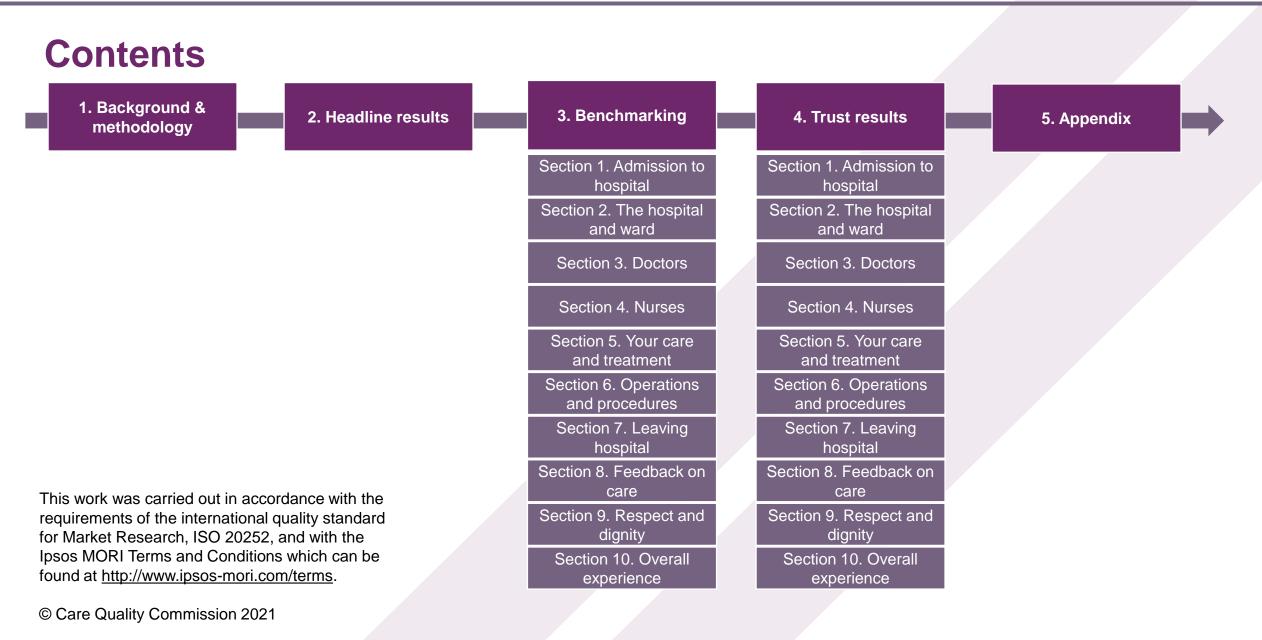
# NHS Adult Inpatient Survey 2020 Benchmark Report

**Bolton NHS Foundation 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**

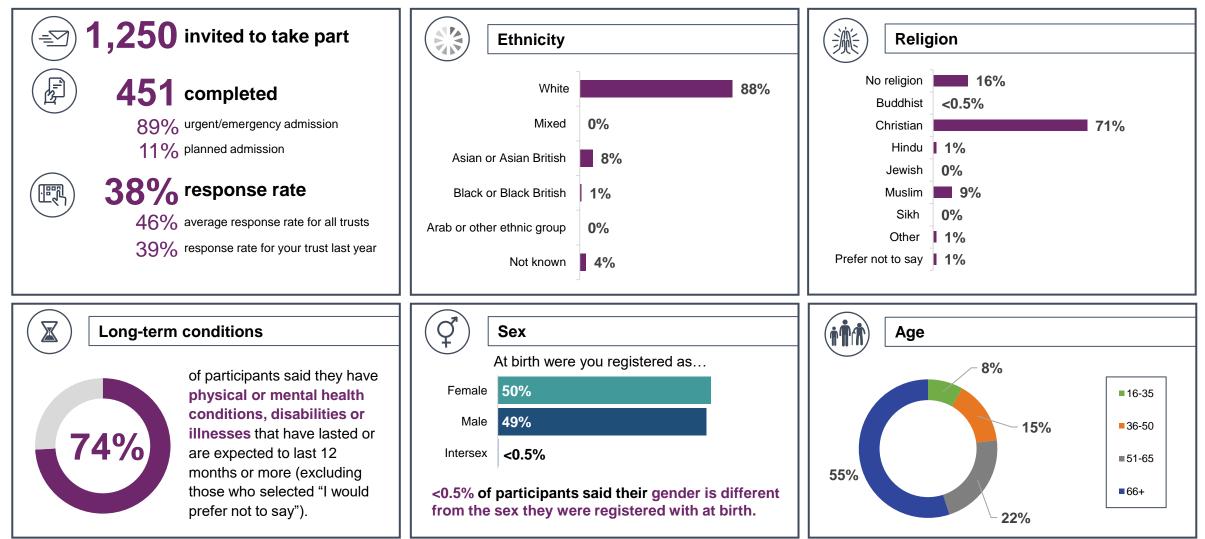
### This section includes:

- 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?

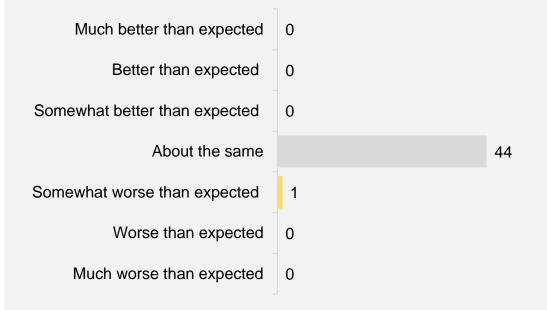
This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.



### 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 | RMC | Bolton NHS Foundation 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



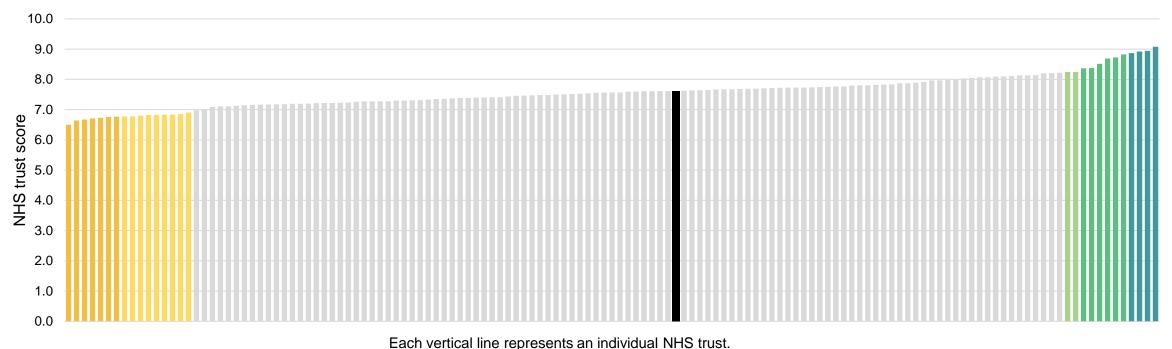
### Section 1. Admission to hospital

#### **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 = 7.6 (About the same)



### Section 1. Admission to hospital (continued)

#### **Question scores**

	At	out the sa			Somew		ed nan expected	Be	mewhat wors tter than exp	•	ected				All tru	ısts in Eı	ngland
0.0		1.0	than expec	3.0	<ul> <li>◆ Your tr</li> <li>4.0</li> </ul>	5.0	6.0	7.0	8.0	9.0	10.0		Number of respondents (your trust)	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	54	8.2	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?								٠				About the same	426	7.0	7.5	6.0	9.3

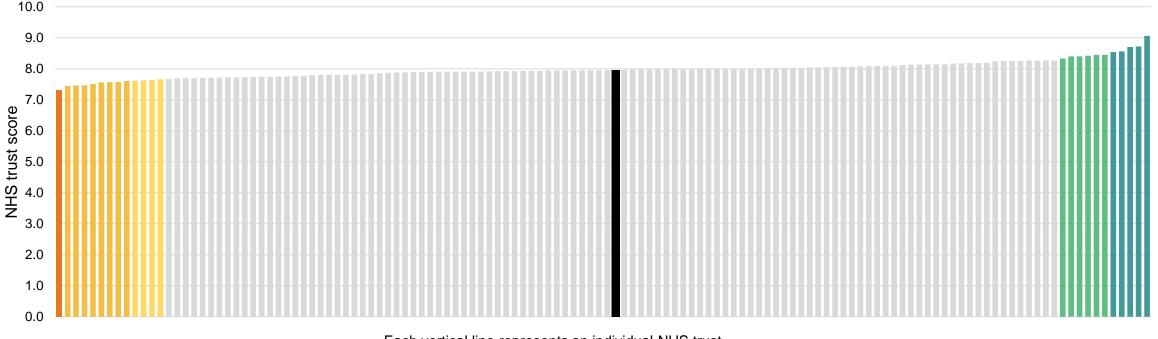
### Section 2. The hospital and ward

#### **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 = 8.0 (About the same)



NHS

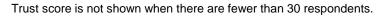
### Section 2. The hospital and ward (continued)

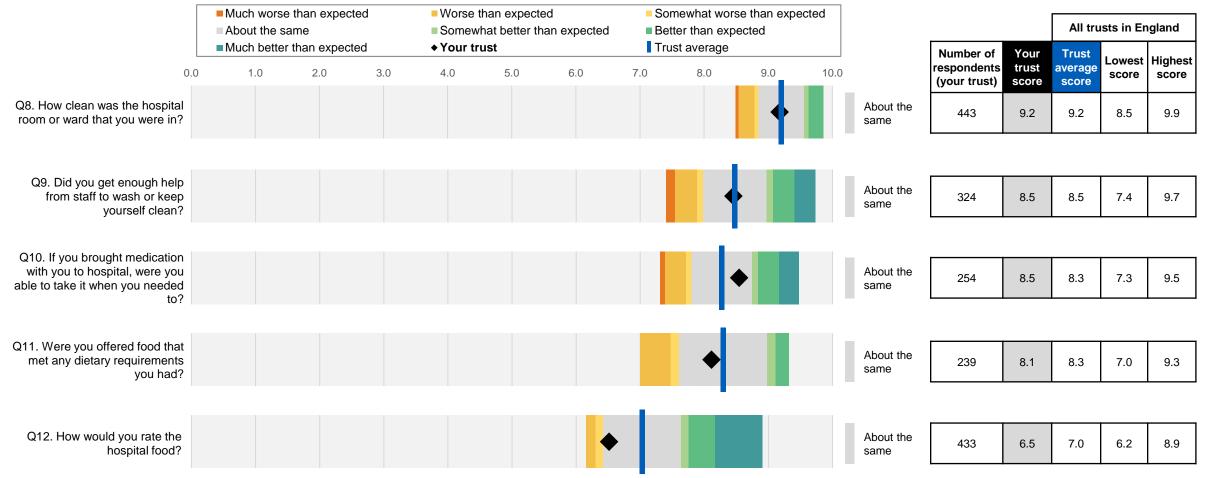
#### **Question scores**

	Ab	out the sa	than expection than expection than expection that the second structure the second structure that the second structure that the second structure the second structure that the		<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> <li>Your trust</li> </ul>		Bet	newhat wors ter than expe st average	e than expect ected	ted		Number of	Your	All tru Trust	sts in En		
Q4A. There were restrictions on <sup>0.</sup> visitors in hospital during the	0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0		respondents	trust	average score	Lowest score	Highest score
coronavirus (COVID-19) pandemic. Were you able to keep in touch with your family									•			About the same	409	8.2	8.0	6.8	9.0
and friends during your stay? Q5. Were you ever prevented									-		1.						]
from sleeping at night by noise from other patients?							•					About the same	399	6.1	6.2	4.7	9.4
Q5. Were you ever prevented											1.	About the					]
from sleeping at night by noise from staff?									•			same	399	7.8	8.0	7.0	9.0
Q5. Were you ever prevented											1.	About the					]
from sleeping at night by hospital lighting?												same	399	8.3	8.2	7.3	9.0
Q7. Did the hospital staff explain the reasons for changing wards											1.	About the					
during the night in a way you could understand?												same	99	7.1	7.1	5.2	8.5

