

Appendix A: PREM questionnaire



PATIENT EXPERIENCE QUESTIONNAIRE

What is the survey about?

This survey is about your most recent experience as a patient at the hospital named in the letter enclosed with this questionnaire.

Who should complete the questionnaire?

The questions should be answered by the person named in the letter enclosed with this questionnaire. If that person needs help to complete the questionnaire, the answers should be given from his / her point of view – not the point of view of the person who is helping.

Completing the questionnaire

For each question please tick clearly inside one box using a black or blue pen.

Sometimes you will find the box you have ticked has an instruction to go to another question. By following the instructions carefully you will miss out questions that do not apply to you.

Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

Please **do not** write your name or address anywhere on the questionnaire.

Questions or help?

If you have any queries about the questionnaire, please call the FREEPHONE helpline number **on 0800 783 1775**.

Taking part in this survey is voluntary.

Your answers will be treated in confidence.

THE HOSPITAL AND WARD

This questionnaire is about your **most recent** treatment at the hospital named in the covering letter.

1. When you were **first** admitted to hospital did you ever share a ward, for example a room or a bay, with patients of the opposite sex?

- 1 Yes
2 No

If you were an **INPATIENT** who stayed one night or more in hospital, please go to **Question 2**

If you were a **DAY CASE PATIENT** who did not stay overnight in hospital, please go to **Question 4**

2. During your stay in hospital, how many wards did you stay in?

- 1 1 → Go to question 4
2 2 → Go to question 3
3 3 or more → Go to question 3
4 Don't know / Can't remember → Go to question 4

3. **After you moved** to another ward (or wards), did you ever share a sleeping area, for example a room or a bay, with patients of the opposite sex?

- 1 Yes
2 No

4. While staying in hospital, did you ever use the same bathroom or shower area as patients of the opposite sex?

- 1 Yes
2 Yes, because it had special bathing equipment that I needed
3 No
4 I did not use a bathroom or shower
5 Don't know / Can't remember

5. In your opinion, how clean was the hospital room or ward that **you** were in?

- 1 Very clean
2 Fairly clean
3 Not very clean
4 Not at all clean

6. How clean were the toilets and bathrooms that **you** used in hospital?

- 1 Very clean
2 Fairly clean
3 Not very clean
4 Not at all clean
5 I did not use a toilet or bathroom

DOCTORS AND NURSES

7. When you had important questions to ask a doctor, did you get answers that you could understand?

- 1 Yes, always
2 Yes, sometimes
3 No
4 I had no need to ask

8. Did the doctors give you enough time to talk about your condition and treatment?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 Don't know / Can't remember
- 5 I had no need to talk about this

9. In your opinion, did the doctors know enough about your medical history and treatment?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / Can't remember

10. As far as you know, did doctors wash or clean their hands between touching patients?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 Don't know / Can't remember

11. In your opinion, did the nurses know enough about your medical history and treatment?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / Can't remember

12. As far as you know, did nurses wash or clean their hands between touching patients?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 Don't know / Can't remember

13. In your opinion, were the doctors and nurses open with you about your treatment and condition?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / Can't remember

14. Did you have confidence and trust in the hospital staff treating you?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

15. Did doctors and / or nurses talk in front of you as if you weren't there?

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

YOUR CARE AND TREATMENT

16. Sometimes in a hospital a member of staff will say one thing and another will say something quite different. Did this happen to you?

- 1 Yes, often
- 2 Yes, sometimes
- 3 No

17. Were you involved as much as you wanted to be in decisions about your care and treatment?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No

18. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 No family or friends were involved
- 5 My family did not want or need information
- 6 I did not want my family or friends to talk to a doctor

19. Did you find someone on the hospital staff to talk to about your worries and fears?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I had no worries or fears

20. Were you given enough privacy when discussing your condition or treatment?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No

21. Do you think the hospital staff did everything they could to help control your pain?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No
- 4 I was not in pain

22. Were there members of staff available to explain your hospital test results to you?

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 I did not need an explanation
- 5 I did not have any tests

OPERATIONS & PROCEDURES

23. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not want an explanation

24. Beforehand, did a member of staff explain what would be done during the operation or procedure?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not want an explanation

25. Beforehand, were you told how you could expect to feel after you had the operation or procedure?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

26. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No

LEAVING HOSPITAL

27. Did a member of staff explain the **purpose** of the medicines you were to take at home in a way you could understand?

