



# **NHS Children and Young People's Patient Experience Survey Benchmark Report 2020**

**West Hertfordshire  
Hospitals NHS  
Trust**



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This work was carried out in accordance with the requirements of the international standard for organisations conducting social research (accreditation to ISO27001:2013; certificate number GB10/80275).

# Background and methodology

This section includes:

- an explanation of the NHS Patient Survey Programme
- information on the Children and Young People's Patient Experience Survey
- a description of key terms used in this report
- navigating the report



# Background and methodology

## The NHS Patient Survey Programme

The NHS Patient Survey Programme (NPSP) collects feedback on adult inpatient care, maternity care, children and young people's inpatient and day services, urgent and emergency care, and community mental health services.

The NPSP is commissioned by the Care Quality Commission (CQC); the independent regulator of health and adult social care in England.

As part of the NPSP, the Children and Young People's Patient Experience Survey has been conducted every two years since 2014. The CQC use the results from the survey in the regulation, monitoring and inspection of NHS acute trusts in England.

To find out more about the survey programme and to see the results from previous surveys, please refer to the section on further information on this page.

## Children and Young People's Patient Experience Survey

The survey was administered by the Survey Coordination Centre for Existing Methods (SCCEM)

at Picker Institute.

A total of 113,943 patients were invited to participate in the survey across 125 acute and specialist NHS trusts. Completed responses were received from 27,374 parents and children and young people, an adjusted response rate of 24.2%.

Patients were eligible to participate in the survey if they had been admitted to hospital, were aged between 15 days and 15 years old and had been discharged between 1<sup>st</sup> November 2020 and 31<sup>st</sup> January 2021. A full list of eligibility criteria can be found in the survey [sampling instructions](#).

Trusts drew a sample of up to 1250 patients. Some smaller trusts, which treat fewer patients, included patients who were discharged from hospital earlier than 1<sup>st</sup> November 2020 (as far back as 1<sup>st</sup> October 2020) to achieve a large enough sample.

Fieldwork took place between March and July 2021.

## Trend data

The Children and Young People's Patient Experience Survey is comparable back to the 2016 and 2018 survey iterations. Whilst the survey was also

conducted in 2014, the methodological approach changed in 2016 meaning that the 2020 results are not comparable with 2014. Trend data is presented in this report for questions that have been asked in previous survey years.

## Further information about the survey

- For published results for other surveys in the NPSP, and for information to help trusts implement the surveys across the NPSP, please visit the [NHS Surveys website](#).
- To learn more about the CQC's survey programme, please visit the [CQC website](#).



# Key terms used in this report

## The ‘expected range’ technique

This report shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part. It uses an analysis technique called the ‘expected range’ to determine if your trust is performing about the same, better or worse compared with most other trusts. This is designed to help understand the performance of individual trusts and identify areas for improvement. More information can be found in the [Appendix](#).

## Standardisation

Demographic characteristics, such as age and method of admission, can influence patients’ experience of care and the way they report it. For example, research shows that older people report more positive experiences of care than younger people. Since trusts have differing profiles of patients, this could make fair trust comparisons difficult. To account for this, we ‘standardise’ the results, which means we apply a weight to individual patient responses to account for

differences in demographic profile between trusts. For each trust, results have been standardised by the method of admission (emergency or elective), whether they stayed overnight in hospital and the age of respondents to reflect the ‘national’ age-admission type distribution (based on all respondents to the survey).

This helps ensure that no trust will appear better or worse than another because of its profile, and enables a fairer and more useful comparison of results across trusts. In most cases this standardisation will not have a large impact on trust results.

## Scoring

For each question in the survey, the individual (standardised) responses are converted into scores on a scale of 0 to 10. A score of 10 represents the best possible result and a score of 0 the worst. The higher the score for each question, the better the trust is performing. Only evaluative questions in the

questionnaire are scored. Some questions are descriptive (for example X1) and others are ‘routing questions’, which are designed to filter out respondents to whom the following questions do not apply (for example X34). These questions are not scored.

## National average

The ‘national average’ mentioned in this report is the arithmetic mean of all trusts’ scores after weighting is applied.

## Suppressed data

If fewer than 30 respondents have answered a question, no score will be displayed for that question.

## Further information about the methods

For further information about the statistical methods used in this report, please refer to the [survey technical document](#).

# Using the survey results

## Navigating this report

This report is split into five sections:

- **Background and methodology** – provides information about the survey programme, how the survey is run, and how to interpret the data.
- **Headline results** – includes key trust-level findings relating to the patients who took part in the survey, benchmarking, and top and bottom scores. This section provides an overview of results for your trust, identifying areas where your organisation performs better than the average and where you may wish to focus improvement activities.
- **Benchmarking** – shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part; using the ‘expected range’ analysis technique. This allows you to see the range of scores achieved and compare yourself with the other organisations that took part in the survey. Benchmarking can provide you with an indication of where you perform better than the average, and what you should aim for in areas where you may wish to improve.

- **Change over time** – displays your trust score for each survey year. Where available, trend data will be shown from 2016 to 2020. Questions are displayed in a line chart with the trust mean plotted alongside the national average. Statistical significance testing is also shown between survey years 2020 and 2018. This section highlights areas your trust has improved on or declined in over time.
- **Appendix** – includes additional data for your trust; further information on the survey methodology; interpretation of graphs in this report.

## How to interpret the graphs in this report

There are several types of graphs in this report which show how the score for your trust compares to the scores achieved by all trusts that took part in the survey.

The chart used in the section ‘benchmarking’ use the ‘expected range’ technique to show results. While the chart in the ‘change over time’ section uses line charts. For information on how to interpret these graphs, please refer to the [Appendix](#).

## Other data sources

More information is available about the following topics at their respective websites, listed below:

- Full national results; A-Z list to view the results for each trust; technical document: <http://www.cqc.org.uk>
- National and trust-level data for all trusts who took part in the Children and Young People’s Patient Experience Survey 2020: <https://nhssurveys.org/surveys/survey/01-children-patient-experience/year/2020/>. Full details of the methodology for the survey, instructions for trusts and contractors to carry out the survey, and the survey development report can also be found on the NHS Surveys website.
- Information on the NHS Patient Survey Programme, including results from other surveys: [www.cqc.org.uk/content/surveys](http://www.cqc.org.uk/content/surveys)
- Information about how the CQC monitors hospitals: [www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals](http://www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals)

# Headline results

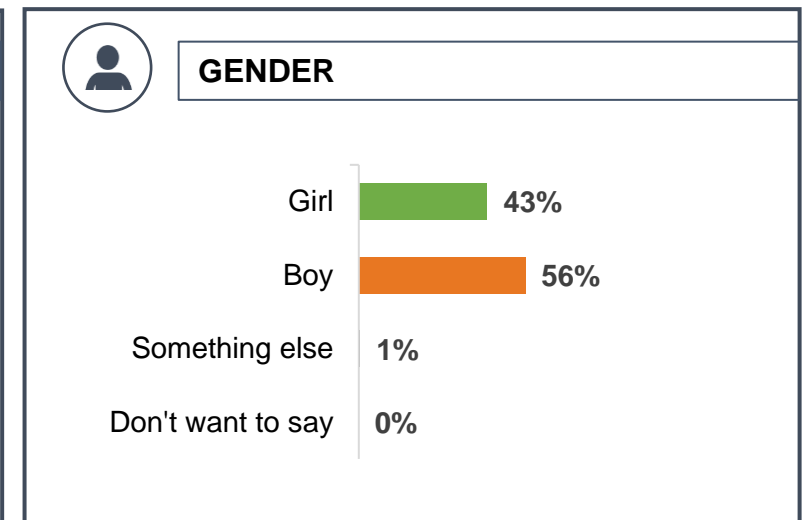
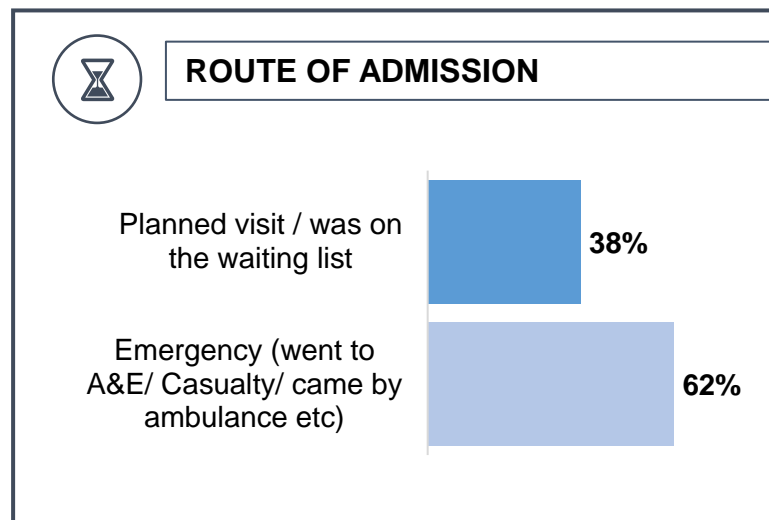
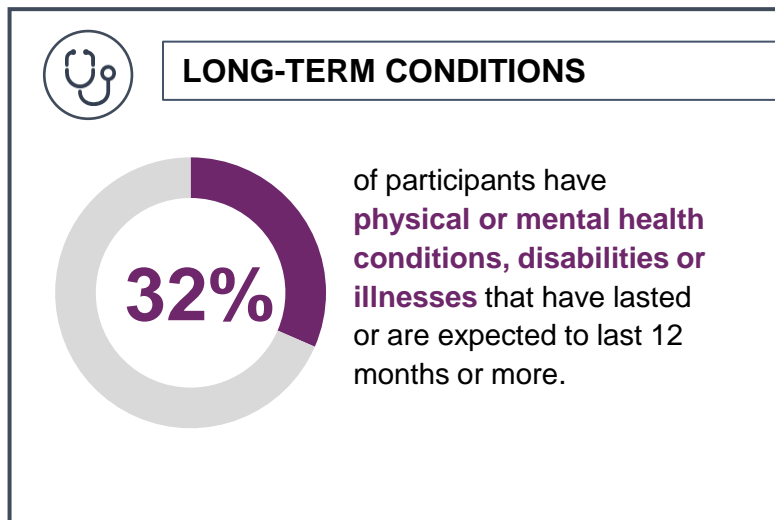
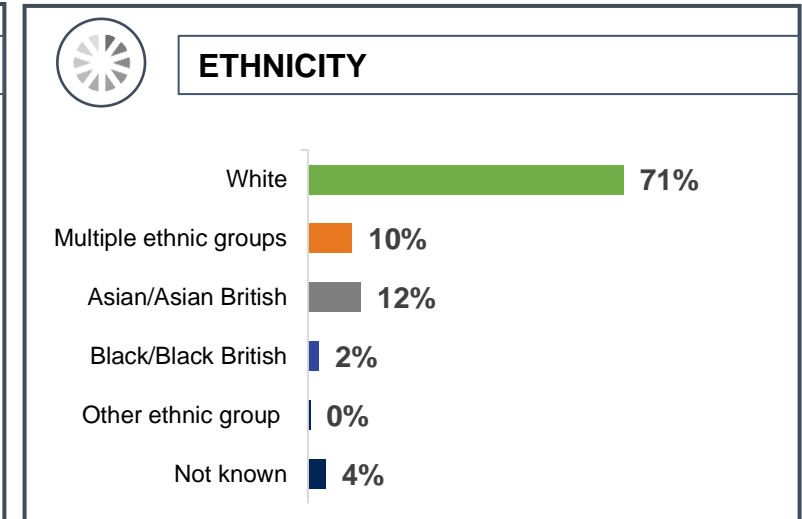
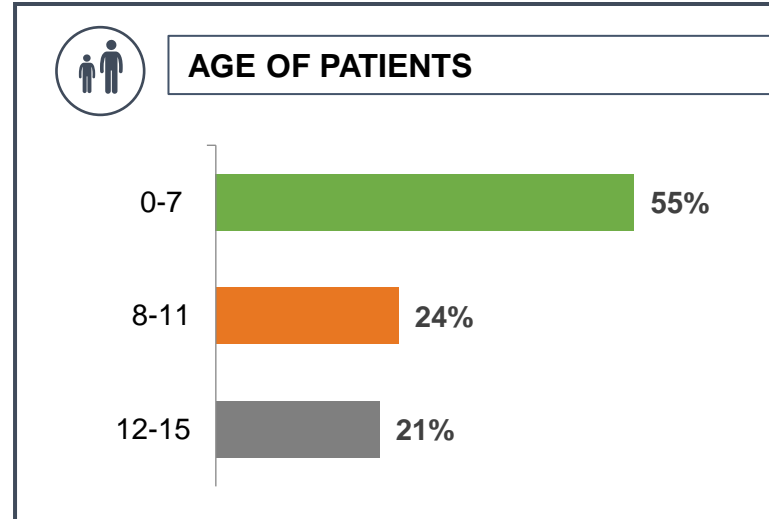
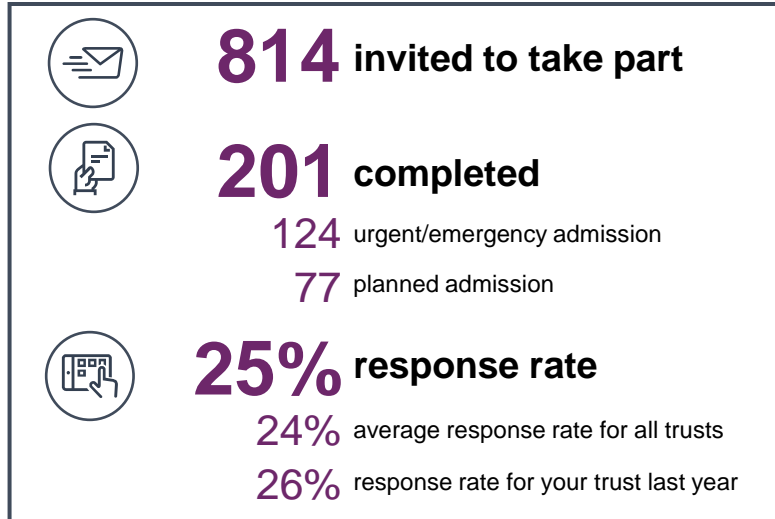
This section includes:

- information about your trust population
- an overview of benchmarking for your trust
- the best and worst scores for your trust



# Who took part in the survey?

This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.

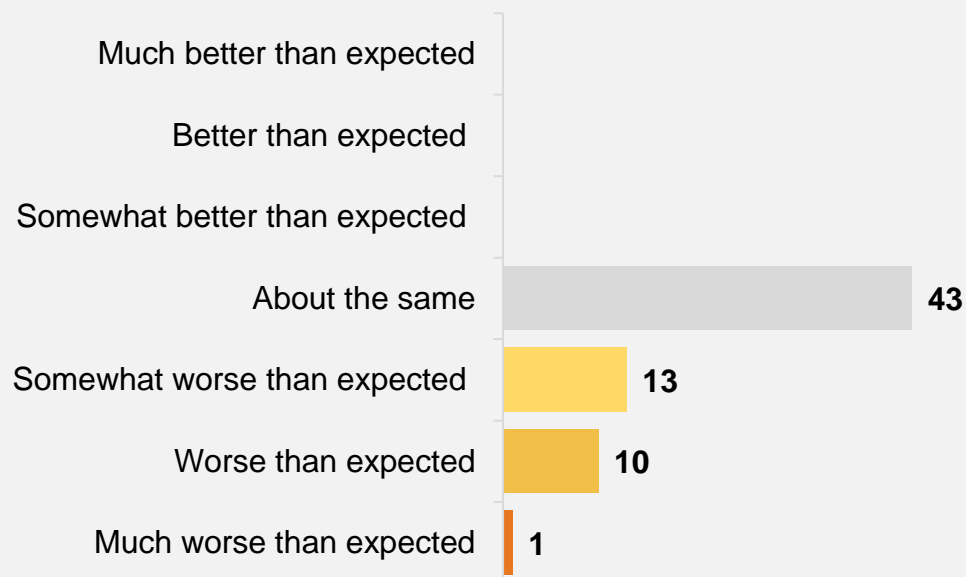




# Summary of findings for your trust

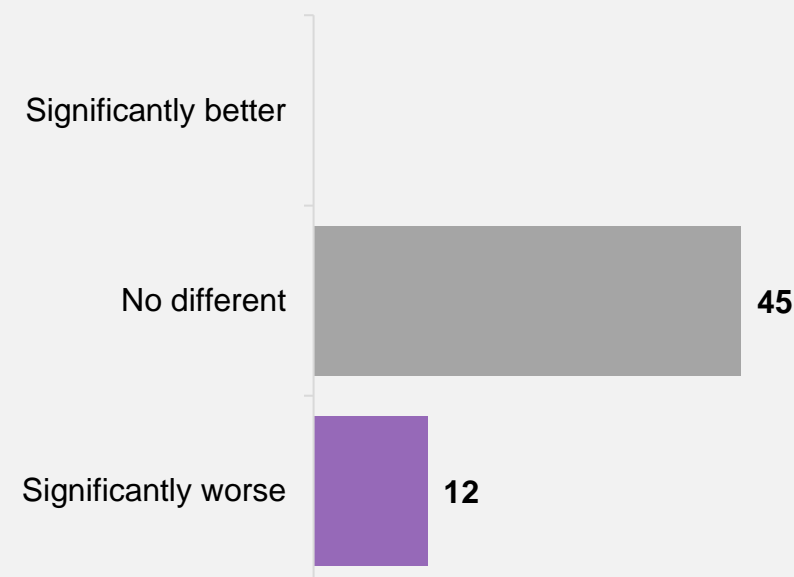
## Comparison with other trusts

The **number of questions** at which your trust has performed better, worse, or about the same compared with all other trusts.



## Comparison with last year's results

The **number of questions** at which your trust has performed statistically significantly better, significantly worse, or no different than your result from the previous year, 2020 vs 2018.



For a breakdown of the questions where your trust has performed better or worse compared with all other trusts, please refer to the appendix section [“your trust has performed much worse”](#), [“your trust has performed worse”](#), [“your trust has performed somewhat worse”](#), [“your trust has performed somewhat better”](#), [“your trust has performed better”](#), [“your trust has performed much better”](#).

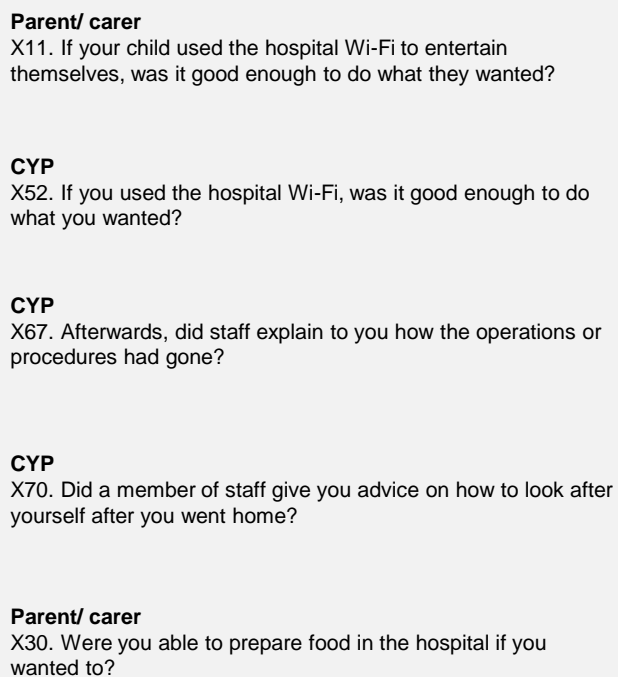
# Best and worst performance relative to the national average

These five questions are calculated by comparing your trust's results to the national average.

- **Top five scores:** These are the five results for your trust that are highest compared with the national average. If none of the results for your trust are above the national average, then the results that are closest to the national average have been chosen, meaning a trust's best performance may be worse than the national average.
- **Bottom five scores:** These are the five results for your trust that are lowest compared with the national average. If none of the results for your trust are below the national average, then the results that are closest to the national average have been chosen, meaning a trust's worst performance may be better than the national average.

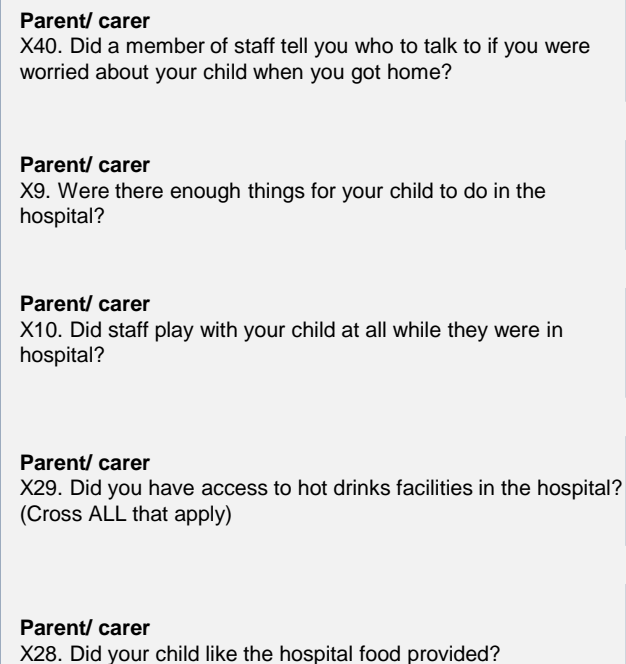
## Top five scores (compared with national average)

■ Your trust score ■ National average



## Bottom five scores (compared with national average)

■ Your trust score ■ National average



# Benchmarking

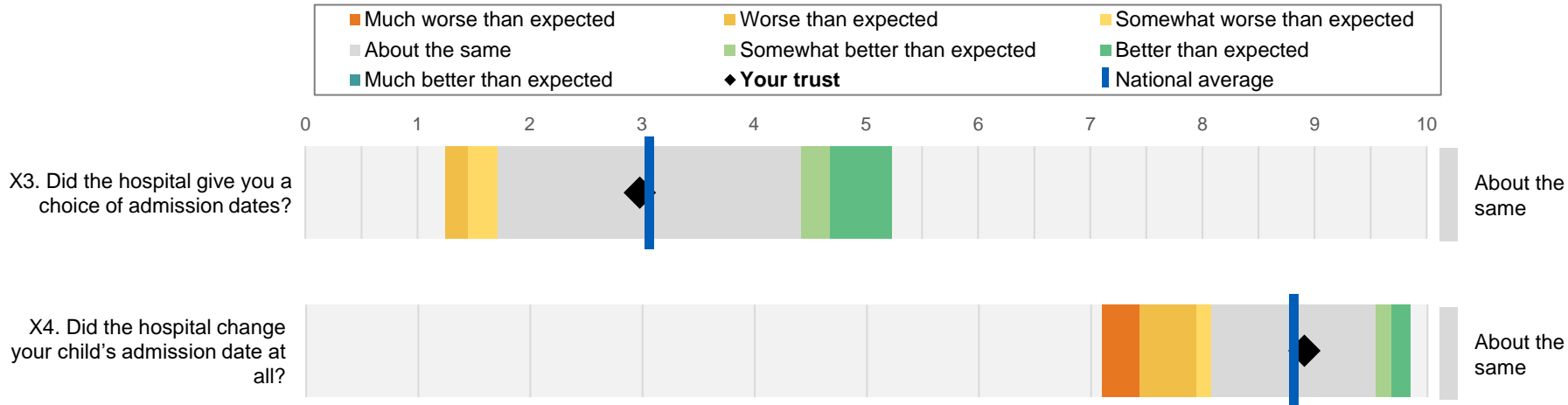
This section includes:

- how your trust scored for each evaluative question in the survey, compared with other trusts that took part.
- an analysis technique called the 'expected range' to determine if your trust is performing about the same, better or worse compared with most other trusts.



# Section 1. Going to hospital

## Question scores



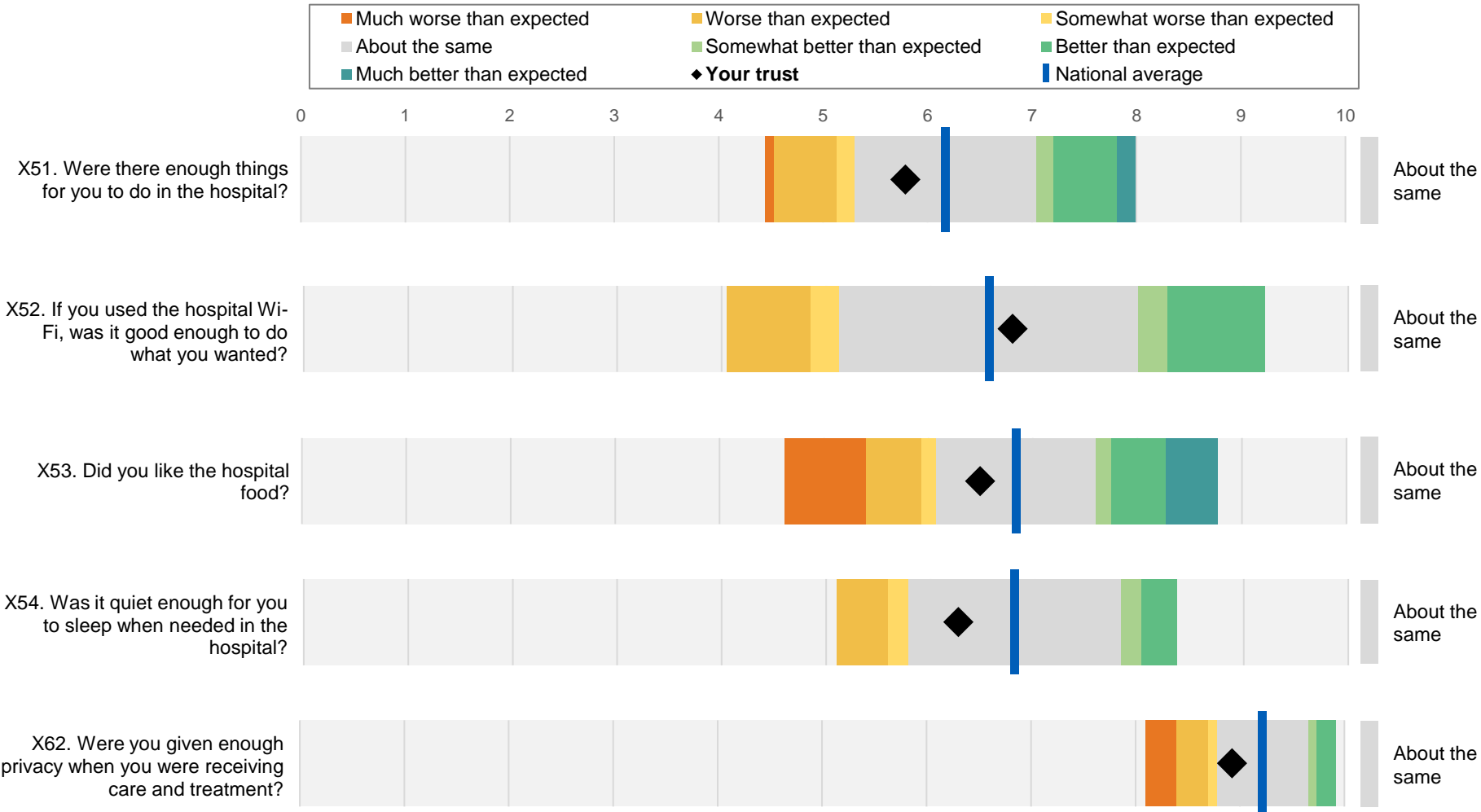
## 0-7 parents

Number of respondents (your trust)	Your trust	All trusts in England		
		National average	Lowest score	Highest score
30	3.0	3.1	1.2	5.2
36	8.9	8.8	7.1	9.8



# Section 2. The hospital ward

## Question scores



## 8-15 children and young people

Number of respondents (your trust)	Your trust	All trusts in England		
		National average	Lowest score	Highest score
86	5.8	6.2	4.4	8.0

64	6.8	6.6	4.1	9.2
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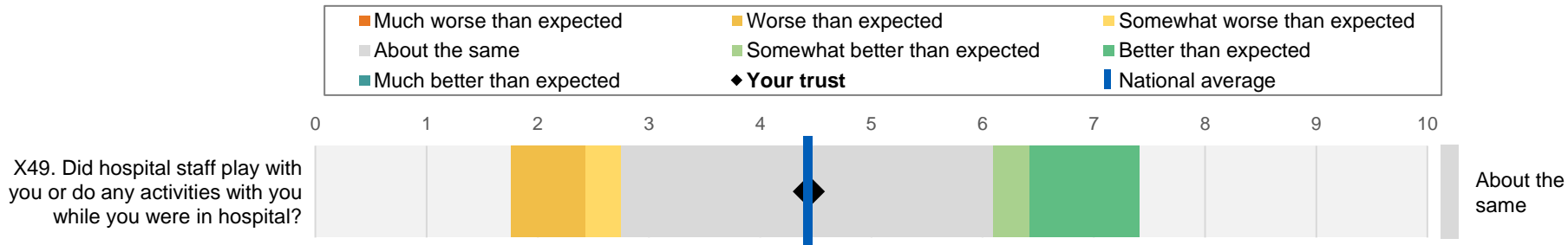
66	6.5	6.8	4.6	8.8
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64	6.3	6.8	5.1	8.4
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87	8.9	9.2	8.1	9.9
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## Section 2. The hospital ward (continued)

### Question scores

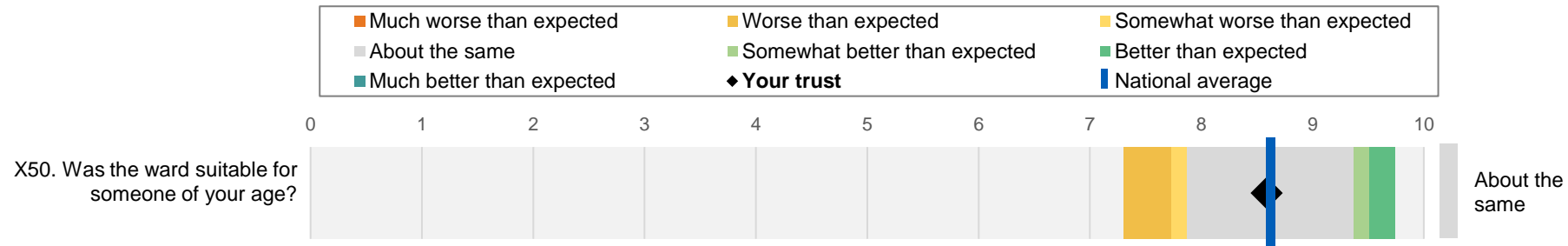


### 8-11 children and young people

		All trusts in England		
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
32	4.4	4.4	1.8	7.4

## Section 2. The hospital ward (continued)

### Question scores

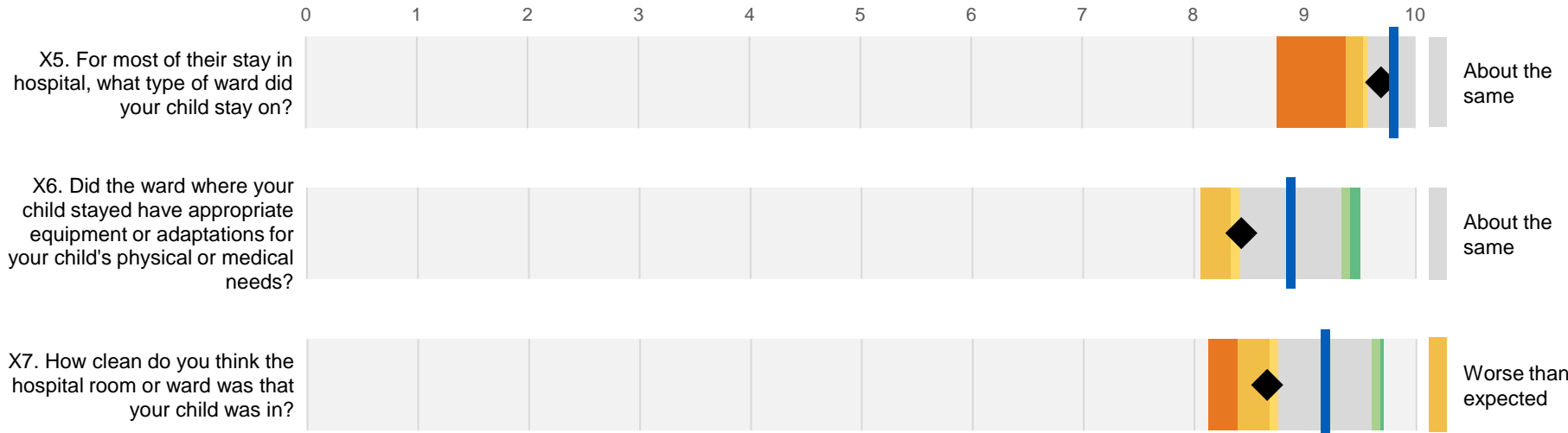
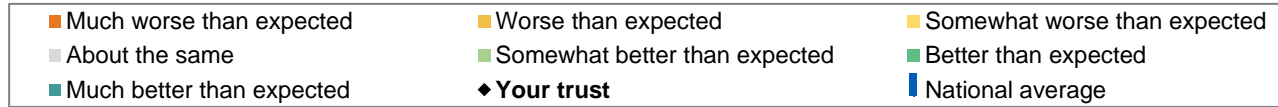


### 12-15 children and young people

		All trusts in England		
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
42	8.6	8.6	7.3	9.7

