

# How does inpatient care in Veneto compare with England?

Sally Donovan  
Picker Institute Europe

# Agenda

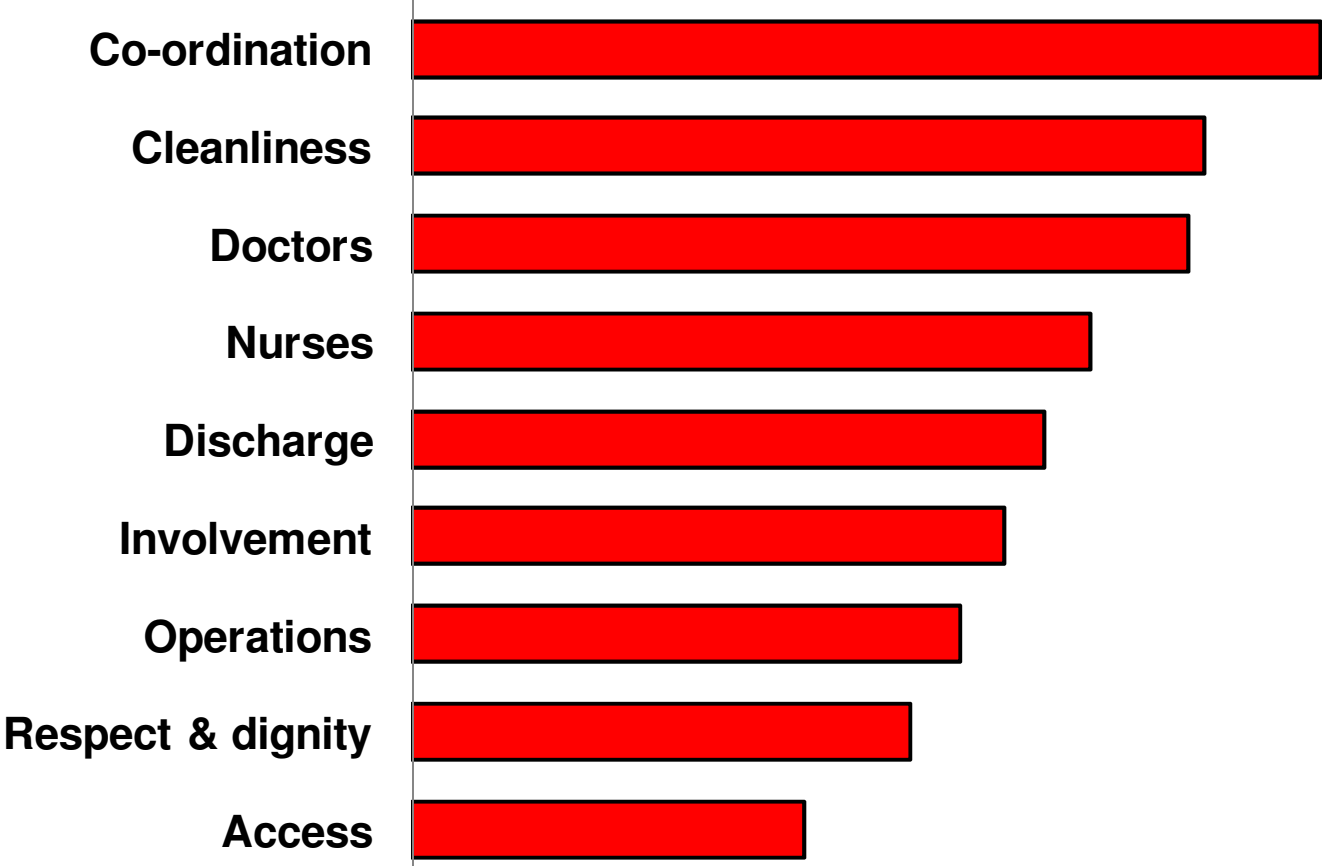
- What matters to patients?
- **Differences** between Veneto and English results
  - Admission to hospital/ward
  - Number of nurses
  - Respect & dignity
  - Discharge
  - Involvement/information
- Note – English data (from national inpatient survey 2008) have been weighted to provide comparability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

