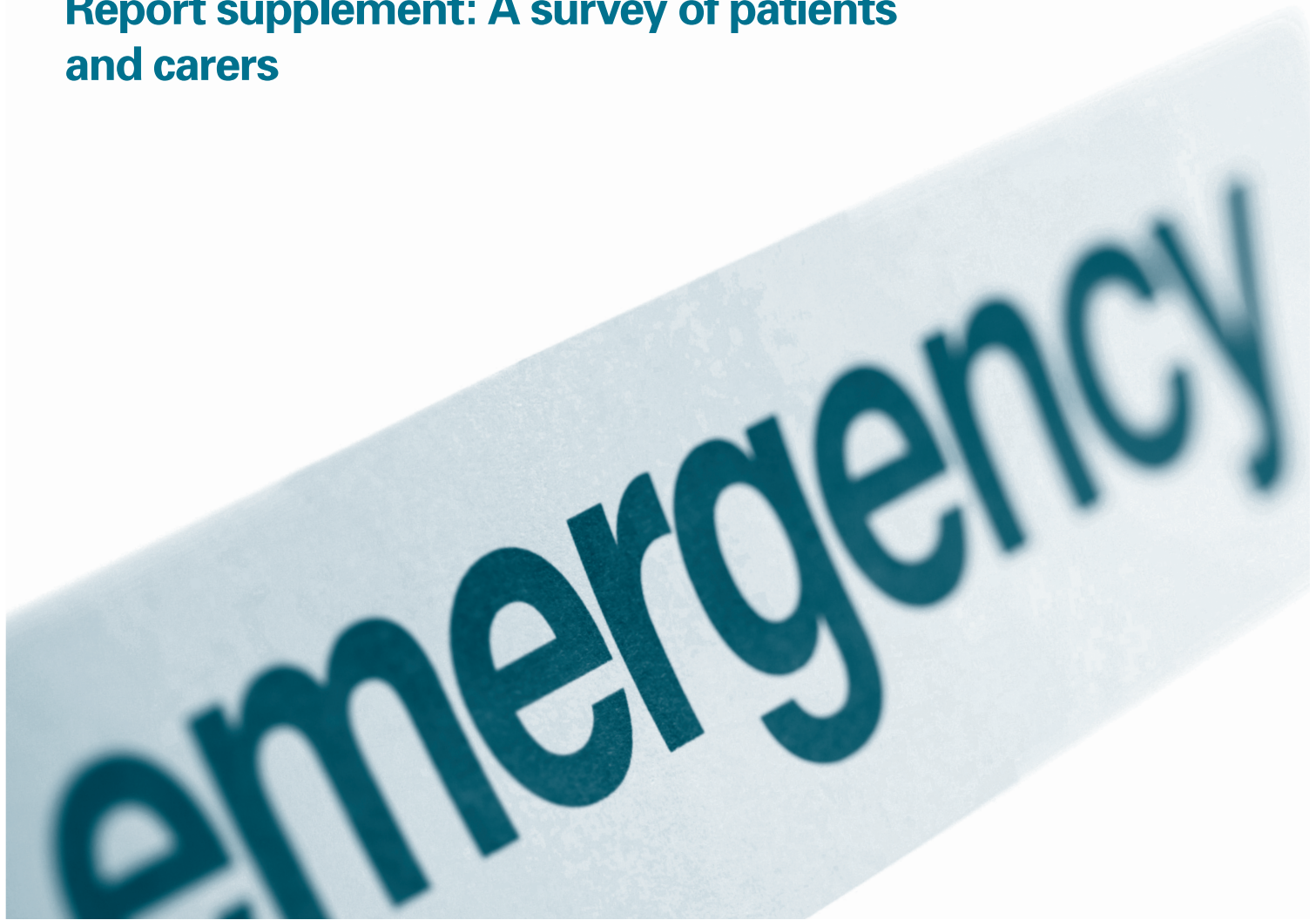


# Emergency departments

Report supplement: A survey of patients  
and carers



 AUDIT SCOTLAND

August 2010

# Auditor General for Scotland

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- government agencies, eg the Scottish Prison Service, Historic Scotland
- NHS bodies
- further education colleges
- Scottish Water
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# Introduction

1. Audit Scotland published its national report, *Emergency Departments*, on 12 August 2010. The main report is available at [www.audit-scotland.gov.uk](http://www.audit-scotland.gov.uk). As part of our review of emergency departments we commissioned George Street Research to conduct a telephone survey of the general population in Scotland. A copy of the questionnaire is included at **Appendix 1**.
2. The telephone survey explored issues such as whether patients are aware of all the services that are available to them when they need urgent health care; why patients choose to go to a certain service, even if another service may be more appropriate for their medical problem; and how satisfied patients are with the facilities, care and treatment provided by emergency services.
3. George Street Research carried out the telephone survey between 2 and 22 October 2009. A total of 8,736 calls were made and of those, 1,208 people has accessed emergency care services in the previous 12 months. Of the 1,208 interviews, 749 respondents (62 per cent) were reporting on their own experiences as patients and 459 (38 per cent) were answering as carers.

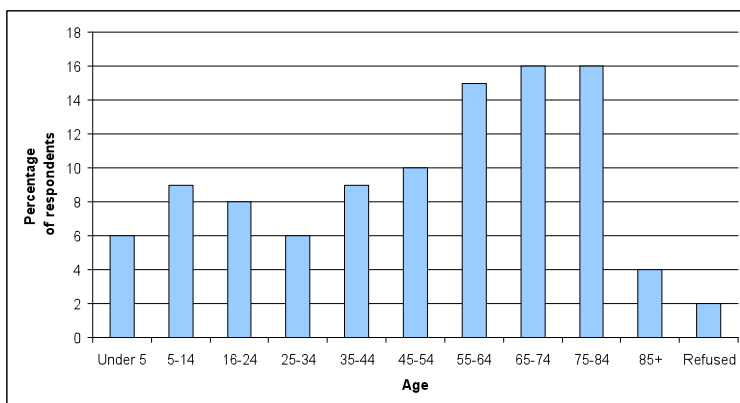
# Part 1. About the service users

4. In order to ensure the sample was representative, we asked the 1,208 respondents a series of demographic questions. There was a relatively even split in terms of gender (48 per cent male and 52 per cent female). We collected data about the age of the person using an emergency service (either the respondent or the person they contacted the emergency service on behalf of). **(Exhibit 1)**

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## Exhibit 1.

### Age of service users



Source :Audit Scotland, 2009

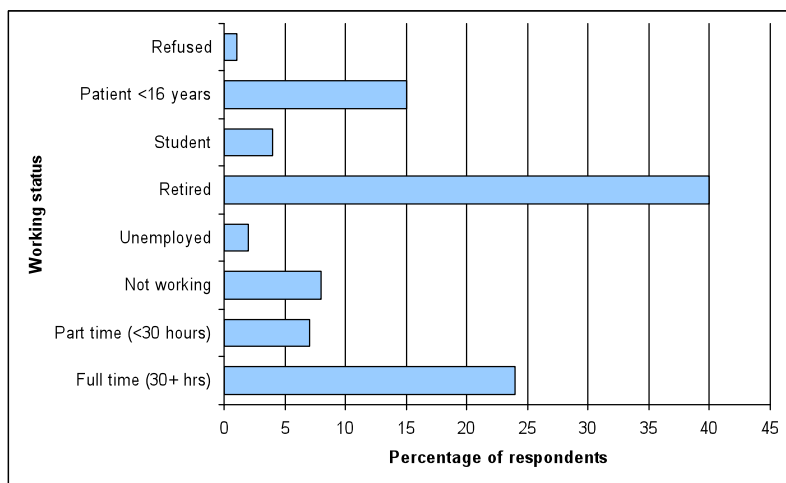
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5. We asked respondents about their working status. **Exhibit 2** shows a breakdown of responses, with a high percentage (40 per cent) of patients who were retired.

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## Exhibit 2.

### Working status of service users



Source :Audit Scotland, 2009

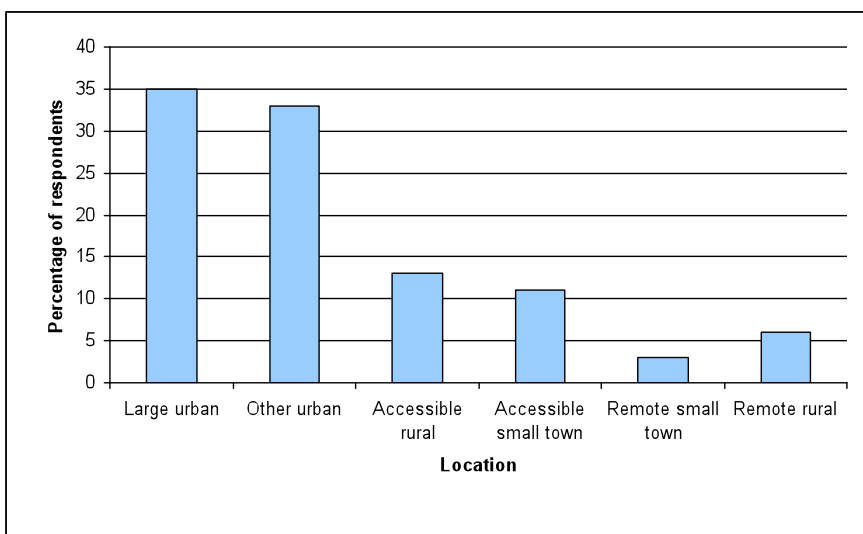
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6. We asked whether patients had any disability, illness or long-term health issues and almost one in three (31 per cent) reported some form of disability or long-term health problem. In order to take into account issues of remoteness and rurality we also asked respondents about their location. **(Exhibit 3)** Our sample was distributed evenly across each of the ten groupings, as defined by the Scottish Index of Multiple Deprivation (SIMD)<sup>1</sup>

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### Exhibit 3.