# Section 2. The hospital ward (continued)

## Question scores



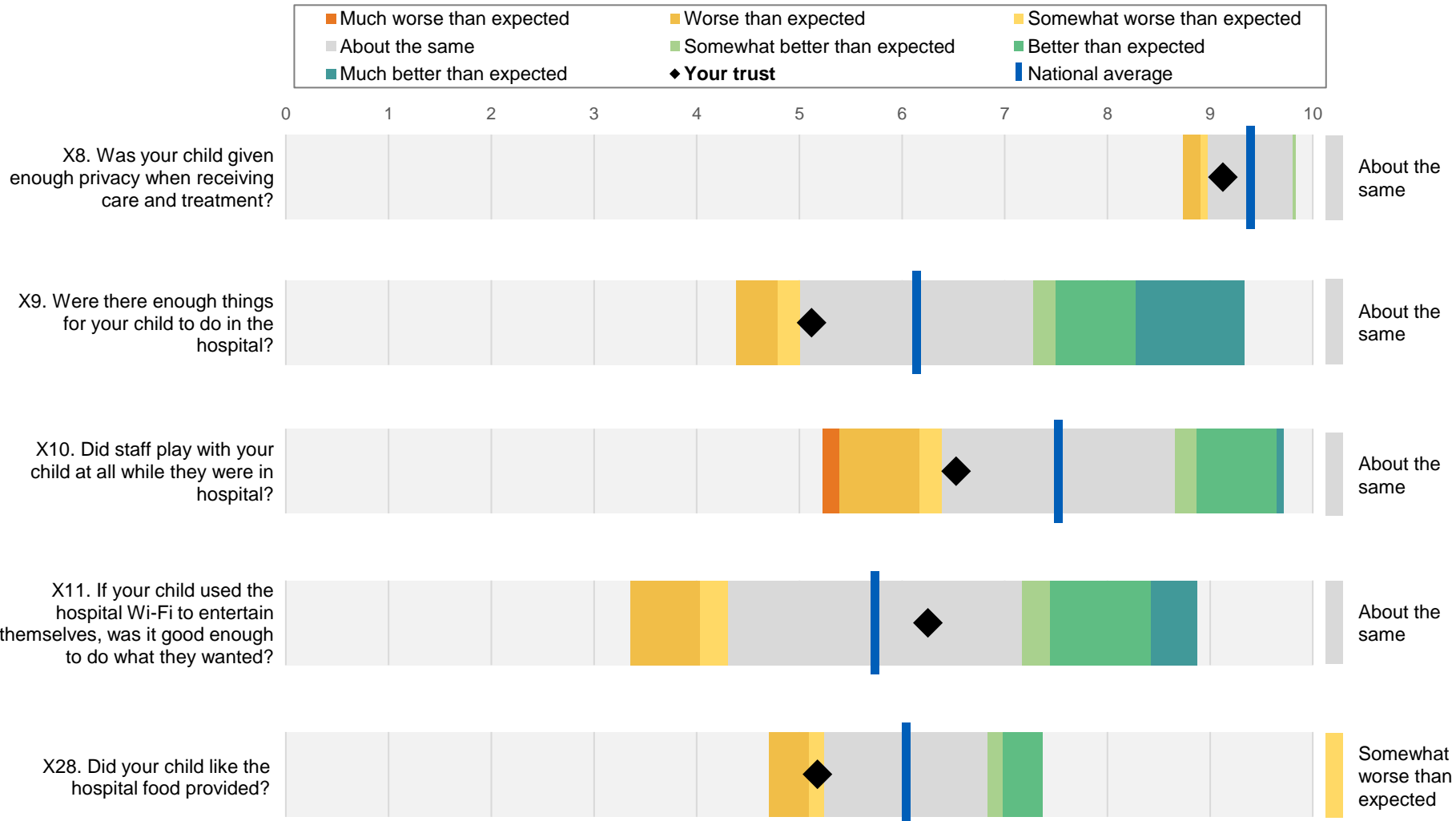
## 0-15 parents

		All trusts in England		
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
189	9.7	9.8	8.8	10.0
141	8.4	8.9	8.1	9.5
196	8.7	9.2	8.1	9.7



# Section 2. The hospital ward (continued)

## Question scores



## 0-7 parents

Number of respondents (your trust)	Your trust	All trusts in England		
		National average	Lowest score	Highest score
109	9.1	9.4	8.7	9.8

92	5.1	6.1	4.4	9.3
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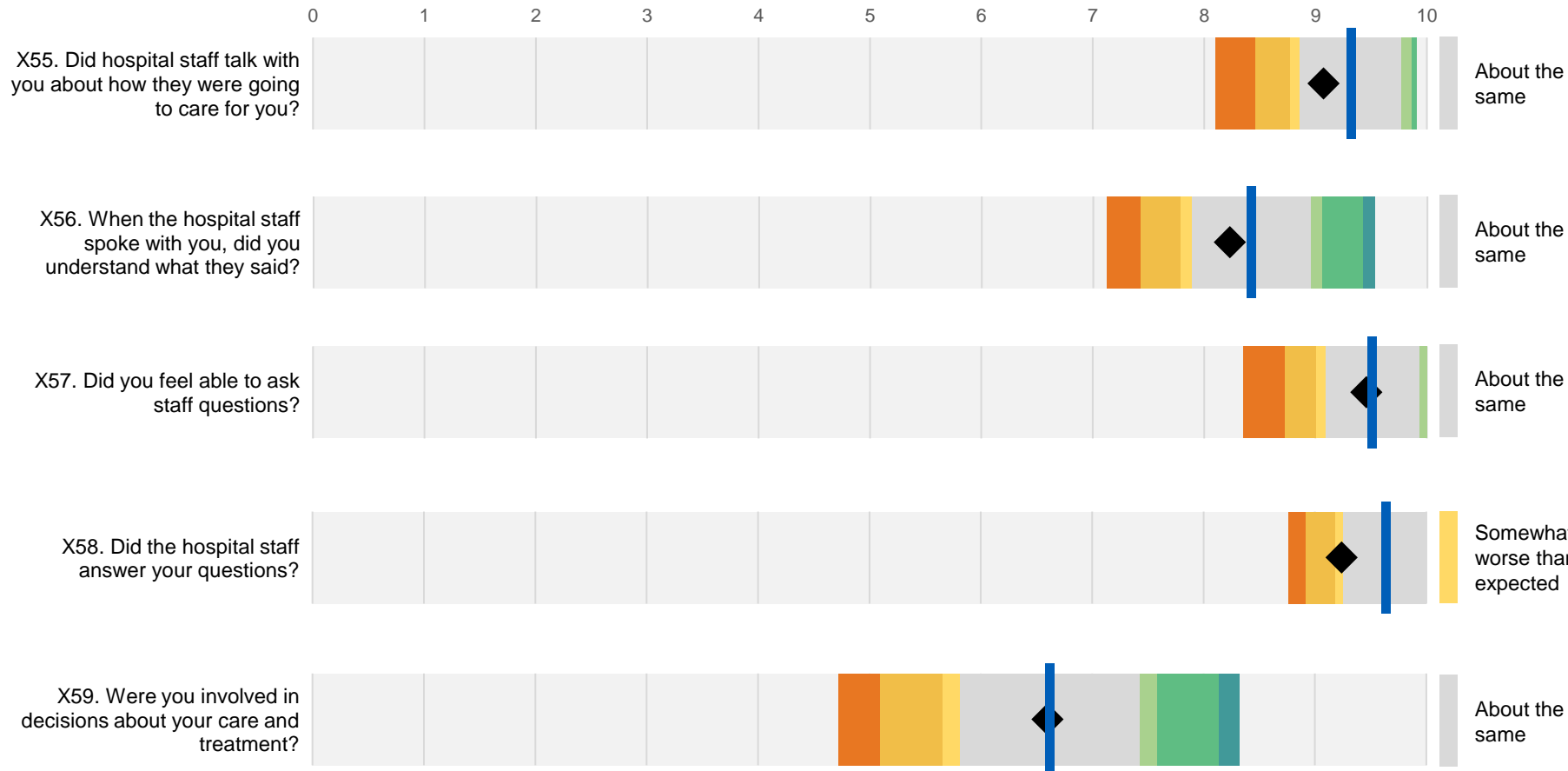
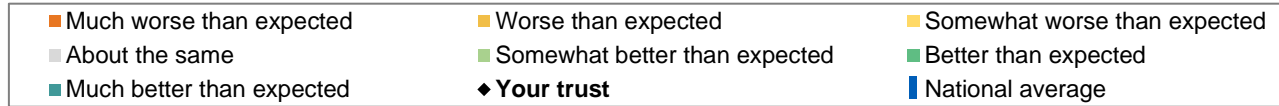
65	6.5	7.5	5.2	9.7
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51	6.3	5.7	3.4	8.9
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55	5.2	6.0	4.7	7.4
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# Section 3. Hospital staff

## Question scores



## 8-15 children and young people

Number of respondents (your trust)	Your trust	All trusts in England		
		National average	Lowest score	Highest score
84	9.1	9.3	8.1	9.9

87	8.2	8.4	7.1	9.5
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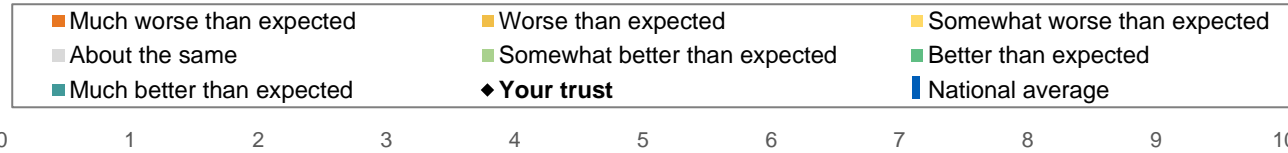
77	9.5	9.5	8.4	10.0
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74	9.2	9.6	8.8	10.0
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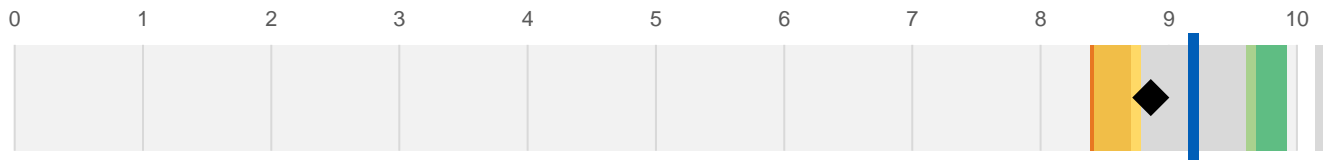
80	6.6	6.6	4.7	8.3
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## Section 3. Hospital staff (continued)

### Question scores



X60. When you spoke to hospital staff, did they listen to what you had to say?



About the same

### 8-15 children and young people

		All trusts in England		
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
86	8.9	9.2	8.4	9.9

X61. If you had any worries, did a member of staff talk with you about them?

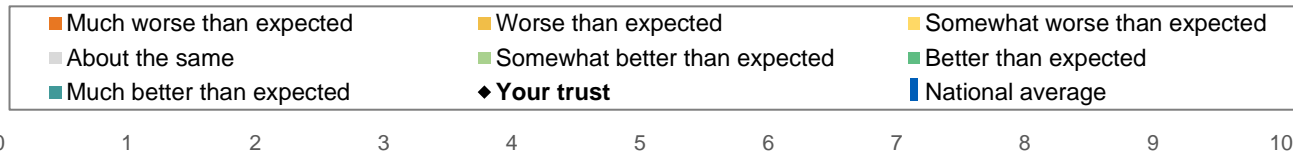


About the same

65	8.9	9.4	8.3	10.0
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## Section 3. Hospital staff (continued)

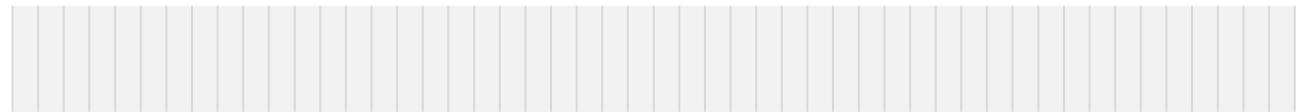
### Question scores



X63. If you wanted, were you able to talk to a doctor or nurse without your parent or carer being there?



X73. If you are moving to adult services, did hospital staff give you enough information about what will happen?



### 12-15 young people

		All trusts in England		
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
-	-	9.2	7.9	10.0

-	-	-	-	-
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## Section 3. Hospital staff (continued)

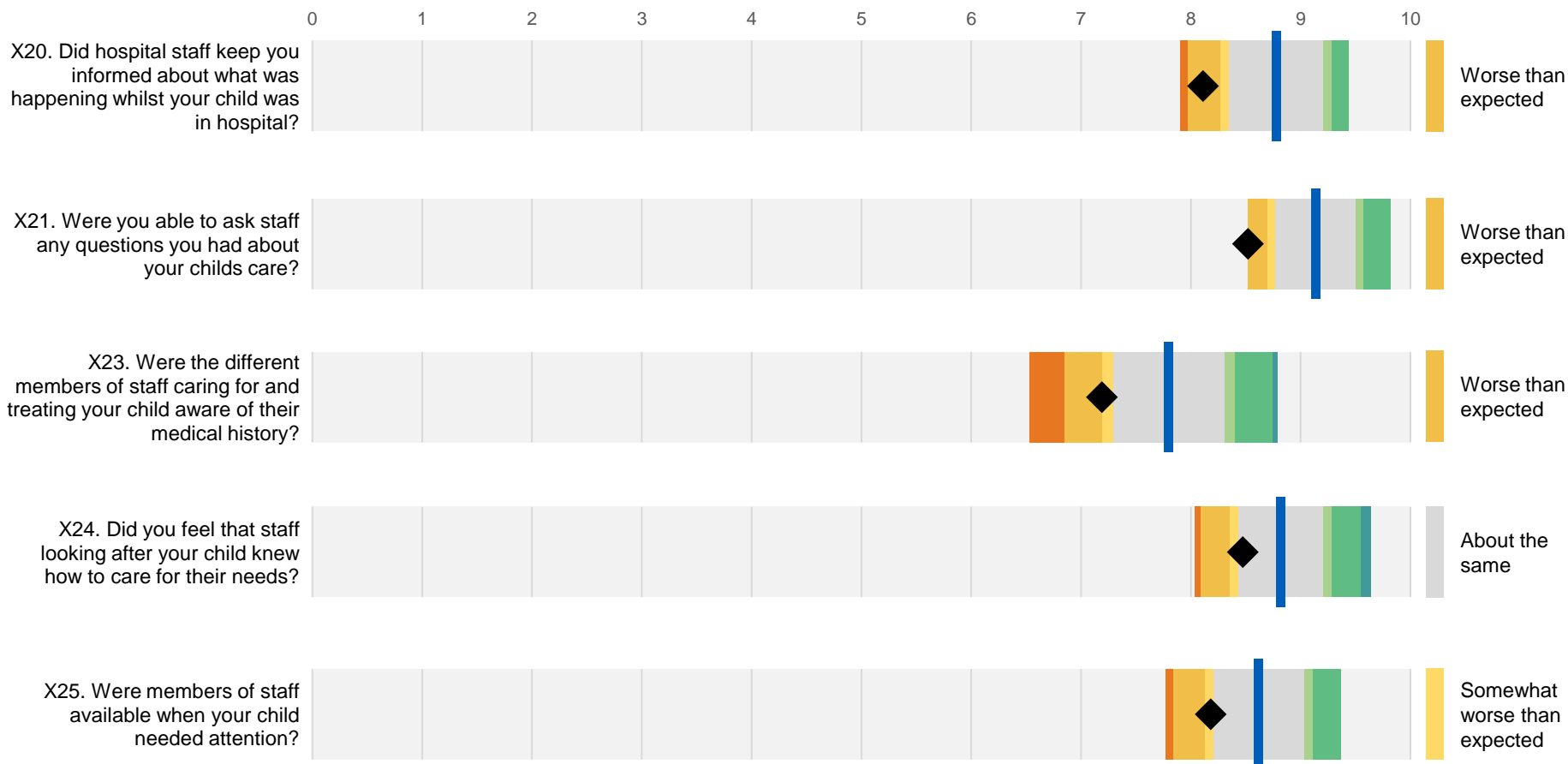
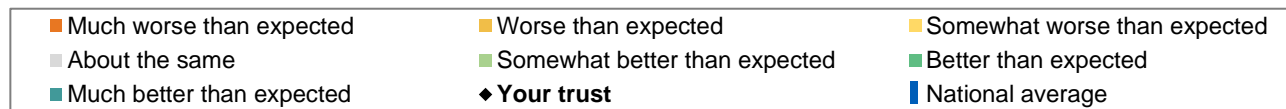
### Question scores



## 0-15 parents

# Section 3. Hospital staff (continued)

## Question scores



## 0-15 parents

Number of respondents (your trust)	Your trust	All trusts in England		
		National average	Lowest score	Highest score
196	8.1	8.8	7.9	9.4

195	8.5	9.1	8.5	9.8
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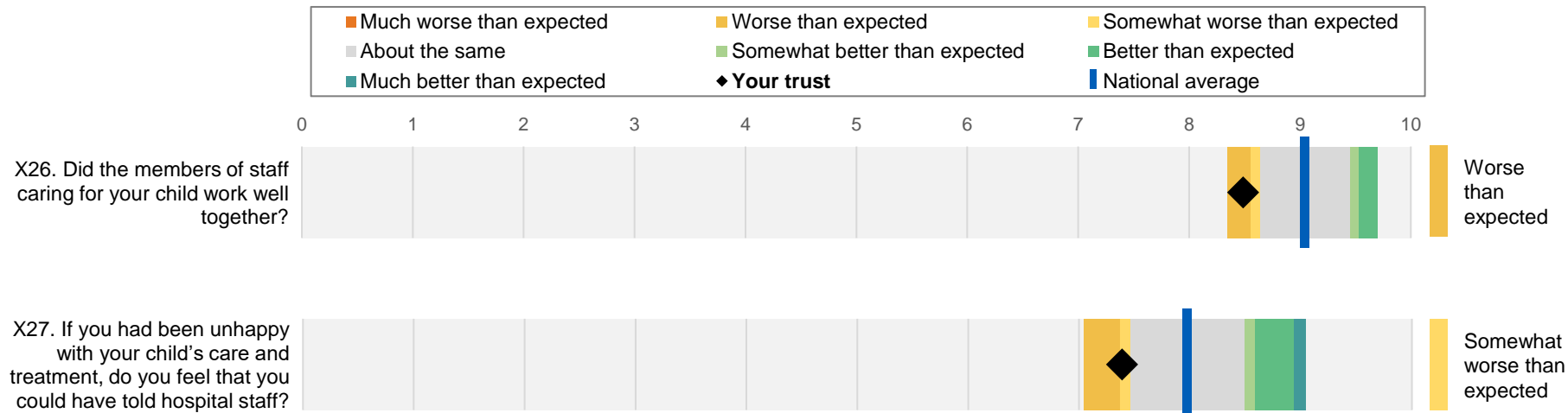
173	7.2	7.8	6.5	8.8
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192	8.5	8.8	8.0	9.6
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187	8.2	8.6	7.8	9.4
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## Section 3. Hospital staff (continued)

### Question scores



## 0-15 parents

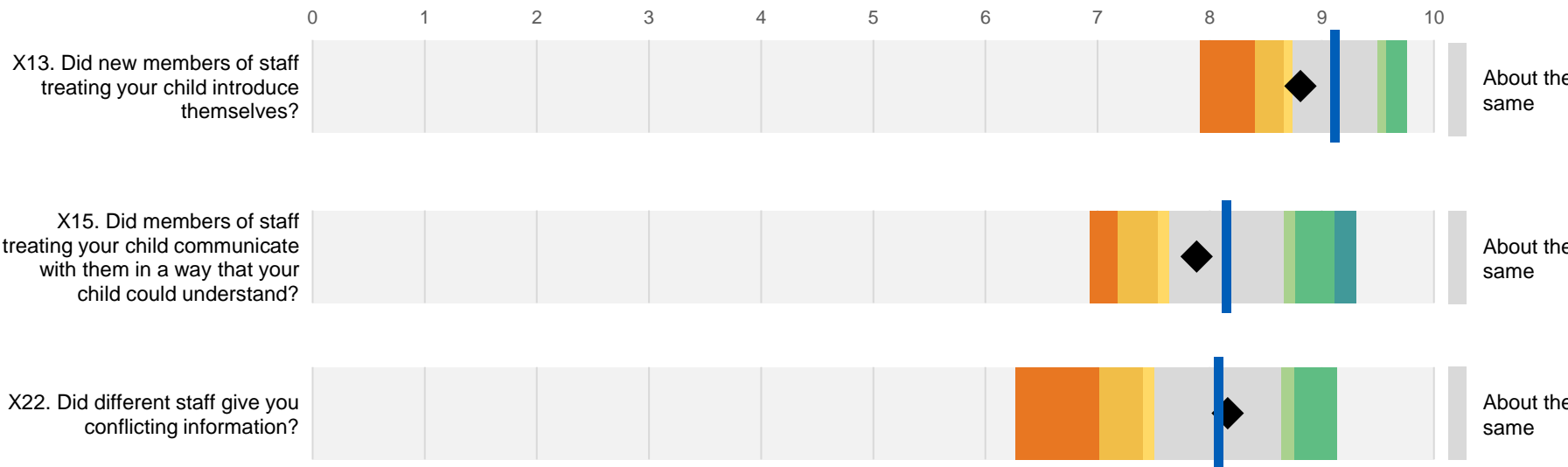
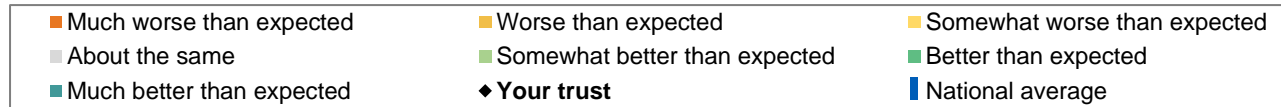
All trusts in England				
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
186	8.5	9.0	8.3	9.7

194	7.4	8.0	7.0	9.0
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# Section 3. Hospital staff (continued)

## 0-7 parents

### Question scores



Number of respondents (your trust)	All trusts in England			
	Your trust	National average	Lowest score	Highest score
109	8.8	9.1	7.9	9.8

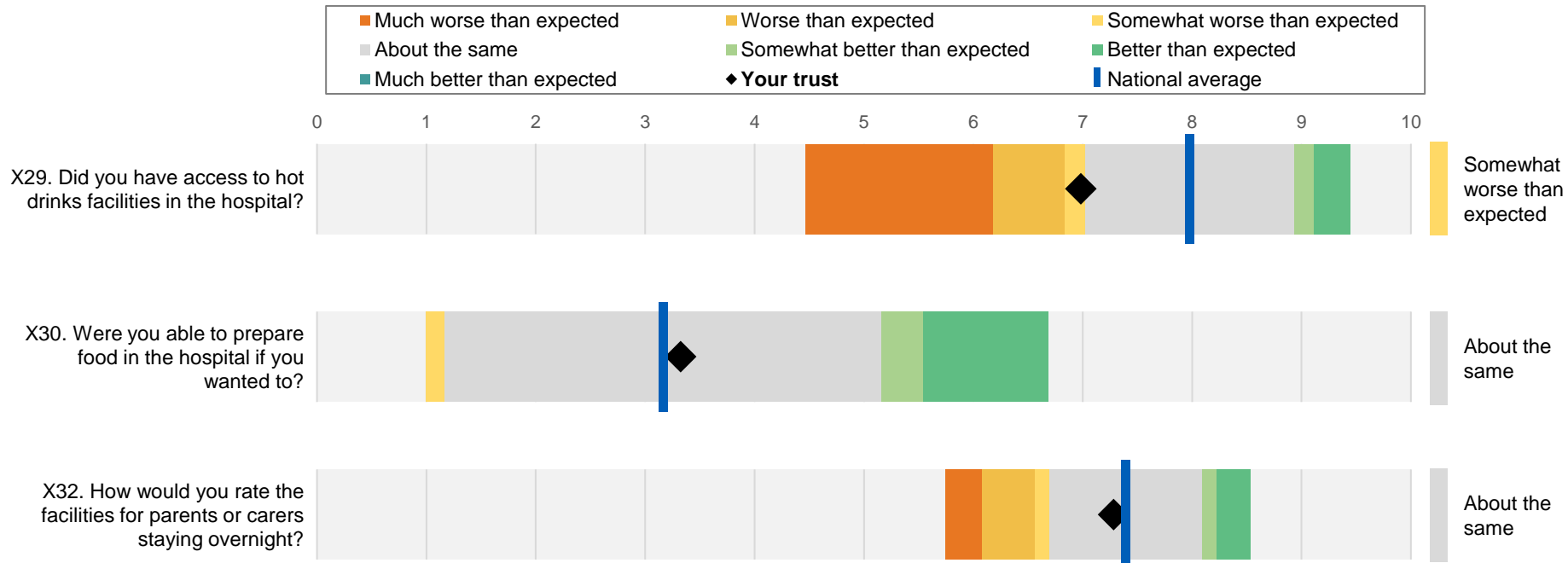
105	7.9	8.2	6.9	9.3
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108	8.2	8.1	6.3	9.1
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# Section 4. Facilities

## Question scores



## 0-15 parents

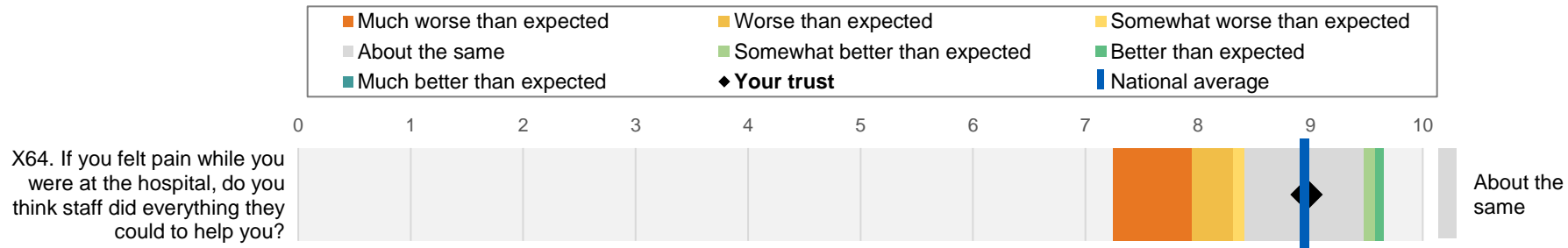
Number of respondents (your trust)	Your trust	All trusts in England		
		National average	Lowest score	Highest score
195	7.0	8.0	4.5	9.4

83	3.3	3.2	1.0	6.7
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93	7.3	7.4	5.7	8.5
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# Section 5. Pain

## Question scores

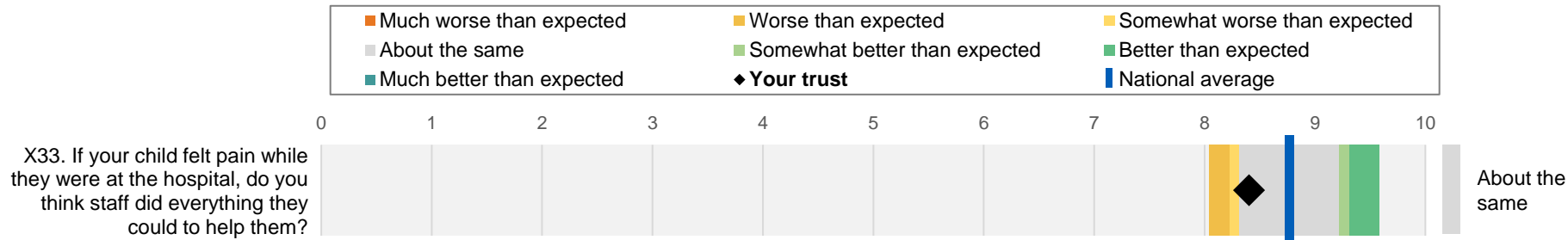


## 8-15 children and young people

		All trusts in England		
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
70	9.0	8.9	7.2	9.6

# Section 5. Pain (continued)

## Question scores



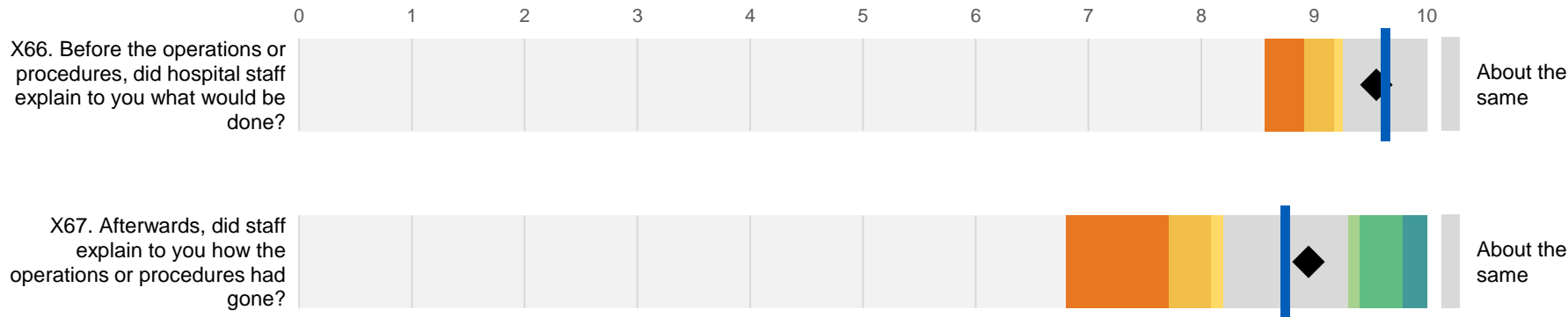
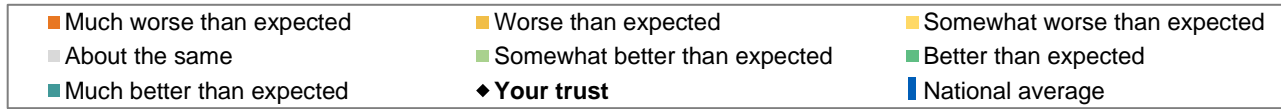
## 0-15 parents

		All trusts in England		
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
142	8.4	8.8	8.0	9.6

# Section 6. Operations and procedures

## Question scores

### 8-15 children and young people



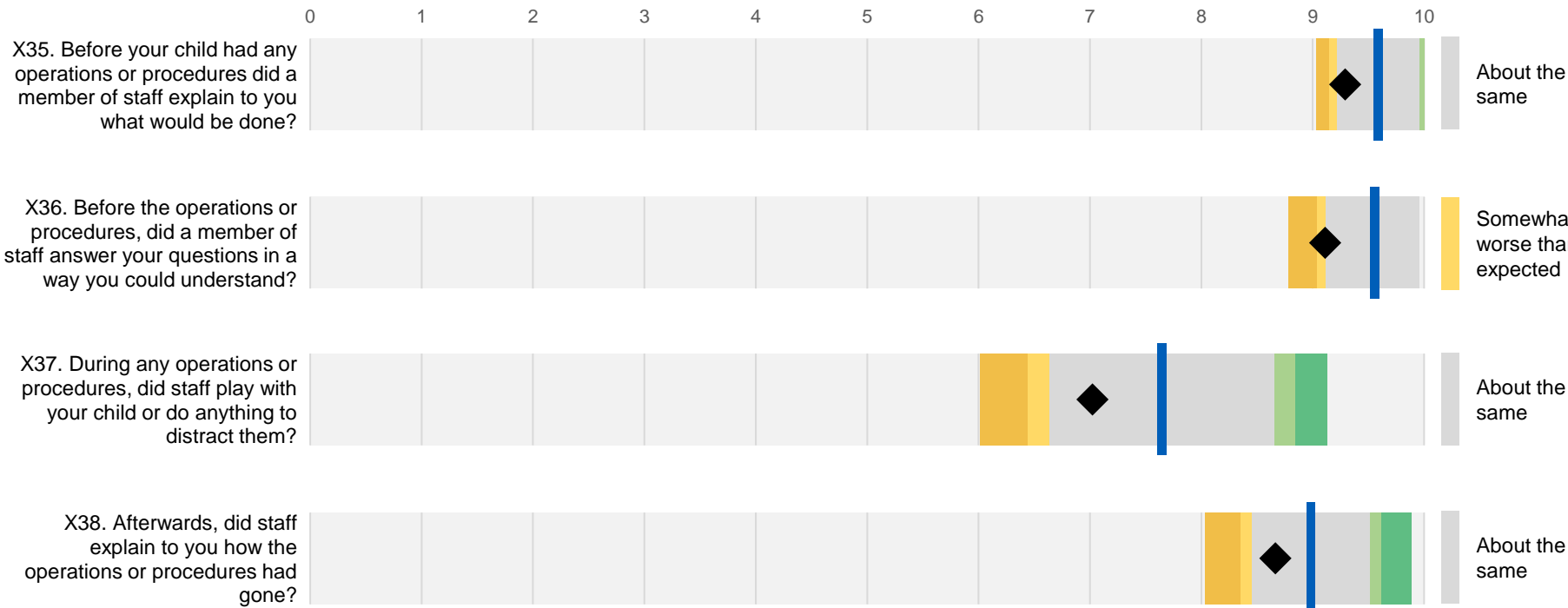
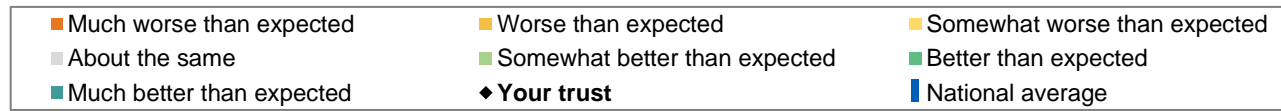
		All trusts in England		
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
51	9.6	9.6	8.6	10.0

52	9.0	8.7	6.8	10.0
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# Section 6. Operations and procedures (continued)

## 0-15 parents

### Question scores



Number of respondents (your trust)	Your trust	All trusts in England		
		National average	Lowest score	Highest score
78	9.3	9.6	9.0	10.0

75	9.1	9.6	8.8	10.0
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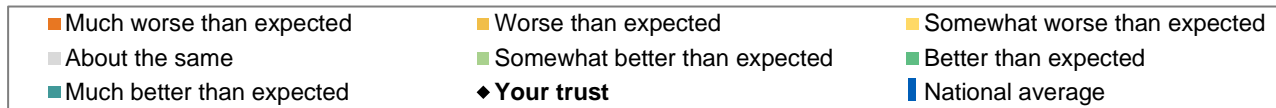
54	7.0	7.6	6.0	9.1
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78	8.7	9.0	8.0	9.9
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# Section 7. Leaving hospital