### Section 2. The hospital and ward (continued)

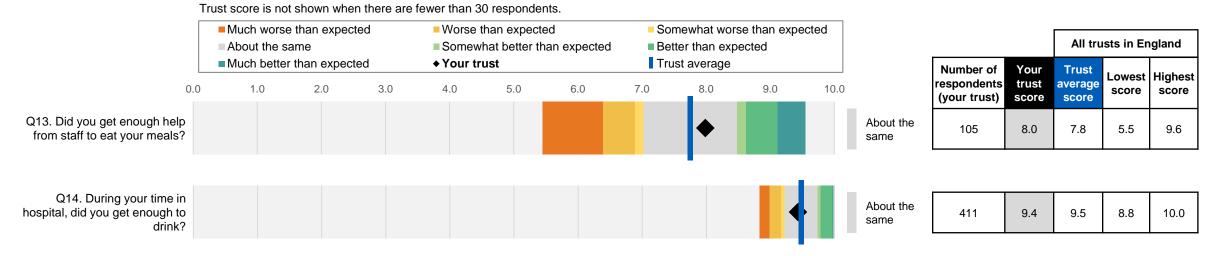
#### **Question scores**





### Section 2. The hospital and ward (continued)

#### **Question scores**



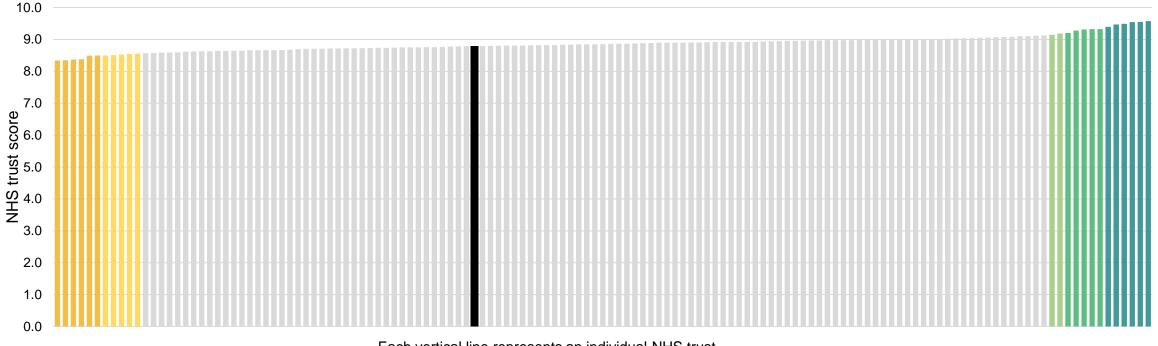
### **Section 3. Doctors**

#### **Section score**

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

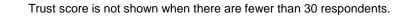
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust

#### Your trust section score = 8.8 (About the same)



## **Section 3. Doctors (continued)**

#### **Question scores**



	<ul> <li>Much worse</li> <li>About the sa</li> <li>Much better</li> </ul>	ime				ed an expected	Bet	newhat wors er than expo st average	e than expecte	ed					sts in Er	gland
0.	 1.0	2.0	3.0	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
Q15. When you asked doctors questions, did you get answers you could understand?									•		About the same	408	8.8	8.8	8.2	9.6
Q16. Did you have confidence and trust in the doctors treating you?									•		About the same	446	9.2	9.2	8.7	9.9
Q17. When doctors spoke about your care in front of you, were you included in the conversation?								•			About the same	444	8.4	8.6	7.9	9.6

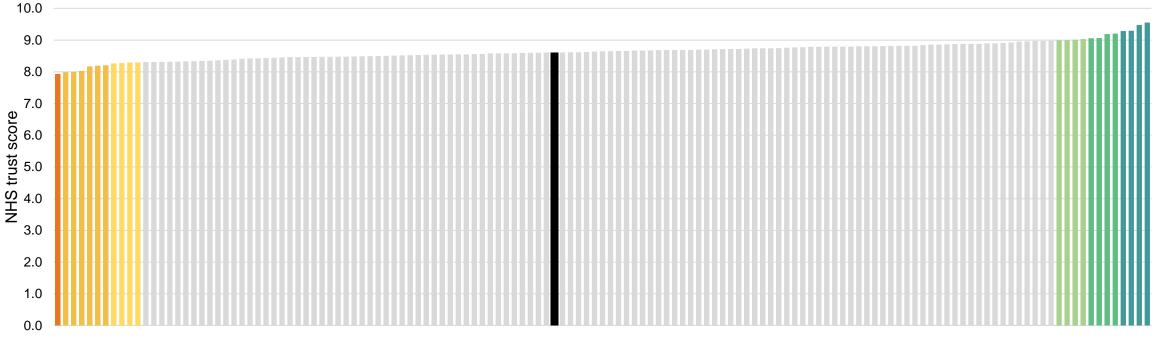
### **Section 4. Nurses**

#### **Section score**

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

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

#### Your trust section score = 8.6 (About the same)



### **Section 4. Nurses (continued)**

#### **Question scores**

	About the					han expecte hat better th	ed an expected	Bet	er than expe	e than expecte cted	ed				All tru	sts in En	gland
 0.0	 Much be	etter than exp 2.0	-	.0	♦ Your tri 4.0	5.0	6.0	7.0	st average 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?										•		About the same	418	8.8	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you?										•		About the same	447	9.1	9.1	8.6	9.7
Q20. When nurses spoke about your care in front of you, were you included in the conversation?									•			About the same	443	8.5	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital?									•		h	About the same	445	8.0	7.9	6.4	9.3

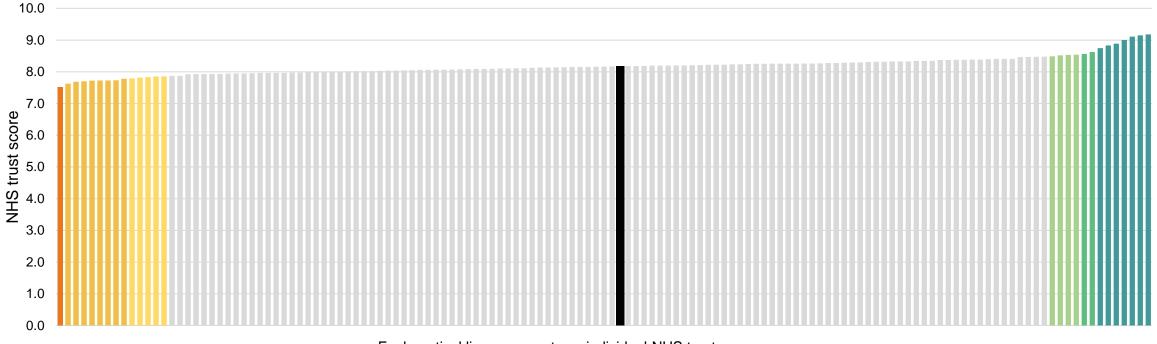
### **Section 5. Your care and treatment**

#### **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.

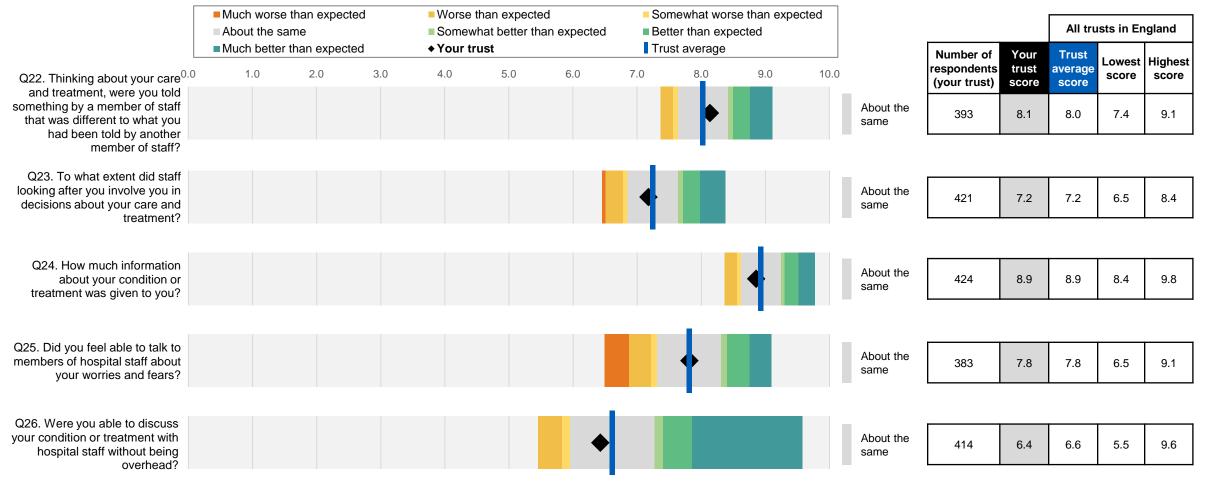
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

#### Your trust section score = 8.2 (About the same)



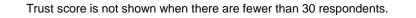
### Section 5. Your care and treatment (continued)

#### **Question scores**



### Section 5. Your care and treatment (continued)

#### **Question scores**



	1	Much worse About the sa	•	ted		han expecte	ed an expected	■ Be	tter than expe	e than expecte	d				All tru	sts in Er	ngland
0.0		Much better	than expec	3.0	<ul> <li>♦ Your tr</li> <li>4.0</li> </ul>	5.0	6.0	7.0	8.0	9.0	10.0		Number of respondents (your trust)	trust	Trust average score	Lowest score	Highest score
Q27. Were you given enough privacy when being examined or treated?										•		About the same	437	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 the same	371	9.0	9.0	8.3	9.7
Q29. Were you able to get a member of staff to help you when you needed attention?									Þ			About the same	401	8.4	8.3	7.4	9.5

