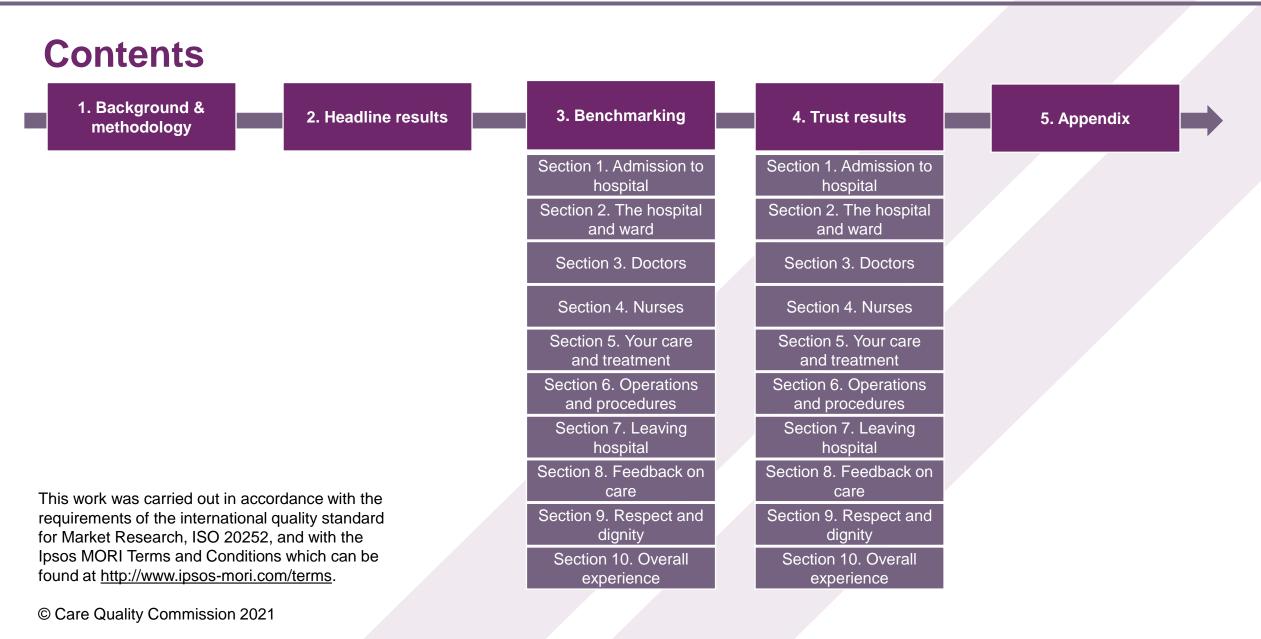
NHS Adult Inpatient Survey 2020 Benchmark Report

Barts Health NHS Trust





2 Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

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 Appendix.

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 guestion, no score will be displayed for that guestion (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 survey 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: <u>www.cqc.org.uk/content/surveys</u>
- Information about how the CQC monitors hospitals: <u>www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals</u>

Headline results

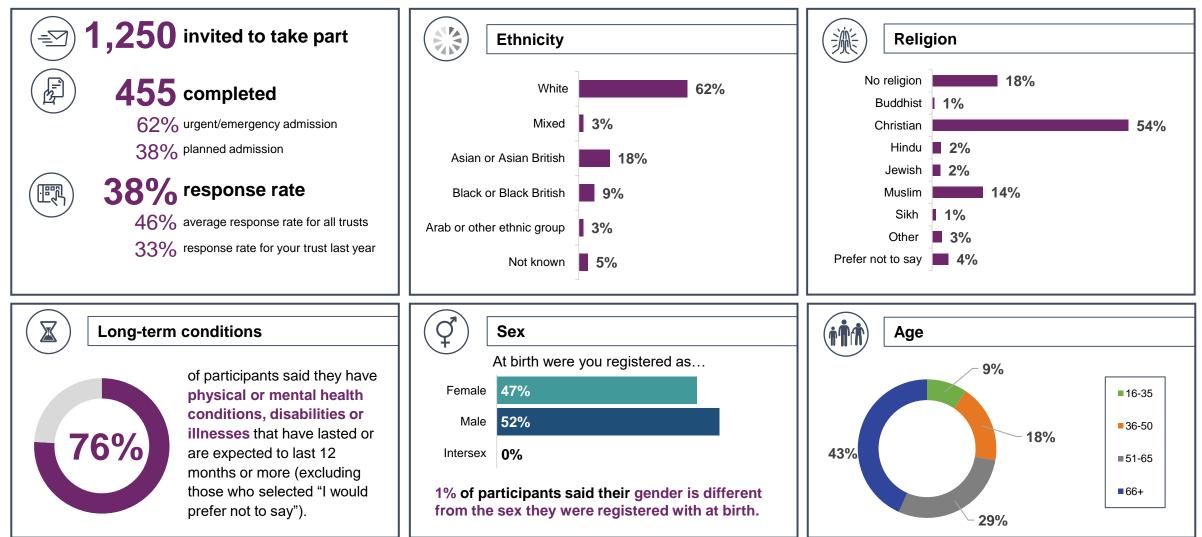
This section includes:

- information about your trust population
- an overview of benchmarking for your trust
- the top and bottom scores for your trust



Who took part in the survey?

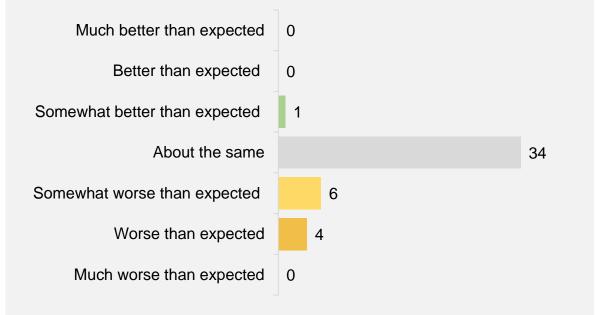
This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.



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.

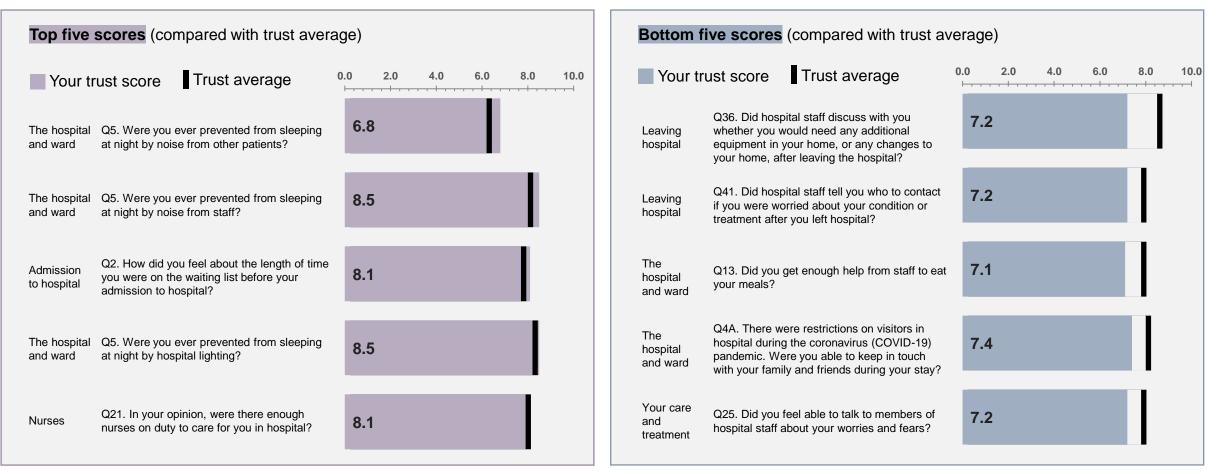
For a breakdown of the questions where your trust has performed better or worse compared with all other trusts, please refer to the appendix section <u>"comparison</u> to other trusts".

9 Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

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.



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



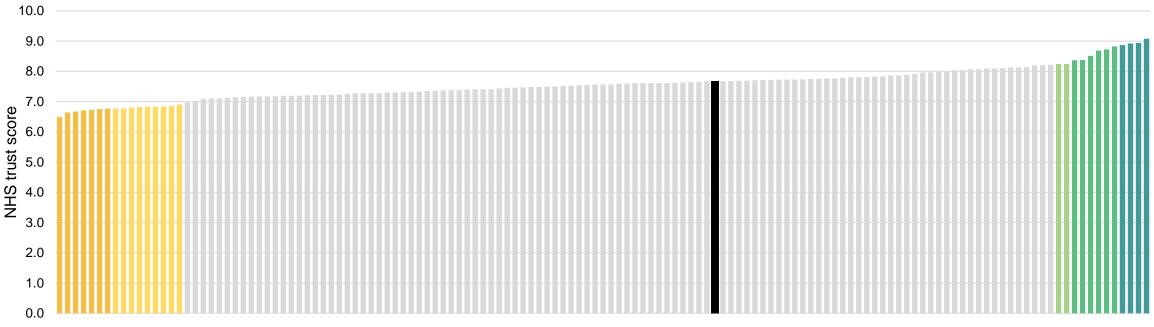
Section 1. Admission to hospital

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 = 7.7 (About the same)



Section 1. Admission to hospital (continued)

Question scores

	Ab	pout the same		Somew	 Worse than expected Somewhat better than expected Better than expected Better than expected Trust average 			ected				All tru	ists in Er	ıgland			
0.0		1.0	2.0	ad 3.0	◆ Your tr 4.0	5.0	6.0	7.0	8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?									•			About the same	176	8.1	7.7	5.8	9.1
Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?								♦				About the same	432	7.3	7.5	6.0	9.3

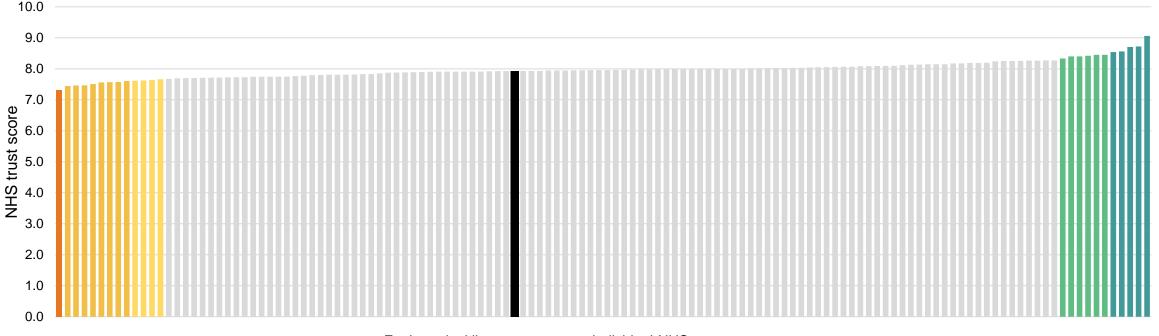
Section 2. The hospital and ward

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.

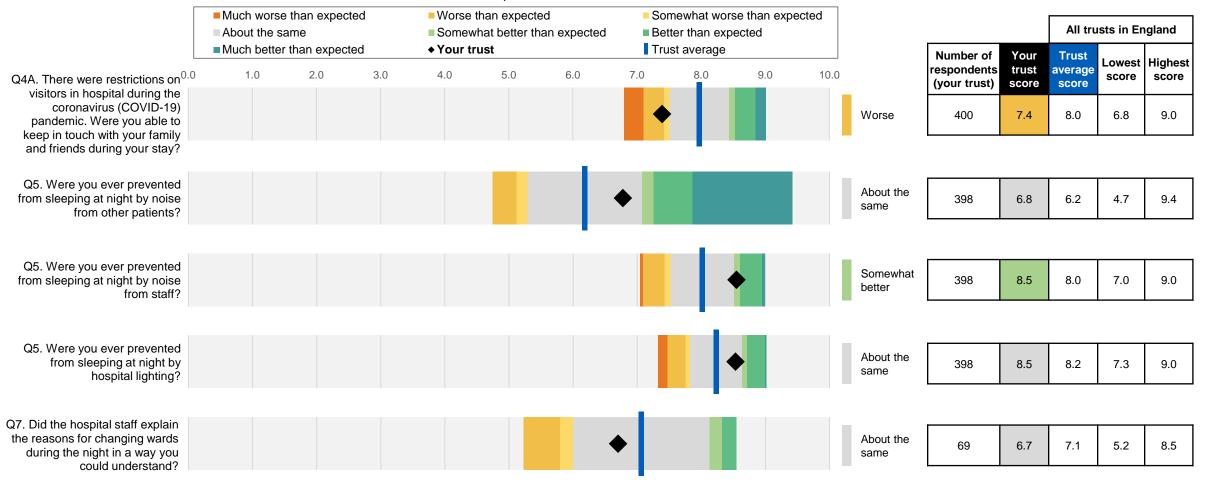


Your trust section score = 7.9 (About the same)



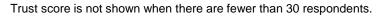
Section 2. The hospital and ward (continued)

