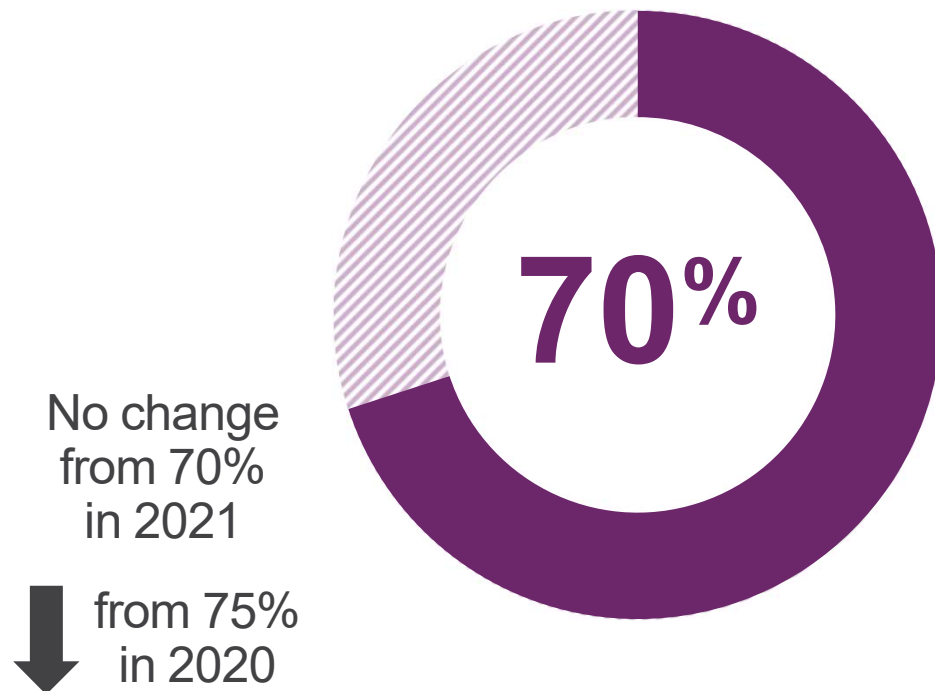


## Meeting patients' needs



63,224 responses received

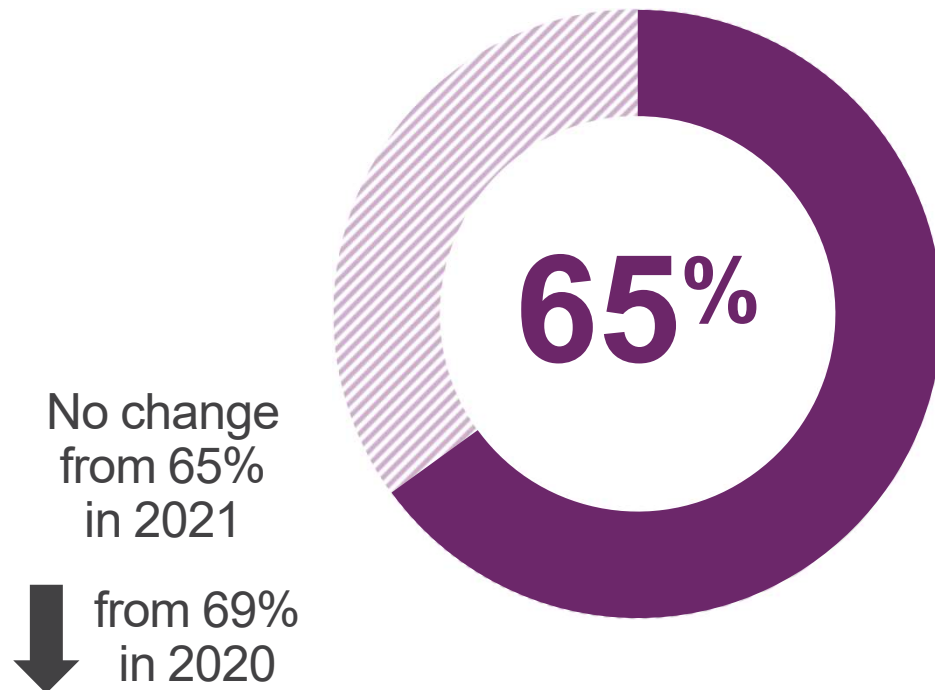
## Meeting patients' needs



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

63,224 responses received

## Meeting patients' needs



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

63,224 responses received

## Waiting times

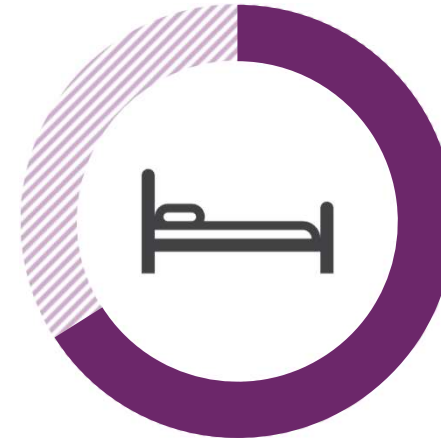


↓ from 65%  
in 2021

↓ from 68%  
in 2020