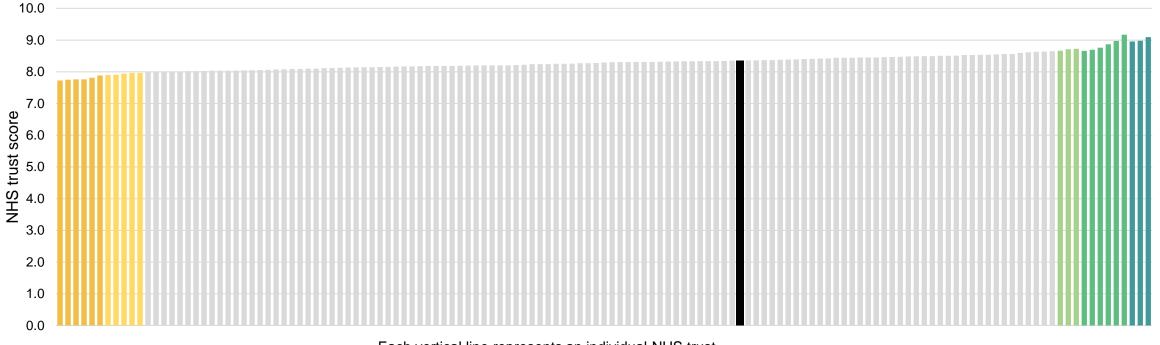
### **Section 6. Operations and procedures**

#### **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 = 8.4 (About the same)



### Section 6. Operations and procedures (continued)

#### **Question scores**



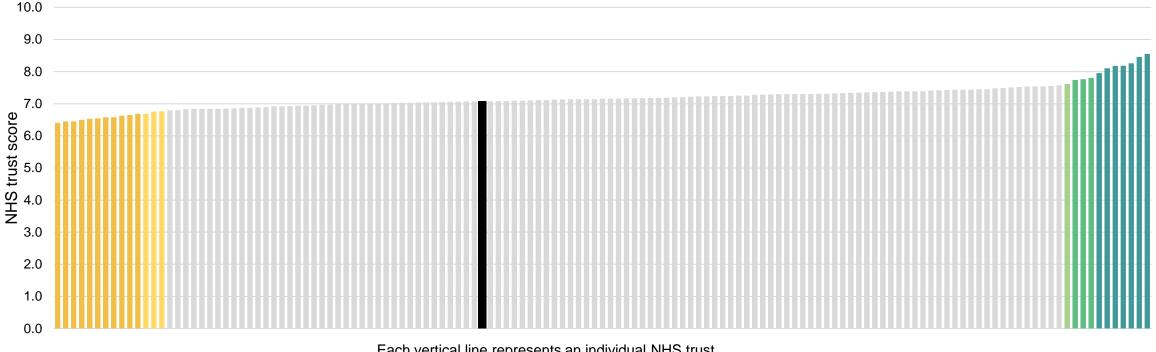
### **Section 7. Leaving hospital**

#### **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.



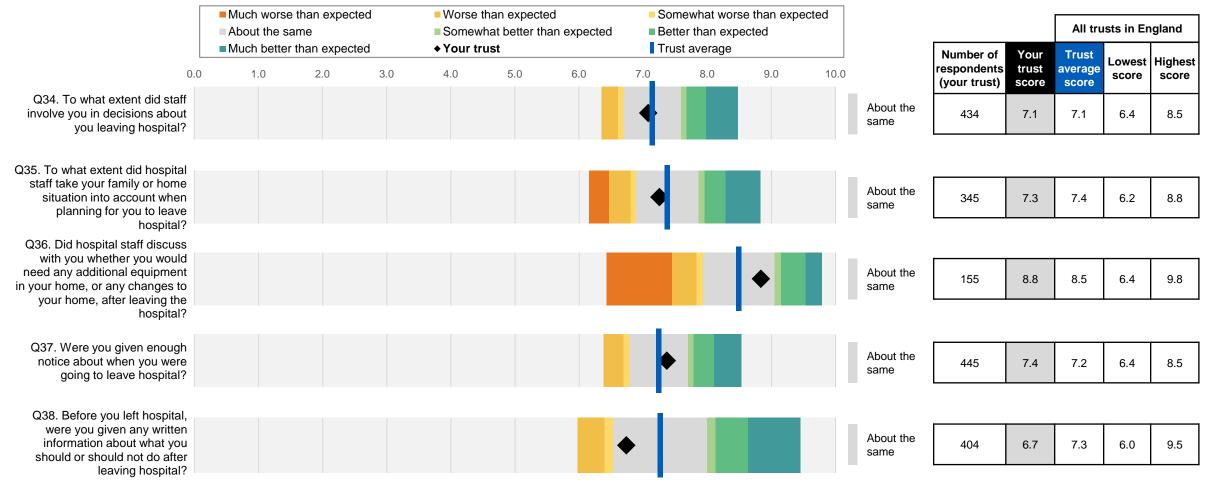
#### Your trust section score = 7.1 (About the same)



### Section 7. Leaving hospital (continued)

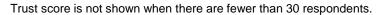
#### **Question scores**

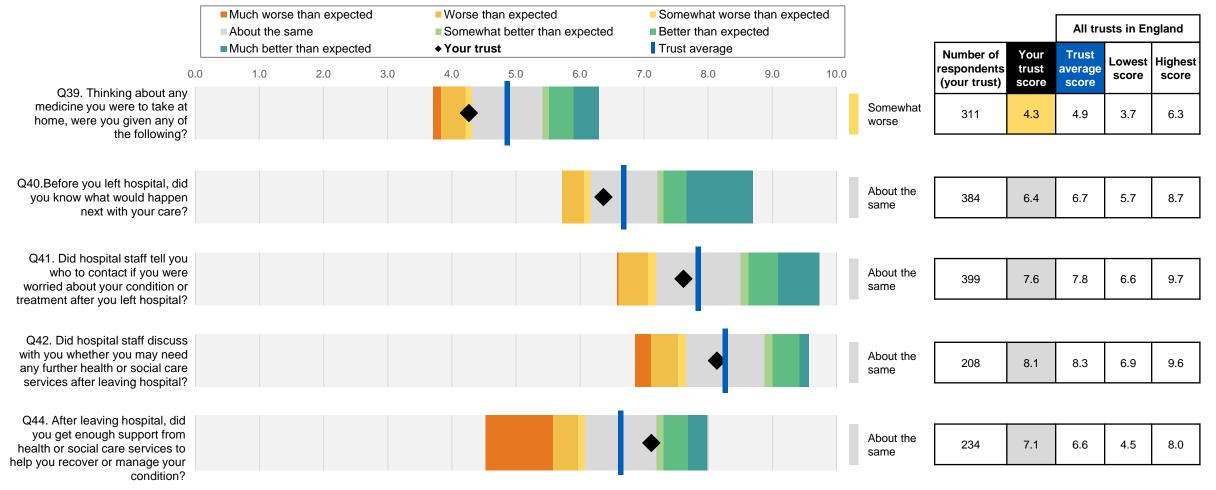




### Section 7. Leaving hospital (continued)

#### **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.

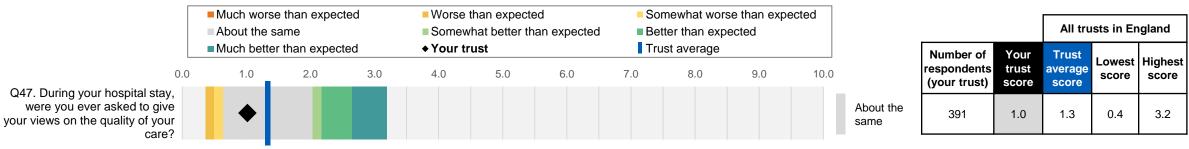
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

#### Your trust section score = 1.0 (About the same)

10.0	
9.0	
8.0	
7.0	
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0.0 st sc	
0.6 true	
0.6 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	
3.0	ll.
2.0	
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## Section 8. Feedback on the quality of your care (continued)

#### **Question score**



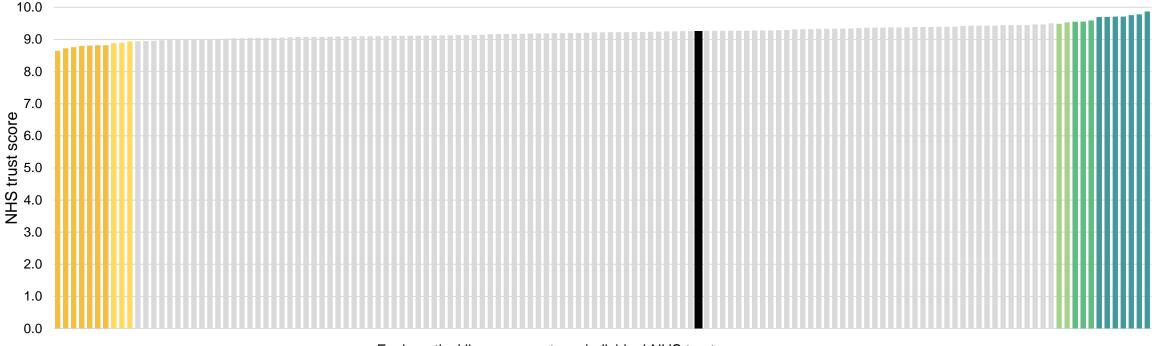
### **Section 9. Respect and dignity**

#### 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 higher score than a 'better than expected' trust.



#### Your trust section score = 9.3 (About the same)



## **Section 9. Respect and dignity (continued)**

#### **Question score**

	<ul> <li>Much worse than expected</li> <li>About the same</li> </ul>			<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> </ul>			∎ Be	mewhat wor		pected				All trusts in England			
0.0	Much better than expected 1.0 2.0 3.0			<ul> <li>◆ Your trust</li> <li>4.0 5.0 6.0</li> </ul>		Trust average           7.0         8.0         9.0         10.0				Number of respondentsYour trust(your trust)score	average		Highest score				
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?												About the same	441	9.3	9.2	8.6	9.9

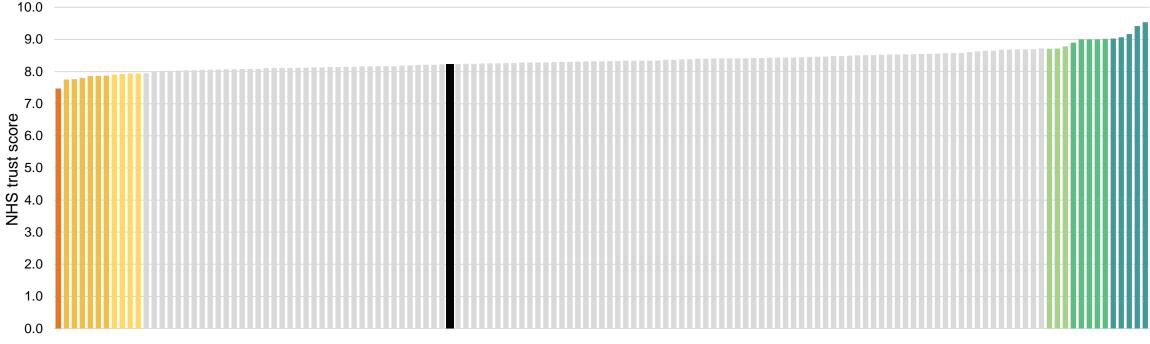
### **Section 10. Overall experience**

#### **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.

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 = 8.2 (About the same)



