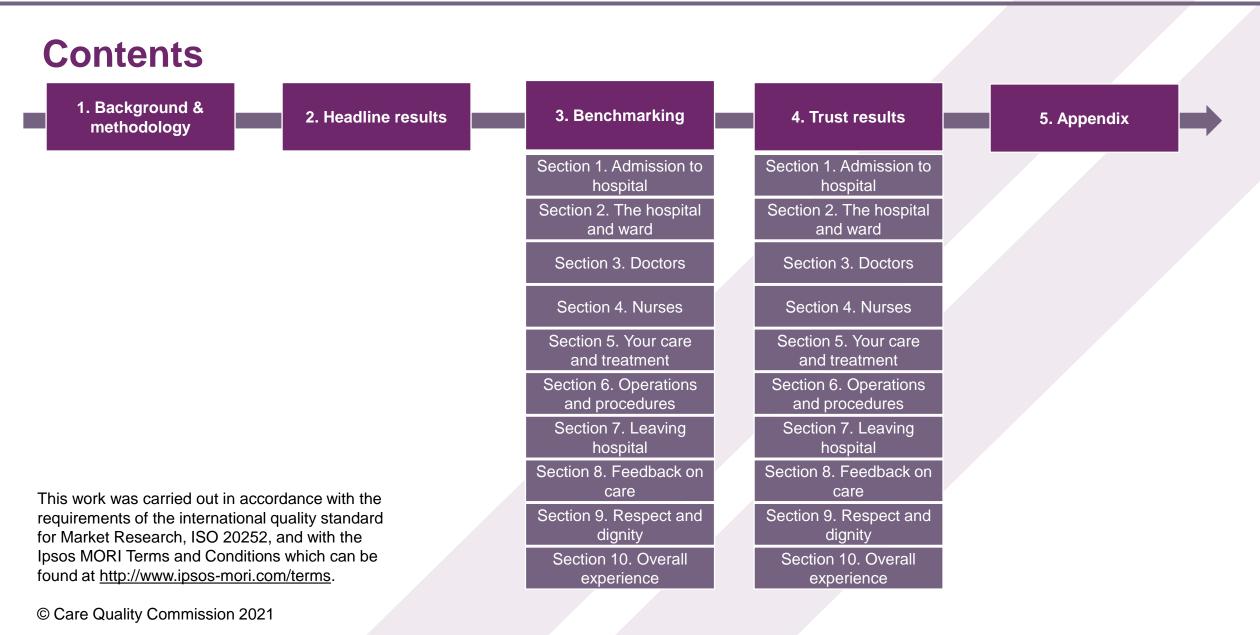
# NHS Adult Inpatient Survey 2020 Benchmark Report

East Kent Hospitals University NHS Foundation Trust



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# **Background and methodology**

### This section includes:

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



### **Background and methodology**

### The NHS Patient Survey Programme

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

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

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

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

### The Adult Inpatient Survey 2020

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

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

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

Fieldwork took place between January and May 2021.

### **Trend data**

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

### Further information about the survey

- For published results for other surveys in the NPSP, and for information to help trusts implement the surveys across the NPSP, please visit the <u>NHS</u> <u>Surveys website</u>.
- To learn more about CQC's survey programme, please visit the <u>CQC website</u>.

### Key terms used in this report

### The 'expected range' technique

This report shows how your trust scored for each evaluative question in the survey, compared with other trusts that took part. It uses an analysis technique called the 'expected range' to determine if your trust is performing about the same, better or worse compared with most other trusts. This is designed to help understand the performance of individual trusts and identify areas for improvement.

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

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

### Other data sources

More information is available about the following topics at their respective websites, listed below:

- Full national results; A-Z list to view the results for each trust; technical document: <u>www.cqc.org.uk/inpatientsurvey</u>
- National and trust-level data for all trusts who took part in the Adult Inpatient 2020 survey: <u>https://nhssurveys.org/surveys/survey/02-adults-inpatients/year/2020/</u>. Full details of the methodology for the survey, instructions for trusts and contractors to carry out the survey, and the survey development report can also be found on the NHS Surveys website.
- Information on the NHS Patient Survey Programme, including results from other surveys: <u>www.cqc.org.uk/content/surveys</u>
- Information about how the CQC monitors hospitals: <u>www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-nhs-acute-hospitals</u>

# **Headline results**

### This section includes:

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



### Who took part in the survey?

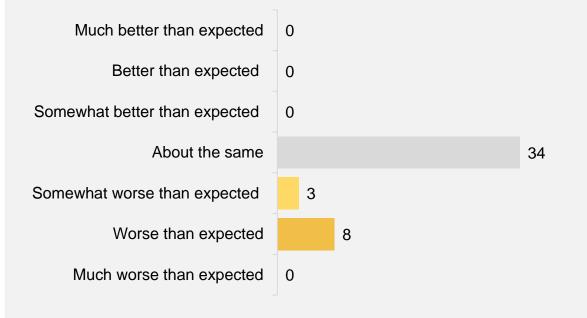
This slide is included to help you interpret responses and to provide information about the population of patients who took part in the survey.

1,250 invited to take part	Ethnicity	Religion
<ul> <li>515 completed</li> <li>64% urgent/emergency admission</li> <li>36% planned admission</li> <li>43% response rate</li> <li>46% average response rate for all trusts</li> <li>43% response rate for your trust last year</li> </ul>	White96%Mixed<0.5%Asian or Asian British2%Black or Black British<0.5%Arab or other ethnic group0%Not known2%	No religion24%Buddhist1%Christian71%Hindu1%Jewish<0.5%Muslim1%Sikh0%Other2%Prefer not to say1%
<b>Long-term conditions</b> <b>Long-term conditions</b> of participants said they have <b>physical or mental health</b> <b>conditions, disabilities or</b> <b>illnesses</b> that have lasted or are expected to last 12 months or more (excluding those who selected "I would prefer not to say").	Sex         At birth were you registered as         Female       48%         Male       52%         Intersex       0%         1% 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.

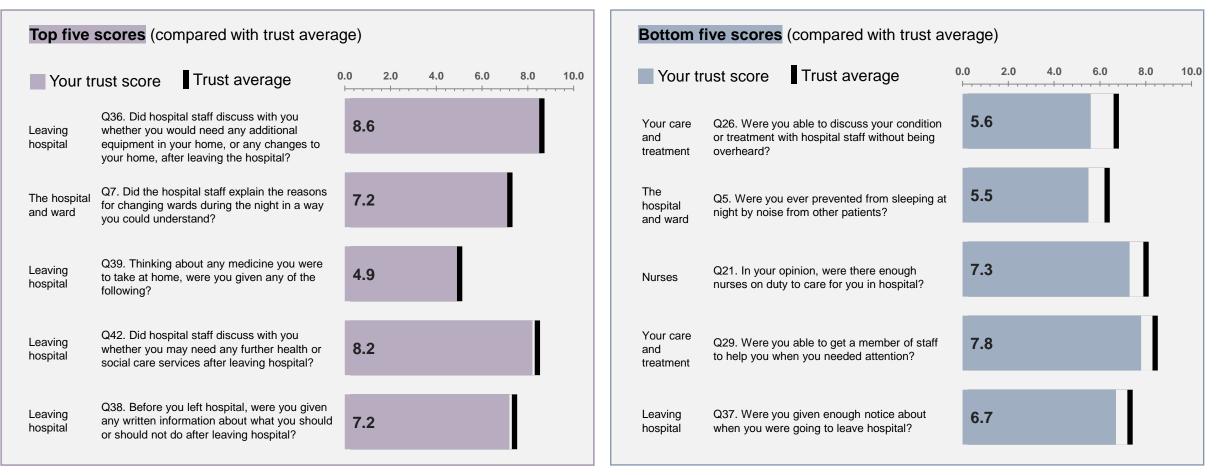
The Adult Inpatient 2021 benchmark reports will include an overview of the number of questions at which your trust's performance has significantly improved, significantly declined, or not significantly changed compared with your result from the previous year.

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 <u>"comparison</u> 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.



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## Benchmarking

### This section includes:

- how your trust scored for each evaluative question in the survey, compared with other trusts that took part
- an analysis technique called the 'expected range' to determine if your trust is performing about the same, better or worse compared with most other trusts



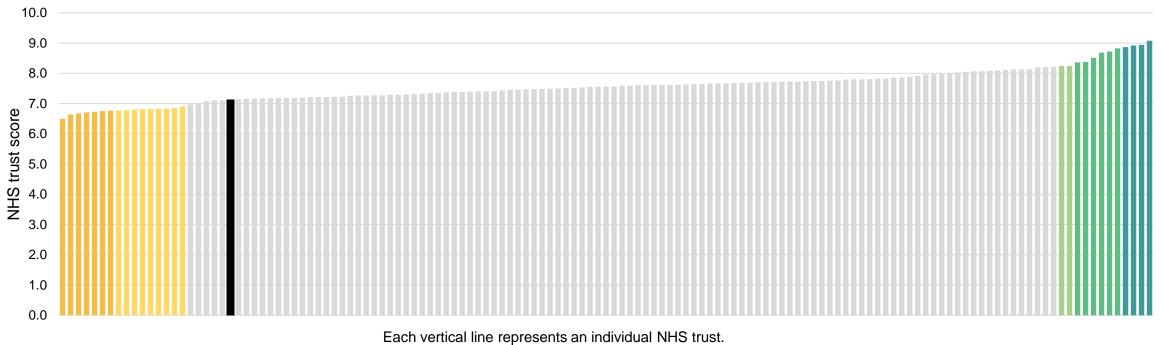
### **Section 1. Admission to hospital**

#### **Section score**

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

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

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



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

#### **Question scores**

	Ab	out the sa			Somew		ed nan expected	Bet	newhat wors ter than exp		ected				All tru	sts in Er	ngland
0.0		1.0	than expect	3.0	<ul> <li>◆ Your tr</li> <li>4.0</li> </ul>	5.0	6.0	7.0	st average 8.0	9.0	10.0		Number of respondents (your trust)		Trust average score	Lowest score	Highest score
Q2. How did you feel about the length of time you were on the waiting list before your admission to hospital?								٠				About the same	184	7.2	7.7	5.8	9.1
Q3. How long do you feel you had to wait to get to a bed on a ward after you arrived at the hospital?								٠				About the same	485	7.1	7.5	6.0	9.3

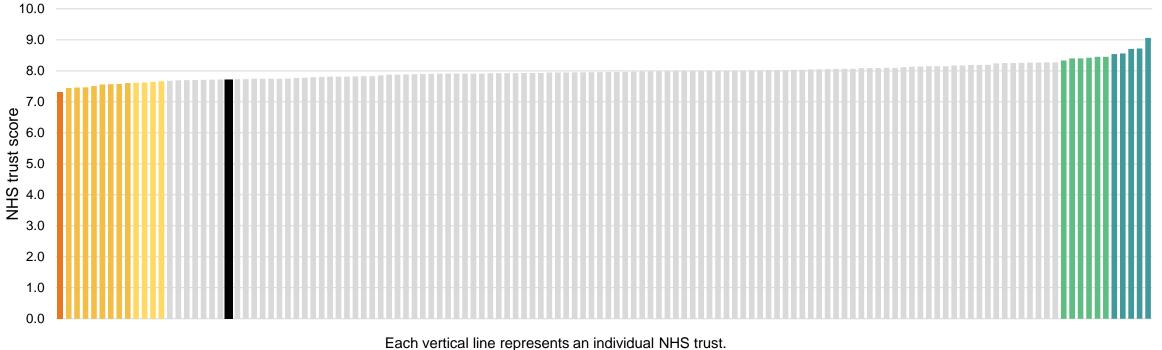
### Section 2. The hospital and ward

#### **Section score**

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

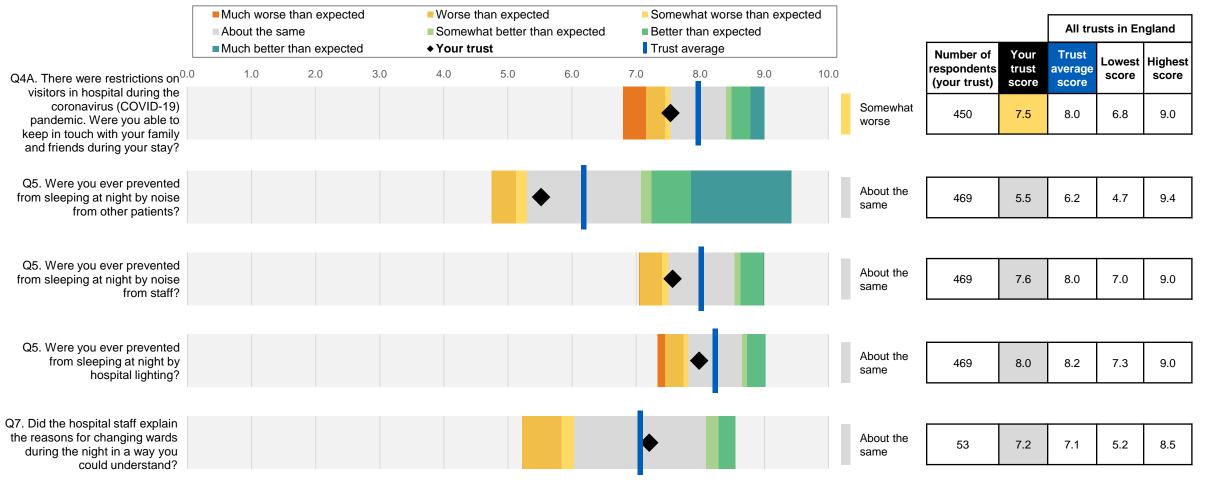


#### Your trust section score = 7.7 (About the same)



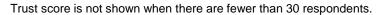
### Section 2. The hospital and ward (continued)