# 61%

of those who were on a **waiting list**, did not mind waiting as long as they did to be admitted to hospital



↓ from 70%  
in 2021

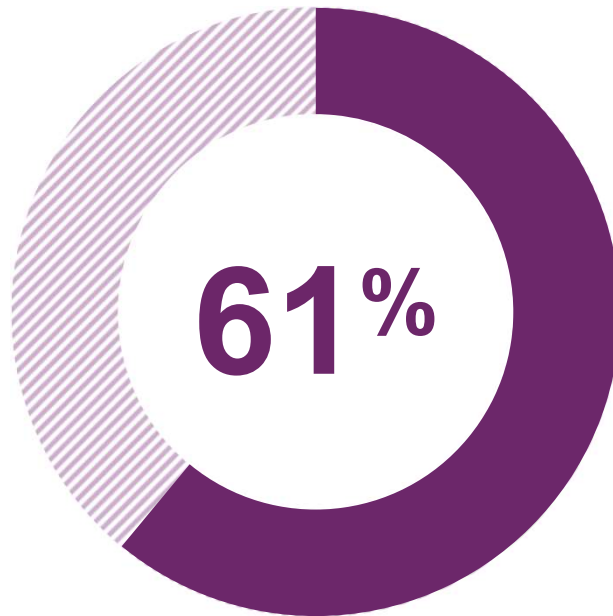
↓ from 80%  
in 2020

# 66%

did not wait, or did not wait too long, to **get a bed on a ward** after arriving at hospital

63,224 responses received

## Waiting times

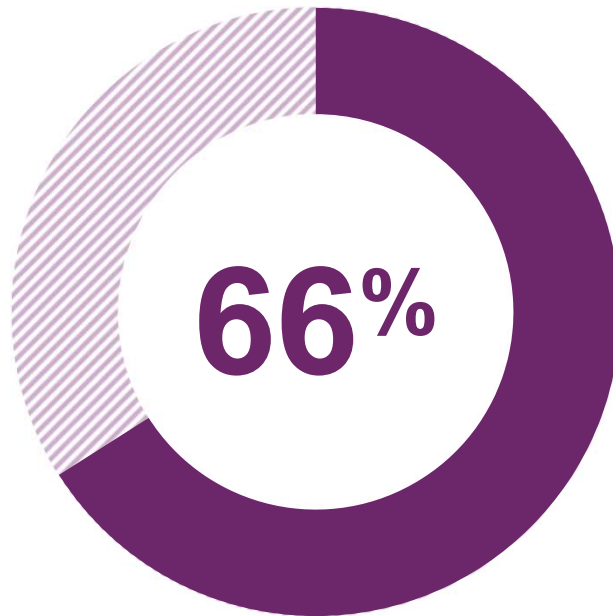


The percentage of patients who did not mind **waiting as long as they did for planned admissions**