## Question scores

### 8-15 children and young people



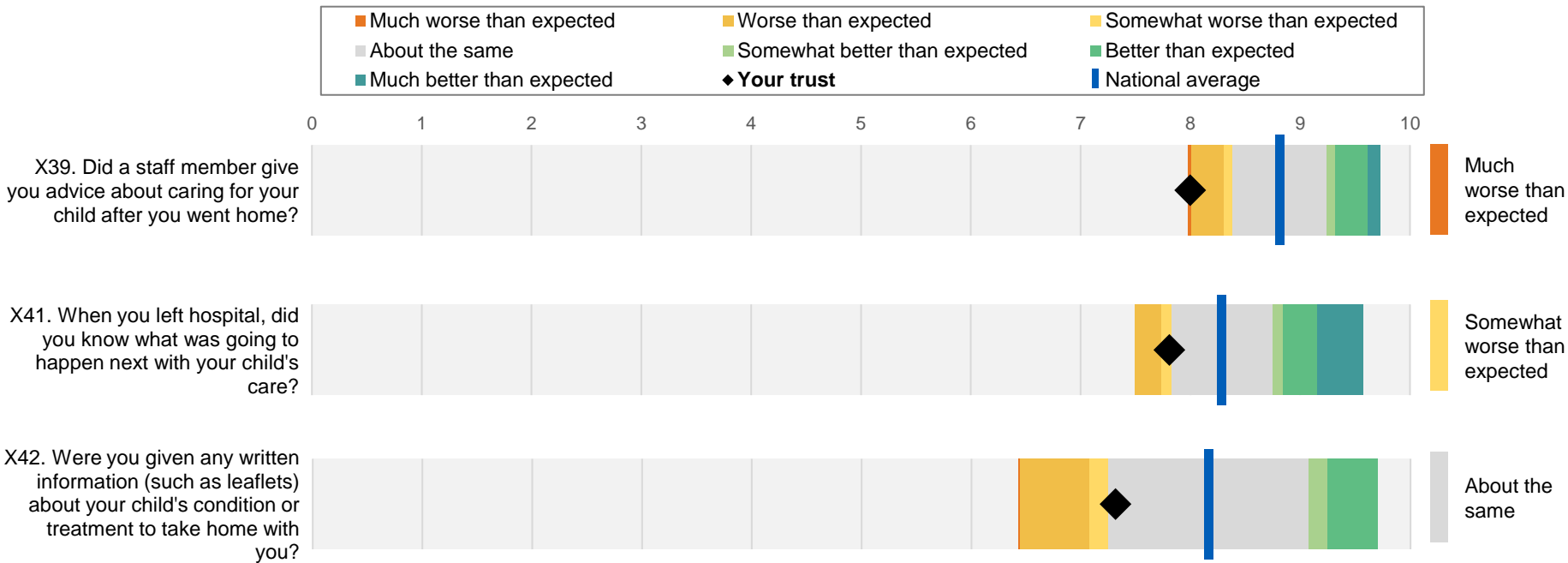
All trusts in England				
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
79	7.8	8.0	6.0	9.8

87	7.8	7.9	6.7	9.3
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84	8.9	8.7	7.6	9.8
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# Section 7. Leaving hospital (continued)

## Question scores



## 0-15 parents

Number of respondents (your trust)	Your trust	All trusts in England		
		National average	Lowest score	Highest score
186	8.0	8.8	8.0	9.7
183	7.8	8.3	7.5	9.6
142	7.3	8.2	6.4	9.7



# Section 7. Leaving hospital (continued)

## Question scores



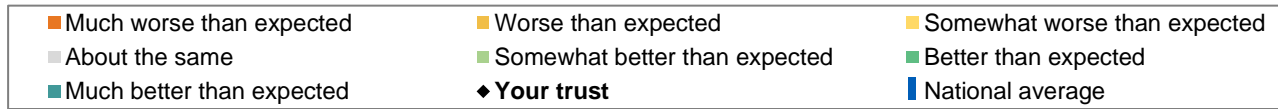
## 0-7 parents

		All trusts in England		
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
101	7.5	8.6	6.8	9.8

# Section 8. Overall

## Question scores

### 8-15 children and young people

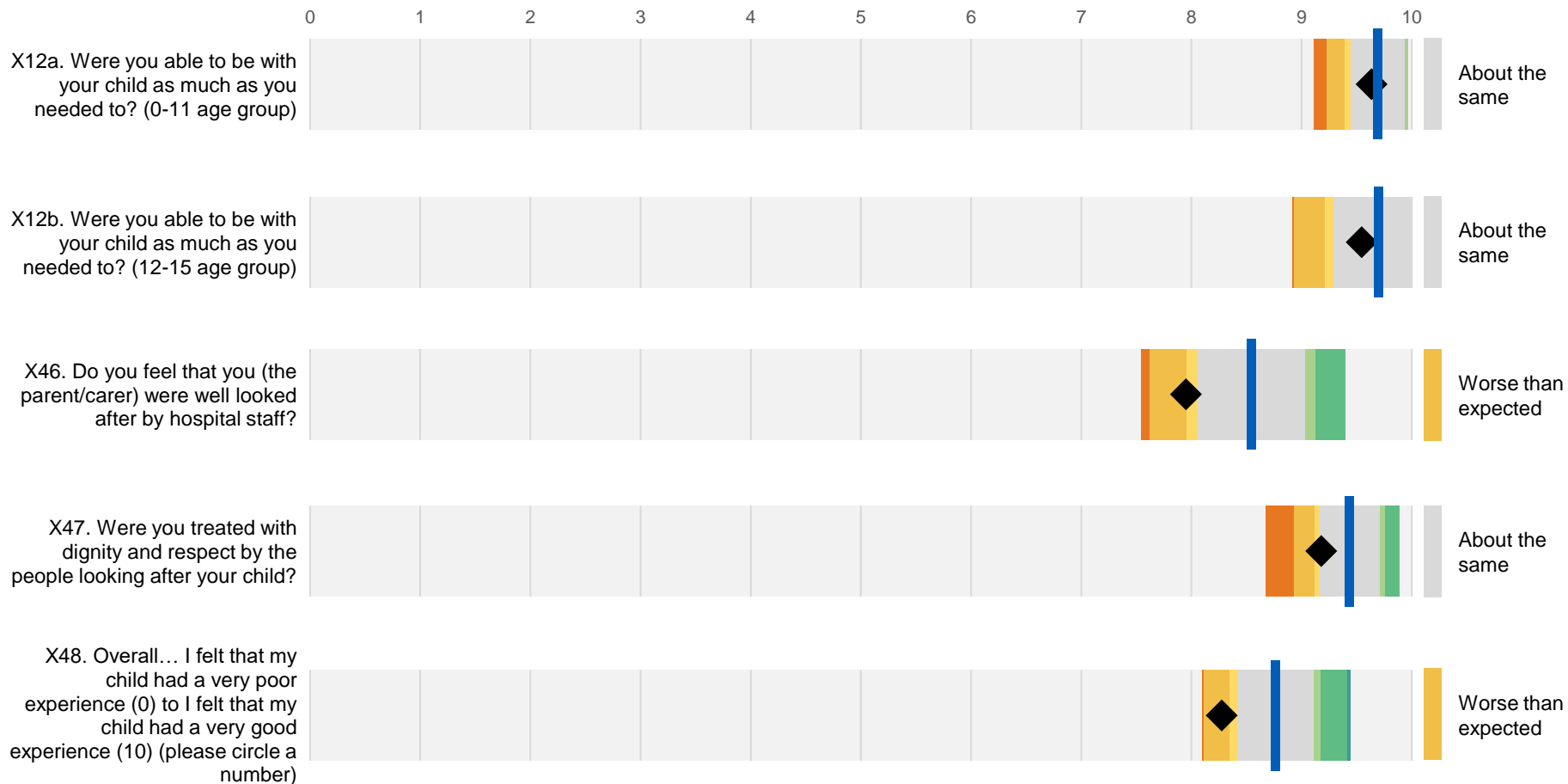
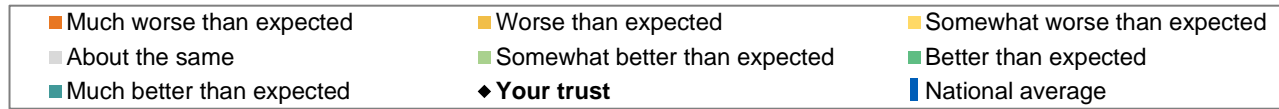


All trusts in England				
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
89	9.0	9.5	8.8	10.0

89	8.7	9.1	8.3	9.9
----	-----	-----	-----	-----

# Section 8. Overall (continued)

## Question scores



# 0-15 parents

Number of respondents (your trust)	Your trust	All trusts in England		
		National average	Lowest score	Highest score
154	9.6	9.7	9.1	10.0

42	9.5	9.7	8.9	10.0
----	-----	-----	-----	------

195	8.0	8.5	7.5	9.4
-----	-----	-----	-----	-----

196	9.2	9.4	8.7	9.9
-----	-----	-----	-----	-----

191	8.3	8.8	8.1	9.4
-----	-----	-----	-----	-----

# Section 8. Overall (continued)

## Question scores



## 0-7 parents

		All trusts in England		
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
110	8.3	8.8	7.4	9.6
109	8.6	9.3	8.3	9.9
109	8.8	9.3	8.3	9.9

# Change over time

This section includes:

- a comparison to previous survey years scores for your trust for each question, including:
  - Your trust's 2020 score compared with its scores from 2018 and 2016

Please note, if data are missing for a survey year, this is due to a low number of responses, or because the trust data was not included in the survey that year, due to sampling errors, ineligibility or a trust merger. Historical data will also be missing for 2018 and/or 2016 if the survey questions are new for 2020 or 2018 (as applicable).



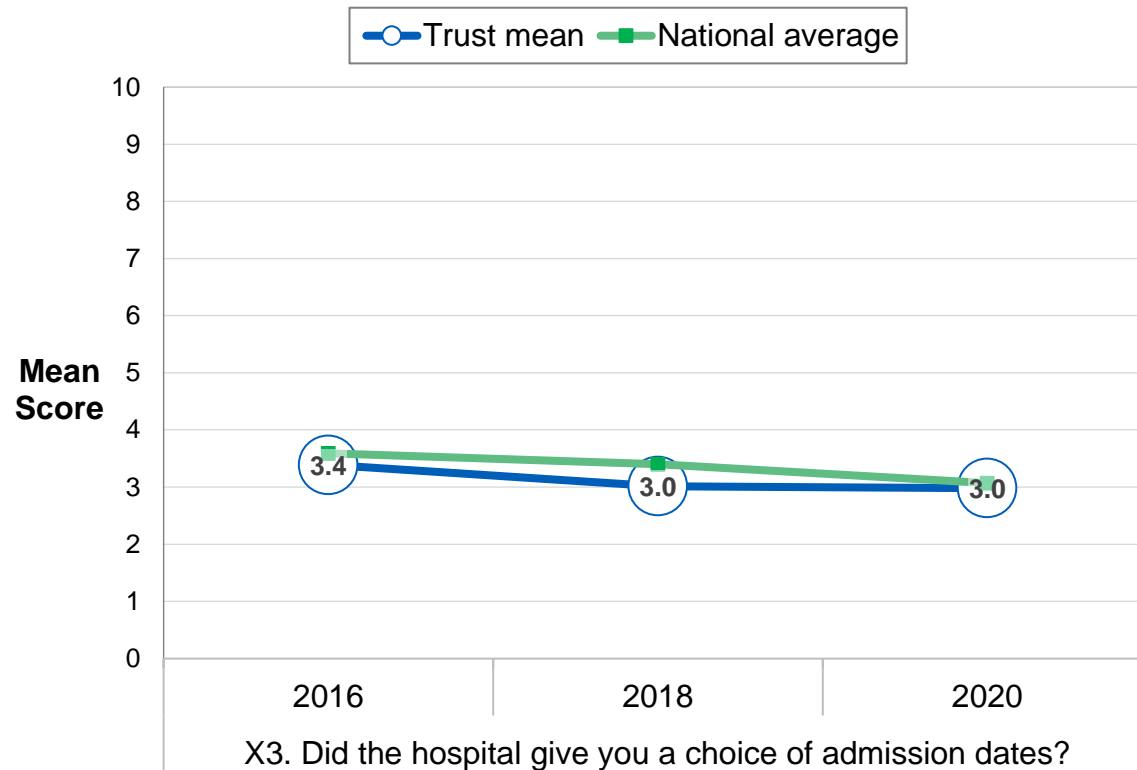
# Change over time

## Section 1: Going to hospital



# Section 1. Going to hospital

## Parent's questions



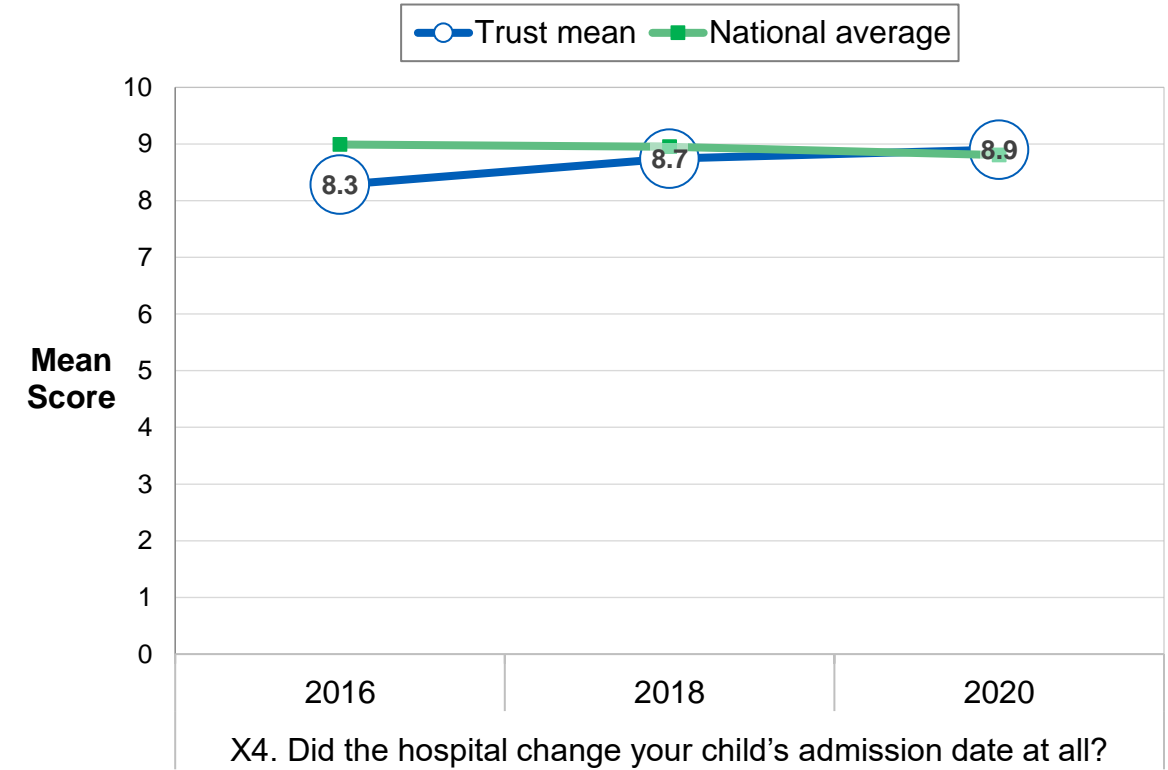
Answered by parents/carers of children aged 15 days to 7 years whose recent hospital visit was planned or were on a waiting list.

Note: Filtered question

Respondents who answered 'Don't know / can't remember' have been excluded.

Number of respondents: 2016: 50; 2018: 44; 2020: 30

**Significant change 2020 vs 2018** No change



Answered by parents/carers of children aged 15 days to 7 years whose recent hospital visit was planned or were on a waiting list.

Note: Filtered question

Respondents who answered 'Don't know / can't remember' have been excluded.

Number of respondents: 2016: 55; 2018: 48; 2020: 36

**Significant change 2020 vs 2018** No change

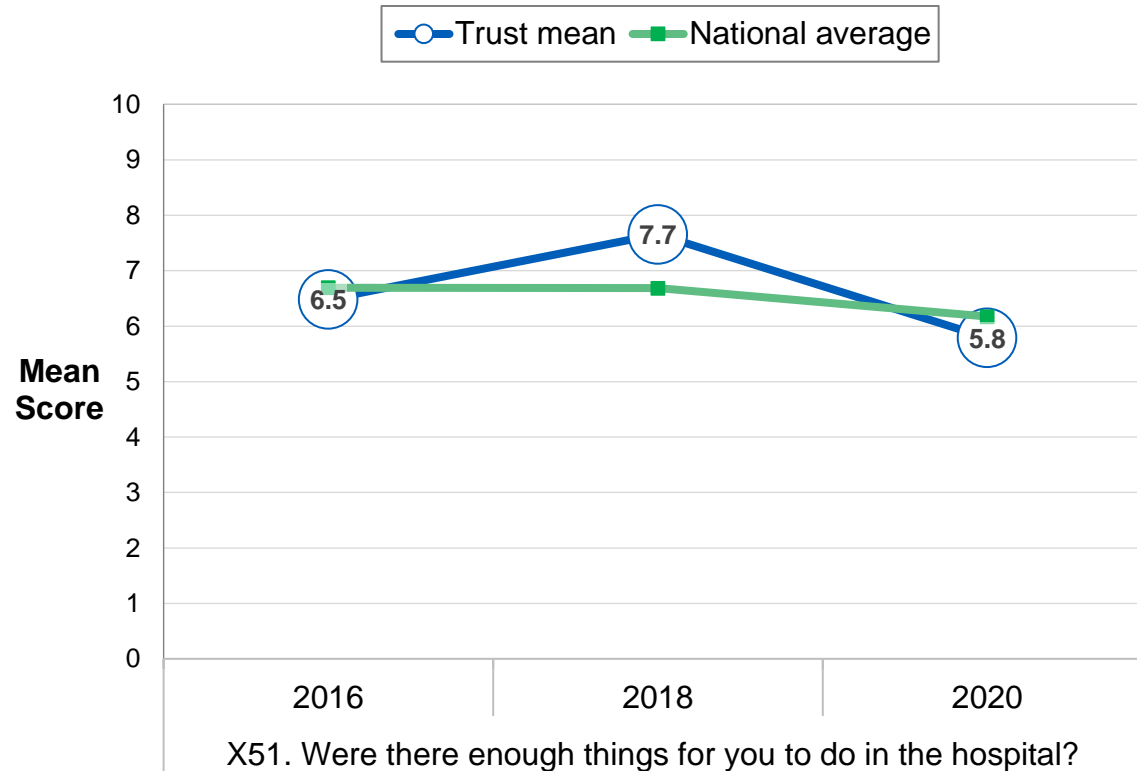


# Change over time

## Section 2: The hospital ward

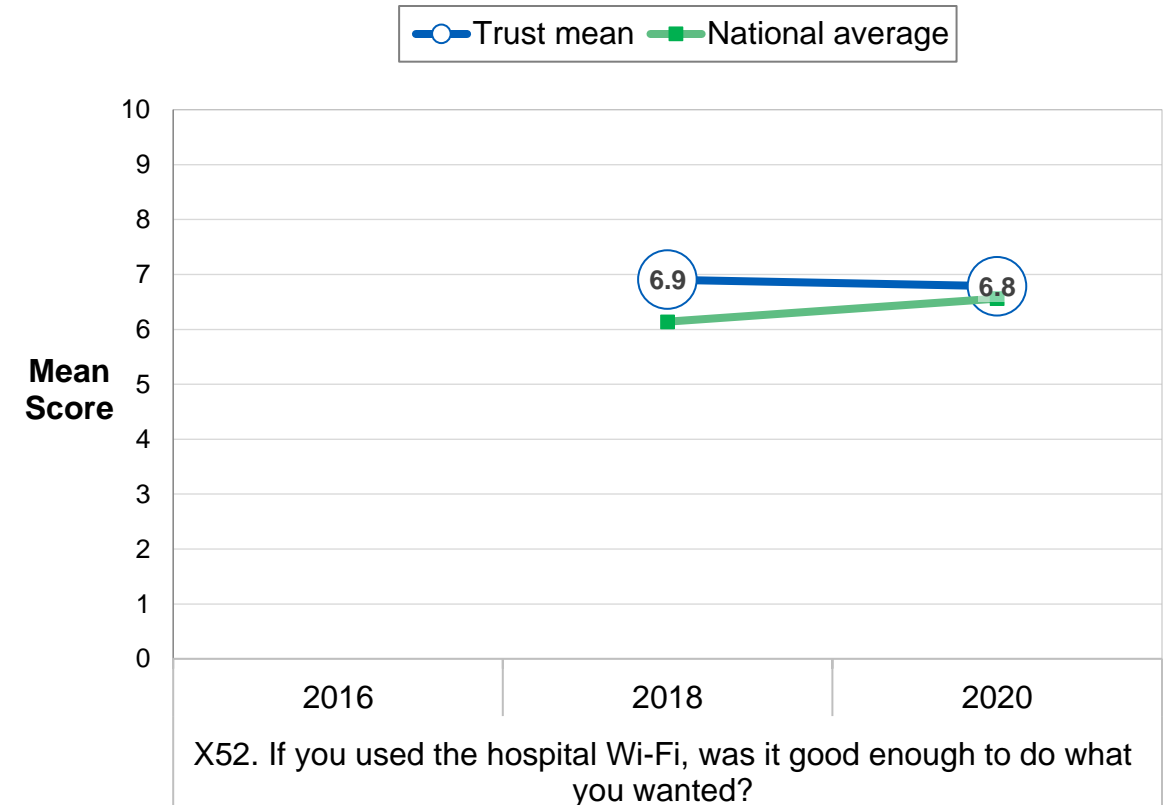
## Section 2. The hospital ward

### Children's questions



Answered by children and young people aged 8-15  
Number of respondents: 2016: 103; 2018: 85; 2020: 86

Significant change 2020 vs 2018 Decrease

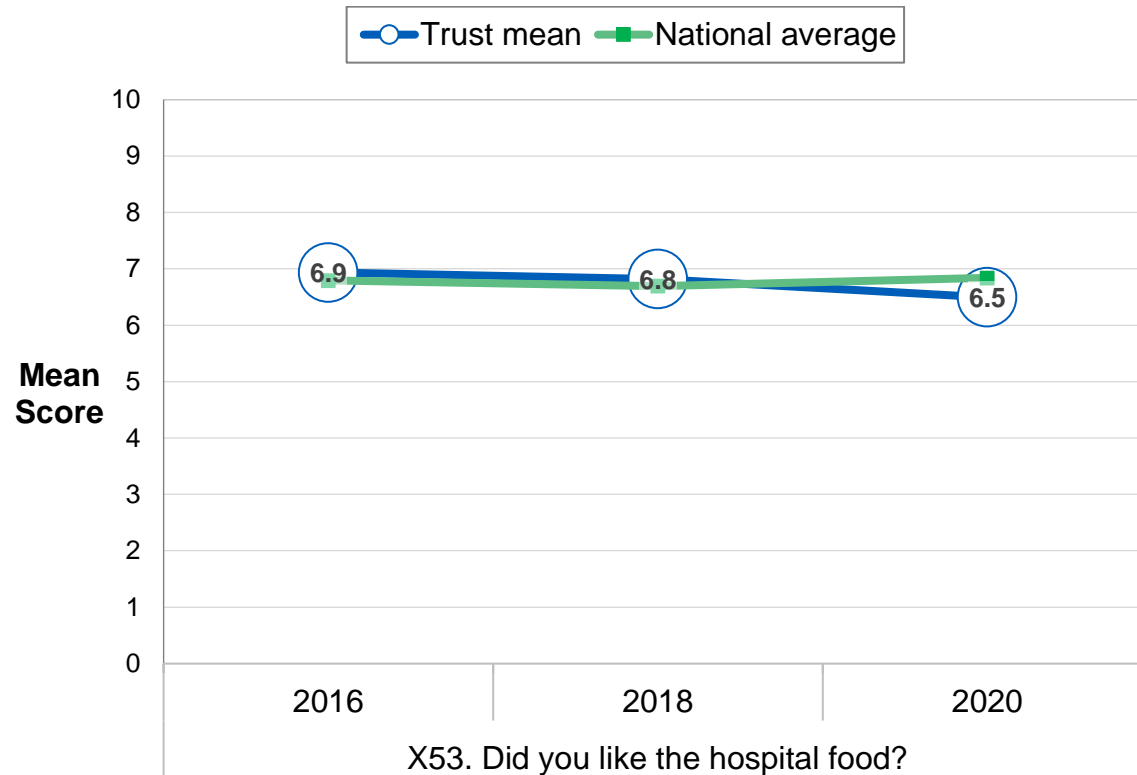


Answered by children and young people aged 8-15.  
Respondents who answered 'I did not use Wi-Fi' have been excluded.  
Number of respondents: 2016: - ; 2018: 56; 2020: 64

Significant change 2020 vs 2018 No change

## Section 2. The hospital ward

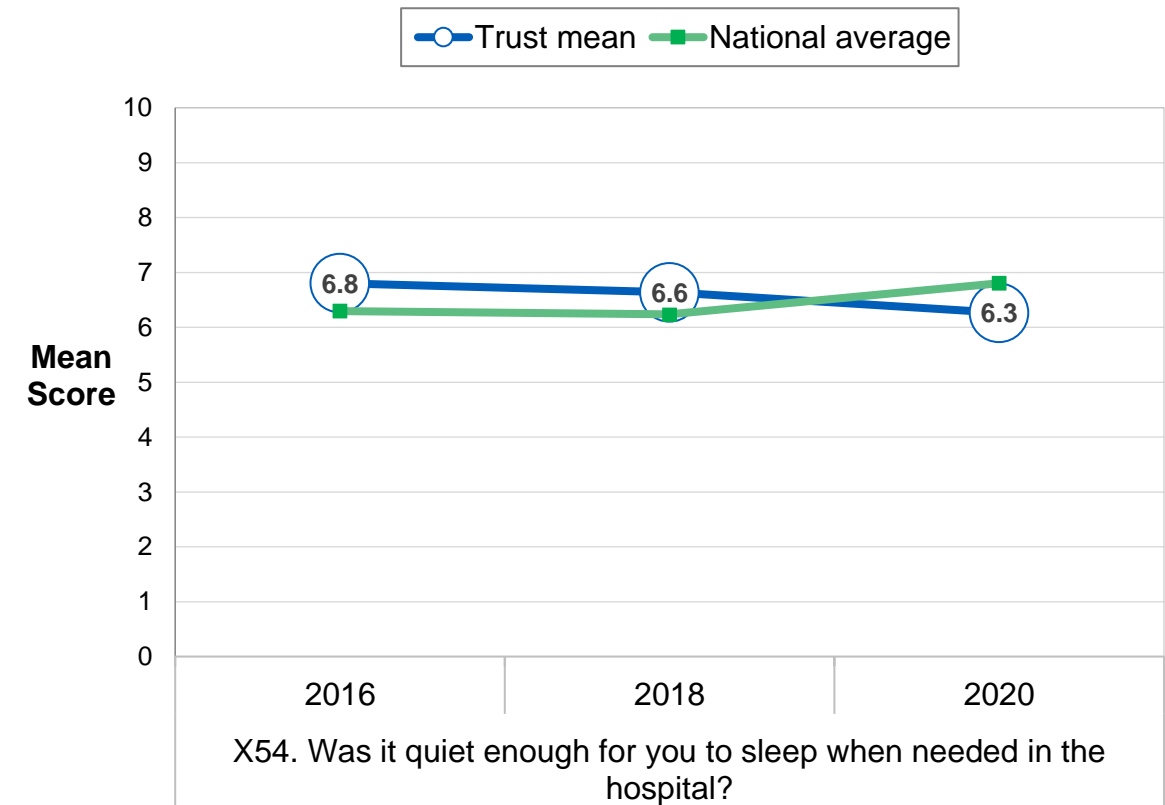
### Children's questions



Answered by children and young people aged 8-15.  
 Respondents who answered 'I did not have hospital food' have been excluded.  
 Number of respondents: 2016: 83; 2018: 73; 2020: 66

**Significant change 2020 vs 2018**

No change



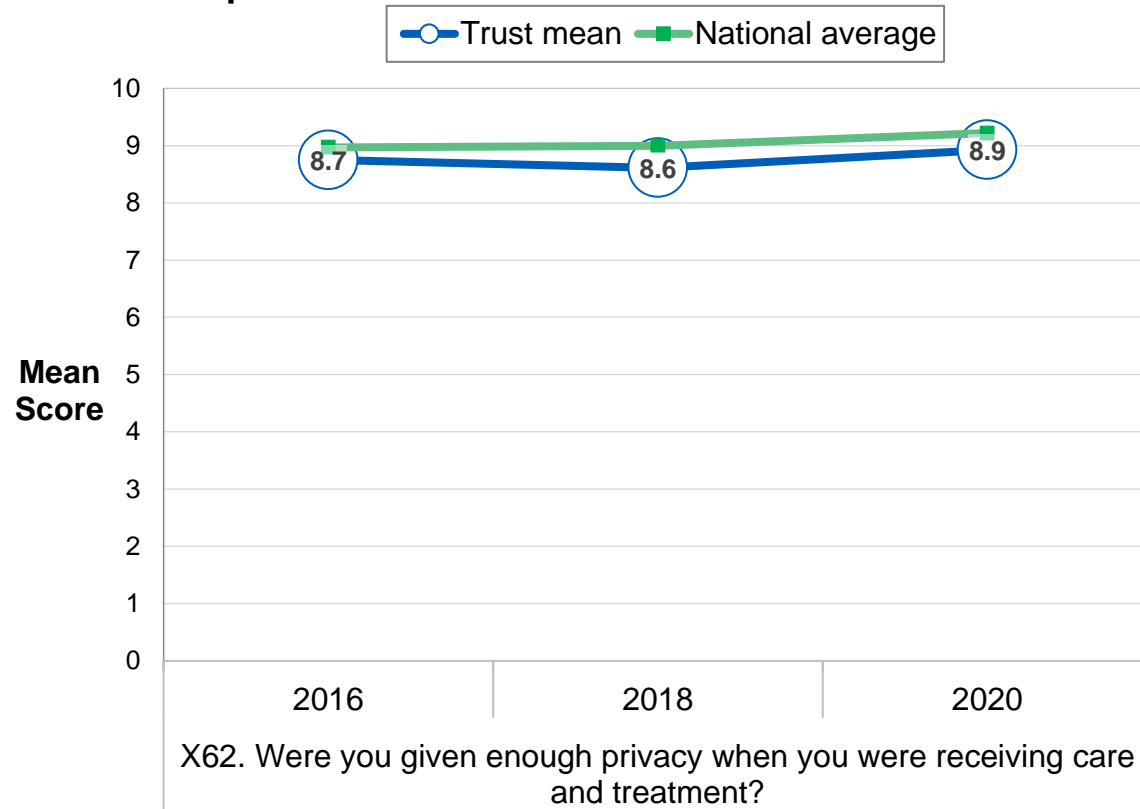
Answered by children and young people aged 8-15.  
 Respondents who answered 'I did not need to sleep in the hospital' have been excluded.  
 Number of respondents: 2016: 76; 2018: 60; 2020: 64

**Significant change 2020 vs 2018**

No change

## Section 2. The hospital ward

### Children's questions



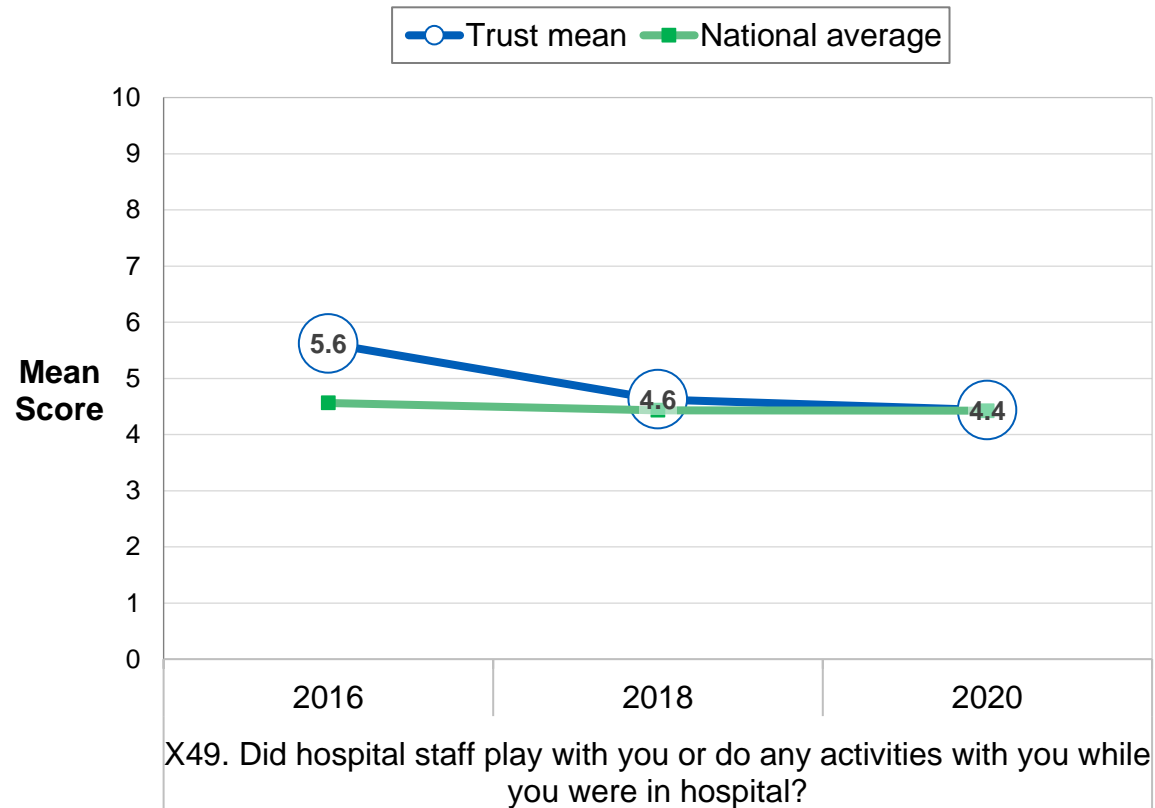
Answered by children and young people aged 8-15.  
Number of respondents: 2016: 102; 2018: 89; 2020: 87