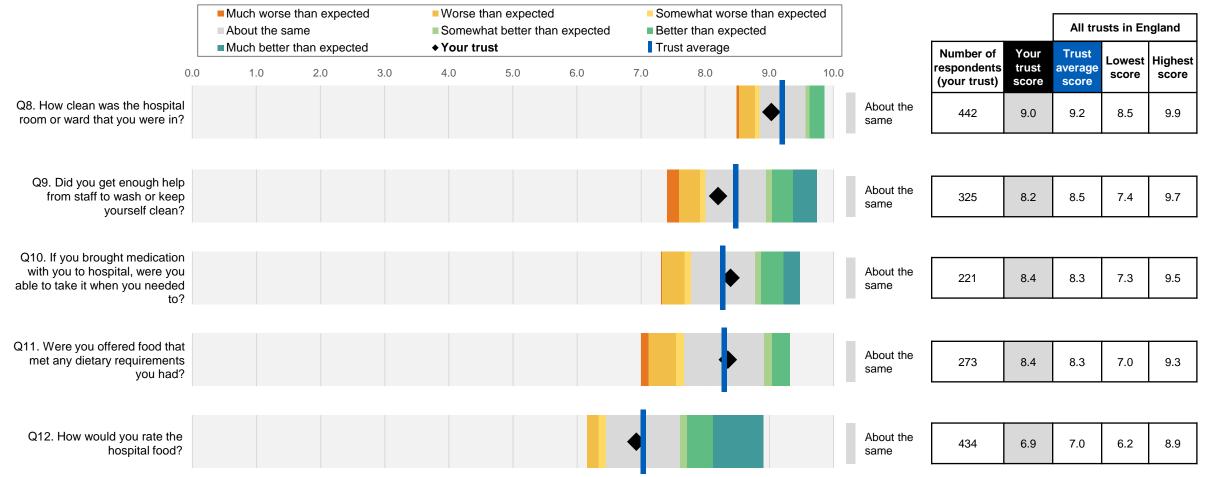
Question scores



Section 2. The hospital and ward (continued)

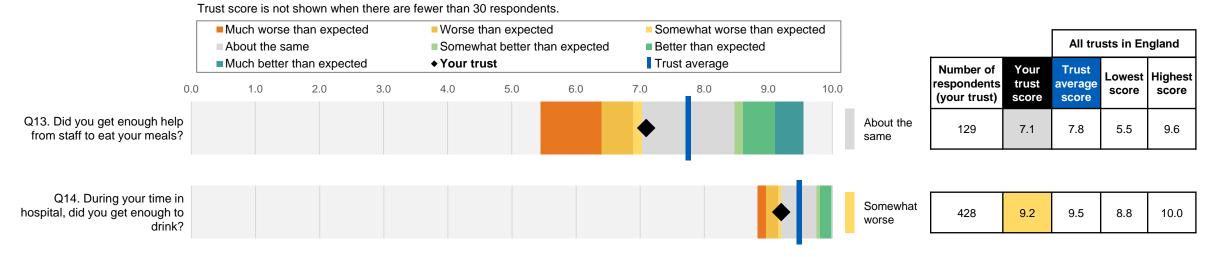
Question scores





Section 2. The hospital and ward (continued)

Question scores



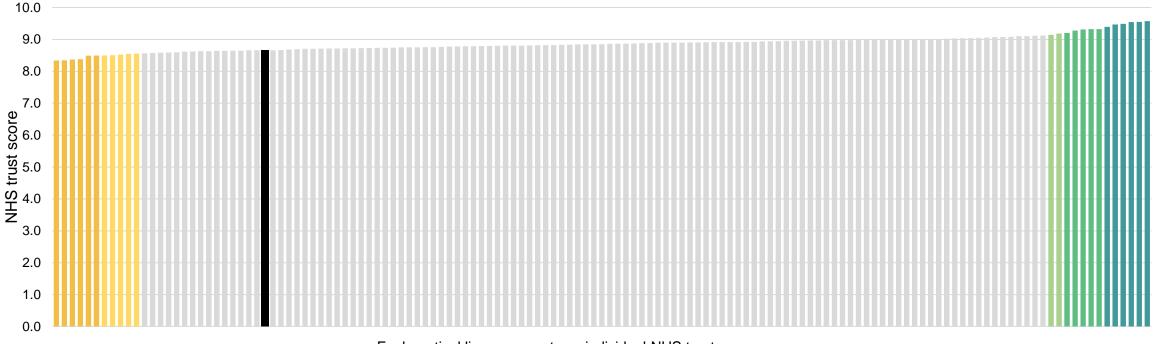
Section 3. Doctors

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.

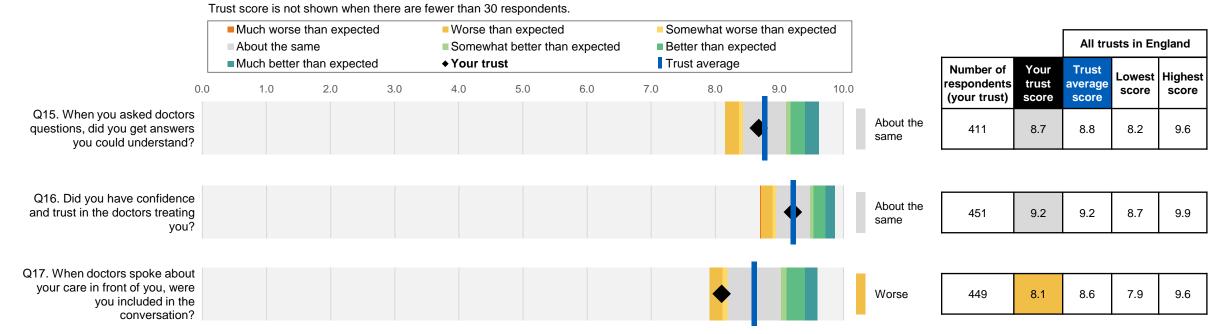
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

Your trust section score = 8.7 (About the same)



Section 3. Doctors (continued)

Question scores



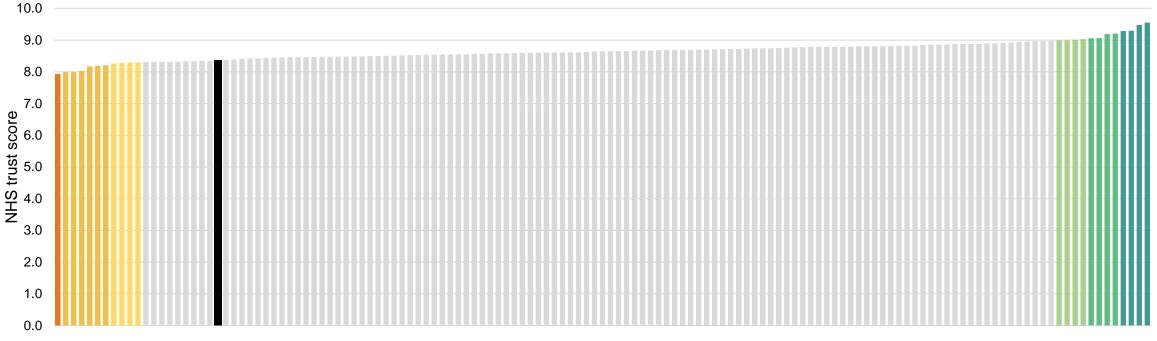
Section 4. Nurses

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 = 8.4 (About the same)



Section 4. Nurses (continued)

Question scores

	Much worseAbout the s	ame		Worse than expectedSomewhat better than expected		Bet	er than expec	e than expected					All tru	sts in En	igland	
0.0	 Much better	r than expect 2.0	ed 3.0	♦ Your tru 4.0	1st 5.0	6.0	Tru : 7.0	8.0	9.0 10	.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand?								•			Somewhat worse	424	8.4	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?									•		Somewhat worse	452	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?								•			Worse	448	8.2	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	450	8.1	7.9	6.4	9.3

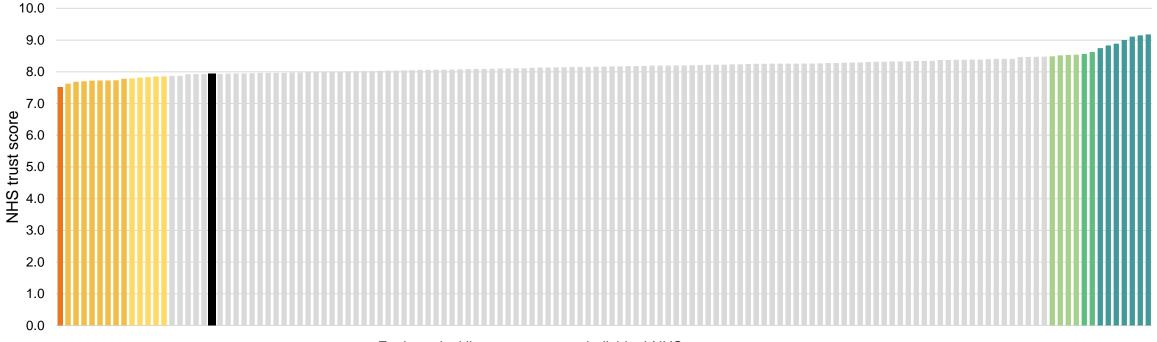
Section 5. Your care and treatment

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.

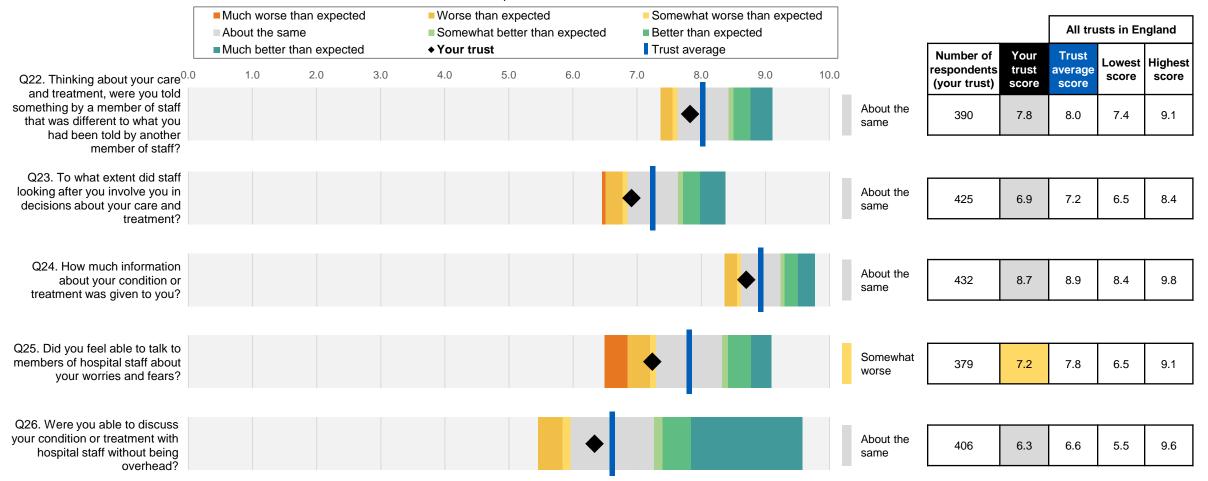
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

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

	Much worse About the sa	•	cted		than expecte hat better th	ed an expected	Be	tter than expe	e than expected ected				All tru	ısts in Er	ngland
0.0	Much better	than expect	3.0	♦ Your tr 4.0	5.0	6.0	7.0	ust average 8.0	9.0 10	.0	Number o responder (your trus	ts trust	Trust average score	Lowest score	Highest score
Q27. Were you given enough privacy when being examined or treated?									•	About th same		9.5	9.5	9.1	9.9
Q28. Do you think the hospital staff did everything they could to help control your pain?									•	About th same	e 373	8.9	9.0	8.3	9.7
Q29. Were you able to get a member of staff to help you when you needed attention?								•		About th same	e 420	8.1	8.3	7.4	9.5

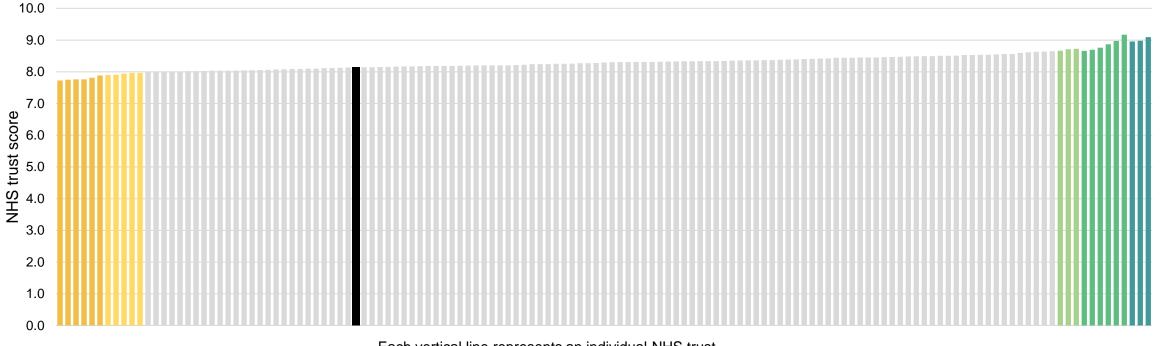
Section 6. Operations and procedures

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 = 8.1 (About the same)



Section 6. Operations and procedures (continued)

Question scores



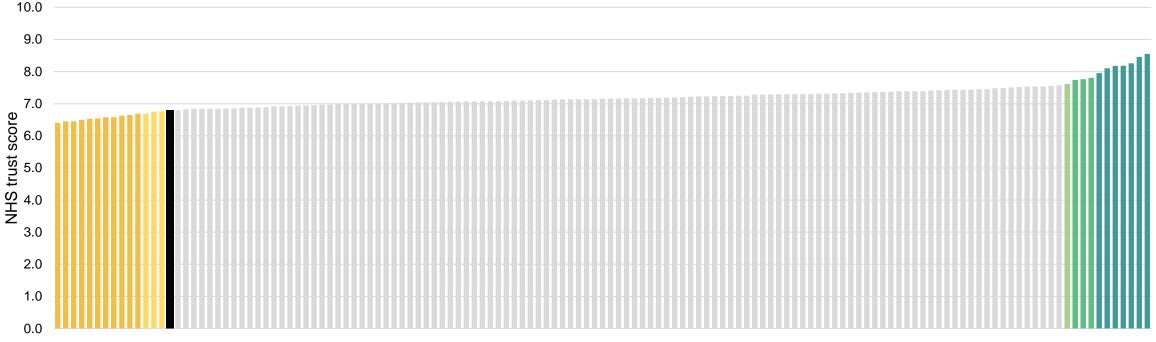
Section 7. Leaving hospital

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.



