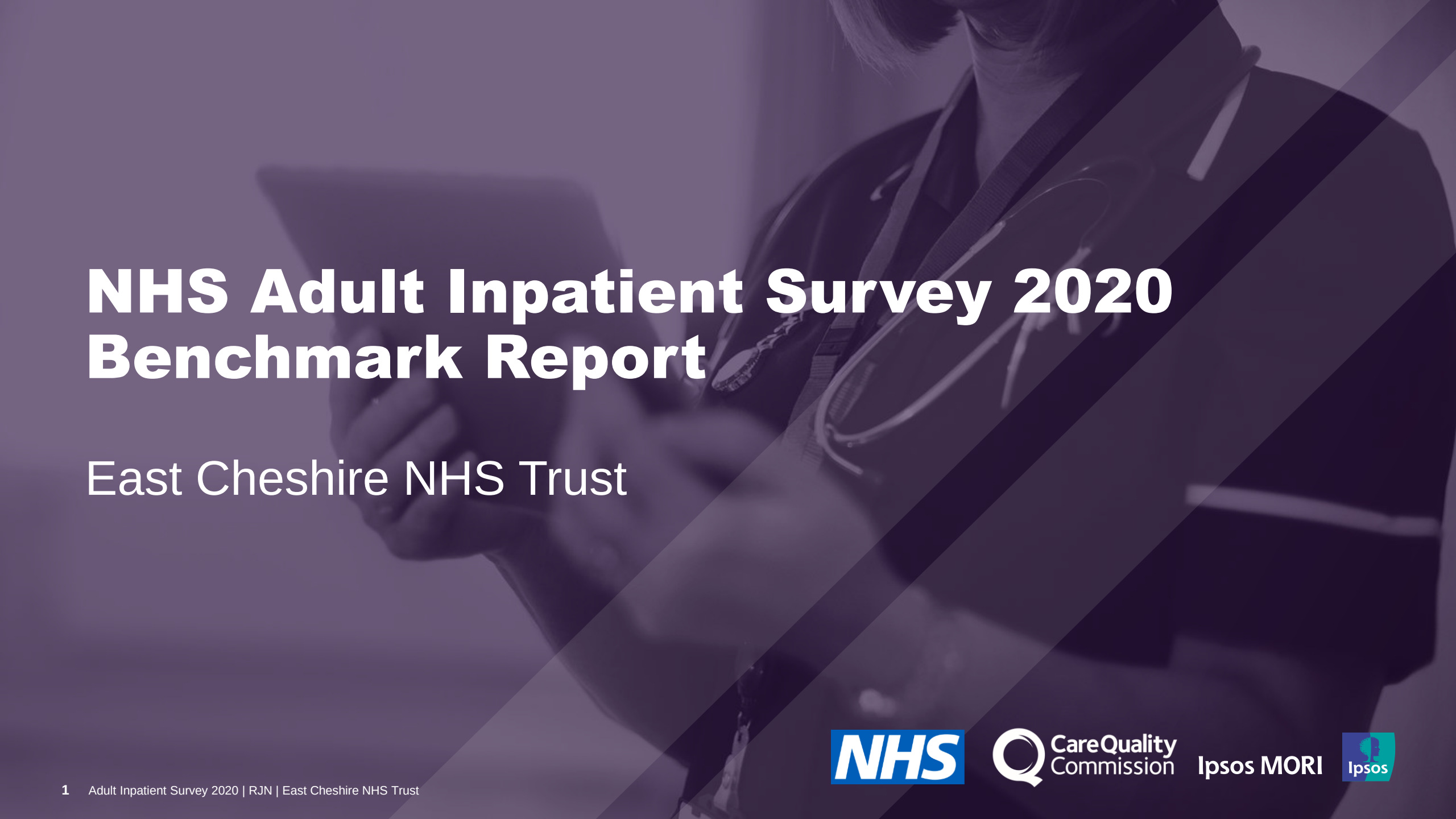

NHS Adult Inpatient Survey 2020 Benchmark Report

East Cheshire NHS Trust

NHS CareQuality Commission Ipsos MORI Ipsos

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This work was carried out in accordance with the requirements of the international quality standard for Market Research, ISO 20252, and with the Ipsos MORI Terms and Conditions which can be found at http://www.ipsos-mori.com/terms.

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Background and methodology

This section includes:

- an explanation of the NHS Patient Survey Programme
- information on the Adult Inpatient 2020 survey
- a description of key terms used in this report
- navigating the report

Background and methodology

The NHS Patient Survey Programme

The NHS Patient Survey Programme (NPSP) collects feedback on adult inpatient care, maternity care, children and young people's inpatient and day services, urgent and emergency care, and community mental health services.

The NPSP is commissioned by the Care Quality Commission (CQC); the independent regulator of health and adult social care in England.

As part of the NPSP, the Adult Inpatient Survey has been conducted annually since 2002. The CQC use the results from the survey in the regulation, monitoring and inspection of NHS acute trusts in England.

To find out more about the survey programme and to see the results from previous surveys, please refer to the section on further information on this page.

The Adult Inpatient Survey 2020

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

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

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 NHS Surveys website.
- To learn more about CQC's survey programme, please visit the CQC website.

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 question, no score will be displayed for that question (or the corresponding section the question contributes to).

Further information about the methods

For further information about the statistical methods used in this report, please refer to the 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 Appendix.

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: https://nhssurveys.org/surveys/survey/02-adults-inpatients/year/2020/. Full details of the methodology for the survey, instructions for trusts and contractors to carry out the survey, and the survey development report can also be found on the NHS Surveys website.
- Information on the NHS Patient Survey Programme, including results from other surveys: www.cqc.org.uk/content/surveys
- Information about how the CQC monitors hospitals: www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals

Headline results

This section includes:

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

Who took part in the survey?

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

1,250 invited to take part

566 completed

80% urgent/emergency admission

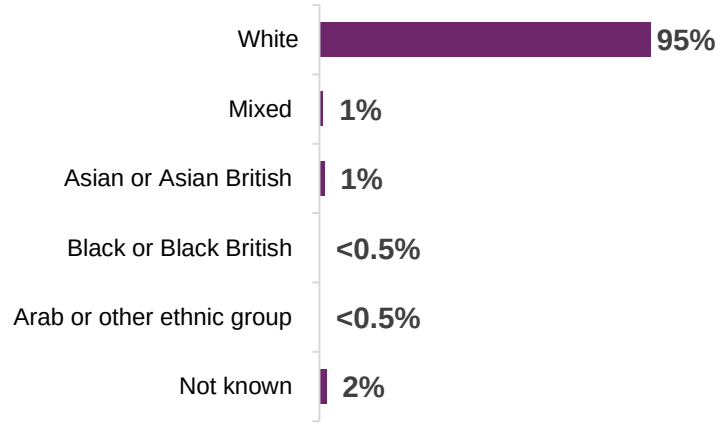
20% planned admission

47% response rate

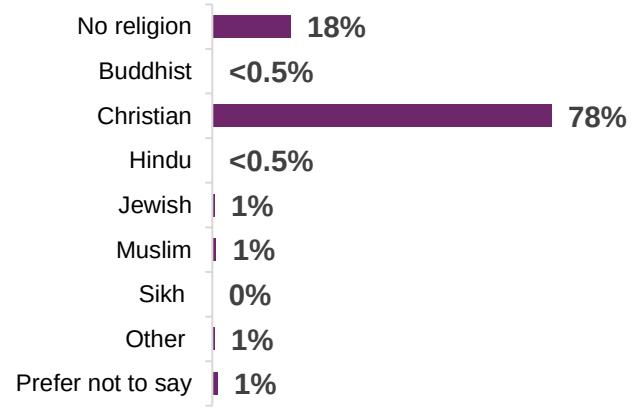
46% average response rate for all trusts

50% response rate for your trust last year

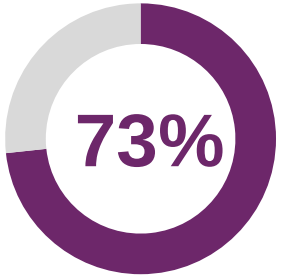
Ethnicity



Religion



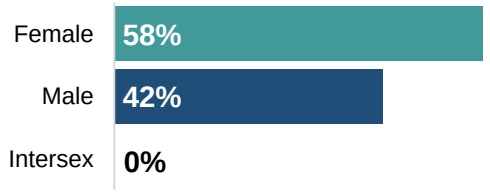
Long-term conditions



of participants said they have **physical or mental health conditions, disabilities or illnesses** that have lasted or are expected to last 12 months or more (excluding those who selected "I would prefer not to say").

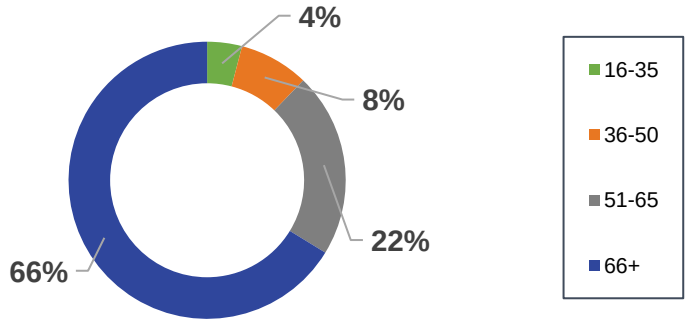
Sex

At birth were you registered as…



0% of participants said their gender is different from the sex they were registered with at birth.

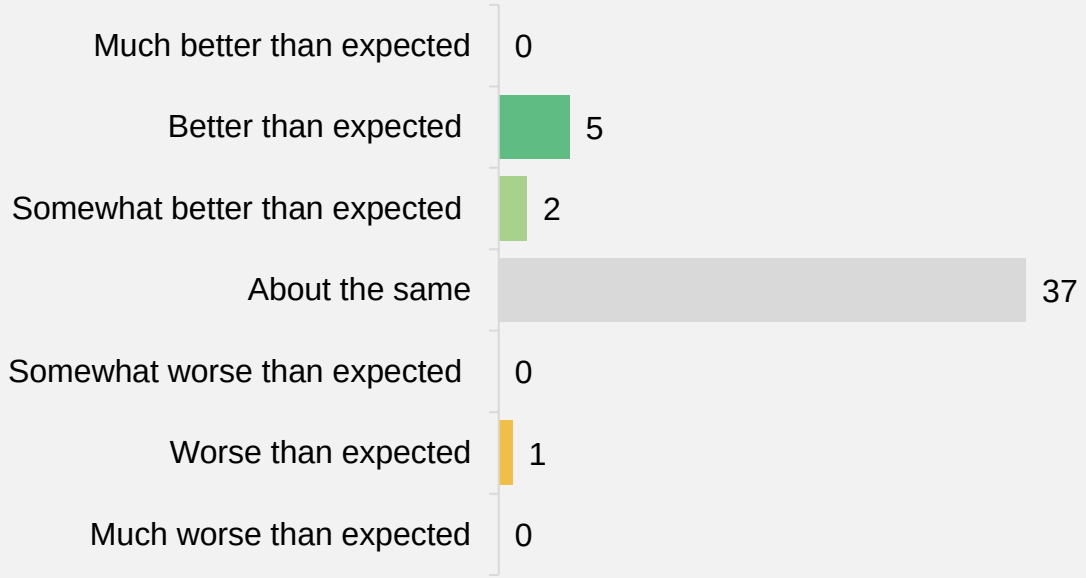
Age



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 "comparison to other trusts".

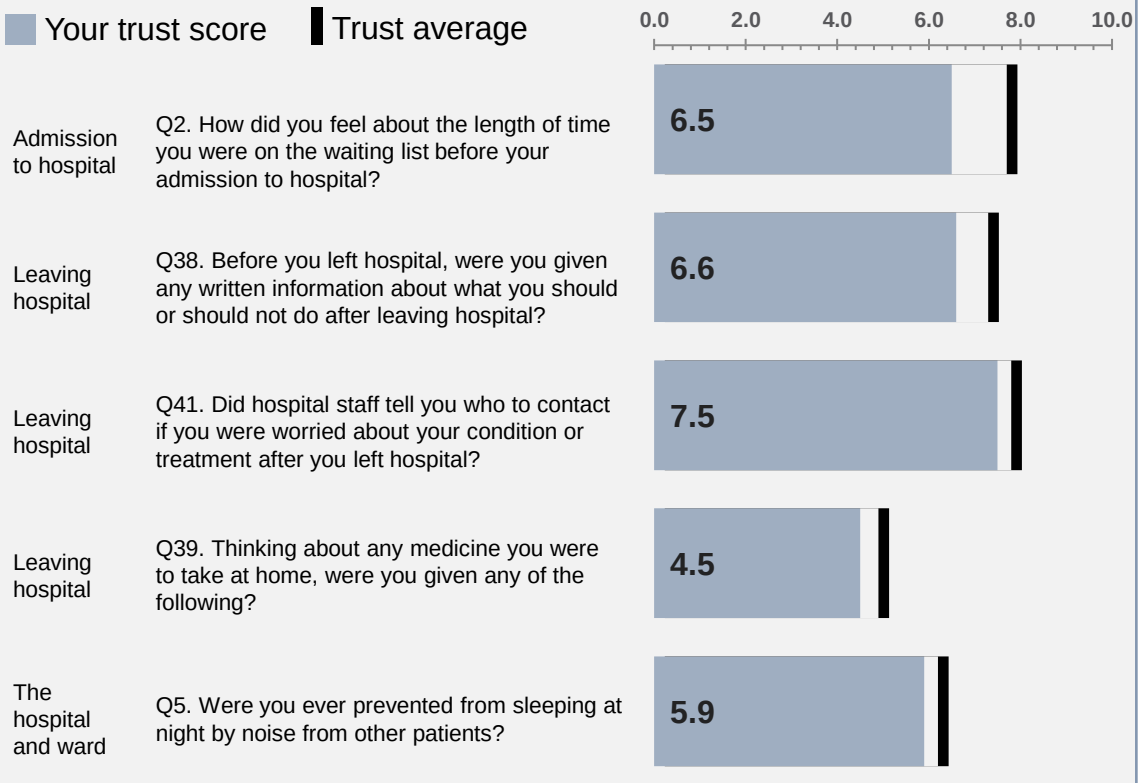
Best and worst performance relative to the trust average

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.

Top five scores (compared with trust average)

Bottom five scores (compared with trust average)



Benchmarking

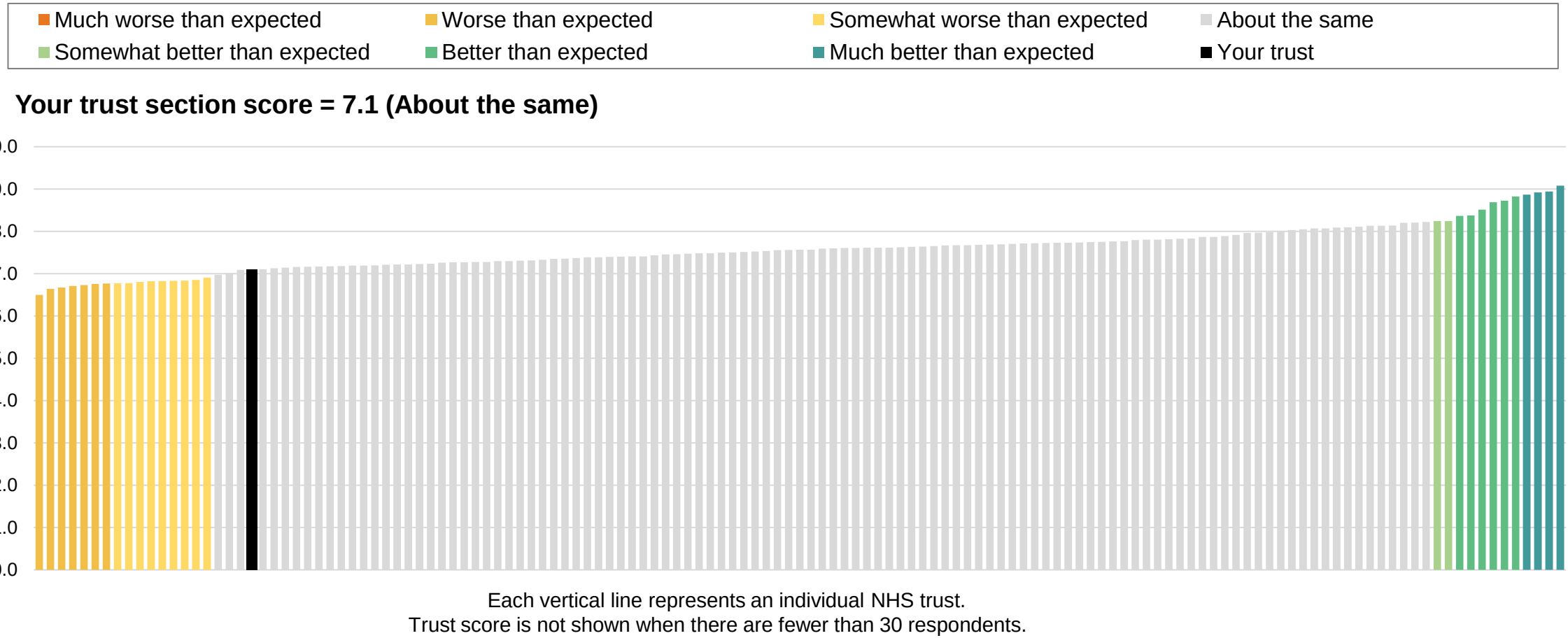
This section includes:

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

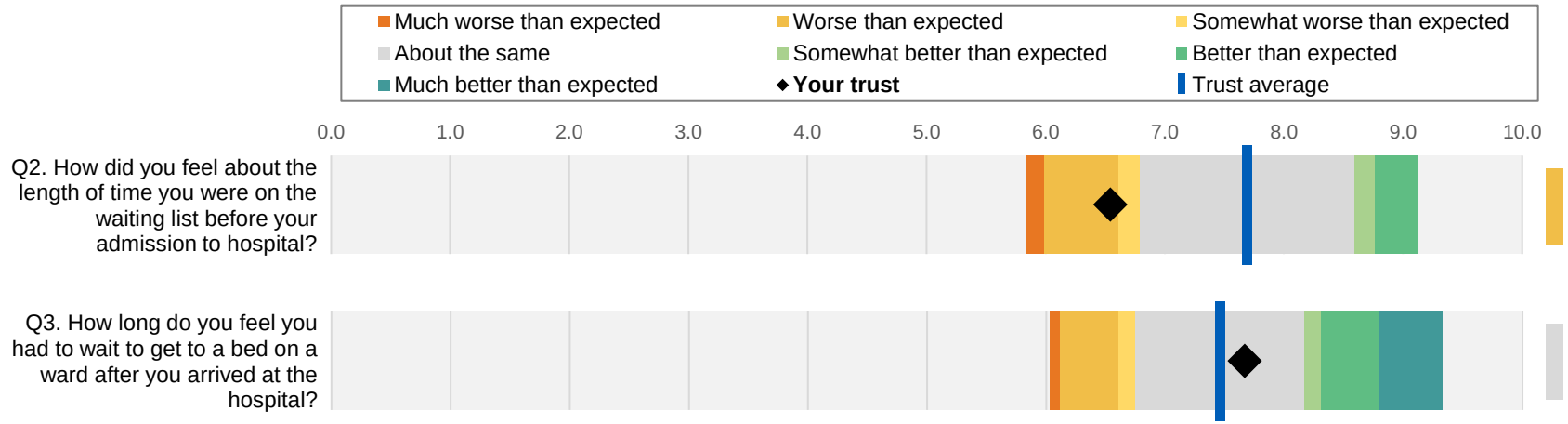


Each vertical line represents an individual NHS trust.
Trust score is not shown when there are fewer than 30 respondents.

Section 1. Admission to hospital (continued)

Question scores

Trust score is not shown when there are fewer than 30 respondents.



		All trusts in England		
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
124	6.5	7.7	5.8	9.1

Worse

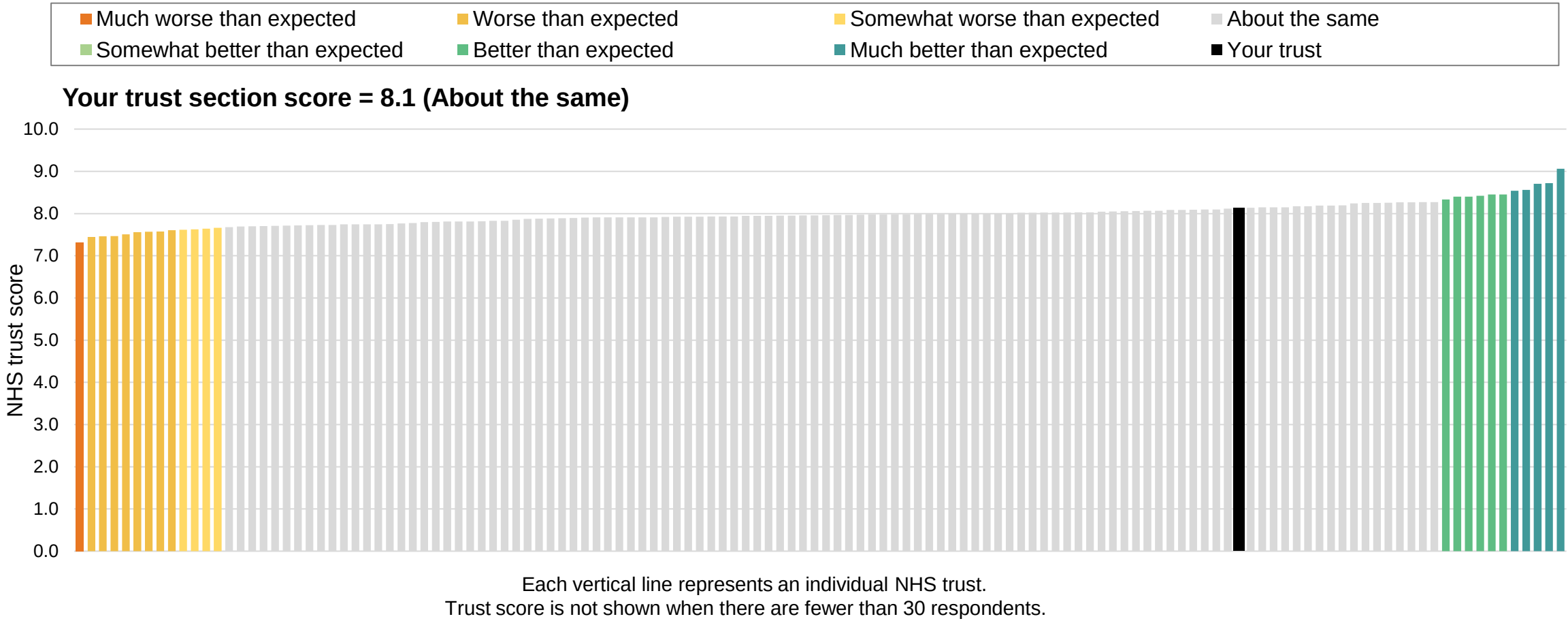
537	7.7	7.5	6.0	9.3

About the same

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 higher score than a 'better than expected' trust.

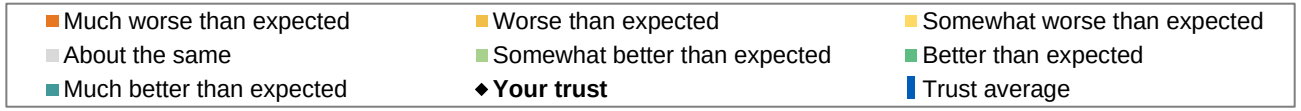


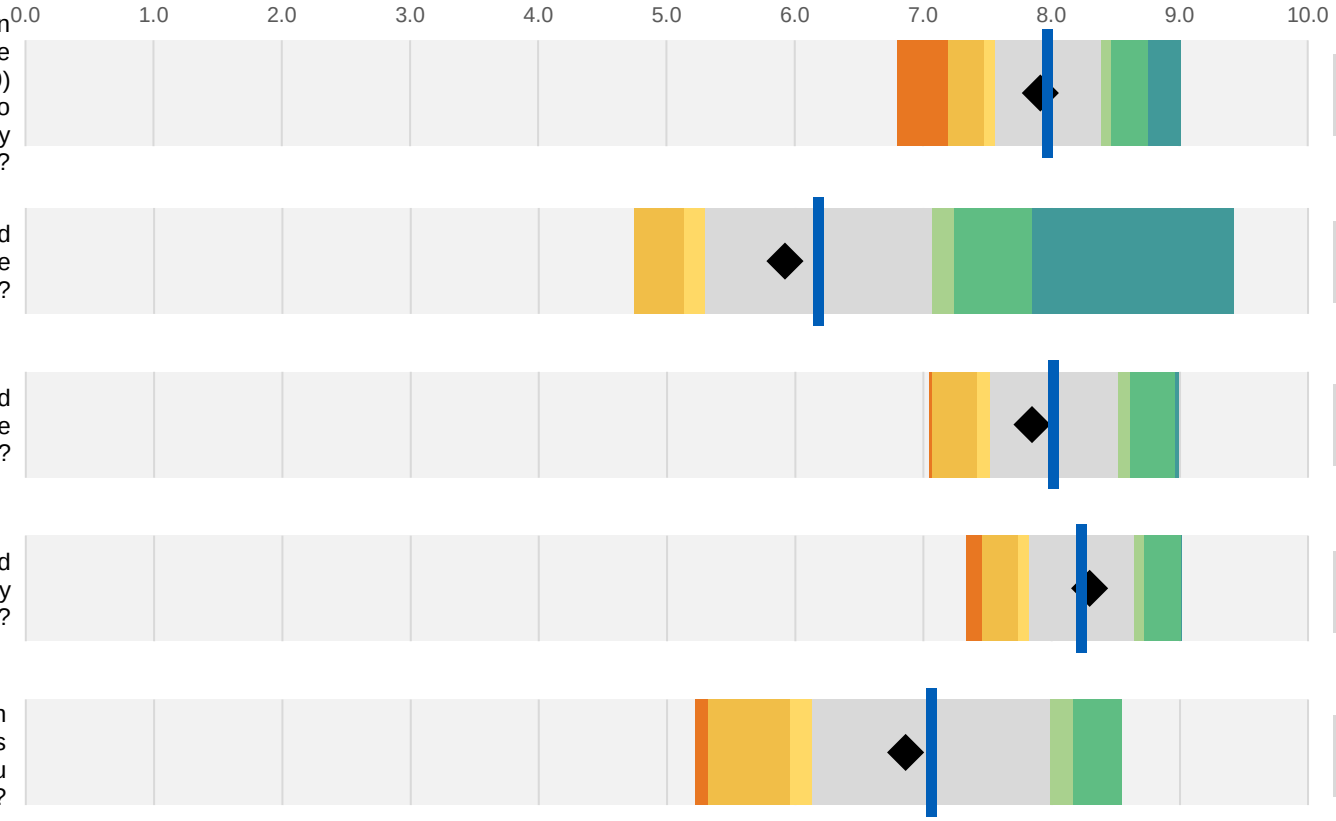
Each vertical line represents an individual NHS trust.
Trust score is not shown when there are fewer than 30 respondents.

Section 2. The hospital and ward (continued)

Question scores

Trust score is not shown when there are fewer than 30 respondents.



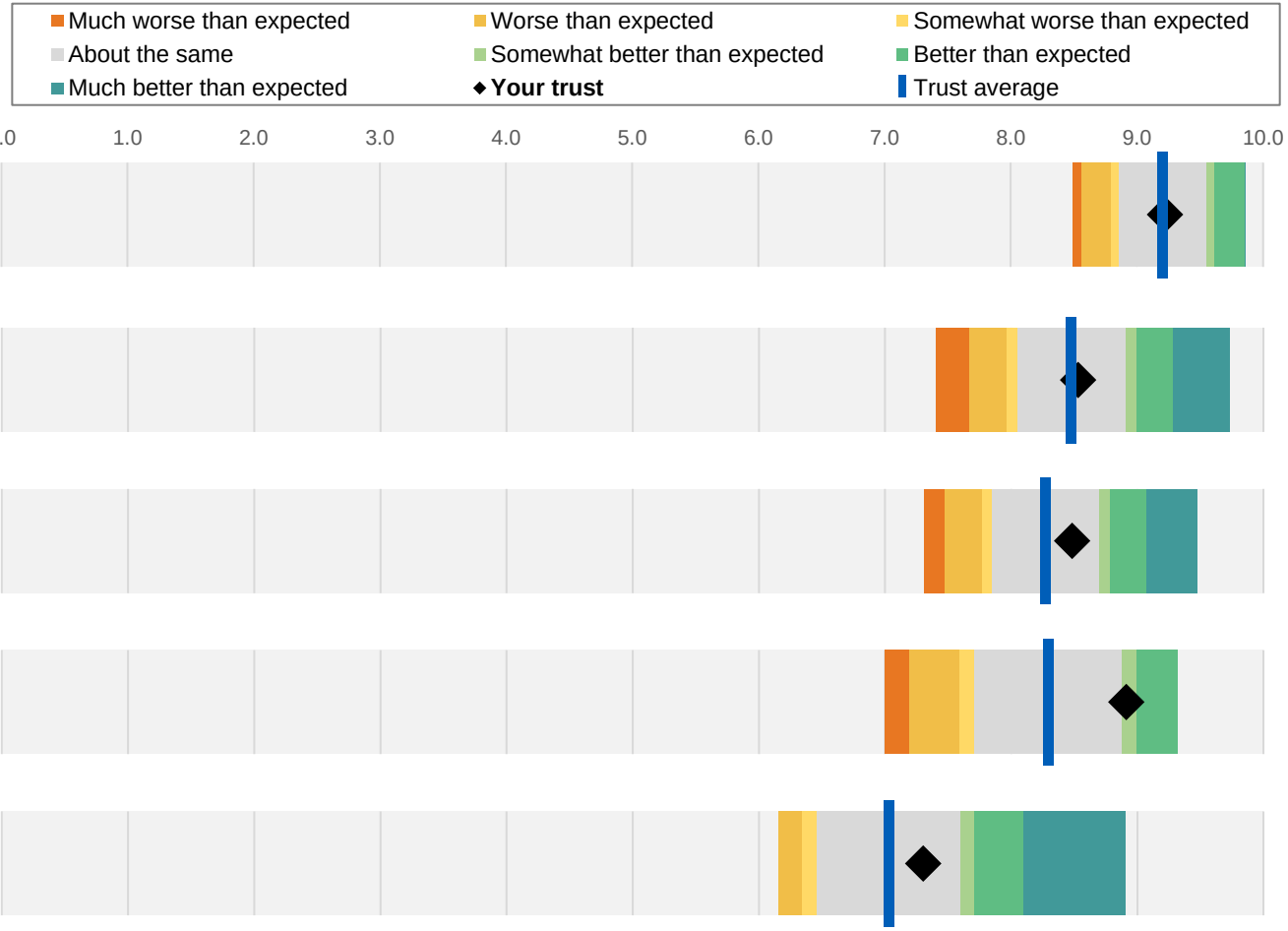


			All trusts in England			
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score	
Q4A. There were restrictions on visitors in hospital during the coronavirus (COVID-19) pandemic. Were you able to keep in touch with your family and friends during your stay?	499	7.9	8.0	6.8	9.0	About the same
Q5. Were you ever prevented from sleeping at night by noise from other patients?	515	5.9	6.2	4.7	9.4	About the same
Q5. Were you ever prevented from sleeping at night by noise from staff?	515	7.8	8.0	7.0	9.0	About the same
Q5. Were you ever prevented from sleeping at night by hospital lighting?	515	8.3	8.2	7.3	9.0	About the same
Q7. Did the hospital staff explain the reasons for changing wards during the night in a way you could understand?	81	6.9	7.1	5.2	8.5	About the same

Section 2. The hospital and ward (continued)

Question scores

Trust score is not shown when there are fewer than 30 respondents.