#### Location of respondents



Source :Audit Scotland, 2009

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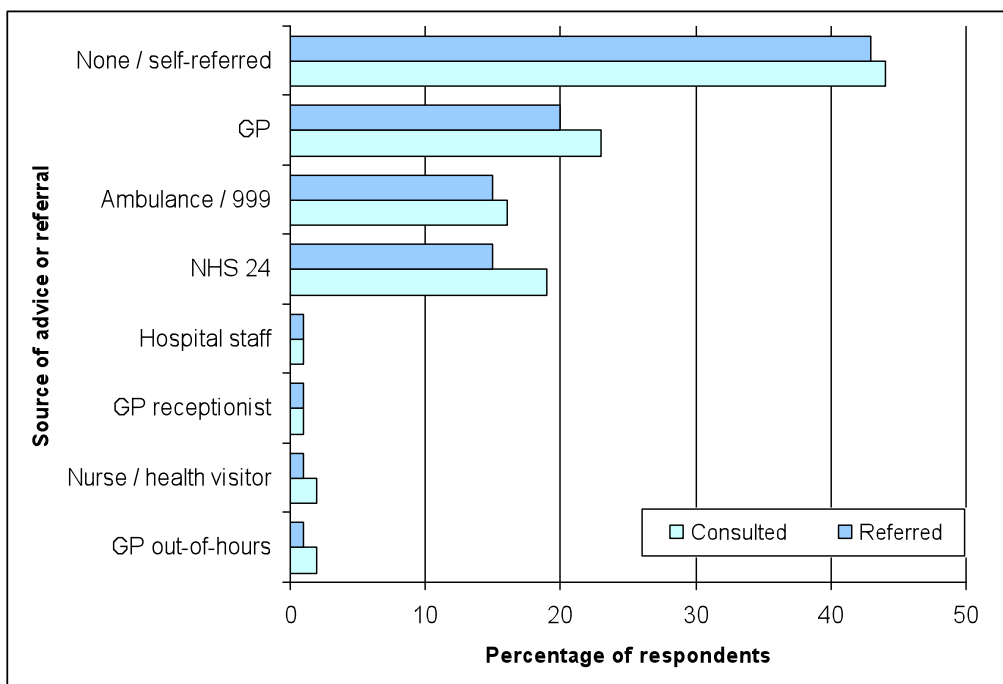
<sup>1</sup> The Scottish Index of Multiple Deprivation (SIMD) identifies areas of deprivation across Scotland. We have used deciles, which provide a ranking from the most deprived (group 1) to the least deprived (group 10). Each ranking combines 38 indicators across seven domains, income, employment, health, education, skills and training, housing, geographic access and crime.

# Part 2. Reasons for attending an emergency department

7. Most patients went to the emergency department on a weekday and 32 per cent at the weekend.<sup>2</sup> Most patients (58 per cent) arrived at the emergency department during the day (between 8 o'clock in the morning and 6 o'clock in the evening), with 31 per cent attending between 6 o'clock in the evening and midnight. Only nine per cent of patients went to the department during the night (between midnight and 6 o'clock in the morning). Just over half (51 per cent) of respondents attended with an injury and 47 per cent with an illness.<sup>3</sup>
  
8. We asked respondents whether they had contacted any other services for medical advice or treatment before attending the emergency department or whether they had self-referred to the department.<sup>4</sup>  
**(Exhibit 4)**

## Exhibit 4.

**Sources contacted for advice and sources of referral to the emergency department**



Source: Audit Scotland, 2009

<sup>2</sup> Three per cent of patients could not recall whether they attended on a weekday or weekend.

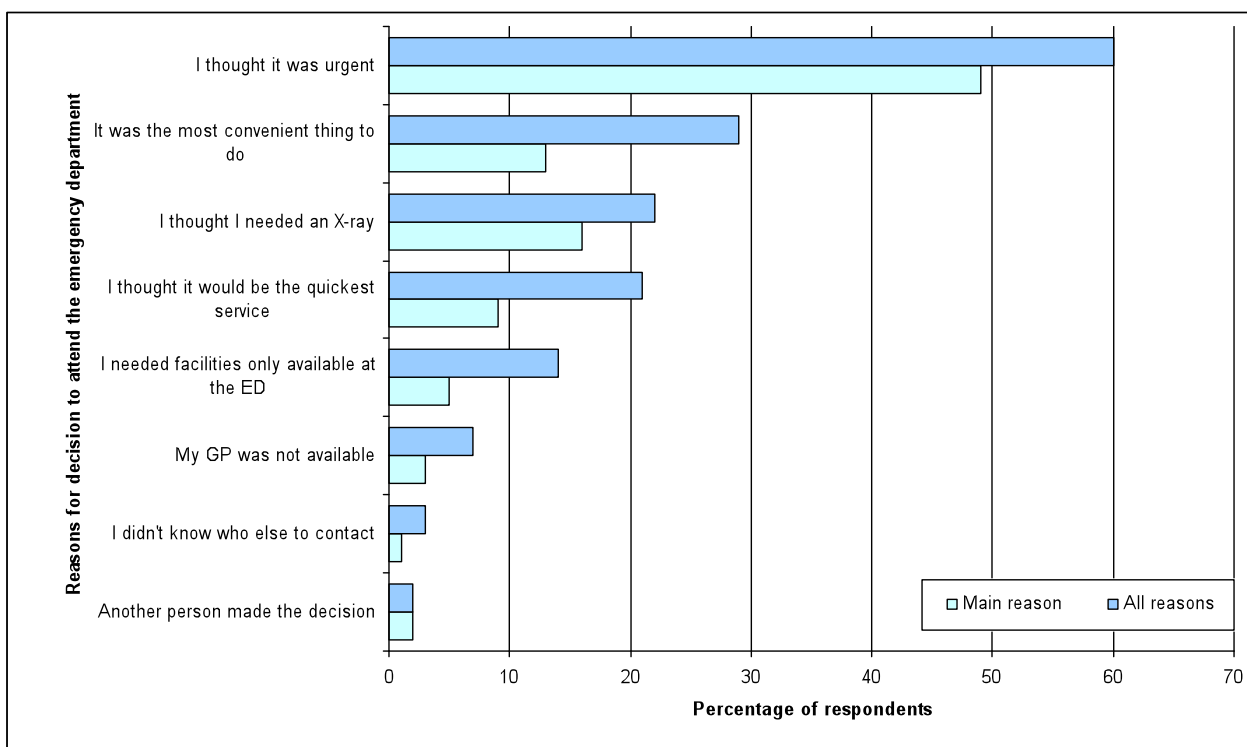
<sup>3</sup> One per cent of respondents said they attended with an illness and injury and a small number gave other reasons or found it difficult to designate to either category.

<sup>4</sup> A self-referral is defined as a patient who chose to attend the emergency department without being referred by a medical professional or GP receptionist. Self-referrals include patients who were advised to attend by a friend or relative.

9. We asked people who were not referred to the emergency department by a healthcare professional why they felt they needed to attend the emergency department. Most people who self-referred to the department did so as they felt their need was urgent or it was an emergency. **(Exhibit 5)** Few respondents said that a lack of other services or lack of awareness of alternative NHS services were factors in them attending an emergency department.

**Exhibit 5.**

**Reasons why patients who self-referred decided to go to the emergency department**



Source: Audit Scotland, 2009

10. The most common reasons people gave for attending an emergency department if they did not feel their condition was urgent, was because they felt they needed an X-ray (28 per cent) or because it was convenient (27.5 per cent).



