

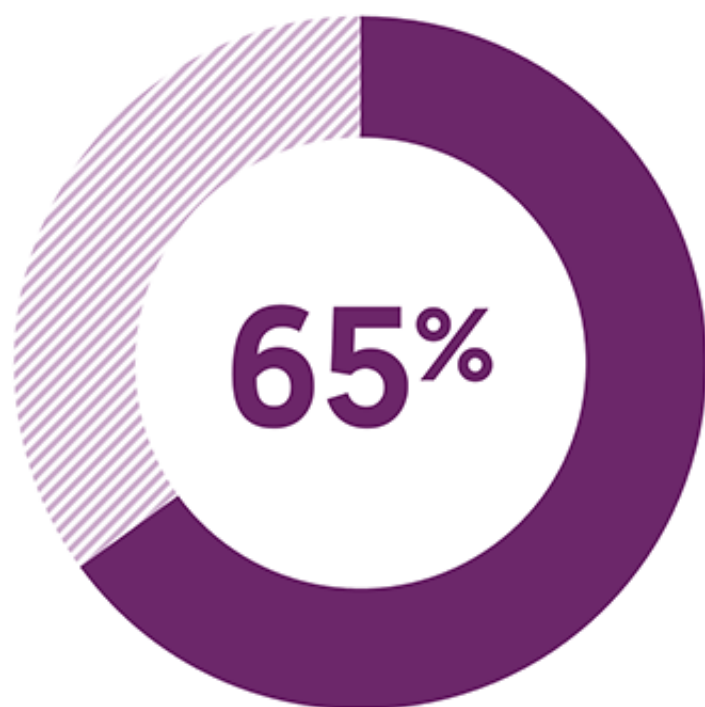
Meeting patients' needs



The percentage of patients who always got enough help from staff to **wash or keep themselves clean**

