

How does inpatient care in Veneto compare with England?

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Agenda

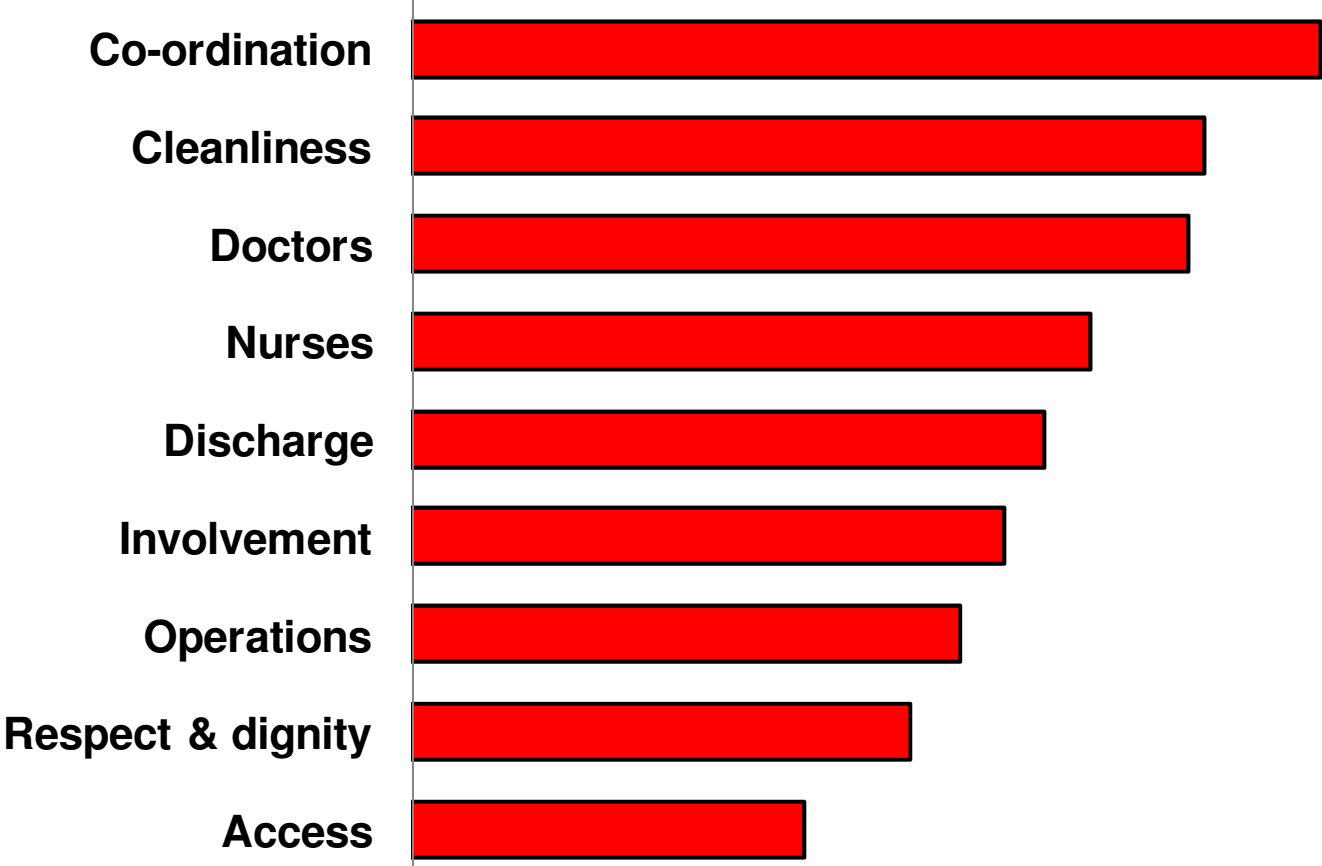
- What matters to patients?
- **Differences** between Veneto and English results
 - Admission to hospital/ward
 - Number of nurses
 - Respect & dignity
 - Discharge
 - Involvement/information
- Note – English data (from national inpatient survey 2008) have been weighted to provide comparability with Veneto results, so are different from those published