**Significant change 2020 vs 2018**

No change

## Section 2. The hospital ward

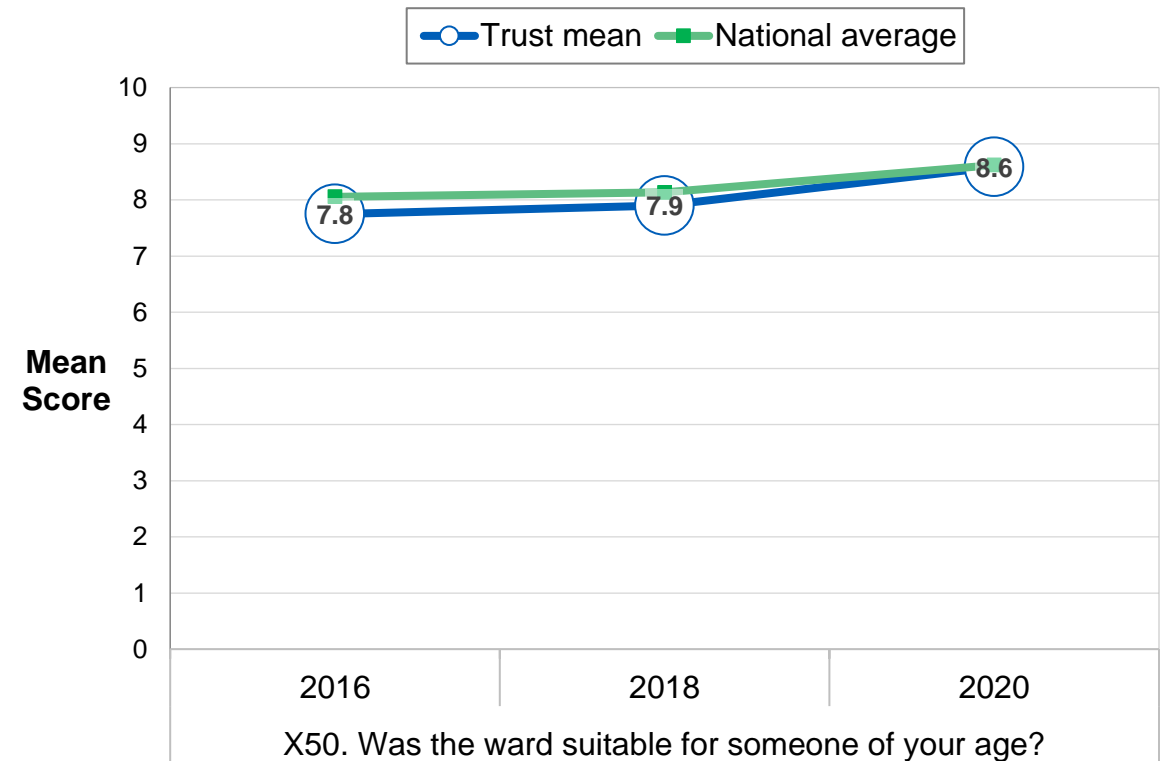
### Children's questions



Answered by children aged between 8 and 11 years old.  
 Respondents who answered 'I did not want or need them to' have been excluded.  
 Number of respondents: 2016: 35; 2018: 31; 2020: 32

**Significant change 2020 vs 2018**

No change



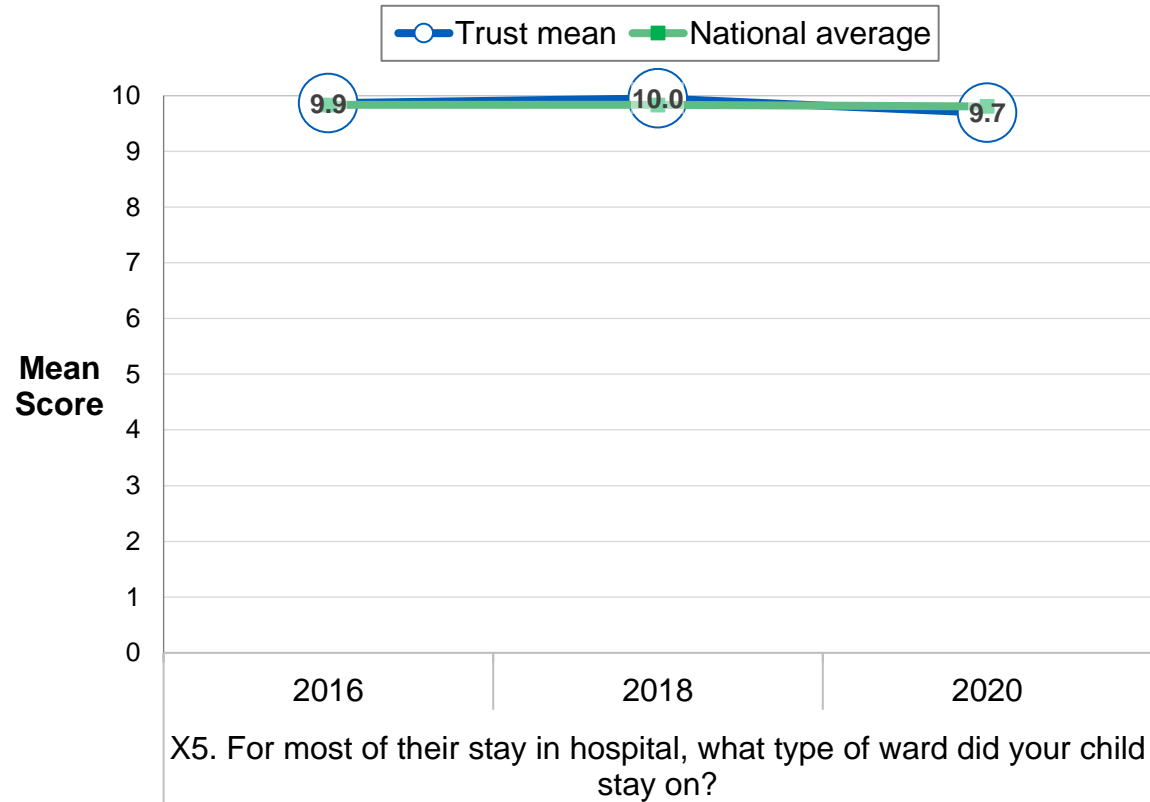
Answered by young people aged between 12 and 15 years.  
 Number of respondents: 2016: 51; 2018: 46; 2020: 42

**Significant change 2020 vs 2018**

No change

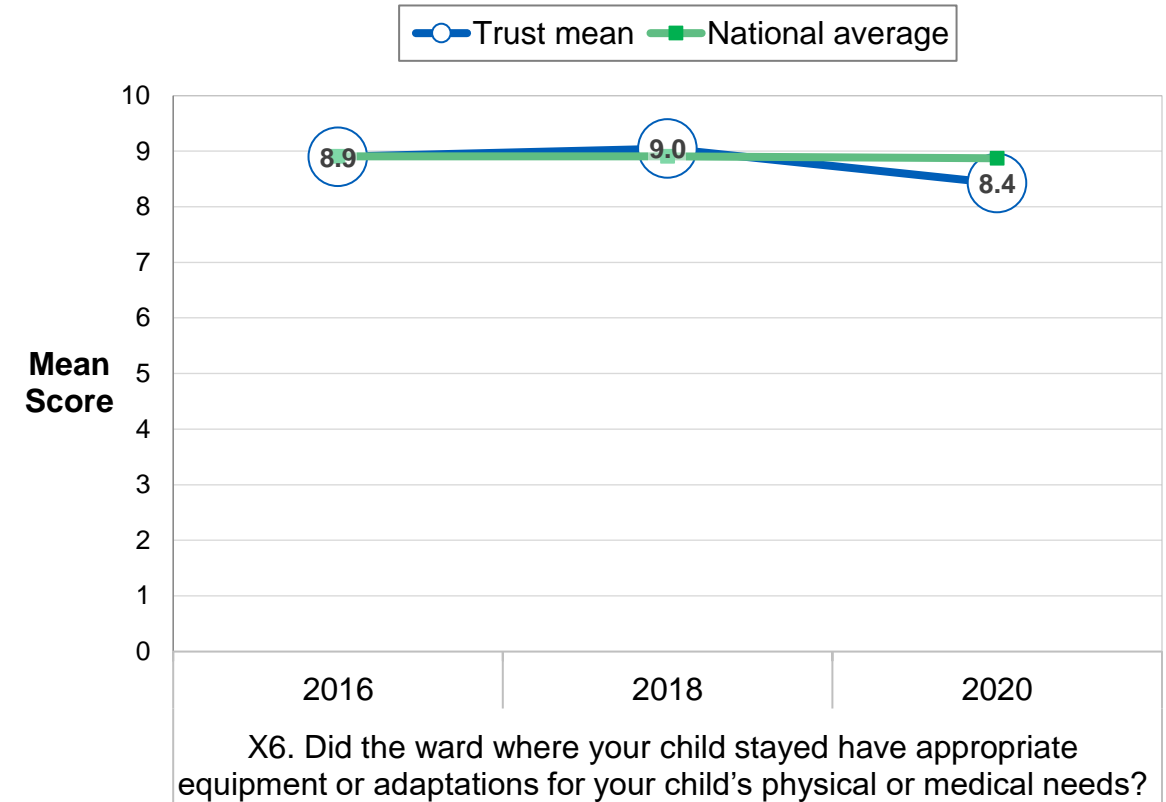
## Section 2. The hospital ward

### Parent's questions



Answered by parents/carers of all age groups.  
Number of respondents: 2016: 315; 2018: 257; 2020: 189

**Significant change 2020 vs 2018** No change

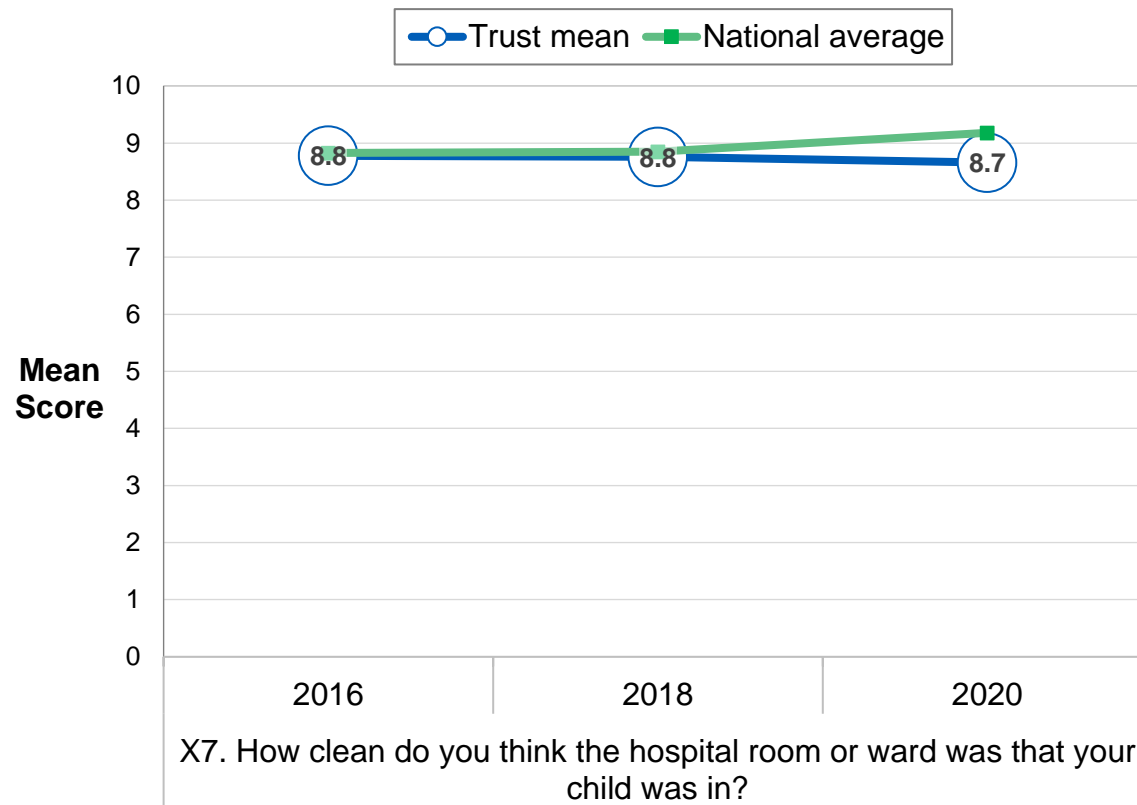


Answered by parents/carers of all age groups.  
Respondents who answered 'Don't know / can't remember' or 'They did not need equipment or adaptations' have been excluded.  
Number of respondents: 2016: 271; 2018: 211; 2020: 141

**Significant change 2020 vs 2018** Decrease

## Section 2. The hospital ward

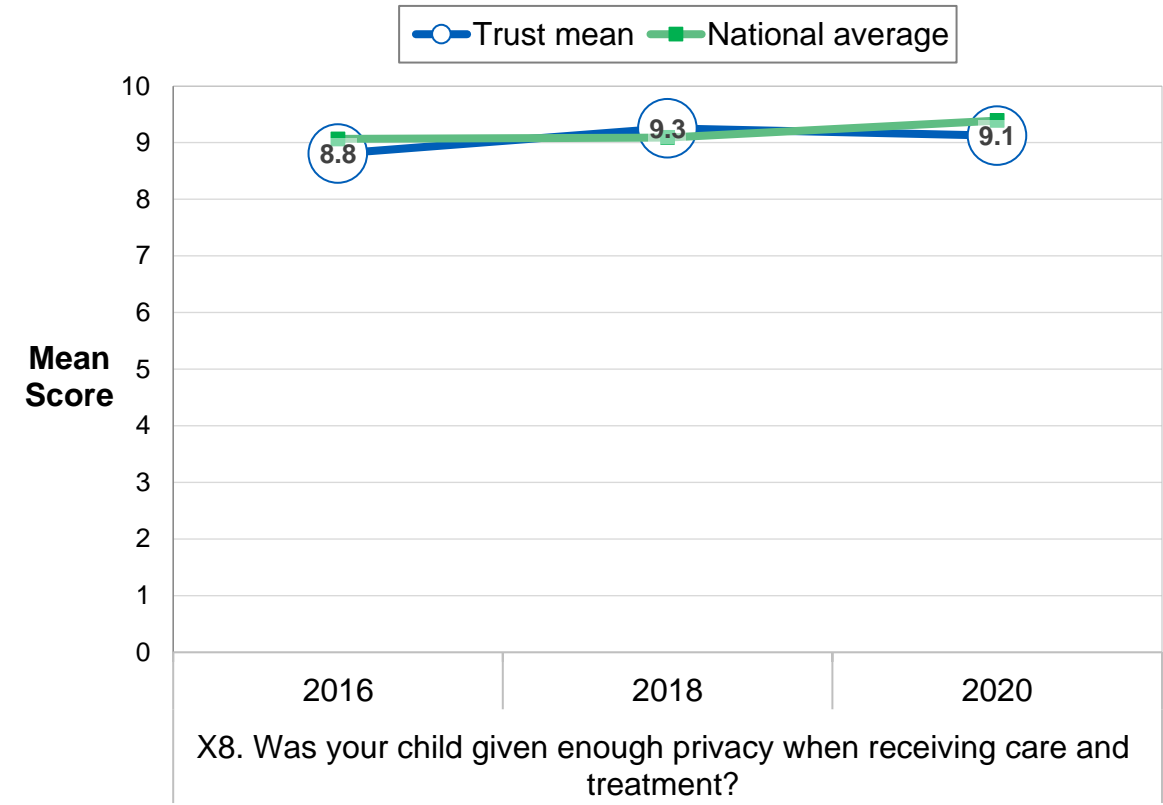
### Parent's questions



Answered by parents/carers of all age groups.  
Number of respondents: 2016: 327; 2018: 260; 2020: 196

**Significant change 2020 vs 2018**

No change



Answered by parents/carers of children aged 15 days to 7 years.  
Number of respondents: 2016: 221; 2018: 174; 2020: 109

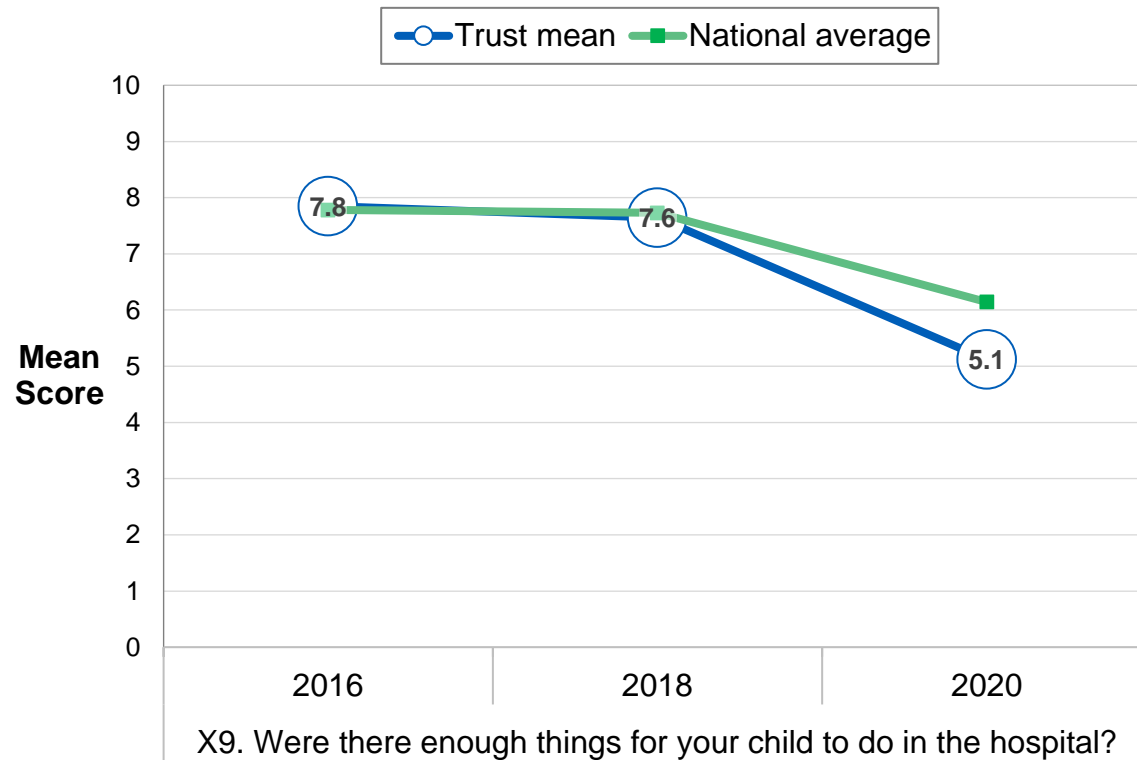
**Significant change 2020 vs 2018**

No change



## Section 2. The hospital ward

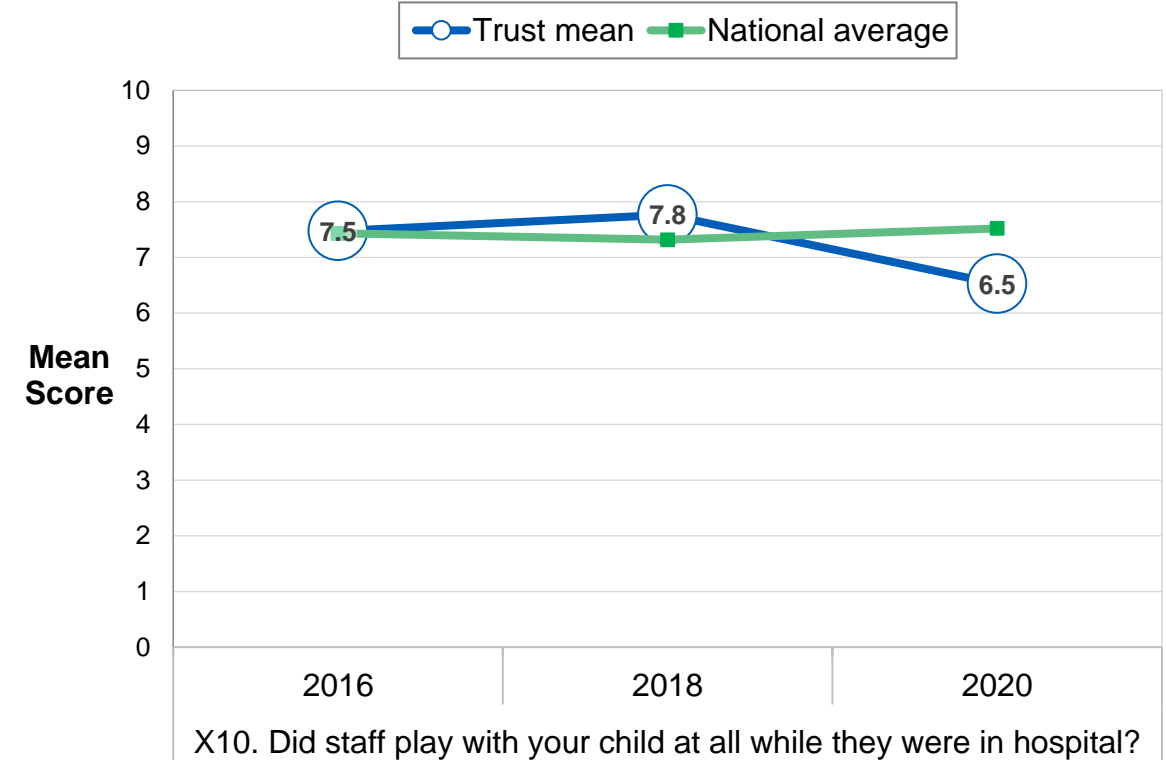
### Parent's questions



Answered by parents/carers of children aged 15 days to 7 years.  
Respondents who answered 'Can't remember / I did not notice' have been excluded.  
Number of respondents: 2016: 202; 2018: 159; 2020: 92

**Significant change 2020 vs 2018**

Decrease



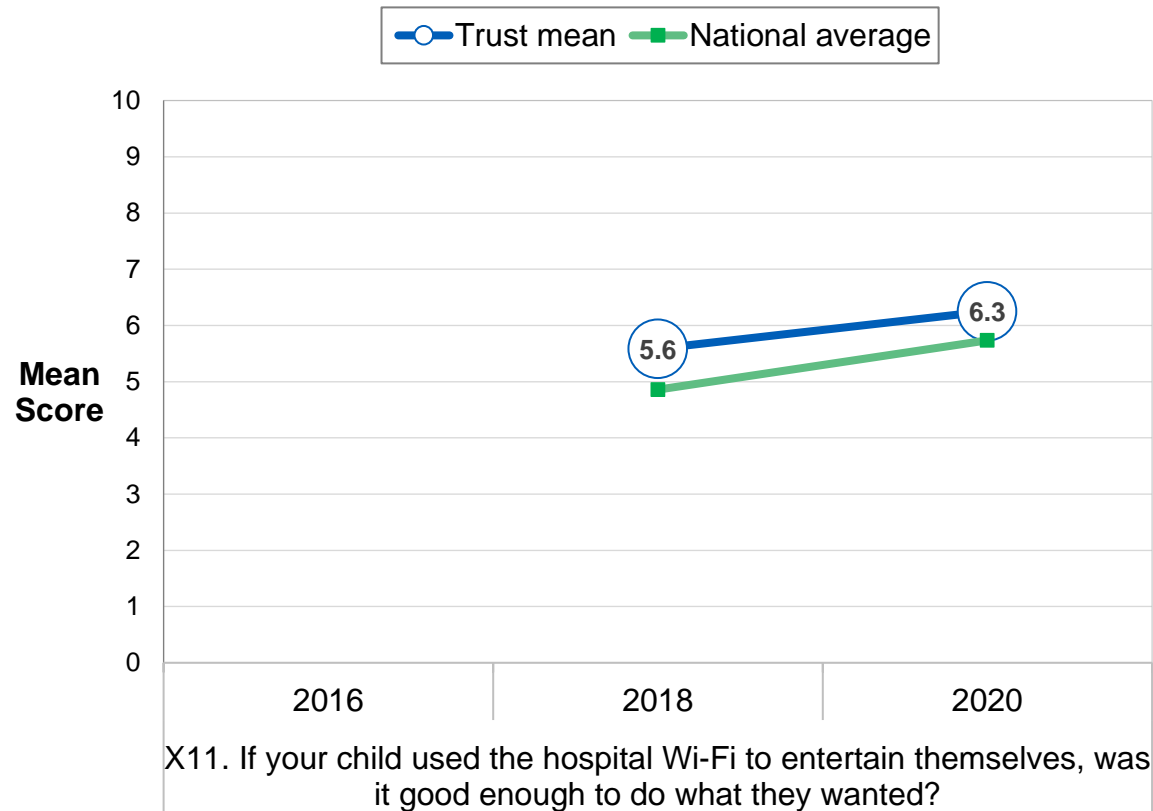
Answered by parents/carers of children aged 15 days to 7 years.  
Respondents who answered 'No, but I didn't want / need them to do this' or 'Don't know / can't remember' have been excluded.  
Number of respondents: 2016: 123; 2018: 87; 2020: 65

**Significant change 2020 vs 2018**

No change

## Section 2. The hospital ward

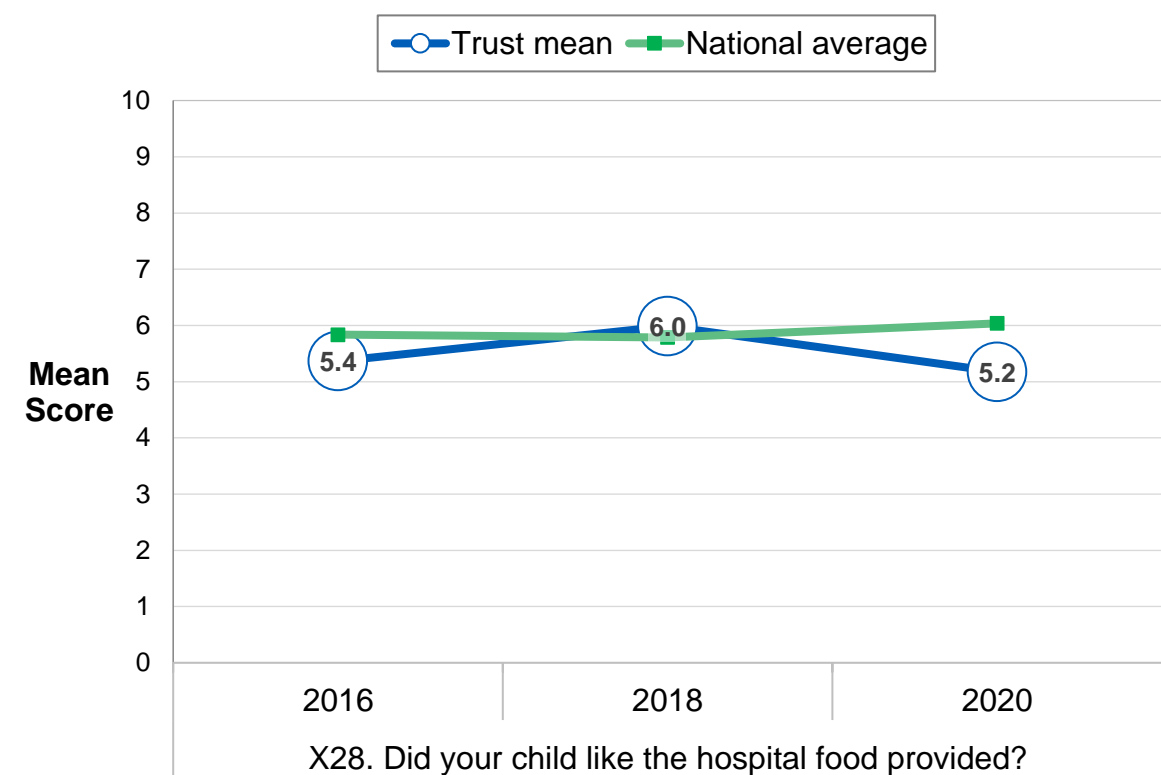
### Parent's questions



Answered by parents/carers of children aged 15 days to 7 years.  
 Respondents who answered 'Don't know / not applicable' have been excluded.  
 Number of respondents: 2016: - ; 2018: 72; 2020: 51

**Significant change 2020 vs 2018**

No change



Answered by parents/carers of children aged 15 days to 7 years.  
 Respondents who answered 'My child did not have hospital food' have been excluded.  
 Number of respondents: 2016: 121; 2018: 79; 2020: 55

**Significant change 2020 vs 2018**

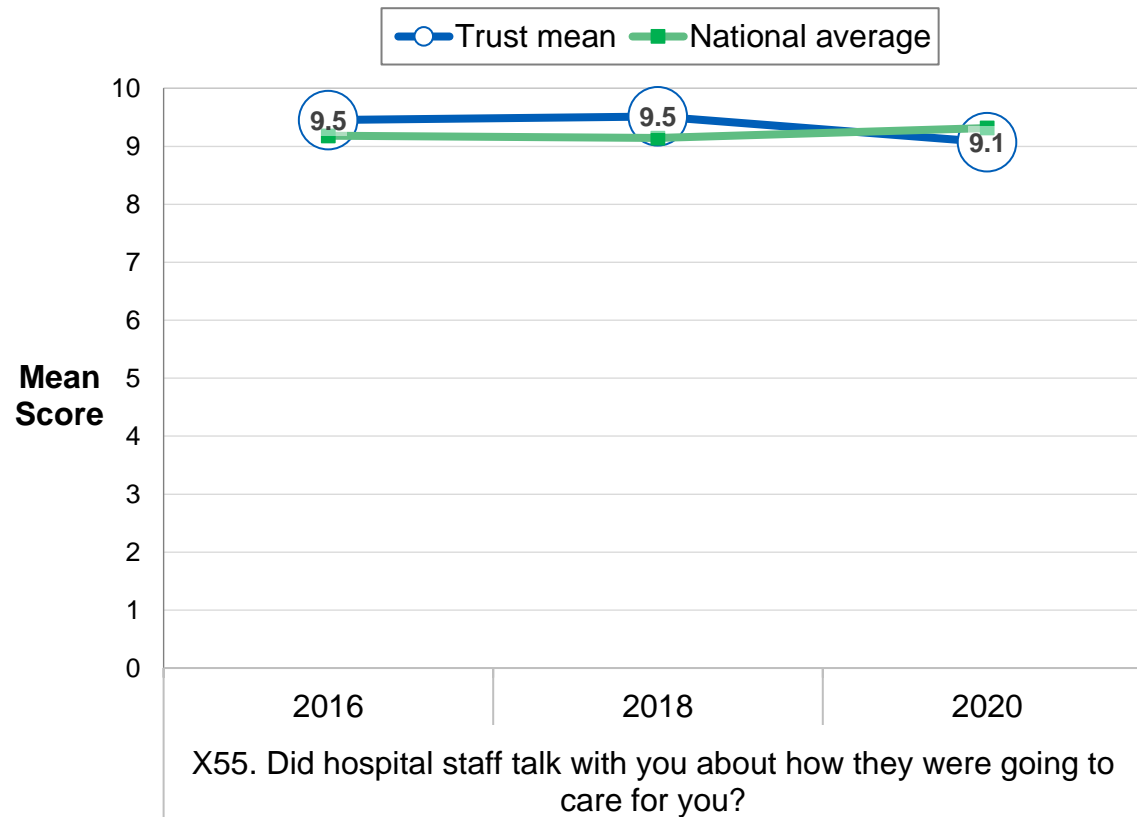
No change

# Change over time

## Section 3: Hospital staff

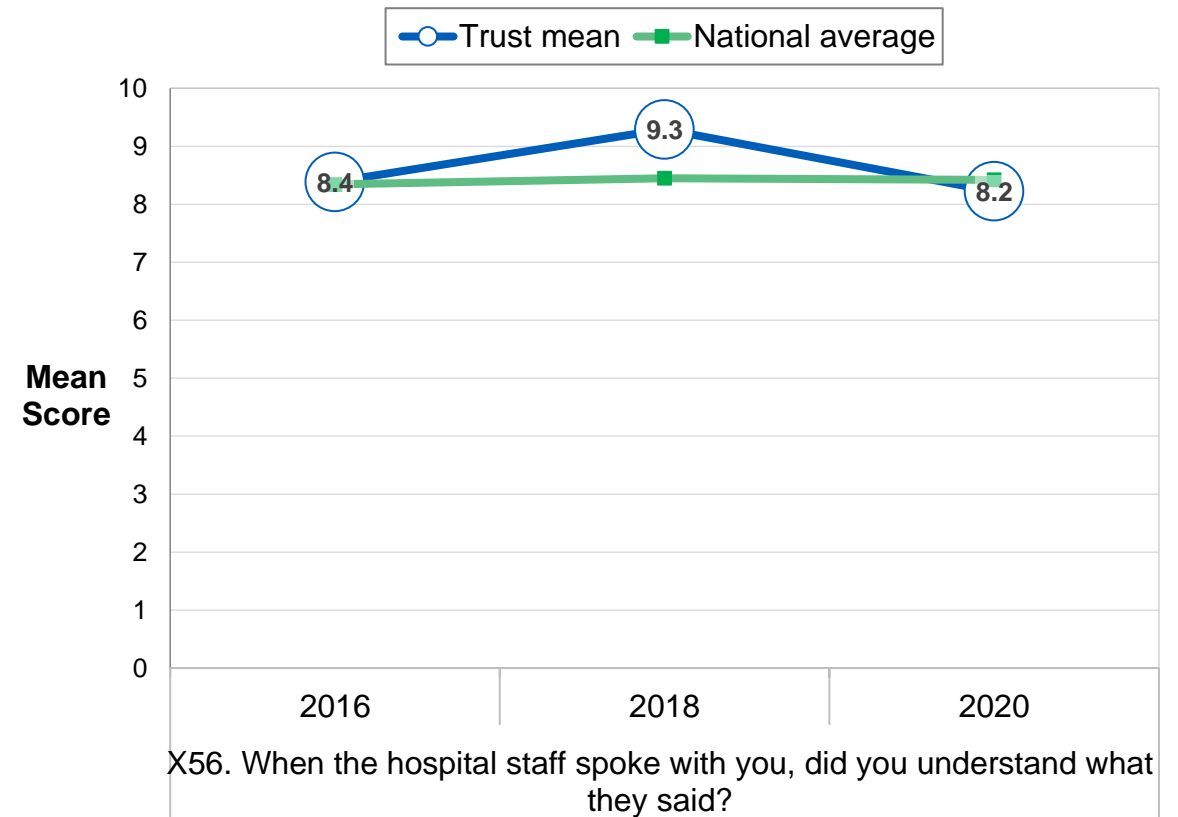
# Section 3. Hospital staff

## Children's questions



Answered by children and young people aged 8-15.  
 Respondents who answered 'Don't know / can't remember' have been excluded.  
 Number of respondents: 2016: 101; 2018: 87; 2020: 84