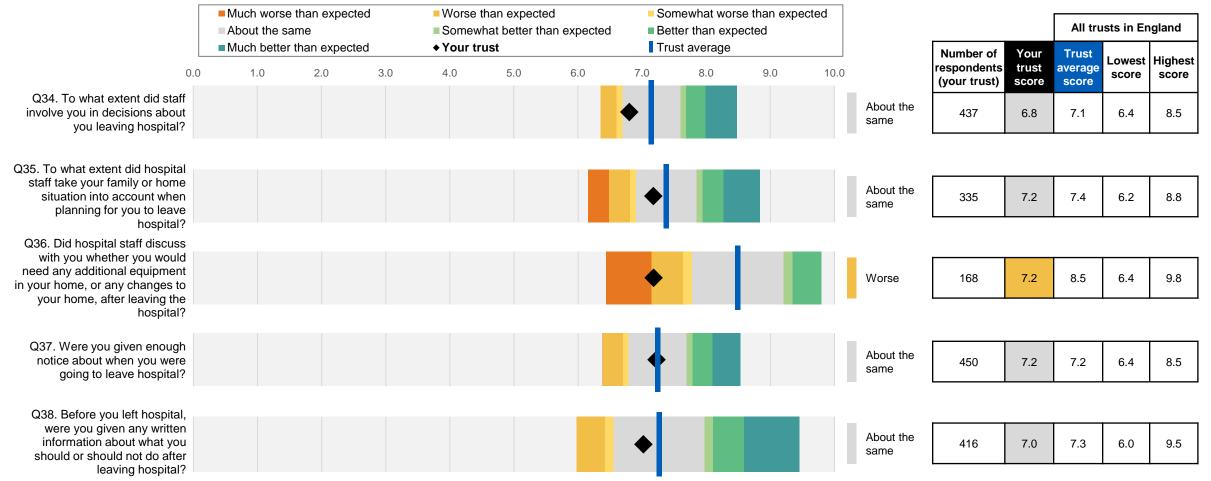
Your trust section score = 6.8 (About the same)



Section 7. Leaving hospital (continued)

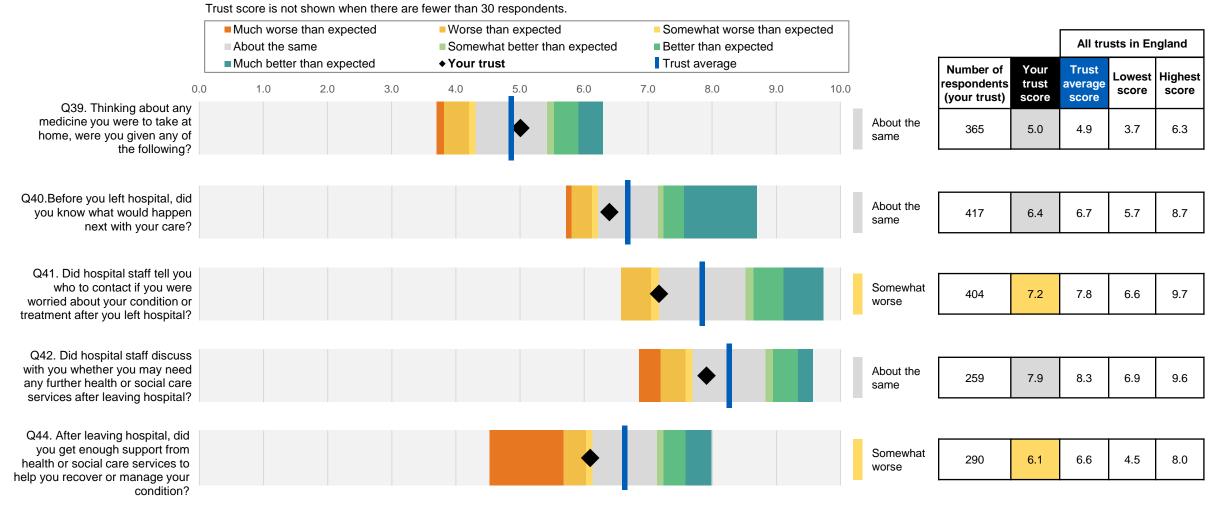
Question scores





Section 7. Leaving hospital (continued)

Question scores



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	

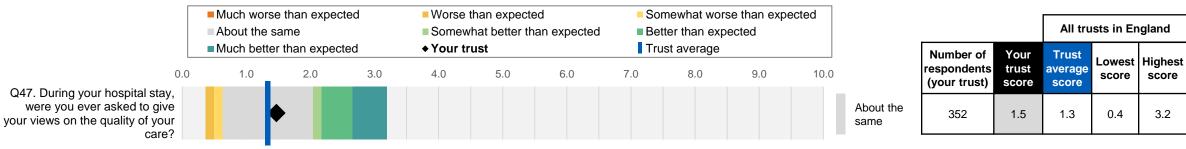
Your trust section score = 1.5 (About the same)

10.0	
9.0	
8.0	
7.0	
9 0 6.0	
st sc	
S tru	
0.3 0.3 0.3 0.3 0.3 0.3 0.3 0.3 0.3 0.3	
2.0	
1.0	
0.0	

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

Question score





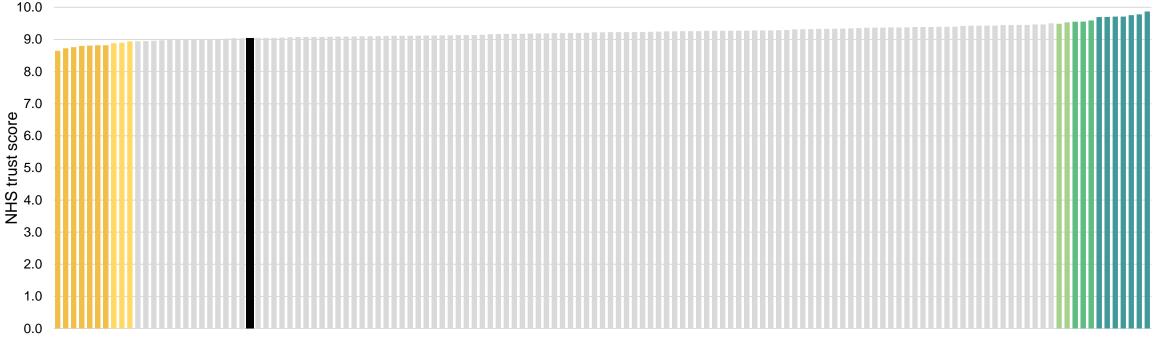
Section 9. Respect and dignity

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)



Section 9. Respect and dignity (continued)

Question score

	About the	se than expe same er than expec				ed nan expected	■ Be	mewhat wor tter than exp ust average	rse than exp pected	ected		Number o
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		respondent (your trust
dignity while you were in the hospital?									•		About the same	452

			All tru	sts in Er	gland		
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	s in England owest Highest score score 8.6 9.9		
е	452	9.0	9.2	8.6	9.9		

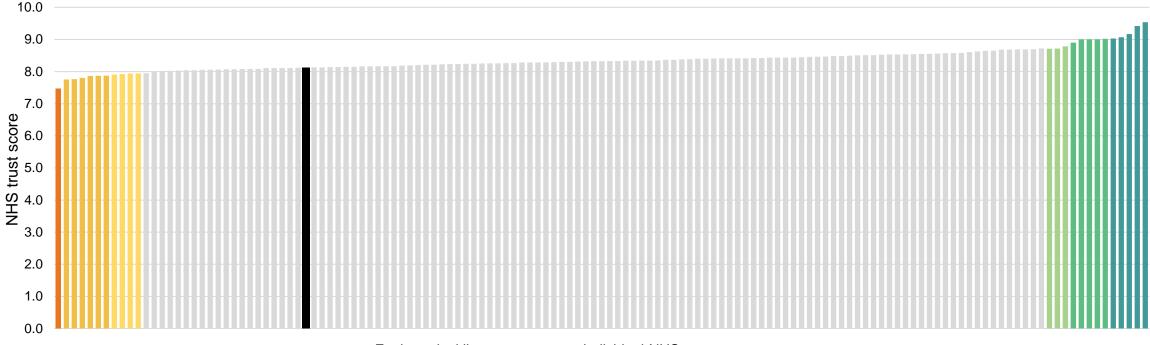
Section 10. Overall experience

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)



Section 10. Overall experience (continued)

Question score

		About the	se than expect same er than expect				ed nan expected	■ Be	mewhat wors tter than exp ist 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 you experience while you were in the hospital?	า								•			About the same	451

			All trusts in England					
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score			
e	451	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 Your Trust Somewhat spected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected Your Trust 8.1 Better than expected Much better than expected Better than expected Much better than expected Better than expected 8.1 Somewhat worse trust Somewhat better than expected Better than expected Much better than expected Breakdown of scores for sites within your trust 8.1 Somewhat worse the results for sites within your trust with all other sites across trusts. Somewhat worse that set that work and some set the same Somewhat worse the results for sites within your trust with all other sites across trusts. Site #1 7.4 Site 2 Site 3 Site 4 Site #2 Site 3 Site 4 Site 4 Site #4 Site 2 Site 3 Site 4 Site 4 Multips Cross University Hospital (Score not shown as -30 respondents) Site 3 Site 4		-					
than expected expected than expected 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 Trust 8.1 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 7.4 Site #2 9.3 Site #4 Site 1 Site 1 Site 2 Site 4 Site 4 Site 1 Site 2 Site 4 Site 4 Site 1 Site 2 Site 4 Site 3 Site 4 Site 4							
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 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 7.4 Site #2 Site #3 Site #4 Site 1 Site 2 Site 4 Site 1 Site 2 Site 4 Site 1 Site 2 Site 3 Site 4							
This benchmarking compares the question score for your trust against all other trusts. Your 8.1 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 7.4 Site #2 Site #3 9.3 Site #4 Site 1 Site 2 Site 4 The Royal London Hospital (76) Whipps Cross University Hospital (Score not shown as 430						CAPCOLOU	than expected
Your Trust 8.1 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 7.4 Site #2 9.3 Site #4 Site 1 Site 1 Site 2 Site #4 Site 2 Site 4 Site 2 Site 1 Site 2 Site 4 Site 3 Site 4 Site 3 Site 4 Site 4	Your trus	t score co	ompared with	all other tr	usts:		
8.1 Breakdown of scores for sites within your trust: Trust 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 7.4 Site #2 9.3 Site #3 9.3 Site #4 Site 2 Site 3 Site 4 Site #1 Site 2 Site 3 Site 4 Site #2 Site 2 Site 3 Site 4	This bench	marking co	mpares the ques	tion score for	r your trust ag	gainst 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 7.4 Site #2 9.3 Site #4 9.3 Site #4 Site 1 Site #1 Site 2 Site #4 Site 2 Site #4 Site 2 Site #1 Site 2 Site #2 Site 3 Site #3 Site 2 Site #4 Site 2 Site #4 Site 2 Site #4 Site 2 Site 1 Site 2 Site 3 Site 4 Site 4 Site 3 Site 4 Site 4	•	1					
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 7.4 Site #2 9.3 Site #4 9.3 Site #4 Site 2 Site #4 Site 2 Site #4 Site 2 Site 1 Site 2 Site 3 Site 4		•					
other sites across trusts. Site #1 7.4 Site #2 Site #2 Site #3 9.3 Site #4 Site #4 Site 1 Site 2 Site 2 Site 3 Site 4 Site 1 Site 2 Site 3 Site 4 Site 4 Site 1 Site 2 Site 3 Site 4 Site 4 Site 3 Site 4 Site 4 Site 4 Site 3 Site 4 Sit	Breakdov	vn of sco	res for sites w	vithin your	trust:		
Site #1 7.4 Site #2 9.3 Site #3 9.3 Site #4 Site 2 Site #4 Site 2 Site 1 Site 2 Site 1 Site 2 Site 1 Site 2 Site 3 Site 4 The Royal London Hospital (76) Whipps Cross University Hospital (Score not shown as St Bartholomew's Hospital (73) Newham General Hospital (Score not shown as <30		-	•	are the result	s for sites wit	thin your trus	st with all
Site #2 Site #3 Site #4 Site 1 Site 2 Site 2 Site 3 Site 4 Site 1 Site 2 Site 3 Site 3 Site 4 Site 4 Site 3 Site 4	other sites	across trust	S.				
Site #2 Site #3 Site #4 Site 1 Site 2 Site 2 Site 3 Site 4 Site 1 Site 2 Site 3 Site 3 Site 4 Site 4 Site 3 Site 4 Site 3 Site 4 Site 3 Site 4	Site #1 7	Л					
Site #3 9.3 Site #4 Site 1 Site 2 Site 3 Site 4 Site 1 Site 2 Site 3 Site 4 The Royal London Hospital (76) Whipps Cross University Hospital (Score not shown as St Bartholomew's Hospital (73) Newham General Hospital (Score not shown as <30)		.7					
Site #4 Site 1 Site 2 Site 3 Site 4 The Royal London Hospital (76) Whipps Cross University Hospital (Score not shown as St Bartholomew's Hospital (73) (Score not shown as <30	Site #2						
Site #4 Site 1 Site 2 Site 3 Site 4 The Royal London Hospital (76) Whipps Cross University Hospital (Score not shown as St Bartholomew's Hospital (73) Newham General Hospital (Score not shown as <30)							
Site 1 Site 2 Site 3 Site 4 The Royal London Hospital (76) Whipps Cross University Hospital (Score not shown as St Bartholomew's Hospital (73) (Score not shown as <30)	Site #3 9	.3					
Site 1 Site 2 Site 3 Site 4 The Royal London Hospital (76) Whipps Cross University Hospital (Score not shown as St Bartholomew's Hospital (73) (Score not shown as <30)	-						
The Royal London Hospital (76) Whipps Cross University Hospital (Score not shown as St Bartholomew's Hospital (73) (Score not shown as <30)	Site #4						
The Royal London Hospital (76) Whipps Cross University Hospital (Score not shown as St Bartholomew's Hospital (73) (Score not shown as <30)							
Hospital (Score not shown as (Score not shown as <30	Site 1		Site 2	Site 3		Site 4	
<30 respondents) respondents)	The Royal Londo	n Hospital (76)	Hospital (Score not sho		olomew's Hospital ((Score not s	hown as <30
			<30 respondents)			respondents	5)