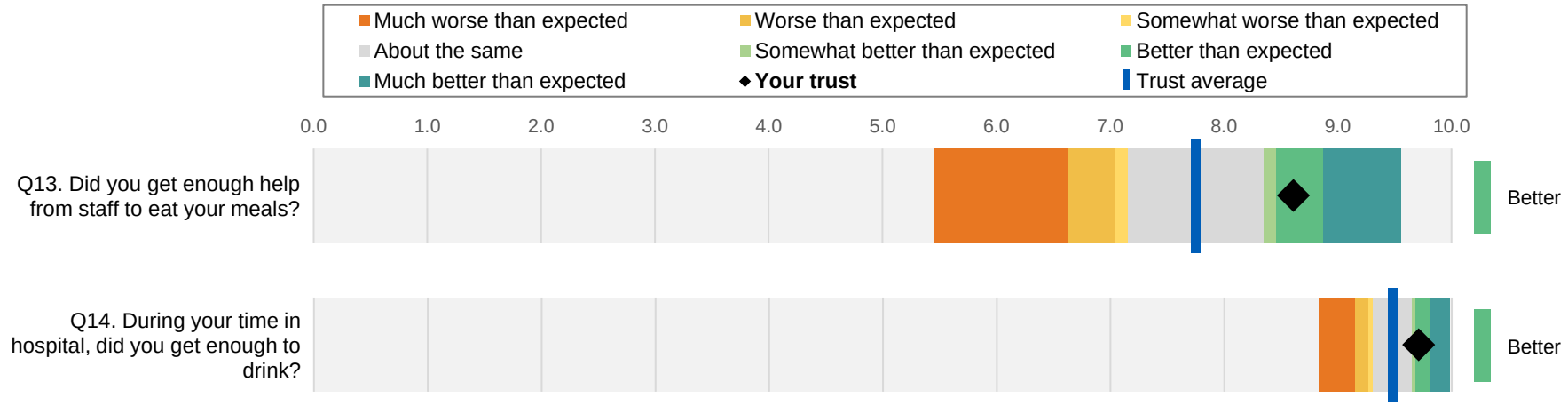


			All trusts in England			
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score	
Q8. How clean was the hospital room or ward that you were in?	548	9.2	9.2	8.5	9.9	About the same
Q9. Did you get enough help from staff to wash or keep yourself clean?	379	8.5	8.5	7.4	9.7	About the same
Q10. If you brought medication with you to hospital, were you able to take it when you needed to?	357	8.5	8.3	7.3	9.5	About the same
Q11. Were you offered food that met any dietary requirements you had?	270	8.9	8.3	7.0	9.3	Somewhat better
Q12. How would you rate the hospital food?	543	7.3	7.0	6.2	8.9	About the same

Section 2. The hospital and ward (continued)

Question scores

Trust score is not shown when there are fewer than 30 respondents.

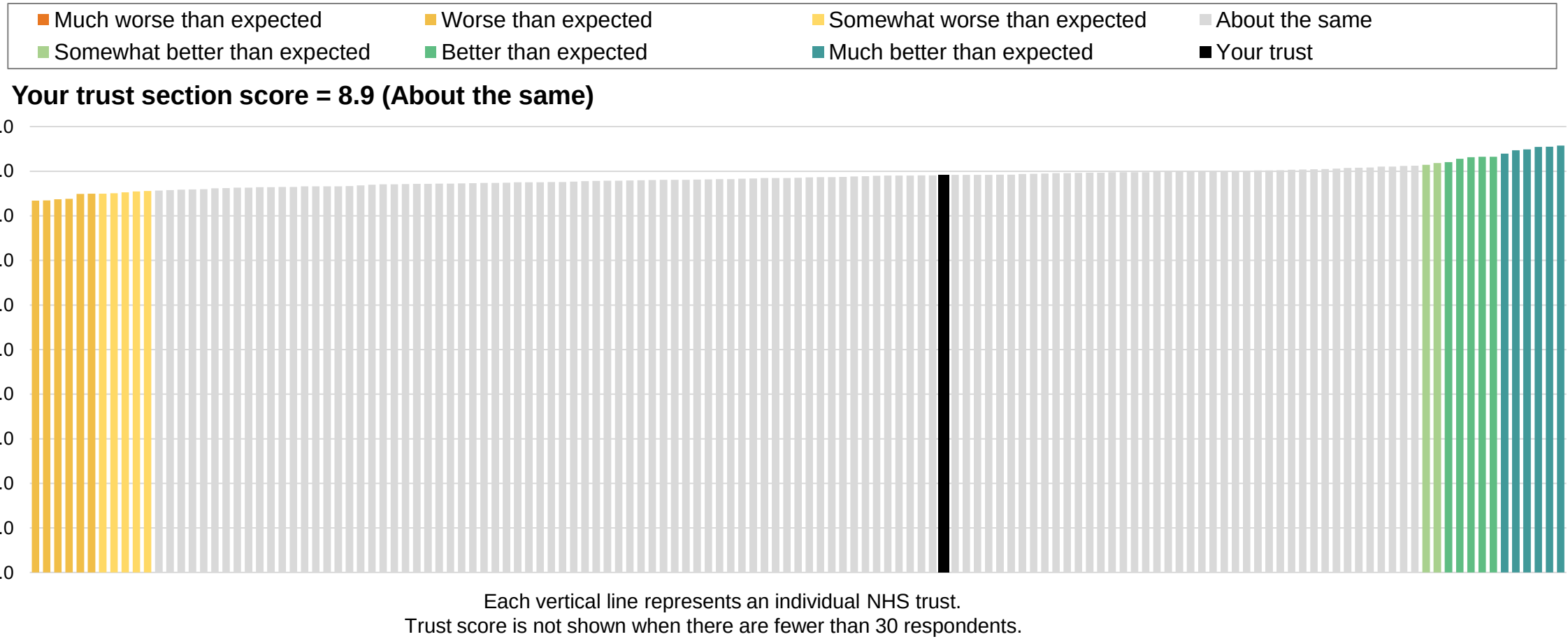


		All trusts in England		
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
105	8.6	7.8	5.5	9.6
523	9.7	9.5	8.8	10.0

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 higher score than a 'better than expected' trust.



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

Section 3. Doctors (continued)

Question scores

Trust score is not shown when there are fewer than 30 respondents.

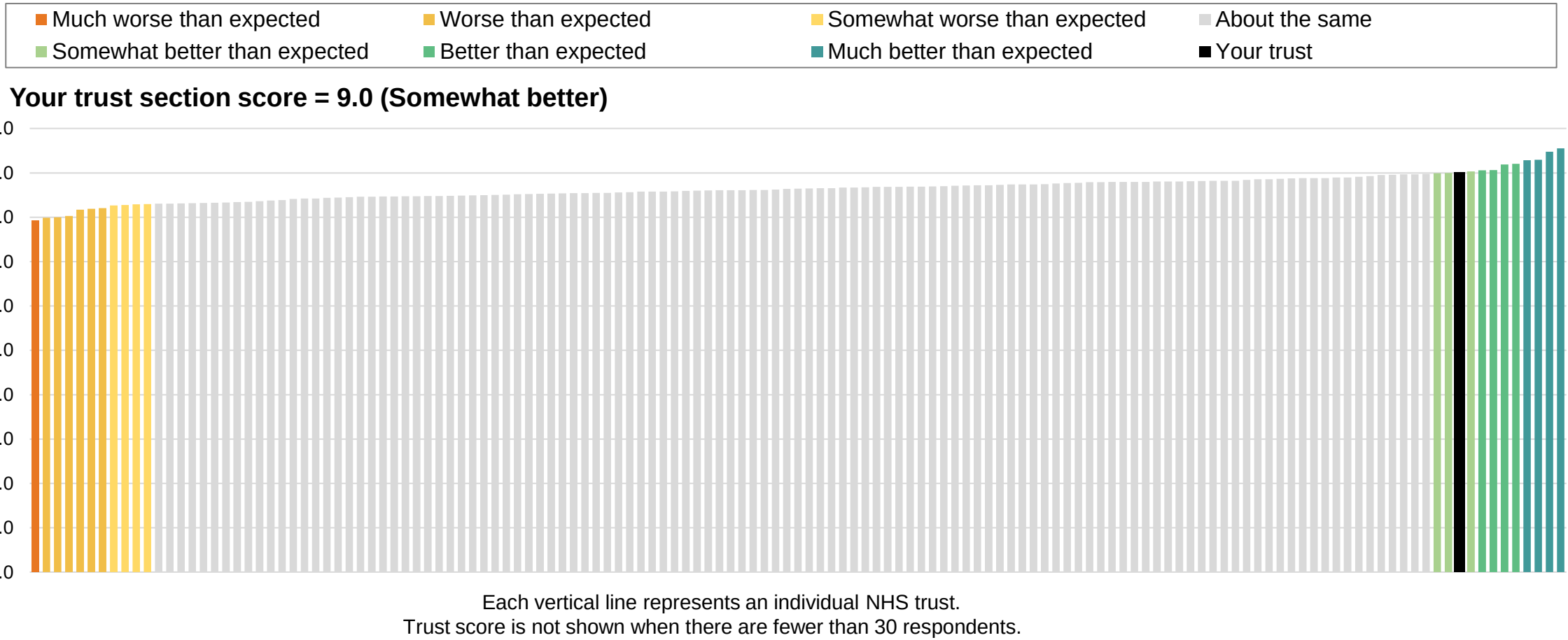
			All trusts in England		
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
Q15. When you asked doctors questions, did you get answers you could understand?	503	8.9	8.8	8.2	9.6
Q16. Did you have confidence and trust in the doctors treating you?	559	9.2	9.2	8.7	9.9
Q17. When doctors spoke about your care in front of you, were you included in the conversation?	557	8.6	8.6	7.9	9.6

About the same

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 higher score than a 'better than expected' trust.

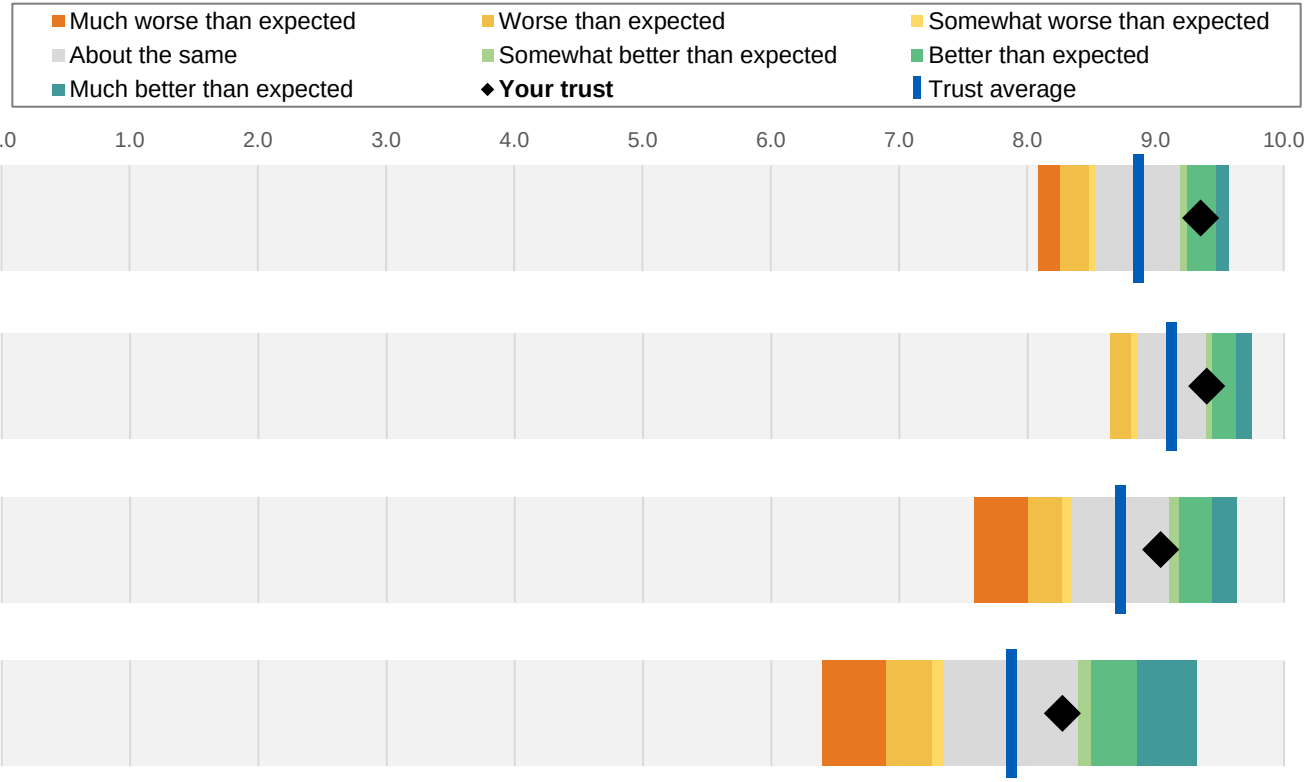


Each vertical line represents an individual NHS trust.
Trust score is not shown when there are fewer than 30 respondents.

Section 4. Nurses (continued)

Question scores

Trust score is not shown when there are fewer than 30 respondents.

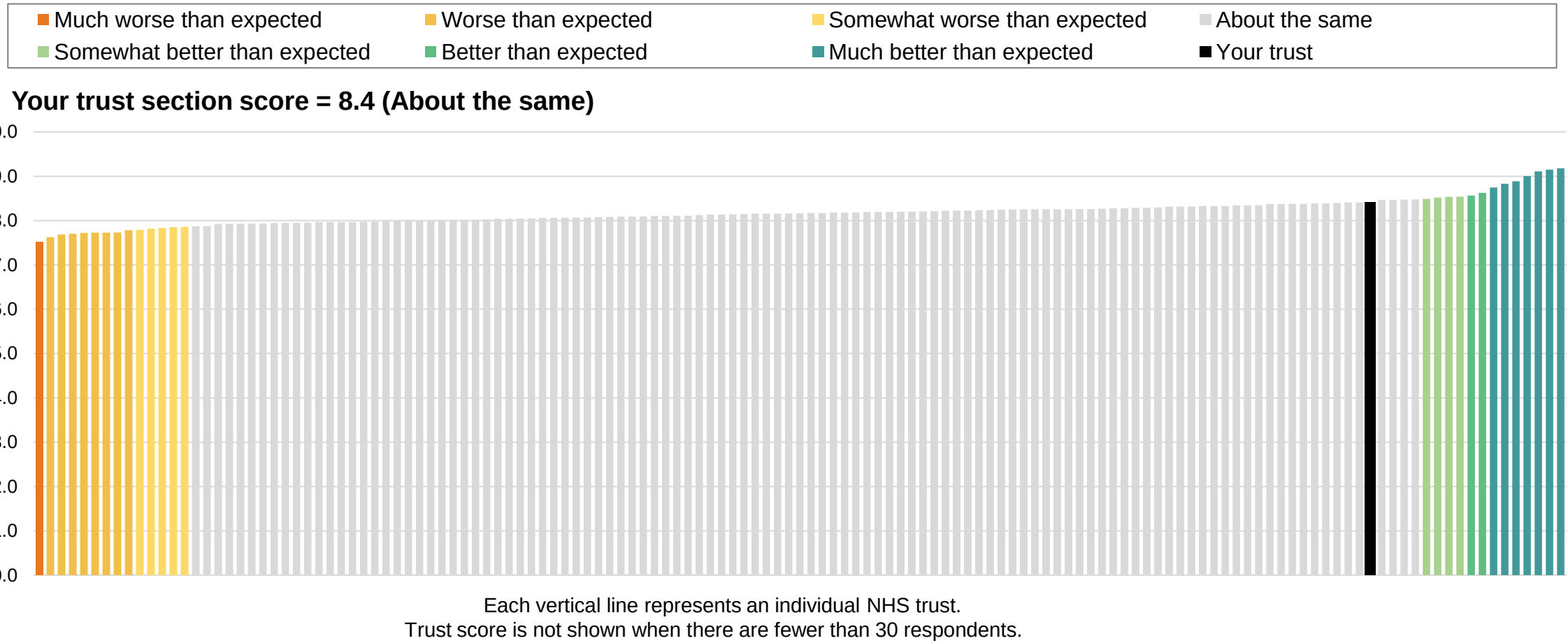


		All trusts in England			
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
Q18. When you asked nurses questions, did you get answers you could understand? — Better	521	9.4	8.9	8.1	9.6
Q19. Did you have confidence and trust in the nurses treating you? — Somewhat better	560	9.4	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	558	9.0	8.7	7.6	9.6
Q21. In your opinion, were there enough nurses on duty to care for you in hospital? — About the same	560	8.3	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 higher score than a 'better than expected' trust.

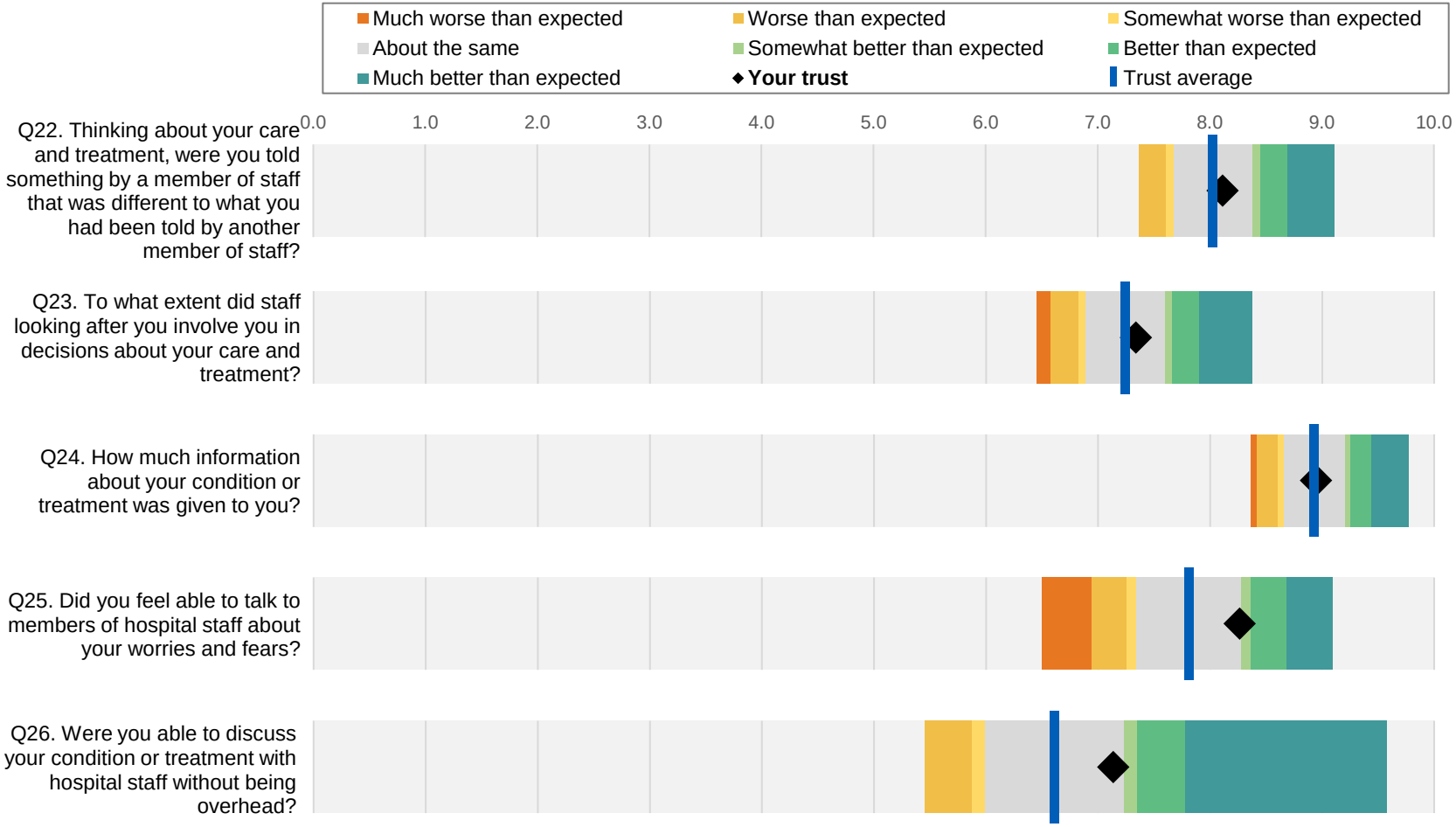


Each vertical line represents an individual NHS trust.
Trust score is not shown when there are fewer than 30 respondents.

Section 5. Your care and treatment (continued)

Question scores

Trust score is not shown when there are fewer than 30 respondents.



		All trusts in England		
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
506	8.1	8.0	7.4	9.1
531	7.3	7.2	6.5	8.4
536	8.9	8.9	8.4	9.8
443	8.3	7.8	6.5	9.1
522	7.1	6.6	5.5	9.6

Section 5. Your care and treatment (continued)

Question scores

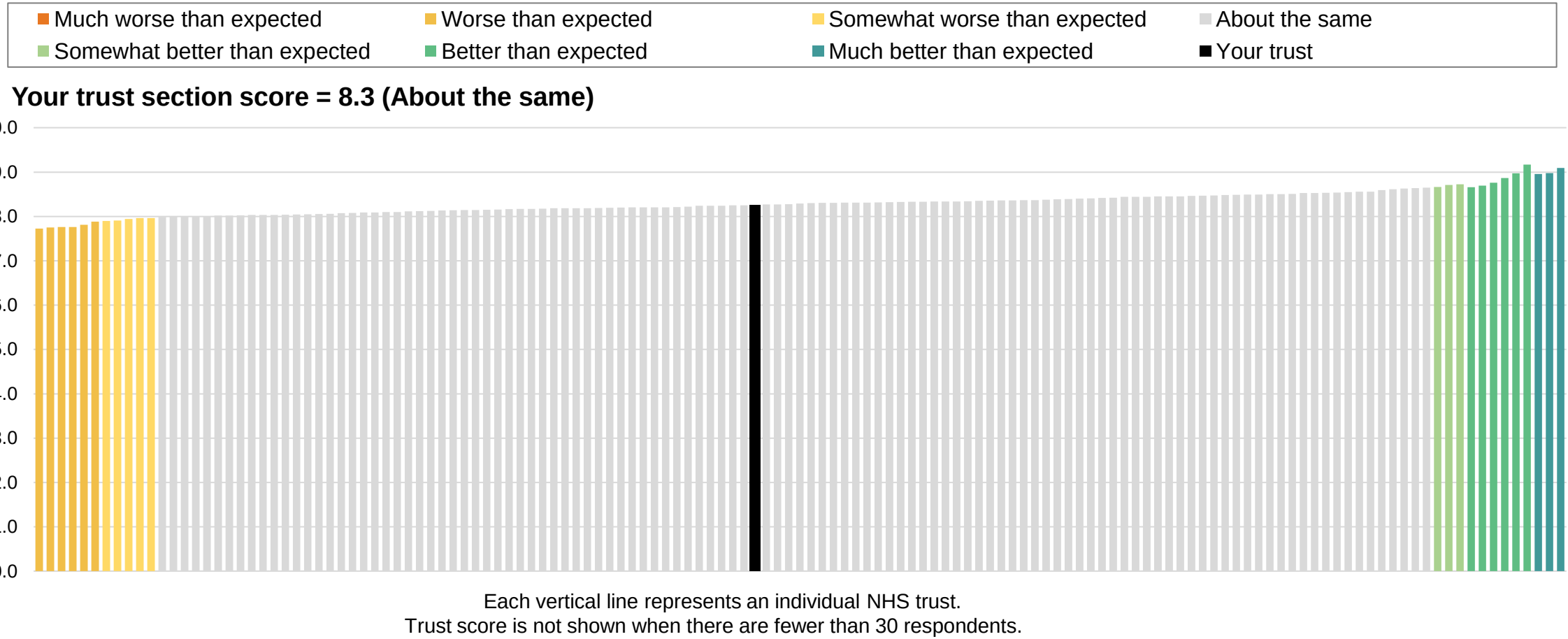
Trust score is not shown when there are fewer than 30 respondents.

			All trusts in England		
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
Q27. Were you given enough privacy when being examined or treated?	550	9.6	9.5	9.1	9.9
Q28. Do you think the hospital staff did everything they could to help control your pain?	439	9.4	9.0	8.3	9.7
Q29. Were you able to get a member of staff to help you when you needed attention?	492	8.5	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 higher score than a 'better than expected' trust.



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

Section 6. Operations and procedures (continued)

Question scores

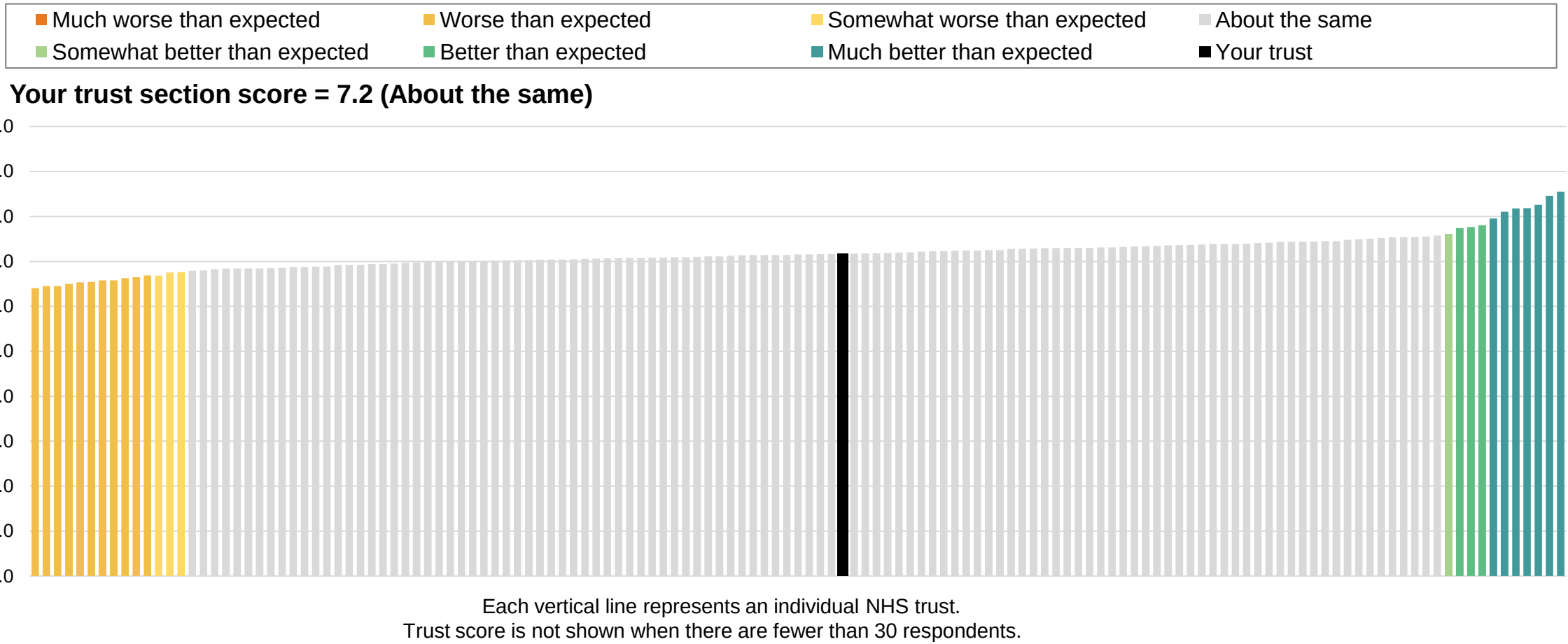
Trust score is not shown when there are fewer than 30 respondents.

			All trusts in England		
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
Q31. Beforehand, how well did hospital staff answer your questions about the operations or procedures?	236	9.2	9.0	8.4	9.6
Q32. Beforehand, how well did hospital staff explain how you might feel after you had the operations or procedures?	259	7.8	7.8	7.0	9.1
Q33. After the operations or procedures, how well did hospital staff explain how the operation or procedure had gone?	260	7.8	8.1	7.1	9.0

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 higher score than a 'better than expected' trust.

