

		2012	2013	2015
T30	(27) Did not receive enough information about condition/treatment	10 %	16 %	15 %
T31	(28) Emergency Department not clean	8 %	3 %	6 %
T32	Parent felt that child was not looked after very well overall	3 %	2 %	3 %
T32a	>Child felt that they were not looked after very well overall	2 %	6 %	3 %
T33	(30) Overall - main reason for visit not dealt with completely well	24 %	18 %	23 %



Section 8

○ Frequency Tables

a detailed breakdown of your results by question

Frequency Tables

This section shows a breakdown of responses for each question. It also shows which groups of patients responded to each question and how the problem score was calculated. The response option(s) that are used to calculate the problem score are indicated with an asterisk.

Before Attending Hospital

TA - Did you contact or see any of the following for advice before going to the hospital Emergency Department? (Cross ALL that apply)

All parents	This Trust		All trusts	
	n	%	n	%
I did not contact anyone	115	50.4	457	46.3
GP or Family Doctor	66	28.9	259	26.2
NHS Direct	30	13.2	165	16.7
Chemist or Pharmacist	9	3.9	19	1.9
School Nurse	4	1.8	32	3.2
Minor Injuries Unit	1	0.4	10	1.0
Midwife	1	0.4	8	0.8
Health Visitor	1	0.4	6	0.6
Other	16	7.0	82	8.3
Not answered	11	4.8	54	5.5
	228		988	

TB - Why did you decide to go to the hospital Emergency Department? (Cross ALL that apply)

All parents	This Trust		All trusts	
	n	%	n	%
A health professional told me to	66	28.9	330	33.4
I thought it would be quicker	22	9.6	72	7.3
It was late in the evening / night	48	21.1	206	20.9
It was an emergency	81	35.5	385	39.0
I thought there would be better care	28	12.3	85	8.6
I knew we would see a children's doctor	38	16.7	118	11.9
Other	31	13.6	120	12.1
Not answered	13	5.7	60	6.1
	228		988	

Ambulance Care

T1 - (1) If an ambulance was called, did ambulance staff / paramedics explain what was happening in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, definitely	15	6.6	94	9.5
Yes, to some extent / sort of	7	3.1	21	2.1
No	8	3.5	41	4.1
An ambulance was not called	145	63.6	601	60.8
Can't remember	2	0.9	9	0.9
Not answered	51	22.4	222	22.5
	228		988	

T1+ - (1+) If an ambulance was called, did ambulance staff / paramedics explain what was happening in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Those who used an ambulance				
Yes, definitely	15	18.1	94	24.3
*Yes, to some extent / sort of	7	8.4	21	5.4
*No	8	9.6	41	10.6
Can't remember	2	2.4	9	2.3
Not answered	51	61.4	222	57.4
Problem score - This Trust 18.1%	83		387	
Problem score - All trusts 16.0%				

T2 - (2) Overall, how well did the ambulance staff / paramedics look after child?

	This Trust		All trusts	
	n	%	n	%
Those who used an ambulance				
Very well	21	25.3	105	27.1
Fairly well	4	4.8	19	4.9
*Not very well	1	1.2	2	0.5
*Not at all well	1	1.2	4	1.0
Don't know / can't remember	1	1.2	7	1.8
Not answered	55	66.3	250	64.6
Problem score - This Trust 2.4%	83		387	
Problem score - All trusts 1.6%				

Arrival and Waiting

T3 - When you arrived at the Emergency Department, were the reception staff friendly and helpful?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	191	83.8	736	74.5
Yes, to some extent	26	11.4	186	18.8
No	1	0.4	24	2.4
Did not see a receptionist	3	1.3	16	1.6
Not answered	7	3.1	26	2.6
	228		988	

T3+ - When you arrived at the Emergency Department, were the reception staff friendly and helpful?

	This Trust		All trusts	
	n	%	n	%
Parents who saw a receptionist				
Yes, definitely	191	84.9	736	75.7
*Yes, to some extent	26	11.6	186	19.1
*No	1	0.4	24	2.5
Not answered	7	3.1	26	2.7
Problem score - This Trust 12.0%	225		972	
Problem score - All trusts 21.6%				

T4 - (3) How do you feel about how long you had to wait to be seen?