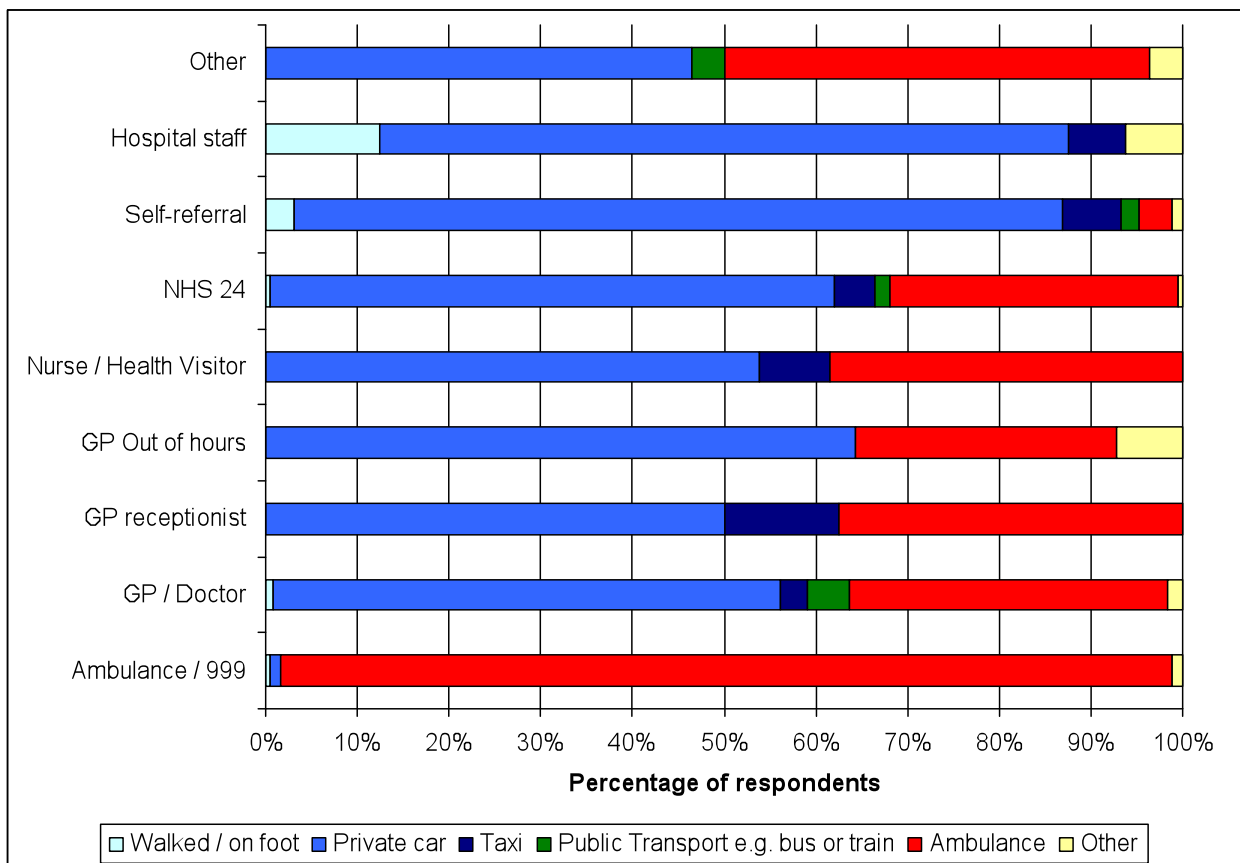
# Part 3. Experience of emergency care services

## Accessing the emergency department

11. We asked people how they arrived at the emergency department and 60 per cent made their own way by car and 30 per cent travelled to the emergency department by ambulance.<sup>5</sup> **Exhibit 6** summarises how patients arrived at the emergency department, split by referral source. This shows that the majority of patients who self-referred (95 per cent) made their own way to the emergency department.

### Exhibit 6.

#### Arrival method by referral source



Source: Audit Scotland, 2009

<sup>5</sup> Four per cent went by taxi, two per cent by public transport, two per cent walked and two per cent responded 'other'.

12. Almost all (97 per cent) of those arriving by a means other than ambulance found the emergency department easy to find when they arrived at the hospital.
13. All respondents were asked whether they had to repeat information to different people about themselves or their medical problem and, if so, whether they had to repeat themselves an unreasonable number of times. Almost one in three (30 per cent) said they had to repeat themselves, but only six per cent of all respondents felt they had to repeat themselves an unreasonable number of times.

## Waiting times and treatment

14. Respondents were asked how long they had to wait, from the time they first arrived at the emergency department up to being examined by a nurse or doctor. Most patients (83 per cent) were seen within an hour of arrival and only one per cent of patients reported a delay of more than four hours. **(Exhibit 7)**. Of 1,208 patients, only two patients went home without being seen by a healthcare professional.

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### Exhibit 7.

#### Length of wait for first assessment at the emergency department

	Percentage of respondents
No wait / seen immediately	36
Less than an hour	47
An hour or longer but not more than 2 hours	9
2 hours or longer but not more than 3 hours	3
3 hours or longer but not more than 4 hours	2
More than 4 hours	1
Went home without being seen	-
Don't know	2

Source: Audit Scotland, 2009

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15. We asked whether the doctor or nurse in the emergency department explained their condition and treatment in a way they could understand, and 84 per cent of respondents said “yes, fully” and a further seven per cent “to some extent”. Only three per cent said their condition and treatment had not been explained in a way they could understand.<sup>6</sup>

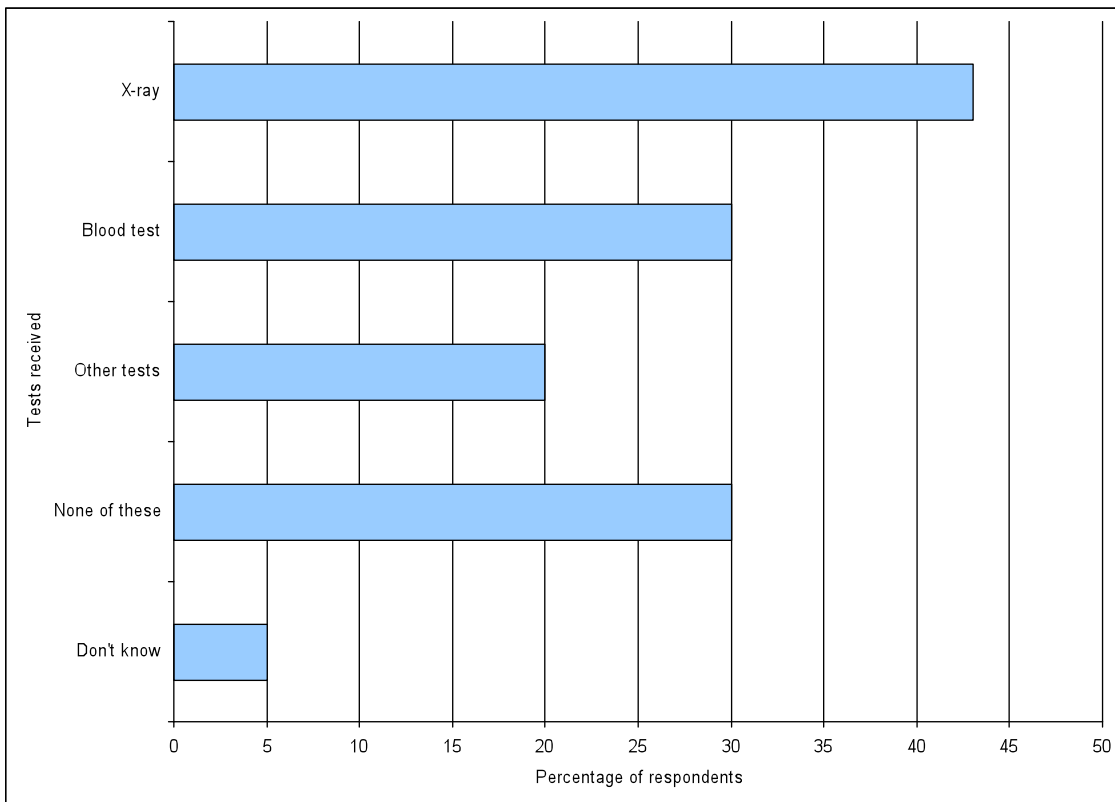
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<sup>6</sup> Three per cent felt that no explanation was needed.

16. Over 90 per cent of people felt they had enough time to discuss their problem with a doctor or nurse and a similarly high percentage (94 per cent) felt they were given enough privacy when being examined or treated at the emergency department.
17. Forty-three per cent of patients received an X-ray, 30 per cent received a blood test and 20 per cent received other diagnostic tests while they were in the emergency department (**Exhibit 8**). Over two-thirds of patients (69 per cent) who self-referred to the emergency department thinking that they needed an X-ray actually received one.

**Exhibit 8.**

**Respondents receiving an X-ray or other diagnostic test**



Source: Audit Scotland, 2009

18. Respondents were asked if they were able to get a member of staff to help if they needed attention whilst in the emergency department. Only four per cent said they could not find a member of staff at all when needing attention and a further 14 per cent said that they could only sometimes find a member of staff.
19. We asked people about the cleanliness of the emergency department. Just over two in three respondents (69 per cent) described it as clean, with a further 22 per cent saying it was fairly clean. Four per cent said the emergency department they attended was not clean.

20. Nearly half of all respondents said their total visit was less than two hours; 43 per cent were at the emergency department between two hours and eight hours; and five per cent were there for more than eight hours. **(Exhibit 9)**

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**Exhibit 9.**

**Total length of time spent in emergency department**

Few respondents waited more than 3 hours in the emergency department.

