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

East and North Hertfordshire NHS Trust

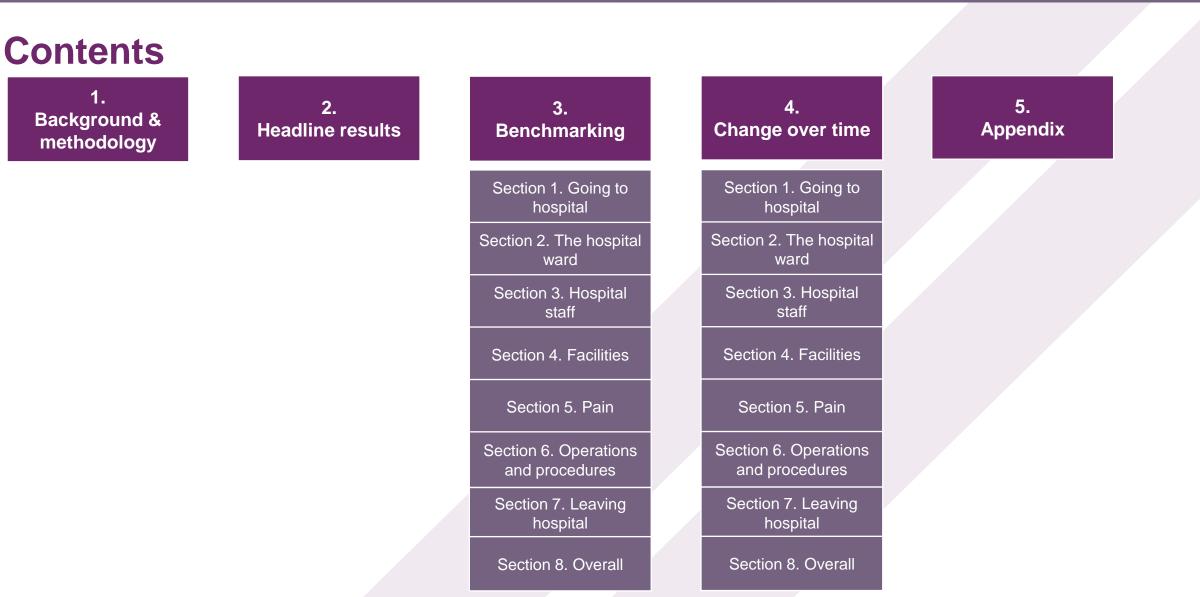


Survey Coordination Centre

CareQuality Commission



Centre



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



Survey Coordination Centre



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 1st November 2020 and 31st January 2021. A full list of eligibility criteria can be found in the survey <u>sampling instructions</u>.

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 1st November 2020 (as far back as 1st 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

CareQuality

Commissior

- For published results for other surveys in the NPSP, and for information to help trusts implement the surveys across the NPSP, please visit the <u>NHS Surveys website</u>.
- To learn more about the CQC's survey programme, please visit the <u>CQC website</u>.



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 <u>Appendix</u>.

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' ageadmission 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 <u>survey</u> technical document.

Benchmarking



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 <u>Appendix</u>.

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: <u>http://www.cqc.org.uk</u>
- 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-childrenpatient-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: <u>www.cqc.org.uk/content/surveys</u>
- Information about how the CQC monitors hospitals: <u>www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals</u>

Headline results

This section includes:

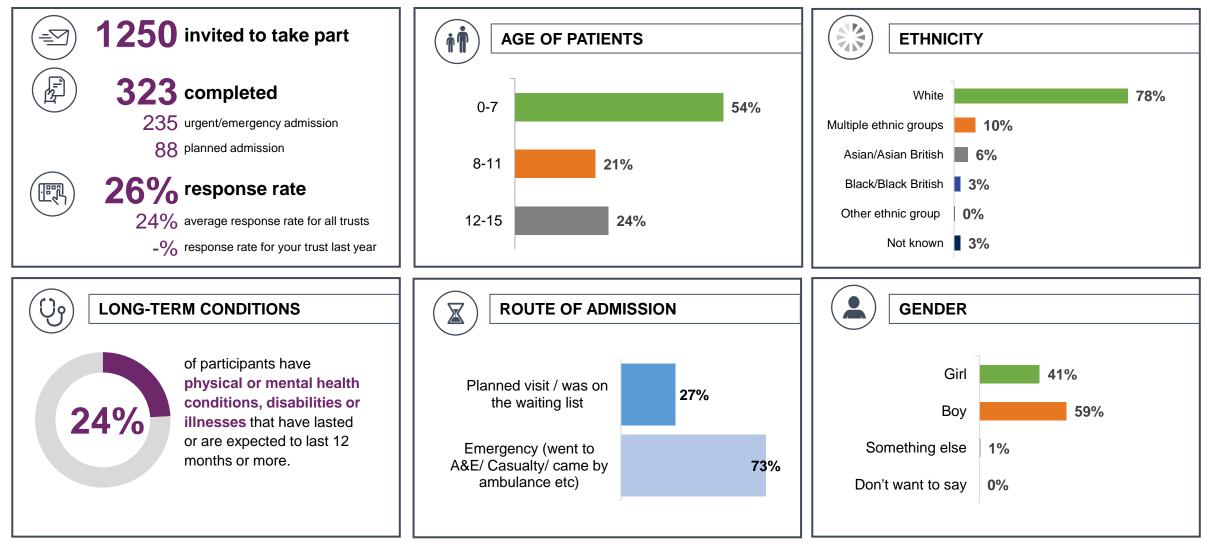
- information about your trust population
- an overview of benchmarking for your trust
- the best and worst scores for your trust



Survey Coordination Centre Benchmarking

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.



CareQuality



Summary of findings for your trust

Benchmarking

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

No comparisons have been made to the 2018 results, due to trust merger.

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 <u>"your trust has performed much worse"</u>, <u>"your trust has performed worse"</u>, <u>"your trust has performed somewhat worse"</u>, <u>"your trust has performed somewhat worse"</u>, <u>"your trust has performed better"</u>, <u>"your trust has performed much better"</u>.

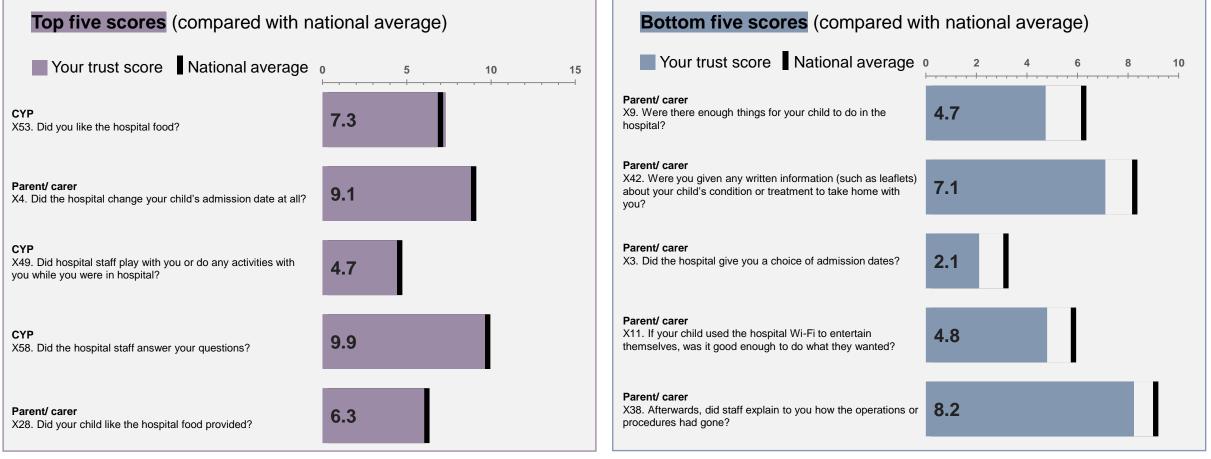
Benchmarking



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.



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.