- 1 Yes, completely → Go to question 28
- 2 Yes, to some extent → Go to question 28
- 3 No → Go to question 28
- 4 I did not need an explanation → Go to question 28
- 5 I had no medicines → Go to question 30

28. Did a member of staff tell you about medication **side effects** to watch for when you went home?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 I did not need an explanation

29. Were you given clear written or printed information about your medicines?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / Can't remember

30. Did a member of staff tell you about any danger signals you should watch for after you went home?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 It was not necessary

31. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

- 1 Yes
- 2 No
- 3 Don't know / Can't remember

32. Were you given clear written or printed information about your condition and treatment?

- 1 Yes, completely
- 2 Yes, to some extent
- 3 No
- 4 Don't know / Can't remember

ABOUT YOU

If you are helping someone to complete this questionnaire, please make sure this information is the patient's not your own.

33. Are you male or female?

- 1 Male
- 2 Female

34. What year were you born?

(Please write in) e.g.

1	9	4	4
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1	9		
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Appendix B

Table B1: PROM:PREM relationship in different social groups (hip replacement)

	Mean (SD) change in OHS score	Mean (SD) overall PREM score	P value*
Age category			
<61	20.48 (10.39)	8.46 (1.57)	0.8
61-70	20.38 (10.35)	8.69 (1.40)	
>70	19.52 (10.29)	8.58 (1.48)	
Sex			
Male	19.69 (10.27)	8.78 (1.39)	0.4
Female	20.14 (10.38)	8.47 (1.52)	
Deprivation (quintile)**			
1	20.06 (10.01)	8.55 (1.50)	0.15
2	20.48 (9.86)	8.59 (1.47)	
3	19.79 (10.18)	8.56 (1.45)	
4	19.97 (10.94)	8.60 (1.52)	
5	19.24 (10.91)	8.69 (1.43)	

*global p value to test for differences in categories between OHS: PREM relationship

** Deprivation was treated as a continuous variable to test whether there was a trend in the OHS:PREM relationship and deprivation. There was no trend.

Table B2: PROM:PREM relationship in different social groups (knee replacement)

	Mean (SD) change in OKS score	Mean (SD) overall PREMs	P value*
Age category			
<61	14.67 (10.52)	8.56 (1.51)	0.24
61-70	15.35 (9.87)	8.69 (1.48)	
>70	15.78 (9.58)	8.56 (1.48)	
Sex			
Male	14.79 (9.97)	8.77 (1.39)	0.23
Female	15.98 (9.70)	8.49 (1.55)	
Deprivation(quintile)**			
1	16.06 (9.45)	8.62 (1.48)	0.06
2	16.04 (9.47)	8.59 (1.48)	
3	15.19 (9.92)	8.63 (1.47)	
4	15.21 (10.18)	8.58 (1.53)	
5	14.48 (10.52)	8.66 (1.48)	

*global p value to test for differences in categories between OKS: PREM relationship

** Deprivation was treated as a continuous variable to test whether there was a trend in the OKS:PREM relationship and deprivation. There was no trend.

Table B3: PROM:PREM relationship in different social groups (hernia repair)

	Mean (SD) change in EQ-5D score	Mean (SD) overall PREM score	P value*
Age category			
<61	0.09 (0.22)	8.69 (1.52)	0.51
61-70	0.07 (0.21)	8.74 (1.51)	
>70	0.07 (0.23)	8.73 (1.35)	
Sex			
Male	0.08 (0.22)	8.75 (1.43)	0.5
Female	0.04 (0.16)	8.37 (1.73)	
Deprivation (quintile)**			
1	0.08 (0.20)	8.75 (1.41)	0.84
2	0.08 (0.21)	8.84 (1.25)	
3	0.08 (0.21)	8.76 (1.50)	
4	0.07 (0.23)	8.55 (1.66)	
5	0.08 (0.25)	8.70 (1.49)	

*global p value to test for differences in categories between EQ-5D: PREM relationship

** Deprivation was treated as a continuous variable to test whether there was a trend in the EQ-5D:PREM relationship and deprivation. There was no trend.