	Percentage of respondents
Less than an hour	18
An hour or longer but not more than 2 hours	28
2 hours or longer but not more than 3 hours	19
3 hours or longer but not more than 4 hours	12
4 hours or longer but not more than 8 hours	12
8 hours or longer but not more than 24 hours	3
More than 24 hours	2
Don't know	6

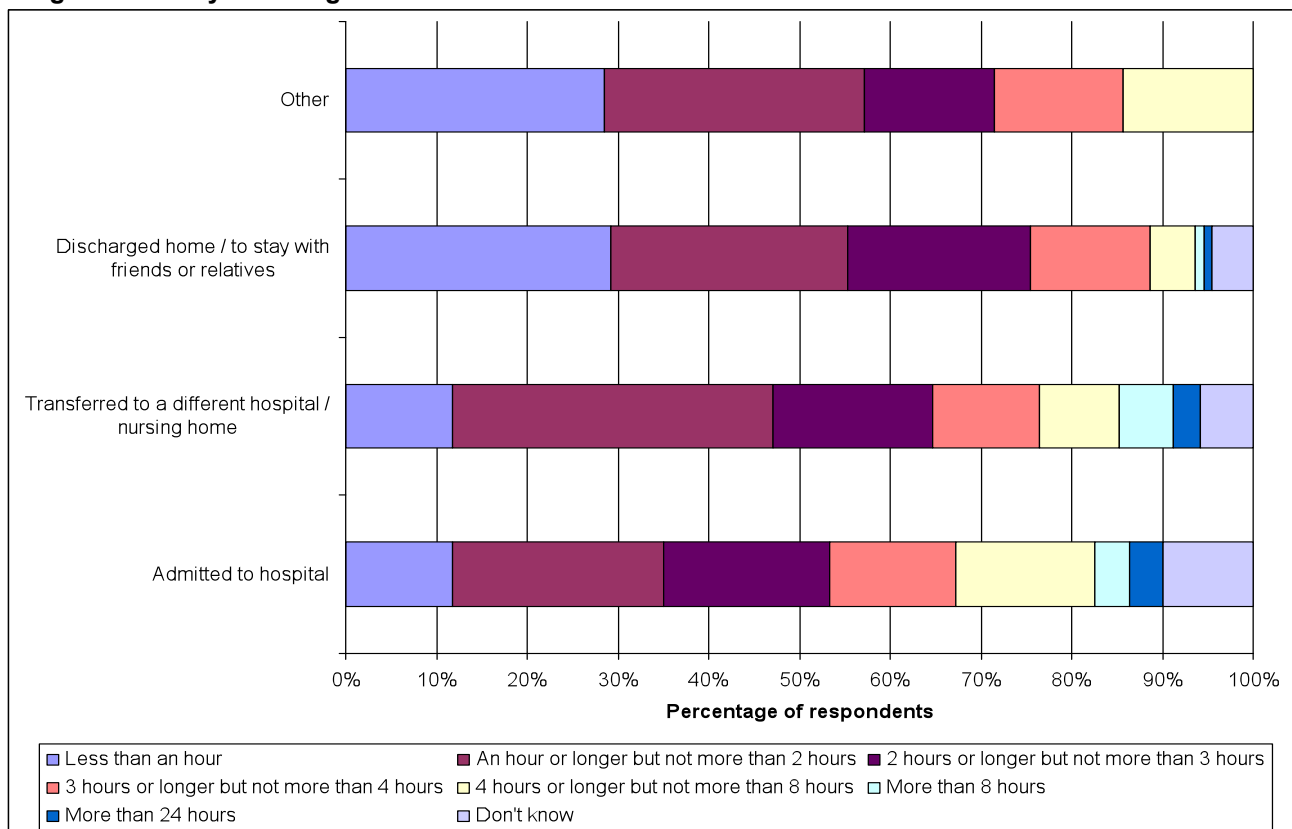
*Source: Audit Scotland, 2009*

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21. After attending the emergency department over half (60 per cent) of patients either went home or went to stay with a friend or relative. Of the remainder, 37 per cent were admitted to the hospital and three per cent were admitted to another hospital or to a nursing home.
22. Over half of patients who were discharged home spent less than two hours in the emergency department, but nearly a quarter of patients who went on to be admitted to hospital waited over four hours in the emergency department. Eighteen per cent of patients who needed to be transferred to another hospital or a nursing home also waited over four hours in the emergency department. **(Exhibit 10)**

**Exhibit 10.**

**Length of visit by discharge destination<sup>7</sup>**



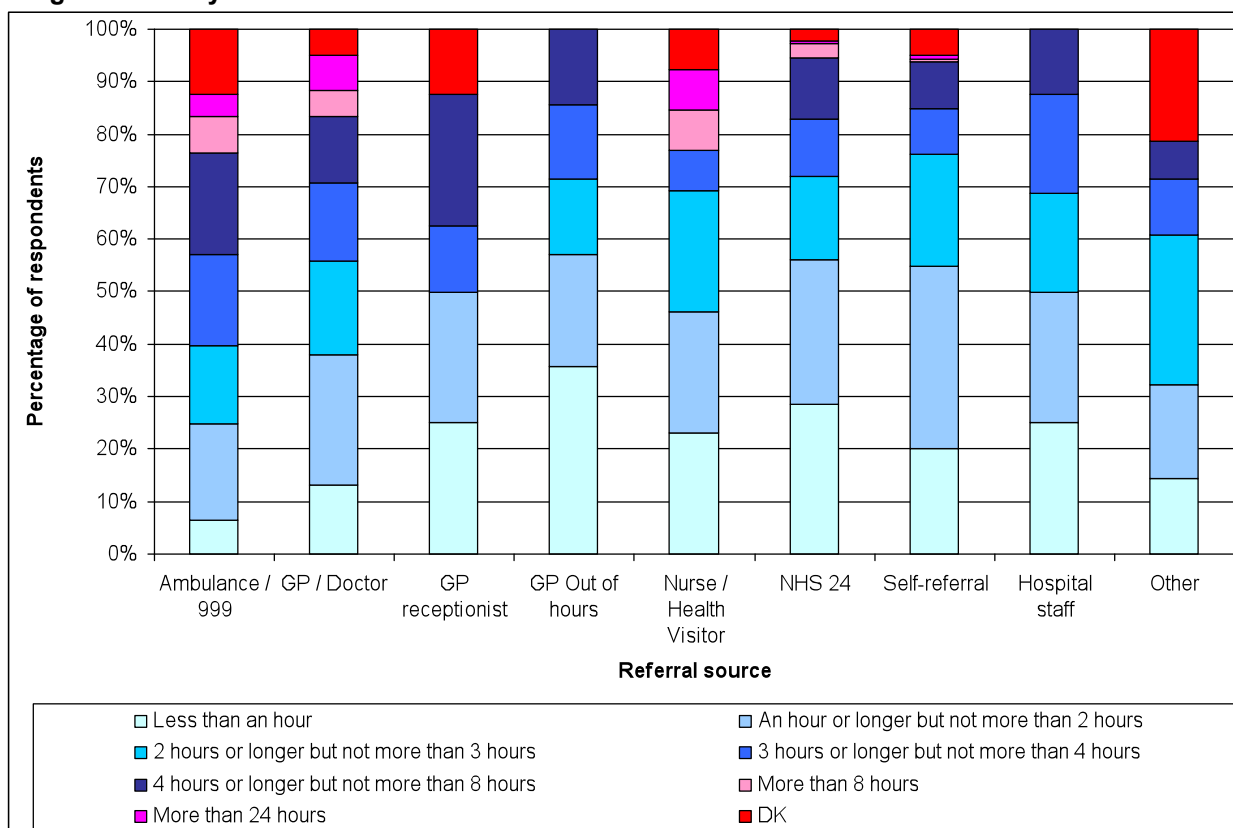
Source: Audit Scotland, 2009

23. Over three-quarters of patients who self-referred to the emergency department were seen, treated and discharged within three hours (and 85 per cent were discharged within four hours). The majority of referrals from GPs (both in-hours and out-of-hours) and NHS 24 were also seen, treated and discharged within four hours. **(Exhibit 11)**

<sup>7</sup> The 'other' discharge destination category includes patients who were already in hospital and returned to a ward after a spell in the emergency department or patients who died in the emergency department.