	This Trust		All trusts	
	n	%	n	%
All				
We did not wait at all	14	6.1	93	9.4
The wait was shorter than expected	99	43.4	356	36.0
The wait was about as long as expected	78	34.2	334	33.8
The wait was longer than expected	36	15.8	191	19.3
Not answered	1	0.4	14	1.4
	228		988	

T4+ - (3+) How do you feel about how long you had to wait to be seen?

	This Trust		All trusts	
	n	%	n	%
Those who waited				
The wait was shorter than expected	99	46.3	356	39.8
The wait was about as long as expected	78	36.4	334	37.3
*The wait was longer than expected	36	16.8	191	21.3
Not answered	1	0.5	14	1.6
Problem score - This Trust 16.8%	214		895	
Problem score - All trusts 21.3%				

T5 - (4) While you were waiting, did someone keep you informed about what was happening?

Those who waited	This Trust		All trusts	
	n	%	n	%
Yes, definitely	34	15.9	182	20.3
Yes, to some extent / sort of	40	18.7	199	22.2
No, but this was not needed	99	46.3	302	33.7
*No, but would have liked to have been told	35	16.4	172	19.2
Don't know / can't remember	4	1.9	23	2.6
Not answered	2	0.9	17	1.9
Problem score - This Trust 16.4%	214		895	
Problem score - All trusts 19.2%				

T6 - (5) Was there enough for children to do when waiting to be seen (e.g. toys, games and books)?

Those who waited	This Trust		All trusts	
	n	%	n	%
Yes, lots to do	66	30.8	303	33.9
*Yes some things, but not enough	42	19.6	119	13.3
*There were things, but not for my / my child's age group	52	24.3	185	20.7
*No	13	6.1	119	13.3
Can't remember / did not notice	9	4.2	54	6.0
Had our own things to do	26	12.1	84	9.4
Not answered	6	2.8	31	3.5
Problem score - This Trust 50.0%	214		895	
Problem score - All trusts 47.3%				

T7 - (6) Was there everything you needed while you waited (such as toilets, food and drink)?

Those who waited	This Trust		All trusts	
	n	%	n	%
Yes, definitely	73	34.1	326	36.4
*Yes, to some extent / sort of	67	31.3	299	33.4
*No	27	12.6	106	11.8
Did not need anything	40	18.7	129	14.4
Don't know / can't remember	5	2.3	16	1.8
Not answered	2	0.9	19	2.1
Problem score - This Trust 43.9%	214		895	
Problem score - All trusts 45.3%				

T8 - (7) Were you looked after while you waited (with pain medicine, blankets, sick bowls or anything else that you needed)?

Those who waited	This Trust		All trusts	
	n	%	n	%
Yes, definitely	68	31.8	270	30.2
*Yes, to some extent / sort of	21	9.8	134	15.0
*No	19	8.9	110	12.3
Did not need anything	101	47.2	354	39.6
Don't know / can't remember	1	0.5	8	0.9
Not answered	4	1.9	19	2.1
Problem score - This Trust 18.7%	214		895	
Problem score - All trusts 27.3%				

T9 - (8) How clean was the waiting area?

Those who waited	This Trust		All trusts	
	n	%	n	%
Very clean	70	32.7	314	35.1
Quite clean	107	50.0	447	49.9
*Not very clean	24	11.2	70	7.8
*Not at all clean	1	0.5	13	1.5
Can't remember / did not notice	10	4.7	34	3.8
Not answered	2	0.9	17	1.9
Problem score - This Trust 11.7%	214		895	
Problem score - All trusts 9.3%				

Doctors and Nurses

T10 - (9) Did doctors and nurses explain what they were doing in a way you could understand?

All	This Trust		All trusts	
	n	%	n	%
Yes, completely	182	79.8	763	77.2
*Yes, to some extent / sort of	34	14.9	179	18.1
*No	3	1.3	18	1.8
Did not need an explanation	3	1.3	7	0.7
Don't know / can't remember	3	1.3	8	0.8
Not answered	3	1.3	13	1.3
Problem score - This Trust 16.2%	228		988	
Problem score - All trusts 19.9%				

T11 - (10) Did doctors and nurses explain what was wrong in a way you could understand?