Drivers of Patient “Satisfaction”: Veneto

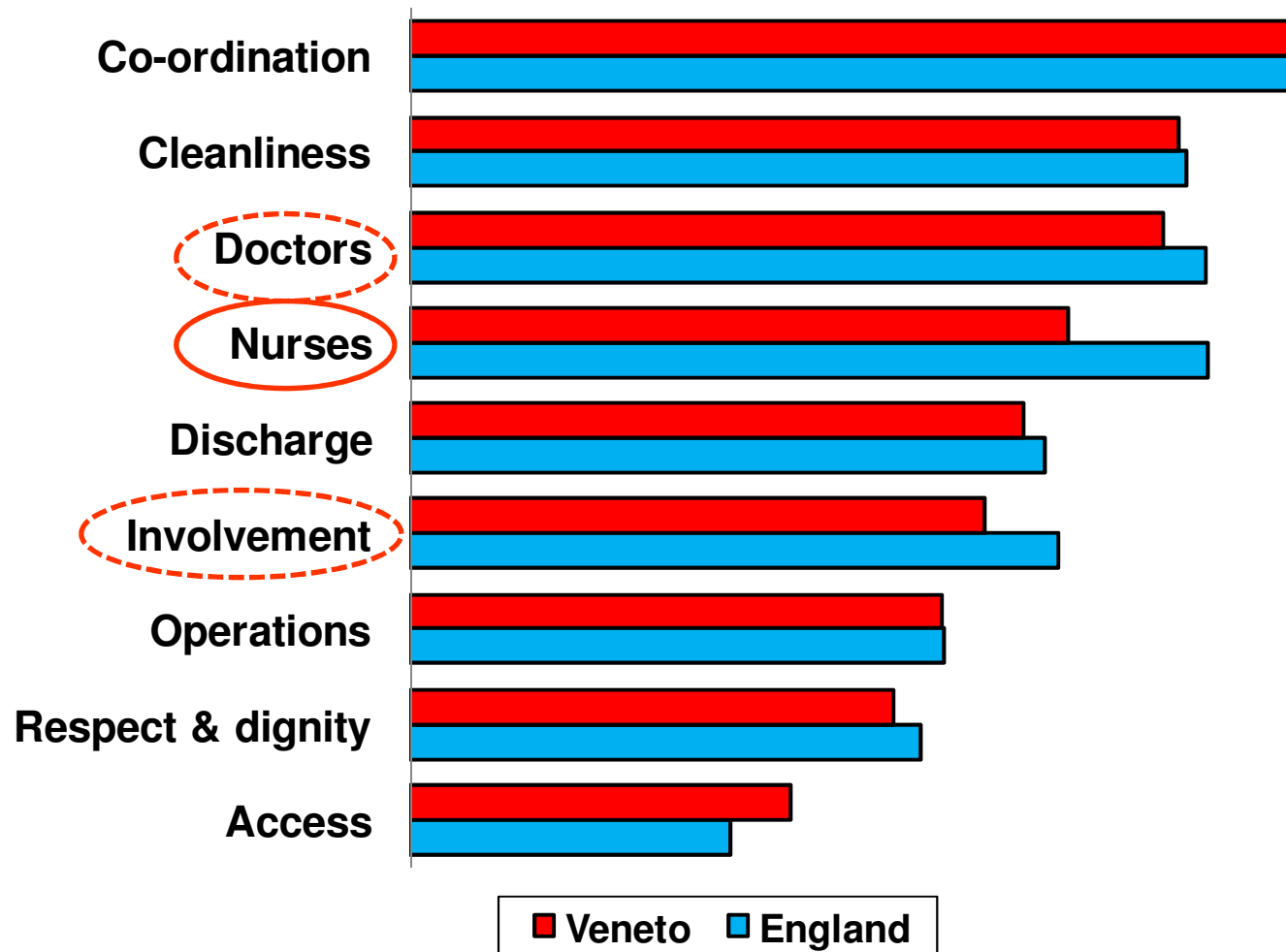


making patients' views count

Veneto

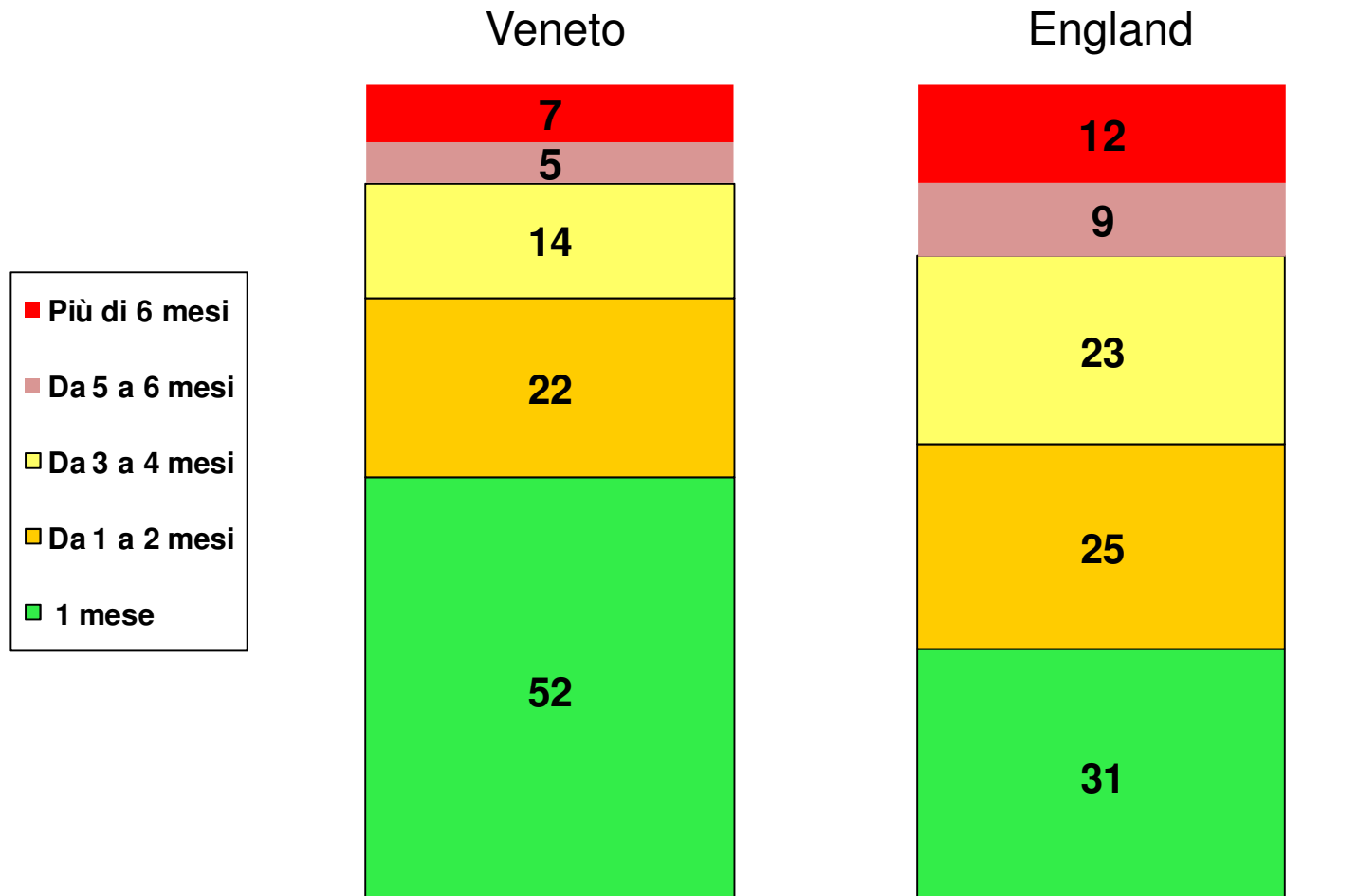


Drivers of Patient “Satisfaction” : Veneto v. England



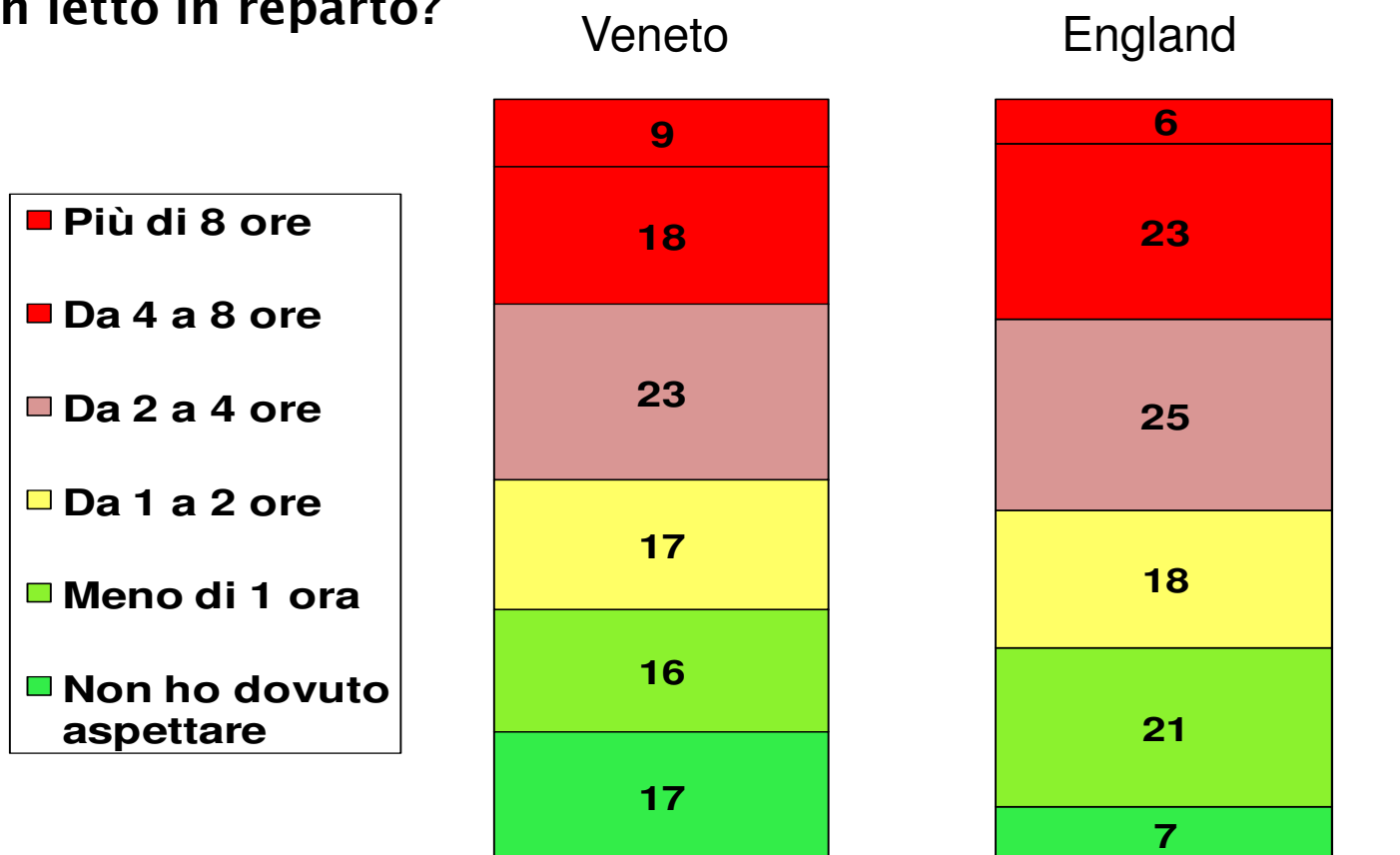
Access: Admission to hospital

Complessivamente quanto ha atteso per il ricovero?