↓ from 65%  
in 2021

63,224 responses received

## Waiting times

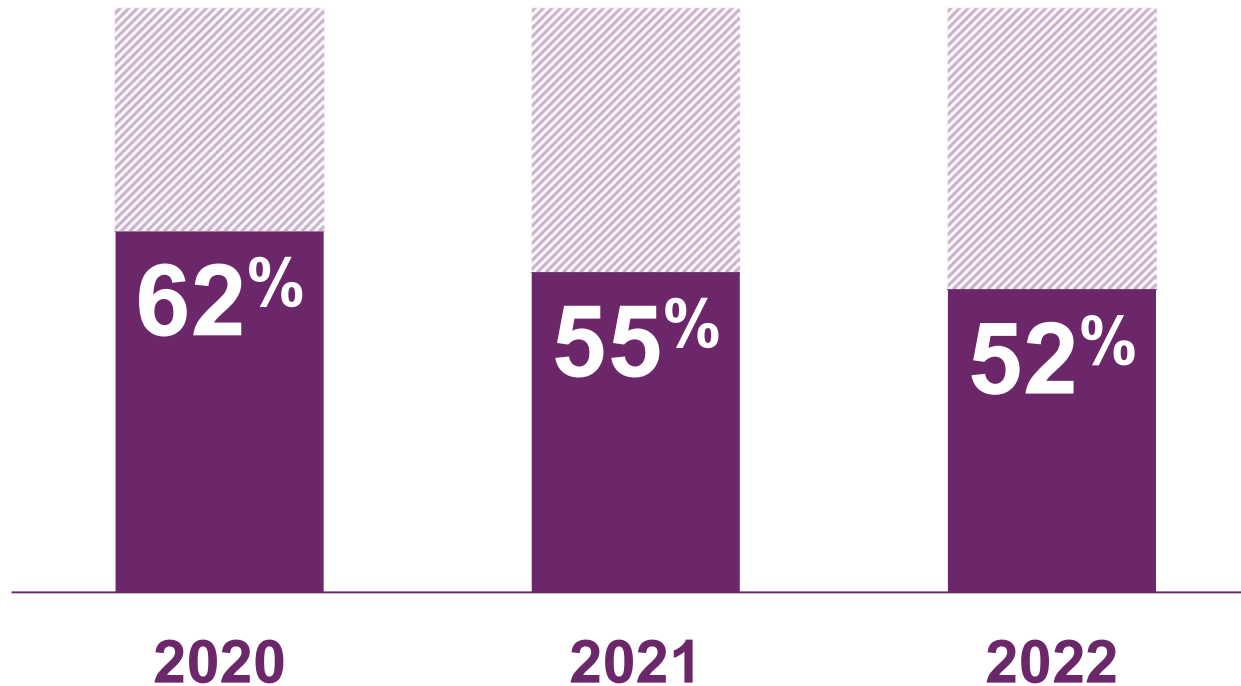


↓ from 70%  
in 2021

 The percentage of patients who did not wait, or did not wait too long, to **get a bed on a ward** after arriving at hospital