Survey Coordination Centre

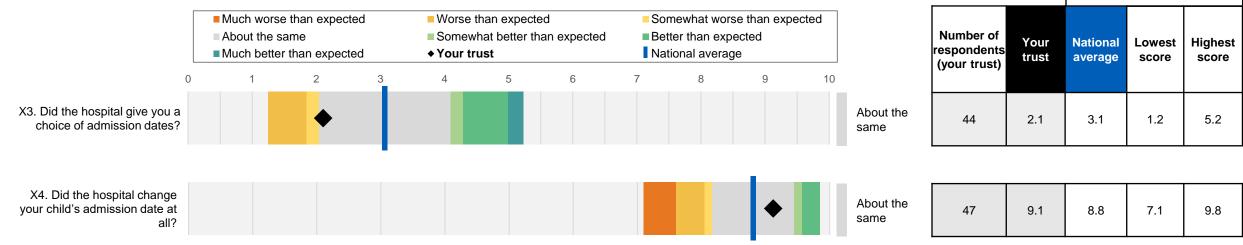
Care Quality Commission

0-7 parents



All trusts in England

Section 1. Going to hospital





All trusts in England

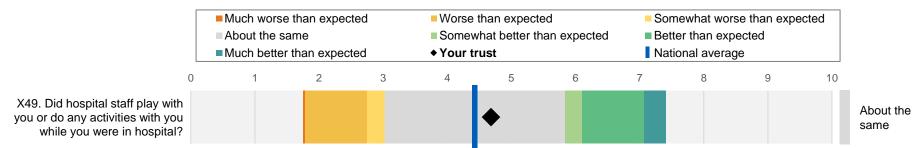
8-15 children and young people

Section 2. The hospital ward

	About	the same	n expected		 Worse th Somewhat Your true 	at better th	ed an expected	Bett	newhat worse er than expe onal average		t		Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
X51. Were there enough things for you to do in the hospital?) 1		2	3	4	5	6	7	8	9	10 About same	the	143	6.0	6.2	4.4	8.0
X52. If you used the hospital Wi- Fi, was it good enough to do what you wanted?							•				About same	the	87	6.2	6.6	4.1	9.2
X53. Did you like the hospital food?								•			About same	the	92	7.3	6.8	4.6	8.8
X54. Was it quiet enough for you to sleep when needed in the hospital?							•				About same	the	94	6.1	6.8	5.1	8.4
X62. Were you given enough privacy when you were receiving care and treatment?								•		Image: A start of the start	About same	the	142	9.4	9.2	8.1	9.9

Appendix

Section 2. The hospital ward (continued)



8-11 children and	
young people	

		All tru	sts in En	gland
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
42	4.7	4.4	1.8	7.4

15 Children and Young People's Patient Experience Survey | 2020 | RWH | East and North Hertfordshire NHS Trust

same

NHS



Question scores Much worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected • Your trust National average 0 2 3 5 6 7 8 9 10 X50. Was the ward suitable for About the someone of your age?

Section 2. The hospital ward (continued)

		All tru	sts in En	gland
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
74	8.4	8.6	7.3	9.7

NHS



All trusts in England

Section 2. The hospital ward (continued)

	Abou	it the sam	nan expecte ne nan expecte				d an expected	Bet	newhat worse ter than expect ional average	•	ed		Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
0		1	2	3	4	5	6	7	8	9	10		(your trusty				
X5. For most of their stay in hospital, what type of ward did your child stay on?										•		About the same	298	9.6	9.8	8.8	10.0
											۰.						
X6. Did the ward where your child stayed have appropriate equipment or adaptations for your child's physical or medical									•			Worse than expected	223	8.4	8.9	8.1	9.5
needs?												-			••		
X7. How clean do you think the hospital room or ward was that your child was in?										•		About the same	311	8.9	9.2	8.1	9.7