**Exhibit 11.**

**Length of visit by referral source**

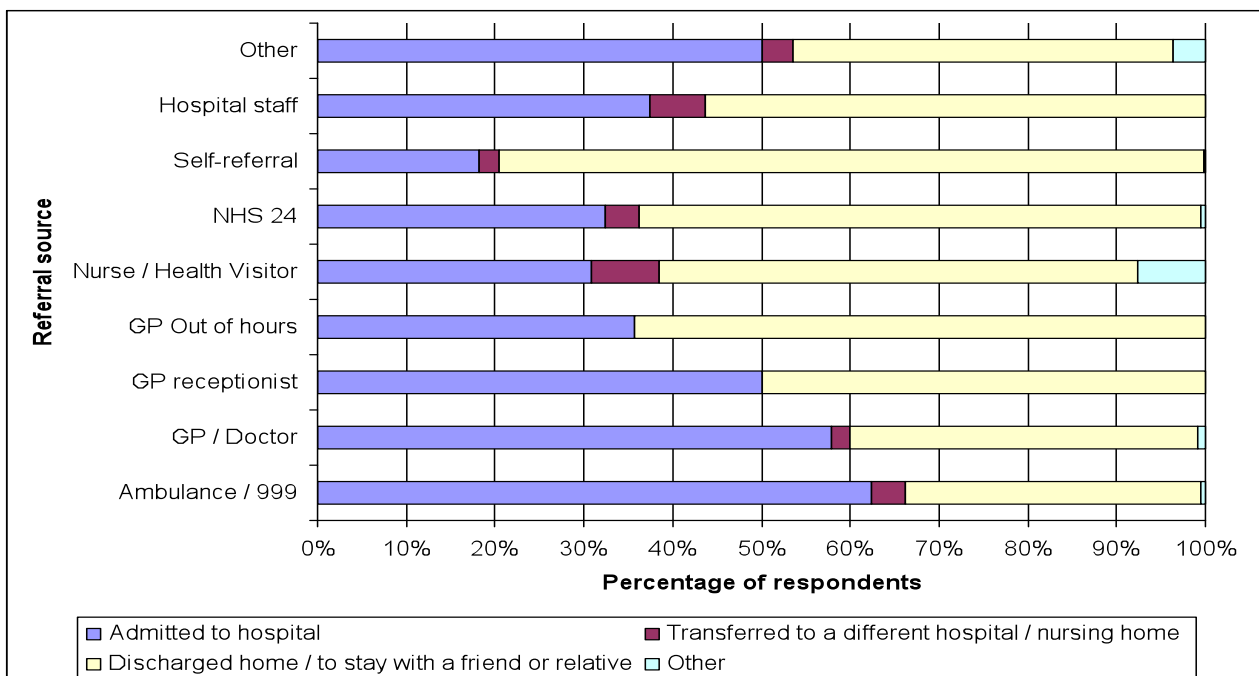


Source: Audit Scotland, 2009

24. The majority of patients referred to the emergency department by a GP (60 per cent) or by the ambulance service (66 per cent) were admitted to hospital or transferred for further treatment. Just over one-third of patients referred by NHS 24 were admitted to hospital. The majority of self-referrals or those advised to attend by family and friends (79 per cent) were discharged home. **(Exhibit 12)**

**Exhibit 12.**

**Discharge by referral source**



Source: Audit Scotland, 2009

25. Over half of respondents who were admitted to hospital after attending the emergency department (66 per cent) were in hospital for more than two days after being admitted, 13 per cent were in hospital for 24-48 hours and 17 per cent were in hospital for less than 24 hours.
  
26. The majority of patients who were not admitted to hospital (83 per cent) travelled home or to friends / family by private car, but in two per cent of cases the hospital arranged transport.

# Part 4. Satisfaction with emergency services

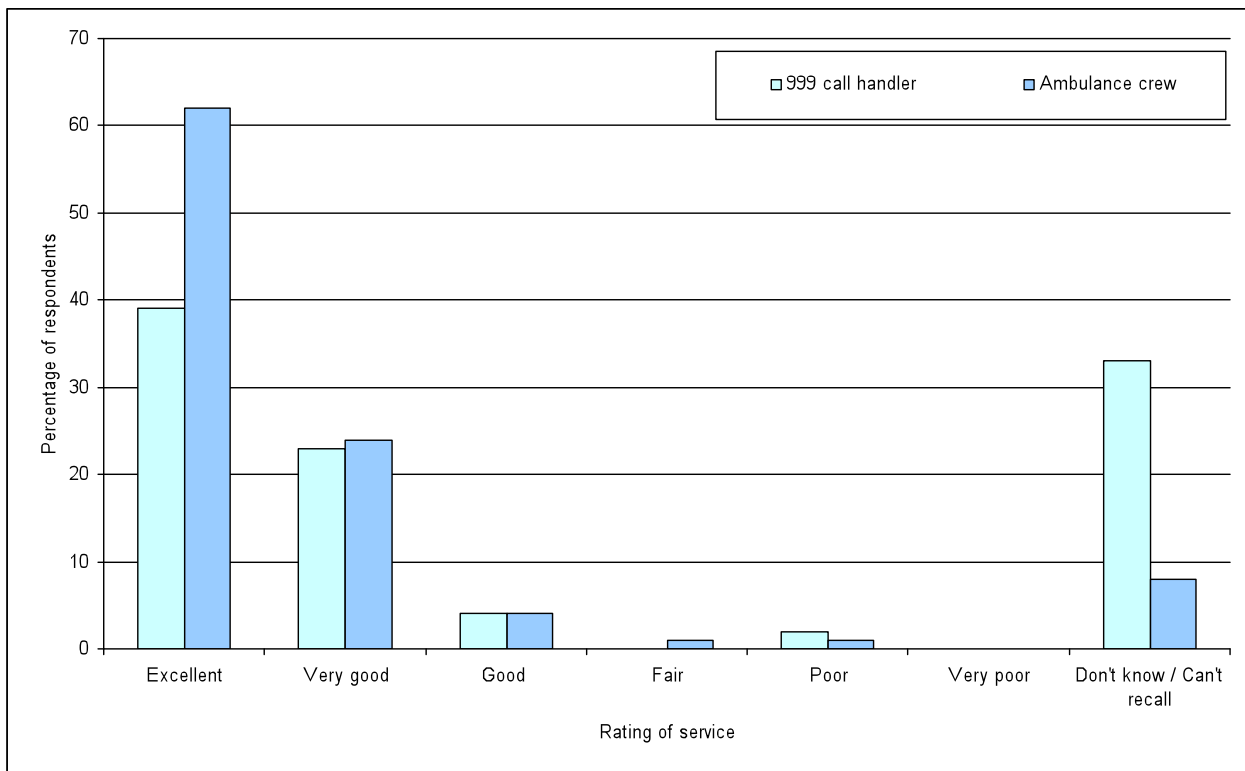
27. We asked people who had contacted either NHS 24 or the ambulance service before going to the emergency department how satisfied they were with each service. Most patients who contacted NHS 24 spoke to a call handler or nurse (58 per cent and 57 per cent respectively), whilst 13 per cent said they had spoken to a GP. More than one in ten (14 per cent) were uncertain who they had spoken to.<sup>8</sup>
28. Respondents were happy with the services they received from NHS 24, with almost three-quarters of these respondents rating the service as 'excellent' or 'very good'. Only five per cent described the service as 'poor' or 'very poor'.
29. Satisfaction with the ambulance service was similarly high, with 62 per cent of respondents who had spoken to a 999 call handler describing the service as 'excellent' or 'very good' and 86 per cent describing the service from the ambulance crew as 'excellent' or 'very good'. Less than two per cent of respondents rated the service from the call handler or ambulance crew as 'poor'. **(Exhibit 13)** Most patients (86 per cent), who travelled to the emergency department by ambulance, felt the ambulance crew had explained their care and treatment well. Only four per cent said it was not explained well and 11 per cent were unable to recall or comment.

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<sup>8</sup> The remaining one per cent spoke to a pharmacist.



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**Exhibit 13.****Satisfaction with the service received by the ambulance service**

Source: Audit Scotland, 2009

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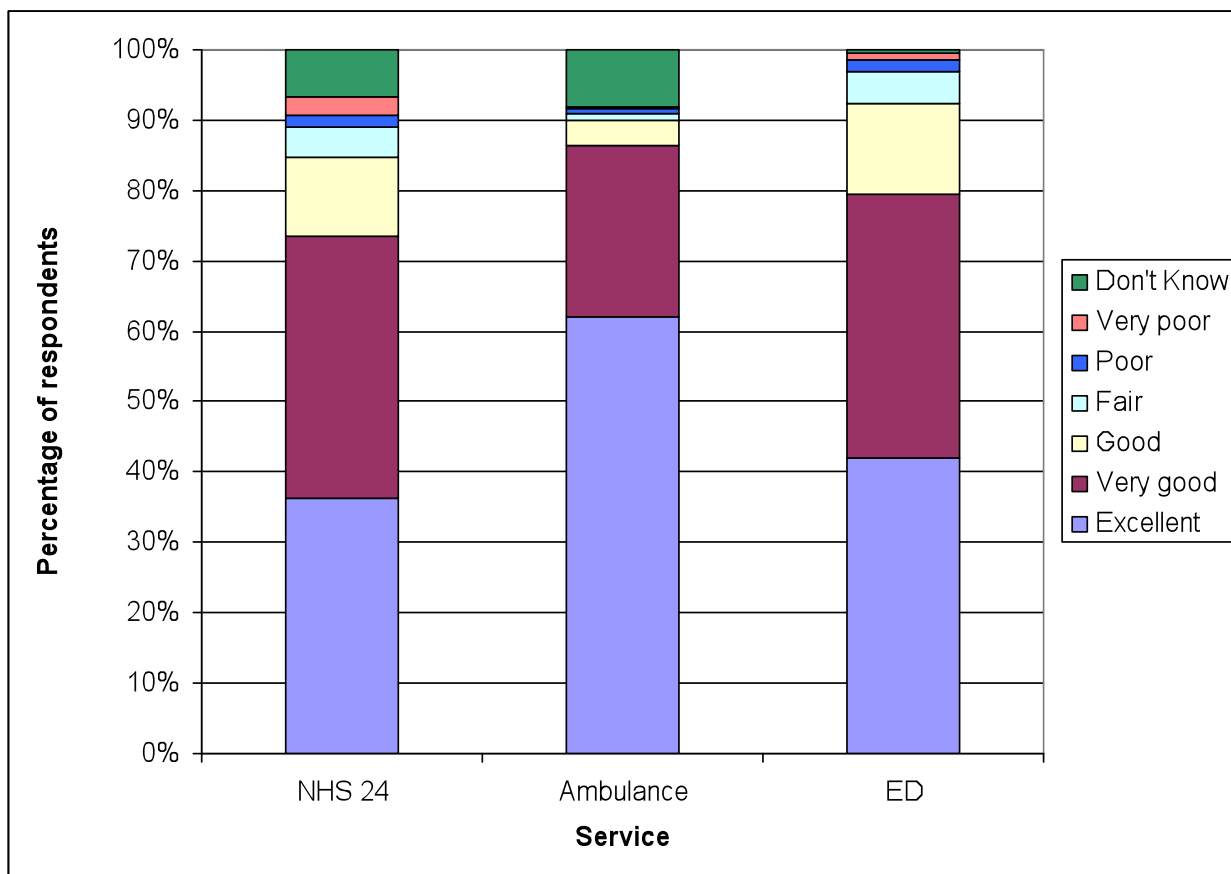
30. The majority of patients (86 per cent) felt that their reason for attending the emergency department was dealt with to their satisfaction. A further nine per cent said it was dealt with to some extent and just under four per cent said that it was not dealt with to their satisfaction.<sup>9</sup>
31. Most respondents (80 per cent) said that the overall care and treatment received at the emergency department was 'excellent' or 'very good' and 13 per cent described it as 'good'. Only three per cent said it was either 'poor' or 'very poor'. **(Exhibit 14)**