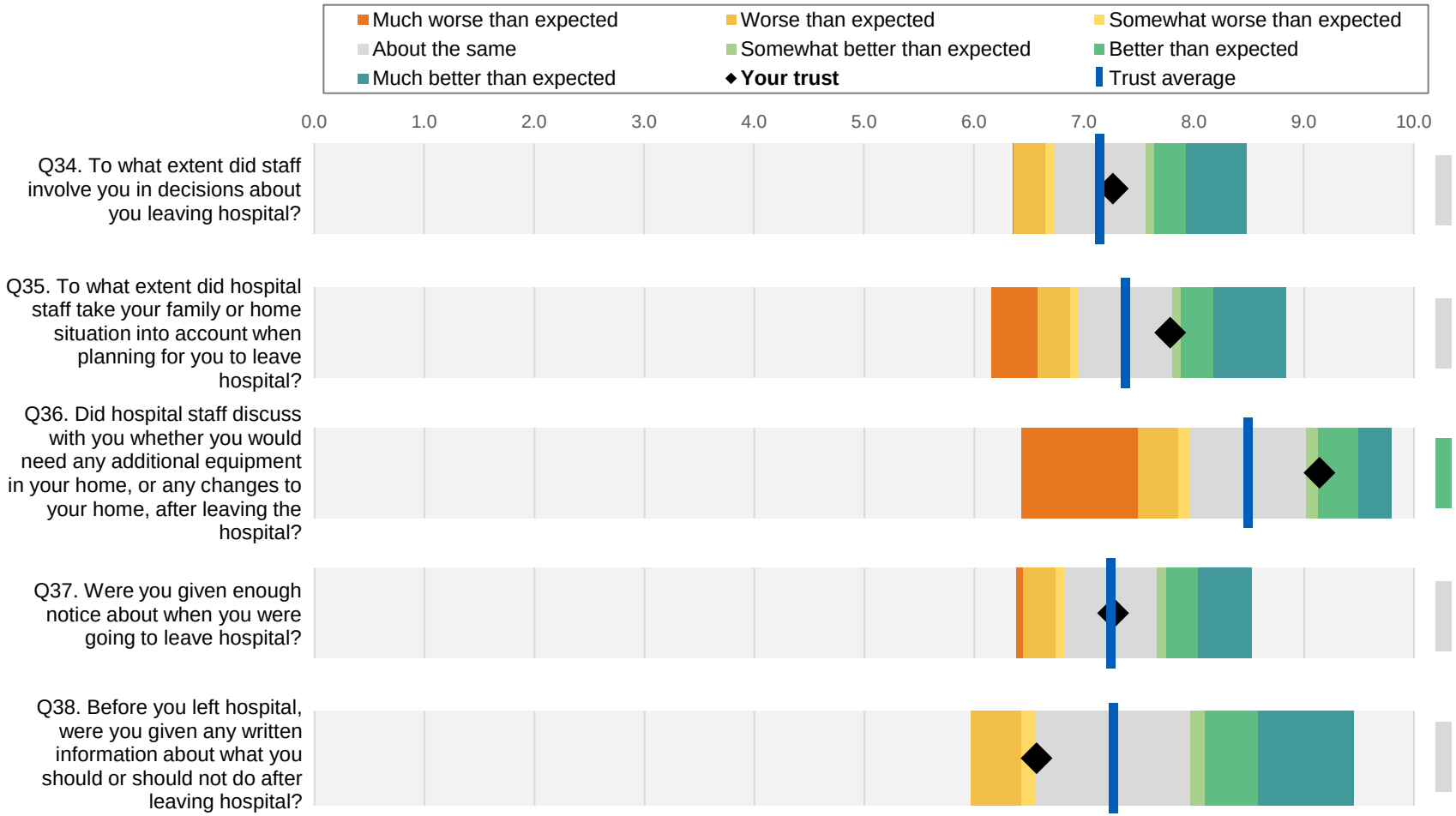


Each vertical line represents an individual NHS trust.
Trust score is not shown when there are fewer than 30 respondents.

Section 7. Leaving hospital (continued)

Question scores

Trust score is not shown when there are fewer than 30 respondents.

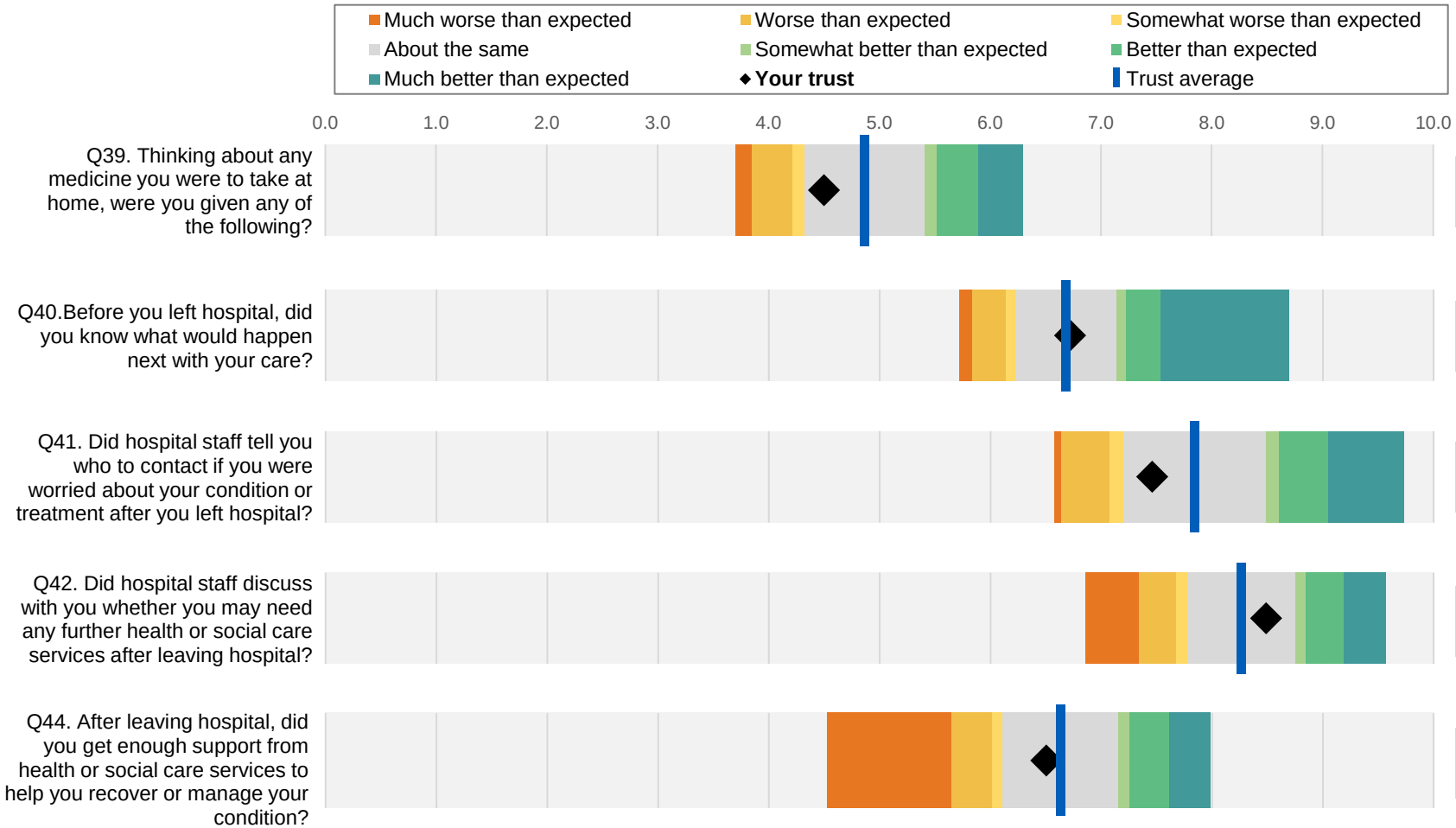


			All trusts in England		
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
Q34. To what extent did staff involve you in decisions about you leaving hospital?	547	7.3	7.1	6.4	8.5
Q35. To what extent did hospital staff take your family or home situation into account when planning for you to leave hospital?	421	7.8	7.4	6.2	8.8
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?	200	9.1	8.5	6.4	9.8
Q37. Were you given enough notice about when you were going to leave hospital?	559	7.3	7.2	6.4	8.5
Q38. Before you left hospital, were you given any written information about what you should or should not do after leaving hospital?	517	6.6	7.3	6.0	9.5

Section 7. Leaving hospital (continued)

Question scores

Trust score is not shown when there are fewer than 30 respondents.



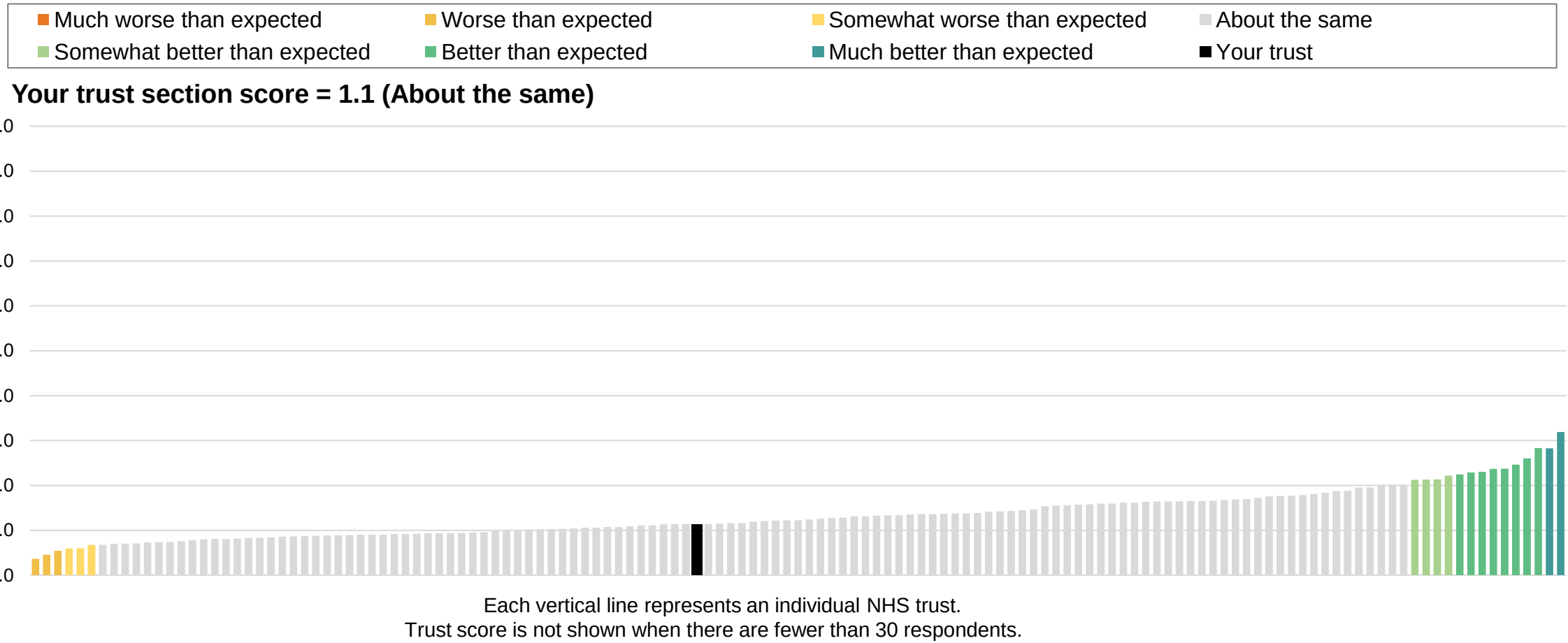
			All trusts in England		
	Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
Q39. Thinking about any medicine you were to take at home, were you given any of the following?	421	4.5	4.9	3.7	6.3
Q40.Before you left hospital, did you know what would happen next with your care?	477	6.7	6.7	5.7	8.7
Q41. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	495	7.5	7.8	6.6	9.7
Q42. Did hospital staff discuss with you whether you may need any further health or social care services after leaving hospital?	303	8.5	8.3	6.9	9.6
Q44. After leaving hospital, did you get enough support from health or social care services to help you recover or manage your condition?	280	6.5	6.6	4.5	8.0

About the same

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 higher score than a 'better than expected' trust.

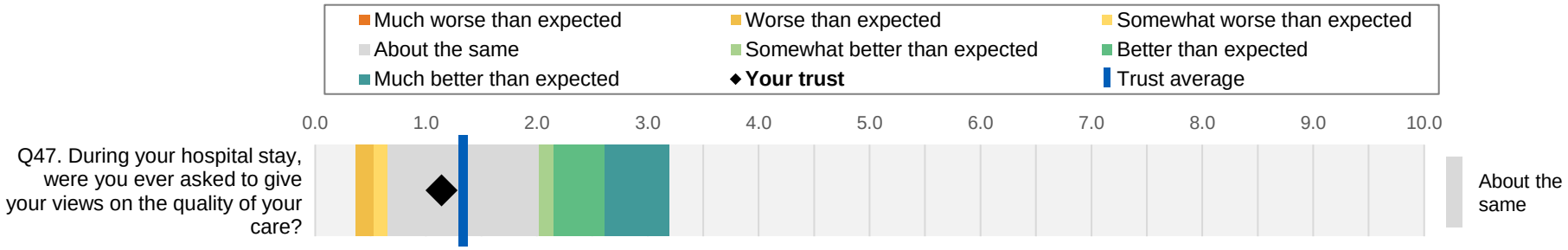


Each vertical line represents an individual NHS trust.
Trust score is not shown when there are fewer than 30 respondents.

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

Question score

Trust score is not shown when there are fewer than 30 respondents.

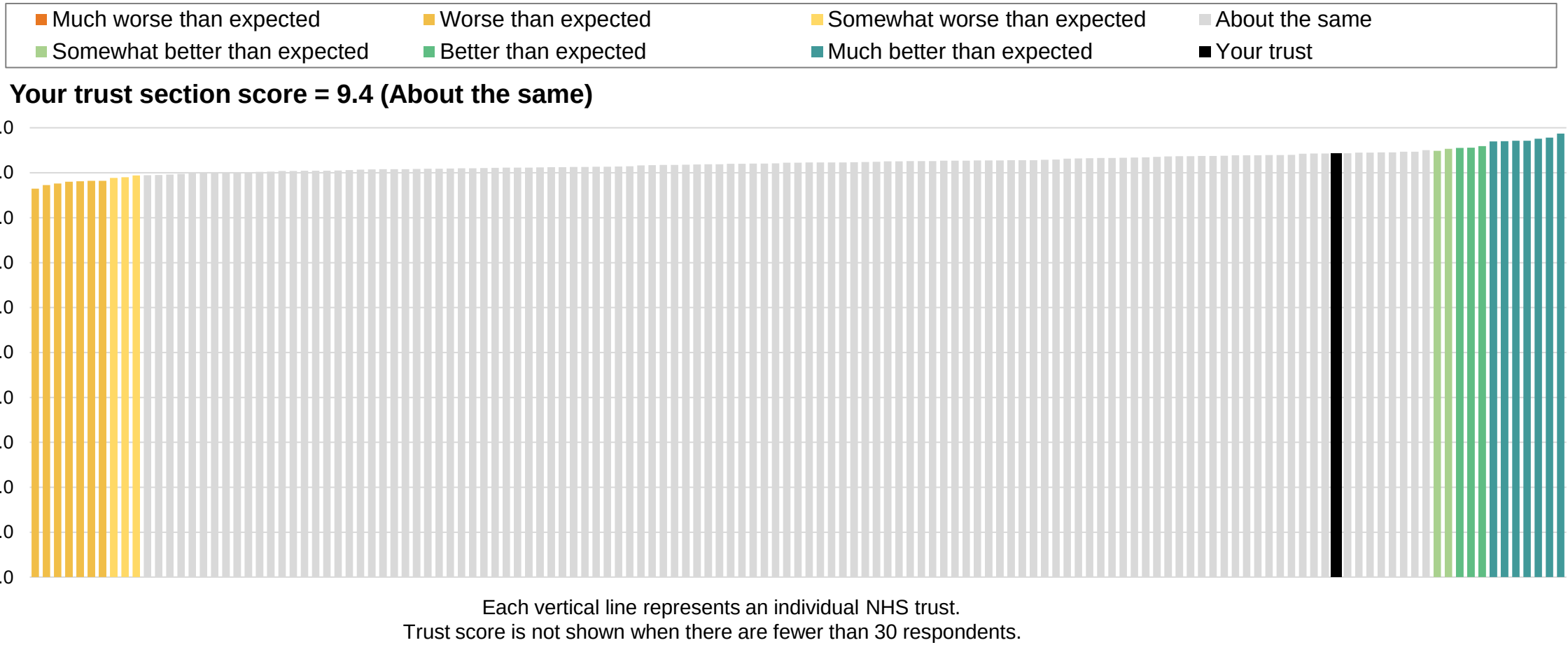


		All trusts in England		
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
491	1.1	1.3	0.4	3.2

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.

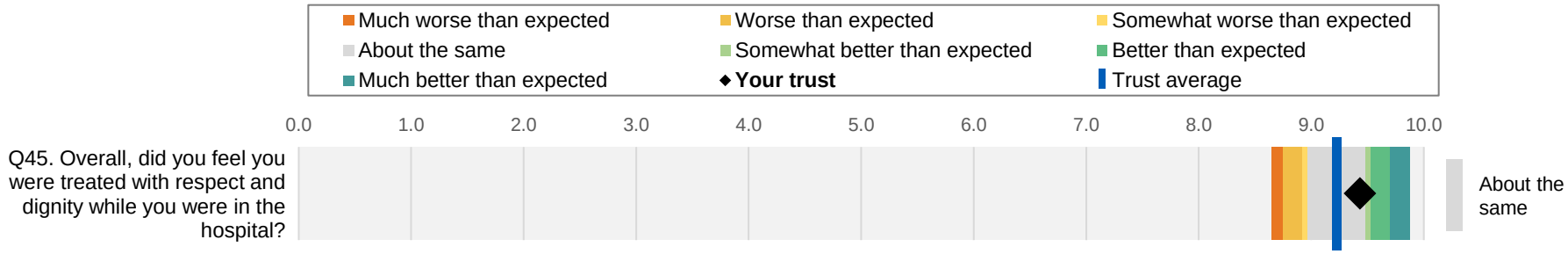


Each vertical line represents an individual NHS trust.
Trust score is not shown when there are fewer than 30 respondents.

Section 9. Respect and dignity (continued)

Question score

Trust score is not shown when there are fewer than 30 respondents.

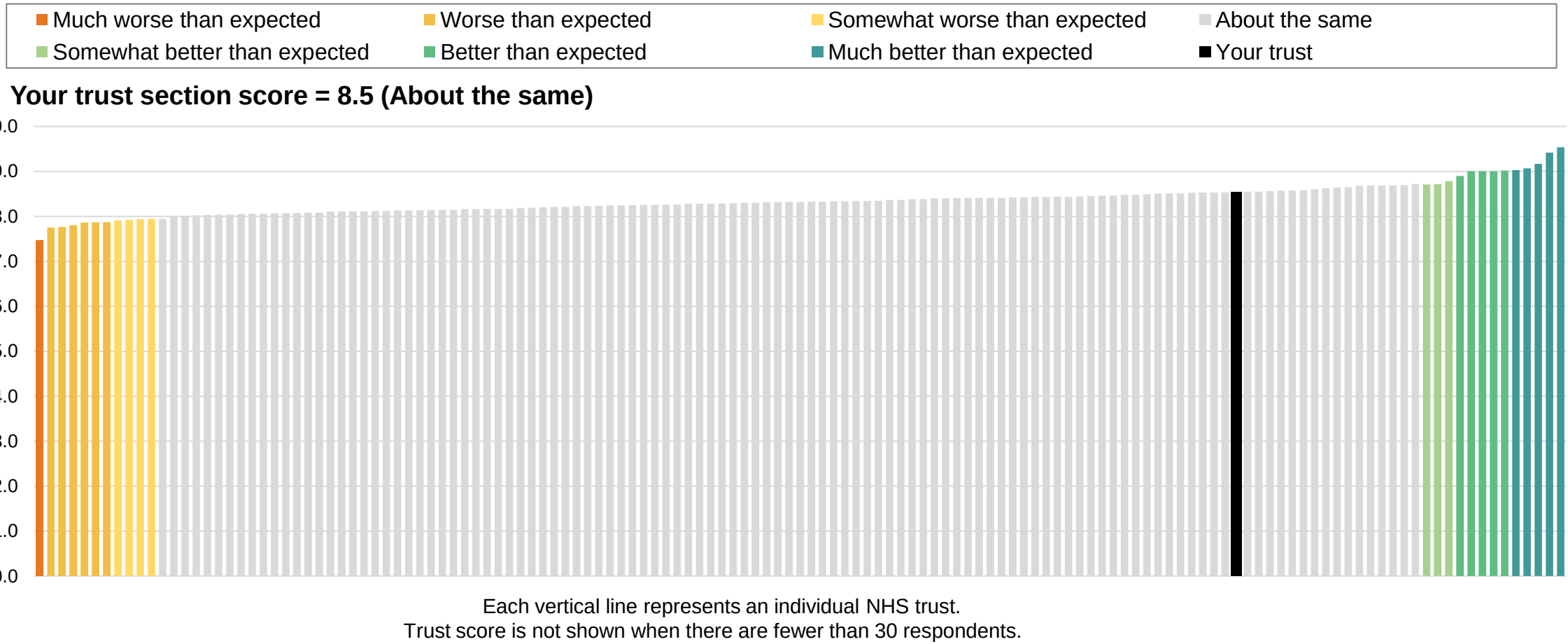


		All trusts in England		
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
557	9.4	9.2	8.6	9.9

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 higher score than a 'better than expected' trust.

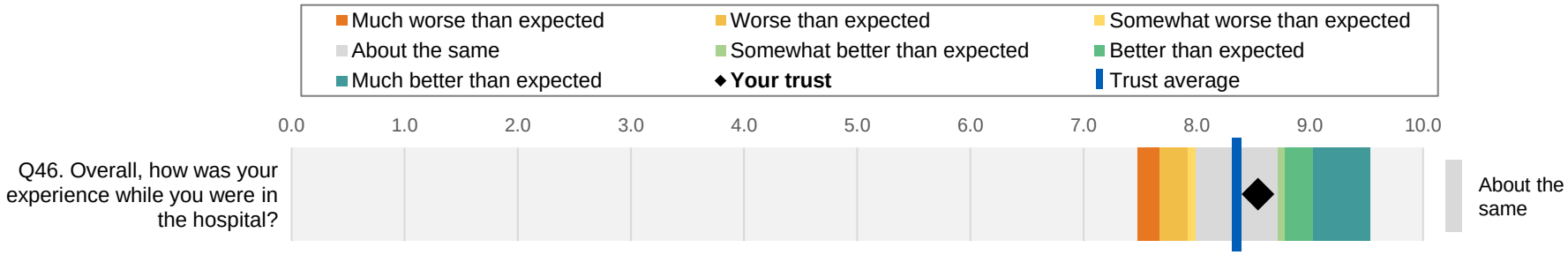


Each vertical line represents an individual NHS trust.
Trust score is not shown when there are fewer than 30 respondents.

Section 10. Overall experience (continued)

Question score

Trust score is not shown when there are fewer than 30 respondents.



		All trusts in England		
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score
553	8.5	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
  - a comparison with other trusts in your region
  - a breakdown of scores across sites within your trust

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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

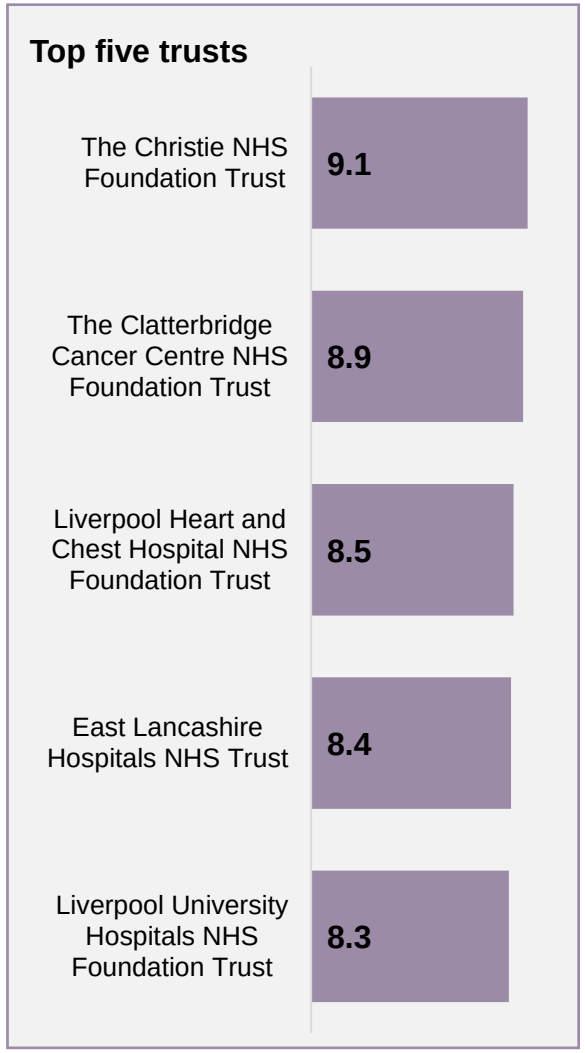
Breakdown of scores for sites within your trust:

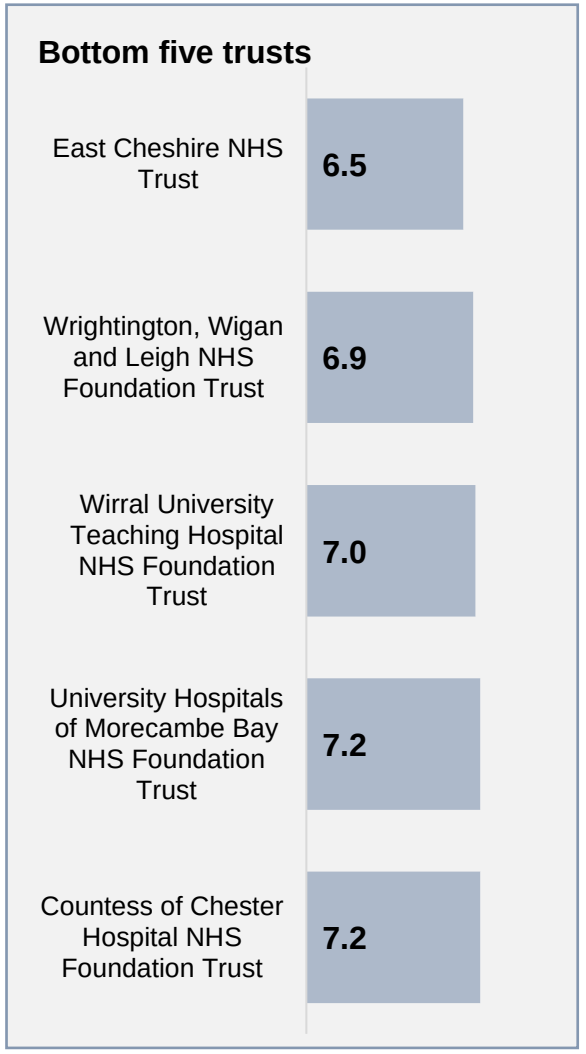
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (124)

Comparison with other trusts within your region





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.