**Significant change 2020 vs 2018** No change

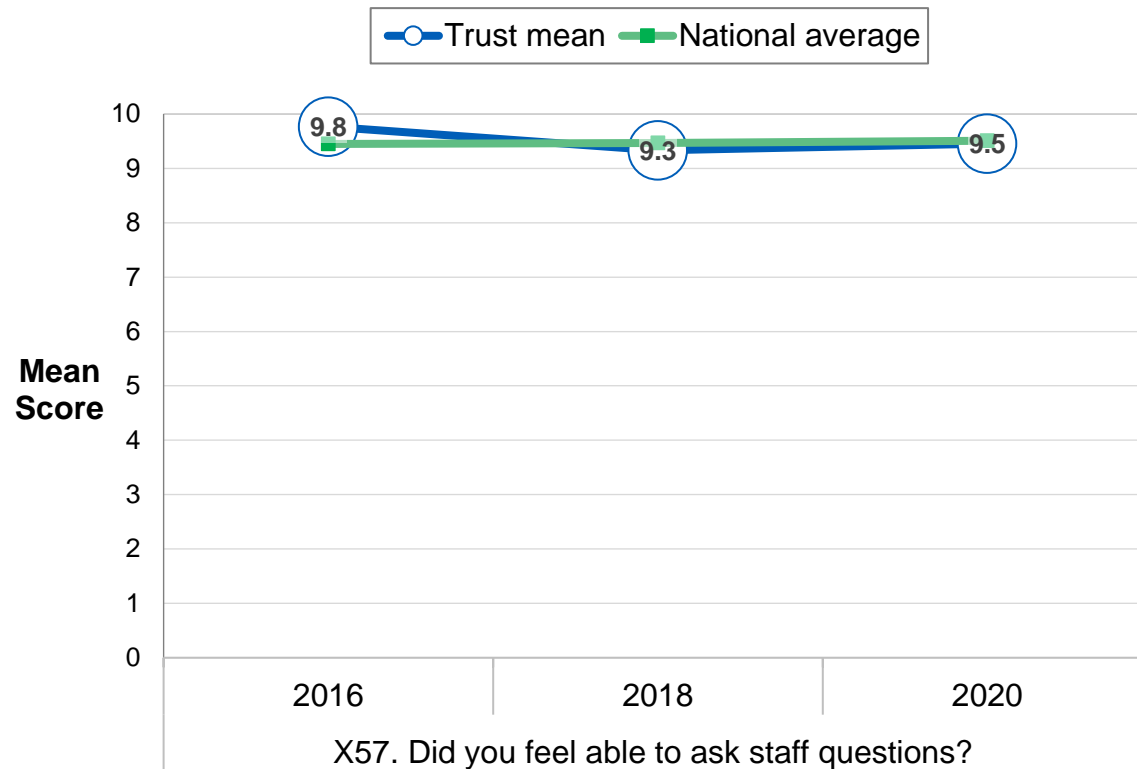


Answered by children and young people aged 8-15.  
 Respondents who answered 'Don't know / can't remember' have been excluded.  
 Number of respondents: 2016: 104; 2018: 87; 2020: 87

**Significant change 2020 vs 2018** Decrease

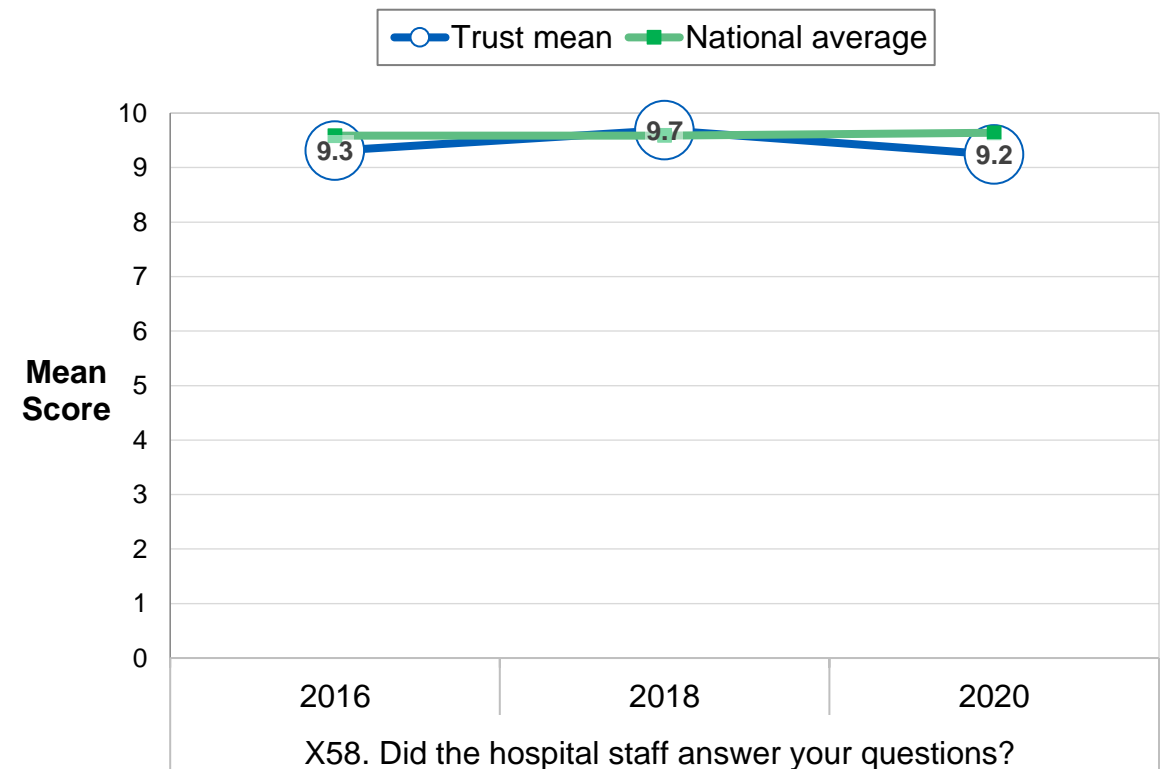
# Section 3. Hospital staff

## Children's questions



Answered by children and young people aged 8-15.  
 Respondents who answered 'I did not have any questions' have been excluded.  
 Note: Routing question  
 Number of respondents: 2016: 87; 2018: 82; 2020: 77

**Significant change 2020 vs 2018** No change

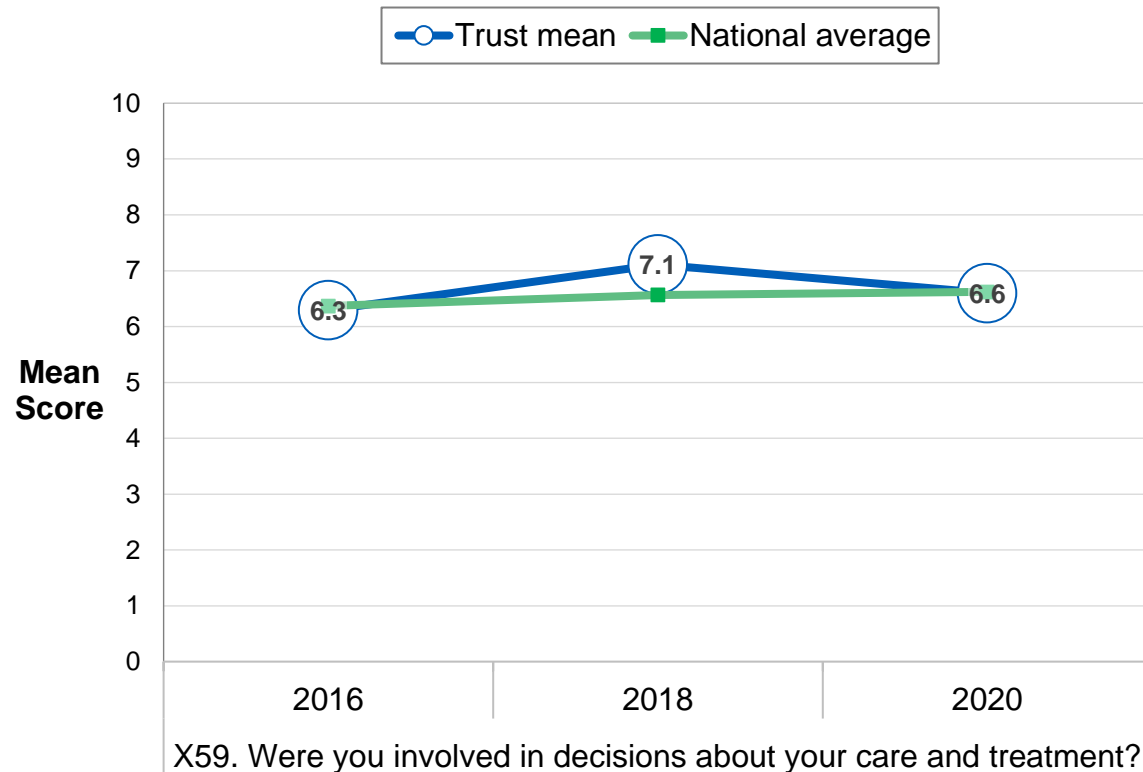


Answered by children and young people aged 8-15 who asked staff questions.  
 Note: Filtered question  
 Number of respondents: 2016: 84; 2018: 77; 2020: 74

**Significant change 2020 vs 2018** No change

# Section 3. Hospital staff

## Children's questions



Answered by children and young people aged 8-15.  
 Respondents who answered 'I did not want to be involved' have been excluded.  
 Number of respondents: 2016: 95; 2018: 78; 2020: 80

**Significant change 2020 vs 2018** No change

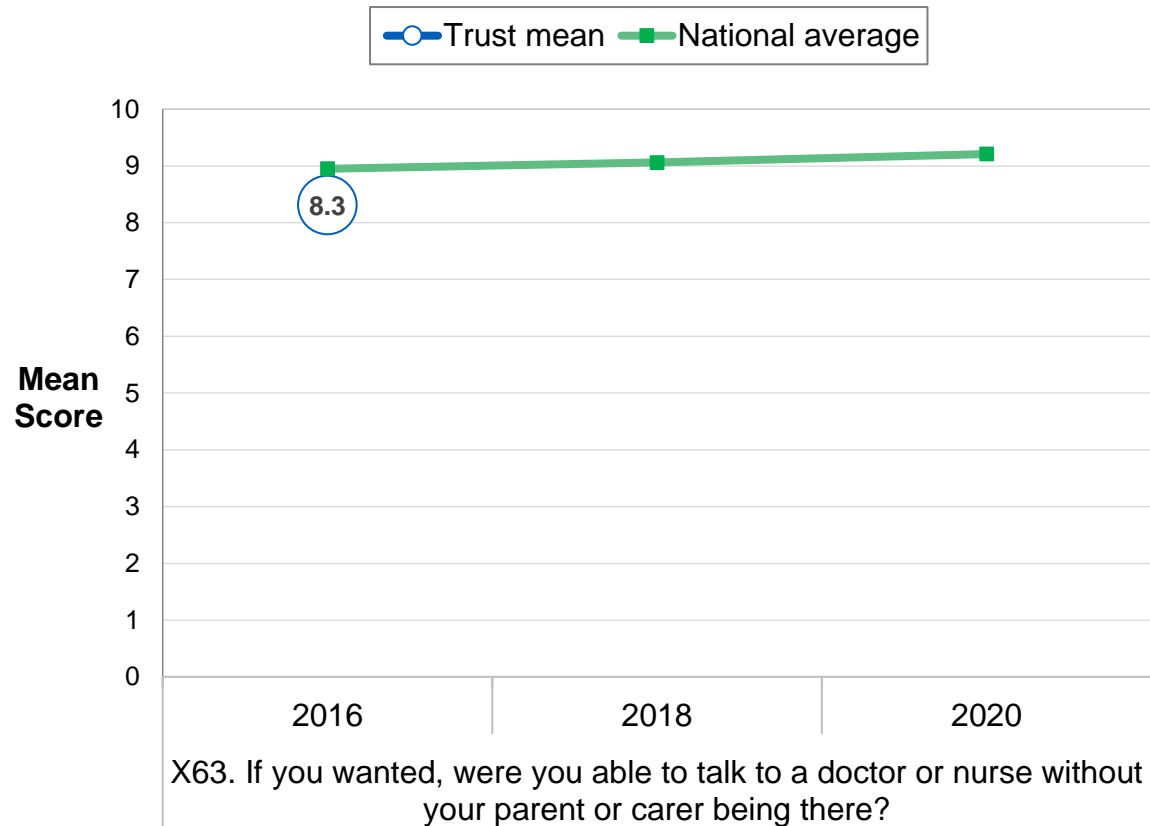


Answered by children and young people aged 8-15.  
 Respondents who answered 'I did not have any worries' or 'I did not want to talk to staff' have been excluded.  
 Number of respondents: 2016: -; 2018: 59; 2020: 65

**Significant change 2020 vs 2018** No change

# Section 3. Hospital staff

## Children's questions



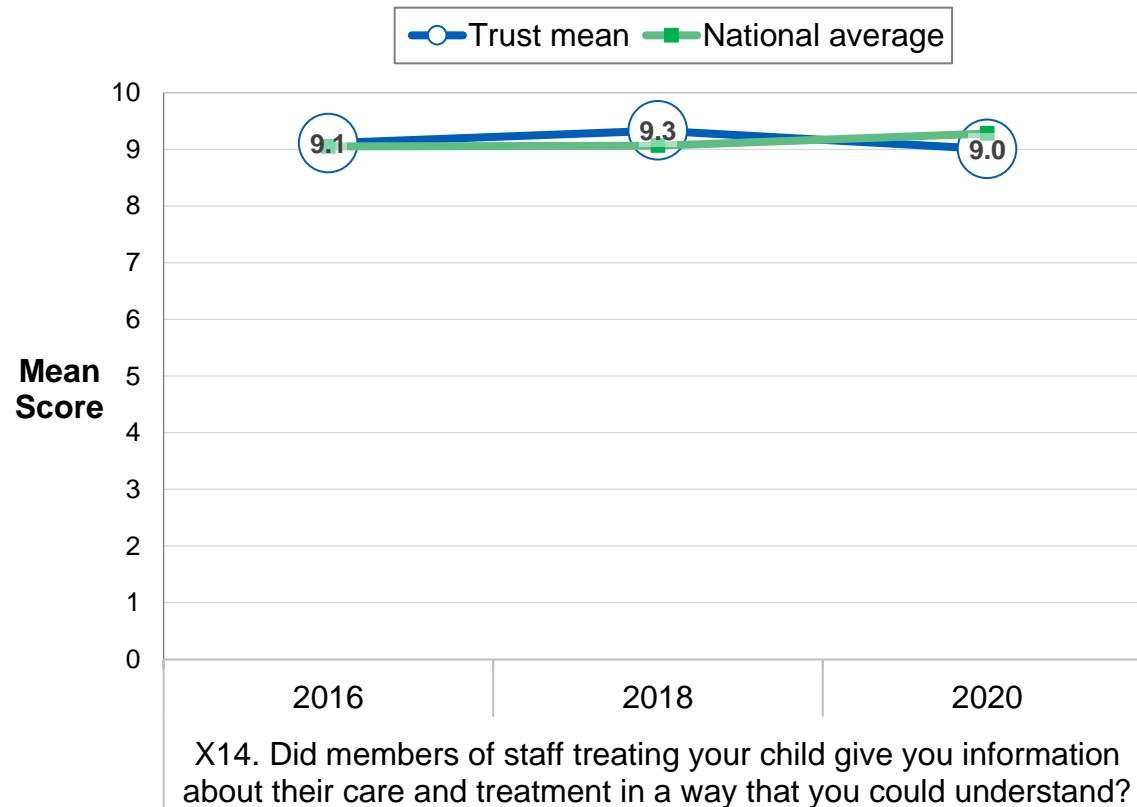
Answered by young people aged between 12 and 15 years.  
 Respondents who answered 'I did not want to talk to them alone' have been excluded.  
 Number of respondents: 2016: 31; 2018: - ; 2020: -

<b>Significant change 2020 vs 2018</b>	-
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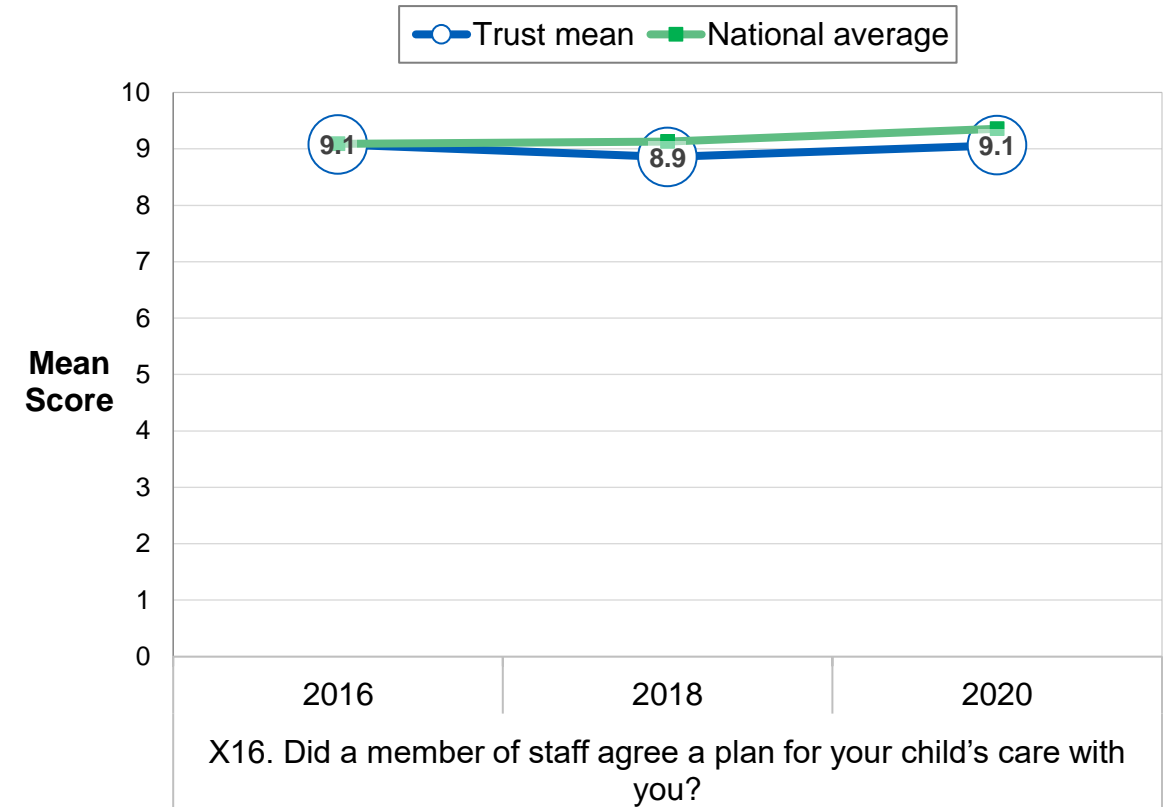
## Section 3. Hospital staff

### Parent's questions



Answered by parents/carers of all age groups.  
Number of respondents: 2016: 328; 2018: 263; 2020: 198

**Significant change 2020 vs 2018** No change

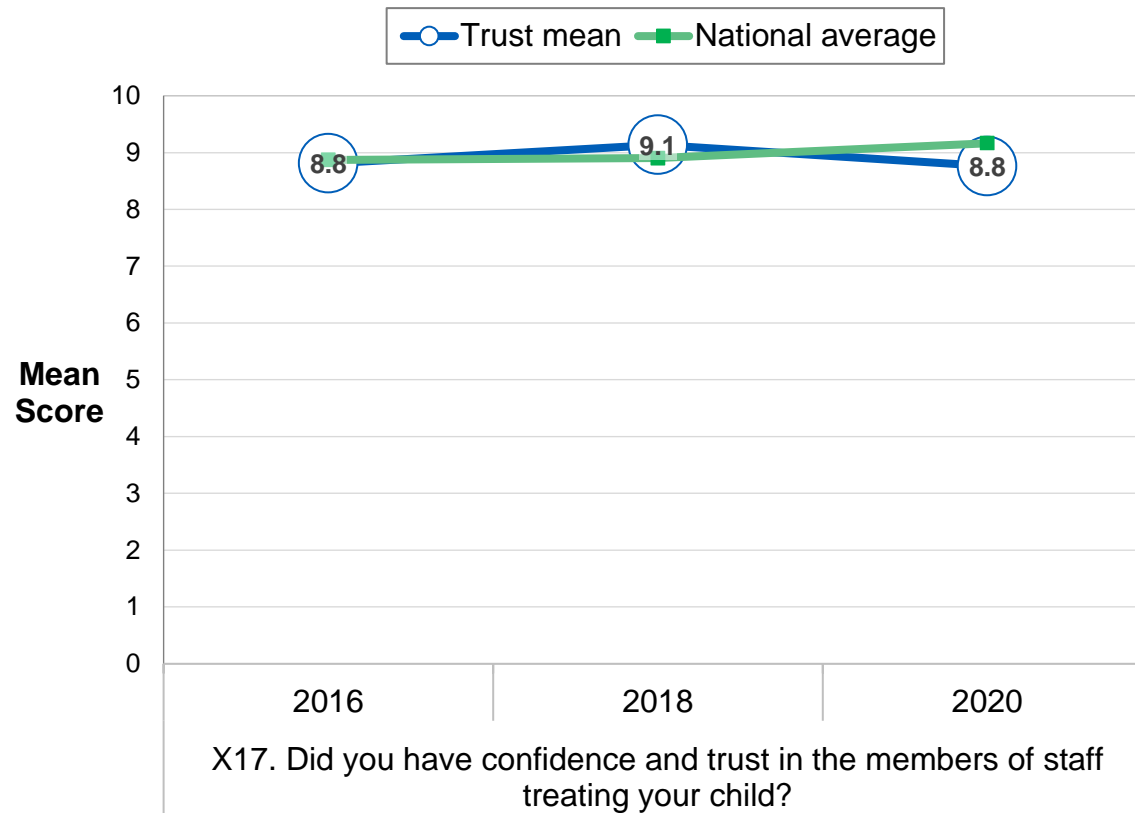


Answered by parents/carers of all age groups.  
Respondents who answered 'Don't know / can't remember' have been excluded.  
Number of respondents: 2016: 314; 2018: 241; 2020: 184

**Significant change 2020 vs 2018** No change

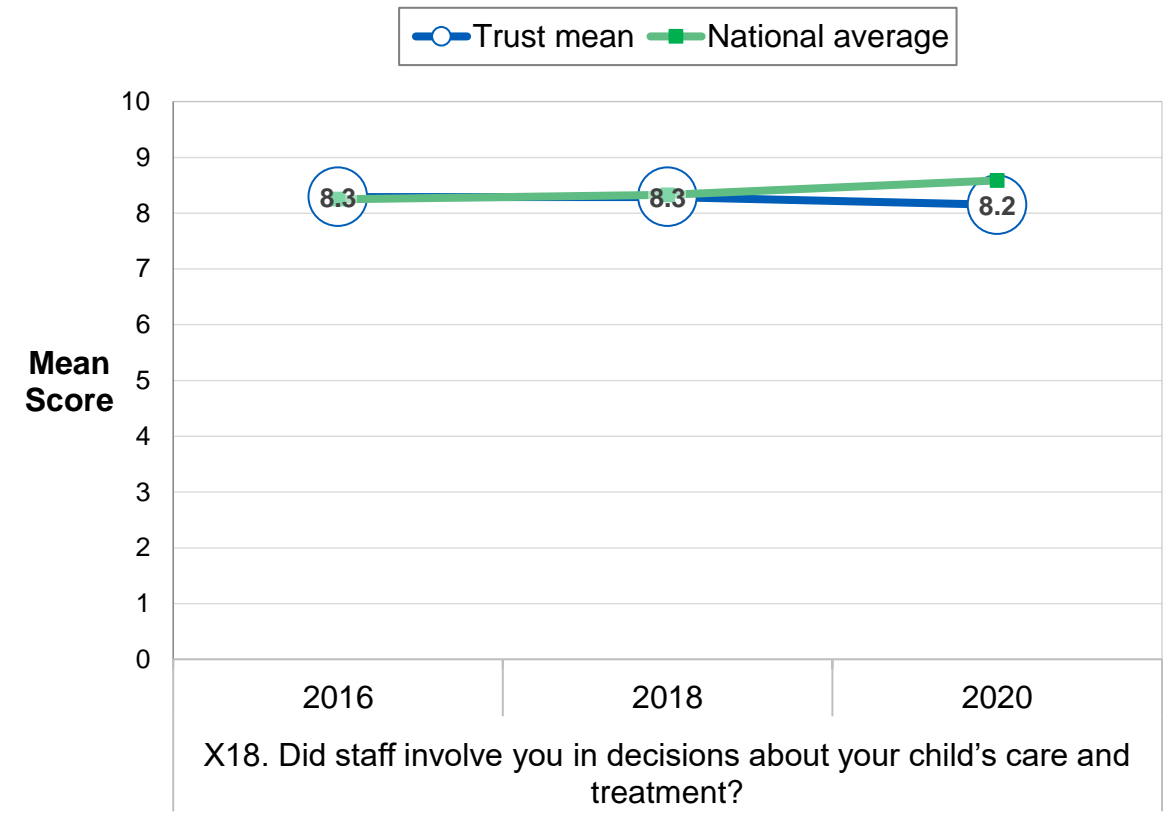
## Section 3. Hospital staff

### Parent's questions



Answered by parents/carers of all age groups.  
Number of respondents: 2016: 327; 2018: 261; 2020: 198

**Significant change 2020 vs 2018** No change

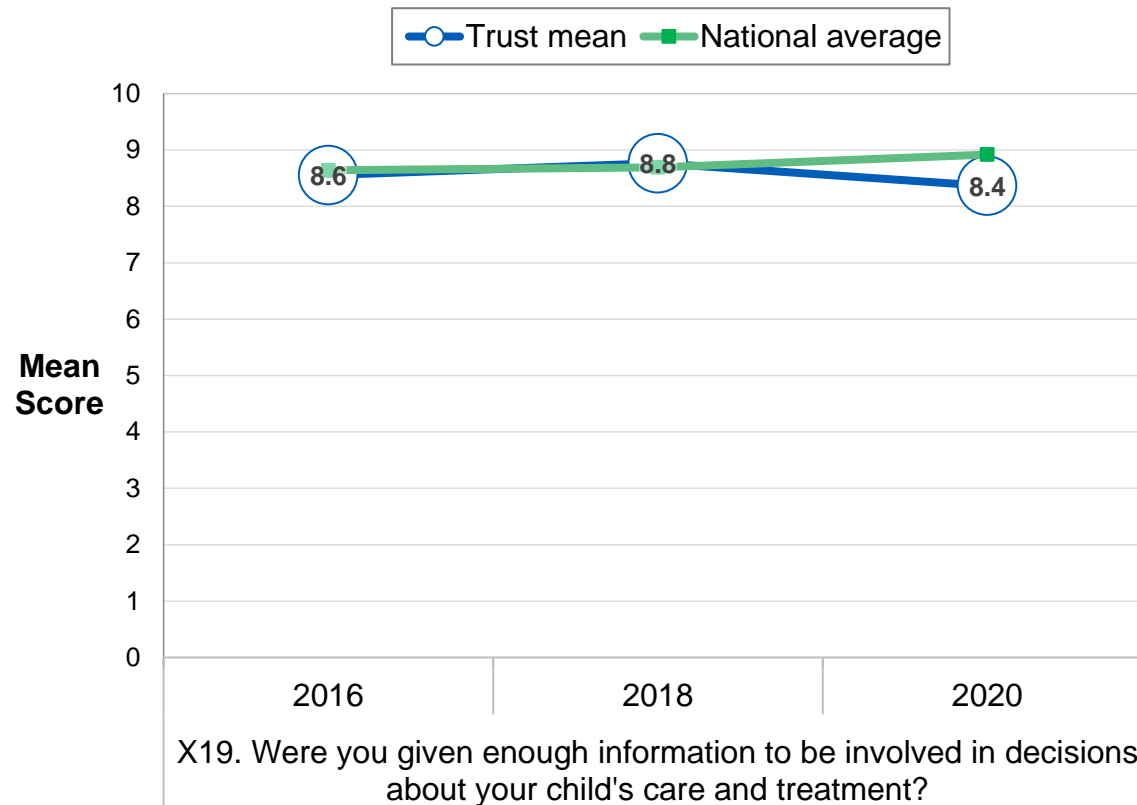


Answered by parents/carers of all age groups.  
Note: Routing question  
Respondents who answered 'I did not want to be involved' have been excluded.  
Number of respondents: 2016: 326; 2018: 259; 2020: 196

**Significant change 2020 vs 2018** No change

## Section 3. Hospital staff

### Parent's questions

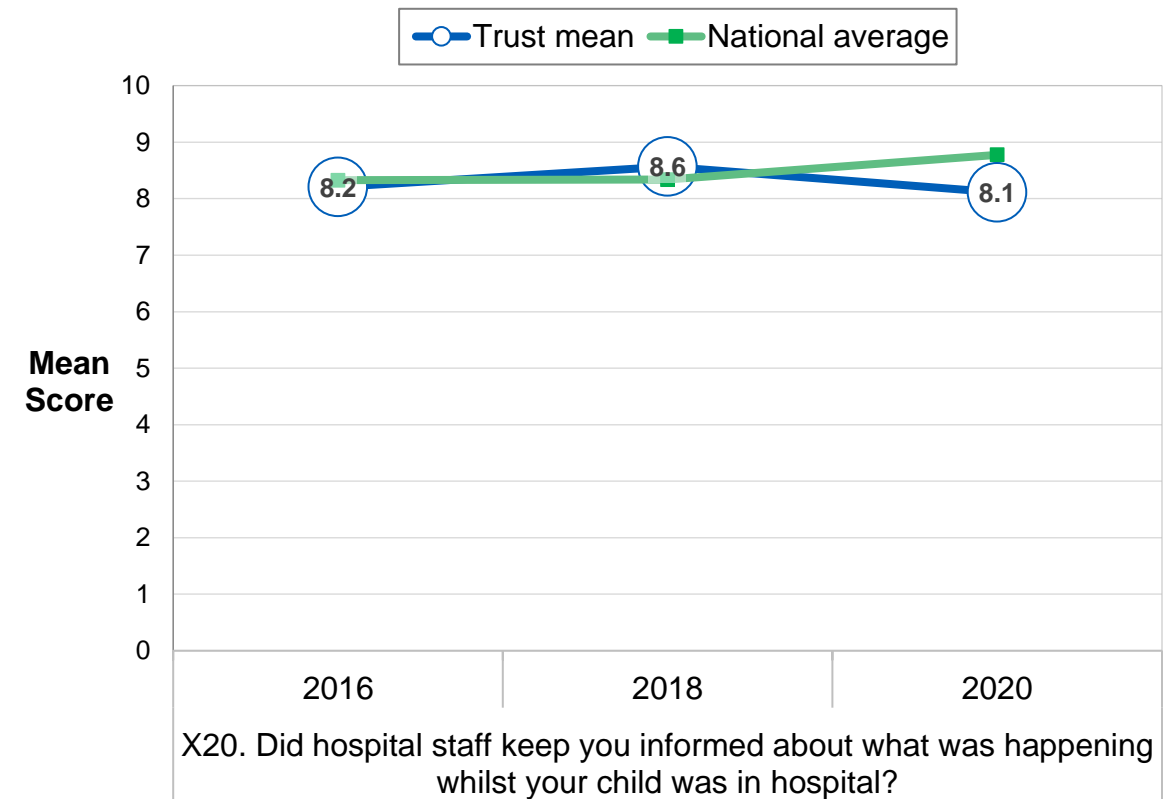


Answered by parents/carers of all age groups.

Note: Filtered question

Number of respondents: 2016: 324; 2018: 258; 2020: 194

**Significant change 2020 vs 2018** No change



Answered by parents/carers of all age groups.

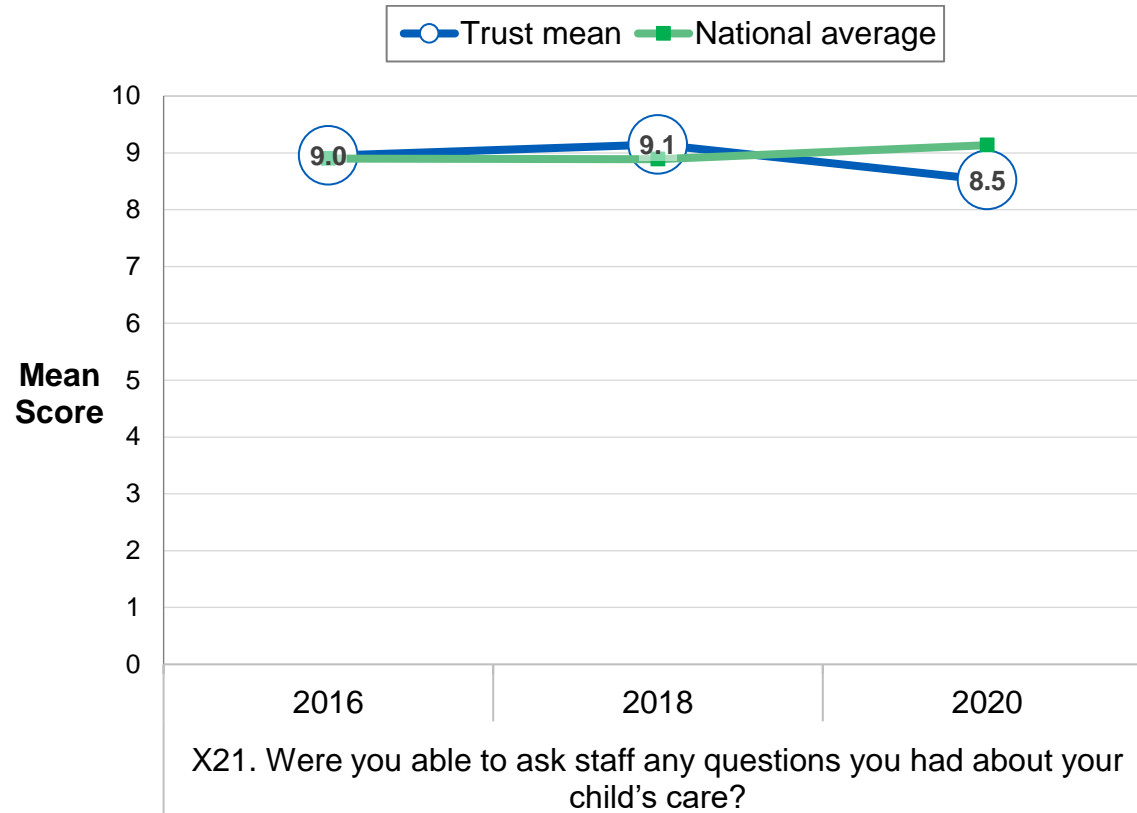
Respondents who answered 'Don't know / can't remember' have been excluded.

