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 |