Breakdown of scores for sites within your trust:

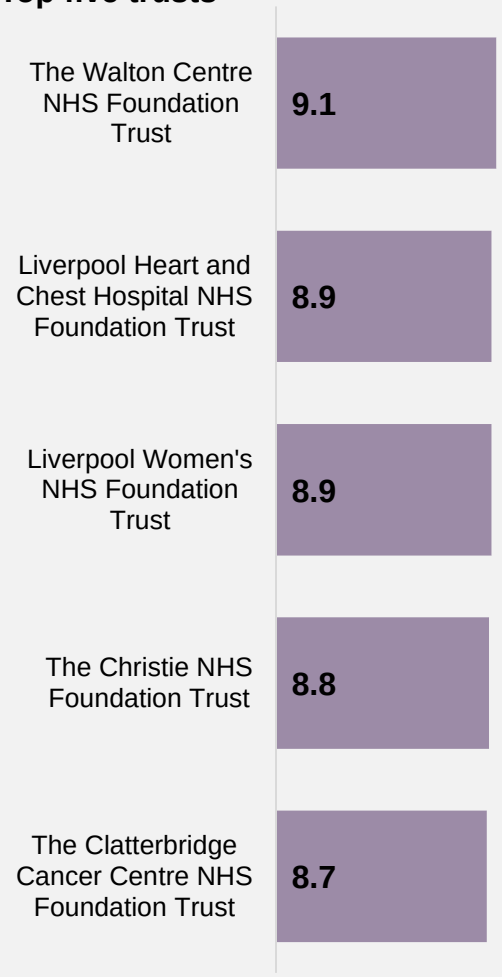
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

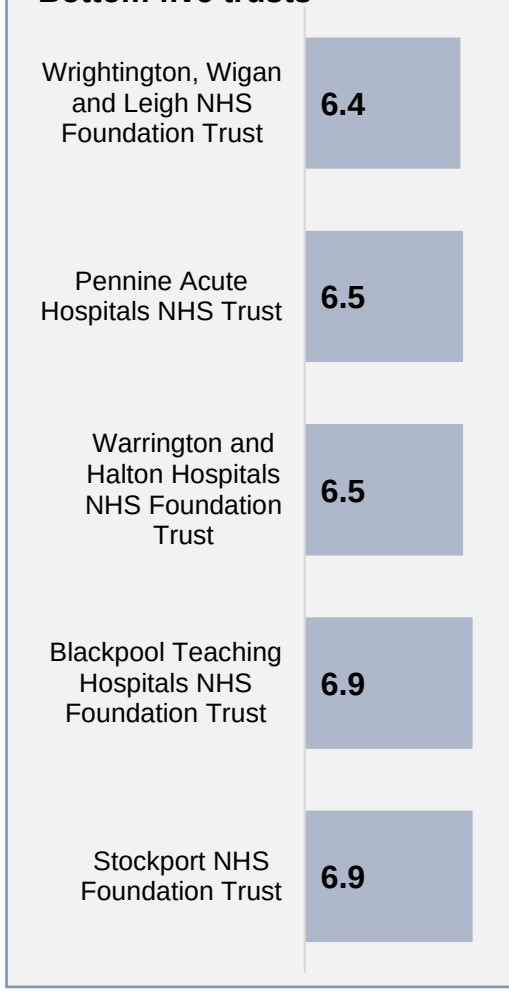
Macclesfield District General Hospital (537)

Comparison with other trusts within your region

Top five trusts

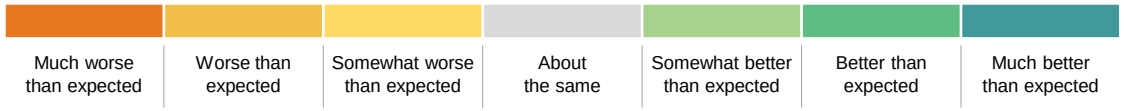


Bottom five trusts



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



Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

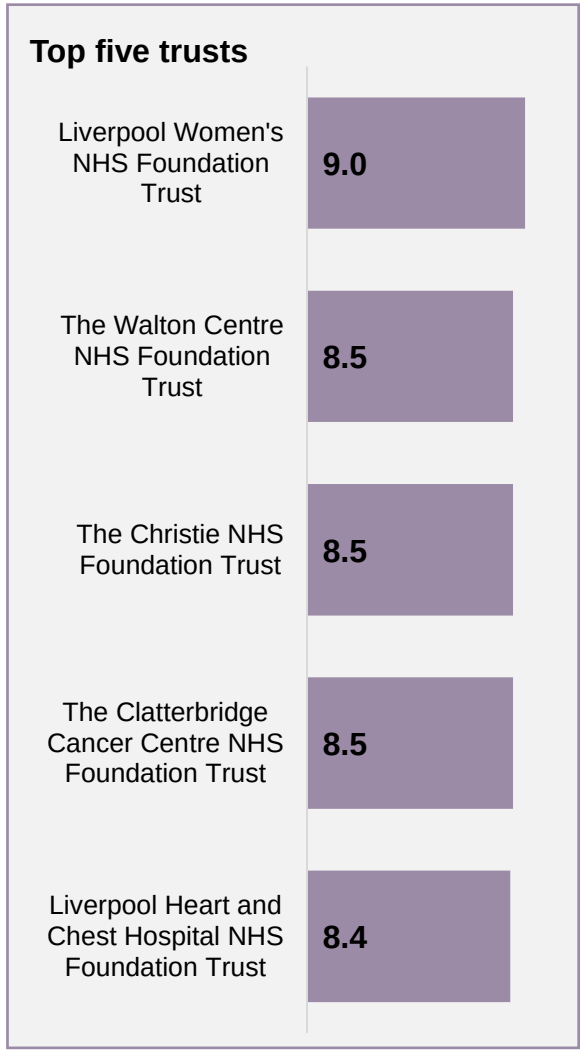
Breakdown of scores for sites within your trust:

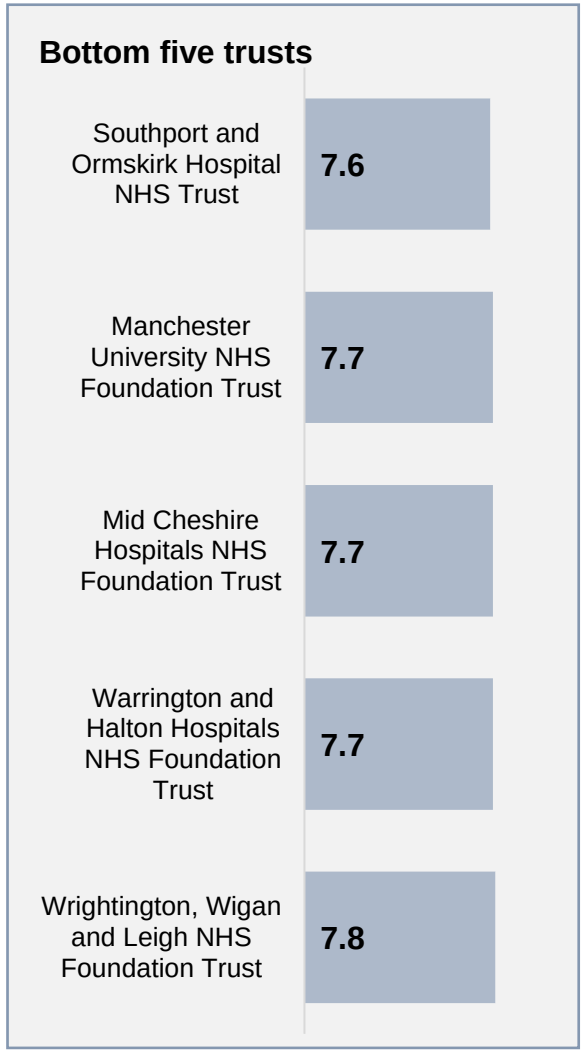
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (499)

Comparison with other trusts within your region





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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

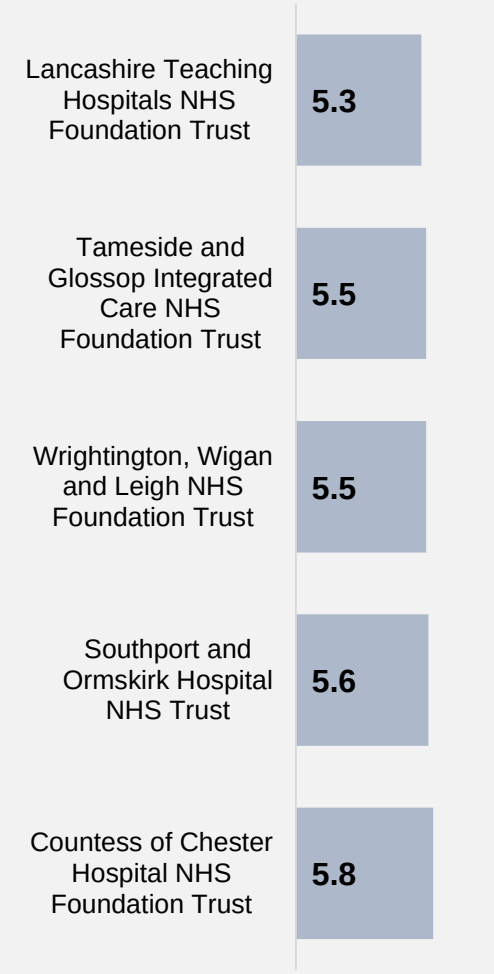
Site 1

Macclesfield District General Hospital (515)

Comparison with other trusts within your region

Top five trusts

Bottom five trusts



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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (515)

Comparison with other trusts within your region

Top five trusts

The Clatterbridge Cancer Centre NHS Foundation Trust	8.9
Liverpool Heart and Chest Hospital NHS Foundation Trust	8.9
The Christie NHS Foundation Trust	8.5
Tameside and Glossop Integrated Care NHS Foundation Trust	8.4
St Helens and Knowsley Teaching Hospitals NHS Trust	8.4

Bottom five trusts

Lancashire Teaching Hospitals NHS Foundation Trust	7.0
Blackpool Teaching Hospitals NHS Foundation Trust	7.4
Southport and Ormskirk Hospital NHS Trust	7.6
Wrightington, Wigan and Leigh NHS Foundation Trust	7.8
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 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.

Breakdown of scores for sites within your trust:

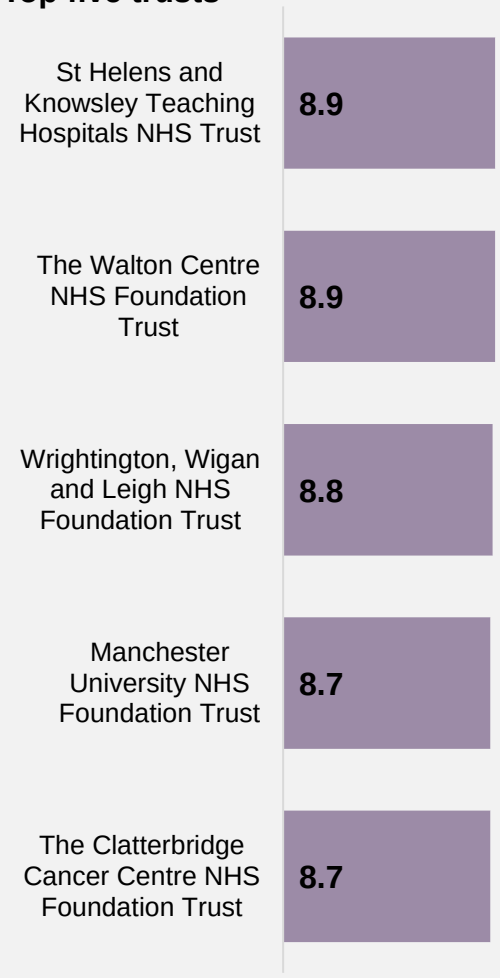
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

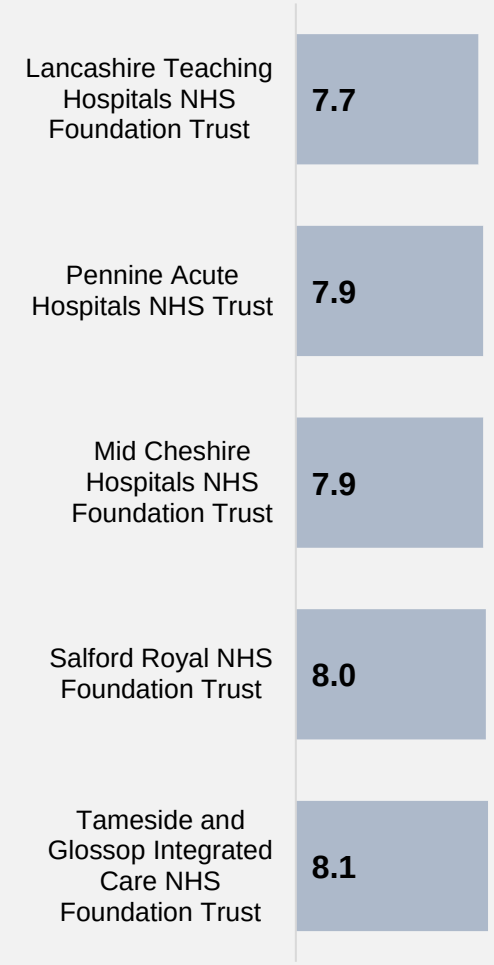
Macclesfield District General Hospital (515)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

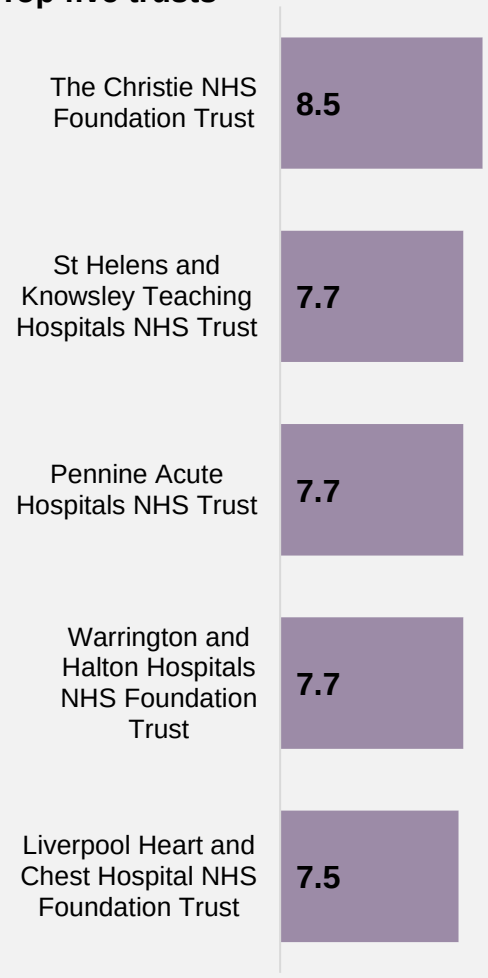
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

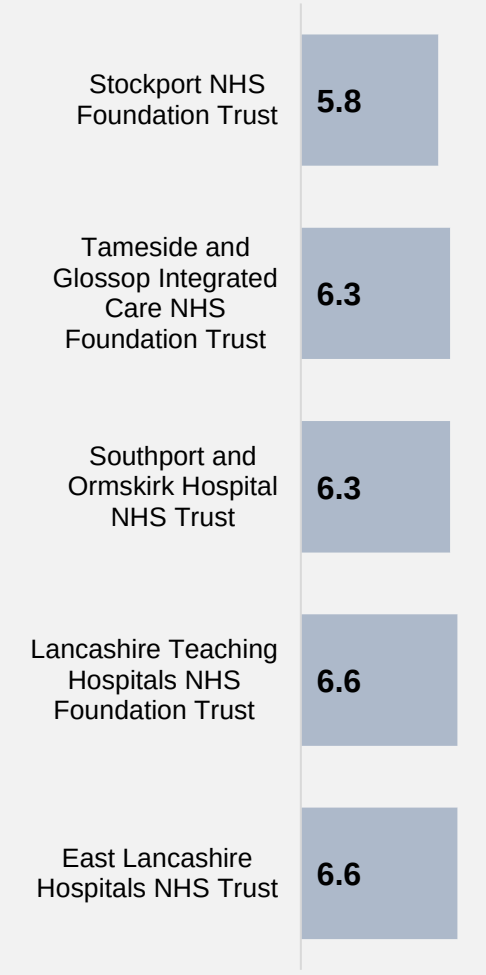
Macclesfield District General Hospital (81)

Comparison with other trusts within your region

Top five trusts

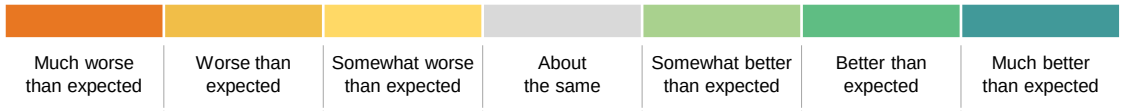


Bottom five trusts



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

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.

Breakdown of scores for sites within your trust:

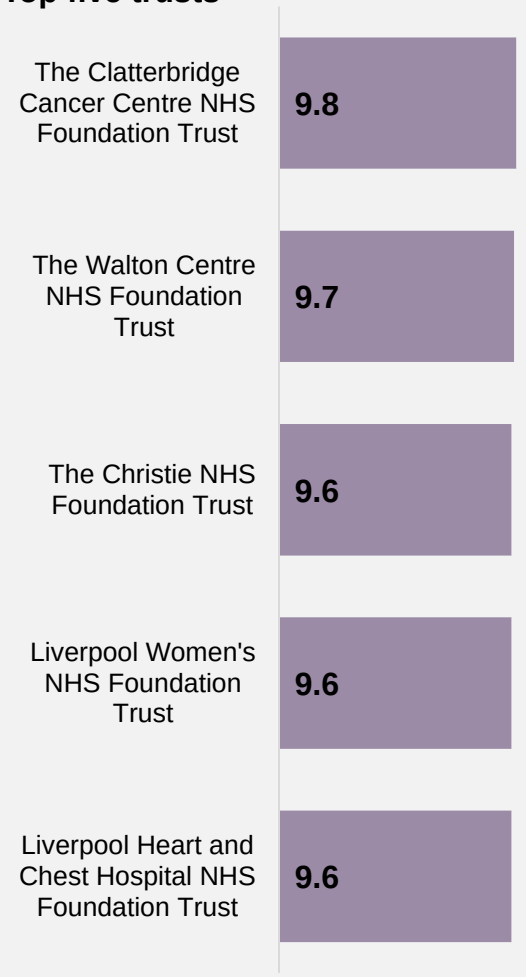
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

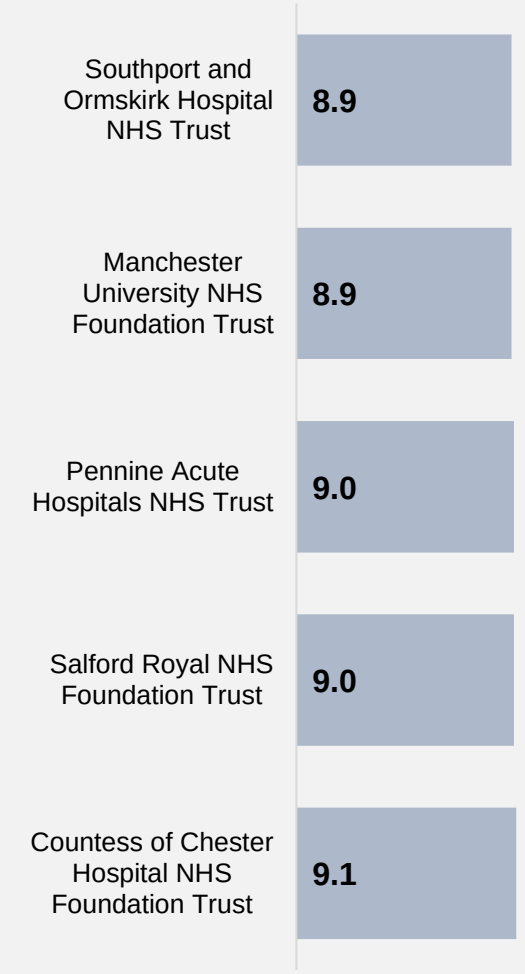
Macclesfield District General Hospital (548)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

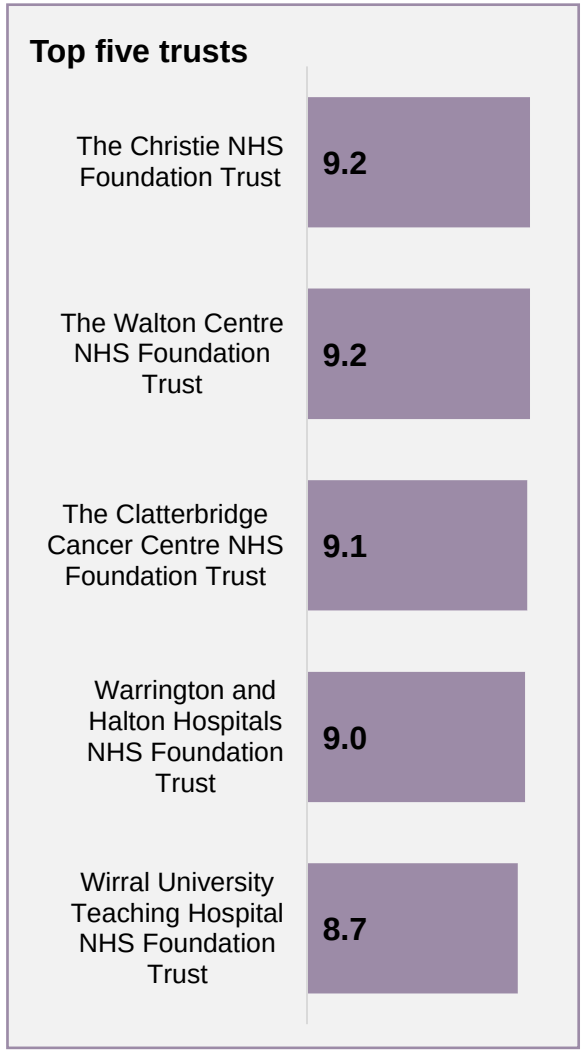
Breakdown of scores for sites within your trust:

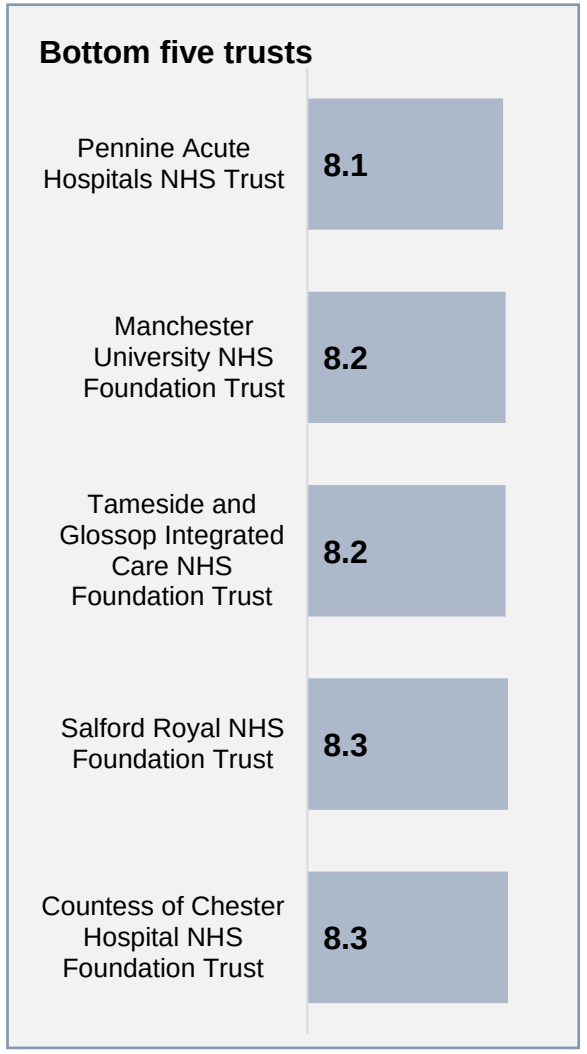
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (379)

Comparison with other trusts within your region





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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

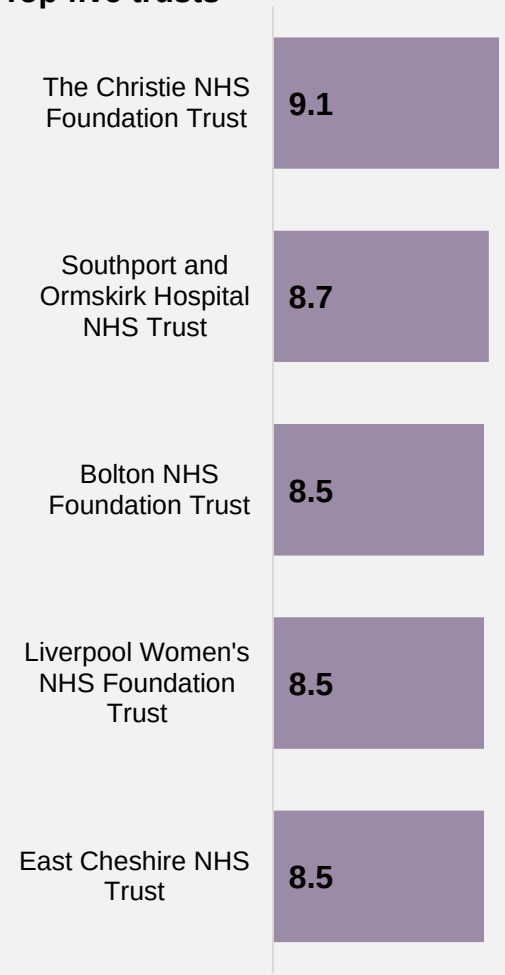
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

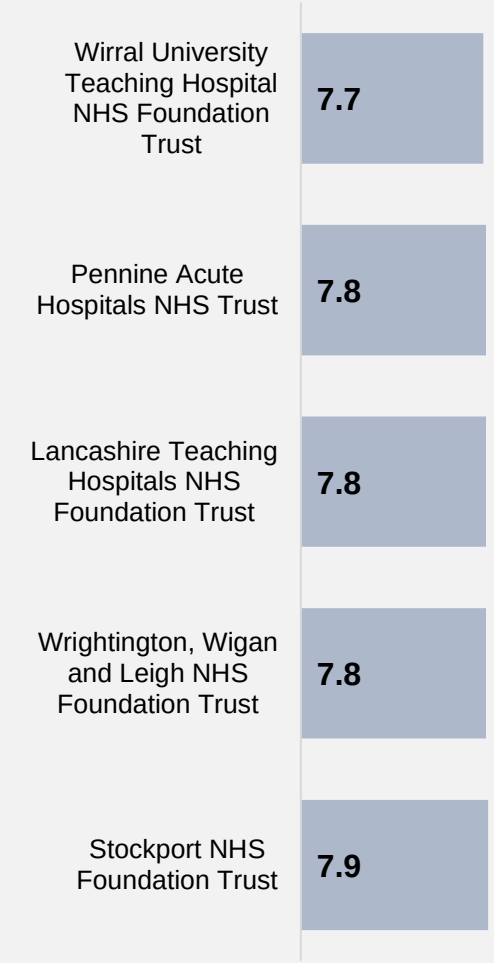
Macclesfield District General Hospital (357)

Comparison with other trusts within your region

Top five trusts

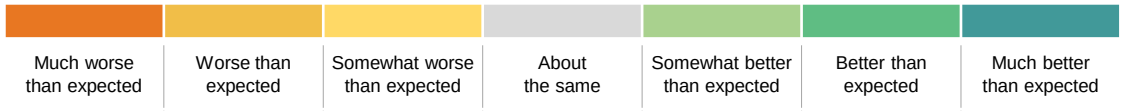


Bottom five trusts



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

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.

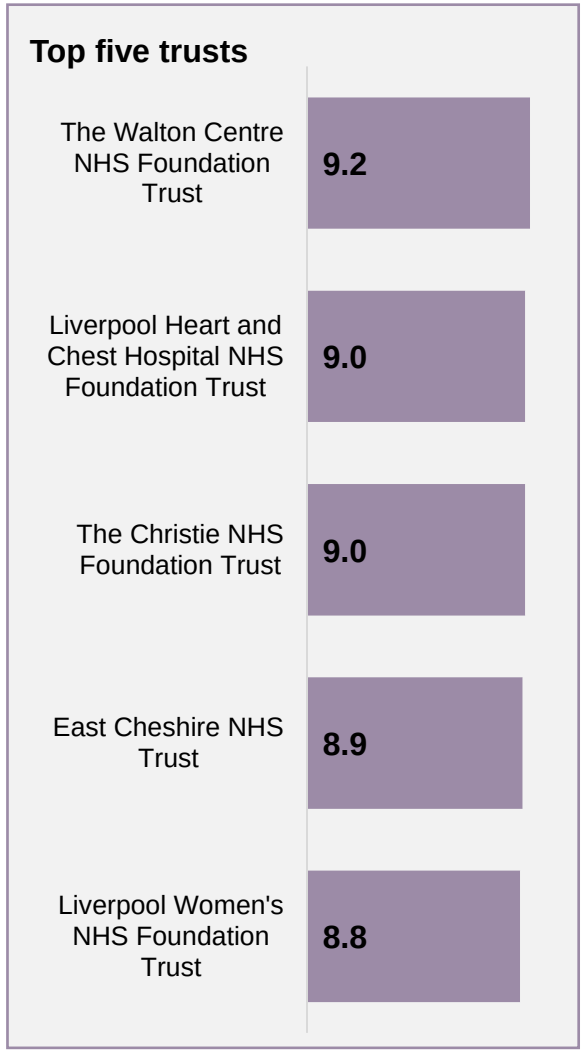
Breakdown of scores for sites within your trust:

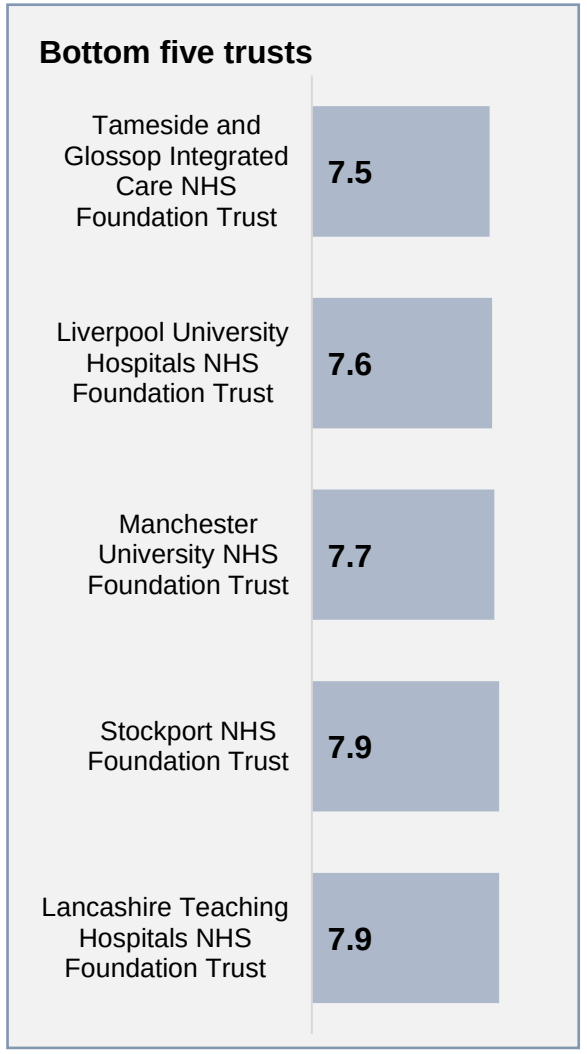
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (270)

Comparison with other trusts within your region





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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

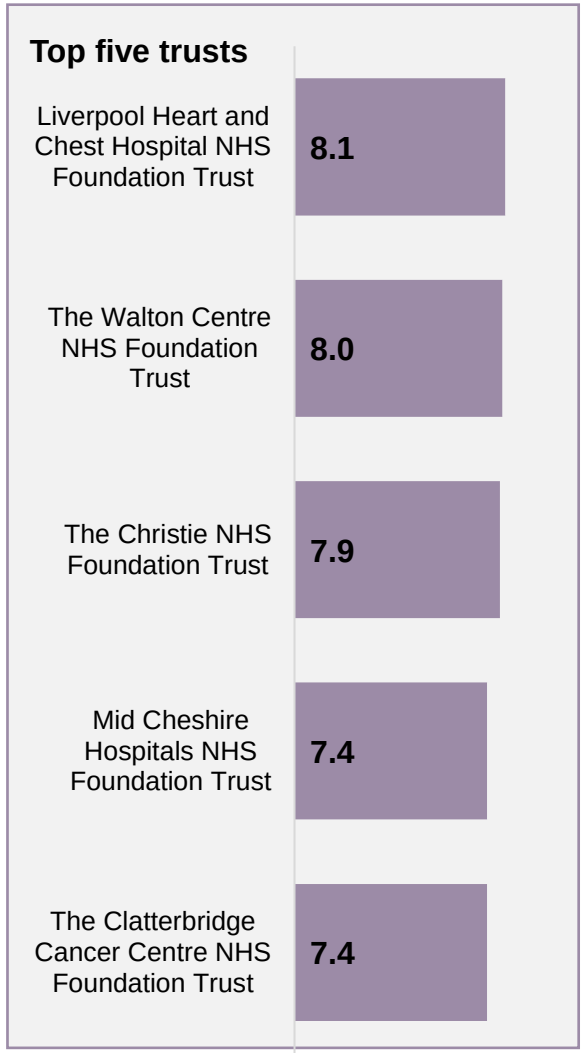
Breakdown of scores for sites within your trust:

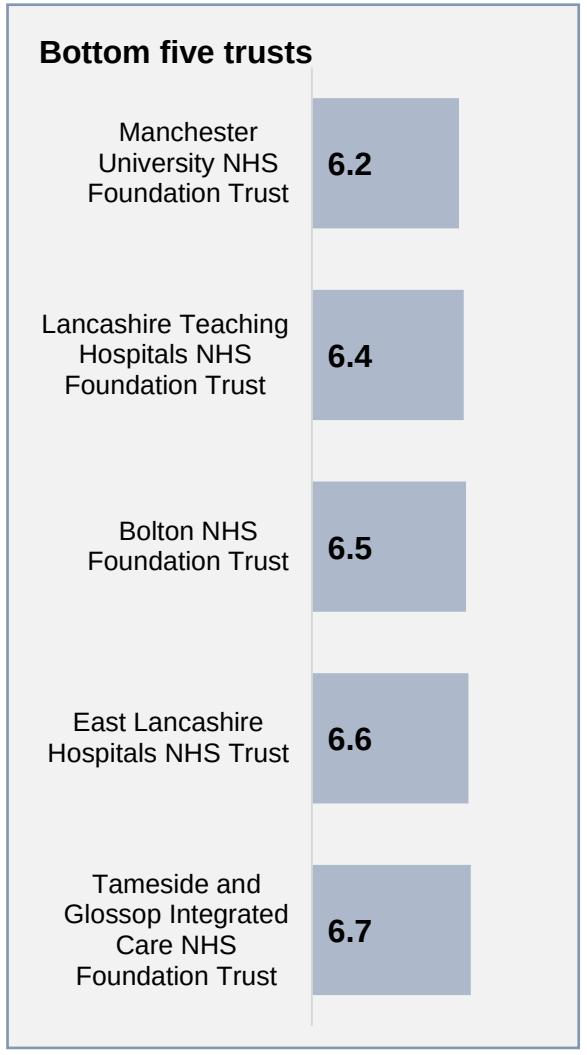
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (543)

Comparison with other trusts within your region





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

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.