Number of respondents: 2016: 320; 2018: 261; 2020: 196

**Significant change 2020 vs 2018** No change

## Section 3. Hospital staff

### Parent's questions



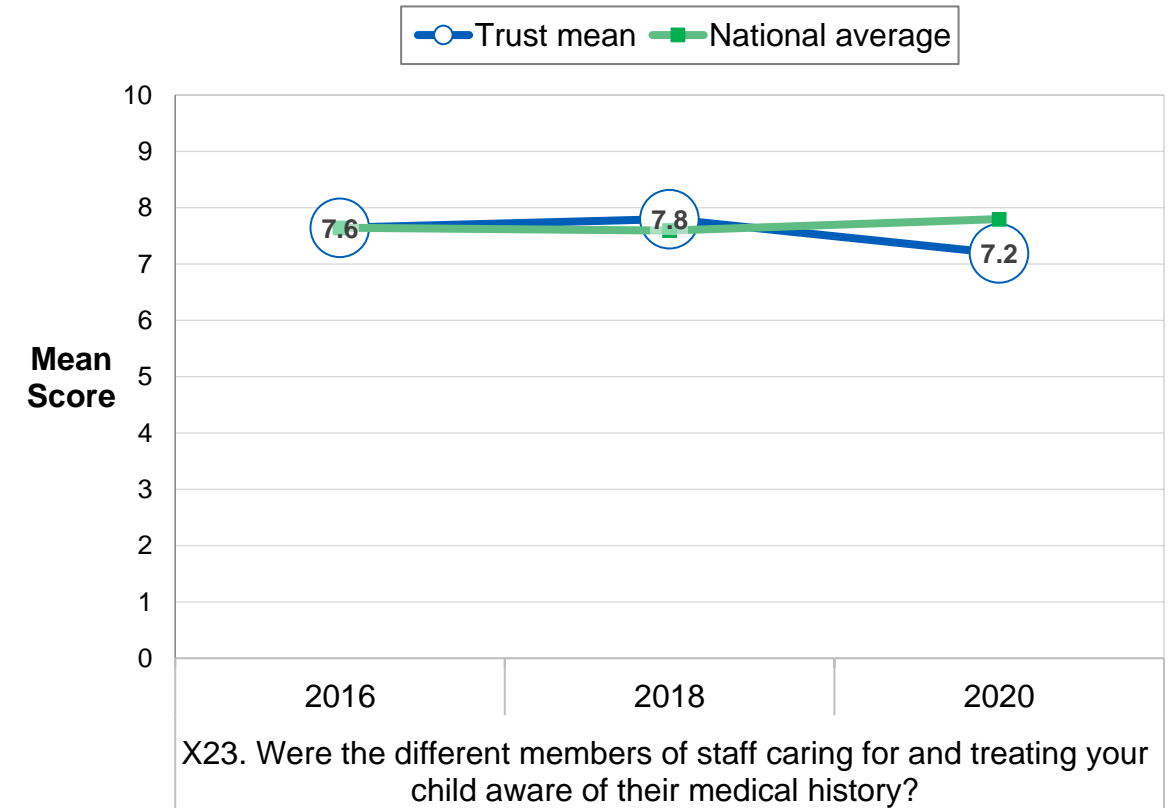
Answered by parents/carers of all age groups.

Respondents who answered 'I did not want / need to ask any questions' or 'Don't know / can't remember' have been excluded.

Number of respondents: 2016: 322; 2018: 258; 2020: 195

**Significant change 2020 vs 2018**

**Decrease**



Answered by parents/carers of all age groups.

Respondents who answered 'Don't know / not applicable' have been excluded.

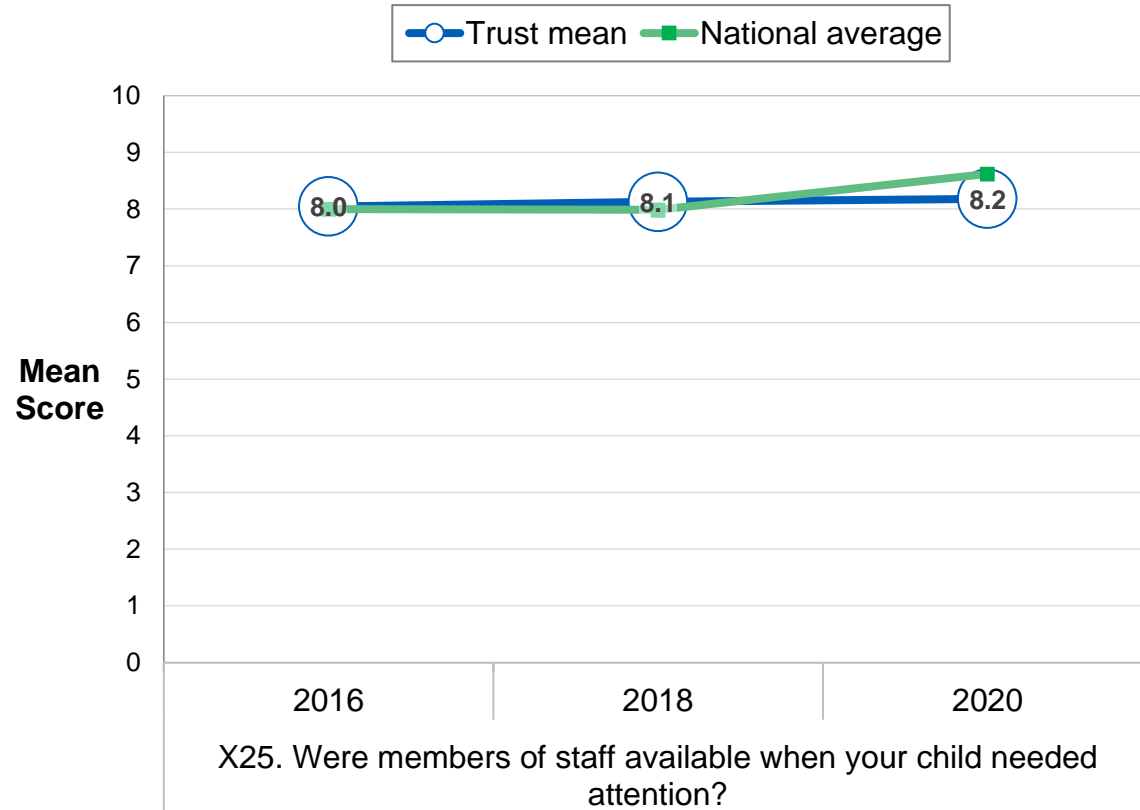
Number of respondents: 2016: 286; 2018: 225; 2020: 173

**Significant change 2020 vs 2018**

**No change**

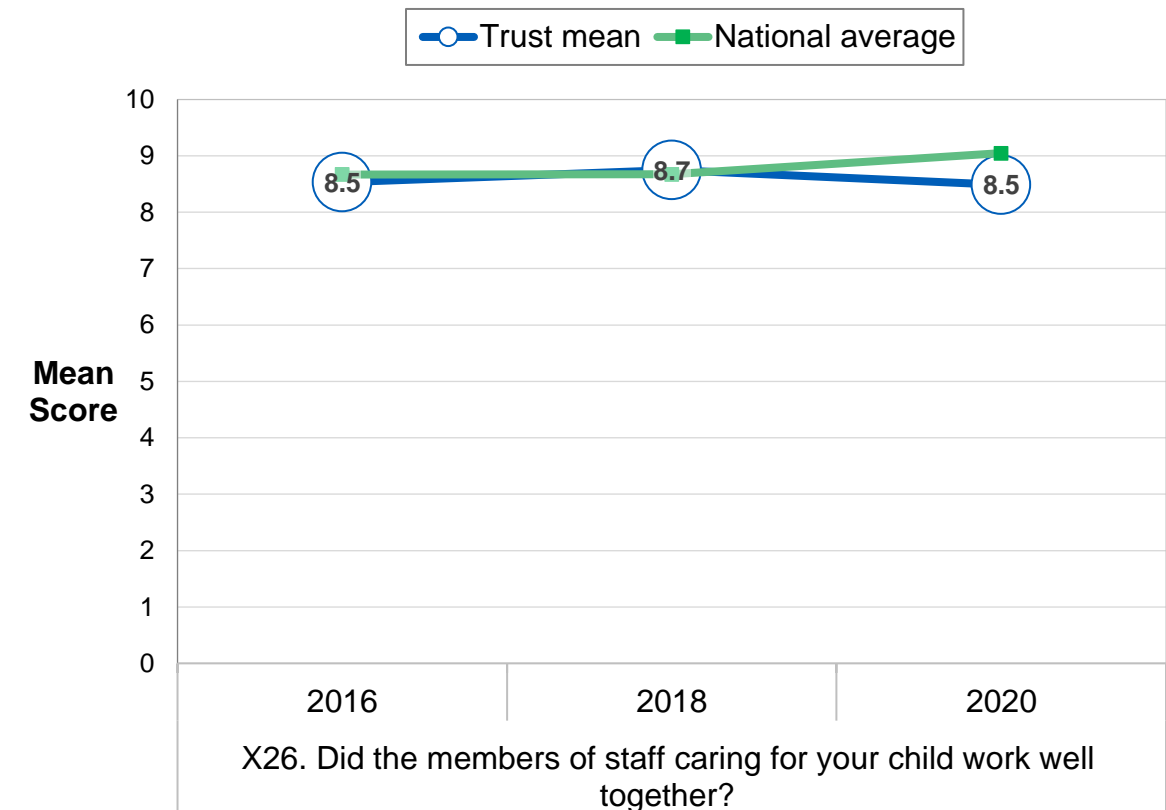
## Section 3. Hospital staff

### Parent's questions



Answered by parents/carers of all age groups.  
 Respondents who answered 'Don't know / not applicable' have been excluded.  
 Number of respondents: 2016: 322; 2018: 253; 2020: 187

**Significant change 2020 vs 2018** No change

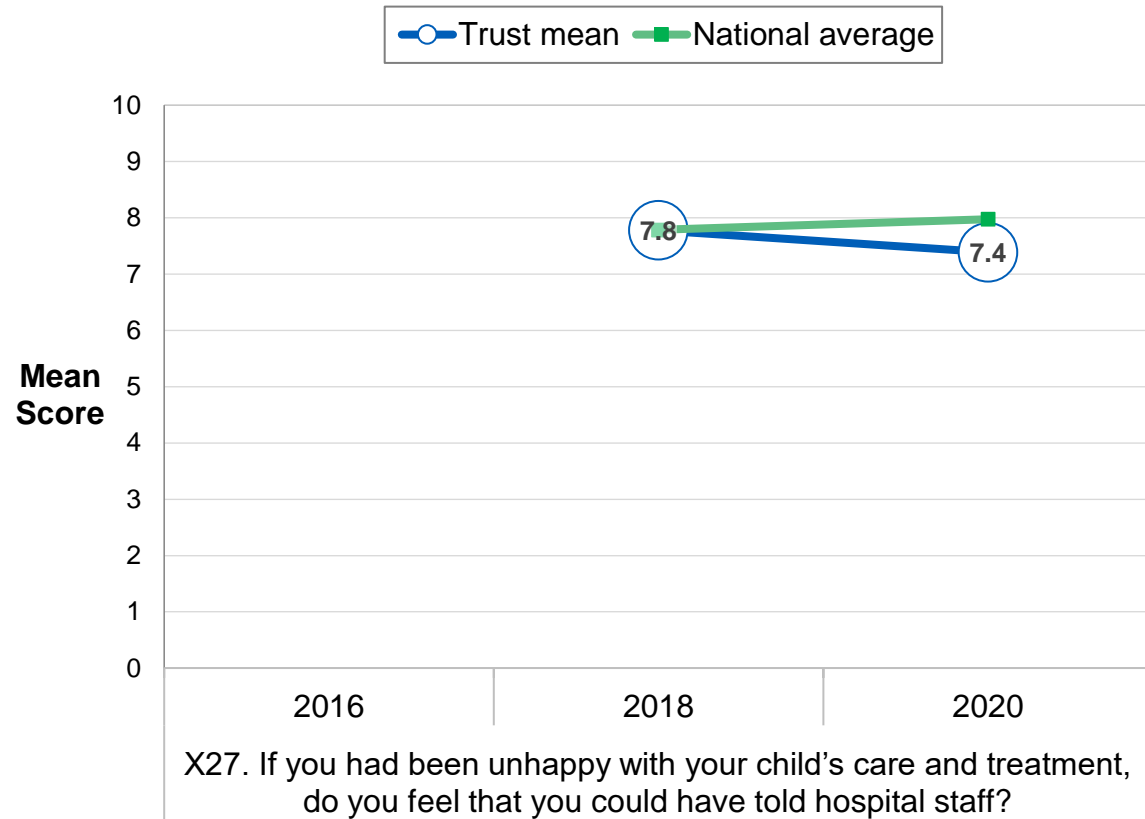


Answered by parents/carers of all age groups.  
 Respondents who answered 'Don't know / can't remember' have been excluded.  
 Number of respondents: 2016: 313; 2018: 252; 2020: 186

**Significant change 2020 vs 2018** No change

## Section 3. Hospital staff

### Parent's questions

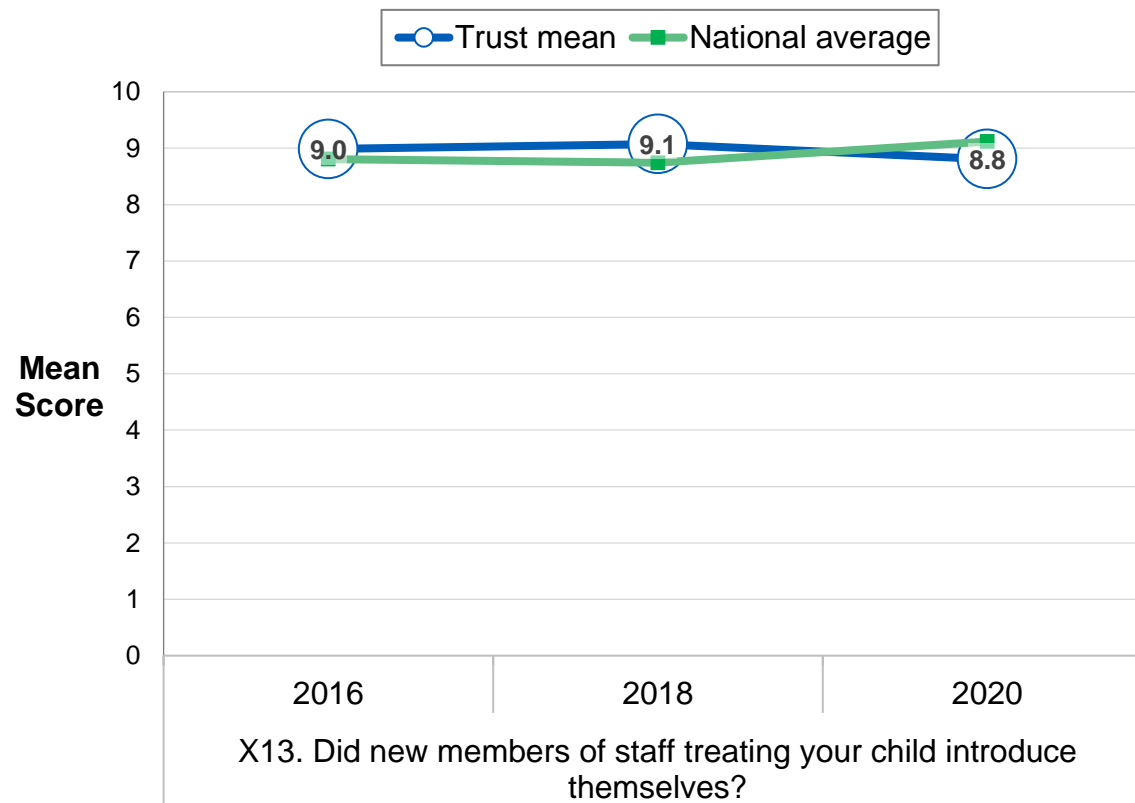


Answered by parents/carers of all age groups.  
Number of respondents: 2016: - ; 2018: 261; 2020: 194

**Significant change 2020 vs 2018** No change

## Section 3. Hospital staff

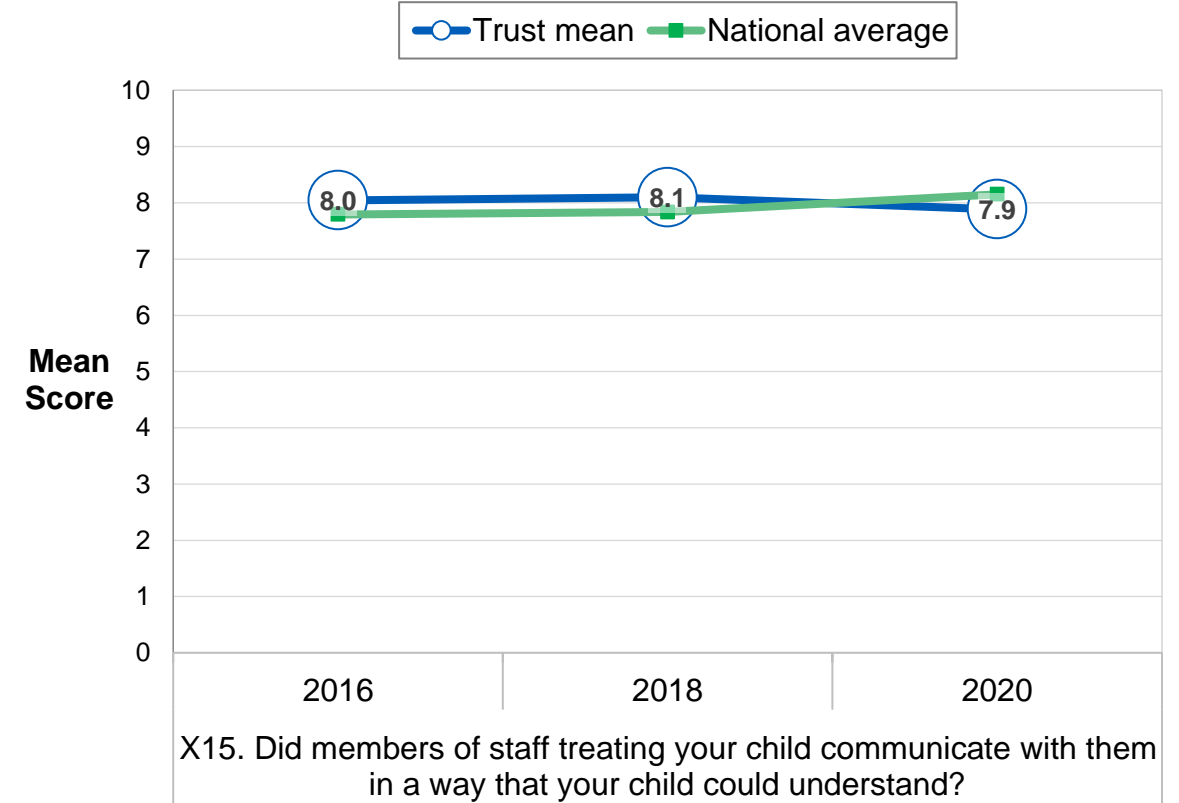
### Parent's questions



Answered by parents/carers of children aged 15 days to 7 years.  
Number of respondents: 2016: 221; 2018: 174; 2020: 109

**Significant change 2020 vs 2018**

No change



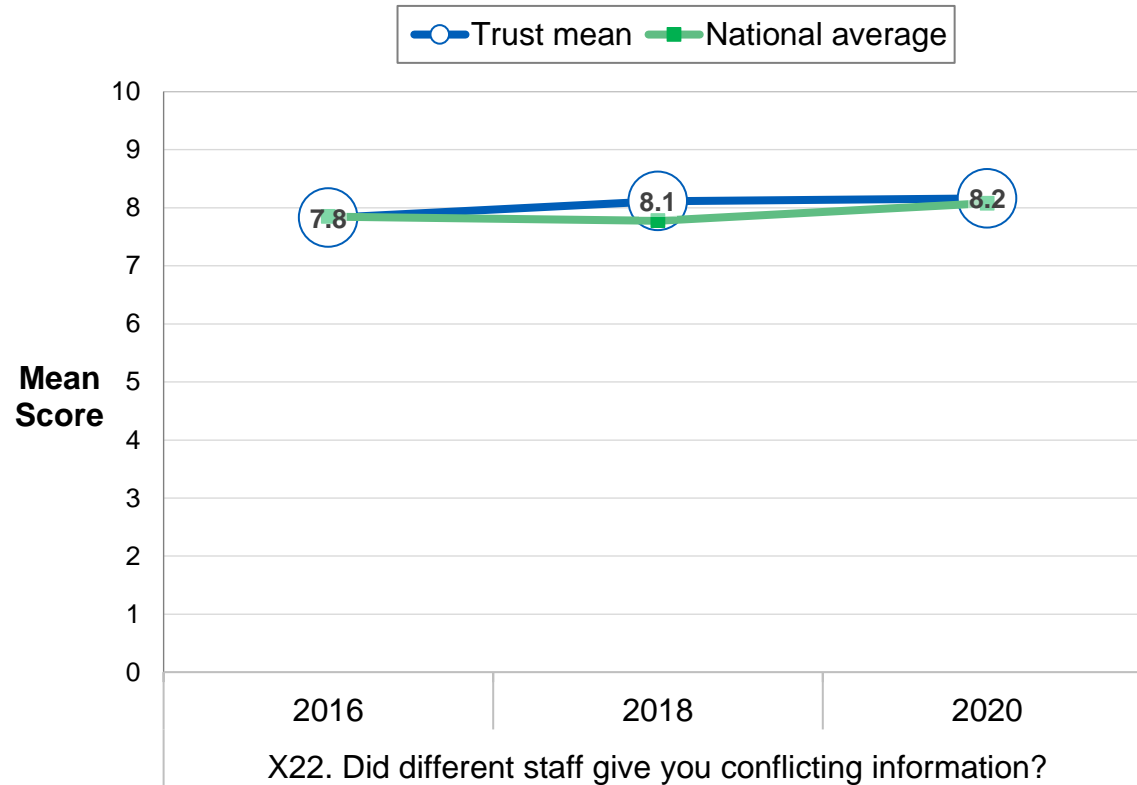
Answered by parents/carers of children aged 15 days to 7 years.  
Number of respondents: 2016: 207; 2018: 160; 2020: 105

**Significant change 2020 vs 2018**

No change

## Section 3. Hospital staff

### Parent's questions



Answered by parents/carers of children aged 15 days to 7 years.  
Number of respondents: 2016: 219; 2018: 175; 2020: 108

**Significant change 2020 vs 2018** No change

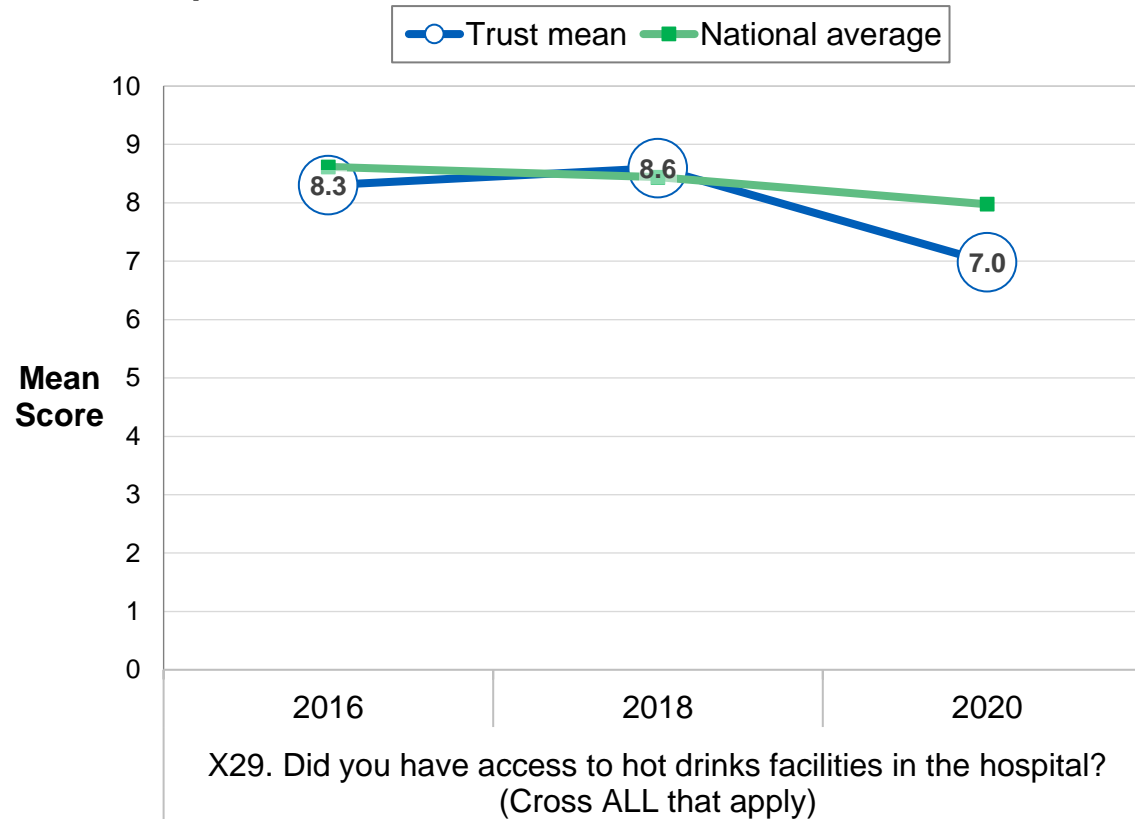


# Change over time

## Section 4: Facilities

## Section 4. Facilities

### Parent's questions

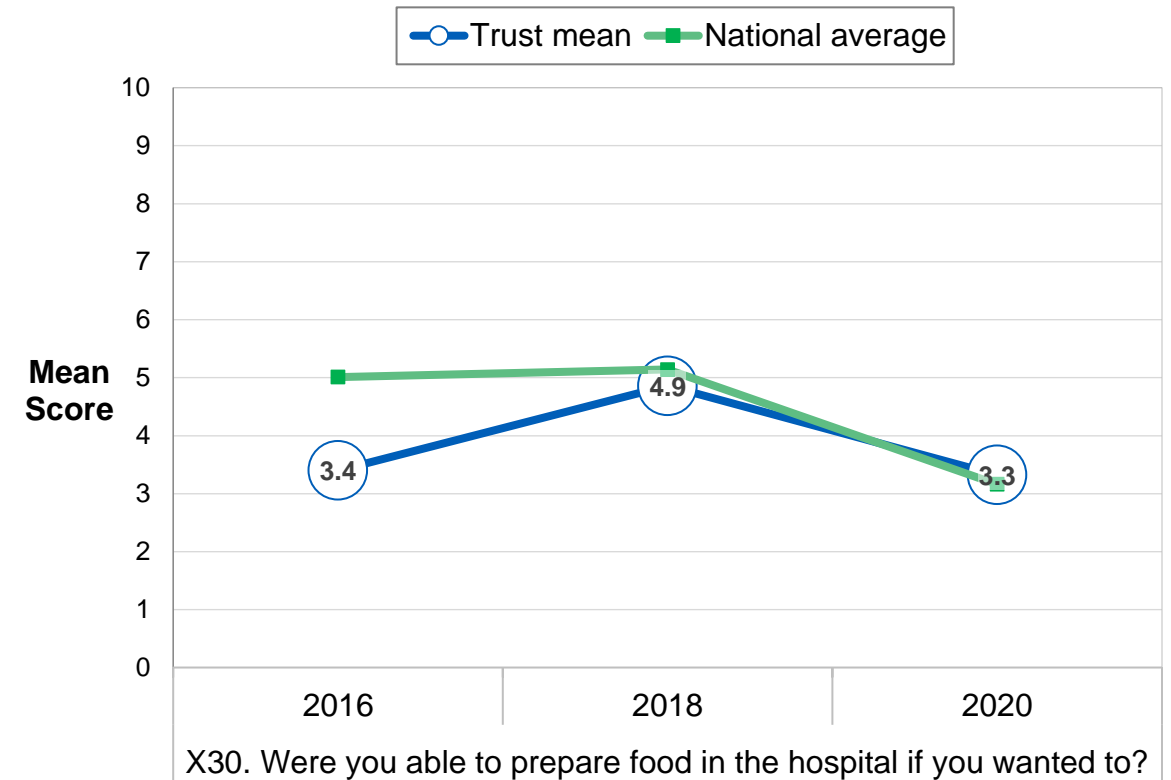


Answered by parents/carers of all age groups.

Note: Multiple response question.

Number of respondents: 2016: 315; 2018: 256; 2020: 195

**Significant change 2020 vs 2018** Decrease



Answered by parents/carers of all age groups.

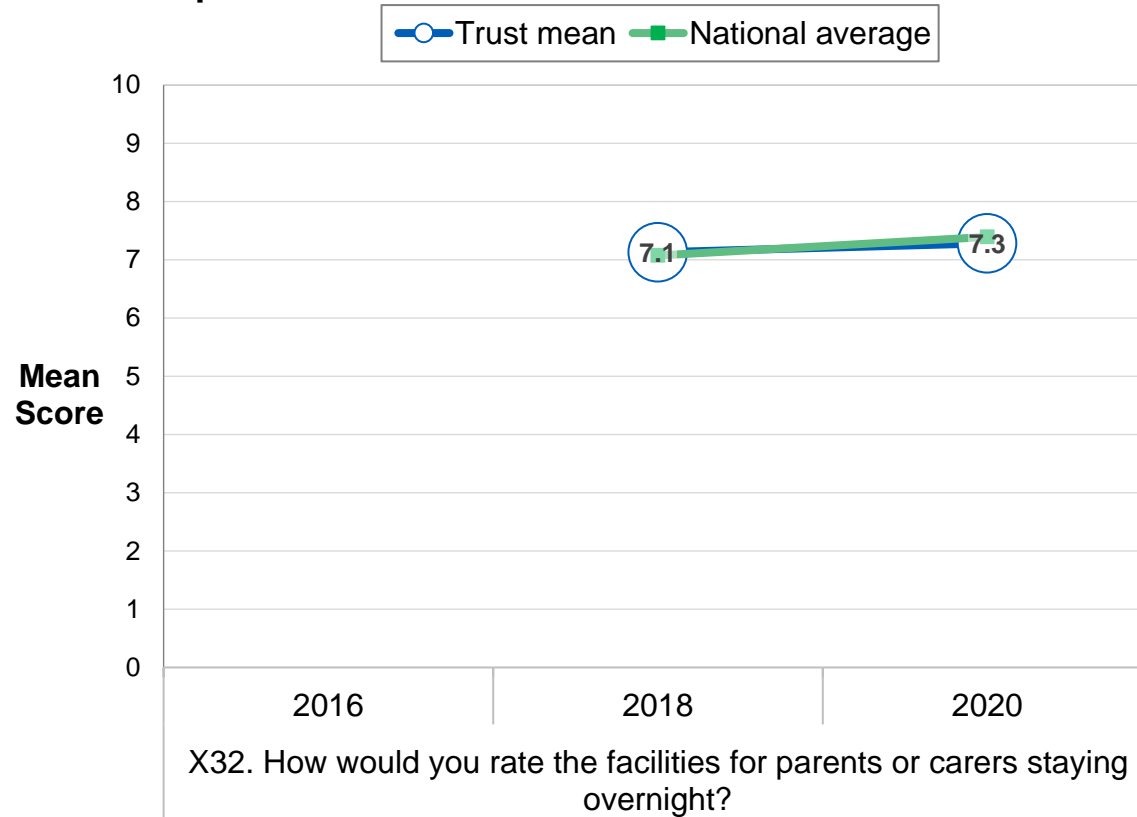
Respondents who answered 'I did not want to prepare food' have been excluded.

Number of respondents: 2016: 144; 2018: 103; 2020: 83

**Significant change 2020 vs 2018** Decrease

## Section 4. Facilities

### Parent's questions



Answered by parents/carers of all age groups who stayed overnight.

Note: Filtered question.

