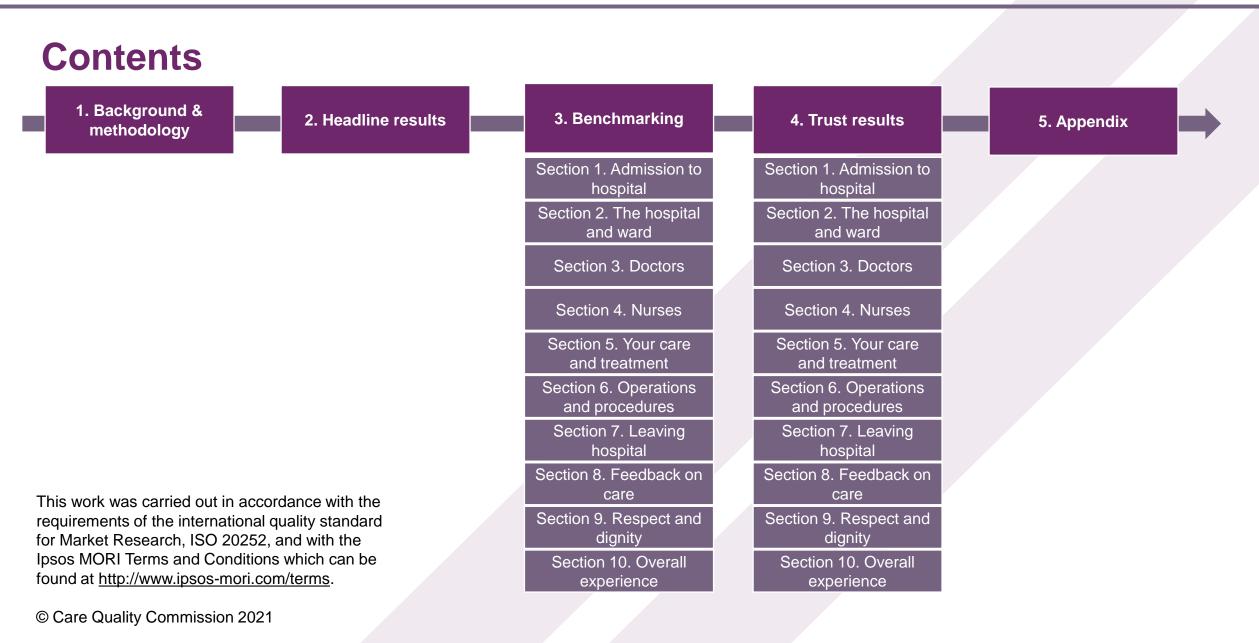
NHS Adult Inpatient Survey 2020 Benchmark Report

Airedale NHS Foundation Trust





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Background and methodology

This section includes:

- an explanation of the NHS Patient Survey Programme
- information on the Adult Inpatient 2020 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 Adult Inpatient Survey has been conducted annually since 2002. 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.

The Adult Inpatient Survey 2020

The survey was administered by the Coordination Centre for Mixed Methods (CCMM) at Ipsos MORI. A total of 169,176 patients were invited to participate in the survey across 137 acute and specialist NHS trusts. Completed responses were received from 73,015 patients, an adjusted response rate of 45.9%.

Patients were eligible to participate in the survey if they were aged 16 years or over, had spent at least one night in hospital, and were not admitted to maternity or psychiatric units. A full list of eligibility criteria can be found in the survey <u>sampling</u> <u>instructions</u>.

Trusts sampled patients who met the eligibility criteria and were discharged from hospital during November 2020. Trusts counted back from the last day of November 2020, sampling every consecutively discharged patient until they had selected 1,250 patients. Some smaller trusts, which treat fewer patients, included patients who were treated in hospital earlier than November 2020 (as far back as May 2020), to achieve a large enough sample.

Fieldwork took place between January and May 2021.

Trend data

The Adult Inpatient 2020 survey was significantly different to previous years' surveys with regards to methodology, sampling month and questionnaire content. This year's survey was conducted using a push-to-web methodology (offering both online and paper completion). The questionnaire was amended significantly, with changes to both question wording and order. The 2020 results are therefore not comparable with previous years' data and trend data is not available. In future years, trend data will be incorporated into these reports.

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 <u>NHS</u> <u>Surveys website</u>.
- To learn more about 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.

This report also includes site level benchmarking. This allows you to compare the results for sites within your trust with all other sites across trusts. It is important to note that the performance ratings presented here may differ from that presented in the trust level benchmarking.

More information can be found in the <u>Appendix</u>.

Standardisation

Demographic characteristics, such as age and gender, can influence patients' experience of care and the way they report it. For example, research shows that men tend to report more positive experiences than women, and older people more so 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 age, sex and method of admission (emergency or elective) of respondents to reflect the 'national' age, sex, and method of admission 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. Site level results are standardised in the same way.

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 Q1) and others are 'routing questions', which are designed to filter out respondents to whom the following questions do not apply (for example Q6). These questions are not scored. Section scoring is computed as the arithmetic mean of question scores for the section after weighting is applied.

Trust average

The 'trust 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 (or the corresponding section the question contributes to).

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.

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.

- **Trust results** includes the score for your trust; a comparison with other trusts in your region; a breakdown of scores across sites within your trust. It may be helpful to compare yourself with regional trusts, so you can learn from and share learnings with trusts in your area who care for similar populations. Internal benchmarking may be helpful so you can compare sites within your organisation, sharing best practice within the trust and identifying any sites that may need attention.
- **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 two chart types used in the section 'benchmarking' use the 'expected range' technique to show results. 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: www.cqc.org.uk/inpatientsurvey
- National and trust-level data for all trusts who took part in the Adult Inpatient 2020 survey: <u>https://nhssurveys.org/surveys/survey/02-adults-inpatients/year/2020/</u>. 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
- 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 top and bottom scores for your trust



Who took part in the survey?

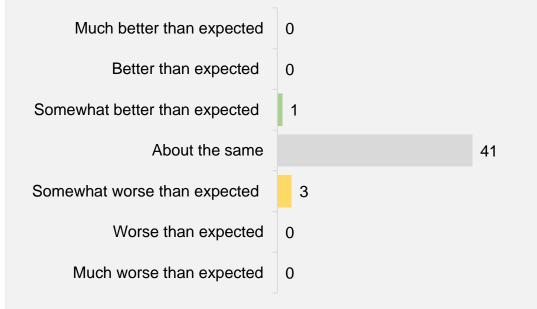
This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.

1,250 invited to take part	Ethnicity	Religion
 571 completed 84% urgent/emergency admission 16% planned admission 48% response rate 46% average response rate for all trusts 51% response rate for your trust last year 	White93%Mixed1%Asian or Asian British3%Black or Black British0%Arab or other ethnic group<0.5%Not known2%	No religion24%Buddhist<0.5%Christian69%Hindu0%Jewish<0.5%Muslim3%Sikh0%Other2%Prefer not to say2%
Long-term conditions of participants said they have physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last 12 months or more (excluding those who selected "I would prefer not to say").	Sex At birth were you registered as Female 52% Male 48% Intersex 0% <0.5% of participants said their gender is different from the sex they were registered with at birth.	Age 8% -16-35 -36-50 -51-65 -66+

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

Results for the Adult Inpatient 2020 survey are not comparable with results from previous years. This is because of a change in survey methodology, extensive redevelopment of the questionnaire, and a different sampling month. More information on this is available in the survey development report.

The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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>"comparison</u> to other trusts".

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Best and worst performance relative to the trust average

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

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



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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



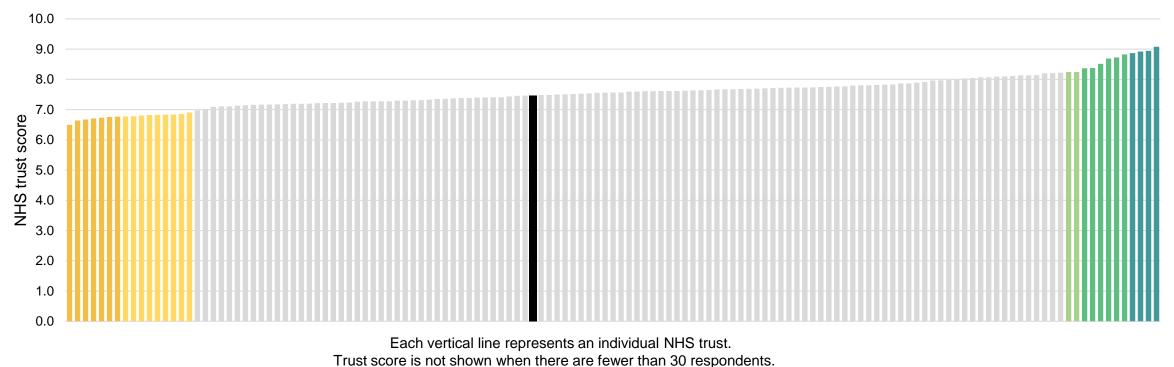
Section 1. Admission to hospital

Section score

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, 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 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.

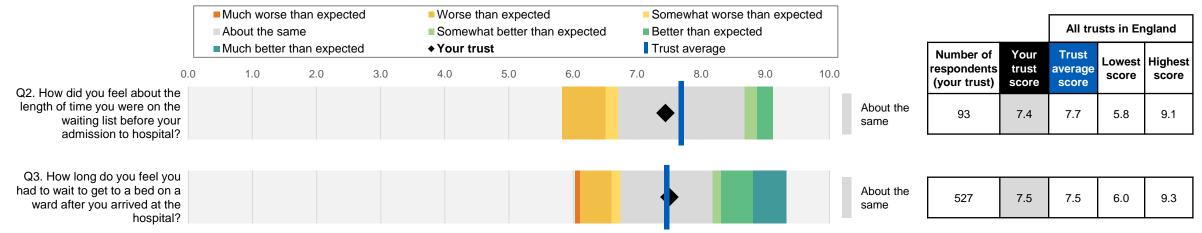
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 7.5 (About the same)



Section 1. Admission to hospital (continued)

Question scores



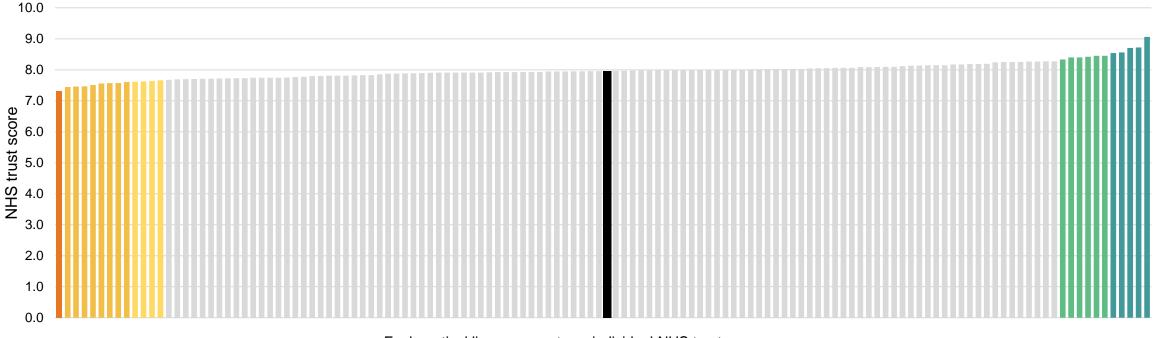
Section 2. The hospital and ward

Section score

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, 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 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.