Highest

score

9.8

9.3

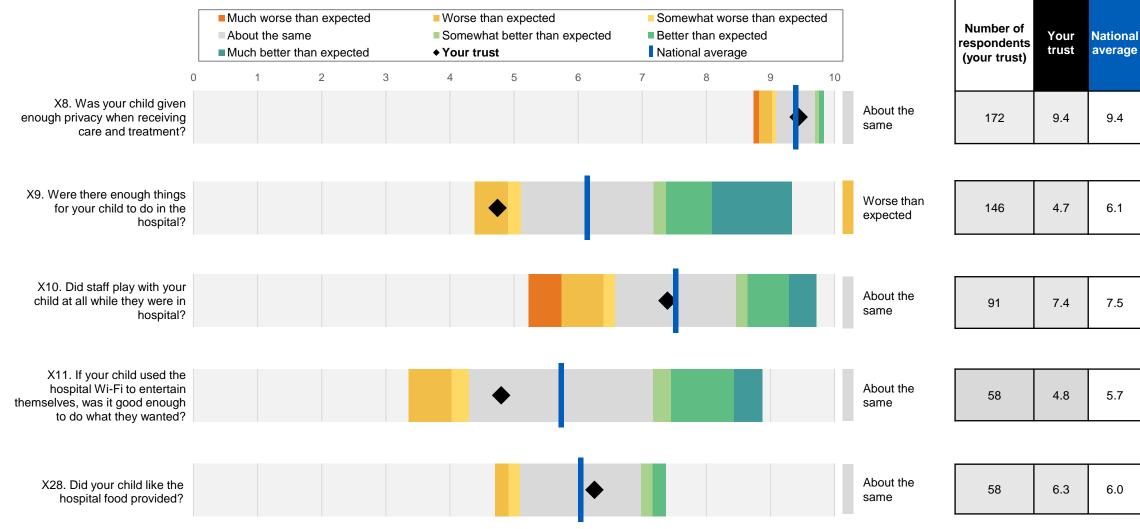
9.7

8.9

7.4

Section 2. The hospital ward (continued)

Question scores



17 Children and Young People's Patient Experience Survey | 2020 | RWH | East and North Hertfordshire NHS Trust

0-7 parents

All trusts in England

Lowest

score

8.7

4.4

5.2

3.4

4.7

Appendix



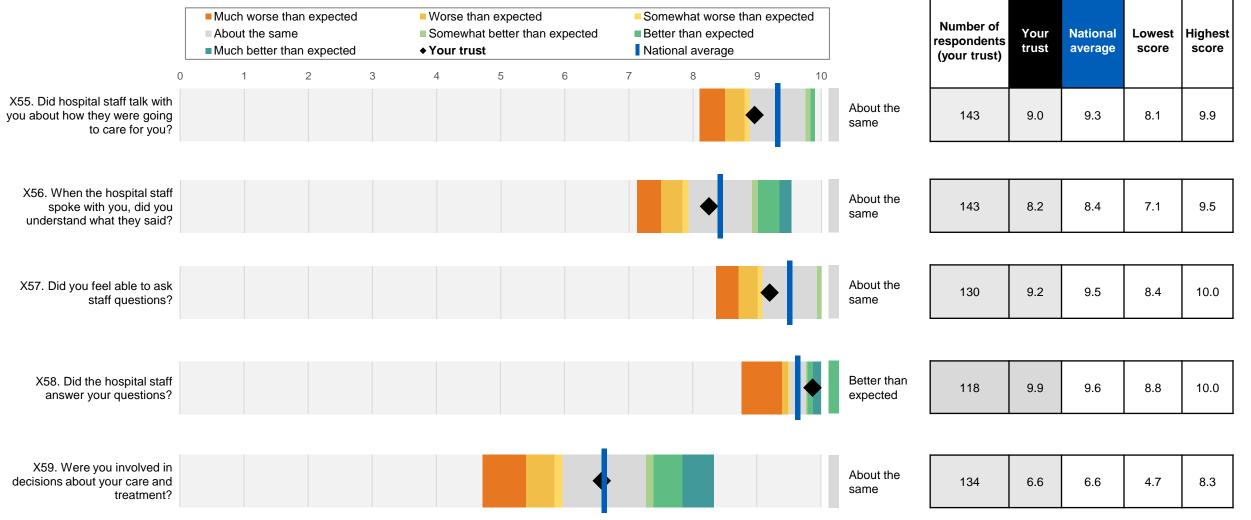
All trusts in England

8-15 children and young people

Centre

Section 3. Hospital staff

Question scores



8-15 children and

young people



All trusts in England

Section 3. Hospital staff (continued)

	About th	orse than ex ne same etter than ex				ed nan expected	Bet	newhat wo ter than ex ional avera	·		Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
0 X60. When you spoke to hospital staff, did they listen to what you had to say?	1	2	3	4	5	6	7	8	9 10	About the same	134	9.3	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	89	9.4	9.4	8.3	10.0