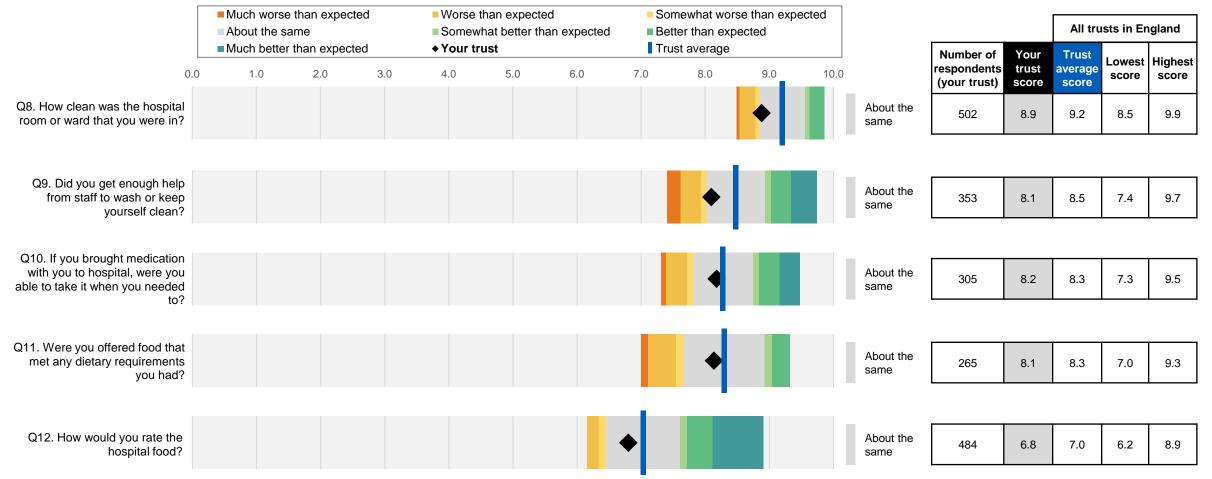
#### **Question scores**



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

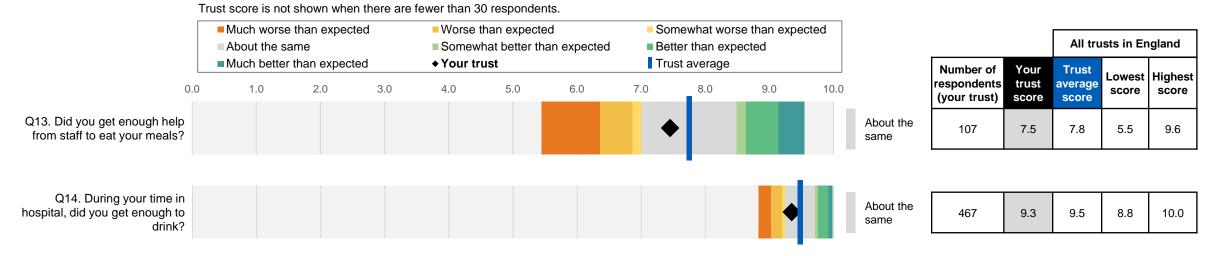
#### **Question scores**





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

#### **Question scores**



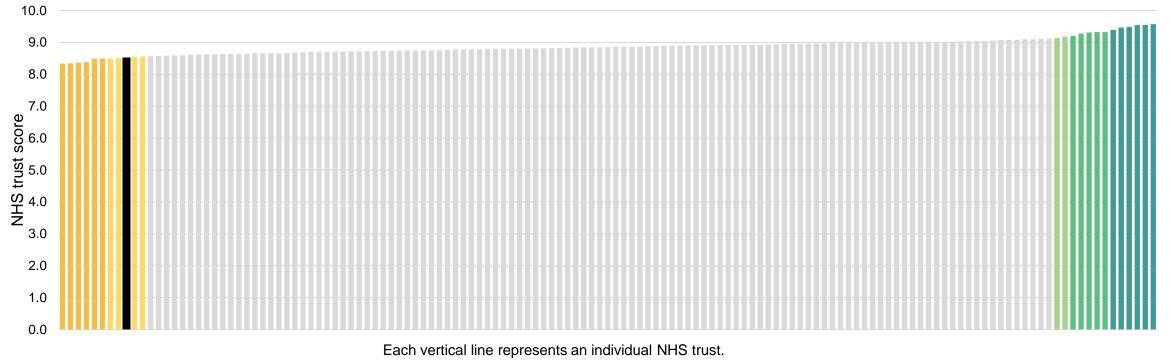
### **Section 3. Doctors**

#### **Section score**

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

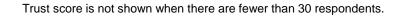
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

#### Your trust section score = 8.5 (Somewhat worse)



## Section 3. Doctors (continued)

### **Question scores**



		<ul> <li>Much worse</li> <li>About the sa</li> <li>Much better</li> </ul>	ame				ed an expected	Bett	newhat worse er than expec st average	than expected		Number	Maran		sts in Er	ngland
0.	.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0 10.	)	Number of respondents (your trust)	trust	Trust average score	Lowest score	Highest score
Q15. When you asked doctors questions, did you get answers you could understand?									•		Somewhat worse	480	8.4	8.8	8.2	9.6
										·						
Q16. Did you have confidence and trust in the doctors treating you?										<b>+</b>	Worse	511	8.8	9.2	8.7	9.9
										· · ·						
Q17. When doctors spoke about your care in front of you, were you included in the conversation?									•		About the same	507	8.3	8.6	7.9	9.6

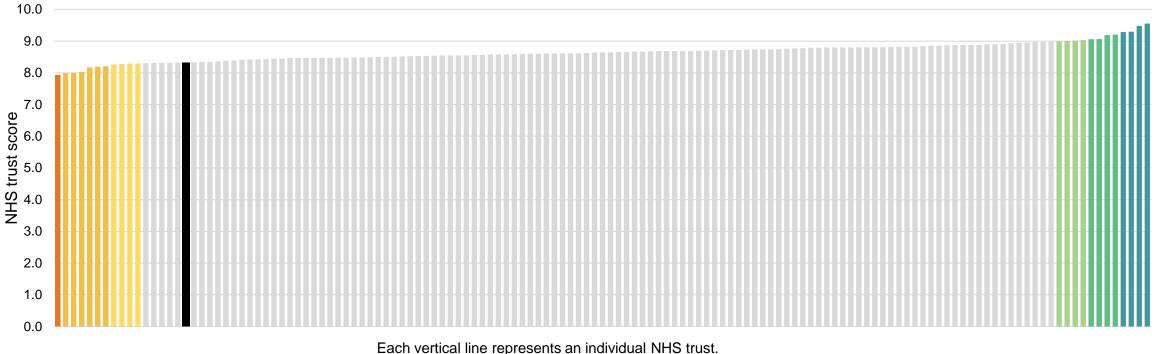
### **Section 4. Nurses**

### **Section score**

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

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

#### Your trust section score = 8.3 (About the same)



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

### **Question scores**

	About the		-			nan expecte hat better tha	d an expected	Bet	er than expe	e than expedected	cted				All tru	sts in En	gland
0.0	 Much bet	tter than ex		.0	♦ Your tru 4.0	<b>1st</b> 5.0	6.0	<b>Tru</b> :	at average	9.0	10.0		Number of respondents		Trust average	Lowest score	Highest score
Q18. When you asked nurses												About the	(your trust)		score		
questions, did you get answers you could understand?										◄		same	487	8.7	8.9	8.1	9.6
										1. T							
Q19. Did you have confidence and trust in the nurses treating												About the	515	0.0	9.1	8.6	0.7
you?												same	515	8.8	9.1	8.6	9.7
000 11/1										<u> </u>							
Q20. When nurses spoke about your care in front of you, were												About the	507	8.5	8.7	7.6	9.6
you included in the conversation?												same					
												_					
Q21. In your opinion, were there enough nurses on duty to care								•				Somewhat worse	510	7.3	7.9	6.4	9.3
for you in hospital?																	<u> </u>

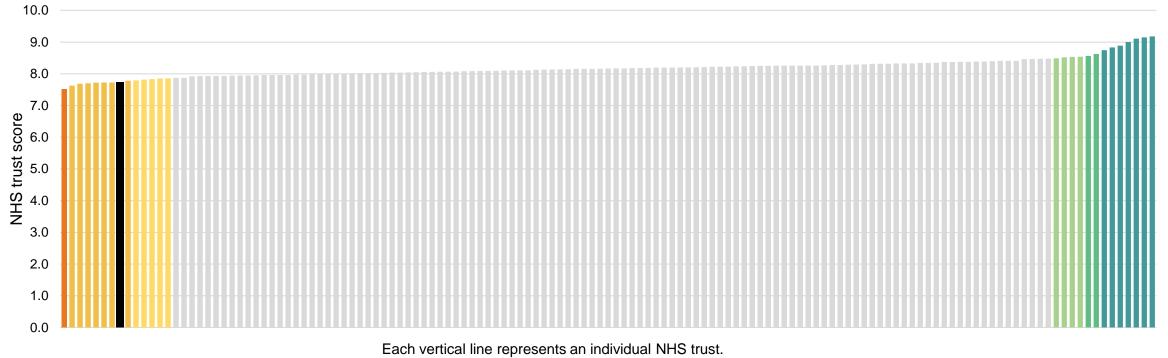
### **Section 5. Your care and treatment**

### **Section score**

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

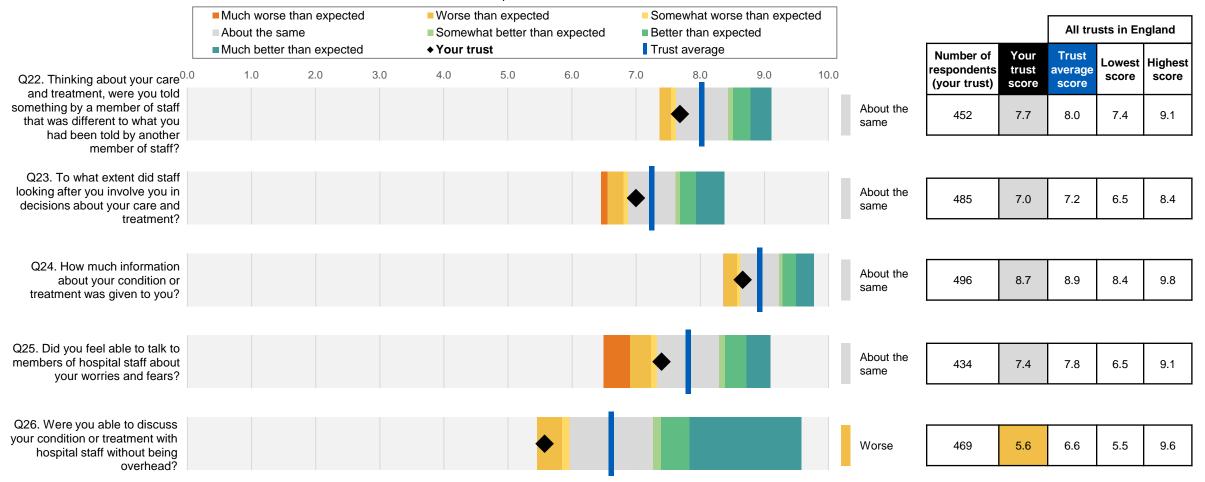
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

#### Your trust section score = 7.7 (Worse)



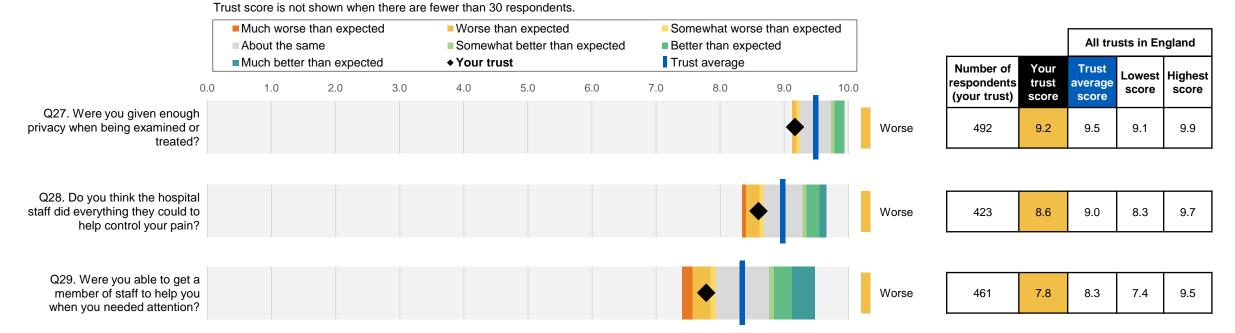
### Section 5. Your care and treatment (continued)

