

NHS Adult Inpatient Survey 2020

Overall experience

The majority of patients had a good overall experience in hospital



rated their experience 8/10 or above (where a score of 10 is "I had a very good experience")



felt they were always treated with respect and dignity while in the hospital

Patient views of doctors and nurses



always had confidence and trust in doctors



always understood answers given by doctors



always felt included in conversations with doctors



always had confidence and trust in nurses



always understood answers given by nurses



always felt included in conversations with nurses

Key differences in experience between patient groups*



Older patients reported more positive experiences than younger patients



Patients who had an elective (planned) stay reported better experiences than those admitted as an emergency



Patients who stayed in hospital for one night reported better experiences than those who stayed for two nights or longer

Medicine

Of those who were given medicine to take at home:



were given an explanation of the purpose of the medicine



were given an explanation of how to take the medicine



were given written information about the medicine



were given an explanation of the side effects



were given medicine, but no information

The hospital and ward



got enough to drink while they were in hospital



said the hospital room or ward was very clean



always got enough help from staff to wash or keep themselves clean



were always given enough help to eat meals when needed



were always able to get help from a member of staff when they needed attention

About the survey



169,176 invited to take part and **73,015** responses received. The Adult Inpatient Survey provides valuable data on patient experiences across demographic groups, including different long-term conditions, ethnicities, ages and genders.

Due to changes this year to the methodology, sampling month, and questionnaire, it is not possible to make historical comparisons. To see the full results, visit the CQC website: [cqc.org.uk/inpatientsurvey](https://www.cqc.org.uk/inpatientsurvey)

*This additional analysis compares how different groups of patients rated their overall experiences of being a hospital inpatient by using a 'multi-level model analysis'. More information on this analysis can be found on the CQC website: [cqc.org.uk/inpatientsurvey](https://www.cqc.org.uk/inpatientsurvey)