↓ from 75%
in 2020

Meeting patients' needs

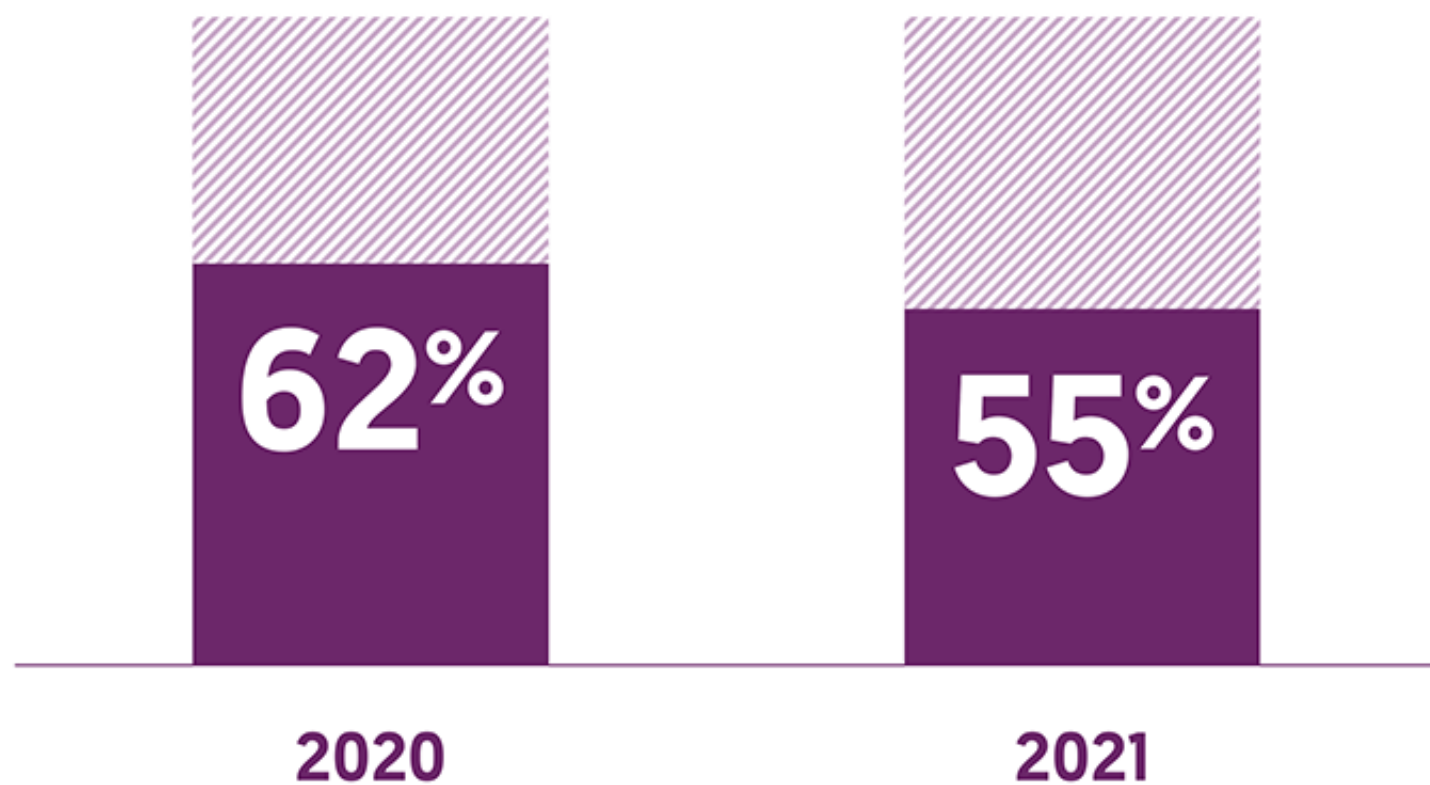


↓ from 69%
in 2020



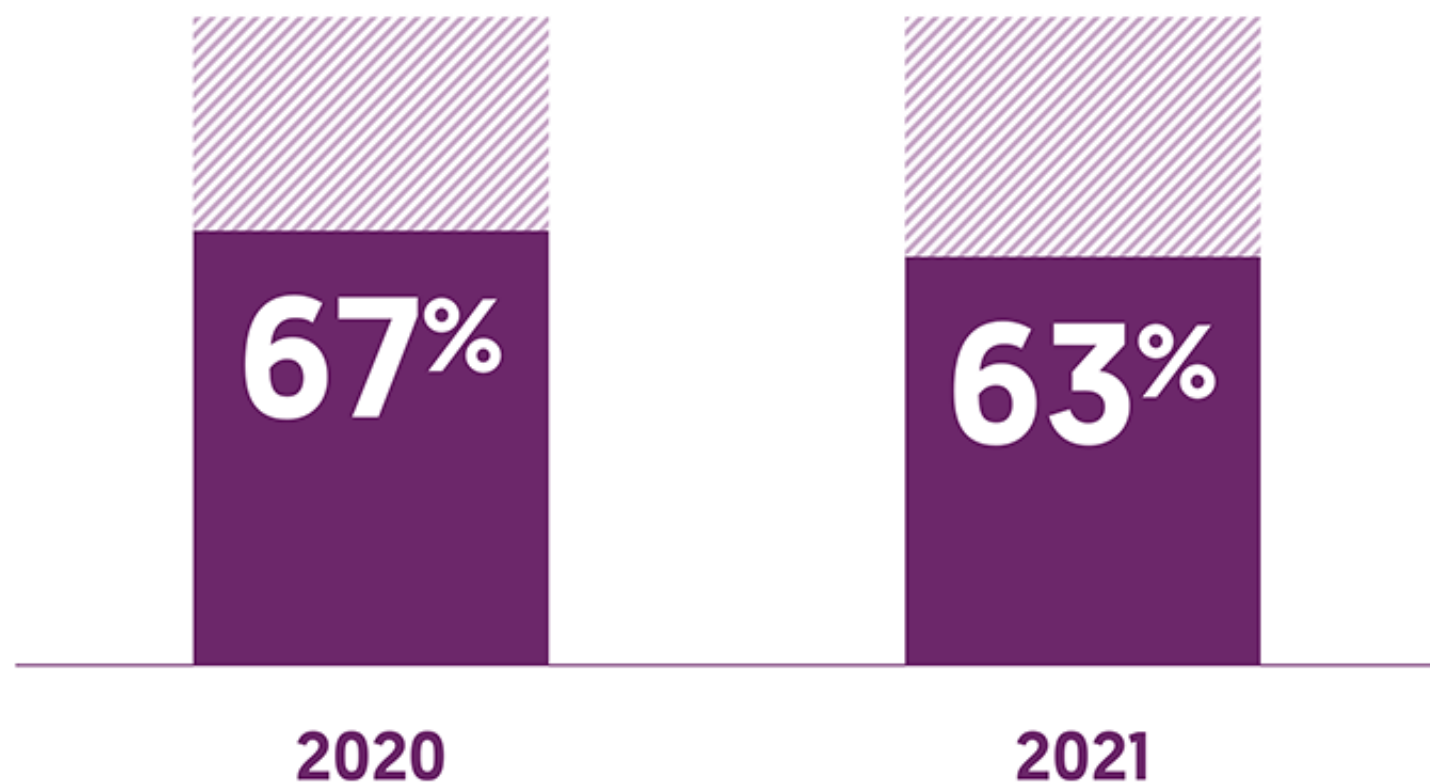
The percentage of patients who always got enough help from staff to **eat meals** when needed