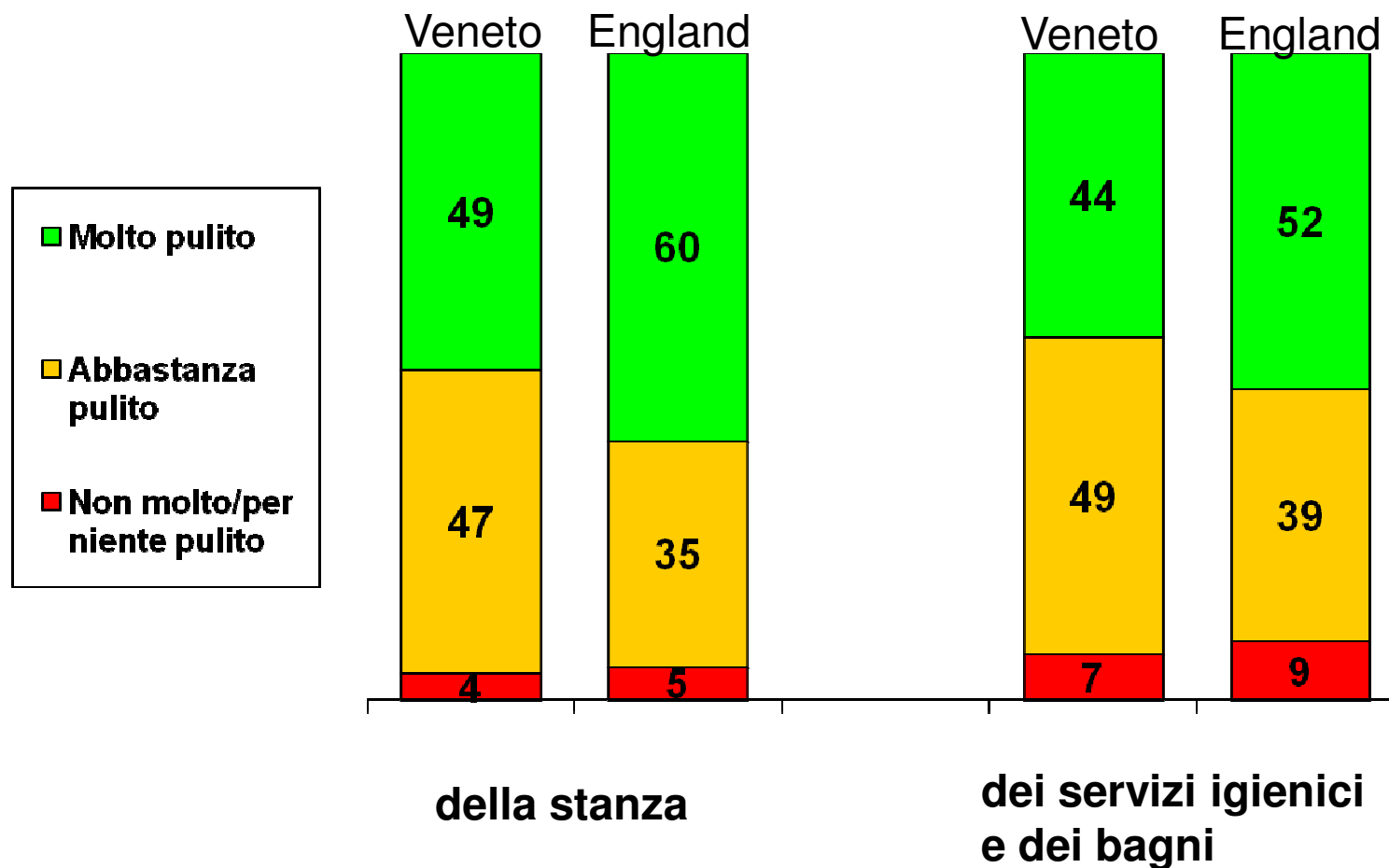
Access: Admission to ward

Dal momento in cui è arrivato in ospedale, quanto tempo è trascorso complessivamente prima che le assegnassero un letto in reparto?