All	This Trust		All trusts	
	n	%	n	%
Yes, completely	179	78.5	741	75.0
*Yes, to some extent / sort of	32	14.0	175	17.7
*No	3	1.3	21	2.1
Don't know / can't remember	1	0.4	6	0.6
This was not needed / they did not know what was wrong	8	3.5	29	2.9
Not answered	5	2.2	16	1.6
Problem score - This Trust 15.4%	228		988	
Problem score - All trusts 19.8%				

T12 - (11) Did doctors and nurses in the Emergency Department listen to what you had to say?

All	This Trust		All trusts	
	n	%	n	%
Yes, always	190	83.3	801	81.1
*Yes, sometimes	23	10.1	136	13.8
*No	2	0.9	16	1.6
This was not needed	4	1.8	17	1.7
Not answered	9	3.9	18	1.8
Problem score - This Trust 11.0%	228		988	
Problem score - All trusts 15.4%				

T13 - (12) If you had any questions or worries, did doctors or nurses talk with you about them?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, completely	155	68.0	633	64.1
Yes, to some extent / sort of	31	13.6	159	16.1
No	6	2.6	33	3.3
I did not have any questions or worries	32	14.0	139	14.1
Not answered	4	1.8	24	2.4
	228		988	

T13+ - (12+) If you had any questions or worries, did doctors or nurses talk with you about them?

	This Trust		All trusts	
	n	%	n	%
Those who had questions or worries				
Yes, completely	155	79.1	633	74.6
*Yes, to some extent / sort of	31	15.8	159	18.7
*No	6	3.1	33	3.9
Not answered	4	2.0	24	2.8
Problem score - This Trust 18.9%	196		849	
Problem score - All trusts 22.6%				

T14 - Did doctors and nurses talk to your child in a manner suitable for their age?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	185	81.1	780	78.9
*Yes, to some extent	16	7.0	79	8.0
*No	4	1.8	17	1.7
This was not necessary	21	9.2	88	8.9
Not answered	2	0.9	24	2.4
Problem score - This Trust 8.8%	228		988	
Problem score - All trusts 9.7%				

T15 - (13) Did doctors and nurses do everything they could to calm and comfort you/your child?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, completely	134	58.8	594	60.1
*Yes, to some extent / sort of	33	14.5	167	16.9
*No	5	2.2	41	4.1
This was not needed	51	22.4	167	16.9
Not answered	5	2.2	19	1.9
Problem score - This Trust 16.7%	228		988	
Problem score - All trusts 21.1%				

T16 - (14) Did you feel safe/at ease with the doctors and nurses?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, completely	208	91.2	866	87.7
*Yes, to some extent / sort of	13	5.7	73	7.4
*No	2	0.9	21	2.1
Not answered	5	2.2	28	2.8
Problem score - This Trust 6.6%	228		988	
Problem score - All trusts 9.5%				

T17 - (15) Please tell us why you did not feel completely safe or at ease?

FREETEXT

Those who did not feel safe/at ease	n	%	This Trust		All trusts	
			n	%	n	%

T18 - Did you have confidence and trust in the doctors and nurses examining and treating your child?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes, definitely	193	84.6	810	82.0
*Yes, to some extent	25	11.0	124	12.6
*No	5	2.2	26	2.6
Not answered	5	2.2	28	2.8
Problem score - This Trust 13.2%	228		988	
Problem score - All trusts 15.2%				

T19 - (16) Did doctors and nurses do everything they could to help ease child's pain?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, definitely	130	57.0	576	58.3
Yes, to some extent / sort of	46	20.2	176	17.8
No	10	4.4	53	5.4
Child was not in any pain	36	15.8	157	15.9
Not answered	6	2.6	26	2.6
	228		988	

T19+ - (16+) Did doctors and nurses do everything they could to help ease child's pain?