Appendix C

Table C1: PROM:PREM relationship in 2010/11 and 2011/12

	Mean (SD) change in PROM score ⁺	Mean (SD) change in PREM score ⁺	P value
Hips			
2010/2011	19.98 (10.19)	8.60 (1.49)	0.81
2011/2012	19.94 (10.45)	8.58 (1.47)	
Knees			
2010/2011	15.09 (9.81)	8.56 (1.50)	0.06
2011/2012	15.76 (9.84)	8.64 (1.48)	
Hernia repair			
2010/2011	0.08 (0.22)	8.72 (1.43)	0.58
2011/2012	0.07 (0.22)	8.71 (1.48)	

* OHS; OKS; EQ-5D ⁺Overall PREM score

Appendix D

Table D1: Hospitals in the 11 acute trusts (hip replacement)

Hospital	N	Mean (SD) OHS	Mean (SD) overall PREM
A	342	18.89 (10.64)	8.69 (1.33)
B	18	17.89 (6.61)	8.51 (1.66)
C	91	19.55 (9.61)	8.76 (1.18)
D	54	21.19 (9.21)	8.96 (1.25)
E	3	19.33 (10.12)	7.44 (0.85)
F	12	22.50 (11.9)	9.05 (0.93)
G	13	22.79 (8.22)	9.03 (1.14)
H	204	19.71 (10.70)	8.76 (1.35)
I	40	22.73 (9.17)	8.76 (1.45)
J	61	18.02 (9.27)	8.33 (1.69)
K	229	20.98 (10.12)	8.62 (1.47)
L	493	20.18 (10.15)	8.67 (1.49)
M	74	18.82 (10.97)	9.31 (1.05)
N	91	19.57 (10.83)	8.65 (1.59)
O	213	18.30 (10.81)	8.37 (1.69)
P	166	18.42 (10.61)	8.46 (1.70)
Q	346	20.78 (10.09)	8.67 (1.36)
R	407	21.80 (10.43)	8.48 (1.58)
S	293	19.23 (9.82)	8.57 (1.34)
T	296	19.56 (10.03)	8.27 (1.52)

* There was no statistically significant difference in the PROMs:PREMs relationship between the hospitals for all three procedures

Table D2: Hospitals in the 11 acute trusts (knee replacement)

Hospital	N	Mean (SD) OKS	Mean (SD) overall PREM
A	434	16.03 (10.56)	8.63 (1.63)
B	25	13.68 (10.27)	8.60 (1.24)
C	101	16.43 (9.66)	8.69 (1.50)
D	60	16.98 (8.09)	8.65 (1.21)
E	2	21.00 (12.73)	8.70 (1.24)
F	7	17.14 (7.34)	8.89 (0.70)
G	9	17.33 (17.16)	9.44 (0.52)
H	273	14.11 (9.94)	8.80 (1.35)
I	46	17.93 (9.89)	9.06 (1.06)
J	80	16.04 (10.46)	8.56 (1.39)
K	197	17.39 (9.50)	8.72 (1.31)
L	558	15.60 (9.20)	8.59 (1.50)
M	81	12.63 (11.43)	9.11 (1.07)
N	103	14.59 (9.25)	8.37 (1.61)
O	148	15.00 (10.13)	8.32 (1.61)
P	199	15.25 (10.48)	8.54 (1.67)
Q	254	15.15 (9.74)	8.61 (1.49)
R	614	16.12 (9.60)	8.56 (1.55)
S	368	15.70 (9.11)	8.62 (1.39)
T	266	14.30 (9.77)	8.44 (1.43)

* There was no statistically significant difference in the PROMs:PREMs relationship between the hospitals for all three procedures

Table D3: Hospitals in the 11 acute trusts (hernia repair)

Hospital	N	Mean (SD) EQ-5D	Mean (SD) overall PREM
A	260	0.08 (0.23)	8.73 (1.45)
U	48	0.08 (0.21)	9.28 (0.90)
C	25	0.05 (0.27)	8.57 (1.55)
D	22	0.09 (0.19)	9.22 (0.74)
H	168	0.06 (0.23)	8.56 (1.50)
I	79	0.11 (0.24)	9.08 (1.02)
J	21	0.12 (0.22)	8.51 (1.71)
K	97	0.09 (0.21)	8.56 (1.66)
L	186	0.06 (0.20)	8.95 (1.16)
M	42	0.10 (0.18)	8.98 (1.42)
N	73	0.03 (0.21)	8.53 (1.56)
O	141	0.07 (0.20)	8.29 (1.75)
P	53	0.11 (0.24)	8.67 (1.70)
V	75	0.10 (0.17)	8.71 (1.43)
Q	55	0.05 (0.18)	9.32 (0.81)
R	69	0.09 (0.23)	8.37 (1.78)
S	30	0.15 (0.21)	8.96 (1.47)
T	30	0.06 (0.27)	8.15 (1.70)

* There was no statistically significant difference in the PROMs:PREMs relationship between the hospitals for all three procedures

Appendix E: Post-operative Oxford Hip Score (case-mix adjusted) for 11 Trusts (1-11), unadjusted and adjusted for mean overall PREM score.