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

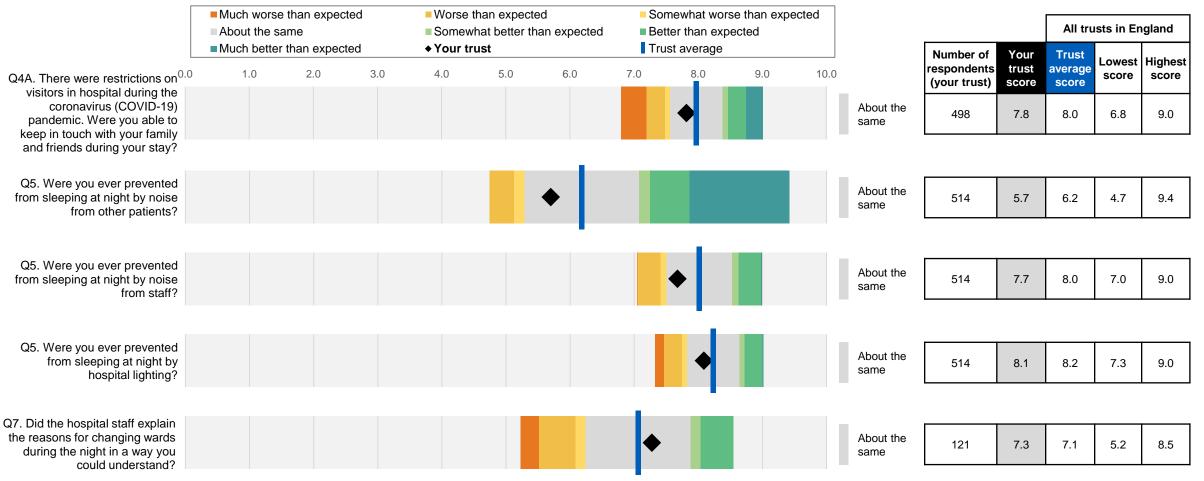
Your trust section score = 8.0 (About the same)



Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

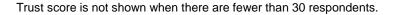
Section 2. The hospital and ward (continued)

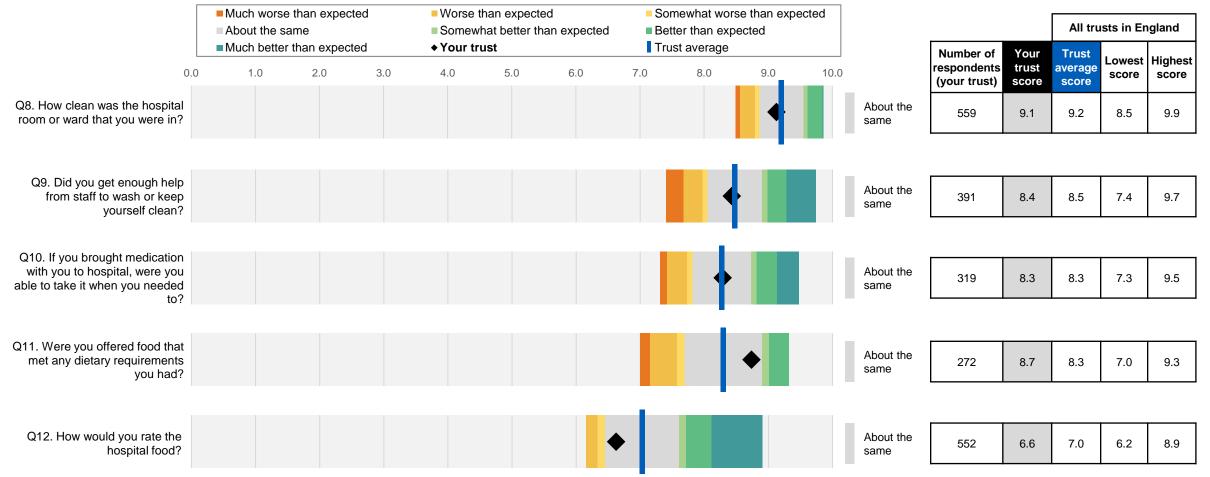
Question scores



Section 2. The hospital and ward (continued)

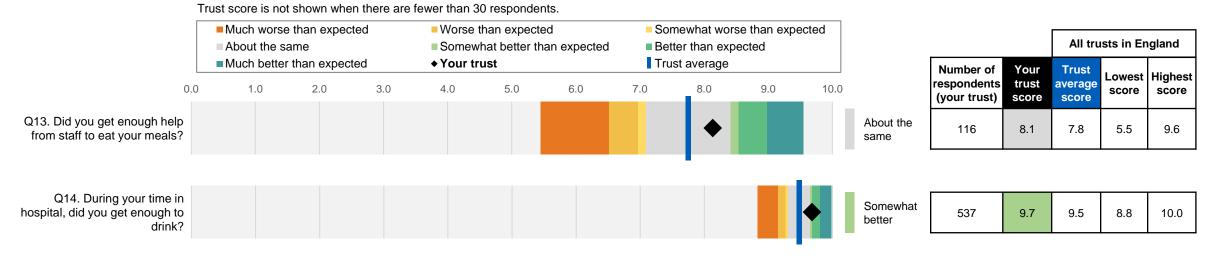
Question scores





Section 2. The hospital and ward (continued)

Question scores



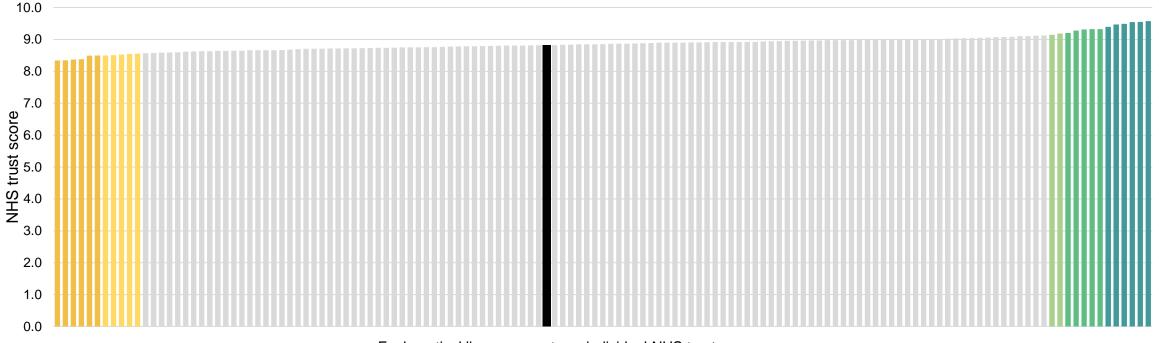
Section 3. Doctors

Section score

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, 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 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.

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	

Your trust section score = 8.8 (About the same)



Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

Section 3. Doctors (continued)

Question scores

Q15. When you asked doctors

questions, did you get answers

you could understand?



			All tru	sts in En	gland
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
About the same	513	8.6	8.8	8.2	9.6

Q16. Did you have confidence and trust in the doctors treating you?			•	About the same	568	9.1	9.2	8.7	9.9
Q17. When doctors spoke about your care in front of you, were you included in the conversation?			•	About the same	564	8.8	8.6	7.9	9.6

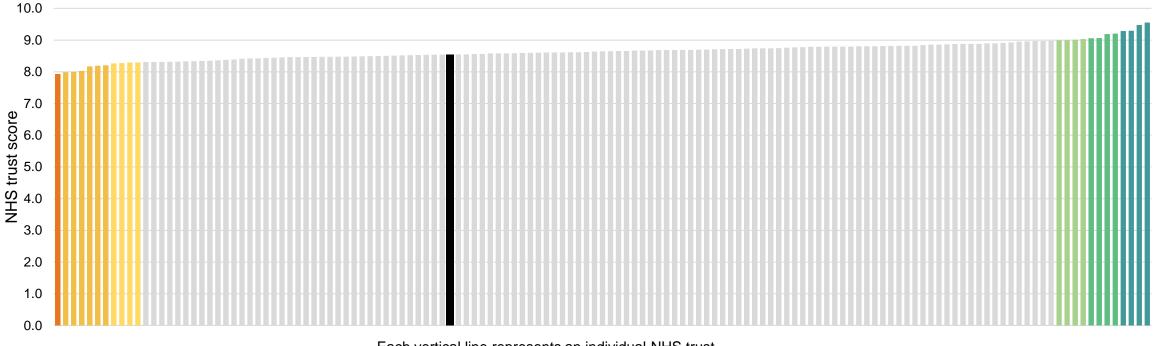
Section 4. Nurses

Section score

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, 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 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.

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	

Your trust section score = 8.5 (About the same)



Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

Section 4. Nurses (continued)

Question scores

		About the				han expecte	ed an expected	Bet	ter than exp	se than expect ected	ed				All tru	sts in En	gland
0.0	L	Much bette	er than expec	3.0	♦ Your tr 4.0	ust 5.0	6.0	7.0	st average 8.0	9.0	10.0		Number of respondents		Trust average	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?										•		About the same	(your trust) 534	8.6	score 8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?										•		About the same	568	8.8	9.1	8.6	9.7
Q20. When nurses spoke about your care in front of you, were you included in the conversation?										•		About the same	564	8.9	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?												About the same	567	7.8	7.9	6.4	9.3

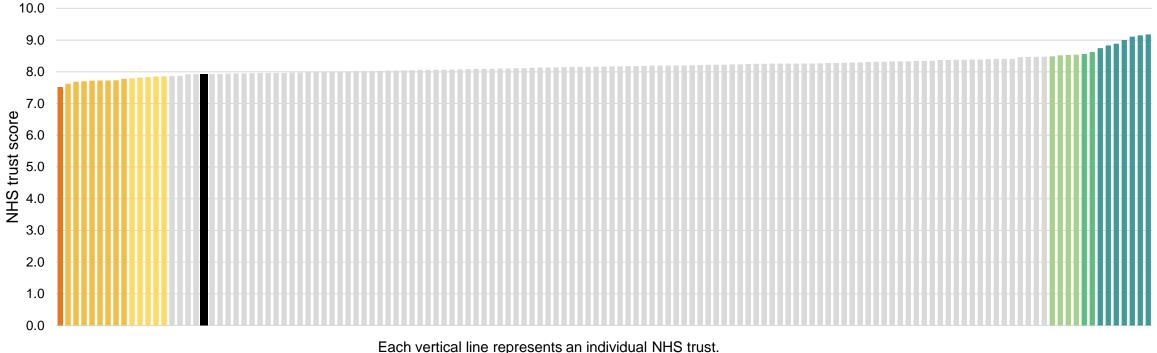
Section 5. Your care and treatment

Section score

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, 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 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.

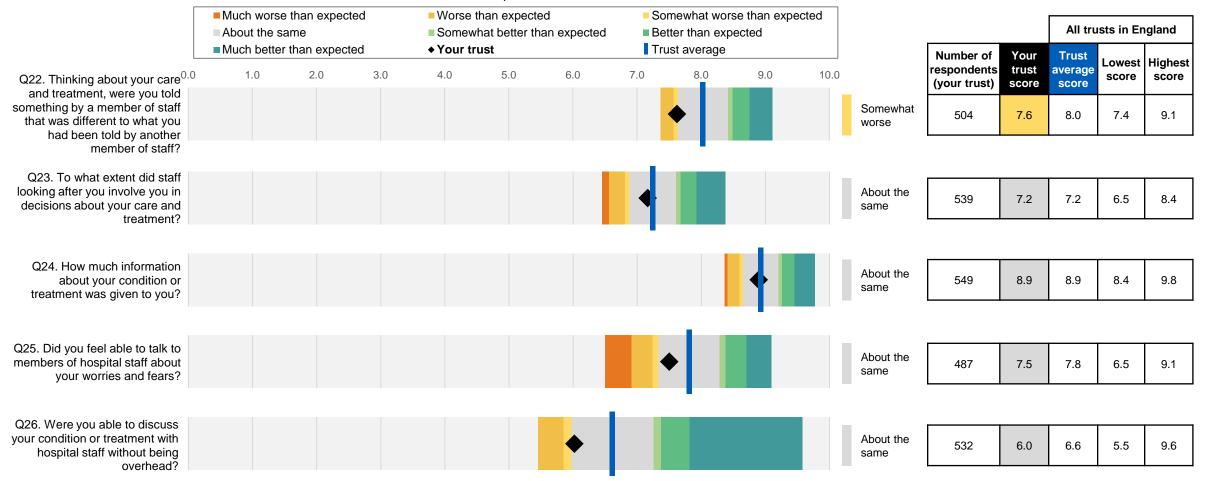
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 7.9 (About the same)



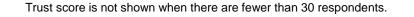
Section 5. Your care and treatment (continued)