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<sup>9</sup> The remaining one per cent were unable or unwilling to answer.

**Exhibit 14.**

**Rating of overall care and treatment from emergency services**



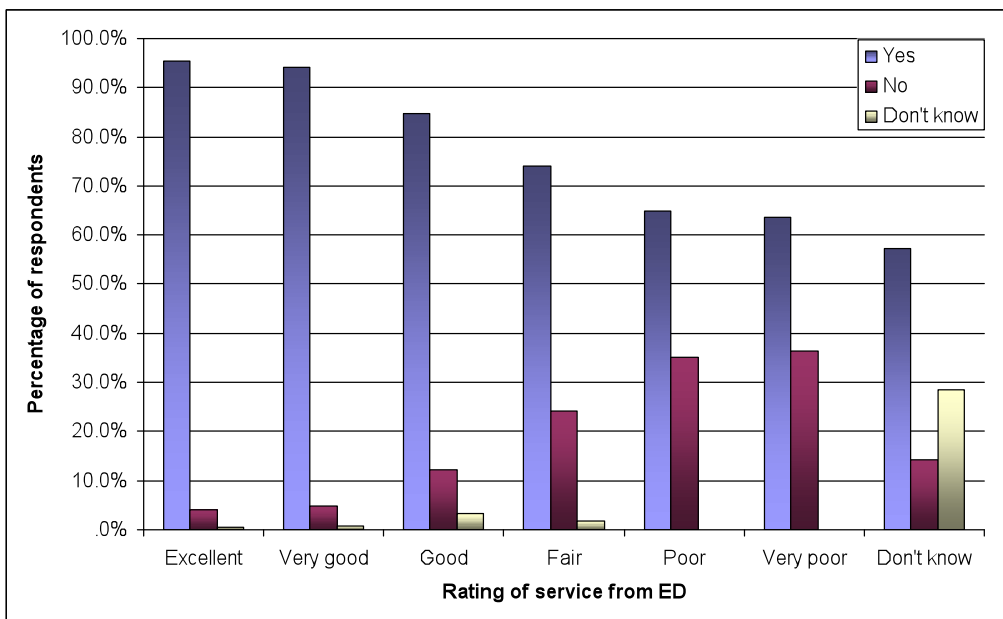
Source: Audit Scotland, 2009

- 32. There is a strong correlation between the time people wait to be assessed after arriving at the emergency department and levels of satisfaction with treatment and care. Almost half of patients who were assessed within an hour (45 per cent) rated their care as excellent, and a further 50 per cent rated their care as very good or good, ie 95 per cent of those assessed within an hour rated their care as excellent or good, compared with 78 per cent of those who waited an hour or longer.
  
- 33. There is also a correlation between the total amount of time spent at the emergency department and overall satisfaction with treatment and care. Almost one in two patients who were in the emergency department for less than two hours in total (46 per cent) rated their care as excellent and a further 49 per cent rated it as very good or good. This compares with 39 per cent and 51 per cent respectively amongst those who waited over two hours in the emergency department.

34. Overall, 92 per cent of respondents said they would follow the same steps if faced with the same situation again. Patients who rated the service they received at the emergency department as poor or very poor were less likely to follow the same steps again. (Exhibit 15)

**Exhibit 15.**

**Whether patient would follow same steps again by rating of emergency department service**

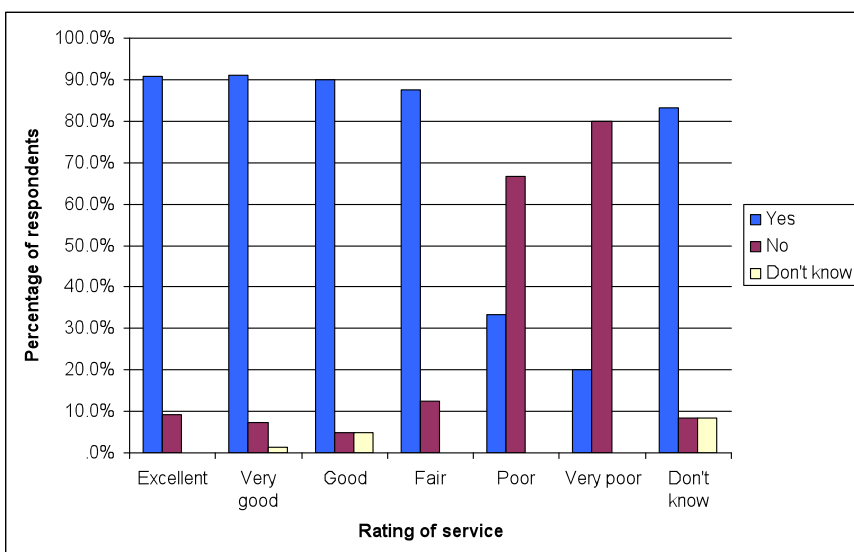


Source: Audit Scotland, 2009

35. Similarly, patients who contacted NHS 24 were more likely to follow the same steps again if they rated the service they received positively. (Exhibit 16)