#### **Question scores**



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

#### **Question scores**



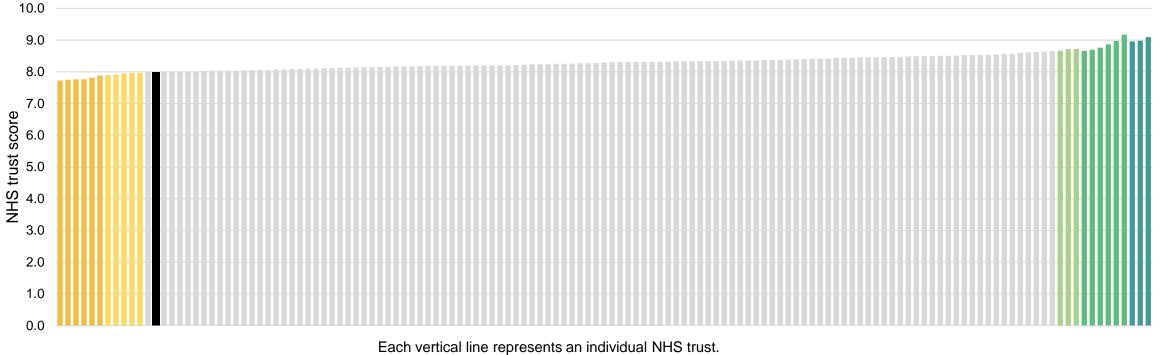
### **Section 6. Operations and procedures**

#### **Section score**

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

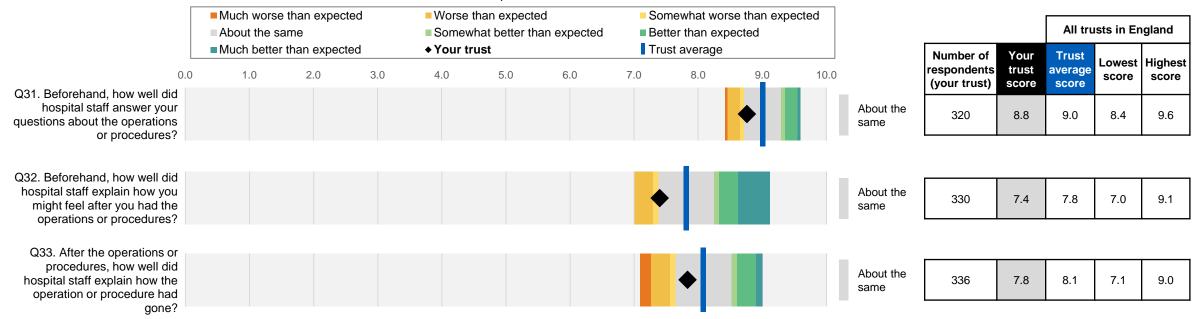
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

#### Your trust section score = 8.0 (About the same)



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

#### **Question scores**

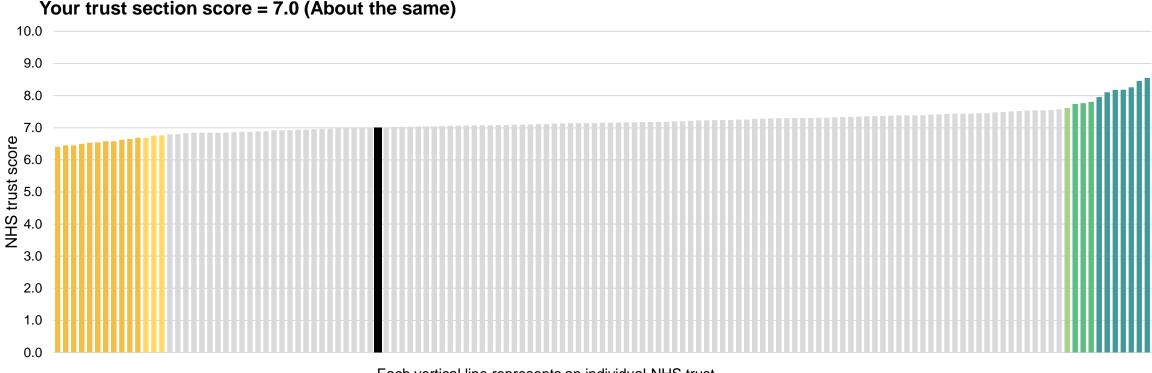


### **Section 7. Leaving hospital**

### **Section score**

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

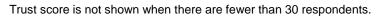
Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	
Somewhat better than expected	Better than expected	Much better than expected	■ Your trust	

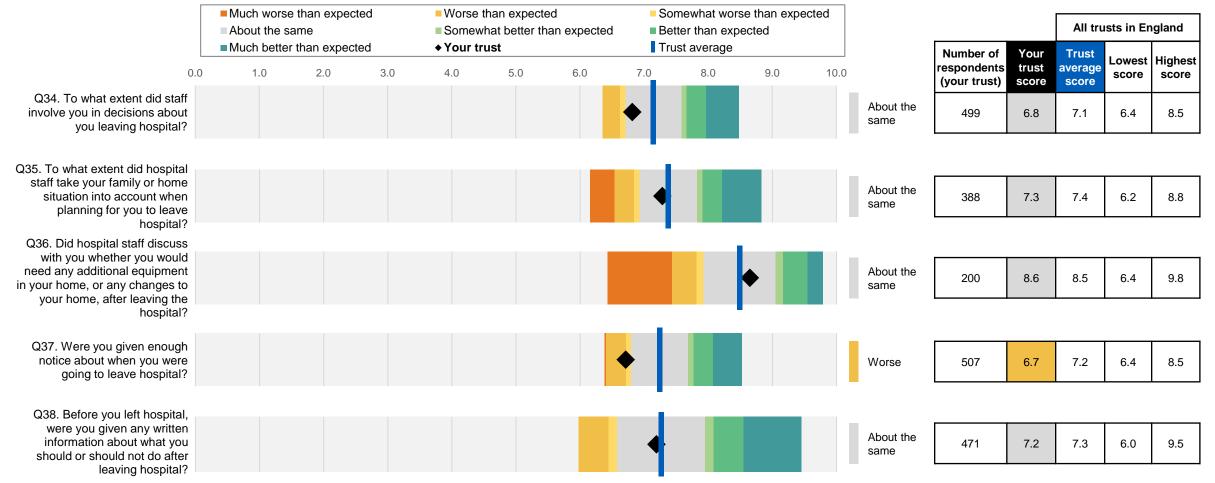


Each vertical line represents an individual NHS trust. Trust score is not shown when there are fewer than 30 respondents.

## Section 7. Leaving hospital (continued)

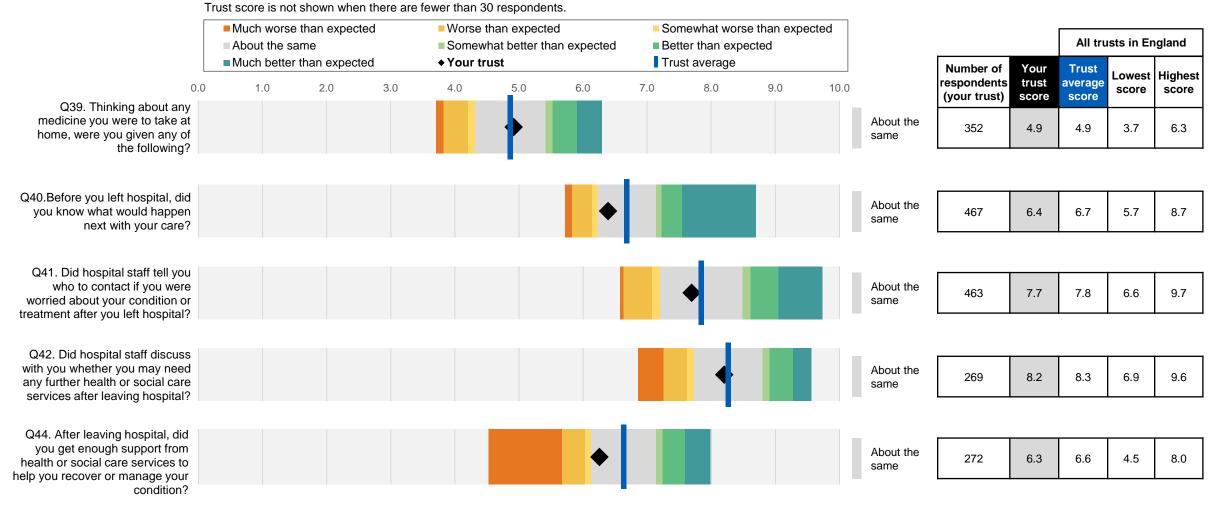
#### **Question scores**





### Section 7. Leaving hospital (continued)

#### **Question scores**



## Section 8. Feedback on the quality of your care

#### **Section score**

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

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

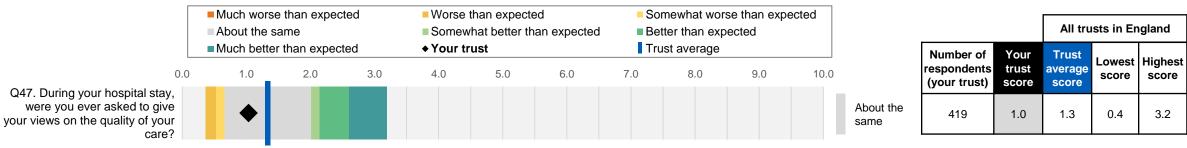
#### Your trust section score = 1.0 (About the same)

0.0	Each vertical line represents on individual NHS truct
1.0	
2.0	
∠ 3.0	
<sup>Y</sup> <sup>4.0</sup>	
0.0 0.2 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0	
ts 5.0	
ပ္တ 6.0 ဖ	
e	
7.0	
8.0	
9.0	
10.0	

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

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

#### **Question score**



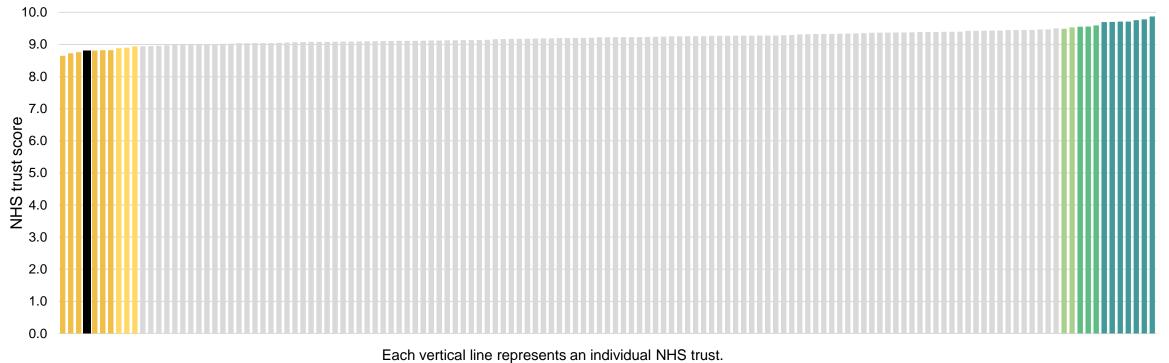
### **Section 9. Respect and dignity**

#### **Section score**

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



#### Your trust section score = 8.8 (Worse)



## Section 9. Respect and dignity (continued)

### **Question score**

		<ul> <li>Much worse than expected</li> <li>About the same</li> <li>Much better than expected</li> </ul>			Somew	<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> <li>Your trust</li> </ul>			<ul> <li>Somewhat worse than expected</li> <li>Better than expected</li> <li>Trust average</li> </ul>			
	0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0	
Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?	k e									•		Wors

		All trusts in England				
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score		
512	8.8	9.2	8.6	9.9		

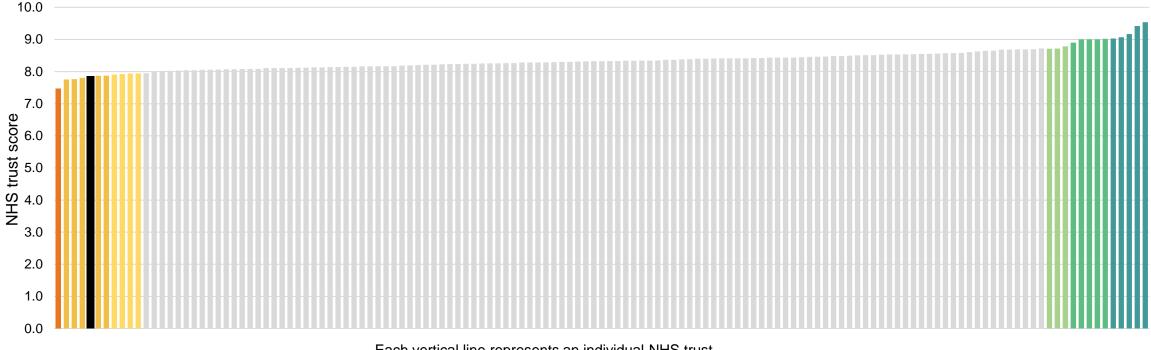
### **Section 10. Overall experience**

### **Section score**

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



#### Your trust section score = 7.9 (Worse)



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**

<ul><li>Much worse than</li><li>About the same</li><li>Much better than</li></ul>				<ul> <li>Worse than expected</li> <li>Somewhat better than expected</li> <li>Your trust</li> <li>Somewhat better than expected</li> <li>Trust average</li> </ul>					•	ected	
0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0	
Q46. Overall, how was your experience while you were in the hospital?								•			Wors

		All trusts in England				
Number of respondents (your trust)	Your trust score	Trust average score	Lowest score	Highest score		
509	7.9	8.4	7.5	9.5		