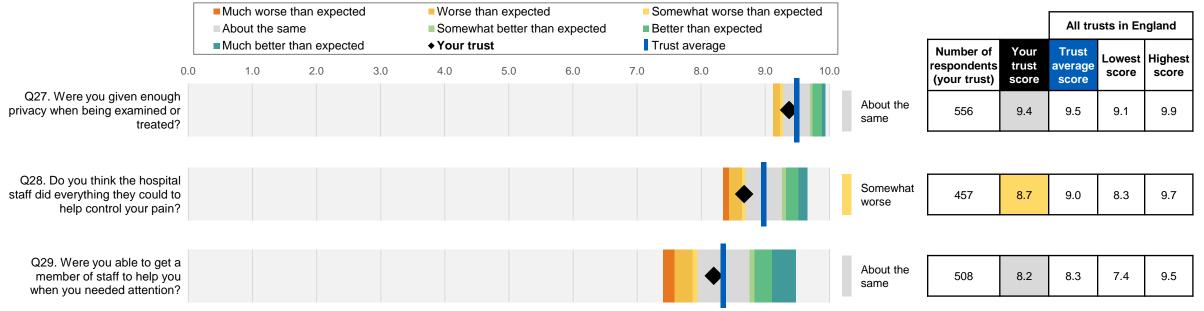
Question scores



Section 5. Your care and treatment (continued)

Question scores





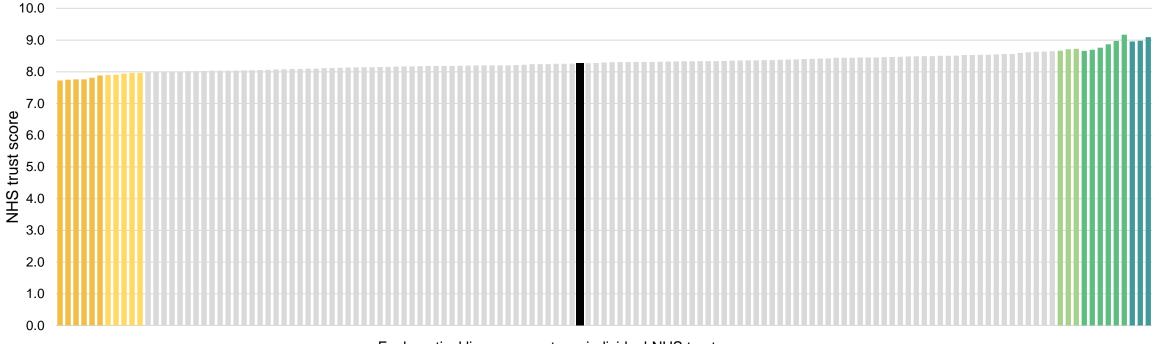
Section 6. Operations and procedures

Section score

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, 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 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.

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

Your trust section score = 8.3 (About the same)



Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

Section 6. Operations and procedures (continued)

Question scores

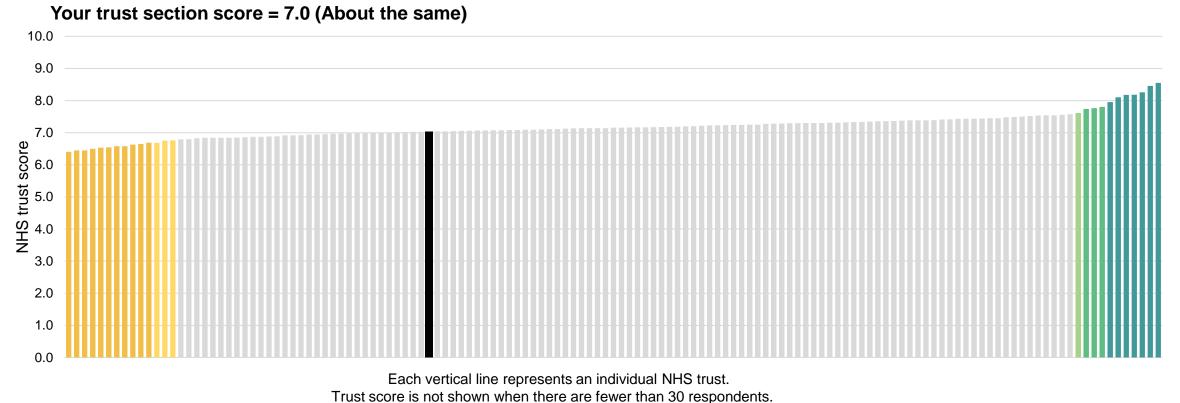


Section 7. Leaving hospital

Section score

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, 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 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.

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

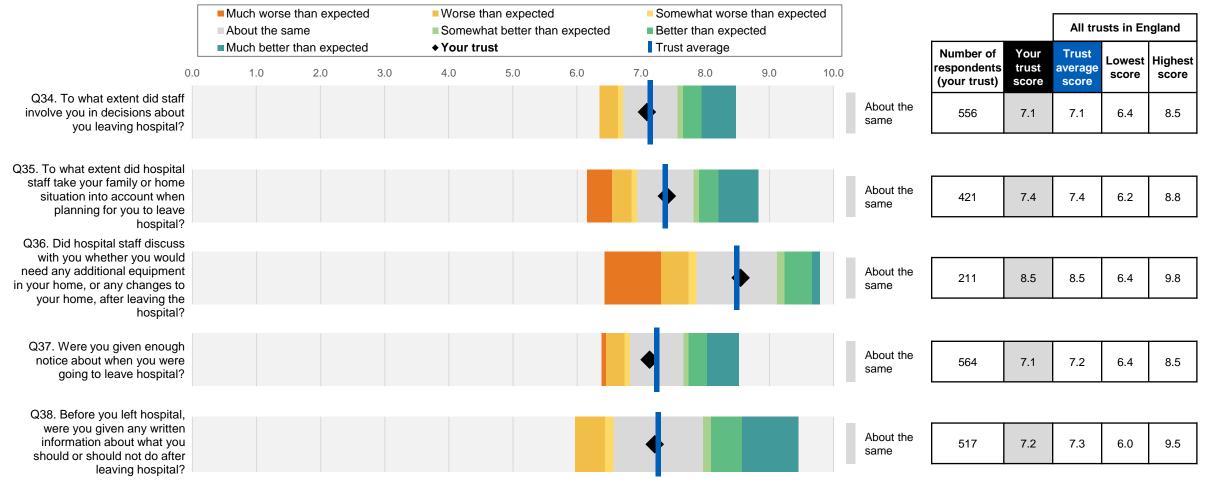


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Section 7. Leaving hospital (continued)

Question scores





Highest

score

6.3

8.7

9.7

9.6

8.0

Lowest

score

3.7

5.7

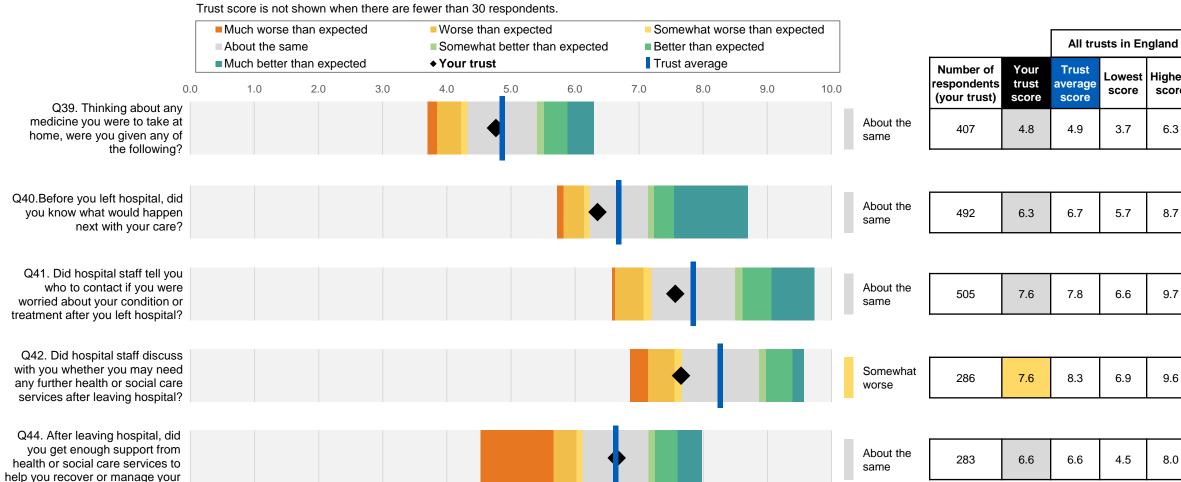
6.6

6.9

4.5

Section 7. Leaving hospital (continued)

Question scores



condition?

Section 8. Feedback on the quality of your care

Section score

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, 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 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.

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	

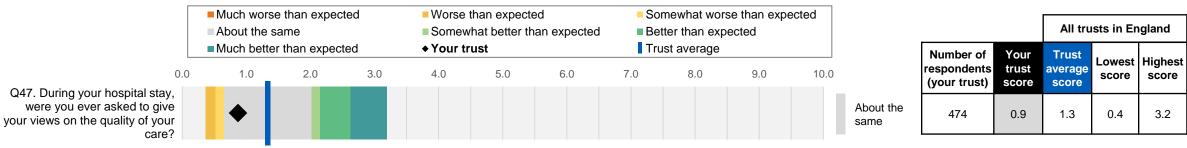
Your trust section score = 0.9 (About the same)

0.0	
1.0	
2.0	
Ż	
0.3 OLD STORE	
ISU 2.0	
ບັ 6.0 ທ	
e	
7.0	
8.0	
9.0	
10.0	

Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

Section 8. Feedback on the quality of your care (continued)

Question score



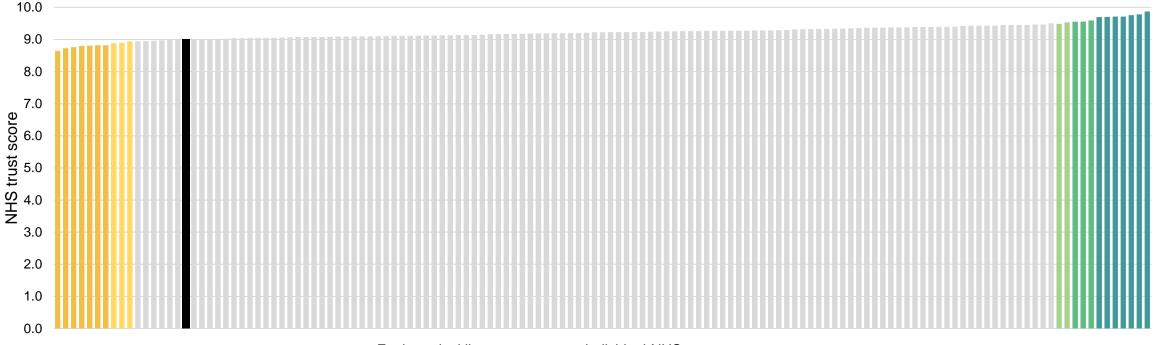
Section 9. Respect and dignity

Section score

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, 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 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.