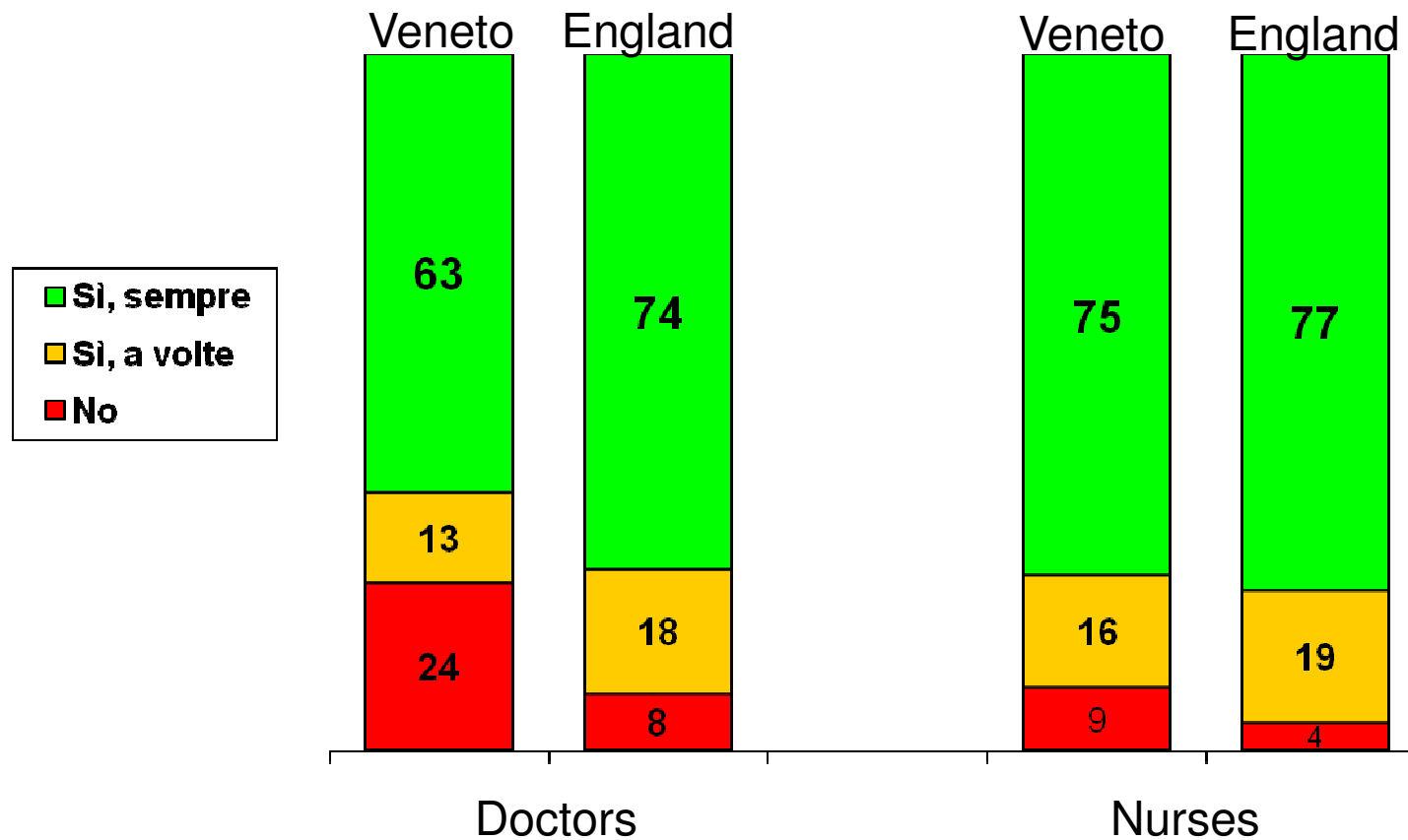
Cleanliness: Wards/Toilets & Bathrooms

A suo parere com'era il livello di pulizia



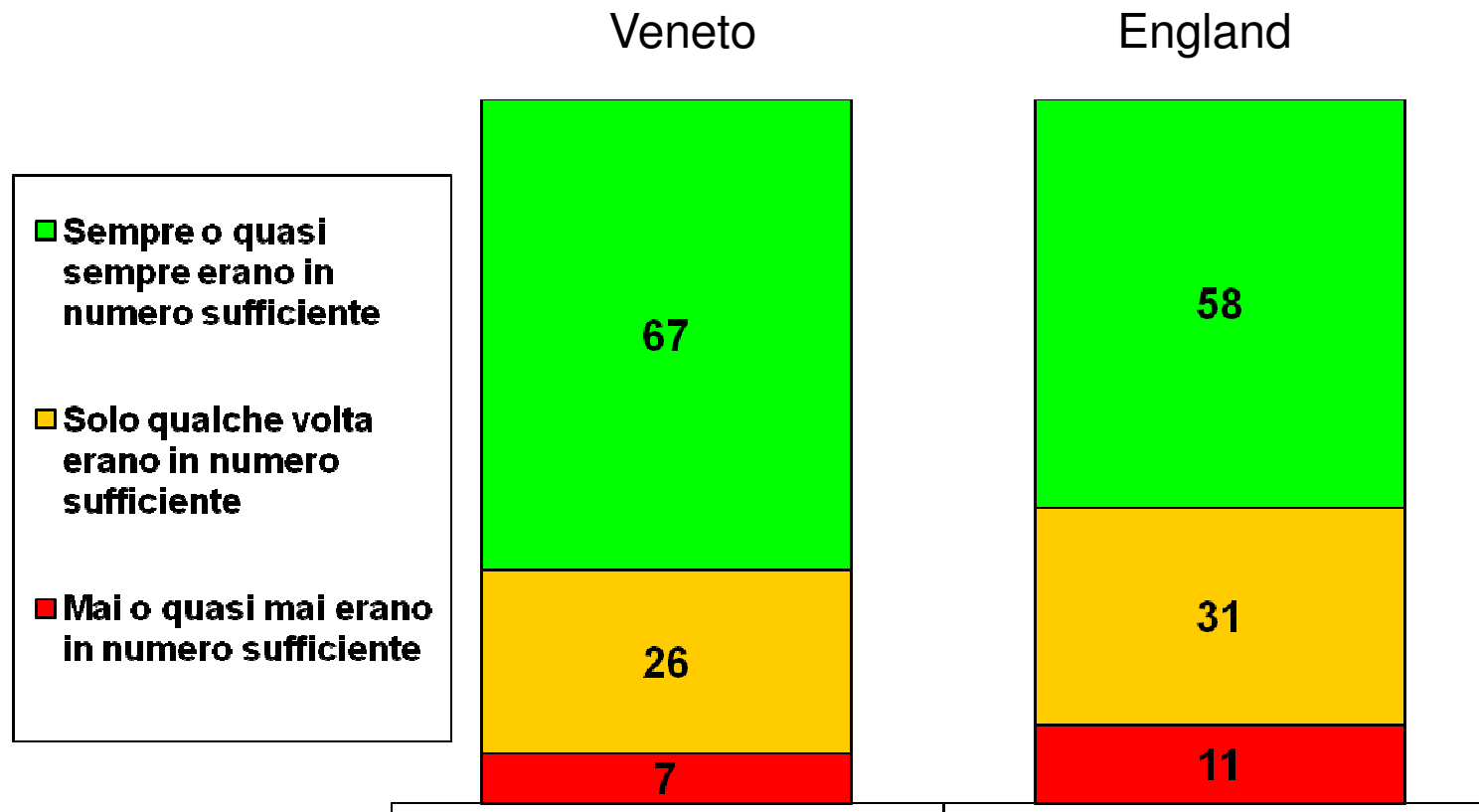
Cleanliness: Hand Washing

I medici/infermieri si lavavano o pulivano le mani o si cambiavano i guanti tra un paziente e un altro?