# **Trust results**

### This section includes:

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



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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·					expected	than expected
Your trust	score com	pared with	all other tr	rusts:		
This benchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust 7.2						
Trust 7.2						
Breakdow	n of scores	for sites w	ithin your	trust:		
	•	you to comp	are the result	ts for sites w	ithin your trus	t with all
other sites ac	cross trusts.					
0:4.4 7 4						
Site #1 7.1						
-						
Site #2 8.1	l					
-						
011 110 -						
Site #3 7.0	)					
Site 1		Site 2		Site	2	
William Harvey Hos	nital (47)		beth The Queen Mo		t and Canterbury Ho	conital (101)
william narvey nos		Hospital (36)		Julei Keil	t and Canterbury ric	ispital (101)

Top five trusts		Bottom five trusts	5
Queen Victoria Hospital NHS Foundation Trust	8.6	Buckinghamshire Healthcare NHS Trust	6.8
Royal Surrey NHS Foundation Trust	8.2	Isle of Wight NHS Trust	6.8
Surrey and Sussex Healthcare NHS Trust	8.0	Brighton and Sussex University Hospitals NHS Trust	6.9
Royal Berkshire NHS Foundation Trust	8.0	East Kent Hospitals University NHS Foundation Trust	7.2
Oxford University Hospitals NHS Foundation Trust	7.9	Dartford and Gravesham NHS Trust	7.2

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust	score com	pared with	all other tr	usts:		
This ber	nchma	arking compa	ares the ques	tion score for	your trust a	gainst all othe	er trusts.
Your	7.1						
Trust							
Breakd	lowr	n of scores	for sites w	ithin your/	trust:		
		-	you to comp	are the result	s for sites wi	thin your trus	t with all
other site	es ac	ross trusts.					
o							
Site #1	7.0						
-							
Site #2	6.9						
Site #3	8.4						
-							
Site 1			Site 2		Site	3	
William Harve	ey Hosp	oital (182)	Queen Eliza Hospital (158	beth The Queen Mo 3)	other Ken	t and Canterbury Ho	ospital (145)

#### Comparison with other trusts within your region

Top five trusts		Bottom five trusts	
Queen Victoria Hospital NHS Foundation Trust	9.1	Medway NHS Foundation Trust	6.0
University Hospital Southampton NHS Foundation Trust	8.3	Buckinghamshire Healthcare NHS Trust	6.8
Oxford University Hospitals NHS Foundation Trust	8.0	Brighton and Sussex University Hospitals NHS Trust	6.9
Royal Surrey NHS Foundation Trust	7.8	Ashford and St Peter's Hospitals NHS Foundation Trust	7.1
East Sussex Healthcare NHS Trust	7.8	East Kent Hospitals University NHS Foundation Trust	7.1

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		pared with				
This benchma	arking compa	ares the ques	tion score for	r your trust a	gainst all oth	er trusts.
Your Trust <b>7.5</b>						
Breakdowr	of scores	for sites w	vithin your	trust:		
		you to comp	-		thin your true	st with all
ther sites ac	ross trusts.					
Site #1 7.6						
-						
Site #2 7.5						
Site #3 7.5						
Site 1		Site 2		Site	2	
			hath Tha Quaran Ma	1		:t-1 (400)
Villiam Harvey Hosp	oital (179)	Hospital (15	beth The Queen Mo 1)	other Kent	and Canterbury H	ospital (120)

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Top five trusts	Top five trusts			S	
Queen Victoria Hospital NHS Foundation Trust	8.7		Medway NHS Foundation Trust	7.5	
Oxford University Hospitals NHS Foundation Trust	8.3		Royal Berkshire NHS Foundation Trust	7.5	
Hampshire Hospitals NHS Foundation Trust	8.1		East Kent Hospitals University NHS Foundation Trust	7.5	
Frimley Health NHS Foundation Trust	8.1		Western Sussex Hospitals NHS Foundation Trust	7.6	
Royal Surrey NHS Foundation Trust	8.0		Dartford and Gravesham NHS Trust	7.6	

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat bette than expected	r Better than expected	Much better than expected
						ļ	
			pared with				
This ben	chma	arking compa	ares the ques	tion score fo	r your trust a	against all othe	er trusts.
Your Trust	5.5						
Breakd	own	of scores	for sites w	vithin vour	trust:		
				-		/ithin your trus	t with all
		ross trusts.	) e a te e ep				
Site #1	5.0						
0:1							
Site #2	5.9						
Site #3	6.9						
Site 1			Site 2		Sit	e 3	
William Harve	ey Hosp	ital (175)		beth The Queen Me	other Ke	nt and Canterbury Ho	ospital (135)
			Hospital (159	9)			

Top five trusts	Top five trusts			S	
Queen Victoria Hospital NHS Foundation Trust	8.3		Surrey and Sussex Healthcare NHS Trust	4.7	
Maidstone and Tunbridge Wells NHS Trust	7.4		Western Sussex Hospitals NHS Foundation Trust	5.0	
Isle of Wight NHS Trust	6.6		East Kent Hospitals University NHS Foundation Trust	5.5	
Oxford University Hospitals NHS Foundation Trust	6.4		Dartford and Gravesham NHS Trust	5.5	
Frimley Health NHS Foundation Trust	6.0		East Sussex Healthcare NHS Trust	5.7	

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

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

orse ected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected			
nchma	arking compa	ares the ques	tion score for	r your trust a	gainst all oth	er trusts.			
7.6									
		<b>, ,</b>							
			•						
	-	you to comp	are the result	ts for sites wi	thin your true	st with all			
	1055 110515.								
7.0									
1.6									
-									
7.4									
7.9									
		Site 2		Site	3				
ey Hosp	ital (175)			other Kent	t and Canterbury H	lospital (135)			
			- /						
	ected ust sonchma 7.6 lown chma es act 7.6 7.4 7.9	ected expected ust score com nchmarking compa 7.6 lown of scores	expected     than expected       ust score compared with nohmarking compares the quest       7.6       down of scores for sites we nohmarking allows you to complete across trusts.       7.6       7.6       7.6       7.6       7.6       7.6       8       7.6       9       9       Site 2       ey Hospital (175)	ected     expected     than expected     the same       ust score compared with all other that the same       nchmarking compares the question score for       7.6       Or sites within your       compared for sites within your       compares for sites within your       compare the result       across trusts.       7.6	exceed     expected     than expected     the same     than expected       ust score compared with all other trusts:       achmarking compares the question score for your trust and       7.6       Hown of scores for sites within your trust:       achmarking allows you to compare the results for sites wites across trusts.       7.6       7.9       Site 2       Site 2       Site 2       Site 2       Site 2       Site 2	exced       expected       than expected       the same       than expected       expected         ust score compared with all other trusts:         acted       organization       score for your trust against all other         7.6         Hown of scores for sites within your trust:         actors across trusts.         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.6         7.4         7.9         Site 2       Site 3         ey Hospital (175)       Queen Elizabeth The Queen Mother			

Top five trusts		Bottom five trusts	
Queen Victoria Hospital NHS Foundation Trust	8.9	East Kent Hospitals University NHS Foundation Trust	7.6
Maidstone and Tunbridge Wells NHS Trust	8.5	Buckinghamshire Healthcare NHS Trust	7.6
Royal Surrey NHS Foundation Trust	8.5	Hampshire Hospitals NHS Foundation Trust	7.7
Western Sussex Hospitals NHS Foundation Trust	8.2	Isle of Wight NHS Trust	7.7
Surrey and Sussex Healthcare NHS Trust	8.0	Dartford and Gravesham NHS Trust	7.8

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

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

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	rusts:		
This ber	nchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	8.0						
				vithin your			
		arking allows ross trusts.	you to comp	are the result	is for sites w	ithin your trus	t with all
	00 00						
Site #1	8.2						
Site #2	7.9						
	-						
Site #3	8.3						
Site 1			Site 2		Site	3	
William Harv	vey Hosp	bital (175)	Queen Eliza Hospital (15	beth The Queen Mo 9)	other Ken	t and Canterbury Ho	ospital (135)

Top five trusts		Bottom five trusts	5
Queen Victoria Hospital NHS Foundation Trust	9.0	Buckinghamshire Healthcare NHS Trust	7.6
Dartford and		University Hospital	
Gravesham NHS Trust	8.6	Southampton NHS Foundation Trust	7.7
Maidstone and Tunbridge Wells NHS Trust	8.5	Hampshire Hospitals NHS Foundation Trust	8.0
Royal Surrey NHS Foundation Trust	8.5	East Kent Hospitals University NHS Foundation Trust	8.0
Medway NHS Foundation Trust	8.4	Royal Berkshire NHS Foundation Trust	8.0

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
our trust	score com	pared with	all other ti	rusts:				
This benchmarking compares the question score for your trust against all other trusts.								
Your Trust 7.2								
Trust <b>1.2</b>								
		for sites w	•					
	-	you to compa	are the resul	ts for sites wi	thin your trus	t with all		
ther sites ac	ross trusts.							
Site #1								
-								
Site #2								
-								
Site #3								
ite 1		Site 2		Site	3			
Villiam Harvey Hosp s <30 respondents)	bital (Score not show		eth The Queen Mo re not shown as <		and Canterbury Ho /n as <30 responde			
		1		1		, ,		

Top five trusts		Bottom five trusts
East Sussex Healthcare NHS Trust	8.1	Dartford and Gravesham NHS Trust 6.5
University Hospital Southampton NHS Foundation Trust	8.0	Medway NHS Foundation Trust <b>6.6</b>
Oxford University Hospitals NHS Foundation Trust	7.8	Buckinghamshire Healthcare NHS Trust 6.6
Western Sussex Hospitals NHS Foundation Trust	7.7	Portsmouth Hospitals University NHS Trust
Royal Surrey NHS Foundation Trust	7.5	Isle of Wight NHS Trust 6.9

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
					oxpoolod	than expected	
Your trust		-					
This benchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.	
Your Trust 8.9							
Breakdow	n of scores	for sites w	vithin your	trust:			
This benchma	0	you to comp	are the result	ts for sites w	ithin your trus	t with all	
other sites ac	cross trusts.						
	_						
Site #1 8.7							
Site #2 8.9							
Site #3 9.3	3						
Site 1		Site 2		Site	3		
William Harvey Hos	William Harvey Hospital (192) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (147) Hospital (163)						
			- /				

			-
Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.7	Medway NHS Foundation Trust	8.7
Western Sussex Hospitals NHS Foundation Trust	9.5	Dartford and Gravesham NHS Trust	8.9
East Sussex Healthcare NHS Trust	9.4	East Kent Hospitals University NHS Foundation Trust	8.9
University Hospital Southampton NHS Foundation Trust	9.4	Buckinghamshire Healthcare NHS Trust	9.0
Portsmouth Hospitals University NHS Trust	9.4	Ashford and St Peter's Hospitals NHS Foundation Trust	9.1

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
					CAPCOLOU	than expected		
Your trust	score com	pared with	all other tr	usts:				
This benchr	narking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.		
Your Trust <b>8.</b> 1	1							
Trust <b>0.</b>								
Breakdow	n of scores	s for sites w	ithin your	trust:				
	narking allows	you to comp	are the result	s for sites wi	thin your trus	t with all		
other sites a	cross trusts.							
Site #1 7.	9							
Site #2 8.	n							
Sile #2 <b>8</b> .	2							
Site #3 8.	5							
Site 1		Site 2		Site	3			
William Harvey Ho	Villiam Harvey Hospital (137) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (100)							
	Hospital (116)							
				1				

Top five trusts		Bottom five trust	S	
Queen Victoria Hospital NHS Foundation Trust	9.1	Medway NHS Foundation Trust	7.7	
East Sussex Healthcare NHS Trust	8.9	Dartford and Gravesham NHS Trust	7.8	
Isle of Wight NHS Trust	8.8	East Kent Hospitals University NHS Foundation Trust	8.1	
Western Sussex Hospitals NHS Foundation Trust	8.8	Portsmouth Hospitals University NHS Trust	8.2	
Oxford University Hospitals NHS Foundation Trust	8.7	Frimley Health NHS Foundation Trust	8.3	

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

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

	expected Much better than expected					
than expected expected than expected the same than expected						
	inan expected					
Your trust score compared with all other trusts:						
This benchmarking compares the question score for your trust again	st all other trusts.					
Your Trust <b>8.2</b>						
Trust _ 0.2						
Breakdown of scores for sites within your trust:						
This benchmarking allows you to compare the results for sites within	your trust with all					
other sites across trusts.						
Site #1 8.1						
-						
Site #2 8.2						
Site #3 8.7						
Site 1   Site 2   Site 3						
William Harvey Hospital (118)         Queen Elizabeth The Queen Mother         Kent and Canterbury Hospital (102)           Hospital (85)         Hospital (85)         Kent and Canterbury Hospital (102)						

Top five trusts		Bottom five trusts	5
Queen Victoria Hospital NHS Foundation Trust	9.5	Isle of Wight NHS Trust	7.7
Royal Surrey NHS Foundation Trust	8.9	Portsmouth Hospitals University NHS Trust	7.9
East Sussex Healthcare NHS Trust	8.8	Buckinghamshire Healthcare NHS Trust	8.0
Maidstone and Tunbridge Wells NHS Trust	8.7	Royal Berkshire NHS Foundation Trust	8.0
Dartford and Gravesham NHS Trust	8.5	Hampshire Hospitals NHS Foundation Trust	8.2