63,224 responses received

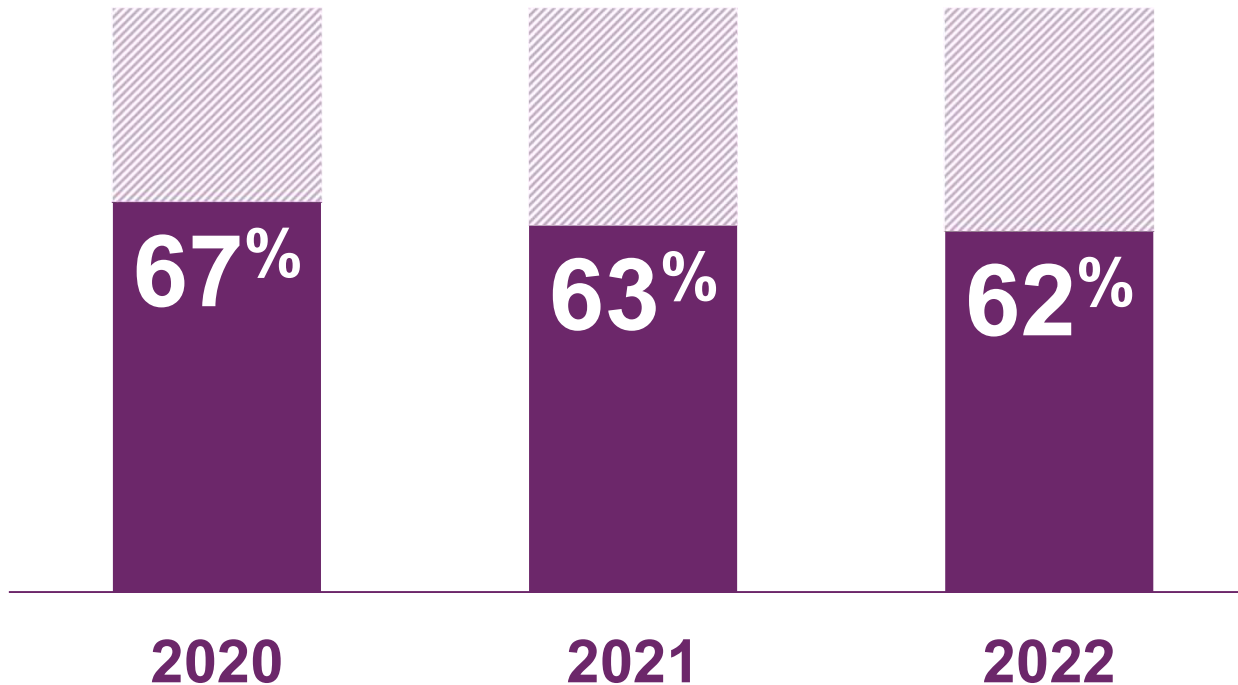
## Availability of staff



The percentage of patients who thought there were **enough nurses** on duty to care for them while in hospital significantly decreased again in 2022

63,224 responses received

## Availability of staff

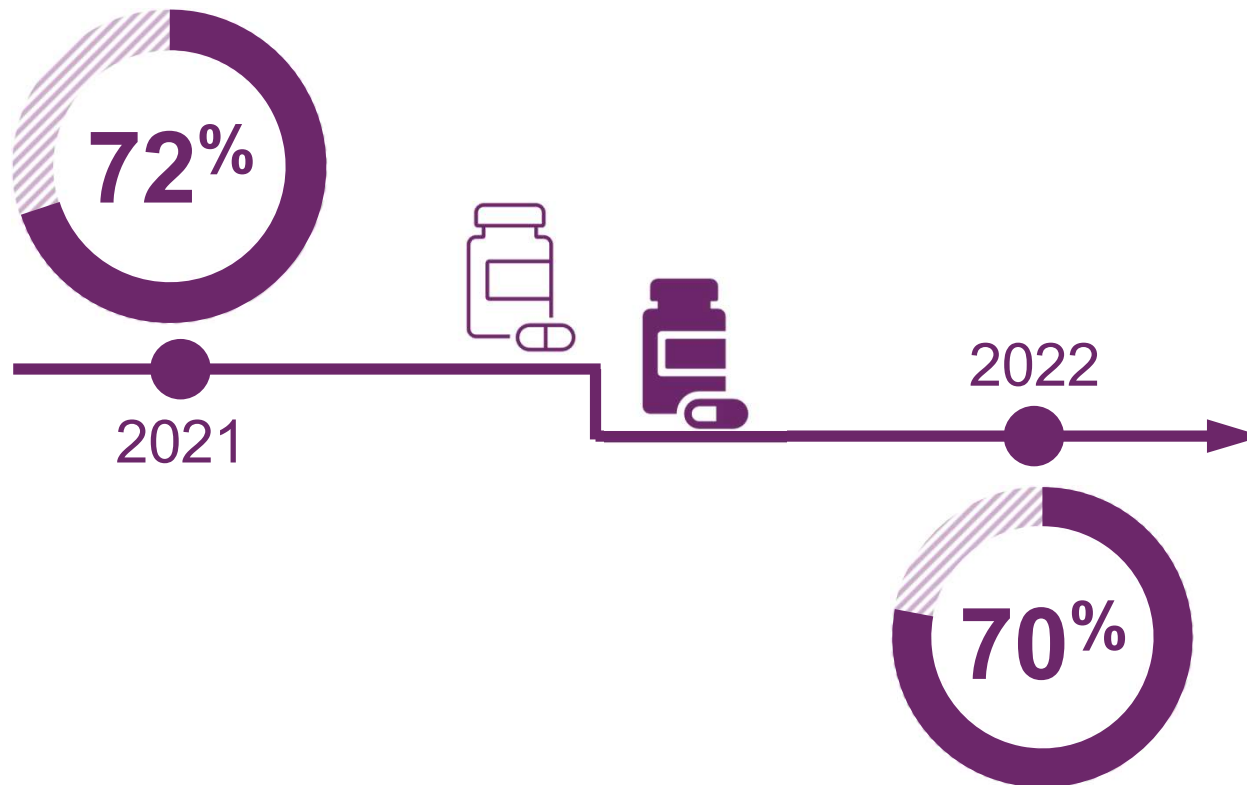


The percentage of patients who were always able to **get help from a member of staff when they needed attention** decreased again in 2022