All trusts in England

Lowest

score

7.9

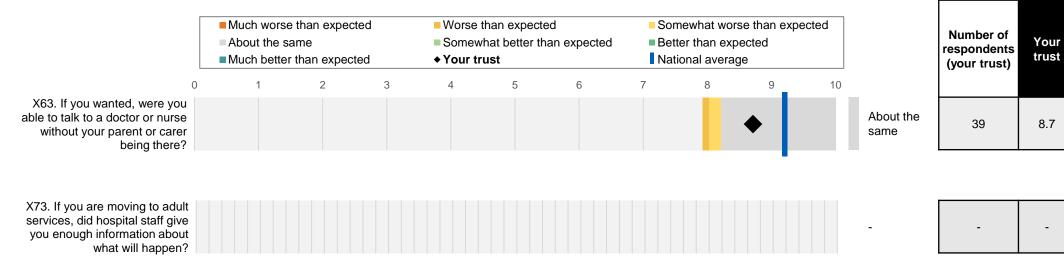
Highest

score

10.0

Section 3. Hospital staff (continued)

Question scores



12-15 young people

National

average

9.2

Section 3. Hospital staff (continued)

Question scores

	About the	 Much worse than expected About the same Much better than expected 		 Worse than expected Somewhat better than expected Your trust 			National average		cted		Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score	
0 X14. Did members of staff treating your child give you information about their care and treatment in a way that you could understand?	1	2	3	4	5	6	7	8	9	10	About the same	320	9.2	9.3	8.6	9.8
X16. Did a member of staff agree a plan for your child's care with you?									•		About the same	296	9.4	9.4	8.4	10.0
X17. Did you have confidence and trust in the members of staff treating your child?									•		About the same	320	9.0	9.2	8.5	9.8
X18. Did staff involve you in decisions about your child's care and treatment?								•			Worse than expected	318	8.1	8.6	7.7	9.4
X19. Were you given enough information to be involved in decisions about your child's care and treatment?									•		About the same	316	8.7	8.9	8.0	9.6

21 Children and Young People's Patient Experience Survey | 2020 | RWH | East and North Hertfordshire NHS Trust

0-15 parents

All trusts in England

Survey Coordination

Centre

Question scores

Section 3. Hospital staff (continued)

0-15 parents

	About	worse tha t the same better tha					ed an expected	Bett	newhat worse er than expec onal average	than expected ted		Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
0 X20. Did hospital staff keep you informed about what was happening whilst your child was in hospital?		1	2	3	4	5	6	7	8	9 1	About the same	317	8.6	8.8	7.9	9.4
X21. Were you able to ask staff any questions you had about your childs care?										•	About the same	313	9.1	9.1	8.5	9.8
X23. Were the different members of staff caring for and treating your child aware of their medical history?											About the same	268	7.5	7.8	6.5	8.8
X24. Did you feel that staff looking after your child knew how to care for their needs?											About the same	311	8.7	8.8	8.0	9.6
X25. Were members of staff available when your child needed attention?											About the same	300	8.5	8.6	7.8	9.4

22 Children and Young People's Patient Experience Survey | 2020 | RWH | East and North Hertfordshire NHS Trust

All trusts in England

NHS



Highest

score

9.7

9.0

Section 3. Hospital staff (continued)

Question scores

	Abo	out the sar	han expecte ne han expecte				ed an expected	Bette	ewhat wo er than exp onal avera		ected		Number of respondents (your trust)	Your trust	Nationa average
0)	1	2	3	4	5	6	7	8	9	10				
X26. Did the members of staff caring for your child work well together?										•		About the same	309	8.9	9.0
X27. If you had been unhappy with your child's care and treatment, do you feel that you could have told hospital staff?								•				Somewhat worse than expected	318	7.5	8.0

0-15 parents

al

ae

All trusts in England

Lowest

score

8.3

7.0

Centre

Section 3. Hospital staff (continued)