Those who were in pain	This Trust		All trusts	
	n	%	n	%
Yes, definitely	130	67.7	576	69.3
*Yes, to some extent / sort of	46	24.0	176	21.2
*No	10	5.2	53	6.4
Not answered	6	3.1	26	3.1
Problem score - This Trust 29.2%	192		831	
Problem score - All trusts 27.6%				

Tests and X-rays

T20 - (17) Did child have any tests (such as x-rays, scans or blood tests) in the Emergency Department?

	This Trust		All trusts	
	n	%	n	%
All				
Yes	71	31.1	416	42.1
No	150	65.8	541	54.8
Not answered	7	3.1	31	3.1
	228		988	

T21 - (18) Before the test, did someone tell you what was going to happen?

	This Trust		All trusts	
	n	%	n	%
Those who had tests				
Yes, completely	58	74.4	351	78.5
*Yes, to some extent / sort of	10	12.8	59	13.2
*No	1	1.3	10	2.2
Not answered	9	11.5	27	6.0
Problem score - This Trust 14.1%	78		447	
Problem score - All trusts 15.4%				

T22 - (19) Were you told the test results in a way you could understand?

	This Trust		All trusts	
	n	%	n	%
Those who had tests				
Yes, completely	53	67.9	310	69.4
*Yes, to some extent / sort of	12	15.4	76	17.0
*No	2	2.6	15	3.4
We were told the results at a later date	4	5.1	19	4.3
Not answered	7	9.0	27	6.0
Problem score - This Trust 17.9%	78		447	
Problem score - All trusts 20.4%				

Your Child's Hospital Care

T23 - (20) Were you given somewhere private enough to talk with doctors and nurses?

All	This Trust		All trusts	
	n	%	n	%
Yes, definitely	179	78.5	667	67.5
*Yes, to some extent / sort of	31	13.6	179	18.1
*No, but did not mind	8	3.5	71	7.2
*No, but would have liked this	2	0.9	25	2.5
Don't know / can't remember	3	1.3	25	2.5
Not answered	5	2.2	21	2.1
Problem score - This Trust 18.0%	228		988	
Problem score - All trusts 27.8%				

T24 - (21) Were you given somewhere private enough when being examined or treated?

All	This Trust		All trusts	
	n	%	n	%
Yes, definitely	190	83.3	754	76.3
*Yes, to some extent / sort of	27	11.8	157	15.9
*No, but did not mind	2	0.9	21	2.1
*No, but would have liked this	1	0.4	15	1.5
Don't know / can't remember	3	1.3	14	1.4
Not answered	5	2.2	27	2.7
Problem score - This Trust 13.2%	228		988	
Problem score - All trusts 19.5%				

T25 - (22) Were you ever told different things by different people, which left you feeling confused?

All	This Trust		All trusts	
	n	%	n	%
*Yes, a lot	8	3.5	35	3.5
*Yes, sometimes	33	14.5	169	17.1
No, never	169	74.1	708	71.7
Don't know / can't remember	14	6.1	57	5.8
Not answered	4	1.8	19	1.9
Problem score - This Trust 18.0%	228		988	
Problem score - All trusts 20.6%				

Leaving Hospital

T26 - (23) After your emergency visit, what happened?

All	This Trust		All trusts	
	n	%	n	%
Admitted onto a hospital ward and stayed overnight	21	9.2	135	13.7
Went home	201	88.2	819	82.9
Went to stay somewhere else (e.g. with a friend or family member)	0	0.0	7	0.7
Not answered	6	2.6	27	2.7
	228		988	

T27 - (24) Before you left hospital, did someone tell you when you/your child could carry on their usual activities?

Those discharged from the Emergency Department	This Trust		All trusts	
	n	%	n	%
Yes, definitely	104	50.2	413	48.4
*Yes, to some extent / sort of	17	8.2	117	13.7
*No	20	9.7	96	11.3
This was not needed	59	28.5	200	23.4
Not answered	7	3.4	27	3.2
Problem score - This Trust 17.9%	207		853	
Problem score - All trusts 25.0%				

T28 - (25) Did someone from the hospital tell you what to watch out for at home after the hospital visit?