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.

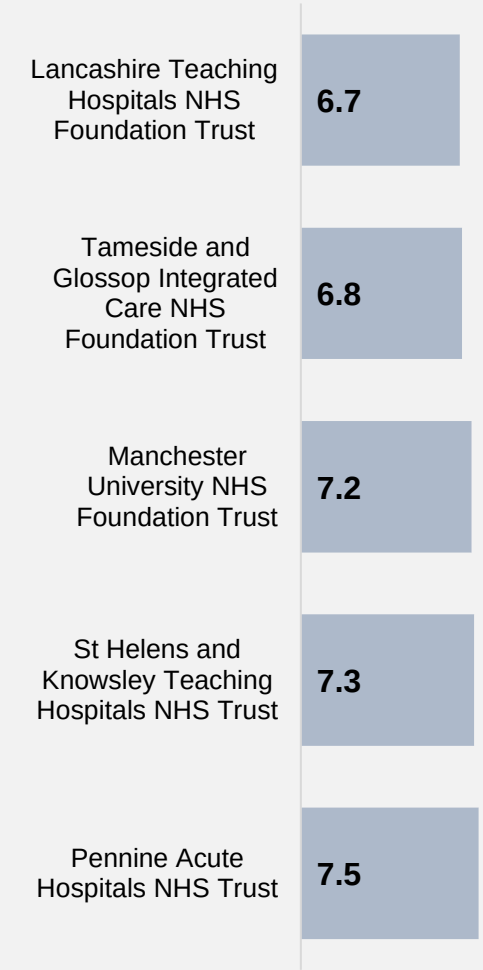
Site 1

Macclesfield District General Hospital (105)

Comparison with other trusts within your region

Top five trusts

Bottom five trusts



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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

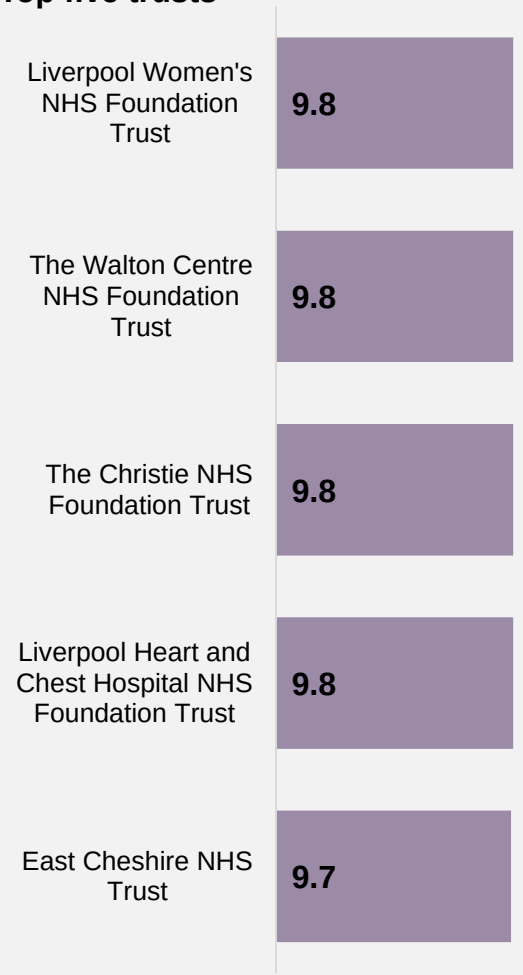
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

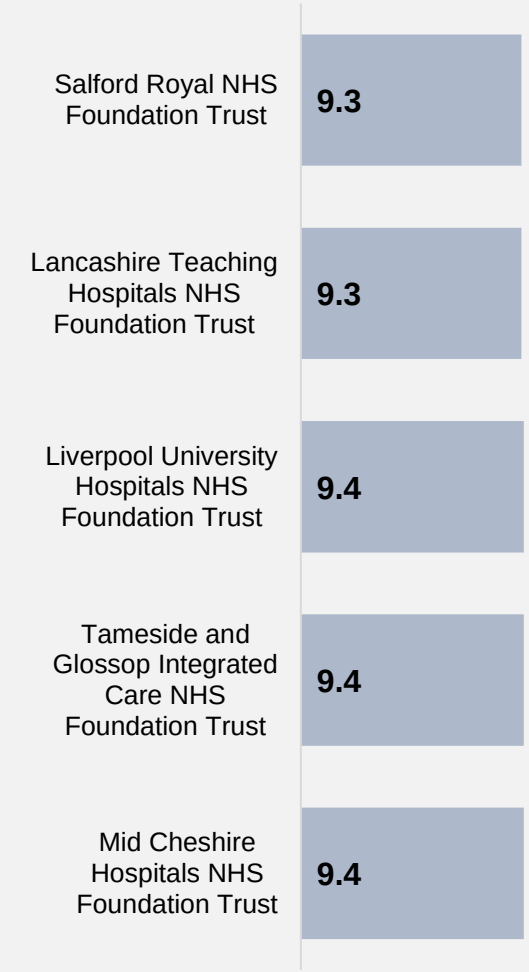
Macclesfield District General Hospital (523)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



Doctors: Q15. When you asked doctors 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 trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

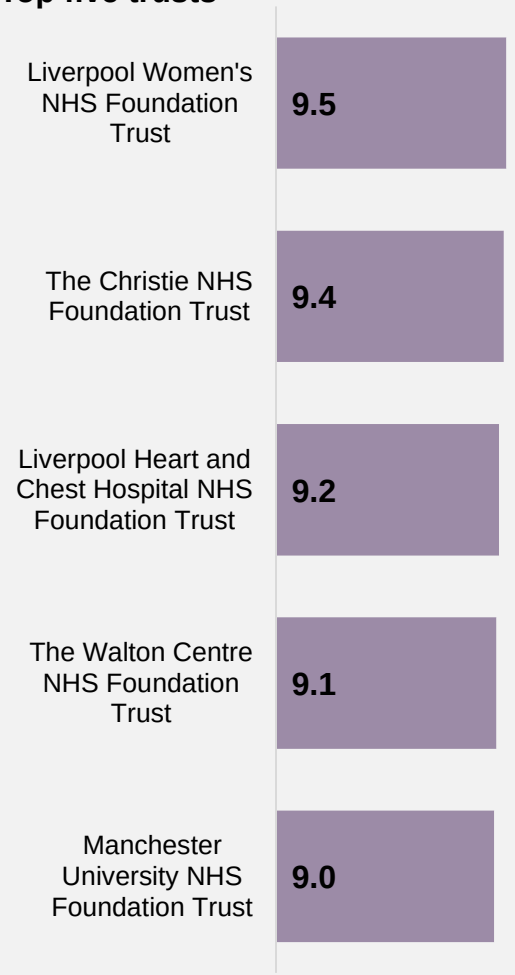
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

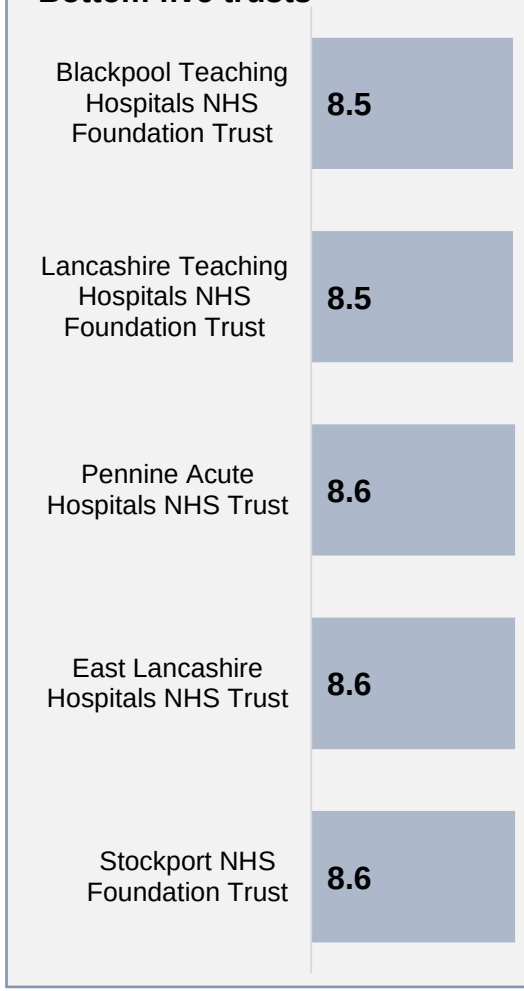
Macclesfield District General Hospital (503)

Comparison with other trusts within your region

Top five trusts

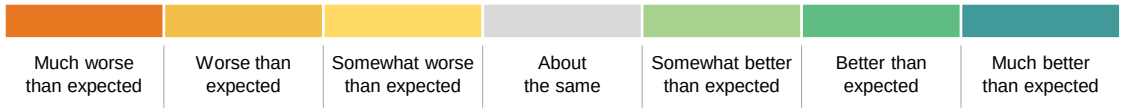


Bottom five trusts



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

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.

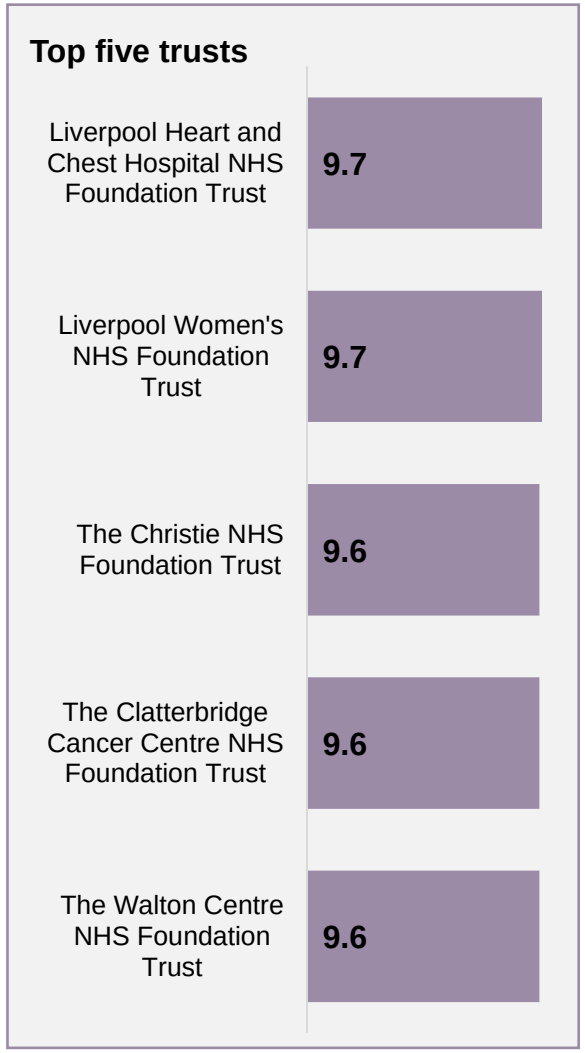
Breakdown of scores for sites within your trust:

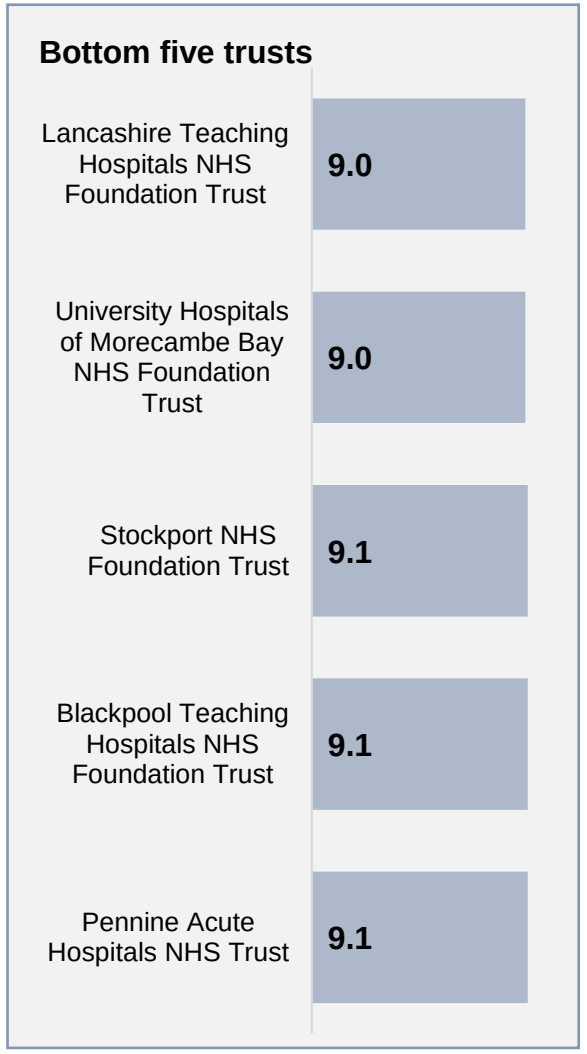
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (559)

Comparison with other trusts within your region





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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

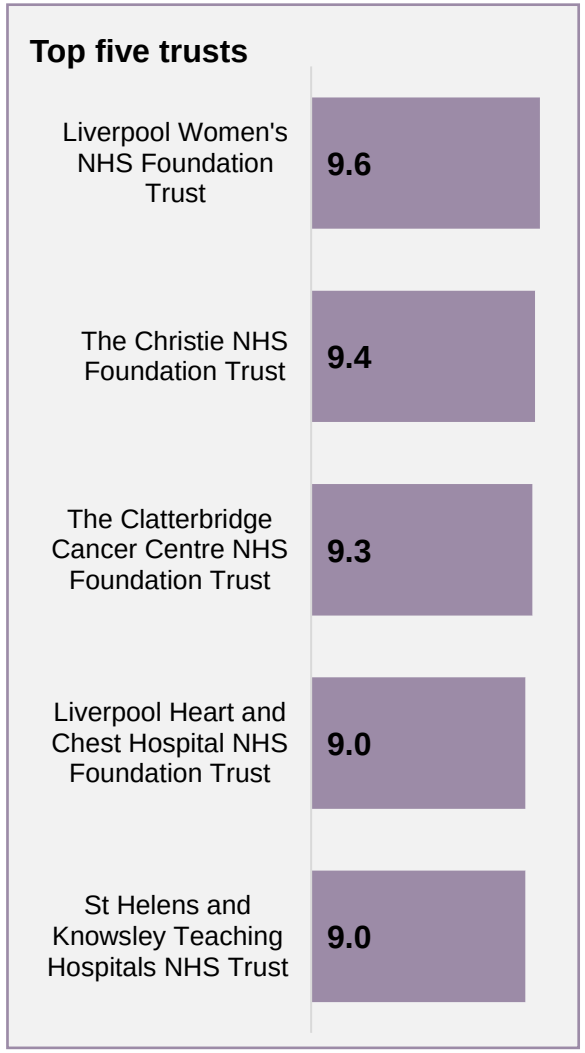
Breakdown of scores for sites within your trust:

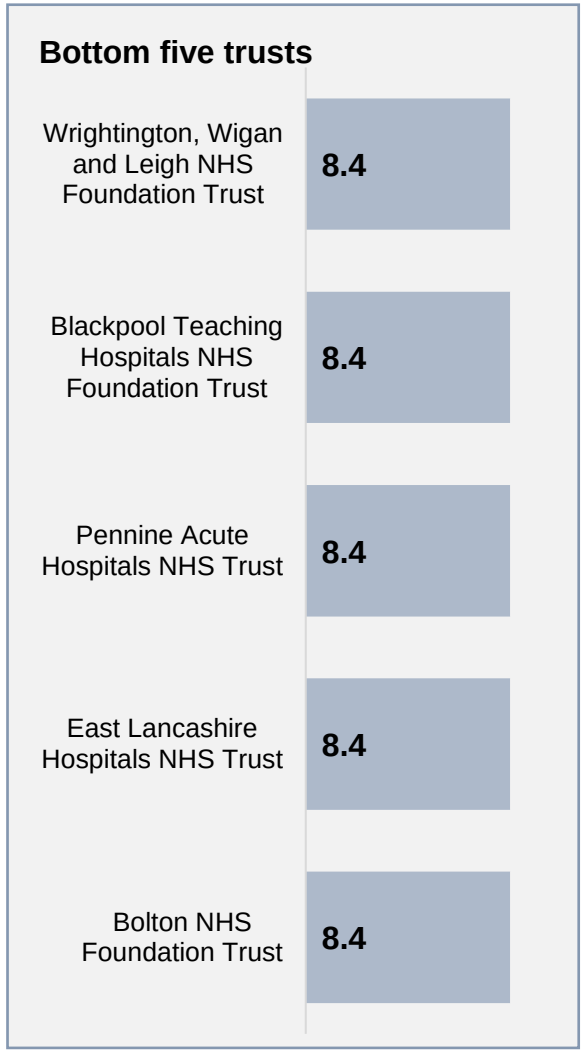
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (557)

Comparison with other trusts within your region





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 trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (521)

Comparison with other trusts within your region

Top five trusts

The Christie NHS Foundation Trust	9.4
The Clatterbridge Cancer Centre NHS Foundation Trust	9.4
East Cheshire NHS Trust	9.4
The Walton Centre NHS Foundation Trust	9.3
Liverpool Heart and Chest Hospital NHS Foundation Trust	9.2

Bottom five trusts

Lancashire Teaching Hospitals NHS Foundation Trust	8.6
Pennine Acute Hospitals NHS Trust	8.6
Blackpool Teaching Hospitals NHS Foundation Trust	8.7
Tameside and Glossop Integrated Care NHS Foundation Trust	8.8
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 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.

Breakdown of scores for sites within your trust:

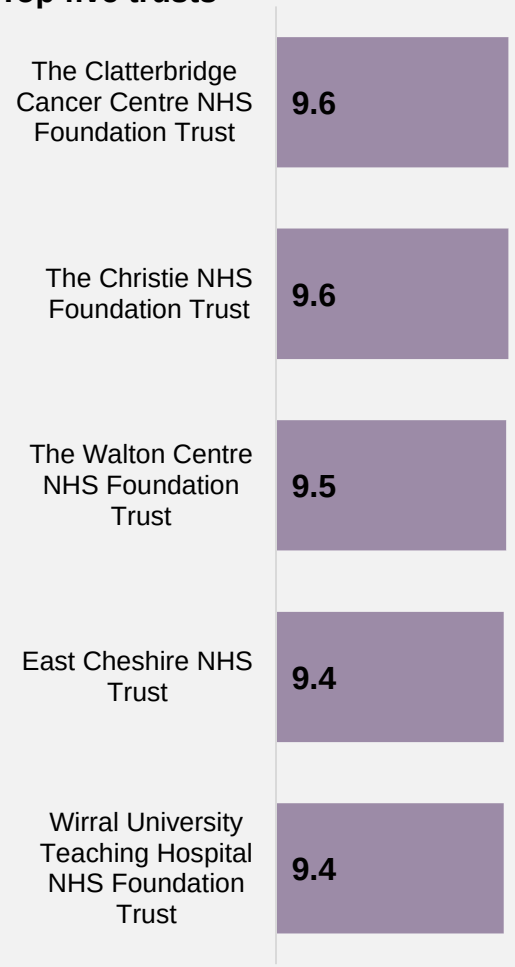
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

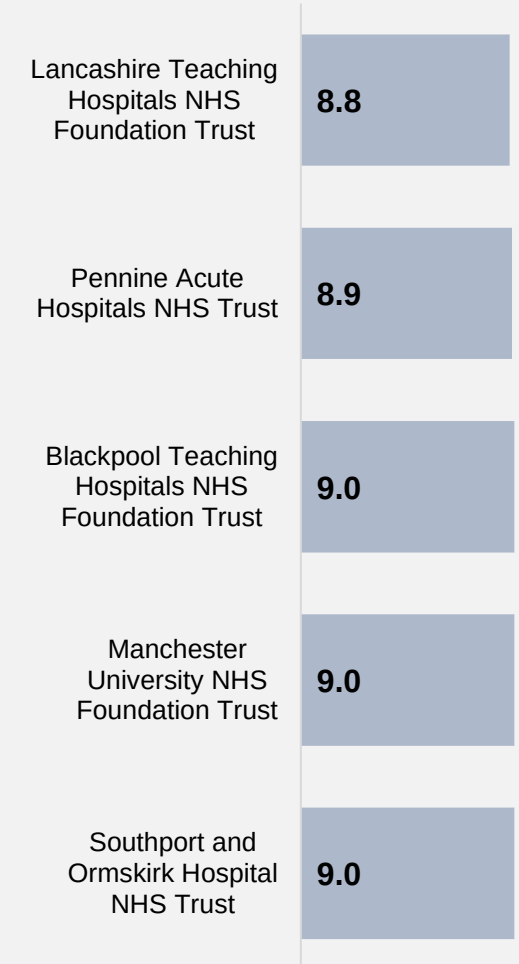
Macclesfield District General Hospital (560)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



Nurses: Q20. When nurses 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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

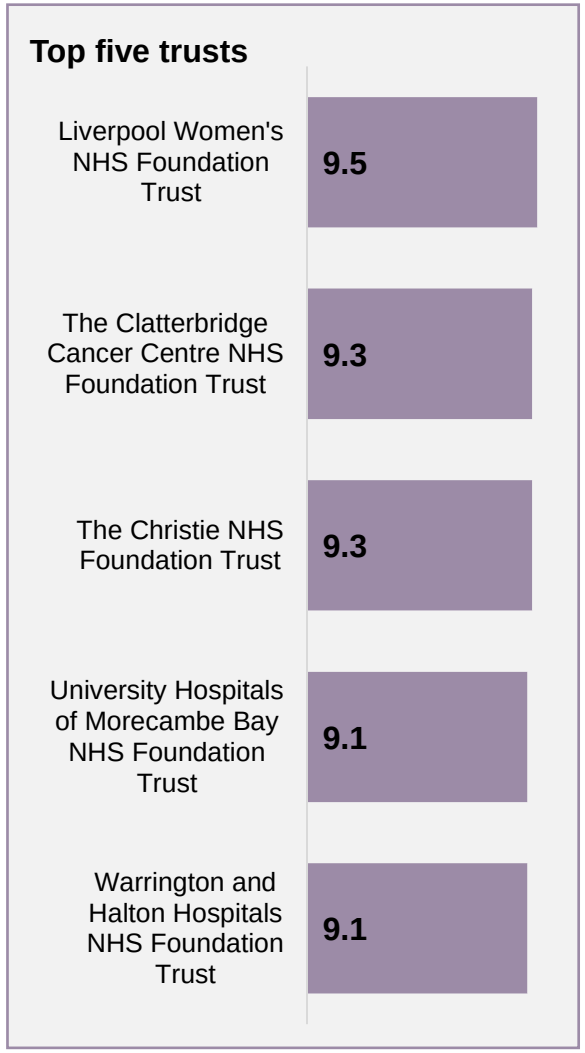
Breakdown of scores for sites within your trust:

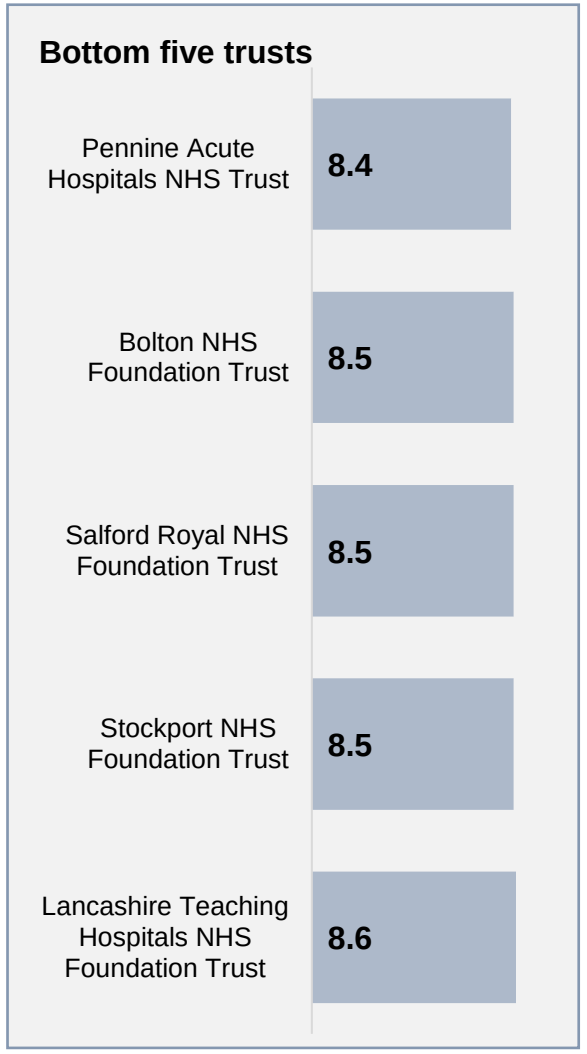
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (558)

Comparison with other trusts within your region





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

Breakdown of scores for sites within your trust:

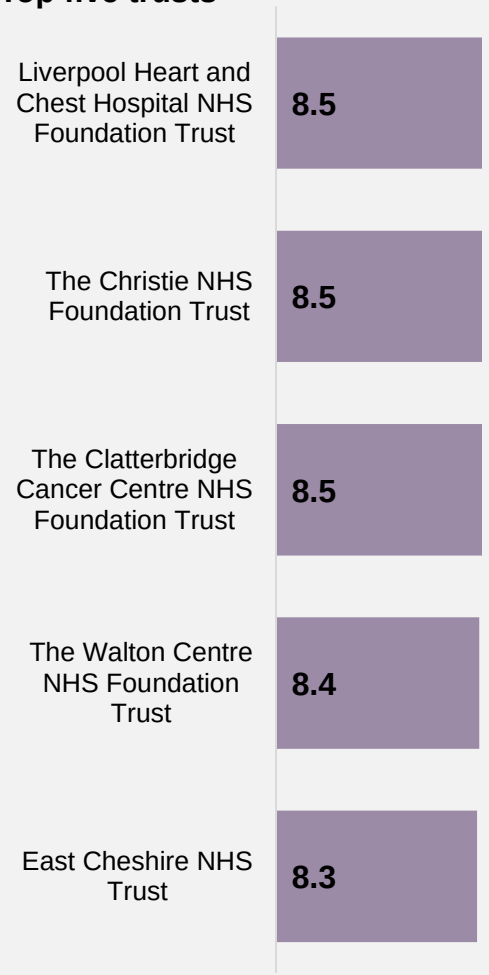
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