**Exhibit 16.**

**Whether patient would follow same steps again by rating of NHS 24**

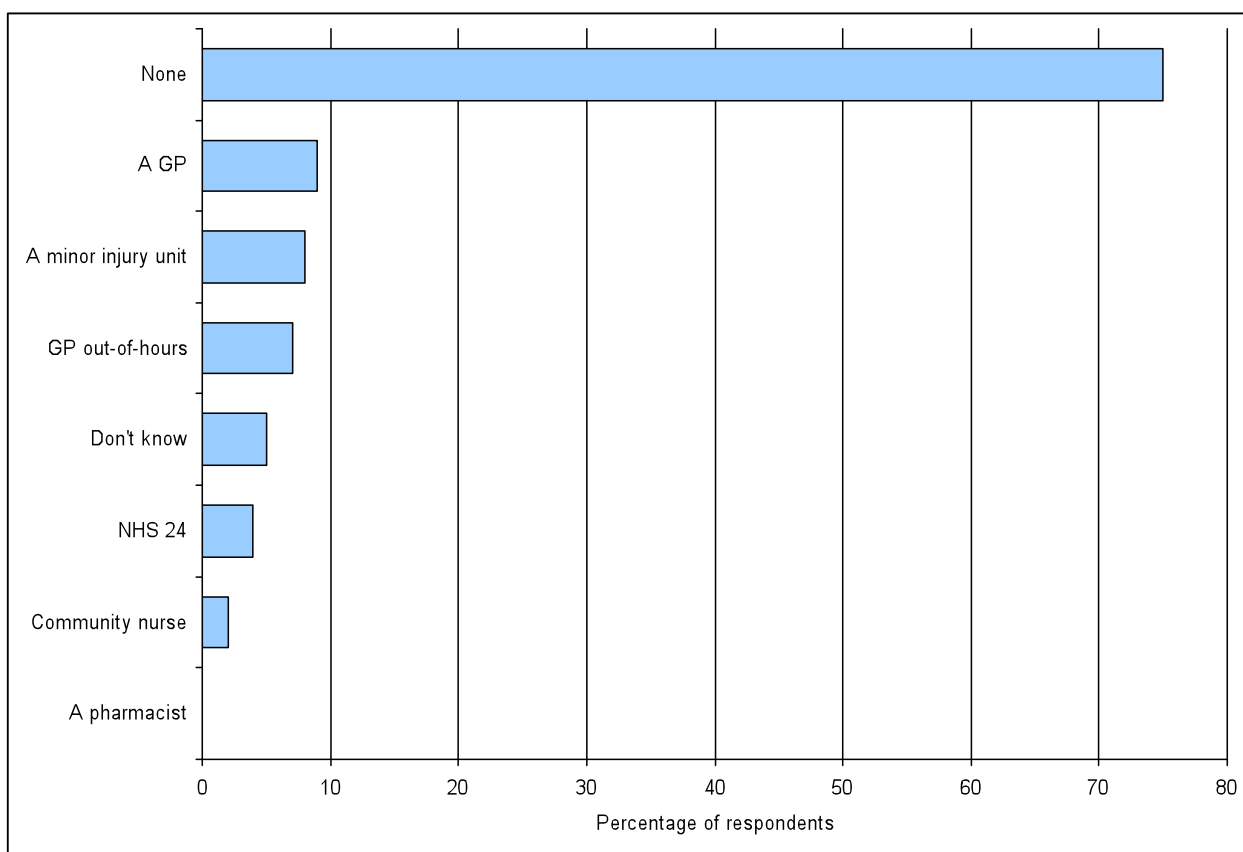


Source: Audit Scotland, 2009

36. For the seven per cent of respondents who would not follow the same steps again, 22 per cent would cut out contact with NHS 24. Of these people, 15 per cent would contact the ambulance service directly and seven per cent would go straight to the emergency department. Just over one in ten (13 per cent) say that in future they would contact their GP first, whilst seven per cent say they would go to a different hospital with better facilities.
37. Three-quarters of all respondents felt that no other NHS services could have dealt with their problem, although nine per cent believe their GP could have helped, eight per cent mention a minor injury unit and four per cent cite NHS 24. (Exhibit 17)

**Exhibit 17.**

**Other services which could have dealt with problem**



Source: Audit Scotland, 2009

38. We asked respondents to make any further comments about their emergency care and treatment, 55 per cent had no additional comments to make and one in five (20 per cent) made very positive remarks about the overall service they received.

# Appendix 1. Survey questionnaire

## Gender of patient

Male 1  
Female 2

## Age of patient

Under 5 1  
5 to 15 2  
16-24 3  
25-34 4  
35-44 5  
45-54 6  
55-64 7  
65-74 8  
75-84 9  
85+ 10

## NHS Board

NHS Ayrshire & Arran 1  
NHS Borders 2  
NHS Dumfries & Galloway 3  
NHS Fife 4  
NHS Forth Valley 5  
NHS Grampian 6  
NHS Greater Glasgow & Clyde 7  
NHS Highland 8  
NHS Lanarkshire 9  
NHS Lothian 10  
NHS Orkney 11  
NHS Shetland 12  
NHS Tayside 13  
NHS Western Isles 14

## Working status of patient

Full time (30+ hours) 1  
Part time (8-29 hours) 2  
Not working 3  
Unemployed 4  
Retired 5  
Student 6  
N/A - Patient is under 16 7

## 1st language of patient

English 1  
Other (write in) 2

## ASK ALL RESPONDENTS:

**Q1** Please can you tell me whether you have visited an A&E (Accident and Emergency) department in the last 12 months for your own medical needs i.e. not just attending with someone else who was the patient?

Yes 1 - GO TO Q3  
No 2 - ASK Q2a  
Don't know 3 - ASK Q2a

## ASK Q2a OF THOSE CODED 2 OR 3 AT Q1

**2a** And have you attended an A&E department in the last 12 months as a carer for someone else and been with the patient whilst they were treated i.e. not just waiting in the waiting area or somewhere else whilst they were seen? READ OUT OPTIONS AND CODE BELOW – MULTICODE

### ALLOWED

Attended with a child 1  
Attended with a dependent adult 2  
Attended with someone else (write in below) 3  
.....  
No, not attended with anyone else 4 - CLOSE  
Don't know 5 - CLOSE

## IF MULTI-CODED 1-3 AT Q2a, CHECK:

**Q2b** With which of these patients did you make your most recent visit to an A&E department?  
With a child 1  
With a dependent adult 2  
With someone else 3

**ASK ALL ELIGIBLE RESPONDENTS (CODED 1 AT Q1 OR 1-3 AT Q2a)**

**Q3** Thinking about your most recent visit to an A&E department, which Hospital's A&E department did you go to? CHECK NAME & LOCATION AND WRITE IN

Hospital Name ..... Location .....

**Q4** Was it a weekday or a weekend when you attended A&E?

- Weekday 1
- Weekend 2
- Don't know / Can't recall 3

**Q5** And roughly what time of day was it when you arrived? READ OUT AND SINGLE CODE BELOW

- Between 8am and 6.00pm 1
- Between 6.00pm and Midnight 2
- Between Midnight and 8am 3
- Don't know / can't recall 4

**Q6** And would you describe the reason for attending as being an injury, such as a wound or a fall, or an illness with symptoms such as pains, breathlessness, sickness and so on. SINGLE CODE BELOW

- Injury 1
- Illness 2
- Both injury and illness 3
- Other (write in) 4
- .....
- Don't know 5

**Q7** Please can you tell me which of these people, if any, you contacted for medical advice or treatment before you attended A&E? READ OUT AND CODE BELOW

**Q8** And who, if anyone, referred you to A&E? READ OUT ANY CODED AT Q8 – SINGLE CODE

	<b>Q7</b>	<b>Q8</b>	
Ambulance Service / 999	1	1	- GO TO Q12
Carer	2	2	- GO TO Q13
Chemist / Pharmacist	3	3	- GO TO Q13
Dentist	4	4	- GO TO Q13
Friend / Family member	5	5	- GO TO Q13
GP / Doctor	6	6	- GO TO Q13
GP receptionist	7	7	- GO TO Q13
GP Out of Hours service	8	8	- GO TO Q13
Nurse / Health Visitor	9	9	- GO TO Q13
NHS 24	10	10	- GO TO Q10
Someone else (please specify)	11	11	- GO TO Q13
.....			
None of these / No-one (decided myself)	12	12	- ASK Q9

**ASK Q9a OF ALL CODED 12 AT Q8**

**Q9a** Which of these factors, if any, would you say were reasons for your decision to go to A&E? READ OUT AND CODE BELOW - MULTI CODE POSSIBLE

**Q9b** And which of those was your MAIN reason? READ OUT ANY MULTICODED AT Q9a – SINGLE CODE

	<b>Q9a</b>	<b>Q9b</b>
I didn't know who else to contact / where else to go	1	1
My GP was not available	2	2
It was the most convenient thing to do	3	3
I thought it was urgent / an emergency	4	4
I thought I needed an X-ray	5	5
I thought I needed other facilities only available at A&E	6	6
I thought it would be the quickest service	7	7
Other (write in)	8	8

**AFTER Q9b GO TO Q13**

**ASK Q10 AND Q11 OF ALL CODED 10 AT Q8**

**Q10** Which of the following people did you speak to at NHS 24? READ OUT AND CODE BELOW – MULTICODE ALLOWED

Call Handler	1
Nurse	2
GP	3
Pharmacist	4
Other (write in)	5
.....	
Don't know/can't recall	6

**Q11** And how would you rate the service you received from NHS 24? READ OUT AND SINGLE CODE BELOW

Excellent	1
Very good	2
Good	3
Fair	4
Poor	5
Very poor	6
Don't know / can't recall	7

**AFTER Q11 GO TO Q13**

**ASK Q12 OF ALL CODED 1 AT Q8**

**Q12** Overall, how would you rate the service you received from the 999 call handler? READ OUT AND SINGLE CODE BELOW

Excellent	1
Very good	2
Good	3
Fair	4
Poor	5
Very poor	6
Don't know / can't recall	7

**ASK ALL RESPONDENTS**

**Q13** How did you travel to A&E? READ OUT AND CODE BELOW

Walked / on foot	1	- GO TO Q15
Private car	2	- GO TO Q15
Taxi	3	- GO TO Q15
Public Transport e.g. bus or train	4	- GO TO Q15
Ambulance	5	- ASK Q14a
Other (write in).....	6	- GO TO Q15

**ASK THOSE CODED 5 AT Q13**

**Q14a** And who arranged your ambulance? READ OUT AND SINGLE CODE

- Ambulance Service / 999 1
- GP 2
- NHS 24 3
- Other (write in) ..... 4

**Q14b** Did the ambulance crew explain your care and treatment in a way you could understand?

- Yes 1
- No 2
- Don't know 3

**Q14c** Overall, how would you rate the care you received from the ambulance crew? READ OUT AND SINGLE CODE BELOW

- Excellent 1
- Very good 2
- Good 3
- Fair 4
- Poor 5
- Very poor 6
- Don't know / can't recall 7