Your trust section score = 9.0 (About the same)



Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

Section 9. Respect and dignity (continued)

Question score

	 Much worse than expected About the same Much better than expected 		 Worse than expected Somewhat better than expected Your trust 			 Somewhat worse than expected Better than expected Trust average 			ected		Number of	
0.0 Q45. Overall, did you feel you	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents (your trust)
dignity while you were in the hospital?									•		About the same	566

			All trusts in England					
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score			
е	566	9.0	9.2	8.6	9.9			

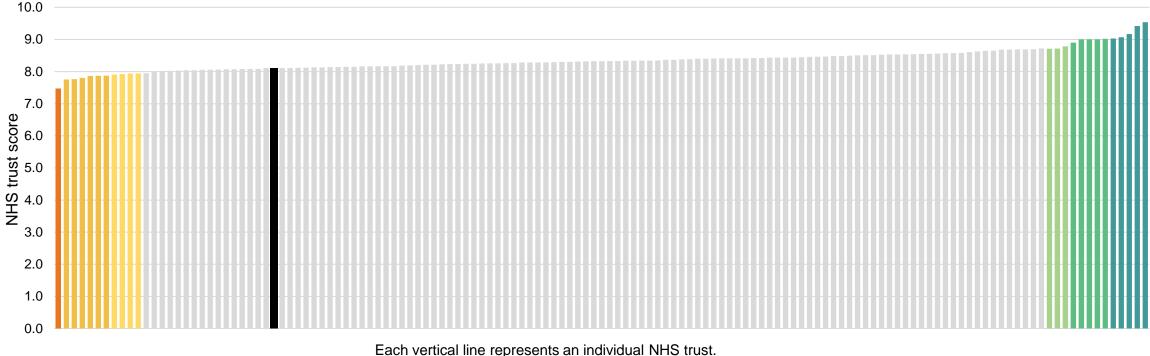
Section 10. Overall experience

Section score

This shows the range of section scores for all NHS trusts. The colour of the line denotes whether a trust has performed better, worse, or about the same compared with all other trusts (as detailed in the legend). The result for your trust is shown in black. Please note, as a result of the 'expected range' analysis technique used, 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 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.



Your trust section score = 8.1 (About the same)



Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

Section 10. Overall experience (continued)

Question score

 Much worse than expected About the same Much better than expected 				 Worse than expected Somewhat better than expected Your trust 			 Somewhat worse than expected Better than expected Trust average 			ected		Number of
0.	0 1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents (your trust)
Q46. Overall, how was your experience while you were in the hospital?								•			About the same	563

			All tru	sts in En	gland	
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score	
е	563	8.1	8.4	7.5	9.5	

Trust results

This section includes:

- an overview of results for your trust for each question, including:
 - the score for your trust
 - o a comparison with other trusts in your region
 - o a breakdown of scores across sites within your trust



Admission to hospital: Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?

Results for your trust

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
	score com	-				
his bench	narking comp	ares the ques	stion score for	r your trust ag	ainst all othe	er trusts.
Your 7						
Trust 7.4	ł					
Breakdov	n of scores	s for sites v	vithin your	trust:		
					h	4
	narking allows	s you to comp	are the result	ts for sites wit	inin your trus	st with all
ther sites a	cross trusts.					
Site #1 7	4					
ite 1						
iredale General	Hospital (93)					

Top five trusts		Bottom five trusts	
North Tees and Hartlepool NHS Foundation Trust	8.8	County Durham and Darlington NHS Foundation Trust	
Northumbria Healthcare NHS Foundation Trust	8.7	Northern Lincolnshire and Goole NHS Foundation Trust	
The Leeds Teaching Hospitals NHS Trust	8.6	Harrogate and District NHS Foundation Trust	
Gateshead Health NHS Foundation Trust	8.5	Mid Yorkshire Hospitals NHS Trust 7.2	
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.5	Airedale NHS Foundation Trust 7.4	

Admission to hospital: Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?

Results for your trust

four Trust 7.5 reakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all her sites across trusts. te #1 7.5							
7.5 reakdown of scores for sites within your trust: nis benchmarking allows you to compare the results for sites within your trust with all her sites across trusts. ite #1 7.5 e1							
Your Trust 7.5 reakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all her sites across trusts. te #1 7.5			•				
7.5 reakdown of scores for sites within your trust: nis benchmarking allows you to compare the results for sites within your trust with all her sites across trusts. te #1 7.5	his benchma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Breakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.	Your						
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 7.5							
her sites across trusts.				-			
e 1		•	you to comp	are the result	s for sites wit	hin your trus	t with all
e 1	her sites ac	ross trusts.					
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te 1							
te 1							
ie 1	ite #1 7.5						
	110						
redale General Hospital (527)							
	edale General Ho	spital (527)					

Top five trusts		Bottom five trusts	5
South Tees Hospitals NHS Foundation Trust	8.1	Barnsley Hospital NHS Foundation Trust	6.0
Harrogate and District NHS Foundation Trust	8.0	Northern Lincolnshire and Goole NHS Foundation Trust	6.4
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.0	Mid Yorkshire Hospitals NHS Trust	6.5
Hull University Teaching Hospitals NHS Trust	7.9	The Rotherham NHS Foundation Trust	6.6
South Tyneside and Sunderland NHS Foundation Trust	7.8	Bradford Teaching Hospitals NHS Foundation Trust	6.7

The hospital and ward: Q4A. There were restrictions on visitors in hospital during the coronavirus (COVID-19) pandemic. Were you able to keep in touch with your family and friends during your stay?

Results for your trust

	-					
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	score com	pared with	all other tr	rusts:		
		-		r your trust ag	ainst all othe	er trusts.
Your 7.8						
Trust 7.8						
Breakdow	n of scores	for sites v	vithin your	trust:		
This benchm	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
other sites ac	cross trusts.					
Site #1 7.8	3					
Site 1						
Airedale General H	ospital (498)					

Top five trusts	Top five trusts			5	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.4		Mid Yorkshire Hospitals NHS Trust	6.8	
South Tees Hospitals NHS Foundation Trust	8.3		Bradford Teaching Hospitals NHS Foundation Trust	7.6	
Barnsley Hospital NHS Foundation Trust	8.1		The Rotherham NHS Foundation Trust	7.6	
North Tees and Hartlepool NHS Foundation Trust	8.1		Hull University Teaching Hospitals NHS Trust	7.6	
					-
North Cumbria Integrated Care NHS Foundation Trust	8.1		Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	7.8	

The hospital and ward: Q5. Were you ever prevented from sleeping at night by noise from other patients?

Results for your trust

	-						
Much worse than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	Top fi
	st score com	-			nainst all othe	or trusts	н
Your Trust 5 .		ares the ques				i i usis.	Fo
Breakdo This bench	wn of scores marking allows across trusts.		•		hin your trus	t with all	Ga N⊦
Site #1 5	5.7						The N Tyne Fou
							Do Bass
Site 1							Hc Fou
Airedale Genera	l Hospital (514)						
							Fc

Top five trusts		Bottom five trusts	5
Northumbria Healthcare NHS Foundation Trust	8.0	The Rotherham NHS Foundation Trust	4.9
Gateshead Health NHS Foundation Trust	7.4	Northern Lincolnshire and Goole NHS Foundation Trust	5.5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.3	Airedale NHS Foundation Trust	5.7
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	6.7	The Leeds Teaching Hospitals NHS Trust	5.8
South Tees Hospitals NHS Foundation Trust	6.6	Bradford Teaching Hospitals NHS Foundation Trust	5.8

The hospital and ward: Q5. Were you ever prevented from sleeping at night by noise from staff?

Results for your trust

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	score com	pared with	all other to	niete.		Į
		ares the ques			ainst all othe	ar truete
_	arking compa	ales ille ques		i your trust ag	anst an othe	er trusts.
Your Trust 7.7						
Prockdow	n of cooros	for citor u	vithin your	tructu		
		for sites w	-			
	-	you to compa	are the result	ts for sites wit	hin your trus	t with all
ner sites ac	cross trusts.					
Site #1 7.7						
	7					
ite 1 iredale General Ho						

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Top five trusts		Bottom five trusts	5	
Northumbria Healthcare NHS Foundation Trust	8.6	Mid Yorkshire Hospitals NHS Trust	7.3	
South Tyneside and Sunderland NHS Foundation Trust	8.5	The Leeds Teaching Hospitals NHS Trust	7.7	
Gateshead Health NHS Foundation Trust	8.5	Airedale NHS Foundation Trust	7.7	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.5	Bradford Teaching Hospitals NHS Foundation Trust	7.7	
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.1	The Rotherham NHS Foundation Trust	7.8	

The hospital and ward: Q5. Were you ever prevented from sleeping at night by hospital lighting?

Results for your trust

Much wor than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	iet (score com	nared with	all other tr	uete:	ļ	
			-			gainst all othe	er trusts
Your		anning compt			your nuor ag	gannot an othe	
Trust	8.1						
Breakd	owr	n of scores	for sites w	vithin your	trust		
				-		thin your true	t with all
		ross trusts.	you to comp	are the result	S IOF SILES WI	thin your trus	l with all
	5 40	1000 (1000).					
Site #1	8.1						
me #1	ö .1						
_							
ite 1							
viredale Gene	eral Ho	spital (514)					

Top five trusts		Bottom five trust	ts	
Gateshead Health NHS Foundation Trust	8.9	Hull University Teaching Hospitals NHS Trust	8.0	
Northumbria Healthcare NHS Foundation Trust	8.9	Northern Lincolnshire and Goole NHS Foundation Trust	8.0	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7	North Tees and Hartlepool NHS Foundation Trust	8.1	
County Durham and Darlington NHS Foundation Trust	8.5	York Teaching Hospital NHS Foundation Trust	8.1	
Calderdale and Huddersfield NHS Foundation Trust	8.4	South Tees Hospitals NHS Foundation Trust	8.1	

The hospital and ward: Q7. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?

Results for your trust

Trust 7.3 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.							
than expected expected than expected than expected expected than expected Your Trust 37.3 T.3 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 7.3							
Your trust score compared with all other trusts: Tis benchmarking compares the question score for your trust against all other trusts. Your Trust 7.3 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 7.3							
This benchmarking compares the question score for your trust against all other trusts. Your Trust 7.3 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 7.3							
Your Trust 7.3 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 7.3 ite 1	Your trus	t score com	pared with	all other tr	rusts:		
Trust 7.3 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 7.3	This bench	marking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 7.3	Your	2					
This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.	Trust 1	3					
This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.	Breakdov	vn of scores	s for sites w	vithin vour	trust:		
ther sites across trusts.				-		hin vour trus	t with all
Site #1 7.3						init your trus	
ite 1							
ite 1							
ite 1							
ite 1							
ite 1							
	Site #1 7	.3					
	ito 1						
iredale General Hospital (121)							
	aredale General	Hospital (121)					

		_		
Top five trusts			Bottom five trusts	5
Harrogate and District NHS Foundation Trust	8.2		Mid Yorkshire Hospitals NHS Trust	5.4
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.2		Bradford Teaching Hospitals NHS Foundation Trust	6.0
Gateshead Health NHS Foundation Trust	7.9		The Rotherham NHS Foundation Trust	6.1
Northumbria Healthcare NHS Foundation Trust	7.8		Calderdale and Huddersfield NHS Foundation Trust	6.2
South Tees Hospitals NHS Foundation Trust	7.8		Sheffield Teaching Hospitals NHS Foundation Trust	6.4

The hospital and ward: Q8. How clean was the hospital room or ward that you were in?

Results for your trust

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
·						
		pared with				
his benchm	arking compa	ares the ques	tion score for	r your trust aç	ainst all othe	er trusts.
Your 9.1						
rust 9.1						
reakdowr	ι of scores	for sites w	vithin your	trust:		
		you to comp			hin your trus	t with all
	ross trusts.	you to comp			ann your trus	
te #1 9.1						
- 1						
te 1						
	ospital (559)					
e 1 redale General Ho	ospital (559)					
	ospital (559)					

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Top five trusts		Bottom five trus	sts
Northumbria Healthcare NHS Foundation Trust	9.6	The Rotherham NHS Foundation Trust	8.8
The Newcastle upon Tyne Hospitals NHS	9.5	North Tees and Hartlepool NHS	9.0
Foundation Trust		Foundation Trust	
Barnsley Hospital NHS Foundation Trust	9.5	Bradford Teaching Hospitals NHS Foundation Trust	9.0
		Northorn	
Hull University Teaching Hospitals NHS Trust	9.4	Northern Lincolnshire and Goole NHS Foundation Trust	9.1
			_
Gateshead Health NHS Foundation Trust	9.4	Airedale NHS Foundation Trust	9.1

The hospital and ward: Q9. Did you get enough help from staff to wash or keep yourself clean?