63,224 responses received



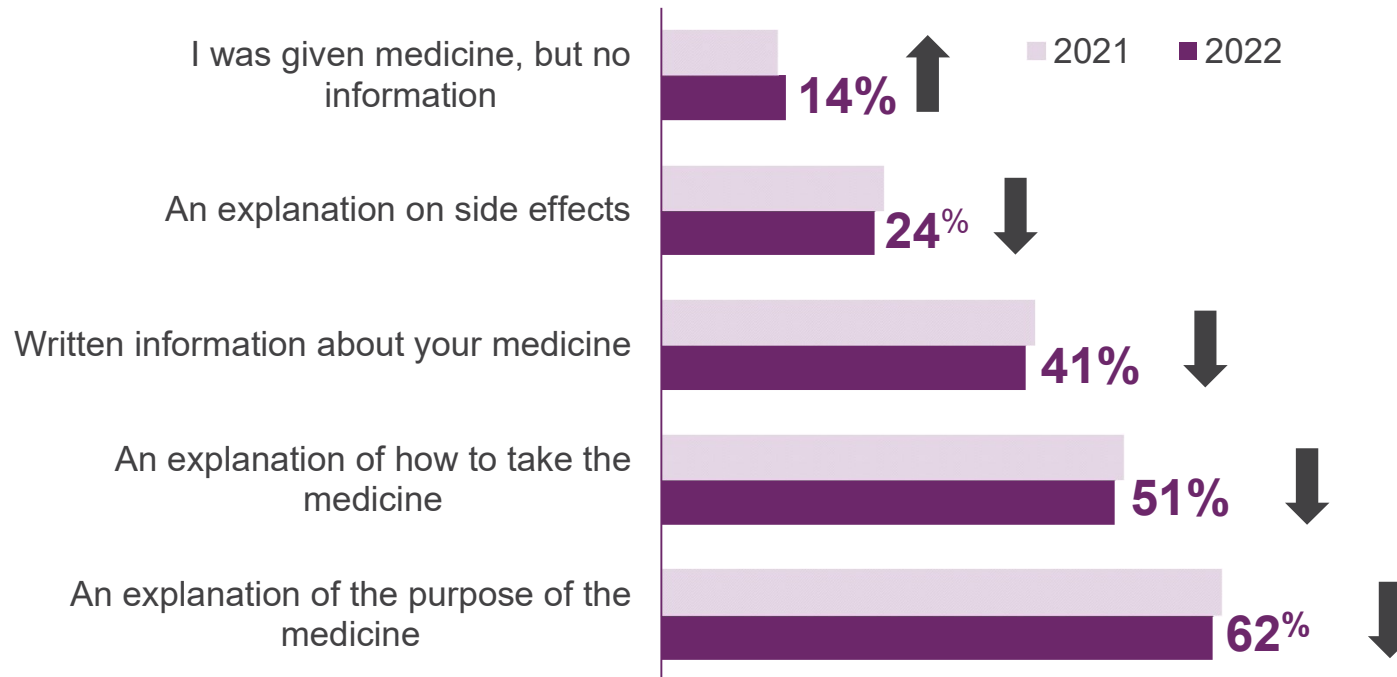
## Ability to take medication




Percentage of patients who **brought medication with them** to hospital and were **able to take it** when they needed to