# Drivers of Patient “Satisfaction”: Veneto

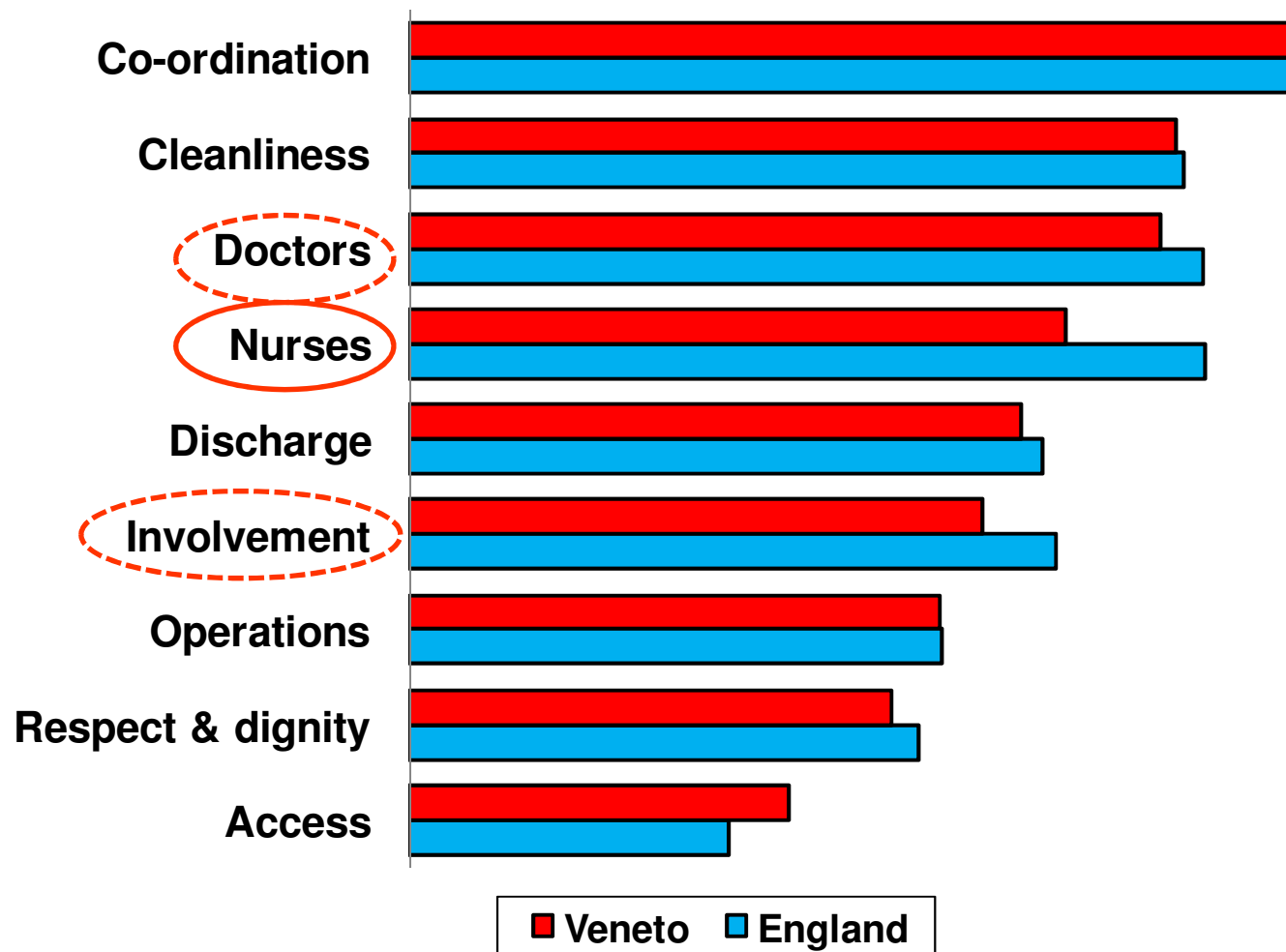


*making patients' views count*

## Veneto

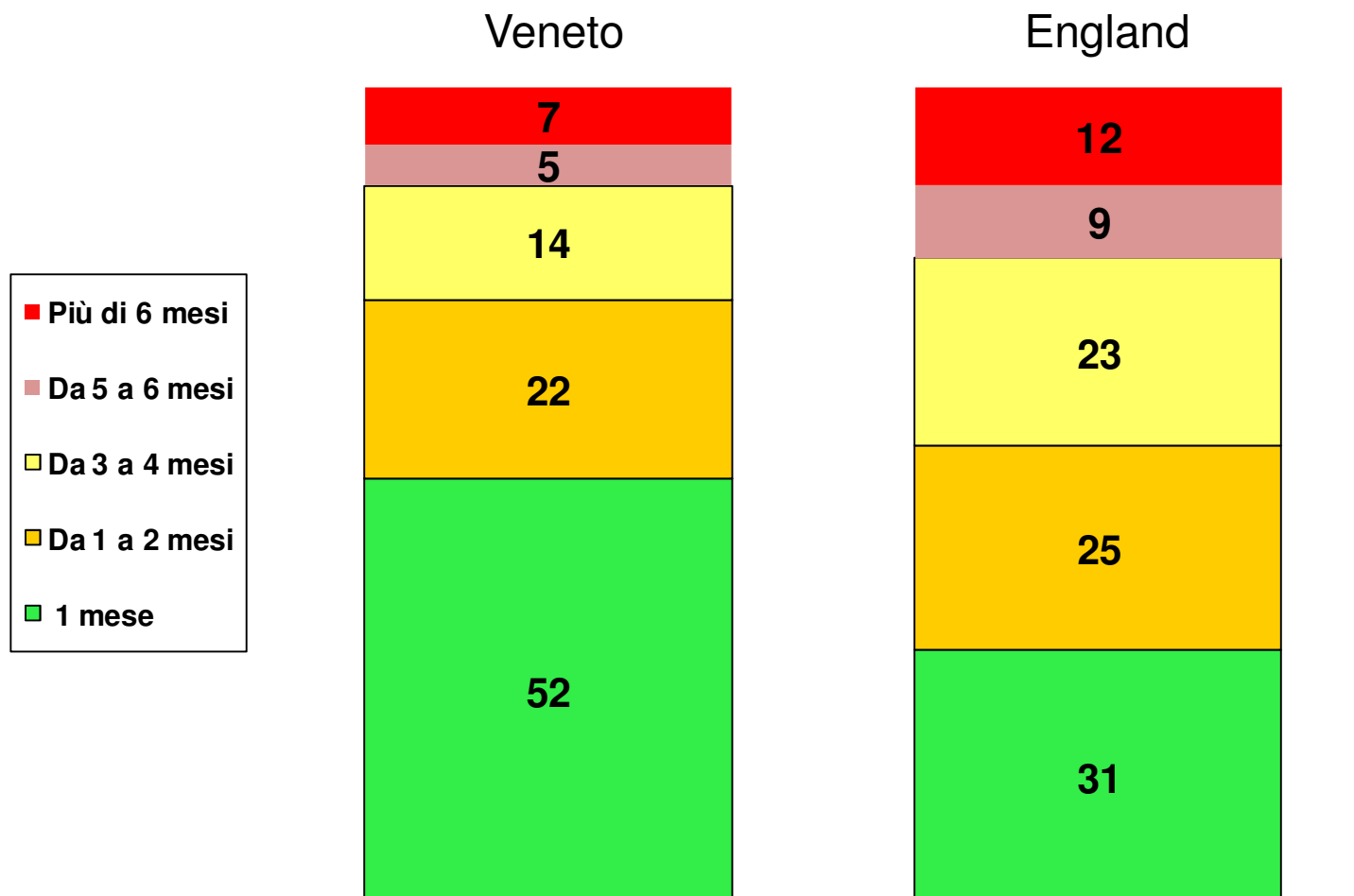


# Drivers of Patient “Satisfaction” : Veneto v. England



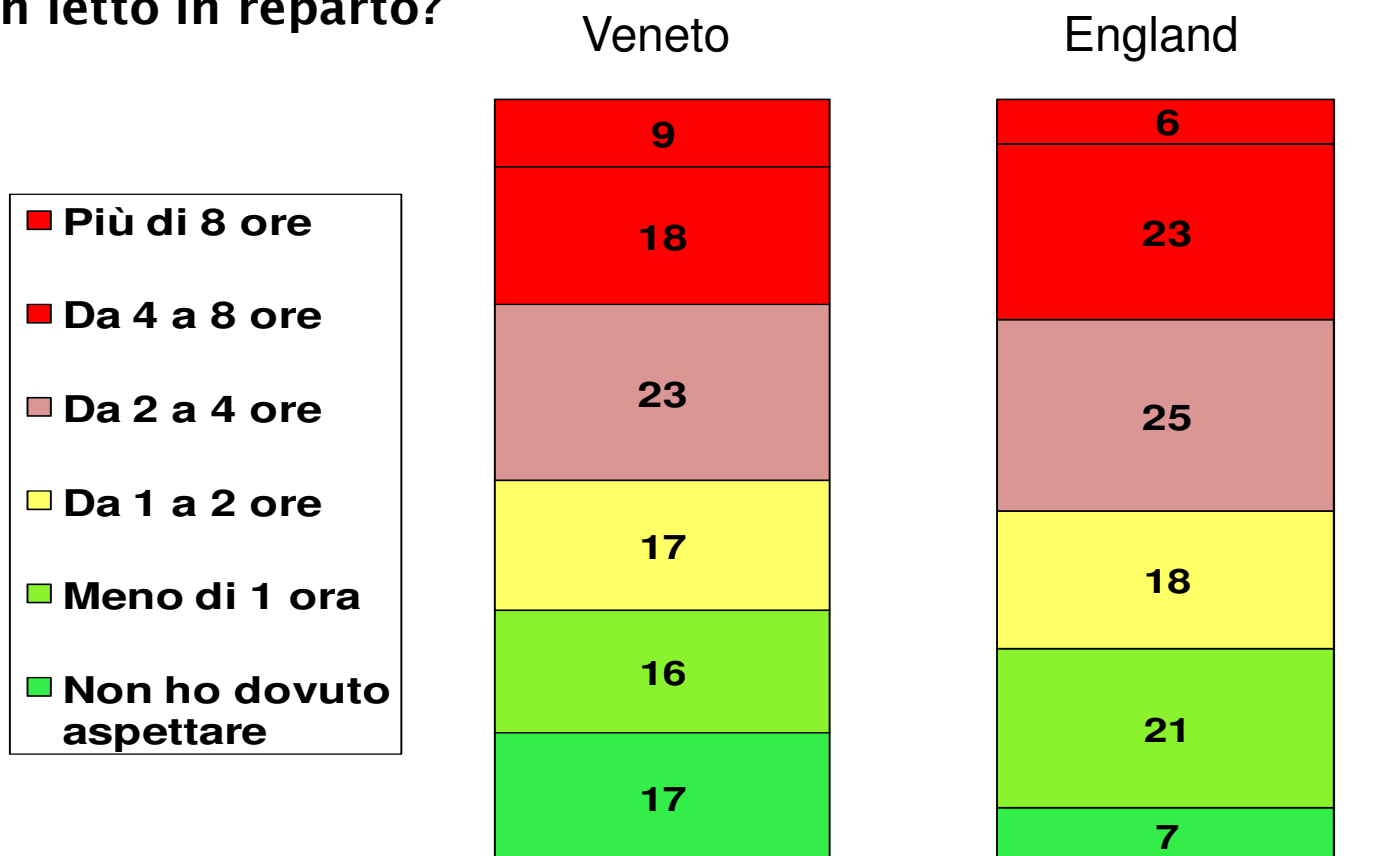