Results for your trust

	_					
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
than expected	expected	than expected	the same	than expected	cxpected	than expected
our trust	score com	pared with	all other to	rusts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust 8.4						
Breakdowr	n of scores	for sites w	vithin your	trust.		
			-		ul	4
	-	you to comp	are the result	ts for sites wit	thin your trus	t with all
ther sites ac	ross trusts.					
Site #1 8.4						
0.4						
ite 1						
iredale General Ho	ospital (391)					

		_			
Top five trusts			Bottom five trusts	5	
Sheffield Teaching Hospitals NHS Foundation Trust	8.8		Mid Yorkshire Hospitals NHS Trust	7.4	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7		Bradford Teaching Hospitals NHS Foundation Trust	7.9	
Harrogate and District NHS Foundation Trust	8.7		Northern Lincolnshire and Goole NHS Foundation Trust	7.9	
Calderdale and Huddersfield NHS Foundation Trust	8.7		The Rotherham NHS Foundation Trust	8.0	
South Tees Hospitals NHS Foundation Trust	8.7		North Tees and Hartlepool NHS Foundation Trust	8.2	

The hospital and ward: Q10. If you brought medication with you to hospital, were you able to take it when you needed to?

Results for your trust

	-					
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
our truc	t score com	board with	all other ti		ļ	
	marking comp	-			ningt all othe	r tructo
_		ales ille ques		i your trust ag	anist an othe	า แนรเร.
Your Trust 8.	3					
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	marking allows	s you to comp	are the result	ts for sites wit	hin your trust	t with all
her sites	across trusts.					
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жа <i>#</i> 4 О	•					
ite #1 8	.3					
te 1						
redale General	Hospital (319)					
oudio conordi						

Top five trusts		Bottom five trusts	6	
Calderdale and Huddersfield NHS Foundation Trust	8.8	The Rotherham NHS Foundation Trust	7.4	
South Tees Hospitals NHS Foundation Trust	8.7	Northern Lincolnshire and Goole NHS Foundation Trust	7.4	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7	Mid Yorkshire Hospitals NHS Trust	7.7	
North Cumbria Integrated Care NHS Foundation Trust	8.6	Bradford Teaching Hospitals NHS Foundation Trust	7.8	
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.5	Barnsley Hospital NHS Foundation Trust	7.9	

The hospital and ward: Q11. Were you offered food that met any dietary requirements you had?

Results for your trust

	-					
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
					expected	than expected
Your trust	score com	pared with	all other to	rusts:		
This benchm	arking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.
Your Trust 8.7						
- Drookdow		for alteau		1		
	n of scores		-			
	arking allows	you to comp	are the resul	ts for sites wi	thin your trus	t with all
other sites ad	cross trusts.					
Site #1 8.7	7					
	'					
ite 1						
iredale General H	ospital (272)					

Top five trusts		Bottom five trusts	3	
Harrogate and District NHS Foundation Trust	9.0	Mid Yorkshire Hospitals NHS Trust	7.2	
Airedale NHS Foundation Trust	8.7	Bradford Teaching Hospitals NHS Foundation Trust	7.3	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	7.6	
The Leeds Teaching Hospitals NHS Trust	8.6	Gateshead Health NHS Foundation Trust	7.7	
South Tees Hospitals NHS Foundation Trust	8.4	Calderdale and Huddersfield NHS Foundation Trust	7.8	

The hospital and ward: Q12. How would you rate the hospital food?

Results for your trust

	-					
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
than expected	expected	than expected	the same	than expected	expected	than expected
Your trust	score com	pared with	all other tr	usts:		
This benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your						
Trust 6.6						
Breakdowr	n of scores	for sites w	vithin vour	trust:		
		you to comp	-		thin your true	t with all
other sites ac	-	you to comp		IS TOT SILES WI		
Site #1 6.6	5					
ite 1						
	apital (EEQ)					
iredale General Ho	ospital (552)					

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Top five trusts		Bottom five trusts	5
Harrogate and District NHS Foundation Trust	7.6	Bradford Teaching Hospitals NHS Foundation Trust	6.4
Northumbria Healthcare NHS Foundation Trust	7.6	Mid Yorkshire Hospitals NHS Trust	6.4
Northern Lincolnshire and Goole NHS Foundation Trust	7.6	South Tyneside and Sunderland NHS Foundation Trust	6.4
South Tees Hospitals NHS Foundation Trust	7.5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	6.5
Sheffield Teaching Hospitals NHS Foundation Trust	7.5	Calderdale and Huddersfield NHS Foundation Trust	6.5

The hospital and ward: Q13. Did you get enough help from staff to eat your meals?

Results for your trust

Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·					onpoolou	
Your trus	t score com	pared with	all other tr	rusts:		
This bench	marking comp	ares the ques	stion score for	r your trust ag	ainst all othe	er trusts.
Your	A					
Trust 8.						
Breakdov	wn of scores	s for sites w	vithin your	trust:		
	marking allows		-		hin vour trus	t with all
	across trusts.	, jeu to comp			your truo	
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Site #1	.1					
Site 1						
	Lessitel (11C)					
Airedale Genera	Hospital (116)					

Top five trusts		Bottom five trusts
The Leeds Teaching Hospitals NHS Trust	8.2	Bradford Teaching Hospitals NHS Foundation Trust
Airedale NHS Foundation Trust	8.1	Mid Yorkshire Hospitals NHS Trust 6.5
Sheffield Teaching Hospitals NHS Foundation Trust	8.1	Northern Lincolnshire and Goole NHS Foundation Trust
South Tees Hospitals NHS Foundation Trust	8.1	Gateshead Health NHS Foundation Trust 7.1
Harrogate and District NHS Foundation Trust	8.0	County Durham and Darlington NHS Foundation Trust

The hospital and ward: Q14. During your time in hospital, did you get enough to drink?

Results for your trust

his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 9.7 ite 1	
than expected expected than expected the same than expected expected than expected Four trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. 9.7 Breakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1	
his benchmarking compares the question score for your trust against all other trusts. Your Trust 9.7 Breakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 9.7 Market 1	
his benchmarking compares the question score for your trust against all other trusts. Your Trust 9.7 Breakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 9.7	
Your Trust 9.7 Breakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 9.7 ite 1	
9.7 Breakdown of scores for sites within your trust: 'his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 9.7 tite 1	
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 9.7	
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This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.	
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ite #1 9.7	
te 1	
ite 1	
ite 1	
ite 1	
ite 1	
site 1	
site 1	
iredale General Hospital (537)	

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Top five trusts			Bottom five trusts	5
Sheffield Teaching Hospitals NHS Foundation Trust	9.7		Mid Yorkshire Hospitals NHS Trust	9.1
South Tees Hospitals NHS Foundation Trust	9.7		Bradford Teaching Hospitals NHS Foundation Trust	9.3
Airedale NHS Foundation Trust	9.7		Gateshead Health NHS Foundation Trust	9.3
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.7		North Tees and Hartlepool NHS Foundation Trust	9.3
Calderdale and Huddersfield NHS Foundation Trust	9.6		The Leeds Teaching Hospitals NHS Trust	9.4

Doctors: Q15. When you asked doctors questions, did you get answers you could understand?

Results for your trust

		-							
Much wors than expected	-	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
·									
Your tru	st s	score com	pared with	all other tr	usts:				
This benc	hma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your Trust 8	8.6								
Breakdo	wn	of scores	for sites w	vithin your	truct				
				-		hin your true	t with all		
		rking allows ross trusts.	you to comp	are the result	IS IOF SILES WI	inin your trus	t with all		
		033 110313.							
	~ ~								
Site #1	8.6								
Site 1									
Airedale Genera	al Hos	spital (513)							

Top five trusts		Bottom five trusts	
Northumbria Healthcare NHS Foundation Trust	9.0	Northern Lincolnshire and Goole NHS Foundation Trust	
South Tees Hospitals NHS Foundation Trust	9.0	The Rotherham NHS Foundation Trust 8.2	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.0	Mid Yorkshire Hospitals NHS Trust 8.3	
Gateshead Health NHS Foundation Trust	8.9	Airedale NHS Foundation Trust 8.6	
County Durham and Darlington NHS Foundation Trust	8.9	Bradford Teaching Hospitals NHS Foundation Trust	

Doctors: Q16. Did you have confidence and trust in the doctors treating you?

Results for your trust

Much worse than expected	Worse than	Somewhat worse	About the same	Somewhat better	Better than	Much better
than expected	expected	than expected	the same	than expected	expected	than expected
our trus	score com	pared with	all other to	rusts:		
his benchı	marking compa	ares the ques	tion score fo	r your trust ag	gainst all othe	er trusts.
Your						
Trust 9.						
Reakdow	n of scores	s for sites w	vithin your	trust		
			-		u	4 1
	narking allows	you to comp	are the result	ts for sites wi	thin your trus	t with all
ner sites a	cross trusts.					
ite #1 9	1					
ite 1						
iredale General	Hospital (568)					

		_	-	-
Top five trusts			Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.6		Northern Lincolnshire and Goole NHS Foundation Trust	8.7
The Leeds Teaching Hospitals NHS Trust	9.4		The Rotherham NHS Foundation Trust	8.8
South Tees Hospitals NHS Foundation Trust	9.3		Bradford Teaching Hospitals NHS Foundation Trust	8.9
North Tees and Hartlepool NHS Foundation Trust	9.3		Mid Yorkshire Hospitals NHS Trust	8.9
Sheffield Teaching Hospitals NHS Foundation Trust	9.3		Airedale NHS Foundation Trust	9.1

Doctors: Q17. When doctors spoke about your care in front of you, were you included in the conversation?

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tr	ust s	score com	pared with	all other tr	rusts:		
his ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.8						
Broakd	lown	ofecores	for sites w	vithin your	truct		
							· •4 · · ·
		•	you to comp	are the result	ts for sites wit	inin your trus	t with all
ner site	es ac	ross trusts.					
Site #1	8.8						
	0.0						
ite 1							
	eral Ho	spital (564)					
ite 1 iredale Gen	eral Ho	spital (564)					
	eral Ho	spital (564)					
	eral Ho	spital (564)					

Top five trusts		Bottom five trusts	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.1	Bradford Teaching Hospitals NHS Foundation Trust	
Northumbria Healthcare NHS Foundation Trust	9.1	The Rotherham NHS Foundation Trust	
County Durham and Darlington NHS Foundation Trust	8.9	Northern Lincolnshire and Goole NHS Foundation Trust	
The Leeds Teaching Hospitals NHS Trust	8.8	Mid Yorkshire Hospitals NHS Trust 8.4	
Harrogate and District NHS Foundation Trust	8.8	Hull University Teaching Hospitals NHS Trust 8.5	

Nurses: Q18. When you asked nurses questions, did you get answers you could understand?

Results for your trust

	-					
Much wors than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Vour true	st score col	npared with	all other ti	uete:		
		pares the ques			nainst all othe	or truete
Your					gainst an othe	
Trust 8	.6					
Broakdo	wp of coord	e for citor y	vithin your	truct		
		es for sites v	-			
	-	s you to comp	are the result	ts for sites wi	thin your trus	t with all
other sites	across trusts.					
Site #1	8.6					
Site 1						
Airedale Genera	al Hospital (534)					

		_		
Top five trusts			Bottom five trusts	5
North Cumbria Integrated Care NHS Foundation Trust	9.2		Mid Yorkshire Hospitals NHS Trust	8.3
South Tees Hospitals NHS Foundation Trust	9.1		Airedale NHS Foundation Trust	8.6
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.1		Bradford Teaching Hospitals NHS Foundation Trust	8.7
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	9.0		Northern Lincolnshire and Goole NHS Foundation Trust	8.7
South Tyneside and Sunderland NHS Foundation Trust	9.0		Gateshead Health NHS Foundation Trust	8.7

Nurses: Q19. Did you have confidence and trust in the nurses treating you?