Availability of staff



The percentage of patients who thought there were **enough nurses** on duty to care for them while in hospital significantly decreased in 2021

Availability of staff



The percentage of patients who were always able to **get help from a member of staff when they needed attention** decreased in 2021

Leaving hospital



Percentage of patients who were **given information** about what they should or should not do **after leaving hospital**

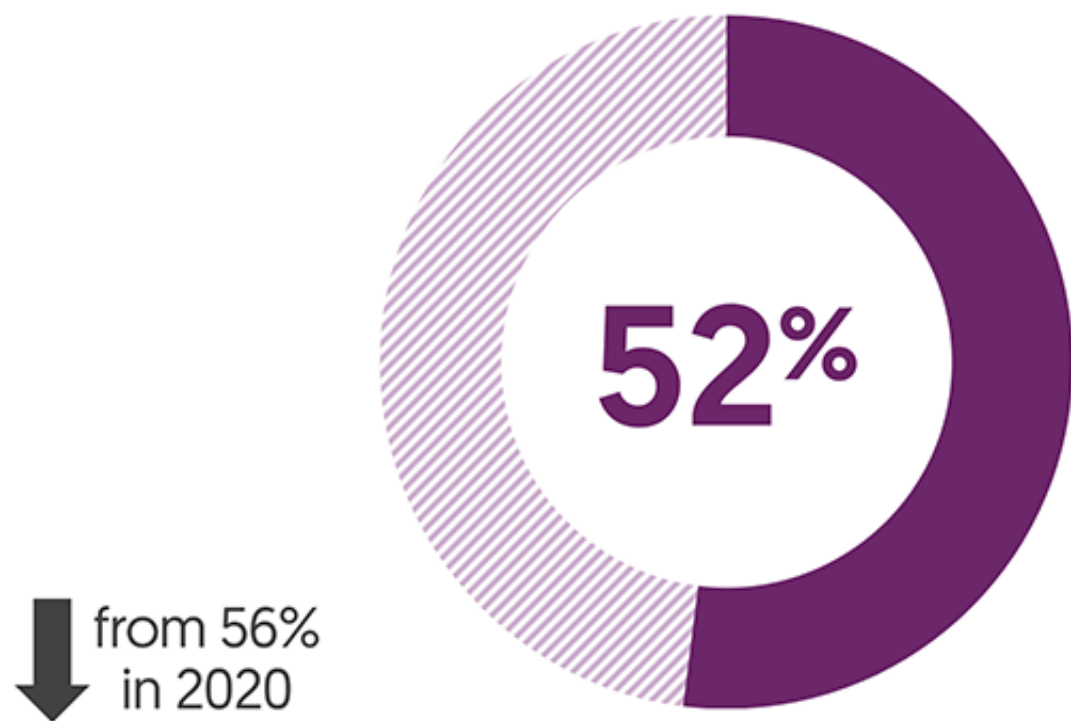
Leaving hospital



Percentage of patients who definitely got enough **support from health or social care services** to help their recovery or manage their condition

Overall experience

The majority of patients had a good overall experience in hospital



The percentage of patients who rated their experience **9 or 10** [where a score of 10 is “I had a very good experience”]

Overall experience

The majority of patients had a good overall experience in hospital



↓ from 85%
in 2020



The percentage of patients who felt they were always treated with **respect and dignity** while in the hospital

Differences in experience

Patients were more likely to have a **positive experience** if...



they were older



they had an elective (planned) stay



they stayed in hospital for one night



Differences in experience

Patients were more likely to have a **negative experience** if...



they were younger



they were admitted as an emergency



they stayed in hospital for two nights or longer