# Access: Admission to hospital

**Complessivamente quanto ha atteso per il ricovero?**



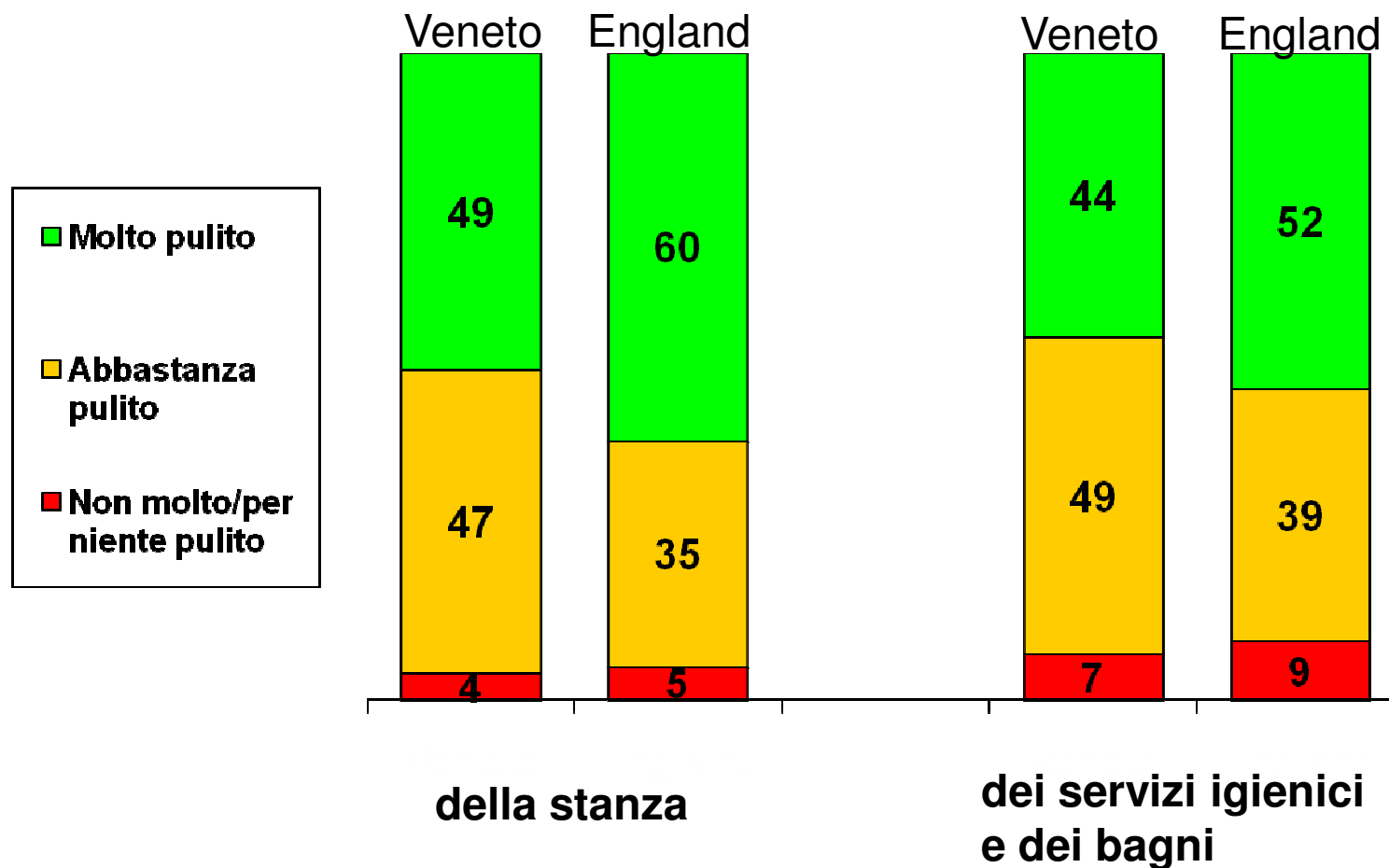
# Access: Admission to ward

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



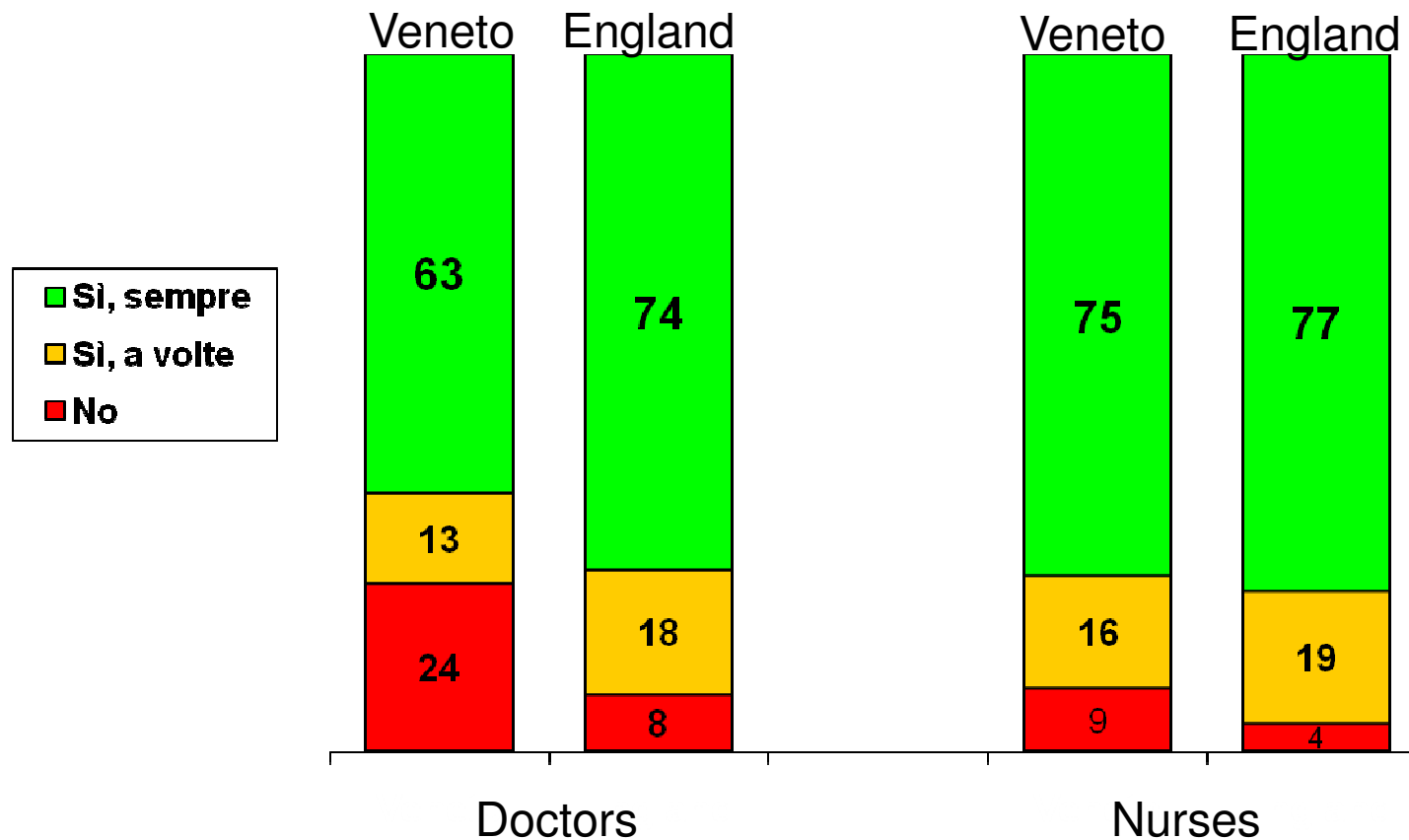
# Cleanliness: Wards/Toilets & Bathrooms