### Section 10. Overall experience (continued)

#### **Question score**

	<ul> <li>Much worse than expected</li> <li>About the same</li> </ul>				<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> </ul>			<ul><li>Somewhat worse than expected</li><li>Better than expected</li></ul>						All trusts in England			
0.0	 Auch better	than expect	sted 3.0	<ul> <li>◆ Your tr</li> <li>4.0</li> </ul>	5.0	6.0	7.0	ust average 8.0	9.0	10.0		Number of respondents (your trust)	trust	Trust average score	Lowest score	Highest score	
Q46. Overall, how was your experience while you were in the hospital?								•			About the same	437	8.2	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**

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       8.2         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       8.2         Site 1											
This benchmarking compares the question score for your trust against all other trusts.          Your Trust       8.2         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         8.2							Much better than expected				
This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.2 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 8.2 ite 1	Your trus	t score com	nared with	all other ti	rusts:	I.					
Your Trust       8.2         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         8.2	-										
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         8.2											
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 Site 1	Trust 8.2	2									
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.2 Site 1	Breakdov	n of scores	s for sites v	vithin your	trust:						
Site #1 8.2 Site 1				-		thin your trus	t with all				
Site 1						-					
Site 1											
Site 1											
Site 1											
Site 1	0.11.114	•									
	Site #1 <b>8</b> .	2									
Royal Bolton Hospital (54)	Site 1										
	Royal Bolton Hos	oital (54)									

Top five trusts		Bottom five trusts
The Christie NHS Foundation Trust	9.1	East Cheshire NHS Trust 6.5
The Clatterbridge Cancer Centre NHS Foundation Trust	8.9	Wrightington, Wigan and Leigh NHS Foundation Trust
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.5	Wirral University Teaching Hospital NHS Foundation Trust <b>7.0</b>
East Lancashire Hospitals NHS Trust	8.4	University Hospitals of Morecambe Bay NHS Foundation Trust <b>7.2</b>
Liverpool University Hospitals NHS Foundation Trust	8.3	Countess of Chester Hospital NHS Foundation Trust <b>7.2</b>

### 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 worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your trust score compared with all other trusts:										
This benchmarking compares the question score for your trust against all other trusts.										
Your Trust <b>7.0</b>										
				1						
	n of scores		-							
	narking allows cross trusts.	s you to comp	are the result	is for sites wit	inin your trus	t with all				
	01035 II USIS.									
Site #1 <b>7.</b>	0									
Site 1										
Royal Bolton Hosp	ital (426)									

Top five trusts		Bottom five trusts		
The Walton Centre NHS Foundation Trust	9.1	Wrightington, Wigan and Leigh NHS Foundation Trust	6.4	
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.9	Pennine Acute Hospitals NHS Trust	6.5	
Liverpool Women's NHS Foundation Trust	8.9	Warrington and Halton Hospitals NHS Foundation Trust	6.5	
The Christie NHS Foundation Trust	8.8	Blackpool Teaching Hospitals NHS Foundation Trust	6.9	
The Clatterbridge Cancer Centre NHS Foundation Trust	8.7	Stockport NHS Foundation Trust	6.9	

# 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 wor than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
			<b>pared with</b> ares the ques			ainst all othe	er trusts.
Your	8.2	0 1	·			, 	
Breakd	owr	n of scores	for sites w	/ithin your	trust:		
his beno	chma	arking allows	you to compa	-		hin your trus	t with all
ther site	s ac	ross trusts.					
Site #1	8.2						
Site 1							
Royal Bolton I	Hospita	al (409)					

Top five trusts		Bottom five trusts	5
Liverpool Women's NHS Foundation Trust	9.0	Southport and Ormskirk Hospital NHS Trust	7.6
The Walton Centre NHS Foundation Trust	8.5	Manchester University NHS Foundation Trust	7.7
The Christie NHS Foundation Trust	8.5	Mid Cheshire Hospitals NHS Foundation Trust	7.7
The Clatterbridge Cancer Centre NHS Foundation Trust	8.5	Warrington and Halton Hospitals NHS Foundation Trust	7.7
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.4	Wrightington, Wigan and Leigh NHS Foundation Trust	7.8

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

#### **Results for your trust**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust s	score com	pared with	all other tr	usts:		1
		-		r your trust ag	ainst all othe	er trusts.
Your						
Trust <b>6.1</b>						
Breakdown	of scores	for sites w	ithin your	trust:		
				s for sites wit	hin your trus	t with all
other sites ac					-	
Site #1 6.1						
Site 1						
Royal Bolton Hospita	al (399)					

Top five trusts		Bottom five trusts		
The Clatterbridge Cancer Centre NHS Foundation Trust	8.8	Lancashire Teaching Hospitals NHS Foundation Trust	5.3	
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.1	Tameside and Glossop Integrated Care NHS Foundation Trust	5.5	
Liverpool Women's NHS Foundation Trust	7.7	Wrightington, Wigan and Leigh NHS Foundation Trust	5.5	
The Christie NHS Foundation Trust	7.4	Southport and Ormskirk Hospital NHS Trust	5.6	
St Helens and Knowsley Teaching Hospitals NHS Trust	7.1	Countess of Chester Hospital NHS Foundation Trust	5.8	

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

#### **Results for your trust**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected					
Your trust	Your trust score compared with all other trusts:										
This benchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.					
Your Trust <b>7.8</b>											
Breakdow	n of scores	for sites w	/ithin vour	trust:							
This benchma			-		thin your trus	t with all					
other sites ac	ross trusts.										
Site #1 7.8	3										
Site 1											
Royal Bolton Hospit	al (399)										

-			-	
Top five trusts		Bottom five trusts		
The Clatterbridge Cancer Centre NHS Foundation Trust	8.9	Lancashire Teaching Hospitals NHS Foundation Trust	7.0	
Liverpool Heart and	_	Blackpool Teaching		
Chest Hospital NHS Foundation Trust	8.9	Hospitals NHS Foundation Trust	7.4	
The Christie NHS Foundation Trust	8.5	Southport and Ormskirk Hospital NHS Trust	7.6	
Tameside and Glossop Integrated Care NHS Foundation Trust	8.4	Wrightington, Wigan and Leigh NHS Foundation Trust	7.8	
St Helens and Knowsley Teaching Hospitals NHS Trust	8.4	Mid Cheshire Hospitals NHS Foundation Trust	7.8	

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

#### **Results for your trust**

	Much better
	han expected
our trust score compared with all other trusts:	
his benchmarking compares the question score for your trust against all other t	trusts.
Your Trust 8.3	
reakdown of scores for sites within your trust:	
his benchmarking allows you to compare the results for sites within your trust w	vith all
ther sites across trusts.	
te #1 8.3	
ite 1	
oyal Bolton Hospital (399)	

Top five trusts		Bottom	five trusts		
St Helens and Knowsley Teaching Hospitals NHS Trust	8.9	Hospit	re Teaching als NHS tion Trust	7.7	
The Walton Centre NHS Foundation Trust	8.9		ne Acute NHS Trust	7.9	
Wrightington, Wigan and Leigh NHS Foundation Trust	8.8	Hos	Cheshire pitals NHS dation Trust	7.9	
Manchester University NHS Foundation Trust	8.7		Royal NHS ation Trust	8.0	
The Clatterbridge Cancer Centre NHS Foundation Trust	8.7	Glossop Ca	eside and o Integrated re NHS ation Trust	8.1	

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

#### **Results for your trust**

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
			- 11 - 41 4			
		pared with				
This benchma	arking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
Trust <b>7.1</b>						
Breakdowr	of scores	s for sites w	vithin your	trust:		
			-			t with all
		you to comp	are the result	is for sites wit	thin your trus	t with all
other sites ac	ross trusts.					
7						
Site #1 7.1						
ite 1						
	1 (22)					
Royal Bolton Hospita	al (99)					

Top five trusts		Bottom five trusts	
The Christie NHS Foundation Trust	8.5	Stockport NHS Foundation Trust	5.8
St Helens and Knowsley Teaching Hospitals NHS Trust	7.7	Tameside and Glossop Integrated Care NHS Foundation Trust	6.3
Pennine Acute Hospitals NHS Trust	7.7	Southport and Ormskirk Hospital NHS Trust	6.3
Warrington and Halton Hospitals NHS Foundation Trust	7.7	Lancashire Teaching Hospitals NHS Foundation Trust	6.6
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.5	East Lancashire Hospitals NHS Trust	6.6

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

#### **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
		-					-
			pared with				
his ber	nchm	arking compa	ares the ques	stion score for	r your trust ag	ainst all othe	er trusts.
Your	9.2						
Trust	0.2						
reako	lowr	n of scores	for sites w	vithin your	trust:		
				-	ts for sites wit	hin vour trus	t with all
		ross trusts.	, eu le comp				
	1						
ite #1	9.2						
te 1							
oyal Boltor	Hospit	al (443)					
Jyar Donor	rnospia	ai (443)					

Top five trusts		Bottom five trusts	5
The Clatterbridge Cancer Centre NHS Foundation Trust	9.8	Southport and Ormskirk Hospital NHS Trust	8.9
The Walton Centre NHS Foundation Trust	9.7	Manchester University NHS Foundation Trust	8.9
The Christie NHS Foundation Trust	9.6	Pennine Acute Hospitals NHS Trust	9.0
Liverpool Women's NHS Foundation Trust	9.6	Salford Royal NHS Foundation Trust	9.0
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.6	Countess of Chester Hospital NHS Foundation Trust	9.1

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

#### **Results for your trust**

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·					expected	
our trust	score com	pared with	all other ti	rusts:		
his benchm	arking compa	ares the ques	stion score for	r your trust aç	gainst all othe	er trusts.
Your						
Trust 8.5						
Breakdow	n of scores	for sites v	vithin vour	trust:		
			-	ts for sites wit	thin your true	t with all
ther sites ac		you to comp		13 101 51165 WI		t with an
						_
Site #1 8.5	5					
lite 1						
Royal Bolton Hospit	al (324)					