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.1	Lewisham and Greenwich NHS Trust	6.1
Royal Brompton and Harefield NHS Foundation Trust	8.4	The Hillingdon Hospitals NHS Foundation Trust	6.4
Croydon Health Services NHS Trust	8.2	Barking, Havering and Redbridge University Hospitals NHS Trust	6.4
University College London Hospitals NHS Foundation Trust	8.2	London North West University Healthcare NHS Trust	7.0
Epsom and St Helier University Hospitals NHS Trust	8.2	North Middlesex University Hospital NHS Trust	7.1

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

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	usts	score con	pared with	all other t	rusts:		
This ben	chma	arking comp	ares the ques	tion score fo	or your trust a	gainst all othe	er trusts.
Your Trust	7.3						
Breakd	lowr	of score	s for sites w	vithin your	trust [.]		
This ben	chma		s you to comp	-		thin your trus	t with all
Site #1	7.2						
Site #2	6.3						
Site #3	8.6						
Site #4	6.9						
Site 1		Site	2	Site 3		Site 4	
The Royal Lo (169)	ndon H		ipps Cross Universit <u>y</u> spital (83)	y St Barth	nolomew's Hospital (107) Newham Ge	neral Hospital (73)

		_		
Top five trusts			Bottom five trust	S
Royal National Orthopaedic Hospital NHS Trust	9.1		North Middlesex University Hospital NHS Trust	6.5
Royal Brompton and Harefield NHS Foundation Trust	9.0		Kingston Hospital NHS Foundation Trust	6.8
The Royal Marsden NHS Foundation Trust	8.7		Croydon Health Services NHS Trust	6.8
Guy's and St Thomas' NHS Foundation Trust	8.0		Lewisham and Greenwich NHS Trust	6.8
University College London Hospitals NHS Foundation Trust	7.9		King's College Hospital NHS Foundation Trust	7.0

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
our trust	score com	pared with	all other ti	rusts:		
_	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust 7.4						
Breakdowi	n of scores	for sites w	/ithin vour	trust:		
	arking allows		-	ts for sites wit	hin your trus	t with all
Site #1 7.4	I					
-						
Site #2 6.8	3					
Site #3 8.4	L					
Site #4 7.3	•					
one #4 7.3						
ite 1	Site	2	Site 3		Site 4	
he Royal London H 154)		ops Cross University pital (74)	/ St Barth	olomew's Hospital (1	01) Newham Ge	neral Hospital (71)
	1		i.			

Top five trusts		Bottom five trust	S
Royal National Orthopaedic Hospital NHS Trust	8.6	North Middlesex University Hospital NHS Trust	6.9
Royal Brompton and Harefield NHS Foundation Trust	8.3	London North West University Healthcare NHS Trust	7.4
Chelsea and Westminster Hospital NHS Foundation Trust	8.1	Barts Health NHS Trust	7.4
The Royal Marsden NHS Foundation Trust	8.1	Lewisham and Greenwich NHS Trust	7.4
Epsom and St Helier University Hospitals NHS Trust	8.1	Imperial College Healthcare NHS Trust	7.4

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

Results for your trust

40 Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

		-					
Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		·				chpottod	
			npared with				
This ben	chm	arking com	pares the ques	stion score for	r your trust a	gainst all othe	er trusts.
Your Trust	6.8						
_							
			es for sites v	•			
		arking allov ross trusts.	s you to comp	are the result	ts for sites wi	thin your trus	t with all
	es ac	1055 110515.					
Site #1	7.1						
_							
Site #2	5.2						
_							
Site #3	8.5						
_					_		
Site #4	5.9						
Site 1		s	te 2	Site 3		Site 4	
The Royal Lo	ndon H	-	hipps Cross Universit	1	olomew's Hospital (1	neral Hospital (71)
(160)			ospital (70)	, or Danin			

Top five trusts		Bottom five trust	S	
Royal National Orthopaedic Hospital NHS Trust	7.7	Croydon Health Services NHS Trust	4.9	
The Royal Marsden NHS Foundation Trust	7.3	The Hillingdon Hospitals NHS Foundation Trust	5.3	
Royal Brompton and Harefield NHS Foundation Trust	6.9	Chelsea and Westminster Hospital NHS Foundation Trust	5.5	
Barts Health NHS Trust	6.8	Kingston Hospital NHS Foundation Trust	5.8	
Royal Free London NHS Foundation Trust	6.7	Guy's and St Thomas' 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

41 Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

	-					
	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
ust s	score com	pared with	all other tr	usts:		1
nchma	arking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
8.5						
nchma	arking allows		-		hin your trus	t with all
8.8						
8.4						
8.8						
8.4						
	Site	2	Site 3		Site 4	
ondon H			y St Bartho	olomew's Hospital (s	97) Newham Ge	neral Hospital (71)
	8.5 30wn achma es acr 8.8 8.4 8.4 8.4	ected expected rust score com nchmarking comp 8.5 down of scores nchmarking allows es across trusts. 8.8 8.4 8.4 8.4 Site ondon Hospital Wh	ected expected than expected rust score compared with achmarking compares the quest 8.5 down of scores for sites were across trusts. 8.8 8.4 8.8 8.4 Site 2	ected expected than expected the same than expected the same than expected the same trust score compared with all other trunchmarking compares the question score for 8.5 Image: Source compare the result Image: Source compares the question score for Image: Source compare the result 8.8 Image: Source compare the result 8.8 Image: Source compare the result 8.8 Image: Source compare the result 8.4 Image: Source compare the result Site 2 Site 3 Image: Source compare the result Image: Source compare the result 8.4 Image: Source compare the result Site 2 Site 3 Image: Source compare the result Image: Source compare the result	ected expected than expected the same than expected rust score compared with all other trusts: an expected an expected an expected rust score compared with all other trusts: an expected an expected an expected action of scores for sites within your trust: an expected an expected an expected 8.5 action of scores for sites within your trust: an expected an expected an expected action of scores for sites within your trust: action of scores for sites within your trust: an expected an expected action of scores for sites within your trust: action of scores for sites within your trust action of scores trusts. action of scores for sites within your trust action of scores trusts. 8.8 action of scores trusts. action of scores trusts. action of scores trusts. 8.4 action of scores trusts. action of scores trusts. action of scores trusts. action of scores trusts. action of scores trusts. action of scores trusts. action of scores trusts. action of scores trusts. action of scores trusts. action of scores trusts. action of scores trusts. action of scores trusts. action of scores trusts. action of sco	ected expected than expected the same than expected expected ust score compared with all other trusts: nchmarking compares the question score for your trust against all other 8.5 down of scores for sites within your trust: across for sites within your trust: across trusts. 8.8 8.8 8.4 Site 3 Site 4 Site 3 Site 4 Multips Cross University

Top five trusts		Bottom five trusts
The Royal Marsden NHS Foundation Trust	8.7	Barking, Havering and Redbridge University Hospitals NHS Trust 7.5
Royal Brompton and Harefield NHS Foundation Trust	8.6	Lewisham and Greenwich NHS Trust 7.8
Barts Health NHS Trust	8.5	King's College Hospital NHS Foundation Trust
Kingston Hospital NHS Foundation Trust	8.4	The Hillingdon Hospitals NHS Foundation Trust
Homerton University Hospital NHS Foundation Trust	8.4	University College London Hospitals NHS Foundation Trust 8.0

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

Results for your trust

42 Adult Inpatient Survey 2020 | R1H | Barts Health NHS 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	usts:		
This benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust 8.5						
	n of scores		-		uh !	4 ¹ 41 11
other sites a	arking allows cross trusts.	you to comp	are the result	is for sites wit	inin your trus	t with all
Site #1 8.6	6					
Site #2 7.7	7					
Site #3 9.1	l					
Cite #4						
Site #4 8.1						
Site 1	Site	2	Site 3		Site 4	
The Royal London (160)		ops Cross University pital (70)	y St Bartho	olomew's Hospital (97) Newham Ge	eneral Hospital (71)
	ļ				ļ	

Top five trusts		Bottom five trusts	5
Royal National Orthopaedic Hospital NHS Trust	8.8	Epsom and St Helier University Hospitals NHS Trust	7.9
Homerton University Hospital NHS Foundation Trust	8.6	King's College Hospital NHS Foundation Trust	7.9
Royal Brompton and Harefield NHS Foundation Trust	8.6	Imperial College Healthcare NHS Trust	8.0
The Royal Marsden NHS Foundation Trust	8.6	Kingston Hospital NHS Foundation Trust	8.0
Barts Health NHS Trust	8.5	Croydon Health Services NHS Trust	8.0

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

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 ร	our trust score compared with all other trusts:								
his benchmarking compares the question score for your trust against all other trusts.									
Your Trust 6.7									
Trust 0.1									
3reakdown	of scores	for sites w	ithin your	trust:					
		you to compa	are the result	s for sites wit	hin your trus	t with all			
ther sites acr	oss trusts.								
Site #1									
Site #2									
Site #3									
Site #3									
Site #3									
_									
_	Site	2	Site 3		Site 4				
Site #4	ospital Whi	ops Cross University	/ St Bartho	olomew's Hospital ot shown as <30	Newham Ge	neral Hospital hown as <30			
Site #4	ospital Whi <30 Hos		/ St Bartho	ot shown as <30	Newham Ge	hown as <30			
Site #4 ite 1 he Royal London Ho Score not shown as	ospital Whi <30 Hos	ops Cross University pital (Score not show	V St Bartho wn as (Score no	ot shown as <30	Newham Ge (Score not s	hown as <30			

Top five trusts		Bottom five trusts	5	
The Royal Marsden NHS Foundation Trust	8.5	Croydon Health Services NHS Trust	5.2	
Imperial College Healthcare NHS Trust	8.2	Guy's and St Thomas' NHS Foundation Trust	6.0	
University College London Hospitals NHS Foundation Trust	8.0	King's College Hospital NHS Foundation Trust	6.1	
Royal Brompton and Harefield NHS Foundation Trust	7.8	The Hillingdon Hospitals NHS Foundation Trust	6.4	
Kingston Hospital NHS Foundation Trust	7.5	Epsom and St Helier University Hospitals NHS Trust	6.5	

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

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 tru	our trust score compared with all other trusts:								
⁻ his ben	nis benchmarking compares the question score for your trust against all other trusts.								
Your Trust	9.0								
	0 11/10	of coores	for sites y	lithin your	tructu				
			for sites w	-		hin your trus	t with all		
		oss trusts.	, ,			,			
Site #1	9.1								
-									
Site #2	9.0								
Site #3	9.3								
-	5.0								
Site #4	8.6								
ite 1		Site	2	Site 3		Site 4			
he Royal Lo 174)	ndon Ho		pps Cross University pital (83)	y St Bartho	olomew's Hospital (1	108) Newham Ge	neral Hospital (77)		
				ļ					

Top five trusts	Top five trusts			S
Royal Brompton and Harefield NHS Foundation Trust	9.6		Croydon Health Services NHS Trust	8.5
Royal National Orthopaedic Hospital NHS Trust	9.5		Whittington Health NHS Trust	8.6
The Royal Marsden NHS Foundation Trust	9.5		London North West University Healthcare NHS Trust	8.6
Homerton University Hospital NHS Foundation Trust	9.2		Lewisham and Greenwich NHS Trust	8.7
University College London Hospitals NHS Foundation Trust	9.2		The Hillingdon Hospitals NHS Foundation Trust	8.8