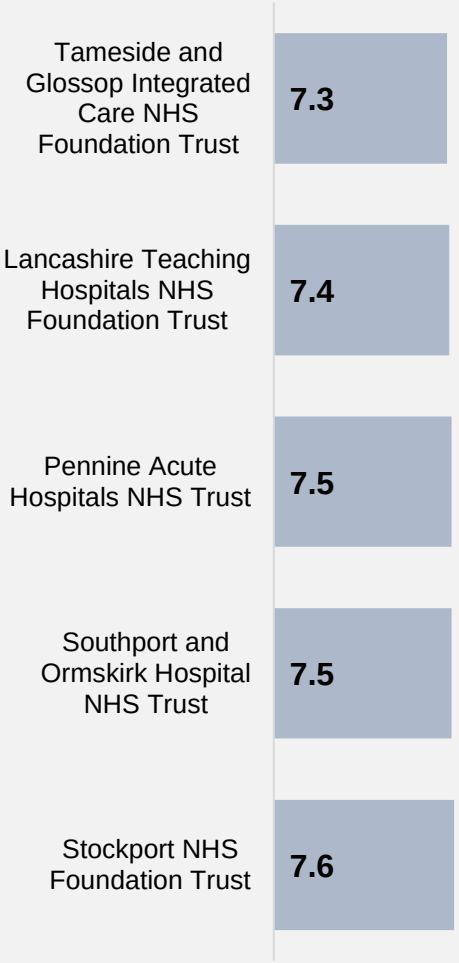
Macclesfield District General Hospital (560)

Comparison with other trusts within your region

Top five trusts

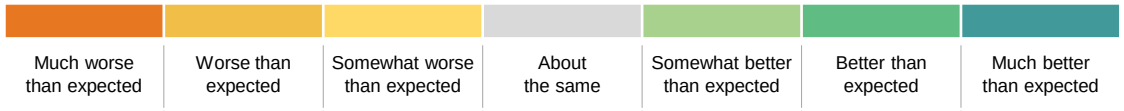


Bottom five trusts



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



Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

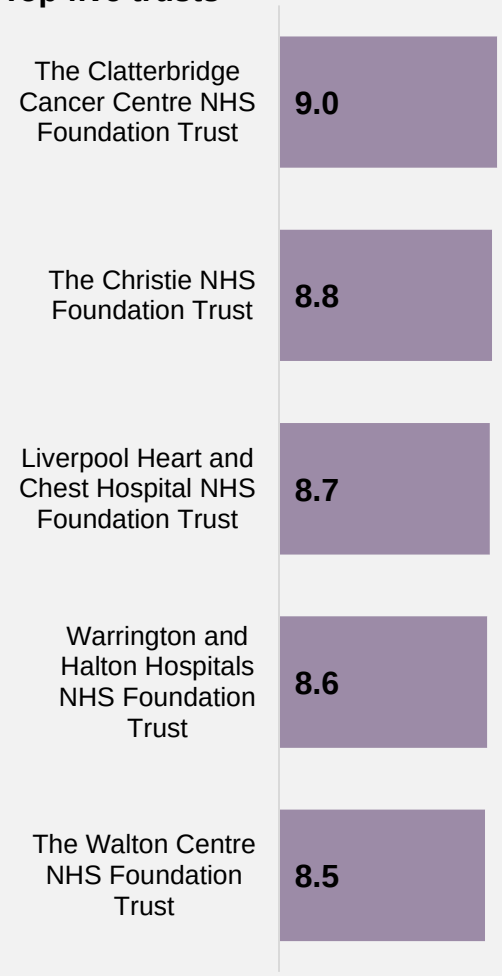
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

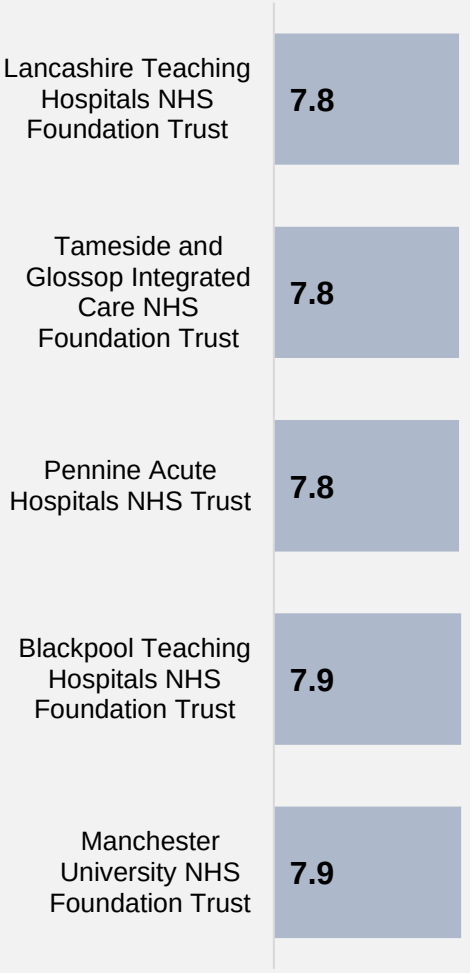
Macclesfield District General Hospital (506)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

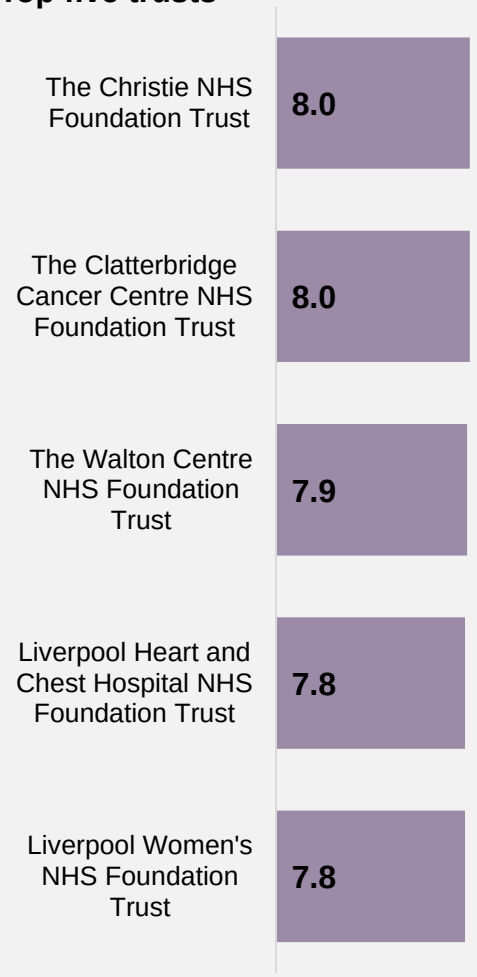
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

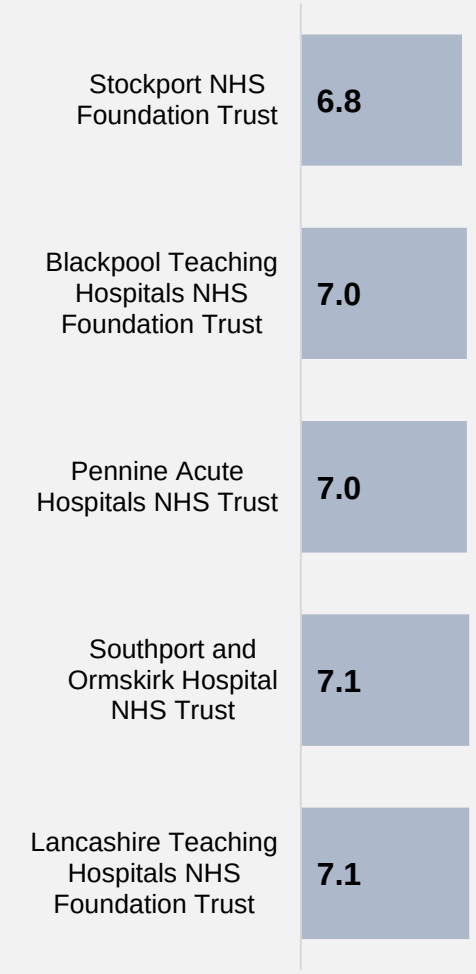
Macclesfield District General Hospital (531)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

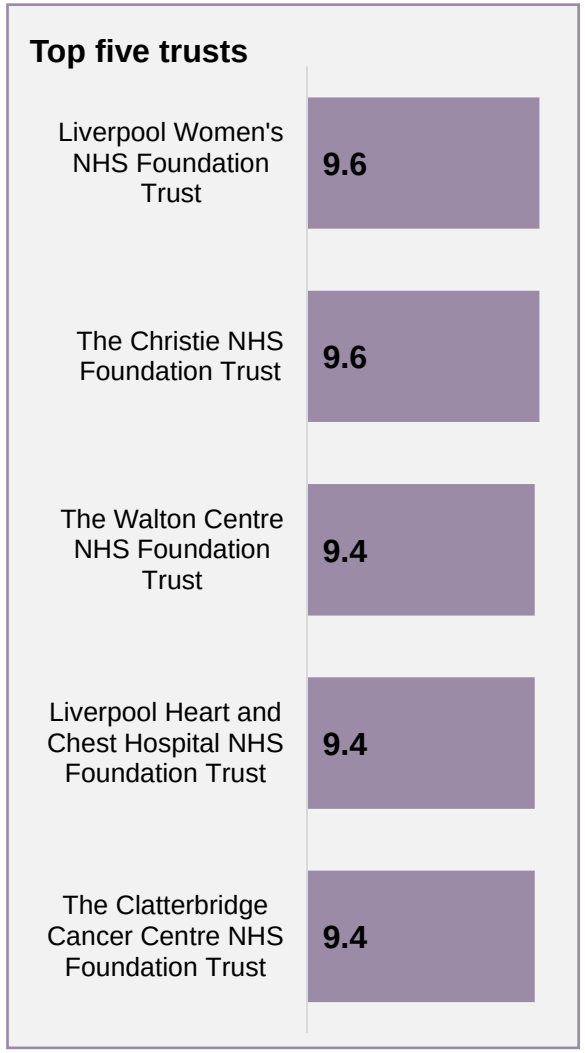
Breakdown of scores for sites within your trust:

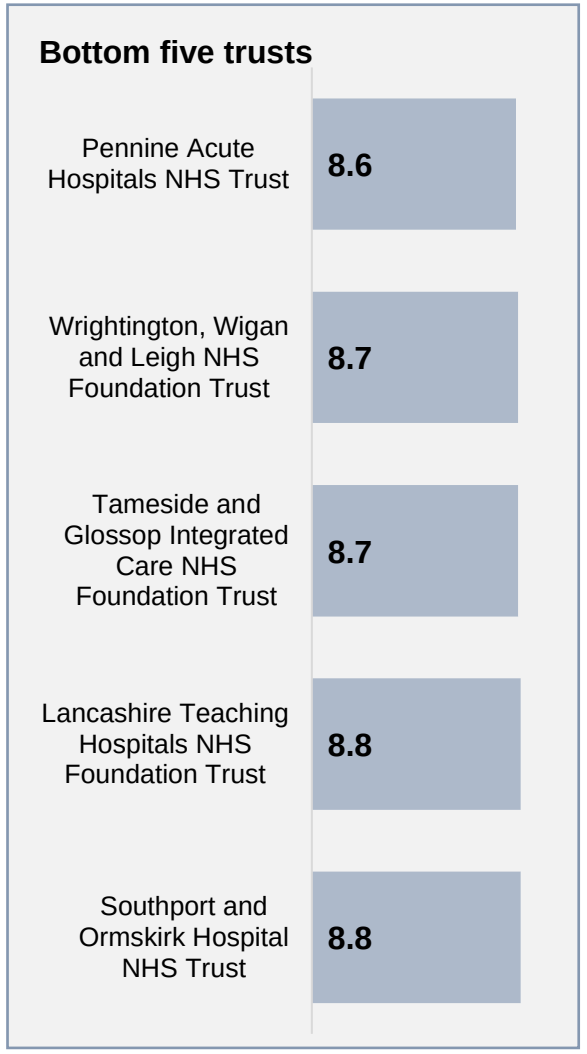
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (536)

Comparison with other trusts within your region





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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

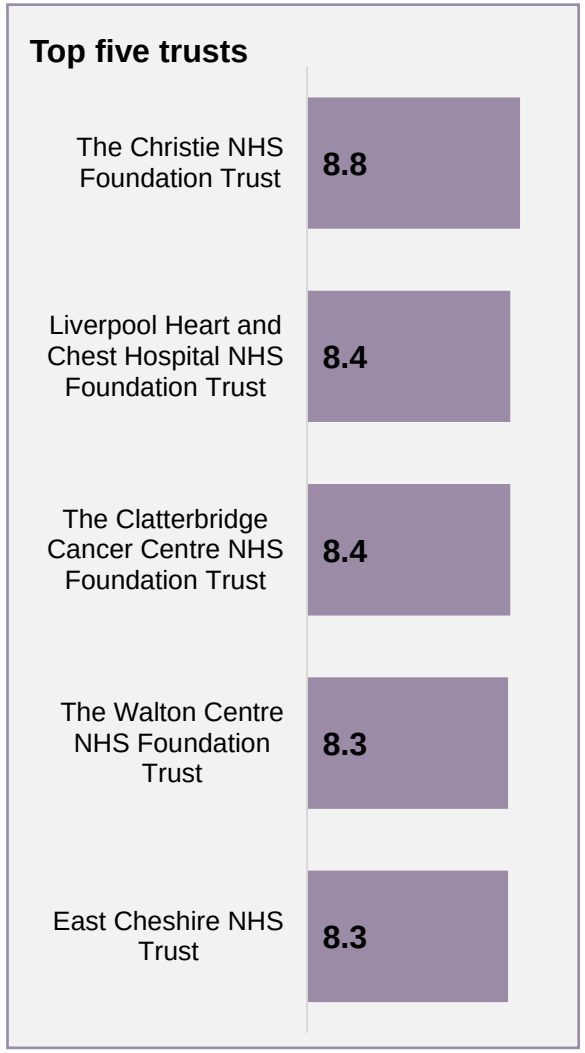
Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (443)

Comparison with other trusts within your region



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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

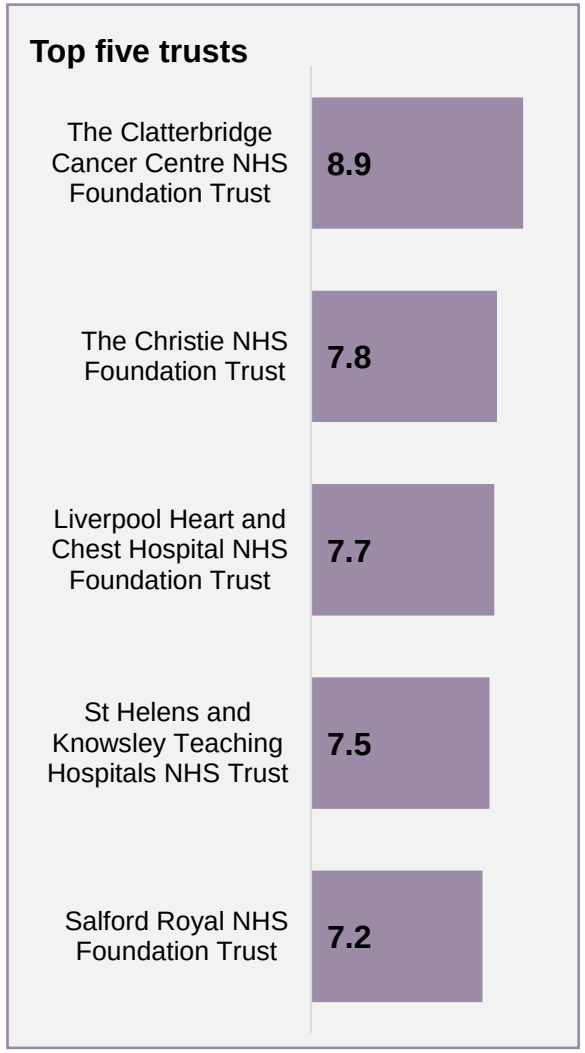
Breakdown of scores for sites within your trust:

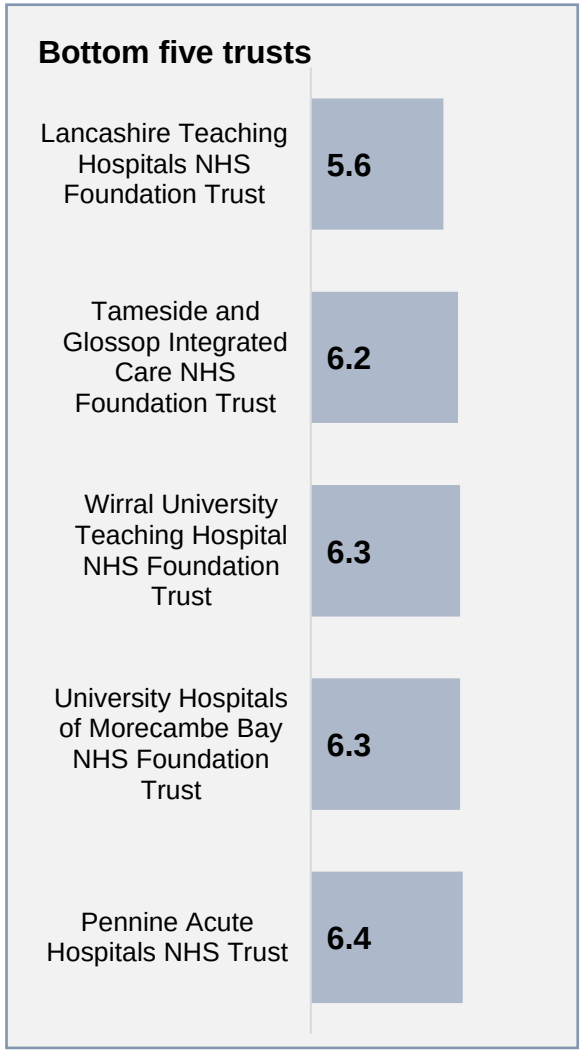
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (522)

Comparison with other trusts within your region





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

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.

Breakdown of scores for sites within your trust:

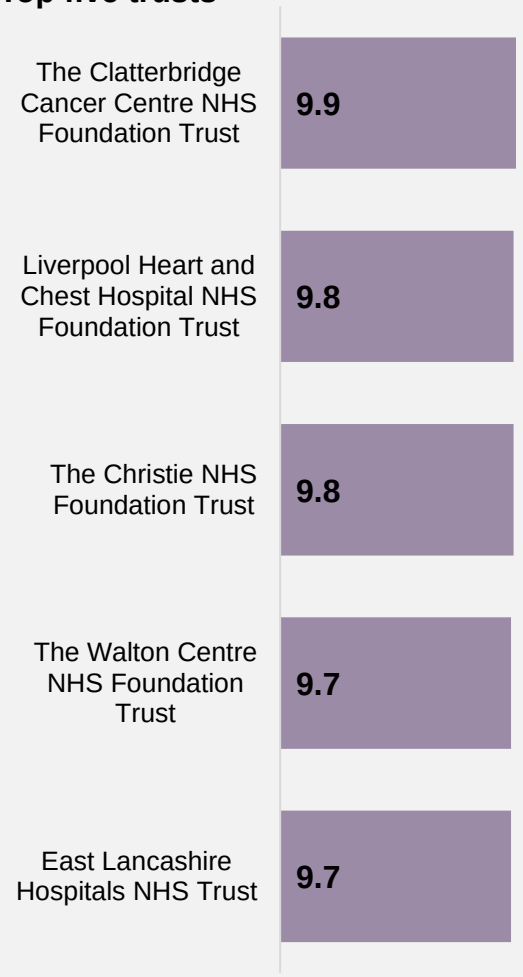
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

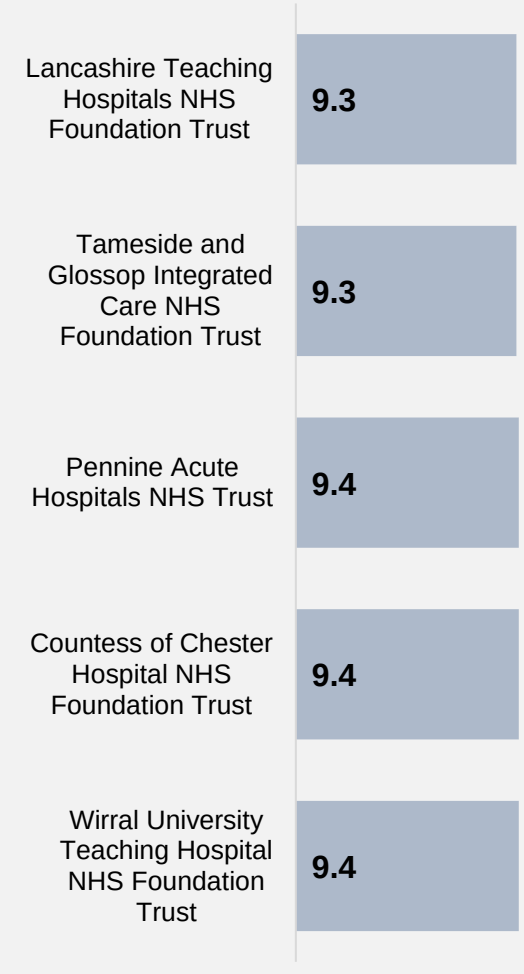
Macclesfield District General Hospital (550)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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 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.

Breakdown of scores for sites within your trust:

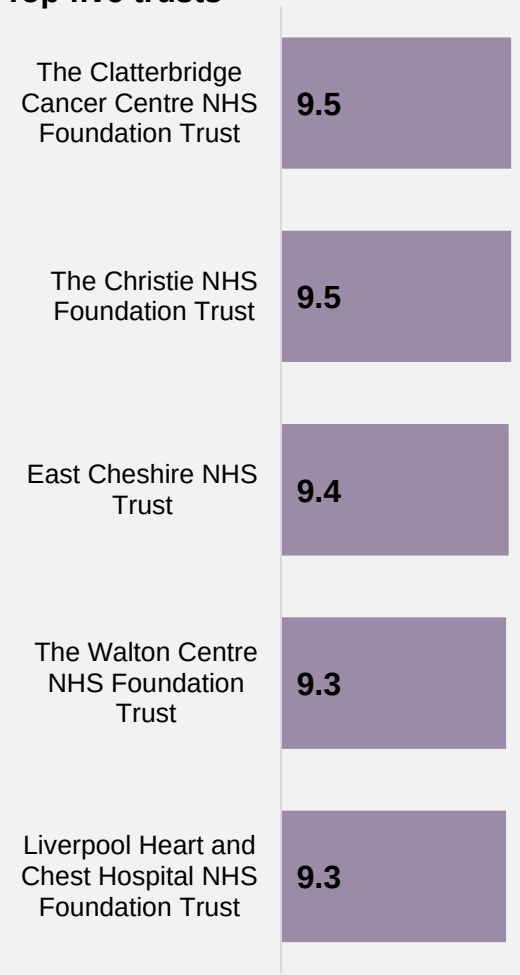
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

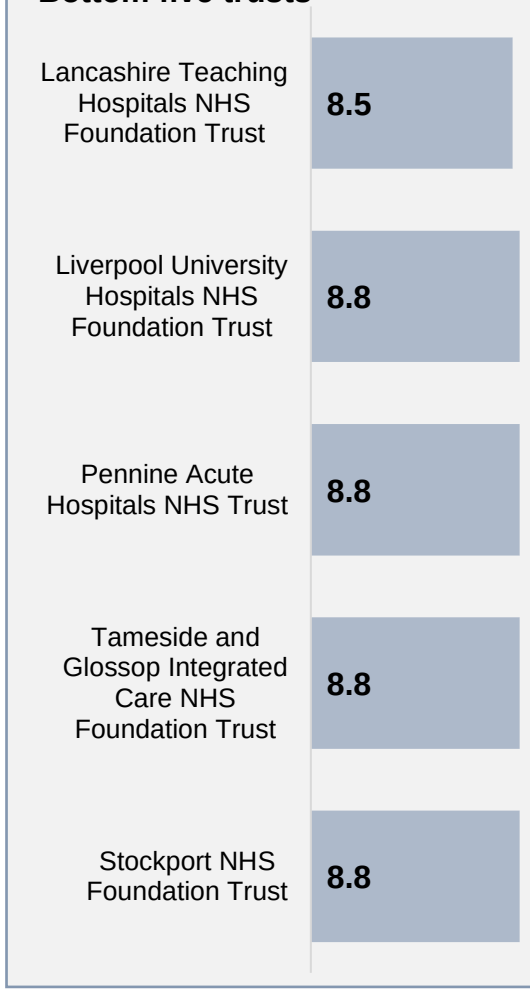
Macclesfield District General Hospital (439)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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 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.

Breakdown of scores for sites within your trust:

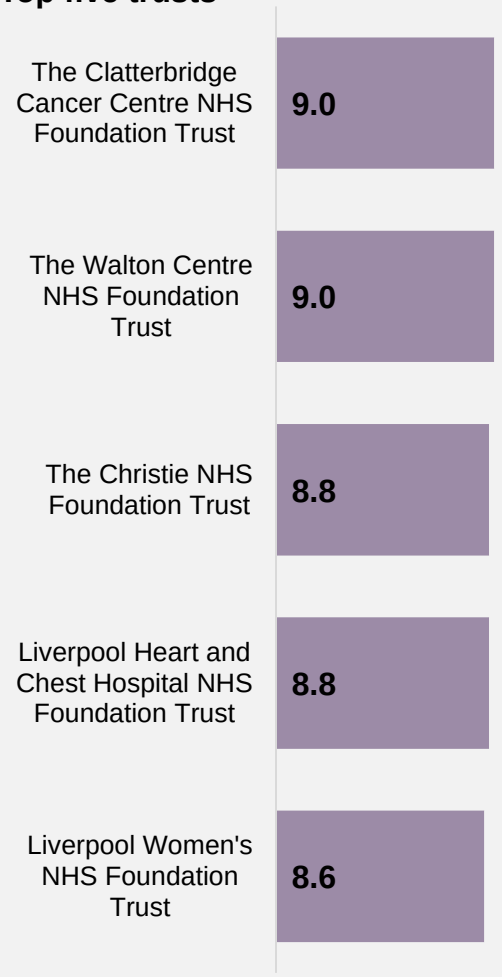
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

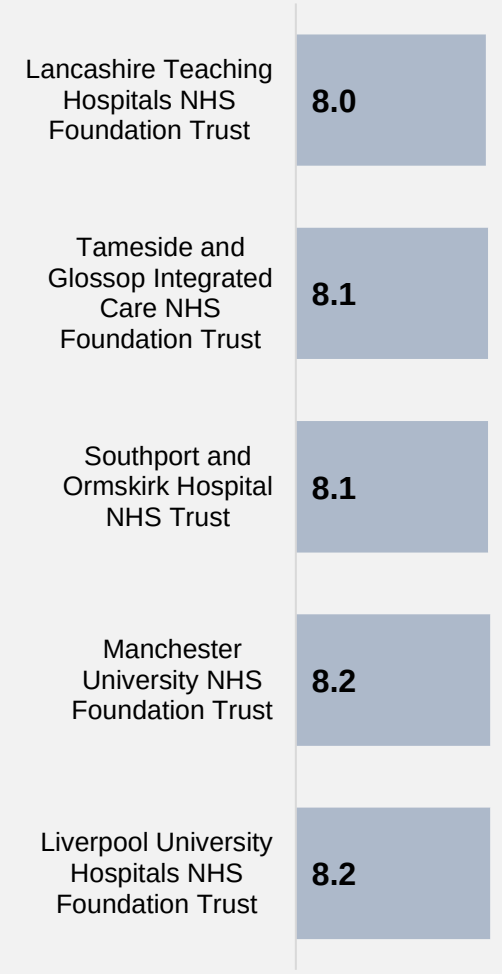
Macclesfield District General Hospital (492)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

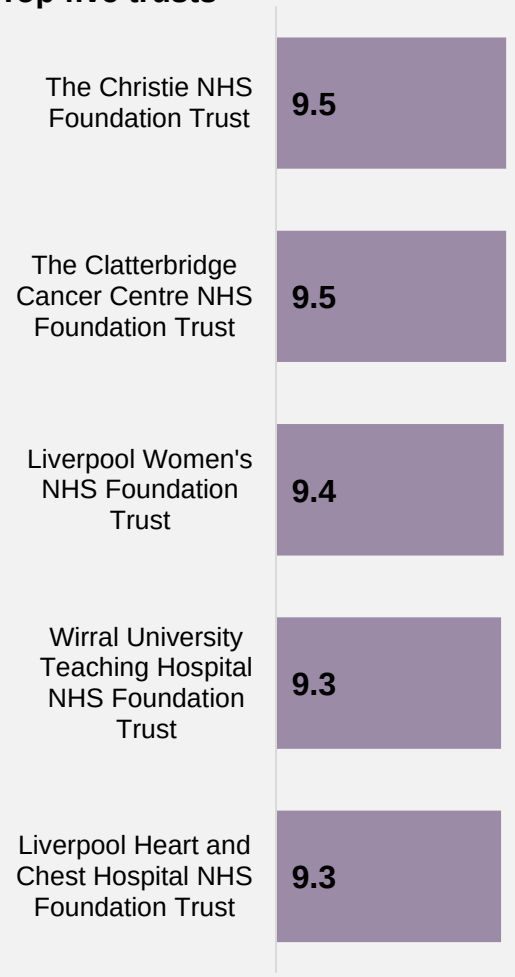
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