A suo parere com'era il livello di pulizia .....



# Cleanliness: Hand Washing

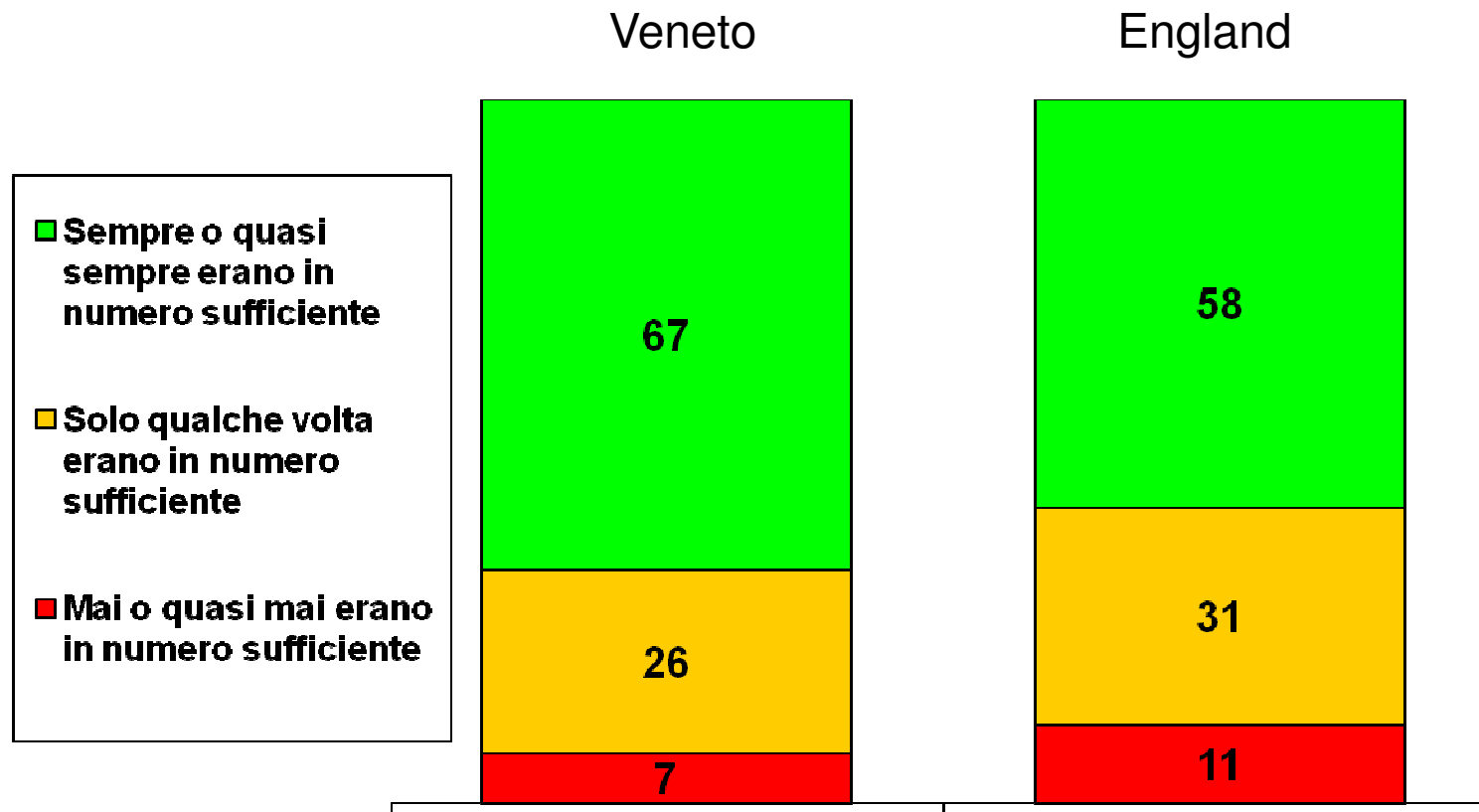
I medici/infermieri si lavavano o pulivano le mani o si cambiavano i guanti tra un paziente e un altro?





