

Appendix

Patient Responses To Survey Items Related to Their Care.

Survey Question	NHS Survey Sample		RN4CAST Sample	
	Number	Percent	Number	Percent
Overall Rating of Care				
Very Good, Good, Fair or Poor	11,290	61.3	3,183	62.0
Excellent	7,128	38.7	1,950	38.0
Total	18,418	100.0	5,133	100.0
Wanted To Complain About Your Care				
Yes	1,727	9.5	489	9.7
No	16,422	90.5	4,554	90.3
Total	18,149	100.0	5,043	100.0
Felt Treated with Respect and Dignity				
No or Only Sometimes	4,400	24.3	1,254	24.3
Always	14,031	75.7	3,899	75.7
Total	18,431	100.0	5,153	100.0
Completely Explained Purpose of Medicines*				
No or Only to Some Extent	3,909	28.7	1,170	30.4
Yes Completely	9,726	71.3	2,684	69.6
Total	13,635	100.0	3,854	100.0
Doctors and Nurses Work Together Excellent				
Very Good, Good, Fair or Poor	11,929	64.9	3,325	64.9
Excellent	6,443	35.1	1,801	35.1
Total	18,372	100.0	5,126	100.0
Got Answers I Could Understand				
No or Only Sometimes	6,330	37.4	1,790	37.9
Always	10,596	62.6	2,933	62.1
Total	16,926	100.0	4,723	100.0
Always Have Confidence and Trust In Nurses				
No or Only Sometimes	5,197	27.6	1,413	27.1
Always	13,619	72.4	3,806	72.9
Total	18,816	100.0	5,219	100.0
Always Have Confidence and Trust In Doctors				
No or Only Sometimes	4,636	24.7	1,294	24.9
Always	14,112	75.3	3,905	75.1
Total	18,748	100.0	5,199	100.0
Enough Nurses on Duty to Care for You				
Sometimes, Rarely or Never	8,343	44.6	2,363	45.5
Always or Nearly Always	10,378	55.4	2,832	54.5
Total	18,721	100.0	5,195	100.0

Note: Survey items for which differences are significant (at $p < .05$) are denoted by asterisks.