Results for your trust

Much worse	Worse than	Somewhat worse	About the same	Somewhat better	Better than	Much better
than expected	expected	than expected	life same	than expected	expected	than expected
our trust	score com	pared with	all other ti	rusts:		
his benchm	narking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust 8.8						
		6 1		1		
reakdow	n of scores	for sites w	lithin your	trust:		
nis benchm	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
her sites a	cross trusts.					
ite #1 8.8	3					
te 1						
te 1						
te 1						

Top five trusts		Bottom five trusts
South Tyneside and Sunderland NHS Foundation Trust	9.4	Mid Yorkshire Hospitals NHS Trust 8.7
South Tees Hospitals NHS Foundation Trust	9.3	Northern Lincolnshire and Goole NHS Foundation Trust
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.3	Airedale NHS Foundation Trust 8.8
Sheffield Teaching Hospitals NHS Foundation Trust	9.3	Bradford Teaching Hospitals NHS Foundation Trust
County Durham and Darlington NHS Foundation Trust	9.3	The Leeds Teaching Hospitals NHS Trust 9.0

Nurses: Q20. When nurses spoke about your care in front of you, were you included in the conversation?

Results for your trust

than expected expected than expected than expected expected than expected Your Trust Solution Soluti										
Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.9 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 8.9							Much better than expected			
this benchmarking compares the question score for your trust against all other trusts. Your Trust 8.9 Breakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 8.9						expected				
Your Trust 8.9 Breakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 8.9 te 1	our trust score compared with all other trusts:									
Trust 8.9 Breakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 8.9 at #1	his benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.			
Breakdown of scores for sites within your trust: his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. hite #1 8.9	0 0									
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 8.9										
his benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. ite #1 8.9	reakdow	n of scores	for sites w	vithin your	trust:					
her sites across trusts.				-		thin your trus	t with all			
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ie 1										
te 1										
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te 1	ito #1 8 0									
	NG #1 0.3	,								
redale General Hospital (564)	te 1									
	redale General H	ospital (564)								

			Bottom five trusts			
Top five trusts	Top five trusts			5		
South Tees Hospitals NHS Foundation Trust	9.1		Bradford Teaching Hospitals NHS Foundation Trust	8.2		
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.1		Mid Yorkshire Hospitals NHS Trust	8.3		
Northumbria Healthcare NHS Foundation Trust	9.0		Northern Lincolnshire and Goole NHS Foundation Trust	8.5		
North Cumbria Integrated Care NHS Foundation Trust	9.0		The Rotherham NHS Foundation Trust	8.5		
Harrogate and District NHS Foundation Trust	9.0		Sheffield Teaching Hospitals NHS Foundation Trust	8.7		

Nurses: Q21. In your opinion, were there enough nurses on duty to care for you in hospital?

Results for your trust

	-					
			1			
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
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	score com	-				
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust 7.8						
Breakdowi	n of scores	for sites w	vithin vour	trust:		
			-	ts for sites wit	thin your trus	t with all
ther sites ac	-	you to comp			ann your a'u	
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ite #1 7.8	2					
	•					
te 1						
	conital (EGZ)					
redale General Ho	ospital (567)					

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Top five trusts		Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.5	The Rotherham NHS Foundation Trust	6.4
South Tees Hospitals NHS Foundation Trust	8.4	Mid Yorkshire Hospitals NHS Trust	6.8
Northumbria Healthcare NHS Foundation Trust	8.2	Barnsley Hospital NHS Foundation Trust	7.0
Harrogate and District NHS Foundation Trust	8.2	Northern Lincolnshire and Goole NHS Foundation Trust	7.3
South Tyneside and Sunderland NHS Foundation Trust	8.2	Bradford Teaching Hospitals NHS Foundation Trust	7.3

Your care and treatment: Q22. Thinking about your care and treatment, were you told something by a member of staff that was different to what you had been told by another member of staff?

Results for your trust

	-					
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
·	•					
our trust	score com	pared with	all other tr	rusts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust 7.6						
3reakdowr	n of scores	for sites w	vithin your	trust:		
			-	ts for sites wit	hin your true	t with all
ther sites ac	•	you to comp	are the result			
	1035 110315.					
Site #1 7.6	;					
iite 1						
iredale General Ho	ospital (504)					

Top five trusts		Bottom five trusts	5	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.5	Northern Lincolnshire and Goole NHS Foundation Trust	7.4	
Northumbria Healthcare NHS Foundation Trust	8.4	The Rotherham NHS Foundation Trust	7.5	
South Tyneside and Sunderland NHS Foundation Trust	8.4	Mid Yorkshire Hospitals NHS Trust	7.5	
Harrogate and District NHS Foundation Trust	8.4	Airedale NHS Foundation Trust	7.6	
Denseter and				
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.3	Bradford Teaching Hospitals NHS Foundation Trust	7.6	

Your care and treatment: Q23. To what extent did staff looking after you involve you in decisions about your care and treatment?

Results for your trust

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
our trust	score com	pared with	all other tr	rusts:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 7.2						
Trust 1.2						
Breakdowi	n of scores	for sites w	vithin your	trust:		
his benchm	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
ther sites ac	-				-	
Site #1 7.2	2					
Site 1						
Airedale General Ho	ospital (539)					

		_		
Top five trusts			Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.8		The Rotherham NHS Foundation Trust	6.6
South Tees Hospitals NHS Foundation Trust	7.6		Northern Lincolnshire and Goole NHS Foundation Trust	6.8
County Durham and Darlington NHS Foundation Trust	7.5		Mid Yorkshire Hospitals NHS Trust	6.8
South Tyneside and Sunderland NHS Foundation Trust	7.4		Bradford Teaching Hospitals NHS Foundation Trust	6.8
Sheffield Teaching Hospitals NHS Foundation Trust	7.4		Calderdale and Huddersfield NHS Foundation Trust	7.1

Your care and treatment: Q24. How much information about your condition or treatment was given to you?

Results for your trust

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	our trust score compared with all other trusts:									
This benchm	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust 8.9										
Breakdow	n of scores	for sites w	vithin your	trust:						
	arking allows		-		thin your trus	t with all				
other sites a	cross trusts.									
Site #1 8.9	Ð									
Site 1										
Airedale General H	ospital (549)									

Top five trusts		Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.2	Mid Yorkshire Hospitals NHS Trust	8.4
Gateshead Health NHS Foundation Trust	9.1	Northern Lincolnshire and Goole NHS Foundation Trust	8.5
Harrogate and District NHS Foundation Trust	9.1	Bradford Teaching Hospitals NHS Foundation Trust	8.7
The Leeds Teaching Hospitals NHS Trust	9.0	The Rotherham NHS Foundation Trust	8.7
Sheffield Teaching Hospitals NHS Foundation Trust	9.0	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.8

Your care and treatment: Q25. Did you feel able to talk to members of hospital staff about your worries and fears?

Results for your trust

Much worse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better
than expected	expected	than expected	the same	than expected	expected	than expected
′our trust	score com	pared with	all other ti	rusts:		
his benchm	narking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust 7.5						
Trust 7.3						
Breakdow	n of scores	for sites w	ithin your	trust:		
	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
her sites a	cross trusts.					
					_	
	_					
ite #1 7.	5					
te 1	(10 7)					
redale General H	ospital (487)					

Top five trusts	Top five trusts			5	
South Tyneside and Sunderland NHS Foundation Trust	8.3		The Rotherham NHS Foundation Trust	7.2	
South Tees Hospitals NHS Foundation Trust	8.3		Mid Yorkshire Hospitals NHS Trust	7.2	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.2		Bradford Teaching Hospitals NHS Foundation Trust	7.3	
North Cumbria Integrated Care NHS Foundation Trust	8.1		Northern Lincolnshire and Goole NHS Foundation Trust	7.4	
York Teaching Hospital NHS Foundation Trust	8.1		Airedale NHS Foundation Trust	7.5	

Your care and treatment: Q26. Were you able to discuss your condition or treatment with hospital staff without being overheard?

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust	score com	pared with	all other tr	usts:		
This ben	nchma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	6.0						
			A 1 .				
			for sites w	-			t with all
		arking allows ross trusts.	you to comp	are the result	IS TOP SITES WI	inin your trus	t with all
-]						
Site #1	6.0						
Site 1							
viredale Gen	eral Ho	spital (532)					

Top five trusts		Bottom five trusts	5
Northumbria Healthcare NHS Foundation Trust	7.9	The Rotherham NHS Foundation Trust	5.9
Gateshead Health NHS Foundation Trust	7.9	Northern Lincolnshire and Goole NHS Foundation Trust	6.0
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.1	Airedale NHS Foundation Trust	6.0
North Cumbria Integrated Care NHS Foundation Trust	7.0	Barnsley Hospital NHS Foundation Trust	6.1
South Tees Hospitals NHS Foundation Trust	7.0	Mid Yorkshire Hospitals NHS Trust	6.2

Your care and treatment: Q27. Were you given enough privacy when being examined or treated?

Results for your trust

		-	About the same	Somewhat better than expected	Better than expected	Much better than expected
than expected our trus his bench Your	d expected	than expected	the same	than expected		
his bench ⁄our		-	all other ti	u oto -		
′our	marking compa			lusts:		
^		ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
	.4					
eakdov	wn of scores	s for sites w	vithin your	trust:		
is bench	marking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
	across trusts.				-	
٦						
te #1 9	.4					
_ e 1						
edale General	l Hospital (556)					

Top five trusts		Bottom five trusts	5
Northumbria Healthcare NHS Foundation Trust	9.7	Mid Yorkshire Hospitals NHS Trust	9.2
County Durham and Darlington NHS Foundation Trust	9.6	Calderdale and Huddersfield NHS Foundation Trust	9.2
Gateshead Health NHS Foundation Trust	9.6	York Teaching Hospital NHS Foundation Trust	9.3
South Tyneside and Sunderland NHS Foundation Trust	9.6	Bradford Teaching Hospitals NHS Foundation Trust	9.3
North Tees and Hartlepool NHS Foundation Trust	9.6	The Leeds Teaching Hospitals NHS Trust	9.3

Your care and treatment: Q28. Do you think the hospital staff did everything they could to help control your pain?

Results for your trust

Much wors than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			·	- 11 - 41 4-			
			pared with				
his benc	chmar	king comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	3.7						
Trust	5.7						
3reakdo	wn 4	of scores	s for sites w	ithin your	trust [.]		
				-		h	4
			s you to comp	are the result	is for sites wit	nin your trus	t with all
ther sites	s acro	ss trusts.					
7							
Site #1	8.7						
ite 1							
iredale Gener	ral Hosp	ital (457)					

Top five trusts			Bottom five trusts	5
County Durham and Darlington NHS Foundation Trust	9.2		Bradford Teaching Hospitals NHS Foundation Trust	8.3
South Tees Hospitals NHS Foundation Trust	9.1		Northern Lincolnshire and Goole NHS Foundation Trust	8.4
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	9.1		Mid Yorkshire Hospitals NHS Trust	8.5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.1		The Rotherham NHS Foundation Trust	8.6
Harrogate and District NHS Foundation Trust	9.1		Airedale NHS Foundation Trust	8.7

Your care and treatment: Q29. Were you able to get a member of staff to help you when you needed attention?

Results for your trust

		-					
Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
						oxpoolog	
our tr	ust	score com	pared with	all other ti	rusts:		
his ber	chm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	0 7						
Trust	8.2						
reakd	lowr	n of scores	for sites v	vithin vour	trust:		
					ts for sites wit	hin vour trus	t with all
		ross trusts.	you to comp				
	55 ac	1000 (10010).					
							_
ite #1	8.2						
	012						
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te 1							
redale Gen	eral Ho	ospital (508)					

Top five trusts			Bottom five trusts	5	
South Tees Hospitals NHS Foundation Trust	8.8		The Rotherham NHS Foundation Trust	7.4	
North Cumbria Integrated Care NHS Foundation Trust	8.8		Bradford Teaching Hospitals NHS Foundation Trust	7.7	
South Tyneside and Sunderland NHS Foundation Trust	8.7		Mid Yorkshire Hospitals NHS Trust	7.7	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7		Northern Lincolnshire and Goole NHS Foundation Trust	7.9	
Northumbria Healthcare NHS Foundation Trust	8.6		The Leeds Teaching Hospitals NHS Trust	8.0	

Operations and procedures: Q31. Beforehand, how well did hospital staff answer your questions about the operations or procedures?