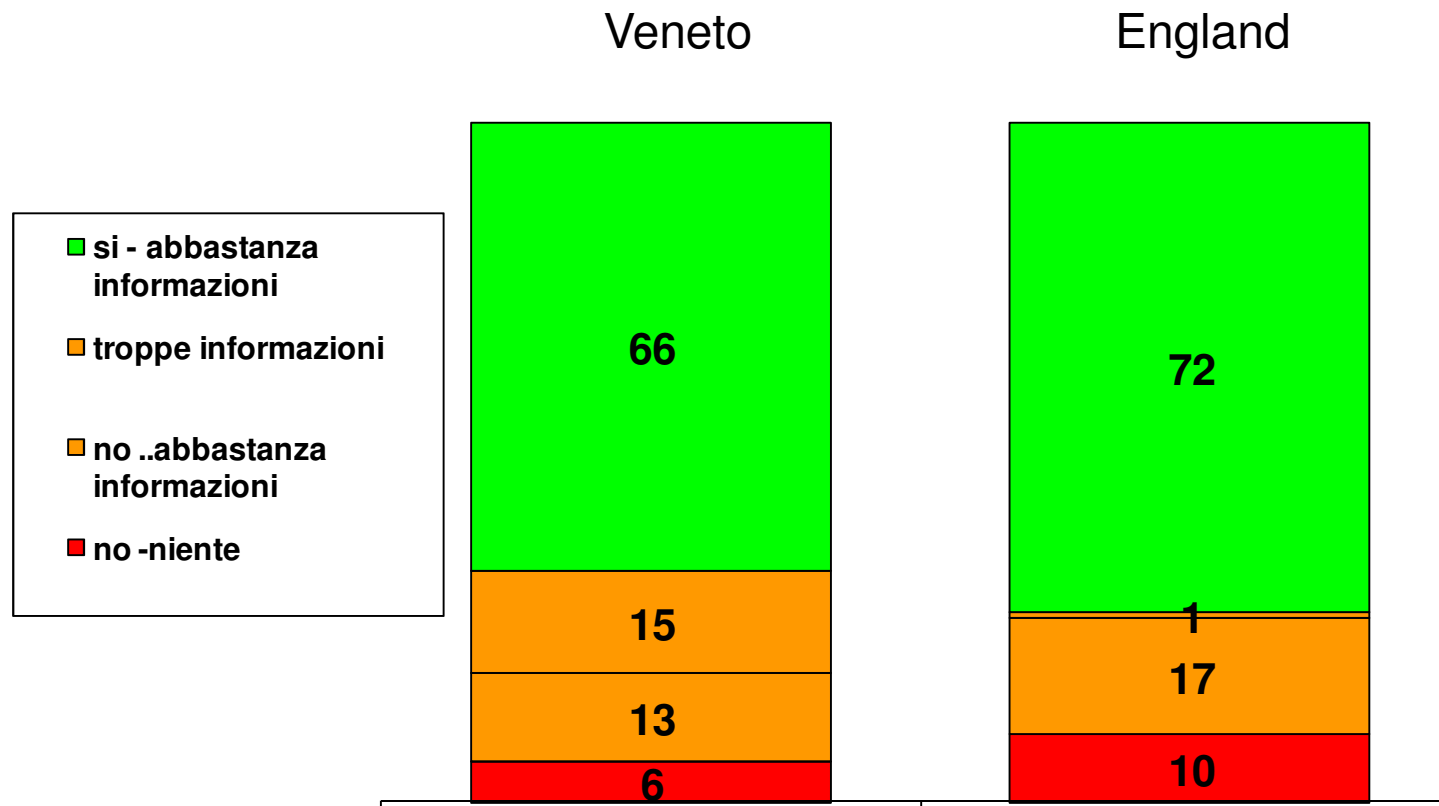
# Nurses: Numbers

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



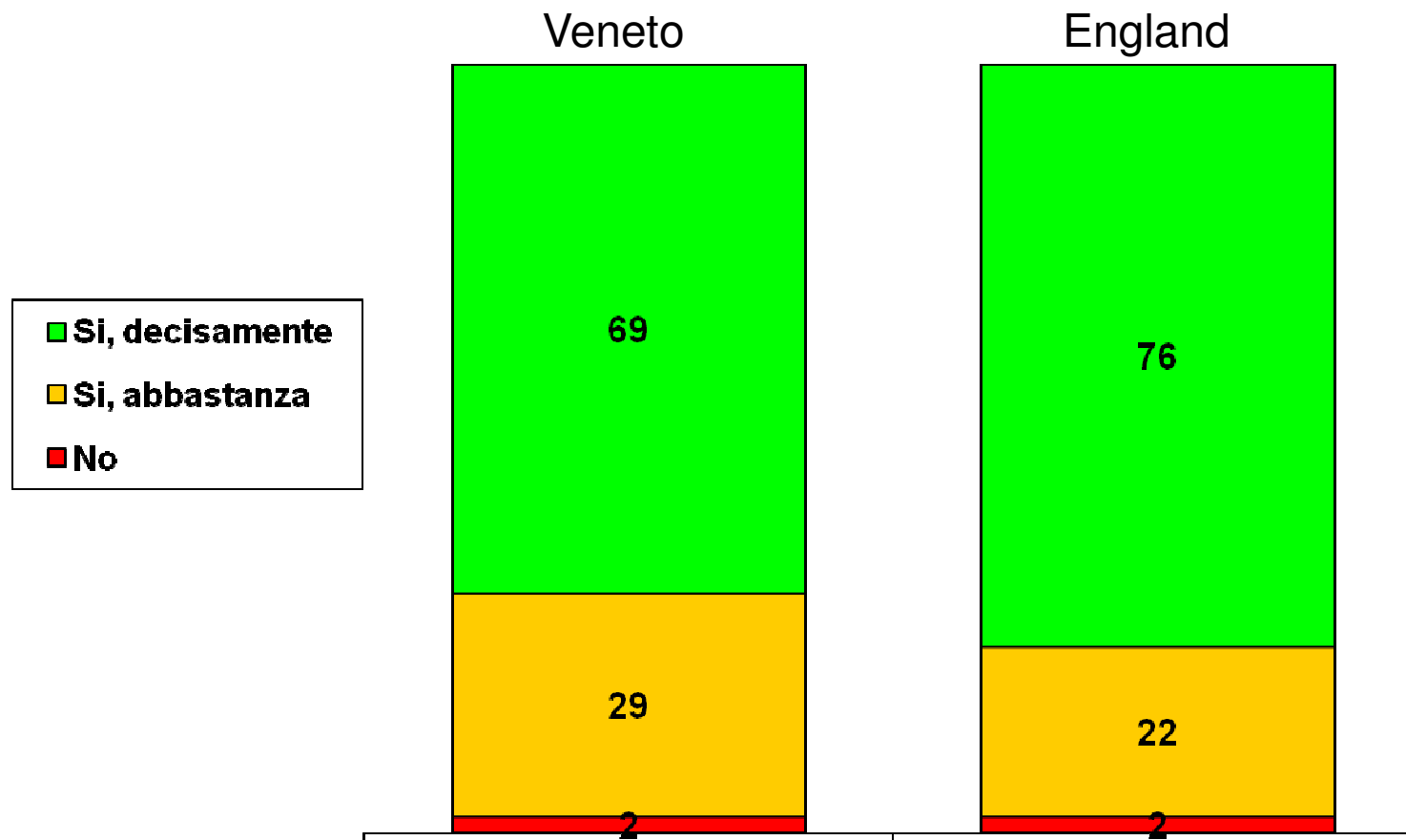
# Involvement in decisions: Information in Emergency Dept.