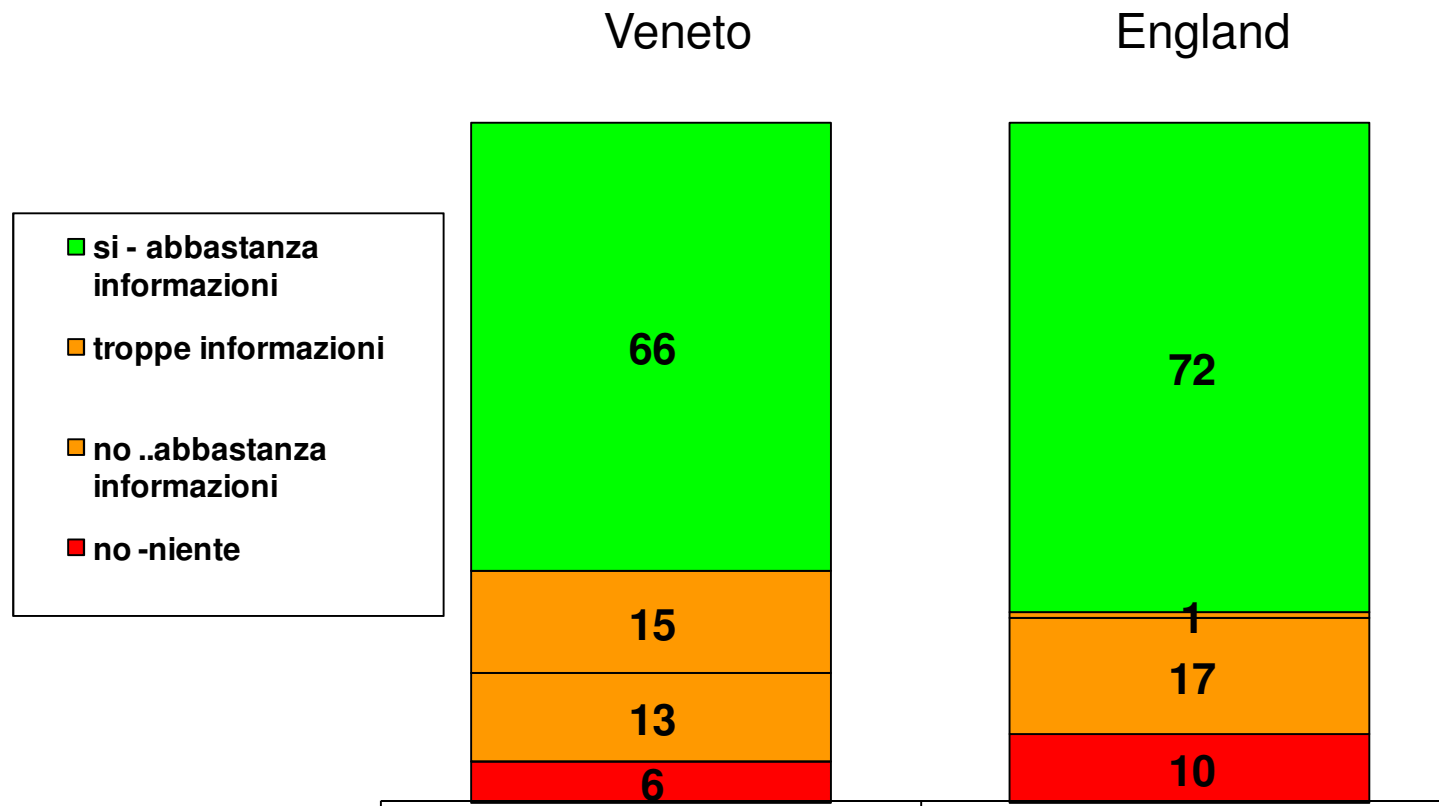
Nurses: Numbers

Secondo lei in ospedale c'erano abbastanza infermieri in servizio per prendersi cura di lei?



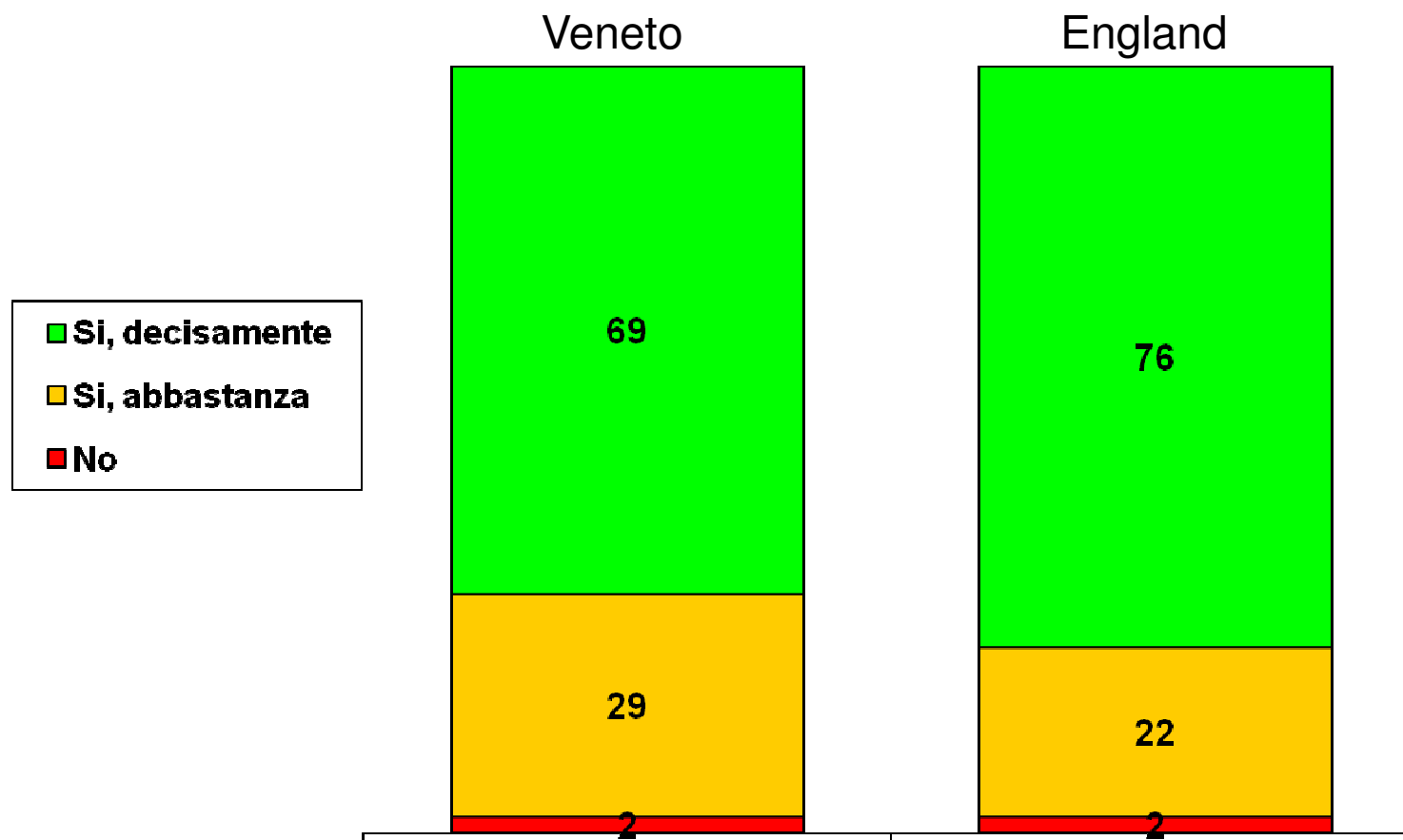
Involvement in decisions: Information in Emergency Dept.

In Pronto Soccorso ha ricevuto tutte le informazioni necessarie sulle sue condizioni cliniche o sulle cure che le venivano prestate?