Question scores



Centre

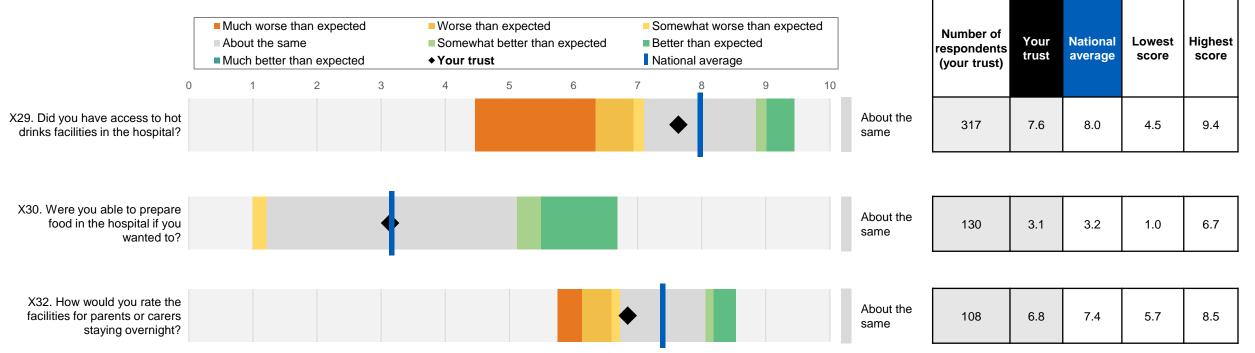
CareQuality Commission

0-15 parents

All trusts in England



Section 4. Facilities



8-15 children and young people



Section 5. Pain

		 Much worse About the sa Much better 	ame				ed nan expected	Bet	newhat wor ter than exp ional averag	ected	pected	
	0	1	2	3	4	5	6	7	8	9	10	
X64. If you felt pain while you were at the hospital, do you think staff did everything they could to help you?										•		About the same

			All tru	ists in Eng	gland
	Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
е	120	9.0	8.9	7.2	9.6

CareQuality

Commission



Section 5. Pain (continued)

Question scores

	Ab	out the sa	than expec ame than expect				ed an expected	Sor Bet Nat	ected			
0)	1	2	3	4	5	6	7	8	9	10	
X33. If your child felt pain while they were at the hospital, do you think staff did everything they could to help them?										•		About the same

Benchmarking

0	0-15 parents												
		All tru	sts in En	gland									
Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score									
249	8.7	8.8	8.0	9.6									

All trusts in England

Lowest

score

8.6

6.8

Highest

score

10.0

10.0

Section 6. Operations and procedures

Question scores

	About f	vorse than expo the same petter than expo				ed an expected	Bet	newhat worse er than expe ional average	cted	pected		Number of respondents (your trust)	Your trust	
0	1	2	3	4	5	6	7	8	9	10				
X66. Before the operations or procedures, did hospital staff explain to you what would be done?										•	About the same	68	9.6	
X67. Afterwards, did staff explain to you how the operations or procedures had gone?								•			About the same	68	8.4	

8-15 children and young people

National

average

9.6

8.7



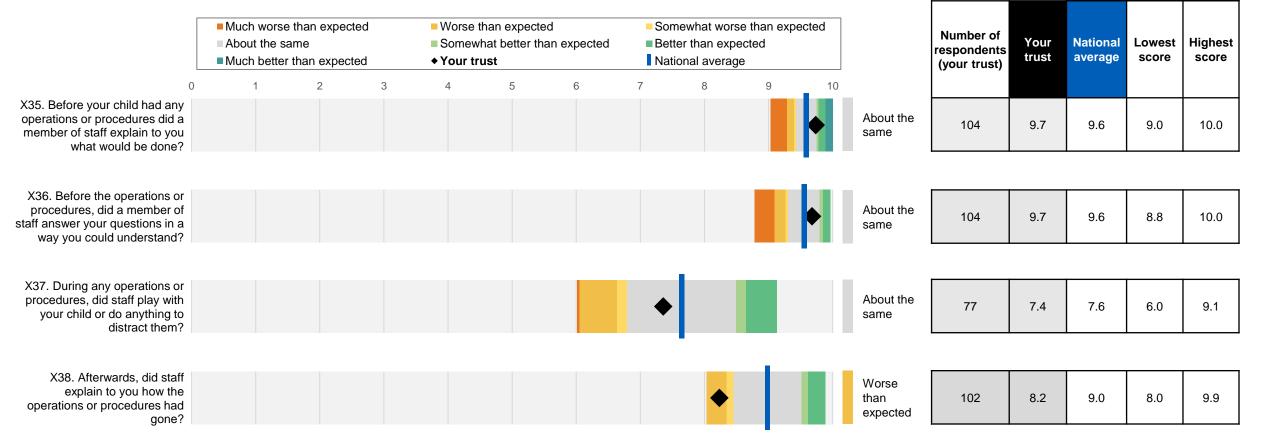
All trusts in England

Survey

Coordination

Centre

Section 6. Operations and procedures (continued) 0-15 parents



8-15 children and

All trusts in England

young people



Section 7. Leaving hospital

	Abou	worse than t the same better than	-				cted than expected	I ■ E	Somewhat Better than National ave	expected	n expected		Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
0		1	2	3	4	5	6	7	8	ę	9 10)					
X68. Did a member of staff tell you who to talk to if you were worried about anything when you got home?									•			About the same	121	7.5	8.0	6.0	9.8
X69. When you left hospital, did you know what was going to happen next with your care?									•			About the same	144	7.9	7.9	6.7	9.3
													••				
									_	_		_					
X70. Did a member of staff give you advice on how to look after yourself after you went home?										•		About the same	138	8.5	8.7	7.6	9.8