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

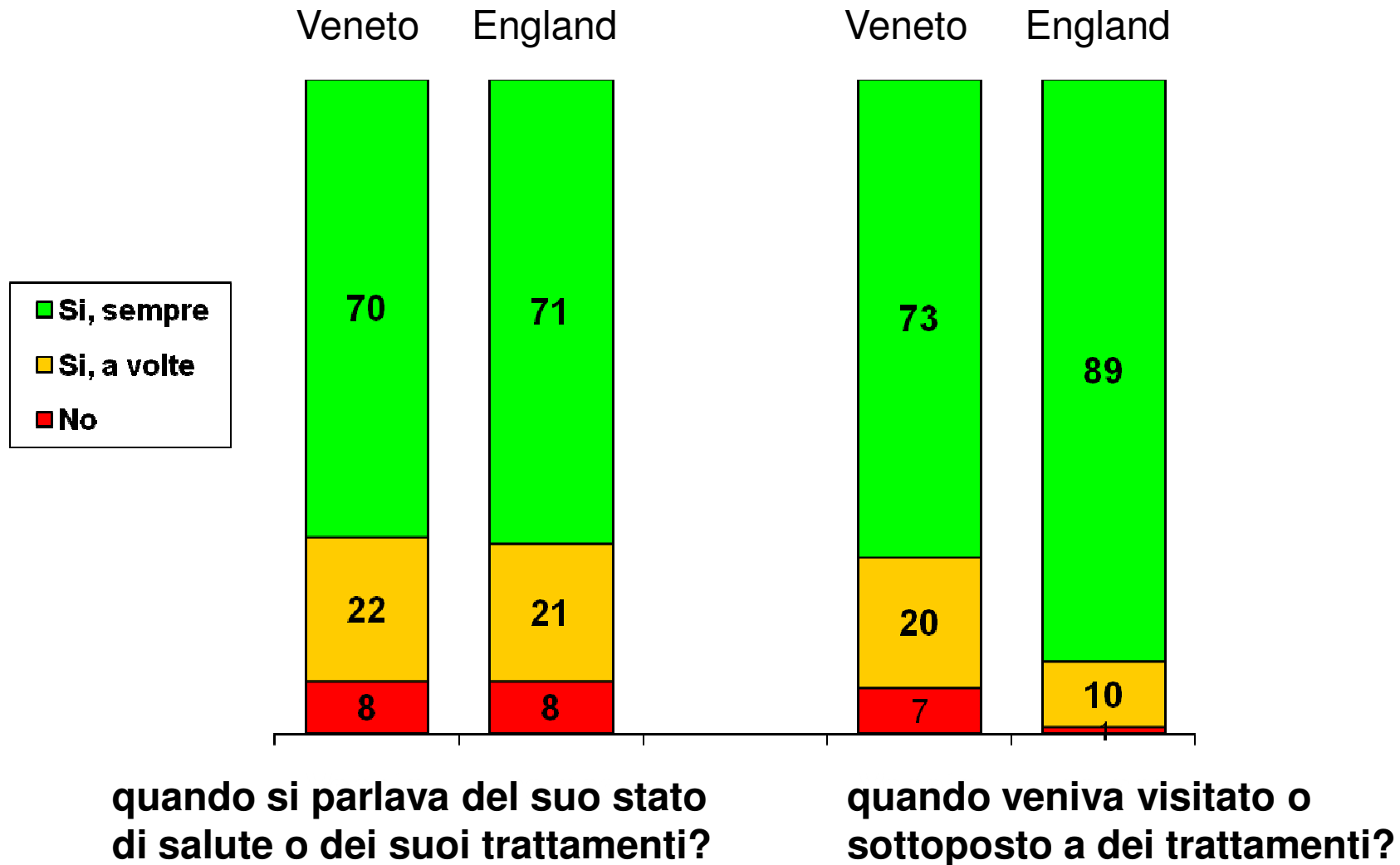


# Respect and dignity: Privacy in A&E

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

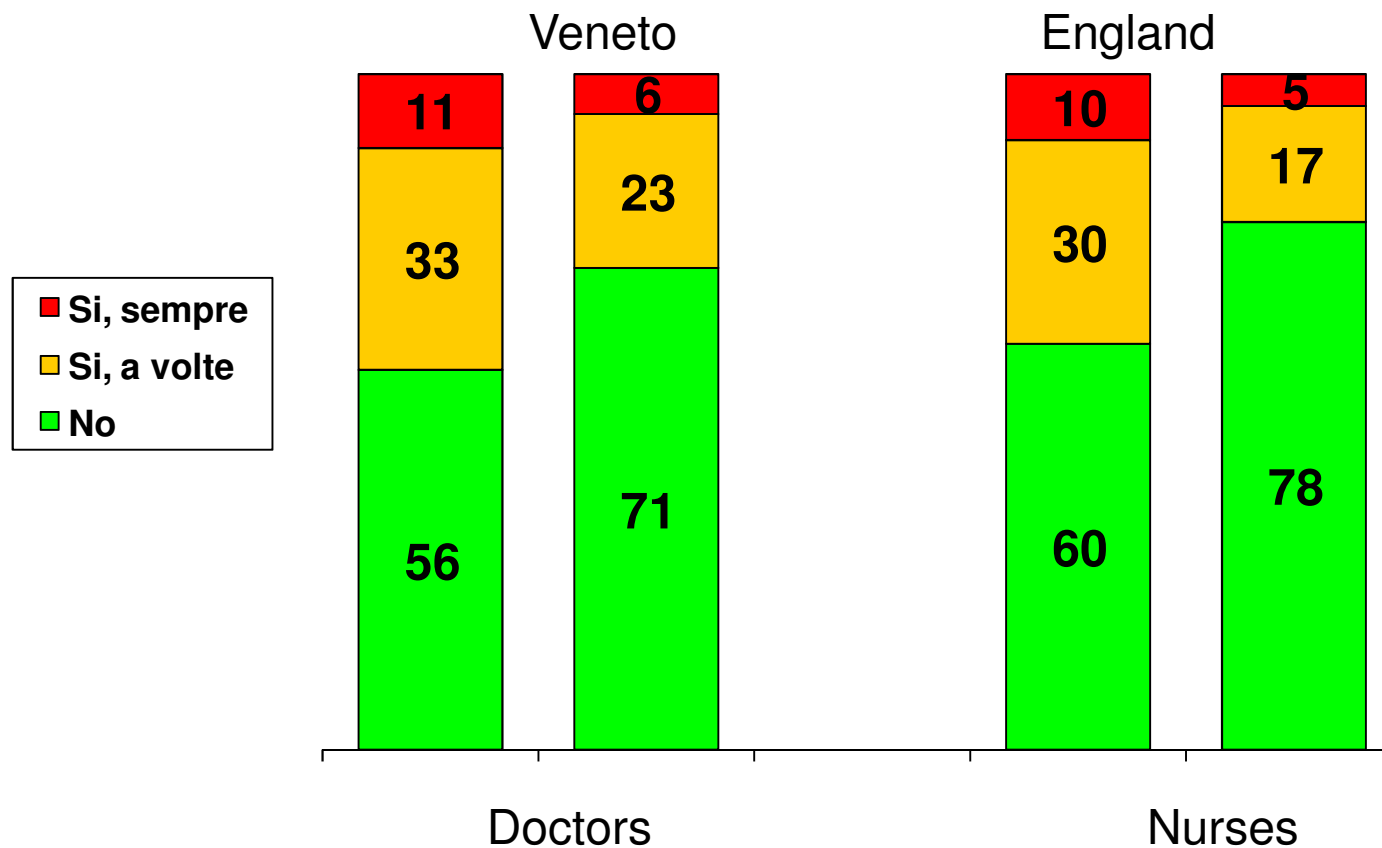