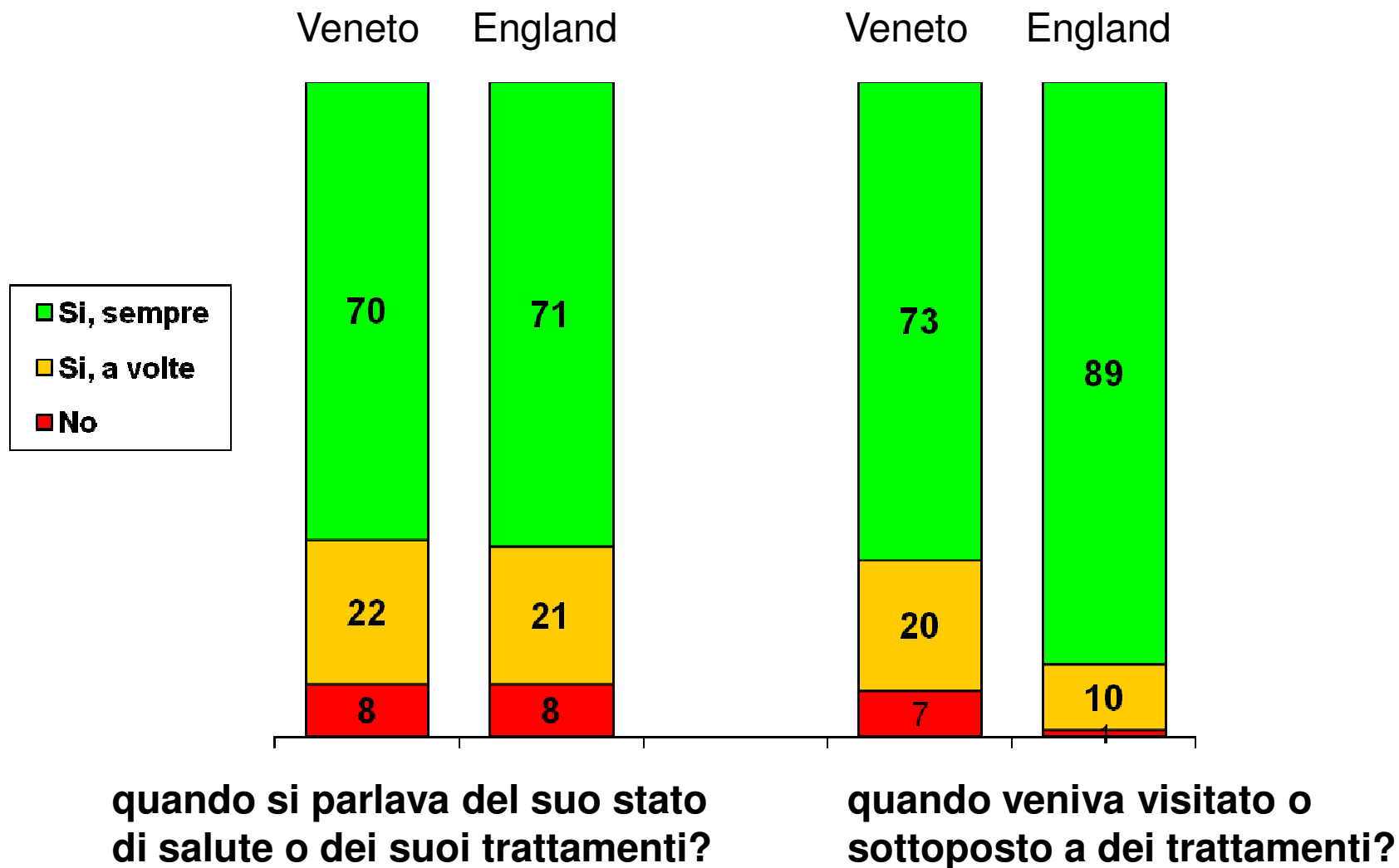


Respect and dignity: Privacy in A&E

Mentre la visitavano o la sottoponevano a dei trattamenti in **Pronto Soccorso** è stata rispettata la sua privacy?