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

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

	-							
Much wors than expect		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 benc	hmarking comp	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.		
Your Trust 8	3.1							
Breakdo	wn of scores	s for sites w	/ithin vour	trust:				
	nmarking allows		-		thin your trus	t with all		
	across trusts.	, you to oomp		.0 101 0100 WI				
						_		
Site #1	8.2							
-								
Site #2	8.2							
-								
0'1								
Site #3	8.5							
Site 1		Site 2		Site				
William Harvey	William Harvey Hospital (100)         Queen Elizabeth The Queen Mother         Kent and Canterbury Hospital (69)           Hospital (96)         Hospital (96)         Hospital (96)							

Top five trusts		Bottom five trusts	5	
University Hospital Southampton NHS Foundation Trust	9.2	Medway NHS Foundation Trust	7.9	
Ashford and St Peter's Hospitals NHS Foundation Trust	8.9	Brighton and Sussex University Hospitals NHS Trust	8.0	
East Sussex Healthcare NHS Trust	8.9	Maidstone and Tunbridge Wells NHS Trust	8.0	
Surrey and Sussex Healthcare NHS Trust	8.9	Dartford and Gravesham NHS Trust	8.1	
Oxford University Hospitals NHS Foundation Trust	8.7	East Kent Hospitals University NHS Foundation Trust	8.1	

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

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

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your t	rust	score com	pared with	all other tr	usts:		
This be	nchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	6.8						
_		_					
			for sites w	•			
		arking allows ross trusts.	you to comp	are the result	s for sites wi	thin your trus	t with all
other sh		1055 (10515).					
Site #1	6.6						
	0.0						
	-						
Site #2	6.8	;					
	-						
Cite #2	7.0						
Site #3	7.3	)					
Site 1			Site 2		Site	3	
William Har	vey Hos	oital (186)	Queen Eliza	beth The Queen Mo	other Kent	and Canterbury Ho	ospital (137)
			Hospital (16	1)			
			!		ļ		

Top five trusts		Bottom five trusts	5
Queen Victoria Hospital NHS Foundation Trust	7.5	Medway NHS Foundation Trust	6.5
Ashford and St			
Peter's Hospitals NHS Foundation Trust	7.4	Buckinghamshire Healthcare NHS Trust	6.5
Royal Berkshire NHS Foundation Trust	7.4	Brighton and Sussex University Hospitals NHS Trust	6.5
Isle of Wight NHS Trust	7.4	Dartford and Gravesham NHS Trust	6.7
Hampshire Hospitals NHS Foundation Trust	7.4	Maidstone and Tunbridge Wells NHS Trust	6.8

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

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

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than	Much better than expected
than expe	ecieu	expected	than expected	the same	inan expected	expected	than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ber	nchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your	7 5						
Trust	7.5						
Breakd	lown	of scores	for sites w	vithin your	trust:		
				are the result		thin your trus	t with all
		ross trusts.				,	
-							
Site #1	7.3						
_							
0.1							
Site #2							
-							
Site #3	8.0						
	0.0						
Site 1			Site 2		Site	3	
William Harv	ey Hosp	ital (47)		beth The Queen Mo		and Canterbury Ho	ospital (31)
			Hospital (Sc respondents	ore not shown as <3 )	30		
			ļ		ļ.		

Top five trusts		Bottom five trust	S	
Queen Victoria Hospital NHS Foundation Trust	8.6	Medway NHS Foundation Trust	7.0	
Western Sussex Hospitals NHS Foundation Trust	8.4	Dartford and Gravesham NHS Trust	7.1	
East Sussex Healthcare NHS Trust	8.4	Portsmouth Hospitals University NHS Trust	7.4	
Buckinghamshire Healthcare NHS Trust	8.4	Isle of Wight NHS Trust	7.4	
University Hospital Southampton NHS Foundation Trust	8.3	East Kent Hospitals University NHS Foundation Trust	7.5	

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
·			- 11 - 41 4		•	·
		pared with				
I his benchm	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust <b>9.3</b>						
Breakdowi	n of scores	for sites w	ithin your	trust:		
	•	you to comp	are the result	s for sites wi	thin your trus	t with all
other sites ac	cross trusts.					
Site #1 9.2	2					
-						
Site #2 9.2	-					
-						
Site #3 9.6						
Site 1		Site 2		Site	3	
Villiam Harvey Hos	pital (179)		beth The Queen Mo	other Kent	and Canterbury Ho	ospital (142)
		Hospital (146	6)			

-		-	-
Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.9	Medway NHS Foundation Trust	8.8
University Hospital Southampton NHS Foundation Trust	9.7	Buckinghamshire Healthcare NHS Trust	9.3
East Sussex Healthcare NHS Trust	9.7	East Kent Hospitals University NHS Foundation Trust	9.3
Ashford and St Peter's Hospitals NHS Foundation Trust	9.6	Isle of Wight NHS Trust	9.4
Western Sussex Hospitals NHS Foundation Trust	9.6	Dartford and Gravesham NHS Trust	9.4

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

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

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	ust	score com	pared with	all other tr	usts:				
This ber	his benchmarking compares the question score for your trust against all other trusts.								
Your	8.4								
Trust	0.4								
Breako	dowr	n of scores	for sites w	ithin your	trust:				
		arking allows ross trusts.	you to comp	are the result	s for sites wi	thin your trus	t with all		
other sit	es ac	ross trusts.							
Site #1	8.5								
	0.5								
Site #2	8.3								
	-						_		
Site #3	8.4								
	••••								
Site 1			Site 2		Site	3			
William Harv	vey Hosp	oital (180)		beth The Queen Mo	other Ken	t and Canterbury Ho	spital (141)		
			Hospital (159	וי					

Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.6	Medway NHS Foundation Trust	8.4
Oxford University Hospitals NHS Foundation Trust	9.2	East Kent Hospitals University NHS Foundation Trust	8.4
Royal Surrey NHS Foundation Trust	9.1	Dartford and Gravesham NHS Trust	8.6
University Hospital Southampton NHS Foundation Trust	9.0	Surrey and Sussex Healthcare NHS Trust	8.6
Western Sussex Hospitals NHS Foundation Trust	9.0	Isle of Wight NHS Trust	8.6

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

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

Much wo than expe		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	ust score com	pared with	all other tr	usts:	ļ	
	chmarking compa	•			gainst all othe	er trusts.
Your	8.8					
Trust	0.0					
Breakd	own of scores	for sites w	ithin your/	trust:		
	chmarking allows s across trusts.	you to comp	are the result	s for sites wi	thin your trus	t with all
	5 across trusts.					
Site #1	9.0					
_						
Site #2	8.7					
	0.7					
011 110						
Site #3	8.9					
Site 1		Site 2		Site	3	
William Harve	ey Hospital (195)	Queen Eliza Hospital (168	beth The Queen Mo	other Ken	t and Canterbury Ho	ospital (148)
			-,			
				ļ		

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Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.8	Medway NHS Foundation Trust	8.8
University Hospital Southampton NHS Foundation Trust	9.5	East Kent Hospitals University NHS Foundation Trust	8.8
Portsmouth Hospitals University NHS Trust	9.4	Dartford and Gravesham NHS Trust	9.0
Oxford University Hospitals NHS Foundation Trust	9.4	Isle of Wight NHS Trust	9.0
Royal Surrey NHS Foundation Trust	9.3	Surrey and Sussex Healthcare NHS Trust	9.1

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
		·				onpoolou	
				all other tr			
This ben	ichma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	8.3						
Brookd		of agorag	for sites y	lithin vour	12.101.		
				vithin your		:	المعالم
		rking allows oss trusts.	you to comp	are the result	is tor sites w	ithin your trus	t with all
							_
Site #1	8.4						
	0.4						
Site #2	8.3						
Site #3	0 0						
Sile #3	8.2						
Site 1			Site 2		Site	3	
William Harve	ey Hospi	ital (193)	Queen Eliza	beth The Queen Mo	other Ker	t and Canterbury Ho	spital (147)
	- ,		Hospital (16	7)		,	
			ļ				

Top five trusts		Bottom five trusts		
Queen Victoria Hospital NHS Foundation Trust	9.2	Dartford and Gravesham NHS Trust	8.3	
University Hospital Southampton NHS Foundation Trust	8.9	East Kent Hospitals University NHS Foundation Trust	8.3	
Maidstone and Tunbridge Wells NHS Trust	8.8	Isle of Wight NHS Trust	8.3	
Royal Surrey NHS Foundation Trust	8.7	Medway NHS Foundation Trust	8.4	
Oxford University Hospitals NHS Foundation Trust	8.7	Brighton and Sussex University Hospitals NHS Trust	8.5	

### 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
Verin triret d						
Your trust s		-			nainat all ath a	
This benchma	arking compa	ares the ques	tion score to	your trust a	gainst all othe	er trusts.
Your Trust <b>8.7</b>						
Breakdowr	of cooros	for citor u	vithin your	truct		
			-		thin your true	t with all
This benchma other sites ac	-	you to comp	are the result	S IOF SITES WI	unin your trus	i with all
Site #1 8.4						
0.4						
-						
Site #2 8.8						
-						
01. 110 0.0						
Site #3 9.2						
0.4-4		0.4-0		0:4-	•	
Site 1		Site 2		Site		
William Harvey Hosp	oital (187)	Queen Eliza Hospital (16	beth The Queen Mo 5)	other Ken	t and Canterbury Ho	ispital (135)

Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.6	Medway NHS Foundation Trust	8.4
Brighton and Sussex University Hospitals NHS Trust	9.2	Ashford and St Peter's Hospitals NHS Foundation Trust	8.6
East Sussex Healthcare NHS Trust	9.2	Dartford and Gravesham NHS Trust	8.6
University Hospital Southampton NHS Foundation Trust	9.1	Buckinghamshire Healthcare NHS Trust	8.7
Western Sussex Hospitals NHS Foundation Trust	9.1	East Kent Hospitals University NHS Foundation Trust	8.7

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

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

Much wor than expec		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tru	ist score com	pared with	all other tr	usts:				
This bend	chmarking comp	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.		
Your Trust	3.8							
	own of scores		•					
	hmarking allows s across trusts.	s you to comp	are the result	ts for sites wi	thin your trus	t with all		
	5 across trusts.							
Site #1	8.7							
	0.7							
-								
Site #2	8.8							
-								
Site #3	9.5							
	9.5							
Site 1		Site 2		Site	3			
William Harvey	n Harvey Hospital (197) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (149)							
	Hospital (169)							

Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.7	Medway NHS Foundation Trust	8.6
Western Sussex Hospitals NHS Foundation Trust	9.4	East Kent Hospitals University NHS Foundation Trust	8.8
University Hospital Southampton NHS Foundation Trust	9.3	Dartford and Gravesham NHS Trust	8.9
Oxford University Hospitals NHS Foundation Trust	9.3	Ashford and St Peter's Hospitals NHS Foundation Trust	9.0
East Sussex Healthcare NHS Trust	9.3	Isle of Wight NHS Trust	9.0

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

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

Much worse than expected	Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
·					oxpoolod	than expected		
	score com	•						
This benchm	narking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.		
Your Trust <b>8.5</b>								
_		<b>, ,</b>						
	n of scores		-					
This benchm other sites ac	•	you to comp	are the result	ts for sites w	ithin your trus	t with all		
	51035 110515.							
Site #1 8.0	3							
One #1 0.0	5							
-								
Site #2 8.	5							
0:1	_							
Site #3 8.9	9							
Site 1		Site 2		Site	3			
William Harvey Hos	spital (194)		beth The Queen Mo		-	ospital (147)		
William Harvey Hee	illiam Harvey Hospital (194) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (147) Hospital (166)							

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Top five trusts		Bottom five trusts	S
Queen Victoria Hospital NHS Foundation Trust	9.6	Dartford and Gravesham NHS Trust	8.3
East Sussex Healthcare NHS Trust	9.1	Medway NHS Foundation Trust	8.3
University Hospital Southampton NHS Foundation Trust	9.0	Ashford and St Peter's Hospitals NHS Foundation Trust	8.5
Hampshire Hospitals NHS Foundation Trust	9.0	Frimley Health NHS Foundation Trust	8.5
Oxford University Hospitals NHS Foundation Trust	8.9	East Kent Hospitals University NHS Foundation Trust	8.5

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

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

Much wors than expect		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tru	st score com	pared with	all other tr	usts:		
This benc	hmarking compa	ares the ques	tion score for	<sup>r</sup> your trust a	gainst all othe	er trusts.
Your Trust	7.3					
	own of scores		-			
	hmarking allows across trusts.	you to comp	are the result	s for sites wi	thin your trus	t with all
Site #1	7.2					
014 140						
Site #2	7.5					
-						
Site #3	7.5					
Site 1		Site 2		Site	3	
William Harvey	Hospital (194)	Queen Eliza Hospital (168	beth The Queen Mo 8)	other Ken	t and Canterbury Ho	ospital (148)

Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.3	Medway NHS Foundation Trust	6.5
Oxford University Hospitals NHS Foundation Trust	8.4	East Kent Hospitals University NHS Foundation Trust	7.3
University Hospital Southampton NHS Foundation Trust	8.4	Dartford and Gravesham NHS Trust	7.5
Royal Surrey NHS Foundation Trust	8.4	Isle of Wight NHS Trust	7.6
Royal Berkshire NHS Foundation Trust	8.3	Ashford and St Peter's Hospitals NHS Foundation Trust	7.7

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ben	chma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.
Your Trust	7.7						
nust							
				vithin your			
		•	you to comp	are the result	s for sites wi	thin your trus	t with all
	es ac	ross trusts.					
Site #1	7.8						
Sile #1	1.0						
Site #2	7.8						
Site #3							
Sile #3	7.7						
Site 1			Site 2		Site	3	
William Harve	ey Hosp	oital (169)		beth The Queen Mo	other Kent	and Canterbury Ho	ospital (134)
			Hospital (14	9)			