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

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 s	score com	pared with	all other tr	usts:		
This ben	nchma	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust	8.2						
			f	.:	11-		
			for sites w	-			4
		rking allows ross trusts.	you to comp	are the result	ts for sites wit	inin your trus	i with all
_							
Site #1	8.6						
- 	• •						
Site #2	8.6						
Site #3	8.1						
-	••••						
Site #4	6.6						
Site 1]	Site	2	Site 3		Site 4	
			-	1		1	
The Royal Lo (126)			ops Cross University pital (53)	/ St Baitin	olomew's Hospital (a	51) Newnam Ge	neral Hospital (65)
		İ		ļ		ļ	

Top five trusts		Bottom five trusts
Royal Brompton and Harefield NHS Foundation Trust	9.1	Barking, Havering and Redbridge University Hospitals NHS Trust 7.7
Royal National Orthopaedic Hospital NHS Trust	9.1	Homerton University Hospital NHS Foundation Trust
The Royal Marsden NHS Foundation Trust	9.0	Lewisham and Greenwich NHS Trust 7.9
University College London Hospitals NHS Foundation Trust	8.6	Croydon Health Services NHS Trust 8.0
The Hillingdon Hospitals NHS Foundation Trust	8.5	London North West University Healthcare NHS Trust

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

rse Worse th cted expecte		About the same	Somewhat better than expected	Better than expected	Much better than expected
ust score o	compared with	all other tr	usts:		
chmarking co	ompares the ques	stion score for	r your trust ag	ainst all othe	er trusts.
8.4					
own of sco	ores for sites v	vithin your	trust:		
•		pare the result	s for sites wit	hin your trus	t with all
8.7					
7.4					
9.1					
7.0					
	Site 2	Site 3		Site 4	
ndon Hospital (79)	Whipps Cross Universit Hospital (38)	y St Bartho	olomew's Hospital (6	95) Newham Ge	neral Hospital (39)
	ust score o chmarking co 8.4 own of sco chmarking al es across trus 8.7 7.4 9.1	 ust score compared with chmarking compares the quest 8.4 own of scores for sites with chmarking allows you to compare across trusts. 8.7 7.4 9.1 7.0 Site 2 ndon Hospital (79) Whipps Cross Universit 	ust score compared with all other transmission compares the question score for sites within your compares for sites within your chmarking allows you to compare the result as across trusts. 8.7 7.4 9.1 7.0 Site 2 Site 3 Site 3 Site 3	ust score compared with all other trusts: chmarking compares the question score for your trust age 8.4 own of scores for sites within your trust: chmarking allows you to compare the results for sites with a cross trusts. 8.7 7.4 9.1 7.0 Site 2 Site 3 ndon Hospital (79) Whips Cross University	ust score compared with all other trusts: chmarking compares the question score for your trust against all other 8.4 own of scores for sites within your trust: chmarking allows you to compare the results for sites within your trust as across trusts. 8.7 7.4 9.1 7.0 Site 2 Site 3 Site 4 Moon Hospital (79) Whipps Cross University St Bartholomew's Hospital (65) Newham Ge

Top five trusts	Top five trusts			ts
The Royal Marsden NHS Foundation Trust	9.2		Lewisham and Greenwich NHS Trust	7.4
St George's University Hospitals NHS Foundation Trust	8.7		North Middlesex University Hospital NHS Trust	7.5
Royal Brompton and Harefield NHS Foundation Trust	8.7		Guy's and St Thomas' NHS Foundation Trust	7.7
Royal National Orthopaedic Hospital NHS Trust	8.6		The Hillingdon Hospitals NHS Foundation Trust	7.8
University College London Hospitals NHS Foundation Trust	8.5		Chelsea and Westminster 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

47 Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

		-							
Much wo		Worse than	Somewhat worse	About the same	Somewhat better	Better than	Much better		
than exper	than expected expected than expected the same than expected expected than expected than expected								
Your tru	ust s	core com	pared with	all other tr	usts:				
This ben	his benchmarking compares the question score for your trust against all other trusts.								
Your	8.4								
Trust	0.4								
Breakd	own	of scores	for sites w	vithin your	trust:				
This bend	chma	rking allows	you to comp	are the result	s for sites wit	hin your trus	t with all		
other site	es acr	oss trusts.							
Site #1	0.4								
Site #1	8.4								
Site #2	8.5								
Sile #2	0.5								
Site #3	8.9								
	0.3								
Site #4	7.5								
	1.5								
Site 1		Site	2	Site 3		Site 4			
The Royal Loi (114)	ndon Ho		ops Cross University pital (47)	y St Barthe	olomew's Hospital (55) Newham Ge	neral Hospital (57)		
(114)		1105	Jildi (47)						

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.3	Lewisham and Greenwich NHS Trust	7.1
Royal National Orthopaedic Hospital NHS Trust	9.1	Chelsea and Westminster Hospital NHS Foundation Trust	7.7
Royal Brompton and Harefield NHS Foundation Trust	8.9	Royal Free London NHS Foundation Trust	7.8
Epsom and St Helier University Hospitals NHS Trust	8.5	North Middlesex University Hospital NHS Trust	7.9
Barts Health NHS Trust	8.4	Croydon Health Services NHS Trust	7.9

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

Results for your trust

48 Adult Inpatient Survey 2020 | R1H | Barts Health NHS 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 ti	rusts:		
This ben	chm	arking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	6.9						
Broakd	lowr	of scores	s for sites w	vithin your	truct.		
			s you to comp	•		hin your trus	t with all
		ross trusts.	,p			,	
-	-						
Site #1	7.2						
Site #2	6.6						
JIC #2	0.0						
Site #3	7.1						
_							
Site #4	6.7						
-							
Site 1		Site	2	Site 3		Site 4	
The Royal Lo (169)	ondon H		ipps Cross University spital (80)	y St Barth	olomew's Hospital ([,]	108) Newham Ge	neral Hospital (77)

Top five trusts		Bottom five trusts
The Royal Marsden NHS Foundation Trust	8.0	Whittington Health NHS Trust 6.2
David Dramaton and		
Royal Brompton and Harefield NHS Foundation Trust	7.8	Lewisham and Greenwich NHS Trust
Royal National Orthopaedic Hospital NHS Trust	7.3	University College London Hospitals NHS Foundation Trust 6.4
Epsom and St Helier University Hospitals NHS Trust	7.1	Barking, Havering and Redbridge University Hospitals NHS Trust 6.4
Guy's and St Thomas' NHS Foundation Trust	7.1	Chelsea and Westminster Hospital NHS Foundation Trust

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

Results for your trust

49 Adult Inpatient Survey 2020 | R1H | Barts Health NHS 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 sc	ore com	pared with	all other tr	usts:					
This ben	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	7.1									
				vithin your						
		king allows ss trusts.	you to comp	are the result	s for sites w	ithin your trus	t with all			
_						_				
Site #1	6.6									
Site #2										
Site #2										
Site #3										
-										
Site #4	6.2									
Site 1		Site	2	Site 3		Site 4				
The Royal Lo	ondon Hosj	Hosp	ops Cross University oital (Score not sho respondents)		olomew's Hospital ot shown as <30 ents)	Newham Ge	neral Hospital (34)			
40										

Top five trusts			Bottom five trusts	5
Royal Brompton and Harefield NHS Foundation Trust	8.5		Lewisham and Greenwich NHS Trust	6.6
The Royal Marsden NHS Foundation Trust	8.4		King's College Hospital NHS Foundation Trust	6.8
Imperial College Healthcare NHS Trust	7.9		Homerton University Hospital NHS Foundation Trust	6.9
St George's University Hospitals NHS Foundation Trust	7.9		Croydon Health Services NHS Trust	7.0
Royal Free London NHS Foundation Trust	7.9		Barts Health NHS Trust	7.1

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

Results for your trust

50 Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

		-								
Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
than expe	than expected expected than expected the same than expected expected than expected than expected									
our tr	ust s	score con	pared with	all other tr	usts:					
his benchmarking compares the question score for your trust against all other trusts.										
Your	9.2									
Trust	9.2									
reakd	lown	of score	s for sites w	vithin your	trust:					
			s you to comp	-		hin vour trus	t with all			
		ross trusts.	yea te comp			ann your a'do				
ite #1	9.1									
Site #2	9.3									
Site #3	9.6									
Site #4	9.0									
ite 1		Site	2	Site 3		Site 4				
he Royal Lo 173)	ondon H		ipps Cross University spital (76)	y St Bartho	olomew's Hospital (108) Newham Ge	neral Hospital (71)			
13)		110.								
		I.		1		I.				

Top five trusts		Bottom five trusts	S
Royal Brompton and Harefield NHS Foundation Trust	9.8	North Middlesex University Hospital NHS Trust	9.0
The Royal Marsden NHS Foundation Trust	9.8	Homerton University Hospital NHS Foundation Trust	9.1
Royal National Orthopaedic Hospital NHS Trust	9.7	Barts Health NHS Trust	9.2
Chelsea and Westminster Hospital NHS Foundation Trust	9.6	Whittington Health NHS Trust	9.2
Croydon Health Services NHS Trust	9.5	Barking, Havering and Redbridge University Hospitals NHS Trust	9.2

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

Results for your trust

51 Adult Inpatient Survey 2020 | R1H | Barts Health NHS 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	our trust score compared with all other trusts:									
This ben	his benchmarking compares the question score for your trust against all other trusts.									
Your Trust	8.7									
Broakd	lowr	of scores	for sites w	vithin your	truct					
				-	ts for sites wit	hin vour trus	t with all			
		ross trusts.				your truo				
Site #1	07									
	8.7									
Site #2	8.8									
Site #3	9.2									
-										
Site #4	7.7									
Site 1		Site	2	Site 3		Site 4				
The Royal Lo (163)	ondon H		pps Cross University pital (76)	/ St Barth	olomew's Hospital (*	102) Newham Ge	neral Hospital (70)			
()										

		_		
Top five trusts	Top five trusts			S
The Royal Marsden NHS Foundation Trust	9.4		Croydon Health Services NHS Trust	8.2
Royal National Orthopaedic Hospital NHS Trust	9.2		Barking, Havering and Redbridge University Hospitals NHS Trust	8.5
Royal Brompton and Harefield NHS Foundation Trust	9.2		Lewisham and Greenwich NHS Trust	8.6
Guy's and St Thomas' NHS Foundation Trust	9.2		North Middlesex University Hospital NHS Trust	8.7
Imperial College Healthcare NHS Trust	9.1		King's College Hospital NHS Foundation Trust	8.7

Doctors: Q16. Did you have confidence and trust in the doctors treating 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		
/our trust	score com	pared with	all other tr	usts:				
his benchmarking compares the question score for your trust against all other trusts.								
Your Trust 9.2	2							
		f		1				
	n of scores		-		h.'	6		
	narking allows cross trusts.	you to comp	are the result	s for sites wit	nin your trus	t with all		
]								
Site #1 9.	1							
-								
Site #2 9.	4							
Site #3 9.	6							
-	•							
Site #4 8.	7							
ite 1	Site	<u>`</u>	Site 3		Site 4			
		-						
he Royal London 78)		pps Cross University pital (84)	y St Bartho	blomew's Hospital (*	109) Newnam Ge	neral Hospital (80)		
			ļ					

			_	
Top five trusts		Bottom five	trusts	
Royal National Orthopaedic Hospital NHS Trust	9.7	Croydon He Services NHS		
The Royal Marsden NHS Foundation Trust	9.7	Barking, Hav and Redbr University Ho NHS Tru	dge 9.0	
Royal Brompton and Harefield NHS Foundation Trust	9.6	Lewishar Greenwic Trus	h NHS 9.0	
St George's University Hospitals NHS Foundation Trust	9.5	Epsom and St University Hos NHS Trus	spitals 9.0	
University College London Hospitals NHS Foundation Trust	9.5	King's Co Hospital Foundation	NHS 9.0	

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

Results for your trust

This benchmarking compares the question score for your trust against all other trust Your Trust 8.1 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with a other sites across trusts. Site #1 8.3	
Your Trust 8.1 Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with a other sites across trusts. Site #1 8.3	
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with a other sites across trusts. Site #1	all
Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with a other sites across trusts. Site #1 8.3	all
This benchmarking allows you to compare the results for sites within your trust with a other sites across trusts. Site #1 8.3	all
other sites across trusts.	all
Site #1 8.3	
Site #2 8.2	
Site #2 8.2	
Site #3 8.3	
Site #4 6.8	
Site 1 Site 2 Site 3 Site 4	
The Royal London Hospital Whipps Cross University St Bartholomew's Hospital (108) Newham General Hos	spital (79)
(179) Hospital (83)	

Top five trusts			Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.4		Croydon Health Services NHS Trust	7.9
Royal National Orthopaedic Hospital NHS Trust	9.3		Barts Health NHS Trust	8.1
University College London Hospitals NHS Foundation Trust	8.9		Barking, Havering and Redbridge University Hospitals NHS Trust	8.1
Whittington Health NHS Trust	8.7		London North West University Healthcare NHS Trust	8.1
Royal Free London NHS Foundation Trust	8.7		Chelsea and Westminster Hospital NHS Foundation Trust	8.2

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

Results for your trust

54 Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

	_								
Much worse	e Worse th	an Somewhat worse	About	Somewhat better	Better than	Much better			
than expecte	ed expecte	d than expected	the same	than expected	expected	than expected			
our trust score compared with all other trusts:									
This benchmarking compares the question score for your trust against all other trusts.									
Your Trust 8	.4								
Proakdo	wn of coo	ores for sites v	within your	truct					
		ows you to comp	•		hin vour trus	t with all			
	across trus				inir your trus				
ite #1	3.4								
ite #2	. 4								
	3.4								
Site #3	9.2								
-									
Site #4	7.3								
		e :: e	0 14 0						
lite 1		Site 2	Site 3		Site 4				
he Royal Lond 168)	on Hospital	Whipps Cross Universit Hospital (80)	ty St Bartr	olomew's Hospital (*	103) Newnam Ge	neral Hospital (73)			
		ļ	ļ		ļ				

