Were you/ your child looked after while you waited ?	E7	G5	-
How clean was the waiting area?	E8	G6	-
Did the staff explain what they were doing in a way you could understand?	E9	G7	A4
Did the staff explain what was wrong with you/ your child in a way you could understand?	E10	G8	A5
Did staff do everything they could to calm and comfort you/ your child ?	E11	G9	A6
Did staff do everything they could to help with your/ your child's pain ?	E12	G10	A7
Were you/ your child given			

Problem scores

Most patients are highly appreciative of the care they receive. However, it is evident that there is also a lot of scope for improving the patient experience. Picker Institute Europe uses a simple summary score to help organisations identify where their patients think there is a problem or room for improvement regarding a specific aspect of care.

Problem scores can be used as a summary measure, to help monitor results over time and to show how your organisation compares to others. They can be used to target areas in need of attention – this in turn can help you to bring about real quality improvement for your patients.

What is a problem score?

The problem score shows the percentage of patients for each question who, by their response, indicated that a particular aspect of their care could have been improved. We have found this to be the simplest summary measure that focuses on quality improvement.

A second example of a problem score calculation is displayed below for the question 'Overall, how well do you think you / your child was looked after?'. The responses 'Not very well' and 'Not at all well' have been combined to create a single problem score. Asterisks indicate which response categories have been combined to create the problem score:

<p style="color:red; text-align:center;">EXAMPLE 2 (example data only)</p>

How should we use problem scores?

As the name suggests, problem scores indicate where there may be a problem within a service that may need further investigation. It is useful to keep in mind that lower scores reflect better performance. Where there are high problem scores, or scores that are high in comparison with other organisations, this area should be highlighted as a potential problem area that needs to be looked at further. By targeting these areas, you can hopefully start to bring about real quality improvement for your patients. Problem scores are an interpretation of the data recommended by the Picker Institute Europe. Any comparisons made within an organisation (internal benchmarks, historic comparisons) or between organisations (external benchmarks) can be made using these scores.

Targeted questions

In response to client feedback and in the interests of accuracy we recommend that you use derived questions to produce more meaningful scores for questions that may not be applicable to all respondents, but are not preceded by a filter question – in other words, all those that have a response code such as I did not use a toilet. The purpose is to produce more precise indicators of where the problems lie within an organisation. For each question of this nature we would recommend that you therefore re-calculate the scores, excluding those respondents to whom the question does not apply. The new calculation can be illustrated in an additional question (e.g. see below frequency tables for questions E1+, E3+/G1+/A1+; and E12+/G10+/A7+).

Note on low numbers of respondents

The questionnaire used includes some filter questions, whereby only relevant questions are asked of patients. So, for example, patients that have reported not having to wait to be seen would not be asked subsequent questions about waiting. This means that fewer patients will answer some of the questions in the questionnaire. Where fewer than 50 respondents have answered a particular question, the result should be treated with caution, as the number of respondents answering is relatively small.

How to display data in Frequency Tables, and how to calculate Problem Scores for each question in the survey

This section shows how you can display your survey data in frequency tables, and how to calculate your problem scores for each of the survey questions.

Frequency tables can be used to present a full breakdown of   responses for each survey question (number and percent). They can also show which group(s) of patients

E1+. If an ambulance was called, did the ambulance staff/paramedics
explain what was happening in a way you could understand?

Those who called an ambulance (Emergency Dept Survey only)		N	%
	Yes, definitely	12	12.5%
*	Yes, to some extent / sort of	4	4.2%
*	No	2	2.1%
	I can't remember	1	1.0%
	Not answered	77	80.2%
	Problem Score: 6.3%	96	

E2. Overall, how well do you think ambulance staff / paramedics
looked after you / your child?

Those who called an ambulance (Emergency Dept Survey only)		N	%
	Very well	13	13.5%
	Fairly well	4	4.2%
*	Not very well	0	0.0%
*	Not at all well	0	0.0%
	I can't remember	1	1.0%
	Not answered	78	81.3%
	Problem Score: 0.0%	96	

E4/G2/A2. While you were waiting, did someone tell you / keep you informed about what was happening?

Those who waited		N	%
	Yes, definitely	51	29.0%
	Yes, to some extent / sort of	21	11.9%
	No, but this was not necessary / needed	75	42.6%
*	No, but I / we would have liked to have been told	17	9.7%
	Don't know / can't remember	4	2.3%
	Not answered	8	4.5%
	Problem Score: 9.7%	176	

A3. While you were waiting, did someone tell you what to do?
* Interpret with caution – low number of respondents

Those who waited (Ambulance Survey only)		N	%
	Yes, definitely	3	42.9%
	Yes, to some extent / sort of	2	28.6%
	No, but this was not needed	1	14.3%
*	No, but I/we would have liked to have been told	1	14.3%
	I can't remember	1	0.5%
	Not answered	0	0.0%
	Problem Score: 14.3%	7	

E5/G3. Was there enough for you / your child to do when waiting to be seen (such as toys, games and books)?