Number of respondents: 2016: - ; 2018: 113; 2020: 93

**Significant change 2020 vs 2018**

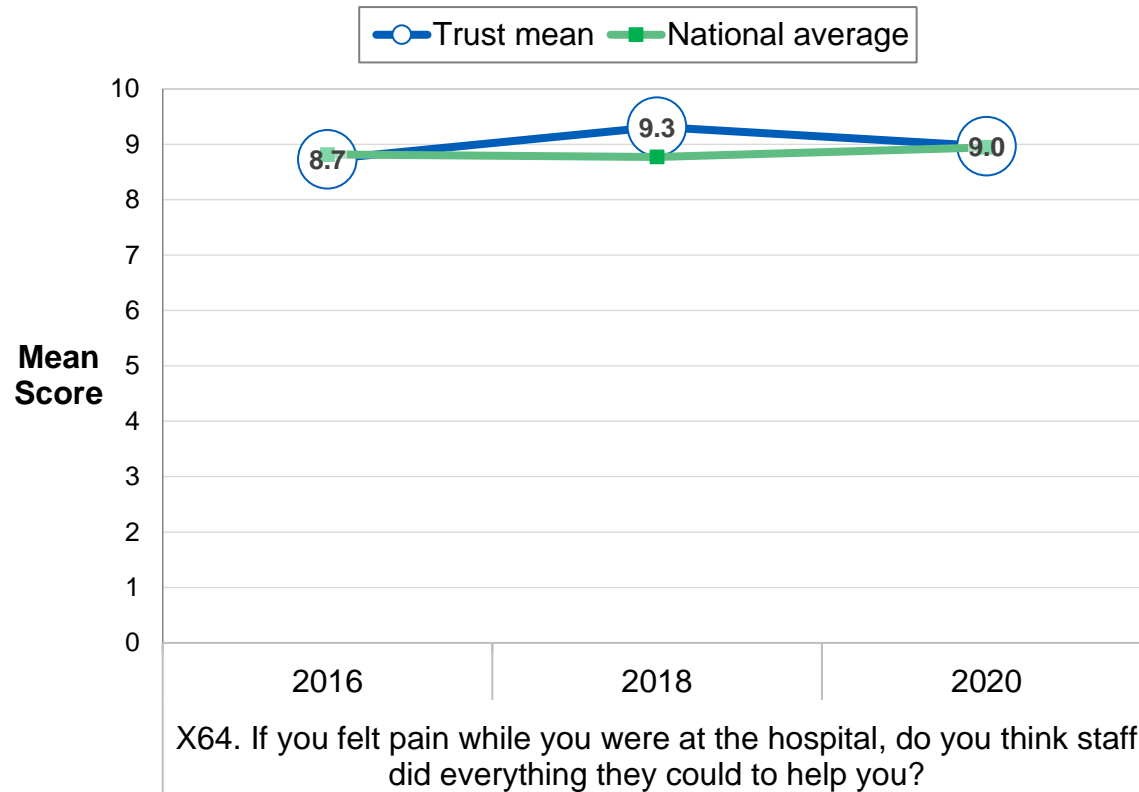
No change

# Change over time

## Section 5: Pain

# Section 5. Pain

## Children's questions

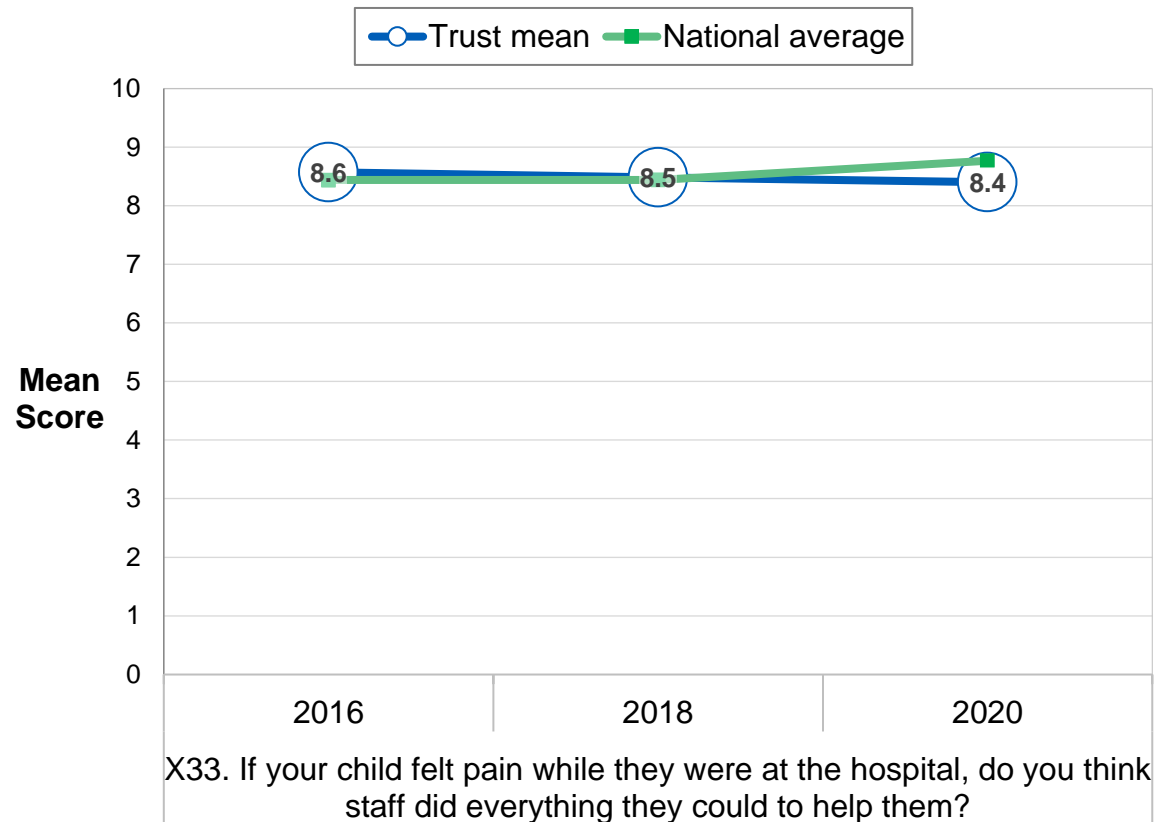


Answered by children and young people aged 8-15.  
 Respondents who answered 'I did not feel any pain' have been excluded.  
 Number of respondents: 2016: 85; 2018: 73; 2020: 70

**Significant change 2020 vs 2018** No change

# Section 5. Pain

## Parent's questions



Answered by parents/carers of all age groups.

Respondents who answered 'Don't know / not applicable' have been excluded.

Number of respondents: 2016: 246; 2018: 191; 2020: 142

**Significant change 2020 vs 2018**

No change



# Change over time

## Section 6: Operations and Procedures

Please note, there are no change over time charts presented in this section as the question that leads into this section was amended this survey year, and so the data are not comparable with previous years'.

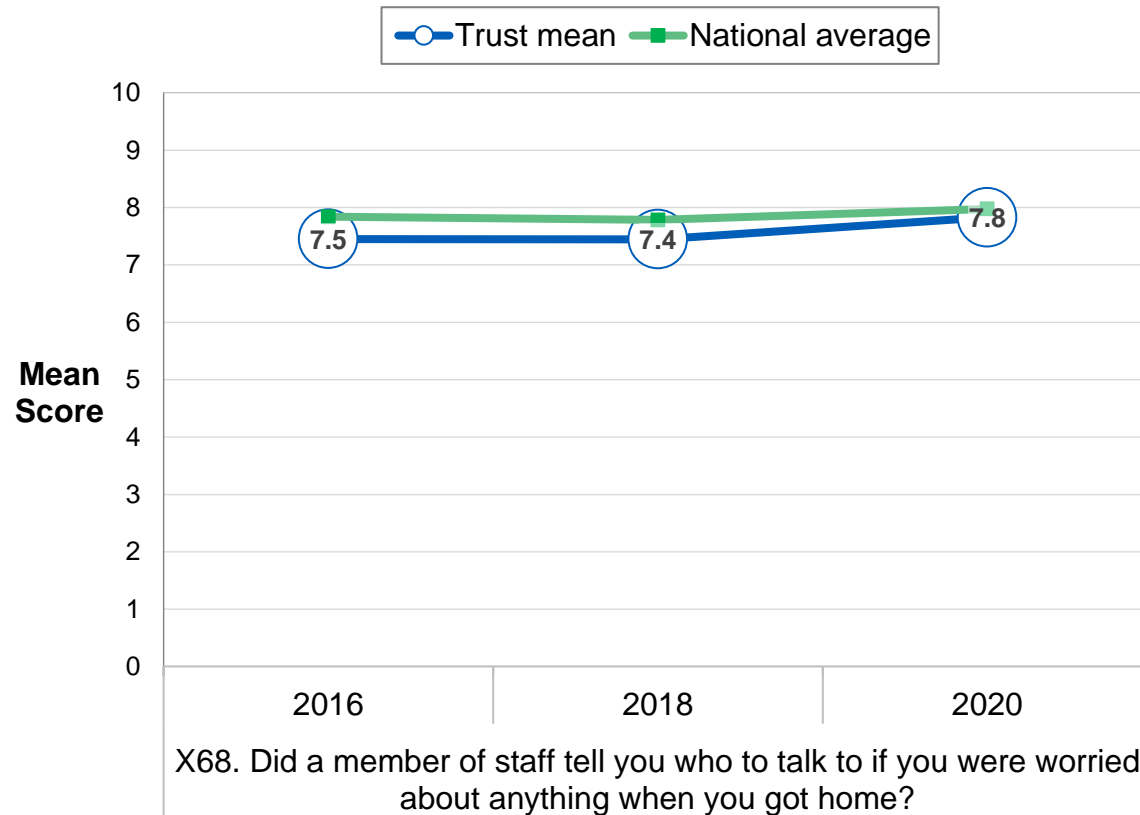
# Change over time

## Section 7: Leaving hospital



# Section 7. Leaving hospital

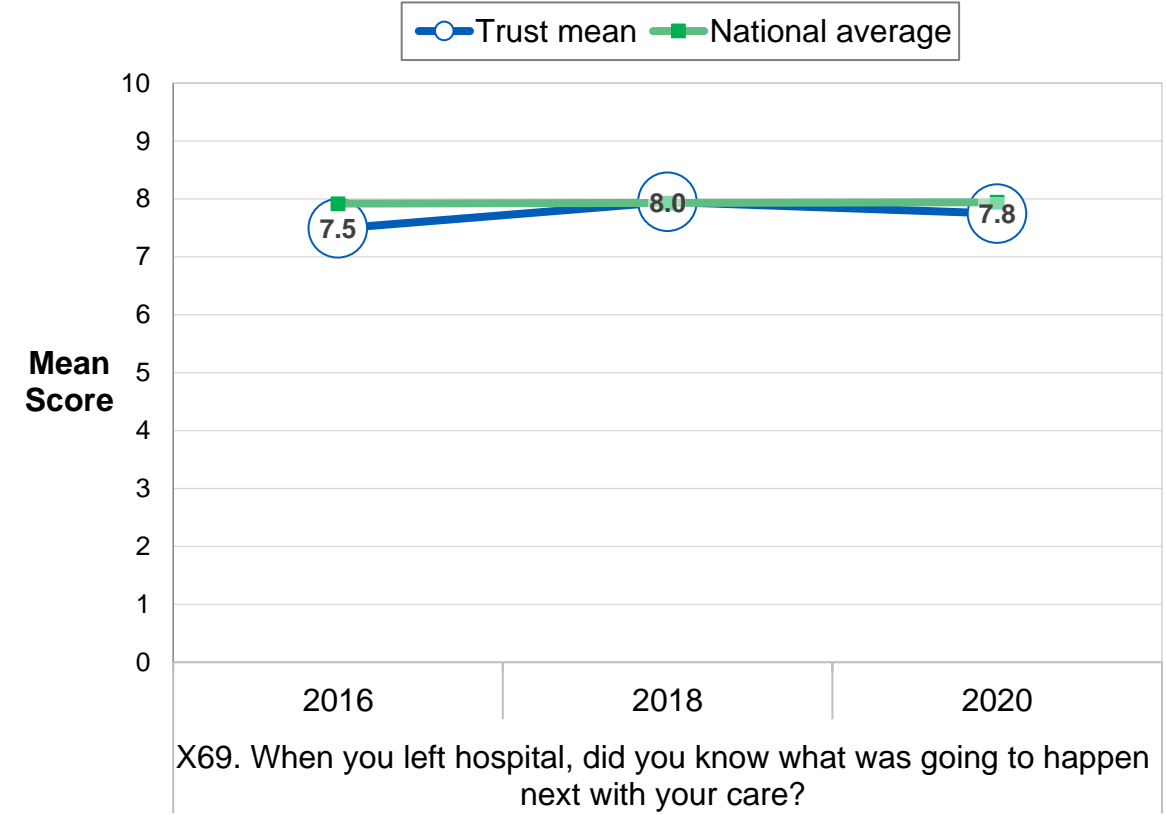
## Children's questions



Answered by children and young people aged 8-15 years.  
 Respondents who answered 'Don't know / can't remember' have been excluded.  
 Number of respondents: 2016: 81; 2018: 70; 2020: 79

Significant change 2020 vs 2018

No change



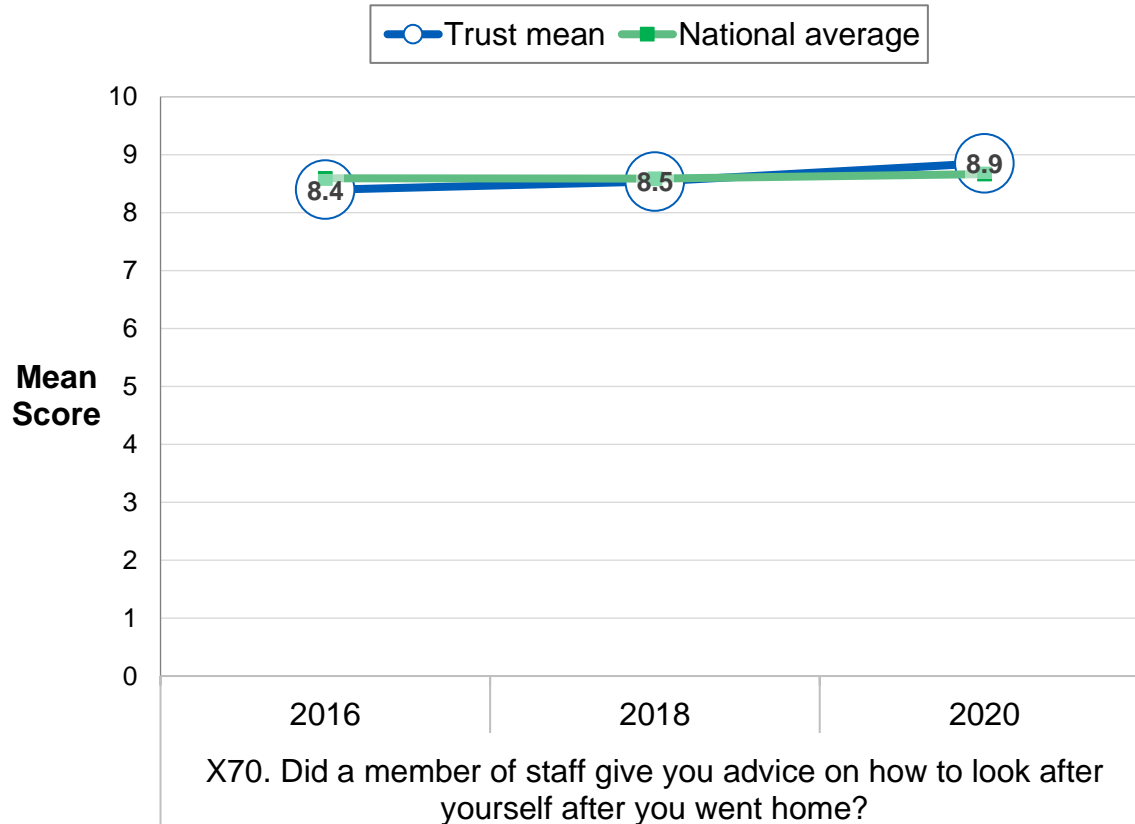
Answered by children and young people aged 8-15 years.  
 Number of respondents: 2016: 103; 2018: 88; 2020: 87

Significant change 2020 vs 2018

No change

# Section 7. Leaving hospital

## Children's questions

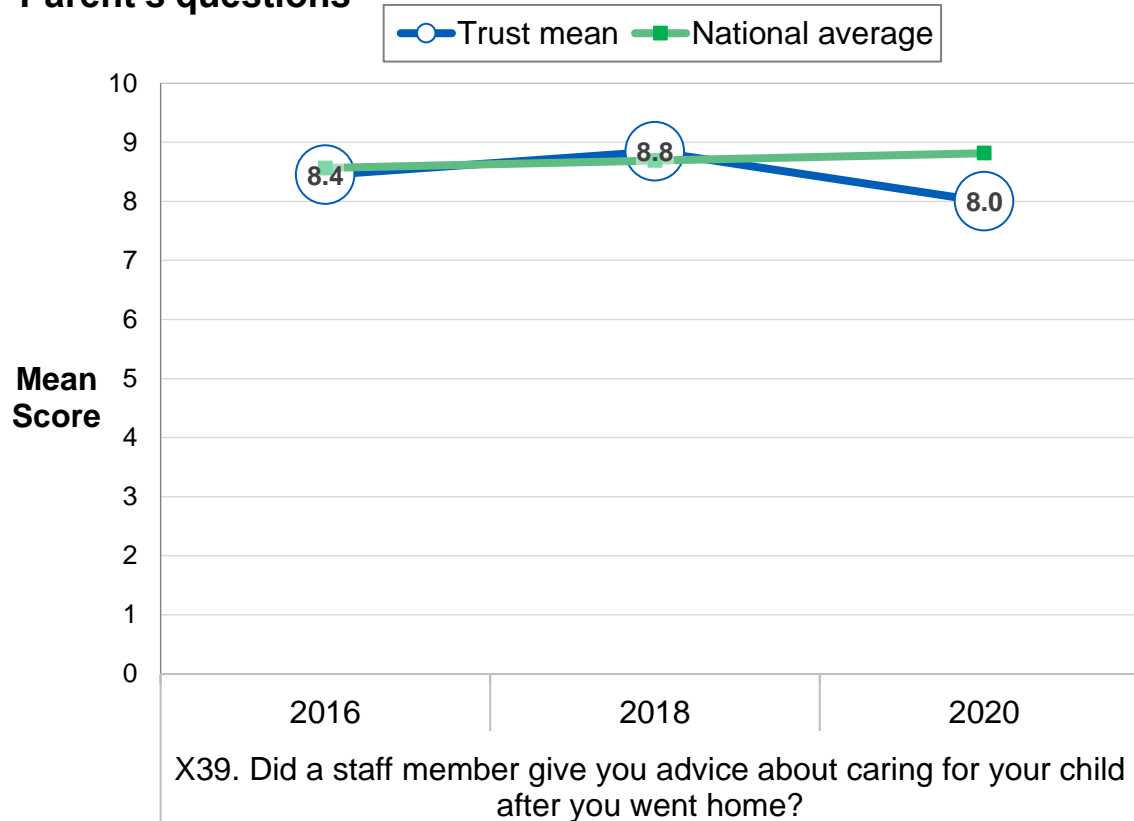


Answered by children and young people aged 8-15 years.  
 Respondents who answered 'I did not need any advice' have been excluded.  
 Number of respondents: 2016: 97; 2018: 88; 2020: 84

**Significant change 2020 vs 2018** No change

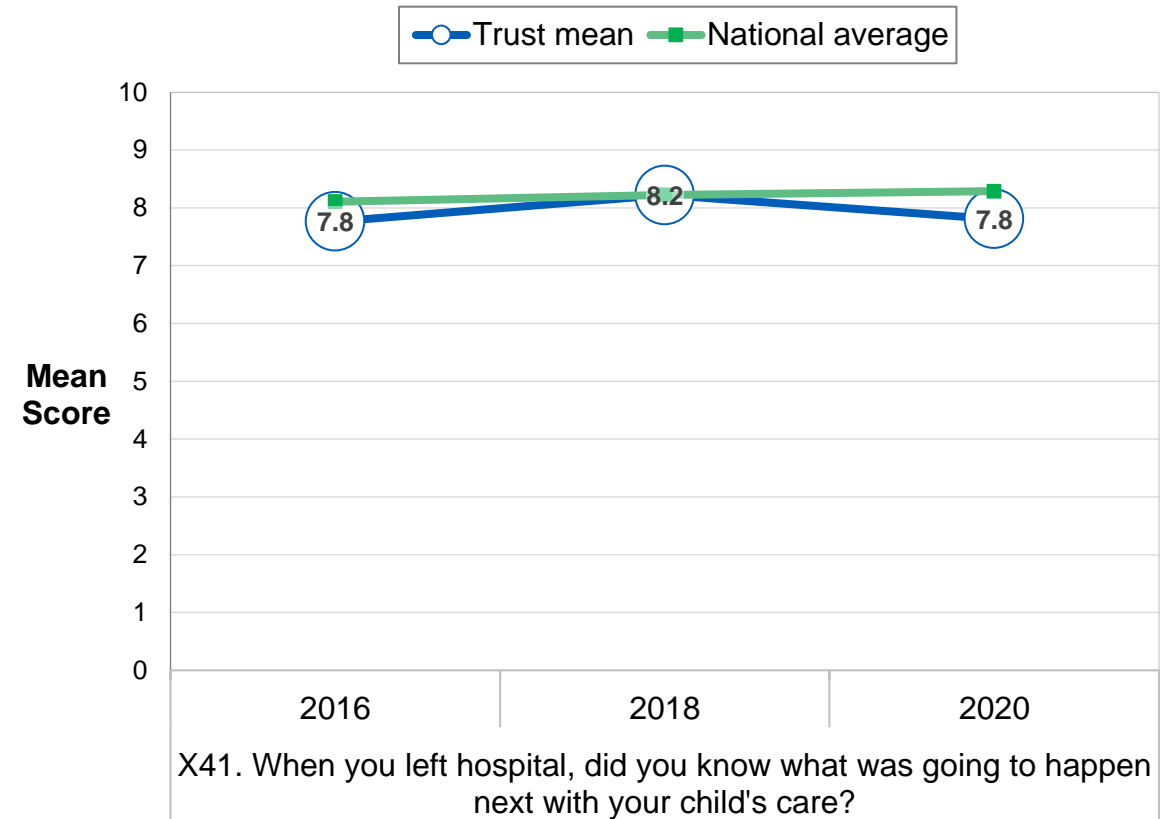
# Section 7. Leaving hospital

## Parent's questions



Answered by parents/carers of all age groups.  
 Respondents who answered 'It was not necessary' and 'Don't know / can't remember' have been excluded.  
 Number of respondents: 2016: 309; 2018: 254; 2020: 186

**Significant change 2020 vs 2018** Decrease

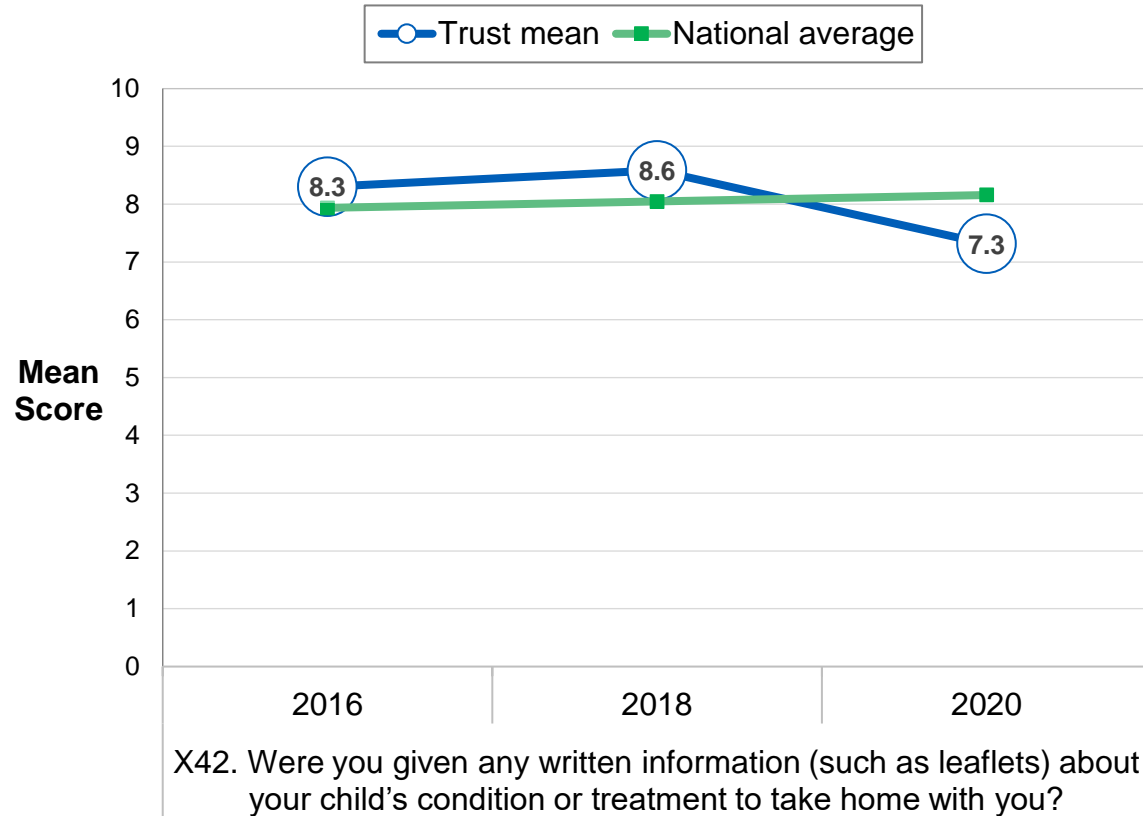


Answered by parents/carers of all age groups.  
 Respondents who answered 'It was not necessary' have been excluded.  
 Number of respondents: 2016: 297; 2018: 247; 2020: 183

**Significant change 2020 vs 2018** No change

# Section 7. Leaving hospital

## Parent's questions



Answered by parents/carers of all age groups.

Respondents who answered 'No, but I did not need it' have been excluded.

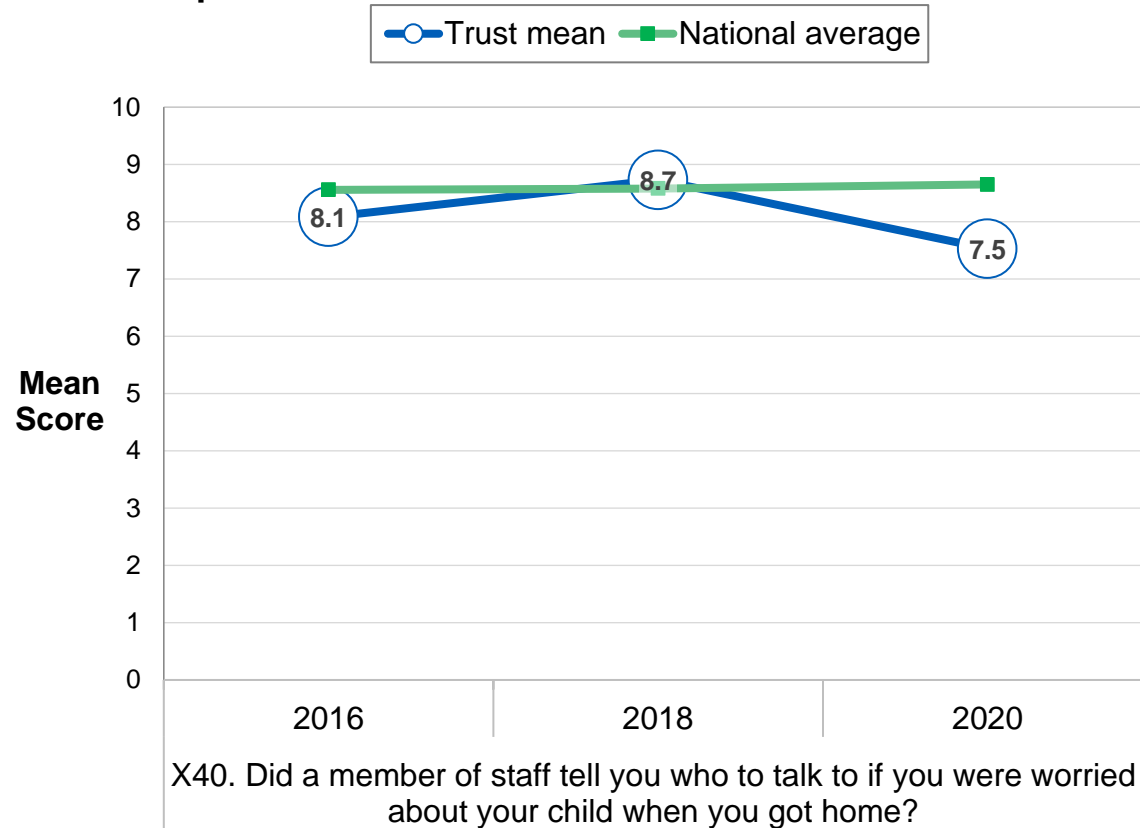
Number of respondents: 2016: 219; 2018: 186; 2020: 142

**Significant change 2020 vs 2018**

**Decrease**

# Section 7. Leaving hospital

## Parent's questions



Answered by parents/carers of children aged 15 days to 7 years.  
 Respondents who answered 'It was not necessary' and 'Don't know / can't remember' have been excluded.  
 Number of respondents: 2016: 203; 2018: 168; 2020: 101

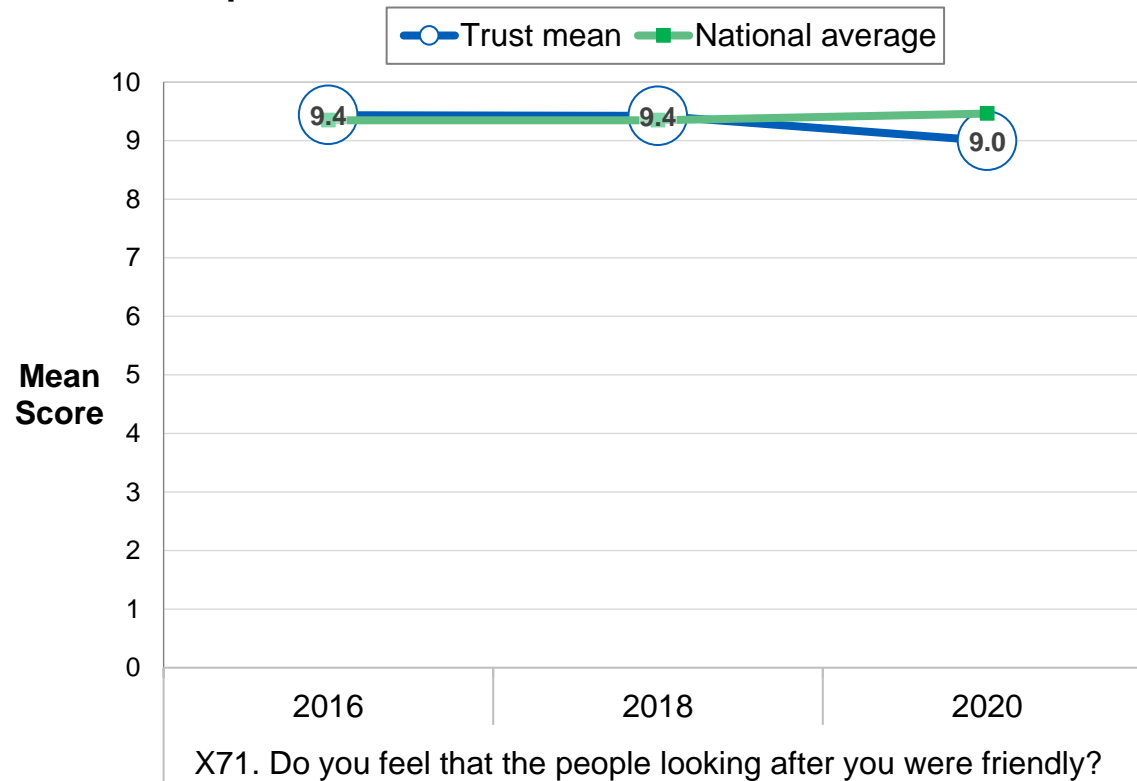
**Significant change 2020 vs 2018** Decrease

# Change over time

## Section 8: Overall

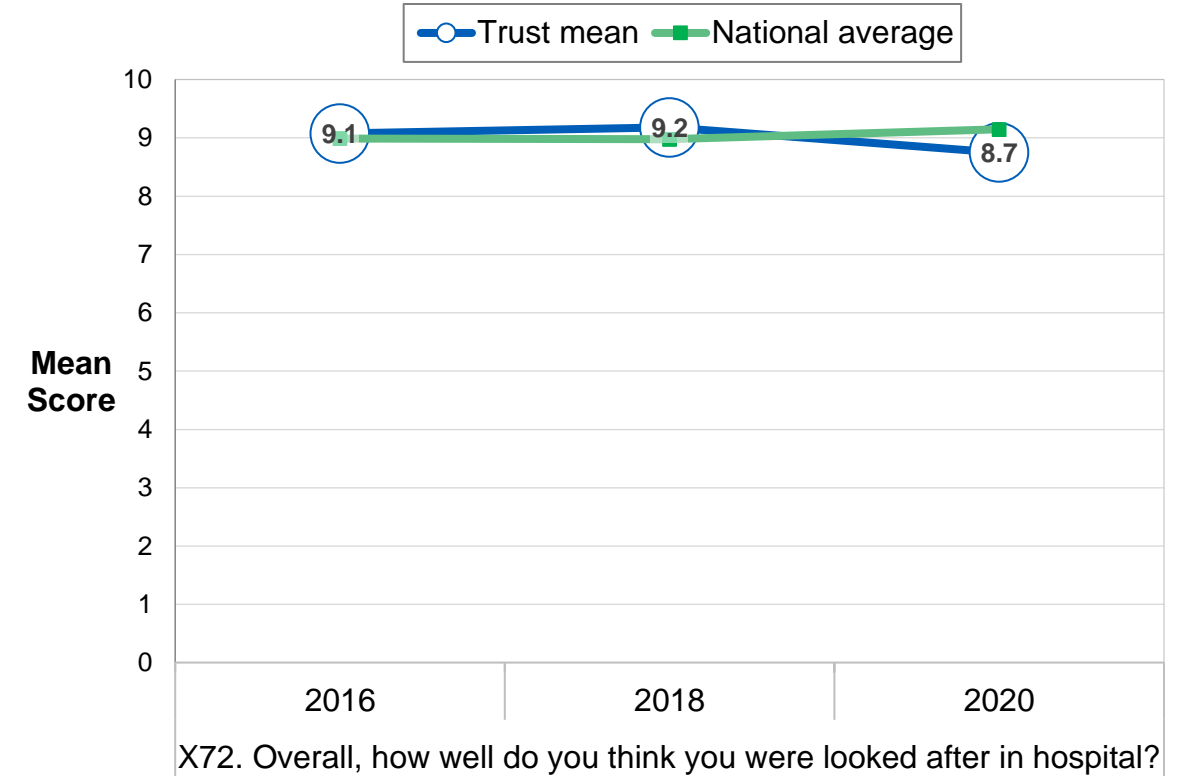
# Section 8. Overall

## Children's questions



Answered by children and young people aged 8-15 years.  
Number of respondents: 2016: 104; 2018: 90; 2020: 89

