

Carer Questionnaire Round 5 National Results

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

NB: All Carer Questionnaires indicating admission outside of the data collection period were excluded from this summary.

Question	Responses	National Audit Round 5 % Num/Den	National Audit Round 4 % Num/Den
Which of these best describes your relationship to the person you look after?	Spouse or partner	36.3% 802/2212	32.5% 1529/4709
	Family Member	52% 1151/2212	56.3% 2649/4709
	Friend	5.7% 125/2212	5.5% 261/4709
	Professional carer (health or social care)	4.6% 102/2212	4.7% 221/4709
	Other	1.4% 32/2212	1% 49/4709
Are you one of the main carers for the person you look after? For example, family carer or key worker.	Yes	79% 1564/1981	76% 3268/4300
	No	21% 417/1981	24% 1032/4300

Patient Care

Question	Responses	National Audit Round 5 % Num/Den	National Audit Round 4 % Num/Den
1. Do you feel that hospital staff were well informed and understood the needs of the person you look after? †	Yes, definitely	42% 901/2143	51.1% 2368/4638
	Yes, to some extent	44.4% 952/2143	40.7% 1888/4638

	No	13.5% 290/2143	8.2% 382/4638
	Don't Know	-	-
2. Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after? †	Yes, definitely	49.7% 1066/2144	58.7% 2728/4649
	Yes, to some extent	39.2% 840/2144	33.8% 1571/4649
	No	11.1% 238/2144	7.5% 350/4649
	Don't Know	-	-

Communication

Question	Responses	National Audit Round 5 % Num/Den	National Audit Round 4 % Num/Den
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	48.2% 992/2058	58.5% 2641/4518
	Yes, to some extent	37.6% 774/2058	32.6% 1473/4518
	No	14.2% 292/2058	8.9% 404/4518
	Don't Know	-	-
4. Was the person you look after treated with respect by hospital staff? †	Yes, definitely	70.2% 1488/2119	77.5% 3598/4640
	Yes, to some extent	25.8% 546/2119	20.2% 939/4640
	No	4% 85/2119	2.2% 103/4640
	Don't Know	-	-
5. Were you (or the patient, where appropriate) kept clearly informed about their care and progress during the	Yes, definitely	38.7% 827/2138	45.9% 2115/4609
	Yes, to some extent	39.7% 848/2138	38.5% 1776/4609

hospital stay? For example, about plans for treatment and discharge. †	No	21.7% 463/2138	15.6% 718/4609
	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	42.2% 898/2127	51.1% 2317/4535
	Yes, to some extent	36.8% 782/2127	34.8% 1577/4535
	No	21% 447/2127	14.1% 641/4535
	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	42.9% 919/2144	48.3% 2193/4545
	Yes, to some extent	32.8% 704/2144	34.3% 1561/4545
	No	24.3% 521/2144	17.4% 791/4545
	Don't Know	-	-

Overall

Question	Responses	National Audit Round 5 % Num/Den	National Audit Round 4 % Num/Den
8. Overall, how would you rate the care received by the person you look after during the hospital stay?	Excellent	28.6% 631/2208	38.2% 1798/4704
	Very good	30.7% 677/2208	33.6% 1580/4704
	Good	19.7% 435/2208	15.8% 745/4704
	Fair	14.5% 320/2208	8.5% 402/4704
	Poor	6.6% 145/2208	3.8% 179/4704

9. How likely would you be to recommend the service to friends and family if they needed similar care or treatment? †	Extremely likely	36% 767/2129	46.1% 2126/4608
	Likely	35.7% 759/2129	34.1% 1571/4608
	Neither likely nor unlikely	15.9% 338/2129	12% 551/4608
	Unlikely	7.9% 169/2129	4.4% 205/4605
	Extremely unlikely	4.5% 96/2129	3.4% 155/4605
	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	42.8% 882/2063	53.8% 2354/4377
	Somewhat satisfied	37.1% 765/2063	32.4% 1420/4377
	Somewhat dissatisfied	11.9% 246/2063	9.4% 413/4377
	Very dissatisfied	8.2% 170/2063	4.3% 190/4377
	I don't need/want any support	-	-

About you

Question	Responses	National Audit Round 5 % Num/Den	National Audit Round 4 % Num/Den
1. Gender	Male	31.8% 688/2163	31.5% 1460/4641
	Female	66.7% 1443/2163	67.4% 3128/4641
	Other	0.3% 7/2163	0.1% 3/4641
	Prefer not to say	1.2% 25/2163	1.1% 50/4641
2. Age	18-24 years	0.4% 8/2188	1% 46/4658

	25-34 years	1.9% 42/2188	3.3% 154/4658
	35-44 years	5.3% 115/2188	6% 280/4658
	45-54 years	15.5% 340/2188	16.9% 787/4658
	55-64 years	23.9% 524/2188	24.5% 1139/4658
	65-74 years	18.9% 413/2188	18.9% 879/4658
	75-84 years	23.9% 523/2188	20.1% 934/4658
	85 years and over	8.7% 191/2188	8.2% 384/4658
	Prefer not to say	1.5% 32/2188	1.2% 55/4658
3. Ethnicity	White/White British	85.8% 1852/2159	87.2% 4003/4593
	Black/Black British	4.3% 93/2159	3.6% 167/4593
	Asian/Asian British	3.8% 82/2159	3.9% 177/4593
	Mixed	2.6% 56/2159	1.4% 63/4593
	Other	1.3% 27/2159	1.7% 80/4593
	Prefer not to say	2.3% 49/2159	2.2% 103/4593