# Respect and dignity: Privacy on wards

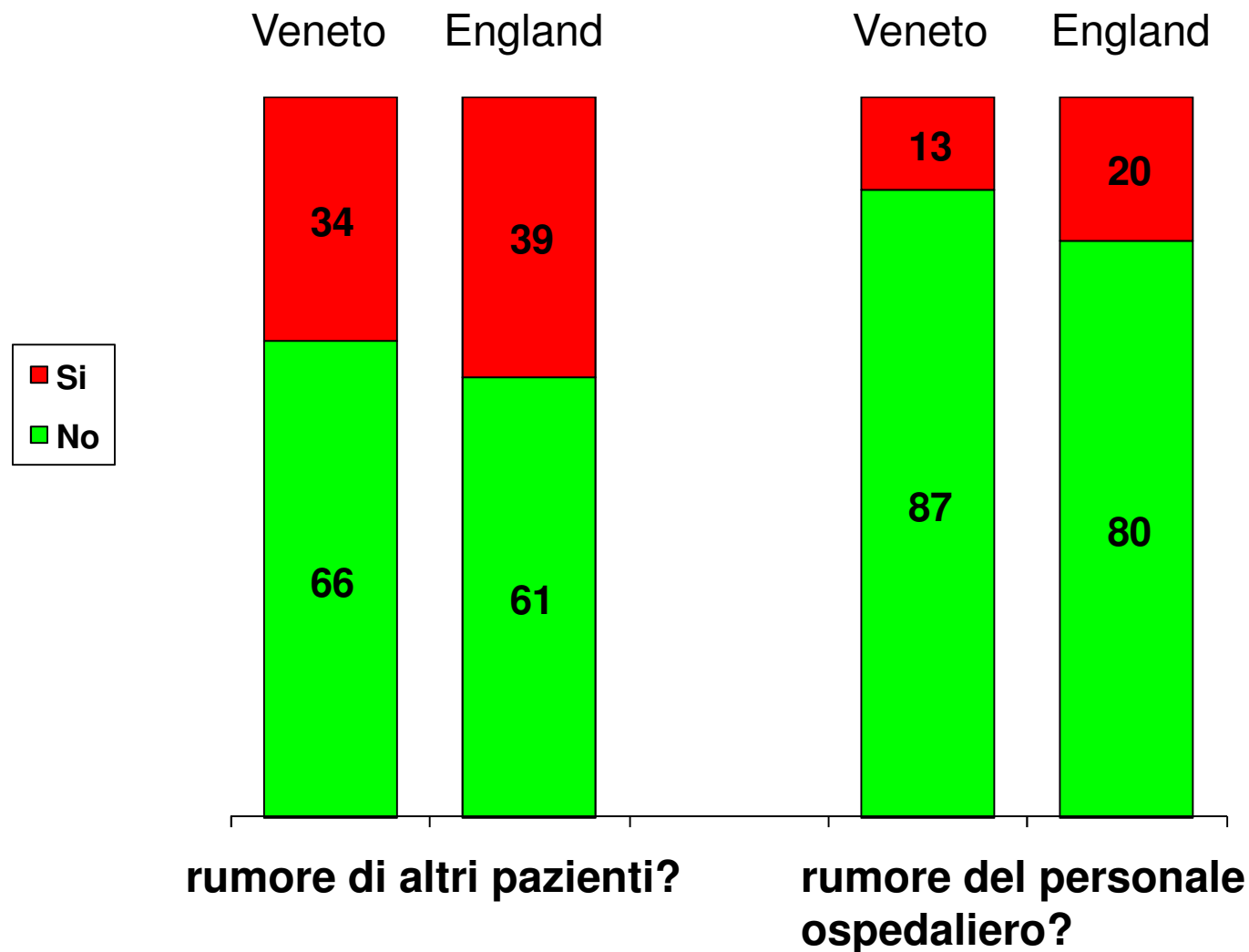


# Respect and dignity: Talking as if you weren't there

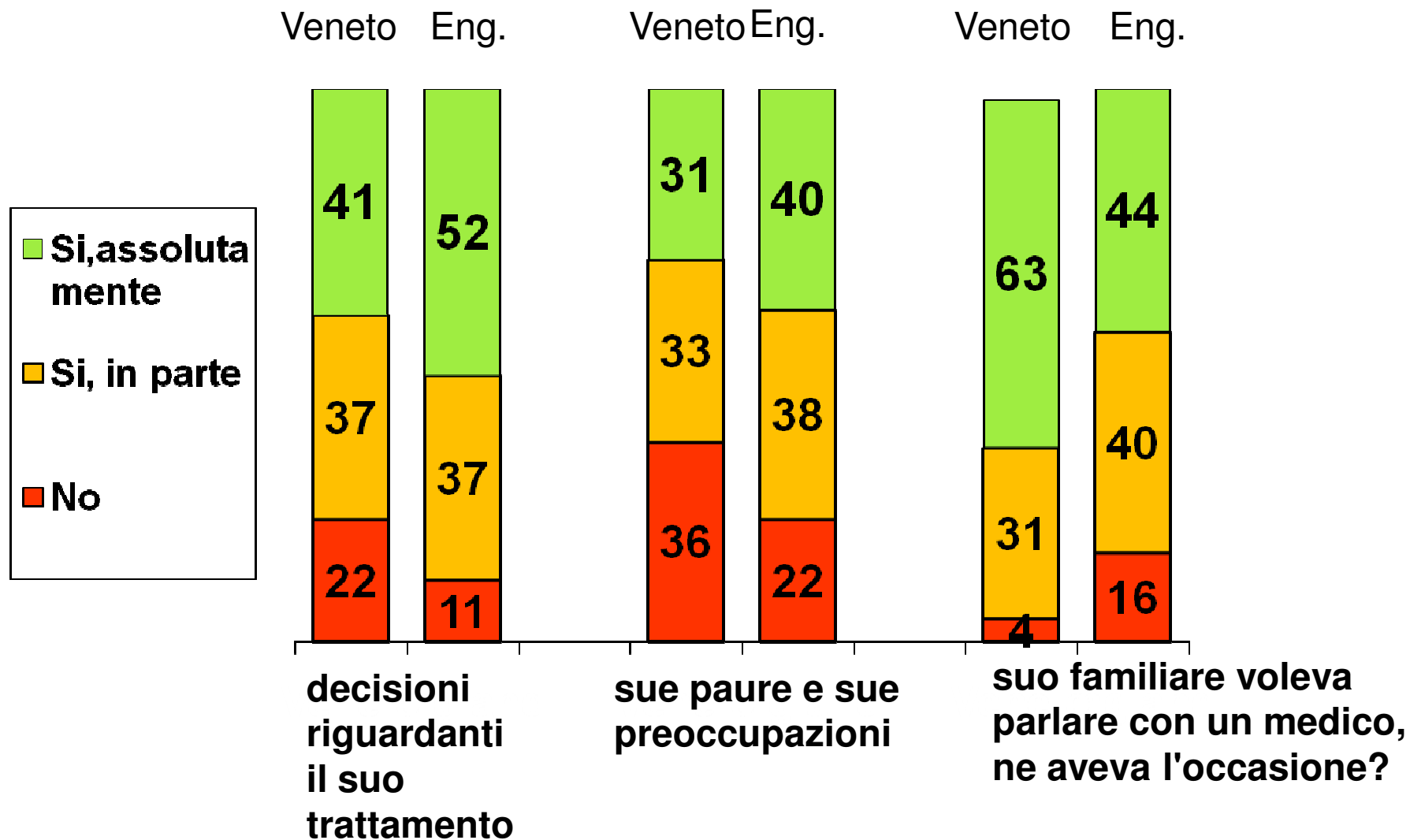
I medici/infermieri parlavano tra di loro in sua presenza come se lei non fosse lì?



