WHAT’S THE EMERGENCY?

How is the NHS delivering on its frontline Accident & Emergency service?

ANNUAL ATTENDANCE

21.8 million
The total annual attendances at Accident & Emergency Departments was 21.8m in 2010/11.

Source: NHS Confederation

WAITING

33% ↑
Thirty-three per cent of respondents spent more than four hours in A&E, a large increase from 23% in 2004 and 27% in 2008.

EXAMINATION

29% ↑
Twenty-nine per cent waited more than an hour to be examined by a doctor or nurse (an increase from 26% in 2004 and 27% in 2008).

EXAMINATION

59% ↑
Fifty-nine per cent were not told how long they would wait for an examination – this has increased since 2004 and 2008.

TIME

66% ↑
Two thirds of respondents felt they had sufficient time to discuss their health problems with medical staff, which has improved since 2004.

ADVICE

7% ↑
Seven per cent of respondents said they were definitely given contradictory information by different hospital staff (a slight increase from the 2008 survey).

CAREERING

17% ↑
Just under a fifth of respondents thought staff did not do ‘everything they could’ to help control their pain – this has increased since 2004 and 2008.

FEARS

19% ↑
Around a fifth felt fears about their condition were not talked about at all. Over a third did not feel warned about ‘danger signals’ to look out for after discharge.

PRIVACY

81% ↑
Four out of five people considered they’d been given enough privacy when being examined or treated (up from 80% in 2004 and 79% in 2008).

CLEANLINESS

55% ↑
In 2012, 55% said the visited A&E was very clean (up from 45% in 2004 and 44% in 2008).

GOING HOME

48% ↑
Almost half of those discharged from A&E did not feel their home or family situations were considered prior to leaving.

TRANSITIONS

24% ↑
Almost a quarter of respondents who travelled to A&E in an ambulance said they waited more than 15 minutes for their care to be transferred to A&E staff. Five per cent reported waiting with the crew for over an hour.

Source: Care Quality Commission 2012 Accident and Emergency survey, speaking to patients who attended a major A&E department. Comparisons were made to similar surveys in 2004 and 2008.