		_			
Top five trusts			Bottom five trusts	5 	
The Christie NHS Foundation Trust	9.2		Pennine Acute Hospitals NHS Trust	8.1	
The Walton Centre NHS Foundation Trust	9.2		Manchester University NHS Foundation Trust	8.2	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.1		Tameside and Glossop Integrated Care NHS Foundation Trust	8.2	
Warrington and Halton Hospitals NHS Foundation Trust	9.0		Salford Royal NHS Foundation Trust	8.3	
Wirral University Teaching Hospital NHS Foundation Trust	8.7		Countess of Chester Hospital NHS Foundation Trust	8.3	

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

#### **Results for your trust**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trust	score com	pared with	all other tr	usts:	! !	
		-			gainst all othe	r trusts.
Your						
rust <b>8.5</b>						
reakdowi	n of scores	for sites w	vithin your	trust.		
	•	you to comp	are the result	is for sites wit	thin your trust	with all
her sites ac	cross trusts.					
e #1 8.5						
e#1 <b>8.3</b>						
e 1						
	al (254)					
oyal Bolton Hospit	al (254)					

Top five trusts		Bottom five trusts	i 
The Christie NHS Foundation Trust	9.1	Wirral University Teaching Hospital NHS Foundation Trust	7.7
Southport and Ormskirk Hospital NHS Trust	8.7	Pennine Acute Hospitals NHS Trust	7.8
Bolton NHS Foundation Trust	8.5	Lancashire Teaching Hospitals NHS Foundation Trust	7.8
Liverpool Women's NHS Foundation Trust	8.5	Wrightington, Wigan and Leigh NHS Foundation Trust	7.8
East Cheshire NHS Trust	8.5	Stockport NHS Foundation Trust	7.9

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

#### **Results for your trust**

Much worse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better
than expected	expected	than expected	the same	than expected	expected	than expected
	score com	-			nainst all othe	ar truete
Your		ales the ques			Jainst an Otre	a ilusis.
Trust 8.1						
Breakdow	n of scores	for sites w	vithin your	trust:		
This benchn	narking allows		-		thin your trus	t with all
other sites a	cross trusts.					
0:4-1 // 0						
Site #1 8.	1					
Site 1						
Royal Bolton Hosp	ital (239)					

Top five trusts		Bottom five trusts	
The Walton Centre NHS Foundation Trust	9.2	Tameside and Glossop Integrated Care NHS Foundation Trust	7.5
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.0	Liverpool University Hospitals NHS Foundation Trust	7.6
The Christie NHS Foundation Trust	9.0	Manchester University NHS Foundation Trust	7.7
East Cheshire NHS Trust	8.9	Stockport NHS Foundation Trust	7.9
Liverpool Women's NHS Foundation Trust	8.8	Lancashire Teaching Hospitals NHS Foundation Trust	7.9

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

#### **Results for your trust**

Much wors than expect		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
∕our tru	st e	score com	nared with	all other tr	rusts:		
			•		r your trust ac	ainst all othe	er trusts.
Your					. ,	,	
Trust 6	6.5						
Breakdo	wr	of scores	for sites w	vithin your	trust		
				-		hin your true	t with all
		arking allows ross trusts.	you to comp	are the result	ts for sites wit	min your trus	i with all
	sac	ioss trusts.					
Site #1	6.5						
	••						
Site 1							
Royal Bolton H	lospita	al (433)					

Top five trusts		Bottom five trusts	
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.1	Manchester University NHS Foundation Trust	6.2
The Walton Centre NHS Foundation Trust	8.0	Lancashire Teaching Hospitals NHS Foundation Trust	6.4
The Christie NHS Foundation Trust	7.9	Bolton NHS Foundation Trust	6.5
Mid Cheshire Hospitals NHS Foundation Trust	7.4	East Lancashire Hospitals NHS Trust	6.6
The Clatterbridge Cancer Centre NHS Foundation Trust	7.4	Tameside and Glossop Integrated Care NHS Foundation Trust	6.7

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

#### **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 t	rust	score com	pared with	all other ti	rusts:		
This be	nchm	arking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.
Your Trust	8.0						
-			e •.				
			for sites w	-			
		-	you to comp	are the result	ts for sites wit	thin your trus	t with all
other sit	es ac	ross trusts.					
	]						
Site #1	8.0	I					
	0.0						
Site 1							
Royal Bolto	n Hospita	al (105)					

-			
Top five trusts		Bottom five trusts	<b>i</b>
Liverpool Women's NHS Foundation Trust	9.1	Lancashire Teaching Hospitals NHS Foundation Trust	6.7
The Christie NHS Foundation Trust	8.8	Tameside and Glossop Integrated Care NHS Foundation Trust	6.8
The Clatterbridge Cancer Centre NHS Foundation Trust	8.6	Manchester University NHS Foundation Trust	7.2
East Cheshire NHS Trust	8.6	St Helens and Knowsley Teaching Hospitals NHS Trust	7.3
Wirral University Teaching Hospital NHS Foundation Trust	8.2	Pennine Acute Hospitals NHS Trust	7.5

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

#### **Results for your trust**

	-						
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
				•	expected		
our trust	score com	pared with	all other ti	rusts:			
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.	
Your							
Trust <b>9.4</b>							
reakdow	n of scores	for sites w	vithin your	trust:			
	arking allows		-		thin vour trus	t with all	
	cross trusts.	, cu to comp					
٦							
te #1 9.4	L						
J							
ite 1							
Royal Bolton Hospital (411)							
oyar bollon nospii	a (+11)						

Top five trusts		Bottom five trusts	
Liverpool Women's NHS Foundation Trust	9.8	Salford Royal NHS Foundation Trust	9.3
The Walton Centre NHS Foundation Trust	9.8	Lancashire Teaching Hospitals NHS Foundation Trust	9.3
The Christie NHS Foundation Trust	9.8	Liverpool University Hospitals NHS Foundation Trust	9.4
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.8	Tameside and Glossop Integrated Care NHS Foundation Trust	9.4
East Cheshire NHS Trust	9.7	Mid Cheshire Hospitals NHS Foundation Trust	9.4

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

#### **Results for your trust**

Your trust score compared with all other trusts:         This benchmarking compares the question score for your trust against all other trusts.         Your Trust         8.8         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			_					
than expected expected than expected the same than expected expected than expected   Your Trust score compared with all other trusts: This benchmarking compares the question score for your trust against all other trusts.   Your 8.8   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								
This benchmarking compares the question score for your trust against all other trusts. Your Trust 8.8 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 #1 8.8								Much better than expected
Your Trust       8.8         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				-				
Trust       8.8         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	I his ben	nchm	arking compa	ares the ques	stion score for	r your trust ag	gainst all othe	er trusts.
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.   Site #1 8.8 Site 1		8.8						
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.   Site #1 8.8 Site 1	Breakd	lowr	n of scores	for sites v	vithin your	trust:		
Site #1 8.8	This ben	chma	arking allows				thin your trus	t with all
Site 1	other site	es ac	ross trusts.					
Site 1								
Site 1								
Site 1								
Site 1								
	Site #1	8.8						
	_							
Royal Bolton Hospital (408)	Site 1							
	Royal Bolton	Hospita	al (408)					

Top five trusts		Bottom five trusts
Liverpool Women's NHS Foundation Trust	9.5	Blackpool Teaching Hospitals NHS Foundation Trust
The Christie NHS Foundation Trust	9.4	Lancashire Teaching Hospitals NHS Foundation Trust
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.2	Pennine Acute Hospitals NHS Trust <b>8.6</b>
The Walton Centre NHS Foundation Trust	9.1	East Lancashire Hospitals NHS Trust <b>8.6</b>
Manchester University NHS Foundation Trust	9.0	Stockport NHS Foundation Trust <b>8.6</b>

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

#### **Results for your trust**

Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our trus	t score con	pared with	all other ti	rusts:		
his bench	marking comp	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
rust 9.	2					
eakdo	wn of score	s for sites v	vithin your	trust:		
nis bench	marking allow	s you to comp	are the result	ts for sites wi	thin your trus	t with all
ner sites	across trusts.					
7						
te #1	.2					
	. 2					
e 1						
yal Bolton Ho	spital (446)					

Top five trusts		Bottom five trusts	; 
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.7	Lancashire Teaching Hospitals NHS Foundation Trust	9.0
Liverpool Women's NHS Foundation Trust	9.7	University Hospitals of Morecambe Bay NHS Foundation Trust	9.0
The Christie NHS Foundation Trust	9.6	Stockport NHS Foundation Trust	9.1
The Clatterbridge Cancer Centre NHS Foundation Trust	9.6	Blackpool Teaching Hospitals NHS Foundation Trust	9.1
The Walton Centre NHS Foundation Trust	9.6	Pennine Acute Hospitals NHS Trust	9.1

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

#### **Results for your trust**

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	·				·	·
		pared with				
his benchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Frust <b>8.4</b>						
reakdowr	n of scores	for sites w	ithin your	trust:		
his benchma	arking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all
her sites ac	ross trusts.					
ite #1 8.4						
te 1						
yal Bolton Hospita	al (444)					
,						

Top five trusts		Bottom five trusts		
Liverpool Women's NHS Foundation Trust	9.6	Wrightington, Wigan and Leigh NHS Foundation Trust		
The Christie NHS Foundation Trust	9.4	Blackpool Teaching Hospitals NHS Foundation Trust		
The Clatterbridge Cancer Centre NHS Foundation Trust	9.3	Pennine Acute Hospitals NHS Trust <b>8.4</b>		
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.0	East Lancashire Hospitals NHS Trust <b>8.4</b>		
St Helens and Knowsley Teaching Hospitals NHS Trust	9.0	Bolton NHS Foundation Trust <b>8.4</b>		

### Nurses: Q18. When you asked nurses questions, did you get answers 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	
Your trus	t score com	pared with	all other ti	rusts:		1	
	marking comp	-			gainst all othe	er trusts.	
Your Trust <b>8.</b>	8						
	un of cooros	for sites y	vithin your	truct			
	vn of scores		-				
	marking allows	you to comp	are the result	ts for sites wit	thin your trus	t with all	
ther sites a	across trusts.						
2:4 - 1/4 <b>O</b>	•						
Site #1 8	.8						
Site 1							
Royal Bolton Hos	pital (418)						

Top five trusts		Bottom five trusts	
The Christie NHS Foundation Trust	9.4	Lancashire Teaching Hospitals NHS Foundation Trust	8.6
The Clatterbridge Cancer Centre NHS Foundation Trust	9.4	Pennine Acute Hospitals NHS Trust	8.6
East Cheshire NHS Trust	9.4	Blackpool Teaching Hospitals NHS Foundation Trust	8.7
The Walton Centre NHS Foundation Trust	9.3	Tameside and Glossop Integrated Care NHS Foundation Trust	8.8
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.2	Salford Royal NHS Foundation Trust	8.8

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

#### **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
			pared with				
This be	nchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.
Your Trust	9.1						
Break	dowr	n of scores	for sites w	vithin vour	trust:		
				-	ts for sites wit	thin your trus	t with all
other sit	es ac	ross trusts.				-	
	]						
Site #1	9.1						
	•						
Site 1							
Royal Bolto	n Hospita	ai (447)					

