

Core Information

The Better Together Patient Experience Inpatient Survey

The Better Together Patient Experience Inpatient Survey is one of the ways that NHSScotland will gain a better understanding of inpatients' experiences. The information collected will be pivotal in helping improve and shape the way care and services are delivered in hospitals across Scotland.

In January 2010, the Better Together Patient Experience Inpatient Survey will be sent to 65,000 randomly selected inpatients who have had at least one overnight stay within the 14 territorial NHS Boards or the Golden Jubilee National Hospital.

The survey will collect detailed information about patients' experiences on: first arriving at the hospital; the treatment and care they received from staff; information they were given about their medication; being discharged from hospital; and their overall stay in the hospital.

NHS Boards can look forward to receiving their results in summer 2010 as well as information which shows how they compare to other Boards in Scotland. The results will be published on the Better Together website and, where available, more detailed information about specific hospitals will be shared directly with NHS Boards.

NHS Boards will be supported to identify areas for improvement which their patients have told them are important to them.

To promote good practice and learning NHS Boards will be encouraged to share with other Boards quality improvement activity based on patient experience.

You can find more information and useful resources about the Better Together Patient Experience Inpatient Survey at www.bettertogetherscotland.com