Carer Questionnaire

Round 4 and Round 3 National data results

\* = a statistically significant difference between R3 and R4 (p<0.05)

’Don’t know’ and ‘I don’t need/ want any support’ responses were excluded from the sample sizes of relevant questions

| **Question** | **Responses** | **National Audit****Round 4****%****Num/Den** | **National Audit****Round 3****%****Num/Den** |
| --- | --- | --- | --- |
| Which of these best describes your relationship to the person you look after? | Spouse or partner | **32.5%**1529/4709 | **33.5%**1558/4648 |
| Family member | **56.3%**2649/4709 | **55.9%**2597/4648 |
| Friend | **5.5%**261/4709 | **4.4%**203/4648 |
| Professional carer (health or social care) | **4.7%**221/4709 | **5.4%**249/4648 |
| Other | **1%**49/4709 | **0.9%**41/4648 |
| Are you one of the main carers for the person you look after? For example, family care or keyworker? | Yes | **76%**3268/4300 | **77.8%**3356/4314 |

# Patient care

| **Question** | **Responses** | **National Audit****Round 4****%****Num/Den** | **National Audit****Round 3****%****Num/Den** |
| --- | --- | --- | --- |
| 1. Do you feel that hospital staff were well informed and understood the needs of the person you look after? | Yes, definitely | **51.1%\***2368/4638 | **46.5%**2130/4578 |
| Yes, to some extent | **40.7%**1888/4638 | **43.3%**1980/4578 |
| No | **8.2%**382/4638 | **10.2%**468/4578 |
| Don’t know |  |  |
| 2. Do you feel that hospital staff delivered high quality care that was appropriate to the needs of the person you look after? | Yes, definitely | **58.7%**2728/4649 | **54.2%**2489/4592 |
| Yes, to some extent | **33.8%\***1571/4649 | **36.4%**1672/4592 |
| No | **7.5%**350/4649 | **9.4%**431/4592 |
| Don’t know |  |  |
| 3. Was the person you look after given enough help with personal care from hospital staff? For example, eating, drinking, washing and using the toilet. | Yes, definitely | **58.5%\***2641/4518 | **55.4%**2456/4433 |
| Yes, to some extent | **32.6%**1473/4518 | **34.2%**1515/4433 |
| No | **8.9%**404/4518 | **10.4%**462/4433 |
| Don’t know |  |  |
| 4. Was the person you look after treated with respect by hospital staff? | Yes, definitely | **77.5%**3598/4640 | **76.0%**3471/4569 |
| Yes, to some extent | **20.2%**939/4640 | **20.8%**952/4569 |
| No | **2.2%**103/4640 | **3.2%**146/4569 |
| Don’t know |  |  |

# Communication

| **Question** | **Responses** | **National Audit****Round 4****%****Num/Den** | **National Audit****Round 3****%****Num/Den** |
| --- | --- | --- | --- |
| 5. Were you (or the patient, where appropriate) kept clearly informed about their care and progress during the hospital stay? For example, about plans for treatment and discharge. | Yes, definitely | **45.9%\***2115/4609 | **41.8%**1908/4566 |
| Yes, to some extent | **38.5%**1776/4609 | **40.4%**1843/4566 |
| No | **15.6%**718/4609 | **17.8%**815/4566 |
| Don’t know |  |  |
| 6. Were you (or the patient, where appropriate) involved as much as you wanted to be in decisions about their care? | Yes, definitely | **51.1%\***2317/4535 | **47.5%**2138/4497 |
| Yes, to some extent | **34.8%**1577/4535 | **36.4%**1637/4497 |
| No | **14.1%**641/4535 | **16.1%**722/4497 |
| Don’t know |  |  |
| 7. Did hospital staff ask you about the needs of the person you look after to help plan their care? | Yes, definitely | **48.3%\***2193/4545 | **45.4%**2053/4524 |
| Yes, to some extent | **34.3%**1561/4545 | **34.5%**1563/4524 |
| No | **17.4%\***791/4545 | **20.1%**908/4524 |
| Don’t know |  |  |