Top five trusts		Bottom five trusts	<b>)</b>
The Clatterbridge Cancer Centre NHS Foundation Trust	9.6	Lancashire Teaching Hospitals NHS Foundation Trust	8.8
The Christie NHS Foundation Trust	9.6	Pennine Acute Hospitals NHS Trust	8.9
The Walton Centre NHS Foundation Trust	9.5	Blackpool Teaching Hospitals NHS Foundation Trust	9.0
East Cheshire NHS Trust	9.4	Manchester University NHS Foundation Trust	9.0
Wirral University Teaching Hospital NHS Foundation Trust	9.4	Southport and Ormskirk Hospital NHS Trust	9.0

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

#### **Results for your trust**

<b>8.5 Breakdown of scores for sites within your trust:</b> This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         Site #1 <b>8.5</b>		-					
than expected expected than expected the same than expected expected than expected <b>Your Trust score compared with all other trusts:</b> This benchmarking compares the question score for your trust against all other trusts.   Your Trust 8.5 <b>Breakdown of scores for sites within your trust:</b> This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.   Site #1 8.5							
Your trust score compared with all other trusts:         This benchmarking compares the question score for your trust against all other trusts.         Your Trust         8.5         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         Site #1         8.5							
This benchmarking compares the question score for your trust against all other trusts.   Your   Trust   8.5   Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts. Site #1 8.5	·					chpoolog	
Your Trust       8.5         Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         Site #1       8.5	Your trust	score com	pared with	all other tr	usts:		
Trust       8.5         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.         Site #1         8.5	This benchm	arking compa	ares 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 ther sites across trusts.         Site #1         8.5	Your						
bits benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.   Site #1 8.5 ite 1	Trust 0.3						
bits benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.   Site #1 8.5 ite 1	Breakdowr	n of scores	for sites w	vithin vour	trust:		
ther sites across trusts.				-		thin your trus	t with all
Site #1 8.5 ite 1		-	you to comp		S IOI SILCS WI	unin your trus	
ite 1							
ite 1							
ite 1							
ite 1							
ite 1							
	Site #1 8.5	)					
oyal Bolton Hospital (443)	ite 1						
	oyal Bolton Hospit	al (443)					

		_			
Top five trusts			Bottom five trusts		
Liverpool Women's NHS Foundation Trust	9.5		Pennine Acute Hospitals NHS Trust	8.4	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.3		Bolton NHS Foundation Trust	8.5	
The Christie NHS Foundation Trust	9.3		Salford Royal NHS Foundation Trust	8.5	
University Hospitals of Morecambe Bay NHS Foundation Trust	9.1		Stockport NHS Foundation Trust	8.5	
Warrington and Halton Hospitals NHS Foundation Trust	9.1		Lancashire Teaching Hospitals NHS Foundation Trust	8.6	

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

#### **Results for your trust**

This benchmarking compares the question score for your trust against all other trusts.   Your   Trust <b>Breakdown of scores for sites within your trust:</b> This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.0 Site #1 8.0								
Trust       8.0         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Your Trust       8.0         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.0	Your trust	score com	pared with	all other ti	rusts:			
Trust       8.0         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.         Site #1         8.0	This benchm	arking compa	ares the ques	tion score fo	r your trust aç	gainst all othe	er trusts.	
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.0 Site 1	0 0							
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 8.0 Site 1		n of scores	for sites y	vithin your	truct			
Site #1 8.0				-		hin your true	t with all	
Site #1 8.0		•	you to comp	are the result	IS TOT SILES WI	unin your trus	t with all	
ite 1	]							
ite 1								
ite 1								
ite 1								
	Site #1 8.0	)						
	ite 1							
	,	· - /						

Top five trusts		Bottom five trusts	
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.5	Tameside and Glossop Integrated Care NHS Foundation Trust	7.3
The Christie NHS Foundation Trust	8.5	Lancashire Teaching Hospitals NHS Foundation Trust	7.4
The Clatterbridge Cancer Centre NHS Foundation Trust	8.5	Pennine Acute Hospitals NHS Trust	7.5
The Walton Centre NHS Foundation Trust	8.4	Southport and Ormskirk Hospital NHS Trust	7.5
East Cheshire NHS Trust	8.3	Stockport NHS Foundation Trust	7.6

# 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
our tr	ust	score com	pared with	all other tr	rusts:		
his ben	chm	arking compa	ares the ques	stion score for	r your trust ag	ainst all othe	er trusts.
Your Trust	8.1						
			<b>6</b> • •	.,			
			for sites w	-			
		arking allows ross trusts.	you to comp	are the result	ts for sites wit	thin your trus	t with all
	s ac	1055 (10515.					
ite #1	8.1						
te 1							
oyal Bolton	Hospita	al (393)					

		_		
Top five trusts			Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.0		Lancashire Teaching Hospitals NHS Foundation Trust	7.8
The Christie NHS Foundation Trust	8.8		Tameside and Glossop Integrated Care NHS Foundation Trust	7.8
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.7		Pennine Acute Hospitals NHS Trust	7.8
Warrington and Halton Hospitals NHS Foundation Trust	8.6		Blackpool Teaching Hospitals NHS Foundation Trust	7.9
The Walton Centre NHS Foundation Trust	8.5		Manchester University NHS Foundation Trust	7.9

### 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 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	ust	score com	pared with	all other tr	rusts:		
			-		r your trust ag	ainst all othe	er trusts.
Your	7.2						
Trust							
3reakd	lowr	n of scores	for sites w	vithin your	trust:		
		-	you to comp	are the result	ts for sites wit	hin your trus	t with all
other site	es ac	ross trusts.					
-							
Site #1	7.2						
_							
Site 1							
Royal Bolton	Hospita	al (421)					

Top five trusts		Bottom five trusts		
The Christie NHS Foundation Trust	8.0	Stockport NHS Foundation Trust	6.8	
The Clatterbridge Cancer Centre NHS Foundation Trust	8.0	Blackpool Teaching Hospitals NHS Foundation Trust	7.0	
The Walton Centre NHS Foundation Trust	7.9	Pennine Acute Hospitals NHS Trust	7.0	
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.8	Southport and Ormskirk Hospital NHS Trust	7.1	
Liverpool Women's NHS Foundation Trust	7.8	Lancashire Teaching Hospitals NHS Foundation Trust	7.1	

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

#### **Results for your trust**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
	score com	-				
his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust 8.9						
roakdowr	n of scores	for sites w	vithin your	truct		
			-			
	arking allows ross trusts.	you to comp	are the result	ts for sites wit	thin your trus	t with all
	าบรร แนรเร.					
e #1 8.9						
ie 1						
oyal Bolton Hospit	al (424)					

Top five trusts		Bottom five trusts	
Liverpool Women's NHS Foundation Trust	9.6	Pennine Acute Hospitals NHS Trust	8.6
The Christie NHS Foundation Trust	9.6	Wrightington, Wigan and Leigh NHS Foundation Trust	8.7
The Walton Centre NHS Foundation Trust	9.4	Tameside and Glossop Integrated Care NHS Foundation Trust	8.7
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.4	Lancashire Teaching Hospitals NHS Foundation Trust	8.8
The Clatterbridge Cancer Centre NHS Foundation Trust	9.4	Southport and Ormskirk Hospital NHS Trust	8.8

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

#### **Results for your trust**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Vour truct (	Your trust score compared with all other trusts:								
		-			ninct all othe	or tructo			
_	arking compa	ares the ques		r your trust ag	anst an othe	er trusts.			
Your Trust <b>7.8</b>									
Breakdowr	n of scores	for sites w	vithin your	trust:					
This benchma	arking allows	you to comp	are the result	s for sites wit	hin your trus	t with all			
other sites ac	ross trusts.				-				
7									
Site #1 7.8									
Sile #1 <b>7.0</b>	•								
Site 1									
Royal Bolton Hospita	al (383)								

Top five trusts		Bottom five trusts
The Christie NHS Foundation Trust	8.8	Tameside and Glossop Integrated Care NHS Foundation Trust
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.4	Manchester University NHS Foundation Trust
The Clatterbridge Cancer Centre NHS Foundation Trust	8.4	Wrightington, Wigan and Leigh NHS Foundation Trust
The Walton Centre NHS Foundation Trust	8.3	Stockport NHS Foundation Trust <b>7.7</b>
East Cheshire NHS Trust	8.3	Countess of Chester Hospital NHS Foundation Trust

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

#### **Results for your trust**

Much 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:		
his benchm	arking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your Trust <b>6.4</b>						
Trust <b>0.4</b>						
Breakdow	n of scores	s for sites w	vithin your	trust:		
his benchm	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
other sites ad	cross trusts.	-			-	
1						
Site #1 6.4	4					
Site 1						
Royal Bolton Hospi	tal (414)					

Top five trusts		Bottom five trusts		
The Clatterbridge Cancer Centre NHS Foundation Trust	8.9	Lancashire Teaching Hospitals NHS Foundation Trust	5.6	
The Christie NHS Foundation Trust	7.8	Tameside and Glossop Integrated Care NHS Foundation Trust	6.2	
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.7	Wirral University Teaching Hospital NHS Foundation Trust	6.3	
St Helens and Knowsley Teaching Hospitals NHS Trust	7.5	University Hospitals of Morecambe Bay NHS Foundation Trust	6.3	
Salford Royal NHS Foundation Trust	7.2	Pennine Acute Hospitals NHS Trust	6.4	

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

#### **Results for your trust**

			1			
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
					chrotted	
′our trus	t score com	pared with	all other to	rusts:		
his bench	marking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your	_					
Frust <b>9.</b>	5					
roakdou	vn of scores	e for sitos y	vithin your	truct		
			-			
	marking allows	s you to comp	are the result	ts for sites wit	thin your trus	t with all
ther sites a	across trusts.					
	_					
te #1 9	.5					
ite 1						
oyal Bolton Hos	pital (437)					

Top five tructo		Pottom five tructo	
Top five trusts		Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.9	Lancashire Teaching Hospitals NHS Foundation Trust	9.3
		Tameside and	
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.8	Glossop Integrated Care NHS Foundation Trust	9.3
The Christie NHS Foundation Trust	9.8	Pennine Acute Hospitals NHS Trust	9.4
The Walton Centre NHS Foundation Trust	9.7	Countess of Chester Hospital NHS Foundation Trust	9.4
East Lancashire Hospitals NHS Trust	9.7	Wirral University Teaching Hospital NHS Foundation Trust	9.4

# 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 wor than expec		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
Your tru	Your trust score compared with all other trusts:									
This bend	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	9.0									
Breakd	owr	of scores	for sites w	vithin your	trust:					
				are the result		thin vour trus	t with all			
		ross trusts.	,							
1										
Site #1	9.0									
Sile #1	9.0									
Site 1										
Royal Bolton H	Royal Bolton Hospital (371)									