			-
Top five trusts		Bottom five trusts	5
Royal Brompton and Harefield NHS Foundation Trust	9.3	Croydon Health Services NHS Trust	8.1
The Royal Marsden	_	Lewisham and	
NHS Foundation Trust	9.3	Greenwich NHS Trust	8.3
University College London Hospitals NHS Foundation Trust	9.0	Homerton University Hospital NHS Foundation Trust	8.4
Imperial College Healthcare NHS Trust	9.0	Barking, Havering and Redbridge University Hospitals NHS Trust	8.4
Chelsea and Westminster Hospital NHS Foundation Trust	8.8	Barts Health NHS Trust	8.4

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

Results for your trust

55 Adult Inpatient Survey 2020 | R1H | Barts Health NHS 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	usts	score com	pared with	all other tr	rusts:			
This ben	This benchmarking compares the question score for your trust against all other trusts.							
Your Trust	8.8							
Breakd	lowr	of scores	for sites w	vithin vour	trust:			
This ben	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	8.8							
Site #2	9.1							
Site #3	9.1							
Site #4	7.9							
Site 1		Site	2	Site 3		Site 4		
The Royal Lo (179)	ondon H		ops Cross University oital (84)	y St Bartho	olomew's Hospital (*	109) Newham Ge	neral Hospital (80)	

-		-	-
Top five trusts		Bottom five trusts	5
The Royal Marsden NHS Foundation Trust	9.5	Croydon Health Services NHS Trust	8.7
Royal Brompton and Harefield NHS Foundation Trust	9.3	Homerton University Hospital NHS Foundation Trust	8.7
Imperial College Healthcare NHS Trust	9.2	Barking, Havering and Redbridge University Hospitals NHS Trust	8.7
St George's University Hospitals NHS Foundation Trust	9.2	London North West University Healthcare NHS Trust	8.7
University College London Hospitals NHS Foundation Trust	9.1	Lewisham and Greenwich NHS Trust	8.7

Nurses: Q20. When nurses 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	
Your tr	our trust score compared with all other trusts:							
This ben	chma	arking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.	
Your Trust	8.2							
			4 1					
			for sites w	•				
		irking allows oss trusts.	you to comp	are the result	ts for sites wit	hin your trus	t with all	
	,5 001	000 110010.						
Site #1	8.1							
-								
Site #2	8.9							
Site #3	8.3							
	0.5							
Site #4	6.9							
Site 1		Site	2	Site 3		Site 4		
The Royal Lo (178)	R Royal London Hospital (8)Whipps Cross University Hospital (83)St Bartholomew's Hospital (108)Newham General Hospital (79)							

		_					
Top five trusts	Top five trusts			Bottom five trusts			
The Royal Marsden NHS Foundation Trust	9.4		Croydon Health Services NHS Trust	7.8			
Royal Brompton and Harefield NHS Foundation Trust	8.9		Homerton University Hospital NHS Foundation Trust	8.1			
University College London Hospitals NHS Foundation Trust	8.8		London North West University Healthcare NHS Trust	8.1			
Royal National Orthopaedic Hospital NHS Trust	8.7		Barking, Havering and Redbridge University Hospitals NHS Trust	8.1			
Guy's and St Thomas' NHS Foundation Trust	8.6		North Middlesex University Hospital NHS Trust	8.1			

Nurses: Q21. In your opinion, were there enough nurses on duty to care for you in 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	
Your tr	usts	score com	pared with	all other tr	usts:			
This ben	his benchmarking compares the question score for your trust against all other trusts.							
Your Trust	8.1							
			for oitoo		4			
				vithin your are the result		hin your true	t with all	
		ross trusts.	you to comp	ale lle lesui	IS TOT SILES WIT	unin your trus	a with an	
-								
Site #1	8.0							
Site #2	8.3							
-								
Site #3	8.8							
-	_						_	
Site #4	7.2							
Site 1		Site	2	Site 3		Site 4		
The Royal Lo (179)	e Royal London Hospital Whipps Cross University (9) Hospital (84) St Bartholomew's Hospital (108) Newham General Hospital (79)							

Top five trusts		Bottom five trust	S	
The Royal Marsden NHS Foundation Trust	9.0	Croydon Health Services NHS Trust	7.1	
Royal Brompton and Harefield NHS Foundation Trust	8.8	Lewisham and Greenwich NHS Trust	7.5	
University College London Hospitals NHS Foundation Trust	8.3	Barking, Havering and Redbridge University Hospitals NHS Trust	7.6	
St George's University Hospitals NHS Foundation Trust	8.2	Royal National Orthopaedic Hospital NHS Trust	7.8	
Imperial College Healthcare NHS Trust	8.2	North Middlesex University Hospital NHS Trust	7.8	

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 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 tru	usts	score com	pared with	all other to	rusts:		
This ben	chma	arking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.
Your Trust	7.8						
			6		4		
			for sites w	•			6 - 10 - 11
		arking allows ross trusts.	you to comp	are the resul	ts for sites wit	inin your trus	t with all
	.5 40						
Site #1	8.2						
-							
Site #2	7.9						
Site #3	8.8						
Sile #3	0.0						
Site #4	6.5						
	••••						
Site 1		Site	2	Site 3		Site 4	
The Royal Lo (156)	ndon H		ops Cross University bital (72)	/ St Barth	olomew's Hospital (98) Newham Ge	eneral Hospital (64)

Top five trusts	Top five trusts			Bottom five trusts			
The Royal Marsden NHS Foundation Trust	8.4		Croydon Health Services NHS Trust	7.5			
Royal Brompton and Harefield NHS Foundation Trust	8.4		London North West University Healthcare NHS Trust	7.6			
St George's University Hospitals NHS Foundation Trust	8.2		Barking, Havering and Redbridge University Hospitals NHS Trust	7.6			
Royal Free London NHS Foundation Trust	8.2		Guy's and St Thomas' NHS Foundation Trust	7.7			
University College London Hospitals NHS Foundation Trust	8.1		North Middlesex University Hospital NHS Trust	7.7			

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 w than exp		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 to	rust	score com	pared with	all other ti	rusts:		
This be	nchm	arking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	6.9						
Trust	0.3						
Breako	dowr	n of scores	s for sites w	vithin your	trust:		
This ber	nchma	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
other sit	es ac	ross trusts.					
Site #1	7.0						
Sile #1	7.0						
Site #2	6.7	,					
One #2	0.7						
Site #3	7.3	1					
0.00	-						
Site #4	5.6						
Site 1		Site	2	Site 3		Site 4	
The Royal L (168)	ondon H		pps Cross University pital (82)	y St Barth	olomew's Hospital (*	105) Newham Ge	neral Hospital (70)
(100)			p.to. (02)				

	-		2	-	
То	p five trusts		Bottom five trust	S	
-	The Royal Marsden NHS Foundation Trust	8.2	Croydon Health Services NHS Trust	6.5	
	Royal National Orthopaedic Hospital NHS Trust	7.7	Lewisham and Greenwich NHS Trust	6.7	
	Guy's and St Thomas' NHS Foundation Trust	7.7	North Middlesex University Hospital NHS Trust	6.8	
R	oyal Brompton and Harefield NHS Foundation Trust	7.6	Barking, Havering and Redbridge University Hospitals NHS Trust	6.8	
	University College London Hospitals NHS Foundation Trust	7.5	Barts Health NHS Trust	6.9	

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

Results for your trust

Much we 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	our trust score compared with all other trusts:								
This ber	nchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.		
Your Trust	8.7								
			f		1				
			for sites w	-		hin your true	t with all		
		ross trusts.	you to comp	are the result	IS IOF SILES WI	unin your trus	i will' all		
-									
Site #1	8.7								
Site #2	0.0								
Sile #2	8.6								
Site #3	9.4								
Site #4	7.8								
Site 1		Site	2	Site 3		Site 4			
	andon I	1	Z pps Cross University	1	olomew's Hospital (neral Hospital (71)		
The Royal Lo (172)			pital (84)	y St Baltin	bioiniew s Hospital (105) Newhall Ge			
		ļ		ļ		ļ			

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.6	London North West University Healthcare NHS Trust	8.6
Dovel National			_
Royal National Orthopaedic Hospital NHS Trust	9.3	Lewisham and Greenwich NHS Trust	8.6
University College London Hospitals NHS Foundation Trust	9.3	Barking, Havering and Redbridge University Hospitals NHS Trust	8.6
Royal Brompton and Harefield NHS Foundation Trust	9.1	Croydon Health Services NHS Trust	8.7
North Middlesex University Hospital NHS Trust	9.0	Barts Health NHS Trust	8.7

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 wor than expec			Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ist score	comp	pared with	all other to	rusts:		
This bend	chmarking	compa	res the ques	tion score fo	r your trust ag	gainst all othe	er trusts.
Your	7.2						
Trust							
				ithin your			
	hmarking a s across tru	-	you to comp	are the resul	ts for sites wit	thin your trus	t with all
Site #1	7.1						
- Site #2	7.0						
	7.3						
Site #3	7.9						
	-						
Site #4	5.9						
_ Site 1		Site 2	2	Site 3		Site 4	
The Royal Lon	don Hospital		os Cross University	/ St Barth	olomew's Hospital (92) Newham Ge	eneral Hospital (70)
(149)		nospi	tal (68)				

Top five trusts		Bottom five trust	S	
The Royal Marsden NHS Foundation Trust	8.6	Croydon Health Services NHS Trust	6.5	
Royal National		North Middlesex		
Orthopaedic Hospital NHS Trust	8.2	University Hospital NHS Trust	7.0	
Royal Brompton and Harefield NHS Foundation Trust	8.1	Lewisham and Greenwich NHS Trust	7.0	
Guy's and St Thomas' NHS Foundation Trust	7.9	Barts Health NHS Trust	7.2	
University College London Hospitals NHS Foundation Trust	7.9	King's College Hospital NHS Foundation Trust	7.3	

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

Results for your trust

62 Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

		_						
Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat than expe		Better than expected	Much better than expected
			pared with					
_	nchm	arking comp	ares the ques	tion score	for your tru	ust aga	inst all othe	er trusts.
Your Trust	6.3							
			s for sites w	-				6 10 - U
		arking allows ross trusts.	you to comp	are the res	Suits for site	es withi	in your trus	t with all
-								
Site #1	6.7	,						
-								
Site #2	6.0							
Site #3	6.8							
Sile #3	0.0							
Site #4	6.0							
-	0.0							
Site 1		Site	2	Site	3		Site 4	
The Royal Lo (164)	ondon H		pps Cross University pital (76)	y St Ba	artholomew's Ho	ospital (96)	Newham Ge	neral Hospital (70)

Top five trusts		Bottom five trusts	6
Royal National Orthopaedic Hospital NHS Trust	7.8	Croydon Health Services NHS Trust	5.6
The Royal Marsden NHS Foundation Trust	7.4	Lewisham and Greenwich NHS Trust	5.8
Royal Brompton and Harefield NHS Foundation Trust	7.2	Homerton University Hospital NHS Foundation Trust	6.0
Whittington Health NHS Trust	7.0	St George's University Hospitals NHS Foundation Trust	6.2
Royal Free London NHS Foundation Trust	6.8	King's College Hospital NHS Foundation Trust	6.2

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

Results for your trust

63 Adult Inpatient Survey 2020 | R1H | Barts Health NHS 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 tru	ust s	score com	pared with	all other tr	usts:		
his ben	chma	arking comp	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	9.5						
reakd	own	of scores	s for sites w	vithin vour	trust:		
			you to comp	-		hin your trus	t with all
her site	es acr	ross trusts.					
ite #1	9.4						
-							
ite #2	9.5						
-							
ite #3	9.6						
ite #4	8.9						
	0.0						
ite 1		Site	2	Site 3		Site 4	
he Royal Lo 173)	ndon H		pps Cross University pital (85)	y St Bartho	olomew's Hospital (′	107) Newham Ge	neral Hospital (76)

Top five trusts		Bottom five trusts	
The Royal Marsden NHS Foundation Trust	9.8	Croydon Health Services NHS Trust 9.1	
Royal Brompton and Harefield NHS Foundation Trust	9.7	Epsom and St Helier University Hospitals NHS Trust 9.3	
Royal National Orthopaedic Hospital NHS Trust	9.6	Barking, Havering and Redbridge University Hospitals NHS Trust 9.3	
North Middlesex University Hospital NHS Trust	9.6	Homerton University Hospital NHS Foundation Trust	
Imperial College Healthcare NHS Trust	9.5	London North West University Healthcare NHS Trust	

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 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 s	score com	pared with	all other tr	usts:		
This ben	ichma	arking compa	ares the ques	tion score for	r your trust aç	ainst all othe	er trusts.
Your Trust	8.9						
			for elfee		4		
			for sites w	-		hin your true	t with all
		rking allows ross trusts.	you to comp	are the result	IS IOF SITES WI	inin your trus	i with all
Site #1	9.0						
-	0.7						
Site #2	8.7						
Site #3	9.3						
_							
Site #4	8.1						
_		0.11	•	014-0		0.1	
Site 1		Site	-	Site 3		Site 4	
he Royal Lo 149)	ndon H		pps Cross University pital (66)	/ St Bartho	olomew's Hospital (30) Newnam Ge	neral Hospital (68)
		ļ		ļ		ļ	