Those who waited (Emergency and GP survey only)		N	%
	Yes, lots to do	31	18.3%
*	Yes, some things, but not enough	18	10.7%
*	There were things, but not for my / my child's age group	32	18.9%
*	No	56	33.1%
	Can't remember / did not notice	9	5.3%
	We had our own things do to	16	9.5%
	Not answered	7	4.1%
	Problem Score: 62.7%	169	

E6/G4. Was there everything you needed while you waited (such as food, drink and toilets)?

Those who waited (Emergency and GP survey only)		N	%
	Yes, definitely	54	32.0%
*	Yes, to some extent / sort of	57	33.7%
*	No	18	10.7%
	We did not need anything	34	20.1%
	Don't know / can't remember	1	0.6%
	Not answered	5	3.0%
	Problem Score: 44.4%	169	

E7/G5. Were you / your child looked after while you waited (for example, given pain medicine, blanke   ts or sick bowls if needed)?

Those who waited (Emergency and GP survey only)		N	%
	Yes, definitely	43	25.4%
*	Yes, to some extent / sort of	9	5.3%
*	No	10	5.9%
	We did not need anything	95	56.2%
	Don't know / can't remember	2	1.2%
	Not answered	10	5.9%
	Problem Score: 11.2%	169	

E8/G6. How clean was the waiting area?
Those who waited   (Emergency and GP survey only)

E9/G7/A4. Did staff explain what they were doing in a way you could understand?

All Patients		N	%
	Yes, completely	164	71.6%
*	Yes, to some extent / sort of	40	17.5%
*	No	3	1.3%
	I did not need an explanation	11	4.8%
	Don't know / can't remember	2	0.9%
	Not answered	9	3.9%
	Problem Score: 18.8%	229	

Problem Score Interpretation : 19% of respondents said staff did not fully explain what they were doing

E10/G8/A5. Did staff explain what was wrong with you/ your child in a way you could understand?

All Patients		N	%
	Yes, completely	153	66.8%
*	Yes, to some extent / sort of	48	21.0%
*	No	6	2.6%
	Don't know / can't remember	3	1.3%
	They did not know what was wrong with me / my child	4	1.7%
	Not answered	15	6.6%
	Problem Score: 23.6%	229	

Problem Score Interpretation : 24% of respondents said that staff did not fully explain what was wrong with child

E11/G9/A6. Did staff do everything they could to calm and comfort you / you and your child?

All Patients		N	%
	Yes, completely	147	64.2%
*	Yes, to some extent / sort of	37	16.2%
*	No	4	1.7%
	This was not necessary / needed	31	13.5%
	Not answered	10	4.4%
	Problem Score: 17.9%	229	

Problem Score Interpretation : 18% of respondents said that staff did not do everything they could to calm and comfort parent/child

E12/G10/A7. If you / your child was in any pain, did staff do
everything they could to help with your pain?

All Patients	N	%
Yes, definitely	112	48.9%
Yes, to some extent / sort of	34	14.8%
No	4	1.7%
I / my child was not in any pain	66	28.8%

E18/G16/A11. During your care di		d you receive enough information about your/ your child's condition and treatment?

All Patients		N	%
	Yes, enough information	172	75.1%
*	Some, but not enough information	16	7.0%
*	None, but I would have liked some	4	1.7%
	None, but I did not need any	16	7.0%
	They did not know what was wrong with me / my child	2	0.9%
	Not answered	19	8.3%
	Problem Score: 8.7%	229	

Problem Score Interpretation		: 9% of respondents said that they did not receive enough information about child's condition/ treatment

E19/G17/A12. Overall, how well do		you think you / your child was looked after?

All Patients		N	%
	Very well	158	69.0%
	Fairly well	47	20.5%
*	Not very well	3	1.3%
*	Not at all well	1	0.4%
	Not answered	20	8.7%
	Problem Score: 1.7%	229	

Problem Score Interpretation		: 2% of respondents said that overall, they (or their child) was not looked after very well

E20/G18/A13. Was the main reason for your emergency visit / care dealt with well?

All Patients		N	%
	Yes, completely	163	71.2%
*	Yes, to some extent / sort of	36	15.7%
*	No	1	0.4%
	Not answered	29	12.7%
	Problem Score: 16.2%	229	

Problem Score Interpretation		: 16% of respondents said that the main reason for their emergency care was not dealt with completely well

E25/G23/A18. Which of these is the MA   IN language spoken at home?

All Patients		N	%
English		182	79.5%
Other European language		7	3.1%
Asian language (such as Hindi, Gujarati, Punjabi, Urdu, Bengali, Thai)	9		3.9%
African language (such as Swahili, Hausa, Yoruba)		2	0.9%
Other, including British Sign Language		6	2.6%
Not answered		23	10.0%
		229	