Top five trusts	Top five trusts			S	
Queen Victoria Hospital NHS Foundation Trust	9.1		East Kent Hospitals University NHS Foundation Trust	7.7	
East Sussex Healthcare NHS Trust	8.4		Frimley Health NHS Foundation Trust	7.8	
Buckinghamshire Healthcare NHS Trust	8.2		Surrey and Sussex Healthcare NHS Trust	7.9	
Portsmouth Hospitals University NHS Trust	8.2		Dartford and Gravesham NHS Trust	7.9	
Oxford University Hospitals NHS Foundation Trust	8.2		Isle of Wight NHS Trust	7.9	

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

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

		_							
Much w		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
	than expected expected than expected the same than expected expected than expected								
			-	all other tr					
This ber	nchm	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.		
Your Trust	7.0								
TTUST	-								
Breako	lowr	of scores	for sites w	vithin your	trust:				
		•	you to comp	are the result	s for sites w	thin your trus	t with all		
other site	es ac	ross trusts.							
0:40 #4	7.0								
Site #1	7.0								
Site #2	7.0								
0.1									
Site #3	7.5								
0.4			014		0.11				
Site 1			Site 2		Site				
William Harv	ey Hosp	bital (187)	Queen Eliza Hospital (16	beth The Queen Mo 0)	other Ken	t and Canterbury Ho	ospital (138)		
					ļ				

Top five trusts		Bottom five trust	S	
Queen Victoria Hospital NHS Foundation Trust	8.3	Medway NHS Foundation Trust	6.6	
University Hospital Southampton NHS Foundation Trust	7.5	Dartford and Gravesham NHS Trust	6.6	
Oxford University Hospitals NHS Foundation Trust	7.4	Ashford and St Peter's Hospitals NHS Foundation Trust	7.0	
East Sussex Healthcare NHS Trust	7.4	East Kent Hospitals University NHS Foundation Trust	7.0	
Royal Surrey NHS Foundation Trust	7.3	Buckinghamshire Healthcare NHS Trust	7.0	

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

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

		-							
Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
	than expected expected than expected the same than expected expected than expected								
			-	all other tr					
This ben	nchma	arking compa	ares the ques	tion score for	r your trust ag	gainst all othe	er trusts.		
Your Trust	8.7								
TTUST	••••								
Breakd	lowr	n of scores	for sites w	vithin your	trust:				
		•	you to comp	are the result	s for sites wi	thin your trus	t with all		
other site	es ac	ross trusts.							
Site #1	8.6								
-	_								
Site #2	8.7								
	0.7								
-	-								
Site #3	9.1								
_									
Site 1			Site 2		Site	3			
William Harve	ey Hosp	oital (190)	Queen Eliza Hospital (16	beth The Queen Mo	other Kent	and Canterbury Ho	ospital (143)		
			riospital (10	5)					

Top five trusts	Top five trusts			S
Queen Victoria Hospital NHS Foundation Trust	9.8		Medway NHS Foundation Trust	8.5
Oxford University Hospitals NHS Foundation Trust	9.2		Isle of Wight NHS Trust	8.6
Royal Surrey NHS Foundation Trust	9.1		Dartford and Gravesham NHS Trust	8.6
University Hospital Southampton NHS Foundation Trust	9.1		East Kent Hospitals University NHS Foundation Trust	8.7
Hampshire Hospitals NHS Foundation Trust	9.0		Ashford and St Peter's Hospitals NHS Foundation Trust	8.7

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

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

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	ust	score com	pared with	all other tr	usts:				
This ber	This benchmarking compares the question score for your trust against all other trusts.								
Your Trust	7.4								
			f		1				
				vithin your		ul. !	4		
		arking allows ross trusts.	you to comp	are the result	IS TOP SITES WI	thin your trus	t with all		
Site #1	7.3								
	1.0								
	-								
Site #2	7.5	i i							
	-					_			
Site #3	7.6								
	/								
Site 1			Site 2		Site	3			
William Harvey Hospital (167) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (12						ospital (127)			
			Hospital (14	0)					

#### Comparison with other trusts within your region

Top five trusts		Bottom five trusts			
Queen Victoria Hospital NHS Foundation Trust	9.1	Medway NHS Foundation Trust	7.0		
University Hospital Southampton NHS Foundation Trust	8.4	Dartford and Gravesham NHS Trust	7.2		
Oxford University Hospitals NHS Foundation Trust	8.1	East Kent Hospitals University NHS Foundation Trust	7.4		
Western Sussex Hospitals NHS Foundation Trust	8.1	Frimley Health NHS Foundation Trust	7.5		
Royal Surrey NHS Foundation Trust	8.1	Buckinghamshire Healthcare NHS Trust	7.6		

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### 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		-							
This benchm	This benchmarking compares the question score for your trust against all other trusts.								
Your <b>5.6</b>									
Trust <b>3.0</b>									
Breakdown	n of scores	for sites w	ithin your/	trust:					
	•	you to comp	are the result	s for sites w	ithin your trus	t with all			
other sites ac	ross trusts.								
Site #1 <b>5.6</b>									
-									
Site #2 5.7	,								
-									
Site #3 6.7	•								
Site 1		Site 2		Site	9 3				
William Harvey Hos	pital (178)	Queen Eliza Hospital (156	beth The Queen Mo 6)	other Ker	nt and Canterbury Ho	ospital (135)			
			,						

Top five trusts		Bottom five trusts	5	
Queen Victoria Hospital NHS Foundation Trust	8.3	Medway NHS Foundation Trust	5.5	
Maidstone and Tunbridge Wells NHS Trust	7.6	East Kent Hospitals University NHS Foundation Trust	5.6	
Oxford University Hospitals NHS Foundation Trust	6.7	Buckinghamshire Healthcare NHS Trust	5.8	
Royal Surrey NHS Foundation Trust	6.6	Dartford and Gravesham NHS Trust	5.9	
Hampshire Hospitals NHS Foundation Trust	6.5	Brighton and Sussex University Hospitals NHS Trust	6.1	

### 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		
					ļ '			
		pared with						
This benchmarking compares the question score for your trust against all other trusts.								
Your								
Trust 9.2								
Breakdown	of scores	for sites w	ithin your	trust:				
his benchma	arking allows	you to comp	are the result	s for sites wi	thin your trus	t with all		
ther sites ac	ross trusts.	-						
Site #1 9.4								
-								
Site #2 9.2								
Site #3 9.4								
ite 1		Site 2		Site	3			
	nital (190)		heth The Oueen Mr		-	(1/1)		
illiam Harvey Hospital (190) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (144) Hospital (158)								

Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.8	East Kent Hospitals University NHS Foundation Trust	9.2
Maidstone and Tunbridge Wells NHS Trust	9.7	Medway NHS Foundation Trust	9.2
East Sussex Healthcare NHS Trust	9.5	Dartford and Gravesham NHS Trust	9.3
Hampshire Hospitals NHS Foundation Trust	9.5	Ashford and St Peter's Hospitals NHS Foundation Trust	9.3
Oxford University Hospitals NHS Foundation Trust	9.5	Buckinghamshire Healthcare NHS Trust	9.4

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

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

Much worse	Worse than	Somewhat worse	About the same	Somewhat better	Better than	Much better			
than expected	expected	than expected	life Same	than expected	expected	than expected			
Your trust	score com	pared with	all other tr	usts:					
This benchm	This benchmarking compares the question score for your trust against all other trusts.								
Your									
Trust 8.6									
Breakdow	n of scores	for sites w	ithin your	trust:					
			•		thin your true	t with all			
This benchm other sites ac	•	you to comp			umi your trus	i willi all			
	1033 (1030).								
	_								
Site #1 8.7									
Site #2 8.8									
Sile #2 0.0	•								
-						_			
Site #3 8.7	,								
Site 1		Site 2		Site	3				
				1					
William Harvey Hospital (159)         Queen Elizabeth The Queen Mother         Kent and Canterbury Hospital (125)           Hospital (139)         Hospital (139)         Kent and Canterbury Hospital (125)									

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Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.7	Medway NHS Foundation Trust	8.5
Western Sussex Hospitals NHS Foundation Trust	9.3	East Kent Hospitals University NHS Foundation Trust	8.6
East Sussex Healthcare NHS Trust	9.3	Dartford and Gravesham NHS Trust	8.6
Maidstone and Tunbridge Wells NHS Trust	9.2	Isle of Wight NHS Trust	8.8
Oxford University Hospitals NHS Foundation Trust	9.2	Portsmouth Hospitals University NHS Trust	8.9

### 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**

than expected       expected       than expected       than expected       expected       than         Your Trust       Score compared with all other trusts:       This benchmarking compares the question score for your trust against all other truet         Your Trust       7.8         Breakdown of scores for sites within your trust:       This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.         Site #1       7.7         Site #2       7.8         8.2	
than expected       expected       than expected       than expected       expected       than         Your Trust       Score compared with all other trusts:       This benchmarking compares the question score for your trust against all other truet         Your Trust       7.8         Breakdown of scores for sites within your trust:       This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.         Site #1       7.7         Site #2       7.8         8.2	
Your trust score compared with all other trusts:         This benchmarking compares the question score for your trust against all other true         Your         Trust         7.8         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.         Site #1         7.7         Site #2         8.2	luch better
This benchmarking compares the question score for your trust against all other true   Your   Trust   7.8   Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with other sites across trusts. Site #1 7.7 Site #2 7.8 Site #3 8.2	in expected
Your Trust       7.8         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust wit other sites across trusts.         Site #1       7.7         Site #2       7.8         Site #3       8.2	
Trust       7.8         Breakdown of scores for sites within your trust:         This benchmarking allows you to compare the results for sites within your trust wit other sites across trusts.         Site #1       7.7         Site #2       7.8         Site #3       8.2	usts.
This benchmarking allows you to compare the results for sites within your trust with other sites across trusts.Site #17.7Site #27.8Site #38.2	
This benchmarking allows you to compare the results for sites within your trust wit other sites across trusts.   Site #1   7.7   Site #2   7.8   Site #3   8.2	
other sites across trusts.   Site #1   7.7   Site #2   7.8   Site #3   8.2	
Site #1       7.7         Site #2       7.8         Site #3       8.2	ii all
Site #2       7.8         Site #3       8.2	
Site #2       7.8         Site #3       8.2	
Site #3 8.2	
Site #3 8.2	
Site 1 Site 2 Site 3	
William Harvey Hospital (178) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (157)	(126)

Top five trusts		Bottom five trust	S	
Queen Victoria Hospital NHS Foundation Trust	9.5	Dartford and Gravesham NHS Trust	7.7	
University Hospital Southampton NHS Foundation Trust	8.8	East Kent Hospitals University NHS Foundation Trust	7.8	
East Sussex Healthcare NHS Trust	8.7	Medway NHS Foundation Trust	7.8	
Oxford University Hospitals NHS Foundation Trust	8.7	Portsmouth Hospitals University NHS Trust	8.1	
Western Sussex Hospitals NHS Foundation Trust	8.6	Buckinghamshire Healthcare NHS Trust	8.2	

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

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

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
			pared with						
This be	This benchmarking compares the question score for your trust against all other trusts.								
Your Trust	8.8								
Dreek			fan altaa		1				
			for sites w	•			t with all		
		arking allows ross trusts.	you to comp	are the result	is for sites wi	thin your trus	t with all		
							_		
Site #1	8.8								
	0.0								
	_								
Site #2	#2 8.7								
Site #3 8.9									
Site 1	_		Site 2		Site	3			
William Har	vey Hosp	oital (114)		beth The Queen Mo	other Kent	and Canterbury Ho	spital (117)		
			Hospital (89)	1					

Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	9.6	Medway NHS Foundation Trust	8.7
Oxford University Hospitals NHS Foundation Trust	9.2	East Kent Hospitals University NHS Foundation Trust	8.8
University Hospital Southampton NHS Foundation Trust	9.1	Dartford and Gravesham NHS Trust	8.8
Western Sussex Hospitals NHS Foundation Trust	9.1	Surrey and Sussex Healthcare NHS Trust	8.9
Royal Surrey NHS Foundation Trust	9.1	Portsmouth Hospitals University NHS Trust	8.9

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

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

Much we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	ust s	score com	pared with	all other tr	usts:				
This ber	This benchmarking compares the question score for your trust against all other trusts.								
Your Trust	7.4								
This ben	Breakdown of scores for sites within your trust: This benchmarking allows you to compare the results for sites within your trust with all other sites across trusts.								
Site #1	7.8								
Site #2	6.9								
Site #3	7.8								
Site 1			Site 2		Site	3			
William Harv	William Harvey Hospital (120)     Queen Elizabeth The Queen Mother Hospital (93)     Kent and Canterbury Hospital (117)								

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Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	8.8	East Kent Hospitals University NHS Foundation Trust	7.4
Hampshire Hospitals NHS Foundation Trust	8.0	Portsmouth Hospitals University NHS Trust	7.4
Ashford and St Peter's Hospitals NHS Foundation Trust	7.9	Buckinghamshire Healthcare NHS Trust	7.4
Maidstone and Tunbridge Wells NHS Trust	7.9	Isle of Wight NHS Trust	7.5
Oxford University Hospitals NHS Foundation Trust	7.9	Medway NHS Foundation Trust	7.5