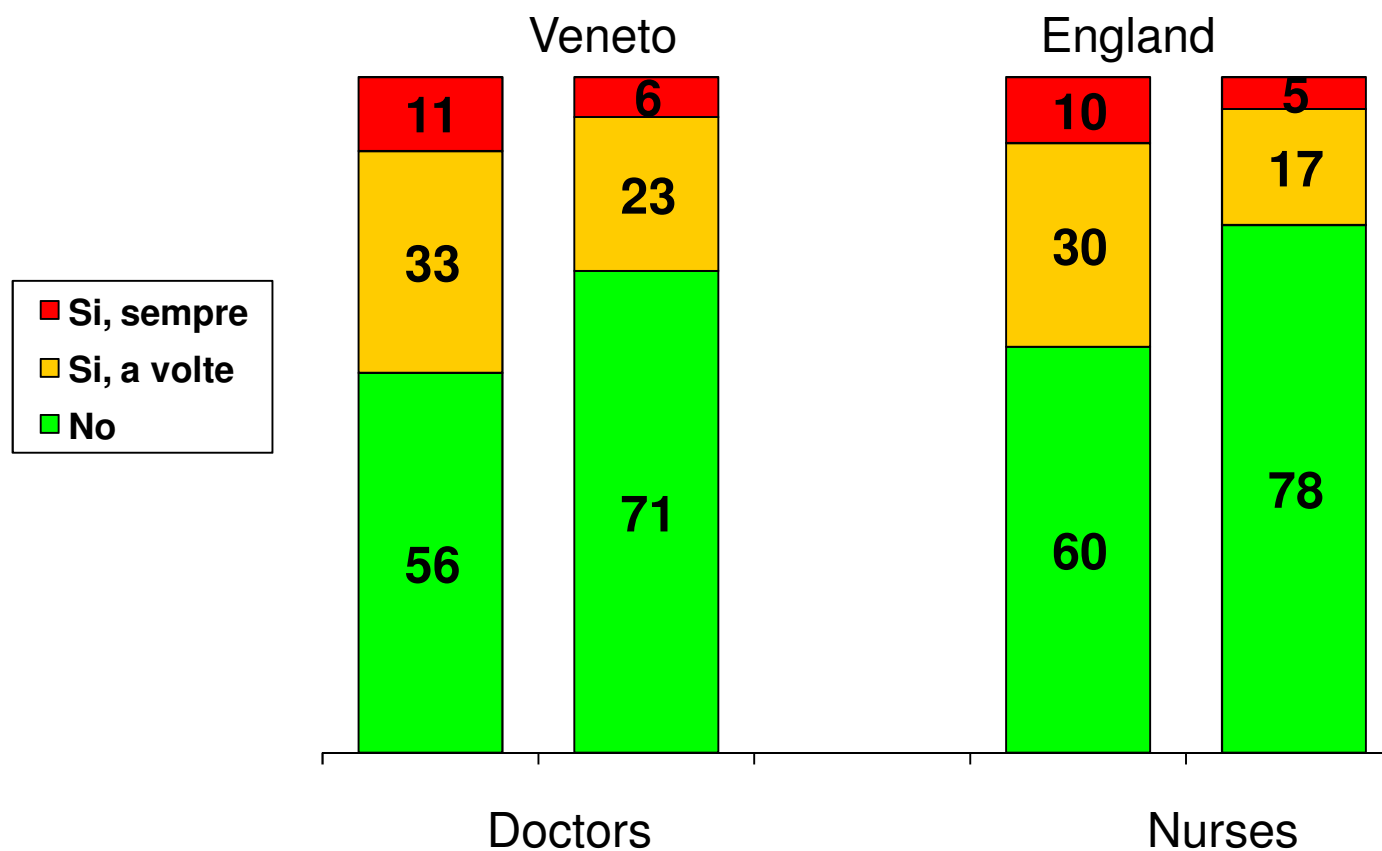


Respect and dignity: Privacy on wards

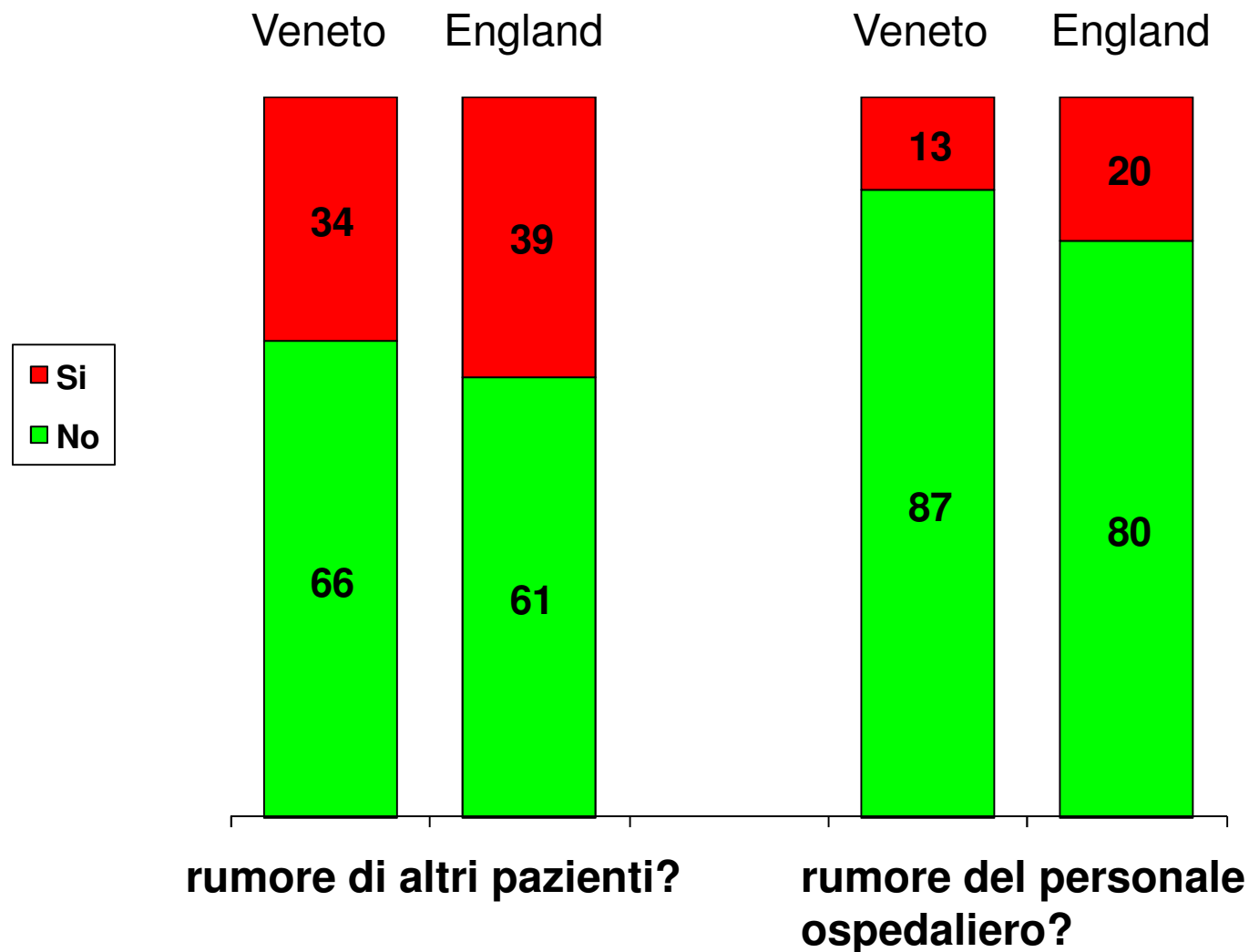


Respect and dignity: Talking as if you weren't there

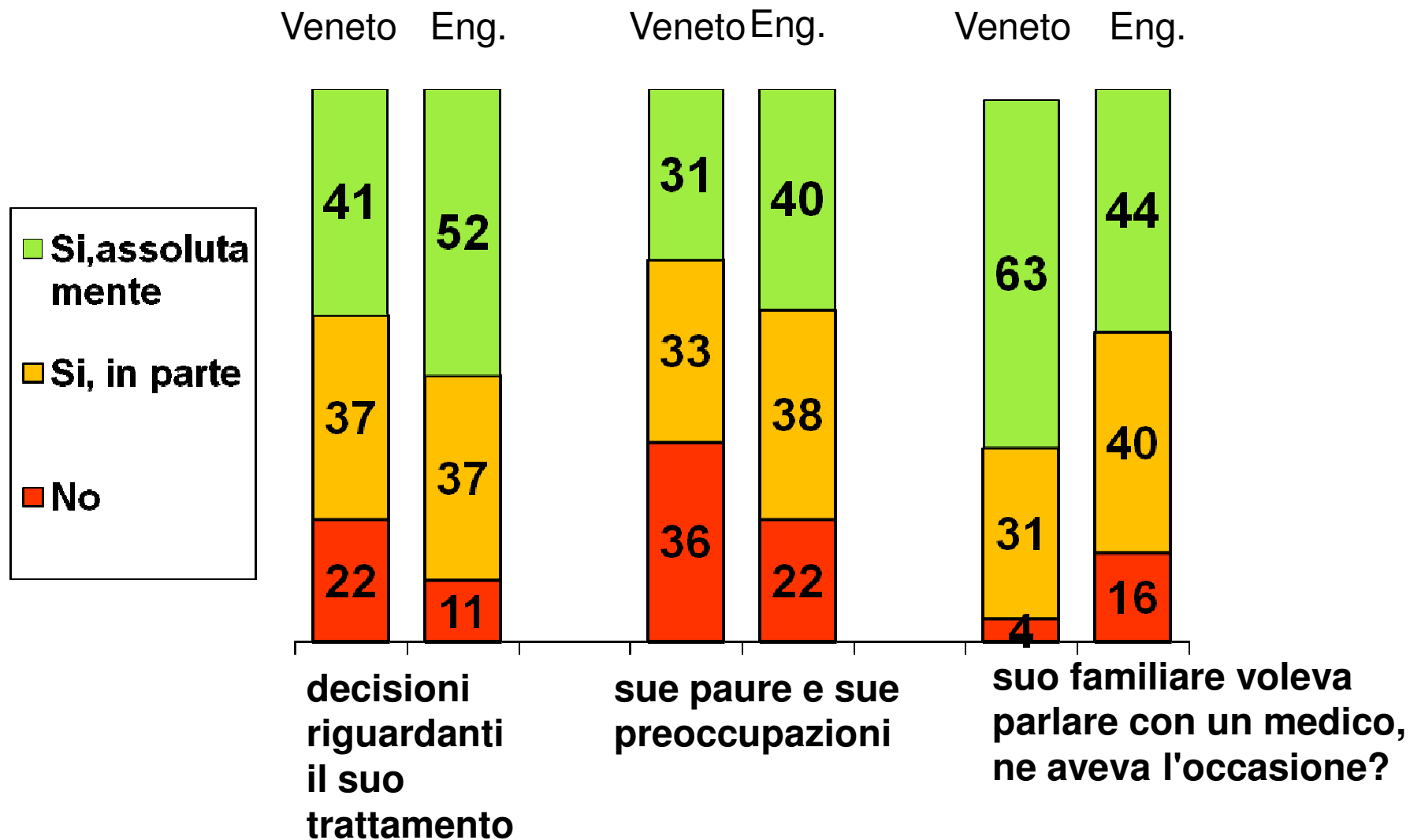
I medici/infermieri parlavano tra di loro in sua presenza come se lei non fosse lì?