Those discharged from the Emergency Department	This Trust		All trusts	
	n	%	n	%
Yes, definitely	132	63.8	499	58.5
*Yes, to some extent / sort of	27	13.0	127	14.9
*No	11	5.3	75	8.8
This was not needed	25	12.1	111	13.0
Don't know / can't remember	5	2.4	17	2.0
Not answered	7	3.4	24	2.8
Problem score - This Trust 18.4%	207		853	
Problem score - All trusts 23.7%				

T29 - (26) Did staff tell you what to do or who to talk to if you were worried about anything after your emergency visit?

Those discharged from the Emergency Department	This Trust		All trusts	
	n	%	n	%
Yes	160	77.3	639	74.9
*No	27	13.0	115	13.5
Don't know / can't remember	14	6.8	70	8.2
Not answered	6	2.9	29	3.4
Problem score - This Trust 13.0%	207		853	
Problem score - All trusts 13.5%				

T29a - Before you left the Emergency Department, were you given any written or printed information about your child's condition or treatment?

	This Trust		All trusts	
	n	%	n	%
All parents				
Yes	89	39.0	348	35.2
*No	97	42.5	415	42.0
We did not need this type of information	32	14.0	161	16.3
Don't know / can't remember	3	1.3	30	3.0
Not answered	7	3.1	34	3.4
Problem score - This Trust 42.5%	228		988	
Problem score - All trusts 42.0%				

T29b - Was this information helpful?

	This Trust		All trusts	
	n	%	n	%
Parents that received written or printed information				
Yes, definitely	77	80.2	281	73.6
Yes, to some extent	13	13.5	63	16.5
No	0	0.0	2	0.5
I have not read the information	0	0.0	3	0.8
Not answered	6	6.2	33	8.6
	96		382	

T29b+ - Was this information helpful?

	This Trust		All trusts	
	n	%	n	%
Parents who have read the information				
Yes, definitely	77	80.2	281	74.1
Yes, to some extent	13	13.5	63	16.6
*No	0	0.0	2	0.5
Not answered	6	6.2	33	8.7
Problem score - This Trust 0.0%	96		379	
Problem score - All trusts 0.5%				

Overall

T30 - (27) Overall, did you receive enough information about your/your child's condition and treatment?

All	This Trust		All trusts	
	n	%	n	%
Yes, enough information	181	79.4	742	75.1
*Some, but not enough information	27	11.8	134	13.6
*None, but would have liked this	8	3.5	34	3.4
None, but did not need any	8	3.5	35	3.5
They did not know what was wrong	3	1.3	25	2.5
Not answered	1	0.4	18	1.8
Problem score - This Trust 15.4%	228		988	
Problem score - All trusts 17.0%				

T31 - (28) Overall, how clean was the Emergency Department?

All	This Trust		All trusts	
	n	%	n	%
Very clean	105	46.1	464	47.0
Fairly clean	97	42.5	431	43.6
*Not very clean	13	5.7	38	3.8
*Not at all clean	0	0.0	9	0.9
Don't know / can't remember	11	4.8	31	3.1
Not answered	2	0.9	15	1.5
Problem score - This Trust 5.7%	228		988	
Problem score - All trusts 4.8%				

T32 - Overall, how well do you think your child was looked after during their visit to the Emergency Department?

All parents	This Trust		All trusts	
	n	%	n	%
Very well	166	72.8	683	69.1
Fairly well	48	21.1	228	23.1
*Not very well	3	1.3	30	3.0
*Not at all well	3	1.3	8	0.8
Not answered	8	3.5	39	3.9
Problem score - This Trust 2.6%	228		988	
Problem score - All trusts 3.8%				

T32a - Overall, how well do you think you were looked after during your visit to the Emergency Department? (child)

	This Trust		All trusts	
	n	%	n	%
All children				
Very well	56	71.8	219	64.8
Fairly well	20	25.6	105	31.1
*Not very well	2	2.6	8	2.4
*Not at all well	0	0.0	1	0.3
Not answered	0	0.0	5	1.5
Problem score - This Trust 2.6%	78		338	
Problem score - All trusts 2.7%				

T33 - (30) Was the main reason you went to hospital dealt with well?