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 wo than expe		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected	
			all athar t				
	ust score com	-			agingt all othe	or tructo	
_	chmarking comp	ales the ques		your trust a	gainst all othe	er trusts.	
Your Trust	7.8						
Brookd	own of scores	for sites y	vithin your	truct			
	own of scores chmarking allows		•		thin your true	t with all	
	es across trusts.	you to comp		3 101 31163 WI	umi your trus		
Site #1	8.4						
Site #2	7.2						
Sile #2	1.2						
Site #3	8.0						
Site 1		Site 2		Site	3		
William Harvey Hospital (121)         Queen Elizabeth The Queen Mother Hospital (94)         Kent and Canterbury Hospital (121)							

Top five trusts	Top five trusts			S	
Queen Victoria Hospital NHS Foundation Trust	8.9		Maidstone and Tunbridge Wells NHS Trust	7.6	
Oxford University Hospitals NHS Foundation Trust	8.4		Dartford and Gravesham NHS Trust	7.7	
Western Sussex Hospitals NHS Foundation Trust	8.4		Portsmouth Hospitals University NHS Trust	7.8	
Hampshire Hospitals NHS Foundation Trust	8.3		Ashford and St Peter's Hospitals NHS Foundation Trust	7.8	
Surrey and Sussex Healthcare NHS Trust	8.1		Buckinghamshire Healthcare NHS Trust	7.8	

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

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

Much w	orse	Worse than	Somewhat worse	About	Somewhat better	Better than	Much better			
than exp		expected	than expected	the same	than expected	expected	than expected			
Your tr	rust	score com	pared with	all other tr	usts:					
This ber	This benchmarking compares the question score for your trust against all other trusts.									
Your Trust	6.8									
Breako	dowr	n of scores	for sites w	vithin your	trust:					
		-	you to comp	are the result	s for sites wi	thin your trus	t with all			
other sit	es ac	ross trusts.								
Site #1	6.6									
Site #1	6.6									
Site #2	6.8									
	-									
0:4 //0										
Site #3	7.5									
Site 1			Site 2		Site	3				
William Harv		vital (104)		beth The Queen Mo		and Canterbury Ho	conital (142)			
william fait	ey nos	Jiai (194)	Hospital (16			and Canterbury In	JSpital (142)			

Top five trusts		Bottom five tru	sts	
Queen Victoria Hospital NHS Foundation Trust	8.4	Medway NHS Foundation Trust	6.5	
Oxford University Hospitals NHS Foundation Trust	7.5	Buckinghamshire Healthcare NHS Trust	6.6	
University Hospital Southampton NHS Foundation Trust	7.3	Ashford and St Peter's Hospitals NHS Foundation Trust	6.6	
Hampshire Hospitals NHS Foundation Trust	7.3	Dartford and Gravesham NHS Trust	6.7	
East Sussex Healthcare NHS Trust	7.3	Maidstone and Tunbridge Wells NHS Trust	6.8	

### 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 we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected		
Your tr	ust	score com	pared with	all other tr	rusts:				
This ber	This benchmarking compares the question score for your trust against all other trusts.								
Your Trust	7.3								
			<b>. .</b>						
			for sites w	-					
		arking allows ross trusts.	you to comp	are the result	ts for sites wi	thin your trus	t with all		
	55 00	1033 (10313).							
Site #1	7.1								
-									
Site #2	7.3								
Site #3	8.1								
	••••								
Site 1			Site 2		Site	3			
William Harv	ey Hosp	pital (150)	Queen Eliza Hospital (126	beth The Queen Mo 6)	other Kent	and Canterbury Ho	ospital (112)		

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Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	8.4	Dartford and Gravesham NHS Trust	6.7
Oxford University Hospitals NHS Foundation Trust	7.8	Medway NHS Foundation Trust	6.8
University Hospital Southampton NHS Foundation Trust	7.7	Ashford and St Peter's Hospitals NHS Foundation Trust	7.0
Hampshire Hospitals NHS Foundation Trust	7.6	Frimley Health NHS Foundation Trust	7.1
Royal Surrey NHS Foundation Trust	7.6	Maidstone and Tunbridge Wells NHS Trust	7.2

# 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**

reakdown of scores for sites within your trust:   ais benchmarking allows you to compare the results for sites within your trust with all her sites across trusts.   te #1   9.0   te #2   8.7   te #3   8.5   ai bite 2 Site 3										
Anis benchmarking compares the question score for your trust against all other trusts.   Your rust   8.6   reakdown of scores for sites within your trust:   is benchmarking allows you to compare the results for sites within your trust with all ther sites across trusts.   te #1   9.0   8.7   8.7   8.5   9.1   Site 2   Site 2   Site 2   Site 3   iam Harvey Hospital (73)										
8.6   eakdown of scores for sites within your trust:   s benchmarking allows you to compare the results for sites within your trust with all er sites across trusts.   #1   9.0   8.7   8.7   8.5   1   Site 2   Site 2   Site 3   m Harvey Hospital (73)   Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (63)	ur tr	ust score com	pared with	all other ti	rusts:					
8.6   reakdown of scores for sites within your trust: is benchmarking allows you to compare the results for sites within your trust with all her sites across trusts.   te #1   9.0   te #2   8.7   8.7   8.5   a 1   Site 2   Site 2   Site 3   Jiam Harvey Hospital (73)   Queen Elizabeth The Queen Mother   Kent and Canterbury Hospital (63)	_	chmarking comp	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.			
te #2 8.7 te #3 8.5 e 1 Site 2 Site 3 liiam Harvey Hospital (73) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (63)	Your Trust	8.6								
her sites across trusts.	Breakd	own of scores	s for sites w	vithin your	trust:					
te #1 9.0 te #2 8.7 te #3 8.5 e 1 Site 2 Site 3 liam Harvey Hospital (73) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (63)		•	you to comp	are the result	ts for sites wi	thin your trus	t with all			
te #2 8.7 te #3 8.5 e 1 Site 2 Site 3 liiam Harvey Hospital (73) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (63)		es across trusts.								
te #3 8.5 e 1 Site 2 Site 3 liam Harvey Hospital (73) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (63)	Site #1	9.0								
te #3 8.5 e 1 Site 2 Site 3 liam Harvey Hospital (73) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (63)										
e 1 Site 2 Site 3 liam Harvey Hospital (73) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (63)	Site #2	8.7								
e 1 Site 2 Site 3 liam Harvey Hospital (73) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (63)										
liam Harvey Hospital (73) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (63)	Site #3	8.5								
liam Harvey Hospital (73) Queen Elizabeth The Queen Mother Kent and Canterbury Hospital (63)	0:4- 4		0:4-0		0:4-	•				
	Site 1						in 1 (00)			
	Villiam Harve									

Top five trusts		Bottom five trust	e
		Dottom me trust	5
Queen Victoria Hospital NHS Foundation Trust	9.4	Frimley Health NHS Foundation Trust	7.8
Western Sussex Hospitals NHS Foundation Trust	9.2	Medway NHS Foundation Trust	7.8
Maidstone and Tunbridge Wells NHS Trust	9.0	Dartford and Gravesham NHS Trust	7.9
East Sussex Healthcare NHS Trust	9.0	Isle of Wight NHS Trust	8.4
Ashford and St Peter's Hospitals NHS Foundation Trust	9.0	Royal Berkshire NHS Foundation Trust	8.4

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

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

		-							
Much wo		orse than expected	Somewhat worse than expected	About the same	Somewhat bette than expected	r Better than expected	Much better than expected		
				- 11 - 41 41		•			
	Your trust score compared with all other trusts:								
This ben	This benchmarking compares the question score for your trust against all other trusts.								
Your									
Trust									
Breakd	lown of	scores	for sites w	vithin your	trust:				
		0	you to comp	are the result	s for sites w	ithin your trus	t with all		
other site	es across	trusts.							
Site #1	6.5								
_									
0:1									
Site #2	6.6								
_									
Site #3	7.0								
	110								
Site 1			Site 2		Sit	e 3			
William Harvey Hospital (194)         Queen Elizabeth The Queen Mother         Kent and Canterbury Hospital (147)									
			Hospital (16	6)					

Top five trusts		Bottom five trusts				
Queen Victoria Hospital NHS Foundation Trust	8.4	Medway NHS Foundation Trust	6.4			
Royal Berkshire NHS Foundation Trust	7.6	East Kent Hospitals University NHS Foundation Trust	6.7			
Oxford University Hospitals NHS Foundation Trust	7.5	Buckinghamshire Healthcare NHS Trust	6.8			
Royal Surrey NHS Foundation Trust	7.5	Isle of Wight NHS Trust	6.8			
Hampshire Hospitals NHS Foundation Trust	7.5	Portsmouth Hospitals University NHS Trust	6.9			

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your tr	our trust score compared with all other trusts:										
This ben	This benchmarking compares the question score for your trust against all other trusts.										
Your Trust	7.2										
Breakd	lown	of scores	for sites w	vithin your	trust:						
This ben	chma			-		thin your trus	t with all				
other site	5 au	055 110515.				_					
Site #1	7.3										
						-					
Site #2	7.0										
						_					
Site #3	7.9										
Site 1			Site 2		Site	3					
William Harve	ey Hosp	ital (183)	Queen Eliza Hospital (156	beth The Queen Mo 6)	other Ken	t and Canterbury Ho	ospital (132)				

#### Comparison with other trusts within your region

		1 0		
Top five trusts			Bottom five trust	ts
Queen Victoria Hospital NHS Foundation Trust	9.1		Isle of Wight NHS Trust	6.4
Oxford University Hospitals NHS Foundation Trust	7.9		Medway NHS Foundation Trust	6.6
Hampshire Hospitals NHS Foundation Trust	7.8		Surrey and Sussex Healthcare NHS Trust	6.9
Brighton and Sussex University Hospitals NHS Trust	7.8		Western Sussex Hospitals NHS Foundation Trust	6.9
Royal Berkshire NHS Foundation Trust	7.8		Maidstone and Tunbridge Wells NHS Trust	7.0

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# 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 w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
	our trust score compared with all other trusts:										
I his bei	nchm	arking compa	ares the ques	tion score for	r your trust aç	gainst all othe	er trusts.				
Your Trust	4.9										
Break	dowr	of scores	for sites w	vithin vour	trust:						
				-	ts for sites wit	thin your trus	t with all				
other sit	es ac	ross trusts.				-					
<b>O</b> 14 <i>H</i> 4											
Site #1	4.9										
	-										
Site #2	5.3	6									
	-										
Site #3	4.5										
	-1.0										
Site 1	_		Site 2		Site	3					
William Harv	vey Hos	oital (148)	Queen Eliza Hospital (117	beth The Queen Mo	other Kent	and Canterbury Ho	ospital (87)				
				,							

Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	5.9	Dartford and Gravesham NHS Trust	4.2
Royal Surrey NHS Foundation Trust	5.3	Medway NHS Foundation Trust	4.3
Brighton and Sussex University Hospitals NHS Trust	5.3	Royal Berkshire NHS Foundation Trust	4.7
Oxford University Hospitals NHS Foundation Trust	5.3	Isle of Wight NHS Trust	4.7
Hampshire Hospitals NHS Foundation Trust	5.2	Portsmouth Hospitals University NHS Trust	4.7

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

### **Results for your trust**

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	score com	pared with	all other tr	usts:		
This ber	nchma	arking compa	ares the ques	tion score for	<sup>r</sup> your trust a	gainst all othe	er trusts.
Your Trust	6.4						
				ithin your			
		arking allows ross trusts.	you to comp	are the result	s for sites wi	thin your trus	t with all
		1055 110515.					
Site #1	6.4						
	0.4						
	-						
Site #2	6.4						
	-						
Site #3	6.5						
	0.5						
Site 1			Site 2		Site	3	
William Harv	vey Hosp	oital (183)		beth The Queen Mo	other Ken	t and Canterbury Ho	ospital (130)
			Hospital (154	4)			

Top five trusts	Top five trusts			S	
Queen Victoria Hospital NHS Foundation Trust	8.7		Medway NHS Foundation Trust	5.7	
Oxford University Hospitals NHS Foundation Trust	7.2		Dartford and Gravesham NHS Trust	6.2	
Royal Surrey NHS Foundation Trust	7.1		Isle of Wight NHS Trust	6.3	
Royal Berkshire NHS Foundation Trust	6.9		East Kent Hospitals University NHS Foundation Trust	6.4	
Hampshire Hospitals NHS Foundation Trust	6.9		Frimley Health NHS Foundation Trust	6.5	

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

### **Results for your trust**

Much wo		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
Your tr	ust	score com	pared with	all other tr	usts:						
This ben	his benchmarking compares the question score for your trust against all other trusts.										
Your Trust	7.7										
		_									
			for sites w	-							
		-	you to comp	are the result	s for sites wi	thin your trus	t with all				
	es ac	ross trusts.									
Site #1	7.7										
Sile #1	1.1										
_											
Site #2	7.4										
_											
0:40 #0											
Site #3	8.8										
Site 1	J		Site 2		Site	3					
William Harve	ey Hosp	bital (176)	Queen Eliza Hospital (15	beth The Queen Mo 1)	other Ken	and Canterbury Ho	ospital (136)				
				,							

Bottom five true	sts
Medway NHS Foundation Trust	6.6
Isle of Wight NHS Trust	7.2
Dartford and Gravesham NHS Trust	7.2
Maidstone and Tunbridge Wells NHS Trust	7.4
Ashford and St Peter's Hospitals NHS Foundation Trust	7.5
	Foundation Trust Isle of Wight NHS Trust Dartford and Gravesham NHS Trust Maidstone and Tunbridge Wells NHS Trust Ashford and St Peter's Hospitals NHS Foundation