Top five trusts		] [	Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.5		Lancashire Teaching Hospitals NHS Foundation Trust	8.5
The Christie NHS Foundation Trust	9.5		Liverpool University Hospitals NHS Foundation Trust	8.8
East Cheshire NHS Trust	9.4		Pennine Acute Hospitals NHS Trust	8.8
The Walton Centre NHS Foundation Trust	9.3		Tameside and Glossop Integrated Care NHS Foundation Trust	8.8
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.3		Stockport 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 worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your true	our trust score compared with all other trusts:									
This bench	marking com	pares the ques	stion score for	r your trust aç	gainst all othe	er trusts.				
Your Trust <b>8</b>	4									
Breakdo	wn of score	s for sites v	vithin vour	trust:						
This bench	marking allow	s you to comp	-		thin your trus	t with all				
other sites	across trusts.									
Site #1 <b>{</b>	.4									
Site 1										
	Site 1 Royal Bolton Hospital (401)									

Top five trusts		Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.0	Lancashire Teaching Hospitals NHS Foundation Trust	8.0
The Walton Centre NHS Foundation Trust	9.0	Tameside and Glossop Integrated Care NHS Foundation Trust	8.1
The Christie NHS Foundation Trust	8.8	Southport and Ormskirk Hospital NHS Trust	8.1
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.8	Manchester University NHS Foundation Trust	8.2
Liverpool Women's NHS Foundation Trust	8.6	Liverpool University Hospitals NHS Foundation Trust	8.2

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

#### **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	
our trust score compared with all other trusts:								
			-		usis. r your trust ag	ninct all othe	or tructo	
_	ICHIII	arking compa	ares the ques		your trust ag	jainst all othe	er trusts.	
Your Trust	9.0							
	_							
sreakc	lowr	) of scores	tor sites w	ithin your	trust:			
			you to comp	are the result	ts for sites wit	hin your trus	t with all	
ther site	es ac	ross trusts.						
-	1							
	0.0							
Site #1	9.0	ł						
-								
lite 1								
Site 1	Hospita	al (167)						
<b>Site 1</b> Royal Bolton	n Hospita	al (167)						
	n Hospita	al (167)						
	n Hospita	al (167)						

Top five trusts		Bottom five trusts	
The Christie NHS Foundation Trust	9.5	Pennine Acute Hospitals NHS Trust	8.6
The Clatterbridge Cancer Centre NHS Foundation Trust	9.5	Tameside and Glossop Integrated Care NHS Foundation Trust	8.7
Liverpool Women's NHS Foundation Trust	9.4	Lancashire Teaching Hospitals NHS Foundation Trust	8.8
Wirral University Teaching Hospital NHS Foundation Trust	9.3	Liverpool University Hospitals NHS Foundation Trust	8.9
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.3	University Hospitals of Morecambe Bay NHS Foundation Trust	9.0

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

#### **Results for your trust**

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
					·	·
	score com	-				
This benchn	narking compa	ares the ques	stion score for	r your trust ag	ainst all othe	er trusts.
Your Trust <b>8.1</b>						
_						
Breakdow	n of scores	s for sites w	vithin your	trust:		
	narking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
other sites a	cross trusts.					
Site #1 8.	1					
Site 1						
Royal Bolton Hosp	ital (176)					

Top five trusts		Bottom five trusts	<b>i</b>	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.1	Pennine Acute Hospitals NHS Trust	7.0	
The Christie NHS Foundation Trust	8.5	Lancashire Teaching Hospitals NHS Foundation Trust	7.5	
St Helens and Knowsley Teaching Hospitals NHS Trust	8.5	Warrington and Halton Hospitals NHS Foundation Trust	7.6	
Liverpool Women's NHS Foundation Trust	8.5	Stockport NHS Foundation Trust	7.6	
Salford Royal NHS Foundation Trust	8.3	Tameside and Glossop Integrated Care NHS Foundation Trust	7.6	

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

#### **Results for your trust**

		-					
Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
our tr	ust	score com	pared with	all other tr	rusts:		
This ber	nchma	arking compa	ares the ques	tion score for	r your trust aç	ainst all othe	er trusts.
Your Trust	8.0						
TTUST							
3reakc	lowr	of scores	for sites w	ithin your/	trust:		
his ben	chma	arking allows	you to comp	are the result	ts for sites wit	hin your trus	t with all
		ross trusts.				-	
-	]						
Site #1	8.0						
	0.0						
-							
lite 1							
oyal Bolton	Hospita	al (172)					
oyal Bolton	Hospita	al (172)					
toyal Bolton	Hospita	al (172)					
oyal Bolton	Hospita	al (172)					

Top five trusts		Bottom five trusts	5
Liverpool Women's NHS Foundation Trust	9.0	Warrington and Halton Hospitals NHS Foundation Trust	7.7
The Clatterbridge Cancer Centre NHS Foundation Trust	8.9	Pennine Acute Hospitals NHS Trust	7.8
The Christie NHS Foundation Trust	8.8	Stockport NHS Foundation Trust	7.8
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.7	East Cheshire NHS Trust	7.8
Salford Royal NHS Foundation Trust	8.7	University Hospitals of Morecambe Bay NHS Foundation Trust	7.9

# 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
V				all ath an tr			
				all other tr			
This ben	chm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	7.1						
Breakd	owr	n of scores	for sites w	vithin your	trust:		
				are the result		hin vour trus	t with all
		ross trusts.	, eu to comp				
٦							
Site #1	7.1						
Site 1							
Royal Bolton	Hospita	al (434)					

Top five trusts		Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	8.3	Lancashire Teaching Hospitals NHS Foundation Trust	6.7
The Christie NHS Foundation Trust	8.0	Countess of Chester Hospital NHS Foundation Trust	7.0
Liverpool Women's NHS Foundation Trust	7.9	Stockport NHS Foundation Trust	7.0
The Walton Centre NHS Foundation Trust	7.9	Tameside and Glossop Integrated Care NHS Foundation Trust	7.1
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.8	Southport and Ormskirk Hospital NHS Trust	7.1

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

#### **Results for your trust**

	-					
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Vering truest		nored with				-
Your trust		-			ainat all ath a	
This benchm	arking compa	ares the ques	stion score to	r your trust ag	jainst all othe	er trusts.
Your Trust <b>7.3</b>						
Breakdowr	n of scores	for sites v	vithin your	trust:		
This benchma		you to comp	are the result	ts for sites wit	hin your trus	t with all
other sites ac	ross trusts.					
Site #1 7.3						
Site 1						
Royal Bolton Hospita	al (345)					

Top five trusts		Bottom five trusts	<b>i</b>
The Christie NHS Foundation Trust	8.4	Lancashire Teaching Hospitals NHS Foundation Trust	7.0
The Walton Centre NHS Foundation Trust	8.3	Tameside and Glossop Integrated Care NHS Foundation Trust	7.0
The Clatterbridge Cancer Centre NHS Foundation Trust	8.2	Pennine Acute Hospitals NHS Trust	7.2
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.1	Manchester University NHS Foundation Trust	7.2
Liverpool Women's NHS Foundation Trust	8.0	Bolton NHS Foundation Trust	7.3

# 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**

		-					
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
Vour tri	uct c	coro com	narod with	all other to	ucto.		
			pared with				
_	cnma	arking compa	ares the ques	stion score for	r your trust ag	jainst all othe	er trusts.
Your Trust	8.8						
Trust							
Breakd	own	of scores	for sites w	vithin your	trust:		
This bend	chma	arking allows	you to comp	are the result	s for sites wit	hin your trus	t with all
		ross trusts.				,	
٦							
Site #1	8.8						
Sile #1	0.0						
Site 1							
Royal Bolton	Hospita	ıl (155)					
Royal Bolton	Hospita	l (155)					
Royal Bolton	Hospita	l (155)					
Royal Bolton	Hospita	I (155)					

Top five trusts		Bottom five trusts	5	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.8	Pennine Acute Hospitals NHS Trust	7.8	
The Christie NHS Foundation Trust	9.3	Manchester University NHS Foundation Trust	7.9	
Warrington and Halton Hospitals NHS Foundation Trust	9.3	Southport and Ormskirk Hospital NHS Trust	8.2	
East Cheshire NHS Trust	9.1	Tameside and Glossop Integrated Care NHS Foundation Trust	8.2	
Mid Cheshire Hospitals NHS Foundation Trust	9.1	Stockport NHS Foundation Trust	8.3	

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

#### **Results for your trust**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
					oxpoolod	
Your trust	score com	pared with	all other ti	rusts:		
This benchm	narking compa	ares the ques	tion score for	r your trust ag	ainst all othe	er trusts.
Your						
Trust 7.4						
Breakdow	n of scores	for sites w	vithin your	trust:		
	arking allows		-		hin vour trus	t with all
	cross trusts.	, cu to comp			your trus	
Site #1 7.4	1					
Site 1						
Royal Bolton Hospi	tal (445)					
toyal Bolton Hoopi						

72 Adult Inpatient Survey 2020 | RMC | Bolton NHS Foundation Trust

Top five trusts		Bottom five trusts	
Liverpool Women's NHS Foundation Trust	8.4	Lancashire Teaching Hospitals NHS Foundation Trust	6.8
	_		
The Christie NHS Foundation Trust	8.3	Stockport NHS Foundation Trust	7.1
The Walton Centre NHS Foundation Trust	8.1	Manchester University NHS Foundation Trust	7.1
The Clatterbridge Cancer Centre NHS Foundation Trust	7.9	Wrightington, Wigan and Leigh NHS Foundation Trust	7.1
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.8	Pennine Acute Hospitals NHS Trust	7.2

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 worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected   Much worse than expected Much better the same Better than expected Much better than expected   Colspan="4">Somewhat worse the same Somewhat better than expected Somewhat better than expected Colspan="4">Better than expected Much better than expected Total Somewhat worse than expected Colspan="4">Somewhat worse the same Somewhat better than expected Much better than expected Total Somewhat worse than expected Somewhat better than expected Much better than expected Total Somewhat better than expected Total Somewhat worse than expected Somewhat worse than expected Somewhat better than expected Much better than expected Somewhat better than expected Total Somewhat better than expected Somewhat better than expected Somewhat better than expected Total Somewhat better than expected Somewh		-					
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Top five trusts		Bottom five trust	S
Liverpool Women's NHS Foundation Trust	9.5	Southport and Ormskirk Hospital NHS Trust	6.5
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.8	Liverpool University Hospitals NHS Foundation Trust	6.5
The Walton Centre NHS Foundation Trust	8.2	East Cheshire NHS Trust	6.6
The Christie NHS Foundation Trust	8.1	Manchester University NHS Foundation Trust	6.6
Salford Royal NHS Foundation Trust	7.9	Tameside and Glossop Integrated Care NHS Foundation Trust	6.7

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

## **Results for your trust**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
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other sites a	across trusts.					
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ite 1	-:					
oyal Bolton Hos	pital (311)					