Results for your trust

Much wors than expec		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tru	ist e	score com	nared with	all other ti	rusts:		
			•		r your trust ag	ainst all othe	er trusts
Your	/////				your nuor ag		
Trust 8	8.8						
			6 1		1		
reakdo	own	of scores	tor sites v	vithin your	trust:		
his benc	hma	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
her sites	s aci	ross trusts.					
٦							
Site #1	8.8						
ite 1							
iredale Gene	ral Ho	spital (230)					

Top five trusts		Bottom five trusts	5
North Tees and Hartlepool NHS Foundation Trust	9.4	Northern Lincolnshire and Goole NHS Foundation Trust	8.4
Northumbria Healthcare NHS Foundation Trust	9.3	Bradford Teaching Hospitals NHS Foundation Trust	8.7
South Tyneside and Sunderland NHS Foundation Trust	9.3	Mid Yorkshire Hospitals NHS Trust	8.8
South Tees Hospitals NHS Foundation Trust	9.2	Airedale NHS Foundation Trust	8.8
York Teaching Hospital NHS Foundation Trust	9.1	The Leeds Teaching Hospitals NHS Trust	8.9

Operations and procedures: Q32. Beforehand, how well did hospital staff explain how you might feel after you had the operations or procedures?

Results for your trust

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			•			enpeeted	and of poolog
Your tr	ust s	score com	pared with	all other tr	usts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your	8.0						
Trust	0.0						
Breakd	lown	of scores	for sites w	ithin your	trust:		
This ben	chma	arking allows	you to comp	are the result	s for sites wit	hin your trus	t with all
other site	es ac	ross trusts.				-	
Site #1	8.0						
Site 1							
	eral Ho	spital (237)					
	eral Ho	spital (237)					
Site 1 Airedale Gen	eral Ho	spital (237)					

		_		
Top five trusts			Bottom five trusts	5
Gateshead Health NHS Foundation Trust	8.4		Northern Lincolnshire and Goole NHS Foundation Trust	7.2
Mid Yorkshire Hospitals NHS Trust	8.2		Hull University Teaching Hospitals NHS Trust	7.5
North Tees and Hartlepool NHS Foundation Trust	8.1		The Leeds Teaching Hospitals NHS Trust	7.5
Harrogate and District NHS Foundation Trust	8.0		Bradford Teaching Hospitals NHS Foundation Trust	7.5
Airedale NHS Foundation Trust	8.0		North Cumbria Integrated Care NHS Foundation Trust	7.6

Operations and procedures: Q33. After the operations or procedures, how well did hospital staff explain how the operation or procedure had gone?

Results for your trust

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 SCORE COMPARED With all Other trusts: Your Trust 8.0 Better than expected Better than expected Much better than expected Your Trust 8.0 Better than expected Site #1 8.0 Somewhat worse for sites within your trust with all other sites across trusts. Site #1 8.0 Site #1 Much better the same Site #1 Resetted Site #1 Resetted Much better trust Site #1 Resetted Much better trust Site #1 Much better trust Much better trust Site #1 Much better trust Site #1								
than expected expected than expected the same than expected expected than expected Your Trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts. Your 8.0 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.0								
This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.0 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.0 Site #1								
Your Trust 8.0 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.0	Your tr	ust s	score com	pared with	all other ti	rusts:		
B.0 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.0	This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.0		8.0						
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.0 Site 1			- - f	far alta		1		
ther sites across trusts.					-			
Site #1 8.0			•	you to comp	are the result	ts for sites wit	thin your trus	t with all
site 1	ther site	es ac	ross trusts.					
Site 1								
Site 1								
Site 1								
Site 1								
	Site #1	8.0						
	-							
Aredale General Hospital (243)								
	Airedale Gen	eral Ho	ispital (243)					

Top five trusts		Bottom five trusts	5
Gateshead Health NHS Foundation Trust	8.6	Calderdale and Huddersfield NHS Foundation Trust	7.5
Harrogate and District NHS Foundation Trust	8.4	Northern Lincolnshire and Goole NHS Foundation Trust	7.7
Northumbria Healthcare NHS Foundation Trust	8.3	Hull University Teaching Hospitals NHS Trust	7.7
South Tyneside and Sunderland NHS Foundation Trust	8.3	The Leeds Teaching Hospitals NHS Trust	7.8
South Tees Hospitals NHS Foundation Trust	8.3	North Cumbria Integrated Care NHS Foundation Trust	7.8

Leaving hospital: Q34. To what extent did staff involve you in decisions about you leaving hospital?

Results for your trust

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
		pared with				
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 7.1						
Trust 7.1						
Breakdowi	n of scores	for sites v	vithin your	trust:		
			-	ts for sites wit	hin vour trus	t with all
ther sites ac	0	,				
Site #1 7.1	l.					
ite 1						
iredale General Ho	ospital (556)					

Top five trusts		Bottom five trusts	5
North Tees and Hartlepool NHS Foundation Trust	7.6	Northern Lincolnshire and Goole NHS Foundation Trust	6.6
South Tees Hospitals NHS Foundation Trust	7.6	The Rotherham NHS Foundation Trust	6.8
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.5	Mid Yorkshire Hospitals NHS Trust	6.8
South Tyneside and Sunderland NHS Foundation Trust	7.5	Bradford Teaching Hospitals NHS Foundation Trust	6.8
Northumbria Healthcare NHS Foundation Trust	7.4	Barnsley Hospital NHS Foundation Trust	6.9

Leaving hospital: Q35. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?

Results for your trust

	-					
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
						-
		-	all other tr			
This benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 7.4						
Tust						
Breakdow	n of scores	for sites v	vithin your	trust:		
This benchm	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
other sites ac		- '			•	
Site #1 7.4	L					
	•					
Site 1						
Airedale General H	ospital (421)					

Top five trusts		Bottom five trusts	5
South Tees Hospitals NHS Foundation Trust	7.8	The Rotherham NHS Foundation Trust	6.5
Northumbria Healthcare NHS Foundation Trust	7.7	Mid Yorkshire Hospitals NHS Trust	6.5
Sheffield Teaching Hospitals NHS Foundation Trust	7.6	Northern Lincolnshire and Goole NHS Foundation Trust	6.8
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.6	Bradford Teaching Hospitals NHS Foundation Trust	6.9
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	7.6	The Leeds Teaching Hospitals NHS Trust	6.9

Leaving hospital: Q36. Did hospital staff discuss with you whether you would need any additional equipment in your home, or any changes to your home, after leaving the hospital?

Results for your trust

							1	-		-	-
Much worse than expected		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		Top five trusts		Bottom five trusts	5
This bench		npared with pares the quest			ainst all othe	er trusts.		Harrogate and District NHS Foundation Trust	9.0	Bradford Teaching Hospitals NHS Foundation Trust	7.5
Your Trust 8 .	5						L i				
This bench		s for sites w s you to compa	-		hin your trus	t with all		Barnsley Hospital NHS Foundation Trust	9.0	Calderdale and Huddersfield NHS Foundation Trust	7.8
1											
Site #1 8	9.5							Northumbria Healthcare NHS Foundation Trust	9.0	The Rotherham NHS Foundation Trust	7.9
								North Tees and Hartlepool NHS Foundation Trust	8.9	Mid Yorkshire Hospitals NHS Trust	8.1
Site 1 Airedale General	Hospital (211)										
	- ioopitai (2 + i)							York Teaching Hospital NHS Foundation Trust	8.8	The Leeds Teaching Hospitals NHS Trust	8.2
71 Adult In	patient Survey 202	20 RCF Airedale	NHS Foundatio	n Trust							

Leaving hospital: Q37. Were you given enough notice about when you were going to leave hospital?

Results for your trust

	-					
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	score com	pared with	all other tr	rusts:		
		-		r your trust ag	ainst all othe	er trusts.
Your 71						
Trust 7.1						
Breakdowr	n of scores	for sites w	vithin your	trust:		
This benchma	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
other sites ac					-	
Site #1 7.1						
Site 1						
Airedale General Ho	ospital (564)					

		1 1		
Top five trusts			Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.8		Northern Lincolnshire and Goole NHS Foundation Trust	6.7
South Tyneside and Sunderland NHS Foundation Trust	7.7		Bradford Teaching Hospitals NHS Foundation Trust	6.8
North Tees and Hartlepool NHS Foundation Trust	7.6		Mid Yorkshire Hospitals NHS Trust	6.8
South Tees Hospitals NHS Foundation Trust	7.5		The Rotherham NHS Foundation Trust	6.8
Northumbria Healthcare NHS Foundation Trust	7.4		The Leeds Teaching Hospitals NHS Trust	6.8

Leaving hospital: Q38. Before you left hospital, were you given any written information about what you should or should not do after leaving hospital?

Results for your trust

		-									
Much wo than exped		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your trust score compared with all other trusts:											
			-								
This benchmarking compares the question score for your trust against all other trusts.											
Your Trust	7.2										
nust											
Breakd	own	of scores	s for sites w	vithin your	trust:						
			you to comp	are the result	ts for sites wit	hin your trus	t with all				
other site	s ac	ross trusts.									
]											
Site #1	7.2										
Site 1											
Airedale Gene	eral Ho	spital (517)									

Top five trusts		Bottom five trusts	5
Harrogate and District NHS Foundation Trust	7.9	Mid Yorkshire Hospitals NHS Trust	6.0
Northumbria Healthcare NHS Foundation Trust	7.6	The Rotherham NHS Foundation Trust	6.4
Calderdale and Huddersfield NHS Foundation Trust	7.4	Northern Lincolnshire and Goole NHS Foundation Trust	6.5
North Tees and Hartlepool NHS Foundation Trust	7.4	Barnsley Hospital NHS Foundation Trust	6.8
Hull University Teaching Hospitals NHS Trust	7.4	Bradford Teaching Hospitals NHS Foundation Trust	6.8

Leaving hospital: Q39. Thinking about any medicine you were to take at home, were you given any of the following?

Results for your trust

Much wor	20	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better				
than expec		expected	than expected	the same	than expected	expected	than expected				
Your trust score compared with all other trusts:											
			-		r your trust ag	gainst all othe	er trusts.				
Your											
Trust	4.8										
Breakdo	own	of scores	for sites v	vithin your	trust:						
				-	ts for sites wit	thin your trus	t with all				
		ross trusts.	,			,					
٦											
Site #1	4.8										
Site 1											
Airedale Gene	ral Ho	spital (407)									

Comparison with other trusts within your region

Top five trusts		Bottom five trusts	6	
Harrogate and District NHS Foundation Trust	5.5	Mid Yorkshire Hospitals NHS Trust	3.7	
Northumbria Healthcare NHS Foundation Trust	5.3	Northern Lincolnshire and Goole NHS Foundation Trust	4.0	
South Tees Hospitals NHS Foundation Trust	5.3	Bradford Teaching Hospitals NHS Foundation Trust	4.1	
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	5.2	The Rotherham NHS Foundation Trust	4.1	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	5.1	Barnsley Hospital NHS Foundation Trust	4.3	

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Leaving hospital: Q40. Before you left hospital, did you know what would happen next with your care?

Results for your trust

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
	t agara agm	borod with				I
	t score com					
his bench	marking comp	ares the ques	stion score to	r your trust aç	jainst all othe	er trusts.
Your 6.	3					
Trust 0.	9					
3reakdov	vn of scores	s for sites w	vithin your	trust:		
	marking allows		-		hin vour trus	t with all
	across trusts.	you to comp			ann your truo	
Site #1 6	.3					
Site #1 6	.3					
Site #1 6	.3					
Site #1 6	.3					
Site #1 6	.3					
	.3					
Site 1						
Site #1 6						
Site 1						
Site 1						

Top five trusts		Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	7.2	Northern Lincolnshire and Goole NHS Foundation Trust	5.9
	_		_
Gateshead Health NHS Foundation Trust	7.1	Bradford Teaching Hospitals NHS Foundation Trust	5.9
Harrogate and District NHS Foundation Trust	7.0	Mid Yorkshire Hospitals NHS Trust	6.0
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	6.9	The Rotherham NHS Foundation Trust	6.1
County Durham and Darlington NHS Foundation Trust	6.9	The Leeds Teaching Hospitals NHS Trust	6.2

Leaving hospital: Q41. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

Results for your trust

		-					
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		·				CAPCOLOG	than expected
Your tru	usts	score com	pared with	all other tr	rusts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your	76						
Trust	7.6						
Breakd	own	of scores	for sites v	vithin your	trust:		
				-	ts for sites wit	thin your trus	t with all
		ross trusts.	,			, <u>, , , , , , , , , , , , , , , , , , </u>	
٦							
Site #1	7.6						
Site 1							
Airedale Gene	eral Ho	spital (505)					

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Top five trusts		Bottom five trusts	5	
York Teaching Hospital NHS Foundation Trust	8.4	Mid Yorkshire Hospitals NHS Trust	6.9	
Harrogate and District NHS Foundation Trust	8.3	Northern Lincolnshire and Goole NHS Foundation Trust	7.1	
Sheffield Teaching Hospitals NHS Foundation Trust	8.3	The Leeds Teaching Hospitals NHS Trust	7.5	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.3	Airedale NHS Foundation Trust	7.6	
South Tees Hospitals NHS Foundation Trust	8.2	The Rotherham NHS Foundation Trust	7.6	

Leaving hospital: Q42. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?