**AFTER Q14c GO TO Q16**

**ASK ALL EXCEPT THOSE CODED 5 AT Q13**

**Q15** Was the A&E department easy to find when you got to the hospital?

- Yes 1
- No 2
- Don't know/can't recall 3

**ASK ALL RESPONDENTS**

**Q16** Did you feel you had to repeat information to different people about yourself or your medical problem?

- Yes, I had to repeat myself 1 - ASK Q17
- No, services and staff had the information they needed 2 - GO TO Q18
- Don't know / can't recall 3 - GO TO Q18

**ASK ALL CODED 1 AT Q16**

**Q17** Would you say you had to repeat yourself an unreasonable number of times or did you feel it was acceptable?

- Unreasonable 1
- No, acceptable 2
- Don't know / can't recall 3

**ASK ALL RESPONDENTS**

**Q18** From the time you first arrived at A&E how long did you have to wait before being examined by a nurse or doctor? SINGLE CODE BELOW

- No wait / seen immediately 1
- Less than an hour 2
- An hour or longer but not more than 2 hours 3
- 2 hours or longer but not more than 3 hours 4
- 3 hours or longer but not more than 4 hours 5
- More than 4 hours 6
- Went home without being seen 7
- Don't know / can't recall 8



- Q19** Did the doctor or nurse in the A&E explain your condition and treatment in a way you could understand? Would you say ... READ OUT AND SINGLE CODE
- |                              |   |
|------------------------------|---|
| Yes, fully                   | 1 |
| Yes, to some extent          | 2 |
| No, not at all               | 3 |
| I didn't need an explanation | 4 |
| Don't know/can't recall      | 5 |
- Q20** Did you have enough time to discuss your problem with the doctor or nurse?
- |                           |   |
|---------------------------|---|
| Yes                       | 1 |
| No                        | 2 |
| Don't know / can't recall | 3 |
- Q21** Were you given enough privacy when being examined or treated?
- |                           |   |
|---------------------------|---|
| Yes                       | 1 |
| No                        | 2 |
| Don't know / can't recall | 3 |
- Q22** Did you receive an X-ray, blood test or any other diagnostics tests whilst you were in A&E?
- |               |   |
|---------------|---|
| X Ray         | 1 |
| Blood Test    | 2 |
| Other Tests   | 3 |
| None of these | 4 |
| Don't know    | 5 |
- Q23** If you needed attention were you able to get a member of staff to help you? READ OUT & SINGLE CODE
- |  |   |
|--|---|
| Yes, sometimes                             | 1 |
| Yes, always                                | 2 |
| No I couldn't find a member of staff       | 3 |
| A member of staff was with me at all times | 4 |
| I didn't need attention                    | 5 |
| Don't know / can't recall                  | 6 |
- Q24** In your opinion, how clean was the A&E department? READ OUT & SINGLE CODE
- |                           |   |
|---------------------------|---|
| Clean                     | 1 |
| Fairly clean              | 2 |
| Not very clean            | 3 |
| Not at all clean          | 4 |
| Don't know / can't recall | 5 |
- Q25** Overall how long did your visit to the A&E department last? By that, I mean the time between arriving at A&E and either being admitted to hospital or sent home? READ OUT & SINGLE CODE
- |   |   |
|---|---|
| Less than an hour                           | 1 |
| An hour or longer but not more than 2 hours | 2 |
| 2 hours or longer but not more than 3 hours | 3 |
| 3 hours or longer but not more than 4 hours | 4 |
| 4 hours or longer but not more than 8 hours | 5 |
| More than 8 hours                           | 6 |
| More than 24 hours                          | 7 |
| Don't know / can't recall                   | 8 |

**Q26a** Which of the following happened at the end of your visit to the Emergency Department? READ OUT AND SINGLE CODE BELOW

- |   |   |           |
|---|---|-----------|
| I was admitted to hospital                                | 1 | ASK 26b   |
| I was transferred to a different hospital or nursing home | 2 | ASK 26b   |
| I went home   | 3 | GO TO Q27 |
| I went to stay with a friend or relative                  | 4 | GO TO Q27 |
| Other (write in)  | 5 | GO TO Q27 |
- .....

**ASK ALL CODED 1 OR 2 AT Q26a**

**Q26b** And how long was your stay in hospital after being admitted? READ OUT & SINGLE CODE

- |                           |   |
|---------------------------|---|
| Less than 24 hours        | 1 |
| 24 – 48 hours             | 2 |
| More than 48 hours        | 3 |
| Don't know / can't recall | 4 |

**AFTER 26b GO TO Q29**

**ASK ALL CODED 3, 4 OR 5 AT Q26a**

**Q27** And how did you travel there from the A&E? READ OUT AND CODE BELOW

- |  |   |
|--|---|
| Walked / on foot                                       | 1 |
| Private car  | 2 |
| Taxi   | 3 |
| Public Transport e.g. bus or train                     | 4 |
| Hospital arranged an Ambulance                         | 5 |
| Hospital arranged the patient transport service        | 6 |
| Transported by hospital volunteers / voluntary service | 7 |
| Other (write in)                                       | 8 |
- .....

**ASK ALL CODED 3, 4 OR 5 AT Q26a**

**Q28** Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the Emergency Department?

- |                           |   |
|---------------------------|---|
| Yes                       | 1 |
| No                        | 2 |
| Don't know / can't recall | 3 |

**ASK ALL RESPONDENTS**

**Q29** Was the main reason you went to the Emergency Department dealt with to your satisfaction? Would you say ... READ OUT AND SINGLE CODE BELOW

- |                     |   |
|---------------------|---|
| Yes, completely     | 1 |
| Yes, to some extent | 2 |
| No                  | 3 |
| (Don't know)        | 4 |

**Q30** Overall, how would you rate the care and treatment you received in the A&E department? READ OUT AND SINGLE CODE BELOW

- |            |   |
|------------|---|
| Excellent  | 1 |
| Very good  | 2 |
| Good       | 3 |
| Fair       | 4 |
| Poor       | 5 |
| Very poor  | 6 |
| Don't know | 7 |

**Q31** If you were faced with the same situation again, would you follow the same steps?

- |                           |   |           |
|---------------------------|---|-----------|
| Yes                       | 1 | GO TO Q33 |
| No                        | 2 | ASK Q32   |
| Don't know / can't recall | 3 | GO TO Q33 |

**ASK ALL CODED 2 AT Q31**

**Q32** Please can you tell me why?

**ASK ALL RESPONDENTS**

**Q33** Do you think any of the following services, aside from any you actually contacted, could have dealt with your problem instead of A&E? READ OUT AND CODE BELOW

- A GP 1
- The GP Out -of-hours service 2
- A minor injury unit 3
- NHS 24 4
- A pharmacist 5
- A district/community nurse 6
- Don't know 7
- None of these 8

**Q34** Do you have any further comments to make about your experience with the emergency care services you have told us about? WRITE IN

**Q35** Do you / does the patient have any of the following types of disability, illness or longterm health issues? READ OUT. MULTI-CODING PERMITTED.

- Visual, e.g. blind or partially sighted 1
- Hearing, e.g. sign language or use of hearing aids 2
- Motor, e.g. physical or mobility impairments such as wheelchair use 3
- Mental health difficulties eg dementia 4
- Learning difficulties, eg dyslexia 5
- No disability, illness or long term condition 6
- Other (write in below) 7

.....

**Q36** Which of the following best describes your / the patient's ethnic group? READ OUT

- White
  - Scottish 1
  - Other British 2
  - Irish 3
  - Other white 4
- Mixed
  - Any mixed background (please specify) 5
- Asian, Asian Scottish or Asian British
  - Indian 6
  - Pakistani 7
  - Bangladeshi 8
  - Chinese 9
  - Other Asian (please specify) 10
- Black, Black Scottish, Black British
  - Caribbean 11
  - African 12
  - Other (please specify) 13
  - Any other background (please specify) 14
  - Any other ethnic background (please specify) 15

# Appendix 2. Sample selection

To gather views across Scotland quotas were identified. Details of the quotas set and sample achieved are shown below.

NHS Board	No of Interviews Required	No of Interviews Achieved
NHS Ayrshire and Arran	89	89
NHS Borders	25	25
NHS Dumfries and Galloway	35	36
NHS Fife	68	68
NHS Forth Valley	59	59
NHS Grampian	85	85
NHS Greater Glasgow and Clyde	376	379
NHS Highland	35	35
NHS Lanarkshire	156	156
NHS Lothian	181	183
NHS Orkney	10	10
NHS Shetland	10	10
NHS Tayside	61	61
NHS Western Isles	10	10
Total	1200	1208

The margin of error associated with a sample size of 1,208 is +/- 2.8%.

## **Sample management (maximising response rates)**

Households were called up to five times in order to elicit an effective response i.e. identification of an eligible respondent and an interview / appointment / refusal **or** an effective screening interview that confirmed no eligible respondents in the house **or** a straight refusal at contact stage.

## **Pilot**

A pilot phase of 50 interviews was conducted, including respondents from all NHS board areas. The findings from the pilot stage were used to assist in refining and validating the format, structure and length of the questionnaire, and also towards checking and validating likely response rates and the incidence of eligible respondents prior to the main stage fieldwork.

# Emergency departments

## Report supplement: A survey of patients and carers

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