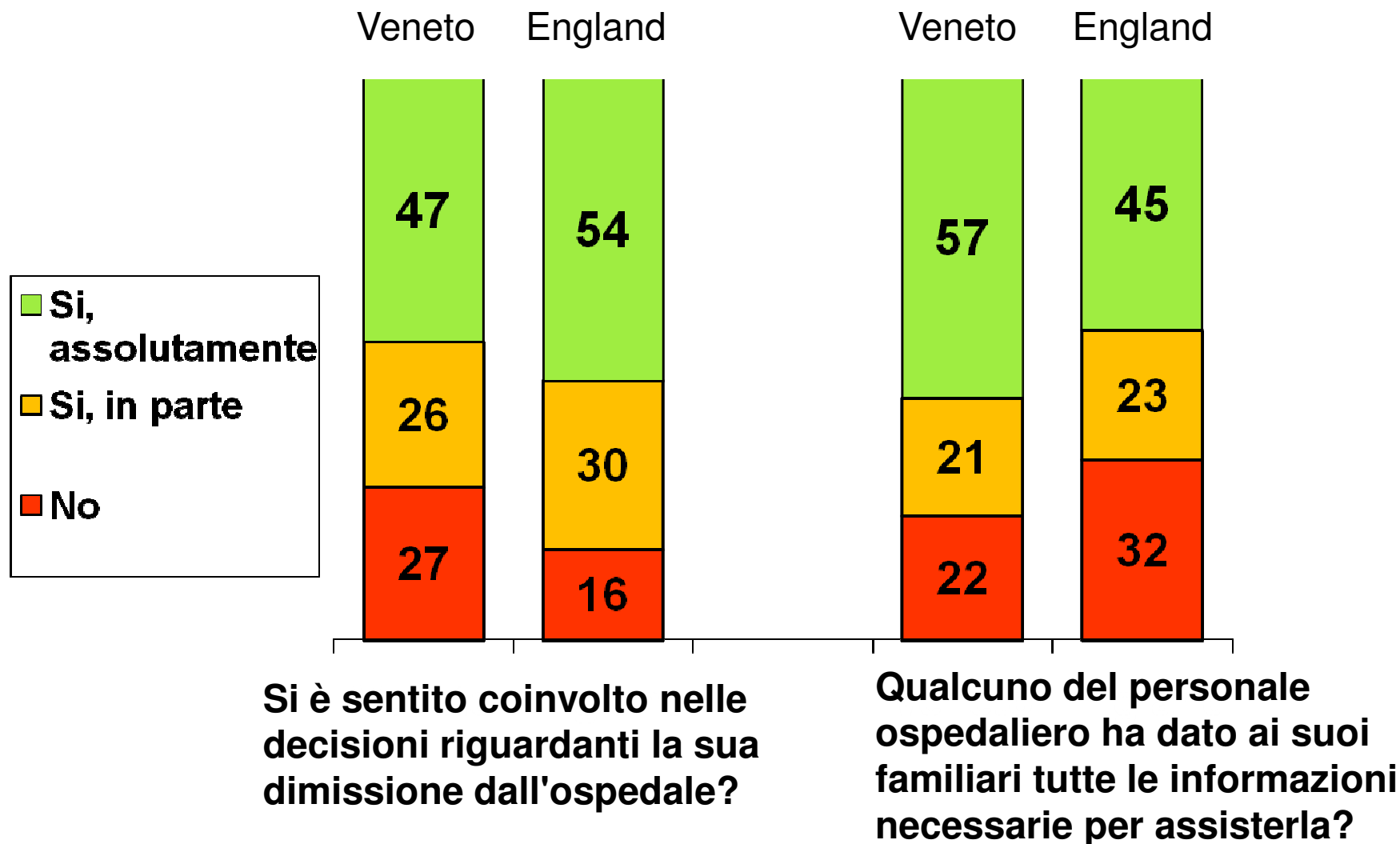
# Respect and dignity: Disturbance at night



# Involvement: Decisions, fears & family

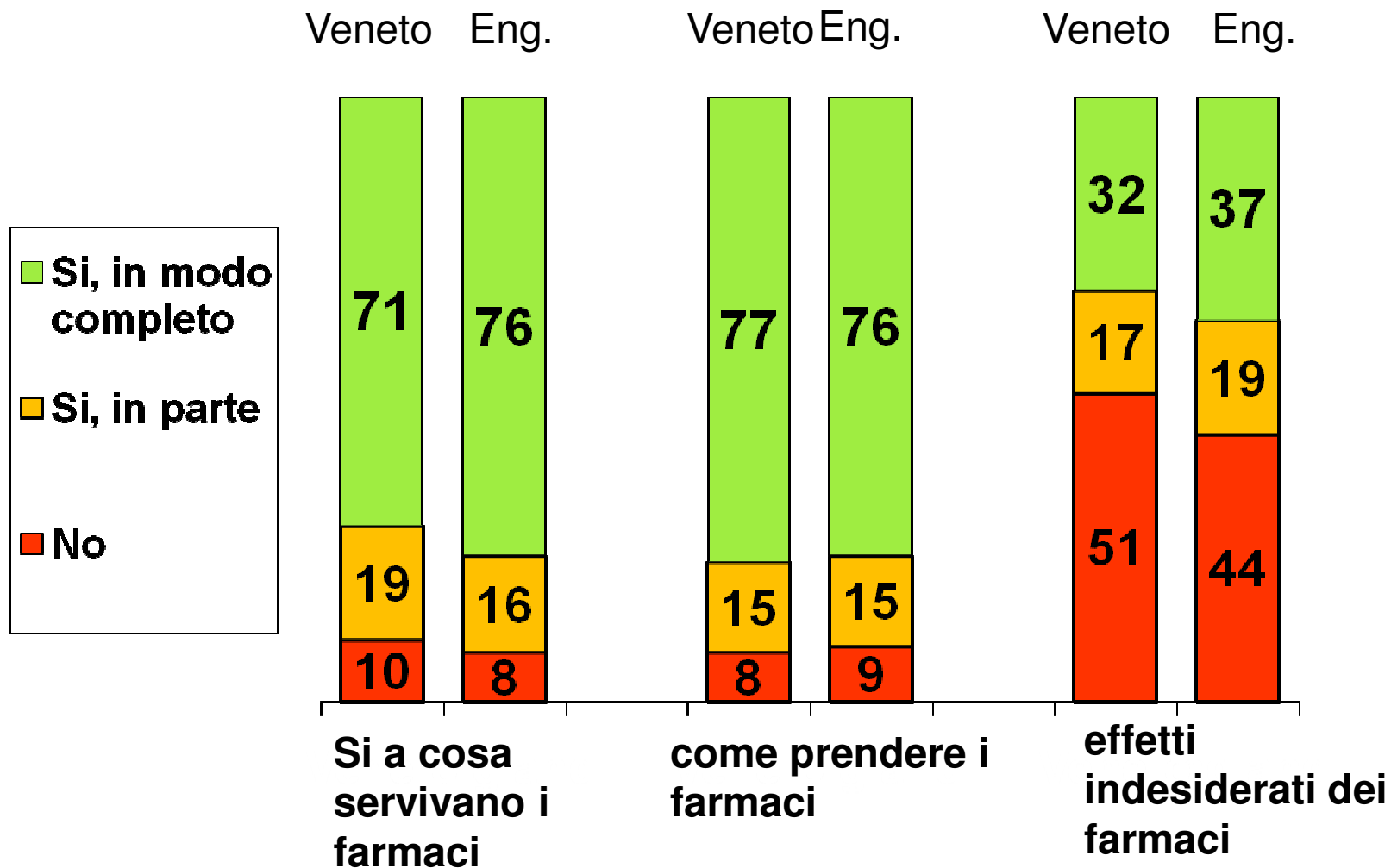


# Involvement: Discharge





# 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 .....



*making patients' views count*

[Sally.donovan@pickereurope.ac.uk](mailto:Sally.donovan@pickereurope.ac.uk)

[www.pickereurope.org](http://www.pickereurope.org)

English National Patient Survey Programme:

[www.nhssurveys.org.uk](http://www.nhssurveys.org.uk)