Results for your trust

than expected expected than expected than expected expected than Your Trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other tru Your Trust 7.6 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.	
Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other true Your Trust 7.6 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.	ch better expected
This benchmarking compares the question score for your trust against all other true Your Trust 7.6 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.	
Your Trust 7.6 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.	
Trust 7.6 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.	sts.
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.	
This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.	
This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.	
other sites across trusts.	all
	an
Site #1 7.6	
Site 1	
Airedale General Hospital (286)	

Top five trusts		Bottom five trusts	5
Harrogate and District NHS Foundation Trust	8.9	Mid Yorkshire Hospitals NHS Trust	7.3
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	8.9	Northern Lincolnshire and Goole NHS Foundation Trust	7.5
Northumbria Healthcare NHS Foundation Trust	8.7	Airedale NHS Foundation Trust	7.6
York Teaching Hospital NHS Foundation Trust	8.7	Bradford Teaching Hospitals NHS Foundation Trust	7.7
Calderdale and Huddersfield NHS Foundation Trust	8.6	Hull University Teaching Hospitals NHS Trust	8.0

Leaving hospital: Q44. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?

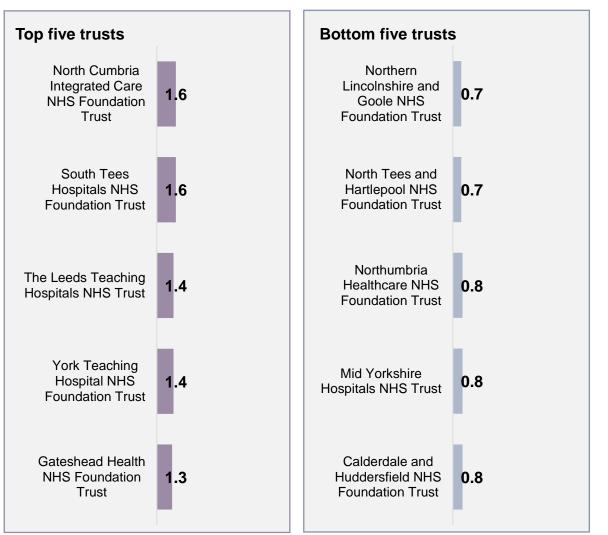
Results for your trust

	-									
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	Top five trusts		Bottom five trusts	6
		pared with ares the quest		rusts: r your trust ag	ainst all othe	er trusts.	South Tees Hospitals NHS Foundation Trust	7.4	Bradford Teaching Hospitals NHS Foundation Trust	5.7
Your Trust 6.6										
	arking allows	for sites w you to compa	-	trust: ts for sites wit	hin your trus	t with all	County Durham and Darlington NHS Foundation Trust	7.2	Mid Yorkshire Hospitals NHS Trust	6.0
Site #1 6.6							Northumbria Healthcare NHS Foundation Trust	7.2	Hull University Teaching Hospitals NHS Trust	6.3
							Calderdale and Huddersfield NHS Foundation Trust	7.1	Northern Lincolnshire and Goole NHS Foundation Trust	6.3
Site 1 Airedale General Ho	spital (283)									
							Barnsley Hospital NHS Foundation Trust	7.0	Sheffield Teaching Hospitals NHS Foundation Trust	6.4
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Feedback on care: Q47. During your hospital stay, were you ever asked to give your views on the quality of your care?

Results for your trust

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 score compared with all other trusts:										
his bench	marł	king compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.			
Your	0									
Trust 0 .	9									
Breakdov	vn c	of scores	for sites w	ithin your	trust:					
		-	you to comp	are the result	s for sites wit	thin your trus	t with all			
other sites	acros	ss trusts.								
Site #1 0	.9									
ite 1	11	-1 (474)								
iredale General	Hospit	al (474)								



Respect and dignity: Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

Results for your trust

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	
our trust score compared with all other trusts:							
his bench	marking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.	
Your Trust 9.)						
Broakdow	n of scores	for sites y	vithin your	truct			
			-		ula i.a	4	
	narking allows	you to comp	are the result	IS TOT SITES WI	thin your trus	t with all	
	across trusts.						
Site #1 9	0						
	-						
Site 1							
viredale General	Hospital (566)						

Top five trusts			Bottom five trusts	5
The Newcastle upon Tyne Hospitals NHS Foundation Trust	9.4		Mid Yorkshire Hospitals NHS Trust	8.8
Sheffield Teaching Hospitals NHS Foundation Trust	9.4		Bradford Teaching Hospitals NHS Foundation Trust	8.9
South Tyneside and Sunderland NHS Foundation Trust	9.4		Northern Lincolnshire and Goole NHS Foundation Trust	9.0
North Cumbria Integrated Care NHS Foundation Trust	9.4		Airedale NHS Foundation Trust	9.0
County Durham and Darlington NHS Foundation Trust	9.3		The Rotherham NHS Foundation Trust	9.0

Overall: Q46. Overall, how was your experience while you were in the hospital?

Results for your trust

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 score compared with all other trusts:							
This benchmarking compares the question score for your trust against all other trusts.							
Your							
Trust 8.1							
Broakdown	a of scores	for sitos y	vithin your	truct			
Breakdowr			-				
	•	you to comp	are the result	s for sites wit	thin your trus	t with all	
other sites ac	ross trusts.						
Site #1 8.1							
Site 1							
Airedale General Hospital (563)							

-				
Top five trusts		Bottom five trusts	5	
The Newcastle upon Tyne Hospitals NHS Foundation Trust	8.7	Mid Yorkshire Hospitals NHS Trust	7.8	
South Tees Hospitals NHS Foundation Trust	8.7	The Rotherham NHS Foundation Trust	7.9	
Sheffield Teaching Hospitals NHS Foundation Trust	8.6	Bradford Teaching Hospitals NHS Foundation Trust	7.9	
South Tyneside and Sunderland NHS Foundation Trust	8.5	Northern Lincolnshire and Goole NHS Foundation Trust	7.9	
Northumbria Healthcare NHS Foundation Trust	8.5	Barnsley Hospital NHS Foundation Trust	8.1	

For further information

Please contact the Coordination Centre for Mixed Methods: InpatientCoordination@ipsos-mori.com



Appendix



Comparison to other trusts

The questions at which your trust has performed much worse or 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	Worse than expected	
• Your trust has not performed "much worse than expected" for any questions.	Your trust has not performed "worse than expected" for any questions.	

Comparison to other trusts

The questions at which your trust has performed somewhat worse or 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 worse than expected	Somewhat better than expected	
 Q22. Thinking about your care and treatment, were you told something by a member of staff that was different to what you had been told by another member of staff? Q28. Do you think the hospital staff did everything they could to help control your pain? Q42. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital? 	Q14. During your time in hospital, did you get enough to drink?	

Comparison to other trusts

The questions at which your trust has performed better or 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.

Better than expected	Much better than expected		
• Your trust has not performed "better than expected" for any questions.	Your trust has not performed "much better than expected" for any questions.		





Where patient experience is best

- Dietary requirements: patients being offered food that met any dietary requirements they had
- Help with eating: patients being given enough help from staff to eat meals, if needed
- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- Including patients: patients feeling included in nurses' conversations about their care
- Having enough to drink: patients getting enough to drink whilst in hospital

Where patient experience could improve

- Further health or social care services: patients being given information about further health or social care services they may need after leaving hospital
- Privacy for discussions: patients being able to discuss their condition or treatment with hospital staff without being overheard
- Noise from other patients: patients not being bothered by noise at night from other patients
- Feedback on care: patients being asked to give their views on the quality of their care
- Communication: patients not being told something by a member of staff that was different to what they had been told by another member of staff

These topics are calculated by comparing your trust's results to the average of all trusts. "Where patient experience is best": These are the five results for your trust that are highest compared with the average of all trusts. "Where patient experience could improve": These are the five results for your trust that are lowest compared with the average of all trusts.

This survey looked at the experiences of people who were discharged from an NHS acute hospital in November 2020. Between January 2021 and May 2021, a questionnaire was sent to 1250 inpatients at Airedale NHS Foundation Trust who had attended in late 2020. Responses were received from 571 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

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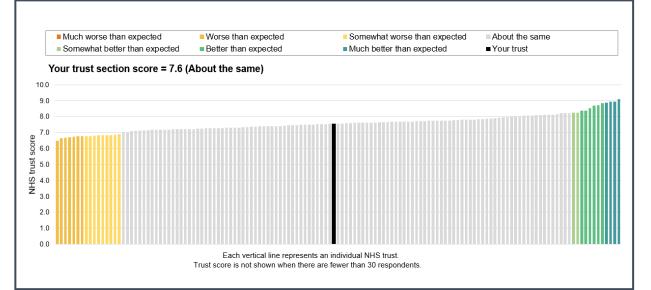
How to interpret benchmarking in this report

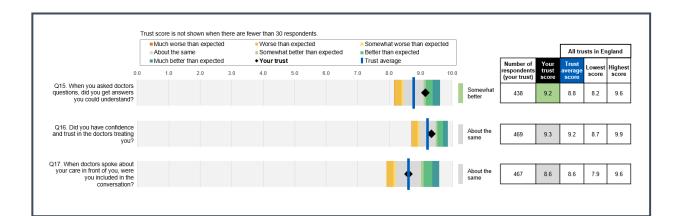
Trust level benchmarking

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.





How to interpret benchmarking in this report (continued)

Trust level benchmarking

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.

The question score charts show the trust scores compared to the minimum and maximum scores achieved by any trust. In some cases this minimum or maximum limit will mean that one or more of the bands are not visible – because the range of other bands is broad enough to include the highest or lowest score achieved by a trust this year. This could be because there were few respondents, meaning the confidence intervals around your data are slightly larger, or because there was limited variation between trusts for this question this year.

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. This occurs as the bandings are calculated through standard error rather than standard deviation. Standard error takes into account the number of responses achieved by a trust, and therefore the banding may differ for a trust with a low numbers of responses.

Site level benchmarking

The charts in the 'trust results' section present site level benchmarking. This allows you to compare the results for sites within your trust with all other sites across trusts. It is important to note that there may be differences between the average score of the sites provided and the overall score for the trust. This may be related to the size of the sites, results for suppressed sites or weighting, as sites and trusts are weighted separately. In addition, if a single site result is presented for a trust, the 'expected range' category may differ: although the score achieved will be the same for both the site and for the trust, the upper and lower boundary levels will differ between the two due to them being calculated differently in each case.

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

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 15 "When you asked doctors questions, did you get answers you could understand":

- The answer code "Yes, always" would be given a score of 10, as this refers to the most positive patient experience possible.
- The answer code "Sometimes" would be given a score of 5, as it is placed at an equal interval along the scale.
- The answer code "No, never" would be given a score of 0, as this response reflects considerable scope for improvement.
- The answer codes "I did not have any questions" and "I did not feel able to ask questions" 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 weighted 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 <u>survey technical document</u>.

Calculating the section score

An arithmetic mean of each trust's question scores is taken to provide a score for each section.