**Significant change 2020 vs 2018** No change

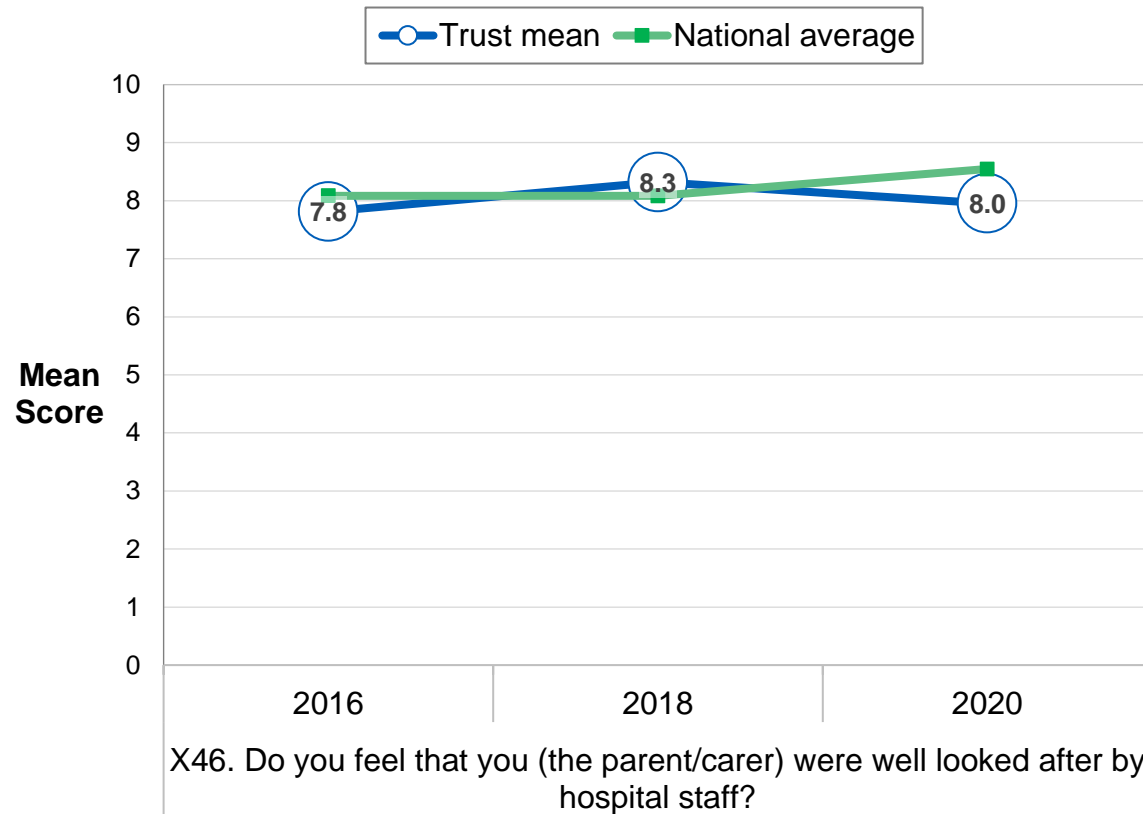


Answered by children and young people aged 8-15 years.  
Number of respondents: 2016: 104; 2018: 88; 2020: 89

**Significant change 2020 vs 2018** No change

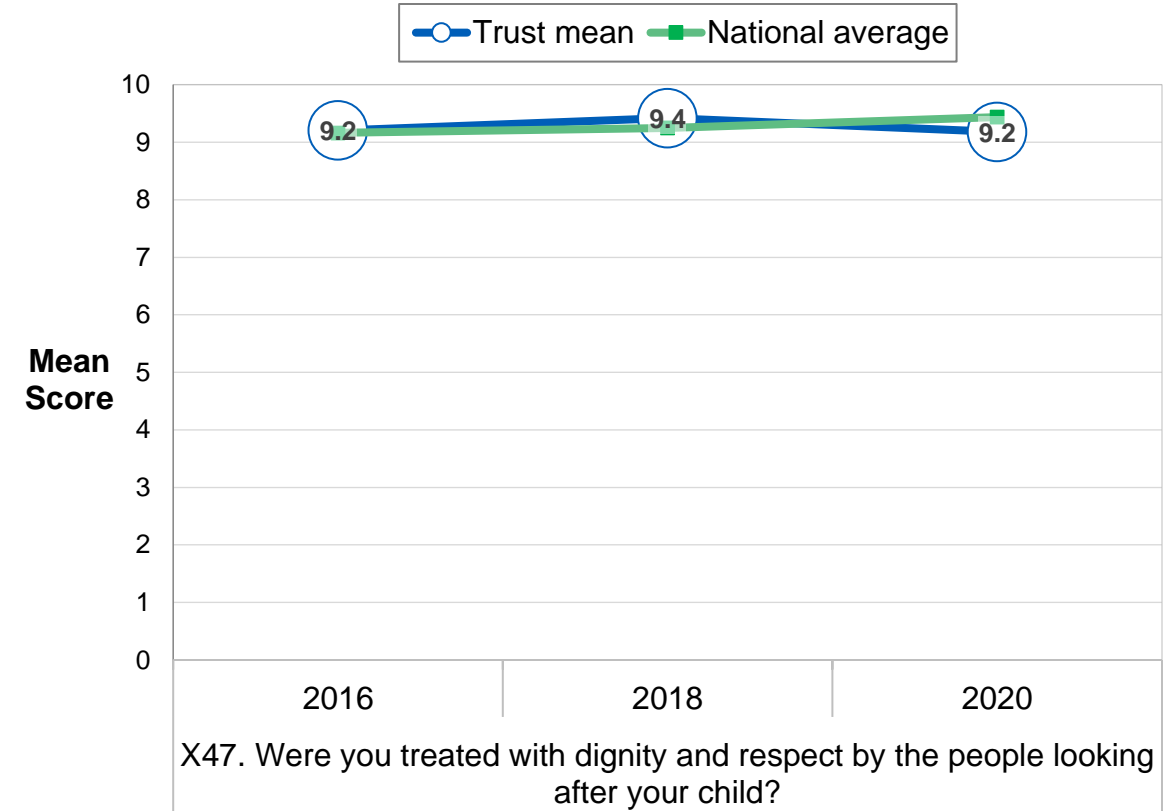
## Section 8. Overall

### Parent's questions



Answered by parents/carers of all age groups.  
Number of respondents: 2016: 325; 2018: 262; 2020: 195

**Significant change 2020 vs 2018** No change



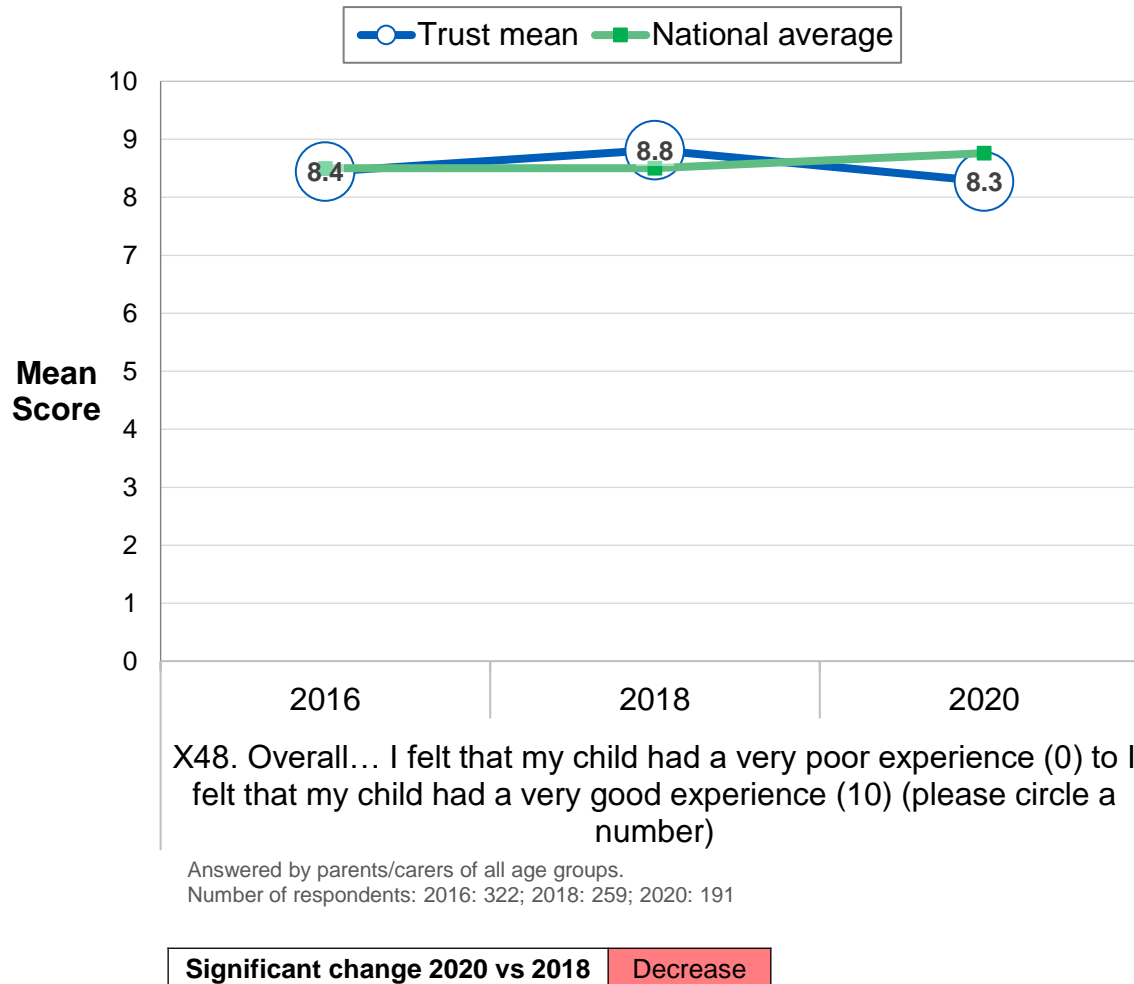
Answered by parents/carers of all age groups in 2018 and 2020. Answered by parents/carers of children aged 15 days to 7 years in 2016.  
Number of respondents: 2016: 222; 2018: 263; 2020: 196

**Significant change 2020 vs 2018** No change



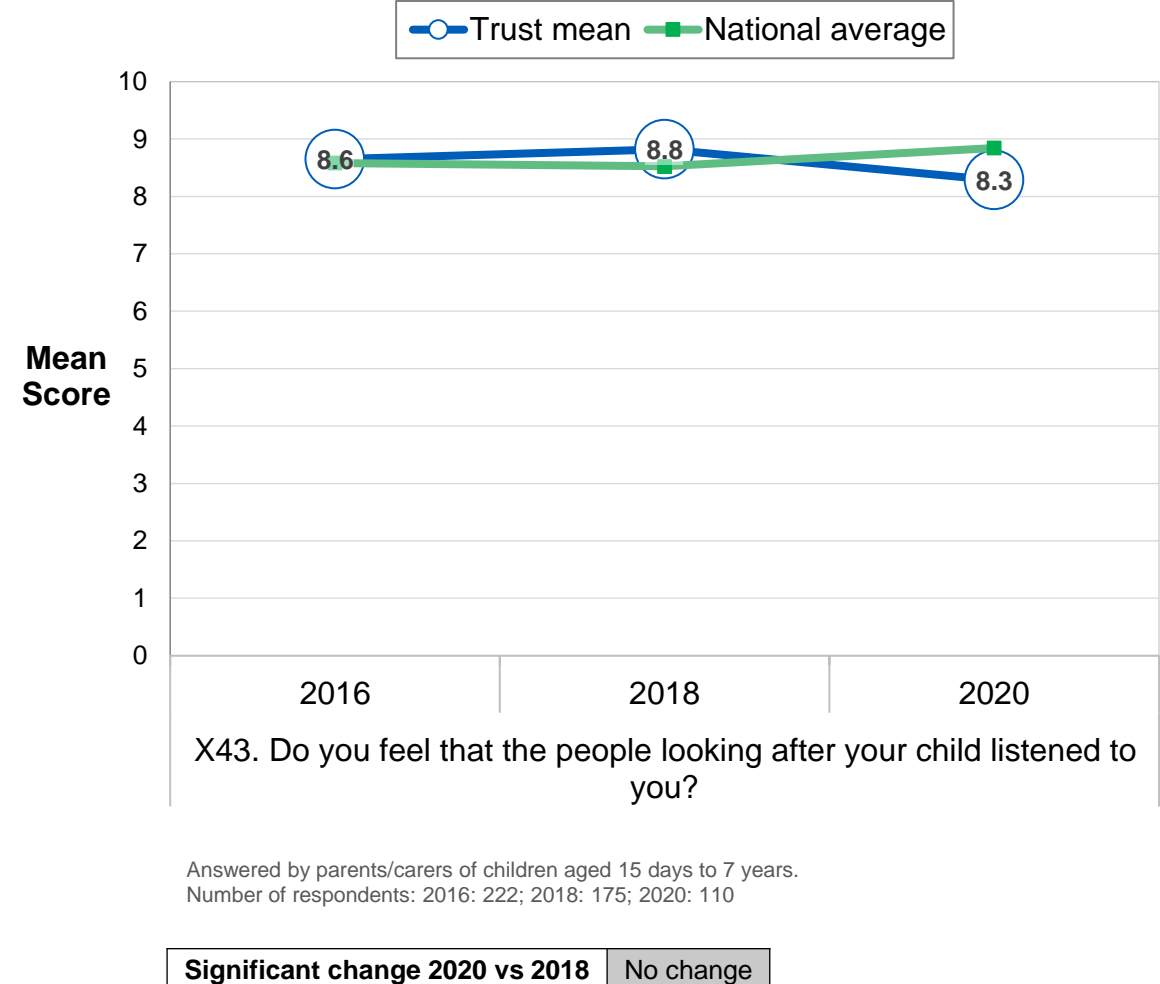
# Section 8. Overall

## Parent's questions



X48. Overall... I felt that my child had a very poor experience (0) to I felt that my child had a very good experience (10) (please circle a number)

Answered by parents/carers of all age groups.  
Number of respondents: 2016: 322; 2018: 259; 2020: 191

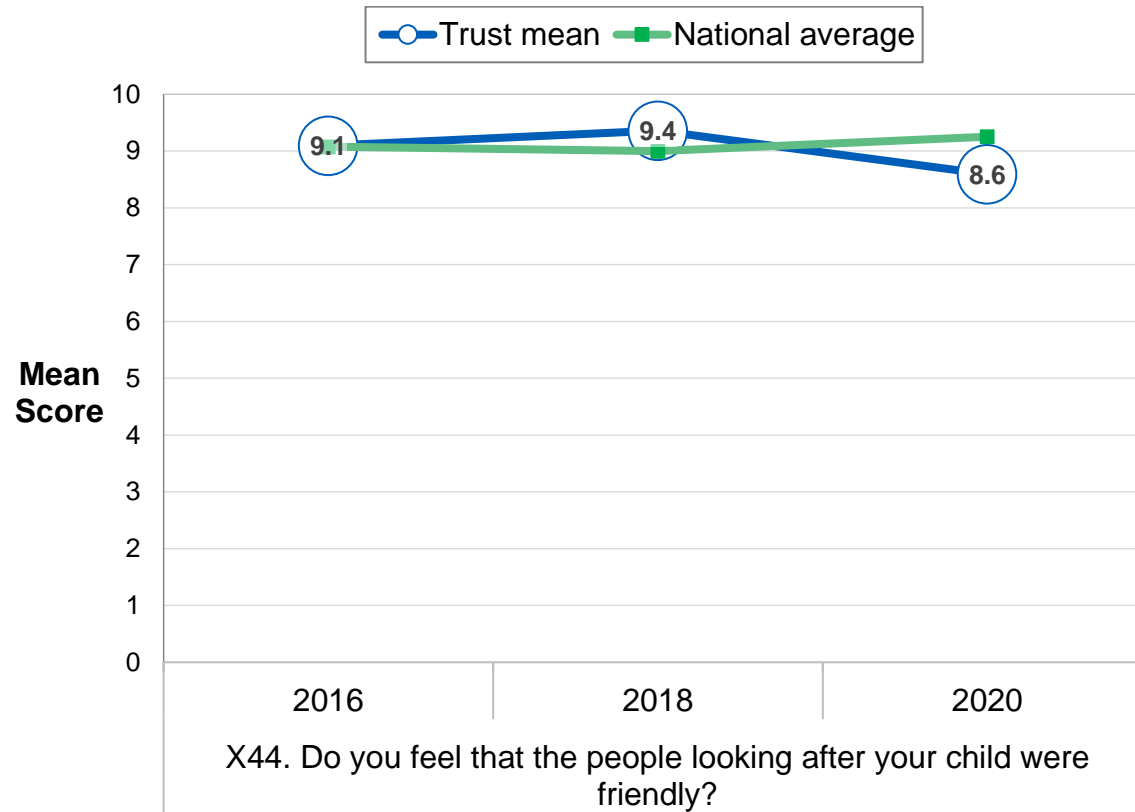


X43. Do you feel that the people looking after your child listened to you?

Answered by parents/carers of children aged 15 days to 7 years.  
Number of respondents: 2016: 222; 2018: 175; 2020: 110

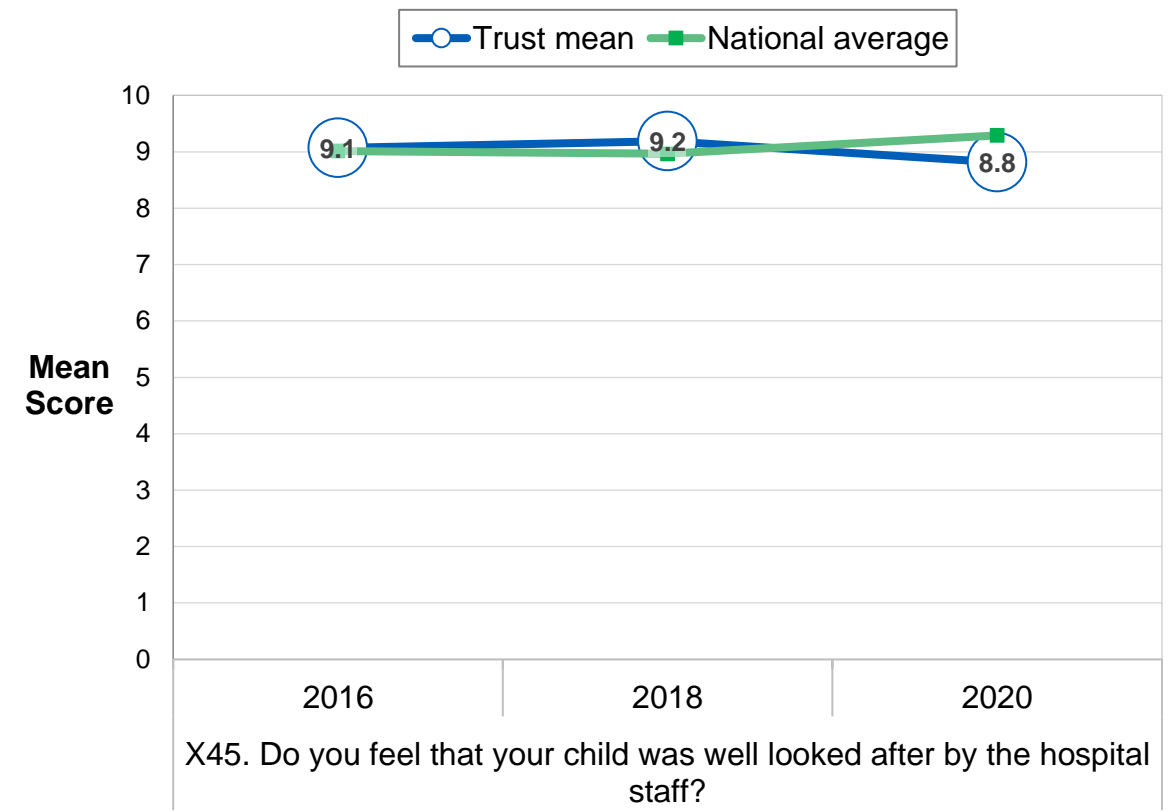
# Section 8. Overall

## Parent's questions



Answered by parents/carers of children aged 15 days to 7 years.  
Number of respondents: 2016: 222; 2018: 175; 2020: 109

**Significant change 2020 vs 2018** Decrease



Answered by parents/carers of children aged 15 days to 7 years.  
Number of respondents: 2016: 221; 2018: 175; 2020: 109

**Significant change 2020 vs 2018** No change

# Appendix

## Comparison to other trusts: where your trust has performed much better

The questions at which your trust has performed much better compared with all other trusts are listed below.  
The questions where your trust has performed about the same compared with all other trusts have not been listed.

### Much better than expected

- No questions for your trust fall within this banding.

## Comparison to other trusts: where your trust has performed better

The questions at which your trust has performed better compared with all other trusts are listed below.  
The questions where your trust has performed about the same compared with all other trusts have not been listed.

### Better than expected

- No questions for your trust fall within this banding.

## Comparison to other trusts: where your trust has performed somewhat better

The questions at which your trust has performed somewhat better compared with all other trusts are listed below.

The questions where your trust has performed about the same compared with all other trusts have not been listed.

### Somewhat better than expected

- No questions for your trust fall within this banding.

## Comparison to other trusts: where your trust has performed somewhat worse

The questions at which your trust has performed somewhat worse compared with all other trusts are listed below. The questions where your trust has performed about the same compared with all other trusts have not been listed.

### Somewhat worse than expected

- X17. Did you have confidence and trust in the members of staff treating your child?
- X18. Did staff involve you in decisions about your child's care and treatment?
- X25. Were members of staff available when your child needed attention?
- X27. If you had been unhappy with your child's care and treatment, do you feel that you could have told hospital staff?
- X28. Did your child like the hospital food provided?
- X29. Did you have access to hot drinks facilities in the hospital? (Cross ALL that apply)
- X36. Before the operations or procedures, did a member of staff answer your questions in a way you could understand?
- X41. When you left hospital, did you know what was going to happen next with your child's care?
- X43. Do you feel that the people looking after your child listened to you?
- X45. Do you feel that your child was well looked after by the hospital staff?
- X58. Did the hospital staff answer your questions?
- X71. Do you feel that the people looking after you were friendly?
- X72. Overall, how well do you think you were looked after in hospital?

## Comparison to other trusts: where your trust has performed worse

The questions at which your trust has performed worse compared with all other trusts are listed below.  
The questions where your trust has performed about the same compared with all other trusts have not been listed.

### Worse than expected

- X7. How clean do you think the hospital room or ward was that your child was in?
- X19. Were you given enough information to be involved in decisions about your child's care and treatment?
- X20. Did hospital staff keep you informed about what was happening whilst your child was in hospital?
- X21. Were you able to ask staff any questions you had about your child's care?
- X23. Were the different members of staff caring for and treating your child aware of their medical history?
- X26. Did the members of staff caring for your child work well together?
- X40. Did a member of staff tell you who to talk to if you were worried about your child when you got home?
- X44. Do you feel that the people looking after your child were friendly?
- X46. Do you feel that you (the parent/carer) were well looked after by hospital staff?
- X48. Overall... I felt that my child had a very poor experience (0) to I felt that my child had a very good experience (10) (please circle a number)



## Comparison to other trusts: where your trust has performed much worse

The questions at which your trust has performed much worse compared with all other trusts are listed below. The questions where your trust has performed about the same compared with all other trusts have not been listed.

### Much worse than expected

- X39. Did a staff member give you advice about caring for your child after you went home?

# NHS Children and Young People’s Patient Experience Survey

## Results for West Hertfordshire Hospitals NHS Trust

### Where patient experience is best

- ✓ **Hospital Wi-Fi:** parents/carers feeling that the hospital Wi-Fi was good enough for their child to entertain themselves
- ✓ **Hospital Wi-Fi:** patients feeling the hospital Wi-Fi was good enough to do what they wanted
- ✓ **Operations and procedures:** patients feeling that staff explained how the operations or procedures had gone afterwards
- ✓ **Advice on care:** patients being given advice on how to look after themselves after they went home
- ✓ **Access to facilities:** parents or carers feeling they were able to prepare food in the hospital if they wanted to

### Where patient experience could improve

- **Concerns about care:** parents/carers feeling staff told them who to talk to if worried about child when they got home
- **Enough things to do:** parents or carers feeling that there were enough things for their child to do in hospital
- **Play and activities:** parents or carers feeling that staff played with their child while they were in hospital
- **Access to facilities:** parents or carers feeling they had access to hot drinks facilities in the hospital
- **Hospital food:** parents or carers feeling that their child liked the hospital food provided

These questions are calculated by comparing your trust’s results to the national average. “Where patient experience is best”: These are the five results for your trust that are highest compared with the national average.

“Where patient experience could improve”: These are the five results for your trust that are lowest compared with the national average.

This survey looked at the experiences of people who were discharged from an NHS acute hospital between 1<sup>st</sup> November 2020 and 31<sup>st</sup> January 2021. Between March and July 2021 a questionnaire was sent to 814 recent patients. Responses were received from 201 patients at this trust. If you have any questions about the survey and our results, please contact [INSERT TRUST CONTACT DETAILS].

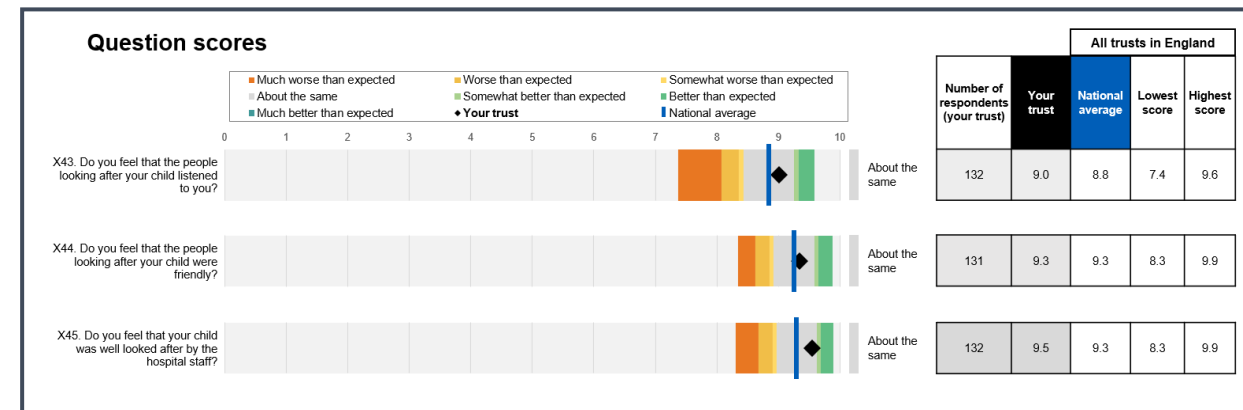


# How to interpret benchmarking in this report

The charts in the ‘benchmarking’ section show how the score for your trust compares to the range of scores achieved by all trusts taking part in the survey. The black line shows the score for your trust. The graphs are divided into seven sections, comparing the score for your trust to most other trusts in the survey:

- If your trust’s score lies in the **dark green section** of the graph, its result is ‘Much better than expected’.
- If your trust’s score lies in the **mid-green section** of the graph, its result is ‘Better than expected’.
- If your trust’s score lies in the **light green section** of the graph, its result is ‘Somewhat better than expected’.
- If your trust’s score lies in the **grey section** of the graph, its result is ‘About the same’.
- If your trust’s score lies in the **yellow section** of the graph, its result is ‘Somewhat worse than expected’.
- If your trust’s score lies in the **light orange section** of the graph, its result is ‘Worse than expected’.
- If your trust’s score lies in the **dark orange section** of the graph, its result is ‘Much worse than expected’.

These groupings are based on a rigorous statistical analysis of the data termed the ‘expected range’ technique.



## How to interpret benchmarking in this report (continued)

The 'much better than expected,' 'better than expected', 'somewhat better than expected', 'about the same', 'somewhat worse than expected', 'worse than expected' and 'much worse than expected' categories are based on an analysis technique called the 'expected range'. Expected range determines the range within which a trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust, to indicate whether the trust has performed significantly above or below what would be expected.

If it is within this expected range, we say that the trust's performance is 'about the same' as other trusts. Where a trust is identified as performing 'better' or 'worse' than the majority of other trusts, the result is unlikely to have occurred by chance.

In some cases, there will be no shades of orange and/or green area in the graph. This happens when the expected range for your trust is so broad that it encompasses either the highest possible score for all trusts (no green section) or the lowest possible score for all trusts (no orange section). This could be because there were few respondents and/or a lot of variation in their answers.

In some cases, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust.

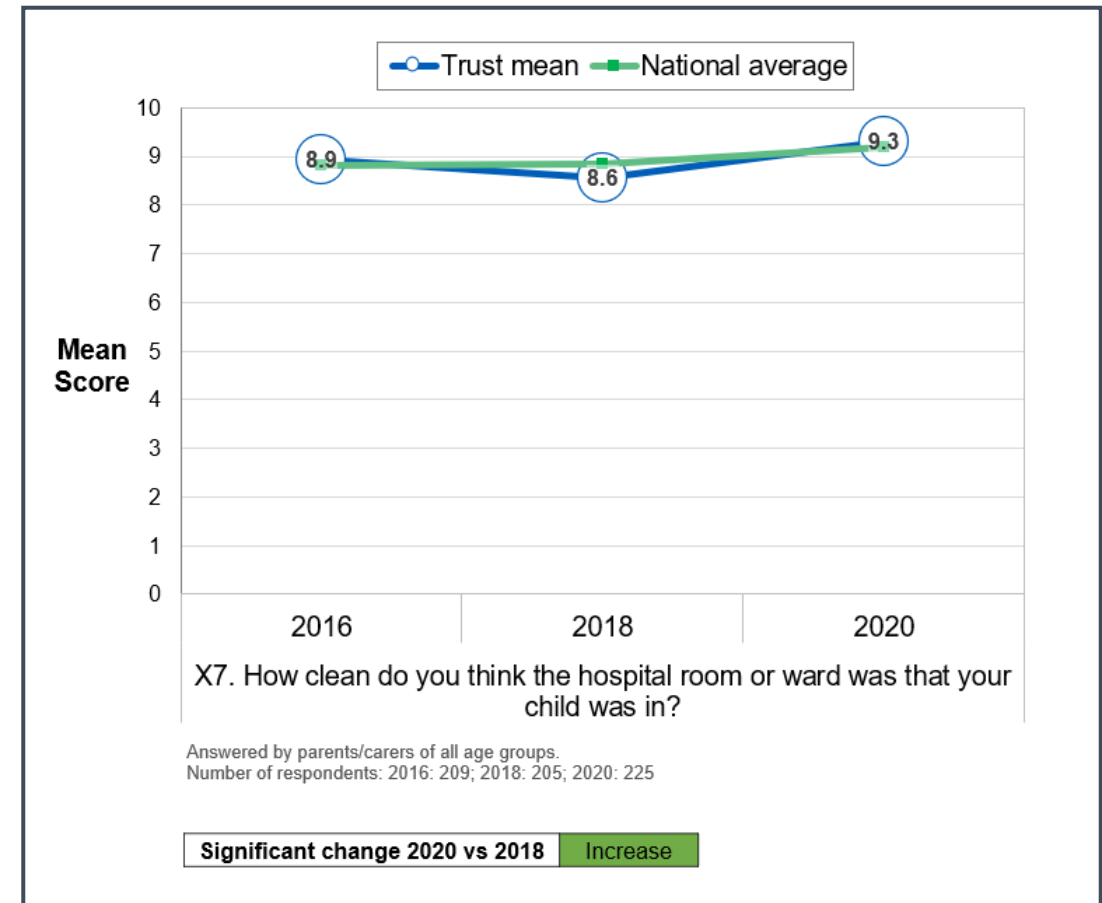
Additional information on the 'expected range' analysis technique can be found in the survey technical report on the [NHS Surveys website](#).

# How to interpret change over time in this report

The charts in the 'change over time' section show how your trust scored in each survey iteration. Where available, trend data from 2016 to 2020 is shown. Questions that are not historically comparable, are not shown.

Each question is displayed in a line chart. These charts show your trust's mean score for each survey year (blue line). The national average is also shown across survey years, this is the average score for that question across all children and young person's trusts in England (green line). This enables you to see how your trust compares to the national average. If there are data missing for a survey year, this may be due to either a low number of responses, because the trust was not included in the survey that year, sampling errors or ineligibility.

Statistically significant changes are also displayed underneath the charts, showing significant differences between this year (2020) and the previous year (2018). Z-tests set to 95% significance were used to compare data between the two years (2020 vs 2018). A statistically significant difference means it is unlikely we would have obtained this result if there was no real difference.



# An example of scoring

Each evaluative question is scored on a scale from 0 to 10. The scores represent the extent to which the patient's experience could be improved. A score of 0 is assigned to all responses that reflect considerable scope for improvement, whereas a score of 10 refers to the most positive patient experience possible. Where a number of options lay between the negative and positive responses, they are placed at equal intervals along the scale. Where options were provided that did not have any bearing on the trust's performance in terms of patient experience, the responses are classified as "not applicable" and a score is not given. Similarly, where respondents stated they could not remember or did not know the answer to a question, a score is not given.

## Calculating an individual respondent's score

The following provides an example for the scoring system applied for each respondent. For question X49 "Did hospital staff play with you or do any activities with you while you were in hospital?":

- The answer code "Yes, a lot" would be given a score of 10, as this refers to the most positive patient experience possible.
- The answer code "Yes, a little" would be given a score of 5, as it is placed at an equal interval along the scale.
- The answer code "No" would be given a score of 0, as this response reflects considerable scope for improvement.
- The answer code "I did not want or need them to" would not be scored, as they do not have a clear bearing on the trust's performance in terms of patient experience.

## Calculating the trust score for each question

The weighted mean score for each trust, for each question, is calculated by dividing the sum of the weighting scores for a question by the weighted sum of all eligible respondents to the question for each trust. An example of this is provided in the [survey technical document](#).



# Thank you.

For further information  
please contact the Survey  
Coordination Centre for  
Existing Methods:

[cyp@surveycoordination.com](mailto:cyp@surveycoordination.com)