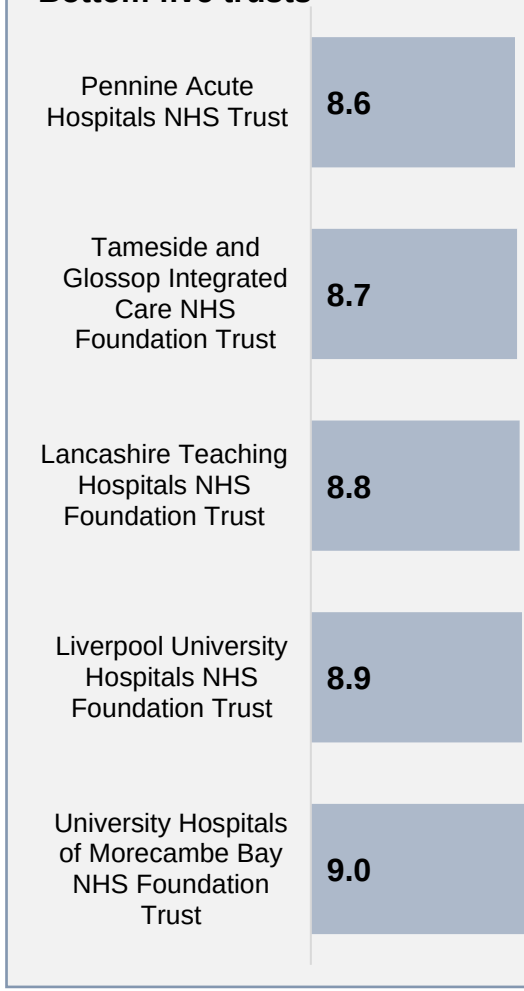
Macclesfield District General Hospital (236)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

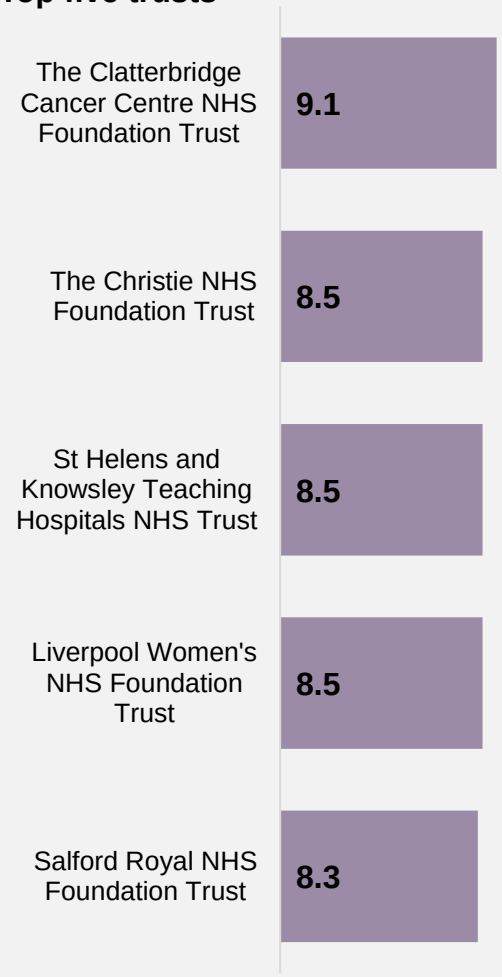
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

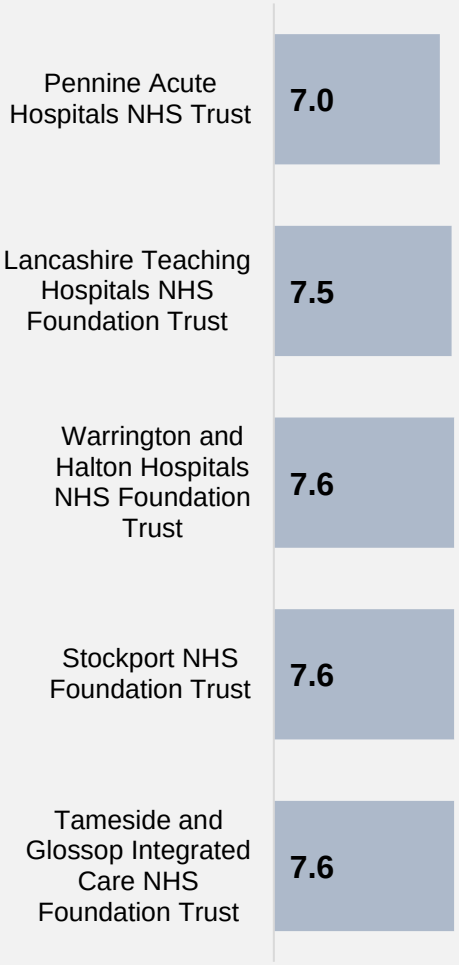
Macclesfield District General Hospital (259)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

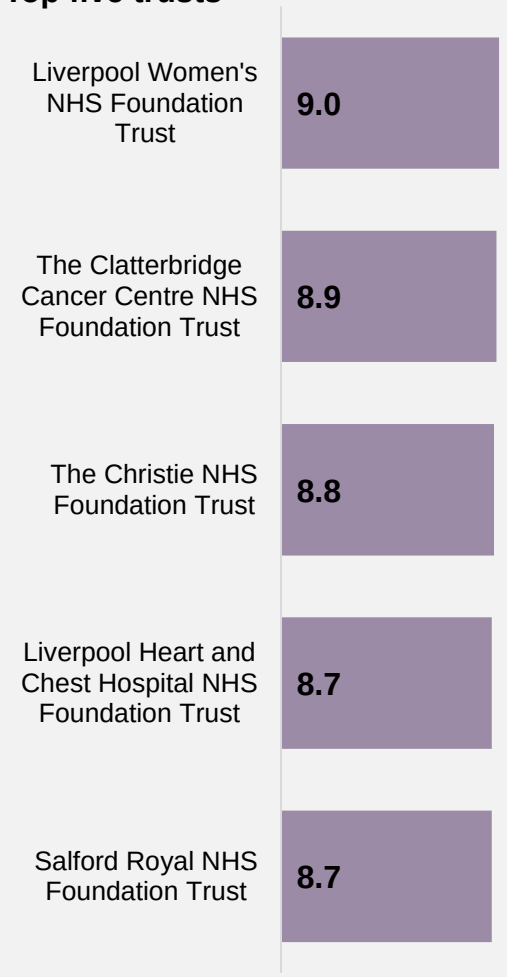
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

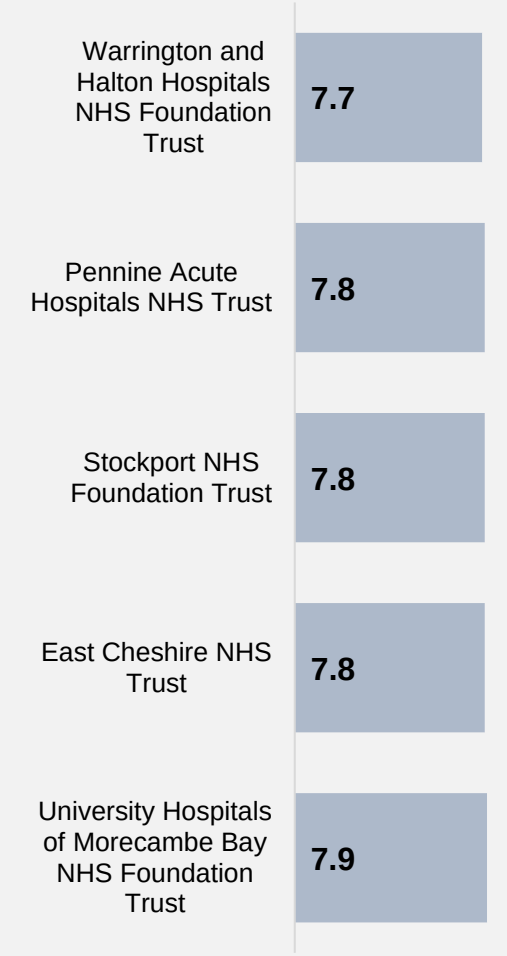
Macclesfield District General Hospital (260)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

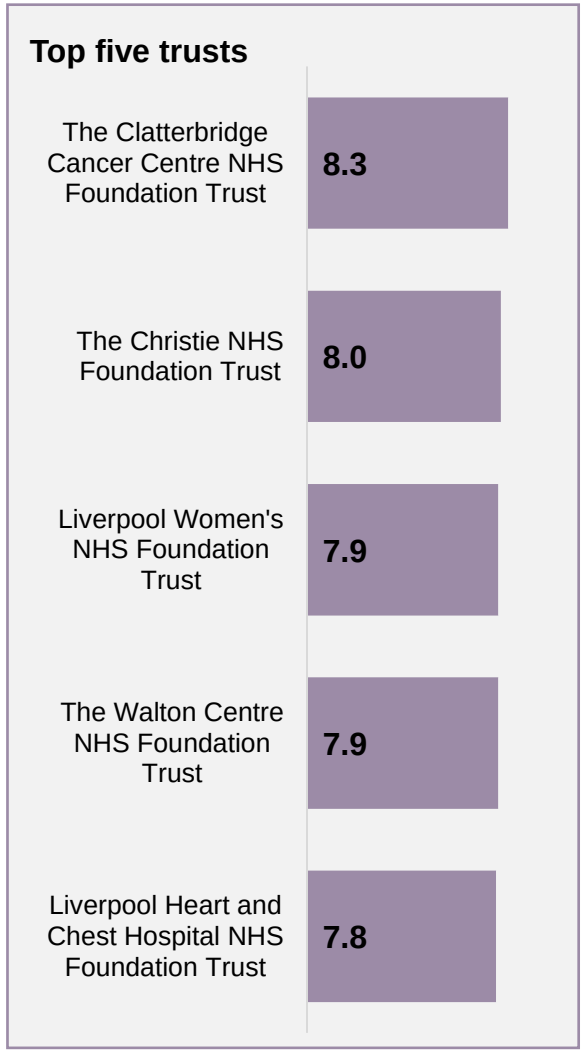
Breakdown of scores for sites within your trust:

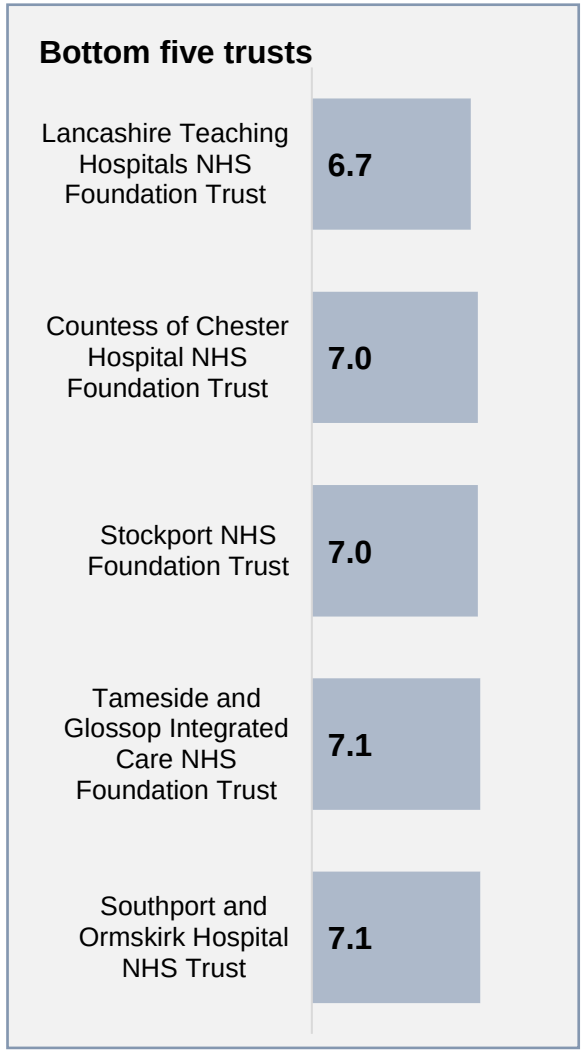
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (547)

Comparison with other trusts within your region





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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

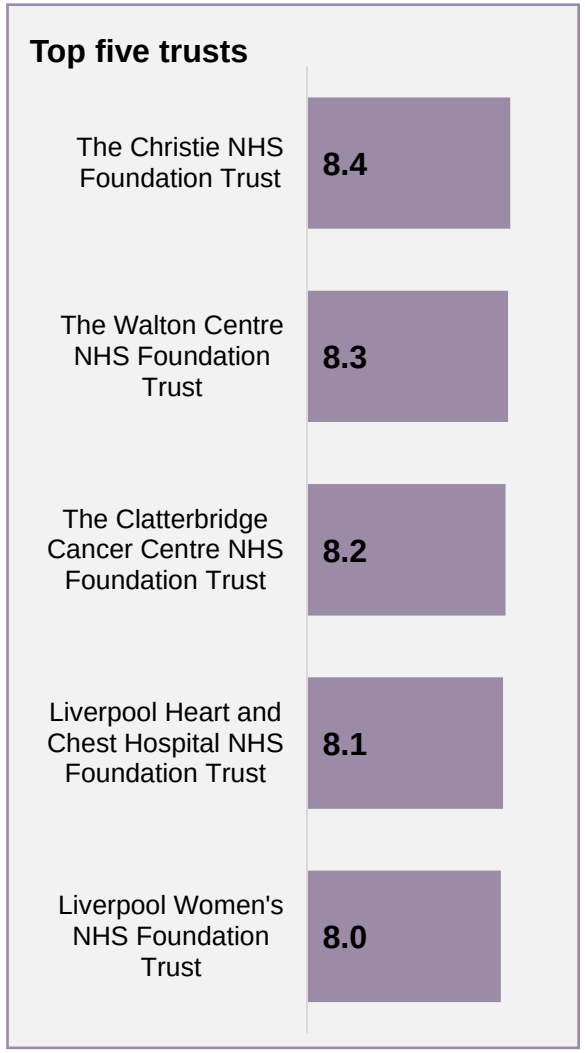
Breakdown of scores for sites within your trust:

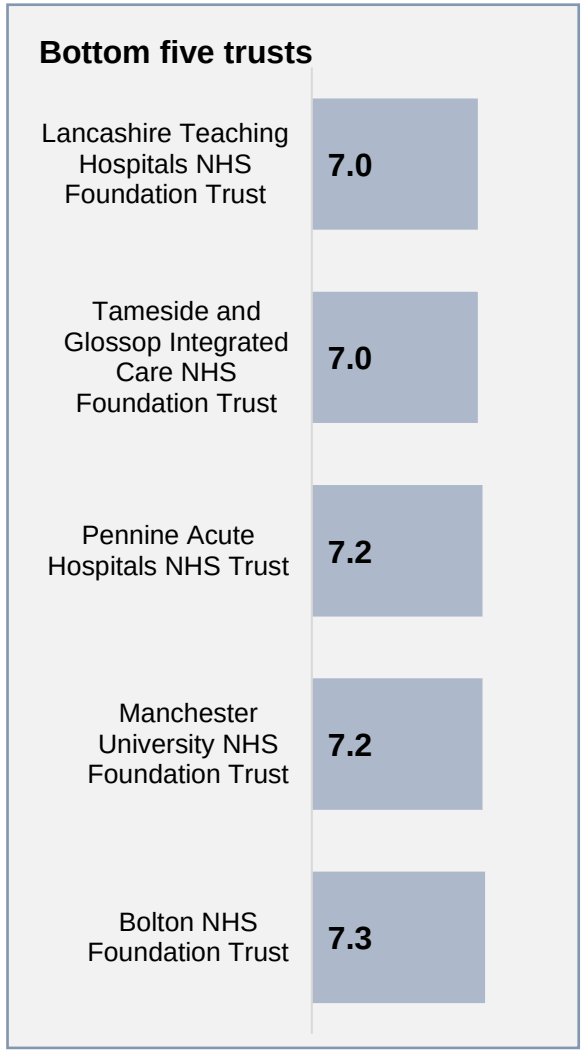
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (421)

Comparison with other trusts within your region





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 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.

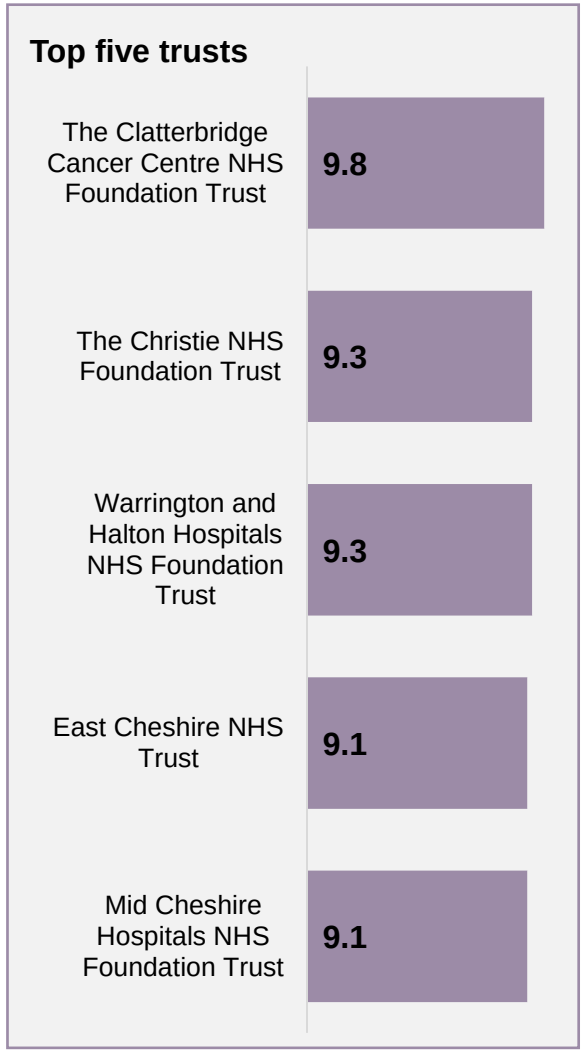
Breakdown of scores for sites within your trust:

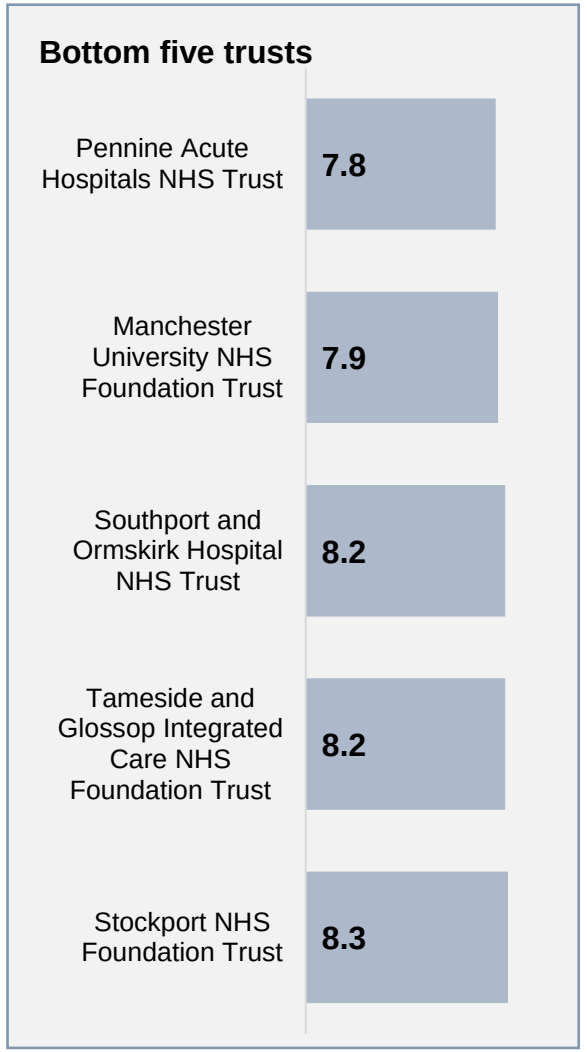
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (200)

Comparison with other trusts within your region





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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

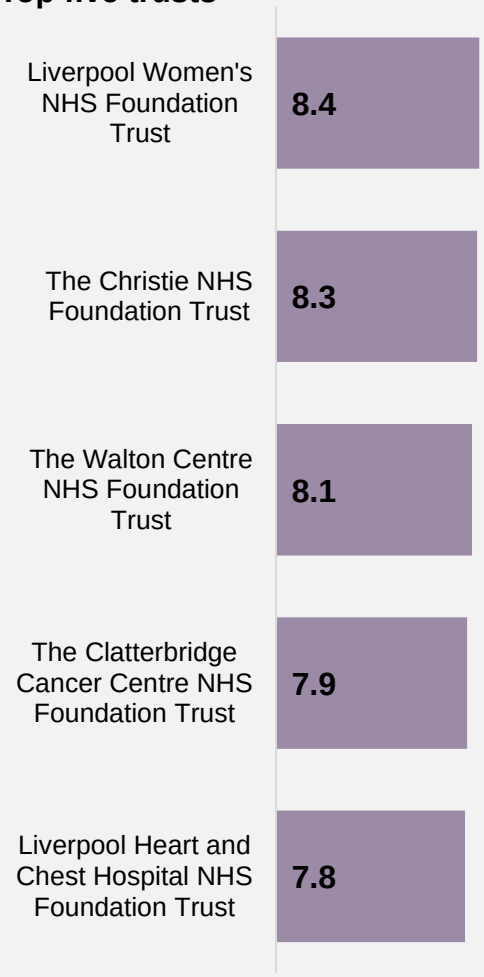
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

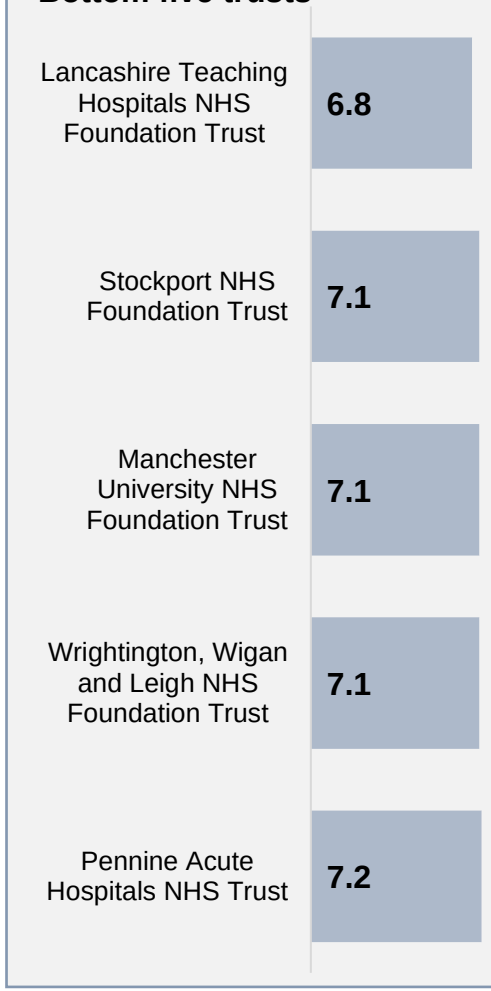
Macclesfield District General Hospital (559)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

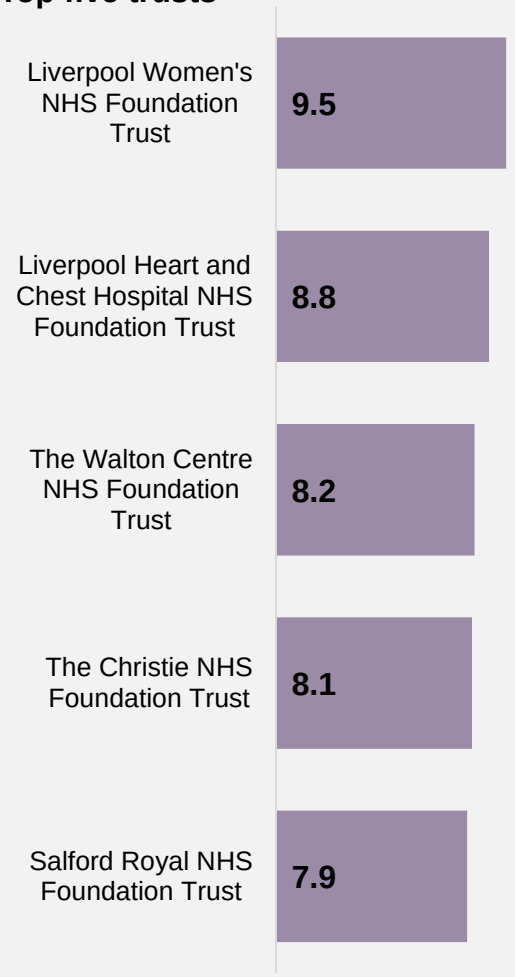
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

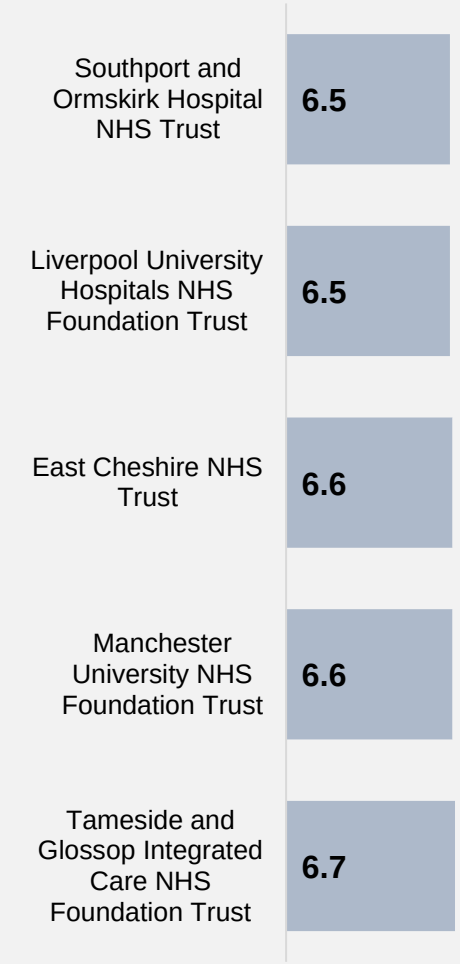
Macclesfield District General Hospital (517)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (421)

Comparison with other trusts within your region

Top five trusts

Liverpool Heart and Chest Hospital NHS Foundation Trust	6.1
The Christie NHS Foundation Trust	5.9
Liverpool Women's NHS Foundation Trust	5.8
The Clatterbridge Cancer Centre NHS Foundation Trust	5.4
The Walton Centre NHS Foundation Trust	5.0

Bottom five trusts

Blackpool Teaching Hospitals NHS Foundation Trust	4.1
Southport and Ormskirk Hospital NHS Trust	4.2
Tameside and Glossop Integrated Care NHS Foundation Trust	4.2
Wrightington, Wigan and Leigh NHS Foundation Trust	4.2
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

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.

Breakdown of scores for sites within your trust:

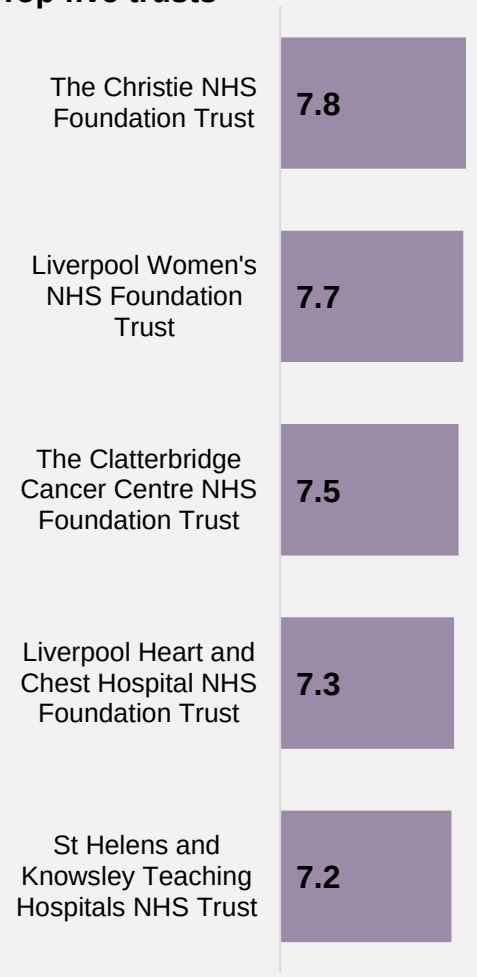
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

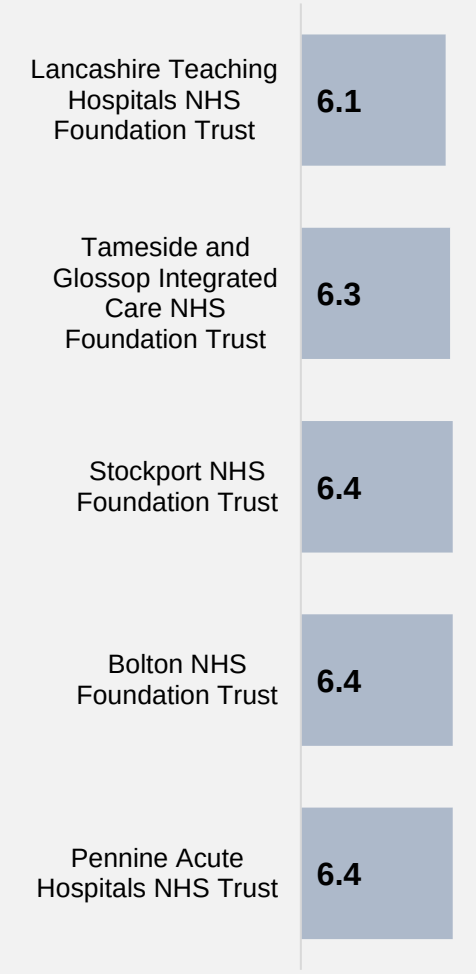
Macclesfield District General Hospital (477)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Results for your trust

Much 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.