63,224 responses received

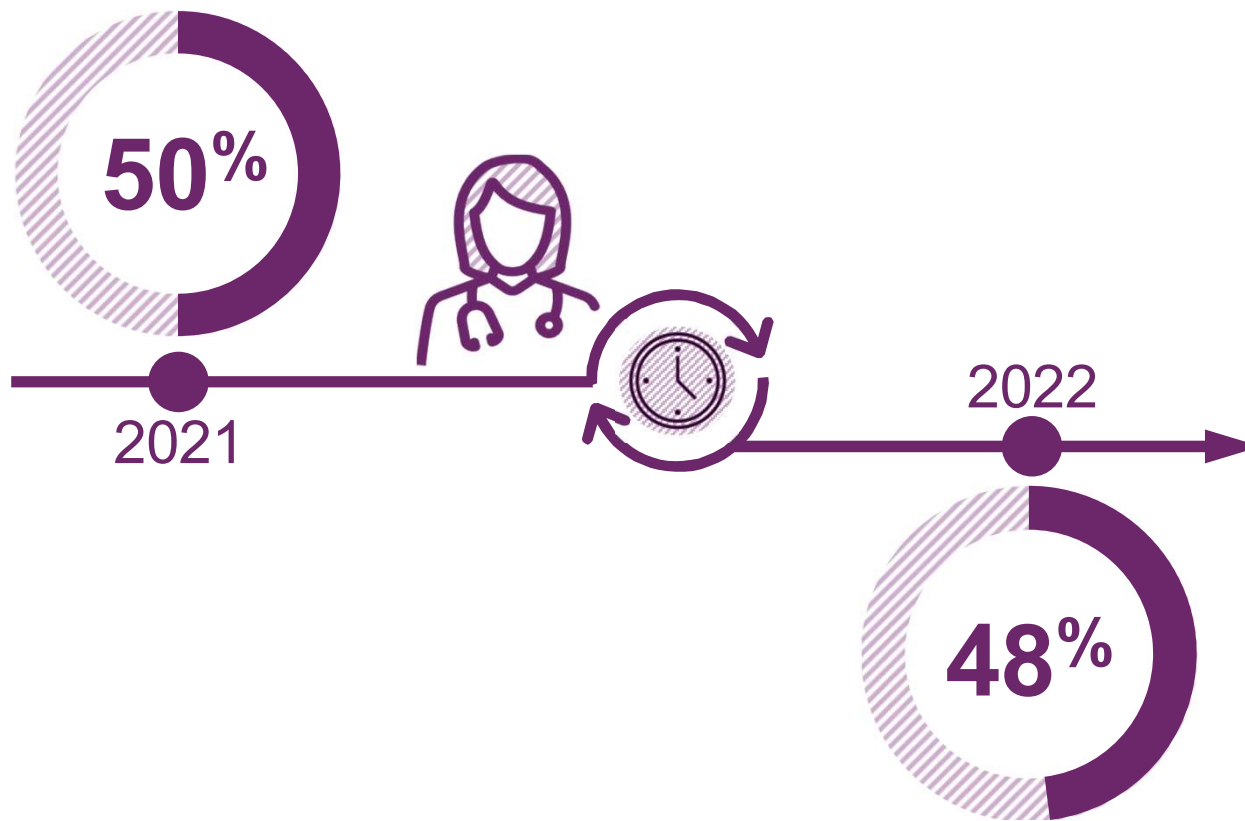
## Information on medication



 The percentage of patients who were **given information on the medication they took home** significantly decreased in 2022

