



Experience: A&E

NICE indicator

Published: 31 December 2023

www.nice.org.uk/indicators/ind291

Indicator

Patient experience of A&E services.

Indicator type

Network / system level indicator. The indicator would be appropriate to understand and report on the performance of networks or systems of providers.

This document does not represent formal NICE guidance. For a full list of NICE indicators, see our [menu of indicators](#).

To find out how to use indicators and how we develop them, see our [NICE indicator process guide](#).

Rationale

Patients' experience of the care and service they receive from healthcare services is

recognised internationally as a key measure of healthcare quality. This is an overarching indicator, which focuses on measuring people's experience of A&E services. The questions used to assess quality of care are consistent with [NICE's guideline on patient experience in adult NHS services](#) and [NICE's quality standard on patient experience](#).

Source guidance

[Patient experience in adult NHS services: improving the experience of care for people using adult NHS services NICE guideline CG138 \(2012, last updated 2021\)](#).

Specification

Numerator and denominator: not applicable. This is a composite indicator based on the weighted average score of questions from the [Care Quality Commission's urgent and emergency care survey](#).

Calculation: composite indicator based on the weighted average score (between 0 and 100) to 5 patient experience questions. The survey is weighted by age and gender.

The questions are:

- Question 14: While you were in the A&E department, did a doctor or nurse explain your condition and treatment in a way you could understand?
- Question 17: Did you have confidence and trust in the doctors and nurses examining and treating you?
- Question 26: Were you involved as much as you wanted to be in decisions about your care and treatment?
- Question 30: Do you think the hospital staff did everything they could to help control your pain?
- Question 46: Overall, did you feel you were treated with respect and dignity while you were in the A&E department? (Currently worded 'while you were in A&E?')

Exclusions: survey excludes:

- under 16s

- anyone who had a planned attendance at an outpatient clinic run within A&E (such as a fracture clinic)
- patients who were admitted to hospital via medical or surgical admissions units and therefore have not visited A&E or an urgent care centre
- patients attending primarily to obtain contraception (for example, the morning after pill)
- patients who suffered a miscarriage or another form of abortive pregnancy outcome while at the hospital
- patients with a concealed pregnancy.

Data source: Urgent and emergency care survey.

Expected population size: An estimated population size cannot be calculated because there is no denominator for this indicator.

The number of respondents to the survey has been consistently more than 41,000 nationally; however, in 2022, there were only around 29,000 respondents.

ISBN: 978-1-4731-6865-7