	This Trust		All trusts	
	n	%	n	%
All				
Yes, completely	175	76.8	752	76.1
*Yes, to some extent / sort of	44	19.3	169	17.1
*No	8	3.5	45	4.6
Not answered	1	0.4	22	2.2
Problem score - This Trust 22.8%	228		988	
Problem score - All trusts 21.7%				

T33a - If your child had the same problem at the same time of day or night in the future, where would you go for care or advice?

	This Trust		All trusts	
	n	%	n	%
All parents				
GP or Family Doctor	44	19.3	186	18.8
NHS Direct	20	8.8	72	7.3
Chemist or Pharmacist	1	0.4	2	0.2
School Nurse	0	0.0	2	0.2
Minor Injuries Unit	6	2.6	35	3.5
Midwife	0	0.0	1	0.1
Health Visitor	0	0.0	0	0
Hospital Emergency Department	128	56.1	555	56.2
Other	10	4.4	39	3.9
Not answered	19	8.3	96	9.7
	228		988	

T34 - Who was the main person who answered the questions in this survey (parent survey)?

	This Trust		All trusts	
	n	%	n	%
Parents (parent survey)				
Me, the child (patient)	8	5.3	28	4.3
Me, the parent or carer	131	87.3	585	90.0
Both child and parent/carer together	5	3.3	15	2.3
Not answered	6	4.0	22	3.4
	150		650	

T34a - (31) Who was the main person who answered the questions in this survey (child section of child survey)?

All children	This Trust		All trusts	
	n	%	n	%
Me, the young person	34	43.6	162	47.9
My parent or carer	22	28.2	79	23.4
Both patient (child) and parent/carer together	21	26.9	83	24.6
Not answered	1	1.3	14	4.1
	78		338	

T34b - Who was the main person who answered the questions in this survey (parent section of child survey)?

All parents (child survey)	This Trust		All trusts	
	n	%	n	%
Me, the parent or carer	65	83.3	274	81.1
Me, the young patient	3	3.8	10	3.0
Both child and parent/carer together	7	9.0	37	10.9
Not answered	3	3.8	17	5.0
	78		338	

About You

T35 - (32) Is child male or female?

All	This Trust		All trusts	
	n	%	n	%
Male	135	59.2	539	54.6
Female	87	38.2	422	42.7
Not answered	6	2.6	27	2.7
	228		988	

T36 - (33) How old is child?

All	This Trust		All trusts	
	n	%	n	%
0-1 yrs	26	11.4	111	11.2
2-3 yrs	65	28.5	303	30.7
4-5 yrs	32	14.0	127	12.9
6-8 yrs	24	10.5	93	9.4
8-11 yrs	39	17.1	145	14.7
12-15yrs	33	14.5	146	14.8
16-18yrs	3	1.3	32	3.2
Not answered	6	2.6	31	3.1
	228		988	

T37 - Which of these best describes your child's ethnic background? (Select ONE only)

All parents	This Trust		All trusts	
	n	%	n	%
White (e.g. British, Irish, European)	134	58.8	670	67.8
Mixed (e.g. White and Asian)	23	10.1	59	6.0
Asian / Asian British (e.g. Indian)	32	14.0	128	13.0
Black / Black British	14	6.1	38	3.8
Any other ethnic group	19	8.3	58	5.9
Not answered	6	2.6	35	3.5
	228		988	

T38 - Does your child have any of the following long-standing conditions (Select ALL that apply)

All parents	This Trust		All trusts	
	n	%	n	%
No long-standing condition	158	69.3	705	71.4
Deafness or severe hearing impairment	2	0.9	8	0.8
Blindness or partially sighted	5	2.2	9	0.9
Any other long-standing physical disability	6	2.6	18	1.8
A learning disability	11	4.8	39	3.9
A mental health condition	2	0.9	15	1.5
Another long-standing condition (e.g. cancer, diabetes, epilepsy)	19	8.3	72	7.3
Not answered	42	18.4	177	17.9
	228		988	

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