0-15 parents



All trusts in England

Section 7. Leaving hospital (continued)

	Abou	worse tha t the same better tha				an expected It better than I t	expected	Bette	what worse t r than expecte nal average	-	k		Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
0		1	2	3	4	5	6	7	8	9	10						
X39. Did a staff member give you advice about caring for your child after you went home?									•			About the same	291	8.6	8.8	8.0	9.7
X41. When you left hospital, did you know what was going to happen next with your child's									•		i	About the same	290	8.1	8.3	7.5	9.6
care? X42. Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?								•	ï	1	i	Worse than expected	181	7.1	8.2	6.4	9.7

32 Children and Young People's Patient Experience Survey | 2020 | RWH | East and North Hertfordshire NHS Trust

NHS

Section 7. Leaving hospital (continued)

	A	bout the sa	than expec ame than expect			than expecte /hat better th r ust	Sor Bet Nat	pected				
C)	1	2	3	4	5	6	7	8	9	10	
X40. Did a member of staff tell you who to talk to if you were worried about your child when you got home?									•			About same

0-7 parents

_			All tru	sts in En	gland
	Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
	158	8.2	8.6	6.8	9.8



Highest

score

10.0

9.9

Section 8. Overall

Question scores

	Abou	n worse thar it the same n better thar	·	S	Vorse than e Somewhat b 'our trust	expected etter than ex	pected		at worse tha an expected average	•	d		Number of respondents (your trust)	Your trust
()	1	2	3	4	5	6	7	8	9	10			
X71. Do you feel that the people looking after you were friendly?										•		About the same	145	9.5
X72. Overall, how well do you think you were looked after in hospital?												About the same	144	9.0

8-15 children and young people

National

average

9.5

9.1

All trusts in England

Lowest

score

8.8

8.3

33	Children and Young People's Patient Experience Survey 2020 RWH East and North Hertfordshire NHS Trust

Care Quality Commission



Section 8. Overall (continued)

Question scores

	Abou	it the same	an expecte e an expected		■ Worse th ■ Somewh ♦ Your tru	at better the	d an expected	Bette	ewhat worse er than expect onal average	cted	ected		Number of respondents (your trust)	Your trust	Natio avera
0		1	2	3	4	5	6	7	8	9	10				
X12a. Were you able to be with your child as much as you needed to? (0-11 age group)											•	About the same	236	9.7	9.7
X12b. Were you able to be with your child as much as you needed to? (12-15 age group)											•	About the same	72	9.7	9.7
X46. Do you feel that you (the parent/carer) were well looked after by hospital staff?									•			About the same	318	8.4	8.5
X47. Were you treated with dignity and respect by the people looking after your child?												About the same	318	9.5	9.4
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												About the same	313	8.7	8.8
number)															

34 Children and Young People's Patient Experience Survey | 2020 | RWH | East and North Hertfordshire NHS Trust

0-15 parents

All trusts in England

Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score
236	9.7	9.7	9.1	10.0

72	9.7	9.7	8.9	10.0
----	-----	-----	-----	------

318	8.4	8.5	7.5	9.4

318	9.5	9.4	8.7	9.9
-----	-----	-----	-----	-----

313	8.7	8.8	8.1	9.4	
-----	-----	-----	-----	-----	--

0-7 parents

All trusts in England



Section 8. Overall (continued)

	Abou	h worse thai ut the same h better thar	·		 Worse than expected Somewhat better than expected Your trust 			 Somewhat worse than expected Better than expected National average 				Number of respondents (your trust)	Your trust	National average	Lowest score	Highest score	
0		1	2	3	4	5	6	7	8	9	10						
X43. Do you feel that the people looking after your child listened to you?												About the same	174	8.7	8.8	7.4	9.6
X44. Do you feel that the people looking after your child were friendly?										•		About the same	175	9.1	9.3	8.3	9.9
X45. Do you feel that your child was well looked after by the hospital staff?										•		About the same	175	9.3	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).