Top five trusts	Top five trusts			5
Royal Brompton and Harefield NHS Foundation Trust	9.6		Croydon Health Services NHS Trust	8.5
The Royal Marsden NHS Foundation Trust	9.5		Whittington Health NHS Trust	8.8
Imperial College Healthcare NHS Trust	9.2		Epsom and St Helier University Hospitals NHS Trust	8.8
Royal National Orthopaedic Hospital NHS Trust	9.1		London North West University Healthcare NHS Trust	8.8
St George's University Hospitals NHS Foundation Trust	9.1		Guy's and St Thomas' NHS Foundation Trust	8.8

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 w than exp		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 tr	rust	score com	pared with	all other ti	rusts:		
This ber	nchm	arking comp	ares the ques	tion score for	r your trust ag	gainst all oth	er trusts.
Your	8.1						
Trust	0.1						
Breako	dowr	n of scores	s for sites w	vithin your	trust:		
		•	s you to comp	are the result	ts for sites wit	thin your true	st with all
other sit	es ac	ross trusts.					
Site #1	7.9						
	7.3						
Site #2	8.5						
	0.0						
Site #3	9.0						
	-						
Site #4	7.2						
Site 1		Site	2	Site 3		Site 4	
The Royal L (164)	ondon H		pps Cross Universit	y St Barth	olomew's Hospital (98) Newham Ge	eneral Hospital (78)
(101)							

Top five trusts		Bottom five trusts	
The Royal Marsden NHS Foundation Trust	9.1	Croydon Health Services NHS Trust 7.8	
Royal Brompton and Harefield NHS Foundation Trust	9.0	Lewisham and Greenwich NHS Trust 7.8	Ľ
Imperial College Healthcare NHS Trust	8.7	Whittington Health NHS Trust 8.0	
St George's University Hospitals NHS Foundation Trust	8.4	North Middlesex University Hospital NHS Trust	L
University College London Hospitals NHS Foundation Trust	8.4	Barts Health NHS Trust 8.1	

Operations and procedures: Q31. Beforehand, how well did hospital staff answer your questions about 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
					·	expected	
			npared with				
This ben	chma	arking com	pares the ques	stion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.8						
Brookd		of coord	e for citor y	vithin your	tructu		
			es for sites v	•			4
		arking allow ross trusts.	s you to comp	are the result	IS TOP SITES WIT	inin your trus	t with all
	53 ac	1033 110313.					
Site #1	9.0						
Site #2	9.0						
Site #3	9.0						
Site #4							
Site 1		Si	te 2	Site 3		Site 4	
The Royal Lo (113)	ondon H		hipps Cross Universit ospital (34)	y St Bartho	blomew's Hospital (9		neral Hospital hown as <30)
	66 Adult Inpatient Survey 2020 R1H Barts Health NHS Trust						

Top five trusts		Bottom five trusts
The Royal Marsden NHS Foundation Trust	9.3	London North West University Healthcare NHS Trust 8.5
Royal National Orthopaedic Hospital NHS Trust	9.2	King's College Hospital NHS Foundation Trust
Imperial College Healthcare NHS Trust	9.1	Croydon Health Services NHS Trust 8.7
Royal Brompton and Harefield NHS Foundation Trust	9.1	The Hillingdon Hospitals NHS Foundation Trust
Guy's and St Thomas' NHS Foundation Trust	9.1	Barking, Havering and Redbridge University Hospitals NHS Trust 8.7

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

67 Adult Inpatient Survey 2020 | R1H | Barts Health NHS 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 t	rusts:		
This ber	nchm	arking comp	ares the ques	tion score fo	or your trust ag	gainst all oth	er trusts.
Your Trust	7.6						
Breakd	lowr	of scores	s for sites v	vithin your	trust [.]		
This ben	chma			-	ts for sites wit	thin your true	st with all
Site #1	7.6	i					
Site #2	6.9	I					
Site #3	7.5						
Site #4							
Site 1		Site	2	Site 3		Site 4	
The Royal Lo (116)	ondon H		pps Cross Universit pital (35)	y St Barth	nolomew's Hospital (!		eneral Hospital shown as <30 s)

Top five trusts		Bottom five trusts	5	
The Royal Marsden NHS Foundation Trust	8.6	King's College Hospital NHS Foundation Trust	7.1	
Imperial College Healthcare NHS Trust	8.4	Royal Brompton and Harefield NHS Foundation Trust	7.2	
Homerton University Hospital NHS Foundation Trust	8.3	Lewisham and Greenwich NHS Trust	7.2	
Royal National Orthopaedic Hospital NHS Trust	8.0	Croydon Health Services NHS Trust	7.2	
Chelsea and Westminster Hospital NHS Foundation Trust	7.9	Epsom and St Helier University Hospitals NHS Trust	7.3	

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

68 Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

Much wors than expect			About the same	Somewhat better than expected	Better than expected	Much better than expected
·		ļ				
		ompared with				
This benc	nmarking co	mpares the ques	stion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8	.1					
Thusi						
Breakdo	wn of sco	res for sites w	within your	trust:		
	-	ows you to comp	pare the result	ts for sites wit	thin your trus	t with all
other sites	across trus	tS.				
Site #1	8.2					
Site #2	8.0					
						_
Site #3	8.4					
1.1						
Site #4						
Site 1		Site 2	Site 3		Site 4	
					1	
The Royal Lond (114)	on Hospitai	Whipps Cross Universit Hospital (36)	ty St Bartho	olomew's Hospital (neral Hospital hown as <30)

Top five trusts		Bottom five trust	S	
The Royal Marsden NHS Foundation Trust	8.7	Lewisham and Greenwich NHS Trust	7.1	
St George's University Hospitals NHS Foundation Trust	8.4	Croydon Health Services NHS Trust	7.4	
Imperial College Healthcare NHS Trust	8.4	King's College Hospital NHS Foundation Trust	7.6	
North Middlesex University Hospital NHS Trust	8.4	Kingston Hospital NHS Foundation Trust	7.6	
Royal Brompton and Harefield NHS Foundation Trust	8.3	University College London Hospitals NHS Foundation Trust	7.7	

Leaving hospital: Q34. To what extent did staff involve you in decisions about you leaving 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
Your tr	ust s	score com	pared with	all other to	rusts:		
This ben	nchma	arking compa	ares the ques	tion score fo	r your trust ag	ainst all othe	er trusts.
Your Trust	6.8						
		-					
			for sites w	•			6 10 - H
		arking allows ross trusts.	you to comp	are the resul	ts for sites wit	nin your trus	t with all
-							
Site #1	7.1						
-							
Site #2	6.7						
Site #3	7.1						
	7.1						
Site #4	6.0						
-	,						
Site 1		Site	2	Site 3		Site 4	
The Royal Lo (174)	ondon H		ops Cross University pital (83)	y St Barth	olomew's Hospital (1	04) Newham Ge	neral Hospital (76)

Top five trusts		Bottom five trusts	
The Royal Marsden NHS Foundation Trust	8.1	Croydon Health Services NHS Trust 6.4	
Royal National Orthopaedic Hospital NHS Trust	7.7	Lewisham and Greenwich NHS Trust	
Guy's and St Thomas' NHS Foundation Trust	7.6	Barking, Havering and Redbridge University Hospitals NHS Trust 6.7	
Homerton University Hospital NHS Foundation Trust	7.4	Barts Health NHS Trust 6.8	
Royal Brompton and Harefield NHS Foundation Trust	7.4	King's College Hospital NHS Foundation Trust	

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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	rusts:		
This ber	nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	7.2						
			for sites w	•			
		arking allows ross trusts.	you to comp	are the result	ts for sites wit	thin your trus	t with all
	00 00	1000 (10010).					
Site #1	7.6						
						_	
Site #2	6.7						
Site #3	7.6						
Site #4	5.9						
Sile #4	5.9						
Site 1		Site	2	Site 3		Site 4	
The Royal L (144)	ondon H		ops Cross University pital (57)	y St Bartho	olomew's Hospital (79) Newham Ge	eneral Hospital (55)
(1+1)		1103					

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	8.1	Lewisham and Greenwich NHS Trust	6.6
Royal National Orthopaedic Hospital NHS Trust	7.8	Kingston Hospital NHS Foundation Trust	6.9
Royal Brompton and Harefield NHS Foundation Trust	7.7	Barking, Havering and Redbridge University Hospitals NHS Trust	6.9
Guy's and St Thomas' NHS Foundation Trust	7.6	Croydon Health Services NHS Trust	7.0
Imperial College Healthcare NHS Trust	7.6	Royal Free London NHS Foundation Trust	7.0

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

71 Adult Inpatient Survey 2020 | R1H | Barts Health NHS 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 s	core com	pared with	all other tr	usts:		
his benchma	rking compa	ares the ques	tion score for	your trust ag	ainst all othe	er trusts.
Your Trust 7.2						
Breakdown	of scores	for sites w	vithin vour	trust:		
This benchman other sites acro	rking allows		-		hin your trus	t with all
Site #1 7.9						
Site #2						
Site #3						
Site #4 6.0						
Jite 1	Site	2	Site 3		Site 4	
he Royal London Ho	Hosp	ops Cross University bital (Score not show respondents)		olomew's Hospital ot shown as <30 ents)	Newham Ge	neral Hospital (37)

Top five trusts		Bottom five trust	S	
The Royal Marsden NHS Foundation Trust	9.1	Barts Health NHS Trust	7.2	
The Hillingdon Hospitals NHS Foundation Trust	8.9	Barking, Havering and Redbridge University Hospitals NHS Trust	7.4	
Royal National Orthopaedic Hospital NHS Trust	8.8	London North West University Healthcare NHS Trust	7.6	
Chelsea and Westminster Hospital NHS Foundation Trust	8.5	Croydon Health Services NHS Trust	7.7	
University College London Hospitals NHS Foundation Trust	8.5	Kingston Hospital NHS Foundation Trust	8.0	

Leaving hospital: Q37. Were you given enough notice about when you were going to leave 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
Your tr	ust s	score com	pared with	all other tr	usts:		
This ben	nchma	arking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	7.2						
			s for sites w	•		hin your true	t with all
		ross trusts.	s you to comp	are the result	IS IOF SILES WI	unin your trus	a with all
-							
Site #1	7.4						
Site #2	7.8						
	7.0						
Site #3	7.2						
Site #4	6.2						
Site 1		Site	2	Site 3		Site 4	
The Royal Lo (177)	ondon H		pps Cross University pital (85)	y St Bartho	olomew's Hospital (109) Newham Ge	eneral Hospital (79)
(117)		1103					

Top five trusts		Bottom five trusts		
The Royal Marsden NHS Foundation Trust	7.9	Croydon Health Services NHS Trust	6.6	
Imperial College Healthcare NHS Trust	7.6	Barking, Havering and Redbridge University Hospitals NHS Trust	6.8	
Royal Brompton and Harefield NHS Foundation Trust	7.6	King's College Hospital NHS Foundation Trust	6.9	
University College London Hospitals NHS Foundation Trust	7.4	Lewisham and Greenwich NHS Trust	6.9	
Royal National Orthopaedic Hospital NHS Trust	7.4	Kingston Hospital NHS Foundation Trust	7.0	

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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your tr	our trust score compared with all other trusts:										
This ber	his benchmarking compares the question score for your trust against all other trusts.										
Your Trust	7.0										
_ Dreeks	Janua		for alteau		1						
			s for sites w	•		thin your true	t with all				
		ross trusts.	you to comp	are the result	IS IOF SILES W	unn your trus	a with all				
Site #1	7.4										
Site #2	5.4										
0:40 #0	0.0										
Site #3	8.6										
Site #4	5.9										
Sile #4	5.9										
Site 1		Site	2	Site 3		Site 4					
The Royal Lo (163)	ondon H		pps Cross University pital (79)	y St Barth	olomew's Hospital (104) Newham Ge	eneral Hospital (70)				
(100)											

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	8.4	Barking, Havering and Redbridge University Hospitals NHS Trust	6.5
Royal Brompton and Harefield NHS Foundation Trust	8.1	Lewisham and Greenwich NHS Trust	6.5
Guy's and St Thomas' NHS Foundation Trust	8.0	North Middlesex University Hospital NHS Trust	6.8
University College London Hospitals NHS Foundation Trust	8.0	Croydon Health Services NHS Trust	6.8
Kingston Hospital NHS Foundation Trust	7.9	The Hillingdon Hospitals NHS Foundation Trust	6.9

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

Results for your trust

74 Adult Inpatient Survey 2020 | R1H | Barts Health NHS 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	our trust score compared with all other trusts:									
This ben	nchma	arking comp	pares the ques	tion score for	r your trust aç	gainst all othe	er trusts.			
Your Trust	5.0									
Breakd	lown	of score	s for sites v	vithin your	trust:					
This ben	chma		s you to comp	-		thin your trus	t with all			
Site #1	5.5									
Site #2	4.5									
0:1- #0	5.0									
Site #3	5.8									
Site #4	4.5									
Site 1		Sit	e 2	Site 3		Site 4				
The Royal Lo (143)	ondon He		nipps Cross Universit spital (68)	y St Bartho	blomew's Hospital (93) Newham Ge	neral Hospital (61)			