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 we than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected				
	our trust score compared with all other trusts:										
This ber	nchma	arking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.				
Your Trust	8.2										
Breakd	lowr	of scores	for sites w	vithin vour	trust:						
This ben	chma			-		thin your trus	t with all				
Site #1	8.2										
Site #2	7.9										
Site #3	9.1										
Site 1			Site 2		Site	3					
William Harv	ey Hosp	bital (107)	Queen Eliza Hospital (82)	beth The Queen Mo )	other Ken	t and Canterbury Ho	ospital (80)				

		_		
Top five trusts	Top five trusts			S
Queen Victoria Hospital NHS Foundation Trust	9.6		Dartford and Gravesham NHS Trust	7.5
Royal Surrey NHS Foundation Trust	8.7		Medway NHS Foundation Trust	7.7
Surrey and Sussex Healthcare NHS Trust	8.7		Portsmouth Hospitals University NHS Trust	8.0
East Sussex Healthcare NHS Trust	8.5		Isle of Wight NHS Trust	8.0
Oxford University Hospitals NHS Foundation Trust	8.5		Maidstone and Tunbridge Wells NHS Trust	8.1

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Vour tr			norod with				
			pared with				
I his ben	ichma	arking compa	ares the ques	tion score for	r your trust aq	gainst all othe	er trusts.
Your Trust	6.3						
Breakd	own	of scores	for sites w	vithin your	trust		
			you to comp	-		thin your true	t with all
		oss trusts.	you to comp		13 101 31163 WI	umi your trus	i willi all
7	5 5.01						
Site #1	6.1						
	0.1						
Site #2	6.8						
Site #3	7.1						
Site 1			Site 2		Site	3	
William Harve	ey Hosp	ital (116)	Queen Eliza Hospital (83)	beth The Queen Mo	other Kent	and Canterbury Ho	ospital (73)

Top five trusts		Bottom five trust	S
Queen Victoria Hospital NHS Foundation Trust	8.0	Dartford and Gravesham NHS Trust	5.9
Royal Surrey NHS Foundation Trust	7.4	Medway NHS Foundation Trust	6.0
East Sussex Healthcare NHS Trust	7.2	Frimley Health NHS Foundation Trust	6.2
Oxford University Hospitals NHS Foundation Trust	7.1	East Kent Hospitals University NHS Foundation Trust	6.3
University Hospital Southampton NHS Foundation Trust	6.9	Isle of Wight NHS Trust	6.5

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

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

Much w than exp		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your to	rust s	score com	pared with	all other ti	rusts:		
This be	This benchmarking compares the question score for your trust against all other trusts.						
Your Trust	1.0						
_							
			for sites w	-			
		0	you to comp	are the result	ts for sites wi	thin your trus	t with all
other Sit	es aci	ross trusts.					
0:40 #4	0.0						
Site #1	0.9						
	-						
Site #2	1.2						
Site #3	1.4						
Site 1			Site 2		Site	3	
William Har	vey Hosp	ital (159)	Queen Eliza Hospital (133	beth The Queen Mo	other Kent	and Canterbury Ho	spital (127)
			riospital (13	)			

Top five trusts		Bottom five trusts		
Queen Victoria Hospital NHS Foundation Trust	2.6	Medway NHS Foundation Trust	0.6	
Western Sussex Hospitals NHS Foundation Trust	2.1	Brighton and Sussex University Hospitals NHS Trust	0.6	
East Sussex Healthcare NHS Trust	2.1	Dartford and Gravesham NHS Trust	0.8	
University Hospital Southampton NHS Foundation Trust	1.9	Ashford and St Peter's Hospitals NHS Foundation Trust	0.8	
Surrey and Sussex Healthcare NHS Trust	1.7	Buckinghamshire Healthcare NHS Trust	0.9	

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

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

Much wo than expe		Worse than expected	Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your tr	ust s	core com	pared with	all other tr	usts:		
This ben	nchma	rking compa	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust	8.8						
			e 1.				
				ithin your			6 10 AU
		rking allows oss trusts.	you to comp	are the result	s for sites w	ithin your trus	t with all
-							
Site #1	8.9						
-							
Site #2	#2 <b>8.7</b>						
-							
Site #3	9.0						
Site 1	_		Site 2		Site	3	
William Harvey Hospital (196)			Queen Eliza Hospital (168	beth The Queen Mc	other Ker	t and Canterbury Ho	ospital (148)
				- /			

Top five trusts		Bottom five trusts		
Queen Victoria Hospital NHS Foundation Trust	9.8	Medway NHS Foundation Trust	8.8	
University Hospital Southampton NHS Foundation Trust	9.6	East Kent Hospitals University NHS Foundation Trust	8.8	
Royal Surrey NHS Foundation Trust	9.5	Dartford and Gravesham NHS Trust	8.9	
East Sussex Healthcare NHS Trust	9.4	Isle of Wight NHS Trust	9.1	
Oxford University Hospitals NHS Foundation Trust	9.4	Ashford and St Peter's Hospitals NHS Foundation Trust	9.1	

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

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

Much worse than expecte		Somewhat worse than expected	About the same	Somewhat better than expected	Better than expected	Much better than expected
Your true	st score com	pared with	all other tr	usts:		
This bencl	marking comp	ares the ques	tion score for	r your trust a	gainst all othe	er trusts.
Your Trust 7	.9					
	_					
	wn of scores		-			
	marking allows	s you to comp	are the result	s for sites wi	thin your trus	st with all
other sites	across trusts.					
Site #1	7.8					
Sile #1	.0					
-						
Site #2	7.7					
_						
0.1 10	_					
Site #3	3.5					
Site 1		Site 2		Site	•	
		1	hath Tha Quara M	1		:
William Harvey Hospital (194)       Queen Elizabeth The Queen Mother       Kent and Canterbury Hospital (147)         Hospital (168)       Kent and Canterbury Hospital (147)						

Top five trusts		Bottom five trusts			
Queen Victoria Hospital NHS Foundation Trust	9.4		Medway NHS Foundation Trust	7.5	
University Hospital Southampton NHS Foundation Trust	8.7		East Kent Hospitals University NHS Foundation Trust	7.9	
Oxford University Hospitals NHS Foundation Trust	8.6		Dartford and Gravesham NHS Trust	8.0	
Royal Surrey NHS Foundation Trust	8.5		Buckinghamshire Healthcare NHS Trust	8.1	
East Sussex Healthcare NHS Trust	8.5		Isle of Wight NHS Trust	8.1	

## For further information

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



# Appendix

## **Comparison to other trusts**

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

Much worse than expected	Worse than expected
Your trust has not performed "much worse than expected" for any questions.	<ul> <li>Q16. Did you have confidence and trust in the doctors treating you?</li> <li>Q26. Were you able to discuss your condition or treatment with hospital staff without being overheard?</li> <li>Q27. Were you given enough privacy when being examined or treated?</li> <li>Q28. Do you think the hospital staff did everything they could to help control your pain?</li> <li>Q29. Were you able to get a member of staff to help you when you needed attention?</li> <li>Q37. Were you given enough notice about when you were going to leave hospital?</li> <li>Q45. Overall, did you feel you were treated with respect and dignity while you were in the hospital?</li> <li>Q46. Overall, how was your experience while you were in the hospital?</li> </ul>

## **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		
<ul> <li>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?</li> <li>Q15. When you asked doctors questions, did you get answers you could understand?</li> <li>Q21. In your opinion, were there enough nurses on duty to care for you in hospital?</li> </ul>	Your trust has not performed "somewhat better than expected" for any questions.		

## **Comparison to other trusts**

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

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





### **Results for East Kent Hospitals University NHS Foundation Trust**

### Where patient experience is best

- Equipment and adaptations in the home: hospital staff discussing if any equipment or home adaptations were needed when leaving hospital
- Changing wards during the night: staff explaining the reason for patients needing to change wards during the night
- Information about medicines to take at home: patients being given information about medicines they were to take at home
- Further health or social care services: patients being given information about further health or social care services they may need after leaving hospital
- Written information on discharge: patients being given written information about what they should or should not do after leaving hospital

### Where patient experience could improve

- Privacy for discussions: patients being able to discuss their condition or treatment with hospital staff without being overheard
- Noise from other patients: patients not being bothered by noise at night from other patients
- Enough nurses: patients feeling there were enough nurses on duty to care for them in hospital
- Getting help from staff: patients being able to get a member of staff to help them when they needed attention
- Notice about leaving hospital: patients being given enough notice about when they were going to leave hospital

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 Kent Hospitals University NHS Foundation Trust who had attended in late 2020. Responses were received from 515 patients at this trust. If you have any questions about the survey and our results, please contact [NHS TRUST TO INSERT CONTACT DETAILS].

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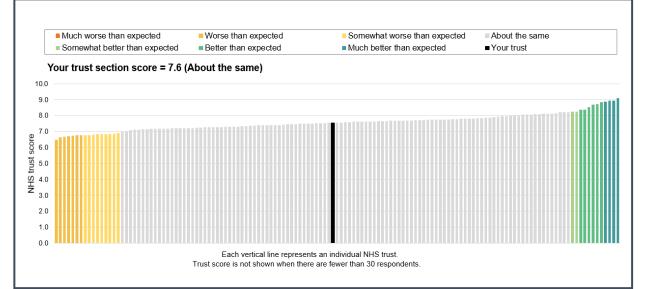
## How to interpret benchmarking in this report

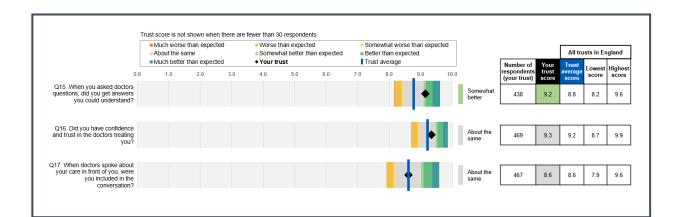
#### **Trust level benchmarking**

The charts in the 'benchmarking' section show how the score for your trust compares to the range of scores achieved by all trusts taking part in the survey. The black line shows the score for your trust. The graphs are divided into seven sections, comparing the score for your trust to most other trusts in the survey:

- If your trust's score lies in the **dark green section** of the graph, its result is 'Much better than expected'.
- If your trust's score lies in the **mid-green section** of the graph, its result is 'Better than expected'.
- If your trust's score lies in the **light green section** of the graph, its result is 'Somewhat better than expected'.
- If your trust's score lies in the **grey section** of the graph, its result is 'About the same'.
- If your trust's score lies in the **yellow section** of the graph, its result is 'Somewhat worse than expected'.
- If your trust's score lies in the light orange section of the graph, its result is 'Worse than expected'.
- If your trust's score lies in the **dark orange** section of the graph, its result is 'Much worse than expected'.

These groupings are based on a rigorous statistical analysis of the data termed the 'expected range' technique.





## How to interpret benchmarking in this report (continued)

#### **Trust level benchmarking**

The 'much better than expected,' 'better than expected', 'somewhat better than expected', 'about the same', 'somewhat worse than expected', 'worse than expected' and 'much worse than expected' categories are based on an analysis technique called the 'expected range'. Expected range determines the range within which a trust's score could fall without differing significantly from the average, taking into account the number of respondents for each trust, to indicate whether the trust has performed significantly above or below what would be expected.

If it is within this expected range, we say that the trust's performance is 'about the same' as other trusts. Where a trust is identified as performing 'better' or 'worse' than the majority of other trusts, the result is unlikely to have occurred by chance.

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

In some cases, a trust could be categorised as 'about the same' whilst having a lower score than a 'worse than expected' trust, or categorised as 'about the same' whilst having a higher score than a 'better than expected' trust. This occurs as the bandings are calculated through standard error rather than standard deviation. Standard error takes into account the number of responses achieved by a trust, and therefore the banding may differ for a trust with a low numbers of responses.

#### Site level benchmarking

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

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

### An example of scoring

Each evaluative question is scored on a scale from 0 to 10. The scores represent the extent to which the patient's experience could be improved. A score of 0 is assigned to all responses that reflect considerable scope for improvement, whereas a score of 10 refers to the most positive patient experience possible. Where a number of options lay between the negative and positive responses, they are placed at equal intervals along the scale. Where options were provided that did not have any bearing on the trust's performance in terms of patient experience, the responses are classified as "not applicable" and a score is not given. Similarly, where respondents stated they could not remember or did not know the answer to a question, a score is not given.

#### Calculating an individual respondent's score

The following provides an example for the scoring system applied for each respondent. For question 15 "When you asked doctors questions, did you get answers you could understand":

- The answer code "Yes, always" would be given a score of 10, as this refers to the most positive patient experience possible.
- The answer code "Sometimes" would be given a score of 5, as it is placed at an equal interval along the scale.
- The answer code "No, never" would be given a score of 0, as this response reflects considerable scope for improvement.
- The answer codes "I did not have any questions" and "I did not feel able to ask questions" would not be scored, as they do not have a clear bearing on the trust's performance in terms of patient experience.

#### Calculating the trust score for each question

The weighted mean score for each trust, for each question, is calculated by dividing the sum of the weighted scores for a question by the weighted sum of all eligible respondents to the question for each trust. An example of this is provided in the <u>survey technical document</u>.

#### Calculating the section score

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