63,224 responses received

## Leaving hospital



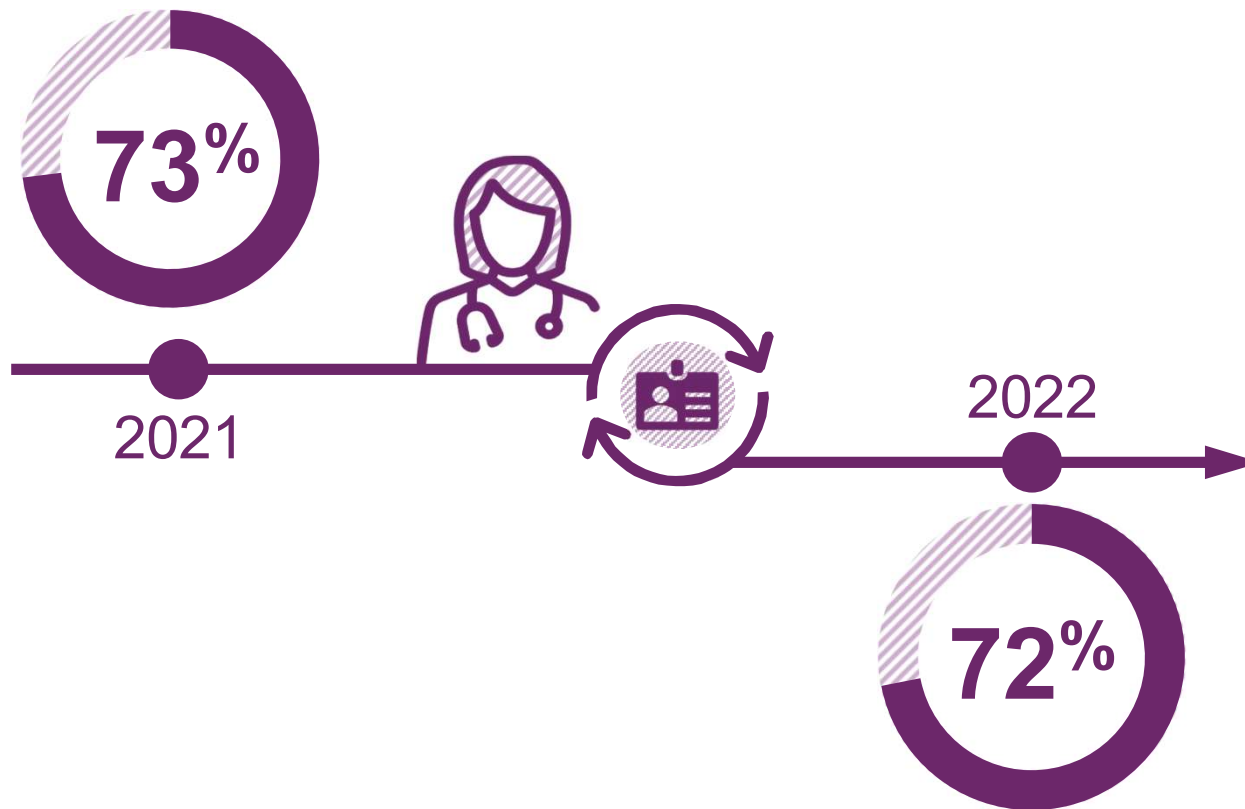
Percentage of patients who were **given enough notice** about when they were going to leave hospital

63,224 responses received

# NHS Adult Inpatient Survey 2022



## Leaving hospital



Percentage of patients who were told **who to contact if they were worried** about their condition or treatment, after leaving hospital

63,224 responses received

## Overall experience

The majority of patients had a good overall experience in hospital

**69%**

rated their experience **8, 9 or 10**  
(where a score of 10 is "I had a very good experience")