# Overall

| **Question** | **Responses** | **National Audit****Round 4****%****Num/Den** | **National Audit****Round 3****%****Num/Den** |
| --- | --- | --- | --- |
| 8. Overall, how would you rate the care received by the person you look after during the hospital stay? | Excellent | **38.2%**1798/4704 | **34.5%**1602/4645 |
| Very good | **33.6%**1580/4704 | **33.9%**1575/4645 |
| Good | **15.8%**745/4704 | **17%**790/4645 |
| Fair  | **8.5%**402/4704 | **9.6%**446/4645 |
| Poor | **3.8%**179/4704 | **5%**232/4645 |
| 9. How likely would you be to recommend the service to friends and family if they needed similar care or treatment? | Extremely likely | **46.1%\***2126/4608 | **42.5%**1933/4544 |
| Likely | **34.1%**1571/4608 | **34.1%**1551/4544 |
| Neither likely nor unlikely | **12%**551/4608 | **14.3%**648/4544 |
| Unlikely | **4.4%**205/4608 | **4.8%**220/4544 |
| Extremely unlikely | **3.4%**155/4608 | **4.2%**192/4544 |
| Don’t know |  |  |
| 10. Overall, how satisfied are you with the support **you** have received from this hospital to help you in your role as a carer? | Very satisfied | **53.8%**2354/4377 | **50.3%**2204/4379 |
| Somewhat satisfied | **32.4%**1420/4377 | **34%**1487/4379 |
| Somewhat dissatisfied | **9.4%**413/4377 | **9.9%**434/4379 |
| Very dissatisfied | **4.3%**190/4377 | **5.8%**254/4379 |
| I don’t need/want any support |  |  |
| 11. Do you have any comments about the service provided by the hospital to the person you look after? For example, anything you were particularly happy or unhappy about? |  |  |  |

# About you

| **Question** | **Responses** | **National Audit****Round 4****%****Num/Den** | **National Audit****Round 3****%****Num/Den** |
| --- | --- | --- | --- |
| 1. How do you define your **gender**? | Male | **31.5%**1460/4641 | **30.6%**1413/4624 |
| Female | **67.4%**3128/4641 | **68.1%**3150/4624 |
| Other | **0.1%**3/4641 | **0.1%**4/4624 |
| Prefer not to say | **1.1%**50/4641 | **1.2%**56/4624 |
| 2. What is your **age**? | 18-24 years | **1%**46/4658 | **1%**48/4626 |
| 25-34 years | **3.3%**154/4658 | **2.9%**133/4626 |
| 35-44 years | **6%**280/4658 | **5.6%**259/4626 |
| 45-54 years | **16.9%**787/4658 | **16.2%**749/4626 |
| 55-64 years | **24.5%**1139/4658 | **25.8%**1193/4626 |
| 65-74 years | **18.9%**879/4658 | **20.8%**960/4626 |
| 75-84 years | **20.1%**934/4658 | **19.1%**885/4626 |
| 85 years and over | **8.2%**384/4658 | **7.4%**343/4626 |
| Prefer not to say | **1.2%**55/4658 | **1.2%**56/4626 |
| 3. Please specify your **ethnicity**: | White/White British | **87.2%**4003/4593 | **88.4%**4079/4612 |
| Black/Black British | **3.6%**167/4593 | **3%**140/4612 |
| Asian/Asian British | **3.9%**177/4593 | **3.3%**152/4612 |
| Mixed | **1.4%**63/4593 | **1%**44/4612 |
| Chinese | Removed for R4 | **0.2%**9/4612 |
| Other | **1.7%**80/4593 | **1.4%**64/4612 |
| Prefer not to say | **2.2%**103/4593 | **2.7%**125/4612 |