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	6.3	Barking, Havering and Redbridge University Hospitals NHS Trust	4.2
Guy's and St Thomas' NHS Foundation Trust	5.5	North Middlesex University Hospital NHS Trust	4.7
Royal Brompton and Harefield NHS Foundation Trust	5.4	Chelsea and Westminster Hospital NHS Foundation Trust	4.7
St George's University Hospitals NHS Foundation Trust	5.4	King's College Hospital NHS Foundation Trust	4.8
Imperial College Healthcare NHS Trust	5.3	Croydon Health Services NHS Trust	4.8

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

Results for your trust

Much we 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	our trust score compared with all other trusts:										
This ber	his benchmarking compares the question score for your trust against all other trusts.										
Your	6.4										
Trust	•••										
			for sites w	-							
		arking allows ross trusts.	you to comp	are the result	s for sites wit	hin your trus	t with all				
	25 aC	1055 110515.									
Site #1	6.7										
-											
Site #2	5.5										
-											
Site #3	7.0										
Site #4	5.7										
5110 #4	5.7										
Site 1		Site	2	Site 3		Site 4					
The Royal Lo 162)	ondon H		ops Cross University bital (75)	y St Bartho	olomew's Hospital (106) Newham Ge	neral Hospital (74)				

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	8.2	Barking, Havering and Redbridge University Hospitals NHS Trust	6.0
Royal National Orthopaedic Hospital NHS Trust	7.2	Croydon Health Services NHS Trust	6.2
Royal Brompton and Harefield NHS Foundation Trust	7.0	Lewisham and Greenwich NHS Trust	6.4
Whittington Health NHS Trust	7.0	Kingston Hospital NHS Foundation Trust	6.4
Homerton University Hospital NHS Foundation Trust	6.9	North Middlesex University Hospital NHS Trust	6.4

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				
Your tr	our trust score compared with all other trusts:										
This ben	his benchmarking compares the question score for your trust against all other trusts.										
Your Trust	7.2										
				.:	1						
			s for sites w	•	trust: ts for sites wit	hin vour trus	t with all				
		ross trusts.				your trus					
-	- 4										
Site #1	7.1										
Site #2	6.6										
-	0.0										
Site #3	8.2										
_											
Site #4	5.8										
Site 1	J	Site	2	Site 3		Site 4					
The Royal Lo (162)	ondon H		pps Cross University pital (75)	y St Barth	olomew's Hospital (100) Newham Ge	neral Hospital (67)				
()			(· -)								

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.7	Barking, Havering and Redbridge University Hospitals NHS Trust	6.6
Royal Brompton and Harefield NHS Foundation Trust	8.6	King's College Hospital NHS Foundation Trust	6.8
Guy's and St Thomas' NHS Foundation Trust	8.3	North Middlesex University Hospital NHS Trust	7.0
Royal National Orthopaedic Hospital NHS Trust	8.3	London North West University Healthcare NHS Trust	7.1
University College London Hospitals NHS Foundation Trust	8.1	Croydon Health Services NHS Trust	7.1

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

77 Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

		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 benchmarking compares the question score for your trust against all other trusts.										
7.9										
			•							
-	-	ou to comp	are the resul	ts for sites wit	hin your trus	st with all				
5 801055 11	usis.									
7.6										
						_				
8.3										
8.9										
C O										
0.9										
	Site 2		Site 3		Site 4					
ndon Hospital			y St Barth	olomew's Hospital (7	70) Newham Ge	eneral Hospital (43)				
	riospit	ai (+ <i>2)</i>								
	ted expe experimentation experimentati	expected Ist score comp Ist score comp chmarking compar 7.9 own of scores f chmarking allows y s across trusts. 7.6 8.3 6.9 Site 2 Idon Hospital	tredexpectedthan expectedast score compared with chmarking compares the quest7.9own of scores for sites w chmarking allows you to comp s across trusts.7.68.38.96.9Site 2	tred expected than expected the same Ist score compared with all other the chmarking compares the question score for 7.9 Dwn of scores for sites within your chmarking allows you to compare the results across trusts. 7.6 8.3 8.9 5.9 Site 2 Site 3 Mathematical Whipps Cross University	ted expected than expected the same than expected Ist score compared with all other trusts: the same than expected chmarking compares the question score for your trust age 7.9 own of scores for sites within your trust: chmarking allows you to compare the results for sites with a across trusts. 7.6 8.3 8.9 6.9 Site 2 Site 3 Mon Hospital Whips Cross University St Bartholomew's Hospital (7)	ted expected than expected the same than expected expected ast score compared with all other trusts: chmarking compares the question score for your trust against all other 7.9 Own of scores for sites within your trust: chmarking allows you to compare the results for sites within your trust against all other across trusts. 7.6 Site 2 Site 3 Site 4 Addom Hospital Whipps Cross University Site 3 Site 4				

Top five trusts		Bottom five trust	S
The Royal Marsden NHS Foundation Trust	9.0	London North West University Healthcare NHS Trust	7.4
Royal National Orthopaedic Hospital NHS Trust	8.9	Barking, Havering and Redbridge University Hospitals NHS Trust	7.5
Homerton University Hospital NHS Foundation Trust	8.8	Croydon Health Services NHS Trust	7.8
University College London Hospitals NHS Foundation Trust	8.5	King's College Hospital NHS Foundation Trust	7.8
The Hillingdon Hospitals NHS Foundation Trust	8.5	North Middlesex University Hospital NHS Trust	7.8

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

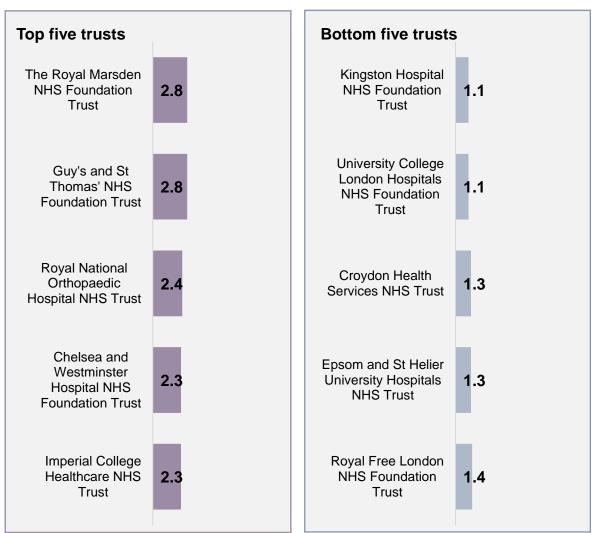
		_								
Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
	Your trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts.									
This ben	ichma	arking compa	ares the ques	tion score fo	or your trust aç	gainst all othe	er trusts.			
Your Trust	6.1									
			f		1					
			for sites w	-		ul. !	4			
		arking allows ross trusts.	you to comp	are the resu	Its for sites wit	thin your trus	t with all			
-										
Site #1	6.0									
-										
Site #2	6.4									
Site #3	6.0									
	0.0									
Site #4	5.7									
_										
Site 1		Site	2	Site 3		Site 4				
The Royal Lo (116)	ondon H		pps Cross University pital (49)	y St Bart	nolomew's Hospital (i	66) Newham Ge	neral Hospital (59)			
		ļ		ļ		I				

· · ·				
Top five trusts		Bottom five trusts	5	
Homerton University Hospital NHS Foundation Trust	7.1	North Middlesex University Hospital NHS Trust	5.9	
The Royal Marsden NHS Foundation Trust	7.1	Barking, Havering and Redbridge University Hospitals NHS Trust	6.0	
University College London Hospitals NHS Foundation Trust	7.0	Barts Health NHS Trust	6.1	
The Hillingdon Hospitals NHS Foundation Trust	6.8	London North West University Healthcare NHS Trust	6.2	
Royal National Orthopaedic Hospital NHS Trust	6.8	Epsom and St Helier University Hospitals NHS Trust	6.3	

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 wo than expe		Worse that expected		About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	Your trust score compared with all other trusts:								
This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	1.5								
Breakd	lown	of sco	res for sites w	vithin vour	trust:				
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	1.4								
Site #2	1.5								
Site #3	1.5								
Site #4	1.5								
Site 1			Site 2	Site 3		Site 4			
The Royal Lo (140)	ondon Ho		Whipps Cross University Hospital (68)	y St Bartho	olomew's Hospital (ł	86) Newham Ge	neral Hospital (58)		



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 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 trust score compared with all other trusts:								
This benchmarking compares the question score for your trust against all other trusts.								
Your Trust	9.0							
			.					
			for sites w	-			(10 - U	
		arking allows ross trusts.	you to comp	are the result	is for sites wit	inin your trus	t with all	
	,0 u0							
Site #1	9.0							
Site #2	9.3							
-								
Site #3	9.2							
Site #4	8.5							
	0.5							
Site 1		Site	2	Site 3		Site 4		
The Royal London HospitalWhipps Cross UniversitySt Bartholomew's Hospital (109)Newham General Hospital (80)179)								

		_		
Top five trusts			Bottom five trusts	5
Royal Brompton and Harefield NHS Foundation Trust	9.7		Croydon Health Services NHS Trust	8.7
The Royal Marsden	_		Lewisham and	
NHS Foundation Trust	9.7		Greenwich NHS Trust	8.8
University College London Hospitals NHS Foundation Trust	9.5		Barking, Havering and Redbridge University Hospitals NHS Trust	8.8
Imperial College Healthcare NHS Trust	9.4		London North West University Healthcare NHS Trust	9.0
Royal National Orthopaedic Hospital NHS Trust	9.3		Epsom and St Helier University Hospitals NHS Trust	9.0

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

Results for your trust

81 Adult Inpatient Survey 2020 | R1H | Barts Health NHS 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	Your trust score compared with all other trusts:								
This ben	This benchmarking compares the question score for your trust against all other trusts.								
Your Trust	8.1								
Breakd	own	of scores	for sites w	vithin your	trust:				
				-	ts for sites wit	hin your trus	t with all		
other site	es ac	ross trusts.							
Site #1	8.3								
Site #2	8.0								
Site #3	8.7								
Site #4	7.3								
Site 1		Site	2	Site 3		Site 4			
The Royal Lo (179)	ndon H		ops Cross University oital (84)	y St Bartho	olomew's Hospital (108) Newham Ge	neral Hospital (80)		

•		•	
Top five trusts	Bottom five trusts		
The Royal Marsden NHS Foundation Trust 9.0	Croydon Health Services NHS Trust	7.8	
Royal Brompton and Harefield NHS Foundation Trust	Barking, Havering and Redbridge University Hospitals NHS Trust	7.9	
Royal National Orthopaedic Hospital NHS Trust	Lewisham and Greenwich NHS Trust	7.9	
University College London Hospitals NHS Foundation Trust 8.7	London North West University Healthcare NHS Trust	8.0	
Imperial College Healthcare NHS Trust	North Middlesex University Hospital NHS Trust	8.0	

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. 	 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? Q17. When doctors spoke about your care in front of you, were you included in the conversation? Q20. When nurses spoke about your care in front of you, were you included in the conversation? 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?

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
 Q14. During your time in hospital, did you get enough to drink? Q18. When you asked nurses questions, did you get answers you could understand? Q19. Did you have confidence and trust in the nurses treating you? Q25. Did you feel able to talk to members of hospital staff about your worries and fears? Q41. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? Q44. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition? 	Q5. Were you ever prevented from sleeping at night by noise from staff?

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.		

NHS NHS Adult Inpatient Survey 2020 Results for Barts Health NHS Trust



Where patient experience is best

- Noise from other patients: patients not being bothered by noise at night from other patients
- ✓ Noise from staff: patients not being bothered by noise at night from staff
- Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- Disturbance from hospital lighting: patients not being bothered at night from hospital lighting
- Enough nurses: patients feeling there were enough nurses on duty to care for them in hospital

Where patient experience could improve

- Equipment and adaptations in the home: hospital staff discussing if any equipment or home adaptations were needed when leaving hospital
- Contact: patients being given information about who to contact if they were worried about their condition or treatment after leaving hospital
- Help with eating: patients being given enough help from staff to eat meals, if needed
- Keeping in touch during the COVID-19 pandemic: patients being able to keep in touch with family and friends during their stay in hospital
- Talking about worries and fears: patients feeling able to talk to staff about their worries and fears

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 Barts Health NHS Trust who had attended in late 2020. Responses were received from 455 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

Adult Inpatient Survey 2020 | R1H | Barts Health NHS Trust

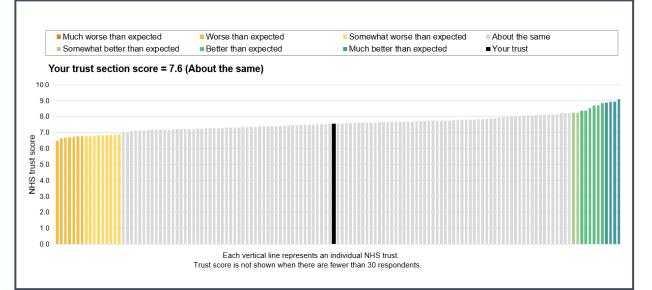
How to interpret benchmarking in this report

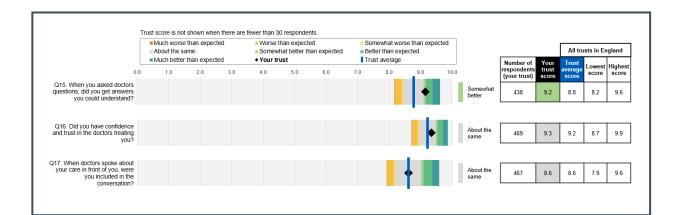
Trust level benchmarking

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.