Top five trusts		Bottom five trusts	5	
Liverpool Heart and Chest Hospital NHS Foundation Trust	6.1	Blackpool Teaching Hospitals NHS Foundation Trust	4.1	
The Christie NHS Foundation Trust	5.9	Southport and Ormskirk Hospital NHS Trust	4.2	
Liverpool Women's NHS Foundation Trust	5.8	Tameside and Glossop Integrated Care NHS Foundation Trust	4.2	
The Clatterbridge Cancer Centre NHS Foundation Trust	5.4	Wrightington, Wigan and Leigh NHS Foundation Trust	4.2	
The Walton Centre NHS Foundation Trust	5.0	Bolton NHS Foundation Trust	4.3	

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

## **Results for your trust**

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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 trust score compared with all other trusts:									
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	7								
Site #1	6.4	,							
Site 1									
Royal Boltor	n Hospita	al (384)							

Top five trusts		Bottom five trusts		
The Christie NHS Foundation Trust	7.8	Lancashire Teaching Hospitals NHS Foundation Trust	6.1	
Liverpool Women's NHS Foundation Trust	7.7	Tameside and Glossop Integrated Care NHS Foundation Trust	6.3	
The Clatterbridge Cancer Centre NHS Foundation Trust	7.5	Stockport NHS Foundation Trust	6.4	
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.3	Bolton NHS Foundation Trust	6.4	
St Helens and Knowsley Teaching Hospitals NHS Trust	7.2	Pennine Acute Hospitals 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**

76 Adult Inpatient Survey 2020 | RMC | Bolton NHS Foundation 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	
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Site #1	7.6						
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	Hoopite	al (200)					
Royal Bolton	позрна	ai (399)					

Top five trusts		Bottom five trust	S
The Christie NHS Foundation Trust	9.7	Tameside and Glossop Integrated Care NHS Foundation Trust	7.1
Liverpool Women's NHS Foundation Trust	9.6	Stockport NHS Foundation Trust	7.1
The Clatterbridge Cancer Centre NHS Foundation Trust	9.5	Southport and Ormskirk Hospital NHS Trust	7.2
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.2	Mid Cheshire Hospitals NHS Foundation Trust	7.3
The Walton Centre NHS Foundation Trust	8.9	Wrightington, Wigan and Leigh NHS Foundation Trust	7.4

# 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**

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         Court rust score compared with all other trusts:       Somewhat better than expected       Better than expected       Much better than expected         Your Trust       8.1         Steakdown of scores for sites within your trust       Somewhat with all ther sites across trusts.         Site #1       8.1         Bite #1       Provide the second state		-					
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Top five trusts		Bottom five trusts	5	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.5	Southport and Ormskirk Hospital NHS Trust	7.4	
The Christie NHS Foundation Trust	9.3	Pennine Acute Hospitals NHS Trust	7.8	
Liverpool Women's NHS Foundation Trust	9.1	Wrightington, Wigan and Leigh NHS Foundation Trust	8.1	
St Helens and Knowsley Teaching Hospitals NHS Trust	8.8	Liverpool University Hospitals NHS Foundation Trust	8.1	
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.8	Countess of Chester Hospital NHS Foundation Trust	8.1	

# 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**

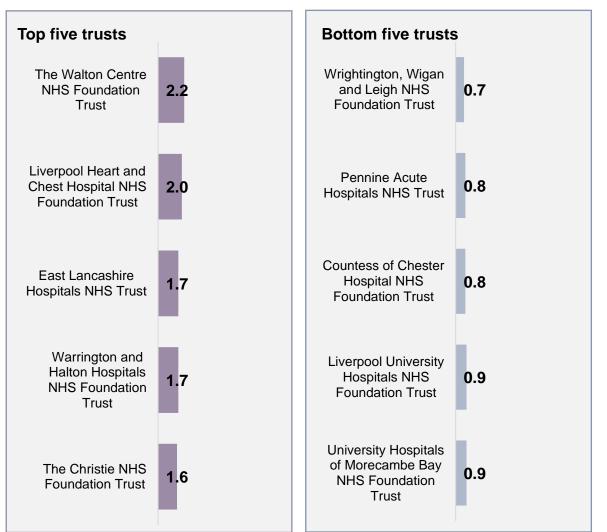
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<b>Site 1</b> Royal Bolton H	ospital (234)								
							Bolton NH Foundation		East
78 Adult I	npatient Survey 202	20   RMC   Bolton N	IHS Foundation	Trust					

op five trusts		Bottom five trusts	
The Clatterbridge Cancer Centre NHS Foundation Trust	7.7	Southport and Ormskirk Hospital NHS Trust	6.1
The Christie NHS Foundation Trust	7.7	Pennine Acute Hospitals NHS Trust	6.1
Liverpool Heart and Chest Hospital NHS Foundation Trust	7.3	Mid Cheshire Hospitals NHS Foundation Trust	6.3
Liverpool Women's NHS Foundation Trust	7.2	Lancashire Teaching Hospitals NHS Foundation Trust	6.5
Bolton NHS Foundation Trust	7.1	East Cheshire NHS Trust	6.5

# Feedback on care: Q47. During your hospital stay, were you ever asked to give your views on the quality of your care?

## **Results for your trust**

Much worse than expected Worse than expected Somewhat worse than expected About the same Somewhat better than expected Better than expected Much better than expected   Much worse than expected About the same Somewhat better than expected Better than expected Much better than expected <b>Your trust score compared with all other trusts:</b> This benchmarking compares the question score for your trust against all other trusts. <b>Your Trust 1.0 Breakdown of scores for sites within your trust:</b> This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts. Site #1 <b>1.0 Breakdown Hameler Struster Breakdown Hameler Struster Breakdown Hameler Struster Breakdown of scores for sites within your trust Breakdown of scores for sites Breakdown of scores Breakdown of scores Breakdown of scores Breakdown of scores Breakdown </b>								
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Site 1								
Site 1								
Site 1								
	Site #1	1.0						
Royal Bolton Hospital (391)	Site 1							
	Royal Bolton He	ospital	(391)					



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

## **Results for your trust**

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better
our trust	score com	pared with	all other tr	usts:		
his benchr	narking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your						
rust <b>9.3</b>	5					
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		s for sites w	-			
is benchn	narking allows	s you to comp	are the result	s for sites wit	thin your trus	t with all
her sites a	cross trusts.					
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ite #1 9.	2					
ile #1 <b>9.</b>	3					
_						
e 1						
yal Bolton Hosp	bital (441)					

Top five trusts		Bottom five trusts		
The Clatterbridge Cancer Centre NHS Foundation Trust	9.8	Lancashire Teaching Hospitals NHS Foundation Trust	8.9	
The Christie NHS Foundation Trust	9.7	Wrightington, Wigan and Leigh NHS Foundation Trust	9.0	
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.6	Blackpool Teaching Hospitals NHS Foundation Trust	9.1	
The Walton Centre NHS Foundation Trust	9.6	Pennine Acute Hospitals NHS Trust	9.1	
Liverpool Women's NHS Foundation Trust	9.5	Southport and Ormskirk Hospital NHS Trust	9.1	

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

## **Results for your trust**

Much worse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better
than expected	expected	than expected	the same	than expected	expected	than expected
our trust	score com	pared with	all other ti	usts:		
		-				
nis benchm	arking compa	ares the ques	stion score to	r your trust ag	gainst all othe	er trusts.
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Trust 8.2						
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Top five trusts		Bottom	Bottom five trusts		
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.1	Hospita	e Teaching als NHS ion Trust	7.9	
The Walton Centre NHS Foundation Trust	9.0	Ormski	nport and rk Hospital S Trust	8.1	
The Christie NHS Foundation Trust	9.0	and Lei	ton, Wigan igh NHS tion Trust	8.1	
The Clatterbridge Cancer Centre NHS Foundation Trust	9.0	-	e Acute NHS Trust	8.1	
Liverpool Women's NHS Foundation Trust	8.9		oport NHS ation Trust	8.2	

# For further information

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



# Appendix



# **Comparison to other trusts**

The questions at which your trust has performed much worse or worse compared with all other trusts are listed below. The questions where your trust has performed about the same compared with all other trusts have not been listed.

Much worse than expected	Worse than expected		
• Your trust has not performed "much worse than expected" for any questions.	Your trust has not performed "worse than expected" for any questions.		

# **Comparison to other trusts**

The questions at which your trust has performed somewhat worse or somewhat better compared with all other trusts are listed below. The questions where your trust has performed about the same compared with all other trusts have not been listed.

Somewhat worse than expected	Somewhat better than expected		
• Q39. Thinking about any medicine you were to take at home, were you given any of the following?	Your trust has not performed "somewhat better than expected" for any questions.		

# **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 tru	st 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 Bolton NHS Foundation Trust

# Where patient experience is best

- ✓ Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- Support from health or social care services: patients being given enough support from health or social care services to help them recover or manage their condition after leaving hospital
- Equipment and adaptations in the home: hospital staff discussing if any equipment or home adaptations were needed when leaving hospital
- Taking medication: patients being able to take medication they brought to hospital when needed
- Expectations after the operation or procedure: patients being given an explanation from staff, before their operation or procedure, of how they might feel afterwards

# Where patient experience could improve

- Information about medicines to take at home: patients being given information about medicines they were to take at home
- Written information on discharge: patients being given written information about what they should or should not do after leaving hospital
- o Quality of food: patients describing the hospital food as good
- Waiting to get to a bed: patients feeling that they waited the right amount of time to get to a bed on a ward after they arrived at the hospital
- Feedback on care: patients being asked to give their views on the quality of their care

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 Bolton NHS Foundation Trust who had attended in late 2020. Responses were received from 451 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].





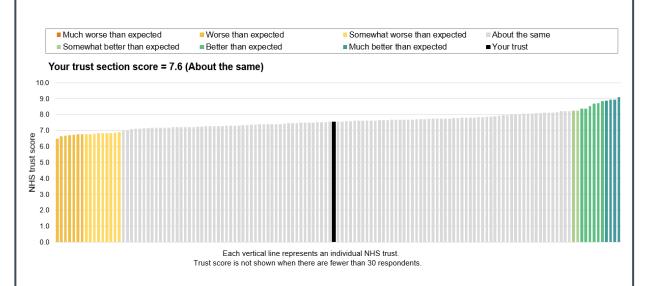
# How to interpret benchmarking in this report

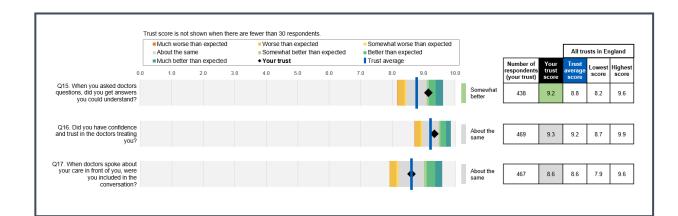
### **Trust level benchmarking**

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.