36 Children and Young People's Patient Experience Survey | 2020 | RWH | East and North Hertfordshire NHS Trust



Survey Coordination Centre



RWH East and North Hertfordshire NHS Trust does not have any historical comparisons due to trust merger.

Appendix



Survey Coordination Centre

38 Children and Young People's Patient Experience Survey | 2020 | RWH | East and North Hertfordshire NHS Trust



Survey Coordination

Centre

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.



Centre

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.

Benchmarking

Better than expected

• X58. Did the hospital staff answer your questions?

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

• X27. If you had been unhappy with your child's care and treatment, do you feel that you could have told hospital staff?



Survey

Centre

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

Worse than expected

- X6. Did the ward where your child stayed have appropriate equipment or adaptations for your child's physical or medical needs?
- X9. Were there enough things for your child to do in the hospital?
- X18. Did staff involve you in decisions about your child's care and treatment?
- X38. Afterwards, did staff explain to you how the operations or procedures had gone?
- X42. Were you given any written information (such as leaflets) about your child's condition or treatment to take home with you?



Survey Coordination

Centre

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

• No questions for your trust fall within this banding.





NHS Children and Young People's Patient Experience Survey

Results for East and North Hertfordshire NHS Trust

Where patient experience is best

- Hospital food: patients liked the hospital food
- Admission dates: patients admission dates were kept the same
- Activities: patients feeling that hospital staff played or did activities with them while they were in hospital
- Answering questions: patients feeling that hospital staff answered their questions
- Hospital food: parents or carers feeling that their child liked the hospital food provided

Where patient experience could improve

- Enough things to do: parents or carers feeling that there were enough things for their child to do in hospital
- Information about care: parents/carers being given written information about child's condition/treatment to take home
- Admission dates: patients were given a choice of admission dates
- **Hospital Wi-Fi:** parents/carers feeling that the hospital Wi-Fi was good enough for their child to entertain themselves
- Operations & procedures: parents/carers feeling that staff explained to them how the operations or procedures had gone

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 1st November 2020 and 31st January 2021. Between March and July 2021 a questionnaire was sent to 1250 recent patients. Responses were received from 323 patients at this trust. If you have any questions about the survey and our results, please contact [INSERT TRUST CONTACT DETAILS].

45 Children and Young People's Patient Experience Survey | 2020 | | RWH | East and North Hertfordshire NHS Trust

CareQuality

Commissioñ



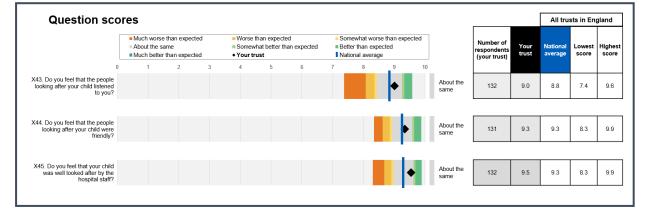
How to interpret benchmarking in this report

Benchmarking

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.





Survey

Centre

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.

Appendix

CareQuality Commissioñ



Survey

Centre

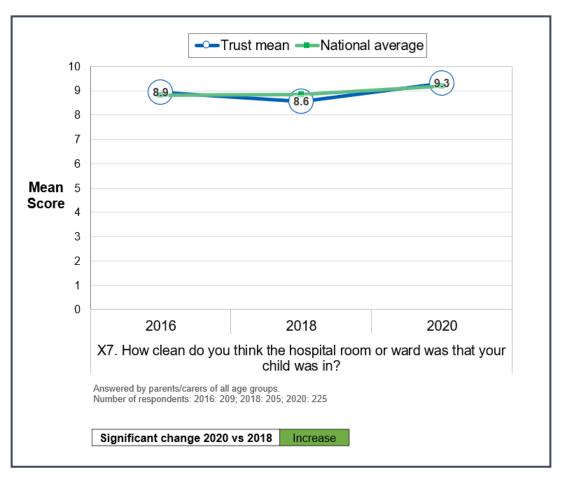
How to interpret change over time in this report

Benchmarking

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.





ommissior

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.

Benchmarking

- 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



Survey Coordination Centre