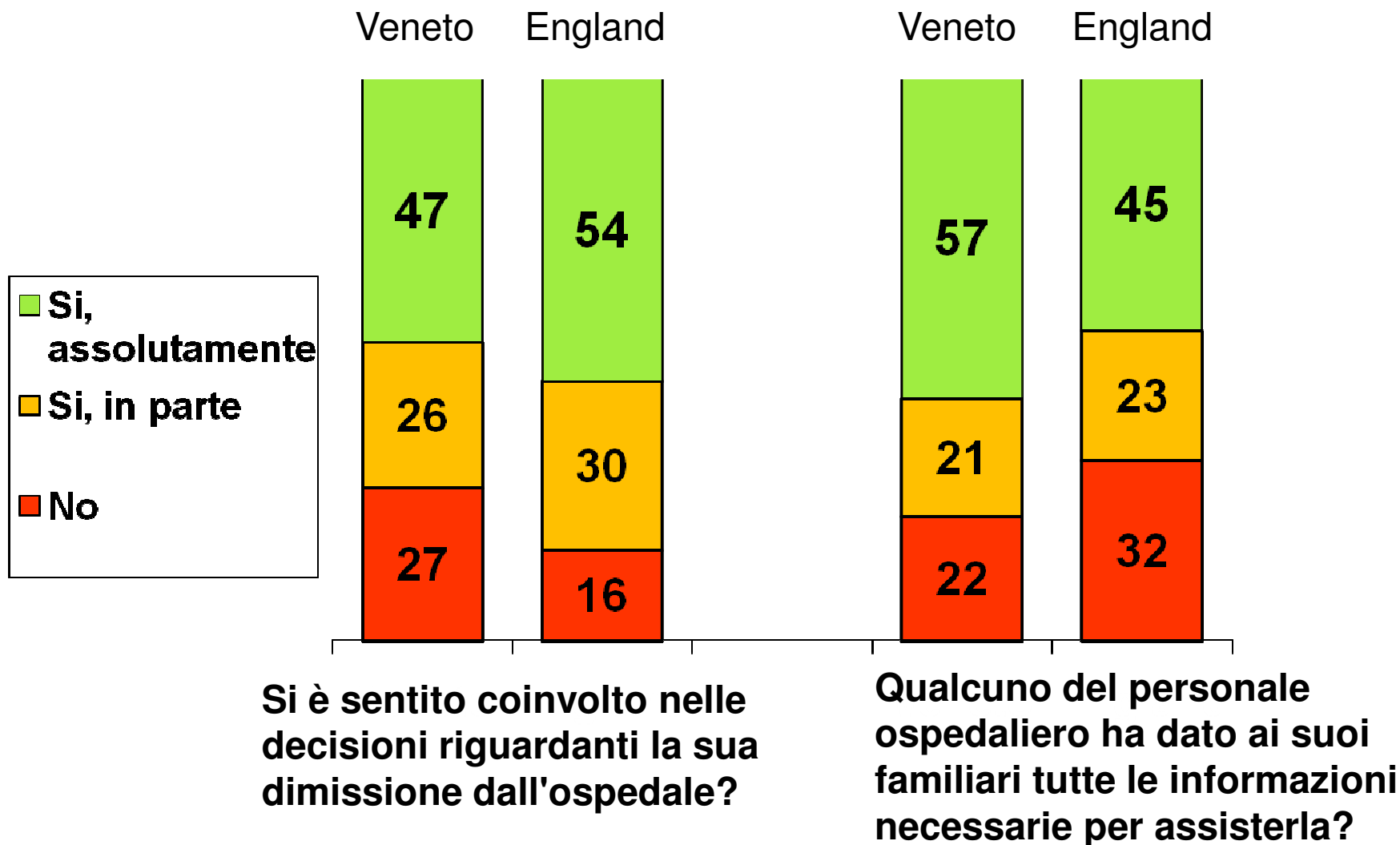
Respect and dignity: Disturbance at night



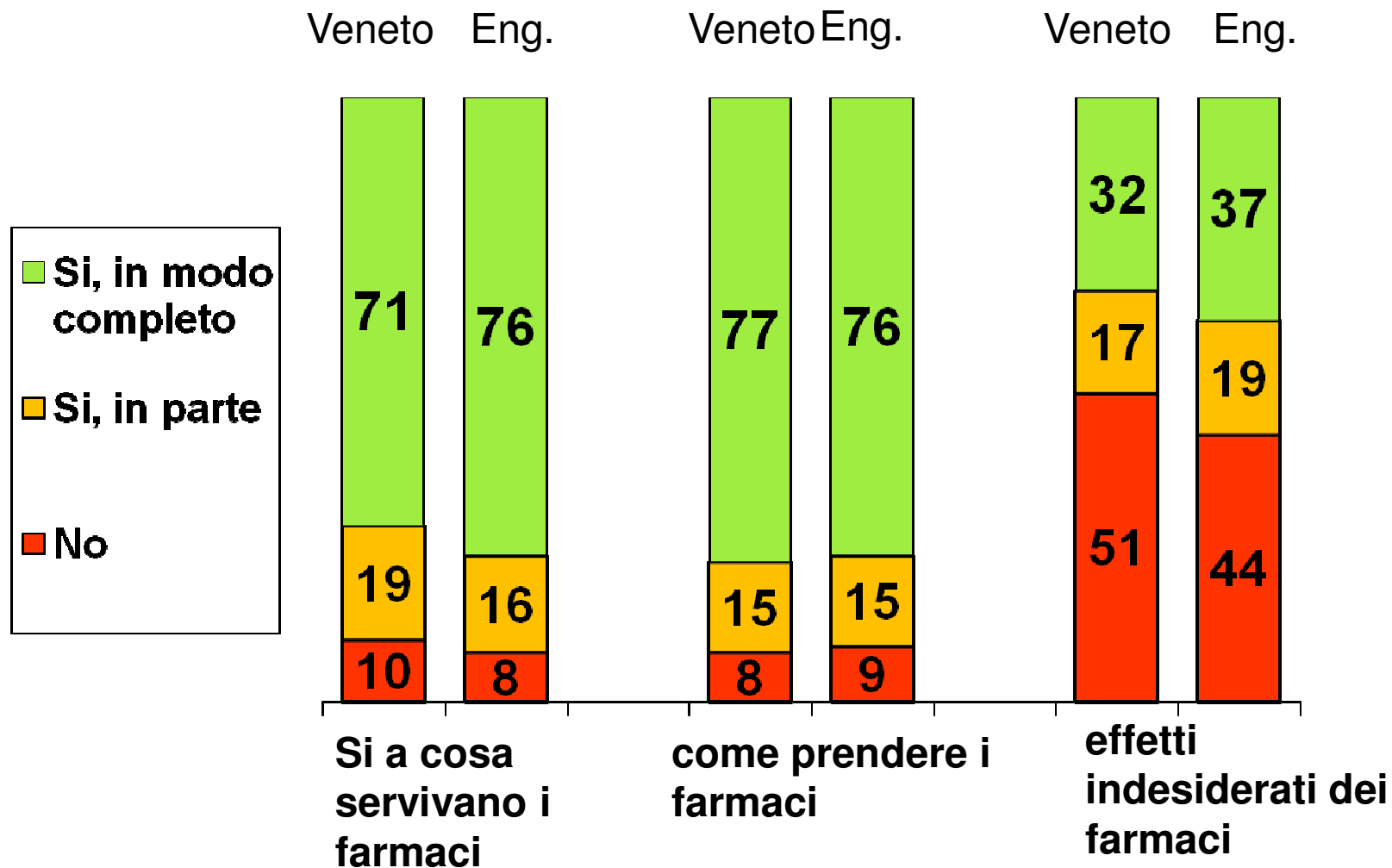
Involvement: Decisions, fears & family



Involvement: Discharge



Involvement: Discharge information on medicines



Key Point Summary

- Patients generally want the same things
- Veneto :
 - Faster access to care
 - Similar ratings of doctors and nurses (although Veneto may have more nurses)
 - Perceptions of cleanliness lower (may be cultural) but less evidence of hand washing by doctors
 - Some lack of privacy when being examined/treated
 - Less focus on involvement in decisions/information (but **more** involvement of family)

For more information



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English National Patient Survey Programme:

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