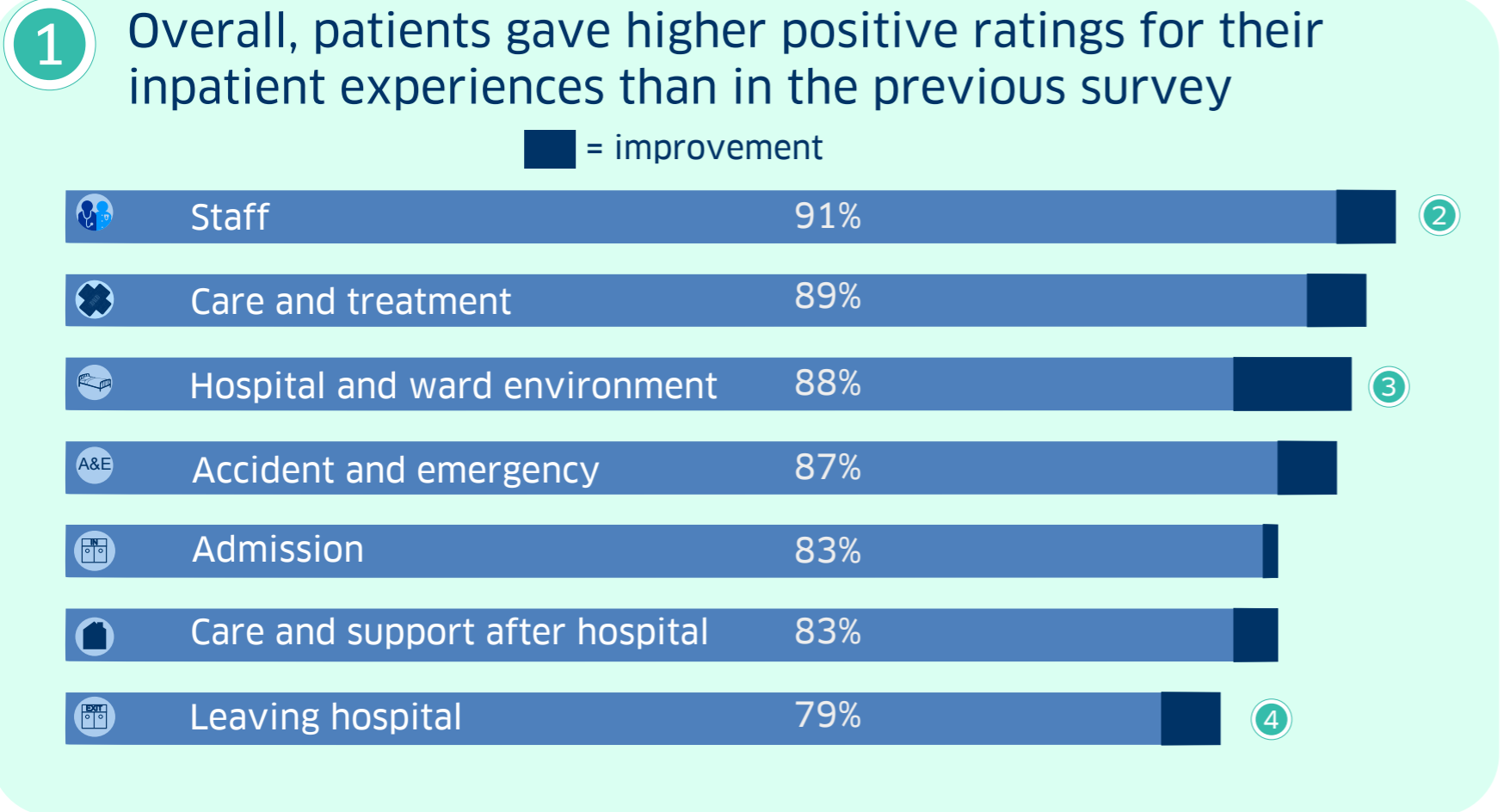



# 6 key findings: 2014 Inpatient Experience Survey



**2**  As in previous surveys, staff were very highly rated

Top rated staff questions included:

- Patients having confidence and trust in staff
- Staff washing hands when appropriate


**Enough staff ?**  
Although patients were positive about the staff they did encounter, around 10% felt that there were not enough nurses to treat them.

**4**  Patients were least positive about **Leaving hospital**

 2 in 5 patients reported a delay on the day they left hospital

The most common reason for this was  'delays in medication'

**3**  The biggest improvement came in the rating for **hospital ward and environment**, which rose by 8 percentage points

**5**  1 in 5 patients felt that they had suffered harm or injury during, or as a result of, their hospital stay

**6**  Where patients felt that a mistake had been made in their care, 1 in 3 felt that staff had not discussed it with them.