↓  
from 71%  
in 2021

**82%**

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

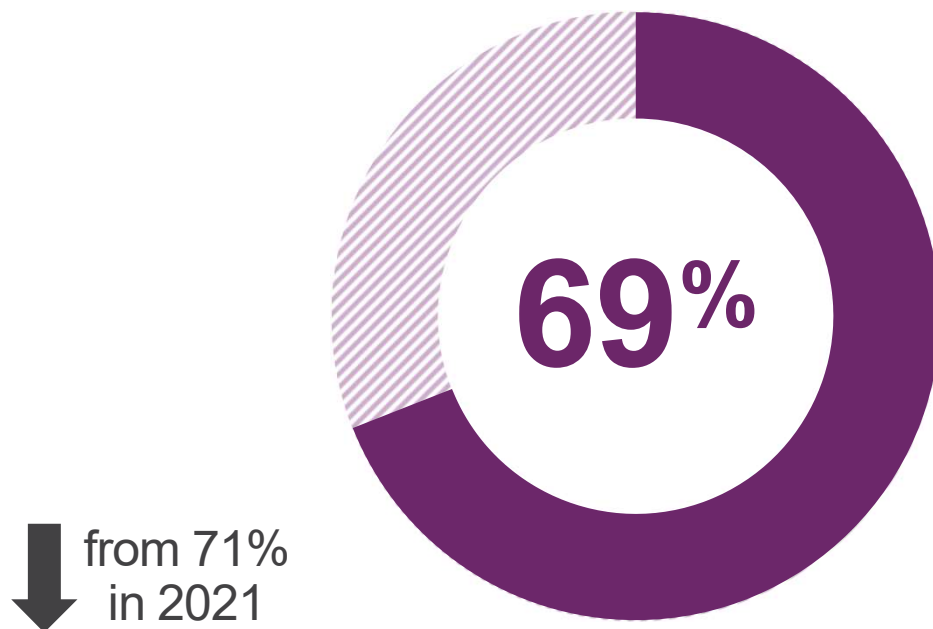


↓  
No change  
from 82%  
in 2021  
↓  
from 85%  
in 2020

63,224 responses received

## Overall experience

The majority of patients had a good overall experience in hospital

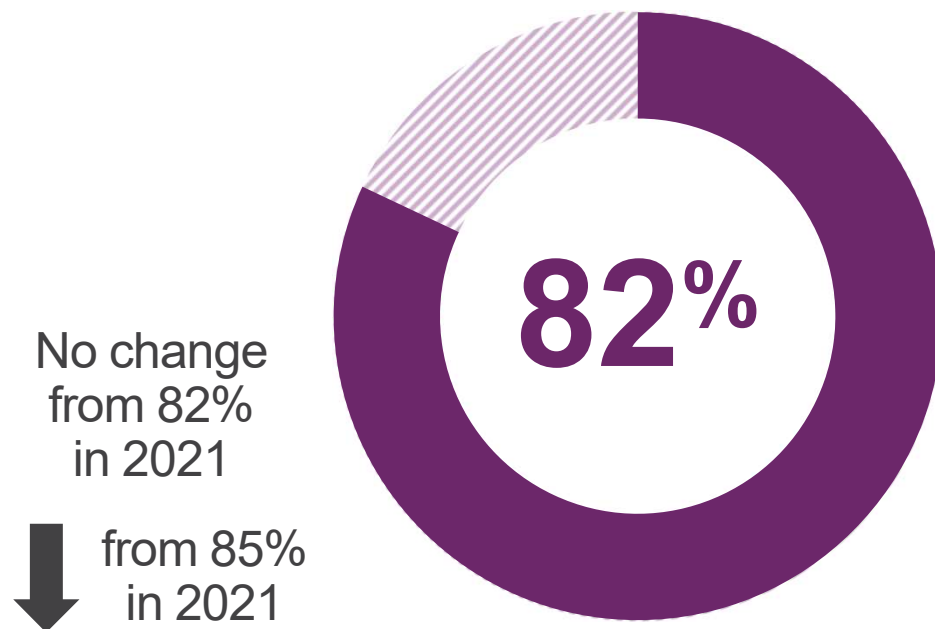


The percentage of patients who rated their experience **8, 9 or 10** (where a score of 10 is “I had a very good experience”)

63,224 responses received

## Overall experience

Patients continued to feel they were treated with dignity and respect



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

63,224 responses received

## 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

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

63,224 responses received



## 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



63,224 responses received

## 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



63,224 responses received

## Differences in experience for people living with disabilities

Patients living with a disability, were more likely to have a **negative experience** with...



Availability of staff



Having confidence and trust in nurses



Getting help to eat meals and getting enough to drink



Receiving consistent information about their care and treatment



Getting help to wash or keep themselves clean



Feeling involved in decisions about their discharge

63,224 responses received

## Differences in experience for people with frailties

Patients living with two or more indicators of frailty<sup>1</sup>, were more likely to have a more **negative experience** with ...



Availability of staff and reassurance from staff



Having confidence and trust in doctors and nurses



Getting help to eat meals / getting enough to drink



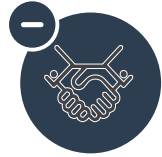
Receiving consistent information about their care and treatment



Getting help to wash or keep themselves clean



Involvement in discharge, discussions of further care and post-discharge care



Being treated with dignity and respect



Their overall experience whilst in hospital

63,224 responses received

<sup>1</sup>Indicators of frailty include feeling isolated, two or more falls and mobility issues in the last 12 months

## Differences in experience for people living with disabilities or frailties

Patients living with a disability or frailty, were more likely to have a negative experience with...



Availability of staff



Having confidence and trust in nurses



Getting help to eat meals and getting enough to drink



Receiving consistent information about their care and treatment



Getting help to wash or keep themselves clean



Feeling involved in decisions about their discharge

63,224 responses received