

**Isle of Wight Joint Strategic Needs Assessment: Core Dataset**

2009



Domain: Services

Indicator: User-reported measure of respect & dignity in their treatment

Sub-Domain: Voice

Indicator References: National Indicator NI 128 / PCT Vital Sign VSC 32

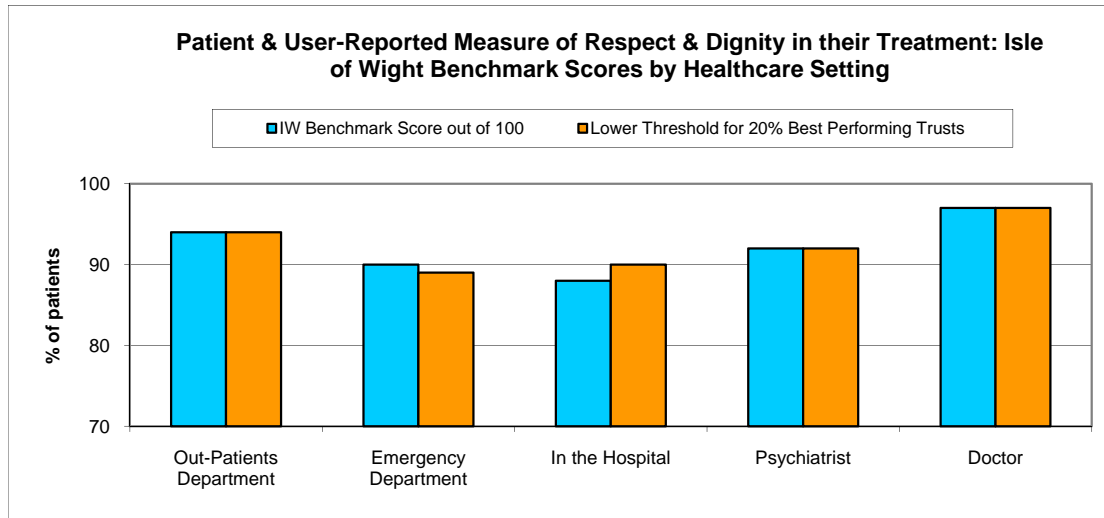
Sub-sub- Domain: User perspective on health care

Data Source: NHS Patient Surveys

Indicator definition: [see below](#)

**User-reported measure of respect & dignity in their treatment: IW benchmark scores from most recent Patient Surveys**

Date of Last Survey	Healthcare Setting	IW Benchmark Score out of 100	Lower Threshold for 20% Best Performing Trusts
2004-05	Out-Patients Department	94	94
2008	Emergency Department	90	89
2008	In the Hospital	88	90
2008	Psychiatrist	92	92
2007-08	GP	97	97



## COMMENTARY

The Department of Health describes dignity as "*a fundamental human right that lies at the heart of care for service users. It is important that this is established, recognised and monitored to ensure that the person is placed at the centre of care and their dignity respected at all time during their care.*"

The Department of Health has introduced a new indicator which measures whether patients and users of healthcare services perceive that they have been treated with respect and dignity. This is measured by a rolling programme of patient surveys in different healthcare settings using standardised instruments and methodologies. The survey programme is designed so that each provider conducts at least one patient/user survey per year, although the precise setting/service may vary. Each survey contains a question that asks recent users whether they were treated with respect and dignity by different members of staff and/or during their treatment/care episode. It is planned in the future to integrate findings from social care surveys which address the same issue.

This specific measure is still under development, with consideration being given as to how to combine findings from different surveys into a single score for each PCT. Meanwhile PCTs were advised to take as baseline data that for 2007-08, or the most recent preceding survey if no survey was carried out in 2007-08.

The data and chart above show the findings from the most recent surveys in specific healthcare settings. PCT results are calculated by converting responses to particular questions into scores out of 100. Directly comparable England scores are not available, and so IW scores are compared with the threshold score for comparable healthcare settings in the top 20% nationally. The Island score is the same as or better than that threshold score on 4 measures - this means that the Island score is among the top 20% nationally.

## INDICATOR DEFINITION

<b>Indicator:</b>	User-reported measure of respect & dignity in their treatment.
<b>Definition:</b>	Patients who considered that, overall, they were treated with respect and dignity during their treatment (percentage responses converted into benchmark scores out of 100)
<b>Numerator (number of people)</b>	Patients who had received treatment in the healthcare setting and who considered that they had been treated with respect and dignity.
<b>Denominator (total population or)</b>	Patients who had received treatment in the healthcare setting.
<b>Geographic Coverage</b>	Primary Care Trust
<b>Time period</b>	As shown above.
<b>Data Source(s)</b>	Care Quality Commission - NHS Patient Surveys <a href="http://www.cqc.org.uk/usingcareservices/healthcare/patientsurveys/aboutpatientsurveys.cfm">http://www.cqc.org.uk/usingcareservices/healthcare/patientsurveys/aboutpatientsurveys.cfm</a>
<b>Significance for Health</b>	<b>Higher</b> rates suggest <b>better</b> services. <b>Lower</b> rates suggest <b>worse</b> services.
<b>Factors that might affect the Accuracy of this Indicator</b>	