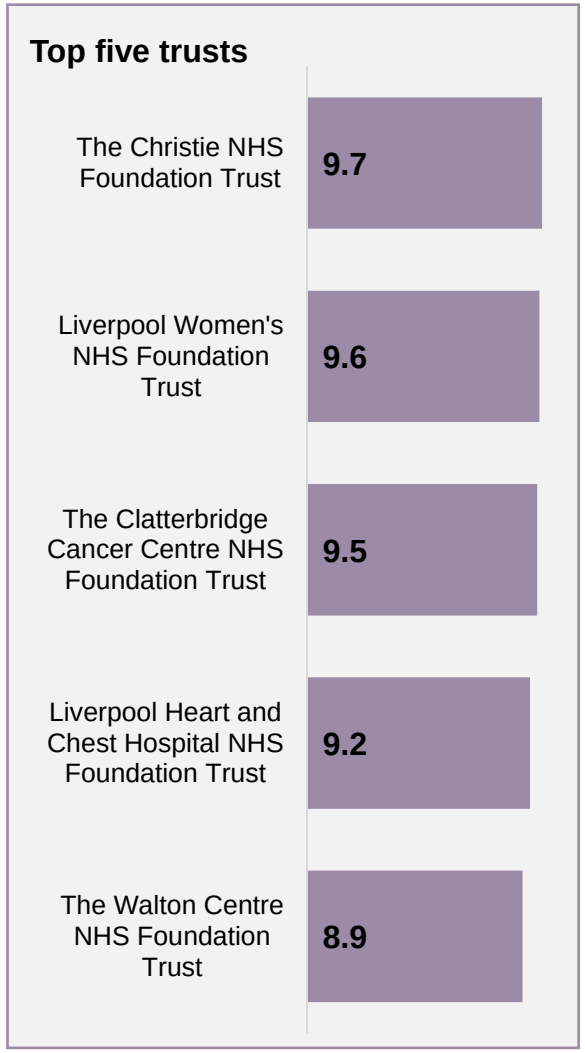
Breakdown of scores for sites within your trust:

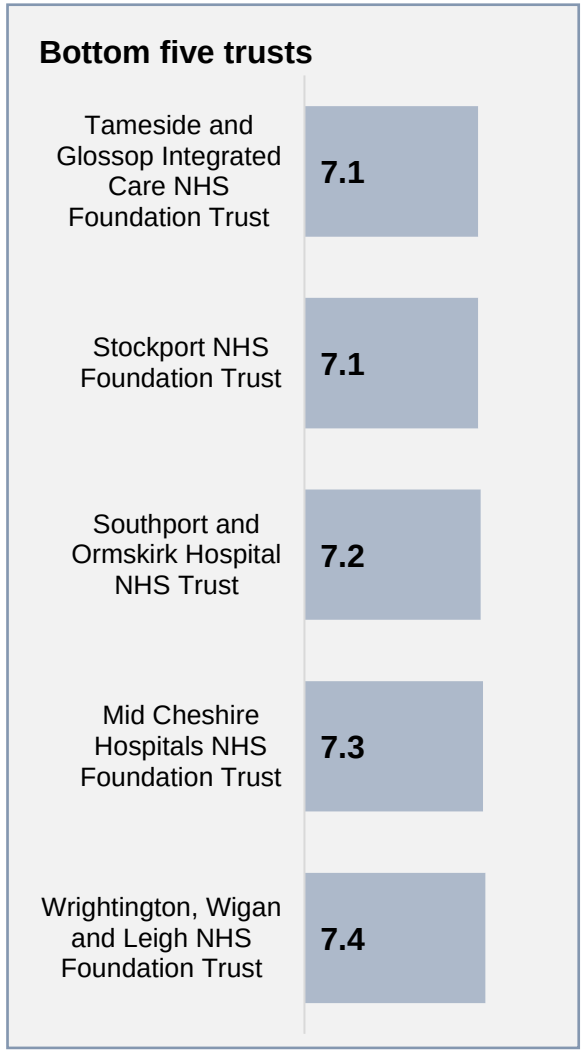
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (495)

Comparison with other trusts within your region





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

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

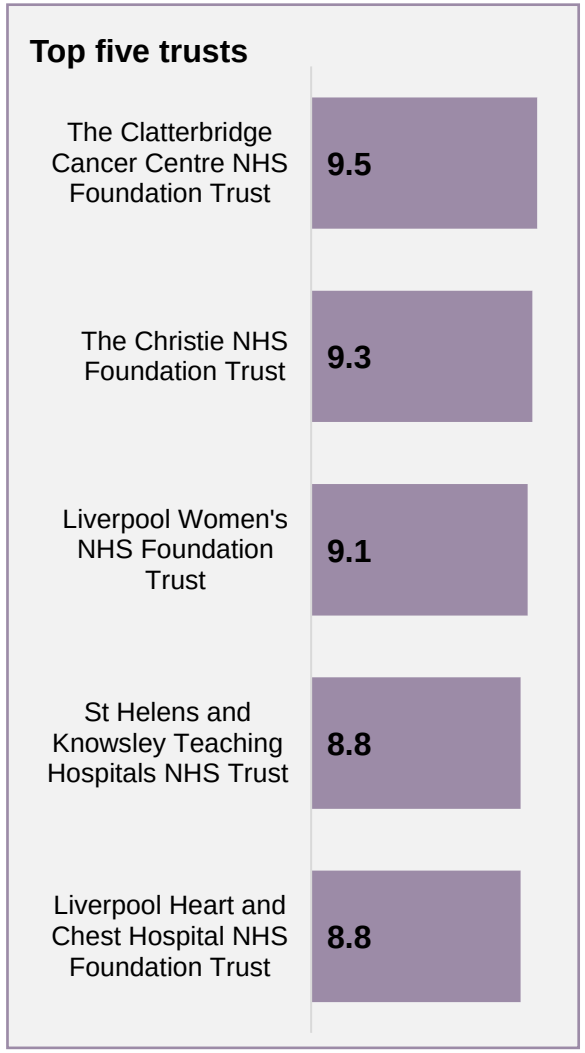
Breakdown of scores for sites within your trust:

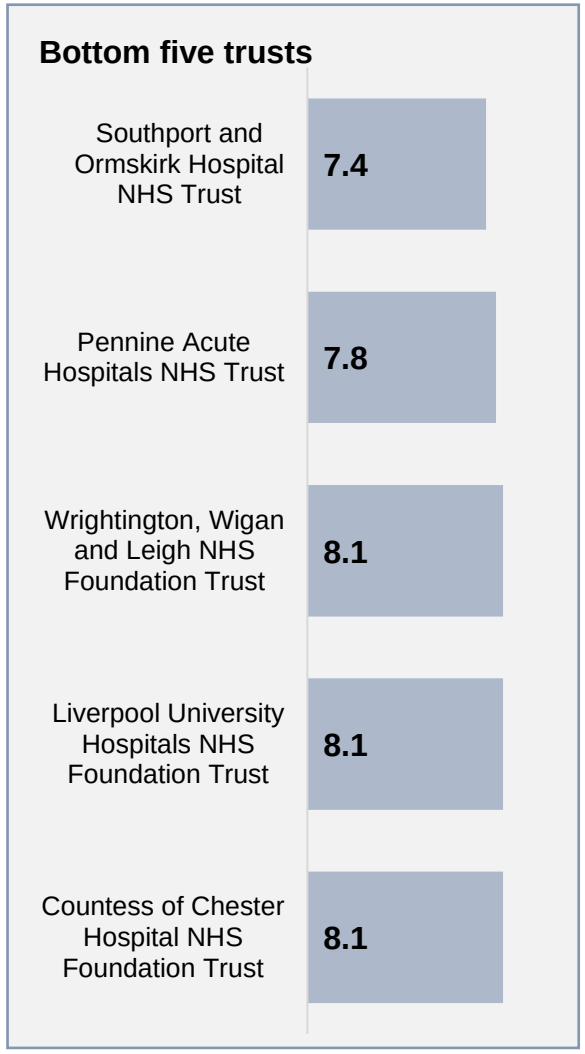
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (303)

Comparison with other trusts within your region





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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

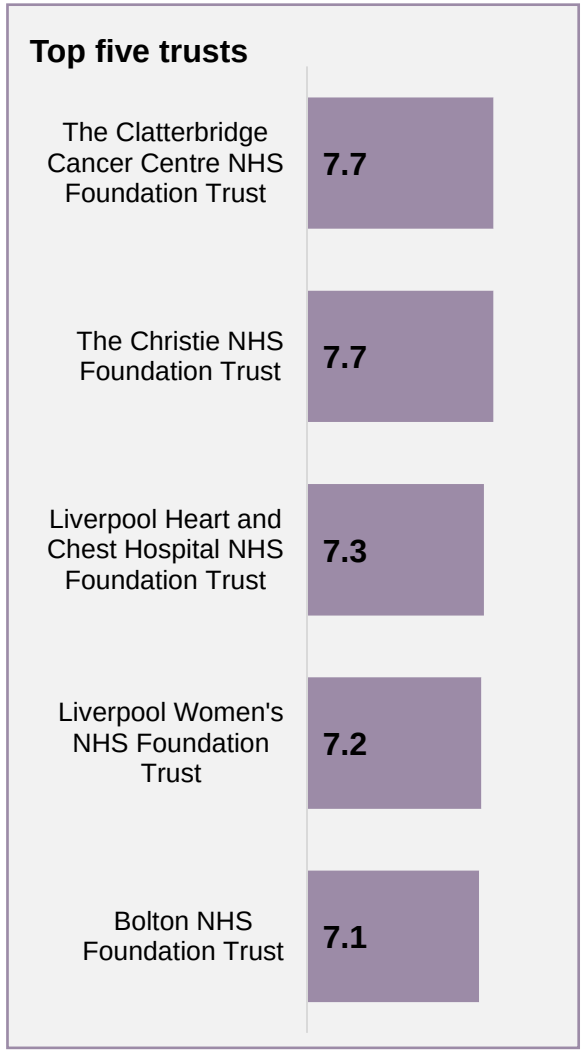
Breakdown of scores for sites within your trust:

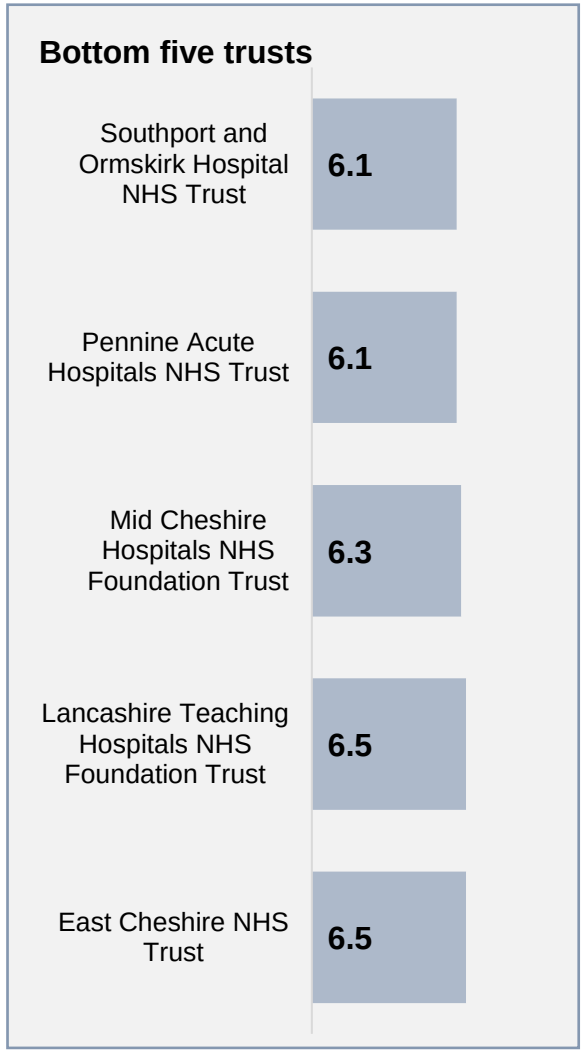
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

Macclesfield District General Hospital (280)

Comparison with other trusts within your region





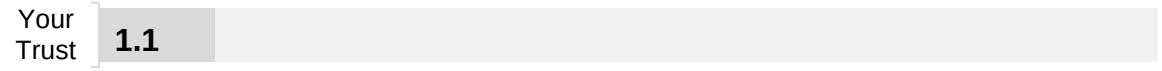
Feedback on care: Q47. During your hospital stay, were you ever asked to give your views on the quality of your care?

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

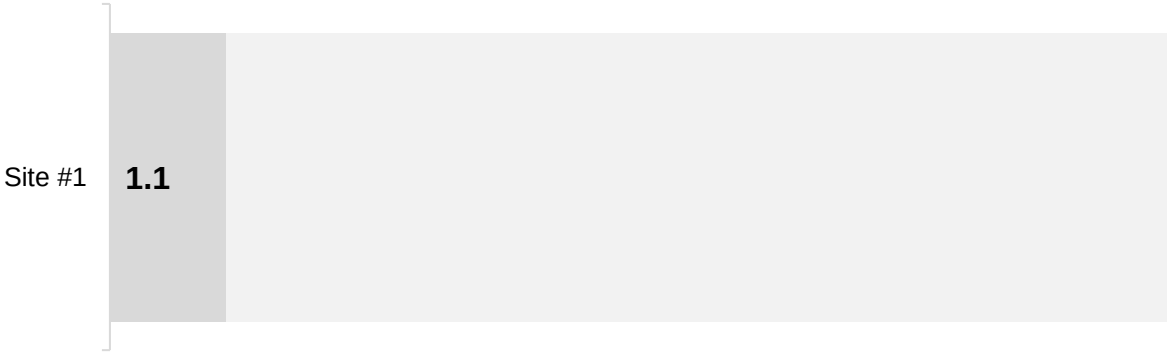
Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.



Breakdown of scores for sites within your trust:

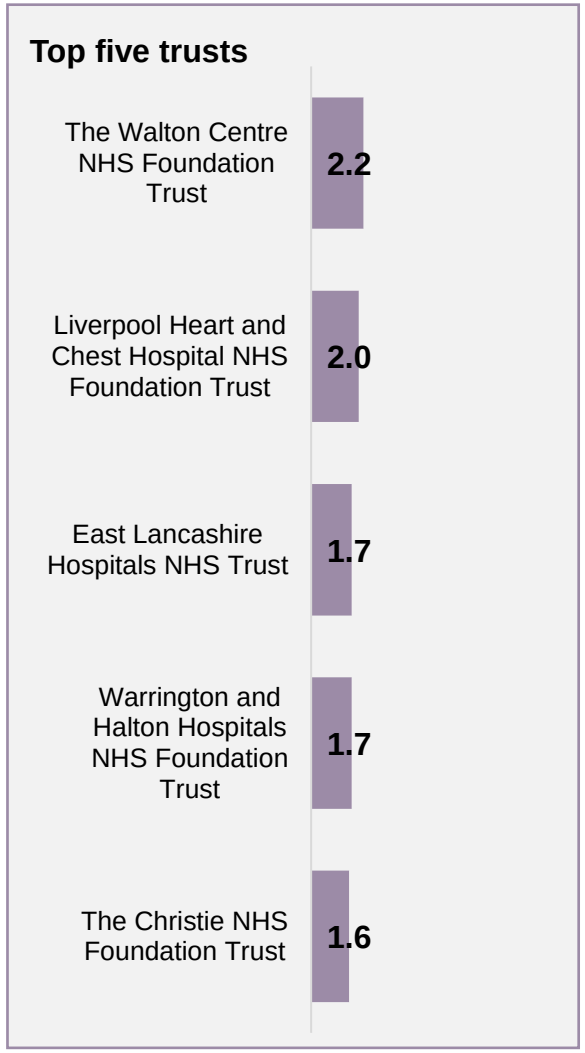
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

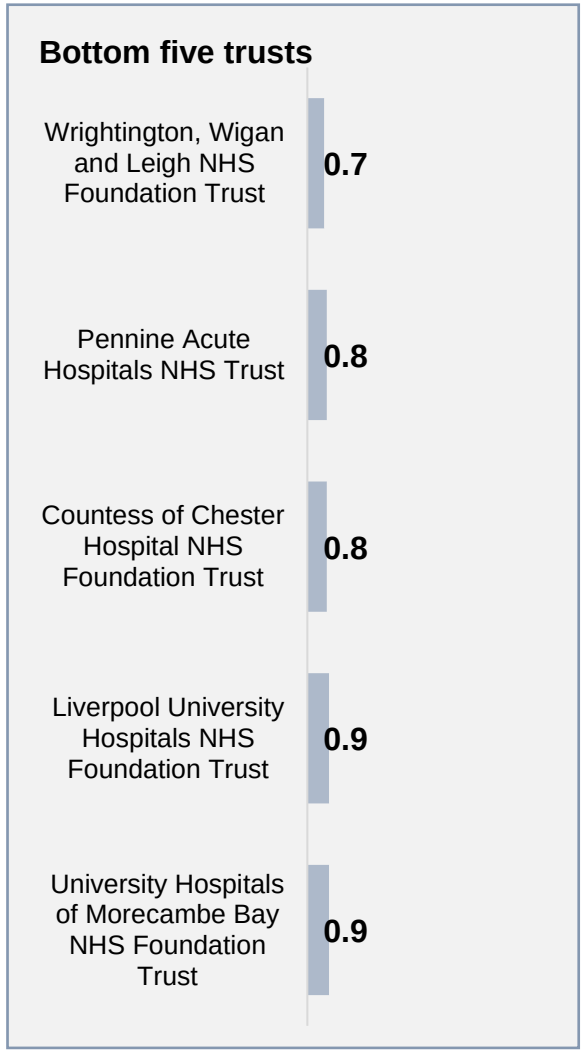


Site 1

Macclesfield District General Hospital (491)

Comparison with other trusts within your region





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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

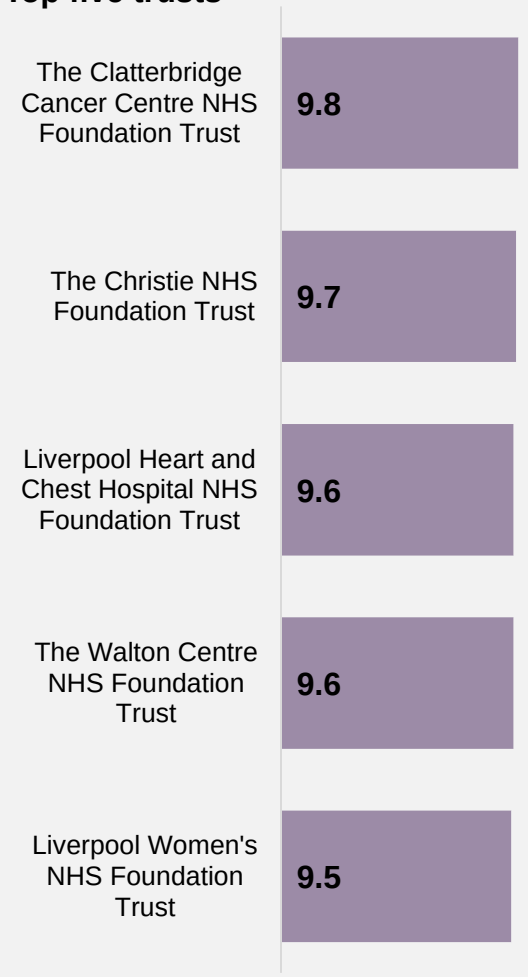
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

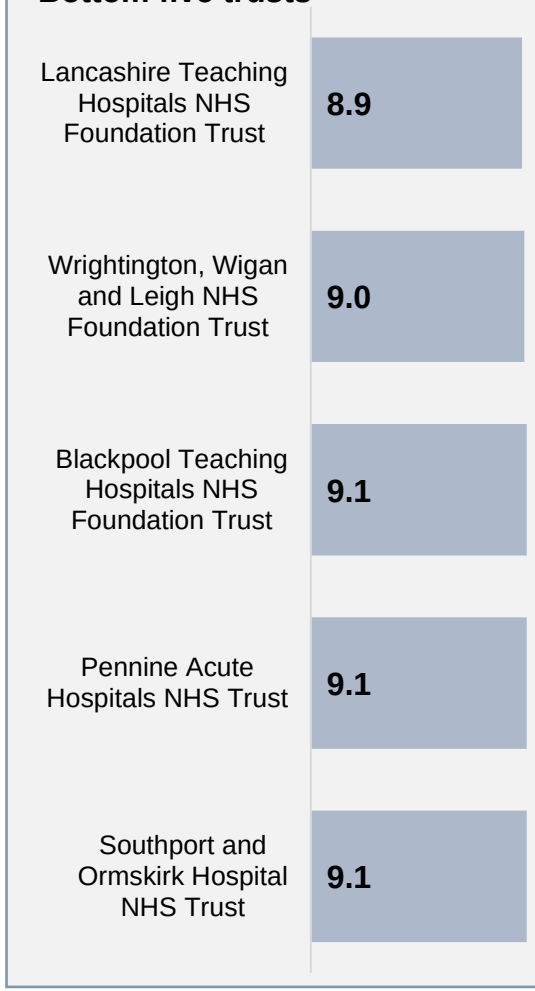
Macclesfield District General Hospital (557)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Results for your trust

Much worse than expected | Worse than expected | Somewhat worse than expected | About the same | Somewhat better than expected | Better than expected | Much better than expected

Your trust score compared with all other trusts:

This benchmarking compares the question score for your trust against all other trusts.

Breakdown of scores for sites within your trust:

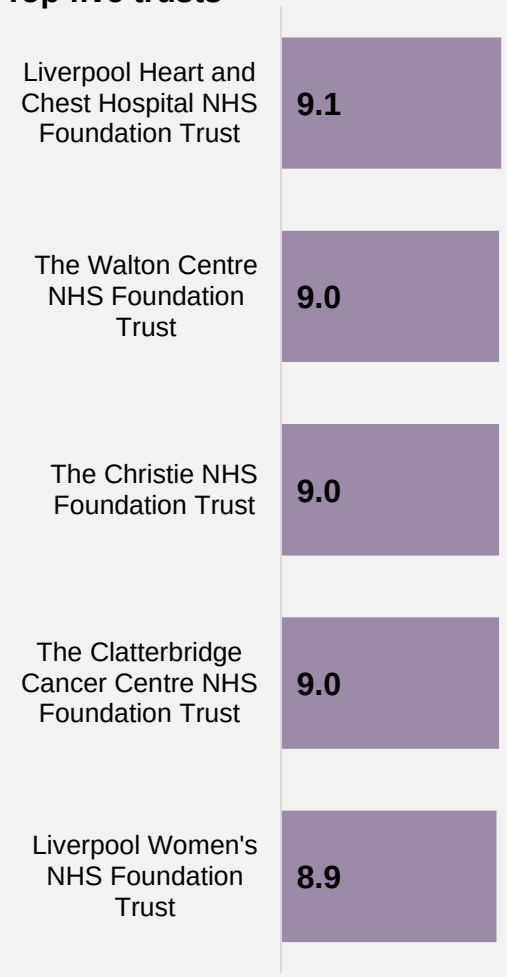
This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.

Site 1

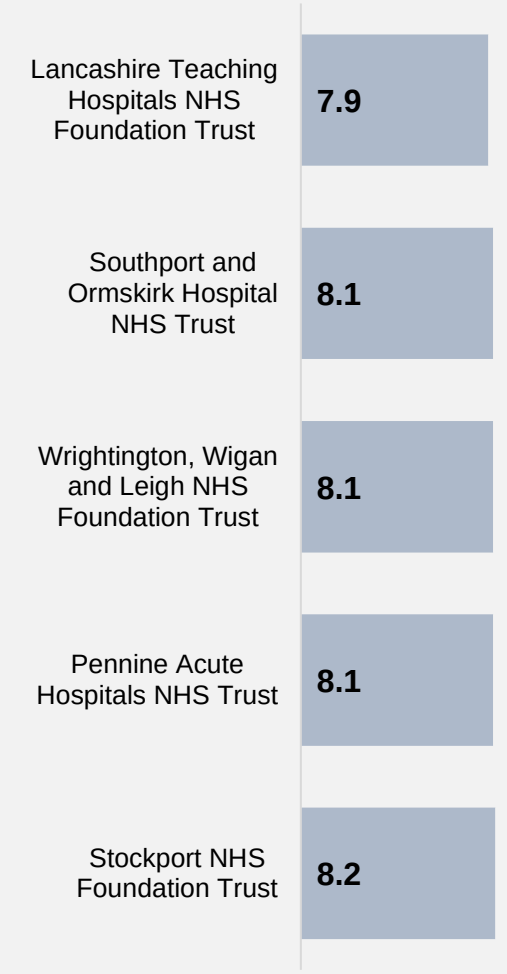
Macclesfield District General Hospital (553)

Comparison with other trusts within your region

Top five trusts



Bottom five trusts



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

Comparison to other trusts

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

Somewhat worse than expected	Somewhat better than expected
• Your trust has not performed “somewhat worse than expected” for any questions.	• Q11. Were you offered food that met any dietary requirements you had? • Q19. Did you have confidence and trust in the nurses treating you?

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
• Q13. Did you get enough help from staff to eat your meals? • Q14. During your time in hospital, did you get enough to drink? • Q18. When you asked nurses questions, did you get answers you could understand? • Q28. Do you think the hospital staff did everything they could to help control your pain? • 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?	• Your trust has not performed “much better than expected” for any questions.

NHS Adult Inpatient Survey 2020

Results for East Cheshire NHS Trust

Where patient experience is best

- ✓ Help with eating: patients being given enough help from staff to eat meals, if needed
- ✓ Equipment and adaptations in the home: hospital staff discussing if any equipment or home adaptations were needed when leaving hospital
- ✓ Dietary requirements: patients being offered food that met any dietary requirements they had
- ✓ Privacy for discussions: patients being able to discuss their condition or treatment with hospital staff without being overheard
- ✓ Answers to questions: nurses answering patients questions in a way they could understand

Where patient experience could improve

- ○ Waiting to be admitted: patients feeling that they waited the right amount of time on the waiting list before being admitted to hospital
- ○ Written information on discharge: patients being given written information about what they should or should not do after leaving hospital
- ○ Contact: patients being given information about who to contact if they were worried about their condition or treatment after leaving hospital
- ○ Information about medicines to take at home: patients being given information about medicines they were to take at home
- ○ Noise from other patients: patients not being bothered by noise at night from other patients

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 East Cheshire NHS Trust who had attended in late 2020. Responses were received from 566 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

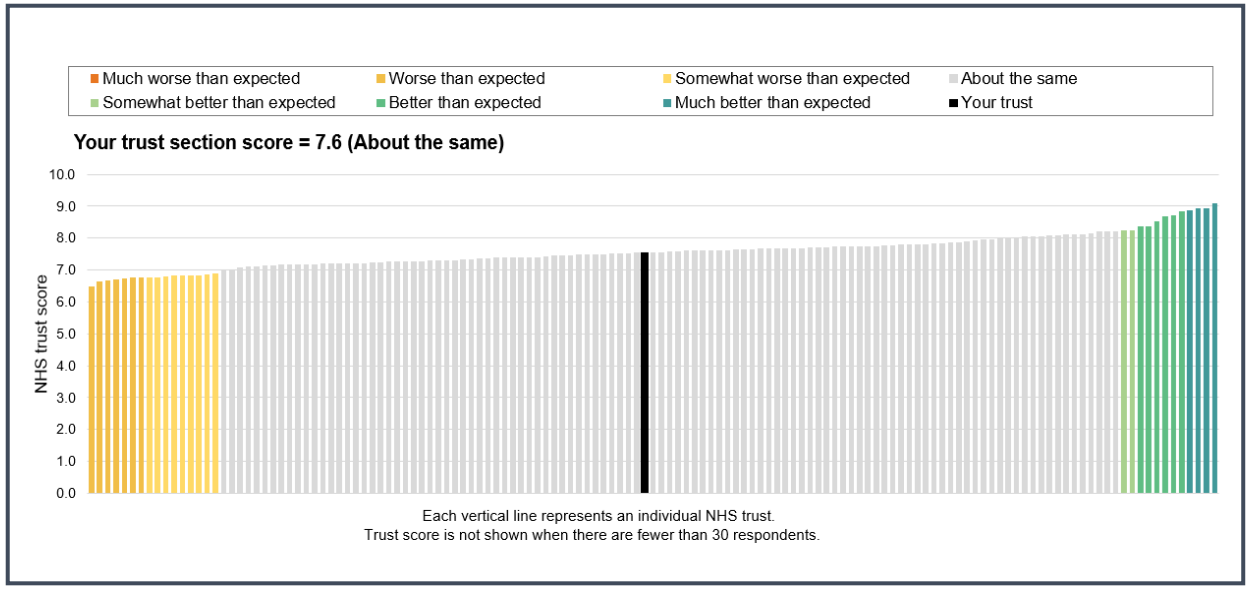
How to interpret benchmarking in this report

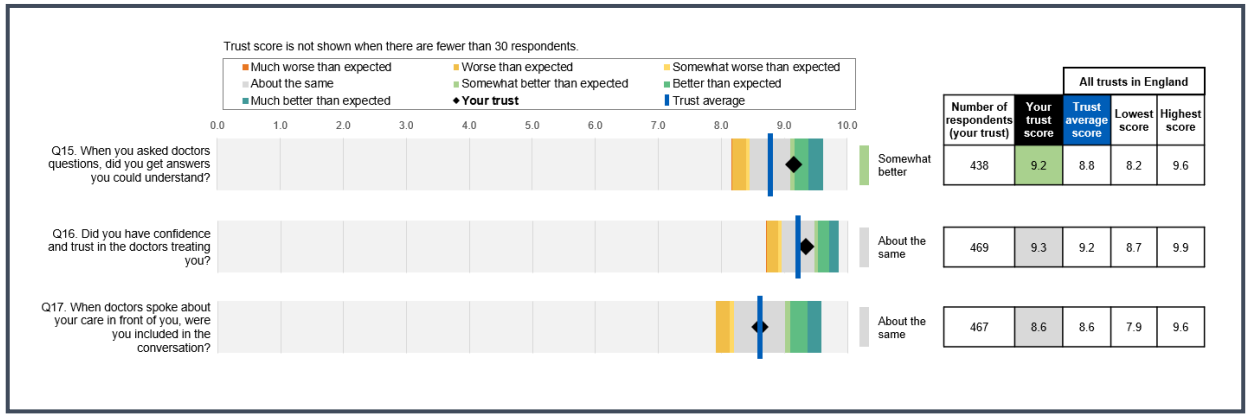
Trust level benchmarking

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 survey technical document.

Calculating the section score

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